Quick Start Guide

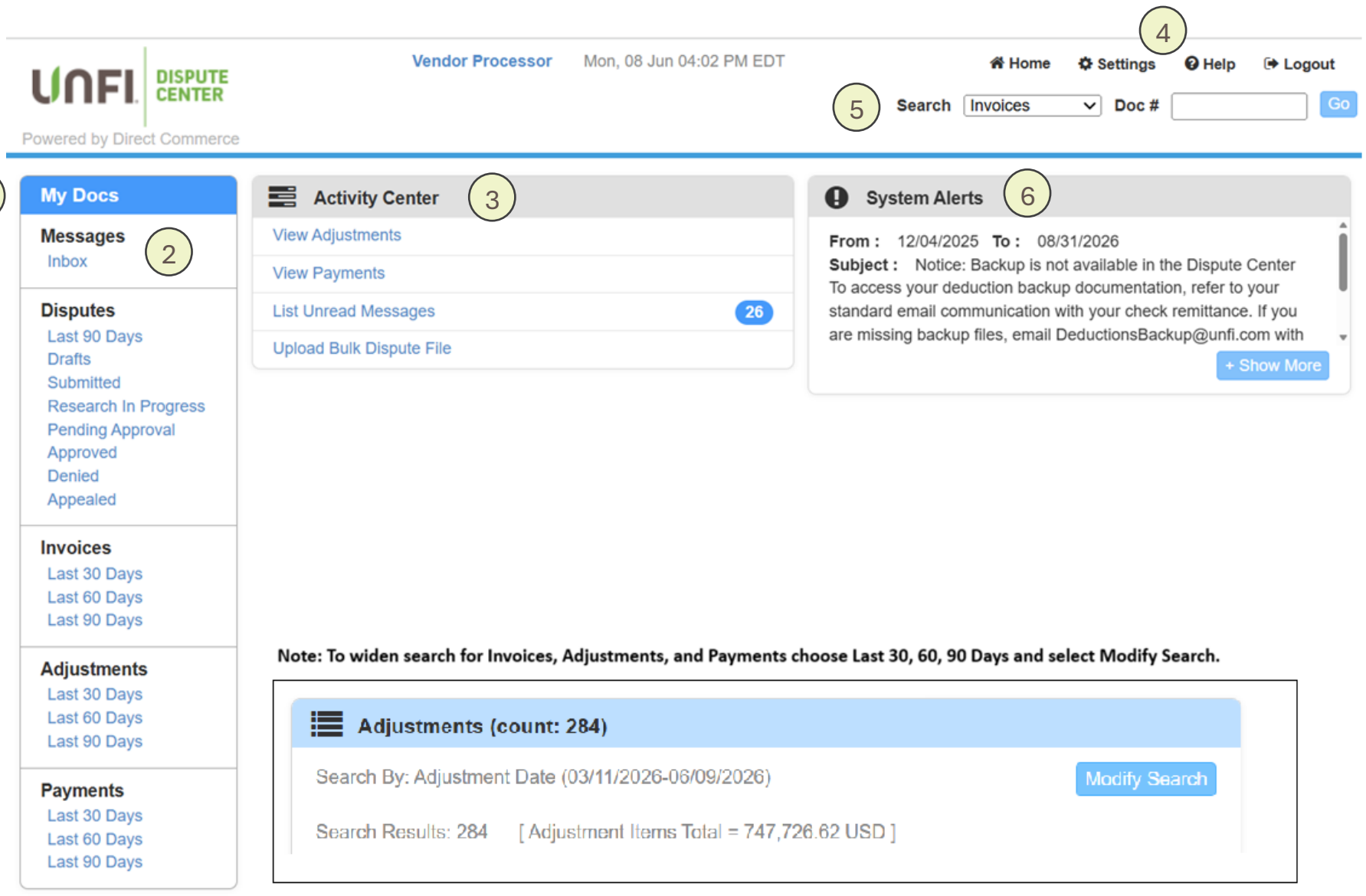
Dispute Center Home Page Overview

Purpose

This guide provides an overview of the Dispute Center home page. It explains the main sections and navigation links so you can understand where to locate key information and actions.

Before You Begin

You must be logged into the myUNFI Portal and have the Dispute Center available on your Supplier dashboard. *



1 My Docs

Left side menu provides quick access to your disputes, invoices, adjustments (i.e. deductions), and payments from the last 90 days and beyond.

2 Inbox

View notifications related to the status of your submitted disputes, daily payments received, and system alerts.

3 Activity Center

Main hub for quick actions like viewing recent adjustments (i.e. deductions) and payments, checking notifications, or submitting disputes in bulk.

4 Header Navigation

Top menu provides the ability to return home, update settings, click Help to view training videos and Quick Start Guides or get further Dispute Center system support, and logout.

5 Search Bar

Enter the first three chars at least to find disputes, invoices, adjustments (i.e. deductions) or payments. Use Advanced Search to search beyond last 90 days.

6 System Alerts

View important notifications from UNFI such as system updates, processing delays, or reminders. Review to determine if action is needed.

* Navigate to myUNFI Portal (www.myunfi.com) to access your Supplier dashboard. UNFI and Direct Commerce are here to help with questions about logging in, navigating the Dispute Center, or submitting Natural deduction disputes. For assistance, submit a request through the Direct Commerce Dispute Help Desk (https://dciunfi.zendesk.com/hc/en-us).