



Integrate all your Suppliers with

ONE CONNECTION



DISTRIBUTORS



For more than a decade, CommerceHub has been redefining drop ship fulfillment by creating seamless supply chain integration.

Are you a Distributor of MRO/Industrial, Electrical, HVAC, Plumbing or Medical supplies? CommerceHub is your ONE Connection for seamless supplier integration and fulfillment management.

Electronically connect all your suppliers and increase operational efficiency, reduce warehousing costs and enable complete customer order visibility.

Get all your suppliers connected and provide an amazing customer experience

The Industry Leader in Supply Chain Integration and Fulfillment

- Over 20 million drop ship orders processed in 2010
- Representing over \$3 billion in merchant sales
- More than 4 million drop ship orders processed in a single month
- Over 300,000 drop ship orders processed in a single day
- Over 10 million unique SKUs represented by suppliers on our network
- More than 8,000 drop ship supplier connections and growing

INTEGRATION

Impossible to get all your suppliers electronically connected? At CommerceHub, we do it for you.

CommerceHub is the ONE Connection to seamlessly integrate your entire supply chain of manufacturers, OEM's, vendors and carriers for direct-ship fulfillment.

CommerceHub translates communications with all trading partners to electronically send and receive purchase orders, change orders, and remittance confirmations in native file formats regardless of supplier's technological capability.

- **Total Service: we contact your suppliers and integrate systems with one connection to your order management system**

“All we needed was internet access and a standard printer, with the web interface we make real-time updates and provide complete visibility of the purchase order fulfillment process.”



The duMONT Company, LLC
Minute Man

Bill Dufraine, President of The duMONT Co., LLC

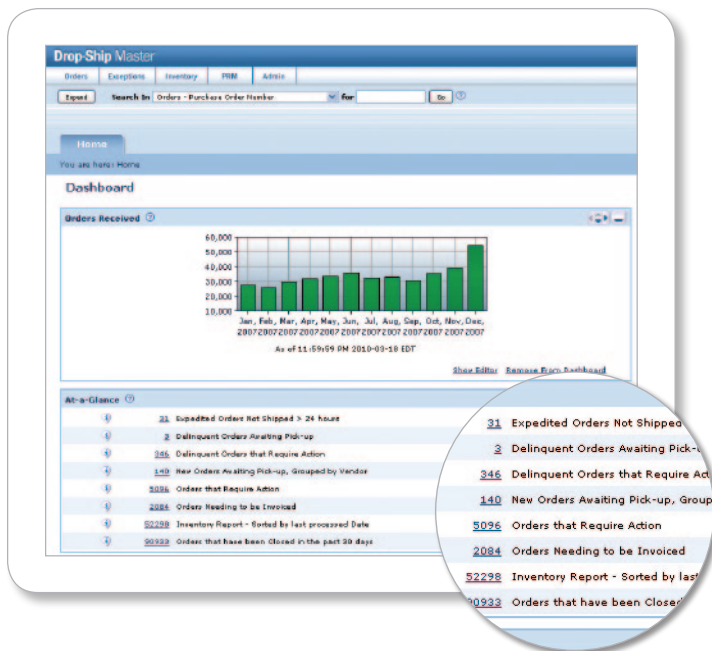


IMPROVE CUSTOMER SERVICE

How much time is spent on calls for non-stock items?
Do you close the sale on the first call?

The CommerceHub ONE Connection enables live inventory feeds from all suppliers for replenishment and non-stock items.

- Provide better customer service by answering the question of price and availability immediately on the first customer call
- Increase customer satisfaction through more products being shipped on time
- Reduce time to delivery



CUSTOMER ORDER VISIBILITY

Unable to quickly answer the
“Where is my order?” question?

CommerceHub provides bi-directional visibility that enables distributors to provide complete customer order tracking.

- Track orders through your entire supply chain from purchase order to delivery
- Give your company a competitive advantage by enabling customer order visibility
- Improve customer service with complete order visibility that eliminates frequent calls from the customer to you and from you to the supplier

“The flexibility and reliability of the CommerceHub platform has made it easy for our suppliers to integrate electronically with our distribution network. We have found the one connection process to be seamless for our fulfillment partners, large or small.”

Charles Bonomo, CIO, MSC Industrial Direct



COMPLETE Fulfillment Control

Proactively manage your supply chain fulfillment process to achieve superior customer service and a competitive advantage.

- CommerceHub is the ONE Connection to proactively manage fulfillment of direct-ship, non-stock, third-party, factory direct, drop ship, and replenishment orders
- Have the same fulfillment performance, brand management and customer service as if the goods came out of your warehouse
- Identify fulfillment problems before they impact your customer

Take the “special” out of special orders; with the CommerceHub ONE Connection a special order is no different from any direct ship, non-stock order.

INCREASE Sales

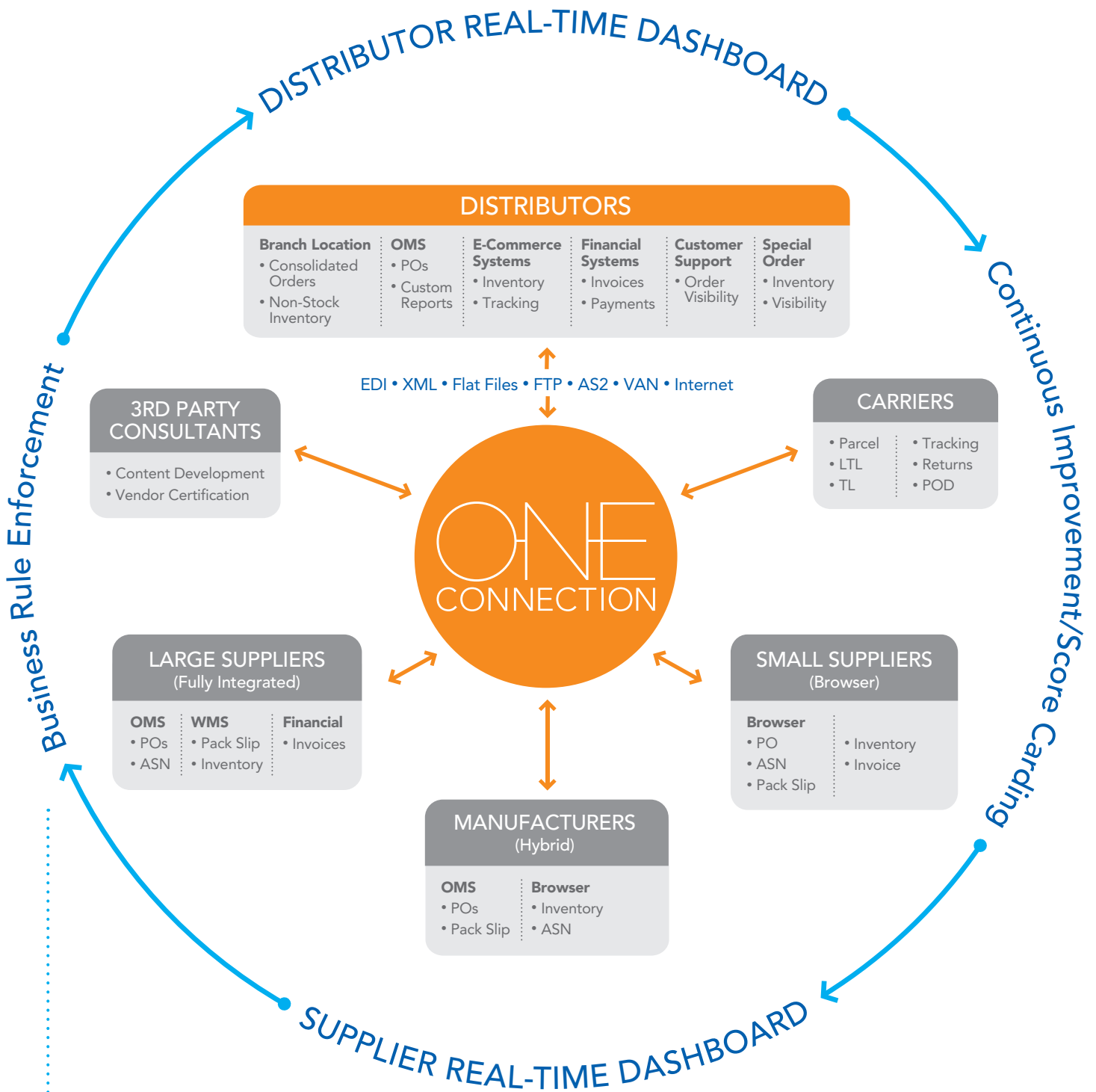
ONE Connection to CommerceHub will:

- Provide better customer service
- Give your customers instant price and availability data
- Increase market share by providing customers with the same visibility consumers get when purchasing from major online retailers

Now is the time to Grow your Business,
Expand your Product Offerings and
Perfect your Supply Chain Performance.

Call today for a free demo!
518-810-0700 or visit us at
www.commercehub.com

Plug into ONE Connection with CommerceHub, and leave the complexity to us.



Manage by exception: CommerceHub enables you to create customized business rules and exception definitions that can be individually monitored.

For example:

- Order Lifecycle Management
- Quantity Matching
- PO # / Line # Matching
- SKU Ordered vs. SKU Confirmed Matching
- Ship Code Validation
- Data Transformations
- Invoice Number Validation

The ONE Connection Platform

CommerceHub is the ONE Connection for supply chain fulfillment and content transaction management. Gain 100% Any-to-Many electronic connectivity across your entire fulfillment supply chain. The CommerceHub fulfillment and content management solutions provide complete bi-directional visibility and transaction process control.

FULLFILLMENT MANAGEMENT SOLUTIONS

DROP-SHIP MASTER™ 4.2

CommerceHub's comprehensive suite of supply chain event applications enables you to achieve the same levels of customer service, branding and fulfillment performance through a drop ship network as you can with orders fulfilled from your own internal warehouses. With Drop-Ship Master you can manage remote direct-ship suppliers with such precision that they become an extension of your own enterprise.

Service Level Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Control and exceptions-based management configured to specific service level definitions for your unique business needs. With multiple severity levels, when an order violates the terms of a definition, you are alerted via a service level exception.

LTL Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Tracks your shipments from the time the supplier hands off the product to the carrier, either a last-mile carrier or an intermediate LTL carrier, all the way until the product is delivered to the client. Know where your customer's product is, who is delivering it, and when it will be delivered.

Inventory Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Consolidates all your supplier inventory availability feeds into a single feed, delivered in your format, into your system. Inventory Manager enables synchronization of inventory levels and pricing updates between your management systems and all your suppliers.

Product Returns Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Have complete visibility and control over the product returns process, from carrier pick-up all the way to supplier, salvage company, charity or your own warehouse. The supplier-managed returns application enables a distributor to maintain a branded customer experience without costly double handling of returned merchandise.

Drop-Ship Master 4.2, your ONE Connection
for fulfillment management