

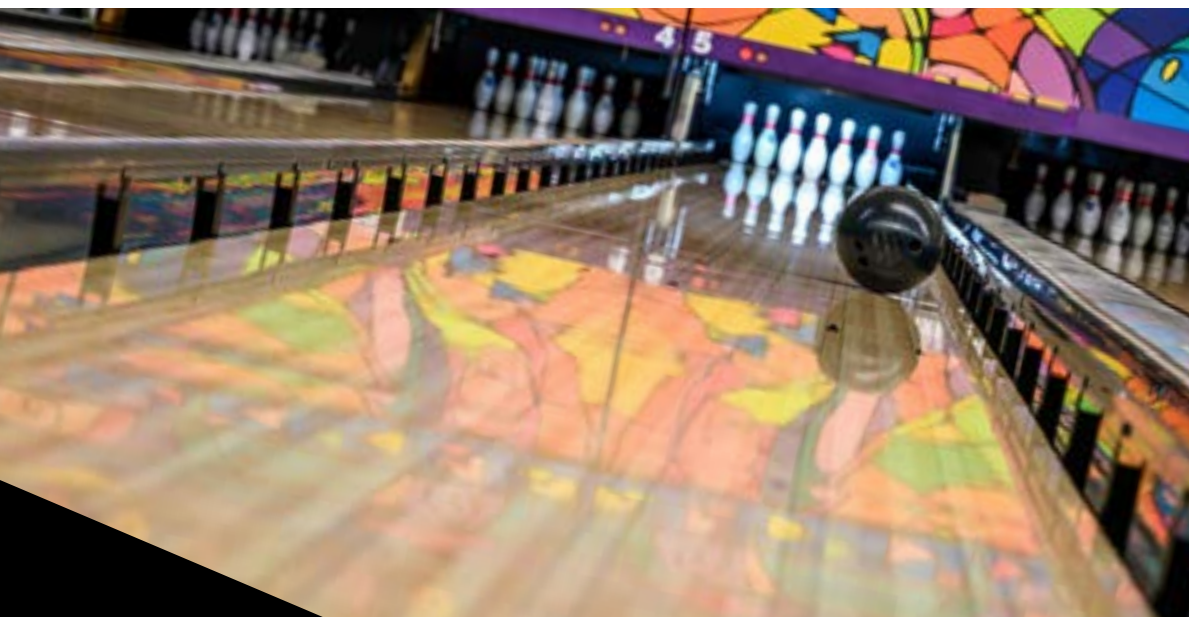


# Welcome to DON!

don.com | 800.777.4DON



Edward Don & Company is very excited to announce that we are now the approved smallwares distributor for BPAA through your Smart Buy program!



### Shipping & Freight

**Free Shipping** for stocked resupply orders **over \$400** out of your local DON warehouse. Freight will apply to all factory direct orders.

### Over 12K Stock Items

across all foodservice categories: front of house, back of house and consumables!



### DON Support

For day-to-day inquiries such as tracking an order/ETAs, returns, etc please utilize:

**DON Customer Service**  
**[BPAA@don.com](mailto:BPAA@don.com)**  
800.777.4366

For all other requests such as program inquiries, new account setup, project work/opportunities, specifications, etc. please reach out to:

**Sheryl Zucker**  
National Account Manager  
[sherylzucker@don.com](mailto:sherylzucker@don.com)  
908.255.5768



# Doing Business with DON

don.com | 800.777.4DON



We are very excited about the opportunity to become your new approved foodservice smallwares distributor through your Smart Buy Program!

As the nation's leading distributor of foodservice equipment and supplies, Edward Don & Company (DON) offers the most complete line of smallwares and equipment in the industry.

## **DON Delivers Everything but the Food®!**

On the following pages we have put together some helpful details to make it easy for you to get started with your new program at DON.

Sincerely,  
Edward Don & Company



## Important Links to Get Started

To establish a new account with DON, you'll need to complete a Credit Application.

Click link to download this form: [Credit Application](#). Once completed please send it to [BPAAnewaccounts@don.com](mailto:BPAAnewaccounts@don.com)

In addition, our Payment Quick Reference Guide has important information about the ways to submit payments to DON, as well as the relevant bank forms needed by Accounts Payable. Please click link to download this form: [Payment Quick Reference Guide](#).

## Ordering Information

- **Online** - Directly through our website at [don.com](http://don.com). Once logged in with the initial account verification, you will see your custom order guide where you can research items, place orders, set up a favorites list for faster ordering, and review invoicing. Our website is available 24/7!
- **Customer Care** - We have a dedicated Customer Care team ready to assist you Monday through Thursday, 7:00 a.m. to 6 p.m. CST and Friday, 7:00 a.m. to 5 p.m. CST by calling **800.777.4366** or you may email them at [BPAA@don.com](mailto:BPAA@don.com).
- **Account Verification** - DON has launched an additional online security feature. If you are logging in for the first time, you will have to verify your account. Once you have entered your credentials, the Account Verification page will open instead of going directly to your dashboard. An email will be sent to the address used to set up your account with a verification code. See below for more information.

## don.com Icon Legend

- A **Truck** symbol indicates item is shipping from an alternate DC.
- A **Factory** symbol indicates item is shipping directly from the factory.
- A **Book** symbol indicates item is on your Order Guide.



Re-enter your credentials along with the verification code to complete your login.

**Products View by Manufacturer** Search DON Q

### Account Verification

You are seeing this page because you have not logged in awhile and your account requires verification in order to login. An email containing your verification code was sent to w\*\*\*\*t@don.com

If you have any questions, please call 800.777.4366

All fields required

Username

Password

Verification Code [Resend verification code](#)

**LOGIN**

800.777.4366 DON. Everything but the Food.® in x f @ y

The "Resend verification code" link will send you another email with a new code if needed. If this does not work, you can contact Customer Care.

## Program Shipping, Freight & Discount

- Resupply stock orders **\$400.00 and up** shipping from your HOME DC will be shipped free freight.

See below for exceptions:

- Any items shipping from an alternate DON DC will have freight added to the invoice. **don.com** will ask for this freight to be approved before you submit the order.
- Any Factory Direct items will have freight added to the invoice plus, if applicable, any vendor small order charges or broken case fees. Factory Direct items do NOT count towards the stock free freight minimum.
- Shipping costs and tax are not included in the total to meet the \$400.00 resupply stock order value minimum.
- Freight charges for emergency orders will be the responsibility of the location regardless of the stock order value.
- All resupply stock orders under \$400.00 will have freight added to the invoice as a separate line item.
- As you order on **don.com**, it will keep track and advise where you are in relation to this free freight minimum and any freight charges that may be incurred.

## Customer Care

- **Customer Care Number: 800.777.4366**
- **Customer Care Email: [BPAA@don.com](mailto:BPAA@don.com)**

All email requests will be acknowledged with:

*Thank you for contacting the Edward Don & Company Customer Care Team. We have received your request and will respond shortly. If your matter is urgent please call the designated customer care line at 800.777.44366 between the hours of 7:00 a.m. - 6:00 p.m. CST Monday through Thursday and Friday 7:00 a.m. - 5:00 p.m. CST, to speak with a live representative.*

## Frequently Asked Questions

### How Will My Order Be Shipped?

- Stock orders ship within 24-48 hours from time of order placement. They will be shipped from the nearest DON distribution center based on your specific location.
- Factory Direct (non-stock) items will be shipped direct from the manufacturer to your location. Factory Direct orders have an average delivery window of 7-10 business days. If the item is made to order or custom, the lead time may be longer.

### How Will I Receive My Invoice?

- Invoices will be sent EDI and locations will also receive a 2-ply invoice/packing list with shipment for HOME DC stock order items to check in the order upon delivery. Any discrepancies (short, damage, mispick product) should clearly be noted on the invoice or Bill of Lading (BOL) with the DON driver or third party carrier. The original invoice should be kept by the restaurant for your records and the copy provided to the driver to be scanned into our system as a proof of delivery.
- All invoice copies are also available through your account online via **don.com** under Billing Information.
- Factory Direct: Any items ordered as a drop ship from the manufacturer are invoiced and available as soon as DON is billed by manufacturer. You will not receive an invoice at the time of delivery, but please inspect and note any damages on carrier paperwork.
- UPS: Inspect cartons prior to signing off with UPS. An invoice will not come with this delivery but will be emailed.
- Credit Memos will be sent via EDI.

### What If I Forgot My Password?

If you forgot your password, please contact Customer Care to have reset at **800.777.4366**.

### BackOrder Status

There are no automatic back orders. Any item that is ordered and out of stock will need to be reordered by choosing one of the Reminder options at checkout or next time you place another order.

### How Can I Find A Product If I Don't Know The Item Code?

You can search for a product on your approved order guide by entering a description in the search box at the top of screen. If your search is too general, you may be prompted to specify size or material of the item.

### How Can I Add To My Order?

To add any items to an existing order, you must contact Customer Care at **800.777.4366**. The Customer Care Agent will advise you if they can add to your existing order before it ships or if you will need to place as a separate order.

## DON Contacts

**Sheryl Zucker**  
National Account Manager, BPAA  
sherylzucker@don.com  
Cell : 908-255-5768



Please contact Sheryl for:

- Assistance with creating order guide standards for a group of units
- Project Work/Introduction to Don BUILD for new builds or renovations
- Coordinating [don.com](http://don.com) training
- New opportunities or leads
- Program inquiries

**DON Customer Service**  
customerservice@don.com  
1-800-777-4366



Please contact DON Customer Service for:

- Assistance with [don.com](http://don.com)
- Assistance with placing an order
- Assistance with canceling an order
- Tracking an order
- Returns
- Many of these tasks are also available on [don.com](http://don.com)