

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

1. VENDOR PRODUCTS & PRICING

- General Product Inventory Expectations for Vendors
 - Focused selection of top selling products/brands
 - Manufacturer' Suggested Retail Price (MSRP) comparable to other channels such as Amazon
 - Cost of Goods (COGs) delivers 45%-50% gross margin to the Physio First eCommerce Platform
 - Vendor will be responsible to Pull, Pack and Ship all products within 24-48 hours of Order notification
 - Vendor will provide detailed inventory data required to load product inventory via Vendor Portal

2. ORDER PROCESSING

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

- Loading Products
- Sales Order
- Ship Notification
- Inventory Management

3. FULFILLMENT REQUIREMENTS

- Drop-ship Fulfillment Required
- Additional Fulfillment Requirements
 - Vendor will turn off ALL communication to the customer, including delivery confirmation – *Physio First platform handles all communications*
 - Service level agreement (SLA) from order notification to shipment must be 48 hours or less.
 - 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)*

4. 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:
 - Ship Notification
 - Quantity Shipped
 - Carrier Information
 - Tracking Information
 - Actual Cost
- Vendor shall provide any additional specific shipping & delivery policies

5. RETURN ITEMS

- Vendor shall provide any specific return and refund policies

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

6. VAT TAX

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

7. 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

8. 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.