

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



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Version 3

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# Table of Contents

**Overview ..... 3**

**System Requirements & Access ..... 4**

**Ready to Ship (RTS)..... 5**

**Add Aggregated Routing Request..... 6-7**

**Special Order RTS..... 8-9**

**Trailer Spots ..... 10**

**Bill of Lading.....11**

**Facility Details & Maintenance..... 12**

**Non-Compliance..... 13**

**Courier Non-Compliance ..... 14**

**Frequently Asked Questions..... 15**

## 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 currently excluded. 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 13 of this document. Your cooperation in achieving a successful supply chain process is greatly appreciated.

# System Requirements & Access

## System Requirements

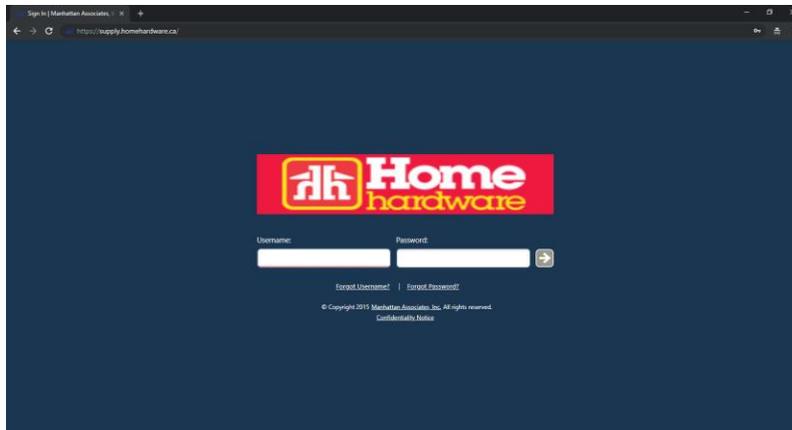
Our TMS website is compatible with the following browsers:

- Google Chrome 38.0 or higher (Google Chrome is recommended)
- Mozilla Firefox 31.2.0 or higher
- Microsoft Edge

## System Access

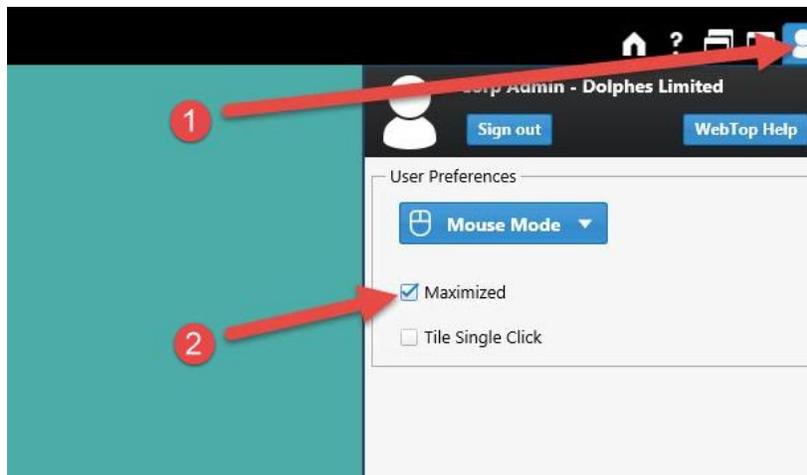
Access the online sign in page (image below) at <https://supply.homehardware.ca/>. Sign in with the username and password provided to you by the Home Hardware TMS group.

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 ext. 3 or [tmsimport@homehardware.ca](mailto:tmsimport@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:



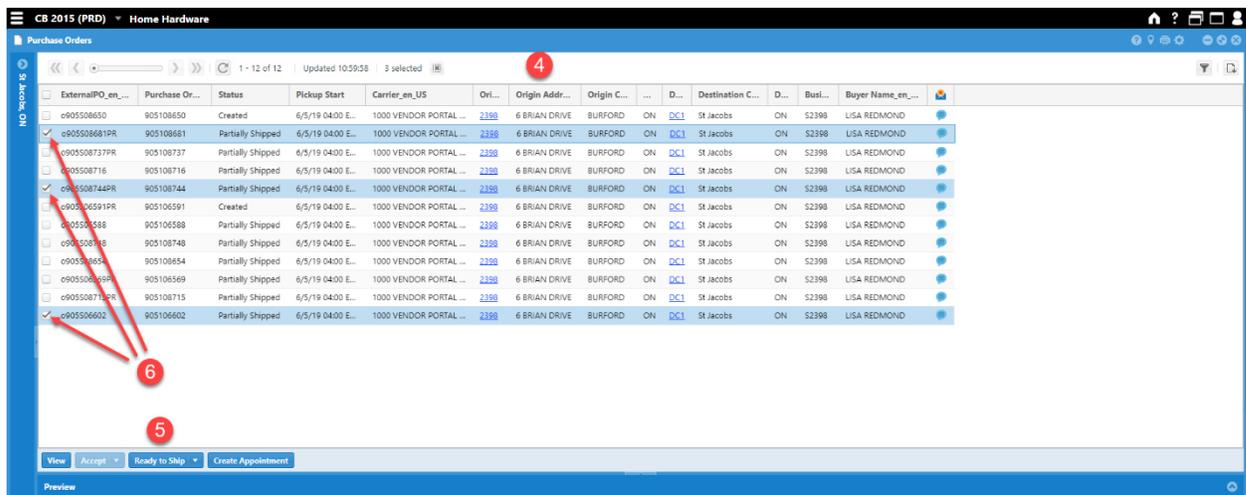
# Ready to Ship (RTS)

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 12.
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.
  - 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 [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca))



# Add Aggregated Routing Request

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

The screenshot shows a web form titled "RTS List - Add Aggregated Routing Request". The form is for creating an RTS for a destination number 1 among 1 selected destinations. It includes the following fields and options:

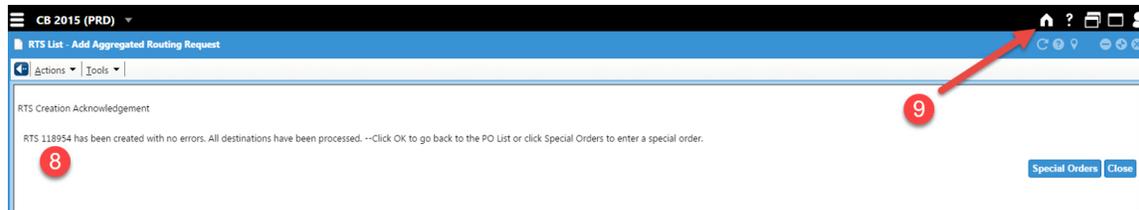
- Destination Facility ID: **DC1** (marked with 'a')
- Origin Facility ID: **2494** (marked with 'b')
- Pickup Start: **11/22/19 09:32** (marked with 'c')
- Pickup End: **12/6/19 09:31** (marked with 'd')
- Pickup#: **999999** (marked with 'e')
- Estimated Total Size: Weight 1584.0 LB, Volume 446.0 CF
- Ready to Ship Capacity: Weight: **375** LB (marked with 'f'), Volume: **125** CF (marked with 'g')
- Cartons: **56** (marked with 'h')
- Pallets: **0** (marked with 'i')
- Hazmat: **NO** (marked with 'k')
- Stackable: **NO** (marked with 'l')
- Notes: **1 spot, Class 77.5-100 lbs.,125-75,250-200, protect from freezing** (marked with 'j')

Buttons at the bottom: Save, 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, see the Facility Details & Maintenance section on page 12 for multiple shipping locations.
- 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 **unique** pickup # that refers to all orders that are to be picked up together and recognized by the shipper. 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 48x40 pallet 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 or zero if only shipping loose pieces.
- For Notes, enter the # of 48x40 pallet spots of trailer space required, Freight Classes for shipment. If multiple classes shipping, enter weight per class and any special equipment requirements or abnormal dock hours. For example, a note might read "1 spot, Class 77.5-100,125-500,250-200lbs, protect from freezing". **Do not leave this field blank.** (Do not have to provide a freight class **if** the shipment is **7 spots** or more, **for one Destination**)
- 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. (If additional information is required, you will be contacted by our Logistics Coordinator)

# 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 Shipment Alert Notification email will be sent when a pickup has been scheduled. Please see the Facility Detail and Maintenance section on page 12 of this document if you need to view or update the email addresses that are receiving email alerts.

LTL carriers will show up within 2 business days of the approximate arrival time on the Shipment Alert Notification email.

All other carriers should arrive within 2 business days from the Shipment Alert Notification email. The Carrier assigned will contact your company to schedule a pickup appointment. Please notify us if a driver has not arrived on the scheduled appointment 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 **unique** 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 48x40 pallet spot of trailer required.
    - ii. For Cartons, enter zero.
    - iii. For Pallets, enter the actual # of pallets.
  - b. For Notes, enter the # of 48x40 pallet spots of trailer space required, Freight Classes for shipment. If multiple classes shipping, enter weight per class and any special equipment requirements or abnormal dock hours. For example, a note might read "1 spot, Class 77.5-100,125-500,250-200lbs, protect from freezing".
  - c. If the special order(s) is on the same pallet as a DC order:
    - i. For Weight, enter in the weight or 1, if the weight was added to the original stock PO RTS.
    - ii. For Volume, enter 1 cubic foot.
    - iii. For Cartons, enter in zero.
    - iv. For Pallets, enter zero.
    - v. For Notes, enter "0 spots" and the DC order RTS #, any special equipment requirements. For example, a note might read "0 spots, with RTS 999999".
6. In the Special Order #s field, enter the special order # 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. (If additional information is required, you will be contacted by our Logistics Coordinator)
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.

a.

Destination Facility ID: DC1 **2**  
Origin Facility ID: 7023  
Pickup Start: 11/22/19 12:35  
Pickup End: 11/22/19 12:35  
Pickup#: **3** SO08212019

Estimated Total Size      Ready to Ship Capacity

Weight	LB	<b>4</b> Weight:*	500	LB	Cartons:*	0	Hazmat	NO <b>7</b>
Volume	CF	Volume:*	125	CF	Pallets:*	1	Stackable	NO <b>8</b>

Special Order #s: P709-91953W 1000-5, 20-916986 1001-3 **6**

Notes: 1 spot, Class 70-450 lbs.,100-50, protect from freezing

**9** Save Close

b.

Special Orders - Add Special Order

Destination Facility ID: DC1 **2**  
Origin Facility ID: 3644  
Pickup Start: 12/17/19 08:41  
Pickup End: 12/17/19 08:41  
Pickup#: **3** SO08212019

Estimated Total Size      Ready to Ship Capacity

Weight	LB	<b>4</b> Weight:*	1	LB	Cartons:*	0	Hazmat	NO <b>7</b>
Volume	CF	Volume:*	1	CF	Pallets:*	0	Stackable	NO <b>8</b>

Special Order #s: P709-91953W 1000-5,20-916986 1001-3 **6**

Notes: 0 spots, shipping with RIS 999999

**9** Save Close



## Bill of Lading

You are expected to create a bill of lading and ensure that the details are complete and accurate. The details are outlined below.

Ship From field: Your shipping address.

Consignee/Ship To field: One of the three applicable DC addresses below

Home Hardware Stores Ltd.  
34 Henry Street West  
St. Jacobs, ON N0B2N0  
519-664-4967

Home Hardware Stores Ltd.  
336 Lancaster Crescent  
Debert, NS B0M1G0  
902-662-2800 x2229

Home Hardware Stores Ltd.  
6410 36 Street  
Wetaskiwin, AB T9A3B6  
780-352-1984 x119

Bill to/Invoice to/Sold to field:

Alliance International LLC  
34 Henry Street West  
St. Jacobs, ON N0B2N0

**\*\*\* Please note that the routing destination of the purchase order may be revised due to cross docking. You must ship per the destination address provided in the Shipment Alert Notification email \*\*\***

Each bill of lading must also include:

A freight description including the number of pallets and weight in pounds.

The carrier name.

Freight terms of COLLECT.

The Shipment ID # (example CS00999999). The Shipment ID (CS#) is provided in the Shipment Alert Notification email.

The Home Hardware purchase order numbers.

For shipments with LTL carriers, we require a master bill of lading be provided to the driver when multiple purchase orders are combined into one Shipment. If there is a carrier pro-sticker, it must be attached only to the master bill of lading (driver copy). You also need to provide documentation for each final destination that the orders are being shipped to.

Please contact us by email at [US.Shipments@homehardware.ca](mailto:US.Shipments@homehardware.ca), [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca) or by phone at 519-664-4751 ext. 3 if you require any assistance.

# Facility Details & Maintenance

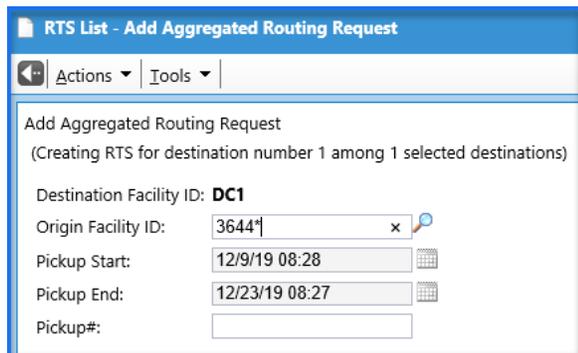
## Shipping Address

For any of the below, please contact us by email at [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca) or by phone at 519-664-4751 ext. 3.

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.

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. If a routing request is saved with an incorrect shipping address, it may result in substantial freight deduction from your company's account.

If you have multiple shipping locations: In the Add Aggregated Routing Request (RTS), enter in your facility number followed with a \*, click on the magnifying glass. This will bring up all your facilities listed shipping addresses. Choose the correct one you are shipping from. Please contact us if you don't see the location that you will be shipping from.



RTS List - Add Aggregated Routing Request

Actions | Tools

Add Aggregated Routing Request  
(Creating RTS for destination number 1 among 1 selected destinations)

Destination Facility ID: **DC1**

Origin Facility ID:  

Pickup Start:  

Pickup End:  

Pickup#:

## 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. Please contact us if contact information needs to be updated.

## 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.

Please contact us if any dock hours need to be updated.

# 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 load carrier with corresponding pickup #'s
  - Not following Shipment Alert Notification email routing instructions
  - Shipment not ready
  - Duplicate RTS
  - Incorrect pickup address on RTS
2. A shipment is routed with an incorrect weight or freight class being entered on the RTS
3. A shipment is released to an incorrect carrier. This may result from failure to use pickup #s and not following Shipment Alert Notification email routing instructions.
4. A shipment of a collect order is shipped prepaid, or vice versa.
5. Shipment ID CS# is not entered on the Bill of Lading
6. 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
  - Not following Shipment Alert Notification email routing instructions
7. 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 1<sup>st</sup> – April 1<sup>st</sup> unless other dates are communicated via email by Home Hardware
  - “protect from freezing” is communicated **outside** of October 1<sup>st</sup> – April 1<sup>st</sup> unless other dates are communicated via email by Home Hardware
8. A shipment containing fully regulated dangerous goods is not communicated on the RTS by indicating “YES” by using the Hazmat drop down.
9. 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. 3, by email at [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca) or [US.Shipments@homehardware.ca](mailto:US.Shipments@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 12 for more information about reviewing and updating contacts.

## Courier Non-compliance

If you have a courier shipment, please contact US Shipments at [US.Shipments@homehardware.ca](mailto:US.Shipments@homehardware.ca) . Courier shipments are NOT to be routed through TMS. Please provide to following information when needing routing courier instructions:

- Ship from address
- Ship to address
- Purchase Order Number
- Number of pieces
- Weight and dimension (Length x Width x Height) for each carton

If an error occurs regarding a courier shipment, we intend to recover any additional costs incurred. A non-compliance penalty of \$100 may 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 72 inches.

Please contact Home Hardware TMS by email at [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca), [US.Shipments@homehardware.ca](mailto:US.Shipments@homehardware.ca) or by phone at 519-664-4751 ext. 3 if you require account numbers or any clarification of our courier guidelines.

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## 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 [ipr.compliance@homehardware.ca](mailto:ipr.compliance@homehardware.ca).

**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. 3 or by email at [tmsimport@homehardware.ca](mailto:tmsimport@homehardware.ca). Available 8:00 am to 4:30 pm EST, Mon – Fri.