**Capstone Compliance Portal**

Capstone Logistics is UNFI’s 3rd Party unloading and dock management partner. They offer access to a Supplier Compliance Portal. The portal provides transparency to real time and historical data, pictures, and supplier reporting designed to help manage compliance chargebacks. There is no charge for access to the Compliance portal.

Efficient receiving practices improve productivity, product quality, safety of our associates, and completeness of purchase orders.

To Access the Compliance Portal, visit [*https://complianceportal.capstonelogistics.com/*](https://complianceportal.capstonelogistics.com/). Click the "Apply for a new account" link. Enter your email address, and then verify your account. A verification code will be sent to your email for confirmation. Upon successful completion, complete all necessary information on the registration form.

After completing the above step on the capstone website, please email: supplieropsmgrs@unfi.com, with a copy of your finalized Capstone Compliance Access Template. Registration will be processed within 2 business days.

**Compliance Types:**

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| --- | --- |
| **Fee Category** | **Fee type and description** |
| **Appointment violation fees** | **No call no show*** Supplier Delivered Loads that are a no call/no show to a scheduled appointments
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| **Rescheduled <24 hrs.*** Supplier Delivered Loads are rescheduled with less than 24 hours’ notice
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| **Unscheduled*** Supplier Delivered Loads arrive at UNFI DC without delivery appointments
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| **Late 30+ mins*** Supplier Delivered Loads late to scheduled appointments by more than 30 mins
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| **Load Condition Fees** | **Pallet Violation Fee*** Pallet does not meet standard set by UNFI, failing one or more specifications
* Bad Pallet / Unacceptable Pallet, Product overhanging, Items not grouped together
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| **Freight damaged / shifted*** Product was not adequately secured during transit, resulting movement / damage
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| **Incomplete / Inaccurate Bill of Lading or Packing Slip*** Shipping documents including Bill of Lading (BOL) or Packing Slip incomplete or inaccurate
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| **Placard Missing*** Pallets must be labeled with DC and PO# on the front and back of pallet”
* Charged per pallet for non-compliance
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| **UPC Barcode*** UPC Barcodes missing and/or unscannable from product/cases
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| **Overship*** Product delivered is above confirmed PO quantity
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| **Wrong product / case pack*** Product or case pack delivered is incorrect
 |
| **Unsafe/Unclean trailer*** Trailer used to deliver product is unsafe or unclean
 |
| **Short Dated Product*** Product sent with less than agreed upon minimum shelf life
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| **Service level fees** | **Service Level Assessment (SLA)*** Purchase order fulfillment rate on any of the designated Never Out and agreed-upon forecast items declines to 90% or less over a period of 2 weeks or more
* Overall brand purchase order fulfillment rate falls below 90% for three months or more
* Lack of a specific plan to return UNFI to 95% or greater overall brand order fulfillment rate and/or 100% purchase order fulfillment rate for Never Out and forecasted items by a specific date.
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| **Vendor Caused Lost Sales (VCLS)*** Customer ordered product that was shorted by supplier
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| **CLF** | **Costing Letter Fees / Invoice Surcharge*** Amount Invoiced by supplier is greater than amount expected by UNFI due to variance in pricing or quantity
 |
| **All other compliance fees** | **Late Disposition*** Supplier does not remove product from UNFI DCs within specified time period (14 days)

**Late Notice Fee*** Supplier does not provide 90 day notice on changes including Pack Change, Cost Change, and Pickup Location change
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