



## Vendor Net Guide

Overview: Vendor Net processing thru DXL Group is a combined effort between the customer service team, the buyer and the vendor to ship items to our customer in an efficient manner. In order to be successful, information should be obtained prior to offering drop ship items on our websites/catalog. Here is some information that we will need from the vendor in order to process drop ship orders.

The buyer should coordinate a meeting with the drop ship team to discuss the vendor information and information provided in the check list.

- **DXL Group Order Processing:**
  - All communication with DXL Group and the Vendor Net vendor will be via e-mail using Dropship@dxlg.com
  - Here is an example of our .txt file that you will receive:

SAMPLE.TXT - Notepad							
File Edit Format View Help							
C	From: BIG & TALL			Division 04	To: HARDWICK	JGSILVA,JGSILVA,BTLIVE Vendor# 50003926	Pg: 12 Date: 08/23/10
0	-----						
Purchase	Customer	Customer	Ship Meth	Vendor Item	Qty	Cost	Extension
Ord No	Ord No	Name/Addr		Description			
0400167243	P1597922	SALLY SMART CASUAL MALE XL SUITE 1206 3435 WRIGHTSBORO ROAD AUGUSTA,GA 30909	UPS Ground	9500-3 BLAC 62 L	1	99.00	75.00
0				HW SUIT SEP COAT 62-66 BLACK 62 LONG			
0400167244			UPS Ground	9500-3 BLAC 58 L	1	99.00	32.00
0				HW Pleated Suit Pant BLACK 58 LONG			
0400167245	P1598304	MAT SMITH CASUAL MALE XL STE 815 2700 STATE ROAD 16 SAINT AUGUSTINE,FL 32092	UPS Ground	9500-7 TAN 46 R	1	99.00	32.00
0				HW FF SUIT PANT TAN 46 REG			
0400167246			UPS Ground	9500-7 TAN 54 PR	1	99.00	65.00
0				HW Suit Sep Coat TAN 54 PRTLYR			
0400167247	W2097817	BOB JONES BIG & TALL 555 Turnpike Street CANTON,MA 02021	UPS Ground	9500-9 OLTI 60 L	1	99.00	32.00
0				HW Pleated Suit Pant OLIVE TIC 60 LONG			
0	Alterations						
0400167248	W2097887	GLENN CLOSE CASUAL MALE XL 17 W 180 22ND STREET OAKBROOK TERRACE,IL 60181	UPS BLUE 2ND DAY AIR	7125-6 CABL 50 R	1	99.00	77.00
0				Hardwick Houndsth Spcoat CAMEL BLK 50 REG			
0400167249	W2097930	MARY MURPHY BIG & TALL 555 Turnpike Street CANTON,MA 02021	UPS Ground	9500-3 BLAC 62 PR	1	99.00	75.00
0				HW SUIT SEP COAT 62-66 BLACK 62 PRTLYR			
0400167250			UPS Ground	9500-3 BLAC 62 R	1	99.00	37.00
0				HWK SUIT PLT PANT 62-66 BLACK 62 REG			
0	Alterations						
0400167251	W2098125	DOROTHY STREET CASUAL MALE XL 1041 WEST BAY AREA BLVD WEBSTER, TX 77598	UPS Ground	9500-7 TAN 50 R	1	99.00	65.00
0				HW Suit Sep Coat TAN 50 REG			
0400167252			UPS Ground	9500-7 TAN 48 R	1	99.00	32.00
0				HW FF SUIT PANT TAN 48 REG			
0							
0400167253	W2098128	ANDREW JONES CASUAL MALE XL 700 N JOHNSON AVENUE EL CAJON,CA 92020	UPS Ground	69-9 BLWH 54 PS	1	77.00	77.00
0				Hardwick Houndsth Spcoat BLKWHITE 54 PRTLYS			
0							
0400167254	W2098153	ROSS JONES CASUAL MALE XL 7615 WEST FAIRVIEW AVENUE BOISE, ID 83704	UPS RED AIRSAVER	13-1 NAVY 66 PL	1	67.50	67.50
0				HW HOPSACK BLAZER 62-66 NAVY 66 PRTLYL			



### **Buyer Requirements:**

Here is the information the Drop Ship team will need from the Buyer before processing orders for the Drop Ship Vendor.

- **Product/Vendor information:**
  - Buyer should provide the drop ship team with the Vendor name, Vendor #, Ecometry Item #, Vendor Model #, and UPC
  - Buyer should submit the above information to Merchandise Support for set up in Ecometry

### **Shipment Requirements:**

- All catalog/web orders are shipped using DXLG's UPS account # 0RA161, 3rd party bill to. Provide expected ship time beyond 3-7 business days.
  - Provide information on International Shipments including:
    - Restrictions if any(i.e. leather shoes)
    - Vendor Limitations to ship internationally
  - Provide any Shipping Restrictions if any
    - HI, AK, US Territories
  - Provide ability to ship expedited (next day, 2nd day, & Saturday delivery)
- For direct to store orders, please refer to **Chapter 4 - Logistics and Routing Requirements.**

### **Returns/Warranties:**

- Buyer should ensure that vendor is responsible for Damaged Products during shipment process.
- All returns are shipped to Canton, MA and are processed with the 90 day return/exchange policy. Buyer should notify drop ship team if there are any special conditions (i.e. bikes) that would vary from the return policy and location.
- Is there a Warranty Period provided by the vendor beyond DXL Group's 90 day policy.
- Buyer should provide information on repair policy and vendor responsibility for item after 90 days. Buyer should provide part replacement policy.

### **Other requirements:**

- Need any other product requirements such as the ability to set up the item at the customer's home ( i.e. Pride Mobility Chair)
- Is item shipped fully assembled or partially? Buyer should provide assembly instructions if needed.

### **Vendor Requirements:**

Here is the information the Vendor Net team will need from the Vendor Net Vendor.

- **Contact information:**
  - Provide an E-mail address to email orders
  - Provide contact person(s) & telephone number and back-up contact.
  - Fill our vendors check list and sent to dropship@dxlg.com
  - For all direct to store drop ship orders please contact traffic@dxlg.com and request routing, she will then supply the UPS account #'s as they are different from the catalog numbers.



- **Order confirmation:**
  - Vendor is required to notify DXL Group when an item is not available within 1 business day.
  - Vendor is required to notify DXL Group when an item is on back order and include expected ship date within 1 business day.
- **Shipment notification:**
  - Shipment Notifications should be emailed to Dropship@dxlg.com within 1 business days via:
  - File format (UPS Quantum View) or via vendor website access. The DXL Group Order # or PO # must be included

**Example of Quantum View:**

ups

This message was sent to you at the request of Specialties to notify you that the electronic shipment information below has been transmitted to UPS. The physical package (s) may or may not have actually been tendered to UPS for shipment. To verify the actual transit status of your shipment, click on the tracking link below or contact Specialties directly.

**Important Delivery Information**

Message from PO# 400181206, Specialties: Order # 1009926  
Scheduled Delivery: 01-April-2010

**Shipment Detail**

Ship To:  
PATRICIA  
99 MORELAND GREEN DR  
WORCESTER  
MA  
01609  
US

Number of Packages: 1  
UPS Service: GROUND  
Weight: 2.1 LBS

Tracking Number: [122172200359193368](#)  
Reference Number 1: 1009926  
Reference Number 2: 400181206

**\*Next page is Vendor Checklist please fill it out**



**Drop Ship New Vendor Checklist**

**Vendor information:**

Vendor Name: \_\_\_\_\_  
Vendor Email Address: \_\_\_\_\_  
Vendor Contact Person: \_\_\_\_\_  
Vendor telephone number: \_\_\_\_\_  
Vendor Contact back up: \_\_\_\_\_

**Vendor communication:**

\_\_\_\_\_ Vendor communicated order confirmation process (NLA/BO) within 1 business day.  
\_\_\_\_\_ Vendor communicated shipment confirmation requirement (UPS Quantum View or website via 1 business day.)  
\_\_\_\_\_ Vendor has been provided with DXL Group’s Email address Dropship@dxlg.com  
\_\_\_\_\_ Vendor has been provided with DXL Group sample .TXT file and frequency

**Product/Vendor Information:**

\_\_\_\_\_ Buyer has coordinated a meeting with the Vendor Net team to review vendor info  
\_\_\_\_\_ Vendor Name, Vendor #, Ecometry Item #, Vendor Model#, UPC provided to Vendor Net team.  
\_\_\_\_\_ Merchandise Support has completed set up in Ecometry

**Shipment Requirements:**

\_\_\_\_\_ Vendor has confirmed method of shipment  
\_\_\_\_\_ Vendor has been provided with DXL Group UPS account number if needed  
\_\_\_\_\_ Vendor has provided expected ship time if it is beyond 3-7 business days  
\_\_\_\_\_ Vendor has provided International shipment information  
\_\_\_\_\_ Vendor has provided shipping restrictions  
\_\_\_\_\_ Vendor has provided expedited shipping information.

**Returns/Warranties:**

\_\_\_\_\_ If not using DXL Group UPS account, has provided return shipment process  
\_\_\_\_\_ Vendor is responsible for Damaged products during shipment  
\_\_\_\_\_ Vendor returns are shipped to Canton, MA with 90-day return policy. Special return conditions identified and communicated.  
\_\_\_\_\_ Warranty information provided  
\_\_\_\_\_ Repair policy/parts after 90 days identified and communicated

**Other:**

\_\_\_\_\_ Any product requirements identified and communicated (i.e. setup)  
\_\_\_\_\_ Item shipped partial/assembled identified and communicated with instructions.

Contact information: Vendor Net Coordinator:

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Canton, MA 02021  
781-828-9300 ext 2964  
dcurnane@dxlg.com

Any questions on Drop Ship please email Dropship@dxlg.com