We are excited to introduce our latest Online Ordering Platform… a new and better way to do business with us!

Dennis Food Service ("DFS") is *always looking for better ways to help your business succeed*. To that end, we are excited to bring a new and improved web-based system for customers to place and track orders, and to help manage their accounts. **We appreciate your business!** We hope you find our new system to be convenient and easy to use, helping you save time so you can *focus on growing your business!*

The new system is a major overhaul, focusing on ease-of-access. As with earlier versions of our online ordering platform, all NEW user accounts are arranged through your **Account Executive** ("AE"). (*Note: Existing user accounts from our earlier platform <u>will continue to work</u> with the new system, so there is no need to create new user accounts.*)

Your AE is your go-to resource. They'll explain the requirements, take care of all the necessary paperwork and such, and help you get started. Reach out to them by phone or email, or if you prefer, you may call our Customer Service team at (207) 947-0321 and we will put you in touch with your rep to get started. Once again, THANK YOU for being a Dennis Food Service customer!

Getting Started

The purpose of this **Quick Start Guide** (as you might have guessed) is to *get you up and running quickly* with the new system. Once you have your login information (**User ID** and initial **Password**), use this Guide to help you get into the system and explore the ways it can help you quickly take care of placing and managing orders, so you can spend less time on this, and focus on more important parts of running your business.

What's New & Different

For customers who are familiar with prior versions of our online order processing platforms, the most important take-away is that the prior system was "Order-based," but DennisNet is oriented around the more familiar "Shopping Cart" experience, similar to many well-known online retailers/vendors. However, as with prior systems, *orders must still be completed through the "Check-out" process by 5:00 PM* to be scheduled for next-day delivery. Rest assured, however, that you can still update your order(s) as many times as necessary, up until the 5:00 PM cutoff time.

Credentials

After your account is set up through your AE, you should receive your **User ID** and **Password**, typically via email. *(The message subject will say "Welcome to Dennis Food Service Internet Order Entry.")* (If you have not received your User ID and Password, contact your AE or call our Customer Service department at (207) 947-0321.)

Logging In

On our website (https://dennisfoodservice.com) you may access DennisNet by clicking on the red MENU button (top right). (This part hasn't changed significantly from prior versions.) The website will display a new section with the ONLINE ORDERING login. For this example, we are using a test account for a fictional customer called *Lucky Lobster*. The User ID is "luckylobster" as seen below.
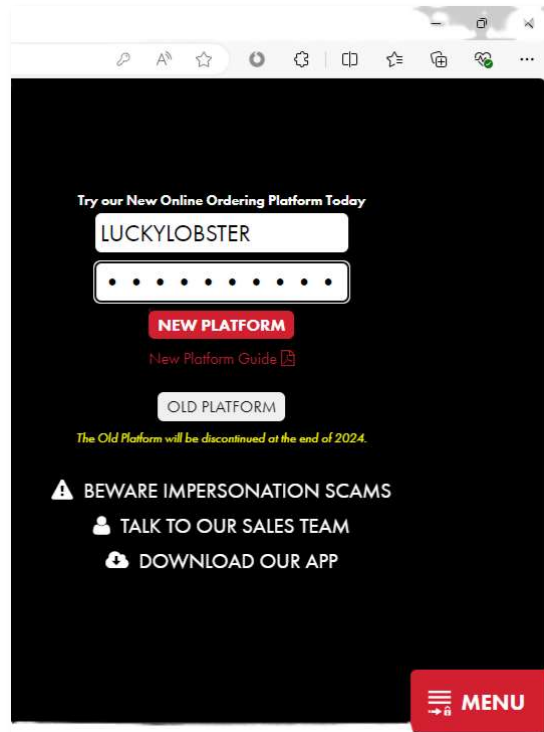

Figure 1 - Accessing the Login Menu

Notes:

1. Your **User ID** is <u>not case-sensitive</u>; however, the system will show it in ALL CAPS even if you enter lowercase letters. It will still work.
2. Your **Password** <u>IS case-sensitive</u>.
3. We urge you to change your Password (using the Reports menu – see information below) promptly.

Home Screen

Menu Bar

By default, when you log in, you will be taken to the **Home Screen**. Notice the **Menu Bar** at the top of the screen, with options for: *Home; Order Guide; Invoice History; Open AR; Item Catalog;* and a drop-down *Reports* menu. This Menu Bar is always present and is generally "self-explanatory." Note also, the last item on the right shows your *User ID*. Clicking on the *User ID* allows you to log off.)

Figure 2 - Menu Bar
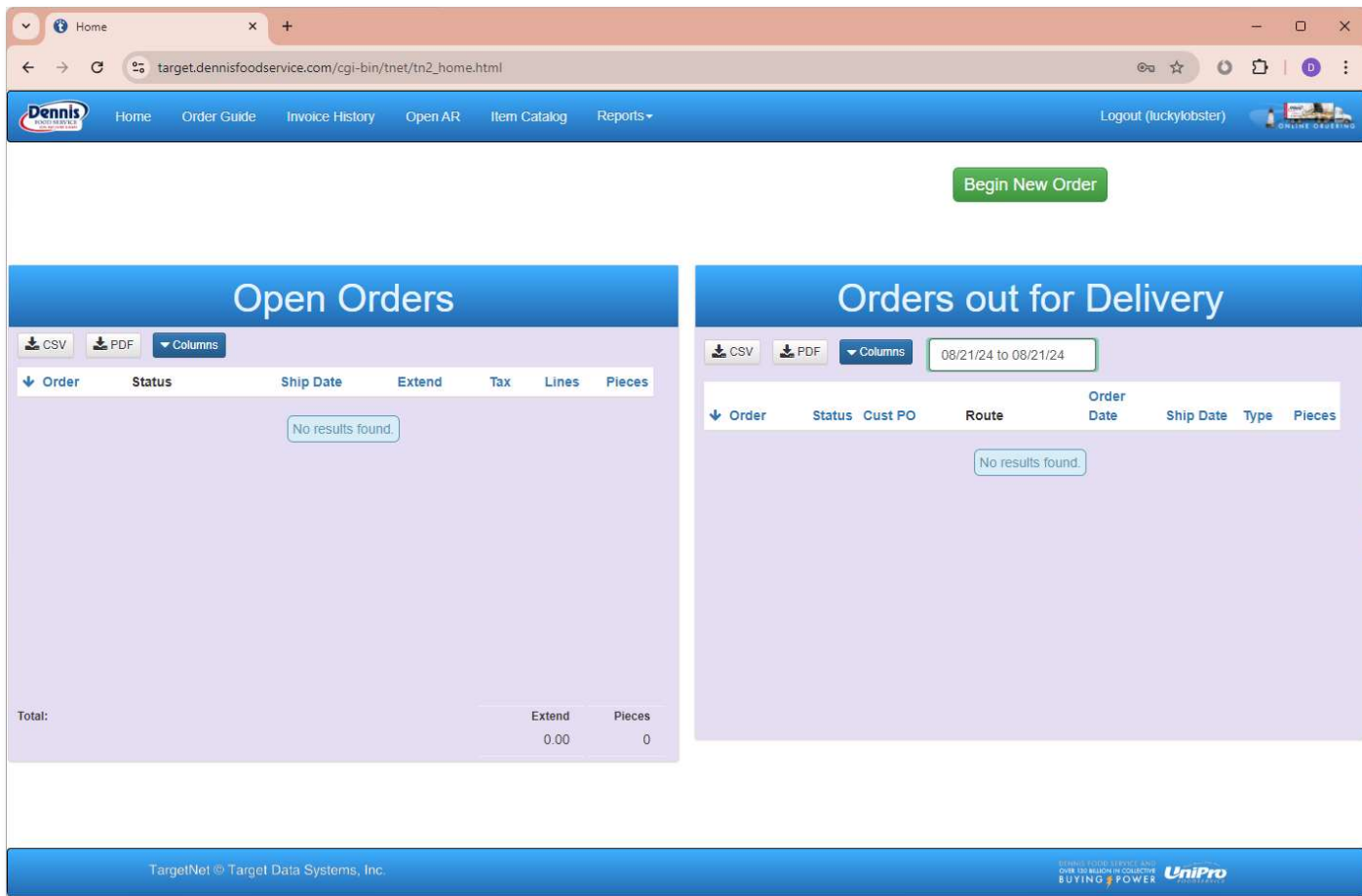
Figure 3 - Home Screen

Panels and Columns

The **Home Screen** features two **Panels**: *Open Orders;* and *Orders out for Delivery*. As you can guess, these Panels will display any open order(s) you may have in the system; and any order(s) that are scheduled to be delivered.

Throughout the system, Panels are customizable. You can add and remove **Columns** wherever you see the *Columns* drop-down menu. Note that the system will automatically adjust the screen layout and column widths, depending on the size of your browser window.
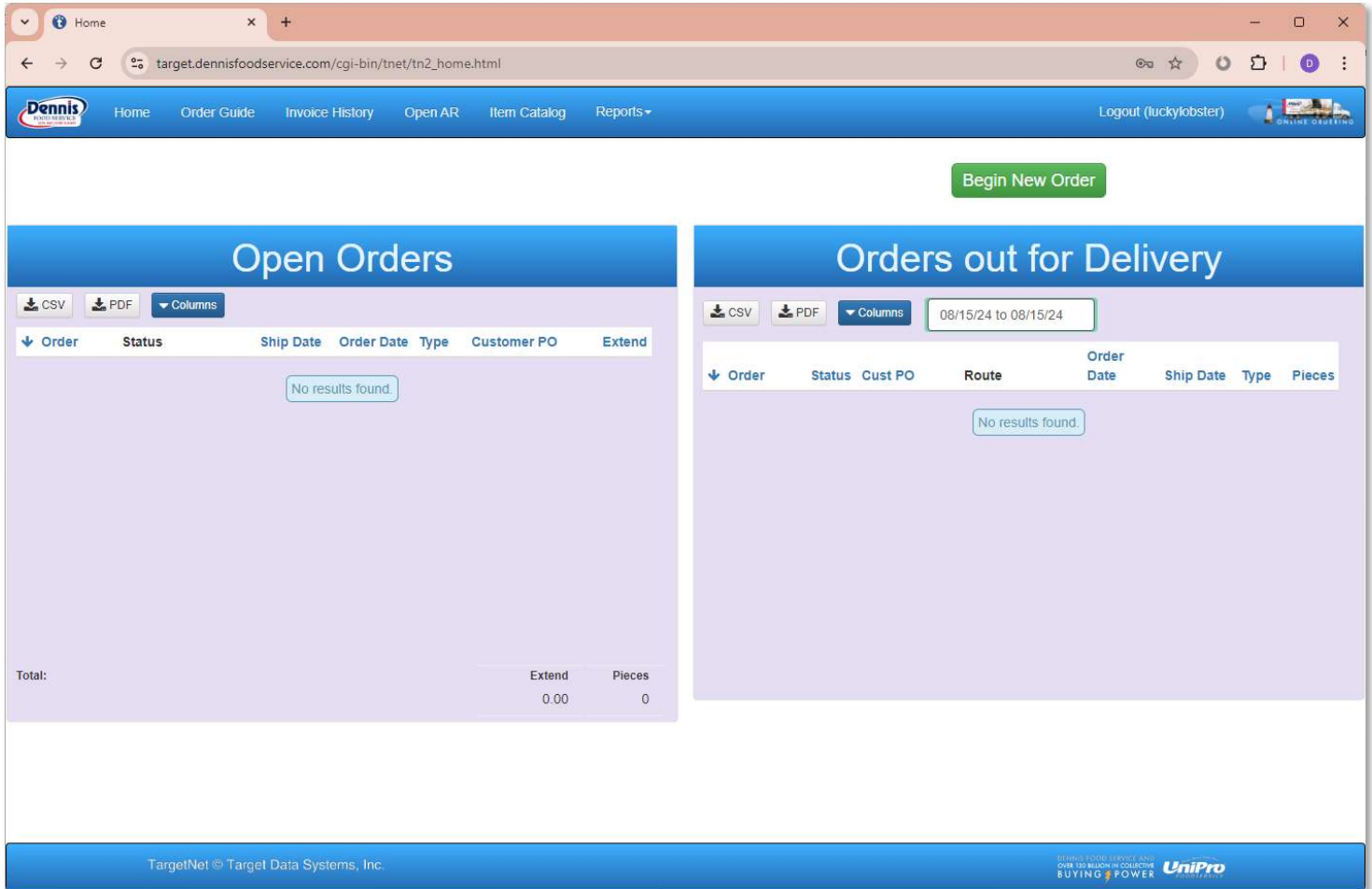
Figure 4 - Default Layout, All Columns active

Adding and Removing Columns

In the figure below, you can see how the *Columns* drop-down menu works. (This Figure shows the left half of two windows – one with ALL Columns selected, and one with *Status, Order Date, Type,* and *Customer PO* de-selected.)

To remove a column, simply clear the check box for that column. *To add a column,* simply fill the check box. Notice that on the left side, where all columns are selected, there is not enough room to display the *Tax, Lines, or Pieces* data. Typically, a full-screen browser window would be able to show more columns than this example.
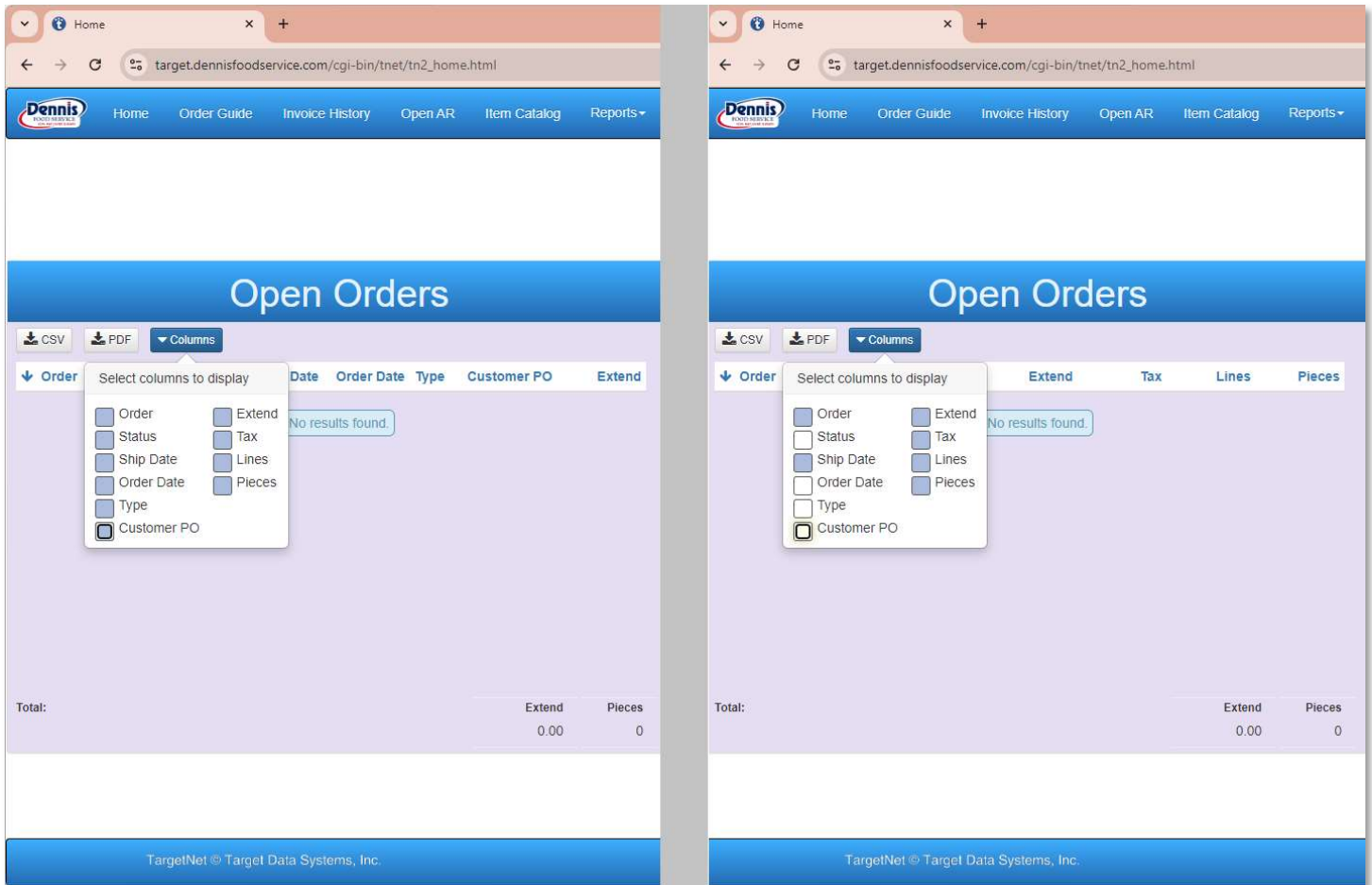
Figure 5 - Removing Columns

Screen Size and Layout

If there is not enough room to show Panels side-by-side, the system will automatically "stack" the Panels as shown in the figure below. In this example, the *"Open Orders"* Panel is shown first, then *"Orders out for Delivery"* Panel appears <u>below</u> (not beside) *"Open Orders."* Notice the new scroll bar on the right, allowing you to scroll down and up, to see Panels that have become "stacked."

Figure 6 – Panels, Stacked

Order Guides

You may have noticed the *"Begin New Order"* button on the Home Screen. Before we explore that function, let's go over *Order Guides* as the best experience begins with having a properly loaded Order Guide. We will come back to *"Begin New Order"* after that. Use the **Order Guide** option on the menu bar to access the **Order Guide Edit** screen. See the sample below.

Figure 7 - Order Guide Edit screen

Let's start off with what an order guide is. An Order Guide is a list of products; a subset of all the thousands upon thousands of items that we carry. . Similar to Panels, **Order Guides** are customizable and dynamic. By making and customizing *Order Guides* organized to fit your business needs, you can save time searching, and you can quickly reorder the same items as frequently as you like.

Selecting a Guide

On the **Order Guide Edit** screen, you will find the name of the currently active *Guide* displayed at the top. Using the *"Current Order Guide"* drop-down item, you can select any *Order Guide* that exists under your user account.
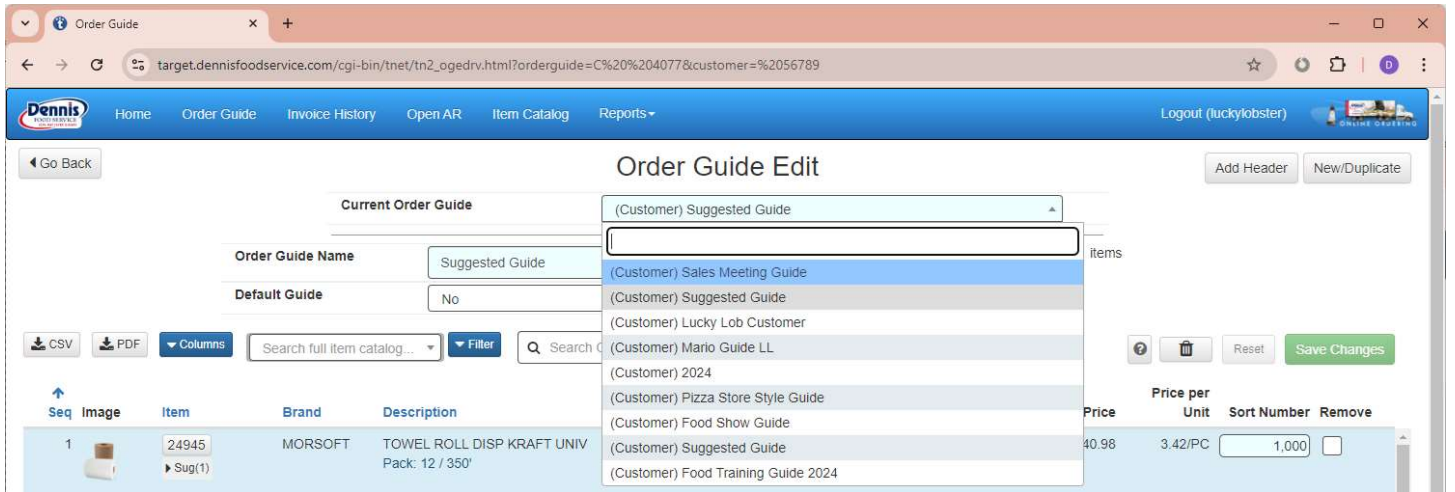
Figure 8 - Selecting an Order Guide

Creating a Guide

If none of the existing *Guides* fits your needs, you can create as many *Order Guides* as you may like. These are known as *"Customer Order Guides."* To create a *Guide,* use the *"New/Duplicate"* button on the top right of the screen. You can choose to make a copy of an existing *Guide,* or you can create a new *Guide* by deleting the *Guide* that appears in the *"Copy from Existing Order Guide"* field. (Leave it set to the greyed-out *"Select Order Guide..."*)
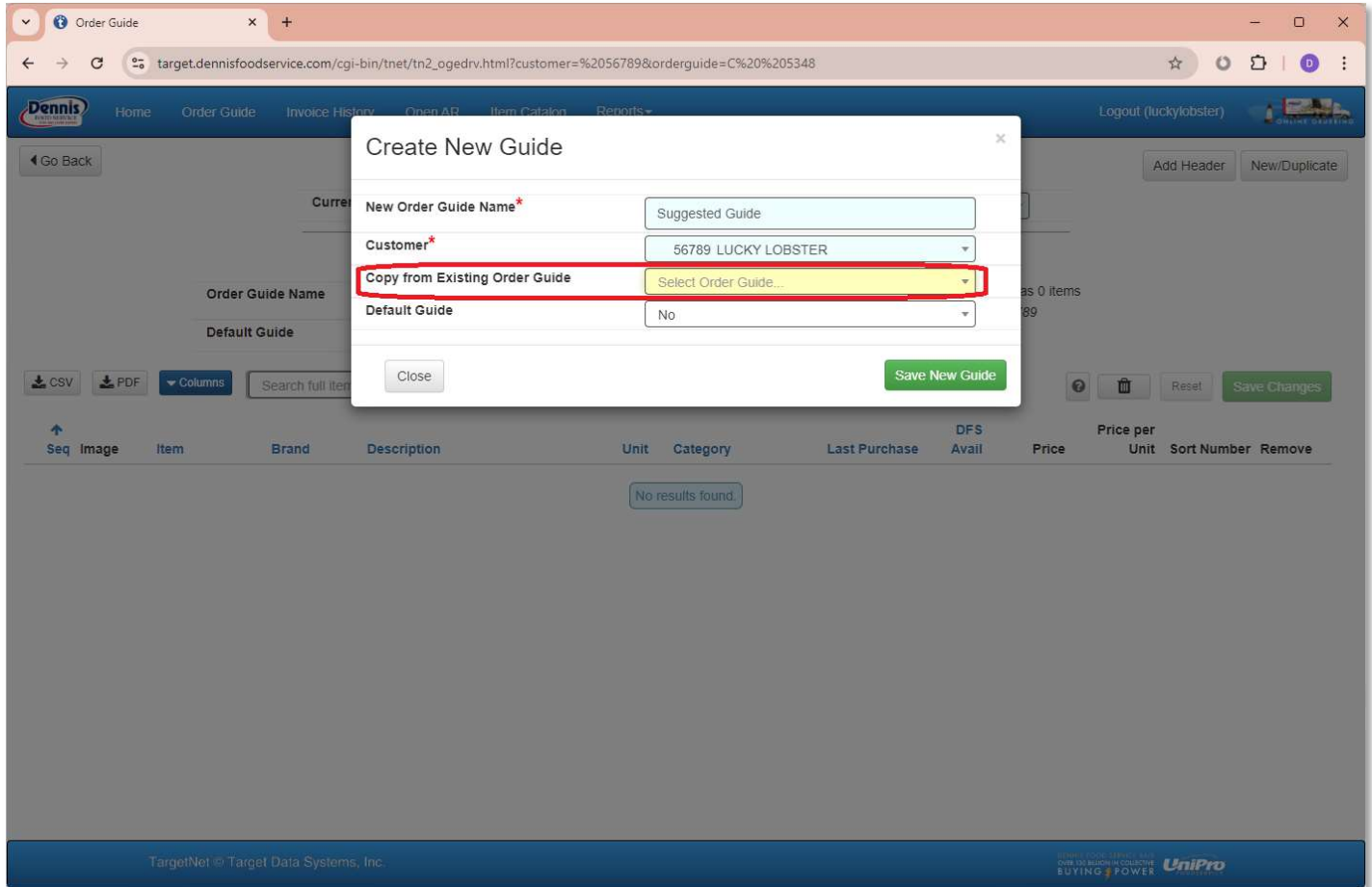
Figure 9 - Creating a Blank Order Guide

Setting a Default Guide

To set a specific *Guide* as the one that will automatically be loaded up when you log on, first open that *Guide,* then set the *"Default Guide"* value to "Yes" and press *"Save Changes."*
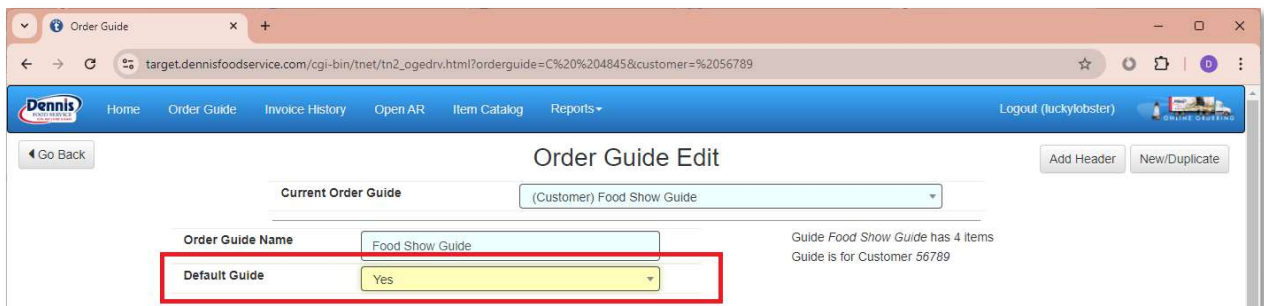
Figure 10 - Setting a Default Guide

Adding Items to a Guide

Use the *"Search full item catalog"* drop-down to search our entire **Item Catalog** for a specific product, manufacturer, etc. Add items as you see fit.

Figure 11 - Searching the Full Item Catalog

Deleting Items from a Guide

To delete items, check off the box in the rightmost column *("Remove")* and press *"Save Changes"* at the top. In the example below, I have selected item #1972 and item #4573 to be removed when I click "Save Changes."

Figure 12 - Removing Items from a Guide

Changing the order of Items in a Guide

You can drag-and-drop items into whatever order you want, OR you can enter numbers into the "Sort Number" field to force items into whatever order you choose. *(Important Note: If you choose to manually enter "Sort Numbers," we recommend that you leave some numbers available in between – for example, go by 10's like 10, 20, 30... Doing this will allow you room to add and move new things around more easily in the future. In this example some items have been manually sorted by 5's – 55, 60, 65 etc.)*

Figure 13 - Manual Sort Numbers

Viewing Item Details

You can hover your pointer (cursor) over the photo of an Item, to see a larger image. You can also click on the *"Item"* number (2nd column by default) to load the **Item Catalog** page for that item. (The *Item Catalog* page loads in a separate tab in your browser. In the example shown here, I clicked on Item 33069.)

Figure 14 - Item Details

Headers (How to use)

To help visually organize your *Order Guide,* you can create and delete **Headers**. *Headers* are simply custom text objects that you can label as you see fit. You can drag them up and down the *Guide* the same way you reorganize other items. For example, you may want to keep all paper products in their own section of your *Guide*. Having a "Paper Products" Header above that section may help make sense of things, visually.

To add a *Header,* press the *"Add Header"* button at the top of the window, type some text of your choosing into the box, and press the *"Save Changes"* button.

Figure 15 - Header Example

Suggested Items

Some items that you see in an *Order Guide* (or elsewhere) will have other, "Suggested" items that may be of interest to you. One common example is cups or containers that have lids that fit that container. You will see an icon directly below the *Item Number* that looks like this:
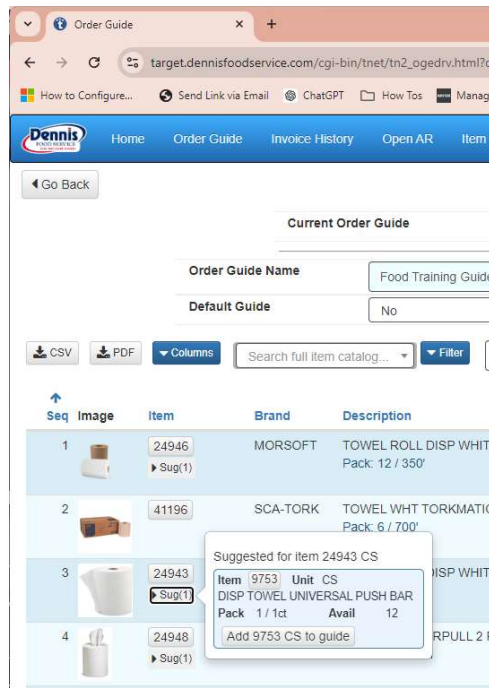
Figure 16 - Suggested Item

Now that we have built an Order Guide, let's move on to explore entering an Order using the Order Entry screen.

Order Entry

Now that we understand the use of **Order Guides**, we can get familiar with placing an order. To begin an order, navigate back to the **Home Screen** and press the *"Begin New Order"* button. This will take you to the **Order Entry** screen. Notice that much of the screen is laid out very similar to the **Order Guide Edit** screen.

Figure 17 - Begin New Order (Home Screen)

Multiple Open Orders

You can have multiple *Orders* going at any time. You do not need to finish (*Submit / Check Out*) one *Order* before you begin a new *Order* using the *"Begin New Order"* button. For example, you might want one *Order* for Monday and another for Thursday. This is fully supported.

Adding Items to an Order

To order an *Item,* first select the appropriate *Order Guide.* Then simply put a quantity in the field that appears below *"Qty Ship."* Notice that the system calculates the cost under *"Extended."*

Figure 18 - Order Entry screen

Ordering from Multiple Order Guides

While you are entering an *Order,* you can switch from one *Order Guide* to another at any time. It is not required for all items in an *Order* to be from a single *Guide. Items* that you've already ordered (by putting a quantity in) will be retained on the *Order,* as the new *Guide* appears.

Figure 19 - Ordering from Multiple Guides

Column Labels / Sorting
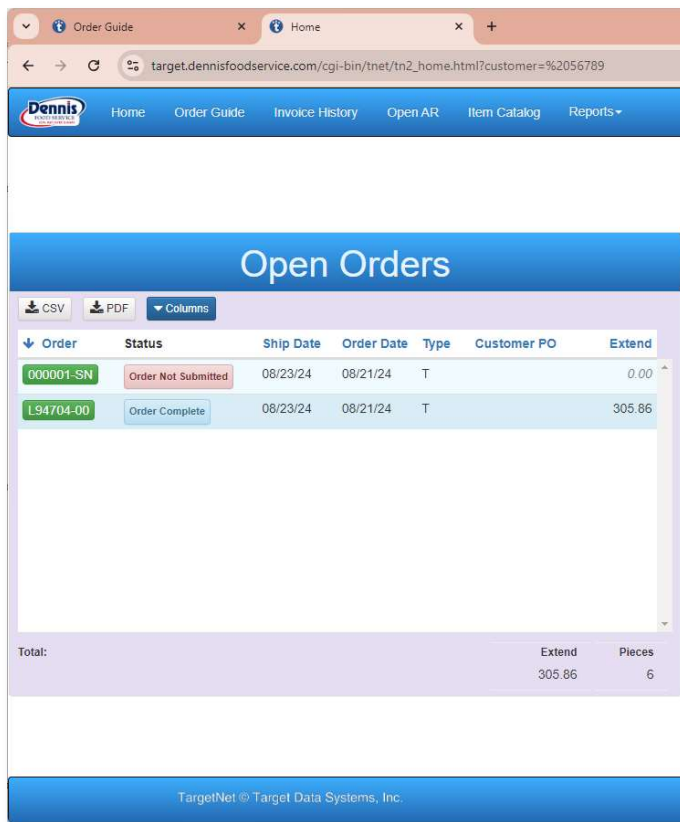
Notice the row of **Column Labels** *(Seq; Image; Item; Brand; etc.)* in the header area. Several (but not all) of the Column Labels are in **BLUE FONT.** This indicates that the data can be sorted based on that column. Click on any of the blue Column Labels to sort the display based on that column. The first click will typically sort the column in Ascending order. Clicking again will switch to Descending. Notice the examples below.

Figure 20 - Column Labels; Sorting

Open Orders / Order Status

If you navigate back to the *Home Screen,* you will see your *Order* in the *Open Orders* Panel. In this example, I have two *Orders.* The first has a *Status* of *"Order Not Submitted"* and its *Order Number* is "generic" (mostly zeroes); the second has a Status of *"Order Complete"* and has a system-generated *Order Number* of *L94704-00.*

Figure 21 - Open Orders; Order Status

Finalizing an Order (Shopping Cart)

The new system is based around the concept of the *"Shopping Cart."* You can add and remove items from your *Order,* and they will be saved in the cart for that *Order.* (You can have multiple shopping carts going simultaneously.) When you're ready to finalize an *Order,* use the shopping cart Icon to "check out":
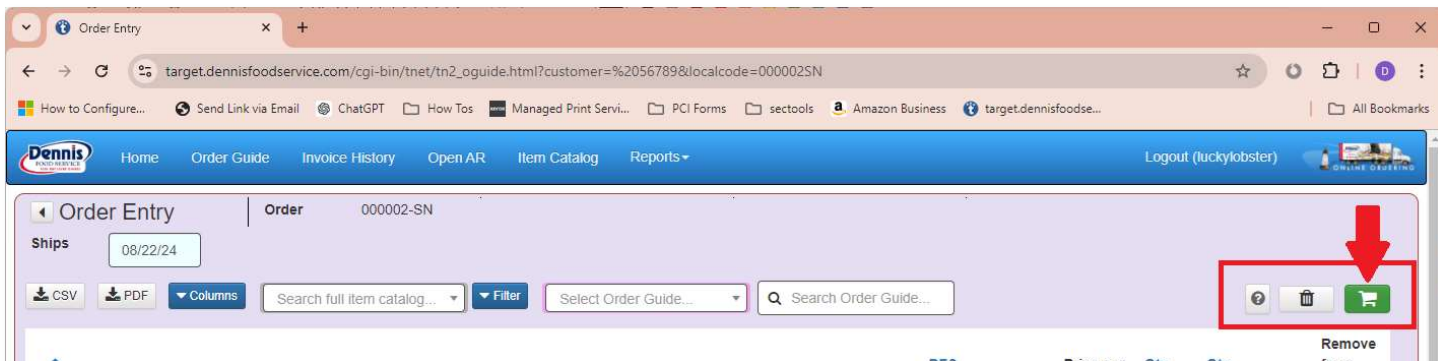
Figure 22 - Checkout (Shopping Cart)

Checkout

On the **Checkout** screen you can make any last-minute changes such as adding *Items,* deleting *Items,* using *Suggested Items* links, etc. You can also specify a *Ship Date,* add your *Purchase Order* number, or add **Instructions.**

Instructions

Instructions are intended for our Delivery Driver. For example, if a winter storm is expected, we would encourage you to give our Driver contact information for custodial staff who may handle building access. Or, if there is road construction going on in your area, we suggest using the Instructions field to let our Driver know. Having this information ahead of time helps get your order delivered more efficiently.

Submitting your Order

When you are happy with all the information shown, click the **Submit Order** button. Your *Order* will be entered into our system for fulfillment. The order will also appear on the *Home Screen*.

Figure 23 – Checkout

Order Inquiry

After you submit your *Order,* a summary will appear on a new **Order Inquiry** screen as shown. You can (always) get back to the Home Screen using the "Home" item on the Menu Bar.

Figure 24 - Order Inquiry (Post-Submit)

Invoice History ("Order History")

The **Invoice History** screen allows you to see summary information of past *Invoices* and *Orders*. Clicking on an *Order Number* will show further details about the *Order*.

Figure 25 - Invoice History (Order History)

Order Inquiry

Clicking on an *Order Number* on the *Order History* screen will take you to the **Order Inquiry** screen, showing full details of that *Order*.

Figure 26 - Order Inquiry (from Order History) – Same screen

Open AR

The **Open AR** screen shows information about *Invoices* and *Payments*. (This sample account does not have any invoices or payments to display.) When there are transactions to display, you can use the *"Display"* drop-down to choose *"Show Open Invoices Only"* or *"Show All Current Invoices and Payments"* as shown below.

Figure 27 - Open AR Screen

Item Catalog

The **Item Catalog** screen is always available from the *Menu Bar* and allows you to browse all *Items* we carry. It is similar to other screens seen previously/above.

Figure 28 - Item Catalog

Reports

The **Reports** menu item behaves differently from other *Menu Bar* functions. It is a drop-down menu that allows you to view *New Items*, see your *Customer Info*, view *Item History* for your account, or ***change your Password.***
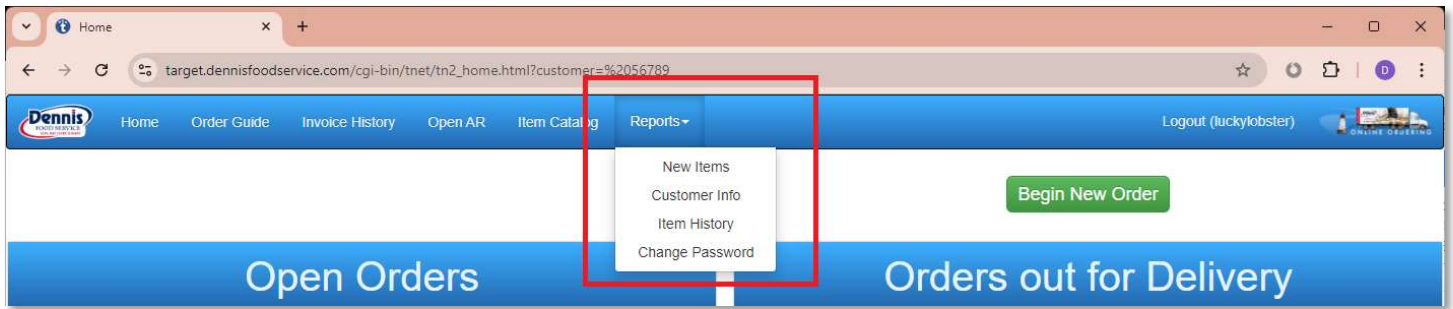

Figure 29 - Reports Menu (Drop-down)

Change Password

The <u>last</u> option on the *Reports* drop-down menu is arguably the <u>most important</u> one. We <u>strongly encourage</u> you to *change your password* as soon as possible after you receive your login information. The process is very straightforward and familiar.
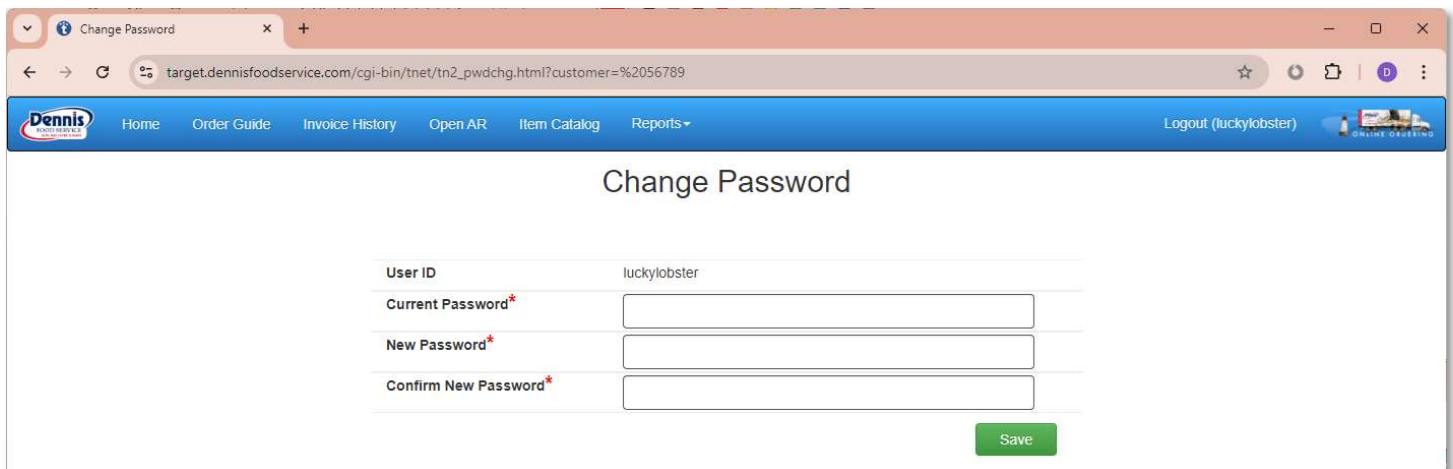

Figure 30 - Changiung your Password

New Items

The **New Items** screen allows you to view *Items* that have been added to our offerings. You can use the date field at the top of the screen to select specific beginning and ending dates. By default, this screen shows *Items* that have been added in the past three months.
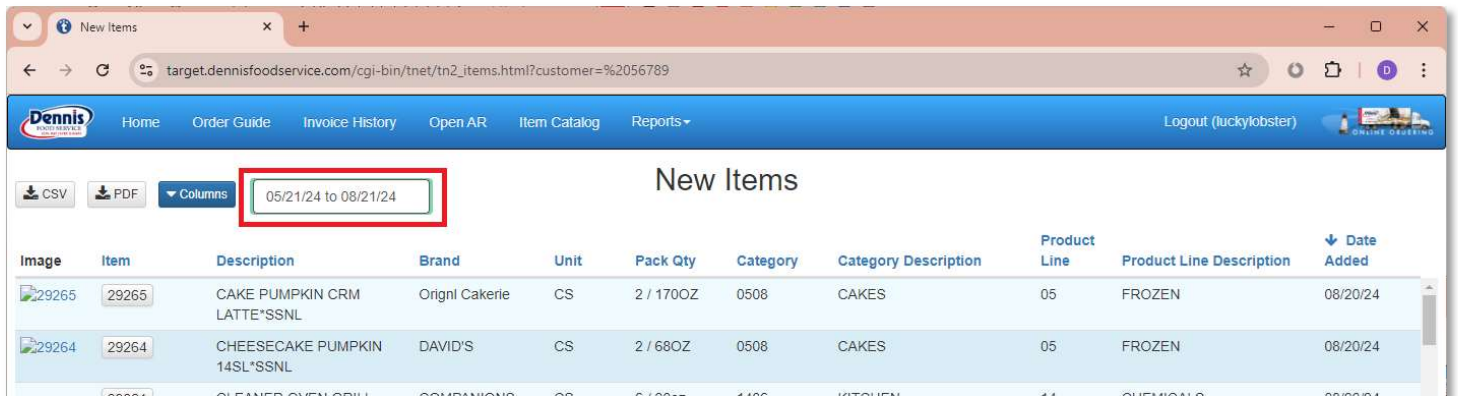

Figure 31 - New Items Screen

CSV and PDF functions (Downloading information)

You may have noticed these controls **(CSV** and **PDF)** on many screens. You probably already guessed that they allow you to download data from the system, either in CSV (*comma-separated variables*, a text file format used most commonly in Microsoft Excel) or PDF format. The buttons are shown in the red box in the figure below.
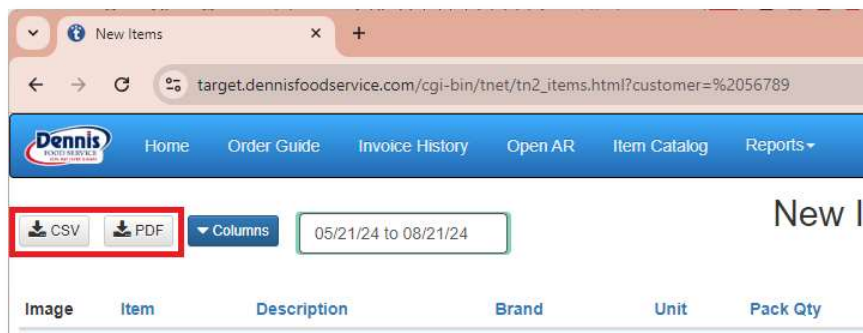

Figure 32 - Data Downloads (CSV or PDF)

Customer Info

The **Customer Info** screen allows you to view the details of your account. It is a "view-only" display. If you need something changed, please reach out to your AE, or call Customer Service at (207) 947-0321.

Figure 33 - Customer Info Screen

Item History

The **Item History** screen allows you to view items that you have ordered in the past. It has a few features:

Customer History vs. Chain History

If your account is set up as part of a multi-customer **Chain** (such as a convenience store business with multiple locations) you can use the drop-down menu to switch between *"Customer History"* (items ordered under just the current Customer account) and *"Chain History"* (items ordered under all Customer accounts in your Chain).

Custom Date Range

Similar to the *New Items* screen and other screens, you can select a custom date range using the box at the top of the screen.

Searching the Item History data

If you have a large number of historical *Items,* you can search using the *"Item"* drop-down to scroll through the list, or you can enter a keyword such as *"apple"* (as shown in the figure below).

Summary

We're excited to bring the new Ordering Platform to you. We hope you like this new approach to managing your orders and your account. If you need further information or assistance, as always, reach out to your Account Executive or to our Customer Service team. We're here to demonstrate the Dennis Difference!