



EM3 Discovery and Implementation

1. Products

- List of skus and item descriptions
 - SKUs – alpha / numeric, 13 characters max. Needs to match SKUs from shopping cart
 - Item Descriptions – 50 characters max
 - Prints on the packing list inserted with each order
 - Excel format acceptable for upload
- Item Pricing
 - Not required but allows cost tracking and inventory valuation in EM3 order management
 - Item Price
 - Item Cost
 - Required for declared value on International Orders
- Product Handling
 - List any product specific special handling requirements
- Picking Exceptions / Inserts
 - Inserts at the sku or order level
- Kitting Requirements
 - Light kitting and assembly available upon request
 - Combine multiple SKUs

2. Inventory

- Initial Inventory Receipt
 - SKUs and quantities to be received
 - Storage locations set up
- EM3 ARN Entry

- Initial supplier / vendor set up
- Enter expected inventory receipt

3. Orders

- Order Integration
 - Interface with shopping cart
 - Determine necessary file transfers
 - Orders
 - Shipped
 - Inventory
 - Set up automation
- EM3 Online Order Form
 - Manual order entry directly into EM3
 - Ability to integrate with merchant account if needed
- Complete Order Sourcing or Split Order Sourcing
 - Backorder processing rules
- Order Exceptions - CODs, Special Shipping Instructions, etc
- Domestic / International Orders
 - List items to be shipped internationally
 - Country of origin
 - Harmonized tariff code
 - Declared Value

4. Shipping

- Shipping Services
 - Standard carriers: USPS, UPS, Fed Ex, LTL, rate shopping
 - Define carriers that will be used
 - Domestic
 - International
- Packing List Set Up
 - Company Logo on packing list
 - jpg, gif, or bmp file format
 - Size 150x400
 - Packing List Company Verbiage
 - Standard message to print on all packing lists

5. Return Processing

- Return Procedures
 - Company return policies

6. EM3 Account Set up

- List of Users / Roles
 - Secure system login
 - Admin / Super user vs. customer service
 - System access limited by role
- System Email Notifications
 - Order Shipped
 - Item Lowstock
 - Set notification / reorder point values
 - Order Returns
 - PO Receipts
- Vendors / Suppliers
 - List all
 - Associate with products
- Reports
 - Real time order and inventory reporting
 - Sort and download to Excel format
- Training Procedures
 - Via WebEx
 - Included in set up costs