Tip! Use controls at top to “Fit to page”

Welcome US Foods Customers!

To help you meet MOXē, we give you…

The MOXē Companion

Click Here to Begin

Click Here to Skip Intro

LAST UPDATED: 5/24/2024

Welcome to MOXē

Making **O**perator **X**periences **ē**asy

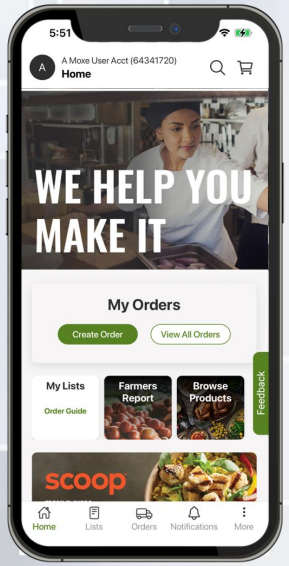
- MOXē is the industry-leading transactional platform
- Modern and fresh eCommerce experience reflects the US Foods' brand and innovative spirit
- Improved speed and usability
- Built on a mobile-first foundation to focus on the essentials and create consistency across all devices and platforms
- Enhanced Product Content

We listen. We learn. We lead.

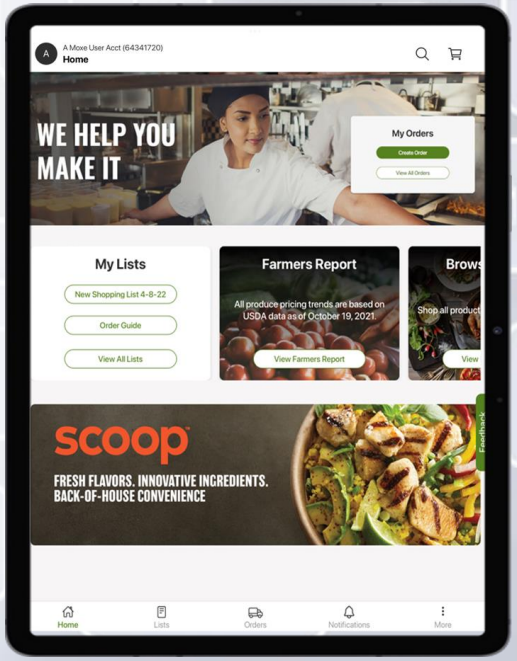
Because like our customers, we've got moxie.

MOXē is expanding the Vision

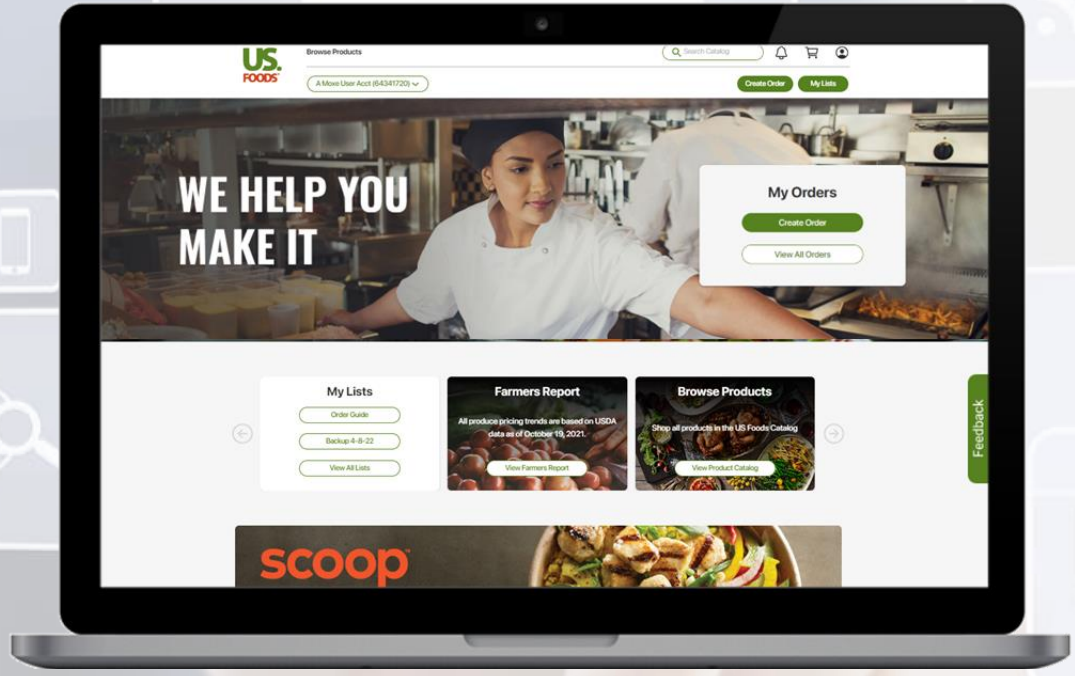
Designs for MOXē have been scaled across all device platforms to provide a seamless experience.



Mobile



Tablet



Desktop

Download on the App Store

US. FOODS MOXē

GET IT ON Google Play

https://order.usfoods.com/

How to navigate the MOXē Companion

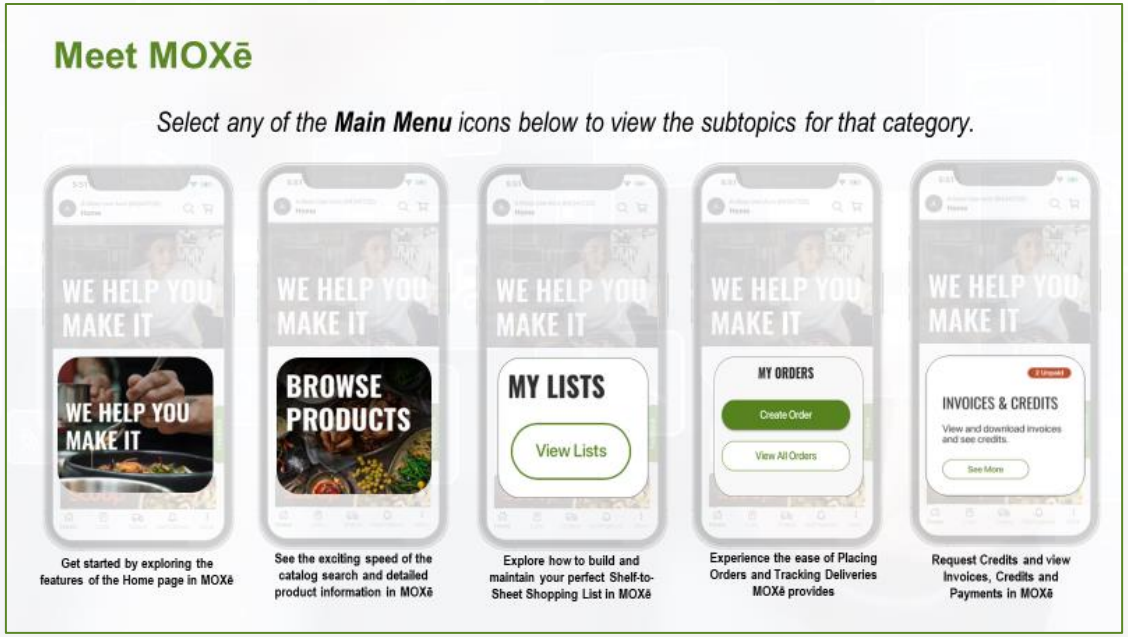
Your MOXē Companion is designed as an interactive manual to provide information on key functionality.

In the future, you can go directly to the “Main Menu” by clicking on the “Home” icon from any page.

Directional arrows enable “Backward” and “Forward” page navigation.

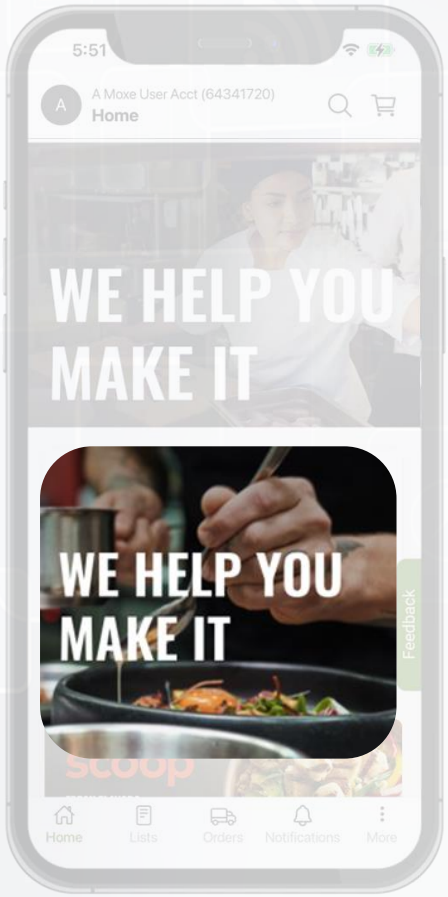
Your subtopics page or “Main Menu” provides an interactive pathway to key functions in MOXē.

Directional “Pins” enable navigation on device images

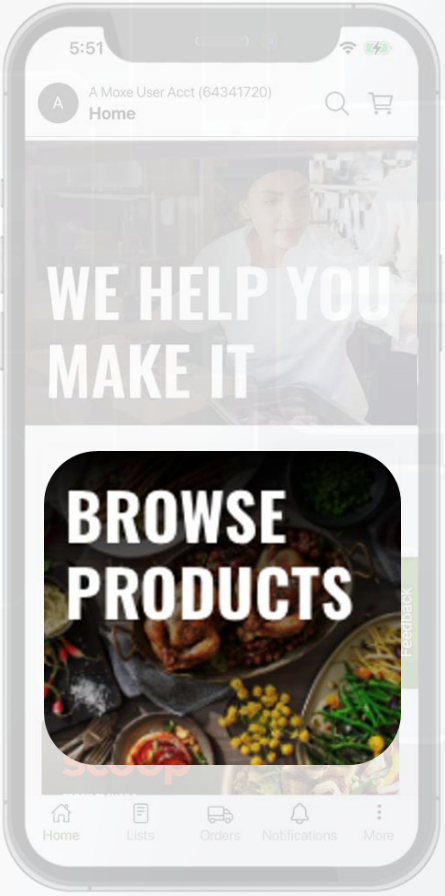


Meet MOXē

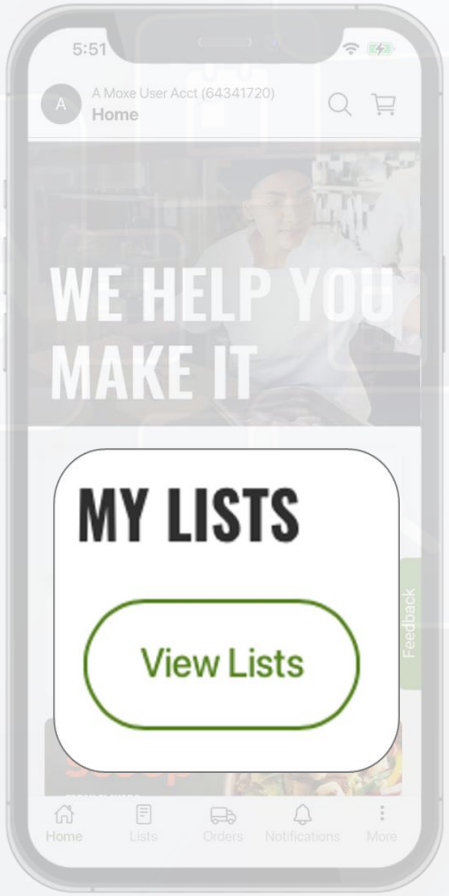
*Select any of the **Main Menu** icons below to view the subtopics for that category.*



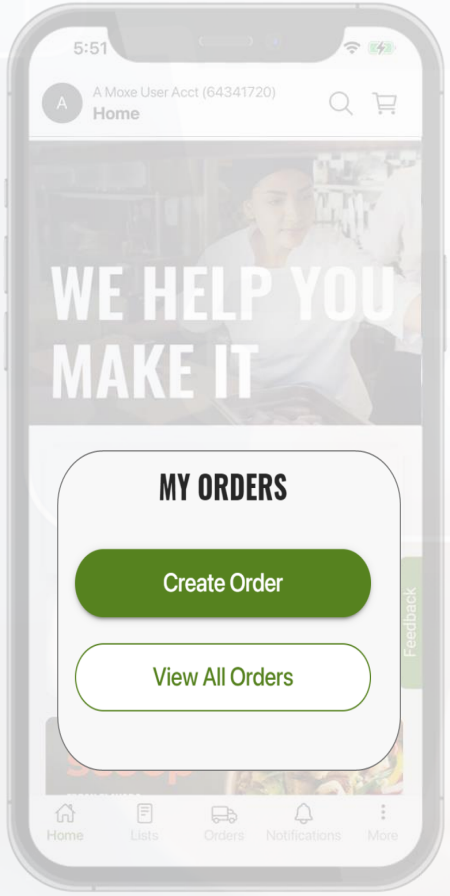
Get started by exploring the features of the Home page in MOXē



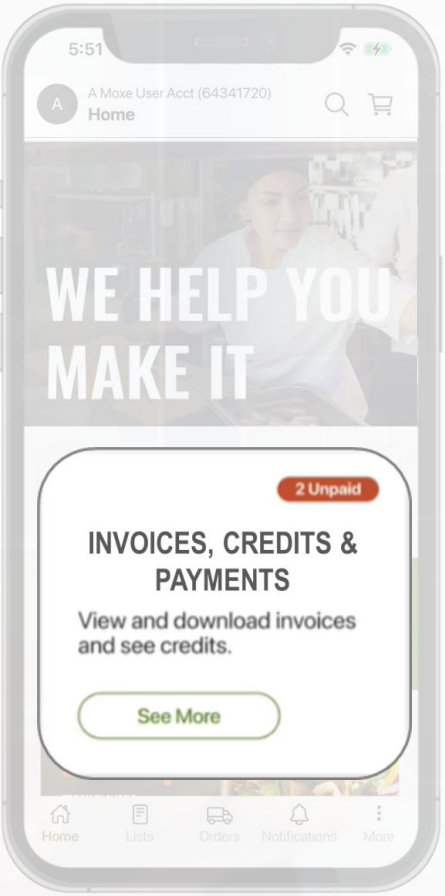
See the exciting speed of the catalog search and detailed product information in MOXē



Explore how to build and maintain your perfect Shelf-to-Sheet Shopping List in MOXē



Experience the ease of Placing Orders and Tracking Deliveries MOXē provides



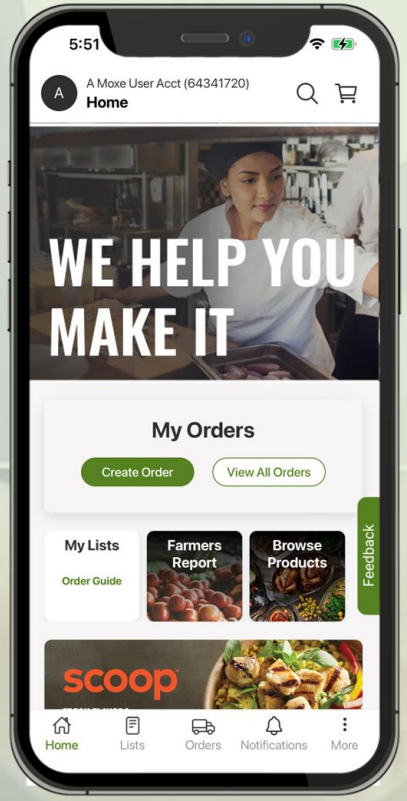
Request Credits and view Invoices, Credits and Payments in MOXē

Getting Started

Subtopics

Please click on a link below to view a subtopic.
Click the icon to return to the main menu.

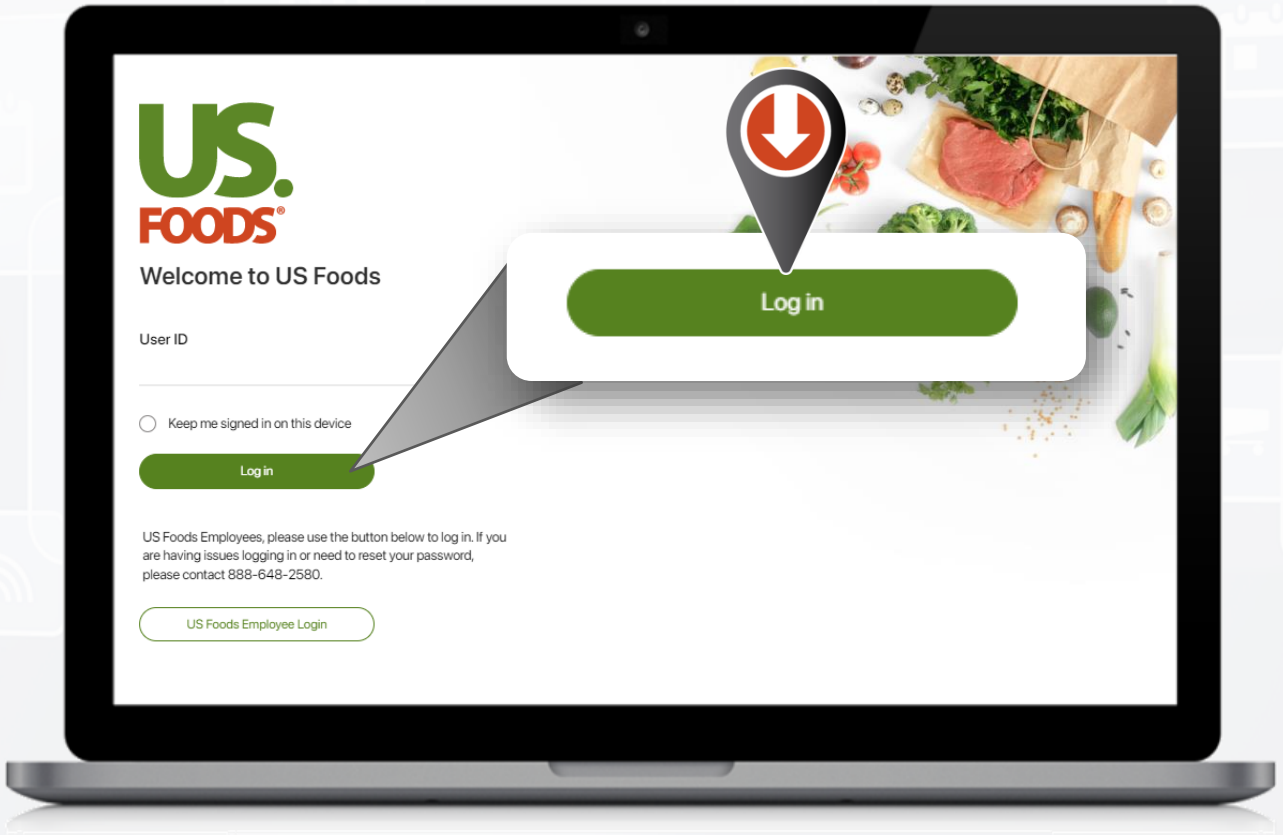
- Login Steps
- Home Page
- Customer List
- Functional Icons
- Profile / Preferences
- Feedback
- My Business Tools
- Tool Tips & Help Center Resources



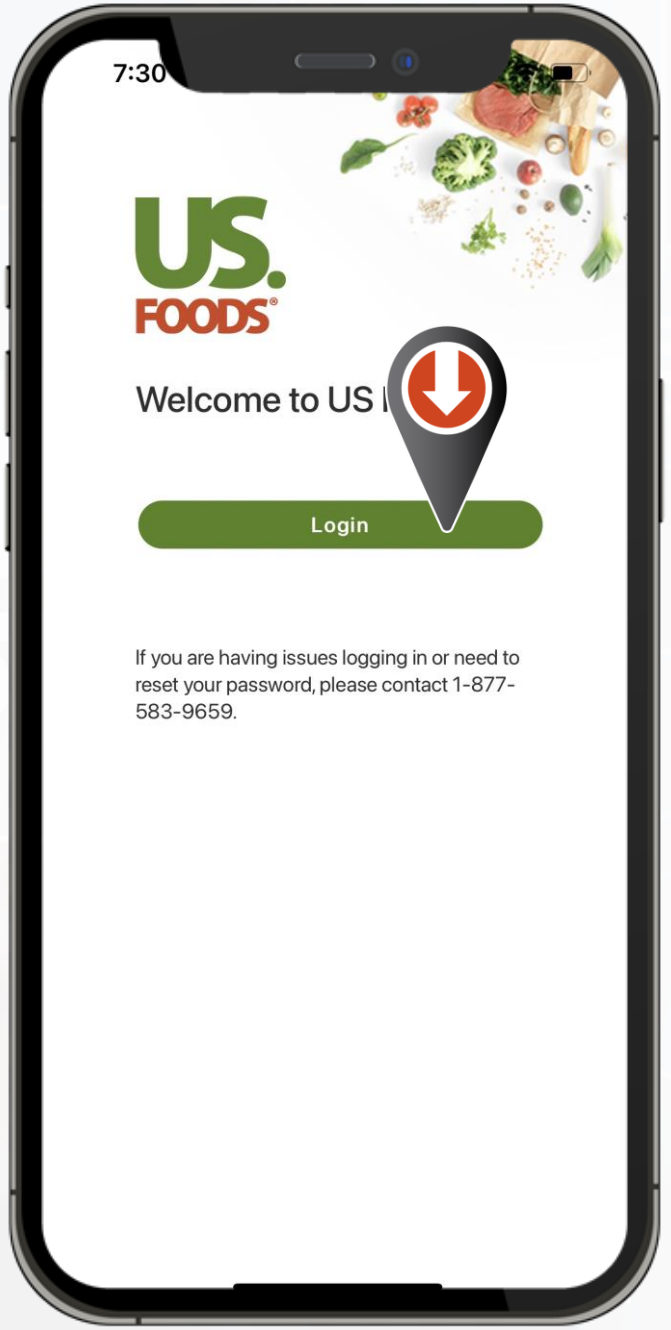
Click this icon to return to this menu.

Getting Started

Login Steps

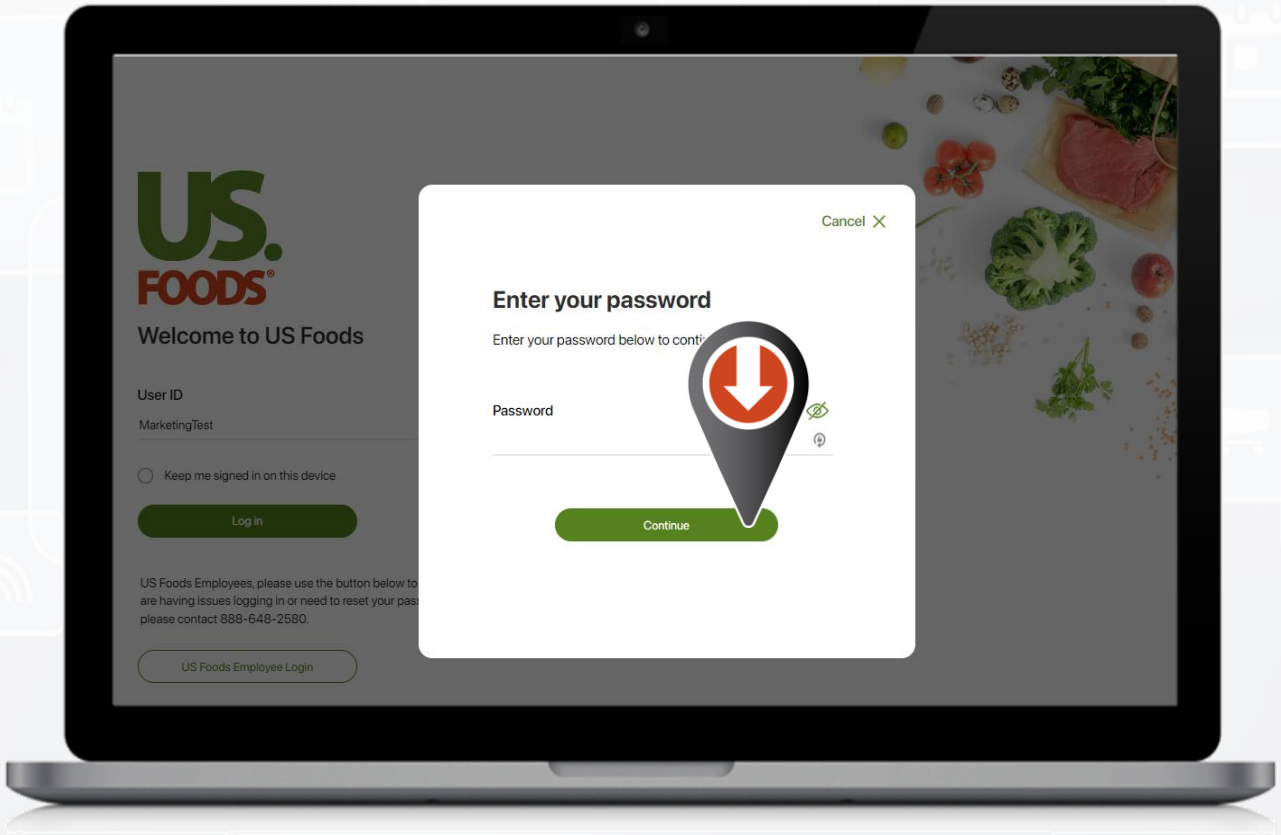


Enter your User ID and select Log in.



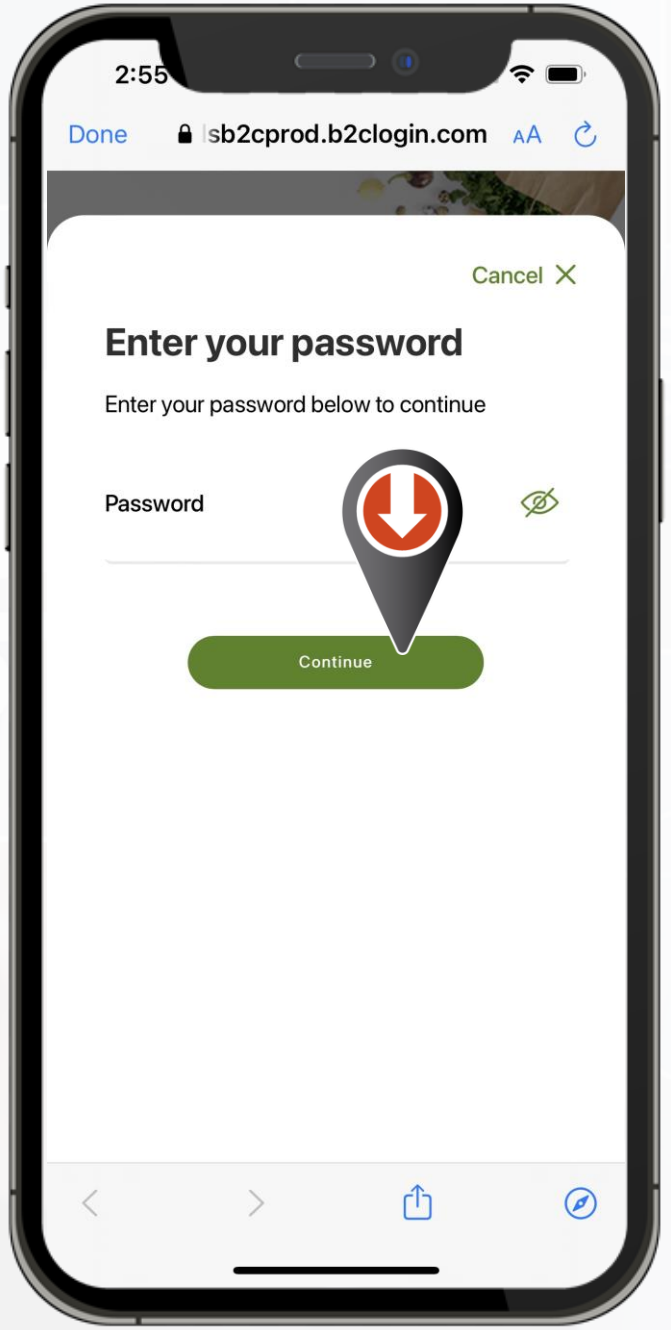
Getting Started

One-Time Security Logon steps



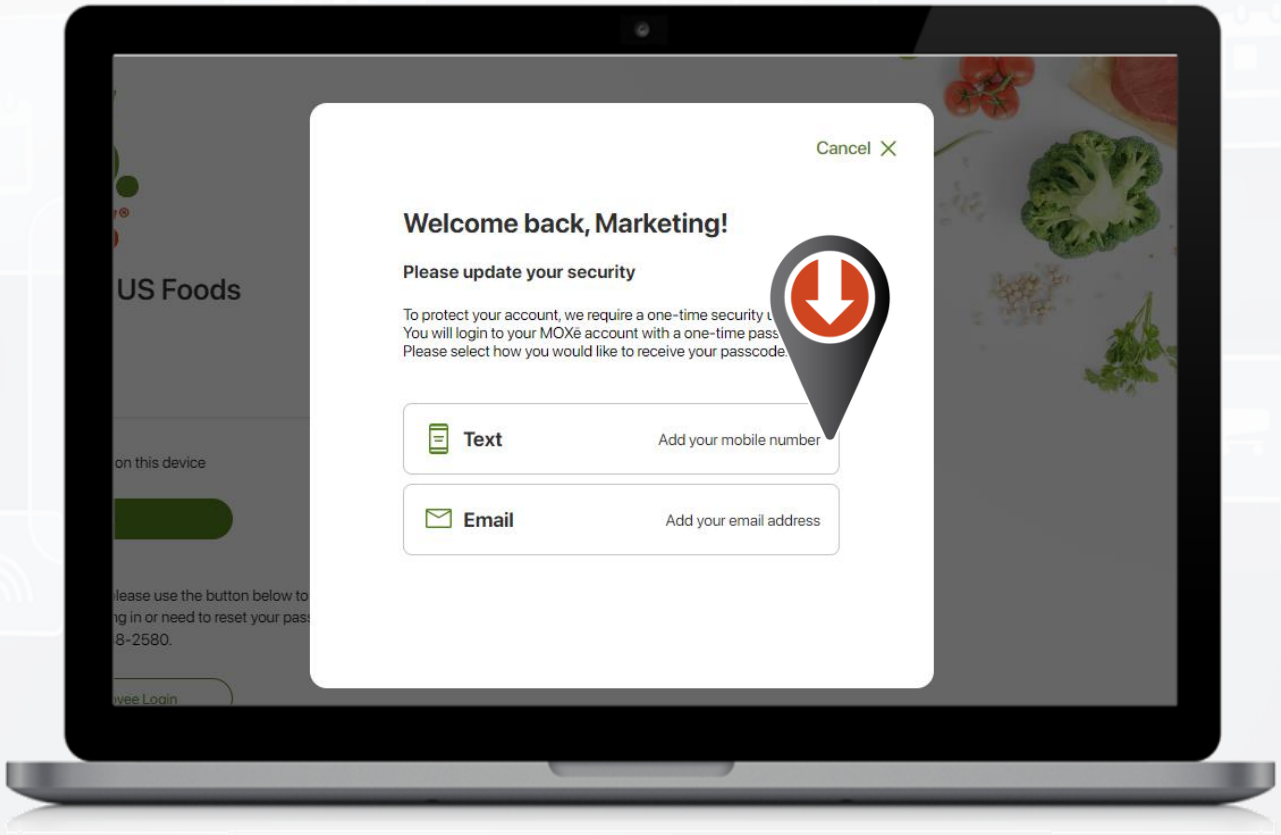
Enter current password and select Continue.

Note: this is a one-time event.

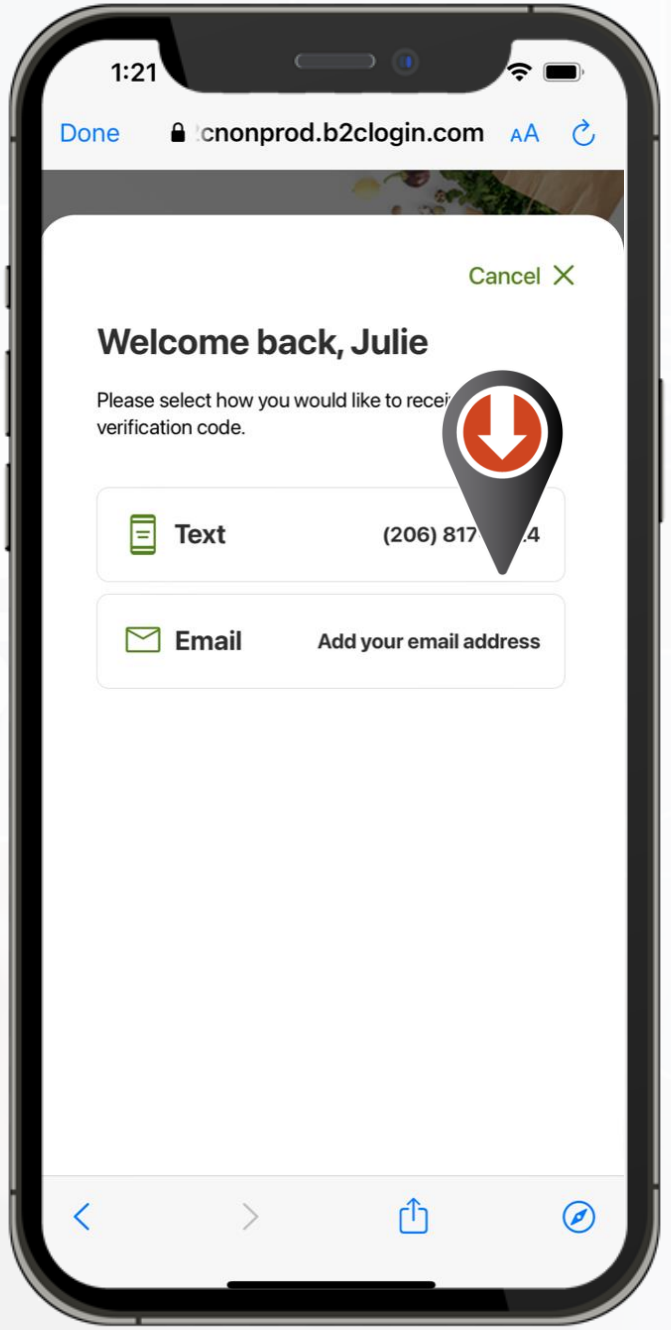


Getting Started

One-Time Security Logon steps

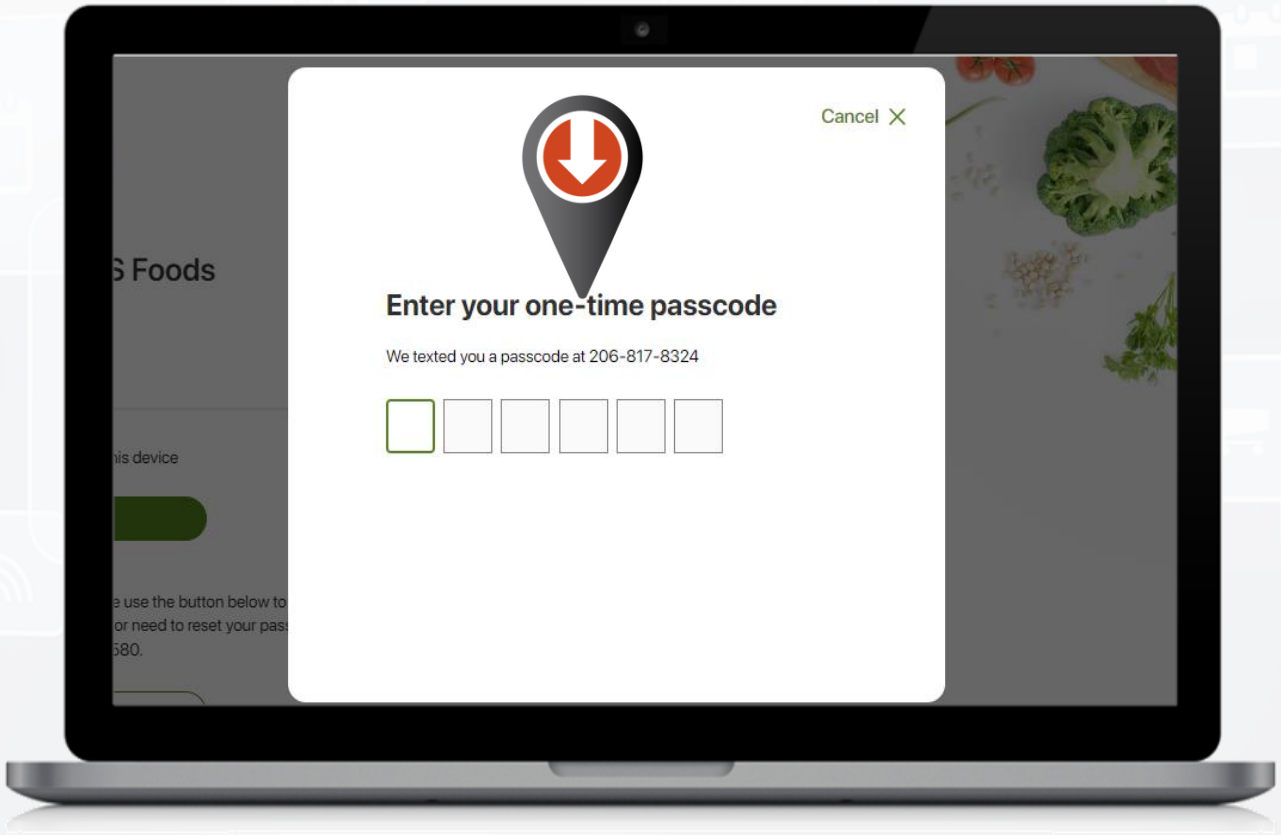


Security verification requires Text or Email.

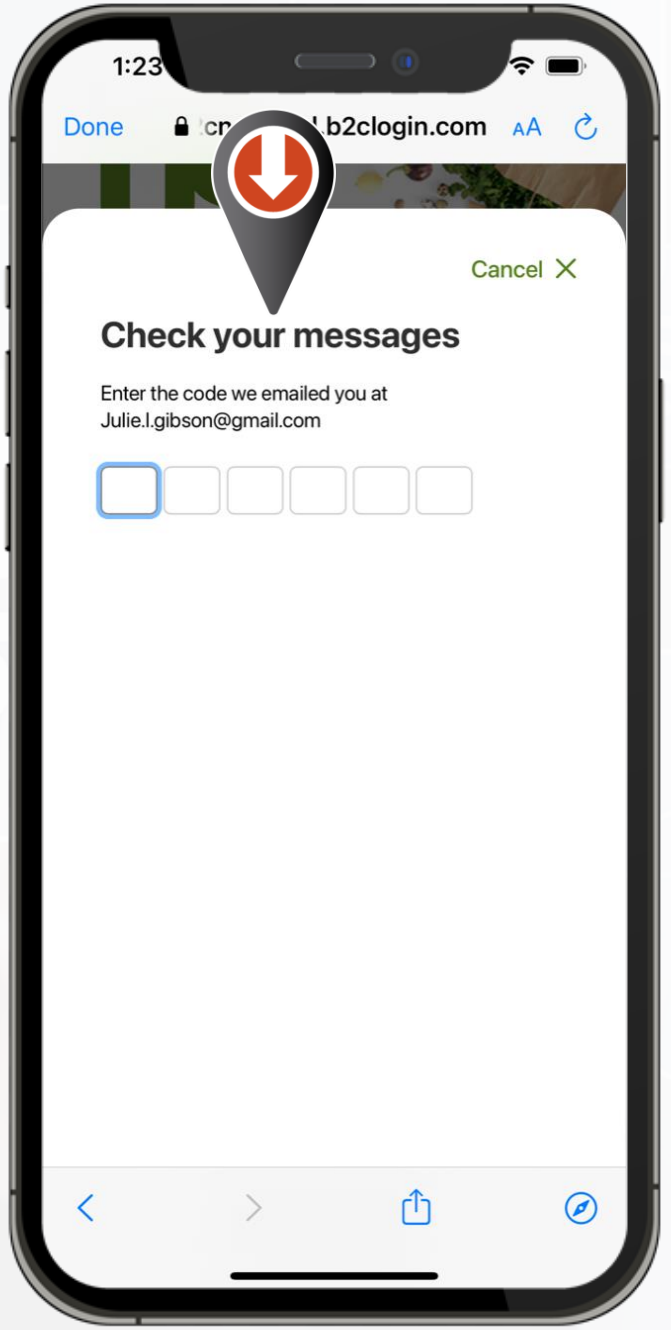


Getting Started

One-Time Security Logon steps

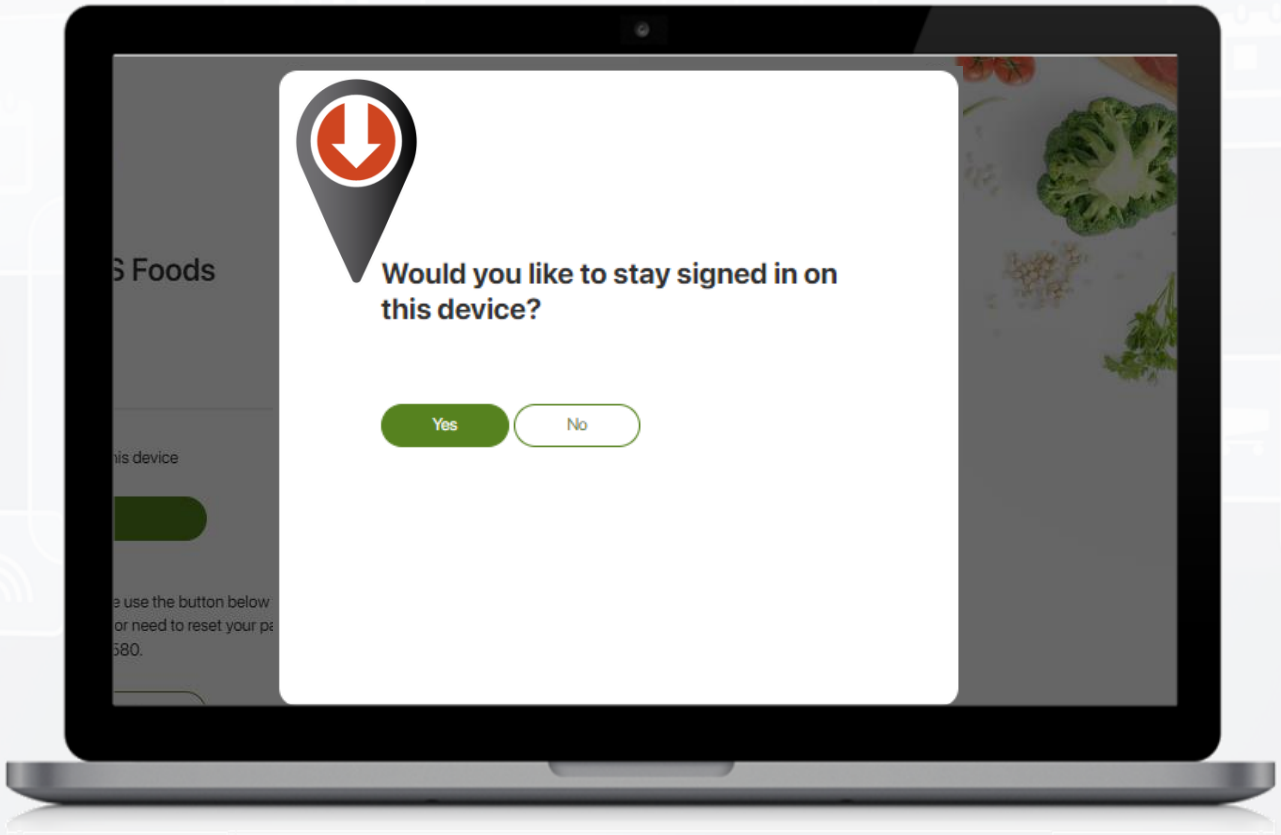


Enter the verification code from Text or Email.

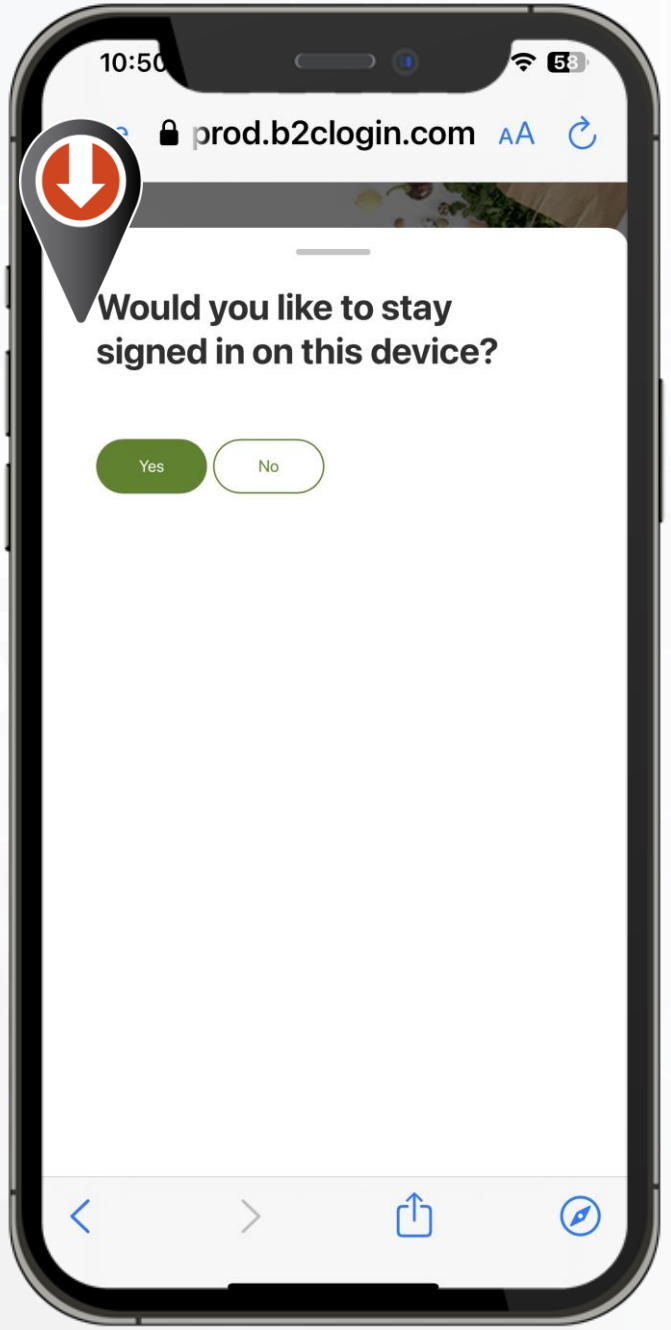


Getting Started

One-Time Security Logon steps



You can bypass the login option in the future by selecting “Yes” from the pop-up window to stay signed in on this device.

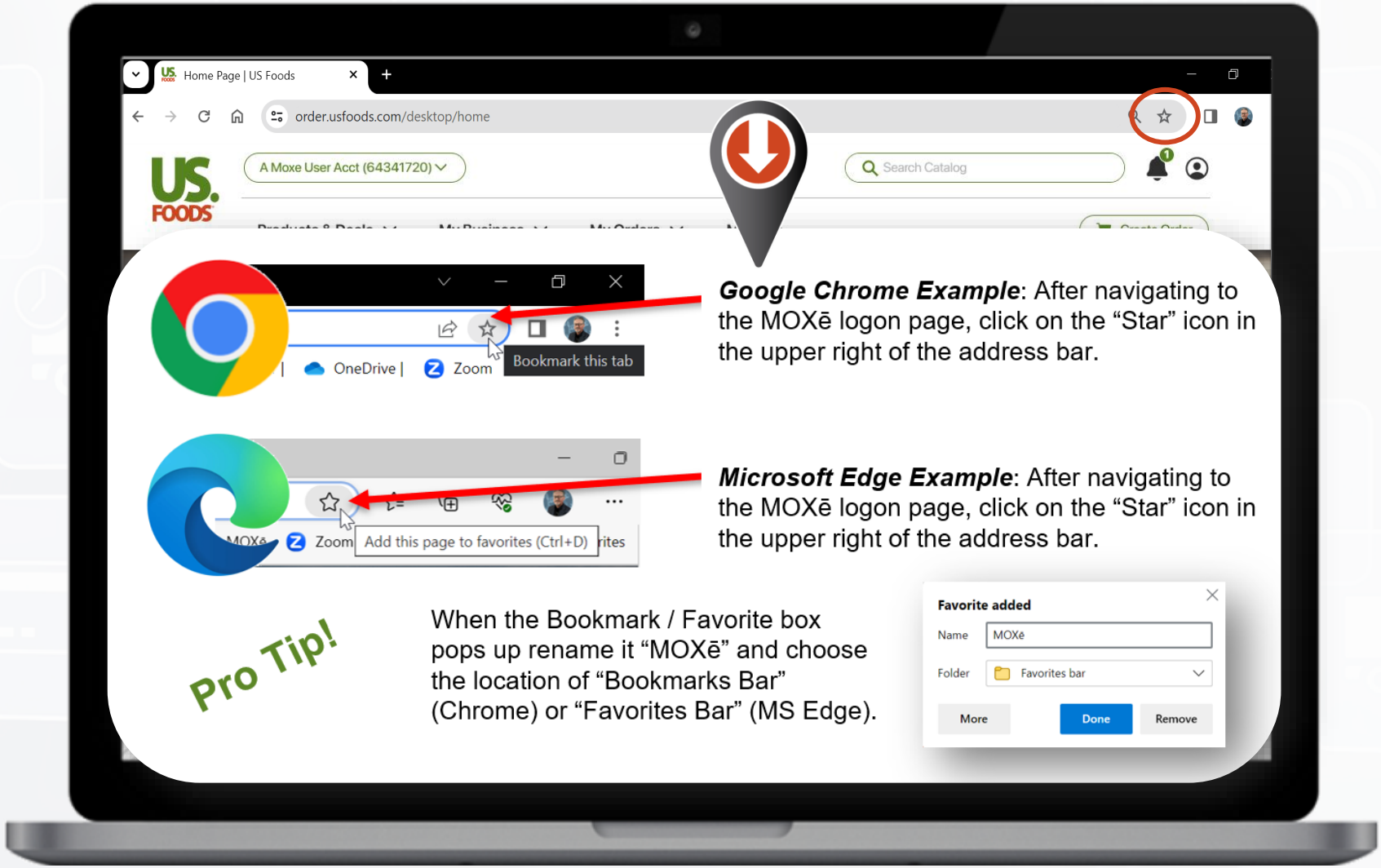


Getting Started

Bookmark MOXē on your Desktop Browser for quick access

Bookmarking web addresses is a great way to quickly navigate to frequently used sties in your browser on desktop or laptop.

Follow these instructions to bookmark MOXē in your web browser.



Google Chrome Example: After navigating to the MOXē logon page, click on the “Star” icon in the upper right of the address bar.

Microsoft Edge Example: After navigating to the MOXē logon page, click on the “Star” icon in the upper right of the address bar.

Pro Tip!

When the Bookmark / Favorite box pops up rename it “MOXē” and choose the location of “Bookmarks Bar” (Chrome) or “Favorites Bar” (MS Edge).

Getting Started

Bookmark MOXē on your Desktop Browser for quick access

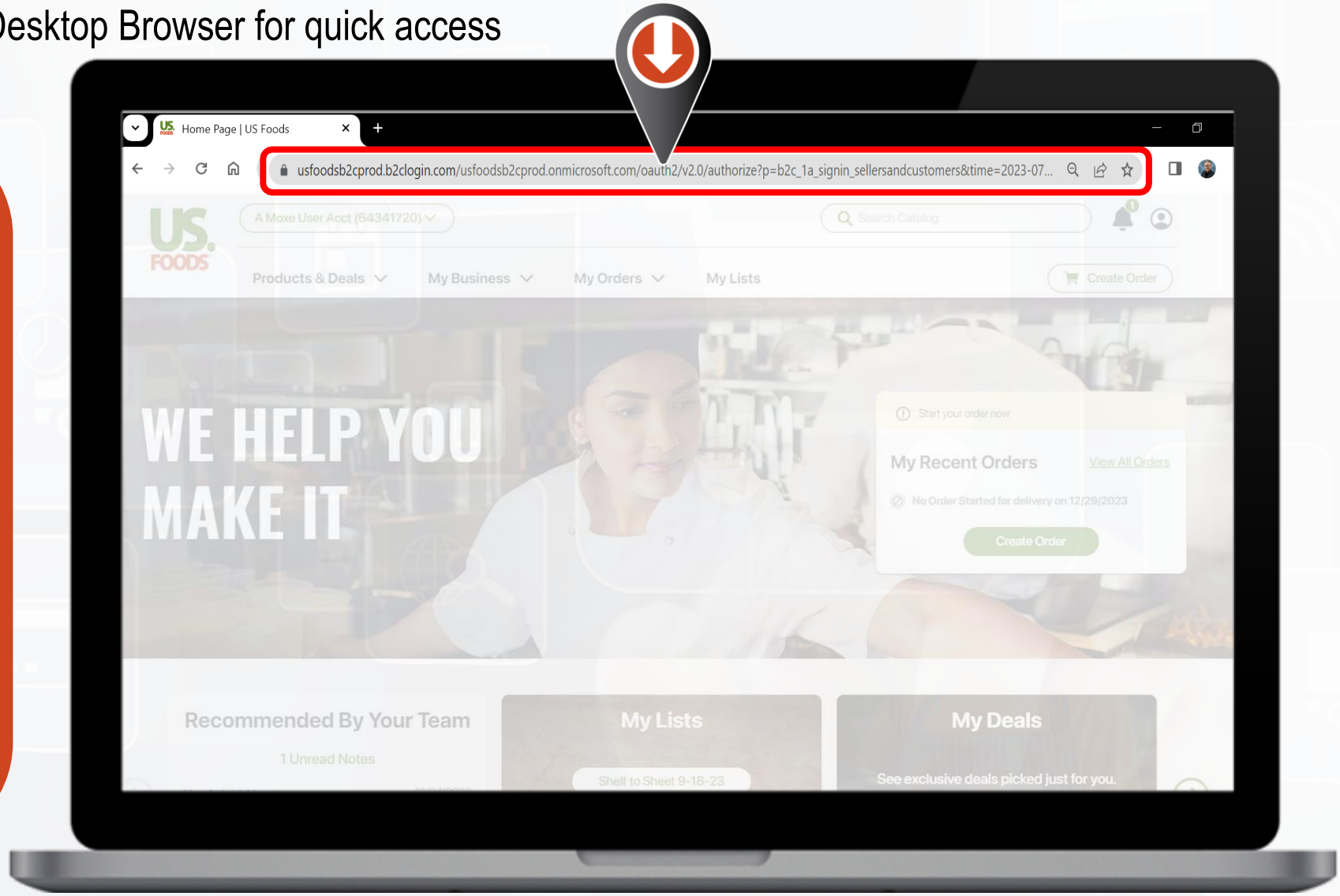
>>> NOT DONE YET <<<

IMPORTANT NOTE: When you bookmark the MOXē web address "order.usfood.com" it actually saves the "redirect" to our MFA (Multi-Factor-Authentication) process (shown above)

MOXē has an MFA login process to eliminate the need for entering a password each time you log in.

If you leave this bookmark "as is" it will force you to use the Multi-Factor Authentication each time you log into MOXē. There is a simple fix for this.

Navigate to the next page for instructions on how to correct this.



Getting Started

Bookmark MOXē on your Desktop Browser for quick access

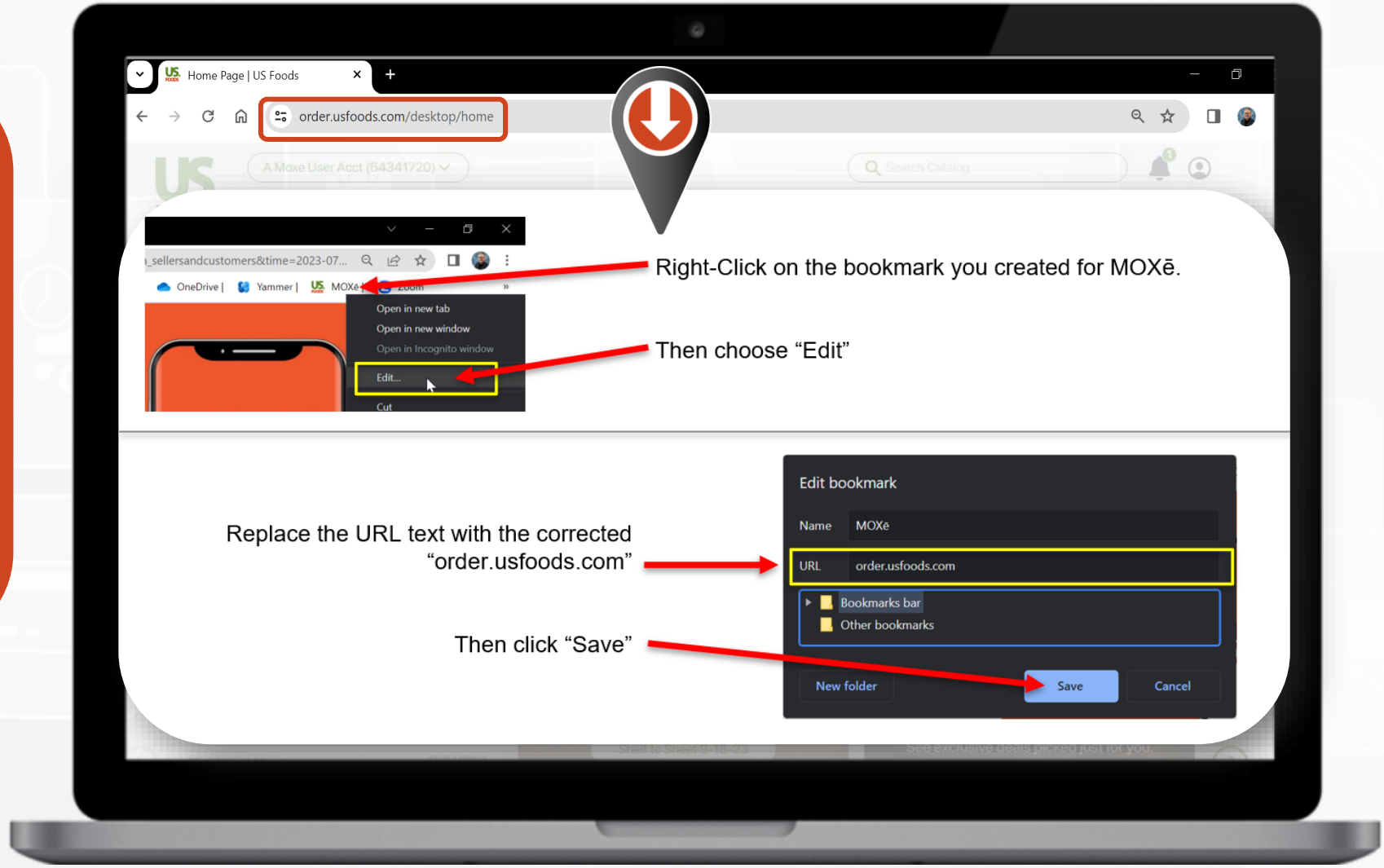
>>> FINAL STEPS <<<

STEP #1

- Right-Click on the bookmark you created for MOXē.
- Then choose “Edit”

STEP #2

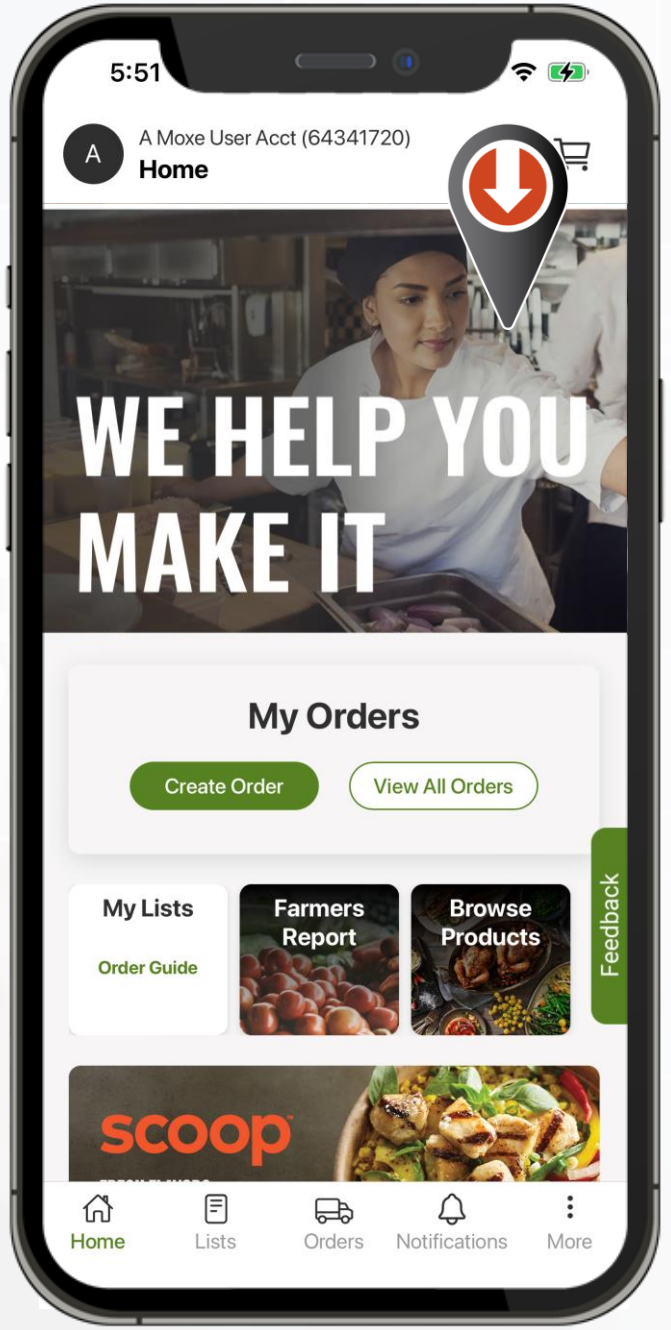
- Replace the URL text with the corrected “order.usfoods.com”
- Then click “Save”



Getting Started

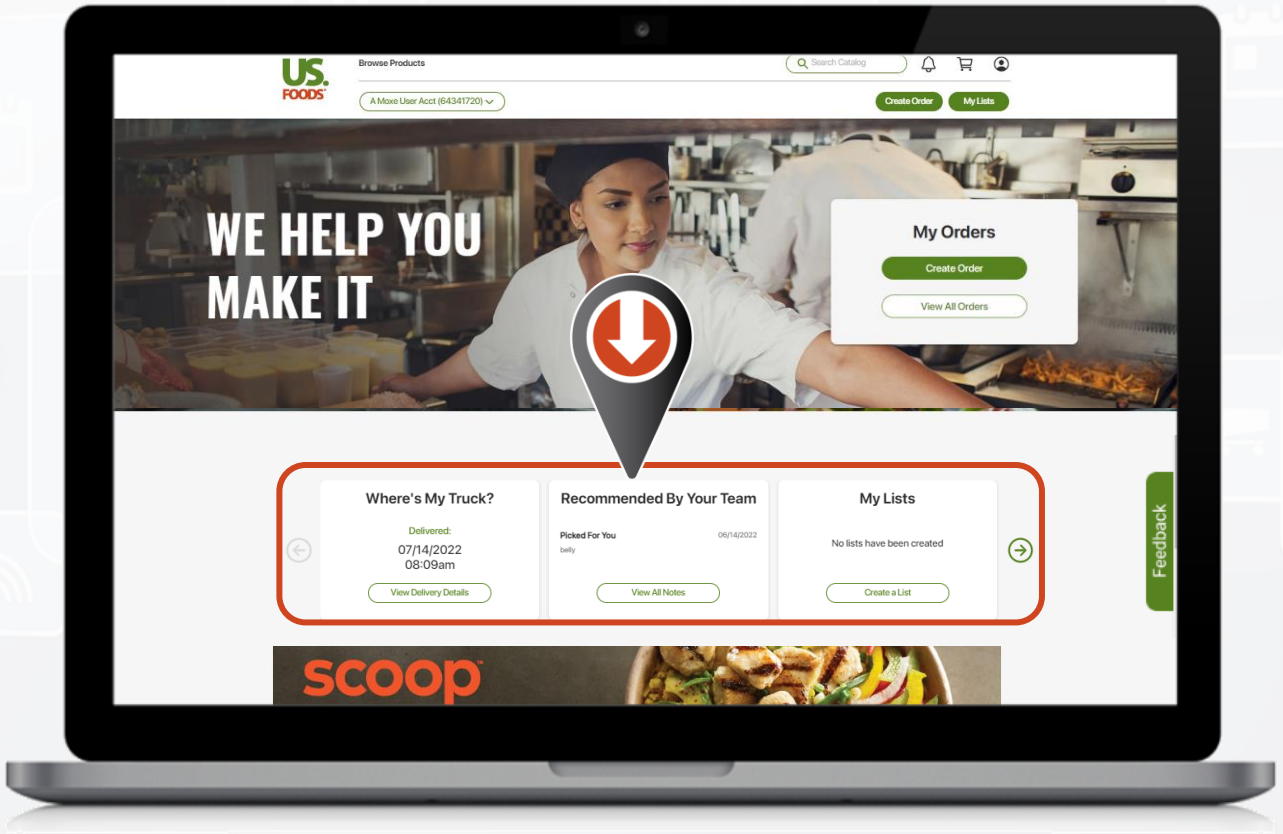
Home Page

Modern and intuitive design is Making Operator Xperiences ēasy



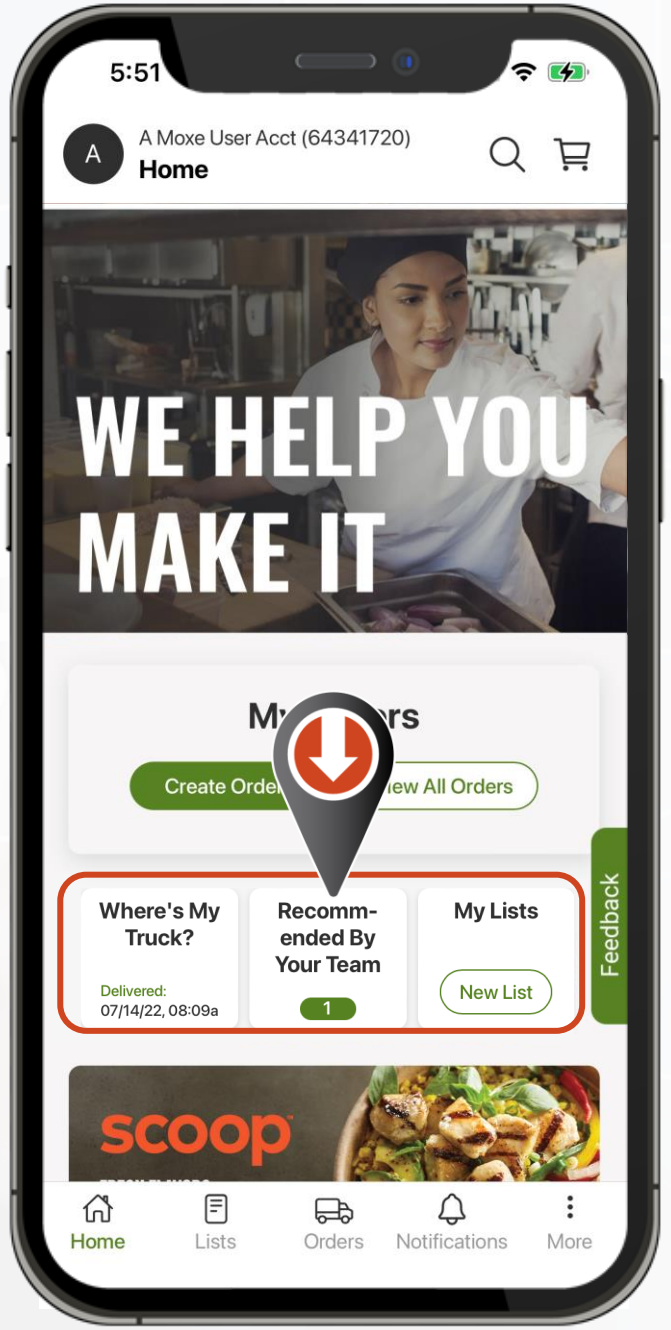
Getting Started

Home Page



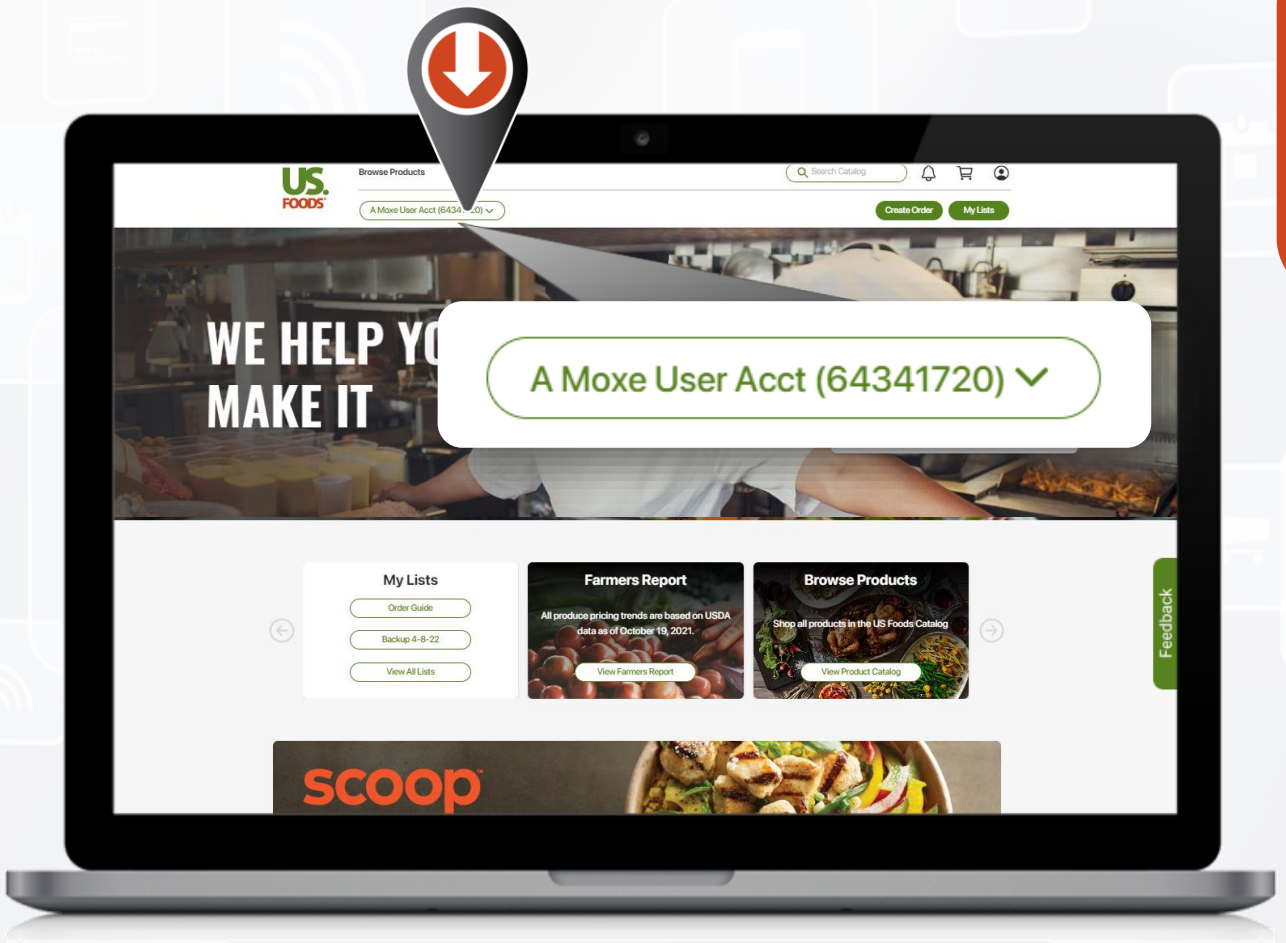
The Home page is personalized for each user.

The Home page "Tiles" will show relevant information and enable quick navigation to areas of immediate interest.

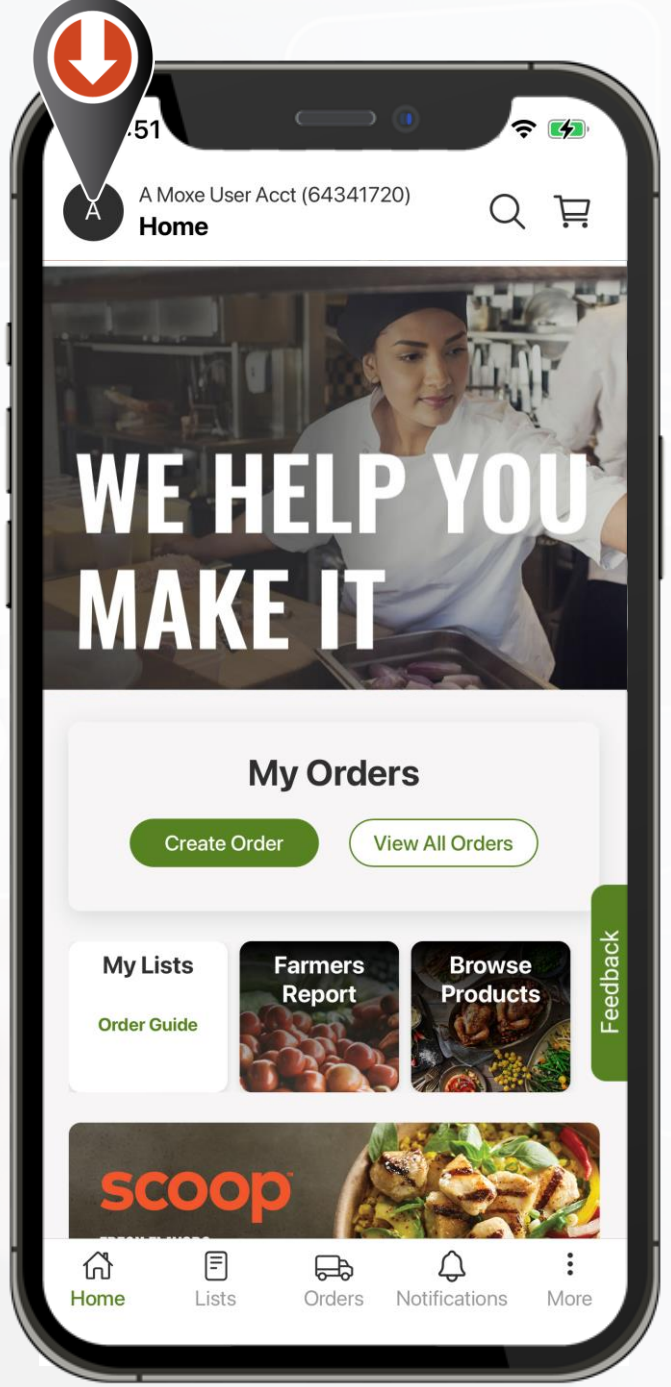


Getting Started

Customer List

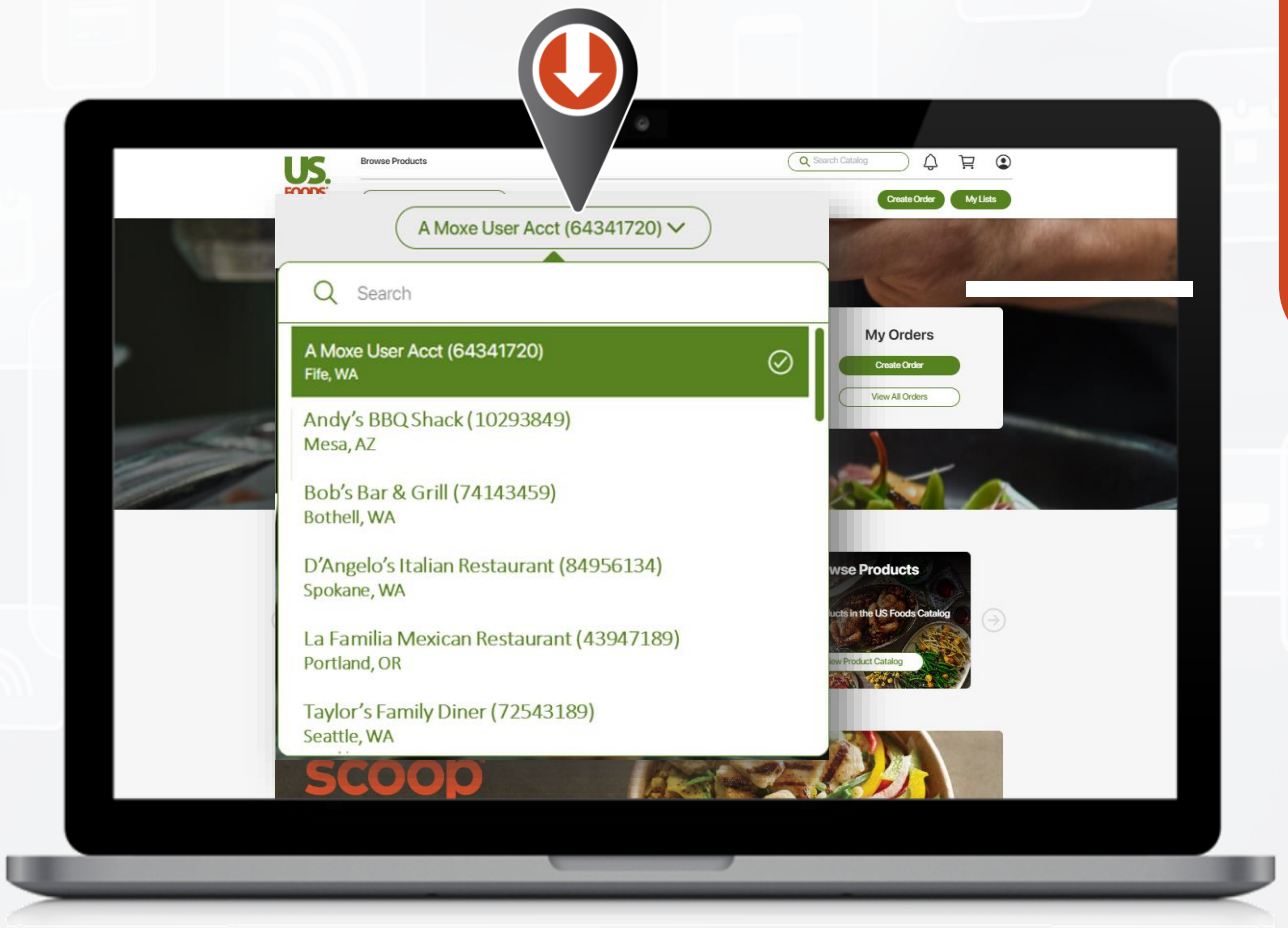


Select the upper left options to change locations if you have access to more than one account.

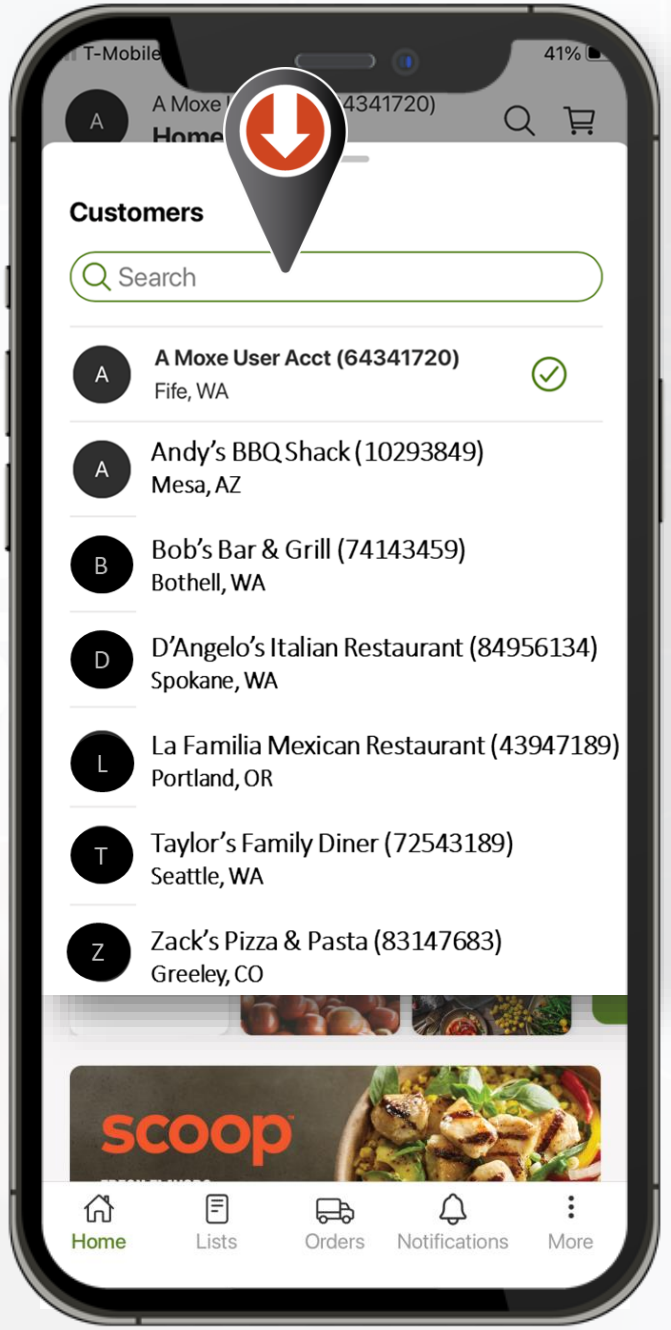


Getting Started

Customer List

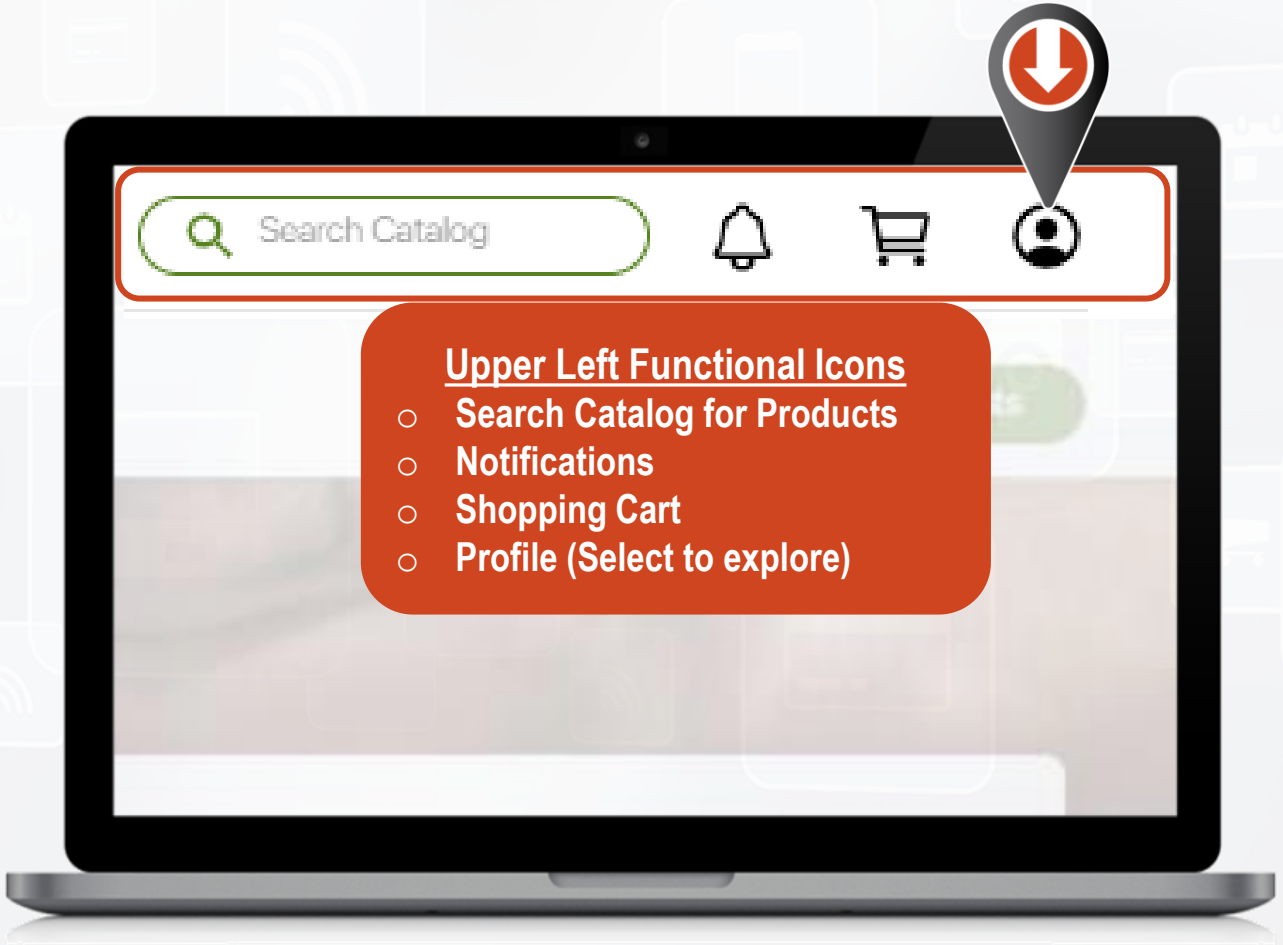


Select Customers from the displayed list or use the "Search" option if you have a large list to choose from.



Getting Started

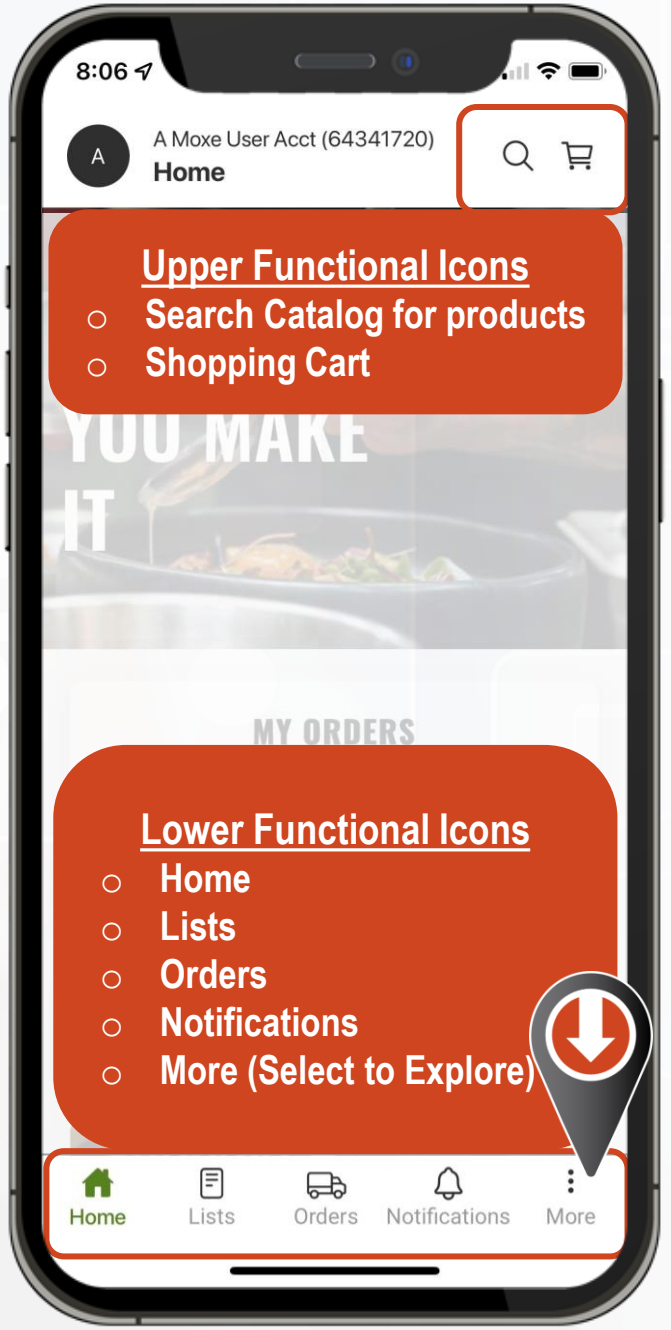
Functional Icons



Upper Left Functional Icons

- Search Catalog for Products
- Notifications
- Shopping Cart
- Profile (Select to explore)

Functional icons are maximized for modern desktop and mobile navigation.



Upper Functional Icons

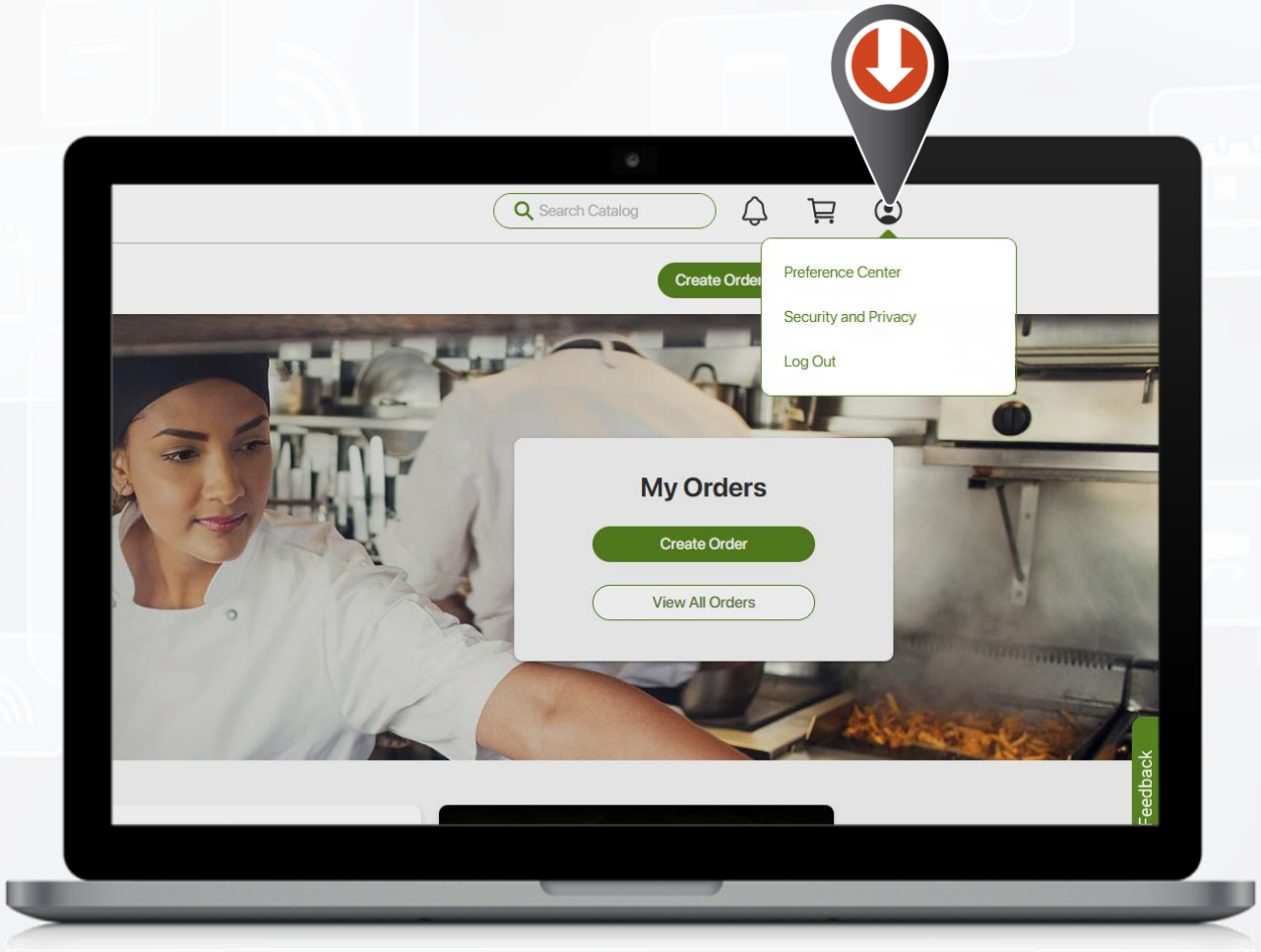
- Search Catalog for products
- Shopping Cart

Lower Functional Icons

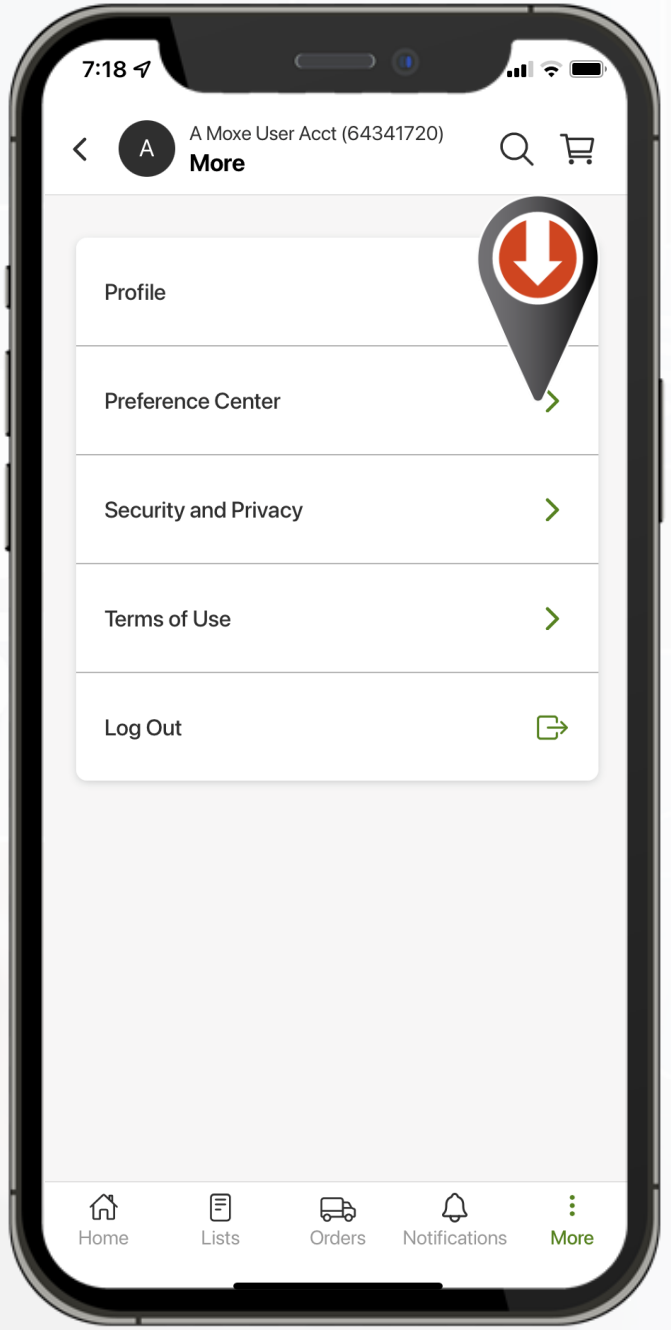
- Home
- Lists
- Orders
- Notifications
- More (Select to Explore)

Getting Started

Profile / Preferences

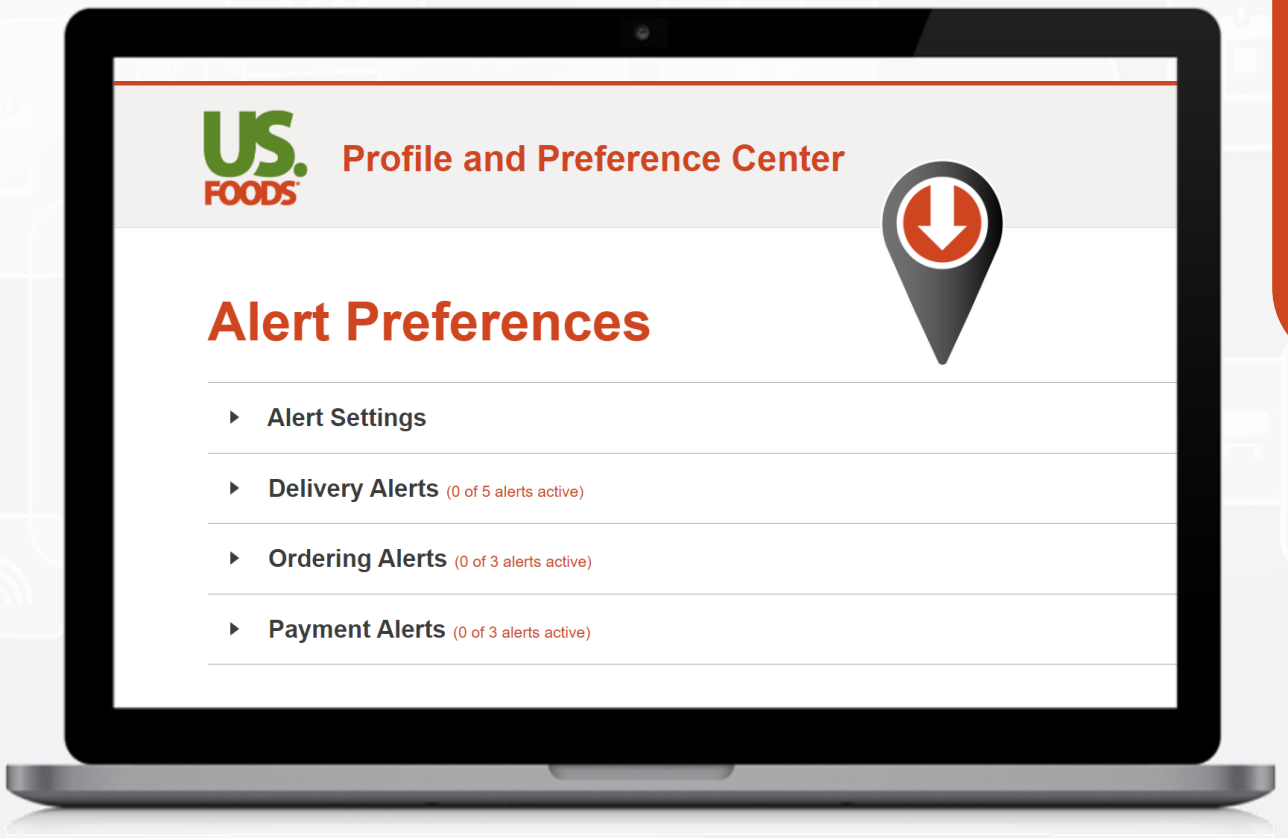


Select “Preference Center” to manage alerts.



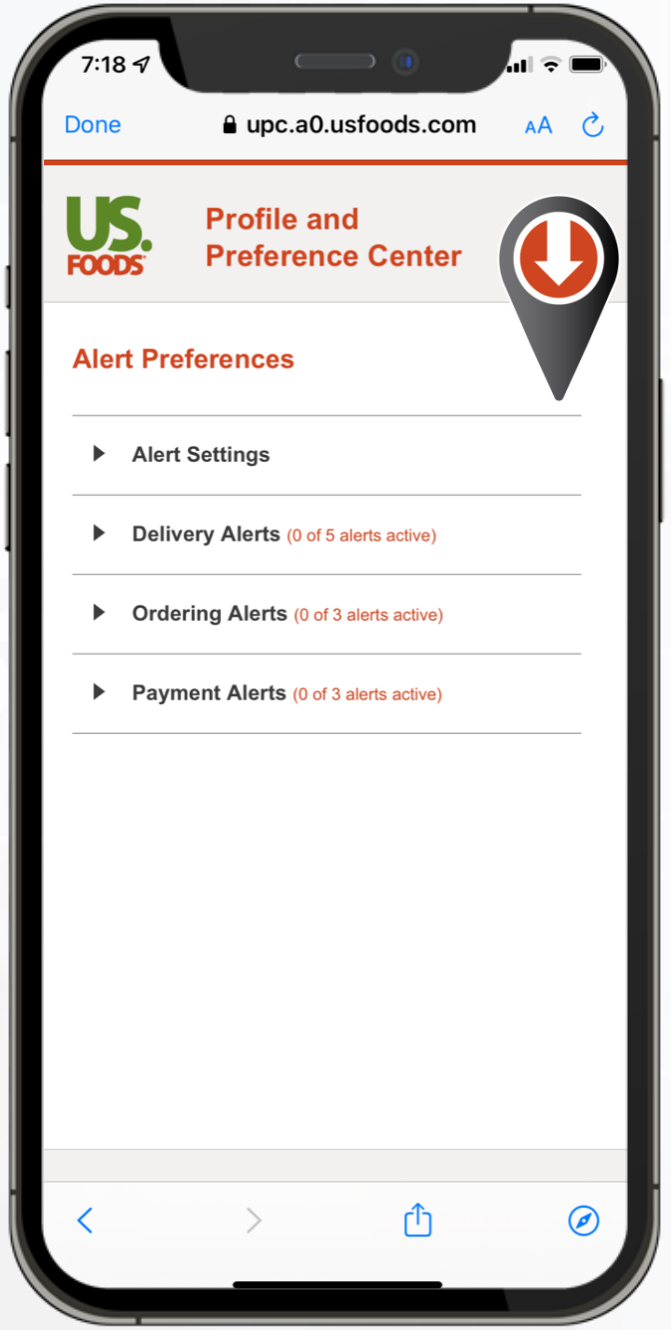
Getting Started

Profile / Preferences



From the Profile and Preference Center, you can manage alerts for:

- Alert Settings
- Deliveries
- Orders
- Payments



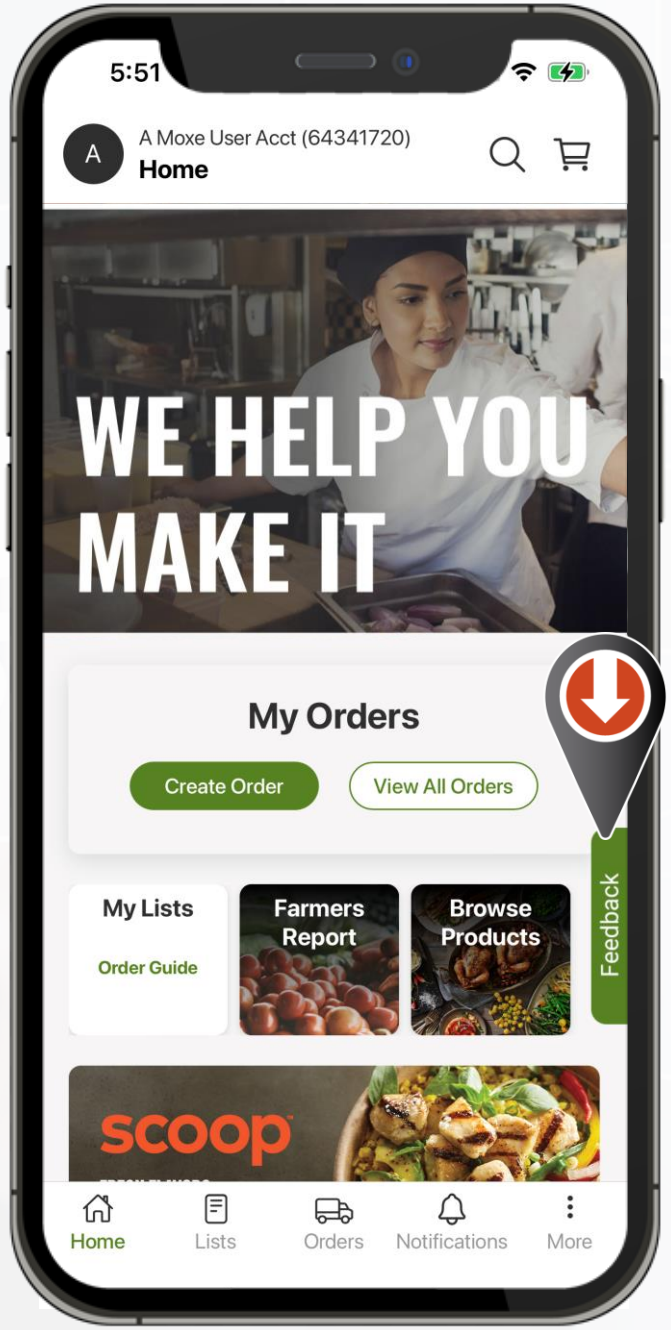
Getting Started

Feedback

Fixed on the lower right side is an icon for "Feedback".

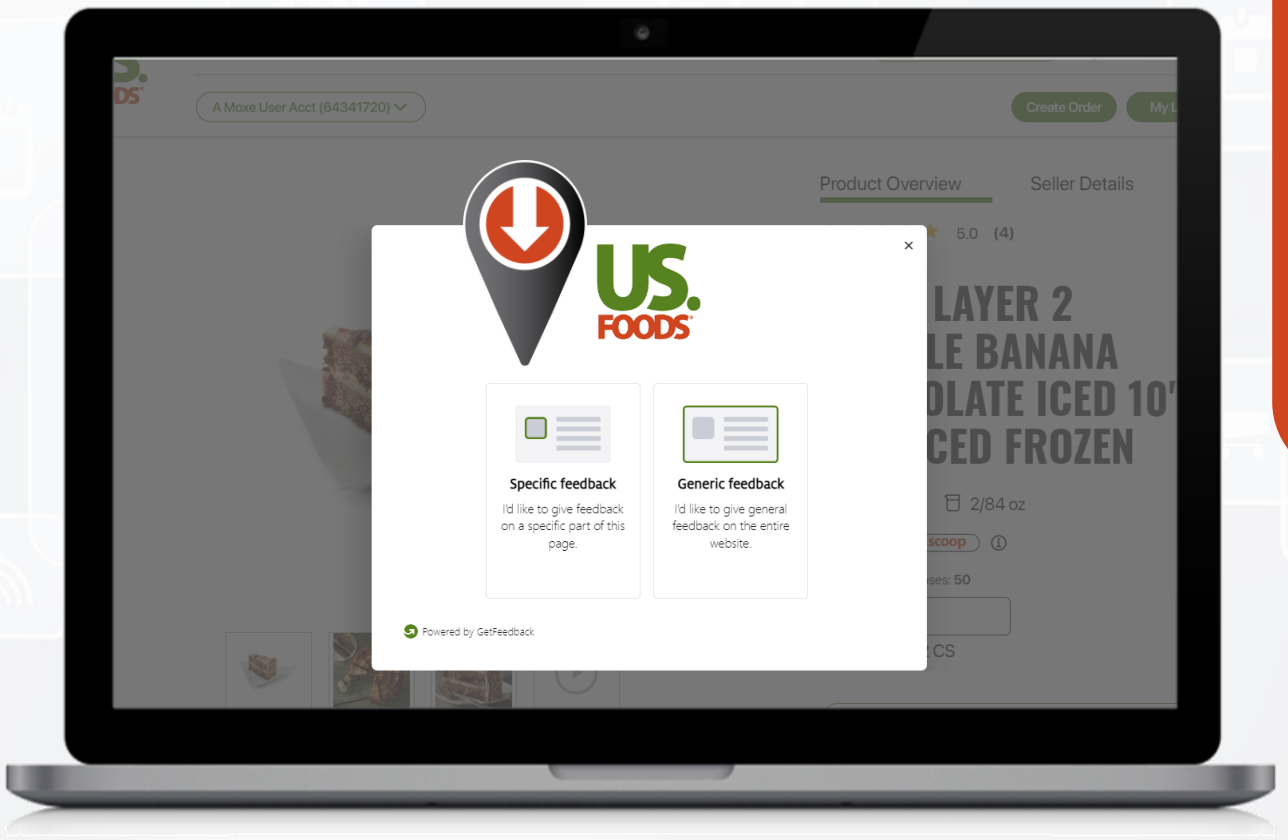
This option will appear on all pages in MOXē.

Select this icon to provide general or specific feedback on functions in MOXē.



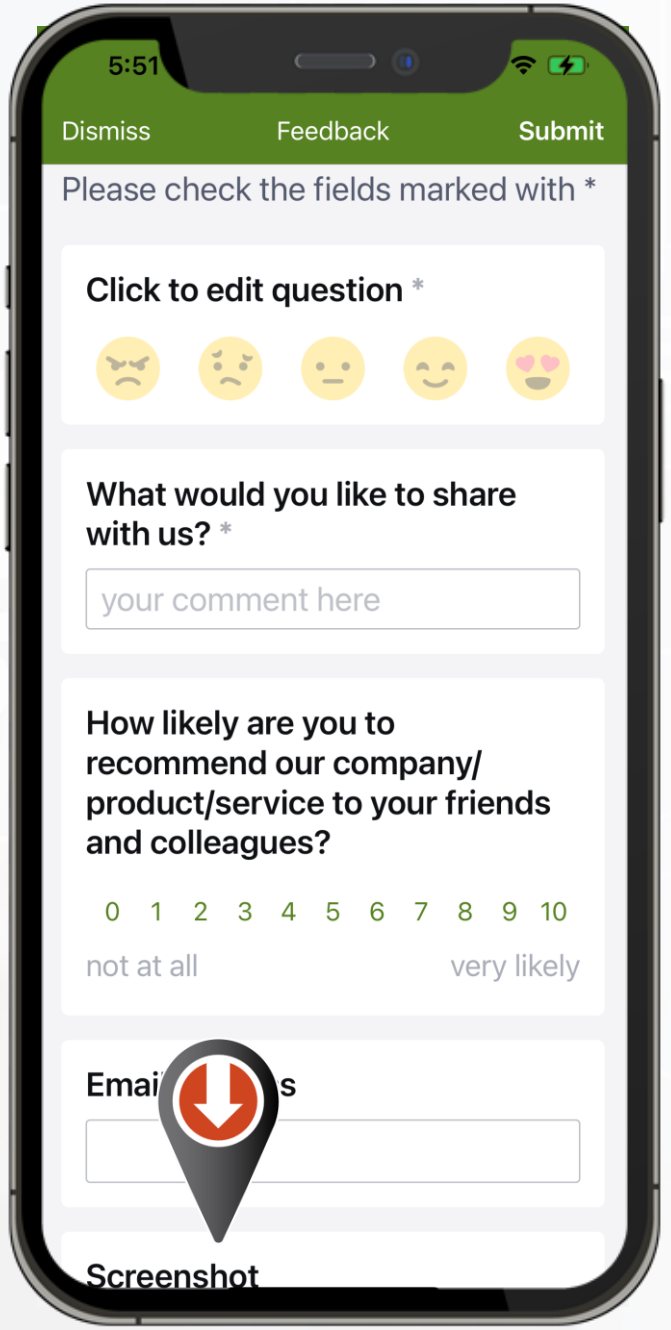
Getting Started

Feedback



When you select the "Feedback" option on desktop you will see choices for Generic or Specific feedback.

On Mobile or Tablet it will Screenshot the page you are currently viewing to provide feedback.



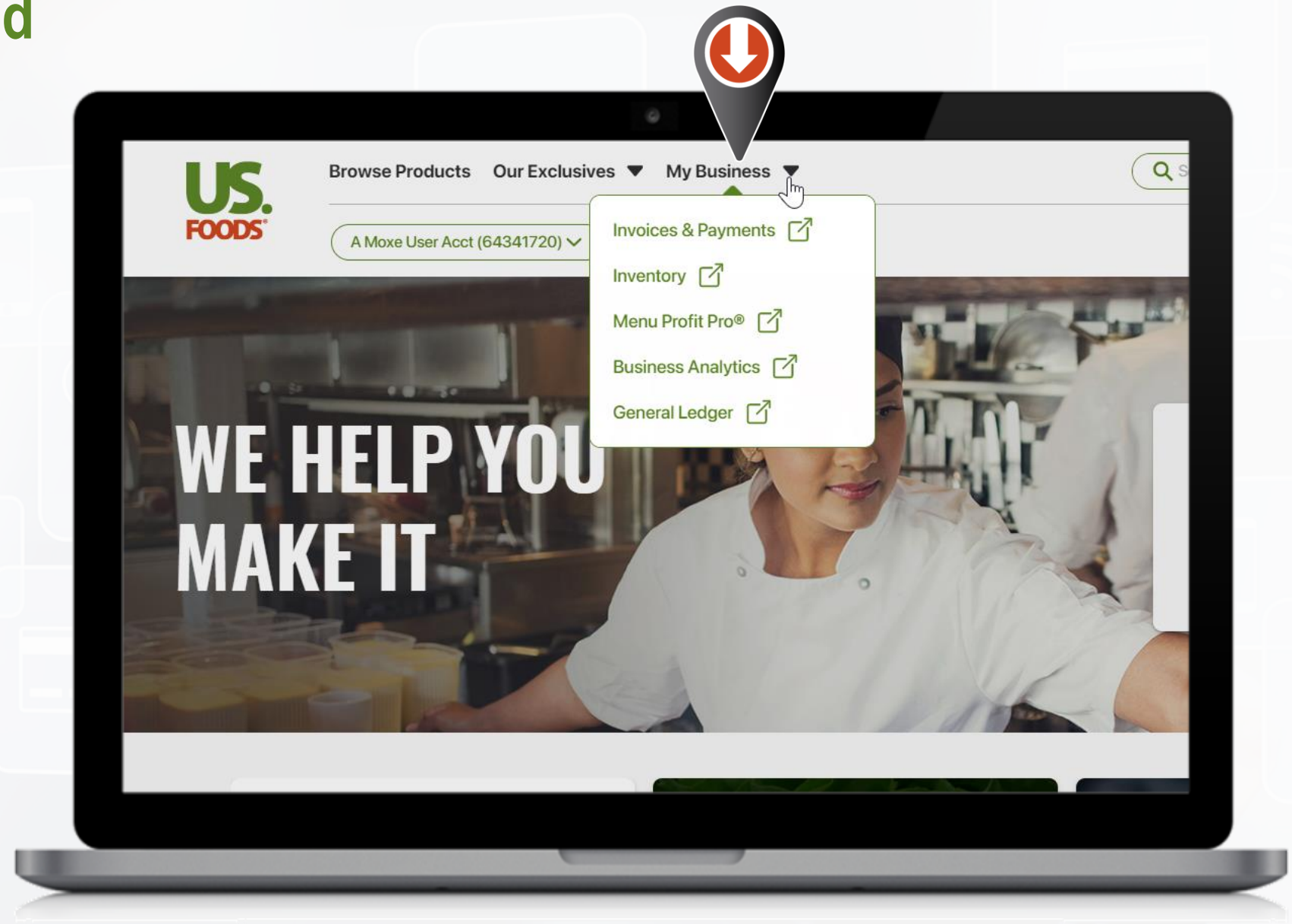
Getting Started

My Business Tools

US Foods Online Tools are accessible for desktop users by hovering over the “My Business” option in the upper section of the home page.

These Links will direct users to the following tools:

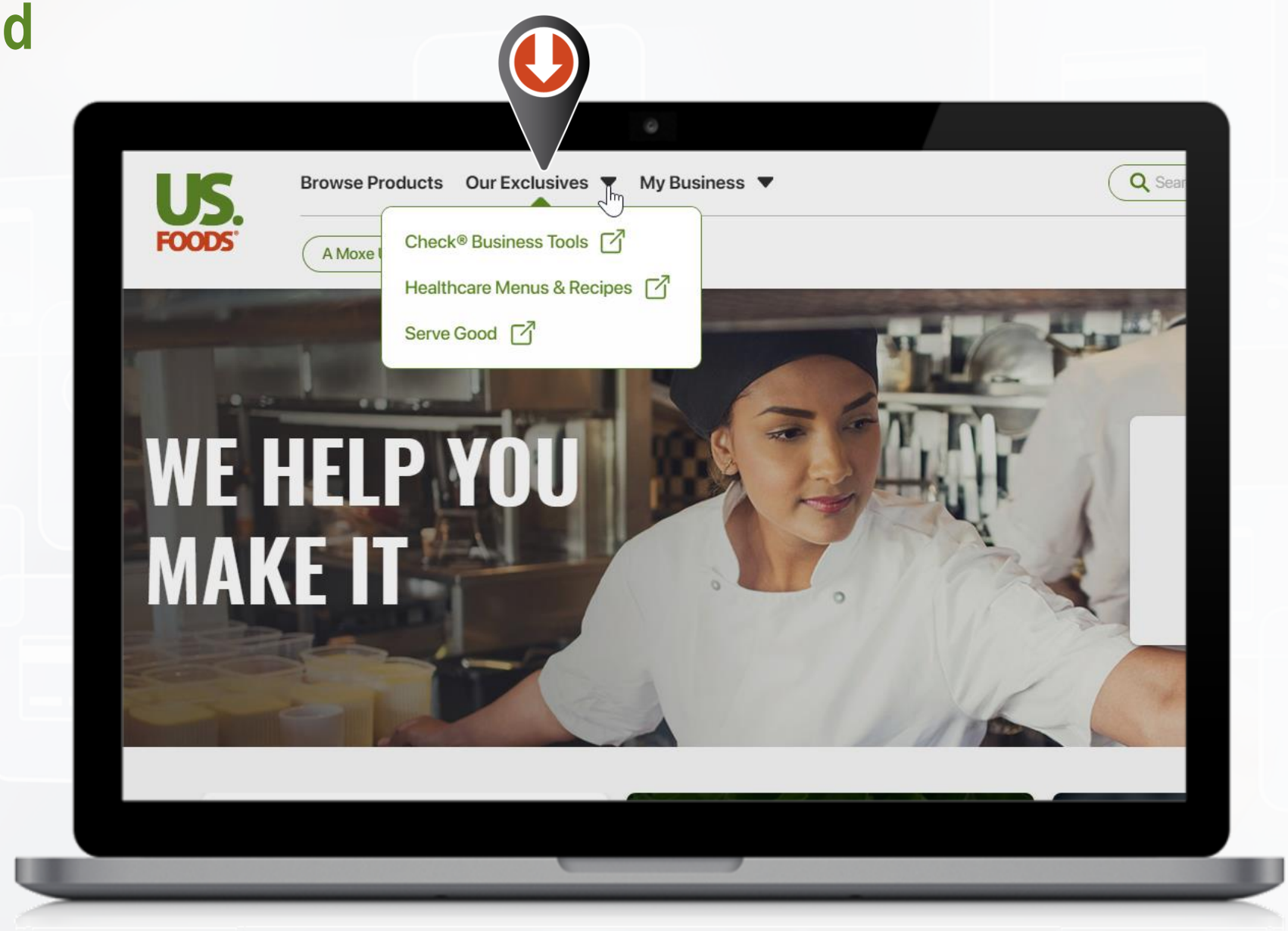
- Invoices & Payments
- Inventory
- Menu Profit Pro
- Business Analytics
- General Ledger



Getting Started

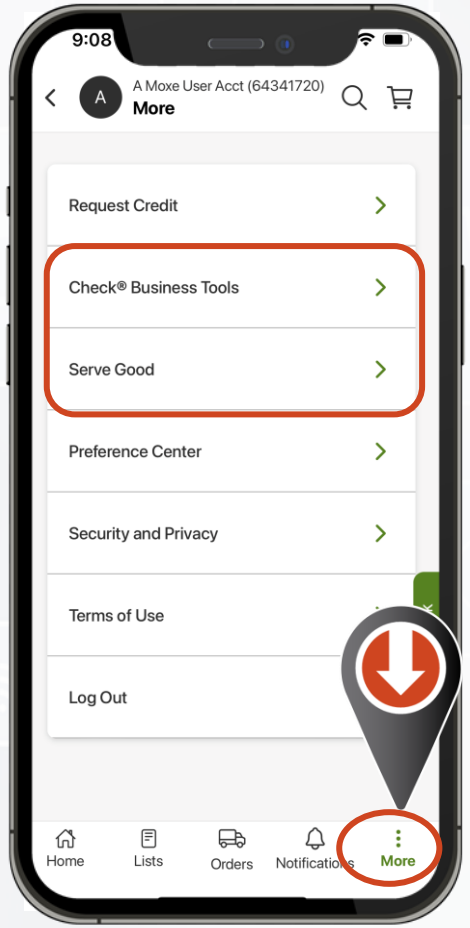
My Business Tools

Desktop users also have access to usfoods.com “Check Business Tools”, Healthcare Menus & Recipes and “Serve Good” resources by selecting the “Our Exclusives” option.

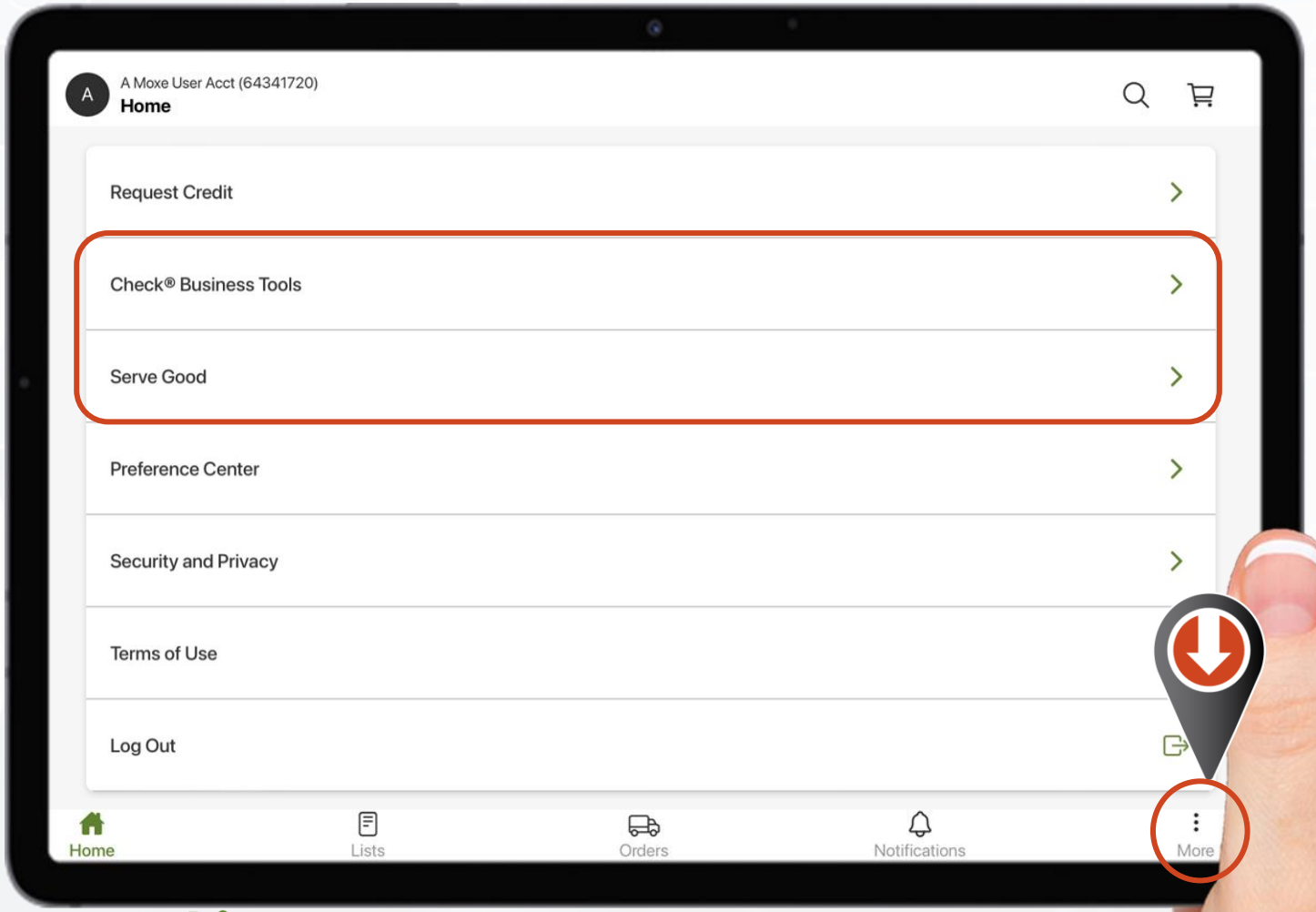


Getting Started

My Business Tools

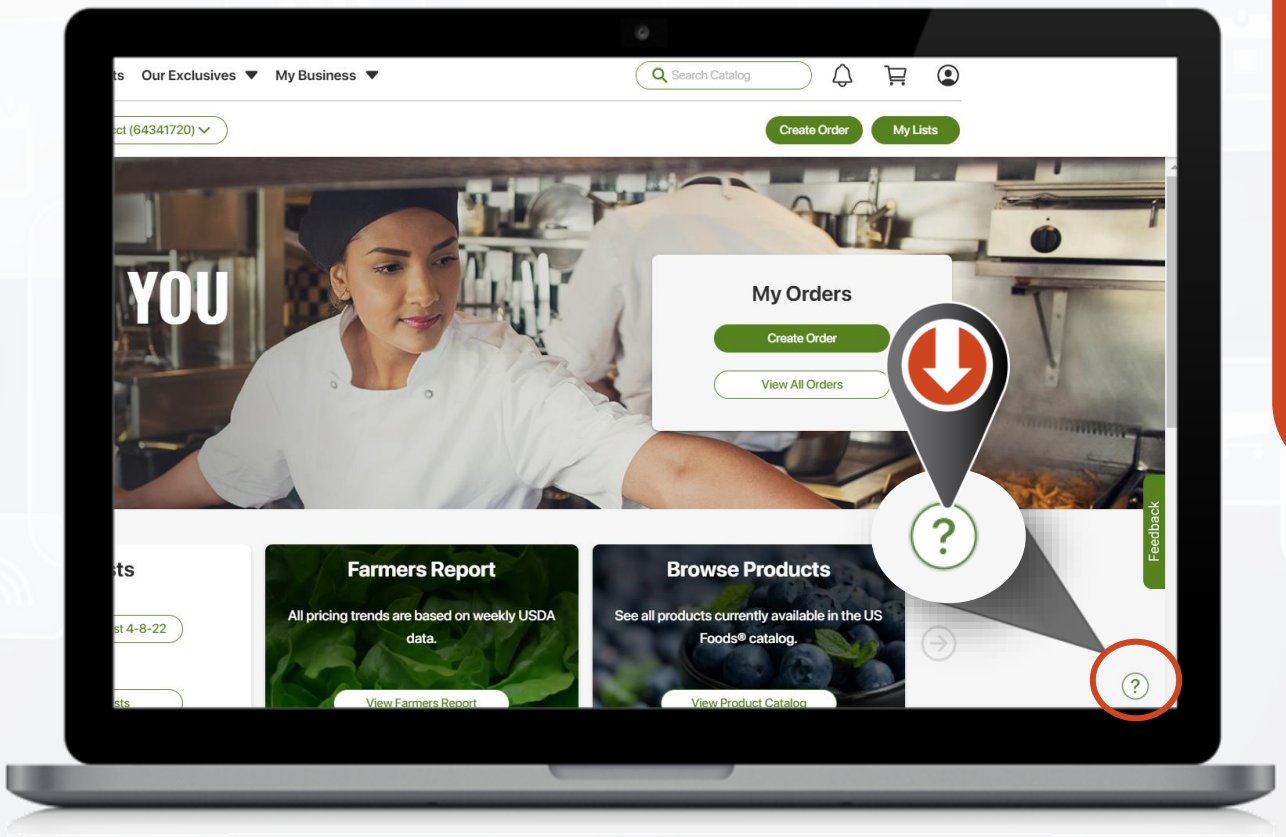


Mobile App users have access to usfoods.com "Check Business Tools" and "Serve Good" resources by selecting the "More" option.



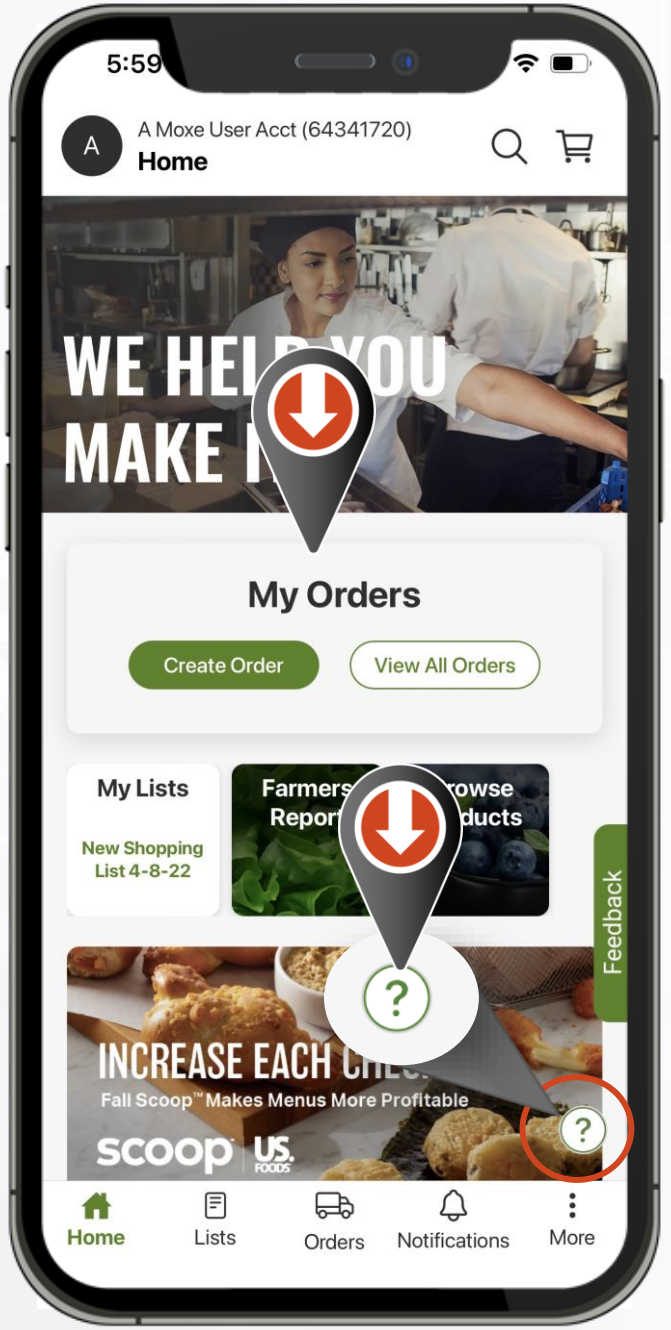
Getting Started

Tool Tips & Help Center Resources



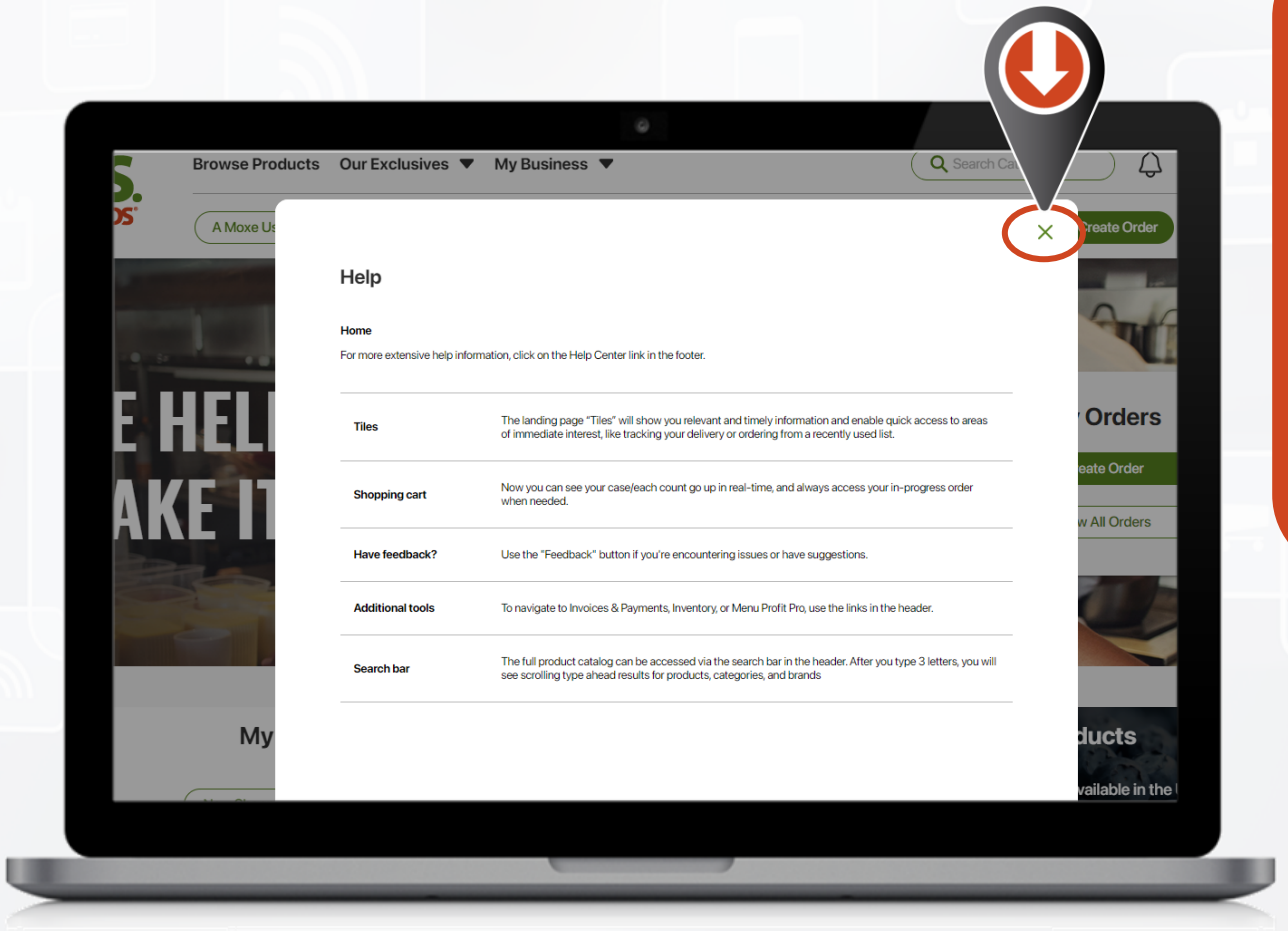
MOXē is loaded with "Tool Tips" to acclimate new users with the application.

When you see the "?" on the lower right of any page on desktop, mobile or tablet this indicates there are helpful tips.



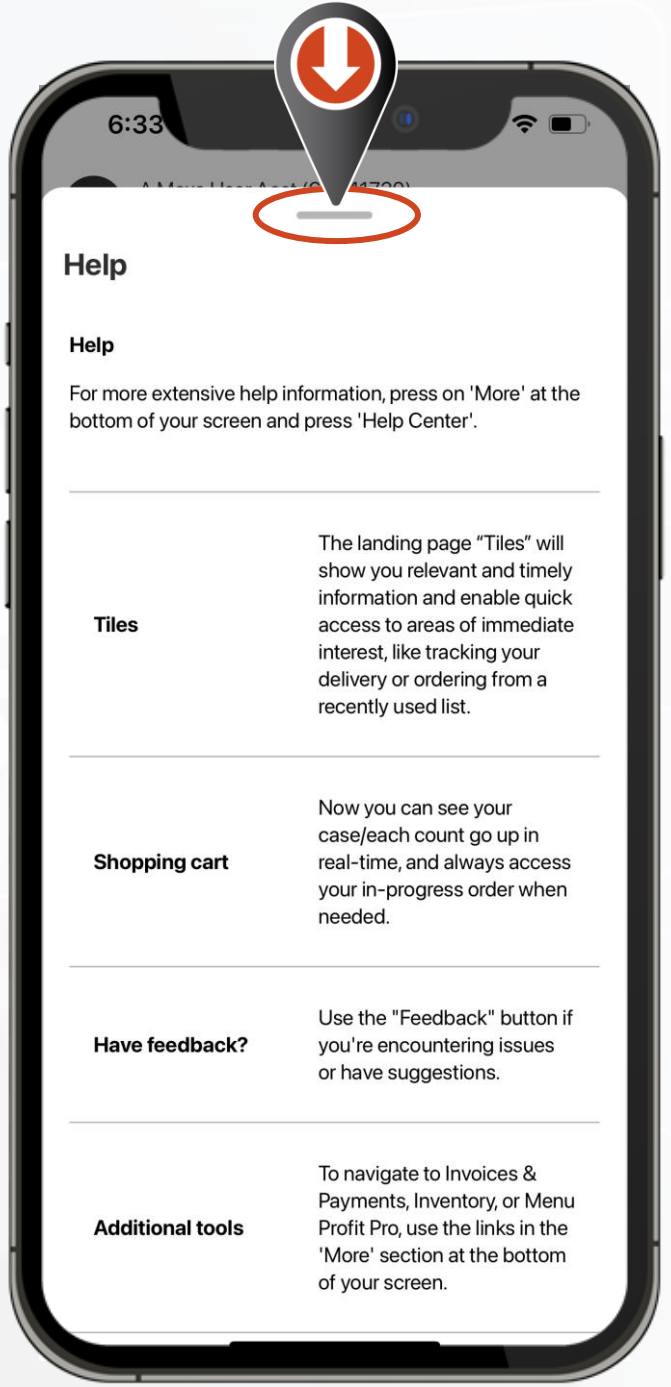
Getting Started

Tool Tips & Help Center Resources



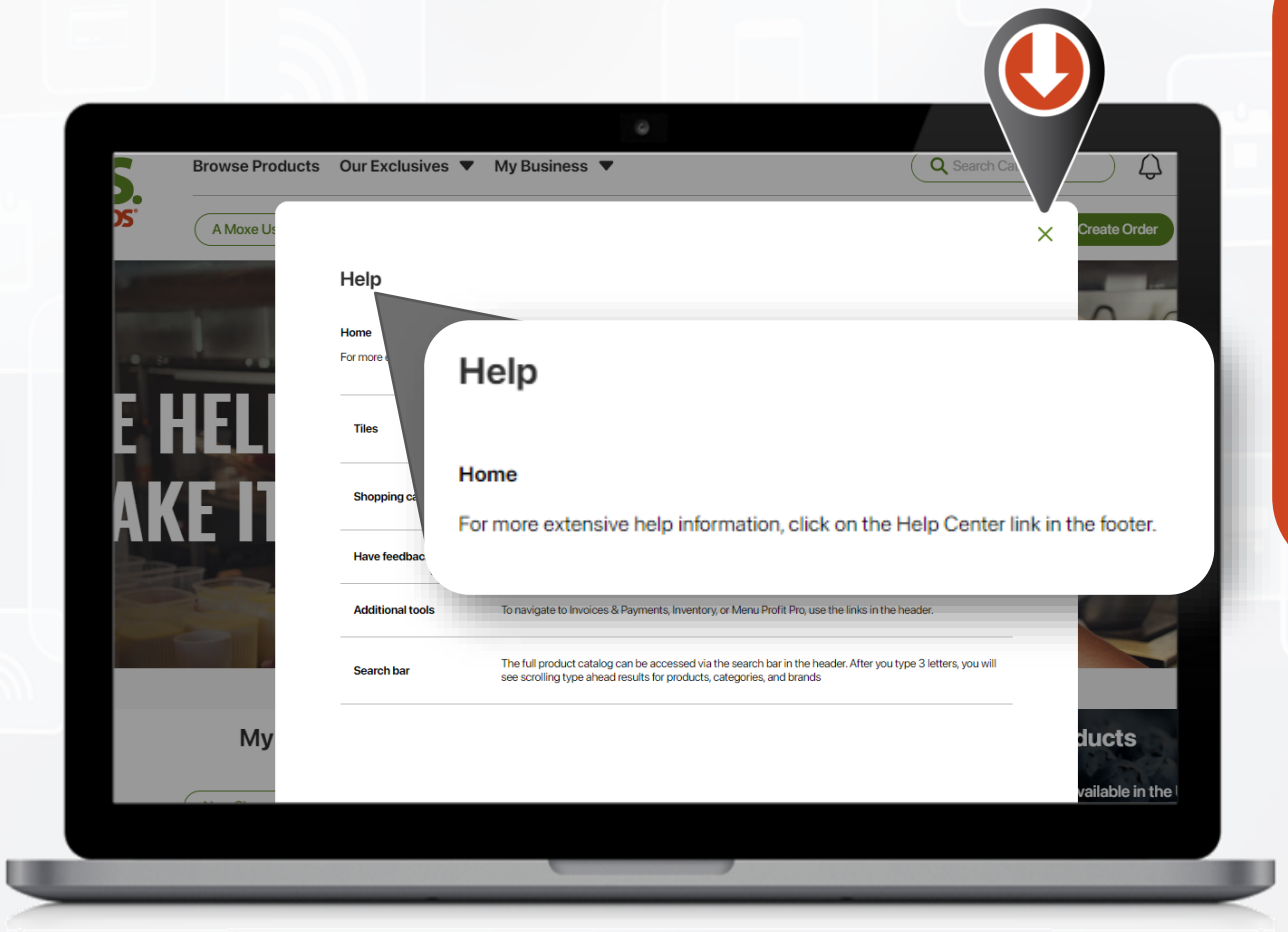
Selecting the "?" on any page will open a window with Tool Tips relevant to the function on that page.

To close the Tool Tips window, click the "X" on desktop and swipe down on mobile and tablet



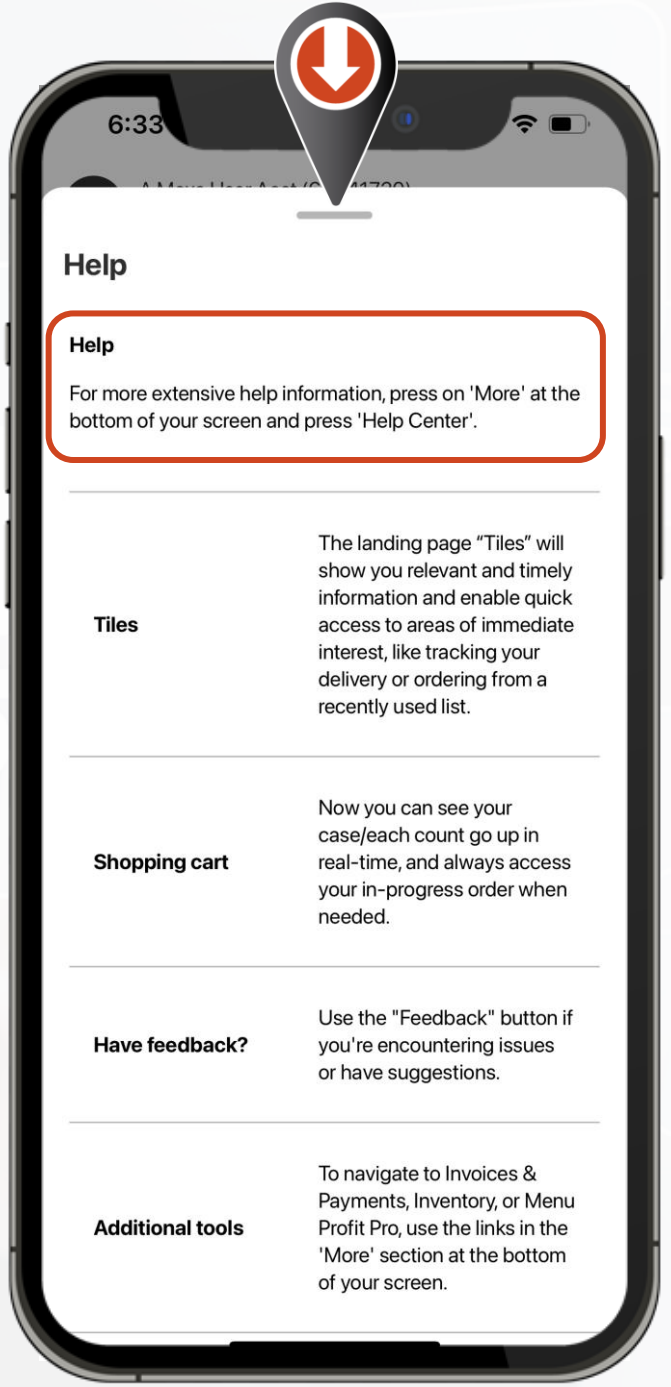
Getting Started

Tool Tips & Help Center Resources



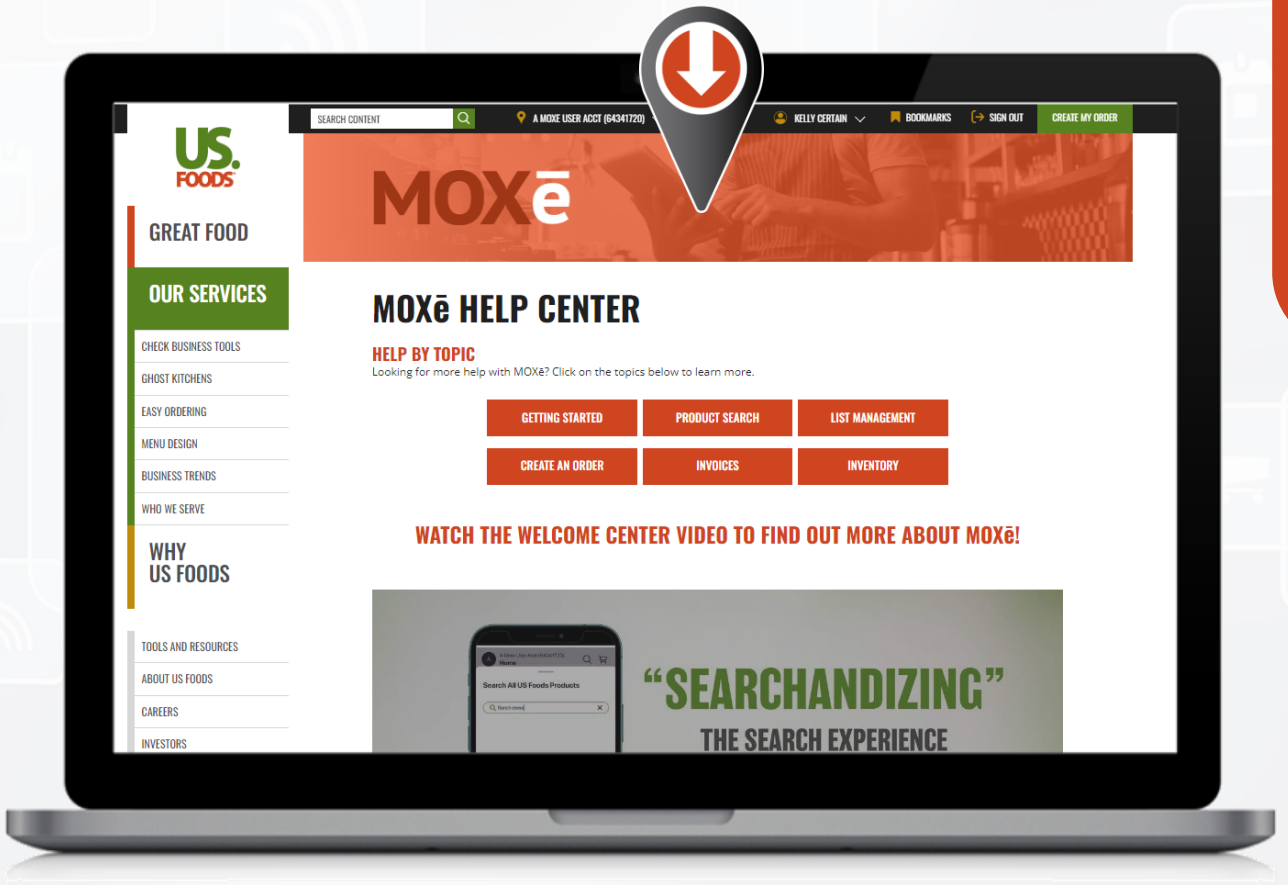
You will also see instructions on the tool tips window on how to access the "Help Center"

In the page "Footer" on desktop and in the "More" option on mobile & tablet.

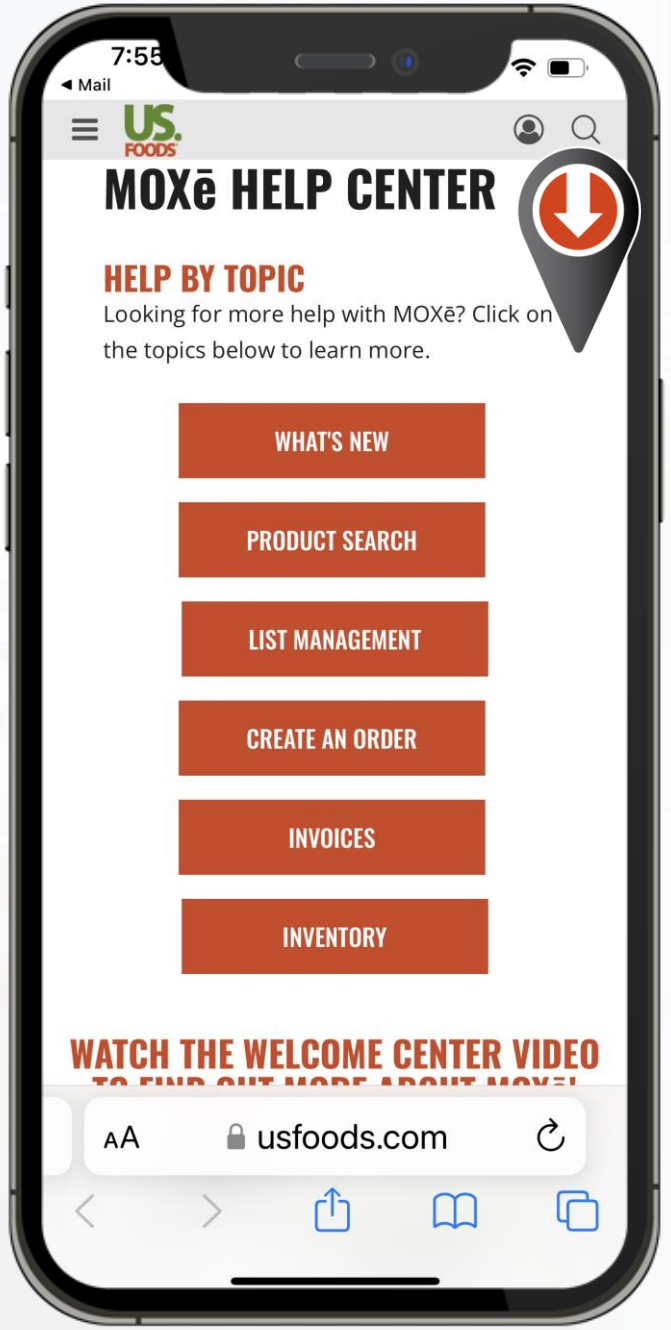


Getting Started

Tool Tips & Help Center Resources

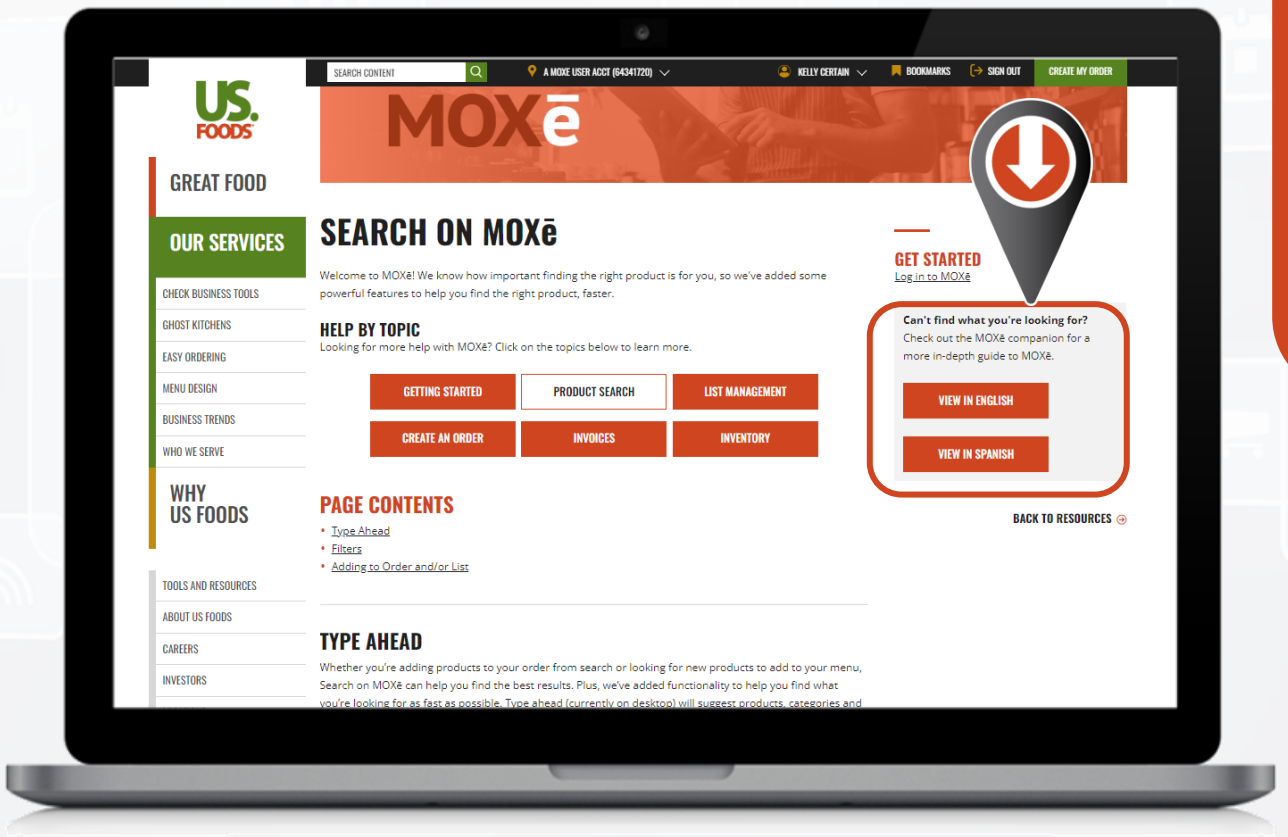


This Help Center allows all users to select specific high-level topics for detailed instructions and impactful videos.

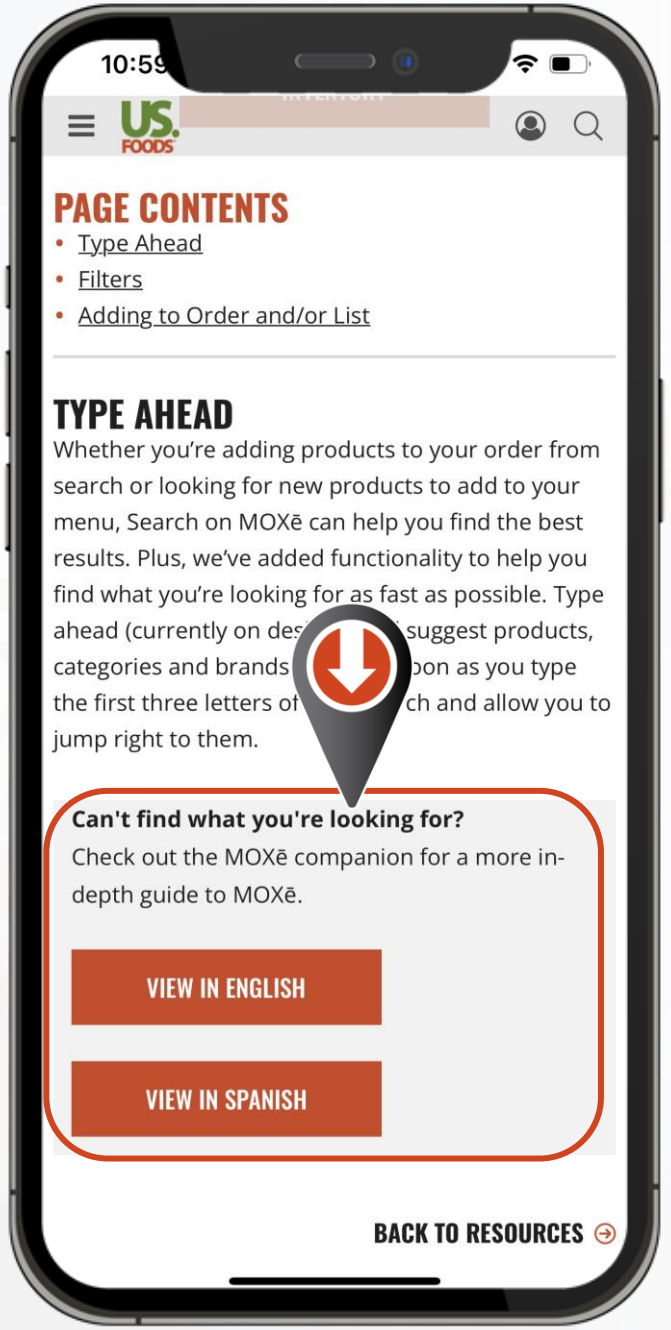


Getting Started

Tool Tips & Help Center Resources



Within each high-level topic there are simple instructions on the page or users can watch the instructional videos or access the MOXē Companion in English or Spanish



Product Search

Subtopics

Please click on a link below to view a subtopic.
Click the icon to return to the main menu.

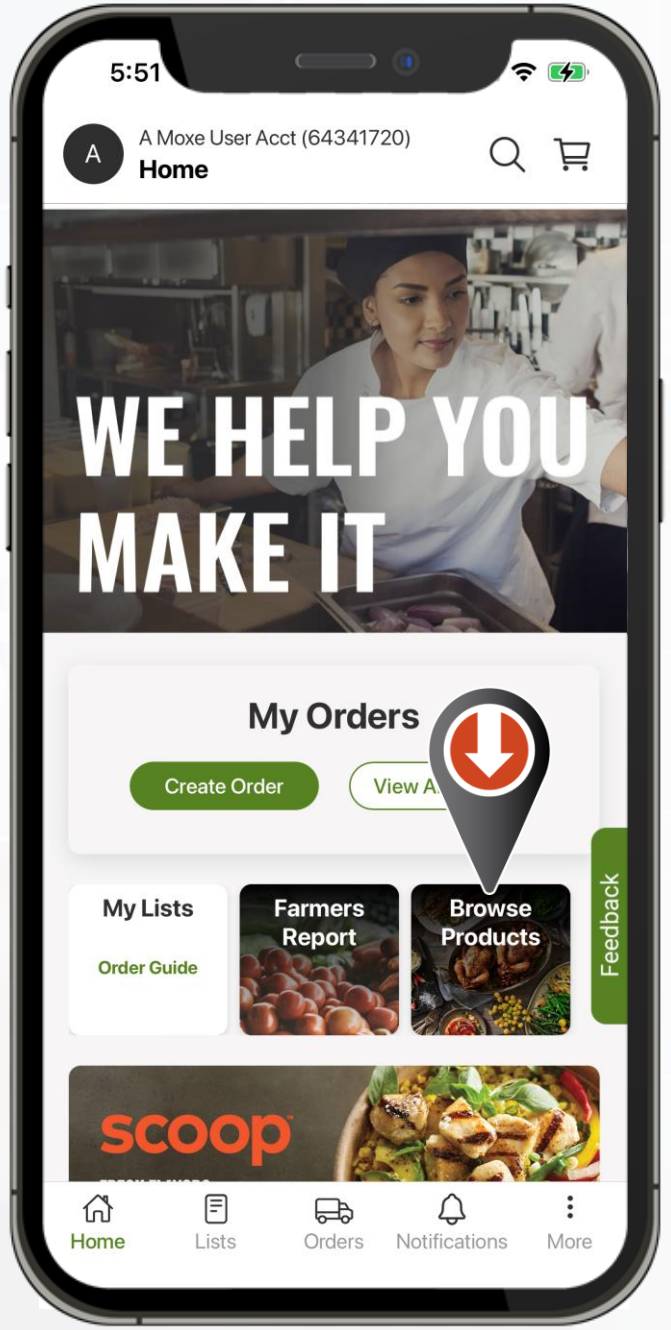
- Browse Products by Category
- Search Products by Description
- Search Products by Product #
- Product Indicators
- Product Compare Feature
- Product Detail Page
- Adding Products to Orders/Lists

Click this icon to return to this menu.

Product Search

Browse Products by Category

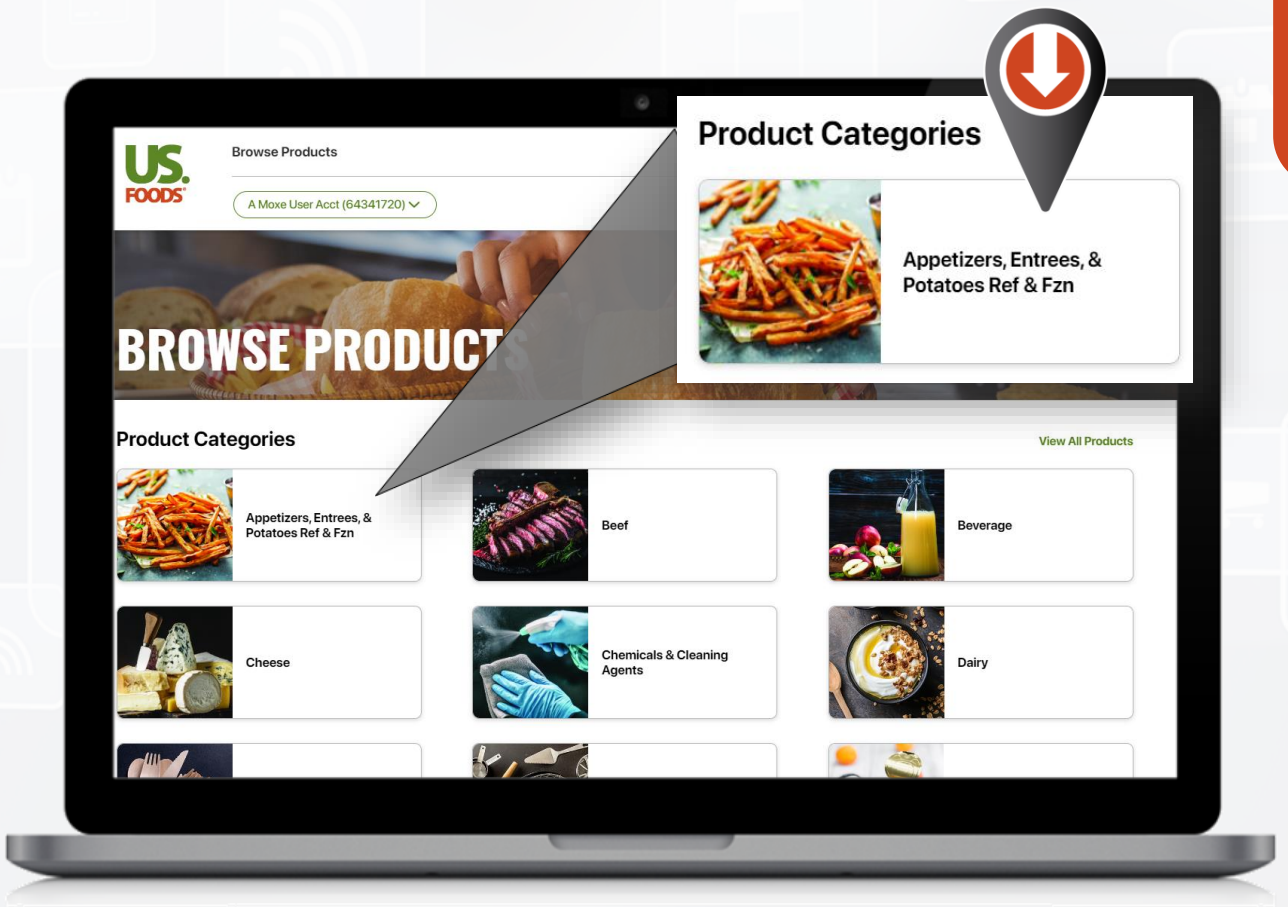
To search by category, select "Browse Products" from the Home page.

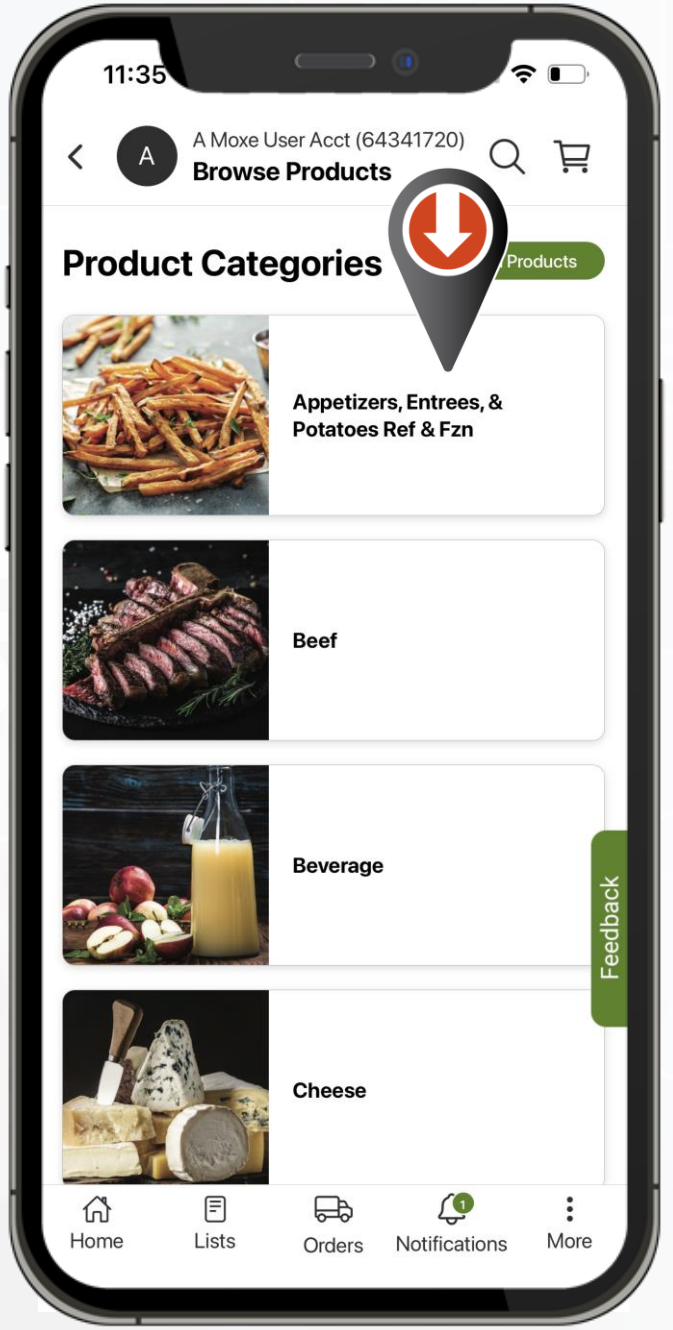


Product Search

Browse Products by Category

Select a product category to narrow your search.

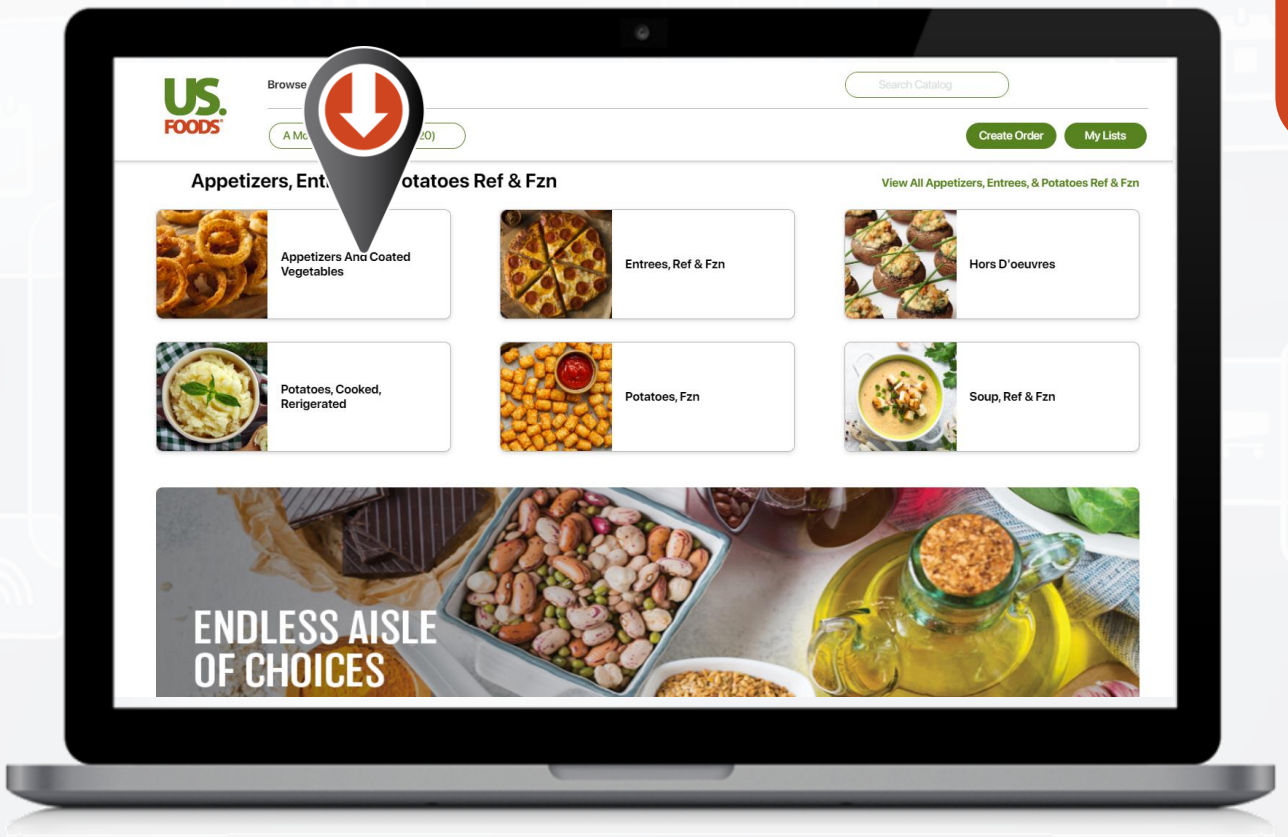


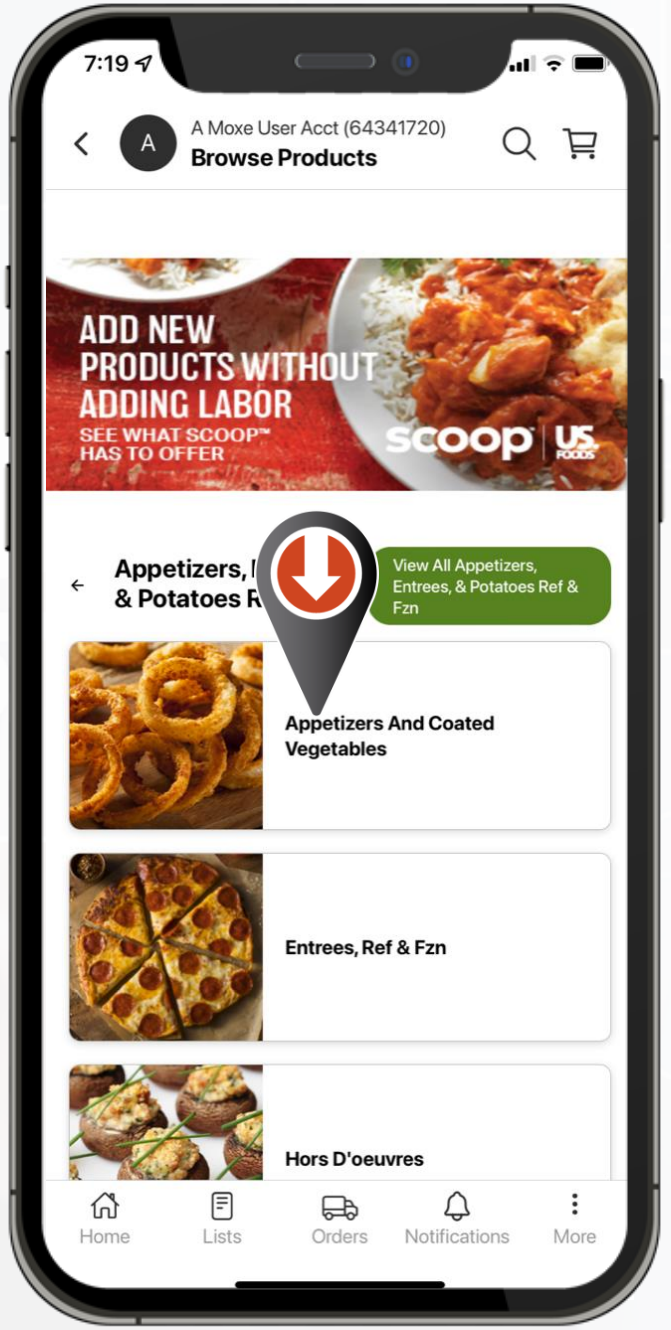


Product Search

Browse Products by Category

Select the desired visual search navigation cartridge to display products.

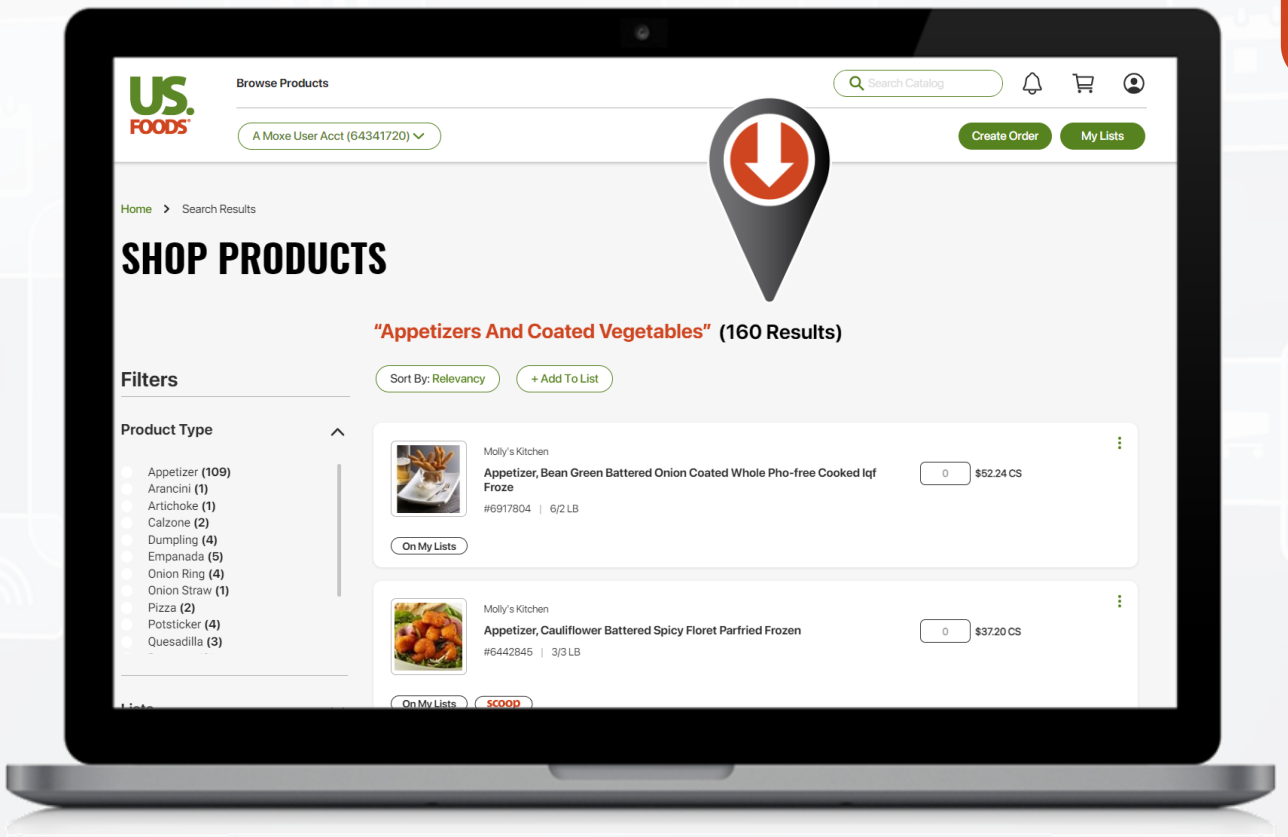


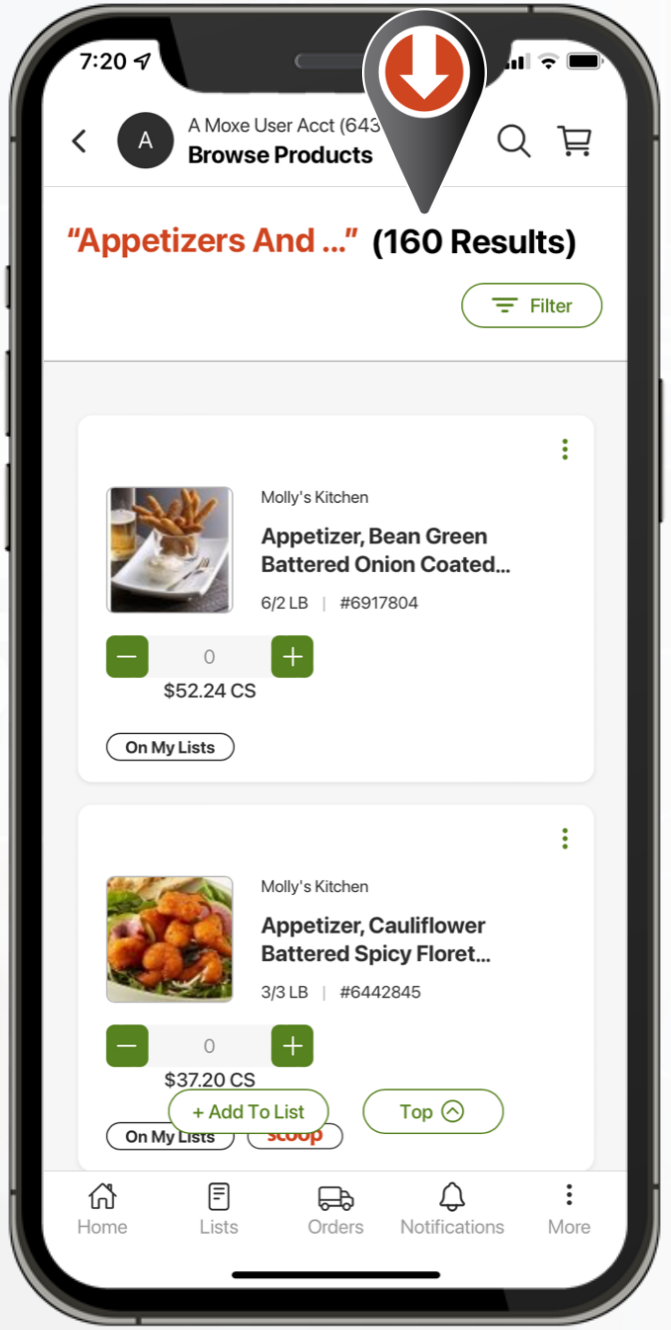


Product Search

Browse Products by Category

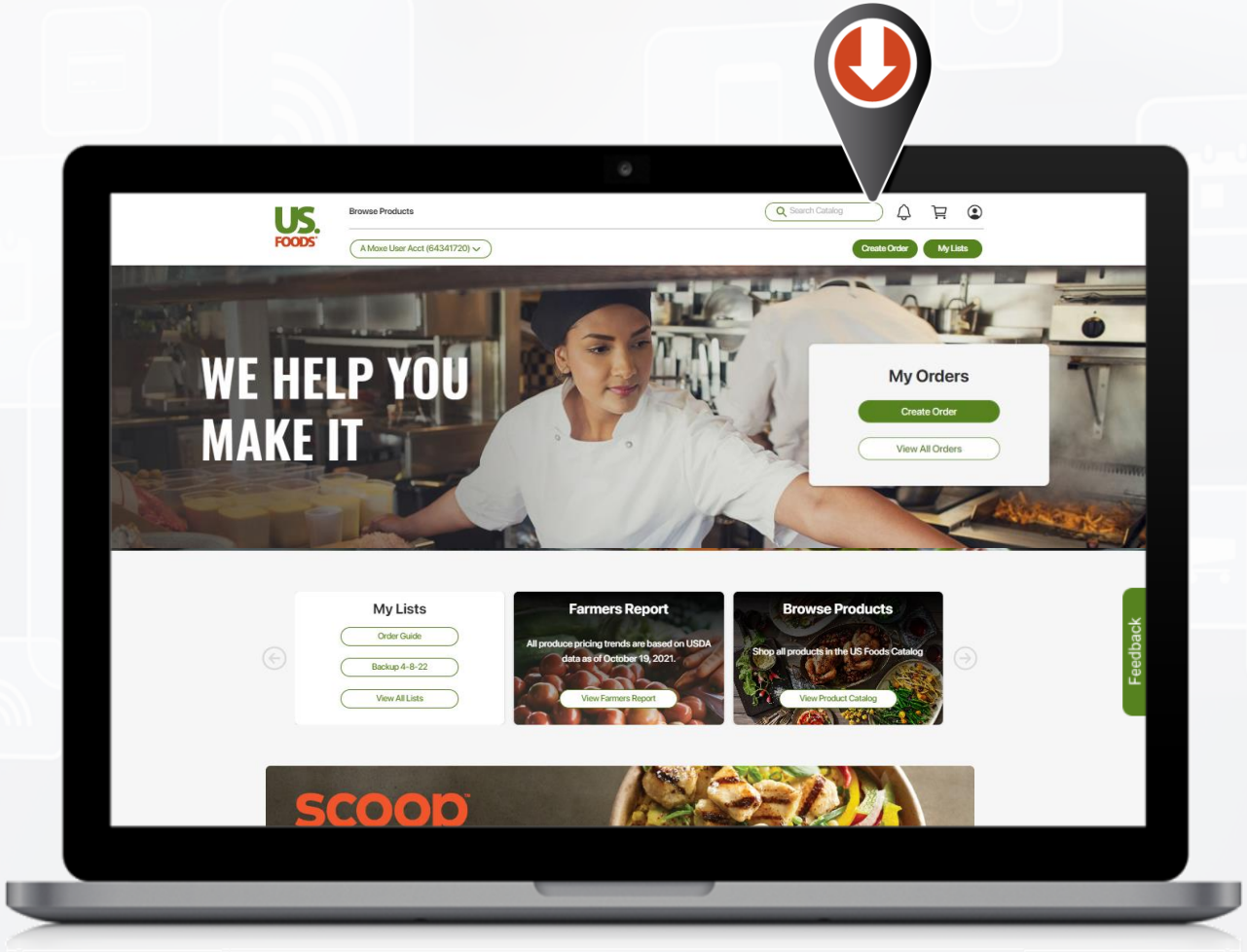
Results for your category search will be displayed.



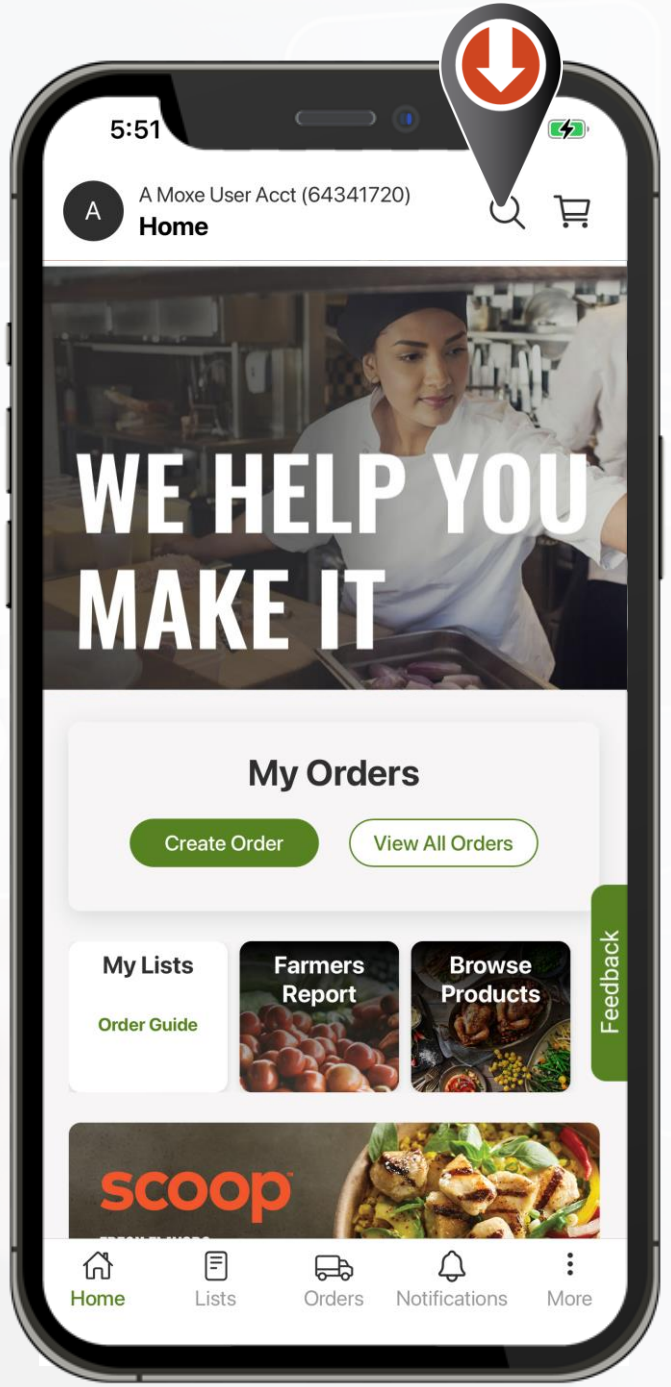


Product Search

Search Products by Description

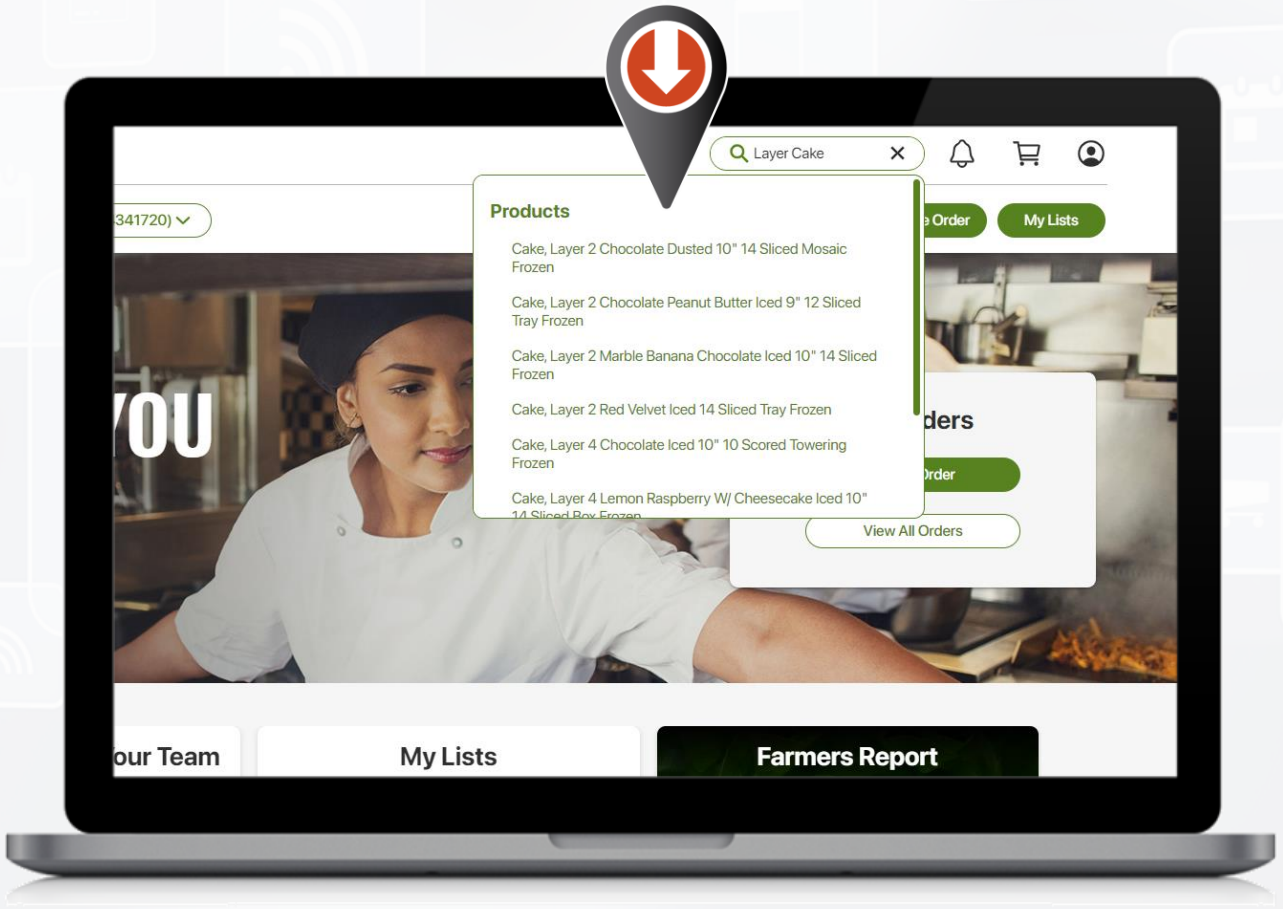


Use the search option at the top of the screen to look up Items by description.



Product Search

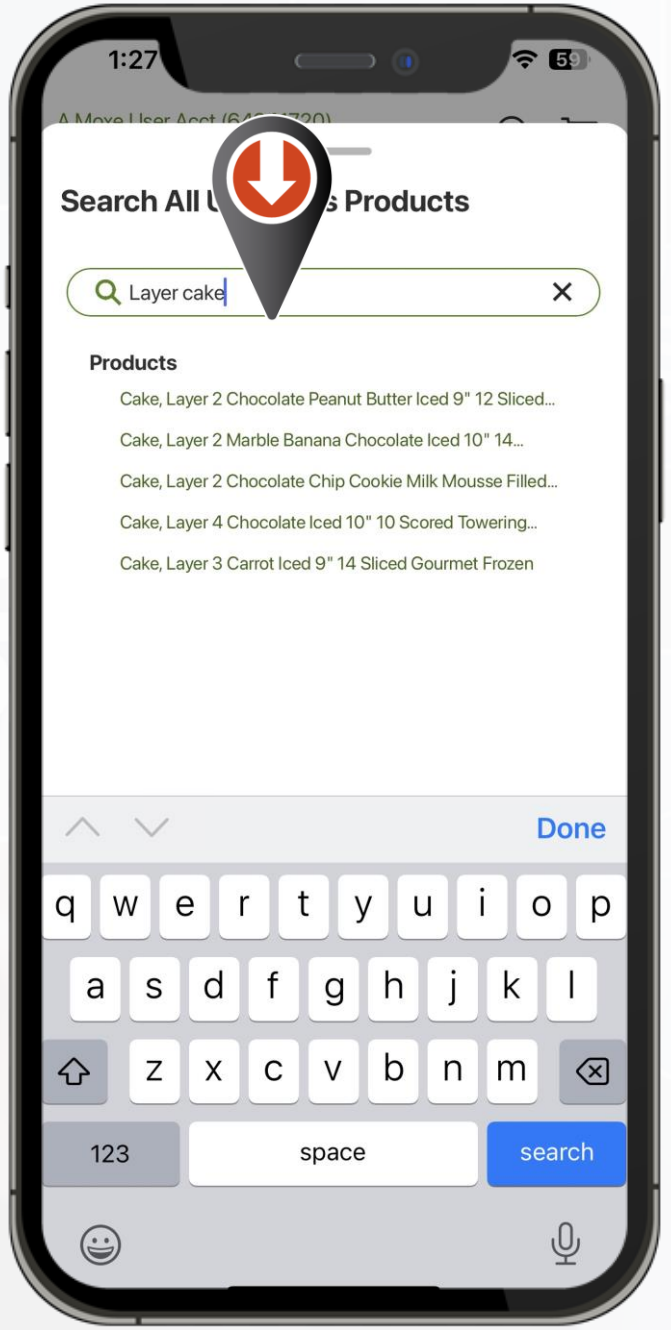
Search Products by Description



Type Ahead feature in desktop & mobile.

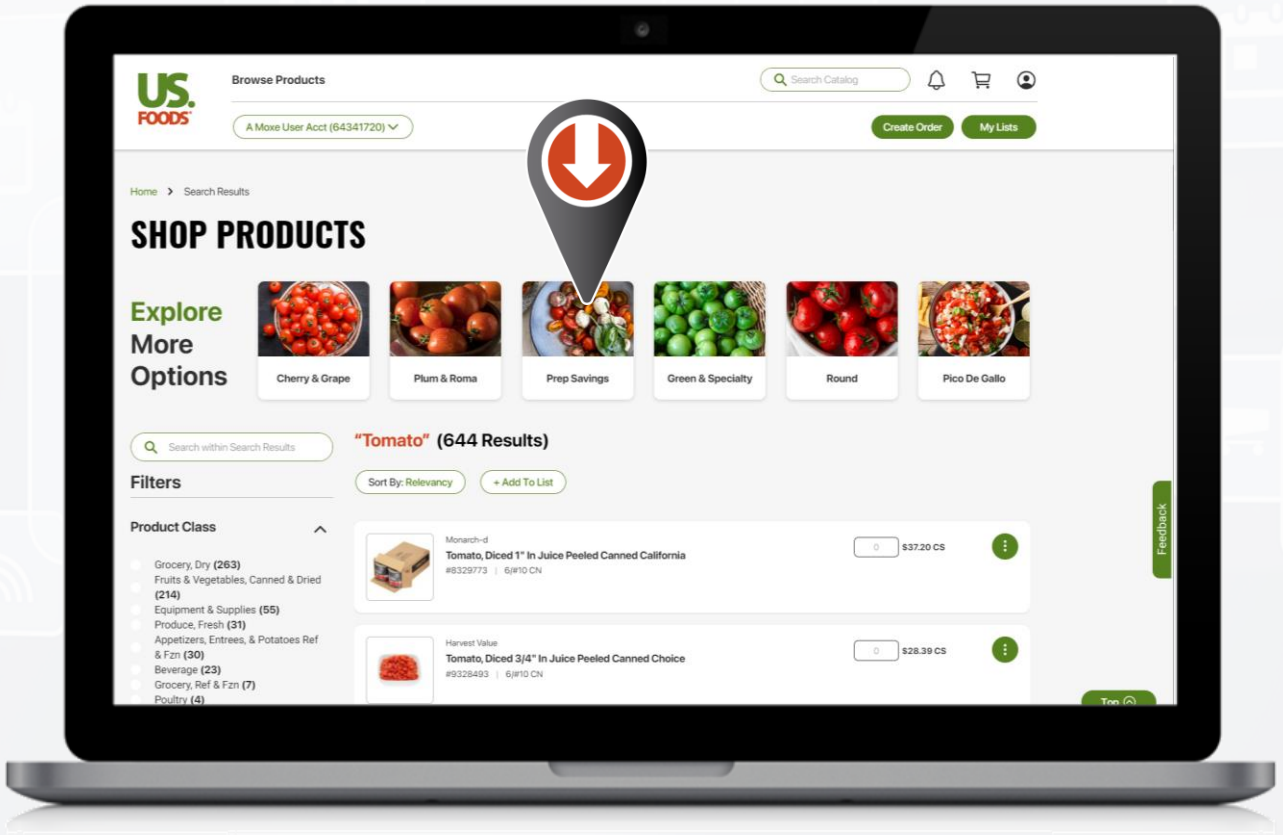
The first three letters will populate suggestions for:

- **Products**
- **Categories**
- **Brands**



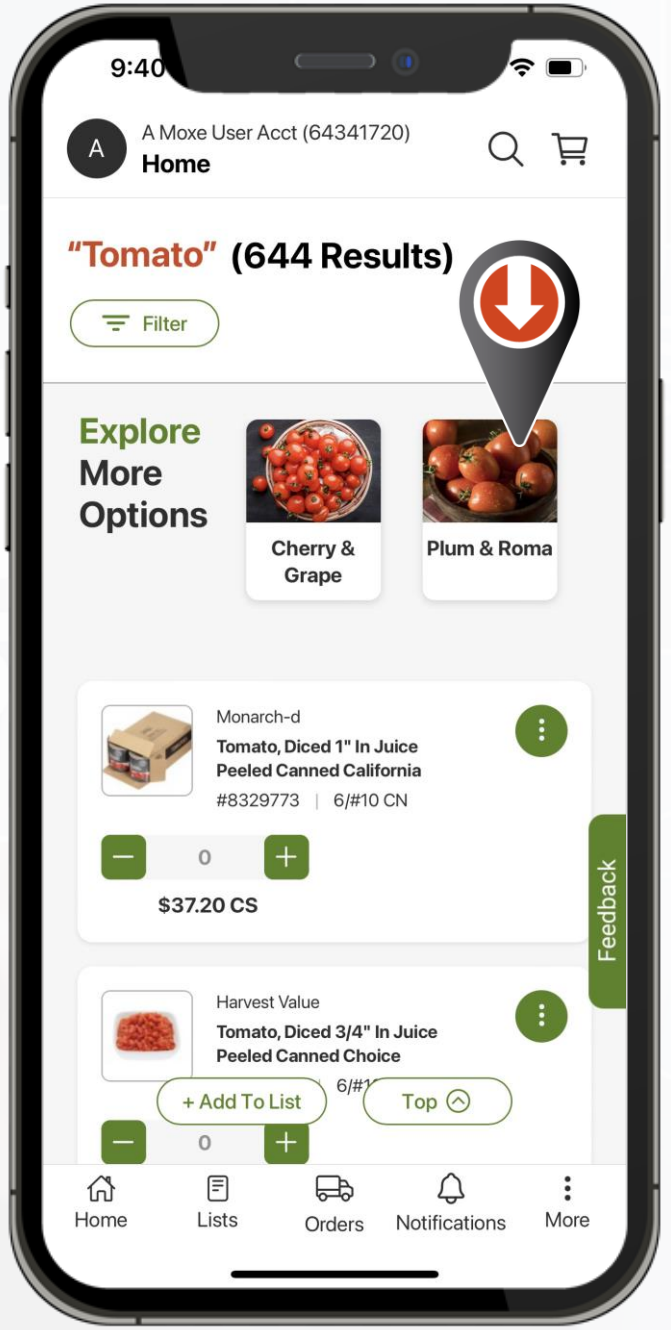
Product Search

Search Products by Description



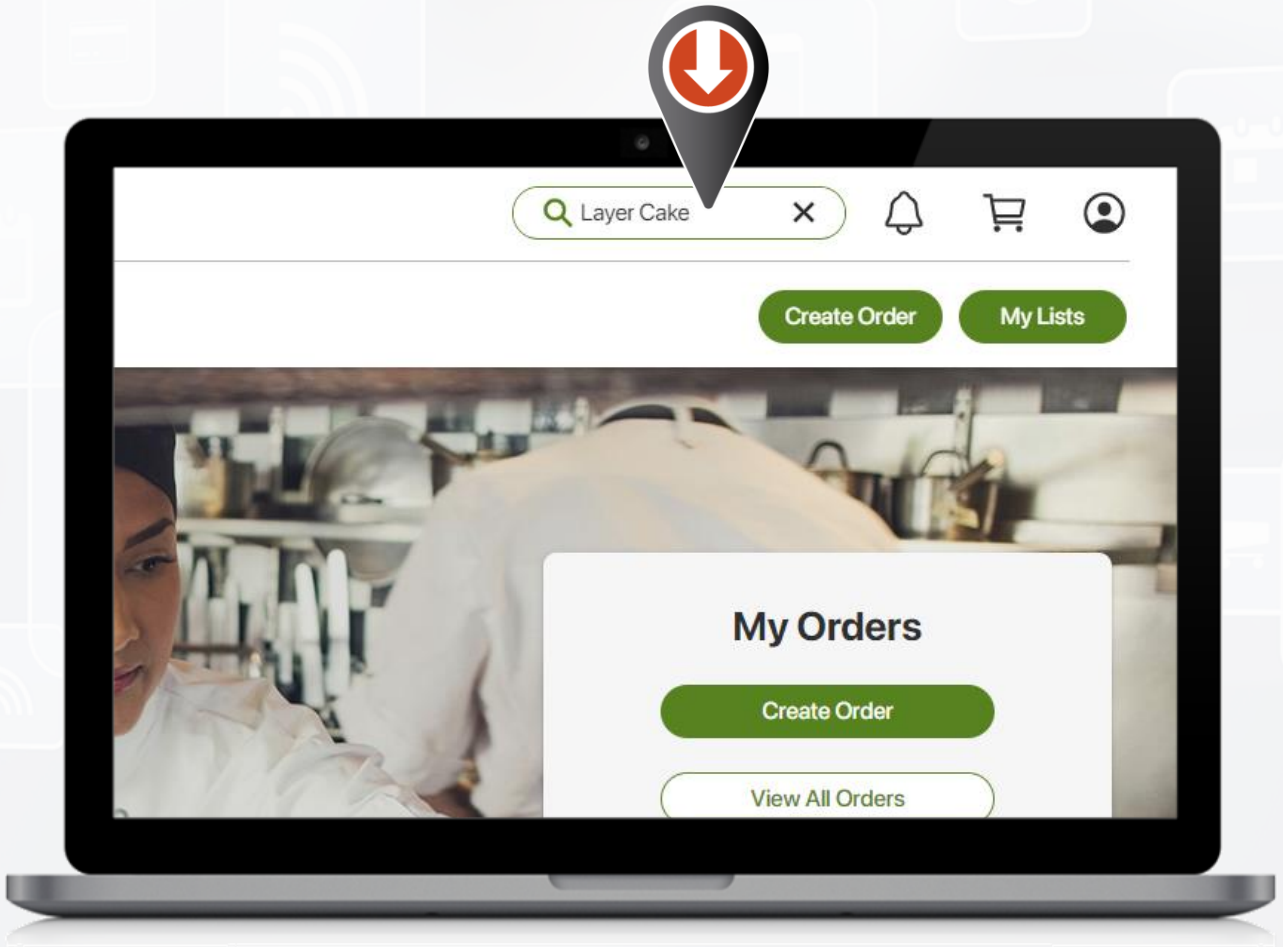
If your search term is non-specific, like "Potato" or "Tomato" you will see visual search navigation cartridges.

These will help further refine your search results.



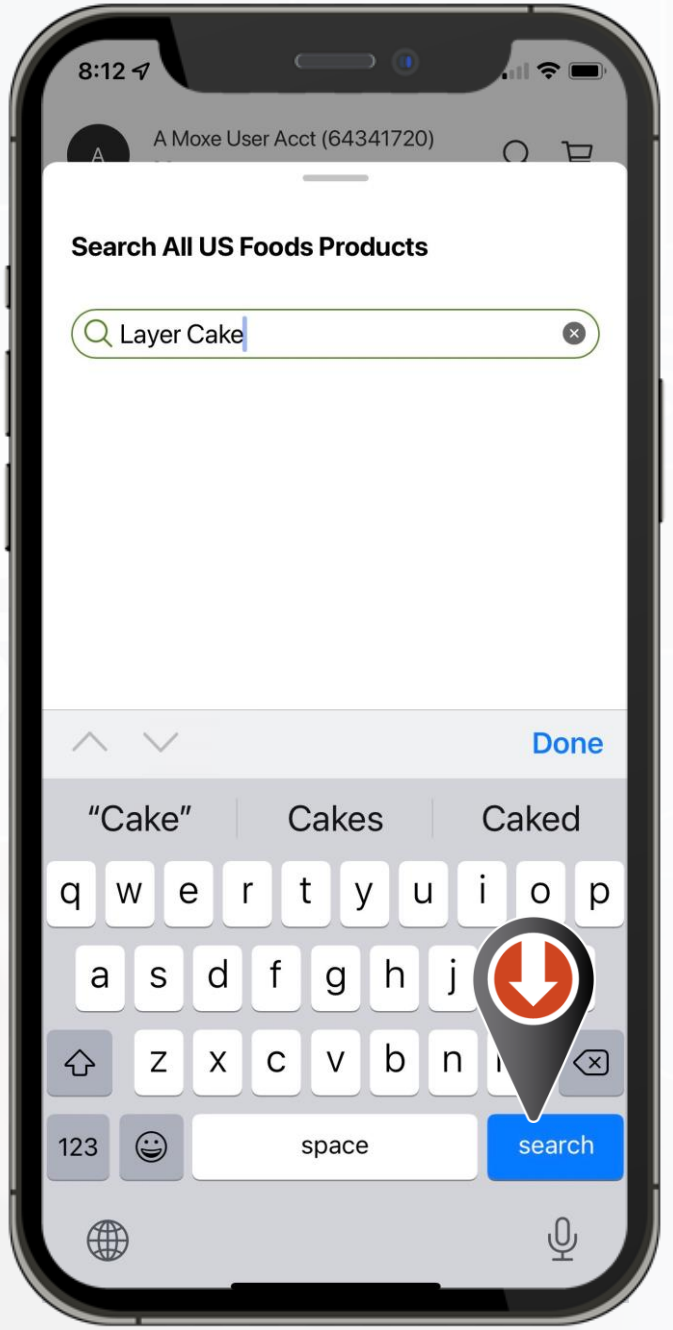
Product Search

Search Products by Description



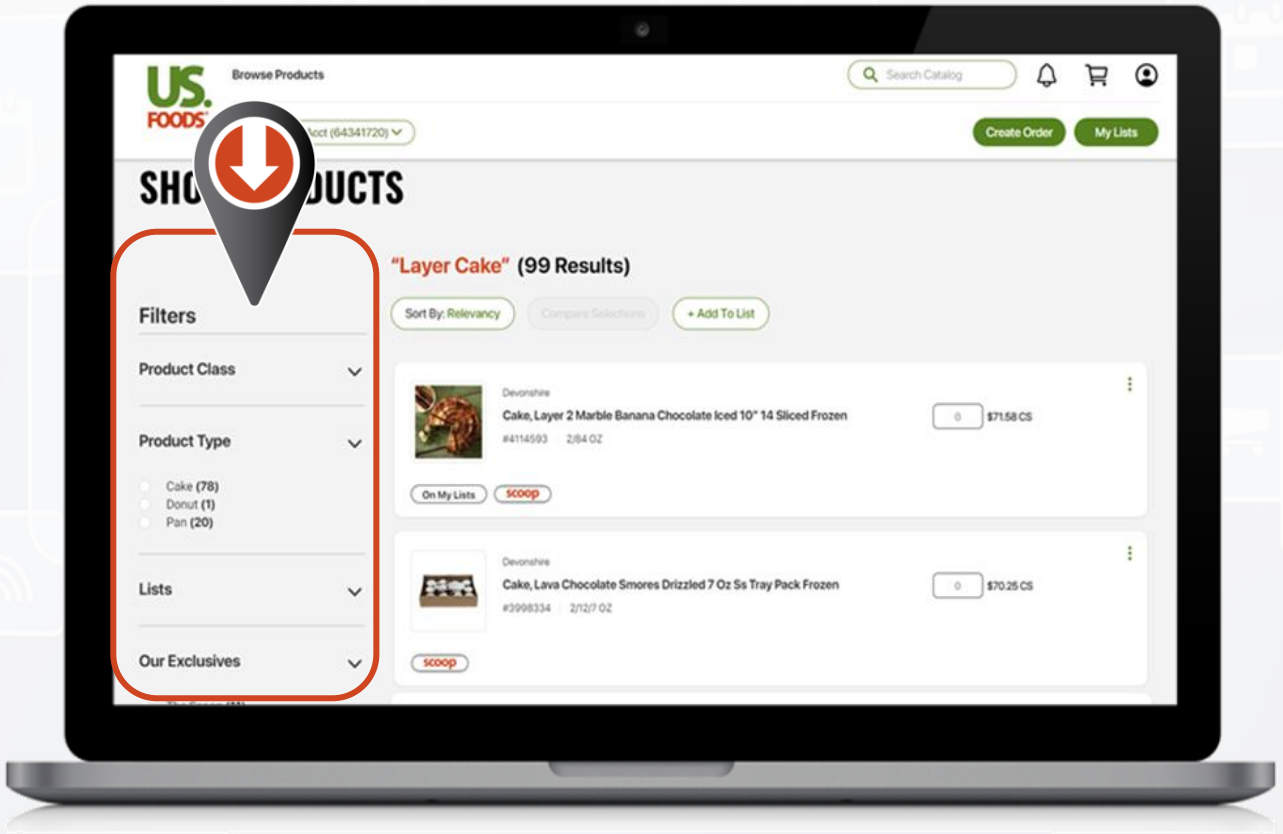
Example of a more specific search term:

Type in what you are looking for and initiate your search.



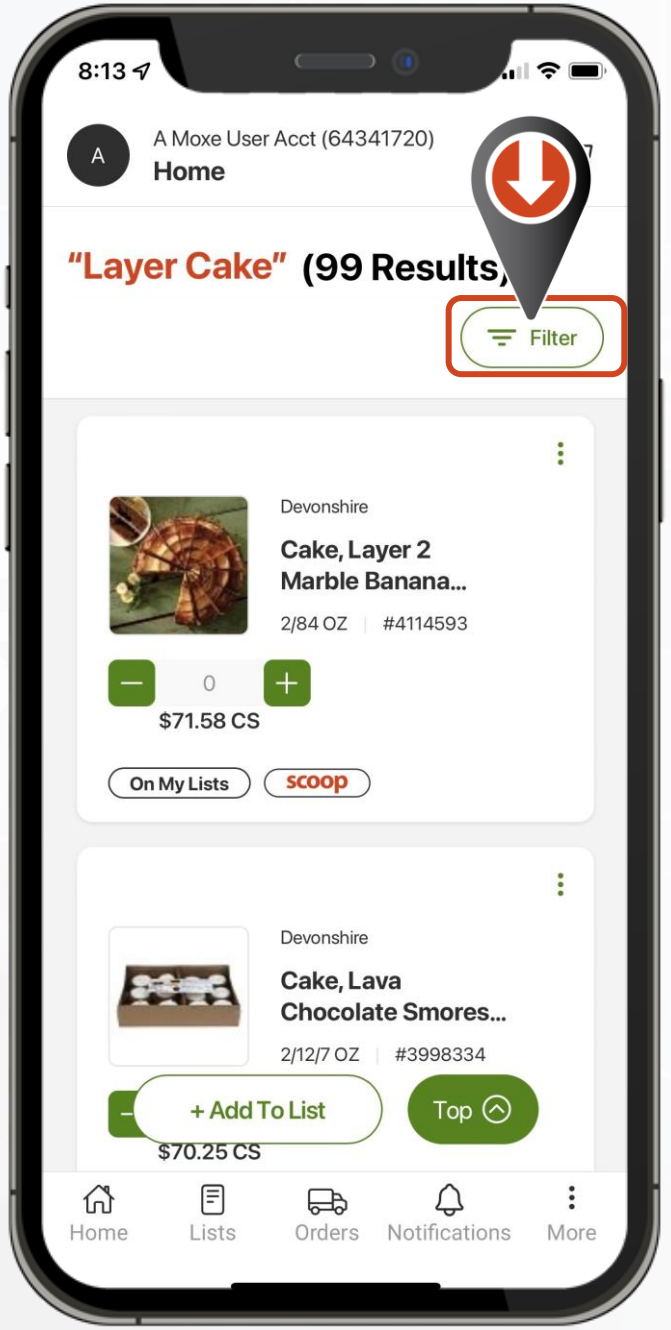
Product Search

Search Products by Description



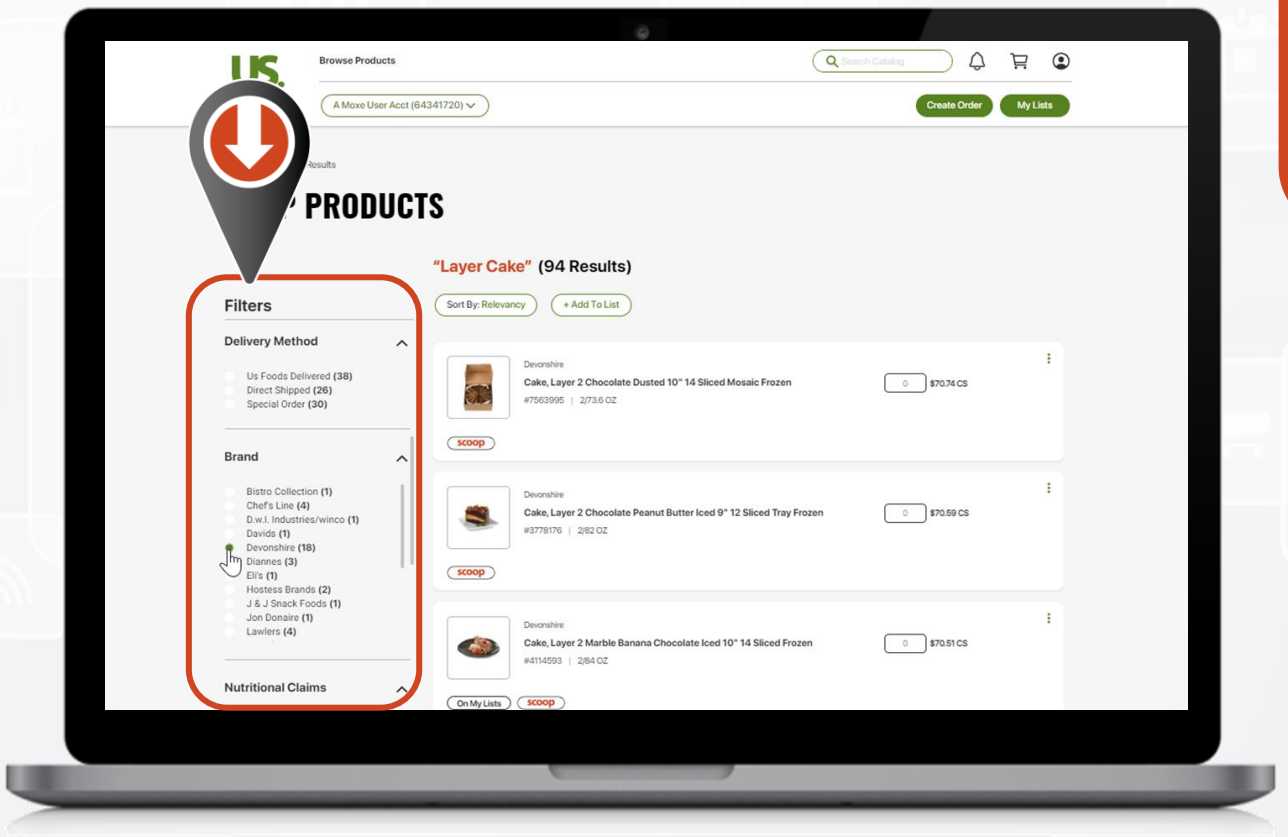
Your results will be displayed.

From here you have "Filters" to narrow results by key attributes.



Product Search

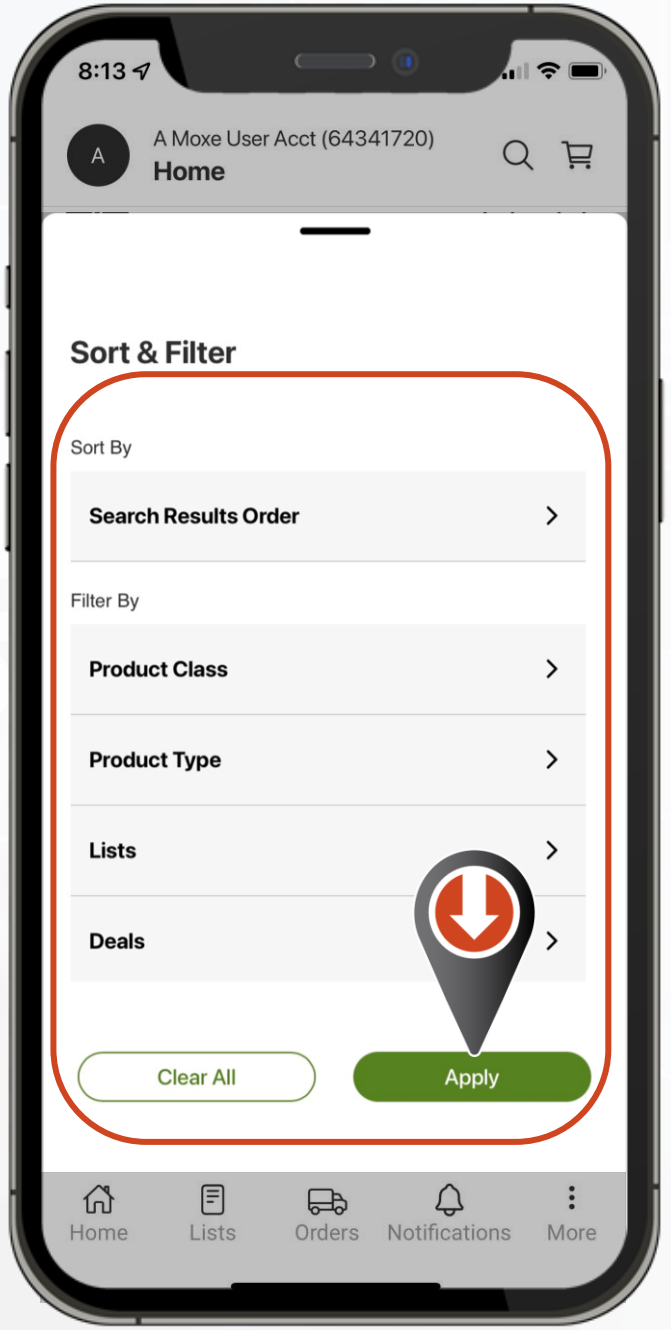
Search Products by Description



Select the desired filter attributes.

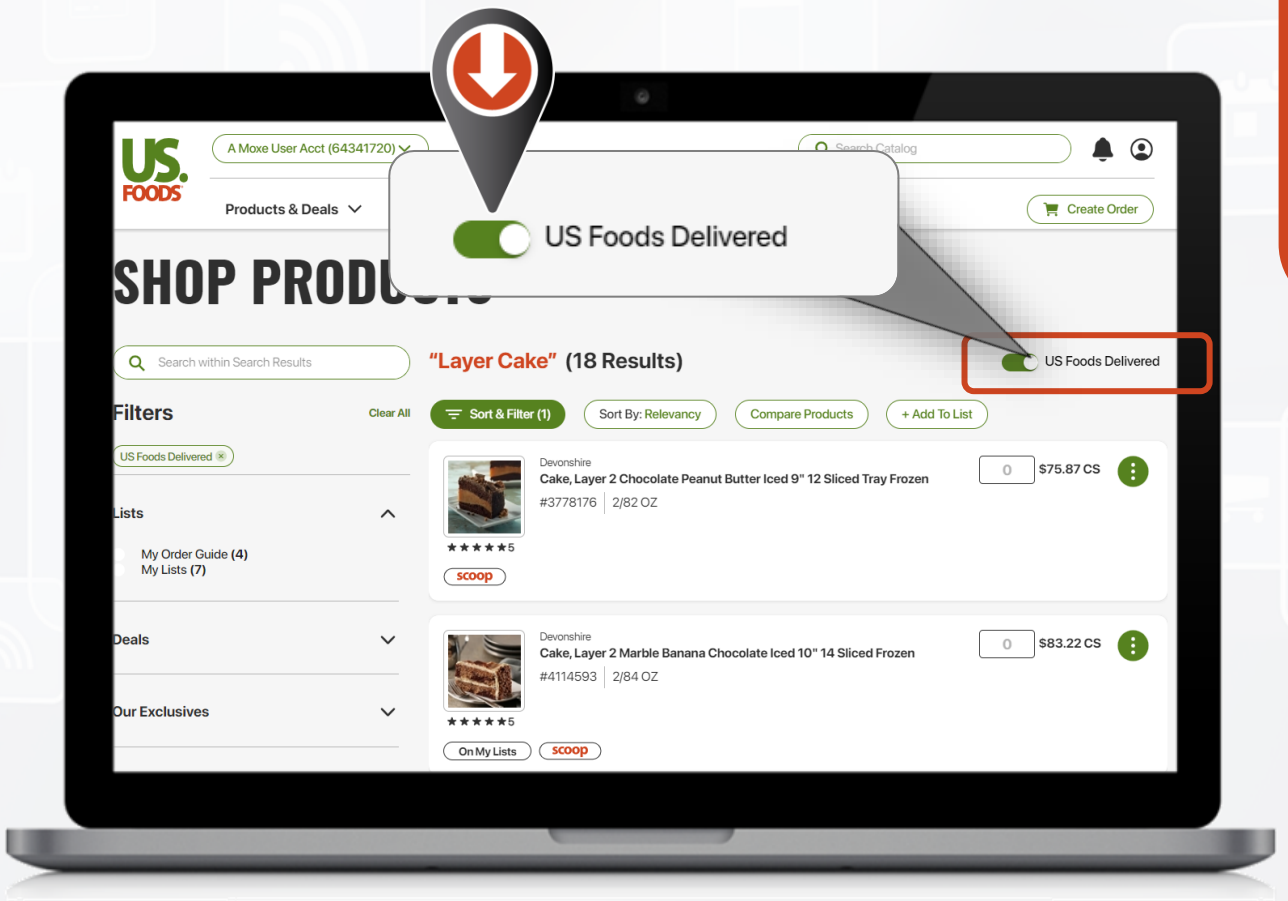
Desktop: Auto-Apply

Mobile: Select "Apply"

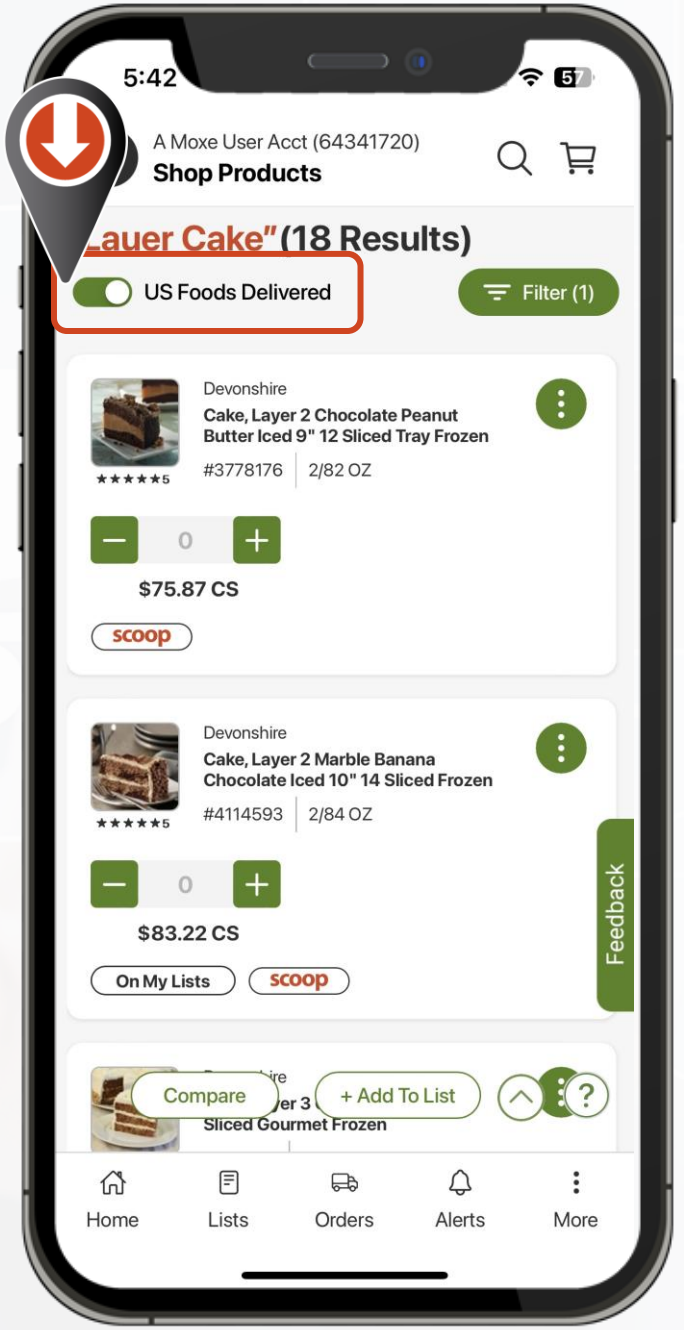


Product Search

Search Products by Description



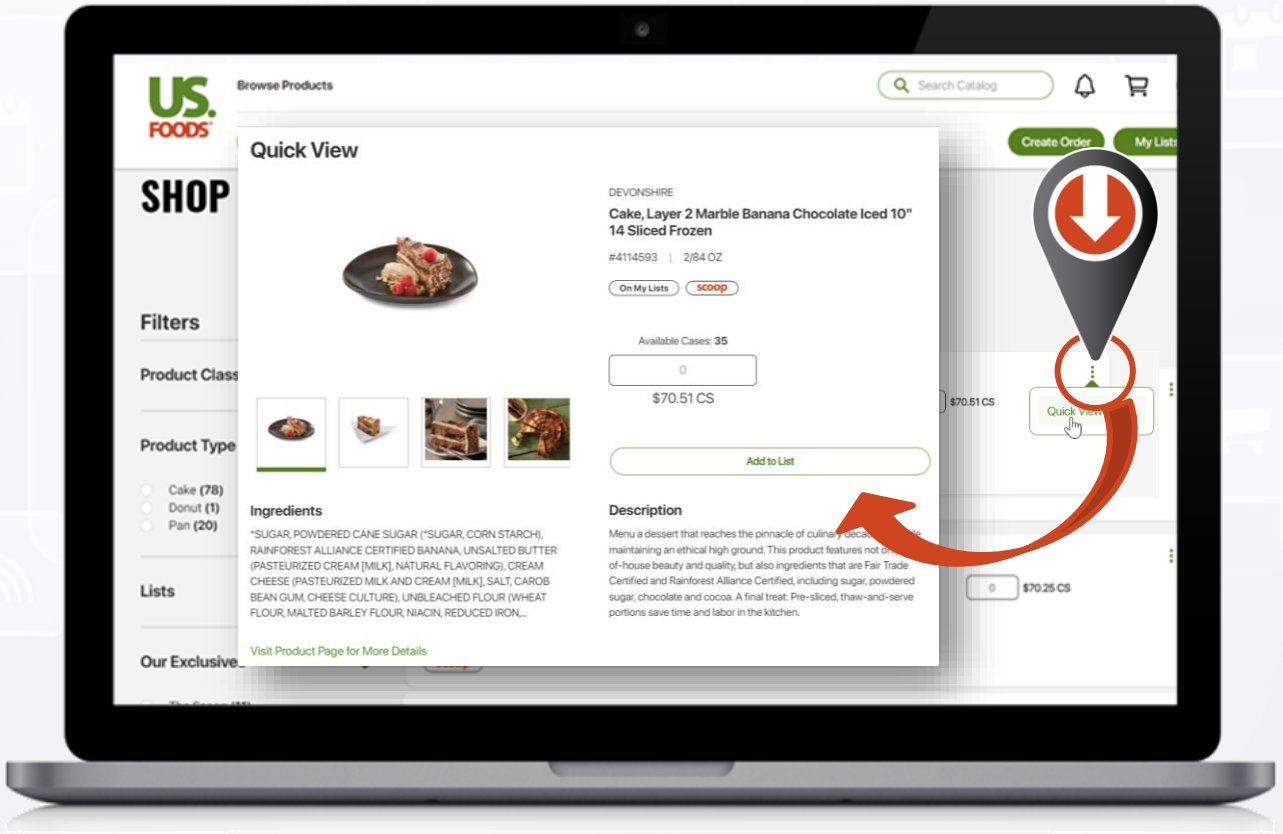
To filter results by products stocked in your Market select the "US Foods Delivered" option.

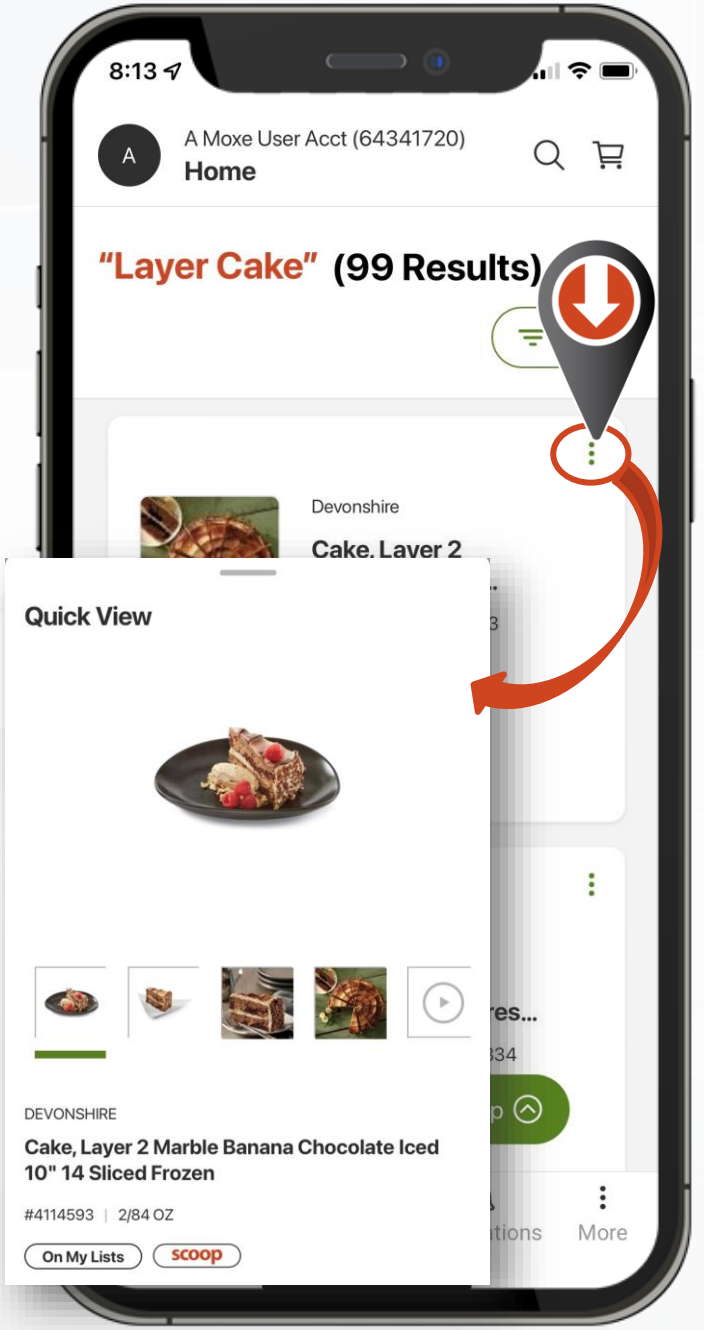


Product Search

Search Products by Description

Select the 3-dot ellipsis for the product “Quick-View” window.

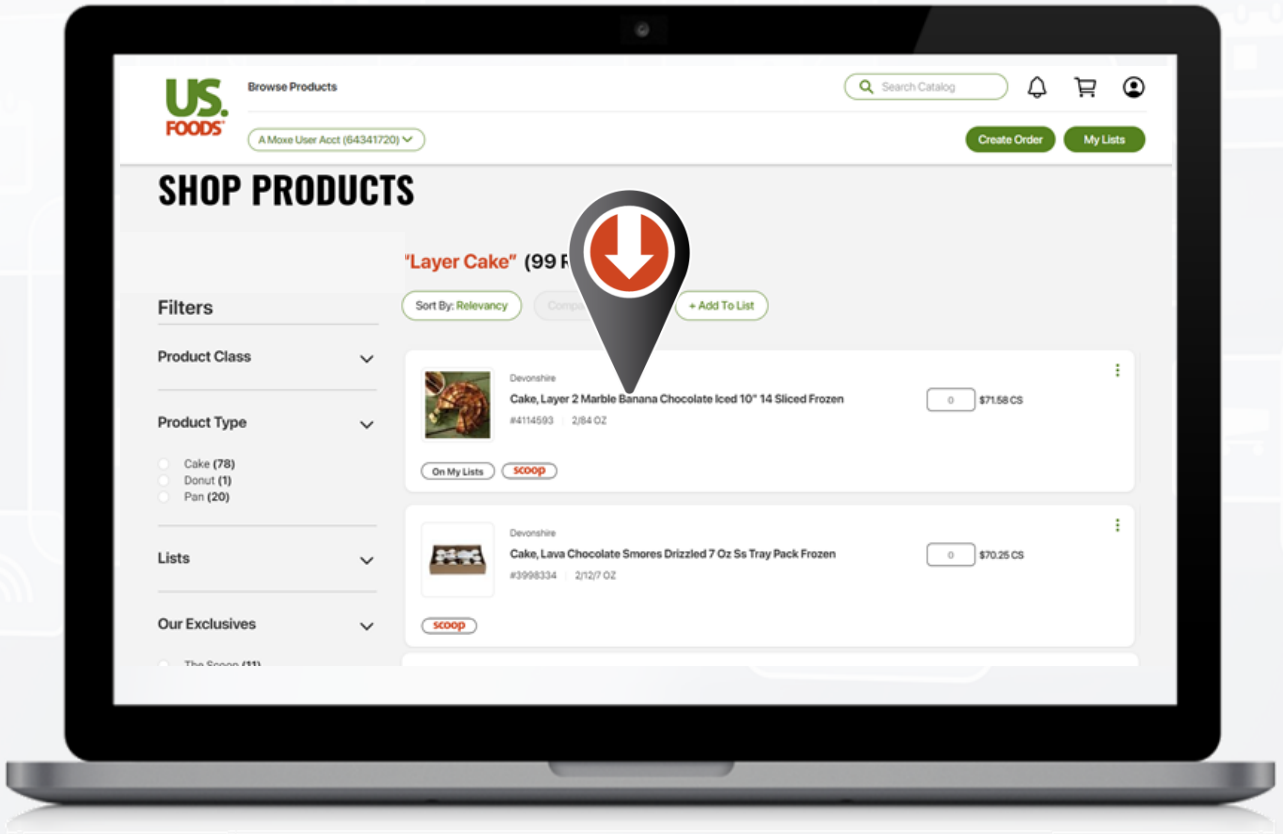


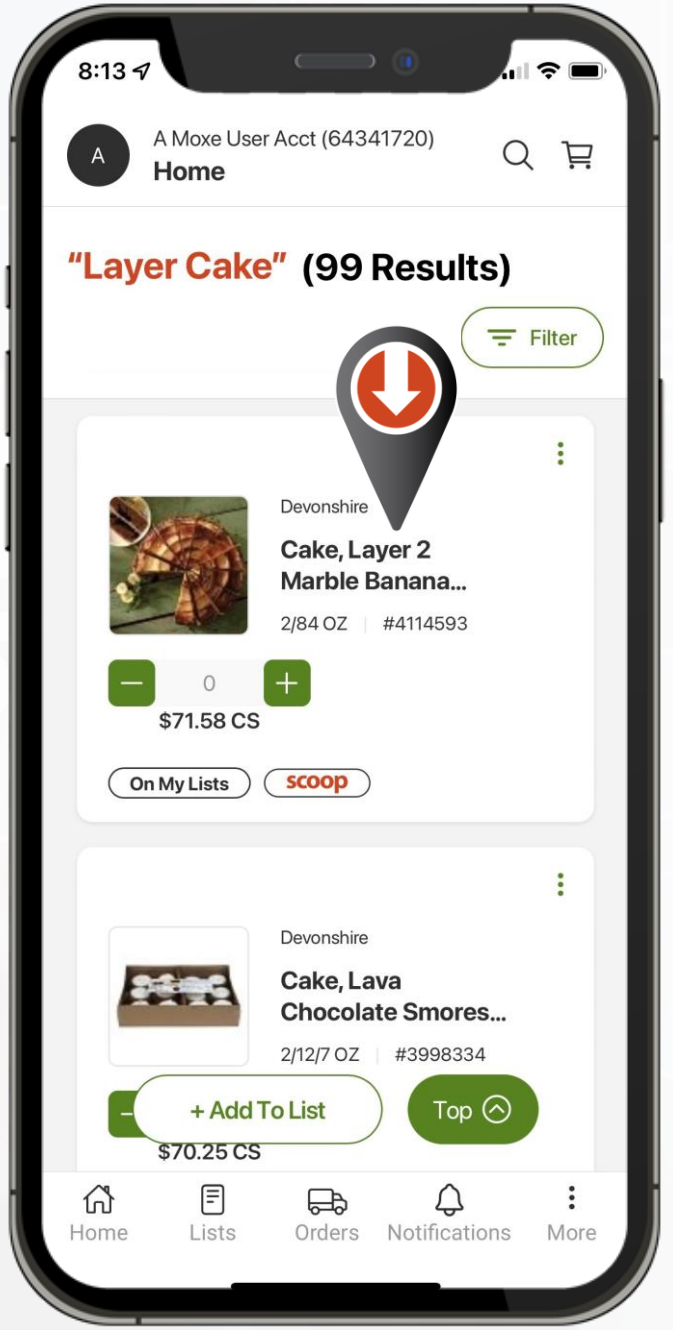


Product Search

Search Products by Description

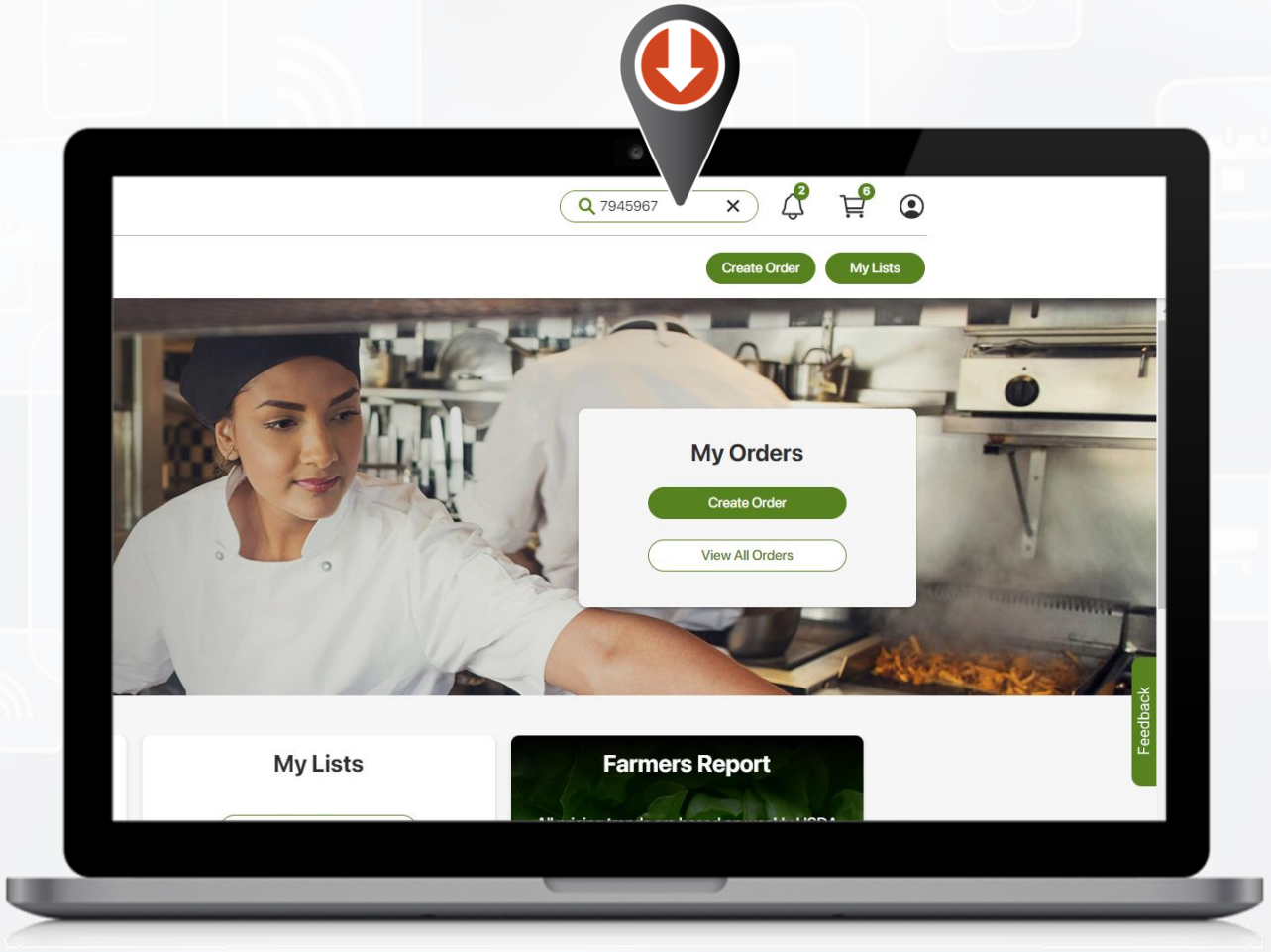
Select an item to view the full product detail page.



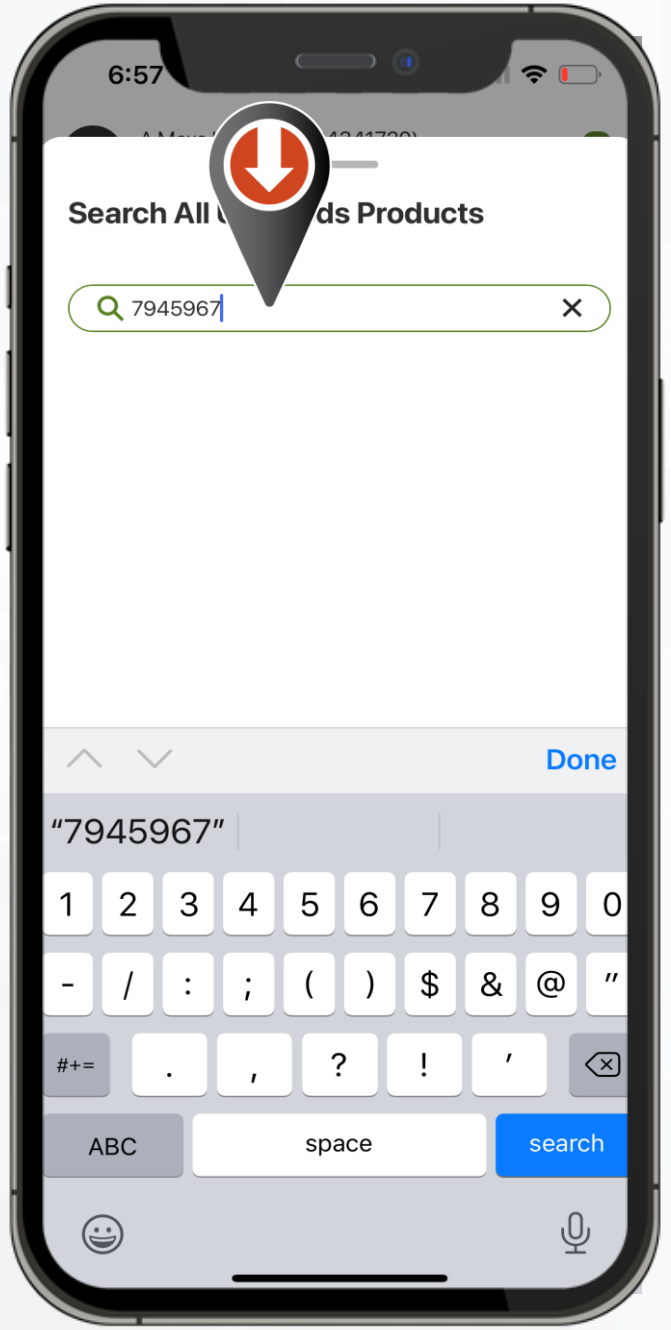


Product Search

Search Products by Product

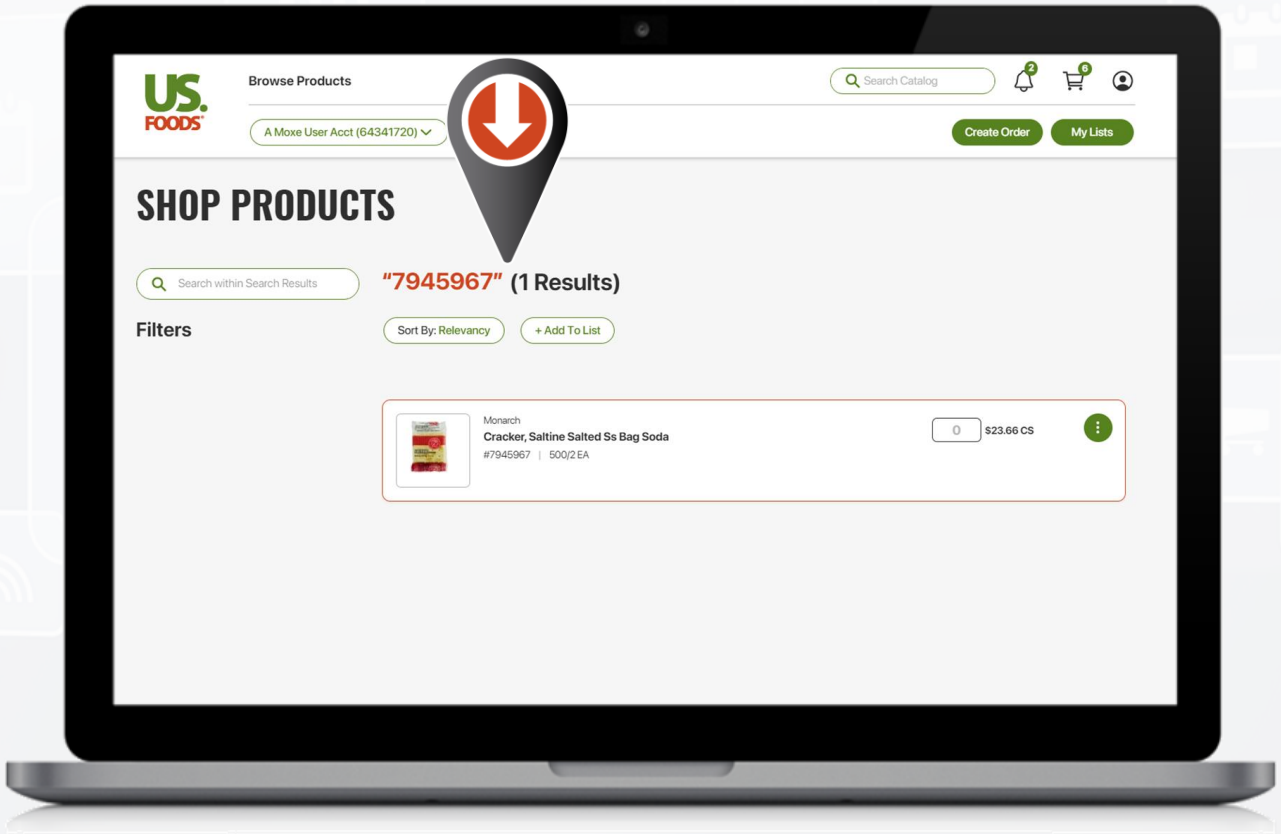


To locate items using our US Foods “Product Number” type the number into the Catalog Search box and initiate your search.

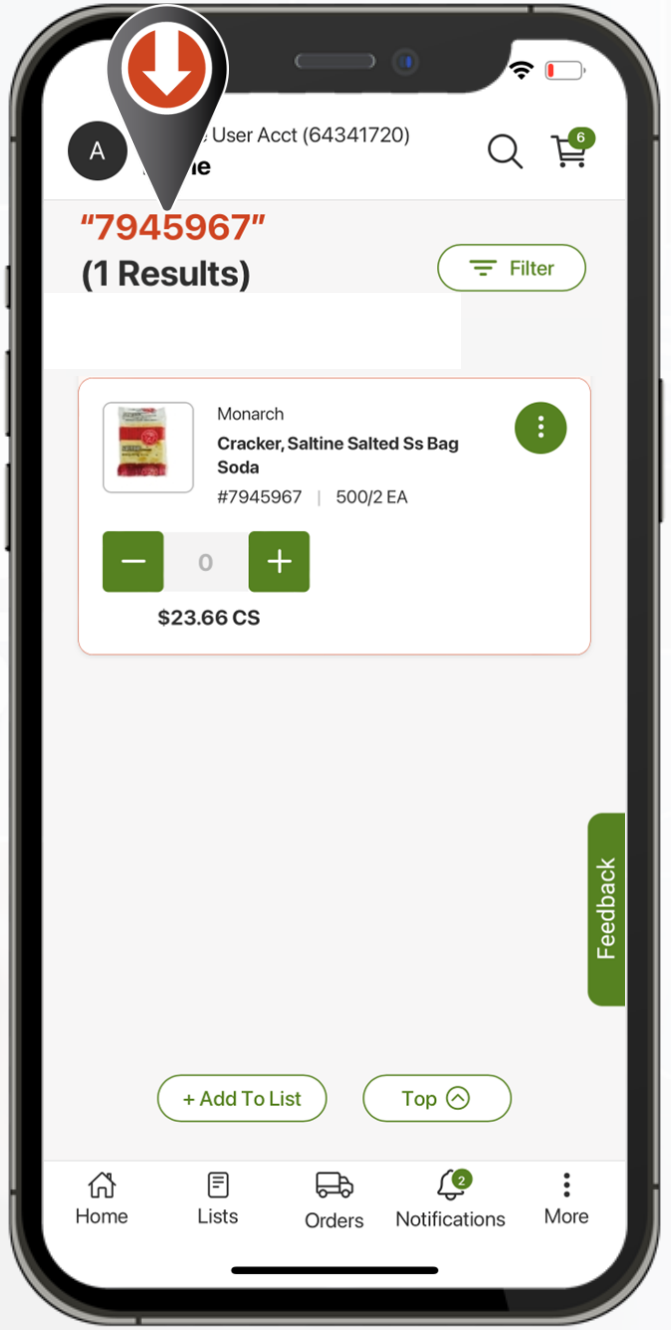


Product Search

Search Products by Product #



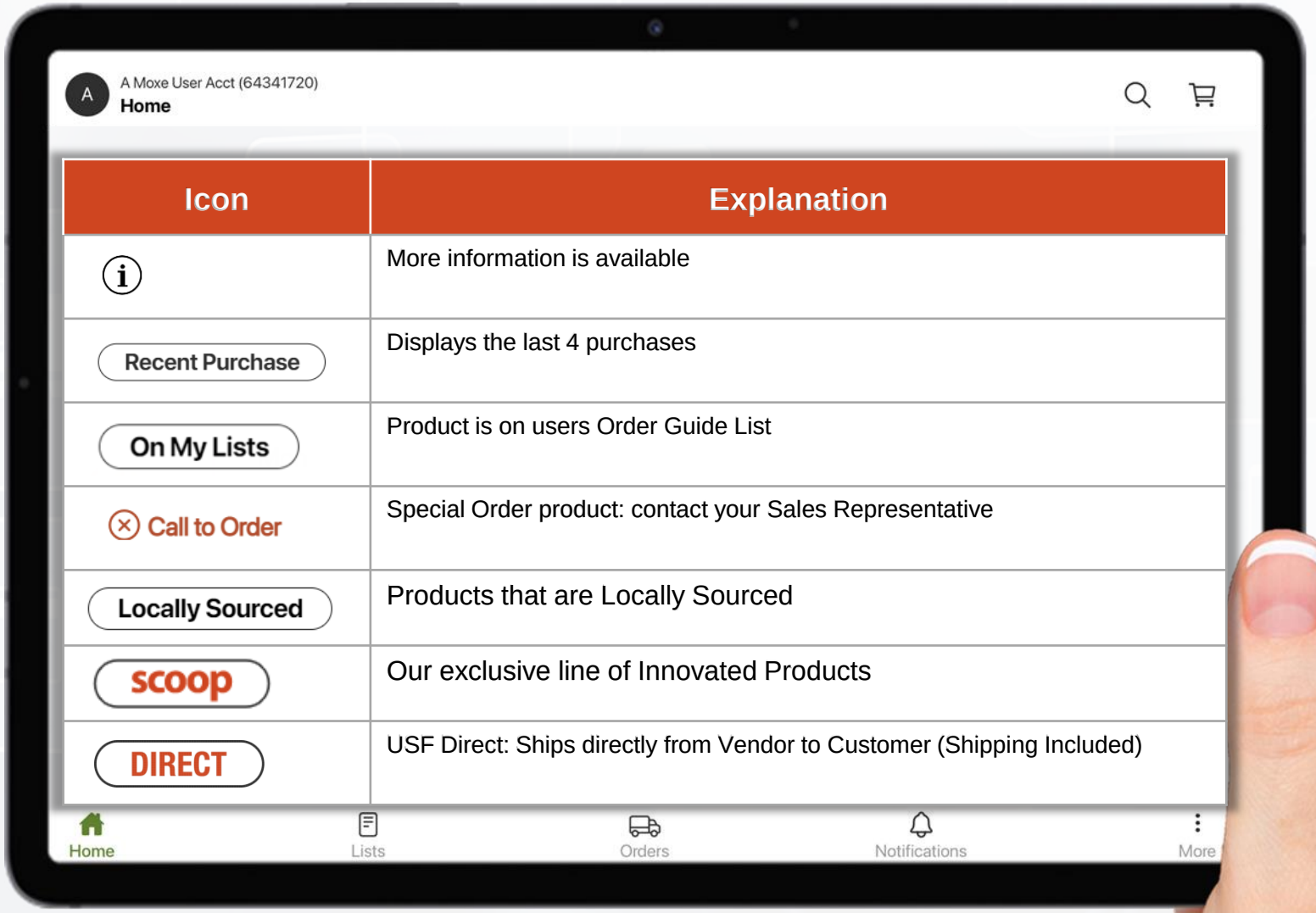
After you initiate your search, your results will be displayed



Product Search

Product Indicators

Refer to this Legend for an explanation of common product status indicator icons displayed on Product Cards.



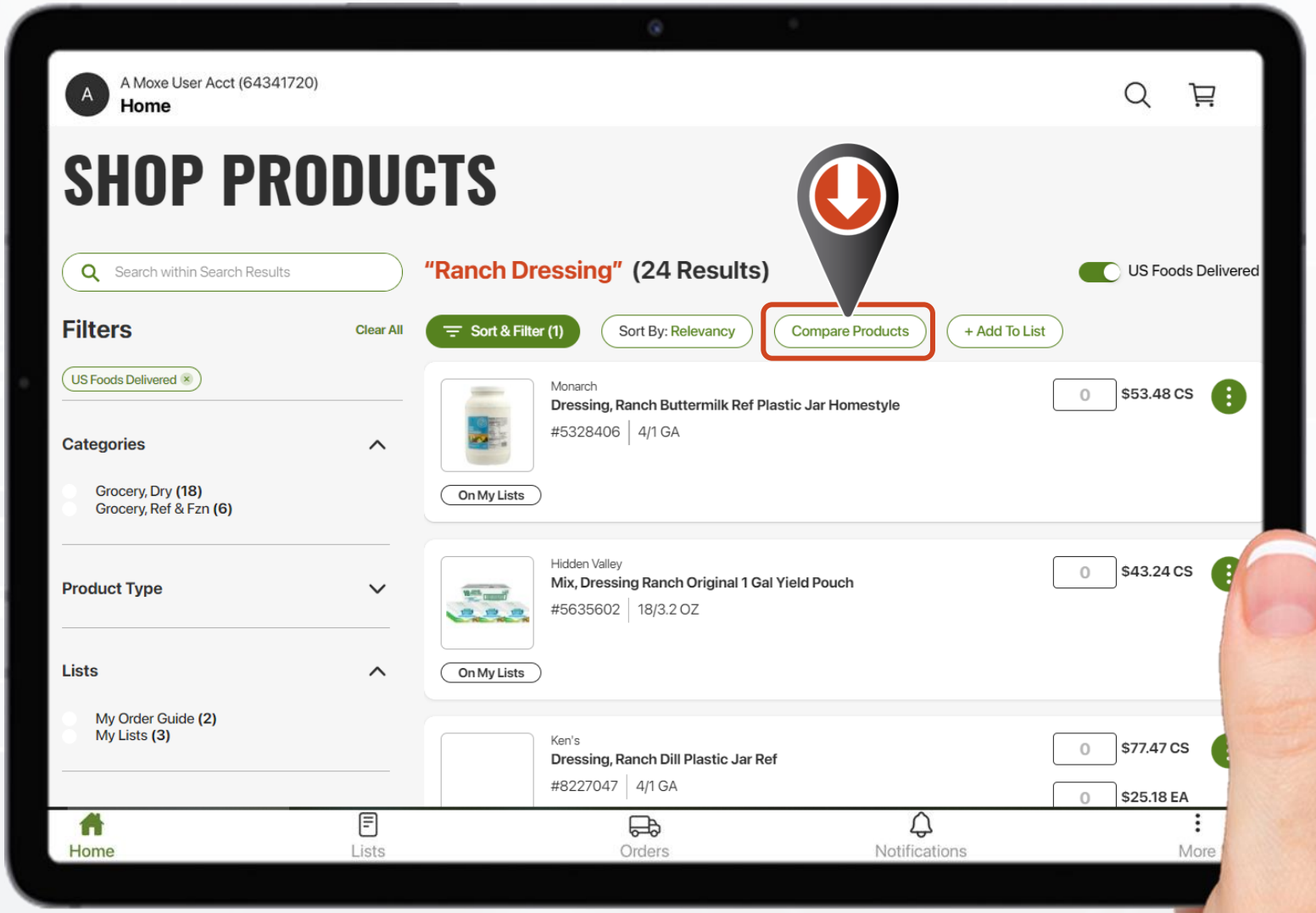
Icon	Explanation
ⓘ	More information is available
Recent Purchase	Displays the last 4 purchases
On My Lists	Product is on users Order Guide List
⊗ Call to Order	Special Order product: contact your Sales Representative
Locally Sourced	Products that are Locally Sourced
scoop	Our exclusive line of Innovated Products
DIRECT	USF Direct: Ships directly from Vendor to Customer (Shipping Included)

Product Search

Product Compare Feature

The Product Compare feature allows users to do a side-by-side comparisons of up to 4 products within the displayed search results.

To use this feature, select the “Compare Products” option.



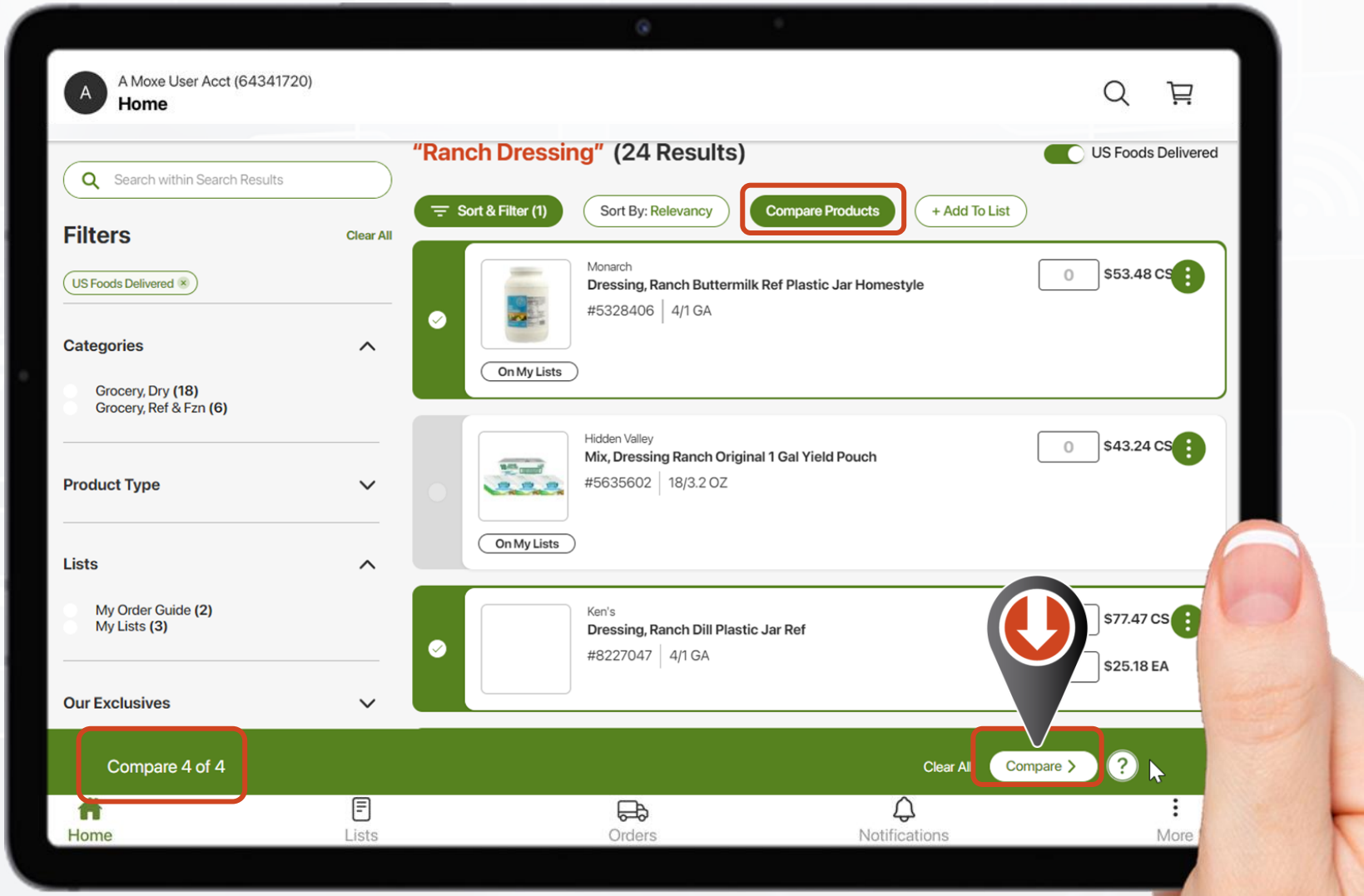
Product Search

Product Compare Feature

Once you select the “Compare Product” option the product cards will display an option on the left to “checkmark” desired items.

The green bar at the bottom will display a counter (bottom left) of how many products you have check marked.

One you have the desired products check marked, select the “Compare” option (bottom right)

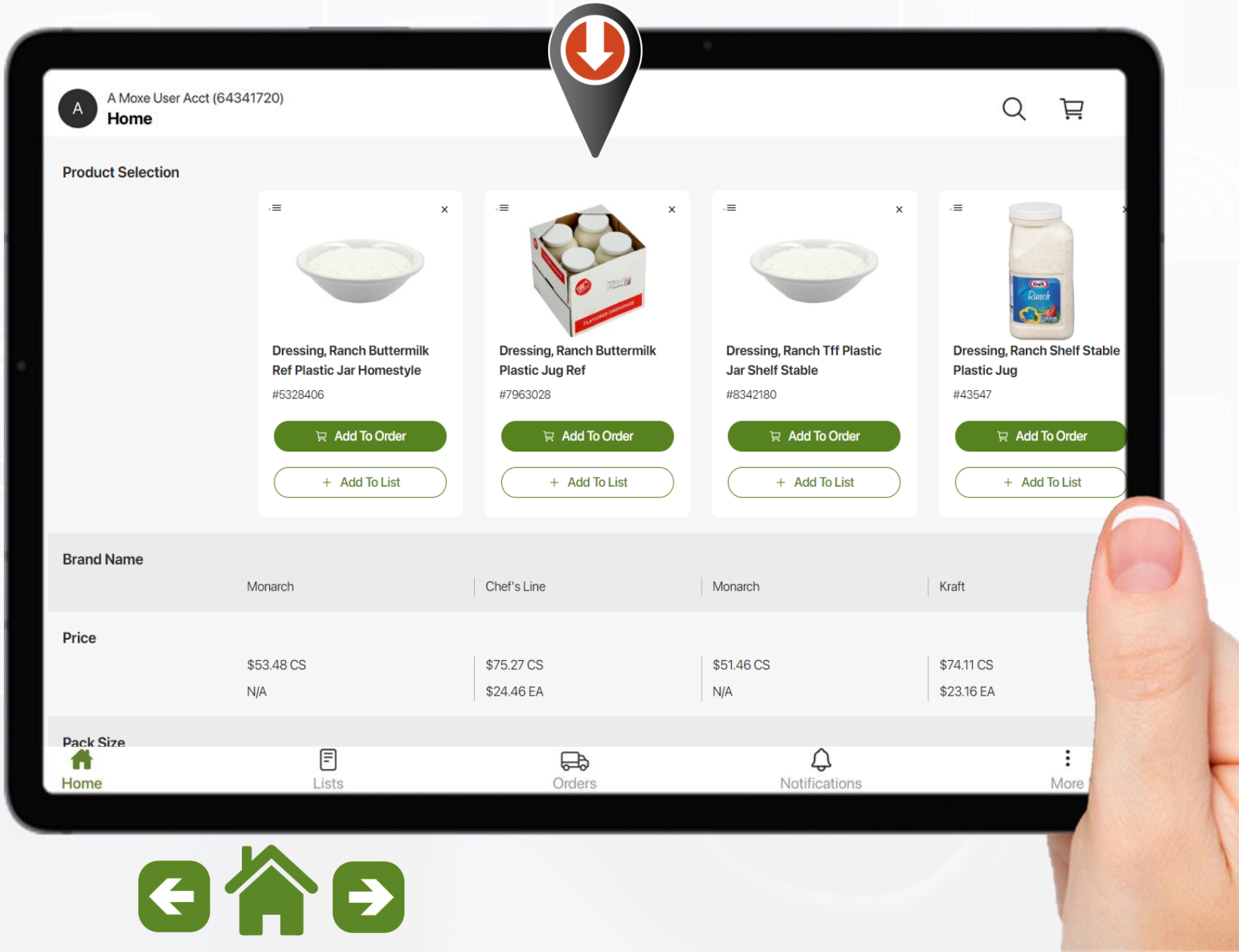


Product Search

Product Compare Feature

Your selected products will be displayed for a vertical comparison of these key attributes:

- Brand Name
- Price
- Pack Size
- Price Per Portion
- Available Inventory
- Product Attributes
- Purchase History
- Net Weight
- Storage
- Ingredients
- Nutritional Facts



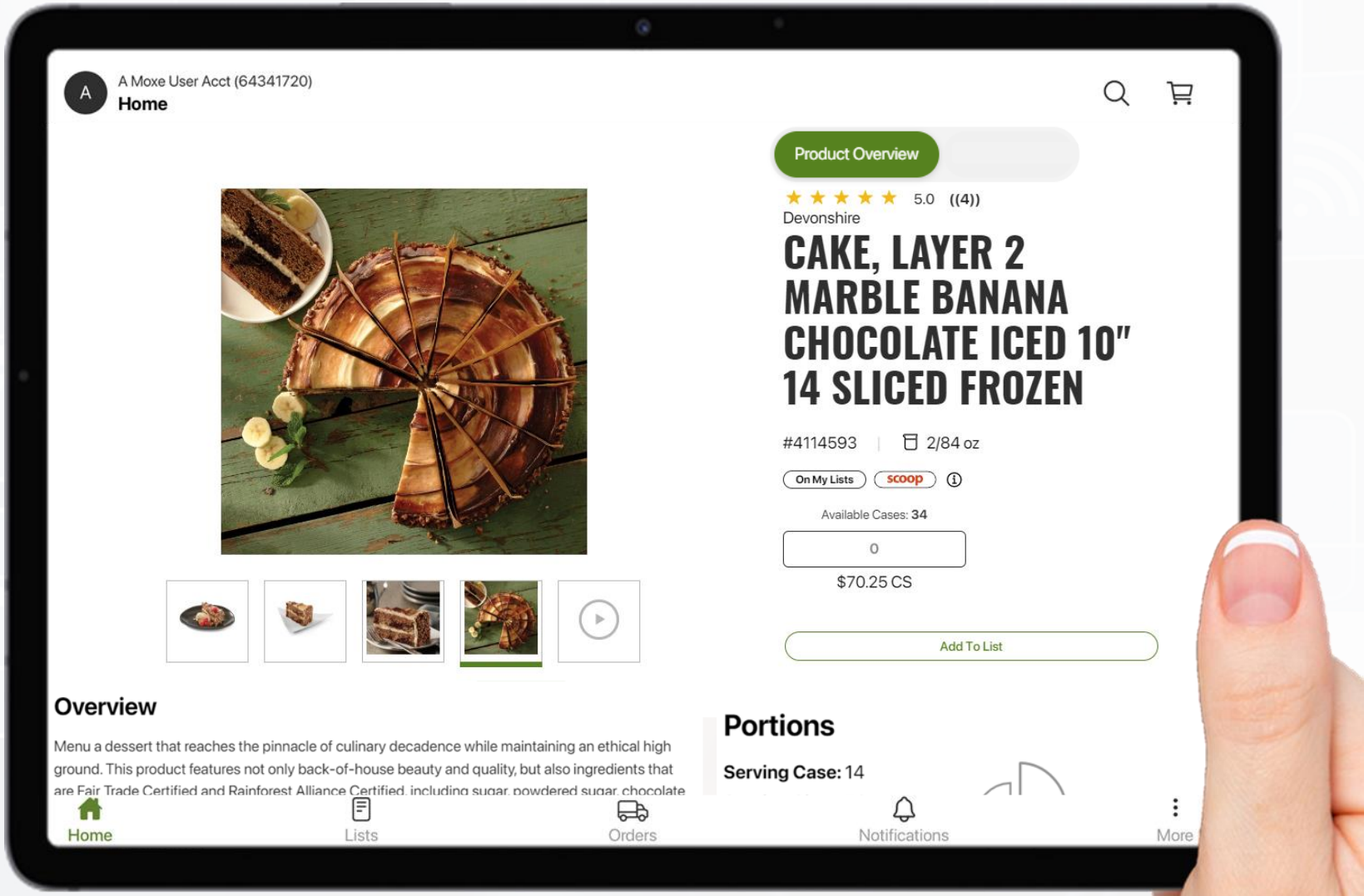
Product Search

Product Detail Page

The top of the product detail page contains a wealth of information.

- Product Rating (Stars)
- Product Images & Description
- Product # and Pack Size
- Product Detail Status icons
- Current Price
- Real Time Inventory
- Options to add to an Order or List
- Full product Overview and Portions

Select → to view more

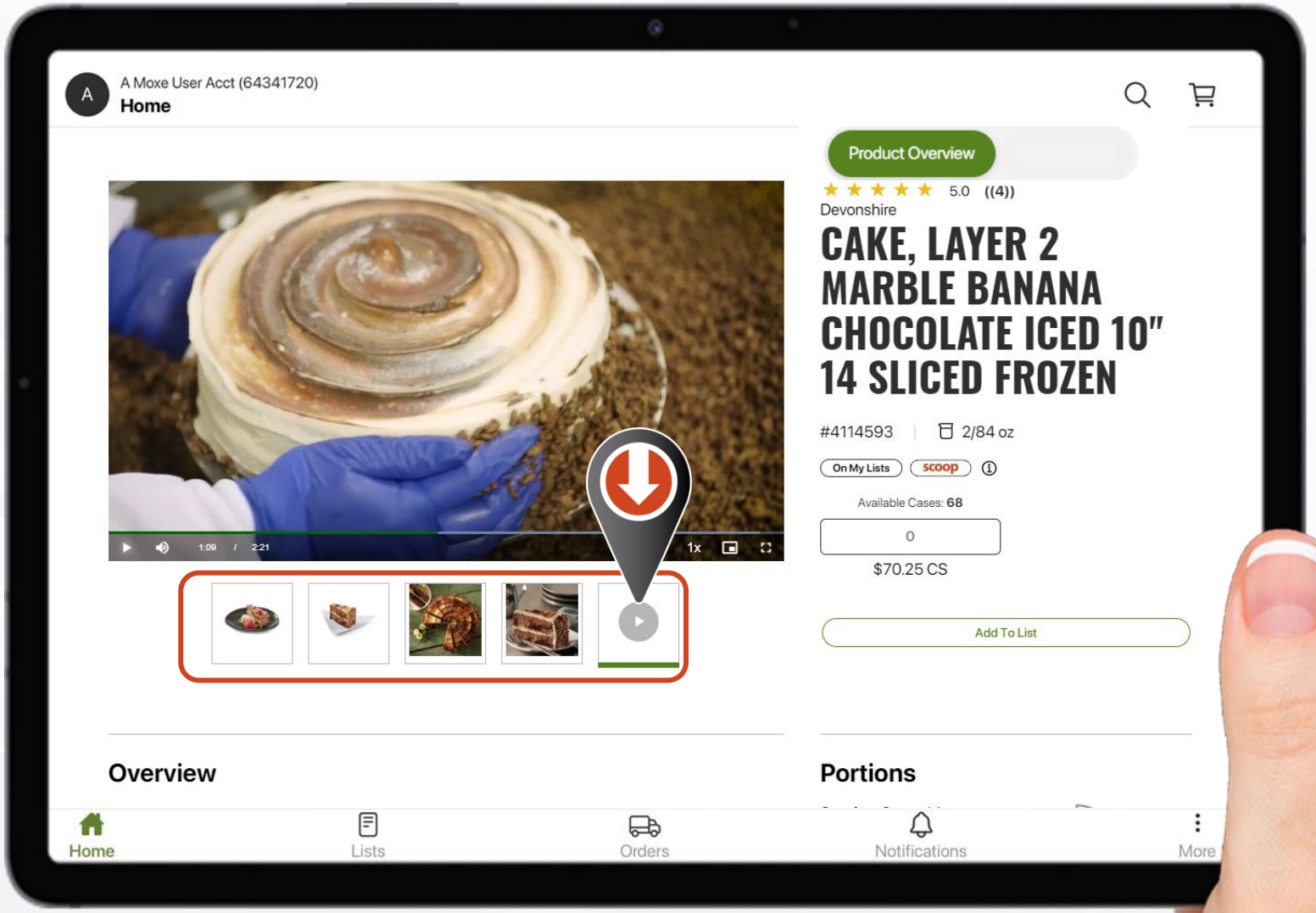


Product Search

Product Detail Page

On the line up of product images where you see the “Play” icon you can access impactful videos showing benefits and features of the item.

Select → to view more



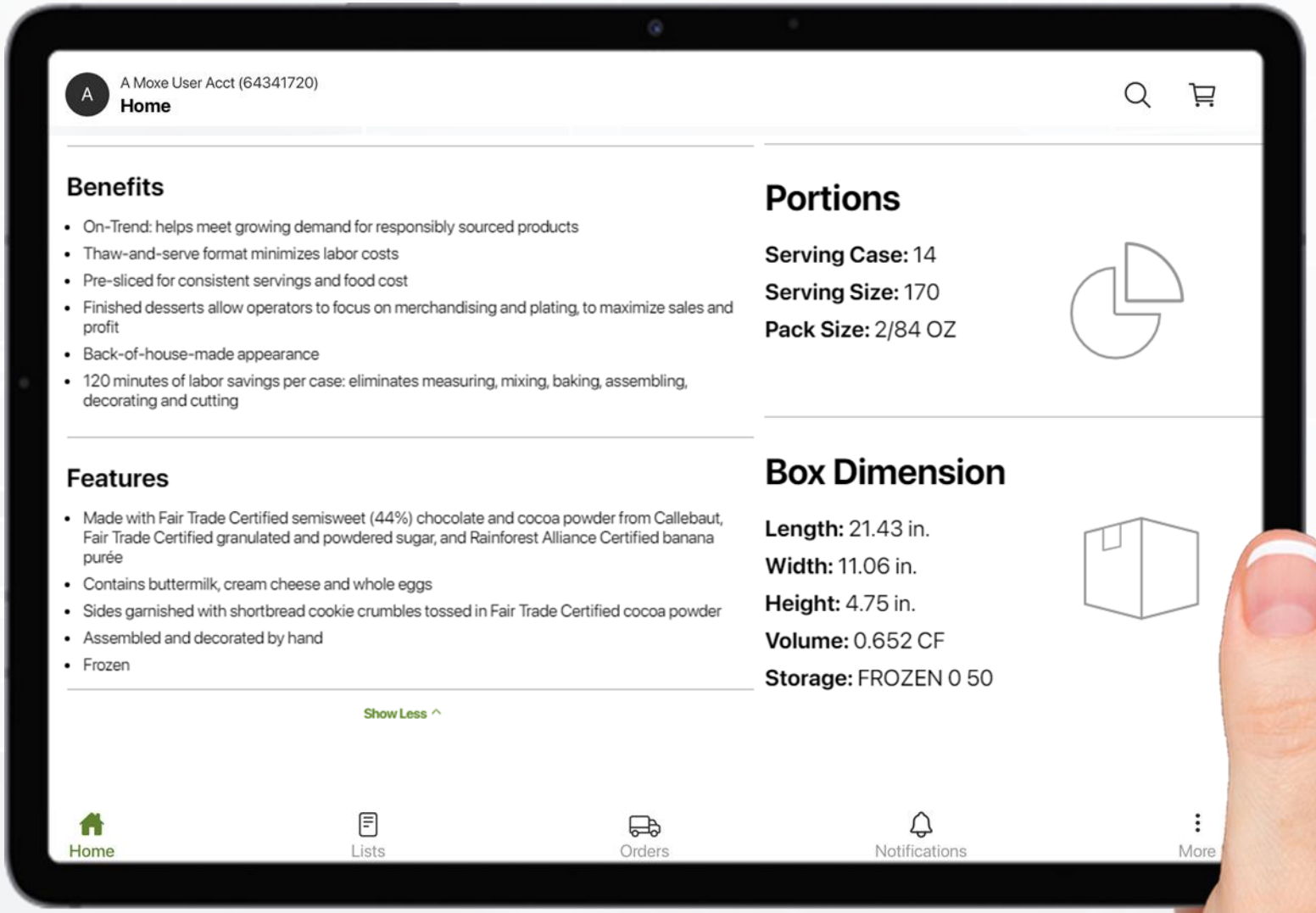
Product Search

Product Detail Page

Scrolling down you will see the addition of Benefits & Features to show “What’s in it for you”.

- Portions to help you gauge yield
- Box Dimensions help with storage requirements

Select → to view more



Product Search

Product Detail Page

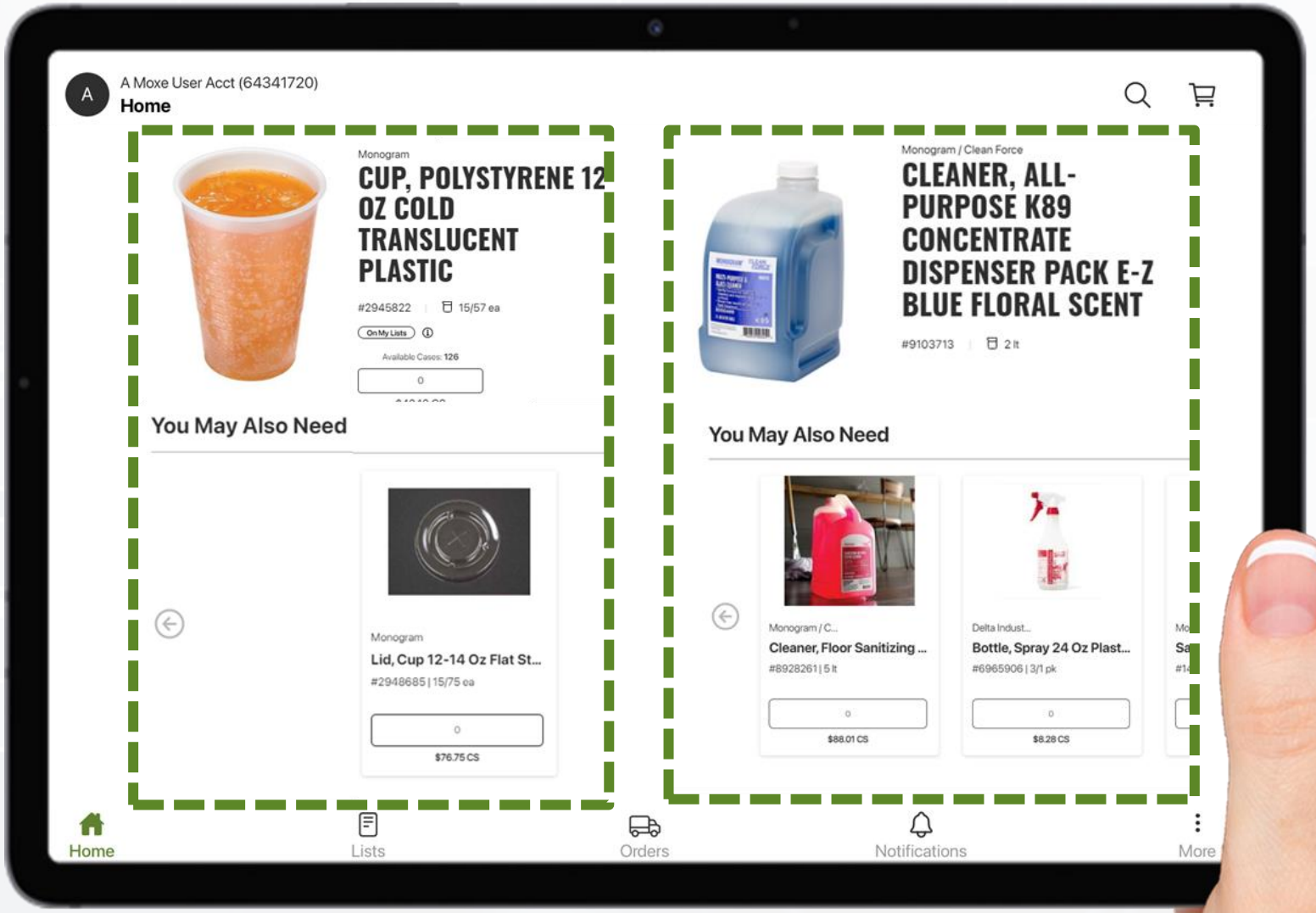
Farther down on the page:

On products where complementary items are commonly required you will see a section for:

“You May Also Need”

Example: Cups & Lids, Bowls & Lids, Cleaning Supplies, etc…

Select → **to view more**

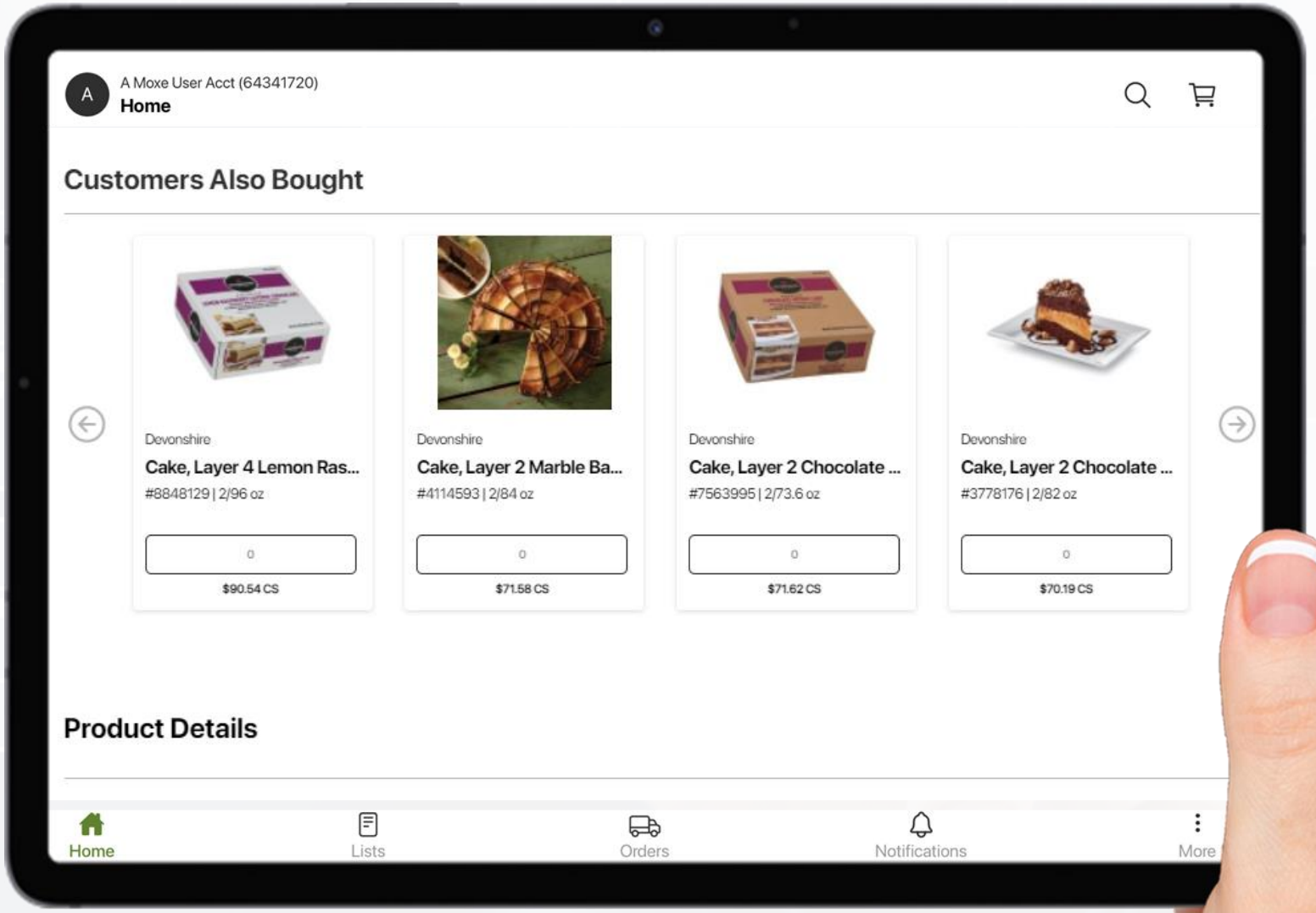


Product Search

Product Detail Page

Farther down you will see “Customers Also Bought” product recommendations.

Select → to view more



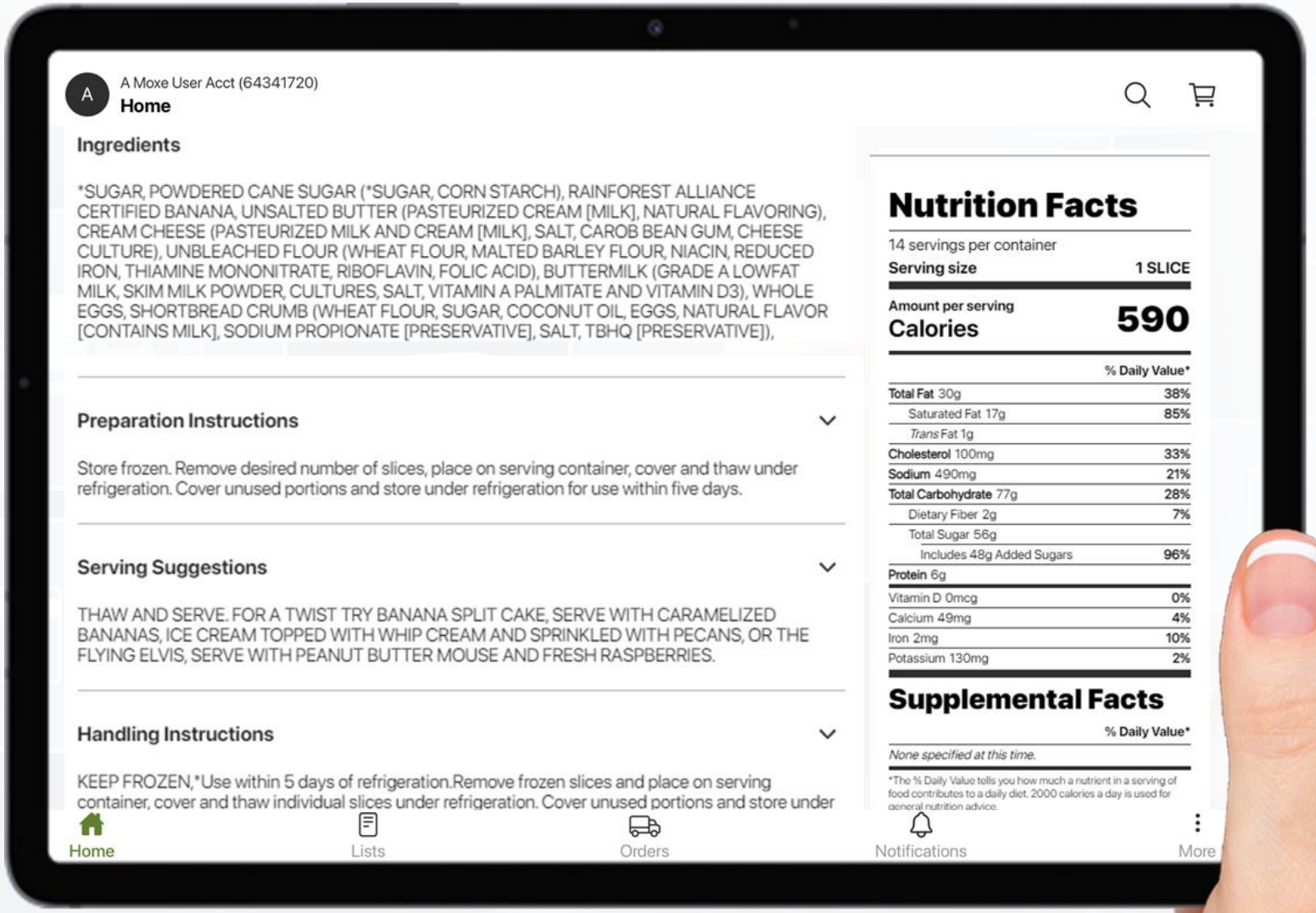
Product Search

Product Detail Page

Farther down on the product detail page you will see:

- Ingredients
- Preparation Instructions
- Serving Suggestions
- Handling Instructions
- Nutritional Facts

Select → to view more



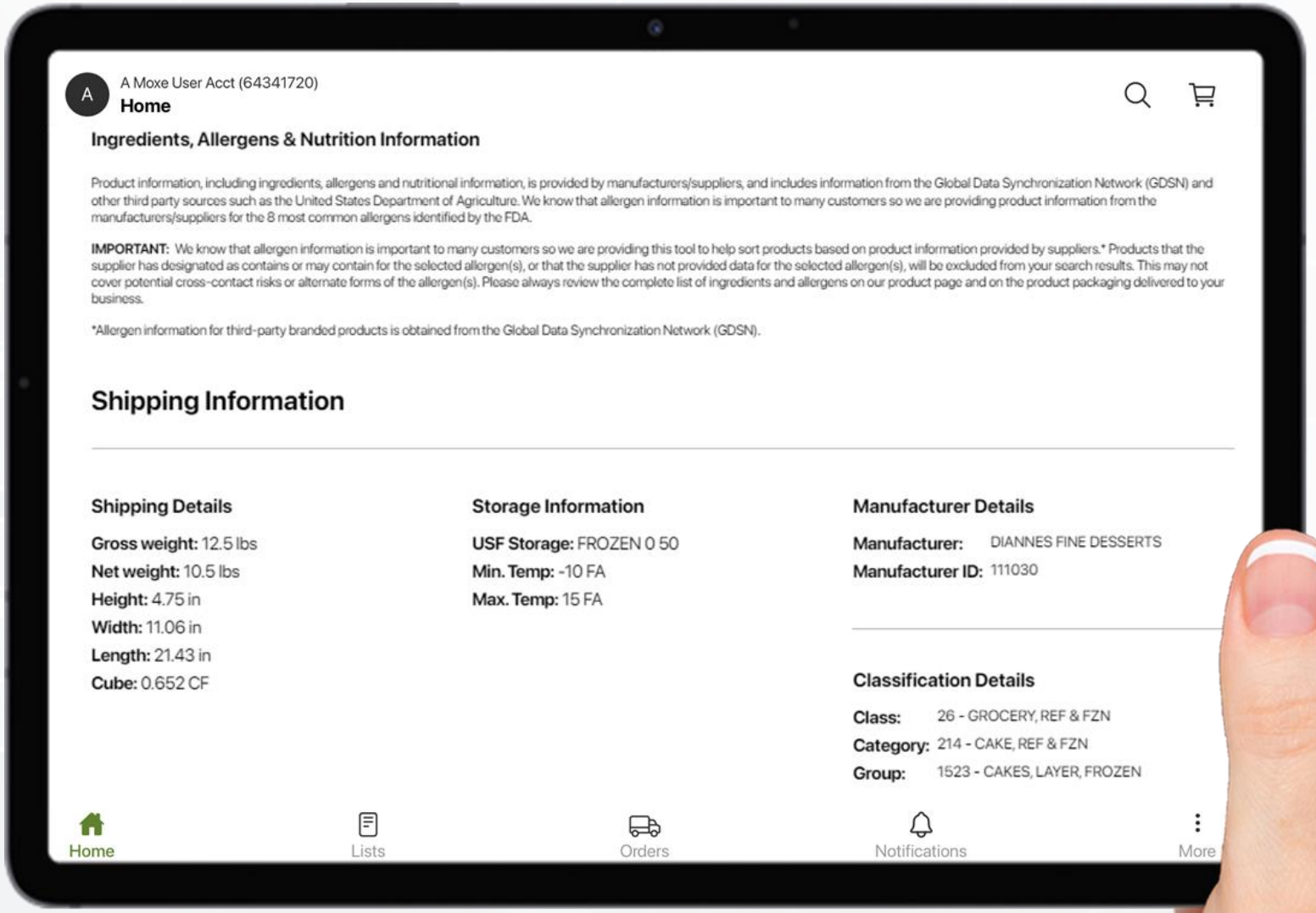
Product Search

Product Detail Page

Farther down on the product detail page you will see:

- **Ingredients, Allergens and Nutritional's Disclaimer**
- **Shipping Information**

Select → to view more



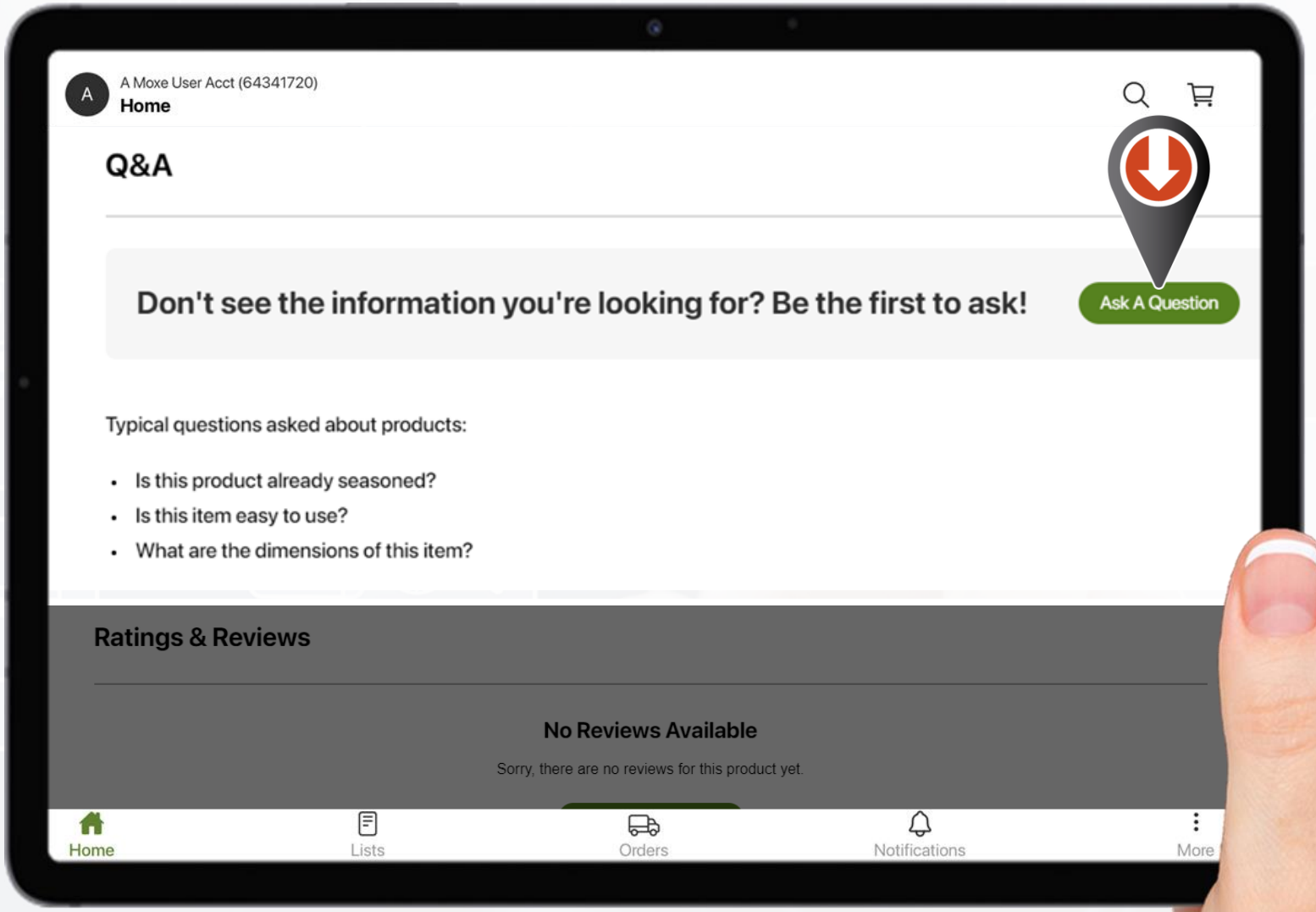
Product Search

Product Detail Page

Farther down you will see a section for Q&A.

This section will contain answers to questions submitted by customers.

Select “Ask A Question” to seek answers not shown in the product detail page.

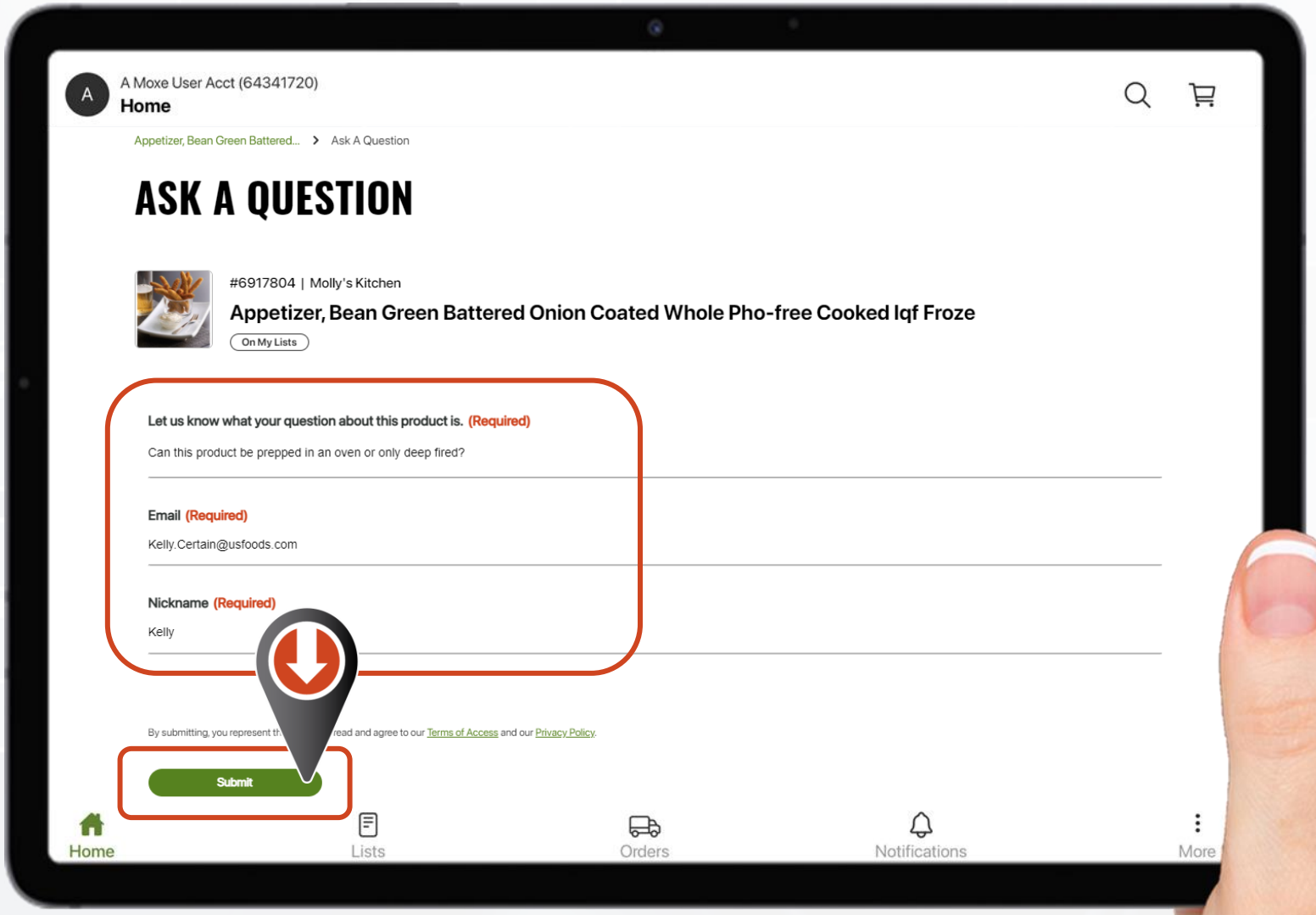


Product Search

Product Detail Page

This will open a new screen.

Type in your question and other required fields, then select “Submit”

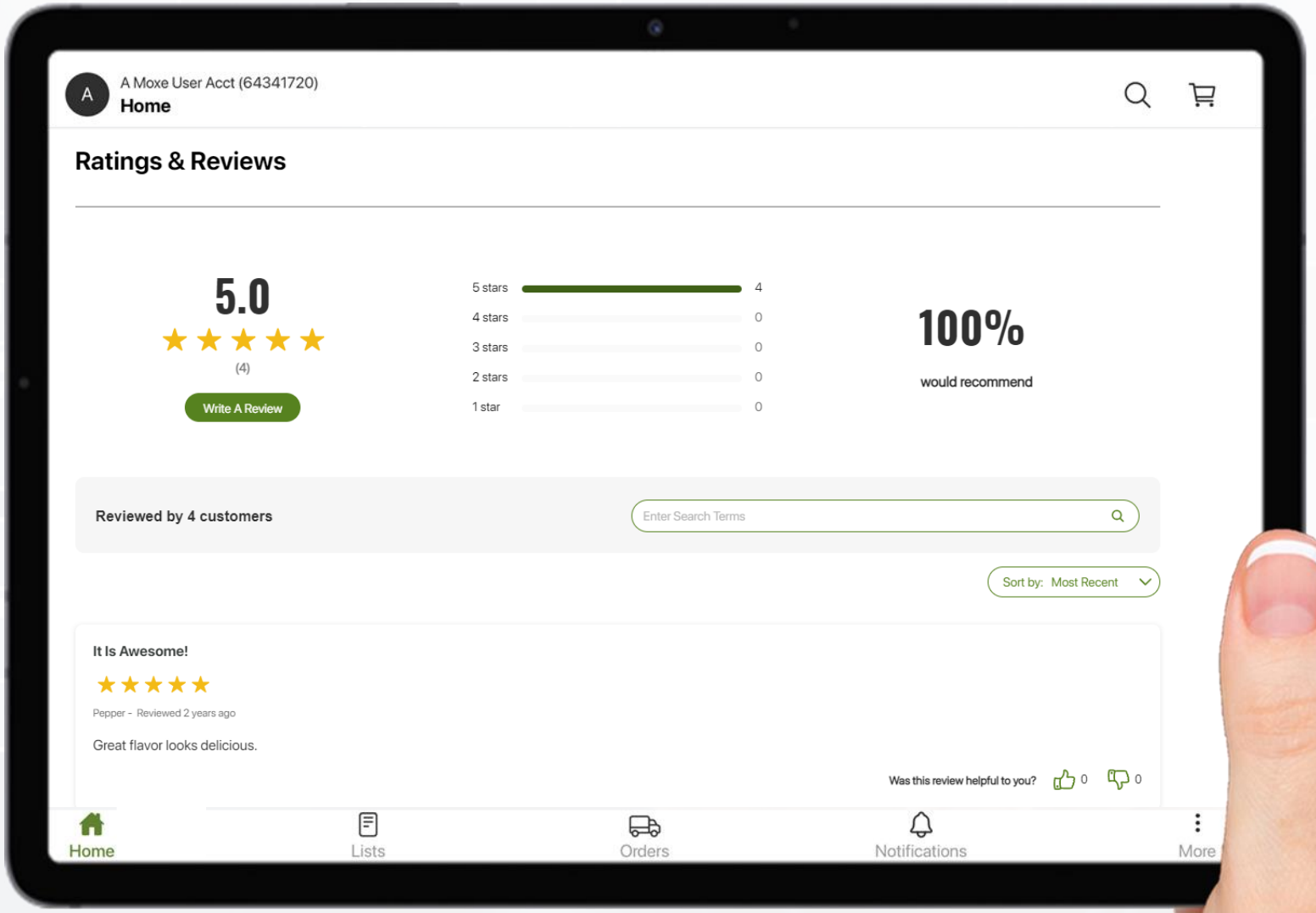


Product Search

Product Detail Page

At the bottom of the page, you will see an area dedicated to product “Ratings & Reviews”.

Select → to view more

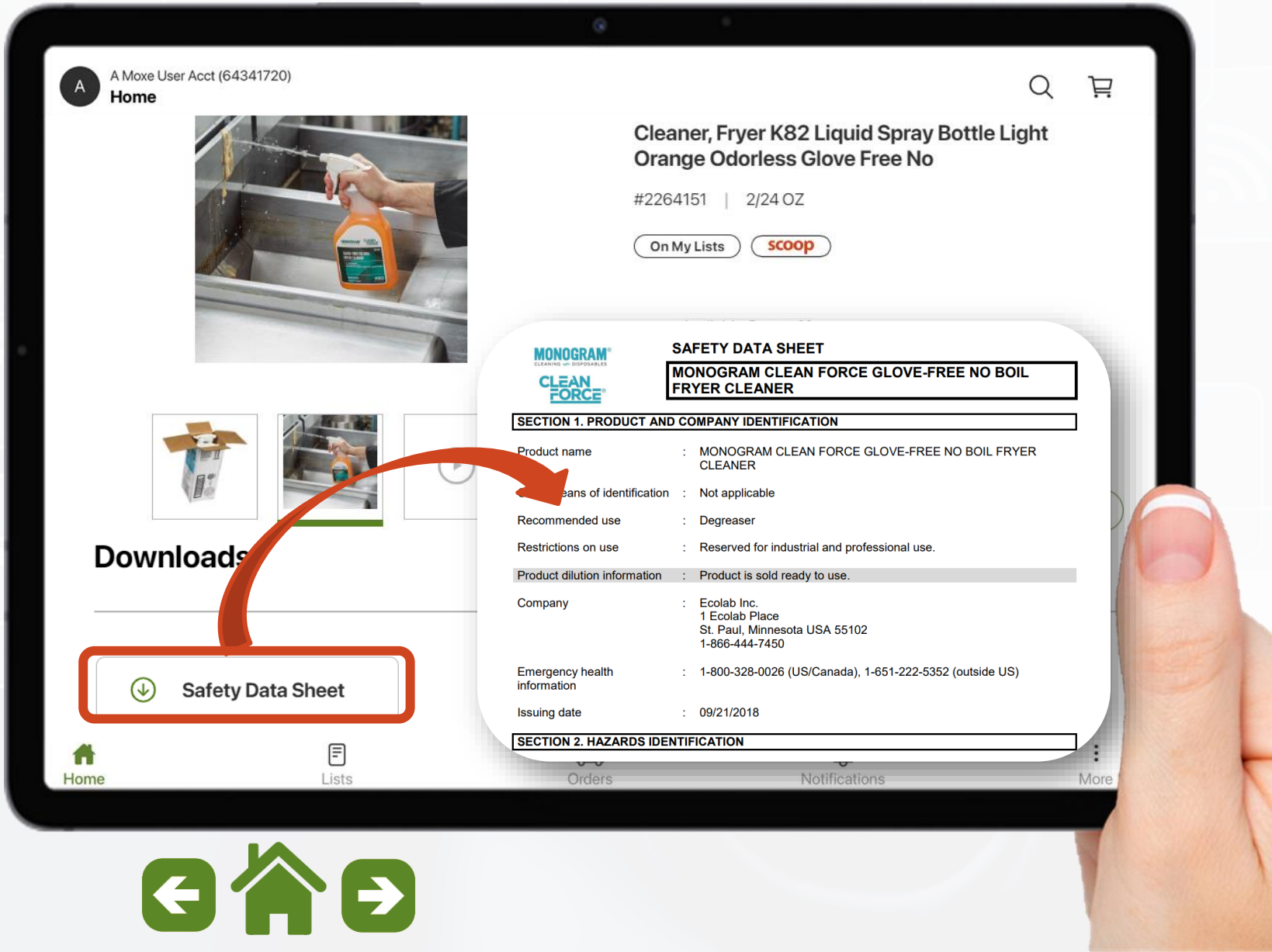


Product Search

Product Detail Page

For Cleaning Supplies and Chemicals, you also have access to download the “Safety Data Sheets” at the bottom of the product detail page.

Select → to view more



Product Search

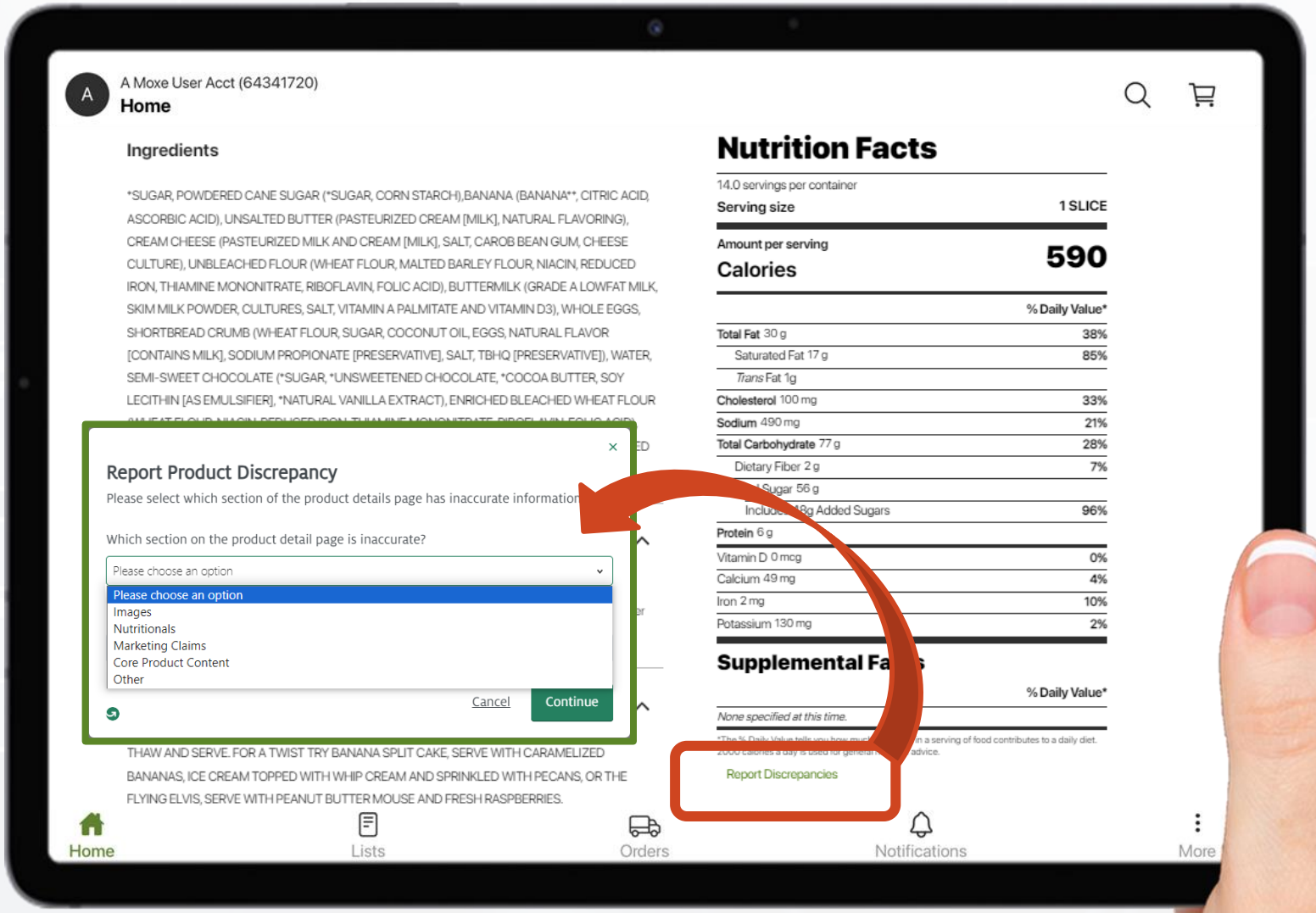
Product Detail Page

If you see “Discrepancies” in the Product Detail Page, select the option below the Nutritional Facts.

You will see a drop-down menu to chose what you are reporting.

Information is sent directly to our PIM Team for review.

Select → to view more



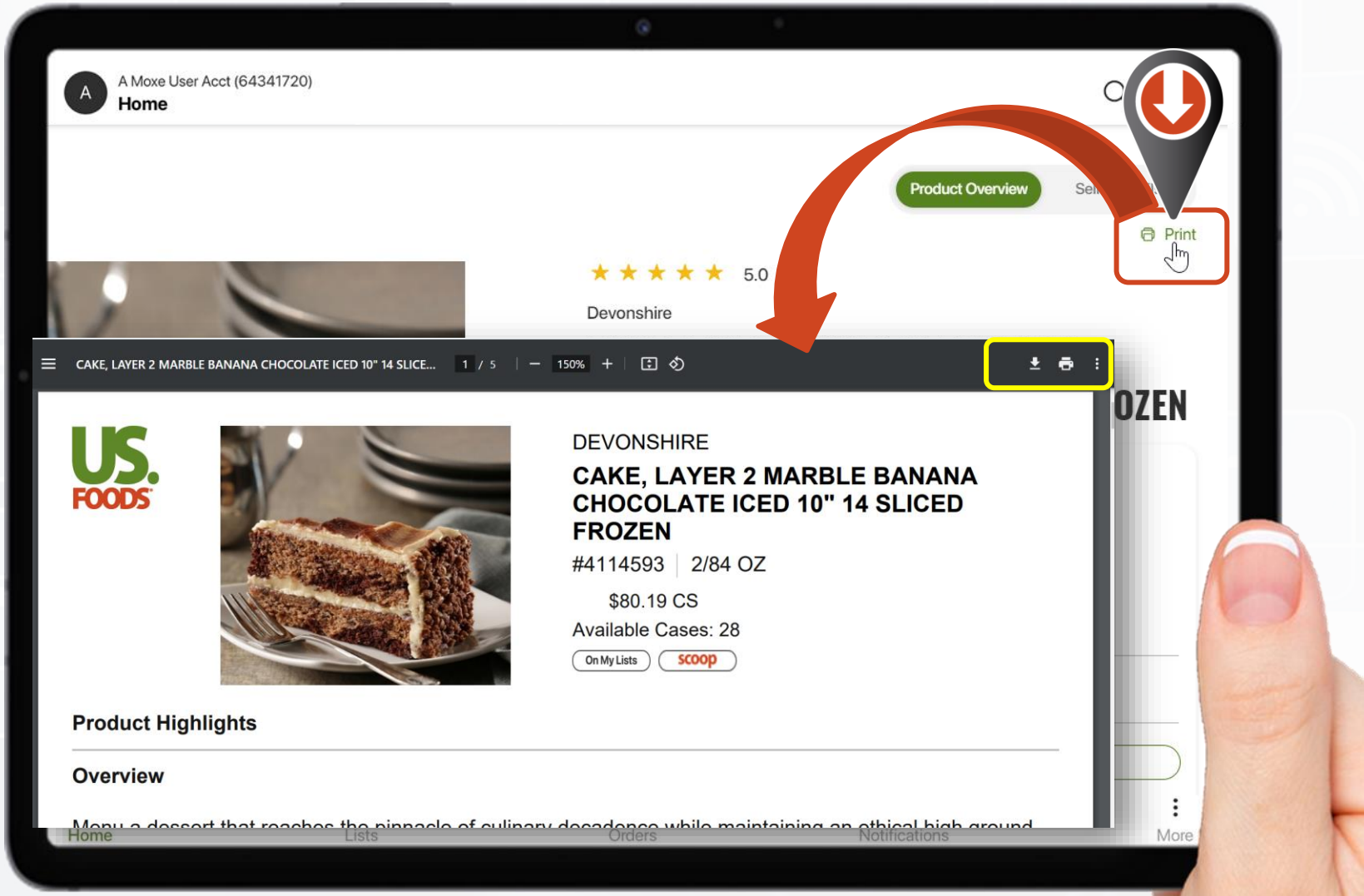
Product Search

Product Detail Page

Selecting the “Print” option in the upper right of the Product Detail Page will open a new window.

From this new window you can Print, Download or Share the full detail page.

Select → to continue

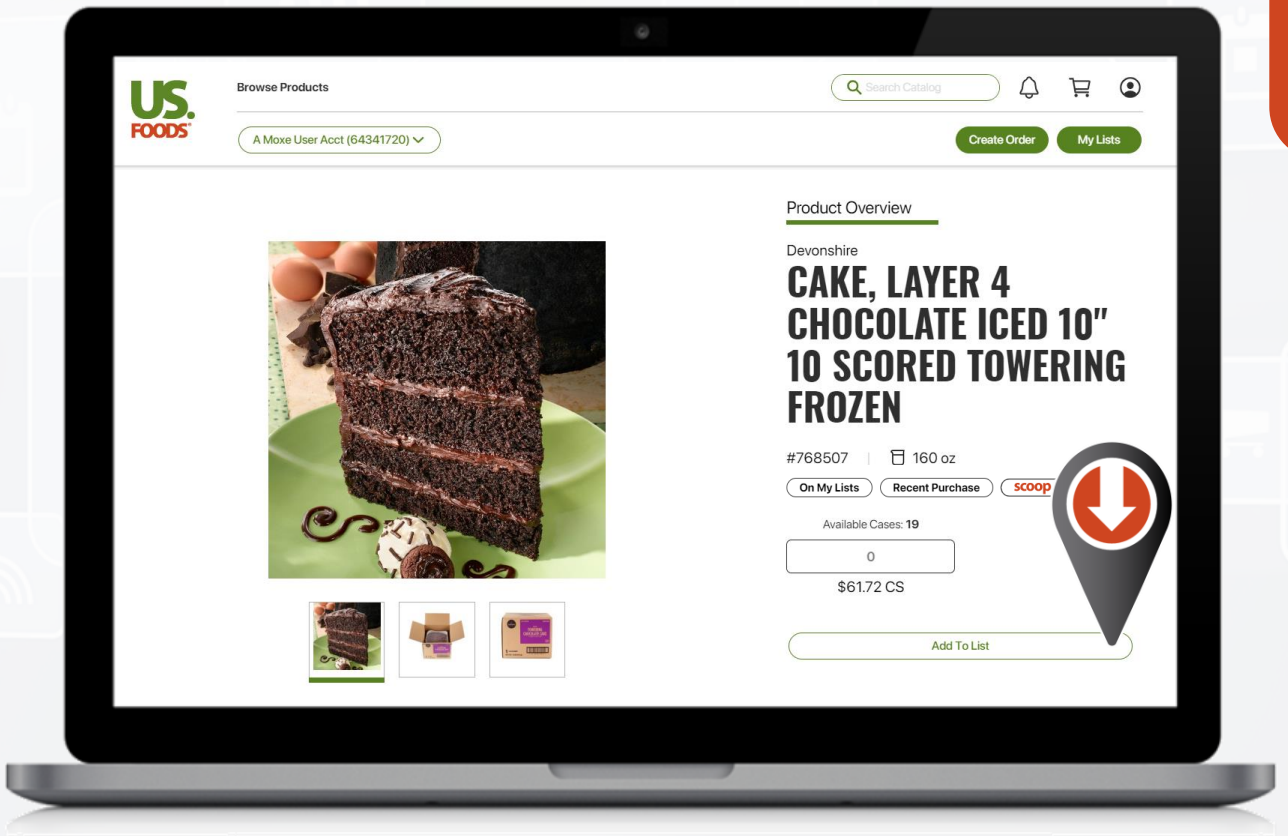


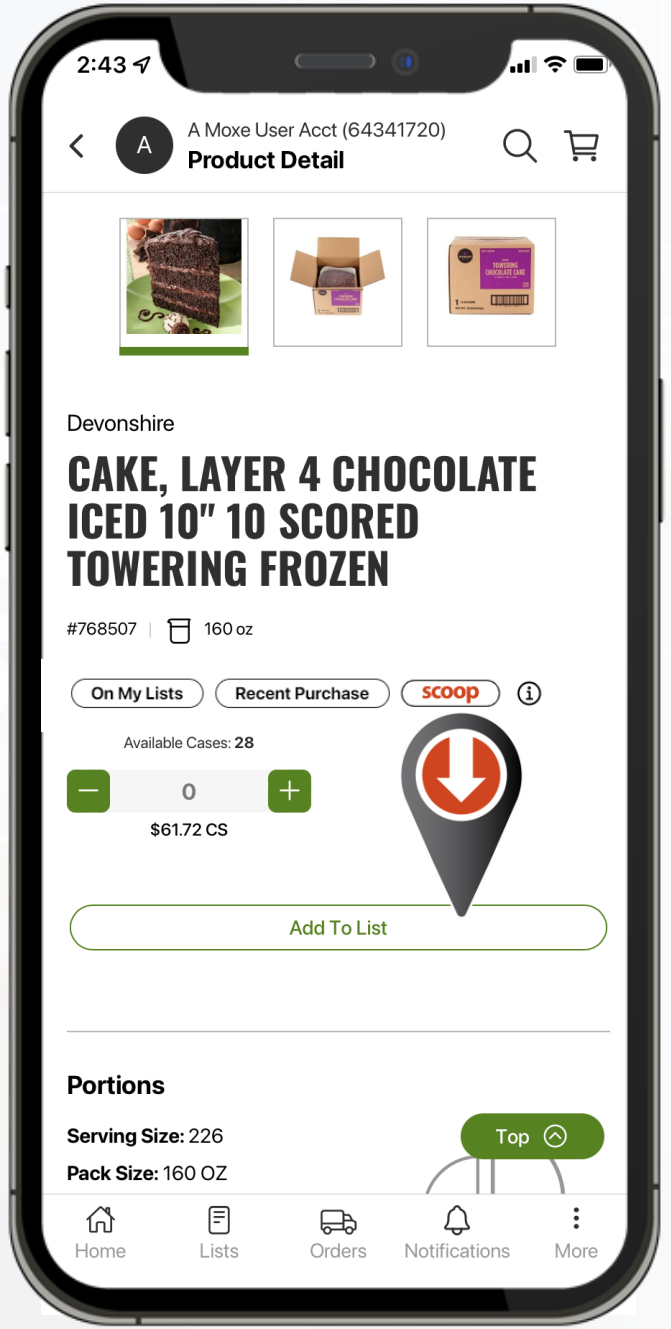
BROWSE PRODUCTS

Product Search

Adding Products to Orders/Lists

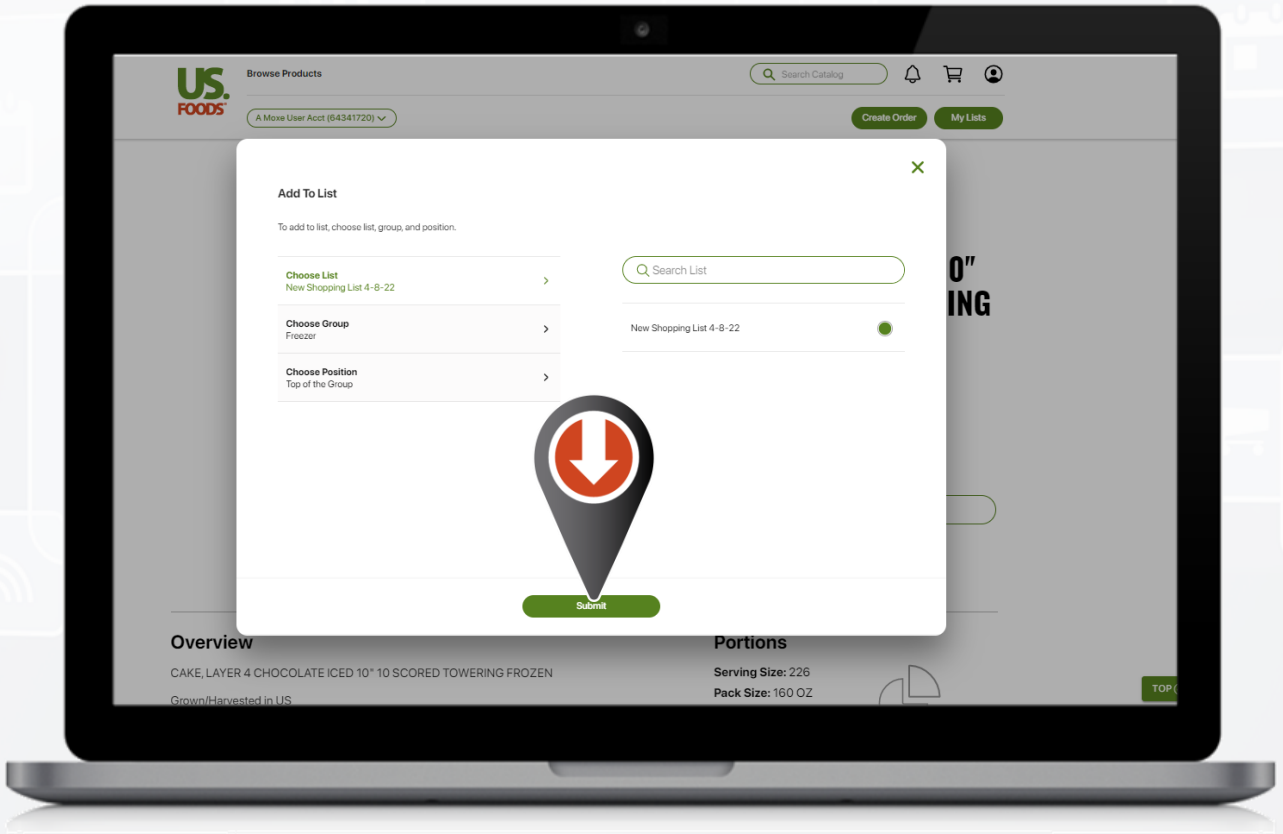
From the product detail page, you have the option to “Add” the item to a shopping list.



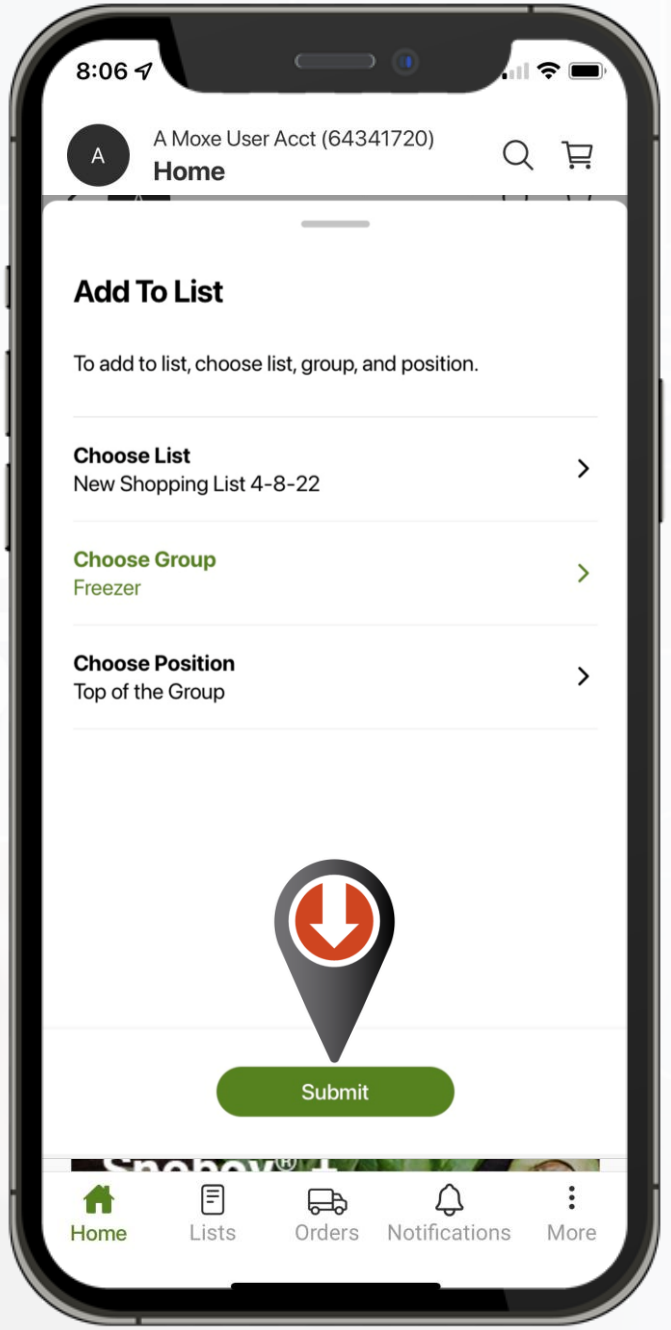


Product Search

Adding Products to Orders/Lists



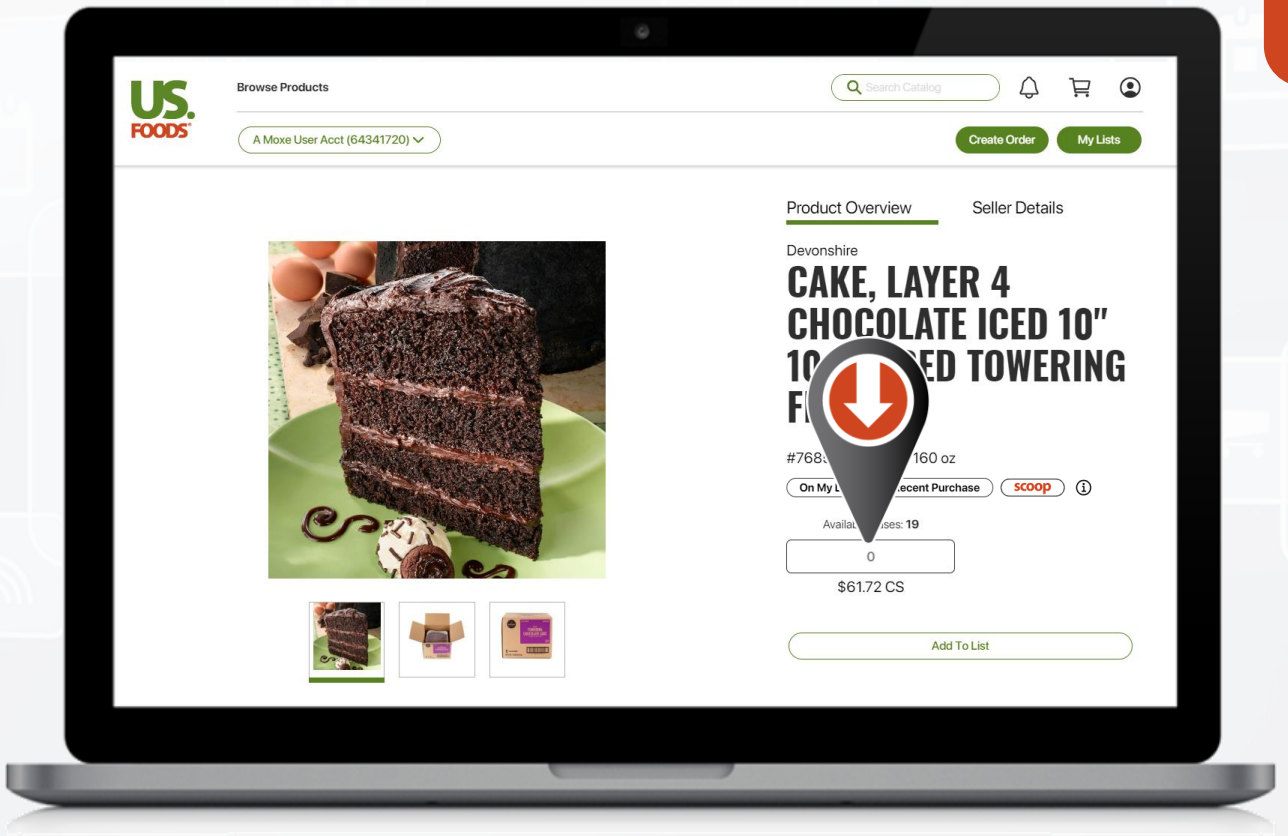
Select the desired shopping list, the Group and Position in the Group, then select Submit.

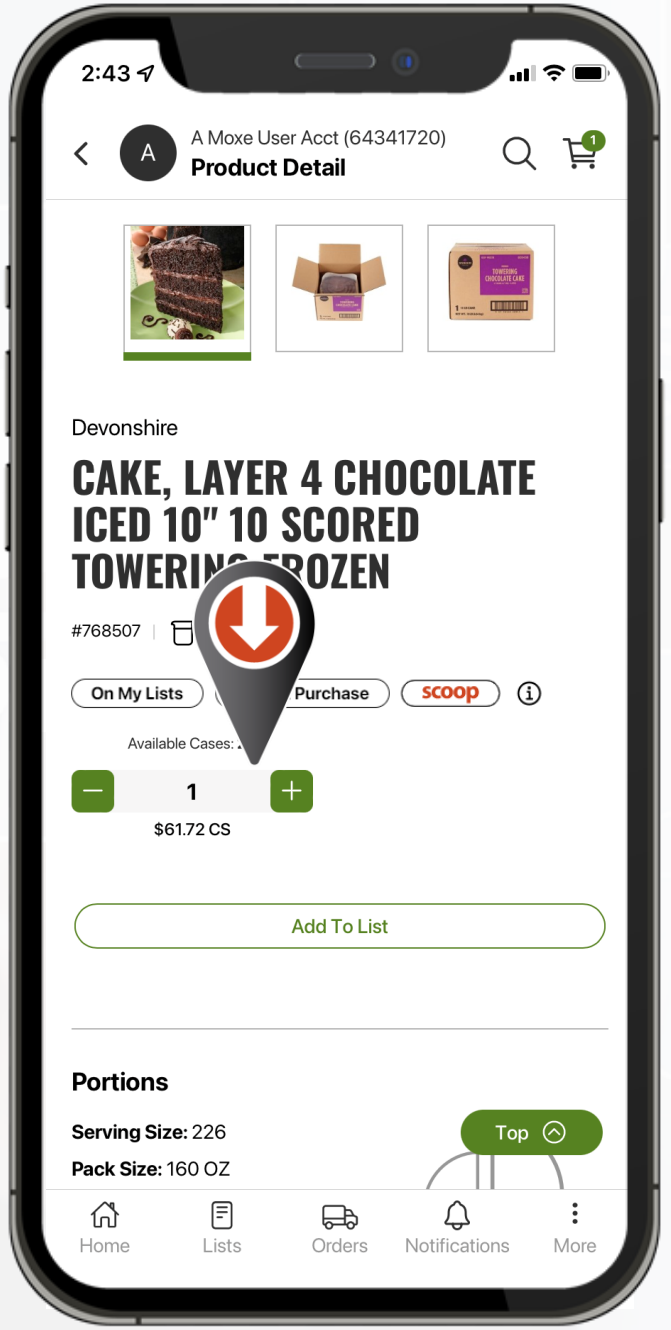


Product Search

Adding Products to Orders/Lists

Enter quantities to add products to your shopping cart.





List Management

Subtopics

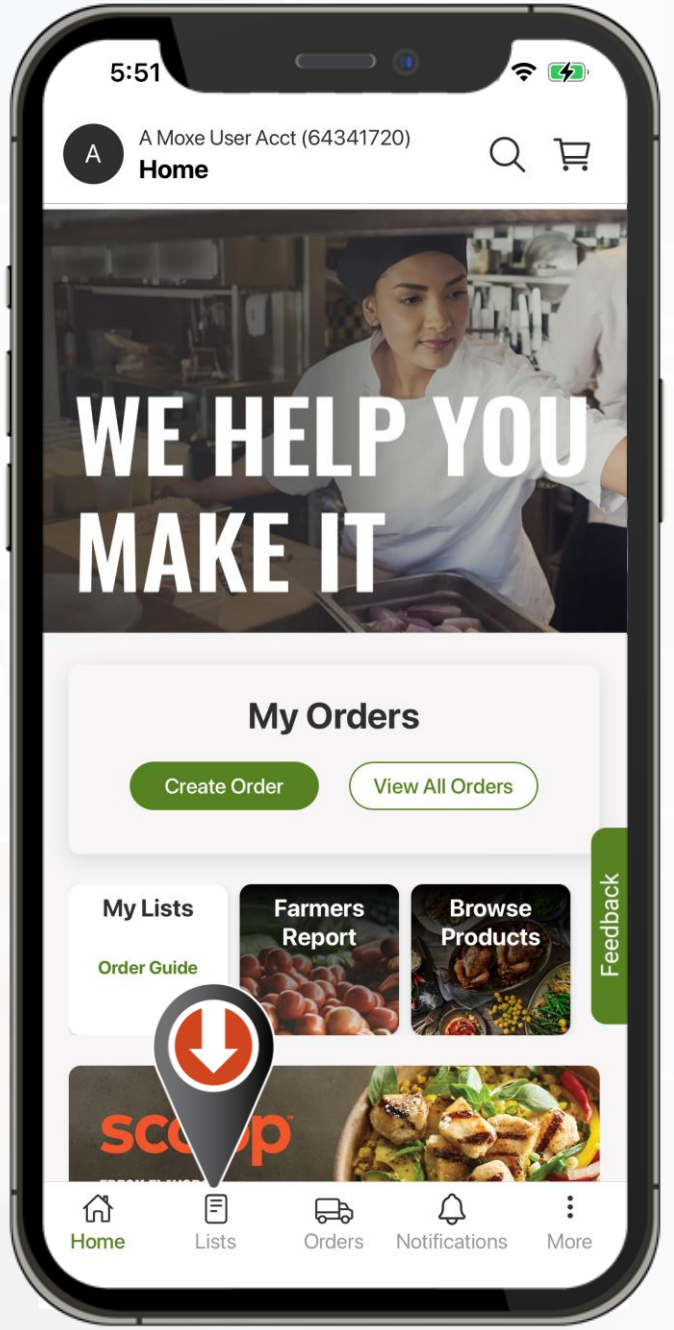
Please click on a link below to view a subtopic.
Click the icon to return to the main menu.

- View All Lists
- Create a New Shopping List
- Adding Groups to Shopping Lists
- Adding Products to Shopping Lists
- Creating Shelf to Sheet Sequence
- Maintaining Shopping Lists
- Download, Print, Copy, Import Lists

List Management

View All Lists

To Create a Shopping List, select "View All Lists" from the desktop Home page or the Lists icon on mobile.

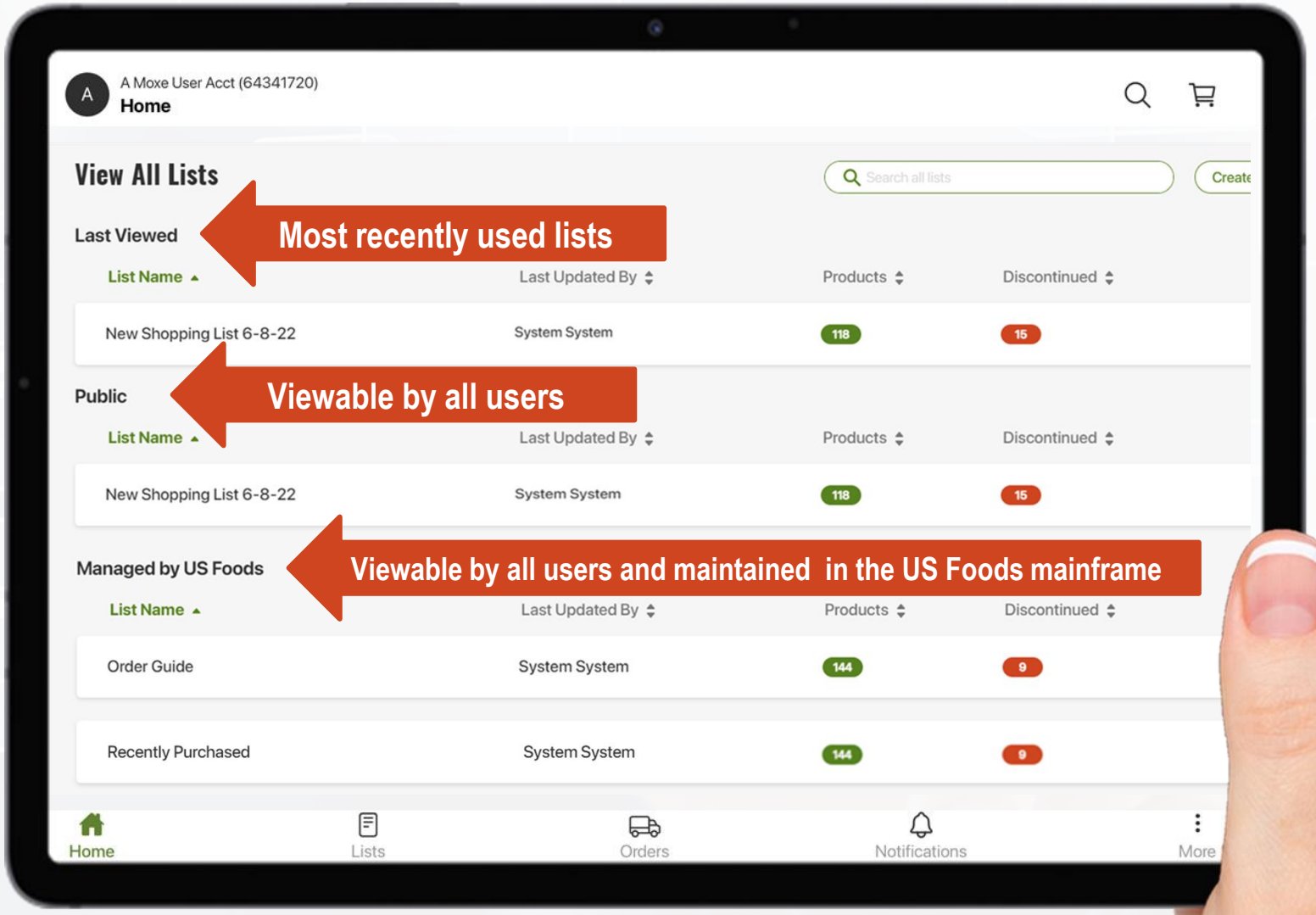


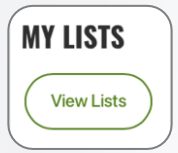
List Management

View All Lists

List Management home screen.

List types and visibility guidelines.





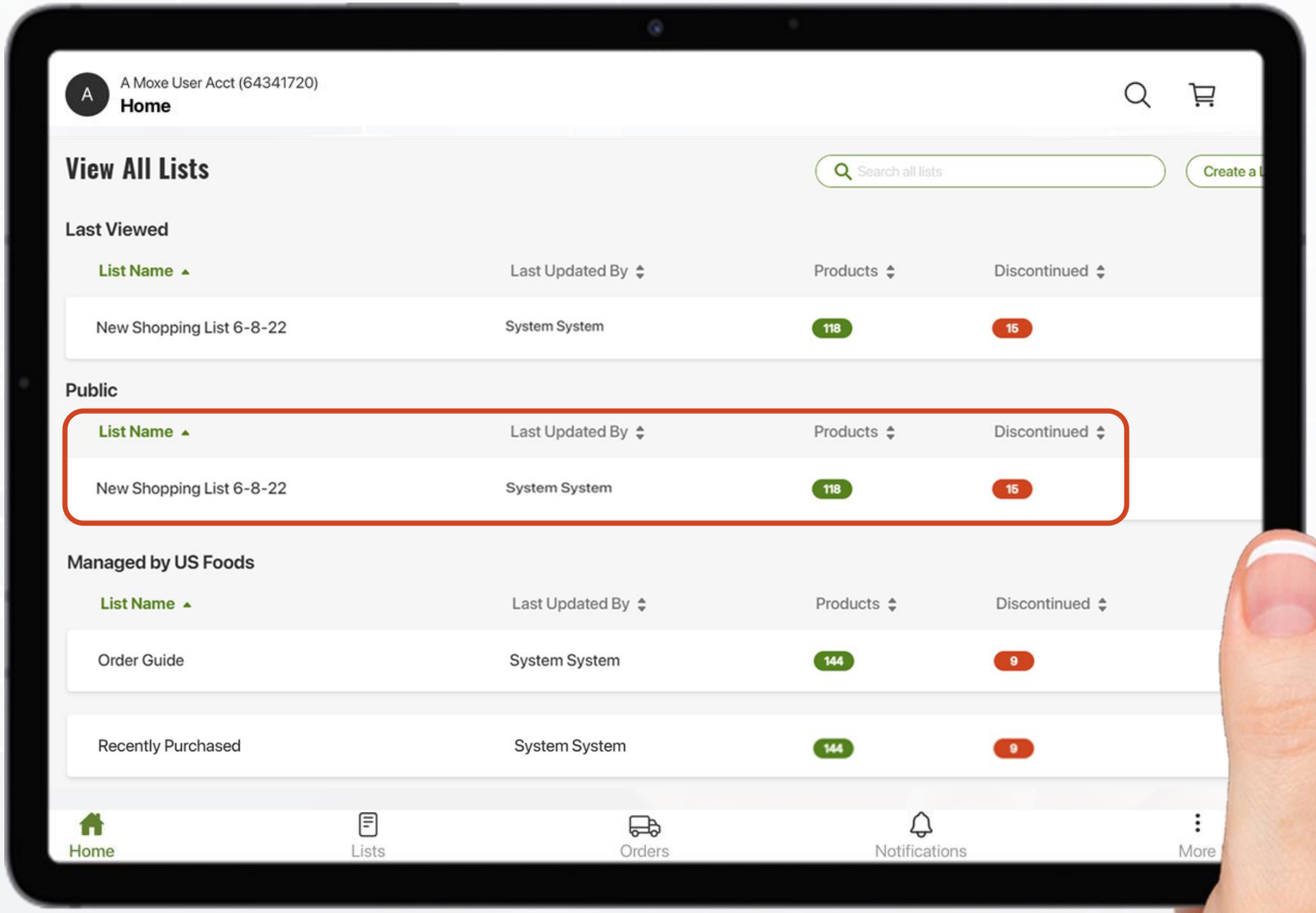
List Management

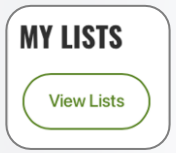
View All Lists

List Management Home Screen.

Each List displays:

- List Name
- Last Updated By
- Number of Products on the list
- Number of Discontinued Items requiring attention

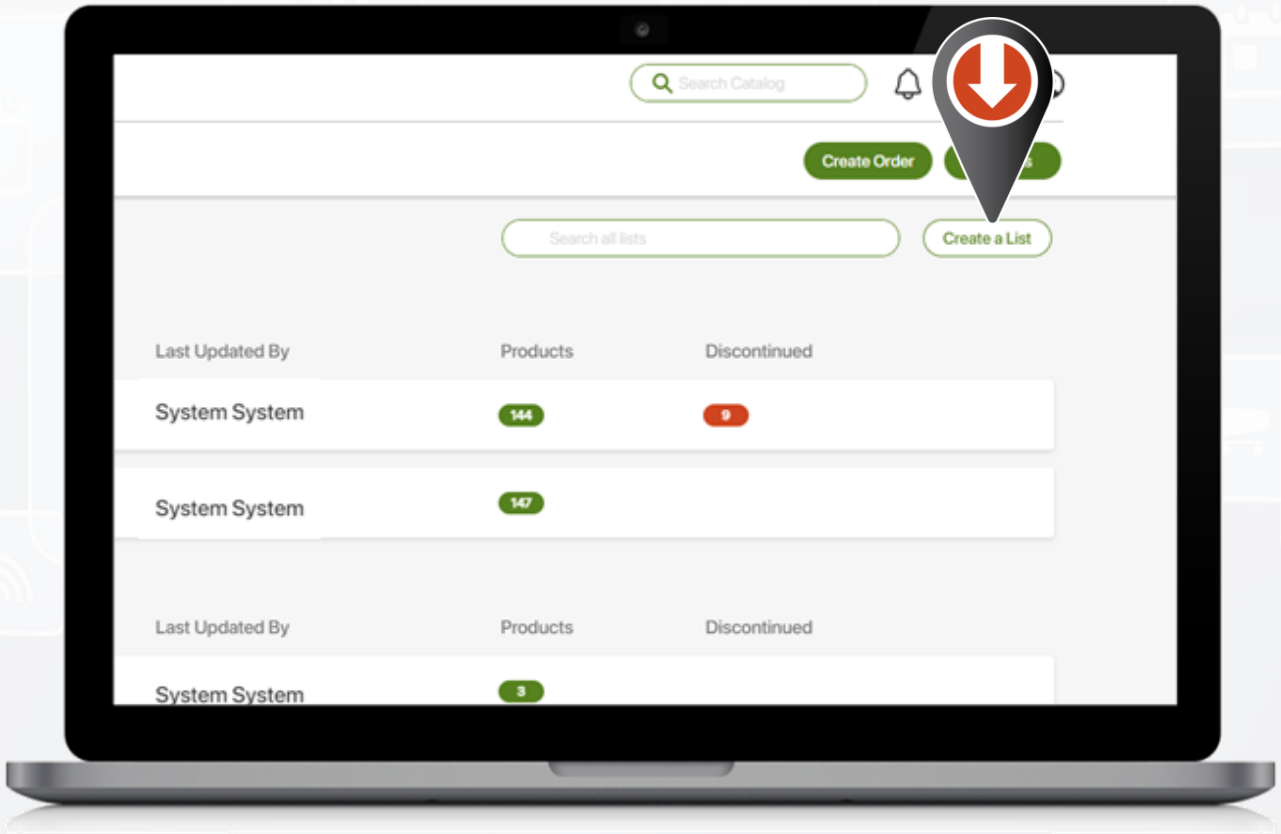


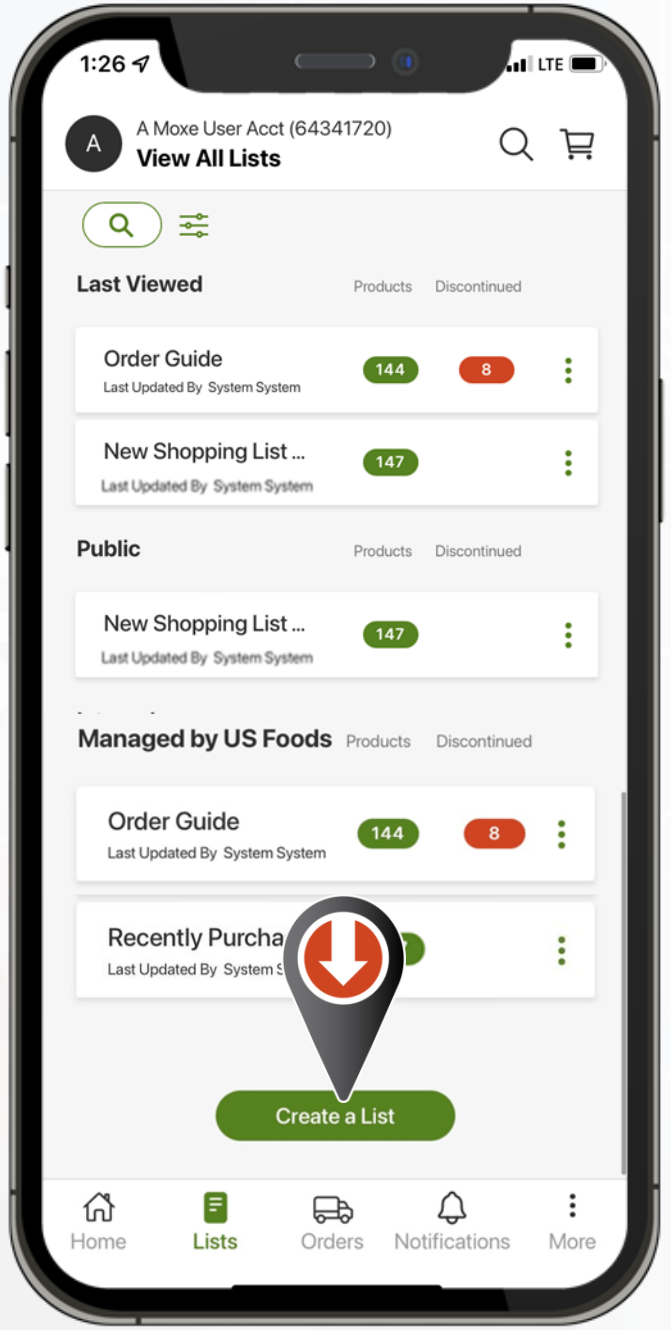


List Management

Create a New Shopping List

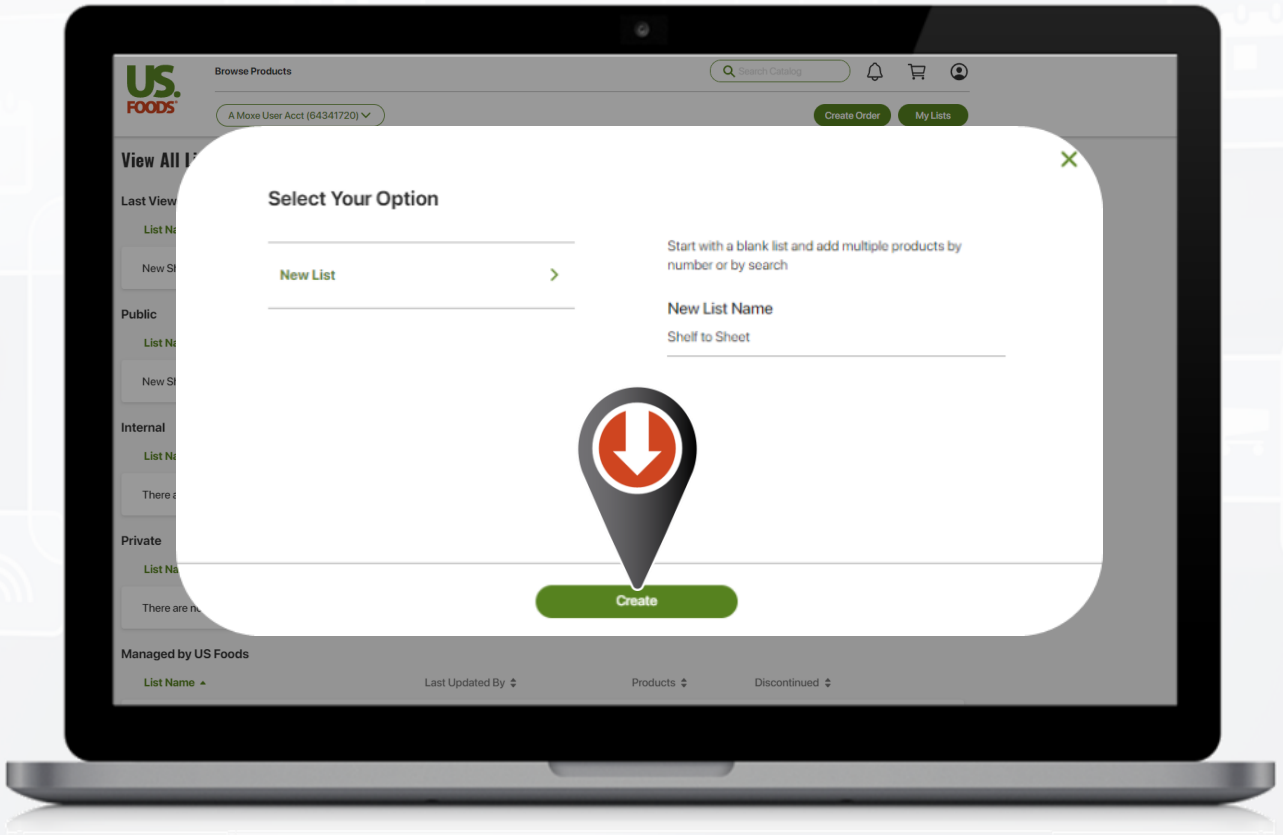
To begin a new Shopping List, select "Create List".



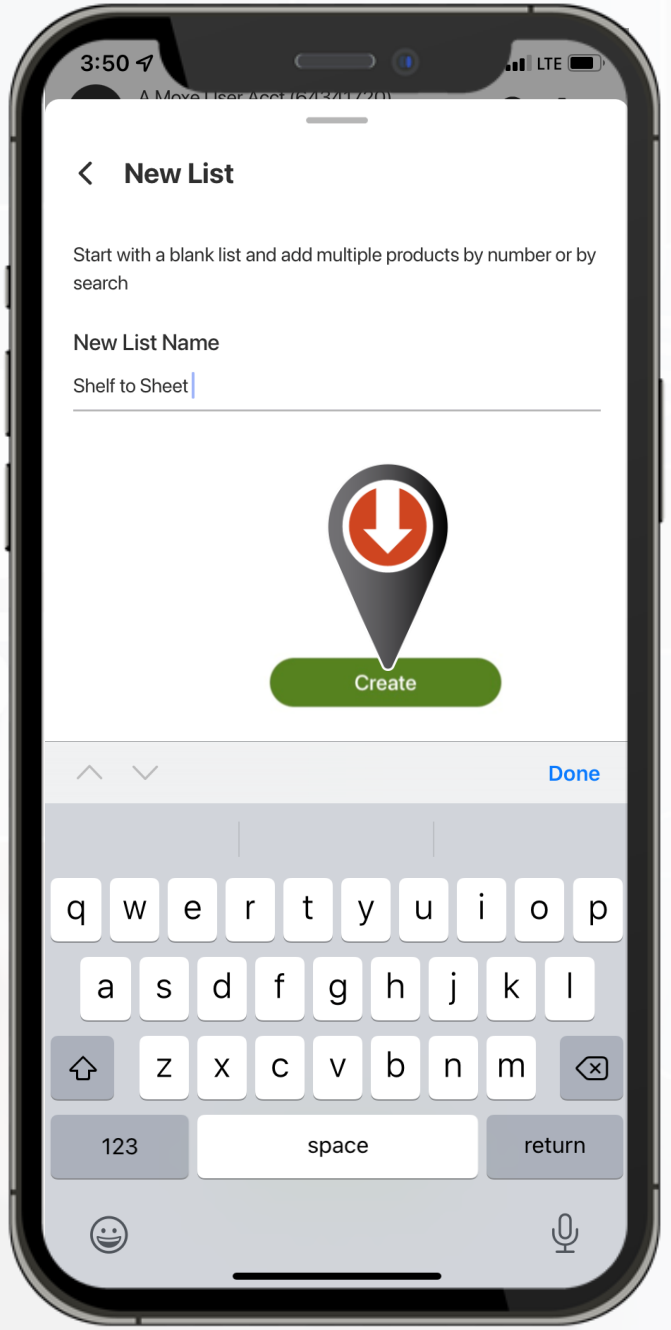


List Management

Create a New Shopping List

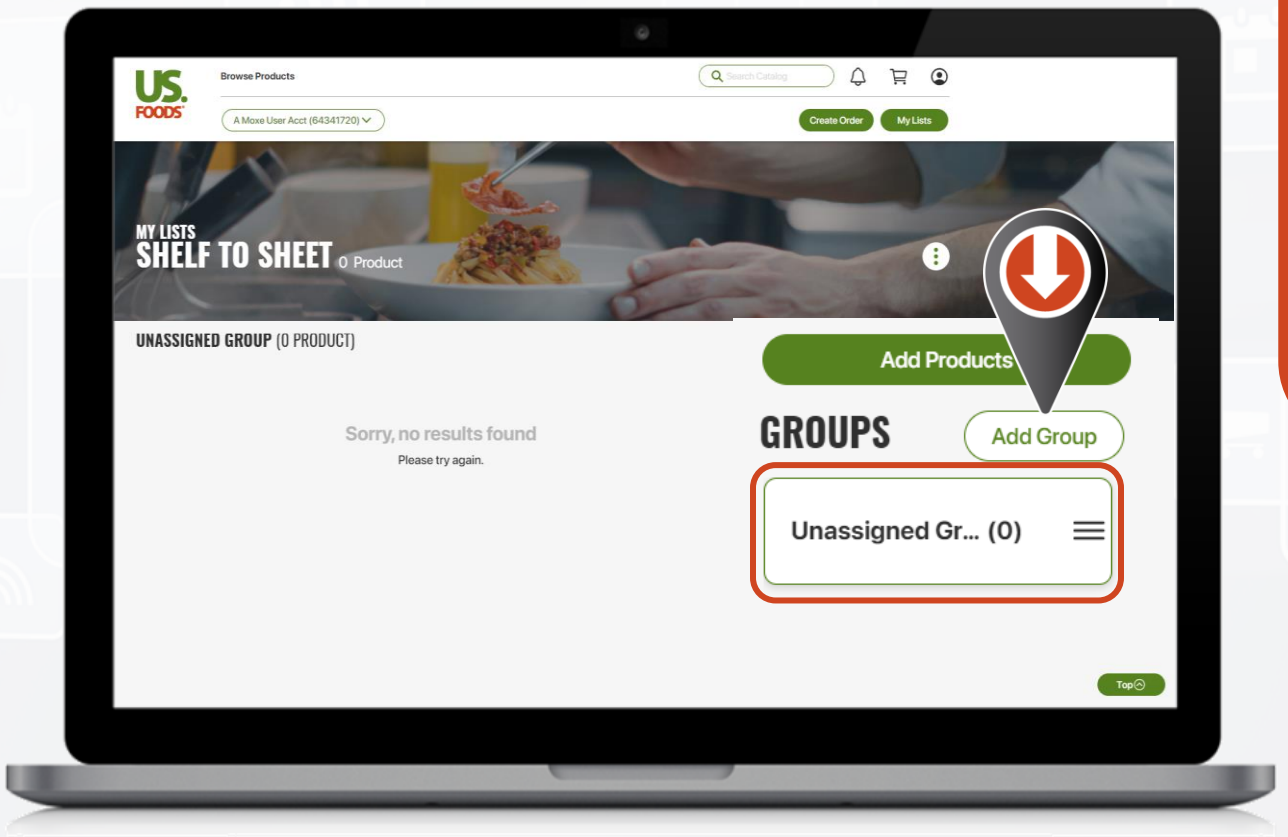


Enter a unique name for your list and select Create.



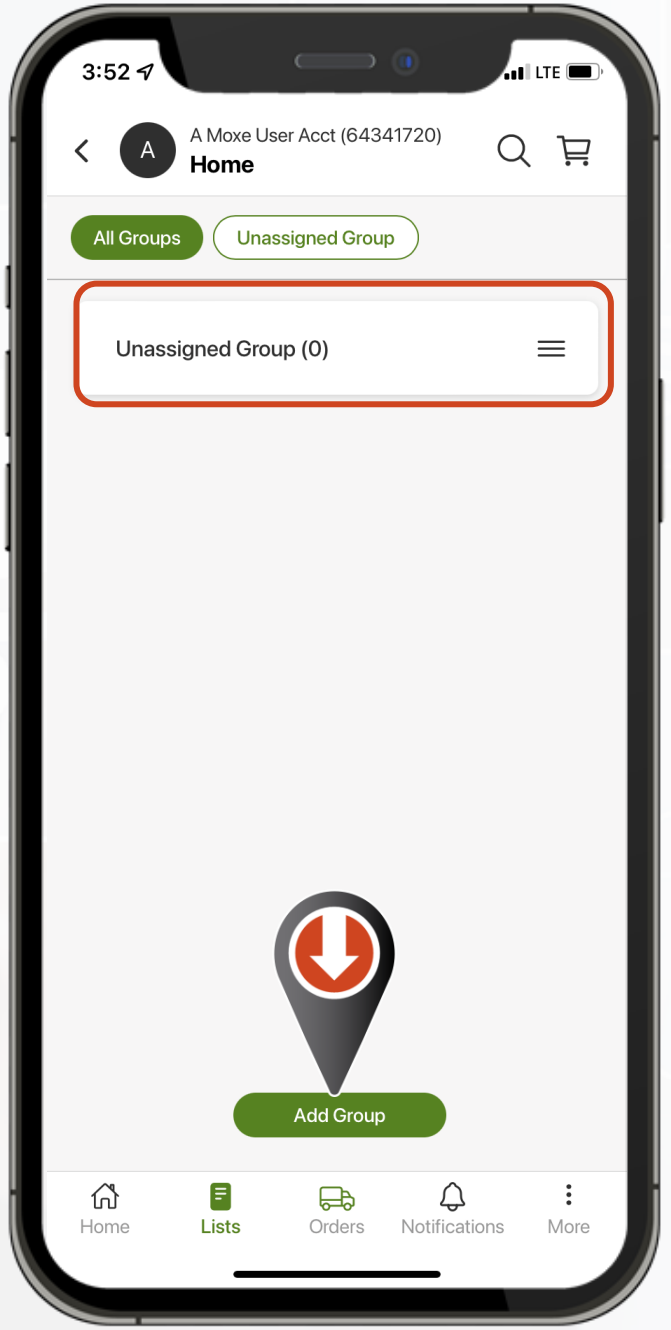
List Management

Adding Groups to Lists



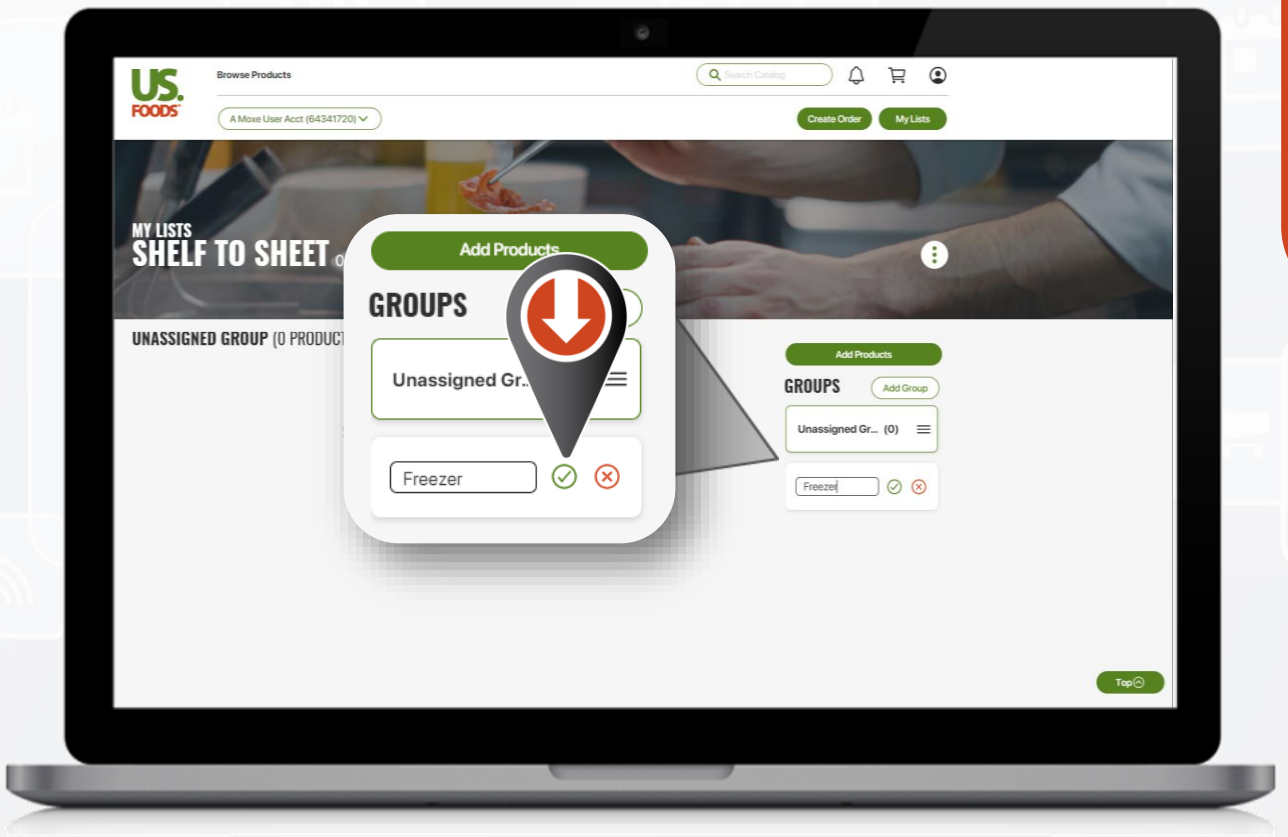
Begin adding custom groups to organize your new shopping list.

Note: The "Unassigned" group is used for any Items not assigned to a custom group.



List Management

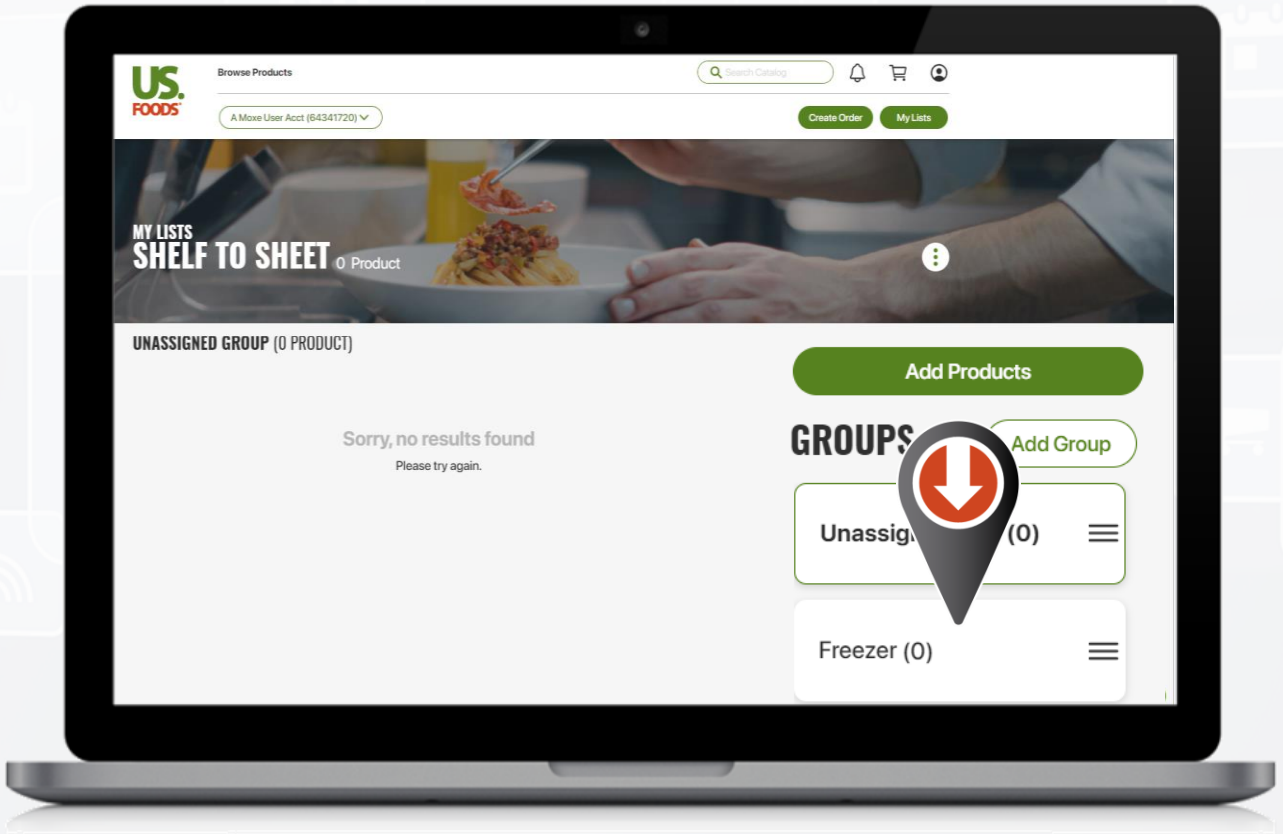
Add Groups to Lists



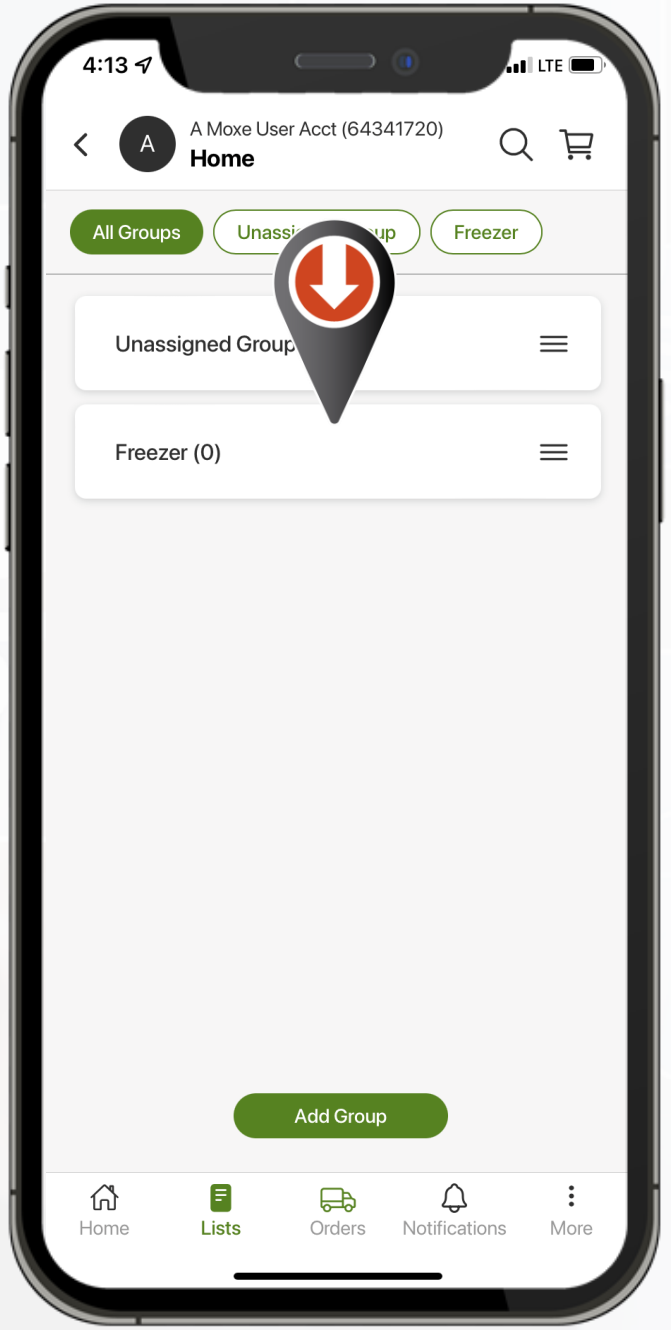
Enter the name of the Group and then select "✓" on desktop app, or "Submit" on mobile.

List Management

Add Groups to Lists

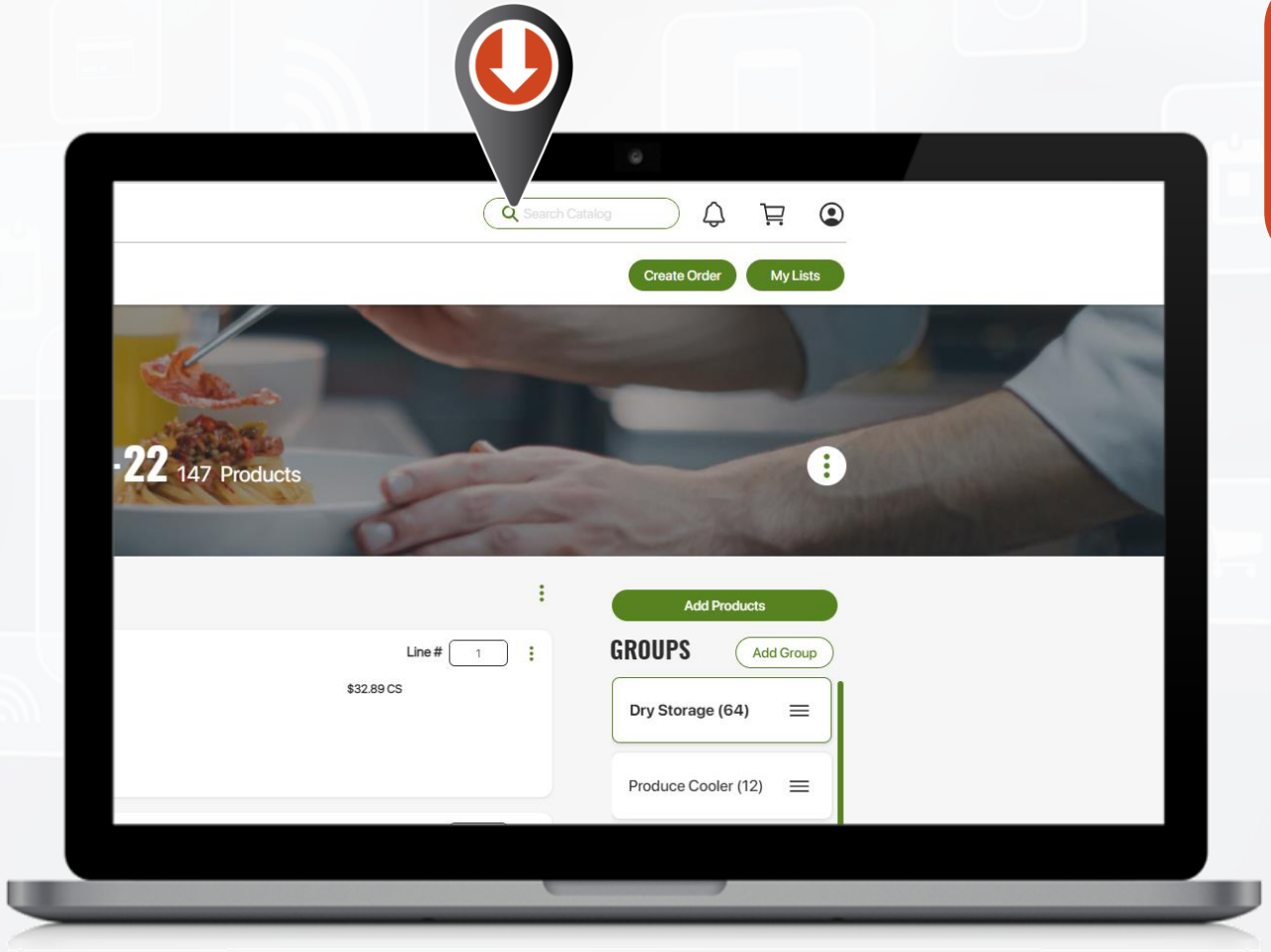


Groups will appear along the right side on desktop and in the center on mobile.

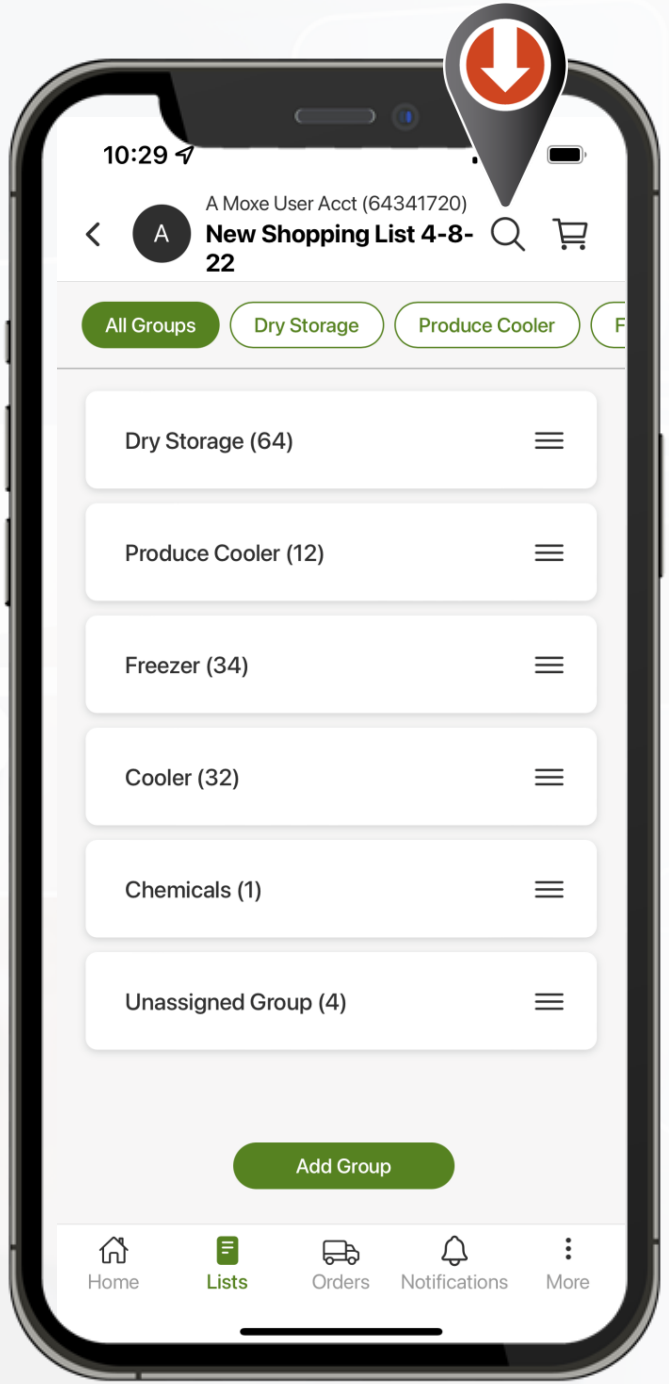


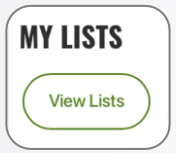
List Management

Add Products to Lists



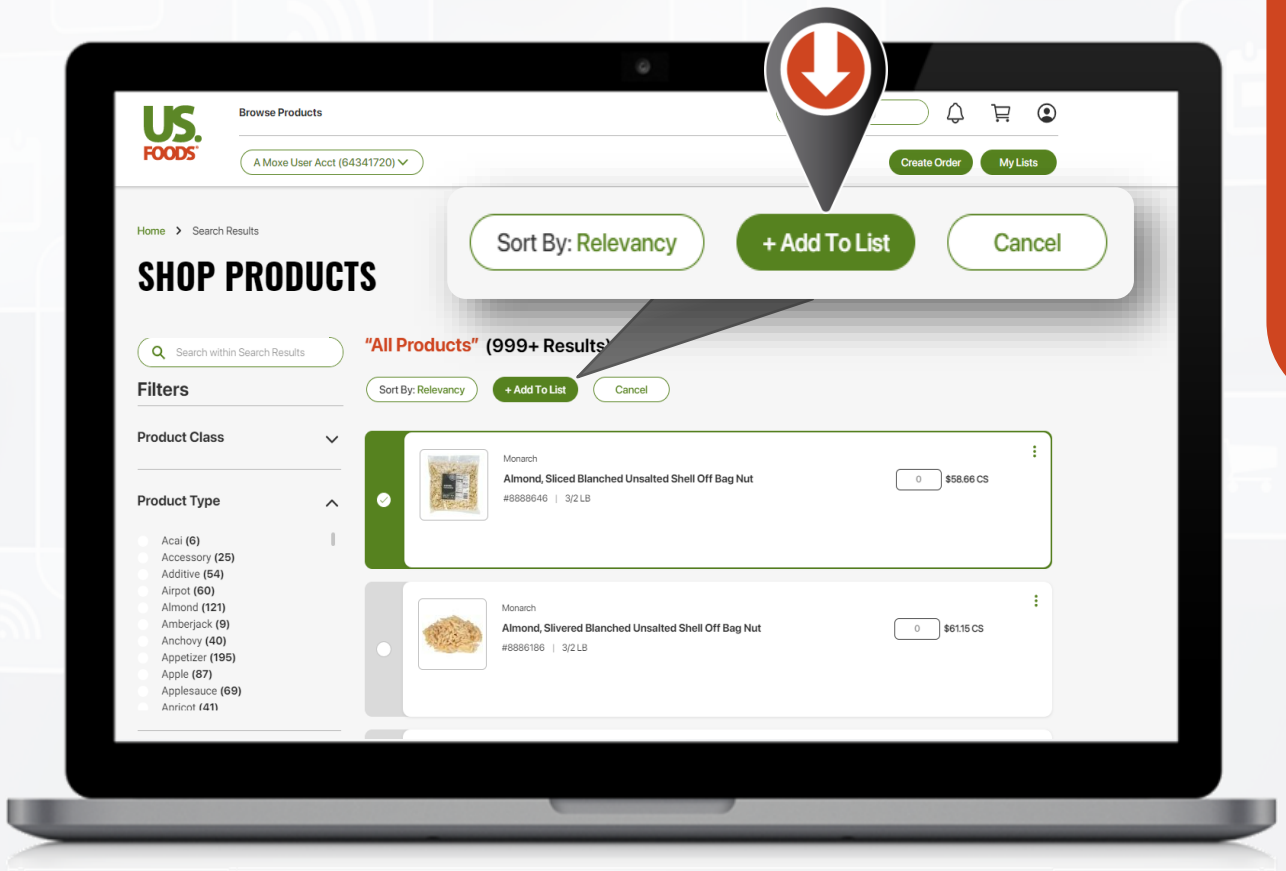
Begin your Product Search to locate items to Add to your List





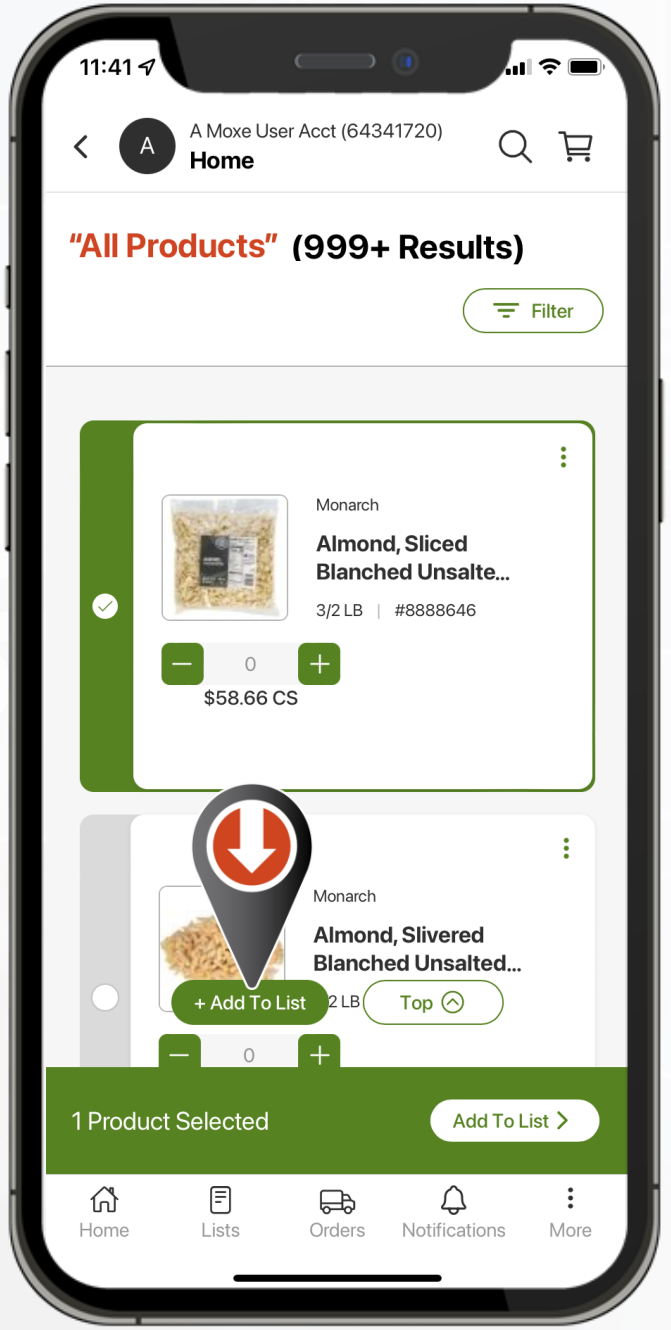
List Management

Add Products to Lists



Select "Add To List" to enable the left side bar on the product cards.

When you select an item to add to your list the side bar on the product card will go from gray to green.

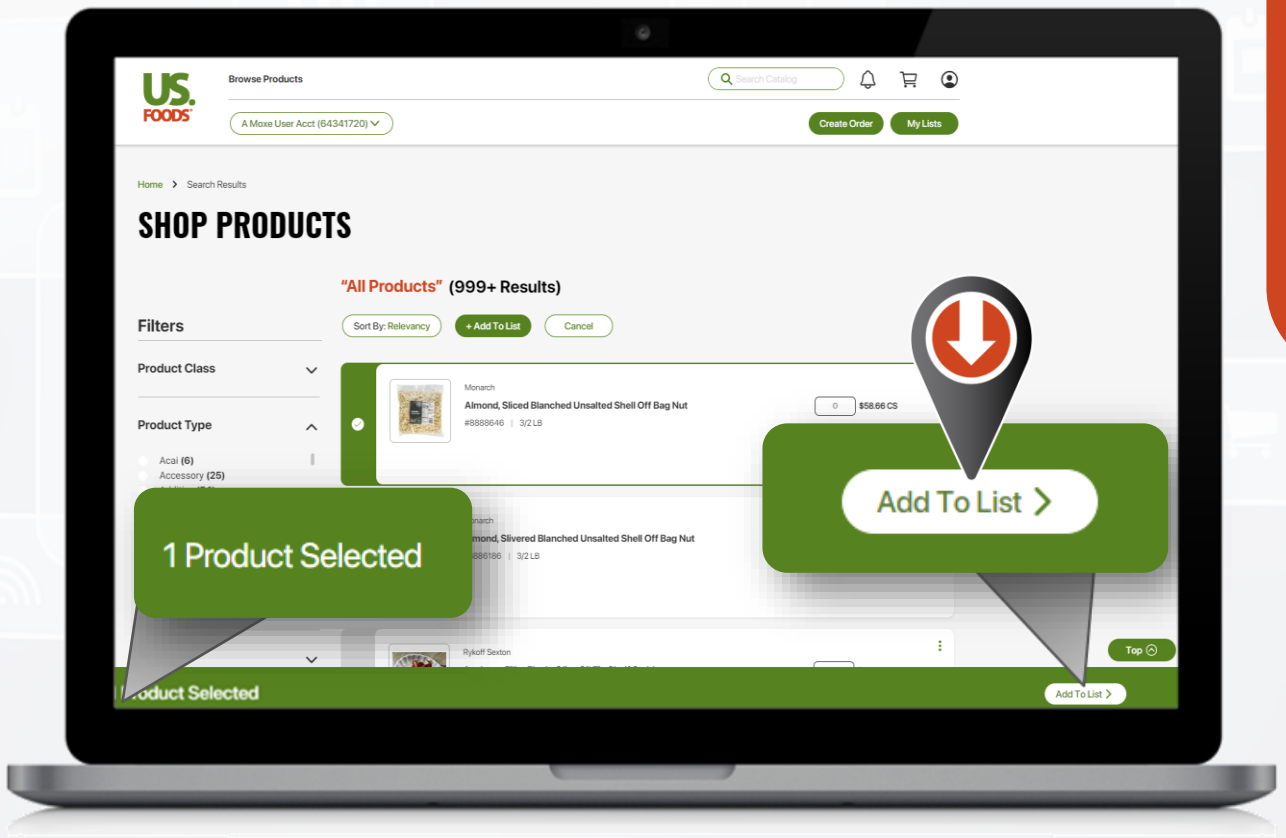


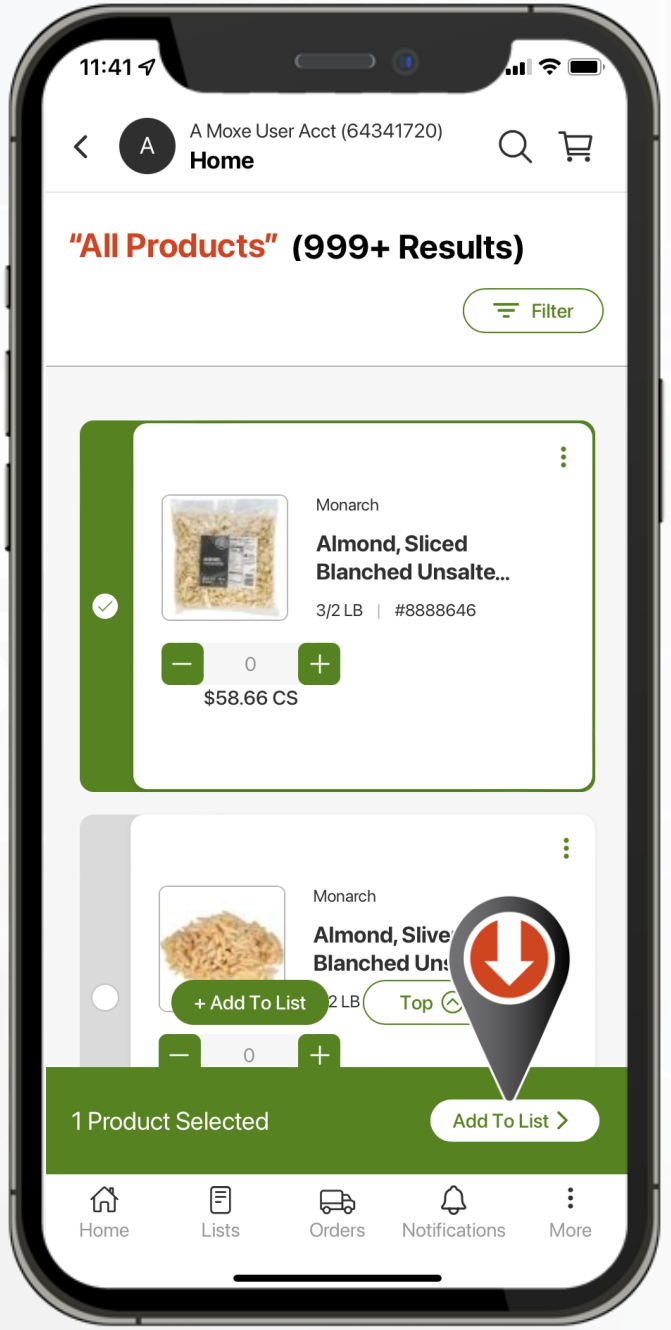
List Management

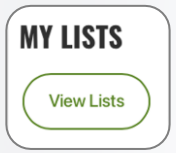
Add Products to Lists

The green “Action Bar” at the bottom will show the number of products selected.

Once you have the product selected use the option to “Add to List”.

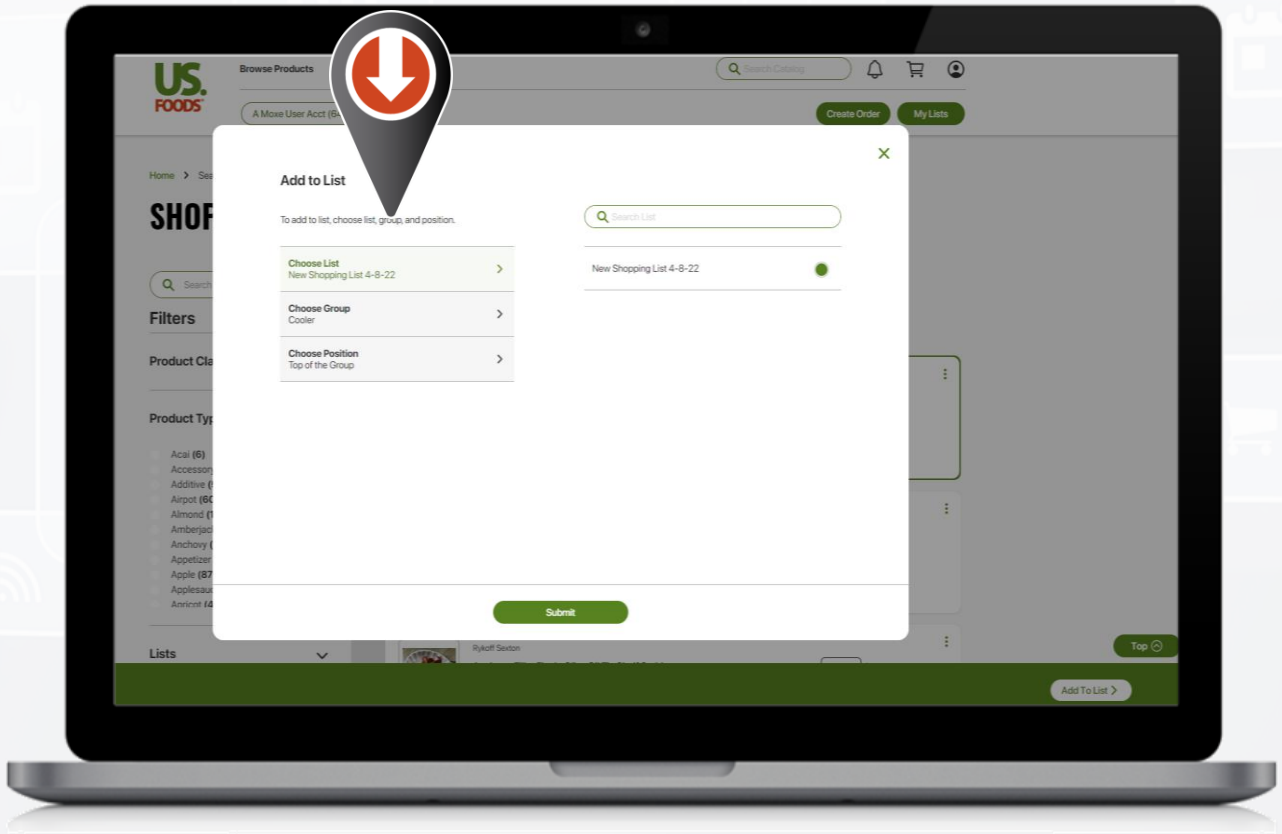




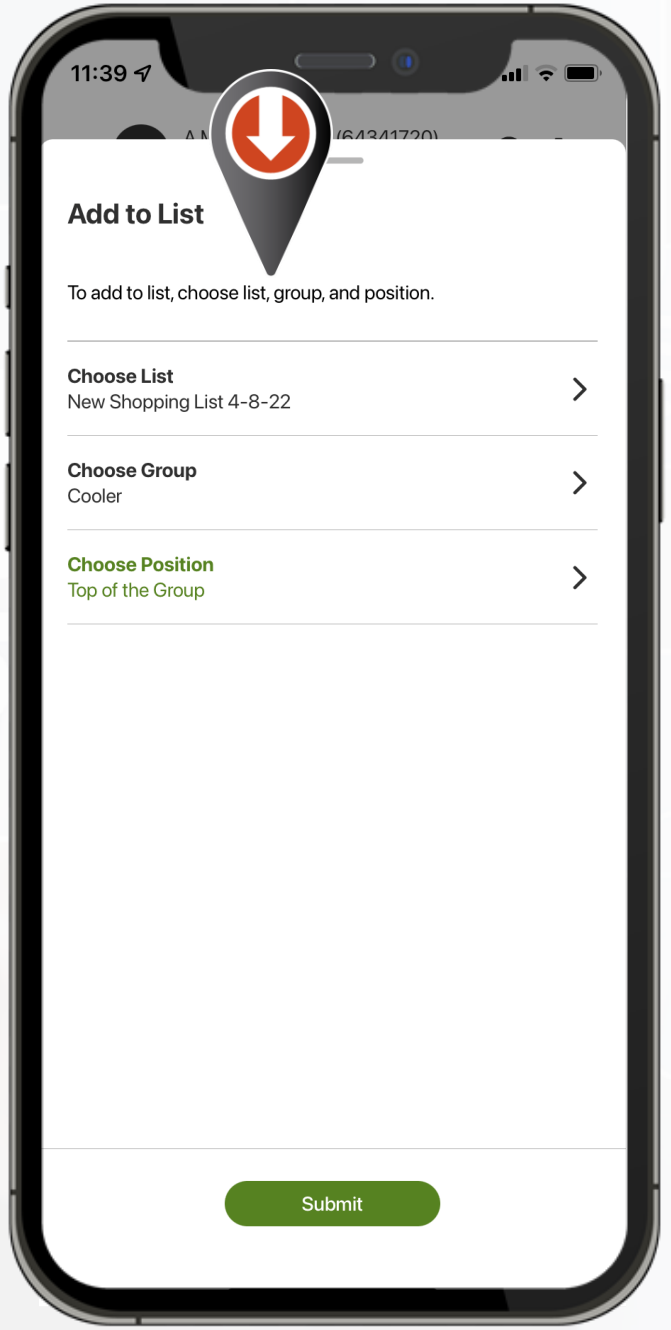


List Management

Add Products to Lists



You will have the option to select the List, Group and Position of the product to be added.



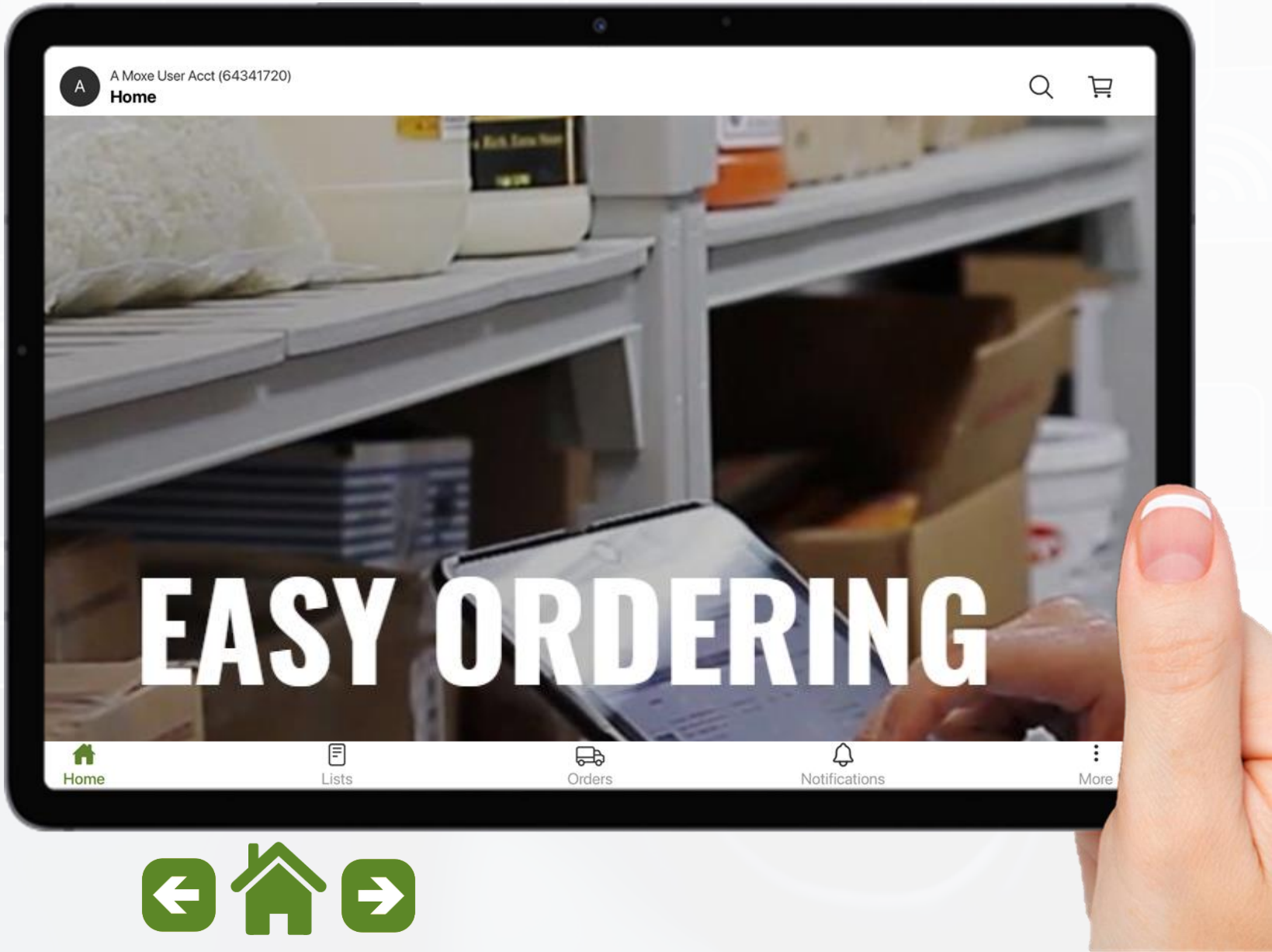
List Management

Creating Shelf to Sheet Sequence

"Shelf-to-Sheet"
simply means arranging your shopping list in a sequence that closely matches how you take inventory.

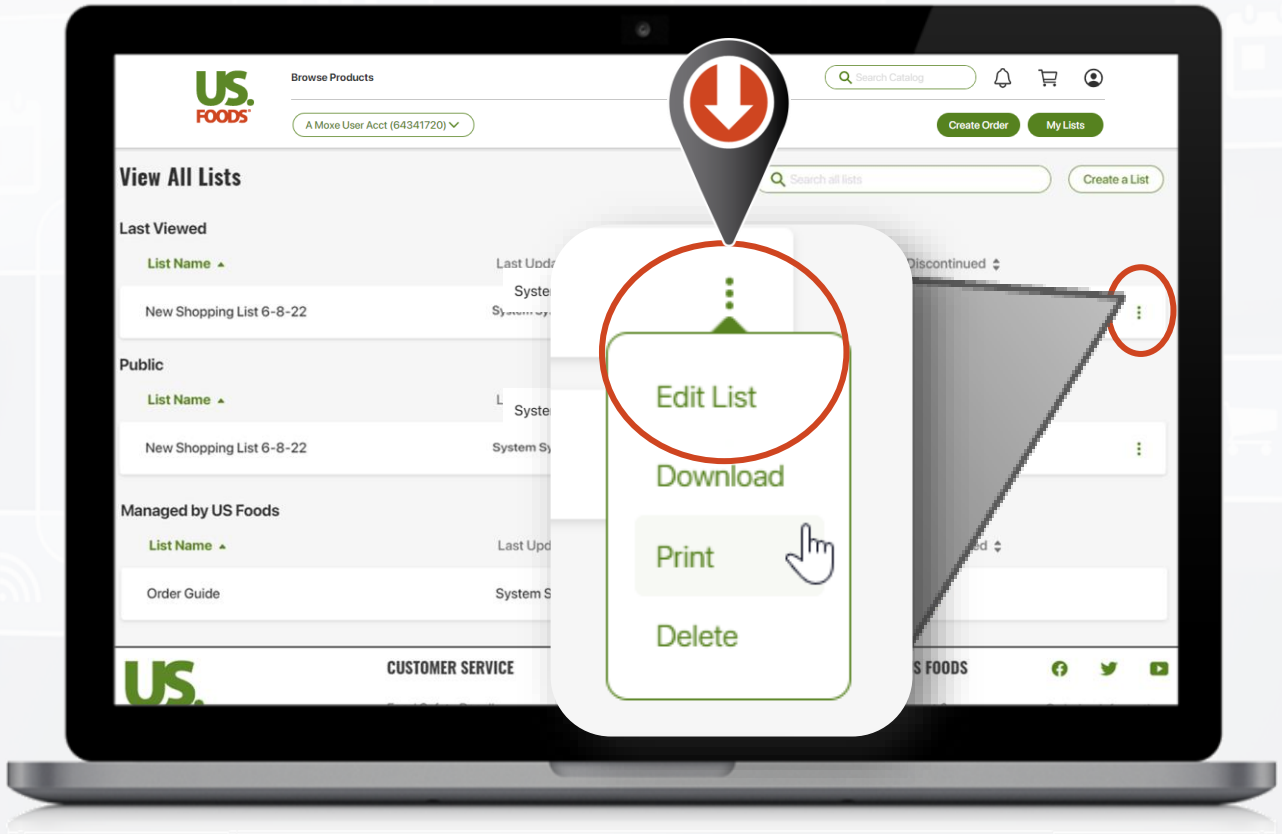
This creates an "Easy Ordering" experience and reduces time and confusion when placing orders.

Let's look at the steps to create a perfect "Shelf-to-Sheet" shopping list.



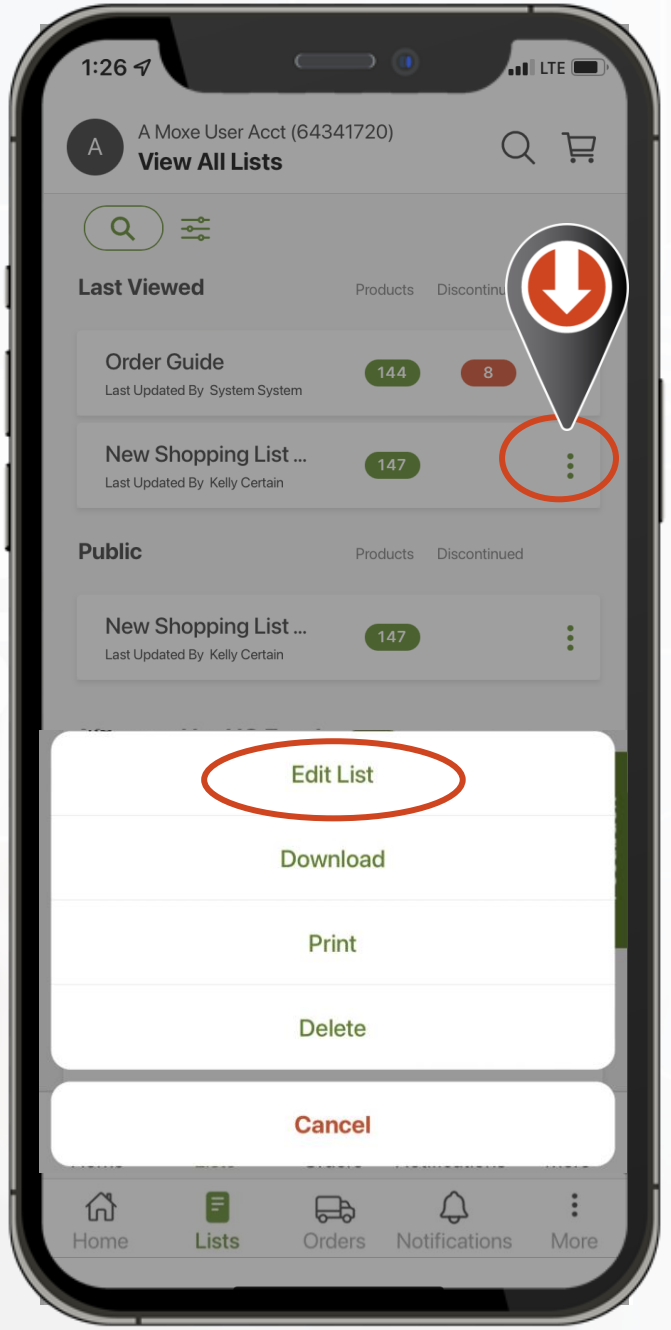
List Management

Creating Shelf to Sheet Sequence



From the View All Lists screen select the 3-dot ellipsis for the desired list.

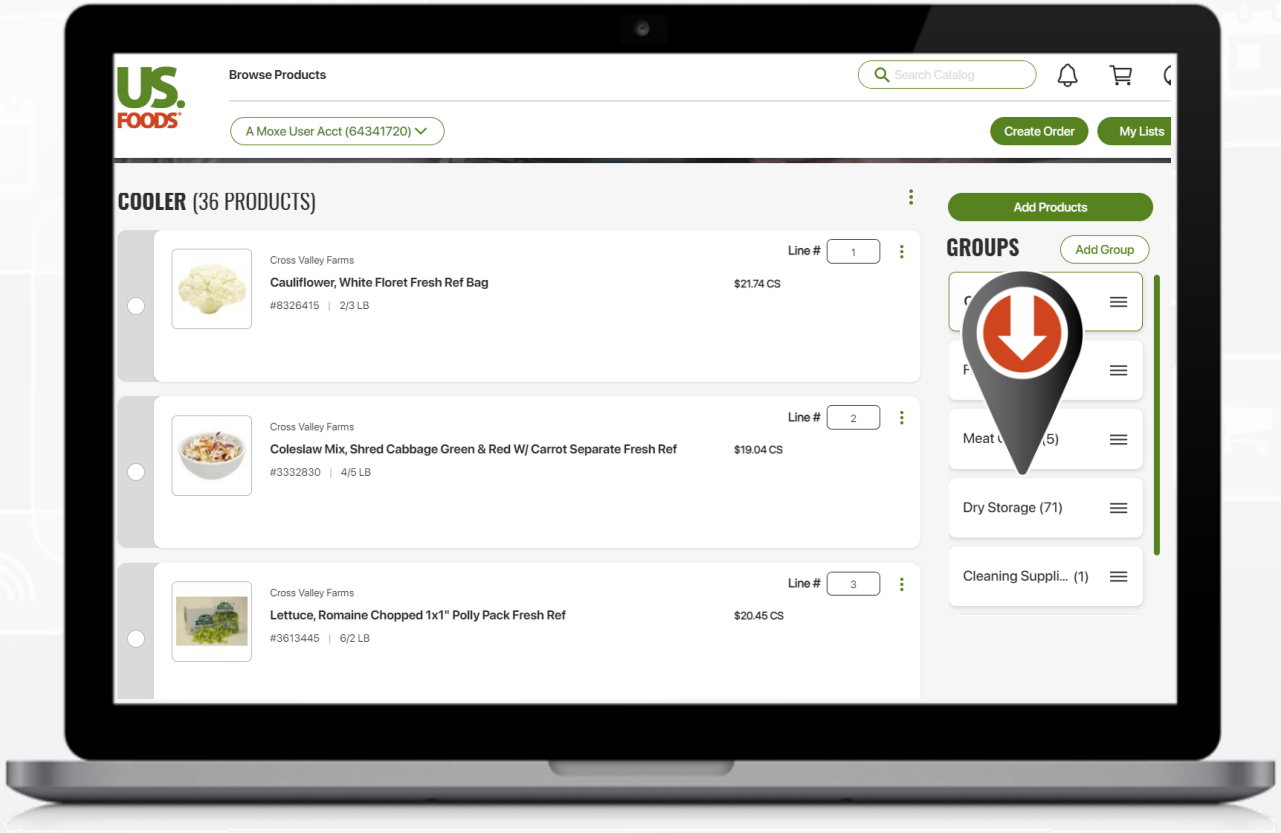
From the pop-up, select Edit List.

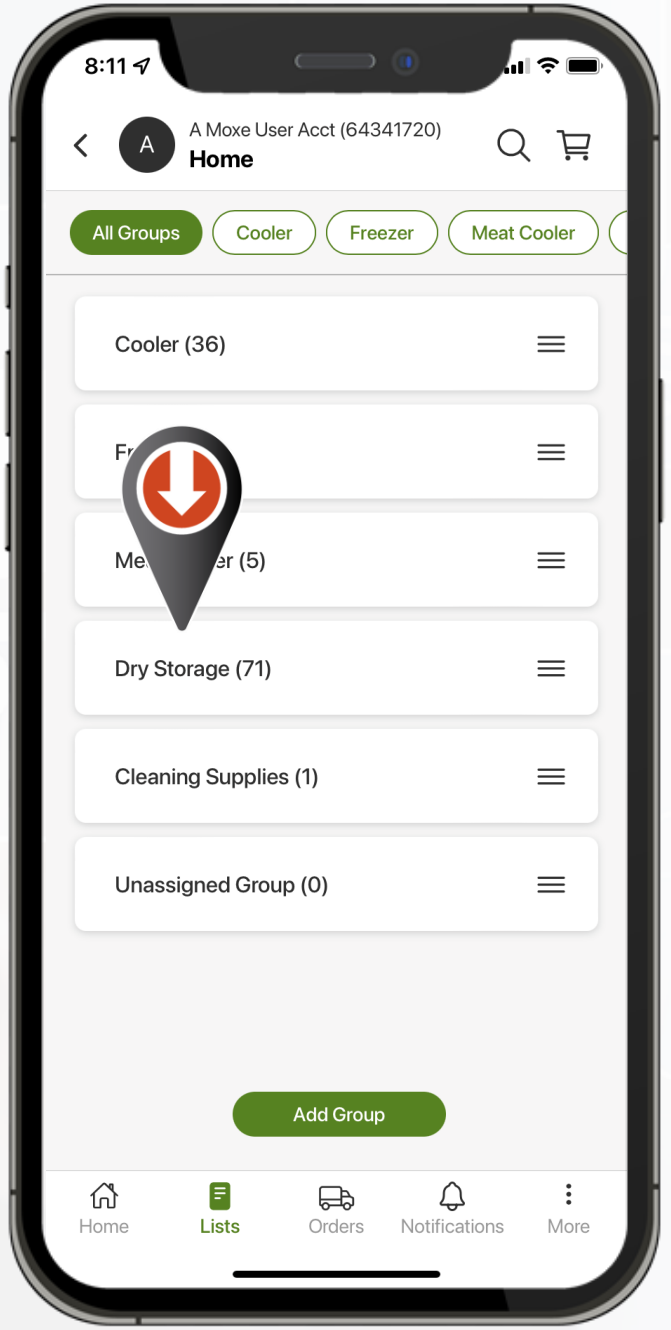


List Management

Creating Shelf to Sheet Sequence

Select “Group” you want to sequence.



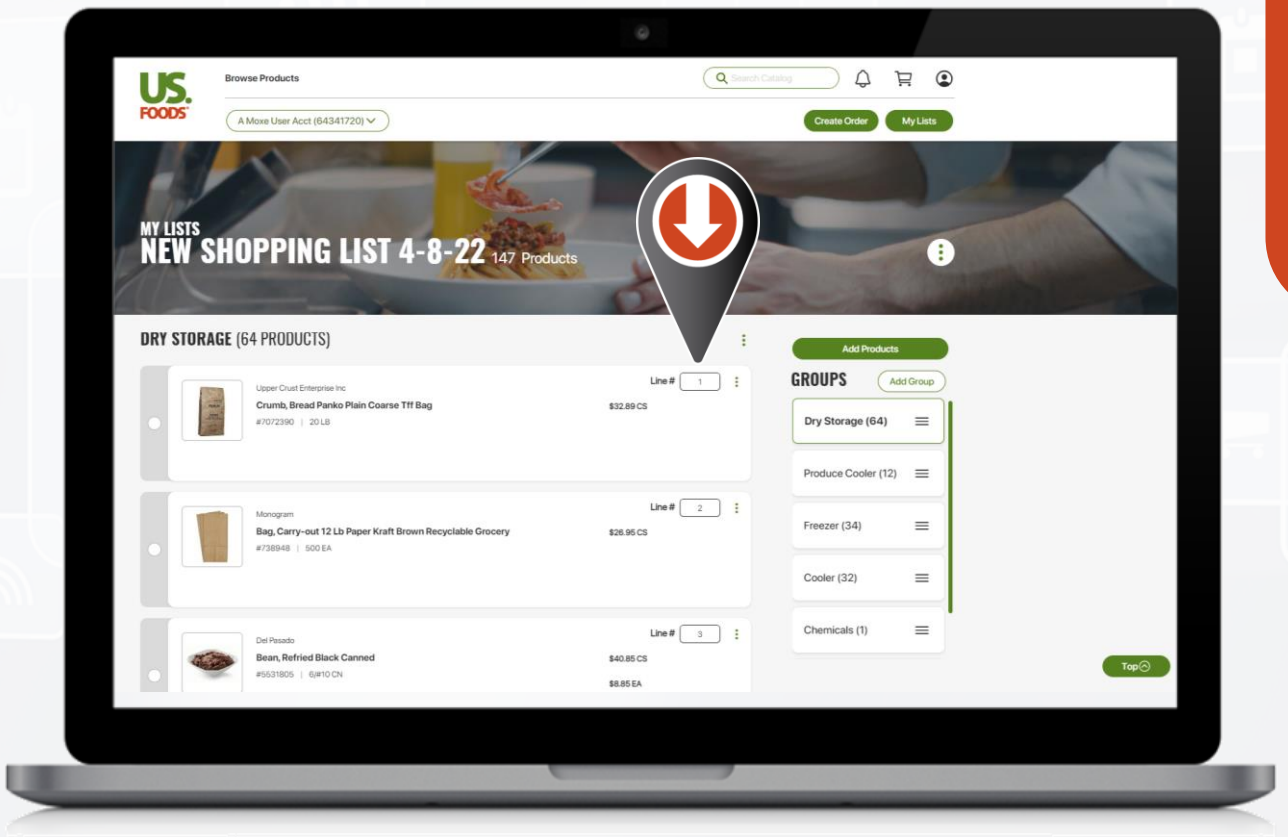


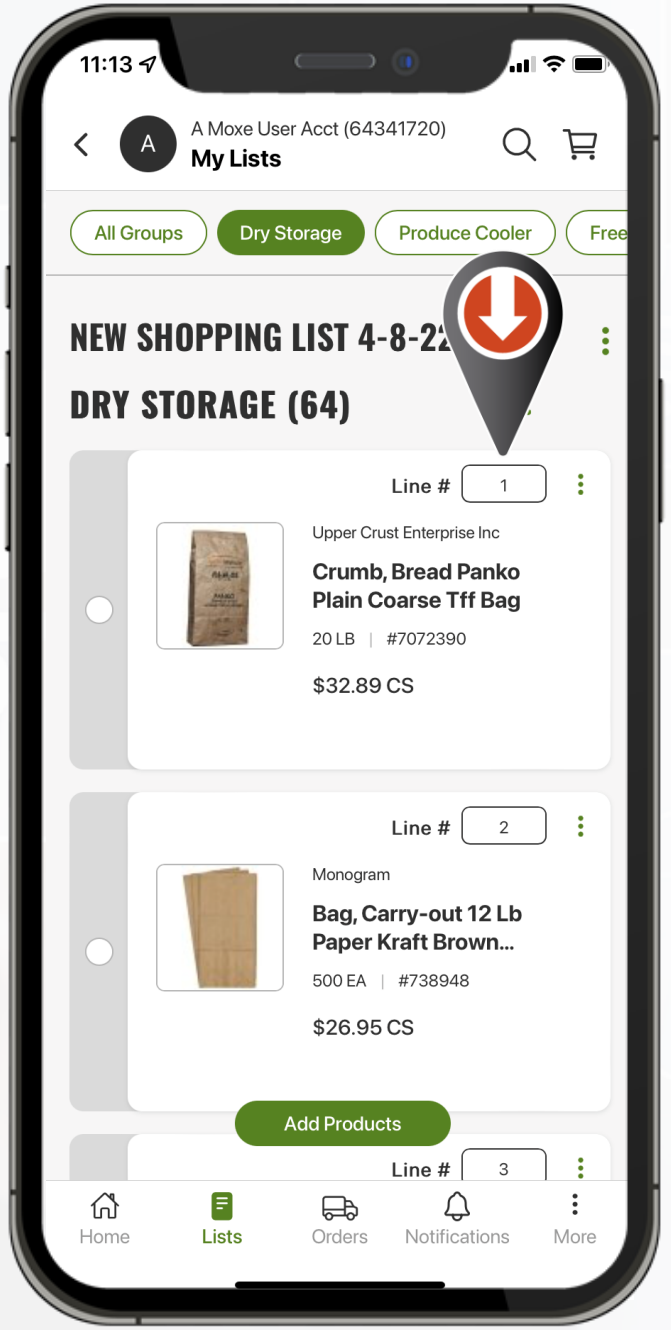
List Management

Creating Shelf to Sheet Sequence

Moving Items by "Line Number"

Change the "Line #" to move the product to the desired position within the group.



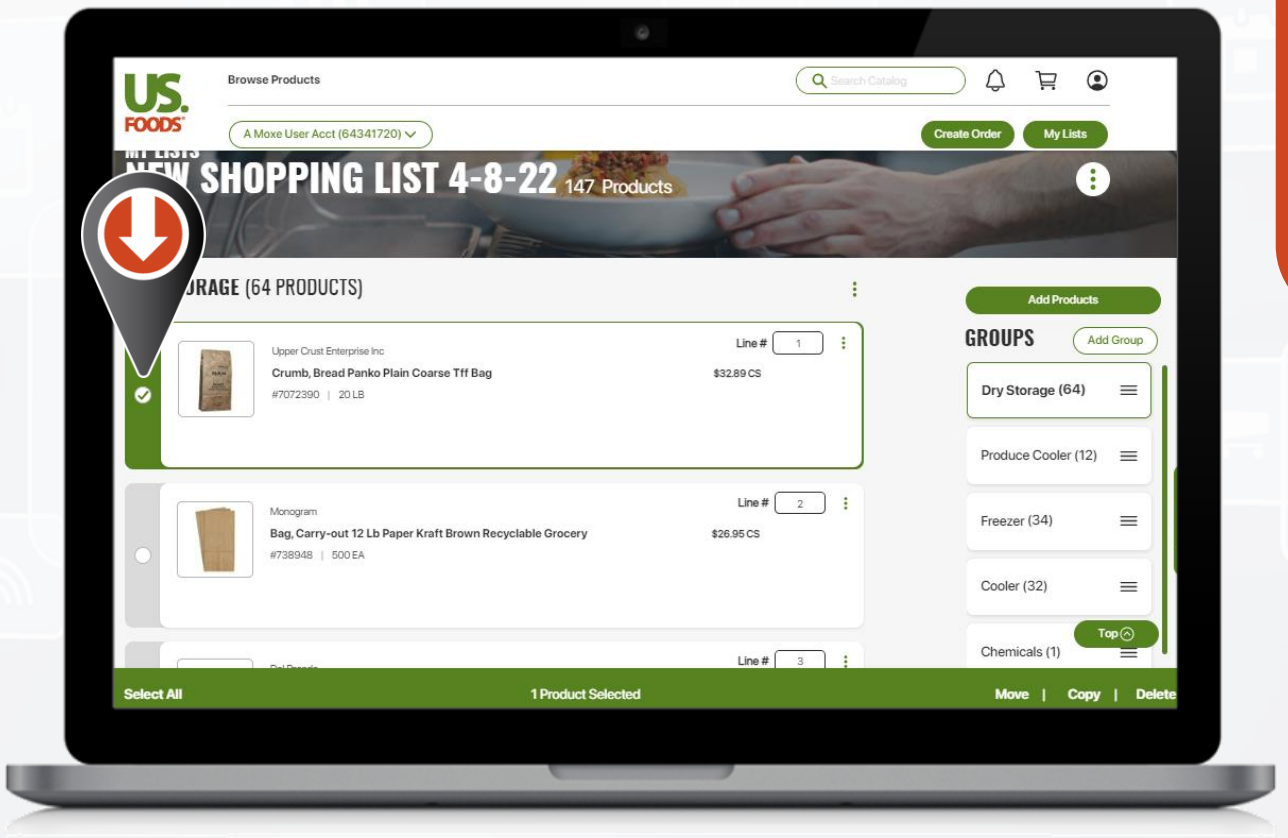


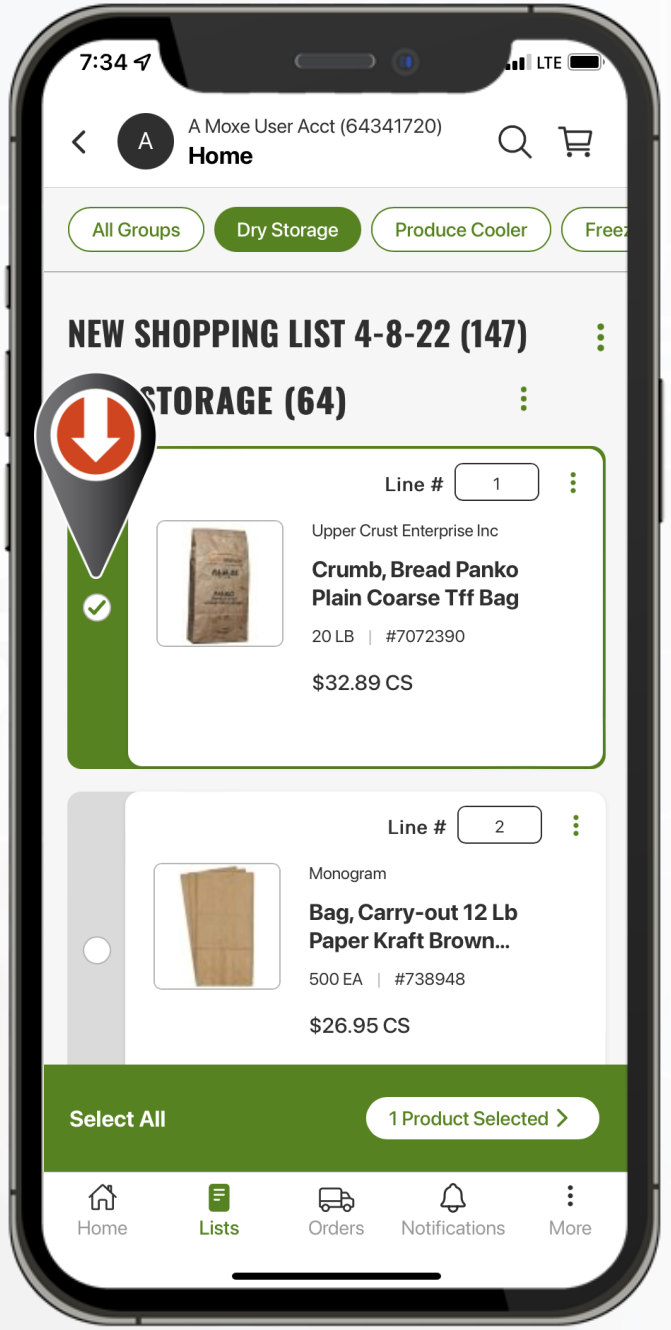
List Management

Creating Shelf to Sheet Sequence

Moving Items using the "Action Bar"

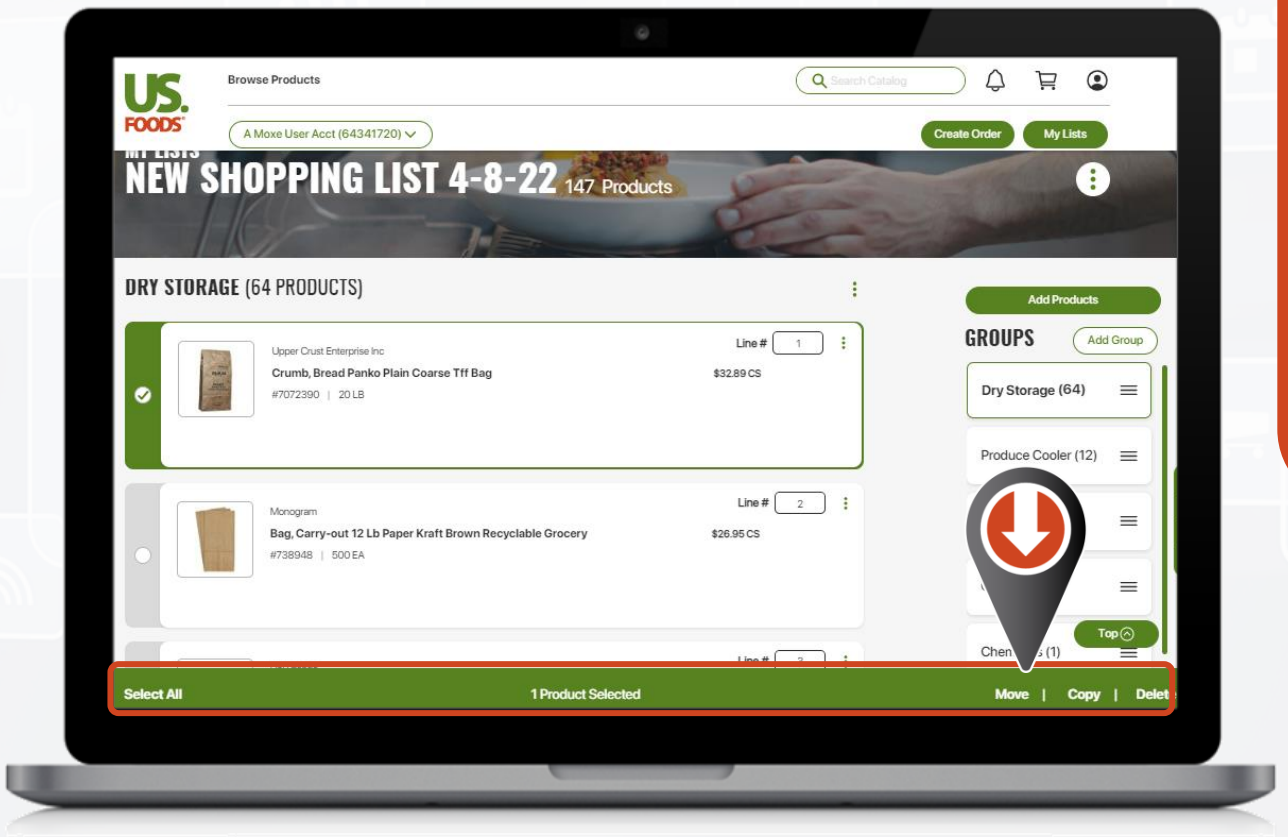
Select the radio button to the left of the product you wish to move.





List Management

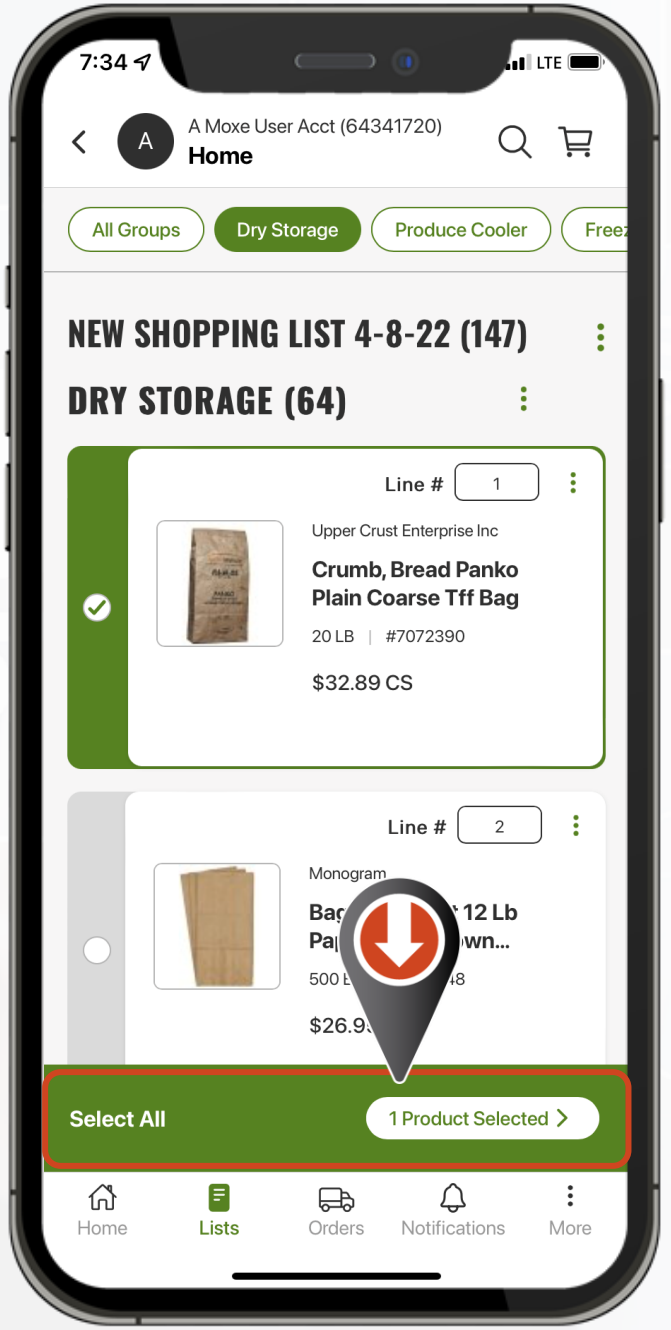
Creating Shelf to Sheet Sequence



You will see the green "Action Bar" appear at the bottom of the screen.

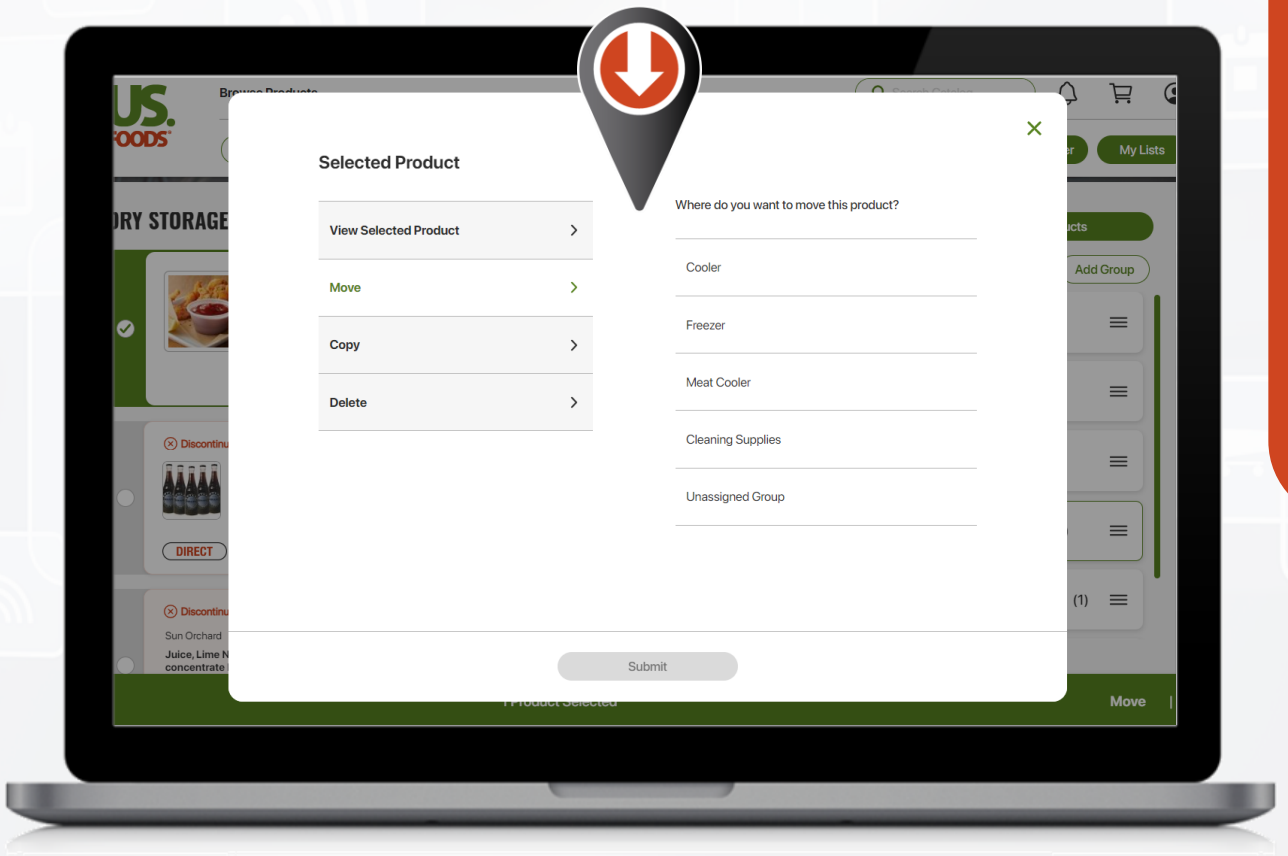
It will show the number of Products you have Selected

Select the Action Bar to open the options window.



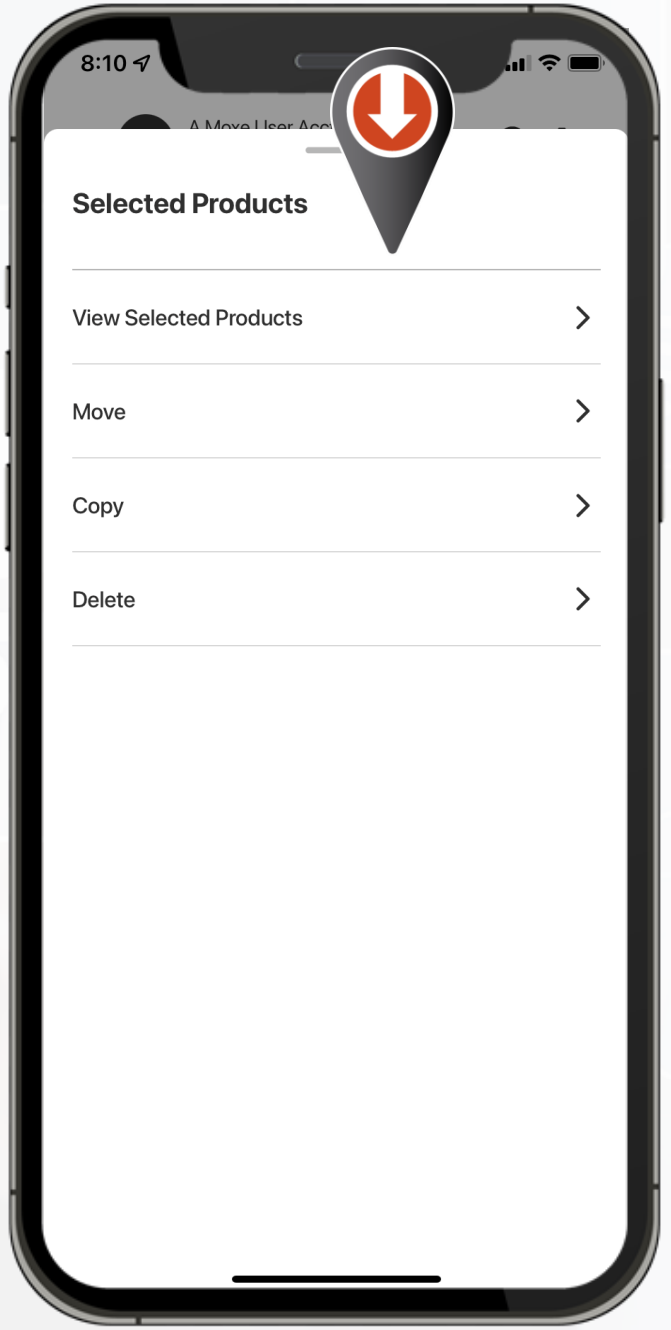
List Management

Creating Shelf to Sheet Sequence



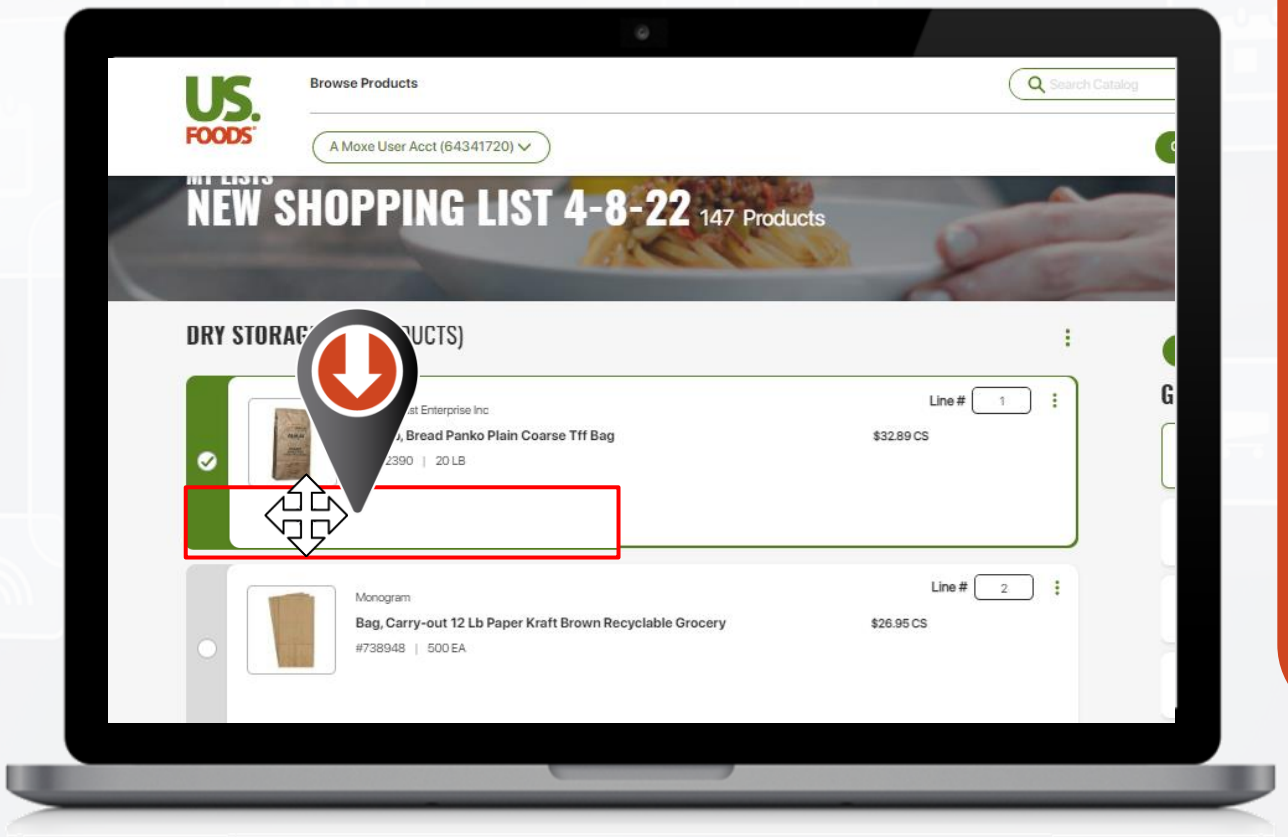
From here you will see the following options:

- **Move to another Group**
- **Copy to another Group**
- **Delete from the selected Group**



List Management

Creating Shelf to Sheet Sequence

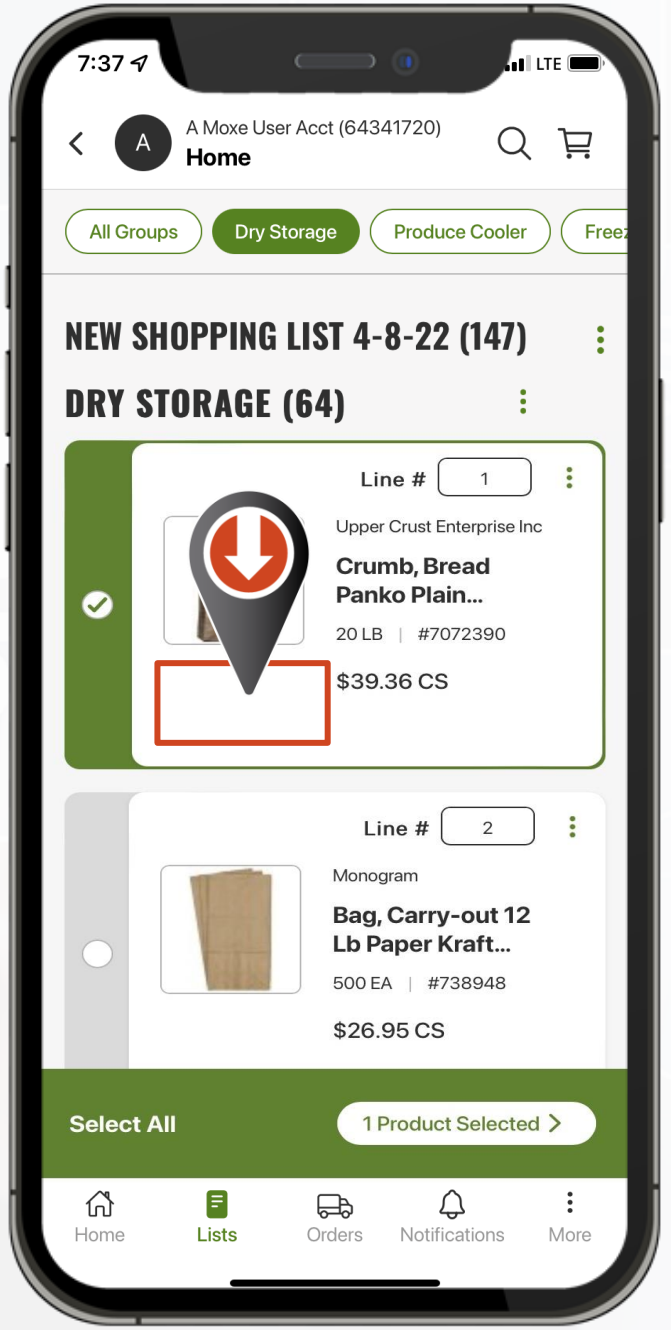


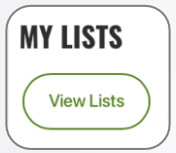
Moving Items using "Drag & Drop"

Select the product to be moved.

Selecting the area to the left and below the image & description you will see a directional chevron on desktop (click & hold)

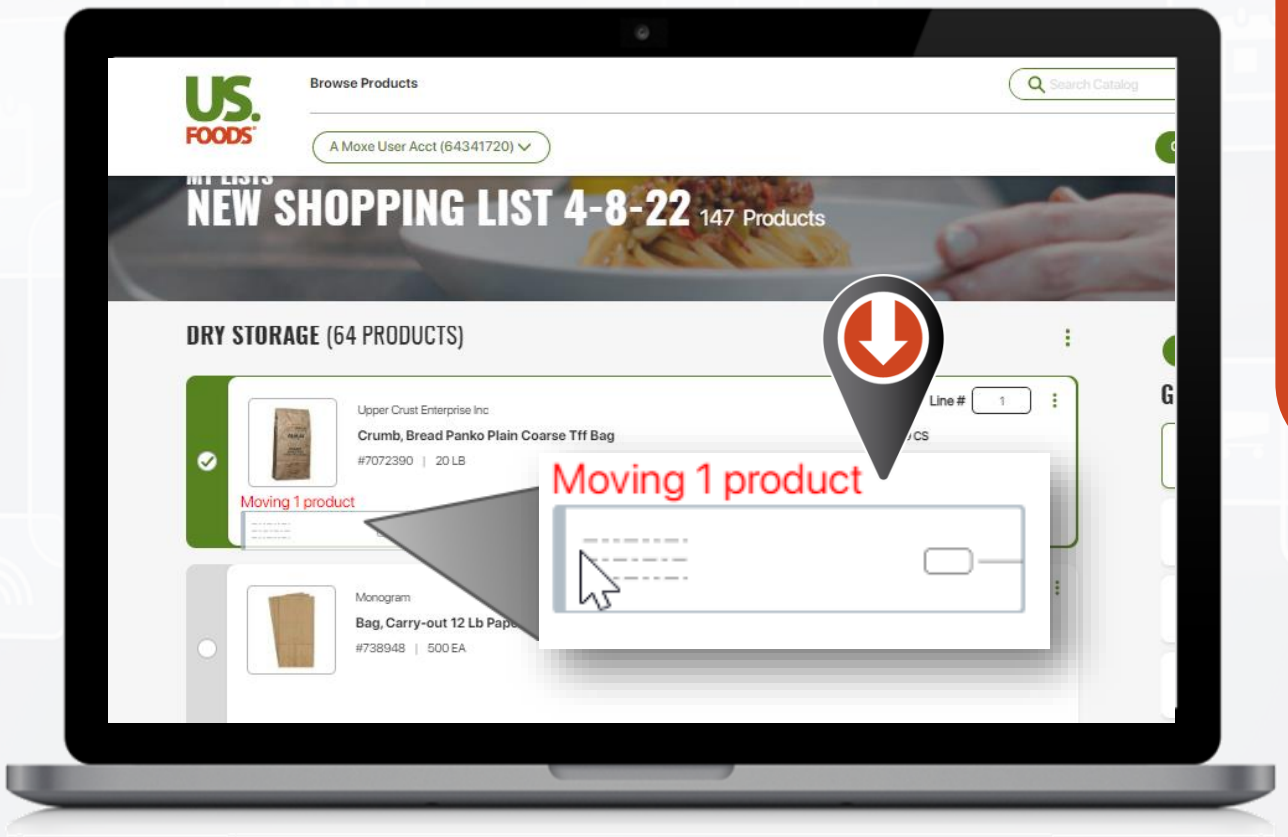
On mobile or tablet (press & hold)





List Management

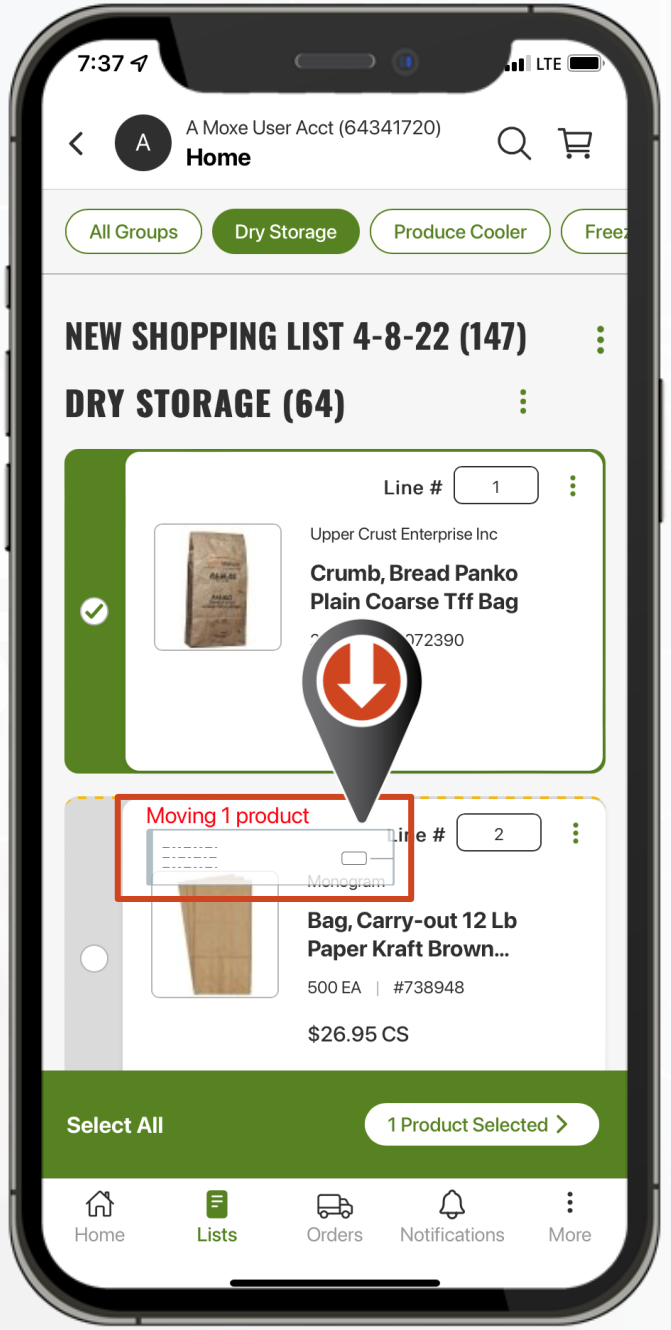
Creating Shelf to Sheet Sequence



Moving Item using "Drag & Drop"

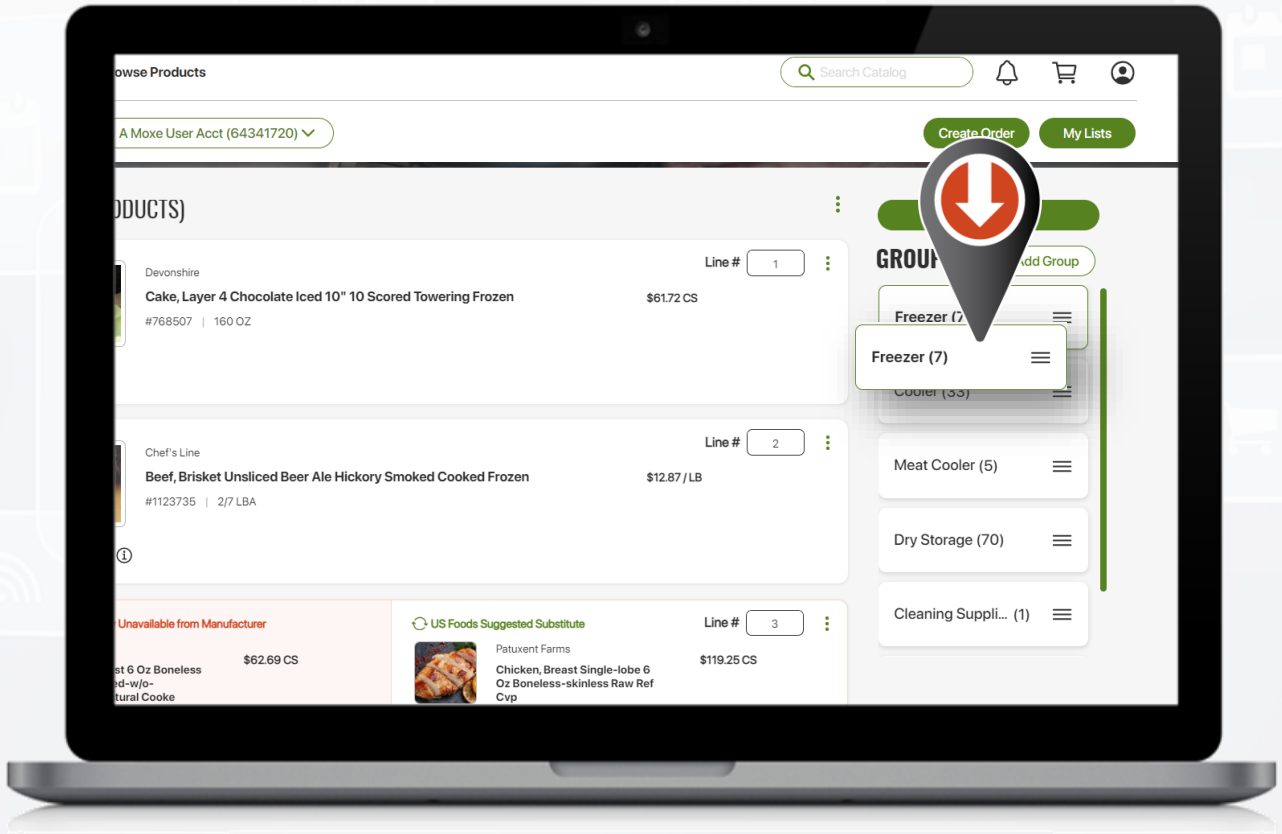
Now, begin to "Drag" the item to new position and "Drop"

You will see a small window indicating a moving product.



List Management

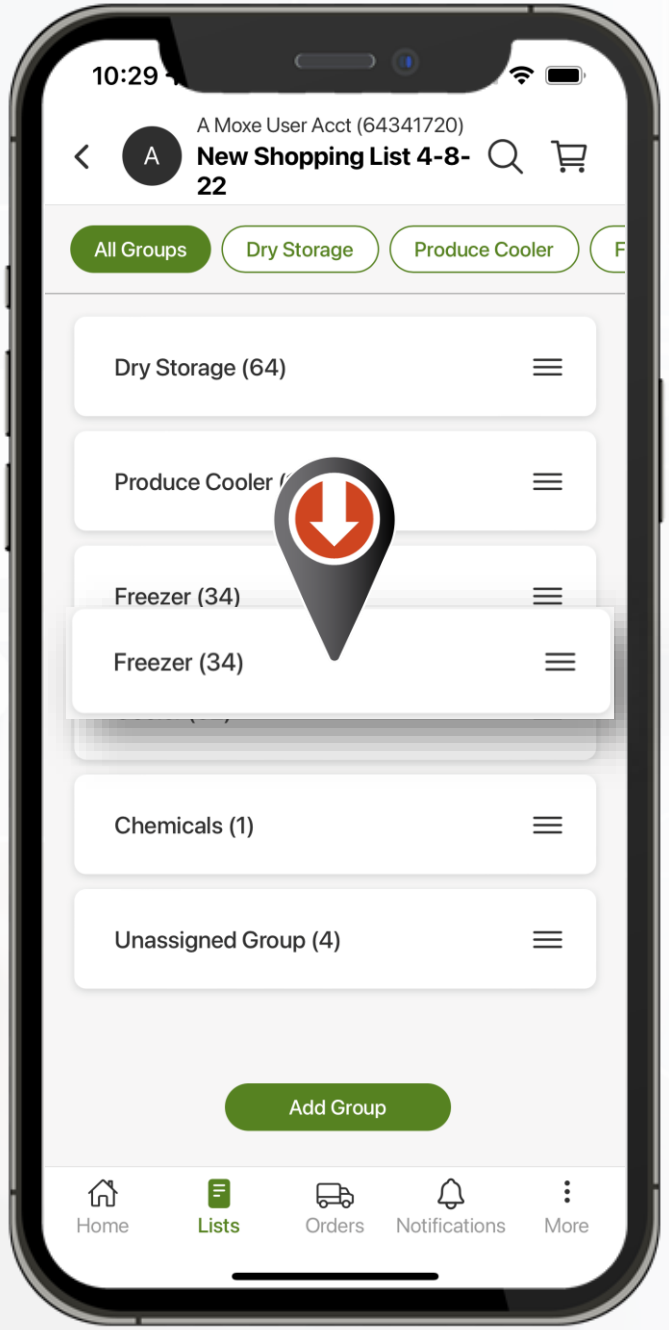
Creating Shelf to Sheet Sequence

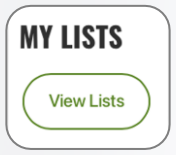


Moving Groups using "Drag & Drop"

You can also move entire groups to a new position using the drag & drop option.

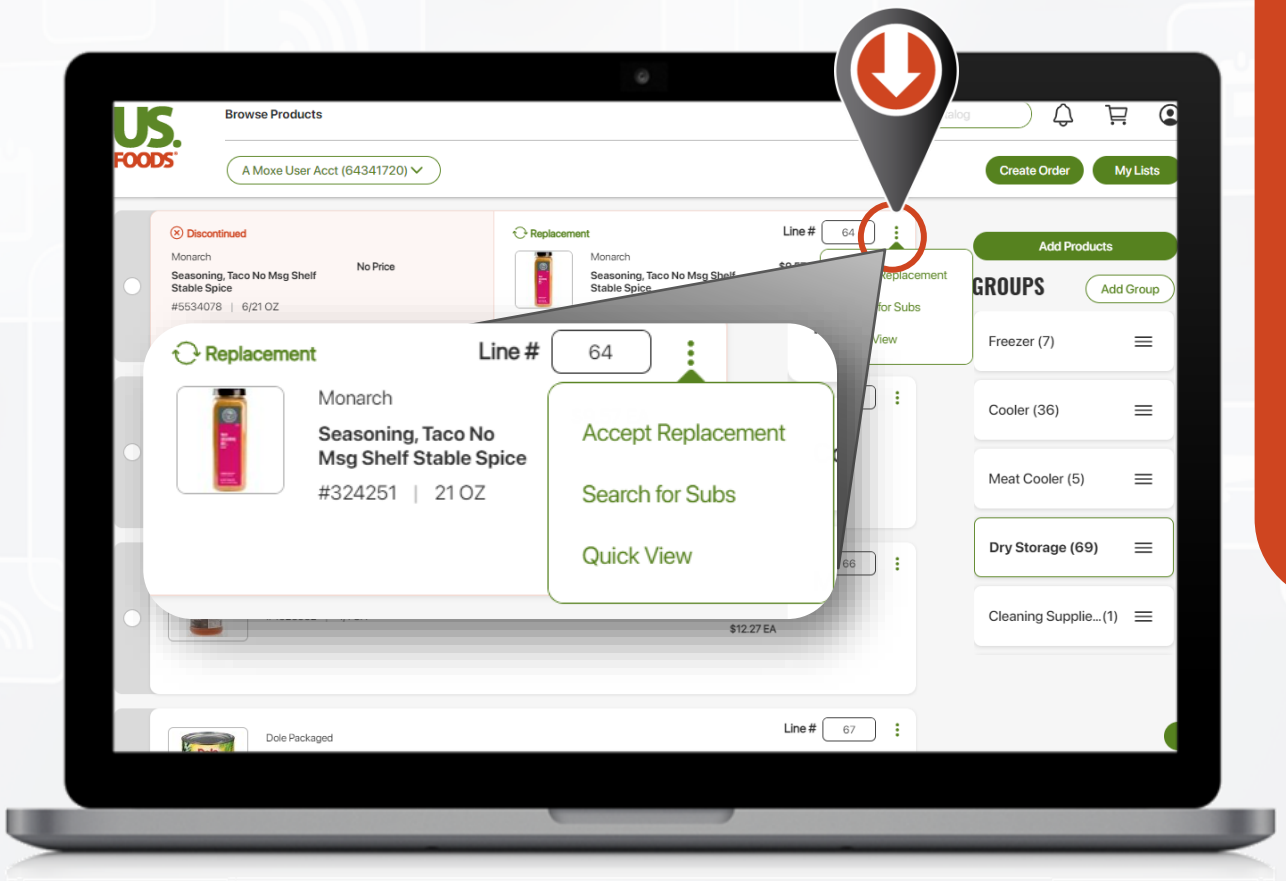
Select the group, drag it to the new position and release.





List Management

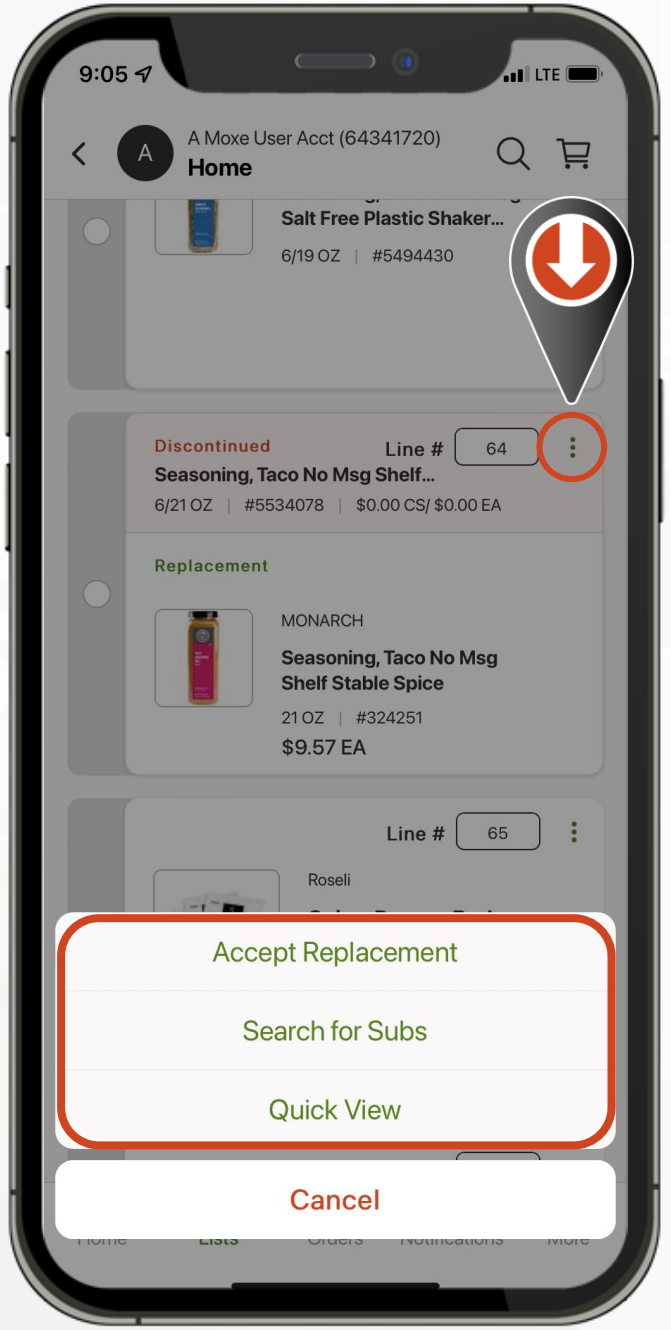
Maintaining Shopping Lists



Managing Discontinued Products

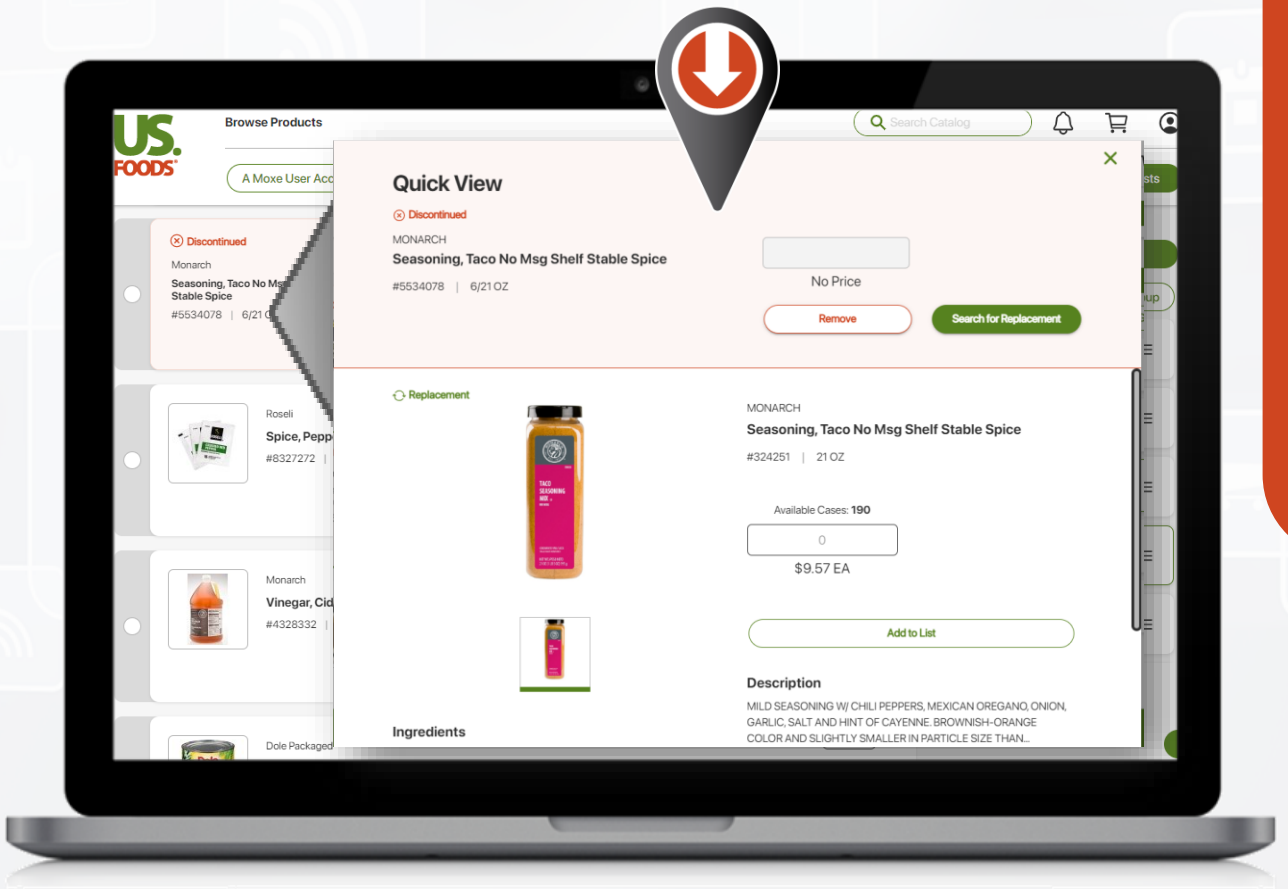
Select the 3-dot ellipsis for options:

- **Accept Replacement** (if one has been identified)
- **Search for Subs** (if another option is desired)



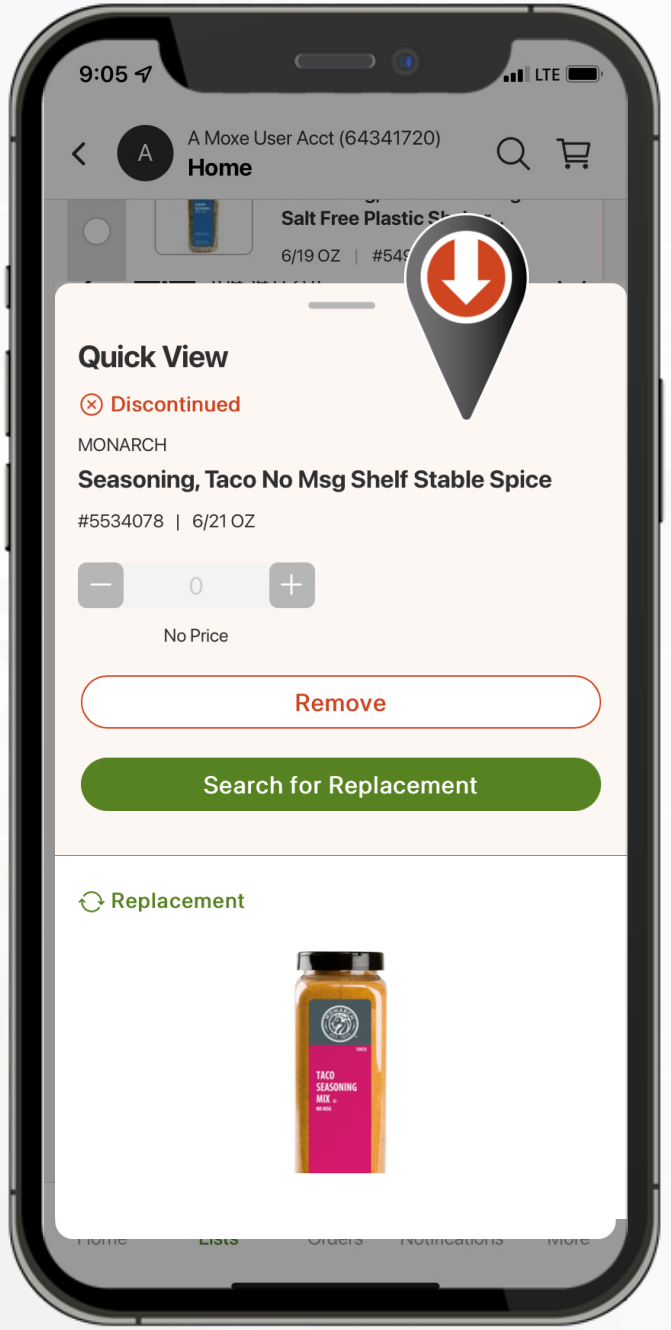
List Management

Maintaining Shopping Lists



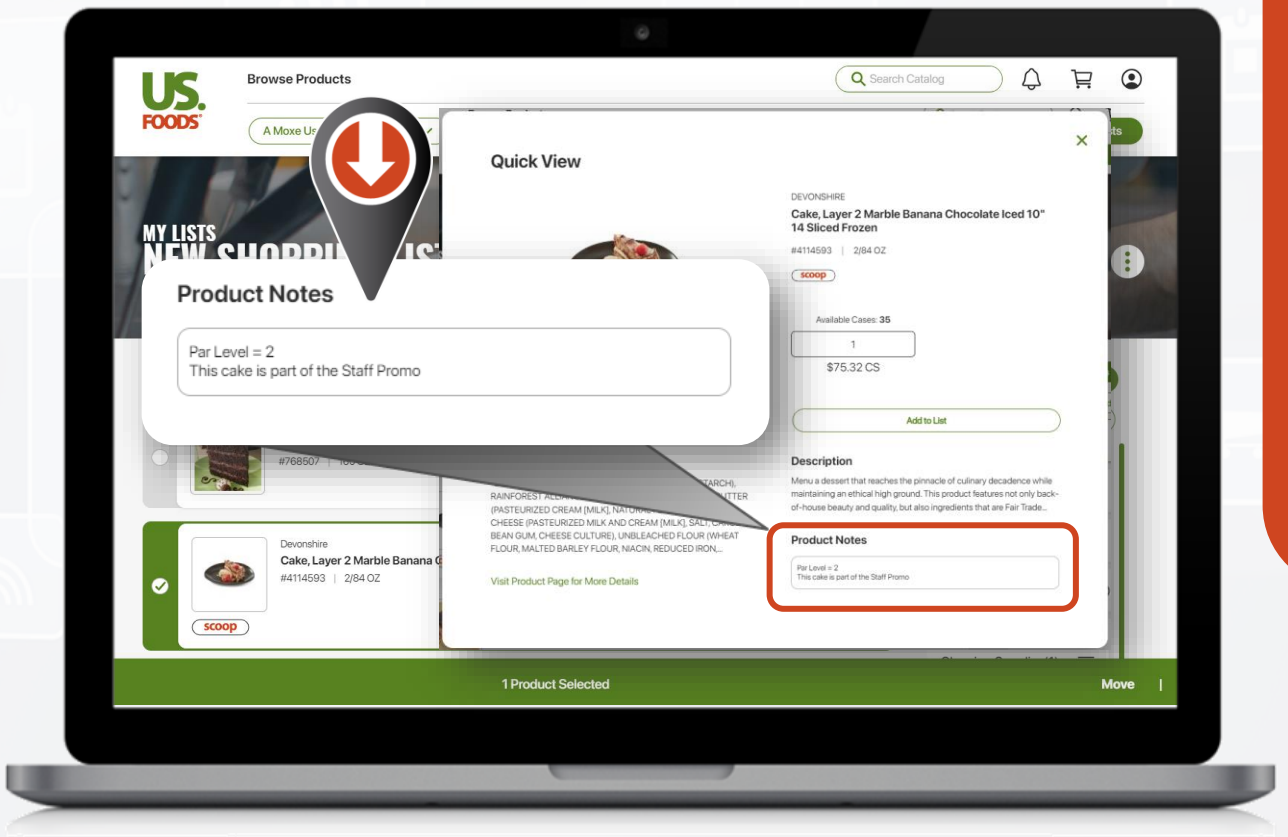
Managing Discontinued Products

- Select “Quick View” to show more details on the discontinued item and the suggested replacement.



List Management

Maintaining Shopping Lists

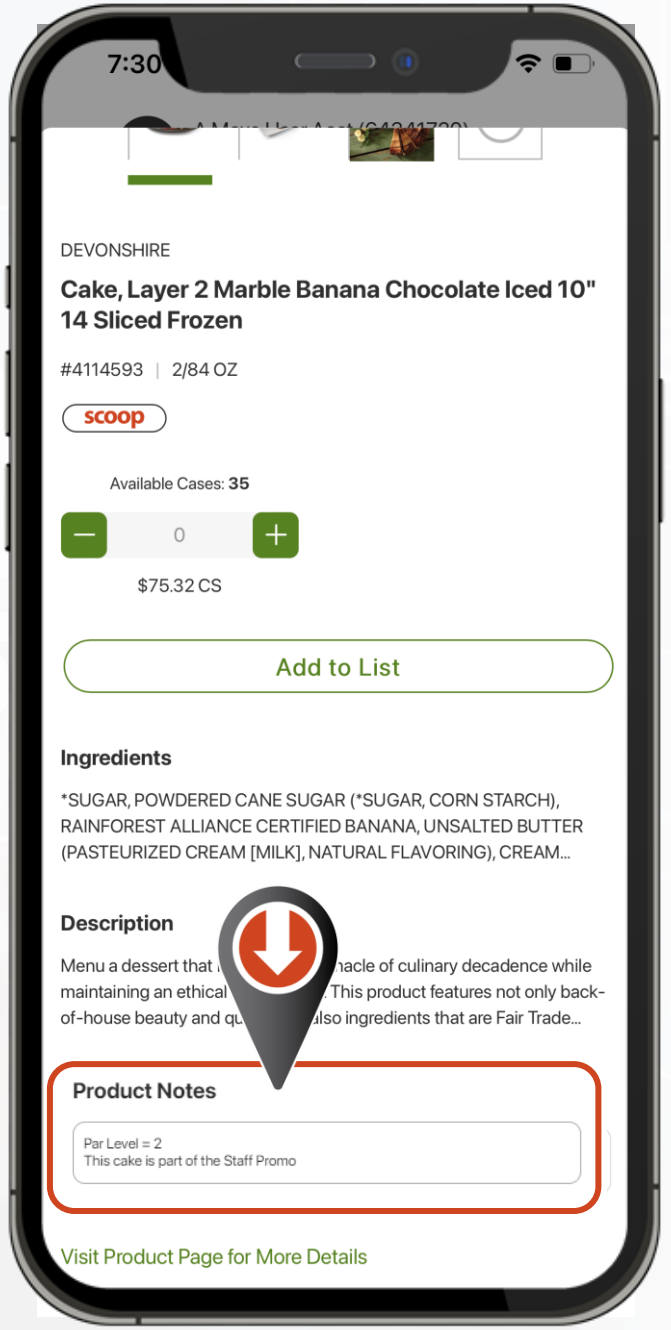


Product Notes

On the Product Quick View windows, users can type in notes.

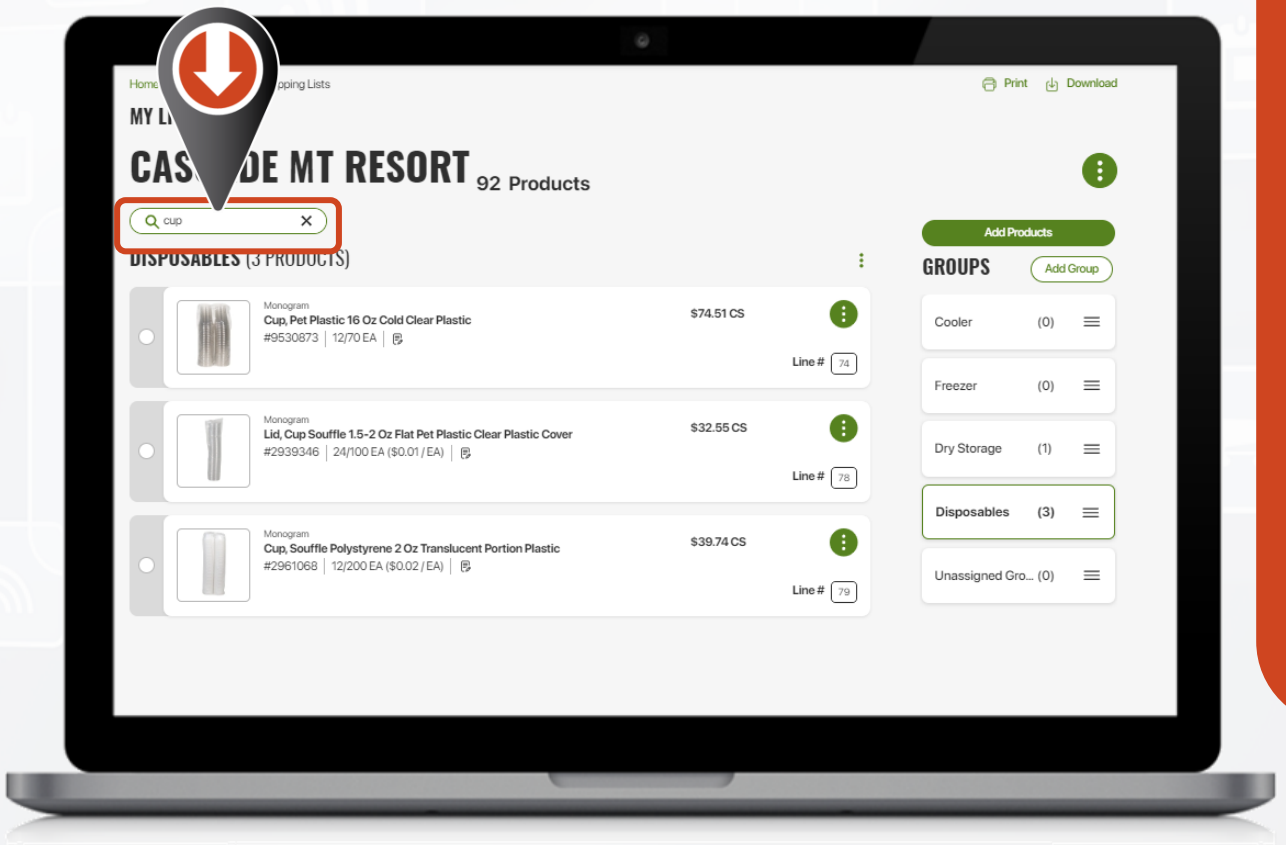
These are useful for entering information like Par Levels

These notes are visible on the product cards in order entry.



List Management

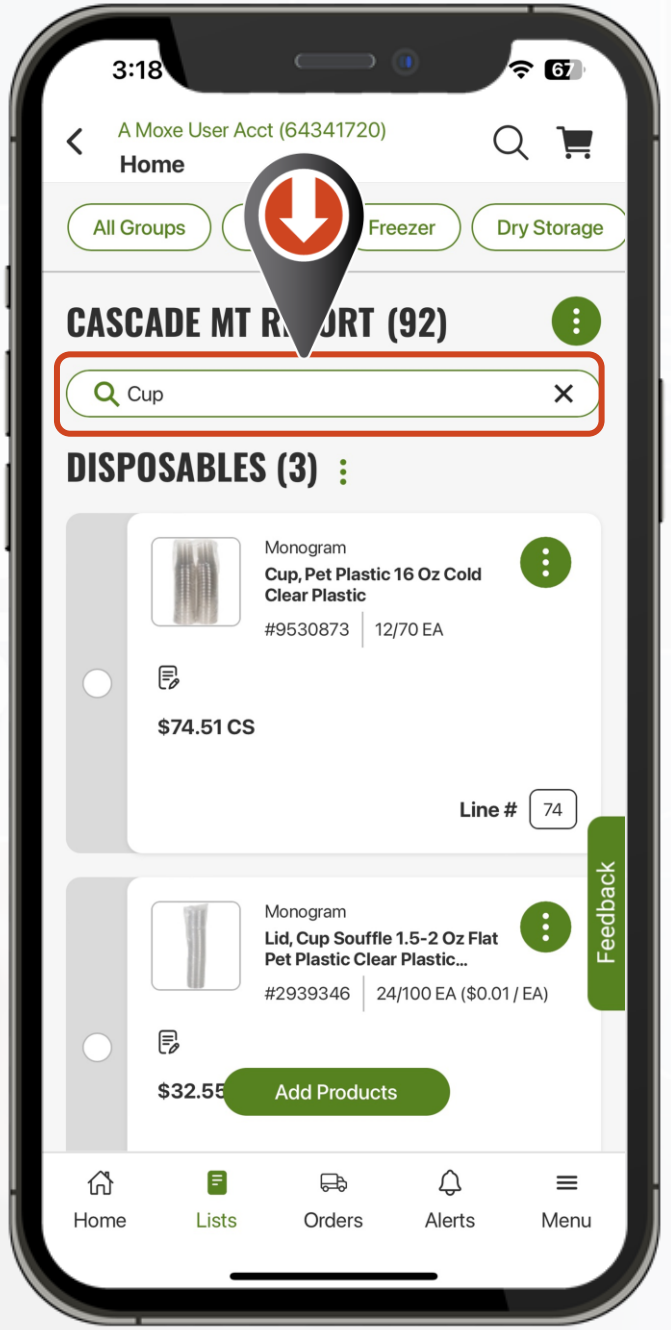
Maintaining Shopping Lists

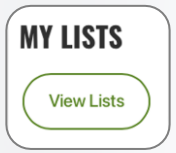


Search Within List

With your list open in "Edit" mode you can quickly locate desired items by using the "search within" window.

Type a common word into his field and it will pull up all product matches.



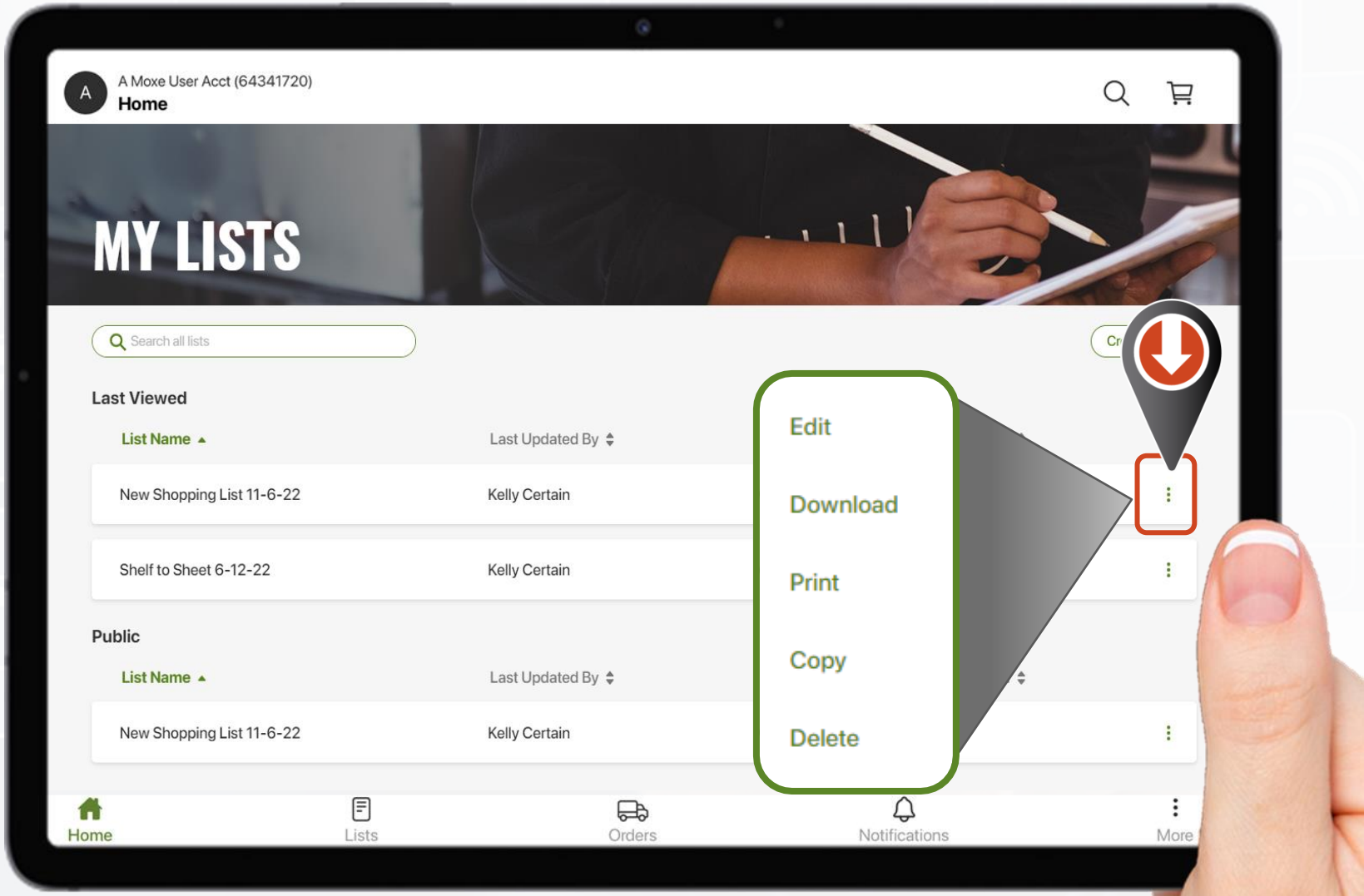


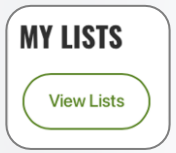
List Management

Download, Print, Copy, Import Lists

To Edit, Download, Print, Copy or Delete any list, select the 3-dot ellipsis from the “My Lists” home page.

Each of these will present associated options.





List Management

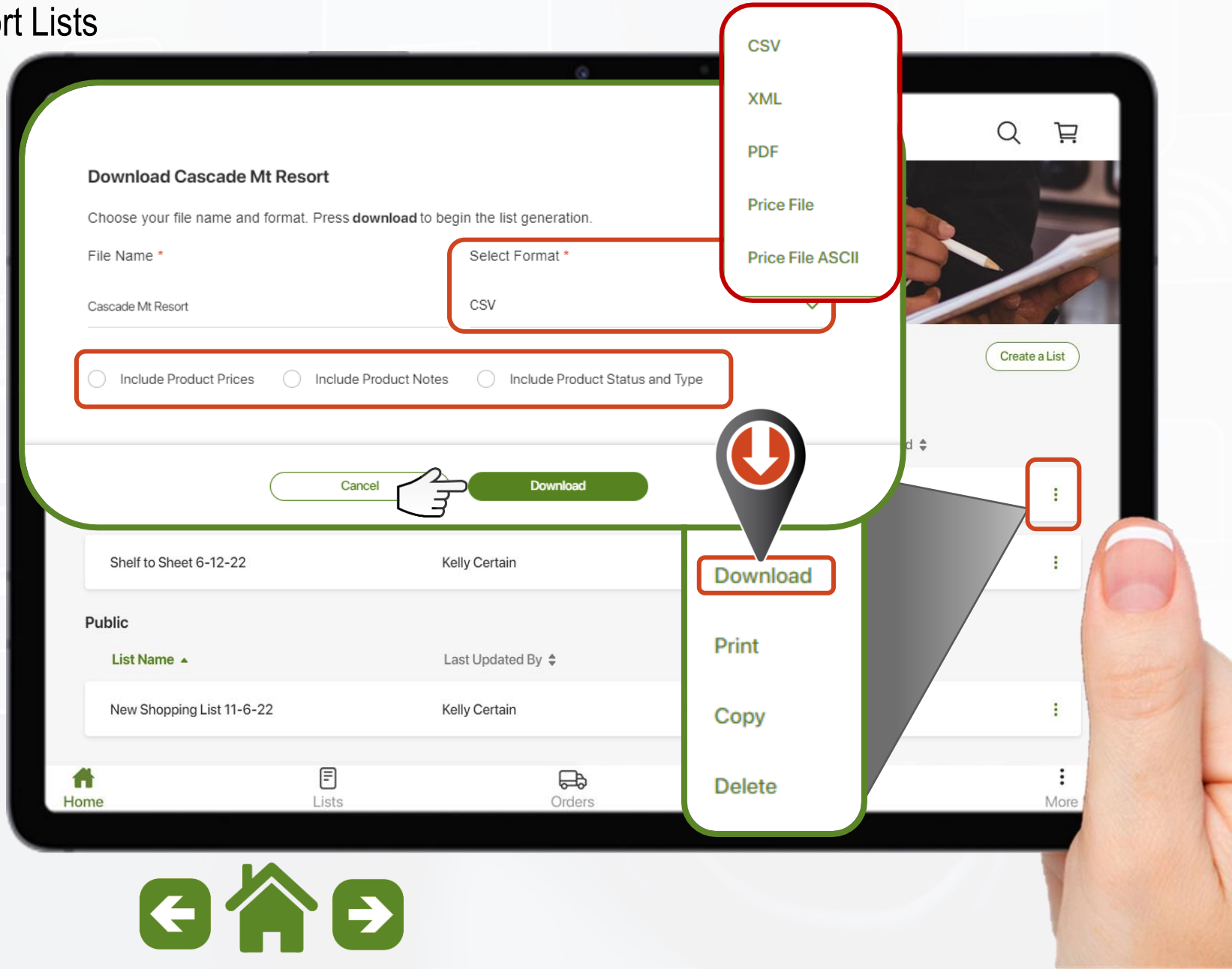
Download, Print, Copy, Import Lists

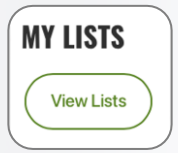
>> Download <<

Select the desired options:

- Select Format
- Include Product Prices
- Include Product Notes
- Include Product Status and Type

When finished select "Download"





List Management

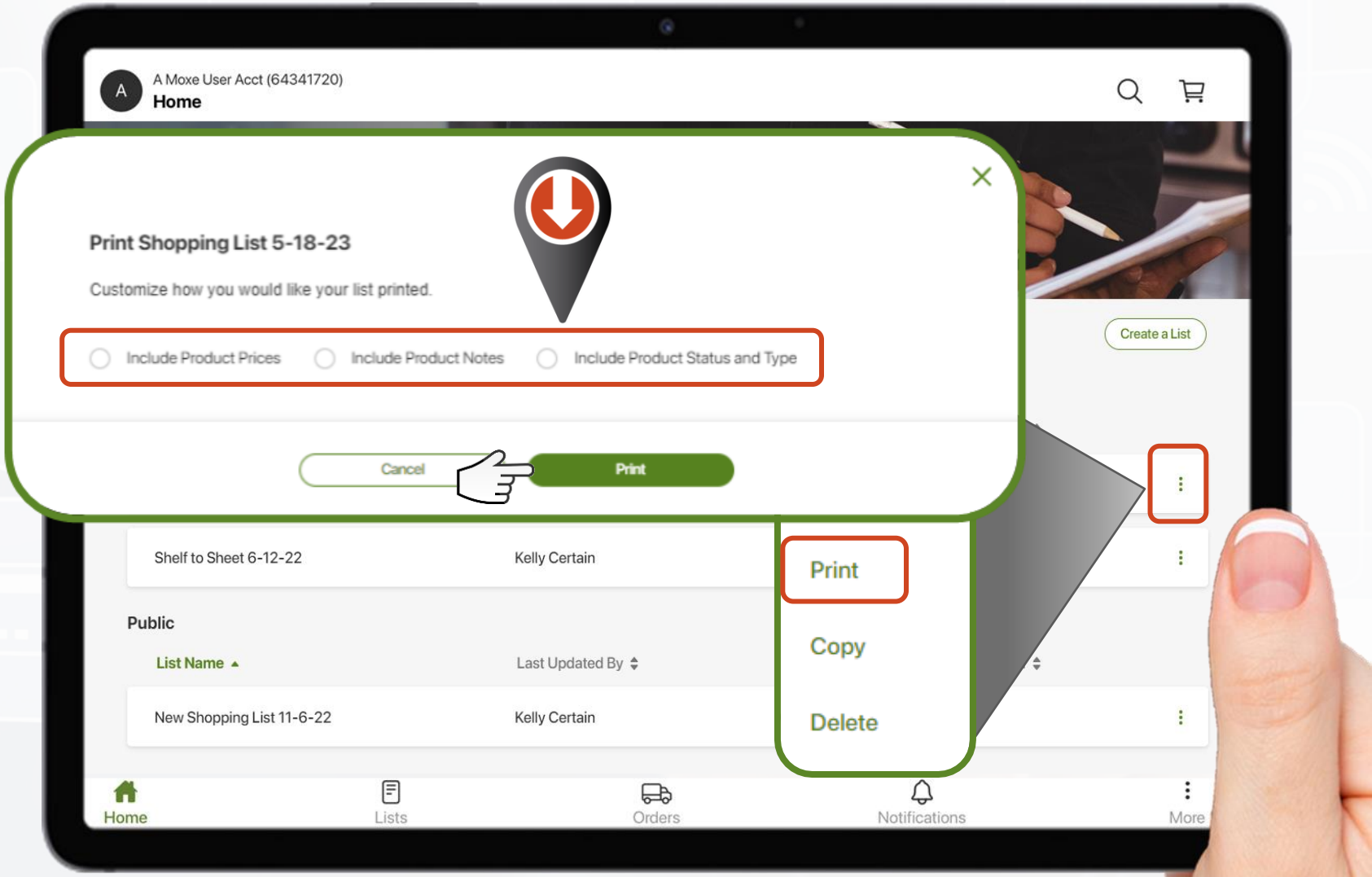
Download, Print, Copy, Import Lists

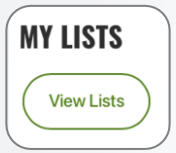
>> Print <<

Select the desired options:

- Include Product Prices
- Include Product Notes
- Include Product Status and Type

When finished select "Print"





List Management

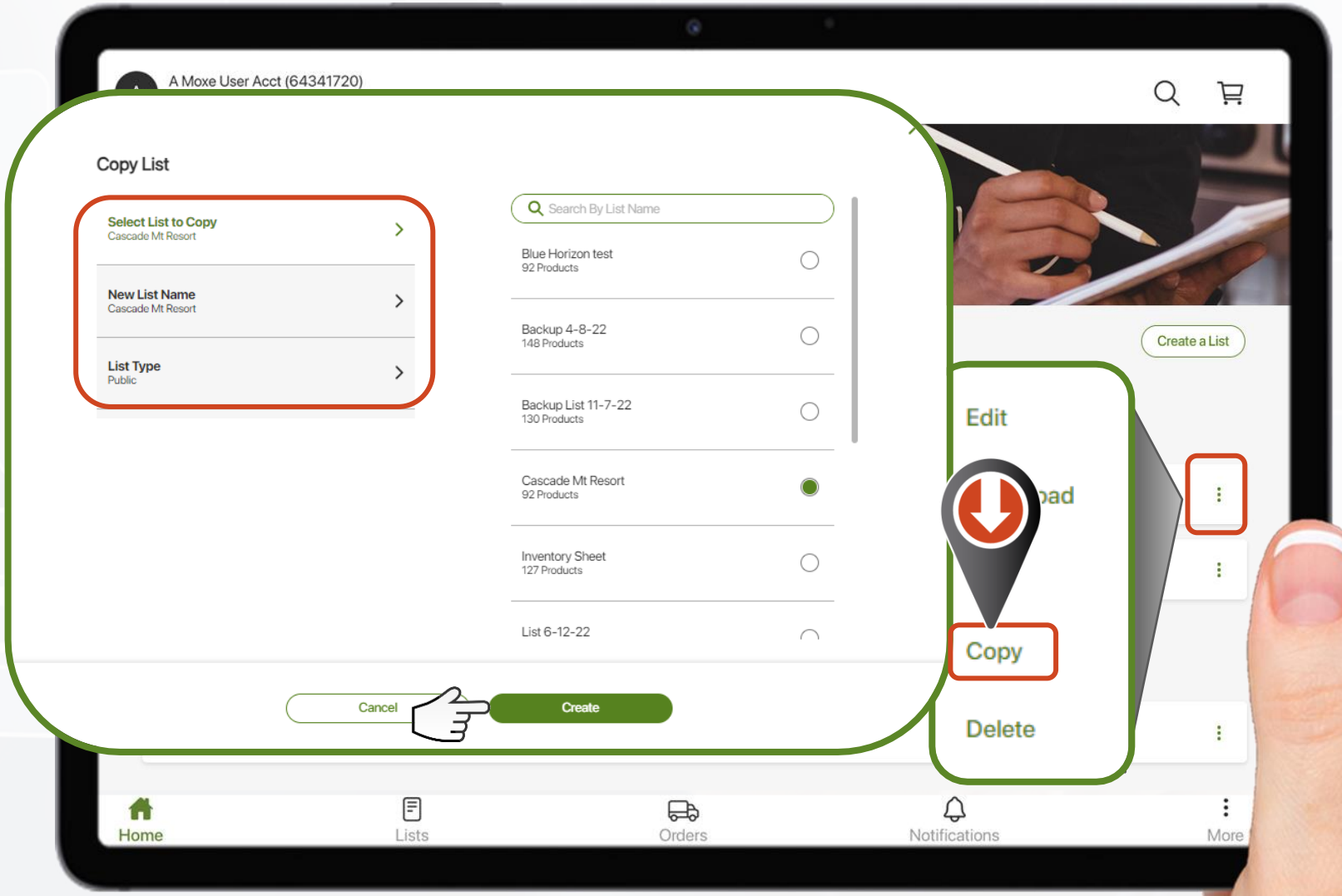
Download, Print, Copy, Import Lists

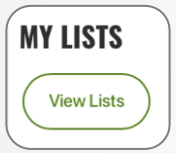
>> Copy <<

Select the desired options:

- Select List to Copy
- New List Name
- List Type

When finished select “Create”





List Management

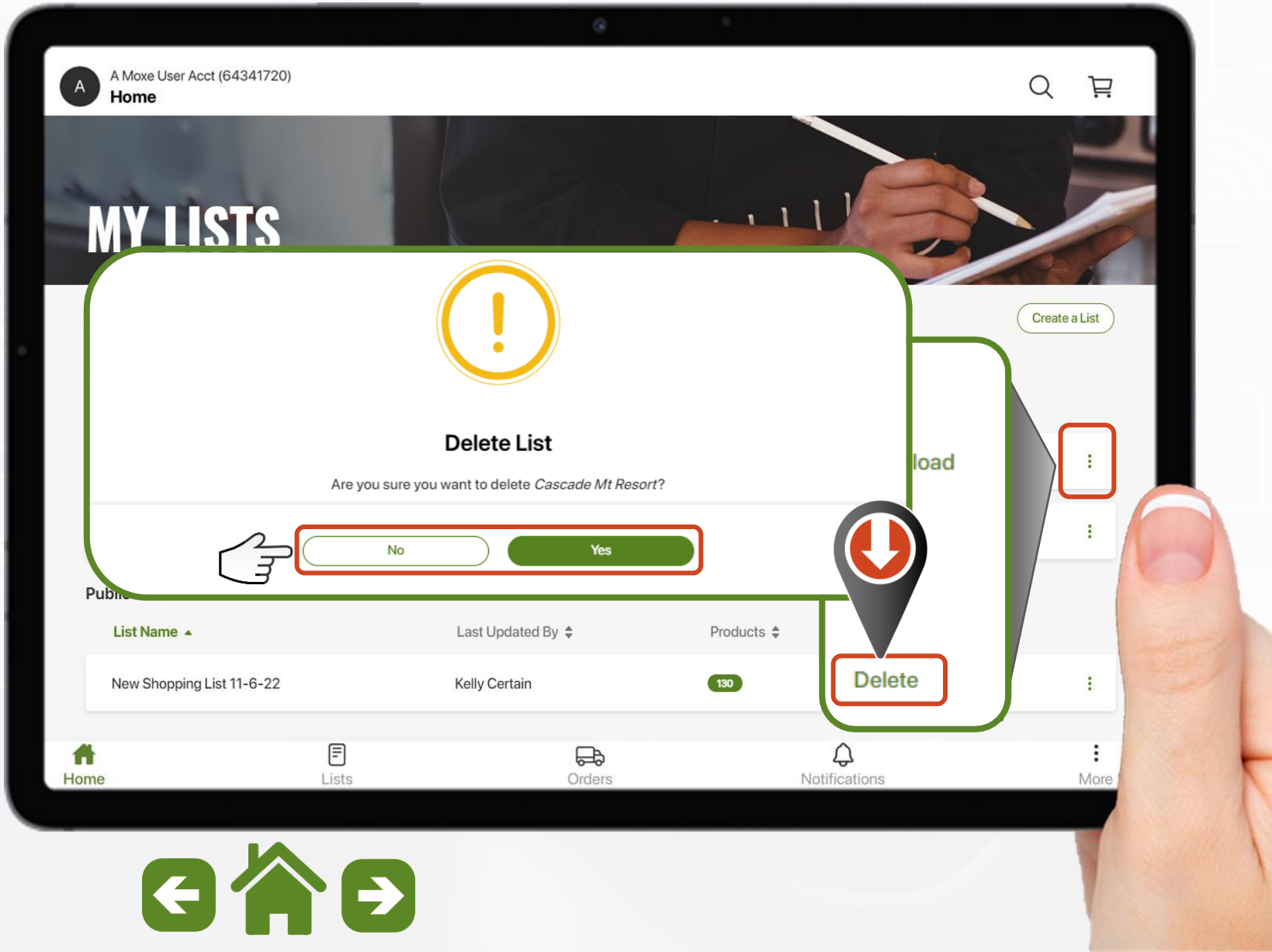
Download, Print, Copy, Import Lists

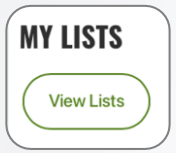
>> Delete <<

Confirm the desired option:

- **Yes or No**

NOTE: To retrieve a "Deleted" Shopping List you will need to reach out to the Service Desk / Act Fast





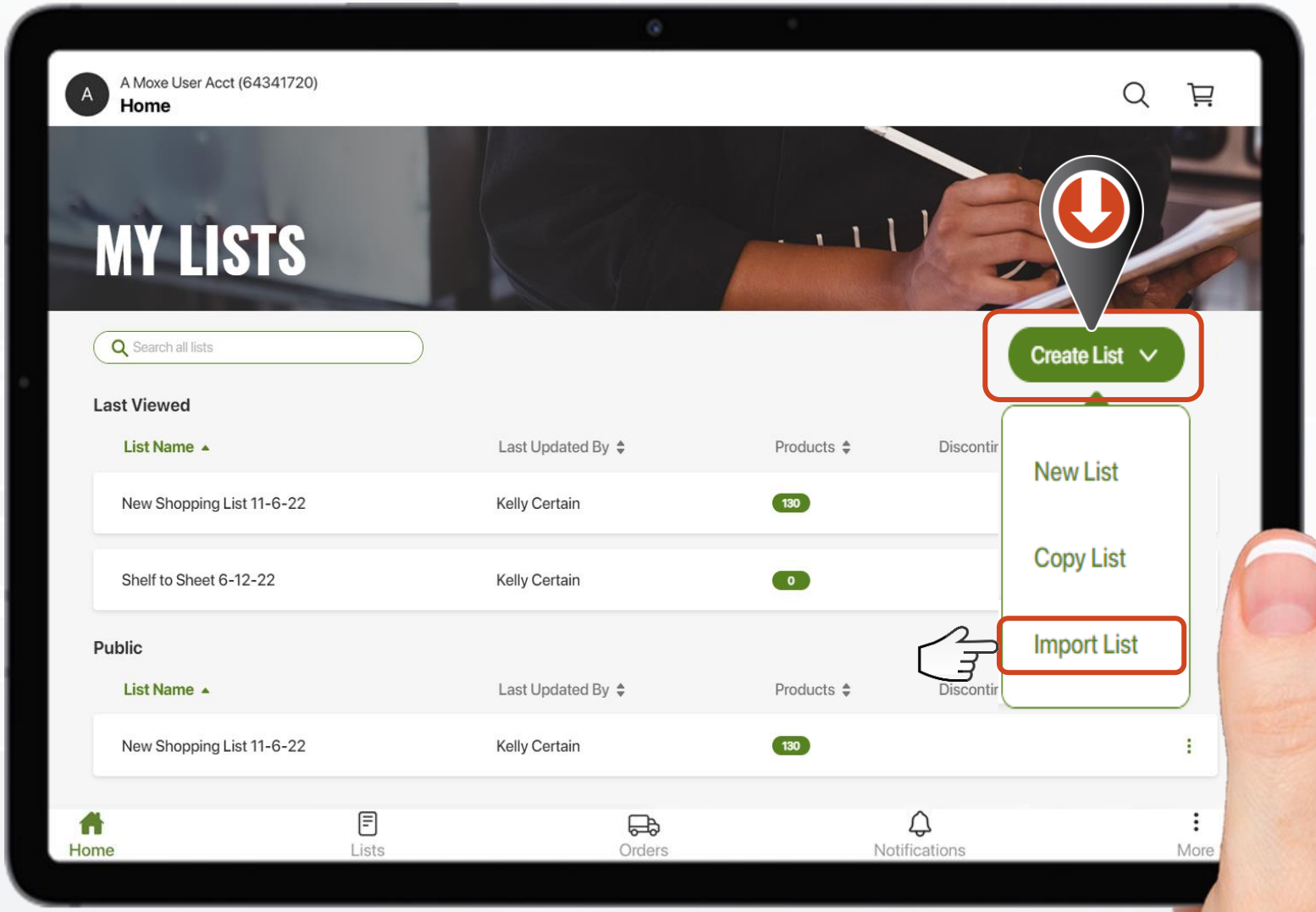
List Management

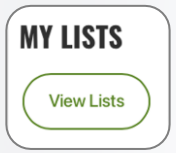
Download, Print, Copy, Import Lists

>> Import List <<

This function allows users to Import a list from a CSV file.

- **Select “Create List”**
- **Select “Import List”**





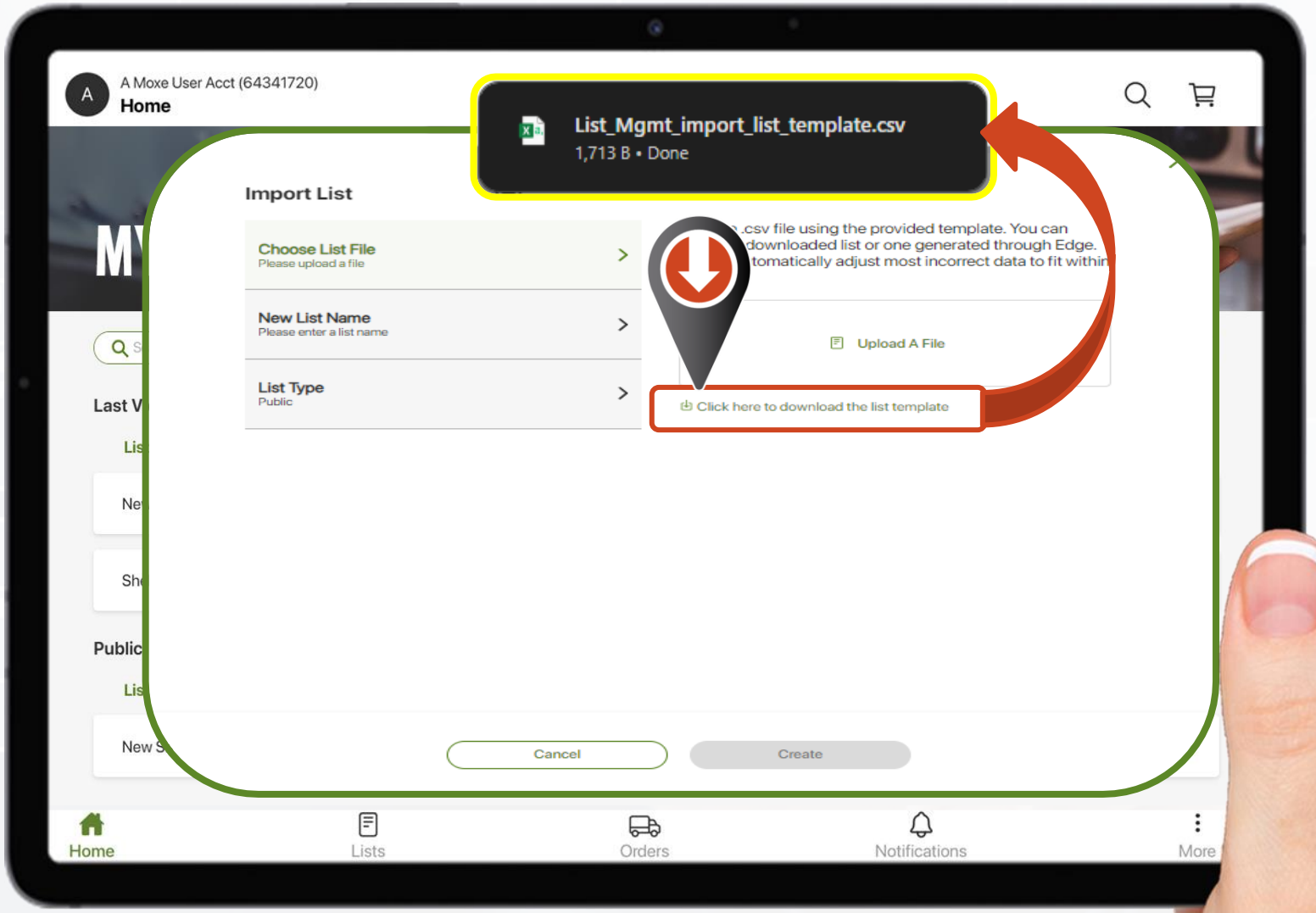
List Management

Download, Print, Copy, Import Lists

>> Import List <<

Any correctly formatted Excel/CSV File can be used to Import a list.

Select the “download the list template” to see how to correctly format the file or to use as your import template



List Management

Download, Print, Copy, Import Lists

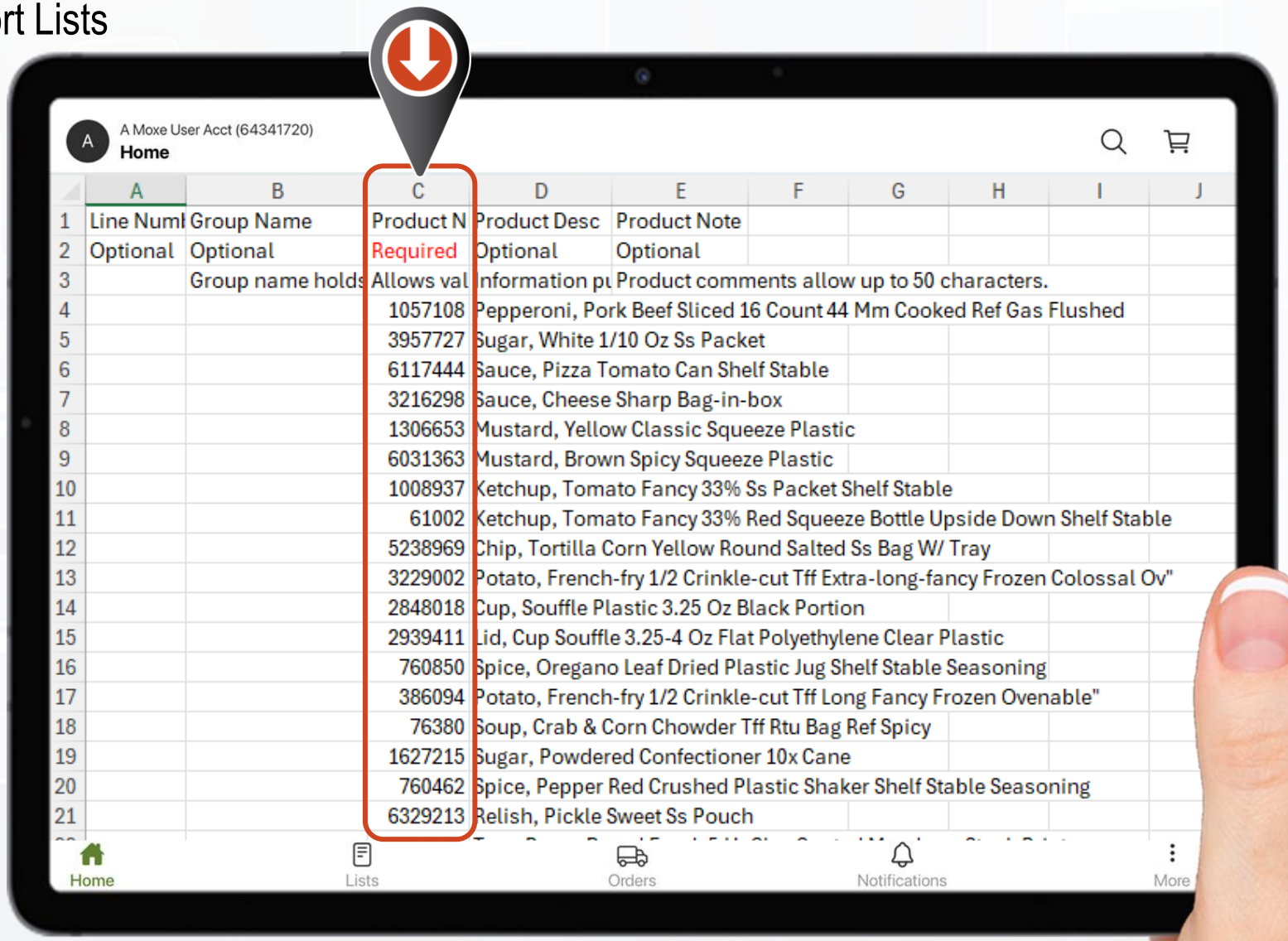
>> Import List <<

When you open the download template, you will see which fields are “Required” versus “Optional”

Required = Product Number in Column “C” (Populate this column with all your product numbers)

Optional Column fields:

- Line Number (A)
- Group Name (B)
- Product Description (D)
- Product Note (E)



List Management

Download, Print, Copy, Import Lists

>> Import List <<

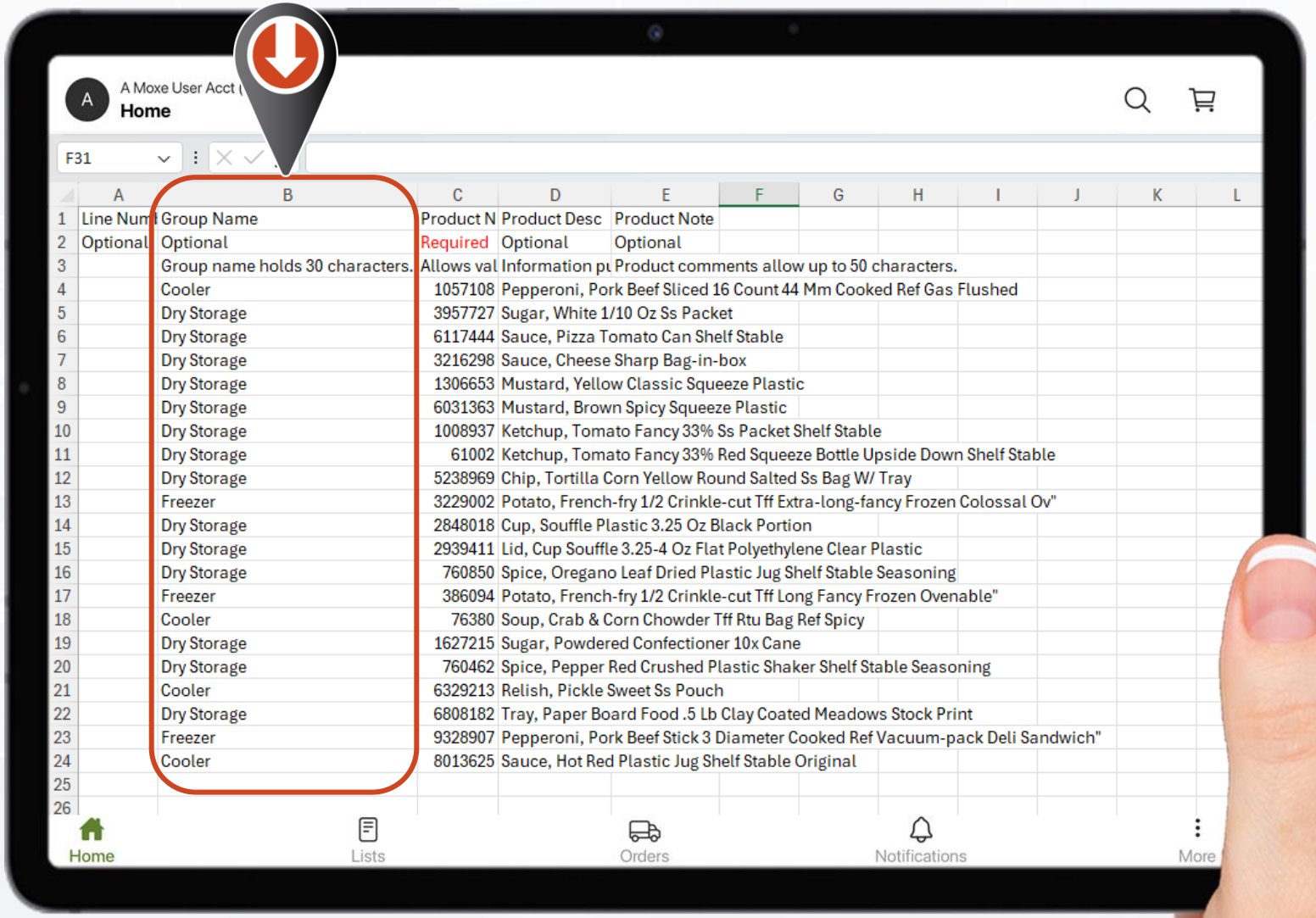
>>> PRO TIP <<<

The Optional columns can be used to great effect.

You can Import a perfect Shelf to Sheet Shopping list by using these columns.

Example using “Group Name”

- **Type in a Name for the desired Group in column “B” for each product.**
- **Once Imported the products will be arranged according to their “Group”**



	A	B	C	D	E
1	Line Num	Group Name	Product N	Product Desc	Product Note
2	Optional	Optional	Required	Optional	Optional
3		Group name holds 30 characters.	Allows val	Information pu	Product comments allow up to 50 characters.
4		Cooler	1057108	Pepperoni, Pork Beef Sliced 16 Count 44 Mm Cooked Ref Gas Flushed	
5		Dry Storage	3957727	Sugar, White 1/10 Oz Ss Packet	
6		Dry Storage	6117444	Sauce, Pizza Tomato Can Shelf Stable	
7		Dry Storage	3216298	Sauce, Cheese Sharp Bag-in-box	
8		Dry Storage	1306653	Mustard, Yellow Classic Squeeze Plastic	
9		Dry Storage	6031363	Mustard, Brown Spicy Squeeze Plastic	
10		Dry Storage	1008937	Ketchup, Tomato Fancy 33% Ss Packet Shelf Stable	
11		Dry Storage	61002	Ketchup, Tomato Fancy 33% Red Squeeze Bottle Upside Down Shelf Stable	
12		Dry Storage	5238969	Chip, Tortilla Corn Yellow Round Salted Ss Bag W/ Tray	
13		Freezer	3229002	Potato, French-fry 1/2 Crinkle-cut Tff Extra-long-fancy Frozen Colossal Ov"	
14		Dry Storage	2848018	Cup, Souffle Plastic 3.25 Oz Black Portion	
15		Dry Storage	2939411	Lid, Cup Souffle 3.25-4 Oz Flat Polyethylene Clear Plastic	
16		Dry Storage	760850	Spice, Oregano Leaf Dried Plastic Jug Shelf Stable Seasoning	
17		Freezer	386094	Potato, French-fry 1/2 Crinkle-cut Tff Long Fancy Frozen Ovenable"	
18		Cooler	76380	Soup, Crab & Corn Chowder Tff Rtu Bag Ref Spicy	
19		Dry Storage	1627215	Sugar, Powdered Confectioner 10x Cane	
20		Dry Storage	760462	Spice, Pepper Red Crushed Plastic Shaker Shelf Stable Seasoning	
21		Cooler	6329213	Relish, Pickle Sweet Ss Pouch	
22		Dry Storage	6808182	Tray, Paper Board Food .5 Lb Clay Coated Meadows Stock Print	
23		Freezer	9328907	Pepperoni, Pork Beef Stick 3 Diameter Cooked Ref Vacuum-pack Deli Sandwich"	
24		Cooler	8013625	Sauce, Hot Red Plastic Jug Shelf Stable Original	

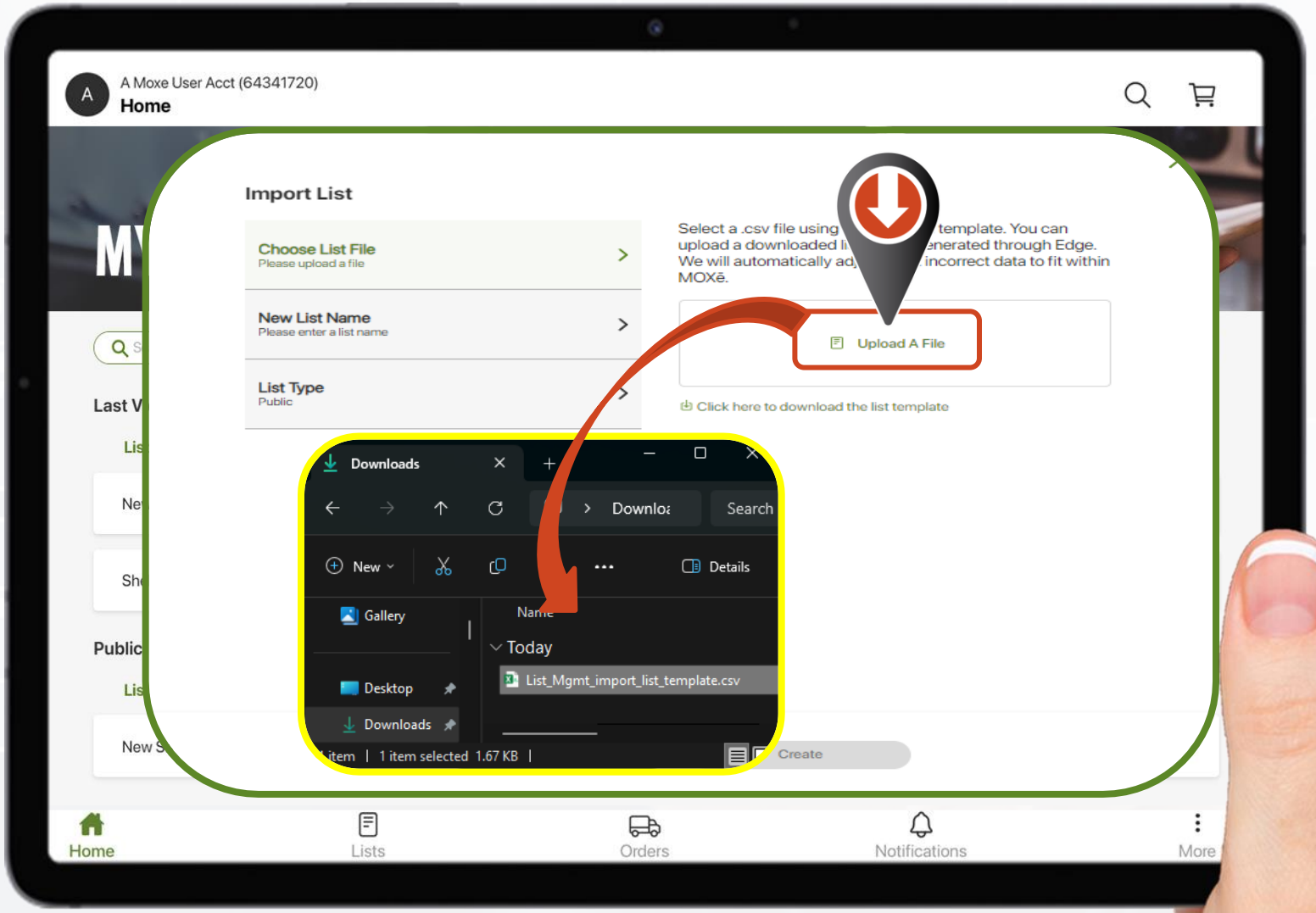
List Management

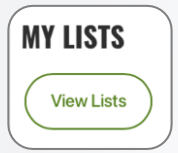
Download, Print, Copy, Import Lists

>> Import List <<

Once you have your CSV file formatted correctly, select “Upload A File”

Locate the CSV file and “double-click” to load it on the Import screen.





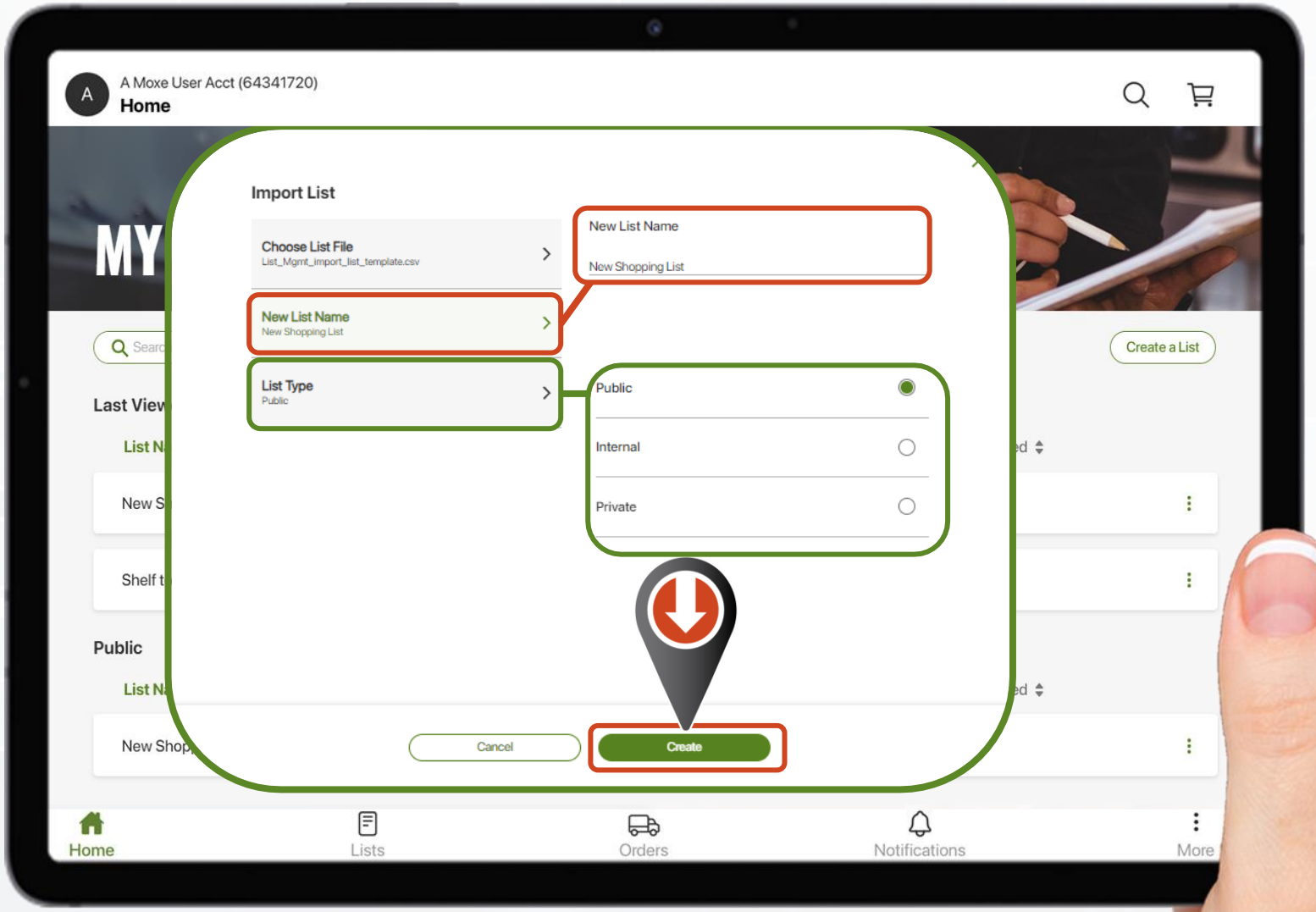
List Management

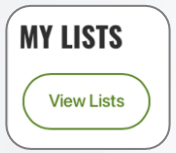
Download, Print, Copy, Import Lists

>> Import List <<

Next steps:

- Type in a “New List Name”
- Chose the “List Type”
- Select “Create”





List Management

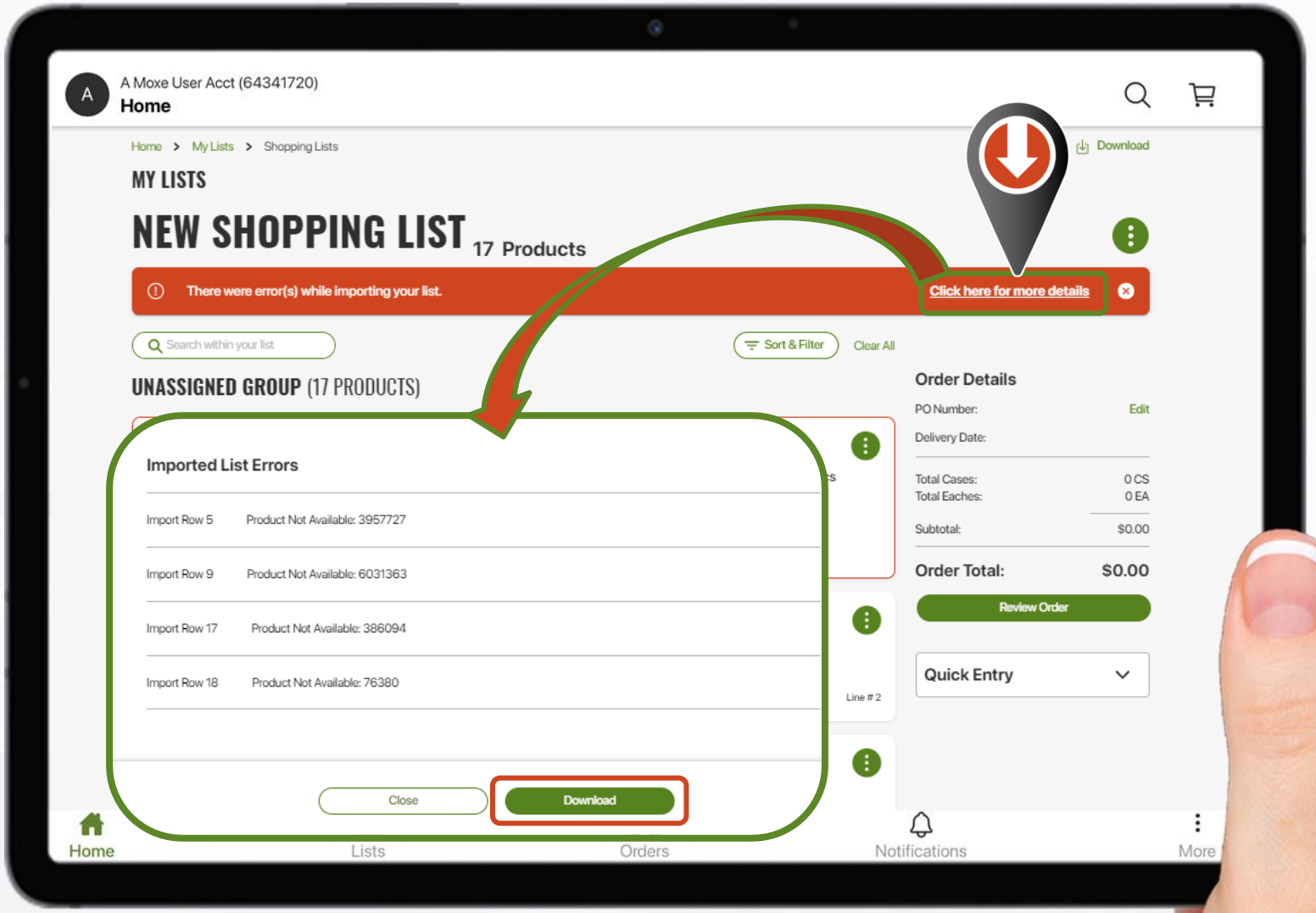
Download, Print, Copy, Import Lists

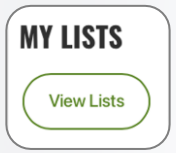
>> Import List <<

Once Imported the list will be displayed and ready for placing an order.

If there were any errors with the import you will see a red bar at top.

From there you can click to see the details and (if desired) you can download these details to review.



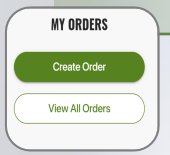


Placing Orders

Subtopics

Please click on a link below to view a subtopic.
Click the icon to return to the main menu.

- Creating a New Order
- Reviewing & Submitting Orders
- Editing & Canceling Orders
- Resolving Order Exceptions
- Order Status Indicators
- Viewing All Orders
- Tracking Deliveries



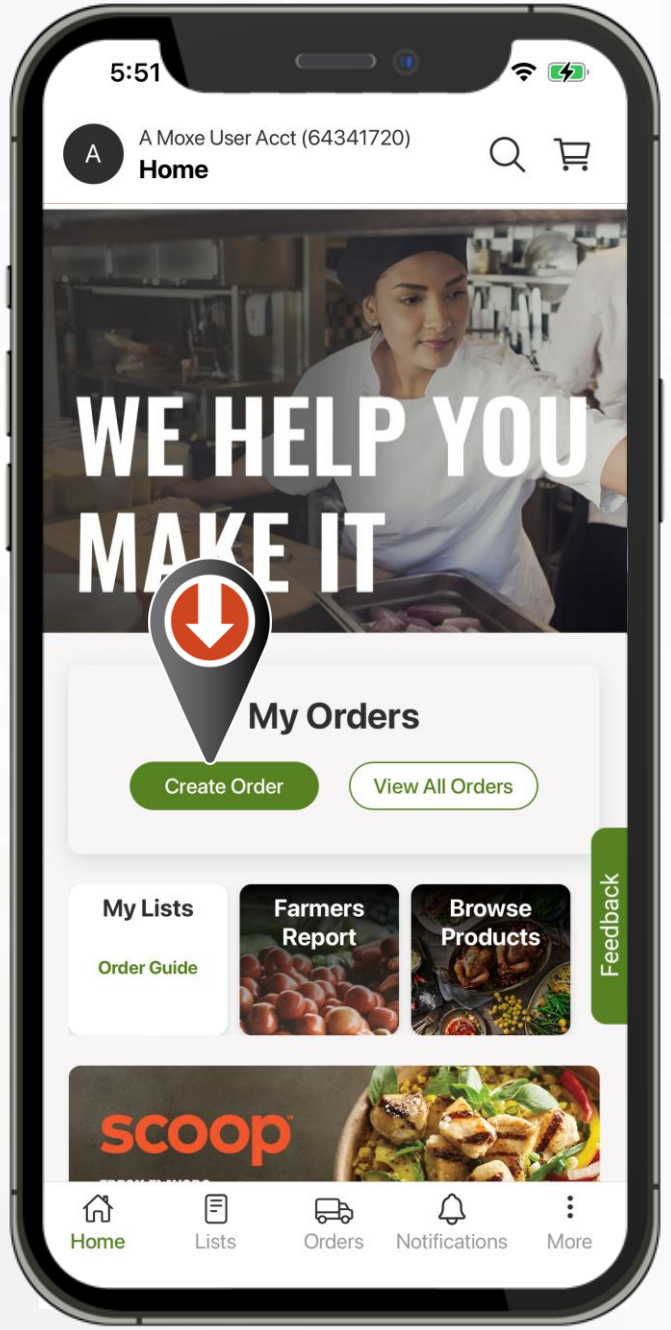
Click this icon to return to this menu.

Placing Orders

Creating a New Order

There are multiple ways to start an order in MOXē. Let's begin with the most common method.

Select "Create Order" from the Home page.

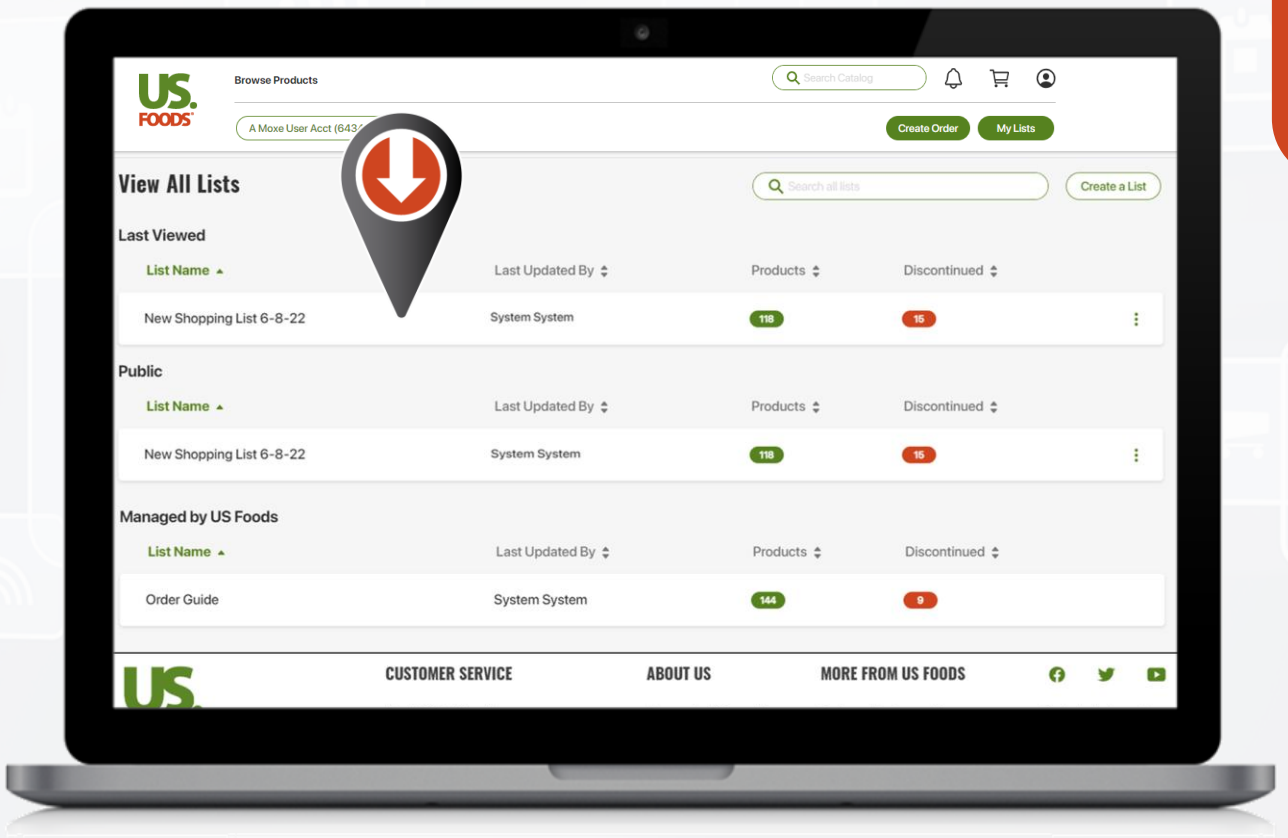


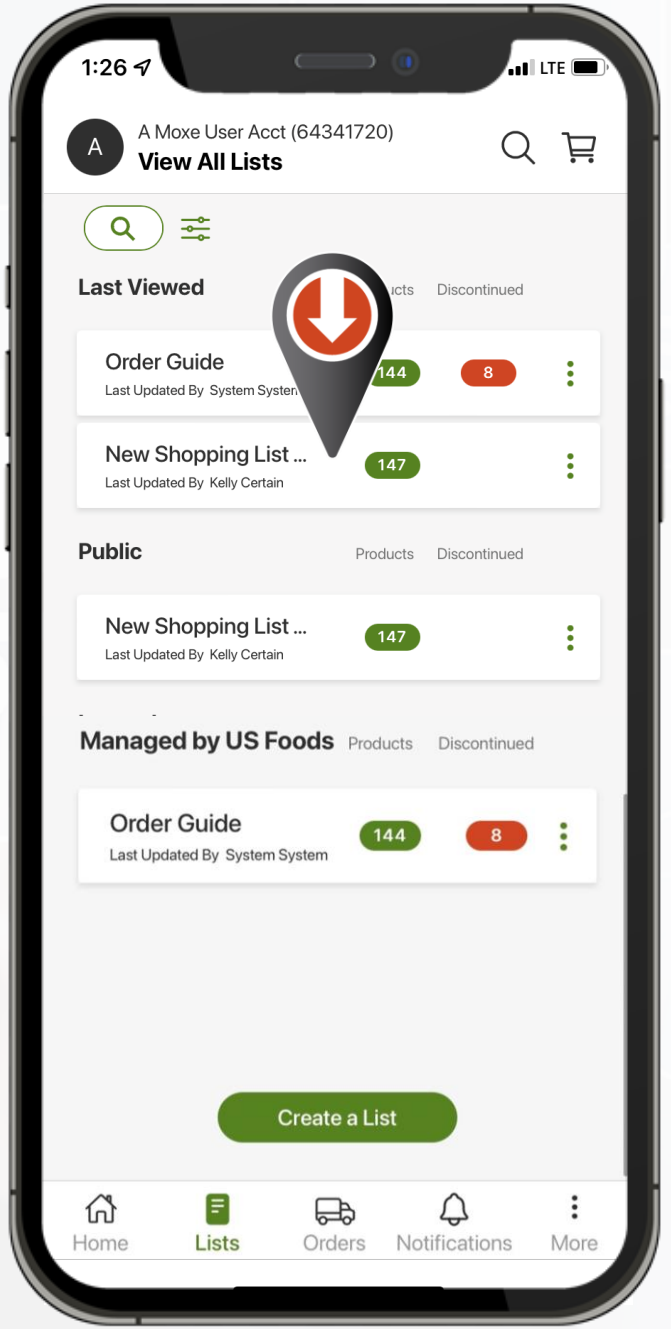
Placing Orders

Creating a New Order

Select a list to begin your order.

Your last viewed lists will populate the top area.



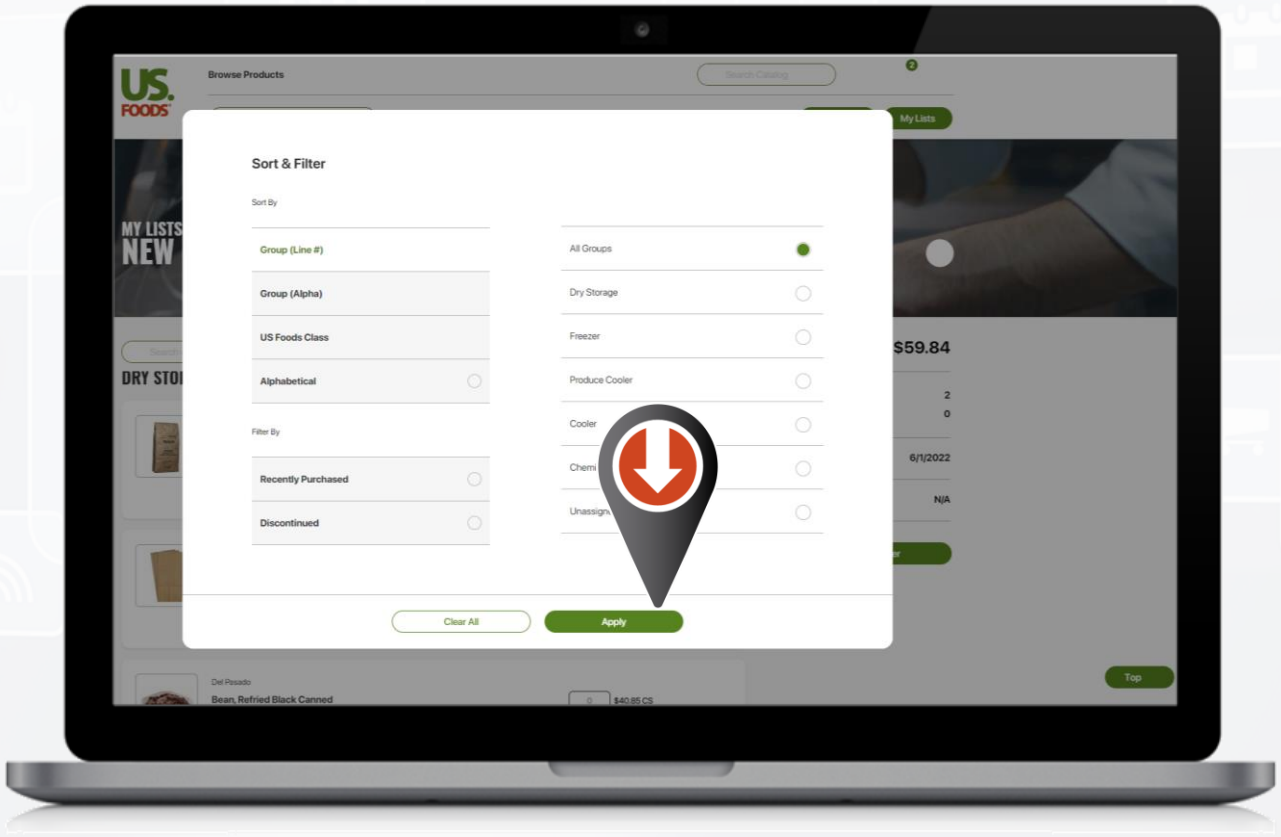


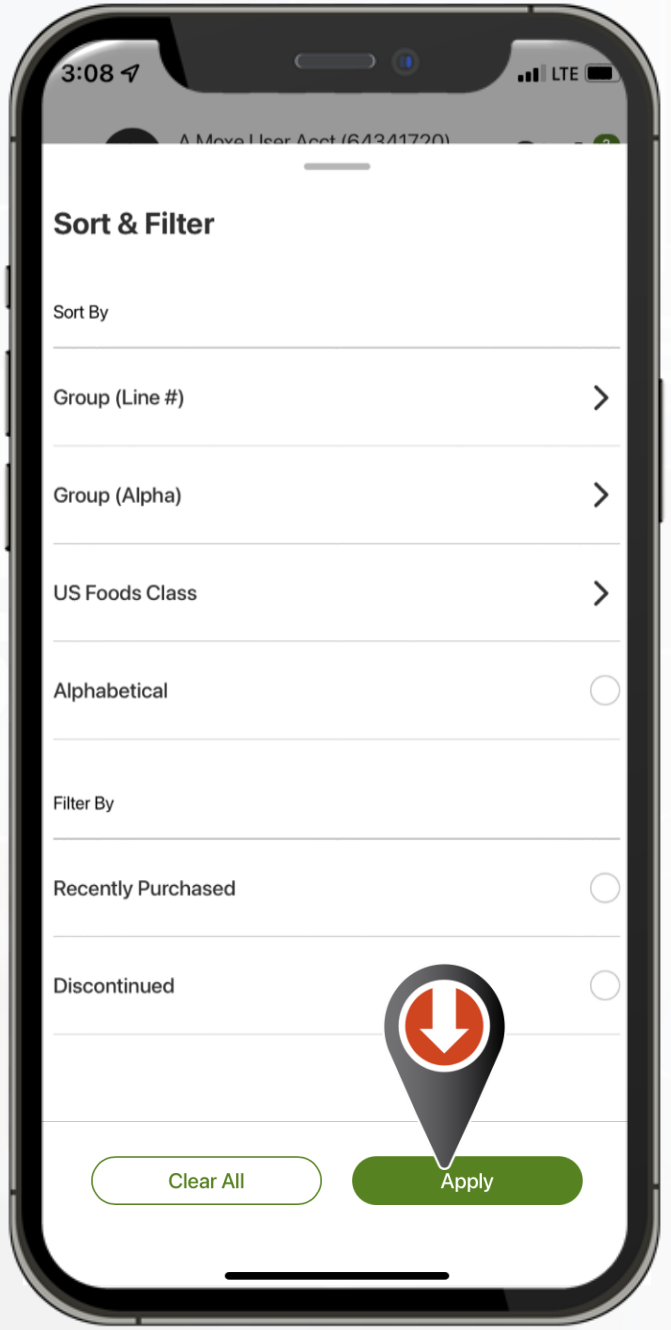
Placing Orders

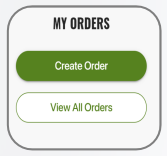
Creating a New Order

Use the sort & filter button to if you wish to change your list view.

Then select Apply.



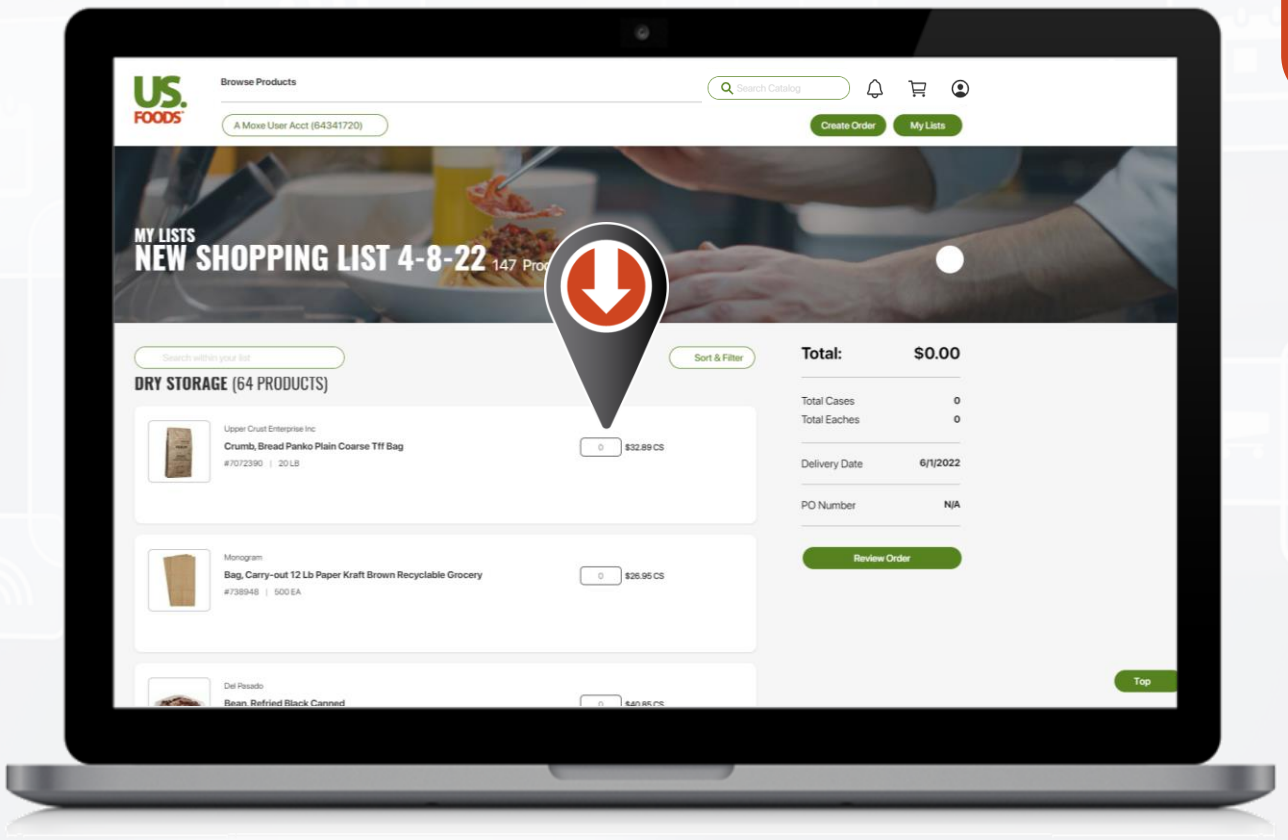


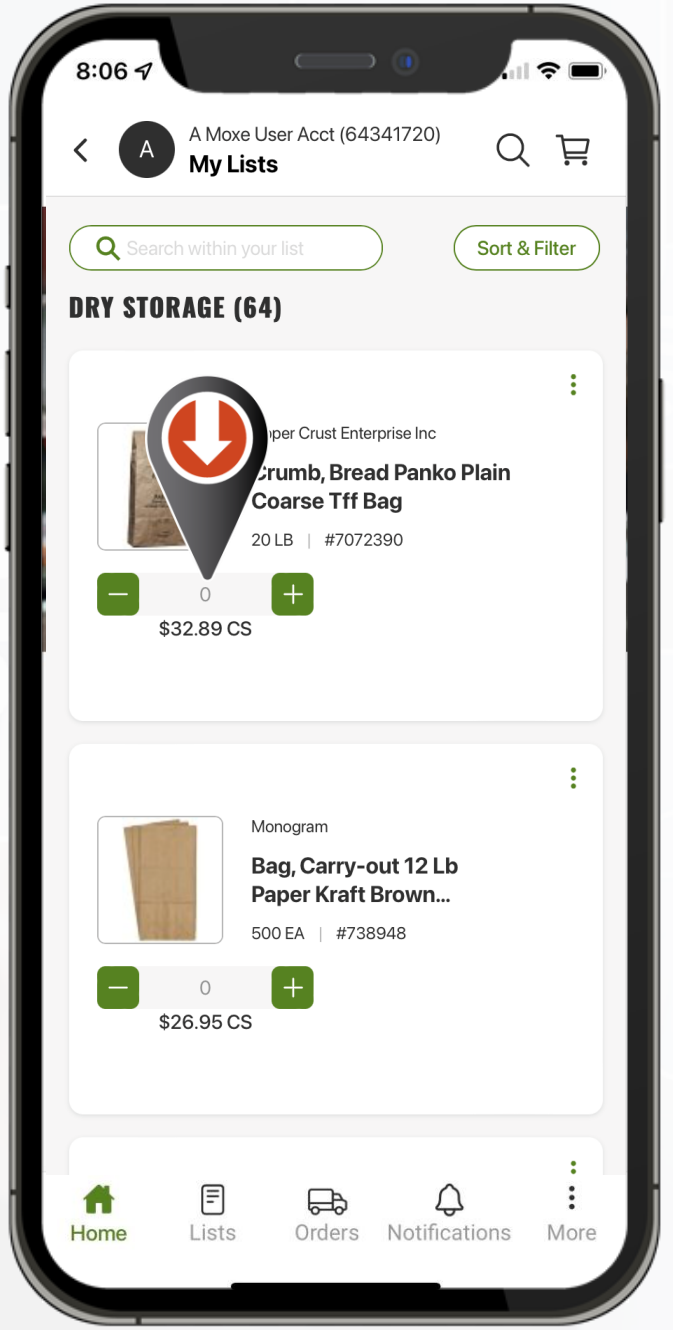


Placing Orders

Creating a New Order

Enter quantities into the fields provided.

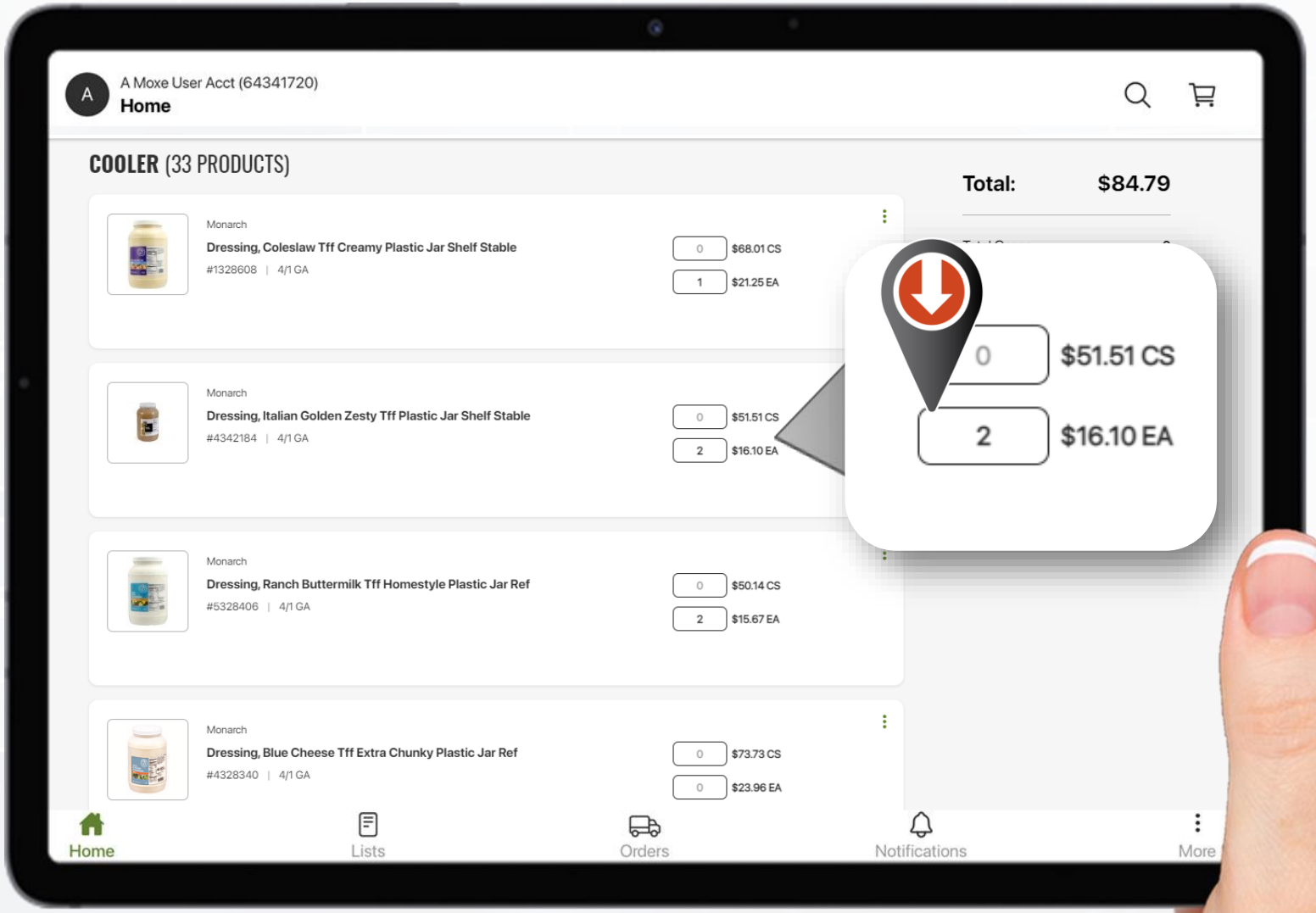




Placing Orders

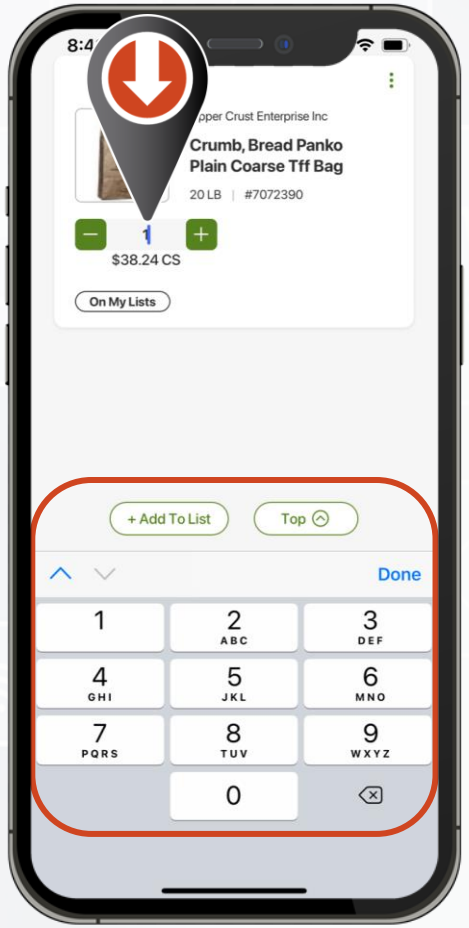
Creating a New Order

Products that can be purchased by the "Each" will display a quantity option and the price.



Placing Orders

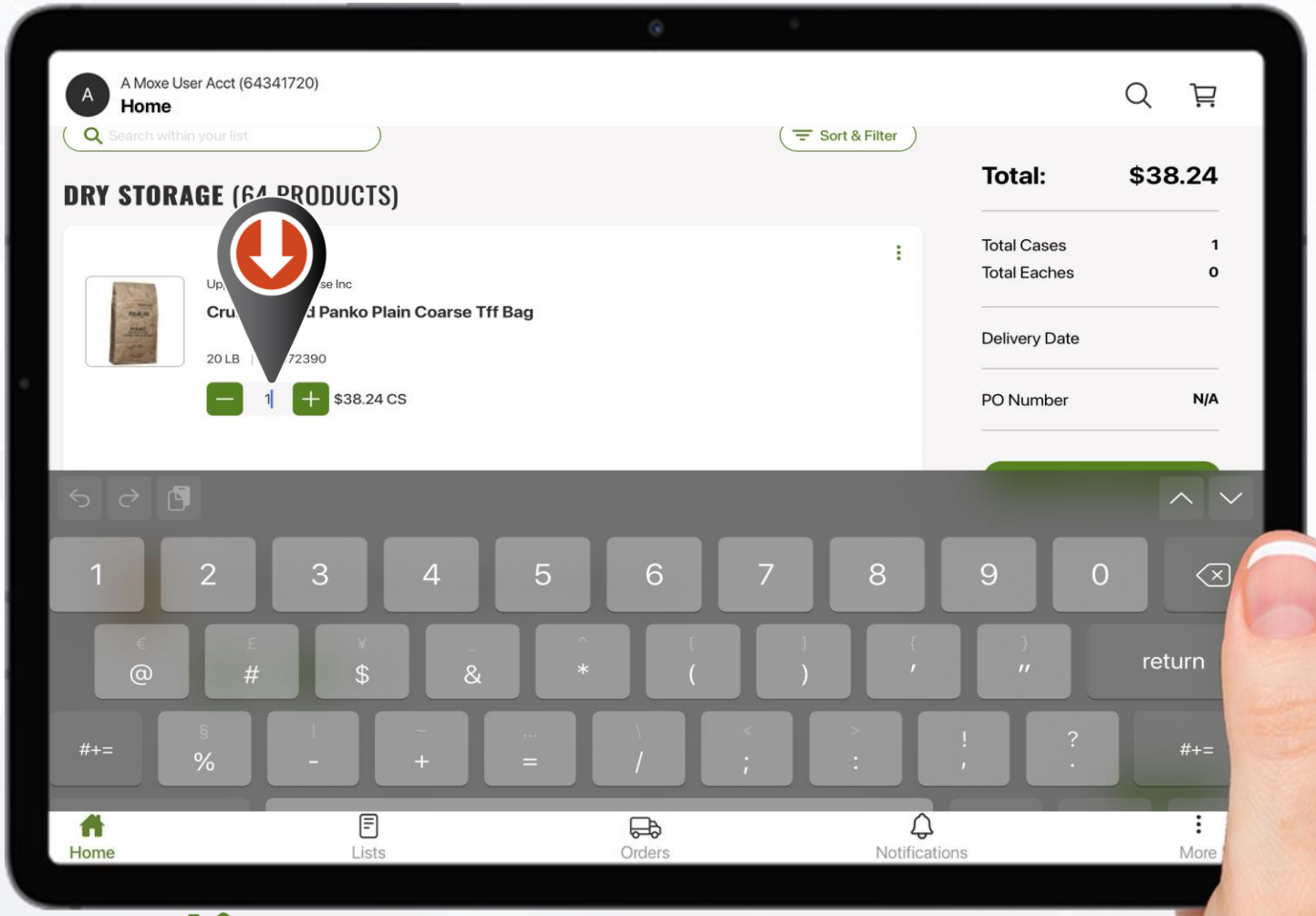
Creating a New Order



On mobile or tablet use the “plus” or “minus” to add or reduce quantities.

If you “Tap” the quantity space it will open the device keypad.

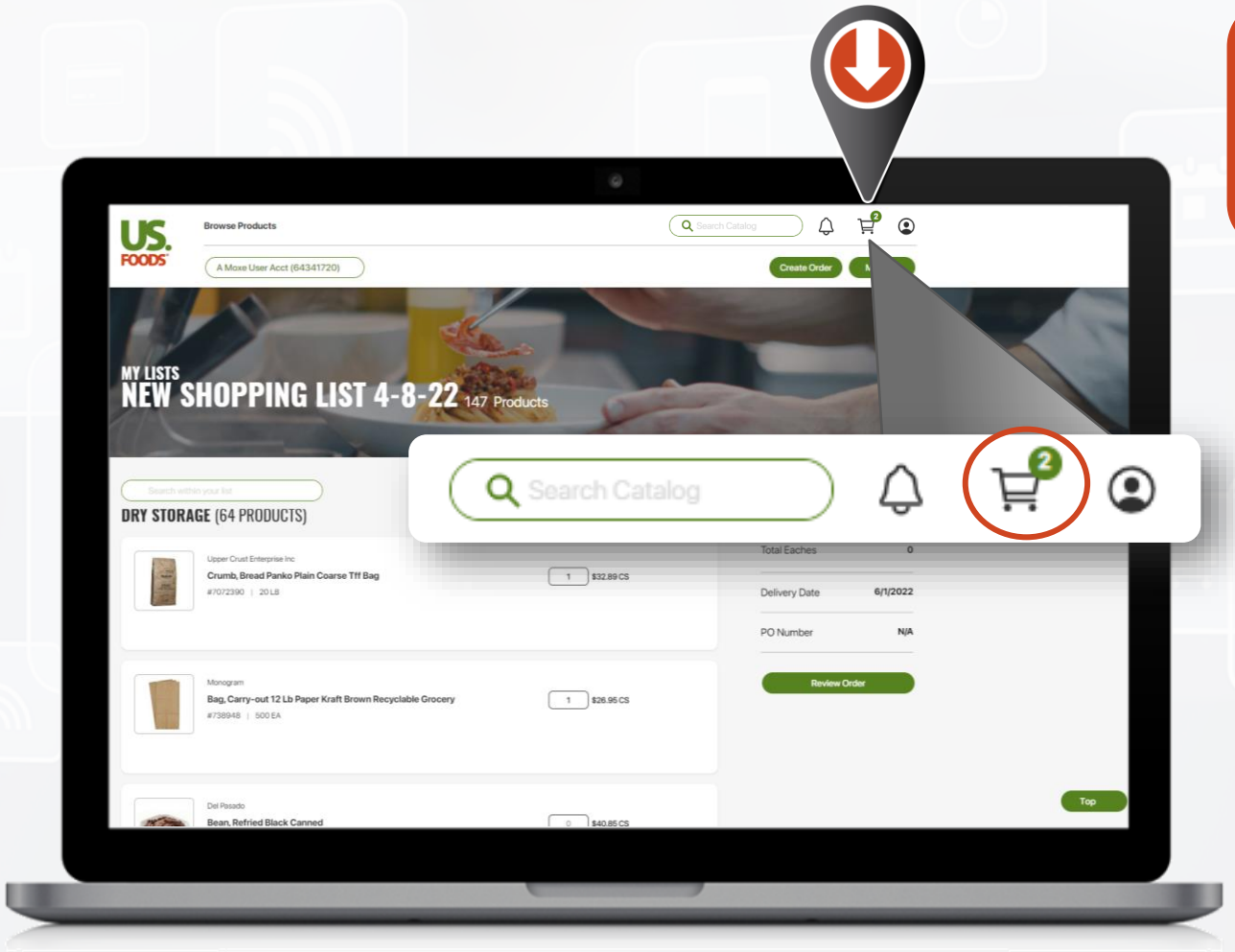
This allows you to enter larger quantities or adjust as needed.

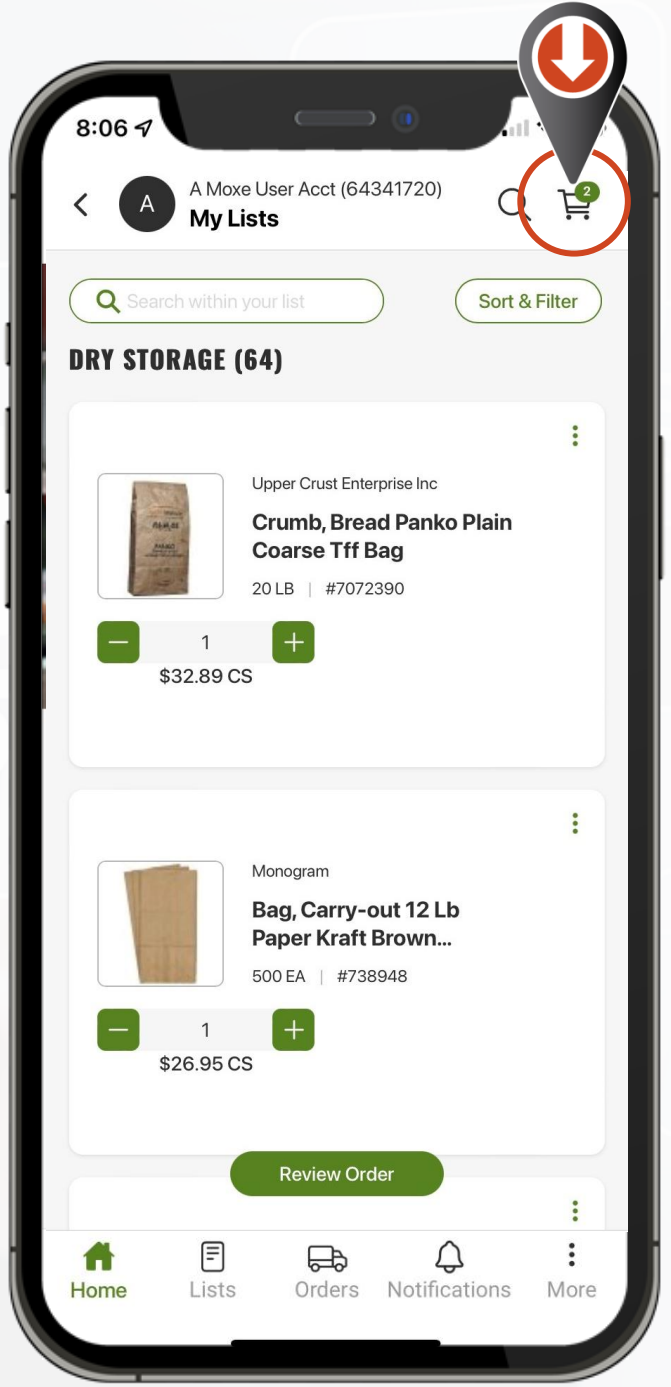


Placing Orders

Creating a New Order

As products are entered, the item totals will show in the shopping cart.



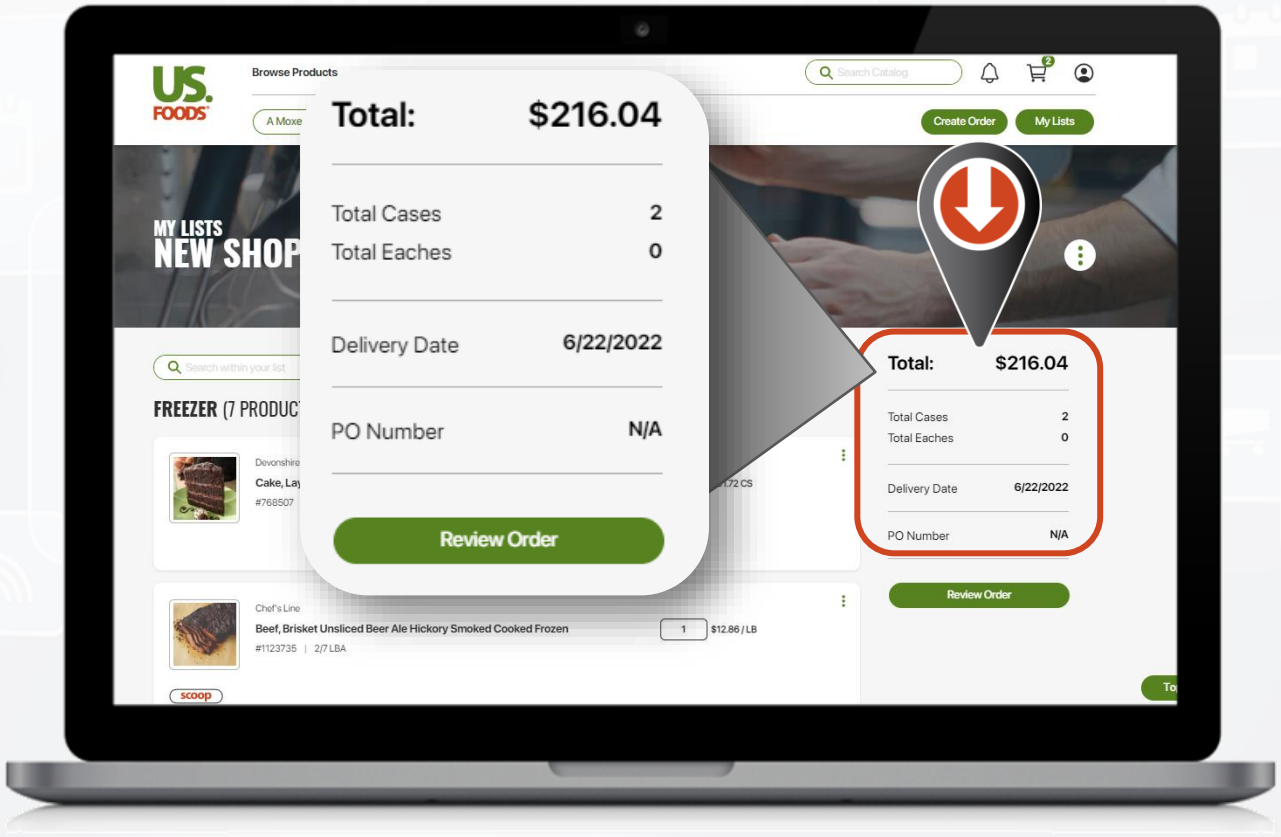


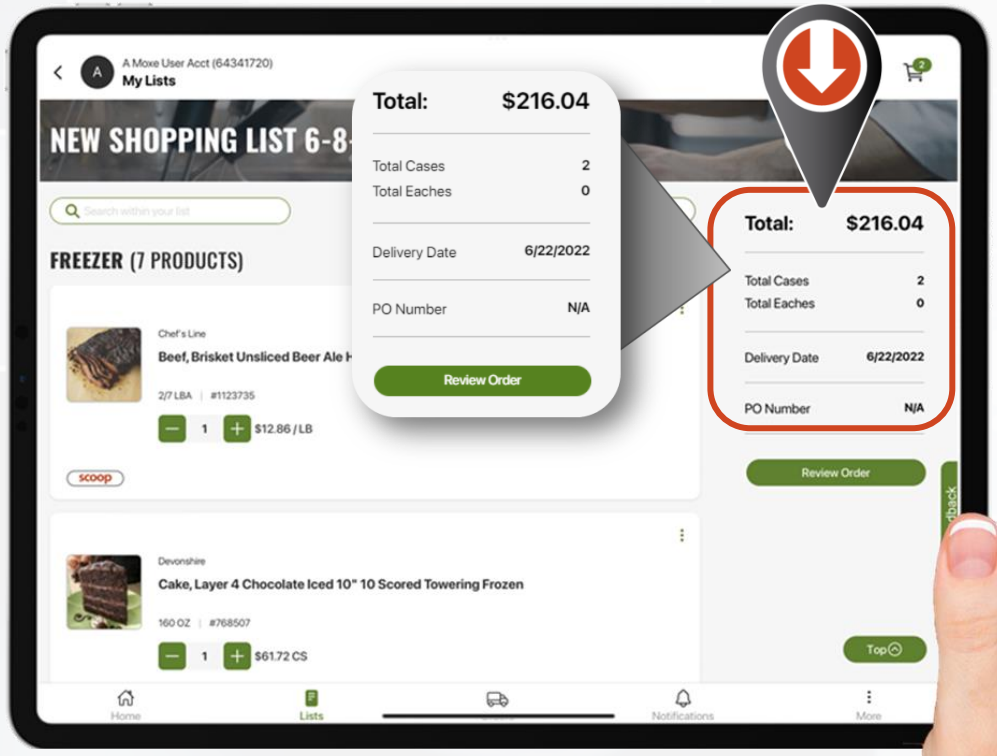
Placing Orders

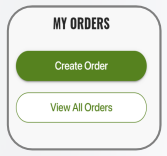
Creating a New Order

On a desktop & tablet there is a summary side bar fixed to the right side of the screen.

This displays total cases & eaches, delivery date and PO number as the order is building.



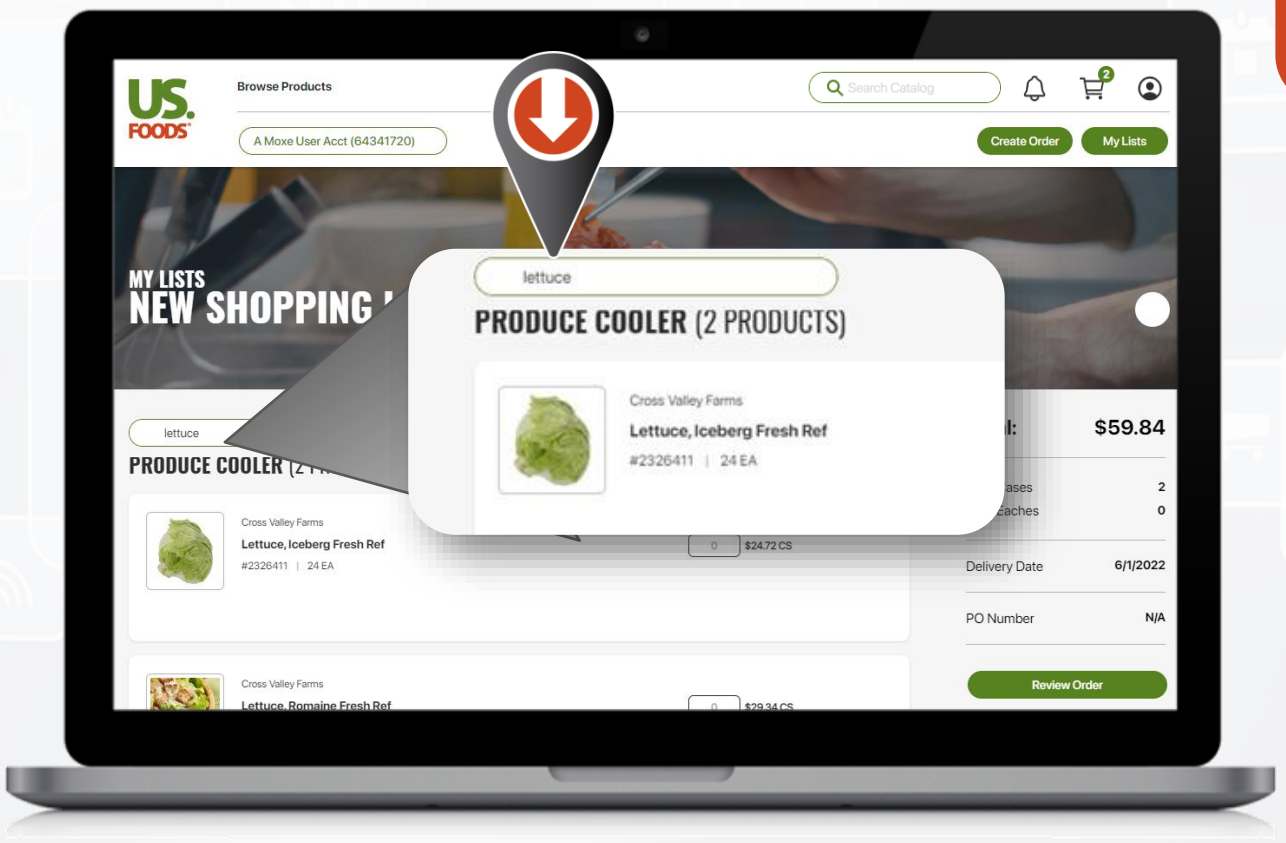


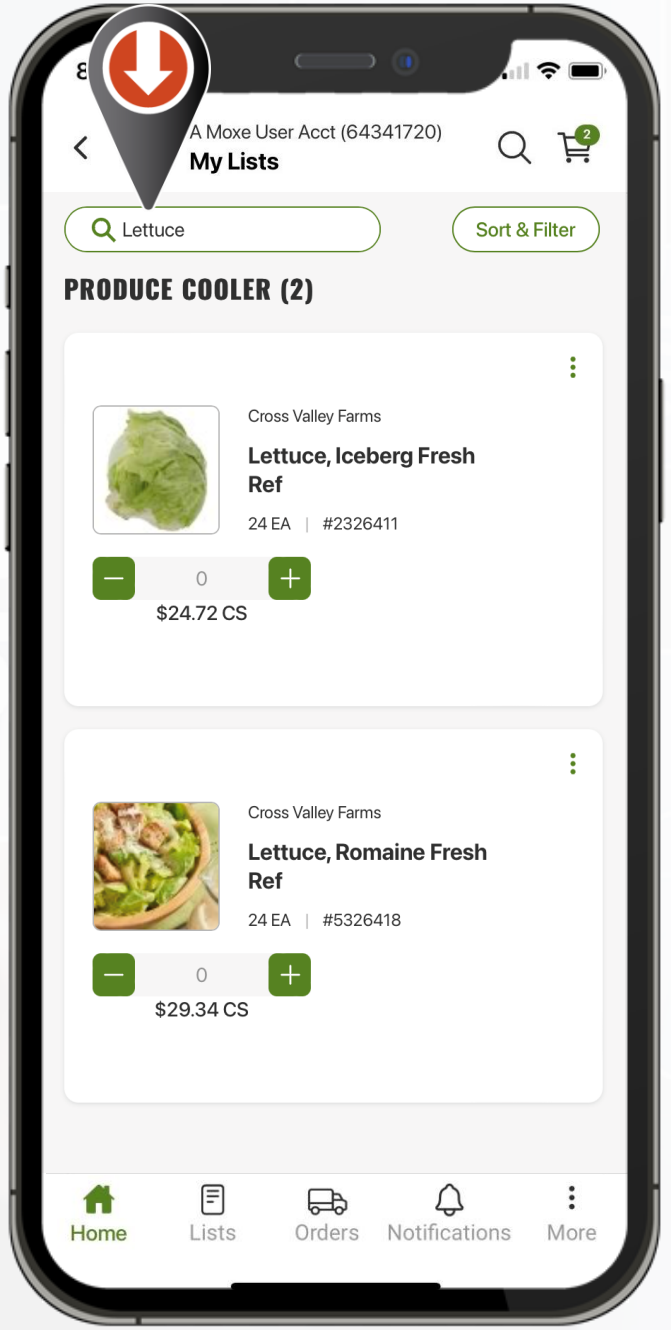


Placing Orders

Creating a New Order

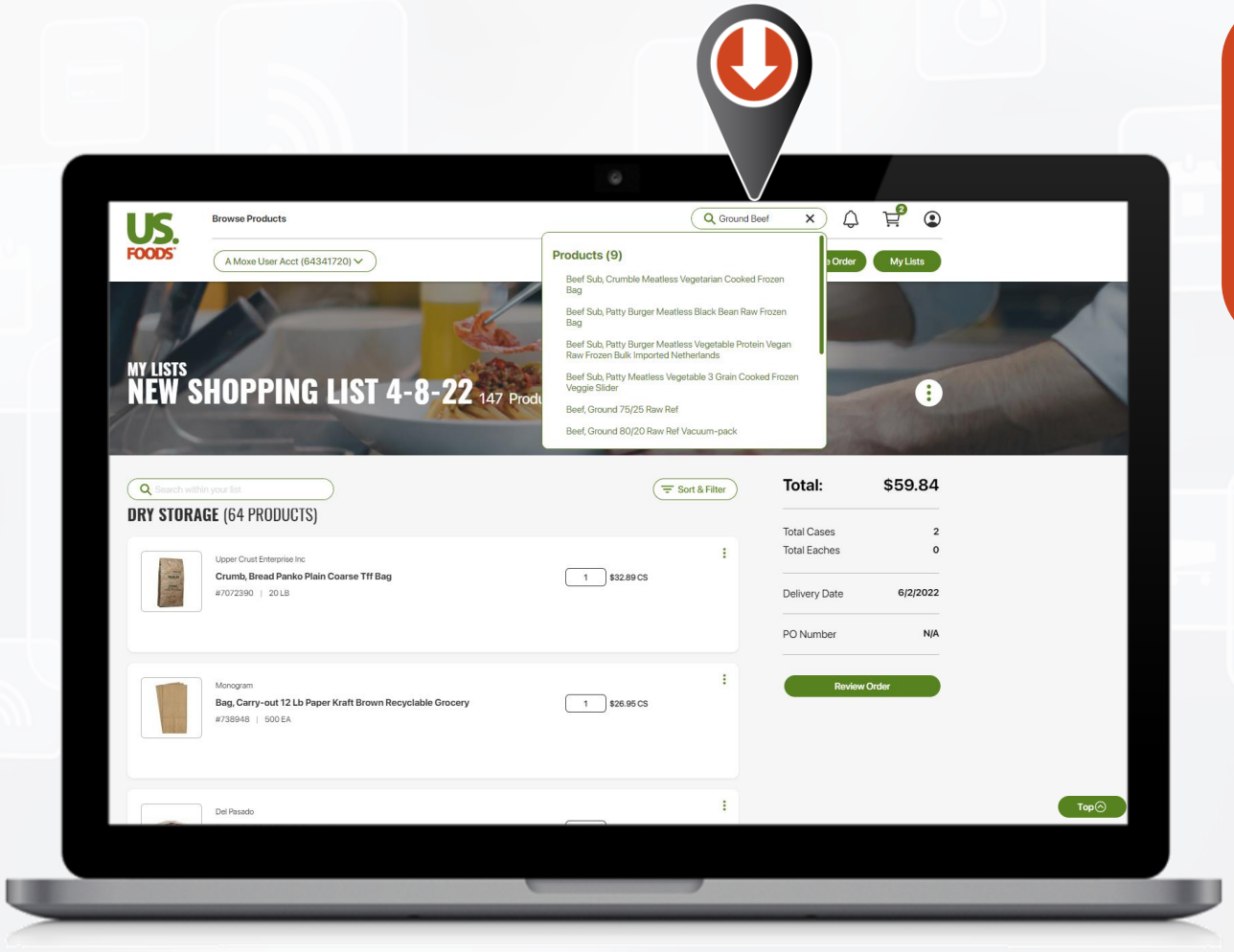
Use the lower search field to quickly locate items within the list.



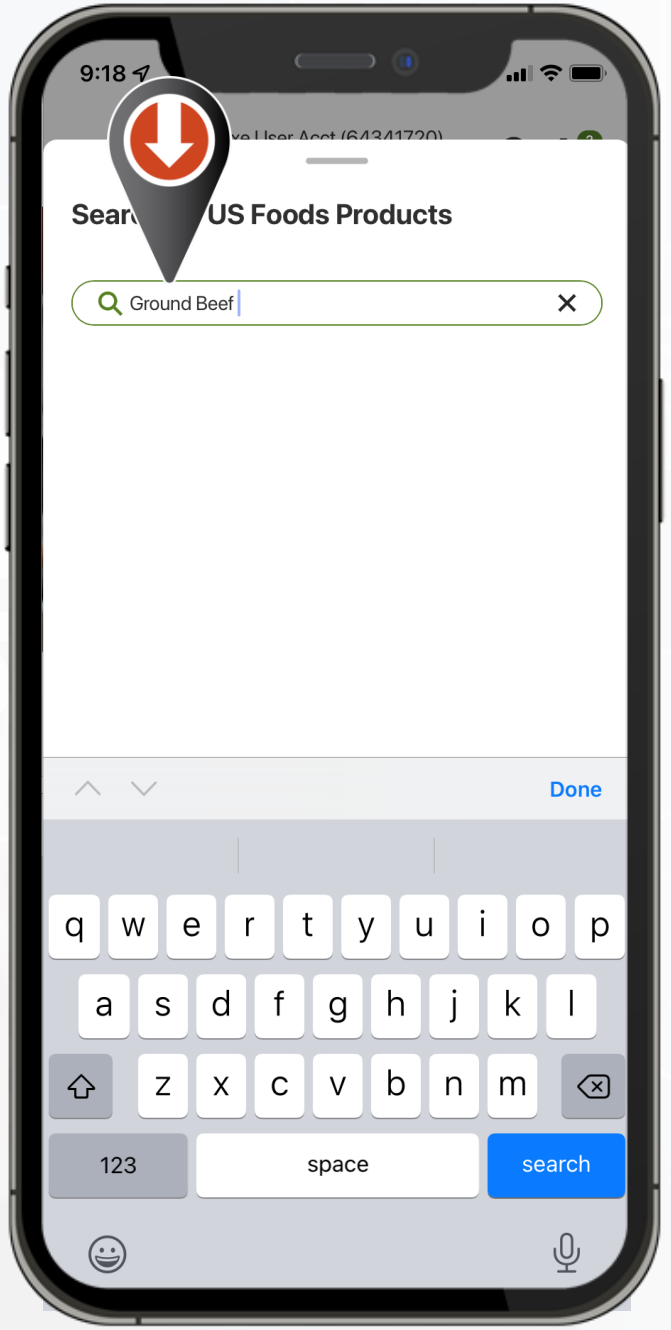


Placing Orders

Creating a New Order



Use the search field at the top to search and add items from the product catalog

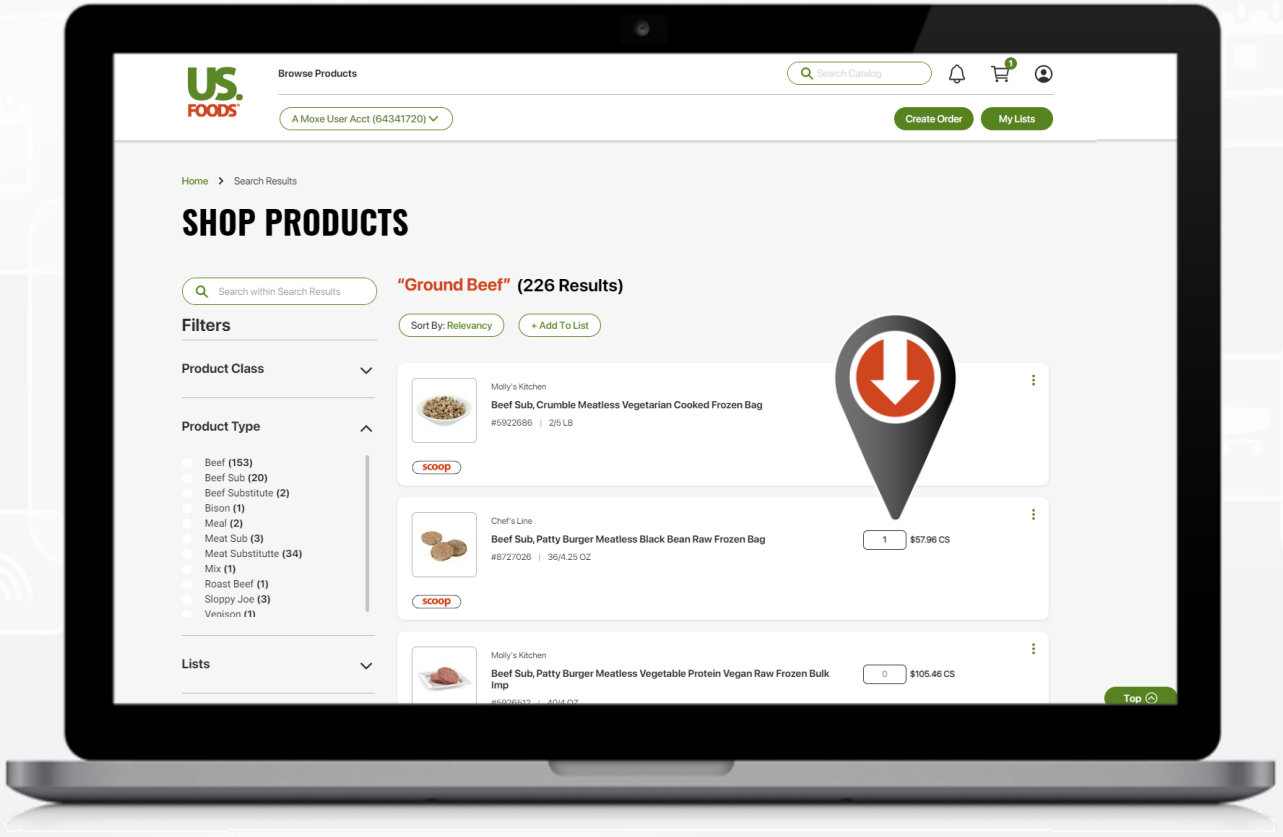


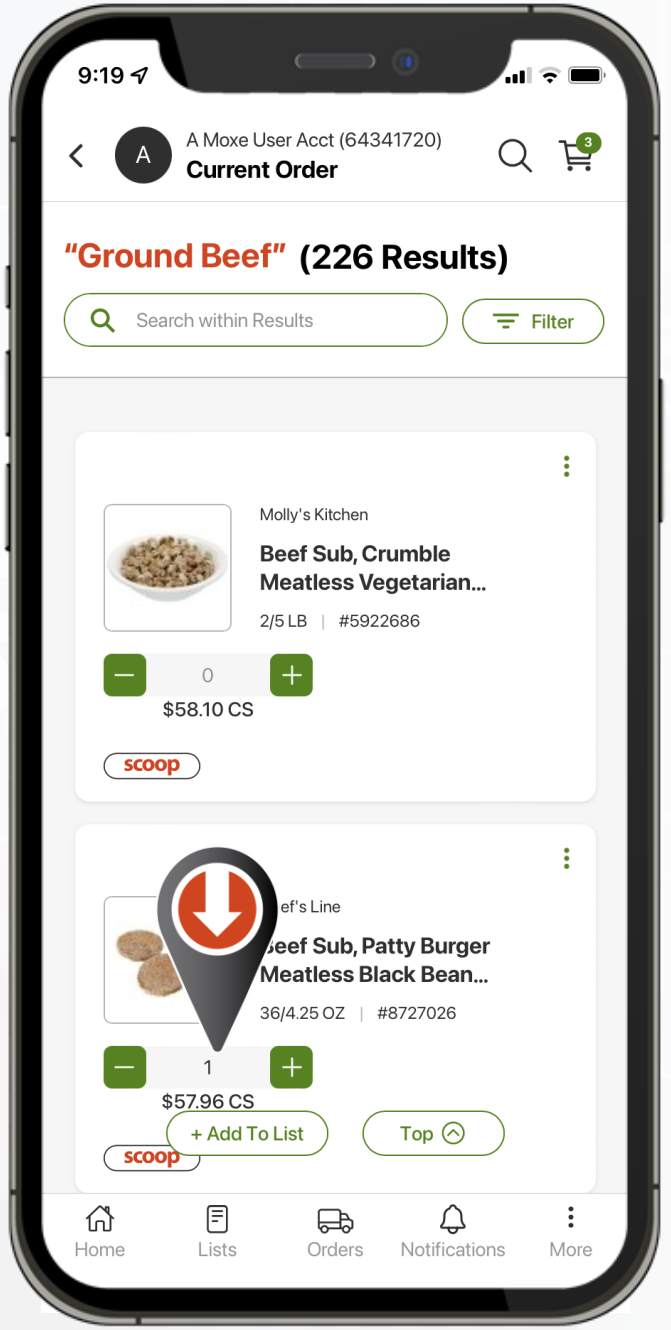
Placing Orders

Creating a New Order

Quickly add items from the catalog to your order.

Select a list to return to creating your order or select your shopping cart to review.



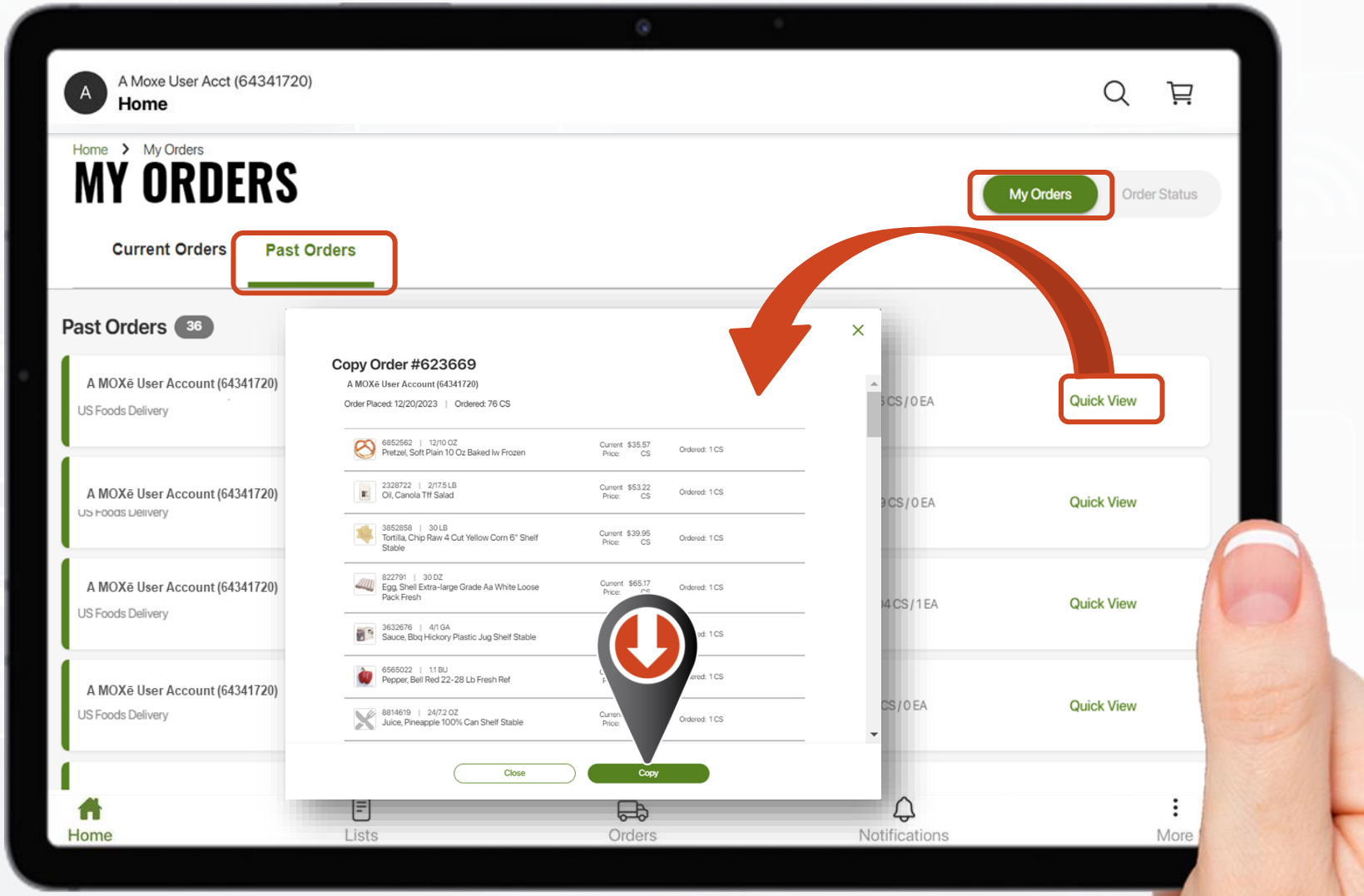


Placing Orders

Creating a New Order

NOTE: You also have the option to “Copy” a previous order.

- Navigate to “My Orders”
- Select “Past Orders”
- Select “Quick View” on the order you want to copy.
- Select “Copy” to load these items and Qnty’s to your cart in a new order.



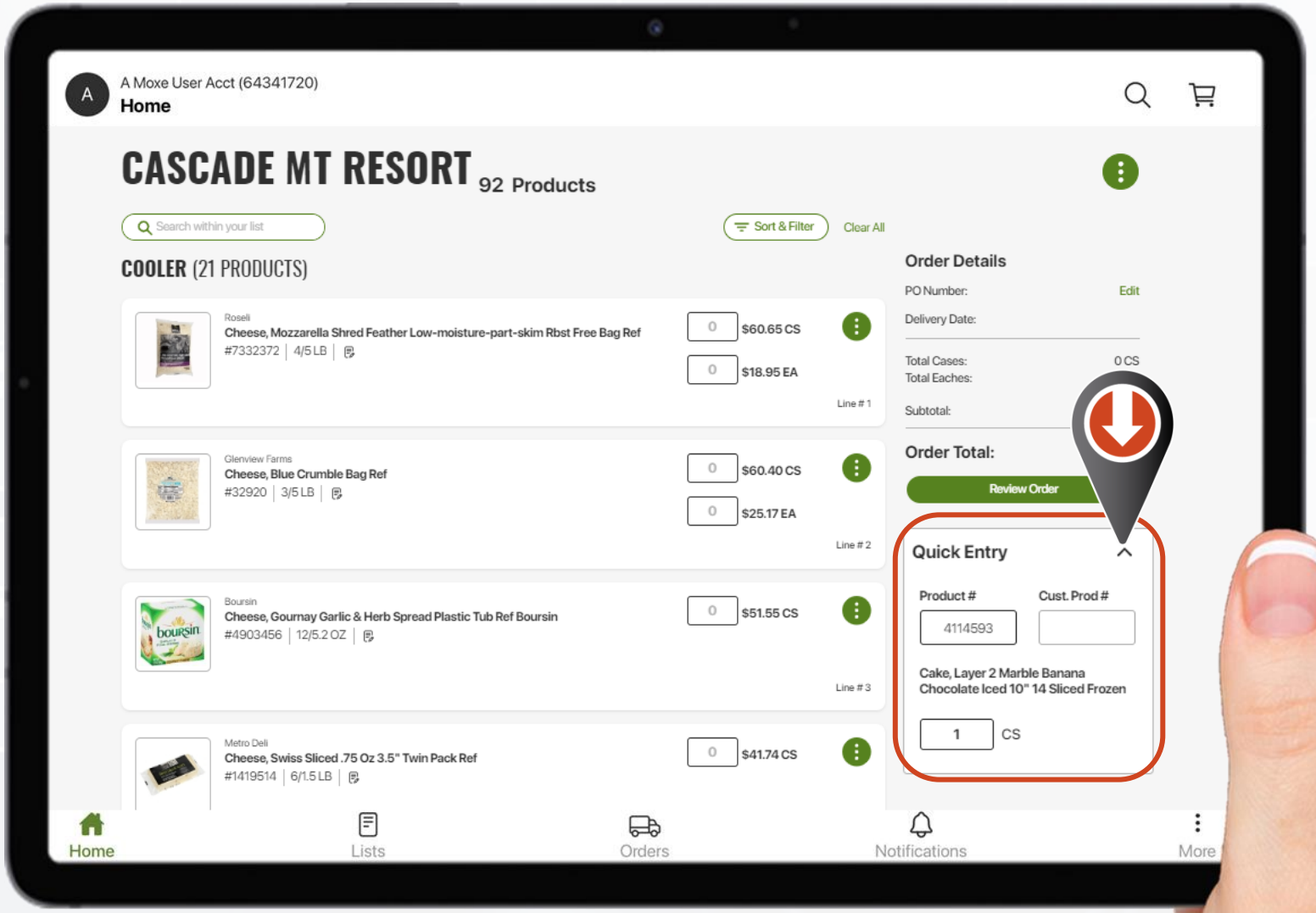
Placing Orders

Creating a New Order

NOTE: You also have the option to us the “Quick Entry” for adding items.

Select the “Quick Entry” window and type (or paste) in the product number, then add the desired quantity.

NOTE: This will also work using “Customer Product Numbers”



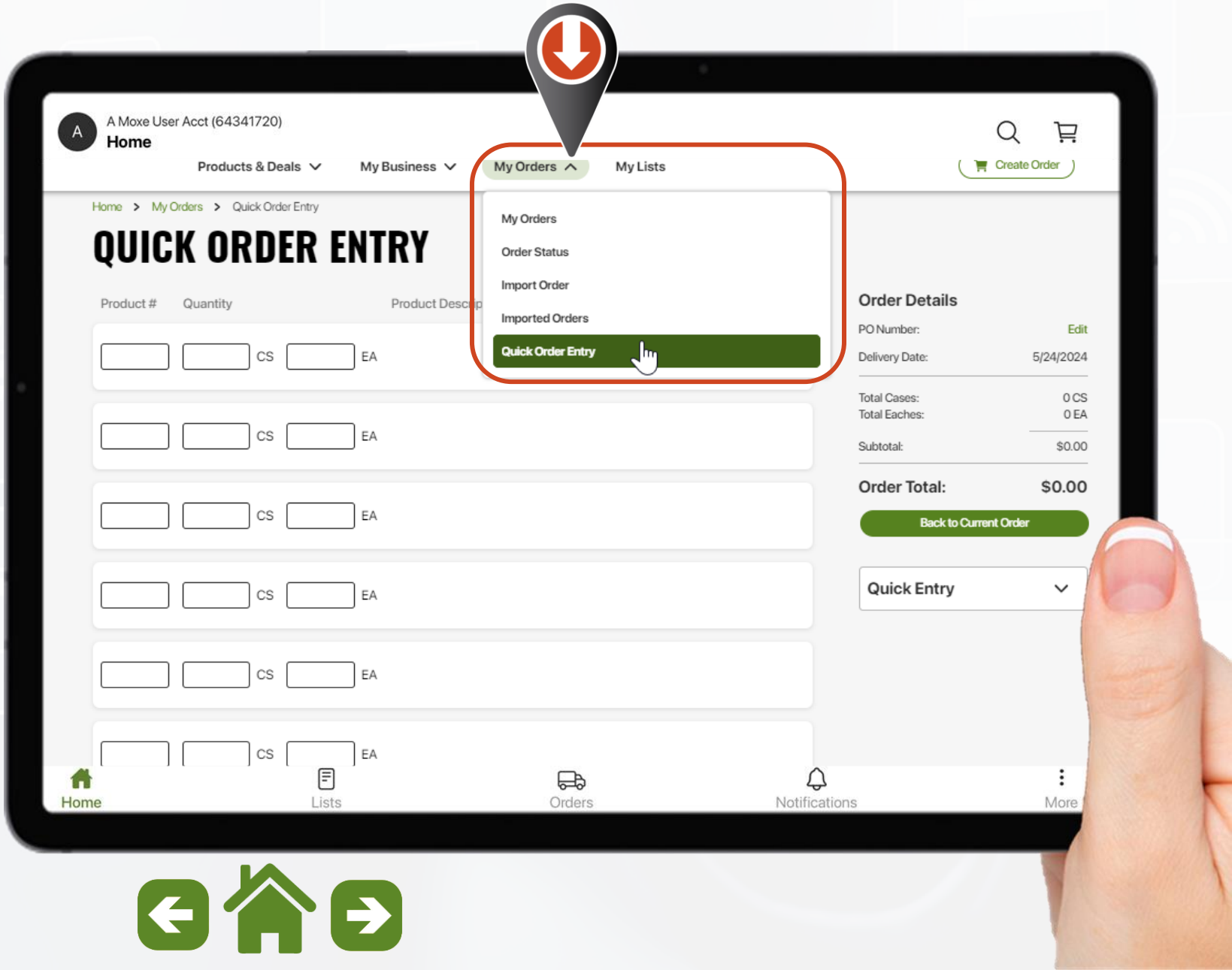
Placing Orders

Creating a New Order

>> Quick Order Entry <<

If you prefer to key in the order by product number, select the "Quick Order Entry" option from your "My Orders" drop menu.

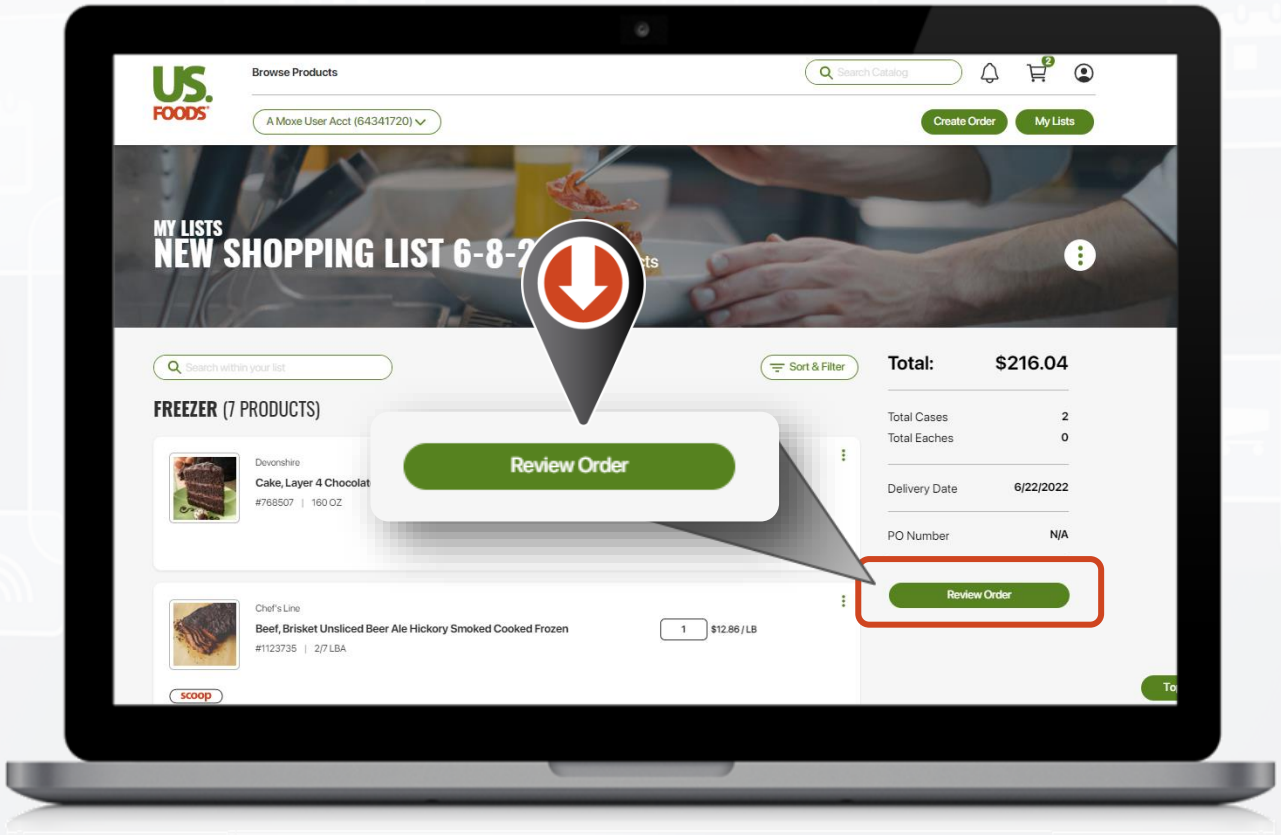
From this screen you can rapidly "10-key" an order.

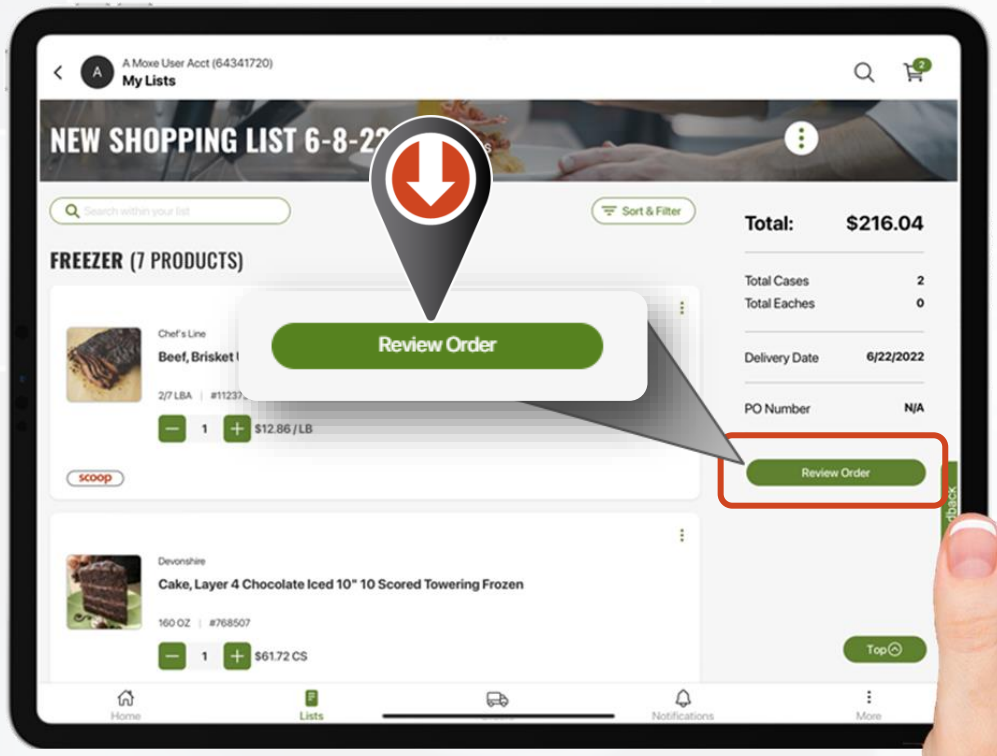


Placing Orders

Reviewing & Submitting Orders

Once you are satisfied that you have your order ready, select Review Order.



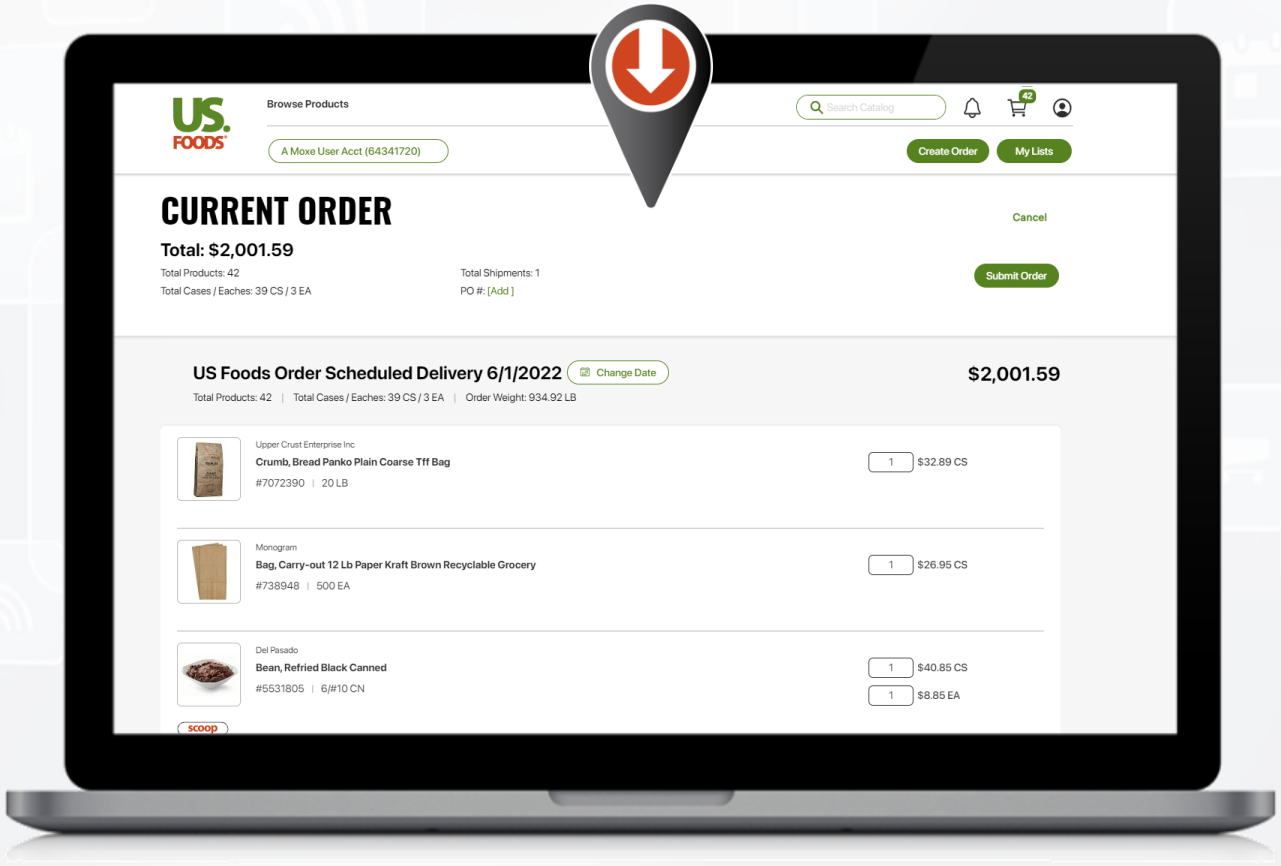


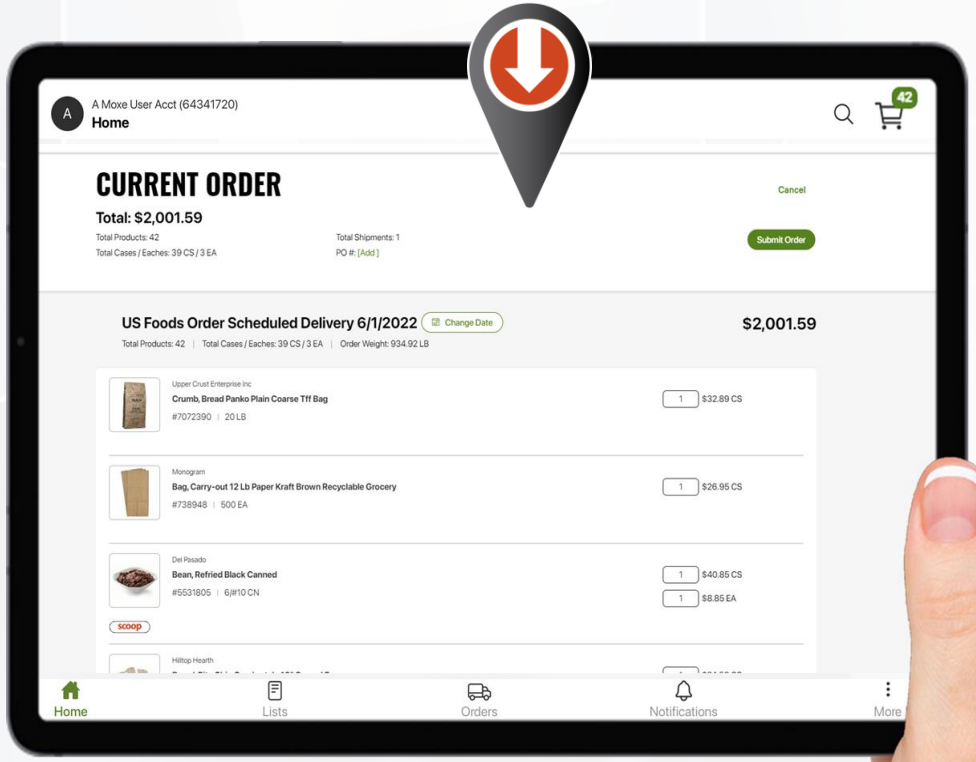
Placing Orders

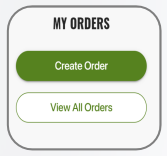
Reviewing & Submitting Orders

From the review order screen, you will see a summary of cases, estimated total and delivery date.

You can also add a PO# if needed



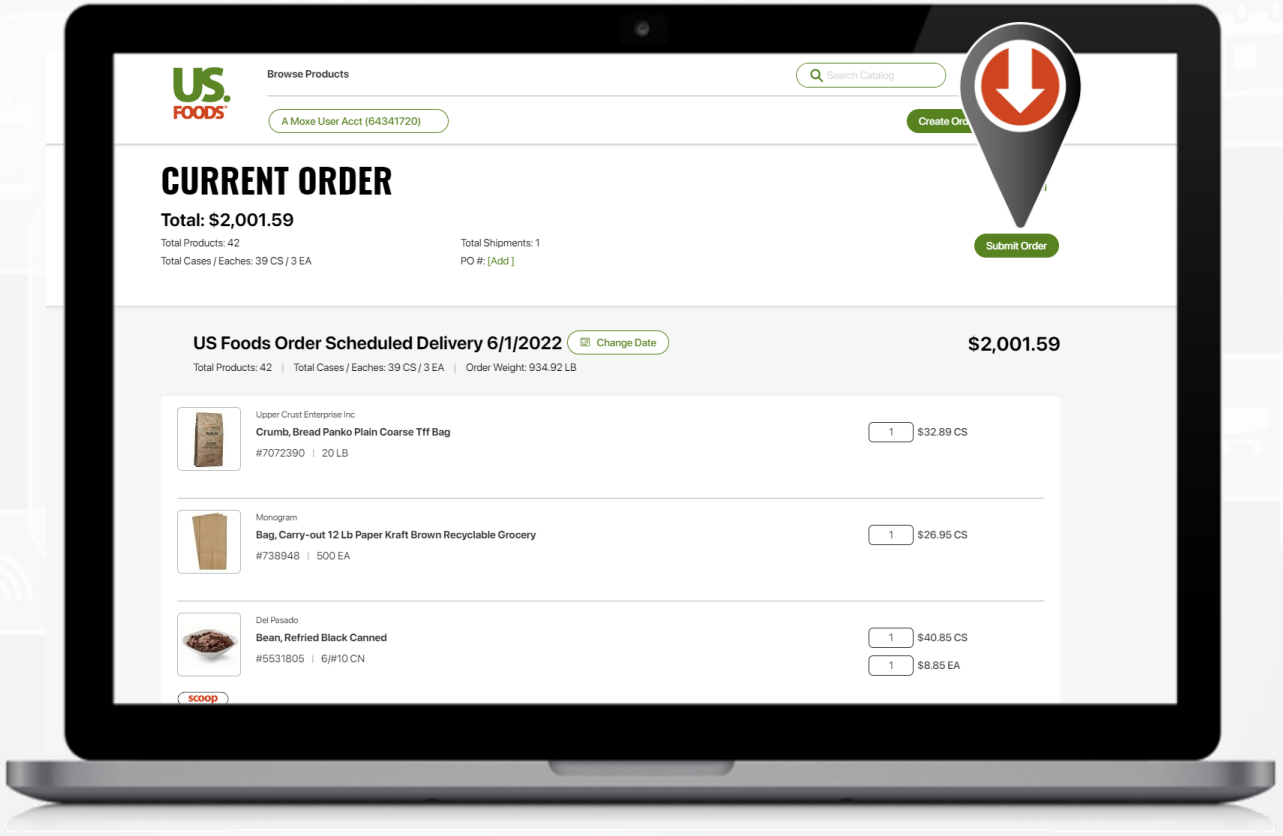


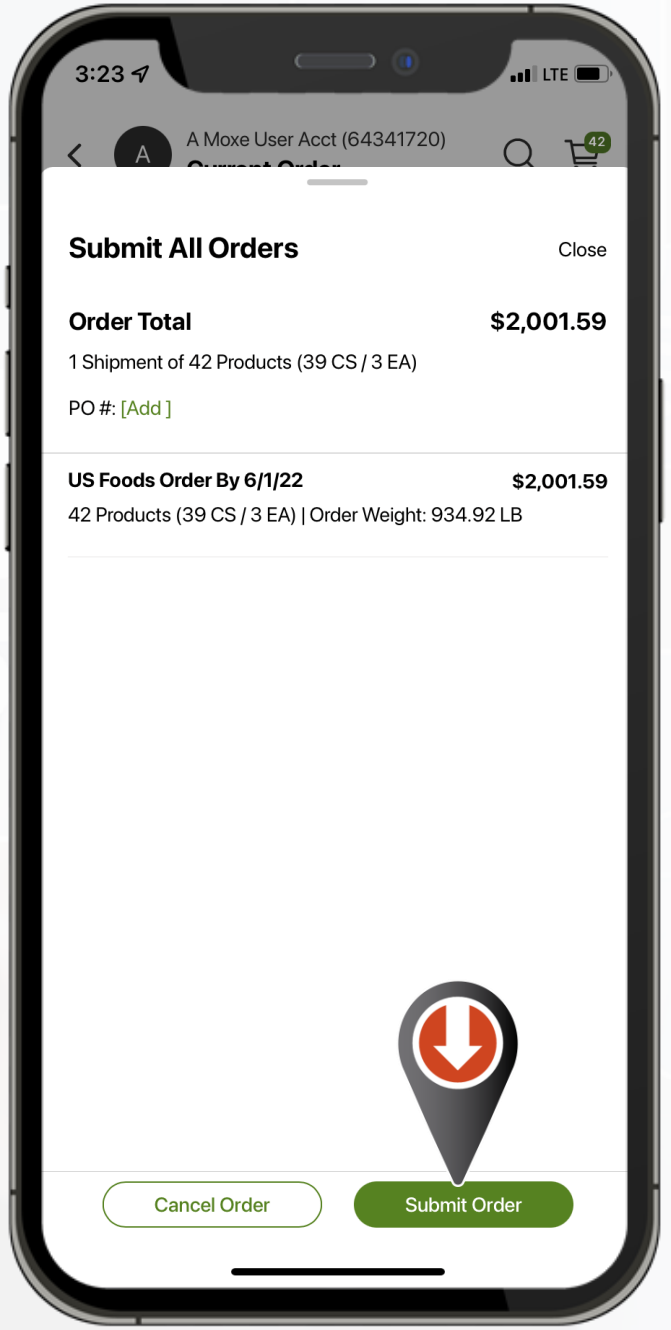


Placing Orders

Reviewing & Submitting Orders

Once you have reviewed your order, you can select “Submit Order”.

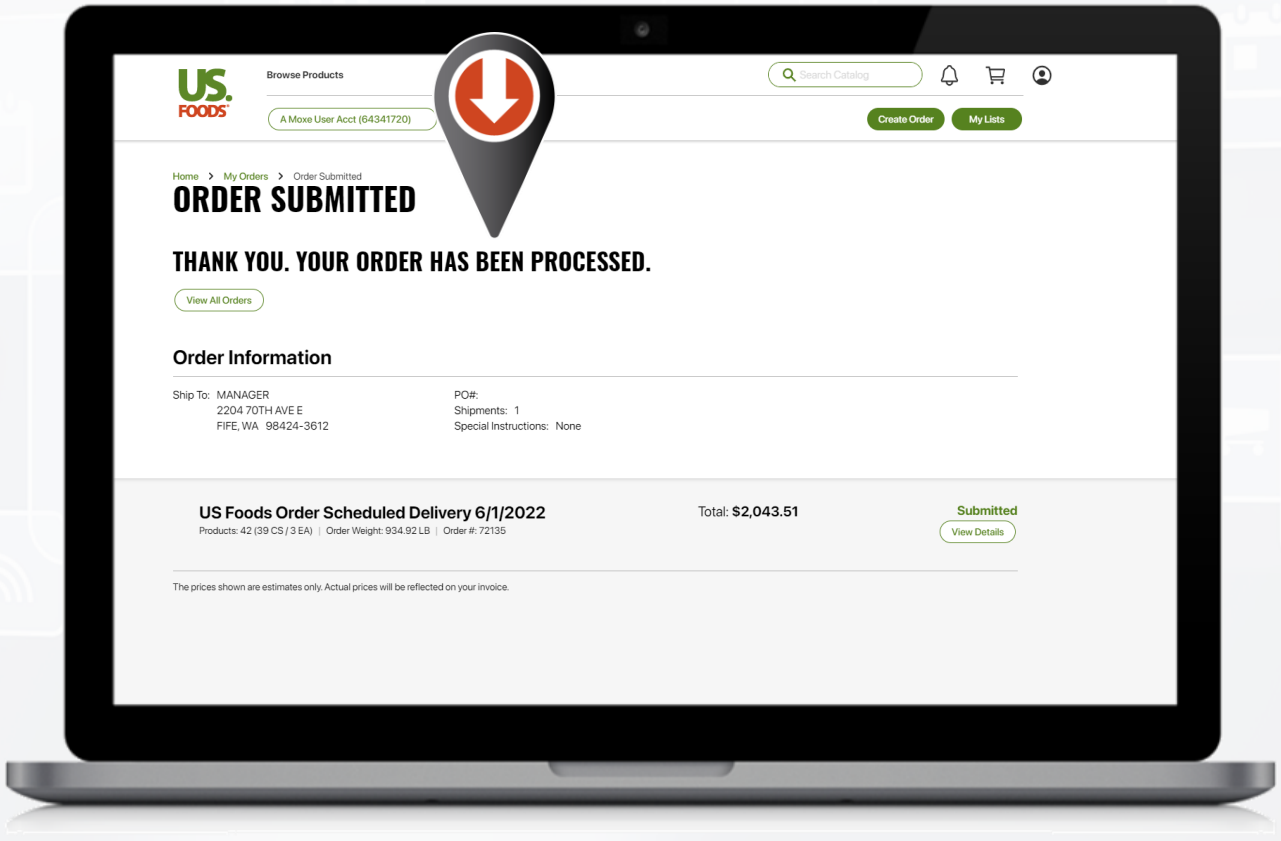


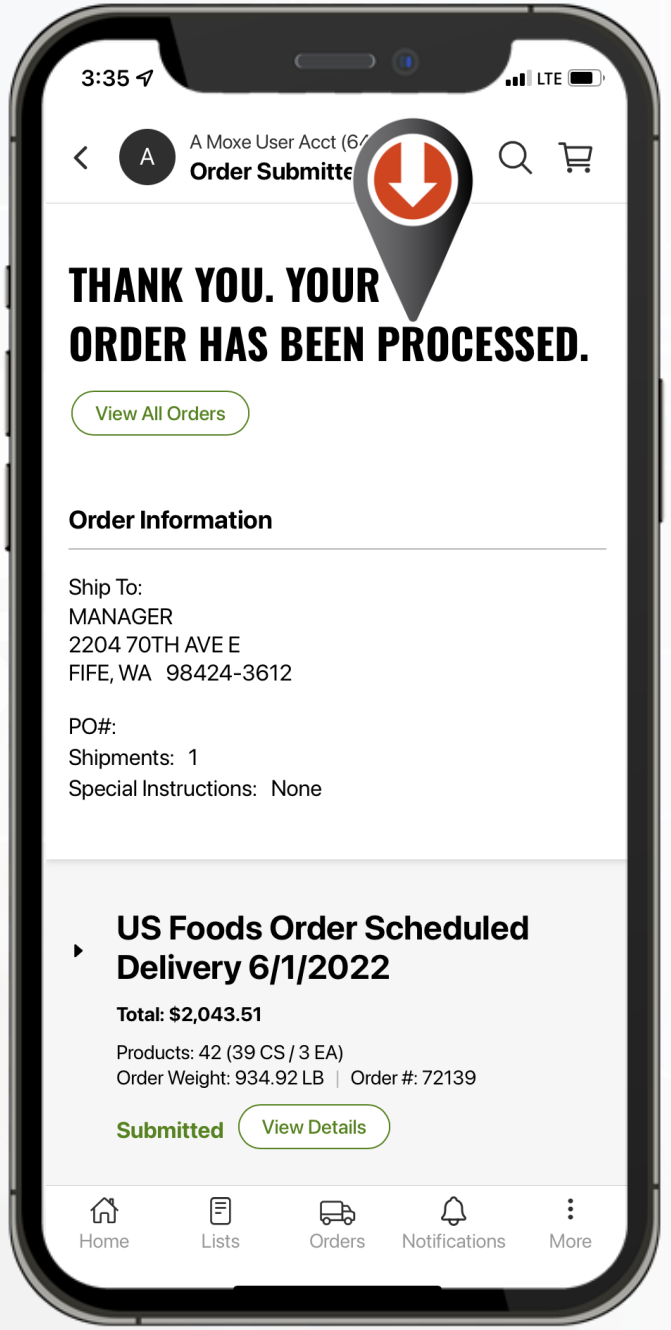


Placing Orders

Reviewing & Submitting Orders

If all Products reserve, you will see a confirmation message.

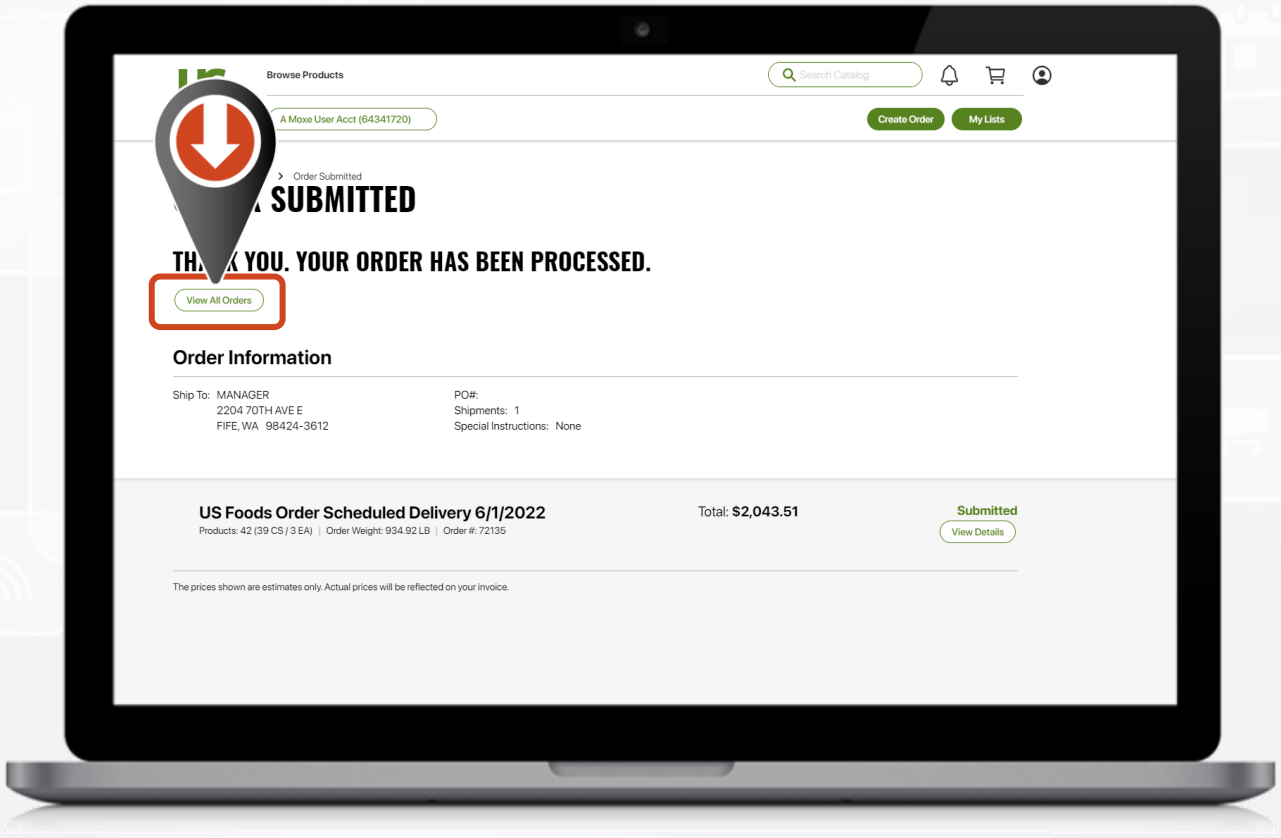


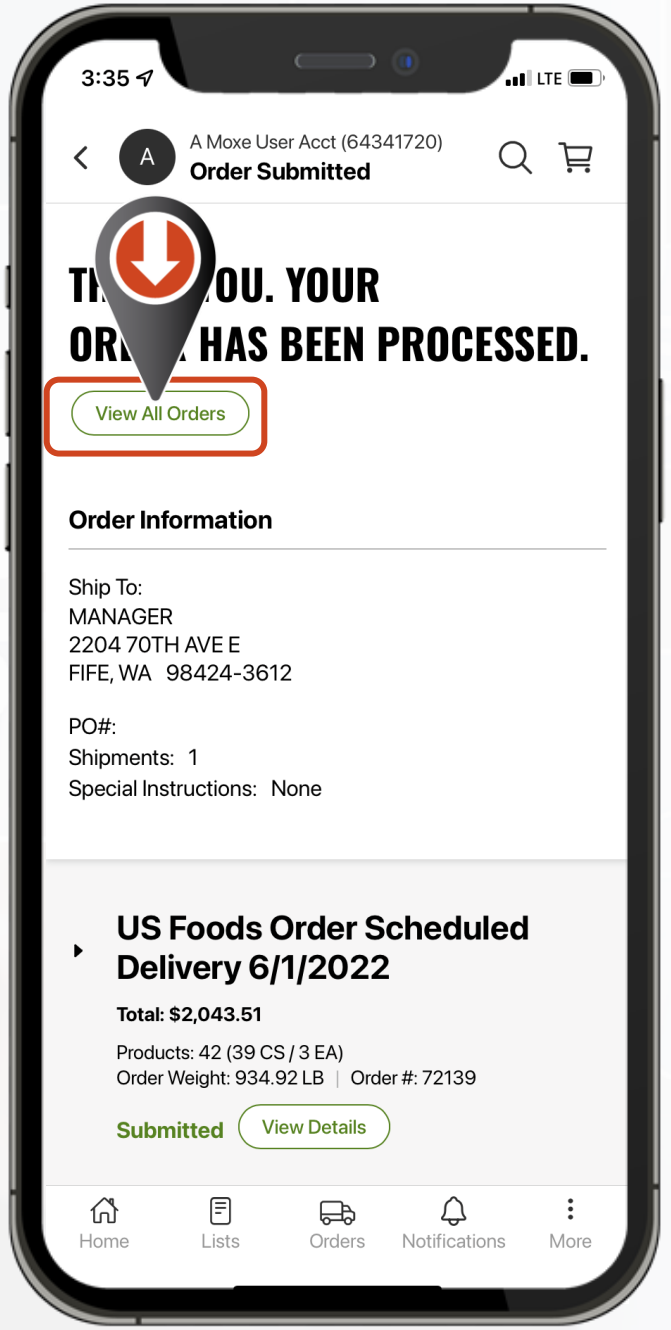


Placing Orders

Editing & Canceling Orders

To Edit (add / remove) items on a confirmed order, select “View All Orders” and select the order you want to make changes to.

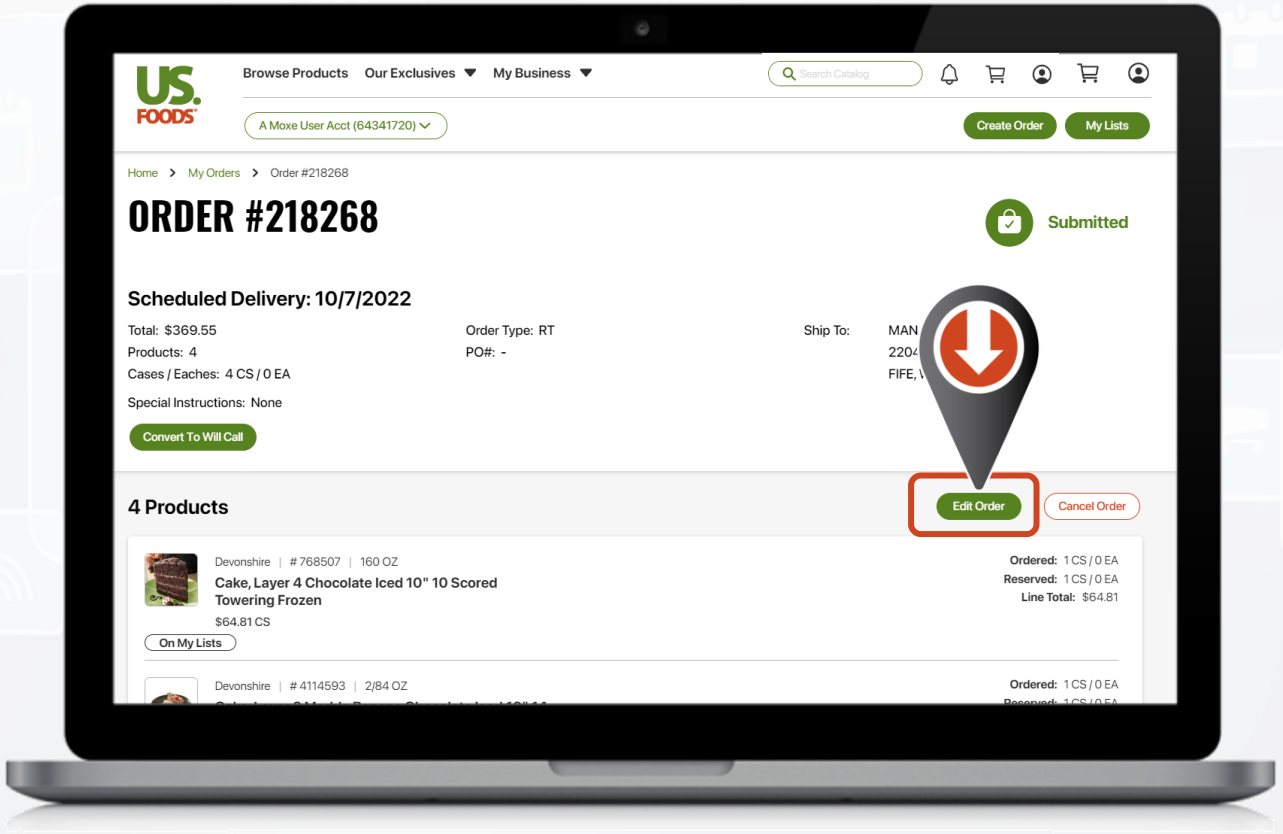


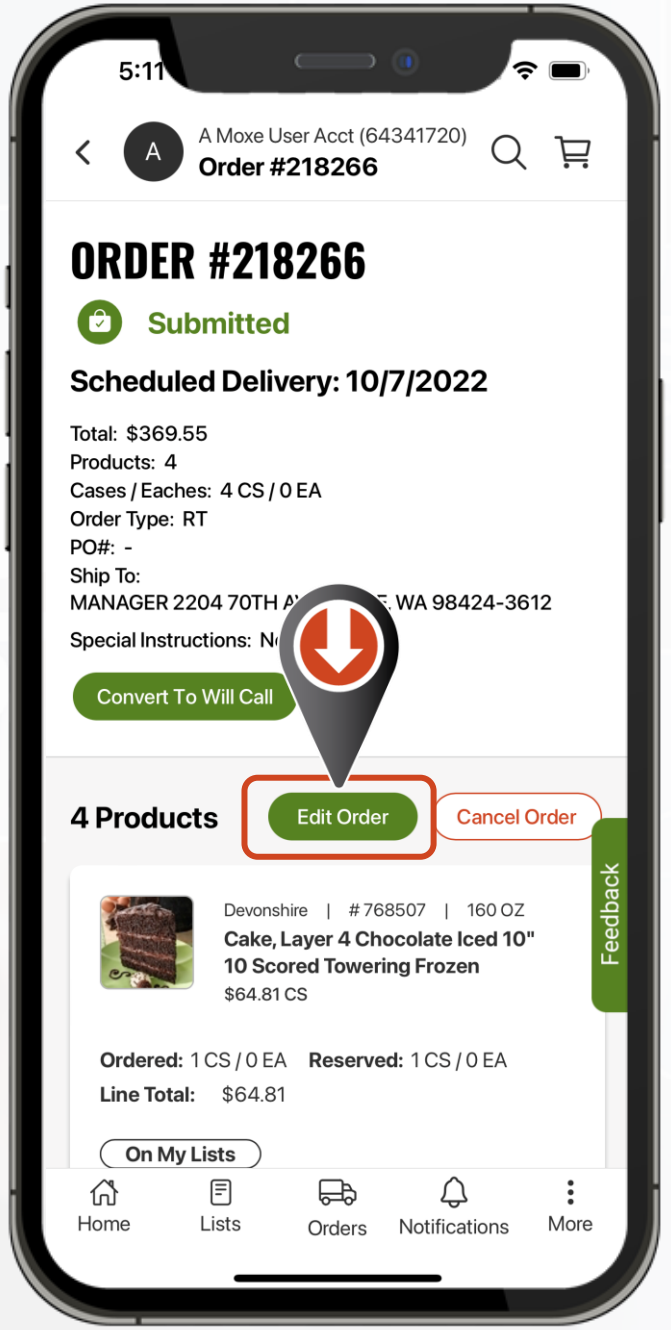


Placing Orders

Editing & Canceling Orders

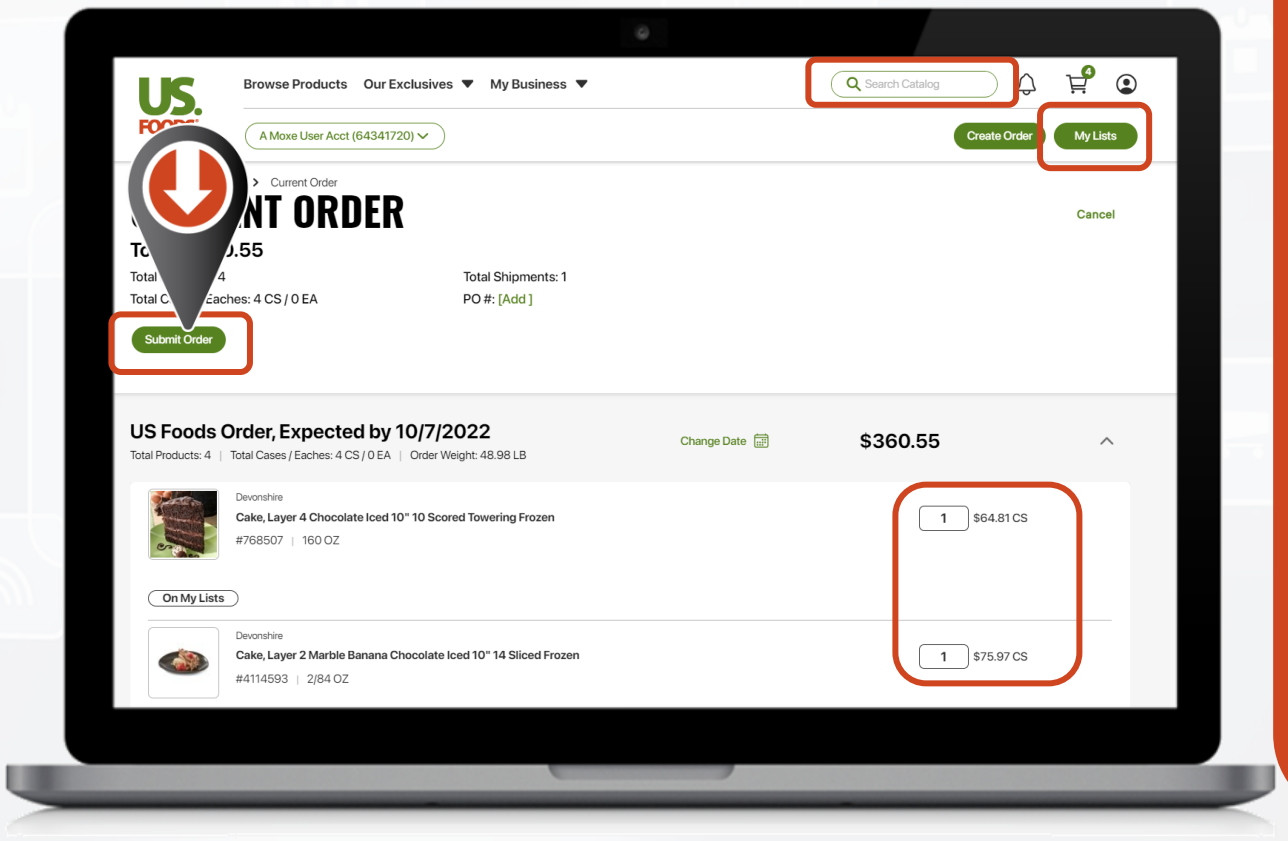
Once you select the desired order, select “Edit Order”





Placing Orders

Editing & Canceling Orders

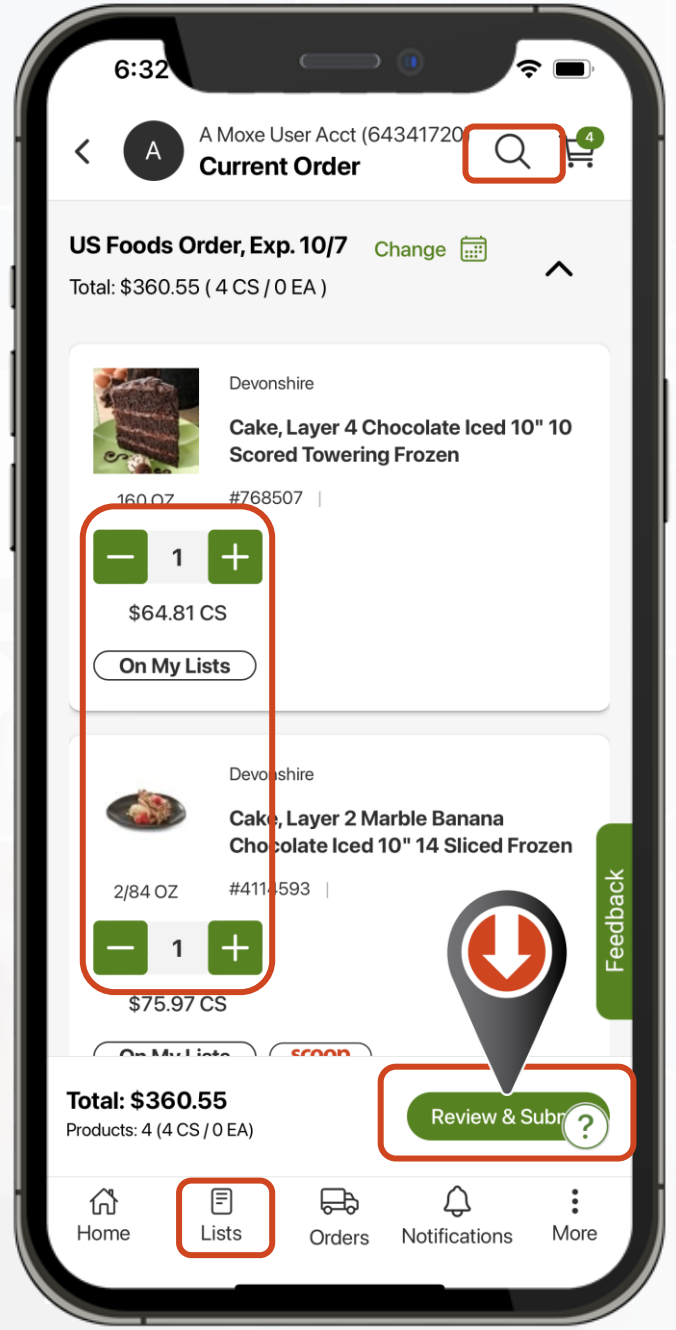


From here you can make changes to items on the order.

If you need to add items from your shopping list, select "My Lists" and select the list you want to use.

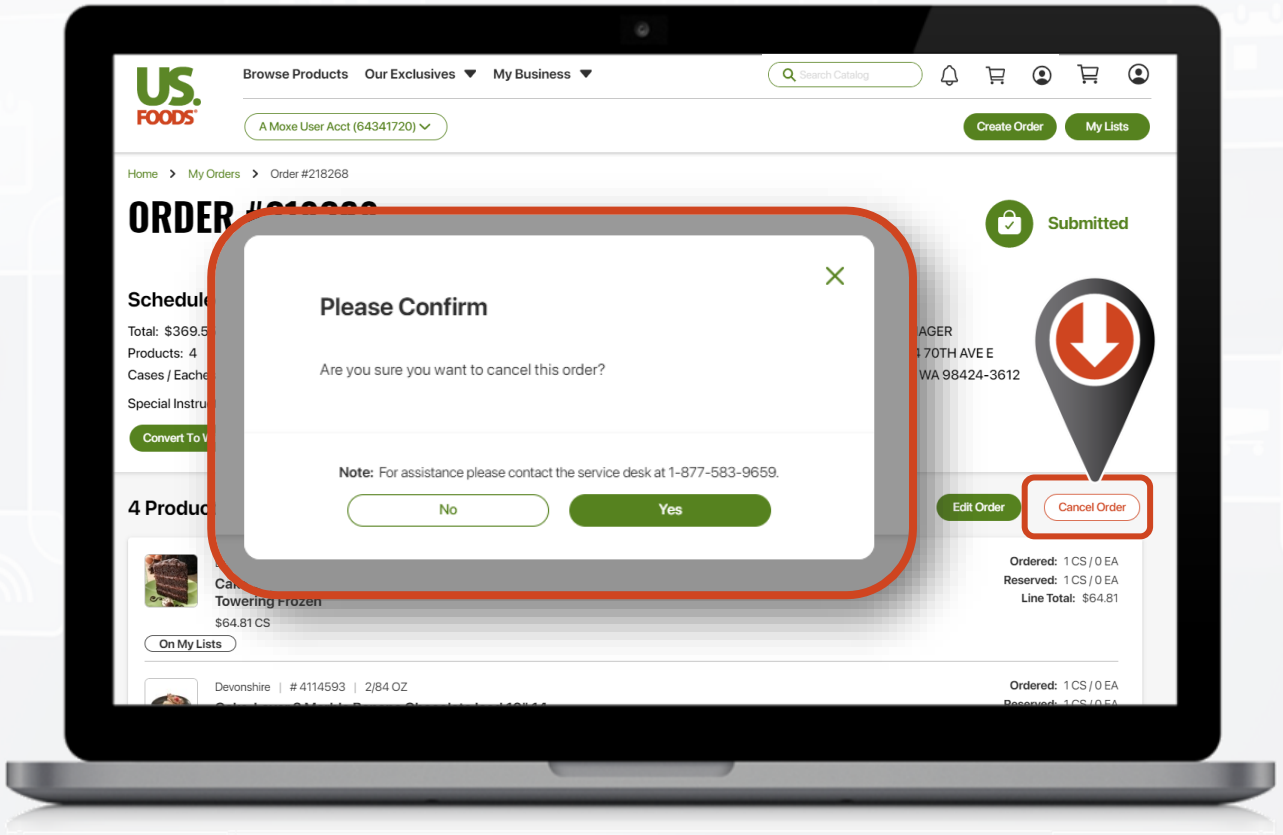
To add items from the catalog, select the "Search Catalog" option.

> IMPORTANT <
Once finished, Review & Submit the order to send your changes to the system.



Placing Orders

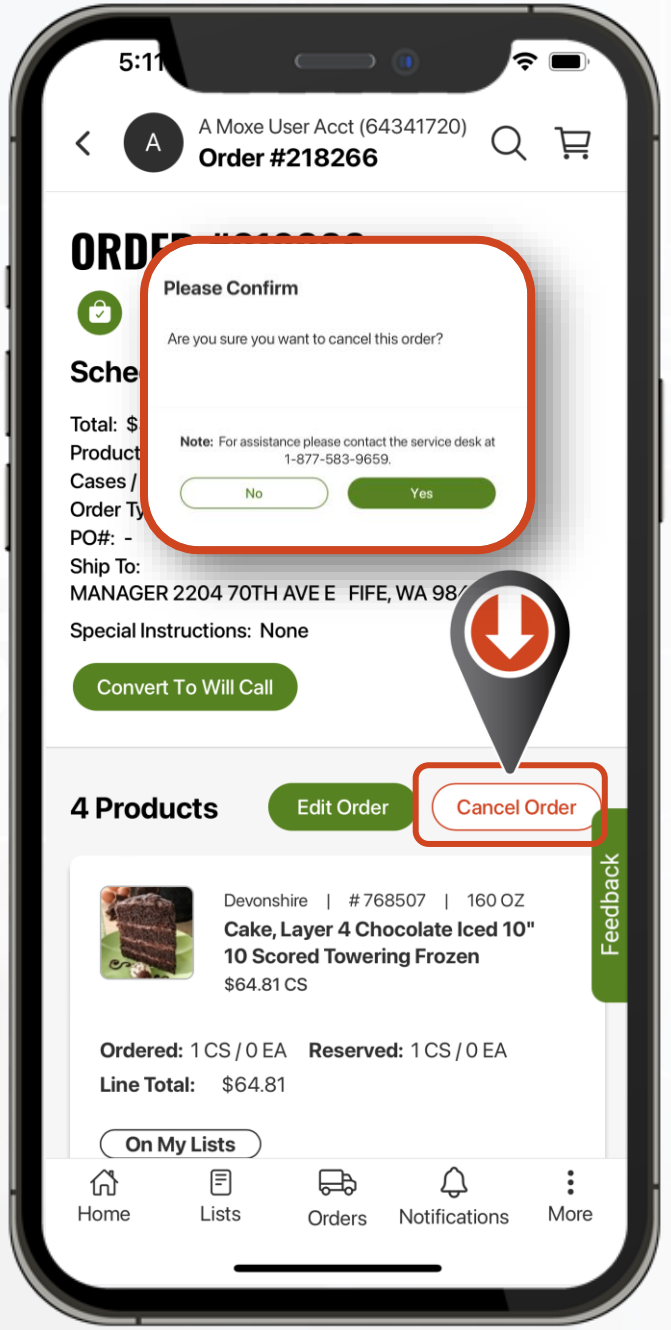
Editing & Canceling Orders



If you need to cancel an order, select “Cancel Order”

A dialog box will appear to confirm your choice to Cancel the Order.

> IMPORTANT <
If the order contains “DIRECT” or “Just-in-Time” products, you will need to call Customer Service to cancel.

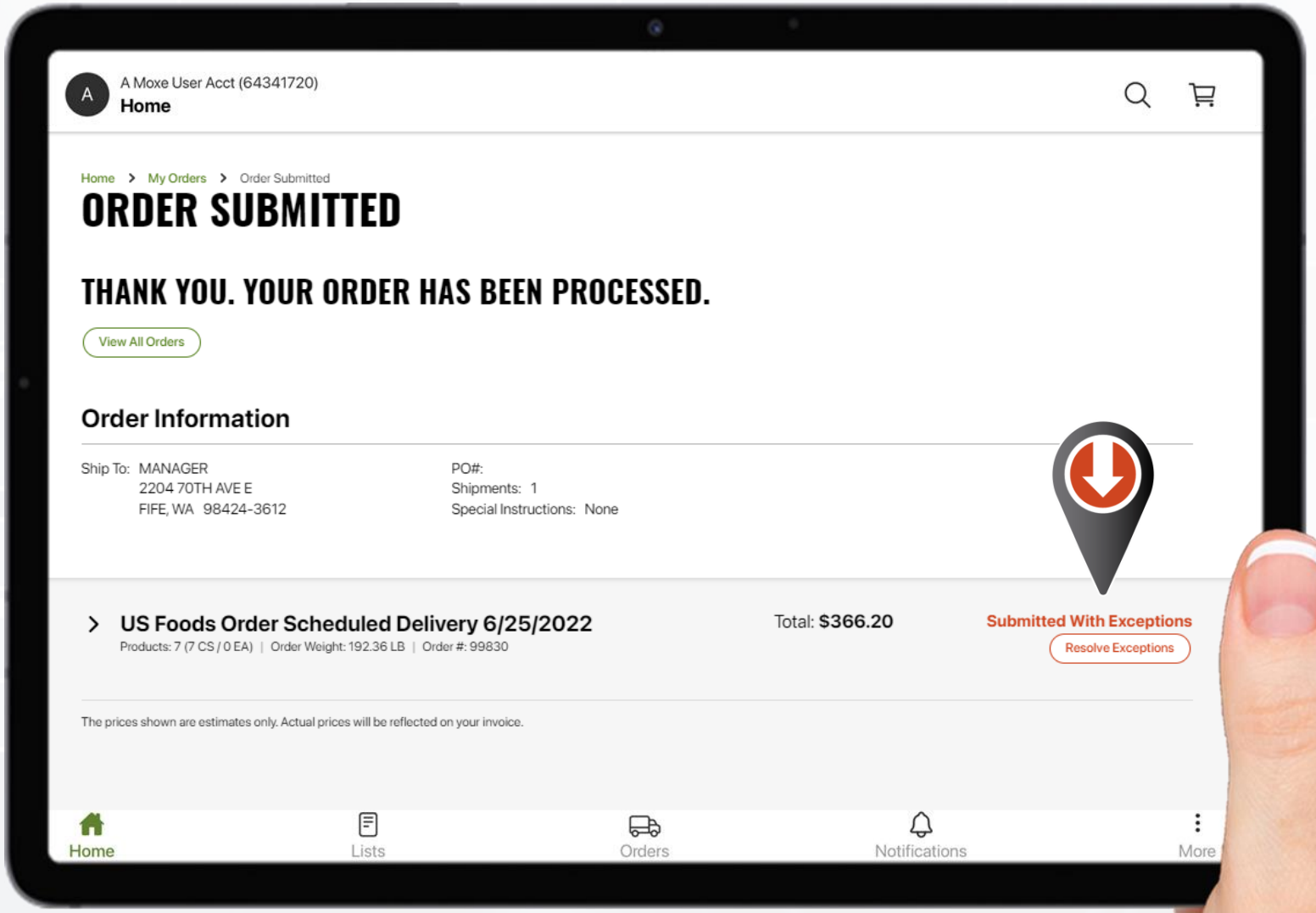


Placing Orders

Resolving Order Exceptions

If there are exceptions on your order, you will see a message on the confirmation screen.

Select “Resolve Exceptions” to review.

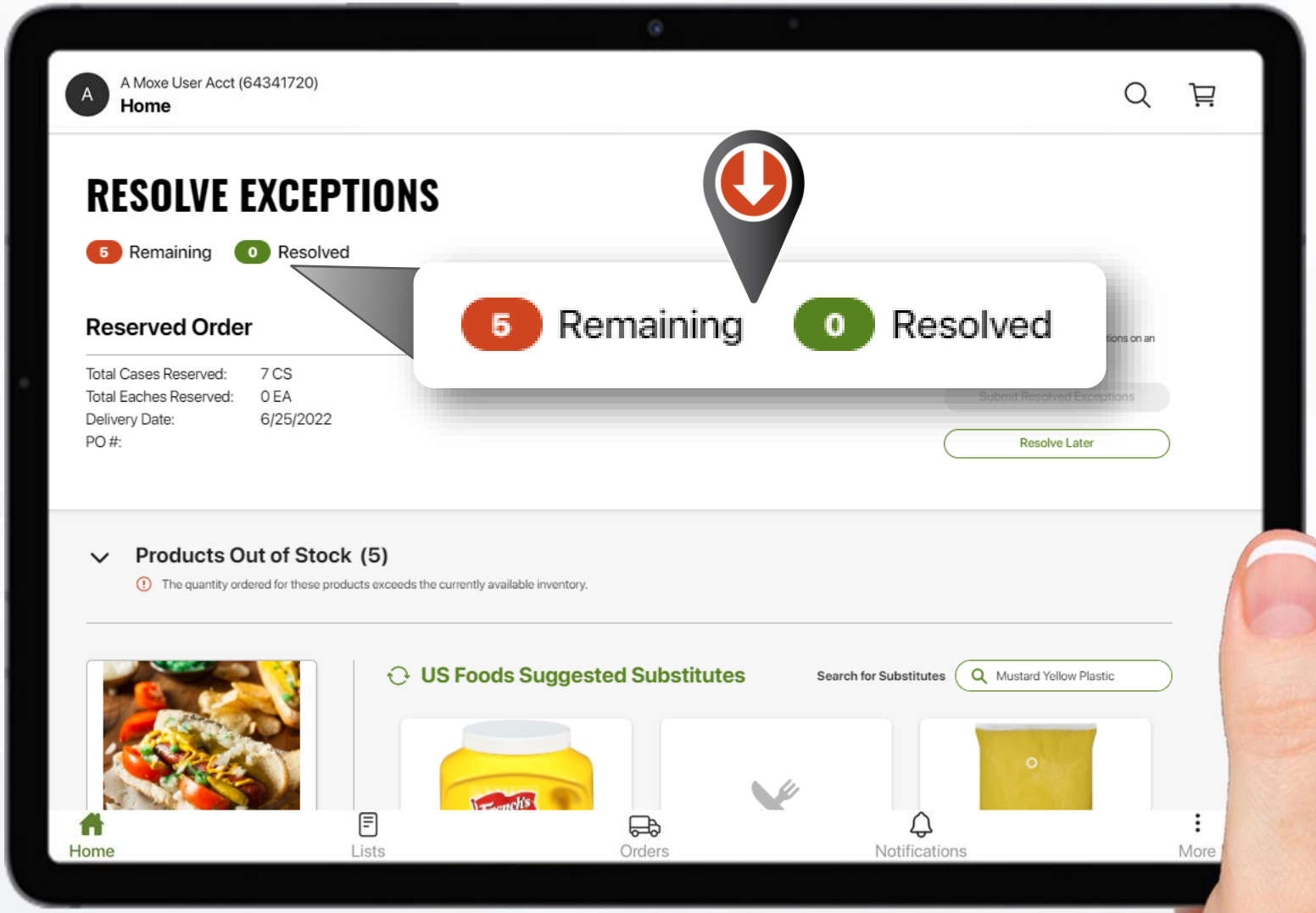


Placing Orders

Resolving Order Exceptions

The exceptions screen will display the number of products that need your attention.

It will also track the number of those that have been resolved.

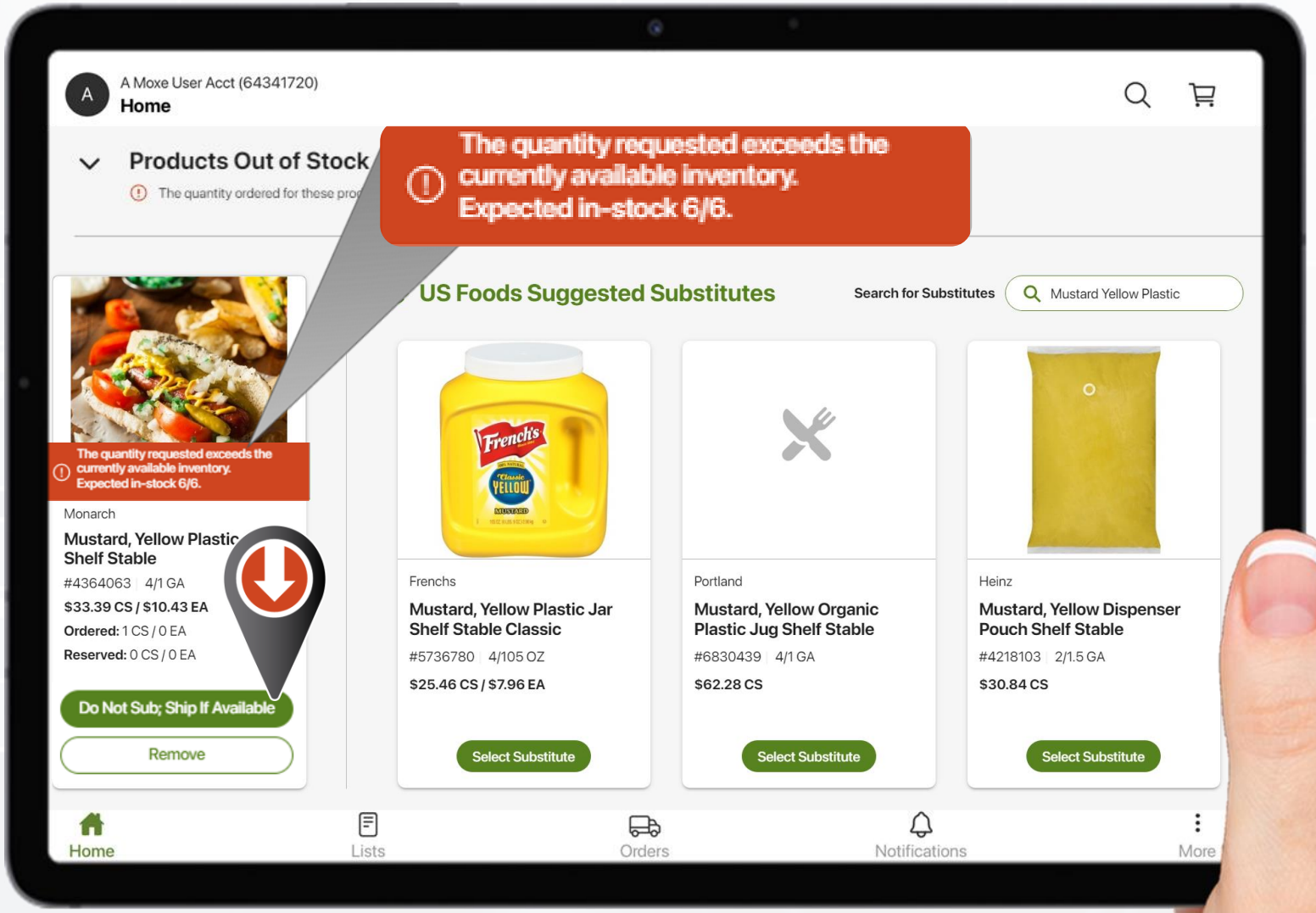


Placing Orders

Resolving Order Exceptions

Products that are out of stock will display the following options:

- Expected in-stock date
- Do Not Sub: Ship If Available
- Remove the item
- Suggested Substitute (when possible)

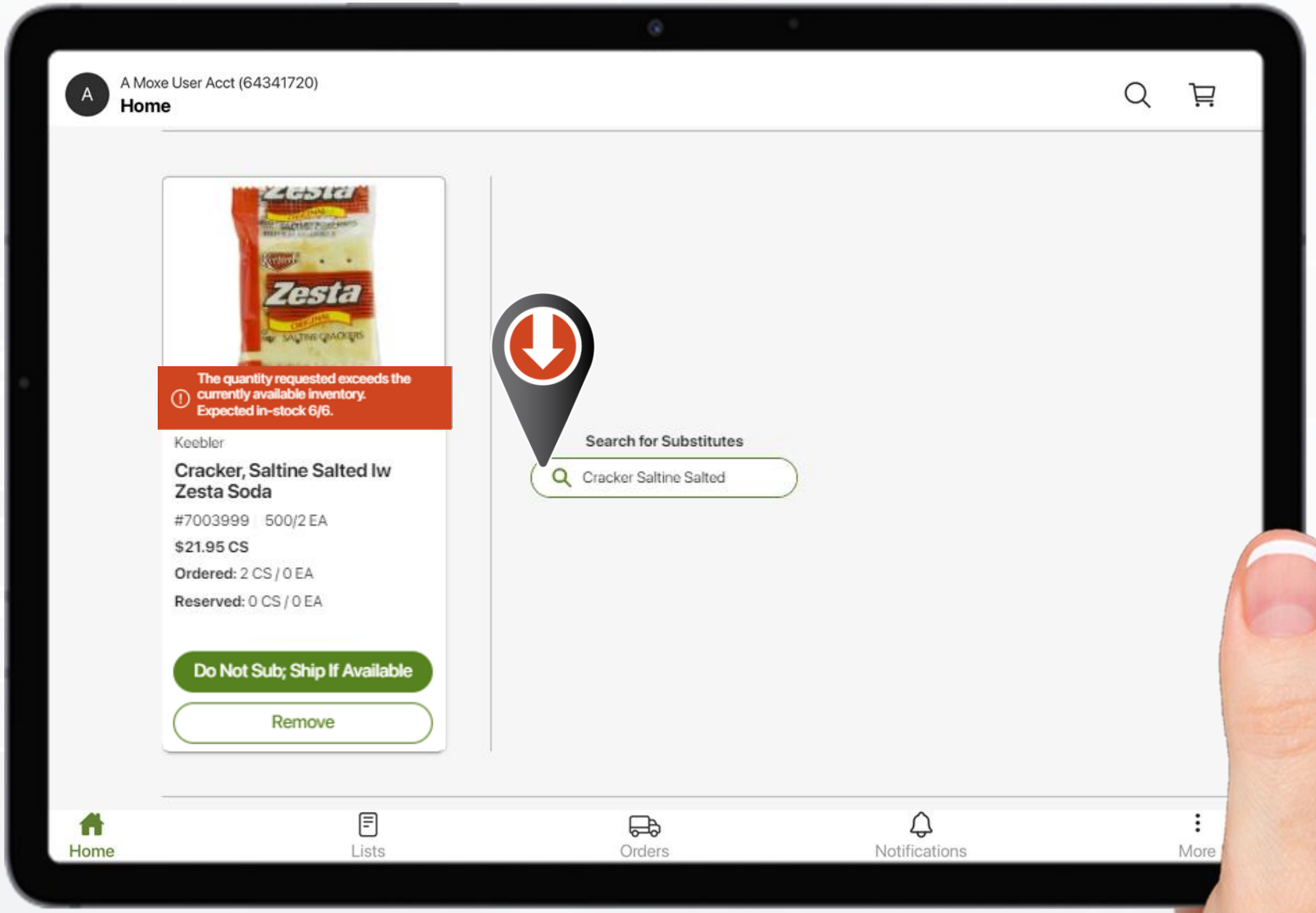


Placing Orders

Resolving Order Exceptions

Products that are out of stock with no suggested substitute will display the options for Do Not Sub; Ship Original If Available, Remove the item or Search for a Substitute.

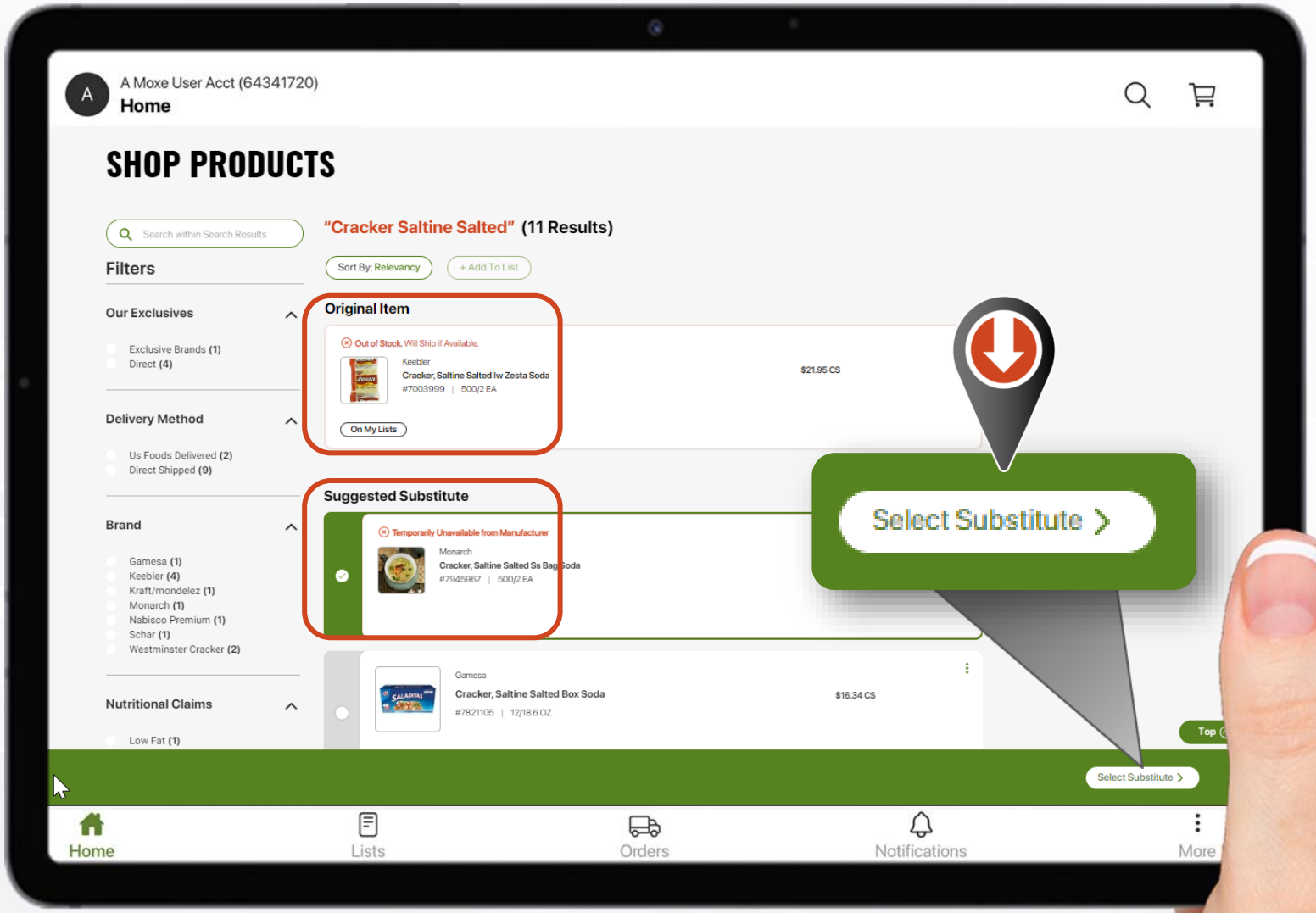
Note: The first 3 words of the products description are pre-loaded



Placing Orders

Resolving Order Exceptions

Select the desired product from your search results and chose the “select substitute” option.



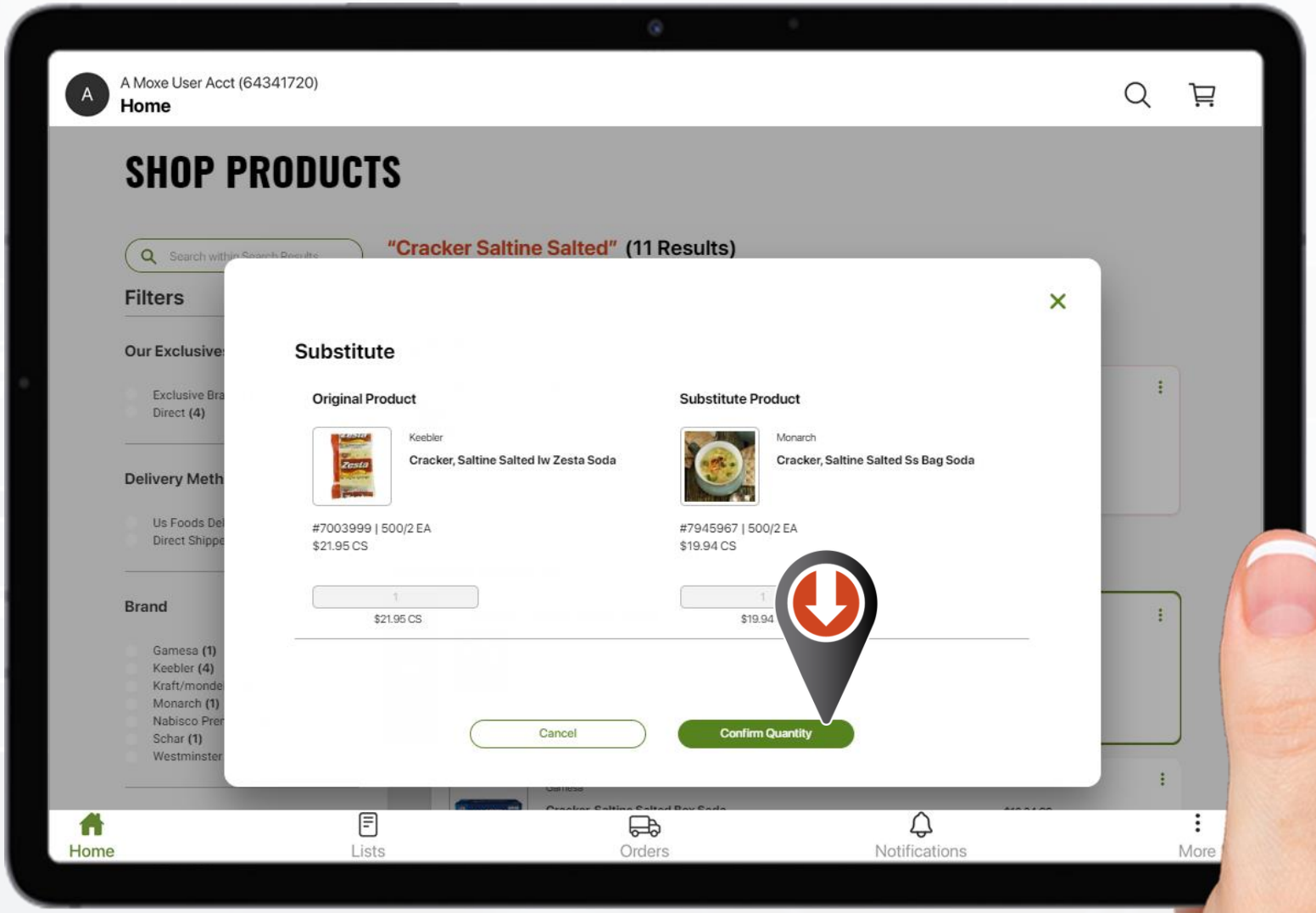
Placing Orders

Resolving Order Exceptions

A comparison window will pop up.

If needed, you can adjust the quantity.

Select “confirm quantity” to add the sub to your order.

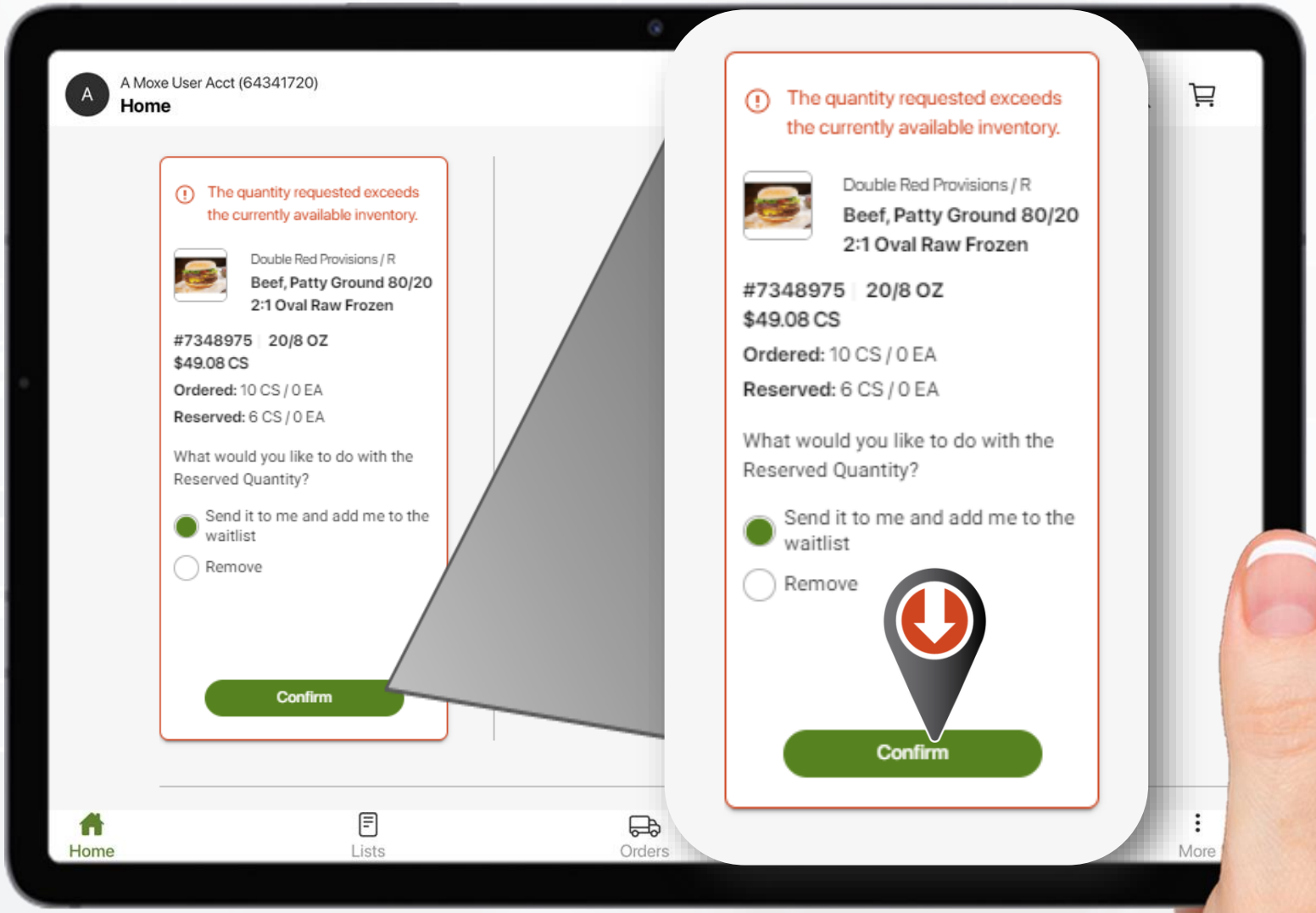


Placing Orders

Resolving Order Exceptions

Products that have reserved less than the quantity ordered will display two options.

You can confirm and place the remaining quantity on the waitlist or remove the product completely.

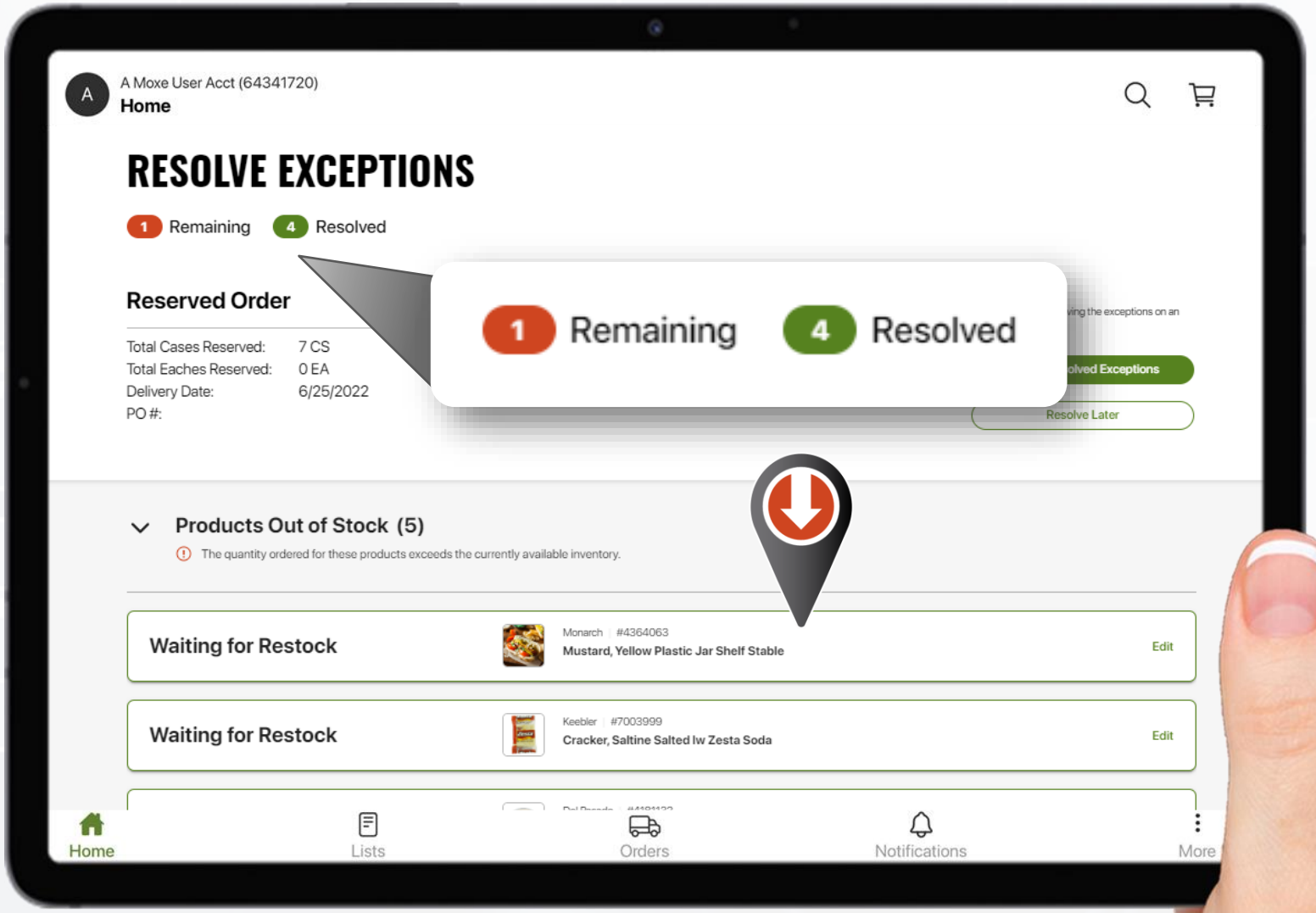


Placing Orders

Resolving Order Exceptions

As each exception is resolved, it will collapse showing the result of your choice.

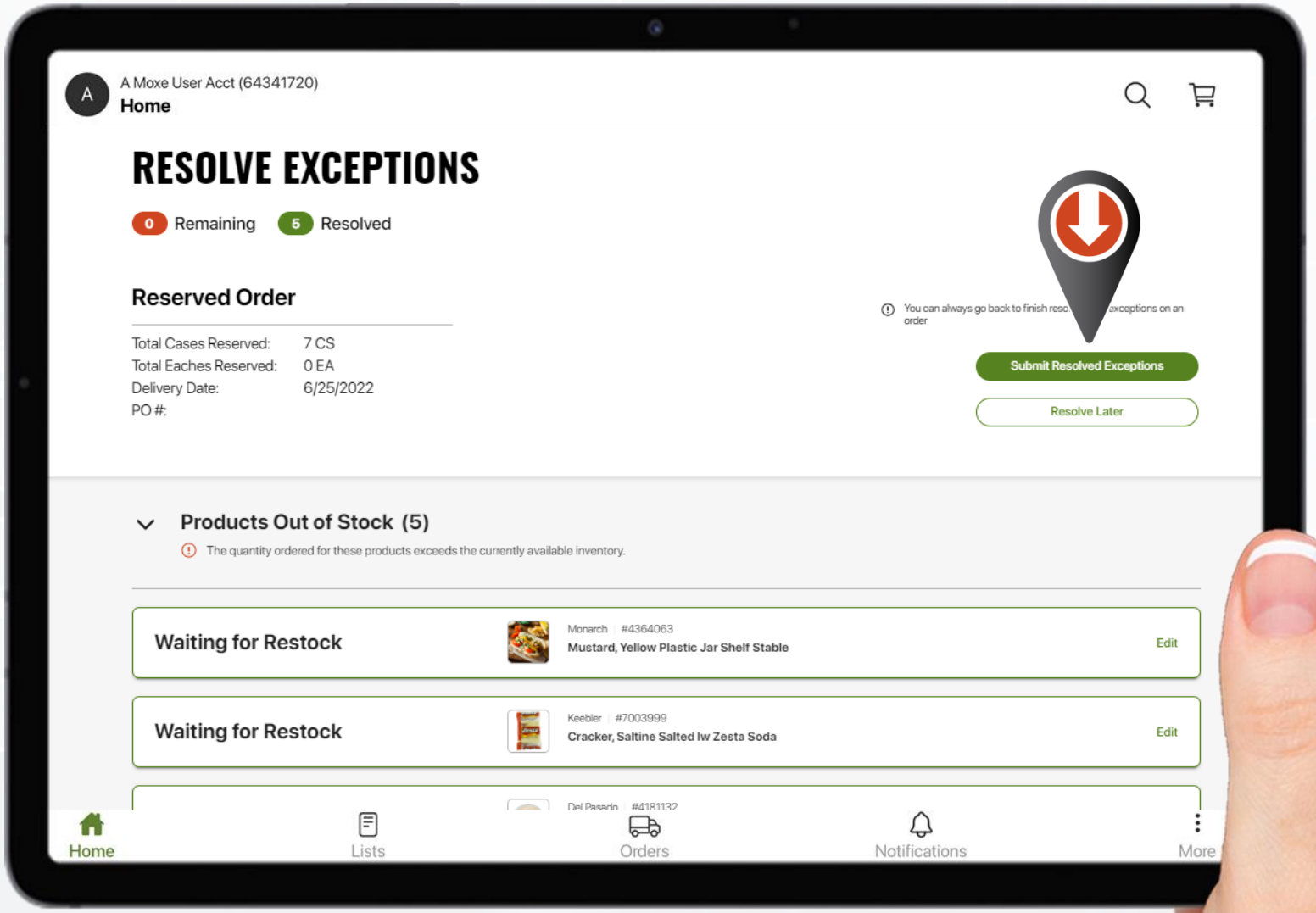
The tracking number at top will update as well.



Placing Orders

Resolving Order Exceptions

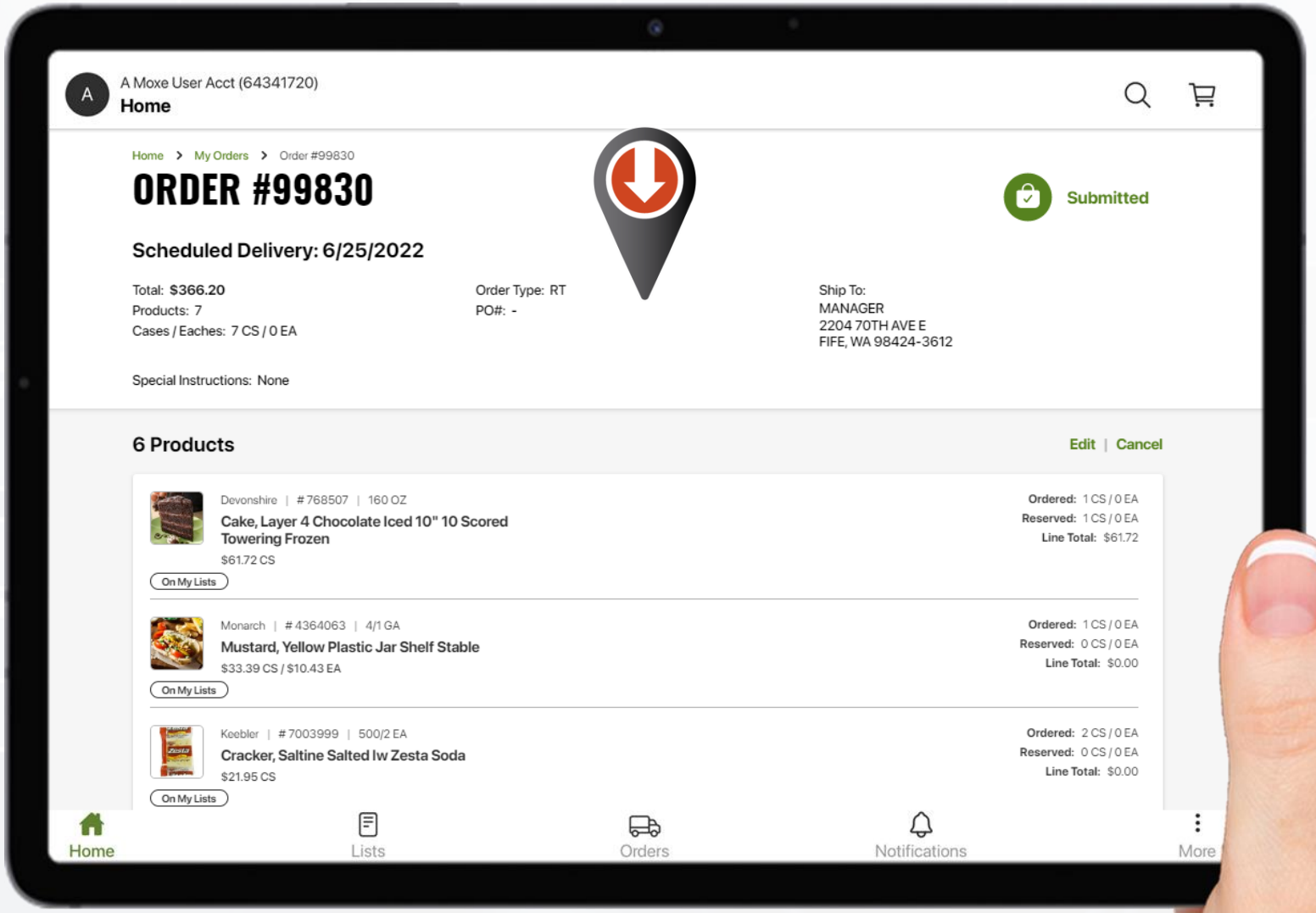
Once all exceptions have been resolved select “Submit Resolved Exceptions”



Placing Orders

Resolving Order Exceptions

After you resolve your exception your final order confirmation will be displayed.

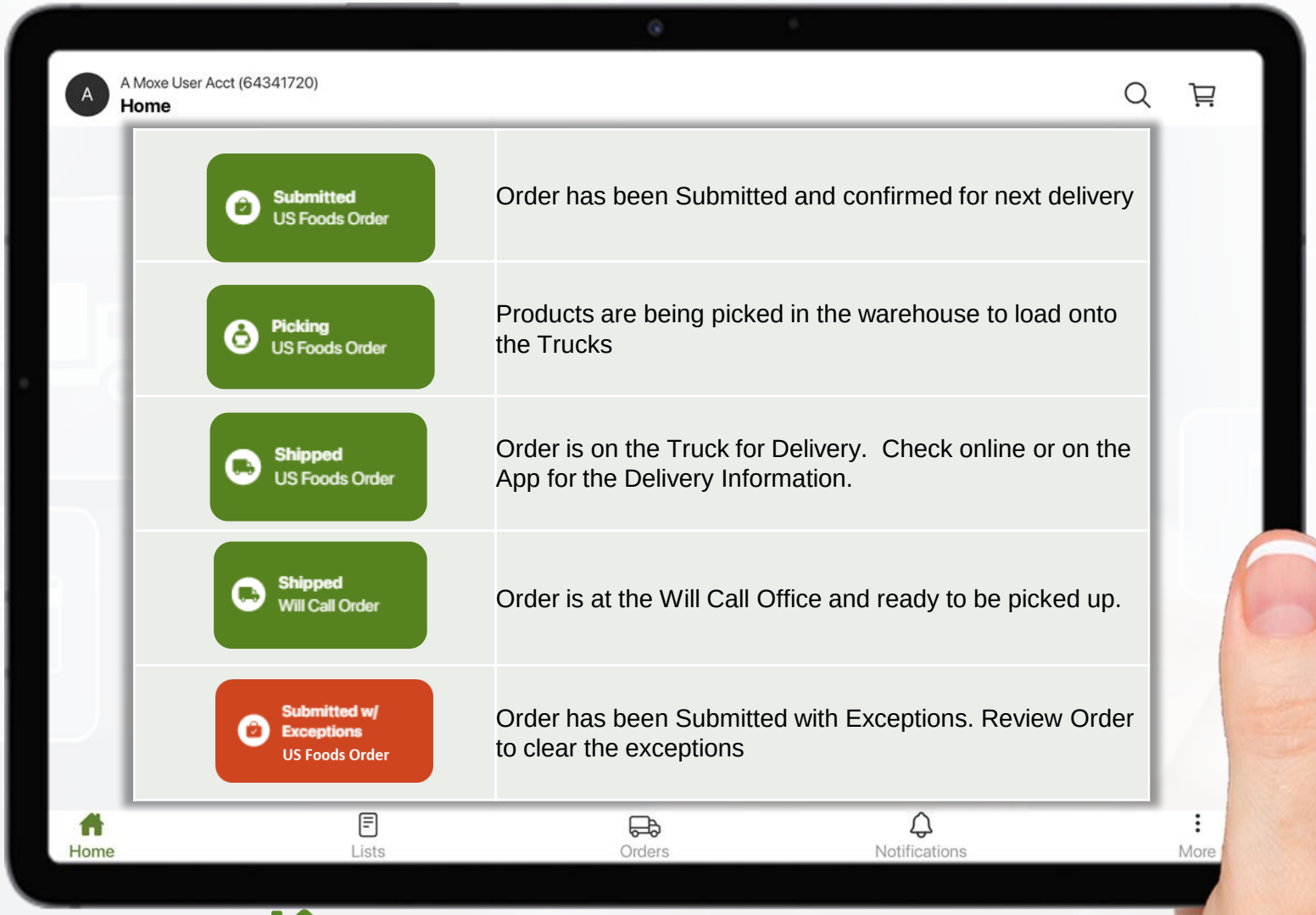


Placing Orders

Order Status Indicators

US Foods Delivered Orders

Refer to this Legend for an explanation of common order status indicator icons displayed on the order dashboard.

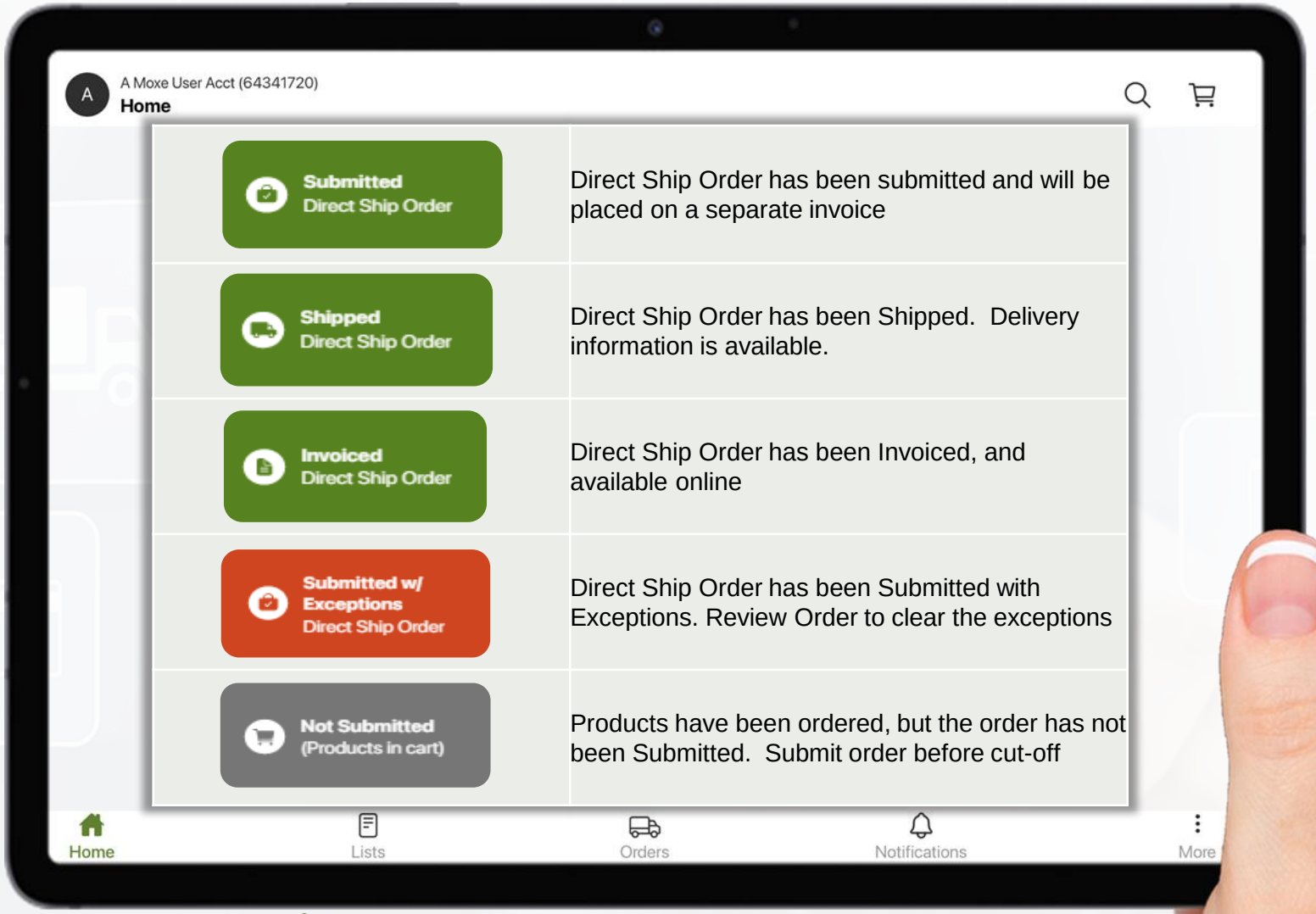


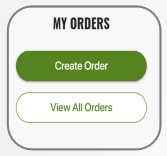
Placing Orders

Order Status Indicators

Direct Ship Orders

Refer to this Legend for an explanation of common order status indicator icons displayed on the order dashboard.

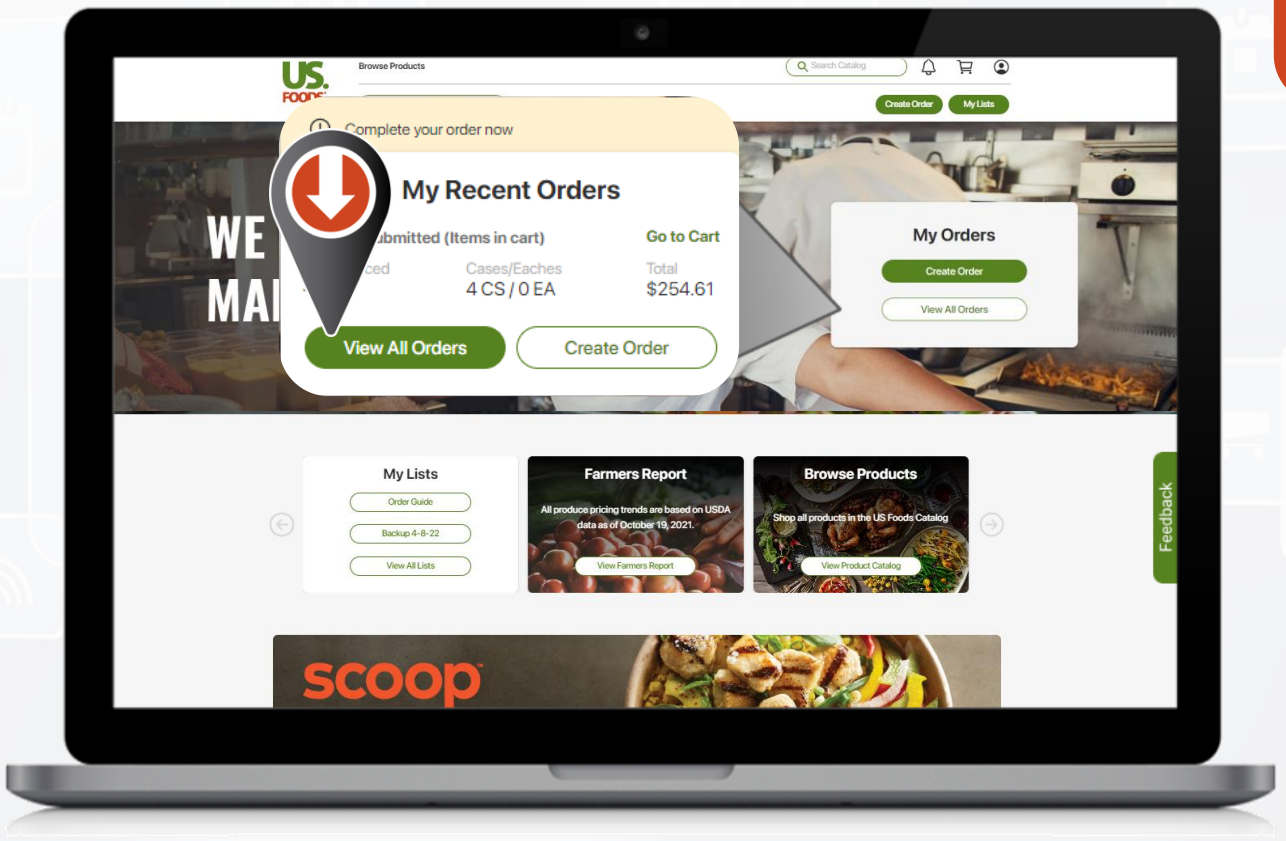


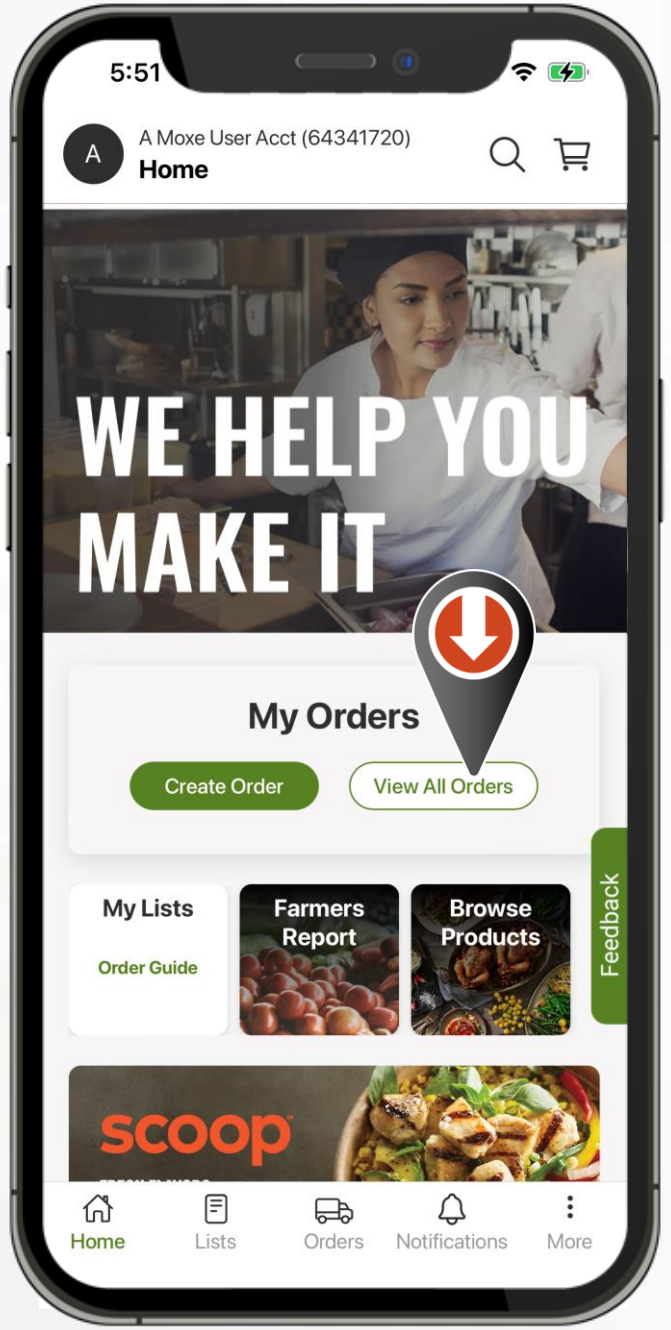


Placing Orders

Viewing All Orders

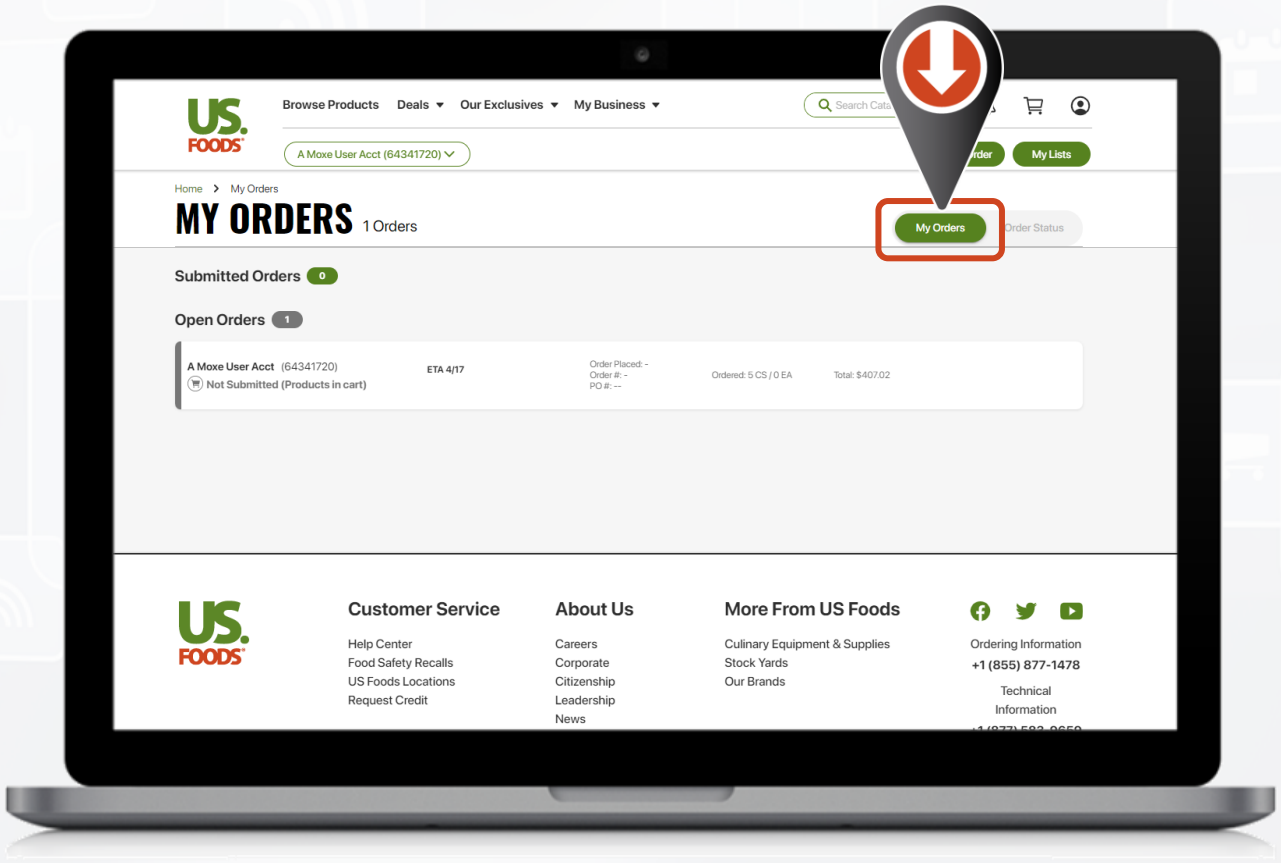
Select “View All Orders” to review the status of all orders.





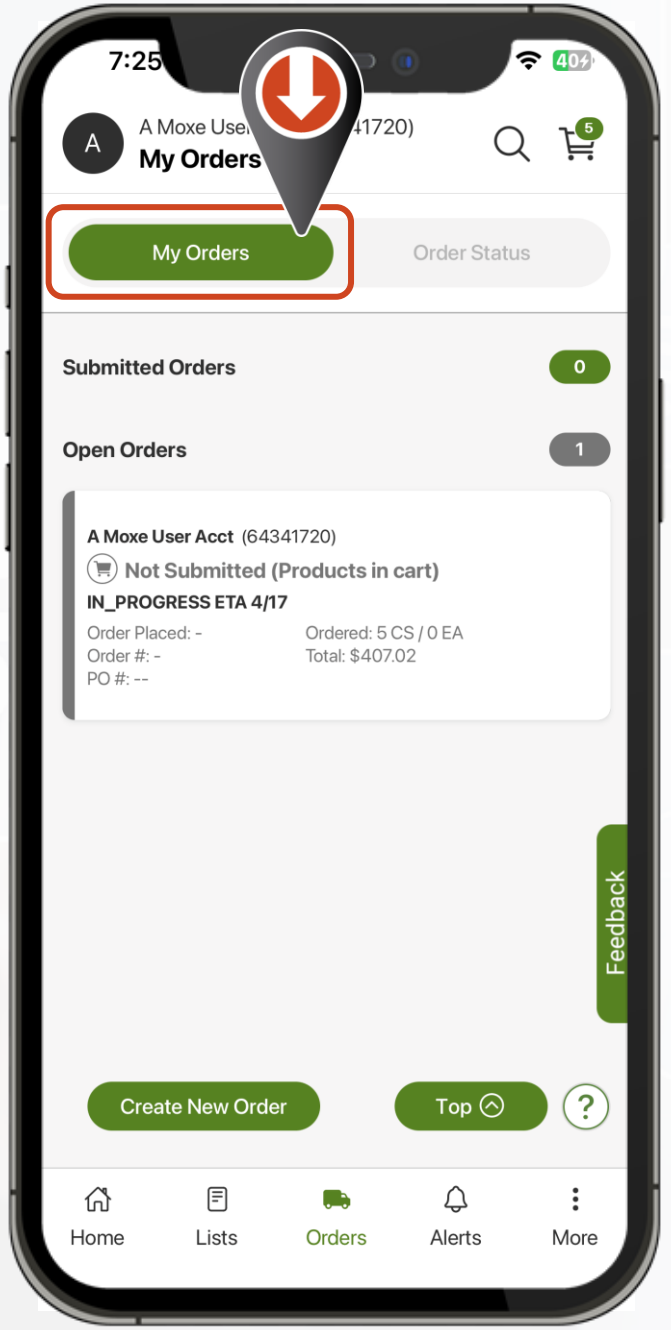
Placing Orders

Viewing All Orders



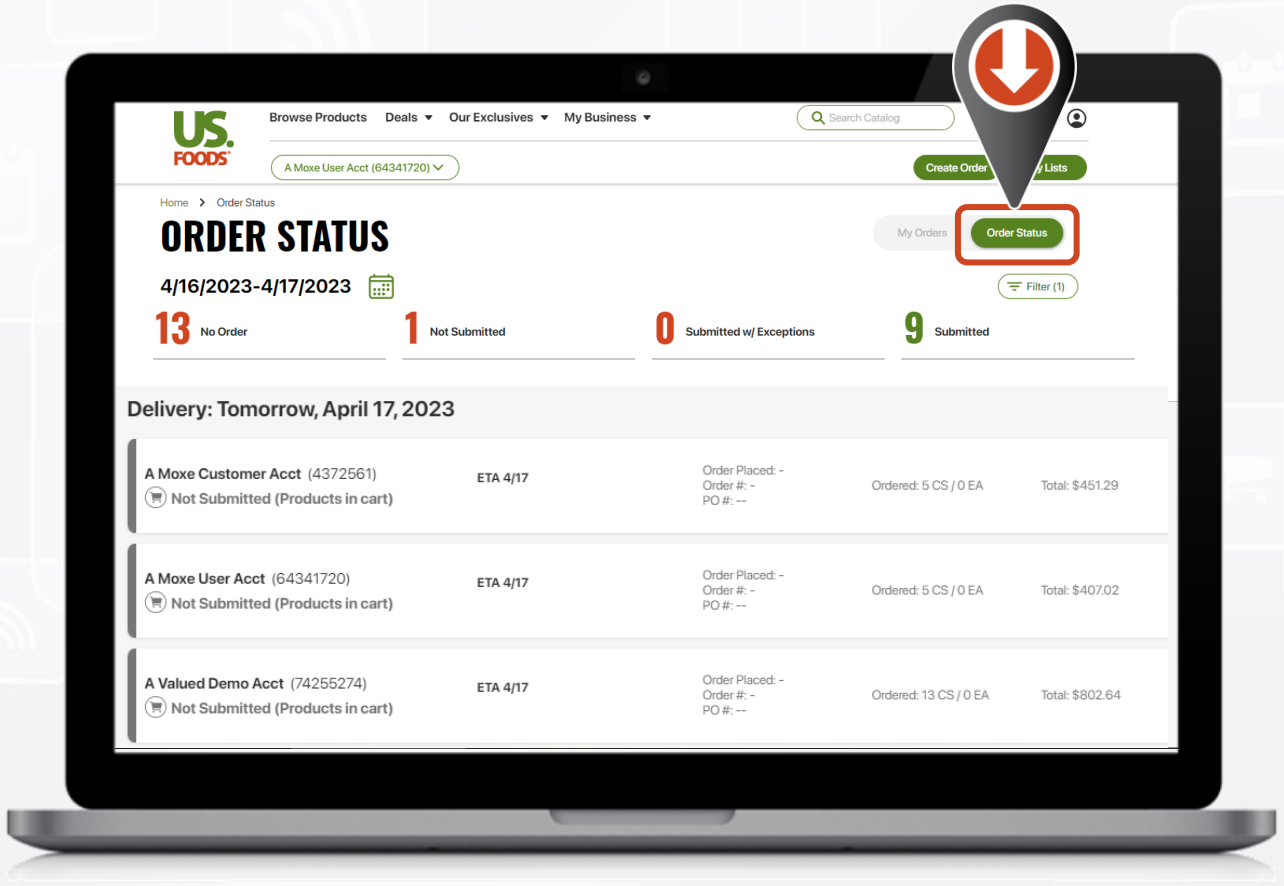
This will open (by default) to the “My Orders” view.

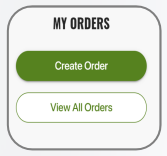
This view will display all open or submitted orders for the account you are currently filtered to.



Placing Orders

Viewing All Orders

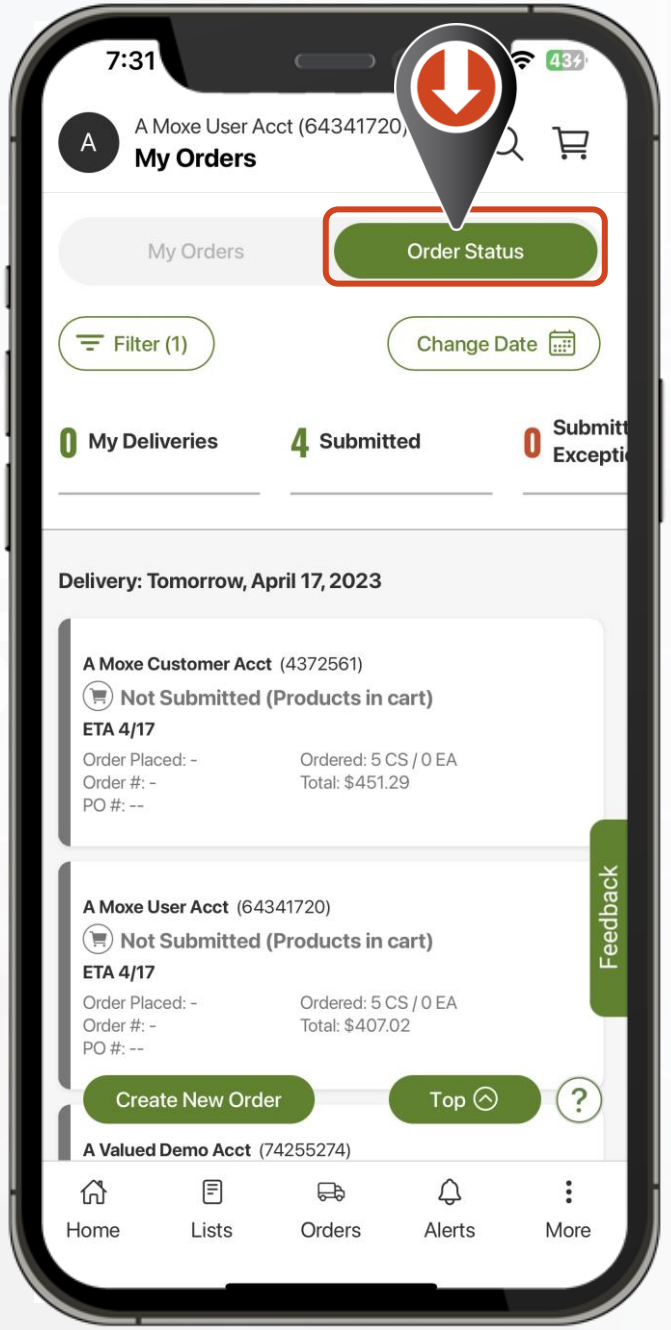




Selecting the "Order Status" view will load the "Order Dashboard"

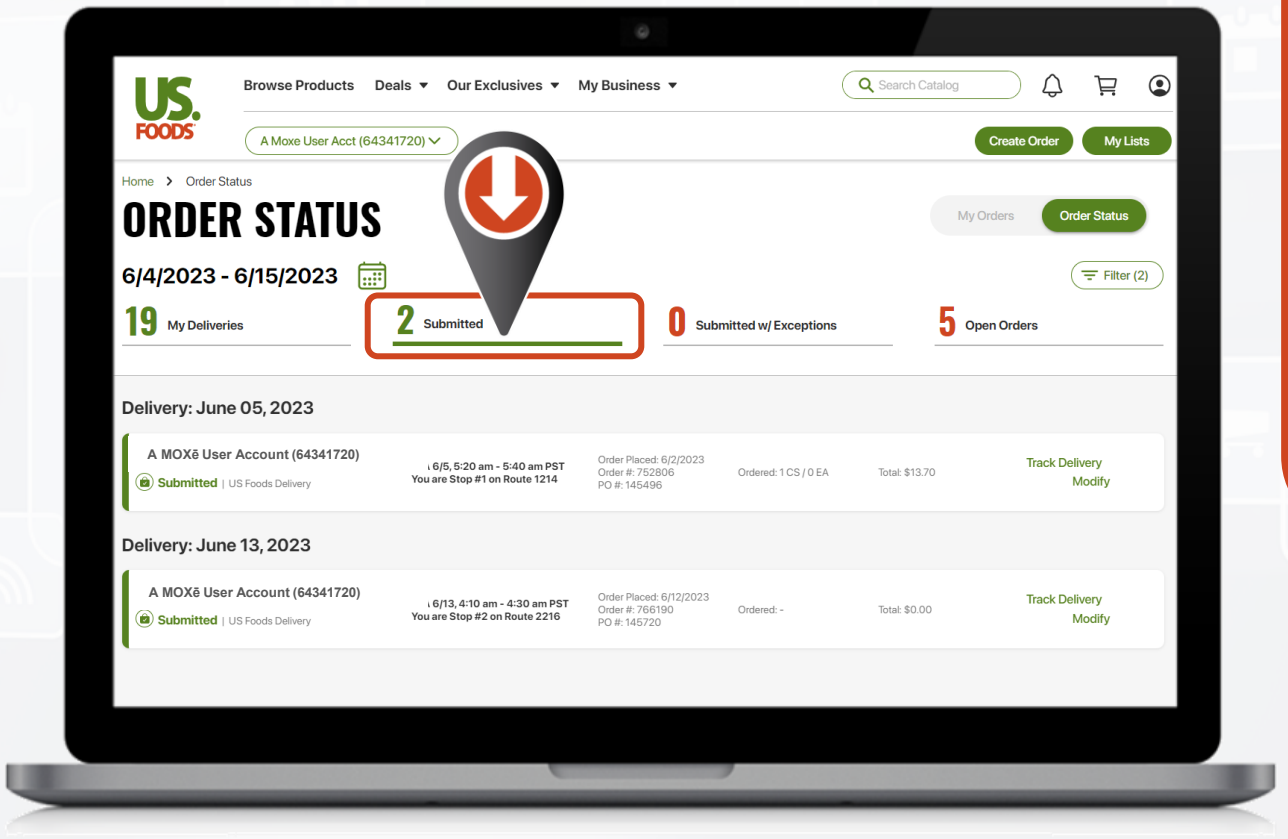
This will display orders for all accounts you have access to.

The dashboard is pre-filtered to display accounts with deliveries for "Today" and routed orders for "Tomorrow"



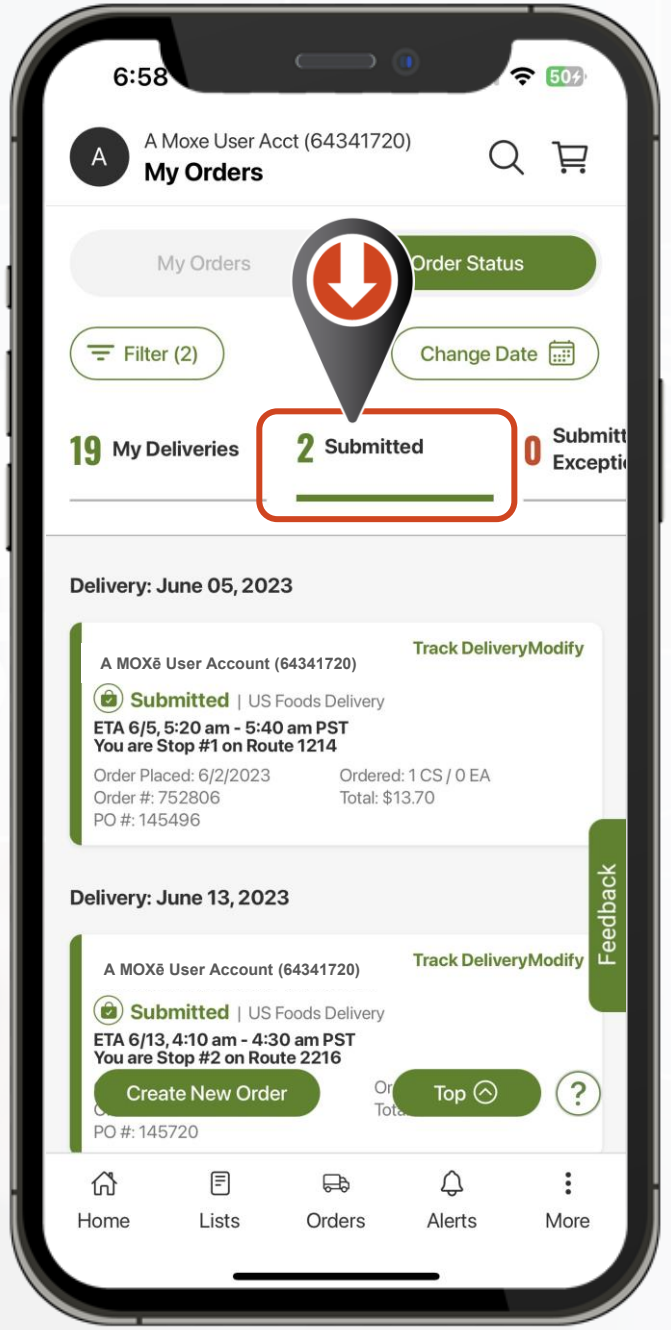
Placing Orders

Viewing All Orders



The top of the dashboard has an interactive rollup of both days by 4 key order statuses.

Selecting the desired order status will reset your dashboard to view those orders.

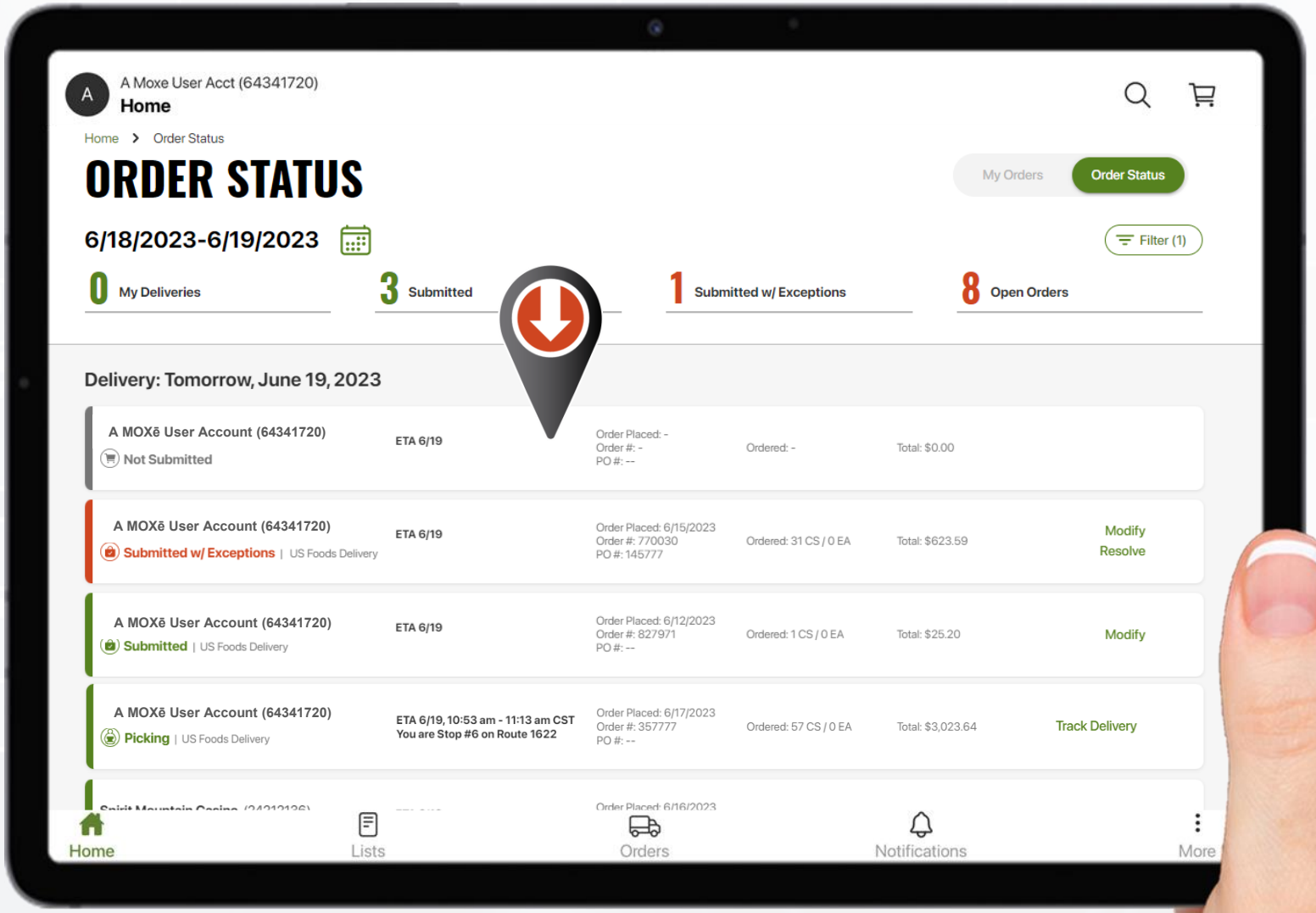


Placing Orders

Viewing All Orders

The Order Status page will display the following information grouped by dates:

- Customer Name & Number
- Order Status
- ETA / Routing Information
- Order Date / Order # / PO#
- Cases/Eaches Ordered
- Estimated Invoice Total
- Delivery Tracking



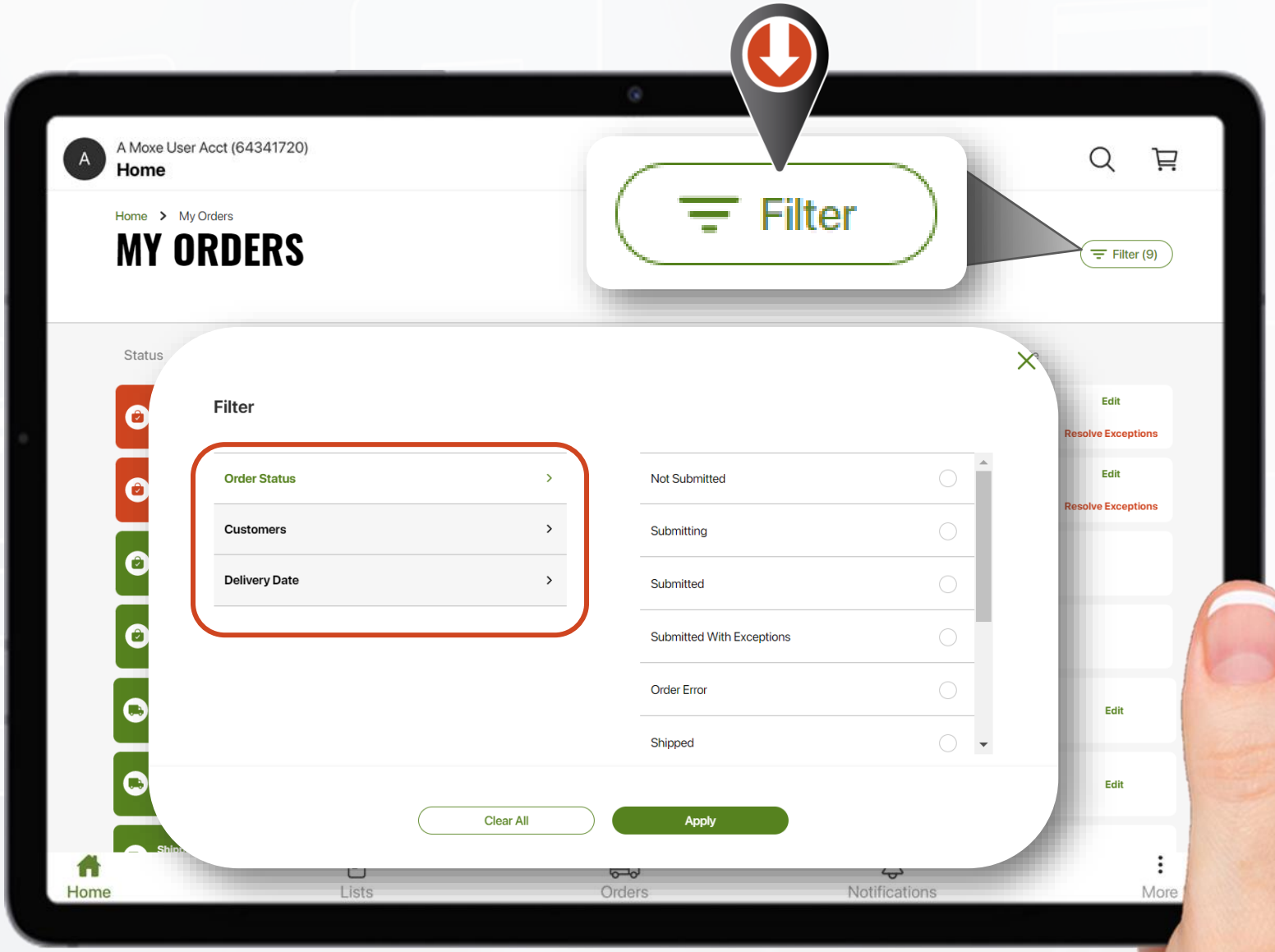
Placing Orders

Viewing All Orders

Selecting your "Filter" icon will open a window with the following options:

Filter by:

- **Order Status**
- **Customers**
- **Delivery Date**

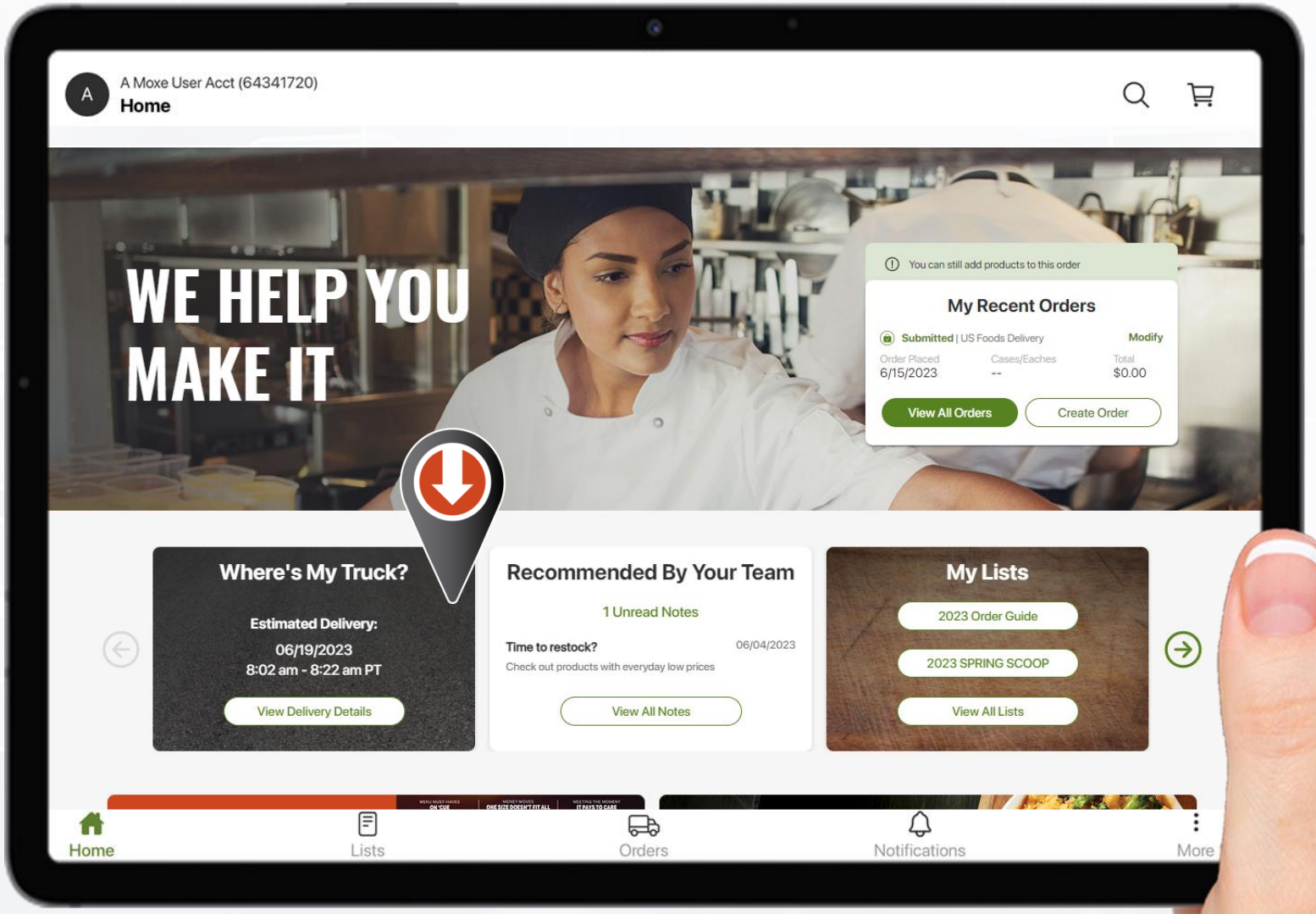


Placing Orders

Tracking Deliveries

When you have orders routed for delivery your Home page will surface the “Where’s My Truck” tile.

Select “View Delivery Details” for tracking and information on your delivery.

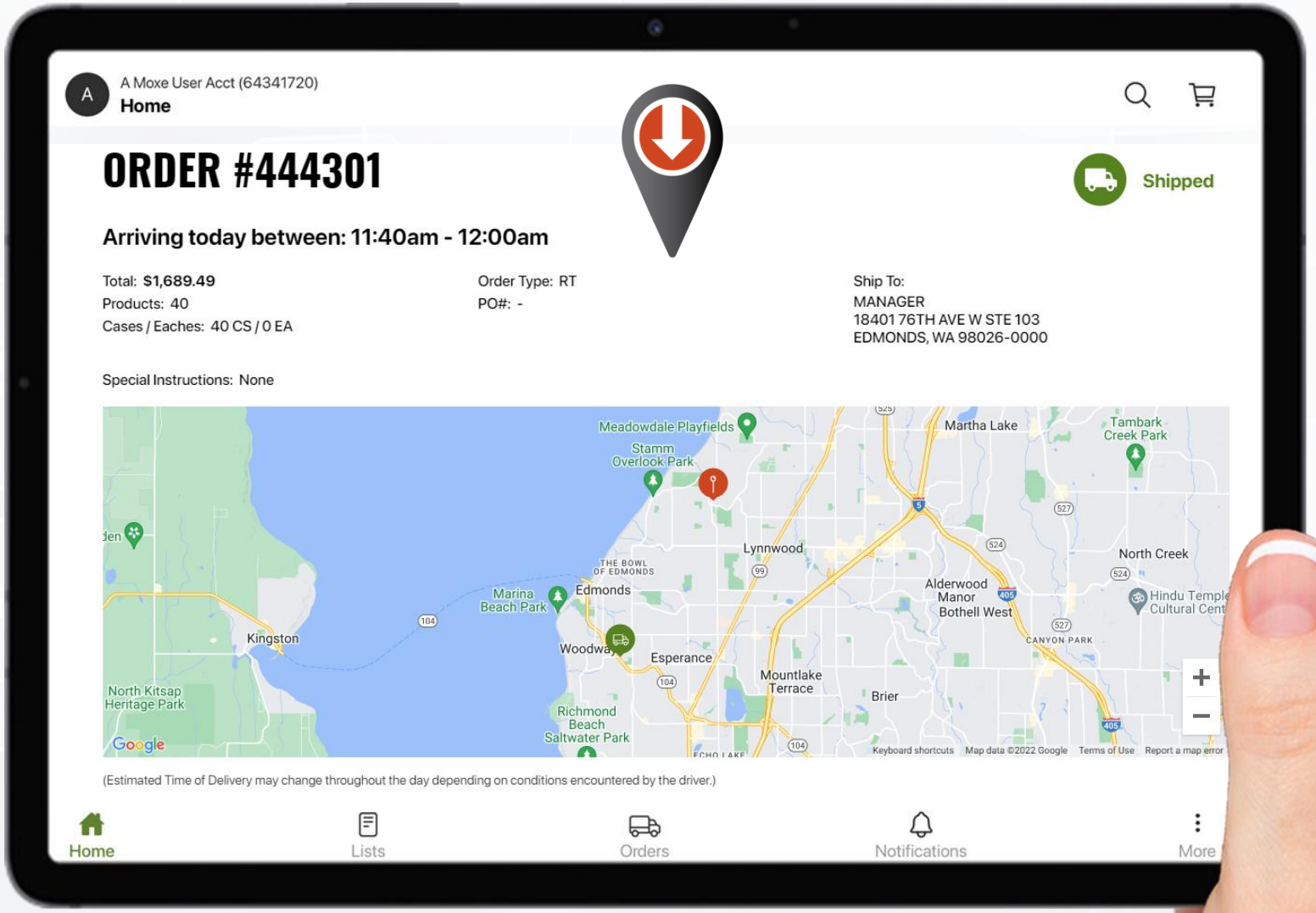


Placing Orders

Tracking Deliveries

The delivery details will show you the following:

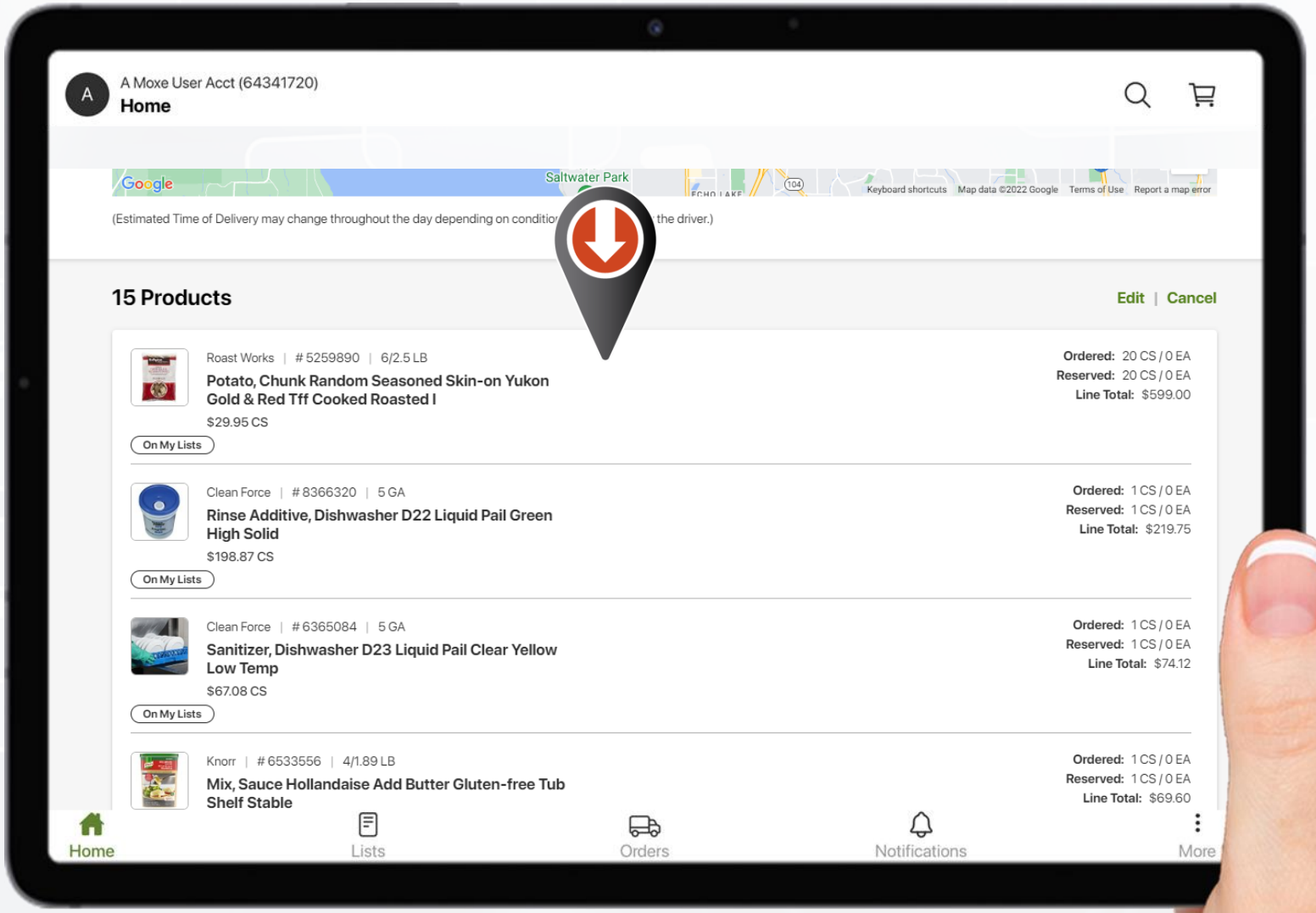
- Order number
- Estimated delivery time
- Total for the order
- Number of Cases / Eaches
- Map showing your location and current location of the US Foods Truck



Placing Orders

Tracking Deliveries

Farther down on the delivery details you will also the product information listed

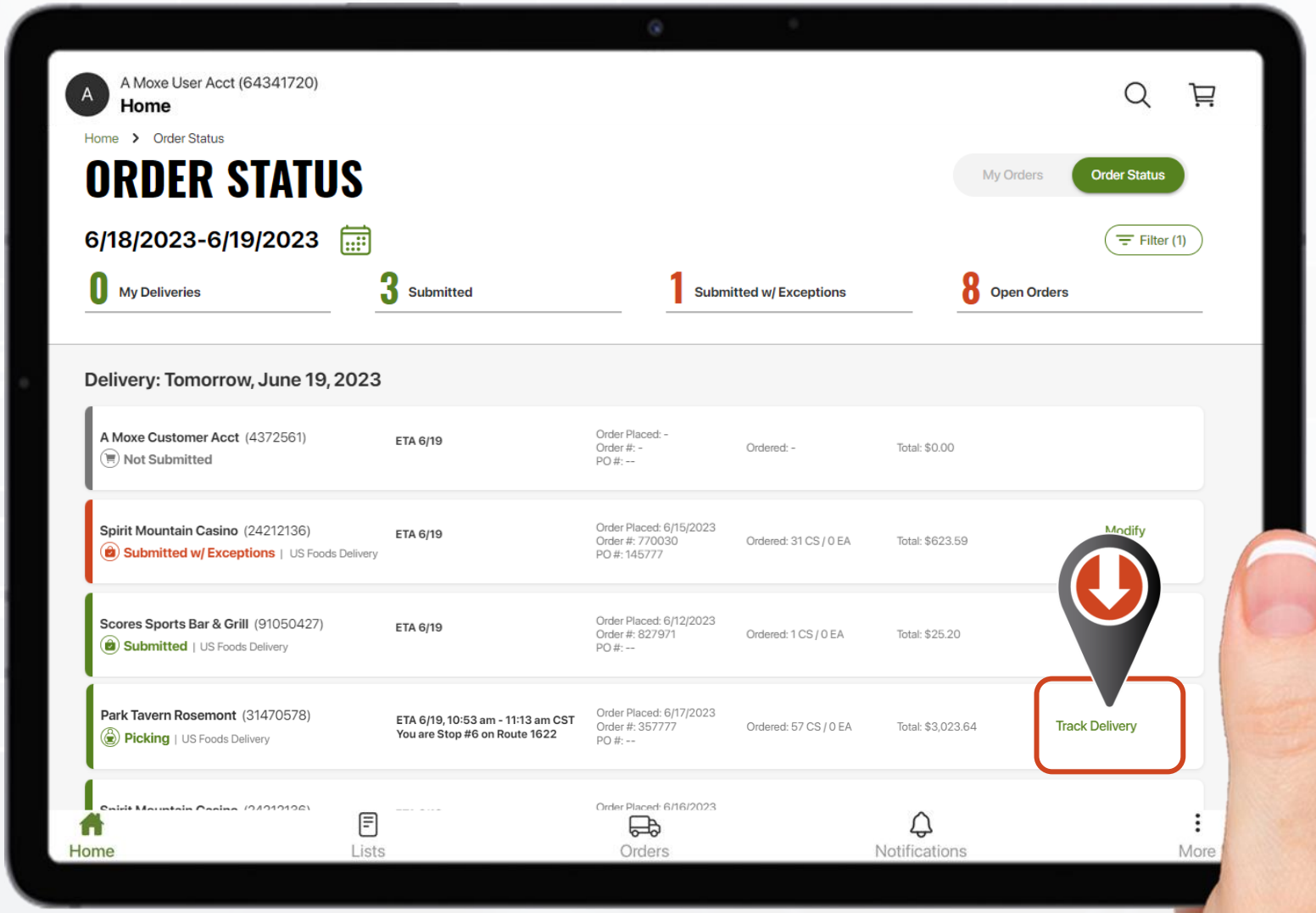


Placing Orders

Tracking Deliveries

You also have the option to access the “Where’s My Truck” delivery details from the view all orders screen.

Select “Track Delivery” to access the full delivery details page.

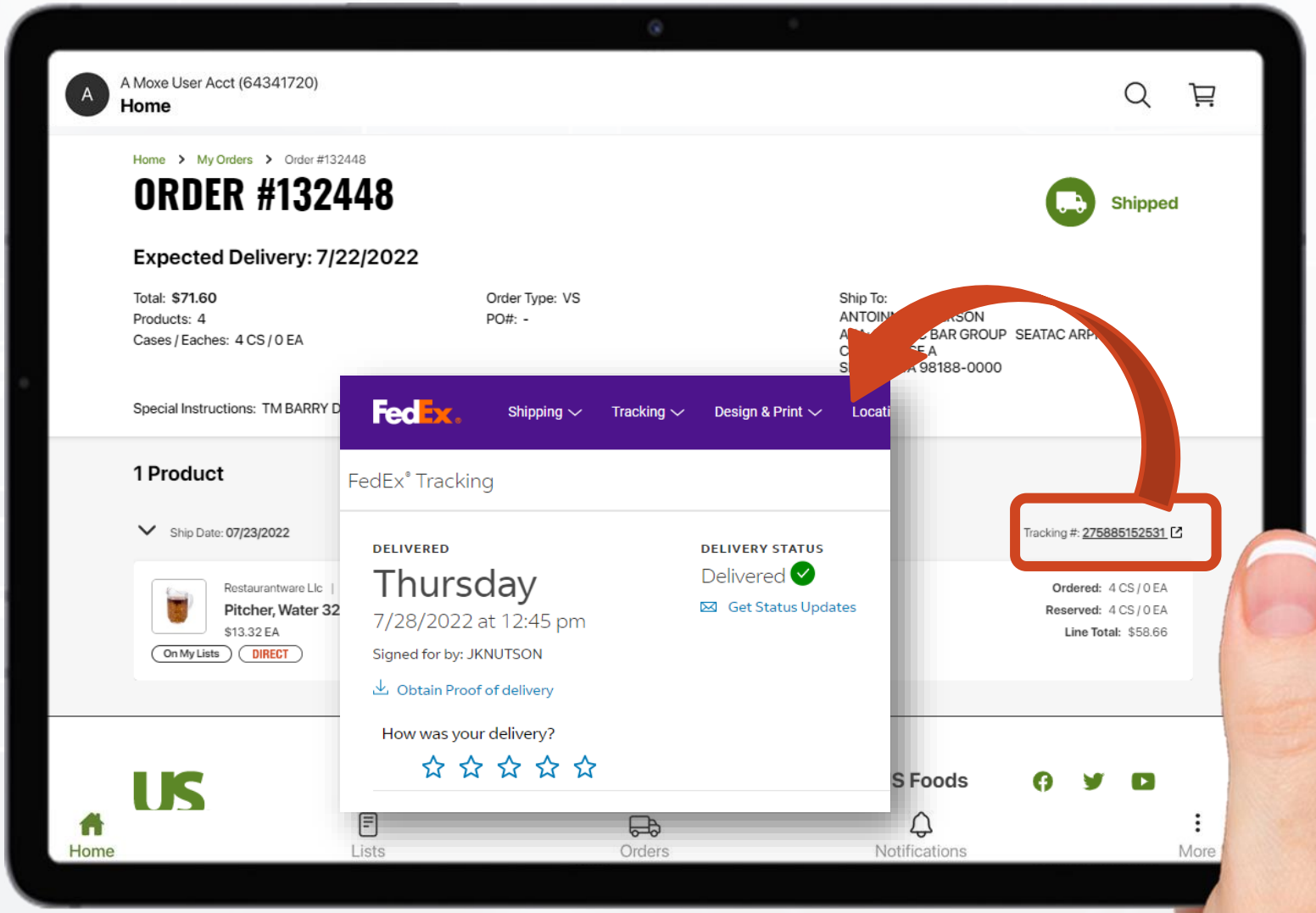


Placing Orders

Tracking Deliveries

Tracking information on “Direct Ship Orders” can be viewed by selecting that order from the “My Orders” dashboard.

Select the “Tracking #” to open the carrier’s tracking information.

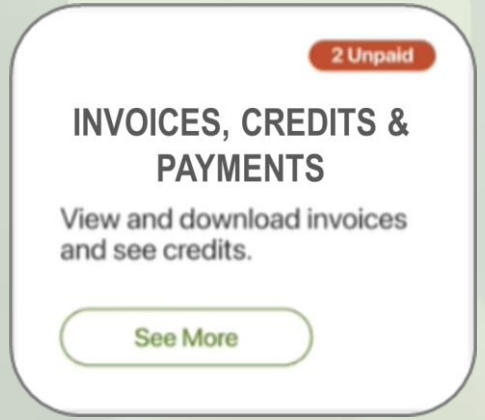


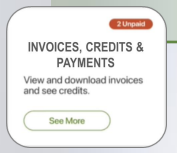
Invoices, Payments & Credit Requests

Subtopics

Please click on a link below to view a subtopic.
Click the icon to return to the main menu.

- Account Balance
- Invoices & Credits Landing Page
- Credit Requests
- Customer Bill Pay

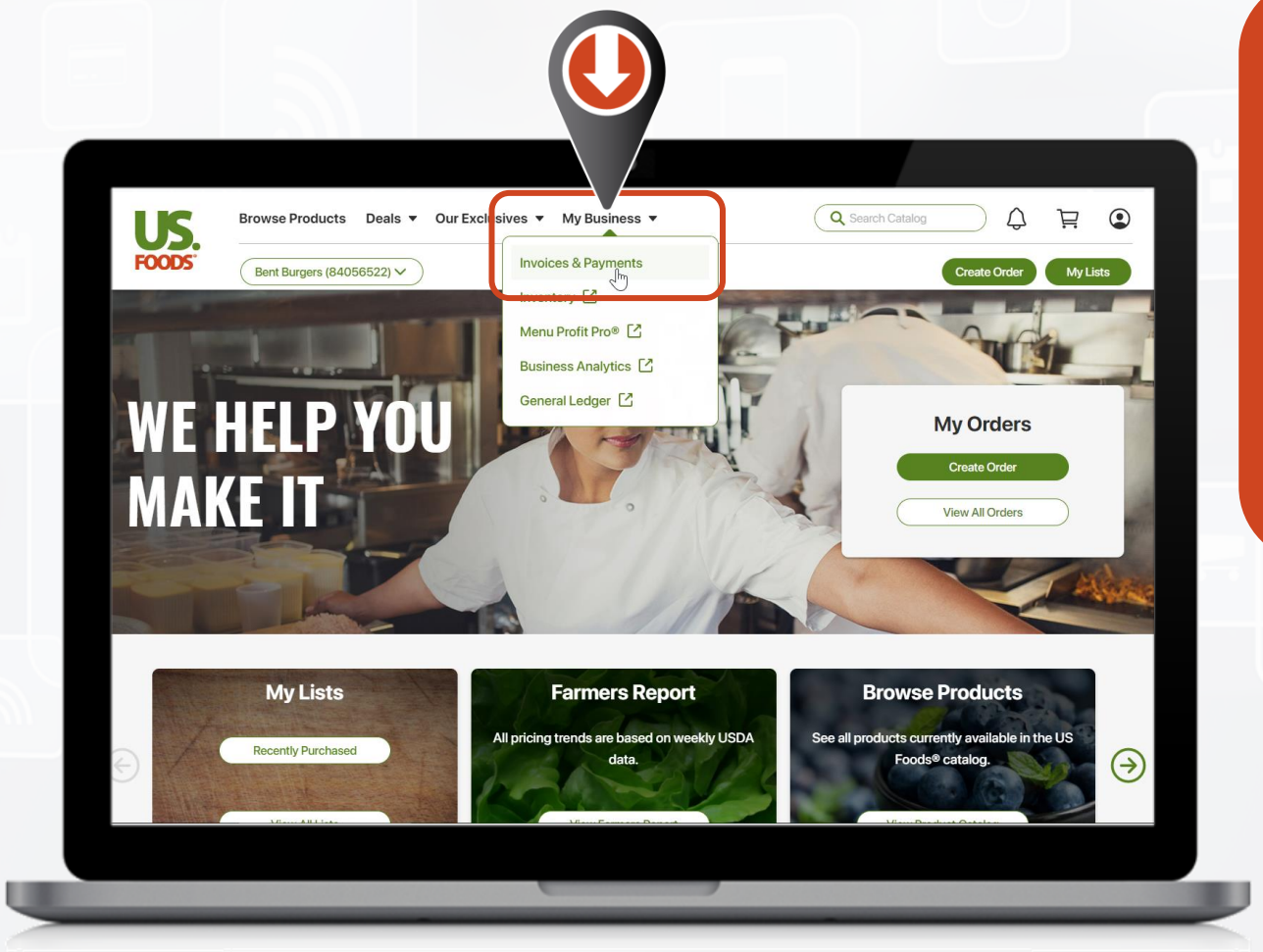




Click this icon to return to this menu.

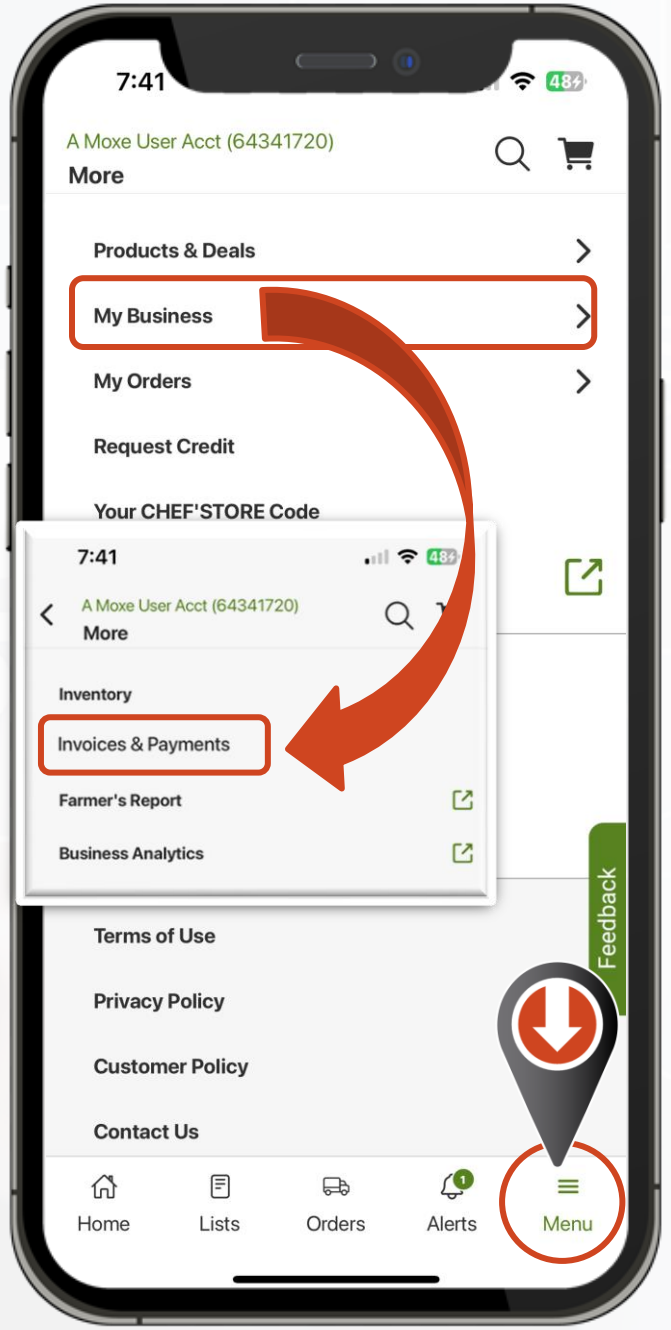
Invoices, Payments & Credit Requests

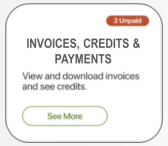
Account Balance



To access on desktop, select Invoices & Payments from the “My Business” menu.

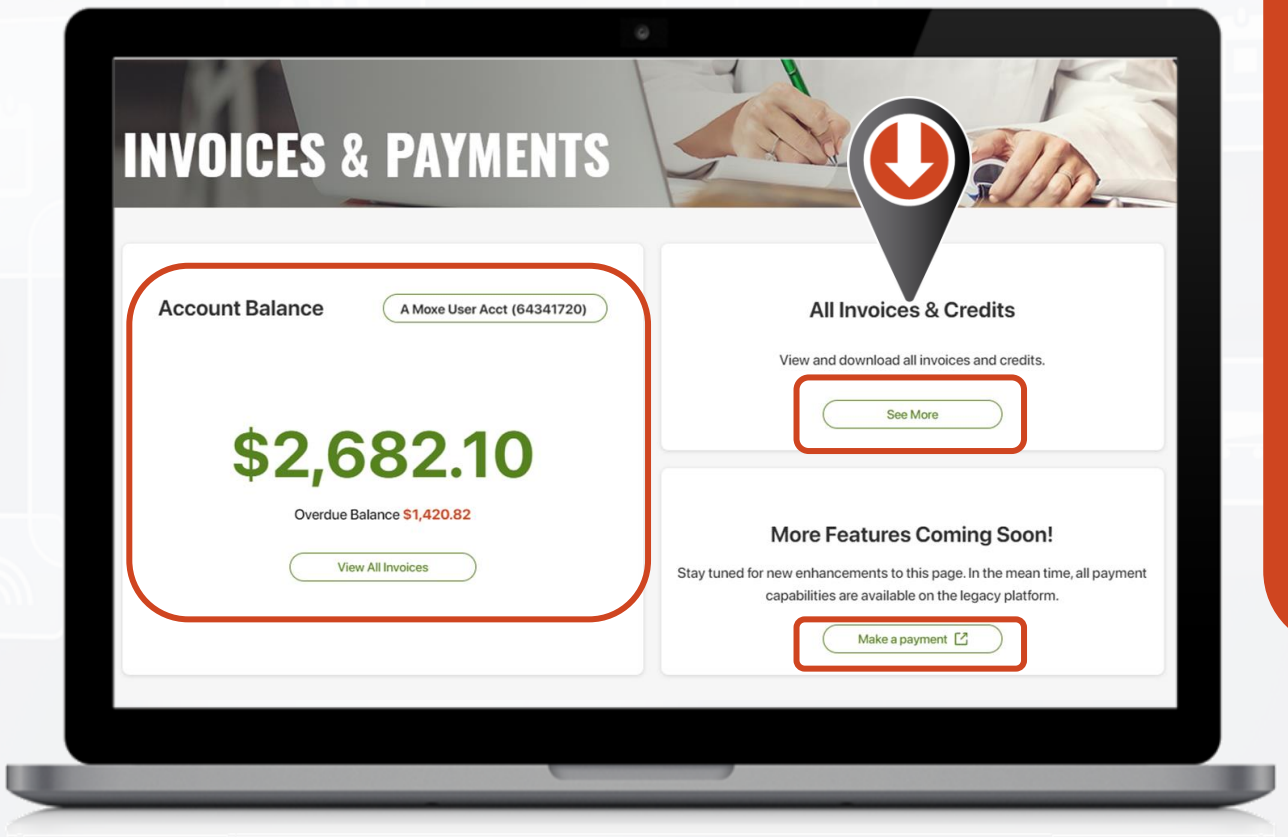
On Mobile, select the “Menu”. Then “My Business” & “Invoices & Payments”

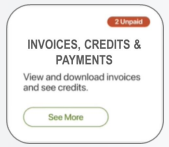




Invoices, Payments & Credit Requests

Account Balance

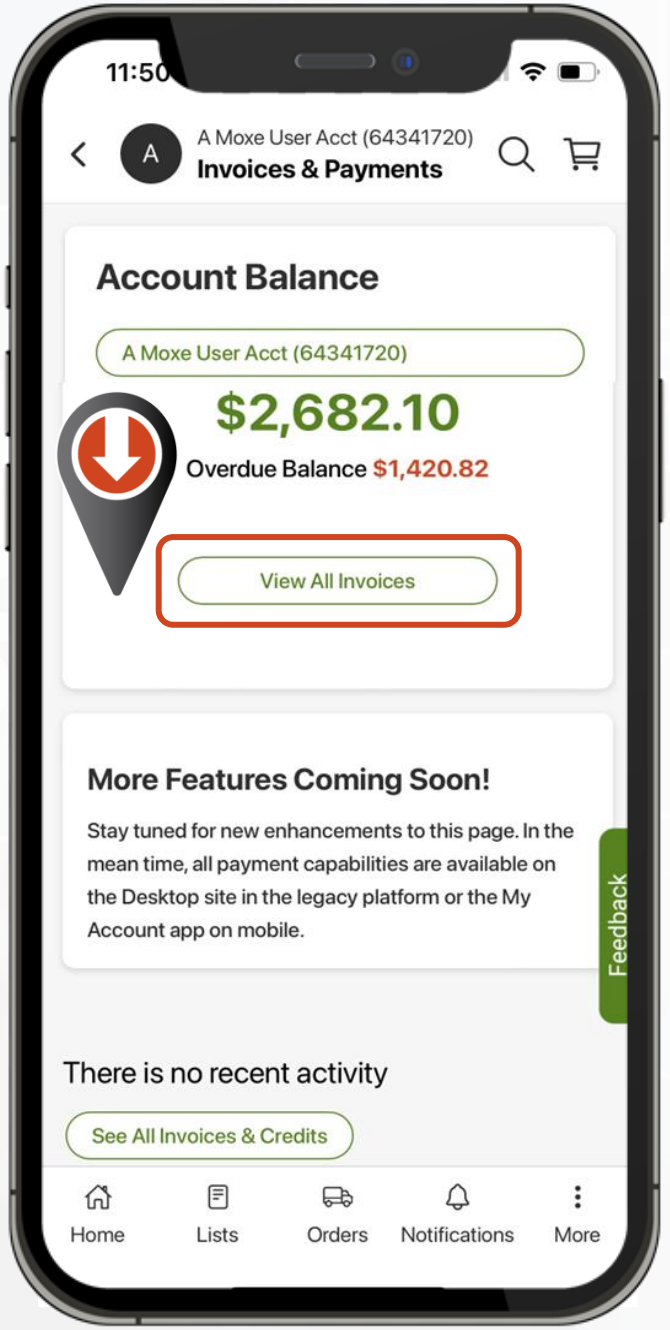




The landing page will display the total balance for open items on the account along with the amount of any overdue balance.

Select "View All Invoices" to open the Invoices & Credits landing page.

Select "Pay Balance Now" to navigate to the online bill pay.



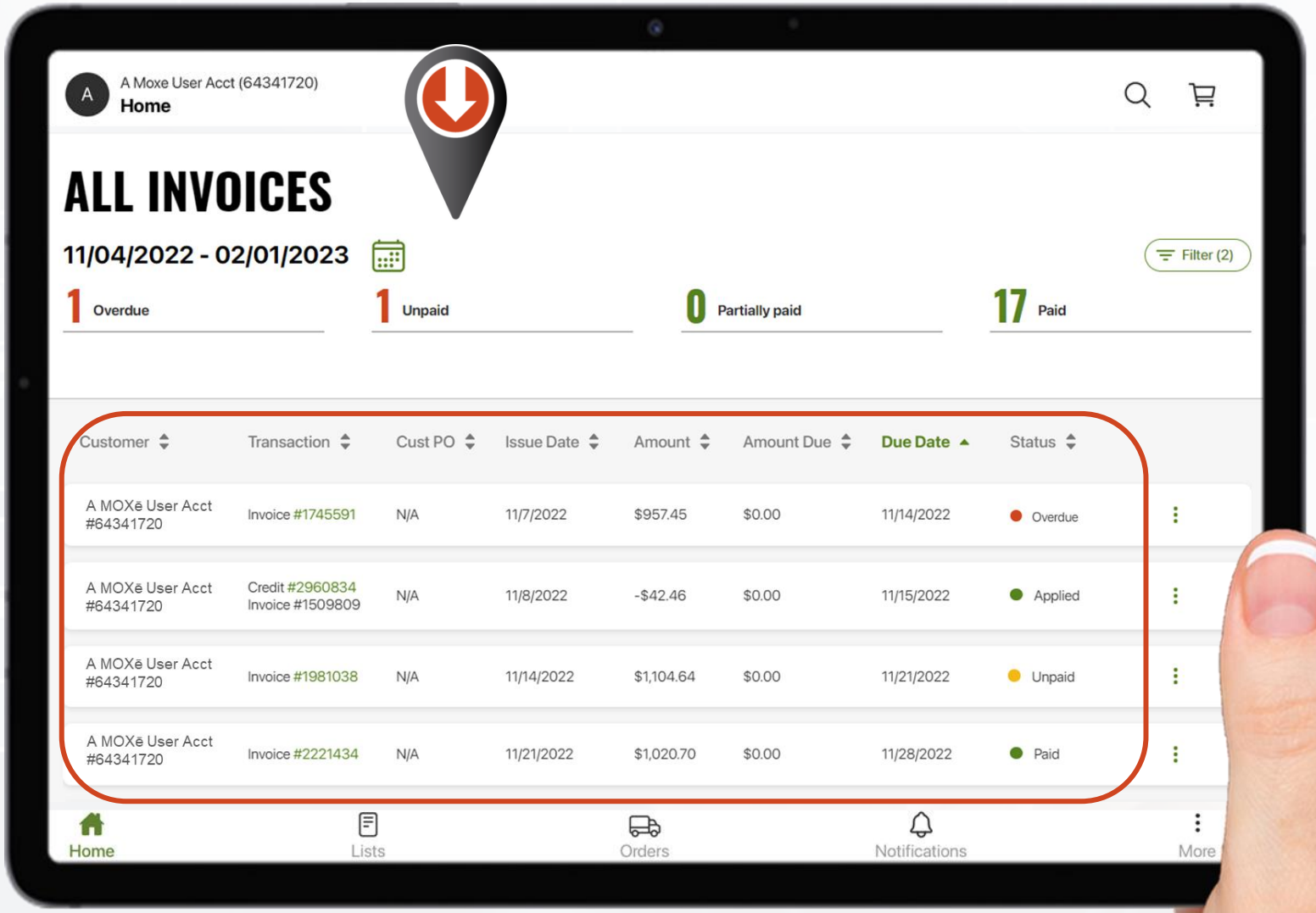
Invoices, Payments & Credit Requests

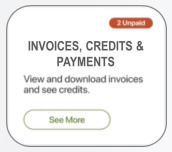
Invoices & Credits Landing Page

The landing page is pre-filtered to show all records for the last 90 days.

Shown on this page:

- Customer
- Transaction Type
- Cust PO
- Issue Date
- Amount
- Amount Due
- Due Date
- Status





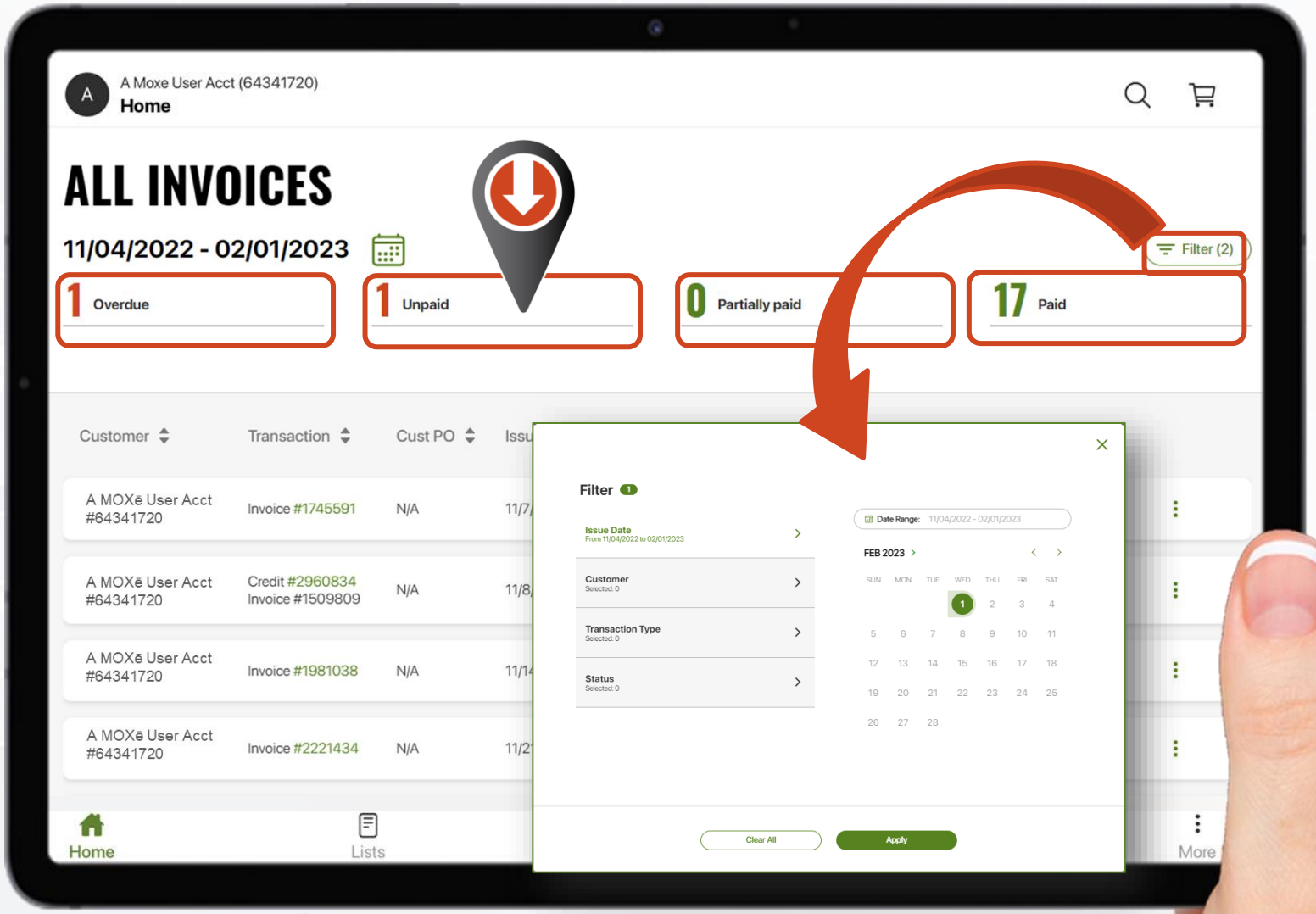
Invoices, Payments & Credit Requests

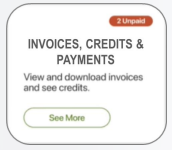
Invoices & Credits Landing Page

The interactive header will allow users to quickly filter to 4 key status types.

1. **Overdue**
2. **Unpaid**
3. **Partially Paid**
4. **Paid**

Users may also use the "Calendar" or "Filter" functions to further refine the displayed records.



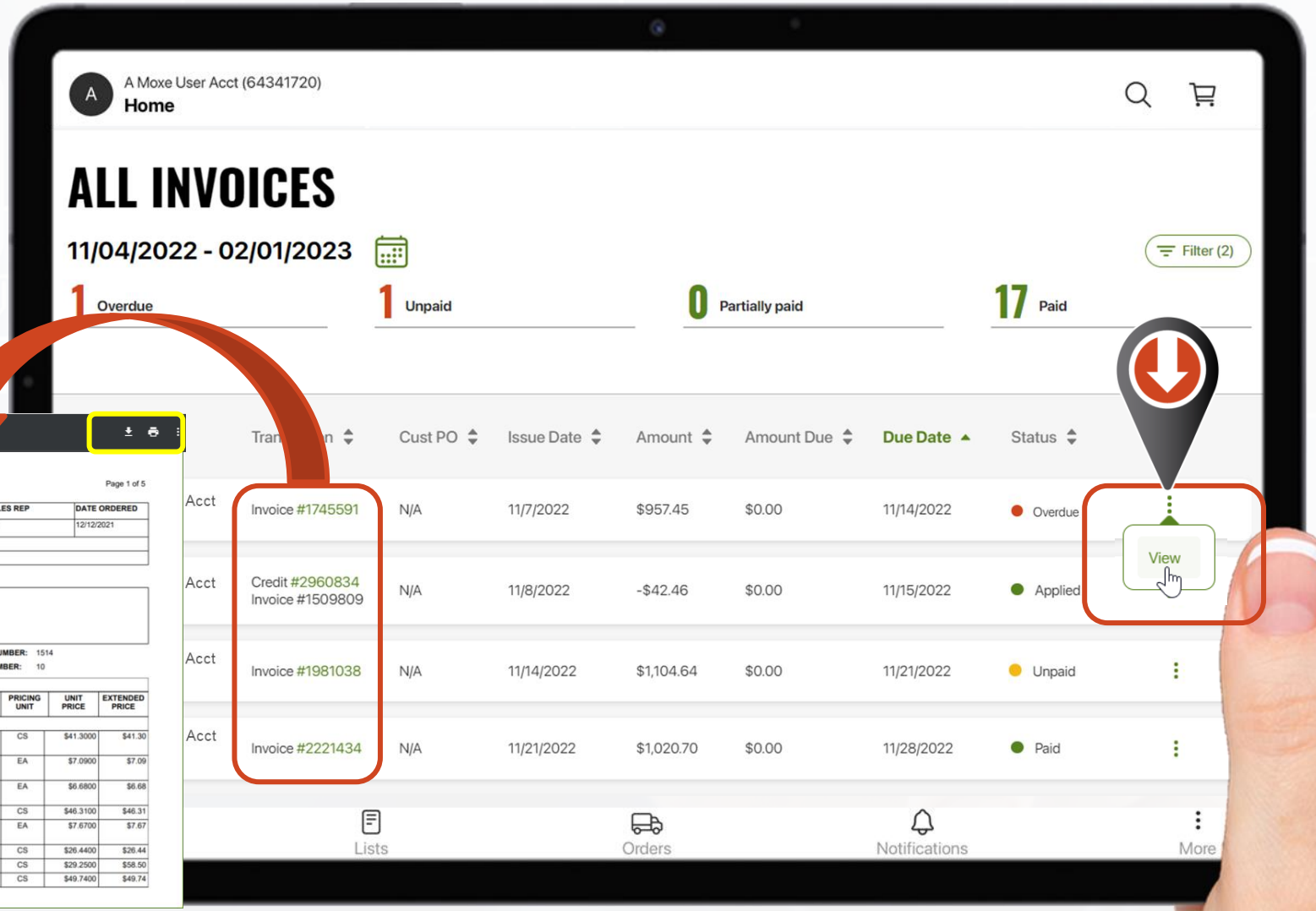


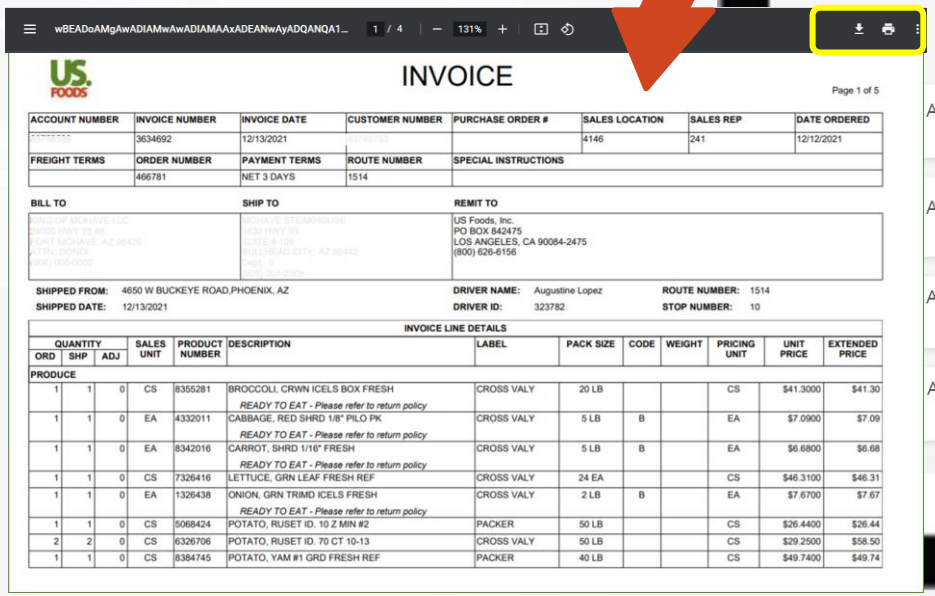
Invoices, Payments & Credit Requests

Invoices & Credits Landing Page

To "View" an Invoice or Credit, select record number or the 3-dot ellipsis.

The record will open in a new window where users can print & download.





INVOICE

Page 1 of 5

ACCOUNT NUMBER	INVOICE NUMBER	INVOICE DATE	CUSTOMER NUMBER	PURCHASE ORDER #	SALES LOCATION	SALES REP	DATE ORDERED
[redacted]	3634692	12/13/2021	[redacted]		4146	241	12/12/2021

FREIGHT TERMS	ORDER NUMBER	PAYMENT TERMS	ROUTE NUMBER	SPECIAL INSTRUCTIONS
	466781	NET 3 DAYS	1514	

BILL TO [redacted]

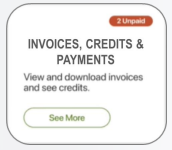
SHIP TO [redacted]

REMIT TO
US Foods, Inc.
PO BOX 842475
LOS ANGELES, CA 90084-2475
(800) 626-6156

SHIPPED FROM: 4650 W BUCKEYE ROAD,PHOENIX, AZ
SHIPPED DATE: 12/13/2021
DRIVER NAME: Augustine Lopez
DRIVER ID: 323782
ROUTE NUMBER: 1514
STOP NUMBER: 10

INVOICE LINE DETAILS

QUANTITY ORD	SHP	ADJ	SALES UNIT	PRODUCT NUMBER	DESCRIPTION	LABEL	PACK SIZE	CODE	WEIGHT	PRICING UNIT	UNIT PRICE	EXTENDED PRICE
PRODUCE												
1	1	0	CS	8355281	BROCCOLI, CRWN ICELS BOX FRESH *READY TO EAT - Please refer to return policy*	CROSS VALY	20 LB			CS	$41.3000	$41.30
1	1	0	EA	4332011	CABBAGE, RED SHRD 1/8" PILO PK *READY TO EAT - Please refer to return policy*	CROSS VALY	5 LB	B		EA	$7.0900	$7.09
1	1	0	EA	8342016	CARROT, SHRD 1/16" FRESH *READY TO EAT - Please refer to return policy*	CROSS VALY	5 LB	B		EA	$6.6800	$6.68
1	1	0	CS	7326416	LETTUCE, GRN LEAF FRESH REF	CROSS VALY	24 EA			CS	$46.3100	$46.31
1	1	0	EA	1326438	ONION, GRN TRIMD ICELS FRESH *READY TO EAT - Please refer to return policy*	CROSS VALY	2 LB	B		EA	$7.6700	$7.67
1	1	0	CS	5068424	POTATO, RUSET ID. 10 Z MIN #2	PACKER	50 LB			CS	$26.4400	$26.44
2	2	0	CS	6326706	POTATO, RUSET ID. 70 CT 10-13	CROSS VALY	50 LB			CS	$29.2500	$58.50
1	1	0	CS	8384745	POTATO, YAM #1 GRD FRESH REF	PACKER	40 LB			CS	$49.7400	$49.74

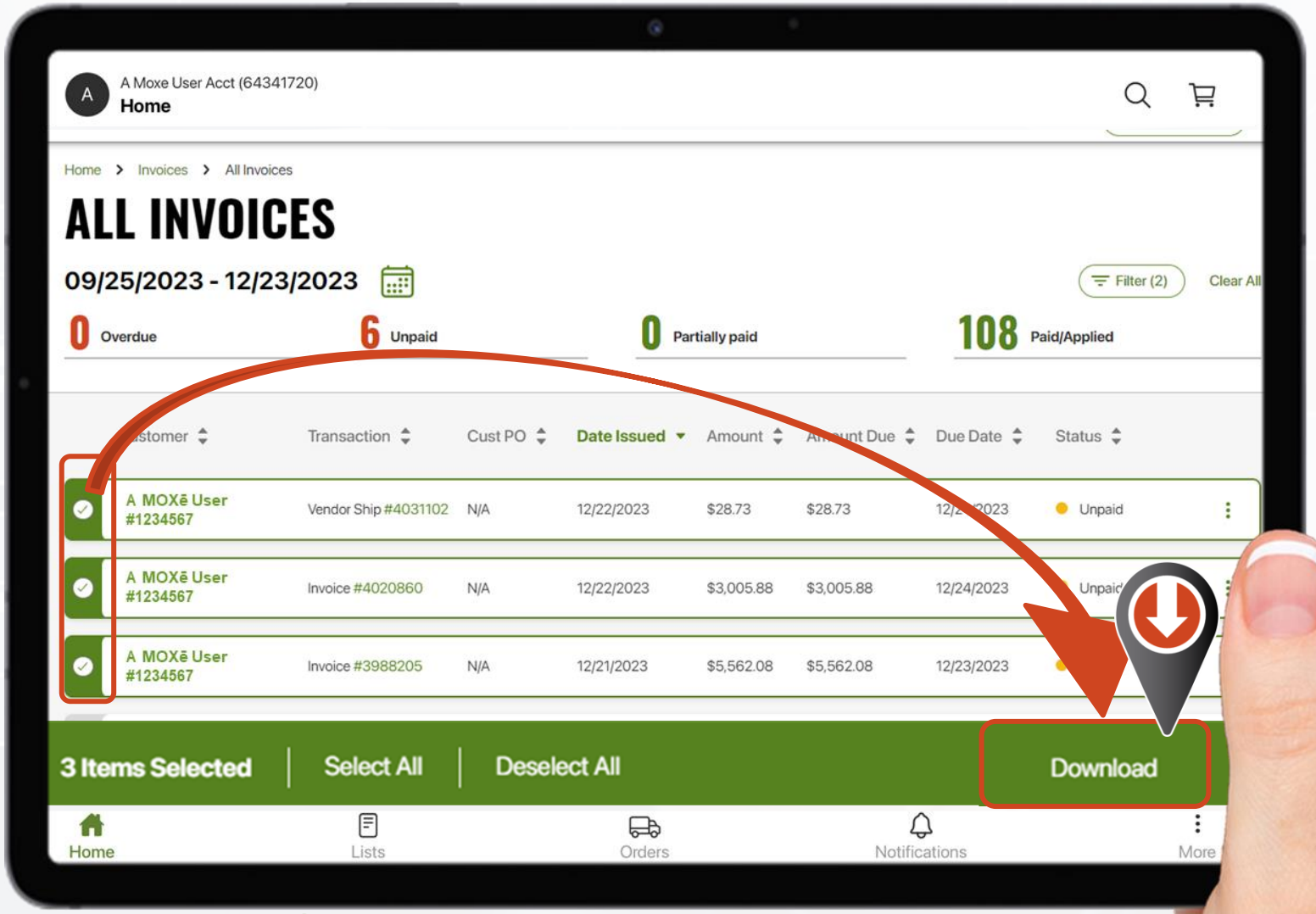


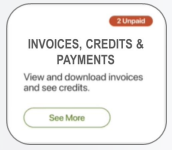
Invoices, Payments & Credit Requests

Invoices & Credits Landing Page

To download Invoices or Credits, use the “select” box to the left.

Then use the “Download” option on the lower right.





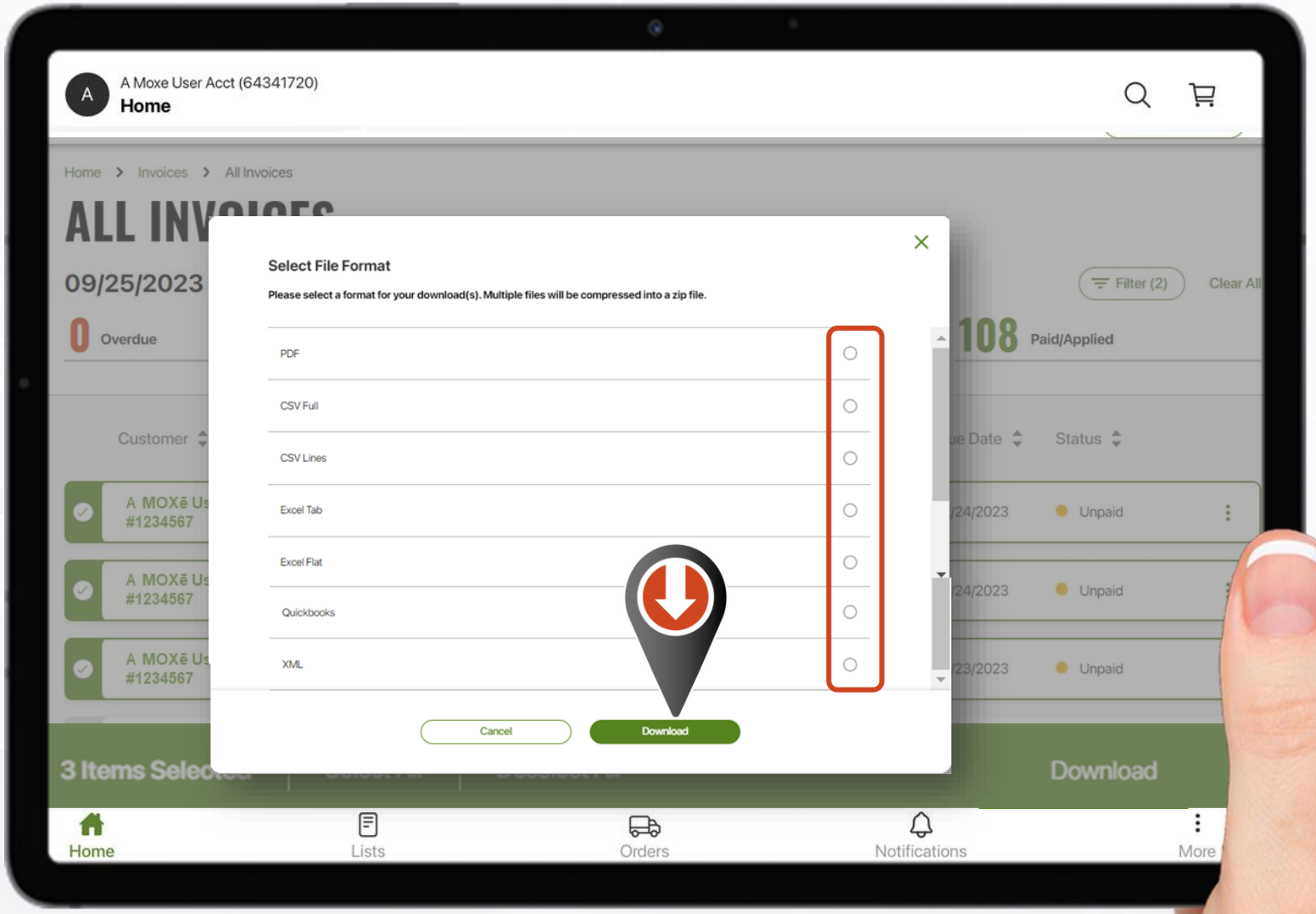
Invoices, Payments & Credit Requests

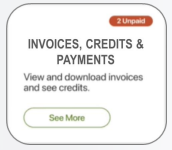
Invoices & Credits Landing Page

Choose the desired format and then select “Download”

Format Options Include:

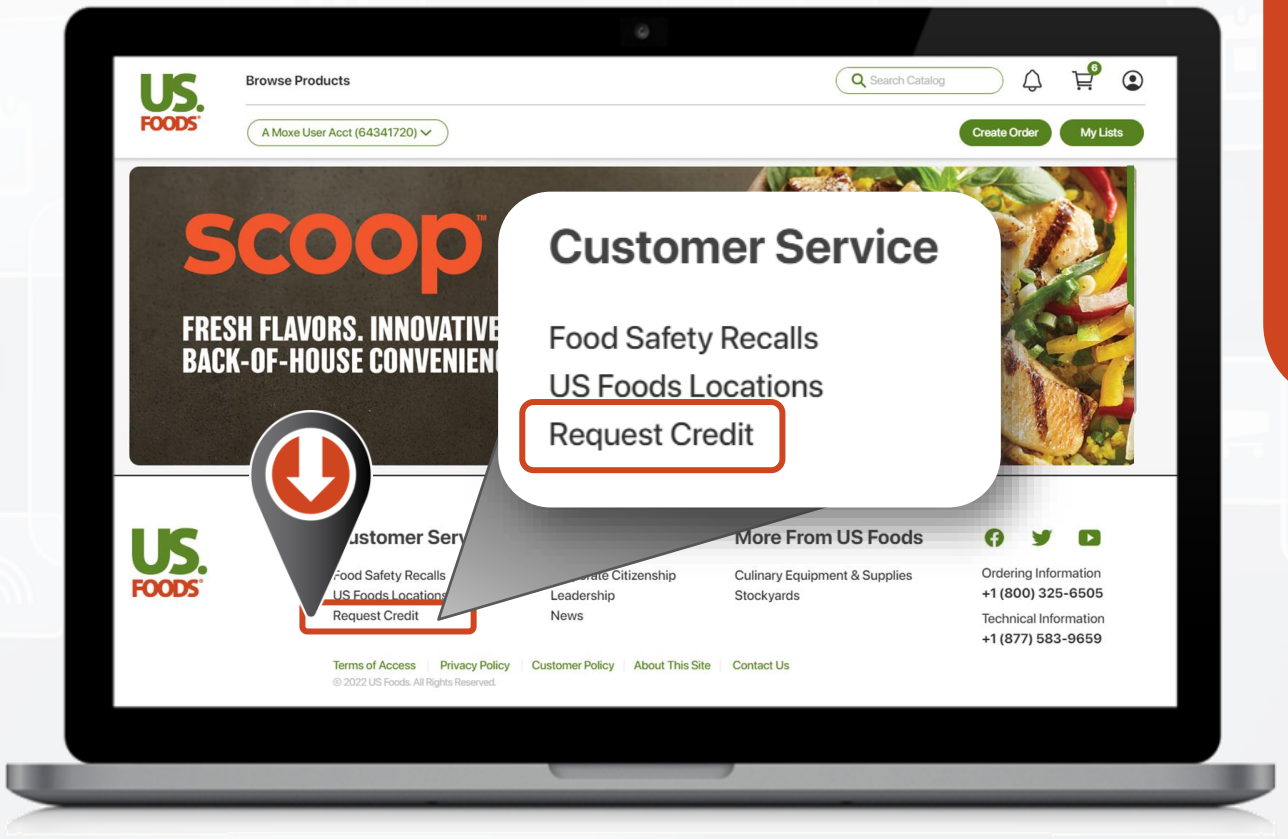
- PDF
- CSV Full
- CSV Lines
- Excel Tab
- Excel Flat
- QuickBooks
- XML

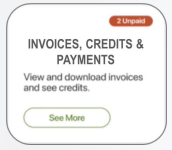




Invoices, Payments & Credit Requests

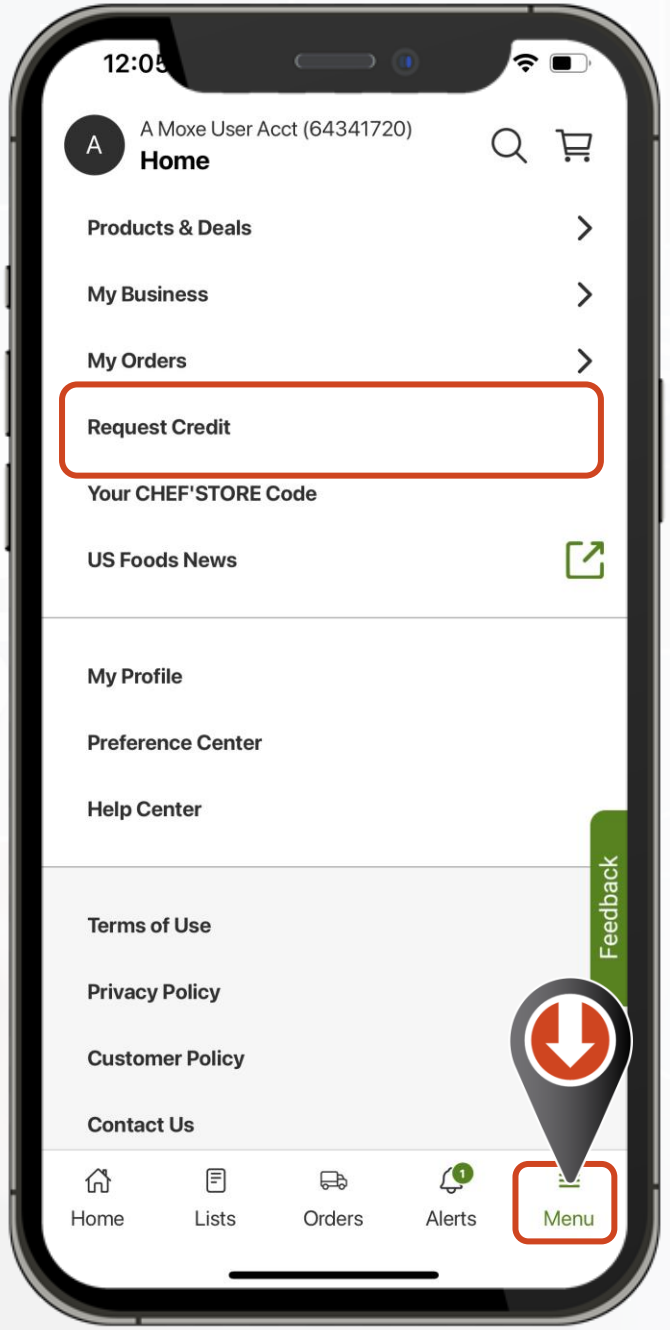
Credit Requests





To begin a credit request, navigate to the page footer (on Desktop) and select "Request Credit" under the Customer Service area.

On Mobile or Tablet select the "Menu" option

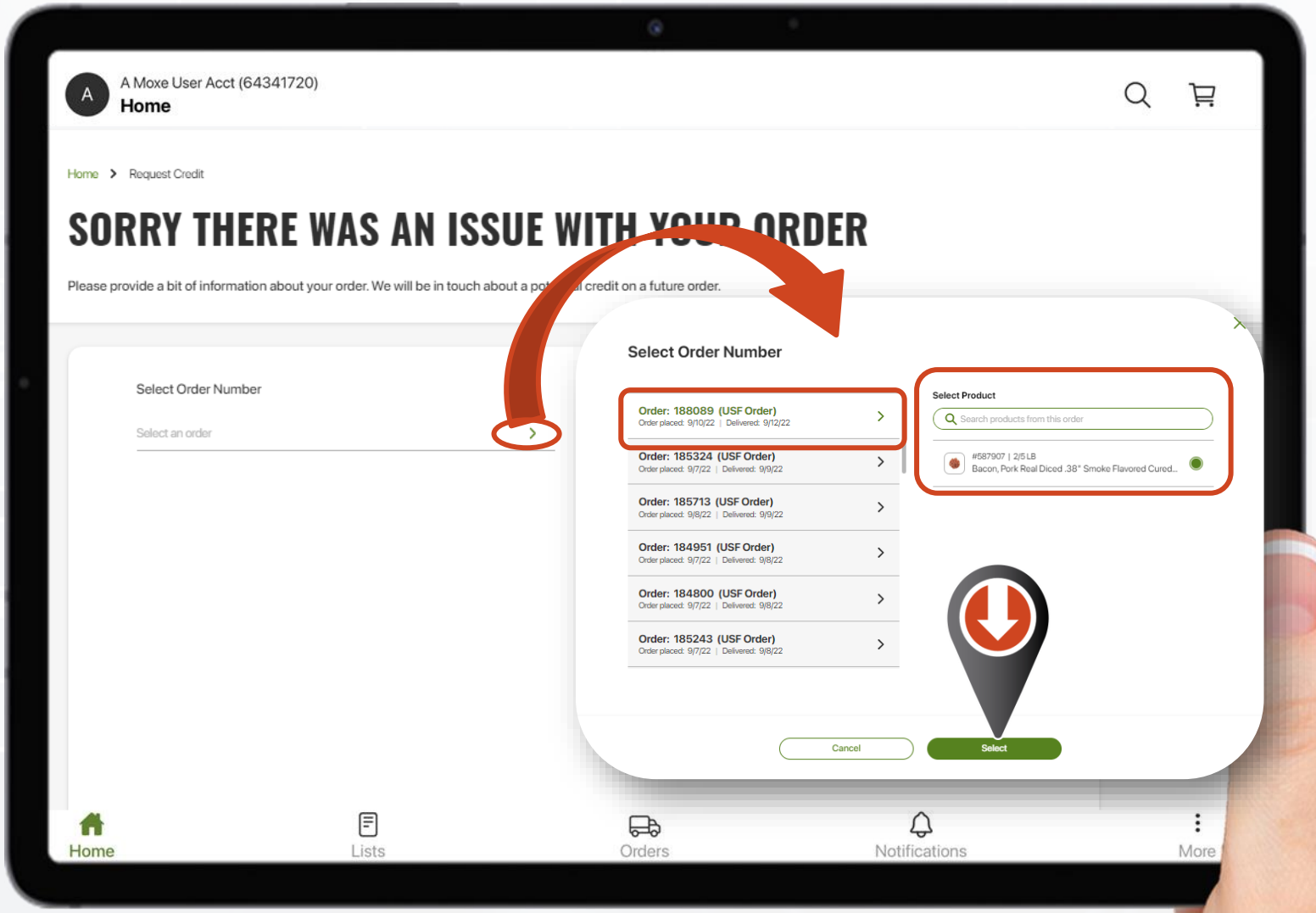


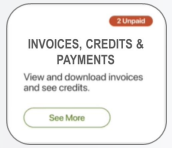
Invoices, Payments & Credit Requests

Credit Requests

Follow the prompts:

- Select Order Number
- Select the Order
- Select the Product
- Choose “Select” to continue



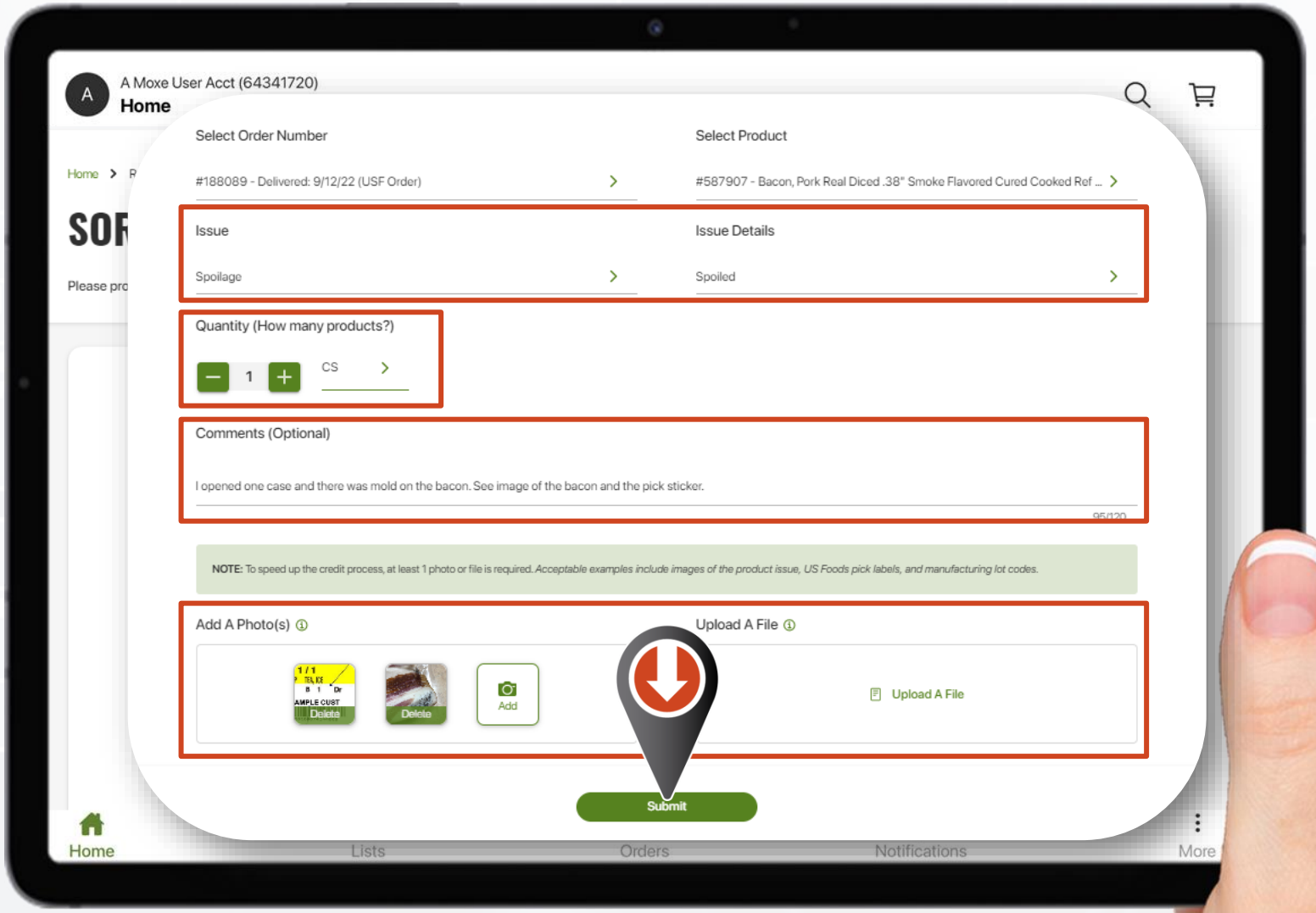


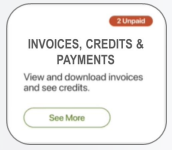
Invoices, Payments & Credit Requests

Credit Requests

This will open a new set of options to complete:

- Select “Issue” from the option screen that will open
- Enter “Quantity”
- Select “CS” or “EA”
- Type in Comments (optional)
- Add supporting Photos or Files
- Once completed select “Submit”

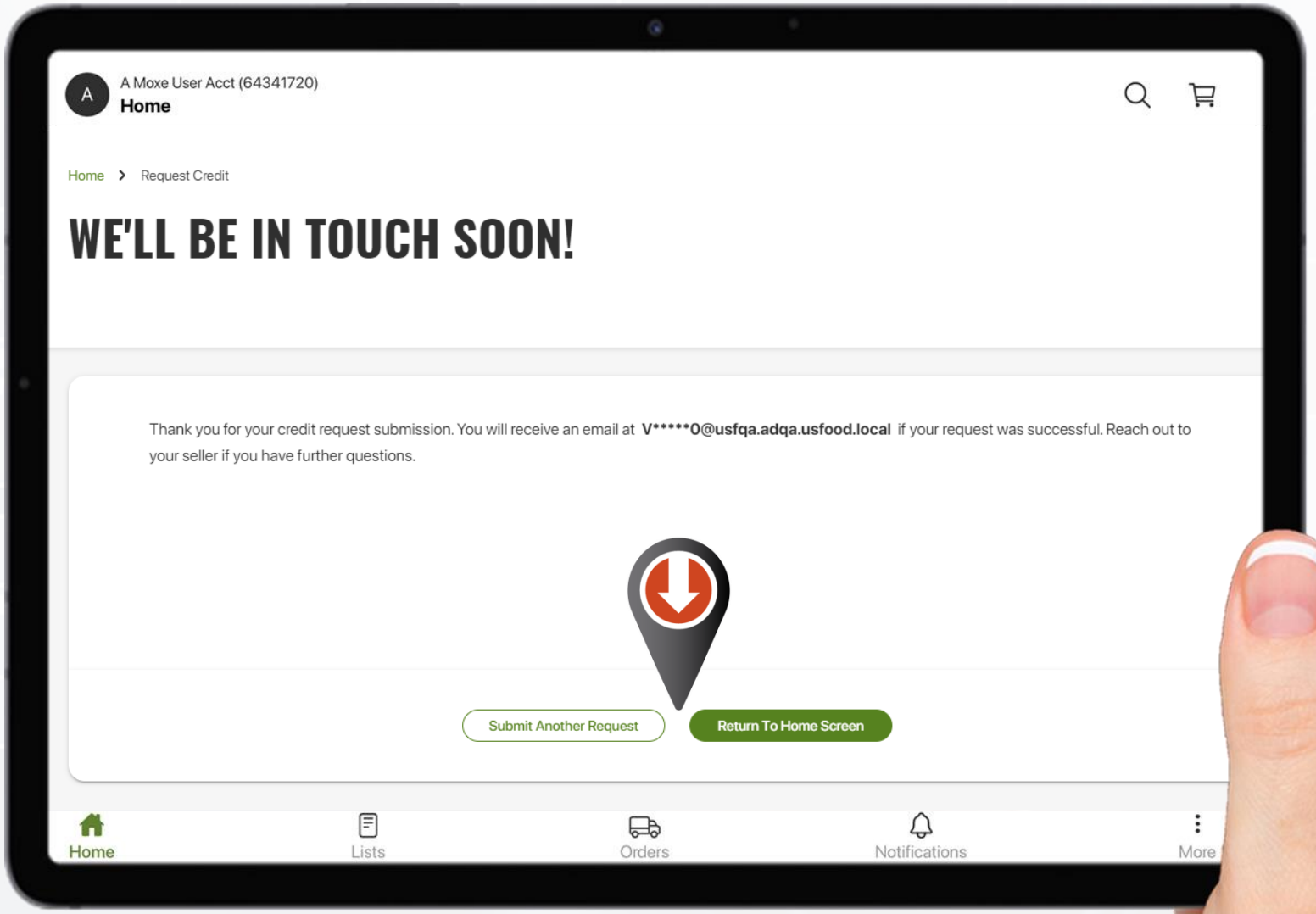


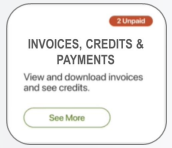


Invoices, Payments & Credit Requests

Credit Requests

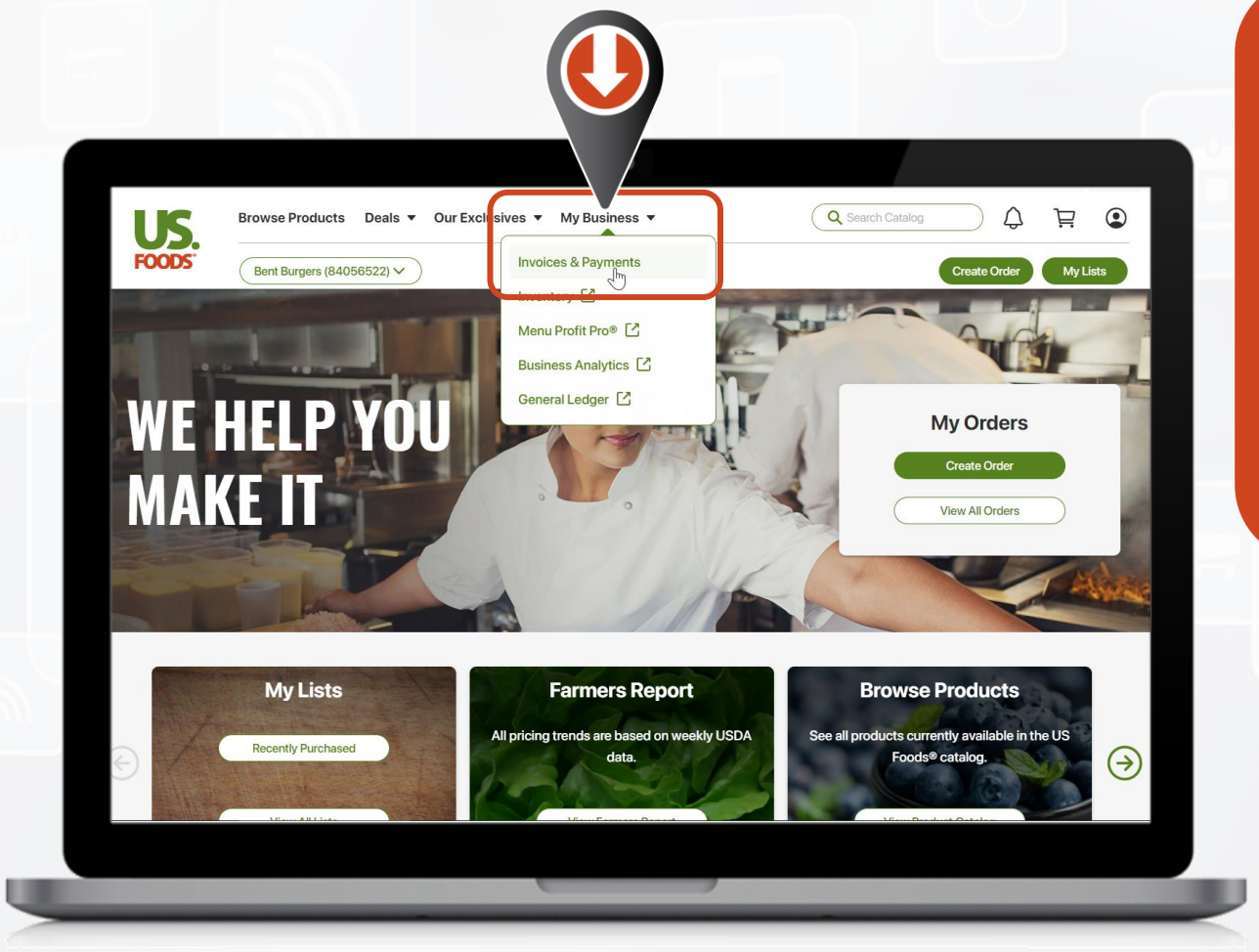
Once a request is “Submitted” you will receive a confirmation message with an option to Submit Another Request or Return to the Home Screen





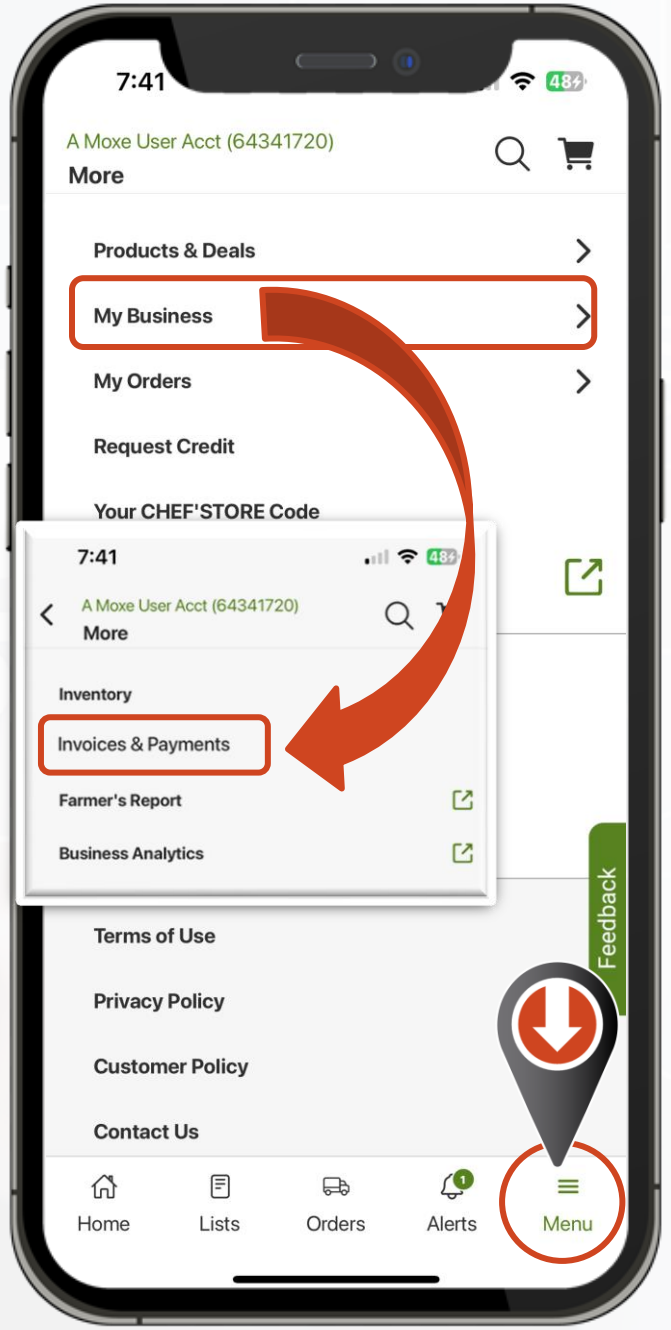
Invoices, Payments & Credit Requests

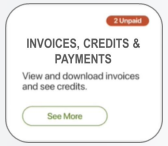
Customer Bill Pay



To access on desktop, select Invoices & Payments from the "My Business" menu.

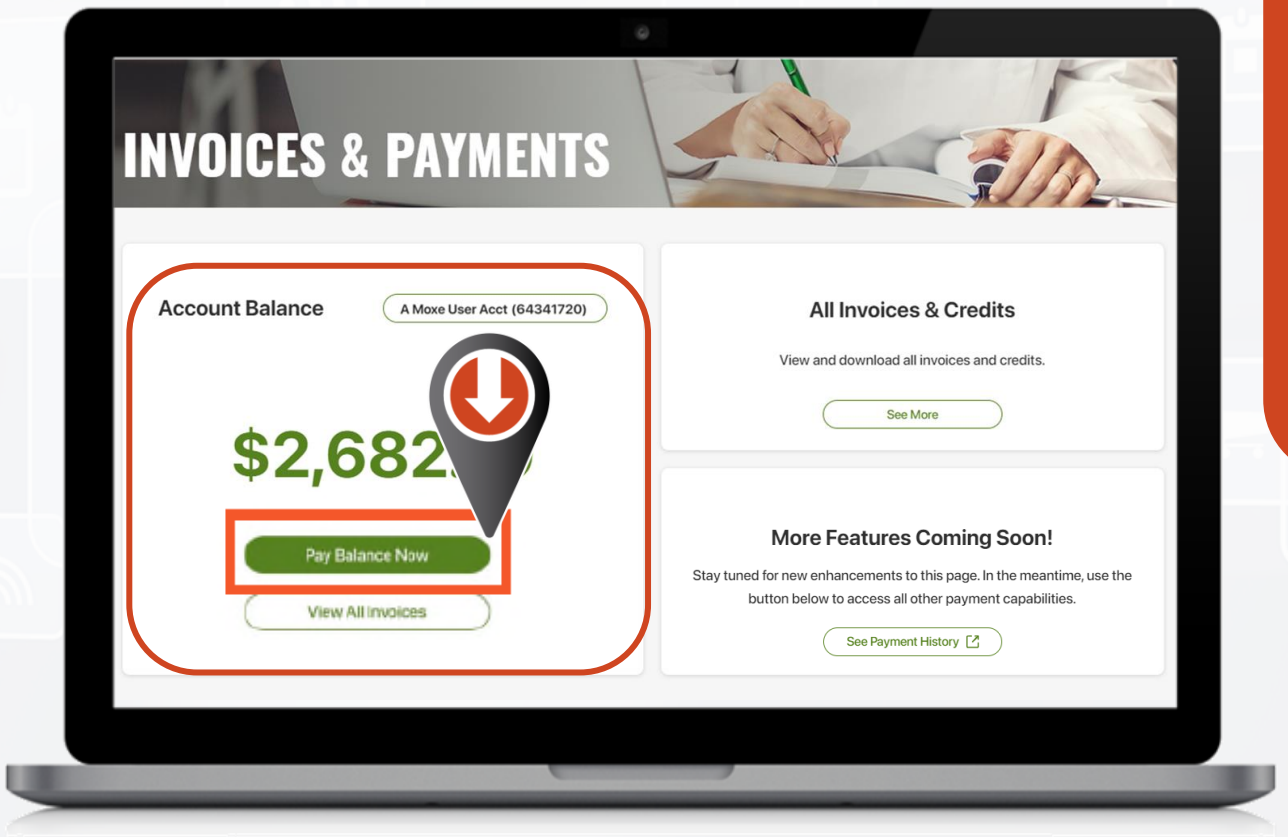
On Mobile, select the "Menu". Then "My Business" & "Invoices & Payments"





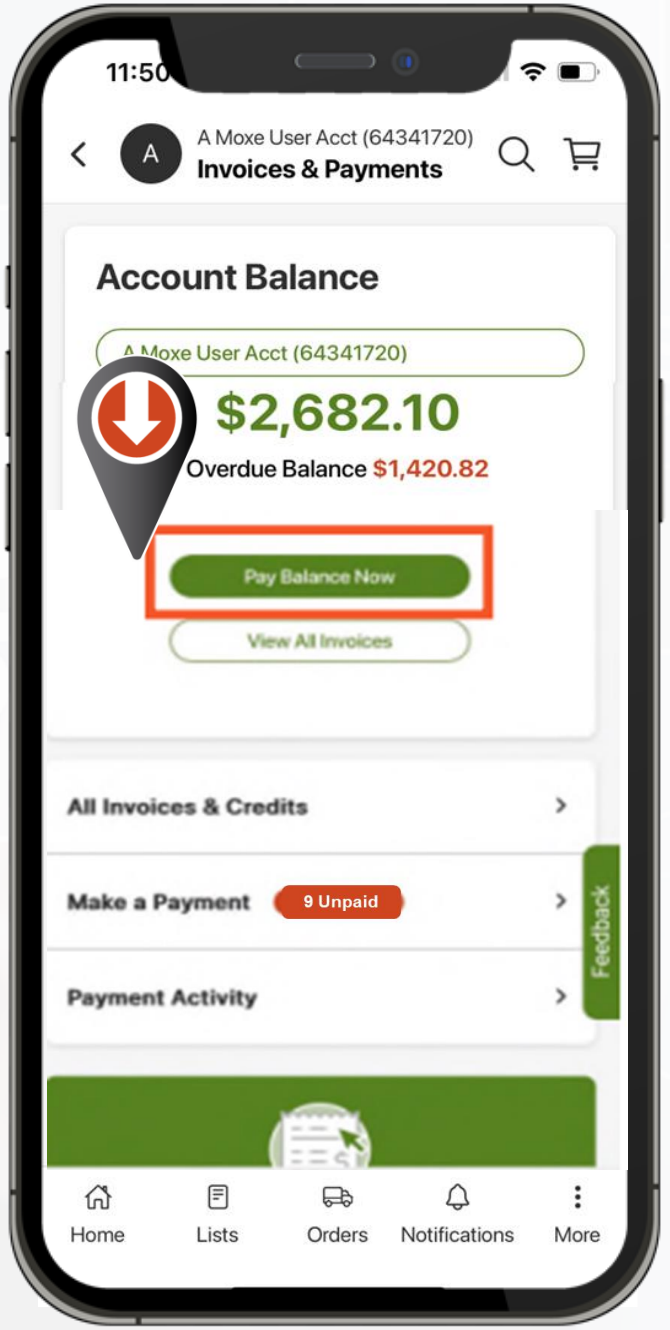
Invoices, Payments & Credit Requests

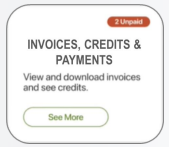
Customer Bill Pay



The landing page will display the total balance for open items on the account along with the amount of any overdue balance.

Select "Pay Balance Now" to navigate to the online bill pay.

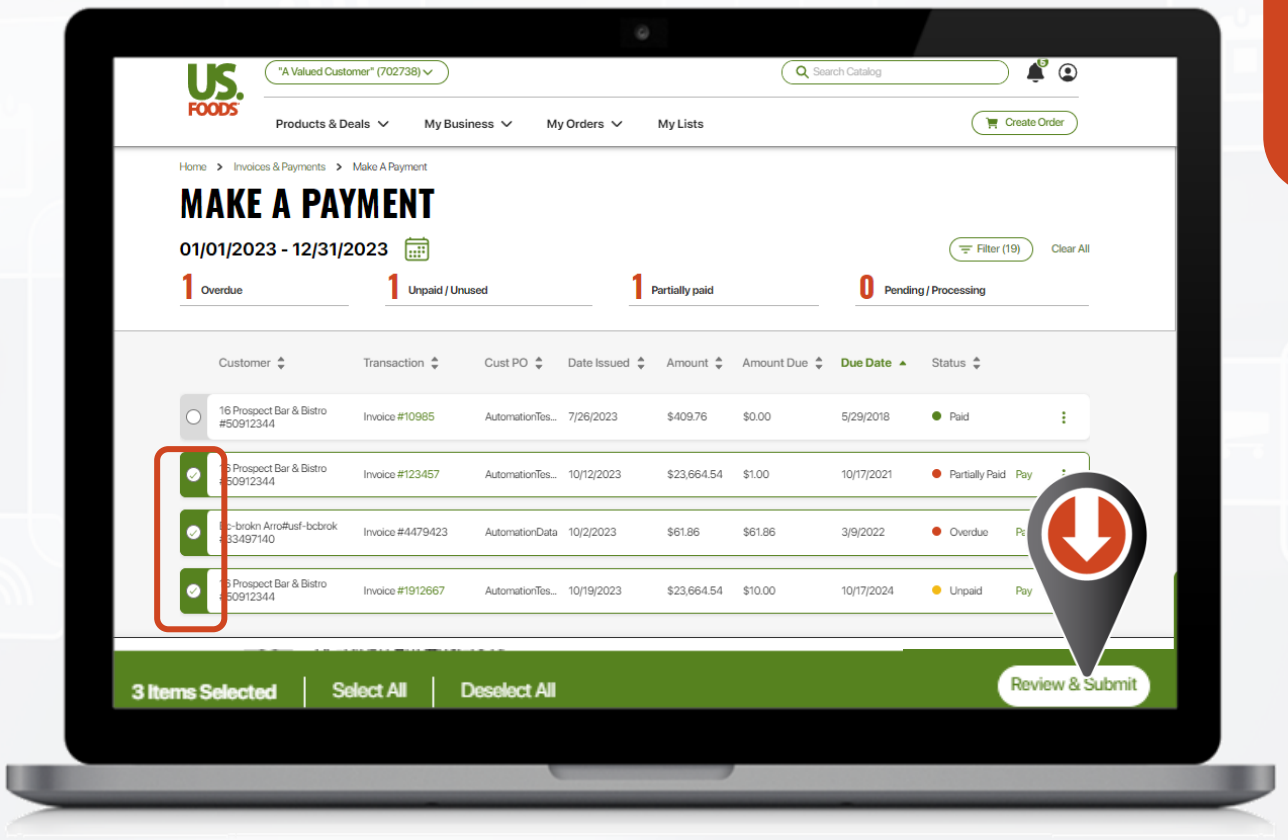


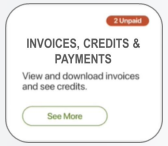


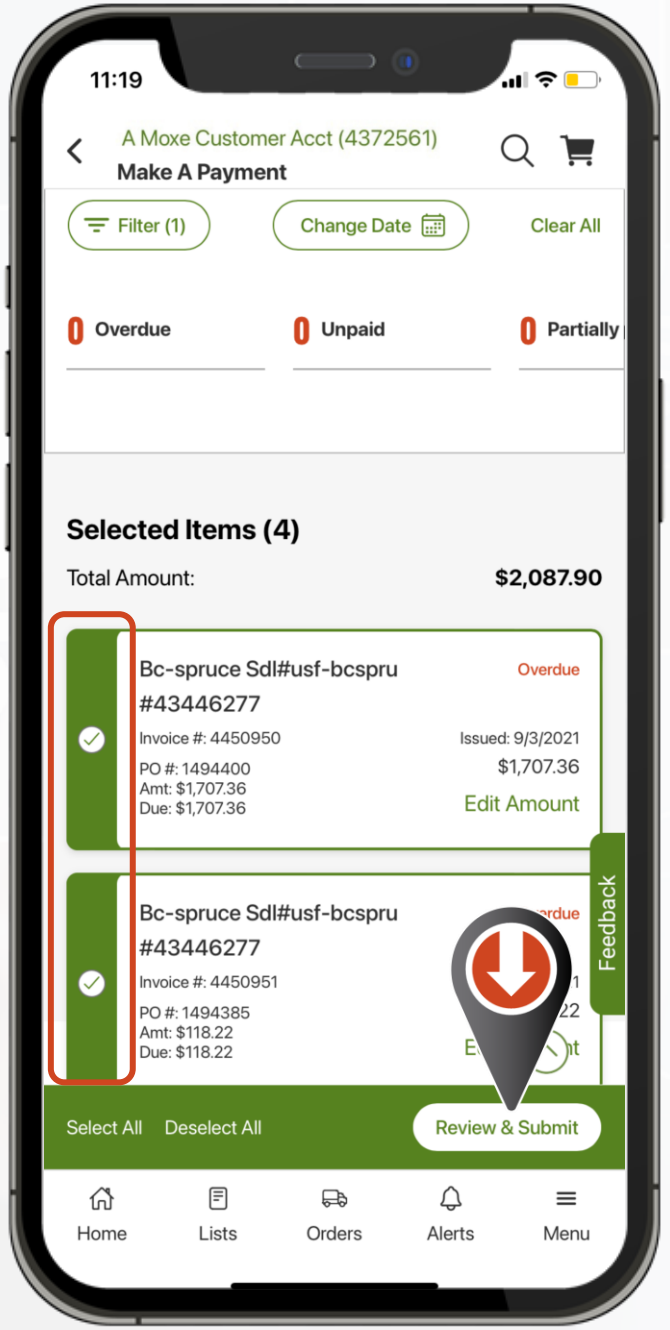
Invoices, Payments & Credit Requests

Customer Bill Pay

Select the invoices you wish to pay, then select “Review & Submit”

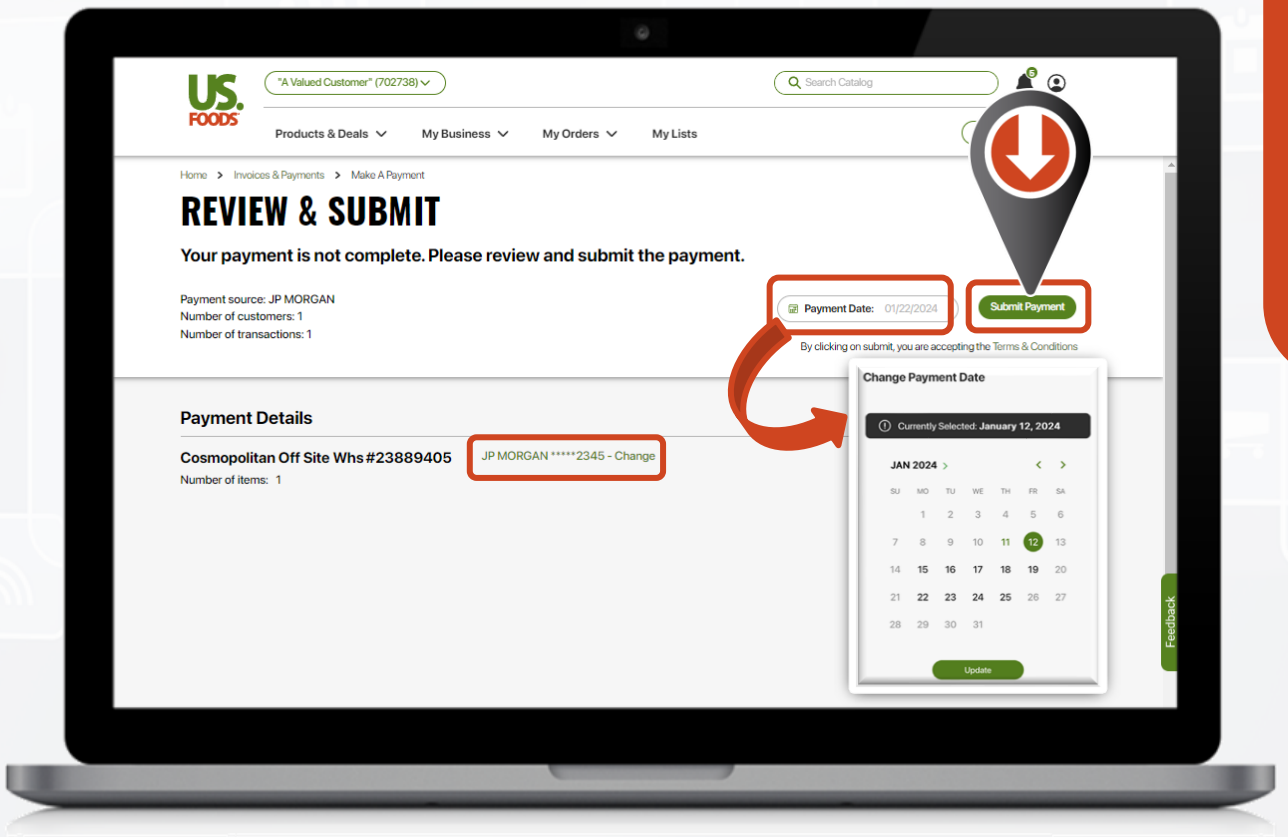






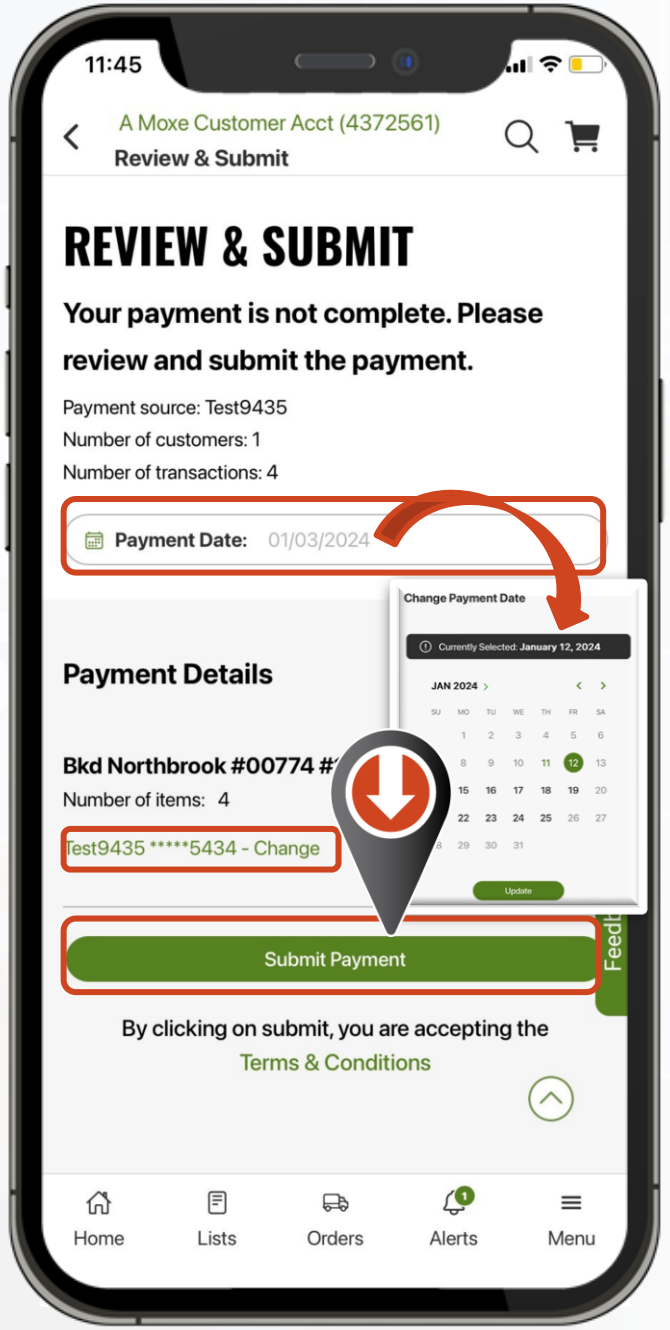
Invoices, Payments & Credit Requests

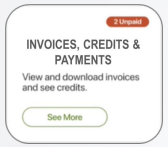
Customer Bill Pay



From the “Review & Submit” screen you have options to update Payment Date and Payment Type.

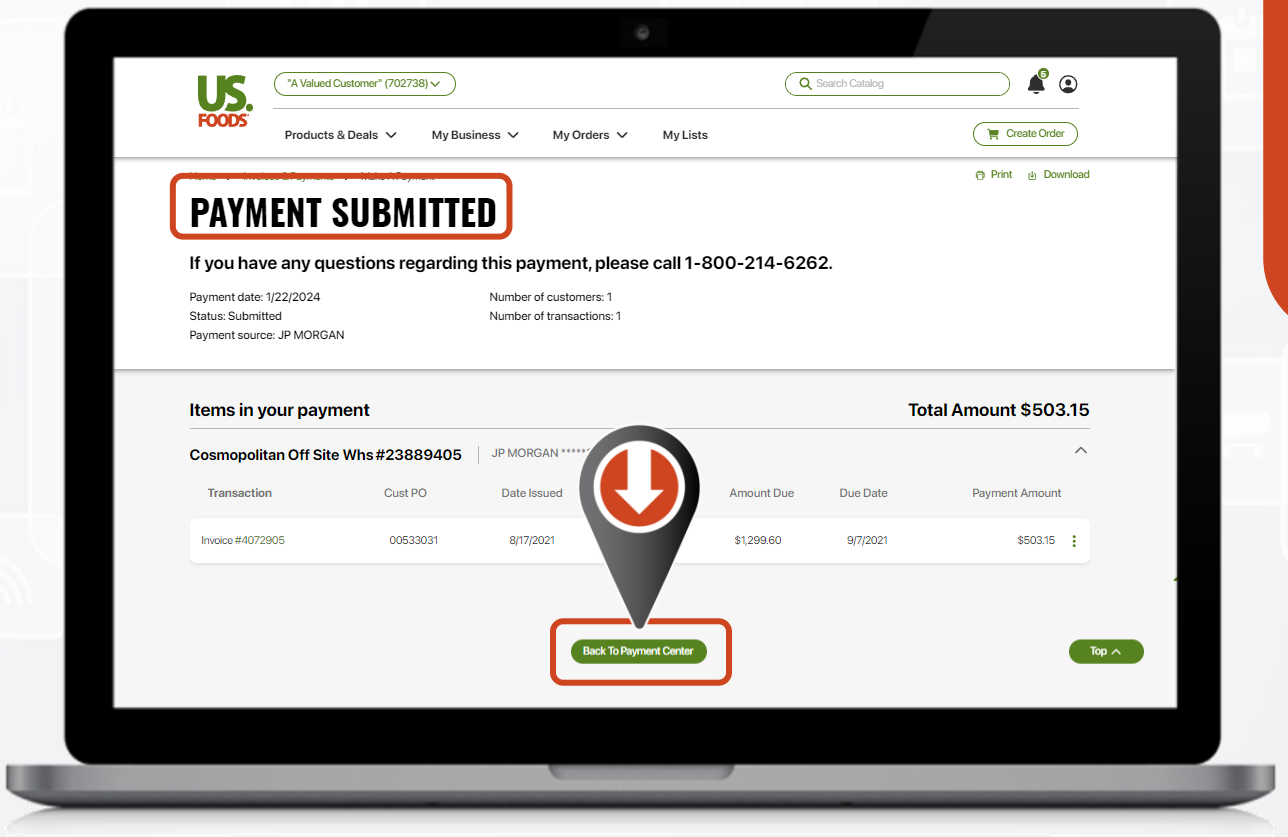
Once satisfied with your choices select “Submit Payment”





Invoices, Payments & Credit Requests

Customer Bill Pay



After you submit your payment, you will see a confirmation screen.

You can navigate “Back To Payment Center” from here.