



Physio First eCommerce Member Benefit

Prospective Vendor General Requirements and Onboarding Guidance

Welcome to Physio First's Prospective Vendor General Requirements and Onboarding Guidance. If, having reviewed this, you feel that you would like to explore this opportunity with us, then please do get in touch with us on minerva@physiofirst.org.uk

The topics covered are:

1. WHAT IS PHYSIO FIRSTS STRATEGY
2. VENDOR PRODUCTS & PRICING
3. ORDER PROCESSING
4. FULFILLMENT REQUIREMENTS
5. SHIPPING & DELIVERY
6. RETURN ITEMS
7. VAT
8. VENDOR BILLING TO PHYSIO FIRST
9. VENDOR AGREEMENT, ENROLLMENT AND TRAINING

1. WHAT IS PHYSIO FIRSTS STRATEGY

It may seem peculiar that a member-led organisation like Physio First would step up to liaise with product vendors in this way. It is however born of our strategic intent "to support and promote a community of quality private physiotherapists", as well as our member value proposition "everything you need to provide quality private physiotherapy within a trusted community" and our volunteer executive team's decision to take this opportunity to do so.

So, to be quite clear, Physio First's sole interest is to create an opportunity for our members to host their own eStores. Through these platforms, members can enhance their service to patients while being rewarded for their expertise in recommending products that will benefit them.

Additionally, Physio First adheres to a set of values outlined in our culture, first published in 2012. This one-page summary defines what our executive team regard as acceptable behavior, a standard we hold ourselves to and expect from those we engage in business with. Reviewing these values will help determine if our principles align sufficiently for us to collaborate effectively. You can find more information [here](#).

Furthermore, we've outlined Physio First's Prospective Vendor General Requirements and Onboarding Guidance below, providing additional insights for prospective vendors.



2. VENDOR PRODUCTS & PRICING

- General Product Inventory Expectations for Vendors
 - o *Focused selection of top selling products/brands*
 - o *Manufacturer' Suggested Retail Price (MSRP)* comparable to other channels such as Amazon
 - o *Cost of Goods (COGs)* Maintain an acceptable gross margin to the Physio First eCommerce Platform. Typically a gross margin between 30-45% is required to support our mission of providing member's patients with competitively priced products, whilst meaningfully rewarding members for their expertise.
 - o *Order Fulfillment*: Vendors are expected to Pull, Pack and Ship all products within 24-48 hours of Order notification
 - o *Inventory Data*: Vendors are responsible for providing detailed inventory data necessary for loading product inventory via Vendor Portal

3. ORDER PROCESSING

- Vendor has automated and manual options to receive and process new orders.
 - o Available Automated Fulfilment Integration includes:
 - Ship Station (components)
 - Ship Easy (components)
 - eComNow API (components, requires vendor programming/integration)
 - Vendor API (programming charges may apply)
 - o Manual Processing
 - Manual processing available via the Physio First platform vendor portal (components)
- Automation API's Available for the following Order Processing functions:
 - o Loading Products
 - o Sales Order
 - o Ship Notification
 - o Inventory Management

4. FULFILLMENT REQUIREMENTS

- Drop-ship Fulfilment Required
- Additional Fulfilment Requirements
 - o Vendor will turn off ALL communication to the customer, including delivery confirmation – The Physio First platform handles all communications.
 - o Service level agreement (SLA) from order notification to shipment must be 48 hours or less.
 - o Package Contents Requirements
 - Product packaged to avoid damage in transit
 - Packing container should be sized to drive lowest possible shipping cost
 - Packing Slip included in package – Physio First Branded White Labelled (preferred)



5. SHIPPING & DELIVERY

- Vendor Shipping Account will generally be used
- Vendor will supply details related to their Default Carrier
- Vendor can select from several Delivery Speed options
 - ☐ Ground (default)
 - ☐ Next-Day
 - ☐ Two-Day
- Vendor can select from several Delivery Cost options
 - ☐ Calculated (default)
 - ☐ Fixed
 - ☐ Fixed – Unlimited Quantity
 - ☐ Free (preferred option)
 - ☐ Vendor Tier Order Value Override
- Vendor will be required to supply shipping data to the Physio First platform, to include:
 - o Ship Notification
 - o Quantity Shipped
 - o Carrier Information
 - o Tracking Information
 - o Actual Cost
- Vendor shall provide any additional specific shipping & delivery policies

6. RETURN ITEMS

- Vendor shall provide any specific return and refund policies
- Vendor agrees to Physio First platform Return Merchandise Authorisation (RMA) process and policies
 - o Vendor will work with Physio First to determine eligibility for returns at the product Stock Keeping Unit (SKU)-level

7. VAT TAX

- Physio First platform will account for all VAT collection and payments to Vendors as necessary

8. VENDOR BILLING TO PHYSIO FIRST

- Payment Terms – Physio First will pay based upon electronic invoices for audit purposes.
- Cost of Goods (ex-VAT) plus COGS VAT
- Shipping (ex-VAT) plus Shipping VAT
- Refunds
- Vendors provide Bank Information to Physio First to initiate Automated Clearing House (ACH) batch payment for orders

9. VENDOR AGREEMENT, ENROLLMENT AND TRAINING

- Each approved Vendor will need to:
 - ☐ Execute a Physio First Vendor Agreement
 - ☐ Complete Online Vendor Enrolment Form
- Physio First will provide:
 - ☐ Validation of Vendor set-up and Admin Module permissions.
 - ☐ Provide Vendor personnel with Vendor Admin training