

CLEARING ORDER EXCEPTIONS

RESOLVING PRODUCT EXCEPTIONS IS EASIER THAN EVER.

- Our comparison feature makes it easy to find substitutions when products are out of stock
- The exception management process guides you through each exception, step-by-step
- The *Exception Management* window keeps track of how many exceptions you've cleared and how many are still open

US FOODS Mary Smith US FOODS KITCH (70513395) 2013 COP (78) Sign Out

Resolve Exceptions

There are a few products in your order that need your immediate attention.

▼ Products Out of Stock (4)

We're sorry these products are unavailable.

	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FR ... # 7382666	Pack Size: 10 LB Ordered: 2 CS Reserved: 0 CS
<p>The quantity requested exceeds the currently available inventory. Expected on 01/14/2015</p>		
<p>Would you like us to send a substitute? If the 2 cases become available, we'll ship those!</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>		
	CHICKEN, CHUNK RANDOM BREADED SMOKE FLAVOR BREAS ... # 4761722	
	CEREAL, GRANOLA LOW FAT TFF CRUNCHY CLUSTER # 7653405	
	PEACH, DICED IN LIGHT-SYRUP CANNED # 1333525	

Resolved: 0 Remaining: 4

Reserved Order

Total Cases Reserved	8
Total eaches reserved	0
Estimated Total	\$333.92

Delivery Date: 01/15/2015
PO #: test

Submit

Reserved Products (4)

- 2 CS PEACH, DCD IN LS CND # 1333525
- 2 CS CEREAL, GRNLA LOW FAT TFF # 7653405
- 2 CS CHICKEN, CHNK RNDM BRDD SMOKE # 4761722


Contact US Foods

Call Customer Service
1-800-323-1004

US Foods® Online will open a *Product Compare* window so you can easily compare all of the product attributes.

You can accept the division substitution or click on the right arrow to search for a new substitution.

[Go back to the US Foods Online 2012 site.](#) | [I want to stay here. Don't show this again.](#)



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▼ Products Out of Stock (4)

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CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FRY ...
7382666


The quantity requested exceeds the currently available inventory.
Expected on 01/14/2015

Pack Size: 10 LB
Ordered: 2 CS
Reserved: 0 CS


Would you like us to send a substitute?
If the 2 cases become available, we'll ship those!

Yes No

Original



Substitute ▶



Product Image

CS
2

Accept Substitute

Description	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FROZEN (7382666)	CHICKEN, DICED .5" WHITE MEAT FRYER COOKED IQF FROZEN 3-DIAMOND (7710122)
Product Attributes		
Product Category	PATUXENT	TIP-TOP
Brand Name	PATUXENT FARMS	TIP-TOP
Pack	10 LB	2/5 LB
Price	\$39.49 / CS	\$40.85 / CS

View More

Resolved Remaining

0 4

Reserved Order

Total Cases Reserved 8

Total eaches reserved 0

Estimated Total \$333.92

Delivery Date 01/15/2015

PO # test

Submit

Reserved Products (4)

- 2 CS PEACH, DCD IN LS CND # 1333525
- 2 CS CEREAL, GRANOLA LOW FAT TFF # 7653405
- 2 CS CHICKEN, CHNK RNDM BRDD SMOKE # 4761722

Contact US Foods


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1-800-323-1004

Website Technical Support
1-877-583-9659

After you click on the right arrow to search for a new substitution, the *Search Criteria* box will prepopulate with the first couple of words of the shorted product.

You can then edit the search criteria, if needed, or just click on **Search for Subs**.

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CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FR ...
7382666


The quantity requested exceeds the currently available inventory.
Expected on 01/14/2015

Pack Size: 10 LB
Ordered: 2 CS
Reserved: 0 CS

Would you like us to send a substitute?
If the 2 cases become available, we'll ship those!

Yes No

Original



Substitute


CHICKEN, DICED .5"

Search for Subs


Product Image

Description	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FROZEN (7382666)
Product Attributes	
Product Category	PATUXENT
Brand Name	PATUXENT FARMS
Pack	10 LB
Price	\$39.49 / CS


View More



CHICKEN, CHUNK RANDOM BREADED SMOKE FLAVOR BREAS ...
4761722



CEREAL, GRANOLA LOW FAT TFF CRUNCHY CLUSTER
7653405



PEACH, DICED IN LIGHT-SYRUP CANNED
1333626

Resolved

Remaining

0 4

Reserved Order

Total Cases Reserved 8
Total eaches reserved 0
Estimated Total \$333.92

Delivery Date 01/15/2015
PO # test

Submit

Reserved Products (4)

2 CS PEACH, DCD IN LS CND # 1333626

2 CS CEREAL, GRNLA LOW FAT TFF # 7653405

2 CS CHICKEN, CHNK RNDM BRDD SMOKE # 4761722

Contact US Foods

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The *Search Catalog* screen will appear. Select one of the displayed substitutions or use the additional search filter on the left.

Click on **Select** to choose the desired substitution.

Back To [Resolve Exceptions](#) LEARN MORE

Search Within:

Within these results
 New search

Product Class

Lists

- My Order Guide
- My Lists
- Contracted Products
- Recently Purchased

Promotions

- Exclusive Brands
- The Scoop

Nutritional Claims

Marketing Claims

Allergens

Brands

Manufacturers

Nutritionals

We found 10 products matching "CHICKEN, DICED .5"

Relevancy

	<p>▶ CHICKEN, DICED .5" DARK & WHITE MEAT FOWL COOKED</p> <p>PATUXENT FARMS</p> <p># 1382662</p>	Get Price 10 LB	Select
	<p>▶ CHICKEN, DICED .5" DARK MEAT FOWL COOKED IQF FROZEN</p> <p>PATUXENT FARMS</p> <p># 8382707</p>	Get Price 10 LB	Select
	<p>▶ CHICKEN, DICED .5" DARK MEAT FOWL COOKED FROZEN</p> <p>TIP-TOP</p> <p># 9985458</p>	Get Price 10 LB	Select
	<p>▶ CHICKEN, DICED .5" SEASONED BREAST MEAT COOKED BLAST</p> <p>TYSON RED LABEL</p> <p># 1637867</p>	Get Price 2/5 LB	Select
	<p>▶ CHICKEN, DICED .5" DARK & WHITE MEAT FRYER COOKED IQF</p> <p>TIP-TOP</p> <p># 7710189</p>	Get Price 2/5 LB	Select
	<p>▶ CHICKEN, DICED .5" SEASONED DARK & WHITE MEAT LOW</p> <p>TYSON</p> <p># 8702953</p>	Get Price 2/5 LB	Select

The selected product will be placed in the *Product Compare* screen.

You can compare all of the product attributes.

Click on **Accept Substitute**.

[Go back to the US Foods Online 2012 site.](#) | [I want to stay here. Don't show this again.](#)



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Resolve Exceptions

There are a few products in your order that need your immediate attention.

Products Out of Stock (4)

We're sorry these products are unavailable.



CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF
FR ...
7382666

Pack Size: 10 LB
Ordered: 2 CS
Reserved: 0 CS

The quantity requested exceeds the currently available inventory.
Expected on 01/14/2015

Would you like us to send a substitute?
If the 2 cases become available, we'll ship those!

Yes No

Original



Product Image

Substitute



CS 2

Accept Substitute

Description	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FROZEN (7382666)	CHICKEN, DICED .5" DARK MEAT FOWL COOKED FROZEN (9986458)
Product Attributes		
Product Category	PATUXENT	TIP-TOP
Brand Name	PATUXENT GAMMO	TIP-TOP
Pack	10 LB	10 LB
Price	\$39.49 / CS	\$27.50 / CS

View More



CHICKEN, CHUNK RANDOM BREADED SMOKE FLAVOR BREADS
...
4761722



CEREAL, GRANOLA LOW FAT TFF CRUNCHY CLUSTER
7653405



PEACH, DICED IN LIGHT-SYRUP CANNED
1333525

Resolved Remaining

0

4

Reserved Order

Total Cases Reserved 8
Total eases reserved 0
Estimated Total \$333.92

Delivery Date 01/15/2015
PO # test

Submit

Reserved Products (4)

2 CS PEACH, DCD IN LB
CND
1333525

2 CS CEREAL, GRNLA LOW
FAT TFF
7653405

2 CS CHICKEN, CHNK
RNDM BRDD SMOKE
4761722

Contact US Foods

Call Customer Service
1 800 323 1004

Website Technical Support
1-877-583-9659

Resolve Exceptions

There are a few products in your order that need your immediate attention.

▼ Products Out of Stock (4)

We're sorry these products are unavailable.

	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FR ... # 7382666	1	Substituted
	CHICKEN, CHUNK RANDOM BREADED SMOKE FLAVOR BREADS ... # 4761722	Pack Size: 2/5 LB Ordered: 2 CS Reserved: 0 CS	The quantity requested exceeds the currently available inventory. Expected on 01/14/2015
<p>Would you like us to send a substitute? If the 2 cases become available, we'll ship those!</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>			
	CEREAL, GRANOLA LOW FAT TFF CRUNCHY CLUSTER # 7653405		
	PEACH, DICED IN LIGHT-SYRUP CANNED # 1333525		

Resolved	2	Remaining
1		3

Reserved Order

Total Cases Reserved	8
Total eases reserved	0
Estimated Total	\$333.92
Delivery Date	01/15/2015
PO #	test

4 Submit

Reserved Products (4)

2 CS	PEACH, DCD IN LS CND # 1333525
2 CS	CEREAL, GRNLA LOW FAT TFF # 7653405
2 CS	CHICKEN, CHNK RNDM BRDD SMOKE # 4761722

Contact US Foods

Call Customer Service
1-800-323-1004

1. Once the exception is resolved, it will close and will post the exception status.
2. The upper right box will indicate that one exception has been resolved and three remain to be resolved.
3. The next product exception will automatically open.
4. The **Submit** button will remain inactive until all exceptions are resolved.

Resolve Exceptions

There are a few products in your order that need your immediate attention.

▶ Products Out of Stock (4)

3 Complete

Resolved	1	Remaining	0
	4		0

Reserved Order

Total Cases Reserved	8
Total eaches reserved	0
Estimated Total	\$333.92
Delivery Date	01/15/2015
PO #	test

2

Reserved Products (4)

2 CS	PEACH, DCD IN LS CND # 1333525
2 CS	CEREAL, GRNLA LOW FAT TFF # 7853405
2 CS	CHICKEN, CHNK RNDM BRDD SMOKE # 4781722

When all exceptions are resolved and the number of **Remaining** exceptions (1) is zero, the **Submit** button (2) will become active and the status of all exceptions will display as Complete (3).

You can click on the **Submit** button to submit the completed exceptions.

NOTE: If you do not click **Submit**, or if you do not go through the exception process, you will not receive substitutions for shorted products. You will receive your order.

Resolve Exceptions

There are a few products in your order that need your immediate attention.

▼ Products Out of Stock (4)

1 Complete

2

We're sorry these products are unavailable.

	CHICKEN, DICED .5" WHITE MEAT FOWL COOKED IQF FR ... # 7382666	3 Substituted
	CHICKEN, CHUNK RANDOM BREADED SMOKE FLAVOR BREAS ... # 4761722	Canceled
	CEREAL, GRANOLA LOW FAT TFF CRUNCHY CLUSTER # 7653405	Canceled
	PFACH, DICFD IN LIGHT-SYRUP CANNFD # 1333525	Substituted

Resolved	Remaining
4	0

Reserved Order

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Reserved Products (4)

2 CS	PEACH, DCD IN LS CND # 1333525
2 CS	CEREAL, GRNLA LOW FAT TFF # 7653405
2 CS	CHICKEN, CHNK RNDM BRDD SMOKE # 4761722

Contact IIS Foods

Before clicking **Submit**, you can click on **Complete** (1) to open up all of the cleared exceptions for review (2).

You can then click on the status of each exception (3) to see the details.