

The Exchange & CommerceHub DSCO Trading Partner's Drop Ship Manual



EXCHANGE
ARMY & AIR FORCE EXCHANGE SERVICE

*Proudly
Serving those who Serve
for 126 Years*



2024 VERSION

Last Update: NOV 2023



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Who We Are

The Army & Air Force Exchange Service (AAFES) is the Department of Defense's oldest and largest retailer. Since 1895, the Army & Air Force Exchange Service has provided quality, tax-free merchandise and goods and services in our military's communities across the globe to support the Warfighters and their families. The 53rd largest retailer in the U.S, the Exchange operates more than 4,900 retail facilities in more than 30 countries, 50 states, four U.S. territories (Guam, Puerto Rico, Northern Mariana Islands and American Samoa) and the District of Columbia.

What We Do

The Exchange is a lifetime benefit that provides goods and services to the military community worldwide, offering tax-free shopping and military-exclusive pricing. 100% of Exchange earnings support the military community. Over the past 10 years, the Exchange distributed more than \$2.1 billion to these MWR support programs. All remaining earnings are reinvested into improving the shopping experience through new and renovated stores or technology

Who We Serve

With our online store, ShopmyExchange.com, the Exchange serves an eligible customer base of 39 million active-duty military; retirees; National Guard members; Reservists; honorably discharged Veterans; Purple Heart recipients; former prisoners of war; caregivers of eligible disabled Veterans; and military family members. So, when we say we serve "the most important customer in the world" we mean it!

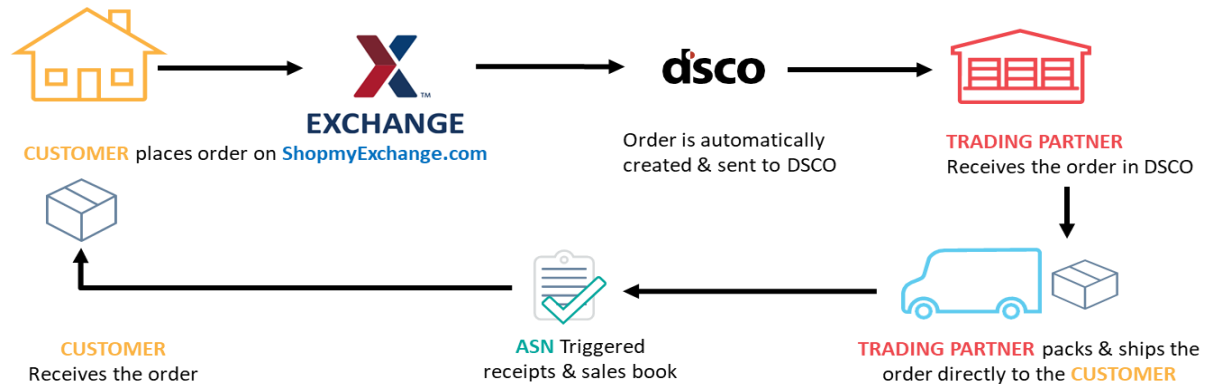
Why We Want to Partner with You

Over our 126+ year history supporting the retail needs of the U.S. Military, we have never stopped trying to improve the customer experience or the selection of goods and services. We have partnered with CommerceHub to help in our quest. We work with quality dropship (direct to customer) trading partners through CommerceHub's DSCO platform to seamlessly:

- Expand our online assortment of products across several categories
- Provide additional options not offered in our brick-and-mortar stores to our Military members, retirees, honorably discharged Veterans, and the military family
- Provide access to new styles and trends

New to DSCO (What is DSCO)

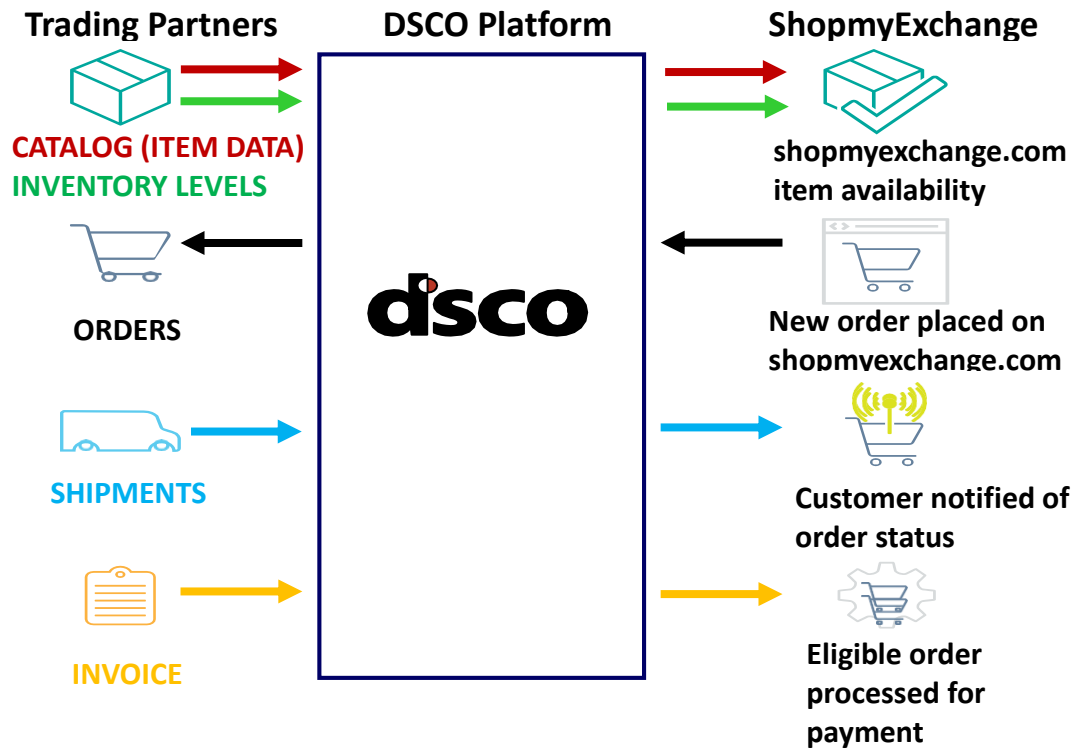
DSCO is a CommerceHub integration platform that simplifies and standardizes the way our trading partners connect and transfer the necessary information and data needed to manage our drop ship program.



DSCO integrates & streamlines the sharing of catalog, inventory, orders, shipment, and invoice data, while providing analytical and management tools that help both AAFES (retailer) and suppliers have a successful partnership. Here are a few of the benefits of using DSCO:

- Connects the way that works best for you (DSCO does the translation)
- Reduces of oversell with automated inventory decrementing
- Transparency in inventory, orders, shipments, invoicing, and overall performance

Trading Partner Data transfer process



DSCO Integration Options for new suppliers

DSCO Integration Options	DSCO Capabilities
DSCO Portal (direct)	<ul style="list-style-type: none"> • Drop Ship order management via DSCO website (without EDI) • Manual: one-by-one, order updates supported • Batch file / template upload supported • CSV / Flat Files supported; custom data mapping optional
Internal SFTP	<ul style="list-style-type: none"> • EDI Supported • CSV / Flat File supported
Internal AS2	<ul style="list-style-type: none"> • EDI Supported • CSV / Flat File supported
API V3	<ul style="list-style-type: none"> • Custom programming required
Third Party API	<ul style="list-style-type: none"> • DSCO has capability to integrate with a third-party EDI provider, using one of the available integration options (SFTP, AS2, or API)



EXCHANGE DROPSHIP PARTNERSHIP GUIDELINES

At the Exchange, we recognize that our success is based on the quality of our relationship with customers, employees, trading partners and our military communities. To maintain high caliber relationships and achieve our goal of providing the best-value-product, we have established a set of standards for our trading partners. We expect our potential trading partners to share our commitment to quality products, quality business principles, and quality community relationships.

Our Business Process expectations for our Trading Partners

Before a trading partner participates within the Exchange-CommerceHub Drop Ship Program, they must review our current Terms and Conditions, review our dropship manual specific to DSCO, and engage in series of initial business meetings to ensure that our trading partners have a clear understanding of the operational, technical requirements and the Exchange's expectations.

Trading partners must have the business/technical processes that can meet these expectations:

- Ability to comply with all requirements of the program
- Able to maintain accurate inventory reporting to avoid cancellations and adverse customer experiences
- Process to complete order picks, ensuring selection of the correct items
- Process cancellations w/in 1 business day
- Process to pack order, ensuring all Exchange pack and ship standards are met
- Process to ship orders ensuring the correct order is shipped to the correct location
- Meet the required shipping time frames and packaging requirements
- Maintain our customer confidentiality standards

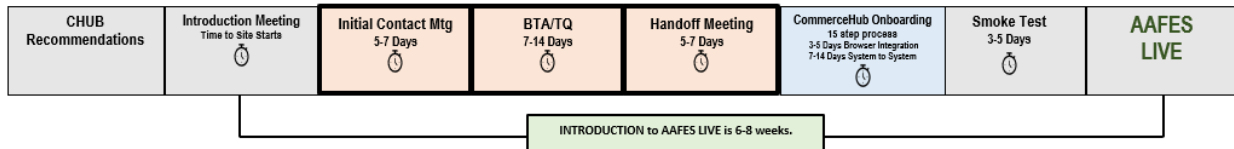
Confidential Information: Exchange Customer Information

All Exchange customer information provided to a trading partner is confidential information and will only be used to fulfill orders approved by Exchange and not for any other purposes. For clarity, trading partners will not market to or communicate with Exchange customers without Exchange's prior written consent. If a trading partner stores Exchange customer information on its own systems, the trading partner must ensure such information is encrypted in transmission and at rest.



On-boarding Process for a Trading partner

The onboarding process can take up to 6-8 weeks, depending on your integration capabilities and negotiations.



1. **CHUB SUPPLIER RECOMMENDATION MEETING** – AAFES 3P Merch team and Commerce Hub (CHUB)
2. **INTRODUCTION MEETING** – AAFES 3P Merch team, CHUB Outreach and Supplier
 - a. Reoccurring meeting scheduled for every other Thursday 1400 CST
 - b. Invites sent to supplier(s) from CHUB Outreach POC.
 - c. Meeting agenda
 - Exchange Overview
 - Exchange/CHUB Partnership
 - DS Overview w/ SLAs
 - Q&A
3. **INITIAL CONTACT MEETING** - AAFES 3P Merch team, CHUB Onboarding, Supplier and MD DMM/Buyer. Meeting invite should be sent by 3P Merch team within 5-7 days of conclusion of Introduction meeting
4. **BTA/TQ** - MD DMM/Buyer, AAFES 3P Merch team, and Supplier. Meeting can be completed via emails however the 7–14 day suspense remains.
 - AAFES MD (Merch) teams
 - Negotiate BTA (contract):
 - Net terms
 - Return/Defective Allowance - [2%, 3%, etc]
 - Return Policy - [Direct to Supplier, Whs to Supplier (RTV monthly), Items are non-returnable but can be DIF using the Return/Defective Allowance]
 - Pricing Structure – [MSRP minus, cost plus, or set retail price via MAP]
 - FOB Terms/Handling Fees [Origin vs Destination]
 - Create vendor codes and inform EDI team (no action needed by EDI team)
 - Complete DSCO Supplier Questionnaire
5. **HANDOFF MEETING** – MD DMM/Buyer, AAFES 3P Merch team, and Supplier. Meeting invite should be sent by MD Buyer within 5-7 days of conclusion of Contract meeting and include the TQ and BTA



- a. **Exchange Plus Partner email:** Supplier will receive Welcome Email (aka: Exchange Plus Partner email) which includes CommerceHub 15 step onboarding experience to the DSCO Portal, [AAFES/CommerceHub Supplier Onboarding Guide](#), timelines and go live dates and details regarding smoke test to include uploading inventory for only ONE item.
 - b. **Partner Invitation:** The Exchange will send you an email invitation inviting you to connect to DSCO. Participation within the Exchange's drop ship program is by invitation only.
 - c. **Create Profile:** If you are new to the DSCO platform then after you click the "Accept Invitation" link, you'll be asked to complete your DSCO profile.
 - d. **CommerceHub Onboarding Experience:** Once you've completed your profile, you'll work with DSCO through their automated onboarding tool, to choose your connection methods and integrate with DSCO. If you already are a trading partner with another retailer through DSCO, you will still have to connect through our Exchange specific DSCO Onboarding Experience
 - e. **Test Your Data & Connection:** As you continue through the DSCO Onboarding Experience, you'll be invited to create and run tests against your inventory, order, shipment, and invoice data. It is a 15 step process and at completion, the Exchange will be notified and activate your DSCO account.
6. **SMOKE TEST** - AAFES 3P Merch team and Supplier
- a. Complete live smoke test.
 - If full catalog assortment is in Production, then ensure only one item is uploaded with inventory by the supplier.
 - If full catalog is in DSCO with inventory, move only one item to production until all smoke test is successful.
 - CHUB Onboarding POC available to address any additional supplier issues with smoke test to include shipment, invoice, etc.
7. **LIVE on AAFES** - Supplier will receive *AAFES LIVE* email

DSCO Trading Partner Support POCs

- DSCO Setup Onboarding Support
 - Email: dscopartnersetup@commercehub.com
 - Phone: 1-844-HUB-HELP (Between 8AM ET and 6PM ET)
 - Instructions for contacting Onboarding Support [here](#)
- Supplier Support after onboarding
 - Email: support@dsko.io
 - Instructions for contacting Technical Support [here](#)
 - Instructions for contacting Onboarding Support [here](#)
- Supplier Support Docs
 - [CommerceHub Docs specific to The Exchange](#)
 - [AAFES Required Fields by Workflow](#)
 - [CommerceHub Supplier Docs](#)
 - [CommerceHub Onboarding Experience Instructions](#)



DROPSHIP PROGRAM QUICK REQUIREMENTS GUIDE

Program Elements	Trading Partner Capabilities
1. Catalog	<ul style="list-style-type: none"> • Upload catalog item data through the DSCO (Advance Catalog) function • Align catalog item attributes to meet the Exchange’s specific requirements – <i>Requirements vary by category</i>
2. Inventory Management	<ul style="list-style-type: none"> • Availability of items to drop ship is controlled by the Trading Partner; quantities must be reflected accurately in the DSCO inventory flow • Item quantity/availability from Trading Partner through DSCO to ShopMyExchange for in-stock items, to include sending ‘0’ for out-of-stock items • Inventory updates must be sent at least 1 x per day with actual quantities for in-stock items and a “0” out of stock. 2 x per day or more is preferred • Any warehouse closures impacting inventory updates and delivery lasting longer than 1 business day must be communicated to DSCONOTIFICATIONS@aafes.com ASAP • Trading Partner warehouse calendars uploaded in DSCO (preferred)
3. Order Management	<ul style="list-style-type: none"> • Customer orders flow from ShopMyExchange through DSCO to the trading partner • New orders generate automatically from ShopMyExchange and are transmitted to DSCO every 15 minutes (7 days a week) • SLA’s (Service Level Agreements) vary, and trading partners are required to stay in compliance with each SLA. • Trading partners are required to action (Acknowledge/Ship) all orders Monday – Friday (business days) • POs must be shipped within 2 business day from DSCO Create Date (@ Line item or Order level). • <i>Orders may be eligible for cancellation at Exchange’s discretion if not shipped in timely fashion</i>



<p>4. Cancellations</p>	<ul style="list-style-type: none"> • Cancellation Notices: Line-item cancellation (typical SLA) or Order cancellation (Atypical SLA) are required if items are not available for shipment within 2 business day from DSCO Create Date • Cancel Notice MUST BE SENT from the Trading Partner through DSCO into the Exchange’s Order Management System
<p>5. Shipment</p>	<ul style="list-style-type: none"> • ASN must be sent same day the order ships • All orders must ship within 2 business day (<i>Typical SLA standard</i>) - following PO’s ‘DSCO Create Date’ • APO/FPO/DPO shipment encouraged (<i>see Note 1</i>) • Exchange may agree to provide a trading partner with shipping accounts. If using an Exchange shipping account, must be able to ship FEDEX and/or USPS. APO/FPO shipments require USPS capability. Billing account is to be used exclusively for Exchange customer drop ship program orders only and is subject to Federal audit (<i>see Note 2</i>). • Required to ship from continental domestic warehouse and cannot be filled from a trading partner’s warehouse in Alaska, Hawaii, or US territory. • Any warehouse closures impacting delivery lasting longer than 1 business day must be communicated to DSCONOTIFICATIONS@aafes.com ASAP <p>Note 1: <i>Although other shipping services such as FedEx SMARTPOST and UPS have services connected to USPS that can send packages to military forces located in other countries, USPS is the only entity that actually delivers to APO/FPO/DPO addresses. Packages ship to military addresses using USPS are prices at the domestic price. See USPS details and restrictions @ https://www.usps.com/ship/apo-fpo-dpo.htm</i></p> <p>Note 2: <i>Exchange will not pay shipping expenses for items shipped outside the agreed program in the contract</i></p>
<p>6. Packaging</p>	<ul style="list-style-type: none"> • Must ship in poly bag or plain brown box with no visible branding • Use the appropriate size bag/box for the merchandise • No trading partner promotional material can be included without prior coordination and approval



	<ul style="list-style-type: none"> • Maximum APO shipment weight 70lbs, max size 130” girth (Length + (2 x Height) + (2 x Width))
<p>7. Invoice</p>	<ul style="list-style-type: none"> • Orders are required to show shipped in DSCO prior to submitting invoices • Invoice (810) must be received within 1 business day after shipment date • Request for payment is sent from trading partner through DSCO to the Exchange • Invoices for merchandise shipped after the order has been canceled will not be paid. • Invoice and Shipments are matched before each invoice is released for payment – <i>See line cancellations requirements above</i> • Chargebacks for Returns to Vendors (RTVs) are processed daily • Auto Invoicing is available. Instructions for set up can be found here • Invoice mandatory fields are found on AAFES Required Fields by Workflow

**ORDER FULLFILLMENT PERFORMANCE EXPECTATIONS
TRADING PARTNER SCORECARDS(COMPLIANCE)**

Performance Expectation	Trading Partner must be able to:
<p>Fulfillment Rate</p>	<ul style="list-style-type: none"> • Maintain a 98% or higher fulfillment rate while participating in the drop ship program
<p>Ship on Time</p>	<ul style="list-style-type: none"> • Must ship on time at least 98% of the time • <i>Standard Ground Shipping</i> orders must ship within SLA (typically 2 days)



EXCHANGE DETAILED REQUIREMENTS

Terms and Conditions

- Trading partners should review [Doing business with the Exchange](#) and [Exchange Retail Purchase Order Terms and Conditions](#).
- If there are any conflicts between the *Exchange Retail Purchase Order Terms & Conditions* and this manual, the Exchange DSCO Drop Ship manual takes precedence as it relates to the unique elements of the drop ship program.

1. Catalog

Requirements and Capabilities Recap

- Exchange DSCO catalog system aligns with the natural categories found on most websites (e.g. women's shoes or children's toys). Drop Ship items are managed through a series of DSCO catalog templates to ensure the product data information in a category is accurate and complete.
- During our *Handoff* meeting, the Exchange provides the trading partner an overview of our required, recommended, and optional product specifications that include style selection (name and style numbers), details (size, color, description, etc.), category information (flat, pump, boot, etc.), and price information (wholesale price and MSRP) and other operational data elements that the trading partner will need to provide through the DSCO catalog feed.
- Trading partner's full catalog should be available to the Exchange. If Exchange and trading partner decide to remove a subcategory from the trading partner's catalog, it will be the trading partners responsibility to manage the assortment.
Note: The Exchange's website shopmyexchange.com is a family website, products that are political in nature, reference drugs, have profanity or are overtly sexual are strictly prohibited.
- The Exchange's DSCO integration by-passes our internal Product Information Management System that is used for our additional retail channels and therefore item ingestion from DSCO is not for sale at our Exchange brick and mortar locations.

On-going maintenance (after Initial Go-live)

- Trading partner's need to keep their assortment fresh and up to date within DSCO. Newly added items that are 100% compliant will dynamically move to the Exchange's production assortment for ingestion.
- After go-live, if the trading partner would like to expand their assortment by adding additional categories, they must first collaborate with DSCONOTIFICATIONS@aafes.com prior to uploading item data.
- Trading partners with items that are non-compliant need to work the item data *weekly* until all items show 100% compliant within DSCO.



General Copy Requirements

Product copy is passed from the trading partner through the DSCO catalog feed to the Exchange systems for display on shopmyexchange.com. Trading partners are responsible to ensure that all data elements that are required in the catalog fields are properly filled out and comply with all data requirements. Specific item data requirements vary by category and are imbedded in the catalog templates. While there are some subtle differences between each category, below are universal standards that help maintain uniformity in the customer experience on our website.

TITLE & PRODUCT TITLE [Display Name]: 83-character limit.

The display name MUST start with the BRAND and should include information elements such as item description and item type.

SHORT_DESCRIPTION [Short Description]: 254-character limit.

The short description is the introduction to the item and to be no more than two sentences. Briefly describe the benefits of the product.

DESCRIPTION [Long Description/Product Overview]: 5000-character limit.

Product Overview is a *full* description of all the information and details about the product including features and benefits.

Image Requirements

Product images are passed from the trading partner through the DSCO catalog feed to the Exchange systems for display on shopmyexchange.com. The Exchange will extract the images from the provided URL and match the image to the item to display on site.

Image standards include:

- Image must be 2,000px X 2,000px.
- Images must be in .jpg format saved for web. Images must end in a clean lower case .jpg with no characters after .jpg
- Images should be on a white background with no drop shadow.
- Image can't be flipped or stretched and should be free of text, logos, and URL's.
- Images should be photographs, Lifestyle images are allowed, but they should fill the full 2,000px x 2,000px no extra white space
- Main image should be front, back should be second image followed by other angles, size chart images or lifestyle images
- A max of 5 images can be loaded through DSCO.
- Safety equipment should be present in lifestyle images i.e. bicycle rider should have helmets on, wearing safety glasses using power tools, etc.
- Models should represent soldiers by being clean cut and physically fit.

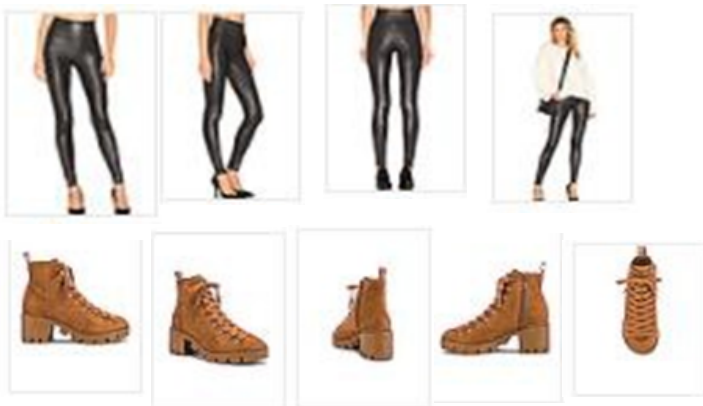
Swatches:

- Must be 30px X 30px.
- Clear representation of the primary color of the item

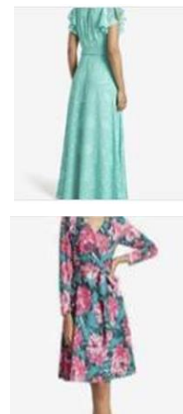
Note: shopmyexchange.com is a family website so nudity, drug references, overtly sexual and profanity are strictly prohibited in all images.

Images, Swatch and Copy examples

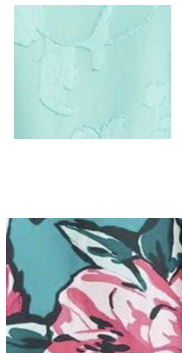
Images



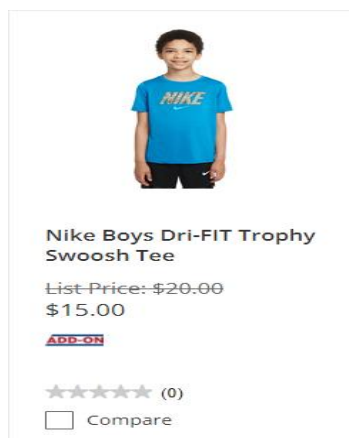
Swatching



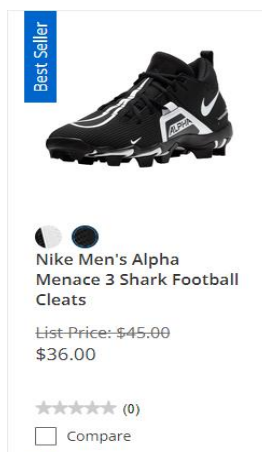
Swatch



Display Name examples



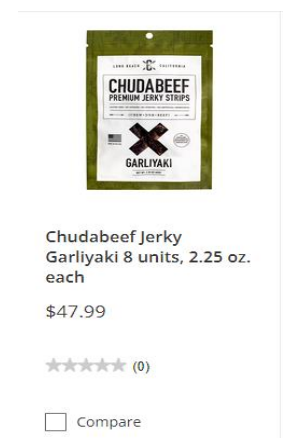
Nike Boys Dri-FIT Trophy Swoosh Tee
List Price: ~~\$20.00~~
\$15.00
ADD-ON
★★★★★ (0)
 Compare



Best Seller
Nike Men's Alpha Menace 3 Shark Football Cleats
List Price: \$45.00
\$36.00
★★★★★ (0)
 Compare



Sale
Samsung 26.5 cu. ft. 3 Door French Door Counter Depth Refrigerator with Family Hub
\$3,199.00
\$2,699.00 Sale
You save: \$500.00 (15.63%)
0% financing for 12 months
★★★★★ 4.6 (390)
 Compare



Chudabeef Jerky Garliyaki 8 units, 2.25 oz. each
\$47.99
★★★★★ (0)
 Compare



2. Inventory Management

Requirements and Capabilities Recap

- Availability of items is controlled by the trading partner in the DSCO inventory feed
- Actual inventory quantities must be sent through DSCO for in-stock items and a '0' must be sent for out-of-stock items
- Inventory updates must be sent at least 1X per day with actual quantities for in-stock items and a "0" out of stock. *2X daily or more preferred*
- Any warehouse closures impacting delivery lasting longer than 1 business day must be communicated to DSCONOTIFICATIONS@aafes.com ASAP

Safety Stock

Implementation of safety stock is not required, but useful and strongly suggested for trading partners with high volume and/or pooled inventory (general stock). The safety factor value should be dependent on the number of retailers sharing the inventory and the historical metrics specific to the trading partner.

Fulfillment Center Operations

Trading partners who temporarily close their fulfillment operations for more than two business days must send the numeric value of "0" inventory units for all drop ship items prior to closing. This step ensures that orders will not be taken during the closure and customers are not waiting excessive time for their shipments. Positive inventory should be sent once fulfillment operation recommence.



3. Order Management/Fulfillment

Requirements and Capabilities Recap

- Customer Orders will flow from ShopmyExchange through DSCO to the trading partner
- New orders generate automatically and are transmitted to DSCO every 15 minutes (7 days a week)
- Trading Partners are required to action (acknowledge & ship) all orders Monday – Friday (business days)
- PO must be shipped within 2 business day from ‘DSCO CreateDate’ @ Line item (*May vary depending on Item category and SLAs*)
- Orders may be eligible for cancellation at Exchange’s discretion if not shipped in timely fashion
- Exchange does not pay handling fees, drop ship fees, pick-pack fees, labor costs and/or any other costs incurred during the fulfillment stage. **Trading Partner warrant(s):** that the “Exchange price” (wholesale price) provided in the inventory feed is complete and no additional charges of any type shall be added without Exchange’s express written consent. Such additional charges include, but are not limited to, shipping, packaging, labeling, custom duties, taxes, storage, insurance, boxing, crating, and any additional handling fees.

Order Fulfillment

The Exchange allows for multiple shipments per order with no back orders. Orders should be processed in the Trading Partners fulfillment/warehouse systems within 1 business day and shipped to customers within 2 business day (*normal SLA timelines*).

Order Cost/Price Discrepancy

If Trading Partner notices a price discrepancy between Exchange’s purchase order and the anticipated “Exchange price” (wholesale price), the Trading Partner must NOT cancel/hold orders from being shipped to Exchange customers. They should immediately refer to the catalog feed and contact the Exchanges Dropship Operations team at DSSupport@aafes.com

Required Exchange Action: Review the item price with the Trading Partner and pay per the correct negotiation.

4. Cancellations

Requirements and Capabilities Recap

- Preferred cancellation notices to be sent the same day as ‘DSCO Create Date’
- Line-item cancellation (typical SLA) or Order cancellation (Atypical SLA) is required if items are not available for shipment within 2 business day from ‘DSCO Create Date’
- Cancel Notice MUST BE SENT from the Trading Partner through DSCO into the Exchange’s Order Management System
- Status of canceled orders or line items cannot be changed once updated in DSCO
- Canceled PO(s) or PO line items are not eligible for invoicing payment.



Trading Partner PO Cancellation Process

The Service Level Agreements (SLA) between the Exchange and the Trading partner will dictate the cancellation criteria (line or order).

Items that are unavailable for immediate shipment within 2 business day from “DSCO_Create_Date” must be canceled in DSCO. Trading partners are required to cancel any line that cannot be shipped. A cancellation is required if you are unable to ship within 2 business day from ‘DSCO Create Date.’ This cancellation process will update the Exchange systems and generate an e-mail to the customer of the cancellation.

An Order for any item not available due to an on hand of “0” must be canceled and an immediate updated inventory file must be sent with a “0” for the item to prevent other customer orders/frustration.

If Trading Partner notices an “Exchange price” discrepancy, they must not hold/cancel packages from shipping to the customer and must immediately notify Exchange Drop Ship Operations [DSSupport@aafes.com] of any issues.

Exchange Late Order Cancellation

Orders not shipped within SLA agreement timeline (normally 2 days) from “DSCO_Create_Date” are subject to cancellation at Exchange’s discretion. As a courtesy, Trading partners will be notified of orders at risk of cancellation through the DSCO portal.

- Invoices for merchandise shipped after the order has been canceled will not be paid
- Proof of delivery will not be used to confirm shipment or approve invoice payment

Canceled Orders

Invoices for merchandise shipped after the order has been requested for cancellation in DSCO will not be paid nor shipped back.

5. Shipments

Requirements and Capabilities Recap

- All orders must ship within SLA agreements (usually 2 business day) following PO’s ‘DSCO Create Date’ Central Standard Time
- ASN must be sent same day the order ships
- Must be able to ship FEDEX and/or USPS if using an Exchange shipping account
- Exchange may agree to provide a trading partner with shipping accounts. Billing account is to be used exclusively for Exchange customer drop ship program orders only and is subject to Federal audit.
- Required to ship from Continental domestic warehouse and cannot be filled from a Trading partner’s warehouses in Alaska, Hawaii, or US territory.
- Any warehouse closures impacting delivery lasting longer than 1 business day must be communicated to Drop Ship Operations [DSSupport@aafes.com] as soon as possible.



Shipping Costs

Trading partners using Exchange shipping accounts are responsible to ensure appropriate use of the account and agree to Government audit of the accounts. No reimbursement for failure to use Exchange’s shipping accounts if provided. Exchange does not pay or reimburse for pick and pack fees or any other expense incurred during the fulfillment stage.

Shipment Tracking Capability

Trading partners must have the capability to track shipments. Trading partners sends through DSCO an advanced ship notice (ASN) on the same day the order ships with carrier tracking information. ASN must contain the correct/valid carrier tracking information and contain PO#, customer #, and the carrier’s 4-character SCAC code. The Exchange notifies the customer the merchandise has shipped and provided with tracking information. Shipment notice triggers the customer sale (charging the customer for the shipment) and allows the trading partner to process an invoice. For additional information and details, reference the DSCO data field requirements.

Ground Shipments timings

Trading partners will negotiate shipping times as part of the SLA. Times may vary based on the category. The Exchange’s normal standard requires Trading Partners to ship customer orders within 2 business day from the time the purchase order is placed. This timing ensures the customer receives their merchandise within 3-6 days domestically and 14 days to APO, FPO, and US Territories. Normally, no signature is required unless specifically coordinated by requested with the Exchange during your catalog/item set-up process.

Shipping Expectation Examples

LEVEL OF SERVICE	PO CREATE DATE / TIME	SHIP BY EXPECTATION	SERVICE LEVEL AGREEMENT
Standard Ground	Order Date = 01/10/2022 <i>(example)</i>	Must Ship By = 01/12/2021 <i>(example) 2 business days</i>	2 business day





Customer Refusal & Undeliverable Shipment

If the carrier deems an order undeliverable, the Trading Partner must contact Exchange Drop Ship Operations team [DSSupport@aafes.com] immediately for ship-to address verification. If the item is undeliverable and returned to the Trading Partner, the trading partner will immediately initiate a return in the DSCO system and a credit invoice/charge back to Exchange will be complete.

It is a Trading Partner's responsibility for providing the Proof of Delivery to the Exchange Drop Ship Operations office at the request of Exchange within 24-hours. If Trading Partner provides proof of delivery For Customer Refusal/Undeliverable Shipment then the shipping charges incurred on the returned shipments, refused or undeliverable could be charged to the Exchange transportation account number. If Proof of Delivery is not provided; the Trading Partner must replace the merchandise at no cost to Exchange or the customer. If the Trading Partner does not do so, Exchange will assess a chargeback/expense offset to the Trading Partner.

Replacement of Lost Items

Exchange incurs the costs involved for the replacement of items when the Trading Partner can provide proof of delivery. Trading partners must cooperate with Exchange Drop Ship Operations by providing tracking information, assisting in research, and resolving carrier claims, and recouping the claim dollars.

Shipment Compliance: Maintain a 98% or higher rate of orders shipped with the correct shipment methods. If Exchange shipping accounts are used, the Exchange will not pay shipping expenses for items shipped outside the agreed (contract) program. Finally, Exchange will not pay invoices and shipping expenses for merchandise shipped after the order has been canceled (by Exchange or Trading Partner). Failure to comply will result in a chargeback. Systemic failure may result in removal from the Exchange DSCO Drop Ship Program.



6. Packaging

Requirements and Capabilities Recap

- Must ship in poly bag or plain brown box with no visible branding
- Use the appropriate size bag/box for the merchandise
- No Trading partner promotional material can be included
- APO/FPO/DPO shipments: Max weight:70 lbs., Max size: 130" girth = Length + ((2 x Height) + (2 x Width)) – See USPS details and restrictions @ <https://www.usps.com/ship/apo-fpo-dpo.htm>

Packaging Standards

Exchange strives to be an environmentally responsible company and encourages economical shipment packaging that is made with environmentally sensitive materials (recycles and recyclable). Trading supplies will ship merchandise in a plain corrugated box or poly bag. Box / bag should not contain vendor name or logo and should not have been used previously for shipping. All items are to be individually bagged and have a UPC bar-code label or hangtag with no retail tag attached to the item nor the outside of each polybag. Product must be packaged sufficiently to prevent damage during shipping. Merchandise prepackaged in a shipment ready box (home merchandise) does not require repackaging. For home merchandise the packing slip / customer invoice should be placed on the outside of the box in a plastic envelope/pouch.

Additional Packing Materials

Do not include any additional vendor-specific packing slips, invoices, collateral, or marketing materials in the package. Product information, warranties, cooking instructions, etc. are acceptable. These packing requirements are mandatory and must always be adhered to.



7. Invoicing

Requirements and Capabilities Recap

- Shipment required in DSCO prior to submitting invoice
- Invoice (810) must be received within 1 business day from shipment
- Request for payment sent from Trading Partner through DSCO to the Exchange
- Invoices for merchandise shipped after the order has been canceled will not be paid.
- Invoice and Shipments are matched before each invoice is released for payment. See line cancellations requirements
- Auto Invoicing is available. Instructions for set up can be found [here](#)

Invoicing Process



Payments

Invoices will be paid according to the applicable commercial terms determined in during the set-up process. Accounts payable questions and inquiries regarding status, check information and claim copies should be directed to the Accounts Payable Team, please email APIInvoices@aafes.com

- Please provide as much information as possible when emailing to ensure all details are accounted in any research
- There is a 12-month time limit on all inquiries

Incorrect or Unpaid Purchase Orders (PO's)

Purchase Orders reflecting the incorrect costs need to be communicated between the Exchange Drop Ship Operations team and Trading partner immediately for a quick resolution. The invoicing process is electronic and triggered by the order fulfillment system through DSCO. Invoices will not be released to our Accounts Payable department for processing until the ship notice (ASN 856) has been received with a tracking number and the shipment matches the invoice. Prior to contacting the Exchange Accounts Payable team and the Dropship Operations team for payment of unpaid invoices, the Trading Partner is required to research within their company.

- Invoices incorrectly submitted through DSCO, may result in delay of payment
- Invoices submitted with the incorrect amount through DSCO, will result in delay of payment



Drop Ship Operations

Customer Service Inquiry Process

The Trading Partner should not contact a customer directly. Trading Partner customer service agents work directly with the Exchange Drop Ship Operations team [DSSupport@aafes.com].

Dedicated Trading Partner/Retailer Support Service Requirements

The Trading Partner must provide primary and secondary dedicated Support service resource to assist the Exchange DropShip Operations team with customer service/retailer support related issues. Support service resources must be available and capable of support below:

- Available during regularly scheduled hours (minimum of 9:00AM – 5:00PM, Monday – Friday) within your specific Time Zone w/ Access to email (during business hours)
- Has general working knowledge of the Exchange agreements and unique processes
- Able to follow up on questions within 24 hours (excluding weekends and holidays)
- Access to inventory availability (during business hours)
- Able to assist with shipping and tracking number information
- Secondary support service representative POC to assist with inquires

Change Process for Exchange

Exchange will use best efforts to provide Trading Partner(s) a minimum of 30 days' notice for changes in processes or catalog requirements. Communication regarding changes will be in partnership with Exchange merchant/dropship team and through the DSCO Ship Operations team via email communication.

Change Process for Trading Partners

Trading Partners must provide a minimum of 30 days written notification via email for any significant inventory, fulfillment, operational or technical changes that may affect the Exchange Dropship program processes.

- Communication must be sent to DSSupport@aafes.com
- Communication should be sent for warehouse move/change, warehouse closure, technologychanges, etc.

Service Delays

Communication of any potential service delays must be provided to the Exchange Drop Ship Operations Team [DSSupport@aafes.com] a minimum of 30 days prior to any scheduled service delay. Service delays caused by inclement weather, employment disputes, or any other special occurrences must be communicated immediately to Drop Ship Operations to prevent Exchange directed cancellations or compliance violations.



Trading Partner Performance Review and Scorecards

Quarterly performance business reviews with Scorecards focused on key performance areas are required. Discussions are designed to improve performance and build partnerships. They will include reviewing order fulfillment performance, discussing any operational or technical issues challenges and could have been avoided.

Components of a Trading Partner Review:

- Total orders received
- Total confirmed shipped orders (% of total orders)
- Fulfillment Rate (Expected Fulfillment is 98%)/Average Time (Shipments out of warehouse)

EXCHANGE CONTACT LIST

Department	Responsibilities	Contact Information
<i>Drop Ship Onboarding</i>	<p>Facilitate Exchange Merchandising Team and DSCO Trading Partner Onboarding process.</p> <p>Assistance with DSCO catalog [item data setup] and item presentation on shopmyexchange.com should be sent to DSCONotifications@aafes.com</p>	<p>Email: ce-marketplaceinquiries@aafes.com</p> <p>Escalation: ricejer@aafes.com and bella@aafes.com</p> <p>Phone #: (214) 312-3286</p> <p>Hours: 7:00am – 4:00pm CST, Monday thru Friday [excluding Holidays]</p>
<i>Drop Ship Operations</i>	<p>Manages/monitors the daily activities of DSCO E-commerce operations once a supplier has been notified that they are AAFES live and on shopmyexchange.com.</p> <p><i>Partners should initially contact their assigned Dropship Tech if they have any issues or questions.</i></p>	<p>Email: DSsupport@aafes.com</p> <p>Escalation: willeteJ@aafes.com and sosach@aafes.com,</p> <p>Hours: 7:00am – 4:00pm CST, Monday thru Friday [excluding Holidays]</p>
<i>DSCO Support</i>	<p>Technical support and transmission errors</p>	<p>Email: support@DSCO.io</p> <p>Website: http://app.DSCO.io</p> <p>Support Page: https://support.DSCO.io/hc/en-us</p>



<i>Merchandising Team Lead</i>	Exchange Buyer assigned during Initial Contact Meeting to be primary POC to trading partner for technical questionnaire and business terms agreement.	Specific Buyer POC email addresses provided during Initial Contact meeting.
<i>Accounts Payable</i>	Assists with inquiries regarding invoicing issues and chargebacks	Email: APIInvoices@aafes.com

NOTE: Information within this manual pertains ONLY to Exchange DSCO Drop Ship Program participants. Other Exchange programs have specific requirements that are not acknowledged within this document.

CommerceHub and Exchange Partnership

Documents that are unique for suppliers connecting with Army & Air Force Exchange Service on CommerceHub's Dsco platform can be found [here](#). The documents on this page have been customized for Army & Air Force Exchange Service suppliers and should be used during the onboarding process and when receiving live orders.