



**Source1** Purchasing  
CONNECTING YOU TO GREATER GOODS

# NICA Sysco Marketplace Program Playbook



Prepared by Source1 Purchasing  
April 14, 2016

- Overview of the NICA / Sysco Marketplace Program
- Tools and Resources
- Concessionaire Best Practices
- Working with Sysco



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# How the NICA Sysco Marketplace Began

- **2008** – A small group of California concessionaires and NICA leaders asked the question: *Would a national food distributor issue a buying-group distribution agreement to a group of individual owners that all belonged to one organization?* Sysco Operating Company (OpCo) executive leaders in Los Angeles agreed to give it a try. It was a three-year experiment where margins changed, buying information was collected, food shows were produced and rebates back to NICA bounced around.
- **2011** – A committee of Sysco marketing associates and NICA West concessionaires adopted an agreement that included a discounted margin schedule based on purchasing patterns, an annual food show and a 1% rebate to NICA, based on total sales. Though the original agreement was housed at Sysco-LA, it was later recognized by all California OpCos, and soon, Arizona and Texas came on board.
- **2013** – Growth led to developing a National Master Distribution Agreement (MDA) with Sysco Corporate. With more buying power, Sysco added Source1 Purchasing to the team to negotiate pricing deviations at the manufacturer level.
- **2016** – NICA/Sysco Marketplace is comprised of NICA members, Sysco OpCo's and Source1 Purchasing all working together to provide quality products purchased at leveraged buying power prices for NICA concessionaires.

History has proved time and time again that **“Together We Can.”**

# Program Overview – Food & Beverage

- NICA/Sysco Marketplace is a [buying-group program](#) designed and administered by [Source1 Purchasing](#).
- Program leverages over [\\$7 billion in combined spending](#) power to provide NICA members access to pricing agreements on commonly used industry items.
- Source1 works with over [500 food manufacturers](#) and currently offers national account pricing on over [6,000 items](#) through Sysco distribution.



# Program Overview- Non-Food

- Source1 provides a [wide range of additional contracted agreements](#) in operating supplies, equipment, uniforms, office supplies and many other categories.
- [Both food and non-food programs are available](#) at **no cost** to NICA members upon enrollment in the NICA/Sysco Marketplace program.
- [Source1 Purchasing manages all program connections](#) with contracted suppliers as needed and requested by enrolled members.



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# Program Partners

Three organizations work together for the benefit of all NICA members; however, each company has a specific role in the program relationship.

NICA/Sysco Marketplace's [three primary partners](#):

- [NICA](#)
- [Sysco](#)
- [Source1 Purchasing](#)

Following is a brief description of the role each company plays in the program...



# Program Partners - NICA

**NICA is the formal agreement owner of the NICA/Sysco Marketplace.**

- **Negotiates agreement terms** with Sysco and Source1 Purchasing.
- **Actively seeks to grow NICA enrollment**, and subsequently, NICA/Sysco Marketplace participation.
- **Oversees** all corporate reporting; works with Sysco and Source1 to ensure members receive the best possible benefits and service.
- **Determines the annual strategic plan** with both partners; sets program goals and objectives.

NICA ensures all three partners act as advocates for NICA members to provide the best opportunities for member success.





# Program Partners – Sysco

**Sysco is the largest foodservice distributor** in the United States and has been a strong NICA partner for many years.

- Responsible for establishing and servicing accounts for NICA members at various annual events.
- Responsible for transportation/delivery logistics of food, beverages, disposables and some operating supplies for NICA events.
- Works with members individually to establish credit accounts, determine product needs and estimated volumes, and to take orders and make deliveries to the members as efficiently as possible.
- Conducts direct business reviews with NICA concessionaires as requested to include new product discussions, recipe changes, emerging trends and concept development.
- Oversees food safety protocols for all products, ensuring proper temperatures are always maintained and any potential recalls are handled swiftly and efficiently.
- Works directly with Source1 on product gaps, issue resolution, reporting and strategic planning.



# Program Partners – Source1 Purchasing

**Source1 Purchasing powers the NICA/Sysco Marketplace** by negotiating with manufacturers and providing access to the agreements for NICA members.

- Actively works with NICA to enroll new members.
- Works directly with enrolled members to determine needs/priorities to enhance efficiencies and reduce costs.
- Provides detailed purchasing and volume reports to NICA, as well as purchase history and product recommendations to NICA members to facilitate cost reduction.
- Delivers expertise in sourcing, negotiating logistics and analytics through a partnership and team-building approach that adds value to all operational relationships.
- Understands key commodity drivers and market factors, and only works with best in class providers, which, in turn, contributes to a more favorable bottom line.



# Key Features and Benefits

**Savings** – NICA members receive access to national pricing agreements through Source1 to secure the lowest overall cost on over 6,000 items. This translates to lower invoice pricing.

**Food Safety** – By utilizing Sysco as the primary distributor, there is visibility and traceability of products to the original place of origin. This includes food recall notifications and appropriate responses as needed.

**Purchasing Power** – Source1 provides NICA members with over \$7 billion in collective buying power to access national account pricing programs with over 500 manufacturers.

**Rebates** – Quarterly rebates are billed and collected by Source1 and then passed back **in full** to NICA members.

**Dedicated Account Support** – Source1 delivers experience, tools and resources that provide NICA members with an aggressive buying program to enhance operational efficiency and increases profits. The account support team also helps with logistics and reporting, as well as equipment quotes.



# Program Pricing

Although pricing contracts vary by manufacturer, **NICA members receive savings from the NICA/Sysco Marketplace** in two ways:

1. **Deviated pricing.** Items are contracted at fixed prices through Sysco – lower than what members would get on their own. Contracted prices are based on the combined spend of thousands of customers, and the savings are passed directly to NICA members via lower pricing on each Sysco invoice. Deviated savings make up about 80% of the total program value.
2. **Direct manufacturer rebates.** In addition to deviated pricing, many contracted items also offer rebates. Source1 collects earned rebates based on member purchases and distributes the rebates back to NICA members quarterly. Direct rebates usually account for about 20% of program savings.





# Understanding Cost

**Q: What is landed cost?**

**A:** Landed cost is the price displayed on your Sysco invoice for items you purchase. This price includes cost of the product plus applicable freight and the Sysco margin (or mark-up).

**Q: How does this program help my landed cost?**

**A:** If a manufacturer's contracted price reduces the cost of an item into Sysco, via the NICA/Sysco Marketplace, then after Sysco adds its margin (or mark-up), the price on invoice will still be less than if purchased outside a national pricing program. These are real savings realized on your invoice.

**Q: Will this program give me the best prices possible for my items?**

**A:** It is likely that you may find a better price here and there for an item, as this program could not possibly offer the best price on every item available. However, as a complete buying program, you will not find anything that compares to the overall savings of the NICA / Sysco Marketplace.

**Q: How are the margins determined?**

**A:** NICA has negotiated a Master Distribution Agreement that dictates the margins for each product category. These margins are very competitive, do not change and provides consistency in pricing items from Sysco for each NICA member.



# Finding Contracted Items

**Source1 regularly provides NICA/Sysco Marketplace members with a Contract Product Match Report**, which identifies items being purchased by the enrolled member as well as alternative items that are contracted through the Source1 program that offer potential savings. These items are referred to as “recommended”.

- All items listed on the report are pulled directly from Sysco purchases and are NICA-member specific. Only your purchases, and not generic information, is used for the comparison.
- All recommended items are of similar quality and specification.
- All recommended items are contracted and offer potential savings.
- All recommended items are listed as in stock at the Sysco OpCo but please confirm with your Sysco representative.
- Your Sysco representative can arrange for samples of recommended items to compare.



# Contract Product Match Report

**Q:** Why is the Contract Product Match Report important to my business?

**A:** The Contract Product Match report shows items that could reduce the member's overall food cost. Source1 Purchasing analyzes member purchases and offers money-saving recommendations of similar quality to help improve the overall bottom line. This report will vary based on the actual product mix purchased by the member and the OpCo where the purchases were made. When reviewing the Contract Product Match Report, special attention should be paid to the items that show the highest \$ or % of savings. Your Sysco representative can help facilitate samples of these items to compare.

**Q:** How do I know which items from Sysco are “contracted”?

**A:** There are three ways to get this information:

1. Request a list of contracted items from Source1 Purchasing. Source1 maintains a current list of all contracted items for each Sysco OpCo.
2. Ask your Sysco representative to highlight contracted items on your order guide.
3. If using e-Sysco for online ordering, there will be a symbol visible online indicating contracted items. Usually, it is a dollar sign (\$) but may vary from OpCo to OpCo. Please consult your Sysco representative for clarification.

# Sample Contract Product Match Report

Sysco OpCo  
used for  
purchases

Match Quality –  
1=exact spec  
2= pack size change

Shows item is in  
stock at OpCo

What the spend  
would have been on  
the alternative item

Saving % if  
purchased  
alternative item

CONTRACT PRODUCT MATCH REPORT															
Distr Name	Unit Name	Month of Purchase Data	Match Type	Match Quality	SUPC	Stock Status	Manuf Name	Brand	Item Description	Manuf Product Code	Pack/Size	Cs Qty	Matched Spend	Est Savings	Est Savings %
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Current		7645807		TYSON FOODS INC		WRAP TORTILLA HERB GRILC 12	7822-0621	6/1 DZ	1			
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Potential	mQ1.00	8072795	Y	MISSION FOODS	BLOCK & BARREL	WRAP TORTILLA GRILC HERB 12	10247	6/12 CT	1	22.09	0.05	0.23%
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Current		3224847		LAWLER FOODS	LAWLER S	CHEESECAKE NEW YORK PLAIN	0151040112	4/70 OZ	1			
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Potential	mQ2.00	1011576	Y	SARA LEE FOODS MEATS	SARA LEE	CHEESECAKE NEW YORK 16 CT	08078	4/68 OZ		85.62	7.5	8.76%
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Current		4007834		DEAN DISTRIBUTORS INC	SYSCO CLASSIC	SAUCE WORCESTER SHIRE	71371	4/1 GAL	1			
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Potential	mQ1.00	4007910	Y	RECKITT BENCOISER GROUP	FRENCHS	SAUCE WORCESTER SHIRE	4150005308	4/1 GAL		29.58	1.01	3.41%
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Current		8024743		GREAT AMERICAN SEAFOOD IMPORTS DBA SOUTHWIND FOODS	PORTICO BOUNTY (SYSCO)	TILAPIA FILET BL SL IVP 5-7 OZ	IPC_901660053	1/10LB	1			
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Potential	mQ1.00	0744021	Y	SLADE GORTON & CO INC	ICYBAY	TILAPIA FIL CO SHLW SKND 5-7O	12816	1/10 LB		38.77	4.49	11.58%
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Current		1998861		J R SIMPLOT	SYSCO IMPERIAL	POTATO FRY 3/8 ULTIMATE CRISP	10734730409563	6/5LB	12			
SYSCO WEST TEXAS 078	SKEETS TEXAS GRILL ABILENE	December	Potential	mQ1.00	0013587	Y	MCCAIN FOODS		POTATO FRY SKON 5/16	01F00236A	6/5LB		340.32	100.09	29.41%

Customer  
Name

Signifies if item is  
current purchase or  
potential item

Sysco  
Item  
Code #

MFR Item #

Cases  
Purchased

Estimated savings  
\$ if purchased  
alternative item



# NICA/Sysco Marketplace Website

Source1 Purchasing provides NICA/Sysco Marketplace members access to a dedicated website with useful information including:

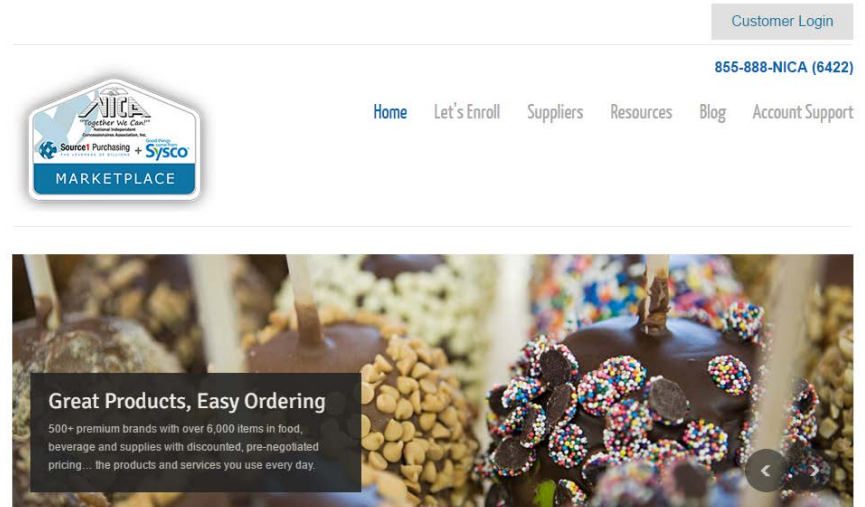
- An introductory video
- Frequently asked questions
- Market trends
- Commodity updates and more

Website: <http://nica.source1purchasing.com/>

Once a member enrolls, a dedicated login will be created and forwarded to the member. If you would like to explore the website features before enrolling, use the following login credentials:

**User Name:** nica123

**Password:** welcome





# Working with Source1 Purchasing

**Program Management and Coordination** – Source1 manages the daily facilitation and support of the NICA/Sysco Marketplace program, including enrollment facilitation, connections to Sysco OpCo's and Sysco representatives, monthly and quarterly reporting to help drive business decisions, issue resolution and rebate billing, and collection and distribution. These practices are all facilitated by:

- Martha Loeffler, Executive Program Director
- Jim Guenther, VP – Corporate Programs / Supply Chain Management

## **Convention & Tradeshow Support and Coordination**

- Source1 assists annually with selling booths for the annual WFA Convention and Tradeshow to manufacturers, as well as coordinating booth displays and items used in demonstrations and door prizes.
- Source1 and Sysco complete an annual business review with the NICA board at the annual IAFE convention. This allows NICA partners to review business trends and results and also strategically plan for the future.

# Source1 Purchasing Key Contact List

NAME	TITLE	PHONE	EMAIL ADDRESS
Jim Guenthner	VP Corporate Programs/Supply Chain Management	(901) 209-0386	<a href="mailto:Jim.Guenthner@source1purchasing.com">Jim.Guenthner@source1purchasing.com</a>
Martha Loeffler	Executive Program Director	(901) 209-5550	<a href="mailto:Martha.Loeffler@source1purchasing.com">Martha.Loeffler@source1purchasing.com</a>
David Koretsky	Inside Sales & Program Enrollment	(855) 888-6422	<a href="mailto:David.Koretsky@source1purchasing.com">David.Koretsky@source1purchasing.com</a>
Deron Schuler	Account Manager	(901) 221-4140	<a href="mailto:Deron.Schuler@source1purchasing.com">Deron.Schuler@source1purchasing.com</a>



# Program Enrollment Process

## Step 1 – Initiate contact with Source1 Purchasing

- Contact David Koretsky at Source1 Purchasing at 901-881-1107 or [David.Koretsky@source1purchasing.com](mailto:David.Koretsky@source1purchasing.com)
- Source1 must confirm that the concessionaire is an active NICA member prior to enrollment. This means the member must be current with dues and have an active NICA membership number.

## Step 2 – Complete necessary enrollment documents

- Participation Agreement – Double-sided, one-page agreement requires date, company name, contact person and signature.
- Multi-Unit Form – The form must be completed and is used to list individual stand names and Sysco account numbers to ensure that all accounts are correctly tied to the pricing program.



# Program Enrollment Process (continued)

- **Corporate Credit Application** – To enroll and access the credit application, please visit [www.nica.source1purchasing.com](http://www.nica.source1purchasing.com)  
login: nica123  
password: welcome
  - Sysco requires that the credit application must be filled out completely.
  - Concessionaire is required to provide an annual list of events they plan on attending, along with a grocery list of products needed.
  - David Koretsky will contact the member to complete the multi-unit form and will forward information to the appropriate Sysco OpCo.
  - Source1 requires 2-4 weeks for all necessary steps to be completed.
  - Upon completion, an E-number will be issued by Source1. Source1 will communicate and coordinate this information with Sysco corporate, and Sysco will then confirm back to Source1 all active account numbers to be used with applicable Sysco OpCo's.
  - Sysco account number(s) will usually not be issued until 1-2 weeks prior to an event. Sysco often purges inactive account numbers from their system annually.
  - The credit application must be completed or re-activated annually.



# Program Membership Requirements

- Concessionaires must be active NICA members to qualify for the NICA/Sysco Marketplace. Program enrollment is an additional step following NICA membership approval.
- Membership in the NICA/Sysco Marketplace is **free** to NICA members, but proof of a NICA membership number is required to enroll in the NICA/Sysco Marketplace program.

Enrollment questions should be directed to the following contacts at Source1 Purchasing:

1. David Koretsky    855-888-6422    [David.Koretsky@source1purchasing.com](mailto:David.Koretsky@source1purchasing.com)
2. Deron Schuler    901-221-4140    [Deron.Schuler@source1purchasing.com](mailto:Deron.Schuler@source1purchasing.com)
3. [NICA@source1purchasing.com](mailto:NICA@source1purchasing.com)



# Concessionaire Best Practices

**Effective communication is key when working with Source1 and your local Sysco contact.**

**Ordering Specialty Items** - For ordering specialty items from Sysco, a minimum of two months advanced notice is required, including quantities needed, to ensure item availability during the event.

**Determining the correct Sysco Point of Contact** – David Koretsky at Source1 can usually provide NICA program members with the points of contact for each participating Sysco OpCo. If you are attending a new event or working with a new OpCo, please make sure David is aware, so coordination with the Sysco OpCo can begin.

**Payment Terms** – Payment terms can differ from OpCo to OpCo. Please verify the payment terms from each OpCo.

**Sysco Invoicing** – Invoicing also differs OpCo by OpCo. Be sure to clarify with your Sysco representative how invoices and invoice payment processing is handled for each account, including the policies of accepting cash.

**Product Returns** – Fresh, opened, specialty and proprietary items are not returnable to Sysco for credit. For all other items, please consult your Sysco representative.



# Concessionaire Best Practices (continued)

## Route Schedule

- It's imperative that NICA members share events and route schedules with Source1 Purchasing annually and as early in the year as possible. This allows Source1 to communicate with the Sysco OpCo network the upcoming events and customers expected for a particular event. It is important to share the stand(s) and concept(s) expected for each event as well as any changes to the route schedule. This includes added or cancelled events or new events or OpCo's the member has not visited before. This information will be shared with Sysco corporate and the Sysco OpCo that will service the event.

## Sysco Purchasing Department

- Sysco purchasing is tasked with sourcing and bringing into stock the required products for their customers. Concessionaires should communicate product needs as early as possible through your Sysco contact prior to an event. This ensures all specialty items will be ordered and received prior to the concessionaire's first order being placed for the event. This practice includes realistically forecasting items and item volumes needed, as well as negotiating product commitments to ensure items are readily available for the duration of the event.

## Specialty Items

- Sysco considers items as "Specialty" if not readily stocked or quantities needed exceed normal Sysco stocking levels. In the case of specialty items, a minimum of two months advanced notice is required and concessionaires are financially responsible for all quantities purchased.





# Concessionaire Best Practices (continued)

## Sysco Transportation Department

NICA members should consult their Sysco contact to arrange appropriate delivery for an upcoming event. Sysco often coordinates and consolidates deliveries by location and not in the order in which the orders were received.

- The Sysco transportation director should visit the event site before the event starts to ensure routes, access gates and delivery times. This information should be communicated to the transportation staff to ensure greater efficiency and coordination upon delivery.
- Confirm delivery receiving locations and where items can be staged for NICA stands.
- Discuss the option of Sunday deliveries, if available by the local Sysco OpCo.
- Consult with Sysco regarding their policies and procedures for on-site trailers for extra storage. This is not a standard offering from Sysco and often involves additional cost, paperwork and requirements.
- Confirm order cut-off times and expected delivery times for orders to ensure timely delivery.
- Discuss how shortages or “hot shot” deliveries will be handled at the event grounds.
- Consult with Sysco on the possibility of item transfers to other OpCo’s if quantities remain after event conclusion.



# Sysco Support

Sysco supports the NICA/Sysco Marketplace program through the Sysco corporate office in Houston, Texas. For concessionaires, there are several possible positions (and may vary by OpCo location) that support the NICA business on a daily basis.

- [Marketing Associate \(MA\)](#) – Key contact for most NICA customers; considered an “outside” or “street” salesperson.
- [Sales Rep](#) – Common name used for Marketing Associates.
- [Account Executive \(AE\)](#) – In-house sales people and usually not out in the field selling.
- [District Manager \(DM\)](#) – Oversee the MA position in the field.
- [Vice President of Sales \(VP\)](#) – Oversee the MA and DM positions.
- [Regional Vice President / Sr. Director Contract Sales](#) – Sysco corporate positions that oversee the NICA/Sysco Marketplace program at corporate level.
- [Merchandiser](#) – Ensures items needed for customers are purchased and delivered to Sysco.
- [Transportation Manager](#) – Oversee routing and deliveries for Sysco to customers.
- [Credit Manager](#) – Ensures accounts are correctly established and determines credit terms per account.



# Sysco Key Contact List

NAME	TITLE	PHONE	EMAIL ADDRESS
Rodger Smith	VP, Contract Sales – Travel, Leisure & Retail	(281) 584-1213	<a href="mailto:Smith.rodger@corp.sysco.com">Smith.rodger@corp.sysco.com</a>
Rebecca Kelley	Senior Manager, National Accounts	(281) 556-4534	<a href="mailto:Kelly.rebecca@corp.sysco.com">Kelly.rebecca@corp.sysco.com</a>



# Frequently Asked Questions

**Q: Do I have to buy exclusively from Sysco?**

**A:** The NICA/Sysco Marketplace program is only available through Sysco. Purchases made outside Sysco will not receive the deviated pricing or rebates.

**Q: Is there a long-term contract or commitment for the NICA/Sysco Marketplace program?**

**A:** There is no long-term commitment and no entry or exit fee to participate in the NICA/Sysco Marketplace program.

**Q: Do I have to buy only contracted items?**

**A:** No. You can buy anything you want, but only contracted items will provide deviated savings and rebates. Source1 will analyze your purchases and provide product recommendations to help reduce costs and improve overall program participation.

**Q: Will I earn direct rebates on my purchases?**

**A:** A majority of program savings come from deviated pricing agreements, so you will see your savings reflected by lower prices on your Sysco invoice. Additionally, some items also include rebates. All rebates earned will be paid quarterly to the NICA member by Source1.



# Frequently Asked Questions (continued)

**Q:** Are we enrolled automatically when we join NICA?

**A:** No. A separate enrollment process is required to participate in the NICA/Sysco Marketplace.

**Q:** Do you get the same credit terms across all Sysco OpCo's?

**A:** Unfortunately, credit terms vary among Sysco OpCo's, so please consult your local Sysco representative.

**Q:** Do all the OpCo's send email invoices?

**A:** No, this also varies by OpCo, so please contact your Sysco representative for invoice and payment options and details.

**Q:** How and when do I receive my rebates?

**A:** Rebates are paid directly to the concessionaire quarterly, and usually take a full quarter to invoice, collect and process. For example, Q1 (Jan-Mar) rebates are usually paid in July. Once your first rebate check is received, your subsequent rebate checks will follow quarterly. Rebate checks are made payable to the NICA/Sysco Marketplace member name and sent to the address on file for the account with Source1. It is critical to keep Source1 updated on any contact or address changes.





# Frequently Asked Questions (continued)

## Establishing a Sysco Account

**Q:** What is the process of opening an account at participating Sysco OpCo's?

**A:** New Sysco account applications should be processed thru the Source1 help desk or onsite by a Sysco marketing associate (MA). If done by a Sysco representative, Source1 will request additional information and paperwork, such as a participation agreement and route schedule of events the concessionaire is planning to attend. This information ensures the account is properly connected to the NICA/Sysco Marketplace program.

## Sysco Credit Application

**Q:** What is the difference between a corporate credit application and an OpCo credit application? Are both needed or does a corporate credit application suffice for all participating OpCo's

**A:** Sysco's corporate credit application is a universal credit application used by all OpCo's. However, the corporate credit application does not contain necessary tax information the OpCo will need, so they will ask for this information separately. A corporate credit application does not mean Sysco will extend the same credit terms for the concessionaire through all OpCo's. Credit terms are established by each individual OpCo the concessionaire uses. If the concessionaire requests national credit terms, the Sysco corporate contact will obtain terms related to the customer's potential national purchase volume. This requires an evaluation of the concessionaire's credit report and additional risk factors.



# Frequently Asked Questions (continued)

## Payment Terms

- Q:** How does Sysco determine payment terms for concessionaires, and are all OpCo's consistent on payment terms?
- A:** All payment terms are assigned by the individual OpCo and based on the risk factors for each individual account. These terms are determined by the customer's credit report and payment history with other OpCo's. Payment terms also vary by OpCo so be sure to consult your local rep for more details.

## Account Maintenance

- Q:** Can you explain the account number expiration process, and what can be done to ensure account numbers are maintained and correctly linked to the NICA/Sysco Marketplace program?
- A:** When Sysco accounts are inactive for a year, they may expire. To reactivate, Sysco requires the customer to initial the prior application with new dates, and to confirm the accuracy of bill-to and ship-to addresses, along with updated banking info.

## Account Support

- Q:** Who do I call with questions about Sysco account numbers or issues as related to the NICA/Sysco Marketplace program pricing structure?
- A:** NICA members should work through the Source1 Help Desk and/or the local OpCo sales contact.



# Frequently Asked Questions (continued)

## Connecting to the NICA Sysco Marketplace National ID

**Q:** How do I confirm that my accounts are properly linked to the NICA/Sysco Marketplace program national ID?

**A:** Prior to ordering, NICA members should contact the Source1 Help Desk to confirm the accounts are linked to the national pricing structure. The Source1 Help Desk can be reached at 901-881-1107. Concessionaires can also confirm with their Sysco point of contact that their account(s) are tied to the Sysco National ID: **NICANICA**

## Product Forecasting

**Q:** How early should I contact my local Sysco OpCo to make arrangements for an upcoming event?

**A:** Many concessionaires contact the specific Sysco OpCo three months prior to an event for main items. If proprietary or special order items are needed, Sysco requires a minimum of two month's notice. Sysco relies on concessionaires for accurate product forecasts.

**Q:** How are quantities determined on items to order to ensure consistent item availability?

**A:** Sysco relies on concessionaires to provide accurate product forecasts. Concessionaires also must accept all products they agree to if those items were ordered specifically for them.

# Frequently Asked Questions (continued)

## Product Commitments

- Q:** Is there a standard Sysco protocol for items brought into an OpCo specifically for NICA members?
- A:** No, but the NICA contract with Sysco states that proprietary items requested and brought into Sysco as for a NICA member belongs to the NICA member entirely and must be purchased from Sysco in full.

## Product Transfers

- Q:** Can arrangements be made through Sysco to have items shipped to another Sysco OpCo if all items were not purchased for a specific NICA event?
- A:** This is done on a case-by-case basis as the OpCo has to agree to purchase from trade. These situations should be discussed with the local Sysco representative.
- Q:** If product transfers are possible, what is the formal request process?
- A:** Requests for product transfers should be made to your local Sysco rep as soon as possible and before an event ends. NICA/Sysco Marketplace members may also contact the Source1 help desk for assistance.



## In Summary.....

The NICA/Sysco Marketplace has evolved over the last few years into a strong group purchasing program offering all NICA members opportunities to improve their overall bottom line. This program offers:

- All NICA members a negotiated mark-up from Sysco by product category based on the purchasing power of the entire group. This maintains consistent pricing structure for all members, regardless of volume or seasonality.
- The food safety and traceability of the products you buy from Sysco.
- Off-invoice savings and rebates paid back to you based on your actual purchases.
- Non-food pricing discounts on uniforms, equipment, office supplies, freight and much more.
- Detailed data reporting and analytical recommendations to help make smarter buying decisions.
- Product guides by Sysco OpCo showing contracted items that offer savings.
- Account support and purchasing expertise to help source the right items for your needs.
- The convenience of using Sysco as opposed to spending time and energy shopping on your own.

**Remember, this program is available at no additional cost and simply as an added benefit of being a NICA member. The more the NICA/Sysco Marketplace is utilized, the stronger the savings potential for all members.**