

# SELLERS WEBINAR

16th of May, 2023

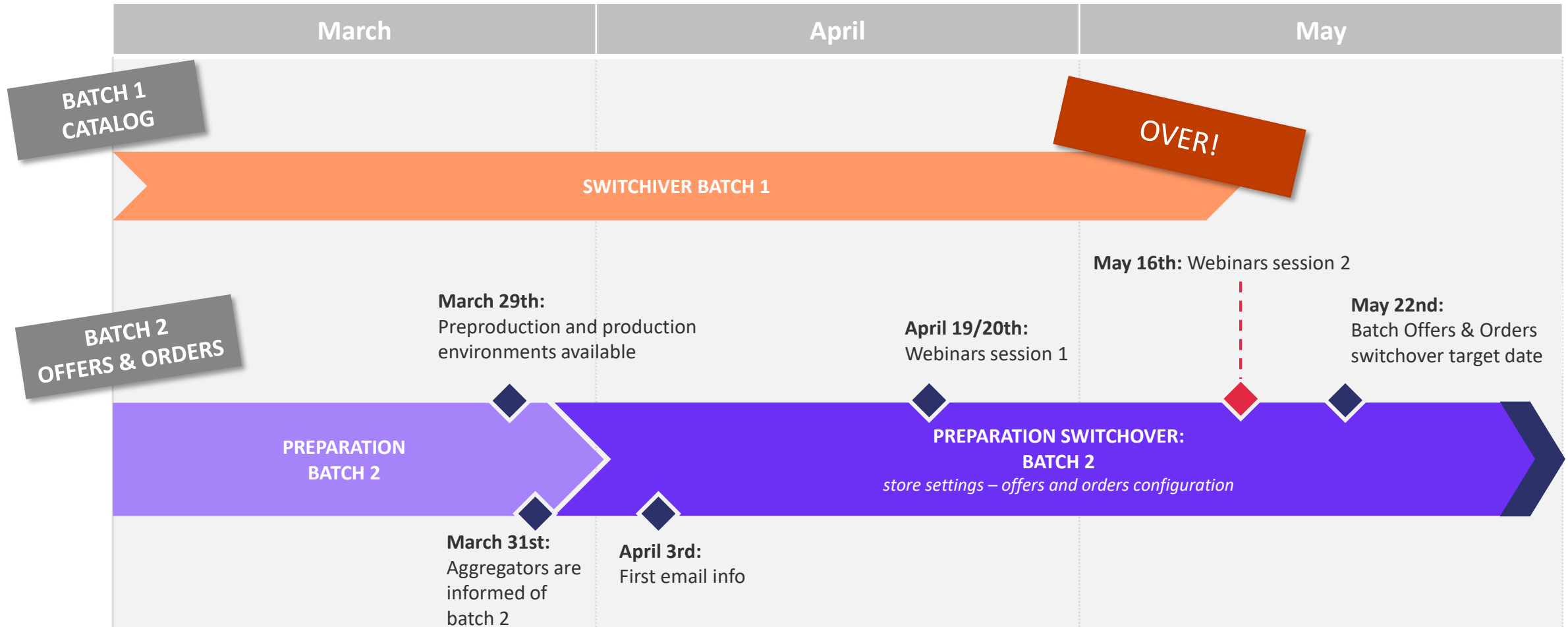
FNAC DARTY

BOMP  
UNIQUE  
*Rassembler pour innover*

# Macro planning



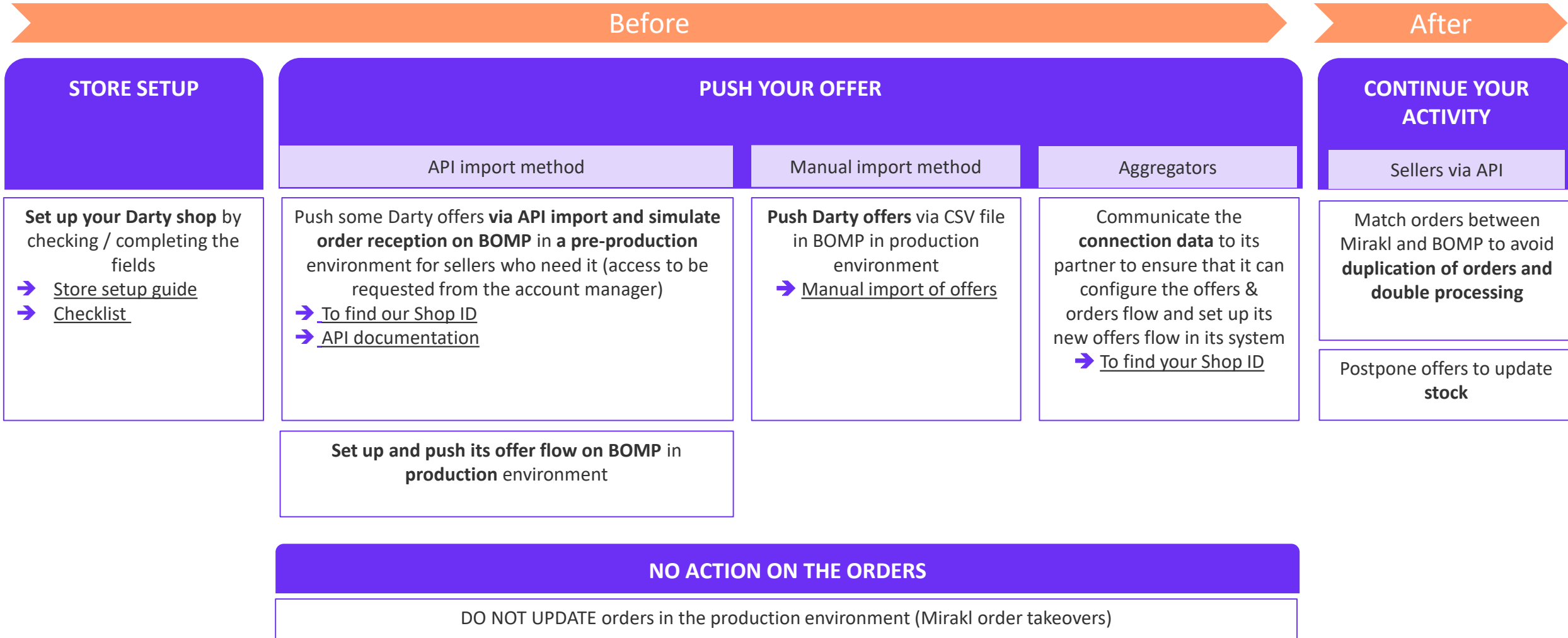
# Macro planning





# Your actions

# Sellers actions





# Switchover process

# Technical details



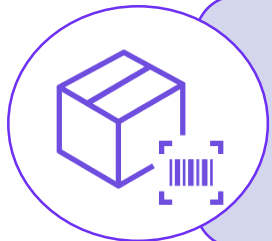
## OPERATIONS:

The switchover operations will take place **during the night of 22nd to 23rd May**, between **10pm and 9am**.



## Darty.com WEBSITE:

The site will be unavailable during the switchover.



## ORDERS:

You will **not have to update your orders during the entire switchover**. During this time, **stopping order updates will allow us to avoid any synchronisation errors between the two back offices**.



## MIRAKL ACCOUNT:

Your Mirakl account will be suspended but still accessible for a period after the switchover (we will inform you by email) but will no longer be linked to Darty systems. You will need to manage your orders, offers and customer complaints in the new BOMP tool from that point on.



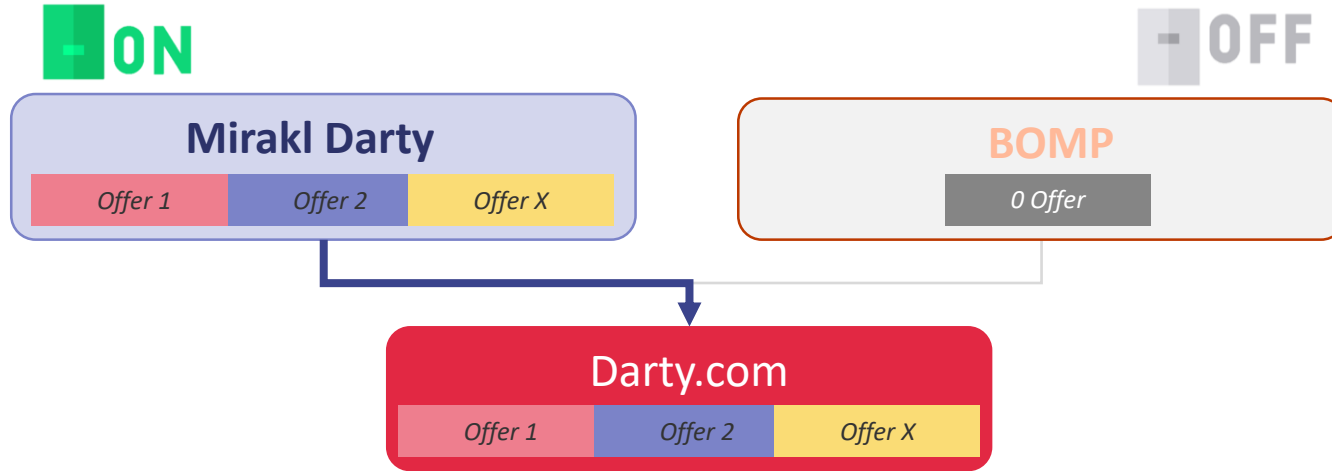
# RISKS

Seller's impact if actions are not carried out

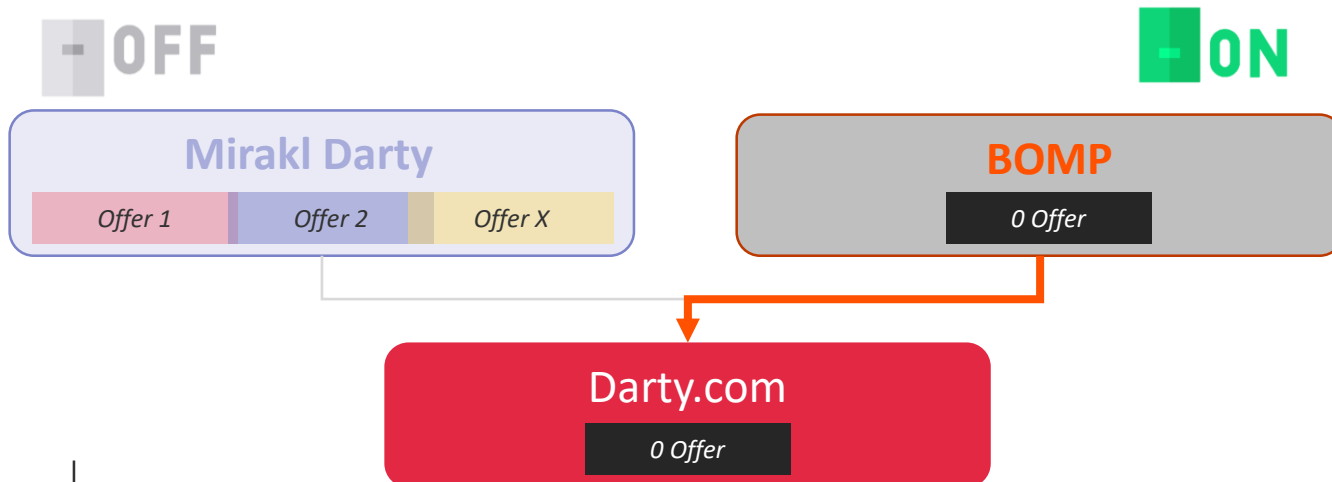


# Details of offers - risk of loss on the front

## BEFORE THE SWITCHOVER – IF BOMP EMPTY



## AFTER THE SWITCHOVER – IF BOMP EMPTY



It is very important to have pushed offers into BOMP before the switchover to ensure that the new system is not empty at the time of the switch (in which case your offers will not appear on the post-switchover front end, which would impact on your business).

As long as the switchover has not taken place, these offers will not be visible on the front.



For all sellers, it is therefore necessary to :

- Push **offers** into **BOMP** at least once before **22 May** to ensure that everything works well and that **BOMP is not empty**
- If possible, perform a new import (or several) before the switchover to **ensure that the offers are up to date at the time of the switchover**
- Repeat an offer import after the switchover as soon as you receive our go by email to ensure that the stock is reliable and as accurate as possible

# Clarifications on orders – beware of duplicates

## A FEW DAYS BEFORE THE SWITCHOVER

ON

### Mirakl Darty



Order 1    Order 2    Order X

OFF

### BOMP

Orders appear on BOMP



Order 1    Order 2    Order X

## AFTER THE SWITCHOVER

OFF

### Mirakl Darty



Order 1    Order 2    Order X

ON

### BOMP

Duplication of orders in BOMP – risk of duplicates with Mirakl



Order 1    Order 2    Order X



Orders will appear in BOMP a few days before the switchover.

**It is important not to act on them and not to try to update them until the switchover has passed and we have communicated.**



For API sellers, it will be necessary to **match orders between Mirakl and BOMP the day after the switchover. This will prevent orders from being processed twice.** This mapping can be done:

- Computerized (via the order ID which remains unchanged)
- Manually in particular for orders awaiting shipment

# If you're not ready...

What happens?



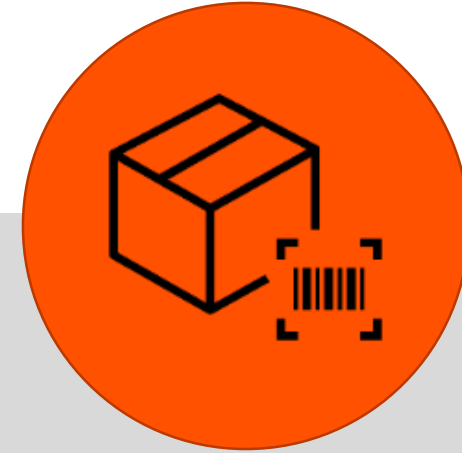
CUT OF MIRAKL DARTY

The solution can no longer be used at all after the switchover



OFFERS NON VISIBLE

Your offers will no longer appear on the front



FROZEN ORDERS

Your orders can no longer be updated



# Point of attention

# Focus on partial reimbursement



## AVAILABILITY OF FUNCTIONALITY

### At the end of the switchover

Partial refund will not be available in the Darty BOMP.

### Afterwards

Investigations & developments will be initiated after the switchover to add partial refund functionality to the Darty BOMP.



## INTERMEDIATE PROCESS

### In the case of a customer complaint:

1. I talk to the Darty Marketplace customer relations team (messaging & complaints) to agree on a commercial gesture.
2. An internal process will then allow the customer to be reimbursed by cheque according to the amount that has been granted.



# YOUR TOOLS

The tools at your disposal to carry out  
your actions

# Regular communications



Check your junk mail and register our contact!

03/04

19/04

19 & 20/04

28/04

03/05

05/05

15/05

15/16 & 17/05



Batch 2 infos  
and actions to  
be taken



Store set  
up reminder  
with:

- Retro-planning
- Checklist



**Webinars 1**  
French, English &  
Chinese



2<sup>nd</sup> sending:  
Store set  
up reminder with:

- Retro-planning
- Checklist



Training  
materials  
available



1st SMS  
campaign



2nd SMS  
campaign



**Webinars 2**  
French, English &  
Chinese

# Written and video training materials



## Explanatory guides:

[Manual import of offers](#)

[Delivery grid](#)

[Store setup](#)



## Checklist store setup:

[Find it here](#)



## API documentation:

[BOMP Unique - API Documentation](#)

[Guide to access the API documentation](#)

[To find your Shop ID Guide](#)



## Webinars:

[BOMP Unique – Replay seller webinar EN](#)

[BOMP Unique - Slides seller webinar EN](#)



## Video tutorials:

[Youtube channel FNAC](#)

[Youtube channel DARTY](#)



# The marketplaces site

## BACK OFFICE PROJECT ▾

Presentation

Catalogue batch

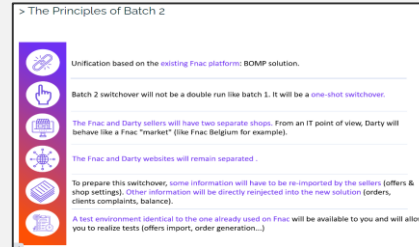
Training Documentation  
batch 1

Batch Offer and Order

Focus on the actions to be  
made

Training Documents batch  
2

FAQ



A page dedicated to the **presentation of Batch 2**

### Actions to be taken as sellers

To highlight the actions to be carried out, this page is a summary of the "Batch Offer and Order" page, do not hesitate to consult it for more information

Restore your Darty store on BOMP

A focus page on the **setting actions** to be performed



A page dedicated to **training materials** with :

- Explanatory guides
- Webinars
- Videos on the Youtube channel

### Preparation for switchover batch 2

- I am a seller who goes through manual import, what actions should I do?
- I am a seller who goes through API, what actions should I do?
- I use API Is there a test environment (preprod)?
- Is there documentation for setting up APIs?
- What should I do after the switchover if I use APIs ?
- How to retrieve my data to configure my API flows (Shop ID, API key...)?

A comprehensive **FAQ** page on Batch 1 and Batch 2  
➔ Enriched as the project progresses

# The support emails

## A problem to configure your API flows ?

To recover your login if you do not have an account manager, contact Darty support at this address:  
[supportmarketplace-darty@fnacdarty.com](mailto:supportmarketplace-darty@fnacdarty.com)

For any concerns about your flows, contact Team API at the following address:  
[Marketplace.api@fnacdarty.com](mailto:Marketplace.api@fnacdarty.com)

## A question about the project?

Contact the BOMP Unique e-mail address:  
[bompunique@fnacdarty.com](mailto:bompunique@fnacdarty.com)

## Another need?

Contact your account manager!

Or Darty support [support-marketplace-darty@fnacdarty.com](mailto:support-marketplace-darty@fnacdarty.com)



# Questions / Answers



# Conclusion

# Reminder



I contact my account manager



I send an email to this address:

[support-marketplace-darty@fnacdarty.com](mailto:support-marketplace-darty@fnacdarty.com)



I consult the Project FAQ



I read the previous communications sent by email



## WHERE CAN I FIND THIS INFORMATION?

For global information about the project: [BOMP Unique](#)

For information about Batch 2 Offers and Orders: [Focus Batch 2](#)

For these slides, the replay of this webinar and all the training documentation: [Training Docs](#)



Thank you for your attention