



250 City Center
Oshkosh, WI 54906
Phone: (920) 231-3800

Drop Ship Supplier Program

Following are the procedures for processing and shipping drop ship orders at Silver Star Brands.

Purchase Orders

All orders will be emailed to the supplier in groups or batches. Each purchase order may include a number of customers' orders. The customer order (sales order) number(s) will be listed on the purchase order. When an order is sent to our customer it should be free of flaws or defects. If a customer receives an item that is a supplier error i.e. damaged, wrong item, wrong personalization and the customer wants a replacement, they will be sent a replacement item. A sales order is re-issued to the supplier.

Shipment

Orders are to ship UPS using our account #889 V2R. Once a batch of orders has been shipped, you will need to send ship confirmation to our company. The ship confirmation must include our Purchase Order number and the individual Sales Order number. You may either fax confirmation to my attention at (920) 231-4804 or email to dropship@silverstarbrands.com. Failure to send ship confirmation may delay payment. If prior approval is made to use another shipping method other than our UPS account #889 V2R, tracking numbers will need to be sent for each sales order for us to properly communicate delivery to the customer.

System Information

The method for communicating Purchase Orders, Shipping Confirmations, and Invoices depends on the volume of orders that are generated for the supplier's product. We use the VendorNet system for communicating with high volume suppliers. If your product line is expected to generate orders above a certain threshold, you will be contacted to establish a VendorNet account. Email is used to communicate with all other suppliers.

Contact Information

To ensure that the notification is sent to the appropriate people, we are asking that you verify your phone number, email address and/or fax number by contacting Debbie Williams at (920) 231-6975 x6538 or email at dwilliams@silverstarbrands.com. We will also need the following information for our records:

- Customer service contact
- email address
- lead time for orders

If you have any questions regarding any of these procedures, please contact Debbie Williams at (920) 231-6975 x6538 or by email at dwilliams@silverstarbrands.com.

Vendor Agreement

Please review, sign and return to Silver Star Brands, Inc. within 30 days Email dropship@silverstarbrands.com or fax to 920-231-4804

To: Merchandising Manager and Product Planning Manager

Supplier Name: _____

I acknowledge receipt of your Drop Ship Supplier Compliance Manual. I have reviewed all information and instructions and will forward onto all appropriate departments and personnel within our company for proper follow-through and compliance.

Authorized Signature

Date

Title

Company