

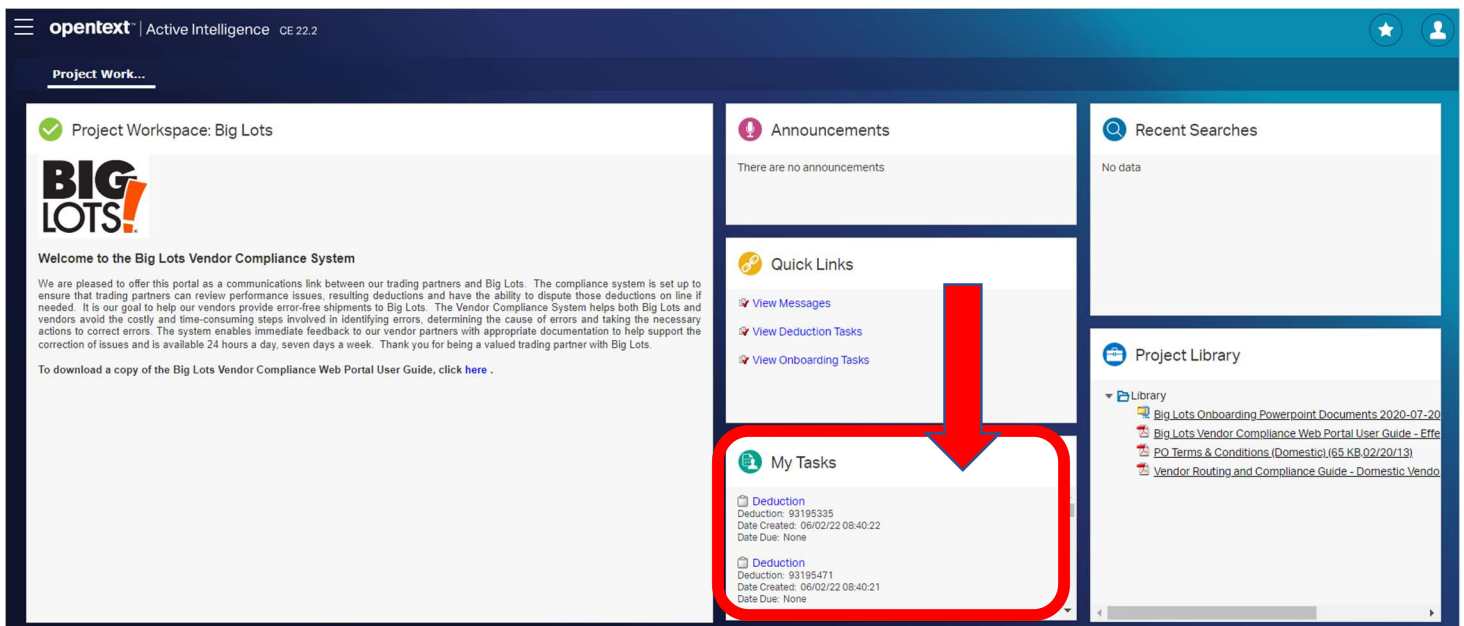


Vendor Compliance Portal User Guide

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.
- Please note that only Vendor Compliance/Freight Payment/Inbound/Preticketing deductions are in this portal. Any shortage deductions assessed by our Accounts Payable team, for example, will not be in this portal. You can reach out to the Big Lots Accounts Payable team directly at APVendorInquiries@biglots.com for help with deductions they've assessed.

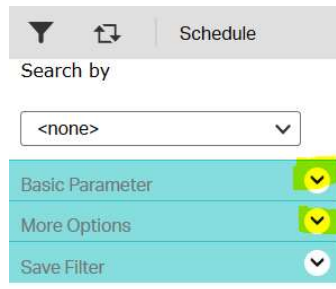
The screen shot below shows what your home page will look like. It displays a high-level view of various tasks, announcements, and other information. The "My Tasks" tile will list any tasks to be completed or current deductions eligible for dispute (less than 90 days old).





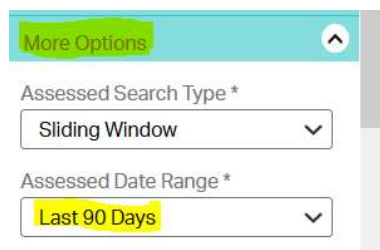
To Look Up a Deduction in the Compliance Portal

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 if you need it.

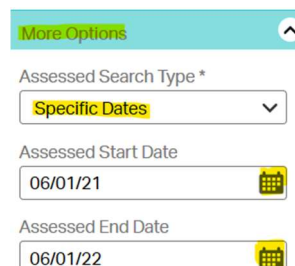
1. Click the "hamburger" menu button  in the upper left corner > Deductions > Deductions
2. You should see a "Search by" filter panel on the left side of the screen. If you don't, click the filter button  button
3. Expand the Basic Parameter and More Options areas if they are collapsed:



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 "last 90 days" or select Specific Dates and widen the date range itself).** The system will now list all your assessed vendor compliance/freight payment deductions. 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 90 days" or use Specific Dates with the calendar  buttons to widen the date range itself). Hit the Enter key or click the blue Apply button  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:

Basic Parameter

Identifier

91926489

Issue

Status

Deduction Categories

More Options

Assessed Search Type *

Sliding Window

Assessed Date Range *

Last 90 Days

Min Amount

Apply Cancel

7. If you’re looking up deductions based on the “Invoice Reference #” on your payment remittance advice, you will use the More Options field called “Foreign ID” and enter the last 5 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.

More Options

Assessed Search Type *

Sliding Window

Assessed Date Range *

Last 90 Days

Min Amount

Max Amount

Foreign Id

64186

Last Status Change Search Type *

Specific Dates

Last Status Change Start Date


Last Status Change End Date

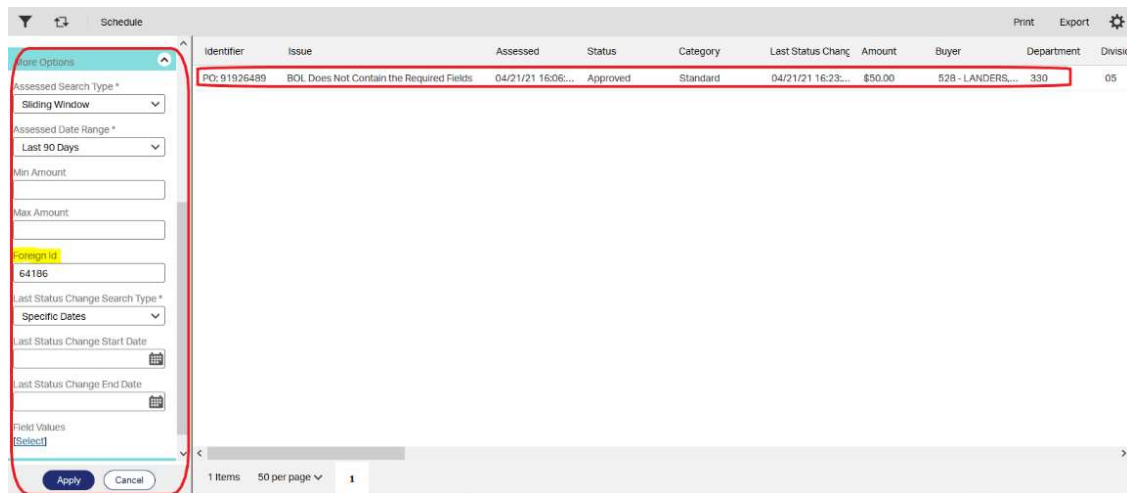
Field Values

[Select]




Apply Cancel

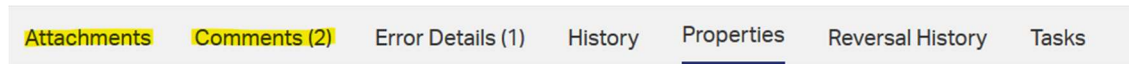
- **Deductions assessed through the Big Lots Vendor Compliance system will have a 12-digit “Invoice Reference” number in the format described above and they are available from this portal. Deductions assessed by the Big Lots Accounts Payable team will have an Invoice Reference value in a different format; 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:

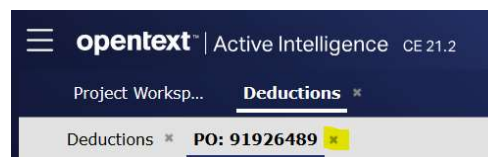


Identifier	Issue	Assessed	Status	Category	Last Status Chang	Amount	Buyer	Department	Division
PO: 91926489	BOL Does Not Contain the Required Fields	04/21/21 16:06:...	Approved	Standard	04/21/21 16:23:...	\$50.00	528 - LANDERS...	330	05

9. If you didn't specify a PO number or Foreign ID 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 to dump the list of deduction details to an Excel spreadsheet if you prefer to do so.
10. To view one deduction directly from the list, double click the deduction itself to open/review it. Click on the deduction toolbar to view Comments and Attachments:



11. You can also export the 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.
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 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 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 date will stand as filed without further review.

- Simply attach your backup to fully support the dispute, provide comments to explain why you feel the deduction was assessed in error, and complete the task in the system for that deduction. Deductions assessed prior to July 2022 will have two dispute tasks; please complete both tasks to properly file your dispute. Specific instructions are listed below.
 - The Vendor Compliance team will review the 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.

Task	Description	Partner
Deduction	<p>You will now be given the option to dispute this deduction.</p> <p>If you choose to dispute this deduction, click Yes and provide comments and attachment(s) on the screen below to fully support your dispute.</p> <p>If you do not wish to dispute this deduction, click No. (The deduction will no longer be eligible for dispute if you click No.)</p>	
<div><div>Question</div><p>I will provide additional information/comments (on the screen below) that will support my request for disputing this deduction.</p></div> <div><div>Response *</div><p><input type="radio"/> No</p><p><input type="radio"/> Yes</p></div>		

4. Click the Save & Close Task  button to complete the dispute task. If the deduction still shows in your “My Tasks” tile on the Project Workspace, there’s a 2nd task to complete that dispute. (Deductions assessed prior to July 2022 will have two dispute tasks; deductions assessed after July 2022 will have just one dispute task).

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).

Adding or Updating Portal Users/Contacts for Your Company

If you want to have a new user added to the portal (for future deduction notifications, monthly scorecards, routing alert reminders, general vendor announcements, etc.) or need 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 that 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