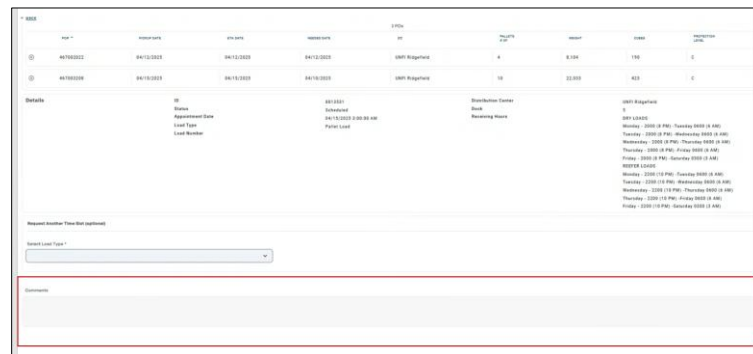


myUNFI Carrier Portal Best Practices & FAQ

Best Practices

- Appointment requests should be made **three or more days** prior to ensure carriers have ample time to secure needed appointment dates to coincide with available time slots through www.myunfi.com.
 - Please refer to the ADO (appointed days out) to ensure ample time is requested to secure needed appointment day relative to the most current receiving facilities schedule.
- If the appointment date/time you desire is not available, accept the first available and add the requested date/time in the comments section (shown below) and if possible, the Scheduling Coordinator will assign the requested date.



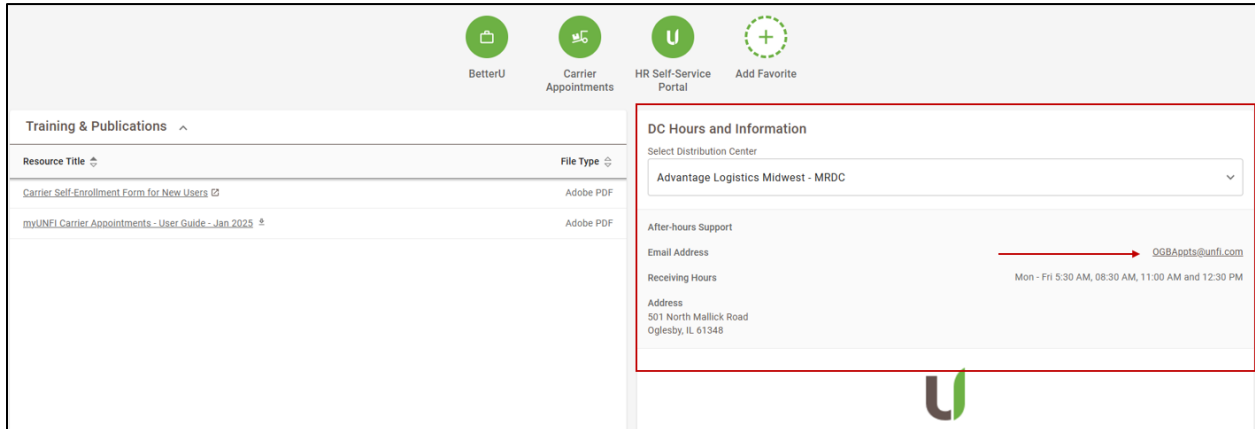
The screenshot shows a table with appointment details. Below the table, there is a section for 'Request Appointment' with fields for 'Request Appointment Date', 'Load Type', and 'Load Number'. A 'Comments' section is highlighted with a red border, showing a text area for additional information.

- All requests received by 2 pm (local DC time) will be responded to before the end of the Scheduling Coordinator's shift. Requests received AFTER 2 pm (local DC time) will be responded to starting at 8 am (local DC time) the next business morning and in the order received. Please keep in mind that if you send in your request at 6 pm the night before, it could be as late as 11 am (local DC) time before you receive a response depending on where your request falls in the queue.

FAQ

- ALL POs arriving on a trailer must be scheduled on the appointment confirmation or will be subject to unscheduled fees, delayed receiving, and or rejection.
- Once an appointment is created in myUNFI Portal it is put in Pending status. The Scheduling Coordinator will then need to go to their pending appointments and accept/schedule the appointment.
 - Upon acceptance, you will receive an appointment confirmation email, and you will also see the Appointment ID# in the Upcoming section in the myUNFI Portal.
 - Your appointment is **not** confirmed until you receive the email confirmation.
- You can search multiple PO's at a time. Just separate each PO number with a comma in the search bar and press enter.

- If a PO does not come up in the myUNFI Portal it most likely means one of the following things:
 - PO has been deleted
 - PO has already been received
 - PO you are looking to appoint does not match the DC destination selected
 - PO is already scheduled/pending on an existing appointment
 - In these instances, reach out to the DC's appointment inbox for assistance.
 - The appointment inbox email can be found by selecting the DC on the myUNFI dashboard.



The screenshot shows the myUNFI portal dashboard. At the top, there are four icons: BetterU, Carrier Appointments, HR Self-Service Portal, and Add Favorite. Below these, the 'Training & Publications' section is visible, listing two PDF guides: 'Carrier Self-Enrollment Form for New Users' and 'myUNFI Carrier Appointments - User Guide - Jan 2025'. On the right side, the 'DC Hours and Information' section is highlighted with a red border. It includes a dropdown menu for 'Select Distribution Center' with 'Advantage Logistics Midwest - MRDC' selected. Below this, the 'After-hours Support' section shows the email address 'OSBAppts@unfi.com' with a red arrow pointing to it. The 'Receiving Hours' section lists the hours as 'Mon - Fri 5:30 AM, 08:30 AM, 11:00 AM and 12:30 PM'. The 'Address' section lists '501 North Mallick Road, Oglesby, IL 61348'.