# Frequently Asked Questions & Helpful Hints for US Foods New Item Setup Form

US Foods new item setup policy requires that suppliers follow the link emailed to them from the FSEnet+ Portal and fill out the required fields in a new online form. You may also call the US Foods New Item Hotline by dialing **1-800-392-8866.**

## I can't scroll or submit the request. How do I fix this?

If you are using Internet Explorer, you may need to turn on 'Compatibility Mode.' For a list of helpful steps, please see the steps on the right side of this page.

## How do I save and come back to a request?

You will not be able to save the request. It is best that you gather the information prior to working on the request. For a list of attributes and other helpful documents regarding setting up products at US Foods, you may visit http://www.usfoods.com/home/supplier-info.html

## How do I change the information on an item that has already been submitted?

If you need to make a change to your data, you will not be able to do this through the easy form. It is best to do this by working with a GS1 GDSN Certified Data Pool, such as FSEnet+. Otherwise, you will need to contact the US Foods division that you are working with to have a maintenance request submitted.
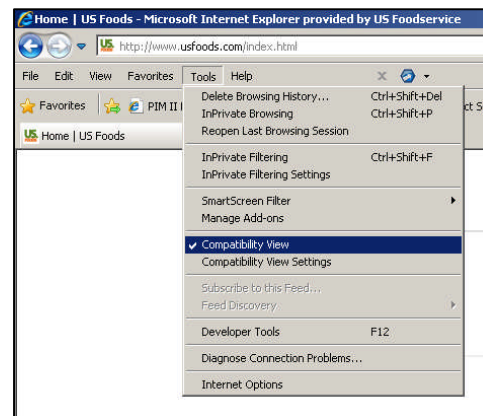
## What does 'Catch Weight' mean?

This refers to whether or not the case will need to be weighed at the time of receiving. This mostly applies to commodity items that are priced by the pound and the contents of the case vary.
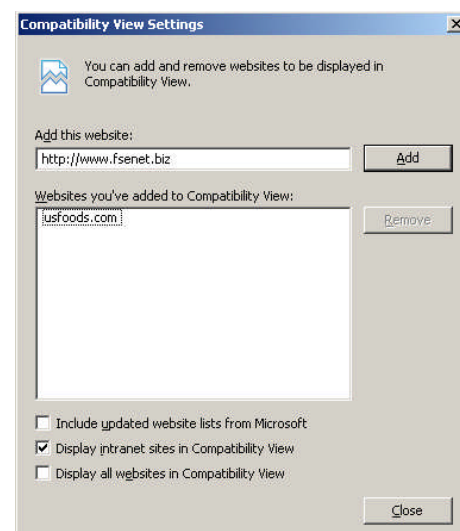
## What is a GTIN?

Global Trade Identification Number. This is the 14 digit case code that you would assign to the case. This is sometimes referred to as the 'Case UPC' – however, UPC codes generally reference the inner pack item and is only 12 digits.

## To Turn On Compatibility Mode:

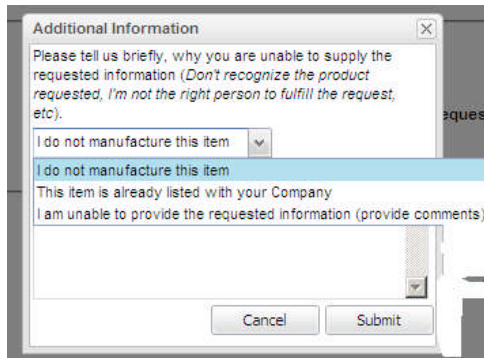1. Go to 'Tools' and ensure compatibility view is checked.



2. Then click on 'Compatibility View Settings'



3. Add 'www.fsenet.biz'

## What if I am not the brand owner of this product?

If the product that you are being asked to setup is manufactured by another vendor, you should click the link that says 'I can't supply information for this product.' The division will then need to resubmit under the correct manufacturer.



## Is there a way for me to submit additional items?

If you are not working with a Data Pool, you will only be able to provide information electronically when a division submits a request.

## I received a cancellation email, what happened?

If a request is not completed within 10 business days, the system will automatically cancel it. The division will need to resubmit the request in order for you to fill out the form.