

SUPPLIER SUCCESS STORY

Suppliers stopped guessing where their money was

Supplier



Customer



OVERVIEW

Taylor Niedzwiecki doesn't work for one supplier. She works for dozens. As part of the compliance and finance team at Integrated Sales Solutions, she watches invoice status, payment status, and deductions across every account her team manages, catching patterns before they become problems.

BEFORE →

- ✗ Blind emails into a ticketing system
- ✗ Days of not knowing where an invoice stands
- ✗ New suppliers lost for weeks in the portal

→ AFTER

- ✓ A real person to call at Home Depot
- ✓ Status on demand: received, processing, or paid
- ✓ Confident and onboarded in an afternoon

"Direct Commerce does a really great job of communicating which department or which employee owns an issue — the platform always directs you to the right resource."

CHALLENGE

At Home Depot's scale, a single disputed chargeback can mean chasing the right person through an organization with thousands of employees. Taylor has seen how that search plays out elsewhere: blind emails, outdated ticketing systems, days of not knowing if a six-figure shipment is missing or just stuck in a queue.

These tools are more modern and top tier compared to some of the outdated systems other retailers still run on.

TAYLOR NIEDZWIECKI

Discount Administrator, Integrated Sales Solutions

SOLUTION

Home Depot's supplier portal, powered by Direct Commerce, organizes invoices, remittance, and returns into clear, purpose-built views instead of one long feed. Taylor trains every new supplier on it in an afternoon.

- **Organized by task, not noise.** Invoices, remittance, and RTVs each live in their own view.
- **A real point of contact.** Someone at Home Depot to go to, not a blind email.
- **Status on demand.** One report shows exactly where an invoice stands.

RESULT

When a supplier panics because an invoice seems to have vanished, Taylor doesn't have to promise she'll look into it. She pulls up the open items report and tells them exactly where it stands, right then. For a supplier watching six or seven figures move through one retail relationship, that's the difference between a phone call she dreads making and one she never has to make.

Direct Commerce powers the invoice and payment experience suppliers rely on every day, turning a process suppliers used to fear into one they trust.

"When it comes to the user experience for getting paid, the Direct Commerce portal itself is great."