

OLIVELA

OLIVELA DROP SHIP PROGRAM OVERVIEW

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Welcome to drop shipping at Olivela! We look forward to partnering with you to sell your products on Olivela.com.

BASIC VENDOR REQUIREMENTS

Our drop ship program utilizes a third party partner, Logicbroker, for managing drop ship orders. Our partner will provide functionality such as transmission of order data, ability to generate packing slips, appropriate shipping method shipment confirmation and invoicing capabilities.

Logicbroker offers both browser-based and system-to-system (EDI, Secure FTP or API) transmission options.

Below is an outline of the basic requirements for all vendors who wish to participate in the Olivela drop ship program:

1. Product you are fulfilling must be Landed Duty Paid by vendor
2. Delivery and return of samples of your products and/or vendor provided images (VPI) and copy for Olivela's buying office / item set up process must be coordinated and made available prior to listing your product
3. Daily inventory feeds must be provided via a methodology to be agreed to during the vendor onboarding process
4. An Olivela approved packing slip must be used and generated via Logicbroker [see appendix]
5. Branded shipping boxes and packing materials (supplied by Olivela) must be used for all orders (unless otherwise agreed upon between the vendor and Olivela).
6. All orders must ship within a predetermined number of business days after receiving the order from Logicbroker (excluding weekends and shipping Holidays). This timeframe will be established prior to your "go live".
7. Daily FedEx pickup must be available from your distribution center(s). USPS pick up must also be available for shipments to addresses not served by FedEx.
8. The names of a vendor contacts to monitor and fulfill orders must be provided to Olivela and kept up to date (technical and fulfillment contacts)

SETUP OVERVIEW

The vendor onboarding process typically takes 1-3 weeks, depending on the integration option selected by the vendor. We recommend starting with a browser-based integration, as it is the fastest way to get up and running.

Whether choosing a browser-based or system-to-system implementation, the set up process begins upon reaching agreement on business terms with Olivela.

Set up steps are listed below:

1. Olivela and Vendor select products for Olivela's Drop Ship program
2. Olivela and Vendor fill out vendor set up forms and submit to Olivela Vendor Relations and AP for approval
3. Olivela & Logicbroker coordinates implementation, training, onboarding and testing with vendor

4. Olivela sets up items in its systems and coordinates with vendor on sample collection/vendor images and copy for web
5. Olivela provides vendor with FedEx shipping account (for domestic partners) and in some cases packaging materials (as agreed upon between the vendor and Olivela).
6. Logicbroker signs off once training and/or testing is complete
7. Vendor turns on inventory and sends initial inventory for “go live”
8. Olivela coordinates publishing date and offers products for sale

INTEGRATION

Browser Based (Web Portal) *recommended for quick set up*

For the **Browser Based** method, Logicbroker will provide functionality such as the ability to retrieve order data, generate packing slips and shipping labels, shipment confirmation and invoicing capabilities via the Logicbroker portal in real time.

Vendor will be alerted via email when new orders are waiting to be filled.

To access the portal, you must meet the following basic requirements:

1. Modern Computer operating system: Windows XP or higher / Mac OS Lion or higher
2. 16 MB Memory, 100 MD disc
3. Printer access
4. Internet Explorer 8.0 Firefox 3.6.13, Google Chrome, Safari and most modern web browsers. *Google Chrome preferred*
5. E-mail accounts for vendor contacts – these must be kept current. *We recommend a main administrative mailbox and secondary user emails, so more than one associate can access in case someone is out of the office on a given day.*

EDI/API (System-to-System) *recommended for most automated*

For the **EDI System-To-System** method, the vendor will receive EDI transmissions from Logicbroker. This will require testing and typically takes 2 to 3 weeks.

General EDI information:

1. Logicbroker can transmit files on any regular schedule as required by vendor and will retrieve files throughout the day on a periodic batch basis.
2. Logicbroker will transmit new orders to vendor as they are provided to Logicbroker from Olivela.
3. EDI file transmissions can be transmitted via FTP/SFTP or through private interconnect with an AS/2, provided there are no additional fees incurred by Olivela or Logicbroker for such connection.

EDI Data Direction Preferred Method Timing

Order from Logicbroker 850 EDI Purchase Orders [Timing configurable]

Inventory to Logicbroker 846 EDI Inventory Daily by 1 am

Shipment Notification to Logicbroker 856 EDI ASN [Timing configurable]

Invoice to Logicbroker 810 EDI Invoice Daily*

Cancellations to Logicbroker via 860 or 855 EDI Inbound Order Status [Timing configurable]

**Please note, we are not currently handing invoicing or returns through EDI*

Logicbroker EDI Specifications: *see links for document requirements*

EDI 850- <https://help.logicbroker.com/hc/en-us/articles/360021847952-Order-Specifications>

EDI 855- <https://help.logicbroker.com/hc/en-us/articles/360022058351-Acknowledgement-Specification>

EDI 856- <https://help.logicbroker.com/hc/en-us/articles/360022058371-Shipment-Specifications>

EDI 846- <https://help.logicbroker.com/hc/en-us/articles/360022025472-Inventory-Specification>

Alternative Logicbroker Communication Methods *can be used with either integration option*

Logicbroker can support other communication methods like XML, CSV, and JSON. They also have a RESTful API available. Information is available in the links above & below you'll find more information for those formats:

RESTful API- <https://dev.logicbroker.com/>

JSON, XML, CSV- <https://help.logicbroker.com/hc/en-us/articles/360022057491-Introduction-What-is-Logicbroker->

SHIPPING

Packaging Requirements

Vendor must ship merchandise in a new, corrugated box. Olivela prefers a plain, non-branded outer ship box. Olivela provides generic Olivela hang tags, and packaging supplies optionally (for international partners, we only provide generic Olivela hang tags). No promotional or marketing material from the vendor is allowed in the box (unless otherwise agreed upon between the vendor and Olivela).

An Olivela-branded packing slip is required in every shipment. Logicbroker provides the packing slip at the time of order transmission. The packing slip should be printed at 8.5" x 11", left fully intact and must be included inside all shipments.

Product must be packaged sufficiently to prevent damage during shipping and include collateral provided by Olivela.

Product Quality Standards

1. Product must be packaged sufficiently to prevent damage during shipping
2. All products must have a unique UPC or product code (ex. style-color-size) which is either on a hang tag, shoe box or packaged box
3. Olivela prefers no retail on the product tag
4. Products must meet all agreed-upon specifications outlined in this document
5. Items must be in saleable condition

Tracking

Logicbroker has several options for providing tracking information back to Olivela. Tracking will be submitted based on integration type. For browser based integration bulk uploads are available. Please note Logicbroker also has an integration available with ShipStation.

Shipment Notification

EDI: Vendors using EDI as the method of data transmission must send an EDI 856 Advance Ship Notice (ASN) the same day the order ships. The 856 must contain the carrier and tracking

information. ASN is used to notify the customer that the merchandise has shipped and provides them the tracking number.

Browser Based: Vendors using a browser based method of data transmission must submit a shipping document with the tracking information to the Logicbroker portal the same day the order ships.

Shipping Requirements

Vendor is the shipper of record. It is the vendor's responsibility to resolve issues regarding shipping and deliveries in conjunction with Olivela's drop ship & customer service team.

Olivela will pay for one shipping label per order, using the shipping method specified at order transmission. The only shipping fees vendors may request reimbursement for are when shipping via USPS because FedEx delivery is not available to the customer address.

Olivela is not responsible for reimbursement on freight charges on orders shipped with alternate shipping methods, unless otherwise agreed upon between the vendor and Olivela.

Expected Fulfillment Rate

Vendor must maintain a 99% or higher fulfillment rate while participating in the Drop Ship Program to maintain Olivela's expected service levels. If the vendor is unable to maintain the expected rate, Olivela will review its assortment and determine if items should be removed from the site or program.

Delayed Shipments

If there is a shipping delay, vendor is responsible for notifying Olivela as soon as possible, and before the order is required to ship. Best practice is within 1 business day.

Cancelled Orders

Vendor must notify Olivela within 1 business day of any item that cannot be fulfilled. Orders fulfilled after a cancellation has been transmitted to the vendor via Logicbroker will result in non-payment by Olivela.

High vendor cancellation rates may result in removal from the Drop Ship Program.

Replacement of Mis-shipped Items

Vendor incurs the cost of shipment for replacing a mis-shipped item. Vendor must notify Olivela and Logicbroker of the new tracking number.

Mis-shipped orders include but not limited to:

1. Wrong merchandise was shipped to customer
2. Incorrect quantity of items shipped to customer, without notification of cancellation

Replacement of Lost Items

Olivela incurs the costs involved in the replacement of lost items upon vendor-provided proof of delivery from the carrier (Ex. FedEx/UPS tracking showing as delivered to correct address)

Vendor must provide tracking information as well as assist in researching and resolving carrier

claims and recouping the claim dollars.

Additional Packing Materials

An Olivela packing slip is required in every package. Vendor may not include any additional packing slips, invoices, collateral or marketing materials in the package, other than what is required and supplied by Olivela. Product information, warranties, instructions, etc. are acceptable. The aforementioned packing requirements are mandatory and must be adhered to at all times.

Customer Returns and Exchanges

All customer returns are directed to the Olivela Fulfillment Center. Instructions are provided to each customer on the Olivela packing slip and on Olivela.com.

All Olivela exchange requests will be processed as two transactions:

1. Return processed in the Olivela Fulfillment Center credits the client
2. A new order is placed on behalf of the customer. The exchange order will be processed as a new order

In the event a shipment is completed but returned to vendor undeliverable to the customer, the package must be sent to Olivela to process as a customer return.

The Olivela Fulfillment Center address is:

Olivela
1655 Watkins Rd, Suite B
Columbus, OH 43207

TERMS

All agreement terms (payment, shipping method, lead days, etc.) must be predetermined prior to entering the Drop Ship Program. Any change to terms of the drop ship agreement between Olivela and the vendor must be agreed to 60 days prior to implementation taking effect.

The customer to whom the merchandise is to be drop shipped is a customer of Olivela. Under no circumstances will Olivela be liable to the vendor for any amount in excess of the purchase price set out in a purchase order.

Olivela will not be liable for any incidental, special, exemplary or consequential damages, whether based upon theories of contract, or otherwise, arising out of or relating to such purchase order.

ALERTS

Alerts via automated email will be sent to the vendor for the following and must be acknowledged to Olivela within 1 business day:

1. **Order:** an order has been placed and is ready to be picked, packed and shipped
2. **Cancel:** an order has been cancelled and should not be shipped

INVENTORY MANAGEMENT

Updated inventory must be sent daily, unless otherwise agreed upon between the vendor and Olivela.

Logicbroker allows vendors to send item inventory updates through routine file uploads (including EDI 846 files), FTP or browser-based interfaces. This feature provides Olivela's customers and customer service representatives with inventory visibility.

The reason we ask for inventory updates at least once per day is to minimize the possibility of taking orders on items that are out of stock, resulting in order cancellations and poor customer experiences. Vendors should only supply inventory quantities they are confident they can fulfill.

If the vendor's fulfillment center is to be closed for an extended period of time, the vendor must provide a 5 business day notice to Olivela drop ship manager.

INVOICING

Invoicing will be done directly through the AP team at Olivela. Invoices processed within the Logicbroker portal will not be processed by Olivela.

Invoicing should only be done once an order has been shipped. Failure to comply will result in non-payment.

Please speak with Olivela buying team if you have additional questions regarding invoicing.

RETURN POLICY

Unless alternative arrangements are agreed to, Olivela will accept and process returns of drop ship merchandise directly from customers per their 30 day return policy. Drop ship vendors **MUST** accept returns for refund under the following conditions **with no restocking fee**:

1. Merchandise contains manufacturer's defects
2. Merchandise shipped after vendor acknowledgement of cancellation
3. Wrong merchandise was shipped to customer
4. Merchandise damaged, due to improper packaging
5. RTV arrangements have been made as part of the Olivela/Vendor agreement

CONTACTS

For general questions, please contact Vendor Relations at dropship@olivela.com or the Olivela buying office.

For questions regarding drop ship set up and logistics, contact:
Olivela Drop Ship Manager, Marthaluz Quiteno marthaluz@olivela.com
Logicbroker supplier set up contact, Jeff Keltz jkeltz@logicbroker.com

APPENDIX

Sample Packing Slip

OLIVELA

www.facebook.com/olivela
@olivela

ORDER NUMBER: XXXXXXXXXX

ORDER DATE: AUG 23, 2018

SHIP TO

First Name, Last Name
000 Montgomery Street
Suite #675
San Francisco, CA 94111
United States

Phone: XXX-XXX-XXXX

THANK YOU FOR YOUR ORDER

You've increased your impact.

+ 1 WEEK OF CHILDREN'S ESSENTIALS FOR FAMILIES
IN NEED THROUGH GOOD+ FOUNDATION

See your Olivela Effect at www.olivela.com/the-olivela-effect

PACKAGE CONTENTS

ITEM	QTY	DESCRIPTION	HOW YOU'VE HELPED
STELLA MCCARTNEY 'NOMA' BUCKET BAG #123456	1	Color: Navy Size: O/S	7 CHILDREN PROVIDED ESSENTIALS
DIOR DIORSHOW MASCARA #123456	1	Color: Black Size: O/S	3.5 CHILDREN PROVIDED SCHOOLING
VALENTINO ROCKSTUD LOVE LATCH PUMPS #123456	1	Color: Magenta Size: 6 (US)	3.5 CHILDREN GIVEN ACCESS TO A PIANO

GIFT MESSAGE

Poke venmo polaroid, drinking vinegar hexagon disrupt
humblebrag banh mi tumeric coloring book palo santo. Hot
chicken poke fashion axe bespoke banh mi meditation
subway tile health goth, lorem ipsum.

RETURN POLICY

We offer free returns on all items not marked final sale. Returns must be initiated within 30 days of the item's ship date. Once we have received and processed your return, refunds will be issued via the original method of payment. Purchases made using a gift card or store credit will be refunded as credit to your Olivela account. Please allow up to 14 days for processing.

To initiate a return, please log into your Olivela account, open your order history, and click "Return an Item."

To qualify for a refund, all returned items must be in unused, unworn, unwashed, and undamaged condition, and in the original packaging with original tags attached. Packaging may include hangers, plastic wrap, boxes, and dust bags.

Sample FedEx Shipping Label:

FROM: (855) 454-2957

Fulfillment Center
1655 WATKINS RD
Building B
COLUMBUS OH 43207
US

SHIP DATE: 18JAN18
ACTWGT: 1.10 LB
CAD: 111052465/WWSX13200
DIMMED: 16 X 10 X 6 IN

BILL SENDER

TO JANE DOE

5475 MCGREGOR LN

SYLVANIA OH 43560

(855) 454-2957

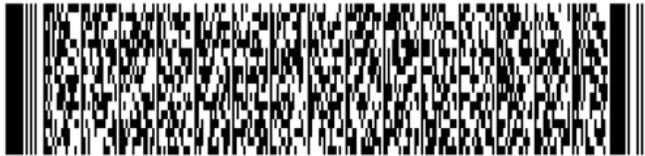
REF: OL0008675309MM00000003Z

(US)

INV:

PO:

DEPT:



FedEx
Home Delivery



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549J118D40104C

TRK# 7894 0268 1269

43560

9622 0804 3 (000 000 0000) 0 00 7894 0268 1269

