



FREQUENTLY ASKED QUESTIONS - RSCS ORDERING SYSTEM & PARTNER PLAN

1. Why are Pizza Hut Franchisees being asked to use an online ordering system?

The PH Asset Committee recommended and received approval from The PH Co-op Board of Director to mandate the utilization of the RCSC Restaurant Sales & Services (RSS) online order system. Use of this system will (1) Provide visibility to overall system requirements and enable RSCS to actively manage supply and demand with a goal of avoiding supply disruption (2) Enhance operator access and visibility to available items (2) Provide the most efficient solution for the supply chain organization to process >700 orders within the next 6 months and approximately 700 orders annually going forward.

2. How do I provide feedback on the online order system?

Your feedback is important! We want to enhance our system and process to support it. Please click on the “Contact Us” icon and use the attached form to provide your feedback.

3. How do I request a username and password?

In the upper right-hand corner of the website you will find a green icon labeled “Register”. Please click that icon and complete the registration form. A RSCS team member will respond within 24 hours.

4. What are some of the benefits of using the online ordering system?

- 1) Confirmation of orders
- 2) Creates a self-service customer approach. Orders can now be submitted 24/7
- 3) Product comparisons, including pricing and features
- 4) Access to images and specification documentation
- 5) Mitigates instances of errors on both the ordering and order entry side for RSS

5. How does an operator indicate their intentions to ship product to alternate location i.e. warehouse locations?

Once a customer has completed their order they would select the “checkout” icon. Once that icon has been selected a special instructions box will appear that allows the customer to make notes, select lift gate preferences, have someone call prior to delivery, ship items directly to installers or ship product to alternative locations.

6. What happens once I place an order via the online ordering system?

Once a customer places an order on the online ordering system an email is generated and sent to the customer that placed the order acknowledging that the order was placed successfully. In addition, the RSCS RSS team member receives an email notifying RSS that an order has been placed. The RSS team member will contact the customer ASAP to confirm several criteria have been met and confirm the items and delivery options. For any Pizza Hut Asset Action, the asset must be registered on PH OSS and the appropriate approval must be obtained prior to RSCS RSS releasing the order to the supplier or vendor.

7. Is it required that all PH Asset Actions be registered on PH OSS?

Yes. The requested deadline to register all 2016 asset actions is June 30, 2016.

8. Is it required that all PH Asset Actions have either an A&E approval or a Letter of Compliance (LOC) from PHI?

Yes

9. Is the pricing the same for all customers?

Yes

10. Is the pricing the same if I call RSCS RSS directly or utilize the online ordering system?

All pricing is the same

11. How do I sort items within the online ordering portal?

The online ordering system allows for multiple sorting options. Items can be sorted by category or by vendor. In addition, key word sorts can narrow the list of items. This was designed to enhance the user experience and limit the amount of items a customer has to sort through.

12. How do I order an item that is not a part of the Remodel Design Standards but will be something I need for my site-specific remodel?

Include as much detail as you have for the requested item in the special instructions box upon checkout. If there is a consistently ordered item that is not in the online order system RSS will evaluate this and make a decision to add it.

13. How do I order for multiple stores at one time?

The most efficient way to place an order on the website is to include as much detail as you have for the requested item in the special instructions box upon checkout. If there is a consistently ordered item that is not in the online order system RSS will evaluate this and make a decision to add it.

14. Once an order is submitted online can it be modified?

Once an order is submitted online it cannot be modified. A new order can be created online or your RSS sales representative can assist. Customers will have an opportunity to review and or approve all orders after they have been submitted online.

15. How much lead-time do I need to allow to get my order delivered?

We would like to have your order at a minimum of 9 - 10 weeks in advance of your requested delivery date. We also would like to have 15% of your orders by June 1, 50% by July 1, 75% by August 1 and 100% by September 2.

16. I don't see signage on the online order tool. How do I order those items?

PHI and RSCS just completed a large scale RFP. Until we have the time to set up the 500+ items, you can add signage to the special instructions and your RSS rep will work with you to capture the specific items to order.