



# Seller Portal Subscription Management Guide

## General Program Requirements

- I. Discount percentage as specified by the subscription program
- II. Free shipping for all subscription qualifying items
- III. One subscription program per subcategory at a time
- IV. Shipment frequencies of one-month up to six-months depending on customer selection
- V. Standard sales order processing for subscriptions; processing is no different from a non-subscription order
- VI. **Subscriptions are not available** to customers with shipping addresses in: **APO/FPO, Alaska, Hawaii, Puerto Rico**

## Manage your Subscription

### View & Join Available Programs

- i. Access **Seller Portal**, then open [Manage Promotion > Subscription Settings](#)
- ii. You can view available subscription program(s) in the following table, where specific program information will be displayed. Information includes program status, program subcategory, program discount, etc.

Subscriptions		Opt-in Items								
Subscription Program										
Action	Subscription Type	Discount	Status	Create Date	Accepted Item	Optional Subscribe Interval	Free Shipping	Note		
<a href="#">Withdraw from program</a> <a href="#">Edit</a> <b>Joined</b>	Program 1 (S & S) 5% OFF	5%	Active	06/06/2014	Yes( <a href="#">13 Deals</a> )	Customized	Yes			

The Subscription Type (S&S) “Subscription & Save” is defined as one type of program applicable to physical goods with a variant discount percentage and one eligible subcategory.

- iii. Select a program to check your eligibility. If you have eligible items within the program subcategory, you can [Join Program](#) to begin the item set up process.  
**Eligible Items:** Some individual item(s) may not belong to the program subcategory however you still have the ability to include them.

Printer - Ink Cartridges	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
Printer / Fax - Cartridges / Drums - Aftermarket	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
Discount: 5%								
Free Shipping Default: <b>Yes</b>								
Create Date: <b>06/06/2014</b>								
<a href="#">Refresh</a>								
<b>Eligible Subcategory</b>								
Subcategory	Product Type	Exception	Start Date	Create Date	Subcategory Status	Opt-in		
CD/DVD R/RW Media	New	N/A	07/11/2014 11:52:53	07/11/2014		No		
Printer / Fax - Cartridges / Drums	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
Printer - Ink Cartridges	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
Printer / Fax - Cartridges / Drums - Aftermarket	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
Printer - Ink Cartridges - Aftermarket	New	N/A	06/17/2014 00:00:00	06/17/2014		No		
<b>Eligible Item</b>								
Newegg Item	Seller Part#	Title	Industry	Subcategory	Manufacturer	Create Date	Item Status	Deals
No data matched your criteria.								

## Join a Program

- i. Click [Join Program](#) label to join a new program. Review the **Terms & Conditions** before clicking to [Agree](#).

The screenshot shows the 'Subscriptions' page with the 'Opt-in Items' tab selected. A table lists subscription programs, with one row for 'Program 1 (S & S) 5% OFF' that is active and has a 'Join Program' button. A red arrow points to this button with the text 'Click "Join Program"'. Below the table, the 'Eligible Scope' section shows details for the selected program: Program Type: Program 1 (S & S) 5% OFF, Discount: 5%, Free Shipping Default: Yes, and Create Date: 06/06/2014. A 'Terms & Conditions' dialog box is open, displaying the text: 'Please click and read the [Terms & Conditions](#) first then press "Agree" button to join the program.' The dialog has 'Agree' and 'Disagree' buttons. A red arrow points to the 'Terms & Conditions' link in the dialog with the text 'Download and read the Terms & Conditions before clicking the "Agree" button.' Below the dialog, the 'Eligible Subcategory' table is partially visible, showing various subcategories and their statuses.

ii. Select the subcategory or item that you would like to opt-in.

**Eligible Subcategories**

[TEST MP3](#) Acceptable Item Condition: All Start Date: 07/17/2014 00:13 **Opt-in items:** [0](#) **Opt-out items:** [0](#)

Apply [TEST MP3](#) to subscription.

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[CD/DVD R/RW Media](#) Acceptable Item Condition: New Start Date: 07/11/2014 11:52 **Opt-in items:** [0](#) **Opt-out items:** [0](#)

Apply [CD/DVD R/RW Media](#) to subscription.

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[Production Testing Sub-Category ONLY](#) Acceptable Item Condition: All Start Date: 07/07/2014 22:58 **Opt-in items:** [0](#) **Opt-out items:** [0](#)

Apply [Production Testing Sub-Category ONLY](#) to subscription.

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[Printer / Fax - Cartridges / Drums](#) Acceptable Item Condition: New Start Date: 06/17/2014 00:00 **Opt-in items:** [0](#) **Opt-out items:** [1504](#)

Apply [Printer / Fax - Cartridges / Drums](#) to subscription.  
Apply the subscription for [All Manufacturers'](#) products.

Exclude these items: [<Blank>](#) from subscription

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[Printer / Fax - Cartridges / Drums - Aftermarket](#) Acceptable Item Condition: New Start Date: 06/17/2014 00:00 **Opt-in items:** [0](#) **Opt-out items:** [426](#)

Apply [Printer / Fax - Cartridges / Drums - Aftermarket](#) to subscription

**Eligible Item Exceptions**

Newegg Item	Seller Part#	Title	Industry	Subcategory	Manufacturer	Create Date	Item Status
No data matched your criteria.							

[← Previous](#) [Submit](#)

Select a subcategory to opt-in all available items by default.

[Printer / Fax - Cartridges / Drums - Aftermarket](#) Acceptable Item Condition: New

Apply [Printer / Fax - Cartridges / Drums - Aftermarket](#) to subscription.  
Apply the subscription for [All Manufacturers'](#) products.

Exclude these items: [<Blank>](#) from subscription

You can filter the opt-in items by manufacturer. Only the selected manufacturer(s)' product(s) can opt-in to the program. (Optional)



2. The system cannot find any item matching the requirements for the program; i.e.) new item condition, therefore a refurbished item will not be eligible.



**Warning**

System cannot find any item that matches both of following conditions in this category, please check your Item List:

- i. Match the acceptable item condition
- ii. Item is active

[CD/DVD R/RW Media](#) Acceptable Item Condition: New Start Date: 07/11/2014 11:52 **Opt-in items:**

Apply [CD/DVD R/RW Media](#) to subscription.  **Invalid Subcategory**

[Production Testing Sub-Category ONLY](#) Acceptable Item Condition: All Start Date: 07/07/2014 22:58

Apply [Production Testing Sub-Category ONLY](#) to subscription. 



**Warning**

This subcategory is currently disabled for your account.

Once you have completed the settings, the system will process the data and apply the subscription to the eligible items. You can click the Opt-In or Out-Out items to see the detailed item list:

[Printer - Ink Cartridges](#) Acceptable Item Condition: New Start Date: 06/17/2014 00:00 **Opt-in items: 0** **Opt-out items: 2273**

Apply [Printer - Ink Cartridges](#) to subscription.  
 Apply the subscription for [All Manufacturers'](#) products.   
 Exclude these items: [<Blank>](#) from subscription 

[Printer - Ink Cartridges - Aftermarket](#) Acceptable Item Condition: New Start Date: 06/17/2014 00:00 **Opt-in items: 0** **Opt-out items: 496**

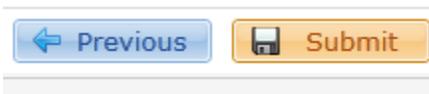
Apply [Printer - Ink Cartridges - Aftermarket](#) to subscription.  
 Apply the subscription for [All Manufacturers'](#) products.   
 Exclude these items: [<Blank>](#) from subscription 

- iii. You can also check the eligible item exception in the grid. These items will be added to the subscription program once you submit the setting.

**Eligible Item Exceptions**

Newegg Item	Seller Part#	Title	Industry	Subcategory	Manufacturer	Create Date	Item Status
No data matched your criteria.							

- iv. Click [Submit](#) to save and submit your subscription setting to join the program. The system will apply the subscription setting to eligible items within 10 to 30 minutes.



Success : You have successfully edited the subscription program! System need 10~30 minutes to apply the subscription to eligible items, then you can check these items in Subscription I x

Then remark program as **Joined** in this grid:

Subscription Program	
Action	Subscription Type
<input checked="" type="radio"/> <a href="#">Withdraw from program</a> <a href="#">Edit</a> <b>Joined</b>	Program 1 (S & S) 5% OFF

### Update a Joined Program

Click [Edit](#) to edit a joined program. You can adjust the opt-in or opt-out setting by updating the eligible subcategories and items.

Then click [Submit](#) to save and submit the updates.

**Eligible Subcategories**

TEST MP3 Acceptable Item Condition: All Start Date: 07/17/2014 00:13 Opt-in items: 0 Opt-out items: 0

Apply TEST MP3 to subscription. ⓘ

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CD/DVD R/RW Media Acceptable Item Condition: New Start Date: 07/11/2014 11:52 Opt-in items: 0 Opt-out items: 0

Apply CD/DVD R/RW Media to subscription. ⓘ

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Production Testing Sub-Category ONLY Acceptable Item Condition: All Start Date: 07/07/2014 22:58 Opt-in items: 0 Opt-out items: 0

Apply Production Testing Sub-Category ONLY to subscription. ⓘ

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Printer / Fax - Cartridges / Drums Acceptable Item Condition: New Start Date: 06/17/2014 00:00 Opt-in items: 0 Opt-out items: 1504

Apply Printer / Fax - Cartridges / Drums to subscription.

Apply the subscription for All Manufacturers' products. ⓘ

Exclude these items: <Blank> from subscription ⓘ

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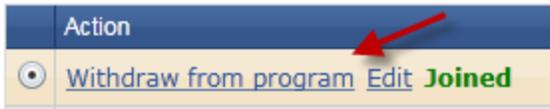
Printer / Fax - Cartridges / Drums - Aftermarket Acceptable Item Condition: New Start Date: 06/17/2014 00:00 Opt-in items: 0 Opt-out items: 426

Apply Printer / Fax - Cartridges / Drums - Aftermarket to subscription

**Eligible Item Exceptions**

Newegg Item	Seller Part#	Title	Industry	Subcategory	Manufacturer	Create Date	Item Status
No data matched your criteria.							

Click [Withdraw from program](#) to abandon a program to remove ALL of the opt-in items. You will not be able to remove an opt-in item if it is currently being subscribed by customer(s). If you still need to remove it please contact Marketplace Seller Services for assistance.



## Maintain Opt-in Items

Open [Opt-in Items](#) tab to [search](#) all your opt-in items. You can view item details, subscription information, and more. The system will display the customer subscribed quantity in 7, 15, and 30 day intervals for reference.

In place of removing items by editing a joined program, you can also add or remove items here.

To opt-in an item, click [Add](#) to search and select item(s) from the pop-up.

The 'Add Items' pop-up window contains the following table:

Item Status	Industry	Search						
All	All	Manufacturer, Manufacturer Part#, Item Description, Newegg Item#, Seller Part#						
Item Status	Industry	Search						
☐ Seller Part#	NE Item#	Manufacturer	Mfr Part#/ISBN	Condition	MSRP	Selling Price	Shipping	
<input type="checkbox"/>	SP140624110751701	9SIAWE404E1780	Sony	Test140624110751701	New	N/A	200.00	Default
<input type="checkbox"/>	SP140624110751700	9SIAWE404E1779	Sony	Test140624110751700	New	N/A	200.00	Default
<input type="checkbox"/>	SP140624110751694	9SIAWE404E1776	Sony	Test140624110751694	New	N/A	200.00	Default
<input type="checkbox"/>	SP140624110751697	9SIAWE404E1777	Sony	Test140624110751697	New	N/A	200.00	Default
<input type="checkbox"/>	SP140624110751699	9SIAWE404E1778	Sony	Test140624110751699	New	N/A	200.00	Default

Total Count: 14223 | Page: 1 of 1 | Per Page: 5

To remove item(s) from the opt-in item list, select the item(s) from the grid and then select [Batch Remove Item From Subscription](#) and click [Go](#).

The 'Opt-in Items' grid contains the following data:

Program	NE Item#	Seller Part#	Industry/Subcategory	Manufacturer	Item Status	Title
<input type="checkbox"/>	Program 1	testsuscript	Office Equipment & Suppl	SONY ELECTRONICS	●	This is a s
<input type="checkbox"/>	Program 1	testsuscript	Office Equipment & Suppl	SONY ELECTRONICS	●	This is a s
<input type="checkbox"/>	Program 1	testsuscript	Office Equipment & Suppl	SONY ELECTRONICS	●	This is a s
<input type="checkbox"/>	Program 1	testsuscript	Office Equipment & Suppl	SONY ELECTRONICS	●	This is a s

Buttons: Export All, Batch Remove Item From Subscription, GO

## Batch Opt-in and Opt-out Items via Datafeed or API

We also provide Datafeed and API interface to enable batch opt-in or out-out of items for the subscription program.

- i. Go to [Opt-in Items](#) click on [Batch Update](#).
- ii. Download file template
- iii. Fill out seller part# and select [Action](#) to opt-in or out-out of the subscription by item level.

Add: Opt-in an item

Remove: Opt-out an item

File Template (Microsoft Excel \*.xls):

	A	B	C
1	SellerPart#	Action	
2		Add	▼
3			

- iv. Upload the completed file for processing.
- v. Check the process result in the upload history.

Subscriptions
Opt-in Items

Download file template and batch load items in the tab.

Template File Type: Microsoft Excel Fromat(\*.xls) [Download File Template](#)

Upload File:  [Browse](#) [Upload](#)

**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
135513	SubscriptionDeals004.xls	Completed with errors	06/25/2014 06:13:27 (PST)	6238@623.com	06/25/2014 06:13:54 (PST)	Total Records: 14, Success
135512	SubscriptionDeals004.xls	Completed with errors	06/25/2014 06:04:37 (PST)	6238@623.com	06/25/2014 06:05:07 (PST)	Total Records: 14, Success
135511	SubscriptionDeals004.xls	Completed with errors	06/25/2014 06:01:53 (PST)	6238@623.com	06/25/2014 06:02:11 (PST)	Total Records: 14, Success
135510	SubscriptionDeals004.xls	Completed with errors	06/25/2014 05:59:29 (PST)	Jimmy.c.shi@newegg.com	06/25/2014 05:59:39 (PST)	Total Records: 14, Success
135508	APIAutoFile.xml	Failed	06/25/2014 05:50:54 (PST)	api@newegg.com	06/25/2014 05:55:24 (PST)	Total Records: 2, Success
135507	APIAutoFile.xml	Failed	06/25/2014 05:49:58 (PST)	api@newegg.com	06/25/2014 05:50:24 (PST)	Total Records: 2, Success
135506	APIAutoFile.xml	Completed with errors	06/25/2014 05:44:30 (PST)	api@newegg.com	06/25/2014 05:45:25 (PST)	Total Records: 2, Success
135505	SubscriptionDeals004.xls	Failed	06/25/2014 05:04:46 (PST)	Jimmy.c.shi@newegg.com	06/25/2014 05:05:24 (PST)	Total Records: 14, Success
135504	SubscriptionDeals004.xls	Failed	06/25/2014 04:34:35 (PST)	Jimmy.c.shi@newegg.com	06/25/2014 05:00:29 (PST)	Total Records: 14, Success
135503	APIAutoFile.xml	Completed with errors	06/25/2014 01:44:27 (PST)	api@newegg.com	06/25/2014 01:45:27 (PST)	Total Records: 2, Success

Total Count: 51 1 2 3 4 5 6 Per Page: 10 [Previous](#)

For any questions regarding subscription setting for Datafeed or API, please contact [datafeeds@newegg.com](mailto:datafeeds@newegg.com)  
 An integration guide is also available with information on two batching methods for item submission.

# Subscription Program Reporting & Notifications

## Inventory Planning

Access **Seller Portal**, then open [Manage Promotion](#) > [Subscription Settings](#). Select the [Opt-in Items](#) tab.

You can view real-time inventory and customer subscribed quantities in 7, 15, and 30 days to plan your inventory pipeline.

Subscriptions		Opt-in Items								
Program	NE Item#	Seller Part#	Industry	Inventory	Sold Units	Sold Amount	Subscribed Qty in 7 days	Subscribed Qty in 15 days	Subscribed Qty in 30 days	
<input type="checkbox"/>	Program 1	9SIA0061TE5391	testsubscript	Office Eq	1	0	\$0.00	0	0	0
<input type="checkbox"/>	Program 1	9SIA0061TE5376	testsubscript	Office Eq	1	0	\$0.00	0	0	0
<input type="checkbox"/>	Program 1	9SIA0061TE5392	testsubscript	Office Eq	1	0	\$0.00	0	0	0
<input type="checkbox"/>	Program 1	9SIA0061TE5393	testsubscript	Office Eq	1	0	\$0.00	0	0	0

## Email Notifications

By joining a subscription program, you will receive a daily email on new customer subscription information including item(s), quantity, subscription frequency, and customer cancellations - if any.

For any further subscription setup help, please reach out to [marketplacesupport@newegg.com](mailto:marketplacesupport@newegg.com)