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Purpose

Instruct Vendors and Vendor Reps how to obtain an account for the Ace Hardware Vendor Portal and how to log in.

Overview

Ace Hardware now offers a newly enhanced and secure vendor portal. To ensure the portal is secure we utilize the Microsoft Program: Azure B2B. Azure Active Directory (Azure AD) B2B collaboration is a feature within External Identities that lets us invite guest users to collaborate with our organization. With B2B collaboration, we can securely share our applications and services with users, while maintaining control over our own corporate data. Going forward, some log in experiences will include multi-factor authentication processes.

Account Creation

If you do not have an account with Ace Hardware, start by visiting: www.acehardware-vendors.com. This is the location of the Vendor Portal. You can bookmark this web address to ensure it's at your fingertips.

1. Select the red Create Account button in the top right.
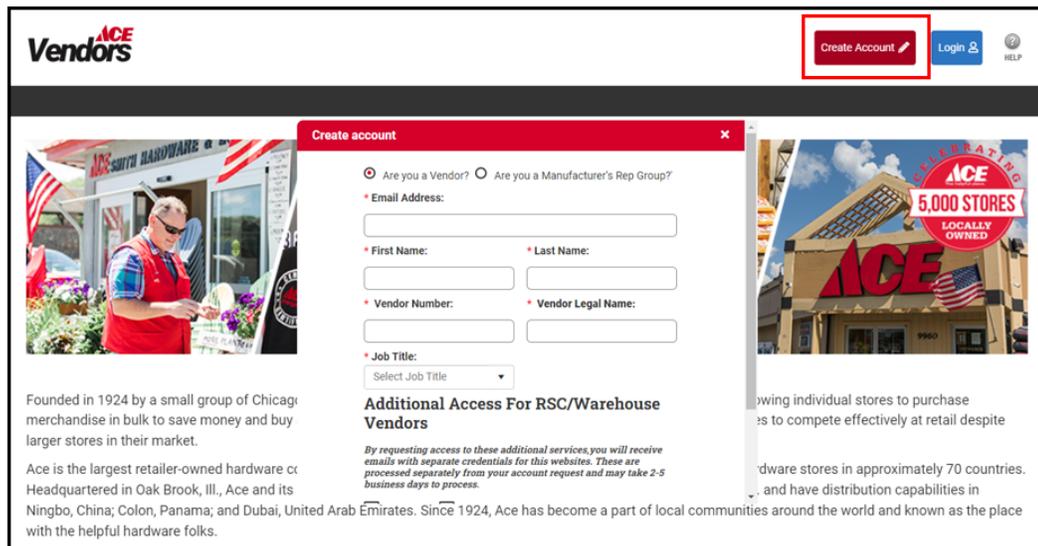
2. A pop-up window will appear for completion.
3. Begin by clicking to radio dial button to answer the question: Are you a Vendor or are you a Manufacturer's Rep Group?

4. Complete the required fields
    a. **Note:** If you are unsure of your Vendor Number, contact the **Ace Vendor Care Center at 630-990-2777.**
    b. **Note:** The name populating is the legal name that you have filed with the IRS that we have on file. If the incorrect name is appearing, please visit the vendor portal > Vendor Profile once you log in to submit the documentation for a name change.
    c. **Note:** If the Manufacturer's Rep Group Company does not appear, contact: vendorengagement@acehardware.com.
5. Select your Job Title from those listed in the drop down.
6. The next section is for Vendors that will be shipping into our Warehouses (RSCs). One or both boxes can be checked.

Note: If you are a Dropship (ACENET Direct) Vendor **ONLY**, no need to check the boxes. You can scroll down and click submit.


e2open is a third-party Transportation Management System that Ace Hardware uses for inbound and outbound transportation planning. **e2open is used for collect vendors only**. Clicking on this check box will allow additional boxes to appear for completion. For questions related to e2open please reach out to: inboundtraffic@acehardware.com.

Traverse Systems is a third-party Compliance Management System that Ace Hardware uses for tracking of Inbound Load Quality Requirements, specific EDI and Transportation related requirements, and barcode accuracy and readability. By checking this box, you are requesting login credentials for this system. You will be sent your User ID and password within 7 days. For questions related to Traverse, please reach out to: acesupplychaincompliance@acehardware.com.

==As the first registered user of your vendor account, a request will be sent to Ace Hardware for approval. Once approved, you will be invited to join the Ace Hardware Vendor Portal via an email from Microsoft.== As the initial user of your vendor account, you will be assigned the role of Account Administrator. Account Administrators have the ability to approve and reject additional users, assign additional Account Administrators and authorize a manufacturers rep group access to the vendor number. The Administrator role can be reassigned to a different user at a later date.

If you are not the first registered user of your vendor account, your request will be sent to the account administrator for approval.

When the account administrator approves your request, you will receive an email. Click on Accept Invitation.
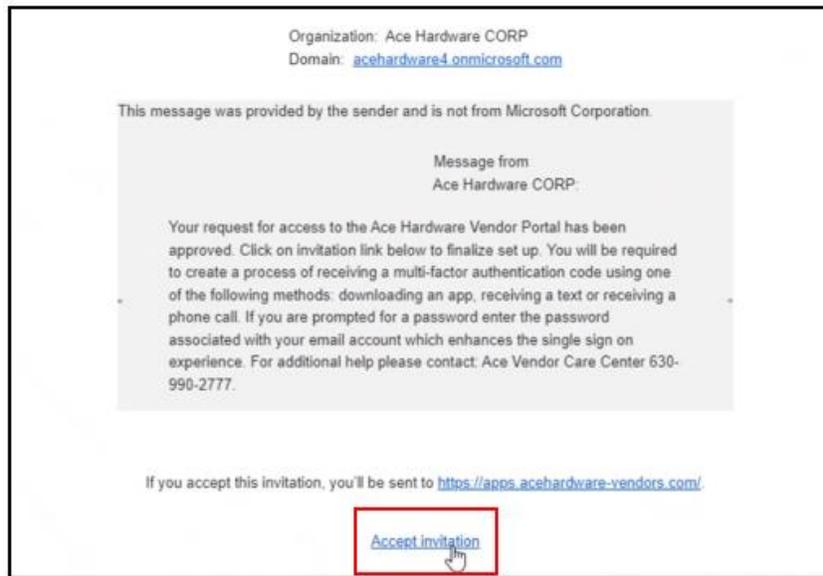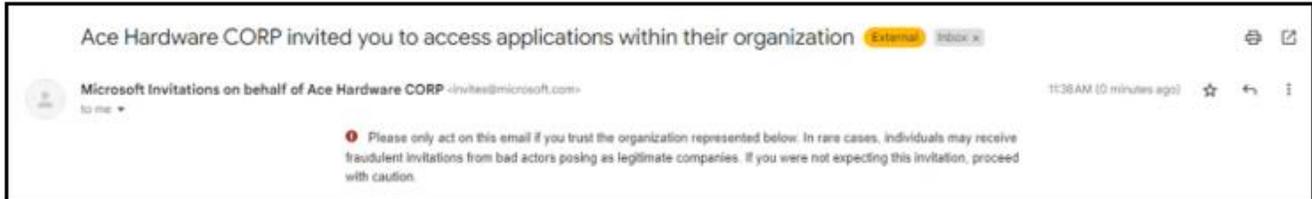
Multi Factor Authentication options

You will now be asked to walk through the Multi Factor Authentication (MFA) process to set up your account. There are 3 options to set up MFA.

1. Microsoft Authenticator Application (==**Ace preferred method**==).
    a. Check your App store to download (see instructions below).
2. Text authentication via your mobile phone.
    a. Less secure method.
3. A third party web browser extension, available at http://authenticator.cc.
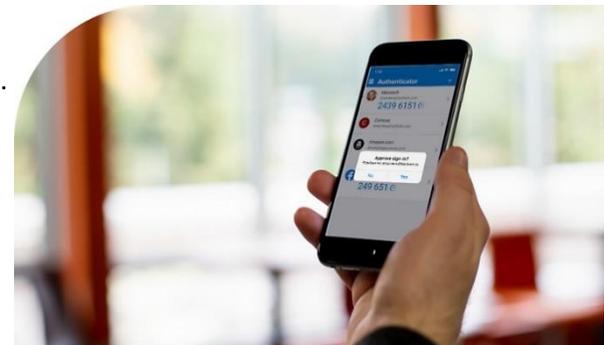
Setting up Multi Factor Authentication

1. When you click Accept Invitation in your approval email, you will be asked to sign in, using your email password.

2. Accept the requested permissions.

3. You may need to go through an additional step to keep your account secure. Click "Next."

4. You will be asked if you would like to download the Microsoft Authenticator app. ***Ace Hardware highly recommends using this method**.* First, you will need to click Download Now to install the app. If you already have the Microsoft Authenticator app, click Next and skip to Step 7.
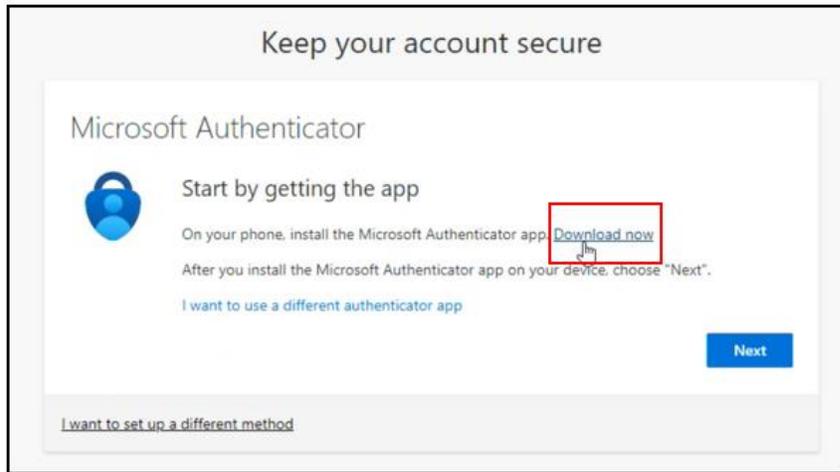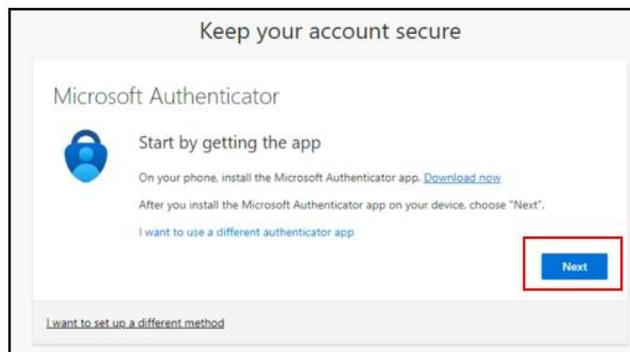

If you do not wish to use the Microsoft Authenticator app, skip down to Step 9.

5. Clicking 'Download Now' will take you take a Microsoft.com website where you can scroll down and see QR codes for Android and Apple devices. Use your phone to scan the appropriate QR code.
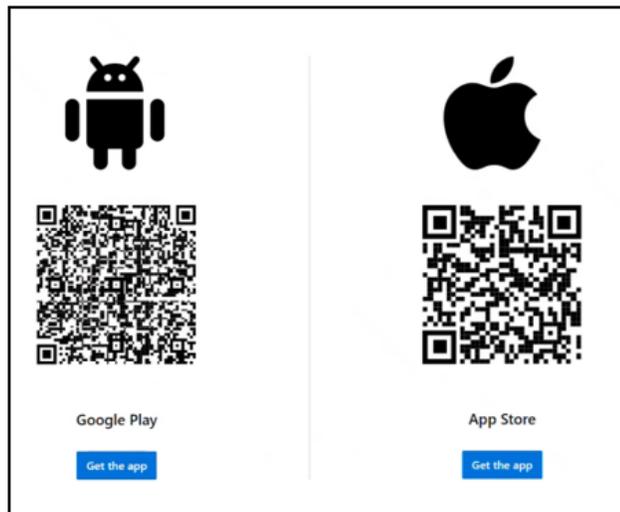

6. Download the app onto your phone. Then return to your browser and click Next.

7. In your phone app, if prompted, allow notifications. Then add an account, and Select "Work or School." When complete, click Next on your computer.
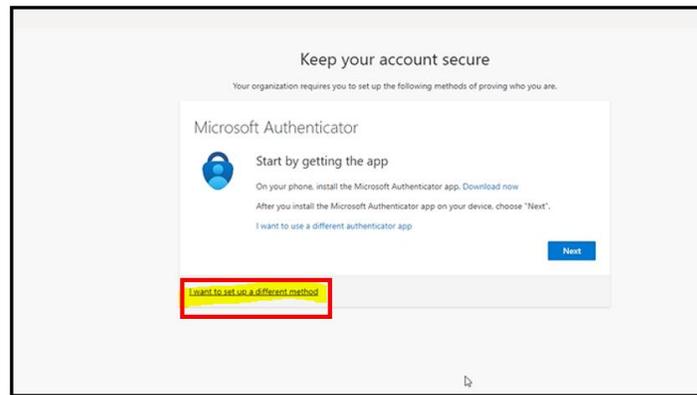

8. Now, you will use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, click Next.
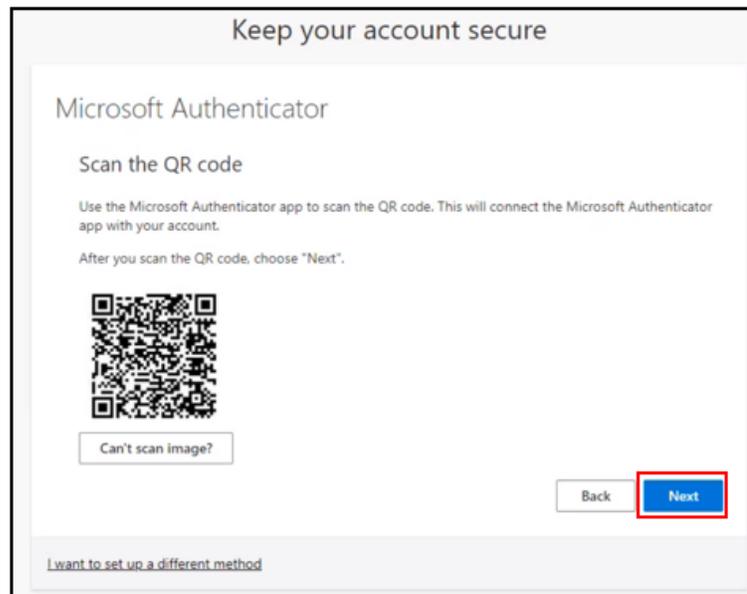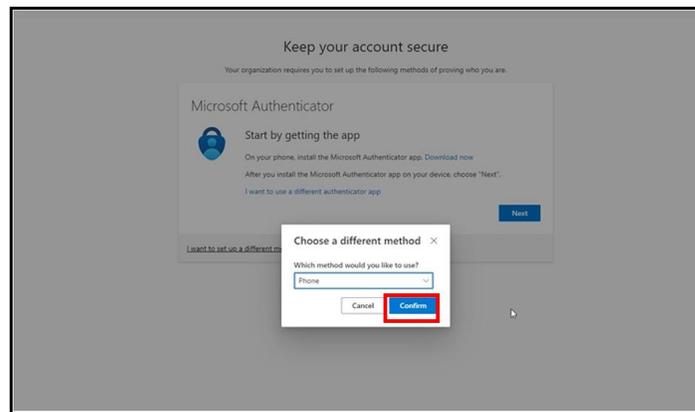

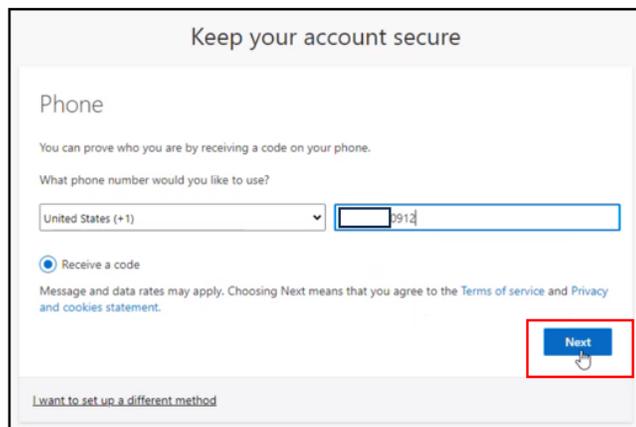You have now set up your Microsoft Authenticator app.

9. If you would like to use text message verification, click "I want to set up a different method."
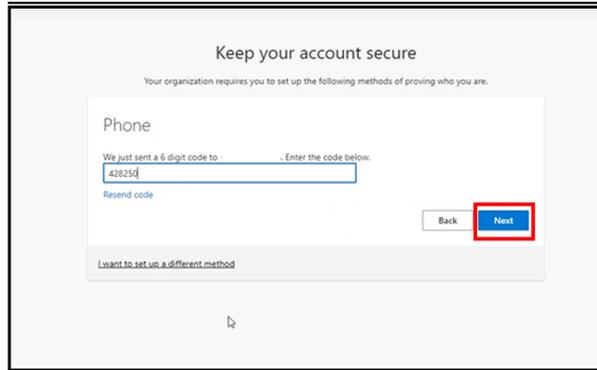
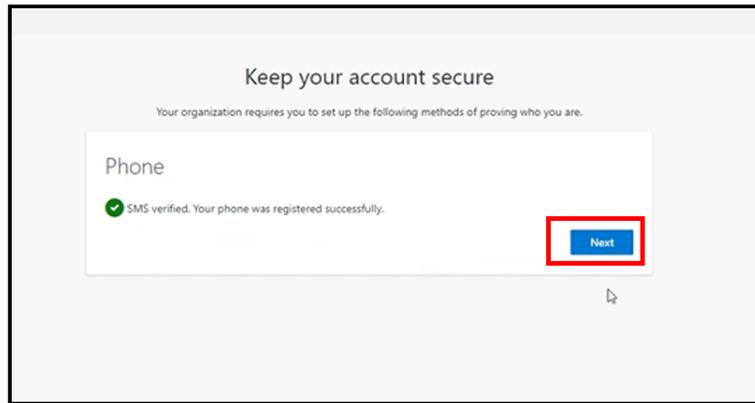10. Select the method that you would like to use: Phone. Click Confirm.

11. Enter your phone number. Click Next.

12. Enter the code you receive and click Next.

13. You have now set up Multi Factor Authentication with your phone number.

14. If you would like to use option 3, the third party web browser extension, please review the **Microsoft Azure B2B MFA – Third Party Authenticator QRG**.

Logging In

Once you have created your account, click on the blue Login button at the top right of the vendor portal.
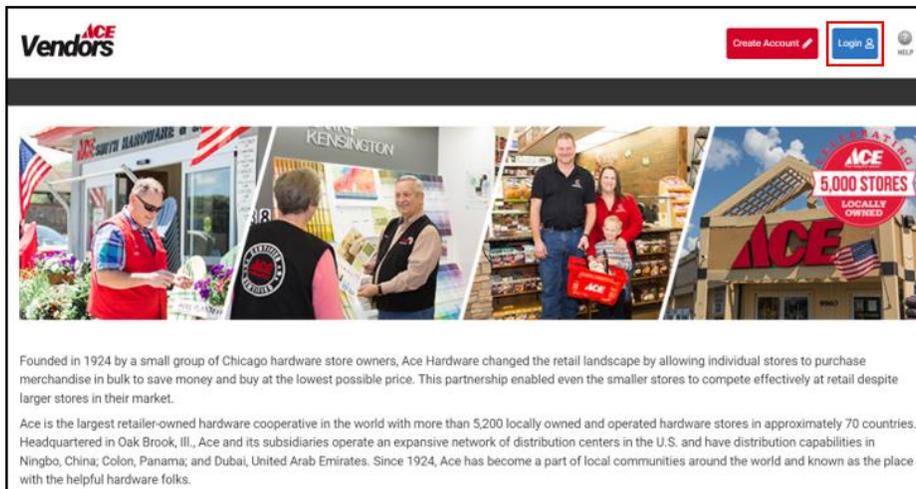
If you are using Office 365/Microsoft (Outlook) as your platform, you should automatically be signed in and directed to the Vendor Portal homepage. If it does ask you for password, you should be entering the password associated with your email account or your work sign on password. **NOTE: Ace no longer manages, or issues passwords associated with the vendor portal.** This is all part of the single sign on experience.

If you are having trouble with your password, we suggest contacting your IT department or using the forgot my password link listed on the screenshot below.
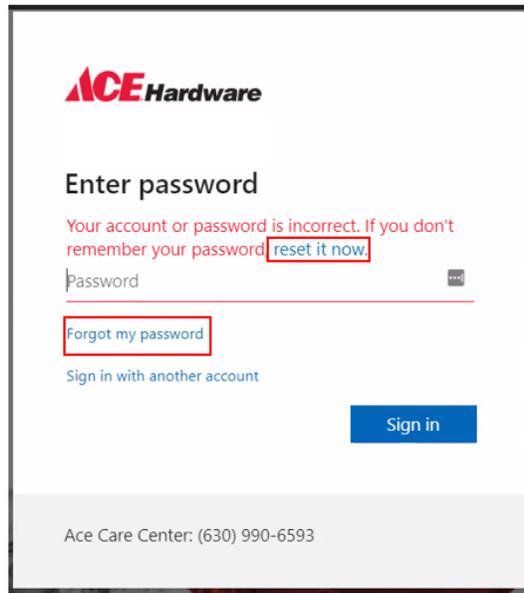
For additional questions, please contact the Ace Vendor Care Center at 630-990-2777.