SUPPLIER INTRODUCTORY GUIDE

Welcome to CommerceHub!

Welcome to the CommerceHub network! Our OrderStream solution provides you with the tools needed to increase sales via your drop-ship connection with your retailer partner. OrderStream's real-time order status visibility and reporting enable seamless processing and confirmation regardless of your technological capabilities.

CommerceHub offers a wide range of options for you to achieve compliance with your retailer trading partners' requirements. Through a single connection to the CommerceHub network, you can quickly establish relationships with your retail trading partners. This introductory guide provides the information you need to become connected to our world-class retailer and supplier network, as well as a roadmap for your CommerceHub implementation.

Connecting to CommerceHub

We will work with you to customize your connection, based on your business needs. You can select from one of the following connection options:

- **Browser connection:** Use the internet to log into the Web-based OrderStream application - no configurations or testing required.
- **Integrated connection:** Trade files directly with CommerceHub, reducing the need for manual intervention. This option requires configuration and testing.

The information in this guide is designed to help you determine which connection type is best for you and your business. If you have additional questions, please reach out to us at contracts@commercehub.com or 518.810.0700, option 5.

When making your decision, consider the following:

- **Technical team involvement:** CommerceHub strongly recommends reaching out to your technical team when deciding which connection to use. Including your technical team from the beginning will improve the integration process by ensuring their questions have been addressed and they are fully prepared for certification and launch. The CommerceHub Partner Setup team is available via email (partnersetup@commercehub.com) and phone (518.810.0700 option 6) to discuss the technical details of your connection with you at any point in the process.
- **Order volume:** If you have real estimates on your order volume, this can be a deciding factor in which connection type you select. However, not knowing your expected volume won't prevent you from connecting to CommerceHub. You can always start with a browser connection and upgrade to an integrated connection later, if needed.
- **Third parties:** CommerceHub is prepared to work with any third parties during the implementation process; however, please keep in mind that CommerceHub is not responsible for coordinating the efforts of any third-party provider. It is your responsibility to ensure that the third party is participating in the implementation as expected.

Connection Types

Browser connection

OrderStream is a comprehensive web-based application that enables you to quickly and cost-effectively become 100% compliant with your retailer trading partner(s). Using this online application, you may download and process orders, print branded packing slips. As applicable, you may also upload SKU data and manage inventory, as well as support all required order processing functions (such as shipment confirmations, shipment cancellations, returns, etc.).

Advantages of selecting a browser connection include:

- **Rapid implementation:** With your active participation, a browser connection can be live within 3 business days.
- **Minimal training:** The intuitive OrderStream interface does not require any special knowledge, and a quick training session should provide you with all the information you need to begin processing.
- **Cost-effective:** When order volume is in question, this connection provides for the biggest return-on-investment.
- **Retailer compliance:** The OrderStream application is already configured to enforce all the business rules that apply to your retailer relationship.
- **Upgrade capability:** If you find that a browser connection isn't meeting your needs, you can always upgrade to an integrated connection at any time.

Integrated connection

For larger volume suppliers to achieve a higher degree of automation, CommerceHub offers the option of connecting as an integrated supplier. Integrated suppliers can electronically receive and deliver order, fulfillment, and inventory information in a fully automated, system-to-system manner. An integrated connection involves the exchange of one or more messages that support your business relationship, using EDI, XML, and/or delimited file formats. You have the option of exchanging messages exclusively through an integrated connection (i.e. all data is transmitted via automated file exchanges) or by using a combination of an integrated connection and a browser (OrderStream) connection. The exchanges can take place over the internet or via a Value Added Network (VAN) provider. CommerceHub also supports many security and privacy options, including file encryption and protocol-based (FTP and AS2) technologies.

Advantages of selecting an integrated connection include:

- **Automation:** Little to no manual intervention is needed with a properly implemented integrated solution.
- **Mixing and matching:** You can choose to integrate only the transactions that benefit your business most, and use a browser connection for the rest of your transactions. All integrated connections include access to OrderStream by default.
- **High-Volume Support:** Integrated solutions are a popular choice for suppliers with a high order volume.
- **Retailer compliance:** The CommerceHub certification process ensures that you are fully compliant with your partner's business rules.

Implementation Roadmap

***Important**: The table below is for reference purposes only and does not include contracted details related to your implementation. The information below is subject to change without notice based on your needs and level of engagement. Your Partner Setup Specialist will work closely with you to ensure that you are aware of the status of your implementation.*

			Duration (business days)	
Step	Description	Owner	Browser	Integrated
1	**CommerceHub Contract** Upon receipt of an invitation from the CommerceHub Sales Support team, log in to **CommerceHub Supplier Enrollment** to complete your contract and process the setup fees.	Supplier	1 day	1 day
2	**Submit your Supplier Setup Request Form** Complete the *Supplier Setup Request Form* you received from your Partner Setup Specialist and return it to partnersetup@commercehub.com.	Supplier	1 day	1 day
3	**Account Configuration** The Partner Setup team uses the information from the *Supplier Setup Request Form* to configure your testing account. Your Partner Setup Specialist will provide your login information and direct you to the supporting documentation needed to begin testing.	CommerceHub	1 day	1-2 days
4	**Training / Testing** CommerceHub provides a test plan and training, and issues the appropriate test orders. *Integrated suppliers only:* Process the test orders using the approved message formats and communication methods. The data you return will be evaluated and loaded to the system. Any errors will be reported to you for correction and resubmission. Additionally, suppliers who generate their own packing slips will begin the approval process.	Supplier/ CommerceHub	2 days	2-4 weeks
5	**Go-Live** CommerceHub schedules the go-live date with you and your retailer partner. Production notifications are delivered to all parties at go-live.	Supplier/ Retailer/ CommerceHub	1 day	1 day

Contact CommerceHub

For questions, please contact Sales Support:

Email: contracts@commercehub.com

Phone: 518.810.0700, option 5.