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More Customers, Higher Sales, One Location, Low Commission Rates

Seller Quick Start Guide

1. Login in Seller Portal after successful registration: <http://www.newegg.com/sellers/>

Please read the "User Guide/Help" carefully after login in seller portal.

Then start run account setting and item creation:

<https://sellerportal.newegg.com/Pages/Help/OverView.aspx>

2. Newegg Content Policy:

<http://promotions.newegg.com/marketplace/contentpolicy/ContentPolicy.html>

3. SBN Guide:

SBN (Ship By Newegg) is fulfillment service from NEWEGG and this service is very close to Amazon's FBA (Fulfill by Amazon). If you require SBN services, please reference SBN guide for generating shipment ID.

For SBN cost calculation, please enter dimension, weight and selling price in the following links.

<http://www.newegg.com/sbn/calculator/>

For Multichannel and other services, please refer to: <http://www.newegg.com/sbn/>

For SBN (Ship By Newegg) , pls refer to: <http://www.newegg.com/sbn/Pricing.htm>

4. Account Activation Criteria

Newegg cannot activate a seller account without completion of the following criteria, please kindly check if you've done the proper setting one by one:

1>. Account Registration

2>. Shipping Table Setting

3>. Account Info Setting.

The **Same Company Name** should be listed in **Business License, W8/W9 Form** and as **Beneficial** in bank information.

4>. Item Creation (Listing at least ONE item)

5>. RMA Policy Setting

If 4PX handles RMA service for you, 4PX need to have someone or seller in filling into the standard RMA Policy agreed by seller.

If not, you will need to come out your own version of blow terms:

- Standard Return Policy
- RMA Policy
- RMA instructions
- Each item should be listed with the Out-of-Warranty Period.

5. For Promotion Deals submission after your account is active:

All promotions are free to seller in 2013; we have general promotion deals and Newegg Flash

Deals: <http://www.neweggflash.com/>

Please reach out to me for submission form if you're ready.





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6. Email Format Requirement when reporting an Issue:

Format:

"Seller Store Name" (name that you use in registering in seller portal) + ("Seller ID") + "Your Request, Question, Issue or Problem"

Example: ElecFactory (A330) __Account Activation / Trouble in Item Creation / Questions on Account Setting / Category Issue / Order Issue

7. Our services team mailbox list as follows:

Any SKU or system or technical related issues: datafeeds@newegg.com

Any order, customer service, or payment issue: marketplacesupport@newegg.com

Any content relative questions and problem such as adding manufacturers, video clip, product descriptions and taxonomy, please contact: mktp.content@newegg.com

Any Account and Promotion Deal Submission related issues, please contact your [Category Manager](#) or [Assistant Category Manager](#).

8. Integration Guidance:

If you've already with our Integration Partner (Channel Advisor / Ship Works / Ship Station / eCatlog Development / Commerce Interface / Channel Sales / 4psite.com / Channel Max / Seller Active /4PX), please kindly write to me for Integration Guide after your account is active.

