

ERI Substandard Guidelines

Step 1

Set suspected substandard product aside in proper storage area! Place a DO NOT USE sticker or attach a piece of paper with DO NOT USE on the case/package. For credit and return purposes, NEVER write on the original case and/or package.

Step 2

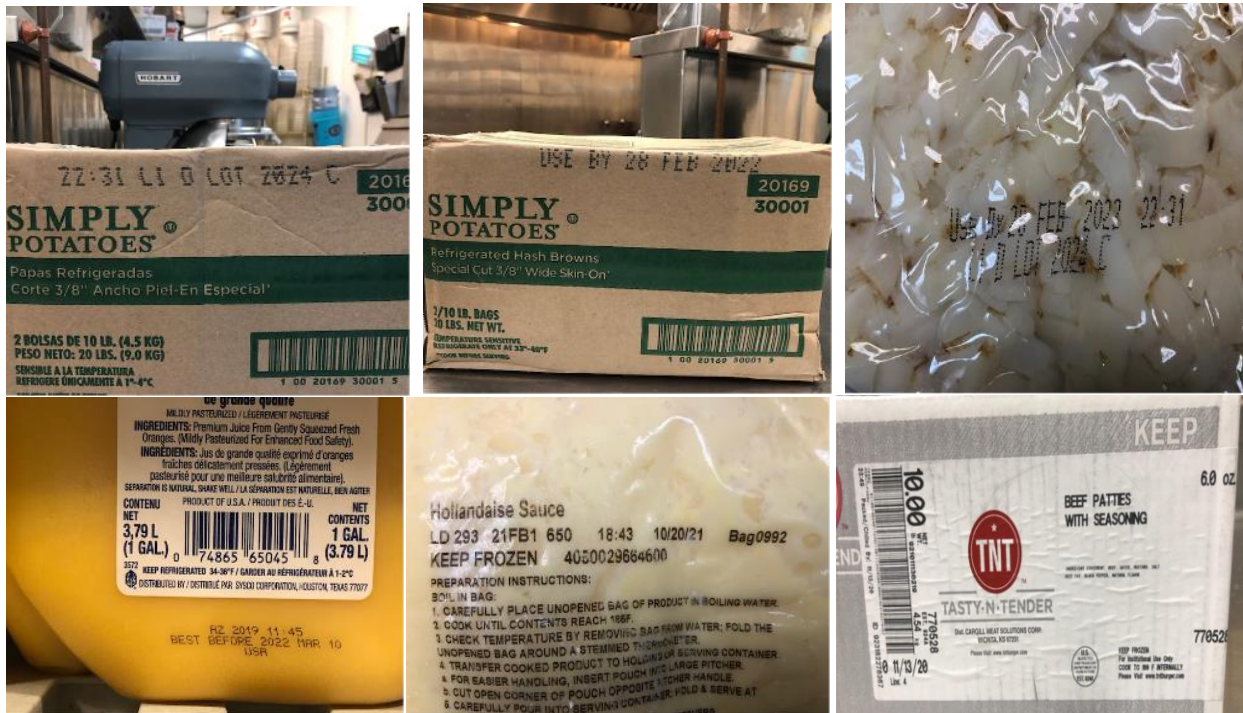
Take a minimum of three photos

- Photo of the lot code number on the box and/or packaging
- Photo of the substandard product issue if the defect is visible
- Photo of the Sysco pick sticker

Step 3

Text or email photos (as attachments) with the quantities of substandard products and a brief description to Travis Caldwell (503-860-9197; travis@erigroup.net), Chef John Peralta (503-703-1409; j.peralta@erigroup.net) and your Regional Manager (if you have one).

Examples of Lot Code Numbers – Can be numbers ink stamped on a box, printed on a label, Best Before/Use By Dates or even Julian Dates. The lot code can be found on the original case and/or packaging.



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Examples of Substandard Product Issues – Pictures should be of good quality and relevant to the substandard issue.



Examples of Sysco Pick Stickers – Picture of the Sysco label must be easy to read all data. The Sysco pick sticker provides a great deal of information about when you received the substandard product.

