ACE VENDOR UNIVERSITY

COURSE CATALOG 2021

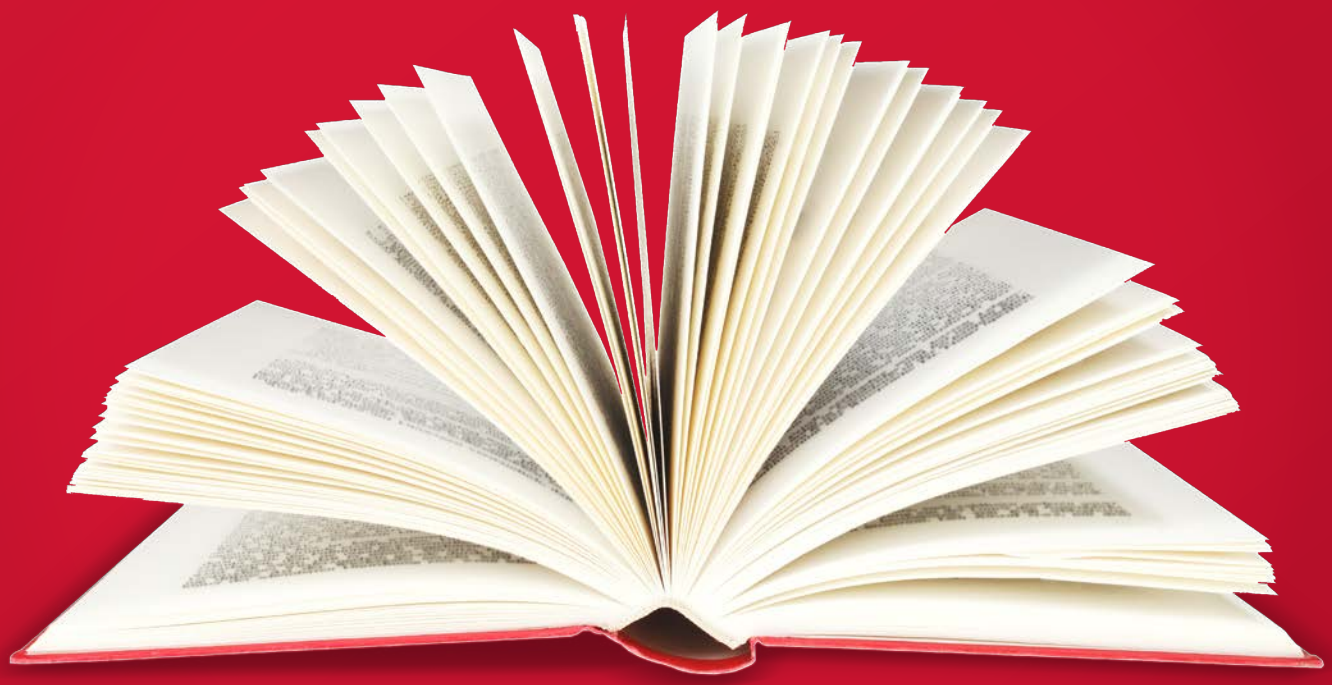




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WELCOME!

Welcome to Ace Vendor University!

At AVU, it is our mission to provide high-quality, accessible and innovative educational programs that meet the diverse needs of our vendors who are pursuing the advancement of their brand.

We are champions of learning by doing. We call it engaged learning. This approach takes the best content from subject matter experts, printed materials and video content and combines it with countless opportunities for practical application. Since our establishment, we have created connections that help our vendors expand their company's reach and become better partners to Ace Hardware and our retailers.

We encourage you to explore AVU's course catalog. Our range of offerings reflects our dynamic approach to vendor education. With your participation in our training, you will gain the knowledge and expertise on how best to work with the top hardware wholesaler in the world. From understanding reporting to becoming an expert in Ace applications and processes, the tools to your success with Ace are here.

Want to get started? Refer to the training checklist on this page for your next steps!

So again, welcome to Ace Vendor University.
We are looking forward to working with you!

TRAINING CHECKLIST

- ☐ Review this catalog for training opportunities that align with your company goals
- ☐ Familiarize yourself with Ace Learning Place for vendor learners
- ☐ Register for required training programs within your first three months with Ace
- ☐ Take advantage of the available training packages, including our All-Access training program
- ☐ Complete New Item Onboarding training
- ☐ Be sure to review the class offerings regularly, as content is updated often
- ☐ Want to dig deeper into your training needs? Contact the Vendor Engagement Team by email at **vendorengagement@acehardware.com**

THE VENDOR ENGAGEMENT TEAM

Melissa Dopke

Dorothy Morton

Lana Williams

TRAINING SOLUTIONS

Vendors in every type of job, across all kinds of industries, must work to solve problems every day. Ace provides training courses that equip you with the skills necessary to perform day-to-day problem-solving tasks. The list below outlines some of the most common challenges faced by the vendor community and the solutions we provide through our learning opportunities.

Ace Learning Place (ALP)	**Where can I find training on Ace Hardware's systems?**	Visit www.acelearningplace.com and click on "Catalog" to view all training options available to the vendor community.
	Where can I find training specific to my role?	Visit www.acelearningplace.com and use the search feature to find content related to Item Management, Finance, Supply Chain, ACENET Direct and more!
	Where can I register for live workshops?	Live training can be located on the "Live Training" tab on the ALP home page.
Curriculum Packages	**What training do I need to complete as a new vendor with Ace Hardware?**	All new vendors are **required** to participate in New Vendor Orientation. Details can be found on page 8.
	How do I improve my OTIF score?	Participate in the Supply Chain Success training package for information about improving OTIF scores.
	I need to understand the process around chargebacks and disputes.	Participate in the Finance Bootcamp training package for information about chargebacks and disputes.
Individual Courses	**How do I add new items to my catalog?**	Take New Item Onboarding training. This course is offered on its own as a pre-recorded video, live as a virtual classroom training or as part of the Ace Essentials package. There is also a step-by-step guide available on ALP.
	I am having trouble with the mass upload process.	Take Mass Upload training. This course is offered on its own as a pre-recorded video or as part of the Ace Essentials package. There is also a step-by-step guide available on ALP.
	How do I update my pricing for items in my catalog?	Take Price Maintenance training. This course is offered on its own as a pre-recorded video, live as a virtual classroom training or as part of the Ace Essentials package. There is also a step-by-step guide available on ALP.
Webinars	**I want to learn more about the ACENET Direct program.**	You can register for the ACENET Direct Marketing & Promotions webinar by clicking on the "Virtual Training" tab on the Ace Learning Place home page.

ACE LEARNING PLACE (ALP)

Ace Learning Place houses all training materials and will allow you to register for courses and track your learning progress over time.

Visit www.acelearningplace.com to register for classes, complete required training and view reference documentation, like step-by-step guides. There are several types of training courses that you can participate in.

Want to learn more about Ace Learning Place?

Access the ALP User Guide

Need access to Ace Learning Place?

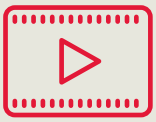
Fill out the Access Request Form

ACE LEARNING PLACE



Virtual Classroom Training

Virtual Classroom Training allows you to learn how to complete a task step by step from an expert in the topic.



Online Learning Content

Online Learning allows you to watch pre-recorded video content at your leisure.



Strategic Webinars

Webinars are live informational sessions that allow you to understand a topic more fully.

RECOMMENDED LEARNING PATH

Whether you are a new vendor to Ace or a tenured veteran, there is always something more to learn. The recommended learning path offers curated guidance to help you navigate your learning journey with Ace Hardware. If you are new, completing this path within your first six months with Ace will give you the knowledge and skills to start strong. If you are not, you can boost your skills and stay sharp.

1

Take the www.acehardware-vendors.com Tour

All vendors should be familiar with the Ace Hardware vendors website and the tools available there. This video offers a high-level guide to all website information. This is recommended content for all vendor learners. Click here to take the tour now!

2

Watch the Ace Foundation Video

Have you ever wondered how Ace Hardware raises funds to benefit charities? This video illustrates how Ace Foundation operates and raises funds to benefit our partner charities. This is recommended content for all vendor learners.

3

Complete New Item Onboarding Training

Learn how to navigate the New Item Onboarding Dashboard, what information can be found here and how to use the dashboard to add new items to your catalog. This is required content for all vendor learners.

4

Register for an Ace Essentials Workshop

This workshop is a subject-matter, expert-led and step-by-step training experience focused on various Ace applications and processes. The training is required for all new vendors and is available virtually or in person.

5

Complete New Vendor Orientation Requirements

If you are an ACENET Direct certified vendor, you will be **required** to take the ACENET Direct Marketing & Promotions webinar. If you are an RSC vendor, you will be **required** to participate in the Supply Chain Success package and the Inventory & Demand Solutions package.

6

Register for the Finance Bootcamp Package

This content covers topics like A/P Vendor Data, the disputes process, the credit authorization process and more. This course is recommended for any vendor learner responsible for financial information and reporting.

ALL-ACCESS TRAINING PROGRAM

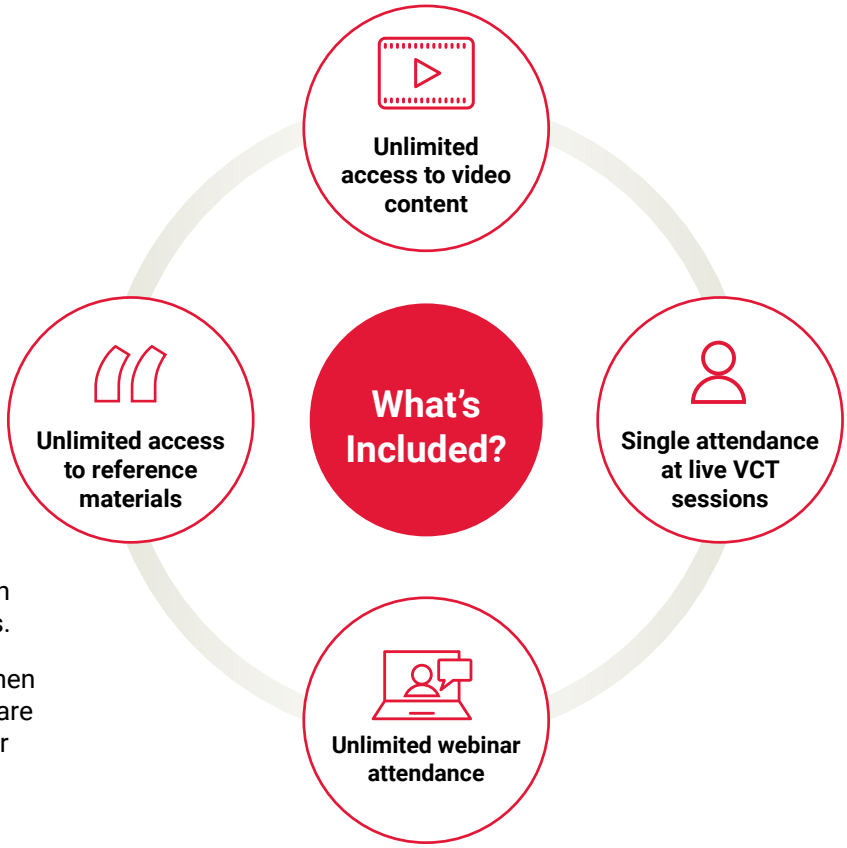
If you would like to avoid the hassle of registering for classes one by one, you can subscribe to our All-Access training program!

The All-Access training program includes 12 months of unlimited access to over 107 hours of instructor-led and on-demand training courses covering the most critical information:

- Tasks you need to complete to maintain high-quality data in Ace's systems.
- Strategies to help you build your business with Ace Hardware.
- Topics including Item Data Management, Inventory, Supply Chain, Reporting, Finance and more!

For one price, you will access world-class training in both on-demand and instructor-led training formats.

You can choose the course, timing and modality when you are ready to learn. With a single purchase, you are positioned to transform your skills and achieve your business objectives.



Why buy this subscription?

FREEDOM AND **FLEXIBILITY**
to choose from
virtual classroom
and
on-demand formats

EXCLUSIVE ACCESS
to our Vendor Engagement Team,
WHICH IS READY TO HELP
with training questions and learning paths

ACCESS TO **WORLD-CLASS** INSTRUCTORS
and subject matter experts

Save up to **$250**
on the full catalog by purchasing the All-Access training program

Audience
All vendor learners

Price
$1650/person

Length
One-Year Subscription

Register Now

NEW VENDOR ORIENTATION

New vendors with Ace Hardware are **required** to participate in our New Vendor Orientation. The training offered will be different depending on the type of vendor you are: RSC or Drop Ship. Please reach out to the Vendor Engagement Team to discuss the right training options for you!

RSC Orientation	Drop Ship Orientation
New Item Onboarding	New Item Onboarding
Ace Essentials Package	Ace Essentials Package
Supply Chain Success Package	ACENET Direct Marketing & Promotions Webinar
Inventory & Demand Solutions Package	

Participation in this program leads to:

INCREASED *OTIF Scores* by up to **16.07%**

IMPROVED *Data Quality* AND *Audit results*

STRONG understanding of **REPORTING TOOLS**

TIME SAVINGS *in item maintenance* PROCESSES

Audience
All vendor learners

Price
Various options available

Length
Various available

VIRTUAL LEARNING PACKAGES

Ace Essentials Package

Ace Essentials is a blended training experience composed of live, hands-on, instructor-led sessions and recorded videos that is open to all vendors. Attendees will be taken through Ace's systems, step by step, on how to complete tasks as they relate to some of the most important topics a vendor must become a pro on when working with Ace.

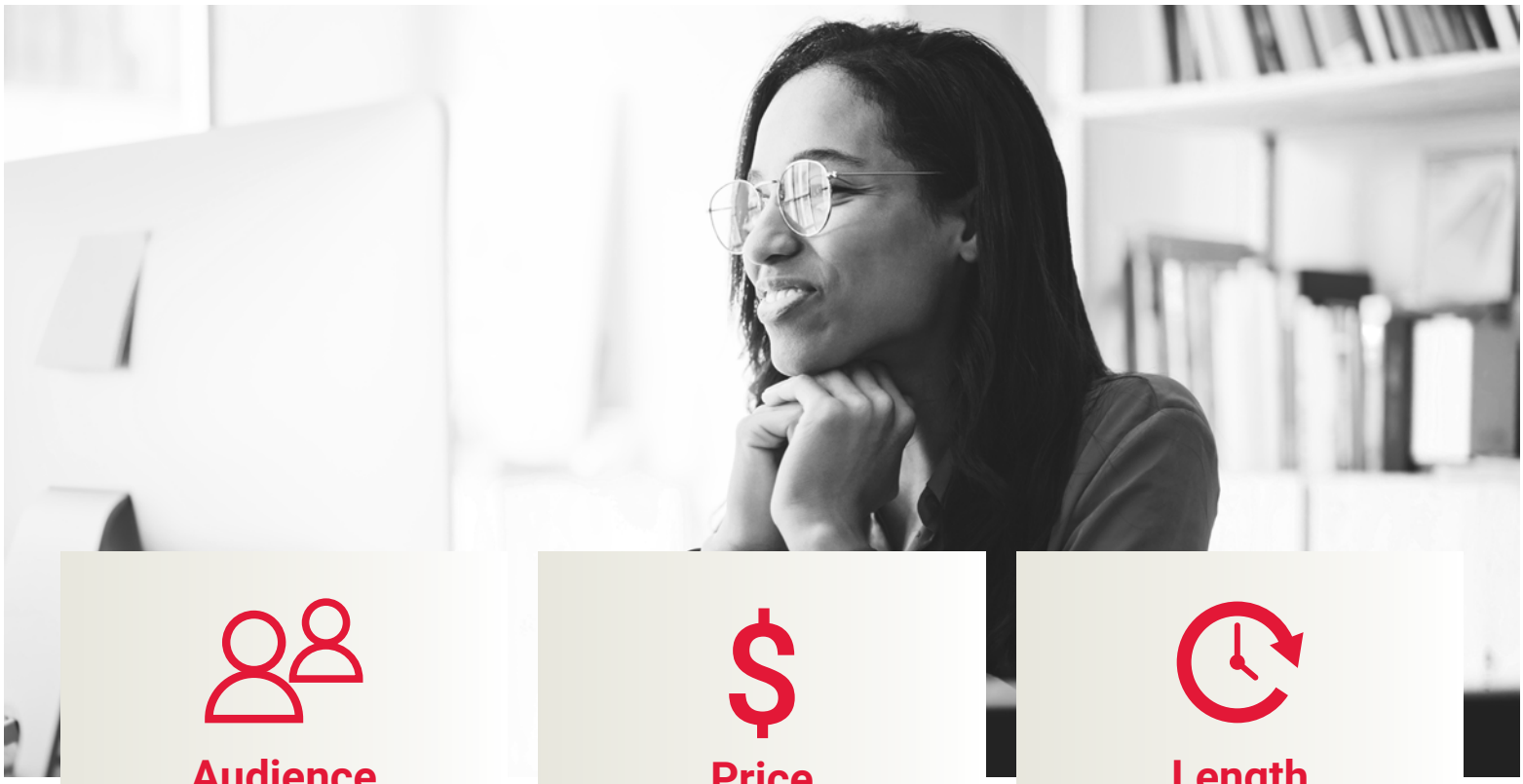
What Vendors Are Saying

"[The Ace team] covered a broad area of topics in a short period of time. Plus the entire team presented in a way that made each topic easy to follow and understand."

Topics Covered:

- ***Item*** MAINTENANCE
- *Data Quality*
- BARCODES & PACKAGE Measurement Guidelines
- MASS UPLOAD
- PRICE ***Maintenance***
- ADW REPORTING

Ace Essentials is offered both as a virtual classroom training or face to face.



Audience
All vendor learners

Price
$350/person

Length
Multiple classes over two days

Register Now



Supply Chain Success Package

The Supply Chain Success package offers a wealth of information that will help you understand Ace Hardware's vendor shipping performance requirements. You will learn which tools to use in assessing your current shipment compliance, how to use BluJay, how to simplify routing and the importance of compliance with Ace's inbound ship guidelines.

What Vendors Are Saying

"This was one of the most beneficial courses that I have ever attended. Great instructors with practical examples. It was a really terrific learning experience."

Topics Covered:

Supply Chain VENDOR TOOLS

LOAD QUALITY
Requirements

TRAFFIC
BLUJAY

The Supply Chain Workshop is offered both as a virtual classroom training or face to face.

Audience
RSC Vendors

Price
$350/person

Length
Approximately 4 hours of content

Register Now

Finance Bootcamp Package

The Finance Bootcamp package offers vendor learners an opportunity to understand how to navigate A/P vendor data; review open items and rejected invoices; and understand chargeback documentation. Additionally, you will learn how to submit disputes and obtain authorization for Drop Ship orders, should you choose to bill through Ace.

Topics Covered:

A/P Vendor DATA | DISPUTES ***Finance*** *Overview* | **CREDIT** Authorization



Audience
All vendor learners

Price
$350/person

Length
Approximately 4 hours of content

Register Now



Inventory & Demand Solutions Package

The Inventory & Demand Solutions package offers vendor learners an in-depth look at how Ace Hardware's inventory and demand teams operate. Vendors will start with an overview of inventory management goals at Ace Hardware and will then do a deep dive on reporting tools, like Purchase Projections and Lost Sales. At the end of this immersive program, vendors will be well-prepared to meet service-level requirements, measure forecast accuracy and operate at optimum efficiency.

Topics Covered:

Inventory/ DEMAND

MAID Application

PURCHASE PROJECTIONS

LOST SALES

Audience
RSC Vendors

Price
$350/person

Length
Approximately
4 hours of content

Register Now



ON-DEMAND VIDEO CONTENT

On-demand video content is comprised of FREE, pre-recorded training videos available to all vendor learners on Ace Learning Place. This content is available at any time, giving you more control over your learning experience.

Ace Corporate Inbound Traffic

This video offers information that will assist vendors in making routing as simple as possible. There will be an overview of scenarios that may cause chargebacks or routing issues.

Audience
RSC Vendors

Watch Now

Ace Foundation Overview

This video will help vendors to understand how the Ace Foundation operates and raises funds to benefit our partner charities. Topics covered include the American Red Cross, Children's Miracle Network, vendor fundraising opportunities and more.

Audience
All vendor learners

Watch Now

Ace International

This video is an overview of the Ace International team. You will understand the Ace International strategy and learn how to become a global vendor partner.

Audience
All vendor learners

ADW Reporting

The ADW Reporting application in the toolbox allows vendors to run numerous sales, inventory and item detail reports. This training provides information on the types of reports that are available to you and how often data is refreshed.

Audience
All vendor learners

Barcodes & Package Measurement Guidelines

The purpose of this training is to illustrate how to uniquely identify your products using barcodes and product identifiers based on GS1 standards. Additionally, this video will highlight the importance of accurate weights and measures and their role in creating or maintaining new items in IDM.

Audience
All vendor learners

Watch Now

BluJay Solutions

The purpose of this training is to teach you how to enter your order information and select a date for order pickup so that the planner can create the most efficient routes for your product pickup and delivery. You will also learn how to modify or delete an order.

Audience
RSC Vendors

Watch Now

Bulletin Submission Dashboard

The Bulletin Submission Dashboard is an application that allows vendors to submit their RSC show-related deals for merchant review. This training video takes you through the process step by step.

Audience
RSC Vendors

Category Management & Retail Development

The purpose of this video is to introduce vendors to the Category Management & Retail Development team, give an overview of how product decisions are made, introduce the Cornerstone store format, and give an overview of the Woodridge Planogram Facility.

Audience
RSC Vendors

Credit Authorization

This video covers the credit authorization process. This process applies to billing retailers who are calling, emailing or directly placing orders with the vendor at or outside the Ace show and are not utilizing Ace bulletins or Ace events.

Audience
Drop Ship Vendors

Disputes

In this video, you will learn how to determine chargeback types, determine whether or not a dispute is required, and learn the process of disputing assessments.

Audience
RSC Vendors

Emery Jensen Distribution

This video introduces vendors to the Emery Jensen Distribution team. You will learn who EJD focuses on in the marketplace, how they go to market and how to work with them.



Audience
RSC Vendors

Item Maintenance

Learn the functionality of the maintenance application in the Item Data Management portal. This portal allows you to make updates to Images, Videos, Romance, Features, Attributes, Compliance Data and more. Additionally, understand how to make changes to your item data using the Master Data Form Builder.



Audience
All vendor learners

Watch Now

Lost Sales

This video covers service level, how it is calculated, and how the vendor community can monitor this metric to drive higher service levels for Ace Hardware retailers.



Audience
RSC Vendors

MAID Application

The purpose of this training is to teach vendors how to use the Merchandising Article Information Dashboard to gather article, sales, inventory and purchasing information by SKU.



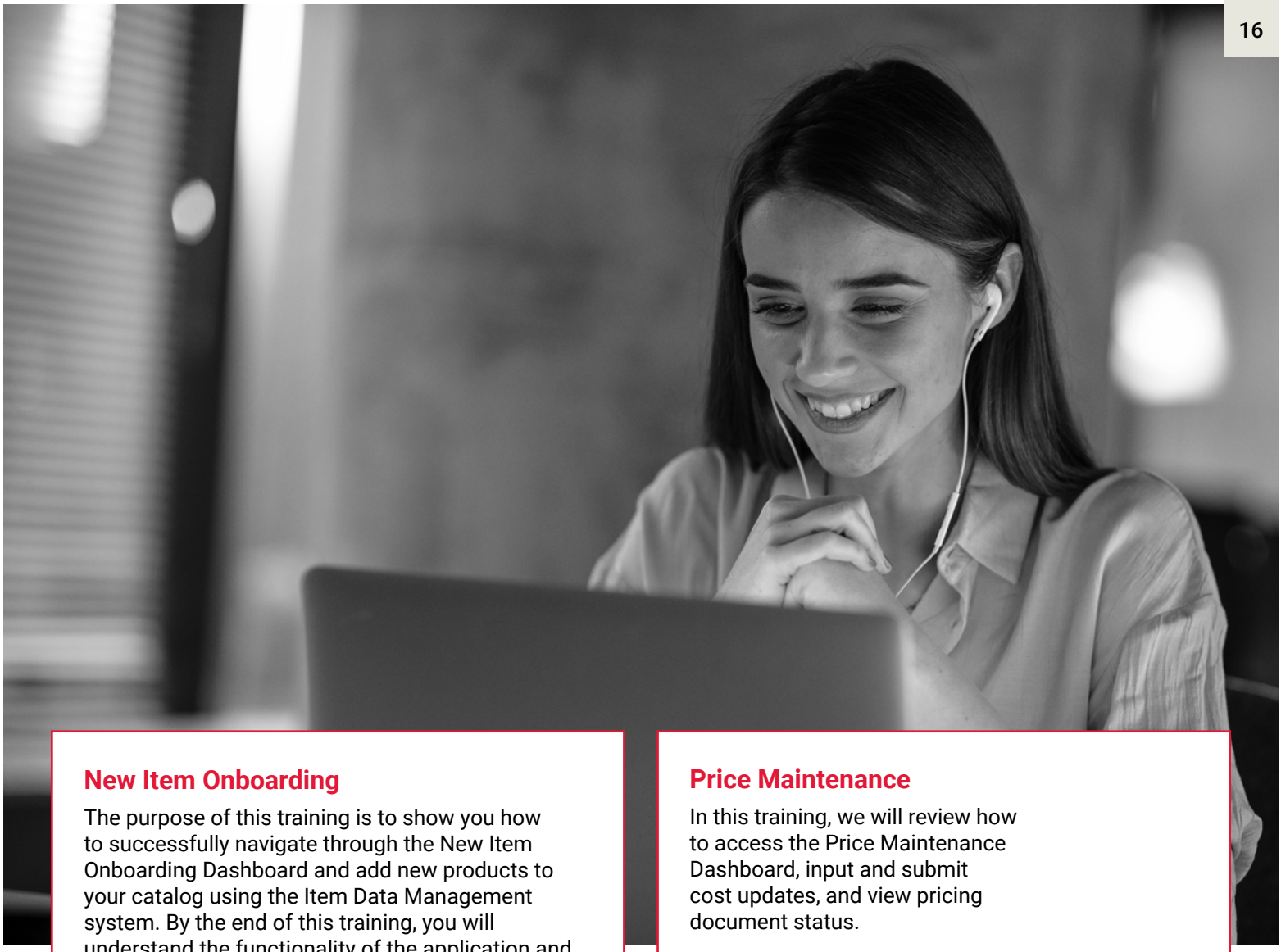
Audience
RSC Vendors

Mass Upload

This video covers the mass upload function in the New Item Onboarding application. You will learn when to use the mass upload process, as well as the requirements and restrictions of this template.



Audience
All vendor learners



New Item Onboarding

The purpose of this training is to show you how to successfully navigate through the New Item Onboarding Dashboard and add new products to your catalog using the Item Data Management system. By the end of this training, you will understand the functionality of the application and be able to add new items to your product catalog.

Audience
All vendor learners

Watch Now

Price Maintenance

In this training, we will review how to access the Price Maintenance Dashboard, input and submit cost updates, and view pricing document status.

Audience
All vendor learners

Watch Now

Purchase Projections

The purpose of this video is to provide insight into weekly projected purchases from Ace Hardware and instruct in pulling and interpreting reporting.

Audience
RSC Vendors

Watch Now

VIRTUAL CLASSROOM TRAINING

Virtual Classroom Training sessions are live, instructional workshops created to instruct you on how to complete a task. You will attend these classes virtually through Zoom, which will allow for live interaction with the instructors as you participate in learning activities. Please note: The cost of attendance is per person.

New Item Onboarding

The purpose of this training is to show you how to successfully navigate through the New Item Onboarding Dashboard and add new products to your catalog using the Item Data Management system. By the end of this training, you will understand the functionality of the application and will be able to add new items to your product catalog.

Audience
All vendor learners

Price
$100

Register Now

Item Maintenance

Learn the functionality of the maintenance application in the Item Data Management portal. This portal allows you to make updates to Images, Videos, Romance, Features, Attributes, Compliance Data and more. Additionally, understand how to make changes to your item data using the Master Data Form Builder.

Audience
All vendor learners

Price
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In this training, we will review how to access the Price Maintenance Dashboard, input and submit cost updates and view pricing document status.

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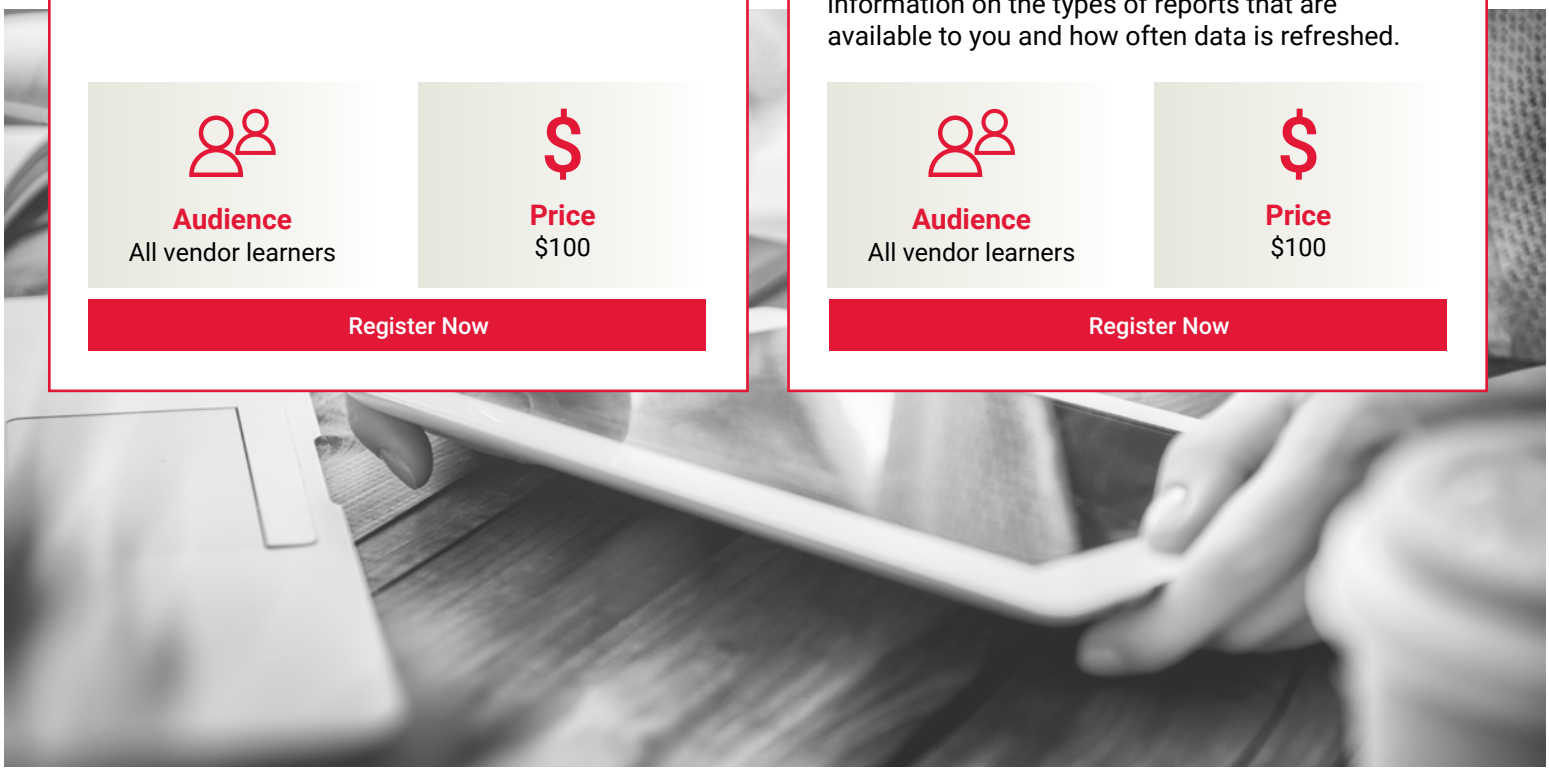
ADW Reporting

The ADW Reporting application in the toolbox allows vendors to run numerous sales, inventory and item detail reports. This training provides information on the types of reports that are available to you and how often data is refreshed.

Audience
All vendor learners

Price
$100

Register Now



STRATEGIC WEBINARS

ACENET Direct Marketing & Promotions

This webinar will give an overview of the ACENET Direct program and will dive into how to achieve success with the marketing tools available. Topics covered include the MAID report, a successful ACENET Direct profile and how to self-promote to Ace retailers via ACENET.



Audience
Drop Ship Vendors

Price
$100/person

Register Now

COURSE CATALOG SUMMARY

Save $250 on the full catalog!

ALL-ACCESS TRAINING PROGRAM
$1650

Register Now

VIRTUAL PACKAGE	Included Courses	Price
Ace Essentials	• Item Maintenance • Data Quality • Mass Upload • Price Maintenance • Barcodes/Package Measurement	$350.00
Supply Chain Success	• Supply Chain Vendor Towols • Load Quality Requirements • Traffic • BluJay	$350.00
Finance Bootcamp	• Accounts Payable • A/P Vendor Data • Disputes • Credit Authorization • Lost Sales/Purchase Projections	$350.00
Inventory & Demand Solutions	• Inventory/Demand Overview • MAID Application • Lost Sales/Purchase Projections	$350.00

VIRTUAL TRAINING	Delivery Format	Price
New Item Onboarding	Virtual Classroom	$100.00
ADW Reporting	Virtual Classroom	$100.00
Price Maintenance	Virtual Classroom	$100.00
Item Maintenance	Virtual Classroom	$100.00
ACENET Direct	Strategic Webinar	$100.00

ON-DEMAND CONTENT	Delivery Format
New Item Onboarding	Video
Item Maintenance	Video
Price Maintenance	Video
ADW Reporting	Video
Ace Foundation Overview	Video
Bulletin Submission Dashboard	Video
Ace Corporate Inbound Traffic	Video
Emery Jensen Distribution	Video
Credit Authorization	Video
Disputes	Video
BluJay Solutions	Video
Barcodes & Package Measurement Guidelines	Video
Ace International	Video
Lost Sales	Video
MAID Application	Video
Mass Upload	Video
Category Management & Retail Development	Video
Purchase Projections	Video

All costs listed are per person. If you have group training needs, please reach out to vendorengagement@acehardware.com.

For help with training questions and learning paths, please reach out to the Ace Hardware Vendor Engagement Team at **vendorengagement@acehardware.com.**

You may also call the Ace Vendor Care Center at **630-990-2777.**

ACE vendor engagement

GUIDANCE. PARTNERSHIP. TRUST.

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