



VBA on VOL

To ensure that True Value has the most current Vendor Buying Agreement on file and to provide an electronic method of submitting purchasing and freight terms, True Value is introducing an electronic agreement that can be signed on VOL via an electronic submission. This new process will allow for vendors at anytime to log on to VOL and view the current terms and conditions, view historical contracts, and to print a PDF of an existing or historical contract. Below are the process steps for submitting an agreement.

Process Steps:

1. Log onto VOL and review and update the **Vendor Buying Agreement found under the Vendor Info tab.**
2. You will be reviewing the **Purchasing Information** including Warehouse and DS payment terms, freight terms, and order minimums that are pre-populated with the current terms on file. You can also review the Drop Ship **Defective Allowance**, sign off on the **Supplier Performance compliance**, and agree to the **Terms and Conditions** for doing business with True Value.

Keep in mind that as you are reviewing your purchasing terms, this is not a request to renegotiate your current terms. This is to ensure that True Value is utilizing accurate purchasing and defective allowance information when conducting business with your company.

Should you need to submit changes, utilize the drop downs to select the new terms or minimums, which will auto-populate in the boxes below the current terms. This includes any Catalog Notes, Prepaid Min Comments, or Minimum Comments that you need to add to the agreement.

3. In the defective allowance section, click on the "Click Here for Contact Information" to review the current RGA (Return of Goods Authorization) contact information from your company. Should it need updating, contact the merchandising department to make the change.
4. Read through the remainder of the agreement including the Supplier Performance section and the Terms and Conditions. At the bottom of this agreement you will see a check-box to click, acknowledging that you have read and reviewed the information within these sections. Continue by filling out your name, your title, your phone number, and email address in the bottom section.
5. You will then choose a Product Merchant to submit the Agreement to using the drop down at the bottom of the page. In some cases the Product Merchant will be pre-populated for you. Note: If you are unfamiliar with which Product Merchant to select, first contact the merchandising department to determine who handles your product line.
6. You will now need to select a Requested Effective Date for Purchasing and Defective Allowance Information. This is a date chosen by you, should you be making any changes in the purchasing or defective allowance sections. Keep in mind this date will drive when your changes will take affect with True Value. First contact your Product Merchant to discuss any changes to ensure that you are in agreement on how these will affect go-forward orders.

If you do not have changes and agree with the terms and conditions, you can select a date that that is the next business day or another date of your choosing. Agreements that do not have changes will be processed through True Value immediately and will be approved and binding once the Product Merchant electronically submits the agreement for approval.

7. The agreement, once submitted will either state "Approved as of Date" (the date the Product Merchant submits) or "Approved, Processing Pending as of Date" (This is the date of the last approving party within True Value who submits approval) This implies that the Agreement is binding on that date but any changes you request in the Purchasing or Defective Allowance sections will be processed on the Requested Effective Date. As this date can be in the future from the Approval date, it will remain Processing Pending until the changes are put through in True Value's system.
8. You can now view a pending agreement in the drop down under the Agreement List. Once approved by the Product Merchant, it will change to reflect the approval date and can also be found in the drop down list. Any subsequent agreements that you sign will continue to be found in this listing.



9. If there are changes in the Purchasing Information or the Defective Allowance, the Product Merchant will review with their department and determine if they agree with the changes. At this time the Product Merchant could choose to reject back to you for further discussion or to review/update sections of the agreement. You will receive an auto email notification with a rejection message letting you know the status of the agreement.
10. Once all approving parties have approved the agreement, you will receive a final notification of the approved agreement and you can log onto VOL to obtain an electronic copy for your records.

FAQs:

Why do I need to sign this new Agreement?

This change was made for numerous reasons:

- *To create a central repository for collecting Vendor Buying Agreements and to produce a secure location where they could be easily viewed.*
- *Vendors wanting to update purchasing terms or defective allowance now have an electronic method of submitting these changes.*
- *Vendors and True Value Associates can view at anytime the PDF's of historical and current contracts on file.*

Once I sign this agreement, how long is it good for?

The vendor buying agreement will remain in effect until either party chooses to amend the agreement. If you are choosing in the future to make changes to the agreement phrasing or the purchasing information sections, a new agreement will not be in effect until approved by True Value. Upon that approval date, a new agreement will take effect.

Who within my company can sign this agreement?

Anyone who is authorized by your company to sign on their behalf can sign the agreement. If you are unsure if you meet these requirements, contact your Legal Department to determine who that person is.

What happens if I select a Requested Effective Date several months in the future? Is this not in effect once I submit the electronic approval?

Vendors can choose any effective date that meets the needs of their company based on any changes they make to the purchasing terms and defective allowance sections. Often companies will choose a date that matches their fiscal year when making these kinds of changes. If that date is far into the future, True Value will still continue the internal approval process, and once all parties (Merchandising, Finance, Transportation, and Inventory) submit their approval, the contract is then approved and binding as of that date. The effective date applies to any changes and will be executed on that date. Should the effective date be in the past after all parties approve, then the effective date will match the final approval date. Keep in mind what date you select and how this will impact any new terms going forward.

How much time do I have to review and approve a VBA on VOL?

*We are asking that Vendors log onto VOL and approve their agreements by **January 31st, 2011** to ensure that both the Vendor and True Value have a current agreement on file.*

I am a DS only vendor, do I have to sign this agreement?

Both Warehouse and DS Vendors need to have a current agreement signed and on file if doing business of any kind with True Value.



Why does the Defective Allowance section only pertain to DS?

The Defective Allowance at the Vendor level only applies to the Drop Ship Program and has been re-worded in the new agreement to reflect this. For warehouse stock items, the Defective Allowance applies at the item level and is designated at the time of item setup in VMD.

What if I'm a brand new Vendor, how will I submit this agreement?

New Vendors currently receive in their Vendor Packet the older version of the Vendor Buying Agreement. At the time of setup you need to fill out this form with your purchasing and defective allowance information and agree to the terms and conditions. Once you are set up in the system and have access to VOL, additionally you will have to enter the new VBA screen and click submission for the electronic version. In the future, all brand new vendors will be directed to the VBA screen when they first enter VOL and will be able to submit based on a blank form where they will populate the purchasing and defective allowance information.

I am unfamiliar with the Purchasing Terms and their meaning, where would I find this information?

Within each section of the agreement, there is a link to the policies and procedures for that section. Click on these links found on the right side of the page and it will take you to a detailed document that describes in full the payment and freight terms and other related information.

What if I have a Pending Agreement but need to make additional changes?

Contact your merchandising department to discuss the further changes to be made. If the Product Merchant has not submitted their approval, they can reject back to you for further changes. If they have submitted, then they will work with the approving parties within True Value to un-release the agreement so that you can submit a new version. The previous version, should it contain purchasing or defective allowance changes will not be executed unless otherwise communicated. The newest version will then be executed accordingly.

I've filled out the agreement but am getting error messages at the top of the screen, what does this mean?

Ensure that you are filling out all the required information throughout the document. Any missing information will be highlighted in Red and changes made to the purchasing or defective allowance sections will be highlighted in Yellow. Read the error message at the top of the screen to determine what is missing in your submission. Required fields are: check-box in the Supplier Performance, check-box in the Terms and Conditions, Authorized Name, Title, Email, Phone, Product Merchant selection, and Requested Effective Date. Should you encounter any technical issues, email Technical Support at vol@truevalue.com

What if I have an Approved Agreement but need to make additional changes in the future?

Once an agreement has been signed, it's possible in the future that there will be changes to Purchasing or Terms conditions, and all of those changes must be submitted through this process going forward. If you need to make an update to the Purchasing information, click on the "Create New Agreement" Button in the upper right hand corner of the Vendor Buying Agreement and it will unlock the fields to be edited. Once the changes are made, submit to your Product Merchant for Approval. After True Value approves and updates the change within their system, this will create a new Agreement that will be the go forward version and will be available in the drop down for viewing. Any previous agreements will be terminated, but will be housed in the drop down as an archive for reference.