

# Seller Manual for Orange Connex Fulfillment Platform

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## Purpose

This seller manual describes the specific system functions' illustration, operating guidelines and requirements of Orange Connex Fulfillment Platform.

If you have any questions about this guide or expectations within Orange Connex, please do not hesitate to reach out to our customer service team:



Customer Service:

Tel: 400-066-5118 (Mainland China)

E-mail: [CN.Fulfillment@orangeconnex.com](mailto:CN.Fulfillment@orangeconnex.com)

Working hours : Monday- Friday 9:00-18:00



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## Overview: Get Started with Orange Connex Fulfillment

### Platform

Partnering with eBay, Orange Connex offers simple, reliable and affordable fulfillment service with a retail standard delivery experience to eBay sellers.

Our service network starts from launching the fulfillment service in Germany, UK, and Australia and will expand to other major eBay markets. Sellers can access the services through Orange Connex's integrated logistics technology platform and worldwide fulfillment processing and delivery network.

For more information about eBay fulfillment by Orange Connex, please click on the following link: <http://www.ebay.cn/newcms/Home/form/7>.

Orange Connex provides you a one-stop fulfillment management platform that allows you to manage your inventory and orders for both eBay marketplace and other multiple sales channels.

#### **In just a few steps, you can use the fulfillment services of Orange Connex:**

1. Create your Orange Connex fulfillment account.
2. Register your merchandise in our service portal.
3. Prepare your shipment by creating an inbound order.
4. Your inventory is received and put-away on shelves by our fulfillment center.
5. As soon as an order is received, we pick, pack, and ship the goods.

You can also activate your eBay account and listings into eBay fulfillment Program from within your Orange Connex account, which we'll seamlessly sync up your inventory, estimated delivery date (EDD) and order status near real time, and auto-fulfill your eBay transaction orders.



## 1 Set Up Your Account

### 1.1 Quick Account Registration

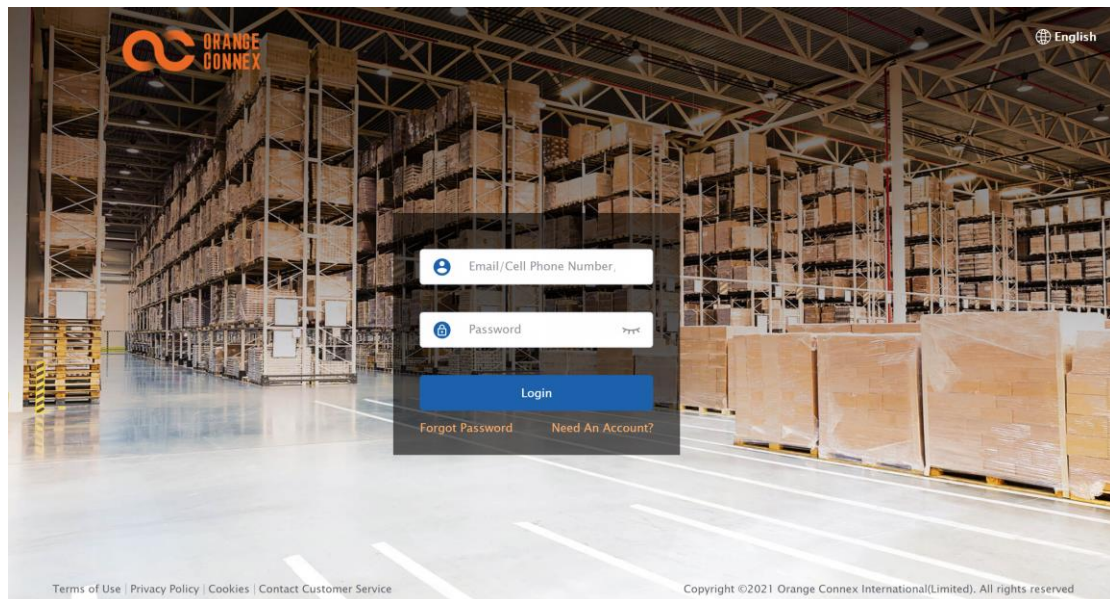
You can get started with your Orange Connex Fulfillment Account setting following **2 simple steps**:

Step 1: [Create Orange Connex Fulfillment account with your email](https://fulfillment.orangeconnex.com/seller/register)  
(<https://fulfillment.orangeconnex.com/seller/register>)

Step 2: [Authenticate your account with necessary settings](#)

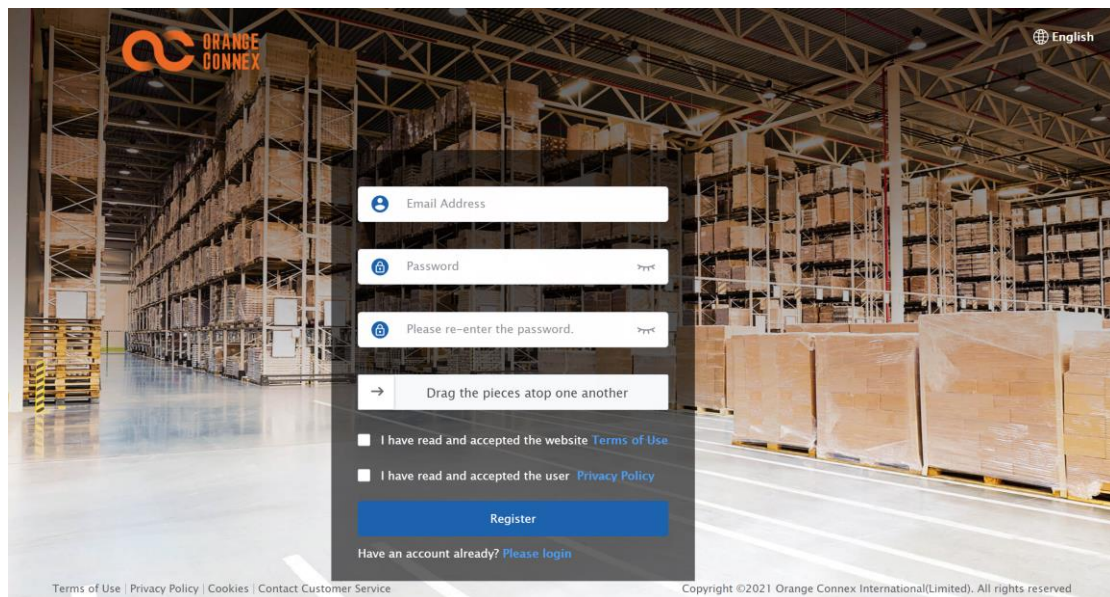
#### 1.1.1 Create Orange Connex Fulfillment Account with Your Email

- 1) Visit Orange Connex Fulfillment Platform (<https://fulfillment.orangeconnex.com>) and click **Need An Account**.



- 2) Register with a **valid email address** and set your password.





- 3) Accept the relevant conditions and guidelines.
  - [Term of Use](#)
  - [Privacy Policy](#)
- 4) Click **Register** to Submit your registration, and you will receive a verification link in your email.
- 5) Click the **verification link** in the email to activate your Orange Connex Fulfillment account.

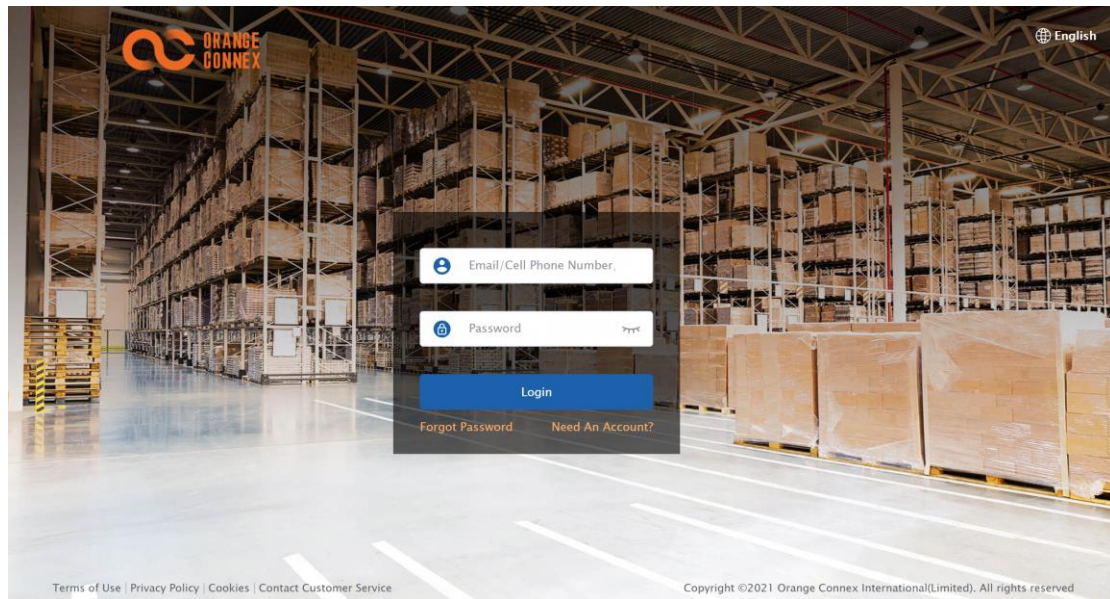
### 1.1.2 Authenticate Your Account with Necessary Settings

Log into our platform with your verified email account, you will be instructed to complete necessary input of your profile information so that Orange Connex can further authenticate your account's legitimacy and conduct fulfillment service for you through our portal.

Log into our platform with your verified email account. Fill in your profile information. We need this information to authenticate your account to conduct a fulfillment service for you through our portal. Afterwards you will get access to the fulfillment services via the portal.

- 1) **Log in to your Orange Connex Fulfillment Account** and you will be redirected to **Account Authentication** page





2) Enter your profile information. Mandatory fields get marked with a red "\*".

1.Profile Information

2.Set up Your Service Country

3.Link eBay Account

OCID 11934617

\* Country/Region

Germany

?

\* Account Type

Enterprise

?

\* Company Name

?

\* Given Name

\* Family Name

\* Mobile Number

+49 (Germany)

Please enter

\* Email

Please enter

\* Company Commercial Registration Number

Please enter

\* Germany Tax ID Number

Please enter

\* VAT Number

Please enter

\* Tax Certification Copy File

+

Only JPG,JPEG,PNG types can be uploaded, and the size cannot exceed 20MB.

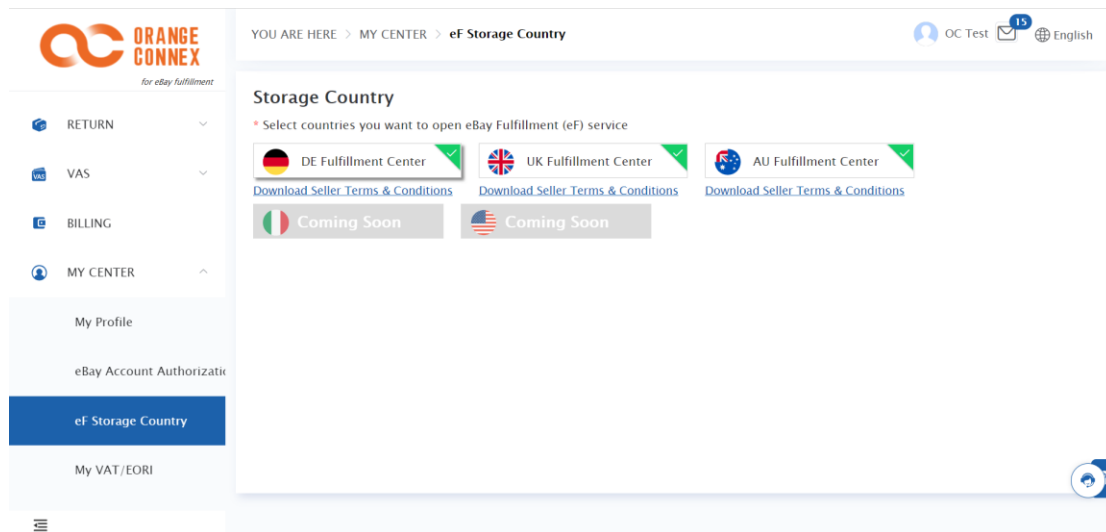
SAVE AS DRAFT

NEXT



### 3) Set up your Storage Country

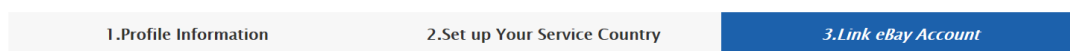
Define the countries for which you want to offer fulfillment services.



- Select at least **one** country from the selection of Orange Connex Fulfillment countries, in which country you would like to take advantage of the fulfillment services.
- Accept the **General Terms and Conditions** by checking the box and read the contract of use. You can also download it directly by clicking on the arrow.
- Click "Accept" to sign off the online General Terms and Conditions.
- Select another Storage Country to provide you with the fulfillment service, repeat the above steps to add more service countries.
- Click **Next** to proceed to the next step.

**Note:** You are required to choose at least **ONE** Orange Connex Fulfillment storage country. To enable this, you need to sign the online service agreement with Orange Connex by reviewing and agreeing to the General Terms and Conditions.

### 4) Link eBay Account



– Click [here](#) to link your eBay account to enable your Orange Connex Fulfillment service, or conveniently link it later in "MY CENTER".

Link It Later

- Click **here** to link your eBay account for the convenience of enabling Fulfillment



services.

- b) Or click on **LINK it Later** and perform this step later under **MY CENTER > eBay Account Authorization**.

For detailed steps concerning linking your eBay account in MY CENTER, please go to [1.2.2 eBay account authorization](#).

#### Note:

- You can link your **Master Orange Connex ID** (generated when successfully created your account) **with multiple eBay accounts**. Which will further **enable auto-fulfillment and other eBay fulfillment Program features** in connection with your eBay listing.  
You can link it during account registration or link it later in your account setting.

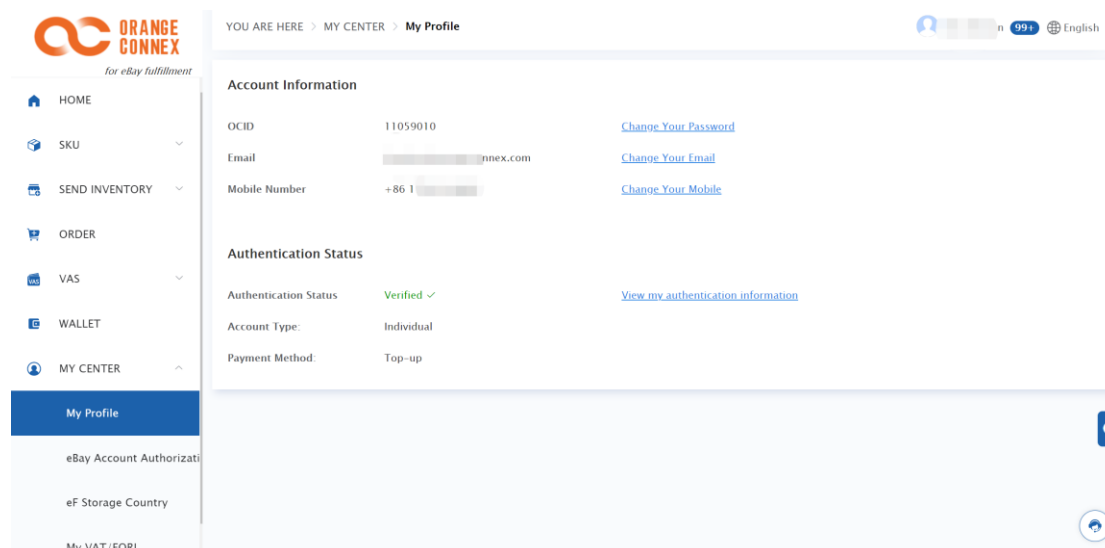
## 1.1.3 Authentication Results

Your authentication result will be informed **within 1 working day**. You will be notified with **an email and an In Mail**(a message directly in your account).

For changes or further editing of your account profile information, please contact our customer service.

## 1.1.4 Account Status

You can also check the status from our **Orange Connex Fulfillment Platform**, under **MY CENTER > My Profile**.



The screenshot shows the 'My Profile' page in the Orange Connex Fulfillment Platform. The page has a sidebar with navigation links: HOME, SKU, SEND INVENTORY, ORDER, VAS, WALLET, and MY CENTER. The 'MY CENTER' section is expanded, showing 'My Profile' as the selected option. The main content area displays 'Account Information' and 'Authentication Status'.

Account Information		
OCID	11059010	<a href="#">Change Your Password</a>
Email	[redacted]@orangeconnex.com	<a href="#">Change Your Email</a>
Mobile Number	+86 1 [redacted]	<a href="#">Change Your Mobile</a>

Authentication Status		
Authentication Status	Verified ✓	<a href="#">View my authentication information</a>
Account Type	Individual	
Payment Method	Top-up	

Your Account Status including:

- Verified** – Your account is verified and ready to start.
- Un-authenticated** – Your account has not been authenticated, click **submit my authentication information right now** to get it authenticated.
- Draft** – You haven't finished entering the information required for your account authentication



yet. Click **continue to edit**.

- **In-authentication** – Your account information is under authentication, click **view my authentication information** to view your details.
- **Denied** – Your account authentication has been denied. Click **view my authentication information** to view your details and click **Edit my authentication information** to further edit and submit.
- **Re-authentication** – Your activated account has expired (e.g., your company's registration information), click **Go to re-auth** to authenticate your account.
- **Invalid** – Your activated account is expired, please re-submit your authentication.

**Note:**

- If your account authentication is denied, you will be notified with **an email and an In Mail** with the reasons for this response.
- In the case your account confirmation has expired, and you need to renew it, we will also notify you **by email and InMail**.

## 1.2 Further Set up Your Orange Connex Fulfillment Account

You can conduct below further settings on **Orange Connex Fulfillment Platform**, under **MY CENTER**.

### 1.2.1 My Profile

My Profile page displays your **account information and authentication status including** OCID, email, mobile number, authentication status, account type, and payment method.

#### Account Information

OCID	11059010	<a href="#">Change Your Password</a>
Email	██████████@connex.com	<a href="#">Change Your Email</a>
Mobile Number	+86 1 ██████████	<a href="#">Change Your Mobile</a>

#### Authentication Status

Authentication Status	Verified ✓	<a href="#">View my authentication information</a>
Account Type:	Individual	
Payment Method:	Top-up	

You can **change your password, change your email, link or change your mobile** on this page.

- **Link or change your mobile**
  - 1) You can link your mobile by clicking **Link with my mobile**, input your mobile phone No. and click **Submit** on **My Profile page**.



YOU ARE HERE > MY CENTER > **My Profile**

Account Information

OCID: [redacted] [Change Your Password](#)

Email: [redacted] [Change Your Email](#)

Mobile Number:

Authentication Status

Authentication Status: **Verified** ✓ [View my authentication information](#)

Account Type: Enterprise

Payment Method: Top-up

- 2) A verification code will be sent to your mobile, **input verification code within 30 minutes** and click **submit**.

YOU ARE HERE > MY CENTER > **My Profile**

Account Information

OCID: [redacted] [Change Your Password](#)

Email: [redacted] [Change Your Email](#)

Mobile Number: +86 [redacted]

We've sent you a verification code to your mobile. Please check your messages and input the code within 10 minutes.

29s [Resend verification code](#)

**Note:** You could bind only one mobile No. with one Master Orange Connex Fulfillment Account. You can also **change your mobile** by clicking **Change Your Mobile** and following instructions.

Account Information

OCID: 11059010 [Change Password](#)

Email: [redacted]@c.com [Change Email](#)

Mobile Number: +86 [redacted] [Change Mobile](#)

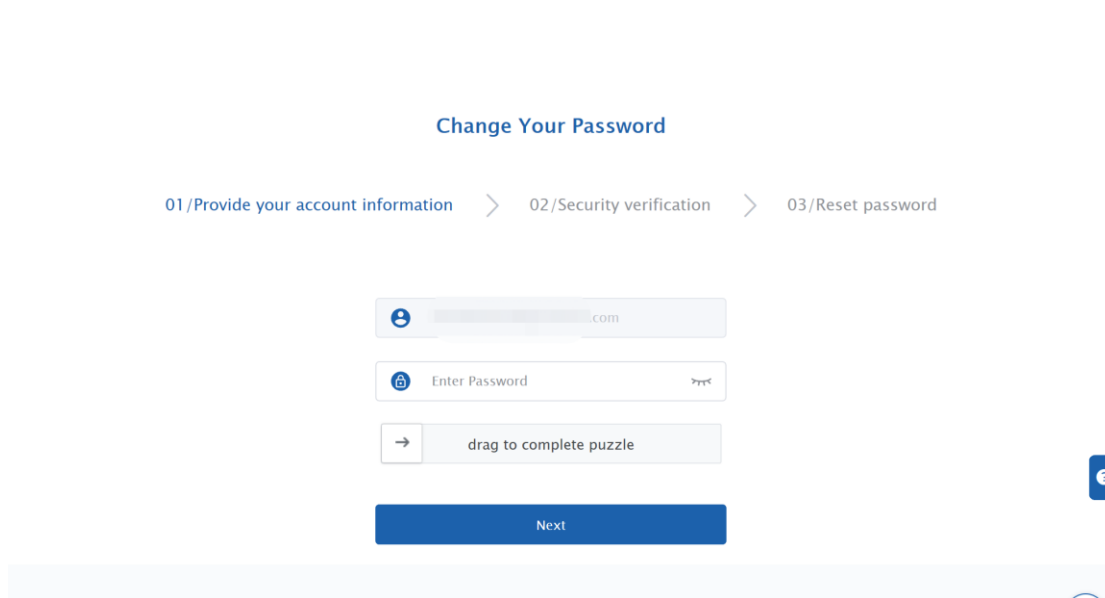
**Reset Your Mobile**



- **Change Password:**

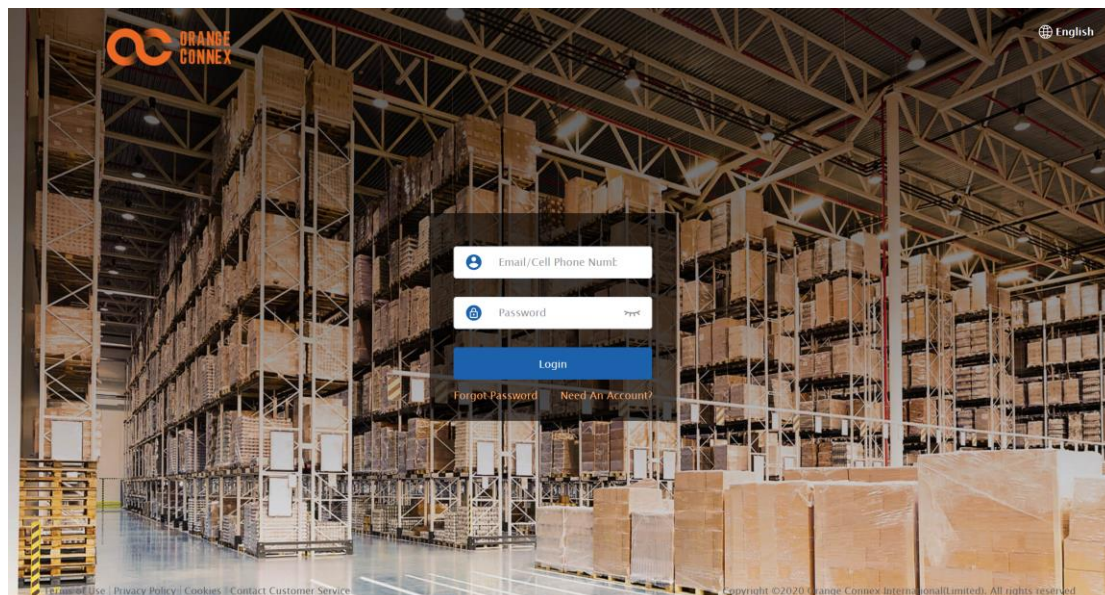
Click **Change Your Password** on **My Profile page** and follow the instructions.

Changing password requires security verification via your registered email.



The image shows a web form titled "Change Your Password". At the top, there is a progress bar with three steps: "01 / Provide your account information", "02 / Security verification", and "03 / Reset password". The first step is active. Below the progress bar, there are three input fields: a text field for an email address (partially filled with ".com"), a password field labeled "Enter Password" with a toggle icon, and a CAPTCHA field labeled "drag to complete puzzle" with a right arrow icon. A blue "Next" button is at the bottom. A small blue help icon is on the right side.

You could also click **Forget Password** on **login page** and follow the same steps if you have forgot your password. Your registered email address is also necessary under this process.



The image shows a login page with a background of a warehouse filled with stacked boxes. The Orange Connex logo is in the top left corner. In the top right corner, there is a language selector set to "English". The login form is centered and includes an "Email/Cell Phone Num:" field, a "Password" field with a toggle icon, a blue "Login" button, and links for "Forgot Password" and "Need An Account?". At the bottom, there is a footer with links for "Terms of Use", "Privacy Policy", "Cookies", and "Contact Customer Service", along with a copyright notice: "Copyright ©2020 Orange Connex International(Limited). All rights reserved".

- **Change email:** Click **Change Your Email** and follow the instructions




### Change Your Email

01 / Provide your account information > 02 / Security verification

## 1.2.2 eBay Account Authorization

Under **MY CENTER > eBay Account Authorization**, you can link and manage your confirmed eBay account(s) on the Orange Connex Fulfillment Platform.

On this page, you can see the linked eBay accounts as well as the confirmation details: Date of authorization, the validity of the authorization, the status of the authorization and the action (ACTION) you can take.



YOU ARE HERE > MY CENTER > eBay Account Authorization

SKU

SEND INVENTORY

ORDER

RETURN

VAS

WALLET

MY CENTER

My Profile

**eBay Account Authorization**

eF Storage Country

My VAT/EORI

EBAY ACCOUNT

AUTH DATE

Start Time

to

End Time

SEARCH

CLEAR

+ LINK EBAY ACCOUNT

ALL (1)

AUTHORIZED (1)

EXPIRED (0)

CANCELLED (0)

EBAY ACCOUNT	AUTH DATE	AUTH EXPIRATION DATE	AUTH STATUS	ACTION
	2020-12-23 14:08:59	2022-06-24 02:08:58	<span style="color: green;">●</span> AUTHORIZED	<a href="#">AUTHORIZE AGAIN</a> <a href="#">CANCEL AUTHORIZATION</a>

Here you can link your eBay account, get your account authorized again and cancel authorization on this page.

14



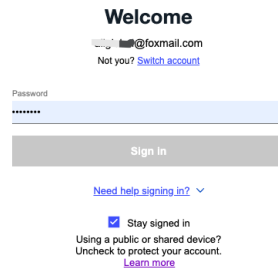
---

**Actions you can undertake including:**

- **Link eBay Account:** Click **+LINK EBAY ACCOUNT** to link your eBay account with Orange Connex Fulfillment account. The website will redirect you to the login page of your eBay account, where you log in and then click **I agree**.
- eBay asks you to allow access to the Orange Connex Fulfillment platform. Wait until eBay redirects you to the Orange Connex Fulfillment Platform, where you can complete the link to your eBay account.



[Tell us what you think](#)



The screenshot shows the eBay login interface. At the top, it says 'Welcome' followed by a user icon and the email address '@foxmail.com'. Below this is a 'Not you?' link and a 'Switch account' link. A password field is shown with a masked password '\*\*\*\*\*'. Below the password field is a 'Sign in' button. Underneath the button is a link 'Need help signing in?' with a dropdown arrow. At the bottom, there is a checkbox labeled 'Stay signed in' which is checked, and a note 'Using a public or shared device? Uncheck to protect your account.' with a 'Learn more' link.

Copyright © 1995-2020 eBay Inc. All Rights Reserved. [Accessibility](#), [User Agreement](#), [Privacy](#), [Cookies](#), [Do not sell my personal information](#) and [AdChoice](#) ©



- **Authorize Again:** Click **AUTHORIZE AGAIN** to re-authorize your eBay account:
  - The linkage between your Orange Connex Fulfillment Account and eBay account is **only active for one year**. You need to re-authorize your expired account for normal functioning.
  - We will send reminders 15 and 7 days before expiration. Suppose your account has not been re-authorized 3 days before expiration. In that case, we will notify you again with an email and an Inmail, and you will be reached out by our customer service team as well.
  - You can also re-authorize your existing authorized account and update activation time.
  - You can only re-authorize the same account as before.
  - If the account authorization is unexpectedly invalid within one year, an email and an inmail will be sent to remind you of the re-authorization on Orange Connex fulfillment platform. Please note that the outbound orders cannot be auto-fulfilled during this period, you have to create these outbound orders manually.
- **Cancel Authorization:** Click **CANCEL AUTHORIZATION** to cancel the linkage for any authorized account.

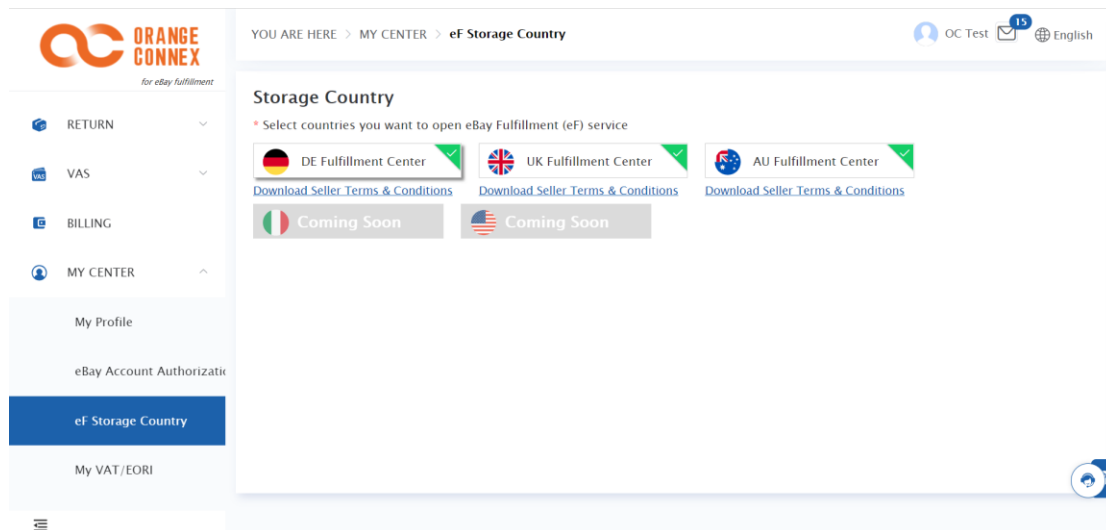


### 1.2.3 eF Storage Country

eF Storage Country page displays your current fulfillment storage countries.  
(Please note that new countries can be added to the network as needed).

Actions you can undertake including:

- Add more countries you want to open for Orange Connex Fulfillment service



- 1) Select and choose the Orange Connex Fulfillment service country you want to add.
- 2) Click **General Terms and Conditions** to sign the General Terms and Conditions.
- 3) Click **submit** to add.

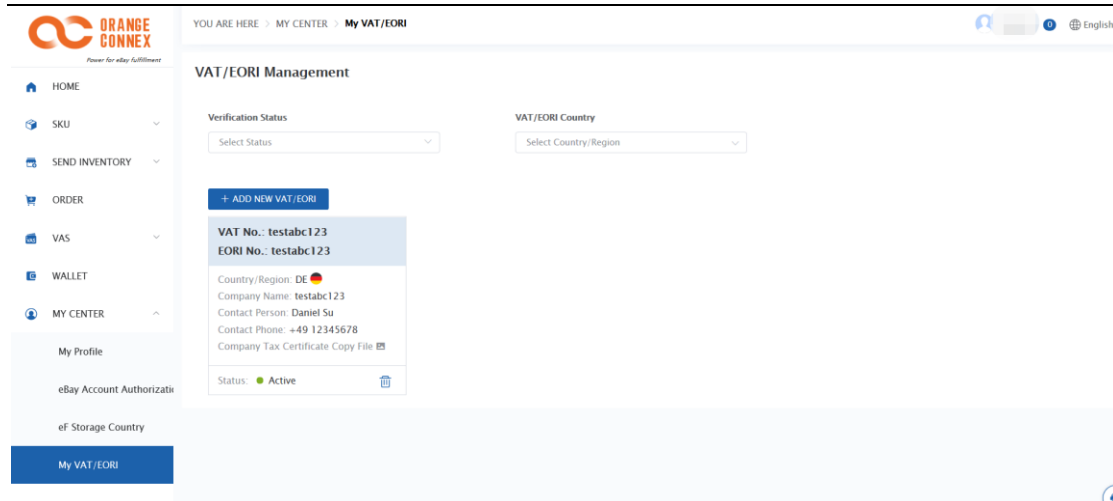
### 1.2.4 My VAT/EORI

You are required to provide VAT and EORI information for your imported inventory to our fulfillment center in Germany (Inventory shipping from European Union (EU) is excluded)

If you select fulfillment service in UK, meanwhile your company is not registered in UK, you are required to provide the UK VAT and EORI information.

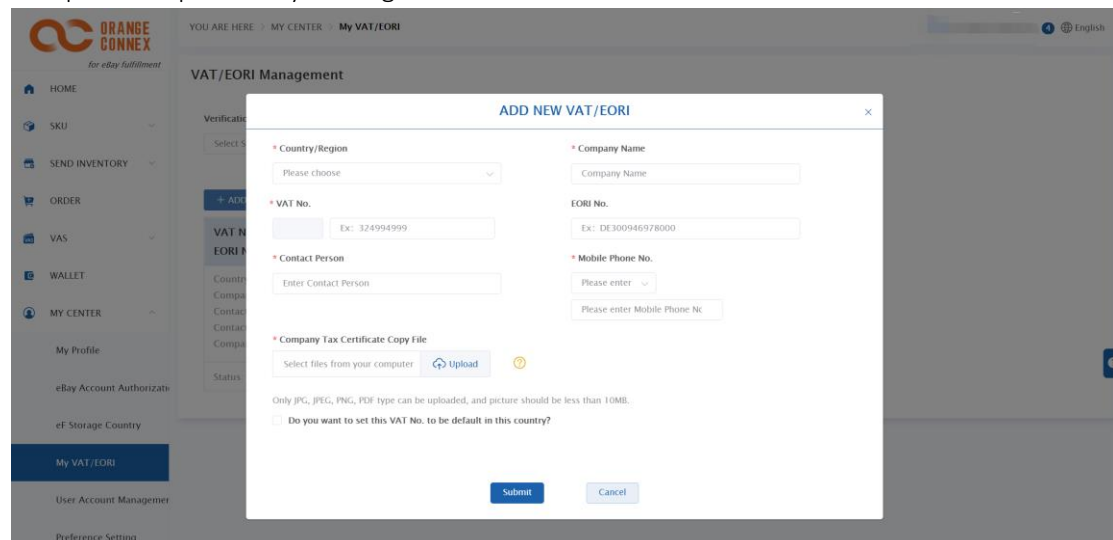
Go to **My VAT/EORI** in **My Center** to add, get it validated and maintain your VAT and EORI information, so that you can attach such information **when you place your inbound order**.





To add a new VAT/EORI information, click **+ Add New VAT/EORI** and fill in all required information marked with “\*”.

Complete the process by clicking **Submit**.




You will get your VAT/EORI verification result **within 1 working day** through an email and an InMail, and you can also check the status under **MY CENTER > MY VAT/EORI** page.

#### Verification Status includes:

- **Active** – VAT has already been validated and can be linked with inbound orders.
- **Under Verification** – VAT is under verification by Orange Connex Fulfillment Platform.
- **Denied** – VAT has been denied, and can be edit for resubmission.
- **Invalid** – VAT has been determined as invalid during regular check.

After successful verification of your VAT/EORI, we will notify you by email.

Suppose your VAT/EORI verification failed (indicated by the status **Denied**). In that case, we will inform you of the reasons for rejection. You can edit VAT information by **Clicking**  and **resubmit**.

#### Reason for denial include:

- The selected country is inconsistent with VAT belonged country.



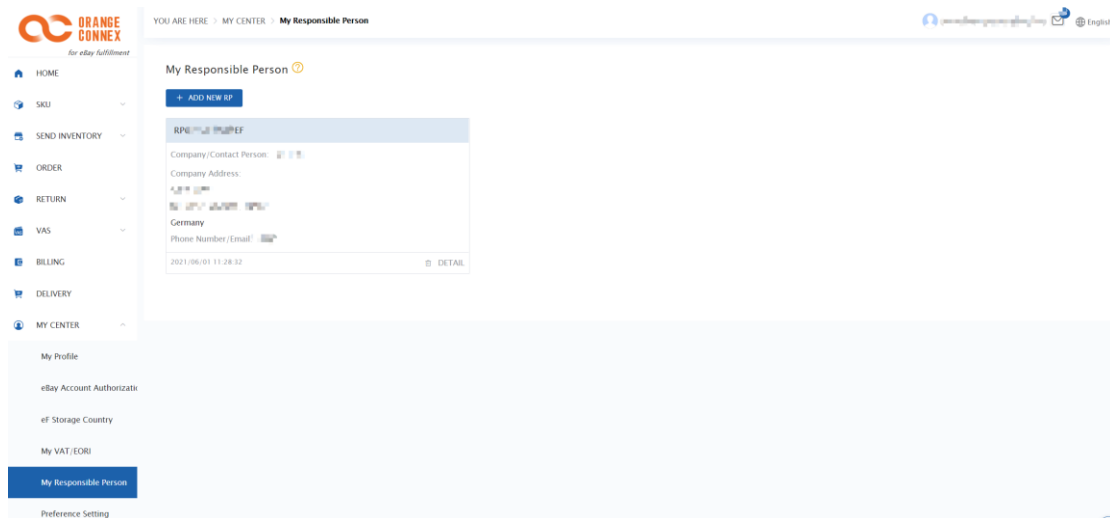
- The company name under VAT number is inconsistent with the company name shown on uploaded document.
- The company name under EORI number is inconsistent with the company name shown on uploaded document.
- EORI number is invalid.
- VAT number is invalid.

If your VAT/EORI shows as **invalid** during regular check, you will be notified through an email and an InMail. You are not allowed to use or edit it again. Please create new VAT/EORI information before you send an international shipment to our fulfillment center.

You can also **delete VAT information** under all status by clicking 

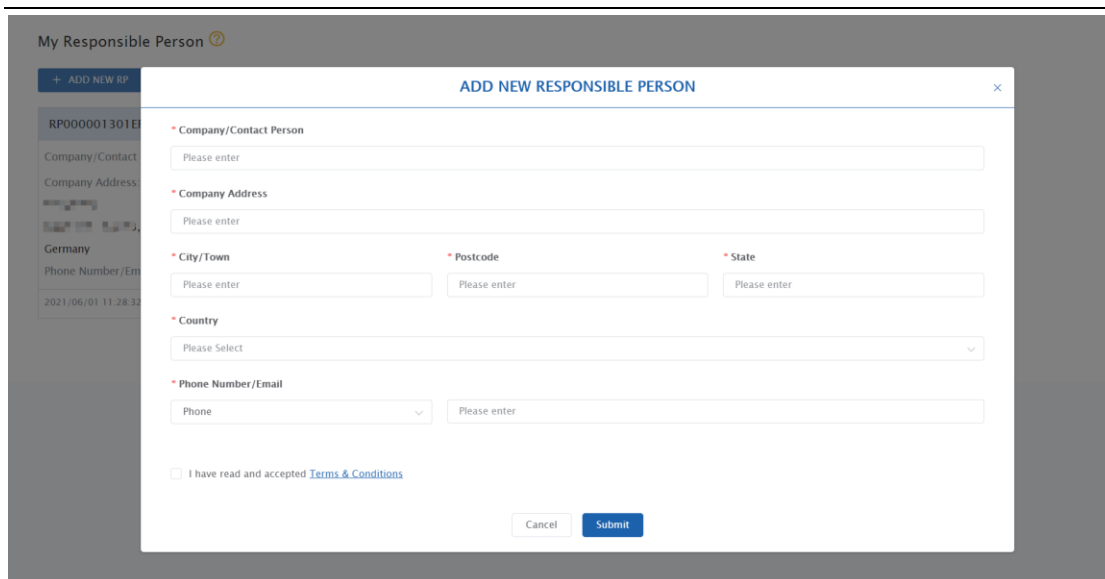
## 1.2.5 My Responsible Person

You can upload your responsible person for CE SKU in MY CENTER > MY Responsible Person.

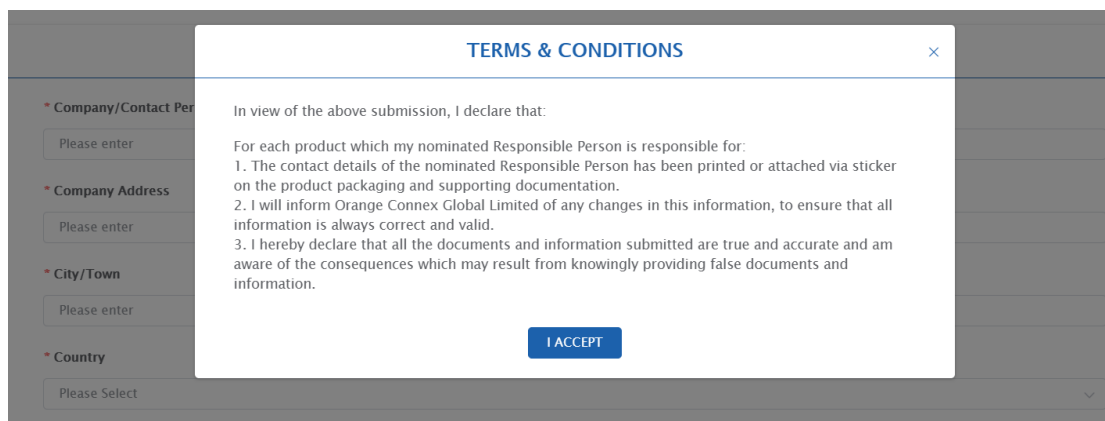


- 1) Click **+ADD NEW RP** and fill in all required information marked with “\*”.





2) Before you submit, you should click the Terms & Conditions first.



3) Accept the Terms & Conditions by clicking “I ACCEPT” to the next step.

4) Clicking the Submit to complete the process.

## 2 Register your Merchandise

Once you have your account, you will need to register your products so that the Orange Connex Fulfillment Service Platform recognizes them.

For specific products, you might need to upload certain certificates. We cannot accept certain products due to oversized or regulatory requirements (e.g., dangerous goods, animal products & drugs). For detailed requirements and prohibited list please refer to [“Appendix- SKU Acceptance-Prohibited Goods”](#).

Please refer to below 3 steps for your SKU registration:

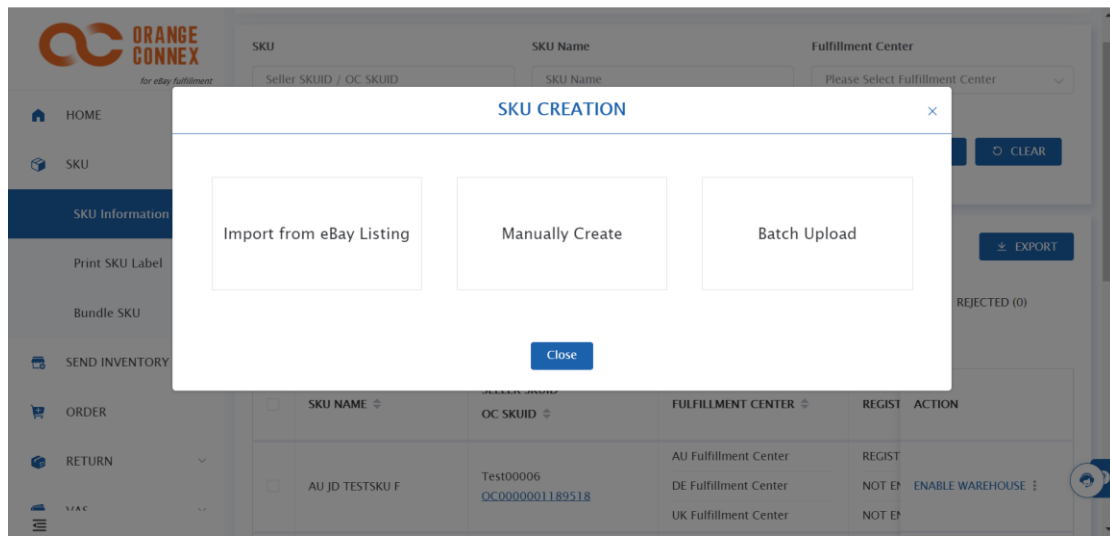
1) SKU Creation



- 2) SKU Fulfillment Attributes
- 3) Opt in eBay fulfillment

## 2.1 SKU Creation

Create your SKU by clicking the following menu items or buttons: **SKU > SKU Information > + Create SKU**.



Orange Connex provides you following options for your **SKU information input**:

- Import from eBay listing
- Manually create
- Batch upload
- Import from ecommerce ERP systems

### 2.1.1 Import from eBay Listing

Synchronize and select the desired data from your eBay listings by clicking on **Import from eBay listing** :

- 1) Click **SYNC NOW**, and your current eBay listing will be updated and presented on the page.
- 2) Select **corresponding eBay listing SKU** from the list you want to import.
- 3) Click **import/Import All**.



IMPORT FROM EBAY LISTING ×

<b>eBay Account</b> <div style="border: 1px solid #ccc; padding: 2px;">eBay Account</div>	<b>Listing Site</b> <div style="border: 1px solid #ccc; padding: 2px;">eBay.de</div>	<b>Title</b> <div style="border: 1px solid #ccc; padding: 2px;">Title</div>
<b>Item ID</b> <div style="border: 1px solid #ccc; padding: 2px;">Item ID</div>	<b>eBay Listing SKU (Custom Label)</b> <div style="border: 1px solid #ccc; padding: 2px;">eBay Listing SKU (Custom Label)</div>	<div style="display: inline-block; border: 1px solid #007bff; padding: 2px 10px; margin-right: 5px;">SEARCH</div> <div style="display: inline-block; border: 1px solid #007bff; padding: 2px 10px; margin-right: 5px;">SYNC NOW</div> <div style="display: inline-block; color: #ffc107; font-size: 1.2em;">?</div>

<input type="checkbox"/>	EBAY ACCOUNT	LISTING SITE	ITEM ID	TITLE	EBAY LISTING SKU
<input type="checkbox"/>	inzh05	Germany	284148545705	blind box-not for sale 2021011501	110
<input type="checkbox"/>	inzh05	Germany	284148545705	blind box-not for sale 2021011501	120
<input type="checkbox"/>	inzh05	Germany	284148545705	blind box-not for sale 2021011501	130
<input type="checkbox"/>	inzh05	Germany	284148545705	blind box-not for sale 2021011501	140

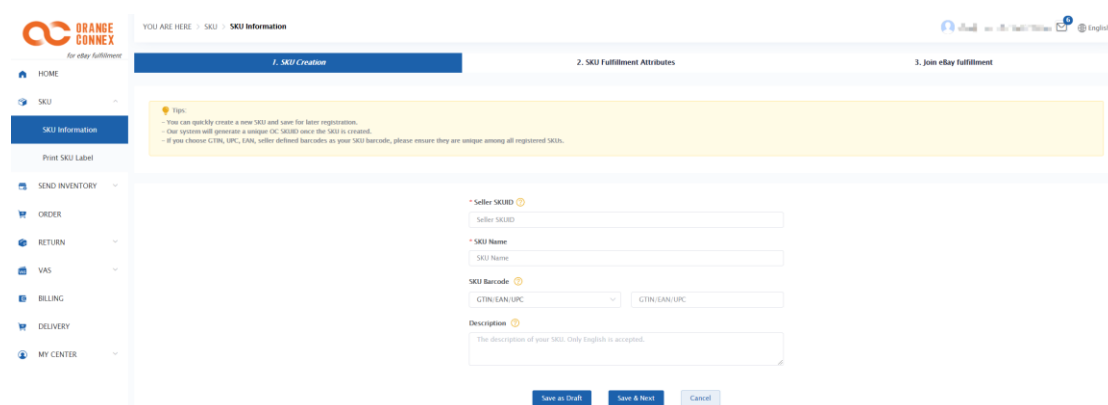
### Note:

We will import each of them as a separate SKU with a unique SKU value for listing items with variations.

If you already have an eBay SKU information (custom label) in your eBay listing, our system will set it as the default seller SKUID from eBay listing download; or you will need to further input a unique SKU value as your seller SKUID. Please note that you still need to input SKU Fulfillment Attributes, and feel free to refer to [2.2 Input SKU Fulfillment Attributes](#) for detailed instructions.

## 2.1.2 Manually Create

You can also manually create the SKU on our platform. Click on **Manually Create**:



- 1) Input **Seller SKUID** and **SKU Name**.

**SKU Barcode** is optional, you could use either seller defined barcode or GTIN/EAN/UPC as the seller SKU barcode if you don't use OC SKU labels. Please note the barcode should consist of maximum 15 characters (letter and number) and '-'.



If you select to use this seller SKU barcode as the identifier for the fulfillment center to accept and manage your items, please make sure this barcode is scannable, unique and shown on the packages.

1 If a SKU already have barcode number, but you want to change:

1-1 you can change if SKU did not arrive fulfillment center, and has no inbound record

Did not arrive fulfillment center : received / available / reserved / unfulfillable stock are 0

Has no inbound record: received / available / reserved / unfulfillable stock don't have any data record

2. If a SKU don't have barcode number, you can add barcode number

any time except 'UNDER VERIFICATION'

For SKUs to be shipped in their own packaging, please ensure that a scannable and unique SKU barcode is clearly visible on each package, to avoid incurring a VAS labelling charge and possible delays in processing and put-away of your inbound shipment.

If you choose GTIN, UPC, EAN, seller defined barcodes as your SKU barcode, please ensure they are unique among all registered SKUs.

If the eligible seller SKU barcode is not available, a unique OC SKUID will be generated for each new created SKU and you can print the SKU label under **Print SKU Label**.

**Description** is optional, only English can be filled in to describe the commodity. It will be used as the declared information with the last mile provider if necessary.

- 2) Click **Save & Next**, and you can continue to fill in the SKU Attribute, or you can save the input as a draft by clicking Save as a draft and saving the information as a draft.

You will find the draft on the page: SKU information with the registration status: **incomplete information**.

- 3) Choose to Opt in eBay fulfillment or not. We recommend you to opt in eBay fulfillment during SKU registration process, you can also set it later by entering each registered SKU details.

**Note:**

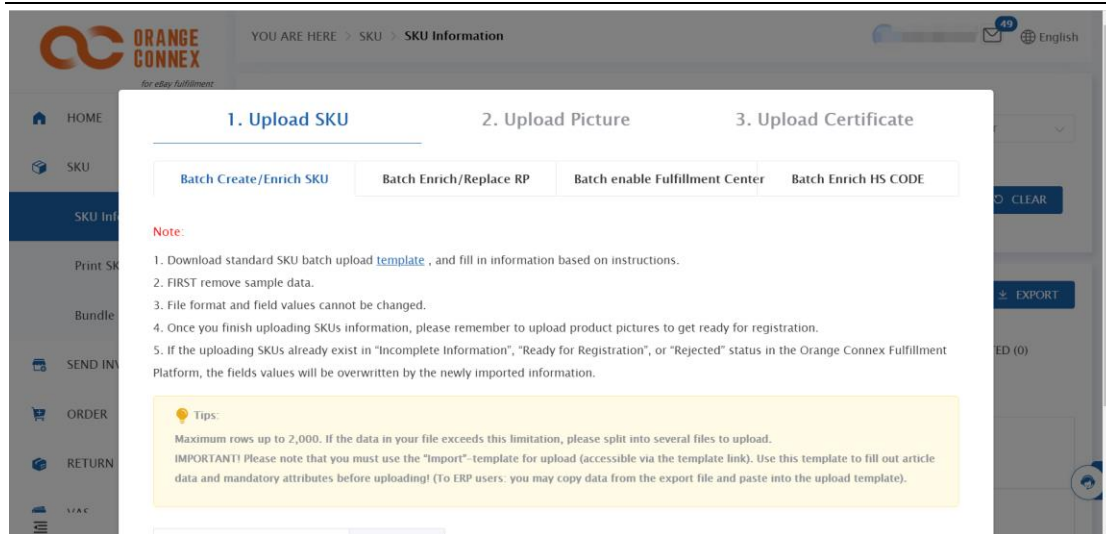
- Seller SKUID is a unique SKU you defined for your merchandise.
- Our system will generate a unique OC-SKU once the SKU is created.

## 2.1.3 Batch Upload from Excel

You can upload your SKU details in a specific format template via batch upload.

Click on **Batch Upload** and follow the instructions:

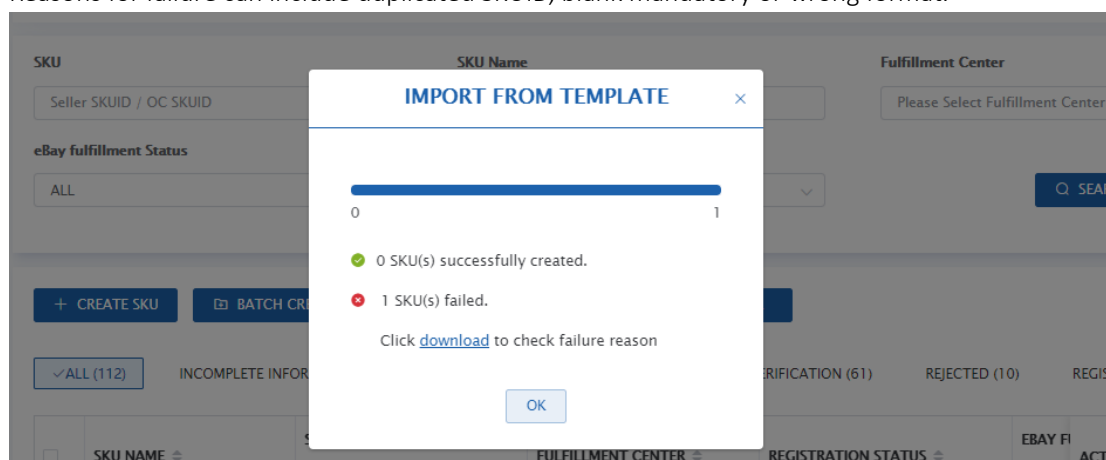




- 1) Click **Template** to download template and fill in information based on instructions.
- 2) Click **Upload** to upload your document.
- 3) Click **Import** to submit your batch SKU registration.

The result of the batch upload is displayed immediately; if the upload fails, the Reasons displayed.

Reasons for failure can include duplicated SKUID, blank mandatory or wrong format.



**Note:**

- By batch uploading SKUs, you can input both SKU creation information and SKU attributes (refer to [2.2 Input SKU Fulfillment Attributes](#)) based on the template provided.
- Batch upload result only indicate if you have successfully upload related information or not. If successfully uploaded, you can **batch upload SKU picture, batch register, Batch Enrich HS CODE** on SKU information paged to further register your SKU. Please refer to [2.2 Input SKU Fulfillment Attributes – Batch Upload SKU Pictures and Batch Register](#) for detailed instructions. If the template is outdated, you will see the error message like this:

**Note:**

1. Download standard ✖ **Template version is too old or incorrect. Please use the latest template.**
2. FIRST remove sample data.



## 2.1.4 Import from Ecommerce ERP Systems

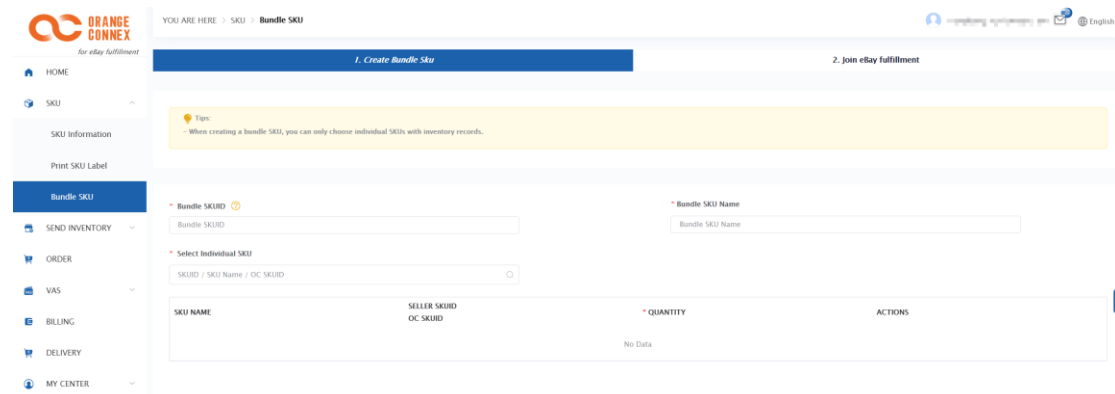
If your current ecommerce ERP provider has already been integrated with Orange Connex Fulfillment Platform, you can use this function to import your SKU information.

Please contact our customer service team for any support if you want your own ERP or third party ecommerce ERPs (3PPs) integrated with Orange Connex Fulfillment Platform.

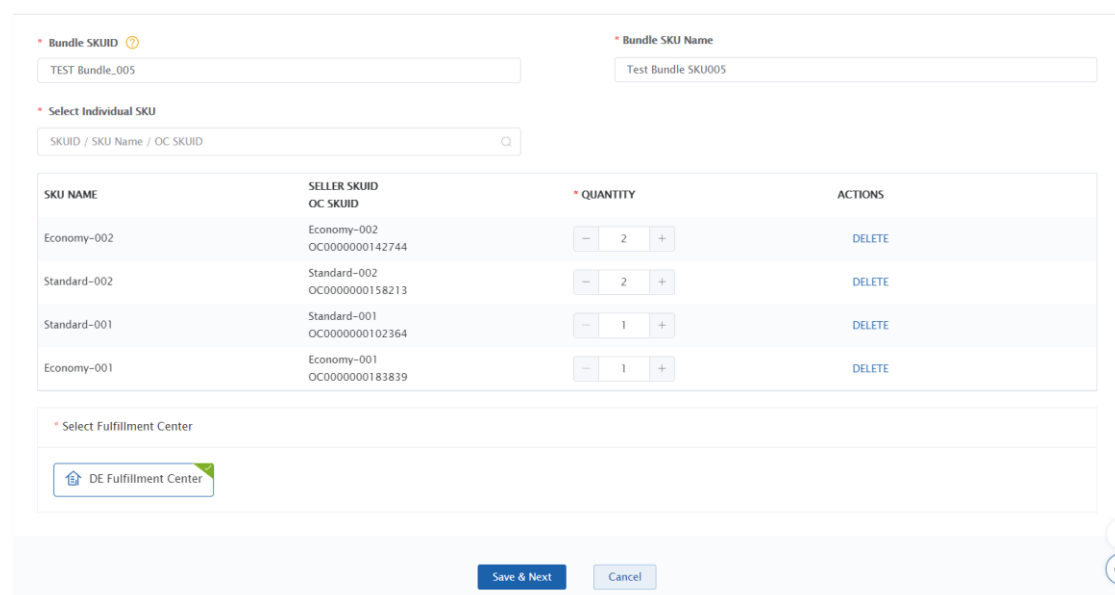
## 2.1.5 Bundle SKU Creation

You can choose to include two or more SKU(s) into a bundle SKU for business purpose.

- 1) Click CREATE BUNDLE SKU and fill in all required information – mandatory fields are marked with “\*”.



- 2) Please define a unique ID for your Bundle SKU.
- 3) Only individual SKUs with inventory records can be selected.





- 4) The SKU quantities for the bundle SKU can be edited.
- 5) Click Save & Next to complete the process.
- 6) After the product has been successfully created, you can choose to join the eBay fulfillment or later, details please refer to [2.3 Join eBay fulfillment](#).

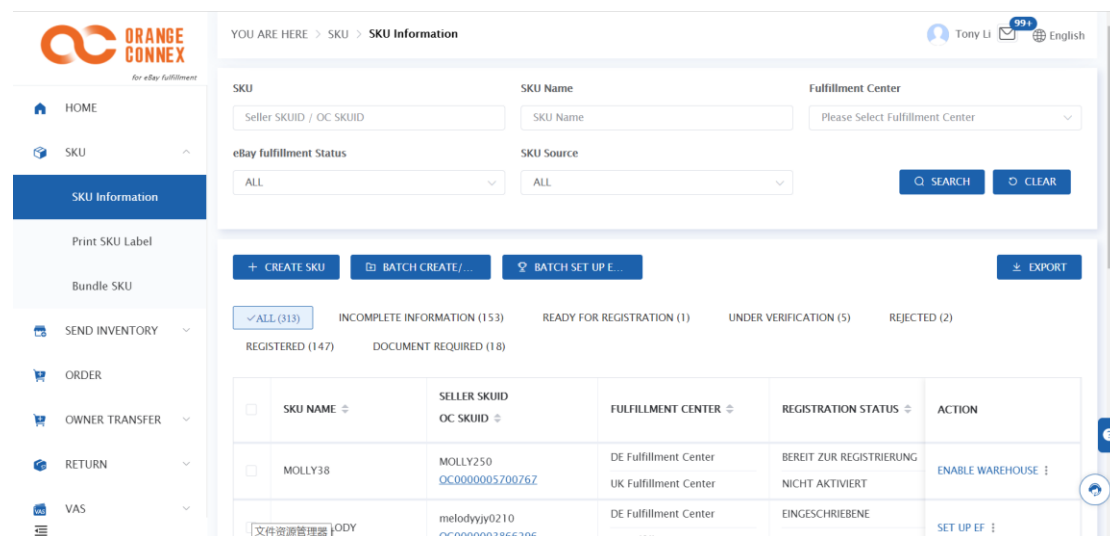
## 2.2 Input SKU Fulfillment Attributes

After the creation is complete, you need to input the SKU on Orange Connex Fulfillment Platform to be recognized and further operated by our Fulfillment Center.

To know more about mandatory attributes, please refer to [“Appendix - Input SKU Fulfillment Attributes”](#).

To further edit SKU Fulfillment Attributes:

- For manually created SKU through **“Manually Create”**:
  - click **save & next**, and follow the instructions.
- For other SKU creation method:
  - go to **SKU > SKU Information** and click **“EDIT”** on the SKU you would like to register.

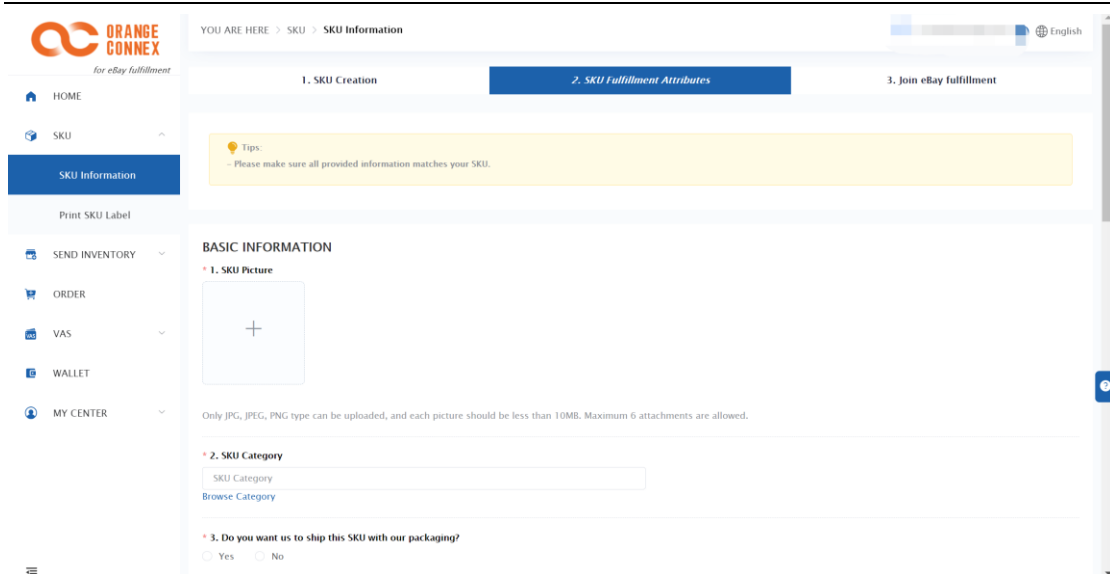


SKU NAME	SELLER SKU ID	OC SKU ID	FULFILLMENT CENTER	REGISTRATION STATUS	ACTION
MOLLY38	MOLLY250	OC0000005700767	DE Fulfillment Center UK Fulfillment Center	BEREIT ZUR REGISTRIERUNG NICHT AKTIVIERT	ENABLE WAREHOUSE
文件资源管理器	melodyjy0210	OC0000003866296	DE Fulfillment Center UK Fulfillment Center	EINGESCHRIEBENE EINGESCHRIEBENE	SET UP EF

### 1. Basic information

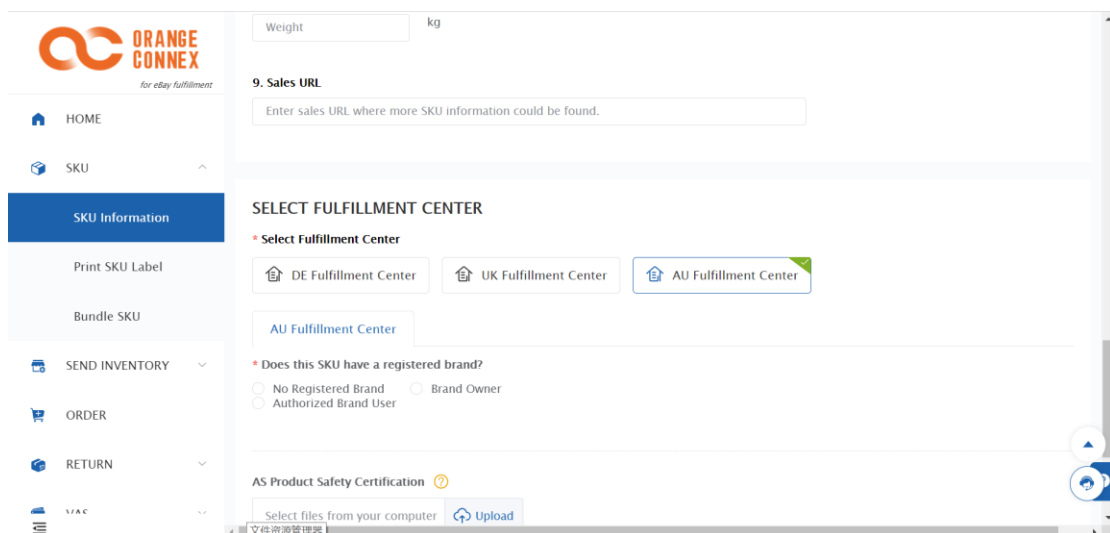
- 1) Fill-in all necessary SKU registration fields marked in red **“\*”**.





2) **Upload** corresponding required documents for registration (based on the information you filled in).

2. Select Fulfillment Center: the registered SKU will only be approved in the Fulfillment service center you selected and serviced.



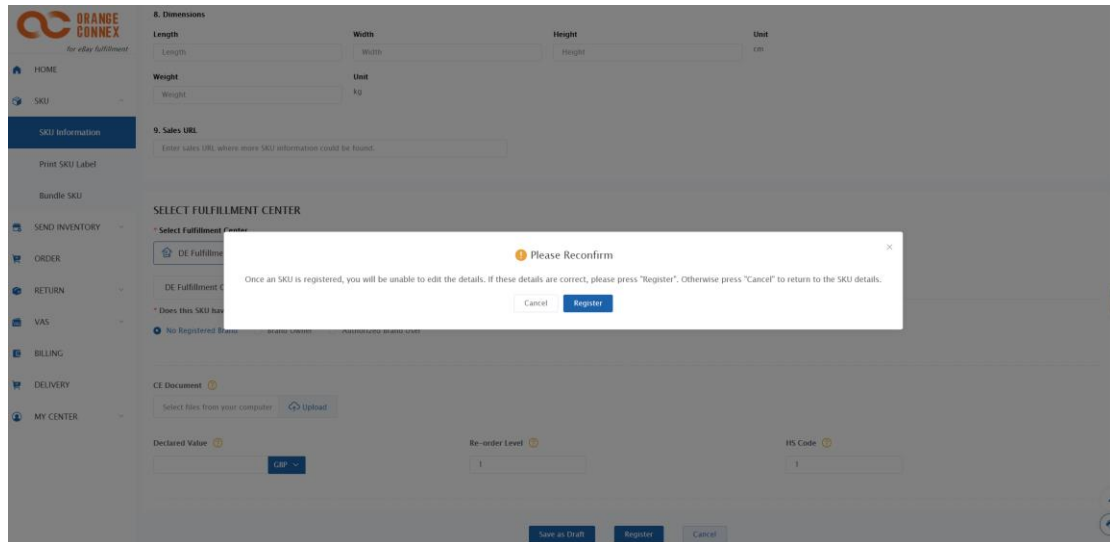
- Complete the required Information
  - If your SKU is CE certified product based on the SKU basic information you have filled in previous steps, you should upload your CE documents here and select the Responsible Person you have registered.



- You can also [Click here](#) to directly skip to **My Responsible Person** of **My Center** to.
- If you think your SKU is not a CE certified product, you can follow the instruction and accept the RISK WARNING, then to complete the register process without upload the CE documents.



- Click **Register** to submit your SKU registration.
- Once an SKU is registered, you will be unable to edit the details. If these details are correct, please press **Register**. Otherwise press **Cancel** to return to the SKU details.



#### Note:

- If you choose not to use our packaging (Ship in your own packaging), your articles should arrive at our fulfillment center with deliverable packaging. Please make sure the packaging meets our standard to ensure a successful delivery to the buyers. For more information, please refer to [Appendix- "ship in own packaging" standard](#).

### Batch Upload SKU Pictures

Under **SKU Information > Batch Create/Enrich > 2. Upload Picture** you can also upload SKU images via Batch Upload.

- Only ZIP, RAR and 7Z file are accepted.
- Create a folder for each SKU with SKU pictures.
- Name the folder containing the SKU pictures with Seller SKUID.
- A maximum of six images can be uploaded per SKU.
- A single image should be less than 10MB and the ZIP file should be less than 60MB.



### 1. Upload SKU

### 2. Upload Picture

### 3. Upload Certificate

#### How To Do:

1. Create a folder for each SKU with SKU pictures. Maximum 6 pictures per folder.
2. Name the folder with Seller SKUID.
3. Compress all the folders into one compressed file. ZIP, RAR4 and 7Z files are accepted.
4. A single image should be less than 10MB and the compressed file should be less than 60MB.



## Batch Upload SKU Certificate

- You can batch upload the brand certificate, CE document and MSDS document.

### 1. Upload SKU

### 2. Upload Picture

### 3. Upload Certificate

Brand Certificate	CE Document	MSDS Document
-------------------	-------------	---------------

#### How To Do:

1. Name each certificate/doc with the corresponding Seller SKUID. If there are multiple certificates/docs for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
2. Create one folder for each fulfillment center, and name the folder with fulfillment center code. [Check Fulfillment Center Code](#)
3. Compress all the folders into one file and upload it. ZIP, RAR4 and 7Z files are accepted.
4. Each certificate/doc should be less than 10MB and the compressed file should be less than 60MB.

Please Select



- Upload Brand Certificate
  - 1) Name each certificate/doc with the corresponding Seller SKUID. If there are multiple certificates/docs for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
  - 2) Create one folder for each fulfillment center, and name the folder with fulfillment center code. [Check Fulfillment Center Code](#)
  - 3) Compress all the folders into one file and upload it. ZIP, RAR4 and 7Z files are accepted.
  - 4) Each certificate/doc should be less than 10MB and the compressed file should be less than 60MB.



1. Upload SKU
2. Upload Picture
3. Upload Certificate

Brand Certificate
CE Document
MSDS Document

**How To Do:**

1. Name each certificate/doc with the corresponding Seller SKUID. If there are multiple certificates/docs for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
2. Create one folder for each fulfillment center, and name the folder with fulfillment center code. [Check Fulfillment Center Code](#)
3. Compress all the folders into one file and upload it. ZIP, RAR4 and 7Z files are accepted.
4. Each certificate/doc should be less than 10MB and the compressed file should be less than 60MB.

Please Select ^

Select files from your computer

Upload

Brand Registration Document

Brand Authorization Letter

Import

Cancel

- Upload CE Document
  - 1) Name each certificate/doc with the corresponding Seller SKUID. If there are multiple certificates/docs for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
  - 2) Create one folder for each fulfillment center, and name the folder with fulfillment center code. Check Fulfillment Center Code
  - 3) Compress all the folders into one file and upload it. ZIP, RAR4 and 7Z files are accepted
  - 4) Each certificate/doc should be less than 10MB and the compressed file should be less than 60MB

1. Upload SKU
2. Upload Picture
3. Upload Certificate

Brand Certificate
CE Document
MSDS Document

**How To Do:**

1. Name each certificate/doc with the corresponding Seller SKUID. If there are multiple certificates/docs for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
2. Create one folder for each fulfillment center, and name the folder with fulfillment center code. [Check Fulfillment Center Code](#)
3. Compress all the folders into one file and upload it. ZIP, RAR4 and 7Z files are accepted.
4. Each certificate/doc should be less than 10MB and the compressed file should be less than 60MB.

Select files from your computer

Upload

Import

Cancel

- Upload MSDS Document
  - 1) Name each document with the corresponding Seller SKUID. If there are multiple documents for one SKU, please name them as SellerSKUID\_01, SellerSKUID\_02, SellerSKUID\_03, etc.
  - 2) Put all the documents into one folder, make sure they are all in PDF format
  - 3) Compress the folder and upload. ZIP, RAR4 and 7Z files are accepted
  - 4) Each document should be less than 10MB and the compressed file should be less than 60MB

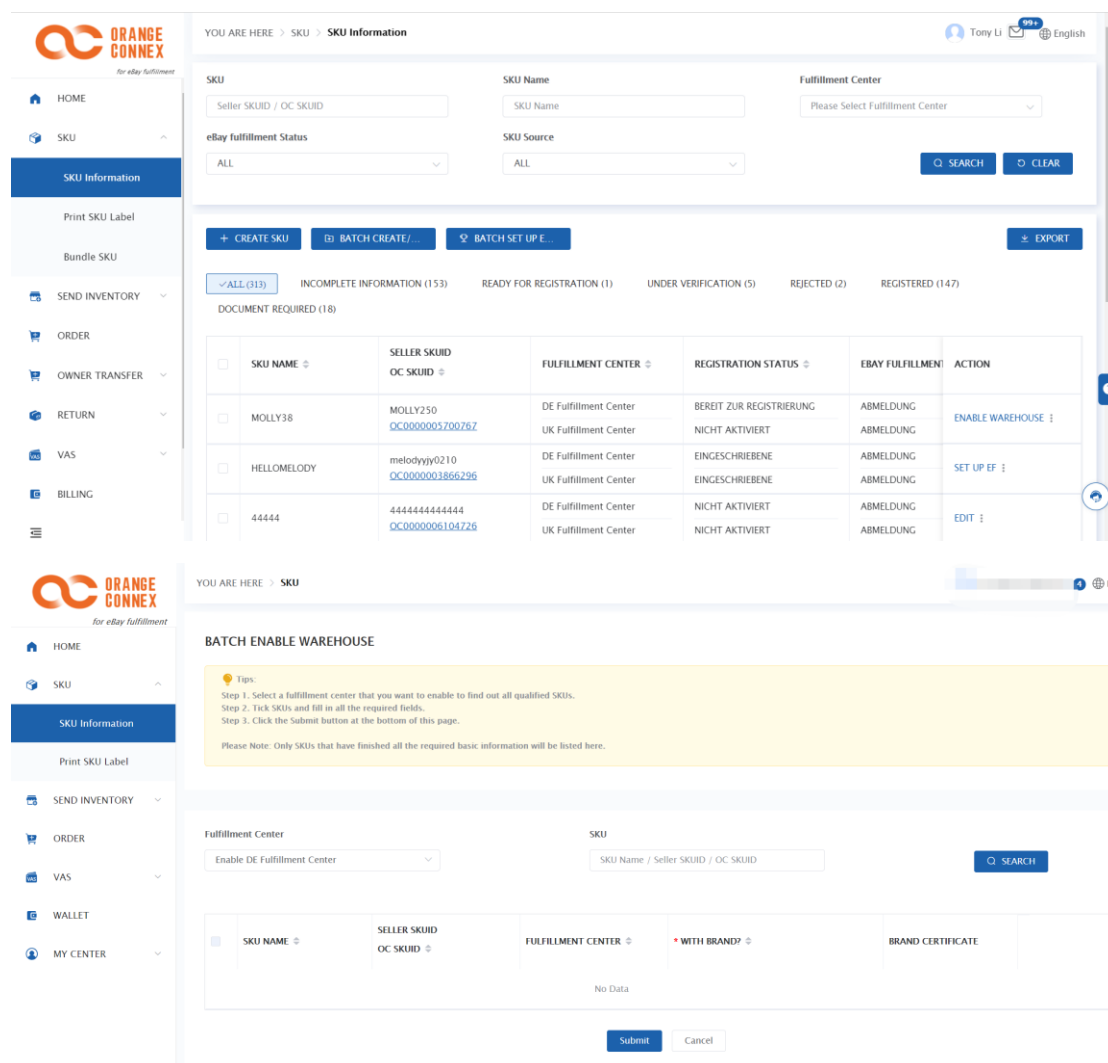
## Batch Register

**Batch Register** is also available for SKUs if you have input all required information for multiple



SKUs (show as “READY FOR REGISTRATION” status), simply:

- 1) Select corresponding “READY FOR REGISTRATION” SKU(s).
- 2) Click **Batch Enable Warehouse**



**SKU Information**

YOU ARE HERE > SKU > SKU Information

SKU: Seller SKUID / OC SKUID, SKU Name: SKU Name, Fulfillment Center: Please Select Fulfillment Center

eBay fulfillment Status: ALL, SKU Source: ALL

+ CREATE SKU, [B] BATCH CREATE, [B] BATCH SET UP E..., [B] EXPORT

ALL (313), INCOMPLETE INFORMATION (153), READY FOR REGISTRATION (1), UNDER VERIFICATION (5), REJECTED (2), REGISTERED (147)

DOCUMENT REQUIRED (18)

SKU NAME	SELLER SKUID / OC SKUID	FULLFILLMENT CENTER	REGISTRATION STATUS	EBAY FULFILLMENT	ACTION
MOLLY38	MOLLY250 OC0000005700787	DE Fulfillment Center UK Fulfillment Center	BEREIT ZUR REGISTRIERUNG NICHT AKTIVIERT	ABMELDUNG ABMELDUNG	ENABLE WAREHOUSE
HELLOMELODY	melodyyyj0210 OC0000003866296	DE Fulfillment Center UK Fulfillment Center	INGESCHRIEBENE INGESCHRIEBENE	ABMELDUNG ABMELDUNG	SET UP EF
44444	4444444444444 OC0000006104726	DE Fulfillment Center UK Fulfillment Center	NICHT AKTIVIERT NICHT AKTIVIERT	ABMELDUNG ABMELDUNG	EDIT

**BATCH ENABLE WAREHOUSE**

Tip:  
Step 1. Select a fulfillment center that you want to enable to find out all qualified SKUs.  
Step 2. Tick SKUs and fill in all the required fields.  
Step 3. Click the Submit button at the bottom of this page.

Please Note: Only SKUs that have finished all the required basic information will be listed here.

Fulfillment Center: Enable DE Fulfillment Center, SKU: SKU Name / Seller SKUID / OC SKUID

SKU NAME	SELLER SKUID / OC SKUID	FULLFILLMENT CENTER	WITH BRAND?	BRAND CERTIFICATE
No Data				

Submit, Cancel


## 2.3 Join eBay fulfillment

You can enroll your SKU in eBay fulfillment Program once finishing all necessary input of your SKU registration.


Before opting in eBay fulfillment, please make sure you have linked corresponding eBay account with your OC account. You can check your corresponding eBay accounts authorization status under **My Center > eBay Account Authorization**.

After finishing all necessary input of your SKU registration, you can enroll your SKU in eBay fulfillment Program by clicking **Set Up EF**.



 <a href="#">HOME</a> <a href="#">SKU</a> <b>SKU Information</b> <a href="#">Print SKU Label</a> <a href="#">Bundle SKU</a> <a href="#">SEND INVENTORY</a> <a href="#">ORDER</a> <a href="#">RETURN</a> <a href="#">VAC</a>	<input type="checkbox"/>	AU JD TESTSKU E	Test00005 <a href="#">OC0000002388468</a>	AU Fulfillment Center DE Fulfillment Center UK Fulfillment Center	REGIST NOT EN NOT EN	ENABLE WAREHOUSE : ENABLE WAREHOUSE : ENABLE WAREHOUSE :
	<input type="checkbox"/>	AU JD TESTSKU D	Test00004 <a href="#">OC0000003129990</a>	AU Fulfillment Center DE Fulfillment Center UK Fulfillment Center	REGIST NOT EN NOT EN	ENABLE WAREHOUSE : ENABLE WAREHOUSE : ENABLE WAREHOUSE :
	<input type="checkbox"/>	AU JD TESTSKU C	Test00003 <a href="#">OC0000005507776</a>	AU Fulfillment Center DE Fulfillment Center UK Fulfillment Center	REGIST NOT EN NOT EN	ENABLE WAREHOUSE : ENABLE WAREHOUSE : ENABLE WAREHOUSE :
	<input type="checkbox"/>	AU JD TESTSKU B	AU JD TESTSKU B <a href="#">OC0000002943937</a>	AU Fulfillment Center DE Fulfillment Center UK Fulfillment Center	REGIST NOT EN NOT EN	ENABLE WAREHOUSE : ENABLE WAREHOUSE : ENABLE WAREHOUSE :
	<input type="checkbox"/>	AU JD TESTSKU A	Test00001 <a href="#">OC0000005820612</a>	AU Fulfillment Center DE Fulfillment Center UK Fulfillment Center	REGIST REGIST REGIST	SET UP EF : SET UP EF : SET UP EF :

## BATCH SETUP EF SERVICE

  
[HOME](#)  
[SKU](#)  
**SKU Information**  
[Print SKU Label](#)  
[Bundle SKU](#)  
[SEND INVENTORY](#)  
[ORDER](#)  
[RETURN](#)  
[VAC](#)

SKU  
 Seller SKUID / OC SKUID

SKU Name  
 SKU Name

Fulfillment Center  
 Please Select Fulfillment Center

eBay fulfillment Status  
 ALL

SKU Source  
 ALL

SEARCH  
 CLEAR

+ CREATE SKU
 BATCH CREATE/...
 **BATCH SET UP EF SERVICE**
 BATCH SET UP E...
 EXPORT

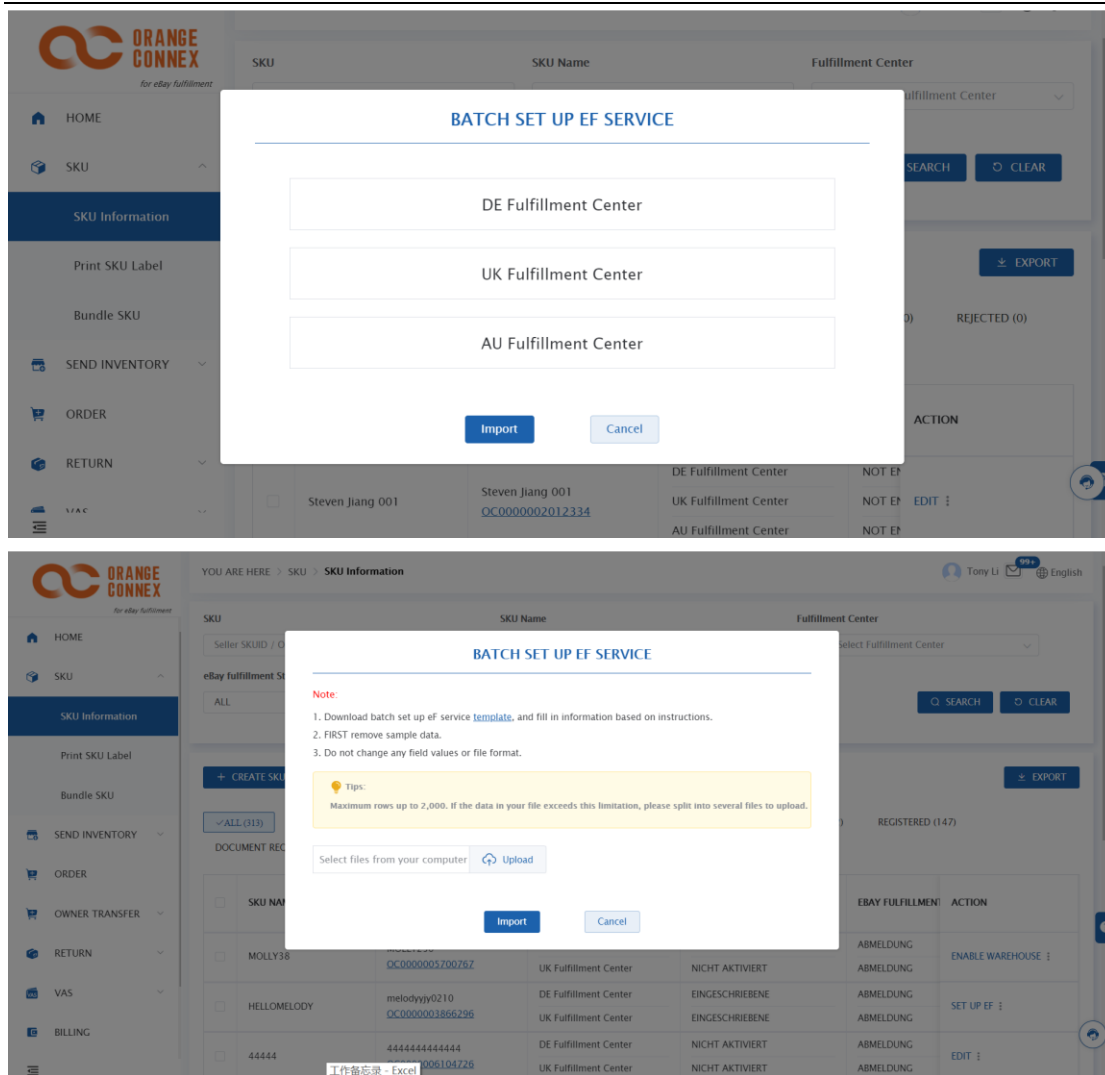
ALL (7)
 INCOMPLETE INFORMATION (1)
 READY FOR REGISTRATION (0)
 UNDER VERIFICATION (0)
 REJECTED (0)

REGISTERED (6)
 DOCUMENT REQUIRED (0)

<input type="checkbox"/>	SKU NAME	SELLER SKUID OC SKUID	FULLFILLMENT CENTER	REGIST	ACTION
<input type="checkbox"/>	Steven Jiang 001	Steven Jiang 001 <a href="#">OC0000002012334</a>	DE Fulfillment Center UK Fulfillment Center AU Fulfillment Center	NOT EN NOT EN NOT EN	EDIT : EDIT : EDIT :

In SKU->SKU Information-> BATCH SETUP EF SERVICE-> select fulfillment center and set up eF service in batch.





- 1) Click 'template', download and fill in information based on instructions.
- 2) Click 'Upload', select file that you have edited.
- 3) Click 'Import', finish 'BATCH SETUP EF SERVICE'

## Notice

Template allow up to 2000 lines, please upload multiple files if you exceed 2000 lines

## 2.3.1 Set up Shipping Service

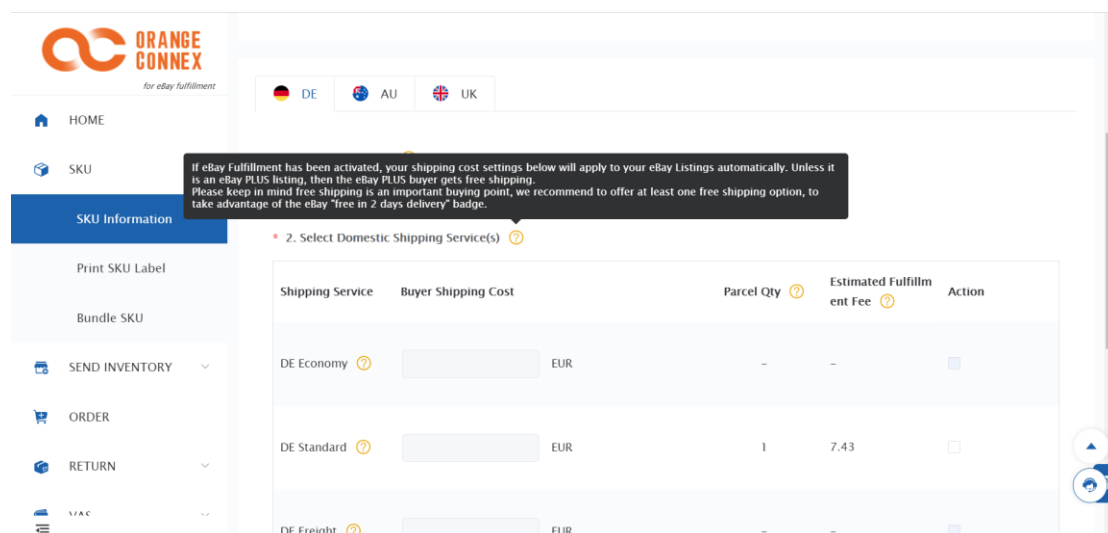
Your selected shipping service will be displayed on eBay listing when SKUs are successfully opted in eBay Fulfillment.

For the SKUs registered in DE fulfillment center:

You can select "DE economy", "DE Standard" and "DE Domestic Freight" as the domestic shipping



service. You need to set the buyer shipping cost for your chosen shipping services respectively (i.e. the price you charge buyers for corresponding shipping services).



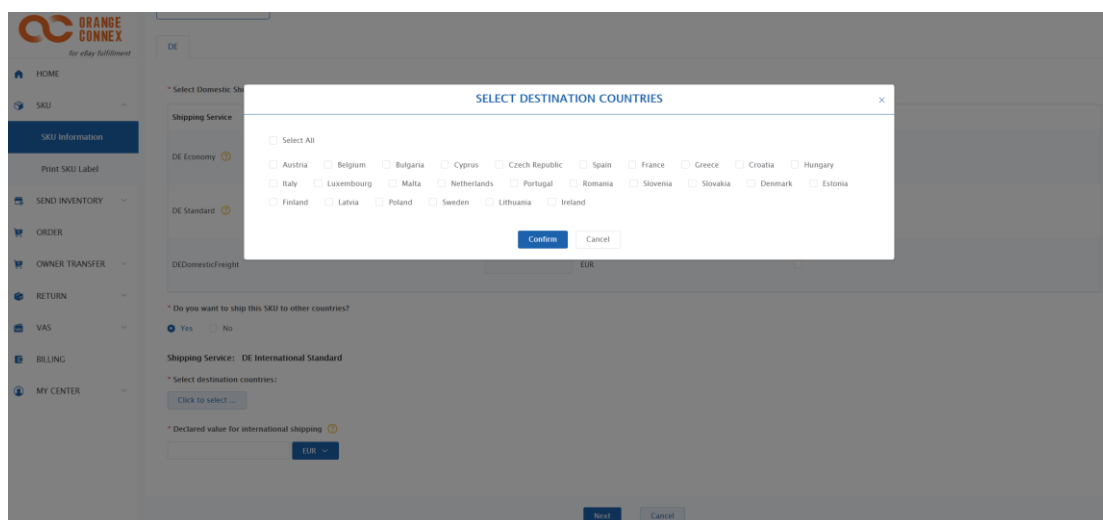
If eBay Fulfillment has been activated, your shipping cost settings below will apply to your eBay Listings automatically. Unless it is an eBay PLUS listing, then the eBay PLUS Buyer gets free shipping. Please keep in mind free shipping is an important buying point, we recommend to offer at least one free shipping option, to take advantage of the eBay "free in 2 days delivery" badge.

\* 2. Select Domestic Shipping Service(s)

Shipping Service	Buyer Shipping Cost	Parcel Qty	Estimated Fulfillment Fee	Action
DE Economy	<input type="text"/> EUR	-	-	<input type="checkbox"/>
DE Standard	<input type="text"/> EUR	1	7.43	<input type="checkbox"/>
DE Freight	<input type="text"/> EUR	-	-	<input type="checkbox"/>

**Note:** We will use the actual weight and dimension measured by DE fulfillment center, when the item at the time of first entry to determine whether your item meets the delivery service criteria you have choose. The most economical delivery service will be defaulted as a free delivery service. (For more information about delivery service standards within Germany, please refer to the [Appendix- Delivery Service](#) or Orange Connex Fulfillment Service Rate Card.)

- 1) Choose **Yes** under **Do you want to ship this SKU to other countries?** if you want to ship to other countries.
- 2) Click **Click to select**, select destination countries you want to ship to that cater to your daily business operation, and then click confirm.



SELECT DESTINATION COUNTRIES

☐ Select All

☐ Austria ☐ Belgium ☐ Bulgaria ☐ Cyprus ☐ Czech Republic ☐ Spain ☐ France ☐ Greece ☐ Croatia ☐ Hungary

☐ Italy ☐ Luxembourg ☐ Malta ☐ Netherlands ☐ Portugal ☐ Romania ☐ Slovenia ☐ Slovakia ☐ Denmark ☐ Estonia

☐ Finland ☐ Latvia ☐ Poland ☐ Sweden ☐ Lithuania ☐ Ireland

\* Do you want to ship this SKU to other countries?

☒ Yes ☐ No

Shipping Service: DE International Standard

\* Select destination countries:

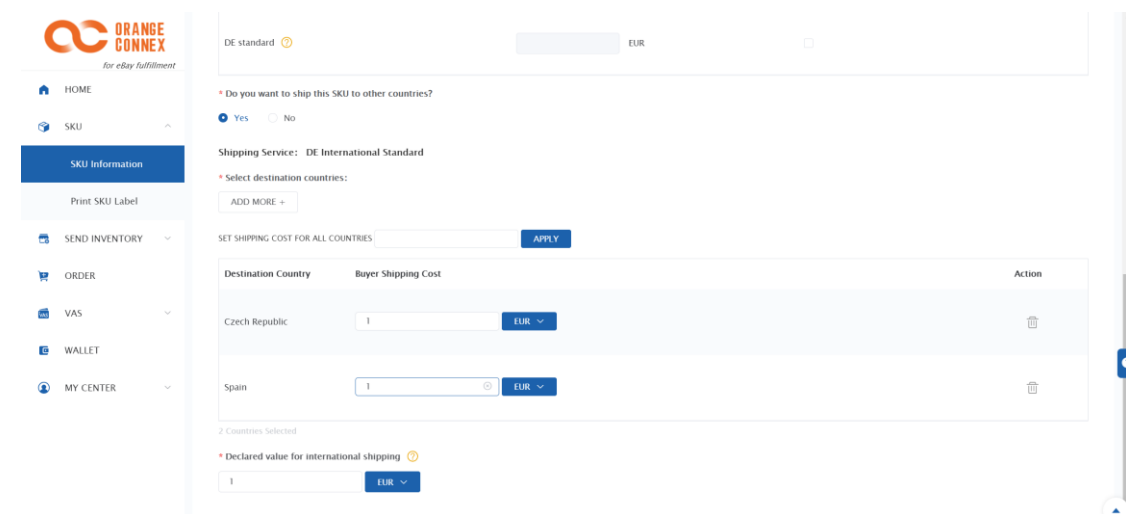
\* Declared value for international shipping

EUR

- 3) You can set a unified price for all countries after SET SHIPPING COST FOR ALL COUNTRIES and click APPLY to confirm, or you can set the shipping cost for each destination country



respectively.



DE standard

Do you want to ship this SKU to other countries?

Yes No

Shipping Service: DE International Standard

Select destination countries:

ADD MORE +

SET SHIPPING COST FOR ALL COUNTRIES

APPLY

Destination Country	Buyer Shipping Cost	Action
Czech Republic	1 EUR	
Spain	1 EUR	

2 Countries Selected

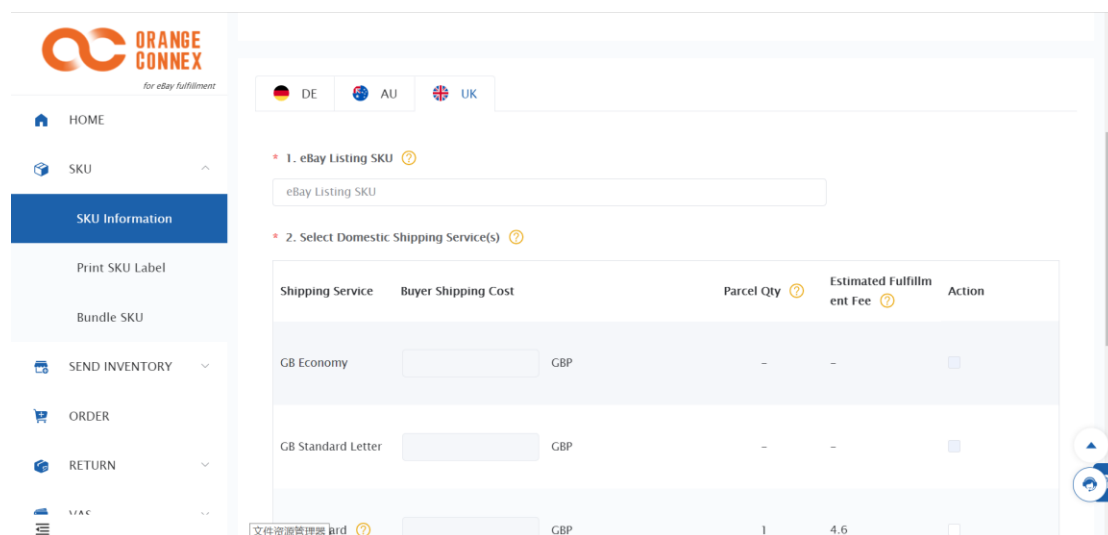
Declared value for international shipping

1 EUR

- 4) Input value of the SKU under Declared value for international shipping.

For the SKUs registered in UK fulfillment center:

The shipping service(s) you selected will be available to your buyers when they are trying to buy the current SKU. Note: We highly recommend that you offer free shipping services to buyers, but you can also adjust the individual Buyer Shipping Costs values in line with your requirements.



DE AU UK

1. eBay Listing SKU

eBay Listing SKU

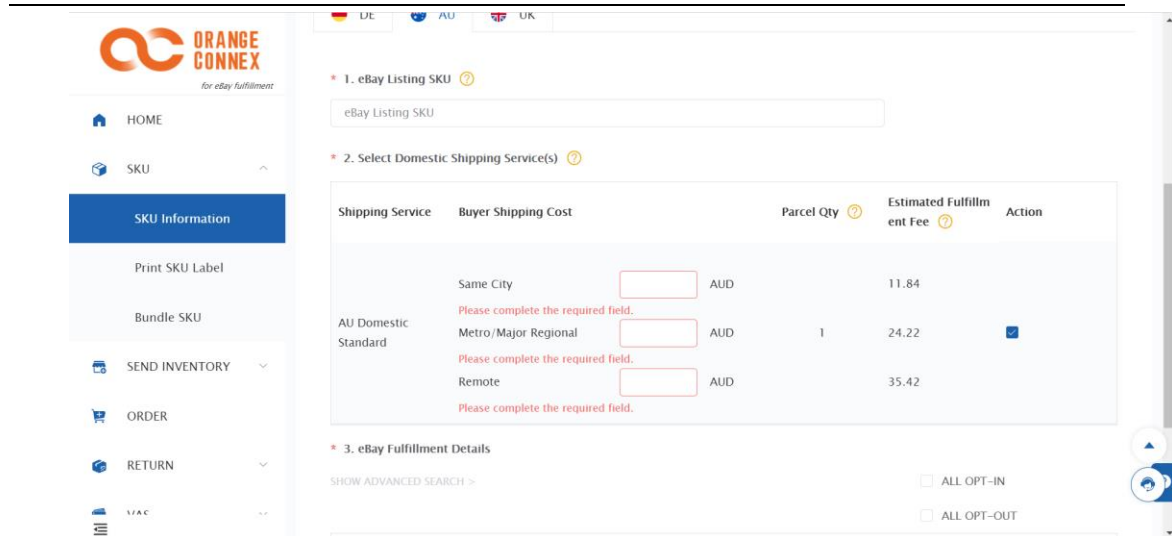
2. Select Domestic Shipping Service(s)

Shipping Service	Buyer Shipping Cost	Parcel Qty	Estimated Fulfillment Fee	Action
GB Economy	GBP	-	-	
GB Standard Letter	GBP	-	-	
文件资源管理器	GBP	1	4.6	

For the SKUs registered in AU fulfillment center:

- 1) When you can select [AU domestic standard] and [AU domestic express] service, 'Buyer Shipping Cost' for different region should be filled one-by-one. After fill in, buyer will see your 'shipping cost' in the listing





**1. eBay Listing SKU**

eBay Listing SKU

**2. Select Domestic Shipping Service(s)**

Shipping Service	Buyer Shipping Cost	Parcel Qty	Estimated Fulfillment Fee	Action
Same City	<input type="text"/> AUD		11.84	
AU Domestic Standard	<input type="text"/> AUD	1	24.22	<input checked="" type="checkbox"/>
Metro/Major Regional	<input type="text"/> AUD			
Remote	<input type="text"/> AUD		35.42	

**3. eBay Fulfillment Details**

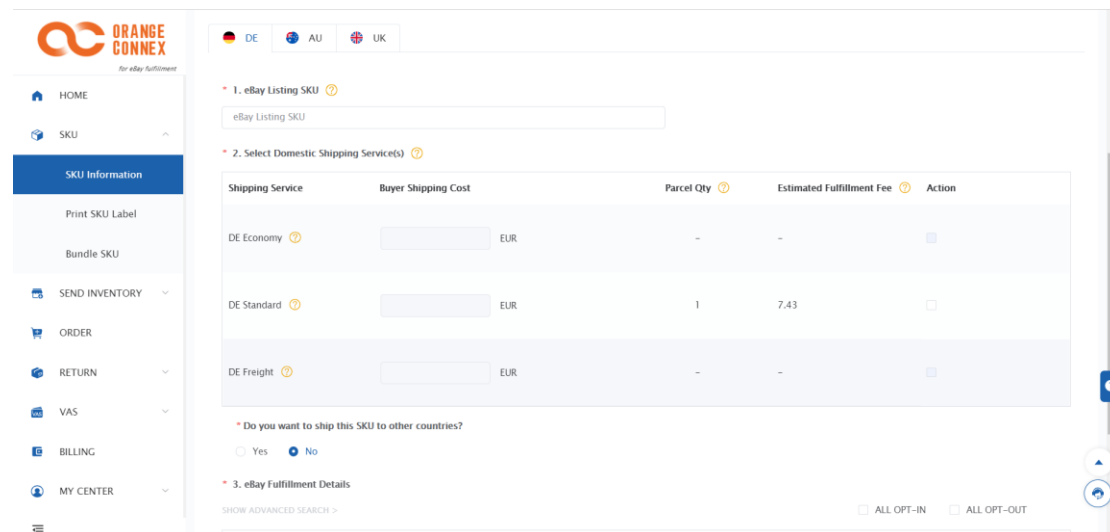
SHOW ADVANCED SEARCH >

☐ ALL OPT-IN

☐ ALL OPT-OUT

## 2.3.2 Set up eBay fulfillment

- 1) Input your eBay listing SKU. Please make sure the eBay listing SKU you input here is corresponding with your self-defined custom label value in eBay listing details. We will use the eBay SKU ID/Custom Label you supplied to identify the active listing and enable auto-fulfillment.



**1. eBay Listing SKU**

eBay Listing SKU

**2. Select Domestic Shipping Service(s)**

Shipping Service	Buyer Shipping Cost	Parcel Qty	Estimated Fulfillment Fee	Action
DE Economy	<input type="text"/> EUR	-	-	<input type="checkbox"/>
DE Standard	<input type="text"/> EUR	1	7.43	<input type="checkbox"/>
DE Freight	<input type="text"/> EUR	-	-	<input type="checkbox"/>

**Do you want to ship this SKU to other countries?**

☐ Yes ☒ No

**3. eBay Fulfillment Details**

SHOW ADVANCED SEARCH >

☐ ALL OPT-IN ☐ ALL OPT-OUT

- 2) eBay Fulfillment Details displays all eBay accounts already linked with your OC account ID related to this eBay listing SKU, you can choose to join eBay fulfillment by each eBay account ID.
- 3) Click **Submit**.

You can also batch set up eBay fulfillment Program through **SKU > SKU Information**. You have to upload the format respectively for DE, UK and AU fulfillment center.



YOU ARE HERE > SKU > SKU Information

OC Test 14 English

SKU Name: Seller SKUID / OC SKUID, SKU Name, Fulfillment Center: Please Select Fulfillment Center

eBay fulfillment Status: ALL, SKU Source: ALL

BATCH SET UP EF SERVICE

+ CREATE SKU, BATCH CREATE/..., BATCH SET UP E..., EXPORT

ALL (7), INCOMPLETE INFORMATION (0), READY FOR REGISTRATION (1), UNDER VERIFICATION (0), REJECTED (0), REGISTERED (6), DOCUMENT REQUIRED (0)

SKU NAME	SELLER SKUID / OC SKUID	FULLFILLMENT CENTER	REGIST	ACTION
ven liano 001	Steven Jiang 001	DE Fulfillment Center	READY	ENABLE WAREHOUSE
		UK Fulfillment Center	NOT E	

BATCH SET UP EF SERVICE

DE Fulfillment Center

UK Fulfillment Center

AU Fulfillment Center

Import Cancel

BATCH SET UP EF SERVICE

Note:

1. Download batch set up of service [template](#), and fill in information based on instructions.
2. FIRST remove sample data.
3. Do not change any field values or file format.

Tips:

Maximum rows up to 2,000. If the data in your file exceeds this limitation, please split into several files to upload.

Select files from your computer Upload

Import Cancel

SKU NAME	SELLER SKUID / OC SKUID	FULLFILLMENT CENTER	REGIST	ACTION
666				
22	OC0000000203094	UK Fulfillment Center	NOT ENABLED	OPT OUT MANI EDIT
11	OC0000000297588	UK Fulfillment Center	UNDER VERIFICATION	OPT OUT MANI SET UP EF

Click **template** and fill in corresponding information:

1) Please read through **Data Definition** page carefully for instructions.



## DE Fulfillment Center:

How to complete your upload template					
Sheet Name	International Shipping Cost	Definition and Use	Accepted Values	Example	Required?
Domestic Shipping Service	Seller SKUID	A unique identifier that you have created for the product on OC platform.	Unique Identifier.	10162513	Required
	eBay Listing SKU	This should be the same as the Custom Label used in your eBay listing.	Unique Identifier.	EBAY-2020	Required
	Fulfillment Center	The warehouse from which you ship your products.	Select from the following choices: DE	DE	
	Domestic Shipping Service	A unique code defined by OC for domestic shipping service.	Select from the following choices: DEDomesticEconomy DEDomesticStandard	DEDomesticStandard	Required
	Shipping Cost	The amount you are going to charge your customers for shipment.	Only numbers and period are accepted.	3.95	Required
	Currency	Shipping cost currency.	Select from the following choices: EUR	EUR	Required
International Shipping Service	Seller SKUID	A unique identifier that you have created for the product on OC platform.	Unique Identifier.	10162513	Required
	International Shipping Service	A unique code defined by OC for international shipping service. Please leave the field blank if you don't offer international shipping outside Germany.	Select from the following choices: DEInternationalStandard	DEInternationalStandard	Optional
			Please enter the specific country codes for international shipping used. CAPITAL LETTERS. Select from the following choices: AT BE		

## UK Fulfillment Center:

How to complete your upload template					
Sheet Name	International Shipping Cost	Definition and Use	Accepted Values	Example	Required?
Domestic Shipping Service	Seller SKUID	A unique identifier that you have created for the product on OC platform.	Unique Identifier.	10162513	Required
	eBay Listing SKU	This should be the same as the Custom Label used in your eBay listing.	Unique Identifier.	EBAY-2020	Required
	Fulfillment Center	The warehouse from which you ship your products.	Select from the following choices: UK	UK	
	Domestic Shipping Service	A unique code defined by OC for domestic shipping service.	Select from the following choices: GBDomesticStandard GBDomesticExpress	GBDomesticExpress	Required
	Shipping Cost	The amount you are going to charge your customers for shipment.	Only numbers and period are accepted.	5.95	Required
	Currency	Shipping cost currency.	Select from the following choices: GBP	GBP	Required
International Shipping Service	Leave this sheet blank.				
eBay	Seller SKUID	A unique identifier that you have created for the product on OC platform.	Unique Identifier.	10162513	Required
	eBay Account ID	A unique identifier of your eBay seller account, which have already been bound to OC platform	Unique Identifier.	ocstore123	Required

## 2) Input fulfillment service information for Domestic Shipping Service

### DE Fulfillment Center:



[illegible]

UK fulfillment Center:



	A	B	C	D	E	F	G	H
	Seller SKU	eBay Listing SKU (Custom Label)	Fulfillment Center	Domestic Shipping	ServiZone	Shipping Cost	Currency	
1								
2	TEST001	EBAY-TEST	AU	AUDomesticStandard	Same City	3.25	AUD	
3	TEST001	EBAY-TEST	AU	AUDomesticStandard	Metro/Major Regional	5.25	AUD	
4	TEST001	EBAY-TEST	AU	AUDomesticStandard	Remote	9.99	AUD	
5								
6								

**DE Fulfillment Center:**

	A	B	C	D	E	F	G
1	Seller SKU	International Shipping Ser	Shipping Cost	Shipping Cost Currenc	Declared Value	Declared Value Currenc	International Shipping Co
2	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	AT
3	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	BE
4	TEST001	DEInternationalStandard	6.35	EUR	25	EUR	BG
5	TEST001	DEInternationalStandard	4.25	EUR	25	EUR	CY
6	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	CZ
7	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	ES
8	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	FR
9	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	GR
10	TEST001	DEInternationalStandard	5.25	EUR	25	EUR	HR
11	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	HU
12	TEST001	DEInternationalStandard	3.13	EUR	25	EUR	IT
13	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	LU
14	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	MT
15	TEST001	DEInternationalStandard	2.15	EUR	25	EUR	NL
16	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	PT
17	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	RO
18	TEST001	DEInternationalStandard	6.99	EUR	25	EUR	SK
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							

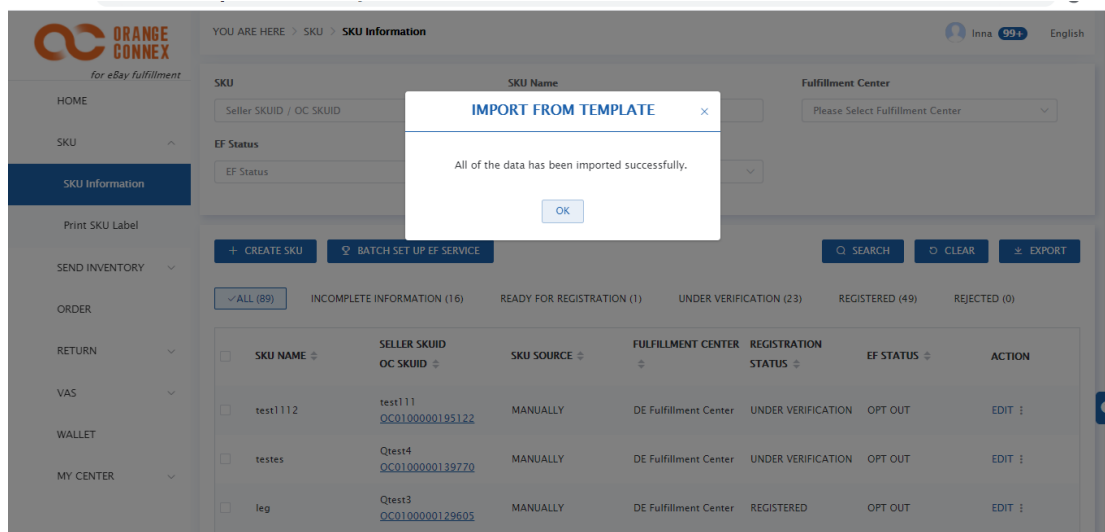
Only domestic delivery is available for AU Fulfillment Center.

DE, UK, and AU Fulfillment Center



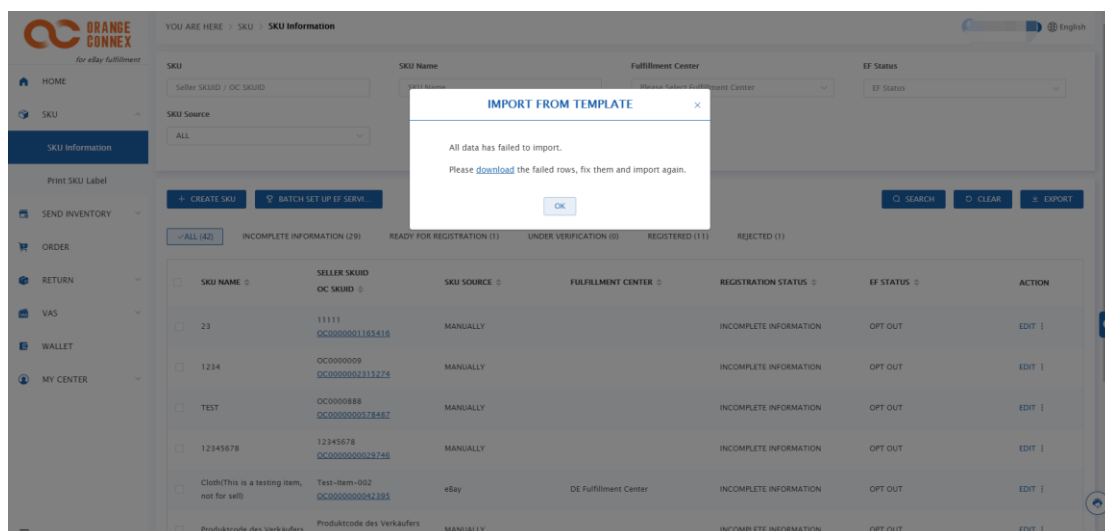
A	B	C	D	E	F
Seller SKUID	eBay Account ID	Join eF			
TEST001	store001	OPT-IN			
TEST001	store002	OPT-IN			
TEST001	store003	OPT-IN			
TEST001	store004	OPT-IN			
TEST001	store005	OPT-IN			
TEST001	store006	OPT-IN			

5) Click **Upload – Import** after finishing all the inputs, and you will see successful import notification on the page.



The screenshot shows the Orange Connex interface for SKU Information. A modal window titled "IMPORT FROM TEMPLATE" is displayed in the center, with the message "All of the data has been imported successfully." and an "OK" button. The background shows the SKU list with columns for SKU Name, Seller SKUID, OC SKUID, SKU Source, Fulfillment Center, Registration Status, and EF Status. The list includes entries like "test1112", "testes", and "leg".

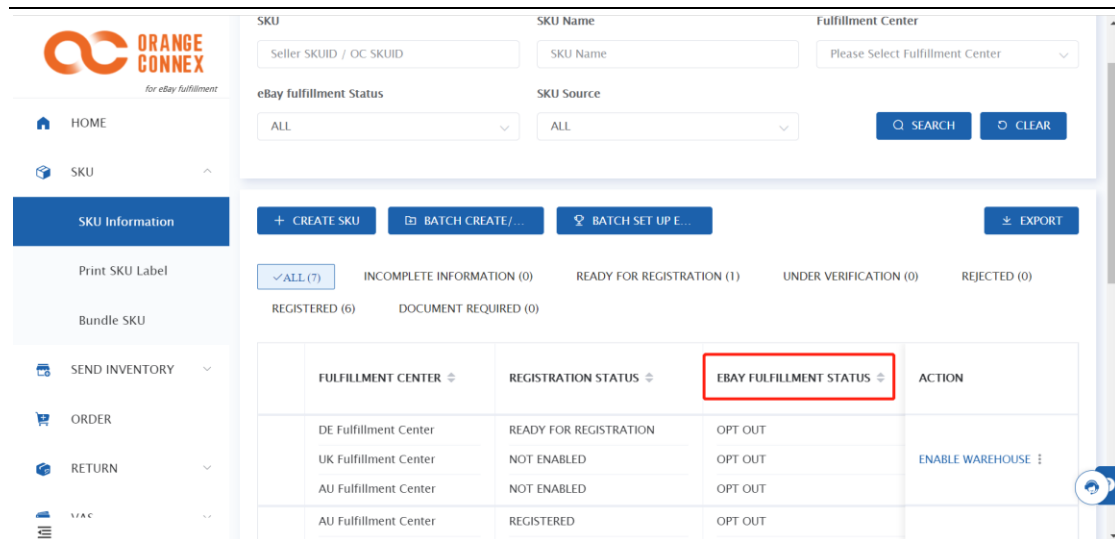
If any entry fails to import, you can click **download** and check the error indications, fix them and then upload it again.



The screenshot shows the Orange Connex interface for SKU Information. A modal window titled "IMPORT FROM TEMPLATE" is displayed in the center, with the message "All data has failed to import. Please download the failed rows, fix them and import again." and an "OK" button. The background shows the SKU list with columns for SKU Name, Seller SKUID, OC SKUID, SKU Source, Fulfillment Center, Registration Status, and EF Status. The list includes entries like "23", "1234", "TEST", "12345678", and "Cloth(This is a testing item, not for sell)".

You can also check the status of your eBay fulfillment SKU enrollment under **SKU > SKU Information**.





FULFILLMENT CENTER	REGISTRATION STATUS	EBAY FULFILLMENT STATUS	ACTION
DE Fulfillment Center	READY FOR REGISTRATION	OPT OUT	ENABLE WAREHOUSE ?
UK Fulfillment Center	NOT ENABLED	OPT OUT	
AU Fulfillment Center	NOT ENABLED	OPT OUT	
AU Fulfillment Center	REGISTERED	OPT OUT	

Join eF Status include:

- **“Opt in-In process”** -> 2 scenarios related to this condition:

**Scenario 1.** Seller submits the request of "join EF" for the new SKU, but there is no inventory in the fulfillment center for the moment.

**Scenario 2.** Seller submits the request of "join EF" and the relative SKU inventory is available in the fulfillment center, but it still under verification for join eBay fulfillment from eBay site.

- **“ Opt in-Success”** -> The SKU has been successfully joined eBay fulfillment Program, and related ebay listing will shown in **eBay listing ID**.
- **“Opt in-Failed”** - The SKU join eBay fulfillment failed, you can check detail failure reason by entering each SKU’s detail information.
- **“ Opt in-Success(Stockout)”** -> The SKU has been successfully joined eBay fulfillment Program, but have no available inventory in our fulfillment center.
- **“Opt Out”** -> Seller currently choose not to join eBay fulfillment Program.
- **“Opt Out-in process”** -> The SKU is under verification.
- **“Opt out-Failed”** -> Seller submit the request for “opt out”, but it still under verification from eBay site.

A summary of your SKU enrollment result will be sent to you daily through both an email and an In Mail.

Notes for opt in eBay fulfillment:

- 1) OC will recognize your intent to join the eBay fulfillment Program with this specific item, no other items are affected.
- 2) If you do not have inventory availability in the fulfillment warehouse for this item, you will need to send your first inbound order as your first placement of this items inventory into the fulfillment program.
- 3) Once your inbound order is received at the fulfillment warehouse, verified and put a way into a pickable location the new inventory becomes sellable on eBay.
- 4) OC will notify eBay of the available inventory quantity and indicated you have opted into the eBay fulfillment Program for this item.



- 5) eBay will use the eBay SKU ID/Custom Label you supplied OC as part of the SKU registration to identify the active listing you have for this item on eBay.  
Note: It is very important that the SKU ID you provided to OC matches the seller SKU/Custom Label provided on your eBay listing or your listing will not be found.
- 6) Once the item listing is identified using the SKU/Custom Label, eBay will mark the listing as part of the eBay fulfillment Program.  
Note: As an eBay fulfillment listing, restrictions will be placed on the eBay listing preventing the SKU/Custom Label and sellable quantity from being accidentally changed. Quantity will only be updateable via the OC automated inventory update. (see special note below for Multi-SKU / Multi-Variant listings).
- 7) eBay will update the eBay fulfillment listing quantity with the available inventory provided by OC and will continue to automatically update inventory as OC reports changes in sellable inventory levels.
- 8) Your item is ready and future buyers' orders will be automatically processed and fulfilled by OC with no requirement for Seller interaction.

For SKUs enrolled in eBay fulfillment program, following features will be enabled for your related eBay listing:

- Free shipping option(s) preset on your eBay listing.
- Estimated delivery date (EDD) automatically over-written.
- Full transparency on near real time inventory and order status synchronization.
- Real time transaction order auto-fulfilled by our fulfillment center.
- Seller protection from eBay.

#### **Special Note for Multi-SKU / Multi-Variant Listings**

As an eBay fulfillment listing, Multi-SKU listings carry additional restrictions and requirements beyond SKU/Custom Label and sellable quantity restrictions of standard listings. In addition to those restrictions Multi-SKU listing also have the following restrictions:

1. All Variants in the listing must be in the eBay fulfillment program.
2. All Variants without inventory in the fulfillment warehouse will have sellable inventory set to 0 once the first SKU of a respective multi-SKU listing has moved to the eBay fulfillment program.
3. You will not be able to:
  - a. Remove a variation from the listing.
  - b. Change variation specifications (IE: change color from red to blue).
  - c. Add additional variations.

To remove these restrictions, you will have to unenroll each SKU variant from the eBay fulfillment program on OC and allow OC to pass the update to eBay removing the eBay fulfillment Flag from the listing.

## **2.4 SKU registration Result Notification**

You will get a timely feedback of your SKU registration result (either **“registered”** or **“Rejected”**)



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within 1 working day with **both an email and an In Mail**.

A summary of your successfully registered SKUs list will be sent to you daily via email and InMail. Once registered, **you cannot edit any mandatory SKU attributes further**.

Exceptions for fields not tied to registration which can be changed including:

- shipping option
- Non-mandatory attributes: re-order level, declaration value, etc.

If the SKU registration **fails**, we will notify you through **an email and an InMail daily** with the reasons for failure so that you can edit and re-submit on the SKU information page. You can also reach out to Orange Connex customer service team for further assistance. For general failure reasons, refer to [“Appendix- SKU Registration Failure Reasons”](#).

## 2.5 Print OC SKU Label

After your SKU is successfully registered, you can print out the OC SKU label **under SKU > Print SKU Label** at any time when you select the OC SKUID as the unique identifier.

When you prepare to send your shipment to our fulfillment center, please make sure you print out the OC SKU label and affix it on your SKU.

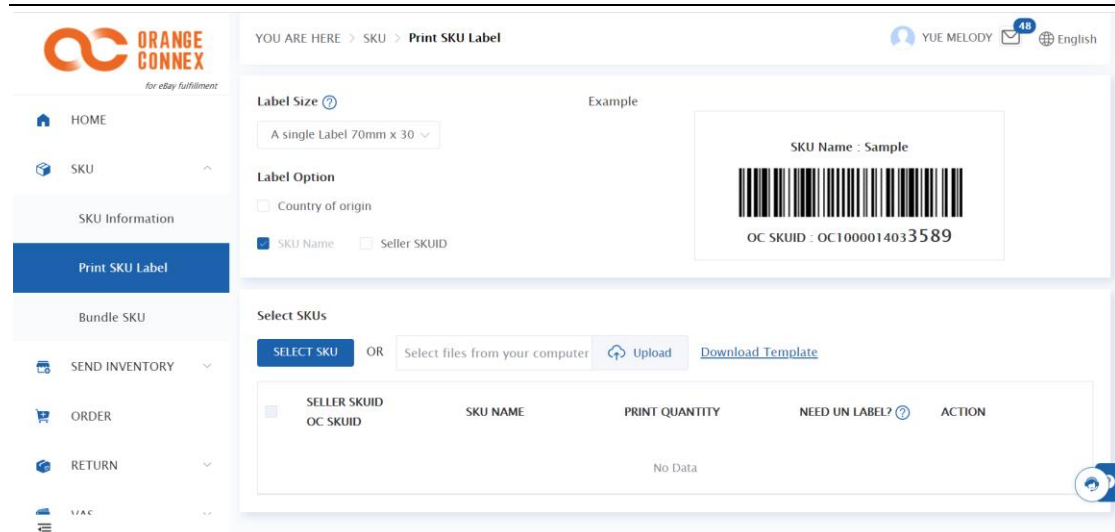
The SKU label with OC SKUID is the unique identifier for our fulfillment service handling. Please check [3.2 Print OC SKU & Carton label](#) for more details.

For the SKU with battery, please make sure the UN label is affixed on the SKU before delivery to our fulfillment centers. You will be charged for the labelling cost in case that the UN labels are missing when we receive your inventory.

To print SKU label **under SKU section**, we offer following ways:

- **Go to SKU > Print SKU Label**





YOU ARE HERE > SKU > Print SKU Label

YUE MELODY 48 English

**Label Size** ⓘ  
A single Label 70mm x 30

**Label Option**  
☐ Country of origin  
☒ SKU Name ☐ Seller SKUID

**Example**

SKU Name : Sample

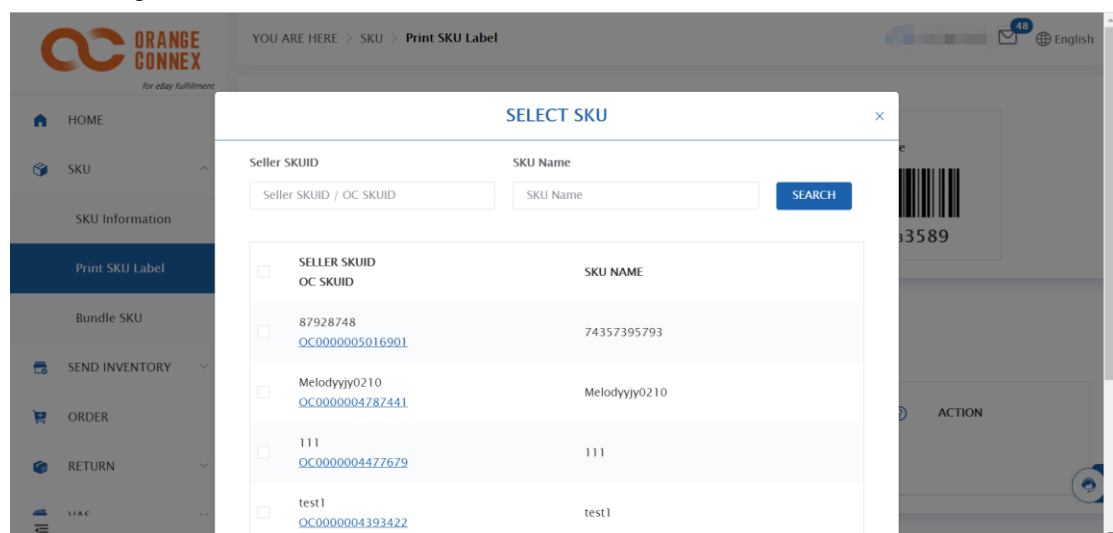
OC SKUID : OC1000014033589

**Select SKUs**

SELECT SKU OR Select files from your computer Upload Download Template

SELLER SKUID OC SKUID	SKU NAME	PRINT QUANTITY	NEED UN LABEL? ⓘ	ACTION
No Data				

- 1) **Select printing options** including Label size, Label option and Seller SKUID/OC SKUID/SKU name.
- 2) **Select SKU through Batch Select SKU or Batch uploading:**
  - **Through Batch uploading** – Upload using the provided template.
  - **Through Batch select SKUs** – Select corresponding SKU and click submit.



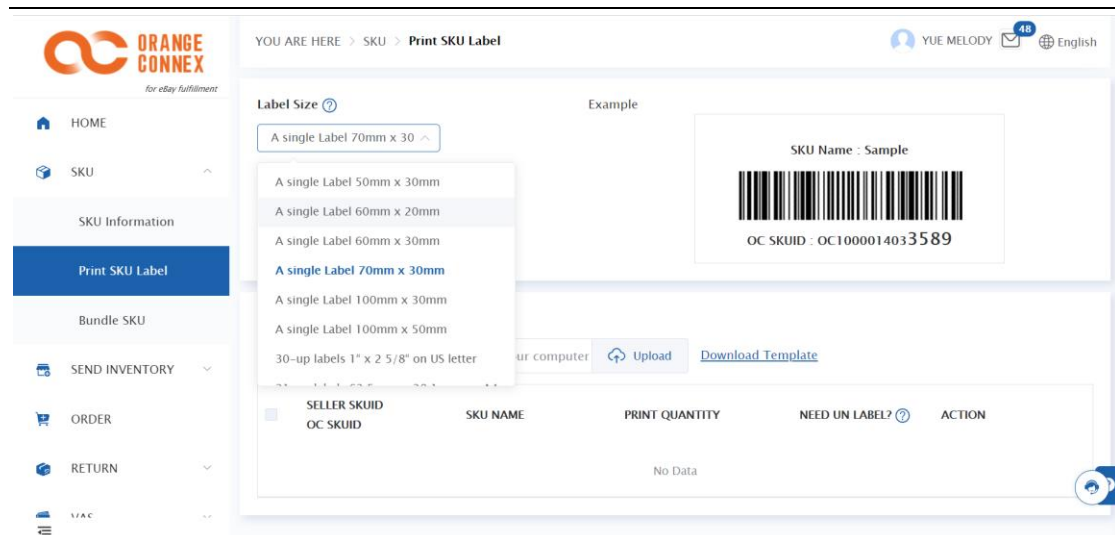
**SELECT SKU**

Seller SKUID / OC SKUID SKU Name SEARCH

SELLER SKUID OC SKUID	SKU NAME
87928748 OC0000005016901	74357395793
Melodyyyy0210 OC0000004787441	Melodyyyy0210
111 OC0000004477679	111
test1 OC0000004393422	test1

- 3) Click **Print Labels**.





Currently we offer 12 SKU label size for you to choose according to the size of your SKUs:

- A single Label 50mm x 30mm
- A single Label 60mm x 20mm
- A single Label 60mm x 30mm
- A single Label 70mm x 30mm
- A single Label 100mm x 30mm
- A single Label 100mm x 50mm
- 30-up labels 1" x 2 5/8" on US letter
- 21-up labels 63.5 mm x 38.1 mm on A4
- 24-up labels 70 mm x 37 mm on A4
- 27-up labels 63.5 mm x 29.6 mm on A4
- 44-up labels 48.5 mm x 25.4 mm on A4
- 40-up labels 52.5 mm x 29.7 mm on A4

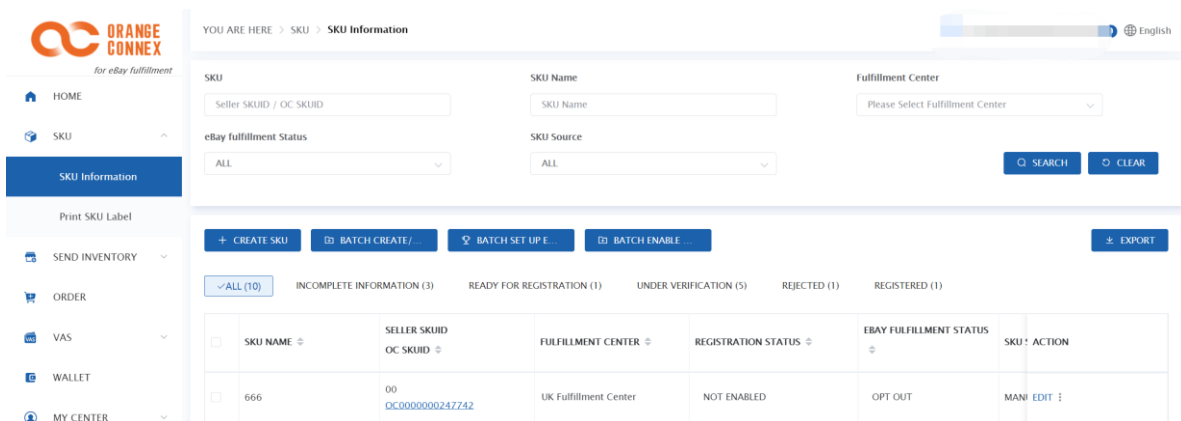
Further general recommendations for printing your labels can be found in the appendix under the heading [Appendix – Packing and Labeling Guidance – Printing Guidelines](#).

## 2.6 SKU Status

You can check the status of all SKUs on Orange Connex Fulfillment Platform under **SKU > SKU Information**.

You can also check the status in the selected fulfillment center.





YOU ARE HERE > SKU > SKU Information

SKU: Seller SKUID / OC SKUID, SKU Name, Fulfillment Center: Please Select Fulfillment Center, eBay fulfillment Status: ALL, SKU Source: ALL

+ CREATE SKU, BATCH CREATE, BATCH SET UP, BATCH ENABLE, EXPORT

✓ ALL (10) INCOMPLETE INFORMATION (3) READY FOR REGISTRATION (1) UNDER VERIFICATION (5) REJECTED (1) REGISTERED (1)

SKU NAME	SELLER SKUID / OC SKUID	FULFILLMENT CENTER	REGISTRATION STATUS	EBAY FULFILLMENT STATUS	SKU ACTION
666	00 OC0000000247742	UK Fulfillment Center	NOT ENABLED	OPT OUT	MANAGE EDIT

All SKUs under Orange Connex Fulfillment Platform are assigned with one of the following statuses:

- **“NOT ENABLED”** -> The SKU have been drafted and further information still required before register.
- **“READY FOR REGISTRATIAION”** -> All required info have been filled in. You can still edit all the information or submit for registration.
- **“UNDER VERIFICATION”** -> The SKU is under verification.
- **“REGISTERED”** -> The SKU have been successfully registered. You can go on to prepare your shipments.
- **“REJECTED”** -> The SKU did not pass our verification. You can edit and resubmit.

### 3 Prepare Your Shipments

To prepare your articles ready for sending to our Fulfillment Center, you need to:

- **Create an inbound order** on Orange Connex Fulfillment Platform and **print carton labels**. If you select to use the OC SKU label, please print in the platform as well. More details can be found in [3.1 Create an inbound order](#) and [3.2 Print OC SKU labels and Carton Labels](#).
- **Pack and label your articles** properly. Further details on the packaging standards can be found in the appendix under the point [Appendix- Packing and Labeling Guidance](#).

For shipments you plan to ship to our fulfillment center, please tell us each merchandise in your inbound shipment, detail how it will be shipped including number of cartons, and quantity packed in each carton in your created inbound order. Shipment arrival without an inbound order will be rejected by our fulfillment center.

Ensure also that the volume placed in an Inbound Order does not exceed the shipping quantity of two full containers, and that the dimensions of each container are within the dimensions of a 45' (converted: 13.716 m) high-cube container.

If you plan to send your articles through a freight forwarder, please make sure you create an Advanced Shipping Notification (ASN) to ensure the shipment could be received by our fulfillment center with sufficient capacity in booked time slot. More details about creating an ASN can be found



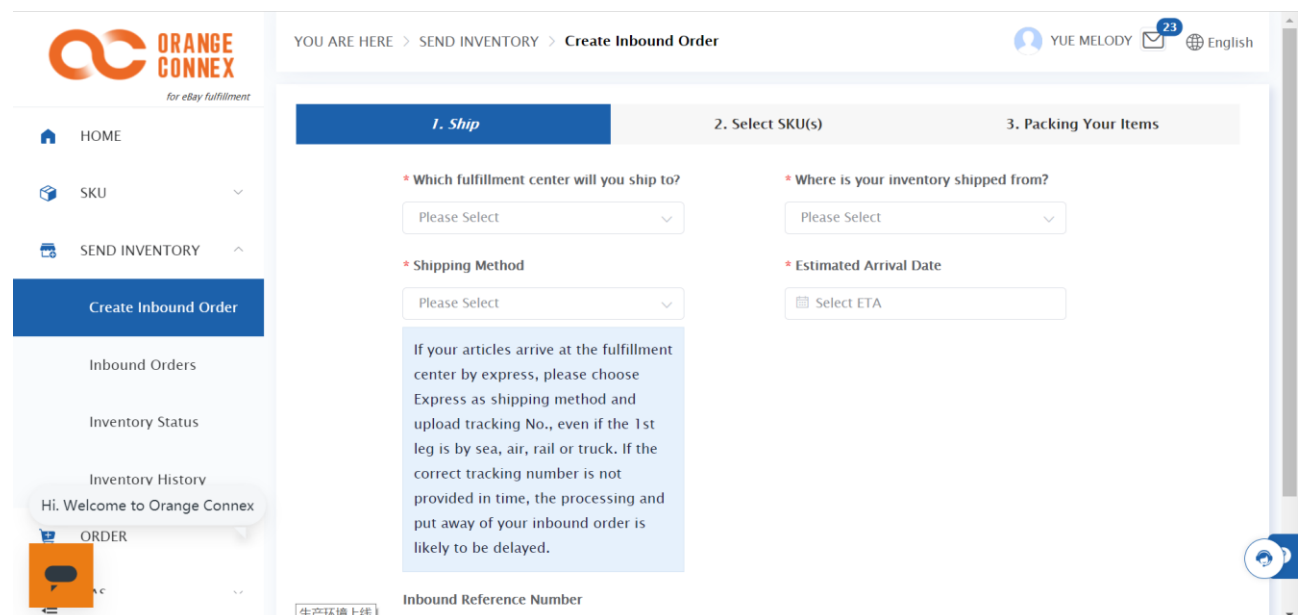
under [4.2.1 Create an Advanced Shipping Notification](#).

Please make sure your inbound orders are the same as your actual packed and labeled shipments. Your articles should be properly packed so that they can be safely & securely transported throughout the fulfillment process.

If any articles require additional preparation upon receipt at the fulfillment center, they will experience a delay in receiving and may be subject to charges for any unplanned services.

## 3.1 Create an inbound order

To create an Inbound Order, go to **SEND INVENTORY > Create Inbound Order** and follow below 3 steps:



### Step 1 – Ship

- Select the fulfillment center
- Select the Country
- Select the Shipping Method
- Select the Estimated Arrival Date

### Step 2- Select SKU(s)

Through Add Your SKU(s):

- Choose **corresponding SKUs** and **input quantity**.
- You can select **VAS Service** of **Labelling** in advance if only single one SKU is in each carton and you select to use OC SKU label but not get the labels affixed, and all of the items in this inbound order will be labelled before putaway if you select this service.
- Click **Next**.



YOU ARE HERE > SEND INVENTORY > Create Inbound Order

Wenbiao 991 English

1. Ship 2. Select SKU(s) 3. Packing Your Items

Add Your SKU(s) [Download Template](#)

SKUID / SKU Name / OC SKUID

Review SKU(s)

SELLER SKUID	SKU NAME	QUANTITY	NEED UN LABEL?	ACTIONS
No Data				

VAS Service

☐ Labeling

- Click here to apply the VAS labelling service to all items in your inbound shipment.

- Inbound multi-SKU in one carton option is disabled if VAS labelling service is selected. Only 1 SKU per carton is enabled for faster inbound processing.

Through Upload Template:

- Click Upload Template and fill in required information.
- Click Upload to upload the file.
- Click Next.

### Step 3 – Pack your items

You will be redirected to the Packing Options Page which displays:

- Remaining Quantity:**
  - indicates SKUs which have not been packed with quantity remaining.
- Single SKU Per Carton:**
  - allows you to input your shipments' packing information.
  - show all SKUs chosen in the SKU Selection step.
- The total carton quantity will be also shown between the "Remaining Quantity" and the "Single SKU Per Carton"

YOU ARE HERE > SEND INVENTORY > Create Inbound Order

Wenbiao 991 English

1. Ship 2. Select SKU(s) 3. Packing Your Items

**Tip:**  
We highly recommend that each carton contains only ONE SKU. For mixed SKUs in one carton, please ensure:  
- A maximum of five SKUs in one carton with physical separation between individual SKUs.  
- That the same SKU should not be packed in multiple mixed SKUs cartons.  
We will put all the SKUs in the Remaining Quantity by default. Please click the "plus" button to load SKUs into cartons. More guidance is available in the Seller Manual.

**Remaining Quantity**

SELLER SKUID	OC SKUID	SKU NAME	Need UN Label?	TOTAL QUANTITY
Economy-001	OC0000000183839	Economy-001	No	18
Economy-002	OC0000000142744	Economy-002	No	14
Standard-001	OC0000000102364	Standard-001	No	16
Standard-002	OC0000000158213	Standard-002	No	20
eco-20210528-001	OC0000000103349	eco-20210528-001	No	20

0 Cartons In Total

**Single SKU Per Carton**

SELLER SKUID	SKU NAME	Need UN Label?	QUANTITY PER SKU	QUANTITY PER CARTON	QUANTITY OF CARTON	TOTAL SKU QUANTITY	ACTIONS
No Data							

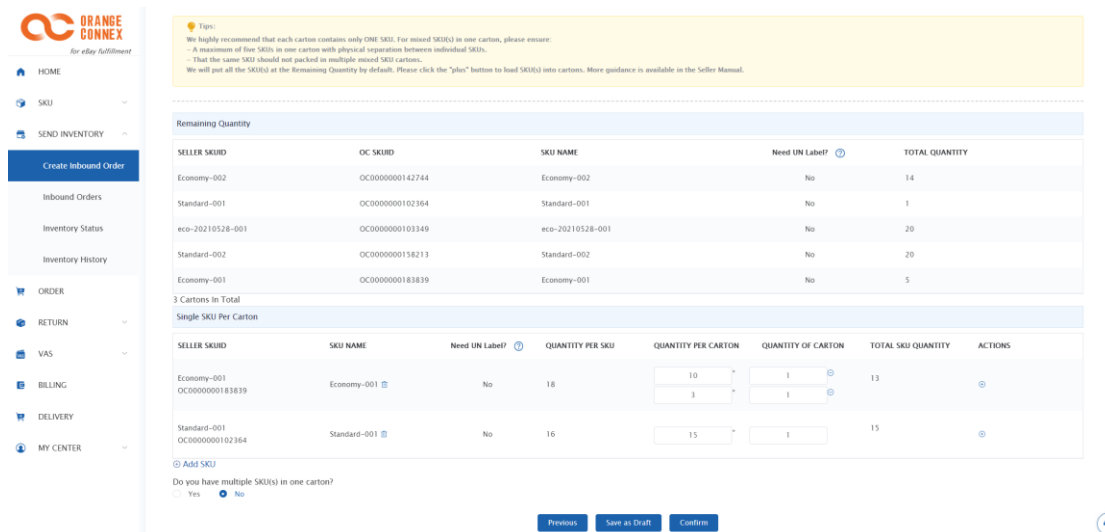
Do you have multiple SKUs in one carton?

☐ Yes ☒ No

Input all your shipments' packing information for the SKU you select in step 2.  
Make sure all information match with your packing.



- You can click “Add SKU” and choose the SKU from the list.
- Fill in your packing quantity per carton and quantity of the cartons in the blanks. Total packed quantity will be calculated and displayed in the “TOTAL SKU QUANTITY” column for your convenience. We strongly recommend that each carton contains only ONE SKU.



**Tip:**  
We highly recommend that each carton contains only ONE SKU. For mixed SKUs in one carton, please ensure:  
- A maximum of five SKUs in one carton with physical separation between individual SKUs.  
- That the same SKU should not be packed in multiple mixed SKU cartons.  
We will put all the SKUs at the Remaining Quantity by default. Please click the “plus” button to load SKUs into cartons. More guidance is available in the Seller Manual.

SELLER SKUID	OC SKUID	SKU NAME	Need UN Label?	TOTAL QUANTITY
Economy-002	OC0000000142744	Economy-002	No	14
Standard-001	OC0000000102364	Standard-001	No	1
eco-20210528-001	OC0000000103349	eco-20210528-001	No	20
Standard-002	OC0000000158213	Standard-002	No	20
Economy-001	OC0000000183839	Economy-001	No	5

3 Cartons In Total

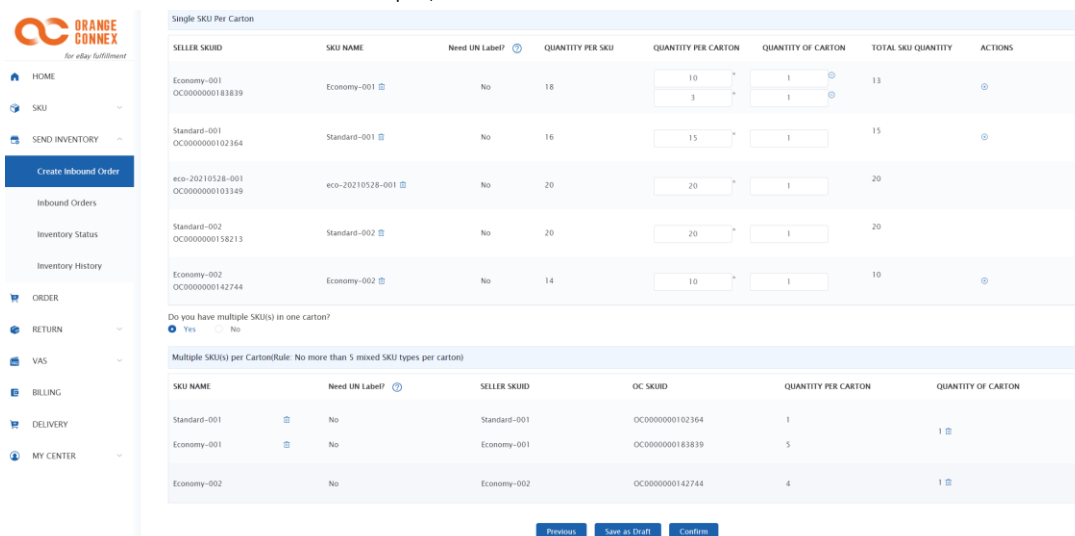
SELLER SKUID	SKU NAME	Need UN Label?	QUANTITY PER SKU	QUANTITY PER CARTON	QUANTITY OF CARTON	TOTAL SKU QUANTITY	ACTIONS
Economy-001 OC0000000183839	Economy-001	No	18	10 3	1 1	13	
Standard-001 OC0000000102364	Standard-001	No	16	15	1	15	

[Add SKU](#)

Do you have multiple SKUs in one carton?  
☒ Yes ☐ No

[Previous](#) [Save as Draft](#) [Confirm](#)

- If you have cartons packed with different quantities for one SKU, press “+” button in the “ACTION” column to add a new bar to edit the quantity per carton and the quantity of cartons.
- If you have multiple SKUs mixed in one carton, choose “Yes” to add mixed cartons.
  - Press “Add SKU to this box” and choose the SKU, the full remaining quantity will be filled in the carton.
  - A maximum of five SKU(s) in one carton and physical separation is required.
  - Press “Add Another Box” if you need more cartons for multiple SKU.
  - Please do not packed the same SKU in multiple mixed SKUs cartons.
  - If VAS Service is selected in step 2, this will be defaulted as No




SELLER SKUID	SKU NAME	Need UN Label?	QUANTITY PER SKU	QUANTITY PER CARTON	QUANTITY OF CARTON	TOTAL SKU QUANTITY	ACTIONS
Economy-001 OC0000000183839	Economy-001	No	18	10 3	1 1	13	
Standard-001 OC0000000102364	Standard-001	No	16	15	1	15	
eco-20210528-001 OC0000000103349	eco-20210528-001	No	20	20	1	20	
Standard-002 OC0000000158213	Standard-002	No	20	20	1	20	
Economy-002 OC0000000142744	Economy-002	No	14	10	1	10	

Do you have multiple SKUs in one carton?  
☒ Yes ☐ No

Multiple SKUs per Carton(Rule: No more than 5 mixed SKU types per carton)

SKU NAME	Need UN Label?	SELLER SKUID	OC SKUID	QUANTITY PER CARTON	QUANTITY OF CARTON
Standard-001	No	Standard-001	OC0000000102364	1	1
Economy-001	No	Economy-001	OC0000000183839	5	1
Economy-002	No	Economy-002	OC0000000142744	4	1

[Previous](#) [Save as Draft](#) [Confirm](#)

- If an SKUs only exists in mixed cartons, click  right after SKU Name, this SKU will fall into the Remaining Quantity area, ready for entering using the mixed carton functions.



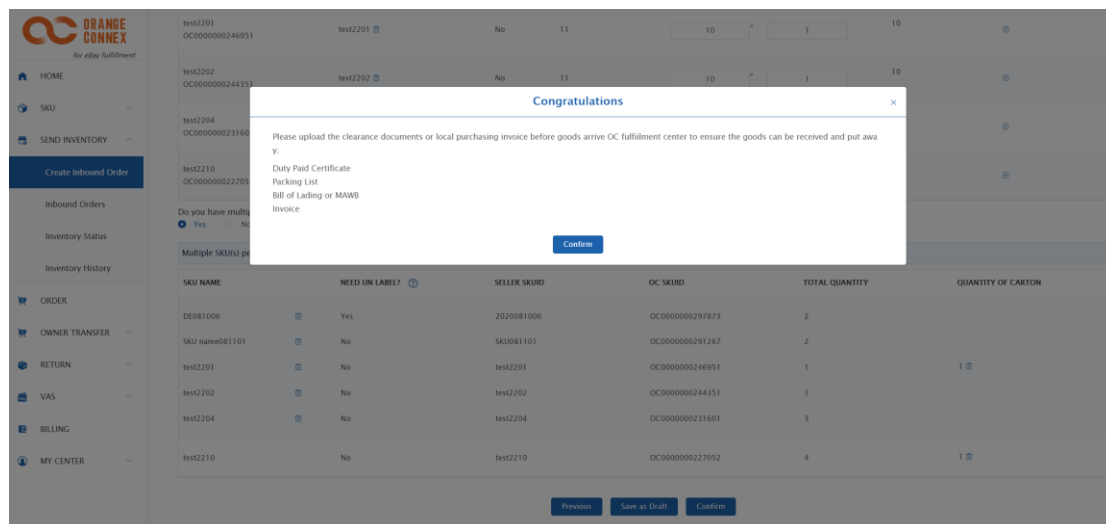
- vi. After all quantities have been filled in, you can click **“next”** to fill in the remaining shipment information.
  - If you want to add or delete SKUs in the inbound order, click **“Previous”** and go back to the SKU Selection page.
  - Also, you can click **“Save as Draft”** and edit the order later.

**Note:**

For DE fulfillment center with international shipment (inventory shipping from European Union (EU) is excluded), make sure that you **select the verified VAT / EORI No.** under shipping option input.  
For UK fulfillment center, you have to **select the verified VAT / EORI No.** for all the inbound shipments.

To add VAT information and get it verified, please refer to [1.2.4 My VAT/EORI](#).

You can click **“Confirm”** to submit Inbound Order or click **“Save as draft”** for later editing.



**Congratulations**

Please upload the clearance documents or local purchasing invoice before goods arrive OC fulfillment center to ensure the goods can be received and put away.

Duty Paid Certificate  
Packing List  
Bill of Lading or MAWB  
Invoice

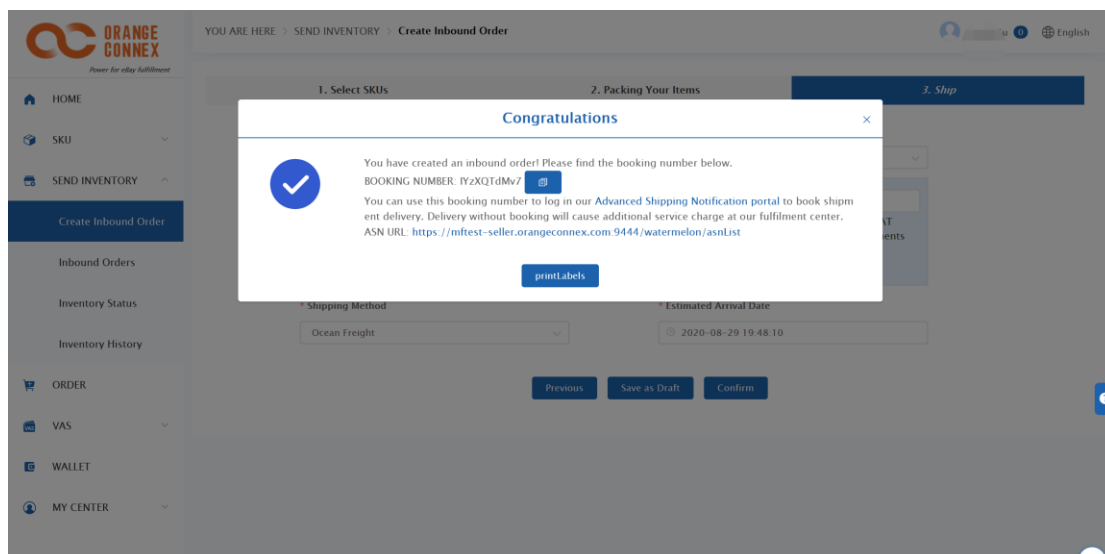
**Confirm**

SKU NAME	NEED UN LABEL?	SELLER SKUID	OC SKUID	TOTAL QUANTITY	QUANTITY OF CARTON
DES81006	Yes	2020081006	OC0000000297873	2	
SKU name81101	No	SKU081101	OC0000000291267	2	
test2201	No	test2201	OC0000000246951	1	1
test2202	No	test2202	OC0000000244131	1	
test2204	No	test2204	OC0000000231601	3	
test2210	No	test2210	OC0000000227052	4	1

**Previous Save as Draft Confirm**

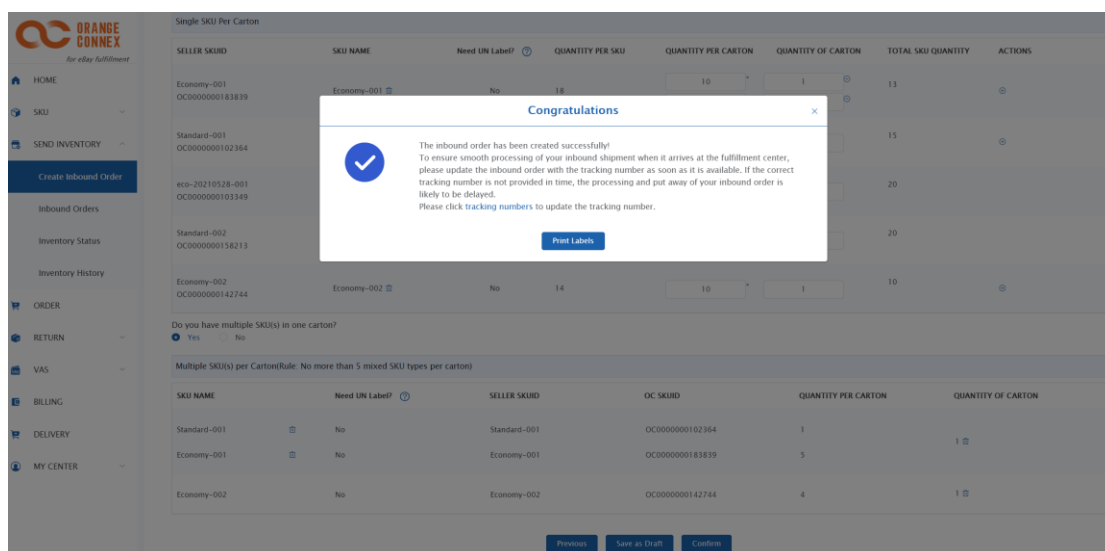
If the articles are sent by a freight forwarder/shipper, the Booking Number and **ASN (Advanced Shipping Notification)** Portal URL will pop-up once submitted.





You are required to place an **Advanced Shipping Notification (ASN)** using the **Booking Number** to inform the fulfillment center your planned arrival time and shipment details. For further instructions please refer to [4.2.1 Create an Advanced Shipping Notification](#).

If the articles are sent by Parcel or Express service, a notice will pop up reminding you to **upload the tracking numbers** when you get them. You can upload it now, or upload it later in **Send Inventory > Inbound Orders** (Please refer to [4.2.2 Upload tracking number](#))



#### Note:

If your articles arrive at the fulfillment center by express, please choose Express as shipping method and upload tracking No., even if the 1<sup>st</sup> leg is by sea, air, rail or truck. **If the correct tracking number is not provided in time, the processing and put away of your inbound order is likely to be delayed.**



## 3.2 Print OC SKU & Carton label

After submitting the inbound order, you can print the corresponding SKU label and carton label.

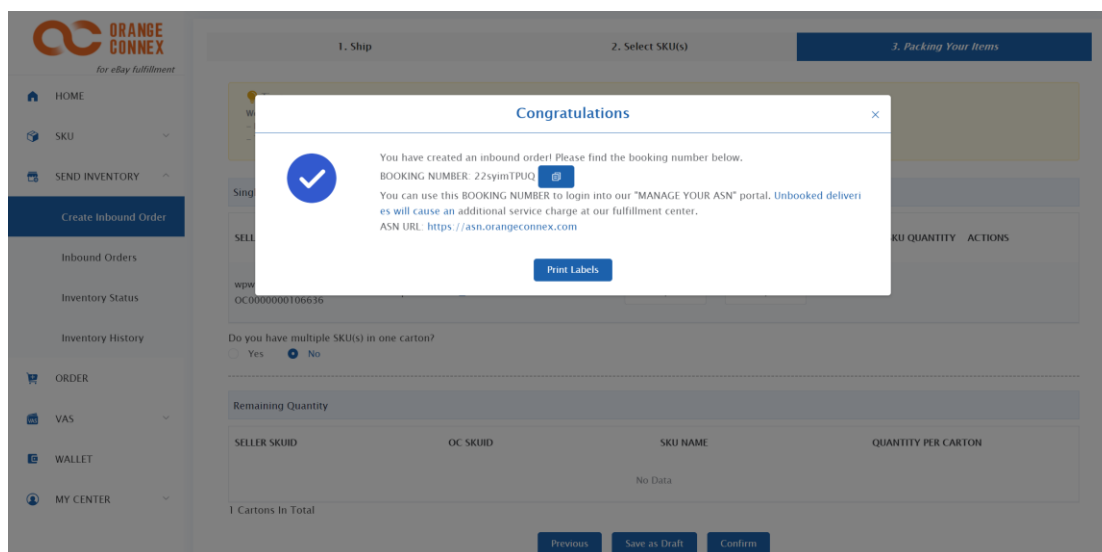
If you select to use OC SKU label, the correct OC SKU labels have to be affixed on the SKU for identification at the fulfillment center. Meanwhile, please make sure that all your cartons are correctly labeled with a scannable packaging label so that they can be accepted by our fulfillment center.

All labels must be printed with black ink on white background. Please use matt label paper with removable adhesive. It must be ensured that the imprint neither smears nor fades within 24 months.

Further general recommendations for printing your labels are given in the appendix below the heading [Appendix – Packing and Labeling Guidance – Printing Guidelines](#).


You can enter the inbound order label printing page through:

- e) Click **Print Labels** at the pop-up page after submit your inbound order.



- f) Or you can go to **SEND INVENTORY > Inbound Orders > PRINT**.





for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
- Create Inbound Order
- Inbound Orders**
- Inventory Status
- Inventory History
- ORDER
- VAC

YOU ARE HERE > SEND INVENTORY > Inbound Orders

INBOUND ORDER NO.   
 separate orders by pressing Enter key, up to 20

Create Time   
 Start Time to End Time


Arrived Time   
 Start Time to End Time

SEARCH CLEAR EXPORT Batch Upload File

INBOUND ORDER NO.	BOOKING NUMBER	ASN LIST	STATUS	ACTION

In either way, you will be directed to **Print Labels Page**, which allows you to:

- Print Packing List
- Print SKU/Carton labels
- Batch SKU/Cartons Label



for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
- Create Inbound Order
- Inbound Orders**
- Inventory Status
- Inventory History
- ORDER
- RETURN
- VAS
- BILLING
- DELIVERY
- MY CENTER

YOU ARE HERE > SEND INVENTORY > Inbound Orders

Print Labels

Tip:   
 - Each individual SKU package MUST contain a visible SKU ID barcode, to correctly process and store the SKU at the fulfillment center. The barcode should be clearly visible and scannable.   
 - If the item packaging already contains a clearly visible SKU barcode (these can be GTIN, UPC, EAN, seller defined barcodes), then an additional OC SKUID barcode label is not required.   
 - A clearly visible carton label must be printed and attached to the outside of each carton. This is to correctly identify each individual carton at the fulfillment center.


Inbound Order No.: OCC00467190 [Print Packing List](#)

Batch Print Options (To batch print, please tick the CARTON NUMBER first)

[Batch Print SKU\(s\) Label](#) [Batch Print Cartons Label](#) [Print all sku labels](#)

CARTON NUMBER	PRINT OPTIONS
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>
<input checked="" type="checkbox"/> OCC00467190	<a href="#">Print SKU Label</a> <a href="#">Print Carton Label</a>

- Print OC SKU label:



for eBay fulfillment

- HOME
- SKU
- SKU Information
- Print SKU Label**
- Bundle SKU
- SEND INVENTORY
- ORDER
- RETURN
- VAC

YOU ARE HERE > SKU > Print SKU Label

Label Size   
 A single Label 70mm x 30

Example   
 SKU Name : Sample   
 OC SKUID : OC1000014033589

30-up labels 1" x 2 5/8" on US letter   
 Upload Download Template

SELLER SKUID OC SKUID	SKU NAME	PRINT QUANTITY	NEED UN LABEL?	ACTION
No Data				



By clicking “**print SKU label**” on Print Labels Page, you can:

- Choose from 12 standard of **label size**
- Select to present SKU **country of origin (optional)**
- Select to present **seller SKU ID or SKU Names**
- Input **SKU quantity**
- Click **Print**

We offer 12 SKU label size for you to choose according to the size of your SKUs:

A single Label 50mm x 30mm

A single Label 60mm x 20mm

A single Label 60mm x 30mm

A single Label 70mm x 30mm

A single Label 100mm x 30mm

A single Label 100mm x 50mm

30-up labels 1” x 2 5/8” on US letter

21-up labels 63.5 mm x 38.1 mm on A4

24-up labels 70 mm x 37 mm on A4

27-up labels 63.5 mm x 29.6 mm on A4

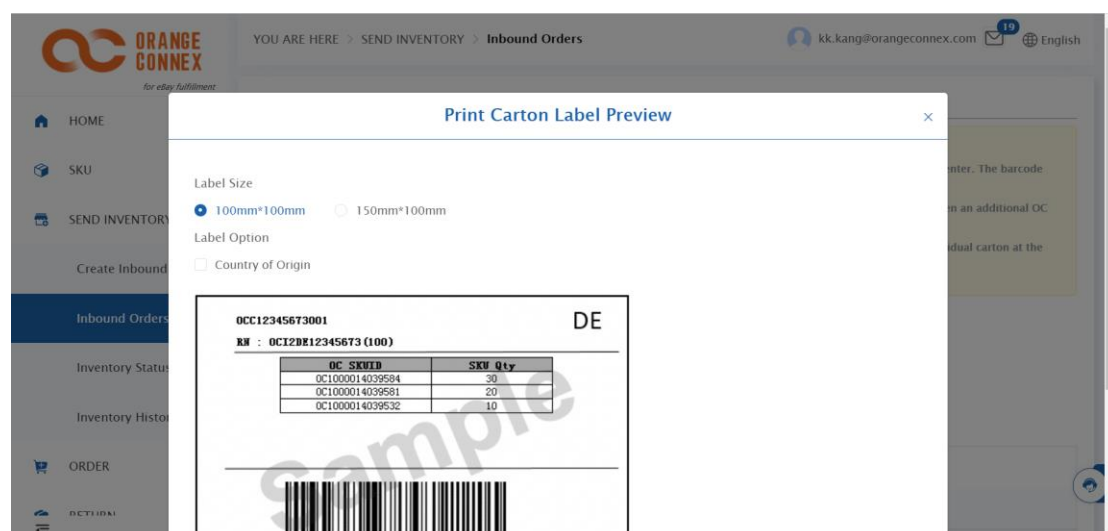
44-up labels 48.5 mm x 25.4 mm on A4

40-up labels 52.5 mm x 29.7 mm on A4

The information on the OC SKU label including **OC SKUID**, **SKU name**, **OC SKUID Barcode** and **Origin Country**:

- **Seller SKUID/SKU Name**: you can choose to present **Seller SKU ID or SKU name** to identify your articles.
- **Orange Connex SKU ID(OC SKUID)** : SKUID generated by Orange Connex Fulfillment Platform that associated with your articles.
- **Country of origin (optional)**: origin place of production.

- **Print carton label:**





- 
- 1) Choose label size
  - 2) Choose label option
  - 3) Click Print

The carton label including Carton No., Carton No. Barcode, Inbound Order No., OC SKU no. with quantity, Destination, Sequence No., and Country of Origin (optional).

You can also print multiple SKU or carton labels simultaneously by selecting the appropriate carton numbers and then clicking **Batch Print SKU Labels**/**Batch Print package Labels**.

**Note:**

- You can print corresponding OC SKU label and carton label in inbound order page after your inbound order is submitted and before the inbound order is completely put away (status show as "put away").
- For OC SKU label, you can print on SKU information page at any time.
- If you select to use the seller SKU barcode as the unique identifier, please make sure you have maintained this information in creating the SKU. For more details, you can refer to [2.1.2 Manually Create](#)

## 4 Send your shipment to Fulfillment Center

Once you have properly prepared your articles, you are ready to send your shipment to our fulfillment center.

Ensure that all of the following information has been prepared and is available before you arrive at our fulfillment center. Otherwise the delivery can be rejected by our fulfillment center.

- **Through freight or a forwarder/shipper** - make sure **the ASN number** can be provided to our fulfillment center by delivery driver ( please refer to [4.2.1 Create an Advanced Shipping Notification](#))
- **Through parcel or express service-** make sure the **shipment tracking number** has been uploaded (please refer to [4.2.2 Upload Tracking Number](#))

**For international shipments:**

You are also required to upload custom clearance documents (please refer to [4.2.3 Upload custom clearance documents](#)) for the shipments to DE fulfillment center. Inventory shipping from European Union (EU) is excluded.

You have to upload the customs clearance documents for ALL the shipments to UK fulfillment center. For more details, please refer to [4.2.3 Upload Custom Clearance Documents](#)



Once your shipment arrives as booked at our fulfillment center, we will proceed the order including counting, inspection and put away (48 hours during week days).

You can check your inbound order status on Orange Connex Fulfillment Platform under menu item **"Inbound Order"**.

You can also always check the real time inventory status under **"Inventory Status"** menu bar.

## 4.1 Inbound Order Status

The status information of the Inbound Order is displayed under the menu item **"Inbound Orders"**:

- a) **"DRAFT"** -> Save as draft, can further edit before submitting the order.
- b) **"AWAITING BOOKING"** -> ASN creation needed, or no tracking number uploaded.
- c) **"SCHEDULED"** -> inbound orders which ASN has been accepted by fulfillment center, inbound orders through express, or upload the tracking number.
- d) **"ARRIVED"** -> Shipment has arrived at fulfillment center and under acceptance process.
- e) **"PARTIALLY PUT AWAY"** -> A portion of Inbound Order has been putaway (partial arrival).
- f) **"PUT AWAY"** -> All articles of the Inbound Order have been put away.
- g) **"CANCELLED"** -> The Inbound Order is canceled.

## 4.2 Prepare Delivery Information

### 4.2.1 Create an Advanced Shipping Notification

If the delivery is made through a **freight forwarder/shipper**, you must provide an **ASN (advance shipping notice)**.

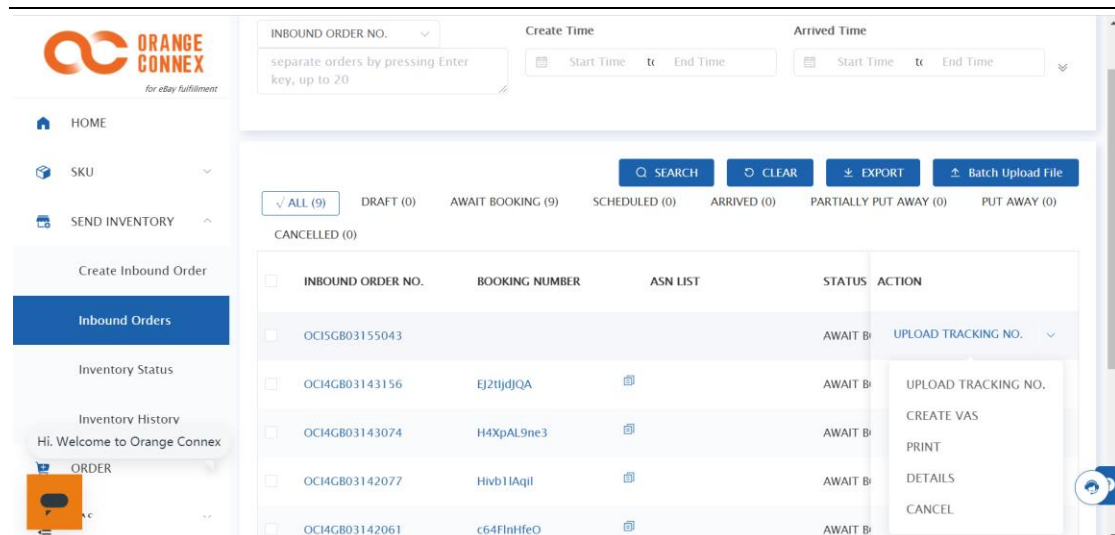
If the shipment does not arrive at the scheduled time, it may be that the goods receipt is deprioritized or even rejected completely, depending on the workload.

If the delivery is made through a freight forwarder, a booking number is automatically generated after the successful creation of an inbound order.

You can create an ASN through:

- **Orange Connex Fulfillment Platform: SEND INVENTORY > Inbound Orders > create ASN**





INBOUND ORDER NO.  Create Time  Arrived Time

separate orders by pressing Enter key, up to 20

SEARCH CLEAR EXPORT Batch Upload File

ALL (9) DRAFT (0) AWAIT BOOKING (9) SCHEDULED (0) ARRIVED (0) PARTIALLY PUT AWAY (0) PUT AWAY (0)

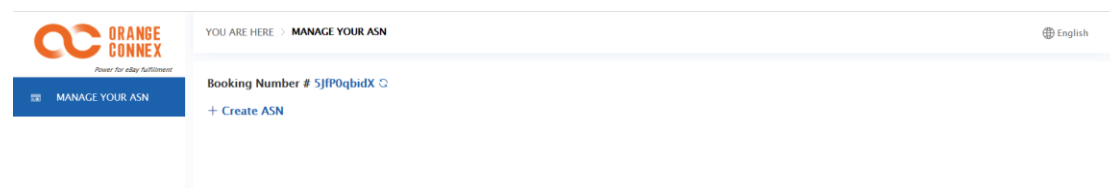
CANCELLED (0)

INBOUND ORDER NO.	BOOKING NUMBER	ASN LIST	STATUS	ACTION
OCISGB03155043			AWAIT B	UPLOAD TRACKING NO.
OC14GB03143156	EJ2t1jdjQA		AWAIT B	UPLOAD TRACKING NO.
OC14GB03143074	H4XpAL9ne3		AWAIT B	CREATE VAS
OC14GB03142077	Hivb1IAqil		AWAIT B	PRINT
OC14GB03142061	c64FlNHfeO		AWAIT B	DETAILS
				CANCEL

- [ASN portal:](#)

Log in to the ASN Portal at <https://asn.orangeconnex.com> with the booking number you received after creating an incoming order.

In this way, parties involved (usually freight forwarders/shippers) can create an ASN booking for you. These involved parties (usually forwarders) can only see inbound orders that are linked to the Booking Number.



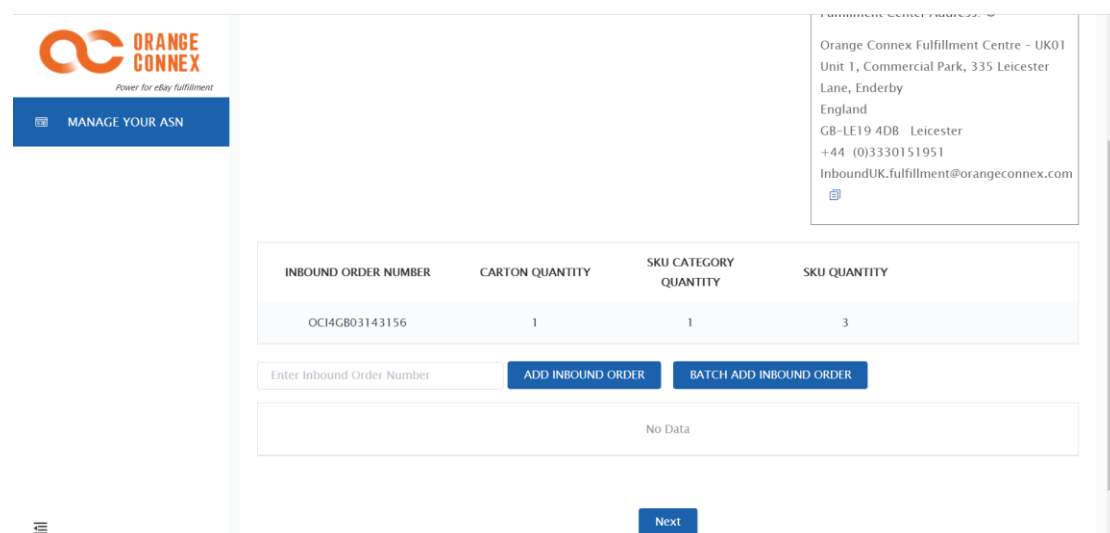
YOU ARE HERE: MANAGE YOUR ASN

Booking Number # 5JfP0qbldX

+ Create ASN

For both options, you must perform these **3 steps** when creating an ASN:

(1) Select Inbound Order:



MANAGE YOUR ASN

Orange Connex Fulfillment Centre - UK01  
Unit 1, Commercial Park, 335 Leicester Lane, Enderby, England  
GB-LE19 4DB Leicester  
+44 (0)3330151951  
InboundUK.fulfillment@orangeconnex.com

INBOUND ORDER NUMBER	CARTON QUANTITY	SKU CATEGORY QUANTITY	SKU QUANTITY
OC14GB03143156	1	1	3

Enter Inbound Order Number  ADD INBOUND ORDER BATCH ADD INBOUND ORDER

No Data


Next

Click **Add INBOUND ORDER** to select related Inbound Order.



Click **Batch Add INBOUND ORDER** to enter related Inbound Order.

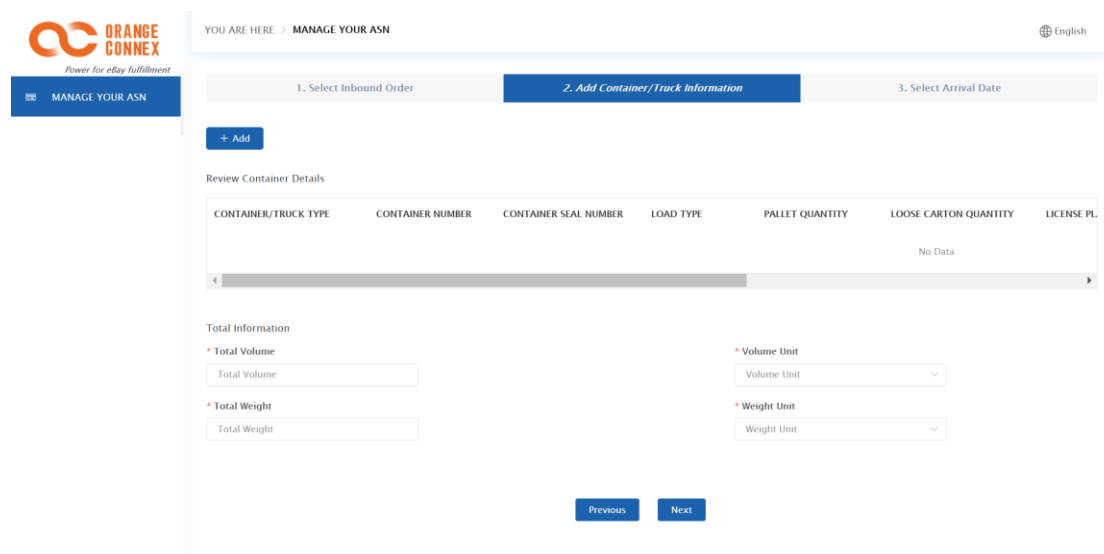
Maximum 500 inbound, please separate them with enter, comma and space bar

You can also click  to change booking number.

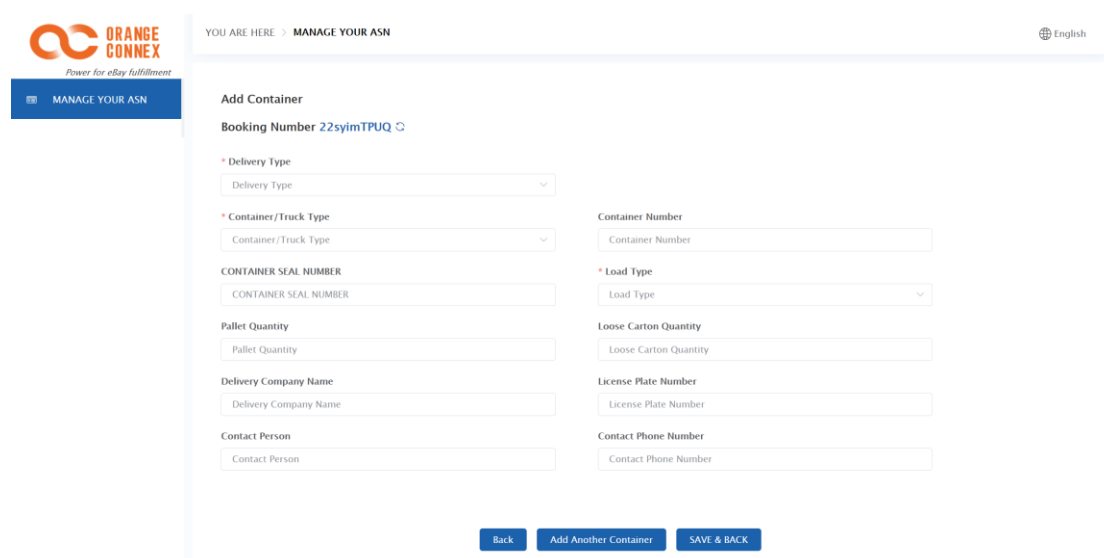
## (2) Add Container/Truck

You need to maintain Containers/Truck information to check the delivery volume with receiving capacity in the timeslot.

a) Click **+Add** to direct to Container/Truck information input page.



b) Input related required information.



To ensure smooth receiving by our fulfillment center, please make sure the required information is correctly provided.

- Your Delivery Type, Container/Truck Type and Load Type are always required. We also recommend you to input the right Contact Person's Name (usually the driver) and his/her phone number.



- Please be noted that arrival with substandard palletization may cause extra unloading fee. Refer to "[Appendix- Packing and Labeling Guidance- Palletization](#)".

- For Full Container Load (FCL) or Full Truck Load (FTL), Container Seal Number is required.
- We recommend you input the Carrier Name and License Plate.

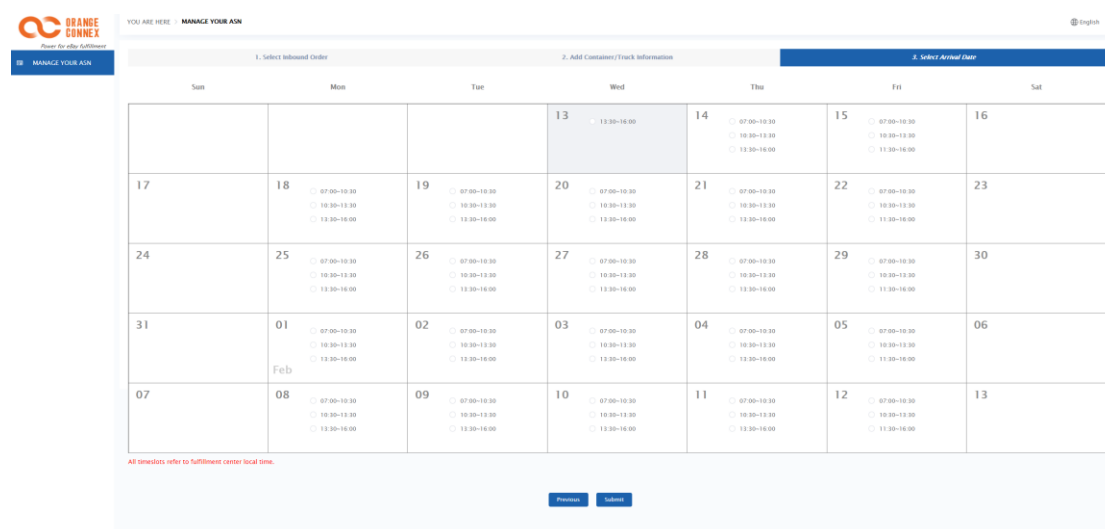
c) Click **Add Another Container** to add more information , or click **Save & Back** to continue.

d) Input **Total Information** and click **submit**


### (3) Select Date

Our platform will automatically check the availability and capacity of the Fulfillment Center according to the information you input, and recommend corresponding available time slot based on that.

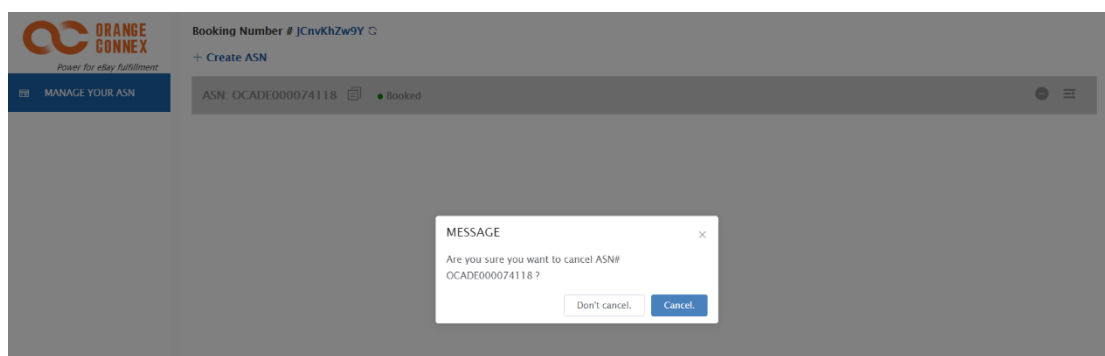
You can select from the available booking timeslot.



#### Note:

- Maximum capacity of each available time slot will be limited to two containers(up to 45HQ), if exceeds, we recommend you to split and create 2 or more inbound orders.
- If you would like to book the next day delivery, please complete the reservation by 12 noon local time at the warehouse at the latest, the earliest available appointment time after 12 noon (inclusive) is selected from the third day available appointment time slot.
- The reserved timeslot cannot be modified once submitted. If you want to change the timeslot, you shall click  to cancel the original ASN and create a new one if needed.
- ASN cannot be cancelled on the booked delivery date.



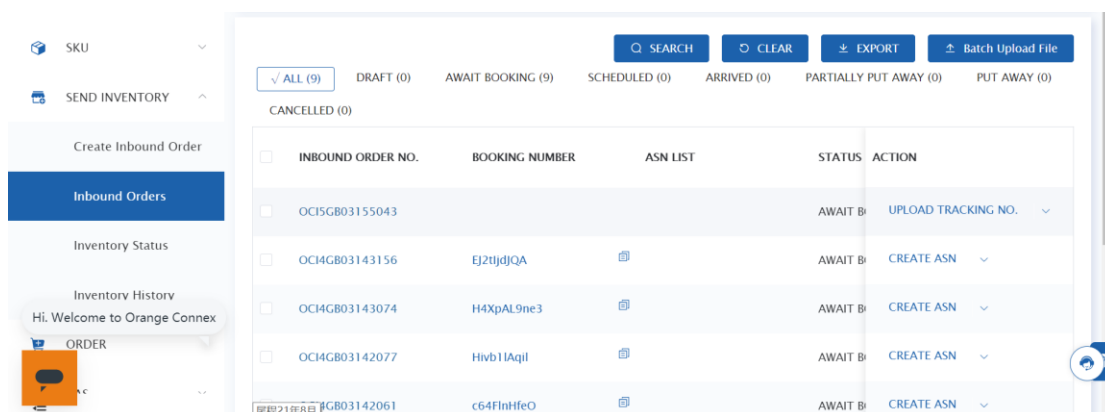


You will be notified with ASN no. after successfully created an ASN. Your inbound order status will turn to **"Appointed"**.

## 4.2.2 Upload tracking number


If you deliver your articles through standard parcel or express service, or airfreight, make sure the **shipping tracking number** has been uploaded with your inbound order.

Go to **Send Inventory > Inbound Orders > UPLOAD TRACKING NUMBER**.



- 1) Click **UPLOAD TRACKING No.**
- 2) Input **carrier name** and **tracking number**.






ORANGE  
CONNEX

for eBay fulfillment

YOU ARE HERE > SEND INVENTORY > Inbound Orders

YUE MELODY

4%

English

HOME

SKU

SEND INVENTORY

Create Inbound

Inbound Orders

Inventory Status

Inventory History


Hi, Welcome to Orange Connex

ORDER

Upload Tracking Number

Inbound Order No. OCISGB03155043

Select files from your computer

 Upload

[Download Template](#)

☐ Same tracking number for all

CARTON NUMBER	CARRIER	TRACKING NUMBER
OC031550430001	<input type="text" value="CARRIER"/>	<input type="text" value="TRACKING NUMBER"/>
OC031550430002	<input type="text" value="CARRIER"/>	<input type="text" value="TRACKING NUMBER"/>
OC031550430003	<input type="text" value="CARRIER"/>	<input type="text" value="TRACKING NUMBER"/>

Batch Upload File

PUT AWAY (0)

3) Click **Save** and continue.

**Note:**

- To ensure smooth processing of your inbound shipment when it arrives at the fulfillment center, please update the inbound order with the tracking number as soon as it is available.
- **If the correct tracking number is not provided in time, the processing and put away of your inbound order is likely to be delayed.**


#### 4.2.3 Upload custom clearance documents (if applicable)

### 1) Single Upload:

**DE Fulfillment center:** For the shipments coming from the countries outside of European Union, you are required to upload customs clearance documents within 28 calendar days after arrival to the fulfillment center.


**UK Fulfillment center:** need to submit relevant import clearance documents, including E2, C88, etc.

Custom clearance documents are uploaded onto Orange Connex Fulfillment Platform through **SEND INVENTORY > Inbound Order > Detail**.




**ORANGE  
CONNEX**  
*for eBay fulfillment*

YOU ARE HERE > [SEND INVENTORY](#) > **Inbound Orders**

INBOUND ORDER NO. 

separate orders by pressing Enter key, up to 20

Create Time




Start Time

to

End Time

Arrived Time



Start Time

to

End Time

HOME

SKU

SEND INVENTORY

Create Inbound Order


**Inbound Orders**

Inventory Status


Inventory History

Hi. Welcome to Orange Connex


ORDER




SEARCH




CLEAR



EXPORT



Batch Upload File



ALL (9)

DRAFT (0)

AWAIT BOOKING (9)






SCHEDULED (0)

ARRIVED (0)


PARTIALLY PUT AWAY (0)

PUT AWAY (0)

CANCELLED (0)

INBOUND ORDER NO.	BOOKING NUMBER	ASN LIST	STATUS	ACTION
<input type="checkbox"/> OCISGB03155043			AWAIT B	UPLOAD TRACKING NO. 
<input type="checkbox"/> OC14GB03143156	EJ2tIjdJQA		AWAIT B	CREATE ASN 
<input type="checkbox"/> OC14GB03143074	H4XpAL9ne3		AWAIT B	CREATE ASN 





for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
  - Create Inbound Order
  - Inbound Orders**
  - Inventory Status
  - Inventory History
- ORDER
- VAS
- WALLET
- MY CENTER

YOU ARE HERE > SEND INVENTORY > Inbound Orders

INBOUND ORDER NO.: OCISGB00279013 Scheduled

Await Booking
Scheduled
Arrived
Partially Put Away
Put Away
CANCEL

April 1st 2021, 5:09:40 am


**Shipping Information:**  
Orange Connex Fulfillment Center - UK01  
An den Nahewiesen 1 55450  
Rheinland-Pfalz  
GB-55450 - Langenlonsheim  
Phone: +49 - 1736173438  
Email: InboundDE.fulfillment@orangeconnex.com

Shipping From: EG  
Shipping Method: Express  
ETA: 2021-04-  
VAT/EORI No.:

**Booking Details:**  
Booking Number:  
Associated ASN:

**Clearance Document Details:**

File Type	File Name	Status	Remark
* Duty Paid Certificate		Waiting for the upload	
* Packing List		Waiting for the upload	
* Bill of Lading		Waiting for the upload	
* Invoice		Waiting for the upload	

Click  to upload your document

Required custom clearance documents including:

- Bill of Lading/MAWB/ express waybill
- Invoice
- Packing List
- Proof of duty payment (C88/DOA/etc. based on different country import regulations)

The uploaded customs clearance documents will be verified and you can check the status on “Document Status”, including

- Waiting for the upload
- Under Verification
- Verified
- Rejected


The failure reasons include, but not limited to:

- Documents incomplete
- Documents unmatched
- Documents unqualified
- Importer unmatched

## 2) Batch Upload:

Send Inventory->Inbound Orders->Batch Upload File





YOU ARE HERE > SEND INVENTORY > Inbound Orders

YUE MELODY 43 English

HOME

SKU

SEND INVENTORY

Create Inbound Order

**Inbound Orders**

Inventory Status

Inventory History

ORDER

VAC

INBOUND REFERENCE NUM

Create Time

Arrived Time

SEARCH

CLEAR

EXPORT

Batch Upload File

ALL (9)

DRAFT (0)

AWAIT BOOKING (9)

SCHEDULED (0)


ARRIVED (0)

PARTIALLY PUT AWAY (0)

PUT AWAY (0)

CANCELLED (0)

INBOUND ORDER NO.	BOOKING NUMBER	ASN LIST	STATUS	ACTION
OCISGB03155043			AWAIT B	UPLOAD TRACKING NO.
OCI4GB03143156	EJ2t1jdjQA		AWAIT B	CREATE ASN
OCI4GB03143074	H4XpAL9ne3		AWAIT B	CREATE ASN



YOU ARE HERE > SEND INVENTORY > Inbound Orders

YUE MELODY 43 English

HOME

SKU

SEND INVENTORY

Create Inbound Order

**Inbound Orders**

Inventory Status

Inventory History

ORDER

VAC

Batch Upload Orders

tips:


You can maintain the customs clearance files via a batch process for inbound orders, as long as these meet the status of permitted attachments. The steps are as follows:

- 1.Please download the customs clearance files Zip file and decompress this file. This will create an Excel spreadsheet named "Order No List" and a new "Clearance Documents" folder. [Zip file](#)
- 2.Please open the "Order No List" Excel form and enter the list of Inbound Orders and/or ASN numbers to which these documents apply. It does not matter if an inbound order is listed separately and also part of the ASN notification, as the system will recognise and merge all duplicates.
- 3.Please open the "Clearance Documents" folder and copy the individual customs clearance documents into their corresponding folders, for example invoices into the "Invoice" folder. A maximum of 6 files are allowed per folder and the size of a single file may not exceed 10 MB.
- 4.When the "Order No List" Excel form has been completed and the customs clearance files copied into their corresponding folders, please compress the Excel form and "Clearance Documents" folder into a single file, ready for upload. Zip files cannot exceed 60MB.

Tips:

- 1.Please do not change the folder name, sheet names and sheet field names.
- 2.If the customs clearance documents for the same ASN order/inbound order are uploaded more than once, the system will accept the latest documents, and replace all documents uploaded previously. We suggest that all necessary customs clearance documents be uploaded at once.

After batch upload, check upload records here



YOU ARE HERE > SEND INVENTORY > Inbound Orders

YUE MELODY 43 English

HOME

SKU

SEND INVENTORY

Create Inbound Order

**Inbound Orders**

Inventory Status

Inventory History

ORDER

VAC

4. When the "Order No List" Excel form has been completed and the customs clearance files copied into their corresponding folders, please compress the Excel form and "Clearance Documents" folder into a single file, ready for upload. Zip files cannot exceed 60MB.

Tips:

- 1.Please do not change the folder name, sheet names and sheet field names.
- 2.If the customs clearance documents for the same ASN order/inbound order are uploaded more than once, the system will accept the latest documents, and replace all documents uploaded previously. We suggest that all necessary customs clearance documents be uploaded at once.

Select files from your computer

Upload

Upload Records

Start date to End date

SEARCH

Upload Date & Time	Status	Remark	Failure reason	ACTION
No Data				



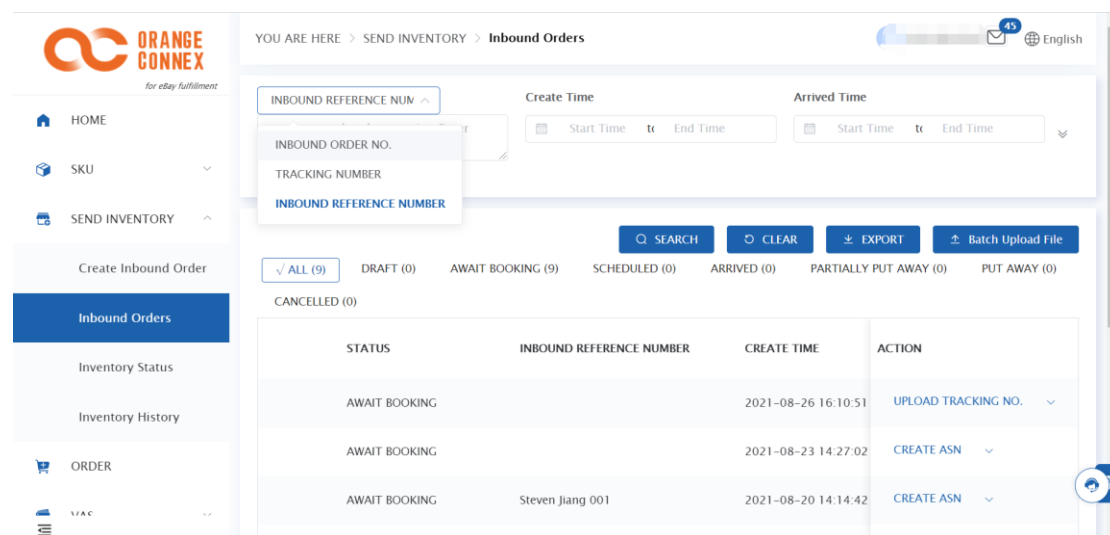
## 4.3 Inbound Receiving

Once your shipment arrives as booked, our Fulfillment center will proceed the acceptance process, including counting, appearance inspection and put away.

In case of deviations or exceptions, you will be informed by our customer service.

You will have to decide what to do with the articles, mostly including put away directly, disposal or place Value Added Service.

After our fulfillment center finish the inbound inspection, the inspection result will be displayed in the inbound order detail page. (**SEND INVENTORY > Inbound Order > Detail**).



YOU ARE HERE > SEND INVENTORY > Inbound Orders

INBOUND REFERENCE NUM ^

INBOUND ORDER NO.  
TRACKING NUMBER  
INBOUND REFERENCE NUMBER

Create Time: Start Time to End Time

Arrived Time: Start Time to End Time

SEARCH CLEAR EXPORT Batch Upload File

ALL (9) DRAFT (0) AWAIT BOOKING (9) SCHEDULED (0) ARRIVED (0) PARTIALLY PUT AWAY (0) PUT AWAY (0) CANCELLED (0)

STATUS	INBOUND REFERENCE NUMBER	CREATE TIME	ACTION
AWAIT BOOKING		2021-08-26 16:10:51	UPLOAD TRACKING NO. ^
AWAIT BOOKING		2021-08-23 14:27:02	CREATE ASN ^
AWAIT BOOKING	Steven Jiang 001	2021-08-20 14:14:42	CREATE ASN ^

Articles in good condition will be directly put away and ready for fulfillment.

The exceptions usually including but not limited to:

- Mismatch between SKU label and article
- Inadequate shipping packaging
- SKU weight or dimension discrepancy
- SKU Damage
- Unidentified SKU
- Without UN Label

### Note:

- For the above exceptions, our customer service team will reach out to you and ask for your instructions.

The exceptional articles will be held for **3 business days**. After that, if we still haven't got your instructions, we will put away them as Reserved-Hold or Unfulfillable status. You can still contact with our customer service team and let us know your instructions later.

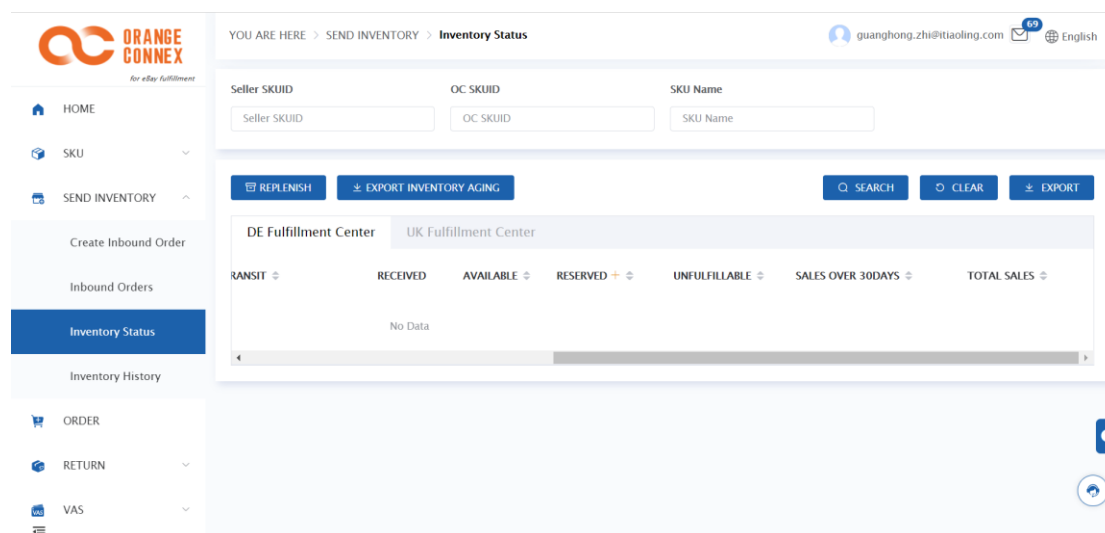


For any quantity discrepancy without other exceptions, our fulfillment center will put away the articles directly to ensure the fulfillment. You will still be notified the exception event.

- SKU's dimension & weight will be determined based on actual warehousing data upon first-time warehouse unloading, with notifications sent through email and InMail. You can contact our customer services team if you have concerns over the record.

## 4.4 Inventory Status

You can check the real time inventory status under “SEND INVENTORY > Inventory Status”, include:



- **In-Transit** – The inventory is in transit (generated once inbound order is submitted).
- **Received** – The inventory is received by our fulfillment center and under acceptance processing.
- **Available** – The inventory has been put-away and can be fulfilled.
- **Reserved** – The inventory is reserved in stock for certain reasons. there are several sub-statuses:
  - **Allocated:** inventory allocate for successfully placed outbound orders.
  - **VAS:** under VAS processing.
  - **Hold:** The inventory blocked due to exceptions like dimension discrepancy etc.
- **Unfulfillable** – The inventory cannot be fulfilled (e.g., SKU item damaged).
- **Sales Over 30Days**- Sales in the past 30 days
- **Total Sales** – Sales in the past

You can also generate your SKU aging report by clicking “Export Inventory Aging”.

## 4.5 Inventory History

You can track for inventory movement record through “SEND INVENTORY > Inventory History” with certain search conditions defined.



YOU ARE HERE > SEND INVENTORY > Inventory History

SKU:  Order Type:  Date:

<input type="checkbox"/>	SKU NAME	SERVICE REGION	SELLER SKUID / OC SKUID	ORDER TYPE	ORDER NO.	BATCH NO.	OPERATING TIME	VARIATION	AVAILABLE QUANTITY	REMARK
<input type="checkbox"/>	Food Container	DE Warehouse	OC00004 <a href="#">OC000000022</a> 0425	OUTBOUND	OCO12000000 41014DE	20200819	2020-08-19 2 0:22:18	+3	9	
<input type="checkbox"/>	Food Container	DE Warehouse	OC00004 <a href="#">OC000000022</a> 0425		AJDEFAB2008 190000101.IN WDEFAB2008 120002.0	20200819	2020-08-19 1 9:14:57	-1	6	
<input type="checkbox"/>	Food Container	DE Warehouse	OC00004 <a href="#">OC000000022</a> 0425		AJDEFAB2008 190000097.IN WDEFAB2008 120002.0	20200819	2020-08-19 1 8:47:23	+3	7	
<input type="checkbox"/>	Food Container	DE Warehouse	OC00004 <a href="#">OC000000022</a> 0425	OUTBOUND	OCO12000000 41014DE	20200818	2020-08-19 1 5:40:03	-3	4	

All inventory movements related to available status inventory can be searched and downloaded for your own reference.

## 5 Manage Your Orders

This part illustrates how your order is processed under Orange Connex Fulfillment Platform.

To check the shipping destination we currently cover for each shipping option, please refer to [Appendix- Delivery Service](#).

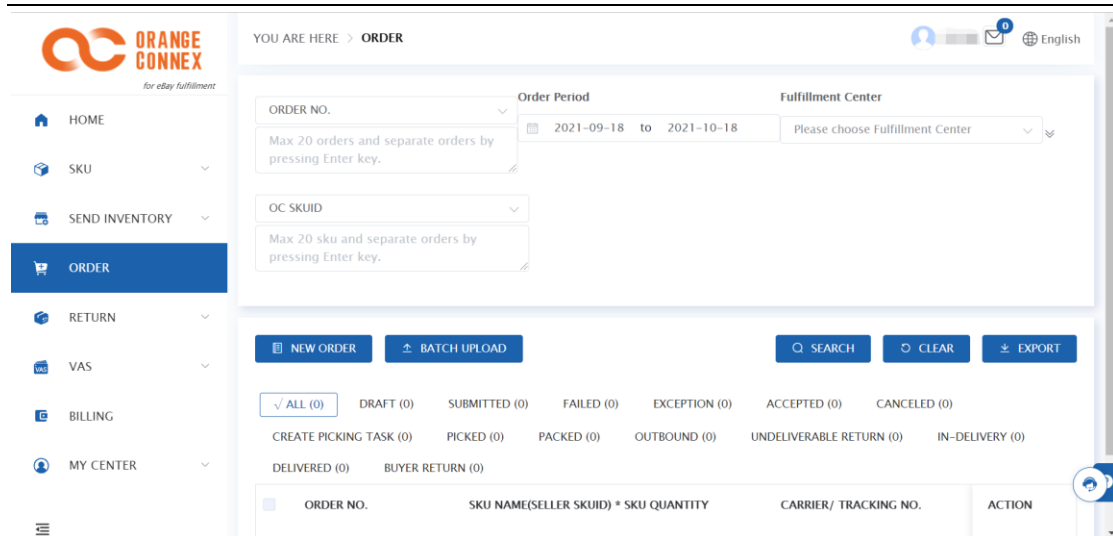
### 5.1 Auto-Fulfillment

Products with eBay Fulfillment enrollment will be auto-fulfilled. In other words, when a buyer places an order and completes payment, the order will be synchronized to our fulfillment center in real time, and processed (Pick, pack, and ship your customers' orders) automatically.

We'll further activate auto-fulfillment feature for all registered SKUs from eBay listings (including those not enrolled into eBay Fulfillment Program) at a later stage.

You can check the status of all your outbound orders in **Order** page. For more information please refer to [5.3 Outbound Order Tracking](#).





#### Note:

- Your outbound order might be split into multiple orders or parcels automatically due to delivery regulations in terms of the **SKU attribute** (with battery, with liquid, etc.), or **over dimension & weight**.
- For an order with multiple items, we will always pack and deliver the articles together with applicable materials (whether the articles are pre-packed or not), unless its weight & dimension exceed the limitation of our largest packaging material.
- For DE fulfillment center, our current delivery service area covers Germany and the other 20 European countries. For UK fulfillment center, our domestic delivery covers the whole country except the areas with postal codes BF1 XXX. But please be noted that we might temporarily adjust the service area to align with the service provided by last mile carriers. Your attention to our announcement published on the platform is appreciated.

## 5.2 Non Auto-fulfilled orders

If you get an order for a product that is not enrolled in eBay fulfillment Program, you can still get it processed by initiate an outbound order in two ways:

- Create in Ecommerce ERP system (please refer to [5.2.1 Create outbound order in Ecommerce ERP system](#) )
- Direct create on the Orange Connex Fulfillment Platform (please refer to [5.2.2 Create outbound order on Orange Connex Fulfillment Platform](#))

For multi article orders, we will always pack and deliver the articles together with applicable materials (whether the articles are pre-packed or not).



## 5.2.1 Create outbound order in Ecommerce ERP system

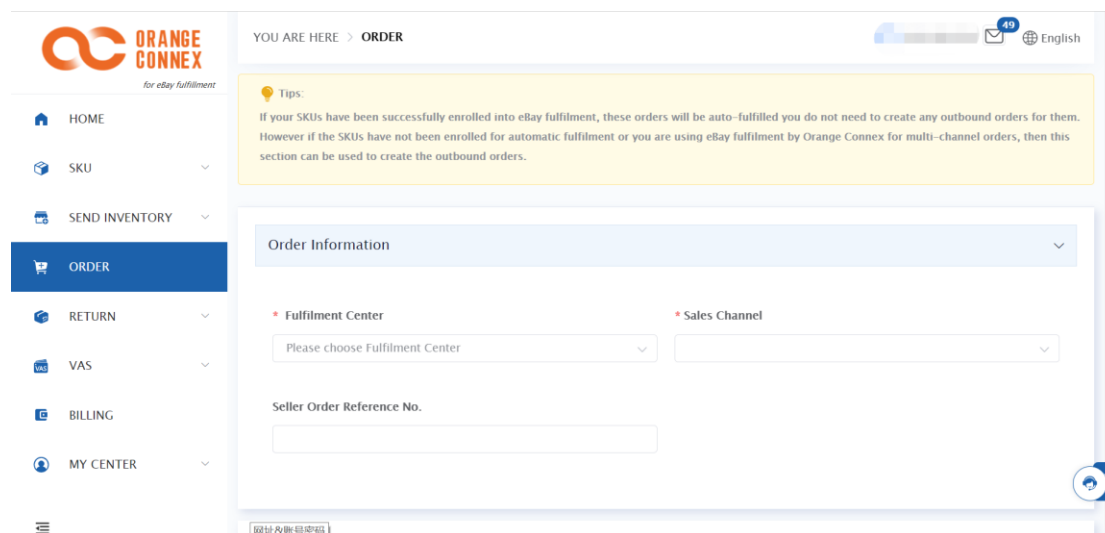
If your outbound order is placed in your ecommerce ERP system, please contact your ERP system supplier respectively.

Please contact our customer service team for any support if you wish to integrate your current ecommerce ERP system with Orange Connex Fulfillment Platform.

## 5.2.2 Create outbound order on Orange Connex Fulfillment Platform

To create a new order through our platform, goes to the **Orders > NEW Order** and fill in all required fields in red “\*”, including:

### a) Order Information



If you choose eBay as Sales Channel, you need to provide related eBay order ID that haven't been used for other orders. Please make sure you have linked corresponding eBay account with your OC account, otherwise we may not be able to identify corresponding eBay order ID.

### b) Shipping Address



Shipping Address

Given Name

\* Family Name

\* Street Address 1

Street Address 2

House No.

\* Postcode

\* City/Town

\* Country/Region

Please enter Country/Region

Contact Phone Number

E-Mail

Company Name

### c) ADD SKU to This Order

Add SKU to This Order

OC SKUID	SKU NAME/SELLER SKUID	QUANTITY	
	<div></div>	<div>1</div>	<div>+ -</div>

If the total capacity you input for your order exceeds all available shipping service standard (e.g. oversize/overweight, or pure battery mixed with other articles), the order cannot be proceeded, and you can split it into multiple orders with pop-up recommendation on screen.

Please note that, splitting orders are not available temporarily for bundle SKU outbound orders placed by manually.

### d) Select Your Delivery Service

Select Your Delivery Service

Please select service

Available Delivery Service

SELECT	DELIVERY SERVICE PRODUCT	ESTIMATED DELIVERY DATE (BD)	TOTAL WEIGHT (G)	TOTAL VOLUME (CBM)	TOTAL FEE
No Data					

Save as Draft

Submit

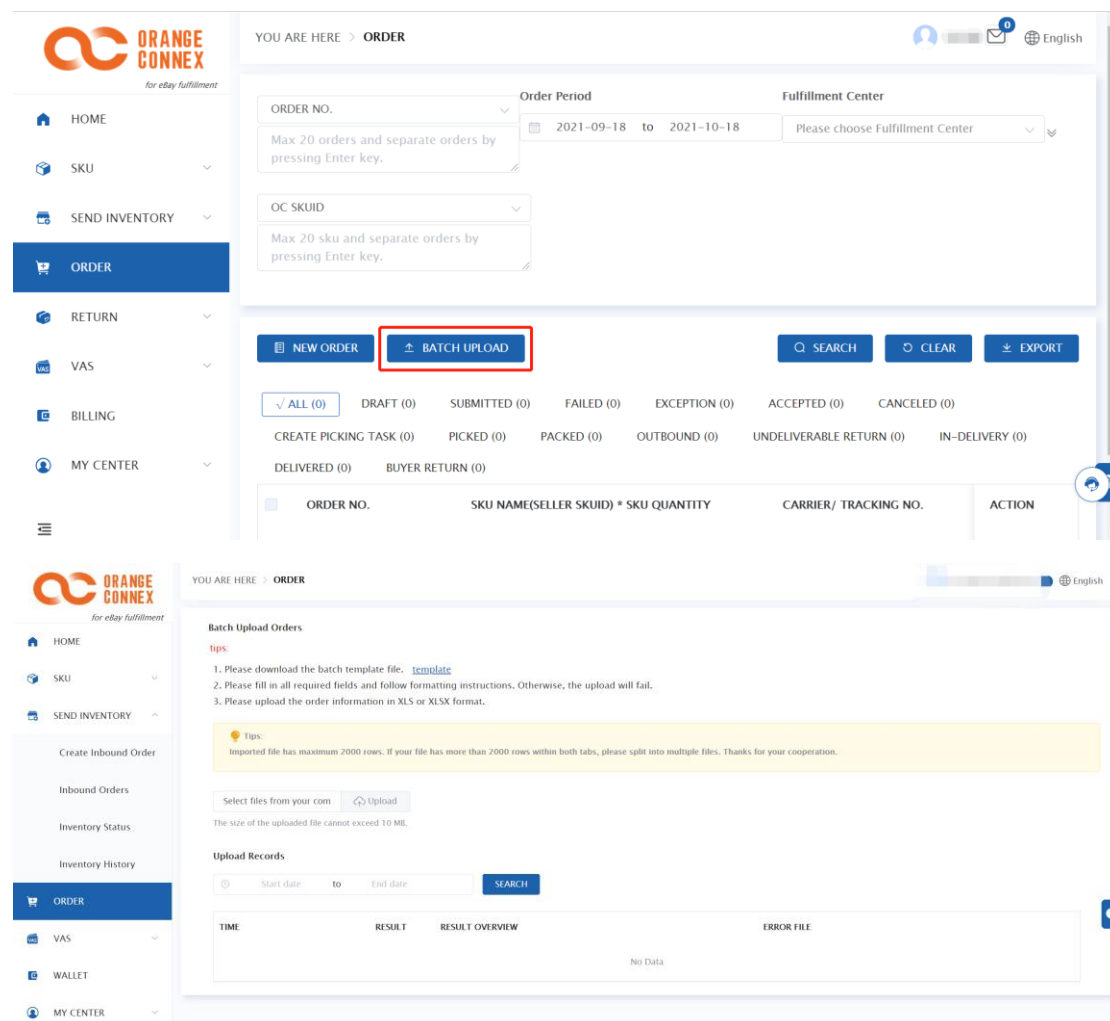
- You can select among **Available Delivery Service** with estimated fulfillment fee.
- Specific reasons for unavailable service will be shown as well.

You can click **"Submit"** to submit Outbound Order or click **"Save as draft"** for later editing.

You can also batch upload outbound orders by using provided template and the upload records will



be shown at the bottom of the page.



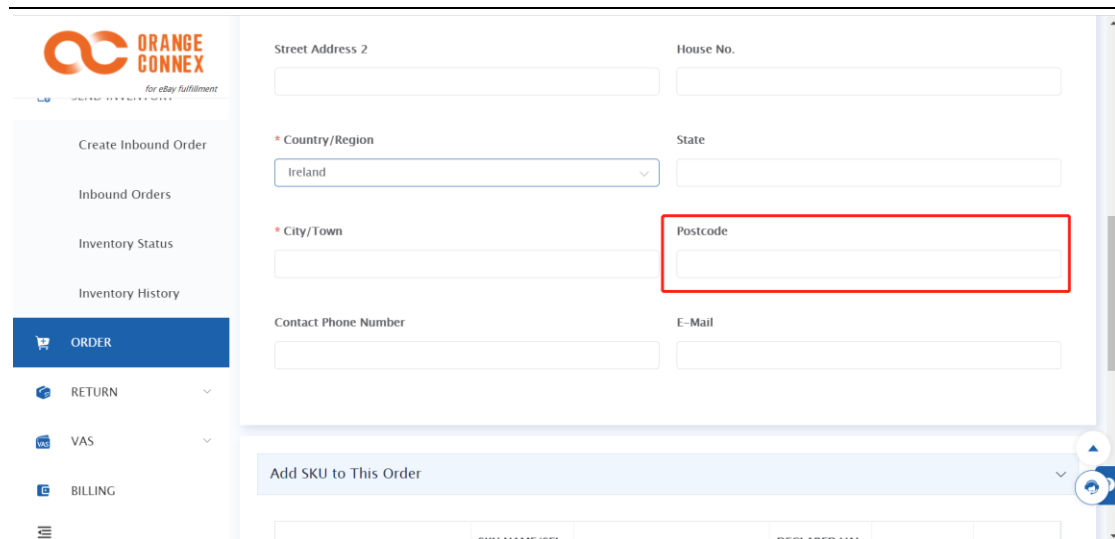
The screenshot shows the Orange Connex 'ORDER' page. The left sidebar contains navigation links: HOME, SKU, SEND INVENTORY, ORDER (highlighted), RETURN, VAS, BILLING, and MY CENTER. The main content area has a header 'YOU ARE HERE > ORDER' and a user profile icon. Below the header, there are filters for 'ORDER NO.', 'Order Period' (2021-09-18 to 2021-10-18), and 'Fulfillment Center'. A 'BATCH UPLOAD' button is highlighted with a red box. Below the filters, there are buttons for 'NEW ORDER', 'SEARCH', 'CLEAR', and 'EXPORT'. A status bar shows various order statuses with counts: ALL (0), DRAFT (0), SUBMITTED (0), FAILED (0), EXCEPTION (0), ACCEPTED (0), CANCELED (0), CREATE PICKING TASK (0), PICKED (0), PACKED (0), OUTBOUND (0), UNDELIVERABLE RETURN (0), IN-DELIVERY (0), DELIVERED (0), and BUYER RETURN (0). At the bottom, there is a table with columns: ORDER NO., SKU NAME(SELLER SKUID) \* SKU QUANTITY, CARRIER/ TRACKING NO., and ACTION.

You can review the status of outbound orders placed under **“ORDER”** page. For more information about order status, cancellation and treatments for undeliverable cases, please refer to [5.3 Outbound Order Tracking](#).

## Note

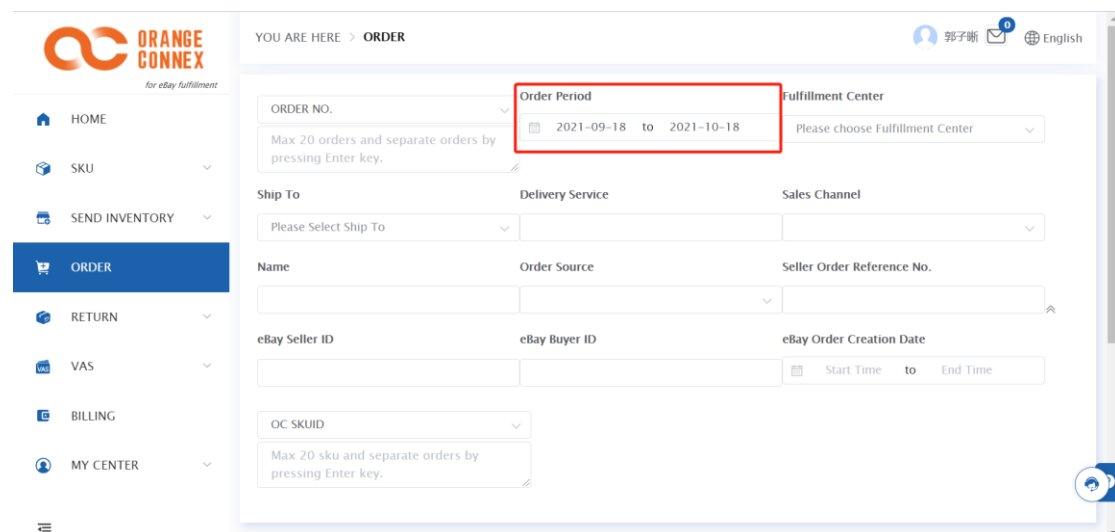
If Country/Region is 'Ireland'. The Postcode is 'Not Mandatory'





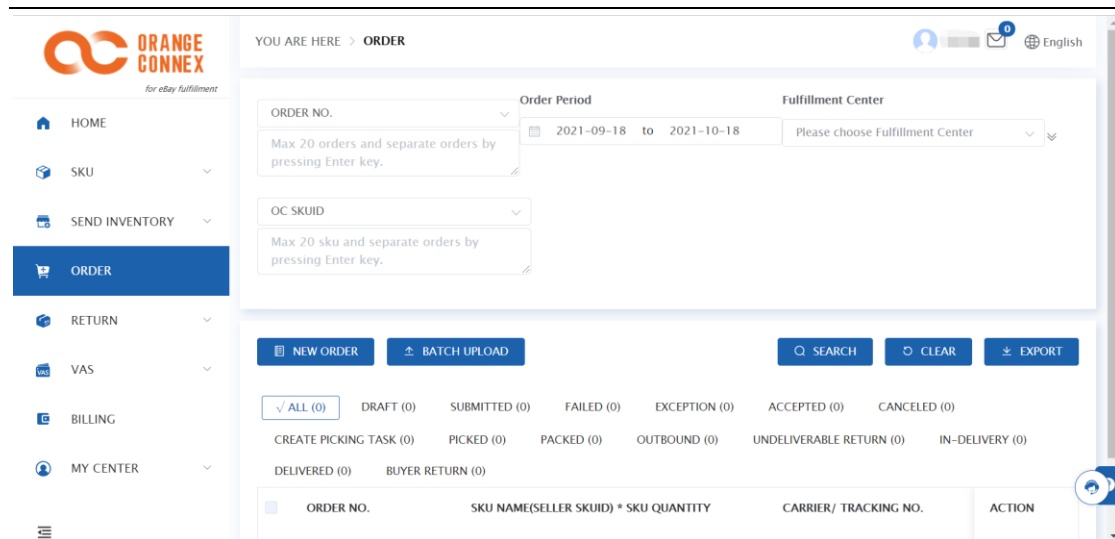
## 5.3 Outbound Order Tracking

You can search your outbound orders' information in 'Order'. The system(default) will search outbound orders for the past month. If you want to search outbound orders earlier than the past month, please fill in 'Order Period' for search.



You can review the status of outbound orders placed under "ORDER" page. Please see related the different status as follows:





- “DRAFT” -> Saved as draft, can further edit.
- “SUBMITTED” -> The order has been submitted.
- “FAILED” -> The outbound order was rejected by OC platform.
- “EXCEPTION” -> Exceptions in outbound process such as undeliverable cases.
- “ACCEPTED” -> The order has been accepted by fulfillment center.
- “CANCELED” -> The order is canceled.
- “CREATE PICKING TASK” -> The fulfillment center create corresponding picking task based on the outbound order.
- “PICKED” -> The order has been picked.
- “PACKED” -> The order has been packed.
- “OUTBOUND” -> The order is outbound from fulfillment center and handover to lastmile carrier.
- “UNDELIVERABLE RETURN” -> outbound returned to fulfillment center due to delivery failure.
- “IN-DELIVERY” -> The order is delivering.
- “DELIVERED” -> The order is delivered to buyer.

### 5.3.1 Outbound Order Cancellation

You can cancel an outbound order before “CREATING PICKING TASK ” status during outbound process:

- **Free cancel** – You can select and cancel the outbound order on “ORDER LIST” by checking if the order status is “SUBMITTED” or “ACCEPTED”.
  - Click “CANCEL” and the order cancelled at once.

### 5.3.2 Undeliverable cases

Order Packages may be returned to our fulfillment center due to delivery failure.



Our fulfillment center will do the inspection and put away the articles.

If articles are in good condition, they will be put away as **“Available”** and ready for resell.

If articles are **damaged** (including Packaging broken for “ship in own packaging” articles), our fulfillment center will take photos, and you will be reached out by our customer service team for further actions including:

- Re-package and Put-away (if shipping package damaged ONLY)
- Item disposal (claim process will be generated as well)

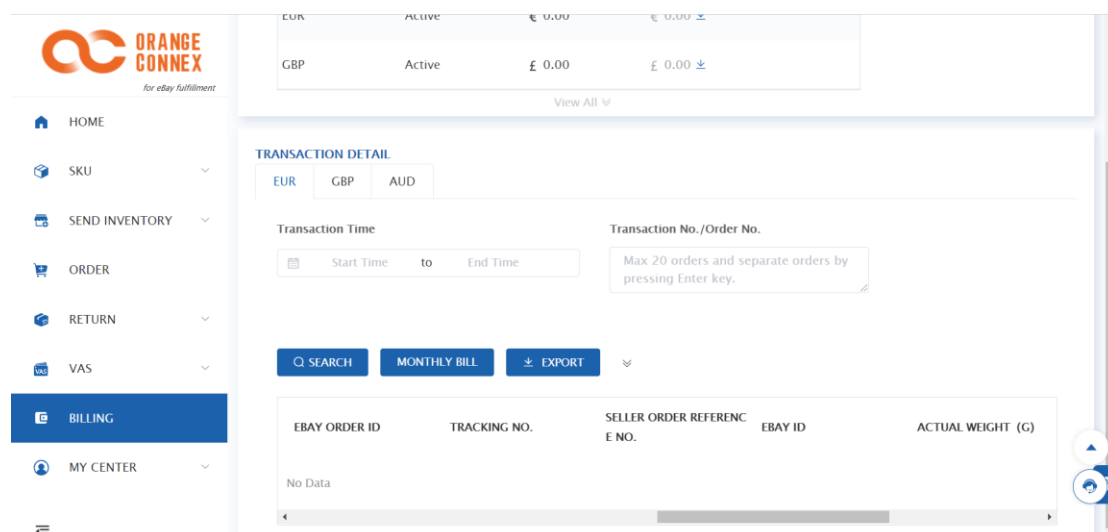
You can review the related undeliverable return status under **“ORDER”** page.

- **“Undeliverable Return Received”** -> the undeliverable return articles received by fulfillment center.
- **“Undeliverable Return Exception”** -> the undeliverable return articles are defective and waiting for instructions.
- **“Undeliverable Return Put Away”** -> the undeliverable return articles are put away.

## 6 Billing

You can see your Orange Connex Fulfillment account **Summary**, top-up your account and check for all **transaction details** in **“Billing”**.

You will not be eligible for using Orange Connex Fulfillment Service including SKU registration, inbound order/outbound order placement and value-added services if your account shows a zero or negative balance. You can choose to Top-up online/offline on **Billing** page so as to resume your service on Orange Connex Fulfillment Platform.



The screenshot shows the Orange Connex Billing interface. On the left is a navigation menu with options: HOME, SKU, SEND INVENTORY, ORDER, RETURN, VAS, BILLING (highlighted), and MY CENTER. The main content area displays account balances for EUR and GBP, both at 0.00. Below this is the 'TRANSACTION DETAIL' section, which includes tabs for EUR, GBP, and AUD. It features search filters for Transaction Time (Start Time to End Time) and Transaction No./Order No. (with a note: 'Max 20 orders and separate orders by pressing Enter key.'). There are buttons for SEARCH, MONTHLY BILL, and EXPORT. At the bottom, a table header is visible with columns: EBAY ORDER ID, TRACKING NO., SELLER ORDER REFERENCE NO., EBAY ID, and ACTUAL WEIGHT (G). The table currently shows 'No Data'.



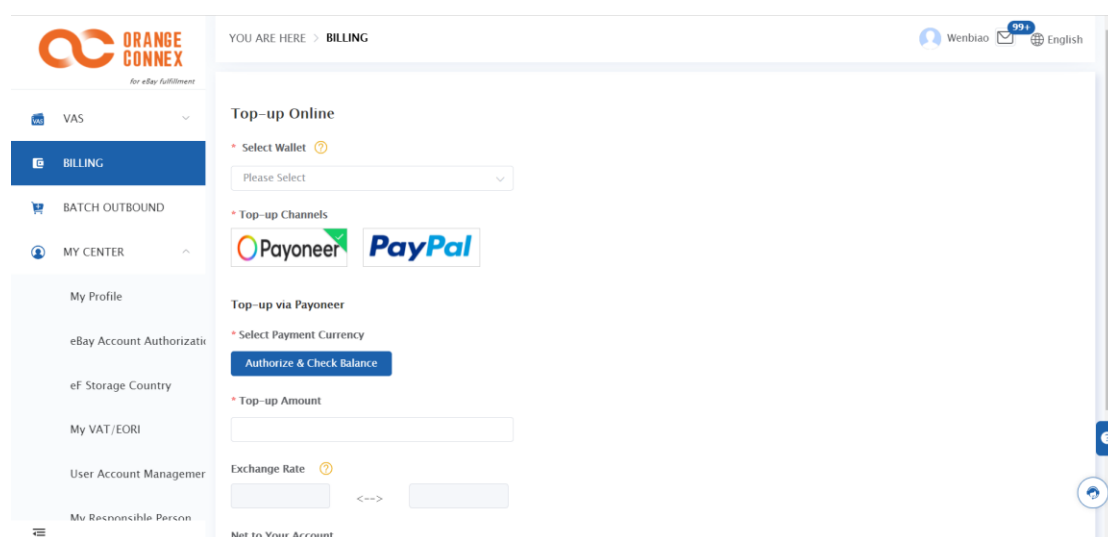
You can check for your **Monthly Billing Transaction Detail** and **Monthly Billing Statement** in Wallet Page.

You can also search for specific transaction details by clicking **Search**.

We also provide download service for your **Weekly Billing Transaction Detail** and **Monthly Billing Statement**, just simply click **DOWNLOAD** and access to downloading service respectively.

## 6.1 Top-up Online

Click **Top-up Online** to top-up your account through PayPal and Payoneer.



- Input mandatory information including **Select billing**, **top-up channels**, **currency** and **amount**.
- The exchange rate will be displayed synchronously. Please note that the exchange rate displayed is just for reference, and the actual currency exchange rate is determined at the time we receive the payment, which will vary from the reference rate above.
- After completing all mandatory information, click **Confirm**.

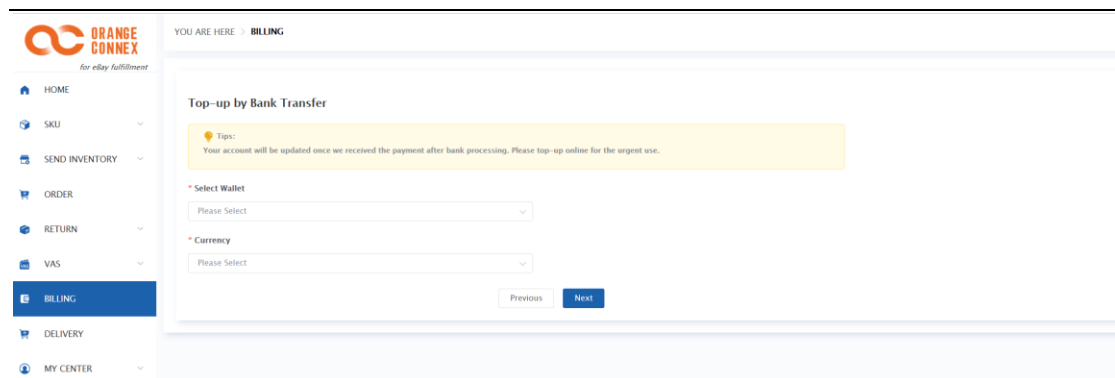
### Notes:

- For fulfillment service in Germany, please select "EUR" in **Select Wallet** for the top-up into your DE account
- For fulfillment service in UK, please select "GBP" in **Select Wallet** for the top-up into your UK account

## 6.2 Top-up Offline

Click **Top-up Offline** to top-up your account through bank transfer.





- **Select wallet** and **currency**, and the receiving bank account information will shown at the bottom. Please pay attention to different bank account for the services in Germany and UK.
- Click **Next** and input **Bank account** and **Bank transfer information**.
- Click **Save** to complete.

Note:

- Your account will be updated once we received the payment after bank processing.
- Please top-up online for the urgent use.

## 7 Value Added Services (VAS)

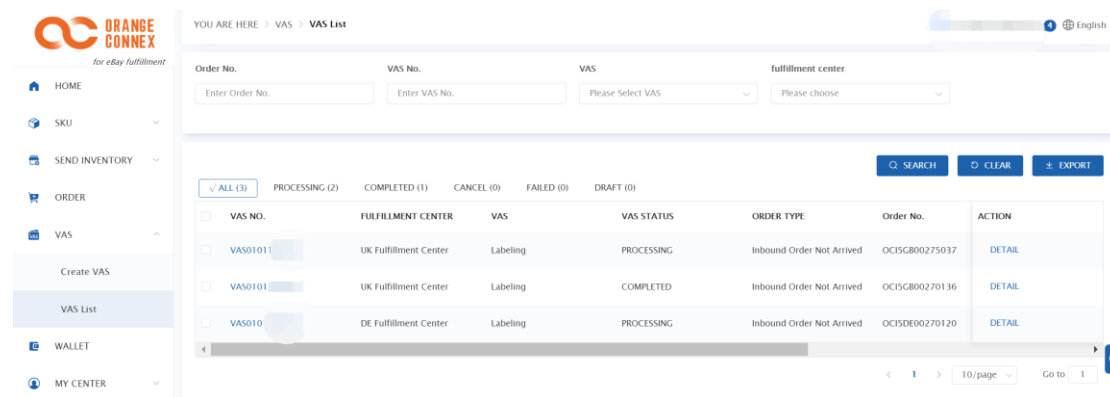
We currently offer value-added services that complement our Fulfillment and Inventory Management services including:

- **Labeling:** Print labels, affix new labels as requested, cover or remove inappropriate labels if needed.
  - Usually happens for articles missing OC SKU labels, damaged labels or customized labels required.
- **Packing:** properly pack your articles or repack your shipping packaging, print and affix OC SKU labels if needed. Packaging materials is included. (retail packaging replacement is not included)
  - Usually for articles with damaged or substandard shipping packaging.
- **Taking Photo:** taking clear photos of articles' appearance as requested (functioning checking is not included).
- **Disposal:** specialised for un-saleable, damaged, dead stocks and other stocks that you request to removal from your existing inventory.

Please be noted that **inventory** under labeling, packing or disposal processing will be temporary blocked as "**Reserved- VAS**" and cannot be fulfilled or conducted with any other operations.

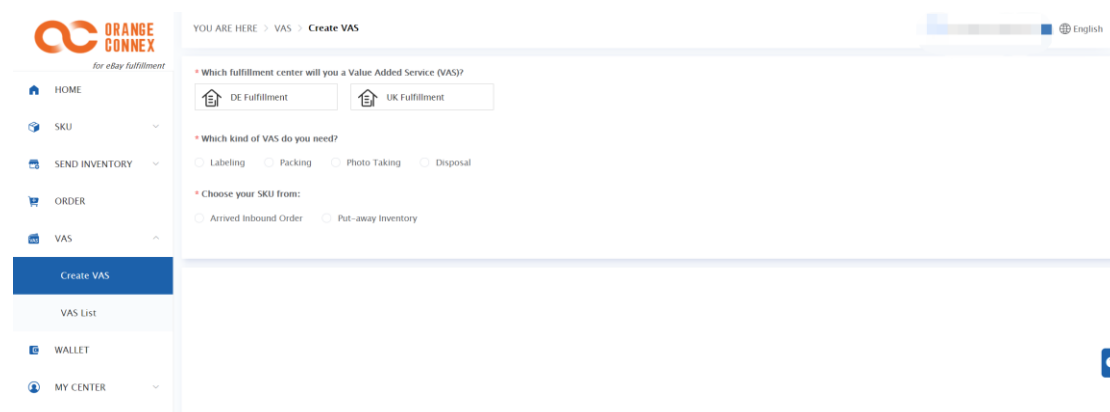


You can always check your VAS order records on our platform under **VALUE ADDED SERVICE > VAS List**



To initiate an value added service, go to **VALUE ADDED SERVICE > Create VAS**, and :

- 1) Select a Fulfillment Center
- 2) Select VAS service you need
- 3) Input detailed requests accordingly

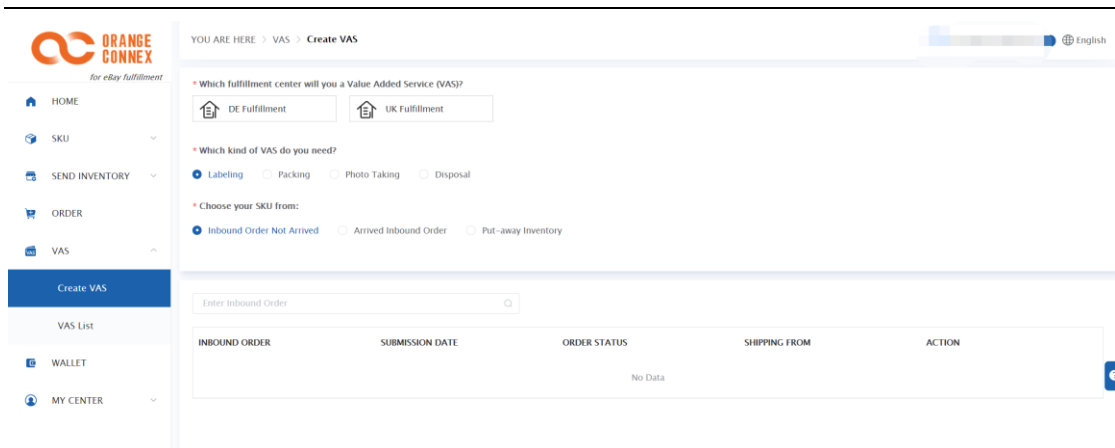


## 7.1 Labeling

You may need to place labeling VAS order for articles arrived at fulfillment center and haven't been put away yet or in Inventory.

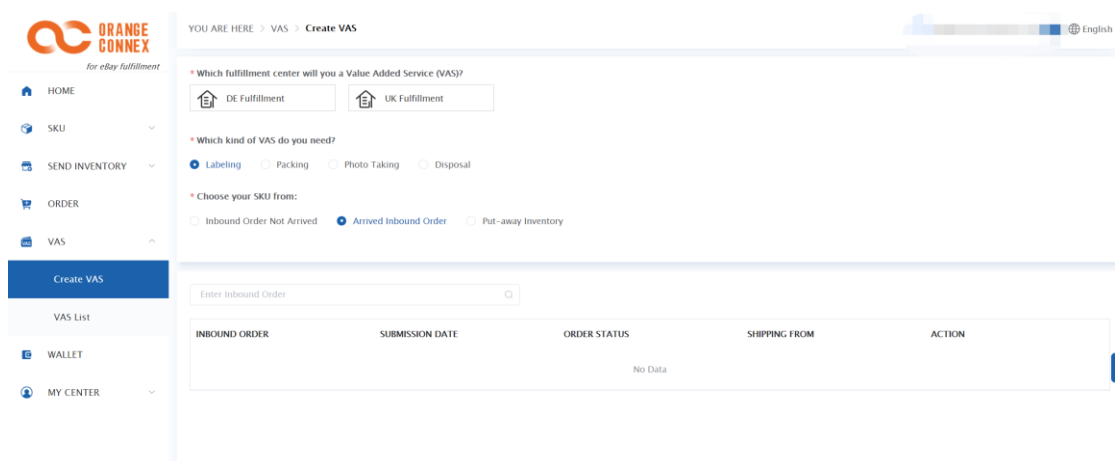
### Labeling articles not arrived at fulfillment center





- Choose your SKU from **“Inbound order not arrived”**
- Search and **Select** the inbound order (only inbound orders not arrived can be selected).
- Enter your **SKUID/SKU Name** or click **“Select All SKUs in the inbound order”** to place VAS for SKUs need to be labelled
- Input detailed information:
  - **Seller SKUID/SKU Name:** default shown as the origin seller SKUID
  - **SKU Reference No.:** reference information on your SKU can be simply recongnized by warehouse, or you can define a reference No. for a unique SKU with clear physical segregated if there are mixed SKUs in one carton
  - **Handle Quantity:** default shown the same quantity in the inbound order
  - **Remark:** deccribe your specific requests.
  - **Action:** you can delete the SKU which is no need to be labelled


### Labeling articles arrived at fulfillment center and haven’t been put away



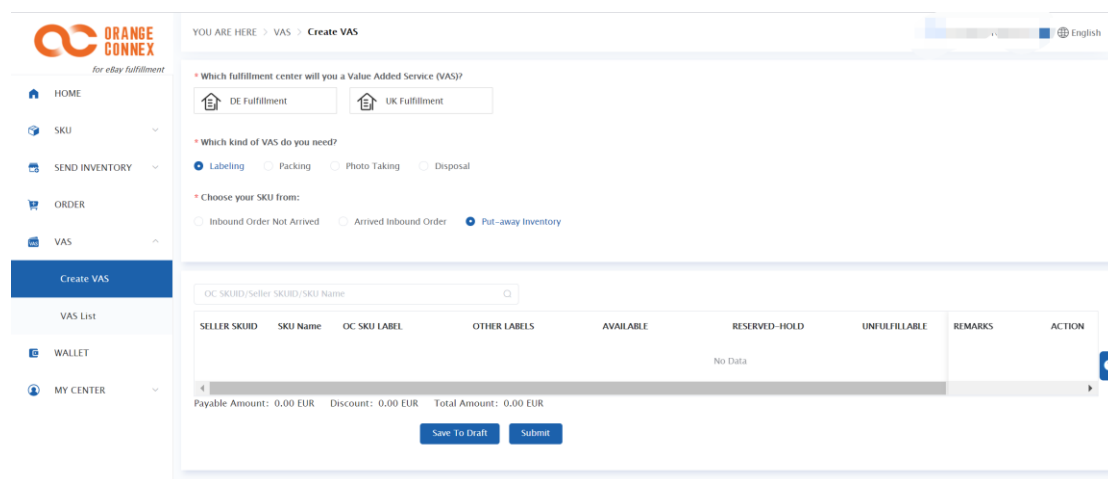
- Choose your SKU from **“Arrived inbound order”**.
- Search and **Select** the inbound order (only inbound orders with “Arrived” status can be selected).
- Click **batch no.** to select related batch (if any).
- Input detailed information:
  - **Labeling OC SKU:** default shown as the origin OC SKUID.  
You can choose another registered OC SKUID if your request is to define the articles as




another OC SKU.

- **Labeling Other:** Click  to upload your label picture in PDF if you want to affix your customized labels (Make sure your labels are without any barcode and not violate any intellectual property rights protection).
- **Handle Quantity:** input the article quantity you want to label (total quantity of the SKU within the batch is shown for your reference).
- **Label quantity per SKU:** input the quantity of label that will be affixed on **EACH** article (e.g. input “2”, if you want to affix one OC SKU label and one customized label for each article).
- **Remark:** describe your specific requests.

### Labeling articles that have been put away and already in inventory



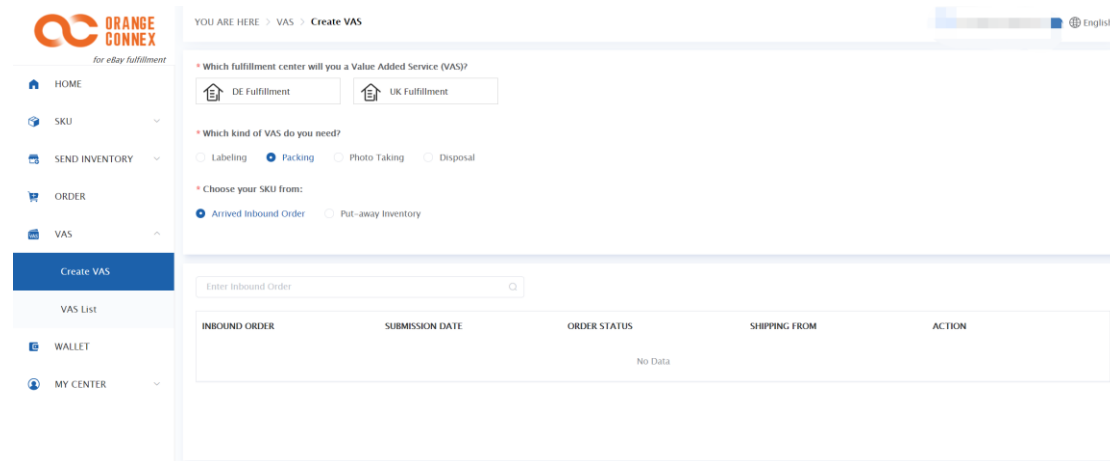
- Choose your SKU from **“Put-away Inventory”**.
- Search and **Select** the SKU ID (only SKUs with inventory can be selected).
- Input detail information:
  - **Labeling OC SKU:** default shown as the origin OC SKUID.  
You can choose another registered OC SKUID if your request is to define the articles as another OC SKU.
  - **Labeling Other:** Click  to upload your label picture in PDF if you want to affix your customized labels (Make sure your labels are without any barcode and are not violate any intellectual property rights protection).
  - **Handle Quantity:** Each inventory status of the SKU is listed (with inventory quantity shown for your reference). Input the quantity under the status you want to label.
  - **Label quantity per SKU:** input the quantity of label that will be affixed on EACH article (e.g. input “2”, if you want to affix one OC SKU label and one customized label).
  - **Remark:** describe your specific requests.



## 7.2 Packing

You may need to place Packing VAS order for articles arrived at fulfillment center and haven't been put away yet or in Inventory.

### Packing articles arrived at fulfillment center and haven't been put away



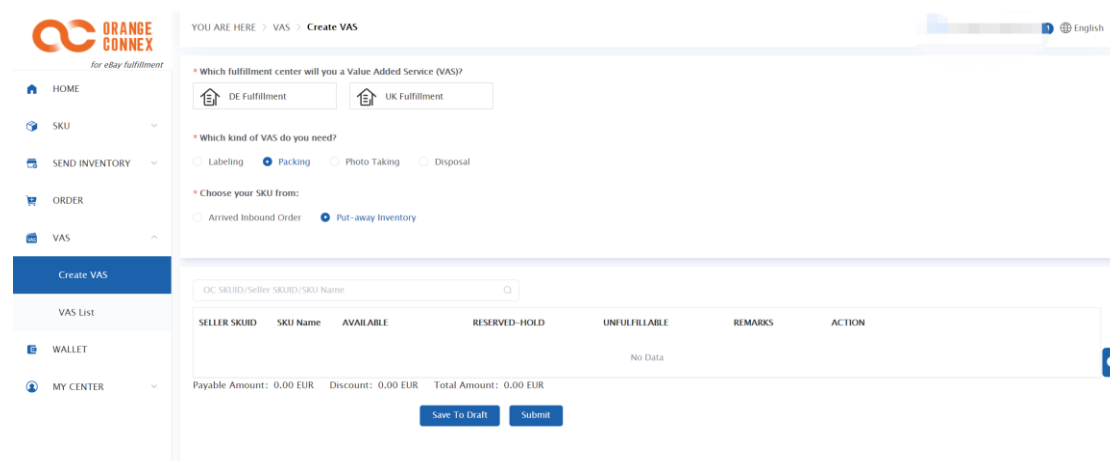
The screenshot shows the 'Create VAS' page for 'Arrived Inbound Order'. The left sidebar contains navigation links: HOME, SKU, SEND INVENTORY, ORDER, VAS, Create VAS, VAS List, WALLET, and MY CENTER. The main content area has the following sections:

- YOU ARE HERE > VAS > Create VAS**
- Which fulfillment center will you a Value Added Service (VAS)?**
  - ☒ DE Fulfillment
  - ☐ UK Fulfillment
- Which kind of VAS do you need?**
  - ☐ Labeling
  - ☒ Packing
  - ☐ Photo Taking
  - ☐ Disposal
- Choose your SKU from:**
  - ☒ Arrived Inbound Order
  - ☐ Put-away Inventory

Below these sections is a search bar labeled 'Enter Inbound Order' and a table with the following columns: INBOUND ORDER, SUBMISSION DATE, ORDER STATUS, SHIPPING FROM, and ACTION. The table currently shows 'No Data'.

- Choose your SKU from **“Arrived inbound order”**.
- Search and **Select** the inbound order (only inbound orders with “Arrived” status can be selected)
- Click **batch no.** to select related batch (if any).
- Input detail information:
  - **Handle Quantity:** input the article quantity you want to pack (total quantity of the SKU within the batch is shown for your reference).
  - **Remark:** describe your specific requests.

### Packing articles have been put away and already in inventory



The screenshot shows the 'Create VAS' page for 'Put-away Inventory'. The left sidebar is identical to the previous screenshot. The main content area has the following sections:

- YOU ARE HERE > VAS > Create VAS**
- Which fulfillment center will you a Value Added Service (VAS)?**
  - ☐ DE Fulfillment
  - ☒ UK Fulfillment
- Which kind of VAS do you need?**
  - ☐ Labeling
  - ☒ Packing
  - ☐ Photo Taking
  - ☐ Disposal
- Choose your SKU from:**
  - ☐ Arrived Inbound Order
  - ☒ Put-away Inventory

Below these sections is a search bar labeled 'OC SKUID/Seller SKUID/SKU Name' and a table with the following columns: SELLER SKUID, SKU Name, AVAILABLE, RESERVED-HOLD, UNFULFILLABLE, REMARKS, and ACTION. The table currently shows 'No Data'. At the bottom, there is a summary section with 'Payable Amount: 0.00 EUR', 'Discount: 0.00 EUR', and 'Total Amount: 0.00 EUR', followed by 'Save To Draft' and 'Submit' buttons.

- Choose your SKU from **“Put-away Inventory”**.
- Search and **Select** the SKU ID (only SKUs with inventory are selectable).
- Input detail information:
  - **Handle Quantity:** Each inventory status of the SKU is listed (with inventory quantity shown

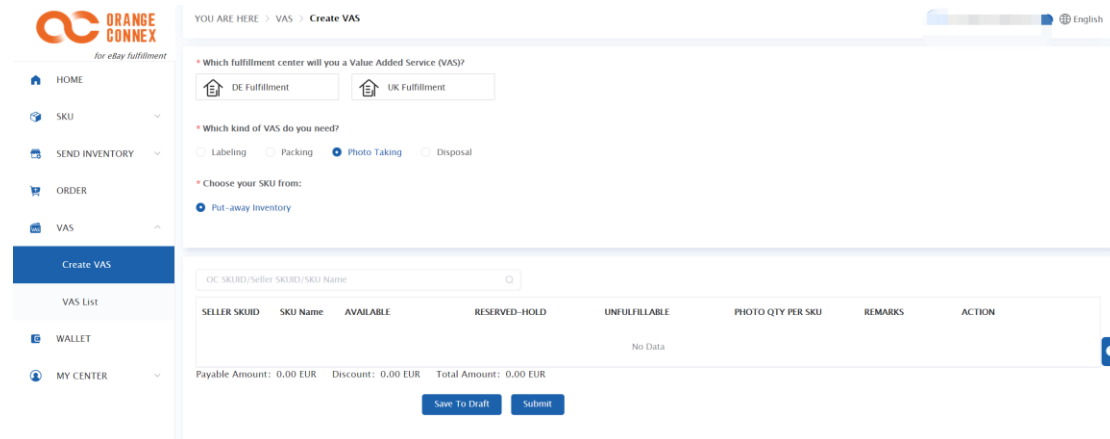


for your reference). Input the quantity under the status you want to pack.

- **Remark:** describe your specific requests.

## 7.3 Photo Taking

We can take photos for your articles in inventory.

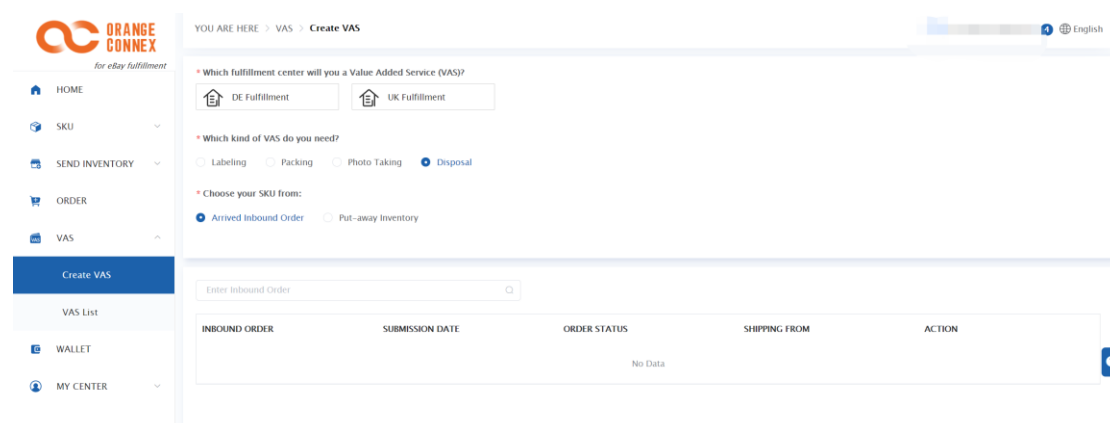


- Search and **Select** the SKU ID (only SKUs with inventory can be selected).
- Input the quantity under the status you want to be photographed.
- Input your request in Remark. Make sure your remark is specific and clear so that our fulfillment center can provide you with right photos.

## 7.4 Disposal

You may need to place Disposal VAS order for articles arrived at fulfillment center and haven't been put away yet or in Inventory.

### Dispose articles arrived at fulfillment center and haven't been put away



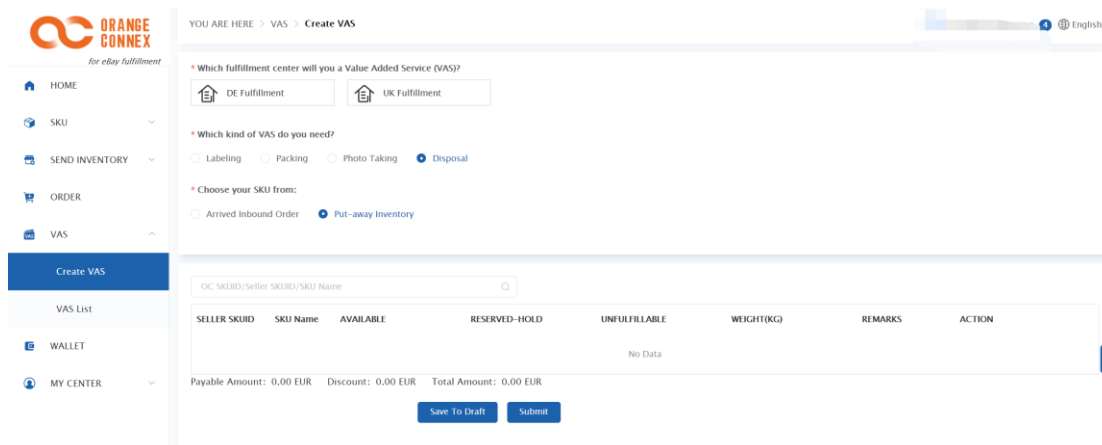
- Choose your SKU from **"Arrived inbound order"**.
- Click **Select** to choose corresponding inbound order.
- Click **batch no.** to select related batch (if any).



- Set **SKU Quantity**, , and input your specific requests in **Remark**.

### Dispose articles have been put away and already in inventory

- Choose your SKU from **“Put-away Inventory”**.



- Search and **Select** the SKU ID (only SKUs with inventory are selectable).
- Input detail information:
  - **Handle Quantity:** Each inventory status of the SKU is listed (with inventory quantity shown for your reference). Input the quantity under the status you want to dispose.
  - **Remark:** describe your specific requests.

## 8 Buyer Return Service

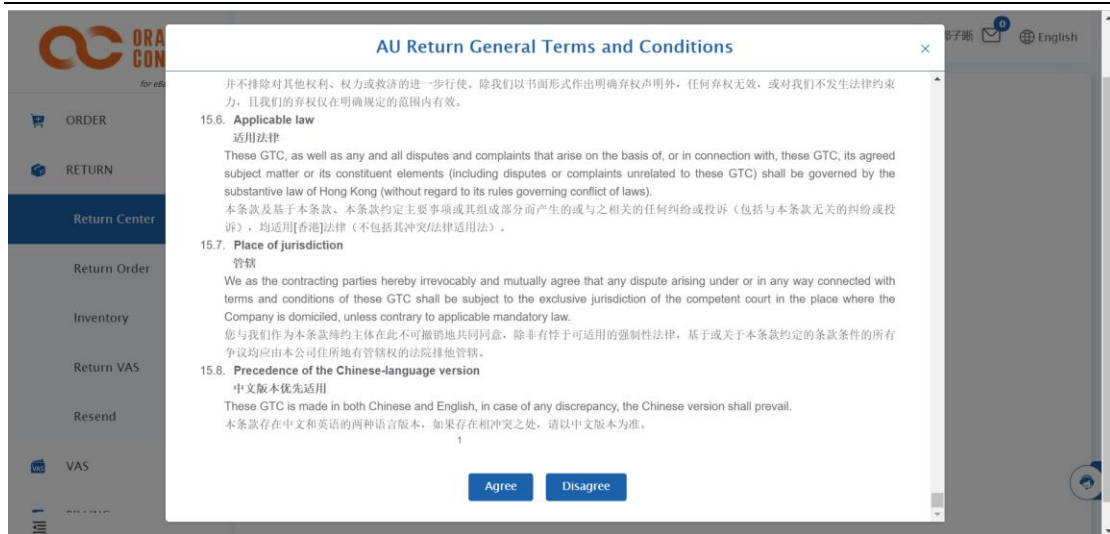
1. eBay fulfilment by Orange Connex provides return service in DE, UK, and AU. We aim to simplify the return process for sellers and improve return operation efficiency. We will open return services for all eBay sellers (support both warehouse and direct mail transactions)

### 8.1 Return Service Setting

please set up the return services through the following steps

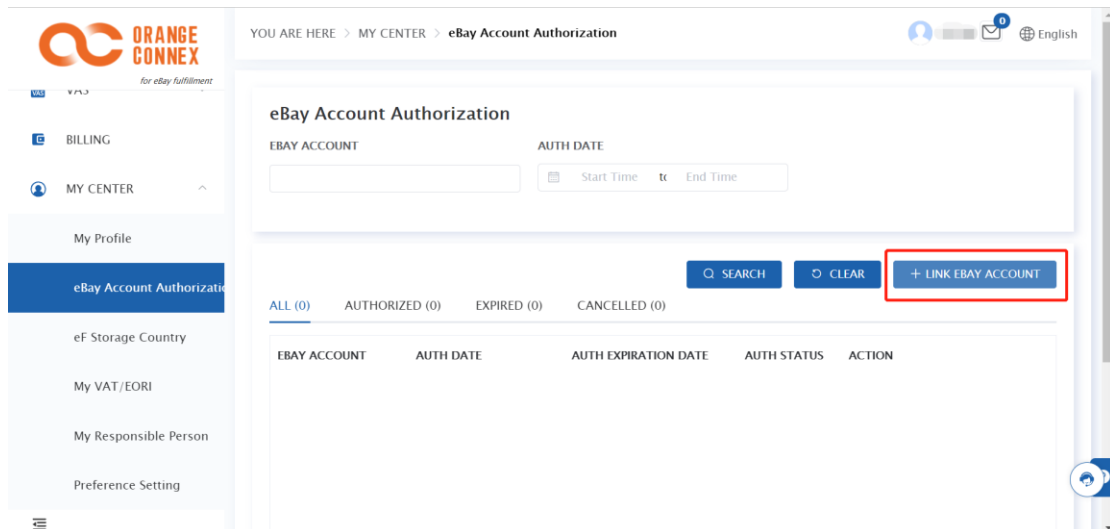
- 1) Open Orange Connex return services,  
please choose the country that you need to open the return services. Sign general terms, you can use the return services after approval.





## 2) bind your eBay account


Please bind your eBay account in MY CENTER, authorize Orange Connex to access your return order



## 3) Set up eBay return address

in Return->Return Center, get your Consignee and address. And input the address into your eBay account's Primary return address

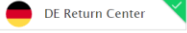
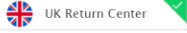
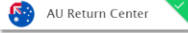




for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
- ORDER
- RETURN
  - Return Center
  - Return Order
  - Inventory

YOU ARE HERE > RETURN > Return Center






[Download Seller Terms & Conditions](#)
[Download Seller Terms & Conditions](#)
[Download Seller Terms & Conditions](#)

### Return Address

Consignee: OC Return Center (000019)  
Telephone: 61 (3831 31422)  
Address:   
City: Coolaroo  
Zip Code: 3048  
Email: ReturnAU.fulfillment@orangeconnex.com

20210617\_SR\_OrangeConnex fulfillment rate card\_DE - PowerPoint



for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
- ORDER
- RETURN
  - Return Center
  - Return Order
  - Inventory

Type:  eBay ID:  eBay Return ID:

eBay Return Flag:  Fraudulent:

DE Return Center	UK Return Center	AU Return Center				
RETURN ORDER	CREATE TIME	TYPE	CARRIER TRACKING NO.	LABEL TYPE	ORDER ST	Action
OCT1DE000006089	December 25th 2020, 17:00:02	RMA	DHL 0034043429513208876 1	OC	Cancelled	<a href="#">DETAILS</a>


After finishing the above setting, when you agree with buyers' return requests on eBay, Orange Connex will automatically access your eBay's return order and return tracking number and generate RMA return order. Besides, the inaccessible return order and return tracking number (buyer returns the item to the return center without placing return orders) will be regarded as nonRMA return order. For a return order without correct Consignee information, it will be regarded as a non-consignee item.

## 8.2 Return Service Setting

### 8.21 Return Order Management

Go to RETURN->Return Order check all return orders (including putaway and unreceived return orders). Sellers can search return orders under different statuses.





for eBay fulfillment

- HOME
- SKU
- SEND INVENTORY
- ORDER
- RETURN
- Return Center
- Return Order**
- Inventory
- Return VAS

Type: Please Select
eBay ID: Please enter eBay ID
eBay Return ID: Please enter eBay Return ID

eBay Return Flag: Please Select
Fraudulent: Please Select

SEARCH
CLEAR
EXPORT


ALL(8)
Draft(1)
Submitted(1)
Accepted(0)
Picked Up(0)
Return In Delivering(0)

Return Delivered(0)
Received(0)
Put away(4)
Exception(0)
Failed to pick up(0)
Failed to deliver(0)
Cancelled(1)

DE Return Center		UK Return Center		AU Return Center		
RETURN ORDER	CREATE TIME	TYPE	CARRIER TRACKING NO.	LABEL TYPE	ORDER ST	Action
OCT1DE000006089	December 25th 2020, 17:00:02	RMA	DHL 0034043429513208876 1	OC	Cancelled	<a href="#">DETAILS</a>

Based on the eBay seller protection policy, sellers can enjoy protection when return orders meet certain conditions like fraud. The detail of relevant policies shall be subject to the information published by the platform.

Orange Connex will automatically judge if the return order meets protection policy and mark 'Yes' or 'No' in the 'eBay return flag.' For return orders that meet protection policy and the return is judged fraudulent, the system will escalate to eBay for sellers (seller don't need to escalate



ORANGE  
CONNEX

for eBay fulfillment

HOME

SKU

SEND INVENTORY

ORDER

RETURN

Return Center

Return Order

Inventory

ALL(8)

Draft(1)

Submitted(1)

Accepted(0)

Picked Up(0)

Return In Delivering(0)

Return Delivered(0)

Received(0)

Put away(4)

Exception(0)

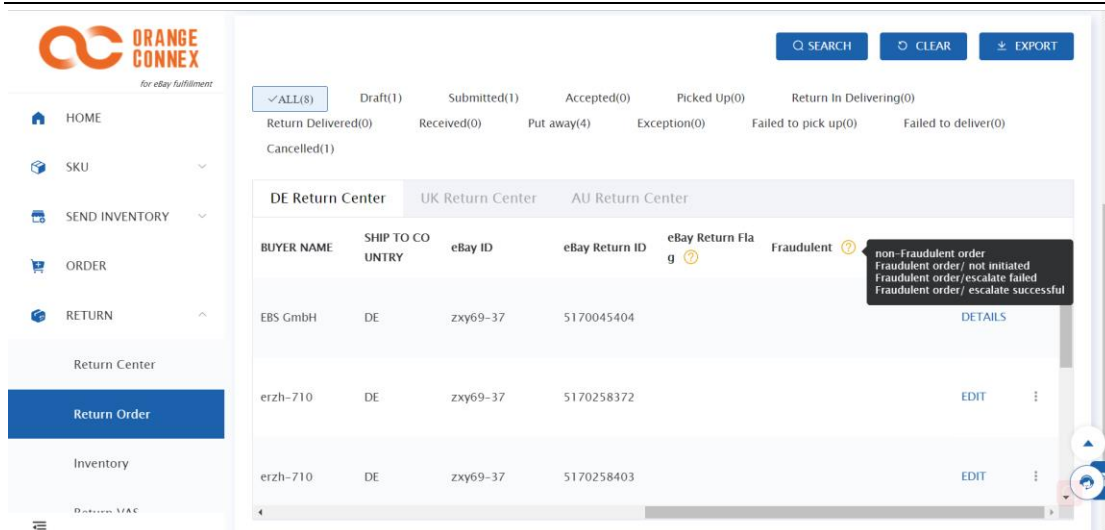
Failed to pick up(0)

Failed to deliver(0)

Cancelled(1)

DE Return Center		UK Return Center		AU Return Center			
BUYER NAME	SHIP TO COUNTRY	eBay ID	eBay Return ID	eBay Return Flag	Fraudulent	Remark	Action
EBS GmbH	DE	zxy69-37	5170045404	g			DETAILS
erzh-710	DE	zxy69-37	5170258372				EDIT
erzh-710	DE	zxy69-37	5170258403				EDIT

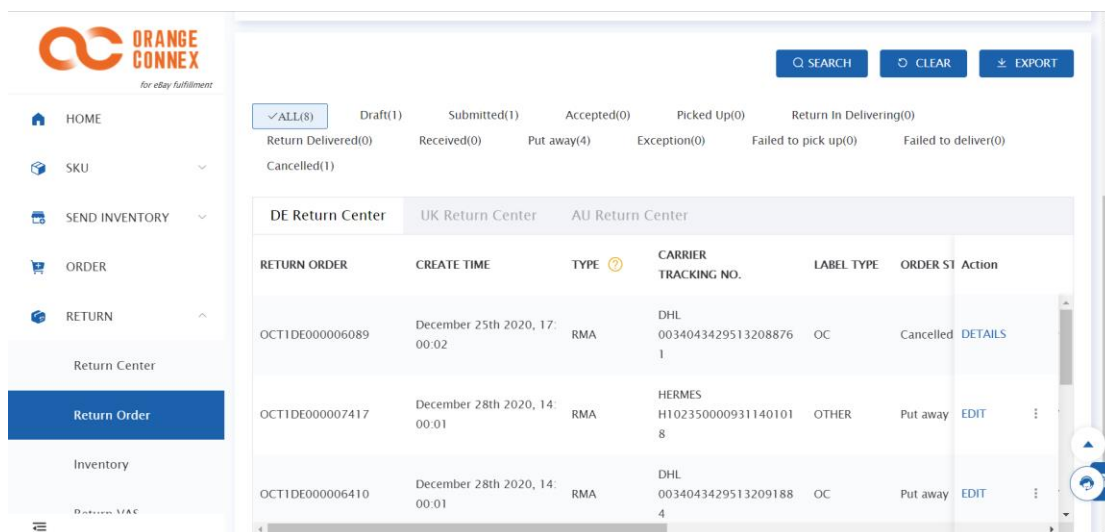




## 8.22 Return Order Management

About eBay return orders, you can choose Orange Connex return label service or other carriers label services. For other carriers, please make sure to upload the return parcel's tracking number on eBay. We strongly recommend that you choose the return label provided by Orange Connex or eBay to ensure your tracking number will be received by the Orange Connex return center in time.

Go to RETURN->Return Order. Choose the 'draft' return order that the seller wants to deal with and click 'EDIT' to enter the detailed page.



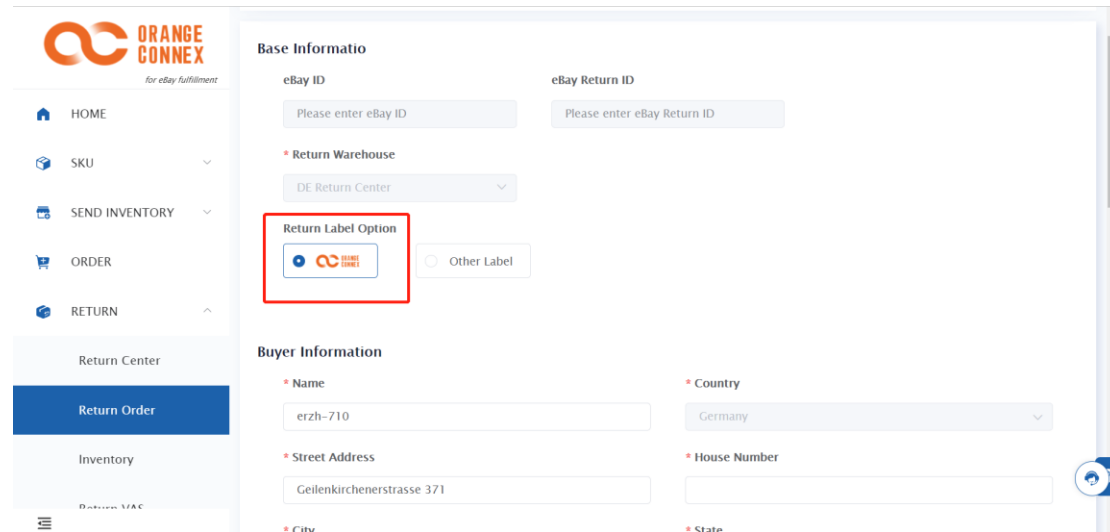
In return order detail page, click Orange Connex logo, fill in all required fields (red asterisk) include:

- 1) Buyer information
- 2) Parcel information

After submitting the Orange Connex return label request, the system will be accessing label information for the buyer. At this moment, the return order status will be 'Submitted' in a short



time. After getting the label, the return order status will be changed to 'Accepted'. For 'Accepted' return order, you can go to Return Order to print label information and offer to the buyer.



The screenshot shows the Orange Connex web interface for creating a return order. The left sidebar contains navigation links: HOME, SKU, SEND INVENTORY, ORDER, and RETURN. The RETURN link is expanded, showing sub-links: Return Center, Return Order (highlighted in blue), Inventory, and Return VAS. The main content area is titled 'Base Information' and includes fields for eBay ID, eBay Return ID, Return Warehouse (set to DE Return Center), and Return Label Option. The Return Label Option is highlighted with a red box, showing two radio buttons: 'Orange Connex' (selected) and 'Other Label'. Below this is the 'Buyer Information' section with fields for Name (erzh-710), Country (Germany), Street Address (Geilenkirchenerstrasse 371), House Number, City, and State.

For return orders that meet the 1.1 Return Service Setting, sellers can also choose other carriers' labels to return the parcel to Return Center

## 8.3 Return Inventory Management

1. When Orange Connex Return Center receives the return parcel, they will weight, open, take photos, restore the package, and putaway. You can check parcel information and photos at RETURN->Inventory. (a standard return service order including one photo cover all items and the package)

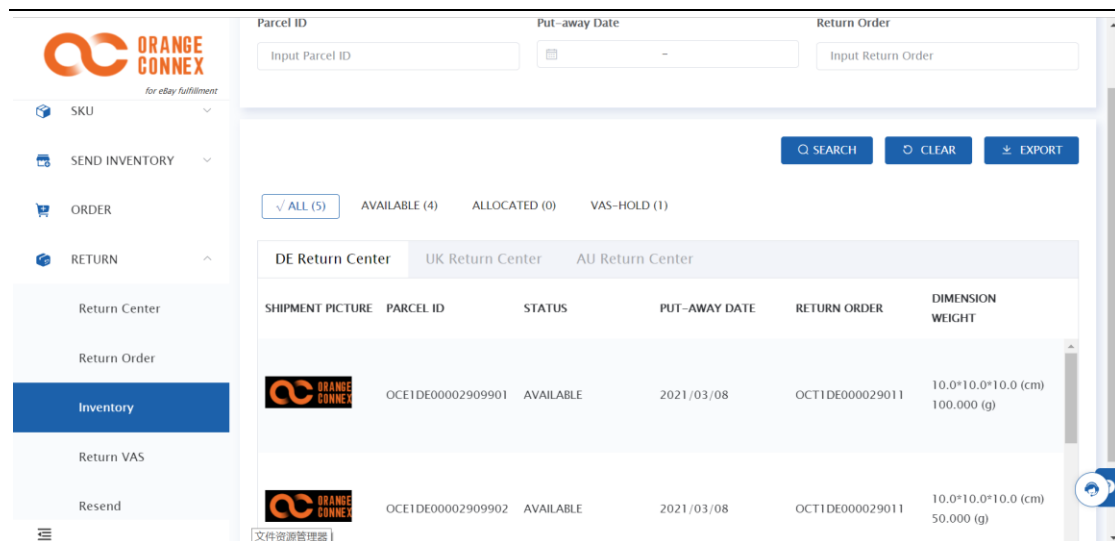
You can check your return parcel status at RETURN->Inventory. Those statuses include:



Available -> parcel has been put away, available for value-added services or outbound

Allocated -> parcel has been allocated for outbound order

VAS-hold -> under VAS-service





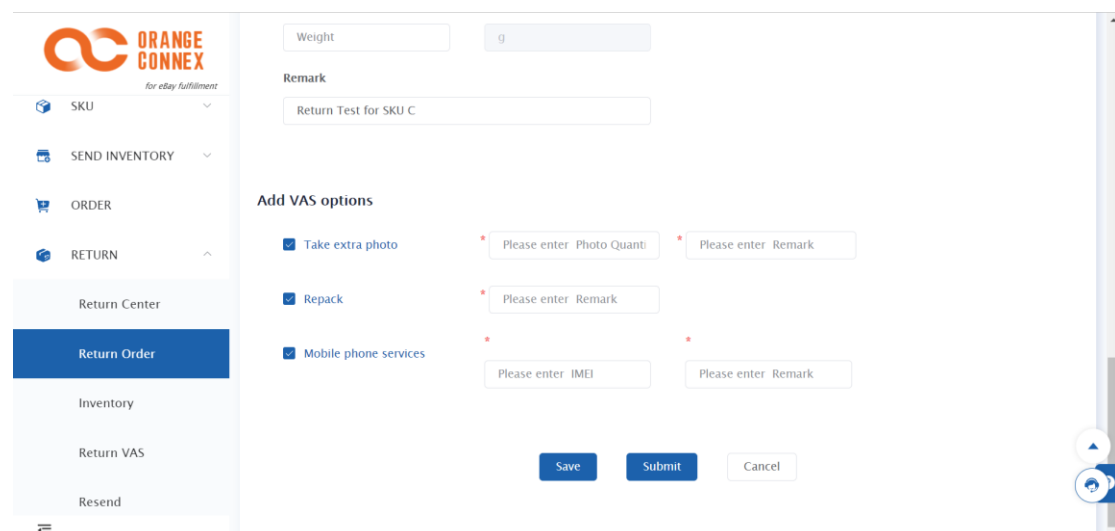
SHIPMENT PICTURE	PARCEL ID	STATUS	PUT-AWAY DATE	RETURN ORDER	DIMENSION WEIGHT
	OCE1DE00002909901	AVAILABLE	2021/03/08	OCT1DE000029011	10.0*10.0*10.0 (cm) 100.000 (g)
	OCE1DE00002909902	AVAILABLE	2021/03/08	OCT1DE000029011	10.0*10.0*10.0 (cm) 50.000 (g)

## 8. 31 Return Inventory Management

Return Center provides the following Value-Added Services: Package split, Take extra photo, Repack, Mobile phone services, Disposal.

You can submit value-added services requirements by two ways

- 1) For unsubmitted return order, you can click needed services (this function currently only support Take extra photo, Repack, and Mobile phone services) return center will directly handle the service after inbound. About return order under draft status (before submitted), you can click required value-added services and enter remarks,



Weight:

Remark:

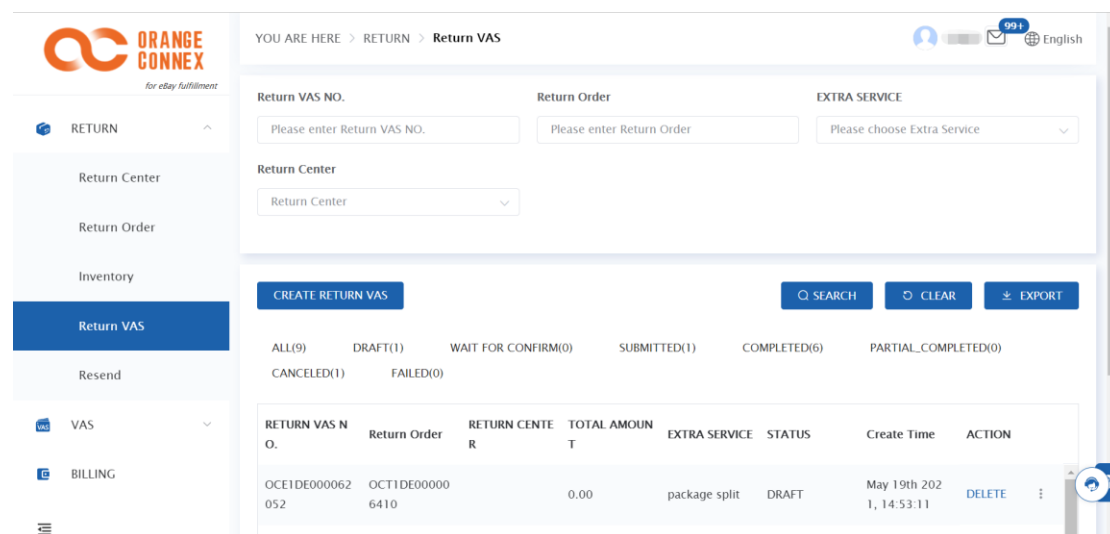
**Add VAS options**

- ☒ Take extra photo:
- ☒ Repack:
- ☒ Mobile phone services:

- 2) For parcels already in the return center, you can enter ENTER-> Return VAS to create value-added service orders
  - a) Input Parcel ID (you can find it in RETURN->Inventory)
  - b) Select your Value-Add Services



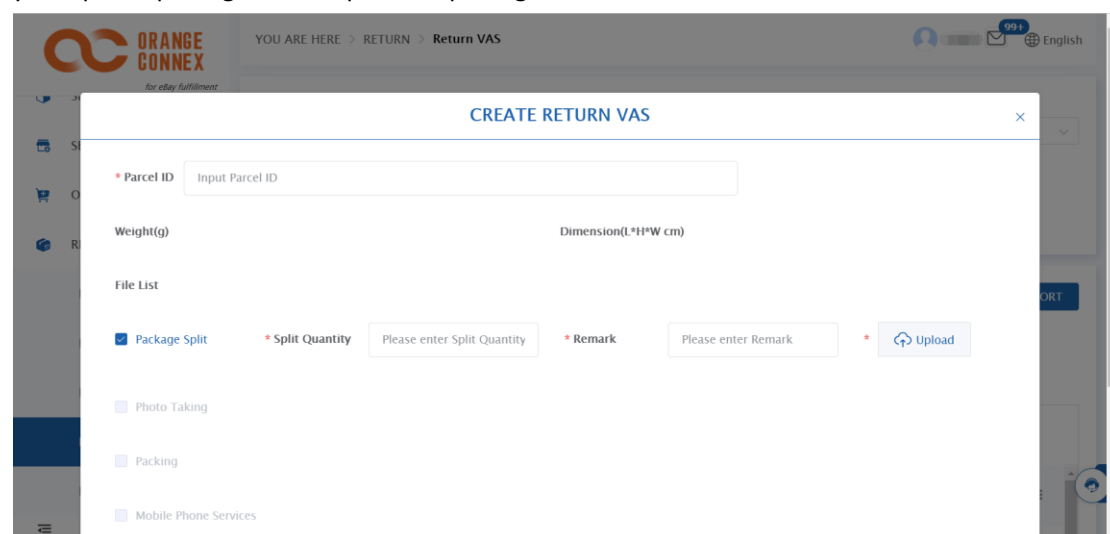
### c) Enter Services' detail information



Value-added services introduction:

- 1) Package split: one package containing multiple items will be split and repacked based on sellers' requirements.

You can place 'Package split' service for parcel already in return center, return center will manage your splitted packages as independent packages



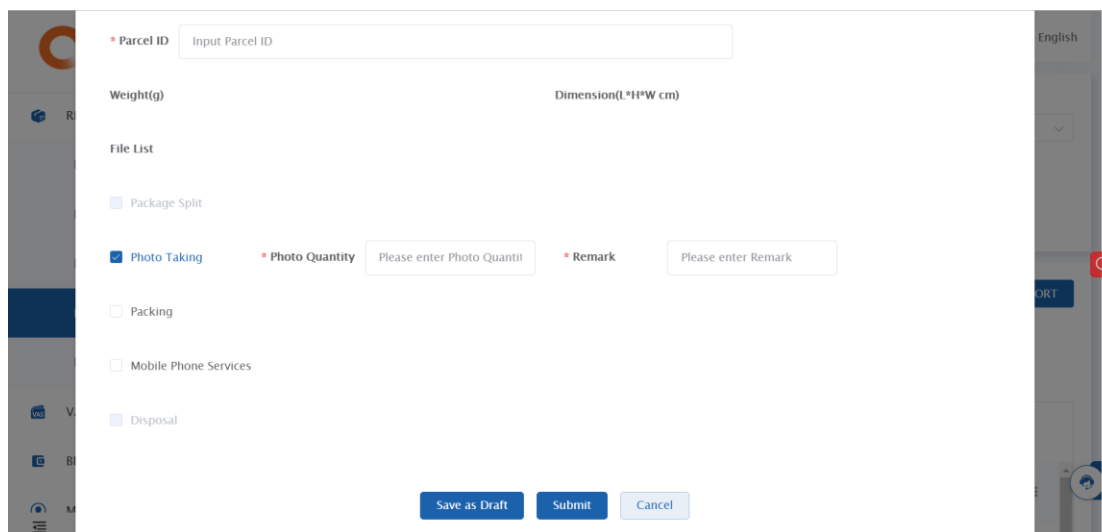
When choosing 'Package Split' service, please fill:

- a) Split quantity: the package quantity after split (calculation include origin package. If you split out one package from the origin package, write 2).
- b) Remark: write detailed requirements about Package Split
- c) Upload Package Split diagram: Please use the photos of the storage items provided by the return center, use the red circle to mark items that need to be splitted. The return center can better split your package based on your diagram and remark.

- 2) Take extra photo: Take clear appearance photos of products based on requirements (no functional inspection)



You can create a value-added service order in advance or place value-added service (Take extra photo) for packages already in the return center. The return center can take the photo for packages or items based on your requirements.



The screenshot shows a web form for creating a value-added service order. The form includes a sidebar on the left with navigation icons, a top header with the Orange Connex logo, and a main content area. In the main area, the 'Photo Taking' service is selected under the 'File List' section. Other services like 'Package Split', 'Packing', 'Mobile Phone Services', and 'Disposal' are listed but not selected. The 'Photo Taking' section has input fields for 'Photo Quantity' and 'Remark'. At the bottom, there are buttons for 'Save as Draft', 'Submit', and 'Cancel'. The language is set to 'English' in the top right corner.

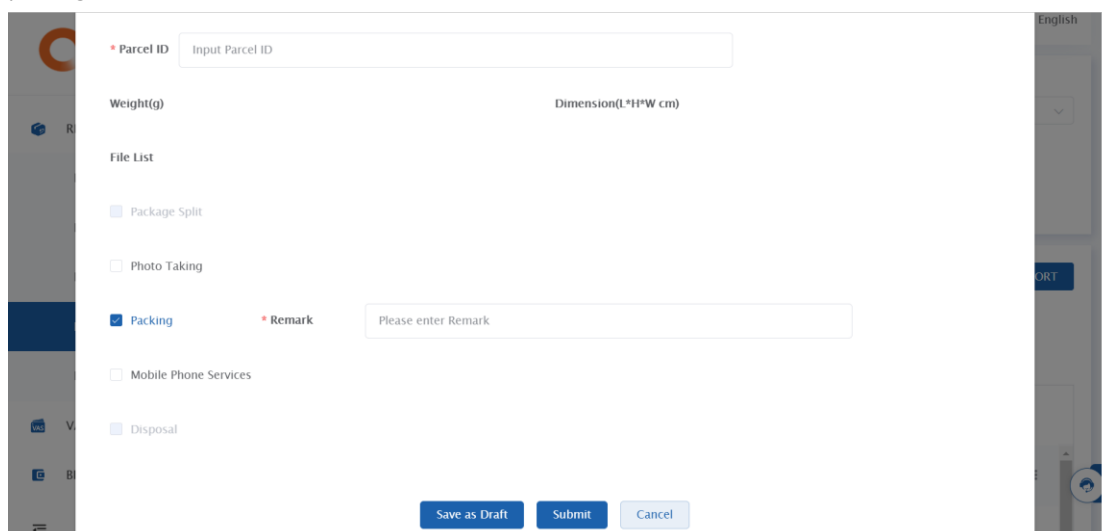
When choosing 'Take extra photo' service, please fill in:

- Photo Quantity: the number of photos you need
- Remark: Specific requirements for each photo

\*Hint: The return center cannot Unpack the sales package and take photos for protecting your item.

- Repack: replace new package for return order, including packaging material (we don't support replacing sales packages)

You can create a value-added service order in advance or place value-added service (Repack) for packages already in the return center. The return center will replace your return with a proper package.



The screenshot shows the same web form as before, but with the 'Packing' service selected under the 'File List' section. The 'Photo Taking' service is now unselected. The 'Remark' input field is still present. The 'Save as Draft', 'Submit', and 'Cancel' buttons are at the bottom. The language is still set to 'English'.

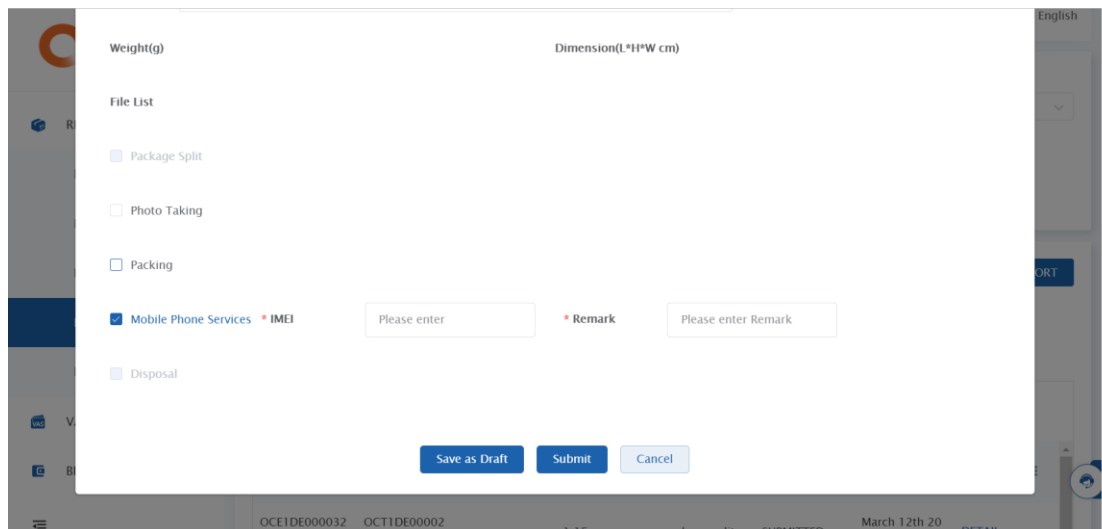
If you have special requirements, please write in Remark

- Mobile phone services: Check the IMEI of the mobile phone, whether its appearance is damaged, lock status, or restore the factory settings.

You can create a value-added service order in advance or place value-added service (Mobile phone



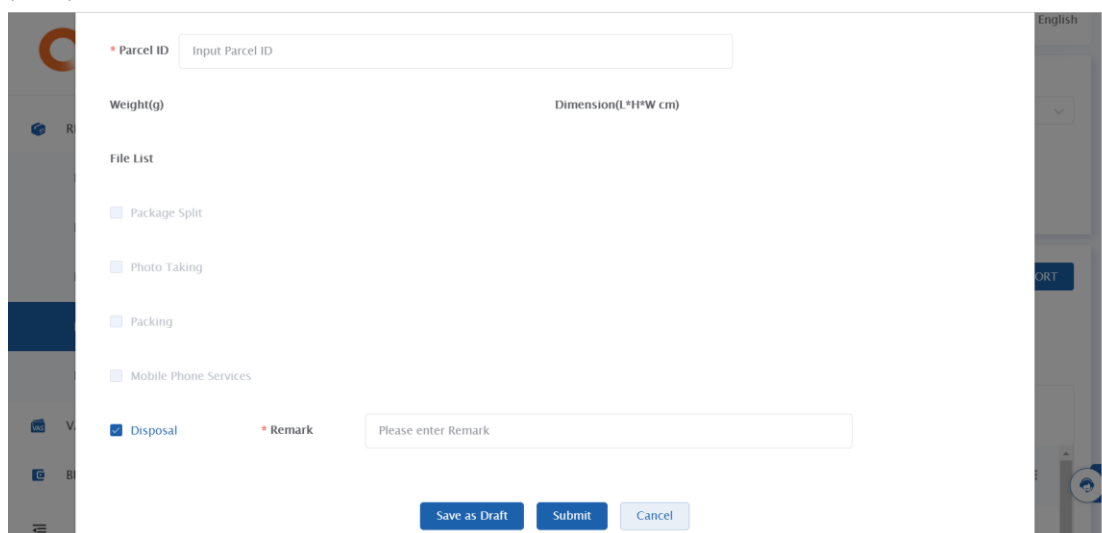
services) for packages already in the return center. Return center check IMEI, appearance damage, lock and restore the factory settings for your requirements



When choosing 'Mobile phone services,' please fill

- IMEI: mobile phone's IMEI, the return center will check whether the actual IMEI is the same as what you fill
- Remark: other service requirements

5) Disposal: Dispose of unsaleable, damaged, slack stock and other stock that require this service. You can place 'Disposal' service for parcel already in return center. The return center will dispose your parcels.



\*Hint: Packages during the process of value-added services will be temporarily restricted to the "VAS HOLD" status. The return center cannot handle outbound or doing other value-added services.

## 8. 32 Return Inventory Resend

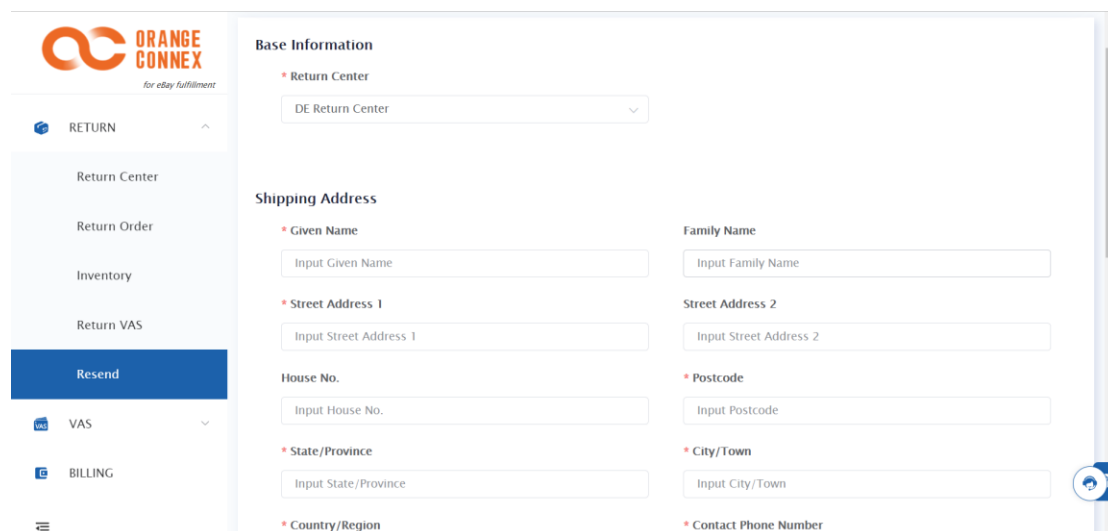
For your return package in the Orange Connex return center, we provide re-outbound sales service



and send the package again to your designated new recipients (the recipient address must be in the same country of return center)

You can go to RETURN->Resend to create 'resend order.' Please fill in mandatory fields (red asterisk) includes:

- 1) Base Information
- 2) Shipping Address
- 3) Add Parcel: select your parcel that needs outbound.



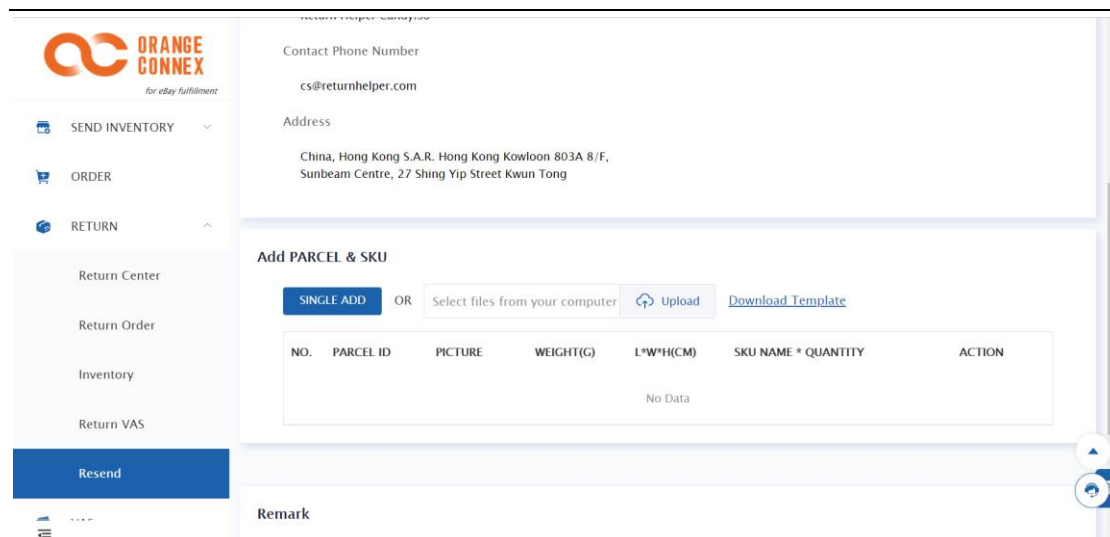
## 8. 33 Return to Hong Kong Services (for CBT only)

You can choose to return your Inventory to Hong Kong return center. After the package arrives at the Hong Kong return center, We will Email you a detailed way to pick up and provide relevant documents. Please arrange for your logistics provider to pick up the goods from the return center within the specified time for subsequent processing to avoid additional storage costs.

In RETURN->Resend Page to create a 'return to HK' order. please fill in mandatory fields (red asterisk) includes:

- 1) Base Information
- 2) Add Parcel&SKU: select your parcel that needs outbound





The screenshot shows the Orange Connex Return Helper interface. On the left is a sidebar with the Orange Connex logo and navigation links: SEND INVENTORY, ORDER, RETURN, Return Center, Return Order, Inventory, Return VAS, and a Resend button. The main area contains a form for adding parcels and SKUs. It includes fields for Contact Phone Number (cs@returnhelper.com) and Address (China, Hong Kong S.A.R. Hong Kong Kowloon 803A 8/F, Sunbeam Centre, 27 Shing Yip Street Kwun Tong). Below these is the 'Add PARCEL & SKU' section with options for SINGLE ADD or batch upload, and a table for adding items.

NO.	PARCEL ID	PICTURE	WEIGHT(G)	L*W*H(CM)	SKU NAME * QUANTITY	ACTION
No Data						

At the bottom of the main area is a Remark field.

When you Add parcel, you can choose to add one by one or batch upload. Please fill in mandatory fields (red asterisk) includes:

- 1) Parcel ID: parcel that needs return to HK
- 2) SKU name& quantity: the name of the SKU and quantity inside the parcel. If the parcel contains different SKUs, you can click '+' to add another line on the right side.

\*Hint: You need to fill in the SKU name and quantity of all goods in the package, and we will use this as customs declaration information.

## Appendix

### SKU Acceptance

### Documentations Requirements

Certain documentations may be required due to the products' attributes.

We highly recommend that you provide any available documentation, this will help reduce any delays or rejection during validation.

Required documentations include but not limit to:

- **Brand Authorization Letter/ Brand Registration documentation.**



- If you own the brand, please upload your Brand Registration documentation.
- If the SKU is authorized from other brands, please upload your Brand Authorization Letter.

- **CE marking**
- **UKCA marking** (United Kingdom Certification Association) .
  - Products required for CE marking or UKCA marking include but not limit to:

Category	Example of products
<b>Computer, Communication &amp; Consumer Electronics (3C)</b>	Mobile phones, laptops/pads/e-books, drones, smart watches, digital cameras/camcorders, audio and video equipment/headphones, 3D printers
<b>Household appliances</b>	Juicers, blenders, barbecue machine, electric fan
<b>Lights</b>	Lamp, stage lights, flashlights
<b>Locomotive, auto parts, outdoor supplies</b>	Auto parts, bicycles, helmet, the solar panels
<b>Maternity and baby</b>	Feeding bottles, pacifiers, breast pumps, diapers, infant & Toddlers Clothing, Stroller, Electric toys
<b>Toys</b>	Remote-control car, Building blocks, balloon, Cards
<b>Adult Products</b>	Vibrator, Condom, blow-up doll
<b>Makeup/skin care</b>	Eye shadow, Nail polish, cleanser, lotions, masks
<b>Cosmetic and medical treatment</b>	The thermometer, sphygmomanometer, deaf-aid, Beauty Instrument, Steamer

- Please involve EN1888 test report for baby products such as Stroller, cots, baby / child seat etc.
- Please involve EN71 test report for Toys.
- CE certificate is still valid in UK until Dec.31, 2021, but the UKCA certificate is a must after the deadline.
- **MSDS** (also known as SDS)- (Material) Safety Data Sheets.
  - Required for products contain liquid, powder, paste, or with battery.  
(e.g. cell phones, Electric toys, facial mask, eye shadow, skin protect products etc.)
  - Also required for non-brand accessories with metal.  
(e.g. earrings, rings, bracelets etc.)
- **UN38.3** for articles with lithium battery.

## Prohibited Goods

Certain goods are prohibited due to regulatory or Orange Connex shipping compliance requirement,



which includes but not limit to dangerous goods, raw materials, precious metal products, natural resources, and other forbidden goods due to local regulation.

- Dangerous goods are products contain flammable, pressurized, corrosive, or otherwise harmful substances that may pose a risk during storing, handling, or transporting. We refer specific definition of dangerous goods for European to [“European Agreement concerning the International Carriage of Dangerous Goods by Road”](#) (ADR).
- For general prohibited goods examples, refer to “Prohibited List” as below
  - prohibited goods include but not limit to:

category	Specific item description
Various potent poisons, biochemicals, and infectious materials	Such as anthrax, dangerous bacteria, medical wastes, pesticides, thallium, cyanide, dioxin, DDT, chlordane, ractopamine, ractopamine hydrochloride, arsenic, tear gas grenades, white crystal, powder, Paste articles
Addictive narcotics and psychotropic substances	Such as drugs, opium (including poppy shells, flowers, buds, leaves, etc.), morphine, cocaine, heroin, cannabis, methamphetamine, etc.
Goods for prohibited circulate or shipping by state law	Such as cultural relics, controlled knives, antiques, various weapons, simulated weapons (simulated toy guns, etc.), ammunition, securities, counterfeit currencies and securities, raw blood plasma, labor reform products, etc.
Goods defined as harmful to local politics, economy, or culture.	Carrier of contents such as CD, tape, video tape, etc.
Articles that impede public health	Such as carcasses, ashes, clams, unskinned animal skins, unboned animal bones, unprocessed or degreased tiger bones, soil, animal carcasses, animal and plant pathogens (including bacteria, poisonous species, etc.)
Animals, plants and their specimens and some natural resources	Rhino horn, bezoar, tiger bone, animal skin, fur, musk, nostoc flagelliforme, ephedra, Wild Taxus, logs, charcoal, forest litter, peat, silica sand, quartz sand and other natural sand and gravel , Rosewood, seeds (other propagation materials), plants and animals, etc.



Radioactive articles and all kinds of dangerous goods (articles with danger signs on the outer package)	Such as explosives (detonators, fuses, gunpowder, explosives, etc.), nuclear energy articles, etc.
Medical waste, chemical waste, industrial waste, etc.	Such as used disposable syringes, etc.
Gas (regardless of color)	Such as compressed gas, dry ice, fire extinguishers, gas cylinders, inflatable spheres, life savers, explosive car airbags, aerosols, gas lighters, gas cylinders, light bulbs, etc.
Explosives items	Such as fireworks products (fireworks, firecrackers, falling guns, pulling guns, etc.), potassium chlorate paper, dry ice, gas lighter, gas stove, gas tank, firearms, etc.
Flammable liquid	Such as ink, paint, petroleum, gasoline, kerosene, diesel, benzene, alcohol, motor oil, camphor oil, engine starter fluid, turpentine, glue (such as super glue, poly rubber, foam Glue, etc.), perfume, spray insecticide, air freshener, cosmetics, etc.
Flammable solids (including spontaneous combustion substances, substances that release flammable gases in contact with water, etc.)	Such as coal, rosin, paraffin, activated carbon, titanium powder, dried coconut meat, castor products, rubber chips, safety matches (weep of box or piece), white phosphorus, yellow phosphorus, linseed, metal sodium, aluminum powder, Magnesium powder, solid glue (including white glue, etc.), ink paste, fragrance, asphalt, etc.
Chemicals, chemical laboratory supplies, medical products etc.	Such as potassium permanganate, sulfuric acid, furan, vaccines, blood products, etc.
Oxidants and organic peroxides	Such as hydrogen oxide, sodium peroxide, calcium hypochlorite, potassium chlorate, potassium nitrate, unknown chemical components, etc.



Toxic and infectious goods: refer to the goods that are easy to be poisoned and infected in the circulation process	Such as insecticide , pesticides, veterinary drugs, herbicides, arsenic and its compounds, mercury and its compounds, cyanide and its compounds, chloroform, aniline, lacquer, blood, urine, body fluids, carbon tetrachloride for cleaning agent, 1, 1, 1-trichloroethane (methyl chloroform) and trichloro trifluoroethane, polychlorinated biphenyls, polybrominated biphenyls, asbestos, etc.
Corrosives (including solids and liquids that can burn human tissue and cause damage to metals, etc.)	Such as sulfuric acid, nitric acid, hydrochloric acid, chlorosulfonic acid, glacial acetic acid, caustic soda, hydrogen peroxide, etc.
Various currency, gambling equipment and appliances, etc.	Various countries currency, financial equipment, etc.
Fertilizer	Such as urea, ammonium nitrate, superphosphate, ammonia, etc.
Raw Material	Such as corns, rice, coal, cotton, crude oil, refined oil, antimony and antimony products, tungsten and tungsten products, silver, wheat, corn flour, rice flour, wheat flour, sawn timber, coal, coke, rare earth, zinc ore, tin and tin products, indium and Indium products, molybdenum, phosphate rock and other rushes and rush products, silicon carbide, fluorite blocks (powder), talc blocks (powder), light (heavy) burnt magnesium, alumina, licorice and licorice products, paraffin Zinc and zinc-based alloys, citric acid, vitamin C, penicillin industrial salt, disodium sulfate
Precious metal products and other valuables	Such as gold, silver, platinum, gems, jewelry, pearls, ivory, etc.
Radio transceiver, communication security machine, etc.	Transmitter and receiver equipment such as radar, etc.
Frozen and fresh meat	Such as chilled beef, frozen beef, chilled pork, frozen pork, chilled chicken, frozen chicken, etc.
Cigarette	Cigarette



Rare mineral and other natural resources	47 kinds of commodities such as copper, aluminum and other primary profiles
Drug class	All kinds of drugs
Currencies and other legal tender	Currency notes, coins, Credit cards, debit cards, Coupons, vouchers, tokens or stamps
Foods	All kinds of foods



## Input SKU Fulfillment Attributes

**Mandatory SKU registration attributes** includes:

- Fulfillment center
- SKU Pictures
- SKU Category selection
- Inbound Package
- Liquid, powder or paste declaration
- Brand
- Battery
- Other attributes

### Fulfillment center

You should provide us with your service region for each SKU you want to register in the Orange Connex Fulfillment Program.

### SKU Pictures

Please ensure you at least upload 2 pictures of the SKU: One for the real picture of the SKU item and another one for the SKU with retail packaging.

### SKU Category Selection

SKU category selection is based on a 3-level drop-down menu that allows you to simply choose and select the category of the SKU.

Some certificates might be mandatory among your selection such as CE certificates and MSDS for batteries.

### Inbound Package

- You should choose if you want us to ship this SKU with our packaging.
  - Choose “No”, and your articles should come to our fulfillment center with deliverable packaging and suitable for delivering to your buyer directly.
  - Please make sure the SKU packaging meet our [“ship in own packaging” standard](#).

### Proof of Brand

If your SKU is with a registered brand, you need to declare and upload related documents to our platform, either a certificate of registration (proven you own the brand) or Letter of Authorization (proven you have been authorized to sell).

Please noted that it is your responsibility to determine whether you have the right to sell the product with brand.

### Battery

- Choose If this SKU contain battery.



- If yes, the type, configuration, and battery quantity also need to be confirmed.
- Please be noted that our fulfillment center will not accept battery capacity over 100Wh

#### Liquid, powder or paste declaration

- Select this option if this SKU contains liquid, power or paste.

#### Documentation Uploading

- Upload required documentations or any certificates you got for the SKU.

## SKU Registration Failure Reasons

Aspects	Failure Reasons
Basic Information	SKU contains brand without certificates
	SKU name cannot be recognized
	SKU under registration is within the prohibited list
	SKU name mismatch with the category
	SKU under registration is within the prohibited list
	Battery Configuration mismatch with the product picture
	Unqualified picture
	Picture with brand or logo but without certificate
	Lack of CE certificate
	Lack of MSDS
	Lack of E-Mark
	Lack of EN71
	Other mistakes found in basic information.
CE	Incorrect CE Certificate
	Certificate cannot be verified on the official website
Brand	Brand certificate mismatch with the client
	Brand certificate expires
	Brand certificate does not show permission to sell in the warehousing country
	Brand certificate mismatches the SKU
	Other - Brand
MSDS	Incorrect MSDS Certificate
	MSDS expires
	Battery Type mismatch with MSDS
	MSDS mismatch with the product picture
E-Mark	Incorrect E-Mark Certificate
Other Certificates	Abnormal Certificate

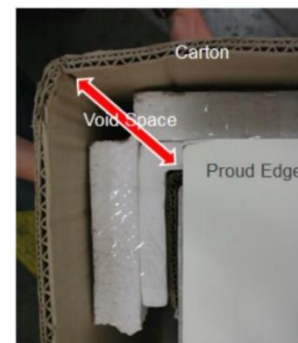


## Packing and Labeling Guidance

### Ship-in-own-packaging Standard

If you choose not to use our packaging (we defined this kind of SKU as “ship in own packaging”), you should pack the articles properly and suitable for delivery.

- Articles with substandard packaging will be defined as without shipping package. You will have to place a value added service (VAS) order to repack the articles (refer to [7. Value Added Service \(VAS\)](#)) or create a new SKU and choose the attributes as “use our packaging”.
- One package is required to carry only 1 piece of SKU. If you select to use the OC SKU label, please ensure the OC SKU label is affixed on the package directly. If the seller SKU barcode is to be used, make sure this label is scannable, unique and affixed on the ship-in-own package.
- We highly recommend packing the goods matching with ISTA 3A/6A standards
- Either fully or partly transparent package will NOT be taken as properly packaged. (e.g. The transparent bag for clothes)
- Any colored boxes will NOT be taken as properly packaged.
- Make sure the package’s size and weight suits the regulations of our last mile service provider. Refer to [Appendix – Delivery service](#)
- In filling
  - Immobilization: Use proper cushioning and bracing to avoid the goods from shift in transit.
  - No Loose Packaging Material: All packaging must be secured in place to prevent movement. Corner blocks, foam pads, and corrugated pads should be taped or stretch-wrapped to the articles so that they are not allowed to shift or migrate during shipping and handling.



- Goods with battery  
Battery notification label is required to be attached.



- Bulky goods
- All dimensions and information considering the bulky goods:
  - Cubed shaped which dimension are:
    - ※ greater than: 120 x 60 x 60 cm (only applicable for DE fulfillment service)
    - ※ less than: 15 x 10 x 1 cm



- Rolled, cylindrical or round items



- Irregular or non-standard packages
  - ※ Arc or spherical shaped



- ※ Shipments with a triangular cross-section



- ※ Packaging with protruding parts



- ※ Shipments with an uneven supporting surface or unstable packages



- ※ Shipments consisting of several differently shaped parcels tied together, which exceed the maximum size standards





- ※ Shipments in sacks or barrel-shaped packages



- ※ Incomplete packages or missing packaging



- ※ Damaged packaging



#### Packages with irregular packaging materials

- Packaging containing materials listed below is considered to be irregular packaging materials:

- ※ Plastics



- ※ Metal



- ※ Wood/wood-based materials



- ※ Fabric



- ※ Film wrap





- ※ Shipments containing rubber strapping



- ※ Packaging tape



- Special packaging features
  - ※ items which have not completely been packed or unpacked items which do not need packaging, tires mattresses, etc.



- ※ magnetic cargo with wrapping packaging
- ※ the packaging is smaller than the address labels

## Labeling your articles

### Labeling

- If OC SKU label is to be selected, each SKU should be affixed with a scannable one. After the SKU is successful registered, the OC SKU label can be printed either at the SKU management page or Inbound Order page.
- The label will be printed with OC SKUID and Barcode of the OC SKUID. Seller SKUID, SKU name and Origin Country is optional to be printed. Make sure that all individual articles are affixed with right OC SKU label or seller's own commodity barcode, GTIN/EAN/UPC.
- Please make sure that there is no other labels with barcode attached, except OC SKU label and seller SKU barcode (seller defined barcode, or GTIN/EAN/UPC (if any)).
- For articles with **"ship in own packaging"**. The label is required to be affixed on the shipping packaging directly.  
In this case, we highly recommend you NOT to print the SKU name on the label to avoid any



additional risks.

- The SKU labels must NOT be attached to the seam, corner and edge of the outer packing or covered with adhesive tape. Preferably at the top or on the side of the outer packing.

**Printing guidelines:**

- Use direct thermal or laser printers to make sure the labels are readable and scannable. Do NOT use ink jet printers.
- Make sure your printer supports our label sizes: 60mm\*20mm, 70mm\*30mm, and 100mm\*30mm (For carton label will be 100mm\*100mm).
- All labels must be printed in black ink on white. Non-reflective label paper with removable adhesive is preferred.
- Periodically test the scannability of your barcodes with a tethered scanner, and make sure the label you print will not smudge or fade within 24 months.

## Case-packing

**Labeling**

- Each carton of the shipments should be affixed with a scannable OC carton label as the mark.
  - The carton label can be printed in Inbound Order after the Inbound Order is submitted.
  - The Carton labels must **NOT** be attached to the seam, corner and edge of the outer packing or covered with adhesive tape

**Packing**

- Each carton contains only 1 SKU is preferred.
  - Generally maximum 5 different SKUs is allowed in 1 carton and 1 SKU cannot be packed in different mixed cartons.
  - Different SKUs must be clearly physical segregated in 1 carton.
  - For custom clearance purpose, international goods from different country of origin is NOT allowed to be mixed.
- Immobilization.
  - Use proper cushioning and bracing to avoid the articles from shift in transit.
- No Loose Packaging Material.
  - Use proper cushioning and bracing to avoid the articles from shift in transit. Corner blocks, foam pads, and corrugated pads should be taped or stretch-wrapped to the articles so that they are not allowed to shift or migrate during shipping and handling.



- Carton Strength
  - Appropriate external carton choice ensures that the other elements will perform as intended.  
A minimum burst strength of 19.3kg per square cm for all products is suggested.

**Notes:** The inbound order you send to the fulfillment center does not meet the standards of case-packing as above, it might cause a negative impact on the put-away timeliness and the potential additional handling costs.

## Palletization

### Stacking

- For Full Container Load (FCL) or Full Truck Load (FTL), all shipments are highly recommended to be palletized without loose cartons. For shipments accompanied with loose cartons, if the quantity of pallets does not achieve the standard, extra unloading fee will be charged. Detail information please refer to [Fulfillment Rate Card](#).
- please utilize the table below as the palletization standard:

Type of Container	Quantity of Pallets
20GP	> 8 pallets
40GP/40HQ/45HQ	> 18 pallets

- For Less than Container Load (FCL) or Less than Truck Load (FTL), if the delivery volume is more than half a pallet or more than 20 boxes, palletized delivery is preferred to ensure your acceptance efficiency.
- We highly recommend that each pallet contain only same SKU. For pallet with mixed SKUs, please stack cartons with same SKU together.
- Make sure one SKU will NOT be delivered on several pallets with mixed SKUs.

### Permissible packing dimensions

- Maximum pallet height: 180 cm (including pallet)
- Maximum pallet weight: 500 kg (including pallet)

### Pallets and Sizing

- Pallets should be exchangeable standard EURO pallets (1200mm\* 800mm)  
Pallets should be of good quality, with no cracks or missing slats. The pallet should be braced with multiple bottom arms to prevent pallet deflection. Pallets should have bottom supports to disperse weights of load evenly and prevent vertical supports from breaking off







### Carton Protection/Edge Protection

- V-boarding along all edges to reduce damage from vibration and stacked items. Hardboard or pressboard can also be used to prevent straps fatiguing the carton.

## Delivery Service

### DE Fulfillment Center

#### DE Standard Service

- **Service Area**

Our standard service includes delivering to all parts of Germany with retailed standard.

However, the shipments cannot be delivered to:

- regarding which the pick-up or delivery address identified by the Client is unsuitable for the service requested or can be reached only with unreasonable difficulties (including, but not limited to, airports or cruise terminals) or for whose delivery or consignment special effort or safety measures are required
- whose address is a post office box, a packing station, or large-customer postal code.

Meanwhile, there are several remote areas may take longer delivery time shown in the following table:

Remote District	Remote Zip code
German Islands	25845, 25846-25847, 25849, 25859, 25863, 25869, 25929-25933, 25938-25942, 25946-25949

- **Dimension & Weight limitation**

- For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
Girth	Length+2*(Width + Height) ≤ 360 cm
Maximum dimensions	Length 120 cm Width 60 cm Height 60 cm



<b>Minimum dimensions</b>	Length 15 cm Width 10 cm Height 1 cm
<b>Maximum weight</b>	31.5 kg

- The maximum length can be extended to 200 cm and the girth to 360 cm with the additional bulky charges paid. For more details, you can refer to Orange Connex Fulfillment Rate Card.
- The maximum weight of the commodities with batteries is 31.5 kg.
  - For articles without shipping packaging, the most appropriate packaging box type will be automatically selected according to your product size. However, please make sure that your articles shall not exceed our biggest box size as below.

Box Type/Weight	Interior Dimensions
<b>Max Box Type 1</b>	Length 54 cm Width 47 cm Height 20.5 cm
<b>Max Box Type 2</b>	Length 77 cm Width 44 cm Height 37 cm
<b>Max Weight</b>	27 kg

- The maximum weight of the commodities with batteries is 27 kg.
- For articles come with shipping packaging. If packaging dimension is in the range, it can be delivered to pack-station
- 

	<b>limitation</b>
Maximum dimension	Length 75 cm Width 60 cm Height 40 cm
Minimum dimension	Length 15 cm Width 11 cm Height 1 cm
Maximum weight	31.5 KG

## DE Economy Service

- **Dimension & Weight limitation**
  - For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
--------------------------	------------



<b>Maximum dimensions</b>	Length 35.3 cm Width 25 cm Height 5 cm
<b>Minimum dimensions</b>	Length 15 cm Width 10 cm
<b>Maximum weight</b>	1 kg

- For articles without shipping packaging, please make sure the dimension & weight do NOT exceed limitations as below, so our fulfillment center can properly pack the articles for transportation:

Dimensions	Limitation
<b>Maximum dimensions</b>	Length 32 cm Width 23 cm Height 4.5 cm
<b>Maximum weight</b>	0.9 kg

Please be noted that

- 1) Dangerous goods and LQ products like batteries are prohibited for this service
- 2) Track & Trace service is not available.
- 3) Claim is not acceptable for this service, and we recommend that you choose Economy Service for low value goods.
- 4) DE Economy Service accepts battery  $\leq 100\text{WH}$  and  $\leq 2\text{g}$  for 'Packed-with Equipment' and 'Contained-in Equipment', but do not support 'Pure Battery'

## DE International Delivery Service

- **Service Area**

For international delivery service, we cover the following countries including:

Country of destination	Country abbreviation
Belgium	BE
France	FR
Italy	IT
Luxembourg	LU
Netherlands	NL
Austria	AT
Portugal	PT
Slovakia	SK
Slovenia	SI
Spain	ES



Czech Republic	CZ
Hungary	HU
Bulgaria	BG
Croatia	HR
Cyprus	CY
Greece	GR
Malta	MT
Romania	RO
Denmark	DK
Estonia	EE
Finland	FI
Latvia	LV
Lithuania	LT
Poland	PL
Sweden	SE
Ireland	IE

Meanwhile, the shipments cannot be delivered to:

- whose address is a post office box, a packing station, or large-customer postal code.
- regarding which the pick-up or delivery address identified by the Client is unsuitable for the service requested or can be reached only with unreasonable difficulties (including, but not limited to, airports or cruise terminals) or for whose delivery or consignment special effort or safety measures are required
- Our service scope may be temporarily adjusted based on the conditions of logistic suppliers' please pay attention to the relevant announcements on the platform

However, there are several special shipping zones exceptional from the reachable delivery service areas (mostly oversea territories or islands), including:

No.	Country		No Service Area	No Service Area Zipcode
1	France	FR	DOM-TOM	97xxx (means 97000 – 97999) 98xxx (means 98000 – 98999)
2	Netherlands	NL	Aruba/Curacao/Sint Maarten/Bonaire/Saba/Sint Eustatius	
3	Italy	IT	Italy Campione d'Italia IT Livigno	22060 23030
4	Spain	ES	Ceuta/Melilla/Canary Islands	51001- 51005/51070/51071/51080 52000- 52006/52070/52071/52080 35xxx (xxx = 000-999)



				38xxx (xxx = 000-999)
5	Portugal	PT	Madeira/Azores	9000-000 – 9499-99
				9500-000 – 9999-99

- **Dimension & Weight limitation**

- For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
Girth	Length+2*(Width + Height) ≤ 300 cm
Maximum dimensions	Length 120 cm Width 60 cm Height 60 cm
Minimum dimensions	Length 15 cm Width 10 cm Height 1 cm
Maximum weight	30 kg

- For articles without shipping packaging, the most appropriate packaging box type will be automatically selected according to your product size. However, please make sure that your articles shall not exceed our biggest box size as below.

Box Type/Weight	Interior Dimensions
Max Box Type 1	Length 54 cm Width 47 cm Height 20.5 cm
Max Box Type 2	Length 77 cm Width 44 cm Height 37 cm
Max Weight	27 Kg

Please be noted that

- 1) DE International Delivery Service (except Ireland) accepts battery ≤100WH and ≤2g for 'Packed-with Equipment' and 'Contained-in Equipment', but do not support 'Pure Battery'

## DE Freight Service

- **Dimension & Weight limitation**

- For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
--------------------------	------------



<b>Maximum dimensions (including pallet)</b>	Length 240 cm Width 120 cm Height 220 cm
<b>Maximum weight</b>	100 kg

Please be noted that

- For freight service, the cargo will be palletized out of the warehouse
- Multiple items can be palletized onto one single pallet within the maximum dimensions and weight limit
- For each outbound order, the maximum weight is 2,500kg (including the pallet), and must not exceed 8 pallets; Any single item on the pallet will be handled as a group, please consult the customer service team for further details
- This delivery is a curbside delivery service. This shipment will be delivered to the entrance or the ground floor of the delivery address only

## UK Fulfillment Center

### UK Standard Service

- **Service Area**

Our standard service includes delivering to all parts of UK (Areas with postal code BF1 XXX is excluded) with average delivery time of around 2 days

Please note that the shipments cannot be delivered to:

- Those places with reasonable delivery difficulties (including, but not limited to, airports or cruise terminals) or special efforts or safety measures are required
- The area with postal code BF1 XXX

- **Dimension & Weight limitation**

- For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
<b>Girth</b>	Length+2* (Width + Height) ≤ 240 cm
<b>Maximum dimensions</b>	Maximum Length ≤ 180 cm
<b>Minimum dimensions</b>	Length 15 cm Width 10 cm
<b>Maximum weight</b>	30 kg



- For articles without shipping packaging, please make sure the dimension & weight do NOT exceed limitations as below, so our fulfillment center can properly pack the articles for transportation:

Girth/Dimensions/Weights	Limitation
Maximum dimensions	Length 116 cm Width 56 cm Height 56 cm
Maximum weight	27 kg

## UK Express Service

- **Dimension & Weight limitation**
  - For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
Girth	$\text{Length} + 2 * (\text{Width} + \text{Height}) \leq 240 \text{ cm}$
Maximum dimensions	Maximum Length $\leq 180 \text{ cm}$
Minimum dimensions	Length 15 cm Width 10 cm
Maximum weight	30 kgs

- For articles without shipping packaging, please make sure the dimension & weight do NOT exceed limitations as below, so our fulfillment center can properly pack the articles for transportation:

Girth/Dimensions/Weights	Limitation
Maximum dimensions	Length 116 cm Width 56 cm Height 56 cm
Maximum weight	27 kg

## UK Economy Service

- **Dimension & Weight limitation**
  - For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
--------------------------	------------



<b>Maximum dimensions</b>	Length 35.3 cm Width 25 cm Height 2.5 cm
<b>Minimum dimensions</b>	Length 15 cm Width 10 cm
<b>Maximum weight</b>	0.75 kg

- For articles without shipping packaging, please make sure the dimension & weight do NOT exceed limitations as below, so our fulfillment center can properly pack the articles for transportation:

Girth/Dimensions/Weights	Limitation
<b>Maximum dimensions</b>	Length 34.3 cm Width 24 cm Height 2.3 cm
<b>Maximum weight</b>	0.7 kg

Please be noted that

1. Dangerous goods and LQ products like batteries are prohibited for this service
2. Track & Trace service is not available.
3. Claim is not acceptable for this service, and we recommend that you choose this Service for low value goods.

## UK Standard Letter Service

- **Dimension & Weight limitation**
  - For shipping-in-own-packaging articles, please make sure the dimension & weight do NOT exceed limitations as below:

Girth/Dimensions/Weights	Limitation
<b>Maximum dimensions</b>	Length 35.3 cm Width 25 cm Height 2.5 cm
<b>Minimum dimensions</b>	Length 15 cm Width 10 cm
<b>Maximum weight</b>	0.75 kg

- For articles without shipping packaging, please make sure the dimension & weight do NOT exceed limitations as below, so our fulfillment center can properly pack the articles for



transportation:

Girth/Dimensions/Weights	Limitation
Maximum dimensions	Length 34.3 cm Width 24 cm Height 2.3 cm
Maximum weight	0.7 kg

Please be noted that

1. Dangerous goods and LQ products like batteries are prohibited for this service
2. Track & Trace service is not available
3. Claim is not acceptable for this service, and we recommend that you choose this Service for low value goods

## UK International Service

- Delivery Days: Monday to Friday
- 24 European countries: 24 European countries. From UK to Germany, France, Italy, Spain, Belgium
- Remote area: Undelivered to France DOM-TOM(postcodes 97xxx,98xxx) currently
- Fully tracked
- Support battery(less than100wh, less than 2g), except pure battery
- IOSS and Non-IOSS
  - 1) IOSS: 1)eBay collect and remit taxes. 2)Or Seller provide IOSS number
  - 2) None-IOSS 1) > €150 eBay does not collect and remit taxes. 2) Seller cannot provide the IOSS number 3) Seller provide IOSS number, but the order declared value > €150
- Dimension and Weight limits are based on different destination countries, please refer to the following sheet

Country	Portugal, Spain, Bulgaria, Croatia, Cyprus, Czech, Estonia, Greece, Hungary, Poland, Romania, Slovakia, Slovenia, Latvia, Lithuania, Malta	Austria	Germany, Italy, Luxembourg	France	Belgium, Ireland	Netherlands
Weight (kg)	0-30	0-30	0-30	0-30	0-30	0-23
DIM (cm)	max: 60 x 40 x 40 cm	max length: 100 cm	max: 120 x 60 x 60 cm	L+H+W: 150 cm max length: 100 cm	L+H+W: 150 cm max length: 120 cm	min: 100 x 78 x 50 max length: 100cm;
Circumference (cm)	-	L+2*(W+H)<=300 cm	L+2*(W+H)<=300 cm	-	-	L+2*(W+H)<=300
Battery 1. button cells 2. installed in the equipment 3. with equipment packed - UN label required *Lithium-Ions-Battery <=100wh;	Yes *3481 only, No Pure battery					



## Australia Fulfillment Center

### Australia Domestic Standard

- **Service Area**

Our standard service includes delivering to all parts of Australia, and the Estimate Deliver Date is 3-8 working days.

Because Australia has vast territory. It has been divided into four regions based on postcode. There will be different estimated delivery dates for different regions, as follows:

- Same City: 3-4 working days
- Metro/Major Regional: 4-5 working days
- Remote: 7-8 working days

For the detailed postcode breakdown, please refer to our rate card.

However, the shipments cannot be delivered to:

- regarding which the pick-up or delivery address identified by the Client is unsuitable for the service requested or can be reached only with unreasonable difficulties (including, but not limited to, airports or cruise terminals) or for whose delivery or consignment special effort or safety measures are required

- **Dimension & Weight limitation**

- For shipping-in-own-packaging items, please make sure the dimension & weight do NOT exceed limitations as below:

Limitation	
Maximum dimensions	Length *Width* Height≤0.25 m <sup>3</sup> Length≤105 cm
Maximum weight	22 kg

- For articles come without shipping packaging, the most appropriate packaging box type will be automatically selected according to your product size. However, please make sure that your articles shall not exceed our biggest box size as below.

Limitation
------------



<b>Maximum dimensions</b>	Length 90 cm Width 30 cm Height 20 cm
<b>Maximum weight</b>	20 KG

Please be noted that:

- 1) Australia Standard Delivery Service accepts battery  $\leq 100\text{WH}$  and  $\leq 2\text{g}$

## Australia Domestic Express

- **Service Area**

Our express service includes delivering to all parts of Australia, and the Estimate Deliver Date is 1-3 working days.

Because Australia has vast territory. It has been divided into four regions based on postcode. There will be different estimated delivery dates for different regions, as follows:

- Same City: 1 working days
- Metro/Major Regional: 1-2 working days
- Remote: 1-3 working days

For the detailed postcode breakdown, please refer to our rate card.

However, the shipments cannot be delivered to:

- regarding which the pick-up or delivery address identified by the Client is unsuitable for the service requested or can be reached only with unreasonable difficulties (including, but not limited to, airports or cruise terminals) or for whose delivery or consignment special effort or safety measures are required

- **Dimension & Weight limitation**

- For shipping-in-own-packaging items, please make sure the dimension & weight do NOT exceed limitations as below:

Limitation
------------



<b>Maximum dimensions</b>	Length *Width* Height≤0.25 m <sup>3</sup> Length≤105 cm
<b>Maximum weight</b>	22 kg

- For articles come without shipping packaging, the most appropriate packaging box type will be automatically selected according to your product size. However, please make sure that your articles shall not exceed our biggest box size as below.

Limitation	
<b>Maximum dimensions</b>	Length 90 cm Width 30 cm Height 20 cm
<b>Maximum weight</b>	20 KG

Please be noted that:

- 1) Australia Express Delivery Service accepts battery ≤100WH and ≤2g