



## MyUnivar.com FAQ's for Customers

### Getting Started

#### About MyUnivar

1. **Which customers should get MyUnivar.com access?**
  - a. All active customers with a customer number can sign up at [www.myunivar.com/register](http://www.myunivar.com/register).
  - b. MyUnivar is a great solution for all active customers, even if you already have an automated order system. We offer solutions for purchasing Online, however MyUnivar is also designed to make research and document access easier for all members of the customer organization from R&D to shipping and receiving.
2. **Where can I learn more about MyUnivar?**
  - a. Visit [canada.myunivar.com](http://canada.myunivar.com) for a summary of site benefits including:
    - i. Highlights and features of MyUnivar
    - ii. A One Pager Univar Brochure
    - iii. A getting started video outlining how to use the features of MyUnivar

#### Registering

1. **How do I register for MyUnivar?**
  - a. Self-registration is easy at [www.myunivar.com/register](http://www.myunivar.com/register).
2. **How can I get my customer number?**
  - a. Customers can get their 6 Digit customer number from invoices, order acknowledgment, BOLs, CSRs, Sales Reps or through our digital CSR at [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com).
  - b. Using your customer number at [www.myunivar.com/register](http://www.myunivar.com/register) helps speed up the registration process.
  - c. If you are not a current Univar customer, please contact Customer Service or your Univar Sales Rep to set up an account in order to be able to register for MyUnivar.
3. **Any requirements for user name?**
  - a. A user name must be unique. Customers can't share one e-mail address or select a user name already in use. Example: Linda, Bob, Joe, etc., may already be in use by another customer.
4. **Can MyUnivar accept a general e-mail box for multiple people?**
  - a. E-mails must be unique. A team can't share one e-mail for multiple accounts.
5. **Can multiple people share a profile? (contact)**
  - a. This is not advised as it can cause issues when multiple people are ordering on line. If a person is building an order and another person begins creating another order, both people will be adding to the same cart. They will see additional products in their cart. It is best to have individual profiles. MyUnivar will continue to personalize the content per role, so it is ideal to align the role and person with the account.
6. **How many people can be tied to an account? (account vs contact)**
  - a. No limits – it's best to have every person set up their own profile.
  - b. We want as many customers within an account to register. While Purchasing can easily place orders online, there are many features like document and invoice tracking that can be used by several other roles in the organization.
7. **Can a department be set up with a profile?**
  - a. MyUnivar needs a contact owner for each profile. If we need to contact a user, we need a name and phone number of a person, not a general inbox.

## Troubleshooting Access

1. **I didn't get the "Welcome to Univar" e-mail when I registered. Can you send another e-mail?**
  - a. If you didn't receive the Welcome to Univar e-mail, please check your junk email file or fire-wall/quarantine files. Depending on your e-mail security settings, the e-mail may not deliver to your in-box.
  - b. If you are still unable to find the Welcome e-mail or the Welcome e-mail has expired, contact [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com) to send a reset password e-mail.
2. **What if I forgot my password?**
  - a. Univar does not have access to any customer passwords. You will need to click "Reset Password" at [www.myunivar.com](http://www.myunivar.com) or contact [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com) to send a reset password e-mail.
3. **What if I forgot my user name?**
  - a. Click "Forgot User Name" or contact digital customer care at [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com).
4. **I'm getting an error when trying to register my account. What is wrong?**
  - a. Please review the contact info:
    - i. Do you have an extension in the customer phone number field? (need to move extension to separate field)
    - ii. Do you have a valid e-mail?
    - iii. Do you have a title? (Required)
    - iv. Did you enter a user name, title, and role in the registration field? (Required)
    - v. Is the e-mail or user name unique? (System can't accept duplicate user names or emails)

## Document Access

1. **What documents are available on MyUnivar?**
  - a. Over 40 different types of documents available on the site including:
    - i. Safety Data Sheets
    - ii. Invoices
    - iii. Certificates Of Analysis
    - iv. More to come!
  - b. If you can't find a document on MyUnivar, let us know at [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com) and we will work to add the document to the site.
2. **Why don't COAs SDSs, or invoice documents display on the site when selected?**
  - a. You may need to disable your pop-up blocker on your browser.
  - b. If it is not a browser issue, please contact digital customer care team at [digitalcsrcanada@univar.com](mailto:digitalcsrcanada@univar.com).
3. **Where do I find their Invoices?**
  - a. Go to the orders page, search for shipped or closed orders, click on the + on the order. The invoice number is listed in the top left corner in blue.
4. **Where do I find my COAs?**
  - a. Go to Documents page, click on COA tab, search for COA by:
    - i. Customer PO
    - ii. Univar sales order
    - iii. Univar product code
    - iv. Product name
    - v. Lot#
  - b. COA search defaults to 1 year – but customers can extend the search to greater than 1 year. If the COA is available, you can view/download the COA.
  - c. Go to orders page and search by:
    - i. Customer PO
    - ii. Univar sales order
    - iii. Univar invoice
  - d. You will only find lot numbers associated with their deliveries.

## 5. Where do I find SDS documents?

- a. Go to Documents page, click on Documents tab, search for SDS by:
  - i. Customer PO
  - ii. Univar sales order
  - iii. Univar product code
  - iv. Product name
  - v. Lot number
- b. Go to orders page and search by:
  - i. Customer PO
  - ii. Univar sales order
  - iii. Univar invoice
- c. SDS will be available to you to view or download whether an order has shipped or not.
- d. All public SDSs are available to you whether the you've ordered or not.

## Ordering

### 1. Where do I enter my PO and delivery date?

- a. On the check-out page

### 2. What if I need it sooner than the date provided on the web-site?

- a. Enter the date & add notes to the check out. Customer service will review the notes and make the changes to the order and confirm deliver date. (Delivery confirmations will not be different than orders are confirmed currently through DCS)

### 3. Where can I find my delivery date?

- a. The order confirmation from your CSR (DCS) will show the delivery date.

## Terms & Payments

### 1. Can I pay with credit card?

- a. If your customer account is set up as credit card, yes.
- b. If you have an open line of credit or credit terms, no.

### 2. Can I pay on line?

- a. At this time, no but you can pull invoices unless the account is set up as "do not mail invoices".

### 3. Can I access credit memos?

- a. At this time, only invoices are available on MyUnivar.com.