Newegg Global Program Guide

Newegg Global provides Marketplace sellers with the ability to sell and ship to any international market made available on the platform. Currently you have the access to 51 countries:

EUROPE

Austria	Belgium	Bulgaria	Denmark	Finland
France	Germany	Greece	Hungary	Ireland
Italy	Latvia	Luxembourg	Monaco	Netherlands
Norway	Poland	Portugal	Slovakia	Slovenia
Spain	Sweden	Switzerland	United Kingdom	

ASIA

Hong Kong	India	Indonesia	Israel	Macau
Philippines	Saudi Arabia	Singapore	South Korea	Thailand
Turkey	United Arab Emirates			

OCEANIA

Australia	New Zealand

SOUTH AMERICA

Brazil	Chile	Colombia	Ecuador

CENTRAL AMERICA

Costa Rica	Dominican Republic	El Salvador	Honduras	Jamaica
Nicaragua	Panama			

NORTH AMERICA

Mexico	United States

*Additional approval is required for Selling to China.

International Shipping Requirements

Sellers can turn on the international product listing for SKUs as long as product shipments can be fulfilled by either of the following or both:

- Shipped by Seller (SBS)
- Shipped by Newegg (SBN) Please review the guide to optimize your global business with Shipped by Newegg (SBN)

In order to enable SKUs for international listing and shipping, sellers must supply all the product information as accurately as possible (i.e. country of origin, shipping weight, etc.) required for international trade and shipping.

Note: By participating in Newegg Global sellers are responsible to ensure all product listings enabled for international selling and shipping are in compliance with all applicable laws and regulations of the U.S., and other countries where product listings are activated.

Enable International Shipping and Listing
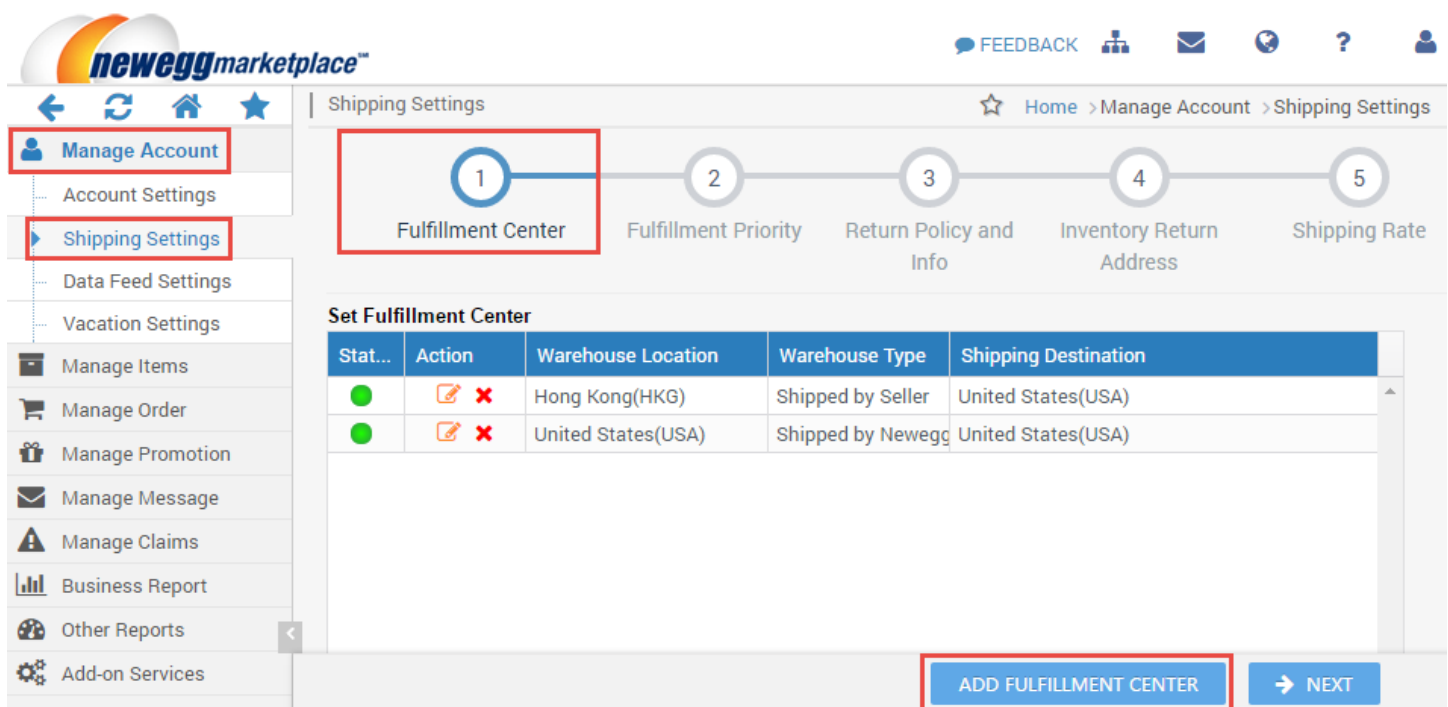
- Setting Up Fulfillment Center and Available Countries
- Fulfillment Priority Arrangement
- Define Store Return Policy and Info
- Specify Inventory Return Address
- Configure Shipping Rate
- Activate Your Items Internationally with Correct Price Information

Setting Up Fulfillment Center and Ship to Countries

1. Fulfillment Center

    Access Seller Portal, then open Manage Account > Shipping Settings > Fulfillment Center

    You can set multiple warehouse locations around the world to fulfill your international orders. Click "Add Fulfillment Center" to add new warehouse location(s).

1.1. Set Shipped by Seller (SBS) fulfillment center. Select your warehouse location and warehouse type as Shipped by Seller (SBS).

1.2. Under Shipping Destination, add supported country(s) for current fulfillment center.
NOTE: Additional approval from Newegg Marketplace team is required before selling to **China**. The application will be submitted after the shipping settings is completed. You will receive an email notice once you are approved/ or rejected. A warning mark will appear next to China for pending request. Once your request is approved, the warning mark will be removed. If your request was rejected, the setting of China will be removed.

NOTE: Based on the customs requirements and shipping specifications of Brazil, additional customer information, personal identification, may be required by your shipping carrier. This additional customer information can be obtained separately. For more details, please review the Appendix- Shipping to Brazil.

1.3. On the next step, you will be able to set Customer Return Address for orders fulfilled by current fulfillment center.
NOTE: The Customer Return Address must be in the same country as each fulfillment center.

1.4. Set Shipping Destinations for the default Shipped by Newegg (SBN) fulfillment center. Select your warehouse type as Shipped by Newegg (SBN) to enable SBN warehouse. Under Shipping Destination, add supported country(s) for

Shipped by Newegg (SBN) service.

NOTE: SBN will handle all customer return requests. No setup for customer return address is required.

1.5. Click "CONTINUE" to continue the next procedure: **Fulfillment Priority Arrangement.**

Fulfillment Priority Arrangement

Continue to Shipping Settings > Fulfillment Center > Fulfillment Priority

You can arrange multiple fulfillment centers for countries you'd like to ship to. You can also set both Shipped by Newegg (SBN) and your fulfillment center for same countries. When ready, click "NEXT" to continue the next procedure: **Define Store Return Policy and Info.**

NOTE:

- Local fulfillment center will have higher fulfillment priority.
- Shipped by Newegg (SBN) will have higher fulfillment priority.
- When both Local fulfillment center and Shipped by Newegg (SBN) are available, other than U.S., the Local fulfillment center will have the higher fulfillment priority.

Define Store Return Policy and Info

Continue to Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info

You can define your return service information (return address and contact person, return service phone number, allowable return period, and restocking fee) for enabled countries. You can also input your return policy details, which will be displayed on your seller store page on the website.

1. For customer return address, 3 types are available:
   - Return to Shipper: returns will be sent to the order fulfillment center's return address.
   - Local Return Address: Set a local return address of current country.
   - Newegg Return Service: Newegg provides value-added service for all your return requests.
2. If you are using the Shipped by Newegg (SBN) service, Newegg will help process customer returns. We will direct all customer returns to our return center located in Whittier, California, in the U.S. To learn more about the benefits of SBN service, please review the SBN FAQ section.
3. **Set Customer Service Info and Return Policy.** Sellers are required to setup the customer service information and return policy for the countries they will be doing business in. This information will provide the ability for customers to contact you with questions or concerns about your product or store.

NOTE: For best shopping experience, please apply a Newegg pre-defined "Customer Service Info and Return Policy" for China. You can click "APPLY NEWEGG PREDEFINED RETURN POLICY" to apply.

4. There are couple ways available to setup the Customer Service Info and Return Policy for multiple countries (**NOTE: Using these methods when the settings can be applied to all selected countries.**)
   - **Copy below settings from shipping destination.** Copy the exactly same setting from an existing country.

- **Apply below settings to shipping destination(s).** Copy the current setting to additional countries.

NOTE: Different Return Policy may apply to certain countries. For example, Countries other than U.S. will NOT accept replacement return requests. When you are applying the return policy from U.S. to other countries, you will receive the following reminder. To continue, please follow the instruction to select correct values to continue. Click "CANCEL" if you decide not to continue the copy action.

5. Click "NEXT" to continue the next procedure: **Specify Inventory Return Address**.

Specify Inventory Return Address

Continue to Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info > Inventory Return Address

You can specify an address for Newegg to return your inventory from the following possible options:

- Return inventory of Shipped by Newegg (SBN)
- Newegg return service
- Customer mistakenly returned items to Newegg.

Configure Shipping Rate

Continue to Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info > Inventory Return Address > Shipping Rate

If you will be shipping the product (SBS), you will be able to designate the shipping methods and associated charges by country. Please note:

- You will set both local shipping and international shipping on the same section.
- For local shipping, you can set local shipping rate IF local fulfillment center is available. For example, if you are U.S. Seller and you have fulfillment center in U.S. then you are able to set the local rate for all orders placed by U.S. customers. If you are U.K. seller and you have fulfillment center in U.K. then you are able to set the local rate for all orders placed by U.K. customers.
- Shipping rate is based on the currency of the shipping destination country.

There are 4 shipping methods available for both Local Shipping and International Shipping. You may enable all of them or some of them, however in order to activate your listing and shipping, at minimum one of the four shipping methods must be enabled. Each shipping method has a pre-defined shipping transit time service level commitment (SLC):

Local Shipping:

- Standard Shipping (5-7 business days)
- Expedited Shipping (3-5 business days)
- Two-Day Shipping (2 business days)
- One-Day Shipping (Next Day)

International Shipping:

- International Economy Shipping (8-15 business days)
- International Standard Shipping (5 – 7 business days)
- International Expedited Shipping (3 – 5 business days)
- International Two-Day Shipping (2 business days)

You can work with any shipping carrier and have its services to support these shipping methods as long as the transit time SLC can be met and real-time tracking information can be provided.

1. **Setup Local Shipping**
   You can set shipping charge calculation by order amount, weight, or unit.

2. **Set International Shipping**
   In this setting, you can set up all international countries made available for international listing. Shipping charge calculation can be set by order amount, weight, or unit.

3. There is a convenient way for you to setup the Shipping Rate for multiple countries: **Apply below settings to shipping destination(s).** This is designed to copy the current settings to additional countries.
   NOTE:
   - The shipping settings has to be completed for at least one international country in order to copy the settings to additional countries.
   - Newegg will use the source country's currency to convert shipping rate into all local currencies for selected countries. This is a one-time conversion and the converted shipping rate will not be refreshed as a result of future currency rate fluctuation.

ipping Rates(1 of 25 is done)
Set International Fulfillment Shipping Rates
Check the box(es) next to the shipping service(s) you would like to offer, and set the corresponding shipping rate(s).

Apply below settings to shipping destination(s): ▾ **APPLY**
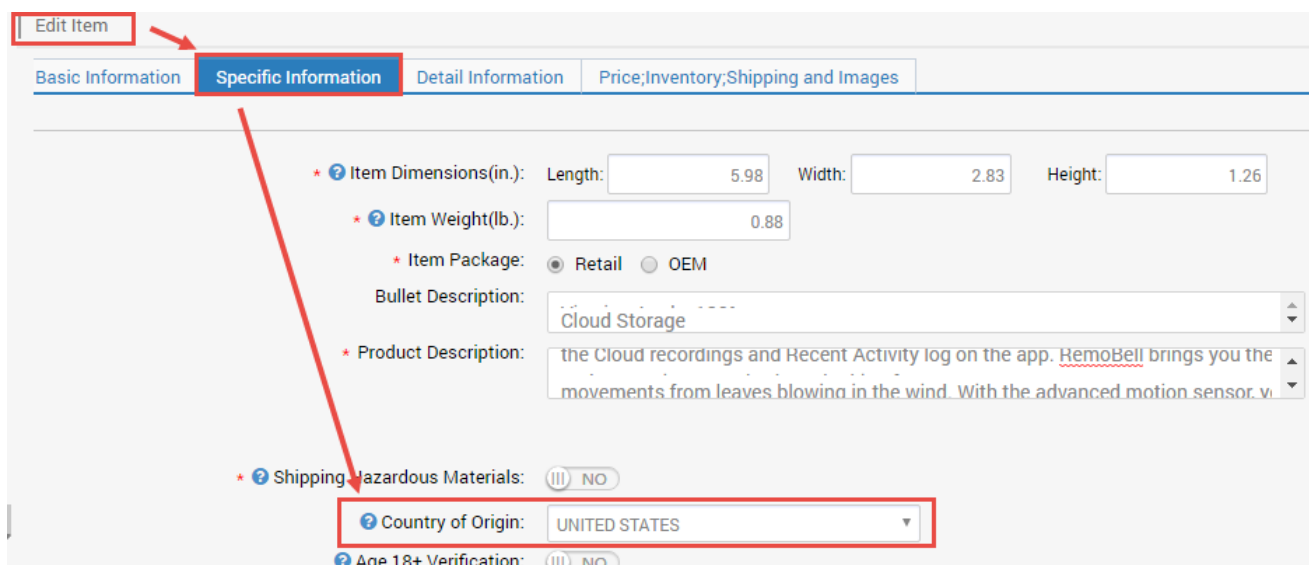
Activate Your Items Internationally with Correct Price Information

There are several ways to activate your items with correct price information for Newegg Global:
- Through Newegg Seller Portal
- Through data feeds
- Through API

Through Newegg Seller Portal

1. Access Seller Portal, then open Manage Items > Item List
   All your items will be available internationally for the shipping destination you configured during the setup of Shipping Settings. Under the Item List, search your items under different country(s).
2. Make sure the **Country of Origin**, the country of manufacture/production of item, is appropriately filled for each items.

Edit Item

Basic Information | Specific Information | Detail Information | Price;Inventory;Shipping and Images

* Item Dimensions(in.): Length: 5.98   Width: 2.83   Height: 1.26
* Item Weight(lb.): 0.88
* Item Package: ● Retail ○ OEM
Bullet Description: Cloud Storage
* Product Description: the Cloud recordings and Recent Activity log on the app. RemoBell brings you the
movements from leaves blowing in the wind. With the advanced motion sensor, y

* Shipping Hazardous Materials: (Ⅲ) NO
* Country of Origin: UNITED STATES ▾
* Age 18+ Verification: (Ⅲ) NO

3. To activate items for all selling countries:
   a. Set the correct price amount for related fields: MSRP (optional), MAP (optional), Selling Price (required)
   b. Identify the shipping method, FREE or Default, for each item.
   c. Click icon to activate, the color will change from yellow to green. **Congratulations!** You are ready to sell internationally.

   NOTE: Additional approval from Newegg Marketplace team is required for selling to **China**. To submit your request, please complete the shipping settings. You are not able to activate items for China before your request is approved.

Through Data Feeds

You can activate your items with correct price information for Newegg Global through data feeds.

1. Make sure the **Country of Origin**, the country of manufacture/production of item, is appropriately filled for each items. You can use data feed, version 3.0, to update the **Country of Origin** for your items in batch:

   1.1. Access Seller Portal, then open Manage Items > Batch Item Creation/Update

   1.2. Select the **Download File Template** tab then select the option: **Batch Item Update** from the drop-down menu of Action.

   1.3. Make sure the option is checked: **Download the template for updating basic item information only (Excluding sub-category specified properties)**

1.4. Click the **Download File Template** button

1.5. Enter the **Seller Part #** and the value, i.e. USA, of Country of Origin for each item.

1.6. Upload the data feed from either Seller Portal or FTP.

2. To batch activate your items for multiple countries using data feeds:

   2.1. Download the data feed template of Price Update. Access Seller Portal then open Manage Items > Batch Update Price

   2.2. Select the **Download File Template** tab to download the data feed template.

   2.3. Make sure the option is checked: **Download template with your items populated in the file?** Then click **DOWNLOAD FILE TEMPLATE** to submit your request.

2.4. Once the data feed is ready, you can download it and save file to local drive. The file will include a complete list of data feed templates of all your items.

2.5. Update items of all selling countries:

    2.5.1. Set the correct price amount for related fields: MSRP (optional), MAP (optional), Selling Price (required)

    2.5.2. Identify the shipping method, FREE or Default, for each item.

    2.5.3. Set the Activation Mark as True for each item to activate items under each country accordingly.

    2.5.4. **NOTE:** If you previously enabled multiple countries, for example the entire 51 countries, you should be able to see the same item listed 51 times for all countries. Please make sure to define the correct price in local currency amount. NOTE: if local currency is not available, USD can be used as the default currency for all countries. Newegg will convert USD to related local currency.

2.6. Once you are ready, upload the file to open Manage Items > Batch Update Price or through FTP.

2.7. Newegg system will process the file and activate your items accordingly. You can check the upload history and result from the same section. **Congratulations!** You are now ready to sell internationally.

2.8. (Optional) If you would like to activate international items by applying the same price from U.S. to other countries, please review the guide at:

https://promotions.newegg.com/marketplace/sellers/resourceLibrary/ApplyUSApriceToGlobal.pdf

3. **NOTE:** Additional approval from Newegg Marketplace team is required for selling to **China**. To submit your request, please complete the shipping settings. You are not able to activate items for China before your request is approved.

Through API

Please reference our API development guide for more details at:

https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip

Commercial Invoice

A commercial invoice is a document used as customs declaration for exporting an item across international border(s). You can print the commercial invoice for each international order if you directly fulfill the order (SBS).

Note: A commercial invoice is a required document to be affixed with each international shipment. Not including a commercial invoice may result in your shipment being rejected or possibly confiscated by customs without reaching the customer.

Seller Portal > Manage Order > Order List

Select order(s), then select option 'Print Commercial Invoice' from the drop down menu, and click Go.

neweggmarketplace™

Order Number: 178360417   Tracking #: 201311151737

Commercial Invoice

Bill To:

Samuel
17708 Rowland St
Rowland Heights, DC 20001
USA

Ship To:

samuel ouyang
17708 Rowland St
Rowland Heights, MA, 01731
USA

Seller	Customer #	Order Date	Shipping Method
Test_SandBox_MKT PLS	23152256	11/15/2013	Standard Shipping (5-7 business days)

Newegg Item #	Item Description	Qty Ordered	UnitPrice	Ext Price	Made In
9SIA00617X6655	testtest123	2	$ 0.10	$ 0.20	
Total:		**2**		**$ 0.20**	

For questions or issues regarding your order, including returns, please contact the seller directly. You can locate the seller information by visiting www.newegg.com logging into your account and viewing order details.

Have something to say about a Martketplace seller? Log in to My Account to leave feedback and a rating.

Contact Us

We are here to assist you in exploring solutions to increase revenue, build your brand, and expand your reach.

For technical questions, please email us at datafeeds@newegg.com
For general questions, please reach out to your Category Manager or email us at marketplacesupport@newegg.com

Appendix

Shipping to Brazil

Based on the customs requirements and shipping specifications of Brazil, additional customer information, personal identification, may be required by your shipping carrier to ensure on-time delivery of shipments to Brazil. This additional customer information can be obtained from the following:

- Newegg Seller Portal
- Data feed through FTP
- API

NOTE: If you are using the **Shipped by Newegg (SBN)** or **Newegg International Shipping Program (NISP)** to ship global orders, Newegg will process shipment with additional requirement. You can ignore the following process. Click the following services to learn more about the benefits of SBN service and NISP.

Newegg Seller Portal

You can get the additional customer information for Brazil orders in two different ways:

- Viewing the additional customer information from order detail page.
- Request a download of certain sales records.

Viewing the additional customer information from order detail page
1. Access Seller Portal then open **Manage Order > Order List**
2. Search related orders by using particular order number or using the country drop-down menu to narrow down your search. Click SEARCH to view the result of order list.
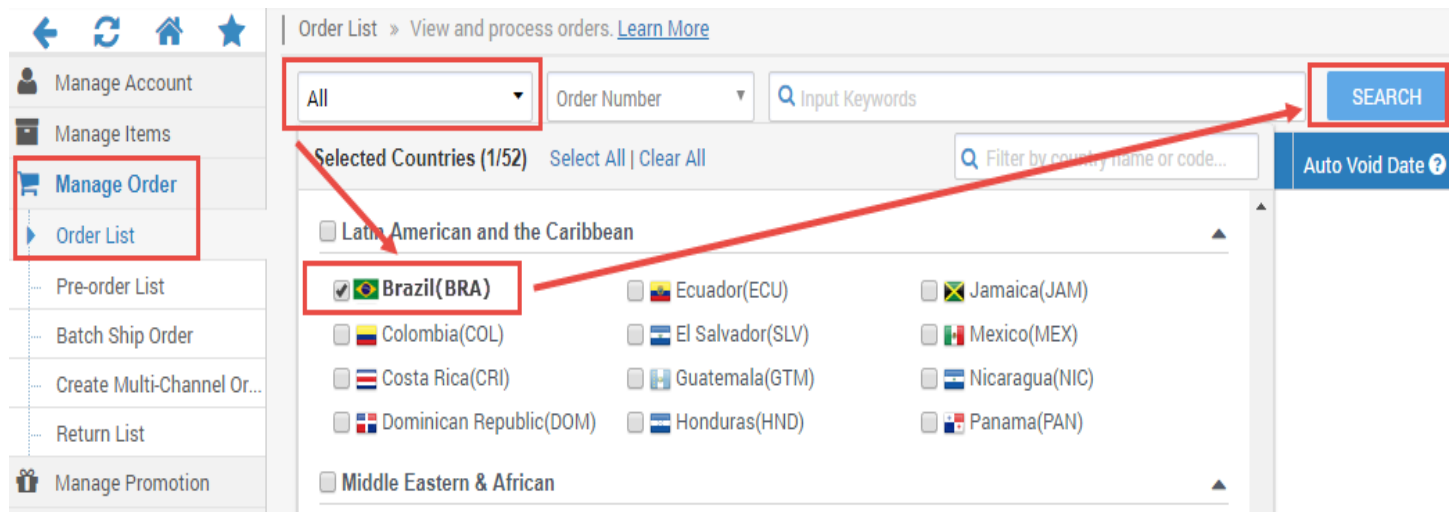
3. Select the targeted order by click the link under Action or the order number.
4. **When the detail page prompted, the additional customer information will be available under the section of Shipping Information > Recipient's ID**

Request a download of certain sales records

1. Access Seller Portal then open **Manage Order > Batch Ship Order > tab- Download Order Additional Information**
2. Select the format of data feed. For first time use, we recommend using the template in the format of **Microsoft Excel**. This template will contain details for each field (e.g. definition, example, required) under the Instructions tab.

3. From the search filters, select the type of order records you want: **Order Country(s), NISP Orders, Order Status, and Order Date.**

4. The result file with your order data will be generated. You can then download it for order processing once the report is ready.

Download Data Feed through FTP

1. If you already setup the FTP download process on a regular basis, the additional customer information file will be available along with all new orders.
2. File location: **//Outbound/OrderListAddInfo**
3. Please note: this file is designed to provide the information only. No update is required.

Through API

Please reference our API development guide for more details at:

https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip

Additional Order Information Report

This report includes a set of information that sellers with the following options will be benefited:

- **Ship to Brazil.** The customer ID type and ID number, i.e. Passport and passport number, information are available for your shipping carrier to meet the shipment requirement of Brazil.
- **Using NISP, Newegg International Shipping Program, to process global orders.** This file will include the original information with international orders are available for additional reference.
- **Shipped to countries, i.e. China, that allow customers enter shipping information in their native language.** This file will also include the shipping information in the original language with international orders are available for additional reference.

Usage	Available Field	Definition	Example
Identifier	Order Number	The order number of current order	123564888999
Additional order requirement	ID Type	A personal identity document that provided by customer. This document may be used for customs clearance for certain countries. Currently available values: CPF, CNPJ, Passport. It is required for orders from Brazil.	Passport
	ID Number	The value of the ID associated with the document identified under "ID Type"	Z123456789
Designed to provide the original information with international orders using NISP.	NISP Original First Name	The First Name of the original recipient	John
	NISP Original Last Name	The Last Name of the original recipient	Doe
	NISP Original Company Name	The company name of the original recipient	John Office
	NISP Original Address Line 1	The address line 1 of the original recipient	1 London Bridge Street
	NISP Original Address Line 2	The address line 2 of the original recipient	Unit 201
	NISP Original City	The City of the original recipient	London
	NISP Original State	The State of the original recipient	Norwich
	NISP Original ZipCode	The Zipcode of the original recipient	SE1 9GF
	NISP Original Country	The destination country of the original recipient	United Kingdom
	NISP Original Phone Number	the contact phone number of the original recipient	7873323322
Designed to provide the original information inputted by international customers.	Original Input First Name	The First Name of the recipient, in the original format inputted by customer	泽东
	Original Input Last Name	The Last Name of the recipient, in the original format inputted by customer	林
	Original Input Company Name	The company name of the recipient, in the original format inputted by customer	中国银行
	Original Input Address Line 1	The address line 1 of the recipient, in the original format inputted by customer	昌平区 拨子新村 29 号楼 3 单元

		Original Input Address Line 2	The address line 2 of the recipient, in the original format inputted by customer	999 室
		Original Input City	The City of the recipient, in the original format inputted by customer	北京市
		Original Input State	The State of the recipient, in the original format inputted by customer	北京
		Original Input ZipCode	The Zipcode of the recipient, in the original format inputted by customer	12345
		Original Input Country	The destination country of the recipient, in the original format inputted by customer	United States
		Original Input Phone Number	the contact phone number of the recipient, in the original format inputted by customer	6262711420
Reference		Add Info 1	Additional information may include further information related to Newegg Global orders or data that may provide additional information that are beneficial to your operation in Newegg Marketplace. It is optional and currently no data is available. We will notify sellers once they are available.	N/A
		Add Info 2	Additional information may include further information related to Newegg Global orders or data that may provide additional information that are beneficial to your operation in Newegg Marketplace. It is optional and currently no data is available. We will notify sellers once they are available.	N/A
		Add Info 3	Additional information may include further information related to Newegg Global orders or data that may provide additional information that are beneficial to your operation in Newegg Marketplace. It is optional and currently no data is available. We will notify sellers once they are available.	N/A