Lord & Taylor

DROP SHIP OPERATIONS MANUAL

CommerceHub

PROGRAM OVERVIEW

Dsco is CommerceHub's integration platform that simplifies and standardizes the way suppliers connect to retailers to enable drop shipping. Here are some of the benefits you will see from using CommerceHub's Dsco platform:

- Connect/Integrate the way that works best for you
- Visibility into Exceptions/Notifications
- Transparency into performance, visibility to inventory and orders

As a supplier to Lord & Taylor, you will be expected to exchange the following data through Dsco:

- Inventory
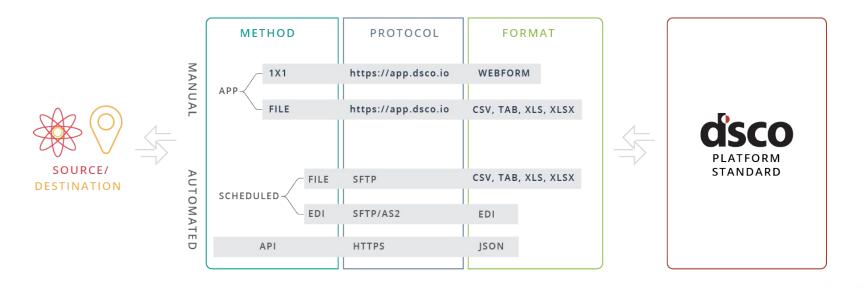- Orders
- Shipment
- Cancellation
- Invoice
- Returns

Note that item setup will be handled outside of Dsco.

dsco | CommerceHub

INTEGRATION/AUTOMATION OPTIONS

Dsco provides the following integration/automation options:

- Portal (1x1, Batch Upload/Download)
- Flat-File (XLS, CSV, TAB) via SFTP/AS2
- Dsco EDI via SFTP/AS2
- REST API (JSON)

WORKFLOW OVERVIEW

LORD & TAYLOR MANAGES THE FOLLOWING WORKFLOWS THROUGH DSCO

- **Inventory Availability** | Quantity-On-Hand information, including in-stock, out-of-stock and discontinued status'

- **Purchase Orders** | Consumer Drop Ship orders Lord & Taylor will fulfill

- **Shipment Notification** | Package details including tracking number and the items and quantities shipped

- **Cancellations** | Informs you when Lord & Taylor is unable to fulfill orders/items

- **Invoices** | Details the cost of the goods shipped for each order you will pay Lord & Taylor for

- **Returns** | Lord & Taylor will inform you when a return is on it's way to your returns facility

Lord & Taylor will handle Item Setup with you directly, outside of the Dsco platform.

dsco | CommerceHub

WHAT TO EXPECT

- Lord & Taylor will send an invitation to you through the Dsco platform

- Use the invitation to create your Dsco account

- Once you log in you can accept the invitation to connect to Lord & Taylor and begin Gandalf

- Gandalf will walk you through the rest of your account setup and allow you to test and validate your ability to send and receive data for the various workflows

- Gandalf allows you to test and validate you can exchange data with Lord & Taylor without L&T actually being involved

- Once you complete Gandalf, Lord & Taylor will be notified so they can schedule a "Go Live" date with you

- Once Lord & Taylor hit the Play button on your account the inventory information you have loaded into Dsco will flow through to them automatically which will trigger your items to go on sale

dsco | CommerceHub

INVENTORY AVAILABILITY

FREQUENCY

- Daily inventory quantity availability updates are required

- Hourly updates are recommended only if those updates are accurate

NOTES/REQUIREMENTS

- SKU is required. This is the suppliers identifier for the item
  - Ensure the SKU you provide Dsco is the same you provided to L&T as your Vendor SKU

- UPC or EAN is required for each SKU

- Warehouse-level quantities are required

- Status (in-stock, out-of-stock, discontinued) is required for each SKU

- Lord & Taylor handles inventory decrementation against open orders within their systems

PURCHASE ORDERS

FREQUENCY

- As frequently as possible, at least hourly

    - L&T sends orders to Dsco 24/7 so it's important for you to pull orders from Dsco at least hourly

NOTES

- SLA's:

    - Ship within 24 Hours

    - Cancel if you cannot ship within 24 Hours

    - Invoice within 30 days

- L&T enforces a fill/kill policy at the line level: you should ship the entire line or cancel the entire line

- L&T does require a packing slip - details will be provided soon

- L&T does support gift orders but does not support personalized items

- L&T provides the expected item cost - the value they expect you to invoice them for

dsco | CommerceHub

PURCHASE ORDER FIELDS

- PO Number
- Consumer Order Number
- Ship-By-Date
- Expected Delivery Date
- Ship Carrier/Method/Service Level Code (Mapping Available - See codes on next two slides)
- Ship: First Name, Last Name, Address 1/2, City, Region, Postal, Country
- Line Item:
  - Line Number
  - SKU
  - Quantity
  - Expected Cost
- For gift orders:
  - When the Gift Flag field is True/1 then the order is being shipped to someone other than who purchased it
  - Gift messages are provided in the "Gift Message" field

SUPPORTED L&T SHIPPING SERVICE LEVELS

FEDEX

Service Level Code	Method
F2DA	2day A.M.
FE2D	2Day
FECG	Ground
FEDT	Territory
FEES	Express Saver
FEFO	First Overnight
FEHD	Home Delivery
FEIE	International Economy
FEIP	International Priority
FEPO	Priority Overnight
FESD	SameDay
FESO	Standard Overnight
FESP	SmartPost
FSDC	SameDay City

UPS

Service Level Code	Method
U2AA	
U2DA	2nd Day Air
U3DS	3 Day Select
UMID	Mail Innovations Domestic
UNAE	Next Day Air Early
UNAS	Next Day Air Saver
UNDA	Next Day Air
UPCG	Ground
UPSF	Freight
UPSP	Surepost
UPSS	Standard

USPS

Service Level Code	Method
USCG	Ground
USFC	First Class Mail
USPE	Priority Mail Express
USPL	
USPM	Priority Mail

You can customize your shipping service level mappings via: https://app.dsco.io/account/mapping-settings

For instructions on setting up the mapping: https://support.dsco.io/hc/en-us/articles/231109908-Setting-up-Retailer-Ship-Mapping

dsco | CommerceHub

SUPPORTED L&T SHIPPING SERVICE LEVELS - CONTINUED

LTL

Service Level Code	Method
LTLC	Curbside Service
LTLD	Vendor Delivered
LTLF	Freight
LTLR	Room of Choice Service
LTLS	Vendor Speciality
LTLT	Threshold Service
LTLW	White Glove Service

PILOT

Service Level Code	Method
PILW	White Glove 1 Man
PIW2	White Glove 2 Man

STI

Service Level Code	Method
STIW	White Glove Service

TECH TRANS

Service Level Code	Method
TECW	White Glove 1 Man
TEW2	White Glove 2 Man

COURIERS PLEASE

Service Level Code	Method
CPDO	Domestic
CPIN	International

MDX GROUP

Service Level Code	Method
MXDW	White Glove Service

SUN DELIVERY

Service Level Code	Method
SUNW	White Glove 2 Man

You can customize your shipping service level mappings via: https://app.dsco.io/account/mapping-settings

For instructions on setting up the mapping: https://support.dsco.io/hc/en-us/articles/231109908-Setting-up-Retailer-Ship-Mapping

dsco | CommerceHub

SHIPMENTS

FREQUENCY

- Lord & Taylor expects you to ship the orders as quickly as possible and provide shipment details as soon as you have it available

- You should send updates to Dsco at least hourly but more often if you are able

REQUIRED FIELDS

- The following information is required for each shipment:

  - PO Number

  - Package Tracking Number

  - Package Ship date

  - Carrier/Method or shipping-service-level-code

  - Line-item

    - SKU

    - Quantity

You can customize your shipping service level mappings via: https://app.dsco.io/account/mapping-settings

For instructions on setting up the mapping: https://support.dsco.io/hc/en-us/articles/231109908-Setting-up-Retailer-Ship-Mapping

dsco | CommerceHub

CANCELLATIONS

FREQUENCY

- Lord & Taylor expects you to cancel orders as soon as you know that you will be unable to fulfill the order
- You should send updates to Dsco at least hourly

NOTES

- Lord & Taylor requires that you provide a cancel code for each cancellation
- Fields:
  - Line-item:
    - SKU
    - Status Quantity
    - Cancel Code (map to list to the right)
    - Cancel Reason

CANCEL CODES

Service Level Code	Method
CXSS	Out-of-stock
CXSB	Bad Address
CXSO	Other

You can customize your shipping service level mappings via: https://app.dsco.io/account/mapping-settings

For instructions on setting up the mapping: https://support.dsco.io/hc/en-us/articles/231109908-Setting-up-Retailer-Ship-Mapping

dsco | CommerceHub

INVOICES

FREQUENCY

- Lord & Taylor expects you to invoice your orders as soon as the order has been completely actioned (shipped)
- You should send updates to Dsco at least daily for any completed orders throughout that day

INVOICE POLICY

- Lord & Taylor requires one invoice for each completed order

REQUIRED FIELDS

- Invoice ID
- PO Number
- Invoice Total Amount
- Invoice Date
- Ship Date
- Line-item:
  - SKU
  - Quantity
  - Unit Price

SUPPORT RESOURCES

DSCO

- Email: support@dsco.io

- Knowledgebase (Chat available on the bottom-right):

    - https://support.dsco.io/hc/en-us

    - https://support.dsco.io/hc/en-us/articles/360057411471-Lord-Taylor-Documentation

LORD & TAYLOR

- Email: dropship@lordandtaylor.com