

## Managed Dropship Services Description

Last Updated: May 12, 2026

All capitalized terms not defined herein shall have the meaning set forth in the applicable OF and the Terms.

### 1. General

Provider will provide the following Services to help manage dropship Channels identified in the OF on Client's behalf. Managed Dropship Services allows Client to manage operations on multiple Dropship Channels from a single user interface, with features including inventory management, order and fulfillment management, and performance reporting. Unless otherwise specified in the applicable OF, Managed Dropship Services supports listing quantities of up to 250,000 products on a supported dropship Channel.

### 2. Implementation

For the initial implementation Services, Client will work with Provider to complete an initial questionnaire. Provider will use that information to provide Client with an implementation plan, which will detail implementation milestones and a checklist of tasks for each party.

### 3. Managed Marketplaces Services Description

- 3.1 Inventory Monitoring:** Provider will monitor consistency of live Channel listing counts based on available inventory in Client's catalog.
- 3.2 Reporting and Analytics.** Upon request by Client, Provider will provide standard reporting to Client. Custom reporting is subject to additional fees.
- 3.3 Error Resolution.** Provider will monitor and address order and feed errors that occur based on information provided by Client or the Channel. If Provider detects an error, Provider will either correct the issue or notify Client to correct the issue. Provider is not responsible for errors caused by the Channel.
- 3.4 Services Enhancements.** Provider will work with Client on optimizing and adding any required, highly recommended, or optional Services functionality applicable to the Channels.
- 3.5 Listing Management.** Only where the OF expressly states that the Managed Dropship Services are with or include "Listing Management", Provider will work with Client to also adjust and optimize catalog data provided by Client for the applicable Channel and coordinate content submission in accordance with Channel requirements. Client is responsible for providing Provider with any original photography, marketing materials or other collateral, and any legal or regulatory claims substantiations; the foregoing, along with any catalog data, provided by Client under this Section 3.5 is Client Data (as defined under the Terms), and Provider will not produce any of the foregoing or such data on Client's behalf.

### 4. What's Required from Client

- 4.1** Provider will not install any pixels or develop code on Client's behalf. Provider will work with Client to validate that pixels installed by Client and that Channel account configurations are successfully exchanging Client Data with the Services.
- 4.2** Client must have one-to-one SKU-per-item relationship in place. For each item, Provider will either use an existing unique SKU value (which cannot exceed 40 characters in length) or a new unique SKU generated by Client.
- 4.3** Client must provide up to 2 Inventory Feeds in a format that meets Provider's specifications or approval and must contain product page URLs of a single domain. "Inventory Feed" means a transfer of product data from Client to Provider by means of FTP or API.
- 4.4** The Client must update each Inventory Feed at least weekly.

- 4.5** If Client would like to utilize Provider's APIs, then Client is responsible for integrating with Provider's API. All API documentation is provided at <https://api.channeladvisor.com/apidocs>.
- 4.6** Client shall set up the applicable payment processing (e.g., PayPal account) and fulfillment accounts and provide processing account guidance to Provider as needed.
- 4.7** Client must be able to accept cleared payment from Channels.
- 4.8** Client is responsible for handling Channel customer service inquiries. Client will provide Provider a contact email for the escalation of product questions and inquiries requiring further research or information.