

Network Services Distributor Access – Distributor Order Guide User Manual

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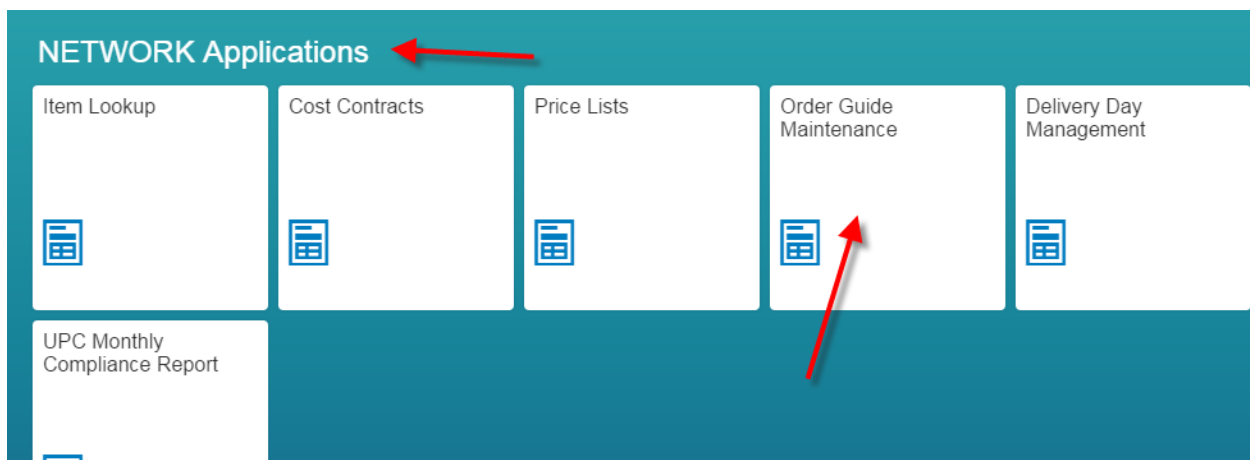
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Submit a Request to Add Item(s) to an Order Guide

1. Login to Member Access and select **Operations => Applications**.
2. A new window will open. Select **Order Guide Maintenance** within the **NETWORK Applications** category..



3. Open and view an order guide by selecting a member location, if applicable, from the Member Minor# dropdown and a customer from the **Customer #/Name** dropdown. Another option is to select the **View Order Guides** button, select a member location, if applicable, and a customer.

Member Order Guides

Member Order Guides

View Order Guide

Customers only see Legacy Item# when ordering electronically.
[Member Order Guide Application User Manual](#)

Member #/Name:

Member Minor#:
 Customer #/Name:

4. Select the **Add Items** button.

View Order Guide

Member #/Name: 104 -- DADE PAPER CO -MIAMI HQ

Member Minor#:
 Customer #/Name:

Date Effective: _____ Date Last Modified: May 21 2009 11:52AM
 Date Last Published: _____ Zone: 1
 DSS: N

Network CSR Contact: [Christie Jordan](#)
 224-361-2276

Total Records: 347

NSC	Product Desc./	Zone	Price	Date	Custo
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4. A grid will appear where up to 10 items can be requested to be added to an order guide. Enter Item #(s), select the Item Type (SAP/Legacy Item# or UPC) for each Item#, and enter a Sell Price. For additional information, enter a Distributor Part #, Description and UOM. A Sell Price is required for each Item # entered prior to submitting the request.

5. To apply this request to more than one order guide, check the **Apply Request** checkbox next to other available order guides. If there are no other order guides for the same customer but different member branch or zone, none will be listed.

By checking the **Apply Request** checkbox, when the Customer Development Team at Network Services completes the request, the change will be applied not only to the originating order guide but to all other order guides selected. This allows one request to be applied to more than one order guide.

Member Order Guides

Member Order Guides

Request Add New Items to Order Guide

Apply Request YES
 Customer #/Name: 51:0 -- BASKIN ROBBINS
 Member #/Name: 103 - 0 -- Waxie Sanitary Supply
 Zone: 5
 Last Modified: Aug 25 2015 4:00PM
 Last Published: Aug 25 2015 4:00PM
 Network CSR Contact: [Beth Reed](#)
 Formulary Name:
 Request Effective Date:

NetSupply Ordering Account

Apply Item Add Request to Additional Order Guides

SELECT ALL
 Apply Request YES
 Customer #/Name: 51:0 -- Baskin Robbins
 Member #/Name: 103 - 00 -- San Diego
 Zone: 4
 Last Modified: Oct 6 2010 11:27AM
 Last Published:

Depending upon 3rd party web order systems (i.e. DSSI), there may be an additional delay before the end user customer will be able to view the changes.

Member Comments:

Add	Item #	Item Type	Sell Price	Description	Distributor Part #	UOM
<input checked="" type="checkbox"/>	<input type="text"/>	SAP/Legacy Item# ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input type="text"/>	SAP/Legacy Item# ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input type="text"/>	SAP/Legacy Item# ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input type="text"/>	SAP/Legacy Item# ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. Enter a Distributor Part # if available. This will appear as the “Distributor Part#” when viewing the order guide and as the Customer Part # for customers ordering on NetSupply.

7. There is a **Request Effective Date** located in the header information. This defaults to the current day, but can be changed to a future date by selecting the calendar icon. This functionality allows a member to request a change to an order guide now that will be effective in the future.

8. Select the **Submit Request** button when all items are entered. To cancel the request, select the Cancel button.

9. A request can be applied to more than one Sold To or Customer Major if they are available while submitting the parent request. If there are no other Sold To’s within the program the request will be submitted when the **Submit Request** button is selected. Otherwise, all available Sold To’s, member branches and zones will be displayed.

By checking the **Apply** checkbox, when the Customer Service Team at Network Services completes the request, the change will be applied not only to the originating order guide but to all other order guides selected to include selected Sold To’s. This allows one request to be applied to more than one order guide and more than one Sold To (Customer Major).

Member Order Guides

Member Order Guides

Request Add New Items to Order Guide

Apply Request: YES
 Customer #/Name: 605:0 -- 4M MITCH MURCH (BILLABLE)
 Member #/Name: 104 - 0 -- Dade Paper Miami
 Zone: 1
 Last Modified: Mar 24 2011 3:10PM
 Last Published: Mar 24 2011 3:10PM
 Network CSR Contact: [Dianne Knight](#)
NetSupply Ordering Account

Apply Request to Additional Sold To's Within Program

Request ID#	Request Type	Item #	Item Type	Item Action	Current Sell Price	Requested Sell Price	Replaced Item	Descr.	Alt. Part#
4350	Add	1000110	SAP/Legacy Item#	Add	\$2.00	\$2.00		can liner	

Apply	Sold To	Member#/Branch	Zone
<input type="checkbox"/>	606:000000 - 4M Mitch Murch (Non-Billable)	104-00	1
<input type="checkbox"/>	606:010031 - 4M Mitch Murch (Non-Billable)	104-00	1
<input type="checkbox"/>	606:000000 - 4M Mitch Murch (Non-Billable)	104-00	2
<input type="checkbox"/>	606:000000 - 4M Mitch Murch (Non-Billable)	104-02	1
<input type="checkbox"/>	607:000000 - 4M Mitch Murch (Spec Bill FI)	104-00	1



10. When all selections have been made to apply the originating request, select the **Complete Request** button.

11. When the request is submitted, a message is displayed to the screen indicating the request was successful. An email is sent to the Network Services Customer Service Team; specifically the person assigned to the customer identified on the order guide. A confirmation email is also sent to the member user submitting the request. If additional order guides were selected to apply the request to, this information will be included in the email.

12. If a future **Request Effective Date** was selected, the status on the request will be set to "On Hold". This status will remain until the effective date is reached; at which time the status will update to "Submitted" and the request will be available for the Network Customer Service team to work on and complete.

13. All requests have a Request Effective Date and unless the member selects a different date during the submittal process, this date is typically the same as the Request Date.

Submit a Request to Update Items on an Order Guide

1. Login to Member Access and select **Operations => Applications**.
2. A new window will open. Select **Member Order Guides**.
3. Open and view an order guide by selecting a member location, if applicable, from the Member Minor# dropdown and a customer from the **Customer #/Name** dropdown. Another option is to select the **View Order Guides** button, select a member location, if applicable, and a customer.
4. Check all items on the order guide that should be updated by checking the **Update** checkbox next to an item #. Select the **Update Items** button.

NOTE: Only non-contracted items that are not price locked are available for pricing changes. Contracted items can only be deleted, deleted and replaced or be updated to add Distributor part # and/or flagged as Location Specific with no change in price.

DSSI: N
 Network CSR Contact: Christie Jordan
 224-361-2276

Export to Excel Update Items Add Items

Total Records: 347

Update	NSC Item#	UPC	Mfr. Part #	Manufacturer	Product Desc./ Clean Product Desc.	Zone Price	Price Lock	Cor
<input type="checkbox"/>	009027	55000000090278	12TCD	LETICA CORPORATION	12OZ CLEAR SOFT PLAS TUMBLER 12OZ CLEAR SOFT PLAS TUMBLER	\$98.14		N
<input checked="" type="checkbox"/>	009273	50738780448747	R8N-00055	SOLO CUP/SWTHRT/CLRSIELD	8 OZ COLD CUP WAXED-JAZZ Cold Cup 8 oz Wax Treated Paper "Jazz" Design	\$68.50		N
<input type="checkbox"/>	009857	00041165015935	120MD	SOLO CUP/SWTHRT/CLRSIELD	12 OZ WAXED COLD CUP-MERIDIAN Cold Cup 12 oz Wax Treated Paper "Meridian" Design	\$100.00		N
<input checked="" type="checkbox"/>	028088	10020648314519	W42F	GENPAK CORPORATION	4.5 OZ CONE WATER CUP/PAPER 4.5 OZ CONE WATER CUP/PAPER	\$41.39		N
<input checked="" type="checkbox"/>	028310	10020648310436	W4F	GENPAK CORPORATION	4 OZ. CONE WATER CUP Cold Cup 4 oz Wax Treated Paper Cone	\$41.39		N
<input checked="" type="checkbox"/>	037016	50738780474135	GSP80-83013	SOLO CUP/SWTHRT/CLRSIELD	9 OZ SCOOP CUP-FRY DESIGN Container 9 oz Double Poly Scoop Fries Design	\$62.24		N

5. To apply this request to more than one order guide, check the **Apply Request** checkbox next to other available order guides. If there are no other order guides for the same customer but different member branch or zone, none will be listed.

By checking the **Apply Request** checkbox, when the Customer Service Team at Network Services completes the request, the change will be applied not only to the originating order guide but to all other order guides selected. This allows one request to be applied to more than one order guide.

6. All the items selected from the order guide will display in a new window. For each item, select the appropriate **Modify Action**. If **Modify** is selected as the Modify Action, a new Sell Price is required.

Request Update Items to Order Guide

Apply Request: YES
 Customer #/Name: 901.0 -- UNICCO SERVICES
 Member #/Name: 107 - 0 -- POLLOCK PAPER DISTRIB
 Zone: 3
 Last Modified: Mar 14 2011 10:14AM
 Last Published: Mar 14 2011 10:14AM
 Network CSR Contact: Dianne Knight
 Request Effective Date: 04/04/2011

Apply Item Update Request to Additional Order Guides

Apply Request: YES
 Customer #/Name: 901.0 -- UNICCO SERVICES
 Member #/Name: 107 - 08 -- Houston
 Zone: 3
 Last Modified: Sep 8 2010 2:11PM
 Last Published: Sep 8 2010 2:11PM

YES 901.0 -- UNICCO SERVICES 107 - 15 -- AUSTIN 3 Mar 14 2011 10:14AM Mar 14 2011 10:14AM

YES 901.0 -- UNICCO SERVICES 107 - 23 -- OKLAHOMA CITY 1 Mar 14 2011 10:14AM Mar 14 2011 10:14AM

YES 901.0 -- UNICCO SERVICES 107 - 37 -- Grand Prairie 3 Mar 14 2011 10:14AM Mar 14 2011 10:14AM

Submit Update Cancel

Update	NSC Item #	Current Sell Price	Modify Action	Item #	Item Type	New Sell Price	Description	UOM
<input checked="" type="checkbox"/>	326020	\$20.29	Modify		SAP/Legacy Item#			
<input checked="" type="checkbox"/>	326056	\$19.35	Modify		SAP/Legacy Item#			

Submit Update Cancel

7. If Delete & Replace is selected as the Modify Action, a new Item #, Item Type and Sell Price are required. Item # and Item Type are disabled until the Modify Action changes to Delete & Replace.

Submit Update Cancel

Update	NSC Item #	Current Sell Price	Modify Action	Item #	Item Type	New Sell Price	Description	UOM
<input checked="" type="checkbox"/>	9273	\$68.50	Modify		NSC Item #			
<input checked="" type="checkbox"/>	28088	\$41.39	Delete & Replace		NSC Item #			
<input checked="" type="checkbox"/>	28310	\$41.39	Modify		NSC Item #			
<input checked="" type="checkbox"/>	37016	\$62.24	Modify		NSC Item #			

Submit Update Cancel

8. If Delete is selected, no additional information is required. Description and UOM are optional information that can be entered for any of the items.

9. If the item(s) selected is a contracted item, the sell price cannot be changed. Furthermore, the **Modify Action** needs to change to **ModifyItem**, **Delete** or **Delete/Replace**. If neither of these actions is selected, the item will automatically be deleted from the request when submitted.

Only non-contracted or contracted price locked items can be selected to Modify for pricing changes.

Apply Item Update Request to Additional Order Guides

Apply Request Customer #/Name: Member #/Name: Zone: Last Modified:

Submit Update Cancel

Contracted Items are not available for pricing changes.

Update	NSC Item #	Current Sell Price	Contract Item	Modify Action	Item #	Item Type	New Sell Price
<input checked="" type="checkbox"/>	344461	\$2.29	Y	Select One		SAP/Legacy Item#	
<input checked="" type="checkbox"/>	353260	\$37.74	Y	Select One		SAP/Legacy Item#	
<input checked="" type="checkbox"/>	353720	\$42.99	N	Modify		SAP/Legacy Item#	
<input checked="" type="checkbox"/>	361165	\$47.45	N	Modify		SAP/Legacy Item#	

10. Enter a Distributor Part # if available.

11. A request can be applied to more than one Sold To or Customer Major if they are available while submitting the parent request. If there are no other Sold To's within the program the request will be submitted when the **Submit Request** button is selected. Otherwise, all available Sold To's, member branches and zones will be displayed.

By checking the **Apply** checkbox, when the Customer Service Team at Network Services completes the request, the change will be applied not only to the originating order guide but to all other order guides selected to include selected Sold To's. This allows one request to be applied to more than one order guide and more than one Sold To (Customer Major). When finished, select the **Complete Request** button.

12. There is a **Request Effective Date** located in the header information. This defaults to the current day, but can be changed to a future date by selecting the calendar icon. This functionality allows a member to request a change to an order guide now that will be effective in the future.

13. Select the **Submit Update** button when finished.

NOTE: If the **Submit Update** button is **NOT** selected, the request is automatically placed in Pending status and any changes entered on the **Request Update to Order Guide** window will not be saved. In order to complete the request and change the status from Pending to Submitted, select **Track Status** and select the request with the status of Pending. Click on the **Complete and Submit Request** link. The items originally selected to be updated are displayed. Enter any changes and select the **Submit Update** button. Once submitted, the request status will automatically change from Pending to Submitted and Network Services will be notified of the submitted request.

14. When the request is submitted, a message is displayed to the screen indicating the request was successful. An email is sent to the Network Services Customer Service Team; specifically the person assigned to the customer identified on the order guide. A confirmation email is also sent to the member user submitting the request.

15. If a future **Request Effective Date** was selected, the status on the request will be set to “On Hold”. This status will remain until the effective date is reached; at which time the status will update to “Submitted” and the request will be available for the Network Customer Service team to work on and complete.

NOTE: When submitting a request, if the item # entered is invalid, the request form will be redisplayed and each invalid item will be identified as “Invalid”. The request cannot be submitted until a valid SAP or Legacy Item # is entered and the Item Type is SAP/Legacy Item# or a valid UPC code and Item Type is UPC. The request status will remain as “Unsubmitted” until all item #s are valid.

Request Update Items to Order Guide

Apply Request <input checked="" type="checkbox"/> YES	Customer #/Name: 901:0 -- UNICCO SERVICES	Member #/Name: 107 - 0 -- POLLOCK PAPER DISTRIB	Zone: 3	Last Modified: Mar 14 2011 10:14AM	Last Published: Mar 14 2011 10:14AM
Network CSR Contact: Dianne Knight		Request Effective Date:		<input type="text" value="04/04/2011"/>	
<input type="button" value="Submit Add"/> <input type="button" value="Cancel"/>					
Add	Item #	Item Type	Sell Price	Description	UOM
Invalid <input checked="" type="checkbox"/>	<input type="text" value="1144478"/>	SAP/Legacy Item#	<input type="text" value="2.00"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit Add"/> <input type="button" value="Cancel"/>					

Add Items without Opening and Viewing the Order Guide

1. Select the **Request Item Add** button. Select the member location, if applicable, and the customer.
2. A grid will appear where up to ten (10) items can be requested to be added. The header information for the order guide selected is displayed above the add item grid. Enter item #(s), select the item type, and enter sell prices. Description and UOM information is optional.
3. Check the **Apply Request** checkbox next to each additional order guide the request should be applied to.
4. Select the **Submit Request** button when completed.
5. When the request is submitted, a message is displayed to the screen indicating the request was successful. An email is sent to the Network Services Customer Service Team; specifically the person assigned to the customer identified on the order guide. A confirmation email is also sent to the member user submitting the request.

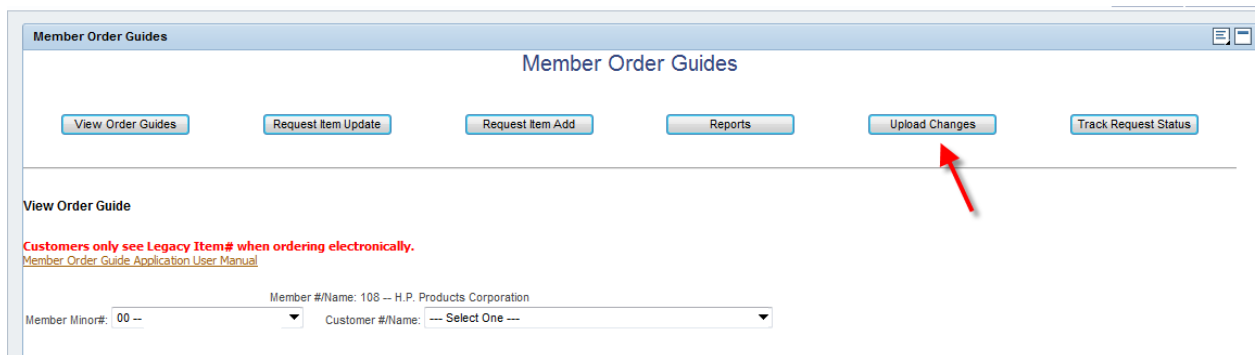
Update Items without Opening and Viewing the Order Guide

1. Select the **Request Item Update** button. Select the member location, if applicable, and the customer.
2. Check the **Update** checkbox next to the items on the order guide that should be updated.
3. Select the **Update Items** button.
4. The header information for the order guide selected is displayed above the update item grid. Check the **Apply Request** checkbox next to each additional order guide the request should be applied to.
5. Change the Modify Action, enter Item #s, select the Item Type, and enter a Sell Prices for each item. Description and UOM are optional.
6. If the **Modify Action** is selected to be **Modify**, only a new Sell Price is required. If **Modify Action** is selected to be **Delete**, no additional information is required for the Item. If **Modify Action** is selected to be **Delete & Replace**, a new Item #, Item Type and Sell Price are required.
7. Select **Submit Update** when completed. If one of the items was selected in error and should not be updated, uncheck the checkbox next to the item # prior to selecting the **Submit Update** button.
8. When the request is submitted, a message is displayed to the screen indicating the request was successful. An email is sent to the Network Services Customer Development Team; specifically the person assigned to the customer identified on the order guide. A confirmation email is also sent to the member user submitting the request.

Upload Changes to Member Order Guides

This option should be used if more than 10 items need to be updated or added to an order guide.

1. Select the **Upload Changes** button.



2. Select the order guide you want to upload changes to by making selections from the Member Minor# and Customer #/Name drop downs. Then select the **Download Sample File** link to download an excel file that should be used to upload changes.

Member Order Guides

Member Order Guides

View Order Guides Request Item Update Request Item Add Reports Upload Changes Track Request Status

Import Changes

[Member Order Guide Application User Manual](#)

Member #/Name: 108 -- H.P. Products Corporation

Member Minor#: 00 -- H.P. Products Corporation Customer #/Name: 0418 -- 000000 -- Z2 -- JOHNSON CONTROLS, INC.

Effective Date: Sep 30 2010 7:07PM Date Last Modified: Sep 29 2010 5:38PM
 Date Last Published: Sep 30 2010 7:07PM Zone: 2
 DSS: N
 Network CSR Contact: Brandi Bailey 2243612297 **NetSupply Ordering Account**

Upload File [Download Sample File](#)

- The information that should be filled in on the downloaded form is item #, type of changes (A for Add, D for Delete, U for Update), sell price, distributor part # and Location Specific Item, if applicable. The order of the information should not change and the file should be saved as an .xls file.

Distributor Part # and Loc Spec Item are NOT required in this file. If the account has location specific order guides, the Loc Spec Item column can be used to identify items that are only on location specific order guides. Any text, 'Y' or 'X', would identify an item as location specific on the upload file.

NOTE: Do NOT change the formatting of this file or the sheet name (should remain as Sheet1) or the upload will be unsuccessful.

NOTE: To avoid errors, avoid duplicate items in the import file and use Internet Explorer (IE).

	A	B	C	D	E
1	Item # (SAP Item# or UPC)	Type of Change (A,D,U)	Sell Price	Distributor Part#	Loc Spec item
2	1152345	U	17	waxie10	
3	1023773	U	16.85	waxie20	
4	1000539	U	17.69	waxie30	
5	1000540	U	15.53	waxie40	
6					

- Save the downloaded file to your client system and make the necessary changes and save the file. Select the **Browse...** button to select the file from your client system and select the **Upload File** button.
- The following screen will display the information submitted and indicate which items are invalid based on several criteria. Those that are invalid will be greyed out, the Update checkbox will not be checked and it will state "Invalid". A message will also be displayed.

- Item can't be found in our system by SAP Item #, UPC or Legacy/NSC Item #.

- b) Item is a contracted item so the price cannot be updated.
- c) Item already exists on the order guide
- d) Item doesn't exist on an order guide and a delete or update is being requested.

Member Order Guides

Import Changes Validation

Apply Request	Customer #/Name:	Member #/Name:	Zone:	Last Modified:	Last Published:
<input checked="" type="checkbox"/> YES	418-0 -- JOHNSON CONTROLS, INC.	108 - 0 -- H.P. Products Corporation	2	Sep 29 2010 5:38PM	Sep 30 2010 7:07PM
	Network CSR Contact: Brandi Bailey			Request Effective Date:	<input type="text" value="12/10/2012"/>

NetSupply Ordering Account

Apply Item Update Request to Additional Order Guides

Apply Request	Customer #/Name:	Member #/Name:	Zone:	Last Modified:	Last Published:
		<i>There are no other JOHNSON CONTROLS, IINC. order guides available to apply this change request.</i>			

Apply Request to Additional Sold To's Related to Program

Apply	Sold To	Member#/Branch	Zone		
<input type="checkbox"/>	419.000000 - Johnson Controls, Inc. (EDI)	108-00	2		

Contracted Items that are not price locked are unavailable for pricing changes.

Update	Item #	Action	Sell Price	Alt.Part#	Current Sell Price	Contract	Item Descr.	UOM	Message
<input checked="" type="checkbox"/>	10073286610208	<input type="button" value="Modify"/>	150.00	122555	42.80	N	9X12"DAINTIFOLD LOWFOLD NAPKIN	CS	
<input type="checkbox"/> Invalid	177120	<input type="button" value="Add"/>	22.50	125566	23.99	Y	Hot Cup 12 oz White Foam	CS	This item is already on the order guide
<input type="checkbox"/> Invalid	684085	<input type="button" value="Modify"/>	20.00	336699	0.00	N	Soap Enriched Lotion-800 MI	CS	This item does not currently exist on the order guide

6. If there are any additional zones, member branches or additional sold to's that this request should be applied to, these should be selected by checking the Apply checkbox next to each Branch/Zone and/or Sold To. This is similar to the current process.
7. Select the **Submit Request** button if the information is correct or **Cancel Request** if a different file should be uploaded.
8. When successfully submitted, an email confirmation will be sent to the submitter of the request with the request details and the NETWORK CSR will receive an email indicating a new request was submitted.
9. To view additional details or track the status, select the **Track Request Status** button. If a request is one where the changes were uploaded, it will have an **Upload Details** link on the Track Request Status page. Selecting this will display exactly what was uploaded regardless of whether the information was valid and included in the change request and the subsequent message. This will show the request details in addition to what was uploaded and any discrepancies can be easily viewed here.

Member Order Guides

[View Order Guides](#)
[Request Item Update](#)
[Request Item Add](#)
[Reports](#)
[Upload Changes](#)
[Track Request Status](#)

Track Request Status

[View All Requests](#)


Request ID#	Member Location	Customer	Request Date	Requested By	Type	Status	Completed Date	Completed By	Request Applied To	CSR Assigned/Comments
Details Cancel	4453 00 - Zone 2	419:000000 - Johnson Controls, Inc. (EDI)	12/10/2012	TestHP User	Upload	Submitted			000000 - 00 - Zone 2	Brandi Bailey
Details Cancel Upload Details	4452 00 - Zone 2	418:000000 - Johnson Controls, Inc.	12/10/2012	TestHP User	Upload	Submitted			000000 - 00 - Zone 2	Brandi Bailey

Track Request Status Details

[Back to Top](#)

Customer: 418 - 000000 - JOHNSON CONTROLS, INC.
Request Effective Date: 12/10/2012

Request ID#	Request Type	Item #	Item Type	Item Action	Current Sell Price	Requested Sell Price	Replaced Item	Descr.	Alt. Part#
4452	Upload	10073286610208	UPC	Modify	\$150.00	\$150.00		9X12	122555
4452	Upload	177120	SAP/Legacy Item#	Add	\$22.50	\$22.50		Hot Cup 12 oz White Foam	125566

Upload Details 

Item #	Action	Sell Price	Add. Info	Valid	Message
10073286610208	U	150.00	122555	Y	
177120	A	22.50	125566	Y	
684085	U	20.00	336699	N	This item does not currently exist on the order guide

Maintain Location Specific Order Guides

Customers are identified & set up at NETWORK to be able to accommodate order guides at the location level. As a result, items can be added or deleted at the location level and these changes are made available on NetSupply to the end user or buyer at the Customer level.

1. All pricing is maintained at the Customer/Member/Zone level order guide.
2. Items can be added or deleted to a location specific order guide. Pricing can only be updated on a *non-location* specific order guide.
3. All pricing is kept in sync between the member order guide and the location specific order guides for the same member, customer and zone.
4. Items cannot be added to a location specific order guide unless they are already on the member order guide.
5. If an item is deleted off of a member order guide, it is automatically deleted off of any location specific order guides for that same member, customer, and zone.
6. Any pricing update on a member order guide is automatically replicated to any location specific order guides for that same member, customer, and zone.
7. Items that are only for location specific order guides can be flagged on the member order guide as location specific only. Pricing is maintained at this level, but the item does not appear to the customer assigned to this order guide/catalog on NetSupply 2.0.

8. All “exception” or location specific items need to be identified and approved on the member order guide (customer, member, zone) **before** they can be added to a location specific order guide.
9. Members can create new location specific order guides and upload items for that order guide. This is a different request type called “Upload New”.

[More Detailed Steps for Creating Location Specific Order Guides \(LSOGs\)](#)

Add/Update Items to Location Specific Order Guide

1. Follow the same procedures for adding or updating items to a location specific order guide as you do for member order guides.
2. For item adds, no price can be entered and a message stating that pricing will come from member order guide will be displayed.
3. If an item is added that isn’t already on the member/customer/zone order guide, a message will display indicating it’s an invalid add and that it must reside first on the member order guide before being added to the location specific order guide.
4. For item updates, no pricing can be changed. The only available option is to delete the item.

Upload Changes to a Location Specific Order Guide

1. Follow the same procedures for uploading changes as with any other order guide. Select the order guide and browse and select a file with the changes to upload.
2. A validation screen will display to show all items on the file. Messages will be listed for each item and the validation rules will be in place in order to maintain accurate pricing for location specific order guides.
3. Select the Submit Request button to complete the request.

Upload Changes Validation

Apply Request	Customer #/Name:	Member #/Name:	Zone:	Last Modified:	Last Published:
<input checked="" type="checkbox"/> YES	801.621 -- SODEXO EVS (WOE)	103 - 0 -- Waxie Sanitary Supply	5	Sep 8 2014 12:24PM	Sep 8 2014 12:24PM
	Network CSR Contact: Beth Reed			Request Effective Date:	<input type="text" value="09/10/2014"/>

NetSupply Ordering Account

Apply Item Update Request to Additional Order Guides

Apply Request	Customer #/Name:	Member #/Name:	Zone:	Last Modified:	Last Published:
<input type="checkbox"/> YES	801.665 -- SODEXO EVS (WOE)	103 - 00 -- San Diego	5	Sep 8 2014 12:24PM	Sep 8 2014 12:24PM
<input type="checkbox"/> YES	801.8521 -- SODEXO EVS (WOE)	103 - 00 -- San Diego	5	Sep 8 2014 12:24PM	Sep 8 2014 12:24PM

Apply Request to Additional Sold To's Related to Program

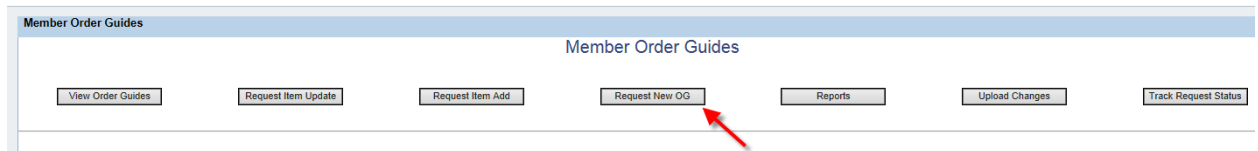
Apply	Sold To	Member#/Branch	Zone
<input type="checkbox"/>	755.000000 - Sodexo Food Service	103-00	5
<input type="checkbox"/>	756.000000 - Sodexo Environmental Services	103-00	5

Contracted Items that are not price locked are unavailable for pricing changes.

Update	Item #	Action	Sell Price	Alt.Part#	Current Sell Price	Contract	Item Descr.	UOM	Message
<input checked="" type="checkbox"/>	<input type="text" value="1000548"/>	<input type="button" value="Delete"/>	<input type="text" value="0.00"/>	<input type="text"/>	28.51	Y	Towel Cntrl Sotpul Lrg Whi	CS	
<input type="checkbox"/>	<input type="text" value="1010000"/>	<input type="button" value="None"/>	<input type="text" value="15.15"/>	<input type="text" value="sod3"/>	0.00	N	TUMBLER SQUAT 16OZ COMETWARE	CS	Item must exist on Member OG before adding to Location Specific OG
<input type="checkbox"/>	<input type="text" value="1010001"/>	<input type="button" value="None"/>	<input type="text" value="25.00"/>	<input type="text" value="sod4"/>	0.00	N	CUP COLD 16OZ CONTEMPORARY	CS	Item must exist on Member OG before adding to Location Specific OG
<input type="checkbox"/>	<input type="text" value="1024598"/>	<input type="button" value="None"/>	<input type="text" value="25.14"/>	<input type="text" value="113104"/>	20.14	Y	DISPENSER ENMOTION IMPULSE 8	EA	No pricing updates are allowed
<input type="checkbox"/>	<input type="text" value="1153957"/>	<input type="button" value="None"/>	<input type="text" value="10.10"/>	<input type="text" value="sod2"/>	0.00	N	00253 Knife PS HW Clr Boxed	CS	Item must exist on Member OG before adding to Location Specific OG
<input type="checkbox"/>	<input type="text" value="1153958"/>	<input type="button" value="None"/>	<input type="text" value="5.05"/>	<input type="text" value="sod1"/>	0.00	N	00249 Teaspoon PS HW Clr Boxed	CS	Item must exist on Member OG before adding to Location Specific OG

Request a New Location Specific Order Guide

1. Select the **Request New OG** button.



2. To copy the entire member order guide, minus any exception items, check the checkbox for **Copy Member Order Guide**. *NOTE: If this is selected, only exceptions items needed for the location specific order guide will need to be uploaded. If not checked, all items for the location specific order guide **MUST** be on the import file.*

Select a Customer from the **Customer #/Name** drop down. Only Customers that are set up to allow location specific order guide creation will be listed in the dropdown.

Request New Order Guide - Location Specific

[Member Order Guide Application User Manual](#)

(Check this if the intention is to copy the entire member order guide, minus exception items, and upload only required exception items approved by the location for this new Location Specific Order Guide)

Copy Member Order Guide YES



Member #/Name: 103 -- Waxie Sanitary Supply

Member Minor#: Customer #/Name:

801 -- Z4 -- SODEXO EVS (WOE)
801 -- Z5 -- SODEXO EVS (WOE)



3. Select a location to create a new order guide from the drop down. Only locations where there isn't an order guide created will be available to select.

Request New Order Guide - Location Specific

[Member Order Guide Application User Manual](#)

Member #/Name:

Member Minor#: 00 -- Waxie Sanitary Supply Customer Location#/Name: Zone 5

To avoid errors during the upload process we recommend using Internet Explorer with compatibility view settings turned on. Also, remove duplicate item #'s from the file.

Only items that are already on the Member Order Guide can be added to the Location Specific Order Guide

[Download Sample File for New OG](#)

4. Upload a file to include the items for the new order guide. There is a link to download a sample file for a new order guide. All that is required are items #'s. If the member order guide was selected NOT to be copied, there is an **Upload File** button. If the Copy Member Order Guide was selected, there will be a **Copy Member OG & Upload Exceptions** button. Only exception items will need to be on the upload file.

Request New Order Guide - Location Specific

[Member Order Guide Application User Manual](#)

Member #/Name: 103 : 00 -- Waxie Sanitary Supply

Member Minor#: 00 -- Waxie Sanitary Supply Customer Location#/Name: 801 - SODEXO EVS (WOE) : Zone 4

Only items that are already on the Member Order Guide can be added to the Location Specific Order Guide

[Download Sample File for New OG](#)

This file only needs to contain exception items for the location. All the items from the member order guide, minus exceptions, will automatically be copied to this location specific order guide as part of this request when submitted.



	A	B
1	Item # (SAP Item# or UPC)	Distributor Part#
2	1001000	
3		
4		

- A validation screen will appear listing all the items that were included on the upload file. If any of them fail to validate, the reason will be listed.

Member Order Guides

New Order Guide - Validation

Apply Request YES
 Customer #/Name: 801:000013 -- SODEXO EVS (WOE)
 Member #/Name:
 Zone: 5
 Last Modified: Sep 22 2014 2:47PM
 Last Published:

Network CSR Contact: Beth Reed
 Request Effective Date:

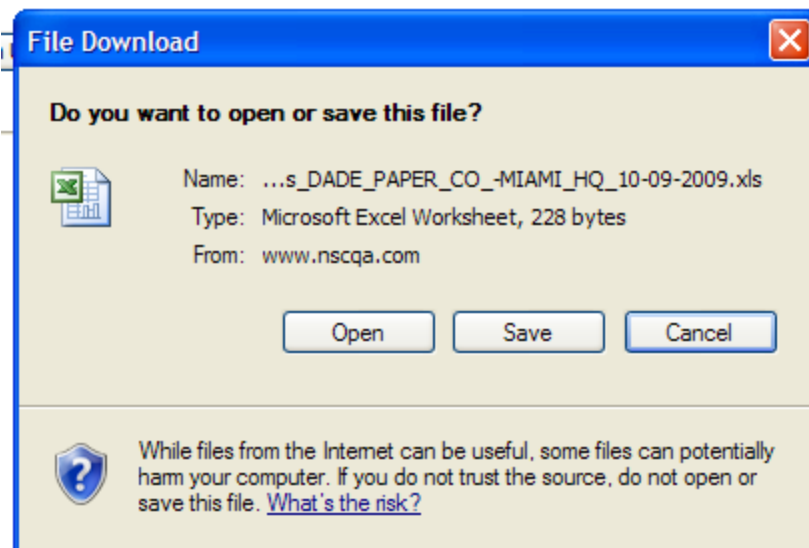
NetSupply Ordering Account

Update	Item #	Action	Sell Price	Alt.Part#	Contract	Item Descr.	UOM	Message
<input checked="" type="checkbox"/>	624207	Add	14.82	1111	Y	Rubbermaid Organizing Bin 30 qt Yellow	EA	Pricing match Member/Customer/Zone Order Guide
<input checked="" type="checkbox"/>	624321	Add	7.35	2222	Y	RM Cleaning Cart Caddy 10 qt Blk Sntzng	EA	Pricing match Member/Customer/Zone Order Guide
<input checked="" type="checkbox"/>	624338	Add	28.78	3333	Y	Rubbermaid ReplacementBag 30gal Fbrc Blk	CS	Pricing match Member/Customer/Zone Order Guide
<input checked="" type="checkbox"/>	624416	Add	41.34	4444	Y	RM Cart Waste Cover 18x2.4x12.5 Plas Blk	EA	Pricing match Member/Customer/Zone Order Guide
<input checked="" type="checkbox"/>	656974	Add	55.92	5555	Y	Revitalize Carpet Spotter 24 oz Floral	CS	Pricing match Member/Customer/Zone Order Guide

- Select the **Submit Request** button to complete the request and send to the NETWORK Customer Service team.

Reports – Price Locked Items

- Select the **Reports** button.
- From the Report Type dropdown, select **Price Locked Items**.
- Select the **Continue** button.
- The user will be prompted to either Open the downloadable Excel file or Save it to their client system. The report will contain all price locked items for all member order guides.



Reports – Order Guides By Supplier

1. Select the **Reports** button.
2. From the Report Type dropdown, select **Order Guides by Supplier**.
3. Select the **Continue** button.
4. Select one to many suppliers from the multi-select Supplier field and then select the **Download Supplier Report** button. At least one supplier must be selected to run the report. To select more than one supplier name, hold down the CTRL key on the keyboard as suppliers are chosen.

Reports

Member #/Name: 104 -- DADE PAPER CO -MIAMI HQ

Report Type:

Order Guides By Supplier

Supplier:

ALL AMERICAN CONTAINERS
ALLIANCE-SEATTLE PACKAGING
ALLIED CONVERTERS, INC.
AMERICAN PLASTICS
ANCHOR PACKAGING
ANSELL EDMONT INDUSTRIAL, INC.
ATLANTIC MILLS, INC.
ATLANTIS PLASTIC
AVON CORRUGATED
B C COFFEE AND SUPPLY

Hold down the CTRL Key
to select multiple suppliers

Download Supplier Report

5. The user will be prompted to either Open the downloadable Excel file or Save it to their client system. The report will contain all items for suppliers selected on all member order guides.

Reports - All Order Guides

1. Select the **Reports** button.
2. From the Report Type dropdown, select **All Order Guides**.
3. Select the **Continue** button.
4. All order guides for the member logged in are displayed. Next to each order guide is an **Open & View Order Guide** link and an **Export Order Guide** link. If the View and Open link is selected, the order guide will be displayed below the listing of all order guides. If the Export Order Guide link is selected, the user will be prompted to Open or Save the Excel file with all order guide details.
5. If the order guide has not been published by Network Services, "**Not Published**" will display next to the Member and Customer instead of links to open and view the order guide and export the order guide. Once Network published the order guide from our internal application, these links will be available.
6. The Latest Price List Update date is listed for each order guide. This is the date the customer price list changes where applied to the member order guides.
7. There is also an option to export all order guides by selecting **the Export All Order Guides** link. This will generate one file which includes all order guides.

Member Order Guides

Member Order Guides


[View Order Guides](#)
[Request Item Update](#)
[Request Item Add](#)
[Reports](#)
[Track Request Status](#)

View/Export All Order Guides

Customers only see Legacy Item# when ordering electronically.
[Member Order Guide Application User Manual](#)

Member #/Name: 104 -- Dade Paper Miami

Member Location	Customer	Zone	Latest Price List Update		Export All Order Guides
00 - DADE PAPER MIAMI	13 - 000000 - NEXT GENERATION - VENDING	1	06/04/2010	Open & View Order Guide	Export Order Guide
06 - DADE PAPER GEORGIA	13 - 000000 - NEXT GENERATION - VENDING	1	06/04/2010	Open & View Order Guide	Export Order Guide
00 - DADE PAPER MIAMI	47 - 000000 - AVIS BUDGET CAR RENTAL	1	09/29/2010	Open & View Order Guide	Export Order Guide
00 - DADE PAPER MIAMI	81 - 000000 - BUYEFFICIENT	1	09/29/2010	Open & View Order Guide	Export Order Guide
05 - DADE PAPER JACKSONVILLE	81 - 000000 - BUYEFFICIENT	1	09/29/2010	Not Published	



Reports – Recent Price Changes

1. Select the **Reports** button.
2. From the Report Type dropdown, select **Recent Price Updates**.
3. Select the **Continue** button.
4. The user will be prompted to either Open the downloadable Excel file or Save it to their client system. The report will contain all items for all member order guides with price changes within the last 30 days.

Reports – Order Guides by Item

1. Select the **Reports** button.
2. Enter in one to many items #s, separated by a comma. Select whether SAP Item #s or NSC Legacy Item #s are being searched.
3. Select the **Download Order Guide by Item Report** button.

Reports

Member #/Name: 070 -- Western Paper CO

Report Type:

Order Guides By Item Number

Enter NETWORK SAP Item # separated by a comma
(1000100, 1253404)

Type of Item:

SAP NSC Legacy

Download Order Guide by Item # Report

4. An excel file will be generated for the user to save and/or open.

Track Status for Submitted Requests

1. Select the **Track Status** button.
2. All requests submitted in the last 30 days for the member are displayed. If there are multiple users for a member company, all requests submitted by all users within the member company are displayed within this view.
3. Each record displays who submitted the request, the member location or branch and the zone, who the request is assigned to at Network Services, and the current status of the request. If the request has a Completed or Rejected status, it will show who at Network Services completed the request and any available comments.
4. If the request is applied to other order guides, the customer location, member branch and zone are displayed under **Request Applied To**. The originating request is always included in this field as well as any other order guides selected during the request submittal process.

Track Request Status

[View All Requests](#)

Member #/Name: 107 -- POLLOCK PAPER DISTRIB											
Request ID#	Member Location	Customer	Request Date	Requested By	Type	Status	Completed Date	Completed By	Request Applied To	CSR Assigned/ Comments	
Details	4259	00 - Zone 3	901:000000 - Unicco Services	03/14/2011	Heidi Gell	Update	Complete	03/14/2011	Janet Halliday	000000 - 00 - Zone 3 000000 - 23 - Zone 1 000000 - 37 - Zone 3 000000 - 15 - Zone 3	Dianne Knight all done
Details	Cancel	4258	00 - Zone 3	901:000000 - Unicco Services	03/14/2011	Heidi Gell	Add	Unsubmitted		000000 - 00 - Zone 3	Dianne Knight added item
Details	4257	00 - Zone 3	901:000000 - Unicco Services	03/14/2011	Heidi Gell	Add	Complete	03/23/2011	Janet Halliday	000000 - 00 - Zone 3	Dianne Knight added item
Details	4256	00 - Zone 3	901:000000 - Unicco Services	03/11/2011	Heidi Gell	Add	Complete	03/14/2011	Janet Halliday	000000 - 00 - Zone 3 000000 - 23 - Zone 1 000000 - 15 - Zone 3	Dianne Knight Added item to all three order g
Details	Cancel	4255	00 - Zone 3	901:000000 - Unicco Services	03/10/2011	Heidi Gell	Update	Pending		000000 - 00 - Zone 3	
Details	4254	00 - Zone 2	3:000000 - 24 Hour Fitness	03/10/2011	Heidi Gell	Update	Complete	03/14/2011	Janet Halliday	000000 - 00 - Zone 2 000000 - 00 - Zone 3 000000 - 08 - Zone 3	Dianne Knight completed
Details	4253	00 - Zone 2	3:000000 - 24 Hour Fitness	03/10/2011	Heidi Gell	Add	Complete	03/10/2011	Dianne Knight	000000 - 00 - Zone 2 000000 - 00 - Zone 3 000000 - 08 - Zone 3	Dianne Knight Done
Details	4252	00 - Zone 3	3:000000 - 24 Hour Fitness	03/09/2011	Heidi Gell	Update	Complete	03/10/2011	Dianne Knight	000000 - 00 - Zone 3 000000 - 00 - Zone 2 000000 - 08 - Zone 3	Dianne Knight done...to all three order guides
Details	Cancel	4251	00 - Zone 3	3:000000 - 24 Hour Fitness	03/09/2011	Heidi Gell	Update	Submitted	01/01/1900	000000 - 00 - Zone 3	Dianne Knight done

Track Request Status Details

Customer: 901 - 000000 - UNICCO SERVICES Request Effective Date: 03/14/2011								
Request ID#	Request Type	Item #	Item Type	Item Action	Current Sell Price	Requested Sell Price	Replaced Item	
4259	Update	326056	SAP/Legacy Item#	Modify	\$17.35	\$19.35		
4259	Update	334245	SAP/Legacy Item#	Modify	\$44.41	\$45.00		

5. If a request status is On Hold, the request effective date will also display. These requests will remain “On Hold” until the effective date is reached, at which time the status will automatically change to “Submitted” and the request will be available to be completed by Network Services.

Track Request Status

[View All Requests](#)

Member #/Name: 104 -- DADE PAPER CO -MIAMI HQ											
Request ID#	Member Location	Customer	Request Date	Requested By	Type	Status	Completed Date	Completed By	CSR Assigned/ Comments		
Details	Cancel	55	00	FOODBUY/MORRISON MGMT SPECLSTS	11/13/2009	Test Sales	Add	On Hold Effective Date: 11/30/2009		Ryan Stoner	
Details	Cancel	54	00	FOODBUY/MORRISON MGMT SPECLSTS	11/13/2009	Test Sales	Add	On Hold Effective Date: 11/20/2009		Ryan Stoner	
Details	Cancel	51	00	FOODBUY/MORRISON MGMT SPECLSTS	10/29/2009	Test Sales	Update	Pending			
Details	Cancel	50	00	FOODBUY/MORRISON MGMT SPECLSTS	10/29/2009	Test Sales	Update	Pending			
Details	Cancel	47	00	FOODBUY/MORRISON MGMT SPECLSTS	10/29/2009	Test Sales	Update	Submitted		Ryan Stoner	

Track Status – View all Requests

1. Select the **Track Status** button.
2. Select the **View All Requests** link to display all requests submitted by the member. This view does

not filter out requests submitted more than 30 days from the current date.

Track Request Status

[View All Requests](#)



Member #/Name: 104 -- DADE PAPER CO -MIAMI HQ

	#	Customer	Request Date	Requested By	Type	Status	Comple Date
Details	26	STARBUCKS - RETAIL	10/07/2009	Test Sales	Update	Complete	10/07/20
Details Cancel	21	SDI (NONBILLABLE)	10/02/2009	Test Sales	Add	Submitted	
Details Cancel	20	BUYEFFICIENT (GPO)	10/02/2009	Test Sales	Update	Submitted	

Track Status Details

1. Select the **Track Status** button.
2. Select the **Details** link next to a request to display the item details for the request.

Track Request Status Details

Customer: 551 - 000000 - FOODBUY/MORRISON MGMT SPECLSTS
Request Effective Date: 11/30/2009

Request ID#	Request Type	Item #	Item Type	Item Action	Current Sell Price	Requested Sell Price	Replaced Item	Descr.
55	Add	326245	NSCItem	Add	\$32.50	\$32.50		

Complete Request if Still in Pending Status

(this scenario occurs if a user selects items to be updated from an order guide but does not complete the request – this option allows the user to access the pending request and complete it)

1. Select the **Track Status** button.
2. Select the **Details** link next to a request that has a Pending status.
3. Below the details, the following will display:

This request is still pending. Select the **Complete and Submit Request** link.

Track Request Status

Member #/Name: 104 -- DADE PAPER CO -MIAMI HQ

#	Customer	Request Date	Requested By	Type	Status	Completed Date	Completed By	CSR Assigned/ Comments
Details	24 BUYEFFICIENT (GPO)	10/05/2009	Test Sales	Update	Pending			Christie Jordan
Details	21 SDI (NONBILLABLE)	10/02/2009	Test Sales	Add	Submitted			Beth Reed
Details	20 BUYEFFICIENT (GPO)	10/02/2009	Test Sales	Update	Pending			Christie Jordan

Track Request Status Details

Customer: BUYEFFICIENT (GPO)

Request ID#	Request Type	Item #	Item Type	Item Action	Current Sell Price	Requested Sell Price	Replaced Item	Descr.
24	Update	28088	NSCItem	Update	\$41.39	\$		
24	Update	28310	NSCItem	Update	\$41.39	\$		
24	Update	37016	NSCItem	Update	\$62.24	\$		
24	Update	9273	NSCItem	Update	\$68.50	\$		

This request is still pending [Complete & Submit Request](#)

4. Items previously identified as needing updating will display in a grid.

Update	NSC Item #	Current Sell Price	Modify Action	Item #	Item Type	New Sell Price	Description	UOM
<input checked="" type="checkbox"/>	9273	\$68.50	Modify		NSC Item #			
<input checked="" type="checkbox"/>	28088	\$41.39	Delete & Replace		NSC Item #			
<input checked="" type="checkbox"/>	28310	\$41.39	Modify		NSC Item #			
<input checked="" type="checkbox"/>	37016	\$62.24	Modify		NSC Item #			

5. Update Modify Action, enter Item #s, select the Item Type, and enter Sell Prices for each item. Description and UOM are optional.

6. When finished, select the **Submit Update** button. The request status will be changed from Pending to Submitted and Network Services will be notified via email. The submitter of the request will also receive a confirmation email.

Cancel a Request – only available if the request is in Pending or Submitted status

1. Select the **Track Status** button.
2. For any request in Submitted or Pending status, a **Cancel** link is available next to the **Details** link. Select the **Cancel** link.

Track Request Status

[View All Requests](#)

Member #/Name: 104 -- DADEI

	#	Customer	Request Date	Requested By	Type
Details	26	STARBUCKS - RETAIL	10/07/2009	Test Sales	Update
Details Cancel	24	BUYEFFICIENT (GPO)	10/05/2009	Test Sales	Update
Details Cancel	21	SDI (NONBILLABLE)	10/02/2009	Test Sales	Add

3. You will be prompted to confirm that you want to cancel the request. Select **Yes** to cancel the request or **No** to return to the Track Status view.

Cancel Request

Are you sure you want to cancel this request?

Request ID#: 20

Current Status: Submitted

Customer #/Name: 81 - BUYEFFICIENT (GPO)

4. A confirmation message will display indicating the request was cancelled. If the request was cancelled, it will no longer appear as a track-able request when Track Status is selected. Otherwise, the request will remain in the Track Status display.

Cancel Request

Request ID#: 28 was successfully cancelled.

5. If the request was in Submitted status when it was cancelled, the Network Services Customer Service user that is assigned to the request will receive an email notifying them of the cancelled request.

If you experience any problems with the Order Guides Maintenance application, contact Janet Halliday at jhalliday@networkdistribution.com
(224) 361-2139