DXLG

Vendor Drop Ship Guide

VendorNet onboarding, order processing, shipping, inventory, invoicing, and operational requirements

*Update is in progress. Please contact Dropship@dxlg.com for information on current shipments

PURPOSE	A practical guide for buyers, the DXLG Drop Ship team, and vendors supporting direct-to-customer fulfillment through VendorNet.

Applies to	DXLG drop ship vendors
Primary platform	VendorNet Dropship Manager
Document owner	Technical Design & Vendor Compliance / Drop Ship Team
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How to use this guide

- Buyers: use Section 3 to prepare and coordinate a new vendor setup.
- Vendors: use Sections 4–7 for implementation, processing, shipping, inventory, and invoicing requirements.
- Complete the implementation form in Section 8 and return it to the DXLG Drop Ship team.

1. Program Overview

Drop ship processing through DXLG is a coordinated effort among Customer Service, the buyer, the Drop Ship team, and the vendor. The objective is to move orders, shipment details, inventory, and invoices efficiently while providing customers with timely order information.

CORE REQUIREMENT	All drop ship vendors are required to use VendorNet for order, shipment, inventory feed, and invoice communication.

Connection options

- Browser-based access
- System-to-system integration
- Electronic Data Interchange (EDI)

VendorNet provides vendor testing and training during implementation.

2. What VendorNet Supports

Capability	What it enables
Order transmission	VendorNet transmits orders to vendors through the internet and notifies the vendor by email when new orders are available. The website is available 24/7.
Purchase orders and packing slips	Vendors can print purchase orders and packing slips locally. Packing slips may include ship-to information, product number, description, price, customization details, gift comments, and customer telephone number.
Order file extraction	Order data can be downloaded in fixed-width, CSV, XML, or EDI formats to reduce manual rekeying into a vendor order management or distribution system.
Estimated ship dates	Vendors can communicate anticipated ship dates for delayed or backordered items by individual order, product, quantity, or file.
Shipment confirmation	Vendors can confirm shipments individually or by file. VendorNet updates DXLG systems with ship date, actual ship method, and tracking number. Partial shipments and multiple packages per line item are supported.
Invoicing	Vendors can generate invoices online by order, group of orders, file, or individual line item. Invoices are screened for cost accuracy and freight tolerances before upload to DXLG Accounts Payable.
Inventory feeds	Vendors provide current on-hand inventory for all drop ship items at least once per day, preferably after business hours.
Order exceptions	Vendors can submit cancellations, respond to stop-shipment requests, and enter comments related to shipment status, cancellations, and special circumstances.

3. Buyer Setup for a New Drop Ship Vendor

1. Send the Vendor Information Sheet and Vendor Implementation Form to the vendor.
2. Schedule a working session with the Drop Ship team to review vendor information and readiness.
3. Confirm product, timing, fulfillment, shipment, return, and system requirements.
4. Forward the completed implementation information to VendorNet for vendor setup.
5. Coordinate VendorNet training and testing.
6. Validate product cost, vendor part number, and UPC information with the vendor.
7. Notify the buyer when setup, training, and testing are complete and the vendor is ready to receive orders.

Readiness review checklist

☐	Completed Vendor Implementation Form
☐	Catalog drop date and website go-live date
☐	Line(s) of business in which the items will be offered
☐	Item numbers, vendor numbers, Ecometry item numbers, cost, vendor model numbers, handling fees, and UPC information
☐	Date Merchandise Support will complete item setup in Ecometry
☐	Shipping restrictions, including international shipping limitations
☐	Expected shipping time when it exceeds 3–7 business days, including how product copy will be updated
☐	Special product requirements such as assembly, setup instructions, diagrams, or special shipment information
☐	Shipment and return process when the DXLG UPS account is not used
☐	Return conditions, warranty information, repair policy, and parts support after 90 days

4. Vendor Implementation Overview

DXLG uses VendorNet to manage information exchanged with vendors that fulfill drop ship orders. Vendors can receive orders electronically, print required paperwork locally, and send shipment and invoice data back to DXLG.

Vendor responsibilities during implementation

- Identify a primary implementation contact and a backup contact.
- Identify a technical contact for file or EDI integration, when applicable.
- Review current business processes and any specific system requirements with VendorNet.
- Complete training and testing before processing live orders.
- Maintain accurate order, shipment, inventory, and invoice information in VendorNet.

Basic technical requirements

- For browser use: a computer with internet access and a printer.
- For integrated use: an agreed file or EDI method for order, shipment, invoice, and inventory exchange.

IMPLEMENTATION LIAISON	VendorNet manages the platform implementation and serves as the primary liaison for system setup, website functions, testing, and technical requirements.

5. Operating Requirements

Contact information

- Provide the primary contact's name, telephone number, and email address.
- Provide a backup contact's name, telephone number, and email address.
- DXLG drop ship communication: Dropship@cmal.com

Order confirmation and exceptions

- Notify DXLG through VendorNet within one business day when an item is unavailable.
- For backordered items, provide the expected ship date through VendorNet within one business day.
- Use VendorNet for item cancellations, order exceptions, and shipment status comments.

Packing slip requirements

- Include the DXLG billing customer name, DXLG order number, and the DXLG billing customer's telephone number.
- Use the vendor's packing slip or the VendorNet packing slip, provided all required information is included.
- Submit a sample packing slip for approval before live order processing begins.

6. Inventory, Shipping, and Returns

Inventory updates

Provide current on-hand inventory for all drop ship items at least once per day, preferably after business hours. Use one of the following methods:

8. Enter inventory levels manually in the VendorNet web portal.
9. Upload a daily inventory file in the vendor's preferred layout. The file must include SKU or UPC and quantity.
10. Send a daily inventory file to VendorNet by FTP. Accepted layouts may include CSV or EDI 846.

Shipment requirements

- Ship orders using third-party billing with the applicable DXLG UPS account unless another process has been approved.
- Domestic shipment only, except for suits where international shipment is permitted.
- The vendor is responsible for products damaged during shipment.
- Communicate shipment confirmation and UPS tracking numbers through VendorNet.

DXLG UPS account references

Casual Male / BT Factory Direct	0RA161
Rochester	2RV709
Living XL	2RV710

Returns

- Vendor returns are shipped to Canton, Massachusetts, with a 90-day return policy.
- Review and document any special return conditions, warranty terms, repair policies, or parts support after 90 days.

7. Invoice Processing

- Generate drop ship invoices to DXLG through VendorNet.
- Invoices may be submitted by individual order, group of orders, file, or individual line item.
- Invoices may be entered during shipment processing or submitted separately after shipment.
- VendorNet maintains invoice information for later access as needed.

DATA QUALITY	Confirm cost, freight, order, shipment, and invoice information before submission to reduce exceptions and payment delays.

8. VendorNet Implementation Form

Select the implementation method and complete all applicable fields. An asterisk indicates a required field.

Implementation method: ☐ Browser-based ☐ System-to-system integrated

Supplier information

*** Supplier number**	
*** Supplier name**	
*** Address**	
*** City / State / ZIP**	
*** Primary contact**	
*** Primary phone**	
*** Primary email**	
Secondary contact	
Secondary phone	
Secondary email	

Technical information

Send/receive files electronically	☐ Yes ☐ No
If yes, format	☐ EDI ☐ CSV ☐ Other: _____
Fulfill customized products	☐ Yes ☐ No
Technical contact	
Technical phone	
Technical email	

VendorNet Implementation Form, continued

Shipping information

Shipping address	
City / State / ZIP	
Return address	
Return city / State / ZIP	
*** Shipping lead time**	_____ days
*** Ground only**	☐ Yes ☐ No

Shipping methods

☐ UPS Ground	☐ Priority Mail	☐ Best Service Standard
☐ UPS Next Day	☐ UPS International	☐ UPS Saturday
☐ UPS 2 Day	☐ Special Shipping	☐ Customer Pickup

Fees and other billing information

*** Handling fee**	☐ Yes ☐ No
If yes, amount	$_____
Fee basis	☐ Per item ☐ Per order ☐ Per package
Additional billing	☐ Tax ☐ Duty ☐ Other: _____

Vendor certification

The information provided above is accurate and complete to the best of the vendor's knowledge and may be used for VendorNet implementation and DXLG drop ship setup.

Completed by	
Title	
Signature	
Date	

9. Confidentiality and Customer Information

The vendor must take reasonable steps to protect DXLG confidential information in accordance with the confidentiality provisions of the applicable Vendor Agreement. Customer information may be used only to complete authorized transactions and for no other purpose.

CUSTOMER DATA	Limit access to customer and order information to personnel who require it for fulfillment, shipment, customer service, or invoicing.

10. Go-Live Checklist

	Readiness item	Owner / date
☐	Implementation form completed and submitted	
☐	Primary, backup, and technical contacts confirmed	
☐	VendorNet setup completed	
☐	Training completed	
☐	Testing completed	
☐	Order receipt method validated	
☐	Packing slip approved	
☐	Inventory update method validated	
☐	Shipment confirmation and tracking process validated	
☐	Invoice process validated	
☐	Return process confirmed	
☐	Buyer notified that the vendor is ready for live orders	