

# Seller Portal User Guide | V.05.01.2015

## Program Description

Newegg International provides Marketplace sellers the ability to sell and ship to any international market made available on the platform. Currently you have access to eight English-speaking markets:

- United Kingdom
- Ireland
- Netherlands
- Poland
- Australia
- New Zealand
- Singapore
- India

More markets will follow as Newegg International continues to expand cross border.

## International Shipping Requirements

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

- Shipped by Seller (SBS)
- [Shipped by Newegg \(SBN\)](#)

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, weight, dimensions, etc.) required for international trade and shipping.

**Note:** By participating in Newegg International 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

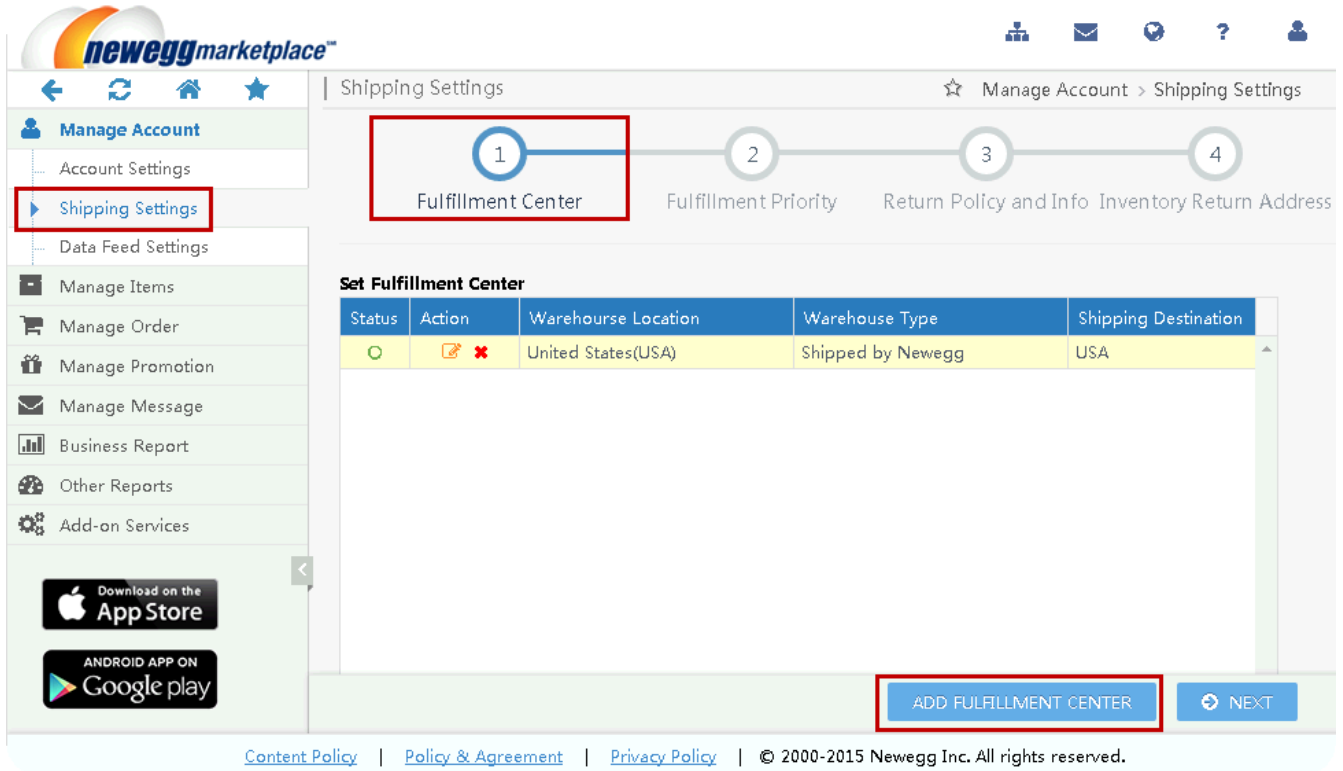
- [Setting Up Fulfillment Center and Available Countries](#)
- [Fulfillment Priority Arrangement](#)
- [Define Store Return Policy and Info](#)
- [Specify Inventory Return Address](#)
- [Configure Shipping Rate](#)
- [Enable Your Items Internationally](#)
- [Set Exclusion on Products- Batch Setup Country Exclusion Using Data Feed \(Optional\)](#)

# 1. Setting Up Fulfillment Center and Ship to Countries

## 1.1 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).



- Set Shipped by Seller (SBS) fulfillment center. Select your warehouse location and warehouse type as Shipped by Seller (SBS). Under Shipping Destination, add supported country(s) for current fulfillment center. 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.

Shipping Settings Manage Account > Shipping Settings

1 Shipping Destination
 2 Customer Return Address

**Set fulfillment center and its shipping destination.**

Warehouse Location: China(CHN)

Warehouse Type:  Shipped by Seller (SBS) ?  Shipped by Newegg (SBN) ?

Shipping Destination:

Regions	Shipped by Seller
<b>Asia</b>	<input checked="" type="checkbox"/>
- India(IND)	<input checked="" type="checkbox"/>
- Singapore(SGP)	<input checked="" type="checkbox"/>
<b>Europe</b>	<input type="checkbox"/>
- Ireland(IRL)	<input type="checkbox"/>
- Netherlands(NLD)	<input type="checkbox"/>
- Poland(POL)	<input type="checkbox"/>
- United Kingdom(GBR)	<input type="checkbox"/>
<b>North America</b>	<input checked="" type="checkbox"/>
- United States(USA)	<input checked="" type="checkbox"/>

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Shipping Settings Manage Account > Shipping Settings

✓ Shipping Destination
 2 Customer Return Address

**Set customer return address for orders shipped from this fulfillment center.**

\* Contact First Name:

\* Contact Last Name:

\* Returns Contact Number:  -  Ext

\* Address1:

Address2:

\* City:

\* State / Province:

\* Country / Region:

\* Zipcode:

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- 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.

## 2. Fulfillment Priority Arrangement

Continue to [Shipping Settings](#) > [Fulfillment Center](#) > [Fulfillment Priority](#)

You can arrange multiple fulfillment centers for certain countries you'd like to ship to. You can also set both Shipped by Newegg (SBN) and your fulfillment center for same countries.

### NOTE:

- Local fulfillment center will higher fulfillment priority.
- Shipped by Newegg (SBN) will have higher fulfillment priority.

Shipping Settings | Manage Account > Shipping Settings

Fulfillment Center | **Fulfillment Priority** | Return Policy and Info | Inventory Return Address | Shipping Rate

### Set Fulfillment Priority

	Shipping Destination	Fulfillment Priority
✓	United States(USA)	USA, CHN
✓	India(IND)	CHN
✓	Singapore(SGP)	CHN

Set Fulfillment Priority

United States(USA)

China(CHN)

▲ Local fulfillment center in the shipping destination will always have higher priority.

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## 3. 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.

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.

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 visit <http://www.newegg.com/sbn/FAQ.html>.

Shipping Settings Manage Account > Shipping Settings

1 — 2 — 3 — 4 — 5  
 Fulfillment Center — Fulfillment Priority — Return Policy and Info — Inventory Return Address — Shipping Rate

Select Shipping Destination and Set Return Policy and Info

Shipping Destination
UNITED STATES(USA)
INDIA(IND)
SINGAPORE(SGP)

### Set Return Policy and Info

For items shipped by Seller, do you allow Newegg to generate Return Requests?  Yes  No

**Set Customer Return Address**

Return to Shipper  
 Local Return Address  
 Newegg Return Service

**Set Customer Service Info and Return Policy**

Copy below settings from shipping destination: Select

\* Customer Service Phone#:

\* Customer Service Email:

\* Default Refund Period:

\* Default Replacement Period:

\* Default Restocking Fee:  % (min:0.00%, max:15.00%)

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#### 4. 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.

Shipping Settings Manage Account > Shipping Settings

1 Fulfillment Center
 2 Fulfillment Priority
 3 Return Policy and Info
 4 Inventory Return Address
 5 Shipping Rate

Set an address for Newegg to return inventory to you. The inventory may be from Shipped by Newegg, Newegg return service, or customers mistakenly returning orders to Newegg.

Newegg Fulfillment Center	>
United States(USA)	

\* Contact First Name:

\* Contact Last Name:

\* Returns Contact Number:

\* Address1:

Address2:

\* City:

\* State:

\* Country / Region:

\* Zipcode:

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## 5. 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:

- Super Saver (7-14 business days)
- Standard Shipping (5-7 business days)
- Expedited Shipping (3-5 business days)
- Two-Day Shipping (2 business days)

International Shipping:

- International Economy Shipping (8-15 business days)
- International Standard Shipping (5 – 15 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.

## 5.1 Setup Local Shipping

You can set shipping charge calculation by order amount, weight, or unit.

Shipping Settings | Manage Account > Shipping Settings

Fulfillment Center | Fulfillment Priority | Return Policy and Info | Inventory Return Address | **5 Shipping Rate**

**Local Shipping** | International Shipping

**Set Shipping Model**  
Charge by: Order Amount

**Set Shipping Methods and Shipping Rates**

Shipping Destination
United States (USA)
<input checked="" type="checkbox"/> - Continental US
- APO / FPO
- Alaska
- Hawaii
- Puerto Rico
- Virgin Islands

**Set Local 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).

Order Amount(\$)		Shipping Rates			
Min	Max	Standard Shipping	Expedited Shipping	Two-Day Shipping	One-Day Shipping
\$ 0	\$ 1	5-7 business days <input checked="" type="checkbox"/>	3-5 business days <input checked="" type="checkbox"/>	2 business days <input type="checkbox"/>	Next day <input type="checkbox"/>
\$ 1.01	\$ Up	\$ 5	\$ 10	\$	\$
		\$ 0	\$ 5	\$	\$

**Note:** Tracking numbers must be provided for shipments via United States Postal Service® (USPS®), First-Class Mail® and Media Mail®

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## 5.2 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.

Shipping Settings Manage Account > Shipping Settings

✓ ✓ ✓ ✓ 5  
 Fulfillment Center    Fulfillment Priority    Return Policy and Info    Inventory Return Address    Shipping Rate

Local Shipping    **International Shipping**

**Set Shipping Model**  
 Charge by: Order Amount

**Set Shipping Methods and Shipping Rates**

Shipping Destination  
 United States (USA)   
**India (IND)**   
 Singapore (SGP)

**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).

Order Amount(\$)	International Expedited Shipping	International Two-Day Shipping	International Standard Shipping
Min	3-5 business days	2 business days	5-7 business days
Max	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rs 0 → Rs 1	Rs	Rs	Rs 30
Rs 1.01 → Rs Up	Rs	Rs	Rs 50

**Note:** Tracking numbers must be provided for shipments via United States Postal Service®/USPS®, First-Class Mail®, and Media Mail®

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## 6. Enable Your Items Internationally

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). Set the correct price amount then activate your items. You can also deactivate items for sale from certain country(s).

**Congratulations!** You are ready to sell internationally.

Item List > View, edit and activate your items. [Learn More](#) Manage Items > Item List

All Item    **Item Inventory**

All    NE Item#    9SIA1X518A3;    SEARCH    ADVANCED SEARCH    + ADD AN ITEM

Status	Action	Title	Seller Part#	Country	Currency	Selling Price
<span style="color: green;">●</span>		LocationTypeTe...	BEL01	United States (USA)	\$ USD	\$ 59.99

Batch Activate Items    OK    [CLICK HERE TO BATCH UPDATE ITEMS](#)    SAVE ALL UPDATES

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## 7. Set Exclusion on Products- Batch Setup Country Exclusion Using Data Feed (Optional)

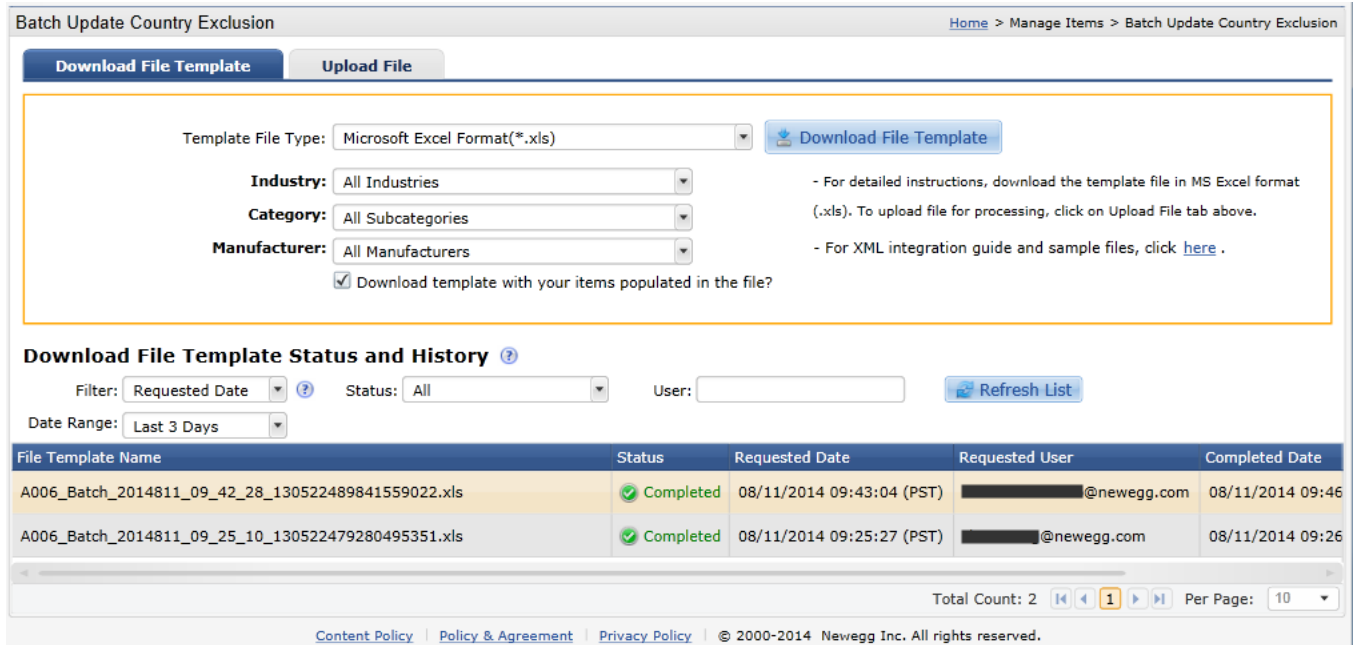
To exclude product(s) from the international listing, while maintaining listing within the domestic U.S., there is a 'de-list' function that can be used.

**Note:** Once the product is on the exclusion list, it will be de-listed from all Newegg International country sites.

[Seller Portal](#) > [Manage Items](#) > [Batch Updates Country Exclusion](#)

Alternatively, product exclusions can be configured in batch through data feed or API.

**Data feed-** download file template from following tab:



Batch Update Country Exclusion Home > Manage Items > Batch Update Country Exclusion

**Download File Template** | Upload File

Template File Type: Microsoft Excel Format(\*.xls) Download File Template

Industry: All Industries - For detailed instructions, download the template file in MS Excel format (.xls). To upload file for processing, click on Upload File tab above.

Category: All Subcategories - For XML integration guide and sample files, click [here](#) .

Manufacturer: All Manufacturers

Download template with your items populated in the file?

**Download File Template Status and History** Refresh List

Filter: Requested Date Status: All User:

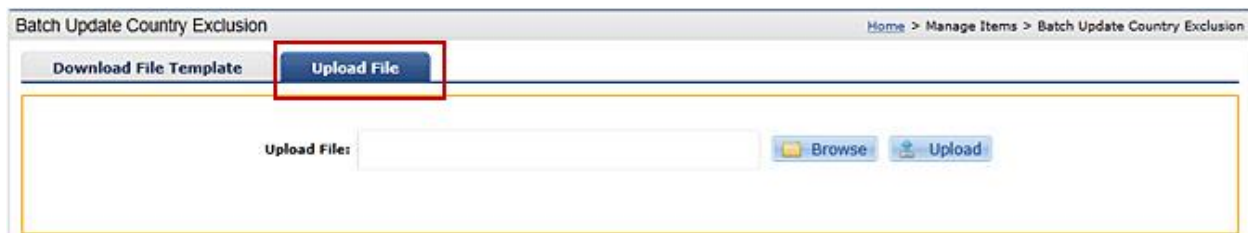
Date Range: Last 3 Days

File Template Name	Status	Requested Date	Requested User	Completed Date
A006_Batch_2014811_09_42_28_130522489841559022.xls	Completed	08/11/2014 09:43:04 (PST)	██████████@newegg.com	08/11/2014 09:46
A006_Batch_2014811_09_25_10_130522479280495351.xls	Completed	08/11/2014 09:25:27 (PST)	██████████@newegg.com	08/11/2014 09:26

Total Count: 2 Per Page: 10

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Fill out the template then upload the file to the following tab:



Batch Update Country Exclusion Home > Manage Items > Batch Update Country Exclusion

**Download File Template** | **Upload File**

Upload File:  Browse Upload

System will process the file in background and then apply the country exclusion upon valid inputs. You can check the upload history & results on the same section.

**API-** reference our integration guide for more details

[https://sellerportal.newegg.com/Guideline/Newegg\\_Marketplace\\_API\\_DeveloperGuide.zip](https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip)

For any questions, please contact [datafeeds@newegg.com](mailto:datafeeds@newegg.com).

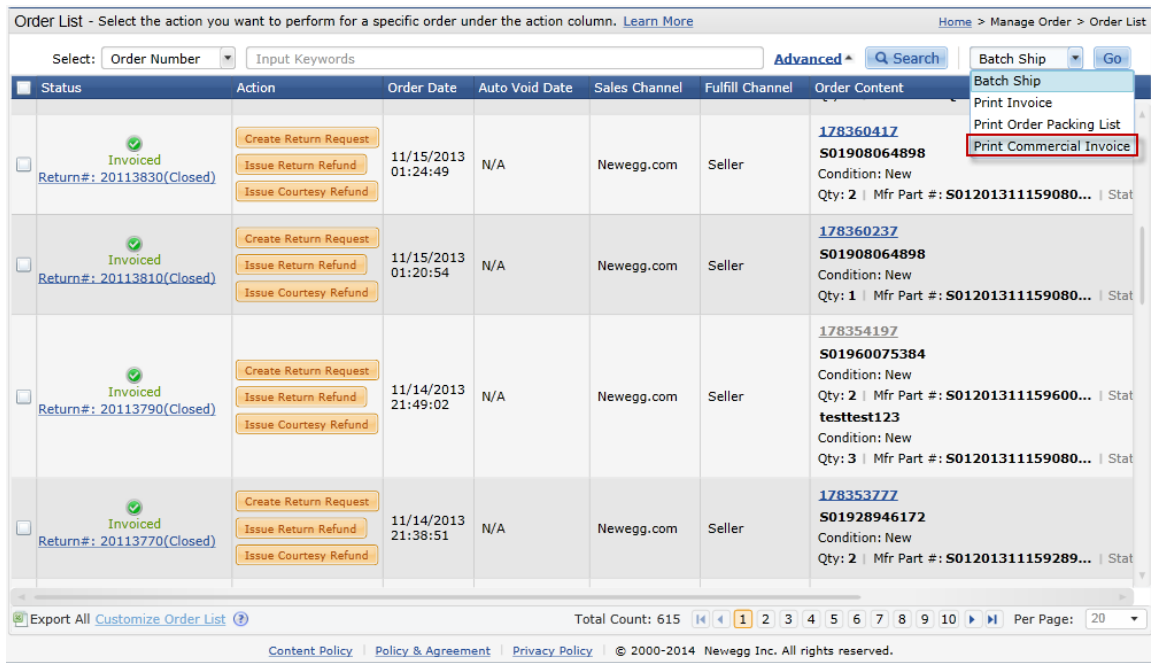
## 8. Commercial Invoice

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](#).



The screenshot displays the 'Order List' page in a web application. The page title is 'Order List - Select the action you want to perform for a specific order under the action column. [Learn More](#)'. The breadcrumb navigation is 'Home > Manage Order > Order List'. The search bar contains 'Order Number' and 'Input Keywords'. The 'Advanced' search filter is active. The table has columns: Status, Action, Order Date, Auto Void Date, Sales Channel, Fulfill Channel, and Order Content. There are four rows of order data, all with a status of 'Invoiced' and a 'Return#' link. The first row's 'Order Content' column shows a dropdown menu with options: 'Batch Ship', 'Print Invoice', 'Print Order Packing List', and 'Print Commercial Invoice' (which is highlighted with a red box). The footer includes 'Export All', 'Customize Order List', 'Total Count: 615', a pagination control showing page 1 of 10, 'Per Page: 20', and a copyright notice for Newegg Inc. 2000-2014.

Status	Action	Order Date	Auto Void Date	Sales Channel	Fulfill Channel	Order Content
Invoiced <a href="#">Return#: 20113830(Closed)</a>	<a href="#">Create Return Request</a> <a href="#">Issue Return Refund</a> <a href="#">Issue Courtesy Refund</a>	11/15/2013 01:24:49	N/A	Newegg.com	Seller	<a href="#">178360417</a> <b>S01908064898</b> Condition: New Qty: 2   Mfr Part #: <b>S01201311159080...</b>   Stat
Invoiced <a href="#">Return#: 20113810(Closed)</a>	<a href="#">Create Return Request</a> <a href="#">Issue Return Refund</a> <a href="#">Issue Courtesy Refund</a>	11/15/2013 01:20:54	N/A	Newegg.com	Seller	<a href="#">178360237</a> <b>S01908064898</b> Condition: New Qty: 1   Mfr Part #: <b>S01201311159080...</b>   Stat
Invoiced <a href="#">Return#: 20113790(Closed)</a>	<a href="#">Create Return Request</a> <a href="#">Issue Return Refund</a> <a href="#">Issue Courtesy Refund</a>	11/14/2013 21:49:02	N/A	Newegg.com	Seller	<a href="#">178354197</a> <b>S01960075384</b> Condition: New Qty: 2   Mfr Part #: <b>S01201311159600...</b>   Stat <b>testtest123</b> Condition: New Qty: 3   Mfr Part #: <b>S01201311159080...</b>   Stat
Invoiced <a href="#">Return#: 20113770(Closed)</a>	<a href="#">Create Return Request</a> <a href="#">Issue Return Refund</a> <a href="#">Issue Courtesy Refund</a>	11/14/2013 21:38:51	N/A	Newegg.com	Seller	<a href="#">178353777</a> <b>S01928946172</b> Condition: New Qty: 2   Mfr Part #: <b>S01201311159289...</b>   Stat



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](http://www.newegg.com) logging into your account and viewing order details.

Have something to say about a Marketplace 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](mailto:datafeeds@newegg.com)

For general questions, please reach out to your Category Manager or email us at [marketplacesupport@newegg.com](mailto:marketplacesupport@newegg.com)

