



NEWEGG INTERNATIONAL SHIPPING PROGRAM (NISP) GUIDE

This information is frequently updated. The latest version is available at:
https://www.newegg.com/promotions/Marketplace/Sellers/resourceLibrary/Newegg_Intl_Ship_Program_Guide.pdf



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Newegg International Shipping Program Guide



Newegg International Shipping Program

The **NISP (Newegg International Shipping Program)** provides sellers an easy way to sell globally without the complications of international shipping. Once an international order has been received, seller will ship the order to Newegg's warehouse facility and Newegg team will manage the rest.

Currently, **NISP** will ship to most of the international market made available on Newegg.

How to Use NISP

- Turn on NISP on qualified countries and set up shipping.
- Received NISP eligible orders
- Ship order item(s) to Newegg's warehouse facility and uploads the tracking number the same way as shipping domestic orders
- Newegg warehouse facility will manage the custom clearance process and arrange shipment delivery to the international customers
- Both Seller and NISP tracking information will be updated together to provide the complete visibility of shipment status to the customers

Before Start

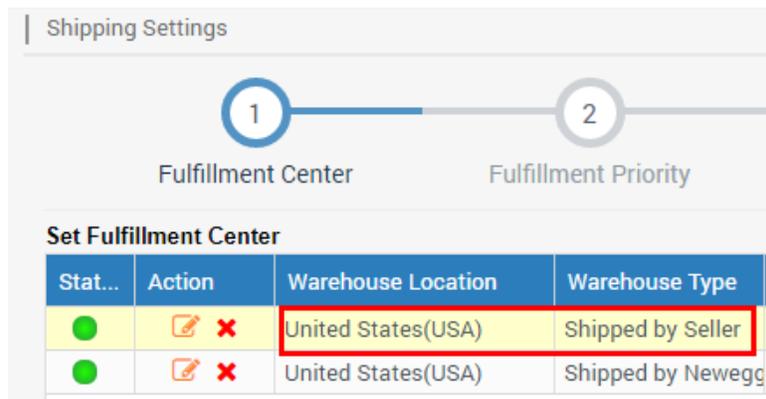
Before using NISP, make sure your items are qualified:

- **United States (USA)** is required as the **ONLY** fulfillment center/warehouse for countries using NISP. All Items using NISP must be physically located in the United States (USA) fulfillment center/warehouse.
- For best result, NISP is only available for certain items. Newegg will verify the item shipping dimension before being activated for the targeted countries. All items that meet NISP's requirement will be enabled for the countries supported by NISP. If an item is not qualified then the items will be deactivated from destination countries.

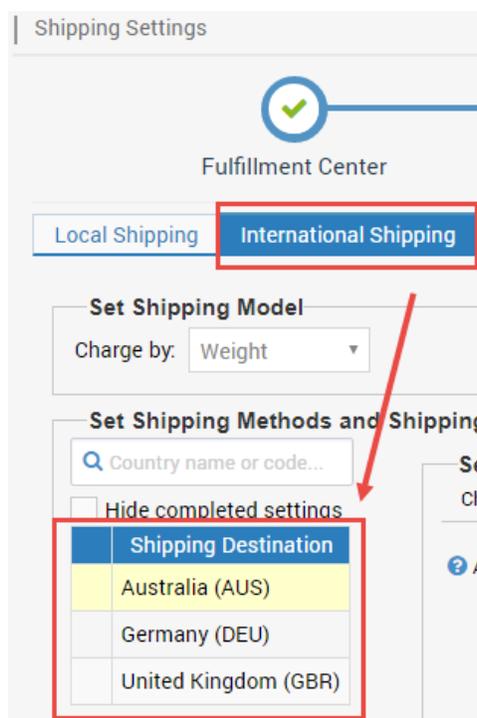
How to Start

Setting Up Shipping Method for Targeted Countries

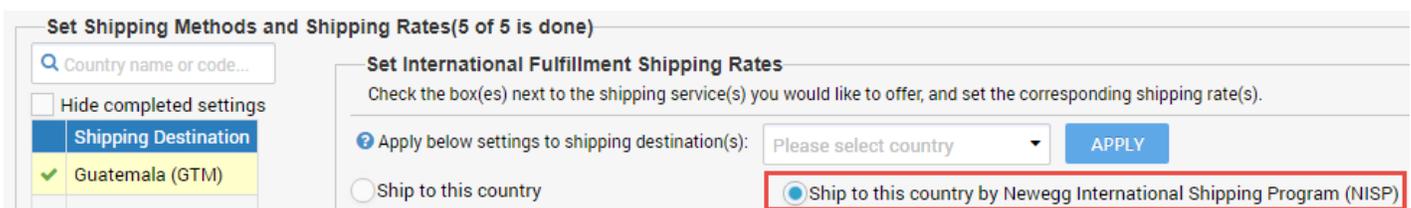
1. Access Seller Portal then open [Manage Account > Shipping Settings](#)
2. Make sure the **United States (USA)** is setup as the only fulfillment center for the targeted countries that will be using NISP. **Important!** If you have not setup the targeted countries before, you will need to setup them now by selecting countries under the **United States (USA)** fulfillment center. For more information, please review our detailed [Global Setup Guide](#).



3. Click **NEXT** for 4 times to access the section of **Shipping Settings. Important!** If this is your first time to setup international countries, the setup of **Return Policy for each country** is required on step 3. For more information, please review our detailed [Global Setup Guide](#).
4. Select the Shipping Destination Country under the International Shipping tab



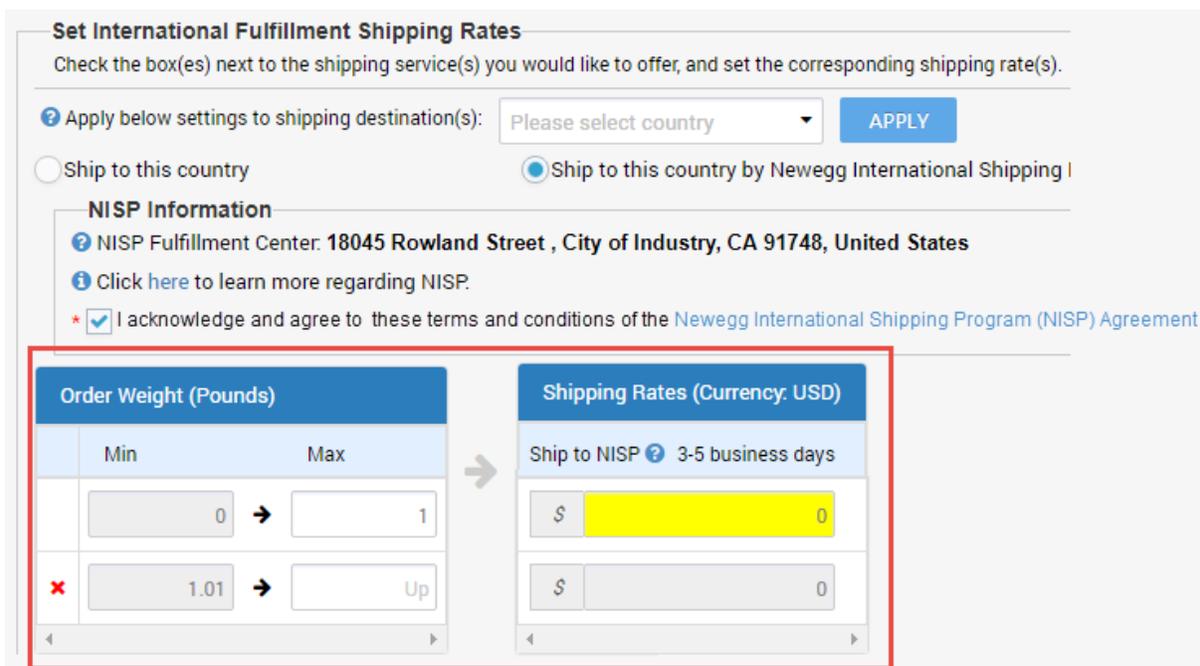
5. Choose the **Ship to this country by Newegg International Shipping Program (NISP)** option



- Next, review the terms and conditions. Check the box of “**I acknowledge and agree to these terms and conditions of the Newegg International Shipping Program (NISP) Agreement.**” to accept the terms.
- You can now set the shipping rate by selecting order amount, weight, or unit.



- After shipping model is selected, you are now ready to setup the shipping charges. **Please note: this will be used to calculate the shipping rate, charge to customers, for the domestic shipping to Newegg warehouse facility.**



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).

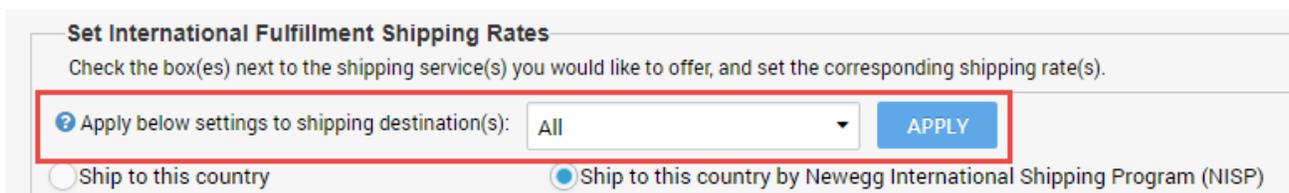
Apply below settings to shipping destination(s): Please select country

Ship to this country Ship to this country by Newegg International Shipping Program (NISP)

NISP Information
 NISP Fulfillment Center: 18045 Rowland Street , City of Industry, CA 91748, United States
 Click [here](#) to learn more regarding NISP.
 I acknowledge and agree to these terms and conditions of the [Newegg International Shipping Program \(NISP\) Agreement](#)

Order Weight (Pounds)		Shipping Rates (Currency: USD)	
Min	Max	Ship to NISP <input type="checkbox"/> 3-5 business days	
0	1	\$	0
1.01	Up	\$	0

- Click **SAVE** to complete.
- 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 have to be completed for at least one international country in order to copy the settings.



Processing Orders with NISP

Processing a NISP order is easy. You ship it to the assigned Newegg warehouse facility using your regular shipping method. Once your package is received by Newegg team, the international shipping processing including customs forms, international shipping, and import fees will all be carefully handled. Additionally, the international tracking information will be available for your orders. Your global customers will be able to track the order status from Newegg.com.

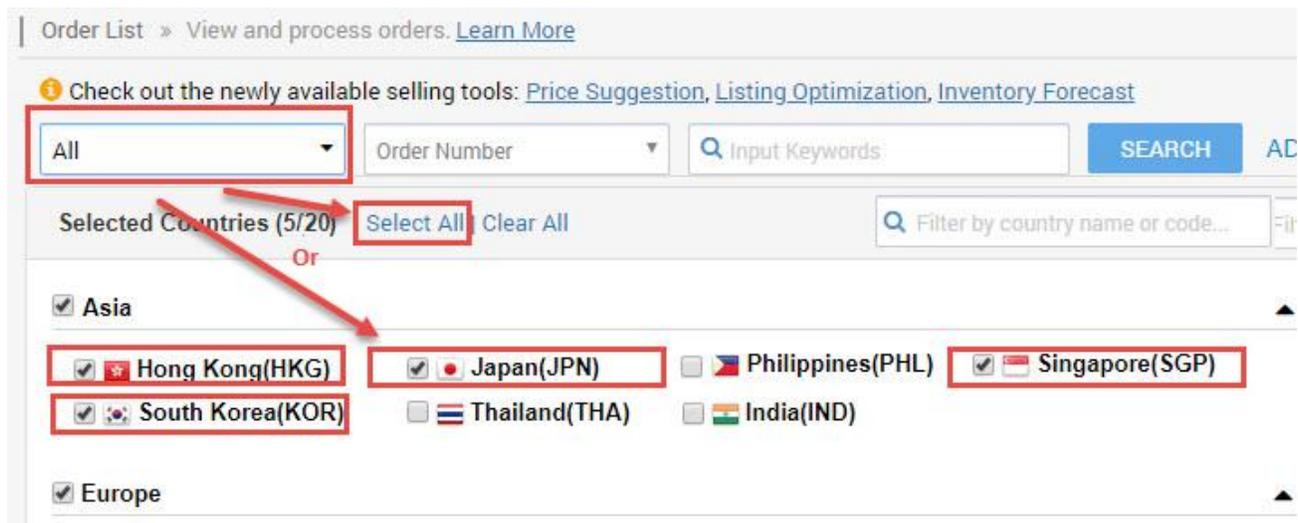
View the following to get started:

- [Step-by-step using Seller Portal](#)
- [Batch ship order using data feed or API service](#)

Step-by-step using Seller Portal

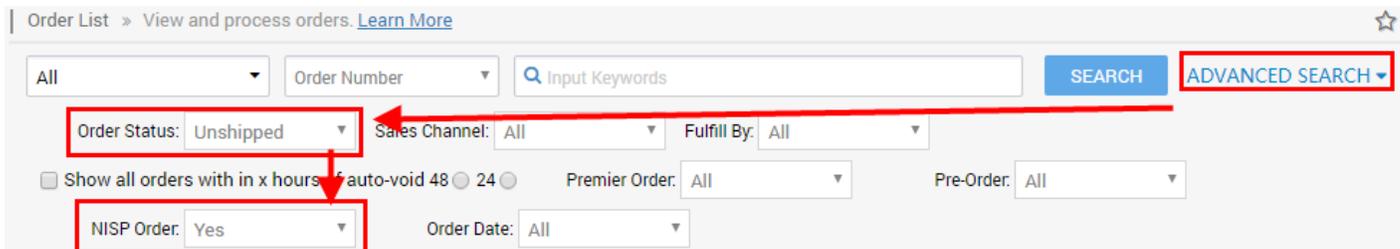
After an international order was place with NISP eligible item(s), the order will be available in Seller Portal as regular orders. To process a NISP order:

1. Access **Seller Portal**, then open **Manage Order > Order List**
2. Under the drop-down menu of country list, select the country(s) you would like to process or click “Select All” to include all available countries.



The screenshot shows the 'Order List' page in the Seller Portal. At the top, there is a navigation bar with 'Order List > View and process orders. [Learn More](#)'. Below this, there is a notification banner: 'Check out the newly available selling tools: [Price Suggestion](#), [Listing Optimization](#), [Inventory Forecast](#)'. The main interface includes a search bar with 'All' selected in the dropdown, 'Order Number' dropdown, 'Input Keywords' text input, and a 'SEARCH' button. Below the search bar, there is a 'Selected Countries (5/20)' section with a 'Select All' button and a 'Clear All' button. A search filter 'Filter by country name or code...' is also present. The 'Selected Countries' section is divided into 'Asia' and 'Europe'. Under 'Asia', there are checkboxes for 'Hong Kong(HKG)', 'Japan(JPN)', 'Philippines(PHL)', 'Singapore(SGP)', 'South Korea(KOR)', 'Thailand(THA)', and 'India(IND)'. Red boxes highlight the 'All' dropdown, the 'Select All' button, and the 'Hong Kong(HKG)', 'Japan(JPN)', and 'Singapore(SGP)' checkboxes. Red arrows point from the 'Select All' button to the highlighted checkboxes.

3. Search the unshipped orders or use the advanced search filter: **NISP Order** to locate unshipped NISP orders.



The screenshot shows the 'Order List' page in the Seller Portal with advanced search filters. The navigation bar is the same as in the previous screenshot. The search bar now has 'ADVANCED SEARCH' selected in the dropdown. Below the search bar, there are several filter options: 'Order Status: Unshipped', 'Sales Channel: All', 'Fulfill By: All', 'Show all orders with in x hours of auto-void 48 24', 'Premier Order: All', and 'Pre-Order: All'. At the bottom, there is a 'NISP Order: Yes' dropdown and an 'Order Date: All' dropdown. Red boxes highlight the 'ADVANCED SEARCH' dropdown, the 'Order Status: Unshipped' dropdown, and the 'NISP Order: Yes' dropdown. Red arrows point from the 'ADVANCED SEARCH' dropdown to the 'Order Status: Unshipped' dropdown and from the 'Order Status: Unshipped' dropdown to the 'NISP Order: Yes' dropdown.

- All NISP orders will be displayed as “United States > (Customer Country)” in **Ship To Country** Column. The Shipping Service is 3-5 business days to Newegg Warehouse.

Action	Order Number	Ship Service	Ship To Country
 	483369553	Expedited Shipping (3-5 business days)	United States > Saudi Arabia
 	471434011	Expedited Shipping (3-5 business days)	United States > Saudi Arabia
 	472504054	Expedited Shipping (3-5 business days)	United States > Kuwait
 	472497614	Expedited Shipping (3-5 business days)	United States > Hong Kong
 	463780612	Expedited Shipping (3-5 business days)	United States > Saudi Arabia
 	463774232	Expedited Shipping (3-5 business days)	United States > Saudi Arabia

- Once the order is located, go to the **Order Detail** section by click the **Order Number**.
- On the order detail page, additional shipping Information is available for NISP orders:
 - Shipping Information:** A domestic address to Newegg warehouse facility is listed. A special **Reference Number** is included under **Company Name** to allow Newegg warehouse to reprocess the package for delivery to the final destination.
 - Original Shipping Information:** Display the original shipping information of the international order.

Order Detail > View and process orders. [Learn More](#) ☆ Home > Manage Order > Order List

Order General Information

Order Number: 238499389 Order Date: 10/13/2017 01:53:35 Order Status: **Unshipped**
Customer Name: [emma MU](#) Invoice Number: 153917320 Return Number:

Shipping Information

Name: John Doe Phone #: 626-271-9700 Company Name: **NISP08 SO 238499389**
Address: 18045 Rowland Street Shipping Service: Expedited Shipping (3-5 business days)
City of Industry, CA 91748,
United States (USA)

Original Shipping Information

Name: John Doe Phone #: 154679797987 Company Name:
Address: XXXXXXXXXX Shipping Service: Newegg International(7-15 day)
Roma, ROME 00184, Italy (I
TA)

- Under the **Package Shipping Info**, two sections are available:
 - Seller Shipping Information:** available for you to enter the tracking details shipping to Newegg’s warehouse facility. You can save the shipping cost and optimize the order process using **Newegg Shipping Label** service. When you create a Newegg Shipping label, tracking information is automatically uploaded to Seller Portal. [Click here](#) for more details of **Newegg Shipping Label** service.
 - NISP Shipping Information:** Once you processed a Newegg shipping label or upload your own tracking number, Newegg will generate a global tracking number for you and your international

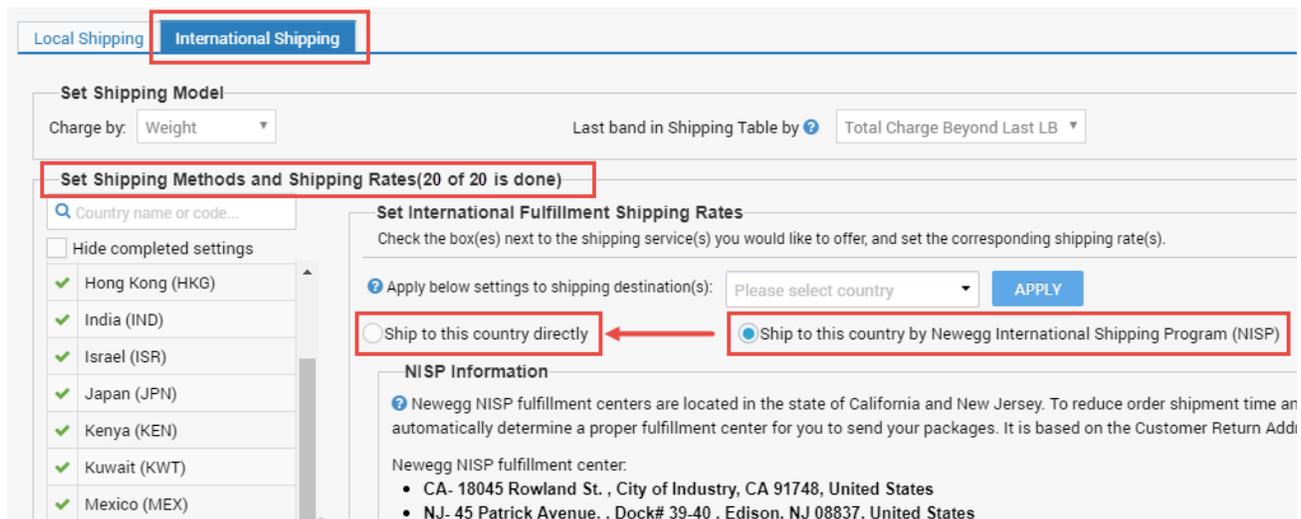
customer. This global tracking number allows you and customer to track the package from the time you ship it to the time it is delivered.

Batch ship order using data feed or API service

All NISP orders will be available as regular orders. The existing order related data feed template or API calls will stay the same. Order information will include the following NISP order information only: **customer name, NISP order reference number, Newegg warehouse address, shipping method and contact phone number**. The customer original shipping address will NOT be included.

Change from NISP to regular Shipped by Seller (SBS)

1. Access Seller Portal then open [Manage Account > Shipping Settings](#)
2. Click **NEXT** for 4 times to access the setting of **Shipping Rate**
3. Select the Shipping Destination Country under the International Shipping tab
4. Switch from **Ship to this country by Newegg International Shipping Program (NISP)** to **Ship to this country**
5. Reset the shipping rate calculation



6. Make sure to activate items previous deactivated for NISP.

Contact Us

For technical questions, please email us at datafeeds@newegg.com

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