



# Total Rewards Café

## Frequently Asked Questions

### 1. What is the Total Rewards Café?

The Total Rewards Café is your resource for personalized benefits and compensation information. Visit the Café to get insight on how your pay and benefits add up to a great total rewards package from Sysco. You can also log on to the café throughout the year to make benefits elections, confirm beneficiaries, and access other useful tools. The Total Rewards Café is currently available to all US union and non-union associates.

### 2. How do I access the Total Rewards Café?

To log in visit [SyscoTotalRewards.com](https://SyscoTotalRewards.com) using Google Chrome, Safari or Internet Explorer 11. If you enrolled for Sysco benefits, enter the same user ID and password you used for the online enrollment system. If you don't remember your login credentials, click Forgot User ID or Password? If this is your first time visiting the site, click Are You a First Time/ New User?

### 3. Can managers access the online Total Rewards Statement for associates reporting to them?

Managers do not have access to their team members' Total Rewards Café site. However, managers are encouraged to meet with individual team members to review the information on their statement and discuss the value of working at Sysco.

### 4. Where do I go if I have questions about the information displayed on the statement?

There are tips and tools throughout the Total Rewards Café to help you understand the different parts of your Total Rewards package from Sysco. If you have any questions about your total rewards data, you can contact the resources noted throughout the site. You can also direct questions to your HR representative or to the Sysco Benefits Center at 1-800-55-SYSCO.

### 5. Can I get a printed Total Rewards Statement?

You can print a statement by logging on to the Total Rewards Café at [SyscoTotalRewards.com](https://SyscoTotalRewards.com). From the home page, click the tab or box that says Your Total Rewards, then click the print button at the top of the page.

### 6. How often is the statement updated?

The information on your statement is updated from daily to annually depending on the Total Rewards element. See the "as of" date on the Total Rewards Statement for confirmation on the effective date of the information on the statement.

### 7. What action do I need to take as a Supervisor?

Speaking with your associates about their total rewards is one of the most meaningful conversations you can have as a supervisor of people. Use this tool in your ongoing efforts to engage and retain your valued associates. Be prepared for the rollout by reading the manager preview materials, and use them not just at the initial launch of the Total Rewards Café, but also at key points in the year such as the CMP Achieve discussions or when you are having career development conversations.