



DSW

DSW.com

DSW Drop Ship Program: Holiday 2024

Hello Drop Ship Partners,

With peak season quickly approaching, we would like to share a few preparatory reminders with all our valued drop ship partners to ensure that we meet our customers' expectations during this holiday season.

New for 2024: To provide the best customer experience, DSW is requiring that all vendors be shipped clean of all outstanding customer orders on Wednesday, 11/27/24 heading into the Thanksgiving holiday and Black Friday weekend/Cyber Monday.

DSW Drop Ship Contact Information		
DSW Drop Ship General Inbox	General Inbox	Dropship@dswinc.com
DSCO Support	General Inbox	support@dSCO.io
Drop Ship Assortments	General Inbox	dbidropshipassortments@designerbrands.com
Drop Ship Invoices	General Inbox	DropShipInvoices@dswinc.com
Vendor Provided Information	General Inbox	VPI@dswinc.com

Note: CommerceHub has recently rebranded under the name Rithum. DSW uses the DSCO Platform within Rithum. For the purposes of these reminders, the platform will be referred to as "DSCO."

Reminders:

EDI Requirements

DSW requires all drop ship vendors to be fully EDI integrated. All drop ship vendors must be set up with DSCO, by undergoing an operational testing/EDI mapping phase. Below is an outline of the required EDI files:

- **810:** Invoice File – *Must send within 24 hours of ASN (DSW does not accept invoices after 90 days of creation of a PO)*
- **846:** Inventory File – *complete file update required **daily, including non-business days (weekends and holidays)***
- **850:** Purchase Order File – *please ensure you are using the **5010** (not the 4010) document*
- **856:** Ship Notice File – *ASNs must contain the same line number that was transmitted on the 850 & line quantities must match the 850 (if two lines of the same UPC are transmitted with a quantity of 1 each, the 856 must match this, and not consolidate to one line with a quantity of 2)*

Note: An order is not considered shipped until an ASN is successfully received in DSCO. Order lifecycle is managed by DSW Suppliers and aged orders that are not appropriately managed are subject to cancellation.

*Additions since last quarterly reminders are highlighted

Revised: October 2024

Section 12 – Page 1

- **870:** Cancellation File (optional) - (If not used, cancellations must be done manually in the DSCO portal)

If an 810 Invoice File or 856 Ship Notice File fails to update in DSCO, the vendor will receive an email notification from DSCO about the error. These errors must be resolved to update and invoice the order. The notification settings can be updated [here](#).

Rithum/DSCO is the one source of truth for order lifecycle and invoice management of DSW drop ship. For example, if an order is not marked as shipped in DSCO, DSW does not consider the order as shipped.

Inventory Requirements

DSW does a full inventory sync daily. DSW requires a **daily** updated 846 EDI file to ensure inventory is accurately reflected online. Failure to transmit a **daily** inventory feed (including weekends and holidays) will result in drop ship brand removal from DSW.com. Below are additional reminders related to inventory management:

- **Safety Stock:** DSW applies an internal safety stock of 5 units per UPC (unless other safety stock levels have been previously discussed). To have an inventory position visible on DSW.com, 6+ units per UPC must be transmitted on the inventory file.
- **Item Out of Stock/Discontinued:** DSW **must** receive a zero OH quantity per UPC on the 846 EDI file **prior** to removing the item from the inventory feed. If this does not occur, the previously transmitted quantity remains available for sale. **Failure to update the quantity to zero will result in vendor account being paused and removal of product from DSW.com.**
- **Backorders:** DSW does not allow backorders; all items that are unavailable must be cancelled immediately and zeroed out on the inventory file.

Invoicing Requirements

DSW requires all drop ship order invoices to be submitted through DSCO via the 810-Invoice file. The 810-invoice file must be sent **after** the 856-shipment file, otherwise the invoice will be rejected. The invoice file must be sent **within 24 hours** of the order shipment. DSW does not accept invoices for orders aged beyond 90 days. Below is an outline of specifications for the invoice file:

- **Additional Fees/Discounts:** the item cost must be the only charges included on the invoice file submitted through DSCO. If additional fees or discounts are included on the 810, the file will be rejected.
- **Item Cost:** the item cost on the invoice must match the item cost transmitted on the 850 Purchase Order File; invoices with mismatched costs will error out in DSCO.
- **Fees:** FedEx shipping charges for address corrections must be submitted manually to the DSW Vendor Finance team by emailing a separate invoice to DropShipInvoices@dswinc.com within 90 days of carrier issuance.
- **Errors:** Vendors are responsible for reconciling invoices that have been errored out in DSCO within 90 days of order shipment. Invoice discrepancies must be submitted to DSW within 90 days of remittance or will not be honored for payment.

*Additions since last quarterly reminders are **highlighted**



- Information on viewing invoiced orders can be found [here](#). Ensure orders have been invoiced successfully in DSCO before reaching out to DropShipInvoices@dswinc.com.
- **Cancelled Orders:** orders cancelled for any reason are not eligible for invoicing or payment. Order cancellations cannot be undone once executed in DSCO.
 - **To View Cancelled Orders:** Navigate to the Orders Page, select ALL orders, and use the menu on the left to filter cancelled orders. Then select all the cancelled orders for export if needed.

Note: Invoices in error status in DSCO will not be honored for payment. Vendors can opt to receive notification of invoice errors by configuring notifications as outlined [here](#). Invoices cannot be processed outside of DSCO.

Pricing Updates

- **Item Cost:** cost adjustments must be communicated to the drop ship specialists (dbidropshipassortments@designerbrands.com) for update at least 7 days in advance of the cost being updated in vendor’s system. Cost updates must be sent using the approved “Pricing Update Requests template.” The Unit Price field on the 810-invoice file for DSW activity must match the order cost field of the item on the order file, or they will fail validation in DSCO. In the event of a cost mismatch, DSW will pay the cost reflected on the order file.
- **Failure to ship (hold) or the cancellation of orders because of cost discrepancy will result in vendor account being paused and removal of product from DSW.com.**

Prior to contacting the DSW Operations and/or Vendor Finance teams regarding unpaid invoices, please validate that the POs have been shipped and invoiced in DSCO.

Order Cancellations

DSW must be notified immediately of all order cancellations via the 870 EDI file or by manual cancellation in the DSCO portal. Orders must be cancelled within 24 hours of receipt of transmission. Once an order is cancelled within the DSCO portal, a reversal cannot be executed. Any cancellation made in error must be communicated to DSW immediately. **Note:** Orders cancelled in error can no longer be invoiced, and the vendor will assume responsibility for the cost of the item(s) contained on the order shipment. *In addition, cancellation rates must not exceed 2% of imported units per week. DSW will remove inventory and pause the account when cancellation rates exceed 2% of imported units for more than one week, and will retain the right to remove the Vendor from the drop ship program altogether.*

Below are the DSW accepted cancellation reason codes; all other codes will not be recognized by DSW-

Code	Reason
CXSS	Out of Stock
CXSD	Discontinued Item
CXSB	Bad Address

Warehouse Closures & System Changes

*Additions since last quarterly reminders are **highlighted**

DSW must be notified at least 30 days in advance of all warehouse closures (i.e., physical inventory, holiday, WH move, etc.) and/or system changes (ERP, WMS, etc.) at dropship@dswinc.com, so appropriate action can be taken to remove drop ship product from DSW.com to mitigate order delays/cancellations during this timeframe. In addition to notification, vendors must also execute the following:

- ***Vendors are required to transmit a complete zero-inventory file prior to their closure and resume sending positive inventory upon resuming normal business hours.***
- All outstanding orders must be shipped clean before the beginning of the closure.
- Planned warehouse closures ***must*** be entered into the warehouse calendar within the Warehouse Manager in DSCO. Additionally, regular business days and hours must be configured in the warehouse calendar. Information on how to set up a warehouse calendar can be found [here](#).

Note: Failure to communicate warehouse changes, closures or system changes to DSW will result in suspension of Vendor's participation in the drop ship program. Additionally, Vendors that fail to provide DSW advance notice of such changes or closures will be subject to chargebacks for any resulting order delays/cancellations (i.e., customer appeasement offerings, expedited shipping expenses). DSW's chargeback policy can be found [here](#).

Shipping Requirements

Outlined below are the shipping standards that must be maintained to participate in DSW's drop ship program. Failure to ship within these requirements will result in chargebacks and/or removal from the DSW website. DSW's chargeback policy can be found [here](#).

- **Order Fulfillment Rate:** All DSW drop ship orders ***must*** be shipped within the agreed upon Service Level Agreement (SLA) of 24 - 48 hours. Failure to ship in compliance with SLA will result in drop ship brand removal from DSW.com and pending orders will either be cancelled or requested to be shipped expedited at the vendor's expense.
 - Orders that are out of SLA will be subject to cancellation.
 - DSW no longer monitors order errors in DSCO and will not provide advance warning before cancelling orders.
 - **Orders that are cancelled due to being out of SLA will not be invoiced or paid, even if they have already shipped.** These customers will receive these orders free of charge, at the vendor's expense.
- **856 Ship Notification (ASN):** DSW requires the 856 EDI file for all order shipments. If a 997 acknowledgement has not been received in confirmation of the 856 transmission, the ASN must be resent.
 - The shipment file must contain a valid tracking number; shipment files with a blank tracking number will not process.
 - The shipment file must be received ***prior*** to the 810-invoice file. If the invoice file is received before the shipment file, the invoice will be rejected.
 - The shipment file must contain the ship date of the order.

*Additions since last quarterly reminders are **highlighted**

- Orders are not considered shipped by DSW until successful upload of 856 ASN file.
- **Ship Method/Account Info:** Beginning February 20, 2024, DSW will transmit the correct SCAC code to be used in shipping each order. Most drop ship orders are required to be shipped via **FedEx Home Delivery** utilizing DSW's 3rd party FedEx account. Orders shipping to DSW stores for customer pickup with ship using **FedEx Ground**. DSW does not accept invoices for drop ship order shipments and will not be liable for payment of shipping expenses incurred using an alternate parcel carrier account.
 - The ship method on the ASN must reflect the actual service level used: FEHD for FedEx Home Delivery or FECD for FedEx Ground.
- Failure to use DSW required shipping method will result in a charge back of \$4.50 per occurrence and Vendor will be required to reimburse DSW for any additional cost due to the vendor error.
- Failure to utilize DSW's 3rd party billing address will result in a charge back of \$8.50 per occurrence.
 - You must use the DSW-provided FedEx account number.
 - Ship From/Return Address on shipping label:

DSW Returns
32 Springside Road
Westampton, NJ 08060

*****Please note, FedEx Home Delivery does not deliver to PO/APO/FPO boxes or outside of the contiguous United States. If you receive an order with one of the above addresses, please ensure that you are cancelling the order (using the Bad Address reason code) versus changing the ship method to accommodate. Also, email the order number to dropship@dswinc.com so a new order can be placed with a valid shipping address.***

Shipping Materials

- DSW has gone paperless as of January 2022 and no longer requires a packing slip, black DSW sticker, or other collateral to be added to the order.
- No branding or markings should be on the outside of the package that could indicate its contents.
- Poly bags or shrink wrap can be used if they are opaque. Please submit a photo for approval if this packaging is to be used.
- The usage of self-ship container (SIOC – ship in own container) must be approved by DSW prior to implementation.

Common Transmission Errors

- 850 Order File: If orders are listed as exceptions in the DSCO portal, or an email is received regarding orders out of SLA, and those orders are not present in the vendor's systems:

*Additions since last quarterly reminders are **highlighted**

- The vendor will need to retransmit the orders from DSCO to their systems using the information in the links below:
 - Interactive walkthrough in the portal: [Resending Orders from Dsco](#)
 - Documentation article: [Resending Orders from Dsco](#)
- DSW and DSCO **cannot** retransmit these orders on behalf of the vendor.
- DSW will **not** be liable for orders that are pulled into vendor systems more than once and are inadvertently shipped more than once. DSW will not reach out to customers to have duplicate items returned or have the packages re-rerouted.
- 856 ASN: The line number received in the 850 must be returned on the 856 file; e.g. if the 850 only has one line but it is transmitted as line 2, the 856 must also have line 2.
- Common errors on ASNs and Invoices that cause them to fail in DSCO, as well as their associated resolutions, can be found [here](#) on the DSCO support site.
- When making updates to a partially shipped order that uses a single tracking number, provide shipping details for ALL line items in the order (not just the line being updated). This will ensure that these updates to partially shipped orders will not **replace** the previous update. Visit Rithum Support to learn more about [Adding shipment information to orders](#). As a best practice to limit partial shipments, it is recommended that all line items in a shipment with a single tracking number are included on the ASN.
- **Note:** DSW **cannot** grant access to additional users to the DSCO portal. User access is managed by the individual who accepted the DSCO invitation on the vendor's behalf. If further assistance is needed, contact DSCO support at support@dsco.io.

Communication with DSW

- DSW may reach out regarding drop ship orders, inventory files, cancellation rate, or other customer-facing concerns. DSW must receive a response to any communications within 24 hours or vendor account will be paused and product removed from DSW.com.

Performance Management

Key operational performance metrics:

- Fill Rate – DSW requires an Adjusted Fill Rate of 98% or greater.
- Shipping within SLA – DSW requires orders to ship within 24-48 hours of creation
 - This metric can be tracked and measured in DSCO under Automation & Reporting > Performance Reporting > Shipped on Time
 - DSW requires 98% of units shipped within SLA
 - Orders that are out of SLA can be found under Automation & Reporting > Exceptions > Order Exceptions > Beyond Ship Due Date. An email will also be sent when orders are approaching SLA or beyond SLA based on the communication preferences configured for each user.
 - A warning email will not be sent by DSW before an order is cancelled due to being out of SLA.

*Additions since last quarterly reminders are **highlighted**

- An email notification will not be sent by DSW when orders have been cancelled due to being out of SLA. Ensure notifications for cancelled orders are configured in DSCO [here](#).
- Orders that are shipped after being cancelled in DSCO (due to being out of SLA or otherwise) will not be returned to the vendor and DSW will not be liable for payment of those orders. DSW will not contact the customer to have the orders returned or rerouted.
- Invoicing within SLA – DSW requires orders to be invoiced within 24 hours of shipping.
 - Invoices that are out of SLA can be found under Automation & Reporting > Exceptions > Order Exceptions > Beyond Invoice Due Date. An email will also be sent when invoices are approaching SLA or beyond SLA based on the communication preferences configured for each user.
- Inventory File Uploads
 - DSW requires a full inventory file to be uploaded to DSCO every day, including weekends and holidays.
 - Inventory is ingested by DSW at 8:30 pm ET every day, so the closer the file can be uploaded to the time, the more accurate the inventory position will be the next morning when the website updates.

NOTE: Vendors are required to monitor Order Exceptions and Inventory Exceptions daily to ensure that orders are shipped and invoiced on time, and that inventory is being uploaded daily. To learn more about managing exceptions, visit DSCO's help page [here](#). To set up email alerts for Order and Inventory Exceptions, visit DSCO's page [here](#).

Rithum System Notifications

- Suppliers are required to opt-in to receive automated notification of Rithum/DSCO system issues by visiting [Rithum Status](#) and clicking "Subscribe to Updates" in the upper right corner.
- View and resolve order exceptions in the Rithum platform. Visit Support to learn more about [exceptions](#).
- Stay on top of your notifications for aged and cancelled orders. [Sign up to receive cancellation notifications](#) in the Rithum web application or visit Rithum Support to learn more about how to [sign up for these notifications](#).