SUPPLIER GUIDE — The Home Depot

Table of Contents

Introduction

The *CommerceHub Supplier Guide* outlines the specific business rules and functional requirements that apply to a specific merchant relationship. This guide is intended to assist all users during the setup process with the CommerceHub network and to serve as background information. This guide highlights specific sections that apply to certain types of users as defined in the following table.

User Type	Description
OrderStream Users	Suppliers who use the CommerceHub OrderStream browser-based application to process all messages.
Integrated Users	Suppliers who receive their orders from or return order-related messages (e.g., confirmations, invoices, etc.) to CommerceHub via delimited, EDI, or XML format.
All Users	Both OrderStream and integrated users.

Questions

The CommerceHub Technical Support team is ready to help, via email or phone. Visit our website at www.commercehub.com/contact-us to get in touch with a representative near you.

Related Documentation

The following documentation is available to provide assistance during the setup process. CommerceHub will email you login information to access the OrderStream Resource Center in order to download any of the listed documentation. This documentation may also be requested by contacting the CommerceHub Technical Support Team.

User Type	Document Name	Document Purpose
Integrated Users	*Supplier Test Plan*	Provides a guided test plan to follow during the setup and testing process.
Integrated Users	Integrated Message Guides & Addendums	Provides the format and data element specifics needed to interpret or produce an integrated message file. Available for each message (e.g., Order, Confirm, Invoice, etc.) and format (i.e., EDI, XML, and delimited).
Integrated Users	*Packing Slip Guide*	Provides packing slip setup information for integrated suppliers choosing to print their own packing slips.
Browser Users	*Ready to Sell Guide*	Provides business scenarios specific to your retailer relationship.
All Users	*Warehouse Inventory Template* and Guide	Provides users with a spreadsheet template and how-to guide for loading inventory according to your retailer's requirements.
All Users	HubHelp	Provides users with instructional materials for using the OrderStream application.
All Users	CommerceHub University	Providers users with training videos for using the OrderStream application.

Messages and Available Options

The following table identifies the applicable messages *required* to support this merchant relationship. Integrated suppliers must support these messages using either their preferred message format (EDI, XML, or delimited) or using a combination of their message format and the OrderStream application for certain transactions. For example, an integrated supplier may elect to receive Order Messages and deliver Confirmation Messages using XML while using the OrderStream application to enter and update inventory data.

Description of Column Headers in *Message Types* Table

Message Types	All Users	Identifies applicable messages
Flow CH => S	Integrated Users	Identifies messages that flow from CommerceHub to the supplier
Flow CH <= S	Integrated Users	Identifies messages that flow from the supplier to CommerceHub
EDI	Integrated Users	Identifies the EDI transaction set used to support the required message type
XML	Integrated Users	Identifies the root element of a CommerceHub XML document used to support the message type
Delimited	Integrated Users	Identifies the name of a CommerceHub delimited message file used to support the message type
Email	All Users	Identifies what may be sent in a human-readable format via email
OrderStream	All Users	Identifies transactions that may be entered and processed using the OrderStream application
Applies	All Users	Identifies if the associated transaction applies to this merchant relationship
NA	All Users	Identifies if an item is not available for this merchant relationship

The Home Depot			Integrated Supplier Options			All Users		
Message Types	Flow	EDI	XML	Delimited		Email	OrderStream	Applies
Order Message	CH => S	850	Order Message Batch	PO		NA	Yes	Yes
Functional Acknowledgment for Orders	CH <= S	997	FA Message Batch	FA		NA	NA	Yes
Confirm Message	CH <= S	856	Confirm Message Batch	Confirm		NA	Yes	Yes
Invoice Message	CH <= S	810	Invoice Message Batch	Invoice		NA	Yes	Yes
Invoice Error Text Message	CH => S	NA	NA	NA		Yes	NA	Yes
Payment Remittance Advice	CH => S	820	Remittance Advice Batch	Payment/Remit Advice		NA	Yes	Yes
Inventory Advice	CH <= S	846	Advice_File	Inventory		NA	Yes	Yes

Important: The Functional Acknowledgment (FA) is required for all purchase order messages regardless of message format. Integrated suppliers are expected to return a Functional Acknowledgment message to CommerceHub for all EDI messages sent to the supplier.

Business Requirements

The following sections identify the business rules and functional requirements necessary to support this merchant relationship. A standard format is used for each merchant's supplier guide to enable suppliers conducting business with multiple merchants over the CommerceHub network to easily compare the individual requirements for each merchant. Integrated suppliers should also refer to the message guides and addendums that are specific to the merchant for additional details.

Requirements that are applicable to this merchant relationship are identified with a "Yes" in the Applies column. Sections that do not apply are identified as "NA" (Not Applicable) within the Applies column and have been shaded gray. The User column identifies if the business requirement is of importance to all users or to only integrated users.

Important: The business rules and functional requirements vary between each merchant relationship. If you transact business with two or more merchants, it is important that you familiarize yourself with each merchant's specific rules. As necessary, the OrderStream application is structured to meet the needs of each merchant and therefore the design of the application may vary between each merchant with whom you transact business.

Packing Slip Requirements

The following table identifies the packing slip requirements necessary to support this merchant relationship.

Users	Packing Slips	Description	Applies	Notes
All Users	Reprints	Identifies if reprinted packing slips are produced when items are canceled, backordered, or if reprinted packing slips are available on demand.	Yes	Packing Slip reprints are only produced based on a user request via the OrderStream application. Suppliers can request a revised packing slip from the Order Detail page. When a reprinted packing slip is produced, the packing slip will reflect the quantity of items recorded on the Packing Slip Reprint page at the time it was requested. The reprinted packing slip are downloaded from the OrderStream 'Dashboard' interface. When a reprinted packing slip is produced, the following information will change: - Monetary Amounts are not printed - Tax Type Totals are not printed - Quantities are adjusted for canceled items.
All Users	Returns to Supplier	Identifies what return address information should be printed on the packing slip.	NA	Returns are to be sent to the return address listed on the packing slip.
All Users	Special Forms Required	Identifies if the packing slips must be printed using special stock (e.g., crack-and-peel labels, pre-printed forms) and/or if the form is to be printed in color.	NA	

Users	Packing Slips	Description	Applies	Notes
All Users	Multi-Page Packing Slips	Identifies if multi-page packing slips may be produced. This may include: > multi-page packing slips with many line items > two-sided packing slips > packing slips with supplemental instructional forms	Yes	Multi-page packing slips may be produced for orders with multiple lines. For suppliers who use CommerceHub-generated packing slips for BOSS or VEND orders, you'll receive packing slips, labels, and placards in separate PDF files in the OrderStream web app. Download the file with a "-label" indicator for labels, and the file with a "-placard" indicator for placards.
All Users	Revised Packing Slip Request Page	Identifies if a supplier can request a revised packing slip.	NA	
Integrated	Supplier-Produced Packing Slips	Identifies if the merchant allows suppliers to produce their own packing slips.	Yes	Merchant approval required. Please send a sample to your Merchandising Associate Category Specialist for approval.
Integrated	Packing Slips are produced one per:	Identifies the relationship between orders and printed packing slips (i.e., how many pack slips will be produced for a given order).	Yes	Order
Integrated	Variations by Sales Division	Identifies if different packing slips are produced based on a Sales Division code within the order.	NA	
Integrated	Line-Level Message(s)	Identifies if any Line-Level Messages (e.g., a line-level gift message) are potentially included as part of the packing slip.	NA	
Integrated	Order-Level Message(s)	Identifies if the merchant may include any order-level messages that are to be included within the packing slip. Examples include gift messages, promotional messages, etc.	Yes	> Order-Level Message
Integrated	Barcoding	Identifies if barcoding is required on a packing slip.	NA	
Integrated	Other Special Requirements	Identifies any additional requirements necessary to produce packing slips.	NA	

Users	Packing Slips	Description	Applies	Notes
All Users	Packing Slip Alignment	Identifies if the Packing Slip Alignment utility is available to support usage of label stock.	NA	

Order Processing Requirements

The following table identifies the order processing requirements necessary to support this merchant relationship.

Users	Order Message	Description	Applies	Notes
All Users	Multi Line Orders	Identifies if the merchant may send orders with more than one item.	Yes	
All Users	Charge Shipping to Merchant Account	Identifies if the Supplier can / should charge shipping to the merchant's account with the shipping company.	Yes	UPS, FedEx A list of approved carriers can be found on Home Depot's Routing Portal at: www.routingguides.com/hd/home.asp If using a Home Depot account the supplier should not enter any Shipping/Handling fees.
All Users	Merchant Pre-Defines Shipping Service Level	Identifies if the merchant specifies the Service Level (e.g., Overnight Delivery, 2nd Day Delivery, etc.) within the Order.	Yes	THD identifies Service Level only, permitting suppliers to choose the Carrier.
All Users	Merchant Pre-Defines Shipping Services Provider (Carrier)	Identifies if the merchant specifies the shipping company (carrier) within the Order (e.g., Federal Express).	NA	
All Users	Expected Warehouse	Identifies whether the merchant will include a Warehouse ID on the order	Yes	
Integrated	Indicators, Messages, Instructional Text	Identifies whether optional indicators and/or text messages are included within the Order Message (e.g., Gift Wrap Indicator, Multi-Source Flag, etc.).	Yes	Gift Message Text Note, The Home Depot includes only the Bill To Name Information and does not include Bill To Address Information. The Ship To information is copied into the Bill To fields on the OrderStream interface.

Users	Order Message	Description	Applies	Notes
Integrated	Personalization Data on Line item	Identifies if the merchant may include personalization data within the Order message. Even if the merchant requires Personalization Data on the Line item, this will only apply to certain Suppliers.	NA	
All Users	Duplicate Order Checking	Identifies whether CommerceHub checks to determine if an order received from the merchant is a duplicate along with applicable rules that are applied.	Yes	A Purchase Order Number cannot be reused until the CommerceHub online transaction system is clear of any previous activity for the given PO Number (a minimum of five months). CommerceHub will reject any attempts to do so.

Functional Acknowledgment for Orders Requirements

The following table identifies the functional acknowledgement for orders requirements necessary to support this merchant relationship.

Users	Functional Acknowledgment for Orders	Description	Applies	Notes
Integrated	Detail Level FA required	Identifies if the merchant requires a detail level FA.	NA	

Fulfillment Confirmation Requirements

The following table identifies applicable fulfillment confirmations business rules for this merchant relationship.

Users	Confirm Message	Description	Applies	Notes
All Users	Confirmation Policy	Identifies any special policies for Suppliers when an order is received from this merchant.	NA	
All Users	OrderStream Quick Ship Option	Identifies if a OrderStream Quick Ship page is available for Suppliers to ship orders. If available, this section also identifies applicable limitations that may apply to using this page.	Yes	OrderStream Users Only: Shipping is permitted at the Order Level if shipping with a single Tracking Number.

All Users	Multi-Line Order Multiple Confirm Messages Permitted	Identifies if Suppliers can ship one line in one transaction and the remaining lines of an order in a later transaction. In this example, the supplier ships line A today and then ships line B tomorrow.
		
		`        Ship     Ship`
		`Line  Qty   Today   Tomorrow`
		`A     3     3`
		`B     1             1`
			Yes	

All Users	Single Line Order Multiple Confirm Messages Permitted	Identifies if Suppliers can ship a partial quantity of an individual line within an order and then ship the remaining quantity for that line in a later transaction. In this example, the supplier ships 2 of the 3 items ordered today, and then ships the remaining 1 item tomorrow.
		
		`          Ship     Ship`
		`Line  Qty   Today   Tomorrow`
		`A     3     2       1`
			NA	Suppliers are required to confirm the full quantity of a Line item with a single confirmation message.

Users	Confirm Message	Description	Applies	Notes
All Users	Multi-Line Order Multiple Actions Permitted	Identifies if Suppliers can ship some lines within an order and cancel or backorder the rest in the same transaction. In this example, the Supplier ships line A items and cancels line B items in the same transaction. Ship Cancel Line Qty Today Today A 3 3 B 1 1	Yes	Suppliers are permitted to ship or cancel any line of an order provided the full Quantity of the line is addressed with a single disposition type (Ship/Cancel).
All Users	Single Line Order Multiple Actions Permitted	Identifies if Suppliers can ship a portion of the quantity ordered on a line item and cancel or backorder the rest. In this example, the supplier ships 2 of the 3 items ordered and cancels the 3rd item in a single transaction. Ship Cancel Line Qty Today Today A 3 2 1	NA	Suppliers are required to 'fill or kill' the full quantity of a Line item (i.e. either ship all or cancel all).
All Users	Supplier permitted to change shipping service (carrier service)	Identifies if the supplier may change shipping service (e.g., change from UPS to Federal Express).	Yes	Generally, the shipping service would only be upgraded if the supplier was in danger of missing the Estimated Delivery Date. Due to costs associated with service levels, a supplier would not upgrade unless necessary. They should never downgrade since the customer most likely paid a premium to have the item(s) shipped in an expedited fashion
All Users	Supplier permitted to change Service Level	Identifies if a supplier may upgrade the Service Level (e.g., change from ground to next day delivery).	Yes	The Home Depot issues all Purchase Orders with service level indicator only. Suppliers are permitted to choose the carrier (from a group of authorized carriers) ensuring the service level is met, and reporting the actual carrier back in the confirm message.

Users	Confirm Message	Description	Applies	Notes
All Users	Cancellation Policies & Requirements	Identifies if the Supplier is permitted to cancel items within an order.	Yes	Mandatory Fields for OrderStream Users: - Cancel Reason
All Users	Backorder Option & Requirements	Identifies if the Supplier is permitted to backorder items within an order.	NA	To indicate to The Home Depot that an item is temporarily unavailable, the supplier should cancel the item using the cancel reason code "Out of Stock". Home Depot will interpret this as a cancel/backorder and may re-issue the order under a new PO Number once the item's inventory has been replenished.
All Users	Confirm Data Requirements	Identifies the mandatory fields that must be completed when using the OrderStream interface.	Yes	Mandatory Fields for OrderStream Users: - Ship Date (defaulted value) - trxQty - Carrier - Service Level - Ship From Address (Suppliers may update) - Shipping Method
All Users	Bundle Confirmations Supported	Identifies if Suppliers are permitted to confirm all orders that were included within a Packing Slip bundle with a single transaction.	NA	
All Users	Batch Confirmations Supported	Identifies if Suppliers are permitted to create a 'batch' of order lines and confirm them with a single transaction.	NA	
All Users	Shipping Warehouse	Identifies whether the supplier is expected to send a Warehouse ID on the Fulfillment Confirmation.	NA	
All Users	Invoice Information included within Confirm	Identifies if the Shipment Confirmation serves as an invoice for this merchant.	NA	The Home Depot requires suppliers to submit a separate invoice transaction.

Invoice Message Requirements

The following table identifies applicable invoice messaging business rules for this merchant relationship.

Users	Invoice Message	Description	Applies	Notes
All Users	Invoice Policy	Identifies any special invoicing policies.	NA	
All Users	Multiple Invoices Permitted for: Multi-Line Orders	Identifies if a Supplier may submit more than one invoice for a multi-line order that was fulfilled in separate transactions.	Yes	Suppliers should only submit an invoice after all items have been shipped. A supplier should only resubmit an invoice after receiving an Invoice Rejection message.
All Users	Multiple Invoices Permitted for: Lines Fulfilled in Separate Transactions	In cases where a merchant allows more than one invoice per Order, identifies if a supplier can submit separate invoices for items on the same Line Item that were shipped separately (i.e., Ship Qty 1 of 2 Item A today and Invoice for the 1, but then Ship the second item A Qty and then invoice for that item).	Yes	
All Users	Data Requirements	Identifies the mandatory fields to be completed when using the OrderStream interface.	Yes	Mandatory Fields for OrderStream Users: - Invoice Date - Invoice Number - Invoice Total (calculated) - Unit Cost (Suppliers may modify) - Net Due Days Optional Fields for OrderStream Users: - Allowance/Charges (specify type, reason code, amount) - Discount Percent - Discount Due Days

Invoice Error Text Message Requirements

The following table identifies applicable invoice error text message business rules for this merchant relationship.

Users	Invoice Error Text Message	Description	Applies	Notes
All Users	Invoice Error Text Requirements	Identifies if a merchant may return a message when invoices are rejected.	Yes	Suppliers will receive an email message when an invoicing error was detected by The Home Depot. The Supplier must correct and resubmit the invoice within 5 days using the same invoice number.

Payment Remittance Advice Requirements

The following table identifies the applicable business rules for processing the payment remittance advice for this merchant relationship.

Users	Payment Remittance Advice	Description	Applies	Notes
All Users	Payment Remittance Procedure	Identifies applicable procedures for handling a payment remittance advice.	Yes	Suppliers may download a copy of the Payment Remittance Advice from the OrderStream interface or receive this message via an EDI 820 Payment Remittance Advice. The download option includes a standardized Excel spreadsheet option for ease of use.

Merchant Request for Cancel Requirements

The following table identifies applicable merchant request for cancel business rules for this merchant relationship.

Users	Merchant Request for Cancel	Description	Applies	Notes
All Users	Request for Cancel Policy	Identifies the business requirements when a Request for Cancel message is received.	Yes	The Home Depot will send a Request for Cancel message when a customer contacts them to cancel a drop-ship item. This will result in an auto-generated notification requesting the supplier make every effort to stop shipment of the order. Supplier can receive as an EDI 860 or via an email notice. Due to the time sensitive nature of this message, the Email based notification is recommended.

Inventory Advice Requirements

General business rules when inventory is required:

- Merchants expect suppliers to update their inventory data frequently (at least once per day, sometimes more often) to ensure the available quantities are current and accurate.

  - ➤ On a daily basis, CommerceHub® provides this inventory data to Merchants in a master inventory feed. The frequency with which these master inventory feeds are generated and delivered varies per Merchant, based on their established receipt schedule. Through their OrderStream interface, suppliers can view a particular Merchant's inventory receipt schedule. For further details, refer to HubHelp.

- It is important for suppliers to understand that they must report inventory data separately for each merchant with whom they conduct business.

- To provide each merchant with the correct inventory information, the supplier must upload a separate inventory file for each merchant.

- Inventory status designations and meanings are as follows:

Yes	The quantity on hand for the item is available for sale
No	The item is temporarily unavailable for sale. Note the quantity on hand may not be zero
Guaranteed	The item is guaranteed to be available regardless of the quantity on hand. It is good practice to set the Quantity Available field to reflect your maximum processing capability (i.e., the daily sales volume which, if exceeded, might begin to pose an operational or logistical problem)
Discontinued	The item will be discontinued effective as of the discontinued date. Discontinuation is defined as the point in time at which replenishment of a product ceases. The merchant is free to continue to sell a discontinued item if the Quantity Available field has a value greater than zero. If the availability status is set to discontinued, the supplier must enter a discontinued date

- Suppliers are responsible for reporting available stock in such a way as to avoid unnecessary order cancellations.

- When a supplier conducts business with two or more merchants over the CommerceHub network, it is likely that the merchants will carry some of the same products.

> It is the supplier's responsibility to maintain current inventory information including available quantities for each merchant. The supplier should take this into account when products are carried by two or more merchants.

Example: For a given item, a supplier may have a total quantity on hand of 100 and may choose to make 75 of these items available to merchant A and 25 of these items to merchant B. It is not advisable to allocate 100 items to each of the merchants as their combined sales may be more than the supplier has available.

- All uploaded Inventory Files cannot exceed 3 Megabytes. Files larger than this limit will be rejected.

The following table identifies applicable business rules for inventory policies for this merchant relationship.

Users	Inventory Advice	Description	Applies	Notes
All Users	Inventory Policy	Identifies any inventory policies that may apply.	Yes	Suppliers are expected to provide daily inventory updates for items that either the Availability Status or Quantity on Hand has changed.
All Users	Data Requirements	Identifies the mandatory fields that must be completed when using the OrderStream interface.	Yes	Mandatory Fields for OrderStream Users: - Supplier (Vendor) SKU - Merchant SKU (9-digits, beginning with '100', '20' or '3') - Availability Status - Quantity Available - Warehouse ID - Warehouse Quantity "Updating the unit cost in CommerceHub does not update the unit cost in The Home Depot's system" Merchant ID: 'thehomedepot'
All Users	Inventory Data Validation	Identifies the Merchant specific data validation in place	Yes	No Merchant specific validation is currently applied. All SKUs issued will be made available to the Merchant.

Processing Schedules Requirements

The following table identifies applicable business rules for processing schedules for this merchant relationship.

Users	Schedule	Description		Notes
All Users	Orders Received from Merchant	Identifies how often orders are delivered to CommerceHub from the merchant (for informational purposes only). Suppliers can interact with the CommerceHub network 24 hours per day, 7 days a week.		Orders are received every 30 minutes.
All Users	Inventory Schedule	Identifies how often inventory updates are sent to the merchant. The schedule is subject to change at any time.		Inventory updates are sent daily at 7:20 pm Eastern.

Sample Packing Slips

Following is an example of a packing slip generated for a purchase order.

homedepot.com
1-800-430-3376
Monday - Sunday : 6 am to 2 am ET

Thank you for your order!

Ship To:
John Doe
201 Fuller Road
Albany, NY 15236-1040
555-555-5555

Ordered By:
Mary Smith

Customer Order #: W113333333
Purchase Order #: 13333331
Date: 05/10/22
Ship Via: Carrier A (service level unspecified)

Warehouse: Warehouse A

Address Type: Residential
Palletized

Message:
Sample message

Model Number	Internet Number	Item Description	Qty Shipped
88880101	100000101	Sample item description for line 1	3

Return Policy Basics
For our complete return policy,
visit: www.homedepot.com/returns

- Most merchandise must be returned within 90 days in unused, like-new condition, unless noted in our return policy exceptions on homedepot.com.
- Return all items using the original packaging, if available.
- Refunds will be credited back to the original form of payment within 3-5 business days of carrier pick-up or return in store.
- Expedited shipping costs will not be paid by The Home Depot when returning an item due to general dissatisfaction or buyer's remorse.
- Home Depot return policies apply only to items purchased from The Home Depot (in store or online at homedepot.com). Items purchased from a third-party or marketplace seller, but shipped by The Home Depot, must be returned to the selling party in accordance with their return policies. For more information, refer to our return policy exceptions on homedepot.com.

3 Easy Options To Return
A. Take it to your nearest Home Depot Store.
   Bring your shipping confirmation email or packing slip containing the Customer Order number and the credit card you used for the purchase.
B. Visit www.homedepot.com/returns to begin the return process.
   For items eligible to return online, you can start the return process by selecting the "Return Items" button. If the item qualifies, you will receive a shipping label by email to print and attach to your return package. Pack the item properly and take it to your nearest UPS store or drop box.
C. Call us at 1-800-430-3376.
   A Customer Support Associate can get your return started for you, or advise you on your other options.

Original, standard shipping charges will be fully refunded for all returns regardless of return reason. Items must be returned completely, including all components, for a full refund.

IMPORTANT
Federal law prohibits items that use flammable liquids or gas from being returned through the mail.
Custom-made products, such as paint samples and custom-cut blinds, are not eligible for return.

PO # 13333331
Customer Order #: W113333333
Customer Name: John Doe

Return Form - Please detach and return with items

Model Number	Internet Number	Item Description	Qty Returned	Return Code
88880101	100000101	Sample item description for line 1		

Reason Code Options:
01 = Defective Merchandise
09 = Damage Merchandise
12 = Late Delivery
13 = Received Wrong Product
14 = Changed Mind/Didn't Like
15 = Ordered Wrong Product

Page: 1

Thank you for shopping at The Home Depot and please come again soon!

Figure 1 Sample The Home Depot Packing Slip