



## Quivers Fulfiller Best Practices

### Claiming orders

- You should only claim orders for items you currently have in stock. The fulfilling business needs to have stocked the product and ship it out for the best consumer experience.
- If you claim an order and realize that you do not have the item in stock, click “unclaim.” This action will automatically reroute the order.

### Inventory:

- The Quivers system can claim orders on your behalf based on your inventory. Import your inventory via a CSM file or use one of our Retailer Inventory apps in our App Marketplace. These apps will connect to your POS system. Adding inventory is highly recommended to ensure that you have a product in stock and to claim orders more efficiently.
- Enable Auto-claiming in the Inventory tab to ensure that your orders are automatically claimed for you.
- To import your inventory, prepare an excel sheet with the two mandatory columns, UPC and Stock. Convert this excel sheet into a .csv file and upload it to the panel.

### Shipping & Packaging

- Orders claimed should be shipped within one business day unless otherwise stated by the brand.
- Printed labels must be used for consumers and return addresses (no handwriting).
- Include Quivers-generated packing list in or on the carton with Authorized Retailer’s contact information. This is available in your admin panel for each order. The packing slip is generated custom with your logo and Company Information.
- Pack items in a way that is compliant with the brand’s expectations.
- Retailers can promote their own store/website provided that no competing Brands are featured in the marketing materials included with the shipment.
- Shipments must be trackable and have a valid tracking number.



## Returns

- Although Quivers has implemented a "standard" return policy, it is at the business's discretion. Our "standard" policy is that the consumer has 30 days to return their item(s) to the fulfilling business.
- Quivers does not supply return labels for returns. However, your business can provide the consumer with a return label if you like.
- The fulfilling business should pay for the return if the authorized retailer shipped an incorrect size, color, item, or defective item. The consumer may pay for the return if they change their mind.
- If you have been paid for an order and an item is returned, the funds will be taken out of your settlement account, meaning you will not need to pay quivers directly. If your settlement account is in the negative due to a return by the end of the year, Quivers will send the fulfilling business an invoice.

## Settlements:

- Items must be marked shipped in the Admin Panel to trigger eligibility for payment.
- Enter contact details of the accounting role who should have access to the Paylution account. There can only be one contact email that can access the Paylution Pay Portal. This email can be changed after initially being created.
- Setup auto transfer to your bank account, so no funds are left in the portal to avoid an inactivity fee. This is only assessed if you have not been paid by Quivers for three months consecutively, and you have also left a positive balance in your pay portal. If the balance is \$0.00 or Quivers actively pays you, this fee will not be assessed.

## Notifications

- Enable notifications through email, SMS, and the mobile app.
- We suggest, at the minimum enabling the following notifications for admins or users fulfilling orders:
  - **New Available/Assigned Order** - order has been synced through to Quivers and is either ready to be claimed or has automatically been claimed by Quivers.
  - **Connection Approved** - a Brand for which your business has sent a connection request has approved your request, and you can now configure their settings.
  - **Connection Requested** - another business has requested to connect with your business.
  - **New Refund Request** - a consumer has requested to return an item via their "My Account" on the shopping portal.



- **Shipping Timer Expiring** - pre-notifies the fulfilling business they need to ship the order to the consumer in the allotted amount of time indicated by the Brand (typically within one business day).
- Accounting contacts should have the following notification enabled:
  - **Settlement Processed** - indicates that a settlement has been processed for the business and the funds are available in the Paylution account

### Account

- If your business has multiple locations, it is best to create a separate account for each. Orders are commonly allocated based on the location of the fulfilling business. This will ensure that the order is routed correctly.

### Support

For technical support or questions regarding the above information, you may login and chat with support, call us at 805-250-4555, or send an email to [support@quivers.com](mailto:support@quivers.com).