



UNFI Supplier Portal

Entering New Items

Effective Date: 2019

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Purpose

To describe best practices for drafting a portal packet.

Intended for

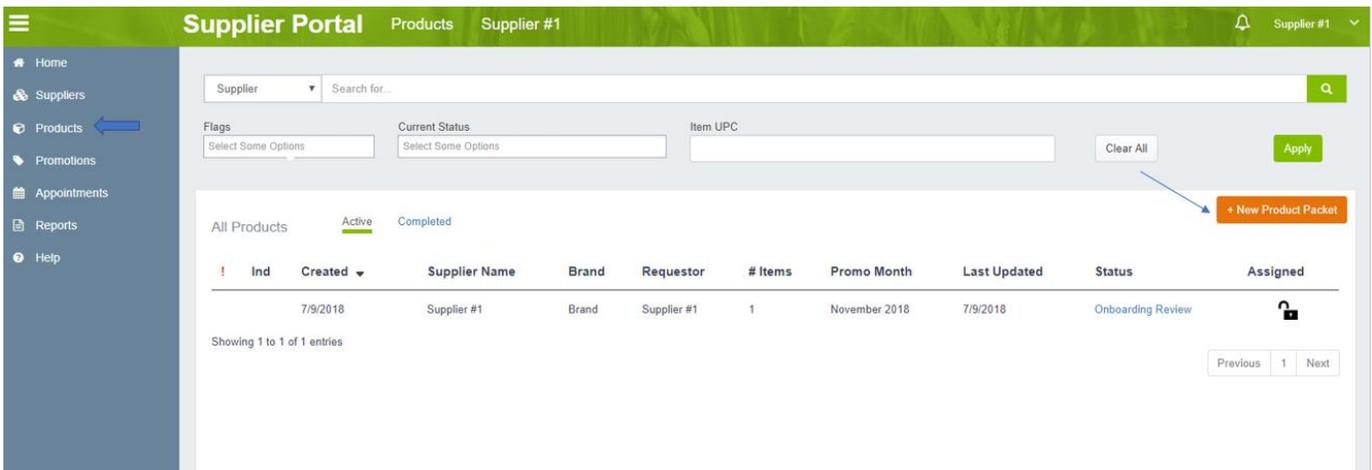
UNFI Suppliers and Brokers.

Tips

- If you experience any glitches or errors during this process and you need assistance, be sure to email SupplierSupport@unfi.com, or the specialist assigned to your items, and include screenshots.
- Hover over the question marks in the packet for more information about most sections.
- Everything marked with an asterisk is required to save the page.
- Each portal packet is assigned it's own, individual ID number.

Entering a Product Packet

1. If you are connected to more than one supplier, click on the “Suppliers” tab.
 - a. Select the supplier you are submitting the packet for and proceed to #2.
2. Click into “Products,” followed by the orange button on the right that says “+ New Product Packet.”
 - a. **Note:** Each packet can only contain one brand/vendor and temp zone. If you have items for the same brand, but different temp zones, they'll need to go into a separate packet.



3. When you open a new item packet, you'll see seven tabs on the left, plus Workflow Notes and Manage Files. Each tab represents the information we require to consider and complete a new item in our system. Keep in mind the following can make this easier:
 - a. **Master Template** – Allows you to upload information one time and it will apply to all items in the packet. For further instruction, [click here](#).
 - b. **Duplicating Item** – Allows you to duplicate an item in the packet, so a new item is created with the same details. You'd just have to change things like UPCs and Descriptions. For further instruction, [click here](#).
 - c. **Manage Files** – Allows you to upload all required documents at one time. For further instruction, [click here](#).

Basic Info

4. Fill in “Requested by” – The name of the store/customer who is requesting your product. If you don’t have a customer requesting, please put your SMM’s name.
5. The Guaranteed Sales Agreement is required for all suppliers – uploaded as a PDF with a physical or DocuSigned signature.
 - a. If you need a copy, there is one available to download on your portal packet.
6. Enter in item details: Description, Country/State of Origin, UPCs, Manufacturer Part Number, Pack Sizes, Unit of Measure.
 - a. **Note:** UPCs need to be formatted with dashes when entering and include the check digits. **The UPC will be validated and needs to be correct to save the page.** You may need to include additional 0s at the front to make the UPC the required number of digits, which is 14.
7. Suggested Retail Unit is optional, but you can choose how you want your item to be sold to the consumer.
8. Include item label flats, inclusive of the scannable case UPC photo of the side of the shipping box, as well as the Product Image.
 - a. A scannable case UPC is required on the outside of the shipping box as of January 2023.
9. Click “Save & Next” to continue.
 - a. If the page doesn’t save, something is missing or needs to be corrected.

ID: 17050 Packet Contents: Master Template Item 1 + Add Item View All Items 🔒

- 1 Basic Info
- 2 Pricing & Specs
- 3 Product Attributes
- 4 Shelf Life/Expiration
- 5 Warehouses
- 6 Shipper Components
- 7 New Item Promotions
- Workflow
- Manage Files

Basic Info 7 Simple Steps

Supplier Name *	Requested By ? *	Guaranteed Sales Agreement *
<input type="text" value="Test Supplier"/>	<input type="text"/>	Download a blank copy <input type="text" value="Select an Option"/> <small>Files must be less than 10 MB. Allowed file types: pdf.</small> + Manage Files
Brand ? *	Product Category *	
<input type="text"/>	<input type="text" value="Select an Option"/>	

Item Details

Description *	Country of Origin *	State/Province *
<input type="text"/>	<input type="text" value="United States"/>	<input type="text" value="Select an Option"/>
Item UPC ? *	UPC of Caddy, Sleeve or Inner (if applicable)	Master Case UPC ? *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Size *	Pack of Caddy, Sleeve, or Inner QTY ?	Pack of Case or Master Case QTY ? *	Manufacturer Part No. ? *	Random Weight
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No
Unit of Measure *	Suggested Retail Selling Unit			
<input type="text" value="Select an Option"/>	<input type="text" value="Select an Option"/>			

Pricing & Specs

10. Fill in Case and Unit Costs for East and West, or just East.
 - a. West has a “Not Carried” option if this is an east only set up.
 - b. Its best to enter both Delivered and FOB costs if you have them.
11. Choose a **Shipping Method** from the drop down – Delivered or FOB. Whichever you choose, the required field will be those specific cells.
12. Add the SRP, if you have it. (This field is optional.)
13. Upload and add your Price List and Spec Sheet to this section. Everything you enter on the portal needs to match this document.

14. At the bottom of the page, add in the required Specs (Gross Case Weight (lbs), Ti x Hi, Unit Dimensions, and Case Dimensions).
15. Select the “Packaging Type” from the drop down.
16. Click “Save & Next.”

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Description: _____ **UPC:** _____

Should this item be line priced to match another in this category and family group?
 Yes No

UPC for Item to Match

East Case Costs			
East Unit FOB	East Unit Delivered	East Case or MC FOB	East Case or MC Delivered
<input style="width: 100%;" type="text"/>			

Suggested Retail Price Current Shipping Method *

Price List (?) *

Files must be less than 10 MB.
Allowed file types: .jpeg .jpg .png .gif .pdf .xls .xlsx.

[+ Manage Files](#)

West Case Costs			
West Unit FOB	West Unit Delivered	West Case or MC FOB	West Case or MC Delivered
<input style="width: 100%;" type="text"/>			

Suggested Retail Price Current Shipping Method *

Price List (?)

Files must be less than 10 MB.
Allowed file types: .jpeg .jpg .png .gif .pdf .xls .xlsx.

[+ Manage Files](#)

Packaging Specs

Packaging Type *

Gross Case Weight *	Tie *	High *
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Item Height *	Item Width *	Item Depth *
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Inner Pack Height	Inner Pack Width	Inner Pack Depth
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Master Case Height *	Master Case Width *	Master Case Depth *
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Product Attributes

You will enter product attributes, ingredients, certificates, and dietary information on this page.

17. **If you are setting up a beverage with bottle deposits**, the top portion is required.
18. **If you have an organic certificate:** Both the Certificate and Product Listing portions are required.
19. You can upload Kosher, Gluten Free, Fair Trade, Non-GMO, and other certificates as needed.
 - a. A correct, up to date Kosher Certificate is required for it to be flagged as such in our systems.
20. Select applicable Product Attributes from the drop downs.
21. Paste ingredients in Word Format.
22. Click “Save & Next.”

ID: 17050 Packet Contents: [Master Template](#) [Item 1](#) [+ Add Item](#) [View All Items](#)

1 Basic Info **Description:** **UPC:**

2 Pricing & Specs

3 Product Attributes

4 Shelf Life/Expiration

5 Warehouses

6 Shipper Components

7 New Item Promotions

- Workflow
- Manage Files

Beverages

Beverage Container Deposit: Bottle Color: Container Type:

Chicago Water Tax: Yes No Baltimore Beverage Tax: Yes No Berkeley Beverage Tax [?]: Yes No

Certifications

USDA Organic: Yes No Organic Percentage [?]: Organic Certifying Agency:

Organic Certificate: Organic Certificate Renew Date: Organic Certificate USDA Equivalent:

Files must be less than 10 MB.
Allowed file types: .jpeg .jpg .png .gif .pdf.

[+ Manage Files](#)

Additives

Contains: Fat Content: Sweetener:

Free of: Salt Content:

Dietary Information

Dietary Preference: Processing: Ethnic:

Major Allergen: Other:

Ingredients *

Shelf Life/Expiration

23. Select your “Temp Zone” and “Level” for these items.
 - a. If applicable, select which temp zones you want your product protected from (Freeze or Heat).
24. Provide Shelf Life at time of Production **and** at Time of UNFI Possession – In DAYS.
 - a. UNFI Requires 75% Shelf Life at time of possession on all products. Anything less will need to be approved and discussed with your SMM.
25. Select Expiration details from the drop downs.
 - a. Open – Refers to Best By, Use By, Sell By.
 - b. Closed – You need to provide an example.
26. If this is a non-food item, and it contains pesticides, you’ll need to fill out the bottom portion and download a Pesticide Questionnaire to upload.

27. Click “Save & Next.”

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- 1 Basic Info
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Description: **UPC:**

Shelf Life

Temperature Zone [?] * Level [?] * Protect From

Product Shelf Life at Time of Production * Guaranteed Shelf Life at Time of UNFI Possession [?] * Guaranteed Shelf Life to Retail

Enrobed in chocolate

Expiration

Type of Code Life Dating * Open Closed Dating

Non-Food Items

Is This Item a Pesticide? Yes No EPA [?] Pesticide Questionnaire [Download a blank copy](#)

Files must be less than 10 MB. Allowed file types: xls, xlsx. [+ Manage Files](#)

Warehouses

28. Select which UNFI DCs these items should be activated in. Use the “CTRL” key on your keyboard and click to select multiple UNFI warehouses at once.
 - a. You will need to provide weekly case movement for each DC.
29. From the drop down, select which of your warehouses this item will be shipping from.
 - a. If you haven't added your Supplier Warehouse yet, you can follow the “Supplier Warehouse – Add to a Packet” section [here](#).
30. Click “Save & Next.”

ID: 17050 Packet Contents: Master Template Item 1 + Add Item View All Items

- 1 Basic Info
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- 3 Product Attributes
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Description: **UPC:**

Distribution Centers

UNFI East Distribution Centers [?]

- Atlanta, Georgia (Atlanta Warehouse)
- Chesterfield, New Hampshire (Chesterfield Warehouse)
- Dayville, Connecticut (Dayville Warehouse)
- Greenwood, Indiana (Greenwood Warehouse)
- Howell, New Jersey (Howell Warehouse)
- Iowa City, Iowa (Iowa City Warehouse)
- Montgomery, New York (Hudson Valley Warehouse)
- Prescott, Wisconsin (Twin Cities)
- Richburg, South Carolina (Richburg Warehouse)
- Sarasota, Florida (Sarasota Warehouse)
- Sturtevant, Wisconsin (Racine Warehouse)
- York, Pennsylvania (York Warehouse)

UNFI West Distribution Centers [?]

- Aurora, Colorado (Denver Warehouse)
- Fontana, California (Moreno Valley)
- Gilroy, California (Gilroy Warehouse)
- Lancaster, Texas (Lancaster Warehouse)
- Ridgefield, Washington (Ridgefield Warehouse)
- Rocklin, California (Rocklin Warehouse)

UNFI Wellness Distribution Centers [?]

- Wellness West
- Wellness East, Philadelphia, PA

List the expected weekly movement for this item in the Distribution Centers [?]

Supplier Warehouse Locations * [+ New Warehouse Location](#)

SRM Assigned East Account Number

SRM Assigned West Account Number

East Warehouse Additional Packet File [?] West Warehouse Additional Packet File [?]

Files must be less than 10 MB. Allowed file types: jpeg jpg png gif pdf xls xlsx. [+ Manage Files](#)

Shipper Components

This section only needs to be filled out if you're setting up a shipper/display or a pallet.

31. For "Is this item a shipper?" click YES and the required fields will populate down.
32. Here, add the items that will be displayed in the shipper. We'll need the Unit UPC, UNFI Item Numbers, Item Description, Size and Unit of Measure, and total quantity included in the shipper.
33. To include additional items, hit the "+ Add" button on the bottom right.
34. Click "Save & Next."

ID: 17050 Packet Contents: Master Template Item 1 + Add Item View All Items 

- 1 Basic Info
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Description: **UPC:**

Is this item a shipper? ? *

Yes
 No

Selling Unit UPC ? *	UNFI Item Number ?	Item Description *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Suggested Retail Selling Unit	Size *	Unit of Measure *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Quantity *	<input type="button" value="- Remove"/> <input type="button" value="+ Add"/>	
<input type="text"/>		

New Product Promotions

35. Add in the First Available Ship Date – when is the soonest this item will be ready to ship?
36. Add a discount to your new item(s) so it can be published in our Monthly Specials catalogue and distributed to retailers. All the active DCs for this item will receive the discount.
 - a. **Note:** We work several months in advance. Be sure to plan ahead!
37. Select a 90 Day Promo – the "Buy Dates" will automatically populate.
 - a. Any promotions less than 90 Days will need to be approved by your SMM.
38. Optional – Pre-90 Day discount. This is the month prior to the 90 Day discount and unpublished.
39. Provide your 90-Day Intro Off Invoice %. **We require at least 15% Off Invoice.**
 - a. Any MCB or Off Invoice %s less than 15 will need to be approved by your SMM.
40. Click "Save & Next."

Manage Files

Use this feature to upload all required documents to your portal packet at once.

You can use the “Manage Files” screen at any point in the packet on the item level.

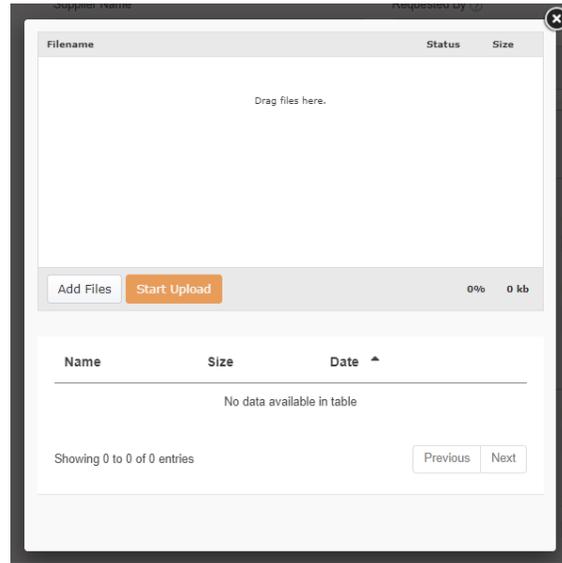
After uploading the files, you can easily select your documents without having to upload individually.

1. Navigate to your portal packet. On the left-hand side, underneath the list of tabs 1-7 to fill out you will see “Manage Files.”
2. Click on “Manage Files” to open a pop-up.
 - a. You can also access “Manage Files” at any of the below screens:
 - i. Guaranteed Sales Agreement
 - ii. Product Label
 - iii. Product Image
 - iv. East and West Price List and Spec Sheet
 - v. Organic/Kosher/Gluten Free/Fair Trade/Third Party Certificate
 - vi. Pesticide Questionnaire

ID: 17050 Packet Contents: Master Template Item 1 + Add Item View All Items

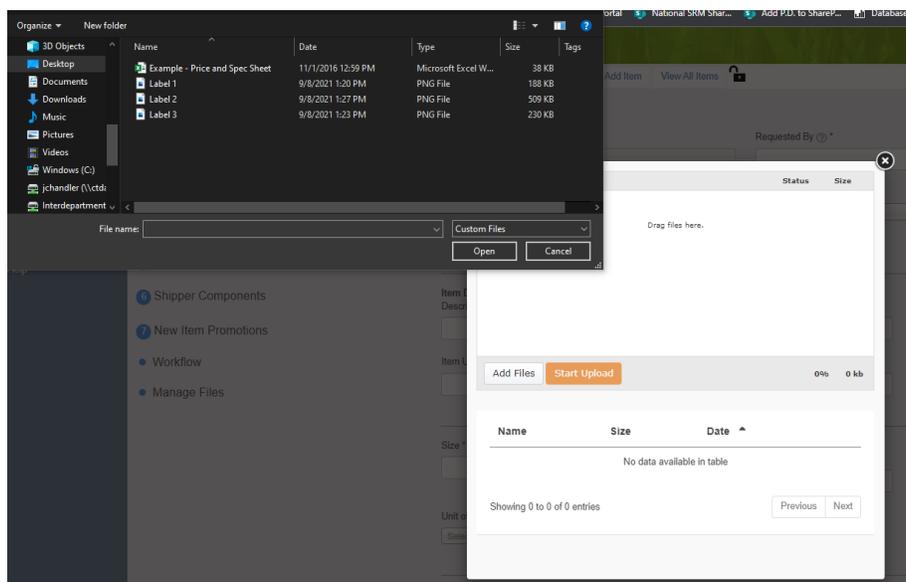
1 Basic Info	Basic Info
2 Pricing & Specs	Supplier Name * <input type="text" value="Test Supplier"/>
3 Product Attributes	Brand ? * <input type="text"/>
4 Shelf Life/Expiration	Requested By ? * <input type="text"/>
5 Warehouses	Product Category * <input type="button" value="Select an Option"/>
6 Shipper Components	Item Details
7 New Item Promotions	Description * <input type="text"/>
<input type="radio"/> Workflow	Item UPC ? * <input type="text"/>
<input checked="" type="radio"/> Manage Files	UPC of Caddy, Sleeve or Inner (if applicable) <input type="text"/>

3. From here, you have 2 options: “Add Files” or “Drag and Drop.”



4. Option 1: Add Files

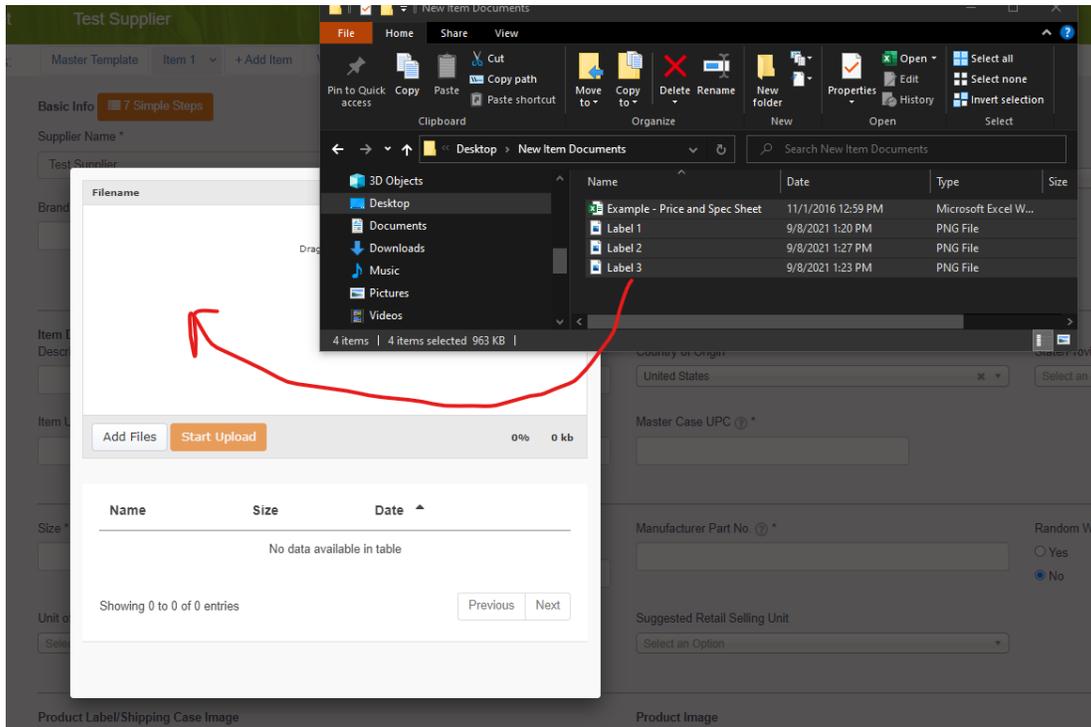
- a. Click the “Add Files” button and Windows Explorer will open.
- b. Select one, or multiple files, that you wish to upload. To select multiple, use the CTRL key on your keyboard and select.
- c. Once selected, click “Open” and the files will begin uploading to the portal. You’ll be able to see the progress of the files uploading.
 - i. Start and stop the upload as necessary.
 - ii. Add or remove files as necessary.
 - iii. Files will display in the lower half of the screen when upload is complete.



5. Option 2: Drag and Drop

- a. Open Windows Explorer on your computer.
- b. Highlight the files you wish to upload.
- c. Drag the files into the “Manage Files” screen in the white space that says “Drag Files Here.”

d. Once the files are dropped, they will begin uploading.



Duplicate an Item

To make item entry easier, you can duplicate an item once you have completed set up of one within your packet. You can only duplicate it when the packet is in “Draft” or “Declined” status. **Note – Not all fields will copy to the new item. Ones that will not include:**

- **UPC of Unit***
- **UPC of Caddy, Sleeve, or Inner**
- **UPC of Case or Master Case***
- **Manufacturer Part Number**
- **Product (Marketing) Image***
- **Flat File Product Labels***
- **Shipper ***
- **East Item Number**
- **West Item Number**

To Duplicate:

1. Create a new item packet or open an existing packet that’s either in “Decline” or “Draft” status.
2. Completely enter in details for 1 item and make sure it saved.
3. Highlight the tab of the item you want to duplicate.
4. Click the down arrow to the immediate right of the UPC number.
5. Click “Duplicate Item.”
 - a. A copy of the highlighted item will be created and labeled with “Item #,” with # representing the next available sequential number. Once the Item UPC has been entered and saved, the tab name will reflect the UPC.
 - b. You can duplicate an item as many times as you want.

6. After duplicating the item(s), you will remain on the tab for the first item in the packet. Click on the tab of the new item.

Review and update all necessary information on the new item. **Note:** You won't be able to "Save and Next" until all required fields are entered in.

7. **"Basic Info" tab –**
 - a. Review "Description," as it will duplicate from the original item.
 - b. You'll need to enter:
 - i. Item UPC
 - ii. Master Case UPC
 - iii. Manufacturer Number
 - iv. Product Label
 - v. Product Image
 - c. Click "Save and Next"
8. **"Pricing & Specs" tab –**
 - a. All information will be duplicated, review and update if needed.
 - b. Click "Save and Next"
9. **"Product Attributes" tab –**
 - a. Review "Ingredients," as it will duplicate from the original item.
 - b. All other information will be duplicated, review and update if needed.
 - c. Click "Save and Next"
10. **"Shelf Life / Expiration" tab –**
 - a. All information will be duplicated, review and update if needed.
 - b. Click "Save and Next"
11. **"Warehouses" tab –**
 - a. All information will be duplicated, review and update if needed.
 - b. Click "Save and Next"
12. **"Shipper Components" tab –**
 - a. All information will be duplicated, review and update if needed.
 - b. Click "Save and Next"
13. **"Promotions" tab –**
 - a. All information will be duplicated, review and update if needed.
 - b. Click "Save and Next"

Master Template

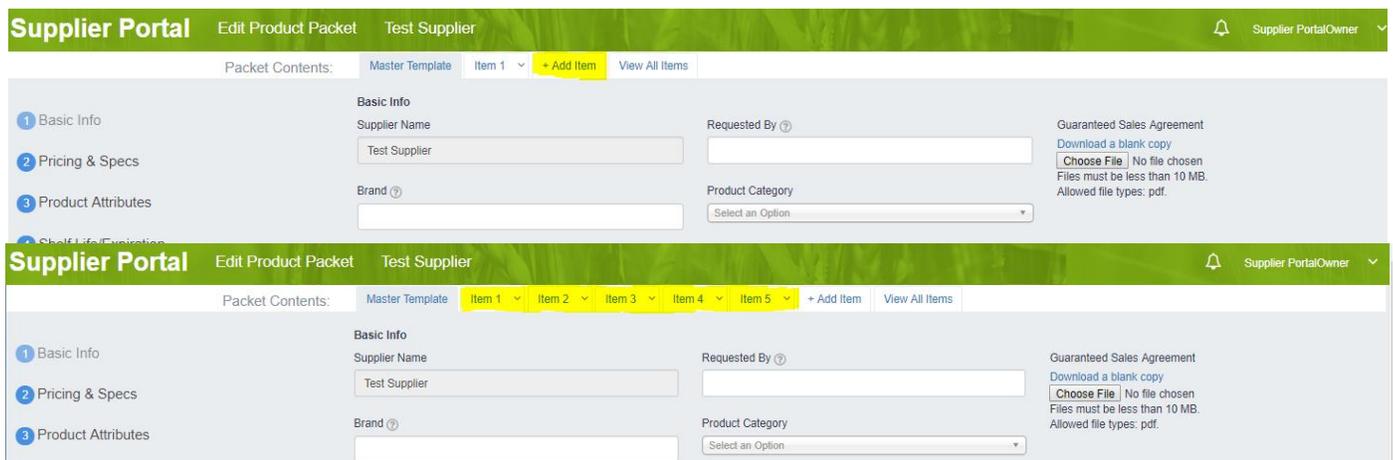
The Master Template is used to update all items in the packet at once. If any new items are created, they will default with the information listed in the Master Template.

Please Note:

- Any information entered in the Master Template can be overwritten at the item level.
- If a change is made to the Master Template and saved, it will overwrite any changes made on the item level.
- The following can't be changed on the Master Template –
 - Item UPC
 - UPC of Caddy, Sleeve, or Inner
 - UPC of Case or Master Case
 - Manufacturer Part Number
 - Product (Marketing) Image
 - Flat File Product Labels

Process

1. Create a Product Packet
2. Click the “+ Add Item” tab to create a new item. Repeat this step for as many items you’ll be including in the product packet.



The image displays two screenshots of the Supplier Portal interface. The top screenshot shows the 'Master Template' tab selected, with a '+ Add Item' button highlighted in yellow. The bottom screenshot shows the 'Item 1' through 'Item 5' tabs selected, with the 'Basic Info' tab highlighted in yellow. Both screenshots show a form with fields for Supplier Name, Brand, Product Category, and Requested By, along with a Guaranteed Sales Agreement section.

3. Click on the “Master Template” tab and complete the “Basic Info” tab by entering details that will apply to all or most of your items.
 - a. Grayed out fields can't be used.

ID: 10728

Packet Contents:

Master Template

Item 1

Item 2

Item 3

Item 4

Item 5

+ Add Item

View All Items



1 Basic Info

2 Pricing & Specs

3 Product Attributes

4 Shelf Life/Expiration

5 Warehouses

6 Shipper Components

7 New Item Promotions

• Workflow

• Manage Files

Basic Info **7 Simple Steps**

Supplier Name

Test Supplier

Requested By ?

Guaranteed Sales Agreement

Download a blank copy

Select an Option

Files must be less than 10 MB.

Allowed file types: pdf.

+ Manage Files

Brand ?

Product Category

Select an Option

Item Details

Description

Country of Origin

Select an Option

State/Province

Select an...

Item UPC ?

UPC of Caddy, Sleeve or Inner (if applicable)

Master Case UPC ?

Size

Pack of Caddy, Sleeve, or Inner QTY ?

Pack of Case or Master Case QTY ?

Manufacturer Part No. ?

Random Weight

Yes

No

Unit of Measure

Select an...

Suggested Retail Selling Unit

Select an Option

4. Once everything is filled in, click “Accept” at the bottom of the page.
 - a. You don’t have to fill in all the details to “Accept” the page. If you fill in part of it, it’ll still work.
5. Continue entering appropriate data for the remaining tabs:
 - a. Pricing & Specs
 - b. Product Attributes
 - c. Shelf Life / Expiration
 - d. Warehouses
 - e. Shipper Components
 - f. New Item Attributes
6. Once you’ve entered in all details and pressed “Accept,” access the items on the individual level to finish set up. Make sure all required fields are entered to save the page.

Supplier Warehouse

It's important UNFI has the most update to date warehouse address – i.e., where your items are shipping from. Please make sure your warehouse is updated before submitting any new items.

To download the latest version of our Freight Form, [click here](#).

If you're no longer shipping from a particular Warehouse, let your Supplier Merchandising Manager know.

You can create as many supplier warehouses as you need.

Add Warehouse to a Packet

If you are working on a Portal Packet, and there are no Supplier Warehouses listed from the drop down on the "Warehouses" tab, you will need to create one.

1. In the product packet, locate the orange button to the right that says "+New Warehouse Location."

2. The portal will automatically open Supplier Warehouse form to fill out.

3. Fill in:

- a. Location Name
 - i. **TIP:** Don't make them all the same name because when you go to select it, you won't know which is which.
- b. Street Address
- c. City
- d. State
- e. Zip
- f. Country
- g. Select a contact from the drop down
- h. Select whether appointments are required or not
- i. Add Pick-Up Times
- j. Upload a completed freight form
- k. Optional - Add Special Instructions

- Once finished, click “Save” at the bottom of the screen.
- Go back into your Portal Packet.
- Navigate to the “Warehouses” tab and to the “Supplier Warehouse Locations” fields. Your warehouse name will be listed in the drop down and you can select it.

Title *

Address 1 * Address 2

City * State/Province * Postal Code * Country *

Contact

Appointment Required

Pick Up Times *

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
from							
to							
	24H						

Special Instructions

Upload Freight Form *

Download a blank copy

Files must be less than 10 MB. Allowed file types: xls xlsx.

Upload Additional Files

Files must be less than 10 MB. Allowed file types: jpeg jpg png gif pdf xls xlsx.

Add Warehouse from Supplier Tab

- Click on the “Supplier” tab from the Dashboard.
- Click on the Supplier Name, which is a link.

Supplier Portal Suppliers Supplier #1

Search by supplier name or remit number

All Suppliers Active Inactive

Current Supplier	Supplier Name ^	Remit No.	SM	Reporting
●	Supplier #1	54896		None

Showing 1 to 1 of 1 entries

- In the menu, click on “Supplier Warehouses.”
- At the top right, click the orange button that says “+Add.”

Warehouses + Add

Title ^	Account No. East	Account No. West	Address
---------	------------------	------------------	---------

5. Fill in:
 - a. Location Name
 - i. **TIP:** Don't make them all the same name because when you go to select it, you won't know which is which.
 - b. Street Address
 - c. City
 - d. State
 - e. Zip
 - f. Country
 - g. Select a contact from the drop down
 - h. Select whether appointments are required or not
 - i. Add Pick-Up Times
 - j. Upload a completed freight form
 - k. Optional - Add Special Instructions
6. Once finished, click "Save" at the bottom of the screen.

Modifying a Warehouse

After creating a Supplier Warehouse, you can modify it at any time.

1. Click on the Warehouse name, which is a link.

2. Make any edits you need.
3. Click “Save” at the bottom of the page.