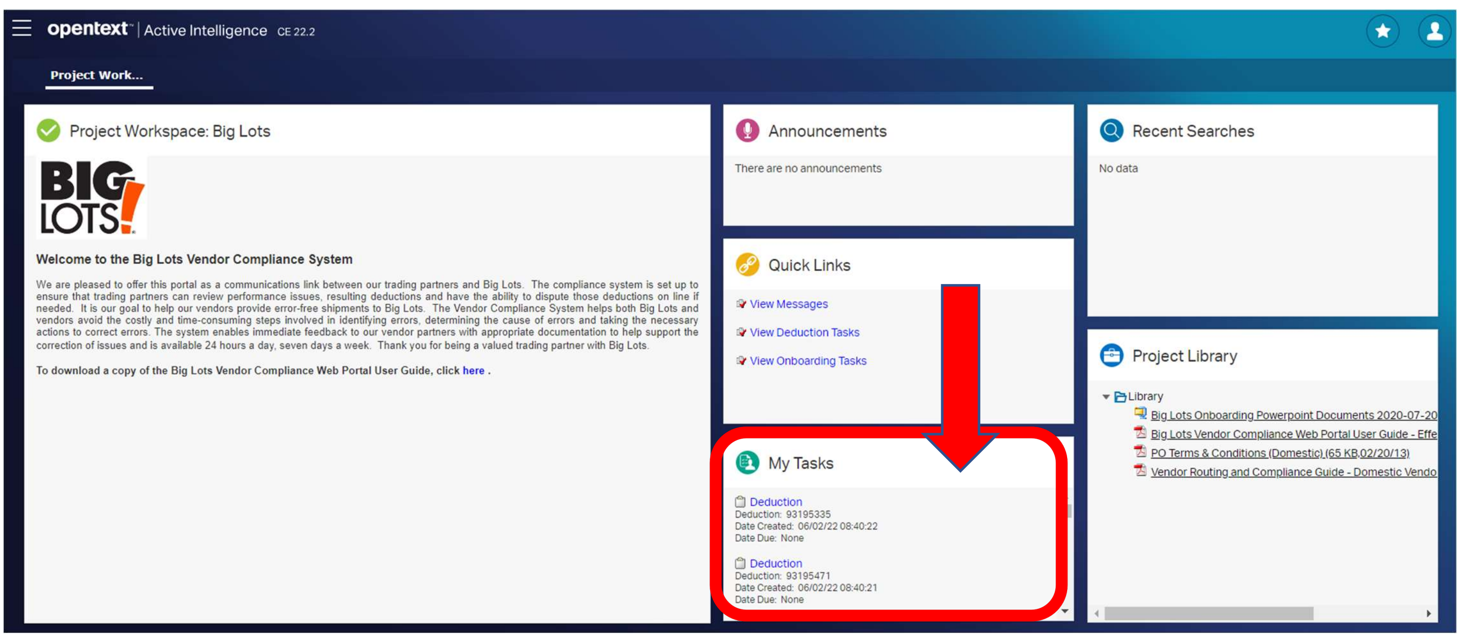
Vendor Compliance Portal User Guide

Big Lots Vendor Compliance portal: https://visibility.inovis.com/dataquality/xclient/BigLots

- Bookmark the above URL. Our portal will work with Mozilla Firefox, Google Chrome, or Microsoft Edge. Other browsers are not currently supported.
- Click the "Forgot your password?" option to create or reset your password. If you do not see the security email within a couple of minutes, check your spam folder, as automated emails can sometimes get trapped there. If you have any issues with the logon process, email us at vendorcompliancemanager@biglots.com for assistance.
- Only Vendor Compliance/Freight Payment/Pre-ticketing deductions with a 12-digit numeric Invoice Reference # on your payment remittance advice are in this portal. Shortage deductions assessed by Accounts Payable, for example, will not be in this portal. Contact Accounts Payable apvendorinquiries@biglots.com for help with deductions that team assessed.

The screen shot below shows what your home page will look like once you've logged in. It displays a high-level view of various tasks, announcements, and other information. The "My Tasks" tile will list current deductions eligible for dispute (less than 90 days old). Dispute instructions are on pages 5-6 of this guide.



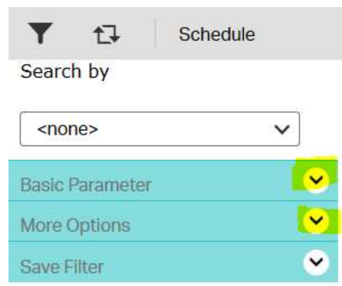
To Look Up a Deduction in the Compliance Portal

Not only do we automatically email compliance deduction notifications as they're assessed (to the primary contacts we have on file at your company), we also provide you with access to our compliance portal, so you have a self-service means to review/retrieve deduction information at any time.

1. Click the click the "hamburger" menu button in the upper left corner > Deductions > Deductions

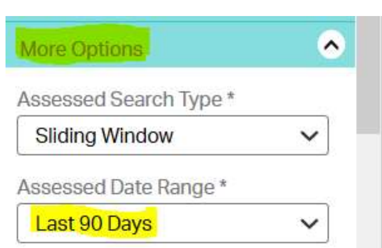
2. You should see a "Search by" filter panel on the left side of the screen. If you don't, click the filter button

3. Expand the Basic Parameter and More Options areas if they are collapsed:

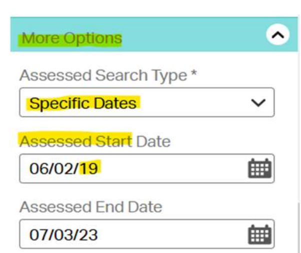


4. **Be sure to open up the date range under the More Options section (it defaults to Sliding Window with "last 24 hours" – we recommend searching with Sliding Window of "last <u>90</u> days" or select Specific Dates and widen the date range itself for deductions older than 90 days).** The system will list all your assessed vendor compliance/freight payment deductions that fit your search criteria. Use the filter on the left side to limit the results or to search for a specific deduction.

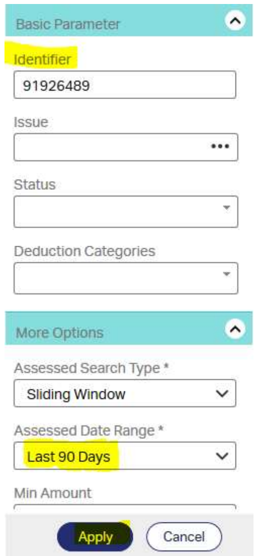
5. If you'd like to narrow your search to a specific deduction, use the filter panel on the left. **Again, be sure to open up the date range under the More Options section** (it defaults to Sliding Window with "last 24 hours" – we recommend searching with Sliding Window "last <u>90</u> days" or use Specific Dates with the calendar buttons to widen the date range itself). It's important to start with an Assessed Start Date back to a prior year to be able to find older deductions. Hit the Enter key or click the blue Apply button Apply at the bottom of the filter to apply your search.



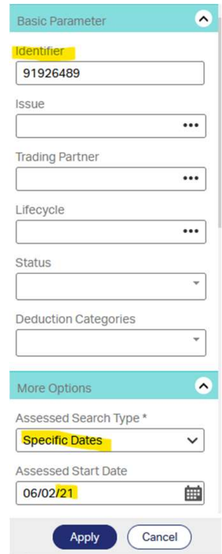
OR



6. In the filter panel itself, the Basic Parameter field called “Identifier” refers to the Big Lots PO number. Enter the PO number without any leading zeroes:

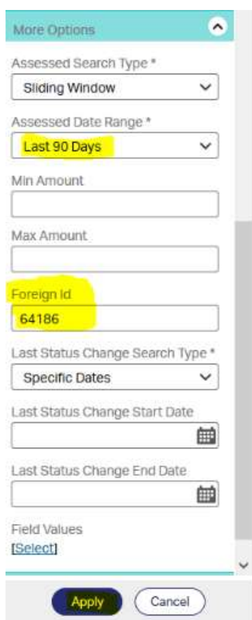


OR

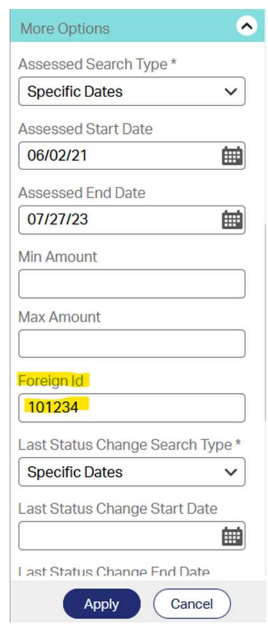


7. If you’re looking up deductions based on the “Invoice Reference #” (the 12-digit numeric value on your payment remittance advice), you will use the More Options field called “Foreign ID” and enter the last 5 or 6 digits of your Invoice Reference # into that field.

   - For example, if the Invoice Reference # (on your payment remittance) is 874000064186, this is the Big Lots DC 874, plus 4 zeroes, plus the Foreign ID value of 64186; use those last 5 digits to search the Foreign ID field. If your Invoice Reference # is 869000101234, use those last 6 digits to search the Foreign ID field.

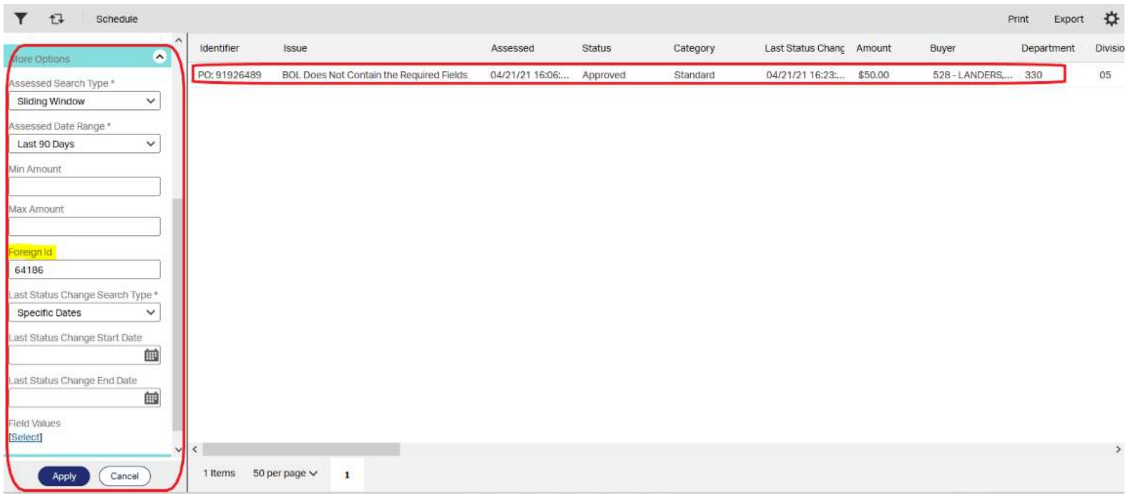


OR

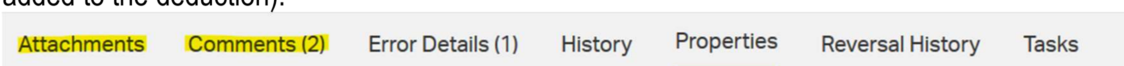


   - **Deductions assessed through the Big Lots Vendor Compliance system will have a 12-digit numeric “Invoice Reference” number in the format described above and they are available from this portal. Deductions assessed by the Big Lots Accounts Payable team will have an Invoice Reference value in a different format; you’ll need to contact apvendorinquiries@biglots.com for those deduction details. They will not be available in this portal.**

8. Click the "Apply" button at the bottom of the filter panel to find the deduction(s) that meets your search criteria. Search results will appear on the screen if any match is found for your search, as shown below:



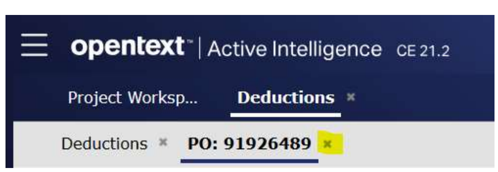
9. To view one deduction directly from the list, double click the deduction itself to open/review it. **With the deduction opened, click on the deduction toolbar to view Comments and/or Attachments** (such as photos or paperwork added to the deduction):



10. You can also export a single deduction and its details to a PDF using the PDF Report button at the bottom right side of the screen. You must select the "Export" option; the "Send as Email" option is not enabled. Or you may print the deduction using the printer button at the bottom on the left side of the screen.

11. If you didn't specify a PO number or Foreign ID number and your search results show a list of several deductions, you may click the Export button on the gray toolbar on the right-hand side of the screen to dump the list of deduction details to an Excel spreadsheet. If you want to see all columns from the deductions on your Excel export, first click the "gear" button and check the columns you want to see in the Manage Columns dialogue box. You can select some fields or all and drag/drop them into any order you prefer; that's up to you. Useful columns to select are Identifier, Issue, Assessed, Status, Amount, DC, Buyer, Last Comment, Big Lots Shipment Number, and Foreign ID. Once you've selected the fields/columns you want, click OK. Then go back and click the Export button to export your deduction details to Excel.

12. When you're finished with that deduction review, click the X beside the PO # toward the top to close it:



To reduce scrolling within a deduction page view, you may zoom in or out on your browser: Ctrl – (control + minus sign) will zoom out, and Ctrl + (control + plus sign) will zoom in. To reset the zoom, press Ctrl 0 (Ctrl-zero).

To File a Compliance/Freight Payment Deduction Dispute

If you feel a deduction was assessed in error, you may file a dispute in our portal within 90 days of the deduction assessed date. Disputes sent via e-mail (or phone) will not be reviewed. Any deduction not disputed by the vendor within **ninety (90) days** of the deduction assessed date will stand as is without further review.

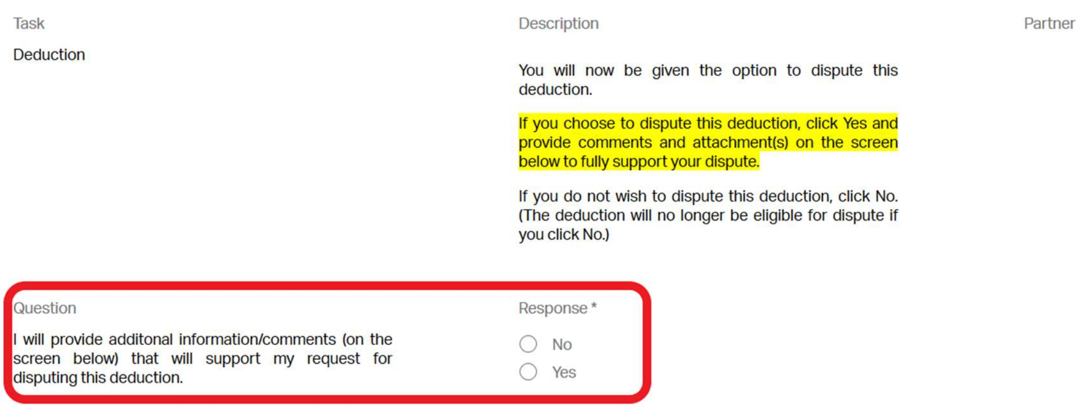
- Attach your backup to fully support the dispute and provide comments to explain why you feel the deduction was assessed in error, then save the task in the system for that deduction. Specific instructions with screen shots are listed below.

- The Vendor Compliance team will review the compliance dispute and reverse/remove the deduction if warranted. Any Freight Payment deductions disputed will be reviewed by the Big Lots Inbound team. If the dispute is rejected, the deduction will remain as is. Any compliance deductions reversed by Vendor Compliance do not necessarily relieve the vendor of any freight shortage deductions applied by Accounts Payable.

1. On the main screen of the portal, any deductions eligible for dispute will appear in the "My Tasks" tile. Click on the deduction link to begin the dispute process. If you do not see the option to dispute (or there are no recent deductions listed in "My Tasks" on the main page), your portal permissions may not be set accordingly; contact vendorcompliancemanager@biglots.com for help.

2. The deduction will now open; scroll down/up to see the deduction in its entirety.

3. Acknowledge that you want to proceed with the dispute; click "Yes" to continue with the dispute. **If you click "No" at this point, the dispute process ends and you will not be able to dispute it.**



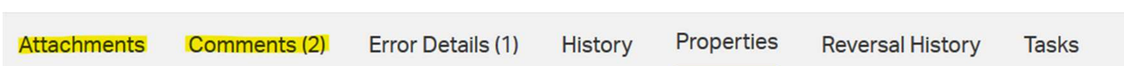
4. After clicking “Yes” to begin a dispute, scroll down on that same screen and **add your full comments** to explain why you are disputing (or why you feel the deduction was assessed in error).

5. **You must also attach all supporting documentation to your dispute.** You can enter a description of each file attachment you add, but comments about why you’re disputing should be entered in the Comments section on the dispute screen (see Step 4 above), <u>not</u> in the attachment description field. Supporting documentation/attachments would include emails with your Big Lots buyer, emails from carriers or our Inbound team, a BOL showing the seal number, etc. (whatever documentation is pertinent to back up the dispute you’re filing). If you do not provide supporting documentation for the dispute, we may not be able to consider a reversal and the deduction will stand as is.

6. Click the Save & Close Task 

button to complete the dispute task. The deduction should no longer show in your “My Tasks” tile on the Project Workspace main page.

7. When the dispute has been reviewed by Big Lots, our compliance system will send an automated email to you with the dispute decision. To view the comments/attachments we added during the dispute review process, log back into the compliance portal, look up that specific deduction (follow the steps on pages 2-4 in this guide) and you will be able to select and view the comments and/or attachments we added during the dispute review process.



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Adding or Updating Portal Users/Contacts for Your Company

If you want to have a new user added to the compliance portal (for future compliance/freight payment deduction notifications, monthly scorecards, routing alert reminders, tips of the month, and general vendor announcements, etc.) or to remove a user no longer with your company or the Big Lots account, simply email the name/title/phone/email address to Vendor Compliance (vendorcompliancemanager@biglots.com) and we will take care of updating your contacts for you.

Big Lots Corporate Web Site Downloads Available

- Vendor Compliance Info, including a copy of the current Routing & Compliance Guide:

  http://www.biglots.com/corporate/vendors/routing-and-compliance

- EDI Enablement Info, including all EDI document specifications:

  https://www.biglots.com/corporate/vendors/edi-enablement

- Transportation Management System Info, including routing portal/appointment training materials:

  https://www.biglots.com/corporate/vendors/tms

If you would like to schedule a call with Vendor Compliance for a full Logistics review; please let us know. If you have questions about the compliance portal or the deduction process, please contact the Vendor Compliance team:

Big Lots! | Vendor Compliance Department | vendorcompliancemanager@biglots.com

Anthony Fabro | Vendor Compliance Manager | 614-278-3868

Karen Smith | Vendor Compliance Sr. Analyst | 614-278-3393

Jeffrey Beckwith | Vendor Compliance Analyst | 614-278-3864

Big Lots! | 4900 E. Dublin Granville Road | Columbus, OH 43081-7651