



Drop-shipper guide

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

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1) Account management

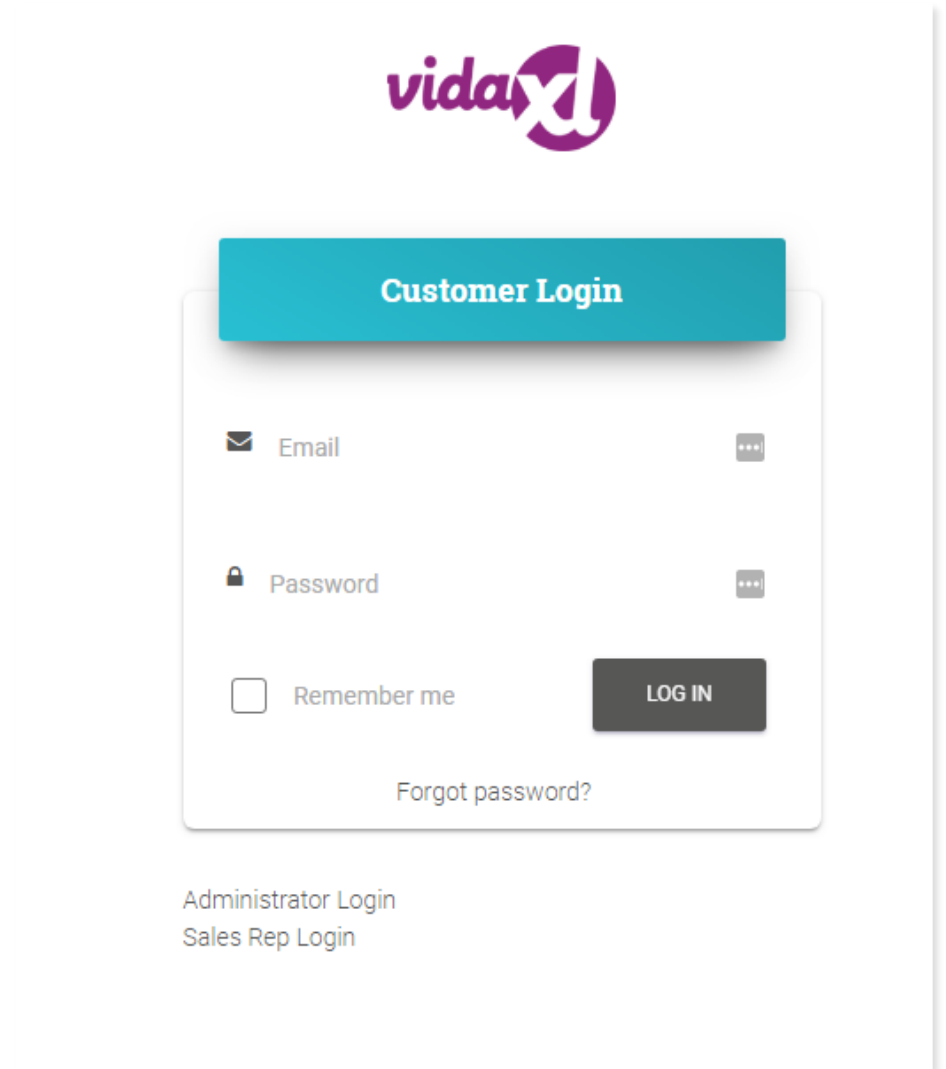
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1.1) Login

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:

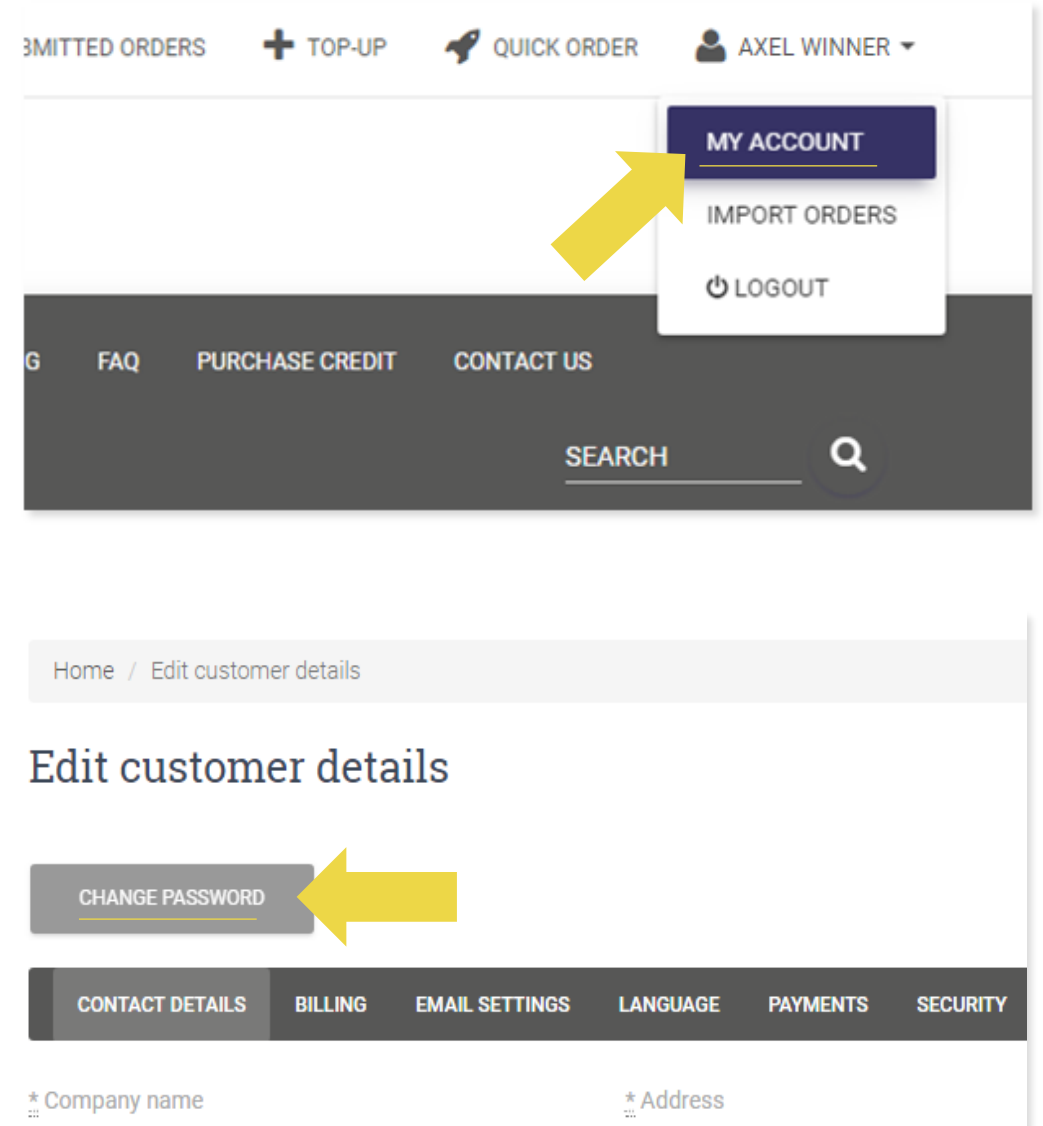
https://b2b.vidaxl.com/profile/customers/sign_in



The screenshot shows the vidaXL Customer Login page. At the top is the vidaXL logo. Below it is a teal header with the text "Customer Login". The main form area contains three input fields: "Email" with an envelope icon, "Password" with a lock icon, and a "Remember me" checkbox. To the right of each input field is a toggle icon (three dots). A dark grey "LOG IN" button is positioned to the right of the "Remember me" checkbox. Below the input fields is a link that says "Forgot password?". At the bottom of the page, there are two links: "Administrator Login" and "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 is only for one delivery country.

Selling cross-border:

Please click the “SIGN UP” button on vidaXL’s [Commercial Site](#) to register a new country.

Please check [here](#) for more.


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
- ✓ Daily stock updates
- ✓ Daily price updates

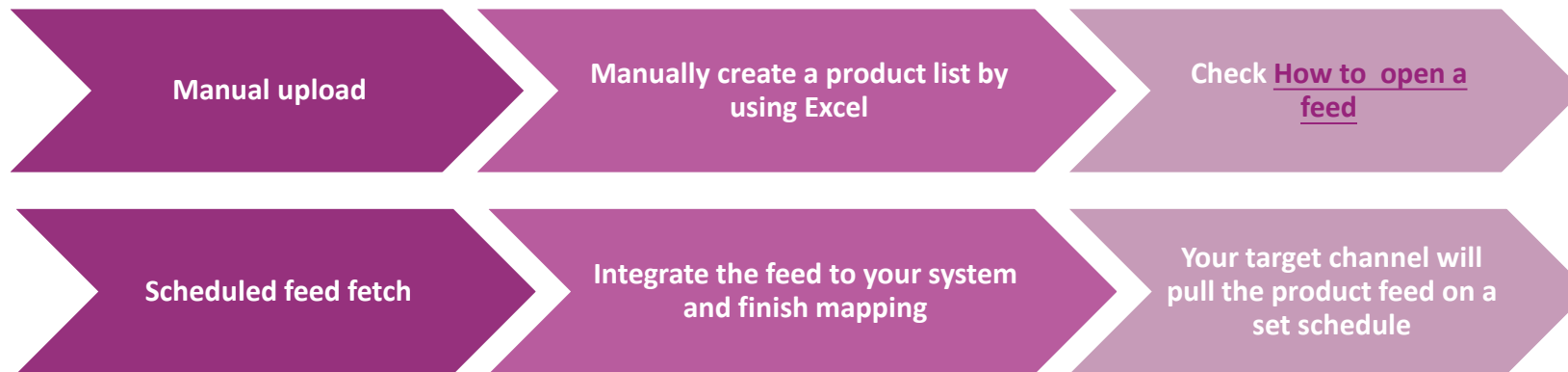
2.1) CSV or XML product feed

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

When the price is 0.00 ➡ 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	https://www.dropshippingxl.com/integrations.html
WooCommerce 7-day free trial period	https://www.woosa.com/software/vidaxl-dropshipping-woocommerce-plugin/





2.3) API

Order Integration

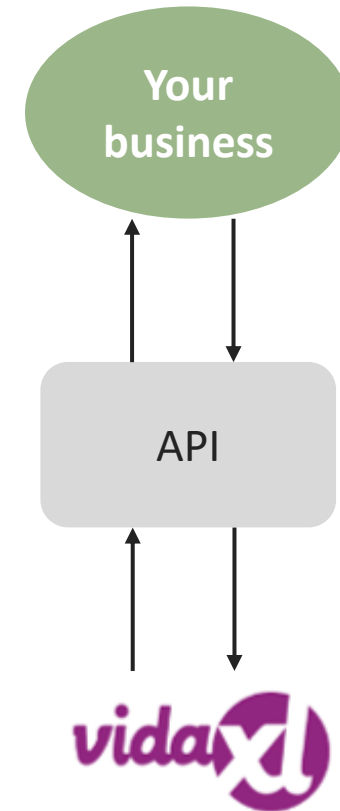
Part Product Integration

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

You can find the API token by clicking “[MY ACCOUNT](#)”. To set up the API, please click [here](#) for more information.



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

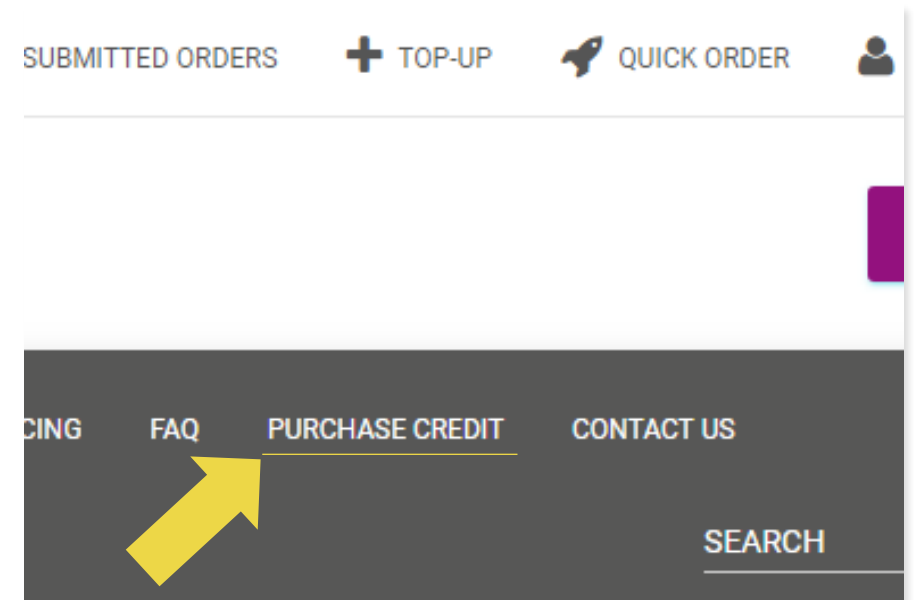
1) Bank transfer

 Click on: **PURCHASE CREDIT**

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

 You can purchase any amount of credit via bank transfer.

As soon as you complete a bank transfer, to improve the efficiency to add manual payment to your Wallet, we kindly request you to use [the payment form](#) to submit your payment information to us.




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

2) PayPal

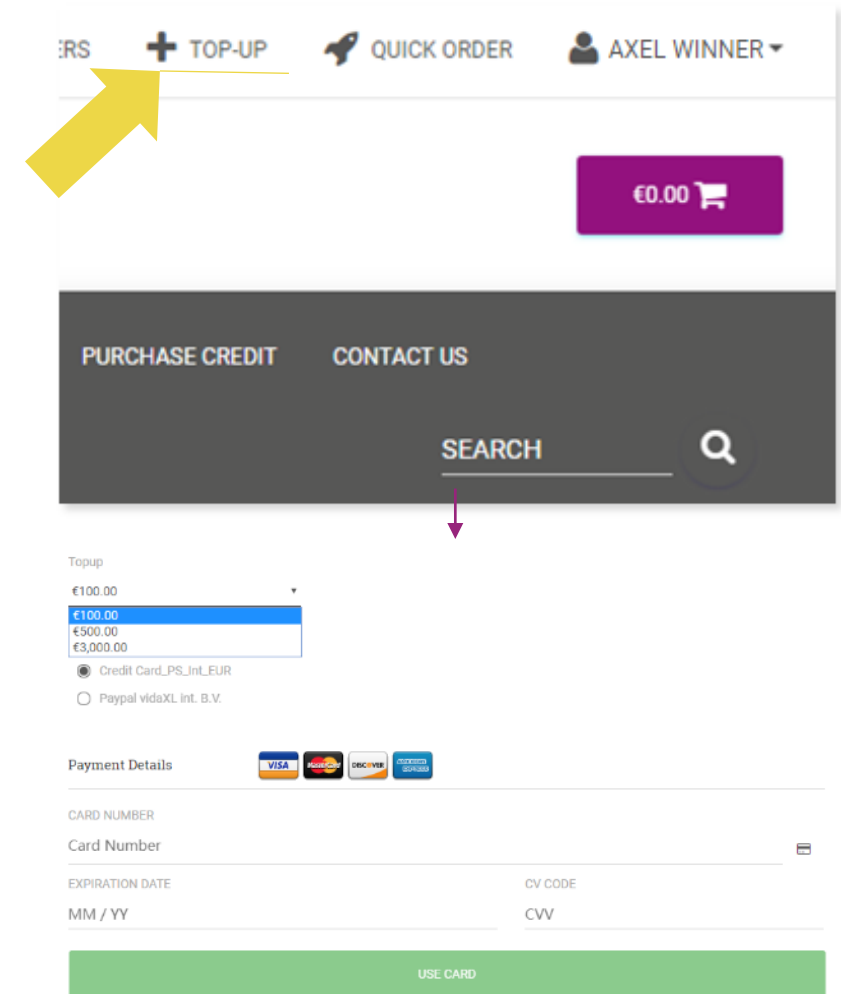
3) Credit card

Click on: **TOP-UP**

 Link: https://b2b.vidaxl.com/customer_payments/new

 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 B2B Vidaxl website interface. At the top, there is a navigation bar with a currency selector set to 'EURS', a '+ TOP-UP' button highlighted by a yellow arrow, a 'QUICK ORDER' button with a rocket icon, and a user profile 'AXEL WINNER'. Below the navigation bar, a purple button displays '€0.00' with a shopping cart icon. A dark grey banner contains 'PURCHASE CREDIT' and 'CONTACT US' links, a 'SEARCH' input field with a magnifying glass icon, and a purple arrow pointing down to the 'Topup' section. The 'Topup' section features a dropdown menu with options: '€100.00', '€100.00' (highlighted in blue), '€500.00', and '€3,000.00'. Below the dropdown are two radio buttons: 'Credit Card_PS_Int_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' (with a label 'Card Number' below it), 'EXPIRATION DATE' (with a label 'MM / YY' below it), and 'CV CODE' (with a label 'CVV' below it). A green 'USE CARD' button is 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 token” 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

USE CARD

4) Order placement

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4.4	Automatic placement: plugin and API	25

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(UAE does not require any zip code), otherwise the order cannot be placed.
-  **Province information is mandatory to fill in.** It is required differently per country.
 - For address in Europe, please submit same information as city since no province is required.
 - For address in Canada, USA and Australia, please submit the information of State.
 - For UAE, please submit the information of area or district
-  For orders shipped to UAE, please fill in AE in the field of Country. City can be used as Emirates, including Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah and Umm Al Quwain.

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.

STOMERS LIST ORDER HISTORY UNSUBMITTED ORDERS + TOP-UP QUICK ORDER AXEL WINNER HOLDING LIMITED

€0.00

ER SERVICE SUBSCRIPTION FEE CATALOGUE SIGN-UP PRICING FAQ PURCHASE CREDIT CO

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: 8716475555745
Weight: 17.8 Kg

DESCRIPTION

Deze set bestaat uit 2 moderne eetkamerstoelen, die niet alleen op uiterlijk, maar ook ergonomisch ontworpen zijn. Ze voegen 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 stoelen met schuin 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: houten 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

Askermann, Altenmeller Str. 71, Melle, 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 vdaXL int. B.V.

Comments

Order reference

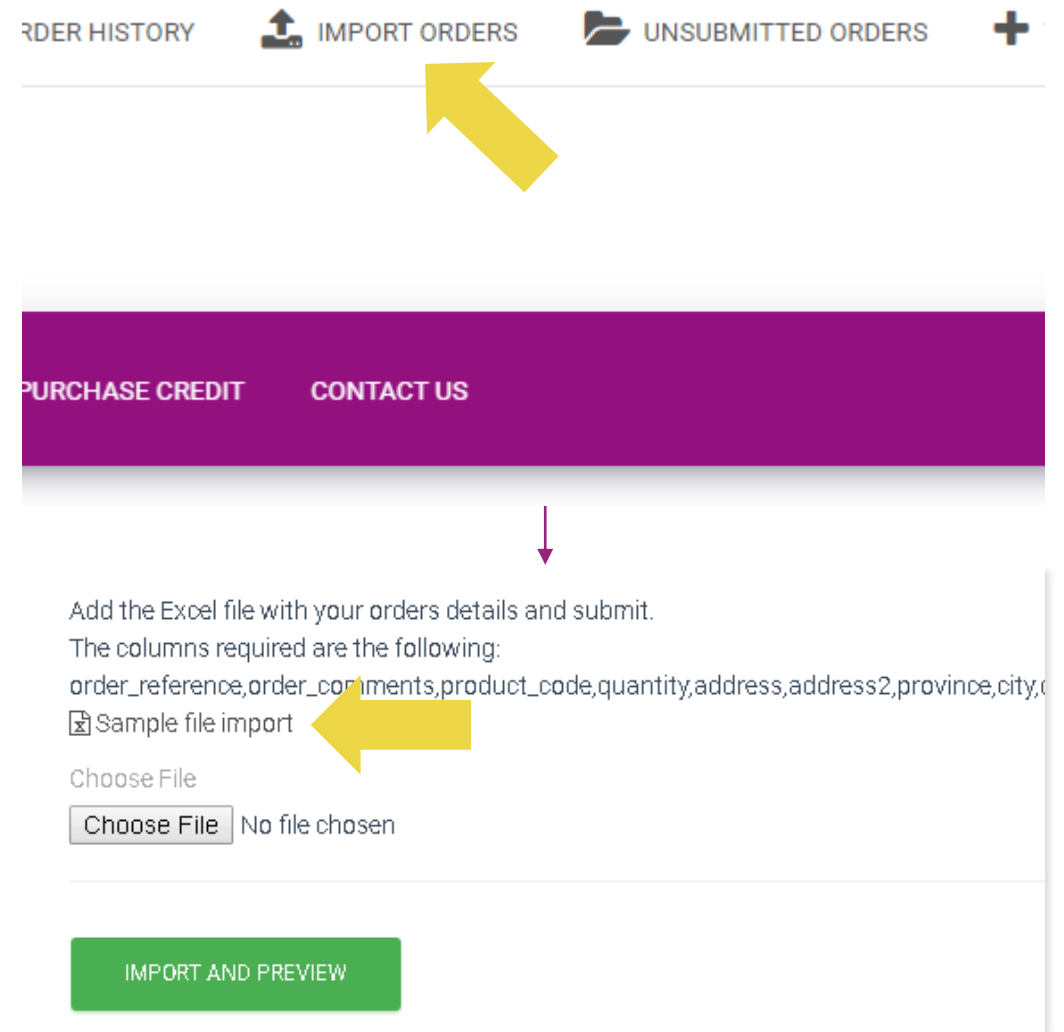
SEND ORDER

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**



The screenshot shows a web interface for bulk order import. At the top, there is a navigation bar with links: ORDER HISTORY, IMPORT ORDERS (highlighted with a yellow arrow), and UNSUBMITTED ORDERS. Below this is a purple banner with links: PURCHASE CREDIT and CONTACT US. A yellow arrow points from the banner down to the main content area. The main content area contains the following text: "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". Below this text is a link: "Sample file import" (highlighted with a yellow arrow). Under the link is a "Choose File" section with a "Choose File" button and the text "No file chosen". At the bottom of the form is a green button labeled "IMPORT AND PREVIEW".

4.3) Bulk order import

For the import template, please note the following:

Columns in red 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.

A	B	C	D	E	F	G	H	I	J	K
order_reference	product_code	quantity	address	address2	province	city	country	postal_code	phone	name
b2c_99	CODE99	5	Hobbemastraat 19			Amsterdam	NL	1071 XZ	31339123992	Lucas Janssen
b2c_99	CODE81238	10	Hobbemastraat 19			Amsterdam	NL	1071 XZ	31339123992	Lucas Janssen
b2c_100	CODE99	5	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker
b2c_100	CODE81238	10	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker
b2c_100	CODE14238	10	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker

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)*.

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,c

☐ Sample file import

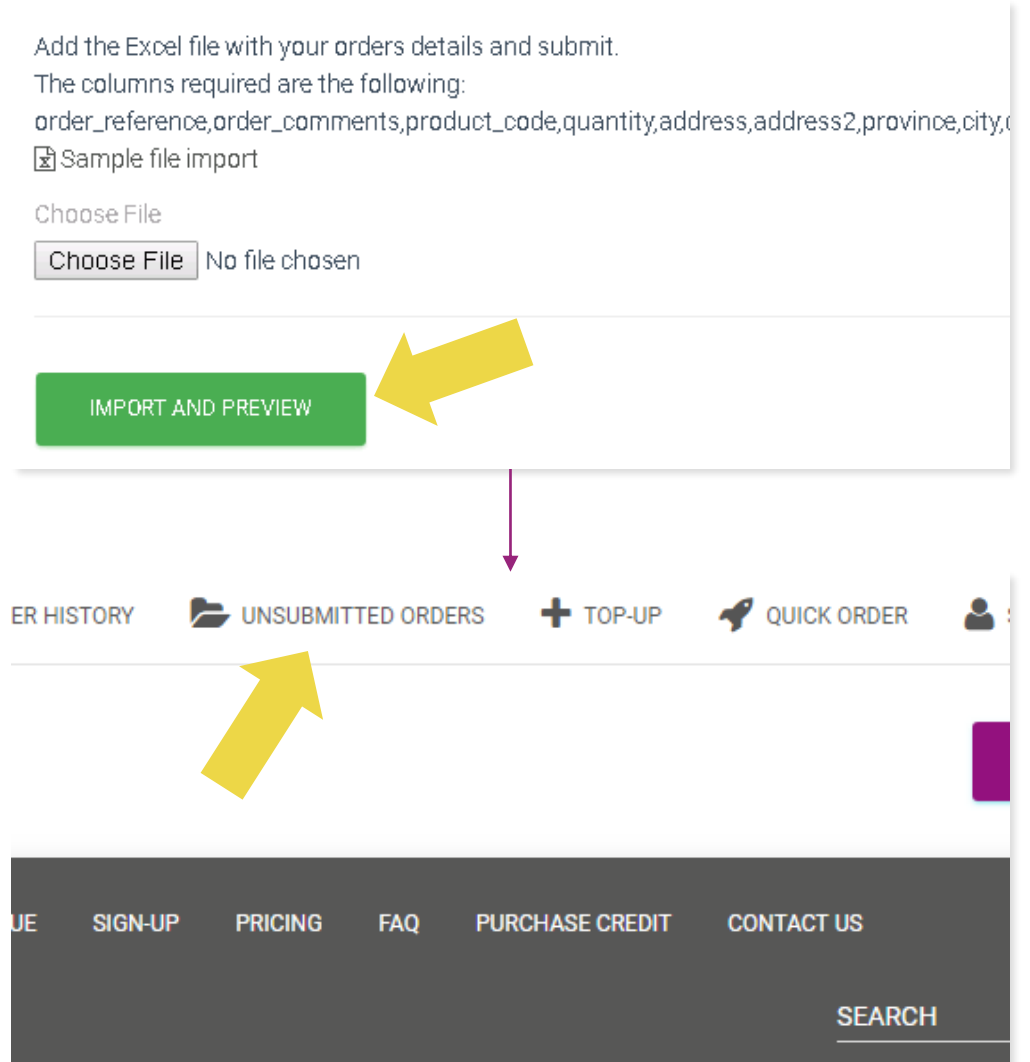
Choose File

No file chosen

ORDER HISTORY  UNSUBMITTED ORDERS  TOP-UP  QUICK ORDER 

HOME SIGN-UP PRICING FAQ PURCHASE CREDIT CONTACT US

SEARCH

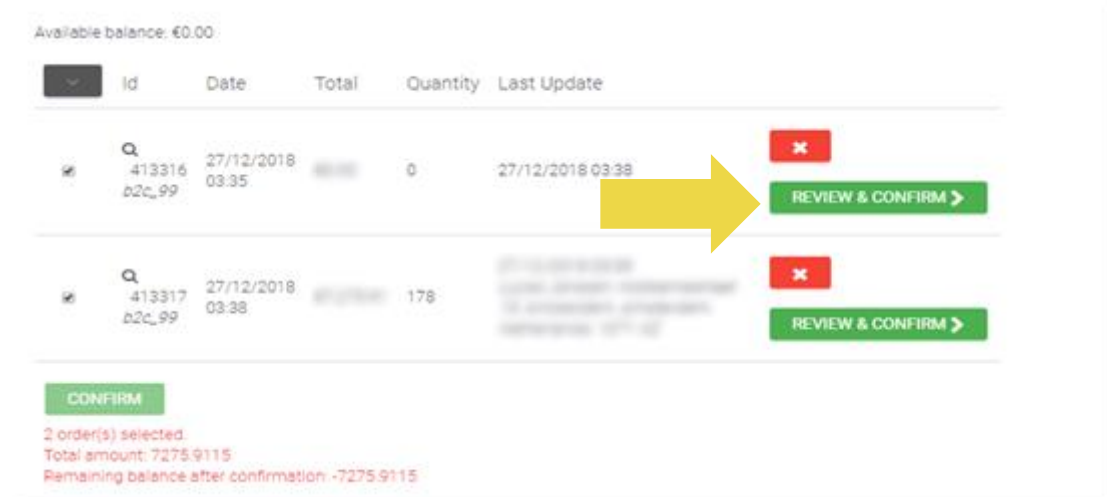
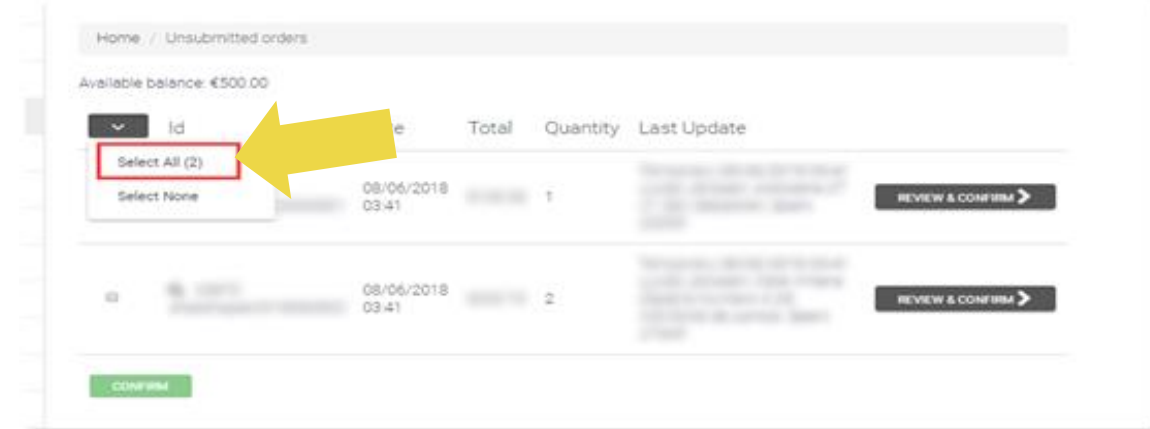


The diagram illustrates the process of bulk order import. It starts with a form where a user can upload an Excel file. After clicking 'IMPORT AND PREVIEW', the user is directed to the 'UNSUBMITTED ORDERS' section in the navigation bar. A yellow arrow points from the 'IMPORT AND PREVIEW' button to the 'UNSUBMITTED ORDERS' link, and another yellow arrow points from the 'UNSUBMITTED ORDERS' link to the bottom navigation bar.

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**



4.4) Automatic placement: plugin and API

 **Plugin: WooCommerce.**

Instruction is available in p.11

 **API**

Instruction is available in p.12

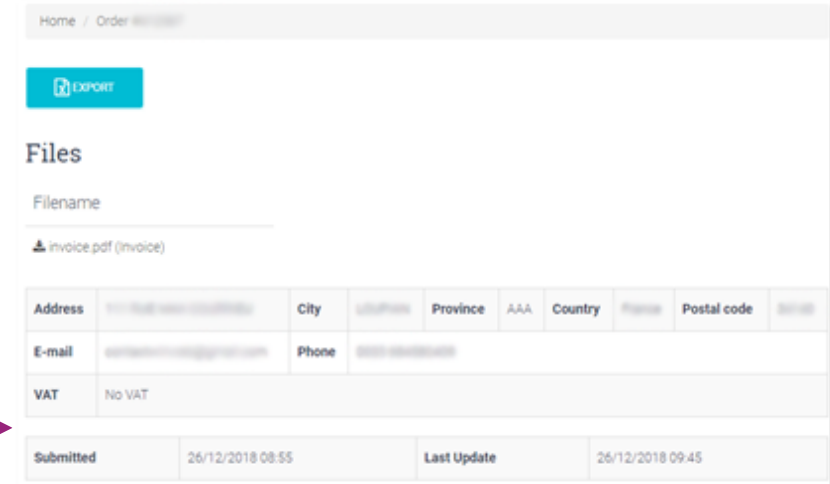
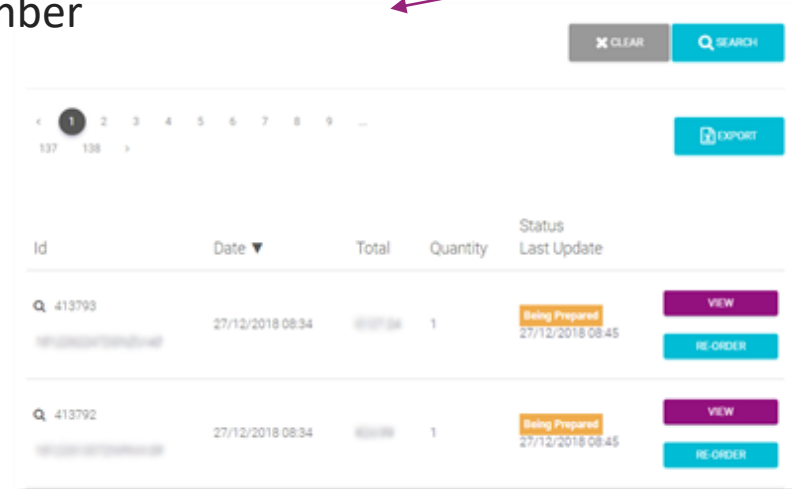
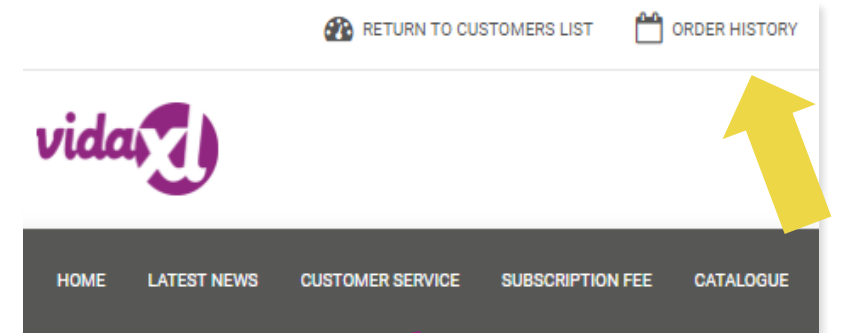
5) Order management

#	Topic	Page
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5.1) Order interface

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

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



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

#	Topic	Page
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6.1) Points worth noting

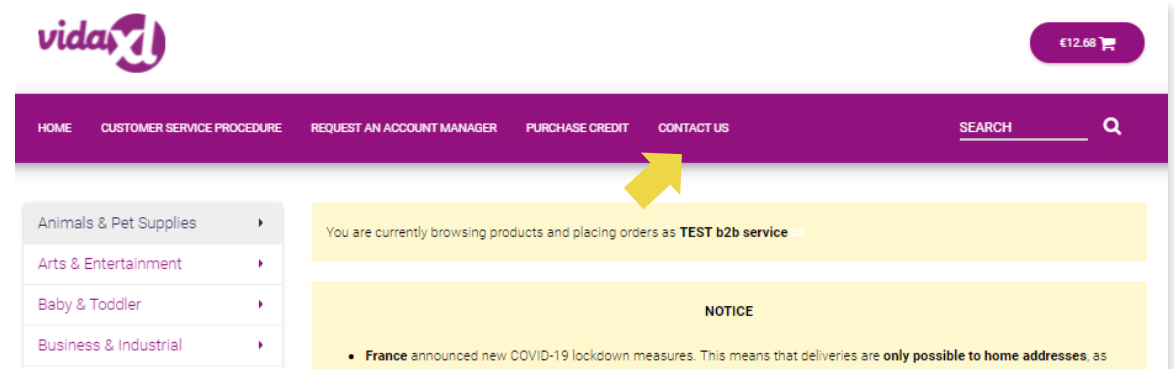
Here's what you'll need to know:

- 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.vidaxl.com for issues assistance.

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



7) Finance and accounting

#	Topic	Page
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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' page with a table of orders. The table has columns for order ID, date, amount, and status. The 'VIEW' button for order 418474 is highlighted with a yellow arrow. Below the table, the 'EXPORT' button is highlighted with a yellow arrow. At the bottom, the 'invoice.pdf (Invoice)' file is highlighted with a yellow arrow.

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

Home / Order History

EXPORT

Files

Filename

invoice.pdf (Invoice)

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 AXEL WINNER website interface. At the top, there is a navigation bar with links: RETURN TO CUSTOMERS LIST, ORDER HISTORY, UNSUBMITTED ORDERS, + TOP-UP, QUICK ORDER, and AXEL WINNER. Below this is a 'MY ACCOUNT' dropdown menu with options: MY ACCOUNT, IMPORT ORDERS, and LOGOUT. A yellow arrow points to the 'MY ACCOUNT' button. Below the navigation bar is a search bar and a list of links: CUSTOMER SERVICE, SUBSCRIPTION FEE, CATALOGUE, SIGN-UP, PRICING, FAQ, PURCHASE CREDIT, and CONTACT US. The main content area shows a blue banner with the text: 'You are currently browsing products and placing orders as: AXEL WINNER'. Below this is a breadcrumb trail: Home / Edit customer details. The main heading is 'Edit customer details'. There is a 'CHANGE PASSWORD' button. Below this is a horizontal menu with options: CONTACT DETAILS, BILLING, EMAIL SETTINGS, LANGUAGE, PAYMENTS, and SECURITY. A yellow arrow points to the 'PAYMENTS' option. Below the menu, there is a section for account balance and payment history. It includes the following text: 'Available balance:', 'Total paid:', and 'Last order paid with balance:'. To the right of this text are two buttons: '+ TOP-UP' and 'EXPORT ALL PAYMENTS'. Below this is a table with the following columns: Date, Amount, Reference 1, and Reference 2. The table contains two rows of data:

Date	Amount	Reference 1	Reference 2
27/12/2018	€36.43 EUR Refund-Order	XXXXXXXXXX	XXXXXXXXXX
25/12/2018	€10.00 EUR Refund-Order	XXXXXXXXXX	XXXXXXXXXX

A yellow arrow points to the 'EXPORT ALL PAYMENTS' button.

8) AU Postage Instructions

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8.1) AU postage instruction

- ➊ B2B shipping fees are based on the **logistic weight** of each product from feed
- ➋ Formula: B2B shipping fee= Base fee + Logistic weight * KG fee
- ➌ 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**.
- ➍ 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.
- 2 Zip code 2265 is based on region **NSW Regional** in this
- 3 Get the Base fee **10.46** and KG fee **0.64**.
- 4 Calculate the shipping fee: **$10.46 + 0.64 * 43 = 37.98$**

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

Region	Base fee	KG fee	Zip code
NSW Regional	10.46	0.64	0200,2264-2265,2267,2278,2280-2287,2289-2300,2302-2312,2314-2331,2333-2348,2350-2361,2365,2369-2372,2379-2382,2386-2388,2390,2395-2406,2408-2411,2415,2420-2431,2439-2450,2452-2456,2460,2462-2466,2469-2490,2533-2541,2545-2546,2548-2551,2575-2588,2590,2594,2600-2612,2614-2633,2640-2647,2649-2653,2655-2656,2658-2661,2663,2665-2666,2668-2669,2671-2672,2675,2678,2680-2681,2700-2703,2705-2708,2710-2714,2716,2720-2722,2725-2727,2729-2730,2787,2790-2795,2797-2800,2803-2810,2817-2818,2820-2836,2838-2840,2842-2850,2852,2864-2871,2873-2879,2891,2898-2906,2911-2914

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.
- Sellers are strictly prohibited from filing and/or registering trademarks or domain names that incorporate the element 'vida' and/or 'vidaXL' or any similar element or logo in their own name
- When drop shippers utilize vidaXL's EAN (European Article Number) and GTIN (Global Trade Item Number) codes for listing products on online marketplaces, the drop shipper shall be obligated to accurately indicate the product's brand/supplier as vidaXL and shall refrain from presenting their own brand as the manufacturer

9.1) Copyright regulations

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.