

## RONA OTM Supplier Guide

All product suppliers under a “COLLECT” Transportation agreement must release their PO in the RONA OTM portal to schedule a pickup request.



If you do not have a RONA OTM account, please contact [tms@rona.ca](mailto:tms@rona.ca) for set up.



### Purpose

This document outlines the RONA PO release procedure for product suppliers under a “COLLECT” Transportation agreement.

The RONA OTM portal is the portal to schedule a pickup request with the RONA transportation team.

The RONA PO release is required for all “COLLECT” PO shipments in Truckload (TL) or Less-Than-Truckload (LTL) quantities originating at a product supplier location delivering to RONA distribution centers & banner stores.

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## Connecting to the RONA OTM portal

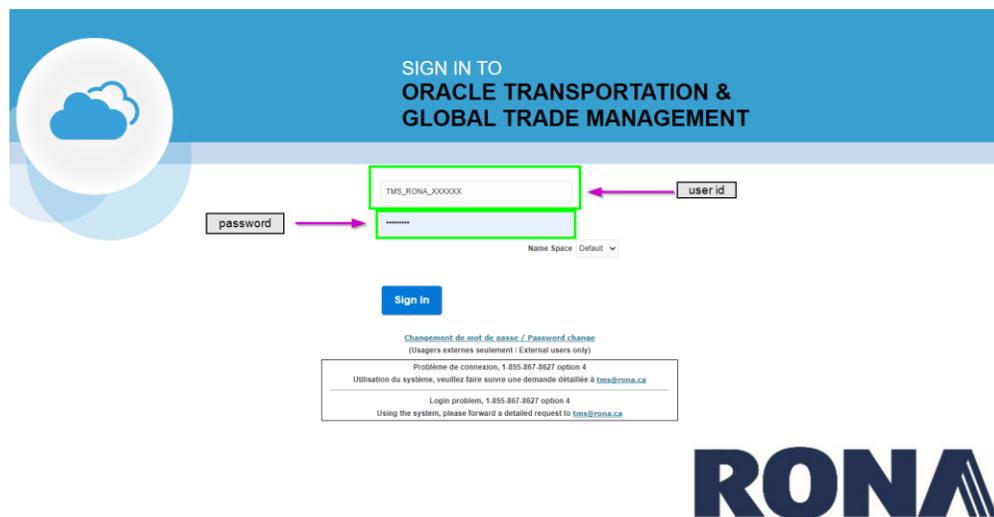
You connect to the RONA OTM portal by entering the following URL into your web browser:

<https://tms.rona.ca>

When you get to the RONA OTM portal,

Enter your **user id** (TMS\_RONA\_XXXXXX) and **password** to log into your account.

*If you do not have a RONA OTM account, please contact [tms@rona.ca](mailto:tms@rona.ca) for set up.*



If you have log in problems, please contact the RONA helpdesk for assistance:

**Centre de Service Informatique / IT Support Center**

Tel. / Phone: Login problem, 1-855-867-8627 option 4

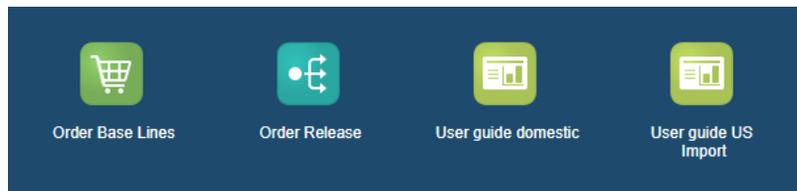
**NOTE:**

For additional information such as Business Standards, Product Management, Vendor Compliance information visit the RONA vendor portal:

<https://vendors.rona.ca/product-supplier>

### Navigating the RONA OTM portal

Once connected to your RONA OTM account, you have access to the menus below:



Menu functions:

| Icon  | Icon name            | Menu functions   |
|---|----------------------|--|
| <br>Order Base Lines     | Order Base Lines     | <ul style="list-style-type: none"> <li>• Enter and search RONA PO number.</li> <li>• Schedule a Pickup request (PO release process)</li> </ul> |
| <br>Order Release        | Order Release        | <ul style="list-style-type: none"> <li>• Validate PO release accepted by system.</li> <li>• Validate pickup planning status</li> </ul>         |
| <br>User guide domestic  | User guide domestic  | <ul style="list-style-type: none"> <li>• Consult RONA OTM User guide for domestic product suppliers</li> </ul>                                 |
| <br>User guide US Import | User guide US Import | <ul style="list-style-type: none"> <li>• Consult RONA OTM User guide for US Import product suppliers</li> </ul>                                |

### Scheduling a Pickup request for a RONA PO

Pickup requests should be placed within the timeframe below:

| Origin / Destination  | Suggested Time to Book an Appointment             |
|---|---|
| From East to East & West to West ,  | At least 48 hours before the PO's due date.       |
| From the US to the same zone (East/East, West/West)                                     | At least 7 days before the PO's due date.         |
| From the US to a different zone (East/West, West/East)                                  | At least 10 days before the PO's due date.        |
| Between East and West Canada  | At least 10 days before the PO's due date.        |
| From the Maritimes  | At least 15 days before the PO's due date.        |
| Vendor Prepared Cross Dock Deliveries   | Add 4 business days to the above suggested times. |
| <i>RONA is not responsible for late PO entries.</i>                                     |   |
| <i>Daily cut off for PO entry to be considered for next planning cycle: 2PM Eastern</i> |   |

The Transport agent will closely monitor the deadlines to ensure compliance with delays.

Requests and pick up dates will be validated and confirmed by RONA transportation planner within 24 hours after the request has been sent.

### How to Search for a PO:

Once you click on the **Order Base Line** menu, you can enter your PO number as shown below.

Click on **Search**.

Order Base Line Finder

Order Line Item | General | Release Instruction

PO Number  Same As

Order Base Line ID  Begins With

Order Base ID   Begins With

Source Location   Begins With

Source Location Name  Begins With

Destination Location   Begins With

Destination Location Name

Search | Sort Order | Export

If the PO number entered does not return a result, validate the correct entry of PO number and or remove any spaces before or after your data entry.

- REGULAR PO = (7 digits) - enter in the **PO Number** field.
- MMS PO = (6 digits) - enter in the **MMS PO** field.

If you are not able to find the PO in question, please contact [tms@rona.ca](mailto:tms@rona.ca).

If the PO number is valid for Order Release,

Click the hyperlink in the ID column to start the Order Release process.

**Order Base Line** Total Found: 46

| <input checked="" type="checkbox"/> | <input type="checkbox"/> | ID                                | Order Base Line ID |
|-------------------------------------|--------------------------|-----------------------------------|--------------------|
| <input type="checkbox"/>            | <input type="checkbox"/> | <a href="#">RONA.90856_246...</a> | 90856_2464825-001  |

Validate the **Source Location ID**,

What civic address is Source Location ID 5xxxx-TRSP-1? Click on the magnifier glass (1); a pop window (2) displays the civic address. If correct, continue Order Release process. If not correct, see below.

| ID               | Location ID | Location Name | L City | P.. | Provinc... | Postal Code |
|------------------|-------------|---------------|--------|-----|------------|-------------|
| RONA.5000-TRSP-1 | 5000-TRSP-1 | L...          | N...   | ON  | M9L...     |             |

if the source location ID does not point to the correct shipping address, use the **PLAN FROM LOCATION FIELD** to select the correct Location ID for your shipping location.

How can I find a different origin address? Click the magnifier glass after the PlanFromLocationID field (1), enter your supplier id number in LocationID field or enter the name of the organization in the LocationName field, set drop down to "Contains" and hit SEARCH.

**Locations** Select Plan From Location ID line (1) and hit Finish (2). Finish **2** Replace Current Win

Records 25 of 1000

|   | ★ ID        | Location ID | Location Name                 | City                 |
|---|-------------|-------------|-------------------------------|----------------------|
| <input type="radio"/>                     | ☆ RONA.7671 | 7671        | RONA DESLONGCHAMPS / MON...   | MONT-LAURIER         |
| <input type="radio"/>                     | ☆ RONA.7684 | 7684        | RONA QUINCAILLERIE MICHEL-... | SAINT-REMI           |
| <input checked="" type="radio"/> <b>1</b> | ☆ RONA.7720 | 7720        | RONA SAINTE-MARIE             | SAINTE-MARIE         |
| <input type="radio"/>                     | ☆ RONA.7751 | 7751        | RONA QUINCAILLERIE LAROCQ...  | SALABERRY-DE-VALL... |
| <input type="radio"/>                     | ☆ RONA.7760 | 7760        | RONA SAINT-ELZÉAR             | SAINT-ELZEAR         |

**Order Base Line** ☆

Line Item

Order Base Line ID  
43100\_██████████001

\* Source Location ID  
5██████████TRSP-1 🔍 ⌵ +

Plan From Location ID  
7720 🔍 ⌵ +

Order Release Line **1**

Transport Handling  
▼ ⌵

Released Weight

**1** Plan From Location ID is set as new Pickup location address.

Release Instructions

| Release Number | Release Instruction     | Amount |
|----------------|-------------------------|--------|
| <b>2</b>       | New Release Instruction |        |

OTM is showing the selected location as point of origin as Pickup Location for the PO.

The Plan From Location ID is the new the Pickup Location.

The Source Location ID describes the default supplier address in the system. Most commonly the organizations headquarter address.

After the correct source location has been selected, **1** continue by clicking on the

**NEW RELEASE INSTRUCTION** **2** button and enter PO information.

The following information needs to be entered in data entry fields below:

|   | Entry Field       | Description  |
|---|-------------------|--|
| 1 | Weight Amount     | Enter PO weight in LBS or KG   |
|   | Early Pickup Date | Date, at which PO is ready for Pickup at supplier shipping location        |
|   | Pallets           | Total number of pallets for this PO  |
| 2 | Commodity***      | Select the commodity that best classifies the product characteristics      |
|   | Pallet Spaces***  | Enter the number of floor spaces required for the total number of pallets. |

\*\*\* For additional explanation for each field, please consult the [Appendix](#)

The screenshot shows the 'Release Instruction' form in Oracle OTM. Red callouts are used to highlight specific fields:
 

- Callout 1:** Points to the 'Weight Amount' field, which is set to '1' and has a unit dropdown menu.
- Callout 2:** Points to the 'Commodity' dropdown menu, which is currently set to 'NON HAZARDOUS NON FREEZEABLE', and the 'Pallet Spaces (Max. 26)' input field.
- Callout 3:** Points to the 'Save' button at the bottom left of the form.

 Other visible fields include 'Release Number', 'Early Pickup Date', 'Pallets', 'Late Delivery Date', 'Remark Qualifier ID', 'Remark Text', and 'Reference Numbers'.

Click on **Save** to proceed further.

Validate your data entry **1** and hit Finished. **2**

Order Base Line Result > Order Base Line

Order Base Line ☆

Line Item

Order Base Line ID  
83092\_35-001

\* Source Location ID  
590-TRSP-1

Plan From Location ID  
501-TRSP-2

\* Destination Location ID  
83092

Plan To Location ID

Transport Handling Unit Profile  
Released Weight

Released Volume

Release Instructions

| Release Number | Release Instruction | Amount     | Source Location | Destination Location | Release Date | Early Pickup     | Late Pickup | Early Delivery | Late Delivery                     | Processed | Flagged for Delete | Allow Releasing |
|----------------|---------------------|------------|-----------------|----------------------|--------------|------------------|-------------|----------------|-----------------------------------|-----------|--------------------|-----------------|
| 1              | Weight Amount       | 2000.00 LB | 590-TRSP-1      | 83092                |              | 2023-03-31 15:40 |             |                | 2023-04-10 23:59 America/Montreal | △         | △                  | △               |

▲ Packaging Reference Units

| * Packaging Reference Unit ID | Number of Packaging Reference Units per Packaged Item | Total Number |
|-------------------------------|---|--------------|
|                               |   |              |

▲ Reference Numbers

You will be prompted by a **success** message.

Order Base Line Result > Results

Results

Success

You successfully modified the following records:

RONA.90990\_7376095-001 ★ **View** **Edit**

**Modify Another**

The system confirms the recording of your PO release.

The successful entry makes the PO visible for the RONA Transportation planning team.

## Modifying a Pickup Request

Once a PO has been successfully released in RONA OTM portal, the user does not have access to modify the data.

When a PO has been entered more than once, supplier **MUST** notify [tms@rona.ca](mailto:tms@rona.ca) to have the erroneous entry removed.

Examples for modifications:

- Change of Source Location ID
- Modification of entered weight (weight amount or unit of measure (LBS/KG))
- Modification of pallet count
- Modification of number of pallet spaces (= floor spaces)

For **duplicate entries**, general support and assistance please contact [tms@rona.ca](mailto:tms@rona.ca).

## Validation of successful PO release

After a successful PO release, the user can validate all released PO in the system by consulting the Order Release menu.



Go to the Order Release menu,

### Order Release Finder

Order Release

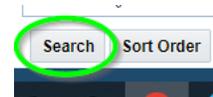
Order Release ID  Contains

Order Release Attribute

enter a specific PO number,

or click on the SEARCH button at the bottom of the screen.

to find all successfully release PO.



The next screen displays all successfully released PO.

RONA TRANSPORT

er Release Total Found: 1000

| ID                   | Order Release ID | Indicator | Order Base ID   | Ship With ... | Early Pickup Date                |
|----------------------|------------------|-----------|-----------------|---------------|----------------------------------|
| RONA.90040_345...001 | 90040_345...001  | ○         | 90040_345...001 | S,END         | 2023-03-07 12:00 AM America/M... |
| RONA.41520_341...001 | 41520_341...001  | ○         | 41520_341...001 | T             | 2023-03-06 12:00 AM America/M... |
| RONA.42420_331...001 | 42420_331...001  | ○         | 42420_331...001 | T             | 2023-03-06 12:00 AM America/M... |
| RONA.76190_331...001 | 76190_331...001  | ○         | 76190_331...001 | T             | 2023-03-06 12:00 AM America/M... |
| RONA.90990_343...001 | 90990_343...001  | ●         | 90990_343...001 | Q             | 2023-03-03 12:00 AM America/M... |
| RONA.90990_343...001 | 90990_343...001  | ●         | 90990_343...001 | Q             | 2023-03-03 12:00 AM America/M... |
| RONA.41010_331...001 | 41010_331...001  | ○         | 41010_331...001 | S             | 2023-03-06 12:00 AM America/M... |
| RONA.76030_331...001 | 76030_331...001  | ○         | 76030_331...001 | S             | 2023-03-06 12:00 AM America/M... |
| RONA.41070_343...001 | 41070_343...001  | ●         | 41070_343...001 | R             | 2023-03-02 12:00 AM America/M... |
| RONA.55550_339...001 | 55550_339...001  | ●         | 55550_339...001 | R             | 2023-03-02 12:00 AM America/M... |

### Order Release History

To consult the complete history of Order Releases, click on the SEARCH button at the bottom of the screen without entering data in any other field.

The system displays a list of all successfully released PO over the last twelve (12) months.

Please consult the Early Pickup Date column for a complete view (see screenshot above).

### Validation of Pickup planning status

| Indicator  |  | Early Pickup Date  |  |
|--|--|--|--|
| <input type="radio"/><br><input type="radio"/><br><input type="radio"/><br><input type="radio"/><br><input checked="" type="radio"/><br><input checked="" type="radio"/> | The Indicator icon displays the planning status of each Order Release line item. | 2023-03-07 12:00 AM A<br>2023-03-06 12:00 AM A<br>2023-03-06 12:00 AM A<br>2023-03-06 12:00 AM A<br>2023-03-03 12:00 AM A<br>2023-03-03 12:00 AM A | The Early Pickup Date column displays the planned Pickup Date.<br><br>Pickup date might get delayed due to carrier or RONA warehouse capacity. |
| <input checked="" type="radio"/>   | Green Indicator = Pickup planned   | <input checked="" type="radio"/> 2023-03-03 12:00 AM.  | Green Indicator on Early Pickup Date = Pickup planned for given date   |
| <input type="radio"/>  | White Indicator = Pickup not planned   | <input type="radio"/> 2023-03-07 12:00 AM.   | White Indicator = PO release recorded and queued up for planning.  |

### Pickup confirmation notification

The RONA transportation team plans the Pickup.

Once the Pickup has been planned, a Green Indicator on the Order Release item line indicates the planned Pickup date.

**Order Releases** Total Found: 2

| Actions                  | + | ☆ | ID                        | Order Release ID     | Indicator | Order Base ID        | Early Pickup Date                 |
|--------------------------|---|---|---------------------------|----------------------|-----------|----------------------|-----------------------------------|
| <input type="checkbox"/> | + | ☆ | RONA.43340_340 [REDACTED] | 43340_340 [REDACTED] | ●         | 43340_340 [REDACTED] | 2023-04-29 11:25 America/Montr... |

Please consult the Order Release menu at any time for status updates.

In addition to the information displayed in the Order Release menu section, RONA OTM sends an email notification,

“Transportation Order Confirmed”, to the listed supplier email contact.

The notification email confirms the

- 1 RONA PO number
- 2 PO Pickup Origin and Destination location
- 3 Planned Pickup date

Order 90990\_343 [REDACTED]-001 - Transportation Order Confirmed

tms@rona.ca  
To: TMS  
Retention Policy: 6 Month Delete (6 months)

**Instruction:** You are registered to receive notifications regarding order status information. This email contains order information and the current status update.

**Event:** Order 90990 [REDACTED]-001 - Transportation Order Confirmed  
**Message Severity:** Informational

**Order ID and Reference Number**

|                            |                           |                        |                       |
|----------------------------|---------------------------|------------------------|-----------------------|
| ID                         | RONA.90990 [REDACTED]-001 |                        |                       |
| Reference Number Qualifier | RONA_PO_REQ_ORIG_DT       | Reference Number Value | 2023-03-07            |
|                            | RONA_FREEZABLE            |                        | NO                    |
|                            | RONA_TOTAL_PALLET_SPACES  |                        | 5                     |
|                            | GLOG                      |                        | RONA.90990 [REDACTED] |
|                            | RONA_RELEASE_ATTRIBUTE    |                        | PO REGULAR            |
|                            | RONA_HAZARDOUS            |                        | NO                    |
| Reference Number           | RONA_PU_DATE_FROM_VENDOR  | 2023-03-02             |                       |
|                            | RONA_ESTIMATION_TYPE      |                        | VOLUME                |
|                            | RONA_APPL_CONS_TRSP       |                        | NO                    |
|                            | RONA_PO_REQ_DT            | 2023-03-07             |                       |
|                            | RONA_FLOW                 |                        | INBOUND               |
|                            | RONA_SUPPLIER_PO          |                        | [REDACTED]            |
|                            | RONA_RELEASE_CREATE_DATE  | 2023-03-01             |                       |
|                            | RONA_READY_PLANNING_DATE  | 2023-03-01 14: 5       |                       |

**Order Information**

|                 |                                    |
|-----------------|------------------------------------|
| Origin Name     | [REDACTED] GP [REDACTED]           |
| Origin Location | [REDACTED]                         |
| Dest Name       | BOUCHERVILLE (TRANSFER [REDACTED]) |
| Dest Location   | BOUCHERVILLE, J4B 8H7 [REDACTED]   |

**Time Windows**

|               |                                      |    |                                      |
|---------------|--------------------------------------|----|--------------------------------------|
| Pickup From   | 2023-03-03 00:00:00 America/Montreal | To | 2023-03-03 23:59:00 America/Montreal |
| Delivery From |                                      |    |                                      |

**Product Information**

| Ship Unit ID             | Ship Unit Weight | Ship Unit Volume | Ship Unit Count | Transport Handling Unit |
|--------------------------|------------------|------------------|-----------------|-------------------------|
| 90990 [REDACTED]-001-001 | 89.09 KG         | 2.00 CUMTR       | 5               | PALLET                  |

| Line Number | Line Weight | Line Volume | Packaged Item Count | Packaged Item ID |
|-------------|-------------|-------------|---------------------|------------------|
| 1           | 445.43 KG   | 10.00 CUMTR | 1                   | RONA ITEM        |

| Release Total Quantities | Total Weight | Total Volume | Total Ship Unit Count | Total Packaged Item Count |
|--------------------------|--------------|--------------|-----------------------|---------------------------|
|                          | 445.43 KG    | 10.00 CUMTR  | 5                     | 1                         |

and other information.

### Transportation Compliance Requirements

Applicable Compliance Requirements are available here:

<https://vendors.rona.ca/Section A: Vendor Compliance Requirements/1.3 Merchandise Pickup>

**Table 1.2:** Transportation Compliance Requirements

| Compliance Requirement Type                              | Compliance Name       | Description  | Examples   | Fine   |
|--|-----------------------|--|--|--|
| <b>Merchandise Pickup</b><br><a href="#">Section 1.3</a> | Loading Time          | When picking up at supplier: If the loading time exceeds the time limit allocated by RONA, a fee shall be payable to RONA. | Load time exceeded.  | \$100 per Labour Hour to correct (per Event) |
|  | Merchandise Readiness | When picking up at supplier: Merchandise must be ready and compliant for pick-up at the time of the appointment.           | The merchandise is not available for pick-up, or there are loading errors present. | \$500 per Event                              |
|  | OTM system            | The pickup requests must be done using RONA's Oracle Transportation Management (OTM) system.                               | The OTM system is not used for a pickup request.                                   | \$500 per PO                                 |

### RONA OTM user support

For log in assistance and password reset or password expiry messages, please contact the RONA helpdesk for assistance:

Centre de Service Informatique | IT Support Center  
 Tél. / Phone, **1-855-867-8627 option 4**

For any RONA OTM system related issues such as

- PO not visible,
- system generated error messages,
- data entry questions,
- data entry correction requests and
- general support.

Please contact the RONA TMS team at [tms@rona.ca](mailto:tms@rona.ca) for assistance.

## Appendix

### Release Instruction:

Always select **Weight Amount**, otherwise an error message will appear when saving the request.

### Weight Amount:

Enter the weight amount of the merchandise.

### Early Pickup Date:

Select the carrier pickup date: It is the date of availability for pick-up of the PO.

### Pallets:

The number of pallet spaces must be superior to **0** and must be a whole number (Not a decimal), superior or equal to 1.

### Commodity:

Classify the type of merchandise (Hazardous and/or Freezable):

| Code | Definition of the acronym   | Comment                        |
|------|-----------------------------|--------------------------------|
| NHNF | Non hazardous non freezable | Dry box equipment will be used |
| NHF  | Non hazardous freezable     | Heated vans will be used       |
| HNF  | Hazardous non freezable     | Dry box equipment will be used |
| HF   | Hazardous freezable         | Heated vans will be used       |

### Pallet Spaces:

Enter the number of floor spaces needed for the pickup request without exceeding the number of available floor spaces in a trailer (max 26 floor spaces).  
For multiple orders on a same pallet space, example of 5 orders (PO) that are on the same pallet space: when you enter related pickup requests, please enter the value (ex:0.2) in the Pallet Spaces field that reflects the portion used by each PO in this pallet space. Sum of entered values must be 1 (in this example).

**To enter decimals, use a dot instead of a comma!**

### Ship with Group:

This field is NOT mandatory.  
Enter unit number which corresponds to the shipment (trailer) created from the same list of orders (PO). This number can either be the trailer ID number or a supplier specific value.  
Suppliers who group in advance the orders (PO) in a same shipment (trailer) will use this field.

### FAQ

| Question  | Answer  |
|---|---|
| I forgot my password, where can I get a new one?  | Please contact the RONA helpdesk for assistance:<br>Centre de Service Informatique   IT Support Center<br>Tél. / Phone : 1-855-867-8627 option 4  |
| I do not find my PO in RONA OTM. What should I do first?                                    | Ensure to enter PO without leading or trailing characters.<br>Enter regular PO in PO number field, enter MMS PO in MMS PO field.<br>Set drop down menu to "Contains".   |
| Where do I see the scheduled carrier name?  | At this point, the name of the carrier cannot be displayed due to system limitations.   |
| Where do I see the scheduled pickup date for my PO?   | Consult the Order Release menu, look for PO in question. The Early Pickup date column is showing the planned pickup date (Indicator needs to be green).   |
| The OTM account administrator has left the organization. How do I access to the portal?     | Please contact <a href="mailto:tms@rona.ca">tms@rona.ca</a> for assistance.   |
| The planning status (indicator) on my PO is white, why?                                     | A pickup date for this PO has not been planned yet.<br>Possible reasons: <ul style="list-style-type: none"> <li>• Pickup date too far in advance</li> <li>• Transport Planning is sourcing capacity</li> <li>• RONA is evaluating warehouse availability</li> </ul> |
| I have entered a wrong Source Location ID. How can I change the Source Location ID?         | Once a PO has been successfully released, you are not able to adjust your data entry.<br>Please contact <a href="mailto:tms@rona.ca">tms@rona.ca</a> for assistance.  |
| The carrier missed a planned pickup date, what now?   | Please contact <a href="mailto:tms@rona.ca">tms@rona.ca</a> for assistance.   |
| I am getting an error message; how can I fix this?  | Please contact <a href="mailto:tms@rona.ca">tms@rona.ca</a> for assistance.   |
| I am getting a server connection error message and cannot log in. What should I do first?   | Start by clearing your web browser history, clear the cache, try to connect with a different web browser or open a session in a private or incognito window of your web browser.  |
| My PO is less than 250 LBS and less than one (1) pallet. Do I need to release my PO in OTM? | PO release in RONA is not required, please consult the <b>Transportation Routing guide</b> for shipping less than pallet quantities with a parcel courier.  |