The Home Depot PRO
Supplier Reference Guide
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1 Supplier Setup

1.1 Supplier Diversity
Home Depot Pro is committed to promoting economic growth through diversity by offering competitively priced, high quality products and services to our customers. One of the ways Home Depot Pro will achieve growth is through a comprehensive Supplier Diversity business strategy including minority-owned, women-owned, and small businesses. For more information, visit the team’s HomeDepotLink page: Business Operations > Supplier Setup > Qualifying as a Diverse Supplier.

1.2 Equal Employment Opportunity – Affirmative Action Statement
Supplier agrees it will not discriminate against any employee or applicant for employment in violation of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Age Discrimination in Employment Act, and other pertinent federal and state laws and regulations which are designed to promote equal employment opportunity. If applicable, the Equal Opportunity Clauses set forth in 41 C.F.R. parts 60-1.4(a) are incorporated by reference herein. Only if applicable, this Agreement incorporates the requirements of 41 CFR §§601.4(a)(7) and 29 CFR Part 471 Appendix A to Subpart A. In addition, but also only if applicable, supplier shall abide by the requirements of 41 CFR § 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of, disability and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

1.3 Affiliated Companies
The terms of this Supplier Reference Guide apply to all suppliers of Home Depot Pro. However, in certain cases, some of the terms may be modified depending on the channel of division to which the supplier is supplying product(s).

For Home Depot Pro, suppliers please log on the HomeDepotLink page via Supplier Setup and refer to the handbook link on the supplier dashboard for more detailed information.

1.4 Corporate Compliance and Ethical Standards
Home Depot Pro has a strong commitment to ethics and integrity and we are committed to conducting business in a responsible manner. Ethics and integrity form the foundation of our supplier relationships and Home Depot Pro expects that suppliers will abide by all applicable laws, rules and regulations in the manufacture and distribution of merchandise or services provided to Home Depot Pro. All suppliers are strongly encouraged to meet or exceed Home Depot Pro’ Corporate Compliance and Ethical Standards. The guidelines below provide an introduction to the minimum requirements that all suppliers must meet in order to conduct business with Home Depot Pro. These requirements are part of all new and/or renewed commercial agreements with Home Depot Pro.

1.4.1 Gifts and Entertainment
The giving of gifts and entertainment from current or potential suppliers, vendors or service providers can create a conflict of interest or give the appearance that our associates put their personal interest ahead of Home Depot Pro’ best interests. As a general rule, suppliers should not offer gifts and entertainment except for the limited situations, discussed below, in which gifts and entertainment may be offered as a part of normal business activities.
The following examples of gifts and entertainment are allowed when infrequent and reasonable:

- Meals that are associated with business activities
- Admission to industry events such as conferences and trade shows and related activities during the event (meals, giveaways, etc.) as long as it is provided to multiple clients or potential clients
- Continuing professional education or development opportunities such as product knowledge training or other activities to further associate knowledge and skills
- Tickets to sporting or cultural events offered to associates with a market value under $100 if the offer is for the associate to attend the event with the supplier, vendor or service provider
- Gift baskets and other perishable items, provided they are shared with other associates at the work location
- Other nominal gifts under $100

The following examples of gifts and entertainment are never allowed:

- Cash or cash equivalents such as gift cards or gift certificates
- Free or discounted merchandise or services not available to the general public
- Vendor product samples for personal use
- Personal travel for an associate or an associate’s family member. Before attempting to provide gifts or entertainment, suppliers are advised to discuss such plans with a senior level contact at Home Depot Pro.

Financial or in-kind donations made directly to Home Depot Pro’ or its affiliates charitable foundations are not considered to be a form of gifts and entertainment and are therefore not subject to this policy.

1.4.2 Conflicts of Interest

A conflict can occur when an associate’s private or professional interests interfere in any way – or even appear to interfere – with the interests of Home Depot Pro. Even if an associate did not intend for their actions to create a conflict, the perception of a conflict by others can be just as damaging to an associate or Home Depot Pro.

The following situations may cause a conflict of interest or give the appearance of a conflict of interest:

- A social or romantic relationship between a current or prospective supplier and an associate. These relationships may interfere with an associate’s ability to perform their job objectively
- Giving or receiving unfair advantages or preferential treatment, including offering an associate personal benefits because of their position with Home Depot Pro
- An associate who has a financial interest in a current or prospective supplier that they, or someone they supervise, has the authority to award business to or control decisions related to that entity

Home Depot Pro expects all suppliers to be aware of these policies and to avoid contributing to a conflict of interest or the appearance of a conflict of interest. Any involvement by a supplier in any conflict may result in termination of business.
1.4.3 The Foreign Corrupt Practices Act (FCPA) and Anti-Bribery Policy

It is against our policy, to participate in any form of corruption. Neither we, nor outside parties acting on Interline Brand’s behalf will bribe another party to gain any benefit for Home Depot Pro. Among other things, U.S. law and the foreign laws of countries where we do business make it illegal to offer or pay a bribe to a foreign official for a business favor or when otherwise intended to gain an improper business advantage. The term “foreign official” includes employees of any government agency, government-owned business (such as state-owned enterprises or SOEs), or political party, plus any political candidate. Bribes go beyond giving cash payments and may include giving gifts or other things of value. Our policy also prohibits giving facilitating or expediting payments to foreign officials. Since Home Depot Pro can be held liable for payments made by third parties and outside parties engaged directly or indirectly by Home Depot Pro who may interact with foreign officials on Home Depot Pro behalf, must be approved by Legal, be thoroughly screened before being hired and must contractually agree to comply with The Foreign Corrupt Practices Act (FCPA), Home Depot Pro’ Anti-Bribery Policy and other applicable laws. Suppliers must also contractually agree to comply with this Guide.

1.4.3.1 Policy

Suppliers may not offer or give cash, gifts, or anything of value to a foreign official that might be considered a bribe.

Depending on local law requirements, you may be able to host a business meal with a foreign official or, give a token gift in appropriate circumstances, but only after receiving approval from Legal, which can be requested by contacting (770) 433-8211, ext. 18440 or legal_question@homedepot.com. If approved, the expenses must be accurately and fully recorded.

1.4.3.2 Adequate Records; Adequate Controls

The FCPA also imposes a statutory duty on public reporting companies such as The Home Depot to maintain accurate books and records and an adequate system of internal accounting controls. This duty also extends to ensuring that the subsidiaries, domestic and foreign, of public companies such as The Home Depot also comply with these records and controls requirements.

1.4.4 Former Associates’ Relationships with Suppliers

Neither Home Depot Pro or its affiliates will conduct business with a former associate who is working for a supplier providing product or services to Home Depot Pro for a period of one (1) year after the associate’s separation (“cooling period”) from Home Depot Pro. During the cooling period, the former associate will not have any access to Home Depot Pro facilities for business purposes. The former associate will not be allowed to participate in any meetings with current Home Depot Pro associates while the former associate is working for the supplier/new employer. In addition, former associates have an independent obligation not to use or disclose Home Depot Pro proprietary and confidential information.

The purpose of this policy is to:

- Eliminate any risk that the former associate will use his/her relationship with current Home Depot Pro associates to improperly influence the parties’ business dealings; and
- Safeguard Home Depot Pro proprietary and confidential information that the former associate acquired during the course of employment that would inevitably be compromised.

This prohibition is not applicable if the former associate’s termination was the result of a reduction in force.

1.4.4.1 Exceptions

The Vice President responsible for the former associate’s previous department may authorize an exception to the current policy or may designate a Senior Vice President to review and approve an exception.
All exceptions must be approved in advance and must be submitted to Home Depot Pro’ Corporate Compliance department.

1.5 Conflict Minerals Policy
Home Depot Pro is committed to ensuring compliance with Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act relating to trade in conflict minerals.

The conflict minerals law was enacted to address the exploitation and trade of certain minerals that contribute to violence and human rights abuses in the Democratic Republic of the Congo and its neighboring countries in Africa (“Covered Countries”). The law requires public companies to report to the U.S. Securities and Exchange Commission and disclose information annually about whether the defined conflict minerals – gold, columbite-tantalite (tantalum), cassiterite (tin), and wolframite (tungsten) – are necessary to the functionality or production of products they manufacture or contract to manufacture, and, if so, whether those conflict minerals originate from conflict mines in the Covered Countries.

Home Depot Pro is committed to the responsible sourcing of materials for our products, and we expect that our suppliers are likewise committed to responsible sourcing. We expect all suppliers manufacturing our products to partner with us to provide appropriate information and conduct necessary due diligence in order to facilitate our compliance with the conflict minerals law. We further expect all suppliers manufacturing our products to adopt sourcing practices to obtain products and materials from suppliers not involved in funding conflict in the Covered Countries.

1.6 Social and Environmental Responsibility (SER) Standards
Home Depot Pro strives to conduct business in a responsible manner. As we expand our business activities and work with suppliers domestically and globally to meet customers’ needs, it is important to preserve our collective commitment to human rights and safety in the workplace.

Home Depot Pro expects that all suppliers will abide by all applicable international and local laws, rules and regulations in the manufacture and distribution of merchandise or services provided to Home Depot Pro. All suppliers are strongly encouraged to exceed Home Depot Pro’ guidelines and promote continuous improvement throughout their operations.

All suppliers must be able to demonstrate compliance with these requirements at the request of Home Depot Pro.

These guidelines provide an introduction to the minimum requirements that all suppliers must meet in order to conduct business with Home Depot Pro. These requirements are part of all new and/or renewed commercial agreements with Home Depot Pro. Additional information on the SER Program can be found in the SER Supplier Manual on HomeDepotLink at Business Operations > Supplier Setup > Supplier Guidelines.

1.6.1 Laws and Regulations
Suppliers must operate in full compliance with all applicable laws and regulations of the countries in which they operate.

1.6.2 Child Labor
Suppliers must not employ workers younger than the greater of 15 years of age -- or 14 where the local law allows such exception consistent with International Labor Organization guidelines -- or the age for completing compulsory education or the minimum age established by law in the country of manufacture.

In addition, suppliers must comply with all local legal requirements for the work of authorized young workers, particularly those pertaining to hours of work, wages, and working conditions.
1.6.3  Forced Labor
Suppliers will not use of any form of involuntary labor including forced, prison, indentured, bonded, slave, or human trafficked labor. Suppliers shall not retain employees' government-issued identification, passports or work permits as conditions of employment.

1.6.4  Harassment and Abuse
Suppliers must treat all workers with respect and dignity. No worker shall be subject to corporal punishment, physical, sexual, psychological or verbal harassment or abuse. In addition, suppliers will not use monetary fines as a disciplinary practice.

1.6.5  Compensation
Suppliers must comply with all wage and compensation requirements as defined under applicable labor laws and regulations for regular work, overtime work, production rates and other elements of compensation and employee benefits.

1.6.6  Hours of Work
Suppliers must ensure that, except in extraordinary business circumstances, on a regularly scheduled basis, workers shall not be required to work more than the lesser of (a) sixty (60) hours per week, including overtime or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture. In addition, except in extraordinary business circumstances, all workers shall be entitled to at least one day off in every consecutive seven-day period.

1.6.7  Non Discrimination
While Home Depot Pro recognizes and respects cultural differences, suppliers will ensure employment – including hiring, salary, benefits, advancement, discipline, termination and retirement -- should be based solely on the person's ability to perform the job requirements and not personal characteristics.

1.6.8  Freedom of Association and Collective Bargaining
Suppliers must recognize and respect the rights of workers to exercise lawful rights of free association, including joining or not joining any association. Suppliers must also respect the legal right of workers to bargain collectively.

1.6.9  Health and Safety
Suppliers must provide a safe and healthy working environment in accordance with applicable laws and regulations.

1.6.10  Environment
Suppliers must comply with all local environmental laws and regulations applicable to the workplace. Factories must conduct business in a manner which minimizes their impact on the environment.

1.6.11  Subcontracting
Suppliers must not use subcontractors in the manufacture of products or product components for Home Depot Pro without disclosing such information to Home Depot Pro and only after the subcontractor has adequately demonstrated compliance with these Social and Environmental Responsibility Standards.

1.6.12  Communication
Suppliers must communicate the provisions of Home Depot Pro Social and Environmental Responsibility Standards to all workers and supervisors.
1.6.13 Business Ethics

Suppliers will conduct business with Home Depot Pro consistent with honesty and integrity and demonstrate the highest standards of business ethics. Suppliers will take no actions directed at improperly impacting the results of any audit including presentation of falsified records or coaching of employees. Consistent with Home Depot Pro Gift and Entertainment policy, suppliers will not offer any incentives to Home Depot Pro’ associates or audit firm representatives.

1.6.14 Monitoring and Compliance

Home Depot Pro will undertake affirmative measures, such as announced and unannounced on-site audits of production factories, to monitor compliance with these Social and Environmental Responsibility Standards. Suppliers must maintain on site all documentation necessary to demonstrate compliance with the Social and Environmental Responsibility Standards, and suppliers must allow representatives from Home Depot Pro full access to production facilities, worker records, production records and workers for confidential interviews in connection with monitoring visits.

Suppliers are expected to take necessary corrective actions to promptly remediate any noncompliance. Suppliers are expected to actively engage in remediation – including timely preparation and presentation of a Corrective Action Preventative Action (CAPA) plan. Home Depot Pro reserves the right to terminate its business relationship with any supplier who is unwilling to comply with these Social and Environmental Responsibility Standards.

Any and all fees incurred in connection with the above-referenced audits shall be paid and assumed by supplier, in the understanding, however, that Home Depot Pro shall have the right, at its own discretion, to pay for those audits and deduct such payment from payments due to supplier under any commercial agreement between Home Depot Pro and supplier.

1.7 Environmental Responsibility Compliance

Home Depot Pro is committed to conducting business in an environmentally responsible manner throughout our supply chain and through our products. We have a responsibility to provide products that are sourced and manufactured in compliance with applicable regulations and to do the right thing for the environment.

We encourage our suppliers to exceed regulatory requirements and continuously improve or “green” their products.

1.7.1 Wood Purchasing Policy

Home Depot Pro gives preference to wood that has come from forests managed in a responsible way, and has pledged to eliminate wood purchases from endangered regions of the world when identified.

Home Depot Pro does not accept uncertified wood products sourced from the 10 most vulnerable forest ecoregions as identified by the World Wildlife Fund in February 2001. These forest ecoregions include:

- Southern Pacific Islands forests
- Naga-Manapuri-Chin Hills moist forests
- Solomons-Vanuatu-Bismarck moist forests
- Cameroon Highlands forests
- Gulf of Guinea mangroves
- Madagascar mangroves
- Palawan moist forests
- Philippines moist forests
- Mexican dry forests
- East African mangroves
Home Depot Pro does not accept wood products made from the 40 suspect tree species listed by the World Conservation Monitoring Centre as potentially endangered species, unless the supplier provides the export permit. These species include:

<table>
<thead>
<tr>
<th>Species Name</th>
<th>Species Name</th>
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<tbody>
<tr>
<td>Afzelia bipindensis</td>
<td>Dyera costulata</td>
</tr>
<tr>
<td>Amburana cearensis</td>
<td>Erythrophleum fordii</td>
</tr>
<tr>
<td>Aniba rosaeodora</td>
<td>Eusideroxylon zwageri</td>
</tr>
<tr>
<td>Aquilaria malaccensis</td>
<td>Flindersia ifflaiana</td>
</tr>
<tr>
<td>Araucaria angustifolia</td>
<td>Guibourtia ehie</td>
</tr>
<tr>
<td>Araucaria cunninghamii</td>
<td>Intsia bijuga</td>
</tr>
<tr>
<td>Aspidosperma polyneuron</td>
<td>Juglans neotropica</td>
</tr>
<tr>
<td>Baikiaea plurijuga</td>
<td>Loea swynnertonii</td>
</tr>
<tr>
<td>Baillonella toxisperma</td>
<td>Microberlinia bisulcata</td>
</tr>
<tr>
<td>Bertholletia excelsa</td>
<td>Microberlinia brazzavillensis</td>
</tr>
<tr>
<td>Bombacopsis quinata</td>
<td>Milicia excelsa</td>
</tr>
<tr>
<td>Caesalpinia echinata</td>
<td>Nauclea diderrichii</td>
</tr>
<tr>
<td>Caryocar costaricense</td>
<td>Neobalanocarpus heimii</td>
</tr>
<tr>
<td>Cedrela fissilis</td>
<td>Pericopsis mooniana</td>
</tr>
<tr>
<td>Cedrela odorata</td>
<td>Pinus tecunumanii</td>
</tr>
<tr>
<td>Dalbergia cochinchinense</td>
<td>Pterocarpus angolensis</td>
</tr>
<tr>
<td>Dalbergia davidii</td>
<td>Pterocarpus indicus</td>
</tr>
<tr>
<td>Dalbergia latifolia</td>
<td>Santalum album</td>
</tr>
<tr>
<td>Dalbergis purpurascens</td>
<td>Taxus wallichiana</td>
</tr>
<tr>
<td>Dialium cochinense</td>
<td>Vitex parviflora</td>
</tr>
</tbody>
</table>

1. Home Depot Pro will give preference to the purchase of wood and wood products originating from certified well-managed forests wherever feasible.
2. Home Depot Pro will eliminate the purchase of wood and wood products from endangered regions around the world.
3. Home Depot Pro will practice and promote the efficient and responsible use of wood and wood products.
4. Home Depot Pro will promote and support the development and use of alternative environmental products.
5. Home Depot Pro does not accept wood from the Amazon or Congo Basin areas unless Forest Stewardship Council (FSC) certified (enforcement date September 2018).
6. Home Depot Pro expects its vendors and their suppliers of wood and wood products to maintain compliance with laws and regulations pertaining to their operations and the products they manufacture.

1.7.2 Chemical Responsibility

PAINTS: The following chemicals of concern are prohibited in our interior and exterior latex water-based wall paints distributed in U.S. and Canada:
- Triclosan
- Isocyanates
- Formaldehyde
- Lead / Heavy Metals
- Alkylphenol ethoxylates and Nonylphenol ethoxylates

CARPET: The following chemicals of concern are prohibited in indoor wall-to-wall carpet distributed in the U.S. and Canada:
- Perfluorooctanoic acid (PFOA) or perfluorooctane sulfonate (PFOS)
- Triclosan
- Organotins
- Ortho-phthalates
- Vinyl Chloride
- Nonylphenol ethoxylates (NPEs)
- Coal Fly Ash
- Formaldehyde
- Added heavy metals

VINYL: As of January 2016, no ortho-phthalates are permitted as added plasticizers in vinyl flooring distributed in the U.S. and Canada.

LAMINATE FLOORING: Laminate flooring is verified by either GREENGUARD® Gold or FloorScore® certification to contain 0.0073 ppm or less of formaldehyde, which is a stricter standard than CARB 2 of 0.05 ppm.

INSULATION: All fiberglass insulation products in the U.S. and Canada are GREENGUARD® Gold certified and cannot contain the following chemicals of concern:
- Brominated flame retardants
- Halogenated flame retardants
- Antimony trioxide
- Formaldehyde
- Added heavy metals

1.8 Supplier AlertLine Information

Home Depot Pro makes our expectations and compliance standards clear and encourages suppliers to contact us if an associate ever asks you to do anything that infringes upon Home Depot Pro’s standards. Home Depot Pro provides the Supplier AlertLine for the exclusive use of suppliers to report violations of any company policy (e.g., SER Standards, Conflict Minerals, Foreign Corrupt Practices Act., etc.) and those pertaining to receiving or soliciting gifts, bribes or kickbacks, disclosure of confidential information or a conflict of interest.

If you are aware of a situation where you think there may be a violation of any company policy immediately notify Home Depot Pro’s Merchandising Leadership Team.
If you are uncomfortable taking the issue to the Merchandising Leadership Team or if you wish to remain anonymous, contact the Supplier AlertLine at https://tnw.reportlineweb.com/custom/HDVendorRelations or by using the following toll-free numbers:

- United States and Canada: 1-800-435-3152
- Mexico: 001-888-765-8153
- China: 400-880-1045

1.9 Vendor Safety

While on Home Depot Pro’ premises, all suppliers and representatives are required to observe Home Depot Pro vendor safety standards. Please note the Supplier Reference Guide contains an abbreviated overview of Home Depot Pro vendor safety standards.

1.10 Selling Restrictions

1.10.1 Laws and Regulations

It is incumbent upon all suppliers to Home Depot Pro to ensure that their packaging and products conform to all federal, state and local requirements in the region in which they will be distributed. These regulations may be general in nature, referring to entire industries, or more specific, referring to specific products. Home Depot Pro recommends that suppliers perform their own research – determining which laws are relevant to the products they are providing and regions in which those products are distributed and make Home Depot Pro aware of any requirements related to the merchandising of the products.

1.10.2 Hazardous Materials

In accordance with all Federal, State and Local Regulations and to ensure regulatory compliance for Home Depot Pro, any items that may be considered regulated or containing hazardous materials distributed by Home Depot Pro are required to undergo review by both internal and external compliance teams before completing a product approval process. Suppliers are responsible for any incurred cost resulting from these reviews. In addition, suppliers should allow additional time for these hazmat reviews during product onboarding. This review process ensures we can obtain correct transportation, merchandising/fire code, and disposal requirements for all products and apply selling restrictions, as applicable, BEFORE they are transported, merchandised and sold.

**Note:** The term regulated as it applies here indicates product may have transportation, fire code, and/or waste/disposal requirements and restrictions. These requirements/restrictions may vary by state.

Hazmat Communications Requirements:

1. Suppliers shall provide contact information for the person(s) within their organization responsible for hazard communications and regulatory compliance.

2. Suppliers shall provide Safety Data Sheets (SDS) in digital, PDF format. Documents shall be the most recent versions, and shall be only in the OSHA mandated SDS format. Also, suppliers must provide SDS documents whenever the formula, hazard classification, hazmat description or carton markings change. SDS documents shall be submitted to sds@interlinebrands.com.

3. Suppliers shall ensure that all chemical containers comply with GHS and/or CPSC specific hazard labeling requirements as appropriate for that product’s intended market and use, in...
accordance with 29 CFR 1910.1200(f). Exclusive brand labeling shall be per agreement, and then based on Home Depot Pro’s target market(s) for that product.

4. Suppliers are responsible for ensuring the appropriate selection of chemical containers and shipping cartons, as well as ensuring that all hazcom shipping carton labeling and markings comply with appropriate sections of CFR 49 parts 173, 178, and 179.

5. Suppliers shall include at least one paper copy of the current SDS in each case pack of chemical products that ship as fully regulated, in accordance with CFR 29 section 1910.1200 (g).

6. Suppliers must provide prior notification of all regionally banned chemical products sold to Home Depot Pro, including the states and zip codes where those chemical products are banned and the reason for those bans. Further, it is the supplier’s responsibility to notify Home Depot Pro whenever a ban classification changes. Examples of bans include: Pesticide bans, VOC bans, Cal-Prop 65 bans, etc. Banned chemical notifications shall be submitted to sds@interlinebrands.com.

7. Since hazardous material transport classifications are not a mandatory component of the SDS, suppliers are responsible for providing this information independently when not included as part of the SDS document. Non-SDS annotated transportation classifications shall be submitted to sds@interlinebrands.com.

8. Suppliers supplying chemical products shall maintain a registration with a nationally recognized emergency hazard response organization. Suppliers are responsible to publish this information on their container labels and SDS documents. Examples of these organizations include: Chemtrec, Chemtel, etc.

1.10.3 Stop Sale

It could occasionally become necessary for Home Depot Pro to execute “stop sales” on the products that it sells. A stop sale is a hold that is placed on a particular SKU and/or UPC at POS (Point of Sale) so that it cannot be sold to any customer. When an employee attempts to order the SKU or UPC that has a stop sale prompt code entered on it, an error message will appear and the SKU and/or the UPC will not be allowed to be processed for sale. This error message will alert the employee that there is an issue with that product and the product is not to be sold. Stop sales may be placed on products for reasons including, but not limited to, regulatory, safety, quality, performance, expectations and value. When a stop sale is necessary, Home Depot Pro will partner with the supplier on next steps and disposition of affected product. Stop Sale maintenance is done by the Merchandise Planner, Merchandising Operations Team or Product Safety Team.

1.10.3.1 Safety Stop Sales and Recalls

In the event of a Safety Stop Sale and/or Recall, Home Depot Pro will determine the product disposition which will override the current RTV Policy. No RGAs or Inspection will be allowed. Return to supplier product dispositions will require a domestic shipping address in the continental U.S. Home Depot Pro will charge back the full cost of the product, as well as any applicable freight or disposal charges.
1.11 Supplier Buying Agreement (SBA)
The Supplier Buying Agreement (SBA) serves as the main legal agreement between the supplier and Home Depot Pro. Once Home Depot Pro decides to do business with a supplier, the Merchant will send the supplier an email inviting them to complete their SBA via our online tool – the SBA Webform Application.

The email invitation contains step-by-step directions on the SBA submittal process. There are six sections of the SBA Webform that you should be prepared to complete when you log onto the application: General information, Product information, Payment terms, Shipping terms, Return terms and Contact information. Invitations expire after seven days; failure to submit all information by the expiration date will require your Merchant Assistant to issue a new invitation.

Your Merchant is the primary source for information and support regarding the SBA process; please contact your Merchant for any questions or concerns you have regarding your SBA with Home Depot Pro.

1.12 Insurance

1.12.1 Supplier Instructions
1. Provide your insurance agent/broker with Home Depot Pro Insurance Approval Request Form.
2. Provide your agent/broker with the chart entitled Home Depot Pro Insurance Requirements, which identifies the insurance limit required, based on the product being supplied.
3. Make sure that agent follows instructions below in full when submitting for approval.
4. Complete the Insurance Approval Request Form in entirety. Please remember to list the required limit based on the product you will be supplying from Home Depot Pro Insurance Requirements chart.
5. Fax or email the Insurance Approval Request form and certificate of insurance to Home Depot Pro.

1.12.2 Agent Instructions
Home Depot Pro’ Supplier Insurance Requirements:

1. Requirements must be completed in full to be submitted for approval.
2. All insurance must be written by a U.S. insurance company which is rated in the most recent edition of Best's Key Rating Guide (Property-Casualty International edition) as A-VIII or better.
3. Supplier must provide a current Certificate of Insurance with the agent's signature.
4. The insured's name and address must be the same as the company executing the Supplier Buying Agreement (SBA). The same applies if a third party handles receivables.
5. Supplier must have a certificate of insurance that meets the following requirements:
   - Commercial general liability, insurance on an occurrence basis with per occurrence and general aggregate limits of not less than the US dollar amounts specified on the Home Depot Pro Insurance Requirements chart.
   - Products-completed operations insurance on an occurrence basis with per occurrence and general aggregate limit of not less than the US dollar amount specified in the Home Depot ProInsurance Requirements Chart.
   - A Certificate that reflects a 30 days' notice of cancellation.
   - An insurance policy that provides for filing of claims in the United States and for payment of claims in U.S. currency.
   - An insurance policy that permits legal service of process in the U.S. and U.S. law must apply to claims.
   - Home Depot Pro, Inc., its affiliates and subsidiaries, must be named as an additional insured.
   - The Certificate Holder should read: “Home Depot Pro, Inc. and its affiliates”

Attn: Supplier Insurance
P.O. Box 100085 – (HD)
Duluth, GA 30096

Request that the agent/broker email or fax the Certificate of Insurance and the completed Insurance Approval Request form to the address or fax number on the form.

The Certificate will be reviewed for compliance with Home Depot Pro’ insurance requirements. If approved, an approval letter with an approval number will be returned to supplier. If not approved, a detailed list of the deficiencies will be returned to supplier and the agent/broker. It should be noted that delays in this process may disqualify the supplier from this sourcing event.

A revised Certificate and the original deficiency notice should be sent back to Home Depot Pro.

Any questions regarding Home Depot Pro’ requirements or clarification of deficiency notices should be referred to Home Depot Pro at 951-766-2210.

1.12.3 Insurance Coverage Option (Import Only)

If you are an import supplier, and are having difficulty meeting Home Depot Pro’ insurance requirements or wish to have an alternative, you may contact Marsh, an insurance broker, by email (preferred method) at import.vendors@marsh.com, by telephone at 404-995-3174, by fax at 404-995-3175, or by mail at: Home Depot Foreign Vendors Program, Marsh USA Inc., 3560 Lenox Road, Atlanta, GA 30326.
### Insurance Requirements Chart

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<thead>
<tr>
<th>Insurance Category</th>
<th>Per Occurrence and Aggregate Limit Requirement</th>
<th>Department Taxonomy</th>
<th>Class/Product Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>$2,000,000</td>
<td>21-Lumber</td>
<td>All Product Classes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22-Building Materials</td>
<td>Siding, Ventilation, Concrete, Gypsum, Metal Products, Fencing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>23-Flooring</td>
<td>All Product Classes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24-Paint</td>
<td>All Product Classes except Power Equipment, Pump Sprayers, Pressure Washers, Chemicals (without volatile compounds)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>25-Hardware</td>
<td>All Product Classes except Generators, Trailers/Wheeled Implements, Miscellaneous Power, Power Tool Accessories, Deck and Drywall Screw Guns, Knives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>26-Plumbing</td>
<td>Housewares</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27-Electrical and Lighting</td>
<td>Switch Plate Covers (non-electrical) and Similar Type Products</td>
</tr>
<tr>
<td></td>
<td></td>
<td>28-Seasonal/Garden</td>
<td>Refuse Containers, Trash Bags, Planters, Hose, Decorative Holiday (non-electrical), Cookware, Apparel, Storage Buildings, Landscape Fencing, Seed/Bulbs, Pool Accessories, Animal Care (Non-Ingestible), Watering, Live Goods, Cleaning Accessories (Brooms, Mops, Sponges, etc.), Tools (Rakes, Shovels, etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>29-Kitchen and Bath</td>
<td>Kitchen Cabinets, Kitchen Sinks, Vanities, Bath Fixtures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30-Millwork</td>
<td>Windows, Doors, Mouldings, Glass, Millwork Specialties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>59-Blinds and Wallpaper</td>
<td>All Product Classes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Out For Repair (OFR)</td>
<td>All Out For Repair (OFR) Vendors</td>
</tr>
<tr>
<td>II</td>
<td>$4,000,000</td>
<td>21-Lumber</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22-Building Materials</td>
<td>Insulation, Roofing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>23-Flooring</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24-Paint</td>
<td>Pump Sprayers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>25-Hardware</td>
<td>Power Tool Accessories, Deck and Drywall Screw Guns, Knives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>26-Plumbing</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27-Electrical and Lighting</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>28-Seasonal/Garden</td>
<td>Resin/Extruded Aluminum Furniture, Outdoor Furniture, Other Agricultural Products, Patio/Hearth, Landscape Accessories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>29-Kitchen and Bath</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30-Millwork</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>59-Blinds and Wallpaper</td>
<td>None</td>
</tr>
<tr>
<td>III</td>
<td>$8,000,000</td>
<td>21-Lumber</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22-Building Materials</td>
<td>None</td>
</tr>
<tr>
<td>23-Flooring</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-Paint</td>
<td>Power Equipment, Pressure Washers, Chemicals (with volatile compounds)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-Hardware</td>
<td>Generators, Power Tools, Fastening Tools, Rope, Chains, Tie-downs, Padlocks, Locks, Truck/Tractor Parts, Batteries, Fire Extinguishers, Garage Door Openers, Trailers/Wheeled Implements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26-Plumbing</td>
<td>Pipes and Fittings, Faucets, Pumps and Irrigation Systems, Water Heaters,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27-Electrical and Lighting</td>
<td>All Product Classes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28-Seasonal/Garden</td>
<td>Fertilizers, Cleaners, Pesticides, Chemical Products, Power Equipment (Lawnmowers), Grills, Decorative Lighting, Appliances, Pellet Stoves, Fireplaces, Firepits, Fireplace Accessories, Oils/Fluids, Grease, Tires, Wheelbarrows, Grills, Grill Accessories, Power Equipment, Fountains, Statuary, Concrete Edging, Pavers and Accessories, Garden Wall Block, Step Stones, All Foods/Drinks, Pet Care (Ingestible)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29-Kitchen and Bath</td>
<td>Appliances (major/small), Disposers, Hot Water Dispensers, Light Bars, Whirlpools, Outdoor Spas, Tub &amp; Shower Doors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30-Millwork</td>
<td>Skylights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>59-Blinds and Wallpaper</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>$20,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21-Lumber</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22-Building Materials</td>
<td>Ladders, Scaffolding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23-Flooring</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-Paint</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-Hardware</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26-Plumbing</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27-Electrical and Lighting</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28-Seasonal/Garden</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29-Kitchen and Bath</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30-Millwork</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>59-Blinds and Wallpaper</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1.13 **HomeDepotLink**

Home Depot Pro is committed to strengthening the relationship with our vendors and one of the ways we do that is with HomeDepotLink. HomeDepotLink is Home Depot Pro’ supplier portal that is used by suppliers to:

- Access important Home Depot Pro information (i.e. Supplier Reference Guide)
- Access Applications/Reports used to do business with Home Depot Pro (i.e. TMS, IDM)
- Manage supplier contact information
- Communicate with Home Depot Pro through Alerts/Tasks

HomeDepotLink is important as it serves as a “one-stop-shop” for our vendors to conduct business with Home Depot Pro. Suppliers that do not access HomeDepotLink on a regular basis are at risk to miss the following:

- Ability to review training documentation, reference materials and other important information that will help suppliers conduct business with Home Depot Pro
- Ability to utilize applications and reports that are essential to doing business with Home Depot Pro
- Notifications (alerts/tasks) that provide important information that associates want to communicate to suppliers
- Ability to update suppliers contact information

It’s important that suppliers utilize HomeDepotLink regularly as documentation and communications are updated frequently.

In order for HomeDepotLink to be an effective tool for suppliers, the following actions must occur:

1.13.1 **User Account Setup**

At least one guardian user account must be setup with access to HomeDepotLink from your company. Please refer to section 1.13.6 for more information on HomeDepotLink Guardians. **Note** – This normally happens automatically through the SBA process. In the event that this does not automatically happen, e-mail homedepotlink@homedepot.com and request that an account be setup. This must occur no later than 30 days from the SBA completion date.

1.13.2 **Guardian Training**

Guardians are HomeDepotLink users that have the following responsibility:

- Create HomeDepotLink user accounts for users at their company who need access to HomeDepotLink
- Provision application and/or report access for those users and for themselves
- Maintain vendor contact information

Guardians are responsible for reviewing available guardian training in order to become familiar with guardian duties.

1.13.3 **Portal Login**

At least one guardian user from your company must log into HomeDepotLink at least once every 90 days. Please note that this is the minimum requirement. We recommend that vendors log into HomeDepotLink more frequently (as much as daily) as business commitments require. **Note:** Any user account (guardians and non-guardians) that does not access HomeDepotLink in 90 days will get deactivated. Deactivation prevents user accounts from accessing HomeDepotLink. Users that have been deactivated will need to contact their guardian for
1.13.4 Contact Type Maintenance

The below contact types are **required.** At least one user from your company must be assigned to each of the following contact types:

- **Account Manager** - The contact who owns the day-to-day relationship with Home Depot Pro. Primary point of contact for Merchants and MA’s for all account related communications
- **Account Receivable** - Contact responsible for processing payments received from Home Depot Pro – including Co-Op and rebate deductions, Compliance, EFT and direct deposit
- **EDI** - Responsible for maintaining EDI communications between Home Depot Pro and their supplier. Used for targeted communications related to EDI topics
- **Supply Chain** - Contact for strategic supply chain operations. Serves as the escalation point for transportation and logistics issues
- **President/CEO** - Used by Home Depot Pro executives to send targeted messages to supplier Presidents/CEO’s
- **Account Executive** - Contact for executive level communications. Used by Home Depot Pro executives and Merchants to communicate with executive level account managers
- **Customer Svc Manager** - Primary escalation point of contact for all service related issues when they cannot be resolved by the first level of support
- **Legal & Compliance** - Primary point of contact all legal and contractual communications including regulatory compliance (i.e. hazardous materials)
- **Inventory/Ordering** - Responsible for receiving and processing orders from Home Depot Pro. **Transportation** - Contact for day to day shipping and transportation related topics. Used by the supply chain organization for resolving transportation related issues
- **Compliance** - Contact who maintains the supplier compliance program with respect to item data, planograms, supply chain and other Dashboard metrics
- **Data Management** - Person responsible for maintaining the supplier’s item data. Used as the primary point of contact by the data team for data related communication

The below contact types are important but not required:

- **Accounts Payable** - Primary point of contact at a supplier when remittance is due to Home Depot Pro.
- **Merch. Services** - Contact for communications related to visual merchandising, packaging, merchandising refreshes/resets, and advertising/marketing.
- **RTV** - Primary point of contact for coordinating return to vendor operations

**Note** – One to many Contact Types can be aligned to a user (i.e. User WXW5555 can be made a Compliance contact as well as the Account Manager)

Click [here](#) for instructions on how to update your Contact Type information
1.13.5 Primary Contact Setup
For each Mvendor at your company, a Primary Contact will need to be setup for the below required contact types:

- **Account Manager** - The contact who owns the day-to-day relationship with Home Depot Pro. Primary point of contact for Merchants and MA’s for all account related communications
- **Account Receivable** - Contact responsible for processing payments received from Home Depot Pro – including Co-Op and rebate deductions, Compliance, EFT and direct deposit
- **EDI** - Responsible for maintaining EDI communications between Home Depot Pro and their supplier. Used for related communications related to EDI topics
- **Supply Chain** - Contact for strategic supply chain operations. Serves as the escalation point for transportation and logistics issues
- **President/CEO** - Used by Home Depot Pro executives to send targeted messages to supplier Presidents/CEO’s
- **Account Executive** - Contact for executive level communications. Used by Home Depot Pro executives and Merchants to communicate with executive level account managers
- **Customer Svc Manager** - Primary escalation point of contact for all service related issues when they cannot be resolved by the first level of support
- **Legal & Compliance** - Primary point of contact all legal and contractual communications including regulatory compliance (i.e. hazardous materials)
- **Inventory/Ordering** - Responsible for receiving and processing orders from Home Depot Pro.
- **Transportation** - Contact for day to day shipping and transportation related topics. Used by the supply chain organization for resolving transportation related issues
- **Compliance** - Contact who maintains the supplier compliance program with respect to item data, planograms, supply chain and other Dashboard metrics
- **Data Management** - Person responsible for maintaining the suppliers item data. Used as the primary point of contact by the data team for data related communications

Click [here](#) for instructions on how to update your Contact Type information

1.13.6 Maintenance Requirements
It is the supplier’s responsibility to maintain accurate contact information.
In the event that there is employee turnover (i.e. user leaves the company), it’s the guardians responsibility to perform the following:

A. Guardian Setup – Ensure that at least one user is setup as a guardian and that they review available [guardian training](#) to become familiar with their guardian responsibilities
   a. **Note:** If your vendor account has more than 10 users, then you will be held to the “20% Guardian Threshold Rule.” This means that only 20% of user accounts can have guardian abilities. Please keep this in mind when creating user accounts for your vendor.

B. Required Contact Assignment – Ensure that all required contact assignments are populated within the system (See section 1.13.4)

C. Primary Contact Assignment – Ensure that Primary Contacts are set for each Mvendor at your company (See section 1.13.5)

For questions regarding HomeDepotLink, please e-mail [homedepotlink@homedepot.com](mailto:homedepotlink@homedepot.com).
2 Compliance

2.1 Vendor Compliance Program
The compliance program was designed to create a collaborative supply chain environment based on the philosophy of continuous improvement and sustainable performance. This endeavor is accomplished by evaluating key performance indicators, identifying areas for improvement and partnering with suppliers to support achievement of performance goals and expectations.

Suppliers are expected to meet or exceed the established performance thresholds. Failure to meet the defined threshold for certain key strategic metrics may result in a financial offset. Additional information regarding performance metrics, non-compliance financial offsets and how to dispute Dashboard non-compliance penalties, including dispute timelines, can be found in the Vendor Performance and Analysis section of HomeDepotLink. It is essential that you review the dispute guidelines prior to submitting your dispute as dispute requirements and deadlines are firm.

2.2 Vendor Compliance Dashboard
The Home Depot Pro Vendor Compliance Dashboard provides visibility into product flow performance through the supply chain. Metrics are published on a weekly basis and suppliers are advised to visit the Dashboard once per week or more. This will help suppliers to promptly identify and correct issues as they occur.

Vendor Expectations
- Clearly understand the performance requirements on the Vendor Compliance Dashboard
- Continuously review Dashboard metrics to identify performance improvement opportunities
- Identify root-cause of poor performance and implement the corrective action that supports sustainable performance
- Become a proactive partner with Home Depot Pro support teams to collaboratively resolve issues and share best practices
- View the Compliance Calendar on HomeDepotLink for specific dates related to the dispute process and Holiday Allowances

The Vendor Performance Analysis team periodically adds suppliers to the compliance program based on certain thresholds, one of which is volume of business with Home Depot Pro. If your company is selected to participate in the program, you will receive notification from the Vendor Performance & Analytics team.
2.2.1 Vendor Compliance Dashboard Access

To access the Vendor Compliance Dashboard, please visit HomeDepotLink and select “Business Operations” from the top dropdown menu (see Figure 2.2.1a) and choose “Vendor Performance and Analysis.” A link to Vendor Compliance Dashboard Login will be visible on the left side page navigation (see Figure 2.2.1b). For Vendor Compliance Dashboard related questions and password set-up and resets visit the compliance page on HomeDepotLink via Business Operations > Compliance > Vendor Performance and Analysis.

2.2.2 Vendor Compliance Dashboard Metrics

The primary categories for Vendor Compliance Dashboard measurement are Item Data Management, Electronic Data Interchange (EDI), Transportation (Routing Guide, Consolidation, Parcel PO and TMS “Ready-To-Ship”) and Purchase Order Fulfillment (Fill Rate, On-Time Delivery, ASN). Each of these primary categories contains one or many performance metrics that evaluate performance to a predefined threshold. Any questions or concerns about obtaining access to the Vendor Compliance Dashboard should be sent to Supplier_Performance@homedepot.com.
A list of complete programs, corresponding metrics, thresholds, and potential offsets can be found below:

<table>
<thead>
<tr>
<th>Program</th>
<th>Metric</th>
<th>Threshold</th>
<th>Offset</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTS</td>
<td>Fill Rate</td>
<td>98%</td>
<td>10% of value of items not shipped</td>
<td><a href="mailto:Compliance_Dispute@homedepot.com">Compliance_Dispute@homedepot.com</a></td>
</tr>
<tr>
<td></td>
<td>On Time</td>
<td>90%</td>
<td>10% of value of late PO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Valid ASN</td>
<td>95%</td>
<td>$25 per PO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Certified Receiving</td>
<td>N/A</td>
<td>Posted to Dashboard for participating vendors</td>
<td></td>
</tr>
<tr>
<td>RDC</td>
<td>Fill Rate</td>
<td>98%</td>
<td>10% of value of items not shipped</td>
<td><a href="mailto:Compliance_Dispute@homedepot.com">Compliance_Dispute@homedepot.com</a></td>
</tr>
<tr>
<td></td>
<td>On Time</td>
<td>90%</td>
<td>10% of value of late PO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASN Timeliness</td>
<td>98%</td>
<td>$250 per ASN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASN Accuracy</td>
<td>98%</td>
<td>$250 per ASN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fluid Receiving</td>
<td>98%</td>
<td>Reject Rate &gt;1% = $5/box, &gt;2% = $10/box</td>
<td></td>
</tr>
<tr>
<td>Data Quality</td>
<td>Accuracy</td>
<td>100%</td>
<td>$1,000/item per week (after 3 day grace period) not to exceed 1% of previous quarter weekly AVG COGS</td>
<td><a href="mailto:Compliance_Dispute@homedepot.com">Compliance_Dispute@homedepot.com</a></td>
</tr>
<tr>
<td>Transportation</td>
<td>Routing Guide Collect and Prepaid</td>
<td>100%</td>
<td>$100 per LTL PRO where assigned carrier was not used</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multiple Bill of Lading</td>
<td>100%</td>
<td>$75 per LTL PRO where more than one LTL carrier PRO was shipped to the same destination from the same origin on the same day</td>
<td><a href="mailto:Compliance_Dispute@homedepot.com">Compliance_Dispute@homedepot.com</a></td>
</tr>
<tr>
<td></td>
<td>Parcel PO</td>
<td>100%</td>
<td>$10 per parcel tracking number when the 8 digit PO number and the 4 digit destination number are not formatted in the</td>
<td></td>
</tr>
</tbody>
</table>
2.2.3 Vendor Compliance Dashboard Supporting Fields

Below is a list of additional fields you may see on the Vendor Compliance Dashboard.

<table>
<thead>
<tr>
<th>Direct Fulfillment</th>
<th>Fill Rate 98%</th>
<th>10% of value of items not shipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time 90%</td>
<td>10% of value of late PO</td>
<td><a href="mailto:DF_Vendor_Support@homedepot.com">DF_Vendor_Support@homedepot.com</a></td>
</tr>
<tr>
<td>ASN Timeliness 98%</td>
<td>$250 per ASN</td>
<td></td>
</tr>
<tr>
<td>ASN Accuracy 98%</td>
<td>$250 per ASN</td>
<td></td>
</tr>
</tbody>
</table>

**TMS Utilization**
100%

Correct fields on the electric inbound parcel documentation

$100 per RDC and $10 per RDCX PO when the TMS shipment ID is not populated in the REF*CN segment of the ASN
<table>
<thead>
<tr>
<th>Dashboard Field</th>
<th>How it’s Calculated</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTS Total Units Ordered</td>
<td>Quantity of units ordered</td>
</tr>
<tr>
<td>Units Shipped</td>
<td>Quantity of units shipped</td>
</tr>
<tr>
<td>DTS Total Units Received</td>
<td>Quantity of units received</td>
</tr>
<tr>
<td>DTS Unit Fill Rate</td>
<td>Quantity of units received/quantity of units ordered; no credit given for overages or substitutions</td>
</tr>
<tr>
<td>DTS On-Time Rate (Collect Suppliers)</td>
<td>Number of on-time POs/total number of POs; the PO is on-time if (Actual Ship Date – Estimated Ship Date) ≤ 0</td>
</tr>
<tr>
<td>DTS On-Time Status</td>
<td>On-Time status by vendor and department. Red = 0 to 89.99%, Yellow = 90 to 94.99%, Green = 95 to 100%</td>
</tr>
<tr>
<td>DTS On-Time Rate (Pre-paid suppliers)</td>
<td>Number of on-time POs/total number of POs; the PO is on-time if (Key Rec Date – Estimated Delivery Date) ≤ 0</td>
</tr>
<tr>
<td>DTS Actual Lead Time Days</td>
<td>Keyrec Date minus PO Create Date</td>
</tr>
<tr>
<td>DTS Average Actual Lead Time Days</td>
<td>Average of actual lead times by vendor and department</td>
</tr>
<tr>
<td>DTS Actual Turn Time Days</td>
<td>Ship Date minus PO Create Date</td>
</tr>
<tr>
<td>DTS Average Actual Turn Time Days</td>
<td>Average of actual turn times by vendor and department</td>
</tr>
<tr>
<td>DTS Lead Time Variability</td>
<td>Keyrec Date minus Estimated Delivery Date</td>
</tr>
<tr>
<td>DTS Average Lead Time Variability</td>
<td>Average of lead time variability by vendor and department</td>
</tr>
<tr>
<td>DTS Turn Time Variability</td>
<td>Actual Ship Date minus Estimated Ship Date</td>
</tr>
<tr>
<td>DTS Average Turn Time Variability</td>
<td>Average of actual turn time variability by vendor and department</td>
</tr>
<tr>
<td>PO Count</td>
<td>Number of Direct-to-Store or TF PO’s captured within the Vendor Compliance Dashboard (hereafter referred to as: “evaluated PO”)</td>
</tr>
<tr>
<td>Valid ASN Count</td>
<td>Number of ASN’s transmitted and received prior to key-rec of evaluated PO. Also, the ASN must contain an accurate Transmit Date and Shipped Date (DTM 011 segment)</td>
</tr>
<tr>
<td>Valid ASN %</td>
<td>Percentage of ASN’s transmitted and received prior to key-rec of evaluated PO. Also, the ASN must contain an accurate Transmit Date and Shipped Date (DTM 011 segment)</td>
</tr>
<tr>
<td>Non-Compliant ASN Total</td>
<td>Number of evaluated PO’s key-rec’d without record of receiving as ASN OR with the Transmission Date of the ASN occurring before the PO Create Date or after the PO Key-Rec Date or after the ASN Received Date OR with an ASN that has a Shipped Date (DTM 011 segment) that is before the PO Create Date or after the PO Key-Rec Date</td>
</tr>
<tr>
<td>Missing ASN Count</td>
<td>Number of evaluated PO’s key-rec’d without record of receiving an ASN</td>
</tr>
<tr>
<td>Missing ASN %</td>
<td>Percentage of evaluated PO’s key-rec’d without record of receiving an ASN</td>
</tr>
<tr>
<td>Late ASN Count</td>
<td>Number of evaluated PO’s key-rec’d with the Transmission Date of the ASN occurring after the PO Key-Rec Date</td>
</tr>
<tr>
<td>Late ASN %</td>
<td>Percentage of evaluated PO’s key-rec’d with the Transmission Date of the ASN occurring after the PO Key-Rec Date</td>
</tr>
<tr>
<td>Inaccurate ASN Ship Date Count</td>
<td>Number of evaluated PO’s key-rec’d with an ASN that has a Shipped Date (DTM 011 segment) that is before the PO Create Date or after the PO Key-Rec Date</td>
</tr>
<tr>
<td>Metric</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Inaccurate ASN Ship Date %</td>
<td>Percentage of evaluated PO’s key-rec’d with an ASN that has a Shipped Date (DTM 011 segment) that is before the PO Create Date or after the PO Key-Rec Date</td>
</tr>
<tr>
<td>Inaccurate ASN Transmit Date Count</td>
<td>Number of evaluated PO’s key-rec’d with the Transmission Date of the ASN occurring before the PO Create Date or after the ASN Received Date</td>
</tr>
<tr>
<td>Inaccurate ASN Transmit Date %</td>
<td>Percentage of evaluated PO’s key-rec’d with the Transmission Date of the ASN occurring before the PO Create Date or after the ASN Received Date.</td>
</tr>
<tr>
<td>RDC Total Units Ordered</td>
<td>Quantity of units ordered</td>
</tr>
<tr>
<td>RDC Total Units Shipped</td>
<td>Quantity of units shipped</td>
</tr>
<tr>
<td>RDC Total Lines Ordered</td>
<td>PO SKU combinations ordered</td>
</tr>
<tr>
<td>RDC Vendor Turn Time</td>
<td>The time (in business days) between the PO creation date in Home Depot Pro systems and ASN ship date</td>
</tr>
<tr>
<td>RDC ASN Timeliness</td>
<td>Each shipment is considered to meet ASN Timeliness if an accurate ASN (EDI 856) is received into Home Depot Pro‘ Warehouse System (WS) up to 1 hour after the trailer checks into the RDC. The timestamp when the ASN is created in our WS is used to determine the date when the ASN was received in Home Depot Pro’s system. The receiving DC’s Trailer Check In Timestamp is used to determine the date the shipment was received at the RDC.</td>
</tr>
<tr>
<td>RDC ASN Accuracy</td>
<td>ASN Accuracy is measured by comparing the ASN Shipped Quantity by SKU to the Received Quantity at the RDC</td>
</tr>
<tr>
<td>RDC Unit Fill Rate</td>
<td>Total quantity of units received divided by the total quantity of units ordered for each evaluated PO received at a Home Depot Pro RDC. No credit will be given for overages or substitutions</td>
</tr>
<tr>
<td>RDC On-Time Shipping (Collect Shipments)</td>
<td>Total shipments shipped On-Time divided by the total evaluated shipments received at a Home Depot Pro RDC. Each Collect Freight Term Shipment is considered on-time if the shipment departs the supplier’s ship location on or before the “ship no later than date” indicated on the PO</td>
</tr>
<tr>
<td>RDC On-Time Shipping (Prepaid Shipments)</td>
<td>Total shipments shipped On-Time divided by the total evaluated shipments received at a Home Depot Pro RDC. Each Prepaid Freight Term Shipment is considered on-time if the shipment departs the supplier’s ship location on or before the “ship no later than date” indicated on the PO</td>
</tr>
<tr>
<td>RDC No Read Cartons</td>
<td>Number of carton barcodes unreadable by scanner – unable to receive via fluid process</td>
</tr>
<tr>
<td>Routing Guide – Collect</td>
<td>Any collect LTL shipment where the approved Home Depot Pro core carrier was not used</td>
</tr>
<tr>
<td>Routing Guide – Prepaid</td>
<td>Any prepaid LTL shipment where the approved Home Depot Pro core carrier was not used</td>
</tr>
<tr>
<td>Multi BOL</td>
<td>LTL collect shipments shipped on the same day to the same Home Depot Pro destination without being combined onto a single BOL</td>
</tr>
<tr>
<td>Parcel PO/Store</td>
<td>Parcel shipments without the required 8 digit purchase order number and 4 digit store number information</td>
</tr>
<tr>
<td>Item Accuracy</td>
<td>Total items actually received &amp; on ASN divided by Total items detailed on ASN</td>
</tr>
<tr>
<td>Financial Accuracy</td>
<td>Total dollar value of product actually received &amp; on ASN divided by Total dollar value of product detailed on ASN</td>
</tr>
<tr>
<td>DTS and RDC Last Log-In Date</td>
<td>Most recent date a vendor logged into the Dashboard system (mm/dd/yyyy)</td>
</tr>
<tr>
<td>Supplier Status</td>
<td>Financial and Item accuracy of each PVendor. Red = outside lower bound, Yellow = between lower bound CI and additional lower bound tolerance, Green = above lower bound. CI = 95%</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
### Supplier Scorecard Supporting Fields - 2.2.3

<table>
<thead>
<tr>
<th>Supplier Scorecard Field</th>
<th>How fields are calculated</th>
</tr>
</thead>
<tbody>
<tr>
<td>S/O COGS</td>
<td>Sum of total cost sales for the POs that completed during the specified time frame</td>
</tr>
<tr>
<td>S/O PO Count</td>
<td>Count of total POs that completed during the specified time frame</td>
</tr>
<tr>
<td>S/O Total Offset</td>
<td>Sum of total offsets based on PO compliance violations during the specified time frame</td>
</tr>
<tr>
<td>S/O Total Offset % COGS</td>
<td>Percentage of total offsets compared to the total sales cost for POs in a Done status during the specific time frame.</td>
</tr>
<tr>
<td>S/O Original ETA Date</td>
<td>Initial estimated time of arrival quoted to S/O customers by THD</td>
</tr>
<tr>
<td>S/O Current ETA Date</td>
<td>Updated ETA of the order provided by S/O suppliers</td>
</tr>
<tr>
<td>S/O Order Fulfillment %</td>
<td>Percentage of compliant POs with no offset violations for either Fill Rate or On Time</td>
</tr>
<tr>
<td>S/O Order Fulfillment Threshold</td>
<td>The standard unit of measure (90%) used to assess order fulfillment compliance. If 90% or more of POs are compliant with Order Fulfillment, no offsets will be assessed.</td>
</tr>
<tr>
<td>S/O Order Fulfillment % COGS</td>
<td>Percentage of offsets assessed for Order Fulfillment violations against total sales cost for POs completed during the reporting period</td>
</tr>
<tr>
<td>S/O OF % High Severity</td>
<td>Percentage of POs assessed with a high severity offset for Order Fulfillment</td>
</tr>
<tr>
<td>S/O OF % Medium Severity</td>
<td>Percentage of POs assessed with a medium severity offset for Order Fulfillment</td>
</tr>
<tr>
<td>S/O OF % Low Severity</td>
<td>Percentage of POs assessed with a low severity offset for Order Fulfillment</td>
</tr>
<tr>
<td>S/O Stated VTT</td>
<td>Business days listed at the SKU/Market level indicating the maximum number of business days it will take the supplier to ship merchandise</td>
</tr>
<tr>
<td>S/O Actual VTT</td>
<td>Business days between the PO Sent date in THD system and date THD receives ASN</td>
</tr>
<tr>
<td>S/O Stated Lead Time</td>
<td>Calendar days listed at the SKU/Market level indicating the maximum amount of time it will take for merchandise to arrive at its destination</td>
</tr>
<tr>
<td>S/O Actual Lead Time</td>
<td>Calendar days between PO Sent date in THD’s systems and Merchandise Receipt date (Keyrec date) at the destination</td>
</tr>
<tr>
<td>S/O Fill Rate</td>
<td>Total quantity of units received divided by the total quantity of units ordered with a standard of 98.00% or higher per PO; no credit given for overages or substitutions</td>
</tr>
<tr>
<td>S/O Compliance Measure Type</td>
<td>The measure used to assess on-time compliance based on Freight Terms and Delivery Location</td>
</tr>
<tr>
<td>S/O Order Fulfillment Status</td>
<td>Identifies if a PO is compliant or non-compliant for having all components of Order Fulfillment completed successfully (Fill Rate &amp; On-Time)</td>
</tr>
<tr>
<td>S/O Order Processing %</td>
<td>Percentage of compliant POs with no offset violations for either PO Confirmations, ASNs, or Error-Free EDI</td>
</tr>
<tr>
<td>S/O Order Processing Threshold</td>
<td>The standard unit of measure (90%) used to assess order processing compliance. If 90% or more of POs are compliant with Order Processing metrics, no offsets will be assessed.</td>
</tr>
</tbody>
</table>
2.2.4 Vendor Compliance Dashboard Documentation

All program guides, FAQs, and backup documentation can be found on the Vendor Compliance Dashboard. For additional assistance or questions please visit the Vendor Performance page on HomeDepotLink via Business Operations > Compliance > Vendor Performance and Analysis or contact us at Compliance_Dispute@homedepot.com.
3 Electronic Data Interchange (EDI)

3.1 Overview
Home Depot Pro leverages EDI in order to quickly and accurately exchange transactional data with Suppliers. Home Depot Pro’ EDI program supports the following transactions:

• 810: Invoice
• 850: Purchase Order
• 855: Purchase Order Acknowledgment
• 856: Advance Ship Notice

Suppliers should contact their Home Depot Pro Category Merchant or EDISupport@interlinebrands.com to discuss EDI implementation and support.
4 Item Management

4.1 Item Data Management
Suppliers are required to utilize Item Data Management, an online tool for supplier partners to view, set up, and maintain product data. Product data includes marketing data, product specifications, marketing photos, and other collateral and supply chain data. This data will feed homedepot.com, support Home Depot Pro’ supply chain initiatives and ultimately drive the new SKU setup process for merchandising. Additional information on Item Data Management can be found on HomeDepotLink at Business Operations > Item Management > Item Data Management. If there are any questions or concerns the supplier can email idmaccess@thdidm.zendesk.com.
5 PACKAGING REQUIREMENTS

5.1 Labeling and Identification

5.1.1 Package Identification/Labels

Master Carton and Inner Pack must have the following information and scannable bar codes – no exceptions.

Labels must be located on two adjacent sides of the outer box or wrapped around a corner.

- IBI USN (Universal Stock Number) – 1” Tall*
- Product Description
- Purchase Order Number
- Supplier Part Number (VPN)
- Unit of Measure (UOM)
- Quantity

5.1.2 Individual SKU or Package

- All individual SKUs must be labeled with the Home Depot Pro USN part number

5.2 Shipping Documents/Packing Lists must have the following information:

All packing lists must have the following information and scannable bar codes for each – no exceptions.

- IBI USN (Universal Stock Number)
- Product Description
- Purchase Order Number
- Supplier Part Number (VPN)
- Unit of Measure (UOM)
- Quantity

5.2.1 Bar Code Specifications

- All bar codes must be Code 128. Subset “B” must be used since it will handle all alpha and numeric characters
- Home Depot Pro has listed a few software suggestions to assist you if you do not currently have Code 128 capabilities

NOTE: Home Depot Pro is not affiliated with these bar code suppliers and cannot guarantee their products and/or services.
5.3 **Chargeback Summary**

A chargeback to the Supplier may sometimes be required to assure compliance with these guidelines.

The following issues will result in a chargeback of $150 per incident (ex. If IBI receives 3 improperly identified shipments for the same Purchase Order number, those shipments are subject to a chargeback of $150 per incident ($450 total)).

**Labeling**
- Incorrect label format
- Master Carton is not labeled on two adjacent sides
- Interline USN number is not 1” tall or not readable from 20’
- Interline USN part number is not identified or not scannable
- Item description is missing or inaccurate
- Unit of Measure is missing, unscannable or inaccurate
- Insufficient hazmat packaging or labeling

**Packaging**
- Inner Pack discrepancy
- Product must be in separate, label compliant cartons

**Paperwork**
- UPS not sequentially marked
- Packing list or freight bill is incomplete or missing
- SDS document is not provided

**Backorder**
- Unauthorized backorders

The chargeback notification will be mailed to the Supplier’s Accounts Receivable address when Home Depot Pro makes deductions on an invoice.

**If you have any questions or concerns regarding labeling compliance, please email:**

vendorcompliance@interlinebrands.com
5.4 Label Examples and Locations

Selling Unit Label - Preferred

USN# 602640
Assorted Wire Connectors (24/Bag)

Inner Pack Label - Preferred

USN# 602640
Description: Assorted Wire Connectors (24 per Bag)
Unit of Measure: EA
QTY: 20
6 Transportation & Logistics

6.1 Shipping Terms

6.1.1 Freight Charges

Purchase Orders issued under the terms of Freight Collect are subject to the Routing Instructions contained herein. Suppliers who neglect to follow the routing instructions are responsible for a chargeback of 100% of freight charges incurred.

Purchase Orders issued under the terms of Freight Pre-Paid or Pre-Paid and Add but shipped Freight Collect will be subject to a chargeback of 100% of freight charges incurred.

6.1.2 Damaged Product

Purchase Orders issued under the terms of FOB Destination are subject to inspection upon arrival at our distribution center. All visibly damaged product in bulk quantities (e.g., water heaters, refrigerators, layers of palletized products) will be returned to the shipper with freight charges marked “Freight Collect.”

6.1.3 Routing Instructions

All suppliers who neglect to follow the routing instructions are responsible for a chargeback of 100% of freight charges incurred. The risk that product(s) may be lost, damaged, or delayed in transit shall be the responsibility of the supplier until the actual receipt by Home Depot Pro.

6.2 Home Depot Pro Logistics Supplier Inbound Management Portal (SIM)

All suppliers must utilize our Logistics Supplier Inbound Management Portal. Utilizing the portal streamlines the routing request process and ensures orders are routed and picked up in a timely manner.

The SIM can be located at: http://apps.leanlogistics.com/. A user login will be provided by Home Depot Pro Logistics Department.

Please Note: Routing requests submitted by fax or email will not be accepted.

For exceptions and support with logistics inquiries not addressed in this Supplier Reference Guide contact ibilogistics@interlinebrands.com.

Routing Requirements

Please note that all routing requests must be submitted by 11:00 AM EST at least 48 hours (2 business days) prior to the requested ship date. Advance shipments are accepted.

A Supplier Recovery Charge may be incurred for failure to adhere to all policies in the Home Depot Pro Routing Guide.
Submitting Orders via SIM

1. Go to the BluJay Solutions OnDemand TMS® website http://apps.leanlogistics.com/ and enter the supplier username and password.

Please Note: User IDs can be requested by emailing ibilogistics@interlinebrands.com

Please Note: Suppliers can select “Forgot Username” and “Forgot Password”
2. Search for open purchase orders using the following options:

   a. Orders by Reference Number(s) (Basic Search)
      Enter as many PO#'s as you’d like, separate by a space or a comma

      **You must remove all leading zeros and enter “PX” before the PO#, for example PO# 004567891 would be entered as PX4567891.**

   b. Orders available to update (Advanced Search)
      - Select your company name in the “Search By Organization” section.
      - To narrow the search, select the “Start Date” and “End Date” for the “Ship Date” and “Delivery Date” in the “Search By Date” section.
      - Click the Search Button located on the top right.
      - Select the order and confirm the destinations
3. Select “Update Shipments” link to the right of the order.

4. Enter the order details in the “Suppler Shipping Status Update - Detail” page. (See table below)

   - If the “Supplier Shipping Status Update - Detail” page states “Shipment can no longer be edited. Load is now accepted” click on “Add Shipment” (m). Once this has been done please add order details.

<table>
<thead>
<tr>
<th>Order #</th>
<th>Requested Ship From</th>
<th>Requested Deliver To</th>
<th>Order Contact</th>
<th>Requested Ship Date</th>
<th>Requested Delivery Date</th>
<th>Update Shipments</th>
</tr>
</thead>
<tbody>
<tr>
<td>101215KN (Open)</td>
<td>1234 DENVER DRIVE, JACKSONVILLE, FL 32099 US</td>
<td>INTERLUDE BRAND</td>
<td>Interline Admin</td>
<td>10/14/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Required</td>
<td>Description</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Sales Order #</td>
<td>No</td>
<td>Supplier reference numbers that you would like to tie to the Interline PO. If you enter a number here, you will be able to search for them later.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickup #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Ship From</td>
<td>Yes</td>
<td>Supplier is required to search for shipping location. If location is not listed Supplier has the ability to add it. Location Name, Address, City, State, Country, and Zip are required for accuracy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Delivery to</td>
<td>No</td>
<td>Static field for purchase order destination.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Planned Ship Date</td>
<td>Yes</td>
<td>Request must be submitted by 11:00AM EST at least 48 hours (2 business days) prior to the requested ship date.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Hazmat</td>
<td>Yes</td>
<td>Must be filled in ONLY IF you have hazmat product on this PO. Check the box and enter UN# in comment box to the right.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Shipping Status Code</td>
<td>No</td>
<td>If you have visibility, please select whether the shipment is a backorder, partial, or complete shipment.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Comment Box</td>
<td>No</td>
<td>In addition to UN#’s, enter any additional shipping information that you would like the carriers to see.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Fgt. Class</td>
<td>No</td>
<td>If incorrect, update the Freight Class</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Pieces</td>
<td>No</td>
<td>If shipment is to be shipped LTL/TL, this is not a required field. If shipment is to be shipped Parcel, enter the total package count.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Pieces</td>
<td>Yes (LTL/TL)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Pieces</td>
<td>Yes (Parcel)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Pieces</td>
<td>No</td>
<td>If incorrect, update the Freight Class</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Pallets</td>
<td>Yes</td>
<td>Enter the number of pallets. 1 pallet= 100 cu ft if nonstackable 1 Pallet= 50 cu ft if stackable 0.5 pallet= shipment is able to ship via Parcel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Weight</td>
<td>Yes</td>
<td>Enter the estimated weight of this PO.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Cube</td>
<td>Yes</td>
<td>Enter the estimated cube that this PO will occupy using the parameters described in J.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Confirm the entered information is correct and select the save button located in the bottom right corner.

6. The order entry process is complete after clicking the save button. This will then send the order to the Interline Logistics team to route.

**Please Note:** Suppliers can reopen the PO in the “Submissions” tab and edit information if necessary, up until the load has been assigned a carrier by Interline. For any changes to shipment information after the load has been built, contact ibilogistics@interlinebrands.com.

---

### Review Routing Instructions

After Home Depot Pro routes the order; suppliers will be able to search for the carrier assignment as well as the BluJay Solutions Load ID Number.

7. **Search for orders**
   
   a. Using the “Search” tab (See above steps 3-6 for instructions)
   
   b. In the “Search By” field select “Order Shipping Status (updated orders)"

8. **Order Status Review**
   
   a. If a carrier **has not** been assigned by the Interline team, you will see the following status message below:
b. If a carrier has been assigned, you will see the following status message below:

<table>
<thead>
<tr>
<th>Cust. Ref. #</th>
<th>Sales Order #</th>
<th>Pick-up #</th>
<th>Origin</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBTESTPO0081515</td>
<td></td>
<td></td>
<td>DO NOT USE - BRANDS LOCATION 2</td>
<td>INTERLINE BRANDS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2122 NORTH WACKER</td>
<td>4601 BULLS BAY HIGHWAY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CHICAGO, IL 60606 US</td>
<td>JACKSONVILLE, FL 32219 US</td>
</tr>
</tbody>
</table>

Pick Date: 09/21/2015 P
Drop Date: 09/24/2015 P

Load 48743883 has been accepted by A. DUIE PYLE COMPANIES (PYLE)

9. Review Carrier Details

a. Select “Details”

b. If advisor notifications are turned on, SIM will also send an Advisor email, including the Load ID and Carrier Assignment, to the user who entered the order.
Warning - no valid reply email address on this message - Please do not reply

Load Accepted: KNTEST093015A

Reference(s)

Ref#: KNTEST093015A

Shipment Leg 1

LoadID: 48745793
Carrier: INTERLINE NON-MANAGED CARRIER (INT)
INTERLINE NON-MANAGED CARRIER
701 SAN MARCO BLVD JACKSONVILLE FL 32207 US

IBI Logistics
90442111400
IBIlogistics@Interlinebrands.com

Equipment Required: 53' DRY
Temperature: --
Load Type: PALLET

Plan: 10/02/2015 06:00 UTC - 10/02/2015 06:00 UTC
Appt: --
ETA: --
Actual: --
Departure: --
Weight: 14,000 lb
Volume: 1,400 cu ft
Pieces: 12
Pallets: 14

Origin: IB TEST SUPPLIER LOCATION JACKSONVILLE, FL 32099 US 10/02

Destination: INTERLINE BRANDS JACKSONVILLE, FL 32219 US 10/03
Suppliers must include the 8-digit BluJay Load ID on the BOL.

Freight Terms

a. If a shipment is COLLECT
   - Mark “Freight Charge Terms” 3rd Party
   - Mark “Third Party Freight Charges Bill To”
     
     Home Depot Pro Inc.
     PO Box 2317
     Jacksonville, FL 32203.

b. If a shipment is PREPAID- Interline is not responsible for freight, do not bill freight charges to Interline.

c. If a shipment is Prepaid & Add- Please add the freight charges to the merchandise invoice, DO NOT mark the BOL to bill freight charges to Interline.

*For questions, please email ibilogistics@interlinebrands.com
*Violations may result in a Supplier Recovery Charge.
### BILL OF LADING

**Date:**

**SHIP FROM**
- **Name:**
- **Address:**
- **City/State/Zip:**
- **SID#:**
- **FOB:**

**SHIP TO**
- **Name:**
- **Location #:**
- **Address:**
- **City/State/Zip:**
- **CID#:**
- **FOB:**

**THIRD PARTY FREIGHT CHARGES BILL TO:**
- **Name:** Interline Brands Inc
- **Address:** PO BOX 2317
- **City/State/Zip:** Jacksonville FL 32203

**SPECIAL INSTRUCTIONS:**
- **Lean Load ID:** 58942259

**CUSTOMER ORDER INFORMATION**

<table>
<thead>
<tr>
<th>CUSTOMER ORDER NUMBER</th>
<th># PKGS</th>
<th>WEIGHT</th>
<th>PALLET/SLIP (CIRCLE ONE)</th>
<th>ADDITIONAL SHIPPER INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

**GRAND TOTAL**

**CARRIER INFORMATION**
- **CARRIER NAME:**
- **TRAILER number:**
- **SEAL number(s):**
- **SCAC:**
- **Pro number:**

**FREIGHT CHARGE TERMS:**
- (freight charges are prepaid unless marked collect)
- **Prepaid:**
- **Collect:**
- **3rd Party:**

**Master Bill of Lading with attached underlying Bills of Lading**

---

**The Home Depot**

**Supplier Reference Guide**
Supplier Inbound Management Advisor Supplier users can activate system advisors that will automatically send emails regarding order modifications and transportation related activities.

1. Go to the “Actions” menu
2. Select “Advisor Management”
3. Select
   a. “Create New”
   b. “Modify” a current advisor
4. By selecting the check box, supplier users are able to subscribe to specific events.
5. Select “Save”
### Third Party Advisory Management

<table>
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</tr>
<tr>
<td>Customer Details: To Location Modified</td>
<td>After Customer Created</td>
</tr>
<tr>
<td>Partner Details: To Location Modified</td>
<td>Before User Created</td>
</tr>
<tr>
<td>Product Details: To Location Modified</td>
<td>Before User Created</td>
</tr>
<tr>
<td>Contact Details: To Location Modified</td>
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</tr>
<tr>
<td>Transaction Details: To Location Modified</td>
<td>Before User Created</td>
</tr>
<tr>
<td>Transaction Details: Post Hash/Weight Modified</td>
<td>Before User Created</td>
</tr>
<tr>
<td>Transaction Details: Pre Hash/Weight Modified</td>
<td>Before User Created</td>
</tr>
<tr>
<td>Transaction Details: Pre Product/Hash/Weight Modified</td>
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<td>2</td>
<td>After Customer Created</td>
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<td>3</td>
<td>Before User Created</td>
</tr>
<tr>
<td>4</td>
<td>After User Created</td>
</tr>
</tbody>
</table>

**Example:**

- **Event:** After Supplier Created
- **What:** After Supplier Created

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### Supplier Reference Guide

- **Image:** Image of a truck from Supplyworks

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**The Home Depot Pro**

| Supplier Reference Guide |
Shipping Instructions

Truckload (TL) Shipments

• TL carrier will contact the Supplier to schedule a pickup appointment
• All shipments are shipper load and count
• TL carriers must be loaded by the facility within 2 hours upon arrival or a SRC may be incurred
• Carrier information can be obtained by contacting ibilogistics@interlinebrands.com

Less than Truckload (LTL) Shipment

• The pickup date will be set as the requested pickup date by Home Depot Pro Logistics
• The carrier will complete the pickup during the hours of operation provided on the routing request
• If a pickup is missed or not completed for any reason, it is the Supplier’s responsibility to contact the carrier directly to reschedule pickup
• Carrier information can be obtained by visiting the LTL carrier’s website.

6.3 Import Shipping

6.3.2 Freight Terms

Our import Suppliers are required to adhere to the Business Terms section of the Import Supplier Buying Agreement.

Suppliers should contact Expeditors International (EI) for shipping details and instructions. EEI will book and arrange freight for all vendors as per guidelines in EI’s Standard Operating Procedure and will issue Forwarder’s Cargo Receipt (FCR) to supplier in place of a steamship line Bill of Lading. If Home Depot Pro does not have a consolidation warehouse at this Free On Board port, then Home Depot Pro shall be responsible for costs of transportation from the original port to the designated destination unless otherwise specified.

6.3.3 Freight Information

Necessary information such as shipping line, final destination, origin terminal and container pickup location will be provided to you on a per shipment basis by an EI representative and/or Home Depot Pro’ Import team.
6.3.4 Priority Shipping Request

Any and all requests for priority shipments (e.g., air freight) must be approved in writing by Home Depot Pro’ appropriate Inventory Analyst before shipment. Supplier must ship any delayed orders by air and pay the air freight.

6.3.5 Lead Time and Service Level

Complete, accurate, and timely shipments are critical to our industry. You must comply with the agreed upon lead time as per the Business Terms section of the Import Supplier Buying Agreement. You must maintain a 100% service level to each of the following: (i) Purchase Order due date; (ii) quantity of all items ordered versus items actually shipped; and (iii) dollar value of all items ordered versus items actually shipped. One week late is measured as any shipment delayed 1-7 days, 2 weeks late is any shipment delayed 8-14 days, and so forth.

Any requested changes to the agreed upon lead time will need to be submitted and approved via the Supplier Maintenance Form.

6.4 Import Operating Procedures

6.4.1 Booking Information

Please contact EI for booking information for all Free On Board (FOB), Consolidation, and Less than Container Load (LCL) shipments where Home Depot Pro pays the freight. EI will arrange booking as per the global ocean routing guide. If there are any questions, you can contact your respective local EI representative or the Interline China office.

6.4.2 Shipping Via Air

If you intend to ship goods via air, please contact the IBI Import Analyst and/or the Inventory Analyst for approval for shipments for which Home Depot Pro must assume the cost. The Import Analyst will advise which carrier to use. If you ship using Cost and Freight (CFR) or Cost, Insurance, Freight (CIF) terms the vendor will continue to make their own bookings. These Suppliers must, however, send all documents to EI. EI will file the Import Security Filing (ISF) documentation for Home Depot Pro and will scan the document packet for recordkeeping and payment purposes.

6.4.3 Delivery Duty Paid (PPD) Terms

Suppliers who ship using Delivered Duty Paid (DDP) terms will continue to make their own bookings and freight arrangements. Home Depot Pro will provide DDP suppliers with the date they need to start submitting documentation packets to EI who will scan them for recordkeeping and payment purposes.

6.4.4 Commercial Invoices and Packing List Specifications

Each Purchase Order number should have a corresponding commercial invoice and packing list. Multiple POs can be placed in the same container with the same or different Wood Packing Materials (WPM) fumigation certificates and Bills of lading. There should never be more than one PO shown on a commercial invoice and packing list. If there is more than one PO on an invoice or packing list, the Inventory Analyst will send back and request a correction.
Commercial Invoices for All Shipments Must Include:

- Name and Address of Exporter/Seller
- Name and Address of the Manufacturer(s)
- Name and Address of Importer/Purchaser with IRS number
- Ship-To Name and Address
- Country of Origin
- Home Depot Pro Purchase Order Number (Purchase Order number)
- Port of Loading (Origin)
- Port of Discharge
- Final Destination
- Bill of Lading Number/FCR Number/Tracking Number/Courier Number
- Container Number
- Item Number and Goods Description
- Tariff Number for Each Item
- ADD Case Number (Where Applicable)
- Quantity
- Purchase Price per Item (in USD)
- Type of Currency (Country and Denomination - ex: IBI $)
- Discounts/Rebates
- Total Amount
- WPM Statement

Additional costs incurred because of missing or incomplete information or due to other failure to comply with this section will be charged back without further notification.

NOTE: Invoices loaded in OCM website (Expeditor’s) must be accurate and indexed with the correct invoice number. This information will be used for payment. If not matching, it will be rejected.

All import vendor inquiries should go to interline_importinquiry@interlinebrands.com

6.4.5 Customs

Home Depot Pro requires suppliers to comply with our Customs requirements. An ISF form or information for every shipment or PO MUST be submitted to EI. ISF forms or information for each shipment or PO must be completed no later than 48-hours prior to being laden on a vessel or gated in at the dock for lading on board vessel.

In case of non-compliance, the supplier may be subject to significant penalties from U.S. Customs, cargo may be pulled off of vessel at origin, and/or additional charges or actions may be incurred per Customs’ discretion and authority. Any charges will be deducted from next payment with no further notification.

If you require information on local EI offices, please contact our China office at import sourcing-all@interlinebrands.com
ISF form/information submitted to EI within the 48-hour window must include the following:

- Master Bill of Lading Number
- House Bill of Lading Number - Must Be Full House Bill with SCAC Code
- Reference/Purchase Order number
- Party Responsible for ISF: Home Depot Pro
- Importer of Record Name: Home Depot Pro
- Port of Lading – This is to Be the Origin’s Port
- ETD – Estimated Date of Departure from Origin
- Port of Arrival – The First IBI Port of Entry (Not Final Destination)
- ETD – Date of Estimated Arrival at First IBI Port
- Name and Address of the Exporter/Seller
- Name and Address of the Ship-To Party
- Buyer Name and Address
- Container Stuffing Name and Address
- Consolidator Name and Address
- Consignee IRS Number
- Container Number
- Part Number - This is IBI’s Product Number
- Description
- HTS Number
- C/O – Country of Origin
- Manufacturer’s Name
- Manufacturer’s Complete Address
- Notes
6.4.6 Additional Requirements

No originals will be required unless there is a visa issued.

The complete names and addresses of the shipper, consignee, and notifying party must appear on the bill of lading in correspondence with new Customs regulations. Incomplete information will not be accepted.

If shipment is from China or Hong Kong, a Wood Packing Materials (WPM) statement or a fumigation certificate must be presented for each shipment. If these documents are not presented, there will be a $50 charge per occurrence deducted from your next payment with no further notification.

The WPM statement must appear on the shipper’s letterhead and the bill of lading. The statement must read: "We acknowledge that this shipment does not contain any wood packing materials (WPM)." The WPM statement must also show the Purchase Order number, the bill of lading number, and the container number.

If a fumigation certificate is issued, the original will need to be sent to the consignee shown in item 9.11a via overnight courier.

The shipper on the bill of lading must show a foreign address. A U.S. address is not acceptable.

6.4.7 Anti-Dumping Duties (ADD)

All Anti-Dumping Duties (ADD) Suppliers must include the required documentation mentioned above, as well as a letter on company letterhead with the name, address, and ADD case number of the actual manufacturer. The ADD case number and actual manufacturer’s name must clearly appear on the first page of the commercial invoice.

All shipping documentation must be provided to EI within 3 days after vessel sailing. “All documentation” refers to a complete set: commercial invoice, packing list, WPM statement or fumigation certificate, ISF form, B/L copy, and any other required documentation.

6.4.8 Paperwork Requirements

Packing list with container: all shipments must include an accurate and legible packing list in English. This packing list must be on a lead carton or inside right door of the container and be easily accessible prior to unloading.
7 Special Orders

Home Depot Pro always seeks ways to accelerate business growth, and the addition of new products is an important part of this commitment.

Home Depot Pro’ Special Orders Department partners with many suppliers in order to provide new, unique, or custom products to customers on a direct fulfillment basis. By becoming an Interline Direct Fulfillment Partner, you can:

• Test new products through Home Depot Pro
• Increase sales opportunities through multiple end markets
• Create more product exposure with Home Depot Pro’ sales staff and customers
• Increase opportunities for new product inclusions in future Interline catalogs

*Please contact Special Orders at specialorderhelp@interlinebrands.com for more information.

7.1 Special Order Shipping

In most cases, the special order should be drop shipped directly to customers in order to expedite delivery and avoid unnecessary handling. In cases where this is not optimal, Home Depot Pro will keep the product at an Home Depot Pro designated facility.

The following requirements apply to Special Orders shipping labels:

• Packaging and packing slips should not include Supplier name or cost
• Packing slips should include Customer Purchase Order Number

7.2 Special Order Quotes

Suppliers should provide the following information with each quote for a special order:

• Availability of inventory
• Price per unit
• Applicable freight charges
• Estimated lead time
• Return/restocking fees if applicable
8.1  Invoicing Requirements

Home Depot Pro requires all domestic merchandise suppliers to submit invoices electronically. Electronic invoices must be submitted via EDI or email to accountspayable@interlinebrands.com. Invoices are not accepted via fax or snail mail.

*The accountspayable@interlinebrands.com email address is for invoice submission only, not AP inquiries.

In order to pay promptly, Home Depot Pro requires that all invoices must:

- Be in English
- Not be a pro-forma invoice
- List unique invoice number
- List invoice date
- List purchase order number
- List carrier name and PRO # or small package tracking #
- List the ship-to address
- List payment and shipment terms
- List ship date
- List the purchase price of each item in the currency of settlement
- List trade discounts totaled and shown as a separate line item below the merchandise subtotal
  *Cash discounts are not considered trade discounts
- List any other extraneous charges and credits (i.e. freight charges, etc.) as separate line items.
  *The merchandise amount plus or minus trade discounts, extraneous charges, and credits should be summed to an invoice net amount.
- List the SKU number, corresponding supplier item or part number, and a complete and accurate description of goods
- List the same unit of measure per SKU as shown on the purchase order
- List UPC accurately
- List values accurately, including correct negotiated unit costs, extended costs, and exact quantities shipped.

The goal of the Home Depot Pro is to pay all invoices on time and without manual intervention. The invoice processing system is driven by:
Purchase order number
Payables vendor number
Dollar amount
Invoice number (10 digit limit)
Invoice date

8.1.1 Sample Invoice

8.1.2 Additional Emailed PDF Invoicing Guidelines

- Create one (1) invoice per PDF document
- Send maximum of ten (10) invoices per email/multiple emails allowed
- Identify clearly PO#, invoice #, and invoice date in header of invoice
- Do not display barcodes on invoice
8.2 Contacting Domestic Merchandise Payables
All AP inquiries and disputes must be submitted to APSupport@interlinebrands.com.

8.3 Payment Terms
Payment Terms as negotiated on the Corporate Form of the Supplier Buying Agreement will define when the EFT (ACH) or paper check will be released for payment. Example: negotiated payable days + delivery date = payment due date.

When estimating invoice due date, include transit time and bank processing time in the calculation:
Invoice date plus transit time equals approximate delivery - Delivery date plus terms equals invoice disbursement - ACH date plus bank processing equals deposit date.

8.4 Reconciliation: Critical First Steps – Listed in Order of Importance

- Post payment remittance timely. It is not efficient to follow up on invoices too proactively.
- Allow at least 7-14 days from your invoice due date for an invoice to appear on a remittance. Lead times could impact due dates.
- Review invoice chargebacks. The Interline may take a deduction against a paid invoice. Reasons for the deductions are discrepancies between the invoice and Home Depot Pro’ PO, as it relates to price, terms, or conditions, as agreed upon in writing by the Merchant or in the Supplier Buying Agreement. Discrepancies between invoiced quantities and Home Depot Pro’ received quantities may also result in a chargeback. Procedures for account reconciliation are to be followed for any disputed chargebacks.

8.4.1 Timely Submittal of Disputes
It is the Home Depot Pro’ policy to resolve all open invoices and discrepancies within twelve months for FOB destinations shipments and seven months for FOB origin shipments. Timely identification of disputed items is required and strictly enforced to ensure optimal efficiency and effectiveness in the account reconciliation process. Home Depot Pro’ will only address disputed items that are submitted within the 12 month timeframe.

Any disputes for short payments must be initiated (documented) through the APSupport@interlinebrands.com email address. The timeline for submitting reconciling items is based on shipping, invoice, or deduction date, whichever is later.

8.4.2 Dispute Resolution Timeframe
Please allow approximately 14 business days for disputed items to be resolved. If additional time is needed to research your request that will extend beyond 14 business days, you will be provided with an ETA date for resolution. Any deviation from the dispute procedures will result in delays in processing time and/or denial of payment. If the documentation provided is inconclusive to support payment, Home Depot Pro may deny payment and/or request additional supporting documentation.

8.4.3 Root Cause Analysis
As disputed items are identified, it is important that suppliers use all available information to identify the root cause of the issue. Timely identification of the root cause is required to ensure optimal efficiency and effectiveness in the ongoing payment process and the supplier’s receivable process. If your company is finding itself frequently contacting the Your Other Warehouse to dispute payment issues, please spend time to track trends and identify root causes. The AP department is happy to partner with suppliers to help rectify reoccurring issues.
Review all SBA Change Forms, and other merchandising agreements, for contractual deductions with your Sales Department.

Once the disputed item(s) has been identified and root cause analysis performed, steps towards resolving the issue must be taken. Repayments for issues identified as supplier error will not be addressed until the root cause has been corrected.

8.5 Receiving/Payment Based on Tender Type
It is Home Depot Pro’s policy to receive merchandise as stated on the bill of lading/delivery receipt (pieces, cartons, racks, bundles, or pallets). The bill of lading must detail multiple tender types. If Home Depot Pro is tendered cartons and signs the carrier’s delivery receipt as the stated number of cartons received, any piece shortages will be charged back to the supplier as concealed. If Home Depot Pro is tendered pallets and signs the carrier’s delivery receipt as the stated number of pallets received, any piece or carton shortages will be charged back to the supplier as concealed. Boxes shipped via small parcel delivery are treated as carton tendered.

8.6 Shortage Discrepancies
Note: If the FOB point is destination, it is the supplier’s responsibility to file the claim with the carrier. Home Depot Pro file claims on origin shipments only.

Supplemental documentation supporting pieces tendered such as packing list, bill of lading, pick ticket, etc., showing the carton count and repacks, may be requested.

Note: Disputed items must not be submitted for shortages considered concealed as defined in 8.5 Receiving/Payment Based on Tender Type.

8.7 Shipping Errors
It is the Home Depot Pro’s policy to not pay for supplier shipping errors resulting in duplicate shipments, shipments of quantities greater than ordered, and mis-shipments.

8.8 Purchase Order Accuracy
Purchase orders should be reviewed for accuracy in vendor, cost, freight terms, unit of measure, etc., prior to shipment. If a discrepancy occurs, suppliers must contact your merchant to obtain a corrected copy prior to shipping or invoicing. Successful fulfillment of a purchase order constitutes acceptance of all terms thereof.

8.9 Pricing Discrepancies
To eliminate special order pricing chargebacks, resolve cost discrepancies prior to fulfilling the PO. Request a revised copy of the corrected PO be provided to your company. Lack of verification of cost changes could result in pricing chargebacks.

8.10 Freight
Freight will be charged back if the terms of the purchase order are prepaid or collect and freight charges are billed on the invoice. Ensure the terms of the purchase order and the SBA are reviewed prior to submitting a dispute.

8.11 Audit Policy and Monthly Statements
Audit Policy – Home Depot Pro reserves the right to review all payable and receivable transactions for accuracy. Home Depot Pro reserves the right to deduct any overpayments or under-deductions from payments to suppliers. While it is the Home Depot Pro’s intent to complete such reviews in a timely manner, it reserves the right to address historical issues that is deems material.

Monthly Statements – Home Depot Pro requires that a monthly statement be sent to include details as follows:
Send to: StatementAcctReviews@HomeDepot.com or,

The Home Depot
ATTN: Statement Audit - B10
2455 Paces Ferry Rd
Atlanta, GA 30339

- Send an electronic or paper report with all open items including: Invoices, Debits, Credits, Over payments, Unapplied Cash, etc.
9 Request for Proposal

Home Depot Pro typically identifies new Supplier Partners through a Request for Proposal (RFP). However, new suppliers may be considered from time to time as business conditions warrant. For more information on RFP opportunities in your category please contact your Category Merchant.
10 Rebate Reporting, Merchandising Funds, and Co-Op Fund Collections

Monthly purchases supplied will be the purchase amounts used for calculating Rebate and Co-Op. This ensures that Home Depot Pro and its Suppliers' Rebate and Co-Op accruals match. This information must be supplied within 7 days of the end of the quarter. Please return this completed form to vendorrebates@interlinebrands.com.
11 Supplier Onboarding

We require the following information for domestic Suppliers for set up and approval in our system:

- **Supplier Buying Agreement**
  All Home Depot Pro Suppliers are required to have a Supplier Buying Agreement approved and signed by Home Depot Pro on file. This agreement will be facilitated between the Supplier and the relevant Category Merchant. Orders cannot be placed until the Supplier Buying Agreement process has been completed.

- **Liability Insurance**
  Home Depot Pro requires Suppliers to maintain and provide evidence of Liability Insurance coverage, which should include Domestic Product Liability Insurance. A new Certificate(s) of Insurance must be furnished each year prior to the expiration of the Supplier’s Liability Insurance coverage(s).

- **Supplier Partner Master Information**
  This information, which is required to load a new Supplier in the Home Depot Pro systems, must include the Company Legal Name, Ordering and Remittance addresses, and Supplier Contact Information. Any future updates to the information provided must be communicated to the relevant Category Merchant.

- **W-9 Tax Identification/Certification Form**
  Home Depot Pro requires a W-9 Tax Form to be completed, signed, and returned before any payments can be processed. See Category Merchant.