SUPPLIER SBA WEB FORM

Training Guide

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Version 2.2
Please direct specific questions about this process to Contacts listed in the Appendix section of this document.
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INTRODUCTION

This document references the process for creating and maintaining a Supplier Buying Agreement (SBA) using the SBA web form Application. Home Depot Suppliers will use this application, in partnership with their Merchants, Merchant Assistants (MAs) and other authorized Home Depot Associates, all of whom participate in the creation and maintenance of SBA data.

Documentation Objectives
This documentation is designed to help and train Merchandising Suppliers of The Home Depot Canada on the end-to-end SBA process using the SBA web form Application, as well as to efficiently complete and submit the SBA to the Home Depot Requestor (i.e. Merchant, MA, Import Operations,) for review, approval and processing.

This process includes: receiving an email invitation from a Home Depot Requestor (HD Requestor) to create a SBA; communicating with the HD Requestor regarding any questions or issues while the SBA is “in progress”; completing and submitting the SBA back to the HD Requestor

Upon reviewing the information in this guide, the Supplier will be able to:
- Understand the end-to-end process to receive and complete a Canadian Home Depot Merchandising Supplier Buying Agreement (SBA)
- Execute preparation activities prior to using the SBA web form Application
- Access the SBA web form application
- Create a personal password
- Reset a forgotten password
- Enter Supplier information into appropriate sections of the SBA web form application
- Add and edit a shipping term
- Add and edit a return policy
- Add contacts at the corporate and store levels
- Know who to contact for procedural questions and technical issues when using the SBA web form Application
- Know where to find answers to Frequently Asked Questions (FAQs)
- Complete and submit the SBA Application

How to Use This Guide
Each chapter includes an introduction to the business process, or a description of the section of the web form being covered, and an explanation on how to complete that section of the web form. At the end of the guide, you will find additional resources such as an overview and reference materials.
Conventions and Icons

Terms introduced in this document will be underlined in bold text (e.g. Article).

Application objects, such as the names of fields and buttons, will be denoted in CAPITALS.

The following icons are used throughout this guide:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Usage Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✍️</td>
<td>NOTE - This icon highlights a special point of interest about the topic under discussion</td>
</tr>
<tr>
<td>😊</td>
<td>TIP - This icon points to a useful hint that may save the User time or trouble</td>
</tr>
<tr>
<td>⚠️</td>
<td>CAUTION - This icon alerts the User that the operation being described can cause problems if the User is not careful</td>
</tr>
<tr>
<td>★</td>
<td>IMPORTANT – This icon provides important information to help facilitate the process</td>
</tr>
<tr>
<td>✏️</td>
<td>PRACTICE – This icon indicates an opportunity for the User to practice the steps in a particular process</td>
</tr>
</tbody>
</table>
SBA WEB FORM PROCESS – END-TO-END REVIEW

This section outlines the primary activities that Suppliers participate in when creating or maintaining their SBA with The Home Depot Canada. The following chapters of this guide will explain each step in greater detail.

The SBA web form application provides many features to improve data security, accuracy, and reduce kick-backs and time delays. These enhancements include:

- Secure User Access
- User guidance and online help (documentation & field-level help)
- A collaboration feature allowing Suppliers to communicate with their Home Depot Representative (i.e. Merchant Assistant or other Merchandising contact)
- Ability to save work in progress
- Systematic “checks” of required fields
- Ability to set corporate-level terms and, if needed, add terms* by location or service type**

*terms- special allowances or discounts (refer to the Appendix for a detailed description)
**service type- the method by which product is moved from the Supplier through Home Depot’s Distribution Centers (DC), if applicable, and to the stores.

- Enter and set multiple contact types at various levels, including corporate and market.
- Automated email notifications sent to identify the current status of the SBA as well as when the SBA is complete/entered into THD systems.

The Home Depot Supplier Buying Agreement Process
To formalize a Supplier’s business relationship with The Home Depot, the Supplier must complete the SBA process. It begins when the Merchant and Supplier jointly agree to enter into a contract to distribute the Supplier’s products to The Home Depot stores. Other Home Depot Associates may initiate the SBA process with the Supplier, such as the MA or Import Operations. A THD Associate that is authorized to initiate and execute the SBA process will be hereinafter called a “Home Depot Requestor” (HD Requestor).

(IMPORTANT) - This guide outlines the steps needed to complete the SBA web form. Prior to completing the web form, you should complete the following steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contact the Home Depot merchandising representative who manages your product (ex: Merchant, MA, Import Ops)</td>
</tr>
<tr>
<td>2</td>
<td>The HD representative (also called the HD Requestor) should advise you to review documents on the Home Depot’s HD Link website, including the Supplier Reference Guide, Legal Terms and Conditions, Home Depot organizational information, and the SBA Insurance Approval Request Form. The Home Depot’s HD Link website is located at: <a href="https://homedepotlink.homedepot.com/">https://homedepotlink.homedepot.com/</a></td>
</tr>
</tbody>
</table>
### Step 3
Download and follow the instructions found in the *SBA Insurance Approval Request Form* to start the process of obtaining the proper insurance certification prior to completing the SBA.

**Important**
You must complete the Insurance Approval Request process and obtain insurance approval, prior to completing the SBA.

---

After reviewing the information on the HD Link website and successfully completing the Insurance Approval Request process, your HD Requestor can send you the *SBA email invitation*. The *SBA email invitation* contains:

- Your link to the SBA web form
- Important information that you need to know to complete the web form
- A unique SBA Control ID and password to log in to the form
- The name and contact information for your Home Depot SBA Contact (typically the Merchant Assistant). This is the associate you can contact should you have any questions as you complete the SBA process.

### Step 4
Click on the “**Online SBA Form**” link and enter the CONTROL ID and password provided in the SBA email invitation

### Step 5
Complete your SBA (Vendor-owned) information on the web form. Review your work and ensure all information is filled out completely and accurately. 
*Note* The system will ensure that required fields are completed. In the event that required fields were missed, the system will display error messages to guide you to completing required fields.

### Step 6
Submit the (online) SBA by electronically signing the web form.

### Step 7
After you submit the SBA for review, your HD Requestor and/or Merchant will review the SBA and will do one of two things:

a. *Approve the SBA*: If approved, you will receive an email that the SBA is approved.

b. *Notify you that updates are required* - In this case, you will be notified via email that updates are required. Work with your HD Requestor to ensure that you’re making the correct updates in the SBA.

### Step 8
After your HD Requestor receives the electronically signed SBA and they have approved the SBA, the SBA will be uploaded automatically to THD systems.

### Step 9
Finally, after the SBA data has been uploaded to Home Depot Canada’s systems, you will receive notification of completion.
The following diagram depicts, at a high-level, the SBA process outlined on the previous pages:

Figure 1 – Graphical Depiction of The Home Depot Canada SBA Process

While completing the SBA, should any questions or issues arise, you can communicate with your HD Requestor. Contact information for the HD Requestor can be found on the Invitation tab of the SBA form.
PREPARATION ACTIVITIES

Activities to Complete Before Accessing the SBA Web Form Application

In order to successfully complete the SBA, you must complete the following activities prior to beginning the SBA process:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contact your Home Depot Merchandising Representative who manages your company’s product line to begin SBA negotiations (this is usually the Merchant)</td>
</tr>
</tbody>
</table>
| 2    | Review all pertinent forms and information located on The Home Depot’s HD Link website (homedepotlink.homedepot.com). These forms include:  
  - *Supplier Reference Guide* and *Supplier Terms & Conditions*. Please take note of the following important information:  
    - The *Confidentiality Agreement* is enclosed within the *Supplier Terms & Conditions*  
    - The final signature page of the SBA contains a statement that confirms the signer (Supplier) agrees with the terms of the SBA. Therefore, when you sign the signature page of the SBA, you are confirming that you agree to the *Supplier Terms & Conditions* located on Home Depot Canada’s HD Link website. |
| 3    | From the HD Link website, download the *Canada Supplier Agreement - Insurance Approval Request Form* and follow the instructions on the form carefully.  
  - The insurance approval process is required for all new Suppliers, or existing Suppliers that will be providing new products for another Home Depot department. This ensures that all Suppliers meet The Home Depot’s insurance requirements  
  - If you do not have your insurance properly verified, you cannot complete the SBA process. Insurance must be verified and approved in order to successfully complete the SBA  
  - Continue to the next section for additional information on how to successfully complete the insurance approval process. |

(CAUTION) It cannot be stressed enough the importance of completing the preparation activities listed above. Suppliers that do not read the required Supplier documents and pass the insurance verification process will not be able to proceed with the SBA process in a timely manner.
**Navigating the Insurance Verification and Approval Process**

As part of the overall SBA process, you must complete the insurance verification and approval process. The Home Depot contracts with a third-party, insurance compliance company to validate Suppliers’ insurance. Once approved, the company will mail you the *Insurance Acceptance Notification Letter*, which contains your *Insurance Approval Number*. The insurance approval number must be entered in a required field on the SBA web form.

Please review the following steps and tips to help you successfully complete the insurance approval request process:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>After downloading the correct <em>Canada Supplier Agreement - Insurance Approval Request Form</em> from the HD Link website, read the instructions carefully on the top portion of the first page.</td>
</tr>
<tr>
<td>2</td>
<td>In the lower portion of the form, begin completing the fields. Select whether you are a New or Existing Vendor&lt;br&gt;• If you are an Existing Vendor, provide your Pay-To-Vendor (Payment Vendor) Number&lt;br&gt;• New Vendors will not have a Pay-To-Vendor (Payment Vendor) Number, which is created when a Supplier’s SBA information is initially set-up in The Home Depot Canada’s financial systems.</td>
</tr>
<tr>
<td>3</td>
<td>Complete the “Home Depot Assigned Occurrence and Aggregate Limit” field by locating the necessary amount of insurance that you must carry on the second page of the form, in the “Home Depot Insurance Requirements Chart.”&lt;br&gt;Be sure to carefully review this chart. Based on the products you will be supplying to The Home Depot, locate the product’s description and department to determine the correct Insurance Aggregate Limit Requirement in the second column.</td>
</tr>
<tr>
<td>4</td>
<td>Work with your Insurance Agent/Broker to ensure your company has the correct amount of insurance and attach your Certificate of Insurance to the completed <em>Insurance Approval Request Form</em>.&lt;br&gt;Completed insurance forms may be sent via email or fax to the address listed on the <em>Insurance Approval Request Form</em>.</td>
</tr>
<tr>
<td>5</td>
<td>If there are any issues with the information on the insurance form, you will be notified (in writing or email, if it was provided on the form).</td>
</tr>
<tr>
<td>6</td>
<td>If all information and insurance requirements were correctly completed, the insurance certification company will send you your <em>Insurance Approval Letter</em>, approximately 2-4 weeks following receipt of your completed <em>Insurance Approval Form</em>.&lt;br&gt;• If the form is not completed sufficiently or correctly, the process may take longer than 4 weeks.</td>
</tr>
<tr>
<td>7</td>
<td>Once you receive the <em>Insurance Acceptance Notification Letter</em> containing the “Insurance Approval Number,” you’re ready to log in to the SBA web form application.</td>
</tr>
</tbody>
</table>

(TIP) – Be sure to review and re-evaluate your insurance coverage according to the “Home Depot Insurance Requirements Chart” on a periodic basis. This will ensure that your company is always in compliance with The Home Depot’s most current insurance requirements.
Logging into the SBA Web Form Application

**Section Objectives**
After completing this section, you should be able to:
- Know what the SBA invitation looks like and how to receive it
- Know how to log in to the SBA web form
- Know how to reset your ID and/or password, if needed

![Diagram of the SBA Process](image)

**Figure 2 - Reviewing initial segment of the SBA Process (red)**
**SBA Email Invitation**

The SBA Email Invitation (Figure 3) provides important information. Please read the information contained in this email thoroughly.

Dear Anoshka,

This is an invitation to complete The Home Depot’s Supplier Buying Agreement (SBA). To ensure successful completion of the SBA process, please perform the following steps:

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Save a copy of this email, as it is the single, original SBA Invitation email you will receive for this SBA. It contains your external Supplier link to the SBA as well as a unique SBA ID.</td>
</tr>
<tr>
<td>2</td>
<td>Complete the Insurance Approval Request Form. The Insurance Approval Request forms &amp; instructions can be downloaded from the following link:</td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Insurance Approval Request Form</a></td>
</tr>
<tr>
<td></td>
<td>Follow the instructions carefully. Once you submit the Insurance Approval Request Form, it may take up to four weeks to receive the Insurance Verification Letter by U.S. Mail (there is no express mail option).</td>
</tr>
<tr>
<td></td>
<td><strong>IMPORTANT:</strong></td>
</tr>
<tr>
<td></td>
<td>• The Insurance Verification Letter will contain a unique code that is required to complete the online SBA Application</td>
</tr>
<tr>
<td></td>
<td>• Failure to successfully obtain the Insurance Verification Letter will delay completion of the SBA process</td>
</tr>
<tr>
<td>3</td>
<td>Access the online SBA Application by clicking on the <a href="#">Online SBA Application</a> link. You will be prompted to enter the SBA User ID and system-generated password:</td>
</tr>
<tr>
<td></td>
<td><strong>User ID:</strong> 2000001264  <strong>Temporary user ID to log-in to SBA application</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Password:</strong> you will receive your password shortly in a separate email</td>
</tr>
<tr>
<td></td>
<td><strong>IMPORTANT:</strong> You must access the SBA Web form using the <em>external</em> Supplier link that is included in this email. Internal SBA Web form link used by THD Associates (e.g. Merchants, MAs), cannot be accessed by Suppliers.</td>
</tr>
</tbody>
</table>
(CAUTION) You must use the link in the email to access the Supplier-version of the SBA web form Application. This is an external link outside of The Home Depot's internal systems. You cannot use the Merchant-version of the SBA web Form, even if it has been sent to you by the Merchant or Merchant Assistant.

(NOTE): You will receive an email notification once each step of the process is complete (Eg: Invitation sent to vendor, Pending MA review, Pending Merchant review, etc.)
How To: Log into the SBA Web Form Application for the First-Time

Following negotiations, the HD Requestor (i.e. MA or Import Operations Specialist) will complete a SBA invitation, which will be sent in as an email to you, the Supplier (Figure 3).

The HD Requestor will complete the following information prior to sending you the invitation:

- SBA type (New Supplier or maintenance to existing Supplier)
- Their contact information (Name, Phone #, email address)
- Merchandising Vendor category for the SBA (for example, Import or Domestic)
- SBA payment terms

The email will contain a link to the SBA web form within HD Link and the SBA User ID (each SBA is assigned a unique User ID) to log in. A second email will be sent simultaneously containing a password to be used with the User ID when logging in.

Information completed by the HD Requestor in the invitation will be visible to you, the Supplier, as “read only” information on the SBA web form. The merchandising Vendor category selected by the HD Requestor will drive application logic which will provide you with the required tabs and fields in the form to complete for that specific SBA.

(NOTE) If you identify information on the invitation that is incorrect, you must reach out to the HD Requestor to adjust this information.

Complete the following steps to receive the SBA (email) invitation and log in to the SBA web form:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access your email and open the SBA email with subject line, “The Home Depot SBA Invitation: Dept XX [e.g. Dept 21, Dept 22, etc]”.</td>
</tr>
<tr>
<td>2</td>
<td>If you haven’t done so already, read all terms and conditions available via the HD Link website, then click on the link in the email called, “Online SBA Application”.</td>
</tr>
<tr>
<td>3</td>
<td>Enter the User ID and system-generated password provided in the email and follow the on-screen steps to reset the password to one of your choosing.</td>
</tr>
</tbody>
</table>

How To: Reset a Forgotten Password

If you forget the password that was initially set on the first login, there is a feature in the SBA web form application that allows you to reset your password and log in again.

- Resetting an Existing Password - If, after selecting a new password, you lose or forget your chosen password, you can perform a password reset. Click on "Get Support" at the login screen and when the Logon Help screen comes up, enter the SBA Control ID and your email address. The system will send a new system generated password to the email address entered, at which point you can (again), upon logging in, reset it to a personal password of your choosing.

(IMPORTANT) - You must enter your SBA Control ID and email address to complete the password reset. If you have lost or forgotten your SBA Control ID please reach out to your HD
Requestor.

Follow these steps to reset a forgotten password:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Login into the SBA web form application at: <a href="https://webapps.homedepot.com/THDSBA">https://webapps.homedepot.com/THDSBA</a></td>
</tr>
<tr>
<td>2</td>
<td>When the LOGIN window appears, the Supplier must click “Get Support” (as indicated by the arrow below)</td>
</tr>
</tbody>
</table>

![Login Window with “Get Support” link indicated.](image)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>In the next window, enter the CONTROL ID as the Logon ID and (your) EMAIL ADDRESS and press the [Submit] button.</td>
</tr>
</tbody>
</table>

![Logon Help Window for password reset.](image)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The application will send a new system generated password to the email entered on the “Logon Help” screen.</td>
</tr>
</tbody>
</table>
REVIEWING THE SBA WEB FORM APPLICATION

Section Objectives

Now that you know how to log in to the web form, let’s look at the functionality and organization of the web form.

After completing this section, you should be able to:

- Understand the layout of the application Dashboard
- Understand the layout of the web form, including “Supplier-completed”, vs. (read-only) “Home Depot-owned”, fields
- Understand SBA web form functionality and features
- Navigate from screen to screen

Dashboard Overview

When you log in to the SBA Web Form Application you will be presented with a Dashboard that lists any SBA or Supply Chain Addendum (Domestic and Crossborder vendors only) forms, pertaining to your payment vendor number, that either need to be completed, are in process of being reviewed, or have already been posted to the Home Depot Canada system.

You will be able to view the data in any old forms (SBA or Supply Chain Addendums for existing vendors) completed using the SBA Web Form Application, but will not be able to make changes to any forms that have already been posted to the system.
Application Overview

Application functions are organized into logical groupings called **screens**. There are a series of nine (9) screens that you’ll use during the SBA process, which are:

- **Invitation** – This is a read only screen that the HD requestor fills out when submitting an invitation to the supplier.
- **General** – This is the first screen that the supplier is required to fill out. It allows you to enter general information about your business, including financial information, contact information and factory information (for Import Suppliers).
- **Products** – Allows entry of specific details about your company’s products, such as wood composition and origin.
- **Payment** – Displays the Supplier’s payment term information, and allows entry of discounts provided by the supplier to Home Depot Canada (eg: Trade Discounts).
- **Shipping** – Allows entry of the Supplier’s shipping location and port information (for Import Suppliers).
- **Returns** – Allows the Supplier to define the rules around returning defective and non-defective merchandise.
- **Contacts** – Allows the Supplier to identify their business contacts for various issue resolution, including but not limited to: Corporate, EDI and Purchase Order Inquiry.
- **Summary** – Provides a view of missing/incomplete information on any of the prior screens and allows you to view and print the SBA in .PDF format.
- **Display** – Once the SBA has been submitted, approved, and processed through the Home Depot Canada system, this screen will be populated with the Ordering Address (OA) vendor number, validity dates, and a signed version of the SBA in .PDF format.

(IMPORTANT) – Within several of these screens you will find smaller forms called **sub-tabs** that require you to enter additional information. Eg: Under the General screen you will find tabs for Basic, Financial, Factory, Special Stipulations, Terms and Conditions and Supplier Reference Guide.
(KEY FEATURE) – Visible fields on the SBA web form are pre-determined based on the Supplier “category” (e.g. Import, Domestic, Cross Border, Special Order, etc.) selected by the HD Requestor when completing the invitation. Therefore, fields visible on the screen shots contained in this guide may be slightly different than those you’ll see when completing the form.

Navigation Bar

The **Navigation Bar** displays a series of connected chevrons called **screens** that shows you which screen you are working in.

The “Invitation” screen is the default screen when you first log into the application:

![Figure 8 - Navigation Bar](image)

Once you complete data entry and press the [NEXT] button in the lower-right corner, the application validates that all required data on the active/current screen was completed, and provides a message window outlining any missed required fields. The Navigation Bar then highlights the next tab/screen in sequence, and moves you to that tab.

(TIP) – You can also click on a tab directly in the Navigation Bar to go to a particular screen. For example, if you’re on the General tab, clicking on Products in the Navigation Bar will take you to the Products tab, which is the same as clicking on the [NEXT] button.
Moving through Screens and Fields

Complete the data fields on each screen and press the [NEXT] button (located on the lower-right corner of the screen) to move to the subsequent screen. Clicking on a tab in the Navigation Bar will also take you to the next screen.

Before displaying the next screen, the application validates that all required data on the active/current screen was completed, and provides a message window outlining any missed, required fields. The message also gives you the location (screen) of the missed field.

![Image of Information Window displaying errors in Red (missed required fields)](image)

Figure 9 - Information Window displaying errors in Red (missed required fields)

The SBA form is made up of “conditional formatting”. This means, as you select options in various fields, the system will adjust the form fields to “guide” you in filling out any additional, required information. Based on previous selections, the system is “smart enough” to bring forward the right fields for you to complete. This feature is found throughout the SBA application.

Window and Keyboard Functions

- The application can be viewed in any browser (eg: Internet Explorer, Firefox, Chrome, etc.) and is best viewed using a screen resolution of 1024 X 768 or greater.
- The application requires Adobe Reader, version 7 or greater.
- You can use the [UP ARROW]/[DOWN ARROW] keys to change the drop-down selection.
- You can enter the first letter of an option to change the drop-down selection. If multiple options have the same first letter, press the first letter key multiple times to loop through the available options that begin with that letter.
- You can use the [TAB] key to move from one field to the next.
- Use the application’s [BACK] and [NEXT] buttons to move from screen to screen. These are located in the lower portion of each screen.
- Use the mouse to “point and click” on a desired field or object.
- Screens that contain more than one “page” of information appear with a scroll-bar on the right. Click and drag the scroll bar to view additional information.
- Use the button to save work in progress
- Work through the screens in the order that is convenient for you; screens don’t need to be completed in any specific order, so you may move between them as you have information.
- Fields with a next to them indicate that there is additional information (help text) provided for that field. Click on the icon with your mouse to display the help text.
- “Read only” fields in the web form appear grayed out. These fields include information
that is automatically populated when the HD Requestor completes the SBA invitation.

- Required fields appear with a red asterisk (\*) to the left of the field. The application will verify that these fields are complete every time you try to save, move from screen to screen, or print the SBA.
- Any required fields that haven’t been completed will be displayed in a message box (as in Figure 9).

### SBA Expiration

The SBA must be complete and uploaded to Home Depot’s tables within 90 days from the Create Date listed on the SBA webform.

(CAUTION) If the SBA data is not completed and uploaded to Home Depot’s tables within 90 days from the “Create Date,” the SBA must be re-created and all data re-entered into the web form. To avoid this, complete and finalize your SBA information with the HD Requestor and Merchant well before.

### Closing the Application

It is recommended that you close all other browser windows when working with the SBA web form Application. When finished working in the SBA web form Application, save the SBA by clicking on the “Save” button at the bottom of the screen and then click on the icon in the upper-right corner of the screen to log out of the SBA web form and return to the dashboard. Once in the dashboard you can click on icon, in the upper-right corner, to log out of the SBA application.
COMPLETING THE SBA WEB FORM APPLICATION

Section Objective

Now that you’ve learned the layout of the SBA web form application and how to navigate its screens, it’s time to complete it. Again, the form will display only the required fields based on your Supplier category. The system will guide you through additional information that may need to be completed (via pop-up windows and/or additional fields), therefore simply fill in the fields in each section to complete the form.

After completing this lesson, you should be able to:
- Understand the content of, and key information about, each section of the form
- Complete each section of the form
- Review completed work in the “Summary” screen

Figure 10 – Completing the SBA as part of the entire SBA process

(NOTE) – All SBA data and contact information shown in this document is for illustrative purposes only and is not valid for contact or to create an actual SBA.
THE INVITATION SCREEN

The Invitation screen is the first screen that you will see once you log in to the SBA application.

The invitation screen is a read-only screen that was filled out by the HD Requestor when creating the SBA invitation to the Supplier. On this screen you will be able to review:

- Your Vendor Category
- Your Company name and contact information
- The HD merchandising department, MA, Merchant and DOM (Director of Merchandising)
- Your Payment Terms (This has been selected by the MA and cannot be changed by the Supplier)

Figure 11 – The Invitation Screen
THE GENERAL SCREEN

The General screen is the second screen that you will see and the first screen that you are required to fill out.

(NOTE) – Your HD Requestor may also pre-populate fields on the General through Contacts tabs prior to sending you the SBA invitation. You will be able to view and edit any of these fields that are not grayed out (read only), however, discuss any changes to existing (pre-populated) information with your HD Requestor prior to making any changes.

The General screen allows you to input information regarding your business, the person completing the SBA (this should be the person that the HD Requestor can contact for questions regarding SBA information), and it also includes:

- Payment remittance and Financial information
- Special stipulations (optional; used to include any text/information not able to be represented in other sections of the SBA. It’s important to work with your Home Depot Requestor to determine the correct information for this field).
- Terms and Conditions that every Supplier has to agree to in order to do business with the Home Depot Canada.
- A link to the Supplier Reference guide.

Completing Information on the General Screen

Complete the required information on the General screen by filling-in all fields noted by a red asterisk (*). Fill-in any optional fields (e.g. “Special Stipulations”), as necessary. Make sure to click through all the sub-tabs within the General screen and fill all the required fields in those sub-tabs.

Figure 12 – The General Screen
THE GENERAL SCREEN SUB-TABS

Five (5) sub-tabs make up the General screen: Basic, Financial, Special Stipulations, Terms and Conditions, and Supplier Reference Guide.

The Basic Sub-Tab

The Basic sub-tab captures information about your (the Supplier’s) company. It also displays the vendor category that was previously entered by the HD Requestor when they completed the SBA Invitation.

![Figure 13 – The Basic Sub-Tab](image)

The Financial Sub-Tab

The Financial sub-tab is where you will enter your GLN number, Insurance information, Home Depot Payment Vendor Number validation, and Banking Information.

![Figure 14 - The Financials Sub-Tab](image)
In the Financial sub-tab, enter the Insurance information that was obtained when you completed the Insurance Approval process (described in a previous section). This includes:

- The Home Depot Insurance Approval Number located on the Insurance Acceptance Notification Letter
- The Aggregate Limit Requirement and
- Insurance Forwarding Agent information.

If you are a currently doing business with Home Depot of Canada, you need to provide your Primary Vendor number (with “7000” prefix,) your company name, remittance address and telephone number.

As well, enter in required Banking information, such as:

- Bank name
- Bank Account number
- Currency

(Note) If CITI Bank is selected for Bank name, you must ensure that currency is selected as either CAD or USD (This field should not be left as N/A).

(Note) If you are completing the SBA information for an IMPORT SUPPLIER, the Factory Information will appear in the General Screen.

**The Special Stipulations Sub-Tab**

The Special Stipulations sub-tab is optional. Use this section to include any contractual information that is not (or cannot) be included on other sections of the SBA web form (this replaces any hand-written notes on older, paper copies of the SBA). Work with your HD Requestor to determine what, if any, information is needed in the Special Stipulations sub-tab/field.

(IMPORTANT) - Hand-written notes will not be accepted on the printable copy from the SBA application. Use the “Special Stipulations” field to include any text/information that cannot be represented on other sections of the SBA.
The Terms & Conditions Sub-Tab
The Terms & Conditions Sub-Tab lists all the terms that a Supplier has to agree to and comply with to do business with the Home Depot Canada. Once all the terms have been read, you must select the [I Agree] checkbox at the bottom of the screen.

Figure 16 - The Terms & Conditions Sub-Tab

The Supplier Reference Guide Sub-Tab
The Supplier Reference Guide Sub-Tab does not have any fields that require information to be entered but it does contain a link to the guide that is located on the HD Link portal. This Reference Guide allows the supplier to review additional detailed information and requirements that are necessary when doing business with Home Depot Canada.

Figure 17 - The Supplier Reference Guide Sub-Tab

Moving on from the General Screen to the Products Screen
Once all fields are complete in the sub-tabs of the General Screen, click on the [NEXT] button to go to the Products Screen (You can also click on the “Products” tab at the top of the screen). Before moving to the next tab, the system verifies that all required fields have been completed and will display an error message if any field is incomplete.
THE PRODUCTS SCREEN

The Products screen allows you to enter information regarding the products your company is providing to The Home Depot. This is important information as it is used for environmental and packaging compliance.

Completing Information on the Products Screen

The Products screen contains four (4) top-level questions requiring a response:

- Do your products contain wood (solid or composite)?
- Does product contain recycled, recovered or salvaged wood fiber?
- Do you currently apply EAS tags on your products?
- Do you make claims regarding product packaging such as biodegradable, lead-free, recycled, safe, or other environmental claims?

Most of the fields in this screen are conditional and require you to complete additional fields and information based on a “YES” response.

![Figure 18 – The Products Screen](image)

Make sure to complete information in this section for all required (*) fields. When finished, click the [NEXT] button or the Payment tab to proceed.
THE PAYMENTS SCREEN

The Payments screen displays payment terms entered by your HD SBA Contact, as well as other terms and discounts including Advertising/Marketing programs and Volume Rebate programs.

There are two sub-tabs in this screen: Terms and Discounts.

The Terms Sub-Tab

The Terms sub-tab shows the Regular and New Store Payment terms that the HD Requester selected when completing the SBA Invitation and these fields are not editable (they are view-only). This sub-tab also contains fields to identify if your company is involved in an Advertising/Marketing, or Volume Rebate Programs.

In addition this sub-tab requires the supplier to enter in additional info for:

- In-Store Service Information
- In-Store Service Information – New Stores
- MET In-Store Service

Figure 19 - The Terms Sub-Tab

The Discounts Sub-Tab

In this sub-tab, you will able to enter the following discounts:

- Trade Discount (%)
- New Store Discount (%)
- Freight Trade Discount (%)
- Miscellaneous Trade Discount (%)
To add a discount click on the [Add] button on the bottom left side of the screen.

Figure 20 - The Discounts Sub-Tab

Select a discount type then enter the number for discount (%) as it translates into a discount percentage

- Ex: A discount of 2% should be entered as a 2, not .02.
- Ex: A discount of ½% would be entered as .50

(IMPORTANT) – All discounts included on the SBA should be negotiated and agreed upon with the HD Merchant or Requestor prior to entering the discount values.

A Discount can be edited by selecting and highlighting it in the Grid, and then clicking on [EDIT]. A Discount can be removed by selecting and highlighting it in the Grid and clicking on [DELETE].

When finished entering in all the required fields in the sub-tabs of the Payment screen, click the [NEXT] button or the Returns tab to proceed.
THE RETURNS SCREEN

The Returns screen is used to establish policies around returned merchandise. It allows you to define the rules around returning defective and non-defective merchandise, as well as how and when you need merchandise to be returned.

(NOTE) All information that is entered in the Returns screen will be visible to Home Depot Store Associates (and will most often be viewed by Receiving Associates).

Completing Information on the Returns Screen

To add a Return Policy type click the [Add] button on the bottom left side of the screen.

![The Returns Screen](image1)

**Figure 21 - The Returns Screen**

The window that opens up after clicking the [Add] button has 5 sub-tabs that are required to be filled to complete that policy listing. They are:

- Policy Type
- RTV Freight Terms
- Defective Merchandise
- Non-Defective Merchandise
- RTV Contact

![The Returns Screen Sub-tabs](image2)

**Figure 22 - The Returns Screen Sub-tabs**
Policy Type Tab

The Policy Type tab contains three policy options under the Supplier Level Policy drop down field:

- **Supplier Level Policy**: Should be the default policy type; applies to all merchandise.
- **Class/Subclass Exception** (if applicable): Allows for a different policy for SKUs in a designated class and/or subclass.
- **Geographic Exception** (if applicable): Allows for a different policy to be executed in Montreal.

Freight Tab

The Freight tab allows you to choose between the following freight terms:

- **Collect**: If you select “Collect”, you’ll be prompted to fill out Carrier information
- **Prepaid/Add**
- **Supplier Truck**

Defective Merchandise Tab

The Defective Merchandise tab allows you to select one of the following return options:

- **Destroy in Field for Credit**
- **Return for Credit**
- **Destroy Under/Return Over a Merchandise Cost Limit**
- **Send Out for Repair**
- **No Returns/No RTV Credit**

Based on the option that you select, you will be prompted to complete additional information.

Non-Defective Merchandising Tab

The Non-Defective Merchandising tab allows you to select policies for the below options:

- **Special Order Merchandise (Special Order)**
- **Merchandise Requiring Repackaging (Repack)**

Based on the above option that you select, you will be prompted to complete additional information.

RTV Contact Tab

The RTV Contact tab allows you to enter contact information for Return Goods Authorizations (RGAs), including:

- **RGA Contact Name**
- **Email, phone, Fax**
- **Defective Address**
- **Non-Defective Address**

Click on the [New] button to add a new Contact

(IMPORTANT) - RTV Contact information is visible to Home Depot Store Associates.
The application requires the first policy added to be the “Supplier Level Policy.” The “Supplier Level Policy” type applies to all merchandise/product for a Supplier.

Once the Supplier Level policy information is entered, you can also enter different policy information that applies to specific classes, subclasses, or geographic areas in this screen. This data will be landed as exceptions to the Supplier Level RTV policy.
THE CONTACTS SCREEN

The Contacts screen is used to add all of the Suppliers Corporate and DC level contacts. There are two sub-tabs in the Contacts screen:

- Addresses
- Contacts

Click the [Add] button in the center of the screen to add all the supplier addresses (Corporate, DC, etc.)

You must enter the addresses in the Address tab before moving on to the Contacts tab.

![Figure 23 - The Contacts Screen](image)

Once the addresses have been entered go to the Contacts tab and click the [Add] button in the center of the screen to add contact information such as Account Manager, Logistics Manager, EDI contact, etc.

When you click the [Add] button on the contacts sub-tab a window opens up with another two (2) sub-tabs:

- Profile
- Contact Type

(Note) The Supplier may assign the same contact person to multiple types of contacts, as needed (Eg: the Account manager and Vendor Compliance contact may be the same).
Important Tips for using Contacts

- Contacts provided should be familiar with Home Depot issues and able to provide assistance with resolution related to their functional area.

- Corporate, Account Manager, EDI contact and Compliance contact are the most important contacts as these will be the primary contacts for SSC Associates.

(Note) - See the Appendix section on “Contacts” for additional information.
THE SUMMARY SCREEN

The Summary screen enables you to audit your work and correct any fields, prior to sending a communication to the HD Requestor that the SBA is ready for review.

The Summary screen provides the following:

- Lists any Required (*) fields that were missed or left blank
- .PDF file of the SBA form with the fields you’ve completed. This file is the SBA Agreement.

![Figure 24 - The Summary Screen](image)

Once you’ve completed all of the required fields in the SBA web form Application, go back to the Summary screen to review the work. If there is still any information missing the fields will be listed here, else this screen will say “All Mandatory fields are filled”.

Press the [VIEW/PRINT SBA] button, to view the SBA in .PDF form. After opening the PDF SBA, you have the option to print the SBA.

(IMPORTANT) – You cannot sign the printed SBA and submit it to you HD Requestor as a completed SBA agreement. The SBA has to be signed and submitted electronically.

(NOTE) - You will not be able to submit this SBA for review until all of the required fields are completed.
Submitting the SBA for review

Once you have confirmed that all required and any optional fields are complete and accurate you can click on the [SUBMIT] button at the bottom of the screen. Clicking this button will open up a window requesting the supplier to enter their name and an e-signature.

Figure 25 – Window requesting e-signature before submitting the SBA

Once the name and e-signature has been entered select the [Agree] button. This sends an email to the HD Requestor informing them that this SBA is ready for approval and that they need to login to their SBA web form application and view it.
THE DISPLAY SCREEN

Once the SBA has been approved and processed by Home Depot Canada the Display Screen will list the OA (Ordering Address) Vendor number, the Valid From and Valid To dates and the Status of the SBA, as well, a .PDF file containing the signed version of the SBA.

Figure 26 – The Display Screen
**FINALIZING THE SBA**

**Section Objectives**

After completing this section, you will be able to understand (at a high-level) what happens to your SBA once it reaches the HD Requestor.

![Diagram](image)

**Figure 27 - Reviewing the final segment of the SBA Process (red)**

Once you’ve submitted your approved, signed copy of the SBA, your HD Requestor (MA) will follow their internal processes to obtain internal signatures from the Merchant, DOM and any other required parties, and will then submit the SBA to Master Data Management (MDM) for processing and document retention.
After MDM processes and uploads the SBA data to Home Depot Canada’s systems, you will receive an automated email notification that the SBA is complete. This email will contain your Home Depot Canada vendor number and your payment vendor number.

<table>
<thead>
<tr>
<th>From:</th>
<th>Home Depot <a href="mailto:info@homedepot.ca">info@homedepot.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td></td>
</tr>
<tr>
<td>Cc:</td>
<td></td>
</tr>
<tr>
<td>Subject:</td>
<td>PHOENIX BUILDING COMPONENTS has been created</td>
</tr>
</tbody>
</table>

Dear

This email is to let you know the following vendor has been setup using online SBA process.

- **SBA For:** PHOENIX BUILDING COMPONENTS
- **Department:** D21 LUMBER
- **Vendor Number:** 0070003377
- **Payment Vendor:** 0026100163
- **SF Vendor Numbers:** 0040001595
- **Vendor:** PHOENIX BUILDING COMPONENTS
- **Vendor Category:** Special_Order
- **Contact:** Mounos, Danielle
- **Contact Email:** anoshka_gomes@homedepot.com
- **Contact Phone/Ext:** 770-905-6712 /

**Figure 28 – SBA completed confirmation email**
REVIEWING THE SUPPLY CHAIN ADDENDUM

Section Objectives

Domestic (incl. Special Order and E-Comm) suppliers are required to fill out some additional information to set up their Supply Chain Requirements in the Home Depot Canada system. Now that you have completed the SBA requirements, let’s looks at the requirements in the Supply Chain Addendum.

After completing this lesson, you should be able to:

- Understand the content of, and key information about each section of the form
- Complete each section of the form
- Review completed work in the “Summary” screen

Application Overview

Similar to the SBA application, the Supply Chain Addendum Application functions are organized into logical groupings called screens. There are a series of seven (7) screens that you’ll need to complete, and these are:

- **Invitation** – This is a read only screen that the MA fills out when submitting an invitation to the supplier (It is the same screen as seen in the SBA invitation screen).
- **Shipping** – This is the first screen that the supplier is required to fill out. It allows you to enter your freight terms and Vendor Turn Time.
- **Discounts** – Allows you to enter a discount for freight as well as for aggregate orders.
- **Ship From Locations** – Allows you to enter the location(s) that your product will be shipped from.
- **SBA General Terms & Agreement** – Lists all the Supply Chain terms and conditions that a vendor has to agree to, in order to do business with the Home Depot Canada.
- **Summary** – Provides a view of missing/incomplete information on any of the prior screens and allows you to view and print the Supply Chain Addendum in .PDF format
- **Display** – Once the Addendum has been submitted, approved, and processed through the Home Depot Canada system, this screen will be populated with the Ordering Address (OA) vendor number, validity dates, and a signed version of the Addendum in .PDF format.
THE INVITATION SCREEN

The Invitation screen is the first screen that you will see once you log in to the Supply Chain Addendum application and this is the same screen you will see when logging in to the SBA application.

The invitation screen is a read-only screen that was filled out by the HD Requestor when creating the Supply Chain Addendum invitation to the Supplier. The same as the SBA invitation screen, on this screen you will be able to review:

- Your Vendor Category
- Your Company name and contact information
- The HD merchandising department, MA, Merchant and DOM (Director of Merchandising)
- Your Payment Terms (This has been selected by the MA and cannot be changed by the Supplier)

Figure 29 – The Invitation Screen

Once you have reviewed the information on this screen, you can click on the [Next] button at the bottom of the screen, or directly on the Shipping tab to go to the next screen.
THE SHIPPING SCREEN

The Shipping screen is used to gather all freight terms (incl. Seasonal Terms), as well as, the Vendor Turn Time.

To add a shipping term click on the [Add] button in the center on the screen. To view or modify a term that has been entered, highlight the term in the grid and click on [Show].

Figure 30 – The Shipping Screen

(NOTE) - Only one shipping term should be added at the VSR level.

Once all the required fields have been filled, you can click next to go to the Discounts screen.
THE DISCOUNTS SCREEN

The Discounts Screen captures any freight or aggregate order discounts that were negotiated between the vendor and Home Depot Canada’s Channel Management Team.

“Freight Discounts?” and “Aggregate Order Discounts?” are optional fields, which means, when “Yes” is selected for either discount type, additional required fields will be required to be completed, such as, discount percentage.

(NOTE) – Enter the number for Freight Discounts as it translates into a discount percentage
- Ex: A discount of 2% should be entered as a 2, not .02.
- Ex: A discount of ½% would be entered as .50
THE SHIP FROM LOCATIONS SCREEN

The Ship From Locations screen allows you to enter all the locations that your products will be shipping from.

To add a ship location click on the [Add] button in the center on the screen. To view or modify a location that has been entered, highlight the location in the grid and click on [Show].

![Figure 32 – The Ship From Locations Screen](image)

(Note) – You can add multiple locations in this screen so be sure to enter in all the locations that your product will be shipping from.
THE SBA GENERAL TERMS AND AGREEMENT SCREEN

The SBA General Terms & Agreement screen lists all the Supply Chain terms that a supplier must agree to in order to do business with Home Depot Canada.

Figure 33 – The SBA General Terms and Agreement Screen
THE SUMMARY SCREEN

Similar to the Summary screen in the SBA form, the Summary screen in the Supply Chain Addendum form enables you to audit your work and correct any fields, prior to submitting the form to the HD Requestor for review.

The Summary screen provides the following:
- Lists any Required (* ) fields that were missed or left blank
- .PDF file of the SBA form with the fields you’ve completed.

Figure 34 - The Summary Screen

Once you’ve completed all of the required fields in the SBA web form Application, go back to the Summary screen to review the work. If there is still any information missing the fields will be listed here, else this screen will say “All Mandatory fields are filled”.

Press the [VIEW/PRINT SBA] button, to view the Addendum in .PDF form. After opening the PDF Addendum, you have the option to print it.

(IMPORTANT) – You cannot sign the printed Addendum and submit it to you HD Requestor as a completed Supply Chain Addendum agreement. Like the SBA, the Supply Chain Addendum has to be signed and submitted electronically.

(NOTE) - You will not be able to submit this Supply Chain Addendum for review until all of the required fields are completed.
Submitting the Supply Chain Addendum for review

Once you have confirmed that all required and any optional fields are complete and accurate you can click on the [SUBMIT] button at the bottom of the screen. Clicking this button will open up a window requesting the supplier to enter their name and an e-signature.

![Image of agreement and status change comment]

**Figure 35 – Window requesting e-signature before submitting the Supply Chain Addendum**

Once the name and e-signature has been entered select the [Agree] button. This sends an email to the HD Requestor informing them that this Supply Chain Addendum is ready for approval and that they need to login to their SBA web form application and view it.
THE DISPLAY SCREEN

Once the Supply Chain Addendum has been approved and processed by Home Depot Canada the Display Screen will list the OA (Ordering Address) Vendor number, the Valid From and Valid To dates and the Status of the SBA, as well, a .PDF file containing the signed version of the Supply Chain Addendum.

Figure 36 - The Display Screen
SBA FOR EXISTING VENDORS

Logging in once a contract has been created

Once a contract has been created you, the supplier, will no longer be able to use the temporary User ID (Control ID) provided to you in the SBA invitation email.

You will receive via email a permanent login ID to log in to Home Depot Canada’s HD Link, within which you will be able to access the ESBA application.

Once in HD Link, if you are unable to access the ESBA application, or if you are unable to access HD Link itself, please connect with your HD Requestor.

Review an Active or Inactive SBA contract

Once logged in to the SBA application, you will automatically be directed to the dashboard. This dashboard lists all active and inactive contracts, as well as new invitations sent or SBA forms that are still in progress.

You can identify an active contract by looking for an SBA or Supply Chain Addendum that has a status of “Posted to system”, and has the most recent date in the Effective Date column. All other contracts that have a status of “posted to system”, but do not have the most recent effective date, are inactive contracts. You can review all of these contracts by selecting (highlighting) the one you view to view and then clicking the [Open] button.
**Make edits to contractual vs. non-contractual fields**

After an SBA or Supply Chain Addendum has been posted to the system, you will still be able to make edits to non-contractual fields. These are fields that do not require a Merchant or DOM approval (eg: Supplier contact information).

To make non-contractual changes you need to open up an SBA form that has already been “posted to system”, then click on the [Edit] button at the top right hand corner of the screen.

All non-contractual fields will be highlighted in yellow and will allow you click on the field to edit it, whereas all contractual fields will still be grayed out and you will not be able to edit these fields.

Any changes made to non-contractual fields in an active contract will be uploaded to Home Depot Canada’s system once the changes have been saved.

**(NOTE): If a change is needed to a contractual field then you must reach out to your HD Requestor who will initiate another SBA invitation for maintenance of the contract.**
APPENDIX

Contact and Support

Who to Contact for Support

Your primary source of support is your Home Depot Contact (this is typically the Merchant, Merchant Assistant, Import Operations Specialist, or Supply Chain Associate). These associates will have an understanding of what contractual information was negotiated and should be apparent on the SBA.

The Home Depot Contact is also the Home Depot Associate who sent you the SBA web form email invitation (HD Requestor). Their contact information will appear in the SBA web form application header.

(Note) It is important that you contact these individuals whenever you have a question or issue in completing the SBA web form application or the SBA process.

Additional Resources for Suppliers

Additional resources and information on how to begin the SBA Process, including activities to complete prior to receiving the SBA invitation, have been provided for Suppliers in the following locations:

- (This) Supplier SBA Web Form Training Guide
- The Home Depot HD Link Website
  - https://homedepotlink.homedepot.com/

Timing Considerations

- Following a total of 90 days from the SBA’s “Create Date,” the SBA data is purged from the SBA web form application and cannot be retrieved.

- The timeout period for Suppliers using the web form is 14 minutes of inactivity.
  - You will receive a warning prior to the web form timing out. Be sure to SAVE your work periodically to avoid losing unsaved data.
SBA Frequently Asked Questions (FAQs)

The following is a list of frequently asked questions (FAQs) regarding the SBA web form process.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this form include non-Merchandising SBAs?</td>
<td>At this time, the SBA web form only applies to merchandising suppliers of Home Depot Canada. It does not include: Install and non-Merchandising SBAs.</td>
</tr>
<tr>
<td>Does the system notify the user that they have 90 days to complete the form?</td>
<td>No, the system will not notify users that they are nearing the 90 days expiration date. This information can be obtained by looking at the SBA Creation date on the General &gt; Basic tab. The date does not “reset” if additional work is needed.</td>
</tr>
<tr>
<td>Do I need to submit a copy of my Insurance Approval letter?</td>
<td>No, you do not have to attach the Insurance Approval letter. However, you must ensure that you have the proper level of insurance to do business with THD and, if you are a new Supplier to Home Depot Canada, you must follow the Insurance Approval process outlined on HD Link to obtain an Insurance Approval letter and number. This approval number must be entered into the SBA web form, in the General/Financial section.</td>
</tr>
<tr>
<td>Can I modify the payment terms sent in the Invitation?</td>
<td>No, only the HD Requestor can log in to the SBA and update the payment terms.</td>
</tr>
<tr>
<td>Do Suppliers (and HD Users) still have to sign a printed copy of the SBA?</td>
<td>No. This version of the SBA includes an electronic signature capture. Therefore a signed paper copy of the SBA is no longer needed.</td>
</tr>
<tr>
<td>Can I save my work in progress and return at a later time to complete it?</td>
<td>Yes. The “Save” button at the bottom of the web form allows you to save work in progress. Note- there is no automatic save feature. You must select “Save” periodically to save your work.</td>
</tr>
<tr>
<td>How long do I have to work in the web form before the session “times out”?</td>
<td>The session will automatically log you off after 14 minutes of inactivity. Suppliers should save work periodically to avoid losing unsaved data.</td>
</tr>
<tr>
<td>Can I forward the invitation email to other Users in my company if they need to complete sections of the SBA?</td>
<td>Yes, the email with the link can be forwarded; however, if you have already reset the initial, system-generated password to one of your choosing, you will need to provide the new/personal password to the other User so that they can log in to the form.</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>How do I reset the password?</td>
<td>If, after selecting a new password on the initial login, you lose or forget your personal password, you can perform a password reset. Click on, “Get Support?” at the login screen, and enter your email address and logon ID (Control ID). The application will then send you an automated email with a new, system-generated password.</td>
</tr>
<tr>
<td>If payment terms are renegotiated/changed after the SBA invitation is sent to the Supplier, can they be changed in the original, same SBA?</td>
<td>Yes. The Supplier needs to send the SBA back to the HD Requestor for review, which allows the HD Requestor to login and change the payment terms on the invitation screen of the SBA before re-sending it to the supplier.</td>
</tr>
<tr>
<td>Can a Home Depot user modify the information/sections the Supplier completes?</td>
<td>A Home Depot User can pre-populate any field on the SBA web form prior to sending you, the Supplier, an SBA invitation email. Once the email invitation is sent, the Supplier can amend fields found in the General through Contacts tabs. Home Depot Users can amend certain fields needed to send the invitation (e.g. their Contact information, payment terms), but cannot amend any information on the General – Contacts tabs after the SBA is sent to the Supplier.</td>
</tr>
<tr>
<td>Do I need to obtain a GLN number if I’m a Supplier who provides Special Order product?</td>
<td>Yes. All Suppliers must provide their GLN, which you can obtain by contacting your local GS1 office. You may already have a GLN number and just don’t have access to/ know it. In this case, you can search for your GLN number using the web link below (also listed in the “i” or information button, next to the SBA GLN field): <a href="http://gepir.gs1.org/V31/xx/default.aspx?Lang=en-US">http://gepir.gs1.org/V31/xx/default.aspx?Lang=en-US</a></td>
</tr>
</tbody>
</table>

Updated: 09/04/2014
# SBA Glossary

The following is a list of terms used within this document or within the process.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Location Number (GLN)</td>
<td>The Global Location Number (GLN) is part of the GS1 systems of standards. It is a simple tool used to identify a location and can identify locations uniquely where required. The GS1 Identification Key used to identify physical locations or legal entities. The key is comprised of a GS1 Company Prefix, Location Reference, and Check Digit.</td>
</tr>
<tr>
<td>Payment Term(s)</td>
<td>Refers to discounts and allowances that reduce the basic price of goods or services. They can occur anywhere in the distribution channel, modifying either the manufacturer's list price (determined by the manufacturer and often printed on the package), the retail price (set by the retailer and often attached to the product with a sticker), or the list price (which is quoted to a potential buyer, usually in written form). The purpose of discounts is to increase short-term sales, move out-of-date stock, reward valuable customers, and encourage distribution channel members to perform a function, or otherwise reward behaviors that benefit the discount issuer. Some discounts and allowances may be in the form of sales promotions.</td>
</tr>
<tr>
<td>Special Stipulations</td>
<td>Refers to any unique agreements that the Merchant and Supplier have agreed upon and are explicitly outlined in the Supplier Buying Agreement.</td>
</tr>
<tr>
<td>Supplier Buying Agreement (SBA)</td>
<td>A legal and binding document defining the scope of the business relationship between The Home Depot and a Supplier. Information such as Supplier payment terms, freight terms, product information, banking information and contacts are included in this document.</td>
</tr>
<tr>
<td>HD Requestor</td>
<td>Also called, “HD Merchandising Representative” and the “Home Depot Contact” in this guide. This is the Home Depot associate who sends the SBA web form invitation to the Supplier, works with the Supplier to complete the form, and receives the web form back from the Supplier for review. This includes, but is not limited to, Merchants, Merchant Assistants, Tool Rental Merchants and Assistants, Import Operations Managers and Specialists.</td>
</tr>
<tr>
<td>Vendor Category</td>
<td>The specific THD grouping to which a Vendor is assigned, such as Domestic, Import, Special Order. Selecting the appropriate Vendor Category when completing the SBA invitation (by the HD Requestor) drives logic within the form that allows completion of the correct forms and fields for that Vendor category.</td>
</tr>
</tbody>
</table>