

Alerts are used to notify users about important information regarding delivery or ordering. These alerts can be sent via Email or Push Notification on the Mobile App.

This guide will document the process for turning on this function and set your personal preferences.

Available Alerts

Cutoff to Submit Orders for Tomorrow's Delivery
This alert occurs 60 minutes before your order cutoff to remind you to submit an order that was in progress or not submitted.


Cutoff to Place Orders For Tomorrow's Delivery
This alert occurs 60 minutes before your order cutoff to remind you to start and submit an order.

Delivery Heads Up
This alert occurs when your delivery truck is about 30 minutes away from arriving at its delivery location.

How do you manage Alerts?

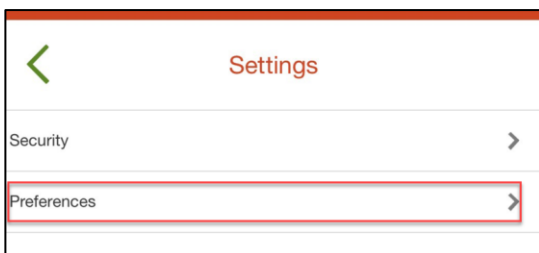
Alerts settings are managed by the Universal Preference Center (UPC) via US Foods Online or the Mobile App

A. Navigate to UPC via Mobile App:

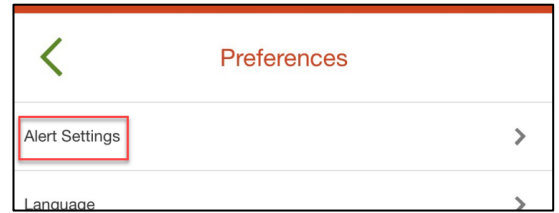
1. Tap on the Pancake Menu 
2. Tap on Settings



3. Tap on Preferences



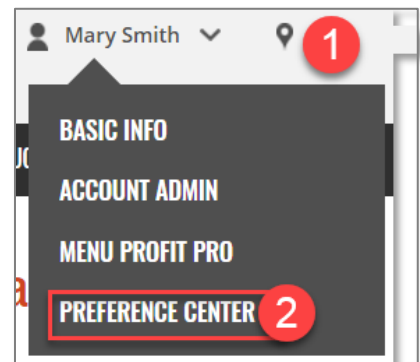
4. Tap on Alerts Settings



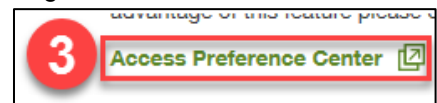
5. The UPC will open
****Note: you must be using the mobile app to enable push notifications****

B. Navigate to UPC via US Foods Online

1. Click username from the home page
2. Click on Preference Center



3. Click on "Access Preference Center" link on Preference Center Landing Page

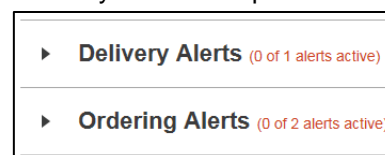


4. A new browser window will open UPC.

****Note: you must be using the mobile app to enable push notifications****

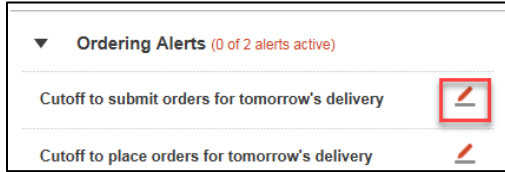
Turning On Ordering or Delivery Alerts

1. On UPC, Tap/click on Ordering Alerts or Delivery Alerts to expand the section

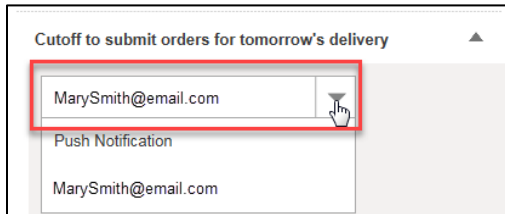


2. Available Ordering Alerts or Delivery Alerts will appear

- Tap/Click the edit icon for the alert you want to set



- A drop down list appears. Select notification type: "Push notification" or "Email"

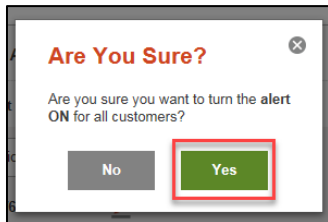


- After selecting the notification type, the user can turn notifications on and off for all departments or locations attached to their log in or for specific departments/locations.

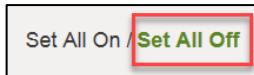
- To set notification on for all departments or locations,** tap/click on "set all on".



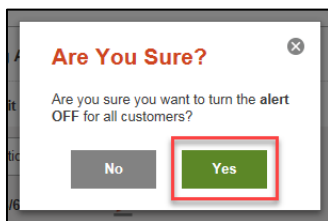
A pop up will appear to confirm your decision.



- To set notification off for all departments or locations,** tap/click on "set all off".

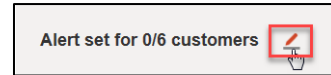


A pop up will appear to confirm your decision.

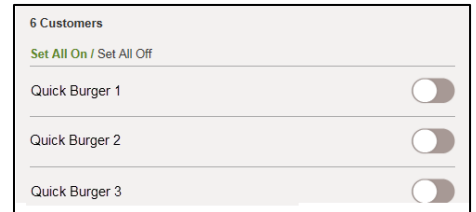


- To set for a specific department or location:**

tap/click on edit icon next to customers.



A list of departments or locations will appear.



Turn the alert on for that department or location by tapping/clicking on the toggle switch to the right of the department or location name.



Setting up your Apple Watch for Alerts

- The mobile app must be installed on your phone to receive apple watch alerts.
- Set alerts preferences to push notifications.
- Make sure the US Foods Watch App is synced to your Apple Watch.
- Once synced, Alerts should be viewable from your watch.



Important

You must be using the latest version of the mobile app to enable push notifications and your phone settings must also enable notifications from the US Foods Mobile App.