SupplierWeb

Service Description

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1 SupplierWeb

SupplierWeb complements Posti Glue Drop Shipping services by providing web based user interface for order-shipment and product information management.

Drop Shipping service enables e-commerce business model where:

- E-retailer publish and sells Supplier's products in its webshop

- E-retailer sends sales orders from the webshop to the Supplier

- Supplier delivers sales orders directly to webshop's buyer using buyer's selected delivery method

Posti offers two alternative options for supplier to use Posti Glue Drop Shipping service

- Supplier integrate its' own systems with Posti Glue using APIs provided by Posti

- Supplier can use SupplierWeb-service
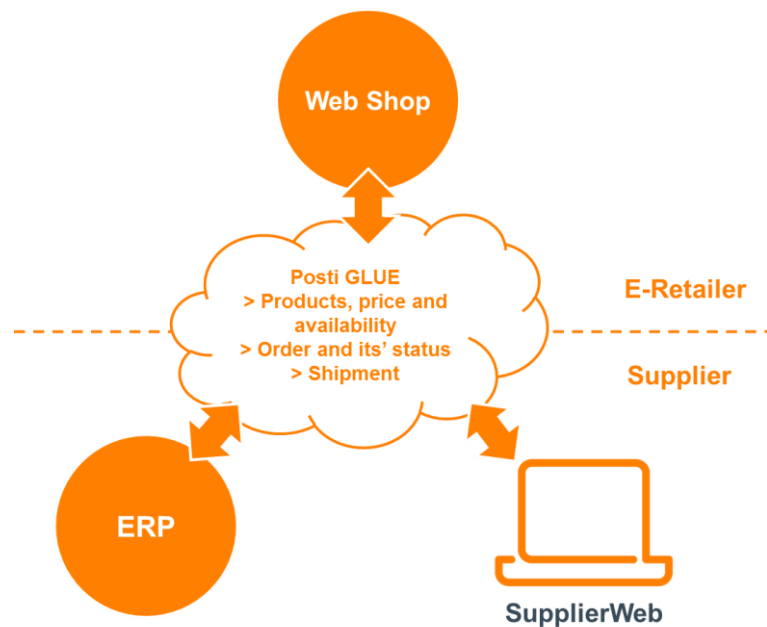
Picture 1: SupplierWeb is an alternative to integration

This Service Description presents SupplierWeb service and respective provisioning to customer based on Posti Glue APIs as described at http://api.posti.fi.

1.1   Definitions

"Webshop" means e-retailer's systems which are used to publish products in a web and enables their online buying.

"E-retailer" means a company selling Suppliers products in its webshop.

"Supplier" means a company who offers products for sale to E-retailer and fulfills sales order to webshop buyer as chosen in the webshop.

"Customer" means an E-retailer or a Supplier using the Service.

"Service" Means Service provider's (Posti) SaaS solutions operating between an E-retailer and a Supplier as defined in this service description.

"System" means Service provider's technical solution producing the Service. Service production is done using Posti's IT systems for the service and utilizing connected Posti's, E-retailer's and Supplier's IT systems.

"Customer data" means any data which an E-retailer or a Supplier loads into the Service and all data which a result of processing this kind of data.

2   Overview of the Posti Drop Shipping Service

Posti Drop shipping -service integrates Supplier's product catalogue to E-retailer's web shop. E-retailers needs to integrate its' web shop with Posti Glue using APIs in order to use drop shipping services.

E-retailer can maintain its' own product catalog from warehouse and/or stores, download product catalogs from suppliers in Posti's supplier network, view stock balances, create orders and view order and shipment statuses.
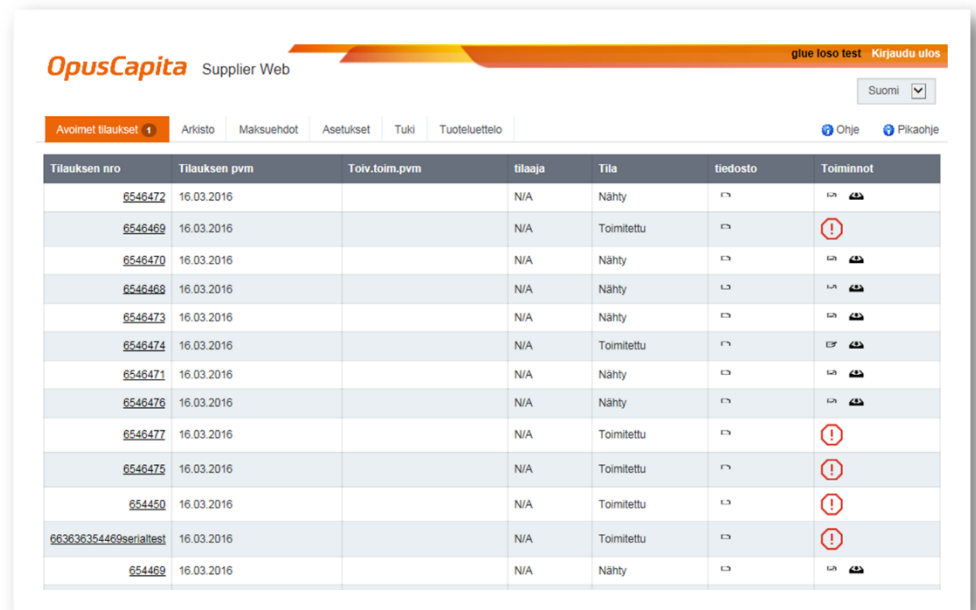
There can be many connected E-retailers and Suppliers so that they can exchange information without the need to build point-to-point integrations. One integration to the Service is enough to integrate with all connected parties.

E-Commerce Drop Shipping Process Model
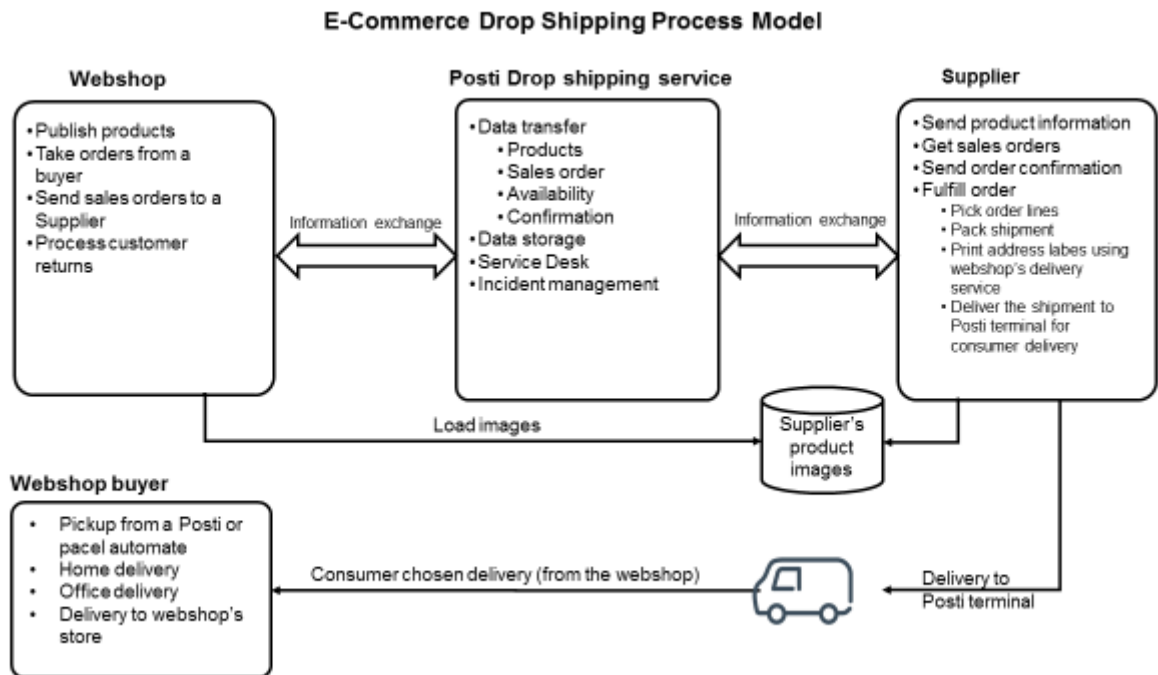
3   Main functionality

SupplierWeb provides an easy user interface to publish product catalogues for e-retailers and order management. SupplierWeb main features are:

- Maintain public and private product catalogue and products in the catalogue. Public catalogue is for all partners and private catalogue is e-retailer specific.

- Maintain availability of products.

- Email alerts for received orders.

- Browsing received orders and packing slips and address labels for shipments.

- Tracking of order status: new / confirmed / invoiced.

- User interface in Finnish and English.

- Customer can have multiple users

- SupplierWeb can be accessed anywhere from the Internet.

Picture 1: SupplierWeb user interface

4   Product changes

Posti is constantly developing SupplierWeb product and service production environments based on the discovered development needs and feedback. Posti reserves the right to change the SupplierWeb features and accordingly this document.

5   Service Desk

If there will be error in the Service functionality user should report this immediately to Service provider's Service Desk.

- Posti Service Desk is open during working days from 08:00 to 16:00

- Primary contact point is via email to servicedesk.glue@posti.com, if error is critical we hope to get notification also via phone to +358(0) 6000 4113.

Email notification are taken into processing in 4 business hours from notification.

For best performance we would like to have following syntax used in email: Subject: "Glue SupplierWeb/<Customer>:incident description".

Service provider has the right to change Service Desk –service location and other similar details to produce the service after reasonability time from informing Customers.