



NEWEGG GLOBAL SETUP GUIDE

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

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Newegg Global Setup 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 20 countries/regions:



*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)
- [Newegg International Shipping Program \(NISP\)](#). Providing sellers an easy way to sell globally without the complications of international shipping. You ship the order to Newegg's warehouse facility and Newegg team will manage the rest. Review the detailed [guide](#) for more details.

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

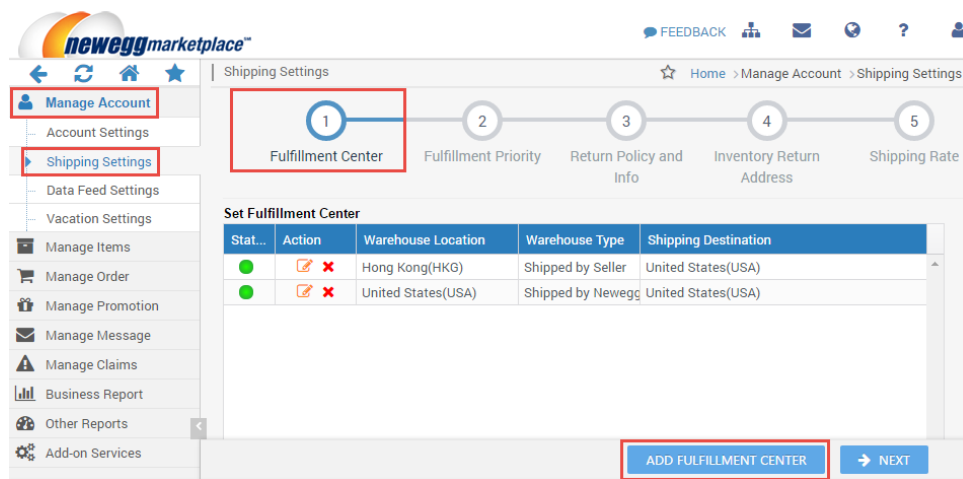
- [Setting Up Fulfillment Center and Available Countries](#)
- [Fulfillment Priority Arrangement](#)
- [Define Store Return Policy and Info](#)
- [Specify Inventory Return Address](#)
- [Configure Shipping Rate](#)
- [Activate Your Items Internationally with Correct Price Information](#)

Setting Up Fulfillment Center and Ship to Countries

1. Fulfillment Center

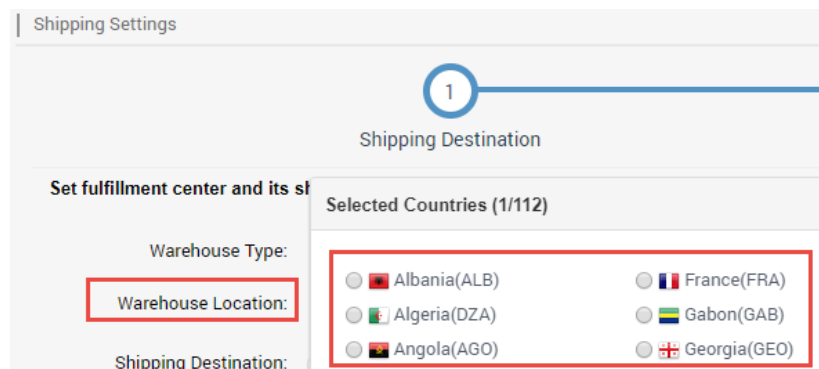
Access Seller Portal, then open [Manage Account](#) > [Shipping Settings](#) > [Fulfillment Center](#)

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). 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.

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



- 1.2. On the next step, identify the destination countries and the Fulfillment Center Information for orders fulfilled by current fulfillment center. The Fulfillment Center Information of your USA warehouse location will be used as “Ship from” address for you to ship the order to Newegg’s warehouse facility if you are using [Newegg International Shipping Program \(NISP\) to fulfill your international orders.](#)

Step 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 (7/20) [Select All](#) | [Clear All](#)

☐ Asia

☐ China(CHN) ☒ Japan(JPN)

☒ Hong Kong(HKG)

☒ India(IND)

Step 2: Fulfillment Center Information

* Contact First Name: John

* Contact Last Name: Doe

* Returns Contact Number: 626-271-9700

* Address1: 17500 Testing Street

Address2:

* City: City of Industry

* State / Province: California

* Company Country / Region: United States

* Zipcode: 91700

[PREVIOUS](#) [CONTINUE](#)

- 1.3. Click “CONTINUE” to continue the next procedure: **Fulfillment Priority Arrangement.**
- 1.4. (Skip this if you are not selling to China) Bonded warehouse located in China. Country code: **CN2**. Select this option when your items are stored in a customs bonded warehouse located in China. Tax and duty may be applied to the orders placed by Chinese customers following the same import charge rule you set for regular oversea warehouse. **Important!** If you don’t intend to sell your items to China, please select CHN for the warehouse located in China.

Set fulfillment center and its shipping destination.

Warehouse Type: ☒ Shipped by Seller (SBS) ? ☐

Warehouse Location:

Shipping Destination:

Selected Countries (1/110)

- ☐ Chile(CHL)
- ☐ China(CHN)
- ☒ China-Bonded(CN2) ?
- ☐ Colombia(COL)
- ☐ Costa Rica(CRI)
- ☐ Croatia(HRV)

- 1.5. (Skip this if you are not selling to China) Under Shipping Destination, add supported country(s) for current fulfillment center.

NOTE: Additional approval and a dedicated seller account is required for selling on China. Please contact marketplacesupport@newegg.com for more details or [apply here](#).

Set Fulfillment Center				
Status	Action	Warehouse Location	Warehouse Type	Shipping Destination
●		United States(USA)	Shipped by Seller	China(CHN) , United States(USA)
Pending request				

Set Fulfillment Center				
Status	Action	Warehouse Location	Warehouse Type	Shipping Destination
●		United States(USA)	Shipped by Seller	China(CHN), United States(USA)
●		United States(USA)	Shipped by Newegg	China(CHN), United States(USA)
Approved request				

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.

Shipping Settings

Home > Manage Account > Shipping Settings

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

Select Shipping Destination(24 of 25 is done)

☐ Hide completed settings

Country name or code

Shipping Destination	Fulfillment Priority
✓ Austria(AUT)	United States(USA), Hong Kong(HKG)
Belgium(BEL)	United States(USA), Hong Kong(HKG)
✓ Bulgaria(BGR)	Hong Kong(HKG)

Set Fulfillment Priority

Priority	Fulfillment Center Location
1	United States(USA)
2	Hong Kong(HKG)

PREVIOUS NEXT

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 the best shopping experience, the default customer return address is: **Newegg Return Service. Local Return Address** is also available if you have return process facility in the country which you plan to sell products to. The default option of “For items shipped by Seller, do you allow Newegg to generate Return Requests?” is “**Yes**” for all international countries. Newegg will provide value-added service for all your international return requests.

Set Return Policy and Info

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

Set Customer Return Address

☐ Local Return Address (Shipping Destination Return Address)

☒ Newegg Return Service

- 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 City of Industry, California, in the U.S. To learn more about the benefits of SBN service, please review the [SBN FAQ section](#).
- 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.
 - Set Customer Service Information and Return Policy. This information will provide the ability for customers to contact you with questions or concerns about your product or store.

Set Customer Service Info and Return Policy

Return Policy

Customer Service Phone: 354-435-4334

Customer Service Email: data@newegg.com

Copy content for below fields from another country: Please select country

Set Customer Service Info and Return Policy

☒ Newegg Return Service

☐ Local Return Address (Shipping Destination Return Address)

Set Customer Return Address

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

- b. The Options of Return Policy for New & Refurbished Items. The available return policy options are Default Refund Period, and Restocking Fee. Replacement return option is not available for international countries.

For New & Refurbished Items

* Default Refund Period: 45 days after invoice * Default Replacement Period: Not Accepted

* Max Restocking Fee: 1.99 % (min:0.00%, max:30.00%)

[Click to View or Setup Subcategory Specific Refund and Replacement Period Setting](#)

NOTE: For best shopping experience, Newegg suggest applying a Newegg pre-defined “Customer Service Info and Return Policy” for all international countries. You can click “APPLY NEWEGG PREDEFINED RETURN POLICY” to apply.

Shipping Destination

- ✓ Hong Kong(HKG)
- ✓ India(IND)
- ✓ Japan(JPN)
- ✓ Philippines(PHL)
- ✓ Singapore(SGP)
- ✓ South Korea(KOR)
- Thailand(THA)
- ✓ United States(USA)

Set Customer Return Address (for Shipped by Seller Orders Only)

☐ Local Return Address (Shipping Destination Return Address) ☒ Newegg Return Service

Set Customer Service Info and Return Policy

To ensure the best shopping experience for Newegg customers and streamline the return process for your global business, the Newegg Return Service program will be the default option to cover all requests. By enable the current country on Newegg.com, you agree to the terms and conditions with the [Newegg Marketplace Global Selling Program Agreement](#).

Copy Content for Below Fields from Another Country: Please select country

Customer Service Phone#: 541-452-6726 * Customer Service Email: III15@newegg.com

* 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_MKTPLS on Newegg
- Original Condition, no physical damage (exclude damages sustained during transportation which must be reported to Newegg Customer Service within 72 hours of order delivered)

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.

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

Copy below settings from shipping destination: Country name or code...

Apply below settings to shipping destination(s): United States(USA)

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

Selected Countries (0/7) [Select All](#) | [Clear All](#) Filter by country name or code...

☐ **Asia**

- ☐ Hong Kong(HKG) ☐ Philippines(PHL) ☐ South Korea(KOR)
- ☐ India(IND) ☐ Singapore(SGP) ☐ Thailand(THA)

☐ **North America**

- ☐ United States(USA)

[Collapse All](#) [Expand All](#)

Apply Above Settings to Other Shipping Destination(s): Please select country

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.

Notice

Can't copy below return policy setting value(s) to current country because it's not accepted by current country per Newegg's return policy requirement: To continue, please specify another value in "Revised Value" column for all records then click "OK". To cancel this copy action, please click "CANCEL".

Type	Subcategory	Name	Source Value	Revised Value
New & Refurbished		Default Replacement ...	60 days after invo...	<div> Please Select Please Select Not Accepted </div>

OK CANCEL

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.

Shipping Settings

Home > Manage Account > Shipping Settings

Fulfillment Center Fulfillment Priority Return Policy and Info **Inventory Return Address** 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
<input checked="" type="checkbox"/> United States(USA)

* Contact First Name: 23452345
* Contact Last Name: 23452345
* Returns Contact Number: 2345-2345234Ext52345
* Address1: 345234
Address2: 23452345
* City: 23452345
* State / Province: 23452345
* Country / Region: Hong Kong

PREVIOUS NEXT

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.

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

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

PREVIOUS
SAVE

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.

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](#)

Important! To avoid the delay of customs clearance, items shipped to Mexico with selling price greater than USD\$810 will be deactivated.

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.

The screenshot shows the 'Edit Item' form in the Newegg Seller Portal. The 'Specific Information' tab is selected. The form contains the following fields:

- 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. HemoBell brings you the movements from leaves blowing in the wind. With the advanced motion sensor. v.
- Shipping Hazardous Materials:** ☒ NO
- Country of Origin:** UNITED STATES
- Age 18+ Verification:** ☒ NO

3. To activate items for all selling countries:
 - a. Set the correct price amount for related fields: 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 and a dedicated seller account is required for selling on China. Please contact marketplacesupport@newegg.com for more details or [apply here](#). You are not able to activate items for China before your request is approved.

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

Check out the newly available selling tools: [Price Suggestion](#), [Listing Optimization](#), [Inventory Forecast](#)

Item List Update Inventory

All NE Item# 9SIA

Important!

- Available inventory will be applied to your global listings once they are activated.
- To avoid the delay of customs clearance, items with selling price equal or greater than a certain amount w

Status	Action	Country	Item Title	Seller	Seller Part#
●	✕	United Kingdom (GBR)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001
●	✕	Hong Kong (HKG)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001
●	✕	Indonesia (IDN)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001
●	✕	India (IND)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001
●	✕	Japan (JPN)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001
●	✕	South Korea (KOR)	10 Pcs N95 Ma...	Test_SandBo...	Test_N95_001

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](#)

neweggmarketplace™

Batch Item Creation/Update

Download File Template Upload File

Action: Please Select One

Download File Template Status and Hi

Filter: Requested Date Status:

- 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)**

Batch Item Creation/Update

Download File Template Upload File

Action: Batch Item Update

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

☒ 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](#)

newegg marketplace™

Batch Update Price

Download File Template Upload File

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

Industry: All Industries

Category: All Subcategories

Manufacturer: All Manufacturers

☒ Download template with your items populated in the file?

- 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.

Batch Update Price

Download File Template Upload File

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

Industry: All Industries

Category: All Subcategories

Manufacturer: All Manufacturers

☒ Download template with your items populated in the file?

DOWNLOAD FILE TEMPLATE

- For detailed instructions, download the template File tab above.

- For XML integration guide and sample files

- 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: 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 and a dedicated seller account is required for selling on China. Please contact marketplacesupport@newegg.com for more details or [apply here](#). You are not able to activate items for China before approval.

Through API

Please reference our API development guide for more details at: https://developer.newegg.com/newegg_marketplace_api/

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 shows the 'Order List' page in the Newegg Seller Portal. At the top, there is a breadcrumb trail: 'Order List > View and process orders. [Learn More](#)'. On the right, there is a navigation bar with 'Home > Manage Order > Order List'. Below the breadcrumb, there is a search bar with 'Order Number' and 'Input Keywords' fields, a 'SEARCH' button, and an 'ADVANCED SEARCH' link. A filter bar shows 'Order Status: Invoiced' with a 'Remove All' link. The main content area is a table with columns: Status, Return(s), Action, Order Number, Seller Order Number, Order Date, and a dropdown menu. The dropdown menu is open, showing options: 'Print Comm...', 'Batch Ship', 'Print Order Packing List', 'Print Commercial Invoice' (highlighted with a red box), 'Create Sales Order', and 'Batch Update Auto Void Time'. A 'GO' button is also highlighted with a red box. The table contains three rows of 'Invoiced' orders.

Status	Return(s)	Action	Order Number	Seller Order Number	Order Date	
Invoiced					04/26/2017 07:18:25	N/A
Invoiced					04/25/2017 13:23:25	N/A
Invoiced					04/25/2017 13:03:24	N/A



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	Unit Price	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 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

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

Appendix

Setting up Taxes, Duties, and Import Charges for Shipments to China

When sell to China, sellers are responsible for complying applicable tax regulation. Newegg marketplace provides flexible ways for sellers to set up the payment type of the duty and taxes on both account level and item level.

NOTE: If you are using the **Shipped by Newegg (SBN)** to ship orders to China, 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](#)

Setting up via Newegg Seller Portal

There are two settings are available:

- [Setting up the default settings on store level](#)
- [Specify different Tax, Duty Type and Import Type for certain items](#) (Optional)

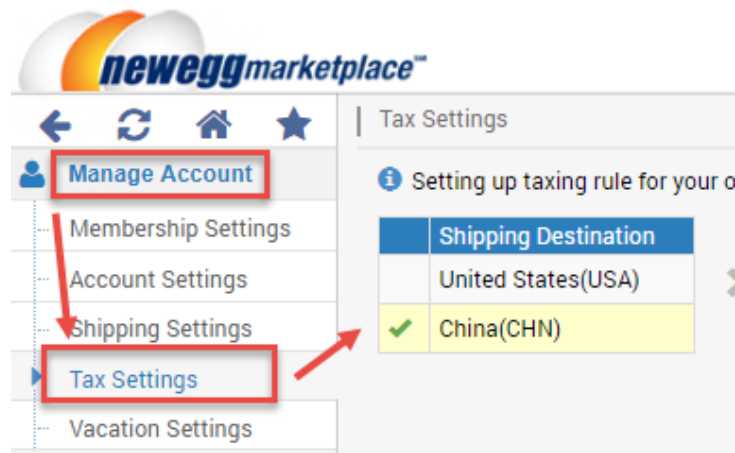
Setting up the default settings on store level

1. In order to proceed the setup correctly, please make sure China is ready. To verify, Access [Seller Portal > Manage Account > Shipping Settings](#)

NOTE: Additional approval and a dedicated seller account is required for selling on China. Please contact marketplacesupport@newegg.com for more details or [apply here](#).

Status	Action	Warehouse Location	Warehouse Type	Shipping Destination
●		United States(USA)	Shipped by Seller	Austria(AUT) , Be
●		China-Bonded(CN2)	Shipped by Seller	China(CHN)

2. If you will be shipping the product (SBS), you can specify the import charges to be applied for the items you are shipping to China. Please note:
 - This setting will apply to all items activated for China. If you would like to apply different settings for certain items, please review the [item level setting](#).
 - There are 2 types of setting available: **Tax & Duty Type** and **Import Type**.
 - **Tax & Duty Type**. To identify the tax and duty rules to be applied for items shipping to China. Available options:
 - **DDU (default)**: Deliver Duties Unpaid. No duty or tax will be added to orders. Customers are responsible for additional duties and taxes during the customs clearance.
 - **DDP**: Deliver Duties Paid. Duties and taxes will be collected while customers placing orders. Sellers are responsible to pay all duties and taxes directly. Collected amount will be remit to sellers along with regular payment transactions.
 - **ATI**: All tax included. All duties and taxes are included in item's selling price. No duty or tax will be added to orders. Seller are responsible to pay all duties and taxes directly.
 - **Import Type**. To identify the order import type for calculating the correct tax amount for items shipping to China. Available options:
 - **EE (default)**: Taxes will be calculated as personal shipments. Recipient's photo ID number and the copy of ID will be provided for processing orders.
 - **EEP**: Taxes will be calculated as business to customer direct shipments, known as Cross-Border e-Commerce. Payment holder's photo ID number will be provided for processing orders.
3. Access Seller Portal then open **Manage Account > Tax Settings** to setup.
4. Select **China (CHN)** from the **Shipping Destination** menu.



5. Select the applicable values for each Type. Click **SAVE** to complete.

Tax Settings ☆ Home > Manage Account > Tax Settings

Setting up taxing rule for your orders by different shipping destination country.

Shipping Destination
United States(USA)
✓ China(CHN)

Setting up the import charges to be applied for the items you are sending to China. For individual items which have different settings:

- Edit items manually from [Seller Portal > Manage items > Item List](#).
- For batch updates, please download the template from [Batch Item Tax Settings](#).

Tax & Duty Type

☒ **DDU.** Deliver Duties Unpaid. No duty or tax will be added to orders. Customers are responsible for additional duties and taxes during customs clearance.

☐ **DDP.** Deliver Duties Paid. Duties and taxes will be collected while placing orders. Sellers are responsible to pay all duties and taxes directly. Collected amount will be remit to sellers along with regular payment transactions.

☐ **ATI.** All Tax Included. All duties and taxes are included in item's selling price. No duty or tax will be added to orders. Sellers are responsible to pay all duties and taxes directly.

Import Type

Identify the order import type for calculating the correct tax amount.

☒ **EE.** Taxes will be calculated as personal shipments. Recipient's photo ID number and the copy of ID will be provided for processing orders.

☐ **EEP.** Taxes will be calculated as business to customer direct shipments, known as Cross-Border e-Commerce. Payment holder's photo ID number will be provided for processing orders.

SAVE

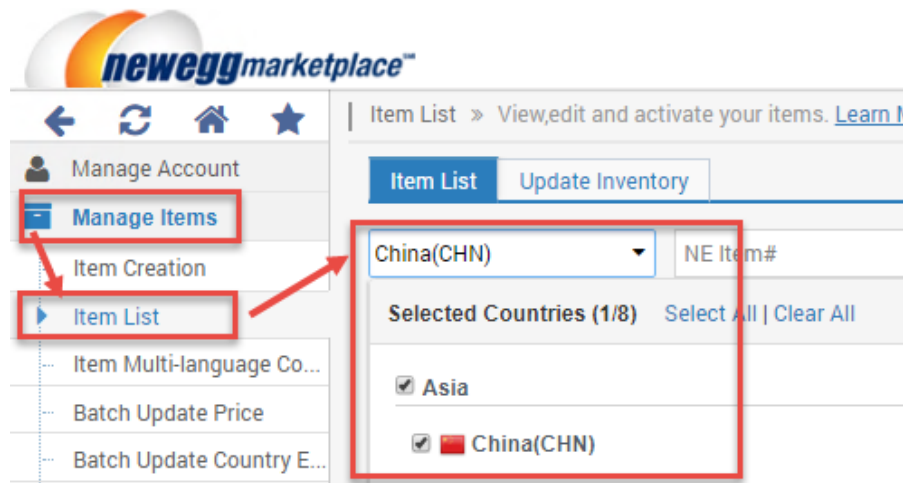
Specify different Tax, Duty Type and Import Type for certain items (Optional)

There are several ways to specify settings on item level:

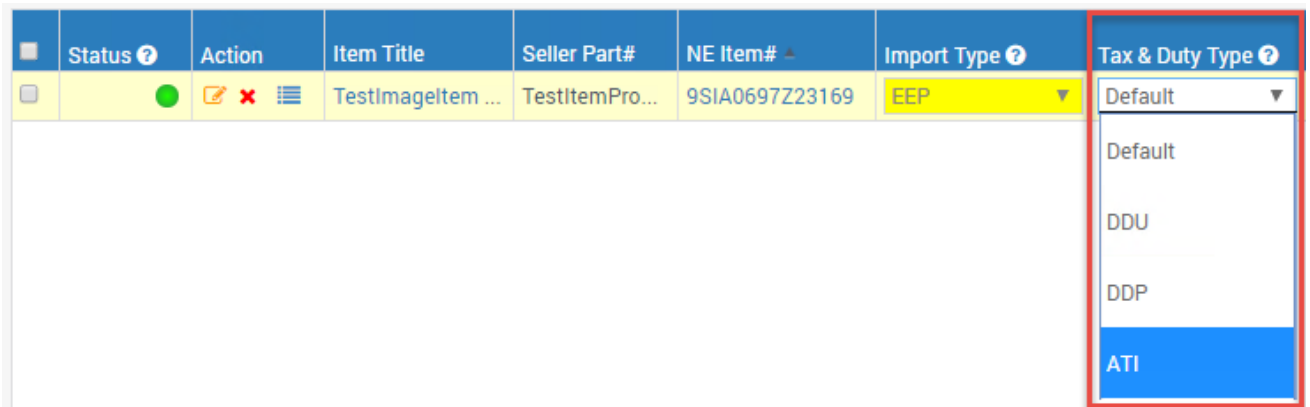
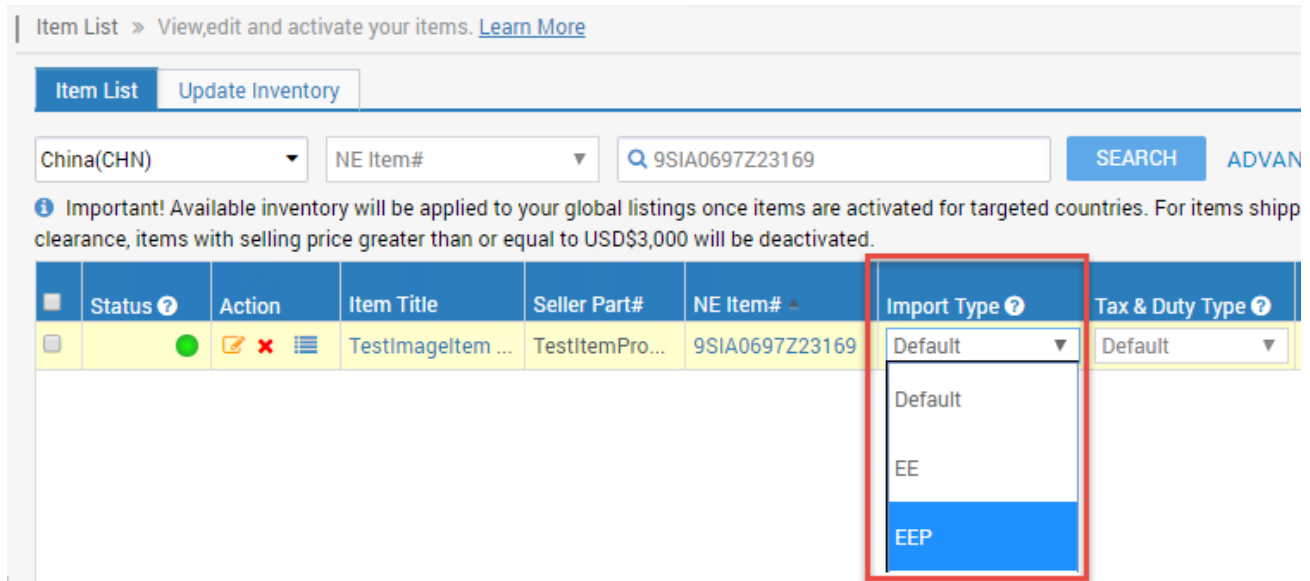
- [Through Newegg Seller Portal](#)
- [Through data feeds](#)
- [Through API](#)

Through Newegg Seller Portal

1. Access Seller Portal, then open [Manage Items > Item List](#). Select **China(CHN)** from the country drop-down menu.



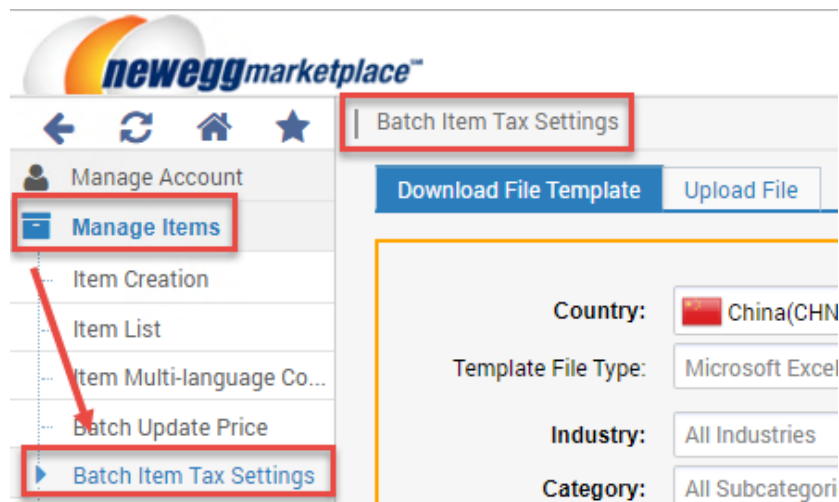
2. Search the item(s) you would like to update. To update the settings:
 - a. Select the targeted value, **Import Type** and **Tax & Duty Type**, from the drop-down menu. Select **Default** if you want to apply the account level settings.



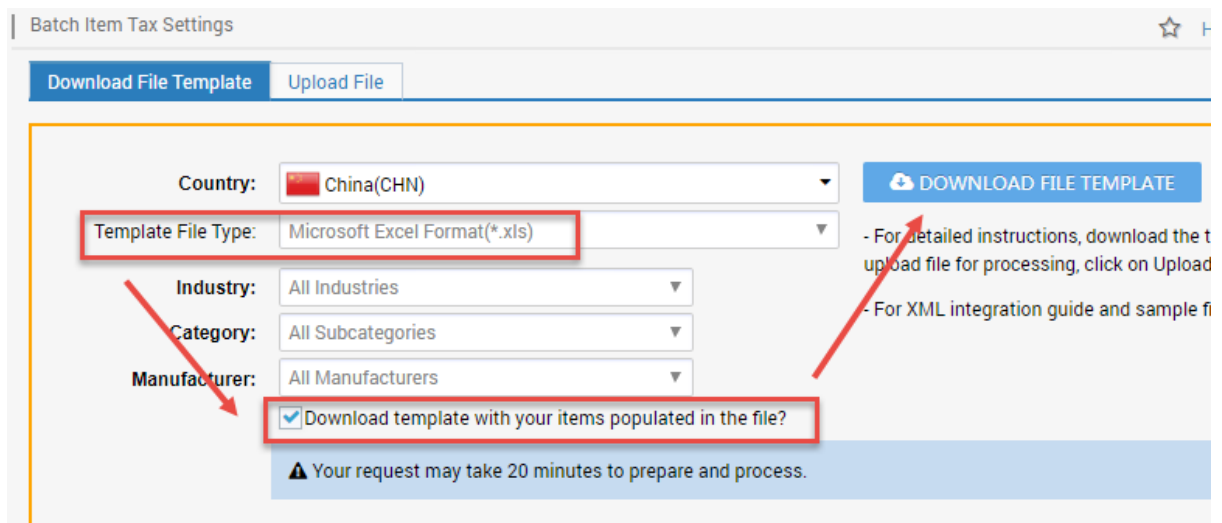
- b. Click **SAVE ALL UPDATES** to complete.

Through Data Feeds

1. You can specify different Tax Type for multiple items through data feeds. Access Seller Portal, then open [Manage Items > Batch item Tax Settings](#)



2. Select the preferred format from **Template File Type** menu. If you would like to download the entire listings for China, make sure to select the option: **Download template with your items populated in the file?** Then click **DOWNLOAD FILE TEMPLATE** to submit your request.



3. Once the data feed is ready, you can download it and save file to local drive. The file will include a complete list of all your China listing.
4. Identify the appropriate Tax, Duty Type and Import Type for qualified items.

1	Version=1.0			
2	Seller Part #	NE Item #	Tax Duty Type	Import Type
3		9SIA0697Z23169	DDU	Default
4				EE
5				EEP
6				

- Once you are ready, upload the file to [Manage Items > Batch Item Tax Settings> Tab- Upload file](#) or through FTP: [//Inbound/ItemTaxsetting](#).
- Newegg system will process the file and update your items accordingly. You can check the upload history and result from the same section.

Through API

The same process is available from API as well. For more details about updating tax settings in batch, please review:

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

Shipping to Saudi Arabia

Based on the customs requirements and shipping specifications of Saudi Arabia, additional customer information, personal identification, may be required by your shipping carrier to ensure on-time delivery of shipments to Arabia. 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](#).

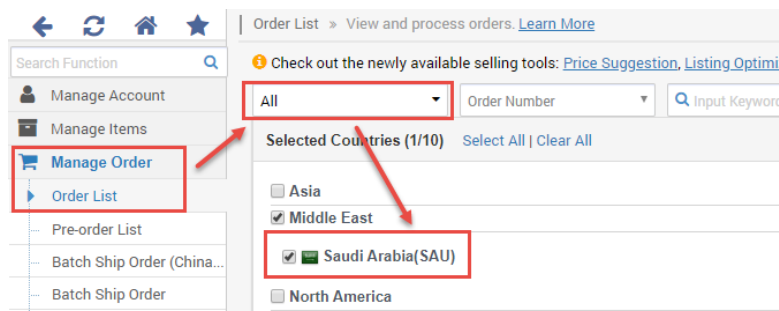
Newegg Seller Portal

You can get the [additional customer information](#) for Saudi Arabia 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

- Access Seller Portal then open **Manage Order > Order List**
- 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.



- Select the targeted order by click the link under Action or the order number.
- When the detail page prompted, the additional customer information will be available under the section of **Shipping Information > Recipient's ID**

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

Order General Information

Order Number: 286997984	Order Date: 03/02/2018 00:06:36	Order Status: Invoiced
Customer Name: test012 test036	Invoice Number: 158622114	Return Number: 21304509 21304469

Shipping Information

Name: test012 test036	Phone #: +55 65 3308-5411	Company Name: test93
Address: fortetonly012 test9874651 Nova Mutum, MATO GROSSO 78450 000 Brazil (BRA)	Shipping Service: International Economy Shipping(9-15 business days)	Recipient's ID: Type: CPF #: 85478541521

Order Content

	Seller Part #	NE Item #	Mfr Part#	UPC/ISBN	Condition	Item Title	Qty Ordered	Qty Shipped	Unit Price(\$)
<input type="checkbox"/>	Test_SPar#USA11113	9SIA2EU6YB3071	Test_MrfPart#USA1113		New	Test_TitleUSA0003	1	1	0.22 \$
<input type="checkbox"/>	edf04	9SIA2EU6NX8441 Brand1dsfsdf:prd toy / PrdTesting PRD:259	Test - p * #USA 102	20180000000000005	New	???????????	2	2	0.22 \$

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.

newegg marketplace™

Batch Ship Order

Download File Template **Download Order Additional Information** Upload File

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

- Additional Order information file template contains multiple data fields for additional information
- Sellers with the following options will be benefited by this file:
 - Ship to Brazil. The customer ID type and ID number information are available for your shipping
 - Using NISP, Newegg International Shipping Program, to process global orders. This file will in additional reference.
 - Shipped to countries, i.e. China, that allow customers enter shipping information in their native language with international orders are available for additional reference.
- This file is designed to provide information only. Do not upload it for any other usage.
- For XML integration guide and sample files, click [here](#)

Order Country(s): All NISP Order: All

Order Date: All

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

etplace™ Feedback 17 ?

Batch Ship Order Home > Manage Order > Batch Ship Order

Download File Template Download Order Additional Information Upload File

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

- Additional Order information file template contains multiple data fields for additional information related to Newegg Global orders.
- Sellers with the following options will be benefited by this file:
 - Ship to Brazil. The customer ID type and ID number information are available for your shipping carrier to ensure on-time delivery of shipments to 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 include the shipping information in the original language with international orders are available for additional reference.
 - This file is designed to provide information only. Do not upload it for any other usage.
 - For XML integration guide and sample files, click [here](#)

Order Country(s): All NISP Order: All Order Status: Unshipped

Order Date: All

Download File Template Status and History

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

Download File Template Status and History

Filter: Requested Date Status: All User: **REFRESH LIST**

Date Range: Last 3 Days

File Name	Download Link	Status	Requested Date
0180310_123303.xls	Download	Completed	03/10/2018 12:33:03
0180310_112303.xls	Download	Completed	03/10/2018 11:23:03
0180310_105303.xls	Download	Completed	03/10/2018 10:53:03
0180310_070303.xls	Download	Completed	03/10/2018 07:03:03
0180310_004803.xls	Download	Completed	03/10/2018 00:48:03

Download Data Feed through FTP

- 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.
- File location: **//Outbound/OrderListAddInfo**
- 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://developer.newegg.com/newegg_marketplace_api/

Additional Order Information Report

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

- **Ship to Saudi Arabia.** 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 related countries.
- **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.
- **Allow seller to retrieve the shipping information in their native language entered by customers for orders shipped to China.** This file will also include the shipping information in the original language with international orders for additional reference.
- **Allow seller to retrieve additional shipping information for orders shipped to China.** This file will also include the shipping information in the original language with international orders 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 Saudi Arabia.	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	626271 1420
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
To provide the duties and taxes information for the orders placed by customers from China.	Tax Duty Type China	Identify the tax and duty rules to be applied for items shipping to China. Available options: <ul style="list-style-type: none"> • DDU: Deliver Duties Unpaid. No duty or tax will be added to orders. Customers are responsible for additional duties and taxes during the customs clearance. • DDP: Deliver Duties Paid. Duties and taxes will be collected while customers placing orders. Sellers are responsible to pay all duties and taxes directly. Collected amount will be remit to sellers along with regular payment transactions. • ATI: All tax included. All duties and taxes are included in item's selling price. No duty or tax will be added to orders. Seller are responsible to pay all duties and taxes directly. • Default: Apply the account level settings, DDU, DDP, or ATI, you specified. 	DDU
	Import Type China	Identify the order import type for calculating the correct tax amount for items shipping to China. Available options: <ul style="list-style-type: none"> • EE: Taxes will be calculated as personal shipments. Recipient's photo ID number and the copy of ID will be provided for processing orders. • EEP: Taxes will be calculated as business to customer direct shipments, known as Cross-Border e-Commerce. Payment holder's photo ID number will be provided for processing orders. • Default: Apply the account level settings, EE or EEP, you specified. 	EE

According to local government, i.e. China, imports regulations, the customer's ID copy is required for shipment customs clearance. These elements will provide the direct link for downloading the images of ID card.	ID Copy Front	The direct link for downloading the images of ID copy, front side
	ID Copy Back	The direct link for downloading the images of ID copy, back side

This information can be obtained from the following:

- [Newegg Seller Portal](#)
- [Data feed through FTP](#)
- [API](#)

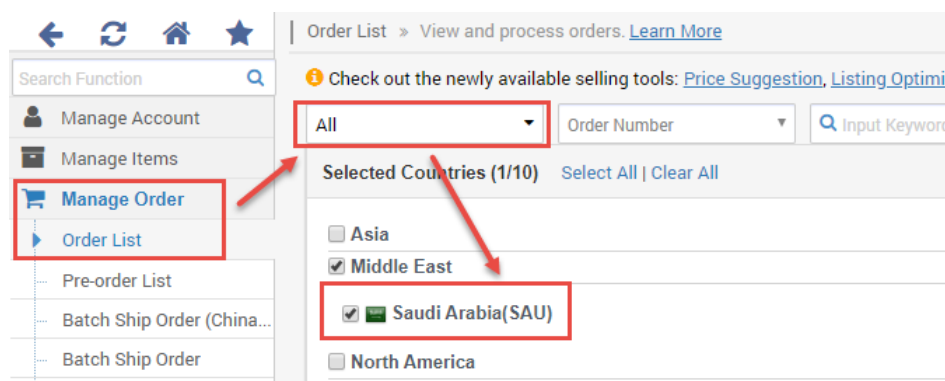
Newegg Seller Portal

You can request the [additional customer information](#) for in two different ways:

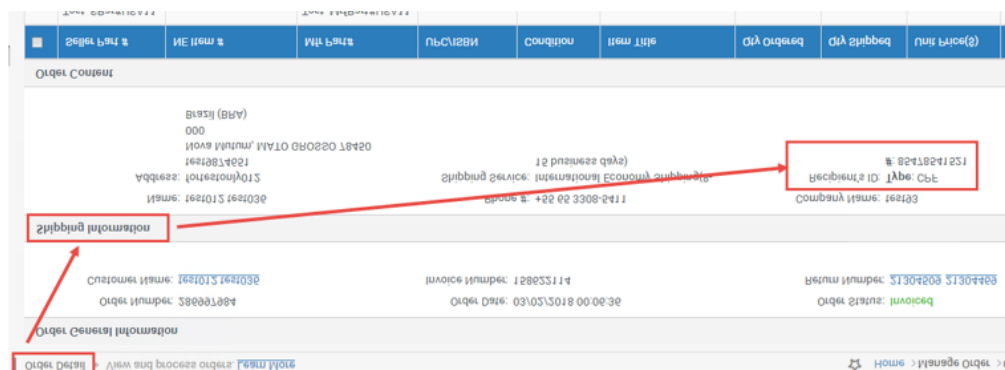
- [Viewing the additional customer information from order detail page.](#)
- [Request a download of certain sales records.](#)

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.

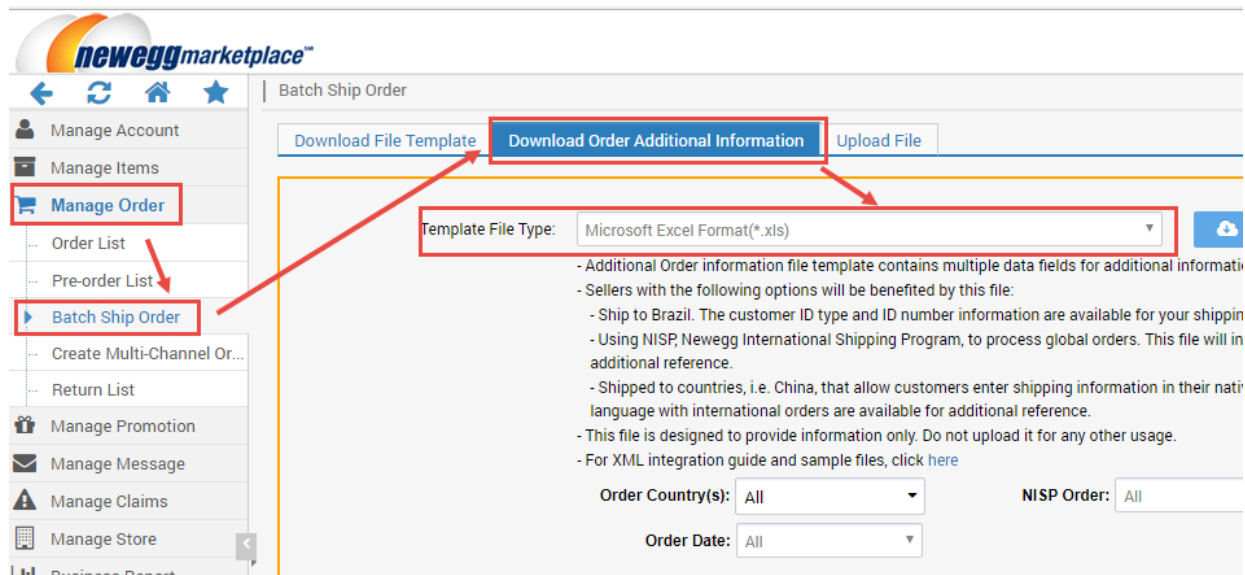


3. Select the targeted order by click the link under Action or the order number.
4. When the detail page prompted, the additional customer information will be available under the section of **Shipping Information > Recipient's ID**

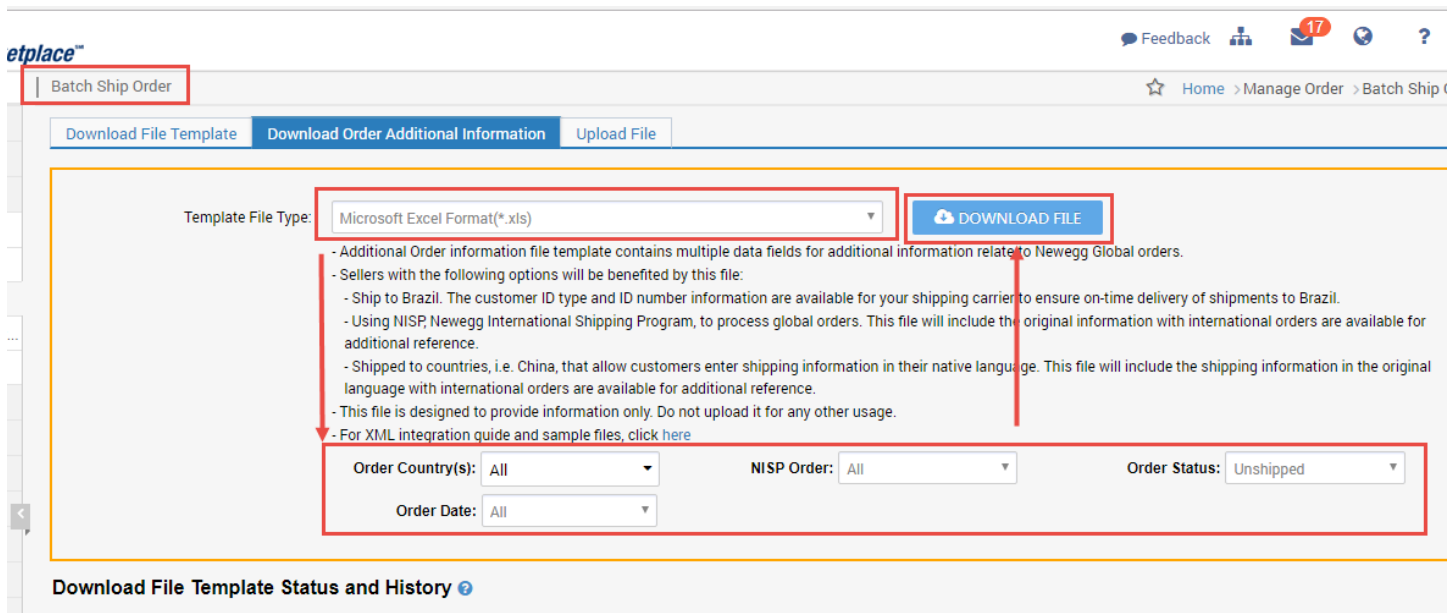


Request a download of certain sales records

5. Access Seller Portal then open **Manage Order > Batch Ship Order > tab- Download Order Additional Information**
6. 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.



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



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

Download File Template Status and History ?

Filter: Requested Date

Status: All

User:

REFRESH LIST

Date Range: Last 3 Days

File Name	Download Link	Status	Requested Date
0180310_123303.xls	Download	Completed	03/10/2018 12:33:03
0180310_112303.xls	Download	Completed	03/10/2018 11:23:03
0180310_105303.xls	Download	Completed	03/10/2018 10:53:03
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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://developer.newegg.com/newegg_marketplace_api/