chefswarehouse

GREENLEAF · CUSTOMER ONBOARDING

Website User Guide

Ordering online with Greenleaf, including pre-cut and pre-order items and substitutes.

GREENLEAF

a chefswarehouse company

chefswarehouse.com
Website

October 2026
Last updated

Screens reflect the website as of October 2026. Features and availability can vary by region and account.

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GET STARTED

01 Creating an Account

Your website login is tied to your email address. Choose the scenario that fits you.

Scenario 1: I am an existing Chefs' Warehouse, Greenleaf or Allen Brothers customer and I know my account number

1. At the top right corner of the home page, click **Sign Up**.
2. Enter the required contact information. The email you enter becomes your username.
3. Select the option noting that you are an **existing Chefs' Warehouse, Greenleaf or Allen Brothers customer** and have an account number.
4. Enter your account number and your CW contact. If the account number is incorrect, you will see an error message.
5. Create your password. Passwords must be at least **8 characters** and include 3 of the following: uppercase letter, lowercase letter, number, special character.
6. You can now log in and start ordering.

Scenario 2: I am a new CW customer, or I don't know my account number

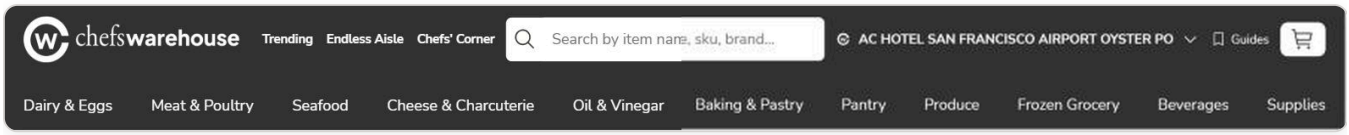
1. At the top right corner of the home page, click **Sign Up**.
2. Enter the required contact information. The email you enter becomes your username.
3. Select the option noting that you **do not have an account number** or do not know it.
4. Enter your company's name, address and region.
5. Create your password. You can log in right away, but you won't be able to place an order yet.
6. A member of our team will reach out to start the credit approval process and assign a sales representative.

> **ONE LOGIN, ALL ACCOUNTS**
> Buy from more than one of our brands? You can access your **Chefs' Warehouse, Greenleaf and Allen Brothers** accounts from the **same login**. One login can also be linked to several locations. You switch between them from the location menu in the header (see *Getting Around the Site*).

NAVIGATION

02 Getting Around the Site

Here is what lives in the header and how to use it. Menus, featured content and some features **vary by region**, so your site may look slightly different from the examples below.

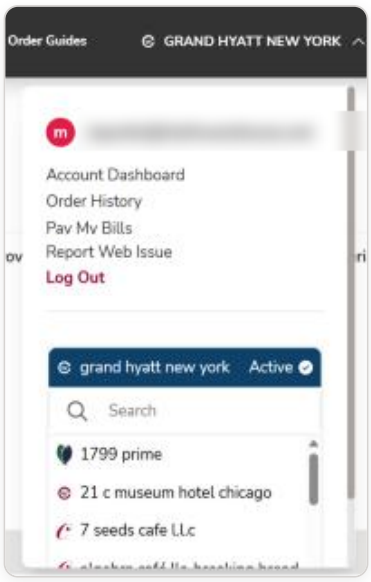


The header when logged in as a customer.

Header item	What it does
Trending	Shop the Board, Seasonal & Holiday, New Arrivals, Curated Collections and **Last Call** (limited-quantity closeouts).
Endless Aisle	Luxury and specialty items (fresh truffles, caviar, wagyu, Dover sole, stone crab and more), ordered through an online form.
Chefs' Corner	CW Exclusives, CW Magazine, Ingredient Insiders podcast, Labor Savers, the Market Report and Premier Brands.
Search bar	Search by item name, SKU or brand. Click into the bar to see **Trending Searches**.
Location menu	Shows the account you are ordering for. Click it to open the account menu and switch locations.
Guides	Hover to jump to a specific order guide or see all of them.
Cart	Shows the number of items in the cart. Click to open the cart.
Category bar	Dairy & Eggs, Meat & Poultry, Seafood, Cheese & Charcuterie, Oil & Vinegar, Baking & Pastry, Pantry, Produce, Frozen Grocery, Beverages and Supplies.

Account menu and switching locations

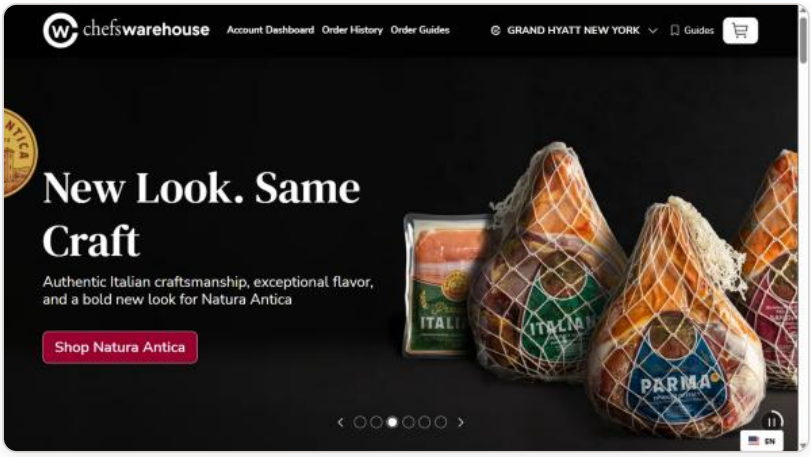
- **Account Dashboard** and **Order History**
- **Pay My Bills**: go to online bill pay
- **Report Web Issue**: send the web team a note (with optional screenshots) about anything not working
- **Log Out**
- Below the menu, the **active location** is highlighted. Search or scroll to switch to another location linked to the login. Carts, guides and order history follow the location you select.



Account menu with location switcher.

Home page

The home page features seasonal promotions, regional content such as **Trending**, **Now In Season** and **Category Guides**, and a **Curated for You** carousel based on purchase history (items show when they were last purchased). Home page content **varies a lot by region and season**.



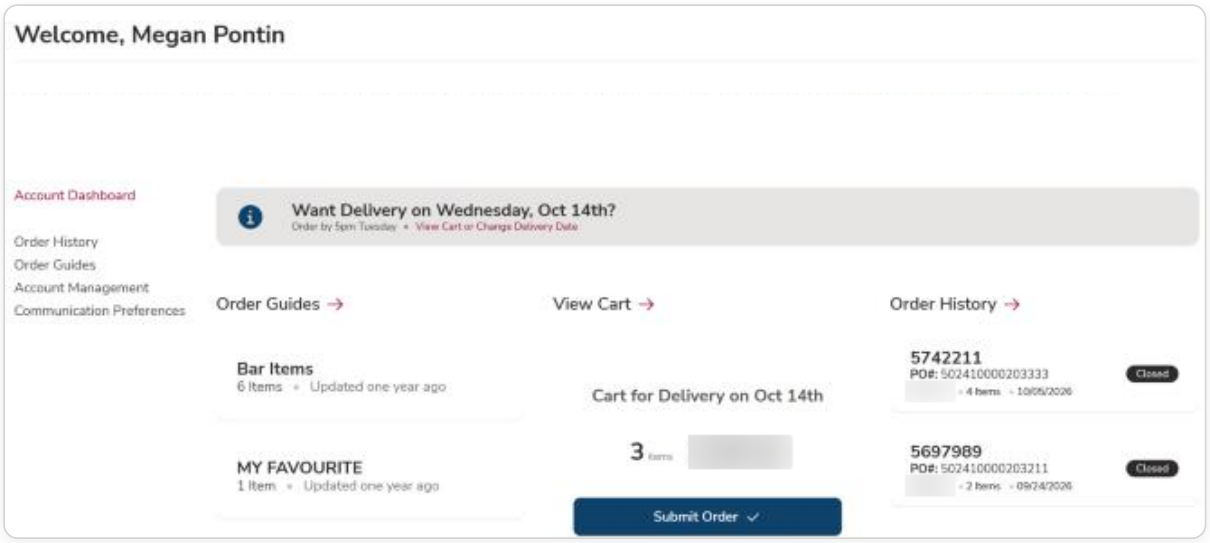
Rotating home page banner.

> **LANGUAGE SELECTOR**
> Use the **language selector** in the bottom right corner of any page to view the site in English, Arabic, Spanish, French, Italian, Chinese or Russian.

YOUR HUB

03 Account Dashboard

Open the location menu and select **Account Dashboard**. This is the hub for your account.



Account Dashboard.

- **Delivery cutoff banner**: tells you the next delivery date and the time to order by, for example "Want Delivery on Wednesday, Oct 14th? Order by 5pm Tuesday." Click the link to view the cart or change the delivery date.
- **Order Guides**: your guides, with a shortcut to all of them.
- **View Cart**: number of items, cart total and delivery date. Submit straight from here once you are above your order minimum.
- **Order History**: your most recent orders with PO number, total, item count and status.

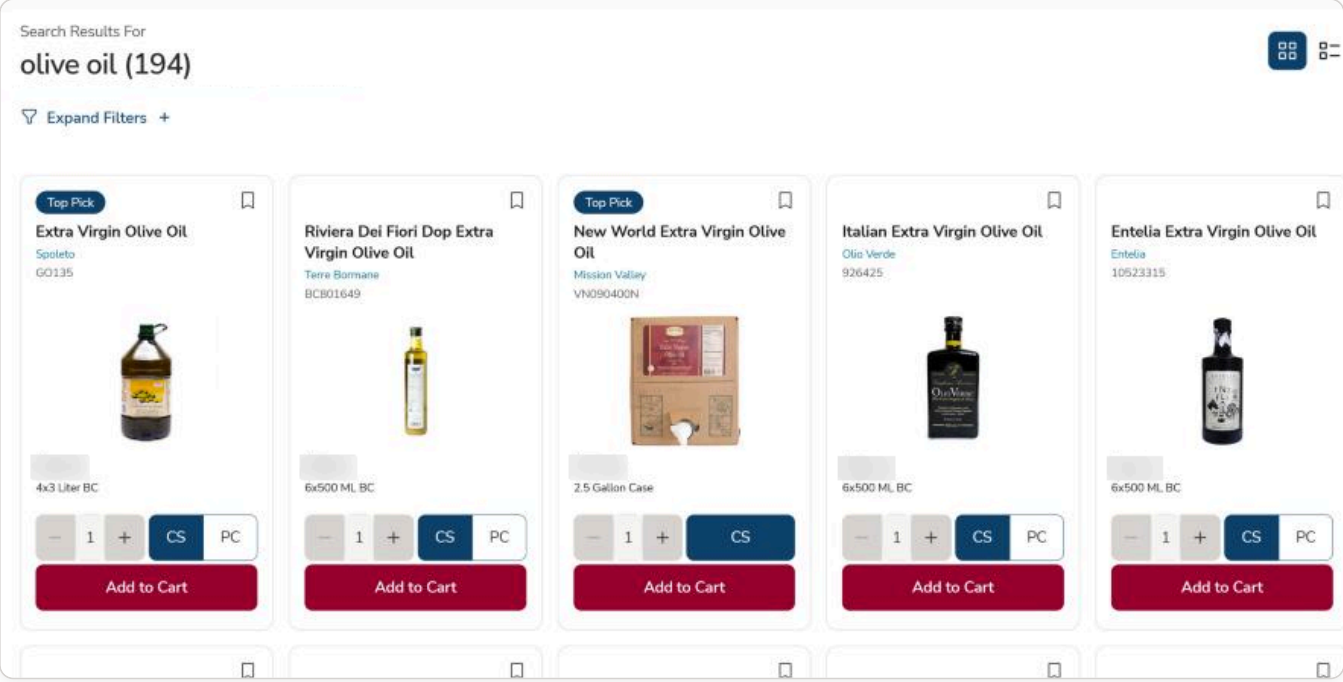
Left-side navigation

- Account Dashboard · Order History · Order Guides · Account Management · **Communication Preferences**

SEARCH & BROWSE

04 Finding Products

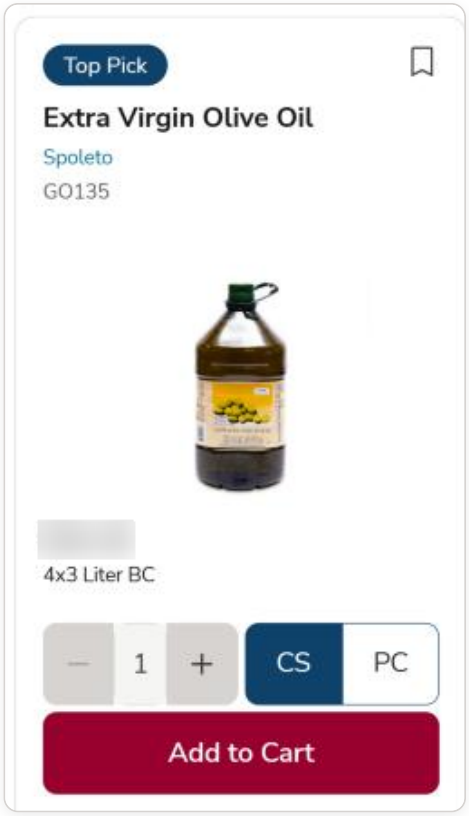
Search by item name, SKU or brand, or browse using the category bar.



Search results in grid view.

- **Filters** : click **Expand Filters** to narrow by brand, category, origin, dietary attributes and more.
- **Grid / list view**: toggle in the top right corner of the results.
- **Tags**: badges such as **Top Pick**, **Dropship**, **Local**, **Out of Stock**, and a snowflake for frozen items.

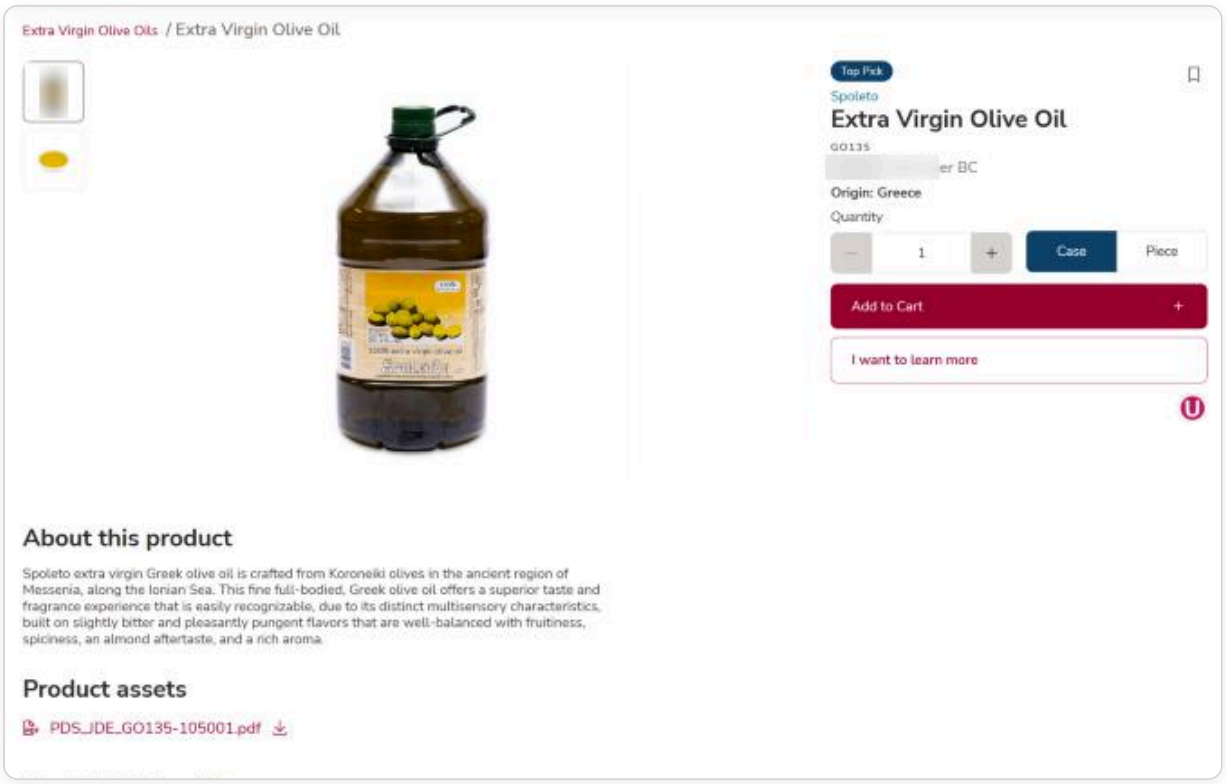
Product cards



Product card.

- Brand (click to see more from that brand), item name and SKU.
- Price and pack size. Catch-weight items also show a **price per LB**; the invoiced price may vary with final weight.
- Use **– / +** to set the quantity and **CS / PC** to pick case or piece where broken cases are allowed.
- Click **Add to Cart**. A confirmation appears and the button updates to show what is already in the cart.
- The **bookmark icon** in the top right corner adds the item to an order guide.

Product detail pages



Product detail page.

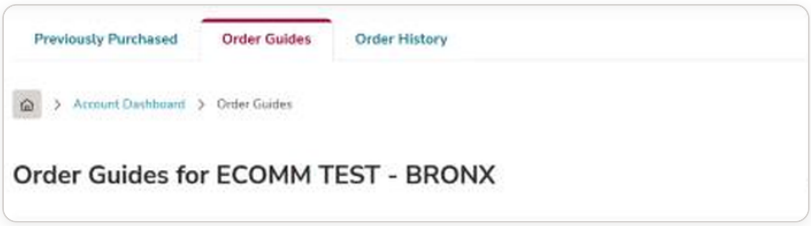
- Image gallery, brand, item name, SKU, price / pack size and **origin**.
- Choose **Case** or **Piece**, set the quantity and click **Add to Cart**.
- **I want to learn more**: tell your sales rep exactly what you'd like to know (see *Discovering New Products*).
- **About this product**, plus downloadable **Product assets** such as spec sheets.
- Allergen and attribute icons (e.g., kosher, organic) and **You Might Also Like** recommendations.

After you add an item, the button shows what is in your cart.

REORDER FASTER

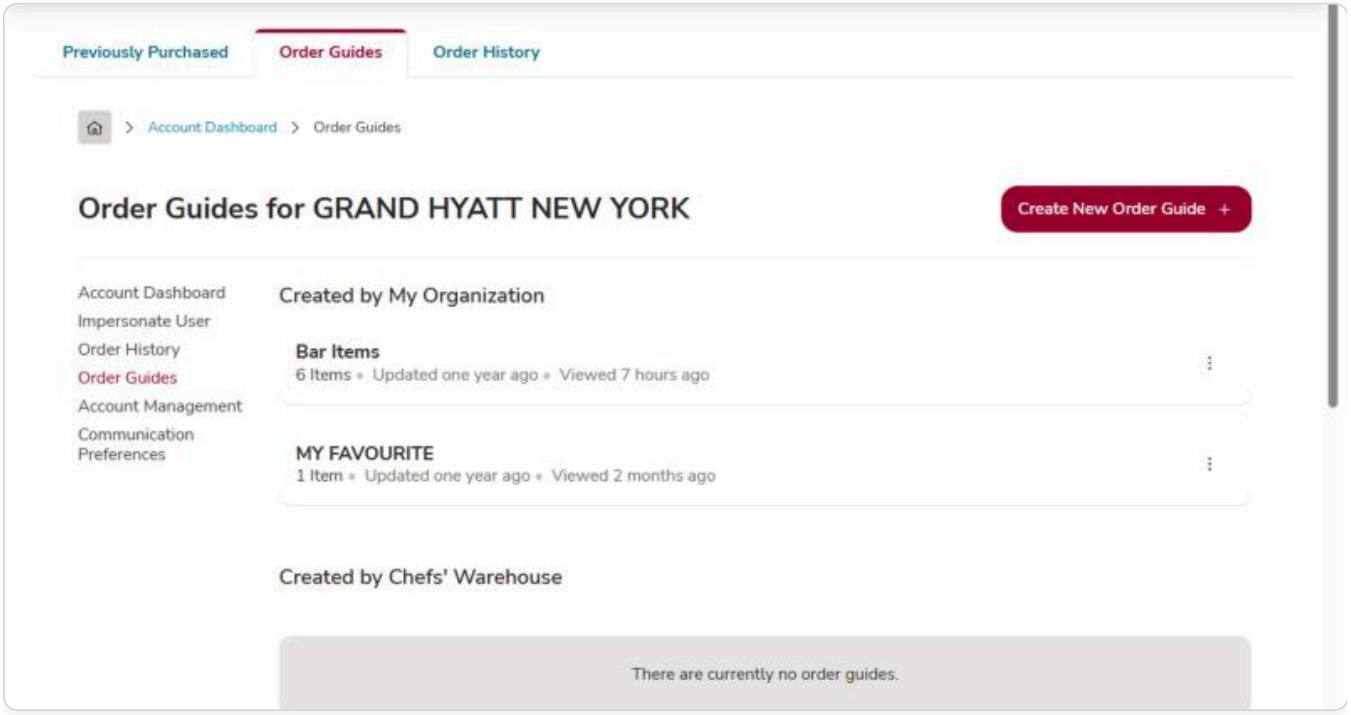
05 Order Guides

Order guides are one of the fastest ways to reorder. Open them from **Guides** in the header, the **Order Guides** tab, or the Account Dashboard.



Previously Purchased, Order Guides and Order History tabs.

- **Previously Purchased**: everything bought on the account, ready to reorder. Adjust the **lookback period** (e.g., last 30 or 60 days) to widen or narrow the list.
- **Created by My Organization**: guides made by anyone on your account.
- **Created by Chefs' Warehouse**: guides your sales rep shares with you. They can include a note from your rep and show a **New!** tag.
- Hidden guides appear at the bottom of the list.

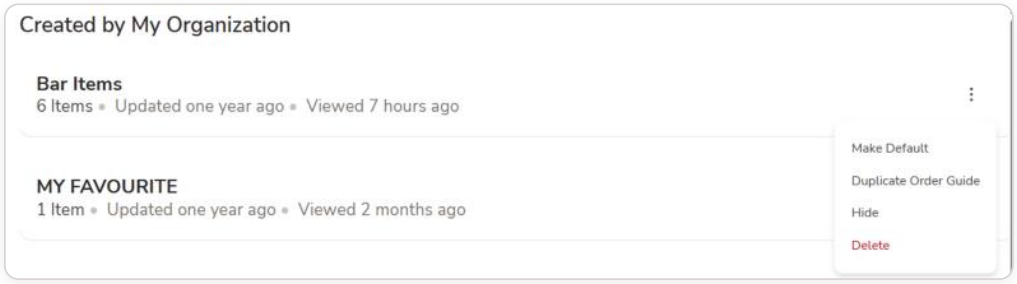


Order guide list.

Guides shared by CW, with your rep's message.

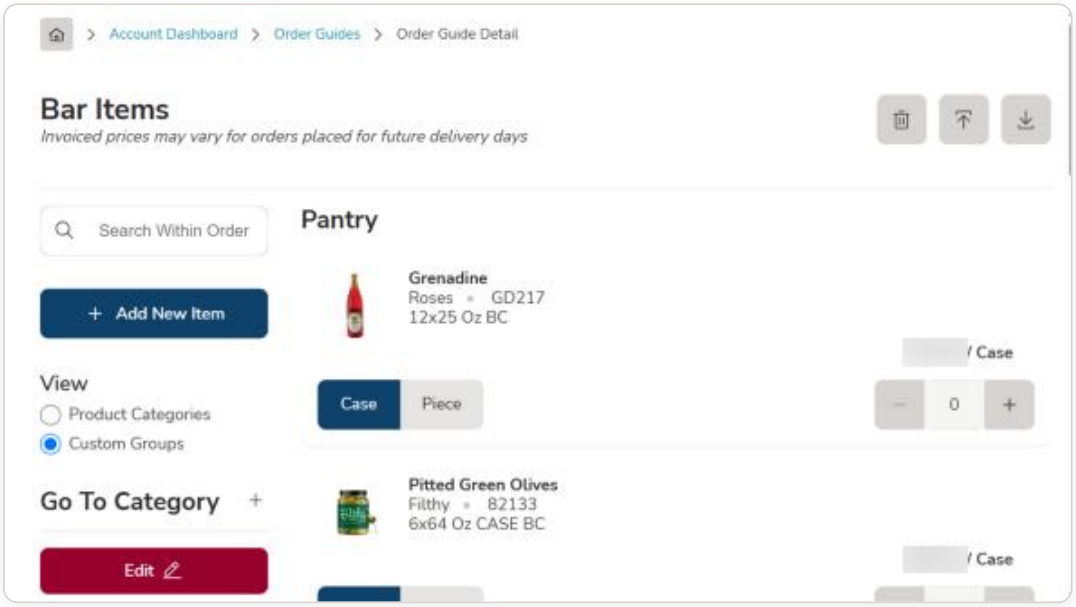
Guide menu

Click the three dots (⋮) at the right of any guide to **Make Default**, **Duplicate Order Guide**, **Hide** or **Delete**.



Guide options menu.

Inside a guide



Order guide detail.

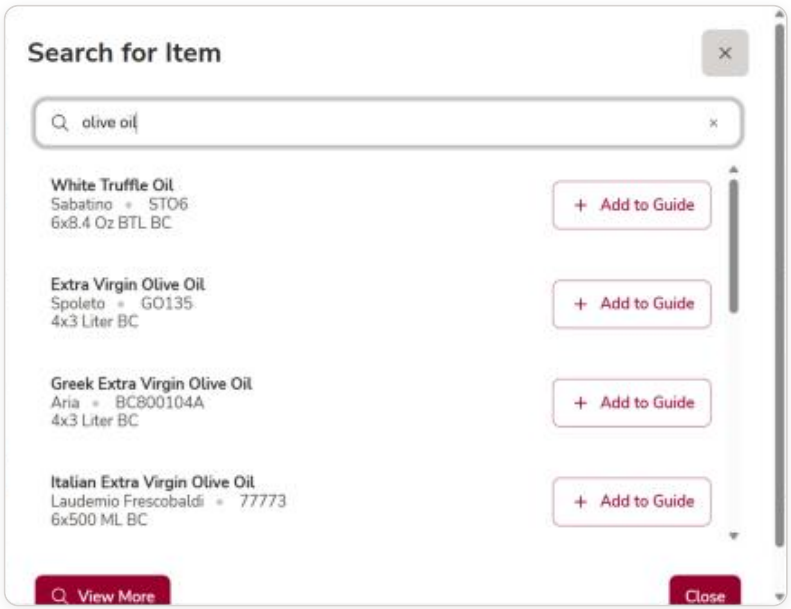
Tool	Use it to
Toolbar icons	**Delete**, **Upload** (import items from a spreadsheet) and **Download Template**.
Search Within Order Guide	Find an item in the guide by name or SKU.
Add New Item	Search the catalog and click **+ Add to Guide** to add items to the guide (see below).
View	**Product Categories** groups items by CW category; **Custom Groups** uses your own groups.
Go To Category	Jump to a group or category.
Edit	Rename the guide or groups, create groups, drag to reorder, move / copy / delete items.
Refresh	Reload prices and availability.

Ordering from a guide

Set the quantity and choose Case / Piece on each line you need, then add the items to the cart. If you try to leave the page with quantities entered, the site asks whether to **Add to Cart** or **Leave Anyway**.

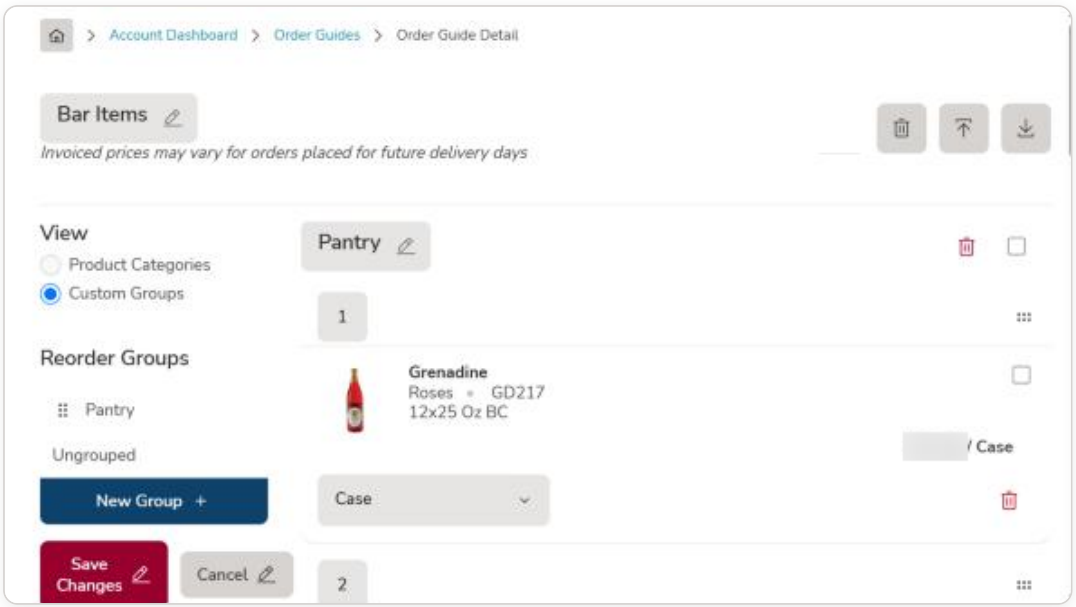
Adding items to a guide

1. Inside the guide, click **Add New Item**.
2. Search by item name, SKU or brand.
3. Click **+ Add to Guide** next to each item you want, then **Close**.



Add New Item: search the catalog and add items to the guide.

Editing a guide



Edit mode.

1. Open the guide and select **Custom Groups**.

2. Click **Edit**.
3. Rename the guide or a group with the pencil icon; add groups with **New Group**; drag groups under **Reorder Groups**.
4. Select items with the checkboxes to move, copy or delete them, or use the trash icon on a single item.
5. Click **Save Changes** (or **Cancel**).

> **TIP**
> To add an item from anywhere on the site, click the **bookmark icon** on a product card or product page and pick the guide.

Creating a new guide

1. From the Order Guides page, click **Create New Order Guide**.
2. Choose **Create Blank Order Guide** and add items, or **Create from .xlsx** to upload a spreadsheet (one column of SKUs). Use **Download Template** for the correct format.

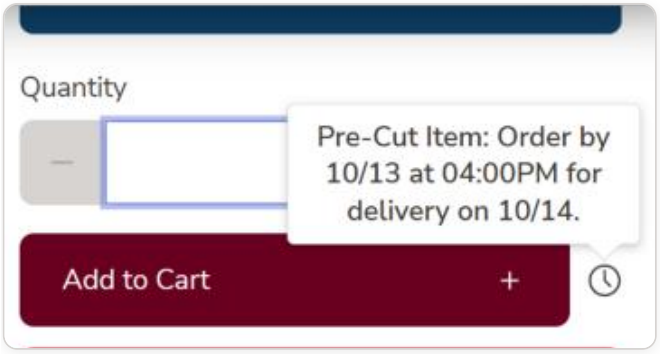
GREENLEAF

06 Greenleaf Ordering: Split Carts & Substitutes

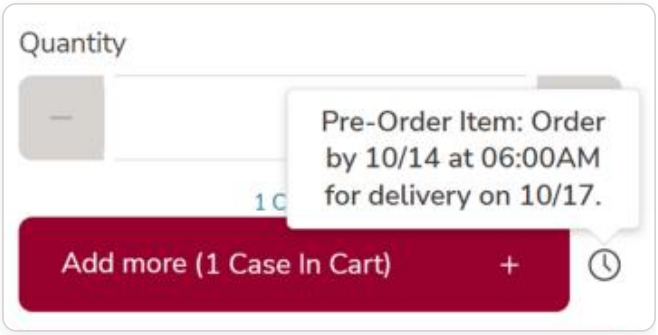
As a Greenleaf customer, a few items order a little differently: **pre-cut** items, **pre-order** items and items that need a **substitute**. Here's what to look for.

Type	What it means	What you'll see
Pre-cut	Fresh-cut items processed to order. Cutoff is **usually 4 PM PT**, but can vary by item.	A clock icon next to **Add to Cart**. Hover over it to see that item's cutoff, e.g., "Pre-Cut Item: Order by 10/13 at 04:00PM for delivery on 10/14." Pre-cut items get their own group in your cart.
Pre-order	Items brought in to order. **May have a longer lead time.**	A clock icon with the pre-order cutoff and delivery date. These items get their own group in your cart, often with a later delivery date.
Substitutes	Some items need to be swapped for an alternative.	You might notice a message in your cart. Select a substitute to keep the item. **If you do not select a substitute, the original item will be removed from your cart.**

Spotting pre-cut and pre-order items



Pre-cut item: hover the clock icon for its cutoff.



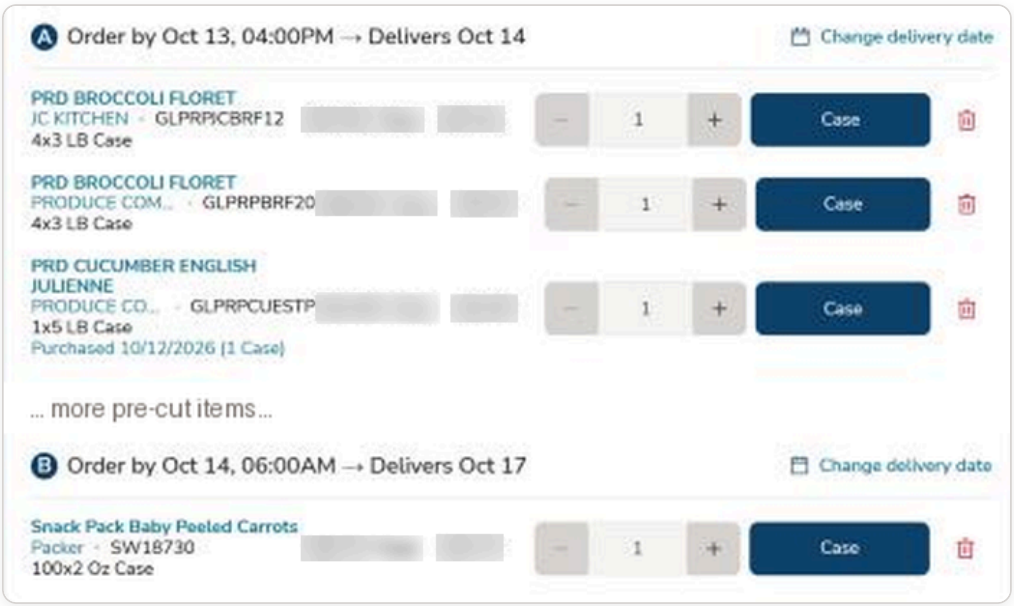
Pre-order item: different cutoff and delivery date.

> PLAN AHEAD
> Pre-cut items usually have a **4 PM PT** cutoff (check the clock icon for each item), which may be earlier than your regular cutoff. Pre-orders may have a **longer lead time**, so be mindful of delivery dates when submitting.

Split carts

When the cart holds items with different cutoffs or delivery dates, it is split into lettered groups (**A**, **B** ...). A summary at the top lists each group's cutoff and delivery date. Click **View Items** to jump to that group.

"Your items will ship from multiple warehouses": one line per cart group.



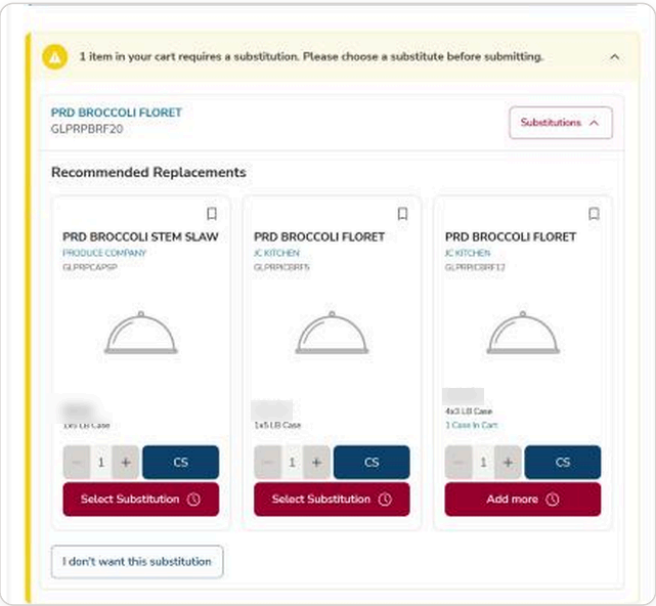
Group A holds the pre-cut items (cutoff 4:00PM PT); group B holds the pre-order item (delivers Oct 17).

- Each group has its own **Order by ... → Delivers ...** line and its own **Change delivery date** link.

- **Pre-cut** items and **pre-order** items each get their own cart group, separate from regular items.
- Place the order before **each** group's cutoff so everything arrives as planned. If you need everything on one day, change the delivery dates so the groups match.
- Items from different warehouses may not arrive on the same day; the site confirms this with you before submitting.
- **Pre-cut and pre-order items cannot be modified after the order is submitted.**

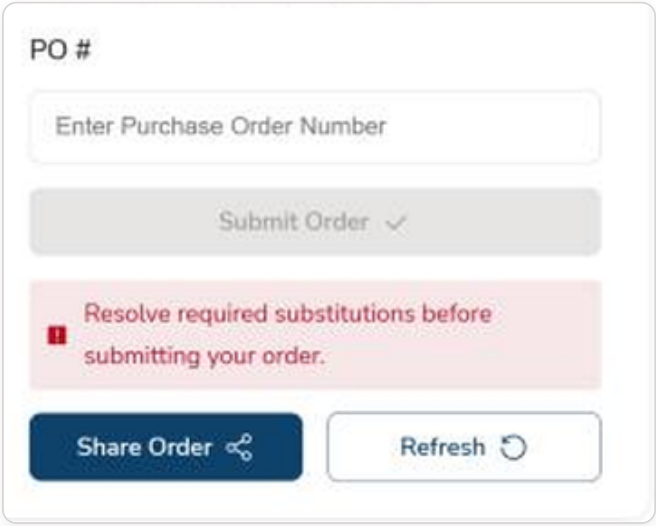
Substitutes

If an item needs a substitute, a yellow alert appears at the top of the cart with **Recommended Replacements**. Select a substitute to keep the item. **If no substitute is selected, the original item is removed from the cart.**



Substitution required: choose a recommended replacement.

1. Open the cart and find the yellow **"requires a substitution"** alert.
2. Review the **Recommended Replacements**; each shows brand, SKU and pack size.
3. Set the quantity and click **Select Substitution** on the item you want. If it's already in your cart, the button reads **Add more**.
4. Don't want any of them? Click **I don't want this substitution** and the original item is removed from your cart.
5. Once resolved, the alert clears and **Submit Order** becomes available.



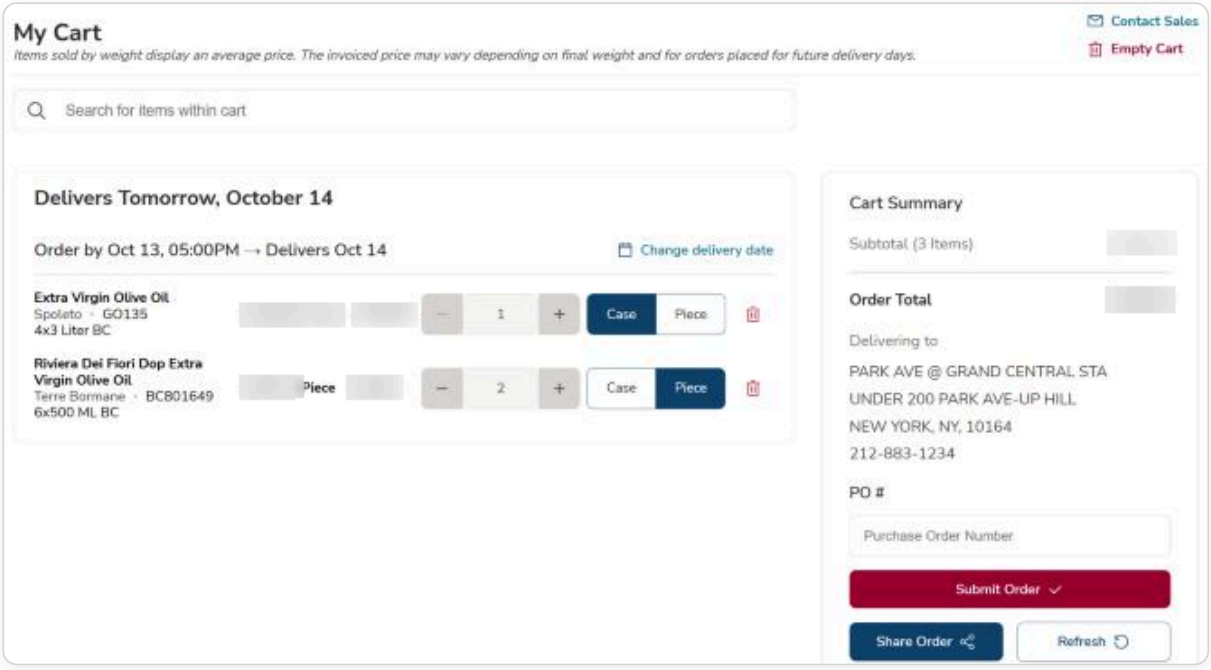
Until then, Submit is disabled.

Greenleaf screenshots were taken on a test account; your items, cutoffs and dates will differ.

CART & CHECKOUT

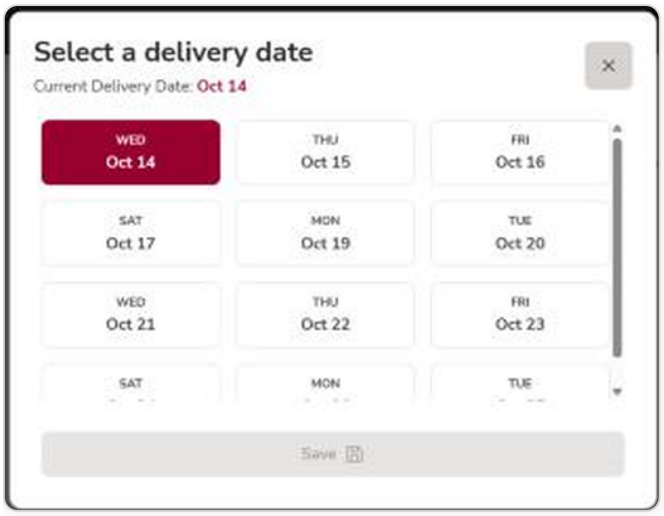
07 Placing Orders

Click the cart icon in the header to review and submit an order.

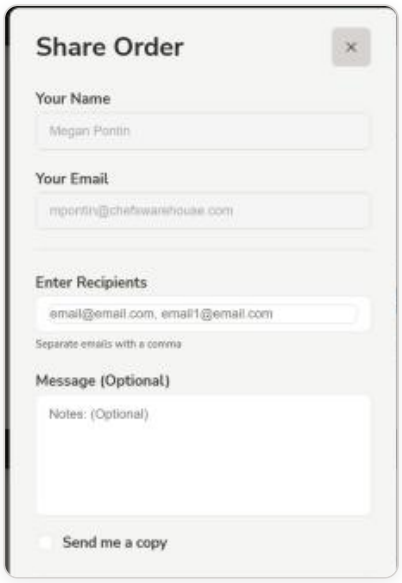


Cart page.

Area	Details
Delivery header	Shows the delivery date and the cutoff, e.g., "Order by Oct 13, 05:00PM → Delivers Oct 14".
Change delivery date	Pick another available delivery day for your route and click **Save**.
Line items	Adjust quantity, switch **Case / Piece**, or remove with the trash icon. Use **Search for items within cart** on large orders.
Cart Summary	Subtotal, order total and delivery address.
PO #	Optional purchase order number.
Submit Order	Turns active once you are above the account's delivery minimum. Below it you'll see e.g., "Order is not yet above delivery minimum of $350".
Share Order	Email the cart to a colleague or approver.
Contact Sales / Empty Cart	Message your rep, or clear the whole cart.



Select a delivery date.



Share Order.

GOOD TO KNOW

Items sold by weight show an average price. The invoiced price may vary with final weight and for future delivery days. Items shipping from different warehouses may arrive on different days; the site warns you before you submit.

Items with a clock icon

Some items follow a different schedule from the rest of your order. They show a **clock icon** next to **Add to Cart**. Hover over it to see that item's own cutoff and delivery date.

- **Dropship** items ship directly from the supplier.
- **Pre-cut** and **pre-order** items (see *Greenleaf Ordering*).
- These items have a **different cutoff time and delivery schedule** than regular items. When your cart mixes schedules, it is split into lettered groups (A, B ...), each with its own "Order by ... → Delivers ..." line and Change delivery date link.

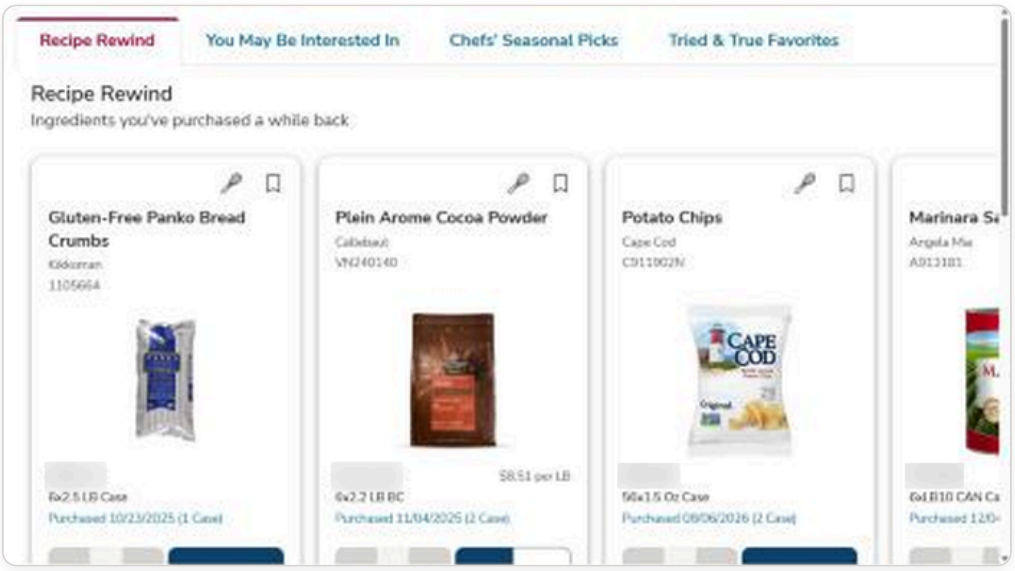
A cart with items on different schedules.

TIP

Place the order before **each** group's cutoff. If you need everything on one day, change the delivery dates so the groups match.

Pre-Cart Page

Recommendation tabs help you catch anything you forgot before checking out, e.g., **Recipe Rewind** (items bought a while back), **You May Be Interested In**, **Chefs' Seasonal Picks** and **Tried & True Favorites**. The tabs shown **vary by region**.

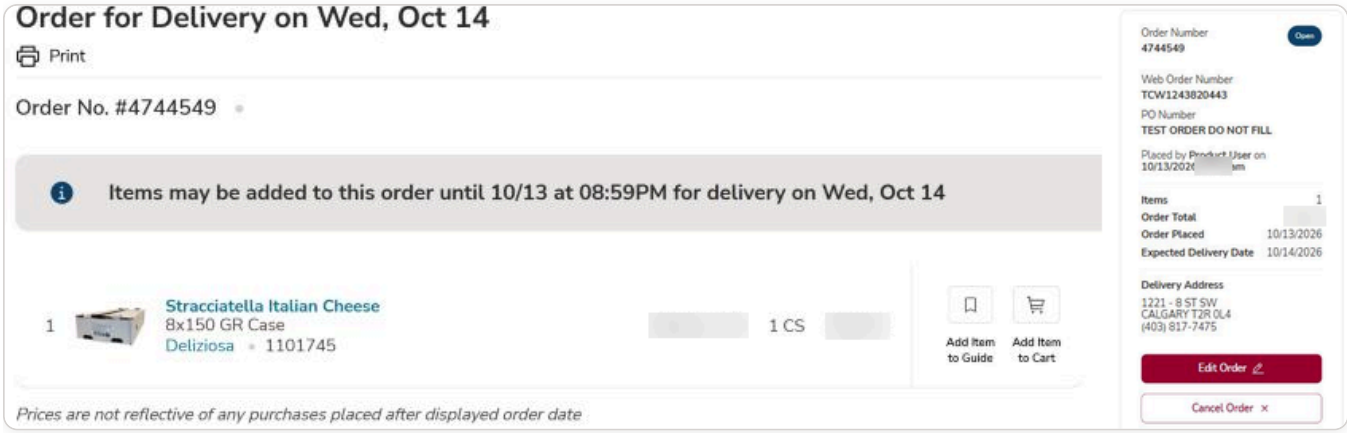


Pre-Cart Page recommendations (tabs vary by region).

BEFORE THE CUTOFF

08 Order Modifications

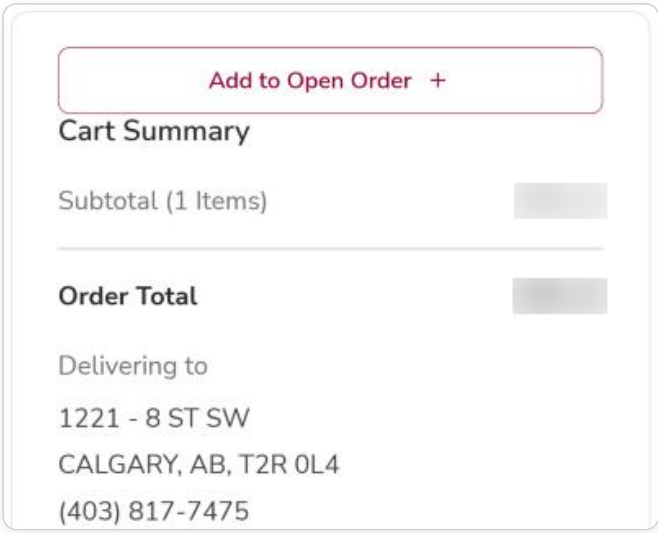
Need to change an order you have already placed? Most open orders can be modified before the cutoff time. **Pre-cut and pre-order items cannot be modified after submission.**



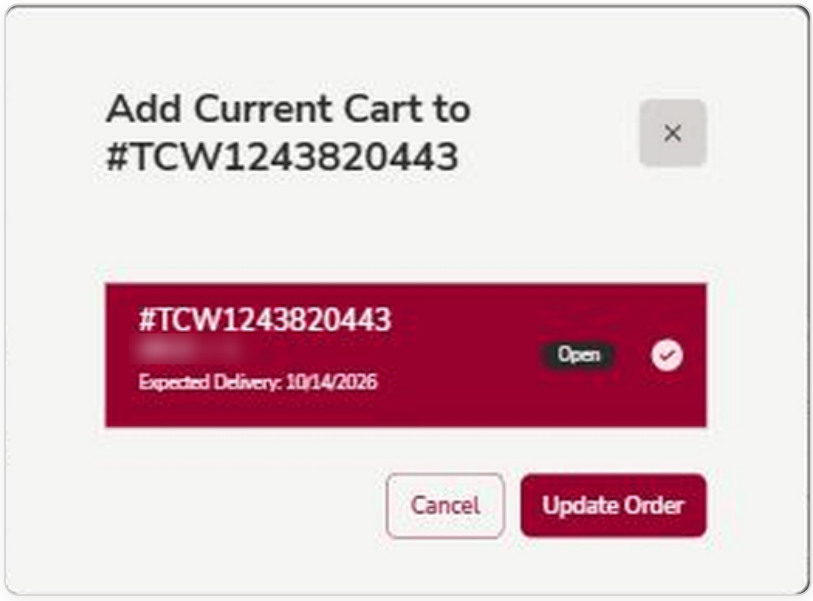
An open order, with Edit Order and Cancel Order on the right.

Adding items to a submitted order

1. Add the new items to your cart in the quantities and pack sizes you need.
2. Open the cart and click **Add to Open Order** at the top of the Cart Summary (instead of Submit Order).
3. In **Add Current Cart to an Open Order**, click the order to select it. It turns burgundy with a check mark.
4. Click **Update Order**. A confirmation page appears and the items are added to that order.



Add to Open Order.

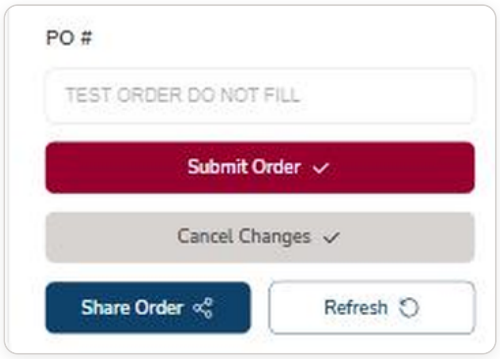


Pick the open order, then Update Order.

Changing quantities or removing items

1. Go to **Order History** and click an order whose status is **Open**.
2. Click **Edit Order**. The order opens in the cart with an "Editing order #..." banner.
3. Change quantities with – / +, or remove a line with the trash icon. (Pre-cut and pre-order items can't be changed or removed.)
4. Click **Submit Order** to save your changes, or **Cancel Changes** to leave the order as it was.

Editing an open order.



Submit Order saves the changes.

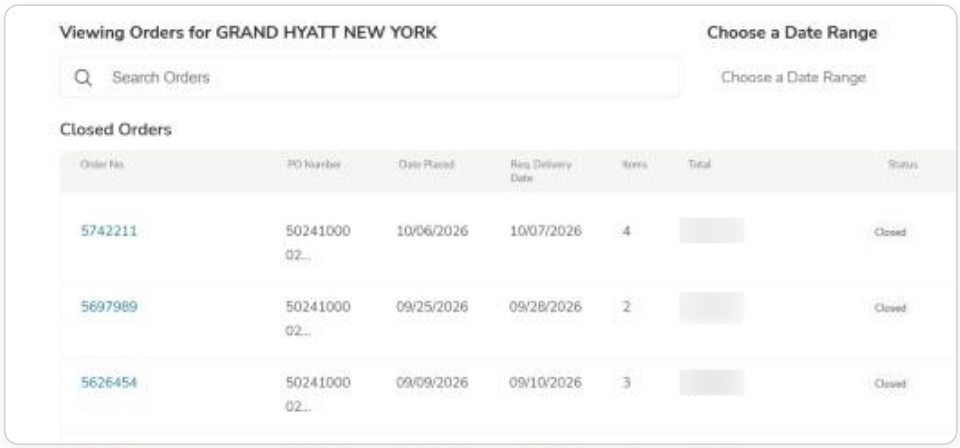
TIP

Use **Cancel Order** on the order detail page to cancel the whole order before the cutoff. Video walkthroughs: chefswarehouse.com/resources/help-page/order-modifications/

PAST ORDERS

09 Order History

Select **Order History** from the header, the account menu or the dashboard.



Order History.

- Search by order number or choose a date range.
- Columns show order number, PO number, date placed, requested delivery date, items, total and status.
- The ⋮ menu on each row offers **View Order** and **Print**.

Order detail

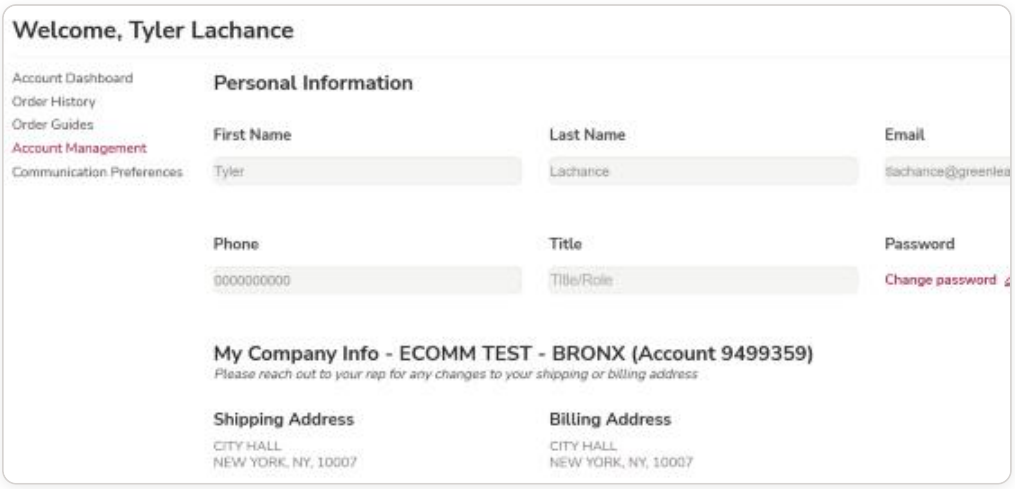
- Order number, web order number, PO number, status, who placed it and when.
- Each line shows price, quantity and extended total. Use **Add item to Cart** to reorder a line, or **Add Item to Guide** to save it to a guide.
- **Report an issue with this order**: report a problem with individual items or the whole order, e.g., missed deliveries or damaged items.
- **Print** creates a copy for your records.

SETTINGS

10 Managing Your Account

Open the Account Dashboard and use the left-side navigation.

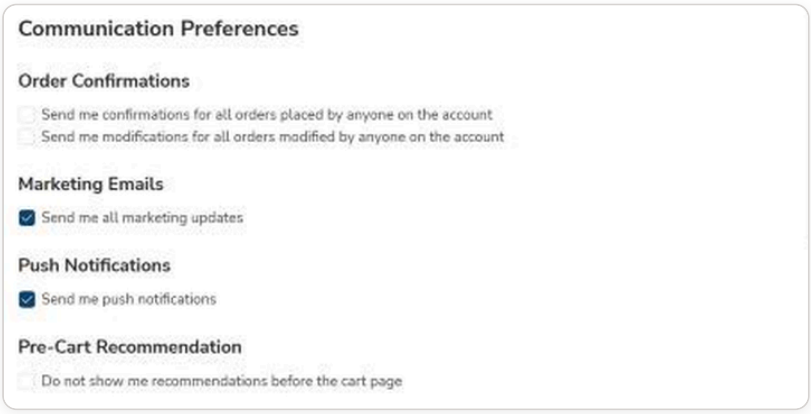
Account Management



Account Management.

- **Personal Information**: click **Edit** to update name, phone and title. Click **Change password** to set a new one.
- **My Company Info**: shipping and billing addresses. Contact your sales rep to change these.

Communication Preferences



Communication Preferences.

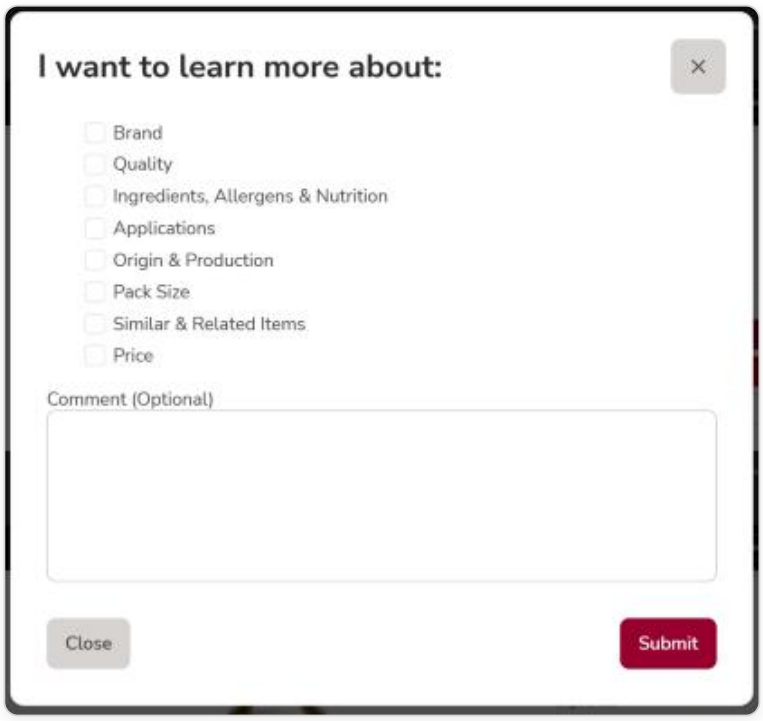
- **Order Confirmations**: confirmations and modification emails for orders placed by anyone on the account.
- **Marketing Emails** and **Push Notifications**.

EXPLORE

11 Discovering New Products

I want to learn more

On any product page click **I want to learn more**, choose what you'd like to know (brand, quality, ingredients / allergens / nutrition, applications, origin & production, pack size, similar items, price), add a comment and click **Submit**. Your sales rep receives the request.

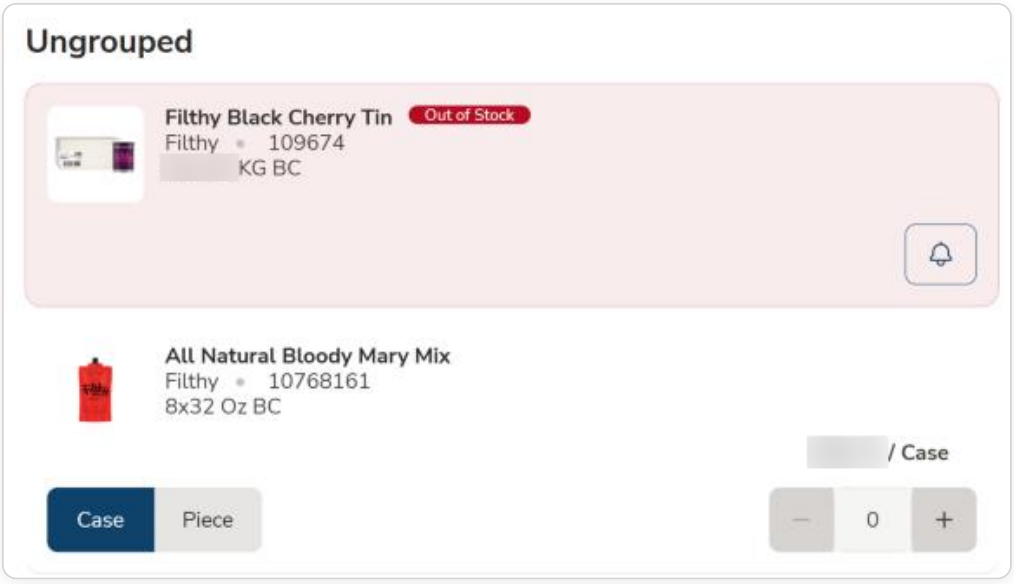


I want to learn more.

Ways to find new items

Where	What's there
Trending	Shop the Board, Seasonal & Holiday, New Arrivals, Curated Collections, Last Call.
Endless Aisle	Luxury and specialty items ordered via online form.
Chefs' Corner	CW Exclusives, CW Magazine, Ingredient Insiders podcast, Labor Savers, Market Report, Premier Brands.
Home page	Trending in your region, Now In Season, Category Guides and Curated for You.
Product pages	Allergens and attributes, spec sheets, You Might Also Like.

Out-of-stock items



Out-of-stock item in an order guide.

- Out-of-stock items show an **Out of Stock** tag and are shaded in order guides.
- Click **Notify My Rep** (bell icon) so your sales rep can let you know when the item is back in stock.
- Click **Substitutions** to see suggested alternatives you can add to the cart right away.

SUPPORT

12 Getting Help

Need	Where to go
Something on the site isn't working	**Report Web Issue** in the account menu. Pick the area, add a comment and attach screenshots.
Problem with a delivered order	**Report an issue with this order** on the order detail page. Report individual items or the whole order (missed deliveries, damaged items, etc.).
Question about a product	**I want to learn more** on the product page.
Talk to your rep	**Contact Sales** on the cart page, or **Contact Your Sales Rep** in the footer.
How-to videos & FAQs	chefswarehouse.com/resources/help-page/