

PRODUCT SHEET

# DROP-SHIP MASTER™ 4.2

*Used by the world's leading multi-channel retailers and B2B distributors, Drop-Ship Master provides unprecedented visibility, event management and carrier integration in drop ship fulfillment operations.*

CommerceHub's Drop-Ship Master™ enables top-tier retailers and B2B distributors to drop ship products directly from suppliers to customers, while maintaining the same degree of customer service, fulfillment performance and brand management as if they actually shipped the products from their own warehouses.

Drop-Ship Master provides virtual warehousing capabilities to dramatically increase product offerings, broaden markets and drive more revenue without incurring inventory handling and warehouse costs.

## BI-DIRECTIONAL VISIBILITY AND EVENT MANAGEMENT

Drop-Ship Master provides complete supply chain event management, allowing you to view the status of an order at any point in its lifecycle. From the initial purchase, through its supplier network, through the carrier and delivery process, and directly to its customers, Drop-Ship Master enforces merchant defined business rules and provides automated alerts whenever a supplier is out of compliance, eliminating fulfillment errors and providing positive customer experiences.

## CARRIER INTEGRATION

Drop-Ship Master enables you to monitor transactions from point-of-sale all the way through delivery. Real-time carrier tracking capabilities provide instantaneous access to shipping status. By integrating carrier information, you can automate order status updates to customers, thereby reducing call center inquiries.

## EXCEPTION MANAGEMENT

Drop-Ship Master features advanced exception management capabilities and the performance reporting necessary to ensure that suppliers are fulfilling orders in a manner consistent with your standards for customer service. Drop-Ship Master allows you to proactively monitor only the problem orders. This allows order issues to be addressed before they affect delivery to the end customer. With built-in vendor scorecarding, partners track performance results everyday versus quarterly reports, improving overall performance.

## BRANDED PACKING SLIPS

Drop-Ship Master enables any supplier, large or small, to produce high quality branded packing slips for inclusion with shipment. Packing slips can include custom gift messaging, handling instructions, barcodes, return labels, and much more.

The branded packing slip application enables you to achieve consistent branding on every customer shipment fulfilled through your drop ship supplier network. You maintain the same branded experience, whether an order is fulfilled from a remote supplier or from your internal warehouses.



### Key Features of Drop-Ship Master:

- Exception-based supply chain management with customizable business rules
- Integrated, bi-directional view of data across the entire fulfillment network
- Customizable search and reporting of orders and inventory
- Automatic Alerts monitor supplier compliance with Merchant standards
- Robust supplier performance reporting



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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

Service Level Manager application provides control and exceptions based management above and beyond the pre-packaged global alerts. By configuring specific Service Level Definitions for specific business situations, a retailer can hone the performance of its fulfillment network and proactively eliminate problems.

You create Service Level Definitions that focus on a vendor, group of vendors, order state, SKU or time interval. Definitions provide multiple severity levels ensuring proper prioritization and management of fulfillment issues or delays. 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

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

*Reduces the occurrence of backorders and cancellations — the largest sources of customer service problems.*

*100% compliant electronic integration with any carrier. No more faxes, phone calls or emails.*

*Complete visibility and control if your customer chooses to return your product.*

## Inventory Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Inventory Manager enables you to synchronize inventory levels and pricing updates between your systems and your supplier network, greatly reducing costly backorder scenarios. It consolidates supplier availability feeds into a single feed, delivered in your preferred format.

Suppliers can provide inventory updates in any native format including: spreadsheet, XML, EDI, flat file, customized file formats, and manually via the web. This makes it easy for a supplier to comply with your need for accurate and timely inventory data.

## Product Returns Manager™

POWERED BY DROP-SHIP MASTER™ 4.2

Product Returns Manager provides complete visibility and control over the product return process, from the carrier pick-up all the way to delivery to a supplier or your own warehouse. The supplier-managed returns application enables you to maintain a branded customer experience without the costly double handling of returned merchandise.

*See and manage what is not happening in your fulfillment network.*

