



Customer Support Priority Response Times		
Up to 1 business day	Up to 5 business days	Up to 7 business days
<i>Example: Issues that affect day to day activities in BluePrint Menu System</i>	<i>Example: Requests for Menu Solutions Specialists</i>	<i>Example: Support that can be answered by training video or Quick Guide – visit BluePrint Training Website</i>
Reports not printing greater than 2 hours	Initial login & training information	How to copy a menu template
Error messages Indicates:	Username change	How to customize and make changes to menu
- Contact administrator	Add new user	How to add IDDSI or other therapeutic diets to menu
- NetMenu We're sorry! Something went wrong.	Publish additional menu templates	How to change therapeutic diet replacements
- Sending request, please wait...	Requesting Disaster Menu	How to adjust menu item order on menu reports
	No menu/incorrect menu on tray ticket	How to create a custom therapeutic diet
	Menu billing questions	How to generate reports
	Recipes on Demand questions	How to search, copy and edit a recipe
	Menu Press Questions	Schedule a menu cycle for tray tickets
	Dietitian (RD) Signature	How to adjust tray ticket sort order
	Menu program discussion	How to create a tray ticket menu substitution
	Assistance with implementing menus	How add new dislike/allergen traits
	Help meeting target PPD	How to create custom nutritionals
	Create shopping list for ordering	Diet explanation/Diet Guide
	Processing menu agreements	Find recipe/ingredients with my US Foods product
	How to access online menu program	Production Sheets not generating
	Customer has state surveyor questions	
PASSWORD RESETS – Please contact the Help Desk 24/7 for support at 877-583-9659.		
NOTE: All requests will follow Priority Response Times. Menu Specialists are available if questions cannot be answered with provided resources and BluePrint Training site. The priority of each case is at the sole discretion of the Menu Solutions Specialist.		