

DROP SHIPPING

THE TRUECOMMERCE EDI MANAGED SERVICE EMPOWERS YOU WITH THE TOOLS AND VISIBILITY TO DRIVE A SUCCESSFUL DROP SHIP MODEL



HOW DOES IT WORK?

Many retailers are looking to extend the range of products that they offer without the risks and expense of increasing the value of the stock they hold, the associated storage and handling costs, and the risk of obsolescence. The drop ship model, where suppliers pick and deliver stock directly to the consumer enables you to increase your product range without needing to keep all goods in stock.

The TrueCommerce EDI managed service provides you with the functionality to deploy a drop ship model with some or all of your suppliers. We provide you and your suppliers with the tools and visibility required to fulfil your customers' expectations, whilst maintaining your brand values.

The rich functionality of the TrueCommerce solution will also ensure that you have the information required to keep your customers up to date on the status of their order, and to manage any issues that may prevent delivery to the consumer within the expected time frame.

- Support for both EDI and non-EDI enabled suppliers with integrated and web portal connectivity.
- The order acknowledgement process allows suppliers to confirm that they can fulfil the order in the required timescale for the agreed price. The portal can also be configured to allow suppliers to change prices and delivery dates and add or remove items etc.
- Emails can be sent each time a supplier makes a change to the order. In addition, when orders are shipped, you can receive the carrier details and tracking reference, which you can communicate to your customers.
- Suppliers have the ability to print retailer branded pallet slips.
- You have the ability to generate item information, such as forecasts and actual sales.

BENEFITS

- Expand your product offering via a low risk, low cost option.
- Deliver a wider product portfolio without increasing warehouse, inventory and distribution costs.
- Rapidly onboard new drop ship suppliers enabling you to respond quickly to market demands.
- Fulfil customers' expectations with an ordering and delivery process that matches the efficiency of deliveries from your own warehouse.
- Maintain your brand identity at all customer touch points.

WHY TRUECOMMERCE?

- One single platform for all supply chains – drop ship, deliver to store and deliver to depot.
- The TrueCommerce trading partner platform enables you to exchange orders, invoices, and fulfilment information accurately with your suppliers.
- Our onboarding capabilities provide you with the ability to trade with drop ship suppliers of all sizes and technical capabilities.
- A hosted managed service means no hardware or software is required in your environment.
- Pricing is completely transparent with no hidden or variable costs.

WHAT'S INCLUDED?

- A full feature web portal that enables your smaller suppliers that are not EDI enabled, a profile that is very common with a drop ship model, to view and acknowledge orders, print branded packing slips with returns labels, and create invoices.
- Complete visibility ensures that shortages do not affect your organisation – suppliers can provide the status of stock by uploading a CSV file containing the current and expected stock status.
- Functionality that enables your suppliers to print your branded packing slips ensures you maintain your brand identity.
- Delivered as a fully managed service, we manage the entire implementation process – from communicating with your suppliers regarding the most appropriate method of getting them connected, to testing connections and providing the necessary training to you and suppliers.
- The day-to-day running of EDI activities on your behalf.
- 24x7 help desk for you and your suppliers, with a team of experts that pro-actively monitor the delivery and processing of your messages and manage any issues.
- Software monitors that validate message content for errors and alerts that are sent to nominated personnel based on either events that occurred or expected events that did not.

ABOUT TRUECOMMERCE

TrueCommerce in Europe is the brand name that brings together three market leading EDI vendors in Europe: Wesupply, Atlas Products and HighJump B2Bi. TrueCommerce Europe delivers the next generation of EDI and e-Invoicing managed service to companies large and small looking to improve efficiency and reduce cost. TrueCommerce Europe is part of the global TrueCommerce and HighJump business serving 15,000 customers with almost 800 staff deployed.

Connect. Integrate. Accelerate.

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