



SELLER TOOLBOX MANUAL

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Versioning

Version	Description	Update Time
v1.0	First version of the Toolbox Manual	09/12/2021

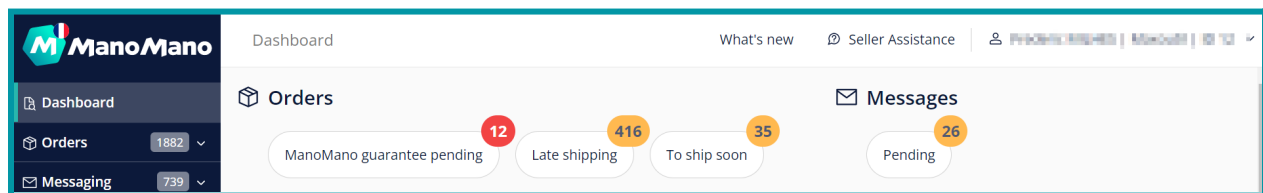
Introduction

The **Toolbox** is the **ManoMano backoffice** for sellers to manage their business with ManoMano. Within this document you will find everything you need to manage your catalog, manage your orders, monitor your performance, increase your sales and manage your contract.

This manual has been created to **support your understanding of all the tool's features** and use them according to your business specificities.

In the following articles you will find all the information and answers to common questions regarding your technical integration, the way to moderate customer ratings and how to process a refund. Deep dive into this documentation and easily find what you are looking for.

The Toolbox is **constantly evolving** to support our growth and answer your needs. Any **feedback** you can provide us is highly valuable and will help shape the future of our product strategy. You can provide us feedback directly through the Toolbox; on every page you will find a **red "Feedback" button** to do so.

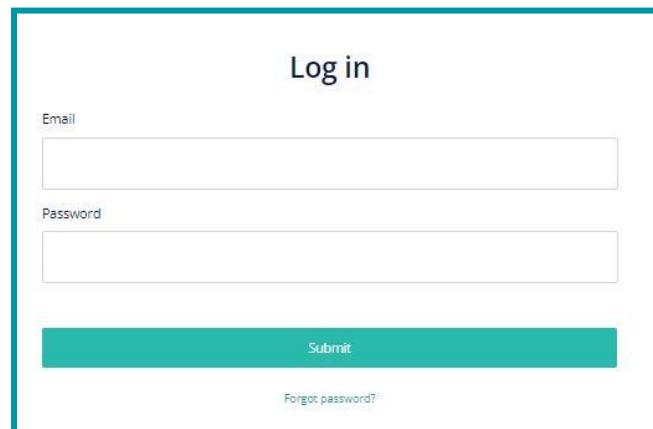


As a reminder, we can answer all your questions by accessing our seller Help Center directly from your **Toolbox by clicking on "Seller Assistance"**. In this knowledge base, you'll find a complete list of articles to support your onboarding and daily operations with ManoMano. This button allows you to contact our support team, they are available weekdays all year long.

We wish you good reading and, of course, good sales with ManoMano!

Log In

Once you become a ManoMano Seller, your Account Manager will **send you an invitation by email** and you'll be able to **register your own credentials** with the link provided. You will be registered as the Admin of your account. Then, you'll be able to **access** the Toolbox to manage your catalog and start growing your business with ManoMano.



The screenshot shows a login form titled "Log in". It contains two input fields: "Email" and "Password". Below the fields is a teal "Submit" button. At the bottom right, there is a link that says "Forgot password?".

You can access all the Toolbox functionalities by using the link <https://toolbox.manomano.com/> with your email and credentials.

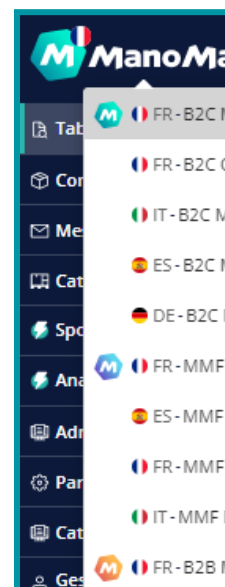
If you are the Admin of your account, the first time you log in you will have **to sign your contract**. Then you will have access to the Toolbox's different features according to your administration role.

Toolbox Functionalities

→ Contracts and business models

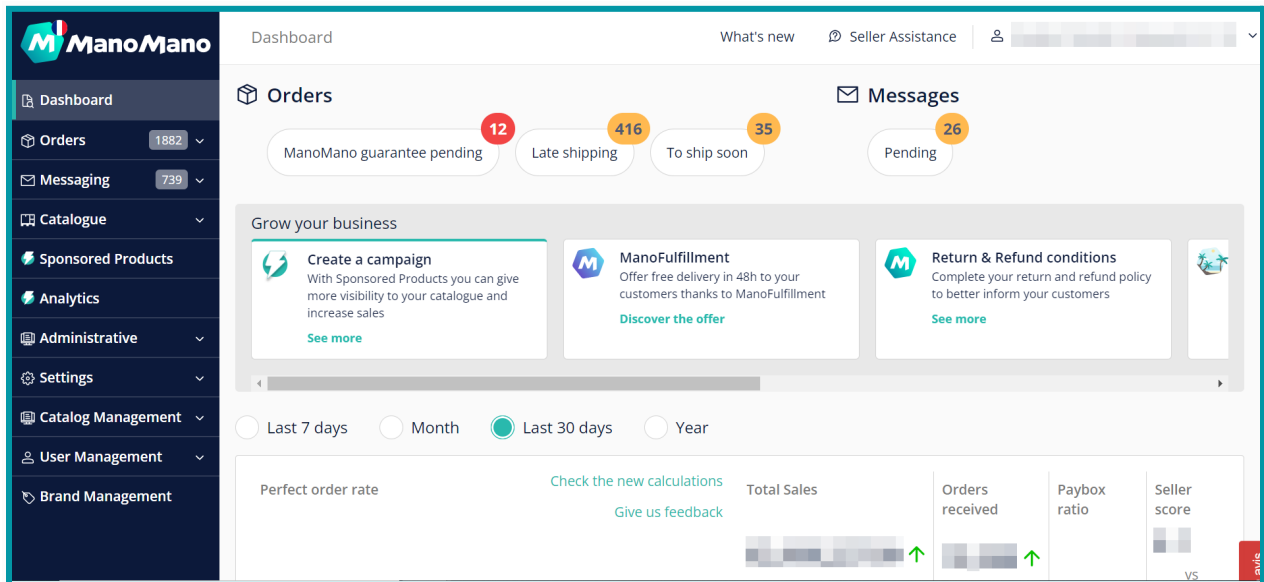
Once you are logged in with your credentials, on the top left of the Toolbox menu, you will see the country (FR, ES, IT, DE, UK) and business model (B2C, B2B, MF, etc.) you have access to.

In this example, it's the **French B2C Toolbox**, so in the Toolbox you would only see information about the French B2C business. If you have more than one business model and country contract, you can **switch between accounts** by clicking on the ManoMano logo.



→ Dashboard

The dashboard is the **first viewco you get when you enter the Toolbox**. We display an overview of your sales and quality indicators.



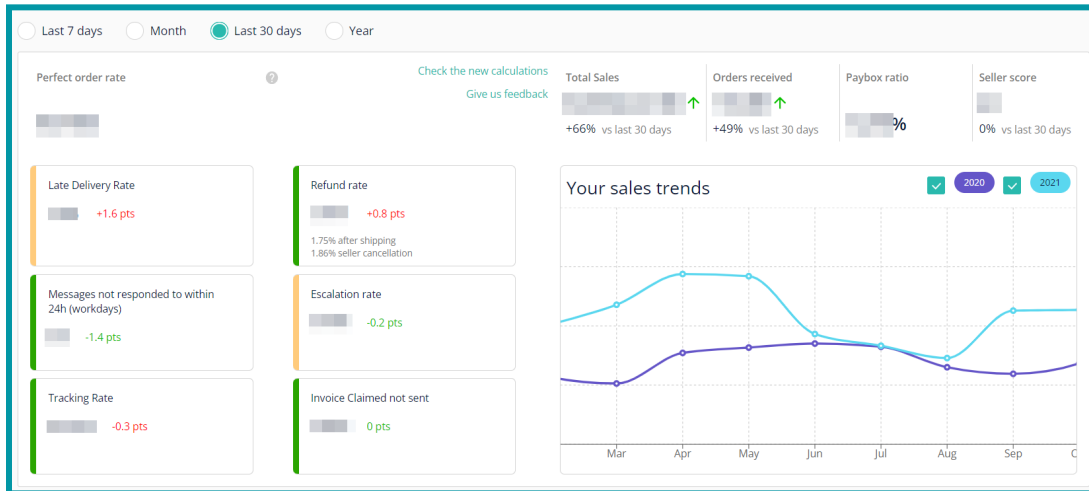
→ The Orders & Messages preview

The section at the top of the page highlights the different order and message statuses where you must take actions to ensure a high quality of service. You can find the details of **order statuses** and action to take [here](#). For **pending messages**, you will find the guidelines [here](#).

→ Grow your business

The **Grow Your Business** grey zone displays different cards to help you discover what ManoMano services are available to grow your business (Product advertising services, Fulfillment service) and information to keep high quality standards (returns & withdrawals policies or ManoMano Quality charter)

→ Sales & Quality indicators



Just below the “Grow Your Business” section, you can find a dashboard to monitor your sales & quality performance. This overview gives you the ability to easily and quickly analyse your data and take action if required.

The left side is dedicated to **Quality POM metrics and sub KPIs**.

! IMPORTANT: Your **POM (Perfect Order Measure)** is always measured on the last 30 days no matter what timeframe you selected.

Filter selected	Period of measure	Period of measure for evolution
Last 7 days	Last 7 days until yesterday	Last 7 days are compared with the previous 7 days (from day -8 to day - 14)
Last 30 days	Last 30 days until yesterday	Last 30 days are compared with the previous 30 days (from day -31 to day - 60)
Mois	Month-to-date from 1st day of current month until yesterday (e.g: if today is May, 11th, period from May, 1st until May, 10th)	Month-to-date is compared with same period last month (e.g: period from May 1st until May, 10th is compared with period from April, 1st until April, 10th)
Année	Year-to-date from 1st day of current year until yesterday (e.g: if today is May, 11th, period from January, 1st 2021 until May, 10th 2021)	Year-to-date is compared with same period last year (e.g: period from January, 1st 2021 until May, 10th 2021 is compared with January, 1st 2020 until May 10th, 2020)

Dashboard Tips:

- If you select “Month”, you can compare the business volume you have achieved month to date and compare it with the same period last month to see if you are doing better!
- The “last 7 days” period makes it easier to follow your quality KPIs. If you notice that some of your KPIs are degrading week over week, take action without delay and contact us if you need our support

Figures Tips:

- For Business Volume and number of orders: evolutions are displayed in %:
 - Example #1: if you went from 100 up to 150 orders, evolution is +50%
 - Example #2: if your business volume went from 100€ down to 90€, evolution is -10%
- For Quality KPIs (POM, Late rate,...): evolutions are displayed in points (pts)
 - Example #1: if your POM went from 85% up to 90%, evolution is +5 pts
 - Example #2: if your late rate went from 5.0% down to 4.6%, evolution is -0.4 pts

Color code:



- **Green:** within Quality Charter thresholds
- **Orange:** above Quality Charter thresholds
- **Red:** you are exceeding the Quality Charter thresholds. Now is the time to take action
- **Red + Stripes:** be careful, your account might risk a suspension: you are excessively above our monthly process threshold

- The right side is dedicated to **Sales performance**

From here you can follow the trend of your turnover starting from the beginning of your contract. You have the possibility to filter by year or month. In addition, you can also visually check if the trend is **positive** or **negative**.

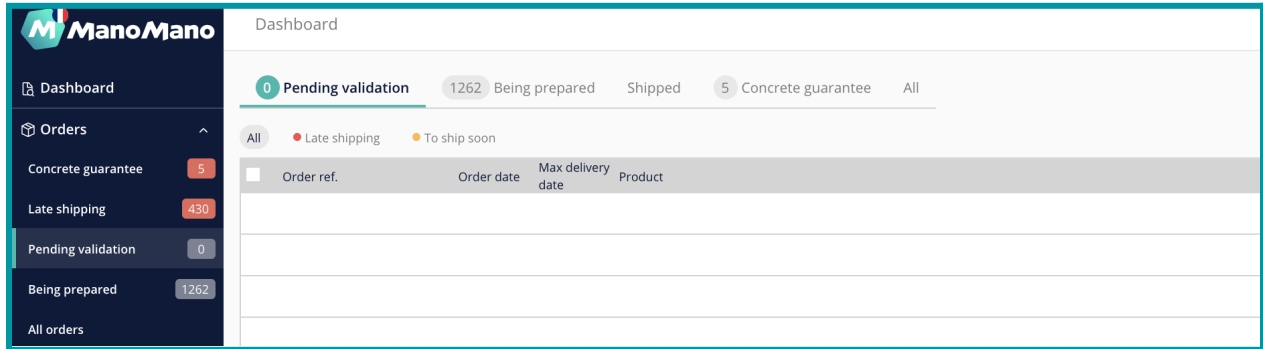
→ Performance in detail



The last part of the dashboard corresponds to the **performance in detail** with monthly view of sales, number of orders, average shopping cart, refund rate on gross sales, unique visits and conversion rates. **Filters** enable you to select a period on which all quality indicators, as well as orders and business volume, will be automatically calculated

→ Orders

In the "**Orders**" section, you will be able to see all the orders you have received from your customers.



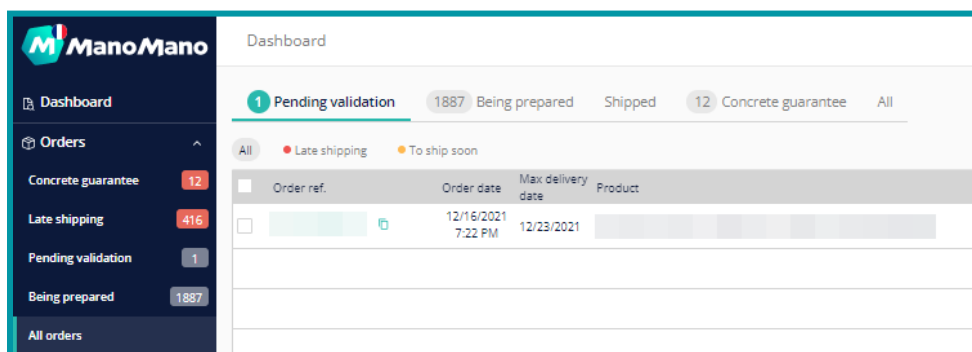
→ Order statuses

PENDING VALIDATION

This is the first status of an order. **You must either "submit" or "reject" the order.**

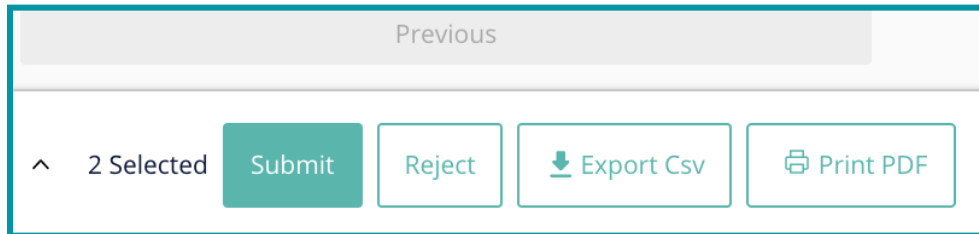
Depending on your technical configuration, you can do this manually or automatically:

- **Manually:** You can "submit" or "reject" orders by selecting them one by one in the list by checking (as shown below) or select them all by checking the column "Order Ref" (as shown below).
- **Automatically:** via API or integrator; orders can be configured to automatically be submitted.



Once you have selected the order(s) , in the lower part of the screen, you will see the buttons that allow you to "submit" or "reject" the order(s).

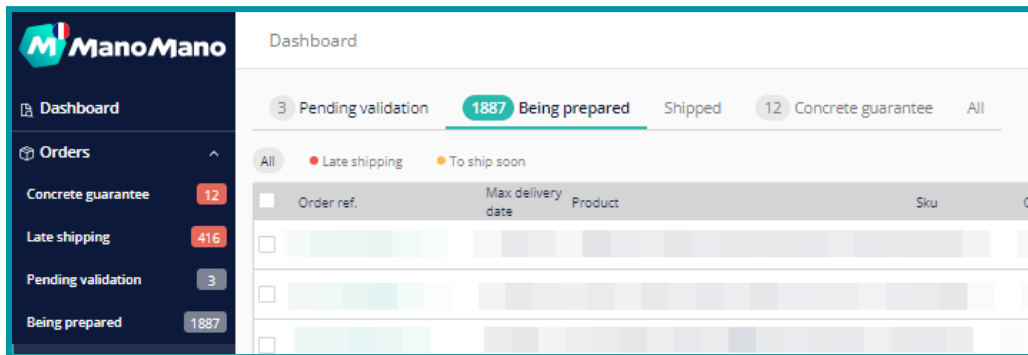
You can also [export the list of selected orders on this page as a CSV file or in PDF format](#).



If you "reject" an order, it will be considered canceled and will disappear from this list. The customer will be refunded.

BEING PREPARED

If you have "submitted" the order, its status is updated to "being prepared". The customer is then informed that the order is now being prepared.



To inform you about the delivery timeframe, you will see:

- an orange dot ● when you need to ship your order quickly to meet the delivery timeframe.
- a red dot ● when the order is already late.

For further information, please refer to the [FAQ](#).

! IMPORTANT: You can only add tracking information & validate the shipment of an order when its status is "being prepared". You can't modify the tracking information, so please check it's correct before adding it in the Toolbox

1. Click on the order
2. Add tracking information:
 - a. Name of the Carrier (*spelled exactly as the configuration in our system by the Account Managers or the Technical Support Team*),
 - b. unique and valid Tracking Number (eg: 250045313674762772)
 - c. and unique and valid Tracking URL (eg: https://www.dpd.fr/traces_info_250045313674762772)
3. Click on "Validate shipment"

The screenshot displays the 'Validate shipment' form within the ManoMano order management system. The form is titled 'Validate shipment' and includes a warning message: 'Make sure the tracking information (carrier name, tracking number & unique tracking url) is correct before you validate the shipping. Once the shipping validated, any modification or addition of tracking information on the order won't be taken into account.' The form contains three input fields: 'Carrier' (pre-filled with 'GLS'), 'Tracking URL', and 'Tracking Number'. A green 'Validate shipment' button is located below the input fields. The interface also shows 'Client Details', 'Products', and a 'Print PDF' button at the bottom.

It is possible to ship multiple orders in bulk. To do so, in the list of orders "being prepared", at the top right : "Action", then "mass shipment", you can upload a CSV file containing :

- Order Ref,
- Name of the Carrier (*spelled exactly as the configuration made in our system by the Account Managers or the Technical Support Team*),
- unique and valid Tracking Number (eg: 250045313674762772)
- and unique and valid Tracking URL (eg: https://www.dpd.fr/traces_info_250045313674762772)

You can also fill in the tracking information via the ManoMano API, please ask your account manager for the most updated API Documentation if you wish to do so.

Updating the tracking information is not available after the order has been shipped.

For further information, please refer to the [FAQ](#).

SHIPPED

The tab **"shipped"** only helps you filter your orders which have been shipped and whether your order is trackable or not.

→ **Concrete warranty**

In this tab, especially in the "in progress" tab, you will find all the orders for which a concrete guarantee has been opened. These are the orders for which you need to find a quick solution to the customer's problem.

Order ref	Max delivery date	Product	Sku	Quantity	Unit price before tax	Shipping price before tax	Total price incl. tax	Customer name	Customer contact	Carrier	Shipping address	Messaging	action
												0	⋮
												1	⋮
												3	⋮
												5	⋮
												12	⋮
												2	⋮
												4	⋮

For further information, please refer to the [FAQ](#)

→ Order detail page

Order Order Date 12/16/21, 7:25 PM Shipping time 7 Days Total Price

Order status Being prepared

Client Details

Contact customer

Validate shipment

Make sure the tracking information (carrier name, tracking number & unique tracking url) is correct before you validate the shipping. Once the shipping validated, any modification or addition of tracking information on the order won't be taken into account.

Carrier: GLS

Tracking URL

Tracking Number

Validate shipment

Upload invoice **Send invoice to customer**

Products

SKU	Unit price VAT excl.	Unit price VAT incl.	Quantity	Total Price VAT excl.	Total Price VAT Incl.

Concrete Guarantee: 0.00 €
Pending refunds: 0.00 €
Successful refunds: 0.00 €

Refund product **Refund products or money amount**

Total Products
Delivery Fee
Total paid by customer

Print PDF

From the order detail page, you can process several actions:

ACCEPT / REJECT AN ORDER

If the status of the order is "Pending validation", you can "accept order" or "reject order".

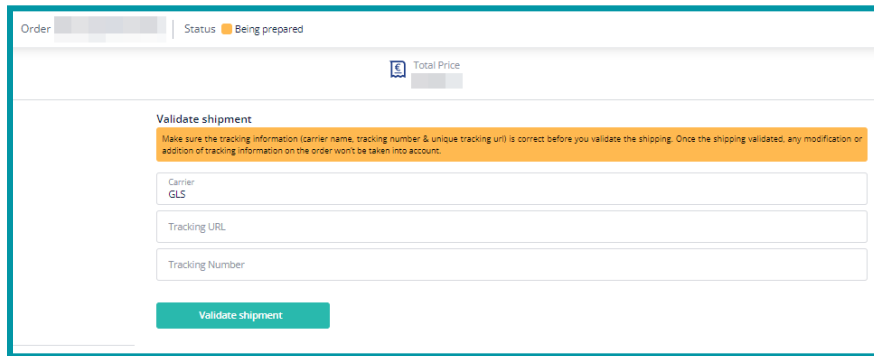
Order Date
12/16/21, 7:37 PM

Shipping time
42 Days

Total Price

Accept Order **Reject Order**

ADD TRACKING INFORMATION



If the status of the order is **"Being prepared"**, you can:

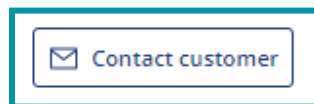
1. Add tracking information:

- a. Name of the Carrier (*exactly spelled as the configuration made in our system by the Account Managers or the Technical Support Team*),
- b. unique and valid Tracking Number (eg: 250045313674762772)
- c. and unique and valid Tracking URL (eg: https://www.dpd.fr/traces_info_250045313674762772)

2. Validate shipment

For further information, please refer to the [FAQ](#).

CONTACT THE CUSTOMER & SEE THE CONVERSATION



If you have not yet interacted with the customer, you can contact them at any time by clicking on the **"Contact customer"** button.



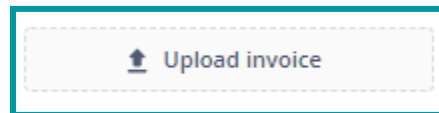
If there has already been an exchange with the customer, you can see the conversation by clicking on the **"see conversation"** button.

For further information, please refer to the [FAQ](#).

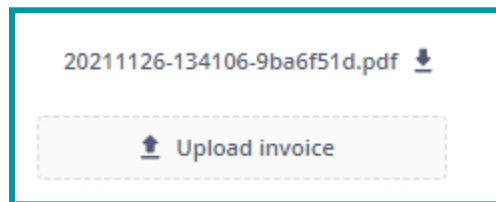
SEND THE INVOICE TO CUSTOMER

⚠ IMPORTANT: Once you upload an invoice/credit note in the Toolbox, it is sent to the customer so you can't delete it. Please check it is the correct invoice/credit note before uploading it.

You can upload the customer's invoice by clicking on the "**Upload invoice**" button (Max 1Mo per PDF). The customer will then be notified by email and the invoice will be available in the customer account.



Once uploaded, the invoice is available on the Order Details Page, so you can download it at any time.



You can upload several documents (an invoice and a credit note for a refund for example). This generates a zip file for the customer with PDF documents inside.

For further information, please refer to the [FAQ](#).

💡 NOTE: If you subscribe to the "Invoicing Mandate" option, ManoMano is issuing the invoice to customers on your behalf.

Order | XX | Status Shipped

Order Date: 12/13/21, 8:37 AM | Shipping time: 7 Days | Total Price: 34.14 €

Client Details

Name / Company: XX | Phone: +33631918017

Fiscal number: -

Delivery Address: XX | Billing Address: -

[Contact customer](#)

Validate shipment

Carrier: DPD

Tracking URL: XX

Tracking Number: XX

[Validate shipment](#)

ManoMano
The VAT compliant invoice for this order is being handled by us
29544.pdf [Download](#)

[Upload invoice](#)

Products

Roue increvable diable 260 x 85 (3.00-4) alésage 20 mm roulement à rouleaux

SKU	XX	Concrete Guarantee	-
Unit price VAT excl.	16.22 €	Pending refunds	0.00 €
Unit price VAT incl.	12.26 €	Successful refunds	0.00 €
Quantity	2		

REFUND A PRODUCT

In order to refund a product to the customer:

1. Click on the "refund product" button

NOTE: You cannot refund an entire order in one click; you must refund the items of the order one by one.

2. Choose either:
 - a. Refund by units: When several units of the same product have been ordered: it is possible to refund 1 or more units of this product

NOTE: The "Reason for refund" select is NOT used to categorize refunds and calculate the refund penalty.

- b. Refund by amount: When you want to refund a specific amount or make a commercial gesture (if the order arrived late or the product is slightly damaged for example)



Hydrofuge DALEP D21 Pr

SKU

Unit price VAT excl.

Unit price VAT incl.

Quantity

Total Price VAT excl.

Total Price VAT incl.

[Refund product](#)

In both cases, you can choose whether or not to refund the shipping fees.

Refund by units **by amount (Commercial Gesture)** ✕

Order reference

Product

Quantity

Total Price VAT incl.

Available for refund

Delivery Fee

Available for refund

Reason for refund

The customer will be notified via email of the reason for refund

Quantity to refund

Refund Shipping Fees **Total refund shipping fees**

No Yes

Your notes

Visible only to the seller

Message for the customer

The information is sent to the customer

Total amount to refund: 336.00 €

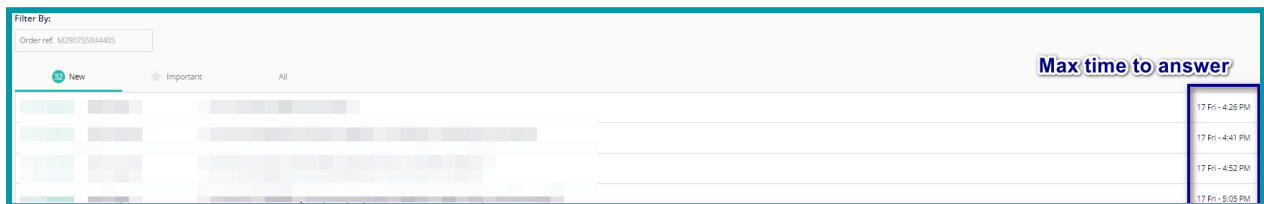
For further information, please refer to the [FAQ](#).

You can see a demo of the Order Details Page [here](#)

→ Order API management

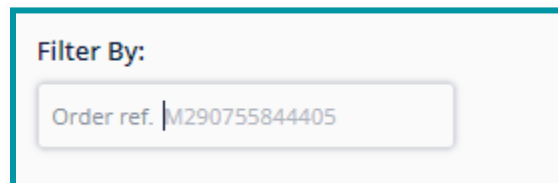
You can also manage your orders via **API calls**. Based on the order status, you can use the different methods of API calls. We strongly recommend that you contact Technical Support for more information. You can contact them via the **"Seller assistance" button** of your Toolbox.

→ Messaging



In the **"Messaging"** section, you can see all the customer messages you have received.

In this section it is possible to search for conversations regarding an order by entering the order reference.



→ Message statuses

- **Orange dot** : message is to be answered within the next 6 working hours to avoid being answered late (i.e. in more than 24 working hours)
- **Red dot** : message to answer urgently because it is already late (received more than 24 working hours ago and is still not answered)
- **Red warning sign** : message that has been answered late (i.e. in more than 24 working hours)

Pending messages

All new messages, which are not yet answered, appear in this tab and are organized from the oldest to the newest.

10 Answer before 23 Thu - 5:03 PM

Message 1	12/8/21
Message 2	12/8/21
Message 3	12/9/21

Answer before 23 Thu - 5:03 PM | 22 Wed - 5:03 PM

[Click on reply to answer the customer or click on treated](#) Mark as treated Reply

JULIEN Answer before 23 Thu - 6:49 PM | 22 Wed - 6:49 PM

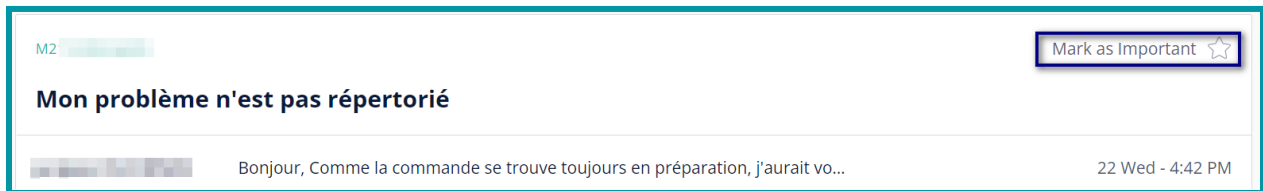
Message content with three attachments: @Image.jpeg, @Image.jpeg, @Image.jpeg

[Attach a file](#) Send >

All

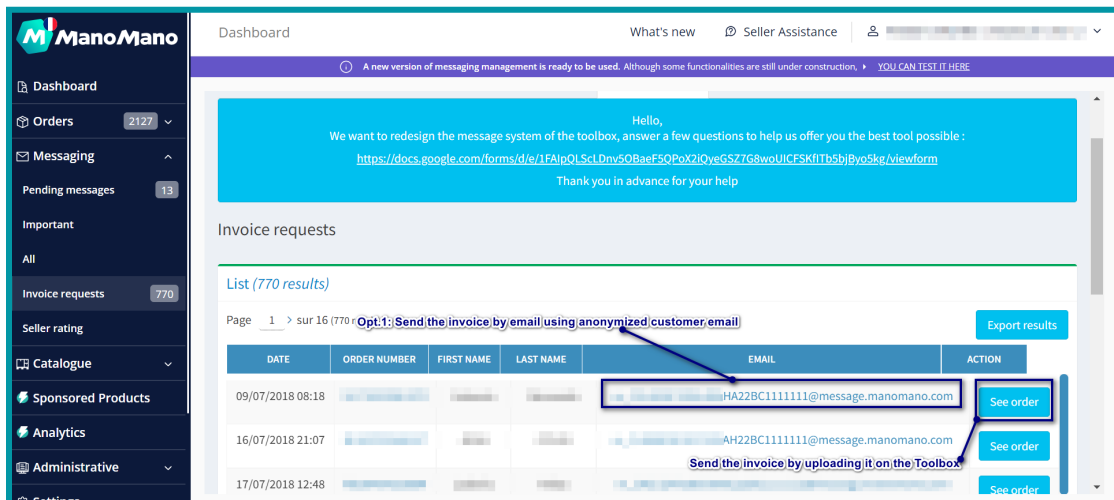
All messages that have been answered, regardless of their status, can be found here.

⚠ IMPORTANT: You can flag a conversation as important with the star icon in the top right corner. It acts as a filter. This is useful when you want to come back to a message later as it will be in the "important" tab and therefore easier to find.



For further information, please refer to the [FAQ](#).

Invoice requests



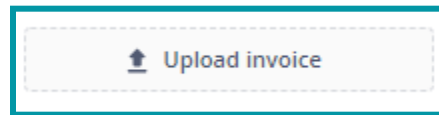
DATE	ORDER NUMBER	FIRST NAME	LAST NAME	EMAIL	ACTION
09/07/2018 08:18				HA22BC111111@message.manomano.com	See order
16/07/2018 21:07				AH22BC111111@message.manomano.com	See order
17/07/2018 12:48					See order

All invoice requests appear in this tab and disappear when invoices are sent to customers, either by uploading the invoice from the Toolbox or via the customer's anonymized email address.

⚠ IMPORTANT: To send the requested invoices to customers:

Option 1: upload the invoice from the Toolbox

- i. Click on the order reference or on the "see order" button on the invoice requests tab to open the Order Details Page.
- ii. Upload the customer's invoice (1 Mo max per PDF) by clicking on the "upload invoice" button.



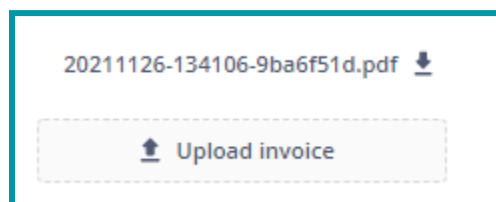
The customer will then be notified by email and the invoice will be available in the customer account.

Option 2: send the invoice by email

- i. Click on the customer's anonymized email address (with the format m_XXXX@message.manomano.com) on the invoice requests tab to open your mailbox
- ii. Send the email from your after-sales email address
- iii. Indicate the word "Invoice" (or facture or factura or fattura or rechnung or rechnungsanfrage depending on the language) in the subject of the email (For example: "The invoice for your order MXXX", "Your order has been shipped - Your invoice", etc.)
- iv. Attach the invoice in PDF format (2 Mo max per PDF)

By correctly following these steps, **the invoice will be automatically captured and uploaded to the customer's account.**

As soon as the invoice is made available to the customer (uploaded from the Toolbox OR sent by email), the invoice is also available in the Order Details Page, so you can download it at any time.



NOTE: If you have made several documents available to the customer (an invoice and a credit note for a refund for example). This generates a zip file for the customer with PDF documents inside.

For further information, please refer to the [FAQ](#).

→ Cataloguesuspeactivate

→ Product list

This section allows sellers to manage their product, update their offers and monitor active and inactive listings.

On the Product List page, **you have a general overview about your catalogue**. You can find the following product information: Image, IDME, Product name, EAN, SKU, Manufacturer SKU, Stock, Price. You can also filter your offers by status: Manually edited, Online, Suspended. In addition you can take quick Actions on your listings

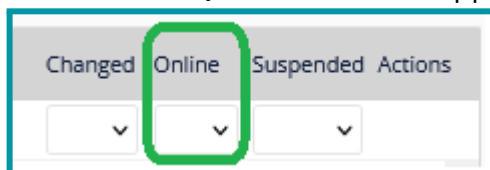
If the product is online and you click on the IDME (eg: IDME 30xx below), you will be redirected to the product page on the ManoMano website (otherwise the IDME is written in black and you can't click on it (eg: IDME 30xx below)).



Image	IDME	Product name
	30	[blurred]

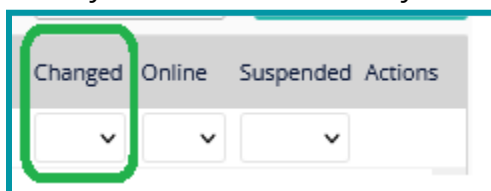
Filters based on Offer status:

- Online: You can filter your offers by choosing Yes or No. Offers might be offline for different reasons: no available stock, product import errors. Don't hesitate to consult our FAQ or contact the Support



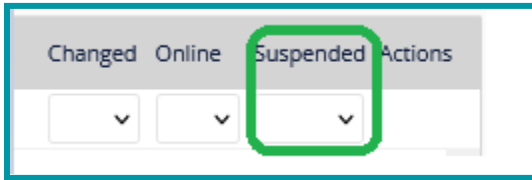
Changed	Online	Suspended	Actions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Manual Edited: You can filter your offers by choosing Yes or No. You can quickly identify all the offers manually modified by selecting Yes.



Manual Edited	Online	Suspended	Actions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Suspended: You can filter your offers by choosing Yes or No. You can quickly identify all the offers you deactivated from sale by selecting Yes.



Manual Editing

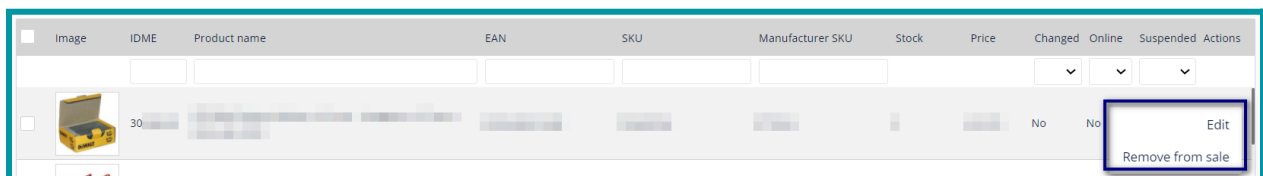
While the catalogue management is based on the information gathered via the product feed, we understand that sometimes you need to take quick action on some offers. For this reason, You also have the option to make manual edits to products (price incl. VAT, Retail price, quantity available, promotion, incremental shipping fee for each additional product, carrier, shipping times).

⚠ IMPORTANT: Any manual change is considered the primary change. The information in the feed does not replace the manual change. Even if you change only one field manually, all fields will be frozen.

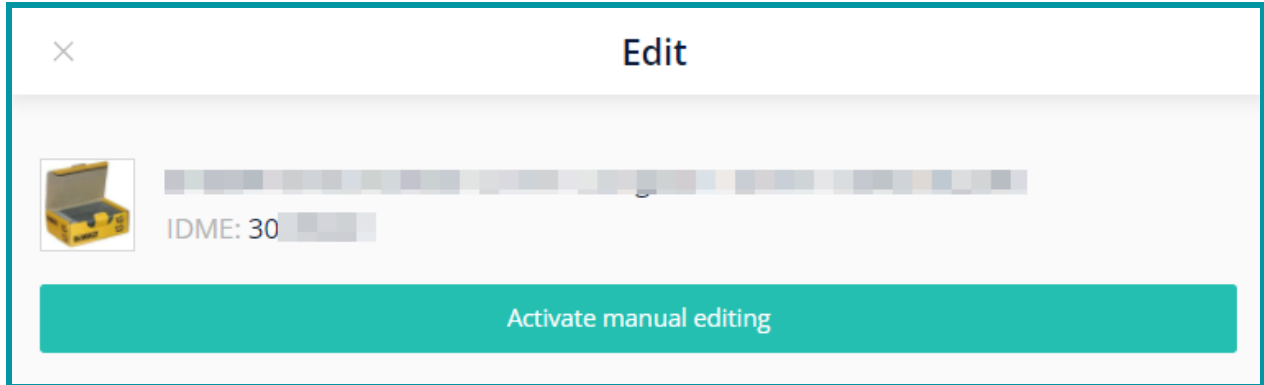
If you generate your feed via a third party software (Shopping Flux, Iziflux, Lengow...), a module or a specific development, all modifications on the product page (title, description, images...) must be done from the interface. Our technical support will not be able to modify this information.

How to update products with Manual Edit feature

1. Click on "Edit" (on the 3 dots on the right)



2. Click on "Activate Manual Editing"



3. Make manual changes

Once you click on "**Active manual editing**", you can access the "**Edit product**" window to do the modification and validate.

■ Edit product : [redacted]
[redacted]

SKU : [redacted]

ID MM : 30 [redacted]

* Price incl. VAT
20.05

* Retail price
0.00

* Quantity available
0

Promotion
No ▾

* Incremental shipping fee for each additional product
0.00

* Carrier
[redacted]

* Shipping times
[redacted]

Confirm

"Action" button

If you click on the "Actions" button (at the top right), you will see the following options:

- **Export** : to export the catalog (light version of a feed, it is not a ready to upload feed)
- **Deactivate all** : to put all offers offline
- **Activate all** : to put all offers online
- **Deactivate all manual editing** : to delete all manual modifications made

Image	IDME	Product name	EAN	SKU	Manufacturer SKU	Stock	Price	Changed	Online	Suspended	Actions
	3	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	No	No	<input type="checkbox"/>	⋮

- Export
- Deactivate all
- Activate all
- Deactivate all manual editing

→ **Import report**

Import report

Import Report

The import report is a file listing all products of your feed that failed to import on ManoMano.

For each product in the report, the reason for failure will be assigned to the relevant SKU.

You can resolve these issues by updating your data feed accordingly.

[Download your import report](#)

Every time you **upload your data feed**, there are specific validations that ManoMano performs to make sure that the update will easily go through. However, it may happen that some products don't go through the import due to errors.

You can easily investigate by downloading the **feed error report**. It is a report that allows you to understand why some products in the feed have not been imported to the ManoMano website. It is divided into two columns:



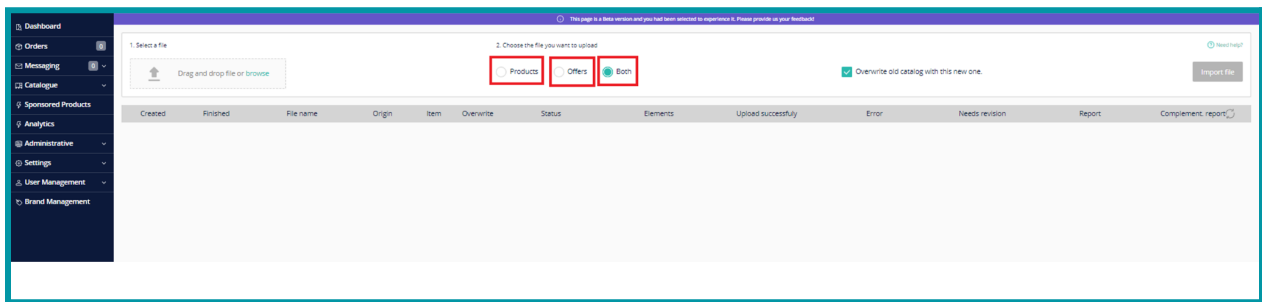
- one with the SKU
- one with the **error that prevents the product from being imported**

If you want to know more about Feed errors and their meaning don't hesitate to visit our FAQ.

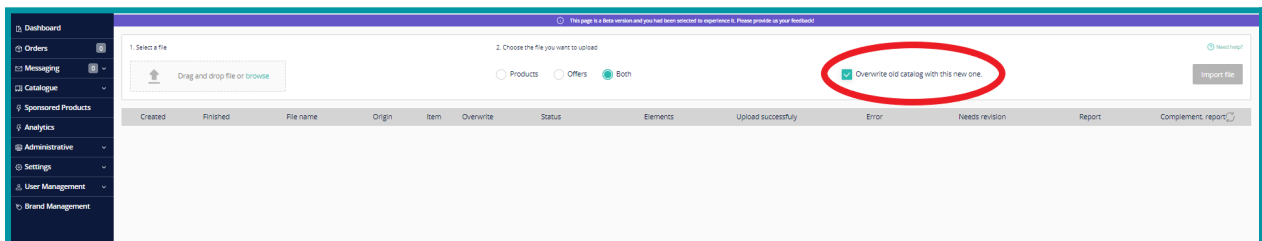
→ Import catalog

How do I import my feed?

The new catalogue management system makes you autonomous to manage **full and partial updates** of the catalog. Moreover, the import page offers you the option to choose if you want to update **only product information, only offers or both in the same file**.

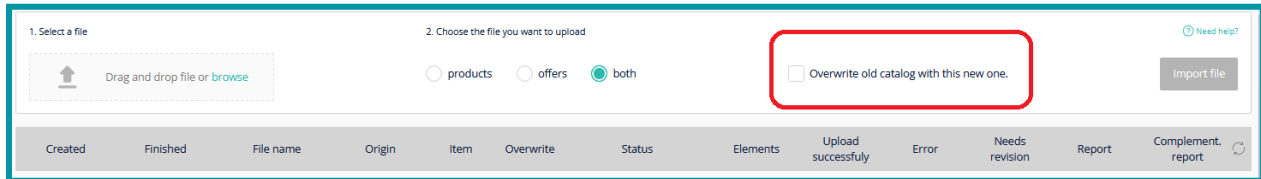


- **Replace mode** (tick the option "overwrite") > it will deactivate all products that are not included in the feed of the "replace" import: your catalog will be replaced with the information included in the last feed imported into the system. The "replace" mode only affects products if they have been approved before. A product will remain approved even if this product is no longer in the feed. If you're selling with MF, we strongly recommend to NOT use this option



- **Normal mode** (untick the option "overwrite") > only the products coming in the new import feed are processed. The existing products in the catalog but not included in

the feed are not modified; they keep their status and characteristics. **This option is highly recommended (especially for MF accounts) to:** (i) improve the processing time of your catalog and (ii) avoid unexpected errors that could result in products going offline.

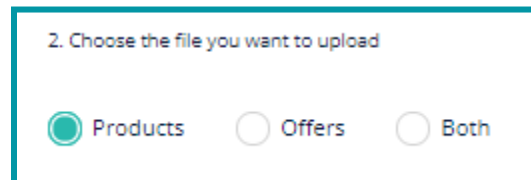


The screenshot shows a two-step upload process. Step 1 is 'Select a file' with a 'Drag and drop file or browse' button. Step 2 is 'Choose the file you want to upload' with radio buttons for 'products', 'offers', and 'both' (selected). A checkbox labeled 'Overwrite old catalog with this new one.' is highlighted with a red box. An 'Import file' button is on the right. Below the form is a table with columns: Created, Finished, File name, Origin, Item, Overwrite, Status, Elements, Upload successfully, Error, Needs revision, Report, Complement. report, and a refresh icon.

2. You can choose the best suitable item to upload:

- **Products:** in case you want to make a partial import concerning catalogue information (item name, images, description, ect..) strongly recommended if you use 2 different data feeds for products and offers and you only want to upload products.
- **Offers:** in case you want to make a partial import concerning offer information (quantity, shipping costs, price, etc) if you use 2 different data feeds for products and offers and you only want to upload offers.
- **Both:** in case you want to update catalogue and offer information if you use only 1 data feed for both products and offers.

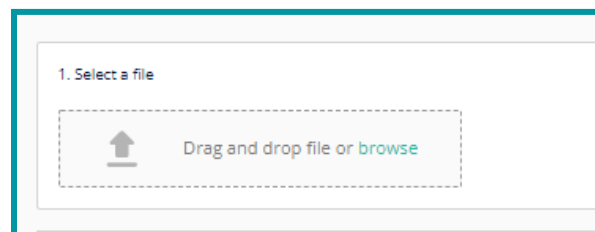
! IMPORTANT: If you are using 1 data source, we recommend importing the feed for the product first, and once it is complete, importing the same feed again but for the offers. The system is faster and more reliable when the feeds are downloaded separately.



This close-up shows the 'Choose the file you want to upload' section with three radio buttons: 'Products' (selected), 'Offers', and 'Both'.

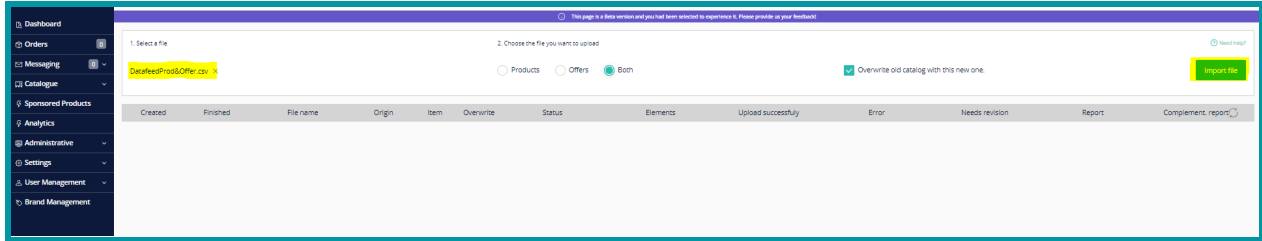
3. Drag and drop the feed into the import section or click on “browse”

Make sure that the data feed you upload corresponds to the right sales platform.



This close-up shows the '1. Select a file' section with a dashed box around the 'Drag and drop file or browse' button.

4. Click on the “Import file” button

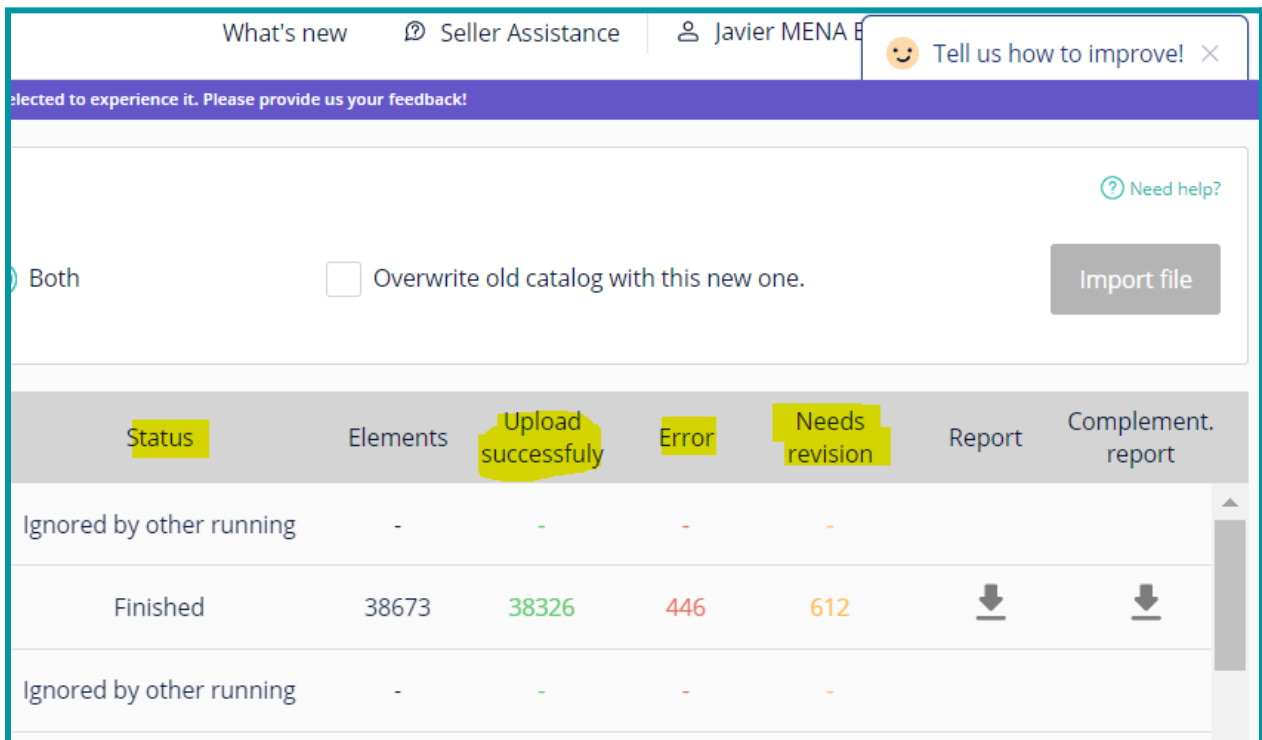


How do I check the results of my feed import?

The feed import result can be reviewed in the following 4 columns:

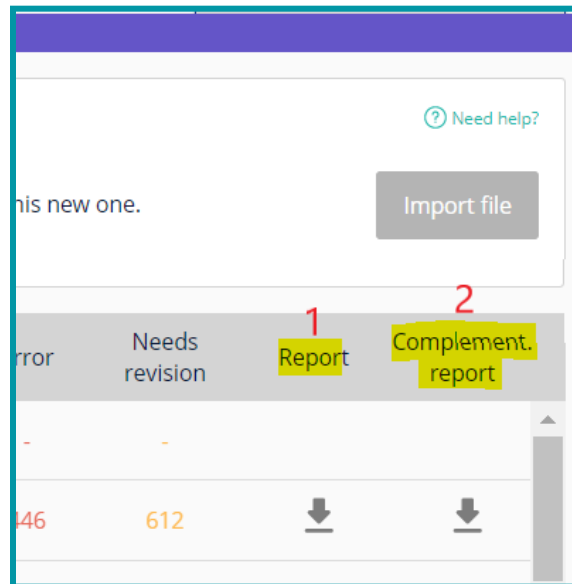
Status: “Finished” for completed upload. **Take into consideration that for updates to be visible on the platform, you must wait 3-4 hours due to processing time.**

- **Upload successfully:** Number of products correctly uploaded.
- **Error:** Number of products not online or updated. For this product to be online, changes need to be made to the feed to correct the errors.
- **Needs revision:** Number of Products that are online and updated by the system, but need to be reviewed to ensure that all information is correctly displayed to the customer.



What should I do if I have products in my “error” or “need revision” column?

If you have errors in the "Error" and "Need revision" (warnings) columns, download the error report in the Report (1) and Complement Report (2) sections. You can get more information about feed errors in our FAQ. Don't hesitate to contact Support.



1. **Report:** This report validates and checks the structure of the feed (missing information, duplicate products, missing headers, etc.)
2. **Complement Report:** This report validates and checks the information contained in the feed (for example, it validates the URLs of the images, the creation of variations, etc.)

NOTE: To get a big picture about the import results, you need to download both reports.


How do I configure my feed?

Find below the explanation of the different field to configure your feed

1. **Feed data source:**
 1. Catalog and Offer in the same data source
 2. Catalog and Offer in two different data sources
2. **File Encoding and Format:**

1. **Encoding:** Files must be encoded in UTF-8 or ANSI but you need to keep consistency between files if you provide the product and offer feeds in different data sources.
2. **Format:** Files could have CSV, XML, or TXT extension, but you need to keep consistency between files if you provide the product and offer feeds in different data sources. Files in XLSX format are not accepted by the system.
3. **Feed Fields:** The feed has fields for catalog (product information) and fields for the offer (stock, price, delivery, etc.). Below you have the exhaustive list of catalog and offer fields and if they're mandatory, recommended, or optional. Please, be aware that a file won't be imported without the mandatory fields.

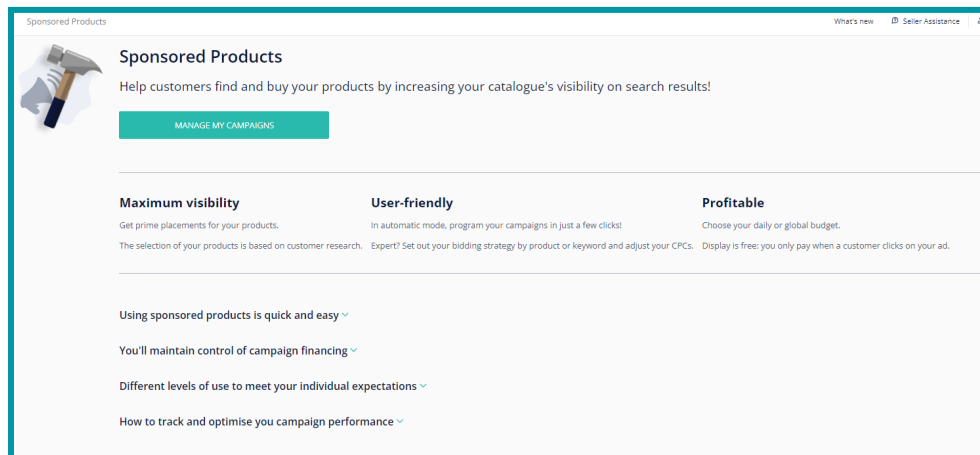
→ Sponsored Products

 **NOTE:** This section allows you to promote your products to customers by creating a marketing campaign. This campaign is designed to increase your visibility, and will therefore have a direct impact on your monetary profits.

Sponsored Products are ads placed at the top of listing pages, which allows you to **promote your products** and make them **visible to relevant and targeted shoppers**. It helps you stand out from competition and display your best products at the right time in the consumer's journey.

Shoppers can find your ads based on **the keyword or the category** they are searching for: we match keywords automatically to the search terms typed by the shopper. Your ads can appear along with the other products in the search results, the category page or the product detail page, on desktop and tablets.

Sponsored Products are **Cost-Per-Click Ads**, which means you only pay when a potential customer clicks on your product, and lands on your product detail page. You have control on the cost as you choose your bidding strategy and your daily budget.



From the Sponsored Products tab, click on **“Manage My Campaigns”** to access our **intuitive and simple back office** that will enable you to run and manage your campaigns.

Steps to get started:

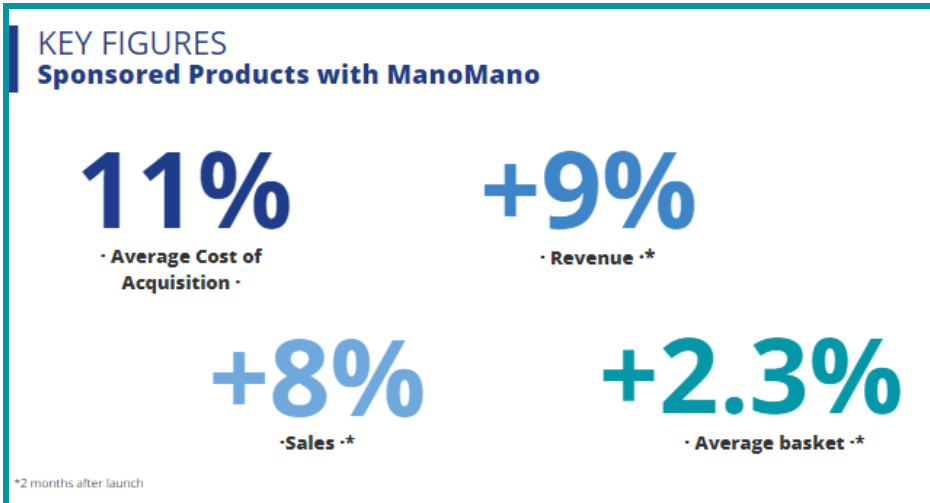
1. Define the budget and duration of your campaign (it can be an ongoing campaign).
2. Select the bidding strategy (manual or automatic).
3. You can either manually target keywords and negative keywords to target, or select automatic targeting (ManoMano will match your ads to relevant search terms and products).
4. Choose the products you want to promote.

! Our ManoMano Sponsored Products guidelines is available upon request, make sure to read them in order to adopt best practices and maximize your performance. We also have dedicated experts in Advertising to help you make the best out of the tool, please reach out to the right support.

Thanks to the Dashboard, you can follow **the KPIs of your campaigns, their evolution over time and utilize them to optimize your campaigns.**

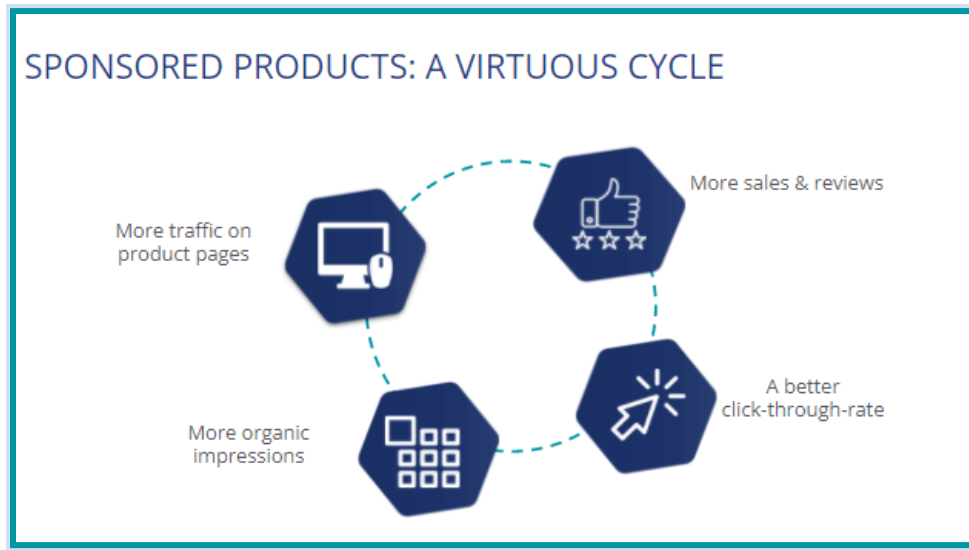


! **IMPORTANT:** You have not subscribed to the Sponsored Products so far ? Take a look at the figures just after 2 months of subscription.



Why should you invest in **Sponsored Products** ?

- ★ **To increase sales**
- ★ **To launch a new product**
- ★ **To increase visibility and brand awareness**
- ★ **To boost organic traffic**



For more information on how this service works, please click [here](#).

→ Analytics

In the "Analytics" section you can find:

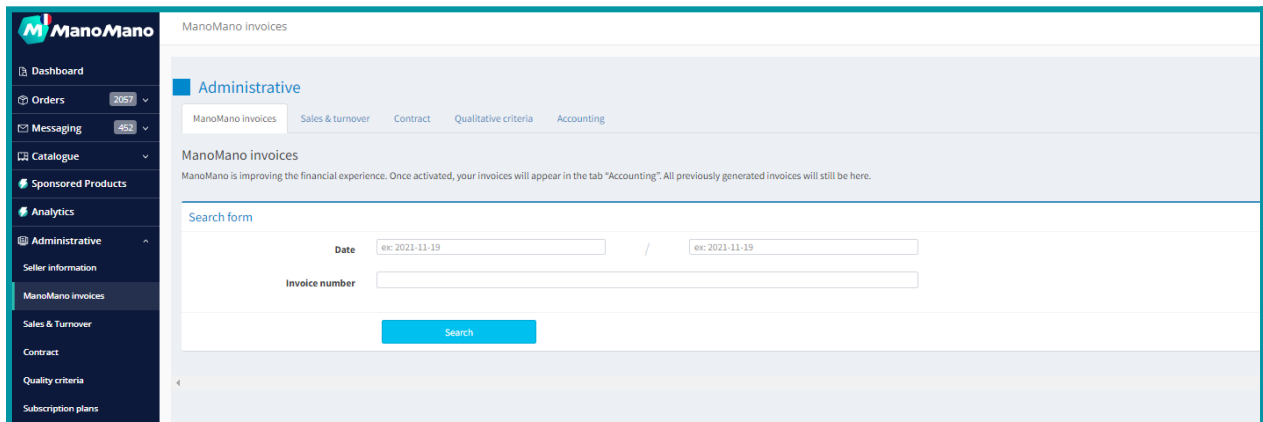
→ Top Opportunity

In this tab, you will see 6 very valuable queries of the last 7 days such as "Products which are slowing down", "Products with the best conversion" or "Best Sellers" so that you can act on them by optimizing any field of your catalog, using them on Sponsored Products Campaigns or getting inspired by the products that convert well by your competitors for example. The results of these queries are limited by the 10 top results that fit within the results.

→ Advanced Analytics

In this tab you can study the performance of one product, several products or the whole catalog over a given period.

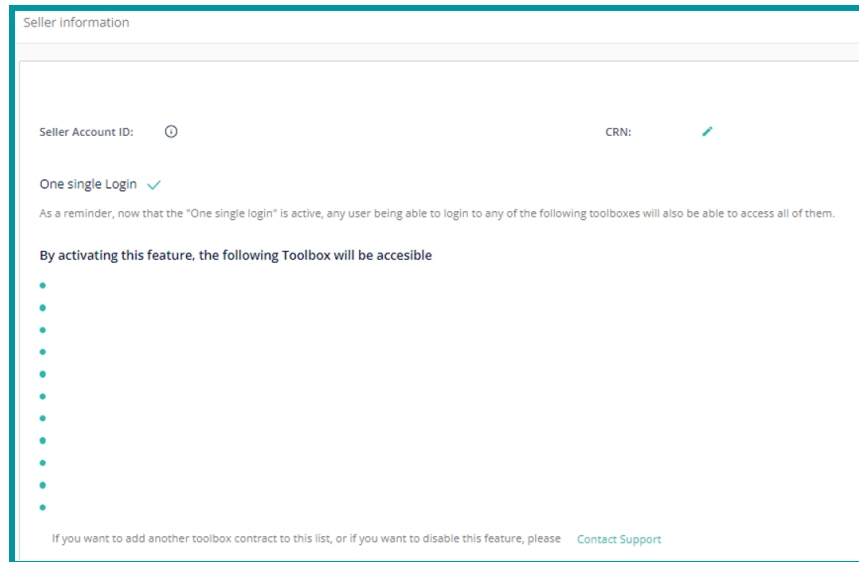
→ Administrative



→ Seller Information

On this page you can access the status of the permission system.

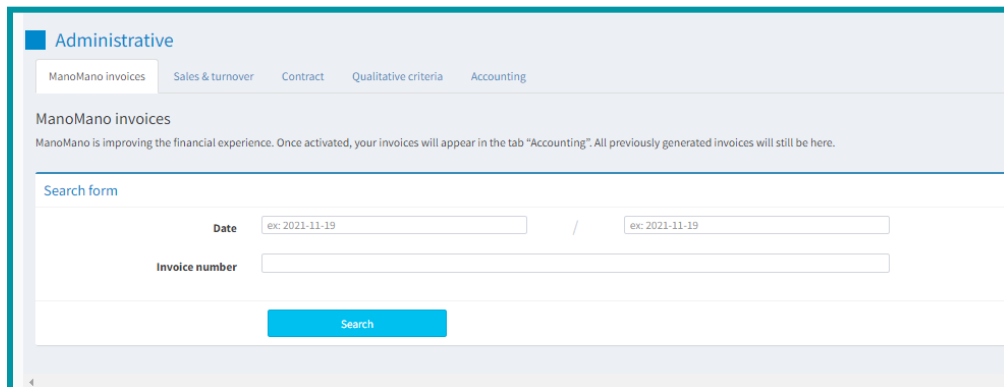
The permission system allows you to change platforms with a single login. Please find more information about the specific permission system in the dedicated section below.



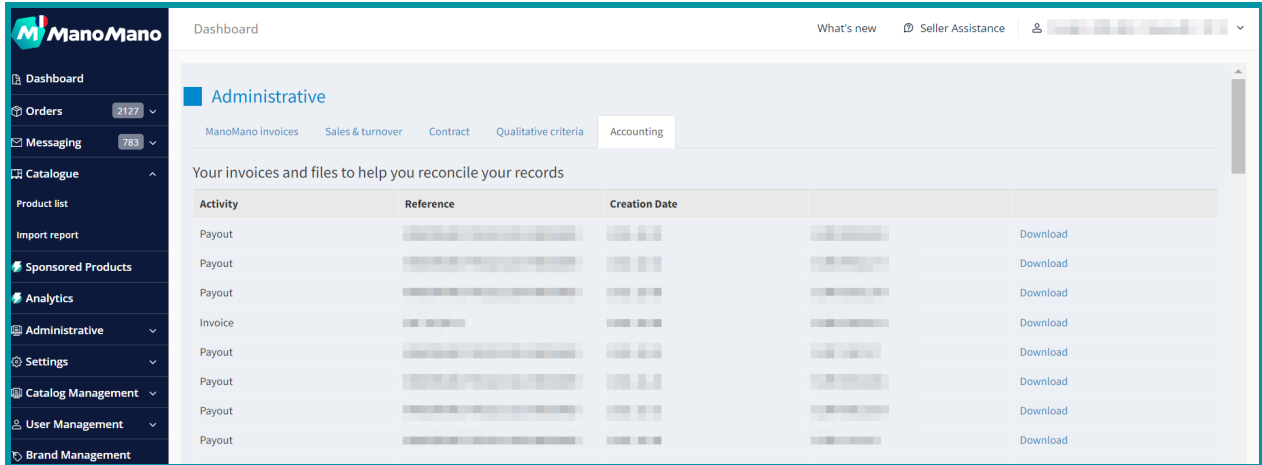
→ ManoMano Invoices

All invoices and payment reports are displayed in this section, for you to **see what ManoMano charges and transfers to you.**

- In the **"ManoMano Invoices" tab**, you will find the invoices and activity reports prior to the new invoicing and payment system launched at the end of 2020.



- In the **"Accounting" tab**, you will find the invoices (PDF) and activity reports (CSV) of the new invoicing and payment system launched at the end of 2020.

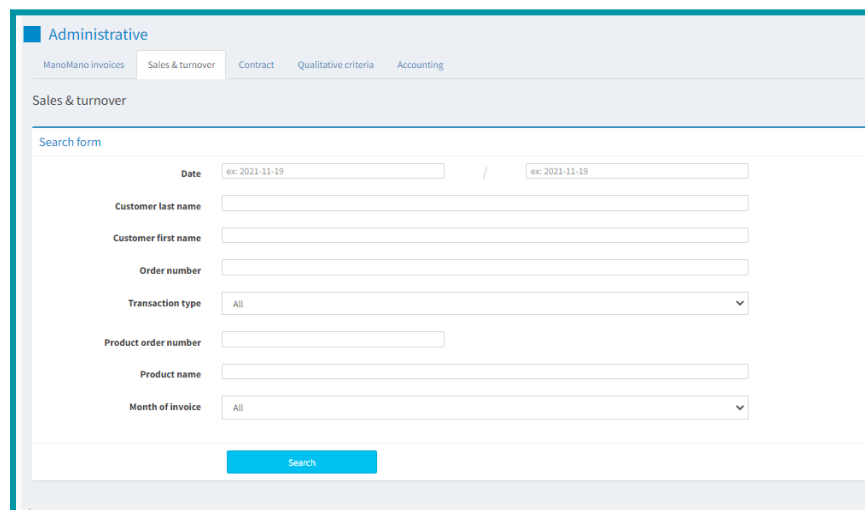


In the new system, the payment report and the invoice have been split:

- The documentation called **"Invoice"** corresponds to the commission, subscription fee, booster service fee and Sponsored Products Service that are invoiced monthly by ManoMano. This document is in PDF format.
- The documentation called **"Payout"** is the activity report with details of orders, refunds and invoice items included in your payment. This report is in CSV format.

→ Sales & Turnover

In this section you can see the **details of all your orders and refunds made on ManoMano**. You can get a detailed breakdown of the price, commission, amount transferred and VAT liability.



→ Contract

In this section you will find your **contract with ManoMano**, which you can download in PDF at any time by clicking on “export the contract in PDF format”.



→ Quality criteria

Here are the **management fees** that ManoMano will withhold from you. They are calculated based on the commission, and according to the qualitative criteria below.

The refund rate is between 5 and 10%: 20% of the commission that should have applied on the refunded orders will be charged.

The refund rate is higher than 10%: the full commission that should have applied to the refunded orders will be charged.

Monthly refund rate	Management fees (based on commission)
Less than 5%	0%
From 5% to 10%	20%
Above 10%	100%

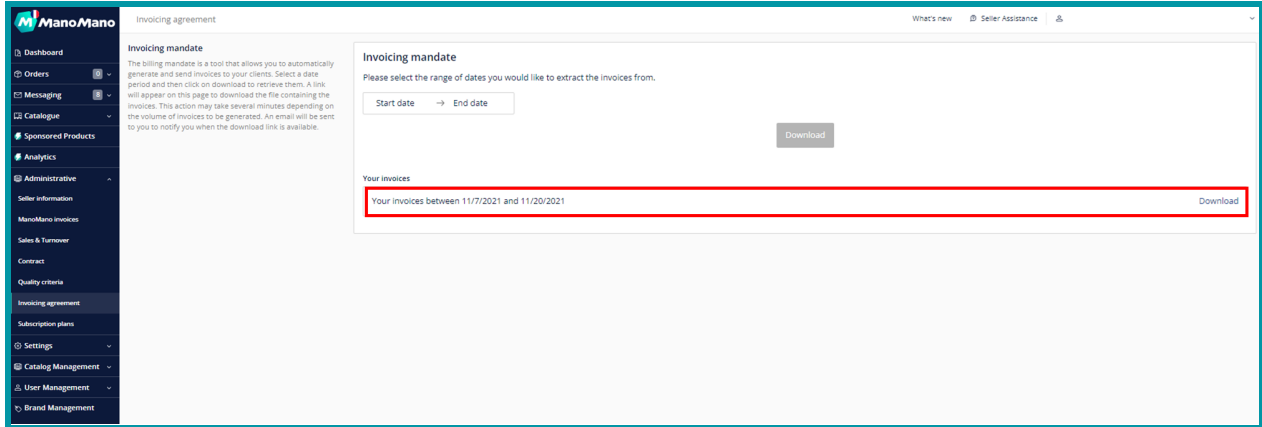
→ Invoice mandate agreement

NOTE: If you have subscribed to the invoicing mandate, you can download all invoices issued by ManoMano up to the previous day at any time from the Toolbox through: Administrative > Invoicing agreement > select a date range > click on “download”.

As the generation takes time, an **email will be sent to your after-sales e-mail address when the download link is available in the Toolbox** (so you don't have to wait in the Toolbox). The link is available 24h but it is possible to generate as many links as we wish.

Once you have received the alert by email, you can go back to the Toolbox in the dedicated section and click on the download link to retrieve a zip file containing:

- all the PDF invoices for the selected period;
- a CSV file with all the invoice details for your accounting team.



NOTE: In the 2 CSV files, in the “invoice number” column, the last 5-digit number after the 2nd dash is the invoice number (which you can find in the name of the PDF and on the top right of the invoice).

→ Subscription plan

This tab allows you to update your subscription plan to a Booster plan. The Booster is a premium service that enables you to **get insightful data to help you improve your sales. By activating Booster, you'll get exclusive access to the Sponsored Products feature, the feature that will boost your visibility. You can check the details in the section 'Sponsored Products'.**

Take your business to the next level
Upgrade to **Booster plan** to get more insight about your business on ManoMano and increase your catalog visibility on the website

Basic	Basic + Booster
100€ / month	200€ / month
<ul style="list-style-type: none"> ✓ Toolbox access ✓ Basic reporting ✗ Sponsored products ✗ Top opportunity ✗ Advanced analytics 	<ul style="list-style-type: none"> ✓ Toolbox access ✓ Basic reporting ✓ Sponsored products ✓ Top opportunity ✓ Advanced analytics

Grow your business with Advertising
Help customers find your products at the right time with **Sponsored Products**. With cost-per-click ads you only pay when a potential customer clicks on your product.

Real time opportunities
See critical Insights, fast! With **Top Opportunity** discover your products with the highest potential or highest conversion rates.

Analytics to know your business better
Visits, conversion rate, average basket... With **Advanced Analytics** all these indicators speak to you and will make you grow at ManoMano.

By subscribing to the optional Booster service, you agree to the Sponsored products service membership conditions. These conditions cancel and replace the provisions initially provided for in Annex 3 of the General Subscription Terms and Conditions.

→ Settings

→ Delivery settings

Content of this tab depends on your configuration to manage your delivery settings:

- If you use the **feed system** to manage your delivery settings, this tab will provide you with information on how to configure your settings in your feed.

Your current shipping settings match the configuration you set up in your catalog feed.

For each reference, you must indicate :

- A delivery fee (field : "shipping_price_vat_inc")
- One delivery fee for each supplement item (field : "shipping_price_supplement")
- The transport VAT rate (field : "shipping_vat_rate")
- Delivery time (field : "shipping_time")
- The carrier used (field : "carrier")

If you wish to modify this information, the modifications must be made in your data feed.

Once the modification is present in the feed, it will appear on ManoMano within 3 hours.

- If you use the **carrier grid system**, you will have access to your grid configuration and you will be able to update your delivery prices and the ranges (of weight, quantity or prices) associated. You will find more information on the FAQ article [How to configure your carrier grids in your Toolbox?](#). By the end of 2022, you will also be able to configure your zones in this tab.

Colissimo		
Shipping rates <small>Minimum included / maximum excluded</small>	Zone 1 <small>More info</small>	test <small>More info</small>
From 0kg to 0.5kg	€6.90	€1
From 0.5kg to 1kg	€7.90	€1.90
Starting from 1kg	€8.90	€2.90
Add a line		
Free shipping for orders over	Zone 1 <small>More info</small>	test <small>More info</small>
	-	-

→ Delivery configuration outside of France

⚠ IMPORTANT: This tab is only available for the French platform and allows to configure delivery outside of France (Belgium for example).

Delivery to foreign countries

🇫🇷 Delivery to France Delivery to foreign countries VAT configuration

🇧🇪 Belgium

1 Choose your model → 2 Configure conditions

Grille simple
D'une façon très simple, ce modèle vous permet de calculer vos frais de livraison en configurant :
- Un frais par commande + un frais par kilo supplémentaire,
ou
- Un frais par commande + un frais par article supplémentaire.

Grille avancée
Ce modèle permet de définir plusieurs grilles tarifaires : une grille par transporteur.
Vous avez la possibilité de définir vos tranches de poids ou vos tranches de prix, et de configurer un frais de port par tranche.

Configuration par produit
Ce modèle vous permet de configurer un frais de port par référence, grâce à un fichier de shipping que vous chargez sur votre interface marchand ou grâce à une url de flux (csv ou xml).

→ VAT Settings

In this page, you can consult and provide all VAT-related information associated with your business and your sales.

The first section includes the country of your primary place of business and the related VAT registration number as established in your contract. This information is used for billing purposes. In case of a change or incorrect information, please contact your Account Manager.

In the second section, you can provide your One-Stop Shop (OSS) and/or Import-One-Stop Shop (IOSS) registration number(s), if applicable.

In the third section, you can provide all countries you are shipping from and the related VAT number(s). You can also select the main country you are shipping from as “default shipping location”. **This information will be used to assess VAT liability on your orders**, according to the VAT rules for online marketplaces, applicable respectively since January 1. 2021 in the UK and July 1. 2021 in the European Union.

In the fourth section, you can choose to apply either the VAT rate of your country of domicile, or the VAT rate of the country of destination of the goods. As a reminder, from July 1. 2021 in the European Union, the “distance sales thresholds” for B2C intra-community transactions were abolished and a unique and common threshold of 10,000€ has been created, above which the VAT must be paid in the Member State where the goods are delivered. For further information, please refer to your tax advisor.

ManoMano VAT settings

Primary place of business
This is the primary place of business and the associated VAT registration number as established in your contract. This number will be used on your commission invoice.

Country: France
VAT registration number: [input field]

Declarative systems
If you opt for OSS and/or IOSS registration, please provide your registration number(s) here.

OSS registration number: [input field]
IOSS registration number: [input field]

Ship-from countries
Please provide all the countries from where you ship and associated VAT registration numbers.

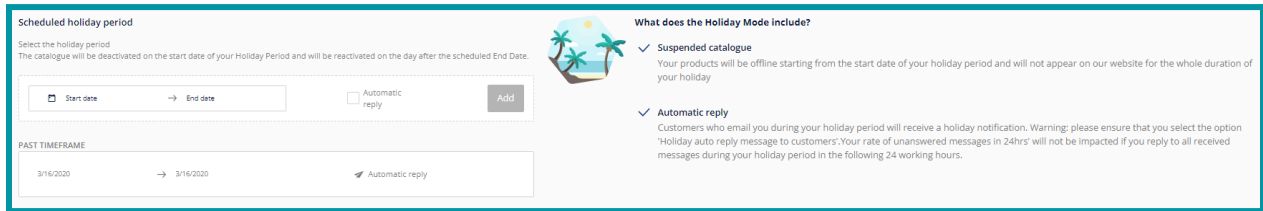
Ship-from country: France
VAT Registration number: [input field]
Default shipping location: [dropdown menu]

[Add another country]

VAT applied to your sales
Please choose the VAT rate to be applied on your sales abroad.

Apply the VAT rate of my country of domicile
 Apply the VAT rate of the country of destination of the goods

→ Holiday Mode



Scheduled holiday period

Select the holiday period
The catalogue will be deactivated on the start date of your Holiday Period and will be reactivated on the day after the scheduled End Date.

Start date → End date Automatic reply

PAST TIMEFRAME

3/16/2020 → 3/16/2020 Automatic reply

What does the Holiday Mode include?

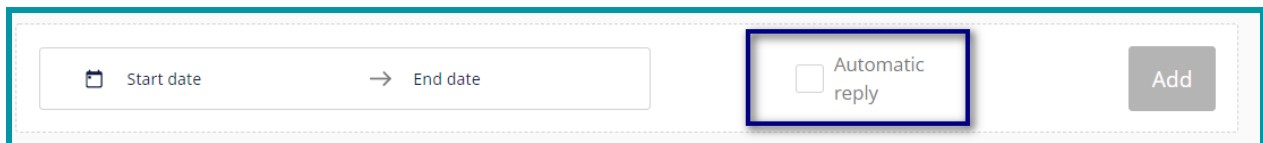
- ✓ **Suspended catalogue**
Your products will be offline starting from the start date of your holiday period and will not appear on our website for the whole duration of your holiday
- ✓ **Automatic reply**
Customers who email you during your holiday period will receive a holiday notification. Warning: please ensure that you select the option "Holiday auto reply message to customers". Your rate of unanswered messages in 24hrs' will not be impacted if you reply to all received messages during your holiday period in the following 24 working hours.

If you are going on holiday, you should set up your Holiday Mode to avoid a negative impact on refunds, unanswered messages, etc.

The Holiday Mode can be activated for a **minimum of 4 days** with a maximum period recommended of 15 calendar days

- Your **catalog** is **deactivated** on the **start date** of your Holiday period and is **reactivated the day after the scheduled end date**.
- Customers who email you during your Holiday period automatically receive a **Holiday notification**.

To do this, be sure to check the "Automatic reply" option.



Start date → End date Automatic reply

→ Returns & refunds

Return & Refund What's new 🔗 Seller Assistance

Return & Refund conditions

These information will appear on product's page to inform customers about return conditions
[Return & Refund conditions](#)

Withdrawal

Withdrawal's times
 Days
(at least 14 days)

Refund

I will be in charge of return costs for withdrawal Yes No


Time to validate the refund
 Days
After parcel return (14 days max)

Return locations

I have several return addresses Yes No

Returns gestion

Gather the necessary information to facilitate returns and save your time.

 **NEW** **Self service withdrawal**

- ✓ Until 10% after-sales contacts less
- ✓ Returns easier to identify when they arrive at your warehouse
- ✓ Better reviews thanks to easier parcel returns

Returns address

Company Name / Service in charge of returns

Address

Second address

City Post code

In this section, you can configure and modify your refund and return conditions, as well as your withdrawal options:

- **Withdrawal:** corresponds to the return period you allow customers to return an item.
- **Refund:** you can choose if the refund is done manually or automatically. But also the number of days to validate the refund and the return address.

This information will appear on the product page to inform customers of the return conditions.

→ General Terms of Sale

You are responsible for the information provided to Buyers regarding the framework of terms and conditions for placing Orders.

You may choose to upload your own General Terms of Sale or the Standard Terms of Sale to place Orders through the Platform, which are available here.

Manage my General Terms of Sale

You are responsible for the information provided to Buyers regarding the framework of terms and conditions for placing Orders.

You may choose to apply:

your own General Terms of Sale; or the Standard Terms of Sale to place Orders through the Platform, which are available [here](#).

General Terms of Sale

- File format: pdf
- Maximum size of file: 3 MB

↓ Place your file or [search in your files](#)

Submit

ATTENTION:
if you frame the Orders with the Standard Terms of Sale at your disposal, you must first:

- ensure that these Standard Terms of Sale are in accordance with your sales practices;
- where applicable, modify these Standard Terms of Sale so that they correspond with your sales practices (specific delivery times and / or delivery terms, etc.) and complete them with any information that you deem useful to provide to Buyers, in particular in order to respect pre-contractual obligations regarding information to be provided to consumers.

ManoMano declines any responsibility in the event that the Standard Terms of Sale are not in accordance with your sales practices.

In order to post your General Terms of Sale (GTS) on the Platform, you should upload them in the attached box.

You are also responsible for updating your General Terms of Sale (especially in the event of any change in your sales or marketing practices, the regulations applicable to distance selling or your activity).

CURRENT

7/5/2021	terms_&_conditions_2021-07-05.pdf	PDF	Download
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PREVIOUS VERSIONS

7/5/2021	terms_&_conditions_2021-07-05.pdf	PDF	Download
2/28/2020	terms_&_conditions_2020-02-28.pdf	PDF	Download

→ User Management & Permission System

→ Users roles

The new Permission System introduces the concept of roles which allow you to limit access to some features in the Toolbox. We currently have three different roles

- **Admin**
- **Operator**
- **Partner**

By default, all roles have the same access, described as follows:

	ADMIN	OPERATOR	PARTNER
Access to the users Management menu	✓		
Send users email invitations	✓		
Access <i>My Profile Page</i>	✓	✓	
Access Catalog, Orders, Messages modules	✓	✓	
Access ALL sellers account contracts	✓		
Access SOME of the seller account contracts		✓	

Roles

Operator Partner

Orders

Messages


Catalog

Analytics

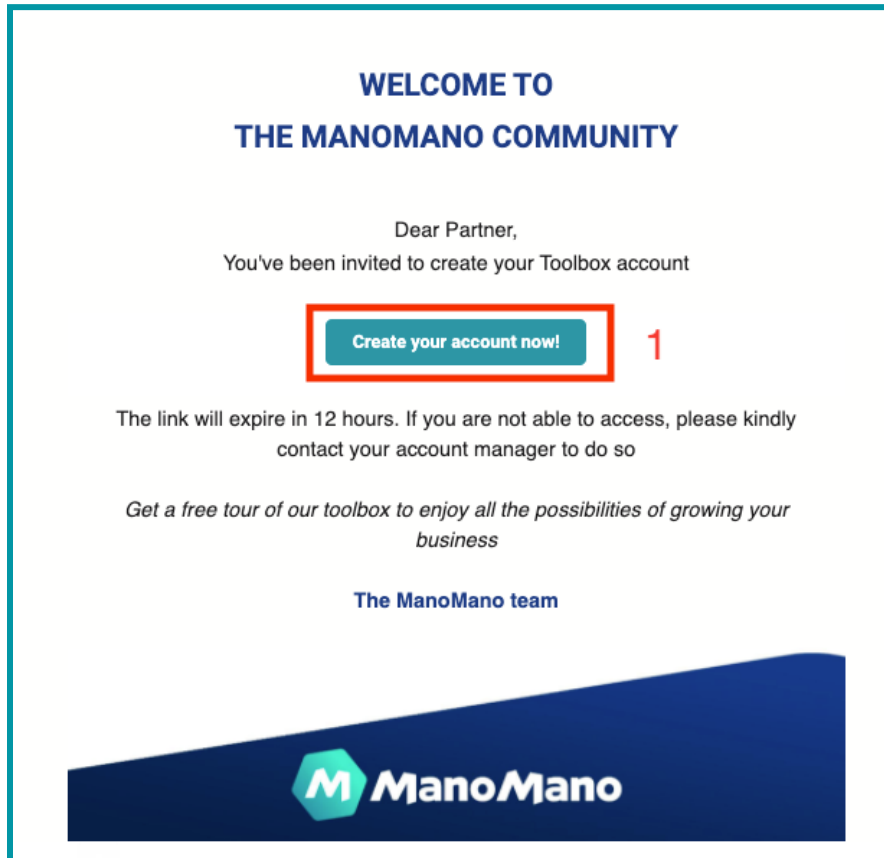
Administrative

Settings

Save changes

 **NOTE:** As an ADMIN, if you wish to change access for Operator or partner, note that this will impact retroactively ALL users qualified as Operator or partner.

→ Create users



The first Admin user is always being invited by someone from our ManoMano team.

In order to create your first Admin account you should follow these steps:

1. Receive an invitation email from us with a link to create your user account. The first user is always an Admin user, which means that this user has the rights to access the Users Management menu.
Important note: for security reasons the link expires within 12 hours! Remember to create your account before the link expires :)
2. Insert your data in the users data page
3. Create your account by clicking the "Submit" button.
4. Login into the Toolbox with your new credentials (username and password).

Create User account

Name 2

Last Name

E-mail
John.Doe@sellercompany.com ①

Phone Number

Password

Confirm Password

Company role

Language ①

3 **Submit**

→ **Send user invitation email**

Once you have created your first Admin user, you could add more users to your Toolbox.

Users list

Name	Email	Role	Phone Number	Language	Company role	Status	Created by	Creation date	Last login	
[blurred]	[blurred]	[blurred]	[blurred]	FR	—	⌚	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	Attaché de direction commerciale	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	Développeur	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	—	⌚	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	service client	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	Webmaster	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	Salarie	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	e-commercial	✓	[blurred]	[blurred]	[blurred]	⋮
[blurred]	[blurred]	[blurred]	[blurred]	FR	Service client	✓	[blurred]	[blurred]	[blurred]	⋮

Add a User

Invite a member into your toolbox

 | v

As an Administrator, the member will have access to all the Seller contracts linked to this Seller account.

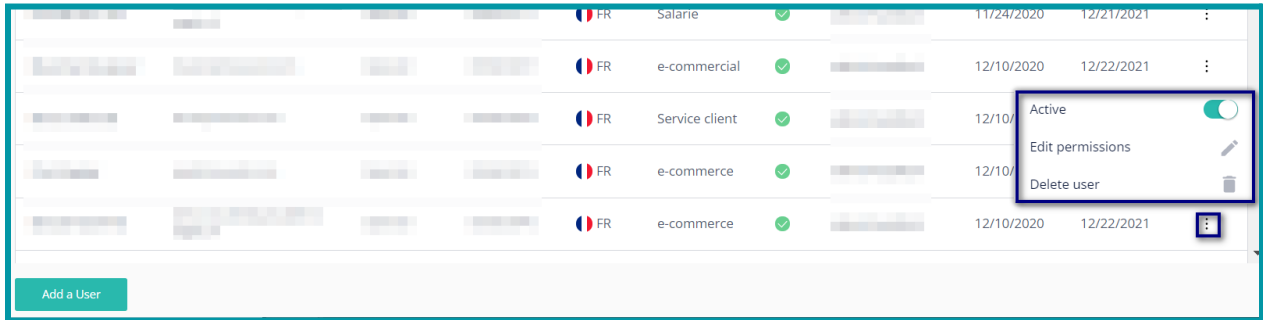
 v

To create new users, should follow these steps:

1. Go to the Users Management menu in the left side bar of the Toolbox.
2. Click on 'Add a User' at the bottom of the Users list table.
3. Insert the new user email address
4. Select if the user is an Administrator or an Operator. Seller Accounts can have as many Administrators and Operators as they want.
5. If the user is an Operator, choose the contracts to which the user should have access
6. Select the user language
7. Click on "Send invitation" button

The user will receive the invitation email with the link to create his account.

→ Resend invitation



	FR	Salarie	✓		11/24/2020	12/21/2021	:	
	FR	e-commercial	✓		12/10/2020	12/22/2021	:	
	FR	Service client	✓		12/10/		:	
	FR	e-commerce	✓		12/10/		:	
	FR	e-commerce	✓		12/10/2020	12/22/2021	:	

Active

Edit permissions

Delete user

Add a User

In case some users have not been able to create their account before the link expires, you can resend the invitation to the user. Find below the steps to resend the invitation email to a Pending user.

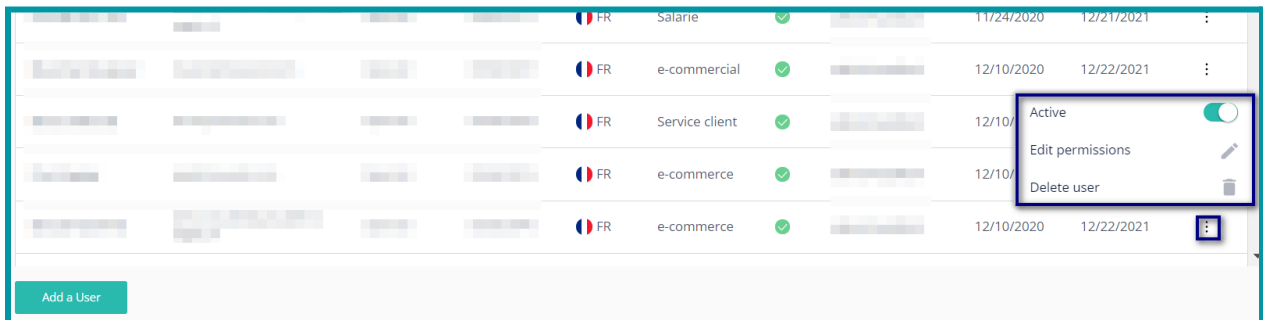
1. Click on the three dots in the last right column of the user listing page
2. Click on “Resend invitation” action

⚠ IMPORTANT: Be aware that you won't be able to resend invitations on users that are not in pending status:

→ Edit user permissions

To **edit the role of an user or the contracts to which an operator user** has access to should follow these steps:

1. Click on the three dots in the last right column of the user listing page
2. Click on “Edit permissions” action
3. Assign the right role and contracts to the user
4. Click on “Save changes”



	FR	Salarie	✓		11/24/2020	12/21/2021	:
	FR	e-commercial	✓		12/10/2020	12/22/2021	:
	FR	Service client	✓		12/10/		:
	FR	e-commerce	✓		12/10/		:
	FR	e-commerce	✓		12/10/2020	12/22/2021	:

Active

Edit permissions

Delete user

Add a User

→ **Activate / deactivate users**

To activate or deactivate users, please follow these steps:

1. Click on the three dots in the last right column of the user listing page
2. Click on the Active / Inactive switch depending on the action you want to do

ID	First Name	Last Name	Country	Role	Status	Start Date	End Date	Actions
			FR	Salarie	✓	11/24/2020	12/21/2021	⋮
			FR	e-commercial	✓	12/10/2020	12/22/2021	⋮
			FR	Service client	✓	12/10/2020	12/22/2021	⋮
			FR	e-commerce	✓	12/10/2020	12/22/2021	⋮
			FR	e-commerce	✓	12/10/2020	12/22/2021	⋮

→ **Delete user**

To delete users, please follow these steps:

1. Click on the three dots in the last right column of the user listing page
2. Click "Delete user"
3. Confirm the action

	FR	Salarie	✓		11/24/2020	12/21/2021	:
	FR	e-commercial	✓		12/10/2020	12/22/2021	:
	FR	Service client	✓		12/10/		:
	FR	e-commerce	✓		12/10/		:
	FR	e-commerce	✓		12/10/2020	12/22/2021	:

Active

Edit permissions

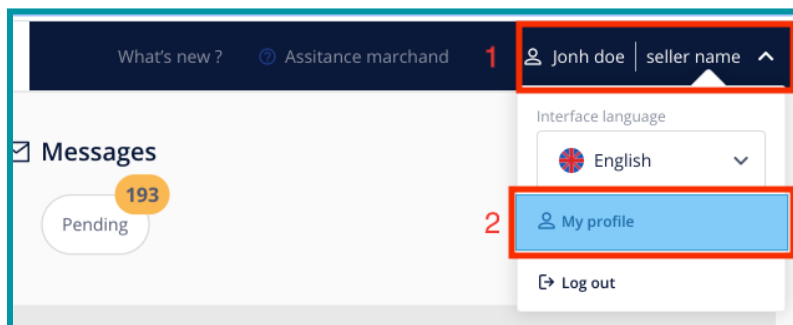
Delete user

Add a User

→ My profile

You could edit your own personal information by accessing the My Profile page. In order to do so, please follow these steps:

1. Go to the Toolbox header and click under your Name
2. Click on My Profile
3. Change your personal data
4. Click on "Save changes"
- 5.



Edit profile

Name
John 3

Last Name
Doe

E-mail
John.Doe@Sellername.com ⓘ
Your email is as your username

Phone Number
+33 655 67 58 88

Company role
Chief marketing manager

Language
French ▼ ⓘ

Saves changes 4

→ Interface language

On the top right corner of the page, by clicking on your seller name, you will see the option to change the interface language of your Toolbox.

⚠ IMPORTANT: If you modify the language of the tool, you will also modify the language in which you receive all communications of your news feed behind the “What’s New” button.

Interface language

English >

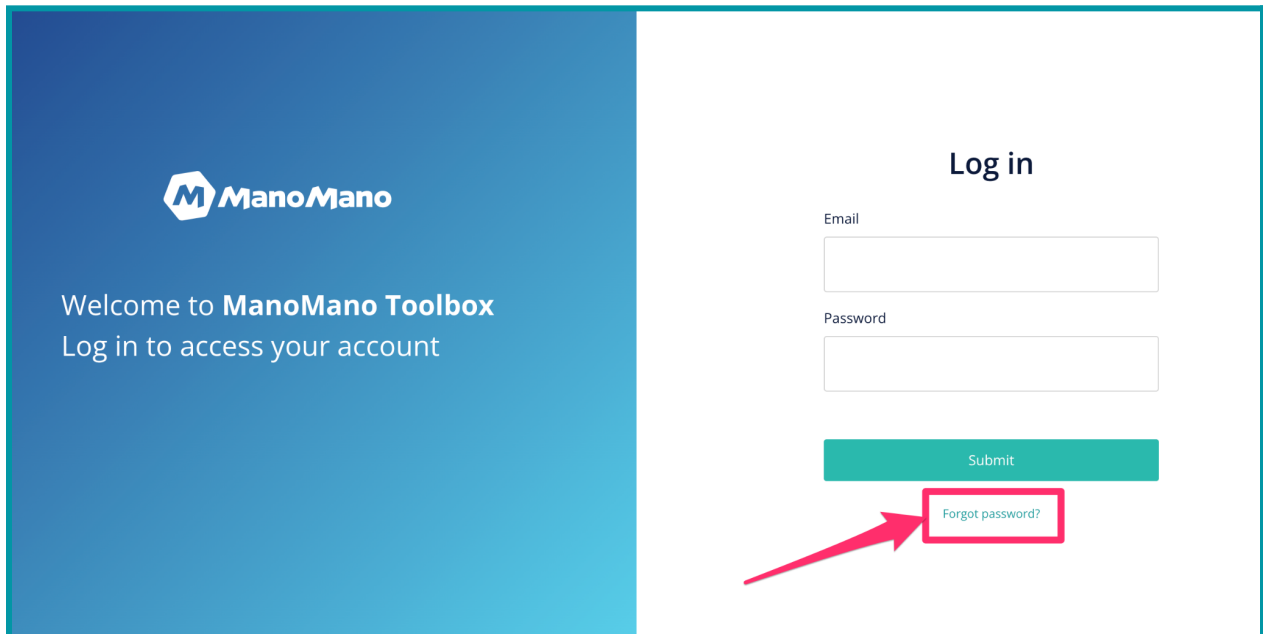
[+ Logout

Interface language

- English
- French
- German
- Spanish
- Italian
- Chinese

→ Forgot Password

You forgot a password? It won't be an issue!
You'll be completely autonomous to reset your password.



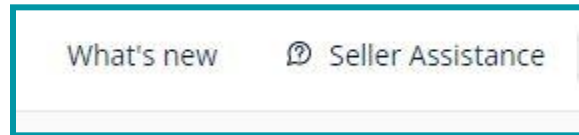
The image shows a screenshot of the ManoMano Toolbox login interface. On the left, a blue sidebar features the ManoMano logo and the text: "Welcome to **ManoMano Toolbox**
Log in to access your account". The main white area is titled "Log in" and contains the following elements: an "Email" input field, a "Password" input field, a green "Submit" button, and a red-bordered "Forgot password?" link. A red arrow points to the "Forgot password?" link.

Steps to reset your password:

1. Go to the login screen → <https://toolbox.manomano.com>
2. Click on "Forgot password" link
3. Insert your email address
4. Click on "Send instructions" button
5. You'll receive an email with a link to reset your password
6. Click on the email link
7. Insert a new password
8. Click on save password
9. Go to login page and login with your new password

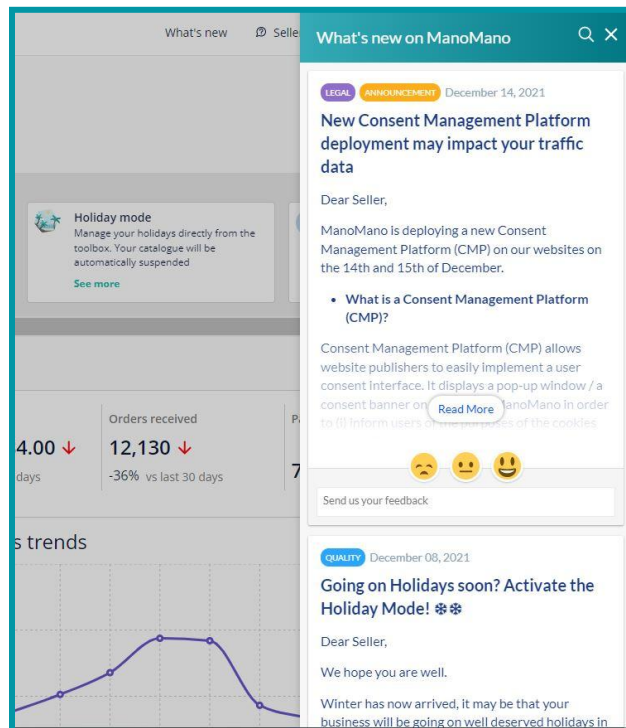
→ Seller Communication & Assistance

On the top right part of your Toolbox, you can see 2 buttons “What’s New” & “Seller Assistance”.



→ What’s new: get all the latest information

Via the **What’s new** button, we can easily share with you all the information you need to run your business with ManoMano. We regularly keep you updated on the latest features, on quality & sales performance. Keep posted!



→ Seller assistance

The seller assistance button redirects you to a page where you will be able to find all key articles of our FAQ and a link to the whole FAQ tool. You would also have the possibility to contact our seller support team if you have not been able to get your answer in the FAQ.

Dashboard

Orders

- ManoMano guarantee pending: 13
- Late shipping: 474
- To ship soon: 67
- Pending: 24

Grow your business

- Create a campaign: With Sponsored Products you can give more visibility to your catalogue and increase sales. [See more](#)
- ManoFulfillment: Offer free delivery in 48h to your customers thanks to ManoFulfillment. [Discover the offer](#)
- Return & Refund conditions: Complete your return and refund policy to better inform your customers. [See more](#)
- Holiday tools: Manage your holiday periods. [See more](#)

Perfect order rate

91.52% ↓
-4 pts vs last 30 days

Late Delivery Rate

12.51% +6 pts
See quality Chart

Refund rate

5.15% +2.2 pts
2.93% after shipping
2.23% seller cancellation

Messages not responded to within 24h (workdays)

0% -0.8 pts

Escalation rate

0.42% -0.5 pts

Total Sales

€ -46% vs last 30 days

Your sales trends

€2.8M
€2.1M
€1.4M

Seller Assistance

How can we help you?
Look here if your problem can be solved with one of this articles.

- Uploading My catalog**
 - What is a static feed?
 - What is a dynamic feed?
 - How can I change my delivery options?
 - How I can change the delivery time?
 - How can I offer free delivery of free shipping?
- About the Quality Rules**
 - How to follow my quality through the Perfect Order Measure KPI?
 - What is a Concrete Warranty?
- Managing my business**
 - What are the 2021 VAT EU changes?
 - Where can I find the invoices?
 - What are the calculation and elements of the invoice?

[Check the full F.A.Q](#)

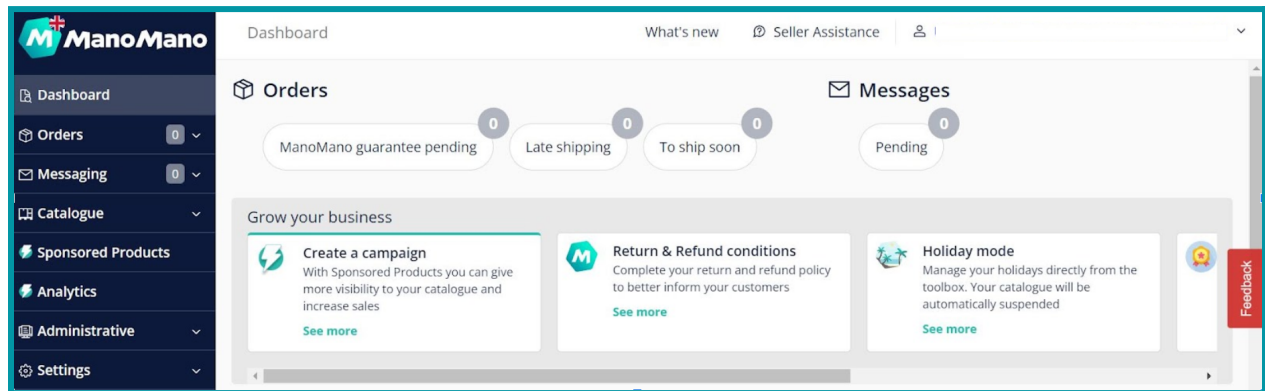
Do you still need help? [Contact our support team](#)

[Check highly important articles of our FAQ](#)

[Click here to contact our seller support team](#)

Conclusion

We hope this product documentation has helped to support your use of the Toolbox. This portal is constantly evolving, so will this manual. In the meantime, should you have any comments or feedback regarding it, please go to your Toolbox and comment on the red feedback button.



Wishing you good sales with ManoMano !