



## Drop-shipper guide

<https://www.dropshippingxl.com/>

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# 1) Account management

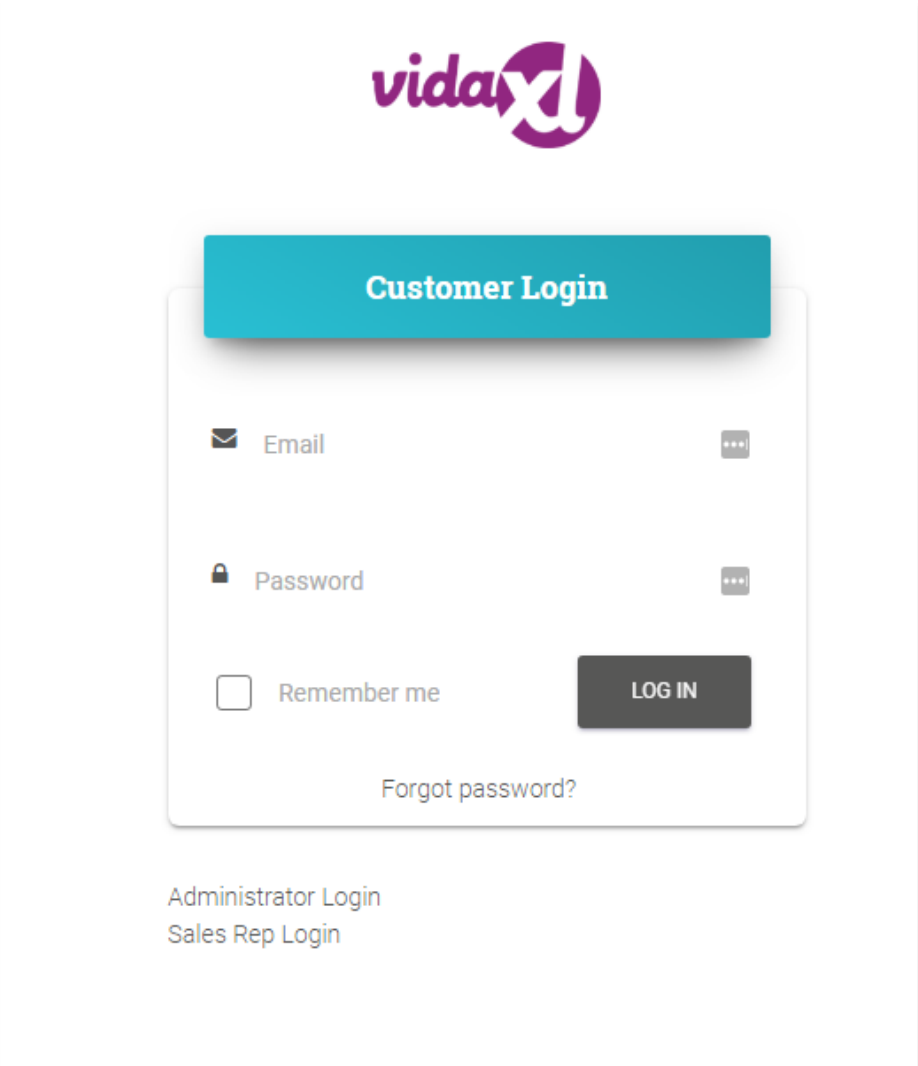
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# 1.1) Login

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](https://b2b.vidaxl.com/profile/customers/sign_in)



vidaxl

**Customer Login**

Email

Password

Remember me

LOG IN

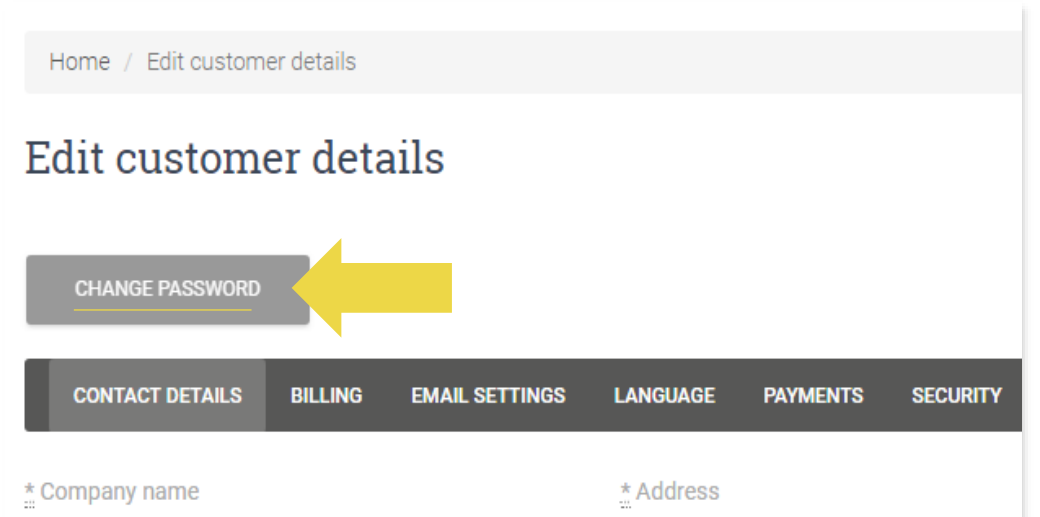
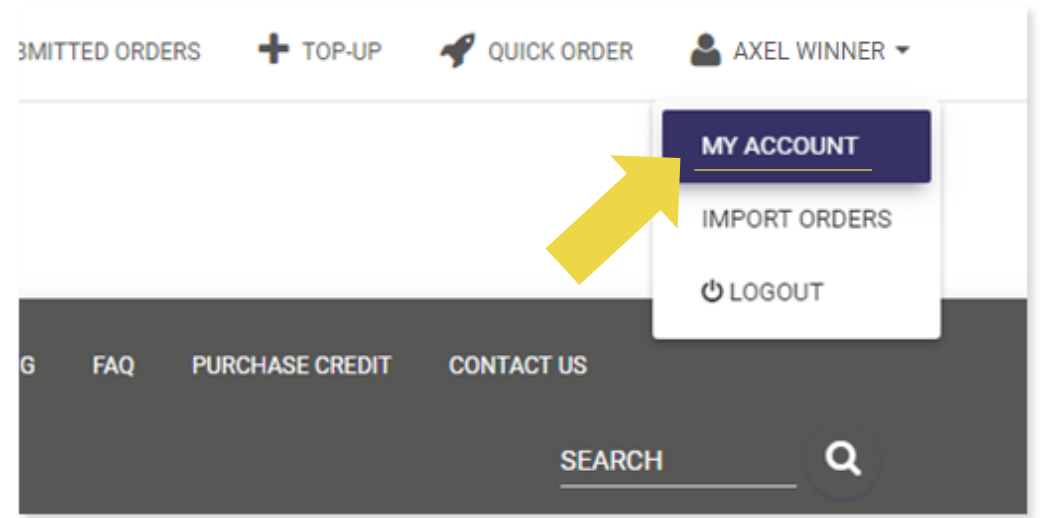
[Forgot password?](#)

[Administrator Login](#)

[Sales Rep Login](#)

# 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 [b2b.vidaxl.com](https://b2b.vidaxl.com) 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: <https://partners.vidaxl.com/>. 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: <https://b2b.vidaxl.com/> 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

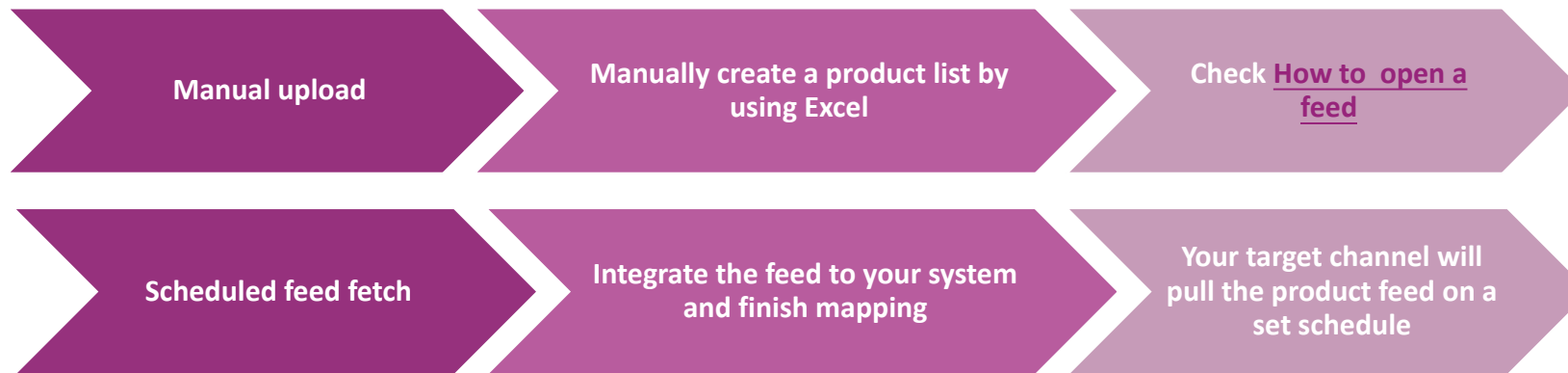
## 2.1) CSV or XML product feed

🔍 When the stock is 0, but there is a price than 0.00 ➡ the product will return in stock later.

When the price is 0 ➡ the product will be removed from the feed and is not sellable.

Not sellable products are also available from [here](#).

🔍 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

 Benefit from easy automated product synchronization with vidaXL

 Benefit from automated vidaXL stock and price updates

 Benefit from automated orders connection

#### Referral links:

vidaXL	<a href="https://www.dropshippingxl.com/integrations.html">https://www.dropshippingxl.com/integrations.html</a>
WooCommerce 7-day free trial period	<a href="https://www.woosa.com/software/vidaxl-dropshipping-woocommerce-plugin/">https://www.woosa.com/software/vidaxl-dropshipping-woocommerce-plugin/</a>





## 2.3) API

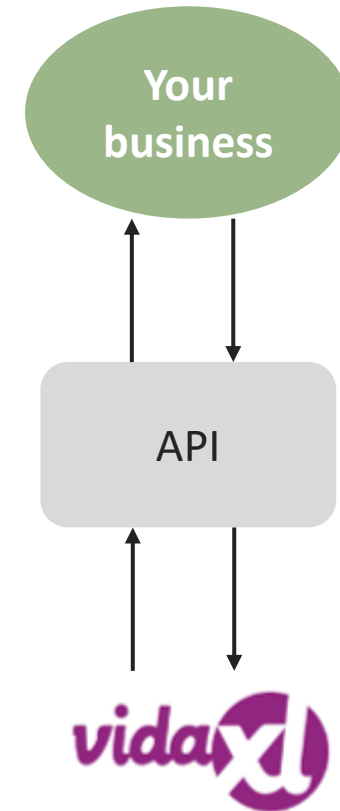
Order Integration

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

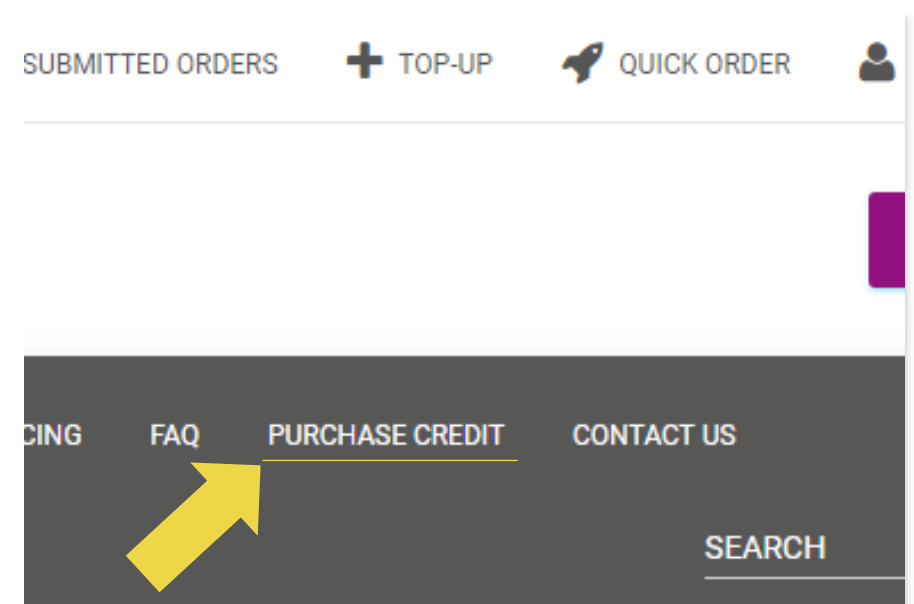
### 1) Bank transfer

 Click on: **PURCHASE CREDIT**

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

 You can purchase any amount of credit via bank transfer.

After paying, send the screenshot/proof of payment to [dropshipment@vidaxl.com](mailto: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

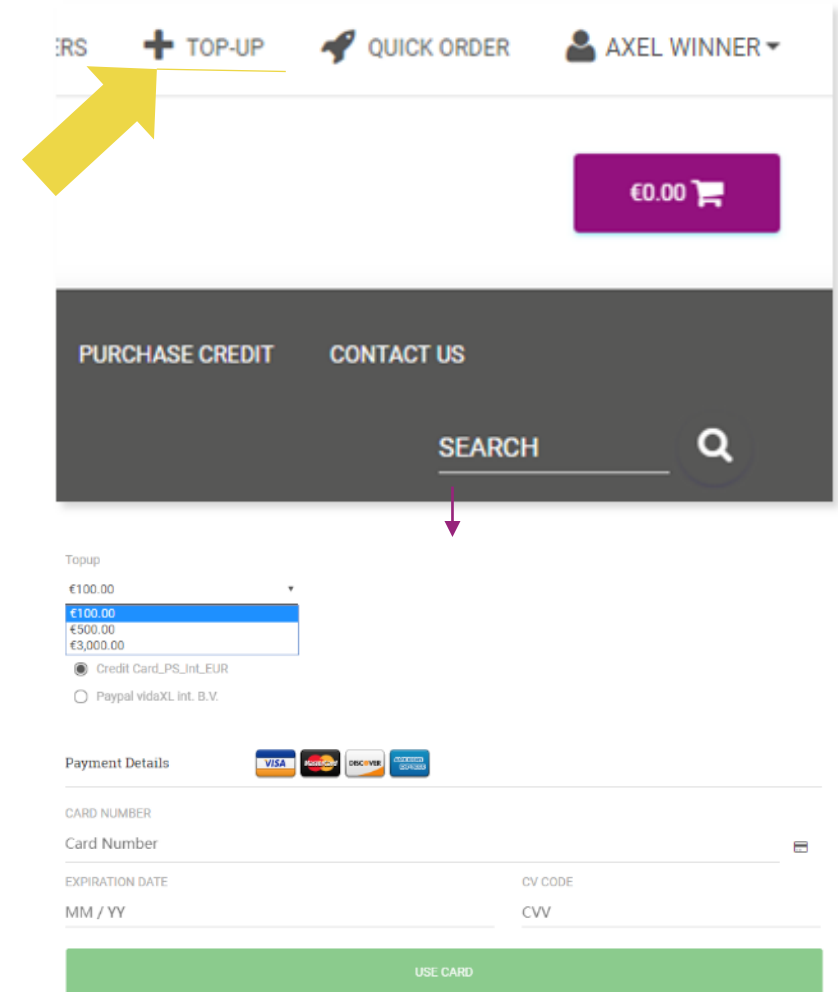
3) Credit card

Click on: **TOP-UP**

 Link: [https://b2b.vidaxl.com/customer\\_payments/new](https://b2b.vidaxl.com/customer_payments/new)

 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



The screenshot shows the top navigation bar with the currency set to 'EURS', a '+ TOP-UP' button highlighted by a yellow arrow, a 'QUICK ORDER' button, and a user profile 'AXEL WINNER'. Below the navigation bar is a purple button showing '€0.00' with a shopping cart icon. A dark grey search bar contains the text 'PURCHASE CREDIT CONTACT US SEARCH' with a magnifying glass icon. A pink arrow points from the search bar to a dropdown menu for 'Topup' amounts: '€100.00', '€100.00' (highlighted), '€500.00', and '€3,000.00'. Below the dropdown are radio buttons for 'Credit Card\_PS\_IntL\_EUR' (selected) and 'Paypal vidaXL int. B.V.'. The 'Payment Details' section includes logos for VISA, Mastercard, DEBIT, and American Express. It contains input fields for 'CARD NUMBER', 'EXPIRATION DATE', and 'CV CODE', with a 'USE CARD' button at the bottom.







## 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  
MM / YY

CV CODE  
CVV

---





# 4) Order placement

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## 4.1) Notes on submitting an order address

-  Fields “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**”.
-  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**
- 4 Confirm order information by clicking on: **NEXT**
- 5 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
- 6 Click on **SEND ORDER** to finish the order.

The screenshot displays the website's navigation bar with options like 'CUSTOMERS LIST', 'ORDER HISTORY', 'UNSUBMITTED ORDERS', 'TOP-UP', 'QUICK ORDER', and 'AXEL WINNER HOLDING LIMITED'. A shopping cart icon shows '€0.00'. Below the navigation bar, a search bar is highlighted with a yellow arrow. The search results page shows a product listing for '2 Eetkamerstoelen met ijzeren poten lichtgrijs' with a price of €44.36. A yellow arrow points to the 'ADD TO ORDER' button. The right side of the page shows the order confirmation form with fields for Address, Province, Postal Code, Payment option (Wallet, PayPal, Credit Card), and Comments. A yellow arrow points to the 'SEND ORDER' button.

Navigation: CUSTOMERS LIST | ORDER HISTORY | UNSUBMITTED ORDERS | TOP-UP | QUICK ORDER | AXEL WINNER HOLDING LIMITED

Cart: €0.00

Navigation: SERVICE | SUBSCRIPTION FEE | CATALOGUE | SIGN-UP | PRICING | FAQ | PURCHASE CREDIT | CONTACT

Search: SEARCH

Home / Furniture / Chairs / Kitchen & Dining Room Chairs / 2 Eetkamerstoelen met ijzeren poten lichtgrijs

**2 Eetkamerstoelen met ijzeren poten lichtgrijs**

Category: Furniture > Chairs > Kitchen & Dining Room Chairs  
Code: 342274  
UPC: 3716425558745  
Weight: 17.8 kg

DESCRIPTION

Deze set bestaat uit 2 moderne eetkamerstoelen, die niet alleen op uiterlijk, maar ook ergonomisch ontworpen zijn. Ze vormen zowel een vleugje comfort als stijl toe aan uw interieur. De stoelen zijn ideaal om aan te eten in uw eetkamer of lounge en ontspannen in de woonkamer. De diepe zitting, gewatteerde zitting en rugleuning dragen bij aan het superieure comfort. Door de ondersteuning van de sterke ijzeren poten zijn de eetkamerstoelen stabiel en gaan ze lang mee. De levering bevat 2 eetkamerstoelen.

- Kleur: lichtgrijs
- Materiaal: buizen frame + ijzeren poten + hoogwaardige stof
- Totale afmetingen: 44 x 68 x 89 (B x D x H)
- Breedte zitting: 44 cm
- Diepte zitting: 48 cm
- Hoogte zitting van de grond: 47 cm
- Levering bevat 2 eetkamerstoelen
- Materiaal: Polyester: 100%

Available  
Delivered in 3 days (Sunday 30/12/2018)

€44.36

DELIVERY ADDRESS

Aukermann, Albanmeller Str. 71, Melln, Germany, 49324  
Add new

1

ADD TO ORDER

Address: 111 RUE MAX COURRIEU | City: LOUPIAN  
Province: AAA | Country: France  
Postal Code: 34140

Payment option  
 Wallet €5,135.28  
 Paypal vindaXL int. B.V.

Comments

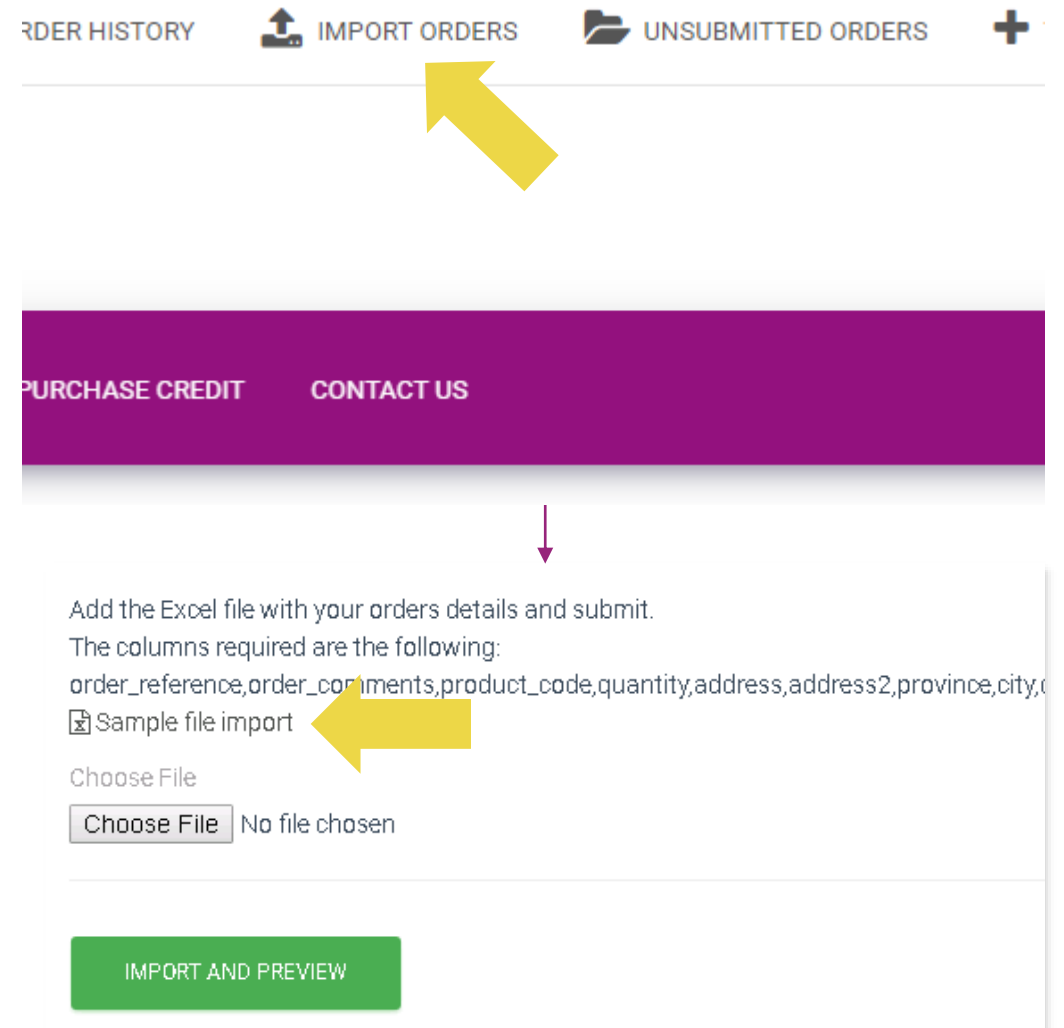
Order reference




SEND ORDER

## 4.3) Bulk order import

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


- 1 Download sample. Click on: **IMPORT ORDERS > Sample file import**
- 2 Fill in the necessary information, then click on: **IMPORT AND PREVIEW**



ORDER HISTORY  **IMPORT ORDERS**  UNSUBMITTED ORDERS 

[PURCHASE CREDIT](#) [CONTACT US](#)

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  
 No file chosen

## 4.3) Bulk order import

For the import template, please note the following:

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

✓ If your order contains more than 1 SKU, you can split the order into 2 or more lines.

**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)*.

order_ref	order	product_code	quantity	address	address	province	city	country	postal	phone	name	comments
b2c_99	-	CODE99	5	Hobbemastraat 19		Amst	NL		1071 X	313391	Lucas	Please ca
b2c_99	-	CODE812	10	Hobbemastraat 19		Amst	NL		1071 X	313391	Lucas	Please ca
b2c_100	-	CODE99	5	16 Piccadilly		Lond	GB		W1J OD	44201	Max	Contact J
b2c_100	-	CODE812	10	16 Piccadilly		Lond	GB		W1J OD	44201	Max	Contact J
b2c_100	-	CODE142	10	16 Piccadilly		Lond	GB		W1J OD	44201	Max	Contact J

## 4.3) Bulk order import

Choose the file you filled in

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

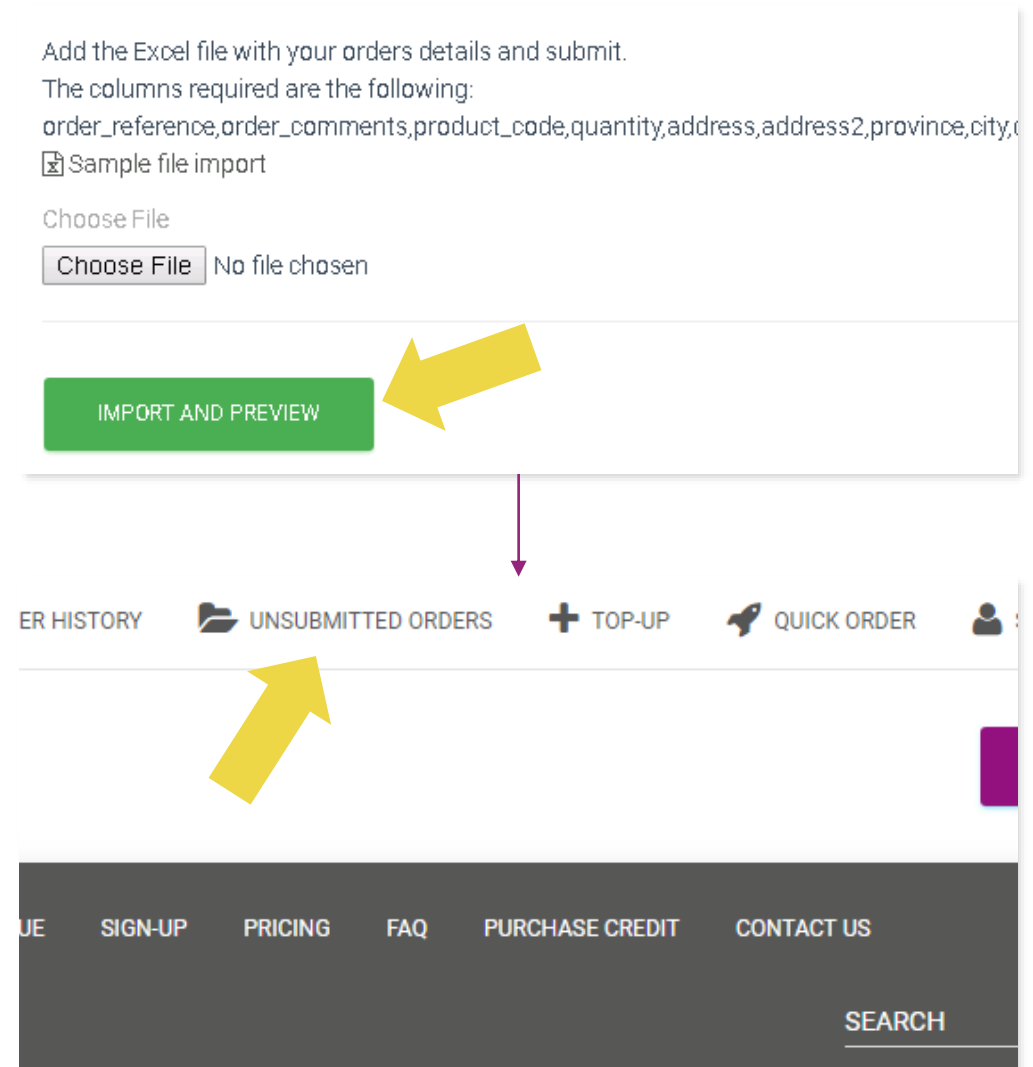
Add the Excel file with your orders details and submit.  
The columns required are the following:  
order\_reference,order\_comments,product\_code,quantity,address,address2,province,city,  
 Sample file import

Choose File  
 No file chosen

ORDER HISTORY

HOME SIGN-UP PRICING FAQ PURCHASE CREDIT CONTACT US

SEARCH



## 4.3) Bulk order import

Bulk order import offers 2 payment options:

- 1 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**

Home / Unsubmitted orders

Available balance: €500.00

Id	Date	Total	Quantity	Last Update
	08/06/2018 03:41		1	
	08/06/2018 03:41		2	

CONFIRM

Available balance: €0.00

Id	Date	Total	Quantity	Last Update
413316 b2c_99	27/12/2018 03:35		0	27/12/2018 03:38
413317 b2c_99	27/12/2018 03:38		178	

CONFIRM

2 order(s) selected.  
Total amount: 7275.9115  
Remaining balance after confirmation: -7275.9115



## 4.4) Automatic placement: plugin and API

 **Plugin: WooCommerce.**

Instruction is available in p.11

 **API**

Instruction is available in p.12

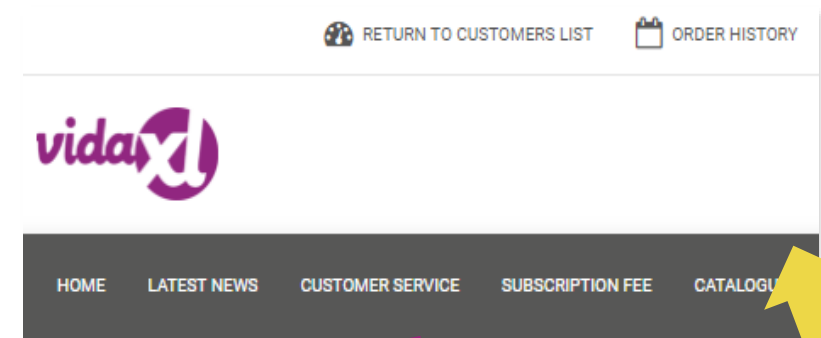
# 5) Order management

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# 5.1) Order interface

Manage all orders, by clicking on: **ORDER HISTORY**

- Order details
- Order status and tracking code
- Bulk-export
- Invoice downloading



CLEAR SEARCH

1 2 3 4 5 6 7 8 9 ...  
137 138

Id	Date ▼	Total	Quantity	Status Last Update	
413793	27/12/2018 08:34	€127,06	1	Being Prepared 27/12/2018 08:45	VIEW RE-ORDER
413792	27/12/2018 08:34	€127,06	1	Being Prepared 27/12/2018 08:45	VIEW RE-ORDER

Home / Order details

EXPORT

Files

Filename


invoice.pdf (invoice)

Address	11111111111111111111	City	1111111111	Province	AAA	Country	1111111111	Postal code	11111
E-mail	11111111111111111111		Phone	11111111111111111111					
VAT	No VAT								
Submitted	26/12/2018 08:55			Last Update	26/12/2018 09:45				

## 5.2) Delivery information

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

- 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

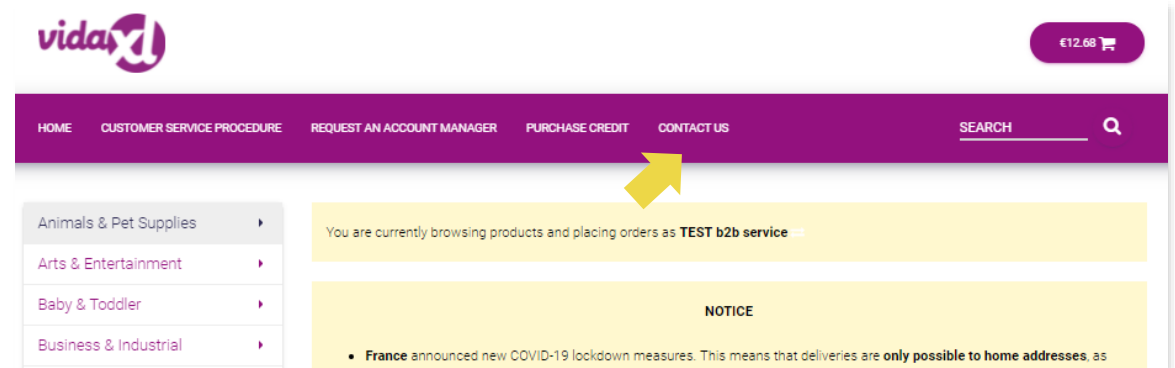
Here's what you'll need to know:

- Services will **only** be provided in the English language.
- We are **not** 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](https://b2b.vidalx.com) for issues assistance.

Open [How to use B2B contact form](#) to understand more.



# 7) Finance and accounting

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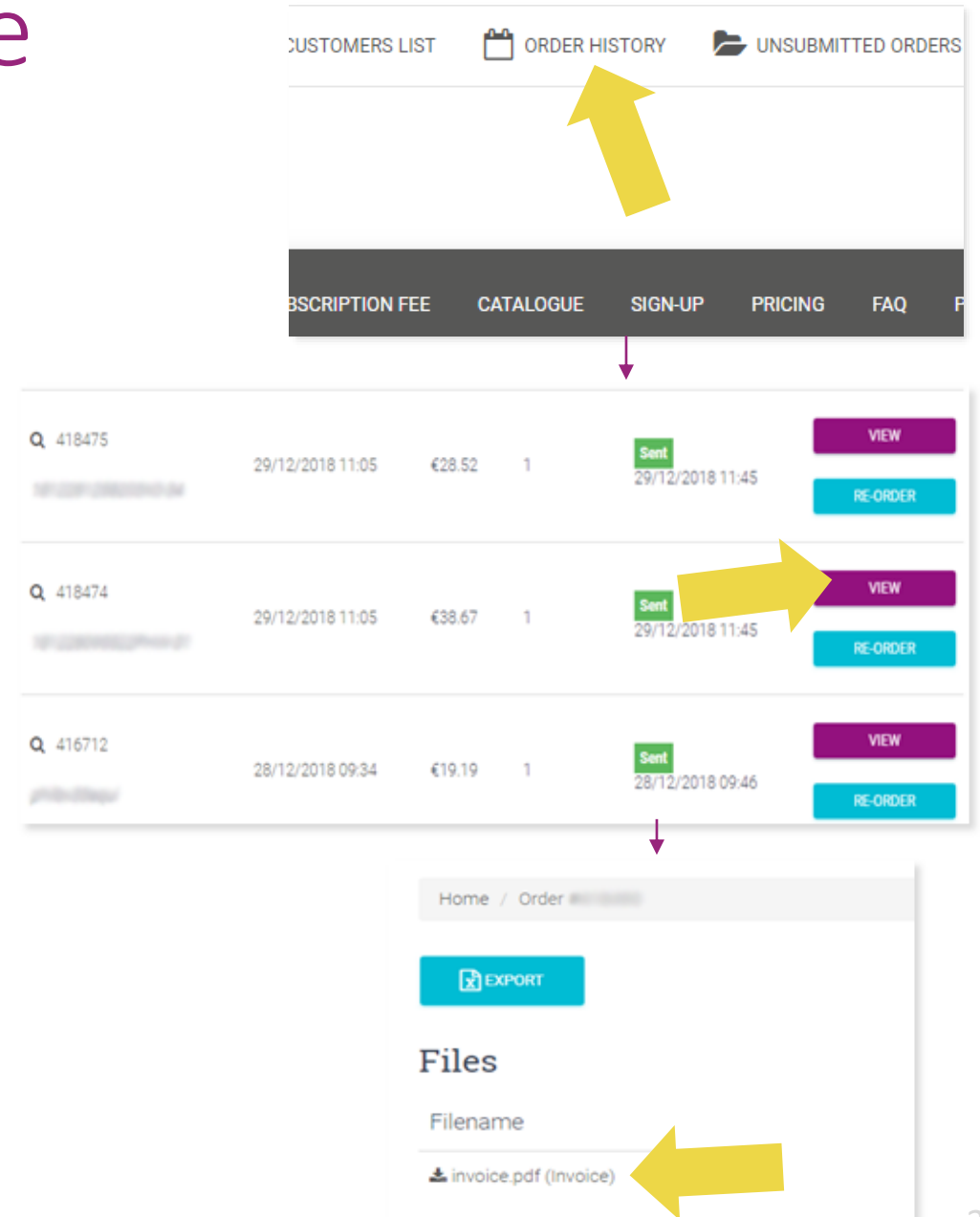
# 7.1) Invoice and credit note download

We support 4 types of invoice downloading methods:

- 1 Click on: **ORDER HISTORY > Invoice.pdf**
- 2 Click on: **ORDER HISTORY > EXPORT** find the invoice link in your downloads folder labelled as “Invoice”.
- 3 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.



The screenshot shows the 'ORDER HISTORY' section of a web application. At the top, there are navigation links: 'CUSTOMERS LIST', 'ORDER HISTORY' (highlighted with a yellow arrow), and 'UNSUBMITTED ORDERS'. Below this is a dark navigation bar with links: 'DESCRIPTION FEE', 'CATALOGUE', 'SIGN-UP', 'PRICING', 'FAQ', and 'P'. The main content is a table of orders:

Order ID	Date	Amount	Quantity	Status	Time	Actions
Q 418475	29/12/2018 11:05	€28.52	1	Sent	29/12/2018 11:45	VIEW, RE-ORDER
Q 418474	29/12/2018 11:05	€38.67	1	Sent	29/12/2018 11:45	VIEW, RE-ORDER
Q 416712	28/12/2018 09:34	€19.19	1	Sent	28/12/2018 09:46	VIEW, RE-ORDER

A yellow arrow points from the 'VIEW' button of the second order to a detailed view of that order. In this view, there is an 'EXPORT' button and a 'Files' section with a list of files. A yellow arrow points to the file 'invoice.pdf (Invoice)' in the list.

## 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

The screenshot shows the 'MY ACCOUNT' page with a navigation menu at the top. A yellow arrow points to the 'MY ACCOUNT' button. Below the navigation, there is a search bar and a list of menu items. A yellow arrow points to the 'PAYMENTS' menu item. Below the menu, there is a section for account balance and payment information. A yellow arrow points to the '+ TOP-UP' button. Below this, there is a table of transactions with columns for Date, Amount, Reference 1, and Reference 2. A yellow arrow points to the table.

Available balance:  
Total paid:  
Last order paid with balance:

[+ TOP-UP](#) [EXPORT ALL PAYMENTS](#)

Date	Amount	Reference 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
- 3 Collect the **product SKU** and your order **zip code**. Map with [AU postage table](#) 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

1 Find the product's logistic weight in the feed, which is **43** in this case.

B	X	Y	Z	AA
SKU	logistic weight	stock arrival	Number of packages	Parcel or pallet
140752	43			2 parcel

2 Zip code 2265 is based on region **NSW Regional** in this

3 Get the Base fee **15.32** and KG fee **0.64**.

4 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	1021-1022,1025-1030,1045,1100-1101,1117-1118,1120-1121,1123-1125,1128-1129,1135-1136,1140-1142,1155,1161,1169-1174,1176-1177,1186,1190,1201,1205,1207,1215,1220,1225,1230-1231,1235,1239-1240,1291,1300,1314,1335,1340,1350,1355,1360,1401,1419-1420,1435,1440,1445,1450,1455,1460,1465-1466,1470,1475,1480-1481,1484-1485,1490,1493,1495,1499,1515,1560,1565,1570,1585,1590,1595,1602,1630,1635,1640,1655,1660,1670,1675,1680,1685,1700,1710,1715,1730,1750,1755,1765,1781,1790,1800,1805,1811,1825,1831,1835,1851,1860,1871,1875,1885,1890-1891,2000-2002,2004,2009,2012,2015-2050,2052,2055,2057-2077,2079-2097,2099-2148,2150-2168,2170-2179,2190-2200,2203-2214,2216-2234,2250-2252,2255,2258,2260,2262,2264,2266,2268,2270,2272,2274,2276,2278,2280,2282,2284,2286,2288,2290,2292,2294,2296,2298,2300,2302,2304,2306,2308,2310,2312,2314,2316,2318,2320,2322,2324,2326,2328,2330,2332,2334,2336,2338,2340,2342,2344,2346,2348,2350,2352,2354,2356,2358,2360,2362,2364,2366,2368,2370,2372,2374,2376,2378,2380,2382,2384,2386,2388,2390,2392,2394,2396,2398,2400,2402,2404,2406,2408,2410,2412,2414,2416,2418,2420,2422,2424,2426,2428,2430,2432,2434,2436,2438,2440,2442,2444,2446,2448,2450,2452,2454,2456,2458,2460,2462,2464,2466,2468,2470,2472,2474,2476,2478,2480,2482,2484,2486,2488,2490,2492,2494,2496,2498,2500,2502,2504,2506,2508,2510,2512,2514,2516,2518,2520,2522,2524,2526,2528,2530,2532,2534,2536,2538,2540,2542,2544,2546,2548,2550,2552,2554,2556,2558,2560,2562,2564,2566,2568,2570,2572,2574,2576,2578,2580,2582,2584,2586,2588,2590,2592,2594,2596,2598,2600,2602,2604,2606,2608,2610,2612,2614,2616,2618,2620,2622,2624,2626,2628,2630,2632,2634,2636,2638,2640,2642,2644,2646,2648,2650,2652,2654,2656,2658,2660,2662,2664,2666,2668,2670,2672,2674,2676,2678,2680,2682,2684,2686,2688,2690,2692,2694,2696,2698,2700,2702,2704,2706,2708,2710,2712,2714,2716,2718,2720,2722,2724,2726,2728,2730,2732,2734,2736,2738,2740,2742,2744,2746,2748,2750,2752,2754,2756,2758,2760,2762,2764,2766,2768,2770,2772,2774,2776,2778,2780,2782,2784,2786,2788,2790,2792,2794,2796,2798,2800,2802,2804,2806,2808,2810,2812,2814,2816,2818,2820,2822,2824,2826,2828,2830,2832,2834,2836,2838,2840,2842,2844,2846,2848,2850,2852,2854,2856,2858,2860,2862,2864,2866,2868,2870,2872,2874,2876,2878,2880,2882,2884,2886,2888,2890,2892,2894,2896,2898,2900,2902,2904,2906,2908,2910,2912,2914,2916,2918,2920,2922,2924,2926,2928,2930,2932,2934,2936,2938,2940,2942,2944,2946,2948,2950,2952,2954,2956,2958,2960,2962,2964,2966,2968,2970,2972,2974,2976,2978,2980,2982,2984,2986,2988,2990,2992,2994,2996,2998,3000

# 9) Copyright regulations

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# 9.1) Copyright regulations

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