



*IFD Foodservice  
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## Introduction

Welcome to the **eInFoLink** internet ordering program. This guide gives you a brief “how to” description for each module of the ordering system and follows the same format found in the website HELP section. Please read the following important information about placing your orders online.

### For Next Day Deliveries

Dairy, produce, and meat orders **MUST** be transmitted no later than 11:30 am the day prior to delivery.

Orders for all other items **MUST** be in before 4:00 pm the day before you want the order delivered.

***If your order is not for delivery the day following order placement, the information above does not apply.***

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## Getting Started & Home Page

### (Sign In, Password, Featured Vendors, and What's New)

1. Log on to your usual internet site.
2. Type <http://www.callifd.com> in the address (location) area and press **Enter**.
3. This will bring you to the IFD Homepage. (Be sure to look around!)
4. Click on the **eInFoLink** logo in the middle of the page.
5. This will bring you to the IFD Ordering System home page.
6. Follow this simple “how to” manual or access the **HELP** area located on the bottom of the green navigational bar placed on the left side of the page.

## Sign in

### To Sign in:

1. If you are not already at the **Home** screen, click the **Home** button in the navigation bar.
2. Enter your **Access Code** and **Password** in the fields at the bottom of your screen.
3. Click **Go** to continue.

## Password

### To change your password:

1. Sign in.
2. Click the **Place Order** or **Inventory** button in the navigation bar.
3. Enter your new password TWICE in the fields provided.
4. Click **Continue**.

## Featured Vendors

### To view information on featured vendors and their products:

1. Click the **Home** button in the navigation bar.
2. Click on the logo of the **Featured Vendor** of your choice.

## What's New

### To learn what's new:

1. Click the **Home** button in the navigation bar.
2. Click the **NEW!** button on the right side of your screen.

## Company Info

### To learn more about us:

1. Click the **Company Info** button in the navigation bar.
2. Company information such as a brief history, contact information, email links, location, etc. will be displayed on this screen.

## Specials

**To view and include a specials item(s) in your order:**

1. Sign in.
2. Click the **Specials** button in the navigation bar.
3. Select the boxes next to the items you wish to include in your order.
4. Click **Send**.

## Product Search

**To search for a product:**

1. Click the **Products** button in the navigation bar.
2. Enter the Item Number, four or five letters of the description, select a Category, select a Vendor or a combination of these.
3. Click Search

**To view product information:**

1. Click the Products button in the navigation bar.
2. Enter the Item Number, four or five letters of the description, select a Category, select a Vendor or a combination of these.
3. Click Search
4. Click the Additional Information Buttons to view product information.

NUTR=Nutrition

PACK=Packaging and storage

PREP=Preparation and cooking instructions

SALES=Sales and marketing information

PHOTO= Product picture

**\*NOTE: While you Place an Order or use Inventory you may also click on an item number in the order guide to view product information.**

# Place Order

## To place an order using an order guide:

1. Sign in.
2. Click the **Place Order** button in the navigation bar.

**Note: If you wish to change your password or enter an email address you may do so before continuing to the next screen.**

3. Click **Continue**.
4. Your next scheduled ship date will automatically be entered at the top of the form. To change the requested ship date to a future scheduled delivery date delete and change date. (Required)
5. Fill in a PO Number, shipping instructions, or driver instructions if desired. (Optional)
6. Select the IFD Foodservice Distributor Order Guide or your Personal Order Guide.
7. Enter the range of items to show.
8. Select to show prices or not to show prices.
9. Click **Continue**.
10. Fill in the quantities of each item you would like to order next to the item number in your order guide.
11. If you would like to view product information, click the item number of the product.



**DO NOT** use the **Products** search on the navigation bar to the left without first recapping your order. **Your order will be lost!** Click **Recap** at the top of your order guide or scroll down to the bottom of your order guide when you are finished entering quantities if you should want to hold the order for transmitting at a later time.

12. To search for an item not on your order guide, type a description in the field at the bottom of your page and click **Start Search**.

**Note: Once you find the item you are looking for, you may key in, 'drag and drop', or 'cut and paste' the item number into the fields at the bottom of your order guide.**

14. If you have more items on your order guide that you would like to view or order, un-check the box at the bottom of your guide, select the range of items to view and click **Recap Order**.

15. If your order is complete, leave the box checked and click **Recap Order**.

**NOTE: At this point, your order has been saved. You may continue with the order entry process, or exit and resume your order later.**

16. If you have errors, click the **Modify Your Order** button, and fix the errors.

17. If you have no errors, click **Continue**.

18. To send your order, click **Place Order**. To cancel the order, click the **CANCEL** link. To add an item to your order, or delete an item from your order, select the range of items to display, and click the **Modify Your Order** button.

**Note: You may also add or change shipping and driving instructions at this time.**

19. You will receive a confirmation and an order number when your order has been successfully sent.

20. Click **Done** when you are finished.

#### **To place an order entering item numbers manually:**

1. Sign in.

2. Click the **Place Order** button in the navigation bar.

3. Click **Continue**.

4. Fill in the requested ship date at the top of the form. (Required)

5. Fill in a PO Number, shipping instructions, or driver instructions if desired. (Optional)

6. Select to Enter the Item Numbers manually.

7. Select to show prices or not to show prices.

8. Click **Continue**.

9. Enter the item numbers and the quantities of each.

10. To enter more than 15 item numbers, select 'yes' next to the question 'Do you want to enter more Items?' and click **Continue**.

11. To search for an item, type a description in the field at the bottom of your page and click **Start Search**.

**Note: Once you find the item you are looking for, you may key in, 'drag and drop', or 'cut and paste' the item number into the fields.**

12. Click **Continue** when you are finished ordering.

13. If you would like to view additional product information, click the item number.

14. If you are finished ordering, click **Recap Order**.

**Note: At this point, your order has been saved. You may continue with the order entry process, or exit and resume your order later.**

15. If you have errors, click the **Modify Your Order** button, and fix the errors.

16. If you have no errors, click Continue.

17. To add an item to your order, or delete an item from your order, click the **Modify Your Order button**. To cancel the order, click the **CANCEL** link.

To send your order, click **Place Order**.

**Note: You may also add or change shipping and driving instructions at this time.**

18. You will receive a confirmation and an order number when your order has been successfully sent.

19. Click **Done** when you are finished.

**To resume an order:**

1. Sign in.

2. Click the **Place Order** button in the navigation bar.

3. Click **Continue**.

4. To delete an in-progress order, select 'delete' next to the order under the In-Progress Orders heading at the bottom of your screen, and click **Continue**.

5. To resume an order, select 'resume' next to the order under the In-Progress Orders heading at the bottom of your screen.

6. Select to show or not show prices.

7. Select the range of items to show if you are using an order guide.

8. Click **Continue**.

9. Enter your changes and additions to the previously saved order.

10. If you were using an order guide for your order, continue with Step 10 of How to Place an Order.

11. If you were entering item numbers manually for your order, continue with Step 9 of How to Place an Order entering Item Numbers Manually.

## Order Status

**To check your order status:**

1. Sign in.

2. Click the **Order Status** button in the navigation bar.

3. Enter the Order Number (Optional) and/or PO Number (Optional) to view a specific order or leave the fields blank to view all orders.

4. Select 'yes' or 'no' in the pull-down menu to show or not show item prices.

5. Click **Continue**.

# Release Orders

## For Multi-Unit Customers Only!

### To review and release orders:

1. Sign in with your Administrator access code and password.

**Note: You will be notified on the next screen of the number of orders waiting for review and release.**

2. Click the **Release Orders** button in the navigation bar.
3. Select the release box next to the order number you wish to review and release.
4. Verify the ship date before viewing the order.
5. Select from the pull-down menu to view ordered items only or the entire order guide (regular or personal, if available) which will also include ordered items.
6. Click **Continue**.
7. Make any additions/changes to your order.
8. Click **Recap Order**.
9. Check for errors and click **Continue**.
10. Click **Place Order**.
11. Click **Done**.

### To cancel and order waiting for release:

1. Sign in.
2. Click the **Release Orders** button in the navigation bar.
3. Select the release box next to the order number you wish to cancel.
4. Type the word 'Cancel' into the ship date of the order you wish to cancel.
5. Click **Continue**.

# Account Status

### To view your account status:

1. Sign in.
2. Click the dollar amount link under A/P Balance on the screen after you Sign in, or click the **Accts Payable** button in the navigation bar.

# Inventory

**To create an inventory using an order guide:**

1. Sign in.
2. Click the **Inventory** button in the navigation bar.

**Note: You have an opportunity to update your password or your order guide in this module as well as the Place Order module.**

3. Click **Continue**.
4. Select the IFD Foodservice Distributor Order Guide or your Personal Order Guide.
5. Enter the range of items to show.
6. Select to show costs or not to show costs.
7. Click **Continue**.
8. Fill in the quantities of each item next to the item number in your order guide.
9. If you would like to view product information, click the item number of the product.
10. Click **Recap** at the top of your order guide or scroll down to the bottom of your order guide when you are finished entering quantities.
11. To search for an item not on your order guide, type a description in the field at the bottom of your page and click **Start Search**.

**Note: Once you find the item you are looking for, you may key in, 'drag and drop', or 'cut and paste' the item number into the fields at the bottom of your order guide.**

12. If you have more items on your order guide that you would like to view, uncheck the box at the bottom of your guide, select the range of items to view and click **Recap Order**.
13. If your inventory is complete, leave the box checked and **Click Continue**.

**NOTE: At this point, your inventory has been saved. You may continue, or exit and resume your inventory later.**

14. If you have errors, click the **Back** button on your browser, and fix the errors.
15. If you have no errors, click **Continue**.
16. Your inventory has now been saved. You may change or delete your inventory when you like.
17. To print your inventory, click the **Print** button on your browser.
18. To exit inventory, click **Continue**.

### **To create an inventory entering the product numbers manually:**

1. Sign in.
2. Click the **Inventory** button in the navigation bar.
3. Click **Continue**.
4. Select to **Enter the Product Numbers Manually**.
5. Select to show costs or not to show costs.
6. Click **Continue**.
7. Enter the item numbers and the quantities of each.
8. To enter more than 15 item numbers, select 'yes' next to the question 'Do you want to enter more Items?' and click **Continue**.
9. To search for an item, type a description in the field at the bottom of your page and click **Start Search**.

**Note: Once you find the item you are looking for, you may key in, 'drag and drop', or 'cut and paste' the item number into the fields.**

10. Click **Continue** when you are finished.
11. If you would like to view additional product information, click the item number.
12. If you are finished with your inventory, click **Recap Inventory**.

**NOTE: At this point, your inventory has been saved. You may continue, or exit and resume your inventory later.**

13. If you have errors, click the **Back** button on your browser, and fix the errors.
14. If you have no errors, click **Continue**.
15. Your inventory has now been saved. You may change or delete your inventory when you like.
16. To print your inventory, click the **Print** button on your browser.
17. To exit inventory, click **Continue**.

### **To print an inventory:**

1. Create an inventory using an Order Guide or entering Product Numbers Manually.
2. To print your inventory, after it is displayed, click the **Print** button on your browser.

### **To change or delete a saved inventory:**

1. Sign in.
2. Click the **Inventory** button in the navigation bar.
3. Click **Continue**.
4. To delete a saved inventory, select 'delete' next to the inventory under the Saved Inventories heading at the bottom of your screen, and click **Continue**.

5. To change an inventory, select 'Change' next to the inventory under the Saved Inventories heading at the bottom of your screen.
6. Select to show or not show costs.
7. Select the range of items to show if you are using an order guide.
8. Click **Continue**.
9. Enter your changes to the previously saved inventory.
10. If you were using an order guide for your inventory, continue with Step 8 of How to Create an Inventory.
11. If you were entering item numbers manually for your order, continue with Step 7 of How to Create an Inventory entering Item Numbers Manually.

## Reports

### (Thirteen Month History)

#### To create a report:

1. Sign in.
2. Click the **Reports** button in the navigation bar.
3. Select a report. (1)
4. Select the dates to include on your report. (2)
5. Select Specific Vendors or Items to report. (Will only report on items or vendors selected.) (Optional) (3-4)
6. Select the number of records to view at a time. Note: choosing to view 1000 reports may take a few minutes to complete. (5)
7. Click **Continue**.

#### To print a report:

1. Create a report.
2. Click the **Print** button on your browser after the report is displayed.

## Order Guides

#### To display and view an order guide:

1. Sign in.
2. Click the **Order Guides** button in the navigation bar.
3. Select a type of Order Guide Report in the first pull-down menu.
4. Select the number of items to view at a time in the second pull-down menu.

**Note: Displaying ALL items may take several minutes depending on the size of the Order Guide and your Connection Speed.**

5. Click **Continue**.

**To display and view and additional personal order guide:**

1. Sign in.
2. Click the **Order Guides** button in the navigation bar.
3. Select the "Additional Personal Order Guides" option in the first pull-down menu.
4. Select the number of items to view at a time in the second pull-down menu.

**Note: Displaying ALL items may take several minutes depending on the size of the Order Guide and your Connection Speed.**

5. Click **Continue**.
6. Select an Additional Personal Order Guide in the first pull-down menu.
7. Select the type of report (columns and prices) in the second pull-down menu.
8. Click the **Continue** button.

**To print an order guide:**

1. Display the Order Guide or Additional Order Guide of your choice.
2. Click the **Print** button on your browser after the Order Guide is displayed.
4. Select the number of items to view at a time in the second pull-down menu.
5. Click **Continue**.

## Personal Order Guides

**To create or modify a personal order guide:**

1. Sign in.
2. Click the **Place Order** or **Inventory** button in the navigation bar.
3. Select 'yes' in the pull-down menu under "Want to Create/Update your Personal Order Guide?".
4. Click **Continue**.
5. Select Create/Modify Categories.

**Note: You must start here if you are creating your first Personal Order Guide. If you are modifying your first Personal Order Guide you may start here, or if you wish to update Items only, skip to step 10.**

6. Click **Continue**.

7. Create a Category and assign it a sequence number, leaving an interval (recommended) for future updates to your Order Guide.

**Note: Sequence number determines the order your categories will appear. These categories will allow for quick search in your order entry screen.**

8. Click Submit when you are finished.

9. Return to the Customer Order Guide Menu by clicking the **Return to Categories/Items** link at the bottom of the page.

10. Select Create/Modify Items within a Category.

11. Click **Continue**.

12. Select a category to modify.

13. Click **Submit**.

14. To add a new item, enter the Item Number in a blank field.

15. To change an item, overwrite the Item Number with a new Item Number.

16. To remove an item, blank out the Item Number.

17. To search for a product, type a description in the field at the bottom of your page, then click **Start Search**.

**Note: Once your search results appear, you may type in an item number you see, or highlight an item number and 'drag and drop' or 'cut and paste' to add it to your list.**

18. Assign sequence numbers to your items, leaving an interval (recommended) for future updates to your Order Guide.

**Note: Sequence number determines the order in which your Items will appear.**

19. Click **Submit** when you are finished.

**To create/delete an additional personal order guide:**

1. Sign in.

2. Click the **Place Order** or **Inventory** button in the navigation bar.

3. Select 'yes' in the pull-down menu under "Want to Create/Update your Personal Order Guide?".

4. Click **Continue**.

5. Select Create/Delete Additional Personal Order Guides.

6. Click **Continue**.

7. To create an Additional Personal Order Guide, enter a name in the first yellow box. To Delete an Additional Personal Order Guide, select the name of the Additional Personal Order Guide in the second yellow box.

8. Click **Continue**.

9. If you have deleted an Additional Personal Order Guide, you are finished and may continue with an option from the navigation bar. If you have created a new Additional Personal Order Guide you may continue by creating your categories

for the order guide. Assign your categories with sequence numbers, leaving an interval (recommended) for future updates to your Order Guide.

**Note: Sequence number determines the order your categories will appear. These categories will allow for quick search in your order entry screen.**

10. Click Submit when you are finished.
11. Return to the Customer Order Guide Menu for your Additional Personal Order Guide by clicking the Continue link at the bottom of the page.
12. Select Create/Modify Items within a Category.
13. Click Continue.
14. Select a category to modify.
15. Click Submit.
16. To add a new item, enter the Item Number in a blank field.
17. To change an item, overwrite the Item Number with a new Item Number.
18. To remove an item, blank out the Item Number.
19. To search for a product, type a description in the field at the bottom of your page, then click Start Search.

**Note: Once your search results appear, you may type in an item number you see, or highlight an item number and 'drag and drop' or 'cut and paste' to add it to your list.**

20. Assign sequence numbers to your items, leaving an interval (recommended) for future updates to your Order Guide.

Note: Sequence number determines the order in which your Items will appear.

21. Click Submit when you are finished.

#### **To modify an additional personal order guide:**

1. Sign in.
2. Click the Place Order or Inventory button in the navigation bar.
3. Select 'yes' in the pull-down menu under "Want to Create/Update your Personal Order Guide?".
4. Click **Continue**.
5. Select Modify Additional Personal Order Guides.
6. Click **Continue**.
7. Select the Additional Personal Order Guide to modify.
8. Click **Continue**.
9. Select Create/Modify Categories or Create/Modify Items within a Category.
10. Click **Continue**.
11. Edit your Additional Personal Order Guide as you wish. Remember to assign your categories and items with sequence numbers, leaving an interval (recommended) for future updates to your Order Guide.
12. Click **Submit** when you are finished.

# Contact Us

(Suggestions, Email Links, and Phone Extensions)

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## To contact us using e-mail or a phone number:

1. To contact the company in general, click the e-mail link at the top of the page or call the phone number listed there.
2. To contact a specific person, click on the **Email** button in the navigation bar. Then click the name of the employee you wish to email or call the phone number and employee extension listed.

## To contact us using the suggestions form:

1. Click the **Suggestions** button in the navigation bar.
2. Fill in all the fields provided.
3. Click **Send** when you are finished.

# Help Index

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