



SHOP SIMON™

**Implementation Guide:
Bulk Import / Template**

Marketplace Overview

The ShopSimon™ marketplace brings the Simon experience online. We deliver an elevated, brand-safe environment for premium and luxury brands like yours to sell full-price, on-sale, clearance, and/or outlet inventory direct to a targeted customer. Retailers will integrate onto the platform to provide automated catalog feeds, accept orders, and to communicate order related information. Retailers are responsible for managing their own products, pricing, inventory, and promotions on ShopSimon™.

FULFILLMENT & SHIPPING

- Retailers are responsible for all aspects of each customer order. This includes acceptance, fulfillment, packaging, labeling, shipping, return acceptance/processing, cancellations and fulfillment-related chargebacks.
- **Retailers will need to offer free standard ground shipping for customers in the continental United States.**

CUSTOMER SERVICE

- **ShopSimon™ is responsible for general customer service inquiries, including initiating returns.**
- ShopSimon™ will provide first contact customer support. ShopSimon™ Customer Service will escalate issues to retailers directly using the ‘Messages’ tool in the ShopSimon™ portal. It is expected that retailers will handle these customer direct inquiries to the same standards it does its own customer service.

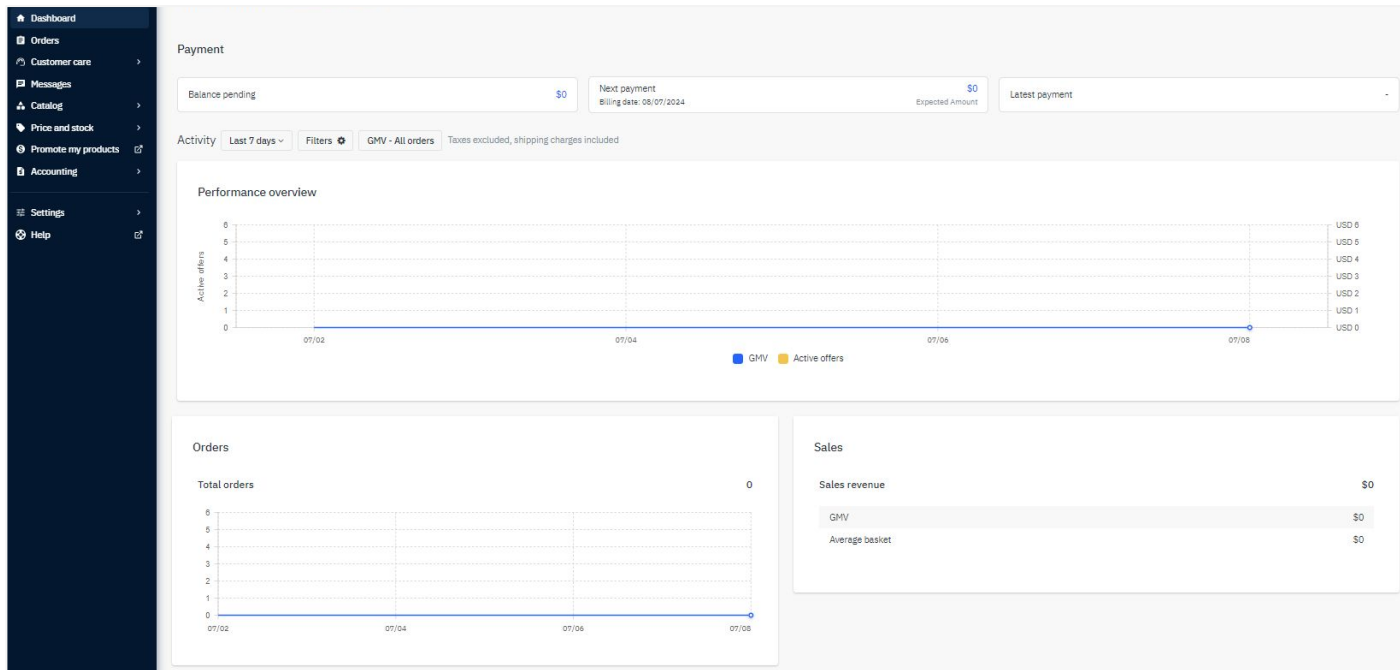
REFUNDS & RETURNS

- ShopSimon™ will provide the customer with a pre-paid return label and a return packing slip.
- Retailers will process refunds and adjustments for orders that are cancelled and returned in ShopSimon™ Retailer Portal.

FINANCIAL RECONCILIATION

- ShopSimon™ will collect all amounts due from customer for products ordered on platform.
- **ShopSimon™ will issue payment to retailers based on net sales less commissions, return shipping and service-related chargebacks. Payment will be directed to bank account listed in the ShopSimon™ portal.**
- ShopSimon™ will collect and remit to applicable tax agency any sales taxes on the sale of retailer's products.
- Retailers may provide ShopSimon™ their internal order number. This will be featured on return labels and financial reports.

As a seller, you will have your own designated ShopSimon™ [portal account](#) that will serve as a home base for business reporting, reviewing your product data and inventory position, managing customer service escalations, and financial reconciliation. The portal's main dashboard is where you can access business reporting tools.



Main Dashboard

To complete account setup in the ShopSimon™ [portal](#), there is required business information we need from each brand partner.

Key Sections to complete in ShopSimon™ portal:

- **Returns Information** - the address input in this section will be listed on return labels and ultimately where returns will be shipped.

Returns Information		
Address	<input type="text"/>	The addressee for returns (if different than your shop name)
Return Address Line 1	20 Channel Center	1st line of return location address
Return Address Line 2	<input type="text"/>	2nd return address line (if necessary)
Return City	Boston	City name for return address
Returns State	MA	State abbreviation for return address (i.e. AL = Alabama, KY = Kentucky, etc.)
Returns Zip Code	02110	Postal code for returns location
Returns Contact Email	<input type="text"/>	The Returns contact within your business that the Shop PO Operations team can contact with any outstanding returns related questions.

- **Your Team** - Key contact information by department
- **Customer Service** - Used for customer service escalations

Customer Service		
This information will be used by Shop PO to support Shop PO customers with any issues with your products		
Customer Service Contact Email	info@spotest.com	The Customer Service contact within your business that the Shop PO Customer Service team can contact with any customer service related questions.
Customer Service Phone	+1-888-445-4532	The Customer Service phone number that Shop PO Customer Service team can call for any customer service related questions.
Operating Hours	M-F 9:00-5:00 MST	Hours and time zone that your Customer Service is typically available. For example, M-F 9:30-5:00 EST

- **Contact Details** (separate tab) - Business details, including Tax ID # and Business Registration Number
- **Payment Details** (separate tab) - Enter bank account where ShopSimon™ payment will be sent

We will also need a copy of your W9 and a bank verification letter to complete setup with our finance team.

Onboarding Overview

ADMINISTRATIVE

- Execute contract.
- Complete account profile in portal.
- W9 and bank verification letter submitted.

DISCOVERY

- Review onboarding requirements/timeline.
- Determine launch assortment and prepare systems for integration.
- [Download import template](#) that includes relevant categories for your assortment.

MARKETPLACE PORTAL

- Input product data into template and send to ShopSimon™ team for review.
- Input offer data into template and send to ShopSimon™ team for review.
- [Import product file into portal.](#)
 - Content = Products, Import Mode = Normal
- ShopSimon™ team will review and publish approved products.
- [Import offer file into portal](#)
 - Content = Products, Import Mode = Normal

STOREFRONT

- Send ShopSimon™ team required creative assets
- ShopSimon™ team completes brand storefront build.

Products vs Offers

To sell on the ShopSimon™ marketplace, it is essential to know what differentiates an offer from a product.

What Are Products?

A product contains the details of the item being sold.

All products are made up of the below criteria:

- Product Name
- Images
- Description
- Product ID / EAN / UPC / ISBN
- Size / Color
- Retailer SKU

Mapping your catalog data using the Product Configuration Wizard is the first step of importing your product data.

What Are Offers?

An offer attaches your price and inventory to an available product.

All offers are made up of the below criteria:

- Condition (new, used, etc)
- Price
- Available Inventory
- Discount Price
- Retailer SKU

After the mapping is complete, and your products are approved by ShopSimon™ team, you will then upload your offers.

Data Requirements

Preparing your 'product' data prior to starting integration is a fundamental step to listing successfully on the ShopSimon™ Marketplace. See below for a list of required 'product' attributes.

Field Name	Description
Category	Category value with gender as part of the categorization - Ex. Mens Polos, Womens Rings
Sku	Retailer product sku identifier. It must be a unique value.
Title	Title for the product. Will be viewable on the PDP & PLP. <u><i>Title should not include SKU, Color, or Size.</i></u>
Description	Detailed description for the product. HTML format is strongly recommended.
Variant ID	Parent product code used to group skus together. Please use same code on all skus you want to appear on same PDP.
Designer	This is the designer/brand of the product.
Image Link 1-4	Valid URL which links to a product image. At least 800 x 800 pixels to enable zoom. 2 images are required. Max = 4000x4000
MSRP	Compare at price, will be slashed out on ShopSimon™ site.
Weight	Weight of shipped product in lbs. Will be used to help estimate return shipping charges. Round to 1 decimal.
Normalized Color	The color closest to 'Designer Color' from standard color list.
Size	A size value is required for most products. Each category will have a specific size attribute along with specific values
Designer Color	Designer color description for the particular sku. This will be a variant value displayed on the PDP.
Final Sale	Use this field to identify whether the product can be returned. If final sale = true, if returnable = false.

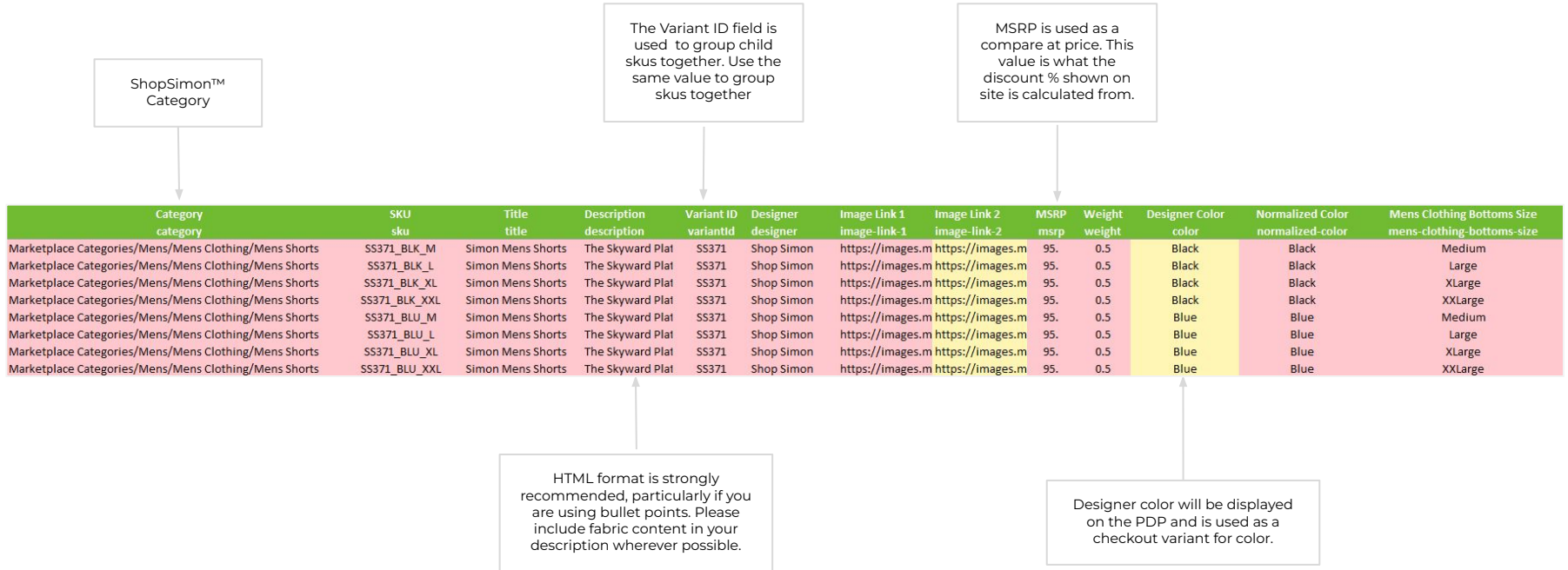
Notes:

- [Click here](#) to download a product file template.
- The file will be in .xls format.
- A header row with the column names ("Field Name") listed is required in the file. Column names are case-sensitive.
- Titles and variant groupings cannot be modified once published. Product data must be deleted and reimported to update.
- Size guides will be requested during onboarding to enhance our customer experience.
- [Click here](#) for a list of 'Restricted Products.'

[Click here for additional information](#)

Data Requirements

'Product' Template



Data Requirements

Preparing your 'offer' data prior to starting integration is a fundamental step to listing successfully on the ShopSimon™ Marketplace. See below for a list of required (and highly recommended) offer attributes for offers.

Field Name	Description
Offer Sku	Retailer product sku identifier. It must be a unique value.
Product ID	Retailer product sku identifier. The sku value is repeated in this field.
Product ID Type	Code that must be set to "SHOP_SKU" for all offers.
Offer Price	Actual retail price for the sku, what the customer will pay. Must not include shipping or tax charges.
Offer Quantity	Available quantity for the sku.
Offer State	State of the product - "New"
Discount Price	Short-term promotional price, must be lower than 'offer price' field.
Discount Start Date	Start date of short term promotion, tied to 'discount price' field.
Discount End Date	End date of short term promotion, tied to 'discount price' field.

Notes:

- [Click here](#) to download an offer file template.
- The file will be in .csv format.
- A header row with the column names ("Field Name") listed is required in the file. Column names are case-sensitive.

[Click here for additional information](#)

Data Requirements

'Offer' Template

'Offer SKU' and 'Product ID' will always be the same value

The 'Offer Price' must be lower than the MSRP. The Offer Price is your everyday sale price and is what the ShopSimon™ customer will pay on site.

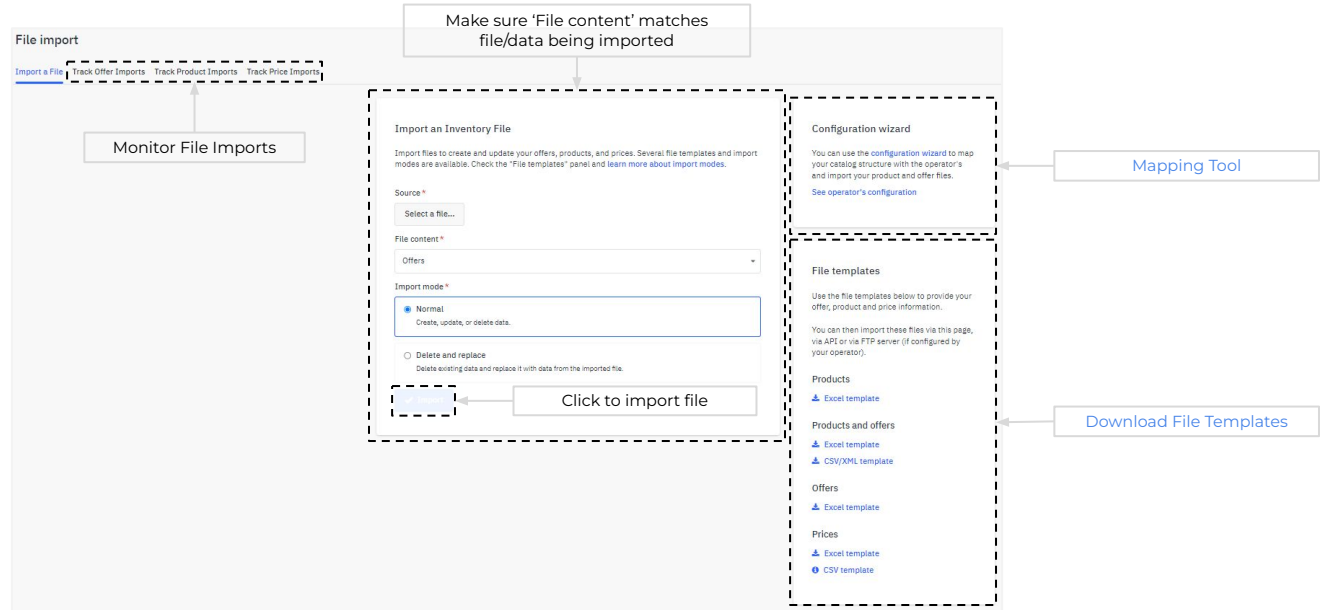
Offer SKU sku	Product ID product-id	Product ID Type product-id-type	Offer Price price	Offer Quantity quantity	Offer State state
SS371_BLK_M	SS371_BLK_M	SHOP_SKU	\$29.00	32	New
SS371_BLK_L	SS371_BLK_L	SHOP_SKU	\$29.00	22	New
SS371_BLK_XL	SS371_BLK_XL	SHOP_SKU	\$29.00	5	New
SS371_BLK_XXL	SS371_BLK_XXL	SHOP_SKU	\$29.00	14	New
SS371_BLU_M	SS371_BLU_M	SHOP_SKU	\$29.00	6	New
SS371_BLU_L	SS371_BLU_L	SHOP_SKU	\$29.00	4	New
SS371_BLU_XL	SS371_BLU_XL	SHOP_SKU	\$29.00	2	New
SS371_BLU_XXL	SS371_BLU_XXL	SHOP_SKU	\$29.00	6	New

Product ID Type always equals SHOP_SKU

Import Product & Offer File

ShopSimon™ Portal: Price and Stock > File Imports

Retailers will use this step during onboarding and once live when manually importing new or updating existing products.



[Click here for additional information](#)

Data Integration

Review Product and Offer Imports

ShopSimon™ Portal: Price and Stock > File Imports > Track Offer/Product Imports

Retailers can easily monitor their imports (Product and Offer) in the ShopSimon™ Portal. They can also download error reports in order to understand how to amend their offer or product files. Error reports are generated to help you to identify issues within your data while creating products or offers. Understanding how to manage and resolve these is a very important aspect of success on ShopSimon™.

Created ^	File name	Origin	Status	Actions
01/13/2023 03:16:10 PM	SPO Watches 1.13.23.xlsx	File Import	In progress <ul style="list-style-type: none">• Lines read: 754• Lines processed: 754• Lines with warnings: 3	<ul style="list-style-type: none">• Download transformation error report• Download transformed file• Download transformed file in Excel• Launch the import again
01/13/2023 03:15:11 PM	SPO Sunglasses 1.13.23.xlsx	File Import	Complete <ul style="list-style-type: none">• Errors occurred during file transformation.• Lines read: 406• Lines processed: 406• Lines with errors: 6• Lines with warnings: 1• Synchronized products: 197• Invalid products: 131• Rejected products: 78	<ul style="list-style-type: none">• Download the integration error report• Download transformation error report• Download transformed file• Download transformed file in Excel• Download added products report• Launch the import again

Download Import File

View Import Summary

Download the 'Integration Error Report' to identify key errors preventing products from being published

Import Troubleshooting
Click here for more information troubleshooting imports.



[Click here for additional information](#)

Catalog Management

ShopSimon™ Portal: Catalog Manager

The catalog manager is where you will view and edit your product data. Click on the name of the product to access a particular style.

Import File

Import from file

Download last generated export file 50 of 2,409 results

Search by identifier, title or vgc

Filter by Product status Related offers Category Brand Creation date Update date

Use search and filter to narrow down your catalog. Filtering by 'Status' is a useful method when searching for products that need adjustments.

Product	Product ID	Creation date	Update date	Condition(s)	Quantity	Unit Price(s)	Product status
<input type="checkbox"/> Marilyn Metallic Sandals Zadig&Voltaire Marketplace Categories / Womens / Womens Shoes / Womens Sandals	S3AB1712F_6 VGC: S3AB1712F shopify_variant_id: 40103179780156	05/18/2022 7:18 AM	10/11/2022 4:26 PM	1 New	0	\$128.24	Published
<input type="checkbox"/> Marilyn Metallic Sandals Zadig&Voltaire Marketplace Categories / Womens / Womens Shoes / Womens Sandals	S3AB1712F_2 VGC: S3AB1712F shopify_variant_id: 40103179812924	05/18/2022 7:18 AM	10/11/2022 4:26 PM	1 New	0	\$128.24	Published
<input type="checkbox"/> Marilyn Metallic Sandals Zadig&Voltaire Marketplace Categories / Womens / Womens Shoes / Womens Sandals	S3AB1712F_4 VGC: S3AB1712F shopify_variant_id: 40103179845692	05/18/2022 7:18 AM	10/11/2022 4:26 PM	1 New	0	\$128.24	Published
<input type="checkbox"/> Marilyn Metallic Sandals Zadig&Voltaire Marketplace Categories / Womens / Womens Shoes / Womens Sandals	S3AB1712F_3 VGC: S3AB1712F shopify_variant_id: 40103179878460	05/18/2022 7:18 AM	10/11/2022 4:26 PM	1 New	0	\$128.24	Published
<input type="checkbox"/> Marilyn Metallic Sandals Zadig&Voltaire Marketplace Categories / Womens / Womens Shoes / Womens Sandals	S3AB1712F_5 VGC: S3AB1712F shopify_variant_id: 40103179911228	05/18/2022 7:18 AM	10/11/2022 4:26 PM	1 New	0	\$128.24	Published
<input type="checkbox"/> Ghost Sweatshirt Zadig&Voltaire Marketplace Categories / Mens / Mens Clothing / Mens Sweatshirts & Hoodies	WKTS7108H_4 VGC: WKTS7108H shopify_variant_id: 404137549318620	09/27/2022 9:21 PM	09/27/2022 11:30 PM	1 New	0	\$160.72	Published

Product Status

[Click here for additional information](#)

Order Management

Managing Orders

ShopSimon™ Portal: Orders > All Orders

Retailers will receive an order notification anytime a new order is received. They can also monitor order activity directly in the ShopSimon™ portal.

The screenshot shows the 'All orders' page in the ShopSimon portal. On the left is a 'Filter' sidebar with fields for Order ID, Customer last name, Orders (from/to), Order amount, Status (Pending Acceptance), Orders with Incidents, Orders with Refunds, Shipping deadline, and Shipping method. A callout box points to this sidebar with the text: 'Filter orders by Order ID, Date, Status, etc'. The main area is a table of orders with columns: Created, Order ID, Shipping method, Shipping deadline, Channel, Status, Details, Qty, and Amount. A callout box points to the 'Order ID' column with the text: 'Click on order number to access order details and/or fulfill order'. Another callout box points to the 'Status' column with the text: 'View order status'. A third callout box points to a blue arrow icon in the top right of the table with the text: 'Import shipment/tracking using template file'. A fourth callout box points to a blue arrow icon in the bottom right of the table with the text: 'Click the blue arrow to download a CSV file of all SHOP SIMON™ orders. The filter on the left will determine which orders export.' At the bottom of the page, there is a 'Account' dropdown and a 'Confirm' button.

Created	Order ID	Shipping method	Shipping deadline	Channel	Status	Details	Qty	Amount
01/03/2024 02:04 PM	913792420028-A	SPC	01/08/2024 02:33 PM		Pending Acceptance	Marc New York Raglan Pressed Bouclé Wool-Blend Coat (Product SKU: 40798156804636-43875133388284 Retailer SKU 14117785440001 Offer SKU: 14117785440002)	1	\$171.67
01/03/2024 02:04 PM	913792378740-A	SPC	01/08/2024 02:33 PM		Pending Acceptance	Hemant & Nandita Smocked Pkn Skirt (Product SKU: 40544176359860-4343997516093 Retailer SKU 14118413690001 Offer SKU: 14118413690002)	1	\$50.99
01/03/2024 02:02 PM	913791991900-A	SPC	01/08/2024 02:31 PM		Pending Acceptance	Bom Sabra Flat (Product SKU: 408073610479104-42954460711084 Retailer SKU 13118270470002 Offer SKU: 13118270470002)	1	\$40.18
01/03/2024 02:02 PM	913791889194-A	SPC	01/08/2024 02:31 PM		Pending Acceptance	Stuart Weitzman Kaelan City Suede Knee-High Boot (Product SKU: 40794313330076-43003910045116 Retailer SKU 1311785420007 Offer SKU: 1311785420007)	1	\$243.27
01/03/2024 02:01 PM	913792063801-A	SPC	01/08/2024 02:30 PM		Pending Acceptance	Eric Check Print Wool Coat (Product SKU: 410821279613668-43943741219668 Retailer SKU 13118173670000 Offer SKU: 13118173670000)	1	\$390.99
01/03/2024 02:01 PM	913792007474-A	SPC	01/08/2024 02:30 PM		Pending Acceptance	Valentino by Mario Valentino Babette Monogram Leather Crossbody (Product SKU: 4095481122414134-43014341519208 Retailer SKU 13104404830000 Offer SKU: 13104404830000)	1	\$278.18
01/03/2024 02:01 PM	913792008956-A	SPC	01/08/2024 02:29 PM		Pending Acceptance	Mandler Fellweg Down Coat (Product SKU: 40725503530540-43024562312934 Retailer SKU 10302916470001 Offer SKU: 10302916470001)	1	\$1,950.49
01/03/2024 01:58 PM	9137914483007-A	SPC	01/08/2024 02:29 PM		Pending Acceptance	Golden Goose Superstar Leather & Suede Sneaker (Product SKU: 40779406816076-430761310613418 Retailer SKU 1311671790000 Offer SKU: 1311671790000)	1	\$499.27
01/03/2024 01:58 PM	913791500191-A	SPC	01/08/2024 02:23 PM		Pending Acceptance	The Row Kris Leather Sandal (Product SKU: 40832077042104-42914513870296 Retailer SKU 1313807120000 Offer SKU: 1313807120000)	1	\$527.90
01/03/2024 01:58 PM	913791500191-A	Standard	01/08/2024 02:23 PM		Pending Acceptance	The Row Logan Nylon DuPe Bag (Product SKU: 40833381261058-42934518897868 Retailer SKU 13138071760000 Offer SKU: 13138071760000)	1	\$1,000.39
01/03/2024 02:38 PM	913791249732-A	SPC	01/08/2024 02:33 PM		Pending Acceptance	La Canadienne Silvana Leather Boot (Product SKU: 408484117091000-42785446151536 Retailer SKU 13117047930001 Offer SKU: 13117047930001)	1	\$139.13
01/03/2024 02:35 PM	913790972026-A	SPC	01/08/2024 02:33 PM		Pending Acceptance	Zohary Wisk Bouclé (Product SKU: 40923306422324-43021733619772 Retailer SKU 1411078490000 Offer SKU: 1411078490000)	1	\$171.95

[Click here for additional information](#)

Order Management

Order Acceptance

Retailers have the option to accept at the order level or manage in bulk.

- If doing in bulk, check the new orders you want manage, click the drop-down list at the bottom of the page and select Accept or Reject and hit Confirm.
- To Accept or Reject at the order level, please click on the order, and for each order line click Accept or Reject. You also have the ability to Accept or Reject all order lines. Once complete, select Update Order.

Ac

1 - 2 of 2 results 50

Created	Order ID	Shipping method	Shipping deadline	Channel	Status	Details	Qty	Amount
12/26/2023 04:53 PM	514940174320-A	Free	12/29/2023 05:22 PM	SPO	Pending Acceptance	Donna Karan Sleepwear 2pc Cropped Pajama Set (Product SKU : 40888147836988-42987521441852 Retailer SKU 14128275980000 Offer SKU : 14128275980000)	1	\$34.51
12/26/2023 04:53 PM	5149401448508-A	Expedited	12/29/2023 05:22 PM	SPO	Pending Acceptance	Donna Karan Sleepwear 2pc Cropped Pajama Set (Product SKU : 40888145444924-42987519049788 Retailer SKU 14128275980000 Offer SKU : 14128275980000)	1	\$34.51
12/26/2023 04:53 PM	5149401448508-A	Expedited	12/29/2023 05:22 PM	SPO	Pending Acceptance	Michael Aram Oxidized Cheeseboard & Knife (Product SKU : 40876242181948-42995687180348 Retailer SKU 30505327480000 Offer SKU : 30505327480000)	1	\$180.14

1 - 2 of 2 results 50

Accept Confirm

Accept Reject Confirm shipment Download delivery slip(s)

Check orders to accept

Complete order acceptance

Accept Single Order

Click here to accept at order line level

Total order amount \$239.87

Total taxes \$14.90

Commission fees \$40.49

Shipping charges \$0.00

Items

0 unread messages Messages (0)

Accept Reject

Ferragamo Women's SF9435-6018212 Fashion 60mm Wine Caramel Sunglasses
Offer SKU: SF9435-6018212

Category: Womens Sunglasses
Condition: New
Product SKU: 40663003693116-42761467265084
Retailer SKU: SF9435-6018212

Offer Original Amount: 99.99
Final Sale: no
Discount Code: CHEER25
Discount Amount: 74.99

Payment details

Product price (excl. taxes): 3 x \$74.99

Collected Sales Taxes: \$14.90

Shipping charges: \$0.00
Collected Sales Taxes: \$0.00

Total (incl. taxes): \$239.87

Information

Customer name

Shipping

This information will be available when the order has been accepted.

Zone: Continental US
Method: Free
Deadline: 12/29/2023, 2:17 PM (EST)
Expected delivery date: 01/01/2024 to 01/05/2024

Billing

This information will be available when the order has been accepted.

Payment method: VISA

Order references

Customer reference: SPO

Best Practice: Brands have 2 business days to accept or reject an order according to our terms and conditions.

[Click here for additional information](#)

Order Management

Shipment Confirmation

Shipment confirmation is the final step to closing out orders in the ShopSimon™ portal. Once shipment/tracking details are entered, the order is marked as 'Shipped', and payment is captured.

There are two ways to complete this task:

- Order level - Click on each order, enter shipment/carrier details to complete shipment
- Shipment confirmation file - Utilize template file and update multiple orders at one time

Order level shipment confirmation:

To manage shipment confirmations at the order level, please follow the below steps:

1. Search/Click on the order you wish to ship
2. On the 'Shipment' tab, select 'Add Tracking Information', select carrier and enter tracking number in pop up window.
3. Once all shipment details have been entered, select 'Mark as shipped'.

Shipment Confirmation Page

Order no. 5149295804476-A Awaiting shipment

Created on 12/26/2023, 2:43 PM

Total order amount: \$63.55
Total taxes: \$3.60
Commission fees: \$7.79
Shipping charges: \$0.00

Shipment 1: awaiting shipment Mark as shipped

0 unread messages
Messages (0)

Information

Customer name

Shipping

Zone: Continental US
Method
Price
Deadline: 12/29/2023, 3:12 PM (EST)
Expected delivery date: 01/01/2024 to 01/09/2024

Payment details

Product price (incl. taxes): 1 x \$69.95
Collected Sales Taxes: \$3.60
Shipping charges: \$0.00
Collected Sales Taxes: \$0.00
Total (incl. taxes): \$63.55

Cancel Order

Cancel More actions

Select carrier and enter tracking number in pop up

Mark order as shipped

Add tracking information

Carrier: Select a carrier

Tracking number: E.g. 123456789

Mark this shipment as shipped

Close Add

Click here for additional information

Order Management

Shipment Confirmation

Retailers are able to manage their shipments in bulk by using our ‘[Shipment Confirmation Template.](#)’

Shipment Confirmation template:

1. Go to [Orders > All Orders](#) and select the “Import Shipment Confirmation” button.



2. Download Template.
3. Enter shipment details into the template.

Order number order-id	Carrier Code carrier-code	Carrier Name carrier-name	Carrier URL carrier-url	Tracking number tracking-number	Offer SKU offer-sku	Order line no. order-line-id	Quantity quantity
4613337972796-A	FedEx	FedEx		9274890985274047146761	BQ2491		2
4613337972796-A	FedEx	FedEx		9274890985274047146969	SWL2749210		1
4613441454140-A	FedEx	FedEx		9274890985274047146686	SHB1978001		1
4613441454140-A	FedEx	FedEx		9274890985274047147034	SHB1978210		1
4613469405244-A	FedEx	FedEx		9274890985274047146662	BQ2643SET		1
4613469405244-A	FedEx	FedEx		9274890985274047147010	BQ2693		1
4613475434556-A	FedEx	FedEx		9274890985274047147003	BQ2536		1
4613475434556-A	FedEx	FedEx		9274890985274047146860	BQ2588		1
4613475434556-A	FedEx	FedEx		9274890985274047146860	BQ1128IE		1
4614480363580-A	FedEx	FedEx		9274890985274047147164	BQ2645SET		1

4. Import file to portal.
5. Review import details/error report to ensure file landed in the portal correctly.

Best Practice

It is important to add tracking information before confirming shipment in order for customers to have tracking details available in the order confirmation email.



[Click here for additional information](#)

Roadmap To Live

MANUAL - TEMPLATE/BULK IMPORT

TARGET GO LIVE DATE:

DISCOVERY

- Execute contract
- Determine onboarding kick-off call date

WEEK 1:

- Complete account profile in portal
- W9 & bank verification letter submitted
- Download template files & review data specs
- Identify ShopSimon™ assortment

WEEK 2:

- Submit product template for review
- Submit offer template for review
- Submit required creative assets and brand bio
- Brand Manager introduction

WEEK 3:

- Initial product and offer import(s) completed in portal
- Ingestion errors resolved from initial imports
- ShopSimon™ team completes brand storefront build

WEEK 4:

- Approval to go live

SAMPLE MEETING SCHEDULE:

Week 1: Onboarding Kick-Off Call

- Onboarding timeline
- Requirements
- Next steps

Weeks 2 - 4: Status Updates x Q&A

- As needed

Week 3: Brand Manager Intro

- Brand manager Intro
- Promotions management

Week 4: Go Live Discussion

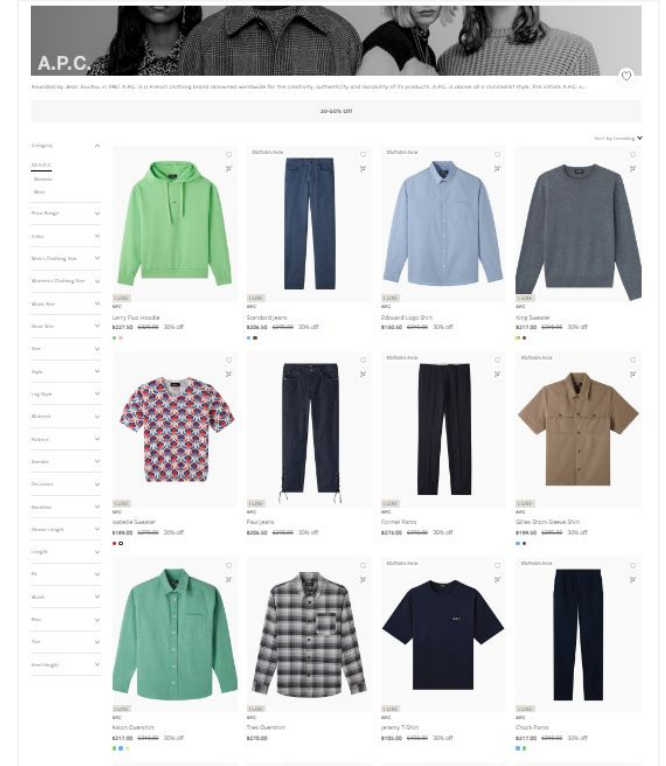
- Prepare to launch ShopSimon™ storefront
-

Live! Now What?

Congratulations! You have successfully completed onboarding and indicated your approval and readiness to go live on ShopSimon™.

Next steps are:

- ShopSimon™ will accept and activate your brand into our front end according to the mutually agreed upon go live date.
- You will be introduced to your dedicated Brand Manager and establish optimal method for your business to communicate about ShopSimon™ performance, marketing opportunities, and operational details.
- You will need to continue to monitor the ShopSimon™ site to ensure your product catalog is displaying as you intended.
- ShopSimon™ will issue a month-end financial statement followed by a direct payment within 30 days following the end of each month.



Retailer Hub

Click [here](#) to access the ShopSimon™ Retailer Hub. This self-service knowledge base provides merchants instant access to information about the marketplace and best practices for common tasks you will encounter managing your ShopSimon™ store.



[Getting Started](#)

[Product Listing Requirements](#)

[Orders & Fulfillment](#)

[Live Operations](#)

[Shopify Connector](#)

[Other Connectors & Aggregators](#)

[Managing Your Account](#)

[Frequently Asked Questions](#)

[Internal Procedures](#)

Common Questions

[Managing Final Sale Products](#)

[How To Activate Expedited Shipping](#)

[Download Portal Templates](#)

[Adding New Products](#)

[Building An Offer File](#)

[Monitoring Import Files and Error Reports](#)

[Common Shipping Errors](#)

[Returns Process](#)

[How To Add/Remove Users](#)

[Manage Portal Notifications](#)

[Update Bank Account Information](#)

[Operational Tips & Tricks](#)



Thank you for your partnership!

Please contact the ShopSimon™
Operations team for additional support.

sellersupport@shopsimon.com