

# Sysco Customer Care

Sysco's customer care program is available to Una members 7 days a week.

Please have your Sysco account number ready.  
**Dial 1-800-797-2627 for assistance with:**

- Placing a regular order
- Adding/removing items to current orders
- Questions about your order allocating
- Cancelling an order
- Basic product information
- Delivery questions *(Please check our SyscoDelivery App prior to calling)*
- Recovery orders for shorted product
- Placing a Will Call order
- Placing a Will Call order for pickup *(max 50 cs)*
- Changing an order date *(requires approval)*
- Adding substitutes to an order
- Item availability
- Invoice & credit memo copies or SYSCOPAY

## CONTACT INFORMATION

Phone (English): 1-800-797-2627, Opt 1

Phone (Spanish): 1-800-797-2627, Opt 2

Email: [customer@sysco.com](mailto:customer@sysco.com)

## HOURS OF OPERATION (PST)

Monday - Friday: 4:00 AM - 8:00 PM

Saturday: 5:00 AM - 6:00 PM (Extended)

Sunday: 7:00 AM - 8:00 PM



# Other Vendor Customer Service Lines

In the event you need assistance from other vendors,  
please contact them directly at:

**Ecolab Service Line**  
800-352-5326

**Florida Natural Juice Services**  
888-522-7664

**Nestle Service Line**  
800-367-5813

**Smuckers Service Line**  
800-756-4357

For more resources regarding Sysco and other foodservice contracts available to Una members, please visit [www.una.com/food](http://www.una.com/food).

