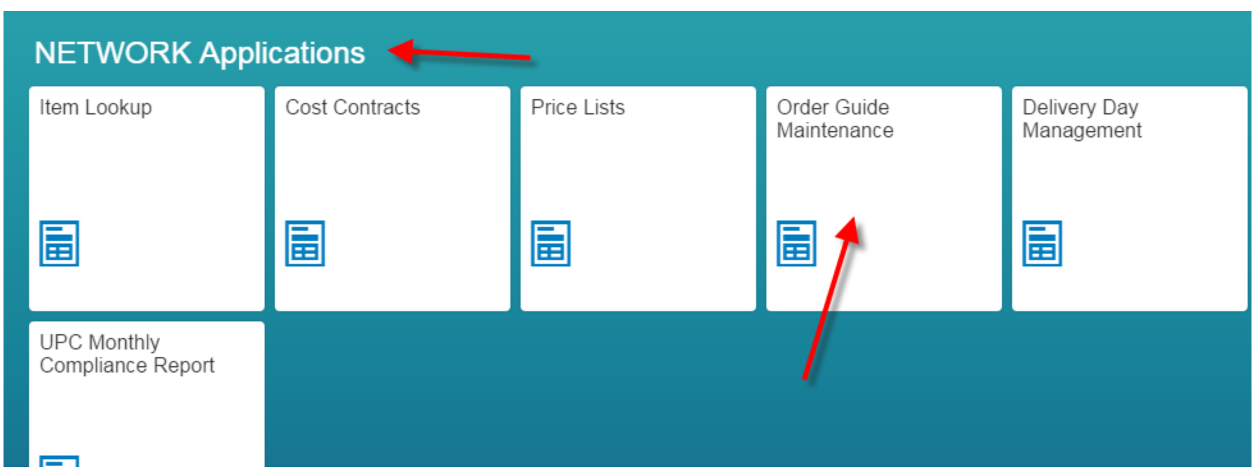
# *Network Services Distributor Access –*
# *Distributor Order Guide User Manual*



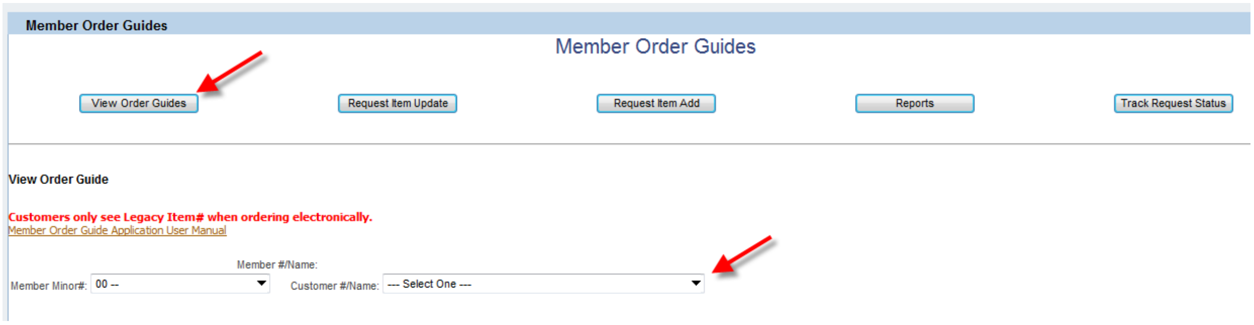
**Submit a Request to Add Item(s) to an Order Guide**

1. Login to Member Access and select **Operations => Applications.**

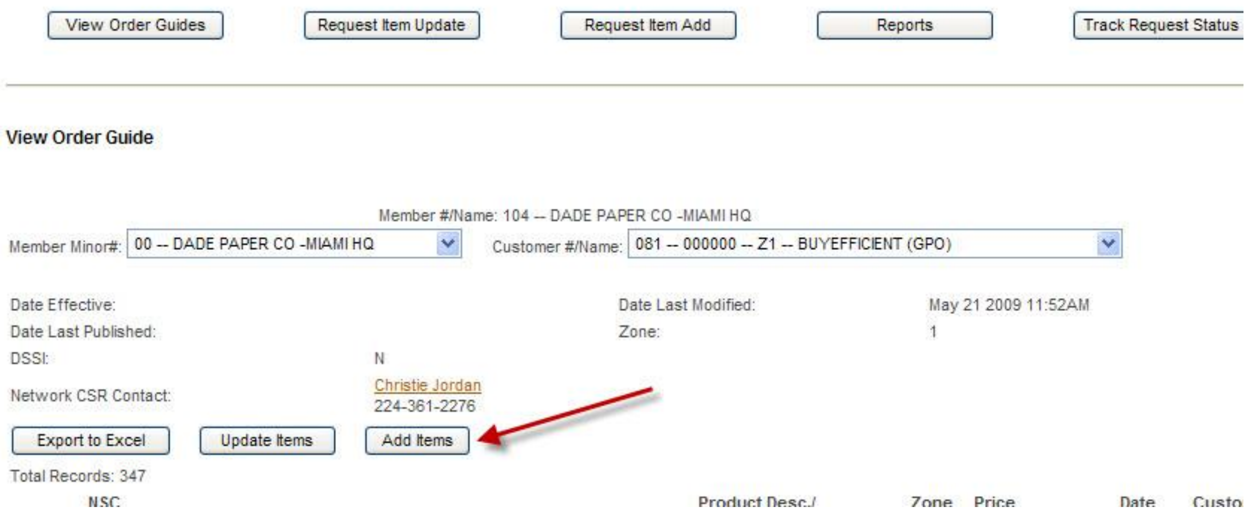
2. A new window will open. Select **Order Guide Maintenance within the NETWORK Applications category.**.




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.



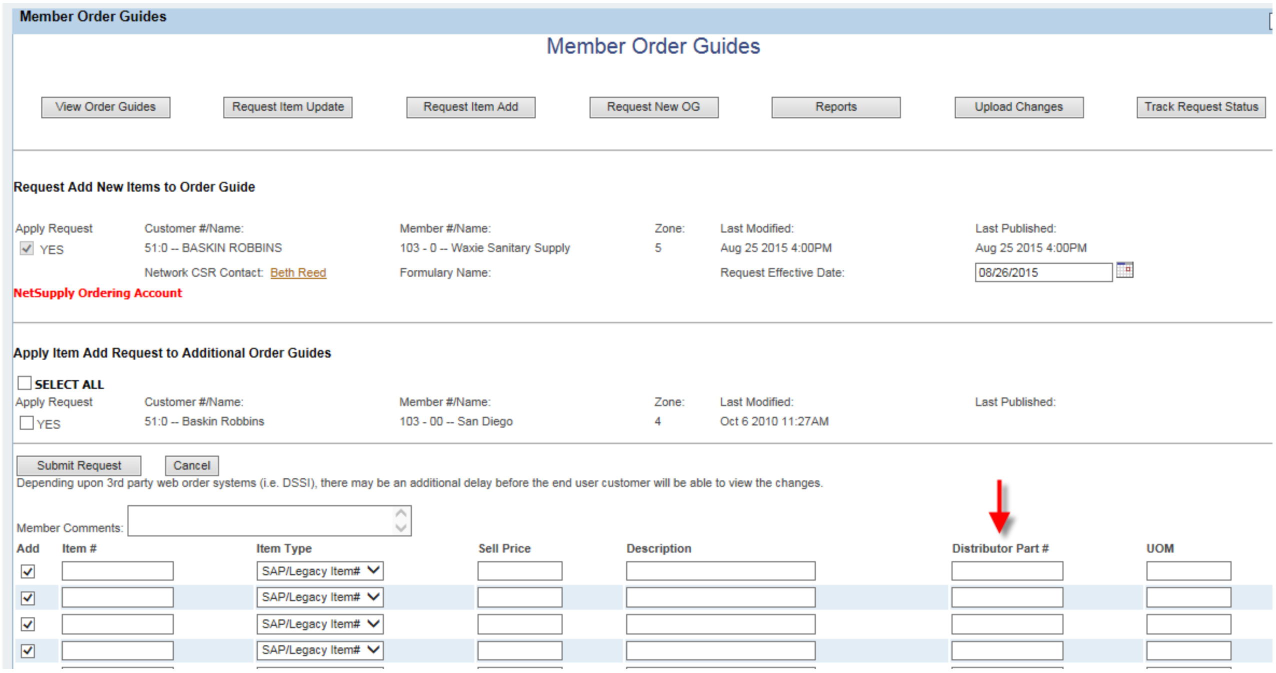

4. Select the **Add Items** button.




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.



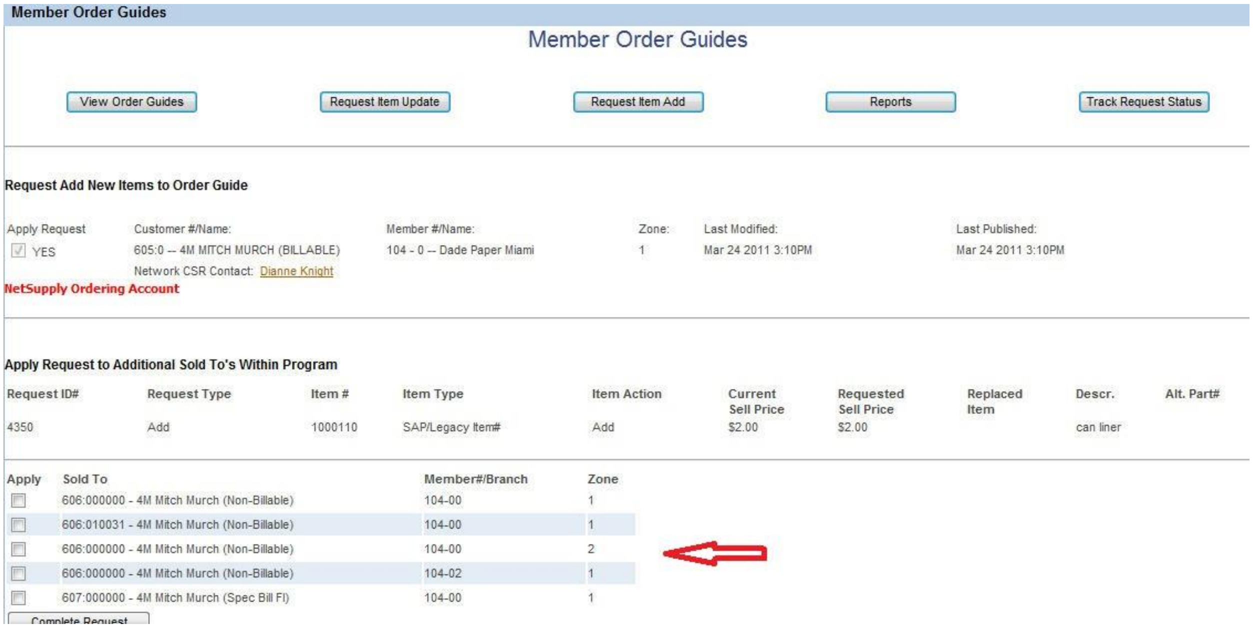

6. Enter a Distributor Part # if available. This will appear as the "Distributor Part#" when viewing the order guide and as the Customer Part # for customers ordering on NetSupply.

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).




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.

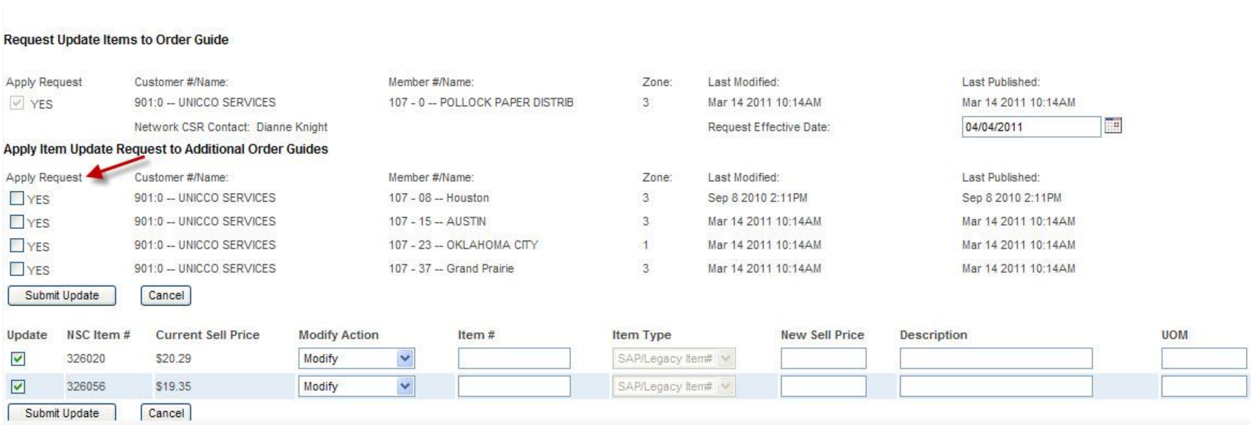
4. Check all items on the order guide that should be updated by checking the **Update** checkbox next to an item #. Select the **Update Items** button.

**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.**

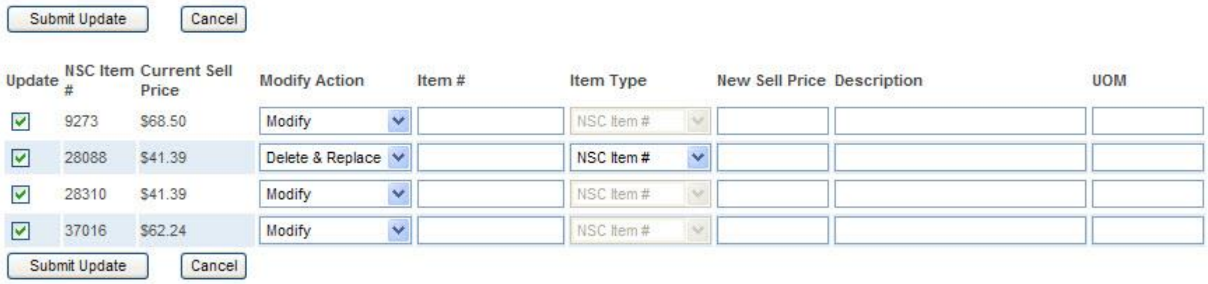

5. To apply this request to more than one order guide, check the **Apply Request** checkbox next to other available order guides. If there are no other order guides for the same customer but different member branch or zone, none will be listed.

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.



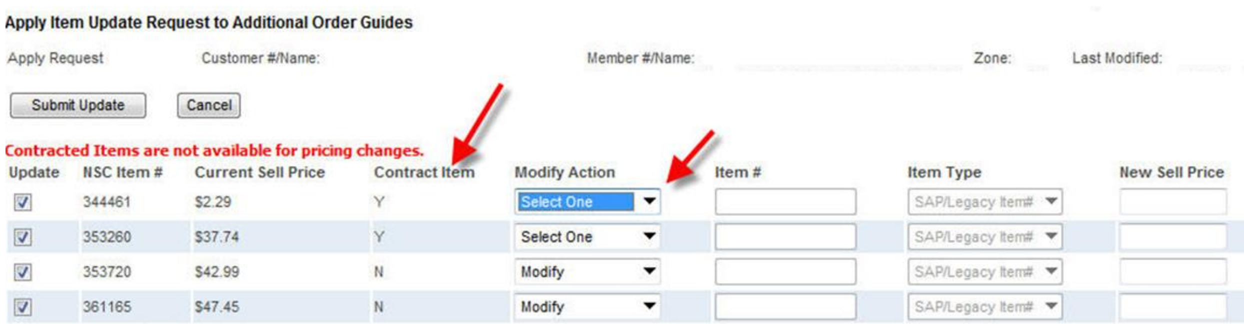
7. If Delete & Replace is selected as the Modify Action, a new Item #, Item Type and Sell Price are required. Item # and Item Type are disabled until the Modify Action changes to Delete & Replace.




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.




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.

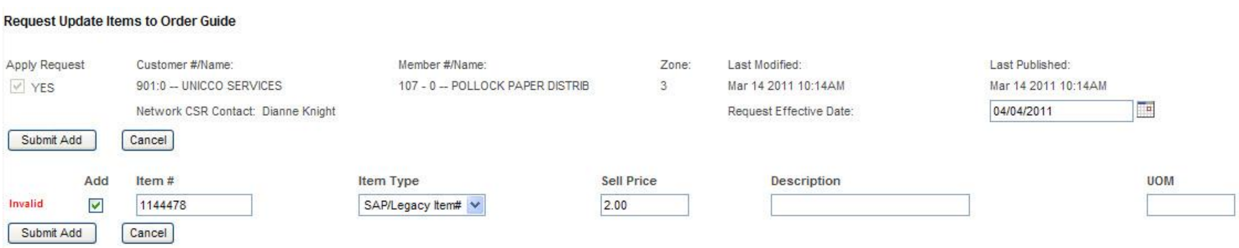
13. Select the **Submit Update** button when finished.

**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.




**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.

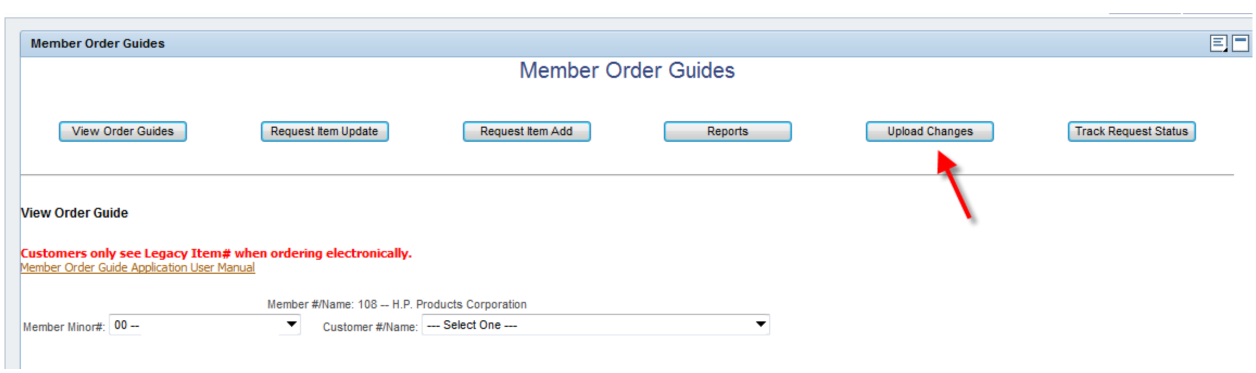
7. Select **Submit Update** when completed. If one of the items was selected in error and should not be updated, uncheck the checkbox next to the item # prior to selecting the **Submit Update** button.

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.

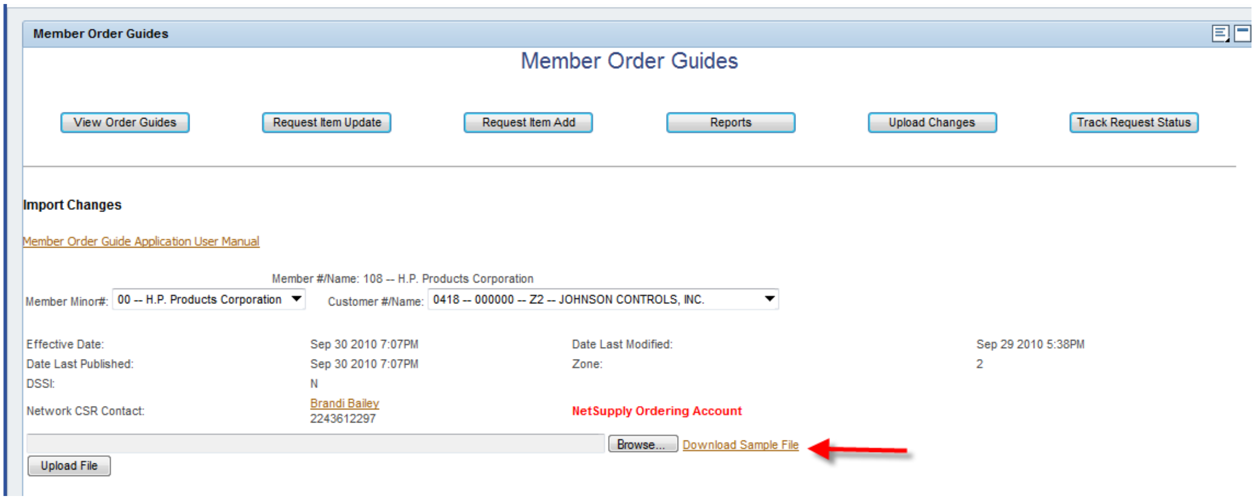
**Upload Changes to Member Order Guides**

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.




3. 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).

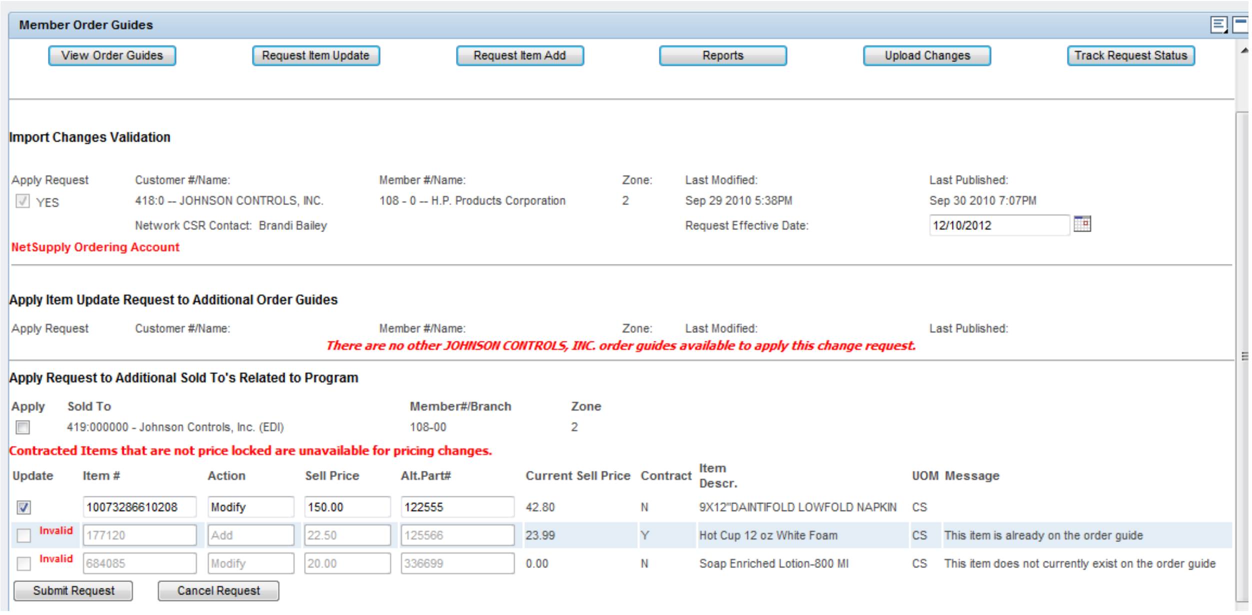
| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | **Item # (SAP Item# or UPC)** | **Type of Change (A,D,U)** | **Sell Price** | **Distributor Part#** | **Loc Spec item** |
| 2 | 1152345 | U | 17 | waxie10 | |
| 3 | 1023773 | U | 16.85 | waxie20 | |
| 4 | 1000539 | U | 17.69 | waxie30 | |
| 5 |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

4. 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.

5. 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.

    a) 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.

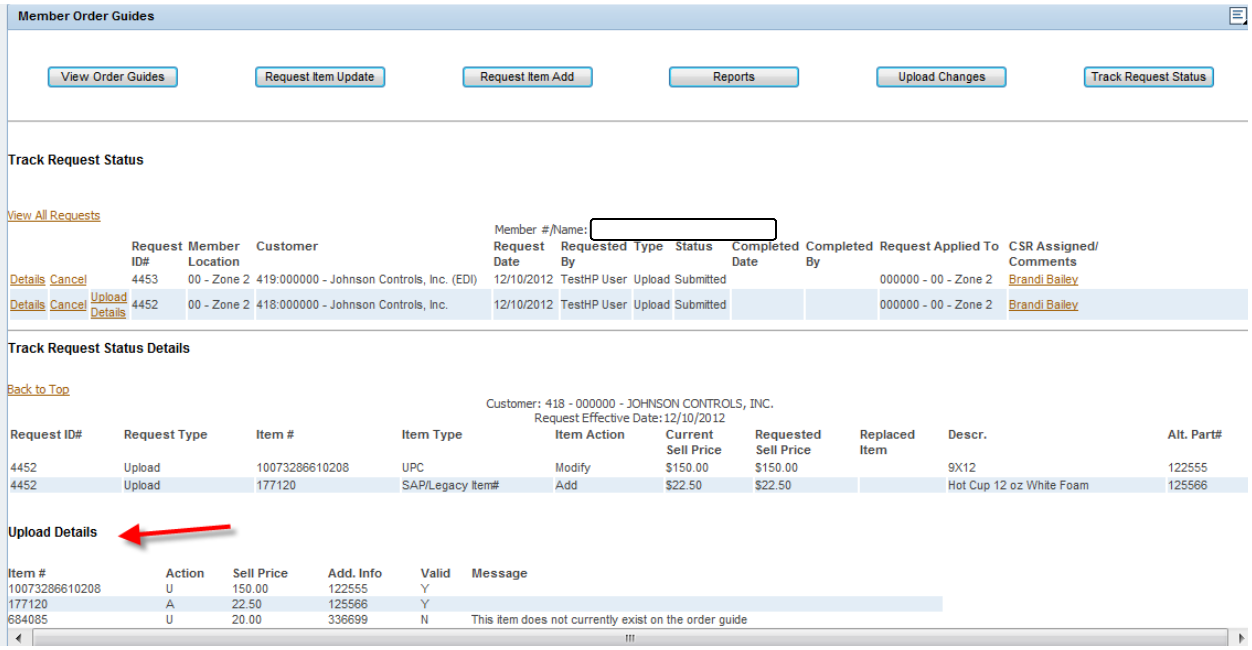



6. If there are any additional zones, member branches or additional sold to's that this request should be applied to, these should be selected by checking the Apply checkbox next to each Branch/Zone and/or Sold To. This is similar to the current process.

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 where 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

Member #/Name:

| | | | 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**

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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.

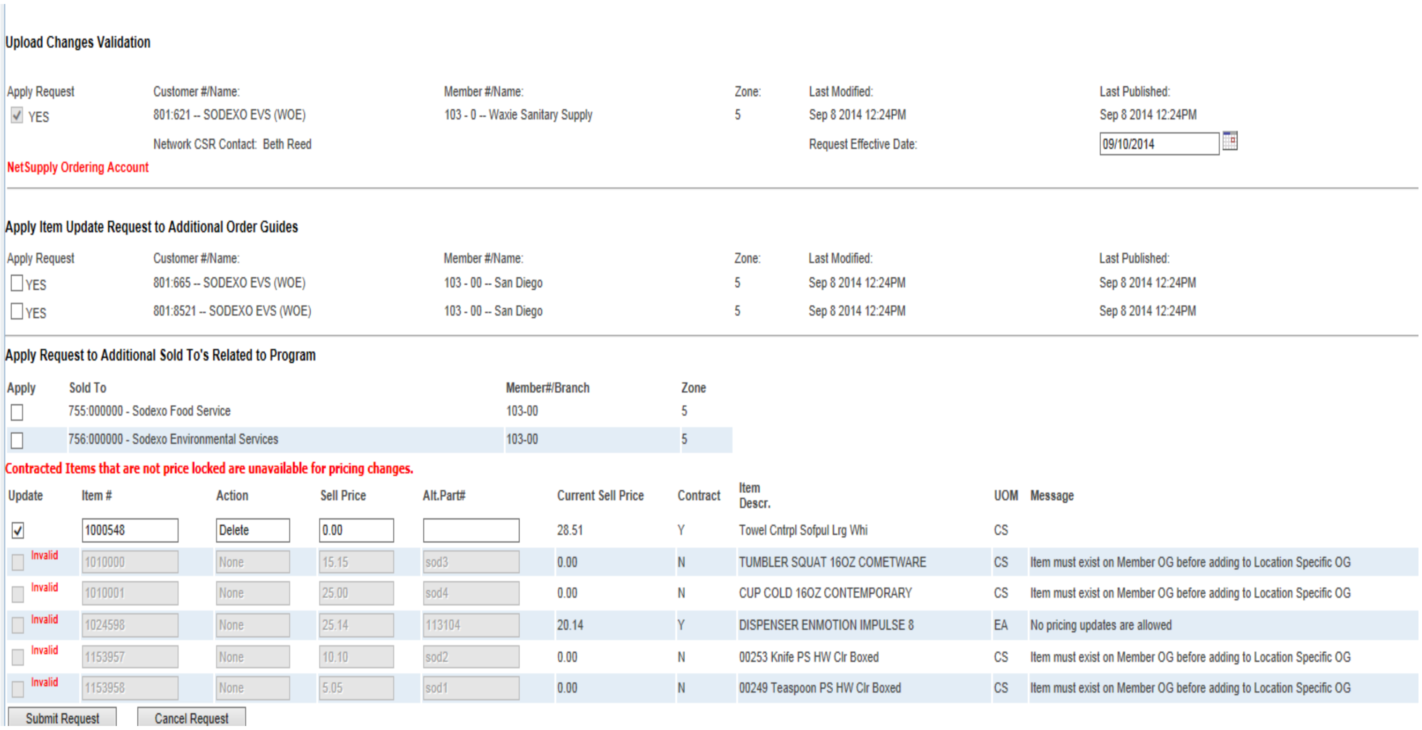
4. For item updates, no pricing can be changed. The only available option is to delete the item.

**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.

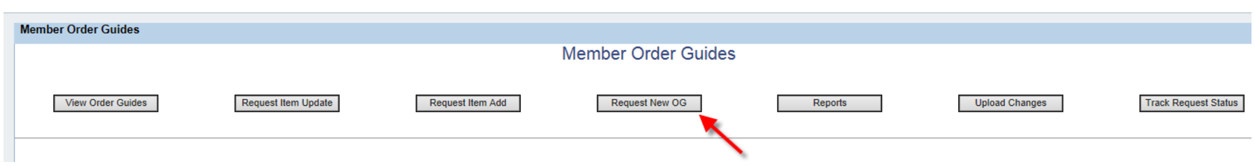
2. A validation screen will display to show all items on the file. Messages will be listed for each item and the validation rules will be in place in order to maintain accurate pricing for location specific order guides.

3. Select the Submit Request button to complete the request.




### Request a New Location Specific Order Guide

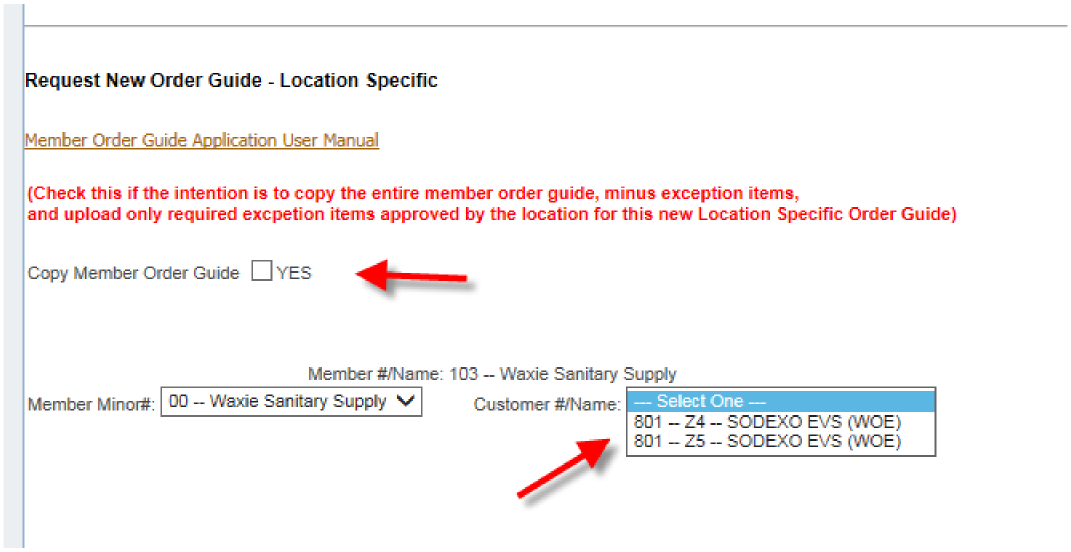
1. Select the **Request New OG** button.

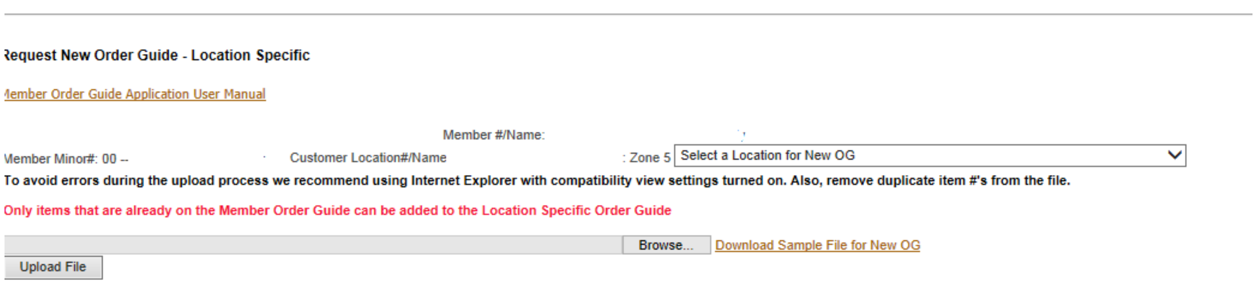



2. To copy the entire member order guide, minus any exception items, check the checkbox for **Copy Member Order Guide**. *NOTE: If this is selected, only exceptions items needed for the location specific order guide will need to be uploaded. If not checked, all items for the location specific order guide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

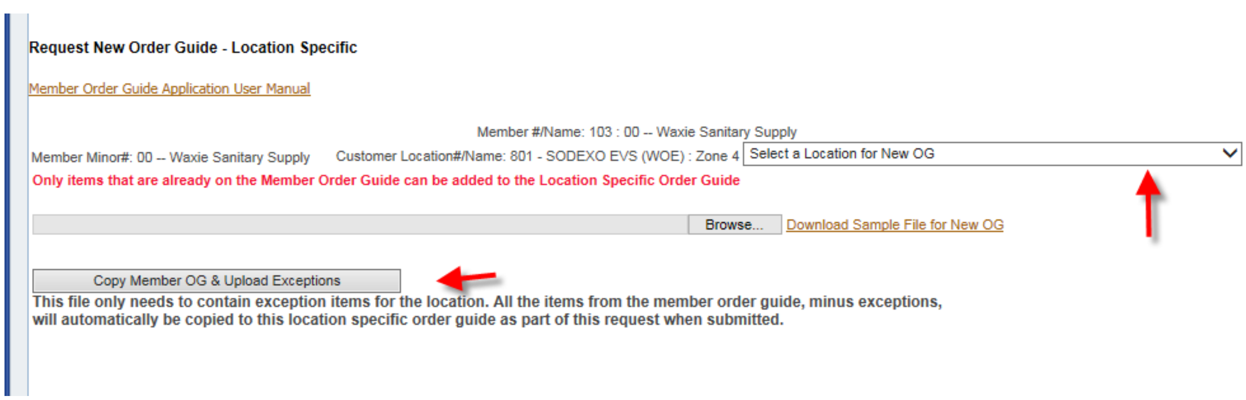
   Select a Customer from the **Customer #/Name** drop down. Only Customers that are set up to allow location specific order guide creation will be listed in the dropdown.

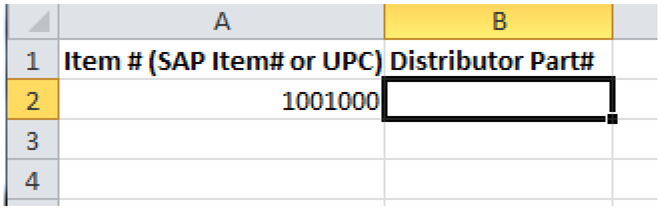
3. Select a location to create a new order guide from the drop down. Only locations where there isn't an order guide created will be available to select.



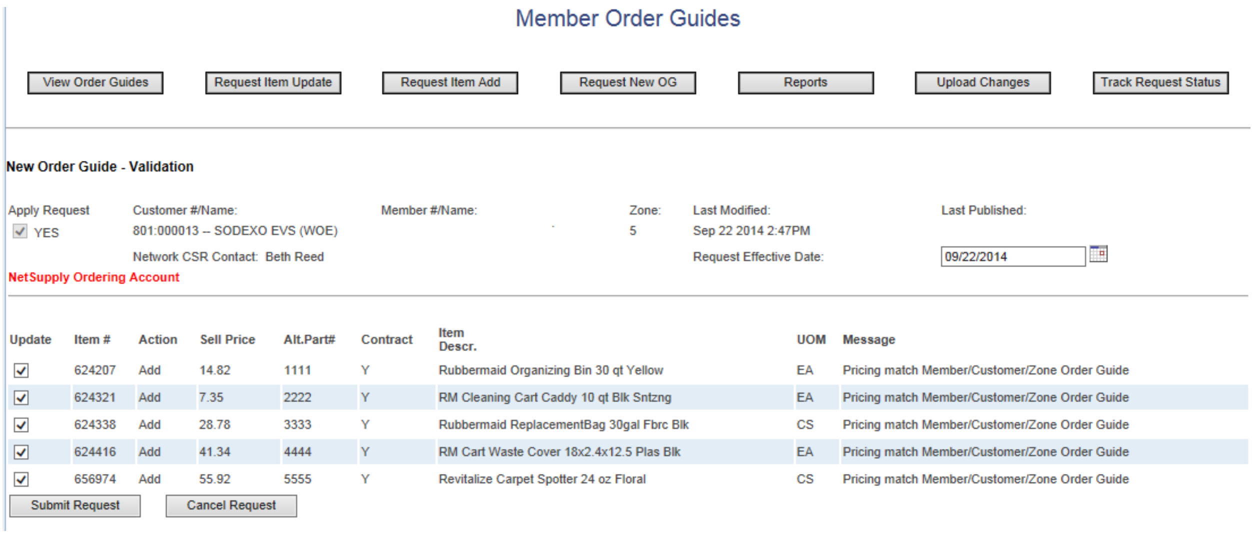




4. Upload a file to include the items for the new order guide. There is a link to download a sample file for a new order guide. All that is required are items #s. If the member order guide was selected NOT to be copied, there is an **Upload File** button. If the Copy Member Order Guide was selected,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






5. 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.




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

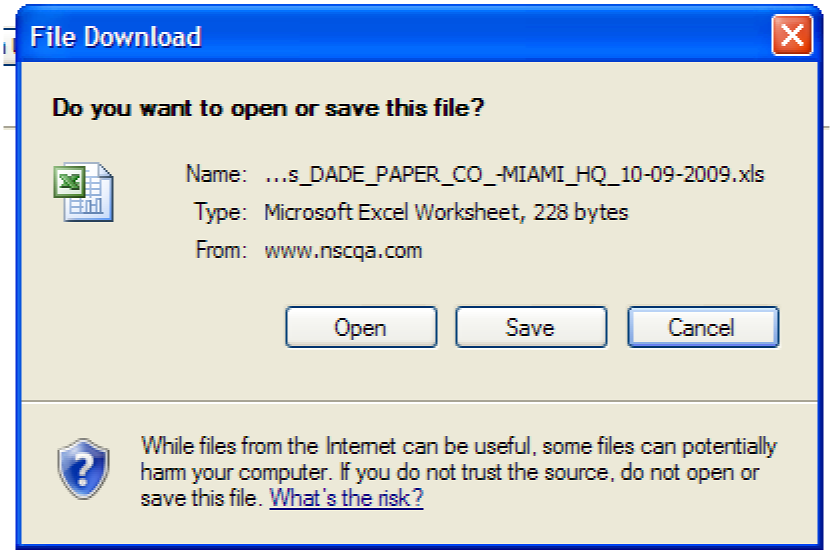
**Reports – Price Locked Items**

1. Select the **Reports** button.

2. From the Report Type dropdown, select **Price Locked Items**.

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 price locked items for all member order guides.



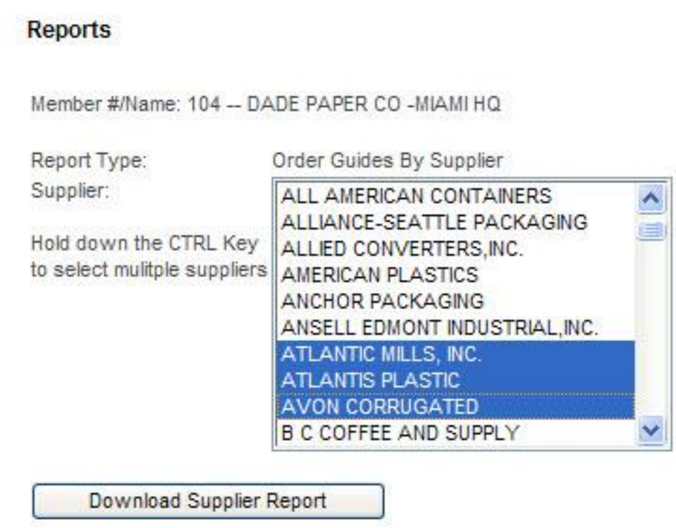

**Reports – Order Guides By Supplier**

1. Select the **Reports** button.

2. From the Report Type dropdown, select **Order Guides by Supplier**.

3. Select the **Continue** button.

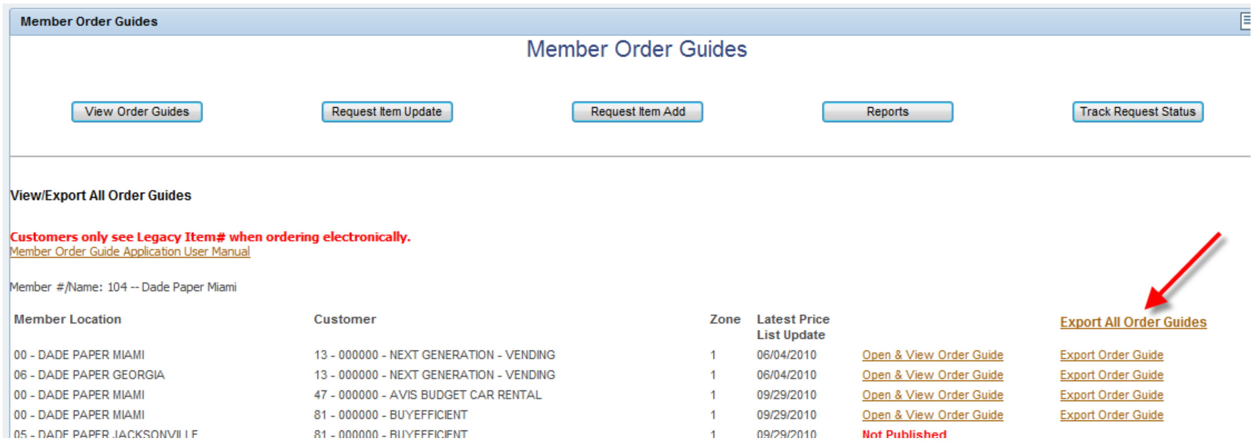
4. Select one to many suppliers from the multi-select Supplier field and then select the **Download Supplier Report** button. At least one supplier must be selected to run the report. To select more than one supplier name, hold down the CTRL key on the keyboard as suppliers are chosen.




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.

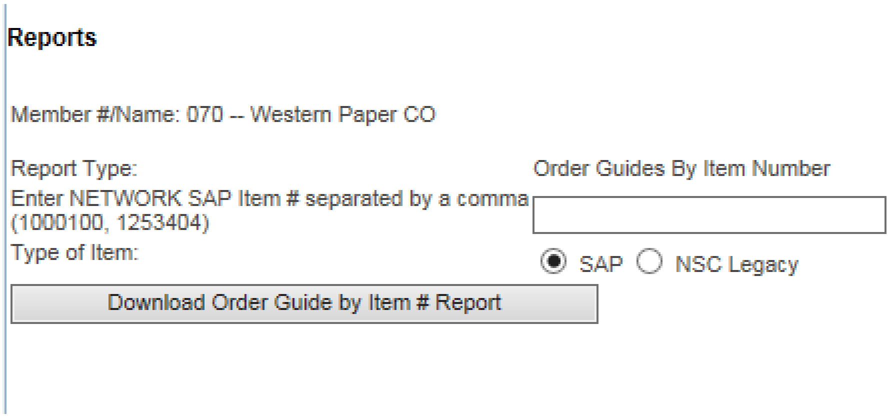



**Reports – Recent Price Changes**

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.




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<br>000000 - 23 - Zone 1<br>000000 - 37 - Zone 3<br>000000 - 15 - Zone 3 | Dianne Knight<br>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 |
| 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<br>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<br>000000 - 23 - Zone 1<br>000000 - 15 - Zone 3 | Dianne Knight<br>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<br>000000 - 00 - Zone 3<br>000000 - 08 - Zone 3 | Dianne Knight<br>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<br>000000 - 00 - Zone 3<br>000000 - 08 - Zone 3 | Dianne Knight<br>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<br>000000 - 00 - Zone 2<br>000000 - 08 - Zone 3 | Dianne Knight<br>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<br>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<br>Effective Date:<br>11/30/2009 | | | Ryan Stoner |
| Details | Cancel | 54 | 00 | FOODBUY/MORRISON MGMT SPECLSTS | 11/13/2009 | Test Sales | Add | On Hold<br>Effective Date:<br>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.

Submit Update Cancel

| Update | NSC Item # | Current Sell Price | Modify Action | Item # | Item Type | New Sell Price | Description | UOM |
|---|---|---|---|---|---|---|---|---|
| ☑ | 9273 | $68.50 | Modify | | NSC Item # | | | |
| ☑ | 28088 | $41.39 | Delete & Replace | | NSC Item # | | | |
| ☑ | 28310 | $41.39 | Modify | | NSC Item # | | | |
| ☑ | 37016 | $62.24 | Modify | | NSC Item # | | | |

Submit Update Cancel

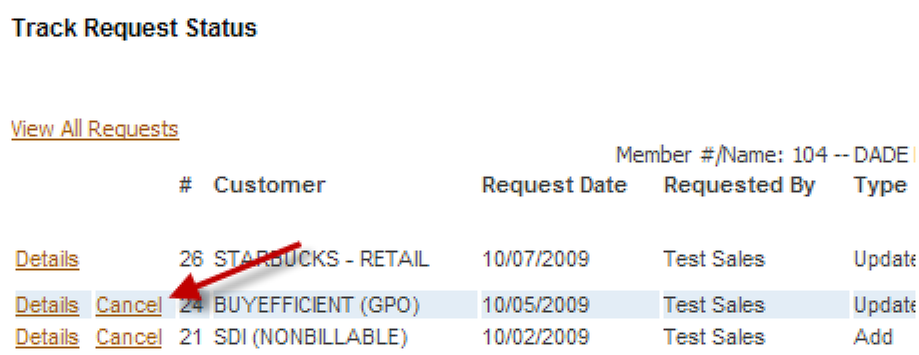
5. Update Modify Action, enter Item #s, select the Item Type, and enter Sell Prices for each item. Description and UOM are optional.

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

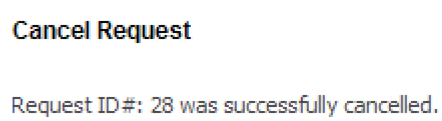
1. Select the **Track Status** button.

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




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.


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.




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