The strength and longevity of our organization is only as good as our partnership with vendors. As a partner of Appleseed’s Brands, you are held to the highest of expectations, though no higher than we have set for ourselves.

- **We expect quality products and services.** Quality entails functionality, packaging, timeliness and value. They must be consistent with our merchandise strategy and worthy of our guarantee.

- **We expect innovation.** Innovations in the way in which we share information, market our products and respond to the external business environment.

- **We expect pro-active communication.** We want to hear the good news and the bad news, as soon as you know, to enable well-informed decision-making.

- **We expect commitment.** A long-term commitment to the continuous improvement of business processes and practices, and the evolving needs of our honored customers.

*This is our commitment to our customers and we expect it to be yours.*

We want to know what you need from us. We hope our vendors view us as a customer and will be honest and forthright concerning their needs from us.
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Introduction

Dear Vendor:

As a supplier to Orchard Brands companies, you are a true partner with us in delivering high-quality, well-designed products that represent great value to our customers. Exceeding our customers’ high expectations is what has enabled our business to flourish, and it is critical to our future growth.

We service our customers via catalogs, retail stores and the internet. While this provides our customers with great flexibility in shopping, it also presents numerous challenges. Our products are advertised nationally in our catalogs. The production schedule of catalogs is such that we must commit to products six to eighteen months in advance. When a customer receives our catalog, they expect the products advertised in it to be available throughout all distribution channels. Therefore, it is imperative that you communicate realistic expectations regarding delivery of your product, up-front, in the negotiations. This will allow us to effectively and efficiently service our customer with your products.

To help ensure that we continue to raise the bar in surpassing our customers’ expectations, we have developed this Vendor Manual. We need you, as our partner, to view these specifications as goals that we must mutually meet and exceed to further expand our reputation for predictably delivering high-quality products.

It is imperative that the appropriate Quality Assurance and Shipping personnel in your organization have copies of this manual and become familiar with its guidelines. We have a chargeback policy also outlined in this manual for noncompliance, so please follow the guidelines carefully. Remember, it is not our goal to generate chargeback’s; rather, it is our focus to produce the best possible experience for our customers.

We have had tremendous success in developing the Orchard Brands business together. We have aggressive growth goals and look forward to achieving them side-by-side with you.

If you have any questions at all regarding any aspect of this manual, please be sure to ask the Drop Ship Department. We want to make sure there is no ambiguity regarding these guidelines.
## Department Roles & Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Location</th>
<th>Roles</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Drop Ship Operations / Vendor Compliance | 3188 NW Alcove Dr Hillsboro, OR 97124 | • First point of contact for vendor inquiries  
  • New vendor Set up & Training  
  • Direct to Consumer order process inquiry  
  • Compliance Expectations Inquires  
  • Product Quality Issues | Margo Salicos  
  503 614-4648  
  Debby Deaton  
  503 614-4430  
  Drop Ship Department  
  Email: dropship@ntobrands.com  
  Fax: 503 614-4672 |
| Finance | Beverly, MA 978-922-2040 | • First point of contact should be apinvoices@orchardbrands.com  
  • Accounts Payable  
  • Invoices and payments | Dawn Palmer  
  Sr. Accounts Payable Manager  
  x2280  
  dpalmer@orchardbrands.com |
Drop Ship Vendor Document Portal

Orchard Brands has set up an ftp document portal for a central repository for all documents specifically for Drop Ship vendors. The following documents will be available for download for all Drop Ship vendors:

Adobe Reader is required for the following documents
1. Drop Ship Vendor Manual
2. Return/Exchange Form
3. Drop Ship Routing Guide
5. California Proposition 65 requirements

Microsoft Excel is required for the following documents:
6. Spec Sheets (all products)

Microsoft Word is required for the following documents:
7. Drop Ship Return/Credit Memo

These documents will be updated from time to time. When they are updated, there will be a message posted on the VendorNet home page as well as an email sent to the emails on file for each vendor.

URL: ftp.johnnyappleseeds.info

The site requires a user logon.
Username: asvendor
Password: Tablet0p$ (case sensitive)

All documents will be found in the “Vendor Downloads” folder. Drop Ship Vendors are restricted to view this folder only. The user will be logged out of the site after 5 minutes.

VendorNet User Guide

For information regarding Vender Net order processing, please reference the Drop Ship User Guide located on the home screen when logged into VendorNet.

Important Links
- Drop Ship Users Guide
- Vendor Document Portal
Drop Ship Order Processing-VendorNet Introduction

DROP SHIP ORDER PROCESSING THROUGH VENDORNET

To improve the flow of information to and from our drop ship vendors, Orchard Brands implemented an order processing system called VendorNet. VendorNet takes advantage of Internet technology and allows you to receive drop ship orders electronically, from which the appropriate paperwork can be printed locally.

Through VendorNet, you will be able to update shipping information such as Ship Date, Package Tracking Number and your Invoice Number via a web page – or update the web page with a shipping file from your own shipping or distribution systems. The shipment and invoice data is transmitted to Orchard Brands electronically for updating customer service and accounting systems.

VendorNet training for order processing, ship confirmation, invoicing and customer service will be provided.

Order information can be received in any format your processing requires. Please note: Implementation fees apply for any custom enhancement.

For our partners who do not have sophisticated business systems, VendorNet’s basic Browser Based or Integrated Federal Express system should more than meet your needs. Custom VendorNet for System to system, file transfer and EDI options are also available as enhancements.

Basic Browser Based VendorNet (no charge for implementation)

- Orders (our packing slips) printed directly from VendorNet
- Create your own bar-coded carrier shipping label when shipping. Bill freight 3rd party.
- Ship Confirmation manually entered in VendorNet by providing tracking numbers and confirming the quantity and items shipped. This process must be completed within 1 business day of shipment to allow NTO to bill the customer.
- Invoicing manually entered in VendorNet
- Most vendors handle Ship Confirmation & Invoicing as one process.

Custom VendorNet ($500 Implementation fee)

- Enhancement of the basic VendorNet system to provide you with data files, System to System or EDI processing. Reduction of manual data entry saves time and reduces entry errors.
- Files can be created for importing customer order data into your order/inventory system; uploading customer data to your carrier station for creating FedEx labels; uploading invoicing/tracking information into VendorNet.
- EDI available through FTP transfer
VendorNet Integrated Federal Express (no charge for implementation)

- Combination FedEx bar-coded shipping label and packing slip printed from VendorNet
- Tracking numbers pre-assigned and freight automatically billed 3rd party to NTO account
- Ship Confirmation is an automatic process based on the FedEx pickup scan.
- Invoicing is manual entered at your convenience.
- You must know the date you will ship each package as the system automatically confirms each shipment based on that date.

Minimum PC requirements include:

- Pentium 150 or higher
- 16 MB memory
- 100 MB disc
- Windows 98 or higher
- Internet Explorer 5.0 or higher
- E-mail Account

Please indicate which VendorNet meets your requirements by selecting on the form provided.

Note:

It is important your company is ready to process orders through VendorNet prior to the date you are scheduled to drop ship for one of our companies. EDI implementations can take 4-6 weeks for completion.
VendorNet Overview:
All order processing, invoicing and inquiries are handled through VendorNet. We are confident you will find the VendorNet system efficient and user friendly!

Email Notifications
You will receive email alerts advising when new orders are ready to process or the brand has order status or change requests. In addition, email alerts are sent when orders have not been printed or shipped in a timely manner. The emails will come from dropship@orchardbrands.com. Please add this email address to your safe senders list to ensure timely delivery of the notifications.

Back Order Updates
Should an item have a shipping delay, immediately notify our drop ship department via email. For each order delayed, you will enter a new estimated ship date on the order in VendorNet. This easy process allows you to enter dates on individual orders or all orders as a group.

Cost Changes
Should an item have a cost change, provide a minimum of 30 day notification prior to the cost change going into effect. Send all cost changes to our department email: dropship@ntobrands.com.

Inventory updates
We do not currently have an inventory feed, thus require updates on a regular basis. We use an excel sheet for each vendor’s SKU’s. We may periodically send you an excel sheet with all active SKU’s and ask that you update the sheet and send it back to dropship@ntobrands.com. Such updates will include Vendor Style/UPC numbers, item descriptions, availability, etc. You may also request this sheet from us, as needed, for your own use or updates.

Commenting on PO’s
The drop ship team and the vendors can communicate about order status, order changes, etc. using VendorNet’s comment utility. When either party places a comment on an order, an email is sent to the opposite party notifying them that a comment has been placed and is awaiting their response. All orders flagged with comments are waiting in the Pending Resolution Review bucket.

Ship Confirmation and Invoicing
You will have the option to ship confirm and invoice separately or handle both at the same time. When you Ship Confirm an order, the tracking number used for each shipment is entered on the order. This can be done manually, via a file upload or directly from your processing system. For manual entry of tracking numbers, the first 6-8 digits can be preset for you, as these are always the same for each shipment.

Invoicing can be handled several ways through VendorNet. System to system or file uploads are available as an enhancement or, you can manually enter your own invoice. VendorNet can sequentially assign an invoice number for you or your own invoice number can be entered to complete the invoicing process.

Customer Service
All customer service is handled through VendorNet including estimated ship date changes, cancelations, shipping and invoicing, item inquiries, etc.

Reporting
VendorNet provides robust reporting capabilities. Examples are: Overdue orders, Invoiced orders, Shipped orders, Performance Views.
VendorNet Daily Checklist

☐ Print New Orders.

☐ Confirm Shipments

☐ Process Invoices

  Customer information changes, Estimated Ship Date changes, Cancelled orders, emails, comments
  and inventory updates, etc...

☐ Review and Process all order maintenance issues.

☐ Review any messages on Home Page.

☐ Review “Quick Reports”

☐ Run “Custom Reports”
Order Fulfillment

Quality Standards
Product delivered to our customer must meet the following quality standards.

Packaging
a) All small parts and hardware must be included, packaged and secured so as not to shift in transit
b) Product must be packaged sufficiently to prevent damage during shipping
c) Complete instructions clearly written in English
d) No pricing on package, product or packing slip

*No outside materials or inserts of any kind without written permission by Norm Thompson Brands Management.*

Function
a) All parts in working order
b) Performance, durability and reliability must meet expectations
c) Product must meet all applicable safety standards.

Specifications
a) Must meet agreed upon specifications
b) Accurate measurements and dimensions
c) Country of origin (when applicable) clearly marked
d) Care instructions included

Labeling
a) No handwritten information on labels
b) Sticky labels must not deface product when removed
c) No upside-down, faded or crooked labels
d) Product must include all labels required by law (caution, precaution or warning labels, etc.)

Construction
a) No holes, rips, tears or dents
b) Glass must be free of chips, mars and cracks
c) No defective stitching
d) No unsecured hardware (grommets, rivets, magnets etc.)
e) No improper welding
f) All parts and components must fit together
g) Mechanics of product operate smoothly

Appearance
a) Same color match on pieced products (unless noted)
b) Stains/Finish clean and consistent
c) No oil spots, cracked corners, paint chipping or scratches etc.
d) No objectionable odors
e) Glue applications clean
f) Must be free of dents, cracks, holes, rips, tears and dirt
g) Glass must be free of chips, mars and cracks
e) No splinters
Forecasts
Our inventory planners are responsible for providing your company with the initial and updated forecasts for any of your items featured in one of our catalogs. These forecasts should be considered estimates and not a commitment to purchase. The agreement included with this forecast must be signed and returned by email within 2 business days.

It is our expectation that each forecasted unit be available to ship within the agreed upon lead-time. Products must be available to ship at the time of our catalog in home date and throughout the forecasted life of our catalog.

Shipping Requirements

- Orders are to be shipped via the ship method indicated on the Drop Ship Purchase Order.
- Orders must be shipped within 1-3 business days of receipt of the order, unless other agreements were made with our merchant.
- Orders are to be expedited using Express ship methods, only under the direction of the Norm Thompson Drop Ship department.

Shipping Delay Guidelines for Individual Orders
In an effort to provide our customers with the most accurate shipping information, we require that any delay in shipping must be communicated via VendorNet for each order delayed. It is vital we are notified of any situations or delays so updates can be communicated to our customers.

Update the Estimated Ship Date (ESD) in VendorNet for orders you have received which are delayed. That action displays the order in our Date Review bucket. We will communicate the delay information to our support staff for customer notification. Please keep the order active unless you receive a Supplier Review Comment to cancel.

Backorder Notification
Communication on back orders and delays enables us to be proactive in updating our customers, thus easing the negative impact and expenses on our business. Advise the drop ship team of all back orders via email to our department email: dropship@ntobrands.com.

Sold Out/Discontinued Notification
It is the vendor’s obligation to inform the Drop Ship Department when a product is sold out or discontinued so it can be removed from the internet and future catalogs.
Preferred Carrier/Third Party Billing

1. **Federal Express** is our Drop Ship carrier and all freight is to be billed 3rd Party.

   Please use [www.fedex.com/us](http://www.fedex.com/us)

   Unless other arrangements have been agreed to by both parties, all shipments to our Drop Ship customers should be sent via FedEx with freight billed 3rd Party.

2. Shipments
   a. Must ship via FedEx GROUND with freight billed Third Party Billing to our account
   
   b. For Residential Deliveries under 70lb - Please use *FedEx Home Delivery*
      
      Over 70 lb – Please use *FedEx Ground*
   
   c. **3rd Party FedEx Account**
      
      3rd Party Billing Accounts are to be used exclusively for Norm Thompson Brands and will be provided to you after the vendor agreements have been signed and returned to us.

   d. While on Fedex.com/us, you would login using your company's own FedEx shipper account number for pickup and routing purposes when drop shipping to our customers. If you don’t have an existing FedEx login account, you will need to create one with your company’s information. If you need to setup an account go to fedex.com or call FedEx Customer Service @ **1-800-463-3339**

   e. Select the service in the Bill To Section; then select bill 3rd party for our customer drop shipments.

   f. FedEx Ground and Express will not accept APO and FPO Locations and/or PO Boxes. The Ship to address must be a physical address. Please contact our Drop Ship Department with any questions @ dropship@ntobrands.com.

   g. Drop ship items should not be shipped to Alaska, Hawaii, PR, VI or foreign addresses. Please advise our drop ship department should an order requesting one of these delivery address be received.

3. Our customer’s PURCHASE ORDER number is required to be entered on the reference line when using our FedEx 3rd party account numbers. *NO EXCEPTIONS.* This will assist in reconciling the billing statement received from FedEx.

   Please do not include any other information on this reference line, including dashes.

   Example: 7134578
**Confirmation of Shipments**

Ship Confirmation is entered via VendorNet and requires inclusion of the tracking numbers for ALL shipments pertaining to the order. Tracking numbers can be entered manually or by file upload.

Please note, by FTC regulations we cannot bill our customer until the order has been shipped. For this reason, it is required that all orders must be Ship Confirmed in VendorNet within 1 to 2 business days of shipping.

**Billable Weight**

Based on the carton dimensions and shipping weights provided by your company, our merchants have determined the appropriate retail cost and shipping charges to ensure profitability.

Your company is responsible for the accuracy of these measurements and the resulting billable weight for freight expenses.

**Packing Slips & Inserts**

Packing Slips generated by VendorNet are to be enclosed in all packages. Any exceptions must be pre-approved by our drop ship team.

The Packing Slip includes any Gift Message requested by the customer and provides the customer with all information required should they receive the item damaged or wish to return.

If using your own system generated packing list you are required to enclose the RETURNS &EXCHANGE FORM that has been supplied to your company. No Exceptions

No outside materials or packing inserts are allowed unless you have been given written permission from Norm Thompson Brands Corporate Office.
Processing of Orders

Review the Customer Packing Slip carefully noting the following:
- Ship method
- Quantity of each item ordered

For each Customer Purchase Order:
- Enclose the Packing Slip with the shipment
- Ship following the instructions on the Customer Purchase Order
- Generate your own Carrier label

*If you do not include the Packing Slip printed from VendorNet, enclose our Return & Exchange form with each shipment. The Return & Exchange form (PDF – Adobe Acrobat reader is required) can be found on our document portal. Please see Page 3 for information on how to access the site.*
Customer Service
All of our customer service issues are handled through VendorNet. Our Drop Ship Department will facilitate all correspondence with our customers.

**OUR GOAL:** To have all inquiries handled within 1 business day.

Inquiries and Changes
There are several different types of inquiries, including but not limited to: Order Status, Shipping Information or Cancel Requests, RA or Damage notification.

Product information requests will be emailed to the contact you have provided should we need to obtain additional information about a product.

Our customers are accustomed to a quick response or resolution to their questions or concerns, therefore, we require all inquiries to be handled and replied to on VendorNet within 1 business day.

*In order to maintain the standards our customers are accustomed to, please provide our Drop Ship department with primary & secondary contacts responsible for responding to our inquiries and change requests.*

Cancellation Request
When we request a cancellation the comment on VendorNet will read as follows:

**Cancel order in your system (or) Cancel item #12345 in your system and confirm via comment.**

1. If the order has **not been shipped and can be canceled:**
   a. Cancel the order in your system. Toss Packing Slip.
   b. Enter comments on the order confirming the item/order can be canceled and the Drop Ship Department will cancel the order on VendorNet

2. If the order **cannot be canceled** due to prior shipment:

   You must *Ship Confirm* the order in VendorNet and reply to the cancellation request with the following information:
   a. Date the order shipped
   b. Shipped Method used
   c. Tracking Number
Customer Inquiry Process
Once an inquiry has been received by our Customer Service team, the information will be entered into VendorNet as a comment. You will receive an email indicating there is a comment on VendorNet for you to review. In the event the inquiry is in reference to product information, an email will be sent.

Your response should be added as a comment to the order on VendorNet within 1 business day of receipt of the inquiry or change.

If the inquiry should require additional research, please reply with that information. Be as specific as possible. We will then communicate that with our customer. Again, we require a response within 1 business day. Once you have answered the inquiry, be sure to release the order from the “Supplier Review Bucket”.

Please Note: If we do not hear from you within 1 business day, a 2nd notice will be sent.

We understand that questions or concerns could arise from one of our inquiries and cannot be handled through the normal VendorNet comments. Please contact your Drop Ship Department or any member of our team.

Under No circumstances are costs to be discussed on VendorNet. Should you have any concerns regarding costs, please contact the Drop Ship Department.

Part Request
When the customer receives an item with a missing part, broken part or missing hardware, a replacement part will be requested through VendorNet.

Part requests must ship within 1 business day and are to arrive within 3 business days. Shipment is to be made at your expense. Acknowledge shipment on VendorNet including the ship date and tracking number.

Customer Returns
Handling Customer Returns to Your Warehouse
There will be rare instances when merchandise will be returned to your warehouse by our customers. These instances include:

- The customer refuses the merchandise.
- The merchandise is damaged by the shipper and returned to the supplier.
- Incorrect mailing address or undeliverable.

When these returns occur, the following procedures will apply.

- Please enter comments for the order in VendorNet
- Please fill in the Drop Ship Supplier Return Form
  - Complete & email form ASAP to dropship@ntobrands.com
- Please credit our account for the returned merchandise
- Do not attempt to re-ship the merchandise under any circumstances unless directed to do so by the drop ship team.
- Please complete the above steps within (1) week of receiving any such returns.
Shipment not Received
Many times customers will contact us and state they have not received their order. We will then place a comment on VendorNet asking you to trace the order.

If you have traced the shipment and one of the following has occurred:

Carrier shows proof of delivery:
1. Email the document to your Drop Ship Associate (dropship@ntobrands.com)

Shipment has been lost:
1. Email a copy of the documentation (dropship@ntobrands.com)
2. File a claim with the appropriate carrier FedEx or UPS
3. Issue a credit memo to our Drop Ship Department via email (dropship@ntobrands.com)
4. We will contact the customer and issue a replacement order if required.

Damaged in Transit
We require your company to issue a damage claim with the carrier and have the item picked up.

Our customers have been advised they need to retain the box and damaged goods for up to 10 business days. *You may choose to authorize us to advise our customer they may “Dispose” of the merchandise.*

In any event, you must issue a Credit Memo to the Drop Ship Department via fax or email.

**Credits for Lost or Damaged shipments must include the following:**

1. Cost of goods.
2. Drop Ship Fee – If Charged on Original Shipment
3. Packaging Fee – If Charged on Original Shipment.
4. Cost of Freight Charges
Return Authorization

Damaged and Defective Customer Returns
1. We are requesting that the vendor provide us with a standing return authorization (RA) number so we can return merchandise as received from our customers.
   Example: RA - DMGDEF – 2012. This can be renewed on a yearly basis.

2. If you do not provide a standing RA number, we require you to issue one within seven (7) business days of our request. Failure to respond within the time stated above will result in our deducting the cost of inventory from future payments and the disposal of merchandise as we see fit.

3. If our customer requires a discount due to the damage or defective product, the discount will be passed back to the vendor.

Accommodation Returns
Returns that are received back at our warehouse are inspected. If the product is found to be 1st quality and can be stocked for future sales, we will place the item into our inventory for a period of time (up to 3 months).

If no sales are generated for the item within a 3 month period, we will request a call tag for the merchandise. This is to be completed within the seven (7) business days. You can opt to provide us with a standing RA number for accommodation returns as well.

Example: ACC - RA – 2012. This can be renewed on a yearly basis.
Accounting

Invoices

- Invoices for shipped orders are processed using VendorNet.
- Do not mail invoicing as this duplicates the invoicing provided via VendorNet.
- Invoice number must be a maximum of 8 characters long.
- Each purchase order must be invoiced separately. If using one invoice number for multiple orders, request Auto-Sequencing is turned on for your VendorNet site.
- Invoices require shipment confirmation for payment.

Credit Memos

Written Credit Memos are required to resolve all claim issues.
Please email Credits to our Drop Ship Department (dropship@ntobrands.com)

The following information must be included on all Credit Memos:

- Brand being credited
- Your Original Invoice Number.
- Customer Purchase Order
- Customer Name and Zip Code
- Item Number and description of product shipped, including size and color if applicable.
- Amount of Credit
- Reason for Credit

If we do not receive your Credit Memo within 10 business days, a Claim Memorandum will be completed and emailed to you. The amount shown will be deducted from your next payment.

Additional note: Credit memos issued for Merchandise returned directly to your warehouse.
1. Please enter comments on the order in VendorNet that the merchandise was received back at your warehouse and the reason for the return as indicated by the customer.
2. Comment is to indicate the action you are taking. For example: Credit Memo # has been issued for the return of Order # 123456 or Holding order for your reply. Be sure to include the above requirements on all Credit Memos.

Where to send Credits

Credits that have been issued for any reason must be faxed or emailed in PDF format directly to our Drop Ship Department.

Email: dropship@ntobrands.com  Fax Number: 503 614-4672

Guidelines for Faxed Credits
1. Clearly indicate which Brand the Credit is for.
2. Please number all pages
3. The credit memo you are faxing needs to transmit in a clear readable form.
4. All order documentation must be faxed with the credit memo (Original Invoice Number, Drop Ship Purchase Order Number, Customer name, quantity credited and product being credited)
5. Indicate whether you will mail the original Credit (mailing the original is not necessary providing the completed form is faxed or emailed).
### Drop Ship Vendor Returns/Credit Memo

This form is used to list customer orders that were returned directly to the vendor. This form will be used to update the customer's account. It will also serve as a credit memo for the invoice number listed below. This document can be found on the document portal (Norm Thompson Brands Credit Memo 20101110.docx).

#### Credit Issued to: Select a Company

#### Date Returned: Click here to enter a date.

#### Your Company Name: Click here to enter text.

#### Your Invoice Number: Click here to enter text.

#### Customer Name: Click here to enter text.

#### Customer Address: Click here to enter text.

#### Customer City: Enter City  State: Enter State  Zip: Enter Zip

#### Drop Ship PO Number: Click here to enter text.

### Quantity/Cost Information

| Description | Image
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<td>Description: Click here to enter description of product</td>
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<td>Description: Click here to enter description of product</td>
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<tr>
<td>Description: Click here to enter description of product</td>
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#### Credit Memo # Click here to enter text.

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Quantity Returned</th>
<th>Per Unit Cost</th>
<th>Total Cost</th>
<th>Less Restock Fee</th>
<th>Freight Amount</th>
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#### Total Credit Amount

#### Reason for Credit

Click here to enter text.

#### Please return via email

For Apparel 's, Tog Shop and Linen Source: dropship@appleseds.com
For Blair: dropship@blair.com
For Norm Thompson, Solutions, Sahalie, Gold Violin & Body Belle: dropship@ntobrands.com

For Internal Use Only:
Customer Returns

Handling Customer Returns to Your Warehouse
There will be rare instances when merchandise will be returned to your warehouse by our customers. These instances include:

- The customer refuses the merchandise.
- The merchandise is damaged by carrier and returned to the supplier.
- Incorrect mailing address or undeliverable.

When these returns occur, the following procedures will apply:

- Please enter comments for the order in VendorNet
- Please fill in the “Drop Ship Supplier Return Form”
  - Complete and email to dropship@ntobrands.com
- Please credit our account for the returned merchandise.
- Do not attempt to re-ship the merchandise under any circumstances unless directed to do so by the drop ship team.
- Please complete the above steps within (1) week of receiving any such returns.

Vendor Chargeback’s on Drop Ship Orders

It is not our goal to generate chargeback’s; rather, it is our focus to produce the best possible experience for our customers.

A chargeback may be issued for any of the following non-compliances:

Failure to comply with the following instances but not limited to, is subject to a chargeback of $50 per instance.

VendorNet: Supplier Review Buckets:
The Supplier Review Bucket within VendorNet must be checked daily. A response is required within 1 business day detailing the action to be taken.

Shipping, Ship Confirmation & Invoicing:
1. All drop ship orders should be shipped complete unless otherwise determined.
2. All orders are to be ship confirmed and invoiced within 1 to 2 days of the actual ship date.
3. A copy of the order must be included in the shipment or used as a packing list.
4. Ship dates provided and entered must be accurate. Entering an invalid ship date may be subject to a chargeback if the occurrences are found to be repetitive.
5. No outside promotional materials or any kind may be offered to our customers without prior written authorization.

Estimated Ship Dates or Backorder Situations
If an item is approaching or has passed the agreed upon lead-time, you must update the ESD via VendorNet, which will notify us of the change. Failure to ship on time may result in a chargeback. Example: Customer cancels due to delay or late delivery.
RePLYING TO COMMENTS & EMAILS

All inquiries, changes, & comments in VendorNet, along with any notifications from the drop ship team at dropship@ntobrands.com should be answered within 1 business day of receipt.

Failure to comply with the following requirements may result in a chargeback of any differential cost incurred by Orchard Brands plus a $100 handling charge.

PREFERRED CARRIER/THIRD PARTY BILLING

All instructions listed under Preferred Carrier/Third Party Billing in this manual must be followed.

Note, item #3 requesting the Customer’s Purchase Order is entered on the reference line when using our FedEx 3rd Party account numbers is extremely important. List PO number only. No dashes or other information included. Example: 7134578

Failure to comply with the following requirements may result in a chargeback of any differential freight expense incurred by Orchard Brands. We also reserve the right of partial or complete cancellation of pending Drop Ship orders.

Billable Weight

Failure to provide accurate information resulting in inaccurate billable weight for freight expenses.
Examples

VendorNet screen shots
VendorNet is optimized to be used with Microsoft Internet Explorer 5.0 and higher. A complete training document is available on the Drop Ship Vendor Document Portal. [ftp.johnnyappleseeds.info](ftp.johnnyappleseeds.info). See [Drop Ship Vendor Document Portal](http://dropship.ntobrands.com) for complete details.

Login Page
Test Site: [http://vendornet.orchardbrands.com:8080](http://vendornet.orchardbrands.com:8080)

Live Site: [http://vendornet.orchardbrands.com](http://vendornet.orchardbrands.com)

User name & Password will be provided to you and your staff.

For any assistance with VendorNet name and passwords, please contact [dropship@ntobrands.com](mailto:dropship@ntobrands.com).
Home Page

Order Snapshot
Supplier Review Bucket

When Norm Thompson Brands has an order status/change requests, you will receive an e-mail alerting you there are orders in your Supplier Review which need review and response. The e-mail will contain a hyperlink to the VendorNet web site and direct you to the Supplier Review bucket to review the orders.

Click on “At Supplier Review” on the left hand navigation bar and the system will display the number of orders that are in that bucket. Click on “Review Orders” at the top of the screen to review the details of the first order in the bucket.

The order details and order comments will display on your screen for your review. To view a different order in the screen you can simply click on “Next Order” at the top of the screen or enter the specific Order # in the Order Services box. To respond and release the order from this status, click on “Add Comment” at the top right corner of your screen and provide a reply to the issue. After you hit “Save Comment”, click on “Next Order” to view the next order or click “Release Order” to remove that order from your Supplier Review bucket as shown below.
Review Comments
The order will stay in “Comment Review” until you click the release order button located in the center of the screen on the right hand side just above the customer name.

Estimated Ship Dates
Change shipping dates on any delayed PO’s. Search by item number to change all PO’s associated with that item.
See the Drop Ship User Guide on the home page for full instructions.
Packing Slip Sample

The Packing slip will be displayed to you on the screen in a new pop-up window. Please have Pop-ups enabled.

To ensure that the packing slip prints correctly, please remove the Header and Footer setting from the Internet Explorer page setup.

1. From the Internet Explorer menu bar click on File ➔ Page Set Up. The following screen will be displayed.
2. Clear the text in the Header and Footer fields.
3. Click OK.
**Examples:** Packing Slip printed from Basic Browser Based VendorNet
(Correct Brand’s logo & Customer Service # prints on each order)

![Packing Slip](image)

<table>
<thead>
<tr>
<th>Qty</th>
<th>Item #</th>
<th>Model #</th>
<th>Description</th>
<th>Return</th>
<th>QTY</th>
<th>Reason Code</th>
<th>Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A0408001 10 M</td>
<td>FAITH 001 10 M</td>
<td>ECO LUXURY MONOGRAM SOAP TRIO</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total satisfaction, guaranteed. We’re only happy when you are. If for any reason you’re not 100% satisfied with your purchase you may return it within 90 days for an exchange or refund. For additional returns information, including items with extended guarantees, please visit [guarantee.orchardbrands.com](http://guarantee.orchardbrands.com).

**To Exchange or Return a Purchase**

- For Perishable, Defective or Damaged merchandise – Please contact customer service for further instructions.
- Retain the Order Summary for your records.
- Circle the item(s) you are exchanging or returning and enter the quantity.
- Enter the most appropriate reason code (from below) for each item in the REASON CODE column.
- Indicate exchange or refund by checking the appropriate box.
- Use the EXCHANGE section to order replacement items or to order additional merchandise.
- Place this completed Return/Exchange form in the package with the merchandise (in the original item packaging) that you are returning.
- Affix the Customer Returns label provided, then insure the package for the full value of the merchandise and ship with the carrier of your choice.
- Allow 1 to 2 billing cycles for credits to process on your credit card.

**Return Reason Codes**

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>104</td>
<td>Large Overall</td>
</tr>
<tr>
<td>254</td>
<td>Small Overall</td>
</tr>
<tr>
<td>300</td>
<td>Shoes Too Large/Wide</td>
</tr>
<tr>
<td>301</td>
<td>Shoes Too Small/Narrow</td>
</tr>
<tr>
<td>400</td>
<td>Armored Too Late</td>
</tr>
<tr>
<td>401</td>
<td>Wrong Item Shipped</td>
</tr>
<tr>
<td>402</td>
<td>Damaged in Shipping</td>
</tr>
<tr>
<td>403</td>
<td>Missing Component Part</td>
</tr>
<tr>
<td>404</td>
<td>Poor Packaging</td>
</tr>
<tr>
<td>405</td>
<td>Item Not As Pictured</td>
</tr>
<tr>
<td>406</td>
<td>Duplicate Shipment</td>
</tr>
<tr>
<td>407</td>
<td>Poor Quality</td>
</tr>
<tr>
<td>408</td>
<td>Did Not Like Color</td>
</tr>
<tr>
<td>409</td>
<td>Difficulty to Assemble</td>
</tr>
<tr>
<td>410</td>
<td>Item Not Available</td>
</tr>
<tr>
<td>411</td>
<td>Returning Gift</td>
</tr>
<tr>
<td>412</td>
<td>Doesnt Work</td>
</tr>
<tr>
<td>413</td>
<td>Ordered Multiple Sizes</td>
</tr>
<tr>
<td>414</td>
<td>Did Not Like Material/Fab</td>
</tr>
<tr>
<td>415</td>
<td>Other/No Reason Given</td>
</tr>
</tbody>
</table>

IF THIS WAS A GIFT: [ ] Refund [ ] Exchange [ ] Refund the Gift

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>COLOR</th>
<th>SIZE</th>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>PRICE EACH</th>
<th>TOTAL*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Payment method if payment is due:

- [ ] Check
- [ ] Visa
- [ ] MasterCard
- [ ] Discover
- [ ] American Express

Expiration Date: __________

Credit Card Number: __________

Signature: __________

[ ] Refund [ ] Exchange

---

**Gift Message:**

---

**Return Label:**

**Order #:** 10133154-001

**From:** Test A. Customer
30 Tozer Road
Beverly, MA 01915

**To:** Norm Thompson Returns
100 Murray Drive
Warren, PA 16368

Please check if Exchange [ ]

---

**ORCHARD BRANDS**

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Example: Shipping Label/Packing Slip printed from VendorNet Integrated Federal Express
Return/Exchange Form Example - Solutions

This form can be downloaded from the document portal @ ftp.johnnyappleseeds.info

Return & Exchange forms available for all Orchard Brands companies. Please access Document Portal and print for each brand as required.

Customer Service: 877-718-7601
www.solutions.com
Order #: __________________

Solutions
an Orchard Brands company

Total satisfaction, guaranteed. We're only happy when you are. If for any reason you're not 100% satisfied with your purchase you may return it within 90 days for an exchange or refund.

For additional returns information, including items with extended guarantees, please visit guarentes.orchardbrands.com

To Exchange or Return a Purchase

- For perishable, defective or damaged merchandise – Please contact customer service for further instructions.
- Retain the Order Summary for your records. Enter the Order# above and on the shipping label.
- Circle the item(s) you are exchanging or returning and enter the quantity.
- Enter the most appropriate reason code (from below) for each item in the REASON CODE column.
- Indicate exchange or refund by checking the appropriate box.
- Use the EXCHANGE section to order replacement items or to order additional merchandise.
- Place this completed Return/Exchange form in the package with the merchandise (in the original item packaging) that you are returning.
- Affix the Customer Returns label provided, and then use the package for the full value of the merchandise and ship with the carrier of your choice.

Allow 1 to 2 billing cycles for credits to process on your credit card.

Return Reason Codes

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<tr>
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<th>Size</th>
<th>Qty</th>
<th>Description</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>104</td>
<td>Large Overall</td>
<td>401</td>
<td>Damaged in Shipping</td>
<td>601 Item Marked or Stained</td>
<td></td>
</tr>
<tr>
<td>304</td>
<td>Small Overall</td>
<td>405</td>
<td>Poor Packaging</td>
<td>602 Did not like Color</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>Shox Too Large/Short</td>
<td>407</td>
<td>Poor Quality</td>
<td>603 Missing Component/Part</td>
<td></td>
</tr>
<tr>
<td>501</td>
<td>Shoes Too Small/Flawed</td>
<td>409</td>
<td>Poor Quality</td>
<td>604 Difficult to Assemble</td>
<td></td>
</tr>
<tr>
<td>400</td>
<td>Arrived Too Late</td>
<td>601</td>
<td>Poor Quality</td>
<td>605 Item Not As Pictured</td>
<td></td>
</tr>
</tbody>
</table>

Name: __________________
Address: __________________
City: ____________ State: ____________ Zip: ____________

Daytime Phone: __________________

I am Returning: __________________

IF THIS WAS A GIFT: ☐ Refund Me ☐ Refund the Gift

Please Exchange for:

<table>
<thead>
<tr>
<th>Item #</th>
<th>Color</th>
<th>Size</th>
<th>Qty</th>
<th>Description</th>
<th>Price Each</th>
<th>TOTAL*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Payment method if payment is due: ☐ Check ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Credit Card Number: ____________ ____________ ____________ ____________ Expiration Date: ____________ ____________

Signature: __________________

FROM

State: ____________ Zip: ____________

Order #: __________________

TO: Solutions - Customer Returns

100 Murray Drive
Warren, PA 16368

Please check if: ☐ Exchange
Return & Exchange Form Example: Norm Thompson

Customer Service: 877-718-7899
www.normthompson.com
Order # _____________________________

Total satisfaction guaranteed. We're only happy when you are. If for any reason you're not 100% satisfied with your purchase you may return it within 90 days for an exchange or refund. For additional returns information, including items with extended guarantees, please visit guarantees.orchardbrands.com.

To Exchange or Return a Purchase

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<th>QTY</th>
<th>Description</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>104</td>
<td>Large</td>
<td>Black</td>
<td></td>
<td>Poor Quality</td>
<td>610</td>
</tr>
<tr>
<td>904</td>
<td>Small</td>
<td>Black</td>
<td></td>
<td>Poor Quality</td>
<td>611</td>
</tr>
<tr>
<td>500</td>
<td>Shoes for Leg</td>
<td>White</td>
<td></td>
<td>Poor Packaging</td>
<td>612</td>
</tr>
<tr>
<td>950</td>
<td>Shoes for Instep</td>
<td>White</td>
<td></td>
<td>Poor Quality</td>
<td>613</td>
</tr>
<tr>
<td>901</td>
<td>Shoes for Ankle</td>
<td>Green</td>
<td></td>
<td>Poor Quality</td>
<td>614</td>
</tr>
</tbody>
</table>

Name: _____________________________
Address: __________________________
City: _____________________________ State: __________ Zip: __________
Daytime Phone: ________________________

I am Returning: [ ] Refund Me [ ] Refund the Giver

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>COLOR</th>
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<th>QTY</th>
<th>DESCRIPTION</th>
<th>REASON CODE</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please Exchange for:

<table>
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<th>SIZE</th>
<th>QTY</th>
<th>DESCRIPTION</th>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Payment method if payment is due:

[ ] Check [ ] Visa [ ] MasterCard [ ] Discover [ ] American Express
Credit Card Number: __________________________ Expiration Date: __________
Signature: __________________________

FROM: _____________________________
Order #: __________________________
State: ________ Zip: ________

TO: Norm Thompson – Customer Returns
100 Murray Drive
Warren, PA 16368

Please check if [ ] Exchange