

Seller Guide Alibaba Co. Marketplace

1. Registration of the Seller

To register as a Seller, you must complete the form at <https://alibaba.co.com/ocmultivendor/sellerregister> , provide your credentials, and agree to the Alibaba Co. Terms of Service. Fields marked with an asterisk * are mandatory, the rest of the fields you can fill in the process directly in your account. Attention! The fields in the Payment Details tab, where you enter your payment details for paying you sales proceeds, can only be completed once. Further changes are possible only through the administrator.

2. Login to your personal account

Login to your personal account is carried out on the page <https://alibaba.co.com/ocmultivendor/sellerlogin> , to enter you need to enter your email and password specified during registration. After logging in, open the "Store Information" tab and fill in all the required fields. Fill in the Merchant Name and Store Name. Upload the logo: 150x150 px image. Enter a phone number and links to social networks if necessary, a website if available, a link to a google map if necessary. Download store banner: 900x300 px image. Fill in the store description and contact details. Select sales regions if you want your products to be displayed only in certain regions, otherwise, leave "All". Fill in your terms of delivery and return of goods. Attention! According to our rules, the return of goods by the Buyer to the Seller can be carried out within 14 days from the date of its receipt. The seller must indicate these terms in the terms of the return of the goods. If the return period is shorter or the product is not eligible for return, please provide data or links to the legal acts of the jurisdiction of your country. Next, fill in the meta keywords and meta description. Meta description is a description of your store, according to which it will be indexed and found by search engines on the Internet. Fill in the fields currency and data for payments and PayPal ID (if available), as mentioned earlier, these two fields can be filled in only once and their further change is made only through the administrator. Delivery type field: Product-wise, this

means that when ordering multiple items, the shipping cost will be applied to each. Example: product1 - delivery 10 usd, product2 - delivery 15 usd, when ordering product1 + product2, the delivery cost will be 25 usd. The SEO URL field is the name of your store, which is displayed in the address bar of the browser, for example my_store, then the direct link to your store will look like: https://alibaba.co.com/my_store. The "Allow Tawk.to Live Chat" field allows you to connect a free online chat to your store pages for direct communication with your customers. To connect the online chat widget, you need to register on the site <https://www.tawk.to/> and get the widget code there, which must be inserted into the "Tawk.to ID Chat" field.

3. Getting Started

To get started, you need to connect a tariff plan and methods of delivery of goods.

3.1. Tariff plan connection

Go to the "Subscription Plan" section, select a tariff plan and click the "Subscribe" button. Generate an invoice and pay online or offline according to the instructions and inform the administrator about it in a special field. After that, your tariff plan will be activated.

3.2. Tariff plan renewal

Renewal must be done before the end of the current tariff plan. Renewal is carried out in the same way as connection, an invoice is generated, which can be paid online or offline. If the tariff plan is not renewed within 15 days from the day the current tariff plan ends, all products are blocked for search and display on the site.

3.3. Connecting the delivery of goods.

Delivery of goods is carried out independently by the Sellers, who can use any delivery service: ground or air mail, express delivery services, transport companies, etc. When you decide on the services that you will use and their rates, you must fill out the "Delivery rates" section. In this section, rates are indicated depending on the recipient's postal code and the weight of the goods. To add a tariff, you must click "+" and enter the country, the range of region indices from ... to, weight in grams and cost. Thus, a delivery grid will be obtained, the element of which will be added

to the order depending on the Buyer's index and the weight of the goods, which is indicated in the product card. Also, you can add shipping rates in bulk using an Excel file, for this, use the "Bulk upload" button. Attention! If you do not specify delivery rates, then ordering goods on the site will not be possible, and your store will work only in the product catalog mode.

4. Adding a product

Go to the "Catalogue" - "Product Management" tab and add your products by filling in the appropriate fields. In the "Delivery Required" field, enter Yes, and leave the "Shipping Fee" field blank, then the shipping cost will be taken from the shipping rates. If you enter an amount in the "Shipping fee" field, it will be added to the shipping rate. In the SEO URL field, you must enter a unique link to the product, it must be unique throughout the Alibaba system, therefore, in order not to duplicate, enter "store_name-product_name" (for example: my_store-my_product_1). You can also add products in bulk using the "Excel Loading" tab using a completed Excel file. A sample file filling can be obtained by clicking on the "Download template" link.

5. Work with orders

After the Buyer makes an order for the goods, the Seller receives a notification and the order is displayed in the "Sales" - "Orders" tab, with the corresponding status from the Seller and from the Administrator. Order statuses:

Pending - waiting

Proccesed - paid

Proccesing - sent

Shipped - delivered

Complete - completed

How to work with orders and statuses: After ordering the goods by the Buyer, the order status of the Seller is: Pending, Administrator - Pending. After the Buyer pays for the order, the Administrator status changes to Proccesed and the Seller is obliged to send the goods to the Buyer within 3 days. After sending the goods, the Seller changes the status of the order to Proccesing, at the same time he must check the box to notify the client and indicate the track number of the shipment in the comment. Now the order statuses of the Seller:

Processing, Administrator: Processed. After sending the goods, the Administrator checks the information and also changes the status of the order Processing. Further, the Seller periodically controls the fact of receipt of the goods by the Buyer and after the Buyer receives the goods, the Seller must change the order status to Shipped. After that, the Administrator checks the information and within 3 days changes the status of the order also to Shipped, while calculating the amount of payments to the Seller, commissions and creating an invoice for paying the funds to the Seller. Payment to the Seller is made within 5 banking days, and after it is made, the status of the Order Administrator becomes: Complete. Order completed. Completed order statuses Seller: Shipped, Administrator: Complete.

6. Work with accounts and commissions

The calculation of commissions from each sale is displayed in the "Commissions" tab. In the "Accounts of commissions" tab, invoices for payments in favor of the Seller are displayed. Each invoice displays the total amount, the commission amount and the amount payable. Payment details are taken from the fields of the form specified by the Seller during registration. Attention! If you find an error or inaccuracy in the details, please notify the Administrator immediately. In case of payment according to the details specified by the Seller incorrectly, the administration of Alibaba is not responsible! After the payment is made to the Seller, in the invoice, in the "Payments" section, information about the payment with the date of payment will be displayed.

7. Blog seller

Each Seller can maintain his own blog. It helps indexing, promoting and increasing sales. In the Blog tab, you can add and edit entries on your blog. You can promote it in social networks, forums and other media sources and the Internet.