Supplier Payables User Guide

March 30, 2009

Version 1.3

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1 Introduction

1.1 Overview

The Supplier Payables website allows suppliers to access documents related to the payment of their invoices. This also includes payment-related deduction backup documentation. The site also allows Suppliers to request additional information or submit questions to BSCC Accounts Payable Customer Service Associates.

1.2 Purpose

This guide is intended to be utilized by BSCC Suppliers involved in the Payables process. The main goal of the document is to provide instruction on how to use the system.

2 System Requirements

The following section describes the requirements of the Supplier Payables site to function as expected.

2.1 Supported Browsers

The following browsers are supported for use with this site.

- Internet Explorer version 6
- Internet Explorer version 7

Other browsers may work with this site, however they have not been tested or certified and will not be supported by Sysco in the event of an issue.

2.2 Adobe Reader

In order to view documents which are posted to this site a user will need to have Adobe Acrobat Reader installed.

Adobe Acrobat Reader 7

Adobe Acrobat Reader 8

Adobe Acrobat Reader 9

To download the latest copy of Adobe Acrobat Reader please click on the link below:

http://get.adobe.com/reader/

3 System Access

3.1 Overview

The following section will describe how to access the Supplier Payables site.

3.2 User Account

Sysco will provide all users with a User Name and Password for access to this site. It will be the responsibility of the supplier to change and monitor this account. In the event you feel that your account has been compromised please contact Sysco immediately (281-584-1190) to have this issue addressed.

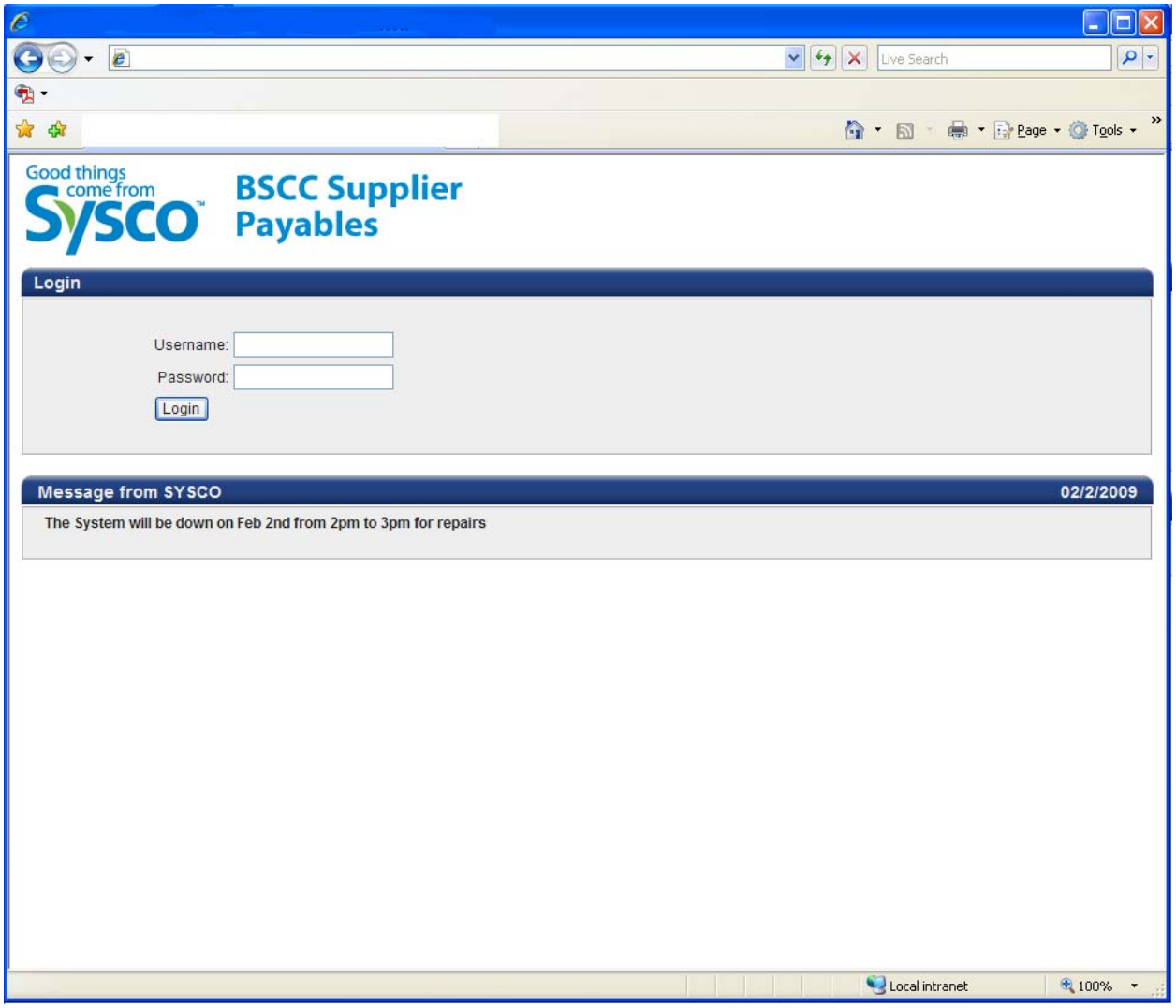
3.3 Accessing the Site

The Supplier Payables site is accessible directly from the web/internet by utilizing the following URL or Link:

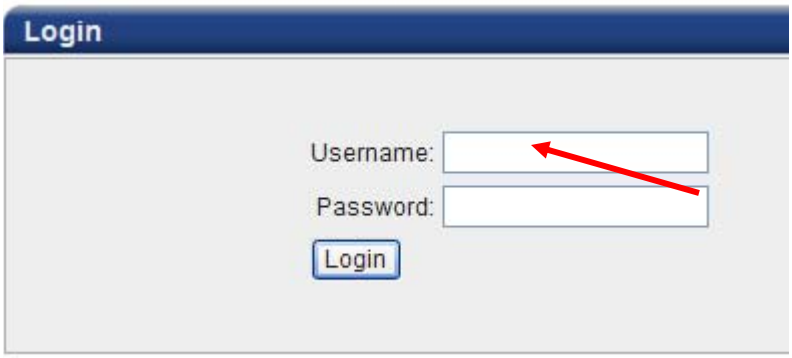
https://bsccsupplierpayables.sysco.com/

3.4 How to login to the Site

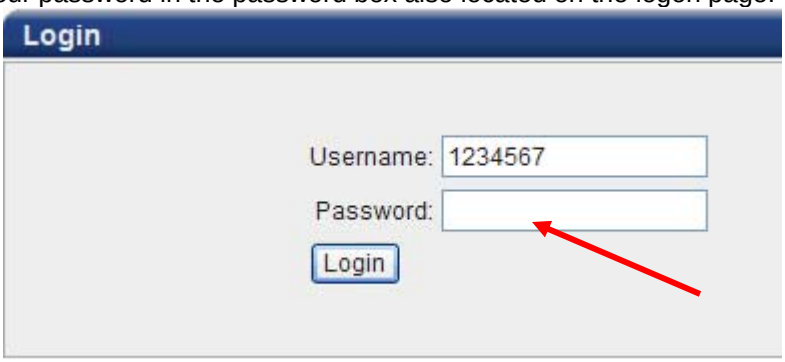
1. Navigate to the following site using this URL: https://bsccsupplierpayables.sysco.com/



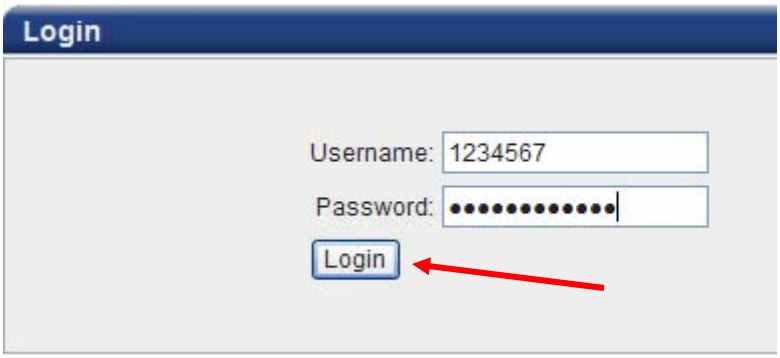
2. From the logon page enter in your user name in the box provided.
   - Your user name will be a six digit number



3. Enter your password in the password box also located on the logon page.

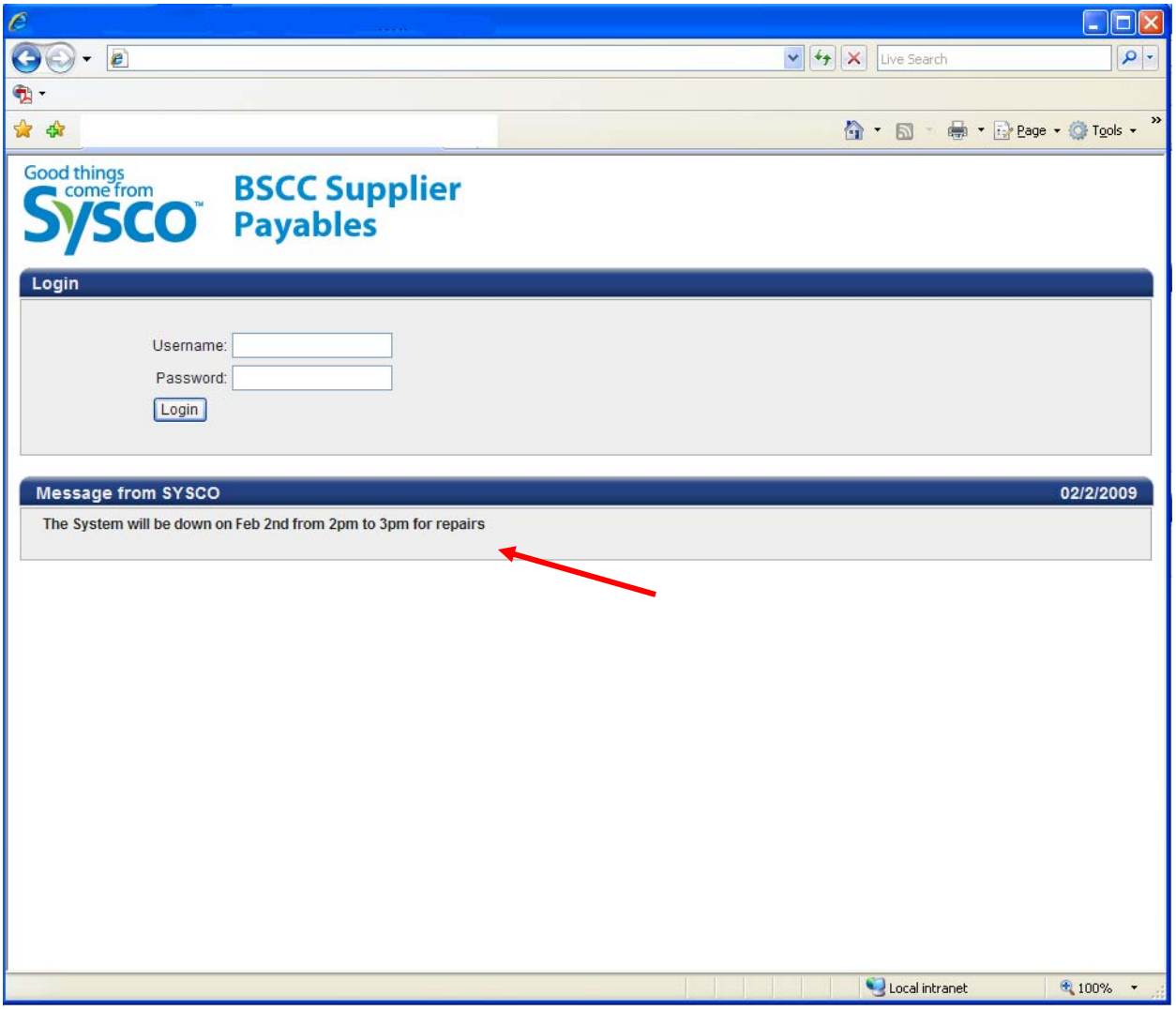


4. Please click or press the **Login** button



3.5 Message from Sysco

Located on the login page is section called message from Sysco. The goal of this section is to inform Suppliers of key items relating to the Site itself. Please make sure to read this section prior to logging in. This will also be a mechanism to let Suppliers know if any outages are expected.



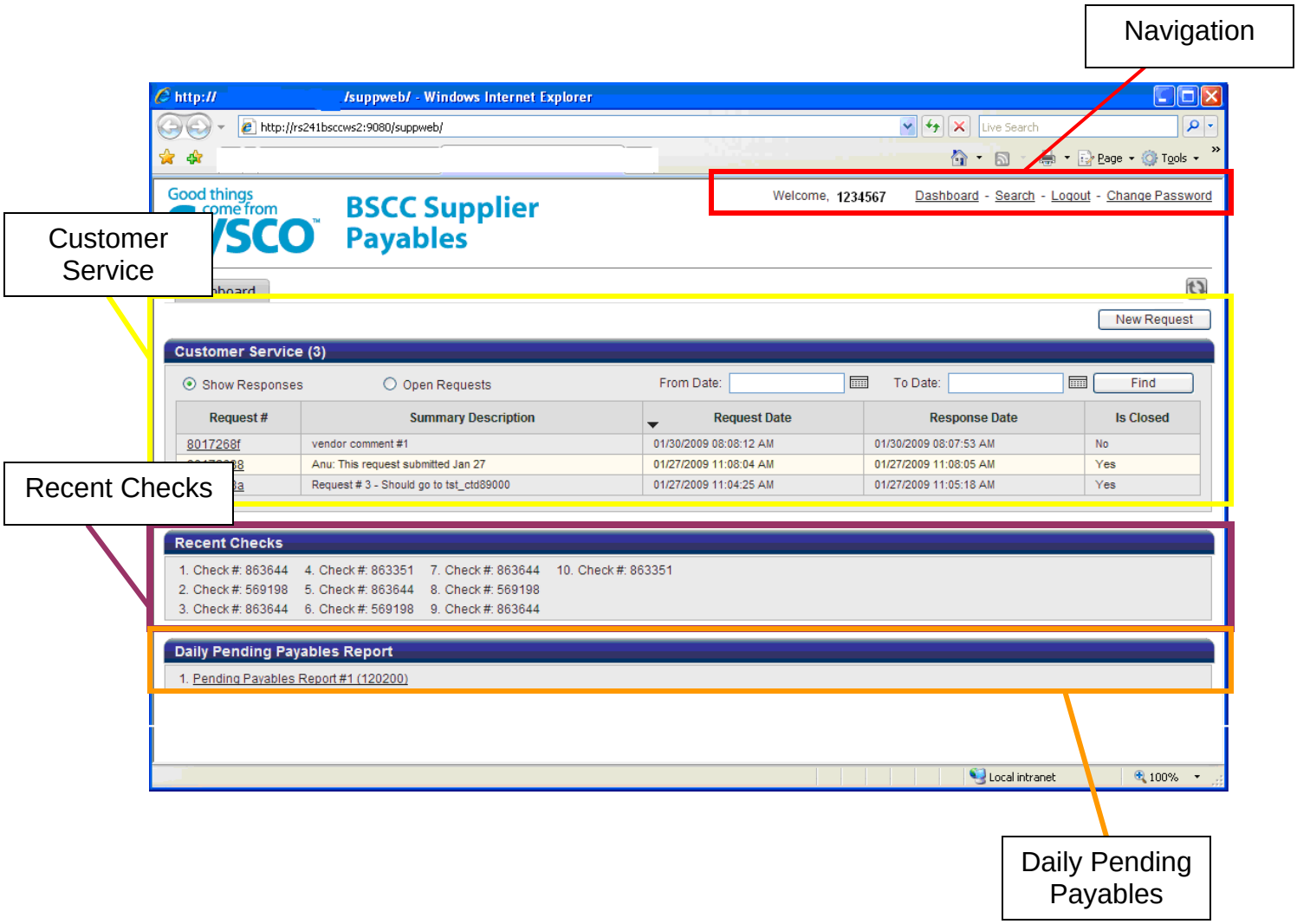
4 Supplier Dashboard

4.1 Supplier Dashboard Overview

The following section will describe the components of the Supplier Dashboard. This will provide details of what each component is and how it is intended to be used.

There are four components which can be viewed on the dashboard.

- Navigation – This section is located at the top of the screen.
- Customer Service – This section allows Suppliers to request assistance and view responses from Sysco Customer Service Associates in regards to their payments.
- Recent Checks – This section show the 20 most recent checks issued to the supplier.
- Daily Pending Payables Report – This section will provide links to reports showing details in relation to what is pending in terms of payments to the supplier



4.2 Navigation

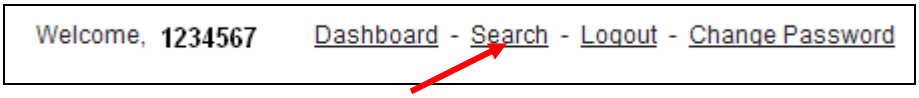
The Navigation section of the Dashboard allows the supplier to move through the application. This section will explain the function of each item within this component.

4.2.1 Dashboard Link

The **Dashboard** link, when clicked, will take the user to the BSCC Supplier Payables start page or Supplier Dashboard. The main purpose of this link is to allow the supplier to move from the search page or another page within the system back to the dashboard.

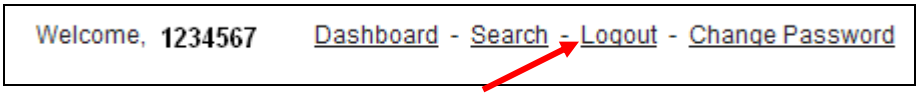
4.2.2 Search Link

When a supplier clicks on the **Search** Link the Search page will be displayed.



4.2.3 Logout Link

When a supplier clicks on the **Logout** Link the Supplier will be logged out of the system and brought back to the Login Page.



4.2.4 Change Password Link

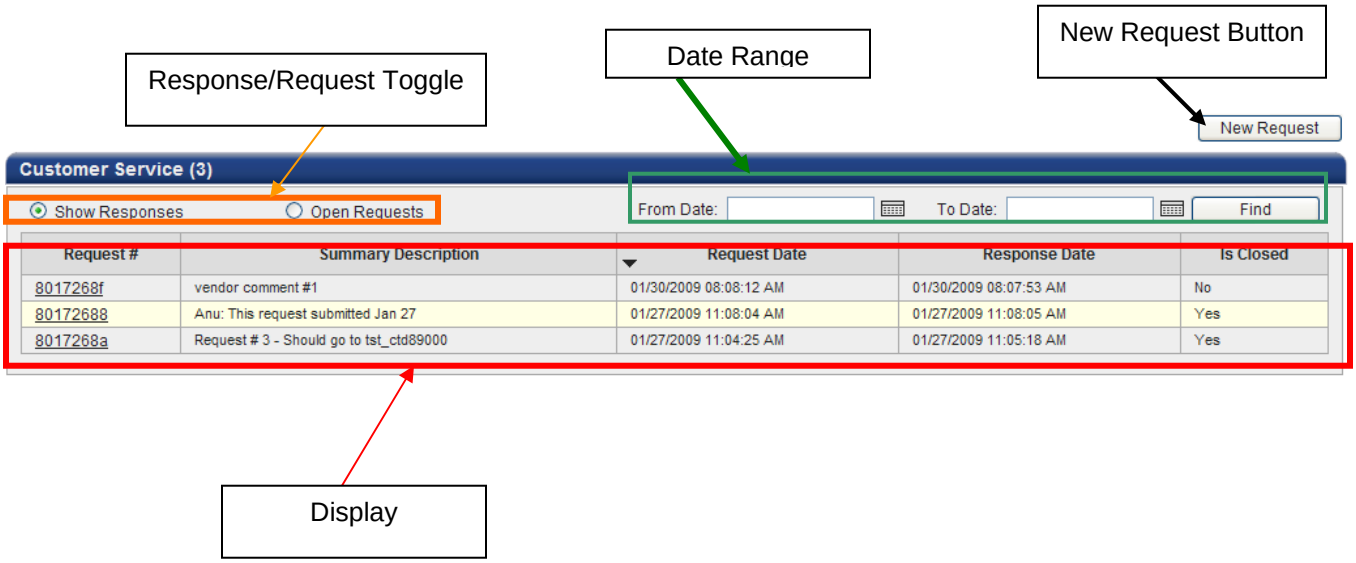
When a supplier clicks on the **Change Password** Link the Supplier will be prompted with the Change Password page which will allow the Supplier to change the account password.

4.3 Customer Service Component

The Customer Service Component will allow Suppliers to request additional information from Sysco. This section will explain the component as displayed on the dashboard. A later section in this guide will explain how to create and respond to requests.

This component has four key sections.

- New Request Button – The New Request button allows a Supplier to initiate a new request to Sysco.
- Response Toggle – This allows the Supplier to show Responses or Open Requests in the display.
- Date Range - This feature allows the Supplier to show items in the display section based on a specific date range. By entering a date range a Supplier can limit the requests/responses displayed on in the Display section.
- Display – This section will display the requests based on the selection of the Supplier.



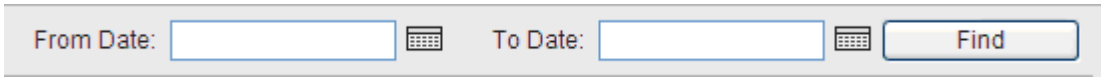
4.3.1 Response/Request Toggle

The Response/Request Toggle allows suppliers to change what is shown in the display.

- Show Responses – When selected this will only show responses to user requests which have been supplied by Sysco's Customer Service Team.
- Open Requests – This will display all requests which have been submitted to Sysco.

4.3.2 Date Range

The Date Range option allows a user to select a range of dates to filter either responses or requests viewable in the display section.



4.3.3 New Request Button

The New Request button provides users with the ability to create a Customer Service Request. Once Clicked the Customer Service Request page is displayed.

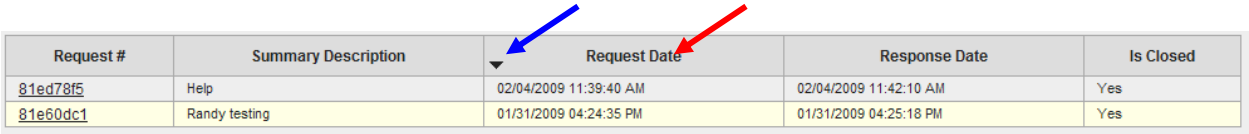
4.3.4 Display

The Display section of the Customer Service Module shows requests and responses based on the selections made (Response/Request Toggle and Date Range). The display shows, Request#, Summary Description, Request Date, Response Date, and Is Closed.

- Request Number – This is a unique number assigned to a request. This is used for tracking purposes.
- Summary Description – This is a summary of the request and is set when a request is generated.
- Request Date – This is the date that the request was made

- Response Date – This is the date in which a response was made. This will be blank for Open Requests.
- Is Closed – This is a designation which is made by the responding Sysco Associate. Once a response has been set to closed, Suppliers will not be able to respond to this request. If additional information is needed after a request has been set to closed, a new request will need to be created.

Each column in the Display section is sort-able. To sort by a column, click on the column name as indicated by the Red Arrow (In the example below, the sorting is completed by Request Date). Sorting can also be adjusted by Ascending and Descending Order. To change the sorting, click once again on the column name. A mini-arrow will indicate the sort as indicated by the blue arrow.



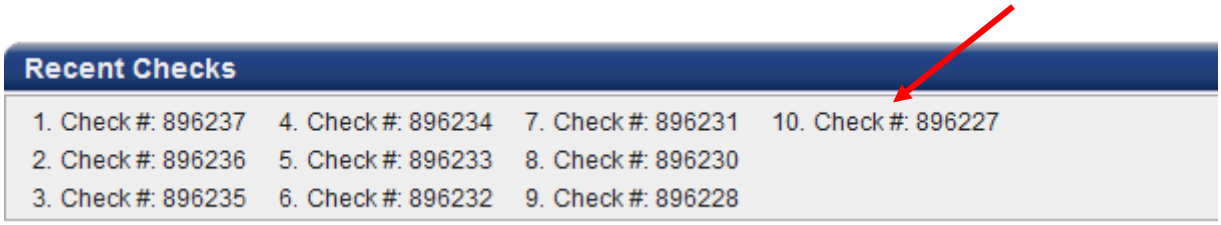
Request #	Summary Description	Request Date	Response Date	Is Closed
81ed78f5	Help	02/04/2009 11:39:40 AM	02/04/2009 11:42:10 AM	Yes
81e60dc1	Randy testing	01/31/2009 04:24:35 PM	01/31/2009 04:25:18 PM	Yes

4.4 Recent Checks Component

The Recent Checks Component on the Dashboard will display the 20 most recent checks which have been issued to the logged in Supplier. Below is an example of this component.

4.4.1 Accessing a Recent Check

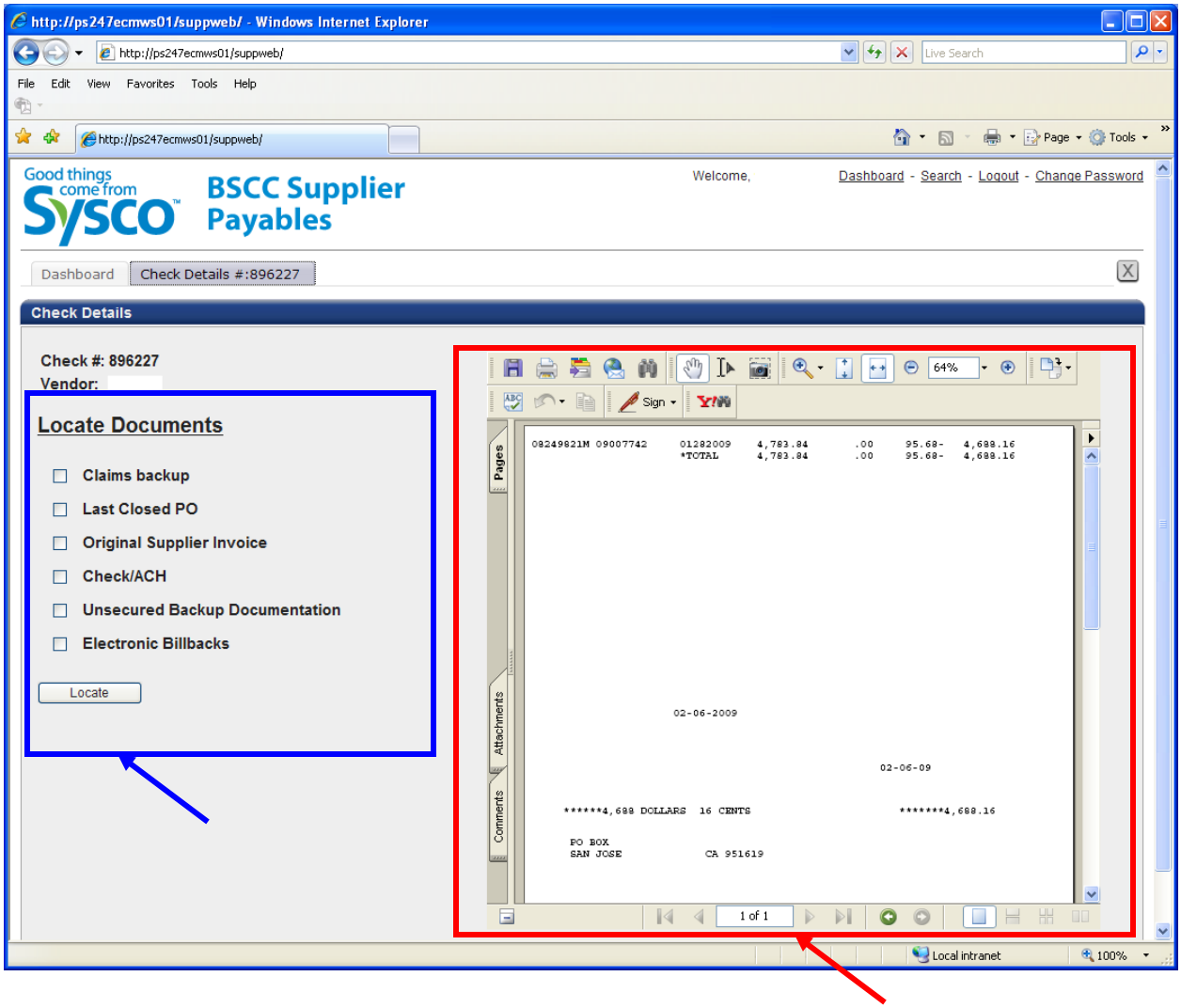
To access a recent check click on one of the Checks listed as indicated by the red arrow. When the check link is clicked the Check Details Screen is displayed.



4.4.2 Check Details Screen

From the Check Details Screen a Supplier can view the check as well as search and locate documents related to the check.

The screen is divided into two sections. The first being the Document viewing section as indicated in the following picture by the red arrow. The second section of the screen is the Locate Documents section as indicated by the blue arrow.

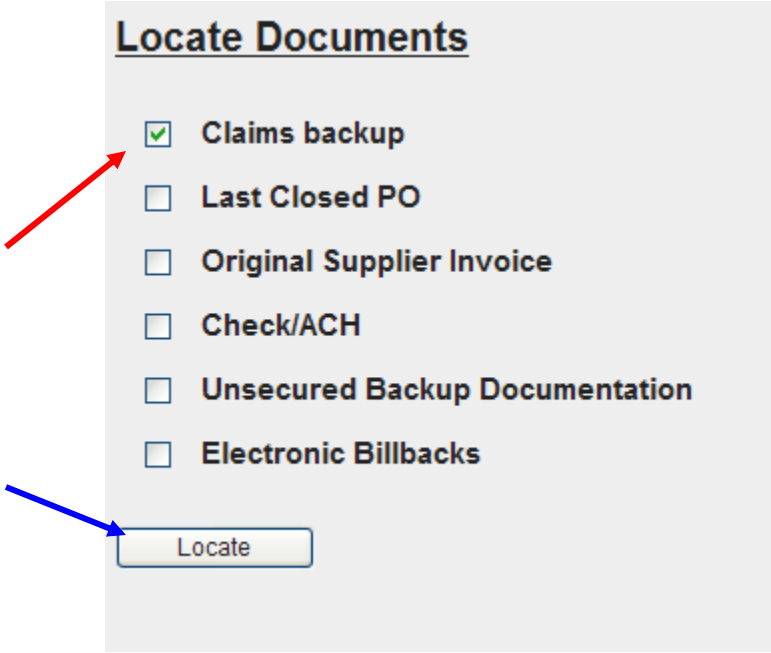


Document Viewing Section: (As indicated by the red arrow in the image above) Within this section, basic Adobe Acrobat Reader functionality. To understand how to use Adobe Reader or to view detailed instructions of the component please use the link provided below.

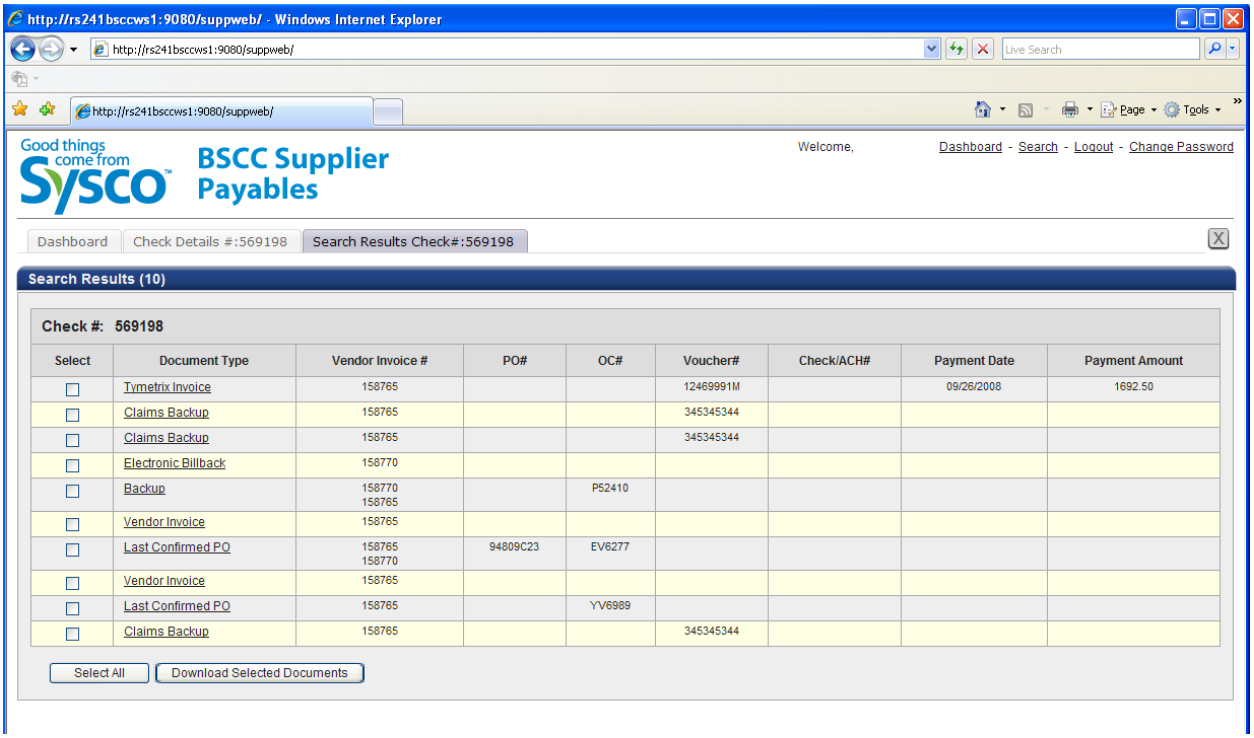
Adobe Reader 9 Help: http://help.adobe.com/en_US/Reader/9.0/index.html

Locate Documents Section: From the Check Details screen a Supplier has the ability to locate additional documents which are related to a specific check. To locate a related document please follow the steps below.

1. Check the Box next to the document you wish to locate. There are 6 available document types. More than one document can be selected. (*Tip: The more document types selected the longer the search time may take. Only select the documents needed.*)
2. Click on the Locate button to initiate the search. This button is indicated below by the blue arrow.



3. Once the Locate is complete the system will display the results screen as seen below. From the result screen the Supplier can open a single document or download a number of documents.

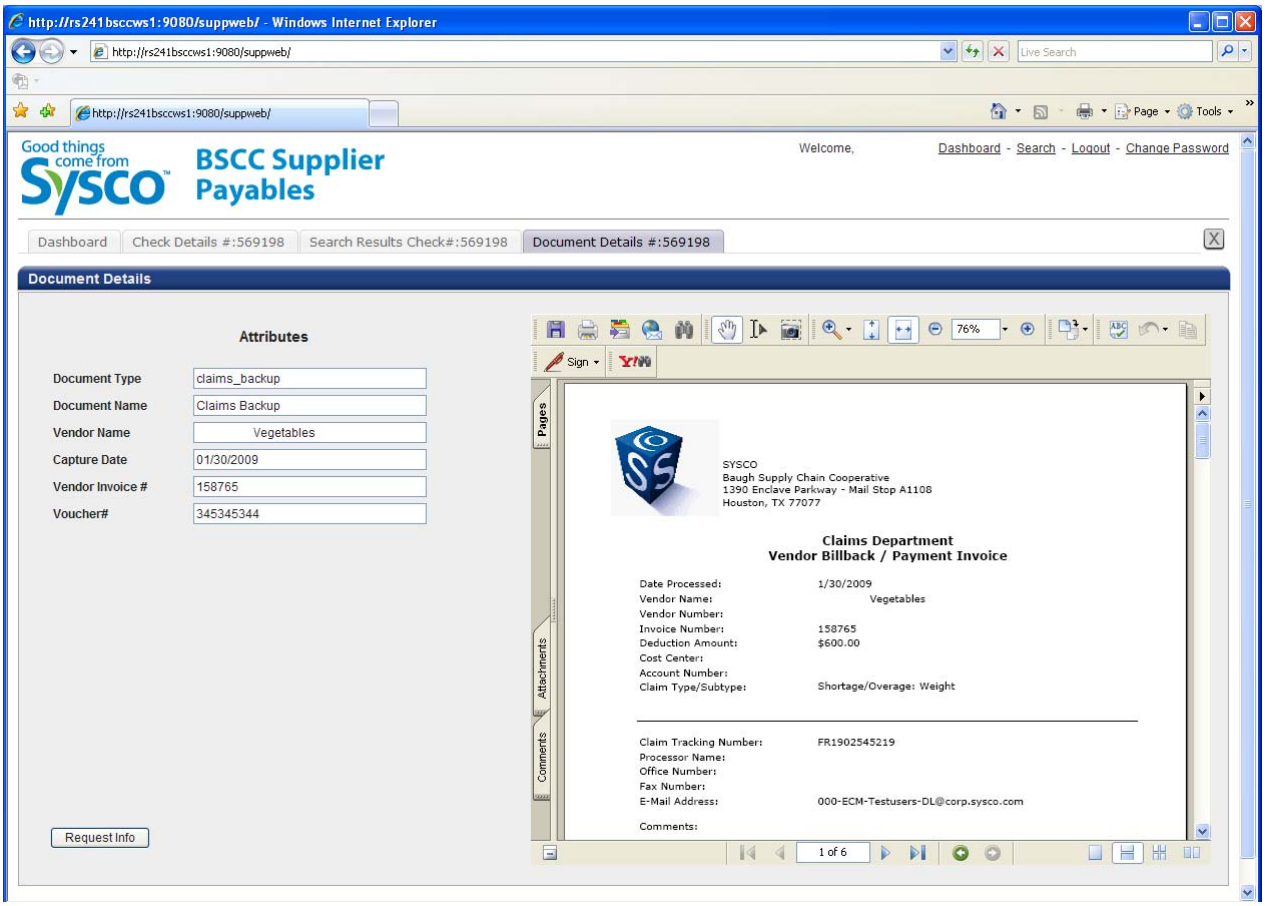


<u>To Open a Single Document:</u> Click on the document link as noted by the red arrow on Image 1 listed below. Once the document link is clicked the Document Details Screen will be displayed.

Image 1 - Results

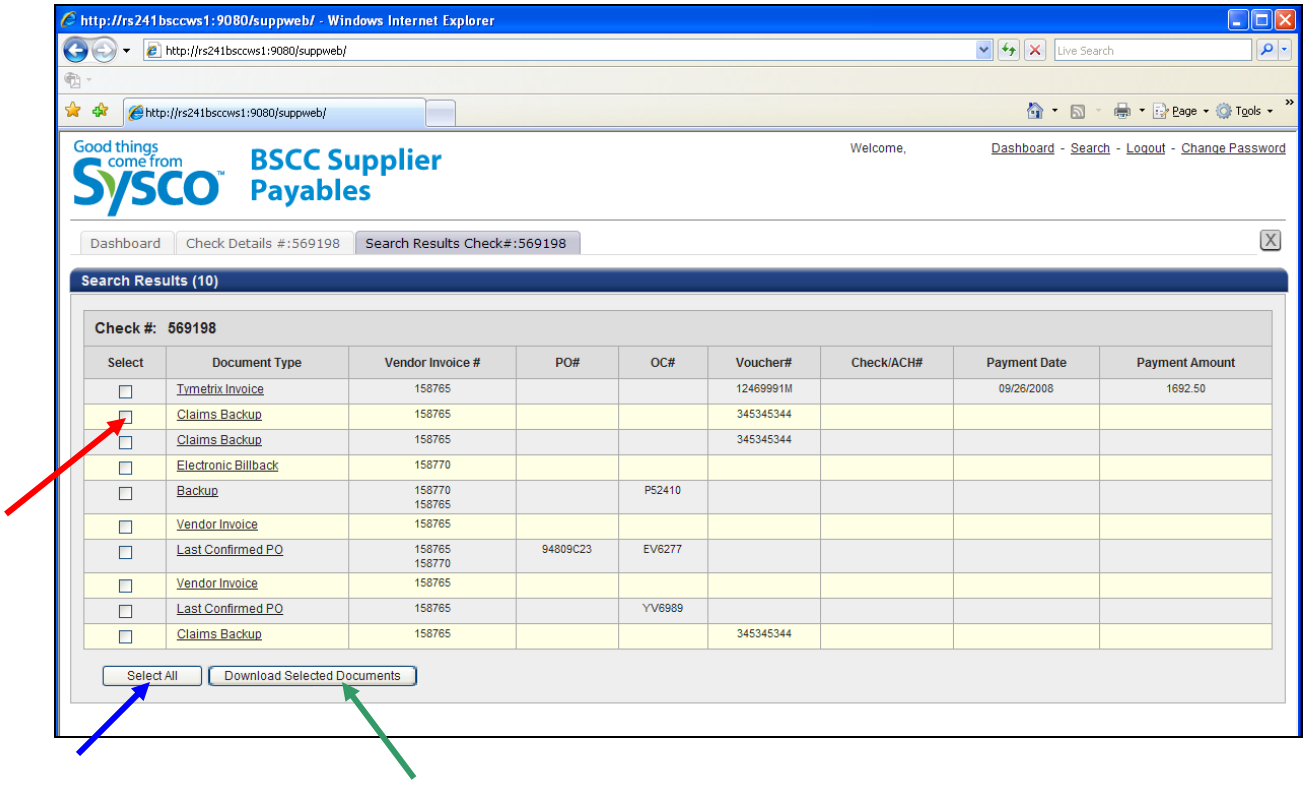
Select	Document Type	Vendor Invoice #	PO#	OC#	Voucher#	Check/ACH#	Payment Date	Payment Amount
☐	Tymetrix Invoice	158765			12469991M		09/26/2008	1692.50
☐	Claims Backup	158765			345345344			
☐	Claims Backup	158765			345345344			

Image 2 – Document Details



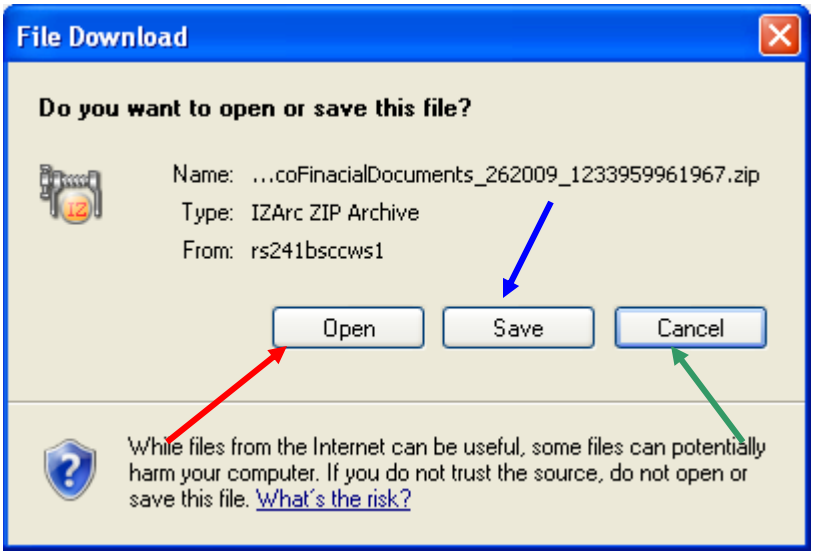
To Download Documents: The system allows Supplier to download to their local PC a document or documents. This section will discuss how this is done.

1. Select the documents to be downloaded. This can be completed by checking the boxes next to a document or documents listed (as indicated by the red arrow). If needed, pressing the "Select All" button (as indicated by the blue arrow) will select all documents listed in the search results (not just those displayed on the page).
2. Once the documents have been selected click on the "Download Selected Documents" button as indicated by the green arrow. (Note: At least one document must be selected before clicking this button)



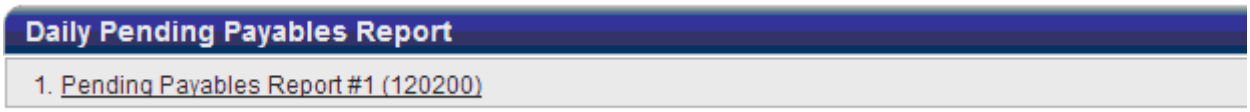
3. After clicking the “Download Selected Documents” the “File” Download box will appear. All documents will be provided in the .ZIP file format.

    - To Save the files to you desktop or other location click on the “Save” button as indicated by the red arrow.
    - To Open and view the files immediately click on the “Open” button as indicated by the blue arrow.
    - To end the download without taking action click on the “Cancel” button as indicated by the green arrow.



4.5 Daily Pending Payables Report

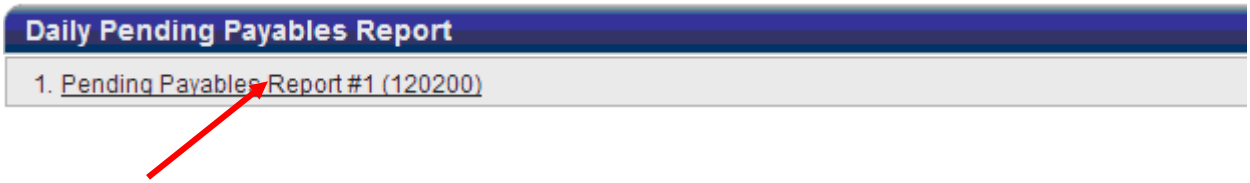
The Daily Pending Payables Report also known as the Daily Trial Balance Report provides Suppliers with details on pending payments. This report is generated daily and only the most recent version of this report will be displayed. In the event a supplier has multiple vendor numbers with Sysco each vendor number will have a separate report listed.



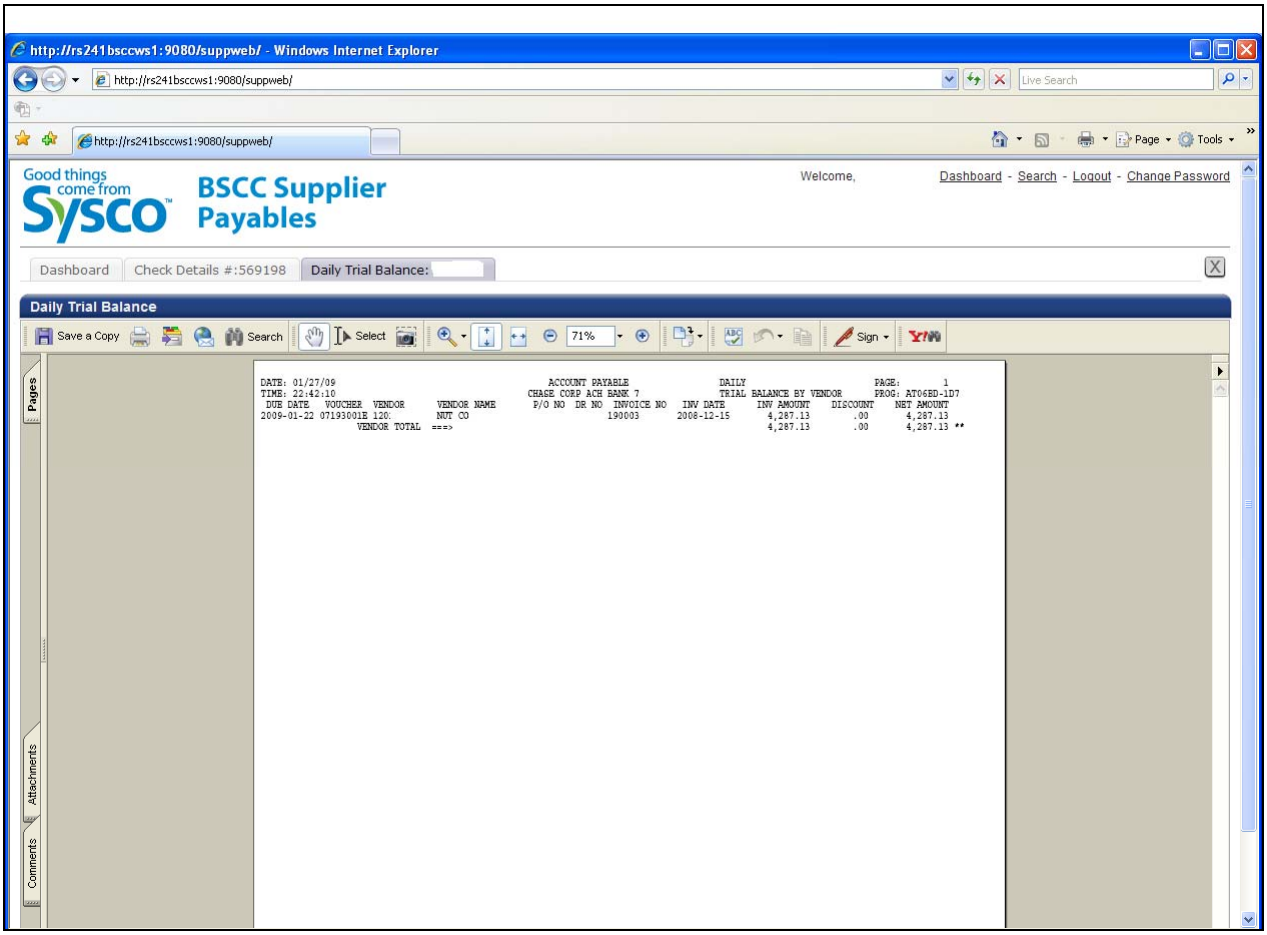
4.5.1 Opening the Pending Payables Report

This section will explain how to view a Pending Payables Report.

1. Click on the desired Pending Payables Report listed on the screen. This is indicated in the following image by the red arrow.



2. Once clicked the Daily Trial Balance screen or Pending Payables Report Screen is displayed as seen in the following image.



5 How To

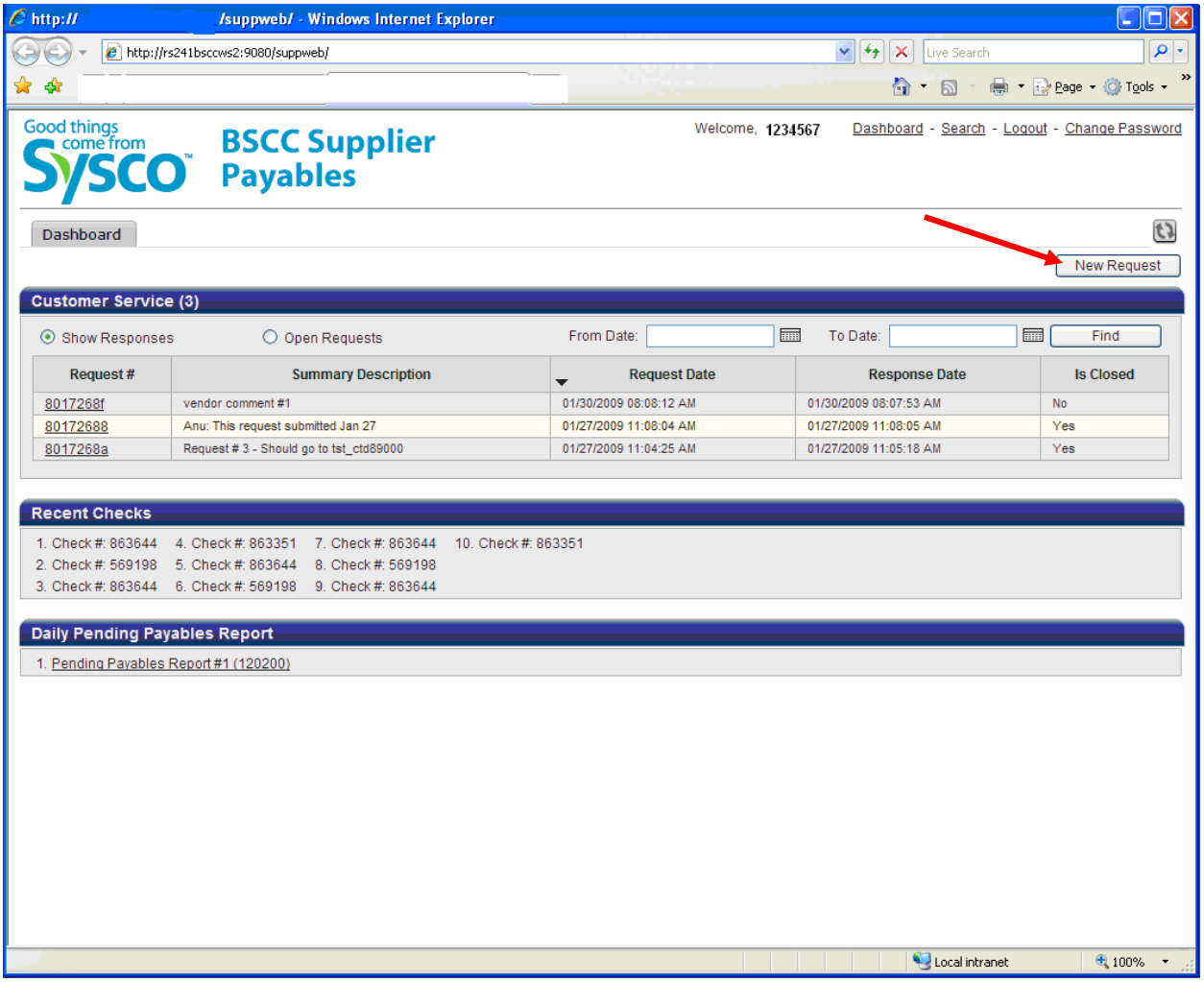
5.1 Overview

This section will provide details on how to perform certain functions with the Supplier Payables System.

5.2 How to Create a Customer Service Request

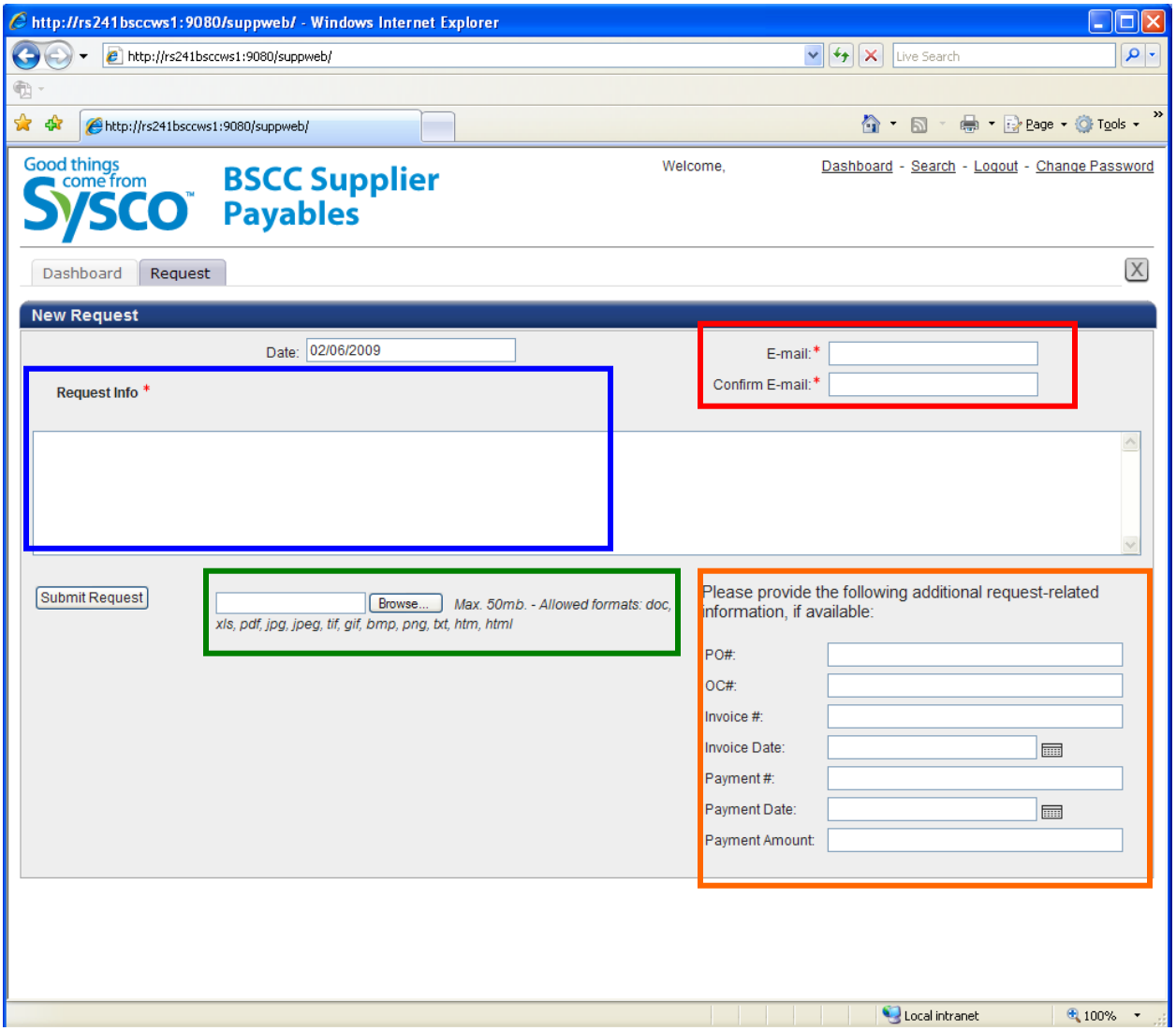
This section will describe how to create a customer service request.

1. From the Dashboard Click on the “New Request” button. This is indicated in the image below by the red arrow. This will open the Customer Request Screen.

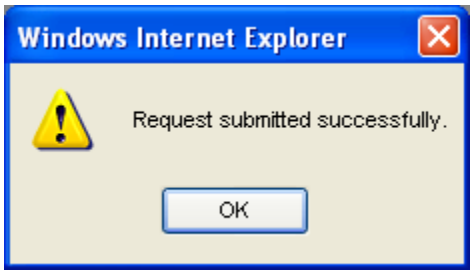


2. On the Customer Service Request screen complete the necessary fields and upload any supporting documentation. All fields marked with a red asterisk are a required field as the request cannot be submitted without it.

   - Email – Enter your email address. This will be the email address the system will use to notify you when a response has been provided. A valid email must be entered. (Tip: in some cases due to spam filters these system messages may be tracked as junk mail. Please consult your IT Department to address this issue. Sysco is unable to provide assistance with this). This section is indicated below by the red box.
   - Request Info – Provide Sysco with the details of your request. Please provide as much detail as possible. This section is indicated below by the blue box.
   - Attachments – Documents can be attached to this request by clicking on the browse button and locating a file. (Note: There are limitations on what file types and size of files can be provided.) This section is indicated below by the green box.
   - Related Details – This section provides more details regarding the request. Please provide any information in this section which you feel will help Sysco Associates fulfill the request.



3. To submit the request click on the "Submit Request" button. Once the request is accepted the message box below is displayed.

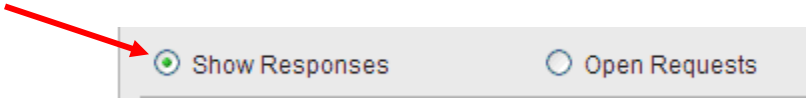


5.3 How to Track a Customer Service Request

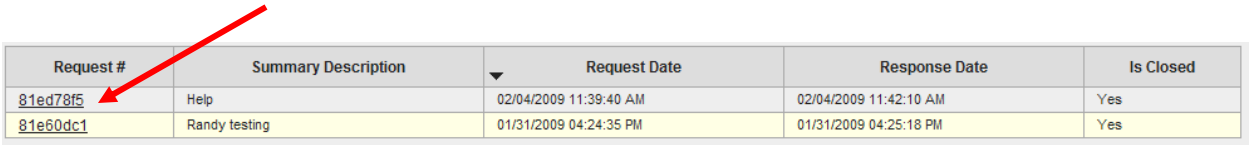
Use the Customer Service Component on the Dashboard to track the status of a request. Click here for more details

5.4 How to Review a Response to Customer Service Request

1. Locate the Customer Service Component on the Dashboard. Click here for more details
2. Select the Open Requests toggle

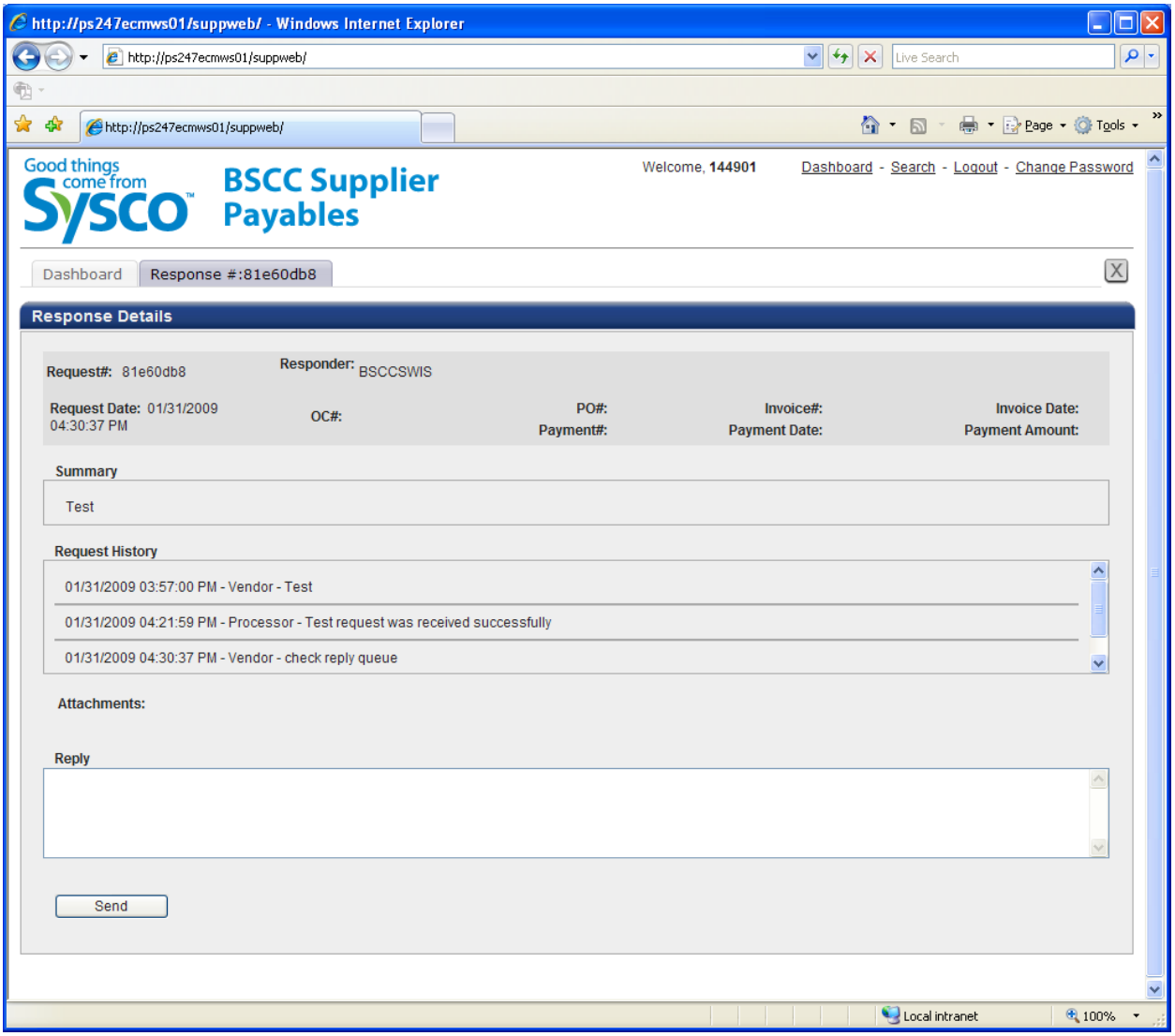


3. Locate the request and click on the Request# link. This will open the Response Screen



Request #	Summary Description	Request Date	Response Date	Is Closed
81ed78f5	Help	02/04/2009 11:39:40 AM	02/04/2009 11:42:10 AM	Yes
81e60dc1	Randy testing	01/31/2009 04:24:35 PM	01/31/2009 04:25:18 PM	Yes

4. From the Response Screen a Supplier can view the response from Sysco. In the event Sysco needs more information a Supplier may be asked to reply to the response. This is completed by entering information in the Reply section of the screen and clicking on the “Submit” button.



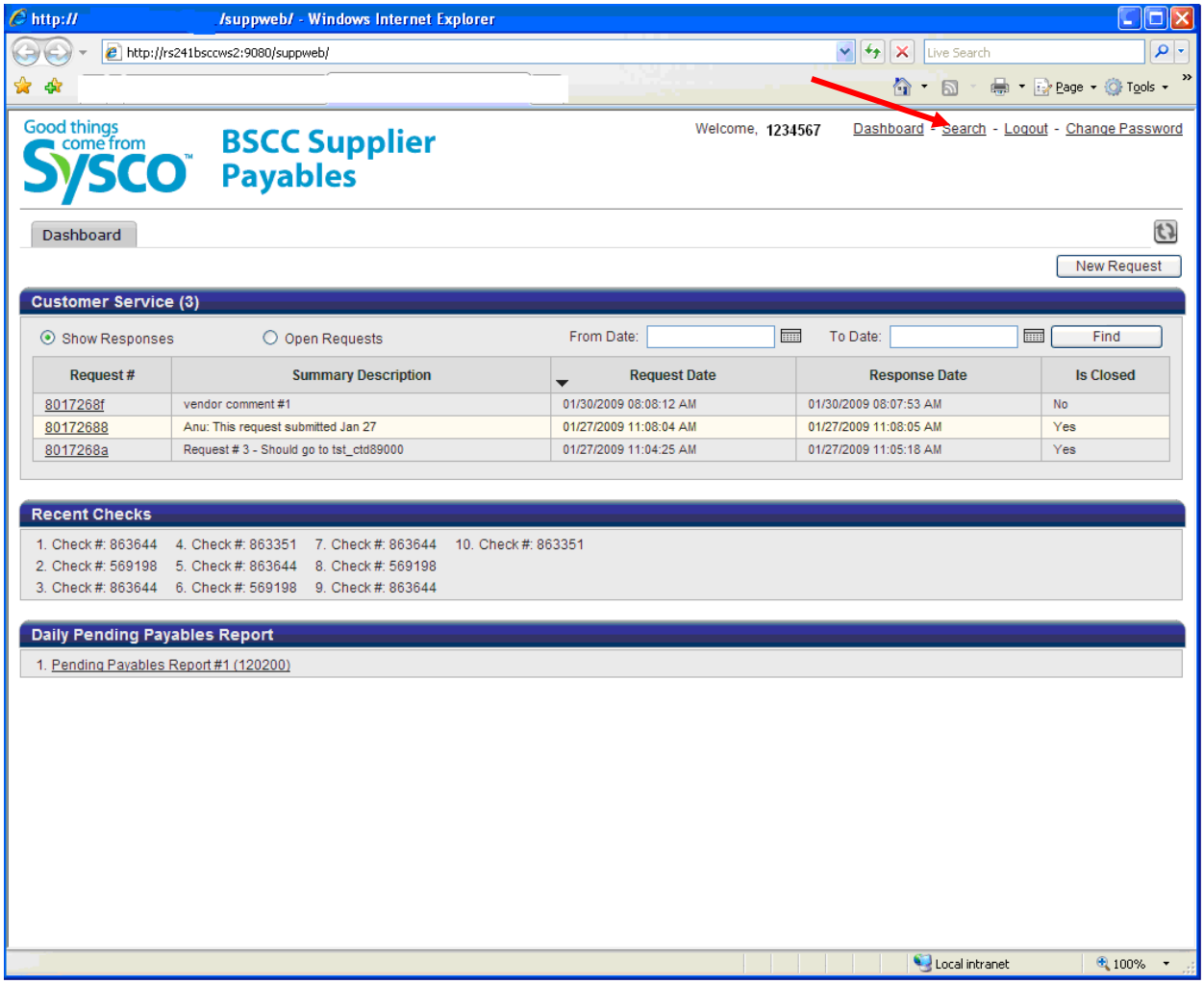
5.5 How to View the Most Recent Check

Use the Recent Check Component on the Dashboard to view the most recent checks. Click here for more details

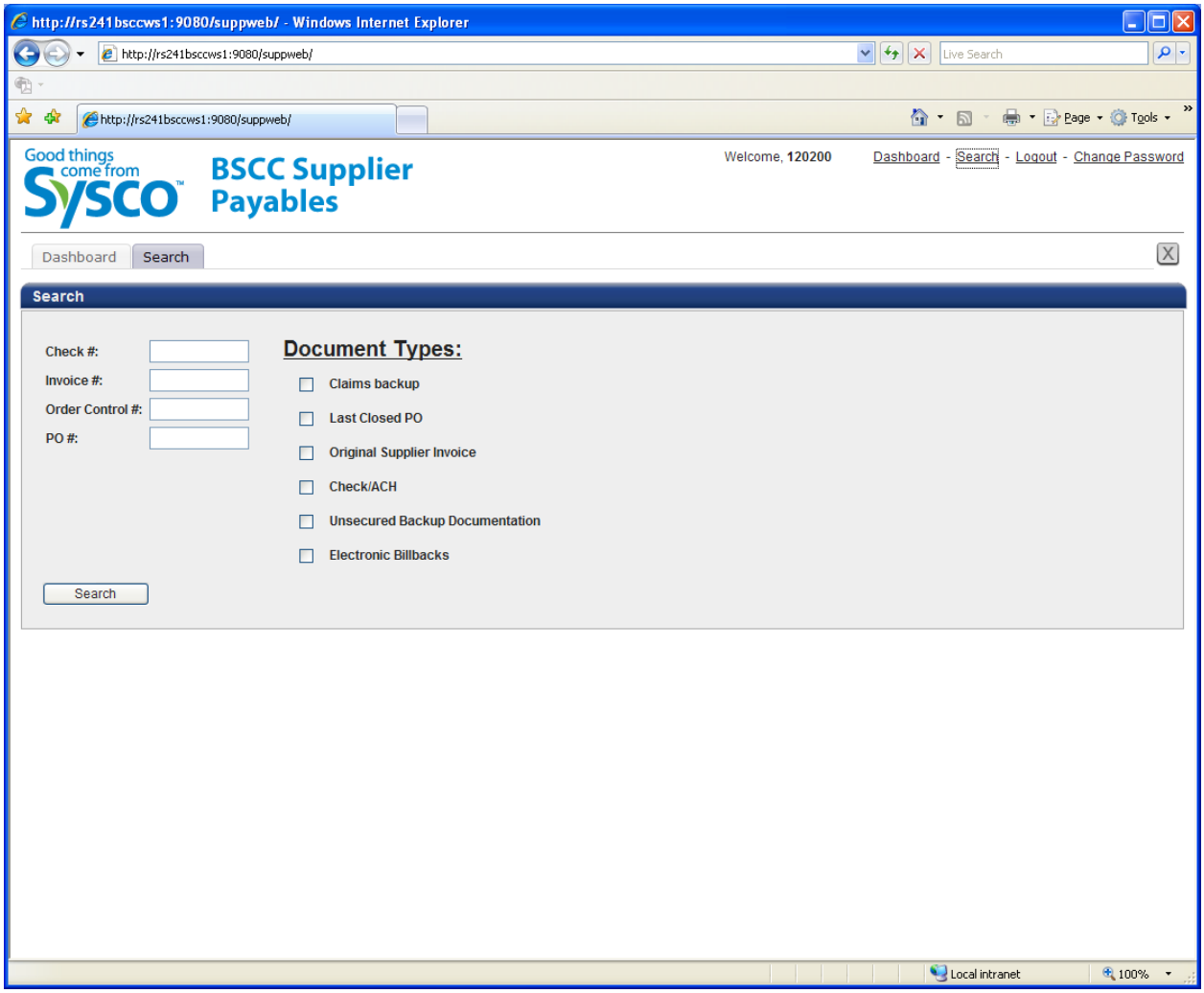
5.6 How to Search for Documents

The Supplier Payables site provides Suppliers with the ability to search for and locate documents which relate to business conducted with Sysco.

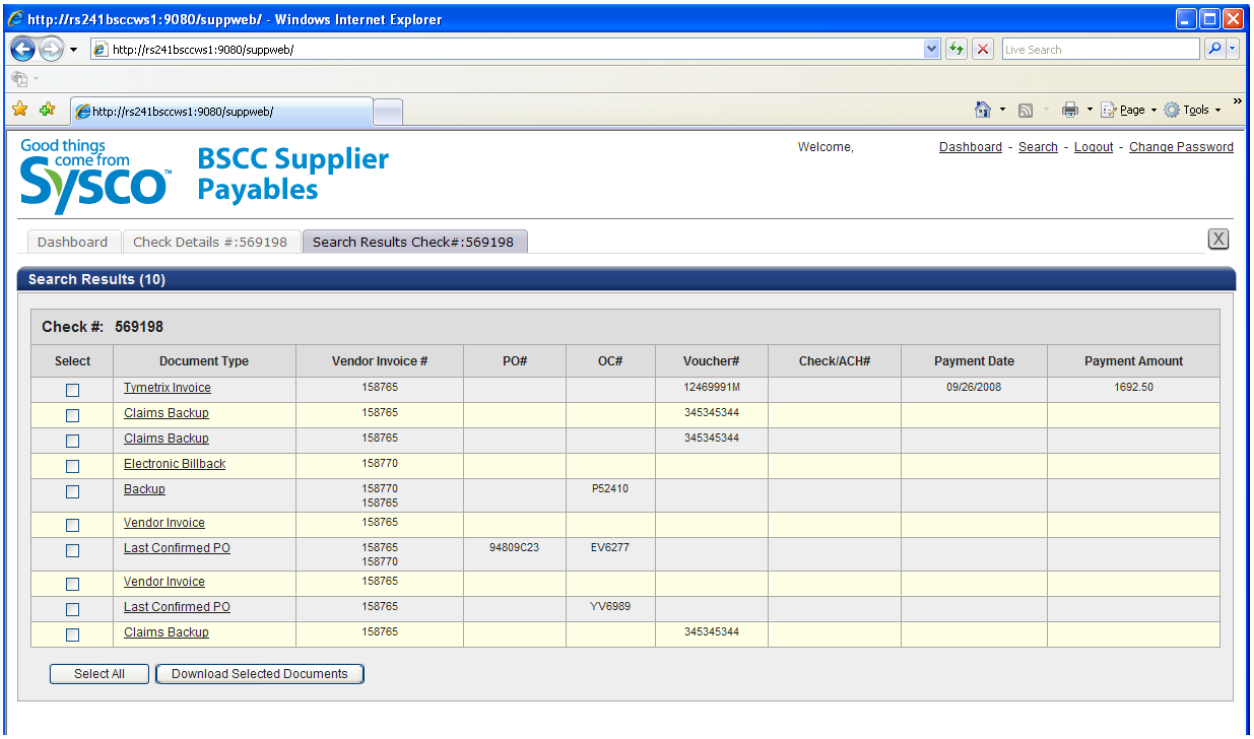
1. Click on the “Search” link located on the Dashboard. This will open the search screen.



2. From the Search Screen enter in the criteria to search by. You must include at include at least one key field and select one document type.

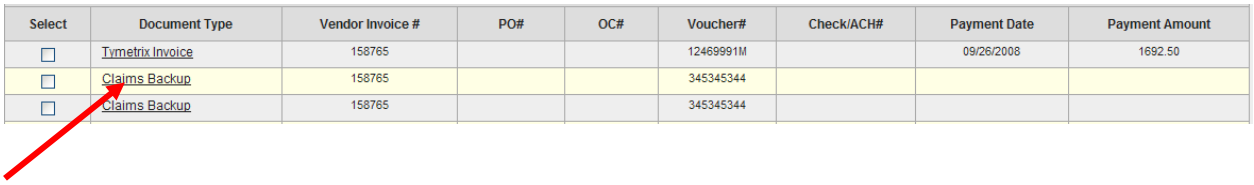


3. Once the necessary fields are filled and at least one document type selected, click the “Search” button.
4. The results screen will be displayed and the options to view a single document or download the documents to your PC will be present:



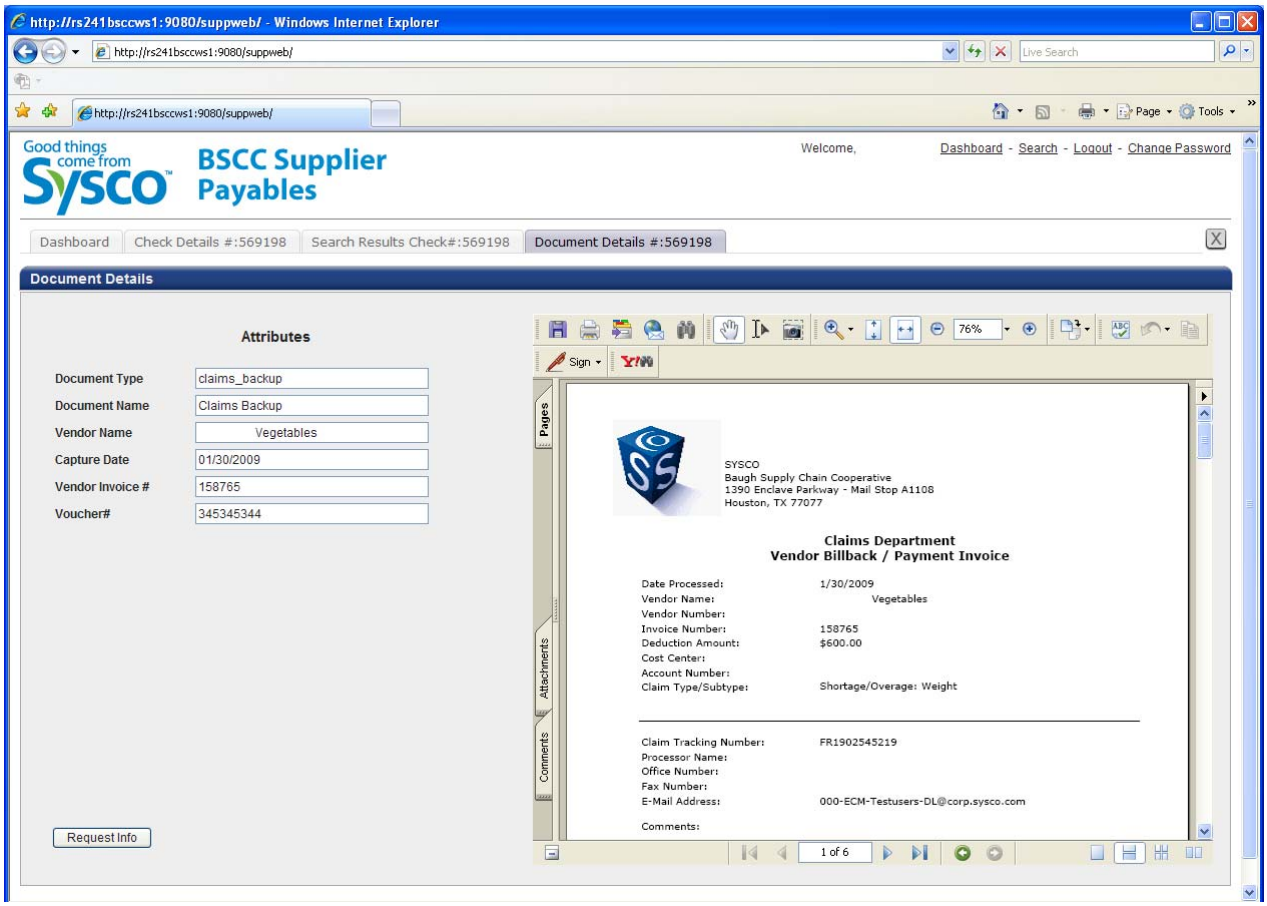
<u>To Open a Single Document:</u> Click on the document link as noted by the red arrow on Image 1 listed below. Once the document link is clicked the Document Details Screen will be displayed.

<u>Image 1 - Results</u>



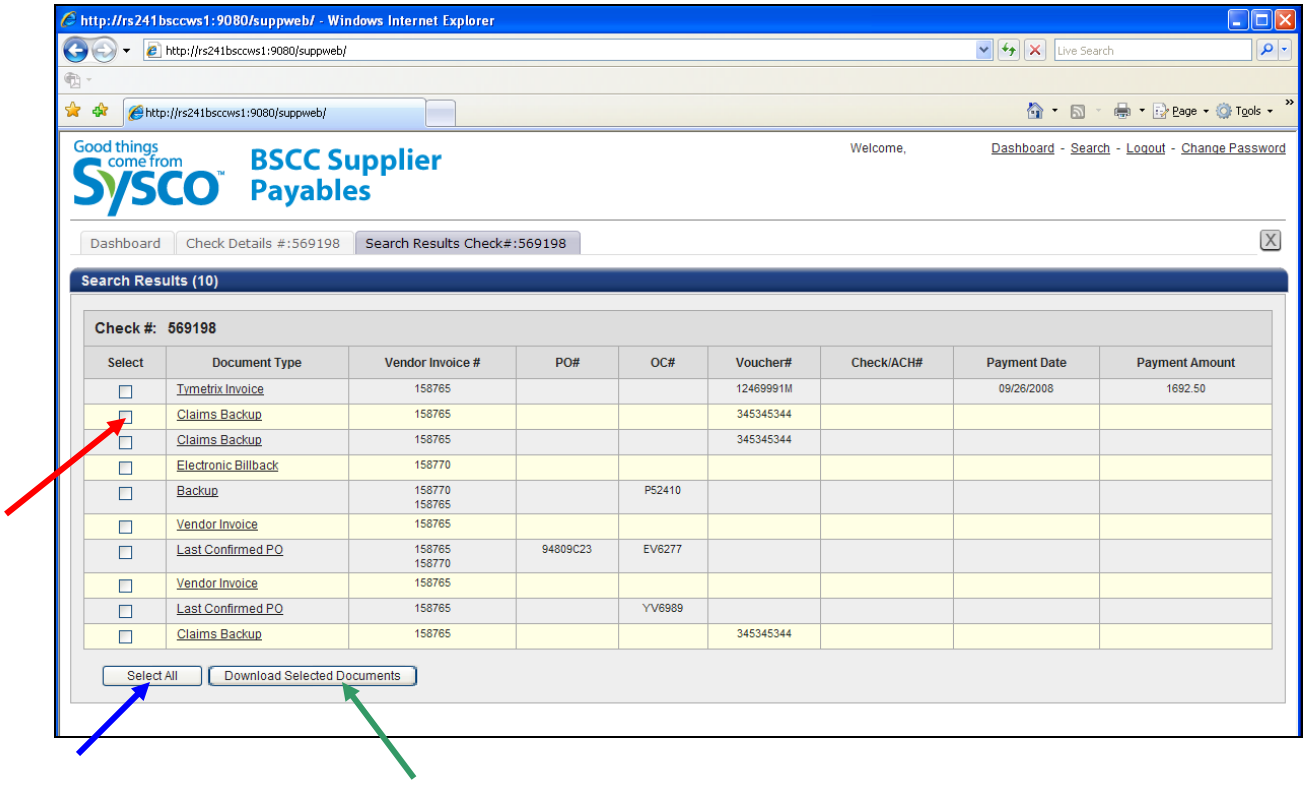
Select	Document Type	Vendor Invoice #	PO#	OC#	Voucher#	Check/ACH#	Payment Date	Payment Amount
☐	Tymetrix Invoice	158765			12469991M		09/26/2008	1692.50
☐	Claims Backup	158765			345345344			
☐	Claims Backup	158765			345345344			

<u>Image 2 – Document Details</u>



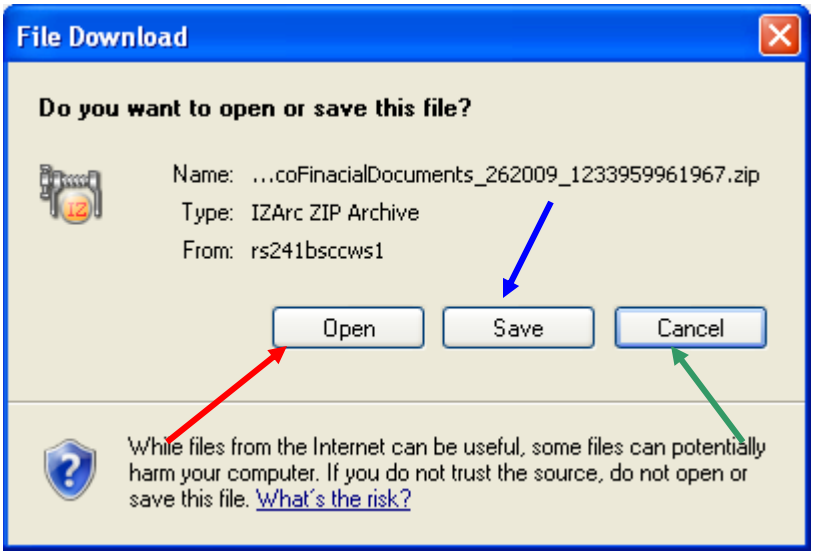
<u>To Download Documents:</u> The system allows Supplier to download to their local PC a document or documents. This section will discuss how this is done.

1. Select the documents to be downloaded. This can be completed by checking the boxes next to a document or documents listed (as indicated by the red arrow). If needed, pressing the “Select All” button (as indicated by the blue arrow) will select all documents listed in the search results (not just those displayed on the page).
2. Once the documents have been selected click on the “Download Selected Documents” button as indicated by the green arrow. (Note: At least one document must be selected before clicking this button)



3. After clicking the “Download Selected Documents” the “File” Download box will appear. All documents will be provided in the .ZIP file format.

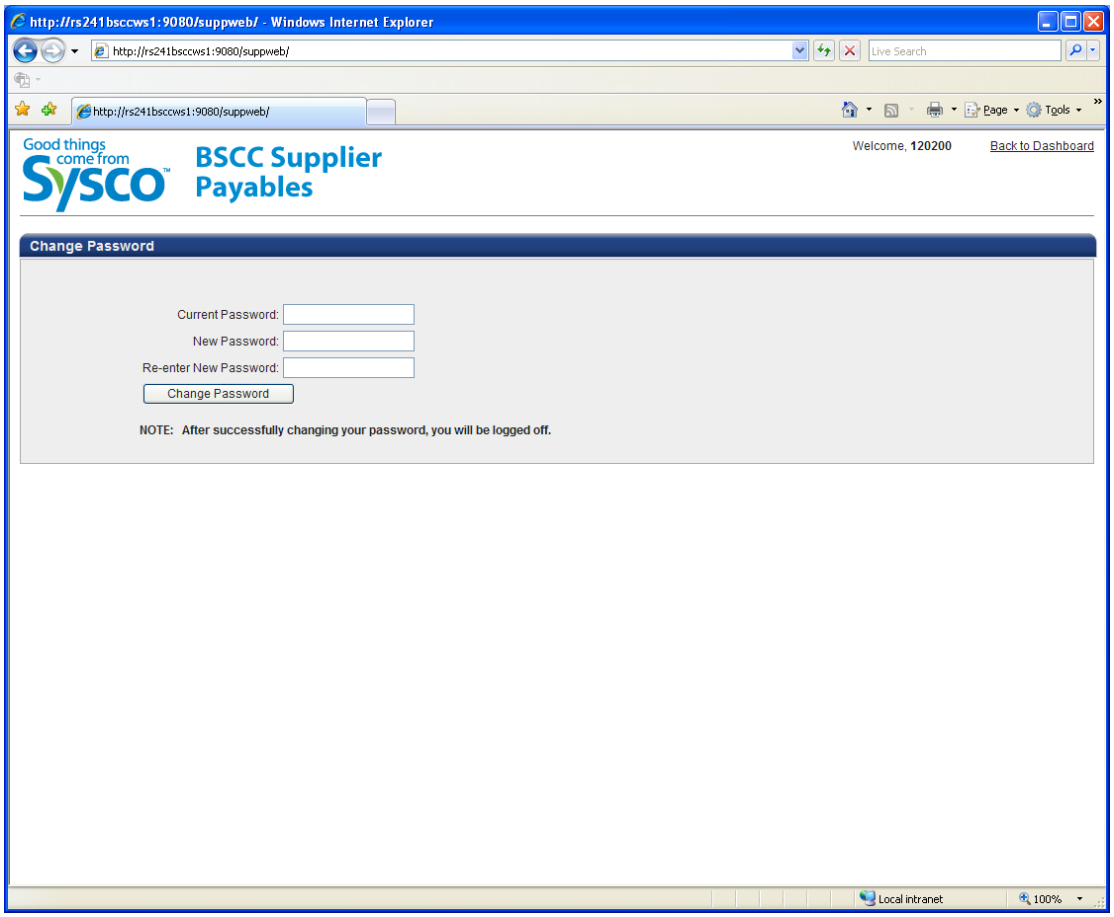
    - To Save the files to you desktop or other location click on the “Save” button as indicated by the red arrow.
    - To Open and view the files immediately click on the “Open” button as indicated by the blue arrow.
    - To end the download without taking action click on the “Cancel” button as indicated by the green arrow.



5.7 How to Change Your Password

To change your password, please follow these steps.

1. Locate and click the "Change Password" link from the Dashboard. Click here for more details
2. The Change Password screen will be displayed.



3. Complete the fields listed on the screen. It is important that you remember the password entered as Sysco does not have access to this information.
4. Click on the “Change Password” button located on the screen. This will change the password for this account.