



## EXCHANGE

ARMY & AIR FORCE EXCHANGE SERVICE  
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### Exchange Online Drop Ship Suppliers:

Together we are making great progress toward meeting the wants & needs of our military community! In order to remain in line with internet industry fulfillment standards, we must ensure that all suppliers participating in our Drop Ship program are fulfilling shopmyexchange.com orders within contracted timeframes using the most cost effective means possible.

To achieve and sustain this essential effort, as was announced at the ALA convention in Oct. 2016, starting Nov. 15, 2016 the Exchange will implement a Drop Ship Compliance Program to offset the costs involved when orders are not fulfilled accurately or timely. The Exchange will work with Drop Ship suppliers to minimize charges, however, it is in each supplier's best interests to maintain compliance and to provide accurate/timely information in the [Radial/VendorNet system](#) regarding every one of their shopmyexchange.com shipments.

Please ensure that all parties involved in the online fulfillment process at your location have carefully reviewed the expectations listed in the [Exchange Drop Ship Supplier Guide](#) as well as the Drop Ship Compliance Program (Exhibit E). If you have questions, please contact your applicable Exchange buyer or the Exchange Online Drop Ship Support Team ([DSSupport@aafes.com](mailto:DSSupport@aafes.com)).

We greatly appreciate your continued partnership & support!

**Ana Middleton**  
President/CMO

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