- MODIVO Marketplace Guide -

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1.   Terms and conditions of cooperation

1.1.   MODIVO Marketplace Terms and Conditions

Question: *Where can I find the current MODIVO Marketplace regulations?*

The current MODIVO Marketplace Terms and Conditions can be found at
https://partner.modivo.com/pl.

1.2.   Commission fee

Question: *What is the commission I am to pay to MODIVO?*

In accordance with the provisions of clause 8 of the Terms and Conditions, as a Partner you are required to pay to MODIVO S.A. **Remuneration** for each **Billing Period**, which is a percentage of the net commission on the gross value of the Products sold by you through the MODIVO Marketplace and billed by MODIVO S.A. during the relevant Billing Period, together with the costs of delivery of the Products.

Commission amounts are rounded up to the nearest penny, as illustrated in the example below:

> *EXAMPLE 1. If, on 13 July, you sold an item in the Perfume category with a value of PLN 100, billing for this sale can take place 5 days after the transaction date, i.e. on 18 July. This transaction will therefore be physically settled in the second (2nd) Billing Period, i.e. on 1 August, after which date (no later than within 5 days) we will pay you the payment from the Buyer less the 7% commission + VAT.*

> *EXAMPLE 2. We can settle the goods sold on 1 January with you after 5 business days from the date of the transaction, i.e. 6 January. These transactions will be placed on the invoice for the first (1) Billing Period, i.e. on the invoice dated 16 January, after which date (but no later than 5 days) we will pay you the payments from the Buyers less the Remuneration.*

> *EXAMPLE 3. We will settle the goods sold on 12 January with you 5 days after the transaction date, i.e. 17 January. These transactions will be placed on the invoice for the second (2nd) Billing Period, i.e. on the invoice dated 1 February, after which*

date (no later than 5 days) we will pay you the payments from the Buyers less the Remuneration.

EXAMPLE 4. *We will settle the goods sold on 18 January with you 5 days after the transaction date, i.e. 23 January. These transactions will be placed on the invoice for the second (2nd) Billing Period, i.e. on the invoice dated 1 February, after which date (no later than 5 days) we will pay you the payments from the Buyers less the Remuneration.*

Question: *How is the commission calculated?*

The commission is calculated net of the **total gross order amount** (goods + shipping cost) and then increased by the **cost of VAT**.

To help you understand this mechanism, we have prepared the following example.

EXAMPLE 1.

PLN 90 - we assume that the Product has such a value

PLN 10 - this is the cost of shipping

7 % - commission fee

In such a situation, the commission will be:

100 PLN (product value + shipping cost) × 7% (net commission) × 1.23 (VAT) = PLN 8.61

Question: *If an order is returned or cancelled, is the commission refunded?*

If there is a return or other situation where a transaction has not taken place, you should receive a transaction discount. To do so, **enter a return** for the selected Order in the Mirakl system.

Proceed as follows:

1. Log on to the system https://modivo.mirakl.net
2. Under **My Orders,** go to **All Orders**;
3. In the **Order No.** field, enter the order number to which the return relates and refresh;
4. Open **Order**;
5. Click **Return** in the top right corner and confirm.

Refunds can be full or partial:
- **Full refund** - full refund of the order cost including delivery or
- **Partial refund** - refund for selected items or delivery costs).

The buyer automatically receives a refund on his account.

Important! Remember that you are obliged to account for the return even if the customer has not enclosed a receipt or a return form with the package - there is no obligation to enclose such a document.

No commission **is charged on** returns.

Please note that the **Balance Due** in the MODIVO Marketplace dashboard includes the total revenue from sales in the MODIVO Marketplace, including orders and delivery costs.

1.3. Costs and delivery methods

Question: *What delivery methods apply on modivo.com?*

According to the Terms and Conditions of our cooperation, you must offer the following delivery methods in order to sell on MODIVO Marketplace:

1. **For Polish Marketplace:**
   - **Courier** - acceptable carriers: DPD, DHL or InPost
   - **InPost Paczkomaty 24/7**

Shipping costs should be no more than **PLN 8.99** for courier deliveries and **PLN 4.99** for parcel post InPost. However, you can specify a lower cost or completely free shipping.

Free delivery applies to all orders over **PLN 149**.

2. **For Italian Marketplace:**
   - **Courier:** BRT, DHL or Poste Italiane.

Shipping costs should not exceed **€4.99** for all deliveries. However,
you can set a lower cost or completely free shipping.
Free delivery is provided for all orders over **€49**.

Metodo di spedizione	Tempo di consegna previsto	Totale di spedizione	
		Valore d'ordine	Costo di spedizione standard
BRT CORRIERE ESPRESSO dpd group	3-4 giorni lavorativi	Superiore a 49€	0€
		Inferiore a 49€	4,99€

1.4. Costs and ways of reimbursement

Question: *How are returns handled on modivo.com?*

In accordance with the MODIVO Marketplace Regulations, the Buyer is always entitled **to a 30-day free return**. The Seller is obliged to make available at least one of the return methods accepted by MODIVO:

For Polish Marketplace:

- Fast returns InPost Parcel Machines 24/7
- Prepaid return label added to parcels: DHL, DPD, Inpost

For Italian Marketplace:

– a prepaid return label from at least one of the couriers: BRT, DHL, Poste Italiane.

1.5. Photos

Question: *Do you have a photo requirement for products sold on MODIVO?*

Yes, in order to sell on MODIVO the images must meet a number of requirements so that they do not visually stand out from the products sold by MODIVO.

The first 2 photos must always meet the following requirements:

- .jpg file
- photos with a light or light grey background (without strictly defined RGB)
- product or model photography
- the product/model should be in the centre of the picture and fill most of the frame

- photographs must be studio, not outdoor
- product shots must be on a mannequin with a "ghost" effect
- avoid large creases and wrinkles in the fabric (also avoid stretching the fabric too much to make the product look too small on the model and the packshot)

TOO MUCH BACKGROUND   CUT LEGS   CUT HEAD

2.   Logging in to the Mirakl Panel

Question: *I have registered for the MODIVO Marketplace, now what?*

After registering in the MODIVO Marketplace application form and successful verification, you will receive a welcome email with information about the creation of your account in the Panel https://modivo.mirakl.net

The message will give your **Username** and **a link to assign a new password**. Click on the link and create a new password.

When creating a new password, keep in mind the guidelines to increase security:

- Minimum 8 characters;
- Minimum 1 number;

-   Minimum 1 lower case letter;
-   Minimum 1 capital letter;
-   Minimum 1 symbol.

Once you have successfully completed the login process, the main page of the Seller's panel will be displayed on the screen. Done! You are now with us.

2.1.   Password change

Question: *How do I change my password in the panel?*

Follow the instructions below:
1.   Go to https://modivo.mirakl.net
2.   Click on the **icon** in the top right corner
3.   Then, under the **Account Information** tab, click on **Reset password**.
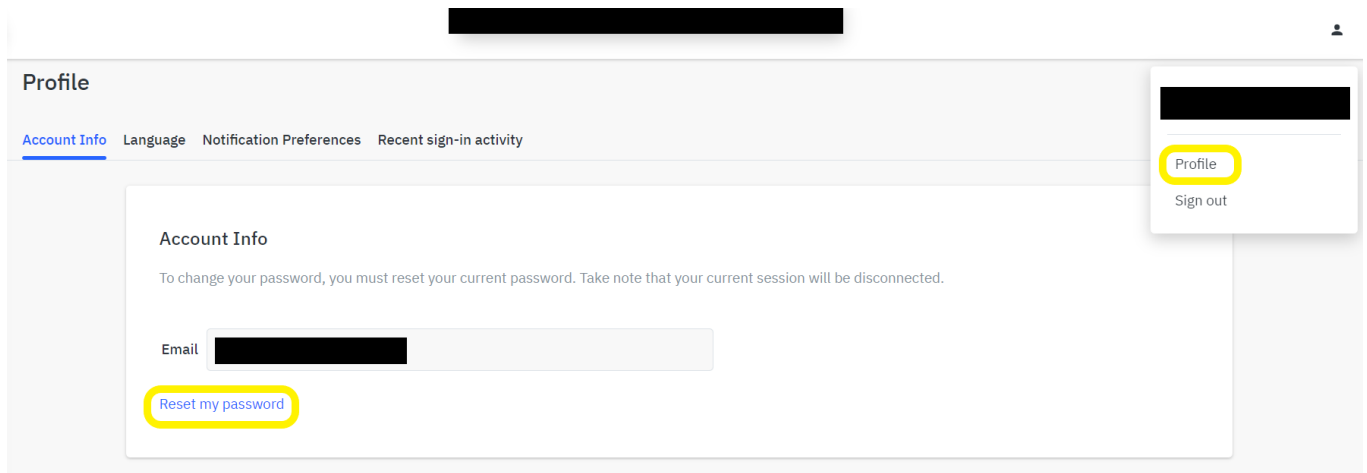
Question: *What do I do when I can't remember my password?*

Follow the instructions below:
1.   Go to https://modivo.mirakl.net
2.   Enter the email address with which your Mirakl account is set up.
3.   Select **Forgot your password?**
4.   Select **Reset password**.
5.   You will receive an email with a link to reset your password.

Please note that your message may arrive several hours late and may end up in the "Spam/other" folder.

2.2. Adding a user

Question: *Can I add a new user to my Shop account?*

Yes, you can. You can do it this way:

1. Log on to https://modivo.mirakl.net;
2. Go to tab: **Settings → Users**;
3. Click **Create User** in the top right-hand corner;

4. **Enter a new email address, choose a language, select the relevant roles** and click **Save**. Each role is assigned different accesses, which are described next to the role.

2.3. Notification management

Question: *How do I manage the notifications sent from the Mirakl Panel?*

When you gain access to the Mirakl Panel, your account is given the role of administrator. As a panel administrator, by default you will receive all notifications regarding orders, offers and all other administrative notifications.

You can manage notifications so that you disable the sending of individual system messages to your e-mail address.
To do this:

1. Click **the icon** in the top right corner and select **Profile**

2. From the navigation bar, select **Notification preferences**

3. Deselect notifications you are not interested in.

Each new **User** can manage their notifications individually.
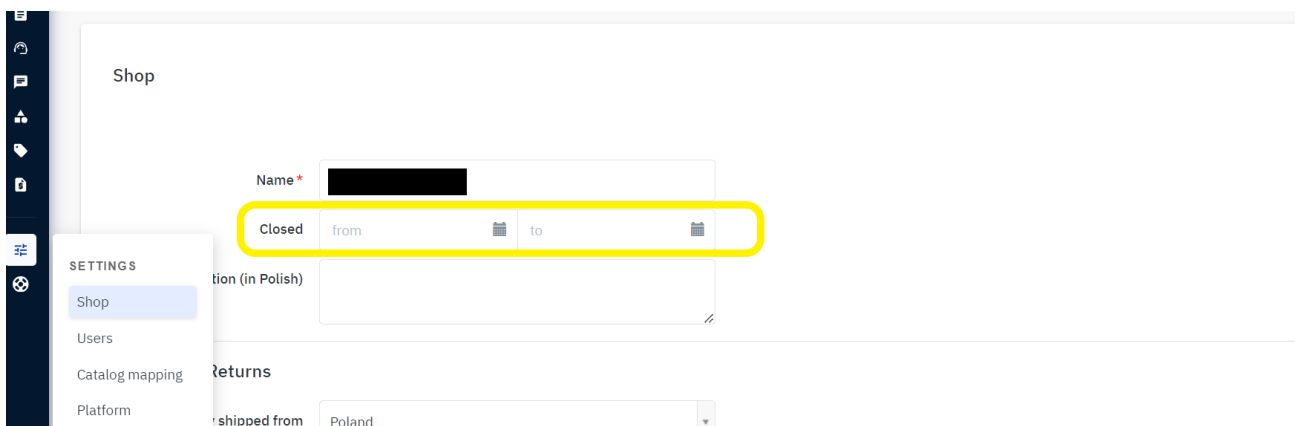
2.4. Setting holiday leave

Question: *How do I enter information about planned holiday leave?*

If you plan to be absent or stocktaking and **want your listings to be invisible for a given period**, you have the option to enter this information in the panel.

To do that follow the instructions below:

1. Log on to https://modivo.mirakl.net;
2. Go to the **Settings** tab;
3. Enter the **Shop**;
4. Set **closing dates from** (date of start of holiday) **to** (end of holiday);
5. Click **Save**.

Important! If you set a holiday leave, your listing will be disabled for the duration of the leave and will not be visible to Buyers. **Remember, however, that you are still required to answer questions about orders, process shipping and account for returns of orders placed before your holiday, and process complaints received during your holiday.**

2.5. Stocktaking
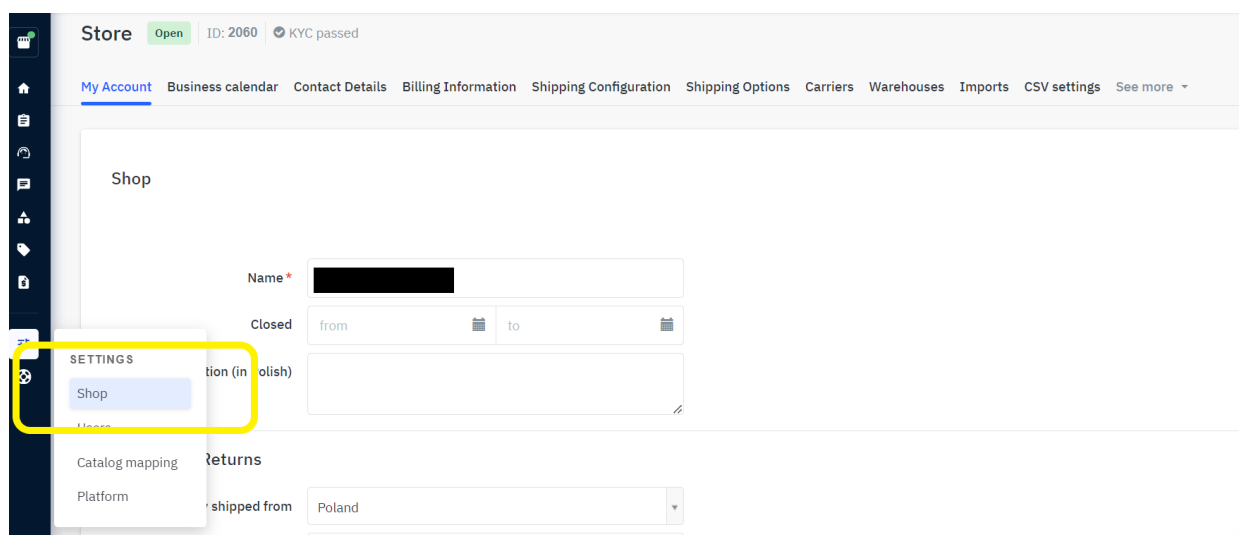
Question: *What should be done in the case of a planned stocktaking?*

If you are planning a stocktaking inventory, be sure to set a holiday leave for this time. Remember that it is a good idea to take stock during the quieter sales period.

3.   Configuring the Shop account on the Mirakl platform

Question: *How do I complete the shop information?*

Before your Shop is visible on the platform, **remember to complete all the required information** in the MODIVO Mirakl panel. You can do this in the **Settings** tab.

3.1.   Name and description of the shop

Enter the **name of your shop** in the Shop field. It will be visible on the modivo.com website on the product card in the **"Sold by [Your Name]"** section.

Important! Remember to avoid writing website addresses in the name, e.g.: Converse.pl. In this case the correct name is Converse. All endings such as: .pl, .com etc. will be removed.

A description of the shop is not mandatory, but worth adding.

3.2. Delivery and returns

For Polish Marketplace:

You must offer the following delivery methods:

- **Courier** - acceptable carriers: DPD, DHL or InPost
- **InPost parcel machine**

You will find acceptable **return methods** below. Which method you make available to MODIVO customers is up to you. Copy the following methods (only those you offer) into the **Returns Policy** field.

- **InPost Parcel Machines 24/7 - Fast returns**

  You can generate the code to return a parcel machine on the szybkiezwroty.pl website or in the mobile application. You will receive a text message with the code to the phone number you specified. If the code expires, you can generate it again.

- **InPost Parcel Machines 24/7 - Return Label**

  Apply the return label you received to the parcel and post it to any InPost parcel machine. If you do not have a return label, please contact us to obtain one: info@modivo.pl (be sure to include your order number in your e-mail).

- **DHL**

  At https://dhl24.com.pl/zwroty/ select the method of shipment: Courier or Pickup Point. Apply the return label you received to the parcel and send the parcel. If you do not have a return label, please contact us to obtain one: info@modivo.pl (be sure to include your order number in your e-mail).

- **DPD**

  Apply the received return label to the parcel and send it by Courier or at the Collection Point. You can order a courier with a new label at https://www.dpd.com/pl/pl/moje-dpd/zwroty-przesylek-dpd/. If you do not have a return label, please contact us to obtain one: info@modivo.pl (be sure to include your order number in your e-mail).

For   Italian   Marketplace:

You must offer the following delivery methods:

Courier: BRT,   DHL,   or   Poste   Italiane

Acceptable   return   methods:

Prepaid return label from at least one of the couriers: BRT, DHL, or Poste Italiane

The Return Policy field must be filled out with at least one of the available return methods.

<u>To configure the "Shipping and Returns" field:</u>

1. Select the shipping country from the list - Poland;
2. Complete the returns policy according to the method you offer.

3.3. Clearance of accounts and invoices

To receive invoices to your declared e-mail address, follow these steps:

1. Select Settings, then select Shop
2. In the E-mail field, enter the address to which we are to send invoices.

3. **Don't forget to save your changes**. You will do this by clicking the 'Save' button at the end of the section.

3.4. Return address

Here, fill in the address details to which customers can send products back to you.

Important! Customer Service uses this data in the event of an enquiry from the Buyer about the return address.

Data to be completed:

- Address (street and number of building/location)
- Postcode
- City
- Country

Remember   to   save   your   changes.

3.5. Additional information

REGON - is a mandatory field. If you do not have a REGON number, enter your NIP number here.

The remaining fields are not required, but we encourage you to complete them. This will help us to develop future integrations.

Additional Information

REGON *	0
Role	Nothing selected ▾ I am an authorized business contact (indicate your role).
What storefront platform do you use?	Nothing selected ▾

3.6. Product categories

Select the category that best represents your product offering; you can select several categories. If you have not found a suitable category, please add it manually in the Other field.

The Producer/Distributor field is a mandatory field

Select the product categories in which you sell.

Categories		You can choose several
Others		If you haven't found categories above in which you sell your products, please enter them in this field.
Producer/Distributor *	✕ Producent-Produttore ✕ Dystrybutor-Distributore	Are you a producer/distributor?

3.7. Documents

To upload a document to the system, use the "Select file..." option and then upload the appropriate file.

Documents

Return Form	Select a file...
	A return form that should be included with every order. Maximum file size: 10 MB

Uniwersalny formularz zwrotu towaru.docx ✖

Declaration of the trademark owner	Select a file...
	Appendix 1 filled out and signed Maximum file size: 10 MB
Trademark registration confirmation	Select a file...
	Regardless of the registration type (domestic, european, international) Maximum file size: 10 MB

1. Return form:

When making an online purchase, customers should have clear information on how to make a return. This allows us to reduce the number of customer queries in this area. In order to standardise the process, we provide the customer with a simplified returns form - available via a link in the order confirmation email.

Important! Remember that you are obliged to **add a Return Form and Return Instructions** to **each parcel in** order to provide the Customer with clear information on the return procedure in your Shop on the Modivo platform.

PRODUCT RETURN FORM

Full name: Street:
Email address: City and postal code:

Order number: _ _ _ _ _ _ _ _ _ _ _

Refund

- **Payments made through the PayU system** will be refunded through the same service.

Products for Return

Complete the names of the products you wish to return and choose the reason for the return from the list below..

Product name	Reason for Return (enter the number from the list below)

List of reasons for return:

1. Incorrect item received	4. Wrong size	7. Other reason (please specify)
2. Item was damaged	5. Different color than expected	…………………………………………
3. Delayed delivery	6. Quality below expectations	…………………………………………

Return address:

Additional requirements:

2. **Statement by the trade mark holder**:
Completion of the Declaration is only necessary for Partners with less than 5 brands in their portfolio.

A completed Appendix No. 1 to the Regulations must be uploaded. No other documents are accepted. Instructions for completing the Declaration can be found below.

Important! If you have products from several brands/distributors, you must provide a separate Statement from each brand/distributor preferably in one pdf file.

3. **Confirmation of trade mark registrations:**

The trademark registration document is mandatory for partners who offer more than 5 brands. We accept documentation from Polish and European authorities.

3.8. Visual identity of the shop

Shop Visual Identity

Logo	Select a file...
	Best size: 80x80, max weight: 512 kB, supported file formats: jpg, jpeg, png.
Banner	Select a file...
	Best size: 500x100, max weight: 1,024 kB, supported file formats: jpg, jpeg, png.

Logo - not mandatory. It will not yet be used at this time.

- format accepted: png
- best dimensions 80x80, size 512 kB

Banner - not mandatory. It will not yet be used at this point.

3.9. Contact details

Contact details

The fields in this section are mandatory. It is essential that they are completed correctly, as these details will appear on your invoices.

- all required fields must be completed
- **a contact telephone** number should be provided, preferably for the person who will deal with the orders
- **Company name** - indicate the legal name to which invoices will be issued
- If the NIP or KRS are incorrect or have changed, this must be reported to partner@modivo.com. It is not possible to edit these fields yourself.
- **Address** - enter the address at which the company is registered

Important! Whenever you change your details, the system automatically blocks withdrawals! Any change of data must be reported immediately by email to

partner@modivo.com in order to unblock the withdrawal.

3.10. Bank account details

Important! Whenever your bank account details change, the system automatically blocks your withdrawal. Any change of details must be reported immediately by email to **partner@modivo.com** in order to unblock the withdrawal.

- fill in all required data
- the account number must be the same account number from which the verification transfer to PayU was made. It is to this account that you will receive the withdrawal of funds.

Changing your Mirakl account number will not change your PayU withdrawal account number. You will need to go through a re-verification process to change your PayU withdrawal account number.

3.11. Shipping configuration

To configure the fees, go to **Settings > Shop> Edit shipping fees:**
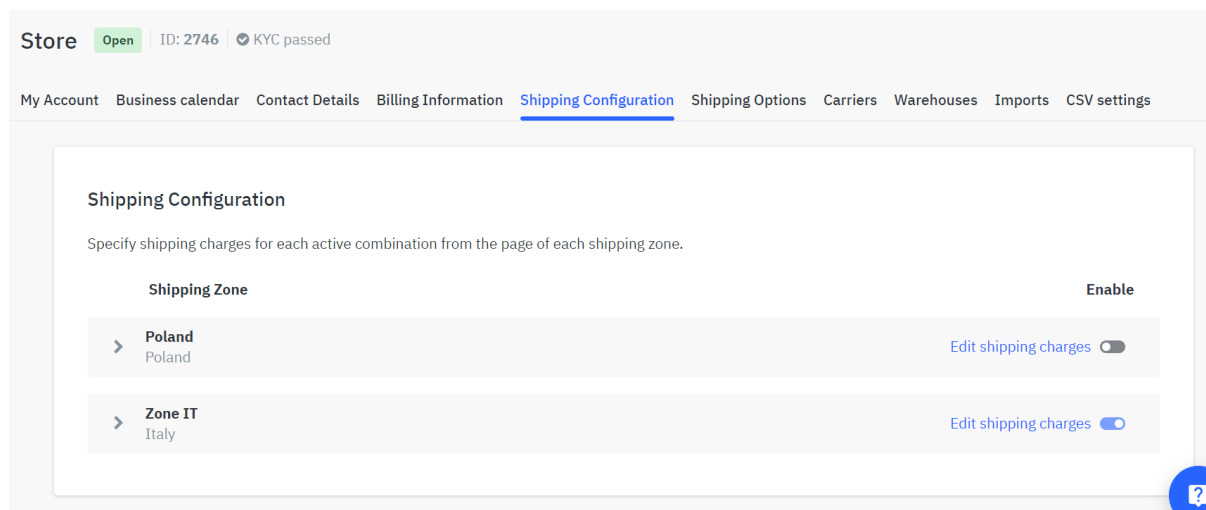
When you select **Edit shipping fees,** the following window will appear where you must fill   in:

For Polish Marketplace:

- **Standard (courier)** - default price PLN 8.99 or another amount not exceeding PLN 8.99
- **Parcel machine** - default price PLN 4.99 or another amount not exceeding PLN 4.99
- **Collection point** - optional field.
- **Add. price,** i.e. the price for each additional item in the package - leave PLN 0.00

For   Italian   Marketplace:

– **Standard (Courier)** - default price €4.99 or any amount not exceeding €4.99;

– **Surcharge for additional items** - price for each additional product in the package, should remain €0.00 EUR.

An account with prices deviating from those quoted and inconsistent with the accepted Terms and Conditions may be temporarily **suspended** until the discrepancy is resolved.

3.12. Shipping   methods

To   set   up   free   shipping,   follow   the   steps   below:

- if you would like to offer free shipping on all products, please tick the corresponding checkbox. **The threshold of PLN 149 / EUR 49 is currently set systemically.** It is not possible to change the threshold to a higher one - if it is set in the system, it will not be loaded on the website.

- The delivery time (max. 48 hours) is set by the system and cannot be changed.
- minimum amount for free shipping - in accordance with the Terms and Conditions, **free shipping applies to all orders with a value equal to or greater than PLN 149 / EUR 49.**
- In the event of a discrepancy between the settings and the Terms and Conditions, the account may be temporarily suspended until the discrepancy is resolved.

4.   Order handling

Question: *How do I fulfil my order?*

Once the order placed by the buyer is in the Mirakl system (you should also receive an email notification) - **be sure to look into the Mirakl system** and proceed with the order.

Remember to change the statuses, shipping and add the waybill number within **48 hours** of placing the order on working days. **An order placed at the weekend or on a holiday** should be **processed immediately on the next working day**.

To see a list of the orders in your account, go to the **Orders** tab. There you will find orders broken down into all statuses indicating the degree of completion. You will also find orders with incidents in progress or completed.
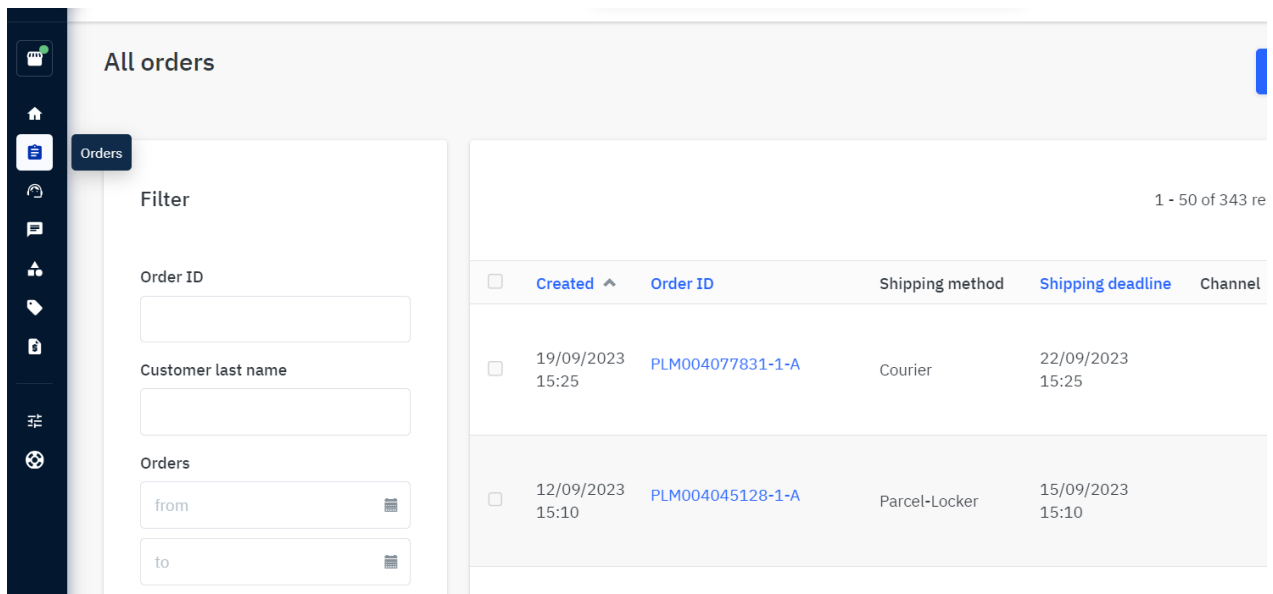**Important!** The statuses are only indicative and do not always indicate the real status of an order.
Example:
An order with a status of "**Awaiting shipment**" will automatically change its status to "**Received**" 5 days after the order has been accepted. This will happen even if the order has not yet been dispatched (the tracking number has not been filled in). Please note,

however, that **a change in status does not release you from your obligation to fulfil your order** as agreed.

In the view below, search for the order that interests you. Use the **filters** available on the left-hand side of the panel to do so.

The most helpful will certainly prove to be:
- **an order number,**
- **a client name.**

Of course, you can further narrow down your search, e.g. to **a specific shop or price range of an order**.

Here you will also view the current status of your order, in the **Status** column.

Question: *How much time do I have to complete my order?*

You have **48h** to process your order **on working days** after placing the order. An order placed at **the weekend or on a holiday** should be processed **immediately on the next working day**.

4.1. Order acceptance

The first step in processing an order is to accept or reject it. To do this, click on the **order ID** with the status **Pending acceptance** - this is the status every new Order receives.

For each order to be verified, check the correctness of the price, delivery method and time and its availability in stock. Then select **Accept**, which will result in the conclusion of a contract between you and the buyer and an automatic notification sent to the buyer that the order has been fulfilled.

Once you have approved your order, its status will automatically be changed to 'Charge in progress'. This means that the payment is currently in verification and posting.

NOTE: Please note that information regarding the payment of the order will only be available once the order has been approved. If the order has not yet been paid (i.e. it is in a status of "Charge pending") **do not send the order to the customer**.
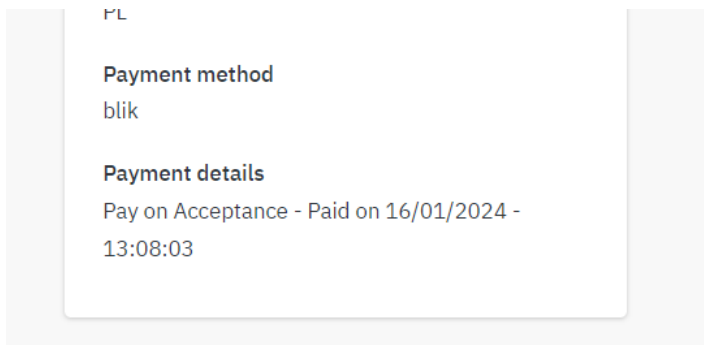

If the order is not paid for, **it will be automatically** cancelled **after 72 hours** . In such a situation, you do not need to do anything - a system message will be sent to the customer.

Remember the **Order Acceptance Rate**, which should be **at 97%**. You have the option to reject orders, but if the rejection rate exceeds the set threshold your Shop may be suspended and you will lose the ability to sell on MODIVO.

4.2. Order shipping

You can now proceed with shipping your order. To do this, please follow the steps below:

1. To complete the waybill number and confirm shipping, click **Mark as shipped**.
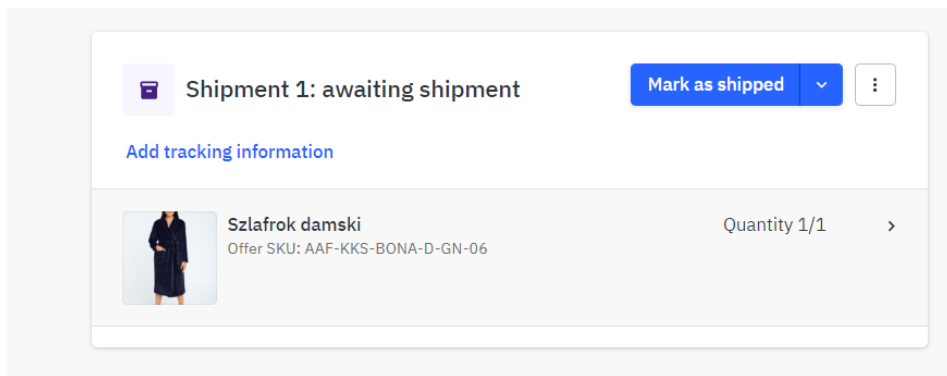
2. Select the method by which you are sending the parcel from the drop down list **Select Carrier**, enter the **Tracking Number** and select **Mark as Shipped**. The buyer will receive an email notification from us with a link to track the parcel.

3. The order will change its status to **Shipped** once these steps have been completed.

The order should be processed within **48 hours** of placing the order on the platform on working days. An order placed on a weekend or holiday should be processed immediately on the next working day.
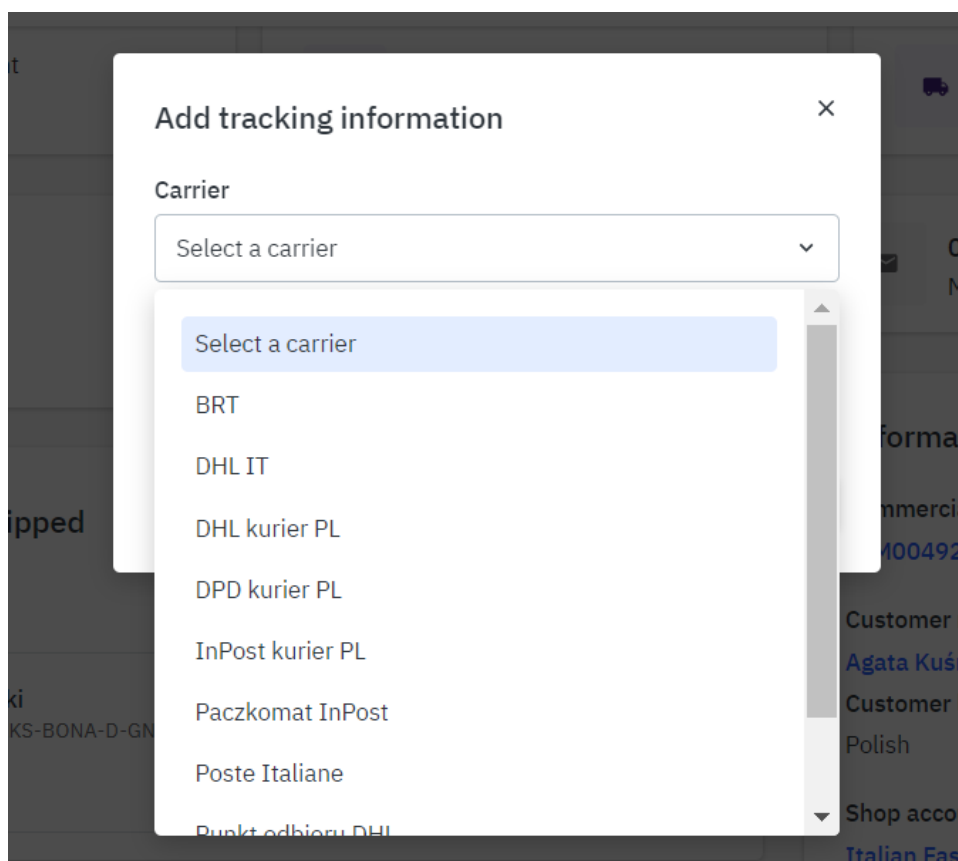
4. You must then also add to your order a waybill number for the return from the return label you attached to your order. This obligation does not apply to returns processed through the InPost Quick Returns option. To do this, select **More actions** in the top right corner **and Custom field -> Waybill number for the return.**
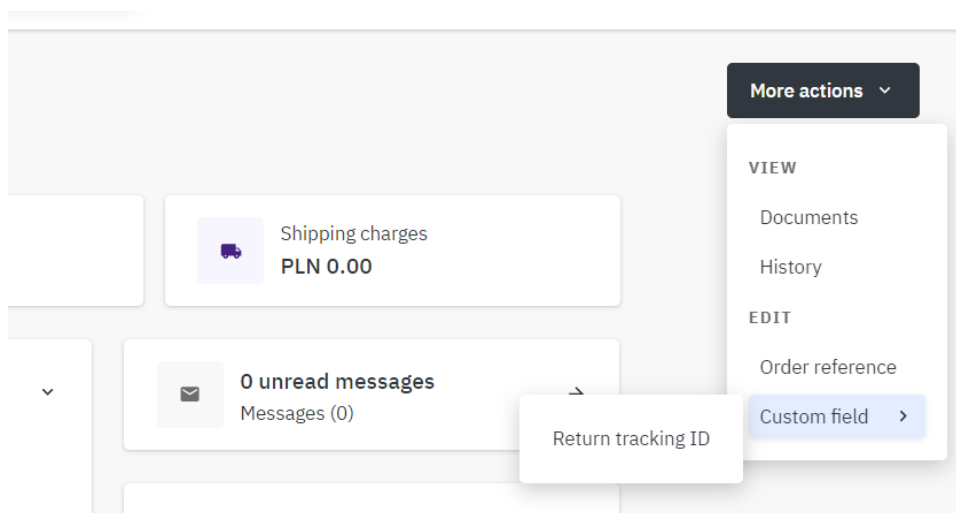
5. Enter the waybill number for the return and select **Confirm**.

You will find information on the waybill number for returns in the **Additional Information** field.

The order automatically changes status from **Shipped** to **Received 5 days** after dispatch.

Important! The status "**Awaiting shipment**" automatically changes after 5 days to "**Received**" even though the order has not yet been shipped or received a waybill number, which can be confusing for orders that are delayed.

Unfortunately, such a change will not be possible. You have 48 hours to ship your Order. We have introduced uniform shipping dates for all Sellers for the sake of your comfort when purchasing through the MODIVO Marketplace. Order processing should not deviate from the MODIVO quality standard.

4.3. Order statuses

Question*: What do the different order statuses mean?*

Order statuses available on the platform:

- **Acceptance in progress** - a new Order on the platform, awaiting acceptance or rejection.
- **Charge pending** - The order is awaiting payment. The status changes automatically (to Shipping in progress) after confirmation by the payment operator. If payment is not finalised, the status changes to Cancelled after **72 hours**. Remember to make sure your order is paid for!
- **Shipping in progress** - Order paid for and can be processed.
- **Shipped** - when the waybill number is added and the order is marked as shipped.
- **Received** - Status changes automatically after **5 days**. Please note that the status appears regardless of whether the order is actually shipped.
- **Refunded** - realised refund for the Order.
- **Rejected** - Order rejected (e.g. due to product shortage), refund will be made
- **Cancelled** - Order cancelled (due to non-payment or partial rejection), refund will be made

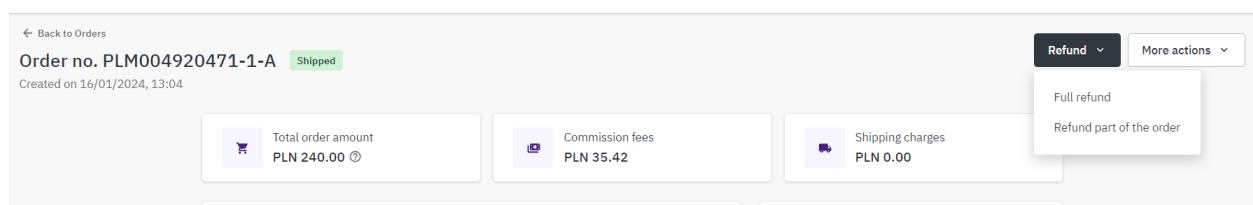- **Closed** - Order settled and closed. The status changes automatically after 100 days.

4.4. Returns and refunds

Question: *A buyer has sent back a purchased product. How do I process the return?*

The buyer does not notify us in advance if he wishes to return the product. They send the returned product directly to the Seller. When you receive the returned Order, remember to note this in the Mirakl system. The refund to the Buyer is made automatically from your PayU account.

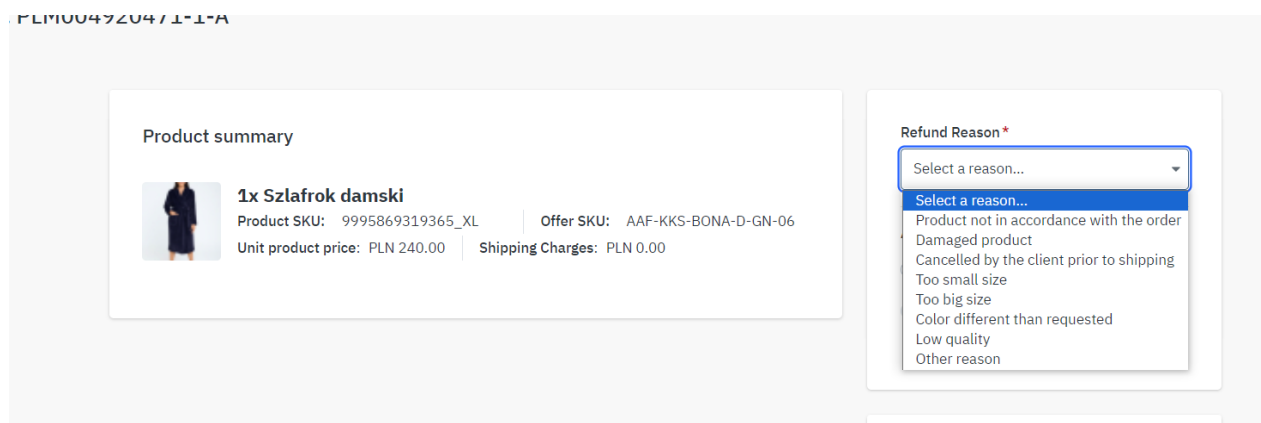**Important! Remember that the customer is not obliged to enclose a receipt or return form   with   the   return   package!**

To mark a return, go to the **Orders** tab. Find the Order in the list and access the details by clicking on its number. Then select the drop down list next to the **Return** button.
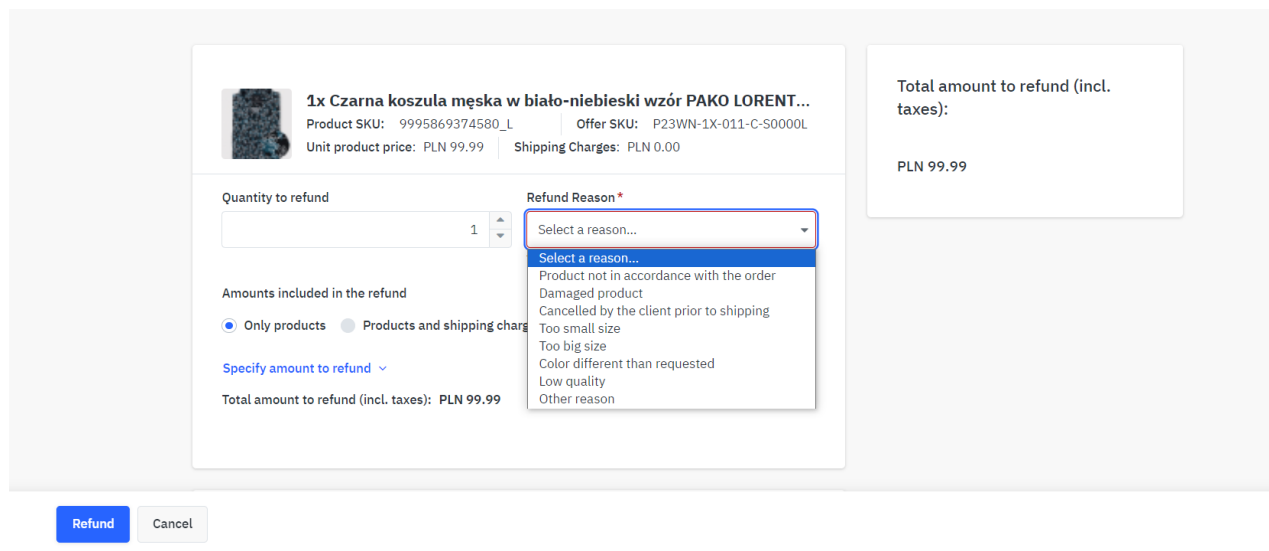

If the return is for the entire order select **Full Return**. Then **select the reason** from the drop down list and confirm with the **Refund** button.

Important! Please note that when refunding the entire Order, you must also reimburse the Buyer for the shipping costs, if any.

If the return relates to, for example, just one product from your order, select Return a **part of your order**. Then fill in the **Quantity** field, select **Reason for Return**, enter the **Amount to be refunded** and finally select **Refund**.

On the right-hand side you will find a box with a summary of **the Total Amount to be Refunded**.

Question: *How do I make a refund?*

Once you have confirmed the return in the Mirakl Panel, an automatic refund instruction will be issued to the Buyer. Once the funds have been refunded, the Order will change its status to **Refunded**.

Question: *What return methods are available to the buyer*?

You will receive a refund from the buyer via one of the return methods provided by you:

For Polish Marketplace:

- **InPost Parcel Machines 24/7 - Fast returns**
- **InPost Parcel Machines 24/7 - Return Label**
- **DHL**
- **DPD**

For   Italian   Marketplace:

Prepaid return label from at least one of the couriers: **BRT, DHL, or Poste Italiane**

We encourage you to [download the return form](#) and include it with the parcels you send. This is a gesture towards the buyer which will not only facilitate communication, but will also have a positive impact on the perception of your shop.

If you have received products in the parcel that do not belong to you, be sure to report this to us at partner@modivo.com, remember to send photos of the product and the label on which the parcel was delivered.

MODIVO team will determine which order number it is and ask you to send the package back at your own expense to the correct address - another Partner, or MODIVO.

In the event that we receive your order, we will also send it back at our own expense.

4.5. Incidents

An incident occurs when a buyer reports a complaint or grievance to modivo.com Customer Service related to a service or product purchased from your shop within the MODIVO Marketplace. Importantly, the incident is always related to a specific order.

Incidents can be opened by:
  – Customer Service,
  – Partner Success team.

The buyer does not have the option of creating an incident himself from his MODIVO account.

**Question:** *How do I resolve the incident?*

If an incident happens to you, you have 2 ways to effectively resolve it:

- **Automatically** - when you make a refund in the MODIVO panel. In this situation, the incident closes automatically and you do not need to notify the MODIVO team;

- **Manually** - in the event that you resolve a problem with an order other than by returning it to MODIVO - for example, you send a delayed shipment - be sure to let us know. This will enable the Modivo Team to close the incident.

Question: *Where can I find orders with Incidents?*

To check whether you have an open Incident go to **Customer Service -> Incidents.** Here you will find a list of all Incidents.

To respond to an Incident, click on the envelope on the right-hand side of the screen or select the Order number. **You will have 24 hours to respond to the Incident**.
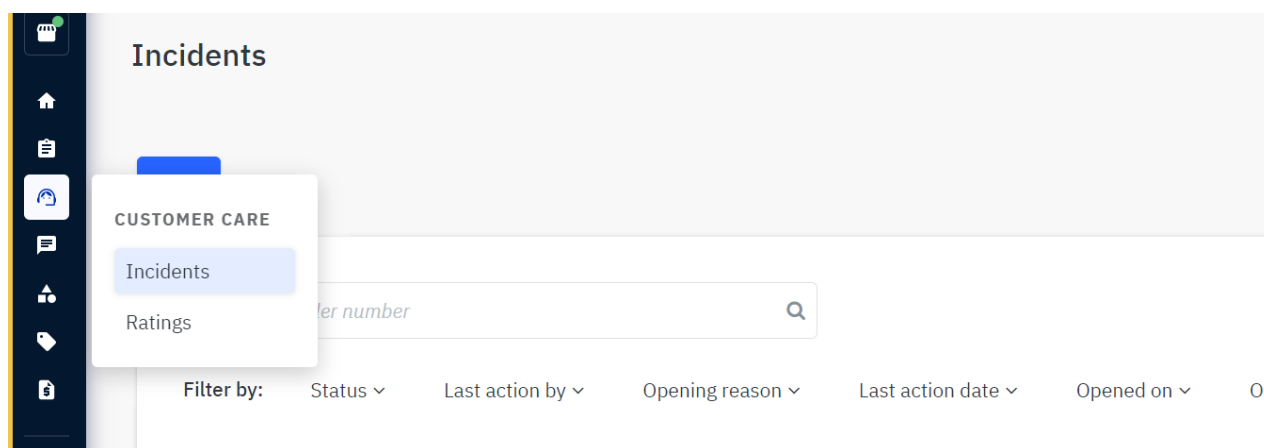
From the Order view, you can also reply to an Incident. Go to the **Messages** section in the Order and send a reply to the open Incident. **Always select the Operator as the recipient.**

Important! An Open Incident or Closed Incident as unresolved **will block your withdrawal until resolved** and **negatively affect the quality of your account**. Make every effort to resolve an Open Incident as soon as possible.

Question: *How to resolve the Incident?*

To resolve the Incident, select **Dispute** in the Orders view, select the reason for resolution and click Confirm. Then send us a message with information on how you resolved the Incident.

At this point, we will provide the Buyer with a message stating that you have marked the Incident as resolved. If the Buyer does not dispute your resolution, we will then close the Incident.

You will also find information about Incidents on the main dashboard, on the right-hand side of the screen.
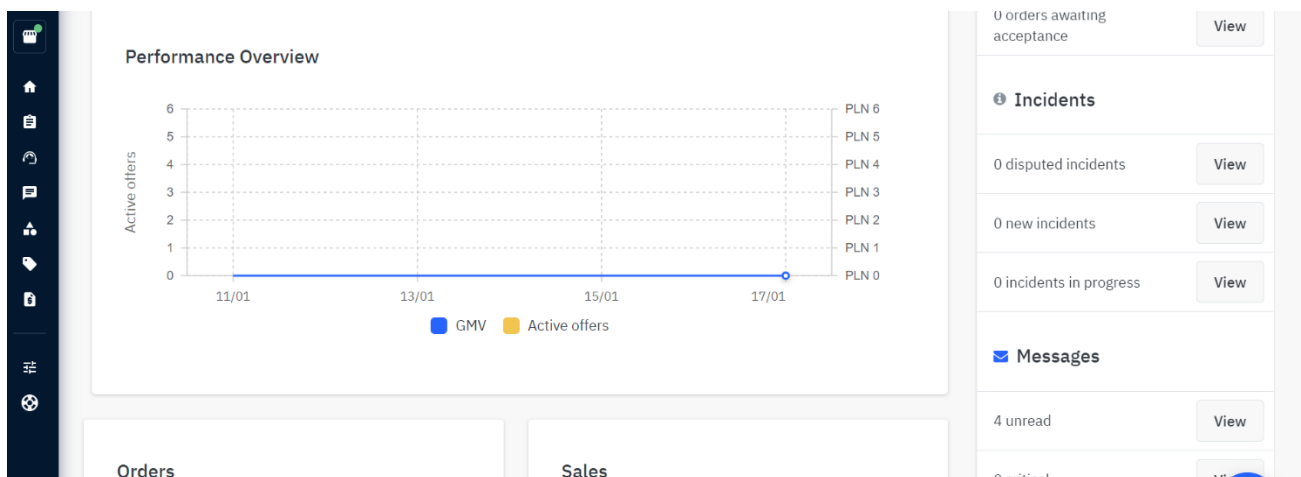
5.   Buyer Service

Question: *How can I contact the buyer?*

At MODIVO Marketplace, it is the Modivo Team that is the first line of contact with Buyers. However, we need your help to handle all enquiries as quickly as possible.

Our main communication channel is the Mirakl platform and the **Messages center** available there. You can find it by going to the **Messages** tab.

Important! Please remember **not to reply to email notifications regarding new messages.** Such a message will not reach us. **Reply only and exclusively in the Mirakl panel!**

Here you will find the entire conversation history for your shop. You can search for specific threads by **reference** number (order number) or **subject**. When you find questions from our **Customer Service** here, please answer them within **24 hours**!
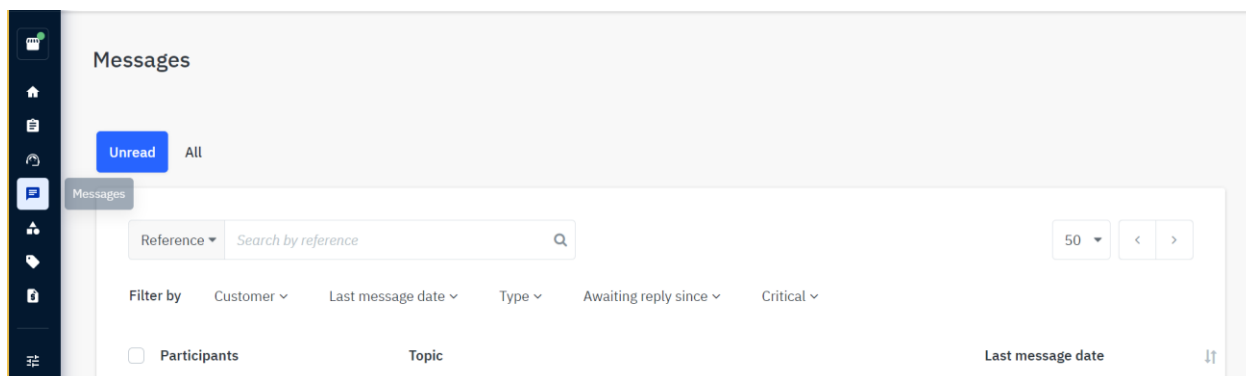
If you have a question for the Buyer, select **Orders -> All Orders** and enter the Order you are interested in by clicking on its number. Then enter the **Messages** section and select **Start a conversation**. Always select the Operator as the recipient of the message. The question will go to us and we will contact the Buyer on your behalf.
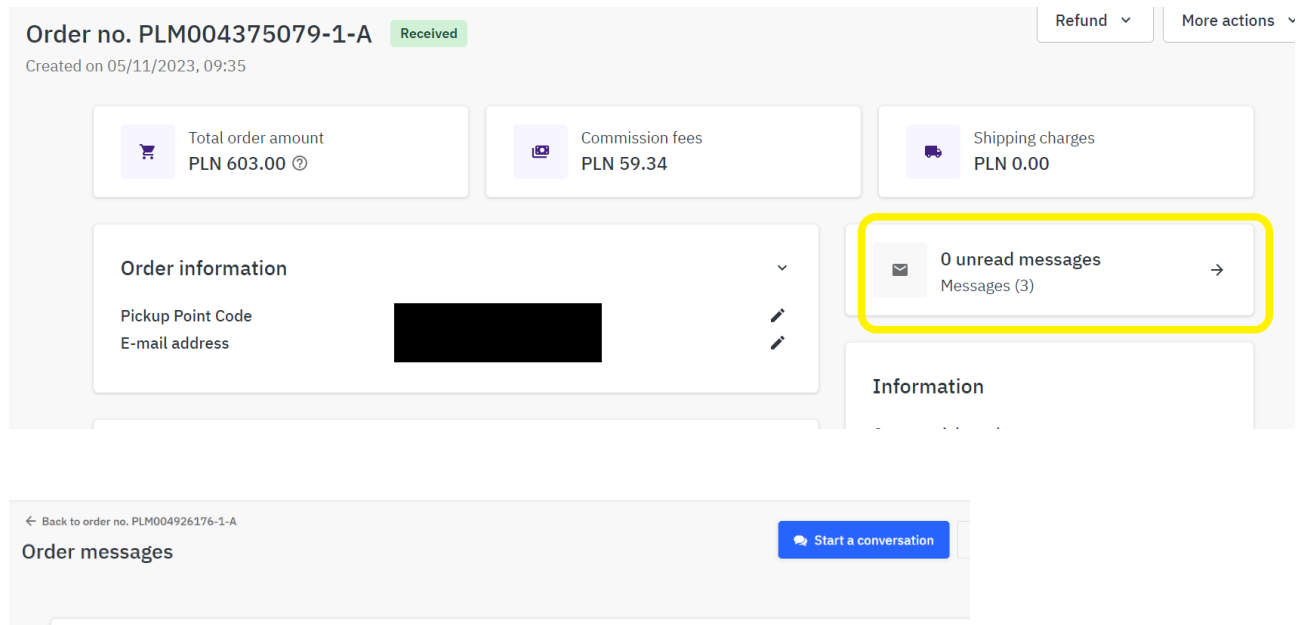
To minimise questions about order fulfilment and returns:

- remember to include the **waybill number** with every order
- remember to include a **returns form** with the **return label** and **instructions for the buyer** with each order
- remember to ship on time - you have **48 hours** to add the waybill to your order
- acknowledge returns as soon as possible after receiving them - you have **48 hours** to do so
- respond to queries directly in the Mirakl dashboard rather than via email notification, so that your responses are visible to the Modivo Team (optimising the number of contacts and avoiding Incidents
- **Please note that when the Customer indicates that he/she wishes to receive an invoice, an invoice must be issued and sent** - MODIVO is only an intermediary in this case.

6. Clearance of accounts and invoices

6.1. Billing period

Question: How does the billing period work?

A billing period is a period of consecutive calendar days counted from the 1st to the 15th day of a calendar month (understood to be the first billing period) or from the 16th to the last day of a calendar month (understood to be the second billing period).

6.2. Methods of billing

Question: What is the billing with MODIVO?

Within 5 days of the end of each Billing Period, we will issue and provide you with a VAT invoice for the amount of the Remuneration due to MODIVO for that Billing Period.

The electronic VAT invoice will be sent to the e-mail address indicated in the Company account as the **billing address** or, if not indicated, to the main address.

MODIVO's remuneration, consisting of the Commission Fee and the Subscription Fee, is collected by means of the offset method and deducted from the Withdrawal for a given billing period

> ***EXAMPLE 1:*** *We can settle the goods sold on 1 January with you 5 days after the date of the transaction, i.e. 6 January. These transactions will be placed on the invoice for the first (1) Billing Period, i.e. on the invoice dated 16 January, after which date (but no later than 5 days) we will pay you the payments from the Buyers less the Remuneration.*

Important! Please do not pay invoices received from MODIVO. The funds paid by MODIVO are **deducted from the Remuneration due by the offset method**.

Question: How is billing done if Buyers have made returns in my shop?

Below, we give you an example of billing for orders with simultaneous return of products by buyers.

> ***EXAMPLE 1.***

1. **We assume that in a given accounting period:**

You have completed your prepaid orders (order status Received):

1,050 PLN - gross sales (including 50 PLN delivery costs)

10% gross (PLN 105) - this was the average commission for completed orders

Buyers have made Prepaid Order Returns with you and you have refunded their account:

PLN 200 - gross value of returned orders and delivery costs

10% gross (PLN 20) - this was the average commission for returned orders

2. **We make an automatic deduction (offset) of the commission and:**

We pay you PLN 715 = (PLN 800 – PLN 85), where

800 PLN = (PLN 1000 – PLN 200) - value of realized orders minus value of realized returns

PLN 85 = (PLN 105 – PLN 20) - value of commission from realized orders

3. At the end of the month we will issue you an invoice for the amount of PLN 85, which will have the status Collected from receipts.

Question: *How are orders accounted for after termination of contract?*

Please note that you undertake to perform the tasks resulting from the previously concluded **Sales Agreements** also after the termination period. In particular, this applies to the exercise of the Buyer's right to withdraw from the contract, the handling of claims arising from the warranty and guarantees provided (clause 13 of the [Marketplace Rules](#)).

Question: *I have not received an invoice - how can I get one?*

The electronic VAT invoice will be sent to the e-mail address indicated in the Company account as the **billing address** or, if not indicated, to the main address.

If you have not received an invoice, please contact us at: [partner@modivo.com.](mailto:partner@modivo.com)

6.3. Types of balances

- **The current balance** includes the funds for all orders placed which have not yet reached the status of **Received**. This status is given to orders whose receipt has been confirmed by the buyer or orders for which 5 days have passed since the order was marked as shipped;
- **The balance due** is the funds for orders with confirmed receipt (status Received), waiting to be paid on the next billing day. Refunds are made from this balance.
- **The balance paid** is the funds that have been paid into your bank account.

You can find information about the amount of funds accumulated on each balance in the Mirakl Panel in the report on the home page or in the **Accounting -> Transaction history** section.
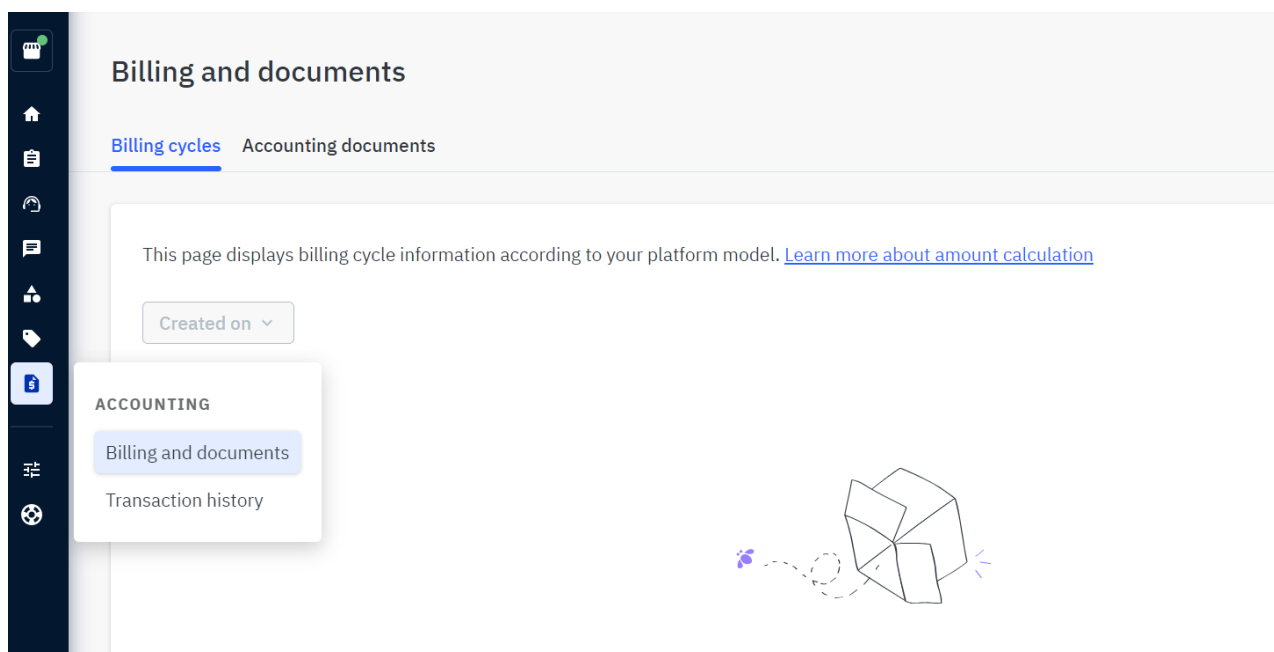

6.4. Billing documents

Question: *What billing documents can I find in the Mirakl Panel?*

You will find all billing documents relating to sales on modivo.com under **Accounting - > Billings and documents**.

Important! The billing documents available in the Mirakl Panel are not invoices in the sense of the law and should not be posted. The electronic VAT invoice will be sent to the e-mail address indicated in the Company account as the billing address or, if not indicated, to the main address.

Under the **Billing Cycles** tab, you will find the documents from each billing cycle.

By clicking on the 3 dots next to a particular billing cycle you can:

- download **Order file** - csv format. All orders from a given billing cycle.
- download **Transaction Summary** - pdf format. A summary of transactions and disbursements for a given billing cycle. The document contains sections: Summary of transactions, Orders to be paid, Commission on orders, Orders for which a refund has been made, Commission on orders for which a refund has been made, Other credits, Other invoices.
- go to **Related documents** for a billing cycle
- go to **Transaction history** for a billing cycle

Under **Accounting Documents** you will find all the accounting documents issued in Mirakl. Please note that it is not an invoice that needs to be posted, but only an Accounting Document. You will receive the invoice separately by e-mail directly from our Finance Department.

If you go to **Administration -> Transactions,** you will find your entire transaction history, which you can download in CSV format. If you click on the order number, you will be taken to the **Order Details**.

7. <mark>Performance indicators</mark>

<mark>**Question:** *What are performance indicators used for?*</mark>

At MODIVO, we are committed to making shopping a pure pleasure for everyone. To make this happen, we take care not only of the careful selection of the brands on offer, but also of the factors that affect the quality of the shopping process itself. This is why we monitor and continuously improve the key performance indicators that allow us to maintain the Marketplace service at the highest level.

<mark>**Question:** *How is my average rating as a Seller calculated?*</mark>

As a MODIVO Partner in the Marketplace Service, you undertake to comply with the performance principles. According to these, the performance indicators of your shop, should be maintained at a minimum level, which we define in the table below:

No.	Indicator	Indicator values
1.	Order intake rate	minimum 95%
2.	Incident rate	less than 10%
3.	Late Shipment Indicator	less than 3%
4.	Average Reception Time	24h
5.	Average Response Time	24h

Important! When determining the values of the above indicators, we take into account the **last 30 days** that precede the date of calculation of the indicator.

Question: What exactly do the different performance indicators mean?

- **Order Acceptance Rate** - this is the number of orders you have accepted divided by the total number of orders placed in your shop by buyers through MODIVO;

- **Incident Rate** - is the number of orders you have accepted with at least one reported open incident divided by the total number of orders you have accepted (incidents closed as unresolved are also included in this statistic);

- **Delayed Shipments Index** - the number of products you have shipped to Buyers later than the designated Time to Ship, divided by the total number of orders you have accepted;

- **Average Acceptance Time** - is the average time calculated from the moment you receive order information via your Company Account and the moment you accept the order;

- **Average Response Time** - the average time it takes you to respond to messages and order incidents that we report to you via your Company Account.

If you have been working with us for less than 30 days, then the indicators: Incidents, Delayed Shipments and Order Acceptance, are calculated based on the entire period of your activity. In order to calculate these indicators, we need data from min. 5 transactions.

If you have more questions related to the rules for determining the effectiveness of MODIVO Partners, you will find all the necessary information in Appendix 7.
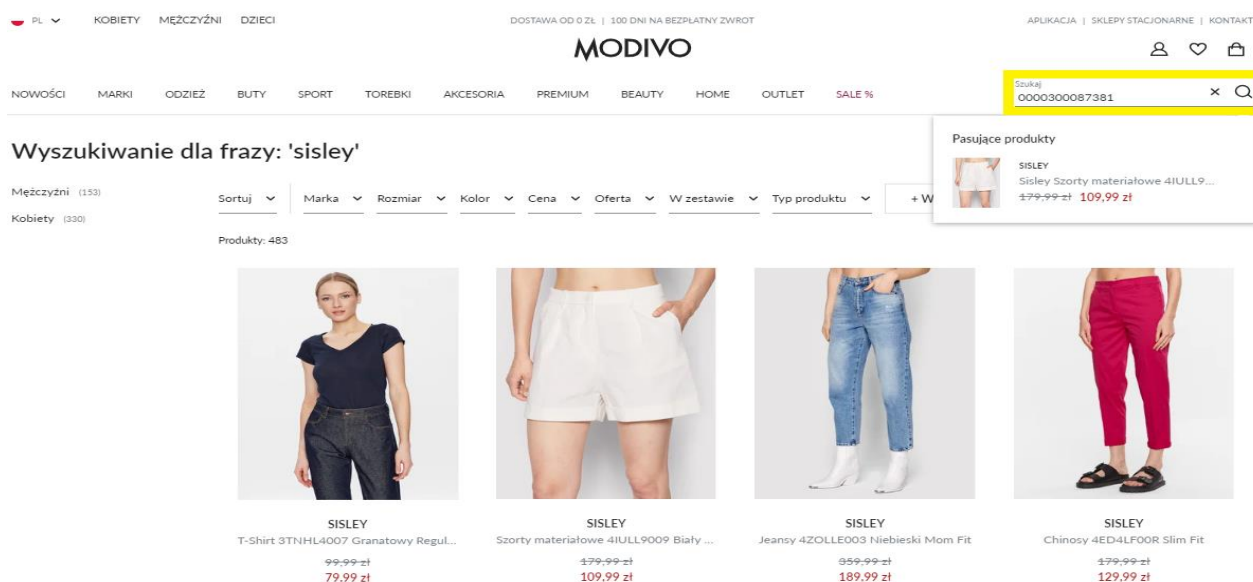
8. Product presentation on modivo.pl

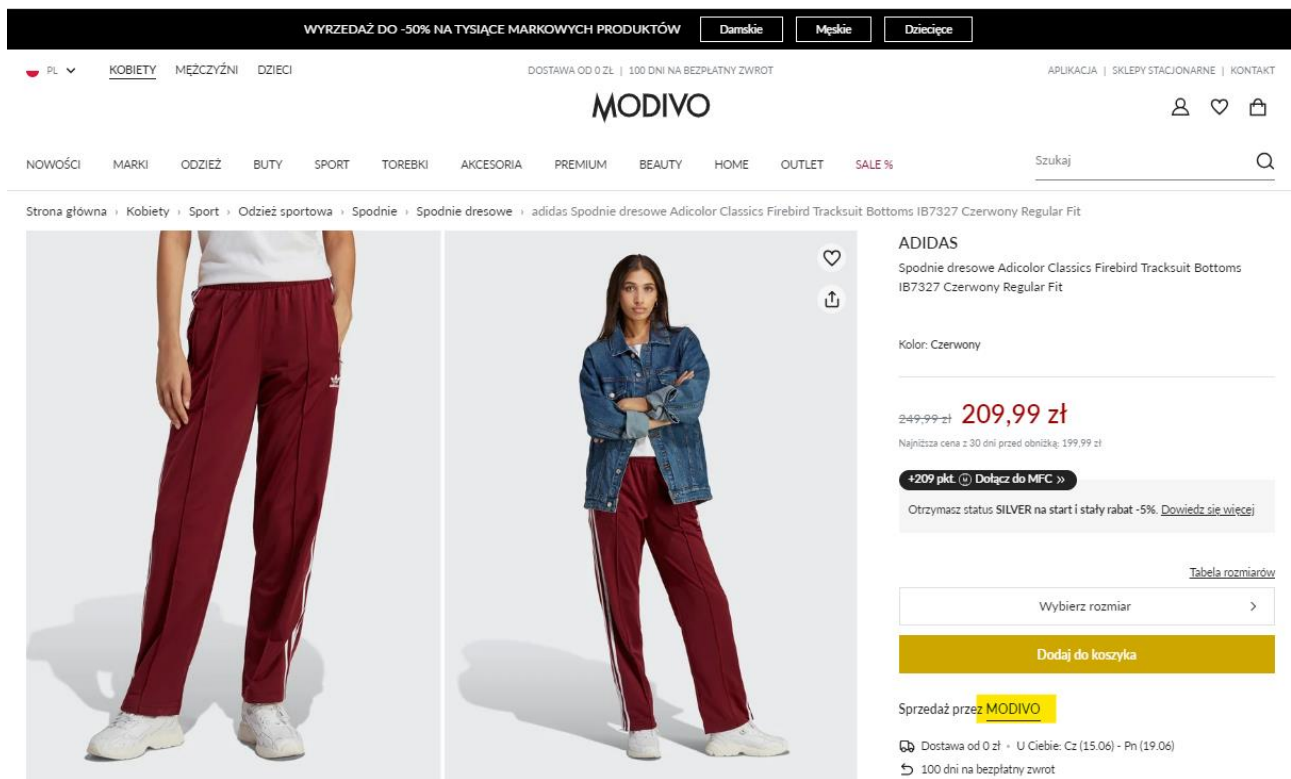You can search for your product on modivo.co.uk in several ways.

1. Go to the Brands tab and find your Brand.
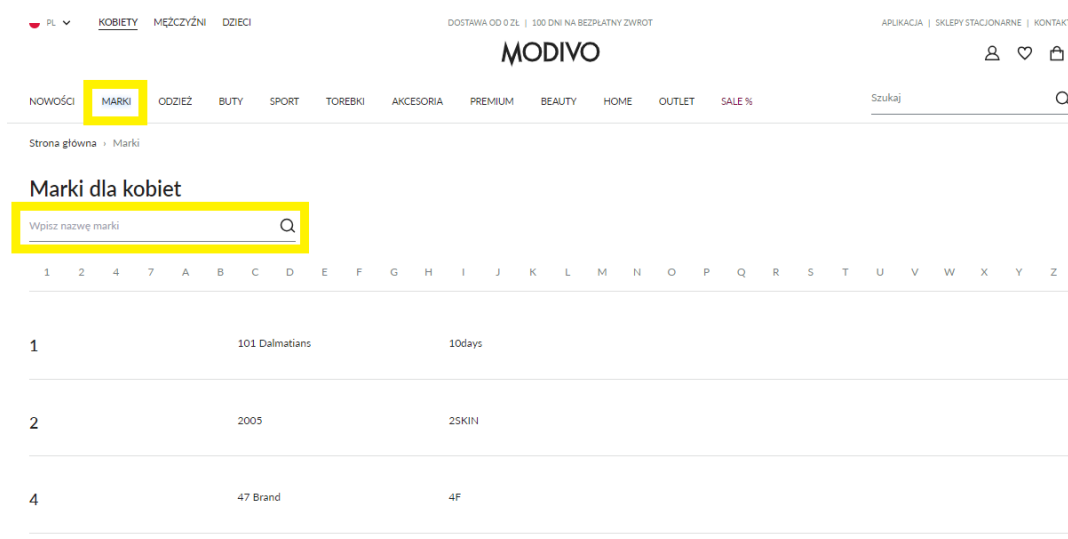
2. Search for a brand or specific product by entering the product SKU number in the search field.

The information by whom the sale is carried out can be found on the Product Card under the **Add to cart** button.
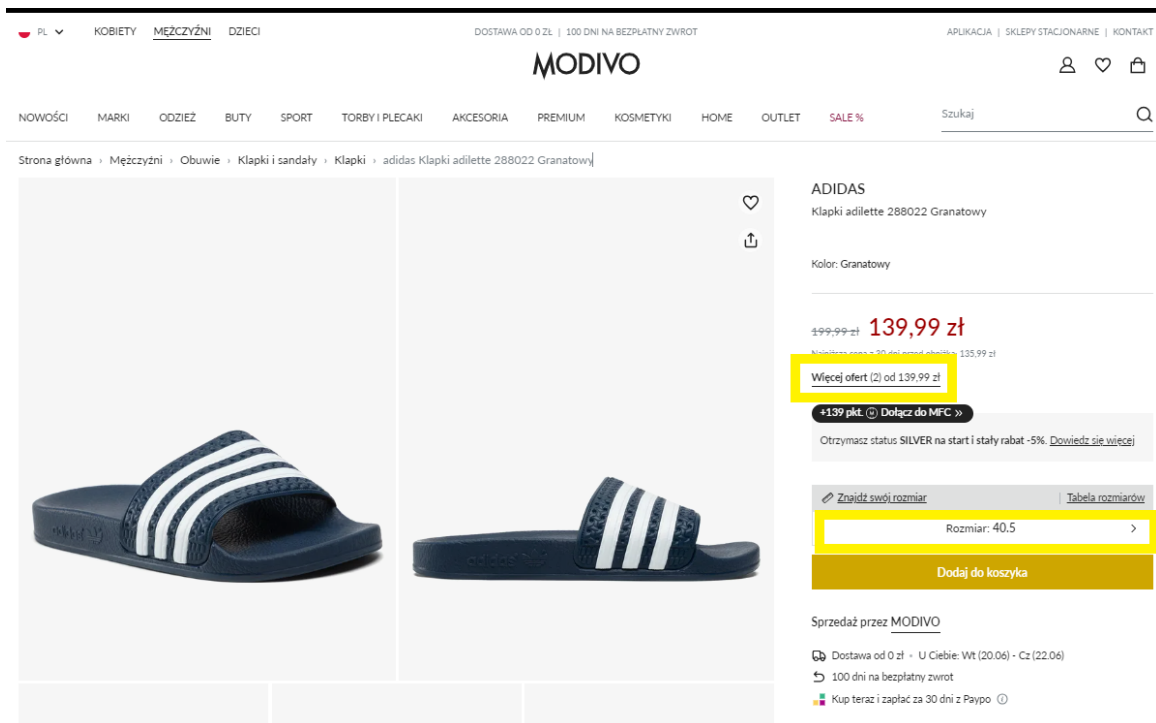
After entering the seller entity, the buyer will see more detailed information about the seller and the return methods offered by the seller.
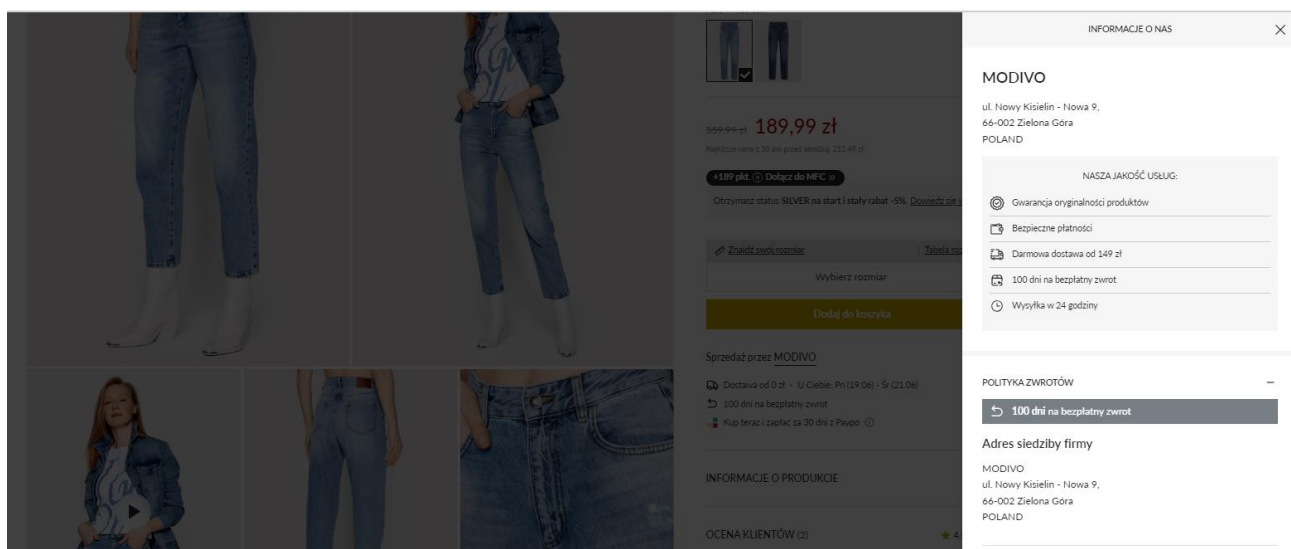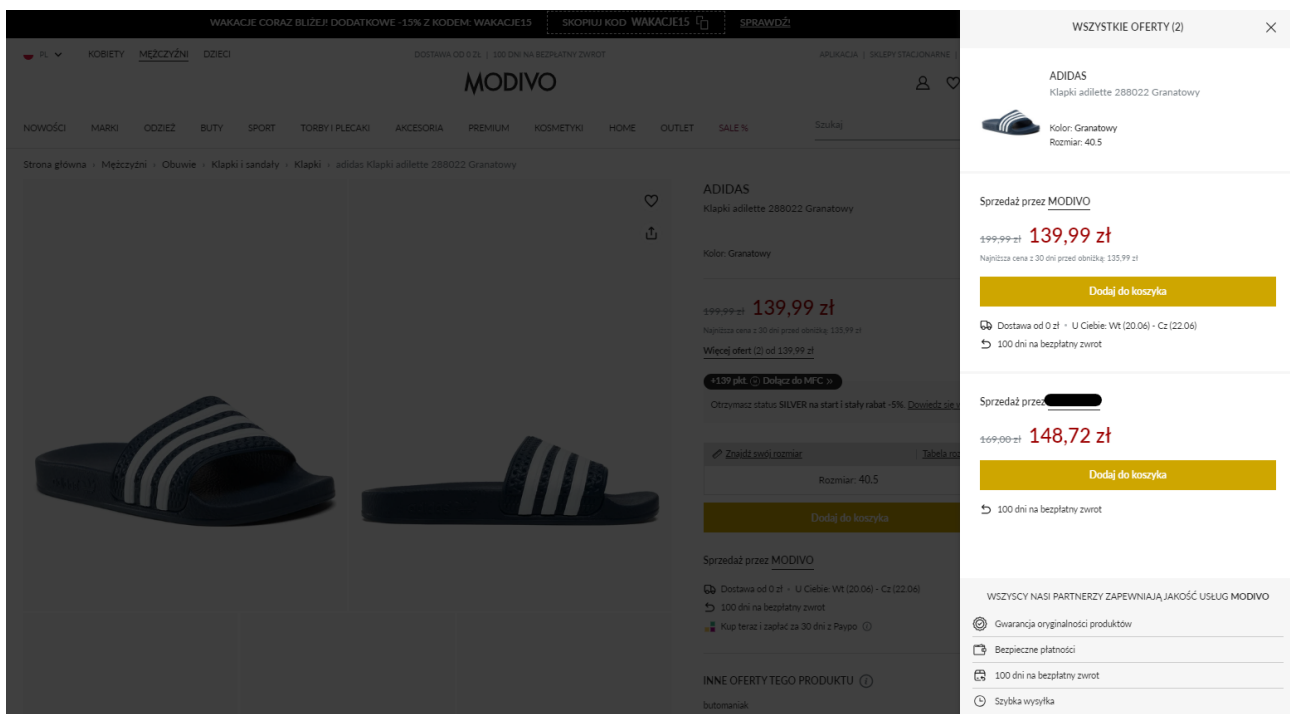

8.1. Multi-offer

If a product is sold by several Sellers, the Buyer has the option to choose from Whom he wishes to buy the product.

Simply **select your size** on the Product Card and go to **More Offers.**

When you enter **More Offers,** all available offers for the product will be displayed.

The order in which offers are displayed on the Product Card:

- the offer sold by MODIVO is always displayed first

- then the offer with the lowest price

- then the offer with the highest stock

8.2.
8.3. Sorting of offers

Question: On what basis are the offers sorted?

Modivo.co.uk uses a "default" sorting of products within the product list, which adjusts the order in which they are placed taking into account the **preferences of Shoppers**. These preferences are based on the following factors:

- number of visits to the product card;
- conversion to sales of a visit to a product card;
- availability of size range;
- duration of the offer;
- seasonality of range sales;
- stock depth.

Question: Do we use any additional sorting criteria?

On the MODIVO website, in addition to the "default" way of sorting products, the Buyer has the option to select the following types of product sorting within the product list:
- newest;
- lowest price;
- highest price.

8.4.   Promotion and publicity

Question: How can I promote my products on modivo.co.uk?

If you would like to find out more about our advertising offer and the possibilities of promoting your products on modivo.co.uk, please contact us at: partner@modivo.com.

9.   Adding products and offers

Question: How can I integrate my shop with the Marketplace service on the Mirakl platform?

If you want to integrate your shop with our platform, you have 3 ways to do so:

- Perform manual integration;
- Use the template in the structure;
- Use external integrators such as Baselinker or Apilo.

There are various methods of adding offers and products on the MODIVO Marketplace platform. In order to fully answer your question and enable you to choose the most optimal way, we have prepared a description and instructions for each of them. We encourage you to read the further sections of the MODIVO Marketplace Help.

9.1. Instructions for adding products and offers manually

Question: *How do I add an offer to a product that is in our database?*

To add an offer to a product that is already in our database, log on to the Mirakl platform [(https://modivo.mirakl.net)](https://modivo.mirakl.net) and then follow the steps below:

- Go to **Price and Stock -> Offers -> Add an Offer**
- Search for your product in the box on the left

- Once you have found a suitable product, select **Sell yours**

- Fill in the required fields such as price and quantity and click **Create Offer**
- If you have configured shipping fees and delivery methods, the offer will appear in the active offers section and be published on modivo.co.uk
- A list of all offers can be seen under **Price and stock -> Offers**
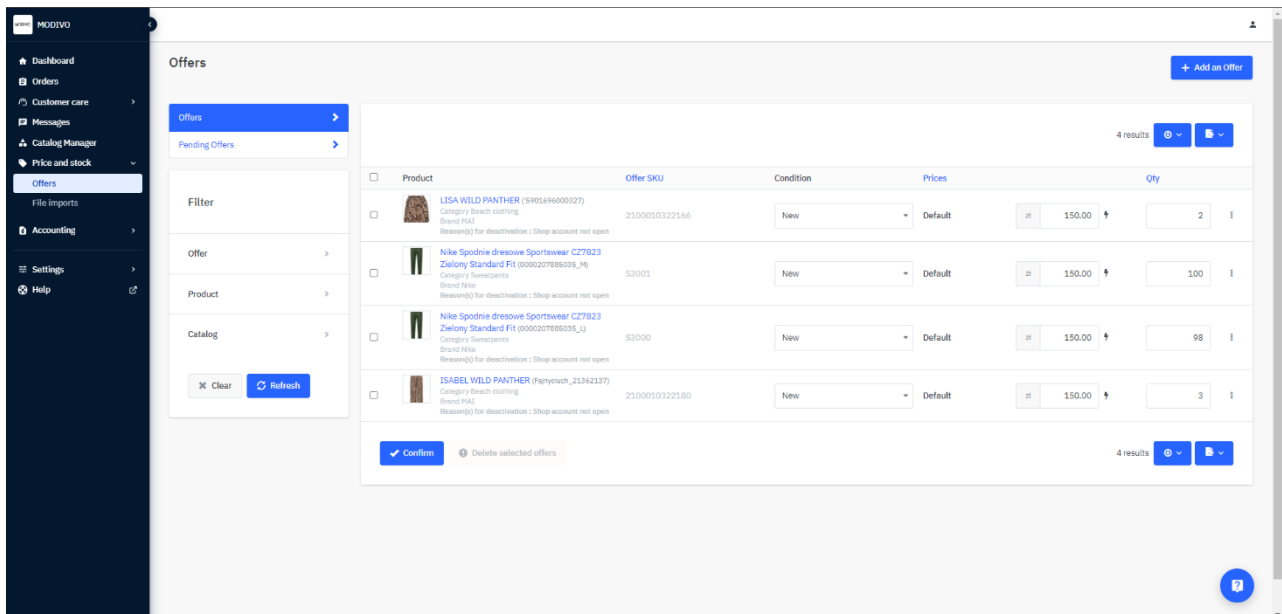
Question: *How do I add missing product cards and link them to offers?*

To add a product that is not in our database, follow the steps below after logging into the Mirakl platform:

- Go to **Price and stock -> Offers -> Add an offer**.
- On the right-hand side**,** click **Create Product.**
- Complete all required fields (these are marked with an asterisk) and as many additional fields as possible.
- If a dictionary element is missing for a particular attribute or if the manufacturer's name is missing, please contact the technical supervisor.
- If a new manufacturer needs to be added to the list, we would very much appreciate it if you could email us a 230x110 logotype in .png format.

2. Product Characteristics

Field	Value	Description
Product Title*		The internal name of the product shown in the product list. The final name presented to the costumer will be created from the remaining mandatory attributes.
Producent_entity*	Nothing selected	Select the appropriate value from the list that will be responsible for the displayed logo on the product card.
main_image*	Select a file...	Add here link to the first image of the product to be displayed to the customer. It will also be a thumbnail of the given product.
Product type*	Nothing selected	Select the appropriate product type from the list. This attribute is presented in the final name of the product visible to the customer.
Category group*	Nothing selected	
Collection	Nothing selected	
Color	Nothing selected	
Manufacturer*	Nothing selected	
Model*		Enter the product model indication, excluding product type, color and size. This attribute is presented in the final name of the product visible to the customer.
Additional gender	Nothing selected	
product_group_associated		Atrybut odpowiadający za połączenie różnych wariantów kolorystycznych tego samego modelu na karcie produktu.
Products series	Nothing selected	
Series	Nothing selected	
Season	Nothing selected	
image_1	Select a file...	
image_2	Select a file...	
image_3	Select a file...	
image_4	Select a file...	

- If the product you are adding has size variants, use the **Variant Configuration** option. Select **Add variant** and complete the relevant data (unique EAN and product SKU for each size variant). Remember to add all size variants at once and complete the offer information for them.


Each newly added product must pass approval in our documentation department before it appears on the website, which takes **approximately 48 hours on working days**. Once approved, the product will change status from In Progress to **Published** and the listing will appear in the list of active listings if the shop account is Open. If the account has a different status, please contact your account manager.

Once changes have been made to a product, they will be visible on modivo.co.uk after approval, which takes **up to 24 hours on working days**.

50

Please note that it is not possible to make changes within sensitive product data such as: **EAN, Product SKU, Size/Capacity and Variant Group Identifier, once the product has been created.**

IMPORTANT: If sensitive product data has been incorrectly completed or editing is required, such items must be reported to MODIVO (providing e.g. EAN) for deletion by an MODIVO employee.

A correctly uploaded product will have a status of **Finished**. You can check the statuses of all added products under **Price and stock -> Files imports -> Track product imports**.
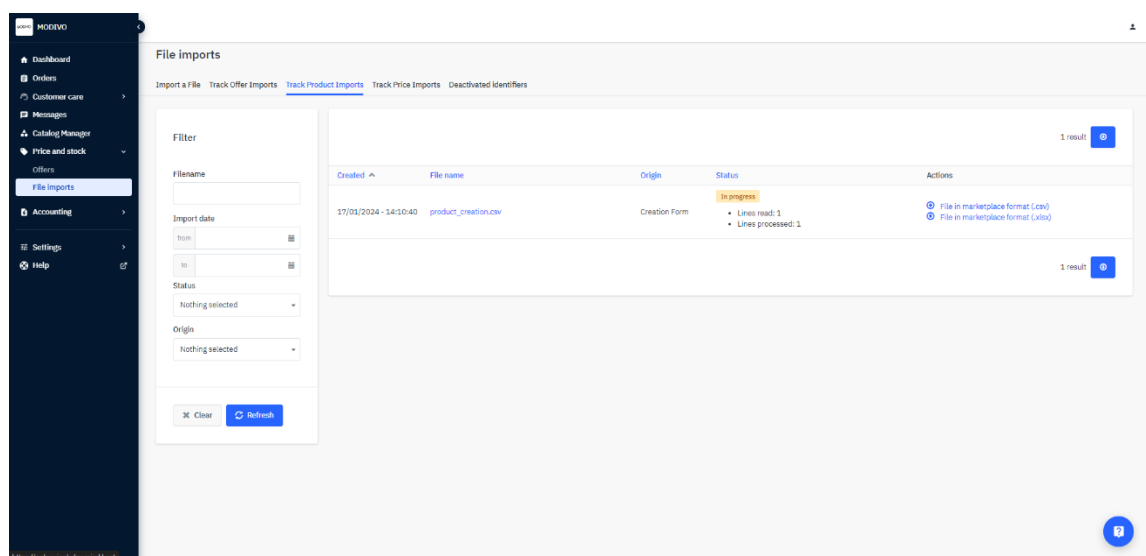
All added products will be located under **Catalog Manager -> My Catalog**. There you can also edit products (**excluding EAN attribute, product SKU, Size/Capacity and Variant Group code**).
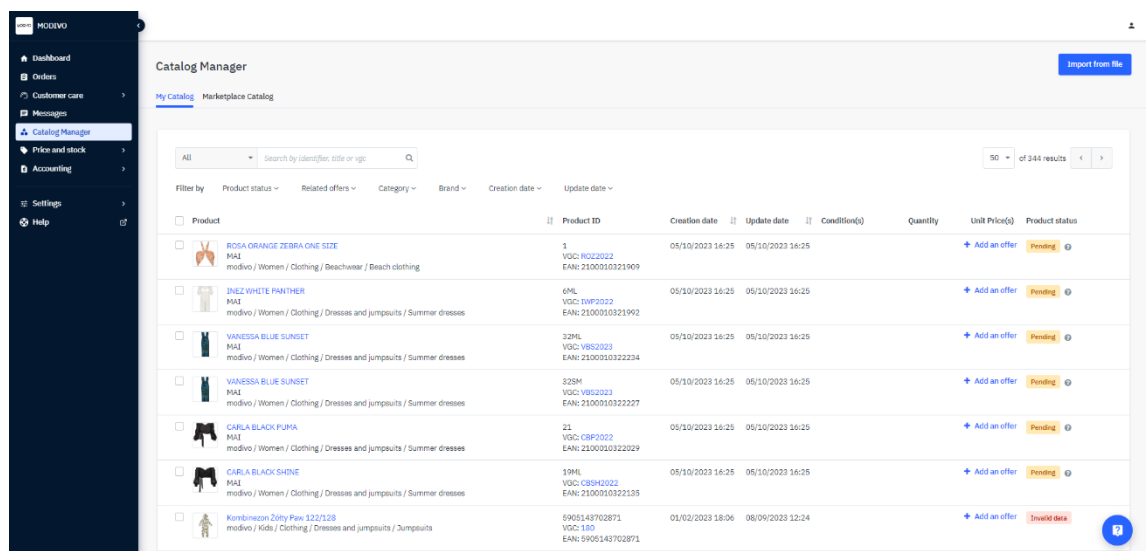
9.2. Instructions for adding products and offers using the MODIVO structure template

Question: *How do I generate a template for products and offers as an Excel file?*

After logging in to the Mirakl platform, head to **Price and stock -> File imports** and then look for the **File Templates** section on the right.
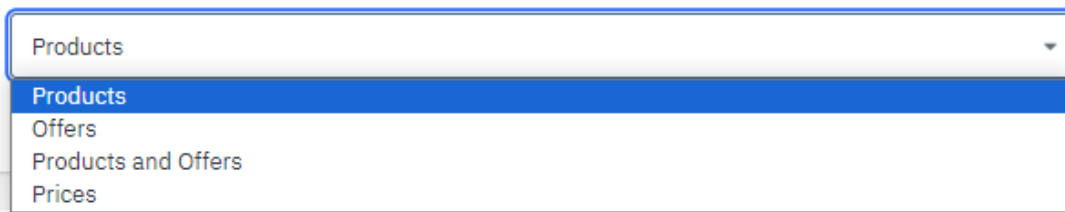
Select an offer template by mapping the points below.

1. **Choose from 4 downloadable file templates:**
   - **Products** - download this template if you want to add a product that does not yet exist in the MODIVO database. Described in more detail in chapter number 2.
   - **Offers** - download this template if you want to add an offer to an existing product in the MODIVO database. Described in more detail in chapter number 3.
   - **Products and offers** - download this template if you want to simultaneously add a product that does not yet exist in the MODIVO database together with an offer (price and stock).
   - **Prices** - download this template if you only want to edit regular prices or promotional prices.
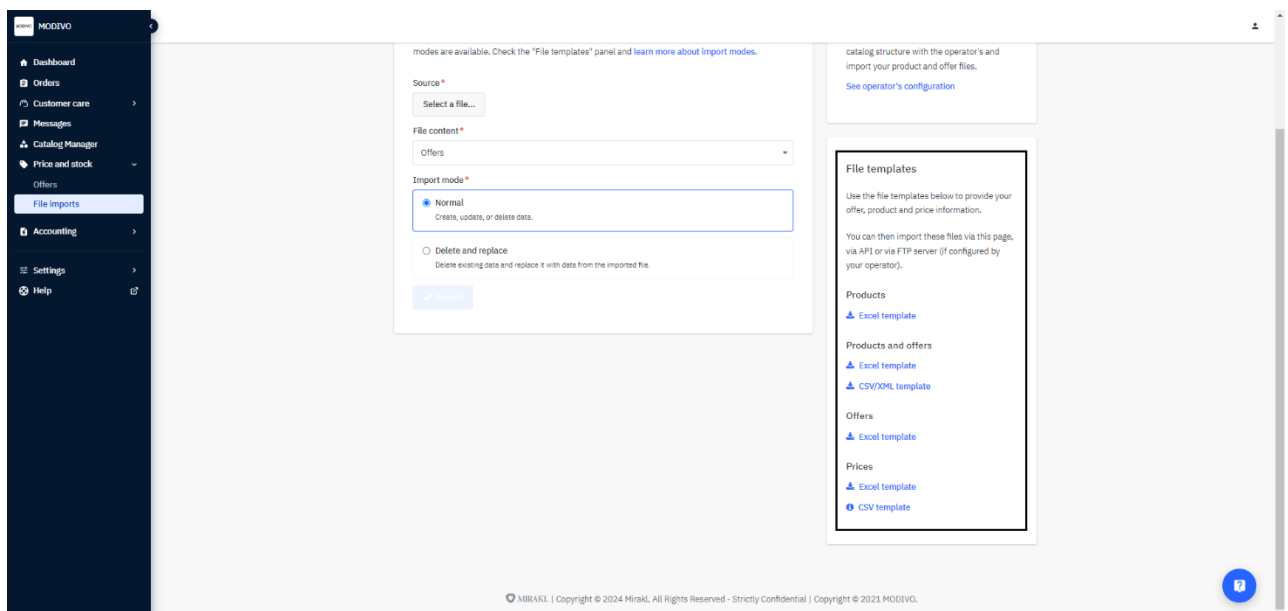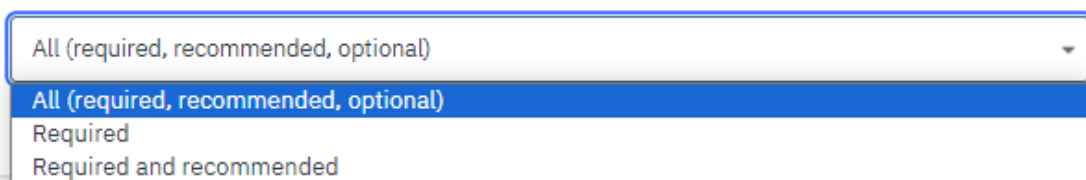
Select a file template to download

Products

| Products |
| Offers |
| Products and Offers |
| Prices |

2. **Select the required attribute level.**

- **All** - the file will contain all available attributes for the given category to be completed on the MODIVO platform

- **Required** - the file will contain only the mandatory attributes for the category to be completed

- **Required and recommended** - the file will contain mandatory and recommended attributes for the category to be completed (recommended)

Select the requirement level of attributes

All (required, recommended, optional)

| All (required, recommended, optional) |
| Required |
| Required and recommended |

3. **Select a category.**

- Select the category in which you want to add your products (maximum of 100 categories).

- In the generated file, you will only be able to act on the categories selected when generating the template.
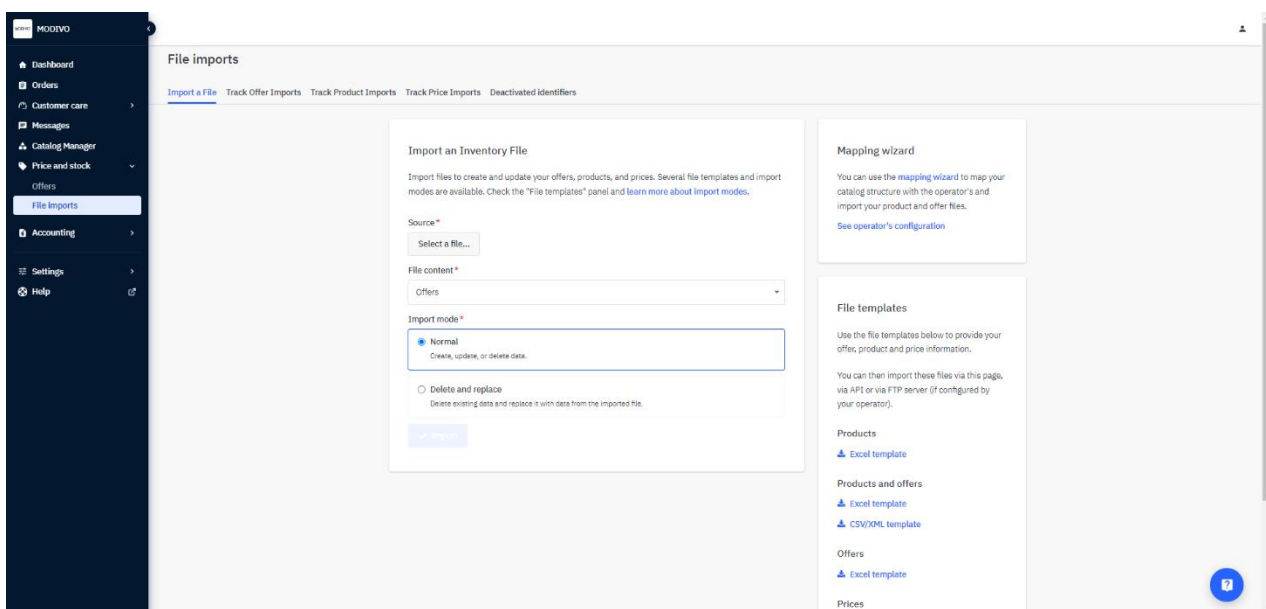
Select the categories

Filter...

☐ modivo
   ☐ Home&Decor
      ☐ Balcony and garden
         ☐ Garden accessories
            ☑ Flower boxes
            ☐ Flower-stands

4. **Select a language and generate a template.**
- Select the language in which the template will be generated.
- Once all the necessary parameters have been set, click the **Generate Template** button at the bottom of the page.
5. Import the prepared file by heading to **My Inventory -> Import from File -> Import File**, add the file, select the appropriate source and the target import mode. We always import products in normal mode. There are two types of import (when importing the offers themselves):
- **Normal** - this import adds new offers by numbering them with the data from the offer SKU field, and updates offers with SKUs that are already in your offer listings**. If a different offer SKU appears in the listing under the same EAN number, two separate offers will be created!**
- **Delete and replace** - this import removes all offers from the platform and then creates the offers that are in the template/file

You will need to download the product template, **the level of attributes and language required,** complete the required fields and as many additional fields as possible. We encourage you to select Required and Recommended, as the more parameters completed on the product card, the easier it will be for customers to search for the product on the website and the more likely they will be to make a purchase.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Product Category	Product SKU	Product Title	Producent_entity	EAN	Main image	Variant group code	Size	Product type	Category group	Collection	Color	Manufacturer	Model
2	ProductCategory	productIdentifier	productTitle	producent	ean	main_image	parentproductid	verto_size_label	fason	grupa_towarowa	kolekcja	kolor	manufacturer	model
3	modivo/Women/Bags and handbags/Bags/Beach bags													
4	modivo/Women/Bags and handbags/Bags/Laptop bags													
5														
6														

All available attribute values can be found in the **second Reference data tab**. Any value selected in the template must correspond to a record of the value found on this tab. The columns in the **Reference date** tab will be named with the codes from the second row in the template.

Attributes where more than one value can be added will not have a drop-down list. To add two or more values, separate them with a semicolon (no spaces). You can find more information about attributes by hovering over a cell in the relevant column.

At the same time, the two processes can be combined by downloading the **Products and Offers** template. The product section will then be marked in green and the offer section in blue.

Once the template has been generated, complete the relevant fields as described below.

Required fields are marked in red. Please note, however, that **Quantity Offered** is an optional field, although a value greater than zero is necessary to present the offer on the portal.

You can only add an offer to products by selecting 1 of the 2 values **"SHOP_SKU"** or **"EAN".** As with the product part file, you will see more information about the attributes when you hover over a cell in the corresponding column.

	A	B	C	D	E	F	G	H	I	J
1	Offer SKU	Product ID	Product ID Type	Offer Description	Offer Internal Description	Offer Price	Offer Price Additional Info	Offer Quantity	Minimum Quantity Alert	Offer State
2	sku	product-id	product-id-type	description	internal-description	price	price-additional-info	quantity	min-quantity-alert	state
3	SKUTEST1	974536473645	EAN			299,00 zł			13	New
4										
5										

At the same time, the two processes can be combined by downloading the **Products and Offers** template. The product section will then be marked in green and the offer section in blue.

The offer description and the **internal description of the offer** do not apply to the product card.
Product description ('**product-description-pl_PL-modivo**'), this is a field related to the visibility of information describing the product within the product section.
The product description field-pl_PL-modivo provides for entering values within the text using HTML tags (our preferred form).
IMPORTANT: Description used in table with manually set width - not supported in HTML code.

After importing the files, you can check whether the products and offers have been imported correctly under **Price and stock -> File imports -> Track product/offer imports**.
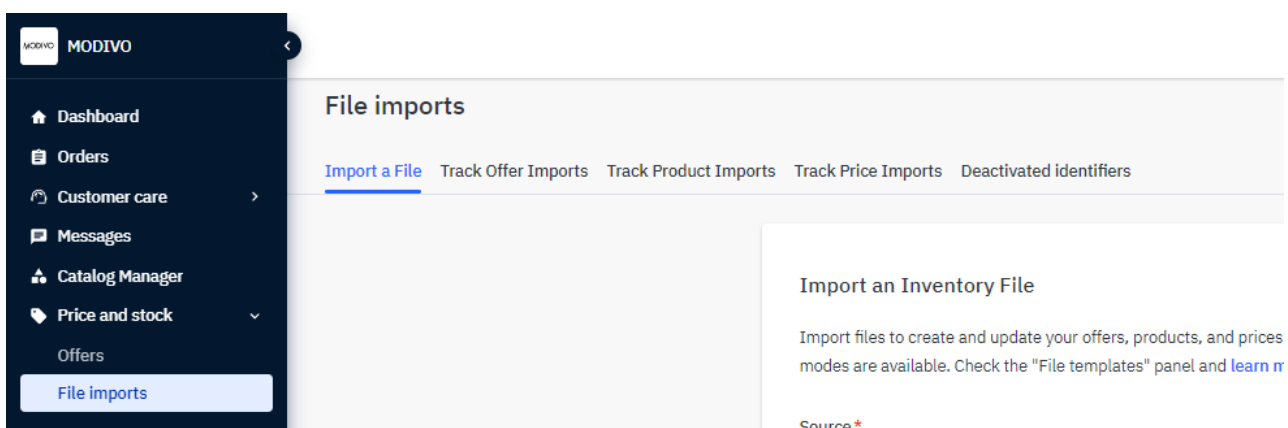
In the event of errors, it will be possible to download an **error report** showing the reasons for the erroneous import.

For offers:

For products:

Question: *How do I map the structure through the configuration wizard?*

To add a product catalogue in your structure or a structure generated by the sales platform you are using, go to **Price and stock -> File imports** where you select **Mapping wizard**.

The catalogue mapping is divided into 7 consecutive steps:

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1. **Import Product file** - add the file in XSLX or CSV format and proceed to the next step.

2. **Categorization** - Select from the drop-down list the column from the file that contains the category name. On the right, the system will show a preview of the category. Once the category name has been mapped correctly, proceed to the next step.
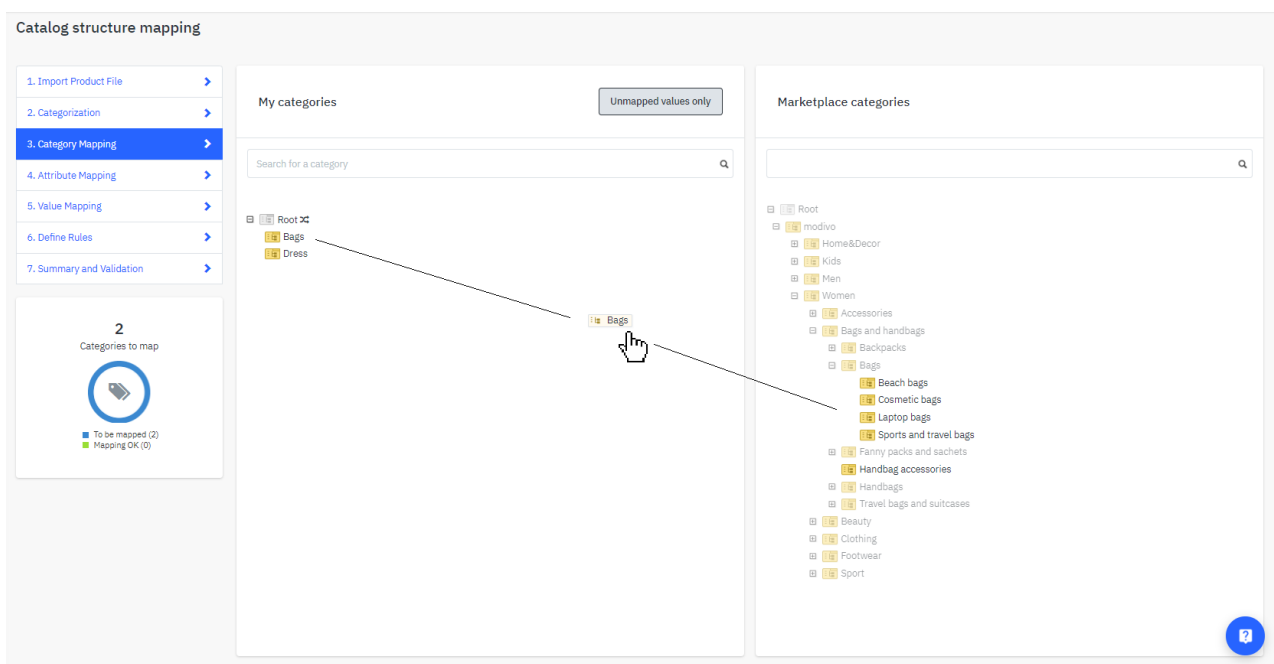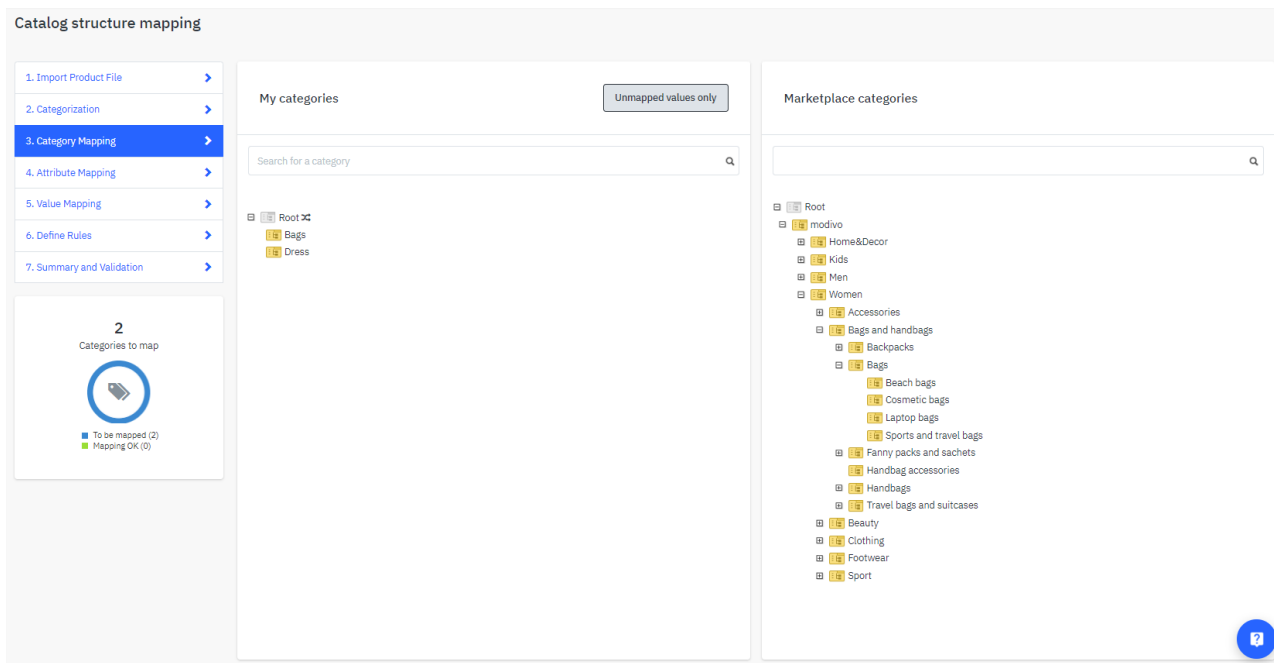

3. **Category mapping** - in this step, your categories will appear on the left-hand side. The categories available on MODIVO can be found on the right. To carry out the mapping process, search for the relevant category on MODIVO and then drag your own category into the matching Marketplace category.

If you make a mistake in a category match, click on **Mapping to be made** and delete the selected match by clicking on the X next to the selected category.

If you have structures with the same name, you can try using the automap button indicated by the two wrap-around arrows.

4. **Attribute mapping** - a process analogous to the previous one, in which all attributes must be mapped. **Attributes marked in red are mandatory** and must be mapped in order to import the catalogue correctly. The main attributes are located at the top in the **Root** tab. Additional attributes required on individual categories such as ties will appear when the category is expanded.

Catalog structure mapping

5. **Value mapping** - the process is identical to the two points above. For each value of a given attribute, we need to find the corresponding element from our database. This section is very often helped by the automap button, as most values are fixed elements for given attributes such as sizes or colours.

Catalog structure mapping

If you do not find the right value when mapping the catalogue, please send such information to the technical supervisor and it will be added to our database.

6. **Defining rules** - in this point, appropriate transformations or validations can be added for the given attributes. This point is not a mandatory point and can be omitted.
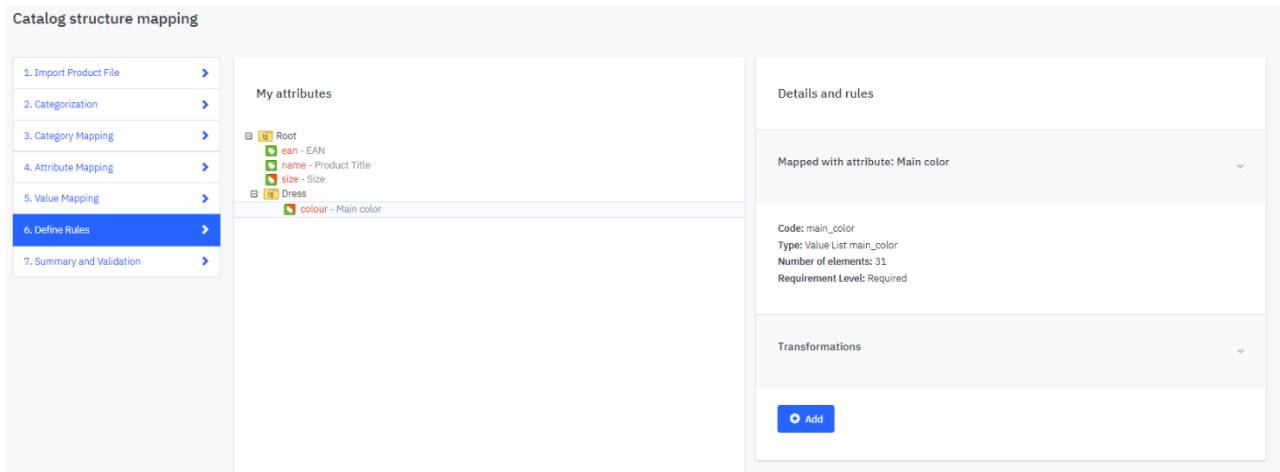
7. **Summary and check** - at this point you will see a summary of the process carried out. From now on, the system will remember the mapping you have performed, so if you add new values, you only need to map the new data.
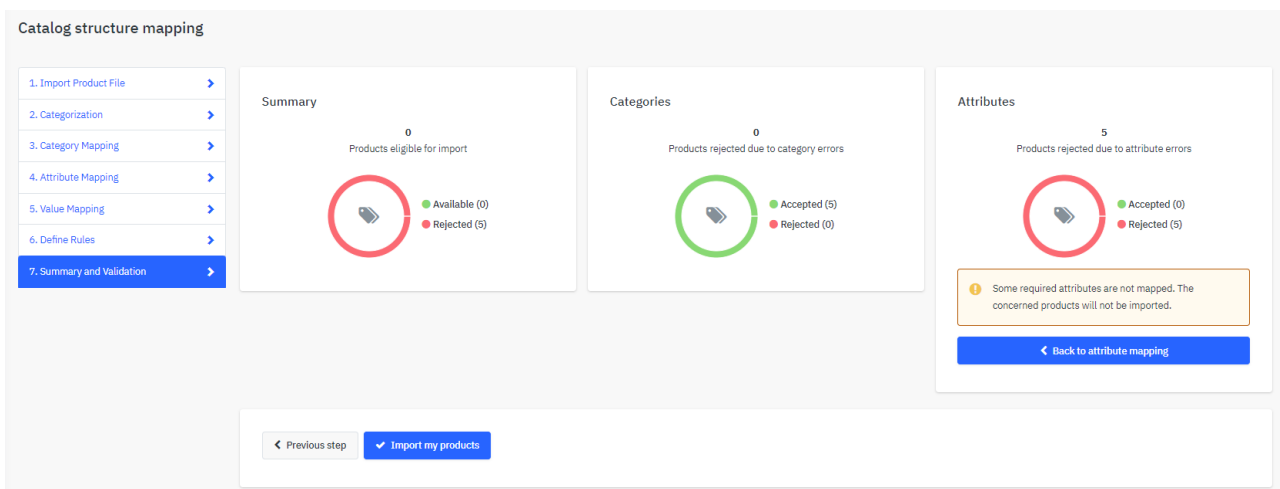
8. Once the process has been verified, click **Import my products**.

9.3. Adding offers and products via HTTP/FTP

Question: *I want to add offers and products via an FTP/HTTP connection. How can I do this?*

If you wish to use the HTTP/FTP method to map the offer, head to **Settings → Shop → Imports**. This is where you will enable the ability to import offers via an FTP/HTTP connection.

FTP / HTTP offer import settings

Activated	☑
Offers AND products	☐
Protocol *	HTTPS ▾
Host name *	
Port *	443
Path *	import-final.xml Path to the remote resource. E.g. mirakl/file.csv
File type *	XML ▾
User name	
Password	
Import mode *	● Normal Create, update, or delete data. ○ Delete and replace Delete existing data and replace it with data from the imported file.

Test the connector   ✔ Save

When you include a link to an XML/CSV/XLSX file on your server in the section above, the offers will be downloaded automatically based on the changes to your file.

Important! The indicated file must be prepared in the correct scheme. Should you require any further information, please contact your technical supervisor.

Below we explain what the various fields to be completed mean:
- **Protocol** - select the connection method (HTTP, HTTPS, SFTP or FTP);
- **Hostname** - enter the URL of the shop;
- **Port** - set the following values:
  20 for FTP connection;
  22 for SFTP connection;
  80 for HTTP links;
  443 for HTTPS links;
- **Path** - specify the path to the resource e.g.: test.pl/filedoimport.xml;
- **File type** - choose from the available formats: XML, CSV or XLSX. You can also use the **Auto-detect** option ;
- **Username** - complete if login authentication is required;
- **Password** - complete if login authentication is required;

Once you have properly completed the above fields, you can test the connection using the **Test Connection** button. When the correct connection message is displayed, click **Save and** you will approve the addition of the connection.

To add a product catalogue in your structure or a structure generated through the sales platform you are using, go to **Settings -> Catalog mapping.**

In my Product Data Settings, it is first necessary to add an attribute corresponding to the product category. In **My catalog structure**, a button will appear next to **Root** which will enable you to add such an attribute.
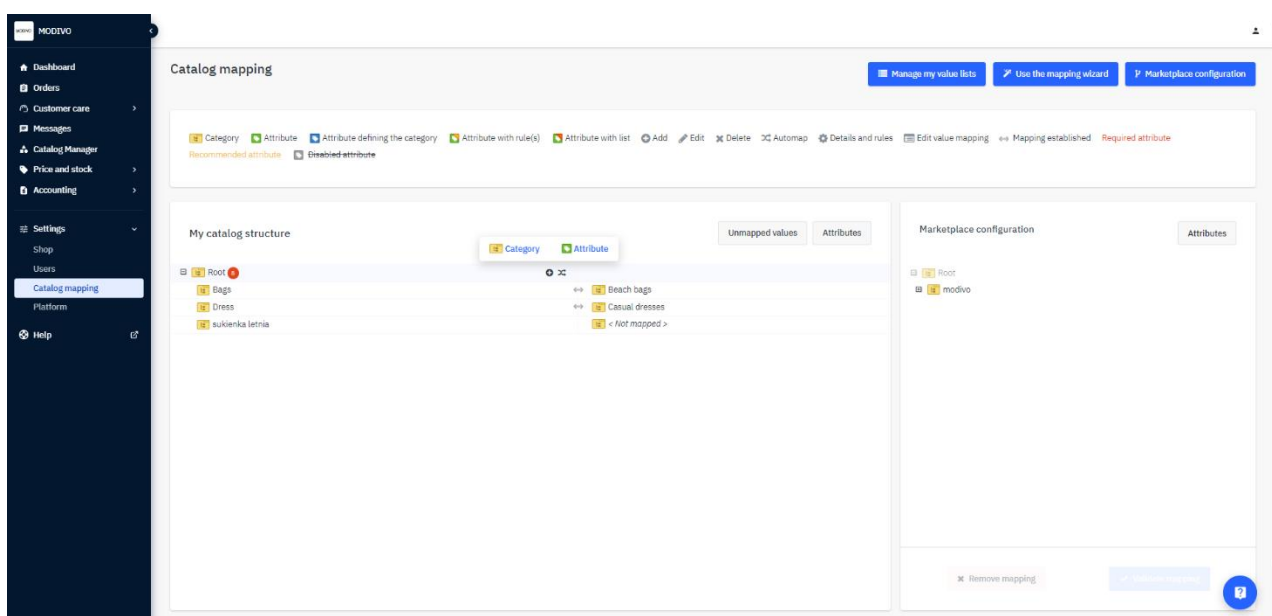
After clicking on this button, a window will appear in which the name of the attribute where the category is located in the imported file must be completed.
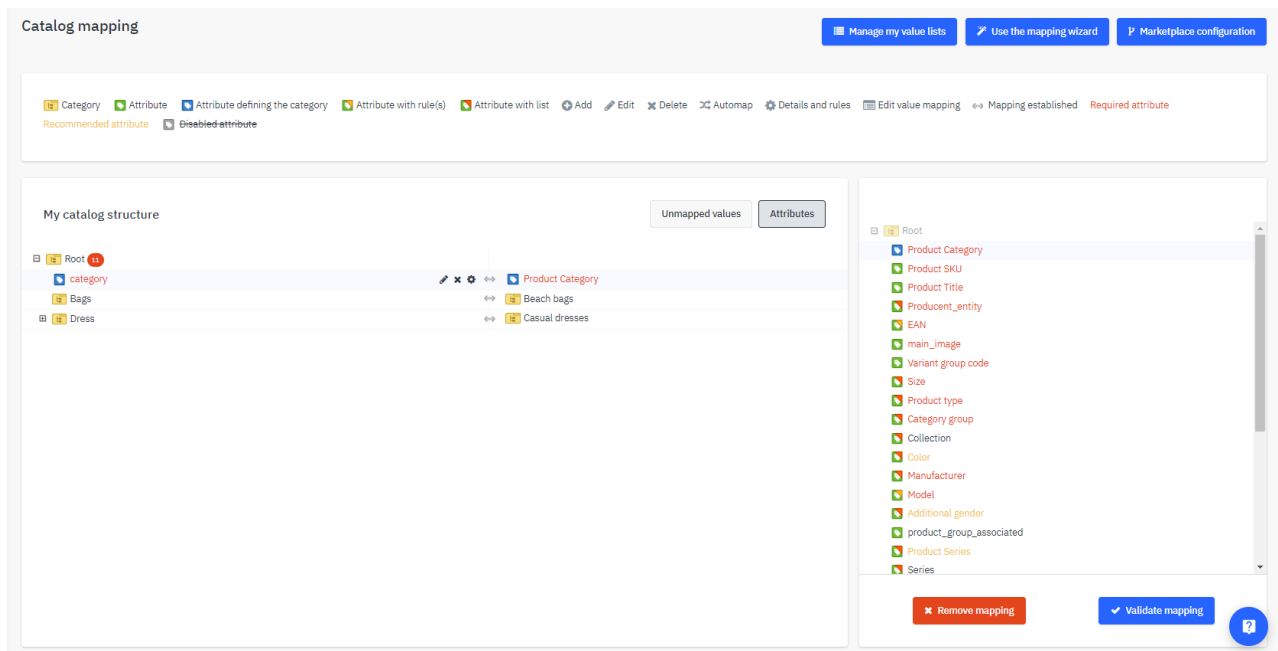
Once an attribute has been added, it needs to be mapped with the corresponding attribute from the Operator Configuration (on the right), then confirmed with the **Validate Mapping** button.

The next step is to add all the categories present in the imported file and map them to the corresponding operator categories.

To add a new category, next to Root, click on the plus, then select **Category** options.
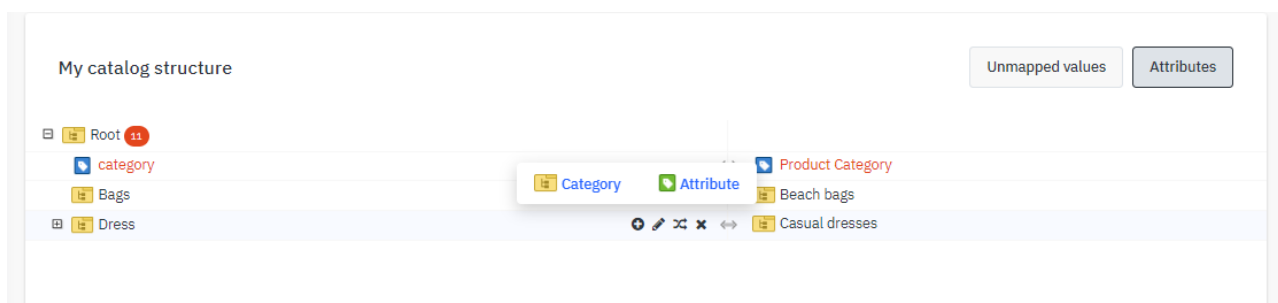

It is necessary to add all the categories present in the file and map them to the lowest subcategory present in the MODIVO directory.

Once all categories have been added, it is necessary to add the remaining required attributes (recommended and optional) in the same way.

The next step is to create lists of attribute values to map. To do this, go to the **Manage my value lists** tab.
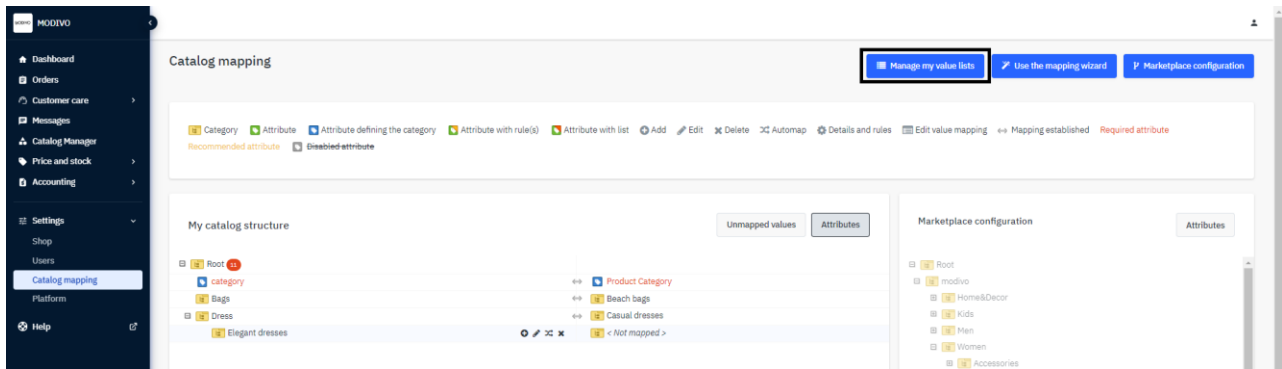
There, a separate value list must be created for each attribute that is a selectable list using the **Create a Value List** button. You can import the list of values using a .csv file or add them manually.
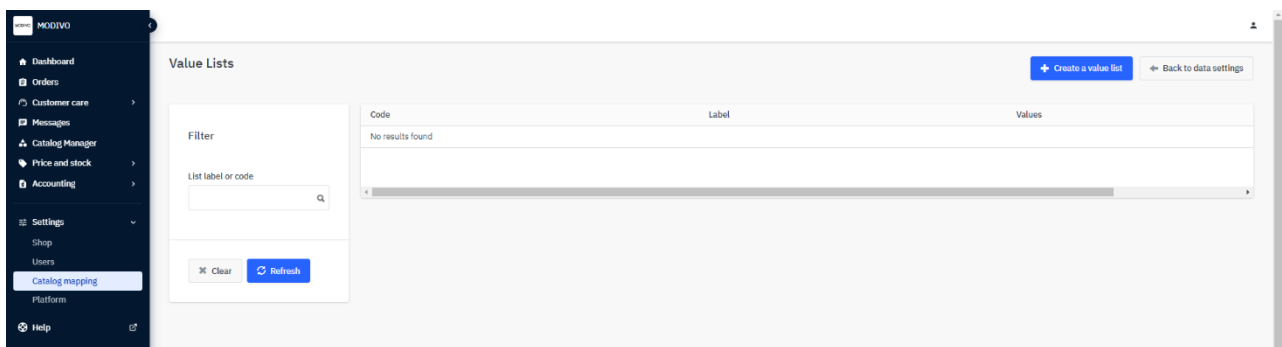
Once all the attributes and value lists have been added, it is necessary to move on to mapping them to the values present in the lists.

Once this mapping has been performed and the link to the xml file has been completed under **Price and Stock -> File Imports**, the products should be correctly loaded into the MODIVO catalogue.

The progress of the import should be verified under **Price and stock -> File imports -> Track product imports,** where reports of added products and errors, if any, are available during product loading.

Question: *What should the structure of an XML file look like?*

1. **Structure of the offer file - red tags are mandatory fields to be uploaded.**

<import>.

```
<offers>
<offer>.
```
<sku>OFFER_SKU_1</sku> - SKU of the offer

<product-id>PRODUCT_SKU_1</product-id> - Product SKU

<product-id-type>SHOP_SKU</product-id-type> - Type of identifier by which an EAN or SHOP_SKU offer will be recognised.

<description>offer from SHOP pro for product sku_1</description> - internal description of the offer not visible to the customer (optional)

<internal-description>internal description for product sku_1</internal-description> - internal description of the offer not visible to the customer (optional)

<price>10</price> - gross product price

<price-additional-info>Environmental contribution of 10 cents</price-additional-info> - additional price information (optional)

<quantity>1</quantity> - number of pieces of product

<min-quantity-alert>20</min-quantity-alert> - minimum quantity warning (optional)

<state>11</state> - an indication that the product is new (code 11)

<available-start-date>2012-12-25</available-start-date> - start of offer presentation (optional)

<available-end-date>2013-05-17</available-end-date> - end of offer presentation (optional)

<discount-start-date>2014-02-12</discount-start-date> - start date of promotional price presentation (optional)

<discount-end-date>2014-05-01</discount-end-date> - end date of promotional price presentation (optional)

<discount-price>5</discount-price> - promotional price of the product (optional) </offer>.

```
</offers>
</import>.
```

2. Additional requirements for the offer file

The following file headers are mandatory to correctly update the offer:
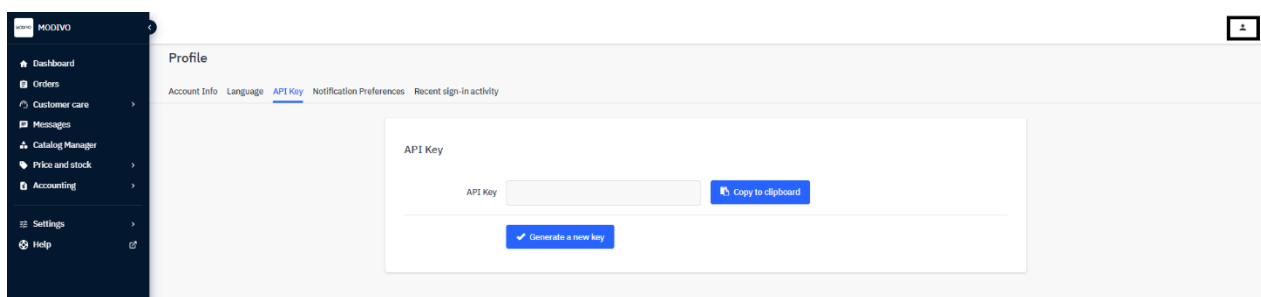
· Header HTTP **Last-Modified**

• Header HTTP **Content-Length**

9.4. API integrations

For more information on Integration via API, please contact your Technical Supervisor.

Question: *How do I generate an API key?*

To generate an API key:

1. Log in to the MODIVO panel by going to https://modivo.mirakl.net.
2. Select the **My Account** icon in the top right-hand corner,
3. Select the **API key** option.

9.5. BaseLinker integrations

For more information on Integration via BaseLinker, please contact your Technical Supervisor.

9.6. Instructions for using the Magento/Mirakl plug-in
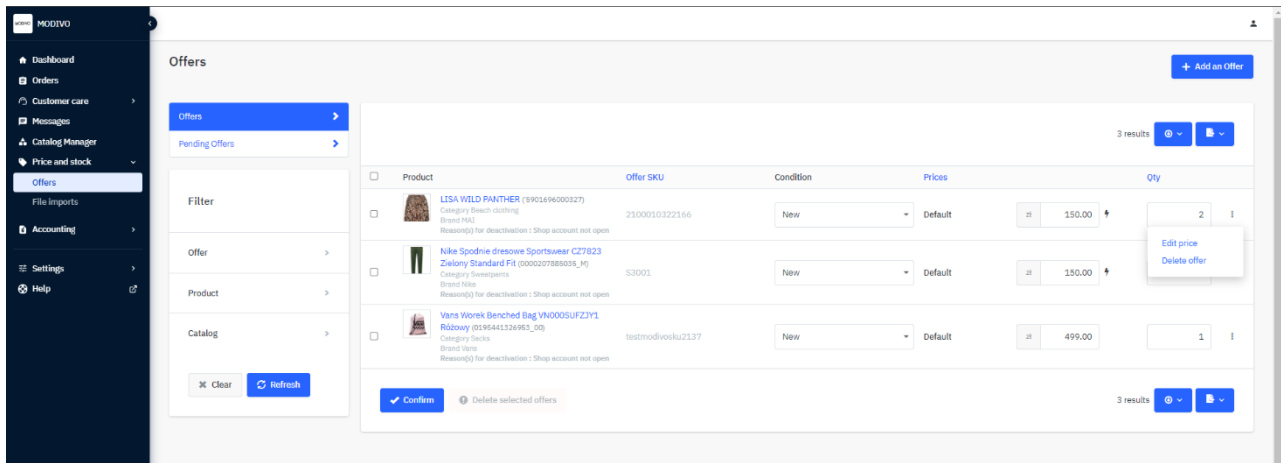
For more information on Integration via Magento plugin, please contact your account manager.

10. Setting promotional prices

10.1. Manual setting of promotional prices

Question: *How can I manually set promotional prices?*

1. Go to **Price and stock -> Offers** and then find the offer you want to discount.
2. Click on the **3 dots** next to the offer and enter **Edit Price**.

2. Add the promotional price, complete the validity periods and save.

- If you do not fill in the start date of the promotion, the promotional prices will load into the products from the moment the file is imported.
- If you do not complete the end date, the promotion will continue until you remove it.
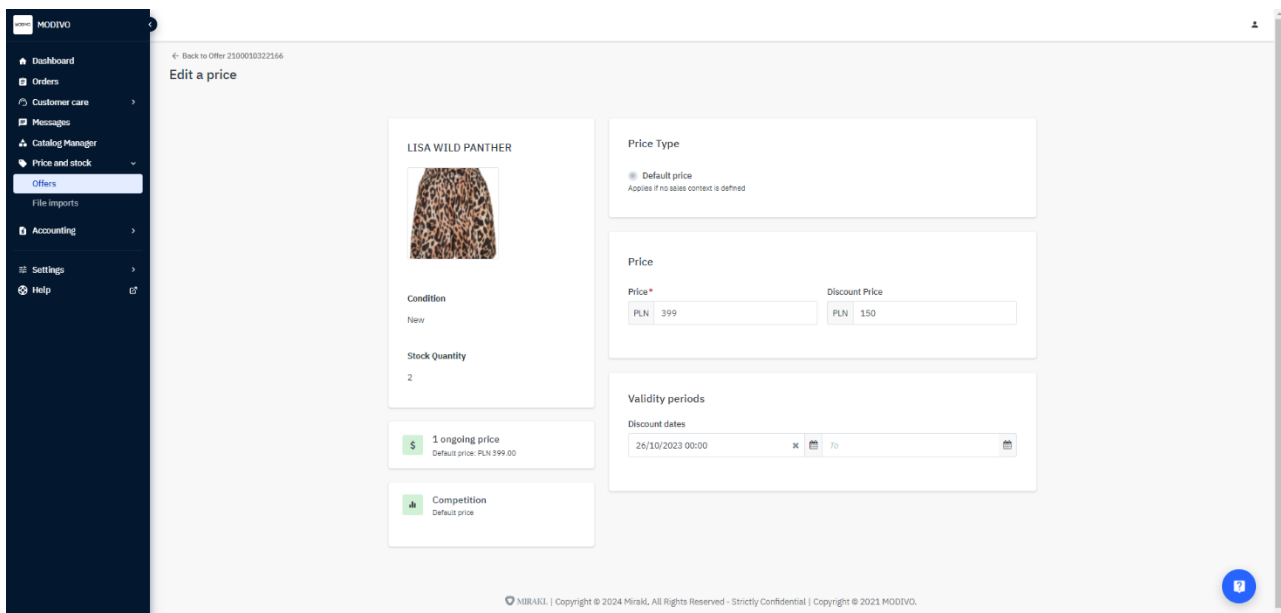
10.2. Mass promotional price setting

Question: *Can I set a discount for multiple products at one time?*

Yes, you can do this with a generated file with all the offers.

1. Go to **Price and Inventory -> Offers and** then select **Download inventory file "ready for import"** available in the top right corner.
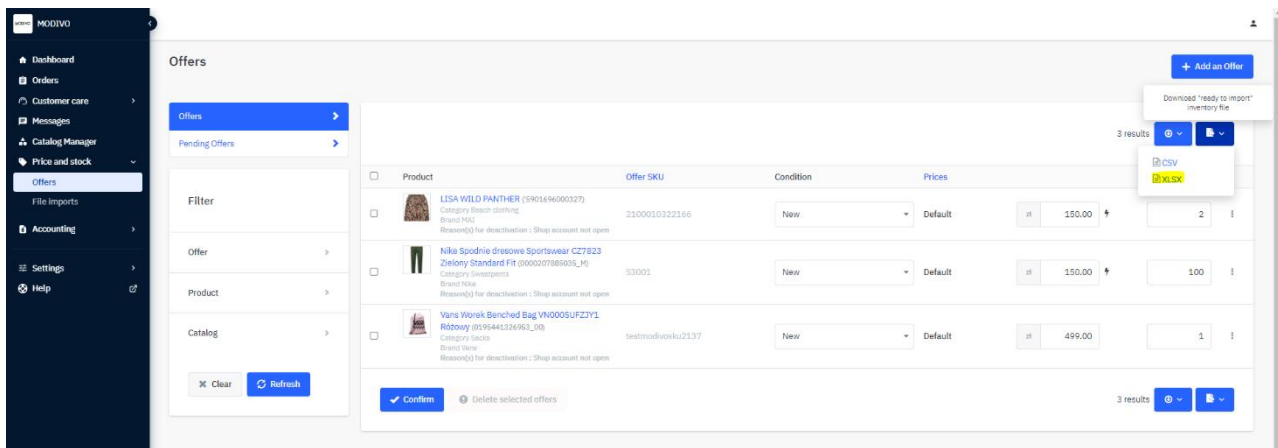
2. In the downloaded file, search for the products you are interested in and complete the following columns:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	sku	product-i	product-i	descripti	internal-	price	price-adc	quantity	min-quar	state	available	available	logistic-c	discount-st	discount-er	discount-	update-d
2	S7316	99958691	SKU			1000		0		11				26.05.2023	30.05.2023	500	update
3	S29675	99958692	SKU			12		122		11				26.05.2023	30.05.2023	8	update
4	S29376	99958692	SKU			125		21		11				26.05.2023	30.05.2023	33	update

- **Column N** - enter the start date of the completed promotion. If you leave it blank, the promotional prices will read into the products from the moment the file is imported.
- **Column O** - enter the end date for the promotion. If you do not complete, the promotion will not end.
- **Column P** - enter the discount price.

3. Save the finished file and import it under **Price and Inventory -> File Imports -> Import from File with the option of file content as Offers**
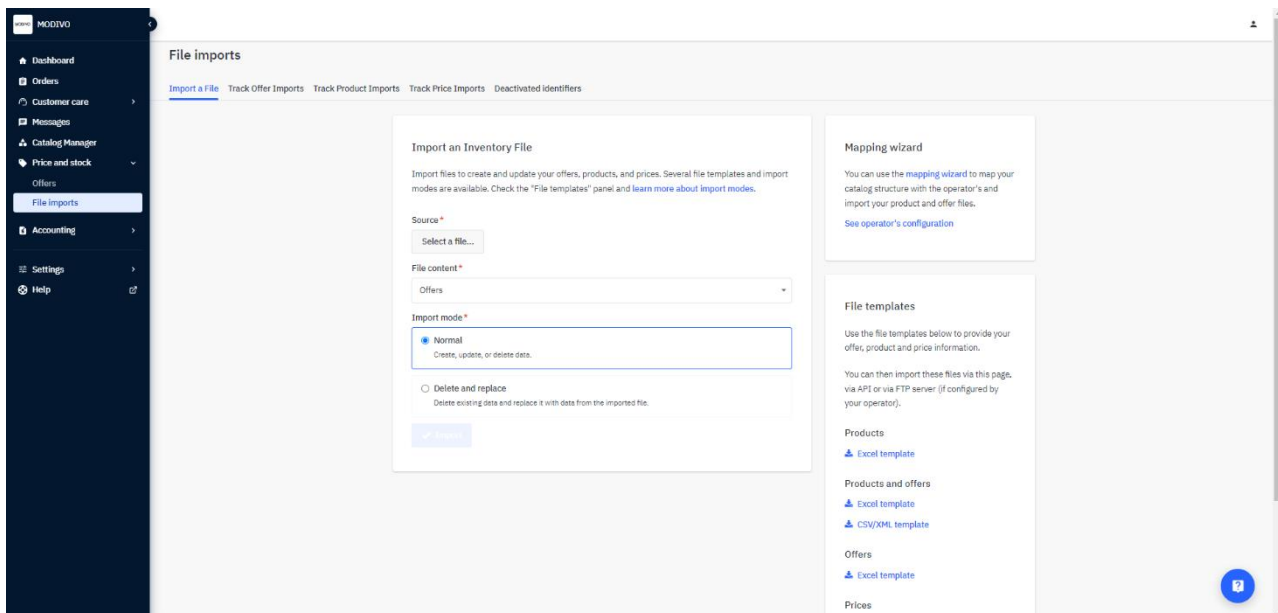
11. Product categories

Question: *How do I report the need for a new product category tree?*

To send a suggestion about the need for a new category, please submit a request at: partner@modivo.com.

12. Contact

If you have any questions or concerns, we encourage you to contact us at: partner@modivo.com.

If you have any comments regarding our cooperation or feel dissatisfied, you are welcome to contact us at partner.reklamacje@modivo.com.

We want your experience with us to be the best possible. Your opinion matters.

If you are considering ending our contract, please contact us at partner.wypowiedzenie@modivo.com.

We want to make this process as clear and comfortable as possible for you, so we will guide you through all the necessary steps and provide you with all the necessary information.