



Radial

EXCHANGE

TECHNICAL QUESTIONNAIRE

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Revision History

Date	Author	Revision
04/26/2017	ZRoggin	Initial upload for release
11/25/2017	ZRoggin	Formatting and setup option updates
1/18/2018	DAtherton	Combine vendor set up form with Technical Questionnaire
2/23/2018	ZRoggin	Onboarding timeline, technical questions, shipping table
5/8/2018	DAtherton	Freight charges
5/9/2018	DAtherton	Gift wrap
5/9/2018	ZRoggin	Formatting
5/16/2018	ZRoggin	Test Data requirement
5/16/2018	DAtherton	Gift Message Test PO
5/22/2018	ZRoggin	Gift Wrap update, required fields
3/28/2019	ZRoggin	Supported EDI transactions updated for ESD updates
5/30/2019	ZRoggin	ESD file format
6/13/2019	DDavis	Alias Vendor Code
8/27/2019	PBussanmas	Updated EDI requirements
1/22/2020	JMorgan	References to FTP removed as it is no longer accepted Ship methods updated SEKO ship method replaced with FragilePak
4/13/2020	CBufe	Updated RMS codes, added verbiage re: inventory exempt items

SPECIAL NOTE:

In an effort to avoid data errors and ensure accuracy of the information on this form, please complete electronically. Printed and handwritten technical questionnaires **will not be accepted**.

Once this form is completed, please send to your Exchange Buyer. The approved "Exchange Technical Questionnaire" form will be forwarded by the Exchange buyer to the Exchange Online Drop Ship Support team (DSSupport@aafes.com) for coordination with Radial/VendorNet team. The Drop Ship Support Team will review the Exchange Technical Questionnaire form and forward to Radial/VendorNet. Radial/VendorNet will then contact the supplier directly to discuss Radial/VendorNet fees and account set up options.

1 Preface

Required supplier discovery information is documented with this questionnaire and used in the onboarding process as well as for configuration archival purposes.

1.1 Intended Audience

This questionnaire is intended to gather and confirm requirements and provide assistance to client service technicians who are configuring a new supplier within Dropship Manager (VendorNet).

1.2 Related Documents

Radial Supplier Access Agreement

Exchange Drop Ship Supplier Guide [Click Here for Link](#)

Exchange Drop Ship Supplier Compliance [Click Here for Link](#)

Doing Business with the Exchange eCommerce [Click Here for Link](#)

2 Supplier Basic Account Information (Exchange Buyer to Complete)

Please note, that all of the questions in Section 2 are **required**. Failure to completely and accurately fill in this information will result in rejection of the form.

2.1 Supplier Name, Address, Vendor Codes and Terms

Supplier Information	
eCommerce Procurement Vendor Code	
Payment Vendor Code	
Alias Vendor Code	
Supplier Name	
Primary Contact Name (to receive the Radial Supplier Service Agreement)	
Primary Contact Phone	Primary Contact Email
Secondary Contact Name	
Secondary Contact Phone	Secondary Contact Email
Corporate Address	
City	
State	
Zip	
Ship From (City/State)	
FOB Terms	Click here to choose an item.
Lead Days (Note: Suppliers are Expected to Ship Within Two Business Days of Receiving PO)	Click here to select number of days.
Primary RMS Dept	Click here to choose an item.
New Set Up or Change to Existing?	Click here to choose an item.
Target Rollout Date	Click here to select a date.
Is this vendor a Specialty Store? Click Here for Specialty Stores	Click here to choose an item.
Inventory Exempt? (Note: Only made-to-order and specialty suppliers are inventory exempt)	Click here to choose an item.

2.2 Exchange Buyer Information

	Buyer Information
Buyer Name	
Phone	
Email	
Buyer's Assistant	
Email	
POD Email	

2.3 PO Box / APO / FPO Shipments

	PO Box / APO / FPO Information
Does the supplier ship to a PO Box?	Click here to choose an item.
Does the supplier ship APO / FPO?	Click here to choose an item.

2.4 Exchange Paid (3rd Party) Ship Method for FOB Origin Vendors (Must be Pre-Approved and Negotiated with the Exchange Buyer)

Note: to use Exchange 3rd party shipping accounts the supplier is required to be FOB Origin and must be authorized/set up by the buyer and Exchange Logistics (LG) prior to before Go Live with Radial/VendorNet. Please contact the Exchange buyer for more information.

	Exchange 3 rd Party Shipping Information
Will the supplier use Exchange FedEx account (for CONUS shipments only)	Click here to choose an item.
Will the supplier use Exchange stamps.com (USPS) account? (for PO Box and APO Shipments only)	Click here to choose an item.
Will the supplier use Exchange FragilePak account? (Freight shipments for CONUS only)	Click here to choose an item.

2.5 Freight Charges for FOB Origin Vendors (Must be Pre-Approved and Negotiated with the Exchange Buyer)

	Freight Charge Information
Does the supplier invoice for freight?	Click here to choose an item.
If "Yes" what is the maximum amount allowed?	

2.6 Handling Charges for FOB Origin Vendors (Must be Pre-Approved and Negotiated with the Exchange Buyer)

	Handling Charge Information
Does the supplier invoice for handling fees?	Click here to choose an item.
If "Yes" is the fee per order or per item?	Click here to choose an item.
If "Yes" what is amount of the fee?	

2.7 Gift Wrap (Must be Pre-Approved and Negotiated with the Exchange Buyer)

Will the supplier provide gift wrap services?	Yes or No
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3 Technical Questionnaire (Exchange Supplier to Complete)

Thank you for your interest in the Exchange Dropship Program. Please engage the necessary people at your company or 3rd party provider to accurately and fully complete this technical questionnaire, including any systems or EDI personnel.

The Exchange has partnered with Radial for managing all Dropship order processing. The purpose of this document is to provide a broad overview of the Dropship Manager requirements for B2B data transmissions as well as ensure that all parties understand the requirements.

If you have questions while completing this document, please reach out to your Exchange Buyer or the Drop Ship Support Team (DSSupport@aafes.com).

3.1 Assigned Technical Contact

Your Radial Technical contact is responsible for seeing the system to system testing process through to the end and will be assigned to you once this completed document has been submitted by the Exchange and Radial has received a completed Supplier Access Agreement.

This technical contact will be your point person for testing and answering questions and/or concerns regarding systems, file formats, and file transmissions. This support contact will also arrange training for your personnel on usage of your Radial Dropship Manager account via the web portal, and will include handling order cancellations and exceptions.

4 Timeline

Milestone/Deliverable	Owner	Duration	Description
Setup Form/TQ Completion	Supplier/Exchange Buyer	Variable	Forms are completed and sent to Exchange Dropship Team
Exchange Dropship Team Approval	Exchange	Variable	Exchange team approves Dropship setup based on setup form and technical information
Supplier Access Agreement	Radial	1-2 weeks	Supplier receives the Welcome Packet with all of the necessary information to move forward with onboarding including the Supplier Access Agreement. The agreement must be faxed or emailed in executed with payment information.
<i>Setup and Testing Begins</i>			
Resource Assignment	Radial	5 business days	The assigned Radial Client Services Technician will reach out to the Supplier to initiate kickoff.
Configure Supplier in test and production environments	Radial		The assigned Radial technical contact or Client Services Technician (CST) will create the initial Supplier setup and apply pre-existing data maps to any transactions required by the retailer.
Create and Import Test Order(s)	Radial		Radial CST will create test and import order(s) based on information in the Technical Questionnaire.
Send Test Order(s) to Supplier	Radial		The assigned resource will send test order(s) to the Supplier in their requested file format based on pre-existing data maps and specifications*. Non-Radial hosted connection methods may extend timeline.
Packing Slip Creation and Validation	Supplier	Variable	Supplier works internally to develop packing slip based on the order file and sends to Exchange for approval.
Return Shipment and other required transactions to Radial	Supplier	5 business days	The Supplier will send shipment, invoice, inventory files and any other required return transactions for the test order(s) back to Radial.
Review return transactions for data map compatibility	Radial	Variable depending on accuracy of data	The assigned Radial CST will review the return transactions from the Supplier for data map compatibility and work through any mapping discrepancies or data issues.
Complete production Supplier configuration and QC signoff	Radial	5 business days	The assigned Radial technical contact or Client Services Technician will complete any additional steps required before going "live" including sending and receiving of transactions.
Supplier Training	Radial/Supplier	On-demand	Supplier Services Specialist enrolls supplier contacts listed in the Technical Questionnaire in web based on-demand training.
Cutover	Radial/Supplier/Exchange	2 business days	Supplier Services send a cutover report to the Exchange every Wednesday. Once cutover is complete the Exchange will notify the supplier via email. Products will be live on shopmyexchange.com following cutover.

5 Automated Processing (Exchange Supplier to Complete)

Radial has a built-in mapping utility (Dropship Manager) that will utilize standard X12 v4010 EDI documents.

If your order management system or accounting system already has a custom file format that it can import and export, Dropship Manager may be able to reproduce those formats to your specs.

Exchange's Radial site currently supports the following standard EDI and file formats:

- **850 Purchase Order** (Exchange to supplier) - contains all the necessary Dropship Manager order data, including requested shipment date for all items on the order.
- **856 Ship Notice** (supplier to Exchange) - used to update the status of the order/item to "shipped" and triggers the billing of the customer. This file should be sent within 24 hours of the shipment. Tracking numbers are required on every shipment update. For FragilePak shipments, the tracking number should be provided. For all other LTL shipments, the PO number or the bill of lading number should be sent, and if there is no tracking number available such as for USPS packages, the tracking number value provided should include the Customer Order number.
- **810 Invoice** (supplier to The Exchange) - used to update the status of the order/item to 'invoiced' and triggers payment to you. It **must** include your Terms in the ITD segment.
 - Example: ITD**01***35***NET 35 DAYS***

If you are charging freight and/or handling, it must be included in the SAC segment.

- Handling fee Example: SAC*C*D500***550
- Freight Charge Example: SAC*C*D240***2850
- **846 Inventory** (supplier to Exchange) - used to update current vendor inventory at The Exchange. This file is required at minimum once daily, however can be sent at max of one per hour. The products provided in the file should be limited to only those that are a part of the Exchange product assortment.
- **870 Order ESD Updates** (supplier to AAFES) – can be used to update the Estimated Ship Date on an order. (not required, carries add-on fee of \$200)
- **997 Functional Acknowledgement** - used to provide receipt of successful file transmission.

Any standard EDI transactions must include a standard asterisk "*" element separator and a standard tilde "~" segment terminator. If an exception is needed, please reach out to your Radial technical contact.

5.1 Packing Slips (Exchange Supplier to Complete)

Exchange’s packing slip must be included with each Dropship Manager order. You can either print the packing slips from Dropship Manager or create them from your own system.

**all asterisks denote required information*

***How will you produce packing slips (choose one)?**

Receive via Email

Click here to enter text.

Receive via .HTM to SFTP site (only available for Radial-hosted or Supplier-hosted SFTP sites)

Print from Dropship Manager

Create from own system (see attached Packing Slip Specs for requirements)

If creating, what is the estimated timeframe for creating the packing slip per The Exchnage’s specifications?

Click here to enter # of days

- **Packing slips must meet Exchange’s requirements and are subject to approval prior to use.**
- All of the necessary data that you need for creating the packing slip is contained in the order file.
- To submit your packing slip for approval, please e-mail Exchange DS Support Team at 'Drop Ship Support' DSSupport@aafes.com with the subject of "SUPPLIER NAME – Packing Slip Approval".
- Please provide your estimated timeframe for creating the packing slip for review - [Click here to select number of days](#)

6 File Format, Layout, & Transmission (Exchange Supplier to Complete)

Radial Dropship Manager will transmit new order files to the supplier as they are provided to Radial Dropship Manager from Exchange, unless otherwise requested by the supplier. Dropship Manager will retrieve files throughout the day on a periodic, batch basis.

6.1 File Transmission

The standard supported transmission method is SFTP. As a preference, Radial will host the SFTP site, but can also connect to a supplier or 3rd-party hosted SFTP site. Radial may be able to connect to an SFTP site hosted by a VAN, provided that there are no additional fees assessed to Radial or Exchange for such a connection.

Please note Radial does not subscribe to a VAN. If you plan to connect via a VAN, you must provide SFTP credentials that are unique to the connection for Exchange transactions.

***How will you transmit files with Dropship Manager (chosed one)?**

Radial hosted SFTP site

Supplier or 3rd party hosted SFTP site

Supplier/3 rd Party Connection Details	
SFTP hostname	

SFTP IP address	
Username	
Password	

SFTP site hosted by a VAN (Value-Added Network)

VAN Connection Details for Exchange transactions only	
VAN Provider Name	
SFTP hostname	
SFTP IP address	
Username	
Password	

Contact details for your VAN or EDI provider

Name	Phone Number	E-mail Address

*For supplier or VAN hosted sites, please provide the date in which you expect the mailbox or SFTP site to be enabled and available for testing.

[Click here to select a date.](#)

6.2 File Format and Layout

*The Exchange requires all order file formats to be 4010 X12 EDI format

File Type	Format
ORDER	EDI
SHIPMENT	EDI
INVOICE	EDI
INVENTORY	EDI
ESD UPDATES (optional, \$200)	EDI

*Please indicate your EDI qualifier and ID:

	EDI Qualifier	EDI ID
PRODUCTION		
TEST (if different)		

Please note the EDI Qualifier and ID used in Exchange's EDI transactions are as below:

EDI Qualifier: **ZZ**
 EDI ID: **VNEXCHANGE**

6.3 Ship Methods

Dropship Manager expects the following ship method codes in the EDI 856 (TD503 or TD505 elements) document or shipment notification documents as required. These are the ship methods that will be sent in the Order File (850), if you require custom codes, please indicate here. Failure to do so will incur additional fees if the setup needs to be changed later.

Please indicate the ship methods that you will be able to support for Exchange:

Origin (3rd party billed)

Used	Exchange Ship Method Code (TD503)	Ship Method Description (TD505)	Custom Code Required	Supplier Requested Code (TD503)
<input type="checkbox"/>	FGHM	FedEx Ground	<input type="checkbox"/>	
<input type="checkbox"/>	F2AS	FedEx 2 Day Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	FEG	FedEx Economy 2 Day Package	<input type="checkbox"/>	
<input type="checkbox"/>	FPAS	FedEx Priority Overnight Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	FSP	FedEx Standard Overnight	<input type="checkbox"/>	
<input type="checkbox"/>	FGAS	FedEx Ground Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	UPM	STAMPS/USPS Priority Mail	<input type="checkbox"/>	
<input type="checkbox"/>	USFC	STAMPS/USPS First Class	<input type="checkbox"/>	
<input type="checkbox"/>	PAK	FragilePak	<input type="checkbox"/>	
<input type="checkbox"/>	LTL	LTL Freight Delivery	<input type="checkbox"/>	

Destination

Used	Exchange Ship Method Code (TD503)	Ship Method Description (TD505)	Custom Code Required	Supplier Requested Code (TD503)
<input type="checkbox"/>	POBOX	APO/FPO/DPO/Po Box	<input type="checkbox"/>	
<input type="checkbox"/>	FGHM	FedEx Ground Home Delivery	<input type="checkbox"/>	
<input type="checkbox"/>	F2AS	FedEx 2 Day Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	FEG	FedEx Economy 2 Day Package	<input type="checkbox"/>	
<input type="checkbox"/>	FPAS	FedEx Priority Overnight Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	FSP	FedEx Standard Overnight	<input type="checkbox"/>	
<input type="checkbox"/>	FGAS	FedEx Ground Adult Signature	<input type="checkbox"/>	
<input type="checkbox"/>	UPM	STAMPS/USPS Priority Mail	<input type="checkbox"/>	
<input type="checkbox"/>	USFC	STAMPS/USPS First Class	<input type="checkbox"/>	
<input type="checkbox"/>	PAK	FragilePak	<input type="checkbox"/>	
<input type="checkbox"/>	LTL	LTL Freight Delivery	<input type="checkbox"/>	

6.4 Technical Questions

Please note that all of these questions are *required*.

***1. Are you able to provide “on order” quantity and date expected (ETA) in your inventory updates? If you provide on order quantity, you must also provide date expected. Note: Transmitting an expected or “on order” quantity is not required and is optional.**

- Yes, both will be provided
- No - please explain below

[Please explain here](#)

2. Once you receive a test order from Radial, we expect all return files back within *one week or 5 business days*.

If more time is required please indicate in the table below. Please note this will be subject to approval by the Exchange.

File Type	Estimated Number of Days to Trasmit File to Radial
Inventory Feed	5
Shipment	5
Invoice	5

***3. Following completion of this document, and the Supplier Access Agreement, the Radial team will be ready to move forward with testing. If an immediate start is not feasible please provide an estimated date in which you will be able to begin testing with Radial.**

I can begin testing with Radial on [Click here to select a date](#).

7 Test Data (Supplier to Complete)

Radial will generate sample order files for the purpose of testing. Dropship Manager will in turn transmit those test orders to the supplier. The information provided below is the basis for Radial testing.

Please provide at least 2 products (required).

EXAMPLE PRODUCT	
Your SKU	GLION1792
UPC/GTIN	012345678905
Product Description	GOLDEN LION
Cost	\$5.00
Price	\$35.00

*PRODUCT 1	
Your SKU**	
UPC/GTIN**	
Product Description**	
Cost**	
Price**	
*PRODUCT 2	
Your SKU**	
UPC/GTIN**	
Product Description**	
Cost**	
Price**	
PRODUCT 3 – Customization (if applicable)	
Your SKU**	
UPC/GTIN**	
Product Description**	
Cost**	
Price**	
PRODUCT 4 – Non-returnable item (if applicable)	
Your SKU**	
UPC/GTIN**	
Product Description**	
Cost**	
Price**	

7.1 Test Orders

For the purpose of data validation, the following onboarding scenarios will be tested. These scenarios tested during the onboarding process will be driven by the type of orders you will be fulfilling for The Exchange.

SCENARIO 1
Multi-quantity, multi-line purchase
SCENARIO 2
Ship to Store
SCENARIO 3
Gift Message; Gift wrap product purchase (if applicable)

7.2 Important Order Information

Please note: For orders that have multiple quantity of the same item, the Exchange sends QTY 1 per line. There will never be a single line item with multiple quantity on an order.

In the example below, there are two different items on the order, but item 1234567 is multi-quantity.

```

PO1*19382083*1*EA*199.50*WH*UP*987654166247***VA*B376 DR MR***SK*1234560*OT*1186~
LIN*19382083~
CTP**RTL*360.00~
PID*F****Dresser and Mirror*1544*Dark Brown*0001*No Size~
PO1*19382084*1*EA*63.00*WH*UP*987654166248***VA*B376-92***SK*1234567*OT*1186~
LIN*19382084~
CTP**RTL*120.00~
PID*F****2 Drawer Nightstand*1453*Brown*0001*No Size~
PO1*19382085*1*EA*63.00*WH*UP*987654166248***VA*B376-92***SK*1234567*OT*1186~
LIN*19382085~
CTP**RTL*120.00~
PID*F****2 Drawer Nightstand*1453*Brown*0001*No Size~
    
```

8 Training (Supplier to Complete)

Please provide a list of names, e-mail addresses, and phone numbers that will need to be trained on how to handle order exceptions such as order cancellations in Dropship Manager. The Exchange requires that at least one person/email address be provided by the supplier to receive email notifications from Radial and at least one back up person/email. Suppliers are expected to log into Radial daily to review order comments and open POs and invoices.

Name	Phone Number	E-mail Address

9 Glossary of Terms

Term/Acronym	Definition
CST	Client Services Technician
EDI	Electronic Data Interchange
FTP	File Transfer Protocol
SAA	Supplier Access Agreement
SFTP	Secure File Transfer Protocol
TQ	Technical Questionnaire
VAN	Value-Added Network