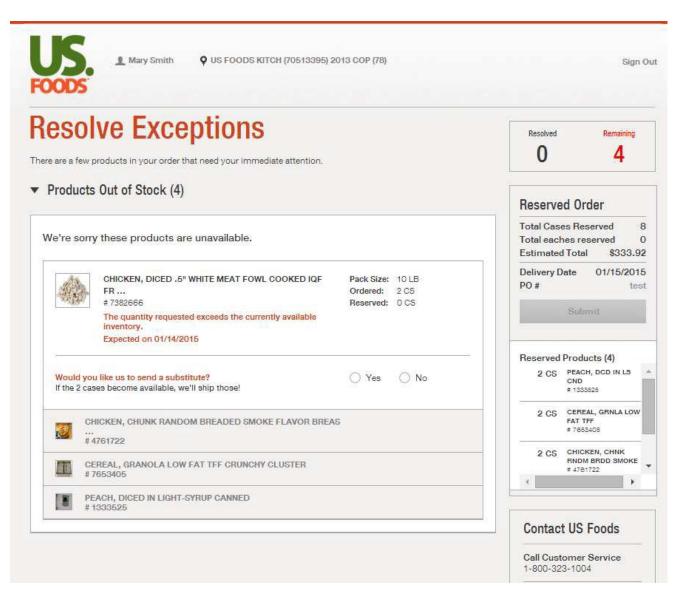
## **CLEARING ORDER EXCEPTIONS**

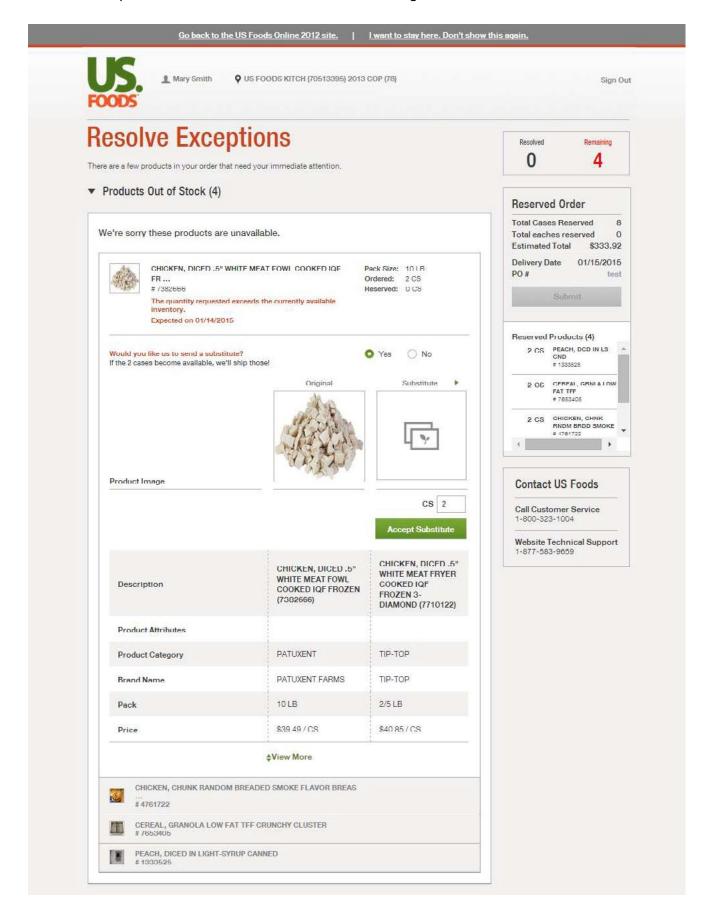
## RESOLVING PRODUCT EXCEPTIONS IS EASIER THAN EVER.

- 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



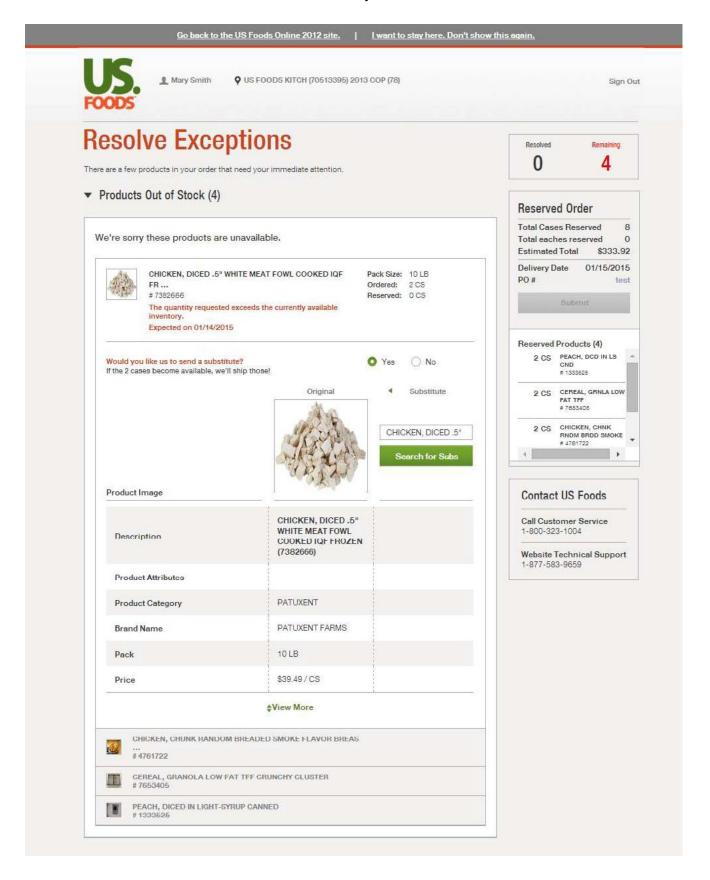
US Foods® Online will open a *Product Compare* window so you can easily compare all of the product attributes.

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



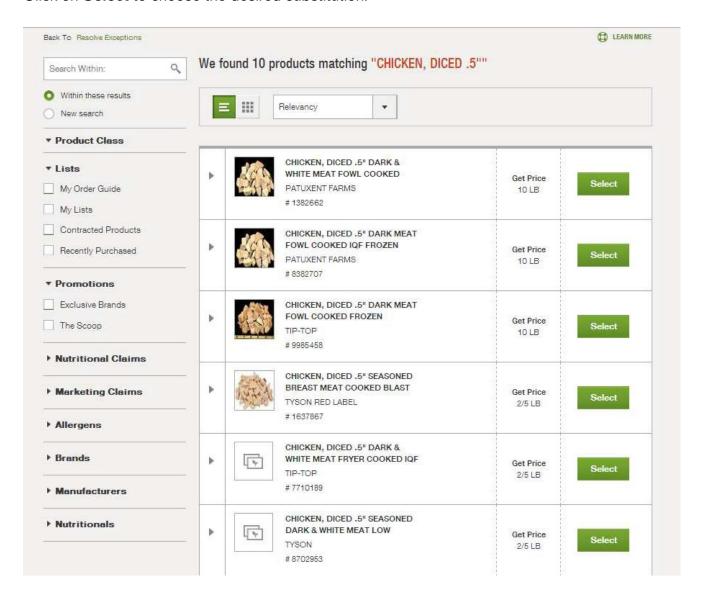
After you click on the right arrow to search for a new substitution, the *Search Criteria* box will prepopulate with the first couple of words of the shorted product.

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



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

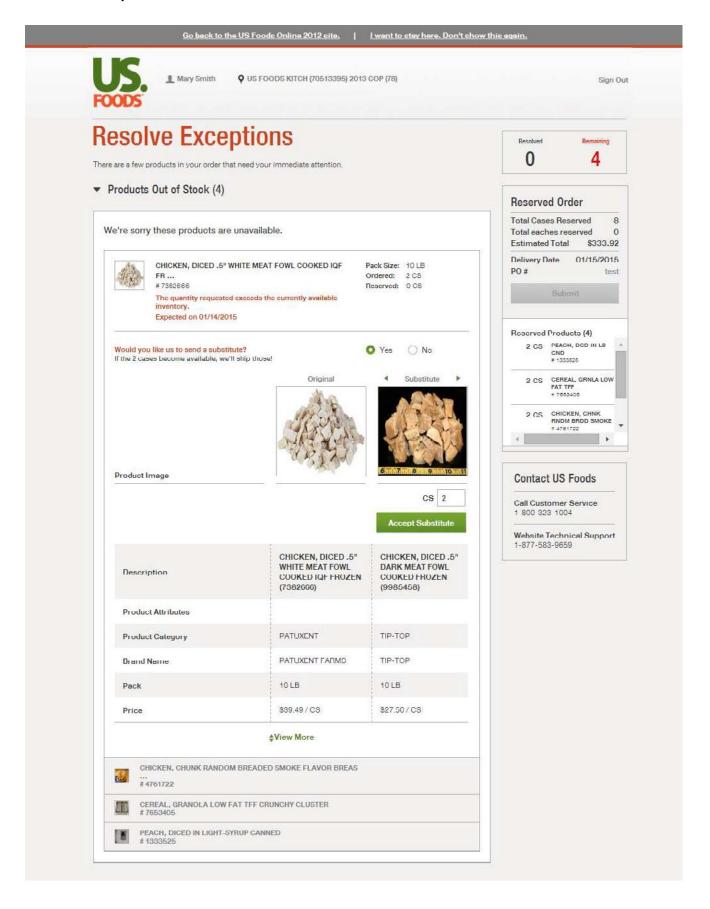
Click on **Select** to choose the desired substitution.

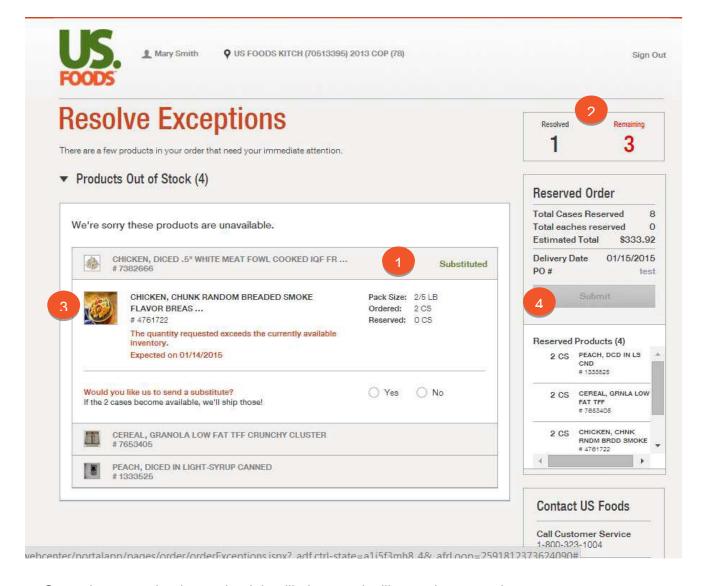


The selected product will be placed in the *Product Compare* screen.

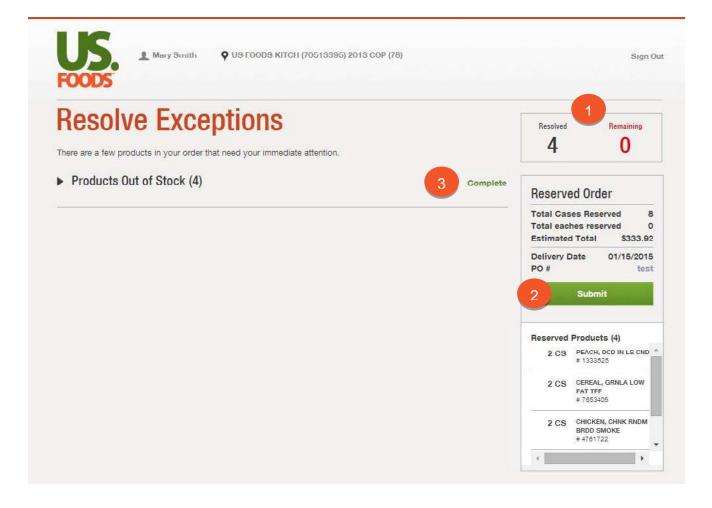
You can compare all of the product attributes.

Click on Accept Substitute.





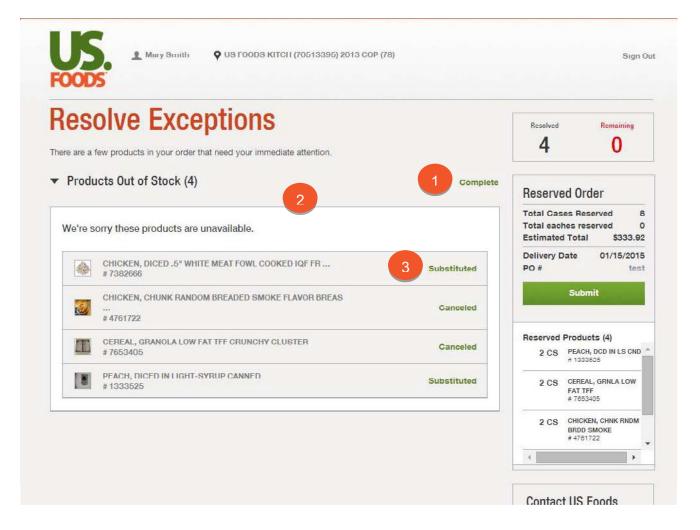
- 1. Once the exception is resolved, it will close and will post the exception status.
- 2. The upper right box will indicate that one exception has been resolved and three remain to be resolved.
- 3. The next product exception will automatically open.
- 4. The **Submit** button will remain inactive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



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.



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.