



GUIDE TO TRADING
WITH US AS A
RANGE PLUS
PARTNER



The Range PLUS



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The Basics

1.a. Requirements for Trading with Us

Trading with us as a Range Plus Partner provides the opportunity to expose your product assortment to our entire customer base across our full platform suite, allowing consumers to order your products online, instore, and by phone.

<h3>Order online</h3> <p>Customers can order your products 24/7 via our website at www.therange.co.uk and on our mobile app.</p>	<h3>Order instore</h3> <p>Customers can order your products at over 180 stores across the UK & Ireland – more opening soon</p>	<h3>Order by phone</h3> <p>Customers can order your DHD products six days a week by telephone</p>
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The Range has a state-of-the-art multichannel sales proposition that reaches millions of customers. We have invested in providing superb integration capability to enable you to contribute and be part of our commercial success story. This guide will explain how your business can plug in to this technology.

To trade with us as a Range Plus Partner, we require you to comply with our essential conditions of business. These are described within this guide in detail and are contractually distilled into **Section 4** of our main Terms and Conditions of Range Plus Trade.

These requirements are designed to help both of us deliver positive customer experiences to our customers. They also outline clearly where your responsibilities and our responsibilities lie in each process which helps to keep our relationship with you healthy by ensuring maximum efficiency and maintaining high standards of service performance.

Some key requirements that we ask you to adhere to which are explained within this guide:

- Agree to our Terms and Conditions of Partner Trade.
- Provide good quality information about your products.
- Provide accurate and complete details of your available delivery services.
- Provide regularly updated stock data for your products.
- Process orders swiftly once we send them to you, including spares/replacements.
- If tracking information is available, provide this as soon as you despatch items.
- Respond to any disputes as soon as possible and, in any instance, no later than 2 days.
- Provide credit notes for claims swiftly.

We will:

- Maximise product sales and offer you great rates on promotional opportunities to further increase product sales via our selling channels.
- Keep the customers informed with tracking information, where it has been supplied, to ensure customer satisfaction and minimise failed deliveries.
- Pay the total amount which is owed to you as set out in the agreed terms.
- Provide you with access to The Range Plus partner tool where you can view and edit all stock information, order information, despatches, and earnings/fees in one place.
- Provide you with API access so that you can integrate directly with your own systems to develop further efficiencies.

1.b. Steps to Going Live as a Range Plus Partner

You must read this guide carefully prior to listing products for sale via The Range Plus and understand the contents in full. Below is a list of the key steps that need to be followed in order to get your products live on our website, along with references to the relevant sections within this guide. If you are uncertain about any step, please contact us.

- | | |
|---|--------------------------|
| 1. Sign up as a Range Plus Partner on The Range Plus. | 4.b. |
| 2. Read and agree to our Terms and Conditions of Partner Trade. | On The Range Plus |
| 3. We will review your application and get back to you within 10 working days. | 2.a. |
| 4. Once you have been accepted into a selling category, we will notify you and you may begin listing your products. | 4.d. |
| 5. Submit product content and stock information for your Products. We will then review these. | 4.d. |
| 6. Provided that the product content you supply is in accordance with our standards as set out in this document and our Terms and Conditions, your products will appear on our website. | |
| 7. As soon as your first orders are placed, they will appear in The Range Plus ready for you to process and despatch. | 4.e. |

It's also a good idea to...

Pass this guide to your IT team/technical partner to integrate your warehouse management and billing systems to us via API, ensuring maximum efficiency. It's possible to use The Range Plus manually, but full API integration is recommended. See **section 6** for full details.

Familiarise your administrative teams fully with The Range Plus system, using **section 4** to help, and ensure that individuals in your business are made aware of the need to monitor and action all the important daily tasks:

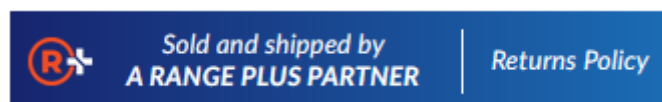
- a. Ensuring your stock updates are being applied correctly
- b. View orders that require processing
- c. Despatch orders and provide tracking information
- d. Respond to cases and action required despatches/refunds
- e. Issuing credits for claims

1.c. Existing Suppliers

This section is only relevant to existing DHD suppliers who are migrating over to the Range Plus system. If you are a new Range Plus Partner, please refer to **section 2.a** to learn about onboarding.

Existing Products

All existing products that you have listed on our website will remain live and the only visible change to browsing customers will be the 'sold and dispatched by' and 'returns policy' information on each product page.



From this, the customer will be able to activate a slide-out on the product page which explains what a Range Plus Partner is and what the return policy information for Range Plus Partner items are, as opposed to our own stocked lines.

Your products will be migrated over to the new system and will appear in The Range Plus system for you to manage.

You will be pre-approved for the product categories that your existing products fall under. If you wish to list products under a new product category, you'll need to apply for this in the Products module on The Range Plus.

To list new products, you will need to

See **section 4.d.** for further details.

Orders

After migration, all new orders will be displayed in to the Range Plus system. You will still need to access the old DEX system to finalise old/existing orders and invoicing.

Accounts

It is important that you do not include orders on your invoice if they appear in the Accounts page of The Range Plus as these will be automatically credited to you in the weekly payment following the end of the 30 day escrow period.

Once all orders and invoices on DEX have been finalised, DEX will become redundant and you will be required to use the Accounts page on The Range Plus system in its place. More information on this can be found in **section 4.c.**

To learn more about how to use the Range Plus system, please refer to **section 4.**

1.d. Key Contacts

Customer Care

For any issues relating to specific customer orders, cancellations, spares or replacements, and claims:

...for individual order level queries

Raise a ticket: <https://marketplacetherange.zendesk.com/hc/en-gb>

Range Plus Partner Hotline Support Hours

Monday to Friday: 08:00 – 18:00
Saturday & Bank Holidays 08:30 – 17:00
Sundays: Closed

Range Plus Services

...for account level queries

For any Range Plus integration support, account issues, delivery service amendments, general queries, or performance reporting/compliance matters:

Raise a ticket: <https://marketplacetherange.zendesk.com/hc/en-gb>

Tel: 01788 532063

Support Hours

Monday to Friday: 09:00 – 17:00
Weekend & Bank Holidays: Closed

Commercial

Please raise a ticket to discuss any commercial matters relating to your account.

<https://marketplacetherange.zendesk.com/hc/en-gb>

Commercials

2.a. Application Approval

Following your application on The Range Plus (see **section 4.b**), we will review your products and determine whether they are suitable for our marketplace. To do this, our team will need some basic information on the products that you wish to list such as product names, descriptions, specifications, and high-resolution images. During your application, you can supply this in the form of web links to your items.

Give us a preview of the product you sell, by sharing some web addresses

Add four more

If you are approved, you will receive an email notification confirming that you can begin applying for product categories and listing products.

2.b. Delivery Services

Following your application, we will review the delivery services and any associated costs you intend to use. The fastest way to set up is to choose a delivery service that's compatible with one of the following delivery methods we currently offer our customers:

- Saver Delivery (3 – 5 working days to customer)
- Next Day Delivery
- Nominated Day Delivery
- Same Day Delivery

Alternatively, you can set up your own delivery names and services. For each delivery service offered, the following information is required:

Name of delivery service	A name for this delivery service
Delivery time	Time from despatch to delivery
Daily collection times	What time the courier collects from you each day
Region surcharge	Extra charges for regions, for instance, remote areas - raise a ticket on Zendesk and our Range Plus Services team will set up a surcharge for you

You may include additional details as part of the application such as the days on which your couriers deliver, if not seven days a week, and any delivery regions which differ from the ones shown.

Lead times for Made to Order products are handled independently of the delivery service setup and can be added/amended on a product-by-product basis within the Products page in The Range Plus system.

If you wish to submit an amendment, please follow the guidelines set out in **Section 2.h**.

2.c. Our Fees

For every sale made via The Range Plus, we will earn a fee. How this fee is calculated will depend on whether you are a commission-based or wholesale seller.

Commission Based Sellers

If you are a commission-based seller, this fee will be a percentage of the total sale including shipping charges. The percentages are different for each selling category and are as follows:

Selling Category	Fee	Selling Category	Fee
Furniture	13%	Storage	13%
Home Furnishings	13%	Lighting	13%
Cooking & Dining	15%	Household	13%
Garden	14%	Pets	11%
DIY	14%	Decorating	14%
Arts & Crafts	13%	Toys	11%
Clothing & Accessories	15%	Leisure	14%
Health & Beauty	13%	Stationery	14%
Technology & Appliances	13%	Outdoor Living	14%
Baby, Nursery & Toddler	14%	Bathroom	13%
Other	13%		

Wholesale Seller

If you are a wholesaler, we will agree with you a cost price for your goods and delivery services. This will be the amount that you receive when a customer purchases your items. We will then set the retail price for your products and any sum of money generated from the sale that is above the agreed cost price of the items and shipping charge will be classed as our fee.

Fee Changes

If we make changes at any point to our commission-based fees, we will give you a notice period of 90 days before the changes are implemented. If you would like to alter the cost price of your items, you will need to give us 90 days notice. In both instances, an agreement in writing will be required. If the amendments are approved, changes will take effect within 48 hours.

2.d. Payment Terms

To add your payment account, head to the Settings page in The Range Plus and select 'Payments' from the left-hand menu. You will then see several text fields where you can enter your account details.

Payments Account

Add an account below so we can pay you after a payment cycle.
Any changes to payment details will be checked & approved before they are used to make a payment.

☒ My account is UK based

Account Name	Statement Reference
<input type="text"/>	<input type="text" value="CDS SUPERSTORES"/>
Account Number	Sort Code
<input type="text"/>	<input type="text"/>

Payment cycles

Payments will be made to you every week with an escrow period of 30 days. An itemised list of all orders that have passed the escrow period can be viewed within the Accounts page on The Range Plus.

If a return query is generated, the escrow period for that order is interrupted and will restart when the query is closed. When it reaches the end of the escrow period, any revenue or sales will be queued up into the next payment cycle.

More information on accounts can be found in **section 4.g**.

Order number

The order numbers shown on your payment records will match the order numbers that we provide when transmitting orders to you via The Range Plus and the number that we provide customers as their order reference. Normal orders use the prefixes W, S, or P, which indicates where they were placed – Online [W], Instore [S], or By phone [P].

Example order numbers: W5001253-2H-N, S5003422-4H-V, P5032432-1H-T

Charges for returns and late delivery

Where we have agreed to collect faulty, damaged, or incorrect items on your behalf, or where you have incurred charges as a result of late delivery, we will include the applicable charges on your payment records. The amount that we charge you will be in accordance with our agreed terms and details of these fees can be found in **section 2.e** and **section 3.f**.

Tracking information

To ensure customer satisfaction and minimise failed deliveries, valid tracking information should be transmitted to us via The Range Plus for all items on the order (excluding cancelled items). If no tracking information has been and a dispute is raised regarding delivery, we will side with the customer and request that you issue a refund or replacement.

Tracking information can be submitted when you mark an order as despatched or partially despatched within the Orders page in The Range Plus. Find out more in **sections 3.b.** and **4.e**.

2.e. Returns and Cancellations

During the set-up of your Range Plus account, you'll also need to confirm your return method(s) for each product. You must select one or more of the following return methods:

1. You will provide a pre-paid returns label that the customer may use to return the goods directly to you.
2. You will arrange the collection of the goods directly from the customer at your own cost.
3. You will request that the customer keep the goods and a refund to the customer or replacement will be provided. This option is only available if the customer agrees.
4. We will collect the goods on your behalf. The goods will be returned to our returns processing facility and disposed of. No refund will be given to you and a returns processing fee will apply.

If the customer is returning goods due to a change of mind, they will be charged a fee to cover the cost of the pre-paid label or courier collection.

Please note: Unless otherwise agreed by us, it is prohibited for you to instruct any customer or courier to return items directly/indirectly to us or include any documentation within parcels that ask the customers to return items to us. Any items which are returned to us for any reason will be disposed of and no refund will be given to you.

You should inform all couriers of your return to sender address so any item(s) that are despatched to the customer and fail delivery are returned directly to you.

In exceptional circumstances, we may collect the goods on your behalf, they will be returned to our returns processing facility and you will be charged the returns processing fee as outlined below. Such goods will not be returned to you and will be disposed of in any way we see fit. We are unable to store these goods or allow collections of them due to the understandable practical reasons of restrictive warehouse space and administrative costs that would be involved in running such a process.

A specific service level agreement applies to the number of returns received as a proportion of the total items that you fulfil to our customers. For further details, see **section 3a**.

Damaged, faulty, or incorrect items

Where we believe an item was damaged before it was despatched by you, was damaged by the courier in transit to the customer, was delivered incomplete, or is otherwise faulty/defective, you'll be given a 2 day notice period to resolve the issue.

If no resolution is offered, or if we believe a customer has not been dealt with correctly, we may offer the customer up to 100% of the total value of the goods and charge this to you. Alternatively, you may be required to action the return of the item(s) and issue the customer a full refund or replacement - you are liable to cover the cost of these goods and the associated shipping fee.

To protect yourself and us from revenue loss, our preference is that as few of your items are returned as possible, and where an issue is identified, an alternative solution should be offered to the customer in the first instance and where possible. An example would be to offer to

replace damaged parts of a product. We aim to be entirely fair when using the claims process and will only raise Claims where necessary. We will make judgements based on the information available to us, including information and photographs provided to us by the customer.

Where possible, we will attempt to notify you within 14 days of the delivery date if an item has been damaged in transit. This is to allow you to claim compensation from your courier. This may not always be possible and depends on the customer notifying us within this period.

Change of mind

Where a customer has returned your goods due to a change of mind, they will be charged a returns fee based on the weight of the product, as outlined below. If they use the returns label you have provided, or you collect the item directly from them, you can deduct this fee from the total refund. If we collect the goods on your behalf, we will keep this fee to cover our costs.

Shipping weight kg (Up to and including)	Examples	Collection Fee	Size Class
2	Pens, Pet Accessories, Sprays, Watches, T-shirts, Décor, Books, Small Toys, Shoes	£4	Small
25	Power Tools, Lamps, Kitchen Appliances, Skateboards, Bar Stool, Fishing Rods	£5	Regular
35	Nest of Tables, Bedside Units, Single Mattresses, Sideboards, Dining Tables	£15	Medium
50	Chest of Drawers, Bedside cabinets, 2-piece Patio Set, Armchairs, Small Sofa	£35	Large
100	Sofas, Medium Furniture items, Small Garden Structures	£50	Extra Large
200	Large Sofas, Large Furniture / Patio sets, Garden Structures	£75	Extra Large

The fee applied is determined by the weight of the item, this is the gross shipping weight and inclusive of all cartons and packaging. If the shipping weight has not been provided on the SKU information, then we will attribute a fee based on a reasonable estimate of the gross weight of the item.

It is the responsibility of the Range Plus Partner to ensure product weights are accurate, and the Range Plus Partners' responsibility to trigger the collection fee for each applicable order.

We reserve the right to appropriately classify items according to the above table.

Please Note: Made to Order goods are exempt from the standard 28-day Change of Mind period. Instead, customers will only be able to change their mind about a Made to Order item within the first 48 hours after placing their order. To protect you from loss due to cancellations, we will withhold the order information from you during this 48 hour period. Once this 48 hour period has passed, this information will be visible within The Range Plus system and you can begin to fulfil it without concern of cancellations.

Returns to our warehouse processing fee

In exceptional circumstances where we have agreed to collect faulty or damaged goods on your behalf, you will be charged a returns processing fee. This is to cover the costs of collecting the item(s), processing the item(s) at our returns processing facility, and disposal. The amount charged will depend on the item weight as outlined below.

Item Weight	Fee
Under 2kg	£4
Under 30kg	£5
Over 30kg	£15
Up to 50kg	£35
Over 50kg	£50

We reserve the right to appropriately classify items according to the above schedule.

Our Fee Charges

Where a customer has been provided a refund, or if an order is cancelled, we will retain our fee attributed to the sale of goods. Details of how our fee is calculated can be found at paragraph 4.6.1 of our Terms and Conditions of Partner Trade. Our fee may be labelled as a “Platform fee” on the accounts in Partner Central.

2.f. Claims

Disputing claims

If you believe that a claim is unfair for any reason, you may dispute the claim by contacting us. We will investigate based on your comments and the details we have available before deciding whether to dismiss the claim or to uphold it.

We reserve the right to make the final decision on whether a claim is dismissed or upheld. We will not be unreasonable and, should you dispute a claim, it will be re-evaluated carefully and a decision made that we believe to be fair to both parties.

Providing credit notes for claims

When we raise a claim, you'll be notified by email or phone. If you are not disputing the claim, or you have disputed it but we have decided to uphold it, then we will charge you or offset against the amounts owed to you the full value of the claim.

The Claim Reference Number for each claim will be included in the email sent to you. All claims will be applied to the payment cycle within 14 days of the claim date or within 14 days of our decision to uphold the claim following a dispute, whichever is the later.

Where the claims total exceeds any amount owed to you, you will need to submit a balancing credit note with the claims reference number clearly stated on it and send it via email to accountqueries@therange.co.uk within 14 days of the claim date or within 14 days of our decision to uphold the claim following a dispute. When we receive credit notes relating to

Claims from you, we will check your credit note matches the Claim details and, once confirmed, they will mark the Claim as resolved.

2.g Spares and replacements

The functionality to process replacements through Partner Central has not yet gone live but we would encourage you to send out direct replacement products, if needed, outside of this. Once this functionality has gone live in Partner Central you will be updated. Below is how the replacement would be processed in Partner Central, once the functionality is live.

If a Customer reports to us an item which is missing parts or has not been delivered due to courier loss, we will raise an exception order for the item or specified part(s). These orders will appear in The Range Plus and be transmitted via API like any other order, but the order number will be prefixed “X”.

If only particular spare parts are required rather than an entire item, the details of this will be seen in the “Notes” field below the item on the order itself. This is visible both in The Range Plus on the Orders page and within the API. This information will be input by one of our Customer Advisors and should explain what spare parts are required.

Where it is not feasible to provide just this part, you are permitted to send the full item so long as it is not reasonably expected to inconvenience the customer. For example, a plug for a toaster may not be available so you may send a new toaster. However, if some extra feet for a three-piece suite are required, you may not send an entire new three-piece suite.

You are liable for all costs associated with the sourcing or fulfilment of any such spares or replacement orders.

“X” prefix orders must be fulfilled within the same service level agreements as any other normal order. The amount of “X” orders that are placed and fulfilled by you are shown within The Range Plus system.

Excessive “X” orders result in financial loss for you and means our Customers have experienced a service issues, both of which we are keen to avoid. We will provide as much information to you as we can to help you make constructive efforts to reduce the number of spares or replacements orders we need to place.

2.h Amendments to commercial terms

We understand that delivery services can change from time-to-time. For any amendments to your available delivery services, including urgent changes due to unforeseen circumstances (e.g. no collection today) please contact Range Plus Services.

To amend the current delivery service setting, such as delivery time, regions, or order cut-off, please raise a ticket via Zen Desk and our Range Plus services team will make changes for you.
<https://marketplacetherange.zendesk.com/hc/en-gb>

Terms of Business

3.a. Service Level Agreements

To ensure our customers receive the highest level of service and satisfaction, we've introduced several service level agreements (SLAs) that must be adhered to by our Partners.

Order processing and despatch timescales

All order items must be processed and despatched within the stated despatch time of your delivery service in order to meet the expected delivery date.

Despatch SLA will be monitored on a weekly basis and the compliance standard set out requires no more than 2% of orders to fail this SLA.

If you process and despatch order items outside of the service level agreement on a regular basis, this will be followed up as a compliance matter.

Despatch SLA Minimum performance: 98%	Orders you've despatched on time and in accordance with the despatch times you've provided. Calculated as a % of all items despatched by you.	Example score 98.2% This means that 98.2% of all orders were despatched within the relevant SLA to the delivery method that was chosen. 1.8% of orders therefore were despatched outside of SLA. If it were below 98%, compliance measures would be triggered.
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Cancellation rates

You are able to use The Range Plus system to cancel order item(s) which you are unable to fulfil due to stock availability, if you cannot contact the customer to arrange delivery, or if you are unable to deliver to a specific address.

To avoid any excessive cancellations of order items, stock availability should not be overstated for any of your available products. An accurate stock availability figure for all your products is essential in order to maintain performance against this service level agreement.

Cancellations by you of order items will be monitored on a weekly basis and the standard set out below requires that no more than 1% of items ordered from you should be cancelled due to no stock available. Such scenarios lead to serious customer disappointment as they have been able to order items which are then subsequently cancelled.

Cancellations by you of order items due to being unable to contact the customer to arrange delivery or unable to deliver to a specific address are not included in this service level agreement calculation.

If your cancelled items as a proportion of all items ordered are above 1% on a regular basis, this will be followed up as a compliance matter.

Partner Cancellation Rate Maximum limit: 1%	Where you cancel an item from an order due to lack of stock. Calculated as a % of all items ordered.	Example score 1.4% This means that 1.4% of all items ordered were cancelled by you. As the score is above 1%, compliance measures would be triggered.
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Returns %

In order to adhere to the standards set out and to avoid any excessive item returns, it is the responsibility of the Range Plus Partner to ensure items are sent to the customer in appropriate packaging to avoid potential damages.

It is also the responsibility of the Range Plus Partner to ensure the courier(s) they use to deliver items do so in a safe and responsible manner to avoid damages upon delivery resulting in either refusal of delivery or subsequent return of goods to us by the customer.

Returns are monitored on a weekly basis and the standard set out below requires no more than 4% of items should be returned.

If returned items as a proportion of all items despatched are above 4% on a regular basis, this will be followed up as a compliance matter.

Returns Rate Maximum limit: 4%	Where a customer returns an item to us that you fulfilled. Calculated as a % of all items despatched by you.	Example score 4.1% This means that 4.1% of all items despatched were returned. As the score is above 4%, compliance measures would be triggered.
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If you require enhanced details on returns, our Range Plus team will be happy to work with you to provide this so that you can utilise this information constructively and make efforts to reduce the number of returns being generated.

Stock availability

You must at all times ensure you provide us with up-to-date accurate stock availability information. You can provide us this information via API (highly recommended) or via CSV file in bulk or by manually updating each product within your account on The Range Plus.

We monitor your stock availability on a weekly basis and the standard set out below requires that no more than 4% of your active products should be out of stock at any one time.

If stock availability falls below 96% on a regular basis, we will discuss with you the current range of products and their availability so that where appropriate, we can develop a more reliably available product range.

Stock Availability Minimum performance: 96%	<p>Your lines that are currently available to purchase (i.e. in stock).</p> <p>Calculated as a % of all items that we list as active lines.</p>	<p>Example score</p> <p>99.1%</p> <p>This means that 99.1% of all your active lines currently have stock availability. 0.9% of lines therefore do not currently have any stock availability. As the score is above 96% it is acceptable. If it were below 96%, compliance measures would be triggered.</p>
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Please Note: The Stock Availability SLA does not apply to Made to Order items.

3.b. Despatch Notifications

Providing despatch information promptly

Your performance against the “Despatch SLA” is calculated based on when you mark your orders as despatched. Therefore, it is highly recommended that you provide us this information instantly via API.

If you are notifying us of despatch and tracking information using the Order Event API (highly recommended), then it is essential that you ensure your warehouse management system/consignment system sends this information to us on as close to a real-time basis as possible. If you are unable to provide us immediate real-time updates and need to pass us this information on a scheduled basis, please ensure that this scheduled task runs at least every 15 minutes so that the despatch time stamp that we create is as close to the truth as possible.

If you are providing tracking information manually, it is essential that you do so in a timely manner as soon as tracking information is known to you.

Please note that we also communicate tracking information to our customers via email and SMS, so timely transmission of this information to us is essential in order to keep our customers up to date on the progress of their consignment(s) from you.

Partial despatches

You can use the API or The Range Plus system to inform us of individual items being despatched and the tracking information relating to them.

Whilst you should normally despatch an order in full at the same time (meaning all items on the order will have the same tracking information) you are able, should you wish, to despatch only some items from an order. In such cases, the tracking information provided will be registered against only those items. Subsequent despatches of other items from the order will then register different tracking information to those items.

Please Note: Your payment for each order will only be authorised once **all** items on the order have been despatched.

The customer will receive an email and SMS (depending on their preferences) each time you despatch items and provide tracking information. When you only despatch some items on an order, we will automatically let the customer know that only part of their order is being despatched within this consignment and that the remainder will follow shortly (unless the final items are the ones being despatched).

3.c. Despatch Notes

It is a condition of trading with us as a Range Plus Partner that you include a despatch note in each parcel that you send to customers.

A template of this despatch note will be sent to you via email can be downloaded from your Range Plus account.

This template will include the following information:

- The Range logo (if branded)
- The Range customer service contact desk: <https://www.therange.co.uk/contact/>
- The Range customer order number
- The Range customer order number (printed as barcode)
- Date of despatch
- Customer name
- Customer delivery address
- Product Name
- Product code
- Quantity Despatched
- Returns Messaging (specified above)

Any variations to this despatch note are not permitted.

3.d. Product Packaging

All parcels despatched to our customers from Range Plus Partners must use generic, non-branded packaging that is of a sufficient standard. It is prohibited for any Range Plus Partner to be using their own branded packaging for any parcels sent to our customers. Failure to comply with this requirement will be followed up as a compliance matter.

However, where items are being sent out in 'direct from manufacturer' product packaging, the presence of manufacturer's markings or branding is acceptable.

Mandatory packing requirements:

- Use unbranded boxes or unbranded jiffy/bubble bags as appropriate (unless product is being despatched in 'direct from manufacturer' packaging).
- Additional cardboard boxes/outers and jiffy/bubble bags should be unbranded and of suitable size and strength.
- Bubble wrap or other appropriate packaging to be used to protect items which can easily be damaged during transportation.
- Paper filler or other appropriate packaging to be used to fill any gaps in the box or bag to prevent items moving during transportation.
- Fragile tape should be used when packing more fragile items.
- Despatch documentation should be included inside the box or bag. Where this is not possible, it is acceptable to include this in a sealed 'Documents enclosed' pouch.

3.e. Marketing Materials

It is prohibited for any marketing materials to be included in any order or order item sent out to a customer by the Range Plus Partner. These marketing materials include things such as leaflets, catalogues, brochures and any other such marketing materials.

The only marketing materials to be included within any order or order lines to the customer are those which have been previously discussed and agreed to by The Range. Failure to comply with this requirement will result in a compliance matter and will be followed up by the compliance team.

3.f. Delivery

Despatch Requirements

In line with the despatch SLAs outlined in **section 3.a**, it is essential that all orders are despatched within the time constraints of your delivery services in order to arrive by the delivery date provided to the customer.

If you have multiple delivery services available, it is essential that you comply with the delivery method chosen by the customer and despatch the items accordingly.

Late Delivery Fees

Where items have been delivered to customers after the specified delivery period, and the customer does not wish to cancel the order, we will charge you a fee. The value of the fee will be determined by how many days pass between the end of the specified delivery period and the actual date of delivery and will be the higher of:

Late By	Fee
2 – 6 Days	10%
7 – 13 Days	20%
Over 14 Days	30%

If your items are Made to Order, you can avoid this fee by letting us know at least 7 days in advance if the item is going to be delivered late. If you don't provide us with a notice period of at least 7 days, then the below fee will apply:

Late By (Made to Order)	Fee (Made to Order)
2 – 6 Days	10% (up to a Max of £25)
7 – 13 Days	20% (up to a Max of £50)
Over 14 Days	30% (up to a Max of £75)

Where Made to Order items are due to be delivered late, the customer has a right to agree a new and reasonable delivery date with you. If an alternate delivery date can't be agreed upon, the customer reserves the right to cancel the order.

Delivery attempts and failures

There will be occasions where failed delivery attempts may occur and, in these instances, we expect your courier to make at least one further attempt to re-deliver. No further carriage costs may be charged by you to facilitate such re-deliveries.

If the courier has been unable to deliver the item after at least two attempts, they must 'return to sender' to the return address which you provide, **not** back to us.

Any costs involved in returning items due to failed deliveries are your liability.

Using The Range Plus

<https://plus.therange.co.uk>

4.a. Overview

You will need to regularly monitor your Range Plus account where you are able to:

- Add and edit your products via a form.
- View and edit your available stock manually.
- View your orders and provide tracking information when they are despatched.
- Respond to customers' return requests.
- View which orders passed the escrow period.
- Set up and monitor your automated stock/order/despatch feeds.

It is possible to fully manage your stock, orders, and despatches directly within The Range Plus system. However, we **strongly recommend** that you set up automated stock, order, and despatch feeds from the outset so that you do not have this manual overhead. Automating these feeds with ours means you won't need to...

1. Manually update your stock levels – this data will flow through into our system from your inventory management system automatically.
2. Manually collect your orders from the Range Plus system – they will flow through into your order management system automatically.
3. Manually update your orders with despatch and tracking information – this data will flow through into our system from your order management system automatically.

Utilising API integration will also reduce human error, ensuring customers are sold items that are in stock and are provided with accurate tracking information. See **section 6** for full API integration information.

If you choose to not set up the available APIs, you must check your account **daily** to:

1. Ensure stock levels are updated and correct so no stock is over-promised.
2. View your order information which will provide you with items and delivery details.
3. Confirm when items have been despatched and provide tracking information.
4. Respond to cases to avoid them becoming overdue.

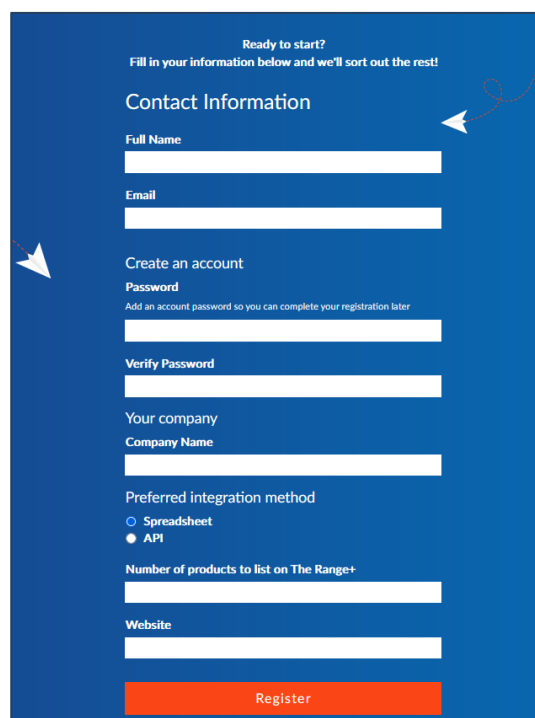
4.b. Registering

To register on The Range Plus, you need to supply us with the following information:

- Full name
- Email address
- Company name
- Preferred integration method
- Number of products you'd like to list
- Link to your website or product examples

Later, we'll also need to know:

- Your VAT or sales tax registration number
- Company registration number or address/company type/status/incorporated date
- Whether you want to sell on a wholesale or retail price.
- Links to example products
- Your chosen selling method and selling categories
- The delivery services you'll be using

A screenshot of a registration form on a blue background. At the top, it says 'Ready to start? Fill in your information below and we'll sort out the rest!'. The form is divided into two main sections: 'Contact Information' and 'Create an account'. The 'Contact Information' section includes fields for 'Full Name', 'Email', and 'Your company' (with a sub-field for 'Company Name'). The 'Create an account' section includes fields for 'Password' (with a sub-note: 'Add an account password so you can complete your registration later'), 'Verify Password', 'Preferred integration method' (with radio buttons for 'Spreadsheet' and 'API', where 'API' is selected), 'Number of products to list on The Range+' (with a dropdown menu), and 'Website'. A red 'Register' button is at the bottom. A white arrow points to the 'Email' field, and a red squiggly arrow points to the 'Full Name' field.

We aim to respond to all applications within 10 days. If you are approved, you will receive an email prompting you to log in and apply for some product categories. Once approved, our DHD Services team will be in touch within 7 days to take your payment account details.

4.c. Account access

To access your account, go to <https://marketplace.therange.co.uk/> and use the login details you chose when registering. If you need to edit your password at a later stage, contact the Range Plus Services team by raising a ticket.

At the top, you'll see four-page options and each page allows you to perform different tasks:

Page	Purpose
Orders	Manage your orders and provide delivery tracking for customers.
Products	Load new products and edit products that are already listed on the website.
Accounts	View all payment cycles and orders that successfully passed the escrow period.

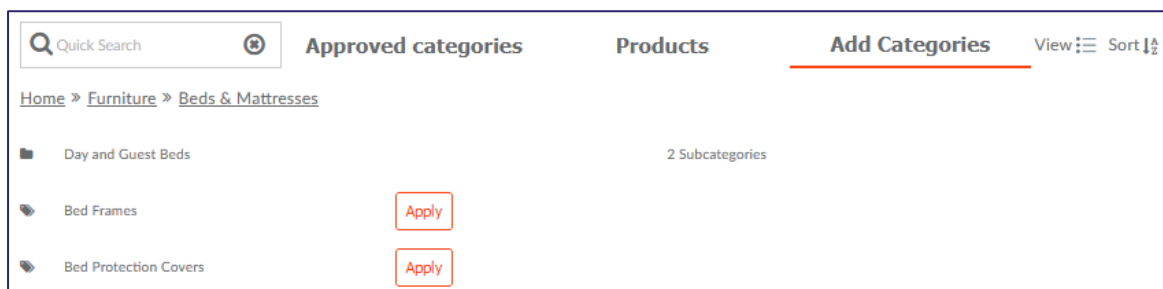
4.d. Products Page

The Products page allows you to add new products either by API, spreadsheet, or manual input of product information, content, and media. It also allows you to edit live products, alter stock levels, and set delivery and pricing information for each product and its variants.

When visiting the page, you will see your approved selling categories. Selecting one will reveal how many existing products you have within that category and offer you the opportunity to add new products. Clicking the icon next to the 'Add Products' button will take you directly to the relevant selling page on our website so you can easily see how our customers view your products.

Applying for selling categories

If you have not been approved for any categories yet, or you would like to apply for further categories, you can submit a request by selecting 'Add Categories'. Search through the subcategories until you find the relevant product type and click the 'Apply' button. You will be able to see the commission-based selling fee for each category on the right.



Mandatory Product Information

As a part of the product load process, you will need to provide some essential information about each product. This is required to offer customers detailed information on all products, subsequently encouraging sales and reducing the risk of returns.

You will be guided through the information required at each stage of the upload process.

We will review and quality check the content and information provided by you to ensure it meets our minimum standards.

Loading Products

Uploading via API

Our API is the fastest and simplest way to get your items loaded into The Range Plus and ready to list on the website. Integrating our API also allows you to action bulk changes across your whole inventory, preventing the time-consuming task of manually editing each product and reducing the risk of human error. For information on how to upload products to via API, see **Section 6** which details the steps and requirements to set this up.

Uploading via spreadsheet

If you are unable to load via API, another quick way to action bulk imports and changes is via spreadsheets. To begin, select a selling category on the Products page and click 'Add Products'. When prompted to select a loading method, click the 'Download' button under 'Load via spreadsheet'. This will download a csv file with a list of your existing products from this category.

Add new products to this document or make changes to existing ones. When complete, re-upload the file using the 'Upload' button and the system will add new products or make any required changes.

Load via spreadsheet

Download and add to a spreadsheet of your existing products.
When you're done, upload here.

[Download](#)[Upload](#)

Help is at hand with our [spreadsheet guidelines](#)

Please Note: It is important that you do not make any changes to the format of this spreadsheet as the upload may be unsuccessful if changes are made to its look or layout. For us to successfully fetch media, they will have to be publicly reachable.

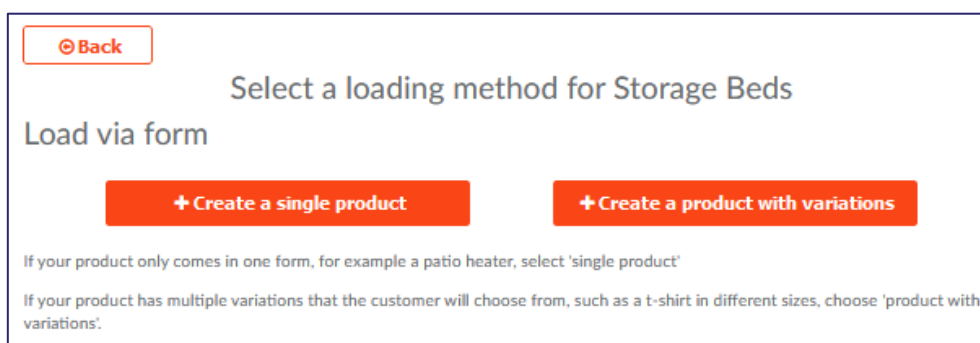
On the spreadsheet, each column will be labelled as either 'optional' or 'required'. Information which stays the same for all variations will be marked 'product level' and information that changes for each variant will be marked 'variation level'.

Column Name	Description
Vendor SKU	Your variation reference code or ID. This will not appear to customers.
Product Base Name	This either separates your products as either single or as a variant. If the Product Base Name is the same, products will be paired into a variant.
Product Name	Product name on product page. All variations follow the same name.
Description	Product description on product page. Same for all variants.
Key Product Features	Up to 10 features, benefits, or unique selling points.
Lead time (days)	Add additional days to your lead time if items are made to order. If your default lead time in 1 day, adding 2 days here would result in a 3 day lead time.
Fulfilment Class	If you have chosen to use free delivery, skip this column. If you are charging for delivery, add the fulfilment size class here.
Image Link	Up to 20 images. Must be at least 1500 x 1500 pixels.
Video Link	Add up to 3 videos.
YouTube Link	Add up to 3 videos that will be embedded with YouTube's video player.

Below is a list of the columns in this spreadsheet and what each one means.

Uploading manually

Products can also be loaded manually using the 'Add Products' button within categories on the Products page. Begin by selecting to either 'create a single product' or 'create a product with variations'.



The screenshot shows a web form titled "Select a loading method for Storage Beds". At the top left is a "Back" button. Below the title, it says "Load via form". There are two large orange buttons: "+ Create a single product" and "+ Create a product with variations". Below these buttons, there is explanatory text: "If your product only comes in one form, for example a patio heater, select 'single product'" and "If your product has multiple variations that the customer will choose from, such as a t-shirt in different sizes, choose 'product with variations'".

To begin, enter the product name and brand, up to five features/benefits and a description and you will be guided through the rest. You can also use this module to make manual adjustments to products that are already live on the website.

Please Note: You must add any relevant age restrictions and disclaimers by using the relevant drop-down and tick-box selectors. We will automatically apply standardised disclaimers based on your selections. For example, if you select 'Animal hutch' then we will add a disclaimer to say "If you are purchasing a hutch or run for a rabbit, ensure you follow RSPCA guidelines (www.rspca.org.uk)".

Product Details

You will be guided through the various steps required to manually upload your products. Below is a list of the product details that you will be asked to supply. All of this information is mandatory and will be presented to the customer on the website.

Information Type	Description
Product Name	This is the name that the customers will see on the website
Product Brand Name	This helps customers browse by brand and creates a link to a search page with other products from the same brand.
Description	This is the main body of text on the product page. It should fully describe the appearance and functionality of the product in 1 – 5 well-structured sentences, including the product name and brand where relevant.
Product Features	You can include up to 5 short, brief selling points. They should be a summary of the description and written like short snippets of information (e.g. 'Constructed from durable galvanised steel').
Disclaimers	If your product fits one of the descriptions listed, we will display a short disclaimer to the customer.
Product Attributes	All specifications of the product such as dimensions, weight, material, colour, power information, age restrictions. These are displayed to customers under the Specifications section on product pages.

Variants

If your product has several variations, such as a t-shirt in different sizes or paint in multiple colours, you can add its variants in the Variations section. Enter the reference and, any additional description text or features that apply to that variant then click 'Save Variation'. The variant will be added to the product, allowing you to set its attributes, stock, pricing, add media. You can add multiple variants by following the same process for each variant.

Information Type	Description
Variation reference	Reference code or ID. This will not appear to customers.
Variation Name	A name that you and your colleagues will recognise in The Range Plus system.
Additional Description	Optional. Any sentences here will be added to the end of the existing product description or replace the existing product description entirely when the customer selects this variant.
Additional Product Features	Optional. Any features, benefits, or USPs added here will be added to the end of the existing product features when the customer selects the variant.

Attributes

Attributes appear under the 'Specifications' section on our product pages. Their purpose is to relay all specification information about a product (dimensions, weight, material etc) to the customer. We will provide the most basic attributes that must be completed for your product, based on the product category.

The mandatory attributes that will be required for ALL items is:

- ALL Dimensions (height, width, depth, length, diameter – as relevant)
- Weight
- Material
- Colour

Depending on the categorisation of your products, we may ask for a wide range of other mandatory information including, but not limited to:

- Assembly required & assembly instructions
- Electrical information (wattage, voltage, mains/battery powered, run/charge times)
- Fire hazard warnings
- Pack Size
- Volume/Capacity
- Cable length
- Wattage
- Max weight capacity (for all furniture)
- Max mattress Depth (for all bunk beds/mid-sleepers)
- Flavour/Fragrance/Scent
- Dishwasher/Microwave/Freezer safe
- Bulb information (fitting, lumen, type)
- Care Instructions

You'll also be required to select variation attributes, such as colour, size, or weight. This creates the selector on our website so customers can choose the variant that they desire. It is

worth looking at our website to see how selectors and attributes are presented on the product pages.

Please Note: For the Colour attribute, the 'display name' is the label which is shown to customers when selecting a variant (e.g. 'Warm Pewter'). The 'colour group' is the colour which the product is closest to (e.g. 'Warm Pewter' would be 'Grey') which allows customers to filter products by colour groups.

Media

For each product, you will need to supply as least one 'default' image of the product. This is the image that will be displayed on listers which customers will see whilst browsing. All additional product imagery will appear after the 'default' image on the product page and will not be visible on listers.

Media for each variant can be added using the Media section within product load. You can simply drag and drop media or by use the "upload media" button to browse your files.

All images must meet a **minimum** resolution of 1500px x 1500px and be in JPG or PNG format and should have a plain white background with no other items in shot. To help page load speed, 72dpi is preferred.

Accompanying lifestyle images of the product, as well as close-ups of its key selling features (e.g. buttons, control panels), are desirable and should be used as the 'default' image for high-value items such as furniture/garden structures. To avoid misleading customers, all lifestyle images must portray the product clearly and as the main focal point of the image.

Videos can also be uploaded as MP4 files for demonstrational or contextual use. Videos are optional, not mandatory.

Once you've uploaded the media for all variants of the products, use the 'Assign' button next to each variant to browse your uploaded files and assign imagery and videos to their relevant variant.

Meeting our standards

Bad product content leads to poor sales figures and high return rates, putting you out of pocket and leaving our customer dissatisfied. If the product content, including descriptions, features, attributes, and all media, fail to meet our standards and requirements, the products will be returned to a draft state, with the status 'needs work'.

You will be given the opportunity to review and improve the content supplied for your items so that they meet our standards and can be listed on the website.

If you cannot identify the issue(s) with your supplied content, please get in touch and we will clarify this with you so you can make any amends where necessary.

If you are unable to supply content that meets our standards, or you are interested in improving the existing content of your active products, we can offer our assistance in a variety of ways. From description re-writes to full in-depth audits that outline how your product listings can be improved, we can utilise our expert e-commerce and SEO knowledge to help maximise your sales. Get in touch with us and we will be happy to discuss your options.

Stock

There are multiple ways to manage your stock on The Range Plus, automated and manual. We highly recommend that you set up an automated stock feed, however, it is still possible to fully manage your stock manually using the Stock section within the products page.

We have a dual stock system in place which utilises 'Warehouse stock' and 'Web stock' to create a buffer and help prevent overselling. The 'Warehouse stock' (available stock) is an indication of the amount of product that you physically have in stock. We use this figure to update our Web stock (saleable stock) which is displayed to customers.

The 'Web stock' number will be reduced when someone makes an order. If that order is later cancelled, the original stock level will be restored. The warehouse stock number will only change when you accept the order.

Automated stock feed

If you have chosen to set up an automated stock feed, refer to **Section 6** which details the steps and requirements to set this up.

Updating via CSV in bulk

If you have chosen to update your stock via CSV in bulk, you will need to log in to your account and access the Products section, where you can download a CSV document. This file shows you a list of all items and any available stock for each product.

Once you've downloaded the file, you can update stock quantities, save the file and re-upload the document onto the portal.

Manual stock management

If you have chosen to manually manage your stock, you will need to log in to your account and access the stock section under the Products page. This section shows you a list of all listed items and any available and saleable stock for each.

To manually amend stock, enter the new figure of available stock next to the relevant product code and click 'Confirm Changes'. This will update our saleable stock to match. This will need to be repeated for every item that needs updating and cannot be done on mass.

Delivery and Pricing

The Delivery and Pricing section allows you to set up and amend the price and dispatch lead time of each variant of a product. You will need to give each variation of your product a price a price.

Price Adjustments

This section only applies to commission-based Partners as Wholesale Partners will not be able to adjust prices.

Prices can be adjusted in the same section by editing the information in the relevant field. Any adjustments to delivery prices will be updated at the beginning of the day which you specify. A full price history can be viewed at the bottom of the page, complete with the dates at which the changes took effect.

4.e. Orders Page

There are two ways to manage your orders on The Range Plus, automated and manual. We highly recommend you set up automated feeds, however, you can manage your orders manually on the Order page when logged into your account.

Automated feeds

There are two automatic feeds which can be set up to manage your Range Plus orders – Automated Order Feed and Automated Despatch Feed. If you have chosen to set up one or both automated feeds, refer to **section 6** which details the steps and requirements.

Manual order management

Log in to your Range Plus account and click on the 'Orders' page to view all of your orders. Here you can cancel orders or selected items within an order, mark orders or items as despatched, enter tracking codes for orders, and refund, replace, or discount items on an order.

The columns shown within this page are as follows:

Column	Description
Date	The date the order was placed
Forename	The forename of the customer which the order is going to
Surname	The surname of the customer which the order is going to
Total	The total value of the order, including our fee
Order No	The order number
Contact Number	The contact number of the customer which the order is going to
Order Status	Whether the order is/isn't despatched, is overdue, or is cancelled.

You can use the 'Order Channel' drop-down selector to filter orders by those placed on the app, website, in-store, telephone, or issued as replacements. The drop-down on the far right allows you to filter by status to show 'Any', 'Cancelled', 'Despatched', or 'Not Despatched' orders. You can also sort your orders using the column headings.

Double click or click 'view' on an order to see all data and available actions.

Manual order cancellations

There are three types of cancellation actions you can perform:

Type of Cancellation	Description
Complete Order Cancellation	Where the total order is cancelled
Selected Line(s) Cancellations	Cancel just certain items from an order
Quantities of Selected Line(s) Cancellations	Where certain quantities of an item are cancelled

To manually cancel a customer order, select the order you wish to cancel from the list on the orders page. The order page shows the customer details and all the items on the order. Below the order number at the top of the page, click 'cancel order items' to action the complete or partial cancellation of an order.

Please Note: Each item on the order has a check box and, by default, the 'Select All' box is automatically checked. To cancel only selected lines or quantities, uncheck the 'Select All' option and select the item(s) required for cancellation. Ensure the relevant check box(s) is checked and choose the 'Cancel Selected Item(s)' action button.

To perform a cancellation, a cancellation reason is required, along with a note in the cancel reason field. It is important that you select the right cancellation reason as these will be monitored against your SLAs:

Cancellation Code	Description
Accidental order	Customer placed the order by accident.
Incompatible/Not useful for intended purpose	The item is not fit for purpose.
Insufficient stock	No available stock for the item(s) ordered.
Missed estimated delivery date	The estimated delivery date was missed.
No longer needed/wanted	The customer has changed their mind.
Order & Collect - Damaged	The Order & Collect item is damaged.
Order & Collect - Lost	The Order & Collect item has been lost.
Performance or quality not adequate	The item is damaged, faulty, or not as described.
Suspected fraud	It is suspected that the customer has committed fraud.

To complete the cancellation, select 'Proceed with Cancellation'. The system will cancel the selected item(s) or quantities accordingly and the status of the item(s) will change.

If you have chosen to cancel a quantity of a line, the line will appear twice on the 'Order Details' page, one will show the remaining pending quantity while the other will show the cancelled quantity.

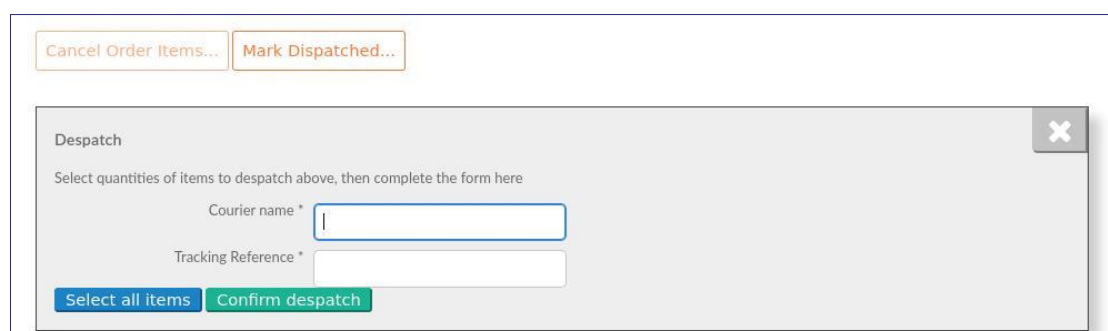
The cancellation action will determine what status is shown in the order page. If the whole order has been cancelled, the order will display a "Cancelled" status. If only selected lines or quantities have been cancelled, the order will remain as "Not despatched" until the remainder of the order has been cancelled or despatched.

Manual order despatching

There are two types of despatch actions you can perform:

Type of Despatch	Description
Complete Order Despatch	Where the total order is despatched
Partial Order Despatch	Where only certain lines or quantities of lines from the order are despatched.

To manually despatch a customer order, select the order you wish to despatch from the order list on the Order page. Click the 'Mark Dispatched' button above the list of products in the order. You will then have the option to enter the Tracking Code for the despatched items and click the 'Confirm despatch' button.



The screenshot shows a modal window titled 'Mark Dispatched...' with a close button (X) in the top right corner. Inside the modal, there is a section titled 'Despatch' with a subtitle 'Select quantities of items to despatch above, then complete the form here'. Below this, there are two input fields: 'Courier name *' and 'Tracking Reference *'. At the bottom of the modal, there are two buttons: 'Select all items' (in blue) and 'Confirm despatch' (in green).

Please Note: To despatch only selected lines or quantities, enter the quantity of item(s) being despatched under 'Action Quantity' next to the relevant product and ensure the items which are not being despatched have a '0' in this field. To mark the whole order as despatched, click 'Select all items'.

Having authorised the despatch, the system will despatch the item(s) or quantities accordingly. Depending a full or dispatch was conducted, the status of the order on the Orders page will change to "Despatched". If only selected lines or quantities have been despatched, the order will remain as "Not despatched" until the remainder of the order has been shipped.

Please Note: If there is a dispute about the delivery of an order and no tracking information has been provided by you for this order, we will be required to side with the customer on such disputes and you will be asked to issue a replacement/refund. It is also important to ensure the earliest and latest delivery dates are correct as these will be monitored against your SLAs.

How to process a return for an item(s)

For a step-by-step guide on how to process a return, please refer to articles on Zen Desk: <https://marketplacetherange.zendesk.com/hc/en-gb/sections/360005272517-Orders>

4.f. Cases page

Please note that the Cases module on the portal is not in use and has been superseded by Zen Desk. More information on Zen Desk can be found in section 5.

Please Note: If you are a Tier One Seller, you will be required to handle your own customer queries. Further details of this can be found in Section 5.

In all instances, you are required to respond to within 2 days. If you do not respond in this time, we may offer the customer up to a 100% refund and pass this charge on to you. Alternatively, you may be required to action a return of the items or issue a full refund. Any orders with active queries raised against them will not pass the escrow period until such cases are resolved.

4.g. Accounts page

The Accounts page is a register for transactions associated with your account. Whilst you will be paid weekly, this page shows you a summary of transactions within each 30-day period.

The 'Settle Status' column shows the status of each transaction:

Status	Meaning
ESCROW	Transaction is still within the 30-day escrow period.
PROCESSING	Transaction has passed the escrow period and will be included in the next weekly payment.
PAID	Payment for this transaction has been processed. Funds will be visible within a few days.

Summary

At the top of the screen, you will see a summary of the current period which details the start and end date of the period with a default of 30 days, any balance carried forward, total sales, total fees, total refunds, and your end balance.

To find information from a previous period, use the drop-down selector in the top right or adjust the summary dates.

Transactions

Below the summary, you will see a detailed list of transactions related to orders that have been captured in the 30-day cycle. Each order is assigned 2 lines, one marked 'SALE' and the other marked 'FEE'. The SALE line details the total revenue generated from that order. The FEE line shows as a negative figure which is the sum we have deducted from that order as our fee.

Delivery Charges

Currently, charge for deliveries is bulked into the regular sale line. For commission-based sellers, the fee that we take will include the delivery charge.

Disputes

If a dispute has been raised against one of your orders. Any dispute against an order will extend the escrow period. When an order has been captured in the 30-day payment cycle but is still in the escrow period, it will state 'ESCROW' in the Settle Status column. When the case has been resolved and the escrow period has passed, the status will change to 'PAID'.

Refunds

Where a refund has been processed, this will be shown across two lines on the Accounts page, much like the original order, as 'Cancellation Refund' and 'Fee Refund'. In the case of a full refund, this will effectively reverse the initial transaction/order.

Fees

The 'Total Fees' section is calculated to include the fees we deduct for the sale of your goods along with any other charges for events such as late delivery or collection of goods by us. If you believe that a fee we have charged is incorrect, please contact us and we will investigate the matter.

Please Note: If you are an existing DHD supplier migrating over to the Range Plus system, you will be required to continue using DEX until all old orders are finalised. It is important that you do not include any orders that are displayed within the Accounts page on The Range Plus system on your invoices.

Customer Service

To help us deal with the flux of customer queries and ensure our customers receive the highest level of service and satisfaction, Tier One Sellers will be expected to manage the after-sales customer care service for customers who have purchased their products.

5.a. Tier One Sellers

A Tier One Seller is a Range Plus Partner whose gross revenue is equal to or exceeds £100,000 per quarter. If your revenue meets this figure, we will notify you via email that you will soon need to begin managing your own customer queries.

Following on from this alert email, we will set you up on Zendesk, our customer care platform. You will receive another email once your account has been created with details of how you can access this account and begin managing your queries.

Once you have access to Zendesk, all customer queries regarding your products will be automatically redirected to you through the system.

Please Note: A monthly fee of £85.60 per license will be deducted from the sum we remit you every month to cover the costs of your Zendesk account. This fee is charged on a cost basis and is subject to change. We will notify you of any such changes if and when they occur.

5.b. Zendesk

Zendesk is our third-party customer care platform that allows us to easily manage and respond to all customer queries. It is also the tool that we use to provide our own Range Plus [support page](#).

If you are a Tier One Seller, you will be provided with an account for Zendesk and will be expected to respond to all customer queries. Once your Zendesk account has been created, all customer queries that relate to your products will be automatically redirected through the system to your Zendesk account where you will be able to answer them.

Getting Started

You will be sent the credentials for your Zendesk account. You will need to familiarise yourself with the system.

Guidance can be found in the Support section of Zendesk. You can access the Zendesk Help Centre by selecting 'Get help' from the dropdown in the top right.

Responding to customers

You are required to respond to Zendesk queries within 2 days. If you do not respond in this time, one of our customer care agents will respond on your behalf and can offer the customer up to a 100% refund and pass this charge on to you. Alternatively, you may be required to action a return of the items or issue a full refund.

API Integration

6.a. API Documentation

For you to use through the URL: <https://marketplace.therange.co.uk> or <https://supplier.rstore.com/rest/authenticate.api>. This URL defines the domain under which our restful APIs are located. There are 6 endpoints that can be invoked:

- `authenticate.api`
- `order_feed.api`
- `order_ack.api`
- `order_event.api`
- `stock_availability.api`
- `product_feed.api`

The authenticate API is required initially for you to set up a session, otherwise you will not be able to request access to the other APIs. The authenticate API will set up a session for you if the login succeeds and, with successive API requests, you will then be allowed to access the other APIs as long as you pass the session id cookie with each request.

In the authenticate API, we will also let you know on a successful login what mode you are in, either 'Test', or 'Live'. For the `order_feed`, `order_ack`, and `order_event` APIs, you will be required to provide this mode parameter.

Note: All interactions are secured with HTTPS using TLS 1.2 / AES-128+.

This is the live domain. For testing purposes, please refer to 6.h.

6.b. API: Authenticate

This API is required for any user wanting to log in and access our RESTful API service. If the login is successful, ensure that you keep hold of the session token provided in the response header, as this is required for any subsequent request for identification.

Parameters

Name	Notes
user	(required) username of the account trying to log in.
pass	(required) password for the given username. This may never be passed via the URI.

Sample Request

`https://supplier.rstore.com/rest/authenticate.api`
`https://marketplace.therange.co.uk/authenticate.api`

With JSON Content:

```
{
  "user": "testsupplier",
  "pass": "testpw123"
}
```

Responses

On Success:

HTTP/1.0 200 OK
Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

```
{
  "mode": "Test",
  "supplier_id": 1,
}
```

On Invalid Json Provided:

HTTP/1.0 400 Invalid Request
Invalid json provided

On Missing or Invalid Parameters Provided:

HTTP/1.0 400 Insufficient Parameters

On Incorrect Credentials Provided:

HTTP/1.0 401 Unauthorized: (ERROR_MESSAGE)

6.c. API: Stock availability

This API is to be used by you to provide updates to stock availability for any of the products that are sold by you. You are expected to provide an array of products, even if the array contains only one entry.

You are also expected to have made a request to the authenticate API beforehand to have successfully logged in, and to provide the session cookie given in the authenticate response in the request to this API.

Parameters

Name	Notes
supplier_id	(required) your id, passed to you from the authenticate api, to confirm who you are.
availability	(required) array of products, where each entry in the array contains keys for the product code and quantity. The format of these entries are: { "code": "123456", "qty": 2 }
availability[][code]	(required) product code used by you to identify a product
availability[][qty]	(required) quantity of stock on hand, including awaiting despatch.

Example Request

https://supplier.rstore.com/rest/stock_availability.api?supplier_id=1
https://marketplace.therange.co.uk/rest/stock_availability.api?supplier_id=1

With JSON Content:

```
{
  "availability": [
    {
      "code": "123456",
      "qty": 2
    },
    {
      "code": "654321",
      "qty": 1
    }
  ]
}
```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

Responses

On Success:

```
{
  "result": [
    {
      "label": "stock_availability",
      "product_codes": "123456,654321"
    }
  ]
}
```

On Missing Cookie, or Not Logged In

HTTP/1.0 401 Not Authenticated

User not authenticated

On Invalid Json Provided:

HTTP/1.0 400 Invalid Request

Invalid json provided

On Invalid Supplier Parameter

HTTP/1.0 400 Invalid Request

User not authorised to load this supplier's services

On Invalid/No Data Provided

HTTP/1.0 400 Invalid Request

No stock availability data provided

On Missing Product Code

HTTP/1.0 400 Invalid Request

The product's code is a required parameter

On Missing Quantity

HTTP/1.0 400 Invalid Request

Stock available is a required parameter

On Invalid Product Code

HTTP/1.0 400 Invalid Request

No record found for product code "123456"

6.d. API: Order feed

This API is to be used by you to receive a summary of order lines. You may provide a type parameter to determine whether only pending or historic order lines are provided, or all orders otherwise. You may also provide a date range to filter the data received, up to a maximum range of 35 days. You may also provide a search term, which will search against the customer name, postcode, contact number, email, or order number or order status.

You are also expected to have made a request to the authenticate API beforehand to have successfully logged in, and to provide the session cookie given in the authenticate response in the request to this API.

Our Order Statuses:

- U Unfulfilled
- PF Part-Fulfilled
- F Fulfilled
- C Cancelled

Parameters

Name	Notes
supplier_id	(required) your id, passed to you from the authenticate api, to confirm who you are.
search	(optional) search term to filter the data received.
type	(optional) either "all" (default), "new", "pending", or "historic".
from	(optional) the earliest date from which orders may be returned.
to	(optional) the latest date from which orders may be returned. This may not result in a date range greater than 35days.
mode	(required) either "Test", or "Live", the expected mode the supplier account is in.

Example Request

https://supplier.rstore.com/rest/order_feed.api?supplier_id=1
https://marketplace.therange.co.uk/rest/order_feed.api?supplier_id=1

With JSON Content:

```
{
  "search": "W000001",
  "type": "all",
  "from": "2016-05-01 00:00:00",
  "to": "2016-06-01 00:00:00",
  "mode": "Test"
}
```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

Response

On Success:

```
{
  "order_arr": [
    {
      "order_disp": "W31017240-1M-V",
      "customer_name": "Roboute Guilliman",
      "postcode": "PL65ZD",
      "building_name_number": "The Range",
      "organisation": "The Range",
      "street": "The Range Head Office, William Prance Road",
      "city": "Plymouth",
      "county": null,
      "country": "United Kingdom",
      "customer_telephone": "07777777777",
      "customer_email_address": "example@therange.co.uk",
      "product_code": "ZXCVCBN",
      "title": "Plain Daylights Moth",
      "qty": 2,
      "status": "U",
      "sku": 123456,
      "price": 5360,
      "order_placed_date": "2022-06-14 16:10:17",
      "despatch_date": null,
      "courier_name": null,
      "delivery_service": "mainland",
      "tracking_reference": null,
      "notes": null
    },
    {
      "order_disp": "W31017236-1M-V",
      "customer_name": "CORVUS CORAX",
      "postcode": "PL65ZD",
      "building_name_number": "The Range",
      "organisation": "The Range",
      "street": "The Range Head Office, William Prance Road",
      "city": "Plymouth",
      "county": null,
      "country": "United Kingdom",
      "customer_telephone": "07777777777",
      "customer_email_address": "example@therange.co.uk",
      "product_code": "ASDFGH",
      "title": "Plain Daylights Moth",
      "qty": 1,
      "status": "U",
      "sku": 1002972,
      "price": 4559,
      "order_placed_date": "2022-06-14 16:02:13",
      "despatch_date": null,
      "courier_name": null,
      "delivery_service": "mainland",
      "tracking_reference": null,
      "notes": null
    },
    {
      "order_disp": "W31017236-1M-V",
      "customer_name": "CORVUS CORAX",
      "postcode": "PL65ZD",
      "building_name_number": "The Range",
```

```

        "organisation": "The Range",
        "street": "The Range Head Office, William Prance Road",
        "city": "Plymouth",
        "county": null,
        "country": "United Kingdom",
        "customer_telephone": "07777777777",
        "customer_email_address": "example@therange.co.uk",
        "product_code": "TYUIOP",
        "title": "Plain Daylights Moth",
        "qty": 1,
        "status": "U",
        "sku": 789456,
        "price": 2448,
        "order_placed_date": "2022-06-14 16:02:13",
        "despatch_date": null,
        "courier_name": null,
        "delivery_service": "mainland",
        "tracking_reference": null
    }
],
"records_total": 3,
"records_filtered": 3
}

```

Response for custom products

```

{
  "order_arr": [
    {
      "order_disp": "W31017240-1M-V",
      "customer_name": "Roboute Guilliman",
      "postcode": "PL65ZD",
      "building_name_number": "The Range",
      "organisation": "The Range",
      "street": "The Range Head Office, William Prance Road",
      "city": "Plymouth",
      "county": null,
      "country": "United Kingdom",
      "customer_telephone": "07777777777",
      "customer_email_address": "example@therange.co.uk",
      "product_code": "ZXCVCBN",
      "title": "Wooden Sword",
      "qty": 2,
      "status": "U",
      "sku": 123456,
      "price": 5360,
      "order_placed_date": "2022-06-14 16:10:17",
      "despatch_date": null,
      "courier_name": null,
      "delivery_service": "mainland",
      "tracking_reference": null,
      "notes": null
    },
    {
      "order_disp": "W31017236-1M-V",
      "customer_name": "Corvus Corax",
      "postcode": "PL65ZD",
      "building_name_number": "25",
      "organisation": "The Range",
      "street": "The Range Head Office, William Prance Road",
      "city": "Plymouth",
      "county": null,

```

```

    "country": "United Kingdom",
    "customer_telephone": "07777777777",
    "customer_email_address": "example@therange.co.uk",
    "product_code": "ASDFGH",
    "title": "Bird Cage",
    "qty": 1,
    "status": "U",
    "sku": 456258,
    "price": 4559,
    "order_placed_date": "2022-06-14 16:02:13",
    "despatch_date": null,
    "courier_name": null,
    "delivery_service": "mainland",
    "tracking_reference": null,
    "notes": null
  },
  {
    "order_disp": "W31017236-1M-V",
    "customer_name": "Corvus Corax",
    "postcode": "PL65ZD",
    "building_name_number": "25",
    "organisation": "The Range",
    "street": "The Range Head Office, William Prance Road",
    "city": "Plymouth",
    "county": null,
    "country": "United Kingdom",
    "customer_telephone": "07777777777",
    "customer_email_address": "example@therange.co.uk",
    "product_code": "TYUIOP",
    "title": "Plain Daylights Blue",
    "qty": 1,
    "status": "U",
    "sku": 789456,
    "price": 2448,
    "order_placed_date": "2022-06-14 16:02:13",
    "despatch_date": null,
    "courier_name": null,
    "delivery_service": "mainland",
    "tracking_reference": null,
    "custom_attribute": { #Visible depending on category, attributes differ on category
      "width": "100",
      "length": "200",
      "Measure to": "Blind Size",
      "Colour": "Ultramarine Blue"
    }
  }
],
"records_total": 3,
"records_filtered": 3
}

```

On Missing Cookie, or Not Logged In

HTTP/1.0 401 Not Authenticated

User not authenticated

On Invalid Json Provided:

HTTP/1.0 400 Invalid Request

Invalid json provided

On Missing/Incorrect Supplier Parameter

HTTP/1.0 400 Invalid Request

User not authorised to load this supplier's orders

On Invalid Supplier Parameter

HTTP/1.0 400 Invalid Request

No supplier found with id 123

On Expected Mode being "Live", but Supplier Account is "Test"

HTTP/1.0 400 Invalid Request

Supplier is currently in Test Mode, but expected Live Mode

On Expected Mode being "Test", but Supplier Account is "Live"

HTTP/1.0 400 Invalid Request

Supplier is currently in Live Mode, but expected Test Mode

6.e API: Order_ack

This API is to be used by you to acknowledge the unique order numbers received. We would expect this API to be invoked immediately after successfully receiving and processing the response of the order feed API when 'new' orders are received. The result of this API will remove these orders from this list of orders considered 'new' to you when you invoke the order feed API.

Parameters

Name	Notes
supplier_id	(required) your id, passed to you from the authenticate api, to confirm who you are.
order_arr	(required) list of order numbers to acknowledge.
mode	(required) either "Test", or "Live", the expected mode the supplier account is in.

Please note that someone viewing the order in Partner Central via the order module, will also acknowledge the order.

Example Request

https://supplier.rstore.com/rest/order_ack.api?supplier_id=1
https://marketplace.therange.co.uk/rest/order_ack.api?supplier_id=1

With JSON Content:

```
{
  "order_arr": ["W0000009-1D-S", "W0000008-1D-S"],
  "mode": "Test"
}
```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxy123"

Response

On Success:

```
{
  "order_arr":["W0000009-1D-S","W0000008-1D-S"]
}
```

On Missing Cookie, or Not Logged In

HTTP/1.0 401 Not Authenticated

User not authenticated

On Invalid Json Provided:

HTTP/1.0 400 Invalid Request

Invalid json provided

On Missing/Incorrect Supplier Parameter

HTTP/1.0 400 Invalid Request

User not authorised to acknowledge this supplier's orders

On Invalid Supplier Parameter

HTTP/1.0 400 Invalid Request

No supplier found with id 123

On Expected Mode being "Live", but Supplier Account is "Test"

HTTP/1.0 400 Invalid Request

Supplier is currently in Test Mode, but expected Live Mode

On Expected Mode being "Test", but Supplier Account is "Live"

HTTP/1.0 400 Invalid Request

Supplier is currently in Live Mode, but expected Test Mode

6.f. API: Order event

This API is to be used by you to provide updates to any of the pending orders. You are required to provide an order number, a list of order line items that are affected by this event, and whether this event is a cancellation or despatch.

You are also expected to have made a request to the authenticate API beforehand to have successfully logged in, and to provide the session cookie given in the authenticate response in the request to this API.

Parameters

Name	Notes
supplier_id	(required) your id, passed to you from the authenticate api, to confirm who you are.
order_number	(required) the order number for which items are being despatched/cancelled.
cancel	(optional) determines whether the event is a cancellation or despatch. By default if not provided it is despatch. May either be 1 for cancel, or 0 for despatch.
item_arr	(required) array of items that are being despatched/cancelled. Each entry in the array must be of the format: { "code": "123", "qty": 1 }
item_arr[][code]	(required) product code used by you to identify a product
item_arr[][qty]	(required) quantity of being despatched or cancelled in this event.
cancel_code	(optional) this is only used if the items are being cancelled. The following codes are acceptable: "Stock not available", "Unable to contact customer to arrange delivery", "Unable to deliver to address"
cancel_reason	(optional) this is only used if the items are being cancelled. This may be any free text reason for the cancellation.
delivery_service	(required) this is required only if the event is a despatch. This must contain the name of a delivery service that has been set up for this supplier in Kube.
courier_name	(required) this is required only if the event is a despatch. Free text name of the courier used for despatch.
despatch_date	(required) this is required only if the event is a despatch. This must contain date the items are being despatched. Must be of the format "Y-m-d H:i:s"
earliest_delivery	(optional) this is required only if the event is a despatch. This must contain the earliest estimated date the delivery will arrive. Must be of the format "Y-m-d".
latest_delivery	(optional) this is required only if the event is a despatch. This must contain the latest estimated date the delivery will arrive. Must be of the format "Y-m-d".
tracking_reference	(required) this is required only if the event is a despatch. Tracking reference for the despatch.
mode	(required) either "Test", or "Live", the expected mode the supplier account is in.

Example Request

Example Despatch

https://supplier.rstore.com/rest/order_event.api?supplier_id=1

https://marketplace.therange.co.uk/rest/order_event.api?supplier_id=1

With JSON Content:

```
{
  "order_number": "W000001-1D-S",
  "delivery_service": "Mainland",
  "courier_name": "Royal Mail",
  "despatch_date": "2016-05-20 15:00:00",
  "earliest_delivery": "2016-05-21",
  "latest_delivery": "2016-05-23",
  "tracking_reference": "GB12345AB",
  "item_arr": [
    {
      "code": "123456",
      "qty": 2
    },
    {
      "code": "654321",
      "qty": 1
    }
  ],
  "mode": "Test"
}
```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

Example Cancellation

https://supplier.rstore.com/rest/order_event.api?supplier_id=1

With JSON Content:

```
{
  "order_number": "W000001-1D-S",
  "cancel": 1,
  "cancel_code": "Stock not available",
  "cancel_reason": "There wasn't any stock around after all",
  "item_arr": [
    {
      "code": "123456",
      "qty": 2
    },
    {
      "code": "654321",
      "qty": 1
    }
  ],
  "mode": "Test"
}
```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

Responses

On Success:

```
{
  "result": [
    {
      "label": "order_event",
      "order_number": "W000001-1D-S"
    }
  ]
}
```

On Missing Cookie, or Not Logged In

HTTP/1.0 401 Not Authenticated

User not authenticated

On Invalid Json Provided:

HTTP/1.0 400 Invalid Request

Invalid json provided

On Missing/Incorrect Supplier Parameter

HTTP/1.0 400 Invalid Request

User not authorised to save this supplier's orders

On Invalid Supplier Parameter

HTTP/1.0 400 Invalid Request

No supplier found with id 123

On Expected Mode being "Live", but Supplier Account is "Test"

HTTP/1.0 400 Invalid Request

Supplier is currently in Test Mode, but expected Live Mode

On Expected Mode being "Test", but Supplier Account is "Live"

HTTP/1.0 400 Invalid Request

Supplier is currently in Live Mode, but expected Test Mode

On Missing Order Number Parameter

HTTP/1.0 400 Invalid Request

Order number is required

On Invalid Order Number Parameter

HTTP/1.0 400 Invalid Request

No order record found for order number W000001-1D-S

On Invalid/No Data Provided

HTTP/1.0 400 Invalid Request

At least one item is required to be despatched or cancelled

On Missing Product Code

HTTP/1.0 400 Invalid Request

The product's code is a required parameter

On Missing Quantity

HTTP/1.0 400 Invalid Request

Quantity to cancel/despatch is a required parameter

On Invalid Product Code

HTTP/1.0 400 Invalid Request

No order item found with product code "123456" for order W000001-1D-S

On Attempt to Cancel already Cancelled Product

HTTP/1.0 400 Invalid Request

Order item with product code "123456" is already cancelled

On Attempt to Cancel/Despatch already Despatched Product

HTTP/1.0 400 Invalid Request

Order item with product code "123456" is already despatched

On Missing Delivery Service

HTTP/1.0 400 Invalid Request

Delivery Service for despatch is required

On Missing Courier Name

HTTP/1.0 400 Invalid Request

Courier Name is required

On Missing Tracking Reference

HTTP/1.0 400 Invalid Request

Tracking Reference is required

On Invalid Delivery Service

HTTP/1.0 400 Invalid Request

No delivery service found with name "RM Saver Delivery"

On Missing Despatch Date

HTTP/1.0 400 Invalid Request

Despatch Date is required

On Invalid Despatch Date

HTTP/1.0 400 Invalid Request

Invalid Despatch Date provided

On Missing Earliest Delivery Date

HTTP/1.0 400 Invalid Request

Earliest Delivery Date is required

On Invalid Earliest Delivery Date

HTTP/1.0 400 Invalid Request

Invalid Earliest Delivery Date provided

On Missing Latest Delivery Date

HTTP/1.0 400 Invalid Request

Latest Delivery Date is required

On Invalid Latest Delivery Date

HTTP/1.0 400 Invalid Request

Invalid Latest Delivery Date provided

On Invalid Despatch Date compared to Order Placed Date

HTTP/1.0 400 Invalid Request

Despatch Date/Time must be after the date the order was placed

On Invalid Earliest Delivery Date compared to Despatch Date

HTTP/1.0 400 Invalid Request

Earliest Delivery Date must be the same date or after the Despatch Date

On Invalid Latest Delivery Date compared to Latest Delivery Date

HTTP/1.0 400 Invalid Request

Latest Delivery Date must be the same date or after the Earliest Delivery Date

6.g. API: Product Feed

This API is to be used by you to add new products and variants to The Range Plus or update existing products and variants on The Range Plus. You are required to provide a list of products to import. You are also expected to have made a request to the authenticate API beforehand to have successfully logged in, and to provide the session cookie given in the authenticate response in the request to this API.

Parameters

Name	Notes
supplier_id	(required) your id, passed to you from the authenticate api, to confirm who you are.
product_arr	(required) list of products to import.

Example Request

`https://supplier.rstore.com/rest/product_feed.api?supplier_id=1`
`https://marketplace.therange.co.uk/rest/product_feed.api?supplier_id=1`

With JSON Content:

```
{
  "product_arr": [
    {
      "vendor_sku": "ABC 123",
      "related_product": "M1234567", #Optional- will generate own unique product code if not
provided
      "title": "Test Shoe",
      "brand": "The Range",
      "gtin": "12345678901", #Optional
      "price_arr": [
        {
          "price": "49.50", #No currency symbol expected
          "currency": "GBP", #Not supporting other currencies currently
          "effective_from": "2019-05-10" #Current or future price changes
        }
      ],
      "product_category": "Shoes", #Must be category you applied to
      "description": "A Shoe Test", #We allow for HTML - excluding script/embed/iframe tags
      "feature_arr": [ #Optional not to be confused with attributes
        "Includes Sole",
        "Prevents falling over",
        "Waterproof"
      ],
      "child_hazard": 0, #Optional
      "age_restriction": "16", #Optional
      "image_url_arr": [
        "https://www.therange.co.uk/example1.jpg",
        "https://www.therange.co.uk/example2.jpg",
        "https://www.therange.co.uk/example3.jpg"
      ],
      "youtube_url_arr": [
        "https://www.youtube.com/watch?v=Zhrluk_O-so",
        "https://www.youtube.com/watch?v=Zhrluk_O-so"
      ],
      "fulfilment_class": "Small", #Our supported size classes
Small/Regular/Fragile/Medium/Large/Extra Large
      "product_attribute": { #Optional
```



```

        "colour": "#8B4513", #Only required if colour_name present
        "colour_name": "Saddle Brown",
        "colour_group": "Brown",
        "length": "1m",
        "width": "5mm",
        "height": "10cm",
        "weight": "9kg",
        #Attributes depends on category
        "other_attribute": { #Optional list
            "ATTR_NAME": "ATTR_VALUE",
            "ATTR_NAME": "ATTR_VALUE"
        }
    },
    "launch_date": "2019-05-30", #Optional when the SKU will automatically be activated (if
    completed the onboarding process)
    "active": 1, #Optional only to be used once the product is already Live, allows it to
    be deactivated/discontinued (still visible but not saleable), or later be re-activated
    "visible": 1 #Optional only to be used once the product is already Live, allows it to
    be hidden from the website
    }
    ]
}

```

Amend price

```

{
  "product_arr": [
    {
      "vendor_sku": "ABC 123",
      "price_arr": [
        {
          "price": "999.99",
          "currency": "GBP",
          "effective_from": "2099-12-01" #date must be in the future
        }
      ]
    },
    {
      "vendor_sku": "DEF 456",
      "price_arr": [
        {
          "price": "999.99",
          "currency": "GBP",
          "effective_from": "2099-12-01" #date must be in the future
        }
      ]
    }
  ]
}

```

With Cookie Header:

Cookie: "ksi=abcdefghijklmnopqrstuvwxyz123"

Responses

On Success:

```
{"result": [{"label": "product_feed", "sku_list": "ABC 123"}]}
```

On Missing Cookie, or Not Logged In:

HTTP/1.0 401 Not Authenticated

User not authenticated

On Missing/Incorrect Supplier Param:

HTTP/1.0 400 Invalid Request

User not authorised to send product feeds for this supplier

On Invalid JSON (missing product_arr):

HTTP/1.0 400 Invalid Request

Invalid JSON provided

On Invalid JSON (missing vendor_sku) – similar to other missing required fields:

HTTP/1.0 400 Invalid Request Invalid JSON: No Vendor SKU found for this product

6.h. Testing

The Range Plus currently have a testing environment which can be accessed <https://testmarketplace.therange.co.uk/sp/login> using your normal credentials.

To pull data from the test environment you will need to ensure that you are putting UAT in front of the supplier.rstore.com URLs as seen below:

API	URL
authenticate.api	https://uatsupplier.rstore.com/rest/authenticate.api
order_feed.api	https://uatsupplier.rstore.com/rest/order_feed.api?supplier_id=1
order_ack.api	https://uatsupplier.rstore.com/rest/order_ack.api?supplier_id=1
order_event.api	https://uatsupplier.rstore.com/rest/order_event.api?supplier_id=1
stock_availability.api	https://uatsupplier.rstore.com/rest/stock_availability.api?supplier_id=1
product_feed.api	https://uatsupplier.rstore.com/rest/product_feed.api?supplier_id=1

Please note: If the test environment is not recognising your credentials or you unable to see any of your published products, this may be due to the test environment not being updated with the live data currently. Live data is pulled into the test environment on a monthly basis.

Once you have a published product in test environment, please submit a request and we can raise some test orders for you



The Range PLUS