

Myer Marketplace Supplier Handbook

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1. Myer Marketplace – Selling Guidelines

These guidelines are required to ensure all Suppliers meet Myer Selling Guidelines when trading on Myer.com.au.

These guidelines cover key items such as:

- Online Photography & Copy Guidelines
- Shipping Compliance & Costs
- Returns & Refunds
- Customer Service & Privacy Standards

a. Online Photography & Copy Guidelines

The Online photography & copy guidelines set out all technical, image and cropping requirements for trading with Myer.

Click on the relevant category below to understand the requirements per category*:

- [Accessories](#)
- [Beauty and Fragrances](#)
- [Clothing](#)
- [Electrical](#)
- [Footwear](#)
- [General Merchandise](#)
- [Home](#)

**Please note if you cannot find your category it will be under General Merchandise*

b. Shipping Compliance & Costs

The shipping standards are nonnegotiable terms of being a Supplier on Myer.com.au. These guidelines must be maintained to ensure all deliveries are consistent for all products sold on Myer.com.au*

i. Shipping compliance:

- Ship all orders within 2 business days of receiving the order
- Maintain a 95% fulfilment rate
- Ship all orders in safe and secure packaging to prevent damage in transit*
- Send a shipping notification via the Marketplacer portal or your third party integration platform as soon as any order is dispatched
- MUST provide tracking details via the portal
- DO NOT include invoices or marketing material in packages
- Use a reliable transport provider to ensure they can deliver Australia wide in no more than 7 business days^

We understand that from time to time things can go wrong in the fulfilment process. Be proactive with your communication via your Myer Marketplace Contact if you cannot meet the above expectations – do not wait for customer complaints.

For orders that do not meet the 2-day dispatch requirement, you will be notified of the violation via email from the Myer Marketplace team.

**Myer does not provide packaging*

^7-10 business days for regional Western Australia, QLD and Nth Territory. Business days defined as Monday to Friday

ii. Shipping Costs

- Suppliers trading on Myer.com.au are unable to collect Supplier shipping fees
- Big & Bulky applies to all products that are >22kgs and >1.05m in any one dimension

iii. Supported Carriers;

- | | |
|--------------------------|-------------------|
| - ADSOne | - Hubbed |
| - Allied Express | - Hunter Express |
| - Aramex (Fastway) | - iCumulus |
| - Australia Post | - LyneConnect |
| - Border Express | - LynePlus |
| - Couriers Please | - Neway Transport |
| - DHL | - Northline |
| - Direct Freight Express | - Sendle |
| - DIRECT FRT | - Star Track |
| - E-go | - TNT |
| - FedEx | - Toll |
| - FourPXStandard | - UPS |
| - Fusion | |

*Myer reserves the right to change this policy at any time.

C. Returns & Refunds

To improve conversion and build trust with our customers all Suppliers are required to adhere to the Myer Returns Policy.

- All returns will be sent back to the Suppliers Fulfilment Centre. Excluding Big & Bulky these returns will need to be collected by the Supplier from the Myer DC
- Return address to be advised upon on-boarding with Myer
- Accept 'change of mind' returns, in condition fit for resale, within 30 days of purchase*
- There are exclusions in the 'change of mind' policy, please check
- Meet all Australian consumer law and associated regulations in respect to accepting return of faulty or inferior products or services
- Any incremental shipping cost incurred by a customer to return a product that is faulty or incorrect, should be funded by the Supplier
- Please familiarise yourself with the policy; <https://www.myer.com.au/content/returns-policy>

*30-day change of mind can vary depending on circumstances such as COVID

d. Customer Service & Privacy Standards

As a Supplier on Myer.com.au you must adhere to Myers agreed levels of Customer Service. You must also adhere to Myers customer facing privacy policy.

i. Customer service

- Customers will contact the MXC (Myer Experience Centre) with any online purchase enquiries
- These queries will then be sent to the Marketplace Coordinators to be resolved with the Supplier where necessary:
- Repose time expectations:
 - Respond to any enquiry within 1 business day, wherever possible with an agreed customer outcome
 - Acknowledge and consider customer rights in compliance with the law
 - Adhere to privacy and consumer laws

- Always respond in line with the Supplier Guidelines and any applicable Myer policy
- Complaints:
 - Complaints are a poor reflection on product or service quality and has a significant cost to Myer
 - Myer reserves the right to suspend product listings if customers are continuously being unsatisfied with a Supplier's product or service
 - Should a customer contact you directly, please ensure you direct them to the Myer Marketplace; MyerMarketCS@myer.com.au

ii. Customer Privacy Data

- All specific customer data collected by Myer is retained confidentially and will not be shared with Suppliers apart from the data necessary to fulfil orders via the Marketplace Suppliers portal
- The data sent to you for fulfilling orders may not be stored and used for the purposes of sending marketing material to those customers
- Any data you do collect about a customer as part of your fulfilment duties must be stored in a secure way so as to protect the customers privacy in line with our privacy policy published online

If you have any doubts regarding the use of customer data in your role as a Supplier on the Myer Marketplace, please speak to your Marketplace Specialist.

2. New Products & Price Changes – Myer RETEK

The entire network of stores and Myer.com.au is supported by one pricing platform, RETEK. All products ranged in store and on Myer.com.au must be registered in RETEK with a 13-digit barcode. The RETEK system creates a unique product ID that allows all product SKUs to travel through the store and online network of stores, this unique product ID is known as the Myer level 1 or simply the level 1.

Below is a step-by-step process to set up all SKUs in RETEK. Any *new or permanent base price changes* need to be completed using the below steps;

*i. New Products**

- Download relevant IRIS template via Supplier Portal; [click here](#)
- Send completed template to Marketplace Coordinator; Online Product Registration onlineproduct@myer.com.au

**Please note; adverts will not appear on Myer.com.au until they are registered in RETEK*

*ii. Base Price Change**

- Download via Supplier Portal; Price Change – Template [click here](#)
- Send completed template to Marketplace Coordinator; Online Product Registration onlineproduct@myer.com.au

**Please note; base price changes will not appear on Myer.com.au until they are adjusted in RETEK*

3. Marketing - Tactical Promotions & Campaigns

The Myer Marketplace team will share a 6-month marketing calendar with Suppliers each season. The calendar will detail all major events for the season, including campaigns and tactical promotional events, where Myer will invite you to participate.

Suppliers can also run their own tactical promotions outside the Myer marketing calendar. These promotions can be discussed directly with your Marketplace Specialist.

i. Tactical Promotions

- To participate in promotions such as; Super Events, Mid-Season & Stocktake Sale, please follow the guide below:
 - A email will be sent from Marketplace.Promotions@myer.com.au notifying the Supplier of an upcoming Tactical Promotional event and any subsequent information required (i.e. SKU template)
 - Please complete supplied template and email back to Marketplace.Promotions@myer.com.au (this will include all SKUs relevant to the sale with correct pricing)
 - Include overarching offer in the body of your reply email (i.e. 10% off storewide)
 - 2 days before the commencement of the Tactical Promotion event, input sales pricing either directly into the Marketplacer Portal or via your 3rd party back end i.e. Shopify
 - Readjust back to base price 2 business days before the tactical promotion end date

*Please note Sale pricing takes 2 business days to go live.

Example:

Sale start date: Friday 6th August

Sales Priced loaded by: Wednesday 4th August, 5pm

Live Date: Friday 6th August

ii. Campaigns

- Myer Marketing campaigns are outlined in the marketing calendar provided when the Supplier is on-boarded & updated each season subsequently
- The Myer Marketplace team will reach out to Suppliers inviting them to participate in their relevant category specific campaigns
- Campaign channels may include; Digital catalogues, eDMs & social (paid & organic)

4. Myer Marketplace Integration

Myer Marketplace has partnered with Marketplacer to offer Suppliers a range of integration options as well as a manual upload option. There are 3 ways that products can be added. Once a Supplier has been on-boarded to the platform, they can then access the Supplier portal to create, edit, review and publish their adverts regardless of integration or manual load.

a. API Methods - Recommended

Myer Marketplace supports automated API solutions for Suppliers to sync product, inventory and order information between Marketplacer and third-party platforms:

i. M Connect (see below supported platforms);

- Software to easily connect Suppliers into Myer Marketplace via a supported ecommerce platform
- Recommended to create a second profile (channel) within your ecommerce platform as Myer exclusive



- Provides Suppliers with the option to develop a custom API solution from platforms not support via M Connect
- Marketplacer API V2 resource can be found here; <http://api.marketplacer.com/v2/>

b. Manual Methods – Not Recommended

Myer Marketplace supports manual solutions for Suppliers to import and export products, inventory and order information.

i. Supplier Portal

- The process involves adding, removing or editing adverts through the Supplier portal, on a one-by-one basis
- Only recommended for limited product ranges and lower volume transactions

ii. CSV (bulk upload)

- The process involves adding, removing or editing adverts within the Supplier portal via a csv import file.

5. Packaging Standards

Myer has created a guide to offer Suppliers assistance in preparing your packaging to ensure it is in line with Myer's standard of packaging required. We want to WOW the customer every time they receive an online delivery from Myer. The way you present your consignment represents your brand and Myer's commitment to service the customers to the highest standard.

Please [click here](#) for access to the Myer Supplier portal for - Myer Market Packaging Standards

**Please note; Myer does not provide Suppliers with packaging*

6. Myer Finance – Payments

Myer has provided a guide to help Suppliers understand Myer finance processes and payment structure.

Please [click here](#) for access to the Myer Supplier portal for access to the guides.

Please email MyerMarket.payments@myer.com.au for remittance/financial queries

7. FAQ's

Myer has compiled a list of Frequently Asked Questions to assist Suppliers in quickly resolving questions.

My new products are not showing up on Myer?

Due to the way the integration is set up, any new adverts loaded into the Marketplacer Portal will not automatically reflect online until they are also loaded into RETEK.

To trade on Myer, you must provide valid 13 digit GS1 barcodes for each advert. Once the listings are loaded into Marketplacer Portal (either through an API or manually) Suppliers must then send the list of barcodes and information through to the Myer Marketplace team so they can be registered in RETEK – this can take up to 10 days. Once registered, they flow through to Myer Enrichment (PEP) to be published – this can also take up to 10 days. Roughly, a 20-business day turn around.

Please refer to [section 4. New Products & Price Changes – Myer RETEK](#) in the Supplier Portal for more information.

For any new categories you want to list, you must send the details to your Marketplace Specialist for approval.

How can I update my RRP/base price on Myer?

Suppliers have the ability to update the RRP/base price of any item in the Marketplacer Portal however; this will not automatically flow over to Myer.com.au. If you need to do any RRP/base price changes, you need to send a list of barcodes and the new prices to the Myer Marketplace team as well as update them in the Marketplacer Portal.

Please refer to *section 4. New Products & Price Changes – Myer RETEK* in the Supplier Portal for more information.

How do I update my sale/promotional pricing on Myer?

Suppliers have full control of sale/promotional pricing. There is a 2-day lag between sale prices being live in Marketplacer Portal and them showing on Myer.com.au i.e. if a sale starts on Friday, the sale price needs to be loaded and ready on the Marketplacer Portal by COB Wednesday.

With an API, they will flow through from the Suppliers website, with a manual integration these will need to be loaded in Marketplacer Portal. If you are running the promotion only in Myer, you will need to load this manually regardless of API.

Please refer to *section 5. Marketing – Tactical Promotions & Campaigns* in the Supplier Portal for more information

How can I update existing products (i.e. Descriptions, Titles and Images)

Suppliers can make these changes in the Marketplacer Portal. If you are API, any advert updates you make will flow through to the portal during the daily imports. If you are a manual account, these changes will need to be manually adjusted. Like the RRP/base price, any changes made in the portal do not automatically change on Myer.com.au. Suppliers are required to provide Myer Marketplace team with a list of barcodes that have had changes, so a product reset can occur on Myer.com.au.

How often does stock on hand update?

API stock uploads happen every 15 minutes into the Marketplacer Portal. Inventory updates then flows through to Myer every 15 minutes. If you are a manual account, it is recommended managing stock updates based on volume of sales.

How do I know if I have a return from Myer?

The Myer store network allows the customer the opportunity to return any online purchases to any Myer store across Australia. Due to the nature of the Myer integration, we do not have the ability to note on the Marketplacer Supplier portal when a return has been processed in store. You may not be aware of a return occurring until you receive the item back from the Myer DC.

If returns are becoming an issue for you, please reach out to your Marketplace Specialist.

Please refer to *section 2. Myer Marketplace - Selling Guidelines* in the Supplier Portal for more information

Can I have a negative product review taken down?

Myer allows customers to leave a product review on all listings as part of the transactional process. We do not remove reviews unless they do not pertain to Myer. If you feel that a review is not accurate, please identify to Myer that the transaction was not made on Myer.com.au.

My images have been declined for my advert listings. What do I need to do?

Selling Standards to trade on Myer require primary images of advert listings to be a plain white background, product shot. Secondary images can include lifestyle shots however; no images can have watermarks, text or be of low quality.

Minimum image size requirements are as follows;

Ratio: 45:58 (0.78)

Do I need to supply a tracking number when I dispatch an order?

As part of the service level agreement to trade on Myer, every order **must** be dispatched with a valid tracking number and courier operator. If this information is not supplied, Myer cannot raise the ASN (advance ship notice) and the order will be marked as incomplete.

Not supplying a tracking number and courier operator will affect your remittance payment – if it is not marked as complete, *Myer cannot pay the Supplier*.

If this becomes an ongoing issue, Myer will derange the Supplier until the missing dispatch information is updated.

Please refer to [section 2. Myer Marketplace - Selling Guidelines](#) in the Supplier Portal for more information

Can I have pre-order items for sale on Myer.com?

Pre-order items can be sold on Myer.com.au but similar to postcode exclusions this must be listed at the top of the Item Long Description and will require the Suppliers to manually make the adjustment in the Marketplacer Portal. This must be clearly visible on the item page on Myer.com.au.

Please refer to [section 3. Online Photography & Copy Guidelines](#) in the Supplier Portal for more information

Can I exclude postcodes from delivery?

Suppliers can exclude postcodes from delivery – these postcodes must be listed at the top on the Item Long Descriptions and will require the Suppliers to manually adjustment in the Marketplacer Portal. This must be clearly visible on the item page on Myer.com.au.

When will I be paid my remittance?

Unless otherwise agreed upon, Suppliers are paid 30 days after the month end i.e. sales made within the Myer calendar month of March are paid out to the Supplier on the 1st May. As the Myer financial months are slightly different to the standard calendar month, refer to [section 8. Myer Finance – Payments](#) in the Supplier Portal

How can I reconcile my sales with provided remittance advice?

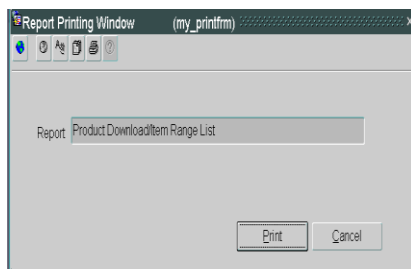
In the Marketplace Portal, you have the ability to download order history based on *completed* (dispatch date) which lines up with the Myer payments i.e. For sales paid for the month of March 2021, you would filter your order history for orders completed from February 28th to March 27th.

Please refer to [section 8. Myer Finance – Payments](#) in the Supplier Portal

I have a remote desktop – how do I pull a range list from RETEK?

A range list of registered items in RETEK can be pulled via 'Merchandise Management'

Go to; Reports – Buying Office and Merchandise Services – Miscellaneous – Product Download/Item Range List. You will then get window;



Click 'Print' and this window will appear;
Add in Supplier specific class group and Category, then 'Submit Query'

I have a remote desktop – how do I find Myer Level 1s?

Once you have pulled a range list, the Myer Level 1s are listed with the corresponding barcode or SKU/VPN