2020

SHOPPER
USER GUIDE

Contents

Chapter 1

What's Drop-shipping?

Drop-shipping is a retail fulfilment method where a store doesn't keep the products it sells in stock. Instead, when a store sells a product, it purchases the item from a third party and has it shipped directly to the customer. As a result, the merchant never sees or handles the products.

The biggest difference between drop-shipping and the standard retail model is that the selling merchant doesn't stock or own inventory. Instead, the merchant purchases inventory as needed from a third party – usually a wholesaler or manufacturer – to fulfil orders.

Chapter 2

What's SHOPPERR and how it works?

SHOPPERR.com offers a dedicated drop-shipping service that provides the most developed drop-shipping services for Indian eco systems. SHOPPERR is a pure drop-shipping company. Unlike most other dropship models, you are working directly with us instead of many suppliers. If you are a seller on any Indian market or have your own website, then you can see our products again at your store. You do not have to buy goods or invest in advance. You just set the sales price and list our products on your store as if they are yours. You only pay for products that you sell to paying customers. Once you receive an order, we will complete it and send it directly to your last customer. The package will show the name of your company.

Chapter 3

Step by Step Drop-shipping with SHOPPER

Register a SHOPPERR account

Register as a SHOPPERR member, because we are a B2B company and serve B2B customers,

so GST code is mandatory for registration.

Connect your online store with SHOPPERR

- *Automation advantages of integrating your store with SHOPPERR:*
- *Real time coordination of product stock levels and prices*
- *Automatically download orders in our system for fulfilment.*
- *After updating, update the order status and tracking number in your store.*

Amazon store

To add your Amazon vendor account, please follow these steps:

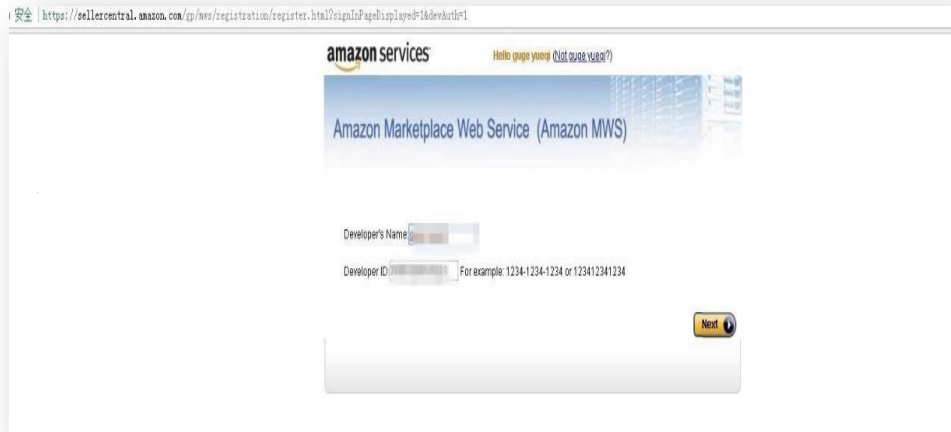*Step 1: Navigate and log in to your Amazon Seller Central*

Settings> User Permissions

Step 2: On the User Permissions page, click the yellow button below - authorize the Screenshot below as a developer:
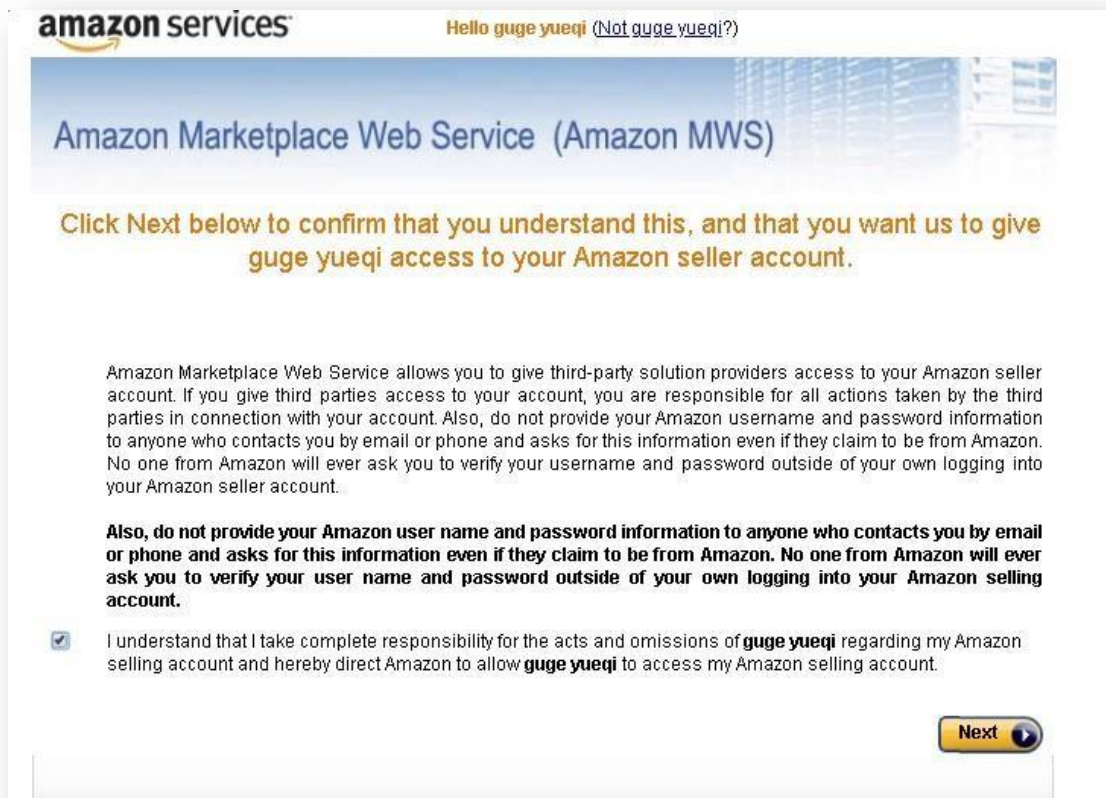
Step 3: Enter the following fields' values on the opened page, just like on the screenshot below:

*Developer's Name: **SHOPPERR***

*Developer ID: **0378-4969-9929***

SHOPPERR

Step 4 : On the next page, check the "I agree" checkbox (confirming that you give SHOPPERR access to synchronize data in your Amazon account) and click on Next.

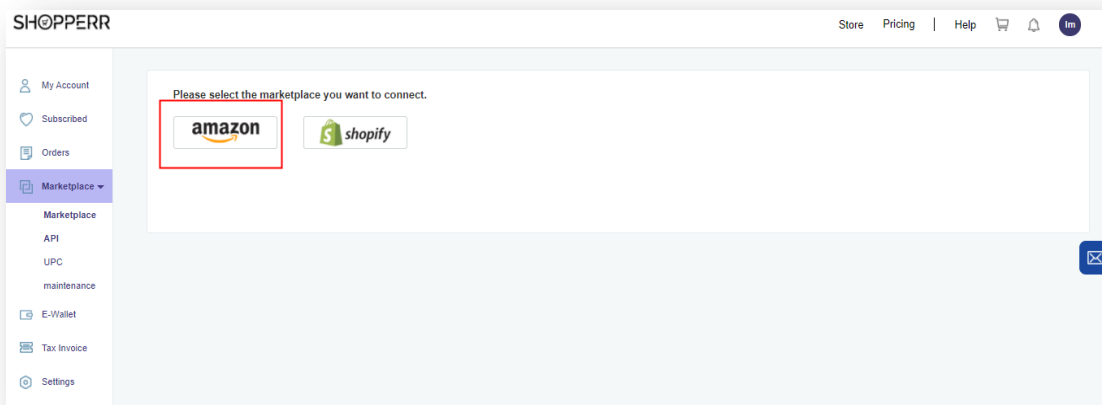5 | P a g e

Step5 : On the next page you will see your Amazon MWS API credentials, please copy and save your Seller ID and MWS Auth Token.

Step6 : Now log in to your SHOPPERR account and navigate to Marketplace > Marketplace API.

Step7 : Click Amazon logo on the opened page, then copy and paste.

Amazon Seller ID and MWS Auth Token from the page on step 5 into the appropriate fields.

Step8：Click save connection.

Step9：Now log in your Amazon seller central again and navigate to settings> user permission >Amazon MWS Developer Permissions, then Enable the Developer Access Confirmation like on the screenshot as below.
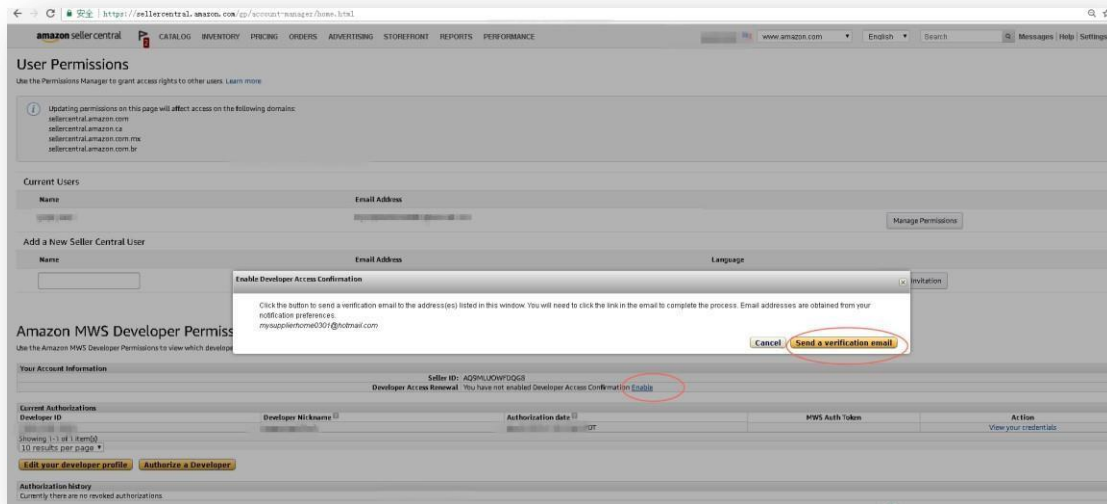
Step10: Check your email for "Enable MWS Developer Access Confirmation" email from Amazon

.

-Open the email and click Enable Developer Access Confirmation button -If you already confirmed MWS Developer Access earlier – you can skip this step.
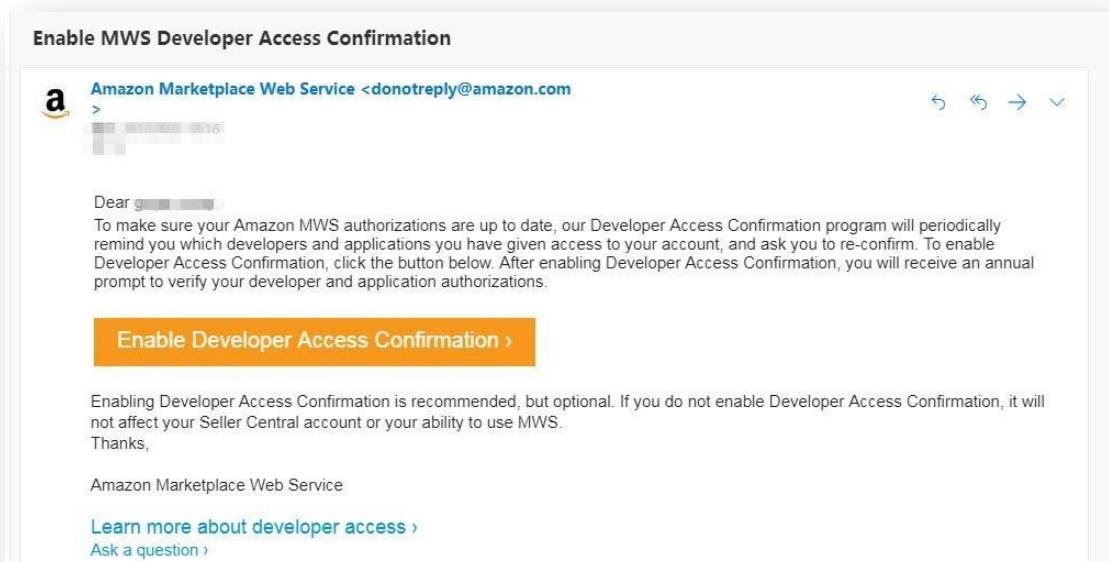
Connecting Shopify store

Navigate to the Marketplace API page and click on the Shopify logo, fill out your shopping name and enable your connection.

Note: Our automation synchronization is value-added; please update your subscription to enable your connection.

Chapter 4: Upload SHOPPERR products to your online store

Subscribe products

Search for the products you want and toggle on subscription by clicking the heart shape icon.

Export products information

Navigate to the subscribed page to download our consolidated product information/listings sheets.

Upload products to your online store

Listing our products on your online store.

Pay on SHOPPERR for your received orders

Receive orders on your store

Just wait for your first order after listed our products.

Pay on SHOPPERR for received orders

Once you have sold a product on your website and received payment, place an order with SHOPPERR. We will ship the product directly to your customer.

You keep the difference between your retail price and the SHOPPERR's wholesale price as your profit! Again, upload more products from SHOPPERR and get more orders !

Chapter 5: Know more about SHOPPERR

Do you have API integration with my store?

At this moment, we can only integrate with Amazon and Shopify. If you are selling on other marketplaces or using other e-commerce website builders (Magento, WooCommerce, etc.), then you will have to manage your inventory and orders manually. However, we have plans to develop API for other platforms and it is an ongoing process.

Chapter 6: Shipping policy

Delivery time

We give priority to drop-shipping from our India warehouse and we also have China warehouses as backups. We partner with reliable couriers in India and all shipments are trackable.

You and your customer will receive a valid tracking number as soon as we shipped out, but please allow a couple of days for it to become visible on the courier's website.
Generally, delivery is 3-5 days.

Shipping fee

Our product page and shopping cart will clearly indicate the real-time SHOPPERR Price, which

is what you must pay us. It is already inclusive of the product's wholesale price, shipping fee

and GST. There is no other hidden fee. You just need to decide the price mark-up and the

difference is your profit! Please note that SHOPPERR Price may fluctuate occasionally, and this could affect your profit margin. If you have setup API integration, then you have the option to adjust your Selling Price automatically so that the percentage mark-up remains the same.

White label

We will ship the orders on your name, customer won't know about us.

Chapter 7: Return & refund policy

Return Policy

We do not accept returns from you or from your buyer. All items shipped out are considered sold to you and if your buyer changes his mind or dislikes the item (or its quality), then it depends on your own store policy whether to accept returns from them or not. This is between you and your buyer only. Please do not use our warehouse address as the return address.

The only exception is in the case of RTO (Return to Origin) by the courier. This could be due to undeliverable address or refusal of package. The package must be unopened and with its original address label. We will refund you 100% if we receive the physical package or if the courier's online tracking information indicates that it has been returned to us.

Refund Policy

Although we do not accept returns, but we will refund you 100% if your buyer can provide enough proof for the following situations: Damaged upon receipt.

Defective item.

Shipped wrong item, wrong colour, or wrong size, etc.

Lost or very late delivery (exceeding 15 days).

We will partial refund you or reship for the following situations:

Shipped wrong quantity.

Missing item in order. Please note that sometimes we may split an order into multiple packages and we need to verify that all packages are delivered before concluding that an item is missing.

The courier's tracking information is our only proof that a package is delivered or not. We will refund you 100% if it indicates failure of delivery or RTO. On the other hand, we will not refund you at all if it indicates successful delivery, even if your buyer says that he has not received it.

We process refund by crediting to your SHOPPERR E-Wallet.

Cancellation Policy

We process orders very quickly and it may not always be possible to intercept an order for cancellation. If we can intercept it, then we will cancel the order and refund you 100%. Otherwise, we will deny the cancellation and proceed with shipping and no refund.

However, a workaround is to ask your buyer to refuse the package at the time of delivery and we will refund you 100% if there is proof of "RTO Delivered".

Cancel Membership

You may downgrade to the free "Starter Plan" at any time and we will not charge you subsequently. We do not provide partial refund for unused portion of the Monthly Plan. The balance in your E-Wallet can be returned to you after settlement of all orders.

Chapter 8: SHOPPERR products

Price / Offering?

We sell to you at wholesale price, with no minimum order quantity requirement.

How many products do you have?

We now have 10,000+ products and we renew weekly.

How often do you update your products?

We renew our product inventory weekly and you can check our new products on our new arrivals page.

How many products can I upload?

There is no limit of uploading products you can upload the products as many as you want

Chapter 9: Fees, Payment, Invoice

Do I get a GST invoice?

Yes. We provide customers invoices on monthly basis, and invoices will be available on your account first week of every month.

Any subscription charge

Yes, and no. Our membership structure has 3 plans:

- ✓ *"Starter Plan" is forever free. This is ideal if you need more time to learn at your own pace and be familiar with our system or if you have a small store which you can manage manually in this plan we will ship upto 20 orders in a month.*
- ✓ *"Silver Plan" is 1999 INR/month. This is the most popular plan among Indian resellers who are serious about dropship business. It includes API integration with your store which is important for automation.*
- ✓ *"Gold Plan" is 4999 INR/month. We recommend this to big resellers. You can subscribe and sell unlimited number of SKU's. You can even pay extra to buyout any SKU so that it is exclusive to you only and will not be available for other SHOPPERR resellers.*

Chapter 10: Other frequent operations on our website

How to upload products?

a) *Please sign up for a SHOPPERR account and login.*

b) *Browse and subscribe the products which you are interested to resell. You can toggle on/off subscription by clicking the product's heart shape icon.*

c) *These subscribed products will go to your "Subscribed" page where you can export the product information in Excel format. Our spreadsheet is already customized for Amazon and Shopify. If you want to sell on other platforms, then you may need to re-arrange the columns and edit the headers accordingly.*

d) Then simply re-upload the spreadsheet to your store and start reselling.

How to update inventory?

If you have authorized us integration with your Amazon or Shopify account via API, then the inventory will be updated automatically. When a product goes out of stock, it will automatically become inactive in your store, and vice versa. At this moment, it is not possible to sync our inventory with other platforms and we suggest that you export and reupload the stock to your store every few days.

How to get my invoices?

Your invoice will be available first week every month. Login your account and navigate to the Invoices page.

Thank you