

# FNAC DARTY MARKETPLACE



## SELLER TUTORIAL

***Create and update your delivery options.***

In this tutorial, you'll learn how you can manage your delivery options on your new seller account Fnac Marketplace.

- Set up your delivery options
- Manage your delivery options
- Set up your time delivery
- Shipment and offer association

# FNAC DARTY MARKETPLACE



Set up your delivery  
option





When a client buy one of your product, Fnac applies directly the shipping cost associated to the product. By default, each category correspond to a weight range.

	Normal	Tracked	Registered
Provide Free Shipping Cost	> Reset > Offer	> Reset > Offer	> Reset > Offer
<b>Category A</b> DVD, CD, Pocketbook, Video Game, ...			
1st Product	2.99€	4.99€	5.99€
Additional Product	1.00€	1.50€	1.70€
<b>Category B</b> DVD/CD Box Set, Paperback, ...			
1st Product	3.99€	5.99€	9.99€
Additional Product	1.00€	1.50€	1.90€
<b>Category C</b> Camcorder, Telephone, Coffe Machine, ...			
1st Product	4.99 €	5.99 €	7.99 €
Additional Product	1.00 €	1.50 €	3.00 €
<b>Category D</b> SLR Camera, Vacuum Cleaner, ...			
1st Product	5.99 €	7.99 €	12.99 €
Additional Product	2.50 €	3.00 €	5.00 €
<b>Category E</b> DVD Reader, Guitar, ...			
1st Product	8.99 €	12.99 €	15.99 €
Additional Product	3.00 €	4.00 €	6.00 €
<b>Category F</b> Television Set, Overhead Projector, ...			
1st Product	12.99 €	18.99 €	24.99 €
Additional Product	5.00 €	6.00 €	9.00 €
<b>Category G</b> Large Musical Instrument, TV Stand, ...			
1st Product	19.99 €	22.99 €	25.99 €
Additional Product	7.00 €	10.00 €	14.00 €
<b>Category H</b> Hood, ...			
1st Product	-	-	20.00 €
Additional Product	-	-	20.00 €
<b>Category I</b> Dishwasher, Wine Cellar, Oven, ...			
1st Product	-	-	30.99 €
Additional Product	-	-	30.99 €
<b>Category J</b> Dryer, Washing Machine, Refrigerator, Freezer, ...			
1st Product	-	-	49.99 €
Additional Product	-	-	49.99 €
<b>Category K</b> Side-By-Side Fridge			
1st Product	-	-	50.00 €
Additional Product	-	-	50.00 €

- A** Products from 20g to 250g
- B** Products from 251g to 500g
- C** Products from 500g to 1kg
- D** Products from 1,01kg to 2kg
- E** Products from 2,01kg to 3kg
- F** Products from 3,01kg to 5kg
- G** Products from 5,01kg to 10kg
- H** Products from 5,01kg to 10kg
- I** Products from 10,01kg to 20kg
- J** Products from 20,01kg to 30kg
- K** Products over 30kg

**?** We suggest that you simplify as much as possible your delivery cost. For instance, include your shipping cost into your product price and offer the delivery.

**MY ACCOUNT**

- My seller settings
  - My information
  - My bank details
  - My shipping settings
- My pro settings
- Vacation mode
- Log out

1 Click on « My shipping settings »

2 Change your delivery cost by clicking on the default price.

- You can't add a price twice superior as the default price.
- A and B categories can't be changed.
- Default price will be back when clicking on « Reset »
- You can offer delivery by clicking on « offer ».

	Normal	Tracked	Registered
Provide Free Shipping Cost	> Reset > Offer	> Reset > Offer	> Reset > Offer
<b>Categorie A</b> DVD, CD, Pocketbook, Video Game, ...			
1st Product	2.00€	4.90€	5.90€
Additional Product	1.00€	1.50€	1.70€
<b>Categorie B</b> DVD/CD Box Set, Paperback, ...			
1st Product	3.90€	5.90€	6.90€
Additional Product	1.00€	1.50€	1.90€
<b>Categorie C</b> Camcorder, Telephone, Coffe Machine, ...			
1st Product	4.90 €	5.90 €	7.90 €
Additional Product	1.00 €	1.50 €	3.00 €

# FNAC DARTY --- **MARKETPLACE**



Manage your  
delivery options



By default, 3 delivery options are available in the delivery grid:

- « Normal » : Order delivered within 2 to 5 days without tracking number.
- « Tracked » : Order delivered within 2 to 3 days with a tracking number
- Mode de livraison « Registered » : Order delivered within 2 to 3 days with a tracking number and a signature from the recipient.

### Normal shipment

On Fnac MarketPlace, the "follow-up" and "registered" shipping methods must be offered to customers.  
The 'normal' shipping method is possible for any order without a product above €25.00. You can deactivate this shipping method only.

Normal shipment  Accepted



You can unselect anytime the option « Normal shipment » à entering into the page : « My shipping settings »


Please take into consideration that those options **depend on your product price** :

- Product less than 25€ : normal, tracked and registered are allowed.
- Product from 25€ to 200€ : tracked and registered are allowed.
- Product superior to 200€ : Registered option only.

You can activate pick up delivery with our partner « Relais Colis » from here : « My shipping settings ».

- Create your "Relais Colis" professional account here: <https://www.relaiscolis.com/professionnels>
- Activate the option "Relais Colis" from your seller account here « My shipping settings »
- Fill in your "Relais Colis" ID they gave you right after your subscription to their service.

#### Delivery in a Pick-up n Go location

You can offer Delivery in a Pick-up and Go location. Our partner is RELAIS COLIS\* (SOGEP) 

If you use Envoimoincher.com\*, fill in the code "29"

\*Relais Colis : delivery takes generally 3 - 5 working days

\*Envoimoincher : delivery takes generally 7 - 9 working days

Delivery in a Pick-up n Go location  Accepted

Your Identification Number \*

Fact delivery

Once you've activated the Relais Colis options, clients will be able to select this option for all your products.



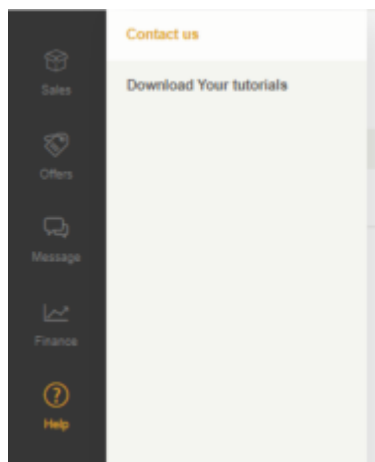
You have a small budget? Subscribe with our partner BOXTAL (ex Envoimoincher) here <https://www.boxtal.com/fr/fr/accueil> and fill in the ID « 29 » in your seller account, enter in « My shipping details » and select « Delivery in a pick up and go location ».

To access to **express delivery** (Shipping products within 24H to 48H with a tracking number and delivered by hand) you have to fill in all those criteria :

- To be a seller on our Marketplace since at least 6 months
- Amount of order  $\geq 100$
- Average evaluation rate  $\geq 4,7/5$
- Order acceptance  $\geq 95 \%$
- Claim rate  $\leq 3 \%$
- Spontaneous refund rate  $\leq 5 \%$
- Late delivery rate  $\leq 5\%$
- Answer your clients questions / claims  $\leq 48$  hours ( rate calculated over the last 6 months)

How to activate express delivery :

1 Click on the contact form



2 Ask us to activate the express delivery (Subject : « Other question »)

The 'Contact form' page contains the following fields:
 

- E-mail address to reply \*
- Subject of the claim \* (with a dropdown menu showing 'Select a subject')
- Associated number of the order
- Subject of the message \*
- Message \*
- Attachments (with a button 'CHOISISSEZ UN FICHER')
- A yellow 'SUBMIT >' button at the bottom.

3 After receiving a confirmation, enter our « My shipping details » page and tick the box.

The 'Fast delivery' section includes a checkbox and the following text:
 

By checking this box, you commit to your customer and fnac.com to ship your products within 24h following the order notification with an express delivery service (D+1). In case of delay and if the customer requests it, you agree to refund a part or the entire amount of the order. In case of delay and if the customer requests it, you agree to refund a part or the entire amount of the order.

I agree to be bound by the terms and conditions above.



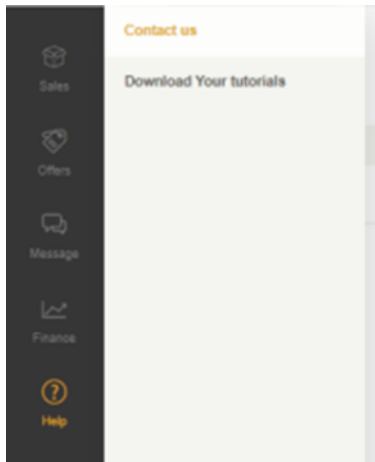


By default, categories with from the letter G to K are considered as bulky products. With our classic delivery grid, you can only select the option « registered ».

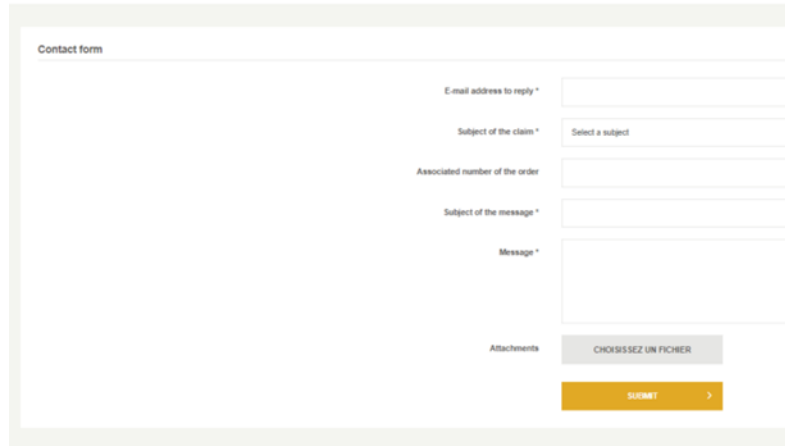
Let's see an exemple of bulky delivery: Taking an appointment to get the order delivered at home.

How to set up Bulky delivery:

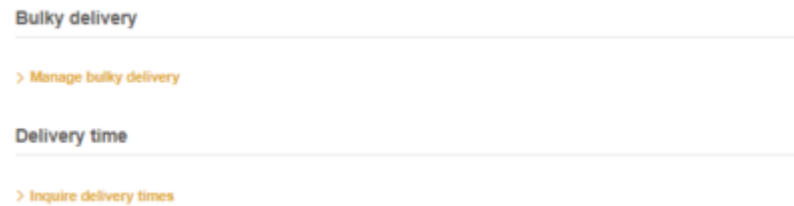
1 Click on the contact form



2 Ask us to activate the bulky delivery option (Subject : « other question »)



3 After receiving a confirmation, enter our « My shipping details » page and tick the box "Bulky delivery".






You must set up at least one bulky delivery option to activate this functionality.

To set up the task you have to select at least one option:

- With or without making an appointment
- Deliver inside the client house or in front of his house
- With or without and installation of the product
- Taking back or no the old product
- Delivery time

Example :

Delivery options	Taking Appointment For Delivery	Delivery Place	Installation	Taking Back Of The Equipment	Delivery Time	Activated
With Appointment At Home With Set Up With Pick Up Under 2 Day(S)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> In front of your home <input checked="" type="radio"/> At home	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	under <input type="text" value="2"/> days	<input checked="" type="checkbox"/>
With Appointment At Home Under 3 Day(S)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> In front of your home <input checked="" type="radio"/> At home	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	under <input type="text" value="3"/> days	<input checked="" type="checkbox"/>
With Appointment At Home With Set Up Under 4 Day(S)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> In front of your home <input checked="" type="radio"/> At home	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	under <input type="text" value="4"/> days	<input checked="" type="checkbox"/>
With Appointment In Front Of Your Home Under 5 Day(S)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> In front of your home <input type="radio"/> At home	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	under <input type="text" value="5"/> days	<input checked="" type="checkbox"/>

 Please enter into our « Delivery options» to give more details on all the option you can offer.



Définir votre coût de livraison pour les catégories de la lettre G à K, par niveau de services. Pour vous permettre d'être plus flexible, vous pouvez définir 5 catégories supplémentaires : « catégories personnalisées » .  
 Veuillez prendre en compte que les catégories de la lettre G à K ne peuvent pas être configurées en tant que livraison classique (normale, suivie, enregistrée, express et ramassage et départ).

	With Appointment At Home With Set Up With Pick Up Under 2 Day(S)	With Appointment At Home Under 3 Day(S)	With Appointment At Home With Set Up Under 4 Day(S)	With Appointment In Front Of Your Home Under 5 Day(S)	> Reset All
<b>Categorie G</b>					
1st Product	19.90 €	19.90 €	19.90 €	19.90 €	> Reset
Additional Product	19.90 €	19.90 €	19.90 €	19.90 €	
<b>Categorie H</b>					
1st Product	29.90 €	29.90 €	29.90 €	29.90 €	> Reset
Additional Product	29.90 €	29.90 €	29.90 €	29.90 €	
<b>Categorie I</b>					
1st Product	39.90 €	39.90 €	39.90 €	39.90 €	> Reset
Additional Product	39.90 €	39.90 €	39.90 €	39.90 €	
<b>Categorie J</b>					
1st Product	49.90 €	49.90 €	49.90 €	49.90 €	> Reset
Additional Product	49.90 €	49.90 €	49.90 €	49.90 €	

**?** Once you've filled in your delivery cost, don't forget to save all then changes you've made. You can « Reset » your delivery cost to get back to the default grid. You can also offer the bulky delivery shipping cost.

# FNAC DARTY MARKETPLACE



Set up your time  
delivery.



By default, time delivery is set up like followed : (order acceptance and order preparation are not taken into account.) :

- Normal : within 2 to 5 jours
- Tracked : within 2 to 3 days
- Registered : within 2 to 3 jours
- Relais colis : within 2 to 5 jours
- Relais colis (via Envoimoincher) : within 5 to 9 jours
- Express : within 1 to 2 jours

To change your delivery time:

1 Click on « My shipping details » and enter into « inquire delivery time »

### Delivery time

> Inquire delivery times

2 Define your time delivery for each option.

### Delivery time

> Manage delivery

Indicate the average delivery time of the parcel (between confirmation of the order by your teams and final confirmation of the product by the customer). Inquire the most representative time.

Normal under	3	to	4	days
Tracked under	4	to	5	days
Registered under	5	to	6	days
Express under	2	to	2	days
Pick-up and Go Delivery under	3	to	5	days

SAVE



# FNAC DARTY --- **MARKETPLACE**



Shipment and offer  
association



By default, each product belongs to a shipping category. In order to define your own delivery grid, you can change each one of category and can associate whatever category to your product. This action can be done manually or massively.

Manually :

Click on « My offers » and reach out for the offer you want to change. Select « Category » and chose the option you'd like. Save.

The screenshot shows a sidebar on the left with icons for Message, Finance, Help, and Partenaires. The main content area is titled 'Specific logistic category' and includes the text: 'For this product, you can choose a specific category. Shipping costs previously defined in your delivery settings will be applied.' Below this, there is a 'Category' dropdown menu with the following options: 'Categorie C', 'Choose a category...', 'Categorie A', 'Categorie B', 'Categorie C' (highlighted in blue), 'Categorie D', 'Categorie E', 'Categorie F', and 'Categorie G'. Other sections visible include 'Further information', 'Ma référence interne:', 'Internal comment (11/255)', 'Provide free shipping', and 'Addition of a discount to your offer'.

Massively :

1. Download our import model « Add offers massively »
2. Fill in the file with the info you want to change.
3. In « logistic-type-id » column, fill in the category's ID that you want to associate with your offer.
4. Import your file « Ajouter des offres en masse par fichier CSV ».
5. « Send » and wait for your file to be done.

Catégorie logistique	ID
Catégorie A	101
Catégorie B	102
Catégorie C	103
Catégorie D	104
Catégorie E	105
Catégorie F	106
Catégorie G	107
Catégorie H	108
Catégorie I	109
Catégorie J	110
Catégorie K	111
Catégorie personnalisée 1	201
Catégorie personnalisée 2	202
Catégorie personnalisée 3	203
Catégorie personnalisée 4	204
Catégorie personnalisée 5	205
Catégorie perso. Volumineuse 1	206
Catégorie perso. Volumineuse 2	207
Catégorie perso. Volumineuse 3	208
Catégorie perso. Volumineuse 4	209
Catégorie perso. Volumineuse 5	210

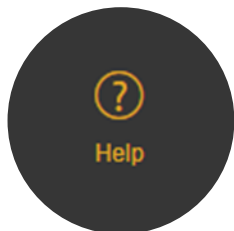


Those IDs are the one you must add to your file





From your seller account



Contact us



Contact form

E-mail address to reply \*

Subject of the claim \*

Select a subject

Associated number of the order

Subject of the message \*

Message \*

Attachments

SELECT A FILE

SUBMIT >



Is your FNAC.com session open ?

Click on the following link to be redirected to our contact form

Contact Us



To improve the quality of the support we can provide you with, please be the most specific as you can while you fill in this form.