dropXL

Drop-shipper guide

https://www.dropxl.com/

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1.1) Login

Using the details you provided, dropXL's B2B team has created your seller account. Your login details have been sent via .

Click on the link below and you will be directed to our customer login page:

https://b2b.dropxl.com/customers/sign_in

1.2) Password change

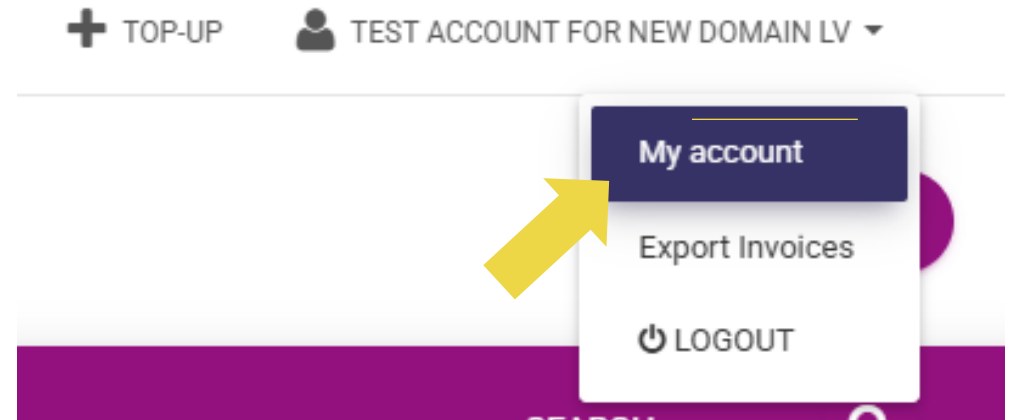You can change your account information by clicking on: **MY ACCOUNT > CHANGE PASSWORD**

dropX1

+ TOP-UP   TEST ACCOUNT FOR NEW DOMAIN LV ▾

My account

Export Invoices

LOGOUT

My Account

ENABLE TWO FACTOR AUTHENTICATION

CHANGE PASSWORD
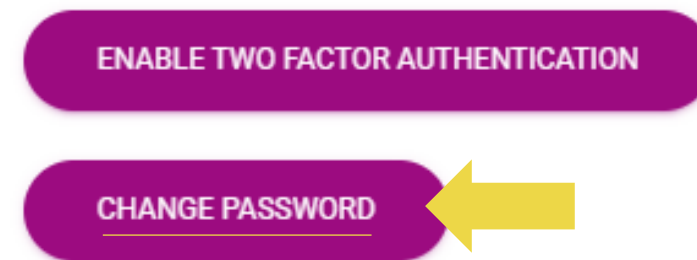
1.3) Change address & cancel account

If you want to change your address or cancel your account, please click **CONTACT US** *(find more on p.31)*

1.4) Selling in one country and cross-border

Selling in one country:

One account on b2b.dropxl.com
is only for one delivery country.

Selling cross-border:

Please click the "SIGN UP" button on
dropXL's Commercial Site to register a
new country.

Please check here for more.

2) Integration

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2.1) CSV or XML product feed

Product Integration

After creating your account, a welcome will be sent to you, including feed.

🔍 The feed contains all the required information for products, such as prices, stock, descriptions and images.

🔍 The feed also contains info on the number of packages which is expected to be received by customer.

🔍 A timely feed update can avoid losing margin.

🔍 A list of new products is posted every Wednesday on: https://b2b.dropxl.com/ but always updated in feed timely

Note:

✓ Every country has a corresponding feed. These feeds are translated to the country's local language

✓ New products are added and updated daily

✓ Daily stock updates

✓ Daily price updates

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2.1) CSV or XML product feed

🔍 When the stock is 0, but there is a price than 0.00 ➡ the product will return in stock later.

When the price is 0.00 ➡ the product will be removed from the feed and is not sellable.

🔍 Not sellable products are also available from here.

In general, there are two ways to look at product data integration and feed creation

(XML feed is difficult to open in Excel due to the large file)

Manual upload	Manually create a product list by using Excel	Check How to open a feed
Scheduled feed fetch	**Integrate the feed to your system and finish mapping**	**Your target channel will pull the product feed on a set schedule**

2.2) WooCommerce plugin

Product and Order Integration

If you don't have specialized IT team, you can directly use dropXL apps from WooCommerce: Upload new products automatically

🔍 Benefit from easy automated product synchronization with dropXL

🔍 Benefit from automated dropXL stock and price updates

🔍 Benefit from automated orders connection

Referral links:	
dropXL	https://www.dropxl.com/integrations.html

2.3) API
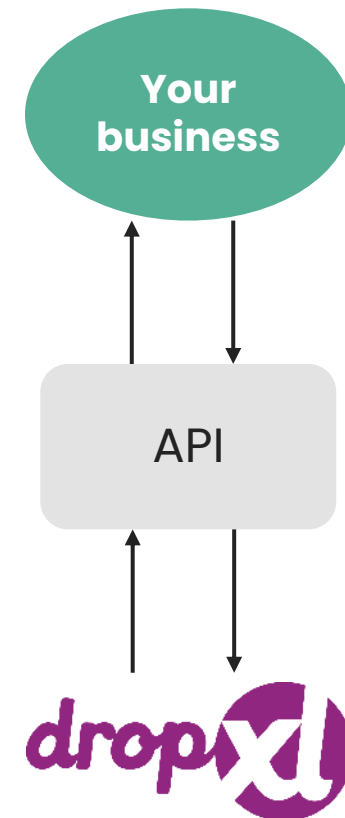
Order Integration **Part Product Integration**

Benefit from the ultimate convenience of auto-order connection

by connecting to our API.

You are able to:

✓ CREATE order

✓ GET order status/ tracking codes

✓ GET invoice/ credit note

✓ GET PRODUCT: stock, price, title and category

You can find the API token by clicking "MY ACCOUNT".

To set up the API, please click here for more information.

Your business

API

3) Payment methods

3.1) Top-up by bank transfer/PayPal

Wallet is a payment method developed by dropXL. It makes the payment process convenient. There are three available methods for adding credit to your wallet.

1) **Bank transfer**

2) **PayPal**

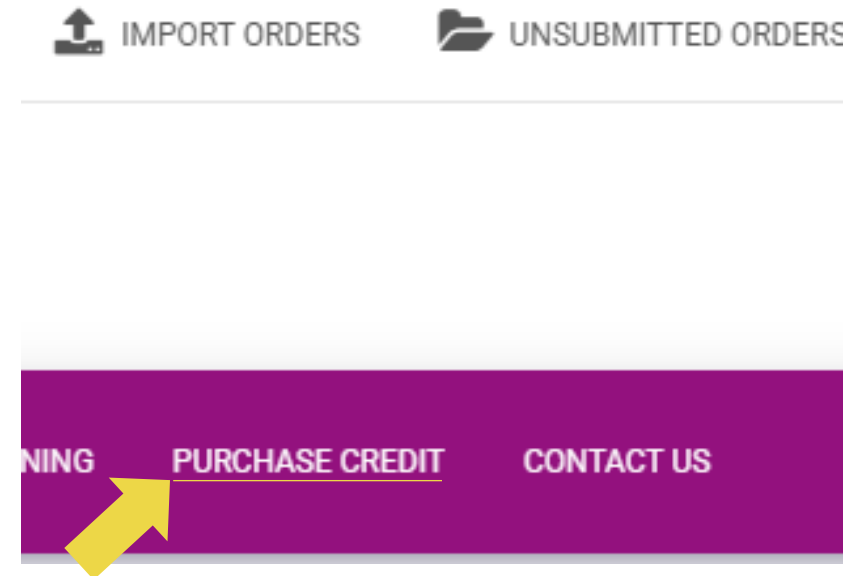# 3.1) Top-up by bank transfer/PayPal/credit card

1) Bank transfer

1.1) Link: https://b2b.dropxl.com/pages/20-purchase-credits-via-bank-transfer

1.2) Click on: **PURCHASE CREDIT**

1.3) Transfer: When performing a bank transfer, the reference code of your B2B account being topped up must be clearly included in the comment/text/description field of bank transfer. Based on this reference code, we will automatically deposit the funds into your corresponding B2B account wallet.

In addition to the reference code, we recommend that you add other unique internal references (such as date plus amount) to the comment/text/description field as this will make it easier for you to check payment later. Please note that the bank transfer top-up process usually takes 1 to 3 business days to complete.

Escalation: If your payment status has been completed for more than 3 business days but the payment has not been credited to your B2B wallet, please submit a payment form for escalation.
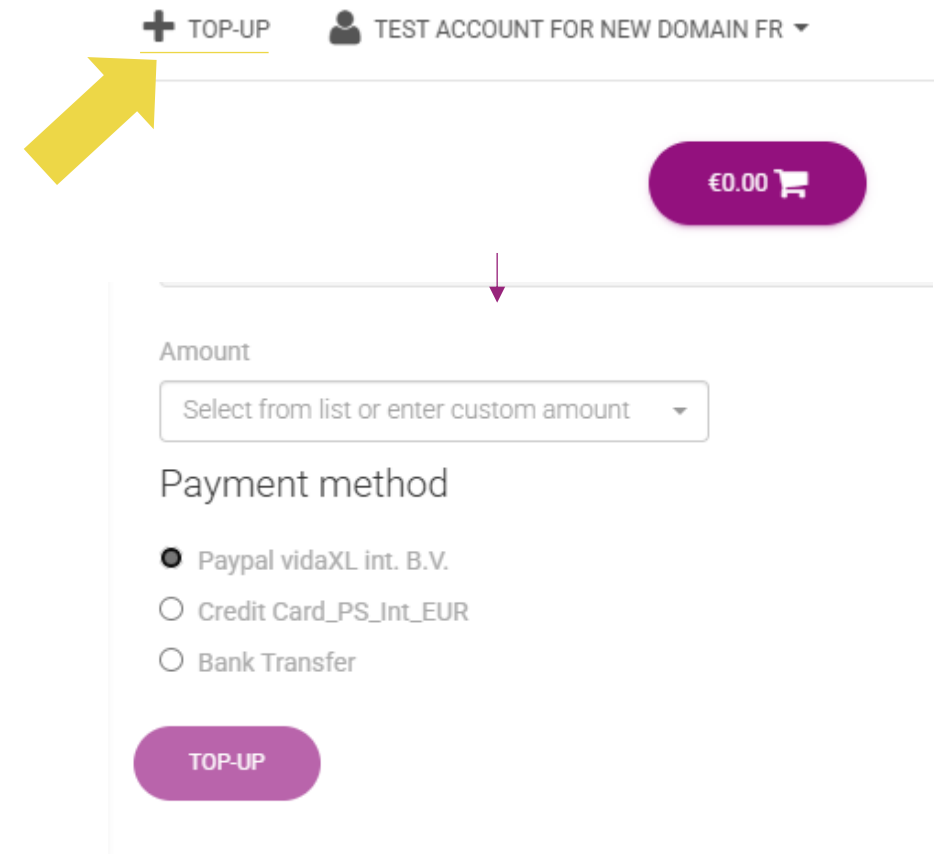
IMPORT ORDERS   UNSUBMITTED ORDERS

NING   PURCHASE CREDIT   CONTACT US

3.1) Top-up by bank transfer/PayPal

2) PayPal

Click on: **TOP-UP**

- You can top up any amount via PayPal. This amount will be added to your wallet automatically.

* This example is only applicable to drop-shippers who make transactions with Euros

+ TOP-UP   👤 TEST ACCOUNT FOR NEW DOMAIN FR ▾

€0.00 🛒

Amount

Select from list or enter custom amount ▾

Payment method

- ⦿ Paypal vidaXL int. B.V.
- ○ Credit Card_PS_Int_EUR
- ○ Bank Transfer

TOP-UP

3.2) Direct payment with PayPal

If you don't want to use Wallet, you can choose to pay for your order with PayPal.

You can find more details regarding this process on the following pages.

Please note: If you use direct payment and pay orders with different delivery addresses, you are not able to pay. PayPal will show "no token" error. You can also pay by credit/debit card if your cards link to PayPal.

4) Order placement

4.1) Notes on submitting an order address

- Fields "address 1" and "address 2" can only recognize up to **35 characters** each. Please pay attention to this when inputting an address.

- If the address contains a **house number**, this must be submitted into field "**address 1**".

- The zip code must conform to the **zip code format** of the selling country(UAE does not require any zip code), otherwise the order cannot be placed.

- **Province information is mandatory to fill in**. It is required differently per country.

  o   For address in Europe, please submit same information as city since no province is required.

  o   For address in Canada, USA and Australia, please submit the information of State.

  o   For UAE, please submit the information of area or district

- For orders shipped to UAE, please fill in AE in the field of Country. City can be used as Emirates, including Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah and Umm Al Quwain.

4.2) Single order placement

1. Search for the SKU/items you want to purchase

2. Fill in the order information: customer name, delivery address, quantity, etc.

3. Click on: **ADD TO ORDER**

4. Confirm order information by clicking on: **NEXT**

5. Pay for the order. There are 3 available payment options:

   ➡ If you have sufficient balance in your account, you can use *Wallet* to pay for the order.

   ➡ You can pay for the order via PayPal.

   ➡ Lastly, you can pay for your order with your Credit Card

6. Click on **SEND ORDER** to finish the order.

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4.3) Bulk order import

Save time, when you purchase products through bulk order import.

1. Download sample. Click on: **IMPORT ORDERS ›**
Sample file import

2. Fill in the necessary information, then click on:
IMPORT AND PREVIEW

4.3) Bulk order import

For the import template, please note the following:

Columns in red are mandatory. Order reference will serve as your internal order id.

	A	B	C	D	E	F	G	H	I	J	K
	order_reference	product_code	quantity	address	address2	province	city	country	postal_code	phone	name
	b2c_99	CODE99	5	Hobbemastraat 19			Amsterdam	NL	1071 XZ	31339123992	Lucas Janssen
	b2c_99	CODE81238	10	Hobbemastraat 19			Amsterdam	NL	1071 XZ	31339123992	Lucas Janssen
	b2c_100	CODE99	5	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker
	b2c_100	CODE81238	10	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker
	b2c_100	CODE14238	10	16 Piccadilly			London	GB	W1J 0DE	44201999382	Max Bakker

✓ If your order contains more than 1 SKU, you can split the order into 2 or more lines.

Please note: when splitting the order you need to make sure that all the necessary information is the same, with the exception of its *SKU(product_code)*.

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4.3) Bulk order import

Choose the file you filled in

1. To finish uploading, click on:

IMPORT AND PREVIEW

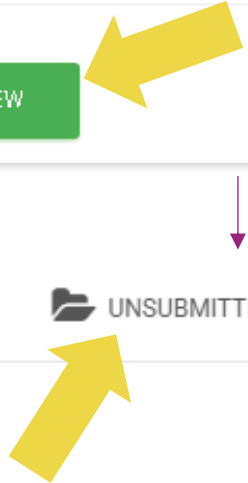**2.** To confirm and pay for your orders, click on:

UNSUBMITTED ORDERS

Add the Excel file with your orders details and submit.
The columns required are the following:
order_reference,order_comments,product_code,quantity,address,address2,province,city,
Sample file import

Choose File
Choose File   No file chosen

IMPORT AND PREVIEW

⬆ IMPORT ORDERS   📂 UNSUBMITTED ORDERS   ➕ TOP-UP   👤 TEST
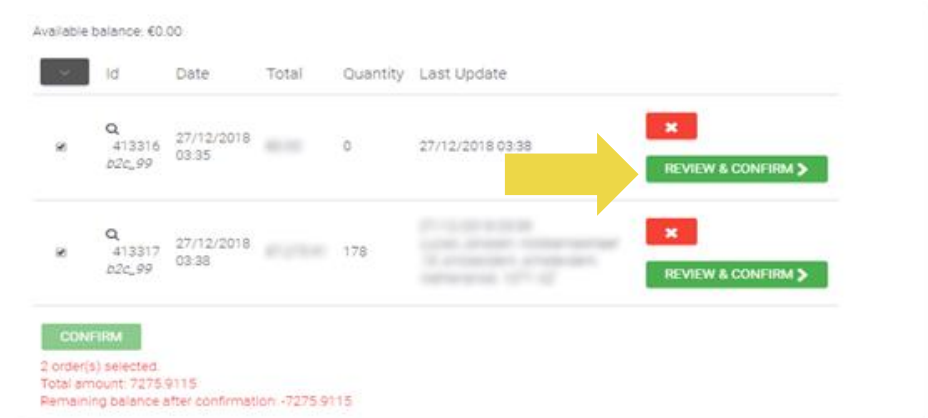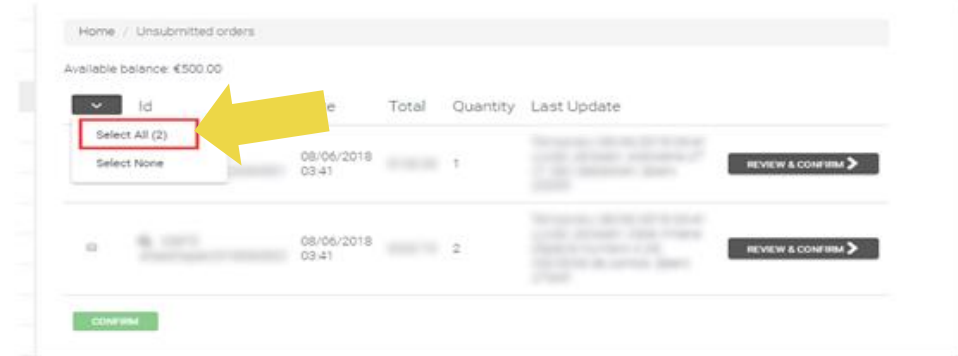
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4.3) Bulk order import

Bulk order import offers 2 payment options:

1. You can use *Wallet* to pay for the order provided you have sufficient balance on your account. **Select All > CONFIRM**

2. You can pay for individual orders within bulk order import via PayPal/ credit card/Wallet: **REVIEW & CONFIRM**

4.4) Automatic placement: plugin and API

Plugin: WooCommerce.

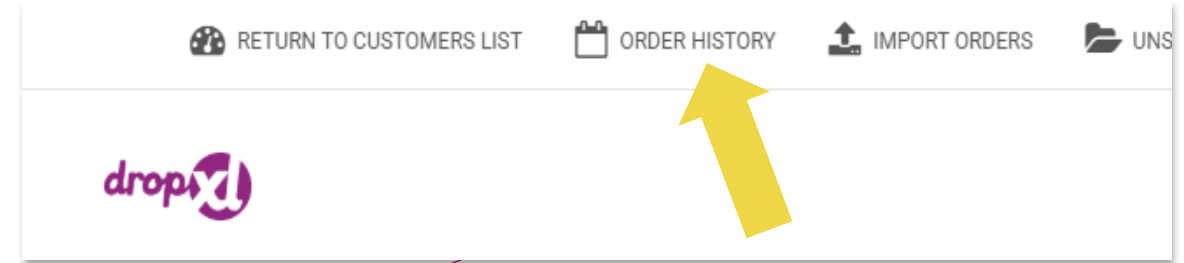Instruction is available in p.11

API

Instruction is available in p.12

5) Order management

5.1) Order interface

Manage all orders, by clicking on: **ORDER HISTORY**

- Order details

- Order status and tracking number

- Bulk-export

- Invoice downloading

5.2) Delivery information

Delivery information: https://b2b.dropxl.com/pages/3-delivery-information

- 1. Estimated dispatch & delivery time

- 2. Carrier overview

- 3. Calculation rule for AU shipping cost

- 4. AU extra shipping cost

- 5. Blocked zip codes

- 6. Blocked phrases

6) Customer care management

6.1) Points worth noting

Here's what you'll need to know:

- Services will **only** be provided in the English language.

- We are **not** providing services to the direct customer. Kindly refrain from forwarding your customer s to dropXL and vice versa.

- We have pre-sales and after-sales customer service teams. They will assist you by answering your questions. Please contact the correct team (contact details are available on the next page).

6.2) Contact form

Click **Contact us** on b2b.dropxl.com for issues assistance.

Open How to use B2B contact form to understand more.
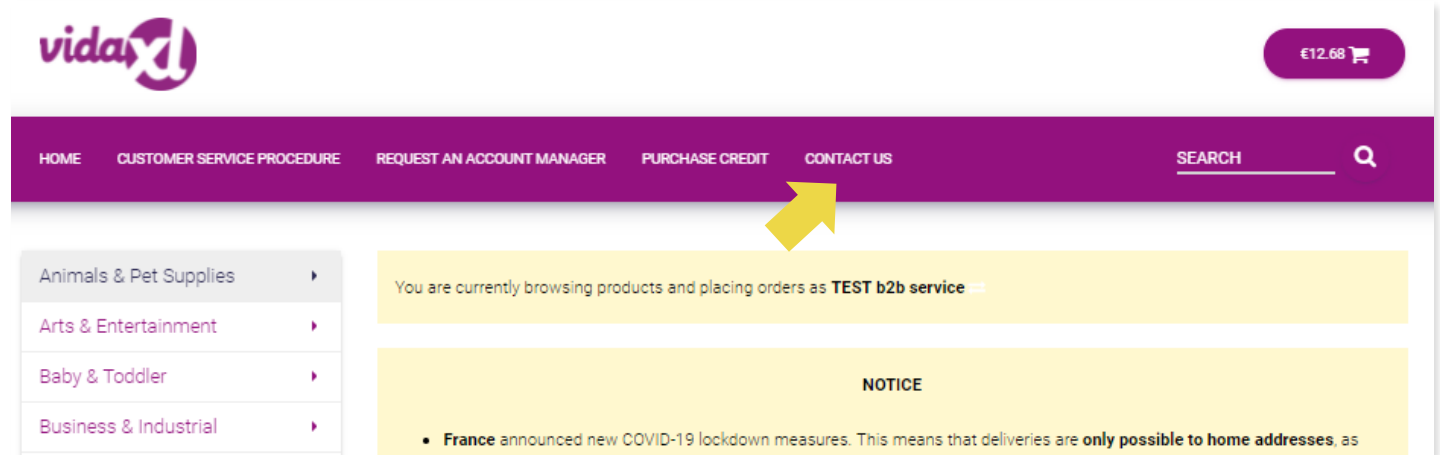
7) Finance and accounting

7.1) Invoice and credit note download

We support 4 types of invoice downloading methods:

1. Click on: **ORDER HISTORY > credit_note_B2B order number.pdf**

2. Click on: **ORDER HISTORY > EXPORT** find the invoice link in your downloads folder labelled as "credit_note_B2B order number".

3. Click on: 'Export Invoices' and find the invoice link in your download folder labelled as "credit_note_B2B order number"

4. Get access to invoice API

Note:

➤ We are unable to provide invoices for cancelled orders.

➤ Credit note is also named invoice. It is also available when downloading invoice.
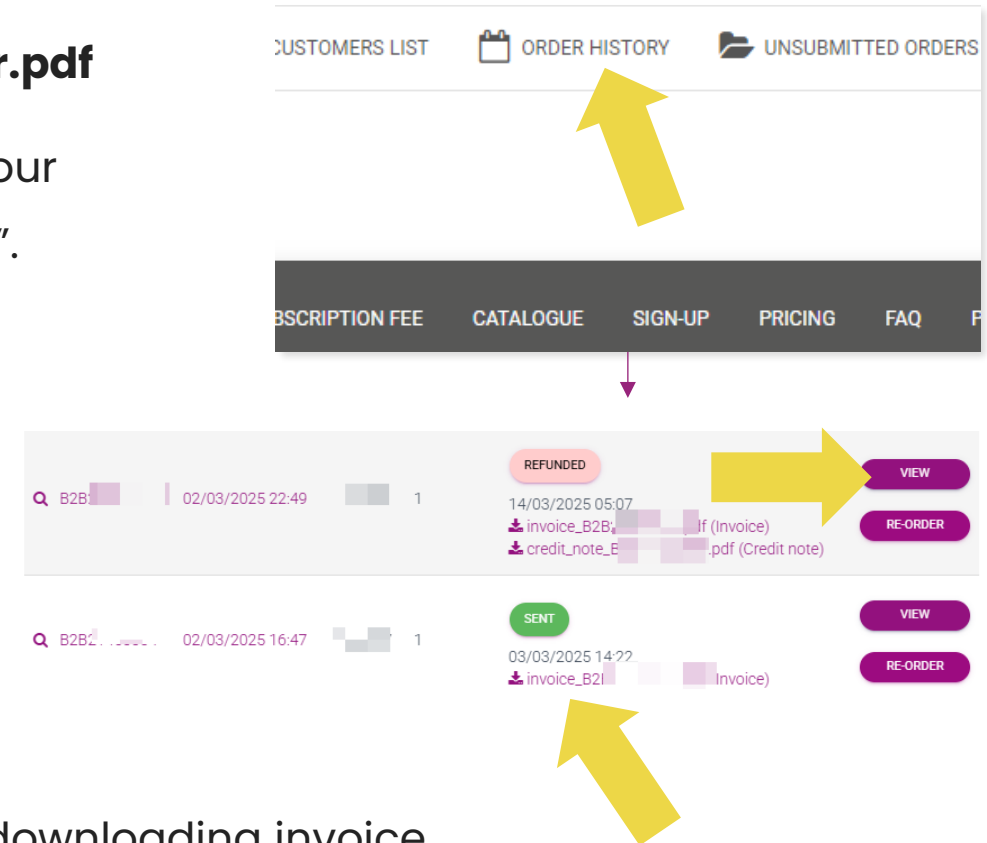
7.2) Balance and refund check

To check your account balance and refund information, click on: **MY ACCOUNT › PAYMENTS**

Check your account balance

✓ Find refund details

✓ Download all payment information

8) AU Postage Instructions

8.1) AU postage instruction

1. B2B shipping fees are based on the **logistic weight** of each product from feed

2. Formula: B2B shipping fee= Base fee + Logistic weight * KG fee

3. Collect the **product SKU** and your order **zip code.** Map with **AU postage table** and feed to retrieve
   data of **logistic weight**, **Base fee** and **KG fee**.

4.
   Free shipping: Sydney Metropolitan, Melbourne Metropolitan, Brisbane and Gold Coast are free shipping.

Note:

➢ This formula can be shared with Develop team to integrate to your system

➢ Shipping cost includes tax

➢ For one order with several products, shipping fee of each product is calculated separately and added up in checkout

8.2) Example

SKU: 140752 and sent to zip code 2265

1. Find the product's logistic weight in the feed, which is **43** in this case.

2. Zip code 2265 is based on region **NSW Regional** in this

3. Get the Base fee **10.46** and KG fee **0.64.**

B	X	Y	Z	AA
SKU	logistic weight	stock_arrival	Number_of_packages	Parcel_or_pallet
140752	43			2 parcel

4. Calculate the shipping fee: **10.46+0.64*43=37.98**

Region	Base fee	KG fee	Zip code
NSW Regional	10.46	0.64	0200,2264-2265,2267,2278,2280-2287,2289-2300,2302-2312,2314-2331,2333-2348,2350-2361,2365,2369-2372,2379-2382,2386-2388,2390,2395-2406,2408-2411,2415,2420-2431,2439-2450,2452-2456,2460,2462-2466,2469-2490,2533-2541,2545-2546,2548-2551,2575-2588,2590,2594,2600-2612,2614-2633,2640-2647,2649-2653,2655-2656,2658-2661,2663,2665-2666,2668-2669,2671-2672,2675,2678,2680-2681,2700-2703,2705-2708,2710-2714,2716,2720-2722,2725-2727,2729-2730,2787,2790-2795,2797-2800,2803-2810,2817-2818,2820-2836,2838-2840,2842-2850,2852,2864-2871,2873-2879,2891,2898-2906,2911-2914

9) Copyright regulations

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9.1) Copyright regulations

Sellers are permitted to use visual materials provided by dropXL.

- This excludes the use of banners, warehouse images, images of warehouse staff and other materials depicting dropXL's property.

- Sellers are strictly prohibited from filing and/or registering trademarks or domain names that incorporate the element 'vida' and/or 'vidaXL' or any similar element or logo in their own name

- When drop shippers utilize dropXL's EAN (European Article Number) and GTIN (Global Trade Item Number) codes for listing products on online marketplaces, the drop shipper shall be obligated to accurately indicate the product's brand/supplier as dropXL and shall refrain from presenting their own brand as the manufacturer

9.1) Copyright regulations

If dropXL's copyright and brand infringement policy is violated, dropXL reserves the right to:

- Request a change in the logo that the seller is using

- Request a change in the name the seller is using

- Request to remove images that depicts dropXL's property and employees

Should any right infringements occur, dropXL reserves the right to take legal action, if a legal case is open and the reseller refuses to make the requested changes, dropXL has the right to terminate the partnership and have the seller removed from external marketplaces and sales channels.

Note: we require every drop-

shipper selling on Amazon to register shop name and seller ID. Kindly send them to performance@dropXL.com to avoid any complaints from us on Amazon.

Thank you!