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# URBN Onboarding Webinar/Supplier

## Q&A

### Account & Setup Questions

#### **Are Rithum's Dsco platform and OrderStream different systems?**

The Dsco platform and OrderStream are different products/platforms owned by Rithum. We are integrating URBN into the Dsco platform ("the platform") to streamline their dropship fulfillment processes.

#### **Do we need separate Rithum accounts for each division (such as Urban Outfitters, Anthropologie, Free People)? If so, do we need to test each setup separately or can we do all of them at once?**

Yes, if you are working with separate URBN brands, we ask you to have one account per brand.

In terms of setting up your account and creating your configuration, you must do this for each account separately. However, since this is done via completing simple online forms, we hope this process will not take long on your side.

In terms of testing on each account separately, we can assess your needs based on your configuration and readiness at the time of onboarding, and if all parties confirm readiness and do not need further repetitive testing, your testing activity can be marked complete. The purpose of testing is to make sure you are ready to transact with URBN, and not to create duplicate efforts on parties.

#### **We are currently set up on the platform for many other retailers. Do we need to set up another account or test?**

Each retailer connection has its unique differences and requirements. Therefore, you must set up separate supplier accounts - one for each retailer. Once you are invited to onboard, you will be expected to test your system, and processes for URBN requirements. We hope that since you are already using the platform for other retailers, your process to set up and test will be quicker.

#### **How do we get access to the platform?**

Suppliers will be invited to onboard in waves. You will receive an invitation from Rithum once we start your migration wave. The supplier user who receives the invitation must accept the invitation to gain access to the Rithum account. That user can then add more users, and start the configuration and testing work. The URBN business team is currently in the process of planning waves. More will come on this from your retailer.

### **Once our organization is selected for onboarding - is there a deadline to complete testing?**

The migration process is expected to take longer for integrated suppliers. We hope that suppliers attending the webinars will start reviewing the integration requirements (required data elements and integration guides on the URBN Documentation page) and start planning for the mapping and testing that will take place during March and April.

For browser suppliers, account setup and testing can usually be completed within less than a week.

### **We use EDI for order transactions. What are our options for using advanced catalog services?**

There are two integration methods available for advanced catalog services. (1) Using templates (various format options provided) or (2) API feed, by posting data either as small or large batch. See Catalog.

## **Testing-Related Questions**

### **Can you please clarify that invoices will not be handled via the platform?**

We confirm that suppliers will not do either Invoicing or Returns through the platform.

### **Do we have to set up the items, warehouse, and the fulfillment jobs?**

During onboarding/testing, you will be required to set up your account by adding your warehouses, creating users, and selecting your notification methods. Then, you will configure your methods for transacting with your retailer (setting your automated jobs if necessary).

### **Should onboarding/testing be completed by one user only?**

No, you can add as many users as you need to your account, and all of them can participate in onboarding/testing.

### **Will the SKUs we set up during testing show in the web portal once we move into Production?**

Yes, test SKUs will show on your account as inventory. Once you complete testing, if you don't want those SKUs to be part of your URBN inventory, we can hide those items. Contact our Software Support or Onboarding teams for assistance.

## **Business Process & Requirements Questions**

### **Is inventory automatically deducted when an order is processed, or do we need to update manually each day?**

The platform will not deduct inventory when an order is processed. We expect suppliers to update their inventory status based on the retailer's requirements (except made-to-order items). URBN will pull these updates from the platform and refresh the available inventory counts. Please make sure you check with URBN for more details on particular expectations related to your account.

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**Is all our current inventory going to be transferred from the current provider to the platform? Will future inventory updates will be uploaded to Rithum?**

You must create your items within Advanced Catalog Services and enter your inventory within your account (excluding made-to-order items). The platform provides various alternative methods to input your inventory such as flat file via templates, EDI, or API. You can opt-in by inserting your initial inventory via a template upload and later switch to updating via an integrated method.

**We are manufacturing products on demand; in other words, we don't have ready to sell "inventory". How are we expected to comply with the inventory requirements?**

Suppliers fulfilling custom, on demand, or made-to-order items are expected to put items in an in-stock/sellable state with a set quantity of 999. You only need to do this once. This will be interpreted on the URBN inventory management system as an on-demand SKU. We advise suppliers going into these categories to check with their brand partners/retailers for clearer direction.

**Do we have to update the inventory every single day? Our items do not change so we always have the same inventory.**

Updating your inventory at least daily is a good business practice unless you are offering made-to-order items. You should consider your inventory updates like a confirmation on available quantities, even if that quantity is static. We also request suppliers to provide optional additional data within their inventory such as warehouse breakout and future availability.

**Regarding inventory - depending on the inventory requirements - do you support a daily full feed & subsequent differentials for the rest of the day?**

Yes, you do not have to report an update for your full inventory. You can provide incremental updates to synchronize your status across systems.

**Will URBN allow partial line-item fulfillment? Or do we have to ship the entire order?**

URBN allows suppliers to ship or cancel partial lines.

**Will URBN have packing slips (collates)?**

Yes, the platform will generate a packing slip for each URBN order with the brand logo.

**How can suppliers identify gift orders?**

Browser suppliers using the web portal will see the gift tag and a link to a gift message on the Order Detail page. Suppliers using integrated order messages/feeds will see the gift flag and/or the gift message data elements within the order data.

**We make upholstered furniture. All our products are made to order, with no vendor inventory in finished goods. We have two PO types - stock/floor model and custom order. Customers can choose configuration, fabric name, fabric color, etc. Where can we find more information on big-ticket categories?**

URBN will pass the made-to-order customization details on the order to Rithum and these will be transmitted out to suppliers in the format/method they choose. We will have at least one test order available for you to review during testing. During onboarding, our team can provide support if needed.

**Will we be able to create shipping labels via Rithum?**

We are working with URBN and Rithum product teams to provide direction on this question. Directions will be provided soon.

**Does URBN accept backorders?**

URBN accepts future available inventory to support backorders; however, the orders will not drop to Rithum until the inventory moves to on-hand.

**URBN requires ESD dates for items that are out of stock since they do accept backorders. What do I do if I can't meet my original ESD?**

This process will continue as-is. URBN is planning to provide "estimated ship date" on the order and would like suppliers to update the date if they cannot ship by the date provided.

**If the customer orders multiple units of the same UPC, will they be sent on one Item Line or on unique Item Lines?**

URBN intends to provide multi-quantity orders per line.

**Will URBN assign Merchant SKUs to our items as an item cross-reference?**

Yes, URBN will be assigning Merchant SKUs (URBN ID) to the items they have within their assortment.