A Taste of What's Cooking at US Foods

Menu Profitbuilder Pro Online

Frequently Asked Questions

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KEEPING KITCHENS COOKING.™

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TOP FAQ'S

<u>**Frequently Asked Questions Regarding Menu Profitbuilder Pro**</u>

<u>**Top FAQ's**</u>

What is Menu ProfitBuilder Pro?

Menu ProfitBuilder Pro (MPP) is a comprehensive menu costing and analysis tool provided exclusively to employees and customers of US Foods. It provides the TM or customer with a precise means to determine food cost and gross profit on all of their recipes and menu items, while assisting them in determining how best to market their menu to maximize profitability for the operator.

1. What Is The Difference Between The Old MPP And The New Online Version?

The new version of MPP is fully integrated with our USFoods.com e-commerce website, and is no longer installed as software on the user's computer. This integration means that there is no longer a need for the TM to download user price files and order guides, since MPP Online is linked directly to the division product catalog and the customer's pricing rationale or contract. Also, the new MPP features the same robust search functions found on USFoods.com, and is available 24/7 from any computer with access to the internet!

2. USF Products and MPP Online

USFoods.com e-commerce website allows any online user to access their current product list, order guide, division catalog and pricing for all items and to use any of these items in a recipe or menu item using the current cost per case to calculate the cost of any ingredient in a recipe or menu item in real time. All USF product prices can be updated once per week, by clicking a single UPDATE PRICE button on the program. The program automatically updates the cost of every recipe and every menu item within the program with current pricing for all USFoods products that are active. Discontinued items and customer preferences can be replaced by using the program to find and replace any item with a new USFood.com product in all recipes and menu items at once.

3. NON - USF Products and MPP Online

USFoods.com e-commerce website allows any online user to add products that are not purchased from USFoods to their data. Non USFoods products must be manually entered and the pricing will need to be updated by the user. Once the product is entered into the system any price updates will automatically update all recipes and menu items where the Non USFoods products are used. Non USFoods products work much the same way as USFood products except that they must be manually updated with new prices in the system.

4. Recipes and MPP Online

USFoods.com e-commerce website allows any online user to create recipes in order to calculate the cost of a batch or serving of any combination of ingredients. Recipes typically represent any quantity of production that combines more than one ingredient into multiple servings. Recipes can be scaled to produce any number of servings and the program will allow the user to see what ingredients quantities are required for any scaled recipe. The program calculates the cost per batch and the cost per serving of any recipe. Recipes instructions can also be added to any recipe and allows the user to include Critical Control Points (CCP) that cover basic food safety and safe food handling instructions.

5. Menu Items and MPP Online

USFoods.com e-commerce website allows any online user to create Menu items in order to calculate the food cost, food cost %, and gross profit of a single menu item. Menu Items represent any combination of recipe portions and/or portions of ingredients that constitute a serving sold for a specific price. The program also calculates the suggested selling price of any menu item when the target food cost % is entered into the program along with all ingredients, quantities and units of measure for each ingredient. Menu Item instructions can also be added to any Menu Item and allows the user to include Critical Control Points (CCP) that cover basic food safety and safe food handling instructions.

6. Menu Item Categories and MPP Online

USFoods.com e-commerce website allows any online user to create Menu Item Categories and to assign each Menu item to a category. Menu Item Categories help organize menu items according to their place on the menu, for example, Entrees, Desserts, Appetizers, Salads, etc… The user has the ability to name the Menu Item Categories and create as many categories as they need. Each Category can be customized to highlight a range for gross profit and food cost % - so that Menu Items can be evaluated on the basis of their food cost % or gross profit as compared to the Menu Item category target range. Items highlighted in Red fall short of the target range set for the menu item category. Items highlighted in Green exceed the target range set for the menu item category. This Red and Green highlighting of the Menu Items in the program allows the user to immediately evaluate the food cost % and gross profit of each Menu item weekly or monthly – just as soon as the PRICE UPDATE recalculation activated by the user is complete.

7. Reporting for MPP Online

The USFoods.com e-commerce website allows any online user to generate a variety of reports that provide PDF documents or export to excel for any number of summary level or detailed reports. Recipes and Menu items can be printed or downloaded in a detailed format individually or in groups. Lists of Recipes and Menu items can be printed or downloaded to excel, by selecting any number of Recipes or Menu Items for each report.
Additionally advanced reporting is available and can be printed or downloaded based on a variety of additional advanced features available to the user within the program.

How does MPP Work?

MPP provides a convenient means for a USFoods TM and/or customer to enter recipes and menu items into an online application via the internet website www.usfoods.com – a personal logon and password are required for each user. Because MPP is linked to the division catalog and the customer's pricing, it is able to calculate the food cost and profitability of the items on the customer's menu. This allows the user to see how profitable each menu item is, and enables users to modify ingredients and pricing to help achieve maximum profitability.

8. Is It Hard to Use?

We have worked hard to make MPP a user-friendly experience. After learning the basics, most users find it relatively easy to master. Most of the initial effort of selecting ingredients, and creating recipes and menu items will only need to be done once and then maintained ongoing. The copy feature allows users to advance quickly since similar recipes and menu items can be replicated first, then modified, it's easy to add similar items to the list of recipes and menu items. For most accounts the user will be provided with information to start making better business decisions in a very short time.

9. Do My Competitors Have this?

No, they do not. MPP is exclusive to US Foods. There are many comprehensive software packages on the market that are designed to do many of the same functions as MPP, but in general these programs are costly, time consuming, and cumbersome. MPP provides many of the benefits delivered by these programs with considerably less effort and maintenance, and it is available now. To set up access for you or your customer, simply call the help desk at 1-888-648-2580 with the logon id used to access USFood.com.

10.   If My Customer is on the Old Version Will They Lose Their Data?

We have a process in place for migrating customer recipes and menu items from the old 9.2 version the new online version. You must call the helpdesk to request assistance 1-888-648-2580.

11.   Can My Customer Upload Recipes From Other Programs Into MPP?

The large number of recipe management software programs on the market makes importing this information impractical. We have engineered MPP to simplify recipe entry, thereby making this transition as painless as possible, but recipes and menu items will need to be manually added. Once started, a copy feature in the program can help keep the process moving efficiently and more quickly than entering each recipe by hand.

12.   What About Products My Customer Buys From Other Suppliers?

MPP includes the ability to add products purchased from other vendors, and to use them in recipes and menu items. However, unlike ingredients from US Foods, the original set up and ongoing pricing for these 3rd party products will have to be input manually by the user.

13.   Does MPP Provide Nutritional Analysis?

As of August 2013, The nutritional component of MPP is currently in pilot with select accounts. We hope to have this functionality available in the near future, but it generally requires a more advanced MPP user to utilize the features effectively. We will be releasing this functionality to a limited user base after determining the customer's need and proficiency with nutritional data. **Please do not promise this feature to your customer without first contacting your MPP Champion, Training Manager or the Helpdesk for more information on how to proceed.**

14.   Does MPP Handle Inventory?

MPP is designed as a menu costing and profit analytics tool, and does not calculate inventory or labor cost. As for inventory, USFoods.com offers a program to calculate inventory on hand. Additionally, MPP *does* allow the user to import sales data from a POS system either manually or by way of a spreadsheet upload. With this sales data linked to corresponding menu items in MPP, the user can generate a **Theoretical Case Usage Report** as well as **Menu Engineering Reports**. The Case usage report indicates how much of each product used in recipes and menu items should have been exhausted producing the quantity of items sold. This is useful in tracking actual vs. theoretical to help improve proper inventory levels.

15.   Does MPP Handle Labor Cost?

MPP is not designed as such to include Labor cost. Some advanced users, however, have utilized MPP to create labor cost as a NON USF product similar to ingredients in order to enable them to add labor to the total cost of a recipe or menu item. Please contact your local MPP Champion or the Helpdesk for more information on this "technique."

16.   Do I need to Understand MPP for my Customer to use the Program?

Yes!
MPP is much more effective when the customer and account manager both understand the value of the program. We recommend that you activate customers only after you have learned how the program works, you will find yourself much more valuable to your customers when you leverage the value of this tool.

17.   Will MPP Run on Any Computer?

Any computer with access to the internet can utilize MPP. Currently, MPP works best with Google Chrome, Mozilla Firefox, and Safari. Please be aware that for your company laptop you can use the approved version of Google Chrome that was recently installed on your machine.

18.   What can I do about an error message "stop running script?"

This error message is only associated with Internet Explorer. MPP works best with Google Chrome or Firefox. If you are unable to install Google Chrome or Firefox the USFoods helpdesk can assist with resetting your browser settings within Internet Explorer (ver. 8.0 or higher), Call the help desk at 1-888-648-2580. You can also find a document on how to fix the error message on the sharepoint site for Technology Training – Menu Profitbuilder Pro Online – MPP Error Message Fix.docx.

http://sharepoint.usfood.com/sites/Sales/National%20Sales/Streamline/Technology%20Trainin g/Forms/With%20details.aspx?RootFolder=%2fsites%2fSales%2fNational%20Sales%2fStrea mline%2fTechnology%20Training%2fMenu%20Profitbuilder%20Pro%20Online&FolderCTID= &SortField=LinkFilename&SortDir=Asc&View=%7bDEDA9382%2d1883%2d4521%2d9E85%2 dEA1CB63BAE1A%7d

19.   Does MPP expire every 90 days?

The online program does not expire. Since it's tied to the users USFood.com id, the expiration of the program is no longer required.

20.   Should I put *all* of my menu items in MPP?

This is strictly up to the user, however, we generally suggest you start with the top 20% (most popular) of the menu items, as these are the most critical when it comes to any customers menu profitability.

21.   Is MPP available in Spanish?

MPP is currently only available in English. You may enter some of the information in Spanish but the headers, original product descriptions and units of measure will be in English.

22.   Can other users view my data?

Yes, but only if you allow other users to see your work. If you wish to share your recipes and menu items the program will allow you to make this happen. If you choose not to share your recipes or menu items then only your user id will be able see the information. (Please note: the help desk may logon to assist you and see your work). You may also lock recipes and menu items, which prevents others from changing or deleting them.

23.   What do the red and green highlights on my screen mean?

MPP uses information you input as the "target range" for food cost percentage and gross profit to help you analyze your menu items. An item marked in green indicates the gross profit or food cost percentage is outside the target threshold, (Food cost % is low, gross profit is high). Red indicates the items is outside your target range in a negative way – (Food cost % too high, gross profit too low). A neutral background means you are within the range you specified.

24.   How do I utilize the menu engineering feature?

The menu engineering feature requires data from your POS system to accurately provide sales data for MPP. Sales data may be entered manually or imported into the program. Virtually all POS systems allow for easy exporting of sales data to excel and from excel, the key data can be pasted into the template format provided on the POS area within MPP. This allows MPP to identify opportunities based on actual sales volume.

25.   How Do I Get Started?

It's easy! If you have a logon for USFoods.com, call the Helpdesk at 1-888-648-2580 and request access. If your customer would like access and has not been set up on USFoods.com, then you will need to complete an Online User Request Form and submit it to the help desk. Be sure to check the indicatior that you would like your customer to have access to MPP Online.

26.   Where Can I Find MPP Training Materials?

You can find the most up-to-date MPP reference documents on the corporate SharePoint site in the National Sales/Technology Training (section link to site below.) Please remember this link is for internal use only:

http://sharepoint.usfood.com/sites/sales/national%20sales/streamline/default.aspx?RootFolder=%2fsites%2fSales%2fNational%20Sales%2fStreamline%2fTechnology%20Training%2fMenu%20Profitbuilder%20Pro%20Online&FolderCTID=&View=%7b23CB511C%2d8FDE%2d4422%2dB231%2dBF840C5C5DAF%7d

We will be releasing training videos shortly that you can view online. We will notify the field when these are available.

27.   Where Do I Go for Support?

Please contact your local MPP Champion or the Helpdesk (1-888-648-2580) first with any MPP related issues. If the help desk is unable to resolve the matter, they will escalate the ticket to MPP support staff for assistance.

Technical Questions

1. What do I need on my computer to be able to access MPP?

You simply need access to the internet. This requires that the customer have an active internet connection and that they utilize a browser – (Google Chrome, Firefox and Safari are recommended).

2. How do I manage updates to the program?

MPP online is automatically updated through USfood.com. You will be notified when you logon if there has been an upgrade to the system.

3. What about Data and Security?

MPP online information is handled as part of USFood.com and if you have trouble accessing your data you can call the help desk at 1-888-648-2580.

4. How do I turn off access for users if the need arises?

Simply call the help desk at 1-88-648-2580 and request that the user be disabled.

5. Are there limits on how much storage is available?

There are no pre set limits on the amount of information you can store on the site, however, the program will operate more efficiently if the data is kept up to date and restricted to only those recipes and menu items that are current and part of your day to day operations.

Troubleshooting

1. When I am using MPP, I sometimes see a get the following error message: Stop running script?
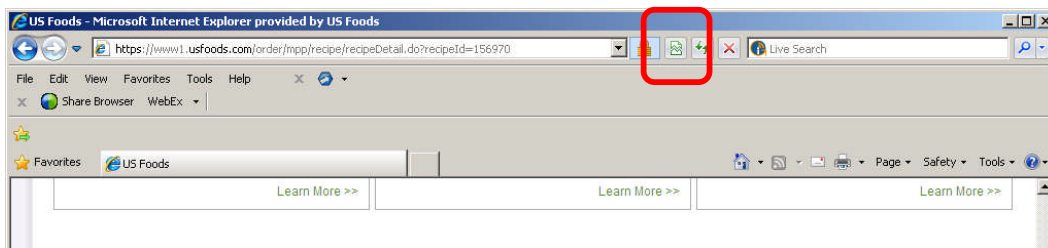
Error messages associated with use of MPP in Chrome and IE8

Improving MPP performance in IE8

The Help Desk is available to help you if this does not improve the performance – just call 888-648-2580 for help and let them know you have script errors while using MPP online.

Some users continue to receive errors in IE8 that indicate that a script is causing MPP to run slowly. There is a simple fix that can dramatically improve IE8 performance and eliminate these script errors.

1. Click the broken box next to the URL in the address bar, wait for a few seconds to allow your screen to refresh…

2. In addition, some users also have experienced error messages throughout the site only since the new enhancements have been added.

MPP stores a small file in the user's browser cache. When the new version of MPP was pushed to production, some users still had the old file stored in their browser. This causes a type mismatch, and can result in various error messages.

Error Message	Program	Browser	Fix
adjustColumnInnerElements is not defined	MPP	Chrome	Ctrl + Right Click + Reload
cannot set property 'checked' of undefined	MPP	Chrome	Ctrl + Right Click + Reload
writeUomMapOptionsForSelect is not defined	MPP	Chrome	Ctrl + Right Click + Reload
getInstructionStepRow	MPP	IE8 & Chrome	Ctrl + F5

For Google Chrome - Using **control** + **right mouse button** and clicking '**Reload**' clears the user's browser cache, which should force an updated table to be loaded the next time the user opens MPP.

For IE8 – Pressing **control** + **F5** clears the IE8 cache which should force an updated table to be loaded the next time the user opens MPP.

2. I am not able to print reports without funny lines on them?

The Menu item and Recipe Production reports currently do not print correctly. The Menu item detail and recipe detail reports print correctly and can be used in place of the production reports. We hope to have the production reports repaired in the near future.

3. The Program seems to run slow sometimes?

Be sure to check that your internet connection is still active and working properly, there are some reports and some screens that may take a bit longer to load, there are a variety of issues that could cause this including incomplete information within the recipe or menu item. If the problem persists, please contact the help desk to report it and we will try to recommend a solution for you.

Options available from the Menus Tab

1. The MENUS tab at the top of the screen does not appear?

Call the help desk with your logon and the help desk will activate the program for you.

USF Active Products

1. I don't see my Shopping List or recently purchased items in the Active item list?

Only items used in a Recipe or Menu item are added to the Active Item list. When items are removed from all recipes or menu items they will no longer appear in the Active item list, this allows USFoods to update all of the prices in the most efficient manner.

Non USF Products

1. Can I import my NON- USF items into the program?

We currently do not allow users to upload or import Non USFoods items…All Non USFoods items must be manually entered and maintained.

Recipes

Can I import Recipes from another software program?

No, the MPP program does not allow users to import recipes from other software programs. All recipes must be entered by hand.

Menu Items

How do I know if an item should be entered as a recipe or a menu item?

Recipes typically represent a batch or large quantity of product to be prepared and then portioned at a later time. Examples include; A pot of Soup or Chili, a batch of Tuna or Chicken Salad, or a pan of Lasagna or Brownies.

Menu Items most often represent a single serving or quantity to be plated and served to a single customer…Examples include; A bowl of Soup, a cup of Chili, a Tuna Salad Sandwich, or a serving of Lasagna.

Meal Plans

What are Meal Plans and how are they used?

Meal Plans allow users to scale up ingredients, recipes and menu items in large quantities and combine all of the ingredients within each of these elements into a single case usage report for a specific date or event. For example: if you were to plan a large event – 250 servings of Barbeque with Coleslaw, Potato Salad, Plates, Knives, Forks, Napkins and Beverages….the program allows you to combine Recipes, Menu Items and Specific USF and NON USF products into a single Meal Plan. You will be able to see the cost, and enter a single selling price to calculate your gross profit and see the case usage associated with the event. For future reference you may re price and re calculate the event at any time, and you can also copy and modify the Meal Plan at any time.

POS Data

How do I get my POS data into the system?

POS data can be entered manually. So long as each menu item sold has been entered into the program and has the appropriate POS number assigned, the user need only enter the POS number, quantity sold, price sold and date range. The program will calculate the total revenue, total food cost, total gross profit and total cases of ingredients associated with the quantity sold for all menu items entered.

Advanced users can export POS data from their POS system into excel, copy and paste the relevant data into the Sample POS data template provided on the POS screen and upload the file to the program.

Utilities

What reason do I have to use the Utilities on the program?

Utilities within the MPP program include the ability for the user to add or modify the CCP instructions associated with any recipe or menu item. You can use the library of CCP steps provided, add your own or modify any of the existing CCP steps included with the software. Additionally you can modify or add Menu Item Categories for use with the program and arrange your Menu items according to your own Menu Category descriptions.

CCP

What is a CCP?

CCP stands for a Critical Control Point. CCP's are used in professional kitchens to document the proper food handling and food preparation procedures. The library of CCP steps provided comes from the Serve Safe program, but you can customize and add your own steps to the library as well.

Menu Item Categories

Why do I need to assign every menu item to a category?

The Menu Profitbuilder Pro software is designed to help you analyze your menu strategically. One element of the analysis allows you to compare all appetizers to each other and graph the position of each appetizer as it relates to other appetizers only. This way you can see at a glance the relative popularity and profitability of each item – and use this information to determine which products can be promoted or modified to generate more sales and more profits for your operation. The menu item categories should be customized to fit your organization, if you have a menu that includes a variety of Sandwiches for example, perhaps you would like to add the Menu Item Category called Sandwiches and set the Gross Profit and Food Cost target range for each as appropriate to your Sandwich menu items.

Reports

How do I use the Reports section of the program?

The Reports most commonly used within the MPP program are found on the relevant pages within the program and will most often be printed from the Recipe List, Menu Item List or the Recipe and Menu Item detail pages. We have, however, also included these and a few other reports under the Reports menu simply to provide a more convenient method of finding these same reports quickly.

Several reports under this heading are only available from this area on the program. USF Product Catalog Override, for example, will print and display any items where the price has been manually overridden so that you can always know which products are using a manual price override and reset those that have a manual price when the manual price is no longer desired.