

Smart Seller Manager Manual

Agenda

I. Introduction

- A. Goals of SSM
- B. Overview of current rule groups

II. How it works

- A. Smart Seller Manager
- B. Example of rule groups
- C. Exception Management

III. Appendix

- A. Main actions
- B. FAQ
- C. Condition syntax - examples
- D. Guide
- E. Cron scheduler
- F. Common KPIs used

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I. Introduction

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III. Investigation on weird behaviour and modification process

IV. Appendix

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Smart Seller Manager Main Goals

SSM is to improve vendor operations via automatization of incentives:

- **Automatic vendor communication**
 - SSM triggers emails from pre-designed templates in UMS
 - SSM is able to provide specific placeholders, e.g.
 - Adjustable links to watchlist / transactions by type etc.
 - Values (OOS rate / DOL / PSOL)
 - Seller Name / ID
- **Automatic vendor penalties**
 - SSM triggers pending or immediate transaction based specific events / time, e.g.
 - Compensations for cancellations
 - Compensations for quality returns
 - Compensations for counterfeit
- **Automatic vendor DOL / PSOL and SKU-level sales limitations**
 - SSM regulates PSOL / DOL based on historical performance
- **Automatic cancellations of delayed orders**
 - SSM cancels overdue orders automatically e.g.
 - RTS longer than xh
 - Pending longer than xth

Examples of SSM utilization by possible rule groups

	Post-trigger email	Preventive email	Set Vendor DOL/	Reset DOL / PSOL	Pending transaction	Cancel orders
Late fulfillment	X	X				X
Vendor DOL / PSOL	X	X	X	X		
Product Sales limitations	X	X	X	X		
Charges for returns	X	X			X	
Charges for counterfeit	X	X			X	
Charges for cancellations	X	X			X	

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II. How it works

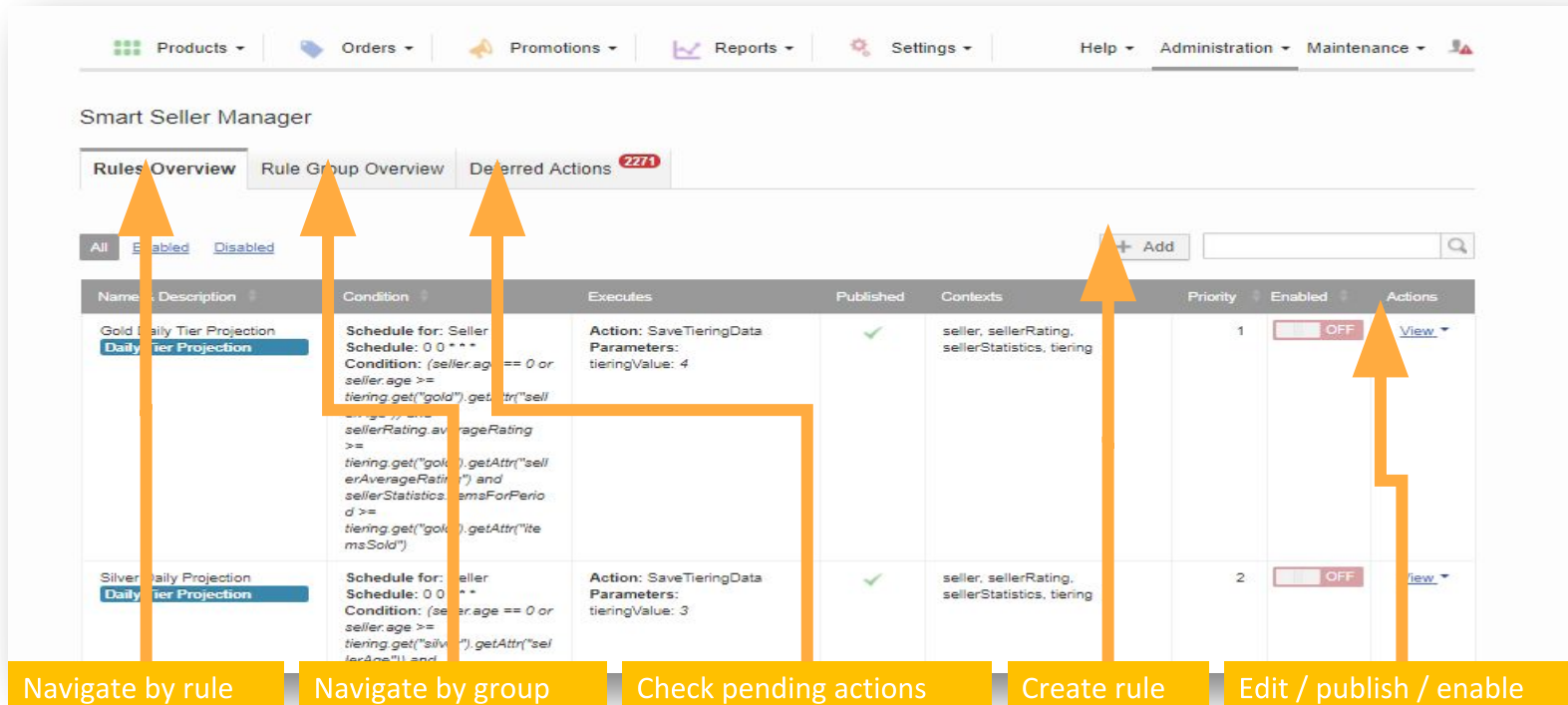
- A. Smart Seller Manager
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How this works: Smart Seller Manager

Path: Administration >> Seller > Smart Seller Manager

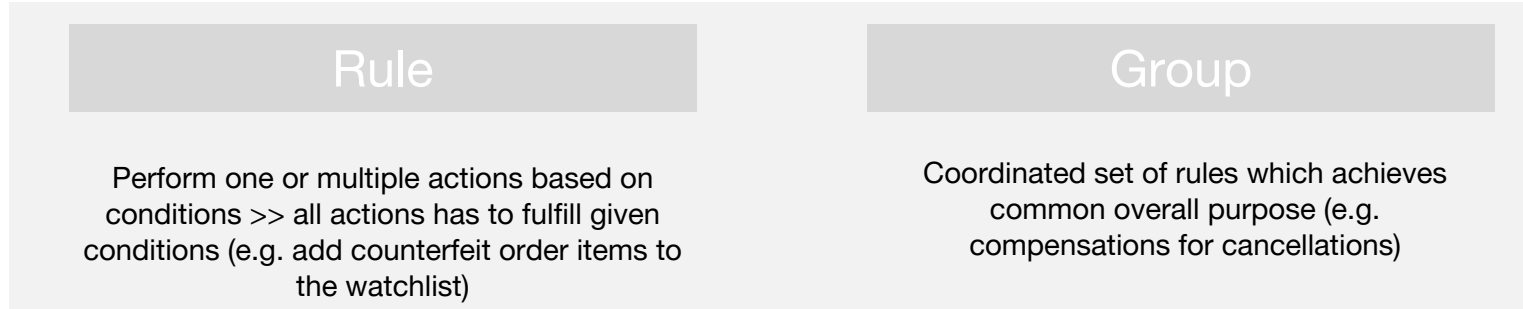


The screenshot shows the Smart Seller Manager interface with a navigation menu at the top and a table of rules below. Five orange arrows point from labels at the bottom to specific UI elements: 'Navigate by rule' points to the 'Rules Overview' tab; 'Navigate by group' points to the 'Rule Group Overview' tab; 'Check pending actions' points to the 'Deferred Actions' tab with a '22/1' badge; 'Create rule' points to the '+ Add' button; and 'Edit / publish / enable' points to the 'View' dropdown in the 'Actions' column of the first rule row.

Name	Description	Condition	Executes	Published	Contexts	Priority	Enabled	Actions
Gold Daily Tier Projection Daily Tier Projection		Schedule for: Seller Schedule: 0 0 * * * * Condition: (seller.age == 0 or seller.age >= tiering.get("gold").getAttr("sellerRating.averageRating") >= tiering.get("gold").getAttr("sellerAverageRating") and sellerStatistics.itemsForPeriod >= tiering.get("gold").getAttr("itemsSold"))	Action: SaveTieringData Parameters: tieringValue: 4	✓	seller, sellerRating, sellerStatistics, tiering	1	OFF	View
Silver Daily Projection Daily Tier Projection		Schedule for: Seller Schedule: 0 0 * * * * Condition: (seller.age == 0 or seller.age >= tiering.get("silver").getAttr("sellerRating.averageRating") >= tiering.get("silver").getAttr("sellerAverageRating") and sellerStatistics.itemsForPeriod >= tiering.get("silver").getAttr("itemsSold"))	Action: SaveTieringData Parameters: tieringValue: 3	✓	seller, sellerRating, sellerStatistics, tiering	2	OFF	View

Navigate by rule **Navigate by group** **Check pending actions** **Create rule** **Edit / publish / enable**

How this works: Rule vs group of rules



Example

Groups

Rules

Compensations for cancellations	OOS cancelation - watchlist Create pending transaction - cancellation Cancellation charges - preventive Post trigger - cancellation charges
Compensations for counterfeit	Add counterfeit order item to the watchlist Counterfeit - create pending transaction Preventive communication - compensations for counterfeit Post-trigger communication - compensations for counterfeit

How this works: Adding new rule

Add Smart Seller Manager Rule

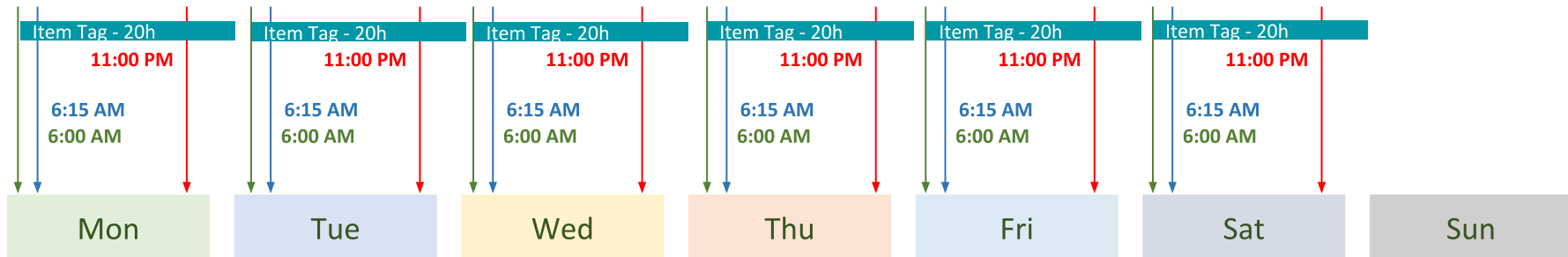
Rule Name *	<input type="text"/>	<<< Name of the rule > for navigation purposes
	<small>Specify function of the rule - e.g. Daily Order Limit based on Cancellation Rate</small>	
Description	<input style="height: 40px;" type="text"/>	<<< Description is not mandatory
	<small>Longer explanation of operation of and/or rationale for the rule</small>	
Status *	<input type="text" value="Disabled"/>	<<< Status can be updated after, recommended to enable after the rule is published
	<small>Define if the rule is enabled or not</small>	
Trigger *	<input type="text" value="Event"/>	<<<Type of the trigger – event based or scheduled:
	<small>Define whether the rule should execute after an event or on a regular schedule</small>	1. For event we need to define type of the event
Type of Event *	<input type="text" value="SalesOrderItemCanceled"/>	2. For scheduled object (e.g. seller / order item / SKU) and time
	<small>Specify the event that will trigger the rule</small>	
Contexts	<input type="text"/>	<<< Defining data context to which we will refer in conditions / actions*
	<small>Choose the list of contexts which you would like to use in condition and action</small>	
Group	<input type="text" value="No Group"/>	<<< Assigning to previously created group for better navigation
	<small>Specify the group of the rules related to each other</small>	
Execute After Hours	<input type="text"/>	<<< Delay in hours, 0 if no delay
	<small>If it's empty or zero then actions are executed directly, otherwise the execution will be delayed for this number of hours</small>	
Condition	<input type="text"/>	<<< Criteria based on which the action will be performed*
	<small>Define the restrictions that have to be fulfilled for the rule to be applied</small>	
Manage Actions	<input type="button" value="+ Add Action"/> <ul style="list-style-type: none"> AddOrderItemTag AddProductTag AddSellerTag AddToWatchlist DumpToLog 	<<< Action performed: can be multiple: each action have different parameters to be defined*

*More explanations after

How this works: Example no. 1 Late Fulfillment

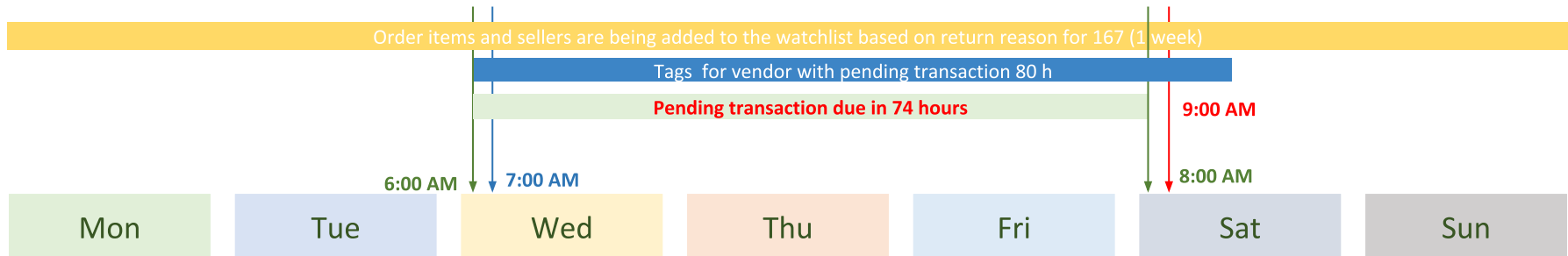
- **6:00 AM: Adding tag to items for 20h (1 rule per type of vendor and per item status)**
 - Add various order items to the watchlist being in a certain status for longer than x second
- **6:15 AM: Sending preventive communication (1 rule)**
 - Vendors who has tagged item get notification with the link
- **11:00 PM: Sending post-trigger communication and actual cancellation (1 rule)**
 - All order items with tags whose statuses are not updated get cancelled
 - Vendor receives notification

Rule Name	Condition - examples
Add pending global items	seller.taxClass == 'international' and Timing.isHoliday(Timing.now(),seller.id) == false and orderItem.status == OrderItemStatuses.pending and Timing.now().diff(orderItem.createdAt) > 75600
Add VPU based pending	seller.taxClass == 'local' and orderItem.shipmentType == OrderItemShipmentTypes.dropShipping and seller.shortCode in ['NG1084',..., 'NG10J3B'] and Timing.isHoliday(Timing.now(),seller.id) == false and orderItem.status == OrderItemStatuses.pending and Timing.now().diff(orderItem.createdAt) > 25200
...	...
Add Ready To Ship DropShippi ng	seller.taxClass == 'local' and orderItem.shipmentType == OrderItemShipmentTypes.crossDocking and Timing.isHoliday(Timing.now(),seller.id) == false and orderItem.status == OrderItemStatuses.readyToShip and Timing.now().diff(orderItem.readyToShipAt) > 284400



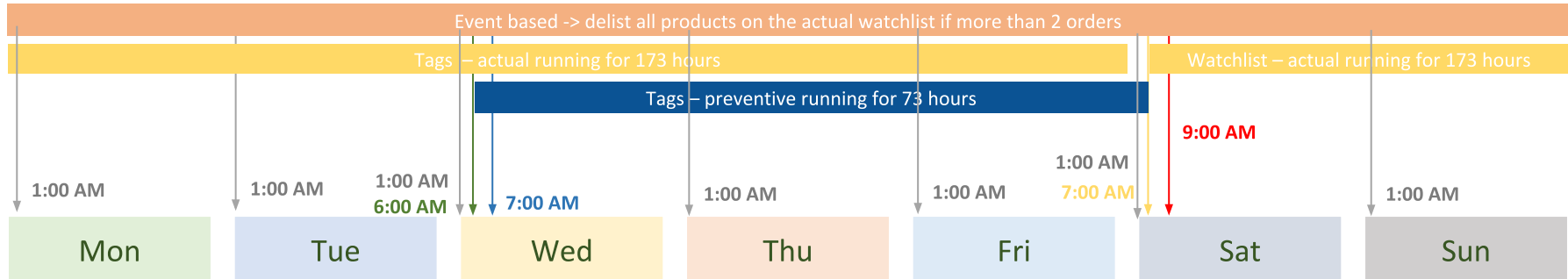
How this works: Example no. 2: Compensations

- **Event based: Adding tags order items and sellers with 167 h expiry (1 rule per fee)**
 - Add item tag based on return event and specific return reason
- **Wed, 6:00 AM: Create pending transaction due in 74 and assign vendor tag (1 rule per fee)**
 - Create specific transaction type due in 72h for the items with tags (due on Sat 8:00 am)
- **Wed, 7:00 AM: Sending preventive communication (1 rule)**
 - To all vendors with tagged items specific reason
- **Sat, 9:00 AM: Sending post-trigger communication (1 rule)**
 - All vendor who are tagged for post-trigger and have transaction created in the last two hours (pending transaction become current at Sat, 8 AM)



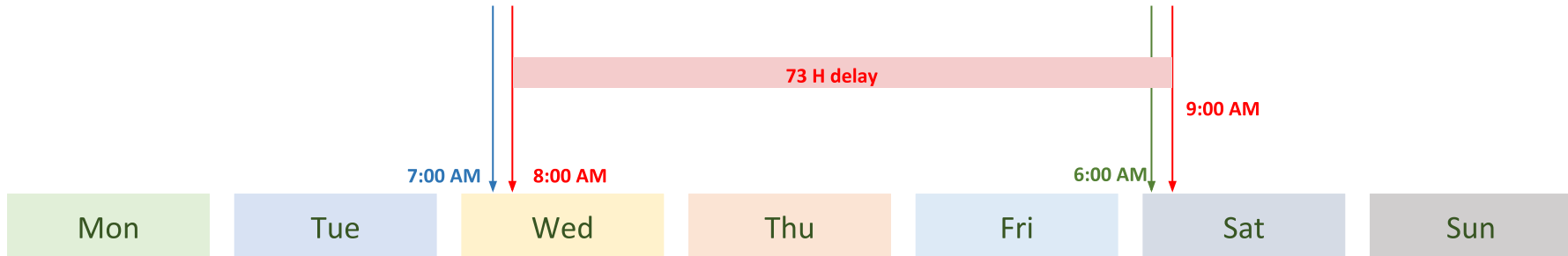
How this works: Example no. 3: Product Quality Sales Limit

- **Wed, 6:00** Add tags to low quality SKU (1 rule)
 - Tags will run until Sat 7 and will serve for preventive communication overview
- **Wed, 7:00 AM:** Sending preventive communication (1 rule)
 - Too all vendor who has tagged SKU with specific reason
- **Sat, 7:00 AM:** Add actual tags to low quality SKU (1 rule)
 - Tags will serve for post-trigger communication and actual limitations
- **Sat, 9:00 AM:** Sending post-trigger communication (1 rule)
 - All tagged vendors for post-trigger and with transaction created in the last two hours (pending transaction become current at Sat, 8 AM)
- **Event - based:** Delist all all SKU if more than 2 orders daily and tagged 1 rule)
 - If condition fulfilled, product go online
- **Daily 1:00 AM,** Put all previously tagged products live (1 rule)
 - Bring back delisted products



How this works: Example no 4: Vendor DOL PSOL

- **Wed, 7:00 AM: Sending preventive communication (each rule per cancellation rate threshold)**
 - Too all vendors which fall into criteria
- **Wed, 8:00 AM: Sending post-trigger communication & assigning DOL / PSOL (each rules per 1 cancellation rate threshold)**
 - Effective at Sat 9:00, all vendor which fall into criteria
- **Sat, 6:00 AM: Reset all DOL / PSOL**
 - 2 hours before new DOL / PSOL are assigned automatically all DOL / PSOL are set to 10000



Exception management - timing and impact as per examples

Vendor DOL	Product quality limitation	Compensations	Late fulfillment cancellation
<p><i>Currently not possible to exclude exceptions from preventive comms</i></p>	<p><i>Currently not possible to exclude exceptions from preventive comms</i></p>	<p><i>Tuesday Evening: possible window to prevent communication and creating pending transaction - TAG MANAGER</i></p>	<p><i>Currently not possible to exclude exceptions from preventive comms</i></p>
<p>Tagging - Wednesday Morning</p>	<p>Preventive Communication - Wednesday Morning</p>	<p>Creating pending transactions - Wednesday Morning</p>	<p>Preventive Communication - Everyday* Morning</p>
<p>Preventive Communication - Wednesday Morning</p>	<p>Preventive Communication - Wednesday Morning</p>	<p>Preventive Communication - Wednesday Morning</p>	<p>Preventive Communication - Everyday* Morning</p>
<p><i>Wednesday - Friday evening > possible window to prevent post-trigger communication and action: TAG MANAGER</i></p>	<p><i>Wednesday - Friday evening > possible window to prevent post-trigger communication and limit imposing: TAG MANAGER</i></p>	<p><i>Wednesday - Friday evening > possible window to delete pending transaction (<u>not TAG MANAGER</u>)</i></p>	<p><i>All day until 11 pm > possible window to delete tags to prevent post trigger mail and cancellation (TAG MANAGER)</i></p>
<p>Post-trigger and Action Communication - Saturday Morning</p>	<p>Post-trigger Communication - Saturday Morning <i>Any time after action to add / delete limited products TAG MANAGER</i> No Actual Action: all products which are are tagged are limited daily</p>	<p>Post-trigger and Pending transaction become current - Communication - Saturday Morning</p>	<p>Post-trigger and Action Communication - Everyday* Evening</p>

Exception management - tags understanding - examples

Compensations for returns - orders	Order Item	<i>Removing this prevents from creating pending transactions</i>	Product Quality - Post-trigger	Seller	<i>Removing this prevents from sending mails (post trigger)</i>
Compensations for cancellations	Seller	<i>Removing this prevents from sending mails (prev / post trigger)</i>	Product Quality - Post-trigger - SKU	Product	<i>Removing this prevents from sku being limited (also after sat 9:00)</i>
Compensations for cancellations - orders	Order Item	<i>Removing this prevents from creating pending transactions</i>	Product Quality - Preventive	Seller	<i>N/A - short time span</i>
Compensations for counterfeit	Seller	<i>Removing this prevents from sending mails (prev / post trigger)</i>	Product Quality - Preventive - SKU	Product	<i>N/A - short time span</i>
Compensations for counterfeit - order	Order Item	<i>Removing this prevents from creating pending transactions</i>	Seller DOL 2.5%-5% Cancellation Rate	Seller	<i>Removing prevents from post-trigger and limitation imposing</i>
Compensations for returns	Seller	<i>Removing this prevents from sending mails (prev / post trigger)</i>	Seller DOL 5-10% Cancellation Rate	Seller	<i>Removing prevents from post-trigger and limitation imposing</i>
Compensations for returns wrong item - orders	Order Item	<i>Removing this prevents from creating pending transactions</i>	Seller DOL <2.5% Cancellation Rate	Seller	<i>Removing prevents from post-trigger and limitation imposing</i>
Late Fulfillment - Pending	Order Item	<i>Removing this prevents from cancellation and post-trigger mail</i>	Seller DOL <28 days	Seller	<i>N/A - old tag</i>
Late Fulfillment - RTS	Order Item	<i>Removing this prevents from cancellation and post-trigger mail</i>	Seller DOL >10% Cancellation Rate	Seller	<i>Removing prevents from post-trigger and limitation imposing</i>

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Exception management - execution (tag manager)

Administration > System > Tag Manager

<http://guide.sellercenter.net/tag-manager/>

Login: rocket Password: rock4me

Tag Manager
 Tag management by object type

[Seller Tags](#)
[Product Tags](#)
[Order Item Tags](#)
[Available Tags](#)

[Csv export](#)
[Add new tag](#)

[Export -](#)
[+ Add Product](#)

Seller ID	Seller Name	Shop SKU	Created	Price	Sale Price	Available Stock	Assigned Tags Expiry	Actions
NG1024B	Technobytes	EZ745ELADBZ JNAFAMZ-310149	10 Oct 2014 13:23	21,500.00		93	Product Quality - Pr... 12 h <i>Tag name & expiry</i>	Edit Delete Remove or add
NG106NS	Bamsan Concepts Limited	UN970TBAGL S8NAFAMZ-552599	20 Jul 2015 21:43	800.00	640.00	10	Product Quality - Po... 11 h <i>Tag name & expiry</i>	Edit Delete Remove or add
NG109TS	Okwus Stores	SA948ELDNN UQNAFAMZ-3011970	11 Jan 2016 10:06	1,900.00	1,700.00	25	Product Quality - Po... 11 h <i>Tag name & expiry</i>	Edit Delete Remove or add
NG10MWO	TSpar Stores	EA155GR0ZX HE6NAFAMZ-3905885	20 Mar 2017 10:20	1,500.00	945.00	11	Product Quality - Po... 11 h <i>Tag name & expiry</i>	Edit Delete Remove or add

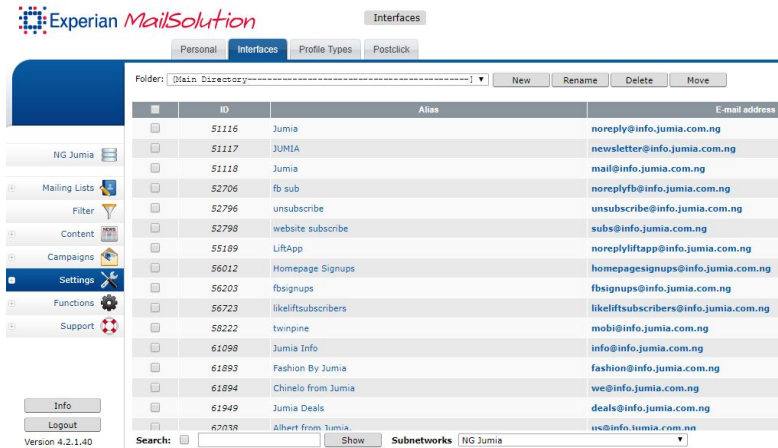
Details

Appendix: Action: SendEmail part 1

Action sends an email to selected vendors

Step 1. Prepare template in UMS with desired placeholder and unlock IP from SC (templates to be provided by local teams)

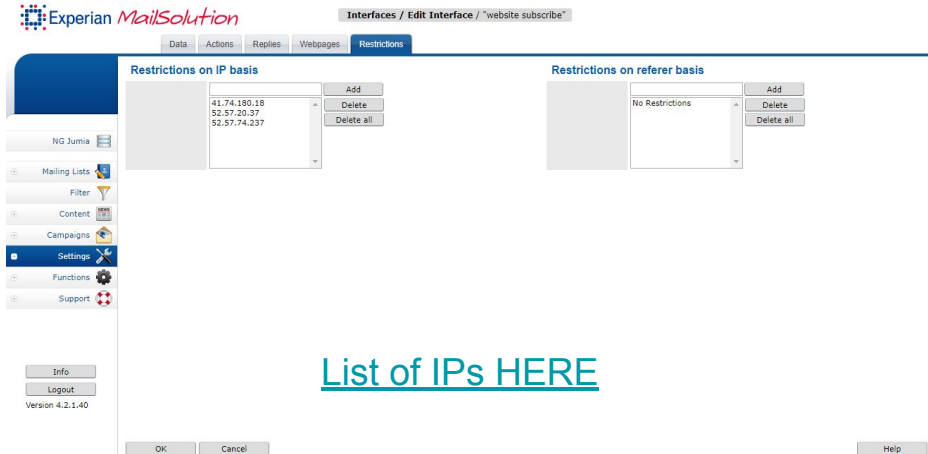
- After the template is created, go interface, double click on the email and add IP to restrictions



Folder: [Main Directory] | New | Rename | Delete | Move

ID	Alias	E-mail address
51116	Jumia	noreply@info.jumia.com.ng
51117	JUMIA	newsletter@info.jumia.com.ng
51118	Jumia	mail@info.jumia.com.ng
52706	fb sub	noreplyfb@info.jumia.com.ng
52796	unsubscribe	unsubscribe@info.jumia.com.ng
52798	website subscribe	subs@info.jumia.com.ng
55189	LiftApp	noreplyliftapp@info.jumia.com.ng
56012	Homepage Signups	homepagesignups@info.jumia.com.ng
56203	fb signups	fb signups@info.jumia.com.ng
56723	likeliftsubscribers	likeliftsubscribers@info.jumia.com.ng
58222	twimpine	mobi@info.jumia.com.ng
61098	Jumia Info	info@info.jumia.com.ng
61893	Fashion By Jumia	fashion@info.jumia.com.ng
61894	Chinelo from Jumia	we@info.jumia.com.ng
61949	Jumia Deals	deals@info.jumia.com.ng
62038	Alert from Jumia	us@info.jumia.com.ng

Search: [] Show Subnetworks [NG Jumia]



Interfaces / Edit Interface / "website subscribe"

Data | Actions | Replies | Webpages | Restrictions

Restrictions on IP basis

41.74.180.18	Add
52.57.20.37	Delete
52.57.74.237	Delete all

Restrictions on referer basis

No Restrictions	Add
	Delete
	Delete all

Info | Logout | Version 4.2.1.40 | OK | Cancel | Help

[List of IPs HERE](#)

Appendix: Action: SendEmail part 2

Step 2. Map ID from UMS to seller center templates for each language (per country)

Remember: Always update your orders as ready to ship within 24h, and drop them off within the following 24 hours. The faster you ship, the faster you get paid!

Products ▾
Orders ▾
Promotions ▾
Reports ▾
Settings ▾
Help ▾
Administration ▾
Maintenance ▾
☰

[Settings](#) |
 [Shipment Provider](#) |
 [Failure Reasons](#) |
 [Payment Methods](#) |
 [Mail Setup](#) |
 [Brand](#)

Mail Setup

+ Add New Entry

ID ↑	Language ↓	Type ↓	Template ID ↓	Enabled ↓
1	English	Reset Password	<input type="text" value="78087"/>	<input checked="" type="checkbox"/> ON
2	English	Seller Registration	<input type="text" value="84230"/>	<input type="checkbox"/> OFF
3	English	New Order	<input type="text" value="84471"/>	<input checked="" type="checkbox"/> ON
4	English	Order Summary Report	<input type="text" value="84244"/>	<input type="checkbox"/> OFF
5	English	New User	<input type="text" value="84233"/>	<input checked="" type="checkbox"/> ON
6	English	Upload Report	<input type="text" value="84470"/>	<input checked="" type="checkbox"/> ON

Appendix: Action: SendEmail part 3

Step 3. Add action SendEmail with the right template to your rule

SendEmail

Email template * Customer Compensation for Returns Preventive Report

Values for placeholders in template * {"seller_name":seller.id,"sc_url_transactions_overview":"https://sellercenter.jumia.co.ke/report/transaction-d

Remove action

Step 4. Make sure that placeholders are aligned between SC & UMS

Placeholder in SSM (examples)	Type	Placeholder in UMS
{"SKU_dol_watchlist": "https://seller....", ...}	Link	##Field_SKU_dol_watchlist##
{"seller_name": seller.name}	Called value (string / integer)	#Field_seller_name##

Step 5. Make sure you test your communication e.g. by using test seller shortcode in condition of the rule: `seller.shortCode == "KE2324"`

Appendix: Tag manager Part 1

Action adds tags to: OrderItem, Product, Seller instead of watchlist

Description

Longer explanation of operation of and/or rationale for the rule

Status *

Define if the rule is enabled or not

Trigger *

Define whether the rule should execute after an event or on a regular schedule

Type of Event *

Specify the event that will trigger the rule

Contexts

Choose the list of contexts which you would like to use in condition and action

Group

Specify the group of the rules related to each other

Execute After Hours

If it's empty or zero then actions are executed directly, otherwise the execution will be delayed for this number of hours

Condition

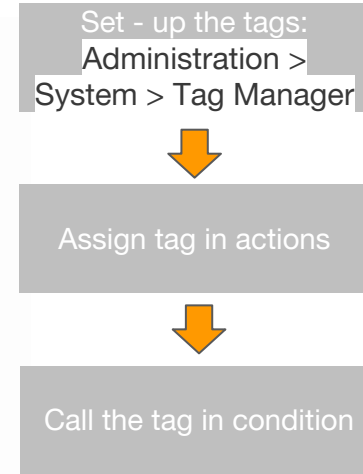
Define the restrictions that have to be fulfilled for the rule to be applied

Manage Actions

AddOrderItemTag

Tag *

- AddOrderItemTag
- AddProductTag
- AddSellerTag
- AddToWatchlist
- DumpToLog
- GeneratePendingTransaction
- GenerateTransaction
- SaveTieringData
- SendEmail
- SetDailyOrderLimit
- SetOrderItemToCanceled



Appendix: Action: SetDailyOrderLimit

Action sets DOL per vendor

SetDailyOrderLimit

New daily order limit *

<<< Input values

Value can be defined e.g. as:

- `Math.round(Math.max(2,sellerStatistics.averageDailyItemsFulfilled * 0.5))`
- 4

Appendix: Action: CreatePendingTransaction

Action creates transaction due in certain time period

GeneratePendingTransaction		
Account statement group *	<input type="text" value="Penalty (Order Item Level) (reference: sales_order_item)"/>	<<< Correct account statement group
	<small>Define group to show in account statement</small>	
Reference	<input type="text" value="orderItem.id"/>	<<< Always input "orderItem.id"
	<small>Define reference entity ID of the transaction, depends on Account statement group</small>	
Outcome *	<input type="text" value="Debit"/>	<<< Credit / debit (has to be consistent with the name of the account statement group): if "credit" in the name then "credit" otherwise debit as default
	<small>Define which kind of transaction should be generated</small>	
Net value of transaction *	<input type="text" value="100"/>	<<< Transaction value
	<small>Define the calculation to get the amount of the transaction</small>	
VAT value *	<input type="text" value="0"/>	<<< Input 0<<< Transaction value
	<small>Define the value or the formula to get the VAT amount of the transaction</small>	
WHT value *	<input type="text" value="0"/>	<<< Input 0<<< Transaction value
	<small>Define the value or the formula to get the WHT amount of the transaction</small>	
Unique transaction identifier	<input type="text"/>	<<< Leave blank
	<small>Define system-wise unique array of identifiers of transaction, ex. {key: 'id-' ~ seller.id, ...} with double quotes, all keys and values must be string</small>	
Due in	<input type="text" value="11"/>	<<< In how many hours transaction becomes "current" from "pending"
	<small>Hours until the pending transaction is automatically approved</small>	
	<input type="button" value="Remove action"/>	

Appendix: Action: SetProductstoNotAuthorized

Action delists products

SetProductToNotAuthorized

Product set ID *

Reason *

<<< Always input "product.productSetId"

<<< Choose the reason

Appendix: FAQ Part 1

<p>How do I update the rule?</p>	<p>Case 1: rule has not been published > just edit the rule Case 2: rule has been published > create similar rule with your updates and add the same name</p>
<p>How do I launch a new rule?</p>	<ol style="list-style-type: none"> 1. Double check if data are correct (especially condition / timing / action) 2. Publish the rule (cannot edit afterwards) 3. Enable the rule
<p>How do I test the rule?</p>	<ol style="list-style-type: none"> 1. To test a rule, e.g. communication, it is recommended to create as a mirror rule with specific condition e.g. limited to only 1 test seller: seller.shortCode == "NG10L3U"
<p>How vendor can browse the watchlists / tags?</p>	<ol style="list-style-type: none"> 1. SKU (products) <ul style="list-style-type: none"> • Filter tagged (for tags) will be added to the catalog • Filter watchlist already exist 2. Orders: possible search for specific tags 3. Transactions can be filter by pending <p>The relevant preventive and post-trigger communication should include all the above.</p>
<p>How vendor support team can manage exceptions?</p>	<ol style="list-style-type: none"> 1. Review deferred actions in SSM (only if actions are deferred) 2. Review tags in Tag Manager (only if tags assigned) 3. Watchlist can be viewed only on the vendor level (to be migrated to SSM) 4. Pending transactions can be viewed in Finance/Transactions

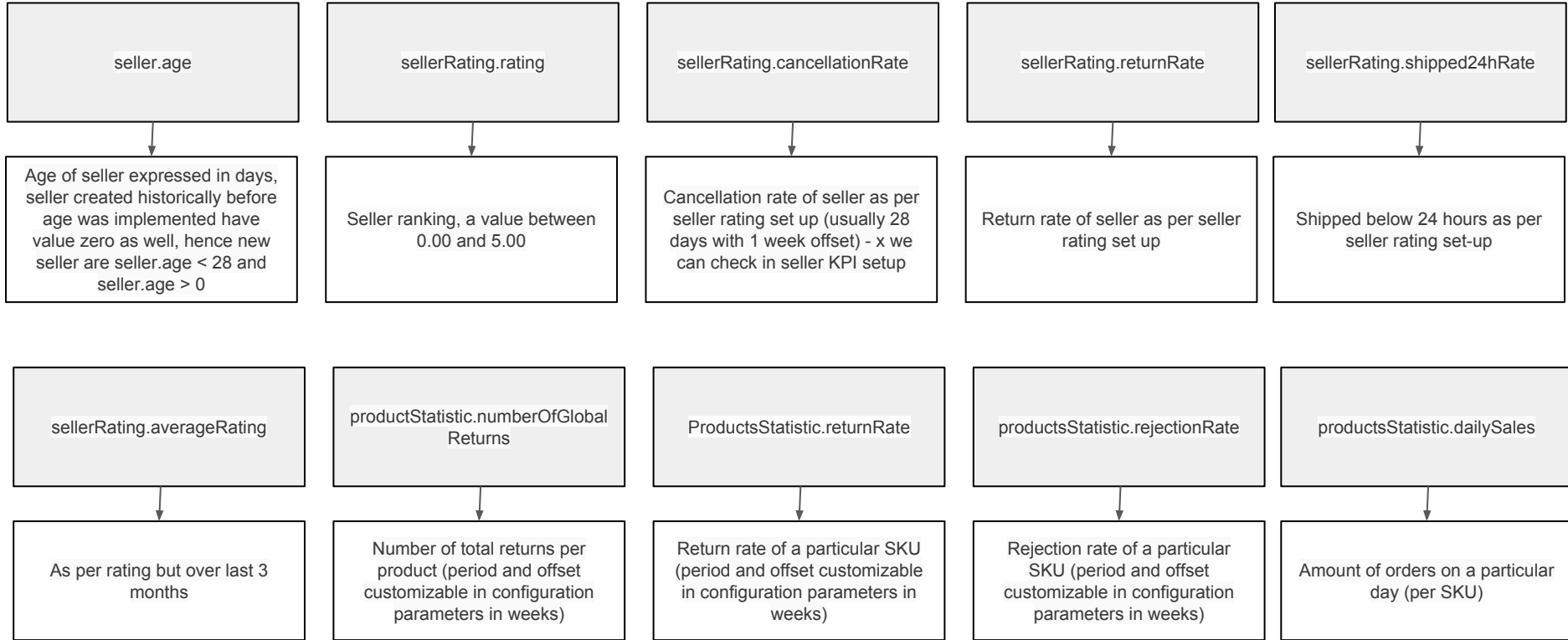
Appendix: FAQ Part 2

<p>“Exclude Seller from the Smart Seller Management system” in Seller Attributes template - what does it do ? Exclude seller from SSM action overall?</p>	<p>I. Manage exception (weekly) II. Set specific condition for the rule e.g. if jumia global we put condition vendor.taxclass = 'local' or vendor.age > 28 days</p>
<p>What is the implication of the tag on my orders?</p>	<p>The implication depends on tag type of tag and might have various implications, specifically for orders: a) late fulfillment - order will be cancelled is status not updated (but e.g. if it has a tag "late fulfillment - pending" but was updated to Ready to Ship, the tag will not result in order cancellation) - cancellation usually happens in evening while orders are tagged in the morning b) compensations - this tag will imply that specific orders will generate penalty transaction based on cancellation, counterfeit or quality return - transaction are usually created once a week while order tags stays for a week</p>
<p>why do I have a tag on new orders?</p>	<p>Exact cancellation / compensation criteria might vary across Jumia Countries and it has to be investigated if the behaviour is expected</p>
<p>How do you calculate my DOL?</p>	<p>DOL is usually calculated based on cancellation rate over last 28 days with one week offset + vendor seniority: usually we look at: >10% cancellation rate, 5-10%, 2.5%-5%, new vendor <28 days. Vendor below 2.5% cancellation rate have no DOL while other groups 5-10%, 2.5%-5% reflect calculation based on daily fulfillment capacity (historically). Vendor above 10% cancellation are punished with very low DOL (e.g. in NG 2 orders per day)</p>

Appendix: FAQ Part 3

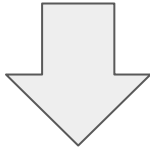
<p>How long is a DOL meant to stay if the vendor now has good operational performance?</p>	<p>DOL are assigned weekly and for a week time. The calculation is offset though (as above).</p>
<p>Why does all customer rejection affect seller score?</p>	<p>Not all rejections affect seller score. We consider only quality rejections e.g. product is damaged, product has bad quality, wrong product has been sent. The same applies to compensation for quality returns.</p>
<p>Is there a limit to the frequency in which I am charged for OOS, Return or Counterfeit?</p>	<p>No. All charges will apply if specific event occurs. Charges are applied on the weekly basis.</p>
<p>Can I get charged for any two or all three charges at the same time?</p>	<p>OOS & Returns are mutually exclusive. For counterfeit and return, it depends on the country but usually should also imply only one penalty.</p>

Definition of most common KPIs used in SSM

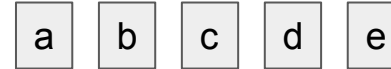
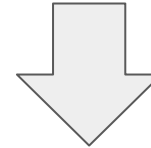


Cron scheduler

When rule is being created - editable not published cron scheduler appears with full description



When rule is being created - published and not editable cron scheduler appears coded



- a) Minutes (0-59)
- b) Hours (0-23)
- c) Days of month (1-31)
- d) Months (1-12)
- e) Weekday (1 - Monday, 7 - Sunday)

E.g.

0 6 * * 3 stands for every Wednesday 6:00 AM all months / days
 45 22 * * 1-5 stands for Mon to Fri , 10:45 PM all months / days

Every week on Monday - Saturday at 06 hrs : 00 min

Every minute

Every day at 06 hrs : 00 min

Every month on 10 , 14 , 18 , 22 at 06 hrs : 00 min

Overlap with conditions: the planned outcome can be achieved also with conditions: e.g. exclude weekend / exclude holidays: then we can schedule cron for everyday but put in condition for example : `... and Timing.weekdaySunday == false and ...`

Appendix: Conditions - examples

Formula	Meaning
<p><i>seller.taxClass == 'local' and orderItem.shipmentType == OrderItemShipmentTypes.dropShipping and seller.shortCode not in ['NG101Y9', 'NG10A0F', 'NG10SKD', 'NG101S8', 'NG1046P', 'NG10MBZ', 'NG1021J', 'NG10A0D', '...', 'NG10J3B'] and Timing.isHoliday(Timing.now(), seller.id) == false and orderItem.status == OrderItemStatuses.pending and Timing.now().diff(orderItem.createdAt) > 25200</i></p>	<p>Applies to all pending order items of local vendor in dropshipping outside of listed categories where pending status for more than 25200 seconds and day is not holiday</p>
<p><i>seller.age > 30 and (orderItem.returnReason == "customer_r_11- quality - item_damaged" or orderItem.returnReason == "customer_r_12- quality - package_damaged" or orderItem.returnReason == "customer_r_14- quality - electronic_item_does_not_turn_on" or orderItem.returnReason == "customer_r_15- quality - item_defective_after_using_it" or orderItem.returnReason == "returns_r_18- failed_delivery_processed_as_return")</i></p>	<p>Applies to all order items with return reasons listed and only for vendors with age more than 30 days</p>
<p><i>orderItem.isOnWatchlist == true and orderItem.watchlistReason == "quality return - medium"</i></p>	<p>Applies to order items on the watchlist with specific order reasons</p>
<p><i>productStatistic.globalReturnRate > 0.04 and productStatistic.numberGlobalReturns > 3 and (Category.isInSubtree(product.primaryCategoryId,420) or ... or Category.isInSubtree(product.primaryCategoryId,501))) or (productStatistic.globalReturnRate > 0.02 and productStatistic.numberGlobalReturns > 3 and (Category.isInSubtree(product.primaryCategoryId,3447) or .. or Category.isInSubtree(product.primaryCategoryId,3253))) or (productStatistic.rejectionRate > 0.06 and productStatistic.numberGlobalReturns > 3 and (Category.isInSubtree(product.primaryCategoryId,420) or ... or Category.isInSubtree(product.primaryCategoryId,501))) or (productStatistic.rejectionRate > 0.03 and productStatistic.numberGlobalReturns > 3 and (Category.isInSubtree(product.primaryCategoryId,3447) or ... or Category.isInSubtree(product.primaryCategoryId,3253)))</i></p>	<p>Applies to products with return/rejection rate above x , min returns/rejection no & from subcategories of specific L1 categories listed.</p>

Seller Center Guide - when in doubt

For more details please visit:

<http://guide.sellercenter.net/smart-seller-manager/>

<http://guide.sellercenter.net/tag-manager/>

Login: rocket

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