



OPTIMIZE YOUR GLOBALBUSINESS WITH SBN (SHIPPED BY NEWEGG)

This information is frequently updated. The latest version is available at:
<https://www.newegg.com/promotions/marketplace/sellers/resourceLibrary/NeweggGlobalUsingSBN.pdf>

Optimize Your Global Business with SBN (Shipped by Newegg)

Now, you can optimize your business with Newegg Global Program* and our world-class fulfillment program: [SBN \(Shipped by Newegg\)](#) to reach millions of international customers!

*Click [here](#) to view the complete country list

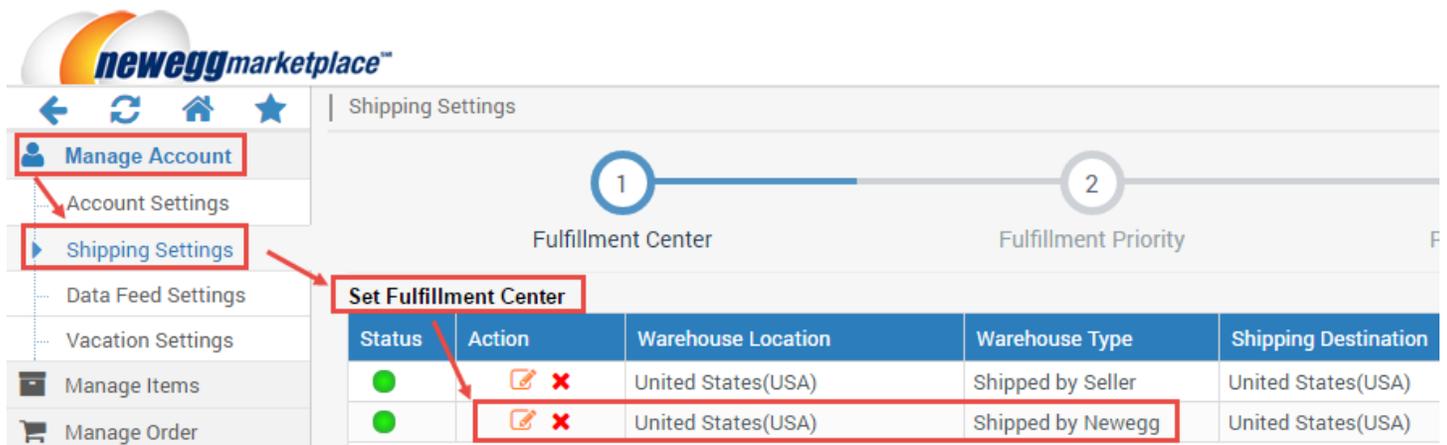
Enable All Target Countries Fulfilled by SBN (Shipped by Newegg)

- [Enable Target Countries for Your SBN Fulfillment Center](#)
- [Define Store Return Policy and Info](#)
- [Batch Enable SBN Items for Newegg Global](#)

Enable Target Countries for Your SBN Fulfillment Center

1. Access Seller Portal, then open [Manage Account](#) > [Shipping Settings](#) > [Fulfillment Center](#)

Click the edit icon  to open the SBN Fulfillment Center to enable target countries.



The screenshot shows the Newegg Marketplace Seller Portal interface. The left sidebar contains navigation options: Manage Account, Account Settings, Shipping Settings, Data Feed Settings, Vacation Settings, Manage Items, and Manage Order. The main content area is titled 'Shipping Settings' and features a progress bar with two steps: '1 Fulfillment Center' and '2 Fulfillment Priority'. Below the progress bar, there is a 'Set Fulfillment Center' button. A table displays the current fulfillment centers:

Status	Action	Warehouse Location	Warehouse Type	Shipping Destination
●	 	United States(USA)	Shipped by Seller	United States(USA)
●	 	United States(USA)	Shipped by Newegg	United States(USA)

2. You can enable target countries using one of the following:
 - 2.1. Click "Select All" to enable all 20 countries for SBN fulfillment center

1
Shipping Destination

Set fulfillment center and its shipping destination.

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

Warehouse Location: 🇺🇸 United States(USA)

Shipping Destination:

Selected Countries (20/20) Select All Clear All Filter by country name or code...

<input checked="" type="checkbox"/> Asia	<input checked="" type="checkbox"/> 🇭🇰 Hong Kong(HKG)	<input checked="" type="checkbox"/> 🇯🇵 Japan(JPN)	<input checked="" type="checkbox"/> 🇵🇭 Philippines(PHL)	<input checked="" type="checkbox"/> 🇸🇬 Singapore(SGP)
	<input checked="" type="checkbox"/> 🇰🇷 South Korea(KOR)	<input checked="" type="checkbox"/> 🇹🇭 Thailand(THA)	<input checked="" type="checkbox"/> 🇮🇳 India(IND)	
<input checked="" type="checkbox"/> Europe				

▲ Collapse All ▼ Expand All

2.2. Or identify the target country(s) by opt-in the check box next to the flag.

1
Shipping Destination

Set fulfillment center and its shipping destination.

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

Warehouse Location: 🇺🇸 United States(USA)

Shipping Destination:

Selected Countries (5/20) Select All Clear All Filter by country name or code...

<input checked="" type="checkbox"/> Asia	<input checked="" type="checkbox"/> 🇭🇰 Hong Kong(HKG)	<input checked="" type="checkbox"/> 🇯🇵 Japan(JPN)	<input type="checkbox"/> 🇵🇭 Philippines(PHL)	<input checked="" type="checkbox"/> 🇸🇬 Singapore(SGP)
	<input checked="" type="checkbox"/> 🇰🇷 South Korea(KOR)	<input type="checkbox"/> 🇹🇭 Thailand(THA)	<input type="checkbox"/> 🇮🇳 India(IND)	
<input checked="" type="checkbox"/> Europe				

▲ Collapse All ▼ Expand All

3. Opt-in the check box to accept the Newegg International Shipping Program Terms & Conditions then click "CONTINUE" to complete.

North America

Mexico(MEX) United States(USA)

Collapse All Expand All

I have read and agree to [Shipped by Newegg Terms & Conditons.](#)
 I have read and agree to [Newegg Global Selling Program Agreement.](#)

- Click "CONTINUE" again then "NEXT" to access the section of **Define Store Return Policy and Info**.

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 SBN, the default type of Customer Return Address is "Return to Shipper". Newegg will help process customer returns. We will direct all customer returns to our return center located in Whittier, California, in the U.S.

Shipping Settings

Fulfillment Center Fulfillment Priority 3 Return Policy and Info

Select Shipping Destination(1 of 50 is done)

Hide completed settings

Shipping Destination
Australia(AUS)
Austria(AUT)
Belgium(BEL)

Set Return Policy and Info

For items shipped by Seller, do you allow Newegg to generate Return Req...

Set Customer Return Address

Return to Shipper (Return to Fulfillment Center) ?

Local Return Address (Shipping Destination Return Address) ?

Newegg Return Service ?

- There are several ways to setup the Customer Service Info and Return Policy: **Copy the same settings from an existing country (or) Specify the Customer Service Info and Return Policy for countries**
 - Copy the same settings from an existing country.
 - Click the country from the list on the left
 - Click the drop-down menu to select the country you would like to copy the information from.
 - Click "COPY" to confirm.

Select Shipping Destination(1 of 50 is done)

Country name or code...

Hide completed settings

Shipping Destination
Australia(AUS) a
Austria(AUT)
Belgium(BEL)
Bulgaria(BGR)
Chile(CHL)
Colombia(COL)
Costa Rica(CRI)
Denmark(DNK)

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 (Return to Fulfillment Center) **a**

Local Return Address (Shipping Destination Return Address) **a**

Newegg Return Service **a**

Set Customer Service Info and Return Policy | Set Individual Return Policy for Used Items **c**

Copy below settings from shipping destination: Country name or code **b**

United States(USA)

2.2. Specify the Customer Service Info and Return Policy for countries.

- a. Click the country from the list on the left
- b. Specify the Customer Service Info and Return Policy or click “APPLY NEWEGG PREDEFINED RETURN POLICY” to adopt Newegg standard return policy.

Select Shipping Destination(1 of 50 is done)

Country name or code...

Hide completed settings

Shipping Destination
Australia(AUS)
Austria(AUT) a
Belgium(BEL)
Bulgaria(BGR)
Chile(CHL)
Colombia(COL)
Costa Rica(CRI)
Denmark(DNK)
Dominican Republic(DOM)
Ecuador(ECU)
El Salvador(SLV)

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 (Return to Fulfillment Center) **a**

Local Return Address (Shipping Destination Return Address) **a**

Newegg Return Service **a**

Set Customer Service Info and Return Policy | Set Individual Return Policy for Used Items

Copy below settings from shipping destination: United States(USA)

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

b

- * Customer Service Phone#: 626-271-1420
- * Customer Service Email: portal.sandbox03@gmail.com
- * Default Refund Period: 30 days after invoice
- * Default Replacement Period: Not Accepted
- * Default Restocking Fee: 15 % (min:0.00%, max:15.00%)
- * Return Policy: All returns must include the following or it will be rejected and returned back to you at your cost:
 - Product purchased from Test_SandBox_A034

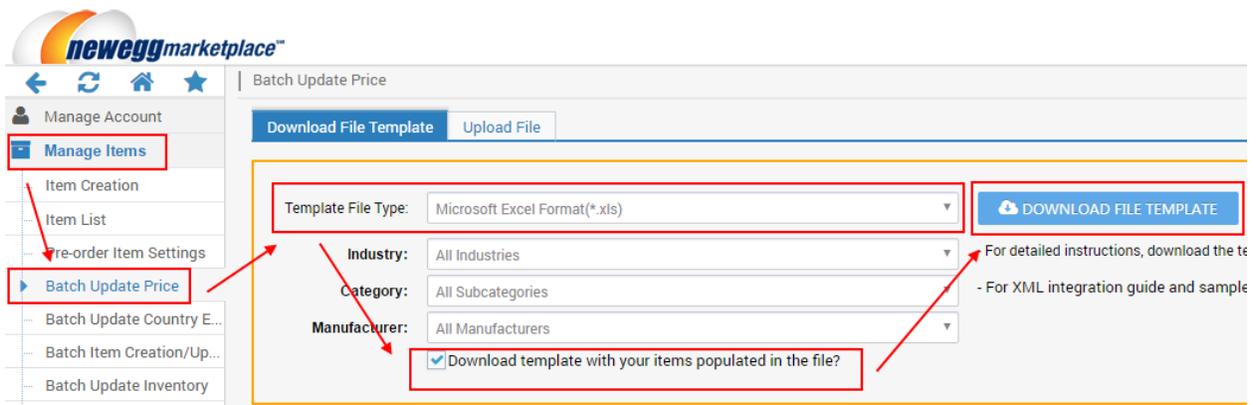
- c. If you would like to apply the newly defined return policy to other countries or all countries, use the "Apply below settings to shipping destination(s)." (**NOTE: Using such function will delete and replace any preexisting content previously setup for countries being applied to, with the new content.**)
- d. Click the drop-down menu to select the country you would like to apply the same Customer Service Info and Return Policy to.
- e. Click "APPLY" to confirm.

2.3. All countries will be checked when the Customer Service Info and Return Policy for all countries are specified correctly. Now, click "NEXT" two times to access the section of **Shipping Rate**.

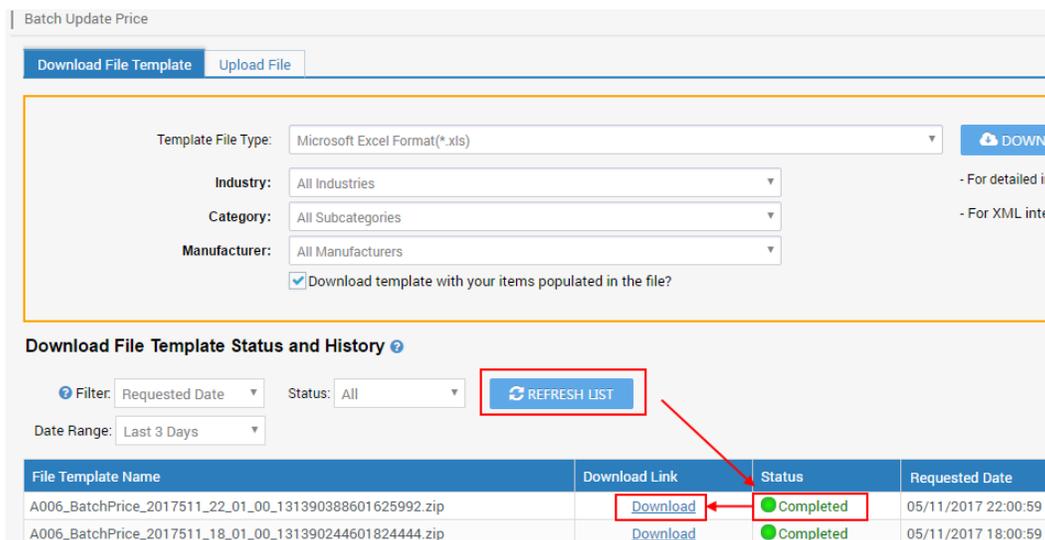
3. You don't need to setup Shipping Rate if you are using SBN to fulfill your international orders. If you already have the default Shipping Rate for U.S. then you can click "SAVE" to complete.

Batch Enable SBN Items for Newegg Global

1. **Important:** Make sure the **Country of Origin**, the country of manufacture/production of item, is appropriately filled for each items.
2. Using data feed to batch activate items for Newegg Global:
 - 2.1. Go [Seller Portal](#) > [Manage Items](#) > [Batch Update Price](#) > [Download File Template](#)
 - 2.2. Download data feed template.(Version 2.0)
 - 2.3. Select format of data feed, leave Industry, Category and Manufacturer to all, so all items will be downloading from Newegg Seller Portal account.
 - 2.4. By default the checkbox is checked Download template with your items populated in the file, do not uncheck.
 - 2.5. Click DOWNLOAD FILE TEMPLATE



- 2.6. Click REFRESH LIST to refresh the status of download.
- 2.7. When Initial status has changed to Completed, a link under Download Link section will be available. Click Download and save file to local drive. The file will include a complete item list of all your items for enabled countries.



- 2.8. Open the file to update price information, shipping, and activation for each item under each country accordingly. If you previously enabled multiple countries, for example the entire 20 countries, you should be able to see the same item listed 20 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.
- 2.9. When completed, upload the feed to Newegg Marketplace to process. **Congratulations!** You are ready to sell internationally.
- 2.10. (Optional) If you would like to activate international items by copying the same price from U.S. to other countries, please review the guide at: [link].

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: Newegg Global Country/Region List



*Additional approval is required for Selling to China.