
Home Hardware Stores Limited

**Transportation Management System (TMS)
Guidelines - Domestic**



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Overview

Home Hardware Stores Ltd. has partnered with Manhattan Associates as the provider of our Transportation Management System (TMS) to manage our inbound transportation operations. The purpose of this web-based system will be to increase visibility and improve the efficiencies of Home Hardware's transportation logistics. We require your help to successfully utilize this system. It will be used to submit routing requests for collect shipments only, not prepaid shipments. Courier shipments are also excluded at this time. Please review this document and carefully follow the procedures described. If a procedure is not followed, a deduction will be made to recover costs and/or penalize for the error. A list of potential fines can be found on page 12 of this document. Your cooperation in achieving a successful supply chain process is greatly appreciated.

System Requirements & Access

System Requirements

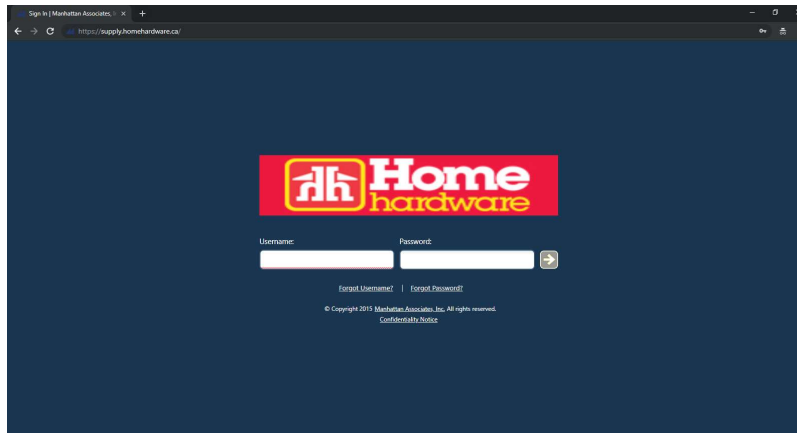
Our TMS website is compatible with the following browsers:

- Google Chrome 38.0 or higher (Google Chrome is recommended)
- Mozilla Firefox 31.2.0 or higher
- Internet Explorer 11

System Access

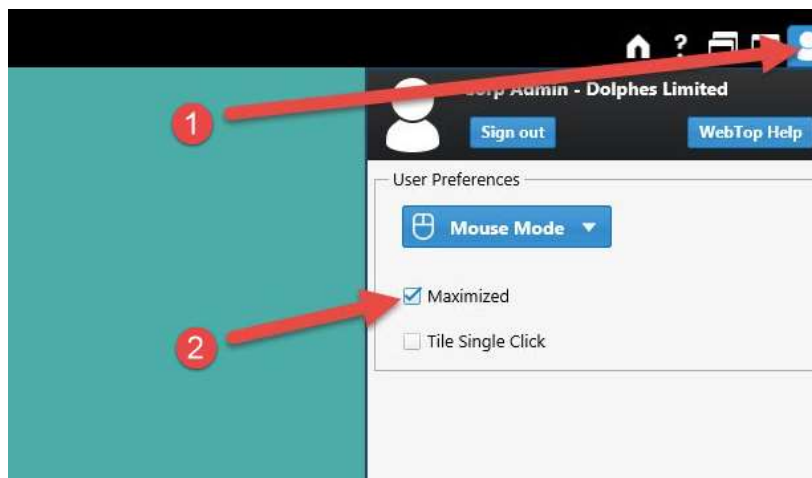
Access the online sign in page (image below) at <https://supply.homehardware.ca/>. Sign in with the username and password provided to you by the Home Hardware TMS group.

There is a Forgot Password link on the sign in page that can be used to reset your password. Please contact us at 519-664-4751 x2 or tms@homehardware.ca if you need to change the email address that the password reset email gets sent to, or if you have any issues getting signed in.



Additional Set-up

Once signed in, setting up the following Maximized page setting is recommended:



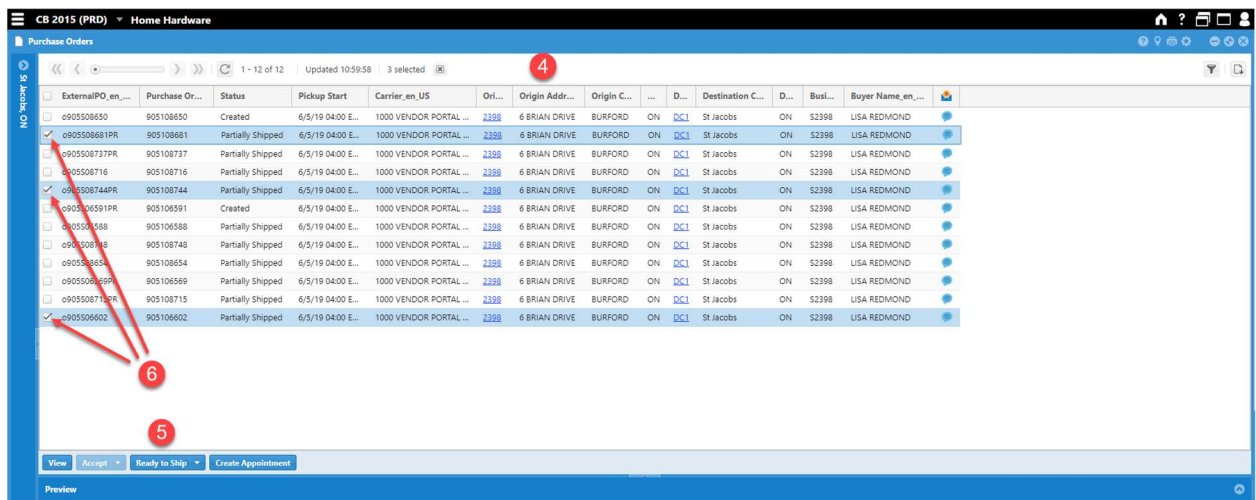
Ready to Ship (RTS)

1. Do not proceed with saving an RTS unless the orders are ready to ship. Failure to do so may result in substantial freight penalties to your company.
2. Navigate to <https://supply.homehardware.ca> and sign in.
3. Double-click the tile which reflects the destination of the purchase order being shipped. For Special Orders that are tagged for dealers, see page 8.



4. Verify that the shipping address in the system is correct. If incorrect, do not proceed with the RTS. Instead, refer to Facility Detail & Maintenance section on page 11.
5. Select the purchase orders you are shipping by clicking the check boxes on their rows.
 - If multiple truckloads are ready to ship, save one RTS per truckload.
 - An RTS / shipment being picked up by Home Hardware Truck should not exceed 22 spots (44 feet).
 - If multiple purchase orders are ready for the same destination (that will fit on one truck), **select all the purchase orders and save a single combined RTS.**
6. Click the Ready to Ship button.

(This button will be disabled if any selected PO has a Status of *Pending Vendor Acceptance* or *Shipped*. For assistance with either Status, please contact Home Hardware EDI Support at 519-664-4751 ext. 1)



Add Aggregated Routing Request

7. Complete the *Add Aggregated Routing Request* page.

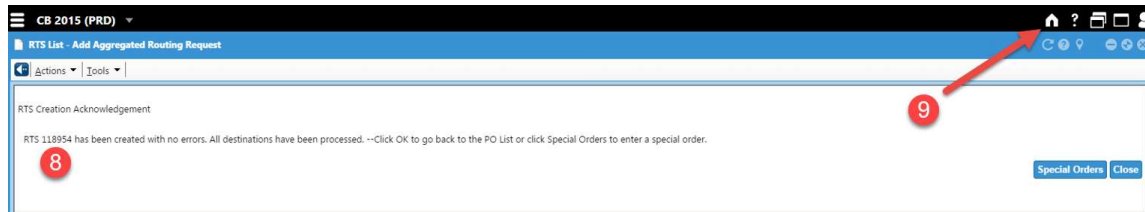
The screenshot shows a web browser window with the title 'RTS List - Add Aggregated Routing Request'. The page content includes the following fields and controls:

- Destination Facility ID:** DC1 (callout a)
- Origin Facility ID:** 2398 (callout b)
- Pickup Start:** 6/5/19 14:23 (callout c)
- Pickup End:** 6/19/19 14:22 (callout d)
- Pickup#:** 99999 (callout e)
- Estimated Total Size:** Weight: 2249.0 LB, Volume: 0.0 CF
- Ready to Ship Capacity:** Weight: 2329 LB (callout f), Volume: 125 CF (callout g)
- Cartons:** 0 (callout h)
- Pallets:** 1 (callout i)
- Hazmat:** NO (callout k)
- Stackable:** NO (callout l)
- Notes:** 1 spot, barn doors, protect from freezing (callout j)
- Buttons:** Save (callout m), Cancel, Cancel All

- The Destination Facility ID indicates the destination DC for which you are currently saving an RTS. DC1 is St Jacobs, ON. DC2 is Debert, NS. DC4 is Wetaskiwin, AB.
- The Origin Facility ID indicates the Facility ID specific to your company.
- The Pickup Start can't be changed and we will interpret any RTS as ready to ship, disregarding any future dates.
- The Pickup End is for system use only.
- For Pickup#, enter a pickup # that refers to all orders that are to be picked up. Due to system constraints, this field is limited to 15 characters. **Do not leave this field blank.**
- For Weight, remove the calculated weight and enter the accurate weight in pounds of the shipment, including the weight of the pallet(s).
- For Volume, remove the calculated volume and enter a volume of 125 cubic feet per 4 foot by 4 foot spot of trailer space required. For more detail about trailer spots, see the Trailer Spots section on page 10.
- For Cartons, enter zero. Only enter the actual # of cartons if the cartons are loose and not on a pallet.
- For Pallets, enter the actual # of pallets.
- For Notes, enter the # of 4 foot x 4 foot pallet spots of trailer space required. **Do not leave this field blank.** Also, enter any special equipment requirements or abnormal dock hours. For example, a note might read "1 spot, barn doors, protect from freezing".
- For Hazmat, select YES from the dropdown list if any items on your shipment are fully regulated hazardous materials. **This indicator does not apply to limited quantity items.**
- For Stackable, select YES from the dropdown list if any of the pallets you are shipping will be stacked on each other.
- Click the Save button.

Add Aggregated Routing Request

8. You will receive an RTS Creation Acknowledgement page. Make note of the 6-digit RTS #. This # is a reference number in Home Hardware's internal system.
9. To save an RTS for another destination, click the Home button and repeat the above steps.



An automated email alert will be sent when a pickup has been scheduled. Please see the Facility Detail and Maintenance section on page 11 of this document if you need to view or update the email addresses that are receiving email alerts.

If the carrier is Consolidated Fastrate or General Cartage, you should expect to see a driver within 36 hours of the approximate arrival time on the email alert.

All other carriers should arrive on the date indicated on the email alert. Please notify us if a driver has not arrived on the expected date.

When a driver arrives, only release orders for which the driver can provide the correct pickup #. If there is any discrepancy between the email alert and what the driver is requesting, please contact us immediately.

Special Order RTS

A special order is any order that is not for one of our distribution centre's stock; mostly consisting of orders that are tagged for Home Hardware dealer stores. Orders being shipped direct to stores are not planned through TMS. Orders being shipped through one of our three DCs are planned through TMS, as follows:

1. Double-click on the Special Orders tile.
2. Select the correct Destination Facility ID from the dropdown list. DC1 is St Jacobs, ON, DC2 is Debert, NS, & DC4 is Wetaskiwin, AB. **(Combine special orders with the same destination under one RTS).**
3. For Pickup#, enter a pickup # that refers to all orders that are to be picked up. Due to system constraints, this field is limited to 15 characters. **Do not leave this field blank.**
4. Enter the accurate weight in pounds of the order(s), including the weight of the pallet(s).
5.
 - a. If the special order(s) is on a separate pallet from a DC order:
 - i. For Volume, enter 125 cubic feet per 4 foot by 4 foot spot of trailer required.
 - ii. For Cartons, enter zero.
 - iii. For Pallets, enter the actual # of pallets.
 - iv. For Notes, enter the # of 4 foot x 4 foot pallet spots of trailer space required. **Do not leave this field blank.** Also, enter any special equipment requirements. For example, a note might read "1 spot, barn doors, protect from freezing".
 - b. If the special order(s) is on the same pallet as a DC order:
 - i. For Volume, enter 1 cubic foot.
 - ii. For Cartons, enter zero.
 - iii. For Pallets, enter zero.
 - iv. For Notes, enter "0 spots" and the DC order RTS #. Also, enter any special equipment requirements. For example, a note might read "0 spots, shipping with RTS 999999, barn doors, protect from freezing".
6. In the Special Order #s field, enter the special order #, a space, and the store #. If there are multiple special orders, separate with commas.
7. Select YES from the Hazmat dropdown list if any items on your shipment are fully regulated hazardous materials. **This indicator does not apply to limited quantity items.**
8. Select YES from the Stackable dropdown list if any of the pallets you are shipping will be stacked on each other.
9. Click the Save button.
10. You will receive an RTS Creation Acknowledgement page. Make note of the 6-digit RTS #. This # is a reference number in Home Hardware's internal system.

Special Order RTS

The following is a diagram of the instructions from the previous page.

The screenshot shows a web form for 'Special Order RTS'. It contains several input fields and sections, with red circles and arrows indicating specific points of interest:

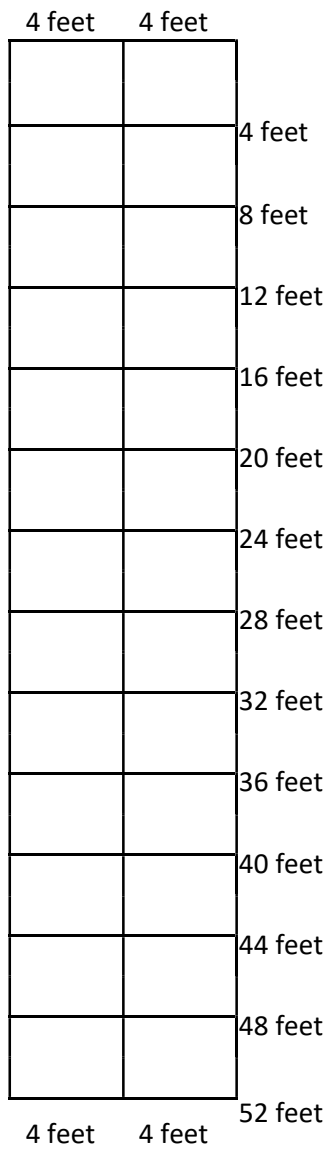
- 1**: Destination Facility ID dropdown menu (value: DC1)
- 2**: Origin Facility ID input field (value: 2398)
- 3**: Pickup Start date/time input field (value: 8/21/17 09:24)
- 4**: Pickup End date/time input field (value: 8/21/17 09:24)
- 5**: Pickup# input field (value: S08212017)
- 6**: Estimated Total Size section, including:
 - Weight: LB (value: 1246)
 - Volume: CF (value: 125)
- 7**: Ready to Ship Capacity section, including:
 - Cartons: 0
 - Pallets: 1
 - Hazmat: NO (dropdown)
 - Stackable: NO (dropdown)
- 8**: Special Order #s text area (value: P709-91953W 1000-5, 20-916986 1001-3)
- 9**: Notes text area (value: 1 spot, barn doors, protect from freezing)

At the bottom right, there are 'Save' and 'Close' buttons.

Trailer Spots

The below diagram represents a trailer, split into 26 spots. Each square represents 1 spot, a 4 foot by 4 foot space on the trailer. If you have oversized pallets, determine how many feet of the trailer is required, then use the diagram below to translate the number of feet required into the number of spots required. If a partial spot is required, count it as a full spot.

The RTS Volume is to be calculated at 125 CF per spot.



Facility Details & Maintenance

Shipping Address

Each time you submit a routing request, you will be able to verify the origin shipping address that resides in our TMS system for the purchase order you are shipping. If the address you are shipping from does not match the shipping address in our TMS system, do not proceed with saving the RTS. Instead, please immediately contact us by email at tms@homehardware.ca or by phone 519-664-4751 ext. 2.

When your company's shipping address is changing, please advise your Home Hardware Merchandise Manager as soon as possible. At that time, we ask that you also contact the Home Hardware TMS group either by email at tms@homehardware.ca or by phone at 519-664-4751 ext. 2. If a routing request is saved with an incorrect shipping address, it may result in substantial freight deduction from your company's account.

Contacts

To view the current transportation contacts in our system for your company/3PL, double-click on a destination tile and click on the blue underlined Origin Facility number for any purchase order that is listed. If contact information needs to be updated, please contact us by email at tms@homehardware.ca or by phone at 519-664-4751 ext. 2.

Dock Hours

To view the current dock hours in our system for your facility, do as follows:

1. Double-click on the Special Orders tile.
2. Click on the magnifying glass icon to the right of the Origin Facility ID box.
3. Select the line showing the facility details.
4. Hover over the blue underlined [D1](#).
5. A pop-up window should open displaying the current dock hours.

If any dock hours need to be updated, please contact us by email at tms@homehardware.ca or by phone at 519-664-4751 ext. 2.

Non-Compliance

If a shipping error occurs, we intend to recover any additional costs incurred. We will make record of the offense and notify your Sales Representative to ensure that the issue is resolved going forward. A non-compliance penalty of \$1000 will be added to any costs being recovered. Shipping errors with recoverable costs include, but are not limited to, the following examples:

1. A shipment occupies more or less space than communicated. This may result from:
 - Inaccurate details on RTS
 - Failure to use pickup #s and email alerts
 - Shipment not ready
 - Duplicate RTS
 - Incorrect pickup address on RTS
2. A shipment is released to an incorrect carrier. This may result from failure to use pickup #s and email alerts.
3. A shipment of a collect order is shipped prepaid, or vice versa.
4. A shipment is shipped to the wrong address. This may result from:
 - An incorrect “ship to” address on the bill of lading
 - Selecting the wrong purchase order for the RTS
5. A shipment containing temperature sensitive product:
 - Is not communicated as “protect from freezing” in the RTS Notes and on the bill of lading within October 1st – April 1st unless other dates are communicated via email by Home Hardware
 - “protect from freezing” is communicated **outside** of October 1st – April 1st unless other dates are communicated via email by Home Hardware
6. A shipment containing fully regulated dangerous goods is not communicated on the RTS by indicating “YES” by using the Hazmat drop down.
7. A collect purchase order is received for which an RTS wasn’t saved (excludes courier shipments).

If you discover that information you have provided on an RTS is inaccurate or if information has changed, such as the # of pallet spots that your order will occupy, please contact Home Hardware TMS immediately by phone at 519-664-4751 ext. 2 or by email at tms@homehardware.ca. There is a limited window of time where adjustments can be made to the details you have submitted. Please ensure that you notify us immediately.

This document is located on the Home Hardware corporate website in the Supplier Guide section. If an update is made to this TMS Guidelines document, a revised copy will be emailed to all transportation contacts that we have on file and will also be updated on the website. It will be the responsibility of all transportation contacts to read this documentation to ensure they are following the correct procedures. Therefore, it is important that you keep us informed of any changes to transportation contacts so that this information is sent to the current contacts. See the Contacts section on page 11 for more information about reviewing and updating contacts.

Courier Non-compliance

If a collect purchase order(s) for a Distribution Centre (St Jacobs ON, Debert NS, or Wetaskiwin AB) indicates to ship via courier or you have a courier sized backorder, it is NOT to be routed through TMS. In general, shipments **LESS** than 80 lbs. actual weight AND 80 lbs. cubed weight are deemed courier size. Consolidate orders whenever possible and compare the consolidated weight against the weight guideline.

If an error occurs regarding a courier shipment, we intend to recover any additional costs incurred. A non-compliance penalty of \$100 will be added to any costs being recovered. Courier expectations include, but are not limited to, the following examples:

1. Do not ship a collect order prepaid or vice versa.
2. Do not route through TMS.
3. Ship with the appropriate courier and account number.
4. Ship with Ground service.
5. Do not insure or declare a value.
6. Include the purchase order # in the sender reference location on the waybill.
7. Input the actual weight and dimensions for each package, as opposed to the cubed weight.
8. Do not add special services.
9. Shipments of 4 cartons or greater should be processed by electronic means to avoid multiple waybills.
10. Do not ship a package for which any side exceeds 107 inches.

Please contact Home Hardware TMS by email at tms@homehardware.ca or by phone at 519-664-4751 ext. 2 if you require account numbers or any clarification of our courier guidelines.

Frequently Asked Questions

1. What if I have trouble with my password?

To reset your password, use the Forgot Password link on the sign in page. If your account is locked, please contact Home Hardware TMS Support. Our contact details are at the bottom of this page.

2. What do I do if I receive a welcome page or error page when attempting to sign in?

Ensure that you are using <https://supply.homehardware.ca/> to access the sign in page, not <https://supply15.homehardware.ca/>. If using a bookmark, ensure it has the correct URL.

3. What do I do if a purchase order is not listed?

Check if the requested ship date is greater than one week into the future. Orders are not to be shipped greater than one week in advance of the ship date. Contact the issuer of the PO with any questions.

Other reasons a PO might not be listed are that you are signed into the wrong username, the PO is closed, or the PO is tagged for a store. See page 8 regarding Special Orders that are tagged for stores.

4. What do I do if the Ready to Ship button is disabled after selecting a PO?

This occurs if any selected PO has a Status of *Pending Vendor Acceptance* or *Shipped*. If you require assistance with either, please contact Home Hardware EDI Support at 519-664-4751 ext. 1.

5. What do I do if I have more than one pickup # and/or my pickup # exceeds 15 characters?

Due to system constraints, the pickup # is limited to 15 characters. It is the supplier's responsibility to provide a reference # for the carrier to validate all the orders that are planned for pickup.

6. How do I make a change to a submitted RTS?

Please contact Home Hardware TMS Support. Our contact details are at the bottom of this page.

7. What do I do if the carrier doesn't show up for a scheduled pickup?

Contact the appropriate Home Hardware Logistics Coordinator, or Home Hardware TMS Support. Our contact details are at the bottom of this page.

8. What do I do if an order hasn't been picked up in a timely manner?

Response times can vary, but if an order hasn't been picked up within your expectations, contact the appropriate Home Hardware Logistics Coordinator. If necessary, also contact Home Hardware TMS Support. Our contact details are at the bottom of this page.

9. Do I use this system for "Direct to Store" shipments?

No. Orders being shipped directly to a store are NOT to be routed through TMS at this time.

For any further questions or concerns, please contact Home Hardware TMS Support by phone at 519-664-4751 ext. 2 or by email at tms@homehardware.ca. Available 8:00 am to 4:30 pm EST, Mon – Fri.