

Important information regarding *Dilgard Direct*

UniPro Food Service/Dilgard's Internet Order Entry System

To our valued customers:

- 1) Our Web ordering application requires Internet Explorer.
- 2) Dilgard's **order submission cutoff time for next business day delivery is 5:00 pm, Monday through Thursday, and 4:30pm on Friday.** An exception to this rule is **early deadline items (those that appear in green)**, which have a cutoff time of 1:00pm Monday through Thursday and 11:00am on Friday. Please check your printback to confirm your order was properly processed. *(If you order more than 1 business day in advance, these cutoff times do not apply.)*
- 3) **Every afternoon at 5:00pm, Monday through Thursday, and at 4:30pm on Friday,** Dilgard processes all orders for the next day's deliveries. During this processing time, which takes 30-45 minutes, you may create and send orders, but **you will not get a Printback Order Acknowledgement until after next day order processing has finished.**
- 4) **Every morning, Monday through Friday, from 3:00am to 4:00am** Dilgard does a computer system backup. During this backup you may create and send orders, but **you will not get a Printback Order Acknowledgement until after the backup has finished.**

One other important objective of this letter is to remind you that you must check the printback. An important part of entering an order is to make sure the order has been processed without error. After sending the order it is important to check the printback to guarantee the delivery of your product. The printback is available upon successful completion and submission of your order.

Failure to review the printback may result in product not being delivered when expected.

To be a completed order the printback will show:

- A valid invoice # with invoice totals
- Every item ordered will be listed
- Any items that Dilgard does not have in stock

If for any reason you are not able to view your printback contact Customer Service at 1-800-950-7531 opt 1