



SMITTY'S CANADA INC.

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BULLETIN #45/21

DATE: March 18, 2021
TO: All Franchisees and Corporate Managers
FROM: John Arthurs
RE: **Sysco Delivery App**

Hello Everyone,

Sysco is replacing their Delivery Tracking App, “My Sysco Truck”, with an updated Delivery Tracking App named “Sysco Delivery”. Please see the attached notification from Sysco.

Your Sysco Account Executive will be in contact with you to ensure they have the correct contact information to allow the Sysco Delivery App to be installed on your phone or computer. The Sysco Marketing Team will send out further information about the roll out plan and App capabilities starting on March 24, 2021.

Go-live dates will be:

- English Version - Monday, April 5
- French Version - Saturday, May 10

Please do not hesitate to contact me directly should you have any questions or concerns at jarthurs@smittys.ca or 403-930-8745.

Yours truly,
SMITTY'S CANADA INC.

A handwritten signature in black ink, appearing to be 'John Arthurs', written over a white background.

John Arthurs
Purchasing Analyst

March 11, 2021

To Our Valued Customers,

In support of Sysco's vision to be our customers' most valued and trusted business partner, we are pleased to announce the upcoming launch of the **Sysco Delivery App** in Canada.

What is it? Simply put, the Sysco Delivery App allows you to view your complete order, delivery, and billing information on your mobile device. For added convenience, *Sysco Delivery* can also be accessed via desktop.

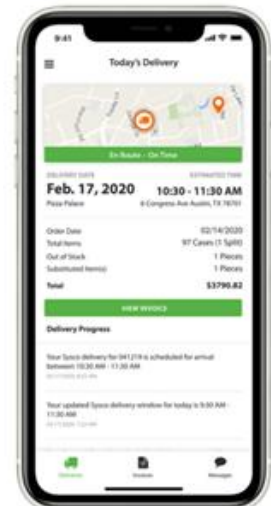
Customer Benefits:

A. Track your Sysco deliveries

- ✓ Flexibility to display prices & invoices by approved user.

B. Quickly look up:

- ✓ **Delivery Details:** See your scheduled delivery window and a complete overview of inbound items, all in one place.
- ✓ **Delivery Maps:** View your Sysco truck's location on a map and follow the route to know when to expect your delivery.
- ✓ **Digital Invoices:** Ability to view invoices online to see what is being delivered or explore recent order history for easy record keeping.
- ✓ **Push Notifications:** Receive reliable, real-time status updates on your delivery direct to your device. You will be notified when there is a change to your expected delivery time.



C. Easy to use & quick to update

Roll-Out Dates & Information:

- Phase 1 Go-live date: Monday, April 5 (English version)
- Phase 2 Go-live date: Saturday, May 10 (French version)
- Once finalized, the current delivery tool (*My Sysco Truck*) will be decommissioned in late May. The actual date will be confirmed as we approach "Go-Live".

Sysco Canada's request:

1. To assist in setting up your locations on Sysco Delivery, please provide your Sysco account manager with a list of operator email addresses to enable for *Sysco Delivery* access in our system.
2. Please inform your internal teams and stakeholders of this upcoming launch.
 - Inform your Information Technology team
3. Confirm with your account manager if you would like to launch the English version on April 5, the French version on May 10, or prefer to wait and launch both languages together on May 10, 2021.

We look forward to introducing new technological innovations to help you manage and grow your business. If you have any questions, please reach out to your Sysco account manager.

Sincerely,



Jamie Berryman
Vice President, National Sales
berryman.jamie@corp.sysco.ca