

Moteng NA, LLC

Drop Ship Manual

www.moteng.com



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Moteng NA Drop Ship Services

Moteng N.A. LLC, is one of the leading Wholesale Distributors of over 15,000 items of top-name Brands. We specialize in Knives, Swords, Kitchen Cutlery, Flashlights, Multipurpose Tools, Law Enforcement, Camping and Outdoor, Watches and Gift Items.

Now, many of these items are available for you to ***Drop Ship DIRECTLY from our warehouse to your customers***, saving you the time, energy, and considerable resources of having to do it yourself.

Moteng will drop ship orders to your customers with *nothing more* than a packing slip, which is ***always in your name only*** and can even be customized with ***your*** company logo¹. ***There is no reference to Moteng***, nor are your costs listed on the packing slip.

Whether you need us to ship one order a month or one hundred a day, Moteng NA has a system to cater for your needs.

All you need to do is send us your order, and we take care of the rest!

You pay wholesale prices for all our products. Since Moteng NA will fulfill your drop shipping needs, ***you can add THOUSANDS of NEW items to your website or catalog without having to stock them yourself!***

The following document outlines our basic business information as well as how Moteng accepts and executes drop ship orders.

Thank you for choosing Moteng as your drop ship partner. We assure you of our best attention at all times.

- NO Minimum order!
- Data feeds!
- Blind drop shipping!
- Brand Packing slips with your logo!
- Third Party Shipping!
- Much more!

¹ Refer to Appendix A for image requirements.

Hours of Operation

Order Receipt and Processing.....8:00am-5:00pm PST
Customer Service and Support.....8:00am-5:00pm PST
Shipping.....6:00am-3:00pm PST
Receiving.....6:00am-3:00pm PST

Electronic orders may of course be transmitted to us 24 hours a day and they will be executed in the order received.

Holidays

New Year's Day	Closed
Memorial Day	Closed
Independence Day	Closed
Labor Day	Closed
Thanksgiving Day	Closed
Day After Thanksgiving	Closed
Christmas Day	Closed

Contact Information

Moteng N.A. LLC
7220 Trade St, Suite 100
San Diego, California 92121

Phone: (800) 367-5900 or (858) 715-2500
Fax: (858) 715-2525
Email: info@moteng.com
Web: www.moteng.com

Warehouse

Moteng N.A. , LLC
4636 N. 43rd Ave
Phoenix, AZ 85031

Northeast Sales Office

Phone: (800)367-5900 or (858)715-2500
Fax: (858)715-2525
Email: info@moteng.com

Returns

[Your Company Name]
Attn Returns RA#####
4636 N. 43rd Ave
Phoenix, AZ 85031

In Stock and Back Ordered Product

Drop ship orders will be held until complete unless you request otherwise with your sales rep. If you choose to ship out partially then you would be responsible for the shipping costs for the backorder shipment.

Unavailable Product

In the event that a product is unavailable on your order, Moteng reserves the right to cancel the order for the affected product(s) or cancel the entire order. Orders will be shipped as soon as the available items come into stock.

Discontinued Items

In the event you have an order with a discontinued item on it, we will void the order if it's the only item on the order or remove the item and ship the rest of the order.

ORMD/Hazmat Product

Products that are considered **ORMD (Other Regulated Materials – DOT)** will only be shipped via UPS Ground. Moteng does not ship Hazmat products.

Deadlines for Shipments

Moteng will make every effort to ship all orders within one business day of receipt for in-stock items. Orders received before 8:00 A.M. PST will most likely be shipped the same day. Orders received after 12:00 PST will be shipped the following business day. For orders received on Friday, every attempt will be made to ship orders by close of business Friday.

Changes to shipment after it shipped

In the event that you have to intercept or reroute a shipment after it shipped, then you would be responsible for any extra charges from the shipper.

International Shipments

Moteng is NOT responsible for any duties and/or import taxes associated with any International Order. All charges relating to shipping, duties, taxes, permits, customs and broker fees are the sole responsibility of you, the retailer. Certain products are not available for export due to restrictions by the vendor. Please check with your Sales Representative for details.

Shipping Carriers

Moteng freight carriers are UPS, FedEx, and USPS. Any order placed will ship UPS Ground unless otherwise specified at the time of ordering. All orders shipping to a P.O. Box or APO/FPO address will only be shipped via US Mail (Priority or Surface). All freight carriers also provide international shipping methods. Refer to Appendix D for a list of current ship carriers. We can use your 3rd Party Shipping information on all orders shipped by UPS or FedEx upon written request.

Correct Information

You are responsible for providing Moteng with accurate shipping information for all orders. Any charges incurred with returns or extra charges billed by freight companies due to erroneous information will be billed to your account.

Tracking Your Orders

Get your tracking numbers electronically via FTP or by logging onto your account at www.moteng.com. Click on Recent Shipments to view details. You can also edit your account settings to have automatic email notifications sent directly to you and your customer.

Parcel Insurance

All shipping methods are defaulted to include insurance. If you do not want to insure your package then you can scroll down the list of shipping methods and choose a 'No Insurance' option. Liability of the package lays with you the dealer.

Returns

All merchandise that is returned for convenience is subject to a 20% restock fee. Item must be in resalable condition, meaning it must be in original and unopened packaging and in new condition. Prior to sending any merchandise back to Moteng, you must first contact your Sales Representative to obtain an RA # (Return Authorization). Items returned without RA # will be returned to sender at dealer's expense.

Product Pricing

Prices are subject to change without notice. Regardless of price change you will pay the price listed when you submitted the order.

Payment Terms

Drop ship orders may be paid on Net 30 terms (OAC) or Credit Card only. C.O.D. is not available for Drop-Ship orders. Any account with an unpaid Net 30 invoice or that is over the designated credit limit will be considered delinquent and will result in delaying the shipment of your orders.

Parcel Fees

- Orders over \$100 have no fee.
- Orders between \$10 and \$99.99 will have a \$1 fee.
- Orders under \$10 will have a \$4 fee.

Customer Data Interchange (CDI)

- Moteng can provide you with a data feed that includes a **Product File**², **Order Status File**³, and **Inventory File**⁴ to assist you in having live data available to you any time of the day.
- Fill out and return our **CDI template form**⁵ and return via fax or email to your sales representative
- Moteng will set you up with a unique password and login to our FTP location.
- Your **Order Status File**³ will provide you detailed information for each order: tracking number, order status, backordered items, etc.
- Images can be downloaded at ftp.productimages.moteng.com
- All files are tab delimited text format.

² Refer to **Appendix C1** for detail Product File information

³ Refer to **Appendix C2** for detail Order Status File information

⁴ Refer to **Appendix C3** for detail Inventory File information.

⁵ Refer to **Appendix E** for CDI form.

Order Transmission

Drop ship orders can be submitted to Moteng a number of ways:

Option A – Place your order on www.moteng.com

- Any Moteng customer in good standing can log onto www.moteng.com and place an order online.
- When entering a drop ship address, make sure you click the update address button.
- For International Orders – Leave the state blank (except for Canada) Use the Address2 line for Province, county etc. Don't cut and paste foreign characters.
- For APO/FPO Orders – Enter AE for the state and enter APO or FPO as the city.

Option B – Transmit batches of orders via FTP

- You can post a flat file to your FTP folder.
- Files are downloaded at 8 A.M and 10 AM PST
- Dealer would need to be on terms
- Consolidated small order fees would be invoiced separately at the end of each month
- Ask your sales rep for order write up instructions.
- Make sure you notify your rep before beginning this method.

Option C – Flat File by email

- Can send orders in individually or in batches
- Can send 24/7 so you can get real time order submission
- Dealer must have terms
- Consolidated small order fees would be invoiced separately at the end of each month
- Ask your sales rep for order write up instructions.

Option D – Orders by Phone, Email or Fax

- Moteng NA can accept drop ship orders by phone, email or fax. Extra fees may apply.

Your Company Logo

300 x 80 px, bmp, 100 dpi
Black and white

Ship To
JohnSmith
1234 Main St
San Diego, CA 92126

Date	Ship Via	Purchase Order Number		
09/04/12	UPSGRNR	27765-201209040505		
Ordered	Shipped	Back Order	Item Number	Description
3	3	0	NPO-03-01	Headband Flashlight Holder, Black
2	2	0	UK14078	UK Mini Q40, w/Mask Strap, Black , Xenon



Credit Application:

NAME OF FIRM OR CORPORATION: _____ DATE: _____

STREET: _____ CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____ EMAIL: _____

TYPE OF BUSINESS: _____ YEARS EST: _____ HOW DID YOU HEAR ABOUT US: _____

LEGAL ENTITY: ☐ Corporation ☐ Partnership ☐ Proprietorship ☐ LLC

RESALE NUMBER: _____

EIN of Business or SSN of Principal: _____

(If a corporation, list names of officers and titles; if other entity list names. Of partners or owners.) Please send copy of resale certificate for our files with this Application.

NAME: _____ TITLE: _____ HOME ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ HOME PHONE: _____

NAME: _____ TITLE: _____ HOME ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ HOME PHONE: _____

TRADE REFERENCES: Please fill out completely.

1. _____
COMPANY STREET ADDRESS CITY STATE ZIP

CONTACT NAME PHONE FAX ACCOUNT NUMBER

2. _____
COMPANY STREET ADDRESS CITY STATE ZIP

CONTACT NAME PHONE FAX ACCOUNT NUMBER

3. _____
COMPANY STREET ADDRESS CITY STATE ZIP

CONTACT NAME PHONE FAX ACCOUNT NUMBER

BANK REFERENCES: Please fill out completely, including bank account number. (Signatures below authorizes bank to disclose relevant credit information.)

BANK NAME STREET ADDRESS CITY STATE ZIP

CONTACT NAME PHONE FAX ACCOUNT NUMBER

NOTE 1: Invoices are due when rendered. A service charge of 1.5% per month (18% per annum) will be charged on unpaid balances over 30 days.

NOTE 2: This credit application must be signed and complete in order for the applicant to qualify for credit; no exceptions.

The provisions of the Credit Application, including without limitations the Terms and Conditions, and the Personal Guarantee both of which are incorporated herein by reference in their entirety are available below.

Has the firm or any of its principals ever been Bankrupt? Yes No
If Yes, explain _____

Any misrepresentation in this application will be considered evidence of fraud, since this information is the basis for the extending of credit. As an inducement to grant credit, the undersigned warrants that the information submitted is true and correct.

In consideration for the extension of credit, said business promises to pay for all purchases within the terms agreed granted and agrees to pay a service charge of 1.5% per month (18% annual percentage rate), or the highest legal rate allowed, on all past due balances.

In the event any third parties are employed to collect any outstanding monies owed by said business the undersigned agrees to pay reasonable collection costs, including attorney fees, whether or not litigation has commenced, and all costs of litigation incurred. The undersigned represents that he/she has the authority to execute this credit agreement on behalf of the business identified.

(Name of Business)

(Print Name)

(Title)

(Signature)

(Print Name)

(Title)

(Signature)

Personal Guarantee:

(Name of Firm)

In consideration for extending credit in the form of COD, Credit Card, Wire, or Net Terms (Terms) to the business identified below for any materials and/or services after this date at the request of applicants or its agents, the undersigned individual hereby personally guarantees unconditionally and irrevocably the prompt payment of any sums now or hereafter owed to Moteng NA, LLC by the business identified below whether said sums are due under open account, contract or otherwise.

It is understood and agreed that Terms, if extended, are to be on a continuing basis and may exceed estimated maximum credit limits required as stated in the credit agreement between Moteng NA, LLC and the business. Moteng NA, LLC shall not be obligated to notify the undersigned of the dates or amounts of any such credit and the undersigned waives demand, notice of default and any extension of time or any other forbearance which may be extended by Moteng NA, LLC.

This guaranty shall continue in force until notice in writing, sent by registered or certified mail, return receipt requested is received by Moteng NA, LLC. Said notice shall specify the date on which this guaranty is to be terminated, said date not to be less than seven days after such notice is received. Such termination shall in no way release the undersigned as to any sum or debt incurred prior to such termination.

Date _____ Name: _____

(Name of person guaranteeing payment, NO TITLE)

Home address _____

Home Phone # _____

Signature of person guaranteeing payment: _____

Name of Business whose account is guaranteed: _____

AMOUNT OF CREDIT REQUESTED: \$ _____

CREDIT DEPARTMENT USE ONLY

Date: _____

Line of Credit Approved / Denied Amount \$ _____

Terms: _____

Authorization: _____

TERMS AND CONDITIONS:

SHIPPING POLICY

Shipping Deadlines

Orders will generally ship out within one business day. Expedited orders may ship out the same day as ordered depending on when the order is received.

Carriers

Moteng ships by UPS or USPS for domestic orders, and UPS, USPS or FEDEX for international orders. Unless otherwise specified, orders will be shipped by standard UPS Ground service. Please note that certain product that is classified ORMD will not be shipped by air under any circumstances.

Freight Costs

Moteng will add freight charges to the customer's invoice for all orders, unless otherwise specifically agreed to before the order is shipped.

Parcel Insurance

Moteng will insure parcels at the published carrier insurance rate and bill the customer unless otherwise instructed by the customer in writing. Should the customer choose to self insure, Moteng has no liability for lost or damaged parcels, once the parcel leaves any of our warehouses.

International Shipments

Please note that certain products and brands distributed by Moteng are not available for export. Check with your sales representative for details.

RETURN POLICY

Moteng customers must obtain Return Authorization # before attempting to return any merchandise to Moteng. Certain Manufacturers insist on defective or damaged merchandise being returned directly to them, so you need to check with us first.

Moteng will not accept any returned merchandise without a valid RA#. To obtain an RA #, call 1-800-367-5900, option 2, or email us at info@moteng.com. A customer service representative will give you an RA # that must be clearly indicated on the outside of the return parcel, as well as on any paperwork.

Return merchandise to:

Moteng North America LLC
Att: Returns RA# _____
4636 North 43rd Ave.
Phoenix, AZ 85031

Return Auth # Required

Moteng will not be obligated to accept any returns of product excluding returns of defective product or miss-shippments. RA #'s have a validity period of 30 days from the date of issue.

Restocking Fees

Non-defective merchandise returned to Moteng for any reason other than a miss-shipment of product will be subject to a restocking fee of 20%. Product must have a RA# and be received by us in original condition and packaging and within 15 days of our shipping date, or it will not be accepted for return.

PRIVACY AND SECURITY

Moteng NA is committed to your privacy and guards your data carefully. We realize that your information may be considered sensitive in nature and understand the importance of protecting the privacy of all information provided by those who complete our questionnaire. Moteng NA may collect some personally identifiable information about you while you are visiting the Moteng website, or speaking with your sales representative. Such information would include your name, telephone number, e-mail address, or professional data. We use this information to help maintain accurate records, answer inquiries, promote efficiencies within our company and to help make our website useful to you. Moteng NA will not share this information with outside agencies and uses reasonable precautions to ensure the security of personal information that you have disclosed to us.

For questions regarding the policy above, contact:
By Phone: (800) 367-5900 or (858) 715-2500
By Fax: (858) 715-2525
By E-mail: info@moteng.com

LEGAL

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Moteng reserves the right, in its sole discretion, to terminate your access to any or all MOTENG Sites/Services and the related services or any portion thereof at any time, without notice.

Moteng may also terminate or suspend your access to MOTENG Site/Service(s) for inactivity, which is defined as failing to log into a particular service for an extended period of time, as determined by Moteng. Upon termination of the MOTENG Site/Service, your right to use the MOTENG Site/Service immediately ceases.

Moteng shall have no obligation to maintain any content or to forward any unread or unsent messages to you or any third party.

GENERAL

The laws of the State of Arizona, U.S.A., govern this agreement. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in Maricopa County, Arizona, U.S.A. in all disputes arising out of or relating to the use of the MOTENG Sites/Services. You agree that no joint venture, partnership, employment, or agency relationship exists between you and Moteng as a result of this agreement or use of the MOTENG Sites/Services. You agree to indemnify and hold Moteng, its parents, subsidiaries, affiliates, officers and employees, harmless from any claim, demand, or damage, including reasonable attorneys' fees, asserted by any third party due to or arising out of your use of or conduct on the MOTENG Sites/Services. Moteng reserves the right to disclose any personal information about you or your use of the MOTENG Sites/Services, including its contents, without your prior permission if Moteng has a good faith belief that such action is necessary to: (1) conform to legal requirements or comply with legal process; (2) protect and defend the rights or property of Moteng or its affiliated companies; (3) enforce the terms or use; or (4) act to protect the interests of its members or others. Moteng's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of Moteng's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the MOTENG Sites/Services or information provided to or gathered by Moteng with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and Moteng with respect to the MOTENG Sites/Services and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and Moteng with respect to the MOTENG Sites/Services. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

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7220 Trade St. Suite 100, San Diego, CA 92121

Call: 800/367-5900 or 858/715-2500

Fax: 858/715-2525

info@moteng.com

CREDIT CARD SECURITY AUTHORIZATION

COMPANY NAME: _____

I hereby authorize Moteng to charge my Visa, MasterCard, Discover and/or American Express Card.

BANKCARD LAST 4 DIGITS: _____

EXPIRATION DATE: _____

NAME AS IT APPEARS ON CARD: _____

BILLING ADDRESS OF CARD: _____

STREET

CITY

STATE

ZIP CODE

PHONE NUMBER OF CARDHOLDER: _____

AREA CODE

PHONE

I authorize Moteng to charge the above credit card for my purchase.

SIGNATURE: _____ **DATE:** _____

CARD HOLDER MUST SIGN

Thank You!

Appendix C1 - Product File

Product File

The product file details each individual item (SKU) in our database that you have chosen for your website or catalog. It is a tab-delimited file. This file will be mostly static information. The columns are defined as follows, with maximum length in parentheses:

<u>Column #</u>	<u>Description</u>	<u>Notes</u>
Column 1:	SKU (15)	Our Part number
Column 2:	Short Description (60)	A brief description of the item
Column 3:	UPC Code (20)	Standard bar code
Column 4:	Weight (Number)	Weight in lbs rounded to nearest one-tenth
Column 5:	Family (25)	Similar items are categorized by Family to group correctly
Column 6:	Class Code (6)	This usually corresponds to brand, but there may be multiple Class Codes for one brand, due to pricing or other special consideration
Column 7:	Closeouts (Y/N)	Flags items that have special Closeout pricing
Column 8:	Availability Code (2)	Availability codes indicate the stocking level of the item
	A	Best selling item
	B	Good selling item
	C	Ok Selling Item
	D	Display, Point of Sale item, or Marketing material
	E	Item about to be discontinued, may be limited
	F, F1, F2, F3, F4, F5	Discontinued items. The higher the # proceeding F means the bigger the discount.
	H	Items that have prolong lead times due to various reasons.
	N	Illegal in CA and we can't dropship these to any state.
	R	Restricted item. Section 18 Form req'd and can not be drop shipped
	S	Special Order Item
	Y, Y1, Y2, Y3, Y4, Y5	Discontinued items. The higher the # proceeding Y means the bigger the discount.
Column 9:	Long Description (4000)	A full description of the item.
Column 10:	Date added into our system (Date)	The first time this item was added to our database
Column 11:	Brand Code (6)	Brand code to be used with Brand name helper file
Column 12:	Section Code (6)	The primary catalog section where this product is found
Column 13:	Hazardous (Y/N)	Hazardous items can not be shipped
Column 14:	ORMD (Y/N)	Other Regulated Material DOT are also subject to restrictions and extra costs
Column 15:	Oversize (Y/N)	The cost of shipping these items is higher than the actual weight of item
Column 16:	Restricted (Y/N)	These items are restricted due to legal considerations
Column 17:	New (Y/N)	This item has been entered in our database in the last 90 days
Column 18:	MSRP	This is the suggested retail price of this item.
Column 19:	Dealer	This is the dealer price of this item.
Column 20:	MAAP	This is the Minimum Allowed Advertised Price that the Manufacture will allow.
Column 21	Item Category	Used with itemCatfile.txt helper file to give you category.
Column 22	Country of Origin	This is the country where the item is made.
Column 23	Manufacturer's part number	The manufacturer's part number
Column 24	Company Code	R = RaxUSA Skate and Action Sports. S = Moteng Public Safety. M = Moteng Cutlery and Outdoor.
Column 25	Special Flag (Y/N)	Flags items that are on sale
Column 26	Image Flag (Y/N)	Flags items that have a product image.
Column 27	Image Modified Date	Date an image was last modified
Column 28	Vendor approval req'd	Vendor needs to approve for MAP compliance

Appendix C2 - Order Status File

Order Status File

This file is a combination of order status and ship confirmation for all your current and open orders. This file will be updated daily, it is cumulative, and is posted to our FTP site. The numbers in parentheses are size of column and the information on closed orders is displayed 90 days from the invoice date. The columns are as follows:

Column #	Description	Notes
Column 1:	Our Sales Order Number (10)	Our system assigns a unique number that carries to Invoices
Column 2:	Our Customer Number for you (6)	Your account number with Moteng
Column 3:	Date Order went into our system (yyyy/mm/dd hh:mm:ss)	This is the day your order was added into our system
Column 4:	ShipVia (8)	Shipping method your order shipped
Column 5:	Order Amount (\$)	This is the total amount of your order
Column 6:	Shipped Amount (\$)	This is the dollar amount that has been shipped, including freight
Column 7:	Your Purchase Order Number (20)	This is the purchase order number for your order
Column 8:	ShipTo Name (50)	This is the person or place your order is shipping to
Column 9:	ItemSKU (15)	This is the part number of the item ordered
Column 10:	Quantity Open	How many of this item do you have open on this order.
Column 11:	Quantity Shipped (#)	How many pieces of your item shipped. (Example: Ordered 3, shipped 2 pieces)
Column 12:	Ship Date (yyyy/mm/dd hh:mm:ss)	Date your order was shipped from our warehouse
Column 13:	Expected number of days to receive product that is backordered (#)	This is the number of days we are anticipating the arrival of backordered product. This is only a best guess when we'll be receiving these items
Column 14:	Tracking Number (25)	Tracking # provided by freight company (where applicable)
Column 15:	Header Type (1)	There are 2 Header types, Orders and Returns
	O = Order	This is an open order for you
	R = Return	This is an open return for you
Column 16:	Header Status (1)	There are 4 status types, Voided, Completed, Partial, Open
	C = Completed	This order has been completed, no open items remain
	O = Open	This is an open order pending shipment from our warehouse
	P = Partial Shipment	This order has been shipped partially and has other items left on it pending shipment
	V = Voided	This order has been voided
Column 17:	Detail Status, one line per item on order (1)	The Detail Status gives you an the status of each line item
	B = Backordered (with Expected Date)	This item is has been backordered by our vendors, the next expected date for this item follows
	C = Completed (fully shipped or "Close Remaining Quantity" during shipment)	This item has been shipped
	D = Discontinued	This item has been discontinued and we will no longer be receiving any more
	O = Out of Stock	Temporarily out of stock, see next expected date
	P = Pending	In stock and in the process of shipping
	S = Special Order	Special order items are non stock items and have a lead time of 3-6 weeks
	V = Voided	This item has been voided from the order
	X = Cancelled	This item has been cancelled from the order
Column 18:	Freight Charge	This is the freight charge we billed you for this order. The part number is "SHIP" on the invoice.

Appendix C3 - Inventory File

Inventory File

The **Inventory File** is created hourly throughout the day (6AM-7PM PST). The purpose of the file is to give you real-time information about the merchandise you are selling. It is available for FTP hourly to keep inventory counts as accurate as possible. The file is tab-delimited with quotation marks (") as the text qualifiers.

<u>Column #</u>	<u>Description</u>	<u>Notes</u>
Column 1:	SKU	Sorted by item number (SKU)
Column 2:	available (current, unadjusted, available quantity)	This is what is available for you to sell
Column 3:	openpo (quantity on order)	This is what we have on order with our supplier
Column 4:	expredate (number of days expected till we receive backordered product)	This is only a best guess when we'll be receiving these items
Column 5:	status (D- Discontinued; O- Special Orders; P- Pre-Sell; S- Stock)	This will help you flag key items. Most important is the Discontinued which will fall off the feed shortly. Special orders should be broadcasted 3-6 weeks lead time.

All other inventory information is relatively static, and will be included in the **Product File** export.

Pricing File

This is the only file you should be using for dealer pricing as it's the only one that will show discounted/sale pricing

<u>Column #</u>	<u>Description</u>	<u>Notes</u>
Column 1:	SKU	Sorted by item number (SKU)
Column 2:	Lowest Price	This is the lowest price available to you on this item

Attribute File

<u>Column #</u>	<u>Description</u>	<u>Notes</u>
Column1:	SKU	This is our item #
Column2:	Attribute Definition	This is the definition of the item that is being listed. Example: "Blade Detail"
Column3:	Attribute Value	This is what value of the item that is being listed. Example: "Plain"

* Please note that the sku in Column 1 will be repeated for as many attributes are listed for the item.

Bullet File

<u>Column #</u>	<u>Description</u>	<u>Notes</u>
Column1:	SKU	This is our item #
Column2:	Bullet	This is the bullet of information listed
Column3:	Sort Order	This is the order in which the bullets are listed for the item on www.moteng.com

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Appendix E – Customer Data Interchange (CDI) Form



Customer Data Interchange

Please complete the following form and return it to Moteng via fax at 858/715-2525 or email to your rep.

Company _____
Account # _____
Template # _____
Inventory Frequency _____

Template	Description	Company	Items
Template 3	Moteng Items Only	Moteng	Stock
Template 4	Moteng Items Only	Moteng	Stock & Special Order
Template 8	International Customers Only	Moteng	Stock & Special Order

Website and Data Transfer Help

Do you need help with any of the following?

- Access to Moteng data in standard and custom download formats
- Automatic loading of Moteng products, images and daily inventory updates to your website
- A turnkey website pre-filled with Moteng products
- Order automation for your Moteng products

If so, then we recommend the following two companies.

MyShopKart

- As low as \$36.95/month
- Your website can be ready within 5 Minutes!
- No setup fees, hassles or delays
- Your website is kept in sync with Moteng's inventory
- You have total control over all aspects of your store
- You can add your own products
- Support for multiple suppliers
- PayPal processing
- Shipping calculator
- No contracts



Inventory Source

- As low as \$25/month
- Get Automated Product Loading & Updates on your new or EXISTING website!
- Custom controls for price strategies, category mapping, brands & more
- Updated feeds for Amazon, eBay, Price Grabber & any other format
- Control the Moteng products that load and update in the format you need
- Instant support for new products and never sell out of stock items
- Order Automation available
- Manage Moteng inventory with external products without issue
- Cancel any time



For more information please go to www.moteng.com/sitebuilders

Appendix H - Frequently Asked Questions

Q. Who can become a drop ship customer?

A. Anyone with a dealer account with Moteng can drop ship.

Q. Do you offer support for my website or with transferring data from your files to my site?

A. Unfortunately we don't have tech support available for the dealers. If you don't have a programmer then we recommend any of the two companies listed on <http://www.moteng.com/sitebuilders>

Q. Who pays for shipping?

A. You, the dealer would be responsible for all shipping charges and will be billed by Moteng. Or we can use your freight account number so you are billed directly.

Q. Can I choose which freight method to use?

A. Yes. You can choose from UPS, FedEx, and USPS.

Q. What about Sales Tax?

A. Moteng only sells to qualified resellers and does not charge sales tax.

Q. Can I add my own items in packages?

A. Yes. Moteng is able to add your promotional items such as your company's pens or flyers to your orders. Additional charges will apply.

Q. Do you ship internationally?

A. Yes. Moteng does ship internationally. All customs or duties incurred in shipping are the responsibility of the drop shipper. Some brands may be restricted so you'll need to contact your sales rep.

Q. What price do I pay for items being drop shipped?

A. You pay the current wholesale price for all items. All sale and special pricing will also apply to drop ship orders.

Q. Are there any retail pricing restrictions?

A. Yes. Please contact your sales representative for the current list of vendor MAAP (**M**inimum **A**llowed **A**dvertised **P**ricing) pricing.

Q. What paperwork is included in a drop ship order?

A. Your customer will receive a packing list with no mention of Moteng or the wholesale prices you pay. You can even customize the packing slip with your company logo at no additional cost. (See Appendix A)

Q. Why is your Shipping Estimator so high?

A. It's high because it includes insurance and we because we don't want it to come out too low so we mark it up a little. It's only an estimate and you will be charged the actual published rate of the shipper. We don't know the shipping weight and cost at the time you place the order.

Q. Why can't I ship USPS flat rate?

A. We don't have dimensions of all of our products so it's impossible for us to determine before hand if your order would fit in a flat rate box.

For further information please contact your sales representative or our customer service department.