



Newegg Marketplace

Seller Portal Quick Start Guide

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Account Operation with Seller Portal

New to Newegg Marketplace? Lets' get you started with the basics so you can start selling on Newegg. Follow the How-To guide below to setup your account.

How-To

- [Find Your Seller Status and ID](#)
- [Add A Seller Logo and Store Introduction for Your Store](#)
- [Setup Shipping Settings](#)
- [Add A Manufacturer to Our System](#)
- [Add Item's for Your Account via Create Existing Item](#)
- [Add Item's for Your Account via Create New Item](#)
- [Check Available Subcategories for Your Account](#)
- [View/Update Items in Your Item List](#)
- [Process Your Orders](#)
- [SBN \(Shipped by Newegg\) Quick Start Guide](#)

Your Seller Status and Seller

Your Account Status and Seller ID, this can be found under **Navigation > Business Report > Summary** tab. Your account status will either be "Active", "Inactive", "Suspended", "Terminated", or "Closed".

- **Active** – you may create, update, and activate items to sell on Newegg Marketplace.
- **Inactive** –this is the default status for a new seller. You can perform all actions except activate items. All items created will be inactive, offline. Contact your category manager that was assigned when you are ready to go live.
- **Suspended** – you can only process any pending orders. All items will be deactivate and set with an inventory (qty.) of zero
- **Terminated** – you will lose access to Seller Portal when account is terminated. All items will be cleared and any pending orders will be canceled.
- **Closed** – upon agreement between you and Newegg, account may be closed.

The screenshot shows the Newegg Marketplace Seller Dashboard. The left sidebar contains navigation links: Manage Account, Manage Items, Manage Order, Manage Promotion, Manage Message, Business Report, Summary, and Sales Revenue. The 'Summary' link is highlighted with a red box. A red arrow points from this box to the 'Seller Performance' section on the right, which is also highlighted with a red box. The 'Seller Performance' section displays the following information:

- Seller ID:** A069
- Seller Status:** Active
- Average Feedback:** 0 eggs (represented by 0 stars)
- Returns:** Open: 0

Add a Seller Logo and Store Introduction for Your Store

Update your **Seller Information**. You can upload your **Seller Logo** and input a brief introduction for the **About the Seller** section. Logo picture dimension is **127 pixels x 33 pixels (width x height)** and must be **.gif** file format. Seller Logo and About the Seller information will appear on your Seller Profile page on the Newegg website for all customers to see.

How-To:

1. **Navigation > Manage Account > Account Settings > Seller Information** tab
2. Click "Select Files..." to find the logo picture on your local drive. When found, click "Upload" to upload the logo picture.
3. Write a brief introduction about your store 4000 character limit.
4. To have the Seller Logo and/or About the Seller information updated, click "Save All Updates".

The screenshot shows the 'Account Settings' page. A sidebar on the left contains a 'Manage Account' section with a sub-menu where 'Account Settings' is highlighted (callout 1). The main content area has a breadcrumb trail 'Manage Account > Account Settings' and a tabbed interface with 'Account Information', 'User Account Settings', 'Seller Information' (selected, callout 2), and 'Subcategory Reference'. Under 'Seller Information', there is a 'Seller Logo' section with a 'NO Picture' placeholder and a 'Select files...' button (callout 2). Below this is a text area labeled 'About the Seller' (callout 3). At the bottom right, there is a 'SAVE ALL UPDATES' button (callout 4).

Setup Shipping Settings

Configure your Shipping Settings. This section will allow you to configure the shipping methods available for your items when customers purchase them around the world. Note: the shipping settings will be applied to all your items in your Item List.

How-To:

- [Setting Up Fulfillment Center and Available Countries](#)
- [Fulfillment Priority Arrangement](#)
- [Define Store Return Policy and Info](#)
- [Specify Inventory Return Address](#)
- [Configure Shipping Rate](#)

Setting Up Fulfillment Center and Ship to Countries

How-To:

1. Access Seller Portal, then open **Manage Account > Shipping Settings > Fulfillment Center**
2. You can set multiple warehouse locations around the world to fulfill both your local and international orders. Click "Add Fulfillment Center" to add new warehouse location(s).

Shipping Settings
Manage Account > Shipping Settings

1
Shipping Destination

2
Customer Return Address

Set fulfillment center and its shipping destination.

Warehouse Location:
United States(USA)

Warehouse Type:

Shipped by Seller (SBS)

Shipped by Newegg (SBN)

Shipping Destination:

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

PREVIOUS

NEXT

- Setting **Customer Return Address** for current fulfillment center by fulfilling all the required information.
- To complete, click "**Continue**" to set Fulfillment Priority Arrangement

Shipping SettingsManage Account > Shipping Settings

✓

2

Shipping Destination

Customer Return Address

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

*

Contact First Name:

John

*

Contact Last Name:

Doe

*

Returns Contact Number:

626

-

4656666

Ext

*

Address1:

7th St.

Address2:

*

City:

City of Test

*

State / Province:

Test

*

Country / Region:

China

*

Zipcode:

10675-5645

6

7

PREVIOUS

CONTINUE

Fulfillment Priority Arrangement

How-To:

- Continue to **Shipping Settings > Fulfillment Center > Fulfillment Priority**
- You can arrange multiple fulfillment centers for certain countries you'd like to ship to. You can also set both Shipped by Newegg (SBN) and your fulfillment center for same countries.

NOTE:

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

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Shipping Settings Manage Account > Shipping Settings

1 2 3 4 5

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

Set Fulfillment Priority

	Shipping Destination	Fulfillment Priority
✓	United States(USA)	USA
✓	India(IND)	USA
✓	Ireland(IRL)	USA
✓	Netherlands(NLD)	USA
✓	Poland(POL)	USA
✓	Singapore(SGP)	USA
✓	United Kingdom(GBR)	USA, CHN

➤

Set Fulfillment Priority

United States(USA)

China(CHN)

↑

↓

2

← PREVIOUS
NEXT →

Define Store Return Policy and Info

How-To:

1. Continue to **Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info**
2. You can define your return service information (return address and contact person, return service phone number, allowable return period, and restocking fee) for enabled countries. You can also input your return policy details, which will be displayed on your seller store page on the website.

For customer return address, 3 types are available:

- Return to Shipper: returns will be sent to the order fulfillment center's return address.
NOTE: This option is NOT available for U.S. customers.
- Local Return Address: Set a local return address of current country.
- Newegg Return Service: Newegg provides value-added service for all your return requests.

If you are using the Shipped by Newegg (SBN) service, Newegg will help process customer returns. We will direct all customer returns to our return center located in Whittier, California, in the U.S.

To learn more about the benefits of SBN service, please visit

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

Shipping Settings Manage Account > Shipping Settings

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

Select Shipping Destination and Set Return Policy and Info

Shipping Destination

- ✓ UNITED STATES(USA)
- ✓ INDIA(IND)
- ✓ IRELAND(IRL)
- ✓ NETHERLANDS(NLD)
- ✓ POLAND(POL)
- ✓ SINGAPORE(SGP)
- ✓ UNITED KINGDOM(GBR)

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
 ☒ Newegg Return Service

Set Customer Service Info and Return Policy

Copy below settings from shipping destination: Select

* Customer Service Phone#: 626-465-9999
 * Customer Service Email: test@yourdomain.com
 * Default Refund Period: 30 days after invoice
 * Default Replacement Period: 30 days after invoice
 * Default Restocking Fee: 0.00 % (min:0.00%, max:15.00%)
 * Return Policy: This is a test return policy

APPLY TO ALL Apply customer service info and return policy to all shipping destinations.

Set Category Specific Refund and Replacement Period

PREVIOUS NEXT

Specify Inventory Return Address

How-To:

- Continue to **Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info > Inventory Return Address**
- You can specify an address for Newegg to return your inventory from the following possible options:
 - Return inventory of Shipped by Newegg (SBN)
 - Newegg return service
 - Customer mistakenly returned items to Newegg.

Shipping Settings Manage Account > Shipping Settings

✓ ✓ ✓ 4 5
 Fulfillment Center Fulfillment Priority Return Policy and Info **Inventory Return Address** Shipping Rate

1

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

Newegg Fulfillment Center

✓ United States(USA)

* Contact First Name:

* Contact Last Name:

*

Returns Contact Number:

* Address1:

Address2:

* City:

* State:

* Country / Region:

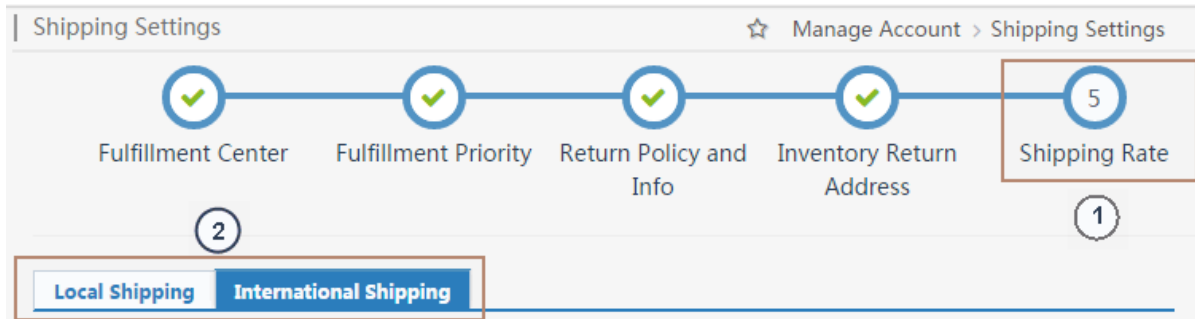
* Zipcode:

← PREVIOUS
NEXT →

Configure Shipping Rate

How-To:

1. Continue to **Shipping Settings > Fulfillment Center > Fulfillment Priority > Return Policy and Info > Inventory Return Address > Shipping Rate**
2. If you are handling the shipping yourself as Shipped by Seller (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.



3. You can set shipping charge calculation by order amount, weight, or unit.
4. 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 - 15 business days)
- International Expedited Shipping (3 - 5 business days)
- International Two-Day Shipping (2 business days)

You can work with any shipping carrier and have its services to support these shipping methods as long as the transit time SLC can be met and real-time tracking information can be provided.

5. Make sure the Shipping Rate will be configured correctly for all available Shipping Destinations.
6. 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.

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

MinMax

\$0\$10

\$10.01Up

Shipping Rates (Currency: USD)

Standard Shipping	Expedited Shipping	Two-Day Shipping	One-Day Shipping
5-7 business days	3-5 business days	2 business days	Next day
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
\$5	\$8	\$	\$
\$0	\$5	\$	\$

Note: Tracking numbers must be provided for shipments via United States Postal Service(USPS®) First-Class Mail® and Media Mail®. For rare exceptions and additional information, please contact Merchant Support Team.

PREVIOUS

SAVE

Add Manufacturer to Newegg System

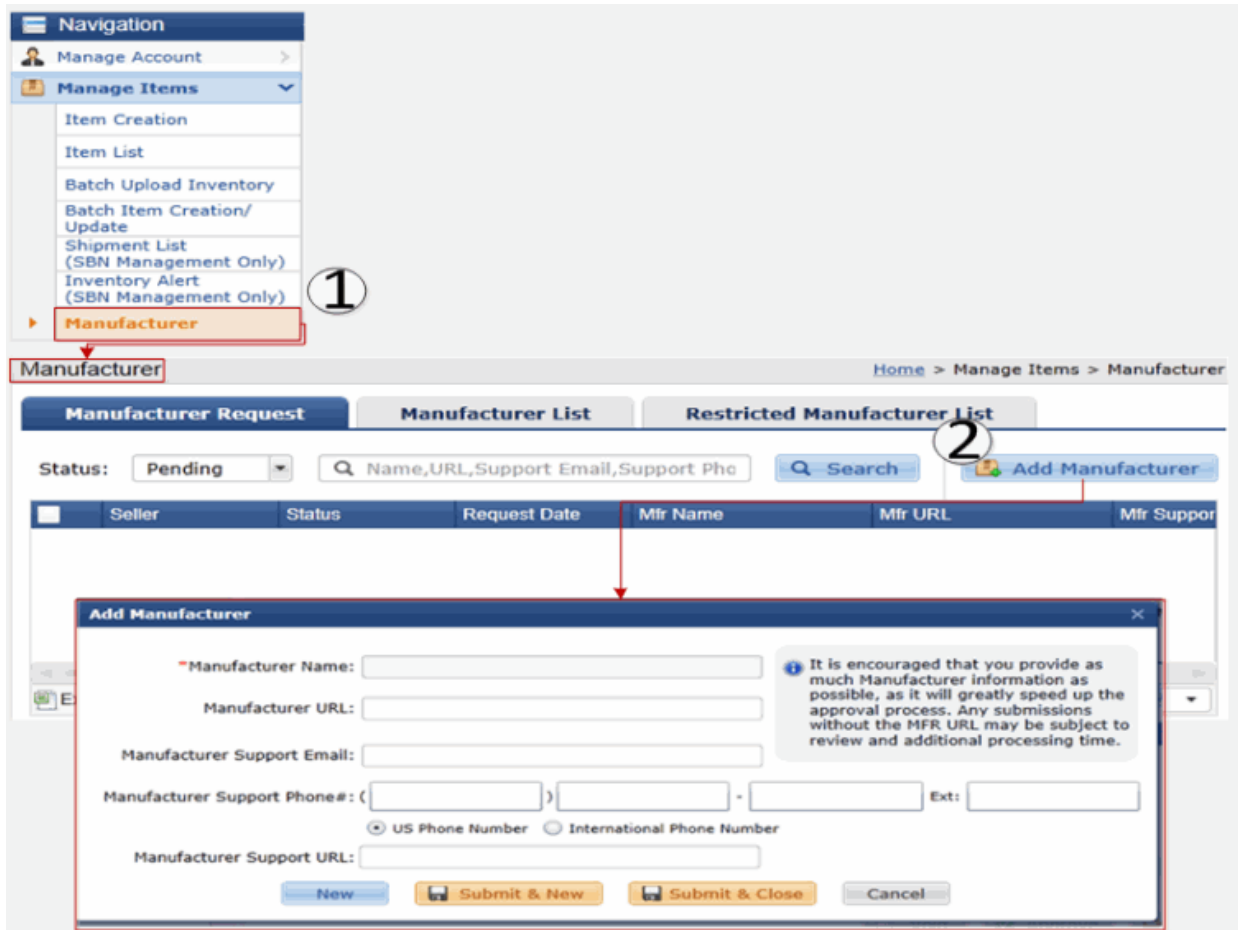
If a manufacturer (MFR) is not found in our system you can't create a new item. You will need to first add any unknown MFR in our system, if you don't, this will hinder the creating of new item(s) in our system because the system will not allow you to proceed further. Therefore, you need to request and wait that the requested MFR has been approved. If approved or denied you will be automatically notified via email through your account admin email address.

How-To:

- Navigation > Manage Items > Manufacturer**
- Click "Add Manufacturer" button, add the required field "Manufacturer name". We recommend entering all information.
- When information has been entered:
 - New** - will reset all fields
 - Submit & New** - submit current MFR request and clear fields
 - Submit & Close** - submit current MFR request and closes popup window
 - Cancel** - cancel request closes popup window Note: Go to Manufacturer List tab, to search for your MFR in our system, if not found, go back to Manufacturer Request tab to request.

Note: Go to **Manufacturer List** tab, to search for your MFR in our system, if not found, go back to Manufacturer Request tab to request.

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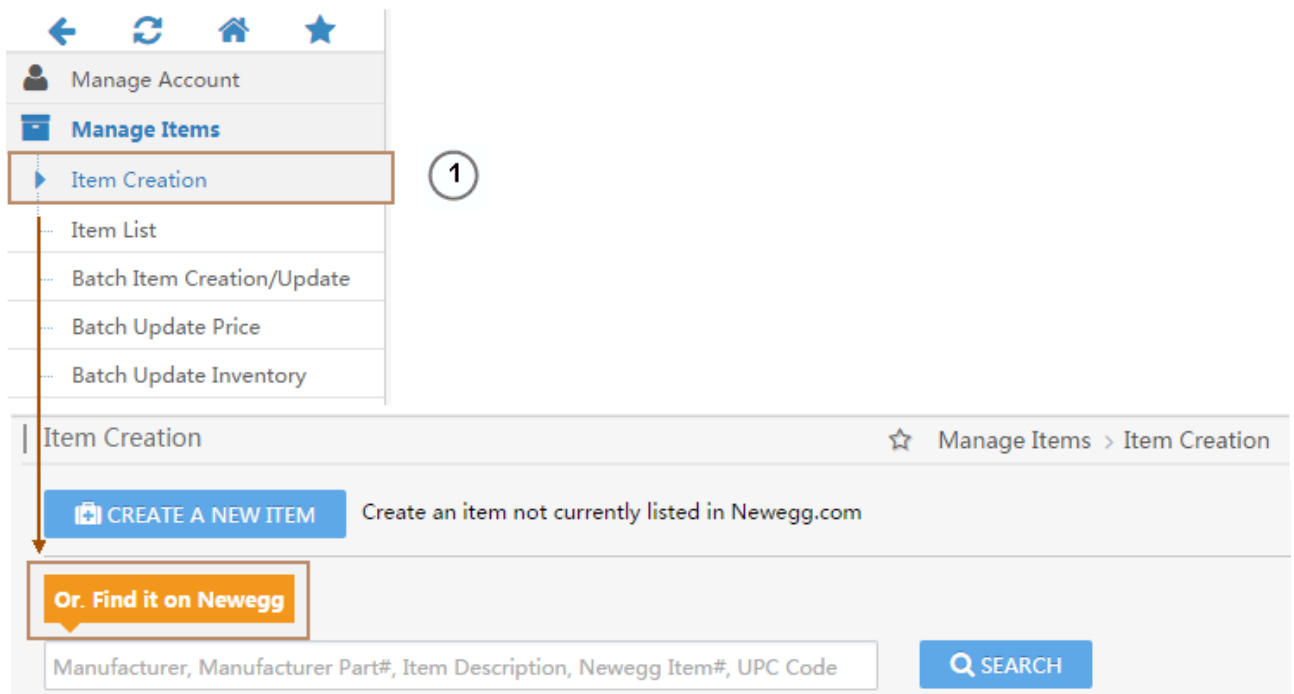


Add Item's for Your Account via Create Existing Item

You can create an item that already exists on the Newegg website. The only information you will be able to update is weight, price information, inventory, shipping, and status. Information such as product description will be unavailable for you to update.

How-To:

1. **Navigation > 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 when you have entered in the item you are looking for.



2. Once you find the item you wish to sell, simply click the “Sell This” button, fill in the item information pages and submit. Your item will be listed for sale on the Newegg website shortly. If the “Sell This” button should be grayed out, the category of 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 CM is, contact datafeeds@newegg.com to help direct you to your Newegg category manager.

Item Creation
☆ Manage Items > Item Creation

Find it on Newegg

If you can't find the item


Seiko Watch
Q SEARCH
CREATE A NEW ITEM

Guided Search

All Categories>Text Search Terms: Seiko Watch


SubCategory
[Jewelry Accessories](#) (23)
[Watch Accessories](#) (26)
[Watches](#) (8132)

Manufacturer
[Free Spirit Pub](#) (1)
[Lorus Seiko](#) (65)
[Overstock](#) (338)
[PAlight](#) (102)
[Pulsar](#) (199)
[Seiko](#) (7329)
[+ More](#)




Seiko SNXE89 Mens Watch Seiko 5 Automatic Dress Watch Silver Dial
Manufacturer: Seiko
Manufacturer Part#: SNXE89
UPC:
Item Condition: New
Subcategory: Watches > Watches

1
SELL THIS



Seiko SNXE92 Mens Watch Seiko 5 Automatic Gold Tone Dress Watch Gold Dial
Manufacturer: Seiko
Manufacturer Part#: SNXE92
UPC: 701170845001
Item Condition: New
Subcategory: Watches > Watches

SELL THIS



Seiko SNXG53 Mens Watch Seiko 5 Automatic Dress Watch Black Dial Stainless Steel
Manufacturer: Seiko
Manufacturer Part#: SNXG53K
UPC:

SELL THIS

Add Items for Your Account via Create New Item

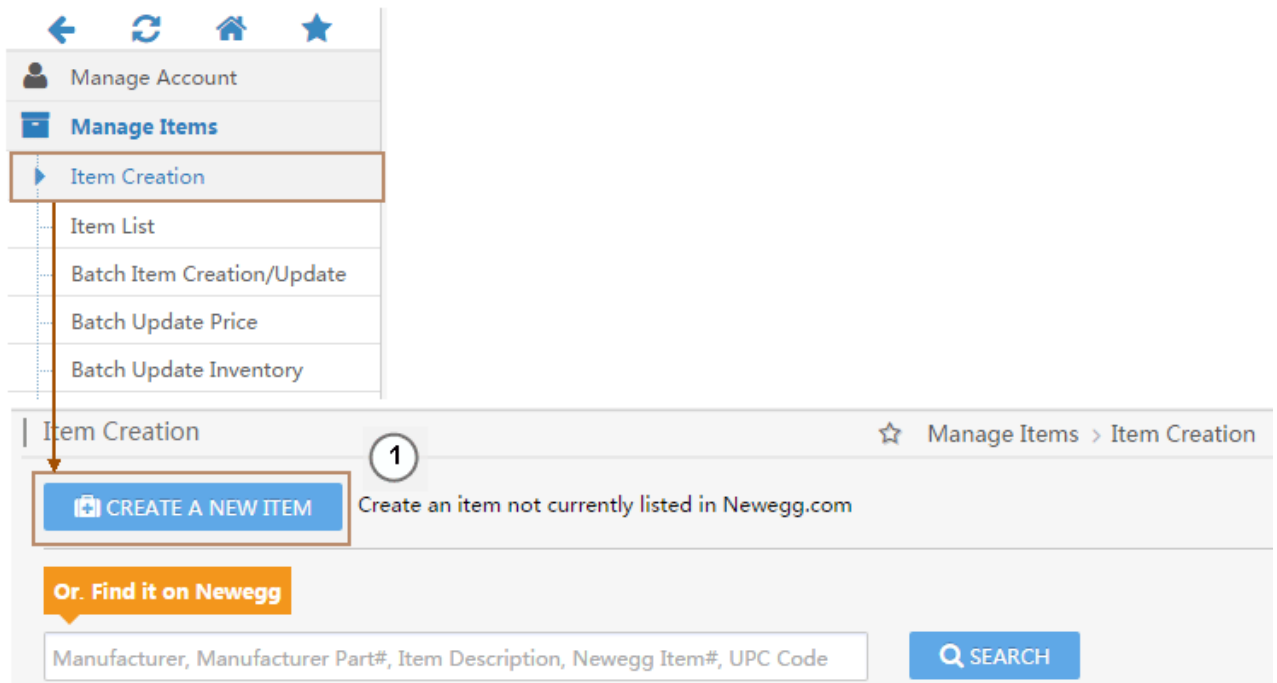
If you are not able to find the item from the existing item list, you can also create a new item within the listed categories. Simply click "Create a New Item" fill out the required fields and any other helpful information in the item information pages and submit. Your item will be created and listed for sale on the Newegg website shortly. Before you can add a new item, always check if the manufacturer exists.

How-To:

1. **Navigation > Manage Items > Item Creation.** Click "Create a New Item" to create a new item on Newegg website. You will need to provide the following information:
 - Industry
 - Sub-category
 - Basic Information
 - Specific Information
 - 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.
 - Price, Inventory, Shipping, and Images

Note:

- If you are planning to add variations for an item then you will need to fill out all group-by properties in the "Detail Information" section. It will be in the top of this section and it will be distinguished with a blue (*) asterisk beside property name.
- Using Item Creation in Seller Portal to Create a New Item is a 1 by 1 process. If you are looking to create item in bulk, go to our **Batch Item Creation/Update, Seller Portal > Manage Items > Batch item Creation/Update**, section for more details.



Check Available Subcategories for Your Account

Some of our subcategories are not open for all sellers. If a subcategory is restricted as seen below for your account, please contact your Newegg category manager (CM) for permission to have access. If you do not know who your CM is, please contact datafeeds@newegg.com to help direct you to your CM.

How-To:

1. In Seller Portal, go to Navigation > Manage Account > Account Settings > Subcategory Reference tab

Manage Account

Account Settings

Shipping Settings

Data Feed Settings

Account Settings

Manage Account > Account Settings

Account Information User Account Settings Seller Information **Subcategory Reference**

Select an industry to inquiry available subcategories and Newegg taxonomy

Apparel (62/62)

Appliance (55/55)

Arts & Crafts (13/13)

Auto & Hardware (184/195)

Baby (32/32)

Bags & Luggage (5/5)

Beauty (22/22)

Books, Media & Entertainment (1/1)

Camera & Photo (21/27)

Cell Phone Accessories (10/10)

Computer Hardware (242/251)

Consumer Electronics (146/153)

DVD & Videos (1/1)

E-Cigarette (1/1)

Belts & Suspenders(1508)

Buckles(1513)

Childrens Activewear(1639)

Childrens Dresses & Skirts(1544)

Childrens Outerwear(1545)

Childrens Pants & Shorts(1546)

Childrens Sleepwear & Robes(1547)

Childrens Socks & Tights(1548)

Childrens Special Occasion(1552)

Childrens Sweaters(1549)

Childrens Swimwear(1550)

Childrens Tops & Shirts(1551)

Childrens Underwear(1553)

Childrens Accessories(1546)

Subcategories in GRAY are available to Marketplace sellers but are closed to your account.

Subcategories in ORANGE are scheduled to be closed to ALL Marketplace sellers within 30 days.

Contact your Newegg Marketplace Seller Account Representative if you have any question.

View/Update Items in Your Item List

You can access a list of all your items that you are currently selling on Newegg. You can update item information through the Item List interface and the updates will be reflected on Newegg website shortly after you submit them. Please note that information such as product description will be unavailable for you to update IF the item was originally created by Newegg or different sellers.

Two sections are available:

- **Item List:** you can search all your items with different status under available global markets, including U.S. Maintain item's price and status related information here.
- **Update Inventory:** you can manage your inventory for different warehouses around the world.

Item List

You can update **Selling Price, Shipping Charge Setting, MSRP, Volume Discount and Status** for your items under available global markets, including U.S.

How-To:

1. **Navigation > Manage Items > Item List > Tab- Item List**
2. You won't see your Item List at first. Click "Search" to bring up your items.
3. All your items will be available for the shipping destination you configured during the setup of Shipping Settings. You can also search your items under different country(s).
4. If you have field boxes available in your item list, simply update the Shipping, and/or Selling Price (\$). The field boxes will be highlighted. Shipping Default or Free:
 - a. If Shipping is set to "Default", our system will automatically calculate the shipping base on lowest shipping method cost in your shipping settings.
 - b. If shipping is set to "Free", our system will offer the customer free shipping for the shipping method with lowest cost you offer in shipping settings.
5. "Save All Updates" will be available, click on it to save your changes.
6. Activation of items, simply click on status inactive icon, if successful the icon will update to active icon.
7. Edit item details. You can update product information by click on the pencil icon under Item List.

NOTE:

- You CANNOT update **Seller Part#, Manufacturer, Mfr Part#/ISBN, and UPC** when an item has been created in our system.
- If you would like to bulk update your items price info, inventory, shipping, and/or status. You can you download your inventory feeds file. Go to our Manage Item section for details in downloading and uploading an inventory data feed template.

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

Order Number Input Keywords [ADVANCED SEARCH](#) Batch Ship

Order Status: Unshipped

Status	Return(s)	Action	Order Number	Order Date	Ship Service	Auto Void Date	Sales Channel
Unshipped			280883078	05/11/2015 18:04:04	International Econom...	05/15/2015 18:04:04	Newegg.com
Unshipped			280882758	05/11/2015 18:03:14	International Econom...	05/15/2015 18:03:14	Newegg.com
Unshipped			280882298	05/11/2015 18:02:52	International Econom...	05/15/2015 18:02:52	Newegg.com
Unshipped			280881978	05/11/2015 17:47:36	International Econom...	05/15/2015 17:47:36	Newegg.com
Unshipped			280881378	05/11/2015 17:41:41	International Econom...	05/15/2015 17:41:41	Newegg.com
Unshipped			280881158	05/11/2015 17:38:54	International Econom...	05/15/2015 17:38:54	Newegg.com

Ship
Void Order

4. You will see the Order Detail page appear with all the item(s) in the order checked off. Select the unshipped item(s). Click **"Generate Package"** to generate a package.
5. "Generate Package" you now can then input the related shipping information of the package.
6. Click **"Ship All Packages"** the tracking # will be sent to the customer and the order process now is completed. Please remember to drop the package off to the shipping carrier or wait for them to come pick it up from you!

Order Detail
View and process orders.
Learn More
Manage Order
Order List

General Info

Order Number: 280883078
Order Date: 05/11/2015 18:04:04
Order Status: Unshipped

Customer Name: [aus test](#)
Customer Phone #: 432645345234535
Invoice Number:

Shipping Service: International Economy Shipping(8-15 business days)
Ship To Name: aus test
Return Number:

Customer Address: 200 Broadway Av,WEST BEACH,SO UTH AUSTRALIA,5024,AUS
Ship To Company: test

Order Content

	Seller Part #	NE Item #	MfrPart #/ISBN	UPC	Condition	Item Description	Qty Ordered	Qty Shipped	Unit Price(\$)	Status
<input type="checkbox"/>	GREENSHOES36	95IA06930R6311 Color:Yellow / Size:5.5 Kids	GREENSHOES36		New	Kids tennis shoes green 36	1	0	1.98	Unshipped

GENERATE PACKAGE

REMOVE ITEM(S)

VOID ORDER

4

Void Reason:

Select a reason

Void Order Memo:

(Max 1000 Characters)

The information you entered here is for reference only and will not be displayed to customer.

Sub Total: \$ 1.98

Shipping: \$ 1.66

Tax & Duty: \$ 0.00

Discount: (\$ 0.00)

Order Total: \$ 3.64

Refund Amount: (\$ 0.00)

Package Shipping Info

Unshipped Package List

Shipped Package List

Package1

Delete

Print Package Packing List

Seller Part #	NE Item #	MfrPart #/ISBN	UPC	Condition	Item Description	Qty Shipped
GREENSHOES36	95IA06930R6311	GREENSHOES36		New	Kids tennis shoes green 36	1

Ship Carrier: UPS

Ship Service: Ground

Tracking #: upstrackingtest001

5

Ship Date: N/A

6

Note: Tracking numbers must be provided for shipments via United States Postal Service(USPS®) First-Class Mail® and Media Mail®. For rare exceptions and additional information,please contact Merchant Support Team.

SAVE ALL PACKAGES

SHIP ALL PACKAGES

Congratulations! You are now ready to sell on Newegg.com.

Shipped by Newegg

Newegg has created one of the most reliable, fast, and cost-effective fulfillment networks in the world. SBN (SHIPPED BY NEWEGG) is an efficient and price-conscious fulfillment service, ready to pack and ship anything. With warehouses and order fulfillment centers across the country, SBN (SHIPPED BY NEWEGG) will help scale your business and reach a broader range of customers.

Our services are designed for companies of any size, from small to large. Let the power of Newegg's world class logistics work for you.

Seller Benefits

- **Save Money.** Leverage our vast logistical resources to pass those savings on to you. You'll enjoy money saving advantages by avoiding costs associated with warehousing, shipping, packing, and insurance.

- **Save Time.** The scale and efficiency of our logistics allows us to quickly ship large volumes of packages in a shorter amount of time. We ship 99.6% of our orders within 24 hours, which gives you the peace of mind and time to focus on growing your business.
- **Increased Sales.** SBN partners also enjoy special priority to participate in Newegg's Merchandising campaigns. In addition, SBN (SHIPPED BY NEWEGG) products will display a special logo which will ensure your customers the confidence, trust, and reliability associated with Newegg.
- **Multi-Channel Fulfillment.** We also conveniently ship to all your other channels. This allows your inventory at Newegg to be readily available to ship anywhere your product is for sale.

How It Works

SBN (SHIPPED BY NEWEGG) workflow includes the following steps:

- [Selecting inventory for SBN](#)
- [Plan your shipment](#)
- [Working on your shipment](#)
- [Order fulfillment](#)

Selecting inventory for SBN

There is no additional sign up for SBN (SHIPPED BY NEWEGG). Once you registered as Newegg Marketplace seller, you are eligible using SBN (SHIPPED BY NEWEGG).

1. Adding shipping regions to SBN (SHIPPED BY NEWEGG) and agreeing to the Terms and Conditions.

Under Manage Account select “(1) Shipping Settings” than click “(2) Add Fulfillment Center”.

The screenshot displays the 'Shipping Settings' page in the Newegg Seller Center. The left sidebar contains a 'Manage Account' menu with 'Shipping Settings' highlighted. The main content area shows a progress bar with four steps: 1. Fulfillment Center, 2. Fulfillment Priority, 3. Return Policy and Info, and 4. Inventory Return Address. Step 1 is currently active. Below the progress bar, there is a table titled 'Set Fulfillment Center' with columns: Status, Action, Warehouse Location, Warehouse Type, and Shipping Destination. The table contains one row for 'United States(USA)' with a status of 'Active' and a shipping destination of 'USA,AUS,NZL,IND,SGP'. At the bottom right, there is a red box highlighting the 'ADD FULFILLMENT CENTER' button, and another red box highlighting the 'Shipping Settings' link in the left sidebar.

- 2 Select the “(3) Shipped by Newegg (SBN) check box and check the corresponding (4) shipping regions that you are shipping products to. (5)Review and acknowledge the Shipped by Newegg Terms & Conditions and Click (6) “Continue.”

neweggmarketplace

Shipping Settings

Seller Store Name: Clear Selection Find Seller ☒ Focus on current seller

Shipping Destination

Set fulfillment center and its shipping destination.

Warehouse Location:

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

Shipping Destination:

Regions	Shipped by Newegg
Asia	<input type="checkbox"/>
- India(IN)	<input type="checkbox"/>
- Singapore(SGP)	<input type="checkbox"/>
Europe	<input type="checkbox"/>
- Ireland(IRL)	<input type="checkbox"/>
- Netherlands(NLD)	<input type="checkbox"/>
- Poland(POL)	<input type="checkbox"/>
- United Kingdom(GBR)	<input type="checkbox"/>
North America	<input checked="" type="checkbox"/>
- United States(USA)	<input checked="" type="checkbox"/>
Oceania	<input type="checkbox"/>
- Australia(AUS)	<input type="checkbox"/>
- New Zealand(NZL)	<input type="checkbox"/>

☒ I have read and agree to Shipped by Newegg Terms & Conditions.

PREVIOUS CONTINUE

1. Go to Manage Items and select Item List to view your SKU list. Select the SKU(s) by confirming the corresponding check box and choose “Send Inventory /Replenishment Shipment” from the drop-down menu. Click “Go” to prepare your SBN items.
2. Assigning NPC to your SBN (SHIPPED BY NEWEGG) items (optional). UPC is required for using SBN (SHIPPED BY NEWEGG). If your product(s) does not have UPC, Newegg can assign an alternative ID for SBN (SHIPPED BY NEWEGG) use. When you receive the following notice while converting items, click “Assign NPC Code” for Newegg system to generate the NPC for your items.

Confirm

The Following item(s) do not have an UPC code.

Seller Part#: Group-By test Item A, image test

Please input UPC code for the item(s). Each unit should already have UPC code clearly labeled and displayed on its product packaging. If the item(s) does not have UPC code and you want to continue with the process of Send Inventory, system will automatically assign a NPC (Newegg UPC Code) for the item(s).

Are you sure you want to continue the process of Send Inventory?

CONTINUE CANCEL

- If you have more items on later pages, please repeat steps 1, and 2 to complete the send inventory process. Once your items are selected, you are ready to create your shipment.

All Item

Item Inventory

United States (USA)
NE Item#
Click Search button to see All Items or input search criteria

	Status ?	Action	Title	Seller Part#	UPC Code	Seller
<input checked="" type="checkbox"/>	●		CottageCutz Die 4*X6*-Carousel Horse	Test_SandBox_MKTPL...	234699	818561013830
<input checked="" type="checkbox"/>	●		CottageCutz Die 4*X6*-3 Filigree Fall Leaves Ma...	Test_SandBox_MKTPL...	234700	818561014578
<input checked="" type="checkbox"/>	●		CottageCutz Die 4*X6*-Moose & Trees Made Easy	Test_SandBox_MKTPL...	234701	818561014868
<input checked="" type="checkbox"/>	●		CottageCutz Die 4*X6*-Pine Cone Branch Made...	Test_SandBox_MKTPL...	234702	818561014899
<input checked="" type="checkbox"/>	●		CottageCutz Die 4*X6*-Rustic Sign & Trees	Test_SandBox_MKTPL...	234703	818561014929

Batch Activate Items
Batch Deactivate Items
Batch Restrict Items
Send Inventory / Replenishment Shipment
Create Multi-Channel Fulfillment Order
Create Return Inventory Shipment

OK

[Account Policy](#) | [Policy & Agreement](#) | [Privacy Policy](#) | © 2000-2015 Newegg Inc. All rights reserved.

Plan your shipment

Planning your shipment and Sending Inventory to Newegg

- On the following page, “Send Inventory to Newegg” will allow you to specify product packaging type and set quantity for each item for SBN. Click “Continue” when ready.

Send Inventory to Newegg

Seller Store Name:
Test_SandBox_MKTPLS(A006)
Clear Selection Find Seller Focus on current seller

Where are you shipping from?
Ship From: Test_SandBox_MKTPLS(A006)
16839 gale ave.
Forest, VA 24551 [Change Address](#)

Individual Items
Each box will contain one or more items of varying quantities and conditions.

Carton-Packed Items
All items in a carton are packaged together by manufacturer with matching SKU and condition.
All boxes with the same item will contain equal quantities of that item in each box.

Item(s) you have selected:

	Seller Part#	NE Item#	Manufacturer	Mfr Part#/ISBN	WebSite Short Title	Set Qty
	Group-By test I...	9SIA0062TT3679	Sony	Group-By test It...	This is a Group-By ...	200
	Group-By test I...	9SIA0062TT3677	Sony	Group-By test It...	This is a group-by ...	100
	Test_ImageA006	9SIA0062TJ7670	DELL	AX51R2-1438BK	DELL Desktop PC ...	100

DELETE ITEM(S) ADD ITEM(S)

PREVIOUS CONTINUE

2. Confirm your shipment details. Click “Previous” to edit the shipment list or “Save & Create Shipment(s)” to complete. Please note: your shipment will be split into multiple shipments to different warehouses if your items are under different sub-categories.

Send Inventory to Newegg

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

Seller Portal has determined to create the following shipment(s) based on the items you selected.

Shipment 1

Ship To: Shipment ID: N/A
 17708 Rowland St. 2 items in this shipment
 City of Industry, CA 91748

	Seller Part#	NE Item#	Manufacturer	Mfr Part#/ISBN	WebSite Short Title	Quantity
<input type="checkbox"/>	Group-By test It...	9SIA0062TT3679	Sony	Group-By test It...	This is a Group-By test...	200
<input type="checkbox"/>	Group-By test It...	9SIA0062TT3677	Sony	Group-By test It...	This is a group-by test...	100

[DELETE ITEM\(S\)](#) [PREVIOUS](#) [SAVE & CREATE SHIPMENT\(S\)](#)

Working on your shipment

After creating a shipment list, you are ready to work on your shipment to Newegg warehouses.

1. Working on existing shipments, go to Seller Portal then open Manage Items > Shipment List (SBN (SHIPPED BY NEWEGG) Management Only).
2. By default, all your shipments will be available under the Shipment List.
3. Click on the “Work on Shipment” for the one you are working on. On the next several pages, Shipment Detail, you will be able to set more details.

Shipment List (SBN Management Only)

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

Shipment List [Exception Return Shipment List](#)

Shipment ID

Seller	Shipment ID	Shipment Type	Ship To	Items	Units	Status	Action	Last Edit
Test_SandBox_MKTPLS(...)	3373667	Send Inventory	Rowland Warehouse	2	300	Preparing	Void	05/13/2015 13:41:00
Test_SandBox_MKTPLS(...)	3372076	Send Inventory	Rowland Bulk Item War...	1	3	Ready To Ship	Work on Shipment	05/13/2015 13:41:00
Test_SandBox_MKTPLS(...)	3372075	Send Inventory	Rowland Warehouse	3	12	Preparing	Void	05/13/2015 13:41:00
Test_SandBox_MKTPLS(...)	3366177	Send Inventory	NJ Small Warehouse	1	1	Void	Work on Shipment	05/13/2015 13:41:00

4. Step 1- Set Quantity. This is a section for item confirmation and item label management.
 - a. If you would like to update the shipping quantity for each item, you can edit the number next to each item.
 - b. Label management (optional): Each piece of item that you ship to Newegg must be properly identified with an item label. You can print item labels for your items. The size of each label is 1" x 2.63". You can print out 30 item labels per sheet. Avery Standard 5260 is recommended. Please note: you can skip this if your items already pre-labeled with UPC code.

Shipment Detail Manage Items > Shipment List (SBN Management On

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

1 Set Quantity 2 Label Packages 3 Shipping Info 4 Summary

Shipment Information

ShipmentID: 3373667 Ship From: Test_SandBox_MKTPLS(A006) Ship To: WH07-Rowland Warehouse
 Shipment Status: Preparing 16839 gale ave. 17708 Rowland St.
 Create Date: 05/13/2015 Forest, VA 24551 City of Industry, CA 91748
 Last Edit: 05/13/2015

Set Quantity and Label Items

Please enter the quantity of each item listed below. Each unit should already have [UPC-A](#) or [EAN-13](#) clearly labeled and displayed on its product packaging. If not, please enter the quantity of labels needed, click "Print Item Labels" button and apply the printed labels on each unit of the item. If you are printing the labels yourself, please use [Code-128](#) format, or [Code-39](#) format with *** as prefix and suffix.

Item	Seller Part#	NE Item#	Manufacturer	Mfr Part#/SBN	UPC/EAN	Website Short Title	Quantity	Labels Quantity	
<input type="checkbox"/>	Group-By test It...	9SIA0062TT3679	Sony	Group-By test It...	431560000078	This is a Group-By test...	200	200	PRINT ITEM LABELS
<input type="checkbox"/>	Group-By test It...	9SIA0062TT3677	Sony	Group-By test It...	431560000009	This is a group-by test...	100	100	PRINT ITEM LABELS

[Print](#)


newegg marketplace™

Item Label

Click label position of beginning

1	2	3
4	5	6
7	8	9
10	11	12
13	14	15
16	17	18
19	20	21
22	23	24
25	26	27
28	29	30

Labels Quantity: 15 [Print Item Labels](#)

Item: 9SIA0060NV3702
Model: A012013031221629820

 * 2 0 1 3 0 3 1 2 2 1 6 2 9 8 2 0 9 *

5. Step 2- Label Packages. Each package that you ship to Newegg must be properly identified with a package label as well. You can print package labels using the following:
 - a. Specify the package number of each item.
 - b. Click "Print Package Labels" to print.
 - c. The size of each label is 1" x 2.63". You can print out 30 item labels per sheet. Avery Standard 5260 is recommended.
 - d. Please note:
 - If different items are packed in a master box, each item package will require a package label. The master box will require additional package labels for all items on the side. For more detail, please review the [Appendix: Labeling and packing instruction](#)
 - Please make sure you print out the package label correctly or the status of your shipment will not change.

Shipment Detail Manage Items > Shipment List (SBN Management Only)

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

1 2 3 4

Quantity Label Packages Shipping Info Summary

Shipment In

ShipmentID: 3373667 Ship From: Test_SandBox_MKTPLS(A006) Ship To: WH07-Rowland Warehouse

Shipment Status: Preparing 16839 gale ave. 17708 Rowland St.

Create Date: 05/13/2015 Forest, VA 24551 City of Industry, CA 91748

Last Edit: 05/13/2015

Label Packages

We strongly recommend that you package each item listed below in a way that each box only contain one item (item, not quantity). One item can be packed in multiple boxes, but one box should only contain one item. A package label must be displayed on the outside of each box. Please enter the package (box) quantity of each item and click "Print Package Labels" button.

Same SKU packaging is preferred and will ensure fast receiving of your shipment. Mixed inventory packaged shipments may take longer to receive.

# of Packages	Quantity	Seller Part#	NE Item#	Manufacturer	Mfr Part#/SBN	UPC/EAN
2	200	Group-By test Item B	9SIA0062TT3679	Sony	Group-By test Item...	431560000078
2	100	Group-By test Item A	9SIA0062TT3677	Sony	Group-By test Item...	431560000009

[PRINT PACKAGE LABELS](#)

6. Step 3- Shipping Info. You can specify the shipping method and carrier as following:
- Identify the shipping method and available shipping carrier from the following:
 - Small Parcel Delivery (Individual boxes).

Select Shipping Information

1. Select Shipping Method

☒ Small Parcel Delivery (Individual boxes) [?](#)

☐ Less Than Truckload (LTL, Pallets, shipment at least 150 lbs) [?](#)

2. Input Shipping Carrier

☒ Other Carrier: USPS ▼

DHL

FedEX

Other

UPS

USPS

Shipment Detail

Input tracking number of each package.

Pkg #	Tracking Number
1	<input type="text"/>

[+ ADD PKG](#)

- Less than Truckload (LTL, Pallets, shipment at least 150 lbs.).

Select Shipping Information

1. Select Shipping Method

☐ Small Parcel Delivery (Individual boxes) [?](#)

☒ Less Than Truckload (LTL, Pallets, shipment at least 150 lbs) [?](#)

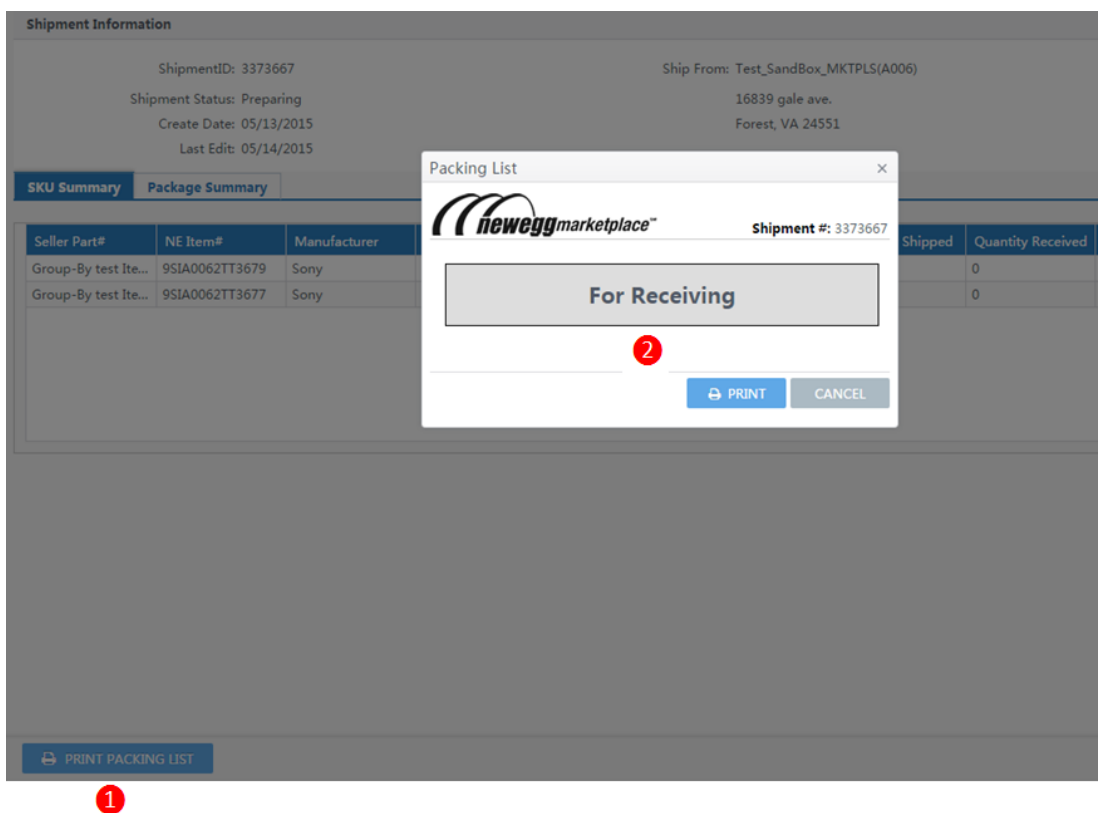
2. Input Shipping Carrier

☒ Other Carrier: Test Trucking Corp.

- Shipment detail.
 - Input the package tracking number once they are available.

7. Step 4- In order to prepare your items, you will need packing list. You can use the following steps to generate a packing list for a shipment. When your shipment is ready, you can place the packing list in the shipping box:

- Once you are ready to print packing list, go to Shipment List (SBN Management Only) and click “Search. Select on the shipment and choose “Work on Shipment”.
- Click “Print Packing List” to enable print screen.
- In the print screen, click “Print” to generate the packing list. Once the packing list is ready, you can print it locally. Please make sure you print out the packing list correctly or the status of your shipment will not change.



Packing List - for Receiving Page 1 of 1 09/17/2014

Ship To: 17708 Rowland St.
City of Industry CA 91748

Ship From: Test_Sandbox_A192_US
2486 Gale Ave
City of Industry CA 91745

Shipment ID:  Delivery Method: test Ship Special Instruction

NE Item#	Model#	UPC Code	Qty	Description
9SIA1921332146	T-Shirt_red_L_test 3	431541000059	100	CoolTee Red T-Shirt
9SIA1921332147	T-Shirt_red_L_test 2	0111111111111	100	CoolTee Red T-Shirt

Received By: _____ Date: _____
Print Name: _____ Released By: _____

8. Step 5- sending your shipment to Newegg. You can manage your shipments easier using our Seller Portal.
 - a. After printing out the package label(s) and packing list, the status of your shipment will change from “Preparing” to “Ready To Ship”.

Shipment List (SBN Management Only)

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

Shipment List

Exception Return Shipment List

Shipment ID

Seller	Shipment ID	Shipment Type	Ship To	Items	Units	Status	Action
Test_SandBox_MKTPLS(...)	3373667	Send Inventory	Rowland Warehouse	2	300	Ready To Ship	

- b. For shipped out shipment, please update the status from “Ready To Ship” to “Shipped”. Updating the status of shipment allows for easier management and tracking of progress of your shipment to Newegg warehouse.

Shipment List (SBN Management Only)

Seller Store Name: [Clear Selection](#) [Find Seller](#) ☒ Focus on current seller

Shipment List

Exception Return Shipment List

Shipment ID

Seller	Shipment ID	Shipment Type	Ship To	Items	Units	Status	Action	Last Edit
Test_SandBox_MKTPLS(...)	3373667	Send Inventory	Rowland Warehouse	2	300	Ready To Ship		05/14/2015 13:33:01
Test_SandBox_MKTPLS(...)	3373729	Send Inventory	NJ Small Warehouse	1	1	Preparing	<div><div>Void</div><div>Mark as Shipped</div><div>Work on Shipment</div></div>	02
Test_SandBox_MKTPLS(...)	3374537	Send Inventory	NJ Small Warehouse	2	14	Preparing		01
Test_SandBox_MKTPLS(...)	3374536	Send Inventory	Rowland Warehouse	2	6	Preparing		01
Test_SandBox_MKTPLS(...)	3372076	Send Inventory	Rowland Bulk Item War...	1	3	Ready To Ship		00

Seller	Shipment ID	Shipment Type	Ship To	Items	Units	Status	Action	Last Edit
Test_SandBox_MKTPLS(...)	3373667	Send Inventory	Rowland Warehouse	2	300	Shipped		05/14/2015 13:40:47

Order Fulfillment

SBN (SHIPPED BY NEWEGG) will fulfill your orders placed directly on Newegg.com, or on other channels such as your own site. You can monitor your Newegg SBN (SHIPPED BY NEWEGG) order status and create other channels orders easily from Seller Portal.

Newegg orders

Newegg orders will be processed by SBN (SHIPPED BY NEWEGG) by default. You can review the status of Newegg orders processing by SBN (SHIPPED BY NEWEGG) using the following steps:

1. Go to Seller Portal then open Manage Order > Order List.
2. You can use the search filters under Advanced to locate the SBN orders and related status.

Currently available filters:

- a. Sales Channel: Newegg.com
- b. Fulfill by: Newegg

c. Click the “Search” key to pull the result of all qualified SBN (SHIPPED BY NEWEGG) orders.

Status	Return(s)	Action	Order Number	Order Date	Auto Void Date	Ship Service	Sales Channel	Fulfill Channel
Unshipped			181827369	05/14/2015 13:45:43	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			185192459	05/14/2015 13:40:45	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			235960417	05/14/2015 12:47:06	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			234761303	05/14/2015 12:34:21	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			185183999	05/14/2015 12:19:34	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			230096524	05/14/2015 11:35:45	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			185173859	05/14/2015 10:22:42	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg
Unshipped			230089364	05/14/2015 10:13:32	N/A	Egg Saver (4-7 Days)	Newegg.com	Newegg

Multi-Channel order fulfillment

You can submit multi-channel order fulfillment requests to Newegg using:

- Manual order creation from Seller Portal.
- Batch requests using datafeed files upload from Seller Portal.
- Batch requests using API requests.

Manual submit orders from Seller Portal

1. Go to Seller Portal then open Manage Order > Create Multi-Channel Order (SBN Management Only).
2. Enter the address and order details. In the Shipping information section, enter the address information for where you want your products shipped. Seller Order ID: enter a unique identifier from your external channel. **Please Note: SBN (SHIPPED BY NEWEGG) cannot ship to P.O. Boxes.**

1

2

3. Adding items. In the Shipping Content section, select the products you want to add for current order by click on "Add Item(s)" to bring up the Add Item(s) list. From the list, select the items you want to add to current order by checking the box to the left of the title. Once you completed the selection, click "Ok" to display the order detail.

3

Shipping Content

OK

ADD ITEM(S)

4. SO Memo. If there is any special shipment handling instruction for current order, please enter a note for shipping and handling reference.
5. Review and confirm the fulfillment order by click "Confirm and Create Order".

Create Multi-Channel Order (SBN Management Only) Manage Order > Create Multi-Channel Order (SBN Management Only)

Seller Store Name: Clear Selection Find Seller ☒ Focus on current seller

Input Order Information Asterisk (*) indicates required fields. BATCH CREATE MULTI-CHANNEL ORDER

Shipping Information

Order ID: Auto Generated Seller Order ID: 123456

Company Name: Address Line 1: E. Gale Ave

Contact Name: John Doe Address Line 2:

City: City of Industry Zip Code: 91745

State: CALIFORNIA Shipping Method: Standard Shipping (5-7 business days)

Phone Number: 626-123-4567

Shipping Content

Item	Seller Part#	NE Item#	Manufacturer	Mfr Part#/SBN	Inbound Qty	Fulfillable Qty	Order Qty
<input type="checkbox"/>	A006Leon_Test_003	9SIA00600005E8	OZZO	Leon_Test_003	0	0	<input type="text" value="1"/>
<input type="checkbox"/>	A006watch1	9SIA0060003NA3	Production Testing Manufacturer ONLY	watch1	0	0	<input type="text" value="1"/>
<input type="checkbox"/>	A006201101120001	9SIA0060006XV9	Production Testing Manufacturer ONLY	201101120001	0	0	<input type="text" value="1"/>

SO Memo:
Please put all items in one shipment with a single tracking number 4

DELETE ITEM(S) ADD ITEM(S) CONFIRM AND CREATE ORDER 5

Batch requests using data feed files upload from Seller Portal

If you are managing large quantities of inventory, you can consider using Batch Create multi-Channel Shipment Order function.

- Go to Seller Portal then open Manage Order > Create Multi-Channel Order (SBN Management Only) > Batch Create Multi-Channel Shipment Order
- Select the format from the drop-down menu then click "Download File Template" to download file template.

Create Multi-Channel Order (SBN Management Only) Manage Order > Create Multi-Ch

Seller Store Name: Clear Selection Find Seller ☒ Focus on current seller

Download and fill out this file and upload it to batch create multi-channel order(s).

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

Upload File: No File ... Choose 2

Upload progress:

UPLOAD

1

- Fill out the template then upload the file from the Upload File section. Note: we recommend keeping the file for your future reference.
- System will process the file in background. You can check the file processing status and download the processing result from the Uploaded File Status and History section.

Create Multi-Channel Order (SBN Management Only) Manage Order > Create Multi-Channel Order (SBN)

Seller Store Name: Clear Selection Find Seller ☒ Focus on current seller

Download and fill out this file and upload it to batch create multi-channel order(s).

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

Upload File: RESET 3

▲ Your file has been uploaded successfully. Once your file has been processed, you will receive an email notification.

Uploaded File Status and History 4

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
24420453	MultiChannelOrder.xls	Initial	05/14/2015 15:13:12			File uploaded,waiting for processing

Batch requests using API requests

Reference our integration guide for more details

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

Monitoring your multi-channel orders

You can review the status of Multi-Channel orders using the following steps:

- Go to Seller Portal then open Manage Order > Order List.
- You can use the search filters under Advanced to locate the Multi-Channel orders and related status:
 - Sales Channel: Non-Newegg
 - Fulfill by: Newegg
- Click the "Search" key to pull the result of all qualified SBN (SHIPPED BY NEWEGG) orders.

Order List » View and process orders: [Learn More](#)

Seller Store Name: Clear Selection Find Seller ☒ Focus on current seller

Order Number 2 SEARCH ADVANCED SEARCH

Order Status: Invoiced x Sales Channel: Multi-Channel x Fulfill By: Newegg x Remove All 3

	Status	Return(s)	Action	Order Number	Order Date	Auto Void Date	Ship Service	Sales Channel	Fulfill Channel
▶	Invoiced			2000623301	04/29/2015 16:48:04	N/A	Standard Shipping (5-...	Multi-Channel	Newegg
▶	Invoiced			2000623281	04/29/2015 16:48:01	N/A	Standard Shipping (5-...	Multi-Channel	Newegg
▶	Invoiced			2000622741	04/27/2015 14:38:06	N/A	Standard Shipping (5-...	Multi-Channel	Newegg
▶	Invoiced			2000622681	04/27/2015 14:38:05	N/A	Standard Shipping (5-...	Multi-Channel	Newegg
▶	Invoiced			2000622701	04/27/2015 14:38:05	N/A	Standard Shipping (5-...	Multi-Channel	Newegg
▶	Invoiced			2000622721	04/27/2015 14:38:05	N/A	Standard Shipping (5-...	Multi-Channel	Newegg

1 2 3 4 5 ... 20 items per page

Void multi-channel orders

You can void Multi-Channel orders using the following steps:

- Go to Seller Portal then open Manage Order > Order List.
- You can use the search filters under Advanced to locate the Multi-Channel orders and related status:
 - Sales Channel: Non-Newegg
 - Fulfill by: Newegg

- Click the “Search” key to pull the result of all qualified SBN (SHIPPED BY NEWEGG) orders.
- When you located the order that you would like to void, click “Void Order”. **Please note that only unshipped orders can be void.**

Order List > View and process orders. [Learn More](#)

Seller Store Name: All Clear Selection Find Seller ☒ Focus on current seller

Order Number: Input Keywords 1

Order Status: Unshipped × Sales Channel: Multi-Channel × Fulfill By: Newegg × [Remove All](#) 2

	Status	Return(s)	Action	Order Number	Order Date	Auto Void Date	Ship Service	Sales Channel	Fulfill Channel
<input checked="" type="checkbox"/>	Unshipped		Void Order 3	2000629481	05/14/2015 17:28:34	N/A	Standard Shipping (5~...	Multi-Channel	Newegg

- On the order detail page, please select the pre-defined void reason from the drop-down menu.
- Click “Void Order” to cancel current order.

Order Content

<input checked="" type="checkbox"/>	Seller Part #	NE Item #	MfrPart #/SBN	UPC	Condition	Item Description	Qty Ordered	Qty Shipped	Unit Price(\$)	Status
<input checked="" type="checkbox"/>				854347003213	New	Garbage Bags, 4 Gallon, 180-Count	1	0	0.00	Unshipped

[VOID ORDER](#) 5

Void Reason: 4

Void Order Memo: (Max 1000 Characters)

Select a reason

- Select a reason
- Customer Requested to Cancel
- Out of Stock
- Price Error
- Unable to Full Fill the Order

Sub Total: \$ 0.00
Shipping: \$ 0.00
Discount: (\$ 0.00)
Order Total: \$ 0.00
Refund Amount: (\$ 0.00)

Order Processing History

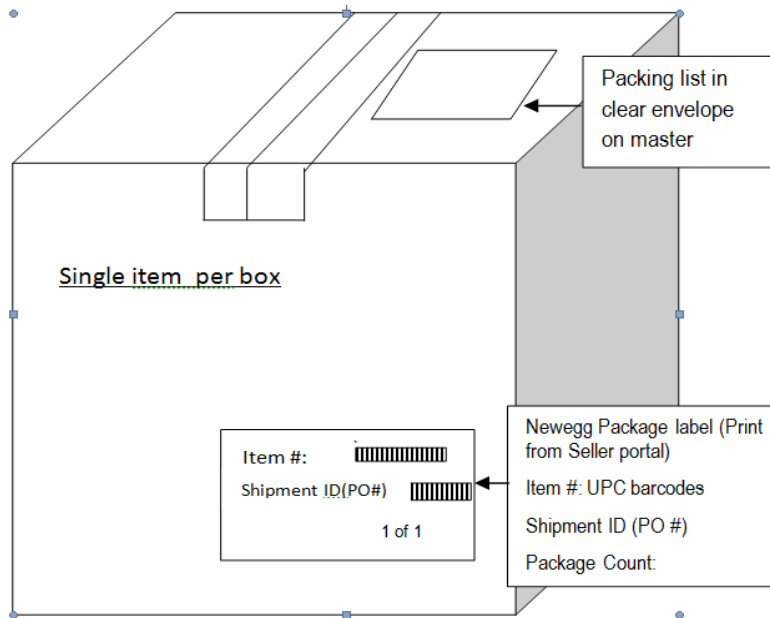
Appendix: Labeling and packing instruction for using SBN (Shipped by Newegg)

The following information shows the correct labeling and packing instruction for:

- [single item packed in a box](#)
- [multiple items pack in a box](#)
- [Multiple box shipment](#)
- [Shipment in pallet](#)
- [Additional requirement for International sellers](#)

2. Single item packed in a box

- Every individual item in the box requires an UPC label. If your item does not have UPC label, please use Newegg item label.
- Item number and quantity must match with the Package label on the box.
- Pieces count must match the quantity list in packing list.

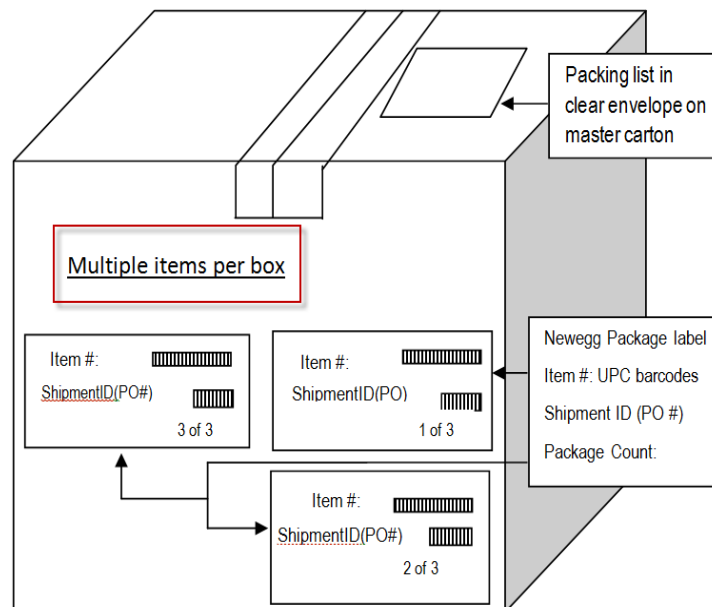


3. Multiple items packed in a box

- Every individual item requires an UPC label. If your item does not have UPC label, please use Newegg item label.
- Small boxes, card boards, or plastic bags are required as partition for different item packages packed into a master box.

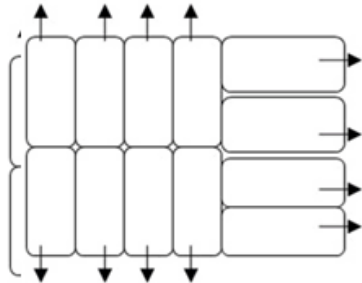


- Each package requires a package label pasted on inner box for each item and also the side of master box as image above. For example, 3 different items packed in a master box needs 3 package labels on the side of master box. This will identify that there are 3 different in that master box.



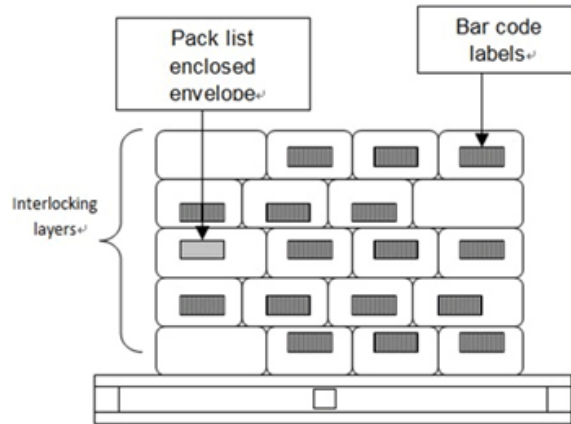
4. **Multiple box shipment.** Where there are multiple boxed per shipment, please create master labels (seller portal does not support) with shipment ID and sequential number of each box.
Ex. Box 1 of 3, 2 of 3, and so on.
5. **Shipment in pallet**
 - a. All boxes in a pallet need a Newegg package labels
 - b. All Newegg package labels need to be facing outward.
 - c. Each pallet must have an envelope enclosing packing list
 - d. Create a Master Label and stick on each pallet that including shipment ID. Please note: Boxes from the same shipment ID require be stacked in the same pallet.
 - e. The way to palletize your shipments:

Top View



All serial or UPC barcode labels facing outward

Side View



Merchandise is not overhanging edge of pallet and is protected by the pallet.



- Additional requirement for international sellers.** International sellers require attaching Master label, listed shipment ID (PO #) + sequential numbering of boxes, on each box.

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