



To our vendor and supplier partners:

Thank you for your continued partnership, and we're pleased to share we have key updates on your top administrative questions for doing business with True Value. Below, you'll find details on invoice submission and payment status checks, how to contact True Value Shared Services, sales and use tax certificates, and our W9.

Please share this information with anyone on your team who needs it, and please reach out to your True Value partner with any questions or to manage your contact information.

Invoice Submission & Payment Status

True Value processes invoices through Electronic Data Interchange (EDI). To check the status of your invoices, use the Vendor Remittance application on [VendorsOnline](#).

Allow up to 48 hours for invoice validation. If an invoice is rejected, it should be deleted from your system to prevent further notifications. For issues within the SPS Commerce system, please contact support@spscommerce.com.

Invoice FAQs

- Can True Value order under the Do it Best Corp. account?
 - No, True Value operates under TV Distribution Hardware LLC. For account setup or resets, contact edi.ecteam@truevalue.com.
- How can I confirm an invoice was successfully transmitted?
 - Use the Vendor Remittance application on [VendorsOnline](#). The form is located under Invoices & Payment.
- What should I do if an invoice is rejected?
 - Delete the rejected invoice from your system to prevent further notifications. For assistance, contact support@spscommerce.com.
- Can True Value transmit test documents?

- No, SPS Commerce handles all EDI testing. For document confirmation, contact support@spscommerce.com.

Contacting True Value Shared Services

The primary way to reach the team for most services is to visit truevaluecompany.com/vendor-inquiry. On this site, you can:

- Make payment inquiries
- Report invoice issues
- Create a case
- Submit accounts payable questions via case creation

Our dedicated vendor portal, [VendorsOnline](#), can also serve your payment inquiry, invoice, and case creation needs.

Additional contact resources

- Update your ACH banking information: Visit www.corcentric.com.
- For transportation inquiries, and for reporting and disputing overages, shortages and pricing, [access the new resolution form here](#).
- For EDI-related questions, reach out to edi.ecteam@truevalue.com.

Sales & Use Tax Certificates

The most recent Sales & Use Tax Certificates are available on VendorsOnline under the “Invoices & Payments” section. Please refer to this page for the latest updates.

W9

For your reference: [TV Hardware Distribution LLC W9](#)

If you have any questions, please reach out to your True Value partner. We appreciate your support and look forward to continuing our work together.

