



Vendor Drop Ship Program Guide

To help ensure that we continue to exceed our customers' expectations and provide greater flexibility in shopping, Academy Sports & Outdoors has established a **Drop Ship Program** with our vendors. Academy's Vendor Drop Ship Program is designed to increase sales, improve customer satisfaction and enhance efficiency.

To guarantee success of this program, all instructions and expectations must be fully complied with and are applicable to all Drop Ship orders. Please review this manual carefully. Any questions concerning information contained herein should be addressed prior to shipment of goods.

In addition to these Drop Ship Standards, all Vendor Drop Ship transactions are governed by the Drop Ship Vendor Appendix and the Purchase Order Terms and Conditions, as posted at <https://vendor.academy.com>.

RADIAL OVERVIEW

Academy is partnering with **Radial**, a third-party data integration provider to implement and manage our Drop Ship Program. All order processing, invoicing and inquiries are handled through Radial. Training on order processing, ship confirmation, invoicing and customer service will be provided prior to joining the Drop Ship Program.

There are two types of set ups:

- **Browser-based setup** (one time set up fee \$500-includes inventory file upload): allows you to receive and process orders with only a PC with Internet access, via Radial's (Radial) web portal.
- **System-to-system / EDI setup** (one time set up fee of \$1,200): allows you to process and trade all EDI documents (i.e., 850, 855, 846, 810 & 856) with Radial through a fully integrated system.

HOW IT WORKS

Email Notifications: You will receive email alerts advising when new orders are ready to be processed or if there has been status or change requests. In addition, email alerts are sent when orders have not been printed or shipped in a timely manner.

Back Orders: Backorders are not permitted. Product substitutions are not permitted.

Ship Date Changes: Should an order have a shipping delay, you must contact Drop Ship Administrator with a new estimated ship date and await approval before shipping. You will receive a notification alerting you of the approval or a notice to cancel the order.

Cost Changes: A minimum of 14 days notification should be provided, prior to the cost change effective date. Orders placed while the former price is in effect must be honored.

Inventory Updates: Inventory updates should be performed daily. You may either upload manually via a file upload or directly from your database. If you are unable to comply with this requirement, please notify the Drop Ship Administrator.

Communicating through Radial: Radial offers the capability to communicate regarding order status, order changes, etc., by utilizing their 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 must be actioned by respective party.

Invoicing: Invoicing is handled through Radial by either EDI transaction (810), file uploads or manually entering your own invoice. Invoice numbers may not exceed a maximum of 10 characters (letters & numbers). Each shipment requires a separate invoice number. If there are multiple shipments for the same order, you must submit a separate invoice for each shipment processed.

SHIPPING REQUIREMENTS

All drop ship orders are expected to be shipped via Academy's preferred shipping accounts, unless otherwise authorized by Academy. All orders must be Ship Confirmed in Radial within 24-48 hours of shipping. To discuss shipping questions, please contact the Drop Ship Administrator.

It is imperative that the order is updated per the order ship date. When the order is updated to "shipped" status in Radial, it triggers an email to the customer advising them that the order has shipped and provides them with the tracking number.

Important – In the instance where an expedited shipping is required, you must obtain an approval from the Drop Ship Administrator, prior to shipping.

Any shipments that are misrouted due to a vendor error must be resolved at the vendor's expense. If the order is deemed undeliverable or refused by the customer, the vendor must contact the Drop Ship Administrator immediately for further necessary action.

PACKING SLIP

All Vendor Drop Ship orders must have an Academy branded packing slip enclosed in each carton shipped to the customer. The packing slip is generated by Radial and must be printed by accessing their website. System to System/EDI vendors may produce the packing slip from the data transmitted in the purchase order. If you choose to create the packing slip, Academy will provide the specifications. A sample packing slip must be submitted for approval, prior to the account being activated by Radial.

No other inserts or outside materials are allowed without Academy's approval. Product info, warranties, instructions, etc. are acceptable.

CUSTOMER SERVICE

All customer service issues are handled by Academy by our Customer Care team. Vendors will not have direct contact with our customers. If you need to communicate an issue with the drop ship order, you can place a comment on the order in Radial's portal or email the Drop Ship Administrator.

CLAIMS AND RETURNS

Academy accepts returns for e-Commerce Merchandise within sixty (60) days after received by the customer and provided that the merchandise returned is:

- Unused and re-saleable
- Defective
- Damaged during the course of shipment from Drop Ship Vendor to Academy's customer

Customers can return merchandise to a local Academy store or by parcel carrier. Once we receive the returned merchandise, the item will be handled according to the disposition code set for the item (i.e., defective allowance).

INVOICING AND PAYMENT

The invoice process is completely electronic and processed through Radial. No paper invoice will be accepted. Each shipment of an order must be invoiced separately. Invoices require shipment confirmation for payment. Please refer to the Invoicing and Payment section of the Drop Ship Vendor Appendix and the Terms and Conditions of Purchase for additional payment information.

CONTACTS

Department	Responsibilities	Contact Information
Drop Ship Administrator	<ul style="list-style-type: none">▪ Drop Ship order process inquiry▪ Compliance expectations inquiries▪ Product quality issues▪ Inventory/out of stock issues	dropship@academy.com
Accounting	<ul style="list-style-type: none">▪ Initial point of contact for all inquiries	accounts.payable@academy.com
Customer Service Support	<ul style="list-style-type: none">▪ Initial point of contact for all inquiries	dropship@academy.com
Shipping	<ul style="list-style-type: none">▪ Initial point of contact for all inquiries	dropship@academy.com
Radial	<ul style="list-style-type: none">▪ Vendor Set up & Training▪ Radial site inquiries▪ Account Access & Password Reset▪ Inventory File Upload Issues	dfones@radial.com
Drop Ship Analyst	<ul style="list-style-type: none">▪ Item description changes (i.e., UPC, VPN)▪ Assortment expansion▪ Price and cost updates	ecomdropshipteam@academy.com