

# Dropshipping Solution

- Specification -

This document explains the various steps required to set up dropshipment (or multi-address) sales.

It explains in details:

## 1 – General process

## 2 – Setting Up via FTP solution

### 2.1 – FTP solution : General process

### 2.2 – Get access to your private FTP

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3.1 – Module installation

3.2 – Dashboard

3.3 – Settings

3.4 – Importation Catalogue Products

3.5 – Product Selection

3.6 – Monitoring and tracking Orders

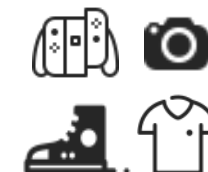
3.7 – Invoicing support

## **4 – Contact**

# 1 – General Process

The general process of Cdiscount Dropshipping can be summarized in three main steps :

- 1. Retrieve and publish the CDiscount Catalogue :** Integrate our catalog into the existing offer in your online shop or push our products to your shops on various marketplaces. Thanks to the login provided by us, you can access the CDiscount product Catalogue available on our FTP server. This last one includes all the essential information for the publication of the offer: Stock, categories, prices... This Catalogue is updated every 4 hours.
- 2. Transmit your orders to Cdiscount :** When you receive an order, you just have to transmit it to us by respecting the file template provided for this purpose. Orders are then recorded directly in our system every 15 minutes. Our logistic teams take care of the preparation in the meantime.
- 3. Tracking your orders :** Thanks to the various reports provided by Cdiscount, you can check the correct integration of your orders in our system, identify any errors, track the delivery of your parcels or access all your invoices. Translated with [www.DeepL.com/Translator](http://www.DeepL.com/Translator) (free version).

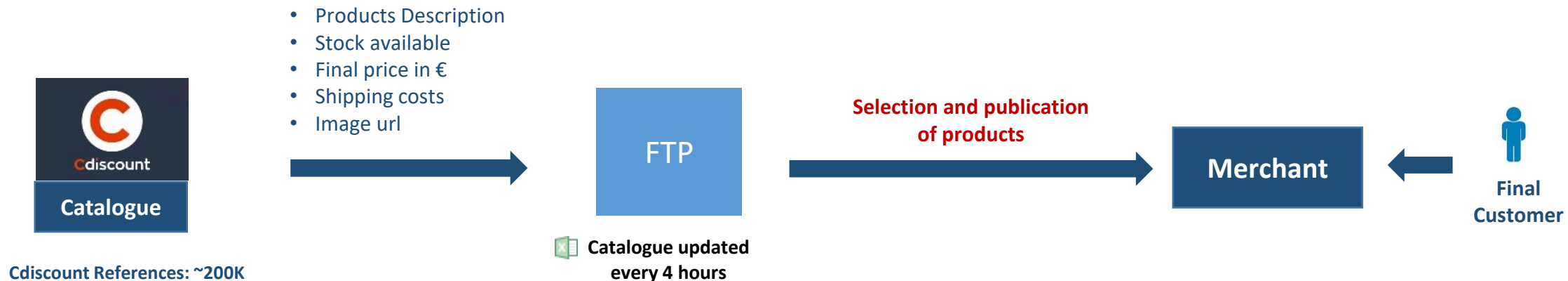


## 2 – Setting up via FTP solution

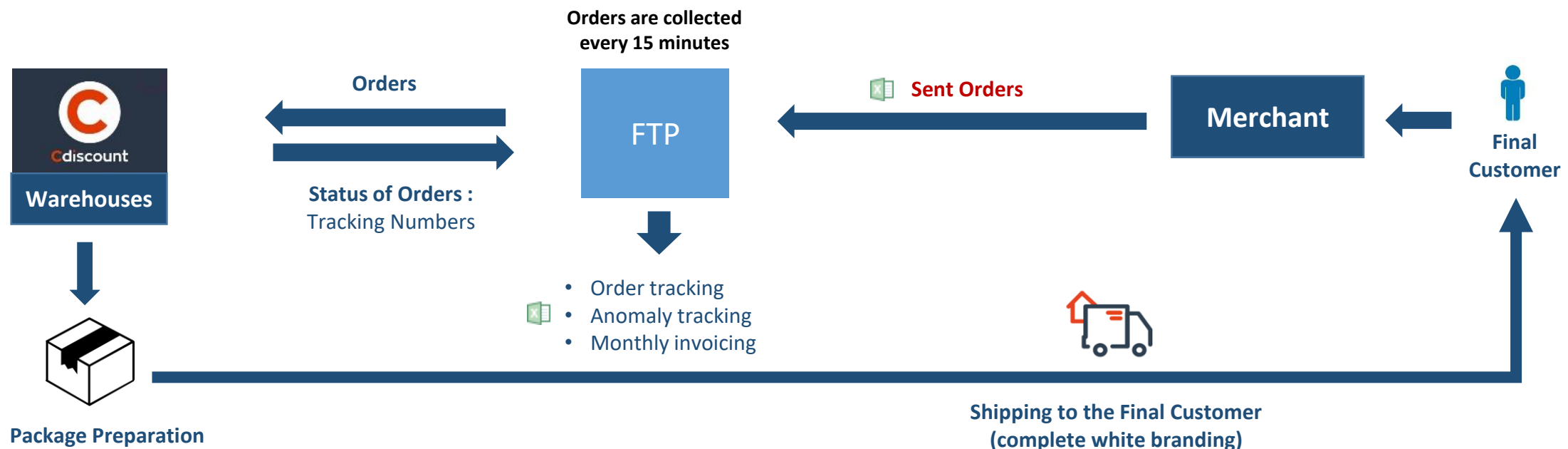
## 2.1 - FTP solution : General process

Merchant Responsibility  
Cdiscount Responsibility

### Catalogue



### Orders

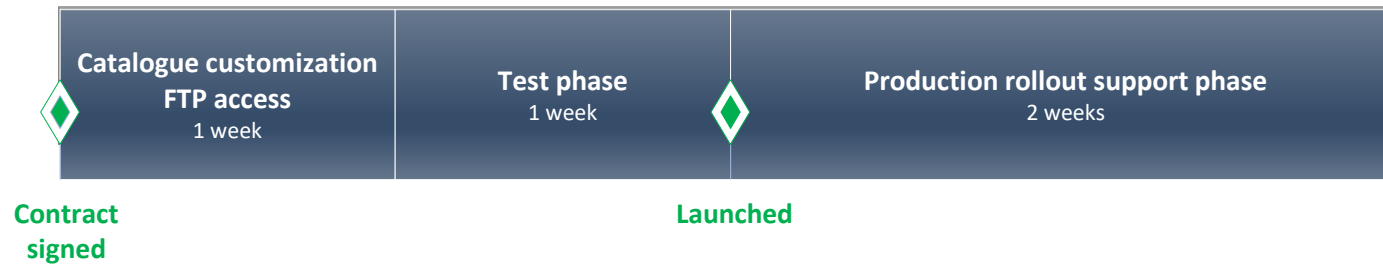


## 2.1 - FTP solution : General process

SUBJECT	Merchant Responsibilities	CDISCOUNT Responsibilities
Catalogue	<ul style="list-style-type: none"><li>• Selects and publishes products on its website</li><li>• Sets up prices (all taxes included) and updates its stocks on its site</li></ul>	<ul style="list-style-type: none"><li>• Provides a Catalogue of products on an FTP server several times a day (prices and stocks)</li></ul>
Orders	<ul style="list-style-type: none"><li>• Drops the Orders on the FTP server</li><li>• Gives the trackings Orders to the Final Customer</li></ul>	<ul style="list-style-type: none"><li>• Gathers and handles Orders (Picking, preparation and shipment to Final Customer)</li><li>• Updates order status and trackings on the FTP</li></ul>
After-sales service	<ul style="list-style-type: none"><li>• Handles RCMP Level 1 and answers directly to Final Customer</li></ul>	<ul style="list-style-type: none"><li>• Handles RCMP Level, answers to merchant</li><li>• Sending a return label to Final Customer</li></ul>
Financial flows	<ul style="list-style-type: none"><li>• Pay invoices monthly</li></ul>	<ul style="list-style-type: none"><li>• Generates monthly invoices</li></ul>



Once the contract is signed, we propose the following approach and schedule :



### 1) Catalogue customization and FTP:

- Definition with the sales team of the product catalogue: categories, languages, delivery costs...

### 2) Test phase :

- Testing Catalogue access
- Testing FTP access
- Testing purchase order compliance

### 3) Production rollout support phase :

- Using the Catalogue well
- Ensuring purchase order compliance
- Retrieving anomaly tracking
- Retrieving order tracking

To ensure customers benefit from Cdiscount's extensive offer, a dynamic Catalogue updated every 4 hours. To ensure stockout is limited, the products presented in the Catalogue are the ones for which an availability calculation ensures they are in stock. Whenever a product becomes out-of-stock, it is no longer presented in the Catalogue.

### Access the product Catalogue

A CSV file listing all the data required for integrating the products is uploaded to a private FTP on a daily basis. This Catalogue is filled with products which meet the various criteria set ahead of the launch.

The authentication information is sent by Cdiscount via a E-mail containing .ppk files. The access can be done thanks to an FTP solution as Filezilla according the following process:

1. **Open Filezilla** and select « **File > Site Manager > New Site** »
2. **Select SFTP** - SSH File Transfer Protocol
3. **Host** : ftp.cdiscount.com
4. **Port** : 22
5. **Authentication Type** : Normal
6. **Login** : LOGIN communicated by Cdiscount in your welcome Email.
7. **Password** : LOGIN communicated by Cdiscount in your welcome Email.

## 2.2 – Get access to you private FTP

Général Avancé Paramètres de transfert Jeu de caractères

Protocole : SFTP - SSH File Transfer Protocol

Hôte : ftp.cddiscount.com Port : 22

Type d'authentification : Normale

Identifiant : Client\_Test

Mot de passe : ••••••••

Couleur de fond : Aucune

Commentaires :

Connexion OK Annuler

**8. Click on OK :** Your Catalogue is available « Catalogue\_YOURCOMPANY\_inter.csv »

### Uploading and retrieving files

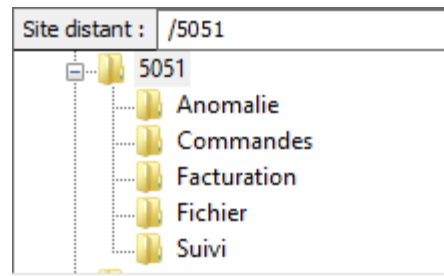
To place your orders, you have to use the Order FTP.

This FTP is different from the catalogue FTP.

The login and identification key have been sent through E-mail (Cf. 2.1 : Access the product Catalogue for more detail).

The FTP access contains 5 folders:

- Commandes
- Anomalie
- Suivi
- Fichier
- Facturation



You have to place your order files into the **“Commandes”** folder.

Orders may be placed 24/7 on the FTP server.

### Catalogue contents

The Catalogue made available details all data required for publishing products:

Accueil > Informatique > Tablettes tactiles - Ebooks > Tablette tactile > Choix par marque > Samsung > Samsung Slate PC Série 7

Voir mon panier : aucun article

**INFORMATIQUE**

**A ne pas rater !**

- GAMING ZONE
- Tablettes tactiles - Ebooks
- PC Assemblés

**ORDINATEURS, ECRANS, LOGICIELS**

- Ordinateurs portables
- Netbooks (Mini-portables)
- Ordinateur de bureau
- ▼ **Tablettes tactiles - Ebooks**
  - Guide achat Tablette tactile
  - Toutes les tablettes tactiles
  - ▼ **Choix par marque**
    - Acer
    - Apple IPAD
    - Archos
    - Asus
    - BlackBerry
    - MemUp
    - Motorola
    - **Samsung**
    - Sony

**VENTE FLASH** Plus que 9h

**1099,90 €**

**999€90**

ou 3 x 351,60 € voir CGV

En vente sur **CdiscountPRO.com**

**Ajouter au panier**

**En commande**  
chez notre fournisseur

Livré entre le 01/03/2012 et le 09/03/2012

Tous les modes de livraison ▼

**Article précédent** **7** **Samsung Slate PC Série 7 +Clavier+Station+Stylét** **8** **SAMSUNG** **Article suivant**

**100€ d'économie**

**11,6"**

**4 Go DDR3**

**SSD 64 Go**

**Station d'accueil, clavier sans fil et stylét inclus.**

**Samsung Slate PC Série 7 +Clavier+Station+Stylét**

Tablette Tactile avec écran LED 11,6" capacitif multitouch - Processeur Intel® Core® i5-2467M - Mémoire 4096Mo - Stockage SSD 64Go - Wifi 802.11 b/g/n - Webcam frontale 2 Mpixels, arrière 3 Mpixels - Station d'accueil avec port USB et RJ45 fournie - Clavier Bluetooth AZERTY - Windows 7 Familiale Premium...

Imprimer Descriptif technique

**4/5** (1 avis) ★★★★★

► Donner votre avis ► Lire les avis

Partagez-le

Zoom

[XE700T1AA02FR]

## 2.3 – Catalogue

	Column	Field	Number of characters	Comment
1	A	Sku	20	Cdiscount product ID
	B	Parent Sku	20	Parent product ID (common to variant products under a single reference) - filled in only for variants
	C	Size	50	Product size - filled in only for variants
	D	EAN code	13	Standardized international article numbering for identifying products
2	E	Category 1 ID	digital	Level 1 category digital ID
	F	Category 1 name	255	Level 1 category name
2	G	Category 2 ID	digital	Level 2 category digital ID
	H	Level 2 category	255	Product level 2 category
2	I	Category 3 ID	digital	Level 3 category digital ID
	J	Level 3 category	255	Product level 3 category
2	K	Category 4 ID	digital	Level 4 category digital ID
	L	Level 4 category	255	Product level 4 category
8	M	Brand	50	Product brand
7	N	Name	255	Product name
6	O	Description	2048	Main product description
	P	Product type		Product type (M30)
	Q	Stock indication		Number of products still available (Never more than 30)

## 2.3 – Catalogue

	Column	Field	Number of characters	Comment
5	R	Strike-through price (VAT-exclu.)	digital	Recommended retail price (RRP) or strike-through price
	S	VAT-exclu. purchase price (with ecotax)	digital	VAT-exclu. price (to fill in on the order file) - see 3.1.2
	T	Promotion	digital	Specify if the product benefits from a special offer (included in the purchase price)
	U	Discount (%)	digital	Discount granted on the product price – This discount is not included in the purchase price
	V	VAT-exclu. ecotax	digital	VAT-exclu. ecotax
	W	VAT-exclu. Sorecop	digital	VAT-exclu. Sorecop
	X	VAT rate (%)	digital	VAT rate (%)
4	Y	Image 1	100	URL for product image 1 (700*700)
	Z	Image 2	100	URL for product image 2 (700*700)
	AA	Image 3	100	URL for product image 3 (700*700)
	AB	Image 4	100	URL for product image 4 (700*700)
	AC	Image 5	100	URL for product image 5 (700*700)
	AD	Image 6	100	URL for product image 6 (700*700)
	AE	Package length (cm)	digital	Packed product length in cm
	AF	Package width (cm)	digital	Packed product width in cm
	AG	Package height (cm)	digital	Packed product height in cm
	AH	Weight	digital	Product weight

### Catalogue updating

The Catalogue is updated every four hours.

This ensures the Catalogue is as relevant as possible and includes:

- Latest product add-ons
- latest referencing updates, in particular product price
- Stockout products for which stock is deemed insufficient will be removed

Based on the number of products in the data feed, uploading time may vary. We recommend you check once per hour if a new version of the Catalogue is available. If this Catalogueing is impossible, DS support will recommend a suitable solution.



### Create the order file

To transmit orders to Cdiscount Dropshipping, they must be referenced in a **XLS file** which comprises a single sheet entitled "**Dropshipment**". The filename is standardized as follows, without the use of special characters (spaces, accents, etc.):

**orders\_YOURCOMPANY\_YYYYMMDD\_HHMMSS.xls**

To place a mono-product order, **only one line** of the file should be filled in.

N° de Cmd	Date de commande	Référence campagne	ID Cdiscount	Civilite	Nom Bénéficiaire	Prénom Bénéficiaire	Adresse
UK210680691	20200223	XXX	0000000ZH43Q	MME	Minto	Ernest	3 Test Road
UK210676437	20200223	XXX	0000000ZH43Q	MME	Gumbrell	Valerie	14 Test Street
UK210676437	20200223	XXX	0000000ZH43Q	MME	Gumbrell	Valerie	15 Test Street

To place a multi-product order, **as many lines** as products should be filled using the following rules:

- Columns from A to Q and W to X => identical on all lines
- Columns from R to V => different on each line

The 1<sup>st</sup> line of the file is systematically ignored: it must contain the column header.

### Data format

Column	Field	Max. no. of characters	Cell format	Comment
A	Order N°*	20	Text	One order per recipient
B	Order date*	8	Text	YYYYMMDD
C	Campaign reference*	16	Text	E.g.: CUSTOMER201102. This code specifies the dropshipment (or multi-address) campaign
D	Cdiscount ID*	12	Text	Customer code provided by CdiscountPro
E	Title*	5	Text	"M" or "MME"
F	Recipient's surname*	35	Text	
G	Recipient's first name*	35	Text	
H	Address*	35	Text	Street N° and name
I	Additional address details	35	Text	Flat / Floor / Door code
J	PB / Locality	35	Text	
K	Business name	35	Text	Compulsory if we deliver to a business.
L	Post code*	5	Text	
M	City*	35	Text	
N	Country*	6	Text	Enter the value of the country (See page 8)
O	Landline*	10	Text	If a landline number is the only one specified, it will be copied into the "mobile phone" field
P	Mobile phone	10	Text	
Q	Customer email*	80	Text	Email indispensable for customer relationship. It is advisable to put your Customer Service email.

Column	Field	Max. no. of characters	Cell format	Comment
R	Delivery method*	3	Text	"CHD" for chronopost international
S	Shipping costs*	digital	Text	Shipping costs in €, as described in the contrat
T	Product code*	20	Text	If a recipient orders several products, a line should be created per "product code". Each line must include the data from columns A to R and W to X
U	VAT-exclu. selling price*	digital	Text	VAT-exclu. unit selling price (with ecotax) Decimal separator = "."
V	Quantity*	digital	Text	Whole number


\* required fields



**The amount to be filled in on the order file is the column VAT-exclu. purchase price (with ecotax) (column S of the catalogue.**

## 2.5 - Delivery methods for European countries

List of countries delivered by Chronopost

Mode de livraison	Pays	Code pays	Destinations non desservies	Délai livraison Classic
	Belgique	BE		2-3 jours
	Espagne	ES	Canaries, Baléares et Péninsule Almina	2-3 jours
	Italie	IT	San Marin, Vatican, Livigno et Campione d'Italia	2-4 jours
	Allemagne	DE	îles de la mer Baltique, îles de la mer du Nord (îles de la Frise du Nord, îles de la Frise-Orientale, Halligen, Heligoland)	2-3 jours
	Grande Bretagne	GB		2-3 jours
	Autriche	AT		3 – 4 jours
	République Tchèque	CZ		3
	Danemark	DK	Iles Féroé et du Groenland	3
	Estonie	EE		6
	Hongrie	HU		3 – 4 jours
	Lettonie	LV		4-6 jours
	Lituanie	LT		4
	Luxembourg	LU		2
	Pays-Bas	NL		2
	Pologne	PL		3
	Portugal	PT	Açores et Madère	2-3 jours
	Slovaquie	SK		2-3 jours
	Slovénie	SI		3- 4 jours
	Suède	SE		4- 6 jours
	Roumanie	RO		4
	Irlande	IR		3
	Bulgarie	BG		4
	Croatie	HR		4
	Finlande	FI		4
	Grèce	GR		6

## 2.5 - Delivery methods for European countries

For the dispatch of M30 products, only the "CHD" delivery method is available. Column R of the order file will therefore always be filled in with this delivery method:

L	M	N	O	P	Q	R	S	T	U	V
Code postal	Ville	Pays	Téléphone fixe	Téléphone portable	Email client	Mode de livraison	Frais de port	Code produit	Prix HT de vente	Quantité
28005	Madrid	ES	610372535	610372535	<a href="mailto:test@Cdiscount.fr">test@Cdiscount.fr</a>	CHD	0,1	GEN5025155	7,42	1

As the shipping costs are included in the sales prices in the catalogue, column "S" can be filled in with the value "0.1".

The Cdiscount Dropshipping offer also allows you to send products weighing more than 30kg to the following countries:

- Belgium
- The Netherlands
- Luxembourg
- Germany

In this case, the delivery method "LSP" must be entered in the order file.

L	M	N	O	P	Q	R	S	T	U	V
Code postal	Ville	Pays	Téléphone fixe	Téléphone portable	Email client	Mode de livraison	Frais de port	Code produit	Prix HT de vente	Quantité
28005	Madrid	ES	610372535	610372535	<a href="mailto:test@Cdiscount.fr">test@Cdiscount.fr</a>	LSP	0,1	GEN5025155	7,42	1

## 2.6 - Delivery methods for France

In the case of delivery to France several delivery methods are possible:

Less than 30 KG	Standard	COL
		DPS
Less than 30 KG(M30)	Express	DPD
		TNT
		CHD
		COX
More than 30 KG (P30)	Standard	LSP
		TRP

An order may contain several products, each with its own appropriate delivery method.  
This information is directly present in the "AI" column:

A	B	C	D	E	F	AE	AF	AG	AH	AI
Sku	Sku parent	Taille	EAN	Id Catégorie	Libellé Catég	Longueur col	Largeur colis	Hauteur colis	Poids (g)	ModeLivraison
RED3660950040005			3,661E+12	1000000269	PUERICULTU	15,1	27,9	6,3	216	CHD
POR3148807310155			3,1488E+12	1000000269	PUERICULTU	25	30,2	4,7	288	COL
NE002511			3,1208E+12	1000000269	PUERICULTU	19,2	22,6	6,8	206	TNT
731012			3,1488E+12	1000000269	PUERICULTU	26,3	28,2	5,1	246	CHD
5000486			3,7009E+12	1000000269	PUERICULTU	16,2	23	12,6	354	COL

## 2.6 - Delivery methods for France

The delivery method must be entered in column R of the order file:

L	M	N	O	P	Q	R	S	T	U	V
Code postal	Ville	Pays	Téléphone fi	Téléphone p	Email client	Mode de livr	Frais de port	Code produit	Prix HT de ve	Quantité
38130	Echyrolles	FR	610372535	610372535	<a href="mailto:test@drop.com">test@drop.com</a>	COL	6,5	GEN5025155	7,42	1

Cdiscount Dropshipping automatically generates the following 3 documents:

- **The "Compliance report"** to find out if the file has been filled in correctly, it will then be integrated into the dropshipment string.
- **"Anomaly tracking"** lists all the orders integrated over the current day and states if they have been sent for picking or not.
- **"Order tracking"** details preparation for the orders accepted

### Compliance report

The compliance report is used to find out if the order file has been filled in correctly:

The compliance report is generated each time a new order file is uploaded (15 minutes after the order file has been received).

The name of the file generated is: **RapportConformite\_YYYYMMDD\_HHMMSS.xlsx**

It is available in the FTP **Fichier** directory.

Concurrently to the compliance report being generated, a mail is sent to tracking recipients (defined in the account Operation datasheet) stating whether the file has been integrated or not.



The list of checks made on order file format are as follows:

- Compulsory text format
- Sheet name = "Dropshipment"
- Number of columns = 22
- Excel file with .xls or .xlsx extension
- Readable file
- Correct Cdiscount ID
- Max. number of characters for each field
- Number in the digital fields (shipping costs, prices, quantity)

File format is as follows:

Column	Field	Corresponding field	Comment
A	SourceFile	Source file name	Uploaded file name
B	ProcessedFile	Name of the Cdiscount-processed file	The file is then renamed by Cdiscount for internal tracking purposes
C	DateTime	Analysis date and time	
D	Status	File status	OK or KO
E	Reason	Reason	If the status is OK, the reason will be "En cours de traitement" If the status is KO, a message will specify the error to correct.

### OK file example

	A	B	C	D	E
1	FichierOrigine	FichierTraite	DateHeure	Statut	Motif
2	commandes_CLIENT_20131002_1040.xlsx	CDSPRO_20131002110138_5051_commandes_CLIENT_20131002_1040.xlsx	02/10/2013 11:01	OK	En cours de traitement

### KO file example

	A	B	C	D	E
1	FichierOrigine	FichierTraite	DateHeure	Statut	Motif
2	TestMANTIS120012_23102013_4.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_4.xlsx	24/10/2013 08:26	KO	Non traité : ligne n°3 : FraisPort:n'est pas au format attendu
3	TestMANTIS120012_23102013_3.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_3.xlsx	24/10/2013 08:26	OK	En cours de traitement
4	TestMANTIS120012_23102013_2.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_2.xlsx	24/10/2013 08:26	OK	En cours de traitement
5	TestMANTIS120012_23102013_1.xlsx	CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_1.xlsx	24/10/2013 08:26	OK	En cours de traitement

### Anomaly tracking

Anomaly tracking lists the orders integrated over the current day to state for each order whether it is processed or refused.

The processed orders are then listed in the order tracking document.

Anomaly tracking is only generated if orders have been sent.

The name of the XLS file is: SuiviAnomalies\_YYYYMMDD.xls

It is updated every 2 hours.

It is available in the FTP **Anomalie** directory.

**N.B.:**

- Order integration ends at 23:00 and starts again at 0:01, so as to generate the final, exhaustive anomaly tracking for the day around 23:59. Orders uploaded after 23:00 are, as such, integrated into the next day's anomaly tracking.
- Unanalysed orders being integrated are added to the tracking to ensure optimal transparency along with the message "En attente d'intégration". This is a temporary status pending order processing.

This file format is identical to the purchase order with an extra column containing the wording "traitée" or "non traitée : [reason]".

Column	Field	Corresponding field	Max. no. of characters	Comment
A	CustomerOrderRef	Customer Order N°	20	Fields identical to the purchase order
B	CreationDate	Order date	Date	
C	PartnerOrderRef	Campaign reference	16	
D	CustomerNumber	Cdiscount ID	12	
E	title	Title	5	
F	LastName	Recipient's surname	35	
G	FirstName	Recipient's first name	35	
H	Shipping_address1	Address	35	
I	Shipping_address2	Additional address details	35	
J	Shipping_address3	PB / Locality	35	
K	Shipping_addressTitle	Business name or "at"	35	

## 2.7 - Order tracking

Column	Field	Corresponding field	Max. no. of characters	Comment
K	Shipping_addressTitle	Business name or "at"	35	
L	Shipping_ZipCode	Post code	5	
M	Shipping_City	City	35	
N	Shipping_Country	Country	6	
O	Phone1	Landline	10	
P	Phone2	Mobile phone	10	
Q	Email	Customer email	80	
R	DeliveryMode	Delivery method	3	
S	Shipping_Fee	Shipping costs	digital	
T	ProductId	Product code	20	
U	PriceWithoutTax	VAT-exclu. selling price	digital	
V	Quantity	Quantity	2	
W	MessageError	Integration result	255	Possible values: 1) Processed 2) Unprocessed: "reason"
X	OriginalFileName	Order file name	255	Name of the source order file processed by Cdiscount

N.B.: max. character count restrictions do not apply to delivery to countries outside France

Likely reasons for rejection include:

- Required fields
- Format errors
- Stockout on a product included in the order
- Inactive or non-existent product
- Duplicate: same Customer Order N° and same Campaign Reference
- Unpermitted delivery destination (e.g.: army or a country other than France)
- Unsuitable delivery method
- Insufficient amount outstanding

**Example :**

	A	B	C	D	E	F	G	H	I	J	K
1	CustomerOrderRef	CreationDate	PartnerOrderRef	CustomerNumber	civilite	LastName	FirstName	Shipping_address1	Shipping_address2	Shipping_address3	Shipping_addressTitle
2	227990767	2016-05-06 00:00:14.987	CLIENTAAAAMM	000000CLIENT	M	BOUTIERECES	JULIEN	1 RUE DE LA ROUTE			
3	227990798	2016-05-06 00:00:14.987	CLIENTAAAAMM	000000CLIENT	MLLE	JACKCES	JULIETTE	2 ROUTE DE LA RUE			
4	227990845	2016-05-06 00:00:14.987	CLIENTAAAAMM	000000CLIENT	MME	BOBCES	JULIE	3 AVENUE DE LA ROUTE			
5	227990836	2016-05-06 00:00:14.987	CLIENTAAAAMM	000000CLIENT	M	JACKCESMIT	JULIEN	4 ROUTE DE L AVENUE			
6	227990836	2016-05-06 00:00:14.987	CLIENTAAAAMM	000000CLIENT	M	JACKCESMIT	JULIEN	4 ROUTE DE L AVENUE			
-											

	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	Shipping_ZipCode	Shipping_City	Shipping_Country	Phone1	Phone2	Email	DeliveryMode	Shipping_Fee	ProductId	PriceWithoutTax	Quantity	MessageError	OriginalFileName
2	75015	PARIS	FR	0556575859	0607080910	123@msn.com	CDS	7	3333973153808	70.45	1	Traitée	commandes_CLIENT_20131114_185900.xls
3	75015	PARIS	FR	0556575860	0607080911	456@msn.com	TNT	13	FUJIAV200PRO	25.99	2	Traitée	commandes_CLIENT_20131114_185900.xls
4	33160	CESTAS	FR	0556575861	0607080912	789@msn.com	COL	9	PSPBL16GO	150.11	1	Non Traitée : Unknow product id : PSPBL16GO	commandes_CLIENT_20131114_185900.xls
5	33000	BORDEAUX	FR	0556575862	0607080913	1010@msn.com	COL	7	AO1604	491	3	Traitée	commandes_CLIENT_20131115_020014.xls
6	33000	BORDEAUX	FR	0556575862	0607080913	1010@msn.com	COL	1	CGRESERVA	50.99	1	Traitée	commandes_CLIENT_20131115_020014.xls

### Order tracking

Processed order tracking is updated 3 times a day, at 5:30, at 11:00 and at 16:30.

This overview file contains a rolling 30-day order archive and provides the following details for each order:

- Its status (created, validated, picked, shipped, etc.)
- carrier tracking.

The file name is: SuiviCommandes.xls

It is available in the FTP **Suivi** directory.

The XLS file format is as follows:

Column	Field	Corresponding field	Number of characters	Comments
A	CustomerOrderRef	Campaign reference	50	The column name header does not match the content. The campaign reference is to be entered in this field
B	scopus_id	Cdiscount order N°	20	
C	PartnerOrderRef	Customer order N°	50	The column name header does not match the content. The order number is to be entered in this field
D	ship_name	Recipient's surname	35	

Column	Field	Corresponding field	Number of characters	Comments
E	ship_first_name	Recipient's mail	35	
F	ship_phone	Landline	10	
G	ship_portable	Mobile phone	10	
H	cdv_codeta	Order status*	1	See following table
I	eve_codeta	PS status*	1	
J	datval	Shipping date	21 (date)	Corresponds to the PS validation date
K	sku	Product code	20	
L	quantite_livree	Quantity delivered	digital	
M	CDEM_NumColisComple	Package N°	50	Chronopost tracking number
N	ExternalCarrierTrackingURL	Carrier tracking link	1024	Chronopost tracking link
O	OriginalFileName	Order file name	255	Initial name of the order file

The following matrix is used to interpret order status:

cdv_codeta	eve_codeta	Comments
C		Order created
V		Order validated
V	P	Order validated + PS being prepared
	P	Order validated + PS being prepared
	V	Order validated + PS shipped
V	C	Order validated + PS created

## 2.7 - Order tracking

cdv_codeta	eve_codeta	Comments
	C	Order validated + PS created
V	V	Order validated + PS shipped
V	S	Order validated + PS shipped
S	P	Order validated + PS shipped
S	C	Order validated + PS shipped

PS = Picking Slip => document used by Cdiscount to prepare orders

**Example :**

	A	B	C	D	E	F	G	H	I	J
1	CustomerOrderRef	scopus_id	PartnerOrderRef	ship_name	ship_first_name	ship_phone	ship_porta	cdv_codeta	eve_codeta	datval
2	227990767	13072908056KBNI	CLIENTAAAAMN	BOUTIERE	JULIEN	0556575859		S	S	2013-07-29 00:00
3	227990798	13072908021KJKA	CLIENTAAAAMN	JACKCES	JULIETTE	0556575860		S	S	2013-07-29 00:00
4	227990836	13072908056IUOM	CLIENTAAAAMN	JACKCESN	JULIEN	0556575862		S	S	2013-07-29 00:00
5	227990836	13072908056IUOM	CLIENTAAAAMN	JACKCESN	JULIEN	0556575862		S	S	2013-07-29 00:00

	K	L	M	N	O
1	sku	quantite_liv	CDEM_NumColisComple	ExternalCarrierTrackingURL	OriginalFileName
2	3333973153808	1	8L80928029376	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8L80928029376">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8L80928029376</a>	commandes_CLIENT_20131114_185900.xls
3	FUJIAV200PRO	2	7920829122499218	<a href="http://www.tnt.fr/public/suivi_colis/recherche/visubontransport.do?radiochoixrecherche=BT&amp;bonTransport=7920829122499218">http://www.tnt.fr/public/suivi_colis/recherche/visubontransport.do?radiochoixrecherche=BT&amp;bonTransport=7920829122499218</a>	commandes_CLIENT_20131114_185900.xls
4	AO1604	3	8V80928029048	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048</a>	commandes_CLIENT_20131115_020014.xls
5	CGRESERVA	1	8V80928029048	<a href="http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048">http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048</a>	commandes_CLIENT_20131115_020014.xls



Cdiscount addresses an Excel format invoice summarizing the orders.

The file name is **Invoicing\_YYYYMMDD\_HHMMSS.csv**

It is uploaded on the 5th of the month for the previous month invoicing to the FTP **Invoicing** folder.

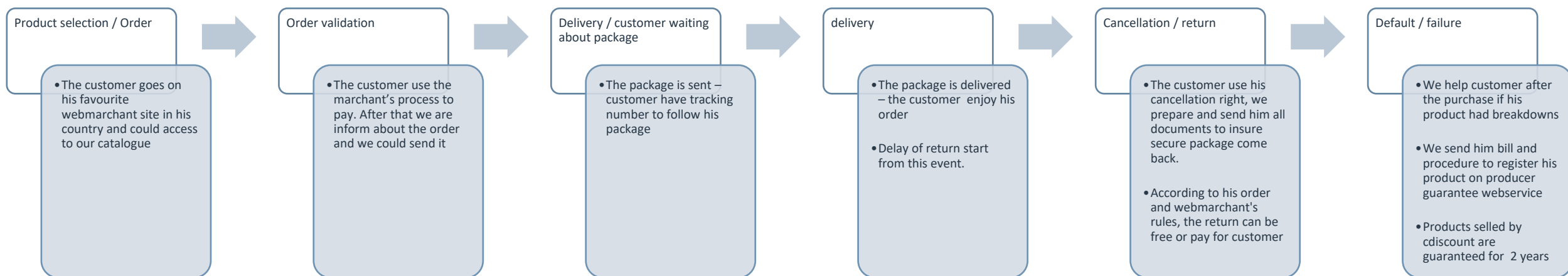
The following data is specified for each order line:

Column	Field	Comment
A	filename	Name of the order file uploaded by the customer
B	type	Field type
C	number	Invoice number
D	date	Order date
E	customernumber	Customer ID
F	yourcustomerreference	Partner reference
G	customerreference	Customer order number
H	line	Invoice line
I	Psnumber	Cdiscount PRO picking slip number
J	ordernumber	Cdiscount PRO internal invoice number
K	productcode	product code
L	quantitydelivered	quantity
M	vat	VAT
N	vatexunitprice	VAT-exclu. product unit price
O	vatexamount	VAT-exclu. product amount
P	vatexshipcost	VAT-exclu. shipping costs
Q	siteld	Internal customer ID
R	extref	Cdiscount PRO internal order number

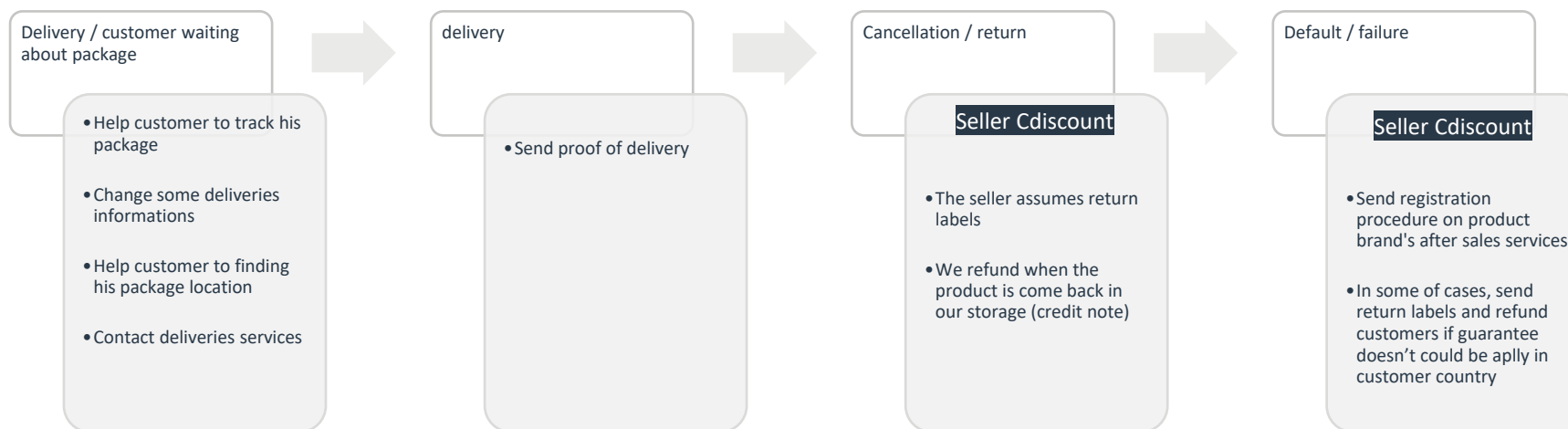
In the event of invoicing issues, you may contact [comptapro@cdiscout.com](mailto:comptapro@cdiscout.com).

## 2-9 - Customer Relationship Management

### Customer journey



### Cdiscount actions

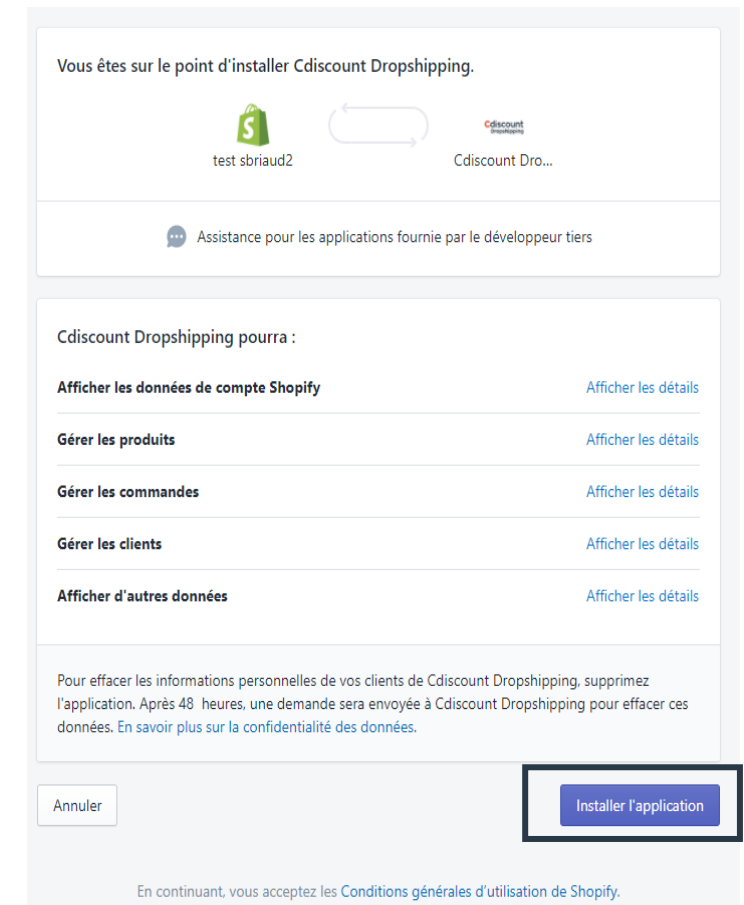
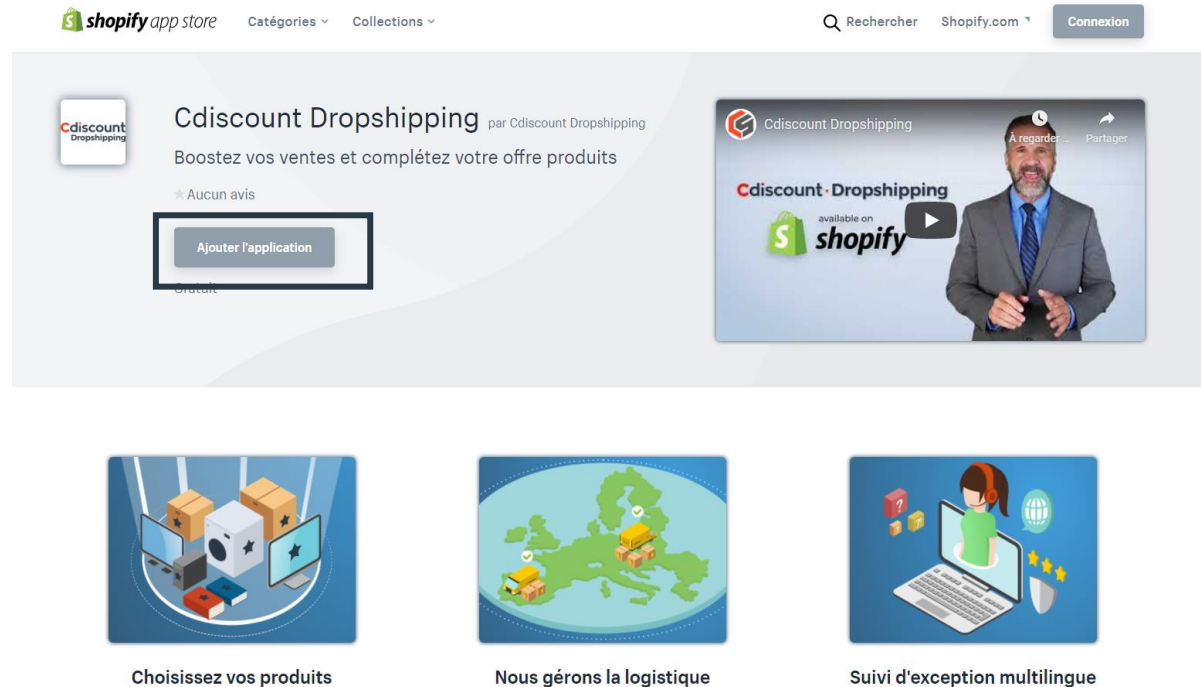


## 3 – Set-up via the Shopify application




## 3-1 - Module installation


- Login to Shopify and navigate to the URL : <https://apps.shopify.com/cdiscount-dropshipping>
- Click on the **"Add Application"** button.





# 3-1 - Module installation


 Shopify


Recherche


 Shopify


 Accueil


 Commandes 23


 Produits

 Clients


 Analyses de données


 Marketing


 Réductions

 Applications

CANAUX DE VENTE

 Boutique en ligne



 Paramètres


## Applications

Visiter l'App Store de Shopify

Applications installées

Afficher 1 application


Trier par Nom d'application (A à Z) ▾


 Cdiscout Dropshipping


[À propos](#) [Supprimer](#)


Applications pour Black Friday Cyber Monday

Marketing Vendre Stock Vente au détail

 **Sendinblue SMS Marketing**  
Envoyez des SMS promotionnels et de marketing à votre base de données de clients.

 **Sendinblue SMS & Email Marketing**  
Envoyez des SMS et des emails promotionnels et de marketing à votre base de données de clients.

 **Sendinblue Instagram & Facebook**  
Envoyez des posts Instagram et Facebook à votre base de données de clients.

 **Sendinblue Marketing Automation**  
Envoyez des emails et des SMS automatisés à votre base de données de clients.

[Comment fonctionnent les recommandations d'applications](#)

# 3-2- Dashboard

The screenshot shows a web browser window displaying the 'Cdiscount Dropshipping Dev' dashboard. The browser's address bar shows the URL: `https://lri2029.myshopify.com/admin/apps/136df4712c91cc9e0e975e94ae1f9cf3`. The dashboard has a dark sidebar on the left with a menu containing: Accueil, Commandes, Produits, Clients, Analyses de données, Marketing, Réductions, Applications (highlighted), CANAUX DE VENTE (with a plus icon), Boutique en ligne (with an eye icon), and Paramètres. At the bottom of the sidebar is a notification: 'Transfert de boutique désactivé'. The main content area is titled 'Cdiscount Dropshipping Dev' and includes tabs for 'Bienvenue', 'Paramètres', and 'Aide'. The 'Bienvenue' tab is active, showing a welcome message and three key benefits: 'Un catalogue sans pareil' (with a box icon), 'Au meilleur prix' (with a Euro symbol icon), and 'Logistique efficace' (with a truck icon). Each benefit is followed by a descriptive sentence. A 'S'inscrire' button is located below these benefits. At the bottom of the main area, there is a question 'Avez-vous déjà un compte Cdiscount Dropshipping?' and a 'Démarrer' button. A yellow banner at the very bottom of the dashboard states: 'Le transfert de boutique est désactivé, ce qui signifie que cette boutique ne peut pas être transférée à un marchand ou changer de forfait. En savoir plus sur le transfert d'une boutique'. The Windows taskbar at the bottom shows various application icons and the system clock indicating 21:25 on 14/01/2021.

Fichier Édition Affichage Historique Marque-pages Outils Aide

← [MVP] shopii PCI C Iricher Iricher API Pr BeezU Erreur Erreur in new Working... MAAS 20210 CT + S Conte Introd MyDe [Maas] Erreur IriCDS DS Find S Messe In2029 Sli X

https://lri2029.myshopify.com/admin/apps/136df4712c91cc9e0e975e94ae1f9cf3

Pour un accès rapide, placez vos marque-pages ici, sur la barre personnelle. Gérer vos marque-pages...

Iri2029 Recherche IA In2029 Admin

Accueil Commandes Produits Clients Analyses de données Marketing Réductions Applications

CANAUX DE VENTE +

Boutique en ligne

Paramètres


Transfert de boutique désactivé

Cdiscount Dropshipping Dev par Cdiscount Dropshipping

Bienvenue Paramètres Aide


## Cdiscount · Dropshipping

La meilleure offre de dropshipping en Europe, du leader français du e-commerce.  
En quelques clics, bénéficiez de tous les avantages de notre solution: large gamme d'offres, prix des produits et livraison en des temps records partout en Europe.




Un catalogue sans pareil

Vous avez plus de 200,000 produits dans plus de 30 catégories



Au meilleur prix

Vous bénéficiez du pouvoir de négociation du leader du e-commerce en France



Logistique efficace

Nous livrons pour vous en 3 jours dans plus de 30 pays

S'inscrire

Avez-vous déjà un compte Cdiscount Dropshipping?

Démarrer

Le transfert de boutique est désactivé, ce qui signifie que cette boutique ne peut pas être transférée à un marchand ou changer de forfait. En savoir plus sur le transfert d'une boutique

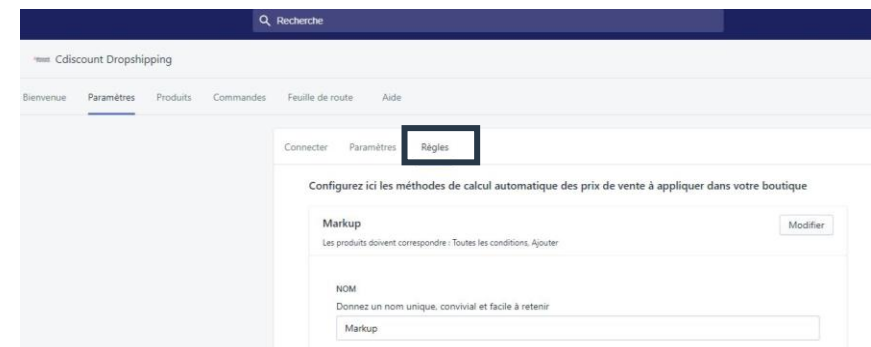
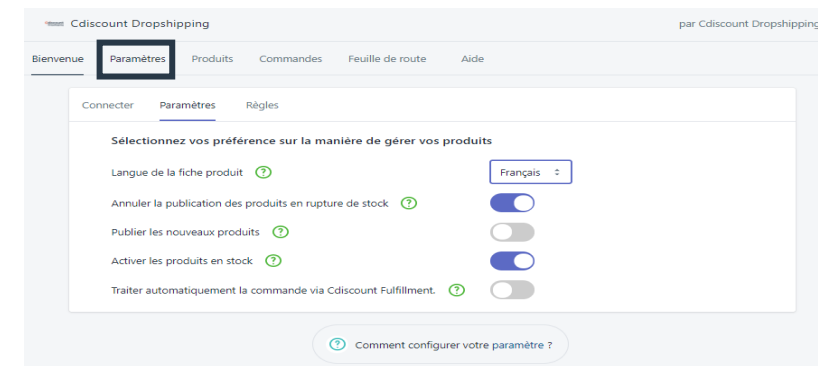
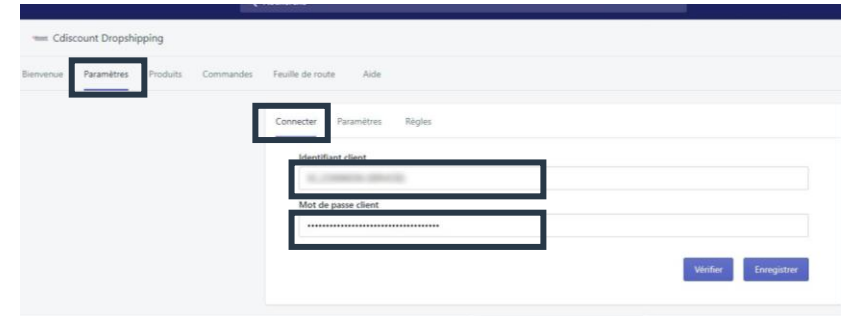
21:25 14/01/2021

# 3-2- Dashboard

The screenshot shows a web browser window displaying the 'Cdiscount Dropshipping Dev' dashboard. The browser's address bar shows the URL: `https://iri2029.myshopify.com/admin/apps/136df4712c91cc9e0e975e94ae1f9cf3`. The dashboard has a dark sidebar on the left with navigation links: Accueil, Commandes, Produits, Clients, Analyses de données, Marketing, Réductions, Applications (highlighted), CANAUX DE VENTE, Boutique en ligne, Paramètres, and a notification for 'Transfert de boutique désactivé'. The main content area is titled 'Cdiscount Dropshipping Dev' and includes a search bar, a language selector set to 'Français', and a welcome message: 'Bienvenue sur notre espace d'inscription Dropshipping'. Below this is a registration form with fields for: Civilité (dropdown), Nom, Prénom, Email (pre-filled with 'support.dropshipping-app@common-services.com'), Téléphone (with a country code dropdown set to '+33'), Téléphone Portable (also with a '+33' dropdown), Pays (dropdown), and Raison sociale. A yellow banner at the bottom of the dashboard states: 'Le transfert de boutique est désactivé, ce qui signifie que cette boutique ne peut pas être transférée à un marchand ou changer de forfait. En savoir plus sur le transfert d'une boutique'. The browser's taskbar at the bottom shows various application icons and the system clock indicating 21:26 on 14/01/2021.

## 3-3- Settings

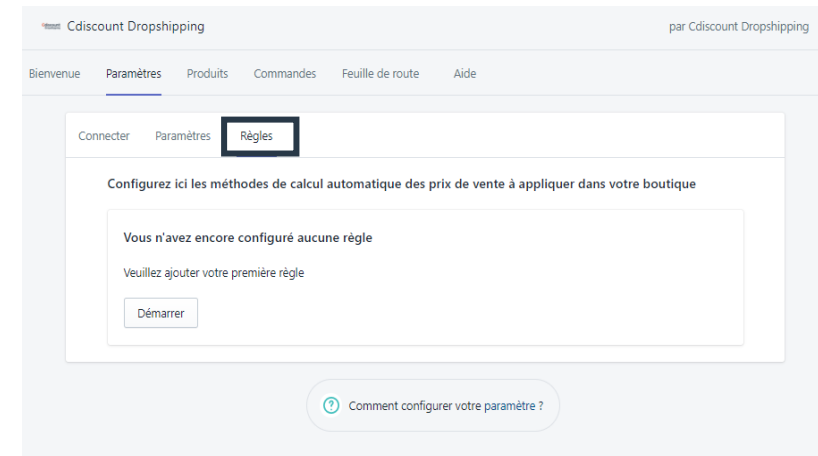
- Login with your provided credentials
- Set up "your preferences".
  - Deactivate "Publish new products".
    - pour vérifier les fiches produit des premiers produits et vérifier votre paramétrage des règles de prix.
  - Deactivate "**Automatically process the order via Cdiscount Fullfilment**"
    - in order to validate the first orders before they are automatically sent.
- Manage your automatic calculation rules



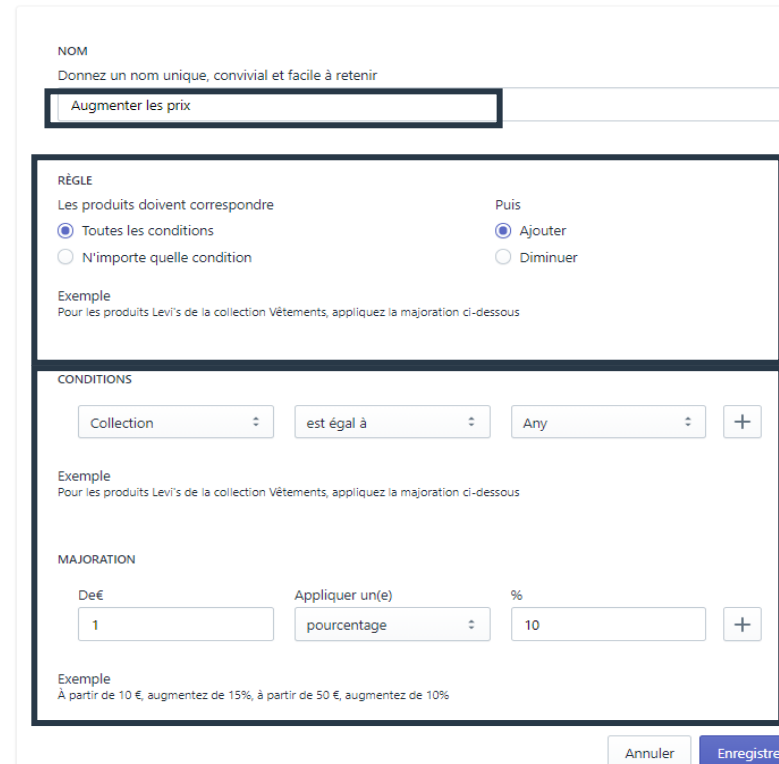


## 3-3- Settings

- Then click on the "Rules" tab to add a price markup rule.
  - Name your rule
- Selection of the products to which the rule applies
- Set the conditions and the rule markup



Configurez ici les méthodes de calcul automatique des prix de vente à appliquer dans votre boutique



# 3-4- Importation Catalogue Products

## 1- Import your products

## 2- Filter by Category / Brand

## 3- Filter by Price / Rating

## 4- Search

Cdiscount Dropshipping par Cdiscount Dropshipping

[Bienvenue](#) [Paramètres](#) **[Produits](#)** [Commandes](#) [Feuille de route](#) [Aide](#)

[Rechercher des produits](#) [Mon inventaire](#)

Utilisez les filtres à votre disposition pour sélectionner les produits qui vous intéressent

Filtres

**Catégorie** Sélectionnez vos catégories

**Marque** Sélectionnez une/des marque(s)

**Prix** 0 À 10000€

**Évaluation** ★ ★ ★ ★ ★

**Rechercher**

**Rechercher des produits Cdiscount**  
Veuillez sélectionner au moins une catégorie et cliquez sur le bouton Rechercher.

## 3-4- Importation Catalogue Products

- You can check the imported products by clicking on the " My inventory " tab and if necessary modify the product file by clicking on the " Modify " hyperlink.
- If you have disabled the "Publish New Products" option, remember to make your products available on your store by clicking on the "Manage" button or en masse from the "Products" page of Shopify.

The screenshot shows the 'Cdiscount Dropshipping' interface. The 'Produits' tab is selected in the top navigation bar. Below the navigation bar, there is a search bar and a table of products. The table has columns for 'Titre', 'Qté', and 'Prix'. The products listed are:

Titre	Qté	Prix
DELONGHI EN500.B NESPRESSO LATTISSIMA ONE - Machine expresso - Couleur noire Latte Crema System : Nouvelle carafe pour préparer une boisson à la fois. Boissons lactées en accès direct pour une utilisation plus simple et rapide. 3 boissons en accès avec icône rétroéclairées : Espresso, Lungo et boisson lactée. Coloris Noir AUC8004399333871   test-sbriaud   8004399333871	7	€188.40 €188.4
DELONGHI ECAM 350.35.SB Expresso broyeur DINAMICA Ecran 4 recettes - Silver DINAMICA - écran tactile - icônes rétro éclairés et affichage graphique - 4 recettes café en accès direct et personnalisations - réservoir grains 300gr - finition silver DEL8004399331136   test-sbriaud   8004399331136	19	€439.02 €439.02
DELONGHI ECAM 350.15.B Expresso broyeur DINAMICA 4 recettes - Black DINAMICA - écran tactile - icônes rétro éclairés - 4 recettes café en accès direct - réservoir grains 300gr - finition black DEL8004399331143   test-sbriaud   8004399331143	23	€348.59 €348.59
DELONGHI EC191CD Machine expresso classique - bleu nuit "Machine à expresso - Puissance : 1100 W - Pression : 15 bars - Bouton unique de sélection - Système d'auto-amorçage - Cappuccino System - Porte-filtre "Super crème" compatible pour 1 ou 2 tasses - Émission de vapeur réglable - Grille égouttoir amovible - Tasse mouture incorporé - Réservoir d'eau transparent capacité 1 L - Couleur : Bleu nuit" DELEC191CD   test-sbriaud   8004399328716	30	€59.75 €59.75
DELONGHI ECAM 350.35.W Expresso broyeur DINAMICA Ecran 4 recettes - Blanc DINAMICA - écran tactile - icônes rétro éclairés et affichage graphique - 4 recettes café en accès direct et personnalisations - réservoir grains 300gr - finition white DEL8004399331137   test-sbriaud   8004399331137	15	€447.36 €447.36

The screenshot shows the Shopify 'Gérer la visibilité du canal de vente' dialog box. The dialog box has a title bar with a close button (X). The main content area has a checkbox labeled 'Boutique en ligne' which is checked. At the bottom of the dialog box, there are two buttons: 'Annuler' and 'Terminé'. The background shows the Shopify 'Produits' page for 'DELONGHI EN500.B NESPRESSO LATTISSIMA ONE - Machine expresso - Couleur noire'.

# 3-4- Importation Catalogue Products

## 1- Category Selection

## 2- Product Selection

Cdiscount Dropshipping

Utilisez les filtres à votre disposition pour sélectionner les produits qui vous intéressent

Filtres

Catégorie Sélectionnez vos catégories

EFFETS ET CONTROLE DU SON

Marque Sélectionnez une/des marque(s)

Prix 0 À 10000€

Évaluation ★ ★ ★ ★ ★


Rechercher

Sélectionnez une collection

Importer la sélection

Q Filtre éléments

Résultat de la recherche Total: 11 Affichés: 11 Sélectionnés: 1

	Produit	Qté	Prix	Statut
<input checked="" type="checkbox"/>	 HERCULES STARLIGHT - Contrôleur DJ USB - 4 pads x 4 modes - Carte son intégrée - Serato DJ Lite inclus HERCULES 4780884 Console DJ Starlight - USB type A - 2 canaux - Noir HERCULES   3362934745707	2	€63.14	

## 3- Import product selection

# 3-5- Monitoring and tracking Orders

## 1- Access to your orders

Cdiscount Dropshipping

par Cdiscount Dropshipping

Bienvenue

Paramètres

Produits

**Commandes**

Feuille de route

Aide

Statut

☐ Tous

☒ En attente

☒ En cours

☐ Livré

☐ Archivé

☐ Expédié

☐ Annulé

Païement

☐ Tous

☐ En attente

☒ Payé

Période

Début

Fin

Rechercher des commandes

Vous pouvez rechercher vos commandes par statut de paiement ou statut d'expédition.

Rechercher

3- Search

2 - Filter by "Status", "Payment" or "Period".

## 3-5- Monitoring and tracking Orders

- Your orders are processed automatically by our system thanks to the Shopify plugin, you will find all your orders via the dashboard tab "Orders".
- You can find the progress of your orders via the following order statuses:
  - **Pending**: your order has been created and will be processed automatically by our system in the near future.
  - **In progress**: your order has been processed and will be shipped to your customer shortly.
  - **Rejected**: for various reasons, your order has been rejected by our system, please contact our dedicated support team.
  - **Cancelled**: your order can be cancelled if a customer requests a cancellation or if an ordered item is not available.
  - **Shipped**: your order has been shipped to your customer

The screenshot shows the 'Cdiscount Dropshipping Dev' dashboard. The 'Commandes' tab is active, displaying a list of orders. The order status is highlighted with a red box, indicating it is 'En attente' (Pending). The dashboard includes a sidebar with navigation options and a main content area with filters and a table of search results.

Informations sur la commande	Date	Articles de la commande	Prix	Statut
#1002 (cdd3181049282733) Jérémy Test Prod 69000 (FR)	Lun, 11 janv. 2021 04:46	DOMO DO327L Soudeuse sous vide – 20 sacs inclus DOM5411397015648   €64.11 x 1	€64.11	En attente

For any request for invoicing of your orders please send your request to the following address:  
[support.dropshipping@cdiscount.com](mailto:support.dropshipping@cdiscount.com)

## 4 – Contact

In the event of issues for setting up orders, you may contact support:  
[support.dropshipping@cdiscount.com](mailto:support.dropshipping@cdiscount.com)