

FAQ Sections

1. **Catalog Search**
 2. **List Management**
 3. **Online Payments**
 4. **Order Entry**
 5. **Product Detail Symbol Legend**
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Catalog Search

How do I search for a product with the new version?

There are two ways to search for products from the home screen. The first is to click on the “Shop Products” tab, which allows you to search by product categories. You may also use the “Search Catalog” box in the upper right of the screen to search by typing the desired product description.

When I search for a product, the results are listed saying relevancy. What is this?

In the new version, the user is able to sort search results using a drop-down box. The default is relevancy, which is determined by closest description match, and whether the product appears on your order guide. You may also sort by various other criteria.

In the search results display what is grid view?

Grid view allows the user to view search results as four products per line, versus one product per line in the detail view.

When I look at a product detail, there is an “Add To...” link. What does it do?

New in this version is the ability to add any product to a shopping list directly from the product description! Just click the “Add to...” link, choose a list, and the item is automatically added.

When looking at search results, what is the black triangle to the left of the product name?

On the search results screen, clicking the black arrow displays a number of helpful details on the product, including nutritionals, allergens, product attributes etc.

List Management

How do I view and manage my shopping lists in the new version?

On the USFoods.com/order home page hover on the red “List” tab and select the desired list, or select “View all Lists” option. Once the desired list is open, to edit click on the “Actions” link in the upper right corner of the screen and select “Edit List.” Use this screen to move, copy or delete an item from the list. Remember that if you want to add a product to a new group, you must create the group first.

Online Payments

How do I view my invoices and pay my bills in the new version?

On the USFoods.com/order home page click on the “My Business” tab and select invoices and payments. This allows you to view invoices, account status, and payment information.

Order Entry

I like the old USFoods.com better. Can I switch back?

We are confident that after using the new platform you will find it easier, faster and more robust. You may switch back for up to two weeks after launching the new version. If you need more time, please contact the help desk to extend this transition time.

Why can't I see more items on my screen?

In order to provide more product detail and functionality there are fewer items displayed on each page. You can still use the filter features to customize the products displayed on your screen.

Has the way I place my order changed?

Yes. To begin your order, you will click on the green “Create Order” button on the home screen. You may also click on the red “create order” link in the top menu bar.

What does the Import Order option do?

For customers who have purchased third-party applications for invoice processing and purchase order consolidation, the import order function allows them to import their order.

How does my order get saved? I don't see a save button.

New on USFoods.com/order, your order is automatically saved after each entry! You no longer need to periodically click on the save button. Even if you log off before finishing, when you re-open your order, all of your order data will be displayed.

Order Entry continued

What is compact view?

Compact view is an enhancement that shows less information, but allows you to see more products on your screen. The “detailed view” shows more information as well as an image of the product. You no longer need to use the camera icon to view product images.

What is the “Recently Purchased Only” checkbox on my order screen?

When checked, this option displays only products that have been purchased within the past 180 days. This feature is handy to shorten a lengthy list or order guide to recently ordered products.

What is the new symbol displayed in the product description?

Hovering over this symbol displays the order guide line number of the product, as well as the recent order information. There are also symbols for items that must be ordered by a certain time, are special order, or are locally sourced. See the appendix for a legend of these symbols.

I used to click on a product number for more detail. How do I access product detail now?

In the new version, clicking on the product description or picture will open the product detail page.

What is the black triangle to the left of the product name?

Clicking the black arrow displays a number of helpful details on the product, including the lists or order guides containing the product, the recent product order history, as well as the product attributes.

When I look at a product detail, there is an “Add To...” link. What does it do?

New in this version is the ability to add any product to a shopping list directly from the product description! Just click the “Add to...” link, choose a list, and the item is automatically added.

How do I get back to the “Home” screen?

Just click on the US Foods logo in the upper left corner to return to the home screen, or use the Home “breadcrumb” to return.