Drop Ship Compliance Program

Rate Code	Description	Detailed Description	Charge
Printing Orders			
ECM.VC01	Failure to print orders from Radial/VendorNet within two (2) business days.	Suppliers will receive automated email notifications when orders have sat unprinted in Radial/VendorNet for 24 hours (excluding weekends/holidays).	$50 per PO
Estimated Ship Dates			
ECM.VC15	Failure to update Estimated Ship Date (ESD) on a PO as they change.	Purchase Orders approaching or having passed their negotiated lead times must have the Estimated Ship Date (ESD) updated in Radial/VendorNet.	$50 per PO
ECM.VC26	Updating the ESD 30+ days out unless otherwise negotiated and approved by the buyer or drop ship team.	Vendor cannot change the ESD more than twice or try to expand the ESD further to avoid frequent changes. Open orders should not be 30+ days unless custom or approved by the buyer or dropship team. The ESD should be consistently accurate.	$100 per PO
ECM.VC31	Estimated Ship Date (ESD) has changed more than twice in Radial/VendorNet.	A noncompliance charge will be assessed on the 3rd Estimated Ship Date change. We are accountable for the customer experience. Inconsistent ESD changes will degrade the customer service.	$25 per PO

Shipping

ECM.VC02	Failure to update Radial/VendorNet same day as shipment.	Shipment information must be manually entered or EDI 856/ASN must be sent to Radial/VendorNet the same day the PO ships.	$25 per PO
ECM.VC05	Incorrect Tracking Information Entered into Radial/VendorNet	Incorrect carrier name and tracking number entered into Radial/VendorNet will result in the customer unable to track their order and may result in a chargeback to the supplier.	$75 per PO
ECM.VC12	On Time Monthly Fulfillment Rate below 97%	The Exchange requires a 97% or higher On Time Monthly Fulfillment Rate in order to maintain the highest levels of customer service.	$100 for the month
ECM.VC13	Order not Shipped in Established Lead Time	Order must be shipped in standard lead time of two (2) business day unless a different lead time has been negotiated with the buyer. May result in chargebacks or removal from the Drop Ship Program.	$75 per PO
ECM.VC16	Failure to invoice in Radial/VendorNet within 30 days of PO shipment	Invoice information must be manually entered or EDI 810/ASN must be sent to Radial/VendorNet within 30 days of shipment. Invoices transmitted 180 days after shipment will not be processed.	$25 per Invoice
ECM.VC23	Returns/Refusals/Undeliverable not processed in VendorNet	Returns/Refusals/Undeliverable of orders must be processed through Radial/VendorNet using the Return Order Function within two (2) business days	$75 per PO
ECM.VC24	Shipping (manually or transmitting via EDI) item in VendorNet that was not shipped to customer (i.e. Label created only).	Any tracking that remains in label created status with no movement will be considered unshipped merchandise. A noncompliance charge will be assessed if a vendor marks an item as shipped in Radial/VendorNet that was never shipped.	$100 per PO

Inventory			
ECM.VC34	Failure to provide updated inventory resulting in order cancellation(s)	Inventory updates are needed from all Drop Ship Suppliers so that all items ordered by customers are available to ship within the approved lead time.	$50 per PO

For claim disputes or questions regarding the compliance program, please email DSVendorCompliance@aafes.com. For claim disputes please include the claim number and all supporting documentation as to why the claim is being disputed. Compliance claims must be disputed within 60 days of receipt.