

My Sysco Experience | *New Ways of Working*

I Need Help Now!

- ✓ **Where's My Truck?**
- ✓ Orders: date changes, cancellations & additions
- ✓ Item availability & product information
- ✓ Returns
- ✓ Will Calls
- ✓ Copies of invoices
- ✓ General inquiries

Team email address:
customer@sysco.com



**Customer Care
Center**

Call us ***FIRST*** at
1-800-797-2627

Hours (CST)

M-F: 6 am – 10 pm

Sat: 7 am – 8 pm

Sun: 9 am – 10 pm

Proactive Service Needs

- ✓ Day-to-day site and customer engagement for last mile support
- ✓ Managing escalations in a timely fashion
- ✓ Contract & product compliance
- ✓ Region/Location support – Regional Business Reviews covering service metrics, outs and subs, credits, special orders and opportunities



**Your Account
Manager**