



ePRICE MARKETPLACE QUICK GUIDE

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Introduction

The aim of this guideline is to help you with the handling of your shop but mostly to help you sell on the ePRICE Marketplace. The platform was created with answering to any need, regardless of the product offered and the breadth/size of the catalog.

1. Shop Management

1.1 Manual Management through BackOffice

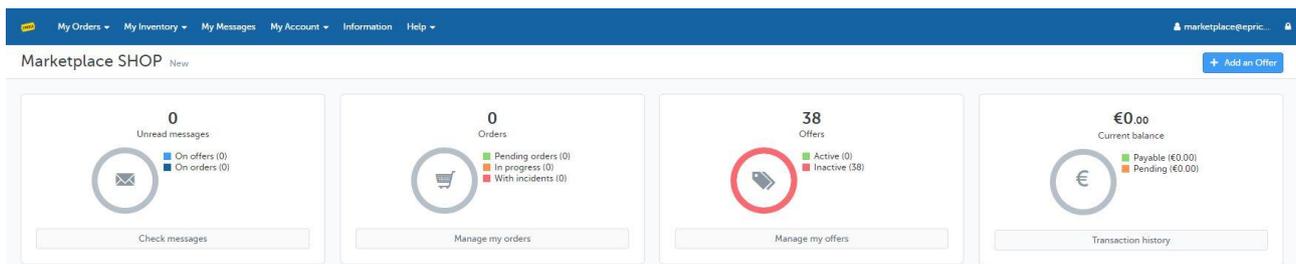
Log In and Homepage

You can log into your Shop by entering the following URL:

<https://Marketplace.eprice.it>

Afterward, you need to log in using the credentials you received at the end of the registration.

Now, you are on the main dashboard which will allow you to see the most important features concerning your Shop. In the upper side of the page, you will see a dashboard that shows you the situation of messages, orders, offers and current balance.



Instead, on the lower side of the performance indicators regarding the sales of your Shop on the Marketplace and understand its development. In the orders section, we will explain to you how to read these insights.

When you move through these tabs, you can easily return on the homepage by clicking on the ePRICE logo on the upper side of the menubar.



Reset password – language selection

In case you would like to modify or update your password, you just have to click on your email address on the menubar, which will allow you to enter into "My user settings"

Moreover, on the left side of the menu, you can set the language.

Shop Account Settings

In this section, you can see data concerning your company. You cannot change your email address and your VAT number: if you need to change this info, please contact us.

In order to see the settings regarding the account details you can do it following the path:

My Account > Settings

Your first step will be **opening your Shop**. In fact, once you finish the registration process, the shop status is closed: you will see a red dot near the name of the shop (on the left upper side). You will have to remove the date - "Closed from... to". Afterward, click on save.

Now, you will see that the red dot turns into a green dot. The closed status can be very useful in case you have to go on Holiday.

Logout

If you need to log out, click on the lock, which is on the right side of the Menu Bar.



2. Offers Management

Offer is when you can directly sell your product without the need of creating its datasheet because the products are already in our catalog.

2.1 Offers management through BackOffice

Manual Management

This option is recommended if you have a limited number of offers or if your catalog is less than 50 offers.

You can directly proceed on the homepage, by clicking on the blue button (Add an Offer) or by following this path:

My inventory > Add an Offer

Afterward, enter one of the following option using the field "search for a product in our catalog": product name, brand, barcode, item code and so on. The best option is the barcode. In this way, you will be able to verify whether the product is in our catalog or not.

For every product, you can see its characteristics (image, title, brand and so on).

Select product		
Product	References	Your offers
 Cover Sgs7shinesil X S7 - Shine Cover (galaxy S7) Brand: Puro	SKU : 203990265 EAN : 8035830170973	+ Sell yours
 Cover Samsung Galaxy S7 5.1" Nero Custodia Samsung S7 Silicone Molle Cover Samsung S7 Soft Tpu Case Cover S7 Custodia Brand: Simpeak	SKU : 204836123 EAN : 0785499107828	+ Sell yours

Moreover, on the left, you can select a filter which will allow you to find the right product.

Once you find the needed product, you just have to click on it. Then you will be able to manually fill in the commercial information. Those which have a red asterisk are mandatory.

Hereunder, we will indicate you which are the main field fill in:

Name	Description	Mandatory
Quantity	Availability of the product	Yes
Price	Unit price	Yes
Logistic Class	Corresponds to the letter based on the weight of the category	No

Settings:

Name	Description	Mandatory
SKU	Unique identifier of your product. If you do not enter, one will automatically be created.	No
Quantity alert	Stock minimum threshold under which an alert will be sent	No

Discount:

Name	Description	Mandatory
Discount period	It indicates the validity/period of the discounted price.	No
Discount price	It indicates the discounted price. (you will not be able to see the strikethrough price online)	No

Additional information:

Nome	Descrizione	Obbligatorio
Fulfillment-latency	We recommend filling in this field: it determines the number of days a product is supposed to arrive at the customer who ordered it. <u>Warning</u> : at this number will be added 3 additional days as default (Saturday Sunday and holidays will not be counted).	No

Then click on create offer

Pending Offers

Pending offers indicate that you have manually created the product.

The offer stays in the pending offers section for:

- 48 hours that is the time necessary to our catalog team to verify the content of the product datasheet and validate it. Once they validate the product, this statement will disappear from the pending offers list and the item will be on the offer list.
- Beyond the 48 hours until 10 days: if the offers stay in the pending offers beyond 48 hours it means that you tried to create an existing product or the product has not been validated by our catalog team yet; in this case, contact us to have all the information.

Management through file

If you have more than 50 products, we recommend using our template "offers_file" to import massively and quickly the offers.

Tracciato delle offerte

The "Offers file" is a CSV or XLSX file where you need to put the commercial information, which are:

Name	Description	Mandatory
sku	Insert your SKU code. If you do not have it, use the EAN code. It must be an univocal code with a range of 5-20 digits.	Yes
product-id	Insert the EAN Code (barcode) made up of 13 numbers. It must be an univocal code. If you have an UPC, composed of 11 or 12 numbers, put two or one "0" in front of the code to achieve 13 digits. Example: 876543456789 → '0876543456789.	Yes
product-id-type	Insert the acronym "EAN" in capital letters.	Yes

price	Product price which will be published in the Marketplace. It must be inclusive of VAT. The price must be expressed with decimal point (e.g. 192.20); dot or comma are ok as separators.	Yes
quantity	Quantity of the single product that must be available to the customer. The quantity must be expressed in whole number (e.g. 3). Specify "0" when you item is not available anymore.	Yes
state	Always insert the value "11" which indicates that the product is new. Currently it is not possible to sell used or refurbished products in the Marketplace.	Yes
<u>fulfillment-latency</u>	This value represents the number of fulfillment days. It is the estimated day of arrival of the product to the customer. To obtain the expected delivery date you have to add 3 working days to the number inserted in this field. For example: if you enter "2" you have to add "3" (2 + 3 = 5 working days). If you insert "0", the result is the following: 0 + 3 = 3 working days. If you insert "-1", -1 + 3 = 2 working days. Please, remember that our cutoff is at 11 a.m.	No
<u>logistic-class</u>	Insert the code (letter) which you can find in the Excel worksheet "Marketplace_Logistic_Classes" to determine the shipping cost for every product. Example: if you want to assign a shipping cost of € 4.99, you must enter the letter "U". If you prefer to use ePRICE shipping cost, do not complete this column.	No

Once you fill in the file, you can directly upload it following this path:

My inventory > Import from file

From here, you will have to select the file, indicates the file content which is offers and lastly the import mode.

2.2 Offers uploading/import: useful information

Import mode

Every time you upload an offer's file, you will have to select an import mode: there are 3 different types of importation.

1. **NORMAL:** we recommend using this option if you upload offers for the first time if you want to add new ones and/or modifying the existing offers.

Warning: in order to correctly update the offers it is necessary to keep the same association between EAN-SKU. Furthermore, if some products are not available anymore, you do not have to delete the line but put 0 in the quantity's column.

Example _____

Your inventory is composed of 100 offers and now you have to update price and quantity by adding 10 new ones. With this specific import mode, you will have 110 offers online which are updated.

2. **REPLACE:** use this import mode if you want to delete your current inventory and upload a completely new one.

Warning: you will delete all the existing offers.

Example

Your inventory is composed of 100 offers, but now you are uploading a template with 90 offers. The 10 offers which are not present in this template will be automatically deleted.

3. **AGGIORNAMENTO:** it is exclusively used to update some fields of the offers, such as price and quantity.

Offers loading time

You will be able to see the offers online within 15/30 minutes.

Logistic class and shipping cost customization

Choosing the logistic class is a fundamental point since it affects the price of the product.

Hereunder, the chart that help you establish which is the most appropriate logistic class to choose:

	Corriere (2-4 giorni)		Corriere Veloce (1-2 giorni)		Pick&Pay (3-6 giorni)	
<i>Codice</i>	<i>Costo iniziale</i>	<i>Maggiorazione per prodotti aggiuntivi</i>	<i>Costo iniziale</i>	<i>Maggiorazione per prodotti aggiuntivi</i>	<i>Costo iniziale</i>	<i>Maggiorazione per prodotti aggiuntivi</i>
B	€ 6,99	€ 0,50	€ 9,99	€ 2,00	€ 6,99	€ 0,50
C	€ 7,49	€ 1,00	€ 9,99	€ 2,00	€ 7,49	€ 1,00
D	€ 7,99	€ 1,50	€ 9,99	€ 2,00	€ 7,99	€ 1,50
E	€ 8,99	€ 2,00	€ 11,99	€ 2,00	€ 8,99	€ 2,00
F	€ 8,99	€ 3,00	€ 12,99	€ 3,00	€ 8,99	€ 3,00
G	€ 9,99	€ 4,00	€ 12,99	€ 5,00	€ 9,99	€ 4,00
H	€ 12,99	€ 7,00	€ 19,99	€ 9,00	€ 12,99	€ 7,00
I	€ 14,99	€ 8,00	€ 29,99	€ 15,00	€ 14,99	€ 8,00
L	€ 19,99	€ 9,00	€ 39,99	€ 29,00	€ 19,99	€ 9,00
M	€ 24,99	€ 15,00	€ 59,00	€ 39,00	€ 24,99	€ 15,00
N	€ 29,99	€ 19,00	€ 69,00	€ 49,00	€ 29,99	€ 19,00
O	€ 34,99	€ 25,00	€ 79,00	€ 59,00	€ 34,99	€ 25,00
P	€ 39,00	€ 29,00	€ 89,00	€ 69,00	€ 39,99	€ 29,00
Q	€ 44,99	€ 35,00	€ 99,00	€ 79,00	€ 44,90	€ 35,00
R	€ 59,99	€ 50,00	€ 119,00	€ 99,00	€ 59,99	€ 50,00
S	€ 90,00	€ 90,00	€ 149,00	€ 149,00	€ 90,00	€ 90,00
T	€ 129,00	€ 129,00	€ 250,00	€ 250,00	€ 129,00	€ 129,00
Z	€ 1,99	€ 0,60	€ 7,99	€ 1,00	€ 4,99	€ 1,00
U	€ 4,99	€ 0,50	€ 6,99	€ 0,50	€ 4,99	€ 0,50
K	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0

Every letter is associated with a specific weight range in which it is attributed to a specific cost.

Moreover, the chart is divided into 2 shipping types:

- **Courier:** standard courier, it is the active feature since it is the default one.
- **Express Courier:** you can activate this feature in the dropdown menu by selecting "overridden price" and insert the price you have established. You can deactivate it by selecting in the dropdown menu "disabled".

For each category, as initial price and additional price are being defined. Bear in mind that the initial price and the additional price are based on the logistic class attributed to the product.

Warning: the indicated days you see on the platform it is just a default statement but it does not mean that the product will arrive at the customer in 2/3 days. You can choose the delivery time by filling in the fulfillment latency, as explained in the next paragraph.

The settings concerning the logistics class can be modified every time you want:

My account > settings > shipping charges

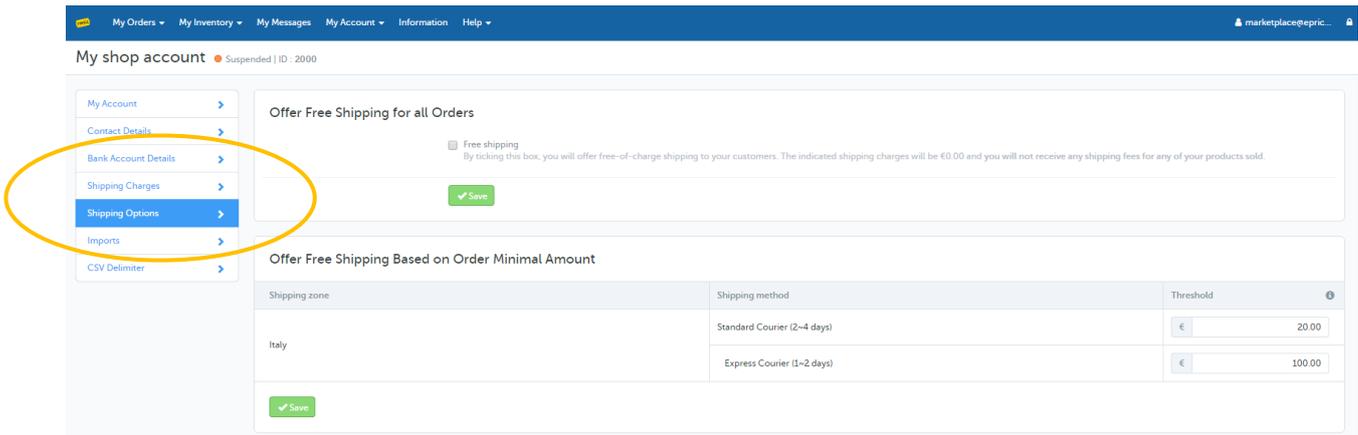
Click on the dropdown menu under every type of shipping:

- Default Price
- Overridden Price: in this case you can customize the price for each logistic class.

Free shipping

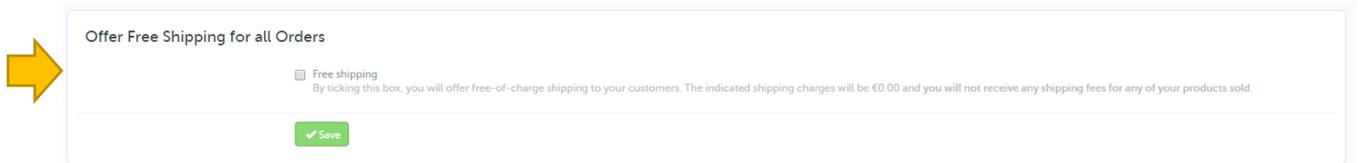
You can also set for every product or some selected ones the free shipping, by putting the letter K in the logistic class in the excel file or by going to:

my account > setting > shipping options

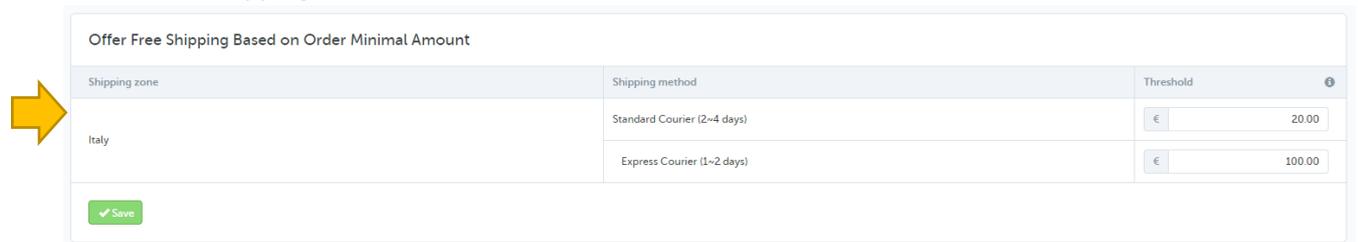


In this area you will be able to:

- Set the free shipping for every product by flagging "free shipping" and then save.



- Set the free shipping based on order minimal amount.



If the logistic class is not indicated

If you do not fill in the logistic class field, the system will consider the default prices based on the weight category.

Some inconsistencies might occur: for this reason we recommend you filling in the logistic class and eventually customize them. This will allow you to have correct prices.

Fulfillment-latency

It determines the number of days a product is supposed to arrive at the customer who ordered it. Bear in mind:

1. Standard Courier: it is the default active option.
2. The number you will add to this field, 3 additional days will be added as default.

Standard Courier	
Fulfillment-latency	Front end
-1	2
0	3
"empty field"	5
1	4
2	5
More than 2	More than 5

If you want to set the express courier you will need to consider this parameter:

- Courier = Fulfillment-latency
- Express Courier = Fulfillment-latency – 1

To resume the previous chart:

Express Courier	
Fulfillment-latency	Front-end
-1	1
0	2
"empty field"	2
1	3
2	4
More than 2	More than 4

Warning: as for the standard courier, take into consideration that we have a cut-off at 11 o'clock which means that if you set the express courier (-1) and you received an order before 11 you will need to ship the item the same day (in the afternoon) or the following day.

[How to modify the Fulfillment-latency](#)

You can modify the delivery time in two ways.

If you need to modify a few offers, you can select the offer and do it manually:

My inventory > offer list

The screenshot shows a form titled 'Additional Information' with a dropdown arrow. Inside the form, there is a text input field labeled 'fulfillment-latency' which is circled in yellow. Below the form, there are two buttons: a green 'Confirm' button with a checkmark icon and a red 'Delete' button with a trash can icon.

If you need to modify a lot of offers, you can do it massively by downloading the file Download "ready to import" inventory file.



Once you download the file modify the fulfillment-latency column and upload the file.

2.3 Track Offer Import

In order to see all your offers, do as follow:

My inventory > Offer List



The filter on the left will allow you to select the kind of offer: "all" "active" "inactive".

Regardless of the offer import method, you will select you can check the import status. In this way, you will be able to verify whether the import was successful or not. To do this you have to:

My inventory > Import from file > Track Offer Imports



Here you can verify various information:

- **Origin:** it indicates the import mode. File import: using a CSV, XLSX file; API if you use a plug-in integrator; File Transfer like HTTP/HTTPS/FTP; Lastly Pending Offers.
- **Mode:** when you upload the file, you will be able to select 3 different kinds of importation such as Normal, Replace and, Update.
- **Status:** it indicates the status of the import. Once the system has processed the file you will find the integration complete status. This status indicates that the file has been processed correctly but this does not exclude the possibility that some lines contain errors.
 - **Lines read:** total number of the lines.
 - **Lines processed:** lines processed correctly.
 - **Lines with errors:** these offers will not be imported.
- **Errors:** In this column, you find the error's report so that you can analyze and solve the problem. For all data which do not present errors (lines processed), the import will continue successfully. Whereas lines with errors have to be corrected, afterward, you need to import the file once again.

Removing and/or modifying Offers

Offers can be changed or modified. You can do that in two ways:

- Massive modification and cancellation: you can proceed in uploading the new file with all the updated data or with an empty file using the REPLACE import mode. In the first case, all the offers online will be replaced with the ones on the file whereas, in the second case offers will be set at zero.
- Individual cancellation of the offer:

My inventory > Offer list

Here you can modify the offer by clicking on the offer or it is possible to delete it by clicking on the cross (X) on the right.

Product	Offer SKU	Condition	Price	Qty
75191 Star Wars Jedi Starfighter™ Con Hyperdrive (207212518) Category Lego Brand LEGO Reason(s) for deactivation: Shop account not open	S169092	New	€ 500.00	1
Piano Cottura ACM50BNE a Induzione 4 Zone Cottura da 60 cm Colore Nero (207257568) Category Piano cottura Brand WHIRLPOOL Reason(s) for deactivation: Shop account not open	S170817	New	€ 300.00	1

Lastly, you can export the file containing all the offers in two ways:

- CSV file: contains all the information concerning the offers
- Download the "ready to import" inventory file: you can extract all the offers in the correct format ready to import.

3. Products Management

The Marketplace platform provides the possibility to import products which will allow you to create new products datasheet to add in our catalog.

You can add in our catalog your products in different ways.

3.1 Catalog management through Back Office

Manual Management

You can manually add a new product by following this path:

My inventory > Add an Offer > Create a Product

Warning: before proceeding with the creation of the product datasheet make sure to verify whether the product is already in our catalog or not by looking after it using the EAN code or another reference. Once verified proceed with the creation of the product's datasheet by following those three steps:

1. Select the product category (Cat1; Cat2; Cat3)

2. Put the features of the product: you cannot leave the fields marked with a red asterisk blank, they are mandatory

3. Put the features of the offer

3. Offer Characteristics

Condition: New

Quantity*: 1

Price*: €

Logistic Class: Default Logistic Class

Pricing information (in Italian): Additional information about the offer pricing.

Description (in Italian):

4. Click on Submit for approval

The manual creation of the product allows you to directly link the offer which means that once the product has been validated (48 hours working days), you can see your offer online without following other steps.

Meanwhile, you will see the offer as a pending offer.

Product management using file

We recommend using this method if you have a wide inventory. Firstly, you will have to fill in the file "New product template" and then upload it by going to:

My inventory > Import from file

Select the file in CSV or xlsx format and select product in the file content section. Lastly, click on import.

File import

Import a File

Track Offer Imports

Track Product Imports

Import an Inventory File

Select the file: Select a file...

File content*: Products

Import mode*: Normal

Import your inventory in the operator format

- Configure and download an operator Excel file template

Import products in your format

- View the operator configuration
- Open the configuration wizard

Create or update my offers (stock, price, and so on)

- Download an Excel file template for offers

Import your inventory by API or FTP

- Download a CSV or XML file template

Documents

- Quick seller guide (Italian)
- Logistic Classes scheme

Import

New Product template

The new products template is an excel file where you will have to put the features of every product. Hereunder, you will find the indication to fill in the fields:

Name	Description	Mandatory
External_product_id_type	Insert the acronym "EAN" in capital letters.	Yes
External_product_id	Insert the EAN Code (barcode) made up of 13 numbers. It must be an univocal code. If you have an UPC, composed of 11 or 12 numbers, put two or one "0" in front of the code to achieve 13 digits. Example: 876543456789 → '0876543456789.	Yes
Part_number	Insert the Vendor Code (MPN) created by the Manufacturer. It must be an univocal code between 5 and 20 digits. If you don't have it, use the EAN code.	Yes
Manufacturer	Insert the name of the Manufacturer. If the item is imported (white label), enter your Company name.	Yes
Item_name	Insert the item name. Please, do not insert the name of the Manufacturer. Consider that the first four words are the most	Yes

	important ones for our search system. At the moment we can not sell assorted products.	
Item_sku	Insert your SKU code. If you do not have it, use the EAN code. It must be an univocal code with range 5-20 digits.	Yes
Main_image_url	Insert the standard image URL. The image must be in high resolution (minimun 500 pixels) without watermarks (e.g. the Logo of your Company) or marketing info. It is preferable a white background. Currently our system can not manage links from DropBox.	Yes
Other_image_url1	Optional field (but recommended) in which you could enter a another image. The image must be in high resolution (minimun 500 pixels) without watermark (e.g. the Logo of your Company), or marketing info. It is preferable a white background. Currently our system can not manage links from DropBox.	No
Other_image_url2	Optional field (but recommended) in which you could enter a another image. The image must be in high resolution (minimun 500 pixels) without watermark (e.g. the Logo of your Company), or marketing info. It is preferable a white background. Currently our system can not manage links from DropBox.	No
Product_description	Insert the product description. Do not write entirely in block capitals (e.g. not "MONITOR" but "monitor"). Capital letters are allowed for acronyms (GB) , contractions (HiFi), Vendor codes (MPN) or after a full stop. Max allowed characters: 2.000. Main information to include: material, color, size and a short description. Do not enter information regarding warranty, special prices/discounts and HTML code. At the moment we can not sell assorted products.	Yes
Recommended_browse_nodes	Insert the browse category referred to the item. To find it, use the Excel file "ePRICE_Categories" and type the Path (column "D") including both "Level 1", "Level 2" and "Level 3".	Yes
VAT	VAT rate, expressed in natural numbers (22, 4 or 10) in compliance with Italian Law; please note that 4 or 10 values are only used for Food and some other categories. If you doubts contact our Team	Yes
Website_shipping_weight	Insert the weight of the product, in natural number, expressed in grams or kilograms (e.g. not "0.6" but "600").	Yes
Website_shipping_weight_unit_of_measure	Specify the weight unit of measure: "g" for grams or "Kg" for kilograms.	Yes
Bullet_point	Optional field: it is a bulleted list in which you can insert peculiar characteristics of the product . To be given in simple HTML.	No

Afterward, we will send you the offer template.

3.2 Product loading time

Once you import the product file, 24/48 hours (working days) should pass so that our catalog team is able to verify the content of the products' created.

3.3 Track product import

It is possible to track the product import:

My inventory > Import from file > Track product import

One of the most important info to verify is:

- **Origin:** import mode with which the product has been uploaded. Amongst them: creation form that is the manual creation of the product; API; File transfer: HTTPS/FTP; Lastly, file import which concerns the uploading using the file.
- **Status:** you can verify the result of the import. You will find detailed information about the import such as:
 - **Lines read:** total number of the lines;
 - **Lines Processed:** lines processed correctly;
 - **Lines with errors:** these products will not be imported;
 - **Lines with warnings:** lines which have some errors but they will be processed regardless.
- **Actions:** in this column, you will find different files which can be downloaded.

3.4 How to modify the datasheet of the product

You are not able to modify the product datasheet by yourself but through ticketing. In this regards, we recommend you to import the products only if you are sure of the contents. As a matter of fact, our catalog works as following: create one product datasheet and all the other sellers have to link their offer to the existing one.

If you encounter some mistakes on the content of the product created, do not hesitate to report the issue. In case of multiple products, you can use the New Products template in order to report the changes that need to be done by putting the EAN codes with its relative modification.

4. (s)FTP e http(s)

The FTP / HTTP protocol synchronization allows importing products and offers on the Marketplace platform by respecting the guidance of the compilation (as mentioned previously). Thanks to this method your inventory will be updated based on an hourly basis wherever the file will be modified.

4.1 FTP / HTTP offer import settings

Firstly, you will have to set some settings by doing as follow:

My Account > Settings > Imports

The first step is to flag on the field "activated".

After that, You have to indicate the protocol: HTTP, HTTPS, FTP, SFTP.

Afterward, put the HOSTNAME that is the URL until .it/.com/.fr/.de etc (excluding http:// and https:// etc.) and the port concerning the protocol. The standard settings of the ports are:

Protocol	Gate/Port
https	443
http	80
ftp	21
ftps	990

On the path, you will have to put the contents which follow ".it". Usually, it is indicated by / and it ends with ".csv" or ".xlsx".

If you have a user name and password to log in on the link you can indicate them on the relative fields.

Once you set the configuration you can test the connector and if everything is correct you can save it.

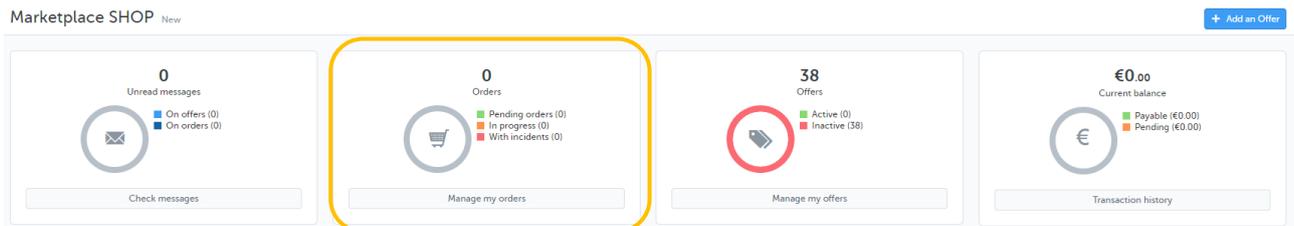
4.2 FTP / HTTP product import settings

To manage the products you have to follow the same steps of the offers configuration. You may not be authorized in this kind of import. In this case, contact us and we will give you the authorization.

5. Orders and Incident Management

5.1 Orders Management through Back Office

On your back-office, you will have all the info concerning the orders. On the homepage, you have an overview of the orders.



By following this step you can handle all the orders:

My Orders > All Orders

Orders can be classified by:

- **Orders to Process:** received orders which need to be accepted.
- **Orders in Progress:** accepted orders currently in preparation.
- **Orders with Incident:** orders for which an incident has been opened.
- **Finalized Orders:** closed orders, whether it has been successful or whether complaints have been opened or refunds have been made.

In this panel, it is possible to see other information regarding the order such as created, order number, quantity, details, status, shipping method and, amount. Very important information to verify concerns the order status which can be classified as follow:

1. **Fraud check pending:** we are verifying the transaction.
2. **Pending acceptance:** once the order has been received, you have to accept and update it in order to successfully finalized it.
3. **Debit in progress:** money will be transferred on your bank account (Hipay).
4. **Shipping in progress:** you will receive an email with the shipping confirmation and you will be able to see the contacts of the customer.
5. **Shipped:** after shipping the good, you have to indicated it as shipped.
6. **Received:** it is an automated status after 10 days of having received the order.
7. **Finalized:** it is an automated status which indicates that the order cannot be handle (after 180 days of acceptance).
8. **Canceled:** after the customer or the operator has annulled the order this status will appear.
9. **Rejected:** you can encounter this status for two reasons. Firstly, the timeout that is the order has not been accepted within 6 days from the receiving; Secondly, it is when you refused the order.

Use the filter on the left to facilitate the handling of your orders.

Created	Order number	Qty	Details	Status	Shipping method	Amount
02/10/14 - 11:16	3885965-A	1	*CUSTODIA PER FOTOCAMERA DIGITALE O SMARTPHONE 6,5 X 10,5 X 2,7 CM (Product SKU : 101419498 Offer SKU : S2085)	Refunded	Standard Courier (2-4 days)	€10.49
02/10/14 - 11:16	3885962-A	1	*CUSTODIA PER FOTOCAMERA DIGITALE O SMARTPHONE 6,5 X 10,5 X 2,7 CM (Product SKU : 101419498 Offer SKU : S2085)	Refunded	Standard Courier (2-4 days)	€10.49

By clicking on the **Order number** you will be able to see all the details: commercial no., status, customer, billing, and shipping information.

It is possible to see the product, the needed quantity, the unit product price, the total product price, and the shipping charges. At the bottom of the page, you will see the total amount and the commissions. Moreover, here you can see messages, history, and documents.

Order no. **3885965-A** from 02/10/14 - 11:16:05

Details Messages History Documents (2)

Customer: [Redacted] Commercial no. 3885965 Status: Closed

*CUSTODIA PER FOTOCAMERA DIGITALE O SMARTPHONE 6,5 X 10,5 X 2,7 CM
 Category: Fotografia/Fotocamere Digitali/Custodie e Cinghie | Product SKU: 101419498 | Offer SKU: S2085

Condition: New
 Status: Refunded
 Description: [Redacted]

Qty: 1 Unit price: €3.00 Total product price: €3.00

Shipping
 Shipping address: [Redacted]
 Shipping zone: Italy
 Shipping method: Standard Courier (2-4 days)

The **messages** area will allow you to see the customer's message.

If anomalies were found in the conversation our operator will intervene in order to solve the issue. As a matter of fact, you can select to whom to send the message: customer, operator or both.

Recipients * Nothing selected

Subject * Other reason ...

Custom subject * Informazioni sugli articoli

Message *

[Add attachment to the message](#)

In the **history area**, you will see the order's history indicating the date, the user, the status and additional information.

Lastly, in the **document's area**, you can include all data concerning the order.

5.2 Acceptance of a Order

You can accept the order by following these steps

- Enter on the order's detail
- Click on Accept
- Update the order (if you do not click on it, the order will not be accepted)

In case of multiple orders, it is possible to partially accept the order.

Before refusing an order we recommend you to contact our seller's support in order to understand how to solve the issue.

5.3 Incident

In the case of an incident, the area of the product is highlighted in yellow and it is indicated the reason for the incident.

5.4 Returned

To proceed with the returned, you have to enter on the order's detail and click on the blue button (refund). You can select two types of returns:

- Complete
- Detailed that is partial return. In this case, it is necessary to indicate the amount of the return.

5.5 Customer Feedback

The customer will receive an automatic email after 9 days of the order acceptance which will remind him to leave feedback on the seller.

There is no direct link, the customer will have to log into the customer side on the ePRICE site, enter on the order's detail and click on "valuta venditore". Once the customer leave feedback it is not possible to modify it.

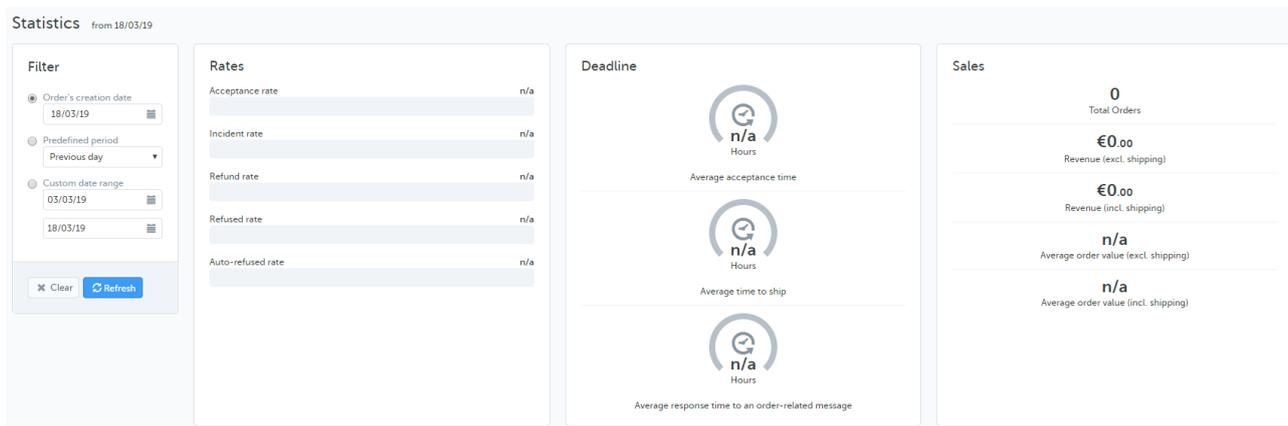
You will see all the feedback by clicking on:

[My account > Ratings](#)

For further information concerning feedback contact our sellers' support.

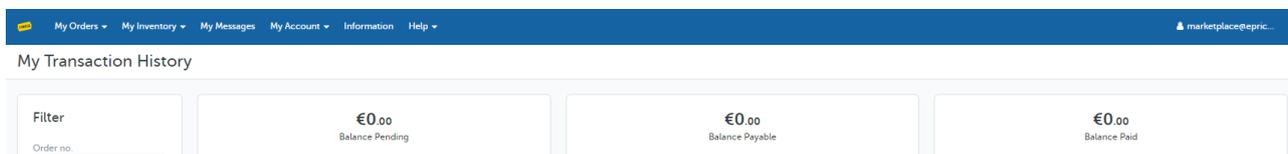
5.6 Statistics and Transaction History

On the homepage, you can see the statistics overview.



Moreover, it is possible to see the transaction's history on:

[My account > Transaction History](#)



Here you can also see:

- **Balance Pending:** This is the amount for all of the store's orders debited by the operator but not yet received by the customers. Amounts are added to this balance whenever an order is correctly debited by the operator and its status changes to TRANSMISSION IN PROGRESS.
- **Balance Payable:** This is the amount for all of the shop's orders received by customers but not yet paid to the store. This amount will be paid by the next billing cycle.
- **Balance Paid:** this is the amount for all of the orders paid.

5.7 Suspended Shop

if your shop is not performing and does not comply with order management rules, your shop will be automatically suspended.

Contact our team to have additional information.

6. Plug-in and Integration

You can manage your shop on our Marketplace using plug-in integrators or configure a system based on API.

In order to have further information on the matter, ask the API documentation to our Team.

7. Conclusion

In this guideline, we explained the most important topics which will allow you to sell on the ePRICE Marketplace.

If you have any questions please do not hesitate to contact us.