



Mission Vendor Guide

Welcome to the Mission family! We look forward to having you on board.

As we begin our partnership please review and complete several documents and forms that are required to set you up as an active vendor within our system. Listed below are the vendor documents that will need to be completed as well as information and contact lists for your reference.

New Retailer Forms

- ☐ New Account and Credit Application Form
 - Billing/Shipping Address
 - Contact phone and email
 - Payment Terms
 - Shipping Account (If available)
- ☐ W-9
- ☐ Mission Remittance Information
- ☐ Mission Contact List
- ☐ Customer Order Form

On Boarding

Mission will provide all Sales Reps with an on boarding session, taking everyone through our internal system Netsuite. Mission will cover setting up new customers as well as placing and tracking orders. All Sales Reps are expected to input new customer and order information directly into Netsuite. Mission will approve all new customers and process orders.

New Customers

Mission will run a credit check on all vendors that elect payment terms. If the credit check shows the new vendor does not meet Mission's financial standards, the vendor will not be set up or payment will be moved to Credit Card. Please allow 3-5 business days for new customer approval. The Sales Rep will receive an email notifying them when the customer has been approved.

Product Information

Mission will provide a list of all available items. Please refer to this list for all product information including Item #, UPC, dimensions, weight, etc. as well as all pricing information.

There are 3 order levels that may be placed for the initial order. Please refer to the item list for the specific break out and pricing. Additional product can also be ordered in addition to any Level ordered.

Purchase Order

The Sales Rep will new enter all Purchase Orders in Netsuite. Mission will approve all orders and will release to the warehouse within 24 hours. Expected lead time is 5-7 days.

Pricing structure automatically pulls discount.

Any back orders and out of stocks will be communicated prior to shipping. Sales Rep will advise whether to short ship or hold for complete shipment.

Once an order has shipped, the Sales Rep will receive an email and tracking information will be available in Netsuite.

Invoices will be emailed by Mission's AR Department to the Customer once the order has shipped. Please refer to the Remittance Guide for payment details and contact information. Please note that the credit card on file will not be charged until the order has been shipped.

AR will follow up with the customer if payment terms are passed due. Failure to provide on time payment will result in immediate stop shipment of product until the account is within terms.

Shipping Policies

Orders may be shipped on Mission's shipping account to take advantage of our discounts. The shipping cost will be added as a line item on the invoice. The customer may elect to use their own shipping carriers, which can be noted on the New Account Form.

Returns and Defective Policy

Mission will not accept any returns.

Should Mission over ship or short ship an order, the customer must provide documentation (e.g. picture) and Mission will work with the customer to either adjust the invoice accordingly or send/return product as necessary.

If the product shows up damaged upon receipt, customer must provide documentation and Mission will confirm disposition. A credit will be provided for all damaged product.