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## Direct to Consumer Business Requirements

\*Updated 10/2020

Valued Partner,

Welcome to EDI with Tractor Supply! Below is a summary of the required EDI documents for Direct to Consumer. Please review these requirements with your EDI, Accounting, IT and Shipping Managers. For technical assistance and EDI specs, please contact our EDI team or Direct to Consumer Specialist (listed on page 3).

### **Inventory Inquiry/Advice (EDI 846):**

- Must be sent Monday- Friday at least once a day.
- We only accept EDI 846 transactions. CSV, XLSX, XML not supported.
- Must continue to send update with 0 quantity for discontinued items and/or out of season
- Available quantity must be listed in the SCH segment
- The dates must be current in all date fields; we do not accept back order/future inventory
- Valid product information must be used (UPCs)
- Exemption: Product that is customized, personalized or made to order: Refer to your Merchant

### **Purchase Order (EDI 850):**

- Drop Ship orders are compiled and transmitted real time.
- A PO contains a purchase order number and customer order number (both will be needed for parcel label)

### **Purchase Order Acknowledgement (EDI 855):**

- Purchase Order Acknowledgement is only used for vendor initiated line item or purchase order rejections
- No partial line items may be rejected

### **Advanced Ship Notice (ASN) (EDI 856):**

- Must be sent when goods leave the vendors facility
- Must match the TSC purchase order
- Must contain valid and accurate tracking information
  - The MAN segment is required for all parcel items
  - The REF CN segment is mandatory for all freight shipments

### **Purchase Order Change (EDI 860):**

- Purchase changes are only used to cancel purchase orders.
- Initiated by TSC

**Invoice (EDI 810):**

- Must match the product information as the ASN exactly
- Must be sent after ASN is submitted
- Invoices sent for cancelled orders will be rejected.

**Return to Vendor (RTV) (EDI 180):**

- Return Process:
  - Customer initiates a Return Order on TSC website
  - Carrier picks up Return Order from customer
  - EDI 180 document is sent to the vendor from TSC notifying Return Order is on its way
  - Carrier delivers Return Order to vendor
  - Vendor sends EDI 180 document to TSC confirming receipt of Return Order
- Vendor has 4 days to process the 180 after receipt of the return
- After 4 days, TSC will automatically close the Return and deduct the Return from the vendor.
- Please note, TSC will not wait for an RMA/RGA from the vendor to complete the return.
- RTV 180 EDI ID is different from the ID's for the rest of the EDI documents.
- If you need to confirm/change your return address, please reach out to us at [DropShipMC@TractorSupply.com](mailto:DropShipMC@TractorSupply.com).

## **Direct to Consumer Shipping Requirements**

### **Routing & Shipping:**

- Shipments less than 150 lbs. must use TSC's UPS account number: 87W6A8, Billing Address: 5401 Virginia Way Brentwood, TN 37027. 3<sup>rd</sup> Party Billing
- Shipments over 150 lbs. or oversized, including odd dimensions will be shipped via XPO freight

### **UPS Shipping Label**

- Parcel label is required for all UPS orders (refer to page 4)
- Customers Order number must be listed on the REF#1 field.
- Vendor must set account with UPS to not allow reroutes (i.e customers should not be allowed to change the delivery address after the order has been placed).

### **Packing Slip**

- This is not required. TSC electronically sends this to the customer upon shipment.

### **LTL Order and BOL Requirements**

Tractor Supply Company will maintain the customer relationship.

- Order is received by Vendor
- Vendor picks/packs order
- Product and BOL are supplied to the LTL carrier
- Order ships
- Tracking Number sent back to TSC via EDI (856)
- LTL Carrier will call Tractor Supply Company's Customer Solutions Team if further Delivery information is needed.
- BOL is required for all freight orders (refer to page 5 and 6)
- Customer preferences will be transmitted and required to display on the BOL. This information includes requested delivery date, time, location type (Residential/ Commercial) and if a Lift Gate is authorized.

If you have questions on these business requirements feel free to reach out to our Vendor Performance Team:

### **Direct to Consumer Performance Team**

- EDI - [EDICoordinator@TractorSupply.com](mailto:EDICoordinator@TractorSupply.com)
- On-boarding Direct to Consumer Specialist - [DropShipCoordinator@TractorSupply.com](mailto:DropShipCoordinator@TractorSupply.com)
- Customer Relations – [DropShipMC@TractorSupply.com](mailto:DropShipMC@TractorSupply.com)
- Accounting – [AskAP@TractorSupply.com](mailto:AskAP@TractorSupply.com)
- For Content and New items added to the site reach out to your Merchant and Merchant Coordinator

### Direct to Consumer UPS Label Requirements

1. Ship From address should be Tractor Supply's Distribution Center  
TSC Distribution Center  
ATTN: Online Order  
100 Raines Drive  
Franklin, KY 42134
2. Ship To address should be populated with customer information
  - a. **Please add C/O Tractor Supply in this ship to line as well.**
3. The TSC customer order number is to be listed in the Customer/Supplier Zone as REF#1.  
Secondary to the order number is the PO number in REF#2.
4. If needed, previous Drop Ship vendors have had success meeting these carton label requirements with the assistance of a UPS WorldShip representative.
5. TSC's UPS account number: 87W6A8, Billing Address: 5401 Virginia Way Brentwood, TN 37027.

#### **3rd Party Billing.**



### **LTL Bill of Lading Requirements**

The Bill of Lading should include the following information in regards to the customer:

- Customer's Ship To Name and Address
- Customer's Contact Phone Number
- Customer's requested delivery date and time
- Any other notes indicated on the Purchase Order (such as Lift Gate Needed)
- Third Party Bill to information:  
LTL CONWAY orders should be billed to us at:  
TRACTOR SUPPLY  
PO BOX 7000  
Brentwood, TN 37027

When filling out the BOL, "Tractor Supply" must be listed as the first company name in the "Shipper (From)" box. The inclusion of your company name in addition to "Tractor Supply" as the shipper is optional. This is required for BOLs generated at all of your fulfillment locations. Depending on the number of lines in the ship-from box on the BOL, the ship-from field should look like one of the three following examples:

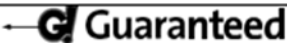
1. Tractor Supply  
Your Address

2. Tractor Supply % Your Company Name  
Your Address

3. Tractor Supply  
Your Company Name  
Your Address

**XPOLogistics****STRAIGHT BILL OF LADING**DRIVER PLEASE NOTE  
IF SINGLE SHIPMENT  
CHECK BOX BELOW  
☐SHIPPER  
PLEASE NOTE**FREIGHT CHARGES ARE PREPAID UNLESS MARKED COLLECT**☐ COLLECT

ORIGINAL... NOT NEGOTIABLE

PLACE PRO LABEL HERE		Motor Move	DATE		PO NO <b>PO Number</b>	SHIPPER NO
			CUSTOMER'S SPECIAL REFERENCE NUMBER			
SHIPPER (FROM) <b>Tractor Supply %Your Company Name</b>			CONSIGNEE (TO) <b>Customers First and Last Name</b>			
STREET <b>Your Address</b>						
CITY, STATE/PROVINCE, ZIP/POSTAL CODE		(TELEPHONE)	CITY, STATE/PROVINCE, ZIP/POSTAL CODE		(TELEPHONE)	
			<b>Customers Address</b>		<b>Customers Phone #</b>	
BILL TO <b>Tractor Supply</b>			CUSTOMER'S BROKER			
STREET <b>PO Box 7000</b>			STREET			
CITY, STATE/PROVINCE, ZIP/POSTAL CODE		(TELEPHONE)	CITY, STATE/PROVINCE, ZIP/POSTAL CODE		(TELEPHONE)	
<b>Brentwood, TN 37027</b>						
ACCOUNT CODE						
<b>Third Party Billing</b>						
NUMBER SHIPPING UNITS	HM	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS Hazardous material sequence (SHIP) must read: UNNAIDED, proper Shipping name, Hazard class and Packing group (SUBJECT TO INSPECTION AND CORRECTION)			NMFC NO	CLASS OR IDENTITY OF ARTICLES
		<b>Customers requested delivery date and time</b>				WEIGHT (Subject to Declaration) * lb .kg
		<b>Any other notes indicated on the Purchase Order</b>				
		<b>(such as Lift Gate Needed)</b>				
COD AMOUNT: \$		COD + Prepaid Fee: + Collect		RENT COD TO		
<input type="checkbox"/> U.S. + Canadian				ADDRESS		
NOTE: Consignee's company check made payable to the Shipper will be accepted by XPO Logistics Freight and forwarded to shipper unless otherwise directed to do so by the shipper.				CITY STATE/PROVINCE ZIP/POSTAL CODE		

Notice: Unless the Shipper completes the requirements as provided below, Carrier's liability shall be limited as stated herein and in Tariff CNWY-199 in effect on date of shipment, which is available on line at [www.xpo.com](http://www.xpo.com) or may be obtained upon request to Carrier. Shipment is subject to the release value provisions of the NMFC as set forth in paragraph 2 on the reverse side of this Bill of Lading. In no event shall Carrier be liable for loss of profit, income, interest, attorney fees, or any special, incidental or consequential damages.

Carrier liability with shipment originating within the United States: Carrier's liability shall be based on actual NMFC class of the shipment and is limited between \$1.00 and \$25.00 per pound as set forth in Tariff CNWY-199. Carrier's liability for all household goods, personal effects, and articles other than new, including but not limited to used, remanufactured or refurbished articles shall not exceed \$1.00 per pound per individual lost or damaged piece within the shipment. Carrier's highest level of liability is \$25.00 per pound per individual lost or damaged piece within the shipment, subject to a \$100,000.00 maximum total liability per shipment. Shipper may increase Carrier's limits on liability if the shipper declares excess value on the bill of lading below, requests excess liability coverage from the Carrier and pays an additional charge. For this purpose the declared value of the property is hereby specifically stated by the Shipper to be \$\_\_\_\_\_ and Shipper agrees to pay an additional charge for excess liability coverage. Total declared value may not exceed \$999,999.99 per shipment.


Carrier liability with shipment originating within Canada: Unless the Shipper completes the Special Agreement below, declares the value in the box below and agrees to pay the excess liability charge of insuring where indicated, Carrier's maximum liability is CAN\$2.00 per pound (CAN\$4.41 per kilogram) per individual lost or damaged piece within the shipment, subject to a maximum total liability per shipment of CAN\$20,000.00, and provided further that Carrier's liability on household goods, personal effects articles other than new articles, including but not limited to used, remanufactured or refurbished articles, shall not exceed one dollar (\$1.00) (US\$1.00) per pound per individual lost or damaged piece within the shipment.

**SPECIAL AGREEMENT:** Declared Value: CAN \$\_\_\_\_\_ per pound. (Declared value may not exceed CAN \$100,000.00 per shipment.)  
Shipper agrees to pay excess liability charge: \_\_\_\_\_ (Shipper's Initials)

Where the NMFC classification is dependent on value, shippers are required to state specifically below in writing the declared value of the property as follows: The declared value of the property is specifically stated by the shipper to be not exceeding \$\_\_\_\_\_.

Shipper's Certification: I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labeled/placarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations.

Shipment Received: The shipment is received subject to Tariff CNWY-199, Carrier's pricing schedules, terms, conditions and rules maintained at Carrier's general offices in effect on the date of issue of this Bill of Lading, as well as the National Motor Freight Classifications (NMFC), the Hazardous Materials Transportation Regulations (Title 49 — CFR, Subtitle B, Chapter 1, Sub Chapter A-C), and the Household Goods Mixture Guide (HHGS 106 Series), for shipments originating in the United States; and the Canadian Motor Vehicle Transport Act, the Transportation of Dangerous Goods Act, and the regulations in force in the provincial jurisdiction at the time and place of the shipment for shipments originating in Canada. The property described on this Bill of Lading is in apparent good order, but only to the extent that it is unobscured and visible without further inspection and except as noted or marked. The property is consigned and destined as indicated above. The word Carrier is defined throughout this contract as meaning any person or corporation in possession of the property under this contract. It is mutually agreed as to Carrier and each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all of this Bill of Lading's terms and conditions in effect on the date of shipment, including, but not limited to, the "Terms and Conditions" listed on the back side of this Bill of Lading.

SHIPPER	X	CARRIER	<input checked="" type="checkbox"/> XPO LOGISTICS FREIGHT, INC. <input checked="" type="checkbox"/> XPO LOGISTICS FREIGHT CANADA INC.	
AUTHORIZED SIGNATURE		AUTHORIZED SIGNATURE		

## **Direct to Consumer On-boarding Checklist**

DTC Vendor,

We want to streamline our on-boarding processes, reduce down time and make it easy for you to get up and running within 8 weeks, with no interruptions and no logistical headaches. Your account has a dedicated team which means very quick response times; we are dedicated to our mutual success. We have created a DTC check list for you to easily be able to identify how the testing will flow. To make the on boarding process a success we need your team's cooperation. Please feel free to reach out to us should you have any questions. We look forward to partnering with you!

- ✓ **Vendor Qualification**
  - ✓ Vendor Agreements and Compliance Forms
  - ✓ Vendor Number Assigned
  - ✓ Sku Creation
  - ✓ Content Job Submitted
  - ✓ AS2 Communications
- ✓ **Vendor Testing**
  - ✓ EDI Mapping Setup
    - ✓ 846
    - ✓ 850
    - ✓ 855
    - ✓ 856
    - ✓ 860
    - ✓ 810
    - ✓ 180
  - ✓ **Shipping Documents**
    - ✓ UPS Label
    - ✓ BOL (if shipping freight)
    - ✓ EDI Connection Approved for Production
- ✓ **Web Content**
  - ✓ Inventory Feed Uploaded
  - ✓ Atlas Content Completed
- ✓ **Vendor Go Live**
  - ✓ Go Live!