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Drop-shipper guide

https://www.dropshippingxl.com/

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1) Account management

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1.1) Login

Using the details you provided, vidaXL's B2B team has created your seller account. Your login details have been sent via email.

Click on the link below and you will be directed to our customer login page:

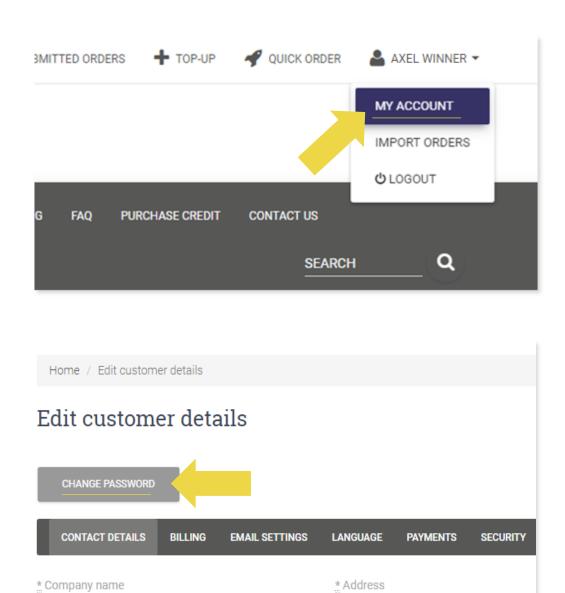
https://b2b.vidaxl.com/profile/customers/sign_in

Customer Log	in
► Email	
Password	
Remember me	LOG IN
Forgot password?	

1.2) Password change

You can change your account information by

clicking on: **MY ACCOUNT > CHANGE PASSWORD**



1.3) Change email address & cancel account

If you want to change your email address or cancel your account, please click **CONTACT US** (find more on p.31)

1.4) Selling in one country and cross-border

Selling in one country:

One account on <u>b2b.vidaxl.com</u> is only for one delivery country.

Selling cross-border:

If you want to cross borders and ship to other counties, please resubmit an application using another email address. The process is the same as when you first registered. The registration site is: <u>https://partners.vidaxl.com/</u>. Sell to a different country by clicking on "ADD AN NEW RESELLER COUNTRY"

2) Integration

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2.1) CSV or XML product feed

Product Integration

After creating your account, a welcome email will be sent to you, including feed.

The feed contains all the required information for products, such as prices, stock, descriptions and images.

The feed also contains info on the number of packages which is expected to be received by customer.

A timely feed update can avoid losing margin.

A list of new products is posted every Wednesday on: <u>https://b2b.vidaxl.com/</u> but always updated in feed timely

Note:

- ✓ Every country has a corresponding feed. These feeds are translated to the country's local language
- New products are added and updated daily
- ✓ Hourly stock updates
- ✓ Daily price updates

2.1) CSV or XML product feed

When the stock is 0, but there is a price than 0.00 ➡ the product will return in stock later.
When both stock and price are 0 ➡ the product will be removed from the feed and are not sellable anymore.
Not sellable products are also available from <u>here</u>.

In general, there are two ways to look at product data integration and feed creation (XML feed is difficult to open in Excel due to the large file)



2.2) WooCommerce plugin

Product and Order Integration

If you don't have specialized IT team, you can directly use

vidaXL apps from WooCommerce:

Upload new products automatically

Renefit from easy automated product synchronization with vidaXL

Renefit from automated vidaXL stock and price updates

Benefit from automated orders connection

Referral links:						
vidaXL	https://www.dropshippingxl.com/integrati ons.html					
WooCommerce 7-day free trial period	https://www.woosa.com/software/vidaxl- dropshipping-woocommerce-plugin/					



Order Integration

Part Product Integration

Benefit from the ultimate convenience of auto-order connection by connecting to our API.

You are able to:



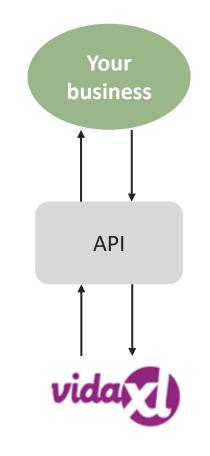
CREATE order



- GET order status/ tracking codes
- GET invoice/ credit note



GET PRODUCT: stock, price, title and category



3) Payment methods

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3.1) Top-up by bank transfer/PayPal /credit card

Wallet is a payment method developed by vidaXL. It makes the payment process convenient. There are three available methods for adding credit to your wallet.

- 1) Bank transfer
- 2) PayPal
- 3) Credit card

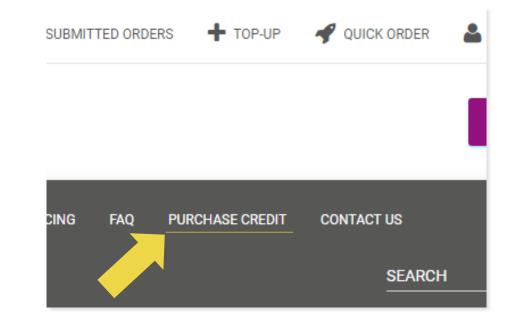
3.1) Top-up by bank transfer/PayPal/credit card

1) Bank transfer

Click on: **PURCHASE CREDIT**

Link: <u>https://b2b.vidaxl.com/pages/7-purchase-credit</u>

You can purchase any amount of credit via bank transfer. After paying, send the screenshot/proof of payment to dropshipment@vidaxl.com. Once we receive the confirmation, the amount will be added to your wallet up to 5 working days.



3.1) Top-up by bank transfer/PayPal /credit card

2) PayPal

3) Credit card

Click on: TOP-UP

Link: <u>https://b2b.vidaxl.com/customer_payments/new</u>
 You can top up any amount via PayPal/ credit card. This

amount will be added to your wallet automatically.

* This example is only applicable to drop-shippers who make transactions with Euros

RS 🕂 TOP-UP	Y QUICK ORDER	鴼 AXEL WINNER 🕶
		€0.00]ू
PURCHASE CREDIT	CONTACT US	
	SEARCH	Q
	+	
Торир		
€100.00		
€100.00 €500.00 €3,000.00		
Credit Card_PS_Int_EUR	-	
O Paypal vidaXL int. B.V.		
Payment Details		
CARD NUMBER		
Card Number		E
EXPIRATION DATE	CV COD	E
MM / YY	CVV	

3.2) Direct payment with PayPal/Credit card

If you don't want to use Wallet, you can choose to pay for your order with PayPal/Credit card.

You can find more details regarding this process on the following pages.

Please note: If you use direct payment and pay orders with different delivery addresses, you are not able to pay. PayPal will show "no taken" error. You can also pay by credit/debit card if your cards link to PayPal.



Payment Details			
CARD NUMBER			
Card Number			
EXPIRATION DATE		CV CODE	
MM / YY		CVV	
	USE CARD		

4) Order placement

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4.1) Notes on submitting an order address



lields "address 1" and "address 2" can only recognize up to **35 characters** each. Please pay attention to this when inputting an address.

If the address contains a house number, this must be submitted into field "address 1".

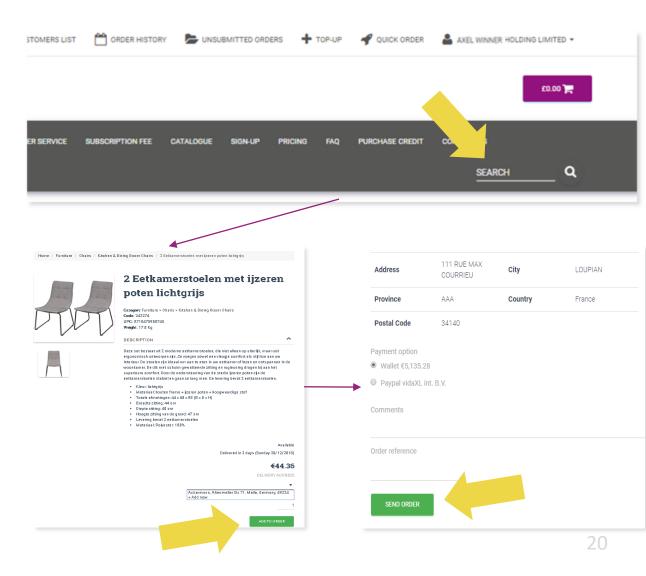
W The zip code must conform to the **zip code format** of the selling country, otherwise the order cannot be placed.



Province information is required for every order. If the address does not contain a province, then please submit city information instead.

4.2) Single order placement

- **1** Search for the SKU/items you want to purchase
- 2 Fill in the order information: customer name, delivery address, quantity, etc.
- 3 Click on: ADD TO ORDER
- Confirm order information by clicking on: NEXT
- **6** Pay for the order. There are 3 available payment options:
 - If you have sufficient balance in your account, you can use Wallet to pay for the order.
 - ➡You can pay for the order via PayPal.
 - Lastly, you can pay for your order with your Credit Card
 - Click on **SEND ORDER** to finish the order.



Save time, when you purchase products through bulk order import.

Download sample. Click on: IMPORT ORDERS >
 Sample file import

Fill in the necessary information, then click on:IMPORT AND PREVIEW

RDER HISTORY		UNSUBMITTED ORDERS
	•	
PURCHASE CREDIT	CONTACT US	
	vith your orders details an ired are the following:	d submit.
order_reference,or	rder_comments,product_c	ode,quantity,address,address2,province,city,(
🖈 Sample file impo Choose File	ort	
Choose File No) file chosen	
IMPORT AND F	REVIEW	

For the import template, please note the following:

Columns in yellow are mandatory. Order reference will serve as your internal order id.

 \checkmark If your order contains more than 1 SKU, you can

split the order into 2 or more lines.

order_re	order	product_	quantity	address addres	sprovince	city	country	postal	phone	name	commen	ts
b2c_99	-	CODE 99	5	Hobbemastraat	19	Amst	NL	1071)	(313391	Lucas	Please	ca
b2c_99	-	CODE812	10	Hobbemastraat	19	Amst	NL	1071)	(313391	Lucas	Please	сa
b2c_100	-	CODE 99	5	16 Piccadilly		Lond	GB	W1J OI	442019	Max H	Contac	t J
b2c_100	-	CODE812	10	16 Piccadilly		Lond	GB	W1J OI	442019	Max H	Contac	t J
b2c_100	-	CODE142	10	16 Piccadilly		Lond	GB	W1J OI	442019	Max H	Contac	t J

Please note: when splitting the order you need to make sure that all the necessary information is the same, with the exception of its *SKU(product code)*.

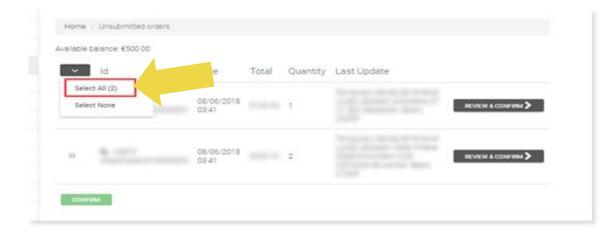
Choose the file you filled in

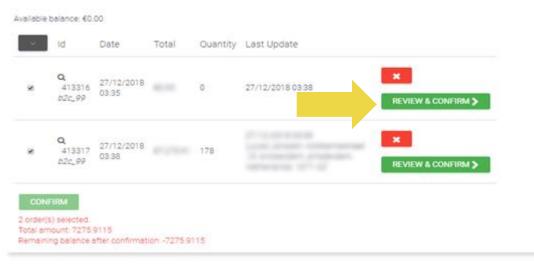
- 1 To finish uploading, click on: IMPORT AND PREVIEW
- To confirm and pay for your orders, click on: UNSUBMITTED ORDERS

Add the Excel file with your orders details and submit. The columns required are the following: order_reference,order_comments,product_code,quantity,address,address2,province,city,c Sample file import Choose File Choose File No file chosen IMPORT AND PREVIEW TOP-UP UNSUBMITTED ORDERS QUICK ORDER ER HISTORY UF SIGN-UP PRICING FA0 PURCHASE CREDIT CONTACT US SEARCH

Bulk order import offers 2 payment options:

- You can use *Wallet* to pay for the order provided you have sufficient balance on your account.
 Select All > CONFIRM
- 2 You can pay for individual orders within bulk order import via PayPal/ credit card/Wallet: REVIEW & CONFIRM





4.4) Automatic placement: plugin and API

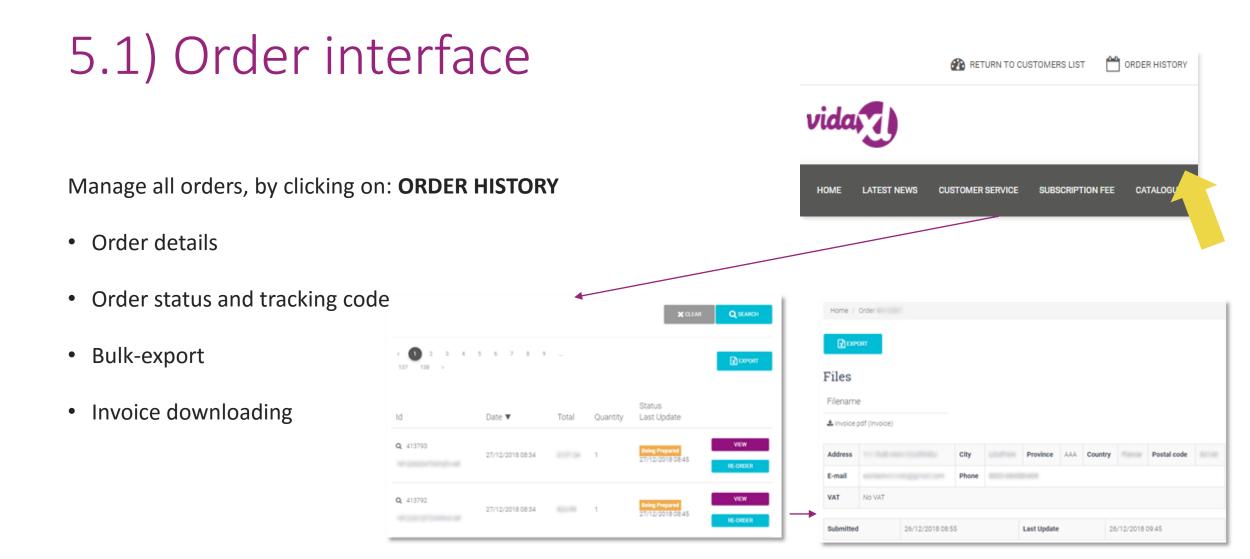
Plugin: WooCommerce.

Instruction is available in p.11

Instruction is available in p.12

5) Order management

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5.2) Delivery information

Delivery information: <u>https://b2b.vidaxl.com/pages/14-delivery-information</u>

- Latest delivery info
- List of zip codes we do not ship to
- Carriers in your selling country
- Delivery for multiple packages
- Order with multiple packages happens in different deliveries. Make sure you display the information to your customers.
- Package number is provided in feed

6) Customer care management

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6.1) Points worth noting

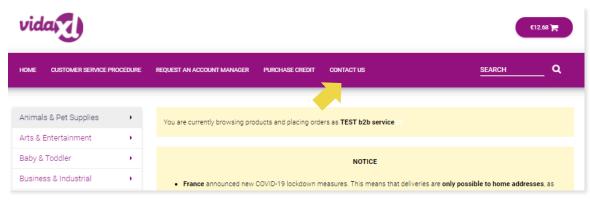
Here's what you'll need to know:

- Services will **only** be provided in the English language.
- We are <u>not</u> providing services to the direct customer. Kindly refrain from forwarding your customer emails to vidaXL and vice versa.
- We have pre-sales and after-sales customer service teams.
 They will assist you by answering your questions. Please contact the correct team (contact details are available on the next page).

6.2) Contact form

Click **Contact us** on b2b.vidalx.com for issues assistance.

Open <u>How to use B2B contact form to understand more</u>.



7) Finance and accounting

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7.1) Invoice and credit note download

We support 4 types of invoice downloading methods:

1 Click on: ORDER HISTORY > Invoice.pdf

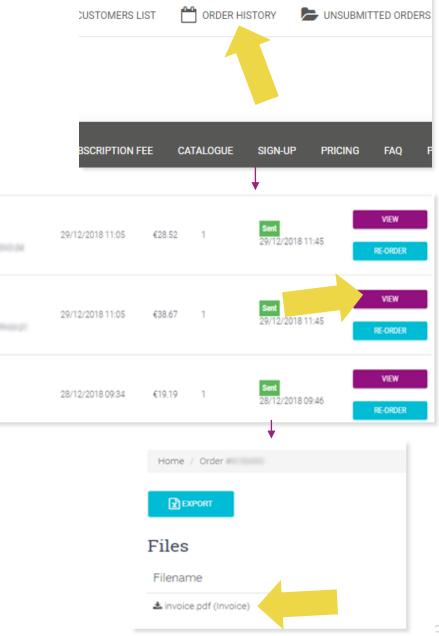
Click on: ORDER HISTORY > EXPORT find the invoice link in your downloads folder labelled as "Invoice".

Click on: 'Export Invoices' and find the invoice link in your download folder labelled as "Invoice"

4 Get access to invoice API

Note:

- > We are unable to provide invoices for cancelled orders.
- Credit note is also named invoice. It is also available when downloading invoice.



Q 418475

Q 418474

Q 416712

7.2) Balance and refund check

To check your account balance and refund information,

click on: MY ACCOUNT > PAYMENTS

Check your account balance

✓ Find refund details

✓ Download all payment information

RETURN TO CUST	OMERS LIST	ORDER	HISTORY 📂 (UNSUBMITTED ORDERS	+ TOP-UP	ouick order	AXEL WINNER	
DMER SERVICE SUISCR	BPTION FEE C	ATALOGUE	SIGN-UP P	18CING FAQ PU	RCHASE CREDIT	CONTACT US	MY ACCOUNT IMPORT ORDERS © LOGOUT Q	
•			and placing orders	a:				
, Edit cu	, Edit customer details							
CONTACT Available balance		LING E	MAIL SETTINGS		SECURIT			
Total paid: Last order paid	with balance:				TOP-UP	EXPORT ALL		
Date	Amount			Reference	e 1	Reference 2		
27/12/2018	€36.43	EUR	Refund-Order					
25/12/2018	€10.00	EUR	Refund-Order					

8) AU Postage Instructions

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8.1) AU postage instruction

1 B2B shipping fees are based on the **logistic weight** of each product from feed

- 2 Formula: B2B shipping fee= Base fee + Logistic weight * KG fee
- Collect the product SKU and your order zip code. Map with <u>AU postage table</u> and feed to retrieve data of logistic weight, Base fee and KG fee.
- 4 Free shipping: Sydney Metropolitan, Melbourne Metropolitan, Brisbane and Gold Coast are free shipping.

Note:

- > This formula can be shared with Develop team to integrate to your system
- Shipping cost includes tax
- For one order with several products, shipping fee of each product is calculated separately and added up in checkout

8.2) Example

SKU: 140752 and sent to zip code 2265

- Find the product's logistic weight in the feed, which is 43 in this case.
- **2** Zip code 2265 is based on region **NSW Regional** in this
- **3** Get the Base fee **15.32** and KG fee **0.64**.

Calculate the shipping fee: 15.32+0.64*43=42.84

Region	Base fee	KG fee	Zip code
NSW Regional	15,32	0,64	200,2264-2265,2267,2278,2280-2287,2289-2300,2302-2312,2314-2331,2333-2348,2350-2361,2365,2369-2372,2379-2382,2386- 2388,2390,2395-2406,2408-2411,2415,2420-2431,2439-2450,2452-2456,2460,2462-2466,2469-2490,2533-2541,2545-2546,2548- 2551,2575-2588,2590,2594,2600-2612,2614-2633,2640-2647,2649-2653,2655-2656,2658-2661,2663,2665-2666,2668-2669,2671- 2672,2675,2678,2680-2681,2700-2703,2705-2708,2710-2714,2716,2720-2722,2725-2727,2729-2730,2787,2790-2795,2797- 2800,2803-2810,2817-2818,2820-2836,2838-2840,2842-2850,2852,2864-2871,2873-2879,2891,2898-2906,2911-2914
Sydney Metropolitan	0	0	1021-1022,1025-1030,1045,1100-1101,1117-1118,1120-1121,1123-1125,1128-1129,1135-1136,1140-1142,1155,1161,1169- 1174,1176-1177,1186,1190,1201,1205,1207,1215,1220,1225,1230-1231,1235,1239- 1240,1291,1300,1314,1335,1340,1350,1355,1360,1401,1419-1420,1435,1440,1445,1450,1455,1460,1465-1466,1470,1475,1480- 1481,1484- 1485,1490,1493,1495,1499,1515,1560,1565,1570,1585,1590,1595,1602,1630,1635,1640,1655,1660,1670,1675,1680,1685,1700,171(1715,1730,1750,1755,1765,1781,1790,1800,1805,1811,1825,1831,1835,1851,1860,1871,1875,1885,1890-1891,2000-2002,2004,200 2012,2015-2050,2052,2055,2057-2077,2079-2097,2099-2148,2150-2168,2170-2179,2190-2200,2203-2214,2216-2234,2250-

В	Х	Y	Z	AA
SKU 🖵 logis	tic weight 💌 sto	ck_arrival 💌	Number_of_packages 🔽	Parcel_or_pallet
, 140752	43		2	parcel





9) Copyright regulations

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9.1) Copyright regulations

Sellers are permitted to use visual materials provided by vidaXL.

• This excludes the use of banners, warehouse images, images of warehouse staff and other materials depicting vidaXL's property.

If vidaXL's copyright and brand infringement policy is violated, vidaXL reserves the right to:

- Request a change in the logo that the seller is using
- Request a change in the name the seller is using
- Request to remove images that depicts vidaXL's property and employees

Should any right infringements occur, vidaXL reserves the right to take legal action, if a legal case is open and the reseller refuses to make the requested changes, vidaXL has the right to terminate the partnership and have the seller removed from external marketplaces and sales channels.

Note: we require every drop-shipper selling on Amazon to register shop name and seller ID. Kindly send them to b2bperformance@vidaxl.com to avoid any complaints from us on Amazon.