



DROPSHIP WALKTHROUGH

B2B HOMEPAGE

- To begin the Dropship process, go into “Dropship Mode” under “Dropship Order in the toolbar.

SPECIALIZED DEALER U.S.A. Saved Carts | Shopping Cart: [Not named] [Modified] | Check Out | Sign Off

Enter part # or text to search

DropShip Order Dealer Exchange | Account Resources | Online Setup | Erik Saltvold - ERIKS BIKE SHOP, INC

Home
2019 Early Launch Bikes
Clearance
Custom Bike Build
Bikes
Equipment
Retail & Body Geometry
Bags/Panniers
Bottles/Hydration
Cages
Components - Hotrock/Riprock
Components - Utility
Components - MTB
Components - P Series
Components - Road/Tri
Components - Turbo Vado/Como
Components - Turbo Levo
Electronics
FSR Bolt/Bearing Kits
Gloves - Men
Gloves - Women
Grips
Helmets - Men/Kids
Helmets - Women/Kids
Lights
Pumps
SWAT (Storage, Water, Air, Tools)
Saddles - Men
Saddles - Women
Shoes - Men
Shoes - Women
Tape
Tires
Tools
Tubes & Tire Repair
Wheels - Road
Wheels - MTB & P Series
Apparel & Gloves
Retail & Body Geometry
Fixtures/POP
Service Parts
Blems
Rapid Item Entry
Specialized Foundation
Marketing

News | Media & Collateral

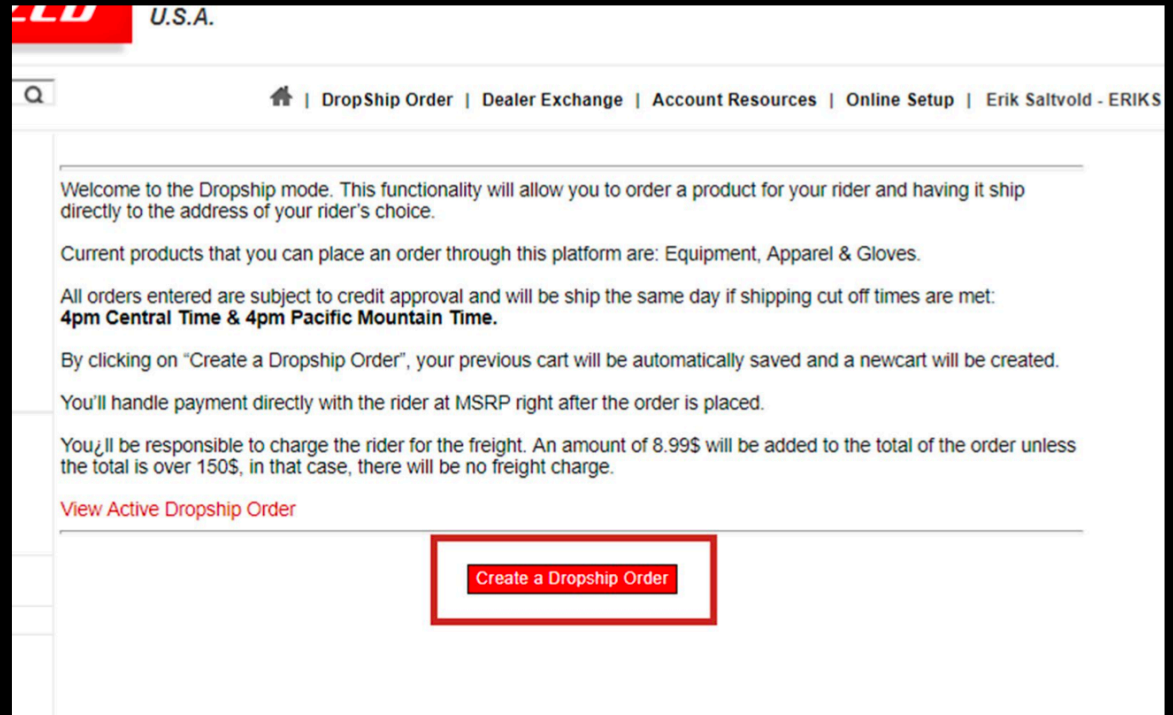
Top News | Sales | Marketing | Rider Care | Retail Services | Advocacy | Sports Marketing

- **Creating the Future Together 8/9/2018**
As we continue to expand the reach of our Riding for Focus program, we ask that more of you, our best retailers, get involved. It is with your help that we are able to positively influence the lives of children through cycling. [Details...](#)
- **SHOP BUILT PROGRAM 8/9/2018**
By adding this flexibility and customization opportunity, the riders will have the best possible experience while allowing your mechanics to add their own build touches when prepping these high-dollar bikes the way you expect. [Details...](#)
- **Freight Increase By Model 8/9/2018**
Reducing box sizes is an ongoing activity and will yield results as we work through existing inventory. Nevertheless, despite all these efforts (and more), we are still competing for carriers in a hotter-and-hotter freight market. [Models impacted...](#)
- **How Tariffs Hurt Your Bottom Line 8/2/2018**
In July, the federal government proposed increasing the tariff on most bicycles, products and accessories by 10%. We anticipate this will increase duties on our industry by more than \$100 million, increasing costs for suppliers, retailers and customers. [Details...](#)
- **SPECIALIZED WEEKLY 7/20/2018**
It's You Only Faster: Campaign Update, Channel 74 News: July, MAP Price Changes: Reminder, Pricing Changes Implemented 7/16, Freight Increase, The Specialized Foundation: Peter Sagan Helping Us Outride ADHD!, Special Reduced S-Card Dealer Rates, Promoboxx Tutorial, Hot Off the Press. [Click here](#) to read this week's edition.
- **FREIGHT INCREASE 7/16/2018**
Due to market condition and carriers greatly increasing their rates for oversized packages over the past few years we must increase the rates you are charged effective immediately. [Details...](#)
- **A MESSAGE FROM MIKE AND JEFF 7/10/2018**
As we begin the new model year, we wanted to take a moment to

FEATURED PRODUCTS, PROMOS & NEWS:

DROPSHIP LANDING PAGE

- More details on the Dropship program can be found here. Hit the “Create a Dropship Order” button to get started with your customer’s order.



The screenshot shows a web interface for a dropship program. At the top left, there is a red logo with the letters 'LD' and 'U.S.A.' to its right. Below the logo is a search bar with a magnifying glass icon. To the right of the search bar is a navigation menu with links: a home icon, 'DropShip Order', 'Dealer Exchange', 'Account Resources', 'Online Setup', and 'Erik Saltvold - ERIKS'. The main content area contains several paragraphs of text: 'Welcome to the Dropship mode. This functionality will allow you to order a product for your rider and having it ship directly to the address of your rider's choice.', 'Current products that you can place an order through this platform are: Equipment, Apparel & Gloves.', 'All orders entered are subject to credit approval and will be ship the same day if shipping cut off times are met: **4pm Central Time & 4pm Pacific Mountain Time.**', 'By clicking on "Create a Dropship Order", your previous cart will be automatically saved and a newcart will be created.', 'You'll handle payment directly with the rider at MSRP right after the order is placed.', and 'You'll be responsible to charge the rider for the freight. An amount of 8.99\$ will be added to the total of the order unless the total is over 150\$, in that case, there will be no freight charge.' Below the text is a link 'View Active Dropship Order'. At the bottom center, there is a red button with the text 'Create a Dropship Order' inside a red rectangular border.

PRODUCT SEARCH

- Navigate via sidebar or search for SKU
- Turn off your retailer price temporarily while searching for your customer's product.
- Dropship exclusive to Equipment and Apparel

The screenshot displays the Specialized Dealer U.S.A. website interface. At the top, the logo "SPECIALIZED DEALER U.S.A." is visible, along with navigation links for "SBC Rep Tools", "Saved Carts", "Shopping Cart: [Not named] [Modified]", "Check Out", and "Sign Off". Below the logo is a search bar with the placeholder text "Enter part # or text to search". To the right of the search bar are navigation links for "DropShip Order", "Dealer Exchange", "Account Resources", "Online Setup", and "Select account: Noah Price - BINGHAM CYCLERY".

The main content area features a sidebar navigation menu on the left, which is highlighted with a red border. The sidebar menu includes the following items: Weekly Specials, New Arrivals, Spring Apparel/Gloves **NEW!**, Clearance, Bikes, Equipment, Apparel, Retul & Body Geometry **UPDATE!**, Fixtures/POP, Service Parts, Biems, Rapid Item Entry, Specialized Foundation, Marketing, Retail Services Resources, Sales & Credit, S-Connect, Click & Collect **NEW!**, Warranty & Service, SBCU & Retul Fit, www.SBCU.com, Specialized Custom, My Available Backorders, Tracked Items, Saved Carts, Shopping Cart, and Price Labels.

The main content area contains a message: "You are now in Dropship Model". Below this, it states: "Your previous cart has been saved. You can build your customer's dropship order now. Therefore, do not add items for your business to the shopping mode." It also includes shipping information: "Orders under \$150 receive a flat \$8.99 shipping fee. \$150 and above receive free shipping." and a note: "Allow 2 business days for the dropship order to ship. Orders submitted on Fridays after 4PM Pacific Time will ship the following business day." A reminder at the bottom of the message says: "Don't forget to collect payment from your rider!".

At the bottom of the page, there are social media icons for Facebook, Twitter, and YouTube, and a "WEB PROPERTIES" section listing: Specialized.com, Service.specialized.com - Service & Schematics, IAmSpecialized.com, and SpecializedWaterBottles.com.

PRODUCT SELECTION

- Select your product in the desired size and quantity and click “Add to order”
- This creates a new cart and saves any pre-existing carts.

Home
2019 Early Launch Bikes
Clearance
Custom Bike Build
Bikes
Equipment
Retül & Body Geometry
Bags/Panniers
Bottles/Hydration
Cages
Components - Hotrock/Riprock
Components - Utility
Components - MTB
Components - P Series
Components - Road/Tri
Components - Turbo Vado/Como
Components - Turbo Levo
Electronics
FSR Bolt/Bearing Kits
Gloves - Men
Gloves - Women
Grips
Helmets - Men/Kids
Helmets - Women/Kids
Lights
Pumps
SWAT (Storage, Water, Air, Tools)
Saddles - Men
Saddles - Women
Shoes - Men
Shoes - Women
Tape
Tires
Tools
Tubes & Tire Repair
Wheels - Road
Wheels - MTB & P Series
Apparel & Gloves
Retül & Body Geometry
Fixtures/POP
Service Parts
Blems
Rapid Item Entry
Specialized Foundation
Marketing
Retail Services Resources
Sales & Credit
S-Connect
Warranty & Service
SBCU & Retül Fit
www.SBCU.com
Specialized Custom
My Available Backorders

CAGES


FILTER BY: Sort by: Normal sort order


Show Advertised MSRP Show product images Show ONLY sale items
 Show MAP Show unavailable items Allow Backorders
 Show my cost


UPDATE PAGE WITH SELECTED FILTERS

S-WORKS CARBON RIB CAGE II

MODEL YEAR: 2019

CARBON/CHARCOAL MAP: \$54.99					
	Part #	Size	Availability	Next Availability	Order
	43015-0120	One Size	50 +	In Stock	<input type="checkbox"/> ★ ☆

CARBON/MATTE BLACK MAP: \$54.99					
	Part #	Size	Availability	Next Availability	Order
	43017-0120	One Size	50 +	In Stock	<input type="checkbox"/> ★ ☆

CARBON/WHITE MAP: \$54.99					
	Part #	Size	Availability	Next Availability	Order
	43015-0121	One Size	50 +	In Stock	<input checked="" type="checkbox"/> ★ ☆

ADD TO ORDER >

CART

- When your cart is ready, check it over and click on Rider Details to input customer name and address.

The screenshot shows the Specialized Dealer U.S.A. shopping cart interface. At the top, there is a search bar and navigation links for DropShip Order, Dealer Exchange, Account Resources, Online Setup, and Erik Sal. A message states: "Retailer is responsible to charge the rider for the freight. An amount of 8.99\$ will be added to the total of the order unless the total is over 150\$, in no freight charge." Below this message are four buttons: Continue Shopping, Recalculate, Rider Details (highlighted with a red box), and Complete Order. A green circle icon indicates that items will be shipped from the default warehouse. The cart contains one item:

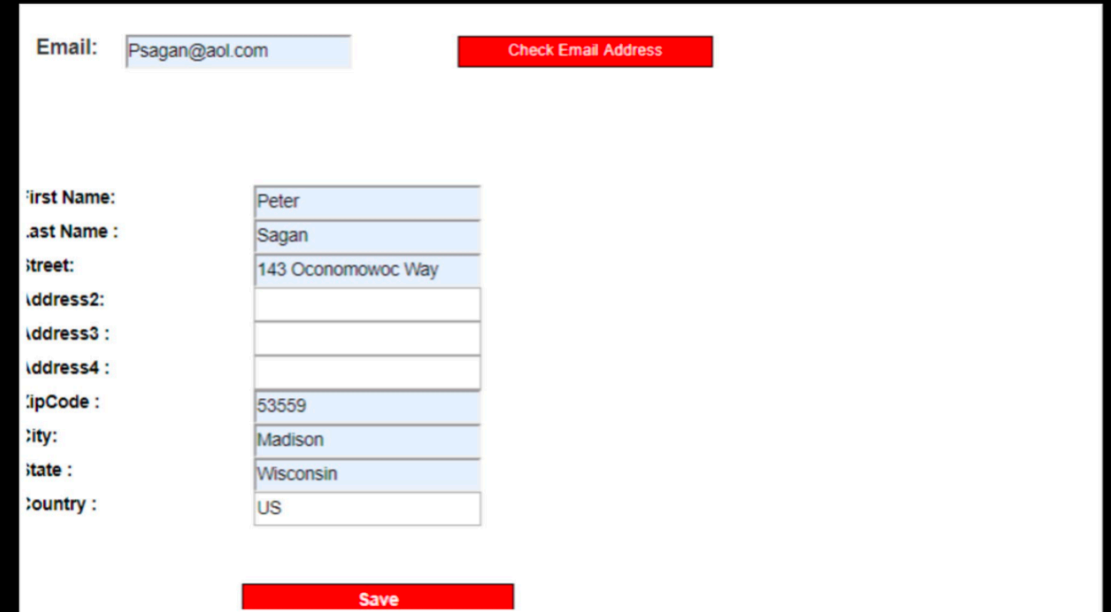
	Item#	Description	Order Qty	Price
Remove	43015-0121	SW RIB CAGE II CARBON CARB/WHT Line Note...	<input type="text" value="8"/>	55

At the bottom of the cart, there are four buttons: Continue Shopping, Recalculate, Rider Details, and Complete Order.

CUSTOMER DETAILS

First, search your customer's email and click check email to see if there is any previous information linked with their email address.

If there is none, input their name and address and make sure to use the two letter Country Code under Country.



The screenshot shows a web form for entering customer details. At the top, there is an 'Email' field containing 'Psagan@aol.com' and a red 'Check Email Address' button. Below this, a series of input fields are stacked vertically, each with a label to its left. The fields contain the following information: First Name: Peter; Last Name: Sagan; Street: 143 Oconomowoc Way; Address2: (empty); Address3: (empty); Address4: (empty); Zip Code: 53559; City: Madison; State: Wisconsin; Country: US. At the bottom of the form is a red 'Save' button.

Email:	Psagan@aol.com	Check Email Address
First Name:	Peter	
Last Name :	Sagan	
Street:	143 Oconomowoc Way	
Address2:		
Address3 :		
Address4 :		
Zip Code :	53559	
City:	Madison	
State :	Wisconsin	
Country :	US	
	Save	

FINAL REVIEW AND COMPLETE ORDER

- Look over the order one last time before hitting “Complete Order”. Then, make sure to create the order in your POS system for the rider to checkout.
- The retailer is responsible for taking rider payment. If the order is below \$150, a shipping charge of \$9 will be applied to the total of the order. For orders above \$150, shipping will be free. The retailer will receive full profit margin less the shipping fee.

Specialized DEALER U.S.A. Saved Carts | Shopping Cart: [Not named] [Modified] | Check Out | S

Enter part # or text to search

DropShip Order | Dealer Exchange | Account Resources | Online Setup | Erik Saltvold - ERIKS BIKE SHOP

Retailer is responsible to charge the rider for the freight. An amount of 8.99\$ will be added to the total of the order unless the total is over 150\$, in that case, there will be no freight charge.

Ship To Contact Details:
PETER SAGAN
PETER SAGAN 143 OCONOMOWOC WAY
MADISON WI 53550-1115

Continue Shopping Recalculate Rider Details **Complete Order**

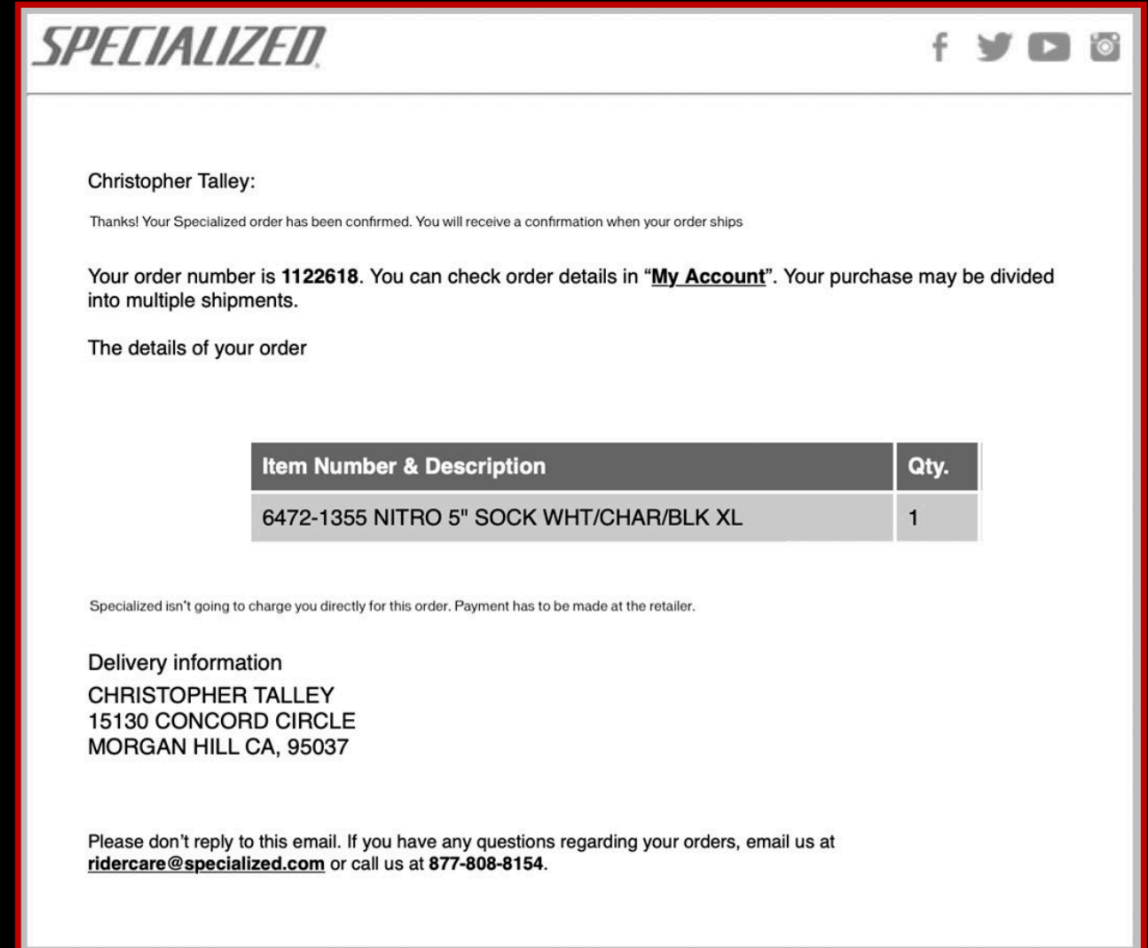
Note: Some quantities of the following items will not be shipped from your default warehouse.

Remove	Item#	Description	Order Qty	Price	Warehouse
	60917-0602	SW PREVAIL II HLMT CPSC WMN BLK S Line Note	1	225	West 1

Continue Shopping Recalculate Rider Details **Complete Order**

ORDER CONFIRMATION

- A simple confirmation will be emailed to the rider with order number after the details order has been placed.



The screenshot shows an email confirmation from Specialized. At the top left is the Specialized logo, and at the top right are social media icons for Facebook, Twitter, YouTube, and Instagram. The recipient's name, Christopher Talley, is listed. A thank-you message follows, stating the order is confirmed and will be shipped. The order number 1122618 is provided, along with a note that the purchase may be split into multiple shipments. A table lists the order details, showing one item: a 6472-1355 Nitro 5" sock in white/char/black XL size. A note indicates that Specialized is not charging directly for this order. Delivery information for Christopher Talley at 15130 Concord Circle, Morgan Hill, CA 95037 is provided. Finally, contact information for rider care is given, including an email address and a phone number.

SPECIALIZED

Christopher Talley:

Thanks! Your Specialized order has been confirmed. You will receive a confirmation when your order ships

Your order number is **1122618**. You can check order details in "**My Account**". Your purchase may be divided into multiple shipments.

The details of your order

Item Number & Description	Qty.
6472-1355 NITRO 5" SOCK WHT/CHAR/BLK XL	1





Specialized isn't going to charge you directly for this order. Payment has to be made at the retailer.

Delivery information
CHRISTOPHER TALLEY
15130 CONCORD CIRCLE
MORGAN HILL CA, 95037

Please don't reply to this email. If you have any questions regarding your orders, email us at ridercare@specialized.com or call us at 877-808-8154.

SHIPMENT DETAILS

- Email will be sent to the rider once the order has shipped.
- Tracking number and order information can be found here.
- Past orders can be viewed in the B2B under “Research Orders, Invoices...” in Account Resources as an order with a unique ship-to address.

SPECIALIZED    

CHRISTOPHER TALLEY:

Your order is clipped in and on track. Just letting you know we've shipped your order! You'll find your tracking information below.

Tracking No.: Track Order : **FedEx**

Delivery information
CHRISTOPHER TALLEY
CHRISTOPHER TALLEY
SPECIALIZED BICYCLE
COMPONENTS, INC.
MORGAN HILL, CA 95037

Item Number & Description	Qty.
6472-1355 NITRO 5" SOCK WHT/CHAR/BLK XL	1

Specialized isn't going to charge you directly for this order. Payment has to be made at the retailer.

Please don't reply to this email. If you have any questions regarding your orders, email us at ridercare@specialized.com or call us at 877-808-8154.

DROPSHIP CHECKOUT

- **1. Create a Special Order in Lightspeed**
 - Log in to Lightspeed
 - Navigate to the Sales in the left menu
 - Create a new Special Order
 - Add the customer to the sale
 - Add the item(s)
 - If required, add a non-inventoried item to the sale for shipping and add the \$8.99 for shipping cost
 - Take a full deposit equal to full amount of the sale
- **2. Create a Purchase Order in Lightspeed**
 - Navigate to Inventory in the left menu
 - Create a New Order and choose Specialized as the vendor
 - Navigate to special order tab
 - Add the special ordered items to the PO
 - Click “Ordered” button then click the “Check-in” button
 - Receive all items
 - Complete the PO
- **3. Complete the Sales**
 - Go to Inventory in the left-side menu
 - Choose “Special Orders”
 - Find and Re-open the Special Order
 - Complete the sale and use the deposit to complete the payments
 - Provide receipts to the rider
 - Inform them they will receive the receipt from Specialized in their Shipment Confirmation email

IN SUMMARY

To Recap:

- Login to Specialized B2B and enter Dropship Mode found on toolbar under “Dropship Order”
- Click “Create Dropship Order” and search for product via SKU or sidebar navigation.
- Build order (new, separate cart created) and go to checkout
- Click “Rider Details” and search for pre-existing information by entering customer email
- If none, enter customer name and address in pop-up window and save.
- Review the order and click “Complete Order” when ready. Confirmation email and tracking info will be sent.
- Create Special Order in Lightspeed
- Create a Purchase Order for Special Ordered item
- Reopen the Special Order and complete the sale with the rider