Direct to Consumer Business Requirements

***Updated 3/2026**

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 used for vendor acknowledgement OR
- Vendor-initiated line item or purchase order rejections
- No partial line items may be accepted or rejected

Advanced Ship Notice (ASN) (EDI 856):

- Must be sent when carrier pickup request has been submitted
- 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.
- If you need to confirm/change your return address, please reach out to us at Digitalbizopsordermanagement@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. 3rd Party Billing
- Shipments over 150 lbs. or oversized, including odd dimensions will be shipped via XPO freight
- Dimensions to ship via Parcel:
    - Longest Side + (2* Median Side) + (2 * Smallest Side) > 165 inches
    - Any side(L/W/H) > 108 inches

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
- On-boarding Direct to Consumer Specialist - Getonboard@tractorsupply.com
- Customer Relations – Digitalbizopsordermanagement@tractorsupply.com
- Accounting – apex@ap.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 locations:
    a TSC Distribution Centers / Stores
    TSC Distribution Center
    ATTN: Online Order
    100 Raines Drive
    Franklin, KY 42134
    b Drop Ship Vendors
    Vendor Name
    ATTN: TSC PO Customer name
    PO Address
    PO City, State Zip
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/Third Party Billing.**

Ship To Store Label:



LTL Bill of Lading Requirements

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

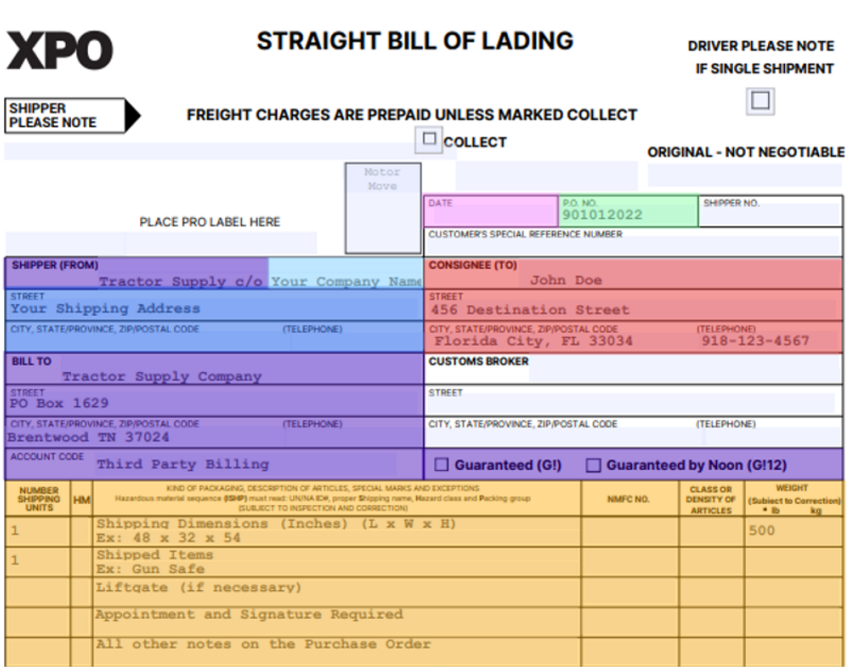
- Customer's Ship To Name and Address
- Customer's Contact Phone Number
- Customer's requested delivery date and time
- Dimensions (LxWxH)
- Quantity
- Appointment and Signature Required
- Any other notes indicated on the Purchase Order (such as Lift Gate Needed)
- Third Party Bill to information:
  LTL XPO Logistics orders should be billed to us at:
  TRACTOR SUPPLY
  PO BOX 1629
  Brentwood, TN 37024

When filling out the BOL, "Tractor Supply" must be listed as the first company name in the "Shipper (From)" box. This is required for BOLs generated at all of your fulfillment locations. The ship-from field should look like the following example:

DSV BOL Requirements

Areas of the BOL

- Purple: Filled out Exactly as it shows in the BOL
- Red: TSC Order Delivery information
- Blue: Pickup Address
- Cyan: TSC Vendor Name
- Green: TSC Purchase Order (PO)
- Pink: Ship date (date the freight leaves)
- Orange: Shipment information and special instructions to complete delivery (ex: liftgate)
  - Requirement: dimensions, weight and what is being shipped (item), "Appointment and Signature Required"



XPO

STRAIGHT BILL OF LADING

DRIVER PLEASE NOTE IF SINGLE SHIPMENT ☐

SHIPPER PLEASE NOTE

FREIGHT CHARGES ARE PREPAID UNLESS MARKED COLLECT ☐ COLLECT

ORIGINAL - NOT NEGOTIABLE

Motor Move

PLACE PRO LABEL HERE

DATE | P.O. NO. 901012022 | SHIPPER NO.

CUSTOMER'S SPECIAL REFERENCE NUMBER

SHIPPER (FROM): Tractor Supply c/o Your Company Name
STREET: Your Shipping Address
CITY, STATE/PROVINCE, ZIP/POSTAL CODE (TELEPHONE)

CONSIGNEE (TO): John Doe
STREET: 456 Destination Street
CITY, STATE/PROVINCE, ZIP/POSTAL CODE: Florida City, FL 33034 (TELEPHONE): 918-123-4567

BILL TO: Tractor Supply Company
STREET: PO Box 1629
CITY, STATE/PROVINCE, ZIP/POSTAL CODE (TELEPHONE): Brentwood TN 37024
ACCOUNT CODE: Third Party Billing

CUSTOMS BROKER
STREET
CITY, STATE/PROVINCE, ZIP/POSTAL CODE (TELEPHONE)

☐ Guaranteed (G!) ☐ Guaranteed by Noon (G!12)

NUMBER SHIPPING UNITS	HM	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	NMFC NO.	CLASS OR DENSITY OF ARTICLES	WEIGHT (Subject to Correction) lb kg
1		Shipping Dimensions (Inches) (L x W x H) Ex: 48 x 32 x 54			500
1		Shipped Items Ex: Gun Safe			
		Liftgate (if necessary)			
		Appointment and Signature Required			
		All other notes on the Purchase Order			

Vendor Portal Information

For access to our Vendor Portals – please use the below links. Once set-ups are complete, login emails with further information will be triggered.

1. Vendor Portal - *Self-service maintenance of contacts, shipping information, etc.*
   Questions: Email MerchMasterData@TractorSupply.com

2. Vendor Transaction Portal (VTP) - *Find Invoice and DC ASN Transaction Errors*
   Questions: Email EDI@TractorSupply.com

3. Shipment Delay Application - *Update delayed shipment information (DTC only)*
   Questions: Email DigitalBizOpsOrderManagement@TractorSupply.com

4. Product Information Management (PIM) - *Set up and manage your products for sale on tractorsupply.com (formerly ATLAS)*
   Questions? Email Atlas@TractorSupply.com

5. Vendor Information System (VIS) - *Custom reporting from the Vendor Information System*
   Questions? Email VISSupport@TractorSupply.com

6. Accounts Payable (AP) Portal - *Search for invoices or payments*
   Questions? Email AskAP@TractorSupply.com

7. Vendor Compliance - *Learn about the ways Tractor Supply Co. strives to outperform competition*
   Questions? Email TSCCOMPLIANCE@TractorSupply.com

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
        - ✓ 864
        - ✓ 812
        - ✓ 820
    - ✓ **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!