

# carethy

Seller guide



# Agenda

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- Set up your shop
- Mapping process

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- FTP configuration
- API integration
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- Methods
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- Order management
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- Criteria

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- Incidents
- Refund

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## 0. Introduction



<p><b>2</b> Unread Messages</p> <ul style="list-style-type: none"><li>On Offers (2)</li><li>On Orders (0)</li></ul> <p>Check Messages</p>	<p><b>2</b> Orders</p> <ul style="list-style-type: none"><li>Pending Orders (2)</li><li>In Progress (0)</li><li>With Incidents (0)</li></ul> <p>Manage my Orders</p>	<p><b>30</b> Offers</p> <ul style="list-style-type: none"><li>Active (0)</li><li>Inactive (30)</li></ul> <p>Manage my Offers</p>	<p><b>€214.53</b> Current balance</p> <ul style="list-style-type: none"><li>Payable (€120.00)</li><li>Pending (€94.53)</li></ul> <p>Transaction History</p>
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Message / Customer Care

Order Management

Catalog / Price & Stock Management

Shop accounting balances management

## KYC – Know Your Customer process: Applicable to businesses

•Your boutique will need to go through a KYC validation process by the payment provider. This is a necessary step and you must provide the following documents for businesses:

- ✓ Passport Photocopy (Copy of the front & back of a valid identification document of the legal representative)
- ✓ Bank Account Statement (Bank account details ("RIB"/IBAN) / Account statement /)
- ✓ Company Registration (Document certifying company registration issued within the last three months)
- ✓ Article of Association (Signed Articles of Association with the division of powers)

- Once you provide these documents, they are first validated by the OPERATOR commercial team
- These documents are then validated by the payment provider (1-5 business days)
- As soon as your documents are deemed valid, your shop will be active
- \* Documents must be image (jpg, jpeg, png...) or PDF files

*The above process can take a few days. This should not prevent you from uploading your products and offers. All shops are created by default in "suspended" mode, and will be activated only upon confirmation of the commercial team*

## KYC – Know Your Customer process: Applicable to companies

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- ✓ Passport Photocopy (Copy of the front & back of a valid identification document of the legal representative)
- ✓ Bank Account Statement (Bank account details ("RIB"/IBAN) / Account statement /)
- ✓ Company Registration (Document certifying company registration issued within the last three months)
- ✓ Tax Status (Document certifying tax status)

- Once you provide these documents, they are first validated by the OPERATOR commercial team
- These documents are then validated by the payment provider (3-5 business days)
- As soon as your documents are deemed valid, your shop will be active
- \* Documents must be image (jpg, jpeg, png...) or PDF files

*The above process can take a few days. This should not prevent you from uploading your products and offers. All shops are created by default in "suspended" mode, and will be activated only upon confirmation of the commercial team*

## 1. Your shop



## 1. 1 Create your shop





## 1.1 – Option 1 – Operator sends your shop a creation link

In order to begin the process of creating your shop, you will first receive a link via email from the operator that will take you to the account creation page (please note, the link is **valid for 48 hours**).

Click on the link provided and fill the required fields. You will need the following information:

- Contact email address
- Password
- Company name
- Company registration number
- Contact details:
  - ✓ Name
  - ✓ Email address (to be displayed in the invoice)
  - ✓ Business Address

Once this has been submitted, you will be taken to the [MARKETPLACE OPERATOR](#) login page. Once you have done so, take time to familiarise yourself with the [MARKETPLACE OPERATOR](#) portal.

Take time to familiarise yourself with the Portal. Navigate to the Information page on the top-bar to view the commissions rate, shipping charges and tax rates.

**Shop Account Creation**

**User Information**

Language:

Email:

Password:

Confirm password:

**General Information**

Shop account name:

Website:

Professional:

Company name:

Company Registration Number:

Confirm your Company Registration Number:

VAT Number:

Confirm your VAT Number:

**Contact**

These details will be displayed on your invoices

Title:

Last Name:

First Name:

Shop Email:

Phone:

Secondary Phone:

No:

**Address**

Address:

Address continued:

Postcode:

City:

County:

Country:

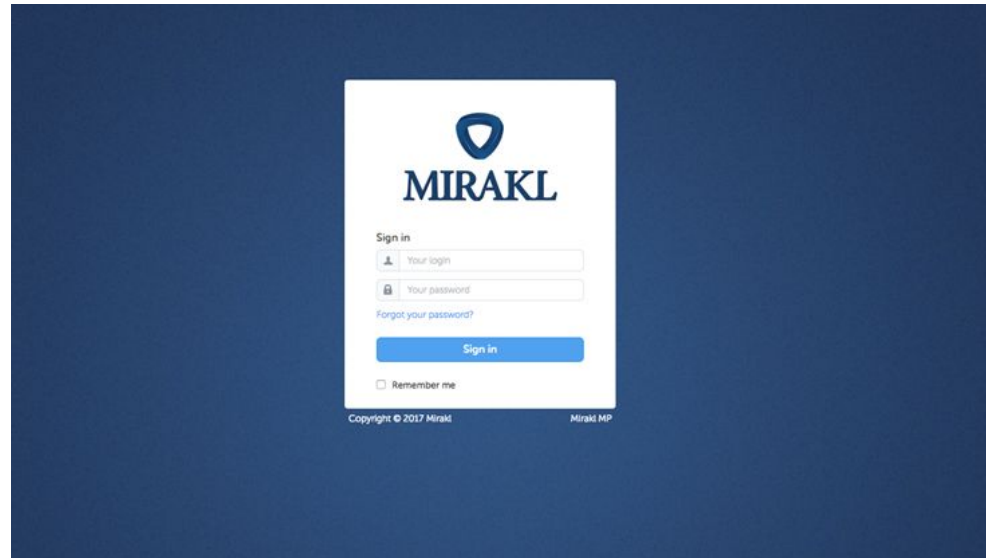
**General terms and conditions**

I acknowledge that I have read and accepted the general terms and conditions.

## 1.1 – Option 2 – Operator creates your shop

The MARKETPLACE OPERATOR team will create a shop on your behalf. In order to do this, you will need to provide details such as your [company name](#), [company registration number](#), etc. Click on the link which you will receive in an email and you will be directed to the following page (pictured below).

Enter an easy password for the first stages of your shop setup. This can easily be changed at any time via [> Settings](#).



## 1. 2 Set up your shop



## 1.2 – Shop settings: Your account

Click on: *My Account > Settings > My Account*

- Fill all fields in section A
  - ✓ Shop name
  - ✓ Shipping country of origin
  - ✓ Shop description and return policy
  - ✓ Administrator and customer care details
  - ✓ Your company details and VAT Number
- Upload your shop visual identity: a logo and a banner – B

MIRAKL My Orders My Inventory My Messages My Account Information alben.rogers@miracl.com

### My shop account

Open | ID : 2000

- My Account
- My Statements
- Transaction History
- Shipping Configuration
- User Management
- Settings

**Shop**

Name: Ricardo Granem

Country Shipped From: Nothing selected

Closed: from [ ] to [ ]

Description: Our 32000 is a premium jeans retailer known by millions across the world.

Return Policy: We do accept returns as we know our products are always perfect.

**Shop Visual Identity**

Logo:  Best size 80x80. Max weight: 132 Kb

Banner:  Best size 500x100. Max weight: 1,024 Kb

If you need to change any information found in this section, you must update them on your interface AND send them by email to the following address: [marketplace-team@OPERATOR](mailto:marketplace-team@OPERATOR)

## 1.2 - Shop settings: Contact details

Click on: *My Account* > *Settings* > *Contact details*

Fill all those fields and click on «save» to update all your information

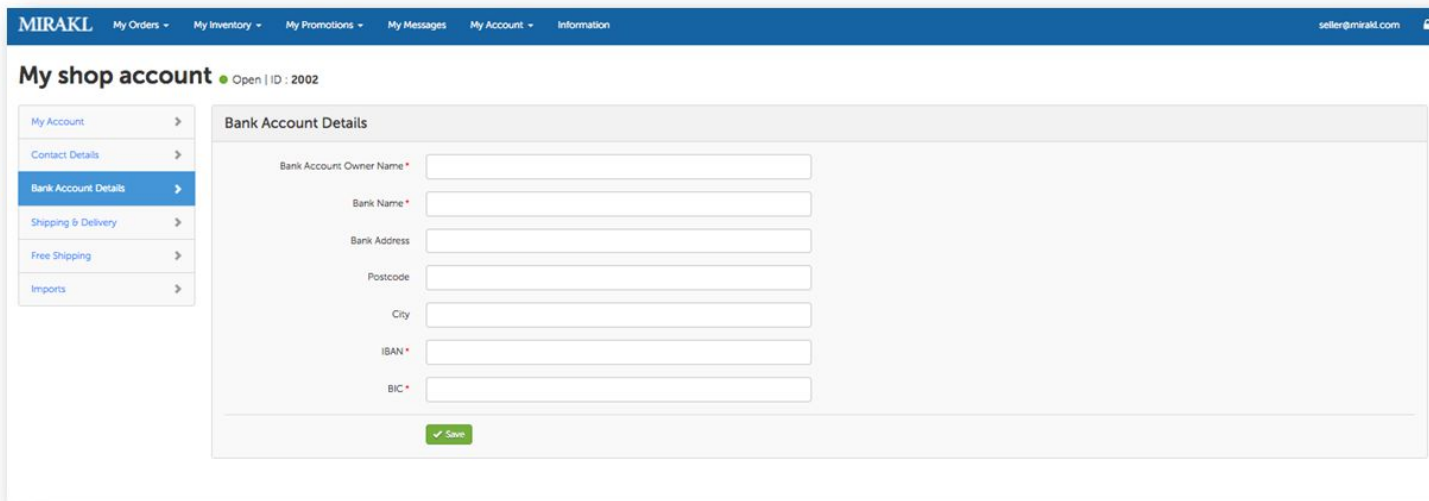
The screenshot shows the 'My shop account' interface with the 'Contact Details' section active. The form contains the following fields and values:

- Title \***: Miss
- First Name \***: Anna
- Last Name \***: Olson
- Email \***: anna.olson+1@mirakl.com
- Phone**: (empty)
- Secondary Phone**: (empty)
- Fax**: (empty)
- Professional**:
- Company Name \***: Jean Shop
- Company Registration Number \***: 1254567
- VAT Number**: (empty)
- Confirm your VAT Number**: (empty)
- Address \***: Test Address
- Address (continued)**: (empty)
- Postcode \***: 75009
- City \***: Paris
- County**: (empty)
- Country \***: France
- Website**: (empty)

A green 'Save' button is located at the bottom of the form.

## 1.2 - Shop settings: Bank account details

Click on: *My Account > Settings > Bank Account details*  
Fill all those fields to receive your payments.



The screenshot displays the 'MIRAKL' user interface. At the top, there is a navigation bar with links for 'My Orders', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The user's email 'seller@miraik.com' is visible in the top right corner. Below the navigation bar, the page title is 'My shop account' with a status indicator 'Open | ID : 2002'. A left-hand navigation menu includes 'My Account', 'Contact Details', 'Bank Account Details' (which is highlighted), 'Shipping & Delivery', 'Free Shipping', and 'Imports'. The main content area is titled 'Bank Account Details' and contains the following form fields:

- Bank Account Owner Name \*
- Bank Name \*
- Bank Address
- Postcode
- City
- IBAN \*
- BIC \*

A green 'Save' button with a checkmark icon is located at the bottom of the form.

*Your banking information should always be up-to-date in order to receive your payments. You need to send us an email after each change in order for us to validate this modification.*

## 1.2 -Shop settings: Shipping grid customisation

Click on: *My Account > Settings > Shipping Charges*

You can customize your shipping grid:

- By choosing the shipping method
- By defining shipping cost for each shipping zone and each shipping method

You can modify shipping cost if the option « Overridden price » has been activated by the Operator

You can enable or disable a Shipping Method

Define the shipping lead time for the shipping method chosen

The screenshot displays the 'My shop account' settings for shipping charges. The page is titled 'UK mainland (excl Highlands)' and shows configuration for 'Open Logistic Class 1'. A table lists shipping methods and their associated costs:

	Standard Delivery	Express Delivery
Initial price	£0.00	£0.00
Add. price	£0.00	£0.00

Below the table, there are sections for 'Standard Delivery Configuration' and 'Express Delivery Configuration'. The 'Standard Delivery Configuration' section shows 'Shipping Lead Time Standard' set to '2-5\_Days'. The 'Express Delivery Configuration' section shows 'Shipping Lead Time Express' set to 'Less\_than\_48\_hours'. A 'Save' button is located at the bottom left of the page.

To see the full Shipping grid, click on: *Information > Shipping Charges*

## 1.2 -Shop settings: Shipping grid customisation

You have to set up the initial and additional price for each shipping method, under each logistic class. (for all countries that you want to sell)

Initial shipping price applies to the item in the basket that has the highest initial shipping price.

All additional items in the package gets the additional shipping fees.

Zona de envío		Austria	
Austria		3 resultados	
Small			
Regla	Standard	Express	
Precio inicial	Precio modificable	Precio modificable	Precio modificable
Precio adicional	1,5 €	3 €	1 €
Medium			
Regla	Standard	Express	
Precio inicial	Precio modificable	Precio modificable	Precio modificable
Precio adicional	2,5 €	4 €	1 €
Large			



## 1.2 - Shop settings: Free shipping (Optional)

Click on: *My Account* > *Settings* > *Shipping Options*

By clicking on *Free shipping*, you will offer free-of-charge shipping to your customers. The indicated shipping charges will be 0.00€ and you will not receive any shipping fees for any of your products sold.

You can also decide an order threshold which triggers free shipping, for each Shipping Zone / Shipping Method pair (e.g. Orders above 100€ for United Kingdom with standard delivery method, the shipment is free for the customer).

Offer free-of-charge shipping to your customers by clicking on that box

Define threshold which triggers free shipping

The screenshot shows the MIRAKL user interface for configuring shipping settings. The top navigation bar includes 'MIRAKL' and various account management links. The main content area is titled 'My store account' and 'Offer Free Shipping For All Orders'. A checkbox labeled 'Free Shipping' is checked, with a green 'Save' button below it. Below this, there is a section titled 'Offer Free Shipping Based on Order Minimal Amount' which contains a table with columns for 'Shipping Zone', 'Shipping Method', and 'Threshold'. The table has four rows: 'United States' with 'Standard' and 'Express' methods, and 'Euro Zone' and 'North Africa' each with a 'Standard' method. The 'Threshold' column shows a value of '\$ 100.00' for the 'United States - Standard' row, with a dashed box around it. A 'Save' button is located at the bottom left of the table.

Shipping Zone	Shipping Method	Threshold
United States	Standard	\$ 100.00
	Express	\$
Euro Zone	Standard	\$
	Express	\$
North Africa	Standard	\$

## 1.2 -Shop settings: Information



Click on: Platform Settings → *Shipping* → *Carriers*

Under Information, you can see the following data:

- Shipping charges
- Carriers

### Shipping

Shipping Charges **Carriers**

Carriers 	
Label	Code
Fedex	FED
UPS	UPS
SEUR	SEU
TOURLINE	TOU
CORREOS	COR
DHL	DHL
DHL PARCEL	DHLPAR
SPRING	SPR
REDUR	RED
GLS	GLS 
OTHERS	OTHERS

## 1.2 -Shop settings: User management

Click on: *My account*> *User Management*

If multiple users are working on your shop, you can give different roles to your seller portal access:

Click here to add a new user on your platform...

The screenshot displays the MIRAKL User Management interface. At the top, a navigation bar includes 'MIRAKL', 'My Orders', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The 'My Account' dropdown menu is open, highlighting 'User Management'. In the top right corner, the user's email 'seller@mirakl.com' and a lock icon are visible. A dashed box highlights the '+ Add a new user' button in the top right corner.

The main content area is titled 'User Management' and features a filter sidebar on the left. The filter sidebar includes a search box for 'Username', an 'Enabled' dropdown set to 'Yes', and 'Clear' and 'Refresh' buttons. The main table has columns for 'Username', 'Enabled', 'Shop Administration', and 'Inventory Management'. A single user is listed with the email 'seller@mirakl.com', which is enabled, and has both 'Shop Administration' and 'Inventory Management' roles assigned. A green 'Save' button is located below the table.

An inset window titled 'Add a new user' is shown, containing fields for 'Email', 'Password', and 'Confirm password', a 'Language' dropdown set to 'English - UK', and a list of roles: 'Shop Administration', 'Inventory Management', 'Order Management', 'Accounting', and 'Support'. A dashed box highlights the role selection area, with an arrow pointing to it from a text box below.

...Then choose the preferred role you want to assign to each of your employees.

## 1. 3 Mapping process



## 1.3 -Mapping process: Requirements

If your file has the category paths in separated columns, you can use the ".", in a formula to combine text from multiple cells into one cell, such as a category and a sub category.

- 1.Select the cell in which you want to combine the contents of other cells.
- 2.To start the formula, type =(
- 3.To combine the contents of two cells, select the first cell that contains the text that you want to combine, type "&."& (a dot enclosed in quotation marks), and then select the next cell that contains the text that you want to combine. To combine the contents of more than two cells, continue selecting cells, making sure to type "&."& after you select each cell.
- 4.To complete the formula, type ) and press ENTER.

	B	C	D	E	F	G
1	SKU	EAN	Product category			
2	436189547H	84289389429348200	= (E2&"."&F2&"."&G2)	Woman wear	Dress	Cocktail Dress
3	436189547H	84289389429348200				
4	436189547H	84289389429348200				
5	436189547H	84289389429348200				
6	436189547H	84289389429348200				
7	436189547H	84289389429348200				
8	436189547H	84289389429348200				
9	436189547H	84289389429348200				
10	436189547H	84289389429348200				
11	436189547H	84289389429348200				
12	436189547H	84289389429348200				
13	436189547H	84289389429348200				
14	436189547H	84289389429348200				
15						

*It is essential that the entire product category path is in one single column*

## 1.3 – Mapping process: Requirements

If you are using CSV files and you have special characters in your file, you need to ensure they are UTF-8 encoded. This will enable all of the titles & descriptions to appear correctly.

UTF-8 is an encoding set that can contain any Unicode character. Excel can't encode files in UTF-8 by default. Instead of Unicode, excel encodes CSV files using ANSI.

One easy way to change excel ANSI encoding to UTF-8 is:

- Open the .csv file in notepad++ (You can download Notepad ++ here: <http://notepad-plus-plus.org/download/v6.7.5.html>)
- Select File > Save As.
- Now at the bottom you will see encoding it set to ANSI change it to UTF-8 and save the file as new file, and then you're done.

## 1.3 -Mapping process

Click on: *Shop > Mapping Configuration > Use the configuration Wizard*

This is the last step of your Shop configuration. The goal is to define the mapping between our categories and your products' categories.

You need to repeat the process for each new category of product that you want to sell and which has not been mapped previously.

7 steps are needed for that mapping process.

The screenshot shows the 'My product data settings' configuration wizard. At the top, there is a navigation bar with 'SECRETSALES' and user information. Below the navigation bar, the title 'My product data settings' is displayed. To the right of the title are three buttons: 'Manage my Value Lists', 'Use the Configuration Wizard' (which is highlighted with a blue checkmark), and 'Operator Configuration'. Below the title, there is a 'Key' section with a list of attributes: Category, Attribute, Attribute defining the category, Attribute with rule(s), and Attribute with list. Below this is a 'My Configuration' section with a tree view on the left and a list of attributes on the right. The tree view shows a 'Root' folder containing 'BRAND', 'CATEGORY', 'COMPOSITION', 'DESCRIPTION / Detailed De', 'EAN', 'Essential details', 'Picture', 'Product Name', 'Size', 'SUPPLIER CODE', 'Dresses', and 'Playsuits & Jumpsuits'. The list of attributes on the right includes 'Brand', 'ProductCategory', 'Material', 'Introduction / Detailed De', 'EAN', 'Essential details', 'Picture', 'Product Name', 'Size', 'SKU Reference', 'Dresses', and 'Playsuits & Jumpsuits'. A large black arrow points from the 'Use the Configuration Wizard' button to a dashed box at the bottom left of the image. Below the arrow, there is a dashed box containing the text 'Start the mapping process'. At the bottom right of the configuration wizard, there are two buttons: 'Remove mapping' (with a red 'x' icon) and 'Validate mapping' (with a green checkmark icon).

Start the mapping process

## 1.3 -Mapping process: Import your product file

Click on: Product data mapping > Import product file

The screenshot shows the MIRAKL user interface. At the top, there is a navigation bar with 'MIRAKL' and several menu items: 'My Orders', 'My Inventory', 'My Messages', 'My Account', and 'Information'. On the right side of the navigation bar, there is a user email 'seller@mirakl.com' and a lock icon. Below the navigation bar, the main heading is 'Product flow mapping'. On the left side, there is a vertical list of steps: '1. Import product file', '2. Categorization', '3. Category mapping', '4. Attribute mapping', '5. Value mapping', '6. Define rules', and '7. Summary and validation'. The first step, '1. Import product file', is highlighted in blue. The main content area is titled 'Import your products file'. It contains a welcome message: 'Welcome to the product import wizard. This wizard helps you to:' followed by a bulleted list: '• Import your product files', '• Set up your configuration', and '• Add your products to the marketplace'. Below this, it says 'First, please import the file containing the products you wish to add to the Marketplace.' There is a yellow warning box that reads 'Your file must be in CSV format and encoded as UTF-8'. Underneath, there is a section labeled 'File to import' with a 'Select a file...' button and a blue 'Send' button with a download icon. A dashed box highlights the 'Select a file...' and 'Send' buttons, with an arrow pointing to a callout box below the screenshot.

Upload your product file here and then click on Send



## 1.3 -Mapping process: Categorization

Click on: *Product data mapping > Categorization*

Creating a category tree will allow you to add product descriptions by breaking them down into segments. You must place all your product categories in one column, which also includes the subcategory separator.

The screenshot displays the MIRAKL Product flow mapping interface. The navigation menu includes: My Orders, My Inventory, My Messages, My Account, and Information. The user is logged in as seller@mirakl.com.

### Product flow mapping

- 1. Import product file
- 2. Categorization**
- 3. Category mapping
- 4. Attribute mapping
- 5. Value mapping
- 6. Define rules
- 7. Summary and validation

Preview of file Grazia - Girls Night Out Stocklist #2.csv

BRAND	SUPPLIER CODE	COLOUR	Product Name	DESCRIPTION	COMPOSITION
GRAZIA	GR16S P1006	BLACK	GRAZIA Layered sleeveless playsuits	Layered sleeveless playsuits	90% POLYESTER; 10% E...
GRAZIA	GR16S P1006	RED	GRAZIA Layered sleeveless playsuits	Layered sleeveless playsuits	90% POLYESTER; 10% E...
GRAZIA	GR16S P1007	ROYAL BLUE	GRAZIA Layered sleeveless playsuits	Layered sleeveless playsuits	90% POLYESTER; 10% E...
GRAZIA	GR16S P1007	YELLOW	GRAZIA Layered sleeveless playsuits	Layered sleeveless playsuits	90% POLYESTER; 10% E...

4/4 lines

**Categorization**

Column corresponding to the category\*

Subcategory separator (optional)

**Preview of your categories**

- Root
- Playsuits & Jumpsuits

Navigation: Previous step | Next step

At the bottom of the screen, select:

- Category column's name
- Define the type of separator.

## 1.3 -Mapping process: Categories

Click on: *Product data mapping* > *Category mapping*

- By clicking on the "+" box, you open out each category: the lower level will appear. You must map each leaf level of your categories with the one of the the Operator. The platform will only allow you to map at leaf level.
- Categories with identical spelling can be mapped automatically by clicking on the Automap icon. For others you will have to do it manually by dragging the categories of your catalogue (left) to those of OPERATOR(right)
- Once a category is mapped, it will become a grey tint. To modify the mapping, click on « Mapping to do » then click on the cross next to the category you want to modify

Product flow mapping

1. Import product file >

2. Categorization >

3. Category mapping >

4. Attribute mapping >

5. Value mapping >

6. Define rules >

7. Summary and validation >

My categories

Mapping to do

Operator categories

Root > Playsuits & Jumpsuits > Playsuits

Accessories

Baby up to 2 years

Beauty

Dresses

Eyewear

Footwear

Gift Vouchers

Homeware

Intimate Apparel

Jeans

Jewellery

Knitwear

Outerwear

Playsuits & Jumpsuits

Suits

Sports

Suits

Tops

Trousers

Watches

Categories to map

To be mapped (2)

Mapping OK (0)

Need step

By clicking on the arrows, you'll run the auto-mapping of your categories. All categories spelled the same way will be recognized and mapped automatically. A pop-up opens with proposals, simply validate them by clicking on « confirm ».

Automap Categories

The parent category Root > Playsuits & Jumpsuits is currently not mapped

Your Categories	Operator's Categories
<input checked="" type="checkbox"/> Root > Playsuits & Jumpsuits > Playsuits	Root > Playsuits & Jumpsuits > Playsuits

Categories validated: 1/1

Cancel Confirm

Drag & Drop the remaining categories from your catalog (left) to the corresponding categories of OPERATOR(right).

The above graph shows you how many categories remain un-mapped

## 1.3 -Mapping process: Attributes

Click on: *Product data mapping > Attributes mapping*

Your attributes must match the Operator's attributes.

- All red OPERATOR attributes are mandatory to import your products' catalogue.
- In the same way as the categories, attributes with identical spelling can be mapped automatically by clicking on the Automap icon. For others you will have to do it manually by dragging the attributes of your catalogue (left) to those of OPERATOR(right)

**Product flow mapping**

1. Import product file >  
2. Categorization >  
3. Category mapping >  
4. Attribute mapping >  
5. Value mapping >  
6. Define rules >  
7. Summary and validation >

11 Attributes to map  
■ To be mapped (11)  
■ Mapping OK (0)

**My attributes**

- BRAND
- COLOUR
- COMPOSITION
- DESCRIPTION
- EAN
- Essential details
- GENDER
- Picture
- Product Name
- Size
- SUPPLIER CODE

**Operator attributes**

- Root
  - EAN
  - Product Name
  - SKU Reference
  - Brand
  - Introduction / Detailed Description
  - Essential details
  - Disclaimer

**Pop-up Automap**

Your Attributes	Operator's Attributes
BRAND	Root > Brand
EAN	Root > EAN
Essential details	Root > Essential details
Product Name	Root > Product Name

Attributes validated: 4/4

**Attribute details**

- SKU Reference
- Type : Text
- Sample value: PRODUCT\_01
- Required attribute

Use the search bar to find easily your attributes

By clicking on *Automap*, a pop-up opens, simply validate each steps.

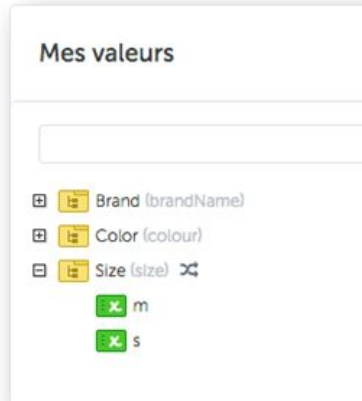
For more information about the the Operator's requirements, hover over the attribute, an explanatory pop-up will appear.

Previous step Next step

## 1.3 - Mapping process: Values

Click on: *Product data mapping* > *Value mapping*

In the same way that for the attributes, values with identical spelling can be mapped automatically by clicking on the Automap icon. For others you will have to do it manually by dragging values of your attributes (left) in those of OPERATOR(right)



*The list of values 'Brand' is predefined and it is possible that one of your brands is not registered.  
In that case, please email to [marketplace@OPERATOR](mailto:marketplace@OPERATOR).  
Specify in the subject line «New brands to create » and in the email body, a list of your missing trademarks*

## 1.3 – Mapping process: Validation rules

Click on: *Product data mapping* > *define rules*

You can transform or validate the contents of your attributes at this step.

Example: Automatically add a capital letter at the beginning of each sentence for the attribute “Introduction / Long description”:  
*Transformations* > *Capital at the beginning of every sentence*

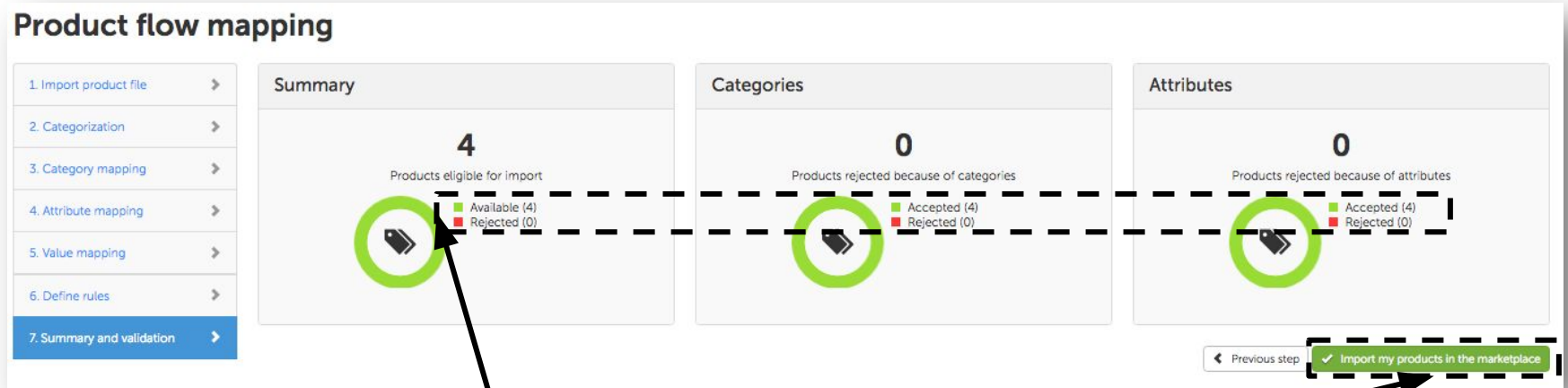
The screenshot displays the MIRAKL user interface for product data mapping. The top navigation bar includes 'MIRAKL', 'My Orders', 'My Inventory', 'My Messages', 'My Account', and 'Information'. The 'Product flow' sidebar on the left lists steps from 1 to 7, with '6. Define rules' highlighted. The main area shows 'My attributes' with a tree structure: Root > BRAND (Brand) > EAN (EAN) > Essential details (Essential details) > Product Name (Product Name). The 'Details and Rules' panel on the right shows 'Mapped with Attribute: EAN' and 'Code: ean'. Below this, there are sections for 'Transformations' and 'Validations', each with an 'Add' button. Two modal windows are open: 'Add a transformation' and 'Add a validation'. The 'Add a transformation' modal shows a list of transformation types, with 'Capital at the beginning of every sentence' selected. The 'Add a validation' modal shows a list of validation types, with 'Nothing selected' selected. Arrows indicate the flow from the 'Add' buttons to the modal windows.

## 1.3 – Mapping process: Summary and validation

Click on: *Product data mapping > Summary and validation*

Finally, before importing the catalog, you can review the steps to see if the data has been accurately imported.

If some categories, attributes or values are rejected, you will have to start that phase of the mapping process again. To do so, simply click on *previous step*



You will be able to see if any attributes, values or categories have been incorrectly mapped.

Once you have completed the mapping process, click here to import your file into the marketplace.

## 2. Your catalogue



## 2.1 Principles





## 2.1 - Product vs. Offers

The screenshot displays an e-commerce search results page. At the top, there is a navigation bar with a 'HOME' link, a search bar containing 'SEARCH CRITERIA', a 'Sign In' button, and a 'BASKET (0)' indicator. Below the navigation bar is a grid of five 'CATEGORY' tabs. The main content area is titled 'Search results for "SEARCH CRITERIA"' and includes a 'Sort by' dropdown menu set to 'Sorting options'. On the left side, there are several filter sections: 'Filter results' (with five 'Option' links), 'Category filter' (with four 'Option' links), 'Price filter' (with three price ranges: 'Under 100€', '100€ - 150€', and '150€ - 200€'), 'Product reviews' (with three 'Option' links), and 'Seller filter' (with four seller names: 'Seller One', 'Seller Two', 'Seller Three', and 'Seller Four'). A 'Publicity' placeholder is also visible at the bottom left. The main grid contains four product listings, each with a placeholder image (labeled A, B, C, and D), a 'Product Description' section, and pricing information. Listing A shows a price of 17,80€ and an 'Add to Basket' button. Listing B shows a price of 109,50€ and a 'Pro Seller: Seller One' label. Listing C shows a price of 22,65€ and a 'Pro Seller: Seller Two' label. Listing D shows a price range from 69,95€ to 89,95€ and a 'See product options' button. At the bottom of the page, there is a pagination bar showing '2' selected and a range of '4 - 5 - 6 - 7'.

A product always has the following mandatory characteristics:

- Product name
- Images
- Description
- Product\_ID / EAN / UPC / ISBN etc.
- Size / Color / Dimensions (where variations apply by product type)

An offer always has these characteristics:

- A condition (New, refurbished, second hand, etc)
- A price
- Stock quantity availability

## 2.1 – Requirements

L1 Category < L2 Category < L3 Category	A
Brand	B
Name	C
Long description	D
Colour, Detailed, Description, Colour, Size, Returns....	E
Images	F

The screenshot shows a product page for a 'Blue & navy trim pure cotton shirt' by GABANO. The page includes a breadcrumb trail (Home > The Shirt Selection for Men > Blue & navy trim pure cotton shirt), a main product image with a zoomed-in view, a price of £35.00 (59% off from £85.00), a size selection dropdown, a quantity selector, and an 'Add to bag' button. A detailed description and care advice are provided on the right, along with a supplier code and a social sharing section. Annotations A-F correspond to the requirements listed on the left.

Home > The Shirt Selection for Men > Blue & navy trim pure cotton shirt

Ends: 4 Days 13h 55m 38s

**GABANO**

Blue & navy trim pure cotton shirt

£35.00 ~~£85.00~~ (59 % off)

Size (size guide):

Select size

Quantity: - 1 +

Add to bag

You can earn **175 loyalty points** on this purchase.

The estimated dispatch date for your order is between **09 Aug 2016** and **25 Aug 2016**

Update your look with this stylish long-sleeved shirt. It is made with light blue pure cotton and features navy turned-up detailing on the wrists for an added pop of colour.

Fit: regular  
Fabric: 100 % cotton  
Colour: lightblue  
Care advice: machine wash at 40 degrees, do not bleach, do not iron hot, dry cleaning, do not put in dryer

Supplier Code  
GBN-105-06-lightblue

Share to earn **£20** for you and your friend\*

\*Ts & Cs apply

Even if a attribute is not mandatory, it is highly recommended to show as many details as possible, as this enriches the product details page and drives higher conversion rates

## 2.1 - What does "integrate" mean?

You have different ways to manage your activity on the marketplace: find yours!



## 2.2 Methods



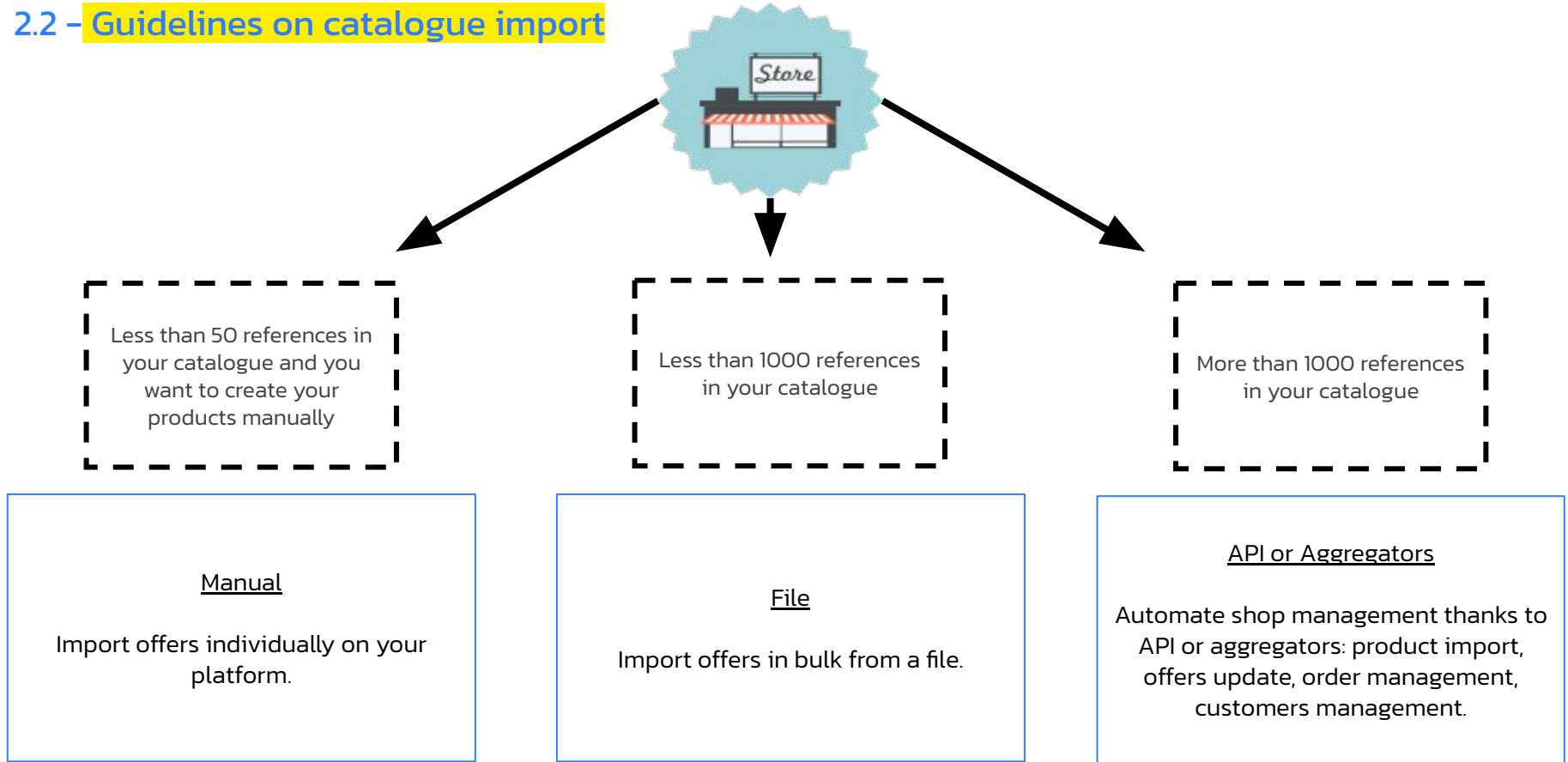
## 2.2 – What are the different ways to sell on the Marketplace?

Choose the right import method to create and manage your inventory & your sales

	Manual entry	File	Semi automation	APIs
PRODUCTS	'Add a product' one at a time	Upload product files	Set a protocol (FTP or HTTP) and the Marketplace will come fetch your product files	Automate the updates of your catalogue data directly from your system.
OFFERS	'Add an offer' one at a time	Upload offer files	Set a protocol (FTP or HTTP) and the Marketplace will come fetch your offer files	Automate the updates of offers data directly from your system.
ORDERS	Accept orders and confirm shipment manually through the platform.	Idem + Massively update your orders tracking number on the platform.	Idem + Massively update your orders tracking number on the platform.	Automate the order acceptance and the shipping confirmation & tracking number.

Time	★★★★★	★★★☆☆	★☆☆☆☆	★★★★☆☆
Cost	☆☆☆☆☆	☆☆☆☆☆	★★★☆☆	★★★★☆☆
Relevancy	50 < products	50 > products	Any size inventory	Any size inventory

## 2.2 - Guidelines on catalogue import



## 2.2 – Product creation methods

1

### MANUAL

Import one by one offers directly on your platform.

2

### MAPPING PROCESS

Map your product categories, attributes and valid values with the OPERATOR's ones

3

### OPERATOR's TEMPLATE

Use the Operator's template to fill out your product information and upload them in bulk on the platform

4

### FTP

Create and transfer your product file through FTP

5

### API

Automate shop management thanks to API: product import, offers update, order management, customers management.

6

### AGGREGATORS

## 2.2 - Product creation methods

7

### MAGENTO 1.9 CONNECTOR FOR SELLERS - BETA

Connector that periodically exports  
products and offer to Mirakl



## 2.3 Manual product creation



## 2.3 - Manual product creation

Click on: *My Inventory* > *Add an offer* > *Create a new product*

- 1 - Before creating a product, check if it has already been created by you or another seller, by using the search bar
- 2 - If the product is not created yet, you can manually create it on the platform by clicking on *create a new product*
- 3 - If the product is already created, you simply have to push offer information (price and stock)

The screenshot shows the MIRAKL 'Add an Offer' page. The navigation bar includes 'MIRAKL', 'My Orders', 'My Inventory', 'My Messages', 'My Account', and 'Information'. The user's email 'seller@mirakl.com' is visible in the top right. The main heading is 'Add an Offer'. Below this, there are two main sections: 'Search for a product in our catalogue' and 'Create a new product listing'. The search bar is annotated with a yellow circle '1'. The 'Create a new product listing' section has a green button '+ Create a new product' annotated with a yellow circle '2'. Below the search bar, there is a 'Filter by' sidebar with 'Categories' (IPAD (1), IPAD MINI (1), Tablets (4)) and 'Brands' (Apple (5), Belkin (1)). A dashed box around the filter sidebar is annotated with a yellow circle '3'. The main content area is divided into 'Select product' and 'Your offers'. The 'Select product' table lists three products: 'Apple iPad Mini Smart Case - Black', 'Apple iPad Wi-Fi Cellular Air 32GB - Space Grey', and 'Belkin Snap Shield Cover For Apple iPad 2'. The 'Your offers' table shows three rows, each with a '+ Sell yours' button. A dashed box around the first '+ Sell yours' button is annotated with a yellow circle '3'. A dashed box around the '1 offer' label in the 'Your offers' table is annotated with a yellow circle '3'. A dashed box around the search bar is annotated with a yellow circle '1'. A dashed box around the '+ Create a new product' button is annotated with a yellow circle '2'. A dashed box around the filter sidebar is annotated with a yellow circle '3'. A dashed box around the first '+ Sell yours' button is annotated with a yellow circle '3'. A dashed box around the '1 offer' label is annotated with a yellow circle '3'. A dashed box around the text 'You can use filters to find easily your product' is annotated with a yellow circle '3'. A dashed box around the text 'You can check if you have already created an offer on a product.' is annotated with a yellow circle '3'. An arrow points from the 'Filter by' sidebar to the text 'You can use filters to find easily your product'. An arrow points from the '1 offer' label to the text 'You can check if you have already created an offer on a product.'

**Search for a product in our catalogue**

1

Enter a product name, a brand, item code, etc.

**OR**

**Create a new product listing**

2

+ Create a new product  
If it does not exist in our catalogue

**Filter by**

**Categories**

- IPAD (1)
- IPAD MINI (1)
- Tablets (4)

**Brands**

- Apple (5)
- Belkin (1)

**Select product**

Product	References
<b>Apple iPad Mini Smart Case - Black</b> Brand : Apple	SKU : MKP100000000038607 EAN : 885909736973
<b>Apple iPad Wi-Fi Cellular Air 32GB - Space Grey</b> Brand : Apple	SKU : MKP1000000000038722 EAN : 885909793709
<b>Belkin Snap Shield Cover For Apple iPad 2</b> Brand : Belkin	SKU : MKP100000000003645 EAN : 722868830611

**Your offers**

3

+ Sell yours

+ Sell yours

+ Sell yours

1 offer

You can use filters to find easily your product

You can check if you have already created an offer on a product.

## 2.3 – Manual product creation

Click on: *My Inventory* > *Add an offer* > *Create a new product*

1 – Choose the right product category

2 – Fill out information regarding your product (i.e. an image, a title, description etc.)

3 – Define offers information (at least the price and stock)

4 – Click on *Submit for approval*

The screenshot shows the 'Add an Offer' form in the MIRAKL interface. The form is divided into three main sections, each highlighted with a dashed black box and a yellow circle containing a number:

- 1. Select product category:** This section contains three dropdown menus. The first is set to 'Beauty', the second to 'Hair Care', and the third to 'Hair Accessories'. A yellow circle with the number '1' is positioned to the right of these dropdowns.
- 2. Product characteristics:** This section contains several input fields: 'Product Identifier', 'Product Title', 'EAN', 'SKU', and 'Main Image Large'. Each field has a red asterisk indicating it is required. To the right of the 'Product Identifier' field, there is explanatory text: 'This is to identify what type of identifier is stored against the product. This should be grouped with product number (E.g.: EAN:1234, ISBN:12345, ISBN, APN, Secondary APN)'. A yellow circle with the number '2' is positioned to the right of this section.
- 3. Offer characteristics:** This section contains input fields for 'Condition' (set to 'New'), 'Quantity', 'Price' (with a currency symbol 'kr'), and 'Pricing information'. A yellow circle with the number '3' is positioned to the right of this section.

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit For Approval'. The 'Submit For Approval' button is highlighted with a green checkmark and a yellow circle with the number '4'. Below the buttons is a section titled 'Shipping Charges' with a note: 'Shipping fees will be calculated after the product creation. Prices will be visible in your offer detail page.'

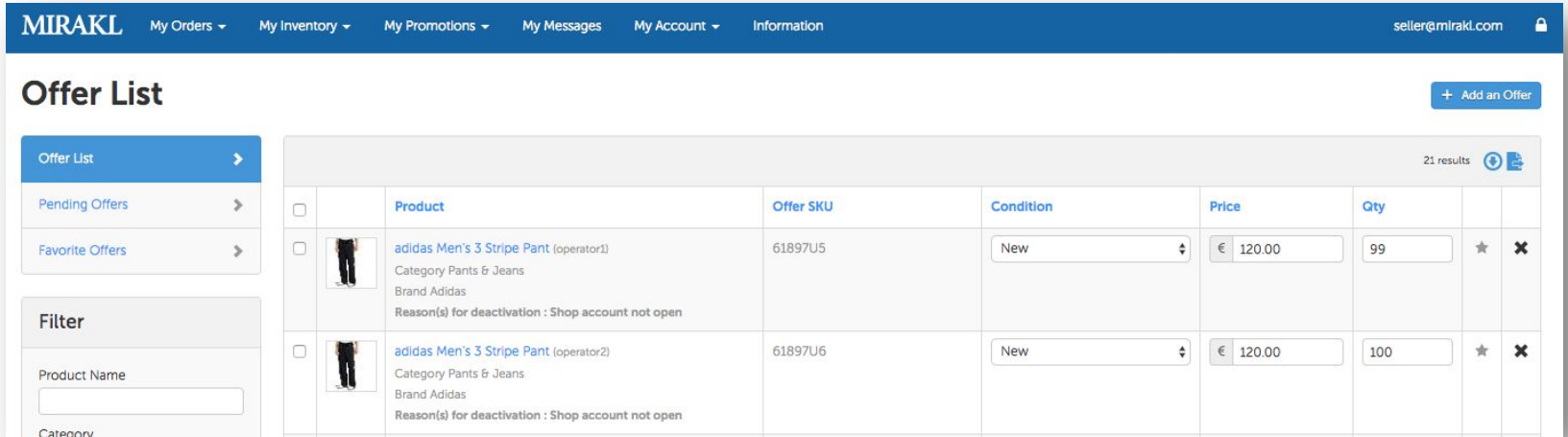
## 2.4 File upload





## 2.4 - File upload: Requirements

How can I ensure my product complies with the platform file format?

- Are all the mandatory attributes correctly defined in my excel file?
- Are my product category paths in a format that will be accepted by the platform?
- Is my file in the right format?



The screenshot shows the MIRAKL user interface. At the top, there is a navigation bar with the MIRAKL logo and menu items: My Orders, My Inventory, My Promotions, My Messages, My Account, and Information. The user's email, seller@mirakl.com, is displayed on the right. Below the navigation bar, the page title is "Offer List" with a "+ Add an Offer" button. On the left, there is a sidebar with "Offer List" selected, and options for "Pending Offers" and "Favorite Offers". Below the sidebar is a "Filter" section with input fields for "Product Name" and "Category". The main content area displays a table with 21 results. The table has columns for checkboxes, Product (with a small image), Offer SKU, Condition, Price, Qty, and action icons (star and X). Two rows are visible, both showing "adidas Men's 3 Stripe Pant" with a deactivation reason of "Shop account not open".

	Product	Offer SKU	Condition	Price	Qty		
<input type="checkbox"/>	 adidas Men's 3 Stripe Pant (operator1) Category Pants & Jeans Brand Adidas Reason(s) for deactivation : Shop account not open	61897U5	New	€ 120.00	99	★	✕
<input type="checkbox"/>	 adidas Men's 3 Stripe Pant (operator2) Category Pants & Jeans Brand Adidas Reason(s) for deactivation : Shop account not open	61897U6	New	€ 120.00	100	★	✕

*If a mandatory field is not correctly created, the product will be rejected and won't appear on the Marketplace*

## 2.4 -File upload: Operator's template

Click on: *My inventory* > *Import from File*

Click on "configure & download an Excel file template". Select the type of file you want (products, offers, or both), the requirement level of the attributes (all or only the required ones) and select the subcategories you want to list your products on.

MIRAKL My Orders My Quotes My Inventory My Promotions My Messages My Account Information

< Import products and offers

### Configure and download an operator Excel file template

- Select a file template to download**
  - Products
  - Offers
  - Products and Offers
- Select the requirement level of attributes**

All
- Select the categories**

Filter...

  - Automotive
    - Automotive Accessories & Maintenance
      - Car Accessories
      - Car Cleaning
      - Car Fragrances
      - Car Maintenance
      - Car Protection

## 2.4 -File upload: Operator's template

	A	B	C	D	E	F	G	H	I		
1	Product Category	Product Identifier	Product Title	Global Trade Item Number	Long Description	Main Image	Variant Group Code	2nd Image	Ingredients	W	
2	product_category	product_identifier	product_title	gtin	long_description	main_image	variant_group_code	2nd_image	product_ingredients	2	
3	Nutrition and Supplements/Supplements/Trace elements										
4	<div style="border: 1px solid black; padding: 5px; background-color: #ffffcc;">Product Category Category of product - Category,Sub Category and Level 3 merged</div>										
5											
6											
7											
8											

In pink: Attribute is Required

In white: Attribute is optional

In grey: Attribute is linked to  
another subcategory

## 2.4 -File upload: Operator's template: EAN field format

NB. Excel will change your EAN code to a scientific format as it recognises it as a number.

Eg: 5465476546546 will be condensed to 5.46548E+12.

This will cause your data to corrupt and the product will not be created.

The solution is as follows:

- Select the column with your EAN values
- Right-click and select the tab *Format*
- On the *Number* tab, select *Custom*
- Delete the 'General' setting
- Set the Type by typing O thirteen times

The screenshot shows an Excel spreadsheet with a table of product data. The EAN codes in column I are displayed in scientific notation (e.g., 1.00E+12). A 'Format Cells' dialog box is open, showing the 'Number' tab. The 'Custom' format is selected, and the 'Type' field contains '0000000000000'. The 'General' format is also visible in the list.

Category	Shop Proc Title	Brand or C	Descriptio	Image Sid	Image URI	Manufact	Parent S	EAN Num	Supplier N	Product S
B092008	8.56E+09	Bosch Styl	Bosch	With its precise four	image.png			1.00E+12		
B092008	8.56E+09	Bosch Styl	Bosch	With its precise four	image.png			1.00E+12		
B092008	8.56E+09	De'Longhi De	'Longhi The	De'Longhi KB23C	image.png			1.00E+12		
B092008	8.56E+09	De'Longhi De	'Longhi The	De'Longhi KB23C	image.png			1.00E+12		
B092008	8.56E+09	De'Longhi De	'Longhi The	De'Longhi KB23C	image.png			1.00E+12		



## 2.4 - File upload

Click on: *My Inventory* > *Import from file*

Once the mapping process is done, you need to update the product file you've used previously (only if the new product to be created has the same categories as in the previous file, otherwise, a new mapping process is needed)

Select the valid *Product* in the tab File content

In order to upload your file on the Marketplace, click on *select a file*

Then click on *Import* to validate your import

MIRAKL My Orders My Quotes My Inventory My Promotions My Messages My Account Information william.khadiri@mir...

### File import

- Import a file
- Monitor Offer Imports
- Monitor Product Imports

#### Import products and offers

Select the file \*

File content \*

Import mode \*

#### Help

- Configuration Wizard
- Download a file template
- Download an Excel template file for Offers

## 2.4 - File upload: Monitoring

Click on: *My Inventory* > *Import from file* > *Monitor offer/product imports*

You can easily monitor all your imports (stock & price or products) on your interface – you can also download error reports in order to understand how to amend your offer or product files.

The screenshot displays the MIRAKL 'File import' interface. At the top, there is a navigation bar with 'MIRAKL' and menu items: 'My Orders', 'My Inventory', 'Messages', 'Administration', and 'Information'. The user email 'seller@mirakl.com' is visible in the top right. Below the navigation bar, the 'File import' section features a sidebar on the left with a 'Filter' section containing fields for 'Filename', 'Import date' (with 'from' and 'to' date pickers), and 'Status' (set to 'Nothing selected'). The main area contains a table of import records with columns: 'Created', 'Filename', 'Status', 'Errors', and 'Info'. The table shows five records with various statuses like 'Import complete' and 'Cancelled'. Two callout boxes with dashed borders and arrows point to specific elements: one points to the 'Monitor offer imports' and 'Monitor product imports' buttons in the sidebar, and the other points to the 'Errors' column in the table, which contains download icons.

Created	Filename	Status	Errors	Info
06/03/15 - 16:00:59	MCI example fashion.csv	Import complete		
03/03/15 - 14:16:53	MCI example fashion.csv	Import complete		
09/07/15 - 12:33:16	MCI example fashion.csv	Cancelled		
09/02/15 - 15:14:25	MCI example Electronics.csv	Import complete		
09/02/15 - 10:42:02	MCI example Electronics.csv	Cancelled		

Check stock & price or products import

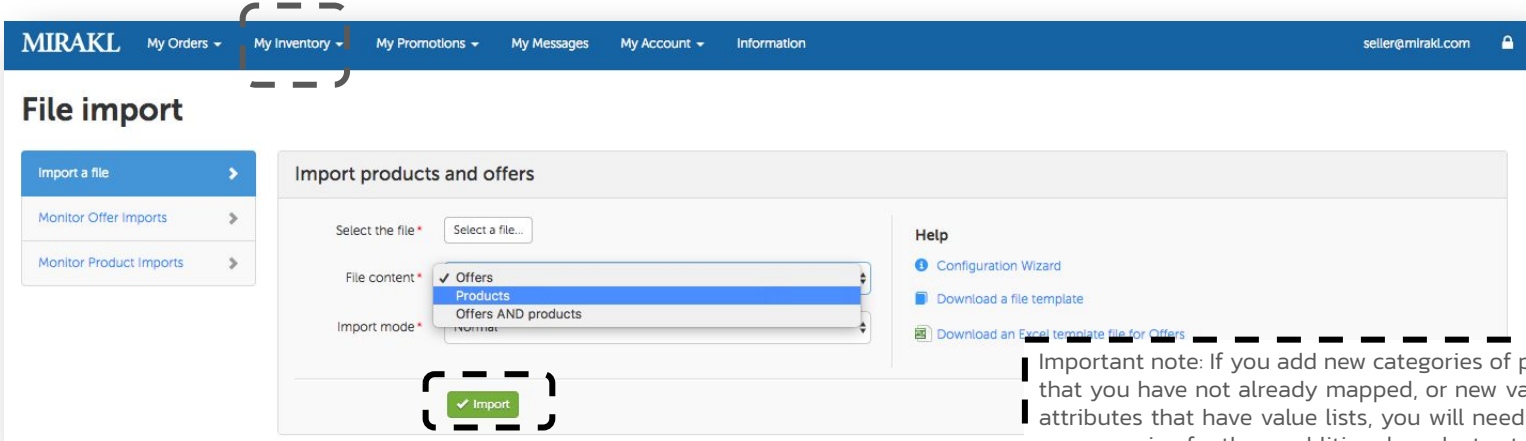
Download offer or products error report

## 2.4 - File upload: Subsequent product uploads

At the end of the mapping process, you can push your product file and then create your products. The mapping process needs to be done only once to map the format of your product file to the product format of the operator.

For subsequent product uploads, you can upload your files directly by going to : *My Inventory > Import From File*

- Select the valid "Product" in the tab File content
- In order to upload your .csv file on the Marketplace, click on "select a file"
- Then click on "Import" to validate your import



**MIRAKL** My Orders ▾ My Inventory ▾ My Promotions ▾ My Messages My Account ▾ Information seller@mirakl.com

### File import

- Import a file >
- Monitor Offer Imports >
- Monitor Product Imports >

#### Import products and offers

Select the file \*

File content \* 

- ✓ Offers
- Products**
- Offers AND products

Import mode \*

**Help**

- Configuration Wizard
- Download a file template
- Download an Excel template file for Offers

**Important note:** If you add new categories of products, that you have not already mapped, or new values for attributes that have value lists, you will need to do a new mapping for these additional product categories.

## 2.5 FTP configuration



## 2.5 - FTP: configuration

*-Only concerns product and offers  
-No automation of the order cycle*

- **Initial requirements before FTP integration:**
  - Product automation: complete your product catalogue mapping prior to start the automation
  - Define your offer feed to the Mirakl format
  
- **Parametrization**
  - FTP server address (without protocol before the name)  
ex : [www.mirakl.com](http://www.mirakl.com) et non <http://www.mirakl.com>)
  
  - Path: resource name on the FTP server  
ex : "/home/import/file\_name.csv").
    - The "file\_name" part of the URL must be the name given to the file put on the FTP by the vendor.
    - It means that the name given to the file will always have to be identical.
  
  - FTP protocol: FTP, SFTP
  
  - Enter the username & password if required to enter your FTP

## 2.5 -FTP: configuration

From your platform, click on: *My Account > Settings > Import*

Fill the information to access your FTP and test your parameters by clicking on the button.

The screenshot displays the 'MIRAKL my shop account' interface. The top navigation bar includes 'MIRAKL', 'My Orders', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The user is logged in as 'Elec Mania' with the email 'seller@mirakl.com'. The left sidebar shows a menu with 'Imports' selected. The main content area is titled 'FTP / HTTP product import settings' and contains the following form fields:

- Activated:
- Protocol:
- Host name:
- Port:
- Path:  Path to the remote resource. E.g.: mirakl/file.csv
- Username:
- Password:

At the bottom of the form, there is a 'Test the connector' button (highlighted with a dashed box) and a green 'Save' button.

Below this form is another section titled 'FTP / HTTP offer import settings' with identical fields, but the Protocol is set to 'HTTP'. This section also has a 'Test the connector' button (highlighted with a dashed box) and a green 'Save' button.

## 2.6 API integration



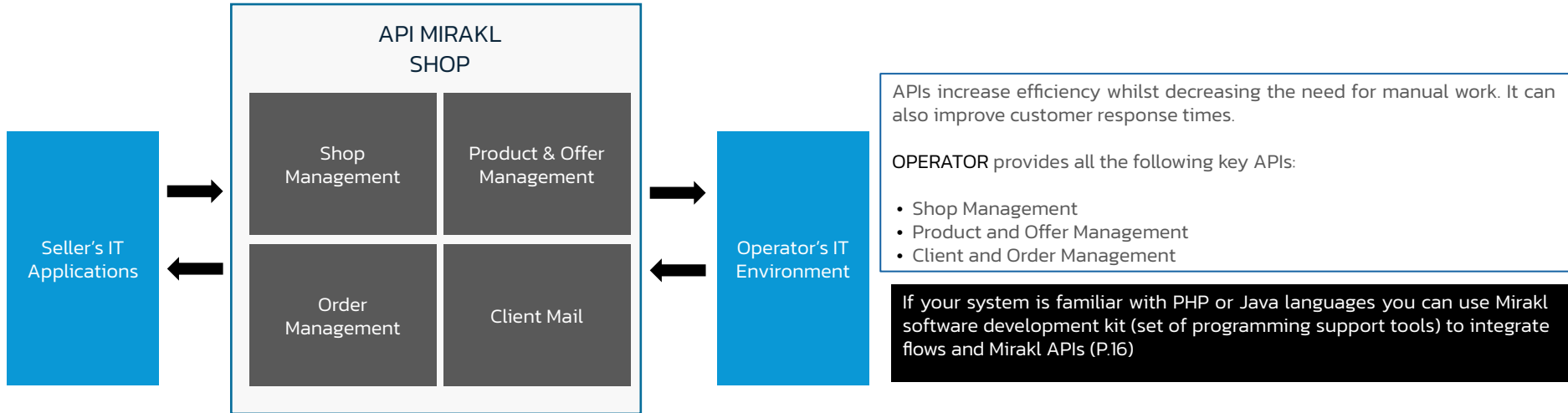
## 2.6 – API integration

### What are APIs?

API (Application Programme Interface) is a set of routines, protocols and tools for building software applications. The API specifies how software components should interact and are used when programming graphical user interface components.

It is an integrated web service, which allows you to exchange data such as:

1. Stock levels and prices
2. Order management process



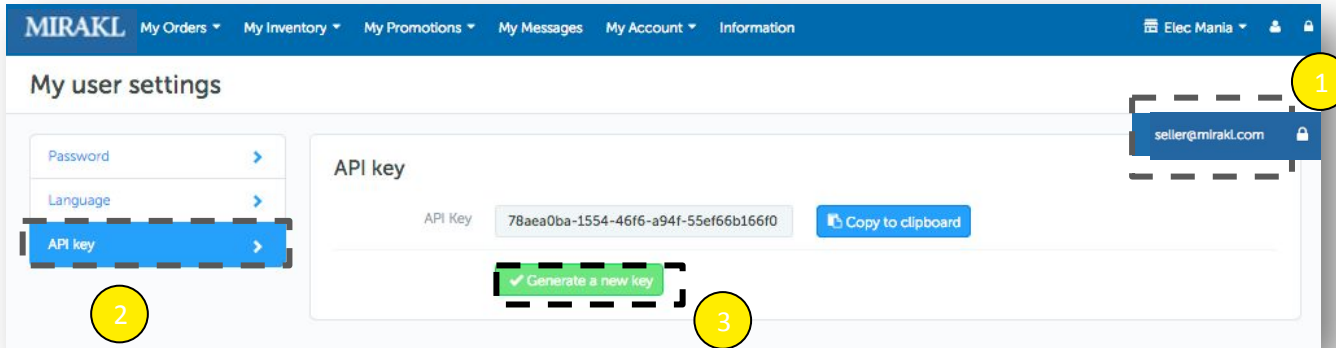


## 2.6 – API integration

To use and test API flows, you are required to configure your shipping provider through an API key.

Click on: *My User Settings* > *API Key* > *Generate new key*

The shop API key is strictly confidential. It can only be shared (if needed) with the OPERATOR team.



The screenshot displays the 'My user settings' page in the MIRAKL interface. The top navigation bar includes 'MIRAKL' and various menu items like 'My Orders', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The user's email 'Elec Mania' is visible in the top right. The main content area is titled 'My user settings' and contains several sections:

- A left sidebar with 'Password', 'Language', and 'API key' options, each with a right-pointing arrow. The 'API key' option is highlighted with a blue box and a dashed black border, marked with a yellow circle '2'.
- A main section titled 'API key' containing:
  - An 'API Key' field with the value '78aea0ba-1554-46f6-a94f-55ef66b166f0' and a 'Copy to clipboard' button.
  - A green button labeled 'Generate a new key' with a checkmark icon, highlighted with a green dashed box and a yellow circle '3'.
- A top right section showing the user's email 'seller@mirakl.com' with a lock icon, highlighted with a blue dashed box and a yellow circle '1'.

## 2.6 – API integration

### OPERATOR APIs explanation:

#### 1. New product creation

The Product API allows you to send new products to be created in the OPERATOR catalogue. It enables you to track the following:

- The import status.
- Possible errors.
- Product integration status (also available as a downloadable report).

#### 2. Offer management

The offer API allows you to add, delete or update your offers. The product and offer APIs allow you to administrate the overall stock levels.

#### 3. Customer management

The Messaging APIs allow you to exchange information between customers and the OPERATOR team.

#### 4. Order management

The Orders APIs allows you to process the overall logistic cycle of the marketplace order.

*If you require further assistance regarding API imports then please contact*  
**[technical.support@carethy.net](mailto:technical.support@carethy.net)**

## 2.6 - Mirakl sellers software development kit

The Mirakl Vendors Software Development Kit (SDK) is a set of programming support tools to help you integrate flows and Mirakl APIs.

Its use is relevant to all those with internal computer systems and / or technical resources familiar with PHP or Java languages.

All vendor APIs are available: order flow, supply flow, product flow, etc., as well as documentation on these APIs.

In addition to automating their flows and API calls, this software development kit allows vendors to significantly reduce their integration time and their margin of error in their regular flows sent out.



## 2.6 – SDK import

### OPERATOR APIs explanation:

#### 1. What is the Mirakl Vendors SDK?

The Mirakl Vendors Software Development Kit (SDK) is a set of programming support tools to integrate flows and Mirakl APIs into the systems of your Marketplace vendors. The SDK makes it possible to automatically call the Mirakl APIs, bypassing exchange formats such as JSON or XML.

All vendor APIs are available (order flow, supply flow, product flow, etc.), as well as documentation on these APIs (required parameters, full or differential synchronization, etc.); it is available in PHP and Java.

#### 2. Who can use the Mirakl Vendors SDK?

The SDK is available for all active vendors or those whose enrollment is pending on your Mirakl platform. Its use is relevant to all those with internal computer systems and / or technical resources familiar with PHP or Java languages.

#### 3. Why should my vendors use it?

In addition to automating their flows and API calls, this software development kit allows vendors to significantly reduce their integration time and their margin of error in their regular flows sent out.

#### 4. How do platform updates impact my vendors?

The SDK is backward compatible between the different versions of the platform: you can update the Mirakl environment without compromising the integrations made with an old SDK. An upgrade of the platform will not impact the API calls from your vendors.

*Please contact the Operator to have more information on the SDK.*

## 2.6 – Mirakl shop API technical specifications

The technical specification for the Shop APIs can be found in Mirakl's API documentation.

If you are interested in integrating with Mirakl's APIs, contact the Marketplace Operator for the complete set of documentation.

The documentation contains everything you need to know for authentication, response types and codes, accepted formats and the detailed input and output for every API.

*Please contact the Operator to receive the API technical documentation.*

What are you looking for?

DOCUMENT

You are reading: Documentation > Managing my Mirakl > Seller Portal Guide > Seller API

About seller API

This topic explains the basics about integrating with Mirakl seller API. It also outlines the key processes for:

**MIRAKL**

**MIRAKL REST API - Documentation**

This describes the resources that make up the Mirakl API. If you have any problems or requests please contact us at [support@mirakl.com](mailto:support@mirakl.com).

**Access**

**MIRAKL** INDEX RESOURCES

**Mirakl Marketplace Platform**

Resources			
Code	Method	URL	Description
A01	GET	/api/account	Get shop information Recommended: 1day Maximum: 12days
AF01	GET	/api/additional_fields	Get the list of all custom fields Recommended: 1day Maximum: 1day
DO01	GET	/api/documents	Get the list of all document types Recommended: 1day Maximum: 1day
IN01	GET	/api/invoices	List accounting documents Recommended: On each invoice list page view Maximum: On each invoice list page view
IV02	GET	/api/invoices/{invoice}	Download an accounting document Recommended: On each invoice download Maximum: On each invoice download
LO1	GET	/api/locales	Get active locales Recommended: Once on each page view needing a locale Maximum: Once on each page view needing a locale
MO1	GET	/api/messages	List messages for orders and offers Recommended: - Asynchronous: 12/hour - Synchronous: On each message page view Maximum: - Asynchronous: 60/hour

that allow your customers to sell on Mirakl powered Marketplaces.

published, uploaded, posted, publicly displayed, encoded, translated, transmitted or any server, Web site or other medium for publication or distribution or for any commercial

## 2.7 Aggregators



## 2.7 -Aggregators

Contact Carethy to verify if Operator marketplace is already connect to your aggregator



## 2.8 Magento Connector for sellers (Beta)





## 2.8 – Magento Connector

Once installed and configured, the connector will periodically export your products and your price & stock (offers) to Mirakl.

You'll also be able to track any integration errors should there be any.

If you are interested in this integration method, please request OPERATOR for:

- Latest version of the connector
- Connector Guide

### 3. Your offers



## 3.1 Methods



### 3.1 - What are the different ways to sell on the Marketplace?

Choose the correct import method to create and manage your inventory & your sells

	Manual entry	Excel file	Semi automation	APIs
<b>PRODUCTS</b>	'Add a product' one at a time	Upload product files	Set a protocol (FTP or HTTP) and the Marketplace will come fetch your product files	Automate the updates of your catalogue data directly from your system.
<b>OFFERS</b>	'Add an offer' one at a time	Upload offer files	Set a protocol (FTP or HTTP) and the Marketplace will come fetch your offer files	Automate the updates of offers data directly from your system.
<b>ORDERS</b>	Accept orders and confirm shipment manually through the platform.	Idem + Massively update your orders tracking number on the platform.	Idem + Massively update your orders tracking number on the platform.	Automate the order acceptance and the shipping confirmation & tracking number.

Time	★★★★★	★★★☆☆	★☆☆☆☆	★★★★☆☆
Cost	☆☆☆☆☆	☆☆☆☆☆	★★★☆☆	★★★★☆☆
Relevancy	50 < products	50 > products	Any size inventory	Any size inventory

## 3.2 Manual offer creation



## 3.2 - Manual update

Click on: *My Inventory* > *Offer List*

The screenshot shows the MIRAKL Offer List interface. The top navigation bar includes 'MIRAKL', 'My Orders', 'My Quotes', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The user is logged in as 'seller@mirakl.com'. The page title is 'Offer List' with an '+ Add an Offer' button. On the left, there is a 'Filter' panel with fields for Product Name, Category, Brand, Offer SKU, Active Offer (set to 'Yes'), Product ID, Offer Condition (set to 'All'), and Quote request allowed (set to 'All'). The main table displays 11 results. A dashed box highlights the 'Prices' and 'Qty' columns, indicating manual update capabilities.

	Product	Offer SKU	Condition	Prices	Qty		
<input type="checkbox"/>							<p>You can update your offers (state/price/stocks) manually from the platform. As well, you can enter the first letters of an offer SKU in the Offer SKU field in the Filter panel to retrieve multiple products that start with these letters.</p>

## 3.2 - Manual update


Click on : *My Inventory* > *Offers List* > *Click on the offer reference*

**MIRAKL** My Orders My Quotes My Inventory My Promotions My Messages My Account More seller@mirakl.com

### Offer S2004

Sony KDL 40W705C BAEP

Description



Category: TVs Brand: Product SKU: sonytv

#### Offer Details

Condition\* New Quantity\* 10

Description

#### Price

Simple price Volume pricing

Unit price\* \$ 500.00

Pricing Information

Additional information about the offer pricing

Allow quote requests

#### DISCOUNT

Period of validity

from

Discount price \$

### Channel Pricing

Customer SME

### Offer Settings

Offer SKU S2004 Quantity Alert Ex: 10

Availability from to

Internal Description

E.g. product localisation description, visible only internally

Logistic Class Default Logistic Class (Medium) Lead Time to Ship Ex: 5 days

### Additional Information

Confirm Delete offer

You can modify the logistic class of your offer and the shipping cost will automatically be updated

You can set-up a date (day/hour/minute) to start and end a promotional price

## 3.2 - Manual update: Create promotions

Click on: *My Inventory > Offer list*

Select the offer you want to promote and define the start-date, the end-date and the new price of your promotion:

When creating a promotion, you can define the promotion's conditions by searching for offers, products, categories, or brands directly into the catalogue

*If you want your products to be highlighted on Operator.com on the front page or in our newsletter, don't hesitate to contact the Marketplace seller team of OPERATOR at [sellers@carethy.net](mailto:sellers@carethy.net)*

The 'Price' configuration page includes the following elements:

- Unit price \***: Input field with '€' and '12.00'.
- DISCOUNT**: A dashed box highlights the 'Discount price' (€ 10) and 'Period of validity' (27/09/17 to 29/09/17) fields.
- Pricing information**: A calendar for 'September 2017' with dates 1-30. The 25th is highlighted.
- Offer Settings**: A button with a right-pointing arrow.
- Additional Information**: A button with a right-pointing arrow.
- Buttons**: 'Confirm' (green) and 'Delete offer' (red).

The 'New Promotion' configuration page includes the following elements:

- Description**: Fields for 'Internal Description', 'Promotion ID', and 'Period of validity' (Start date, End date (optional)).
- Conditions**: 'Buyer purchases' (At least this quantity of items, Number of items, of the same item), 'Items purchased from' (The entire catalog, A selection of offers, A selection of products, A selection of categories, A selection of brands), and 'Offer selection that can trigger the promotion'.
- Buyer advantage**: 'Buyer gets' (Amount) and 'Applies to' (Purchased items).
- Buttons**: 'Create promotion' (green).



## 3.2 - Manual update: Promotion advertisement (optional)

Click on: *My Inventory > Offer list*

You can enrich your promotion campaigns with a public description and a banner to attract customers on the deal. These banners and descriptions will appear on the front website and can be translated into several languages.

You can add these material when creating a promotion.

The screenshot shows a 'Marketing' interface with two main sections: 'Public Descriptions' and 'Banners'. The 'Public Descriptions' section is enclosed in a dashed black border and contains three rows for different languages: French (with an asterisk), English - UK, and German. Each row has a text input field containing the respective description. The 'Banners' section includes a checkbox for 'Use the same banner for all languages' and three rows for French, English - UK, and German, each with a 'Select a file...' button. At the bottom right, there is a green button with a checkmark and the text 'Create promotion'.

Marketing	
<b>Public Descriptions</b>	
French *	La semaine de Noël
English - UK	The Christmas Week
German	Weihnachtswoche
<b>Banners</b>	
<input type="checkbox"/> Use the same banner for all languages	
French	Select a file...
English - UK	Select a file...
German	Select a file...
<input type="button" value="✓ Create promotion"/>	

## 3.3 File upload



## 3.3 – Offer file upload

Click on : *My Inventory > Import from file*

Once products created, you can push your offers:

1. Upload from your computer the Excel file with your offers information
2. Choose the file content "Offers"
3. Choose the import mode:
  - ✓ Normal – To be used for the first import
  - ✓ Update – update existing information and create unknown information
  - ✓ Replacement – overwrites any existing information and replace them with those present in the file

MIRAKL My Orders ▾ My Quotes ▾ My Inventory ▾ My Promotions ▾ My Messages My Account seller@mirakl.com William.khadiri@mirakl.com

### File import

Import a file >

Monitor Offer Imports >

Monitor Product Imports >

#### Import products and offers

Select the file \*

File content \*

Import mode \*   
Update  
Replacement

Help

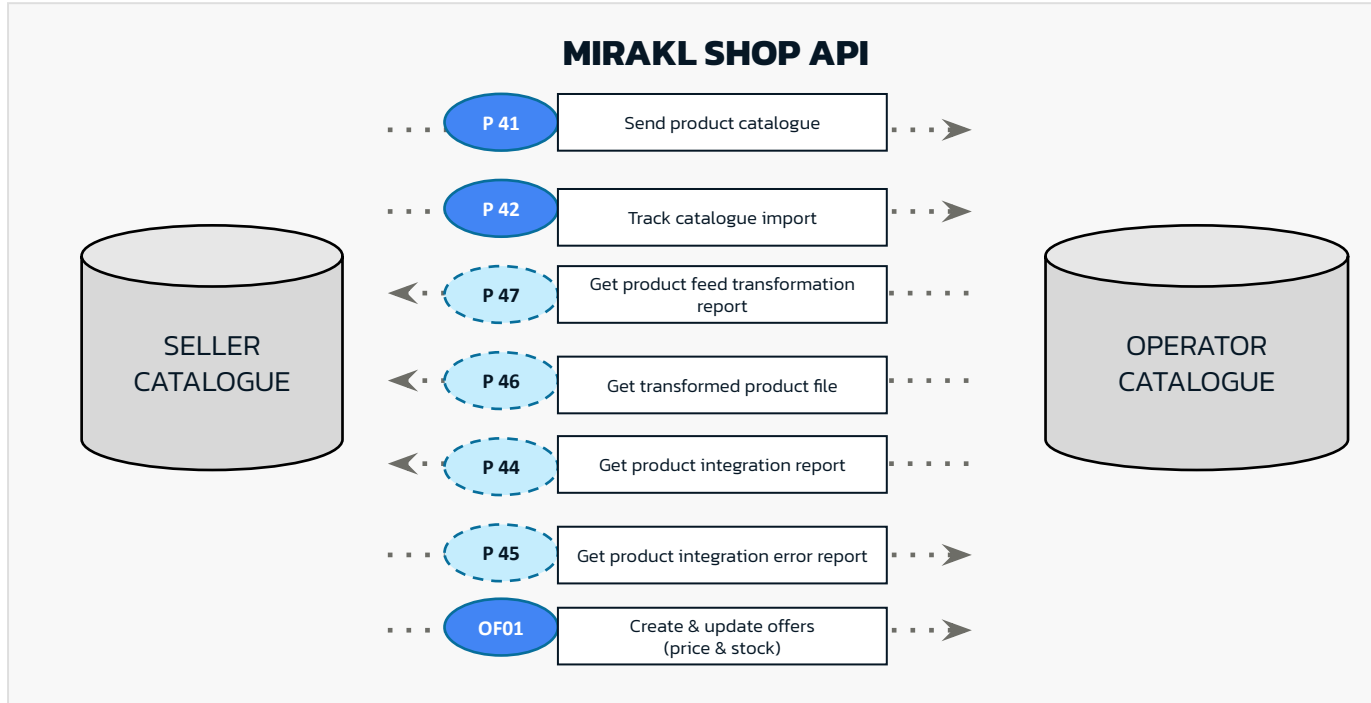
- Configuration Wizard
- Download a file template
- Download an Excel template file for Offers

*We advise you to update your offer file (with price & quantity) at least 3 times a day*

## 3.4 API integration



### 3.4 - Catalogue management: API overview



## 3.4 - Catalogue management: Offers

### GOAL

Manage offers (price and stock feeds) by creating, updating, deleting and getting information from Mirakl.

### OFFER API

API Ref	Description
OF01	Import offers (create, update, delete)
OF02	Get the offer integration status
OF03	Get the offer integration error report
OF21	List all offers available on the Marketplace
OF22	Get information about a particular offer

**Note:** the exact format of the OFFER feed is defined by the Operator. The Operator will be responsible for communicating the exact fields required, since the Operator can modify to add their own additional fields.

## 4. Order Management



## 4.1 Sales cycle





## 4.1 - Sales cycle on OPERATOR



## 4.2 Order management



## 4.2 - Order details

Click on: *My Orders > All Orders*

By clicking on the order number you can access the order's details and will see all details from the order.

The screenshot shows the MIRAKL 'Orders' page. On the left is a filter sidebar with fields for Order number, Customer Lastname, Orders (date range), Order Amount, Status, Shipping Method, and Promotion Id. The main area contains a table of orders. An arrow points from the filter sidebar to the 'Order number' column. Another arrow points from the '67 Results' button in the top right to the table. A third arrow points from the text on the right to the '67 Results' button.

Created	Order number	Qty	Details	Status	Shipping Method	Amount
12/09/17 - 12.01	MIR-QR-BCJ9HRST-A	14	Capture Stretch Twill Secret Support Skirt - 12 (Product SKU : MKP100000000149788   Offer SKU : 3450)	Cancelled	Standard	€228.00
		19	Capture Stretch Twill Secret Support Skirt - 20 (Product SKU : MKP100000000149838   Offer SKU : 3500)	Cancelled	Standard	€247.00
12/09/17 - 12.01	MIR-QR-EU83WT0J-A	18	Capture Burnout Broderie Tunic Dress - 16 (Product SKU : MKP100000000162214   Offer SKU : 4600)	Rejected	Standard	€289.00
		26	Go Diego Go! Diego Saves the World! (Product SKU : MKP100000000046634   Offer SKU : 1100)	Rejected	Standard	€291.00
12/09/17 - 12.01	MIR-IJAD4ZJ6-B	3	Mia Luce Underwire Bra - 12C (Product SKU : MKP100000000194724   Offer SKU : 5250)	Rejected	Click & collect	€39.00
		3	Mia Luce Back Smoothing Bra - 16E (Product SKU : MKP100000000196352   Offer SKU : 5600)	Rejected	Click & collect	€39.00
12/09/17 - 12.01	MIR-4JGEFSND-A	4	Mia Luce Back Smoothing Bra - 16E (Product SKU : MKP100000000196352   Offer SKU : 5600)	Shipping in Progress	Express	€52.00
		4	Mia Luce Underwire Bra - 12C (Product SKU : MKP100000000194724   Offer SKU : 5250)	Shipping in Progress	Express	€52.00

You can download a CSV file of all the information displayed by clicking on the blue button on the top right corner.

You can filter your orders by: Order Number, Customer Name, Amount, Date or Order Status

Order custom fields now appear on the orders exported from the back office as CSV file.

An "order additional data" column is created in the order export CSV files: you can view these fields and use them to ease your orders management.

## 4.2 - Order management



## 4.3 Order acceptance



## 4.3 - Order acceptance: Manual

Click on : *My Orders > All Orders > order's number*

New order : accept or reject it

- Click on the order's number to access to the order details page
- Check your physical stock
- Confirm the order by clicking on the button Accept or Reject
- Update the order logistical status

MIRAKL My Orders ▾ My Inventory ▾ Messages Administration ▾ Information seller@mirakl.com

### Order no. OR22-A

from 21/12/15 - 12:17:21

OR22 Commercial no.	Pending Acceptance Status	
Visa Payment Method	United Kingdom Shipping Zone	Standard Shipping Method

Billing Address  
This information will be available once the debit has been confirmed

Shipping Address  
This information will be available once the debit has been confirmed

Additional Information  
This information will be available once the debit has been confirmed

**Bosch Styline Kettle - White (Kettles)**  Reject  Accept

Product SKU : 1000000329 | Other SKU : 0209

Description :

Condition: New

Status: Pending Acceptance

Qty:	1	Product Price:	£10.00
		Shipping Charges:	£3.95
		Total:	£13.95

Total item(s): 1      Total Amount: £13.95 Tax incl. (Includes Shipping Charges: £3.95)      Total Commission: £1.68 Tax incl.

Mark order

*You have 24 hours to accept or reject an order according to Terms and Conditions of the Operator*

## 4.3 - Order acceptance: in bulk

Click on: *My Orders > Orders to process*

- Select the status you want to apply to orders:
  - ✓ Accept / Cancel / Refuse orders
  - ✓ Confirm a shipment
  - ✓ Download the delivery notes
- Check the boxes of the orders you want for which you want to update the status
- Confirm

**MIRAKI** My Orders ▾ My Quotes ▾ My Inventory ▾ My Promotions ▾ My Messages My Account ▾ Information seller@miraik.com

### Orders

Upload Order Related Files 2 results

<input checked="" type="checkbox"/>	Created <sup>▲</sup>	Order number	Qty	Details	Status	Shipping Method	Amount	
<input checked="" type="checkbox"/>	09/12/2017 12:01 PM	MIR-4JGEFSND-A	4	Mia Lucee Back Smoothing Bra - 16E (Product SKU : MKP100000000196352   Offer SKU : 5600)	Shipping in Progress	Express	€52.00	
<input checked="" type="checkbox"/>	09/12/2017 12:01 PM	MIR-4JGEFSND-A	4	Mia Lucee Underwire Bra - 12C (Product SKU : MKP100000000194724   Offer SKU : 5250)	Shipping in Progress	Express	€52.00	
<input checked="" type="checkbox"/>	09/12/2017 12:01 PM	MIR-LHZOMTJK-A	3	Capture Denim Skirt - 10 (Product SKU : MKP100000000086895   Offer SKU : 1350)	Shipping in Progress	Express	€48.00	
<input checked="" type="checkbox"/>	09/12/2017 12:01 PM	MIR-LHZOMTJK-A	4	Essentials Linen Gaucho - 20 (Product SKU : MKP100000000158879   Offer SKU : 4450)	Shipping in Progress	Express	€64.00	

2 results

✓ Accept  
Reject  
Confirm shipment  
Download delivery bill(s)

✓ Confirm

2 results

✕ Clear Refresh

## 4.3 - Order acceptance: in bulk/file

Click on: *My Orders > Orders to process > Upload Order Related files*

The screenshot displays the MIRAKL user interface. At the top, the navigation bar includes 'MIRAKL', 'My Orders', 'My Quotes', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The user's email 'seller@mirakl.com' is visible in the top right. The main section is titled 'Orders' and shows a list of orders with columns for 'Created', 'Order number', and 'Qty'. A filter sidebar is on the left. A 'File import' modal is open, showing a 'Select the file' field and two download links: 'Download a file template' and 'Download an Excel template'. A dashed box highlights the 'Upload Order Related Files' button in the background, and another dashed box highlights the 'Select the file' field and the download links in the modal. Arrows indicate the flow from the button to the modal and from the modal to the instructions below.

1. Download the template file to import tracking id in bulk
2. In that Excel template, if the carrier is listed, simply create one line per order with the Order id, the carrier name and the tracking ID
3. Upload that file

NOTE: if the carrier is not listed, ever column of the template are mandatory



## 4.3 - Shipping confirmation

Click on: *My Orders* > *All Orders* > *order's number*

Click on the order's number to access the order details page

Once the payment is captured, you will have access to the shipping and billing information

Add the tracking number of you carrier by clicking on the 'Order Tracking' button at the top right corner - 1

Click on the 'Confirm Shipment' button at the bottom left corner - 2

The screenshot displays the MIRAKL order details page for order OR22-A. The page is divided into several sections:

- Order Details:** Shows the order number (OR22), commercial number, shipping status (Shipping In Progress), and customer name (Mme Kate White).
- Shipping Information:** Displays the shipping method (Standard), destination (United Kingdom), and shipping zone (Shipping Zone).
- Billing Address:** Lists the customer's address (Mme White Kate, 10 Mainstreet, SW2 London, White).
- Shipping Address:** Lists the shipping address (Mme White Kate, 10 Mainstreet, SW2 London, UK).
- Additional Information:** States "No additional information".
- Product Details:** Identifies the product as "Bosch Styline Kettle - White" with a description, condition (New), and status (Shipping in Progress).
- Summary Table:**

Qty	Product Price	£10.00
	Shipping Charges	£3.95
	<b>Total:</b>	<b>£13.95</b>
- Footer:** Shows "Total items: 1", "Total Amount: £13.95 Tax incl. (Includes Shipping Charges: £3.95)", and "Total Commission: £1.68 Tax incl.".

Two callouts are present: '1' points to the 'Order Tracking' and 'Refund' buttons at the top right, and '2' points to the 'Confirm Shipment' button at the bottom left.

*It's important to add the tracking number before confirming the shipment in order for customers to have tracking details available in the order confirmation emails. Further, if you forget to confirm the shipment, the order won't be payable*

## 4.3 - Order management: API's

Click on: *My Orders* > *All Orders* > *order's number*

1. You can check and download the delivery note issued automatically by the platform

2. You can directly send other documents to the client, such as the invoice. You can also print it and add it into the parcel.

The screenshot displays the MIRAKL user interface for an order. The top navigation bar includes 'My Orders', 'My Quotes', 'My Inventory', 'My Promotions', 'My Messages', 'My Account', and 'Information'. The order details section shows 'Order no. MIR-4JGEFSND-A' with a status of 'Shipping in Progress'. A sidebar on the left contains 'Order Details', 'Messages', 'History', and 'Documents (1)'. The 'Documents' section lists a file 'delivery-MIR-4JGEFSND-A.pdf'. Below this is an 'Upload a Document' form with a 'Document Type' dropdown set to 'Invoice' and a 'Document' field with a 'Select a file...' button. A dashed box highlights the 'Documents (1)' link in the sidebar and the 'Upload a Document' form. Arrows point from the text boxes above to these elements.

It is recommended to create an invoice for each order

## 4.3 - Documents

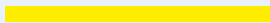
### GOAL

Treat the entire lifecycle of Marketplace orders from receiving new orders, to treating and shipping orders and keeping track of the order's status.

### ORDER API

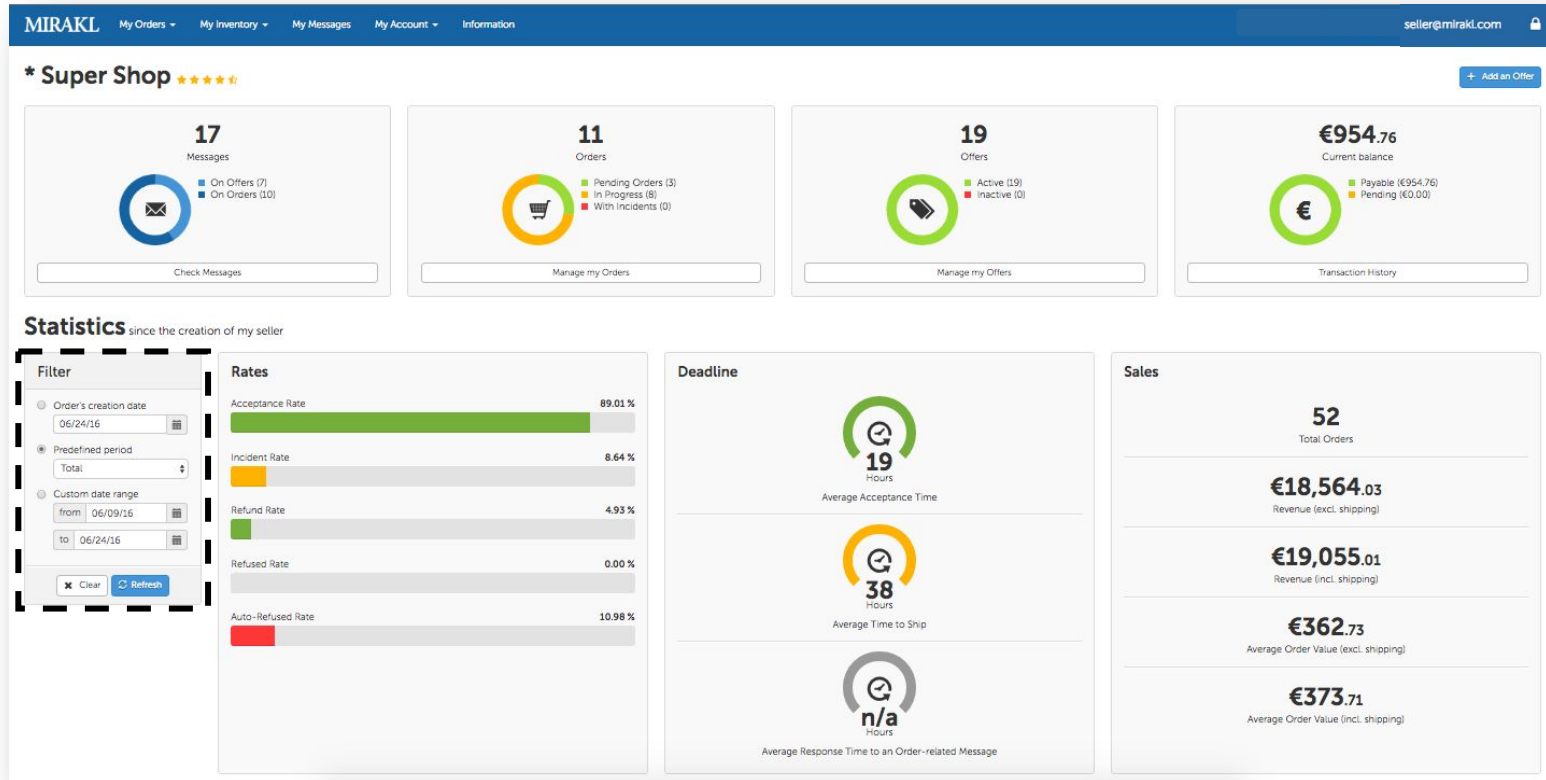
API	Description
OR11	Get any new orders or status updates on existing orders
OR21	Accept a new order
OR23	Input tracking information for the customer package
OR24	Confirm that the order has been shipped
OR28	Request a refund on an order line (refund will be carried out by the Operator)
OR51	Check the evaluations that customer's have left on your orders
OR71	Download the Mirakl Packing Slip
OR74	Upload an invoice for a customer order
OR82	Download the invoice for a customer order

## 5. Quality of service



## 5.1 - Dashboard

Upon entering your interface, a comprehensive view of your merchant statistics is visible and can be filtered by period.



## 5.1 - Dashboard

Click on: OPERATOR Logo (top left corner)

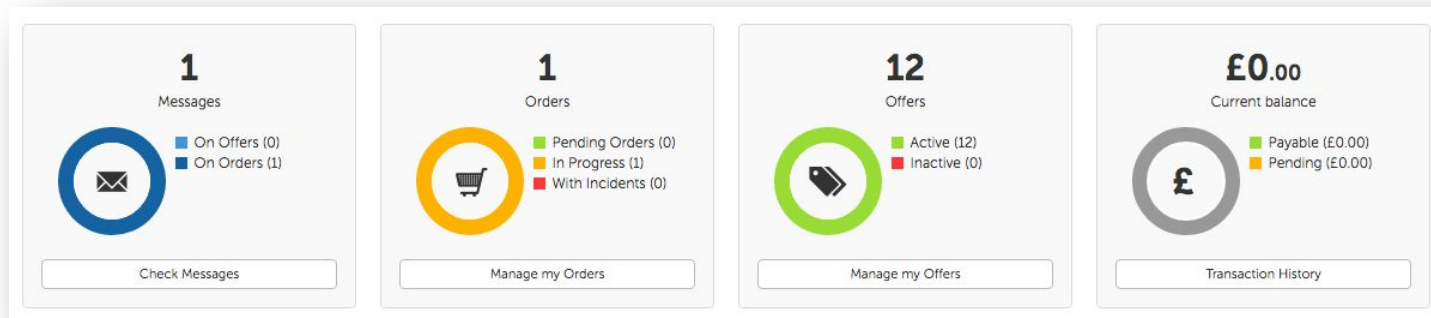
The top part of the page is a dashboard summarizing all orders in progress:

- Messages: on offers (before ordering) and on orders (once the order is placed)
- Orders by status: Pending Orders (to process) / In progress (pending) / with incident (pending investigation)
- Offers: active / inactive (manual deactivation or no more stock)
- Balance:

Pending: amount of orders paid by customers but not yet confirmed as received and orders with an incident

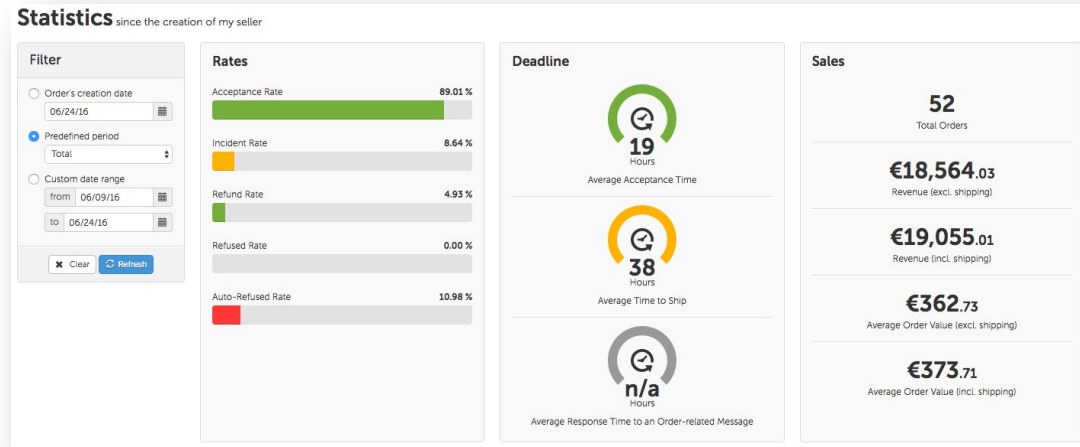
Payable: amount of orders confirmed as received by the customer or automatically (X days after shipment) and which will be paid on the next payment cycle

Paid: total amount of orders that have already been paid to the seller



## 5.2 - Quality of Service Criteria

The dashboard on the statistics page provides you detail on the variables defining your activity (acceptance deadlines for action and sales ...). You can filter your performance period for a better control of your business.



Quality of Service criteria are defined in our Terms of Service:

If one of these criteria is not respected it will induce an automatic suspension of your shop.

## 6. Customer Care





## 6.1 - Send and receive messages

Click on: *My Messages*

You must follow your customers' messages in your interface: a daily monitoring is highly recommended. Depending on the Operator' Terms and Conditions, you may have to answer questions related to offers and orders within 24 hours

**MIRAKL** My Orders My Quotes My Inventory My Promotions **My Messages** My Account Information seller@mirakl.com

### Messages

6 results

<input type="checkbox"/>	From	To	Reference Code	Subject	Sent ^
<input type="checkbox"/>	Four Leaf Clover	Elizabeth Davis	Offer 4550 (Capture Super Slimming Skirt - 10)	<a href="#">Information on the product</a>	09/12/2017 12:01:33 PM
<input type="checkbox"/>	Four Leaf Clover	William Matos	Offer 1100 (Go Diego Go! Diego Saves the World!)	<a href="#">Other question</a>	09/12/2017 12:01:33 PM
<input type="checkbox"/>	Four Leaf Clover	Kelly Cantrell	Order (no. MIR-4JGEFSND-A)	<a href="#">Question about delivery</a>	09/12/2017 12:01:33 PM
<input type="checkbox"/>	Elizabeth Davis	Four Leaf Clover	Offer 4550 (Capture Super Slimming Skirt - 10)	<a href="#">Information on the product</a>	09/12/2017 11:56:33 AM
<input type="checkbox"/>	William Matos	Four Leaf Clover	Offer 1100 (Go Diego Go! Diego Saves the World!)	<a href="#">Other question</a>	09/12/2017 11:56:33 AM
<input type="checkbox"/>	Kelly Cantrell	Four Leaf Clover	Order (no. MIR-4JGEFSND-A)	<a href="#">Question about delivery</a>	09/12/2017 11:56:33 AM

**Filter**

Subject

From  
All

To  
All

Sent  
from   
to

Only Unread

Customer Lastname

Reason \*  
All

Order number

Offer SKU

Clear Refresh

**You can filter your messages by:**

- Subject
- Date
- Customer's Name
- Order Number
- Offer SKU

## 6.2 - Incident Management

Click on: *My Orders* > *Orders with Incidents*

The screenshot shows the MIRAKL user interface. The top navigation bar includes 'MIRAKL', 'My Orders', 'My Inventory', 'My Messages', 'My Account', and 'Information'. The 'My Orders' dropdown menu is open, showing options like 'All Orders', 'Orders to Process', 'Orders in Progress', 'Orders with Incidents', 'Finished Orders', and 'Ratings'. The 'Orders with Incidents' option is highlighted. Below the menu is a filter section with fields for 'Order no.', 'Customer Lastname', 'Orders' (date range), 'Order Amount' (range), 'Status' (set to 'With incidents'), and 'Shipping Method'. The main table displays one order with an incident:

Order no.	Qty	Details	Status	Shipping Method	Amount
01/06/16 - 16:00 VINCE01-A	1	Print background, purple and multi colours. Made in France (Product SKU : ABCDEF13   Offer SKU : TS02)	Incident Open	STANDARD SHIPPING	€744.00

You can see at a glance the incident's reason

- The following information regarding an incident are available:
- Reasons
  - Opening date
  - Status

The detailed view for order VINCE01-A shows the following information:

- Order Details:** VINCE01 Commercial no., Received Status, Mme DCFirstName CelisLastName Customer.
- Payment Method:** Visa, United Kingdom Shipping Zone, STANDARD SHIPPING Shipping Method.
- Addresses:** Billing Address (Mme MyLastName MyFirstName, 10 rue du commerce, 75013 Paris, France), Shipping Address (Mme MyLastName MyFirstName, 20 rue du Paradis, 13003 Paris, France), Additional Shipping Information (nila).
- Description:** Print background, purple and multi colours. Made in France (Fashion), Product SKU : ABCDEF13 | Offer SKU : TS02.
- Condition:** New.
- Status:** Incident: Open, Incident: Right to retract order, Open Since: 24/06/16 - 15:39:07.
- Summary Table:**

Qty	1	Unit Product Price	€684.00	Total Product Price	€684.00
		<b>Shipping Charges:</b>		€60.00	
<b>Total:</b>				€744.00	

Total Items: 1, Total Amount: €744.00 Tax incl. (Includes Shipping Charges: €60.00), Total Commission: €249.98 Tax incl.

## 6.2 - Incident Management

Click on: *My Orders > Orders with incident*

Process to solve an incident:

1. In the case of an incident, the customer will contact you or the OPERATOR's Customer Care team -> Check the 'Message' tab.
2. Suggest a resolution to the customer's issue (return of a product, store exchange, etc.)
3. You can use email attachments to ask your customer to send you pictures of the product or send a return slip
4. If no resolution is found, you can process a full or partial refund by clicking on 'refund' in the top right corner
5. When all parties are happy with the outcome, OPERATOR will close the incident, and the order will be complete

The screenshot shows an order management interface for 'Order no. VINCE01-A' from 01/06/16 - 16:00:32. The interface includes a navigation menu on the left with 'Order Details', 'Messages', 'History', and 'Documents'. The main content area displays order details such as 'VINCE01 Commercial no.', 'Received Status', 'Mme DCFirstName CelisLastName Customer', 'Visa Payment Method', 'United Kingdom Shipping Zone', and 'STANDARD SHIPPING Shipping Method'. It also shows 'Billing Address' and 'Shipping Address' for 'Mme MyLastName MyFirstName' in Paris, France. A product description for 'Print background, purple and multi colours. Made in France' is visible, along with a 'Description' field containing a small image. At the bottom, there is a 'Condition: New' section, a 'Status: Incident Open' indicator, and a table with columns for 'Qty', 'Unit Product Price', and 'Total Amount'. A 'Total Item(s): 1' and 'Total Amount: €748.00' are shown at the bottom. In the top right corner, there are buttons for 'Order Tracking' and 'Refund', with the 'Refund' button highlighted by a dashed box. A modal form is open in the foreground, showing fields for 'Recipients' (Customer), 'Subject' (Information on the product), 'Message', and 'Attachment' (Invoice type: Invoice, Attachment: Select a file...). A 'Send' button is at the bottom of the modal.

*OPERATOR reserves the right to process a full refund on your behalf after 5 days of a query not being responded to. In the case of a full refund, the incident will be closed automatically*

## 6.3 - Refund process

Click on: *Administration > All orders > Order Details*

Refunds (total or partial) can be made up to 60 days after the order.

Several options are possible for a refund:

- Order's amount
- Units of products
- Shipping costs' amount

The screenshot shows an order details page for 'Order no. VINCE01-A' from 01/06/16 - 16:00:32. The page is divided into several sections: a left sidebar with 'Order Details', 'Messages', 'History', and 'Documents'; a main header with 'VINCE01 Commercial no.', 'Received Status', and 'Mme DCFirstName CelisLastName Customer'; a section for 'Payment Method' (Visa), 'Shipping Zone' (United Kingdom), and 'Shipping Method' (STANDARD SHIPPING); and a section for 'Billing Address', 'Shipping Address', and 'Additional Shipping Information'. Below this is a product description for 'Print background, purple and multi colours. Made in France (Fashion)' with a small image and a table of order details. At the bottom, a blue bar shows 'Total Item(s): 1' and 'Total Amount: £744.00 Tax'. A 'Request a Refund' modal is open in the foreground, showing the product name, quantity (1), product price (£684.00), and shipping cost (£60.00). It includes input fields for currency (E) and a dropdown for 'Refund Reason \*'. The modal also shows a total of £0.00 and buttons for 'Cancel' and 'Confirm'.

**Order no. VINCE01-A** from 01/06/16 - 16:00:32

**Order Details** >  
Messages >  
History >  
Documents >

**VINCE01**  
Commercial no.

**Received** !  
Status

**Mme DCFirstName CelisLastName**  
Customer

**Visa**  
Payment Method

**United Kingdom**  
Shipping Zone

**STANDARD SHIPPING**  
Shipping Method

**Billing Address**  
Mme MyLastName MyFirstName  
10 rue du commerce  
75015 Paris  
France

**Shipping Address**  
Mme MyLastName MyFirstName  
20 rue du Paradis  
13000 Paris  
France

**Additional Shipping Information**  
n/a

**Print background, purple and multi colours. Made in France**  
(Fashion)  
Product SKU : ABCDEF13 | Offer SKU : T502

Description :

Condition: New

Status: Incident Open Incident:

Qty:	Unit Product Price:	Total Product Price:	Shipping:	Total:
1	£684.00	£684.00		

**Total Item(s): 1** **Total Amount: £744.00 Tax**

**Request a Refund**

**Print background, purple and multi colours. Made in France (Fashion)**

Qty:	Product:	Product Price:	Shipping:	Total:
1	Print background, purple and multi colours. Made in France (Fashion)	£684.00	£60.00	£744.00

Qty:  Product:  Shipping:  Refund Reason \*

Total: £0.00 + £60.00 = £60.00

## 6.4 - Customer Management: API

### GOAL

The messaging APIs allow the vendor to exchange questions/answers regarding marketplace offers or orders with customers and the Operator.

### MESSAGE API

API Ref	Description
M01	Get a list of all the messages
OF43	Respond to a question related to one of your offers
OR42	Respond or send a message related to an order

## 7. Finance & Accounting

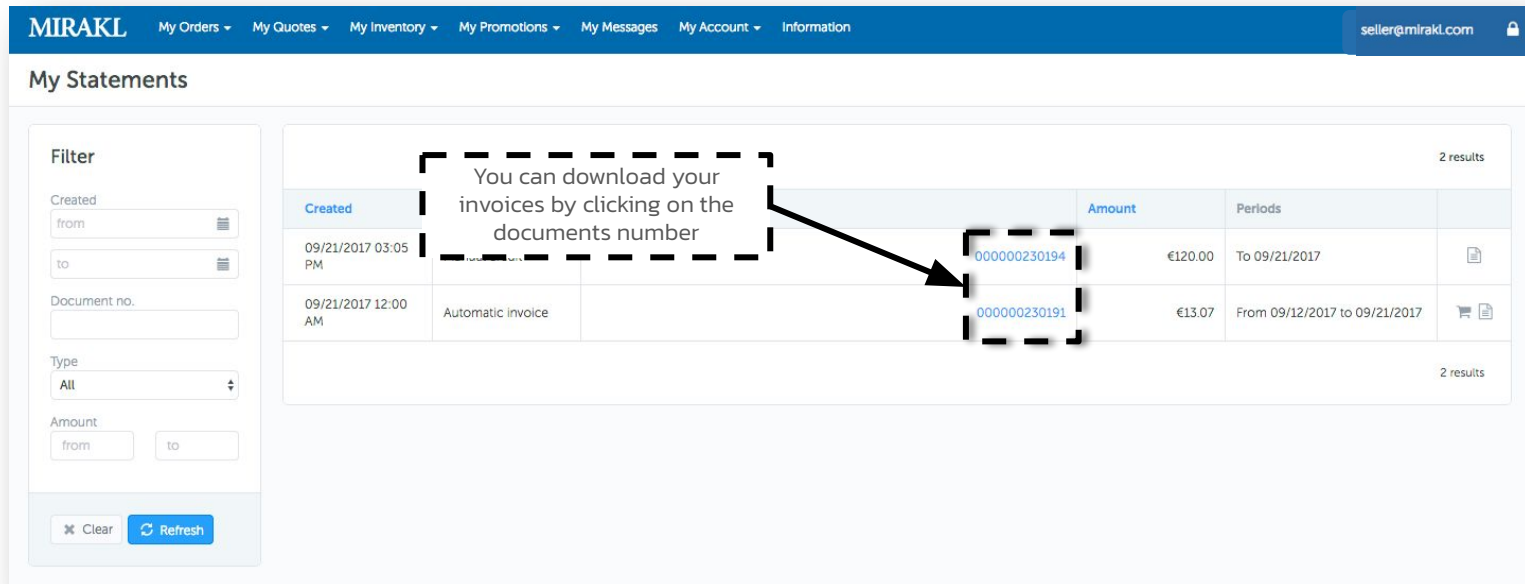


## 7.1 – Your statements

Click on: *My account > My Statements*

Invoices for sales are available in "My Statements". Those records are automatically generated at the end of every invoice cycle and can be viewed after each cycle:



- Invoice cycles are 10 days (10<sup>st</sup> and 25<sup>st</sup> of each month)
- The amounts shown is the sales value less the OPERATOR commission and VAT on commission
- Once a month, the subscription will be charged upon the cycle (on the anniversary of creation of the store)



**MIRAKL** My Orders ▾ My Quotes ▾ My Inventory ▾ My Promotions ▾ My Messages My Account ▾ Information seller@mirakl.com

### My Statements



Filter

Created  
from    
to  

Document no.

Type  
All ▾

Amount  
from  to

Created		Amount	Periods	
09/21/2017 03:05 PM		000000230194	€120.00	To 09/21/2017 
09/21/2017 12:00 AM	Automatic invoice	000000230191	€13.07	From 09/12/2017 to 09/21/2017 

2 results

2 results

## 7.1 – Your statements

Detailed transaction log extract:

When an order balance status is Paid, it appears in the transaction history as per below:

- An order credit line: Order Price (+ €10)
- A shipping credit line: Price of shipment costs, VAT Excl. (+ €3.95)
- A commission debit line: Commission fees related to the sale, VAT excl. (- €1.40)
- A VAT debit line: VAT on the commission fee (- €0.28)

In case of a refund:

- Order debit line: Full refund of the order price (- €10)
- Commission credit line: Full refund of the commission line (+€1.40)
- VAT credit line: Full refund of the VAT (+ €0.28)

Created	Received on	Order no.	Document no.	Qty	Description	Status	Debit	Credit	Balance
21/12/15 - 13:23	n/a	<a href="#">OR22-A</a>	n/a		Tax refund on commission (VAT 20.00 %)	Pending		+€0.28	€60.70
21/12/15 - 13:23	n/a	<a href="#">OR22-A</a>	n/a		Commission fee refund	Pending		+€1.40	€60.42
21/12/15 - 13:23	n/a	<a href="#">OR22-A</a>	n/a		Shipping charges refund	Pending	-€3.95		€59.02
21/12/15 - 13:23	n/a	<a href="#">OR22-A</a>	n/a		Refund <b>Bosch Styline Kettle - White</b> (s2039)	Pending	-€10.00		€62.97
21/12/15 - 12:24	n/a	<a href="#">OR22-A</a>	n/a	1	Tax on commission (VAT 20.00 %)	Pending	-€0.28		€72.97
21/12/15 - 12:24	n/a	<a href="#">OR22-A</a>	n/a	1	Commission fee (excl. tax)	Pending	-€1.40		€73.25
21/12/15 - 12:24	n/a	<a href="#">OR22-A</a>	n/a	1	Shipping charges (Standard)	Pending		+€3.95	€74.65
21/12/15 - 12:24	n/a	<a href="#">OR22-A</a>	n/a	1	<b>Bosch Styline Kettle - White</b> (New) Kettles (s2039)	Pending		+€10.00	€70.70





# carethy

THANK YOU

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