

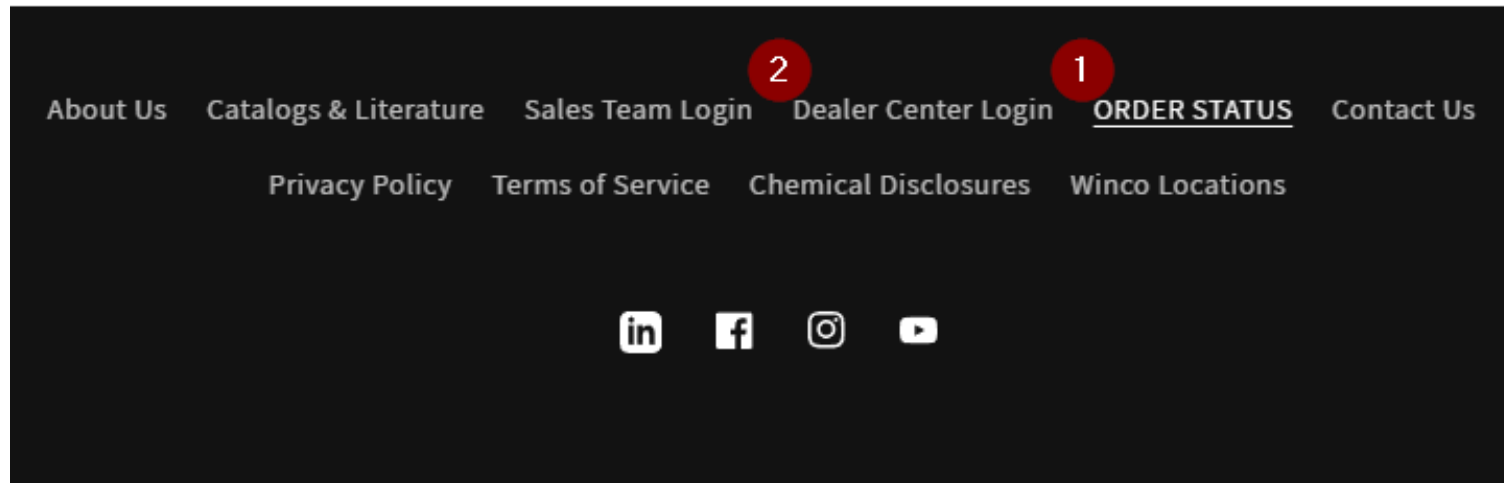


Customer Center Setup and Order Status

Quick Start Guide

Access

- Please navigate to [Wincous.com](https://www.wincous.com)
 1. Click **ORDER STATUS** at the bottom of the page to Check order status
 2. Click **Dealer Center Login** at the bottom of the page to Enter new orders



1. Check Order Status

- Checking order status require 2 parameters of different types. These parameters can be:
 - **PO Number:** This is the Customer order number
 - **Order Number:** This is Winco's order number in our system
 - **Shipping Zip Code:** The zip code associate with the order
 - **Customer ID:** This is the Customer ID that was in use for the old system.
- Please enter a combination of two of the above parameter types and click Search to find the Order Status

The Foodware Group Customer Order Lookup

Order Information

To Check Order Status, Please enter:

- PO Number or Order Number for Field 1.
- Shipping Zip, PO Number or Customer ID for Field 2.

FIELD 1
PO Number ▼

FIELD 1 VALUE *

FIELD 2
Shipping Zip Code ▼

FIELD 2 VALUE *

* Fields are required.

Order Status: results

The Foodware Group Customer Order Lookup

[Back to Order Search](#)

Company Name	...
Date	...
SO Number	...
Order Number	...
Order Status	Shipped
Shipping Address	...

Items (4)

SHIPMENT NUMBER	STATUS	DATE	CARRIER	TRACKING NUMBERS	WEB SITE	PHONE	ITEM	ITEM DESCRIPTION	QUANTITY	UOM ▲
...	Shipped	1	Each
...	Shipped	1	Each
...	Shipped	1	Each
...	Shipped	1	Each

2. Customer Center

- To begin entering orders, you need an account setup in Winco's system.
- Please reach out to Winco Customer Service to setup an account.
- Once approved, a Welcome email with setup instructions will be sent out to you.
- The email contains a link to set your Access Password

ORACLE NETSUITE

Please enter your new password now.

New Password

Confirm Password

Password Criteria

- Does not contain illegal characters ✓
- New passwords match ✓

[Continue](#)

Enter your new password



ORACLE NETSUITE

Your password has been set. Now you can log in.

Please use the following link to login:

<https://3589522.app.netsuite.com/app/login/secure/privatelogin.nl?c=3589522>

Customer Login

Email address

Password

Remember Me

[Forgot Your Password?](#)

Home Dashboard

The screenshot shows a 'Customer Center - Home Links' section with three columns: Billing, Orders, and Support. A red callout box with the number '1' and an arrow points to the 'Enter an Order' link in the Orders column.

Customer Center - Home Links		
Billing See All Transactions	Orders Enter an Order See Orders	Support Contact Support See Support Cases Edit Your Profile

Enter an Order

The screenshot shows the Foodware Sales Order entry interface. At the top left is the Foodware logo. The main header area contains a home icon, a search bar with 'Sales Order', and buttons for 'Submit', 'Submit & Print', 'Submit & Email', and 'Copy Previous'. The 'CUSTOMER' section includes fields for 'DATE' (8/8/2022), 'ORDER #', 'To Be Generated', and 'REQUESTED SHIP DATE'. A 'Summary' table is visible on the right. Below the form fields is a 'DRAFT' checkbox with a note: 'CHECK THIS BOX IF THIS IS NOT THE FINAL VERSION OF THE ORDER'. The '1. Add Items' section features a table with columns: ITEM, QUANTITY, DISPLAY NAME, DESCRIPTION, CASE PACK, RATE, AMOUNT, CATALOG PRICE, QUANTITY BREAK, TAX CODE, PACKING, OPTIONS, and PRICE LEVEL. A dropdown menu for 'ITEM' is open, showing '<Type then tab>'. Below the table are 'Add', 'Cancel', and 'Remove' buttons. Red callout boxes provide instructions: 'Check this box if you plan on saving this order for now and want to continue later. This will let our Customer Service know that this order is not final' (pointing to the DRAFT checkbox), 'Please uncheck when you want to finalize the order' (pointing to the DRAFT checkbox), 'Type Item No. The Type Ahead feature should find a list of items matching the entered keyword so can select your item from the list' (pointing to the ITEM dropdown), 'The initial rate will be based on the quantity break' (pointing to the RATE and QUANTITY BREAK columns), and 'Enter quantity' (pointing to the QUANTITY column).

Summary

SUBTOTAL	0.00
TOTAL TAX	0.00
SHIPPING & HANDLING COST	0.00
TOTAL	0.00

DRAFT (CHECK THIS BOX IF THIS IS NOT THE FINAL VERSION OF THE ORDER)

1. Add Items

ITEM*	QUANTITY	DISPLAY NAME	DESCRIPTION	CASE PACK	RATE	AMOUNT	CATALOG PRICE	QUANTITY BREAK	TAX CODE*	PACKING	OPTIONS	PRICE LEVEL
<Type then tab>												

Buttons: Add, Cancel, Remove

Billing and Shipping Information:

2. Provide Address Information

Select Billing Address. Click the + Icon to enter a new Address

BILL TO SELECT
bill to select + ↗

BILL TO
bill to
bill to
bill to
bill to
Map

Select Shipping Address. Click the + Icon to enter a new Address

SHIP TO SELECT
bill to select + ↗

SHIP TO
bill to
bill to
bill to
bill to
Map

3. Enter Payment Method

You may select a card on file or enter a new one

CARDS ON FILE
Master Card + ↗

CARD TYPE *
Master Card

CREDIT CARD # *
XXXXXXXXXXXX

CSC
XXXX

EXPIRES (MM/YYYY)
MM/YY

ISSUE NO.
XXXXXX

VALID FROM / START DATE (MM/YYYY)
MM/YY

NAME ON CARD
XXXXXXXXXXXX

CARD STREET
bill to select

CARD ZIP CODE
XXXXXX

SAVE THIS CARD MAKE DEFAULT

4. Send Yourself a Copy of the Order (Optional)

TO BE PRINTED

TO BE E-MAILED

Note: Entering Payment Method is available to Cash Orders only.



Finish entering an Order

The screenshot shows the 'Sales Order' page in the Foodware Group system. At the top left is the 'The Foodware Group' logo. Below it is a dark blue navigation bar with a white home icon. The main content area is titled 'Sales Order' with a search icon. Below the title are four buttons: 'Submit' (highlighted in blue), 'Submit & Print', 'Submit & Email', and 'Copy Previous'. Below the buttons, there is a 'CUSTOMER' section with some blurred text. A red callout box with a red arrow pointing to the 'Submit' button contains the text: 'Click Submit when you're finished entering the order'.

See your list of orders

Customer Center - Home Links

Billing
[See All Transactions](#)

Orders
[Enter an Order](#)
[See Orders](#)

Support
[Contact Support](#)
[See Support Cases](#)
[Edit Your Profile](#)

See a list of orders that you entered

Edit order



Sales Orders

+ FILTERS



Click Edit

You can only edit orders that are still Pending Approval

EDIT VIEW	DATE ▲	PRINT	DOCUMENT NUMBER	NAME	PO/CHECK NUMBER	STATUS	TRACKING
Edit View	7/25/2022	Print	08309456	08309456 Invoice Test	08309456 Invoice Test	Closed	
Edit View	7/28/2022	Print	08312739	08312739 Invoice Test	08312739 Invoice Test	Pending Approval	
Edit View	7/28/2022	Print	08312870	08312870 Invoice Test	08312870 Invoice Test	Pending Approval	
Edit View	8/5/2022	Print	08320197	08320197 Invoice Test	08320197 Invoice Test	Pending Fulfillment	
Edit View	8/5/2022	Print	08320377	08320377 Invoice Test	08320377 Invoice Test	Pending Approval	
Edit View	8/6/2022	Print	08320852	08320852 Invoice Test	08320852 Invoice Test	Pending Approval	

Need Help?

Please email us at cs@wincous.com