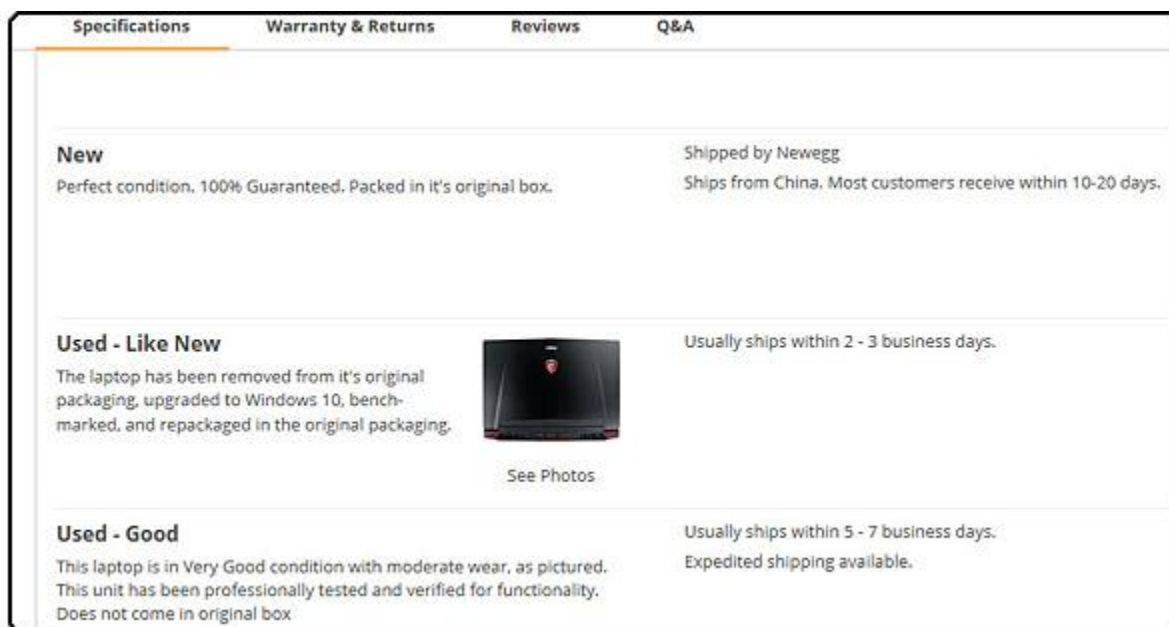


Selling Used Items on Newegg Marketplace

Newegg Marketplace sellers are now able to sell used items. Listing your used items makes them accessible along with new ones to millions of Newegg customers, allowing customers to find the best product for them.



How to Start

Follow the steps below to list used items

- [Select qualified product sub-category\(s\)](#)
- [Specify return policy for used items \(optional\)](#)
- [Specify the correct item condition](#)
- [Listing Items in used condition](#)

Select Qualified Product Sub-category(s)

Not all product sub-categories are available for used items. Please contact your category managers to obtain the sub-category list before listing items with USED condition.

Specify Return Policy for Used Items (optional)

Dedicated return and refund policies can be specified for used items. You should provide detailed information such as default refund period, default replacement period, and if you withhold a fixed restocking fee from all refunds.

1. Go to **Seller Portal > Manage Account > Shipping Settings > Step 3: Return Policy and Info.**

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

- Under the policy section, select the tab of “Set Individual Return Policy for Used Items”.

- Select the correct values that meet your business requirement.

- You can also specify the return period on sub-category levels in case they are different.

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

Copy below settings from shipping destination: Select

- * Default Refund Period: 30 days after invoice
- * Default Replacement Period: 60 days after invoice
- * Default Restocking Fee: 0.00 % (min:0.00%, max:15.00%)

APPLY TO ALL Apply return policy to all shipping destinations.

Set Category Specific Refund and Replacement Period

IndustryName

- Accessories
- Apparel**
 - Subcategory:
 - Belts & Suspenders (30/60)**
 - Childrens Activewear (30/60)
 - Childrens Outerwear (30/60)
 - Childrens Sleepwear & Robes (30/60)
 - Childrens Special Occasion (30/60)
 - Childrens Swimwear (30/60)

Set Period of Subcategory

Belts & Suspenders(30/60)

Return Refund Period: 30 days after invoice

Return Replacement Period: 60 days after invoice

SAVE **CANCEL**

5. Click **Next** two times then **Save** to complete.

Specify Correct Item Condition

Identifying the correct condition to each item you list on Newegg.com is an essential step for providing a great shopping experience.

When customers view a product page, they see a general product description along with a set of buying choices. Listings are displayed on the “**Also Available**” section for each product and are grouped to allow customers to select desired item by condition or price.

The following condition types are available:

- **New:** The product is brand-new and has never been used. It is in manufacturer original packaging, which has not been opened.
- **Refurbished:** The product has been professionally inspected, cleaned, and repaired to meet manufacturer specifications. The manufacturer's or refurbisher's warranty must apply. **(NOTE: No used item can be created under Refurbished items)**
- **Used- Like New:** An apparently untouched item in perfect condition. There are absolutely no signs of wear on the item or its packaging. Instructions are included.
- **Used- Very Good:** item that has seen limited use but remains in great condition.
- **Used- Good:** The item shows wear from consistent use, but it remains in good condition and works perfectly.
- **Used- Acceptable:** The item is fairly worn but continues to work perfectly. Signs of wear can include aesthetic issues such as scratches, dents, and worn corners.

Listing Items in Used Condition

View the following to get started:

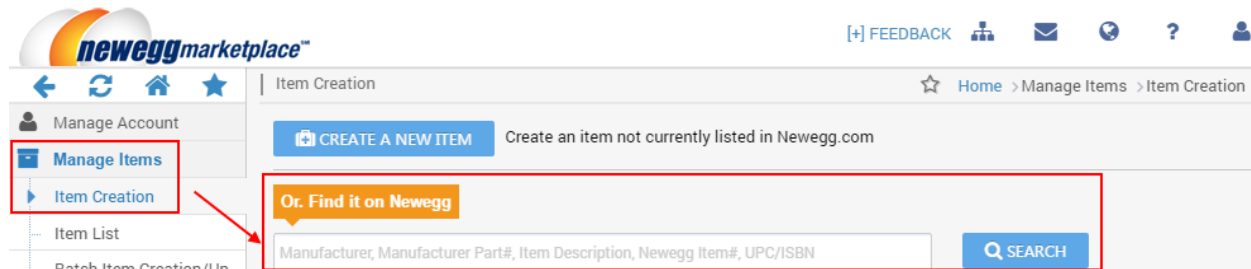
- [Step-by-step using Seller Portal](#)
- [Batch listing using data feed](#)

Step-by-step using Seller Portal

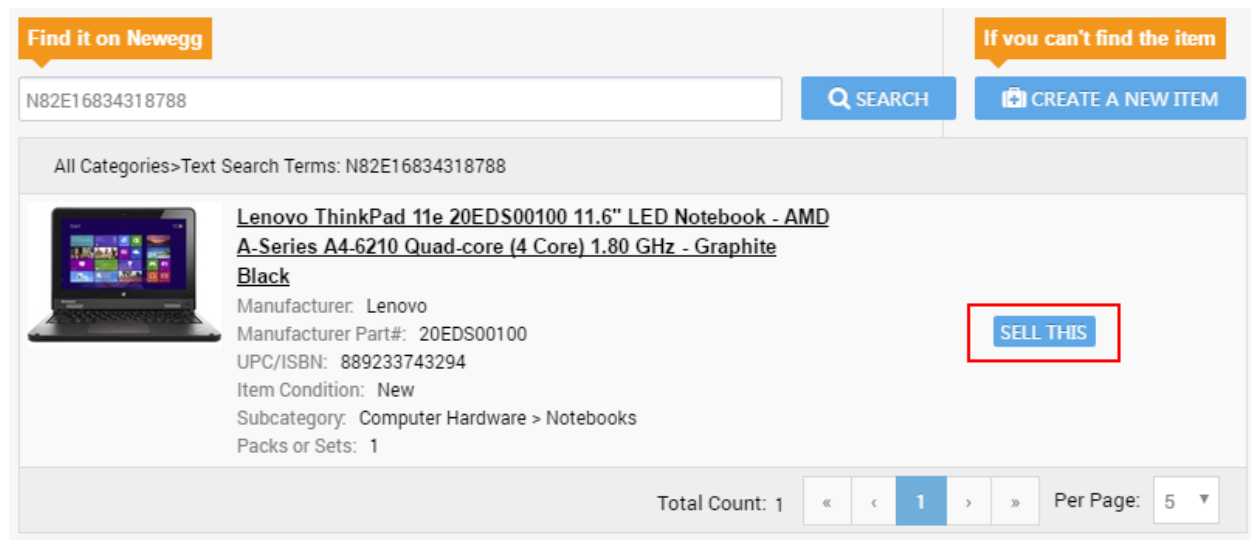
- [Creating items that already exist on Newegg.com](#)
- [Creating brand new listings](#)

Creating Items That Already Exist on Newegg.com

1. Access **Seller Portal** then open “**Manage Items > Item Creation**”. Search for existing item using “**Or, Find it on Newegg**”. This will create an item that already exists on Newegg's website. Simply click on Search after entering the item you are looking for.



2. Once you find the item you wish to sell, simply click the “**Sell This**” button for going to item details. If the “**Sell This**” button is grayed out, the category for the item is not open for your account. You will need to contact your Newegg category manager, if you do not know who your category manager is, contact datafeeds@newegg.com for help directing you to your Newegg category manager.





3. In the “**Basic Information**” section, select the condition value from the drop-down menu of “**Item Condition**”.

Basic Information	Specific Information	Detail Information	Price;Inventory;Shipping and Images
Your Item Category On Newegg: Computer Hardware > Notebooks			
* ? Item Condition: * ? Website Short Title: (Max. 200 characters) * Manufacturer: * Manufacturer Part#: 20EDS00100	<div> <div>New ▼</div> <div> New Used - Like New Used - Very Good Used - Good Used - Acceptable </div> </div>		

- Enter the comments that describe the condition of your item, optional.

Basic Information	Specific Information	Detail Information	Price;Inventory;Shipping and Images
Your Item Category On Newegg: Computer Hardware > Notebooks Not Notebooks			
* ? Item Condition:	<div> <div>Used - Like New ▼</div> <div> Condition Details: (Max. 200 characters) </div> </div>		
	<div>Like new and no scratch on monitor screen</div>		

- In the “Price;Inventory;Shipping and Images” section, you can upload images to help describe the items you are selling. You have the option to upload up to 6 images to display your items.

Basic Information	Specific Information	Detail Information	Price;Inventory;Shipping and Images
<div>NO Picture</div>		Manufacturer:	Lenovo
		Manufacturer Part#:	20EDS00100
		UPC/ISBN:	889233743294
		Commission Rate:	10.00%
		Commission Fee(\$ USD):	N/A
<div>Item Images</div> <div>Item Images – Used Item Description ?</div>			
<p>Used Item Image Review Drag  to change position. Each item can only upload 7 pictures</p> <div>  </div>			

6. Set **price and inventory**, and select a proper **shipping method**.

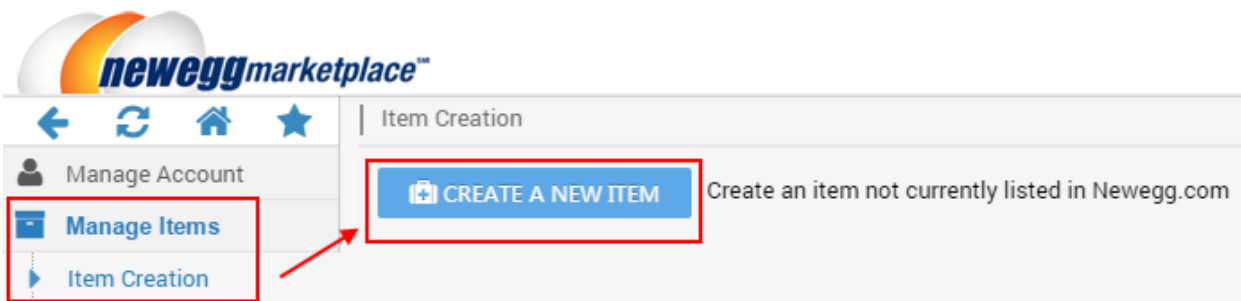
Specific Information	Detail Information	Price;Inventory;Shipping and Images
Manufacturer: Lenovo Manufacturer Part#: 20EDS00100 UPC/ISBN: 889233743294 Commission Rate: 10.00% Commission Fee(\$ USD): 55.00 Website Short Title: Lenovo ThinkPad 11e 20EDS00100 11.6" LED Notebook - AMD A-Series A4-6210 Quad-core (4 Core) 1.80 GHz - Graphite Black More Information		<div> * ? Seller Part#: <input type="text" value="used001"/> </div> <div> ? MSRP(\$ USD): <input type="text" value="N/A"/> </div> <div> * ? Selling Price(\$ USD): <input type="text" value="550.00"/> </div> <div> See the Volume Discount </div> <div> ? MAP Price: <input type="text" value="N/A"/> </div> <div> <input type="checkbox"/> Checkout MAP ? </div> <div> * Inventory: <input type="text" value="1"/> </div> <div> * ? Shipping: <input type="text" value="Default"/> ▼ </div>

7. Carefully review the information entered to ensure it is correct. Please note that item condition cannot be edited once an item is created.

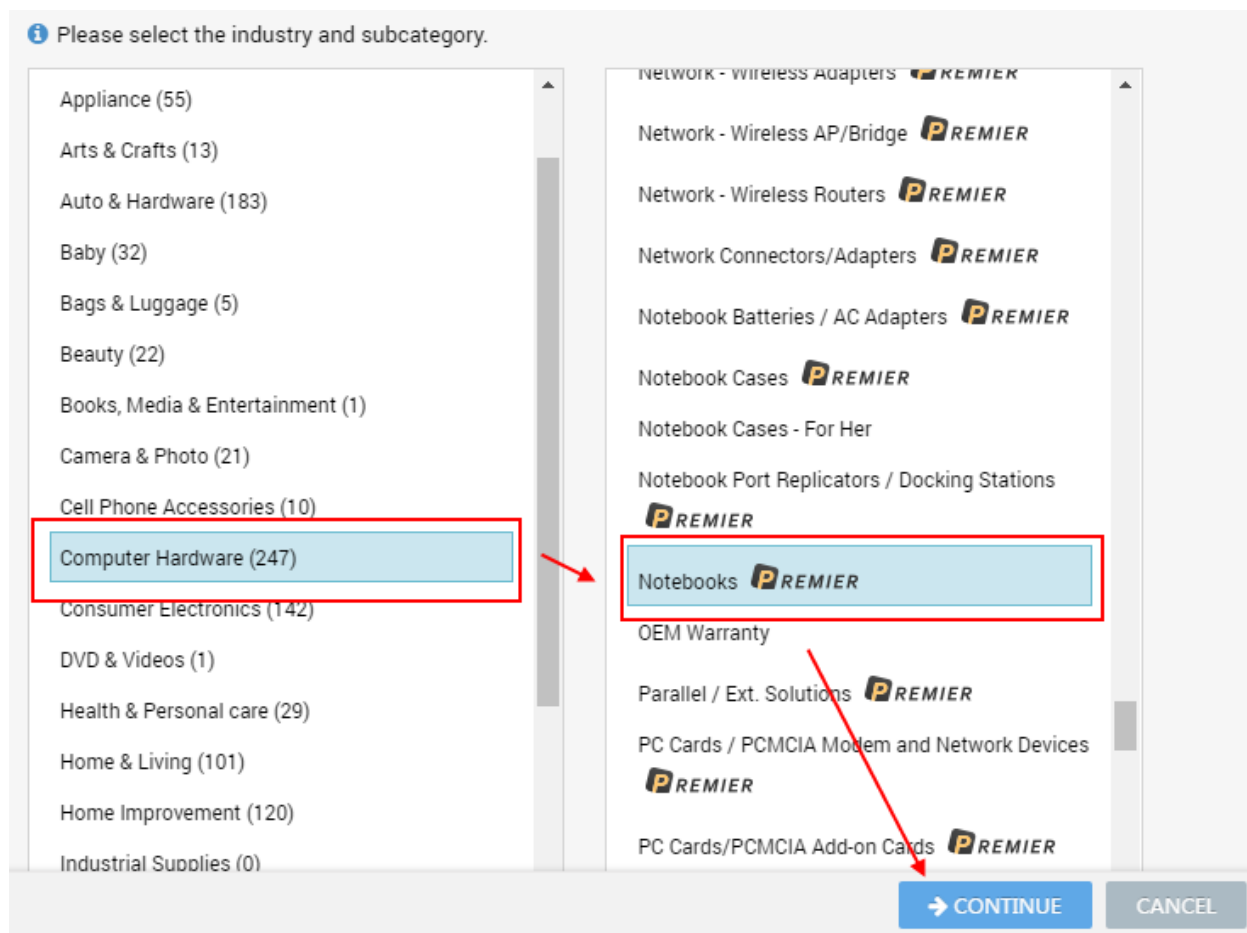
8. Click **"Submit"** to complete.

Creating Brand New listings

1. Access **Seller Portal** then open **Manage Items > Item Creation**. Click **"Create a New Item"** to create a new listing on Neweg.com.



2. Select the **correct industry** and **sub-category** for your item.



3. On the **"Basic Information"** section, select the condition value from the drop-down menu of **"Item Condition"**.

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

Your Item Category On Newegg: Computer Hardware > Notebooks

* ? Item Condition: New

* ? Website Short Title: (Max. 200 characters)

* Manufacturer:

* Manufacturer Part#: 20EDS00100

Used - Like New

Used - Very Good

Used - Good

Used - Acceptable

4. Enter the comments that describe the condition of your item, optional.

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

Your Item Category On Newegg: Computer Hardware > Notebooks [Not Notebooks](#)

* ? Item Condition: Used - Like New

Condition Details: (Max. 200 characters) Like new and no scratch on monitor screen

5. Enter the Website Short Title for your item. **Please note: the Website Short Title is designed for new item only. Please do not fill in any used condition related keywords.**

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

Your Item Category On Newegg: Computer Hardware > Notebooks [Not Notebooks](#)

* ? Item Condition: Used - Like New

Condition Details: (Max. 200 characters) Like new and no scratch on monitor screen

* ? Website Short Title: (Max. 200 characters) Lenovo ThinkPad 11e 20EDS00100 11.6" LED Notebook

6. Fill in the Specific Information for your item. **Please note: the "Bullet Description" and "Product Description" are designed for new items only. Please do not fill in any used condition related information.**

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

* ? Item Dimensions(in.): Length: Width: Height:

* ? Item Weight(lb.):

* Item Package: ☒ Retail ☐ OEM

Bullet Description:

AMD A4-6210 1.80GHz
4GB Memory 500GB HDD
1366 x 768
Windows 7 Professional
11.6" Convertible LED Notebook

* Product Description:

protect the LCD panel, and a stronger rear cover reduces accidental LCD damage. The hinges and brackets have been strengthened, to last 50,000 cycles and to withstand more force to the cover. Reinforced ports and a reduced gap between anchored keys help prevent accidental damage from a bored child's exploring fingers. This is one tough machine.

Enter product listed title or key to

7. “Detail Information” - in this section if the fields do not have values you need you will need to contact our Newegg content team at mktp.content@newegg.com to add the values.

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

* NBB_Color:

* NB_CPU Type:

* NB_CPU Speed:

* NB_Screen Size:

* NB_Touchscreen:

* NB_Operating System:

* NB_SSD:

* NB_HDD:

* NB_Memory:

* Group NB_Options:

Field with blue star identifies the field as a group-by property, a property you can use to group with other variations of the item (example: size and color). It is only required if you wish to group the item with its variations on the website.

Field in bold text means this property will appear on Newegg Search Navigation as a filter for customers. We strongly recommend sellers to fill these fields to help the customers find your items. See example [here](#).

Field with red star identifies as a required property, please select a pre-defined value from the dropdown list. Please contact Newegg content team for more details.

Need Help? Email MarketplaceSupport@Newegg.com

PREVIOUS CONTINUE


8. On the “Price;inventory;Shipping and Images” section, you can upload images to help describe the items you are selling. You can upload up to 6 images to display your items, optional. **Please note: the “Item Images” is designed for new items only. Please do not upload used condition related images.**


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

NO Picture

Manufacturer: **Lenovo**
Manufacturer Part#: **20EDS00100**
UPC/ISBN: **889233743294**
Commission Rate: **10.00%**
Commission Fee(\$ USD): **N/A**

Item Images **Item Images – Used Item Description ?**

Used Item Image Review Drag  to change position. Each item can only upload 7 pictures



9. Set **price and inventory**, and select a proper **shipping method**.

Specific Information Detail Information **Price;Inventory;Shipping and Images**

Manufacturer: **Lenovo**
Manufacturer Part#: **20EDS00100**
UPC/ISBN: **889233743294**
Commission Rate: **10.00%**
Commission Fee(\$ USD): **55.00**
Website Short Title: **Lenovo ThinkPad 11e
20EDS00100 11.6"
LED Notebook - AMD
A-Series A4-6210
Quad-core (4 Core)
1.80 GHz - Graphite
Black**
[More Information](#)

* ? Seller Part#:
? MSRP(\$ USD):
* ? Selling Price(\$ USD):
[See the Volume Discount](#)
? MAP Price:
☐ Checkout MAP ?
* Inventory:
* ? Shipping: ▼

10. Carefully ensure that the information entered is correct. Please note that item condition cannot be edited once an item is created.

11. Click **“Submit”** to complete.

Batch Listing Using Data Feed

You can create your listings in bulk using the item creation templates. Regardless of the data feed format you decide to use (xls, csv, txt, xml), it is highly suggested to download the template in the MS Excel (xls) format. The Excel Template contains valuable information you will need to properly fill out the data feed.

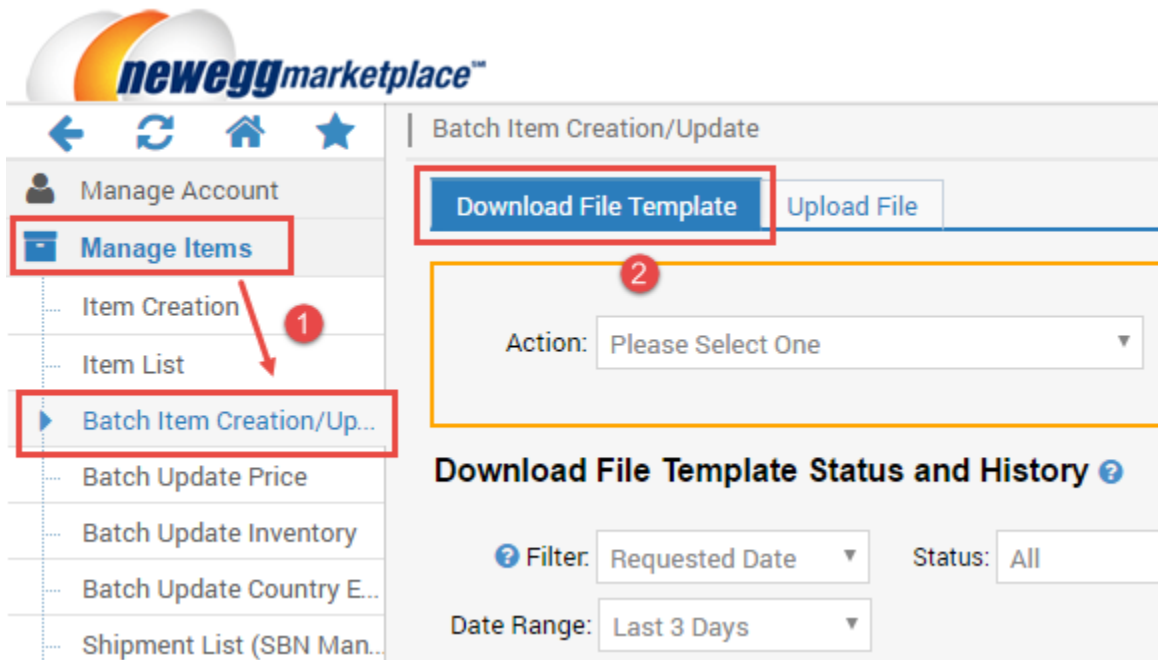
Different templates are available:

- [Creating items that already exist on Newegg.com](#)

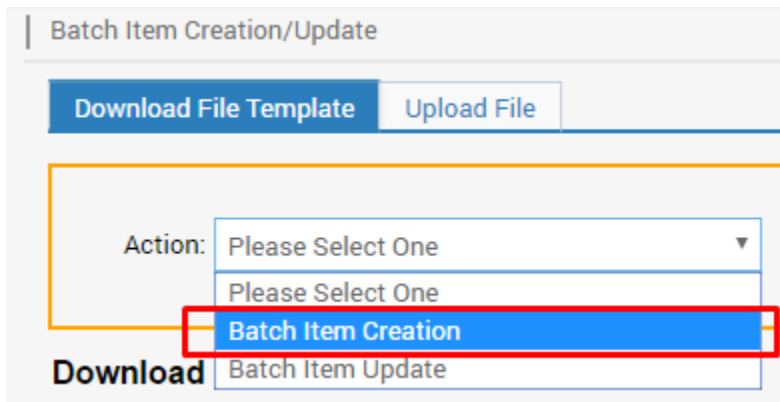
- [Creating brand new listings](#)

Creating items that already exist on Newegg.com, data feed template 2.0:

1. Go to **Seller Portal > Manage items > Batch Item Creation/Update**
2. Select the “**Download File Template**” tab



3. Select the correct Action: “**Batch Item creation**” from the drop-down menu



4. Check the option “**Create items that exist on Newegg**”
5. Select the correct template file format from the drop-down menu
6. Click “**Download File Template**” to download the template.

Batch Item Creation/Update

Home > Manage Items > Batch Item Creation/Update

Download File Template Upload File

Action: Batch Item Creation

☒ Create items that exist on Newegg

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

Industry: Please Select Item Industry

Category: Please Select Item Category

DOWNLOAD FILE TEMPLATE

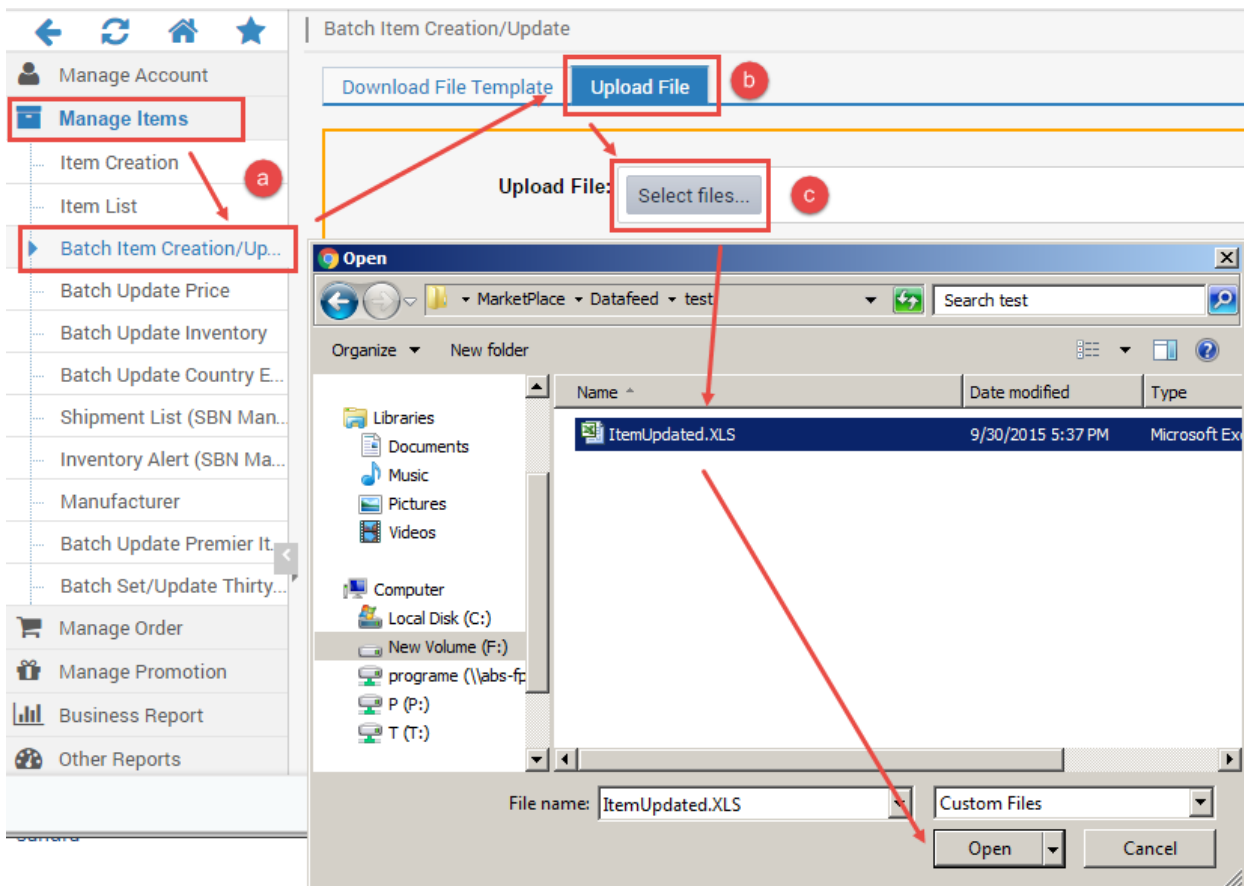
-For detailed instructions, download template in MS Excel format(.xls). To upload file for processing, click on Upload File tab above.

7. Populate data feed with item related information.
8. Save your work after completely populating the data feed. You are now ready to upload your data feed.
9. To upload the data feed file:

(a) Go to **Seller Portal > Manage items > Batch Item Creation/Update**

(b) Click on the **"Upload File"** tab

(c) Click the **"Select files..."** button. Search the data feed file located in your computer.



(d) Once you have located the file, click **UPLOAD FILES** button.

Batch Item Creation/Update

Download File Template Upload File

Upload File:

ItemUpdated.XLS

UPLOAD FILES

- (e) You can check feed status under “**Uploaded File Status and History**”. Please note: processing times may vary depending on size and number of data feeds in process queue.

Batch Item Creation/Update

Download File Template Upload File

Upload File:

ItemUpdated.XLS

UPLOAD FILES

Uploaded File Status and History

Filter: Requested Date Status: All User: REFRESH LIST

Date Range: Last 3 Days

File ID	File Name	Status	Uploaded Date	Uploaded User	Completed Date	Description	Download Link
37163829	APIAutoFile.xml	Completed with errors	06/15/2016 14:16:49	api@newegg.com	06/15/2016 14:20:10	Total Records:211, Successfully Uploaded Records: 60	View Details

Creating brand new listings, data feed template 1.0:

- Go to **Seller Portal > Manage items > Batch Item Creation/Update**

newegg marketplace™

Manage Account

Manage Items

Item Creation

Item List

Batch Item Creation/Up...

Batch Update Price

Batch Update Inventory

Batch Update Country E...

Shipment List (SBN Man...

Batch Item Creation/Update

Download File Template Upload File

Action: Please Select One

Download File Template Status and History

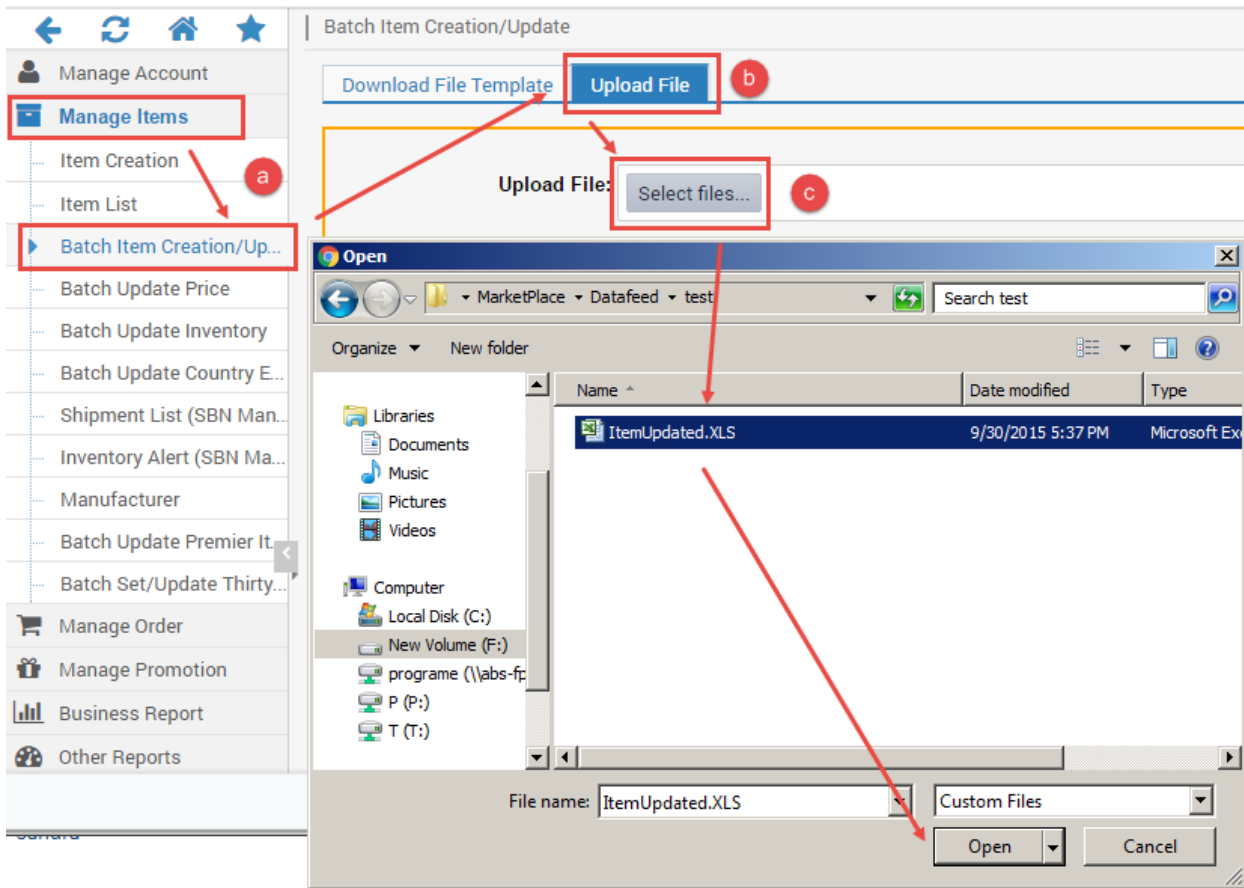
Filter: Requested Date Status: All

Date Range: Last 3 Days

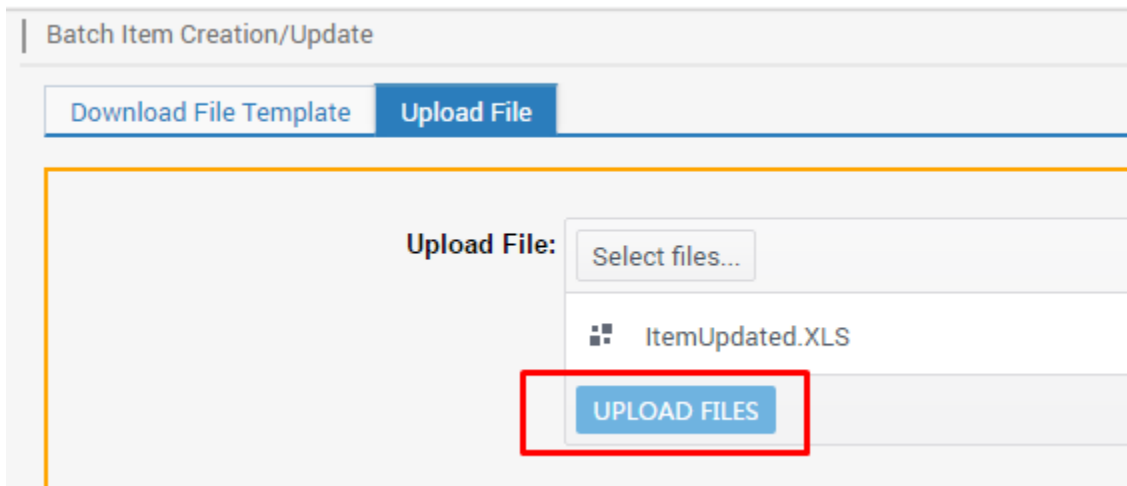
2. Select the “**Download File Template**” tab
3. Select the correct Action: “**Batch Item Creation**” from the drop-down menu
4. Select the correct template File Format from the drop-down menu.
5. Select the correct industry and related sub-category
6. Click “**Download File Template**” to download the template.

The screenshot shows the 'Batch Item Creation/Update' page. At the top, there are two tabs: 'Download File Template' (highlighted with a red box and callout 2) and 'Upload File'. Below the tabs, there are three main sections. The first section (callout 3) contains an 'Action' dropdown menu set to 'Batch Item Creation' and a checkbox labeled 'Create items that exist on Newegg'. The second section (callout 4) contains three dropdown menus: 'Template File Type' set to 'Microsoft Excel Format(*.xls)', 'Industry' set to 'Computer Hardware' (with callout 5), and 'Category' set to 'Notebooks'. The third section (callout 6) contains a blue button labeled 'DOWNLOAD FILE TEMPLATE' and a text block providing instructions: '-For detailed instructions, download template in MS Excel format(.xls). To upload file for processing, click on Upload File tab above.'

7. Populate the data feed with related item information. **Please note:**
 - The **Website Short Title** is designed for new items only. Please do not fill in any used condition related keywords.
 - The “**Bullet Description**” and “**Product Description**” are designed for new items only. Please do not fill in any used condition related information.
 - The “**Item Images**” is designed for new items only. Please do not upload used condition related images.
8. Save your work after complete populating the data feed. You are now ready to upload your data feed.
9. To upload the data feed file:
 - (a) Go to Seller Portal > Manage items > Batch Item Creation/Update
 - (b) Click on the “**Upload File**” tab
 - (c) Click the “**Select files...**” button. Search the data feed file located in your computer.



(d) Once you have located the file, click “**UPLOAD FILES**” button.



(e) You can check feed status under “**Uploaded File Status and History**”. Please note: processing times may vary depending on size and number of data feeds in process queue.

Batch Item Creation/Update

Home > Manage Items > Batch Item Creation/U

Download File Template Upload File

Upload File: Select files...

ItemUpdated.XLS

UPLOAD FILES

Uploaded File Status and History ⓘ

Filter: Requested Date Status: All User: REFRESH LIST

Date Range: Last 3 Days

File ID	File Name	Status	Uploaded Date	Uploaded User	Completed Date	Description	Download Link
37163829	APIAutoFile.xml	Completed with errors	06/15/2016 14:16:49	api@newegg.com	06/15/2016 14:20:10	Total Records:211, Successfully Uploaded Records: 60	>> View Details

Total Records:211, Successfully Uploaded

10. To upload the data feed using API Service, please download the latest API development guide for the details:
https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip

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 marketplacesupport@newegg.com