

Serving ALL Sysco U.S. Broadline Distribution Centers/OpCos  
as of April 25, 2020

*This dedicated and highly experienced team of foodservice professionals is excited to assist you with all your customer service needs.*

## Enhanced Technology



- Customer Care has immediate access to callers' names and account information, allowing for a **personalized experience**.
- All call activity is logged and recorded, enabling us to **quickly identify and address issues**.

When you need assistance, we are here for you (all times CST):

**Mon – Fri: 6 am – 9:30 pm**

**Sat: 7 am – 5:30 pm**

**Sun: 9 am – 9:30 pm**

## Extended Hours



**1-800 SYSCO CS**

• **customer@sysco.com**

## By The Numbers

**40,000+**

 **Calls per Month**

**4.3 / 5**

 **Average Customer Satisfaction\***

**Goal: 80%**

 **Of Calls Answered in under 30 seconds**

*\*Based on single-question survey offered to customers after calling Customer Care*

## How We Can Help

### Order Management

Place and modify orders submitted via phone, fax and email

### Order, Product & Billing Inquiries

- Confirm order allocation & delivery times
- Provide order guides & product information
- Submit return & credit requests