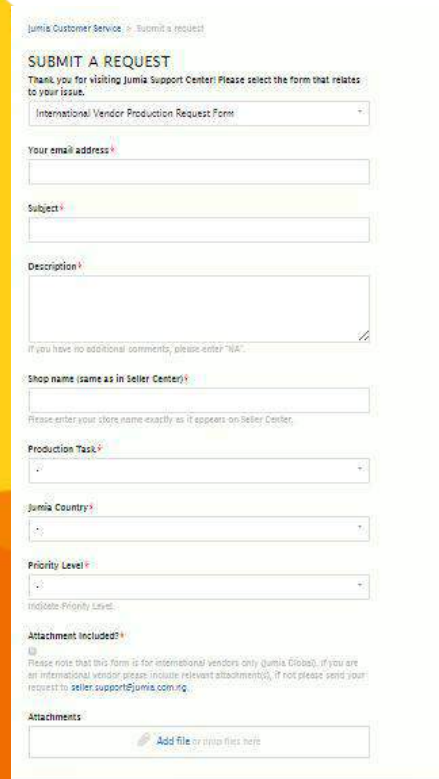


DATA MANAGEMENT GUIDELINES FOR INTERNATIONAL VENDORS

REQUEST FORM

All new requests should be initiated on the International Vendor Production Request Form. Subsequent feedback on received requests can be handled via email and then closed.



The screenshot shows a web form titled "SUBMIT A REQUEST" with the following fields and instructions:

- Header: Jumia Customer Service > Submit a request
- Title: **SUBMIT A REQUEST**
- Introductory text: Thank you for visiting Jumia Support Center! Please select the form that relates to your issue.
- Form selection: A dropdown menu with "International Vendor Production Request Form" selected.
- Required fields (marked with an asterisk):
 - Your email address
 - Subject
 - Description (with a small icon for help)
- Optional field: "If you have no additional comments, please enter 'NA'."
- Shop name (same as in Seller Center) - with a note: "Please enter your store name exactly as it appears on Seller Center."
- Production Task - dropdown menu
- Jumia Country - dropdown menu
- Priority Level - dropdown menu with a note: "Indicate Priority Level."
- Attachment included? - checkbox
- Instructions: "Please note that this form is for international vendors only (Jumia Global). If you are an international vendor please include relevant attachments. If not please send your request to seller.support@jumia.com.ng."
- Attachments - "Add file or image files here" button

Click [here](#) to visit form

SERVICE LEVEL AGREEMENT

Please find below delivery timeline for each request made to the teams.

Production Task	SLA
Brand Creation	24hours
Category Creation	24hours
Campaign Re-categorization	24hours
Product Attribute Creation (Sizes, Variation, Filters)	24hours
PC1% Commission Update	24hours
Blacklisted Keywords	24hours
Exemption	24hours
Product Grouping Requests	24hours
Brand Permission	24hours
QC FastTrack**	48 hours
Others**	48 hours



** QC FastTrack and other requests with extremely high number of SKUs may take longer than the stipulated 48 hours.



MASS PRODUCT CREATION via .csv OR .xlsx

Working on the Mass Product Creation Template is quite easy. As you can see, all the information that is on the template is the same information that Seller Center requests from you when creating products manually product by product. The template when downloaded is on excel (.xlsx) and you can add as many products/sizes as you want but keep in mind that the upload template should only have not more than 3000 products for better processing on Seller Center.

	A	B	C	D	E	F	G
1	Example for Attribute-Set: Apparel and Accessories						
2	Main						
3	Name	PrimaryCategory	Brand	BrowseNode	Categories	Model	Color
4	Nikon Wide Angle Camera 10 MP black, Stetson Strawhat beige Cowboy-style		1 Apple, Chanel, Random House	5, 94, 1075	5, 94, 1075	iPhone 4S Samsung TV 4T	royal blue, mint green, Peac
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							



Tabs 1 & 2 have information about the use of the template. **Tabs 3 & 4** are the sheets absolutely required. On the **Tab 3** you can find all information necessary for creating your product. On **Tab 4** you can find all the valid values of the template.

WHAT IS A VALID VALUE?

On some columns on the template you can only input information already approved, active and visible on the system like Brand Names, Variation, Filter colors etc.

These are important to Product Creation, especially on Brands and Size Variation.



Please fill up every column with the same structure and indication as if you were filling up on Seller Center.



MAIN INFORMATION ON THE TEMPLATE

N.B Information required is subject to category selected.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Example for Attribute-Set: Apparel and Accessories												
2	Main							Price & Tax			Variation		
3	Name	PrimaryCatego	Brand	BrowseNo	Categories	Model	Color	SalePrice	Price	SaleStartDat	SaleEndDa	SellerSk	ProductId

Product Name*: Typically Product Name PLUS Brand PLUS Model PLUS Colour.

Brand*: Remember that if a brand is not on Seller Center you won't be able to select the brand. On **Tab 4** "Valid Values", on the "B Column", you will find all brands created/active/visible in Seller Center, please look for your brand there. If the brand is not created, please fill this [Brand Request Form](#).

Product Description*: Has to be written in plain text or in .html codes. You can access .html code simply by clicking on the icon on the extreme left after inputting your product description;

Product Description *

--

This the ultimate screen protection for your smartphone. 9 times stronger than regular glass, this tempered glass is made to protect the screen from damages and scratches with specially processed glass that has been reinforced to increase shock absorbeny.



Product Description *



This the ultimate screen protection for your smartphone. 9 times stronger than regular glass, this tempered glass is made to protect the screen from damages and scratches with specially processed glass that has been reinforced to increase shock absorbency.

Short Description*: Must be written bullet so you need to write them down with .html Code. You can access .html code simply by clicking on the icon on the extreme left after inputting your product description;

Highlights *



- Easy to use (stick on)
- Protects dusts and scratches on your screen
- Durable

Highlights *



```
<u> <li>Easy to use (stick on)</li> <li>Protects dusts and scratches on your screen</li> <li>Durable</li> </ul>
```



CATEGORIZATION

Primary Category* is mandatory.

All the same rules to choosing categories on Seller Center apply here. Please remember the following points;

- The main category is formed by the first two levels of categories and all the subcategories are formed by the following levels.
- Once a Main Category has been chosen as a sub-category, it is not possible to choose another Main Category.
- After choosing a Main Category all sub-categories need to belong to that category, you cannot choose subcategories from another Main Category.

Go to the Tab 4 “Valid Values” and on the Column D you will find all the main categories and subcategories for that template. Remember Seller Center templates are by category, so you would not find a sports category on electronics template

Look for the category of your product by selecting the category desired from the drop down or copy the cell and then paste it on the template. Choose the same way the subcategories. Remember you can choose up to 3 sub-categories.

N.B When you are done inputting the data on the sheet, copy & paste values on a new sheet. Under Primary Category & Additional Categories,

Delete the alphabetical representation of the category & leave only the numerical representation ie “- Groceries /...”

2842 - **Groceries / Laundry & Homecare / Laundry / Powders** ← You are deleting ONLY the characters in **BOLD**

Name	PrimaryCategory	Brand
Ultra Normal - 8 Pads	422 - Health & Beauty / Health Care / Feminine Hygiene	ways
	422 - Health & Beauty / Health Care / Feminine Hygiene	
	421 - Health & Beauty / Health Care / Oral Care	
	1819 - Health & Beauty / Intimate / Fertility & Sexual Wellness	
	1818 - Health & Beauty / Intimate / Personal Care	
	858 - Health & Beauty / Men's Grooming / Fragrances	
	855 - Health & Beauty / Men's Grooming / Gift Sets	
	854 - Health & Beauty / Men's Grooming / Cleansers	
	852 - Health & Beauty / Men's Grooming / Facial Treatment	



PRODUCT PRICING

Price & Tax			
SalePrice	Price	SaleStartDate	SaleEndDate
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00
25000	30000	2016-10-29 00:00:00	2017-10-29 00:00:00

They are the same format as on Seller Center:

- **Price***: Normal Price.
- **Sale Price**: Price With Discount
- **Sale Date**: Start Date and End Date of the discount, it MUST be in an yyyy-mm-dd hr:min:sec format.



VARIATION

- **Seller SKU***: For your own reference, please remember all restrictions on SKUs: One Seller Sku per product
- **Parent SKU**: Ideally only used in clothes and in shoes. Parent SKU links a group of SKUs with the same model but different sizes. The parent SKU can only link different sizes not different colors. **The smallest size Seller SKU is the parent SKU**, so we advise you to create all the size together even if you do not have stock in some, that way they will appear in the same publication.
- **Variation***: is used to identify the size of the Seller Sku. Variations are all possible sizes that a SKU can have. We advise you to put all sizes according to your actual assortment because that way Costumers can make better purchases.
- **Product id***: Can be a UPC, EAN or ISBN. (Use only where applicable)
- **Quantity***: Stock per Seller Sku



Variation

SellerSku	ProductId	ParentSku	Quantity
Elim037			
Elim038			
Elim039			
Elim040			
Elim041			
Elim042			
Elim043			
Elim044			
Elim045			
Elim046			



PRODUCT SPECIFICATIONS

Product Specification			
ProductLine	ColorFamily	MaterialFamily	MainMaterial
Globalomerce	Silver	Synthetic	Plastic

Product Line: Product Line is the Seller Name

Color Family: Refers to the family of the color of the product. There is a drop down selection for this field.

Material Family: Refers to the family of the main material of the product. There is a drop down for this field.

Main Material: Refers to the most dominant material of the product eg Rubber, Cotton, Lycra

PRODUCT DESCRIPTION

Product Description						
SeoIndex	NafdacNo	Description	Youtubeld	ShortDescription	PackageContent	Note
	N/A	<div style="text-align: left		2KgAriel Detergent 		
	N/A	<div style="text-align: left		2KgPack of 4Ariel De		
	N/A	<div style="text-align: left		1KgAriel Detergent		
	N/A	<div style="text-align: left		1KgPack of 8Ariel De		
	N/A	<div style="text-align: left		500gAriel Detergent		
	N/A	<div style="text-align: left		500gPack of 12Ariel		
	N/A	<div style<div style="text-		500mlOriginal		
	N/A	<div style<div style="text-		500mlPack of 12Orig		
	N/A	<div style<div style="text-		500mlLemon 		
	N/A	<div style<div style="text-		500mlPack of 12Lem		



SEO Index: Index

NAFDAC No: Where Applicable (Health & Beauty, Groceries)

Youtube Id: Please Add your Youtube Video ID here e.g. <http://www.youtube.com/watch?v=htlgaXRAe2k> ID is: htlgaXRAe2k

Description: The product description should give the customer useful information about the product to ensure a purchase.

Short Description: Provide short major highlights of the product, to make the purchase decision for the customer easier. Always in bulletpoints.

Package Content: Short summary/list of the package content, which the customer gets.

Note: Possibility to enter some comments or additional information about the product

MEASUREMENTS;

Measurements	
ProductMeasures	ProductWeight
	0.1
	0.1
	0.1
	0.1
	0.1
	0.1
	0.1
	0.4
	0.4
	0.4
	0.4



Product Measures: Measurement of the product; Dimensions (Length x Width x Height in cm)

Product Weight: Weight of the product. The unit for measuring should be specifically in Kilograms (If weight is in Grams convert in Kilograms). Enter only numeric value of weight. eg if product is 1KG, enter as 1, if product is less than 1KG, say 100g, enter as 0.1

ADDITIONAL PRODUCT ATTRIBUTES;

Additional Product Attributes				
ProductWarranty	WarrantyType	WarrantyAddress	Certifications	ProductionCountry

Product Warranty: Provide the warranty validity period eg. 1 Year Warranty, N/A. More applicable to General Merchandise products

Warranty Type: Service Center, Repair by Vendor, Replacement By Vendor. Drop down available for this field. Only applicable when **Product Warranty** is filled

Warranty Address: Enter the Service Centre Address. Only applicable when **Product Warranty & Warrant Address** is filled

--	--

Certifications: Select different certifications that the product owns, or with which certifications the product was marked. Where Applicable. Drop down available for this field

Production Country: Where the product was made/produced/manufactured

JUMIA LOCAL

Jumia Local: If this product is made / assembled in Nigeria, send an email to seller-support@jumia.com.ng or call us on 018881102 to be part of the **Jumia Local** initiative before you tick this box to add it to the Jumia Local program. By ticking this box, you are agreeing to the Jumia Local Terms & Conditions.



TEXT MANUFACTURERS;

Manufacturer Text: Possibility to add some information from the manufacturer about the product. Only where applicable

Care Label: Enter information about the care of the product, provided by the manufacturer. Only where applicable.



Text Manufacturers	
ManufacturerTxt CareLabel	

IMAGES;

Images							
MainImage	Image2	Image3	Image4	Image5	Image6	Image7	Image8

In the template, contrary to on Seller Center, all images must be on their URL address, but besides that, all the other features must remain.

Please remember:

- Minimum Image Dimensions are 680 x 850 megapixels and Maximum 2000 x 2000 megapixels. All pictures must be on a white background with no watermarks.
- Minimum of 1 product image with a maximum of 8 is required to successfully create a product
- If you do not have your pictures in URL, you can upload them by using this link; <http://postimage.org/>



CSV FILE CREATION

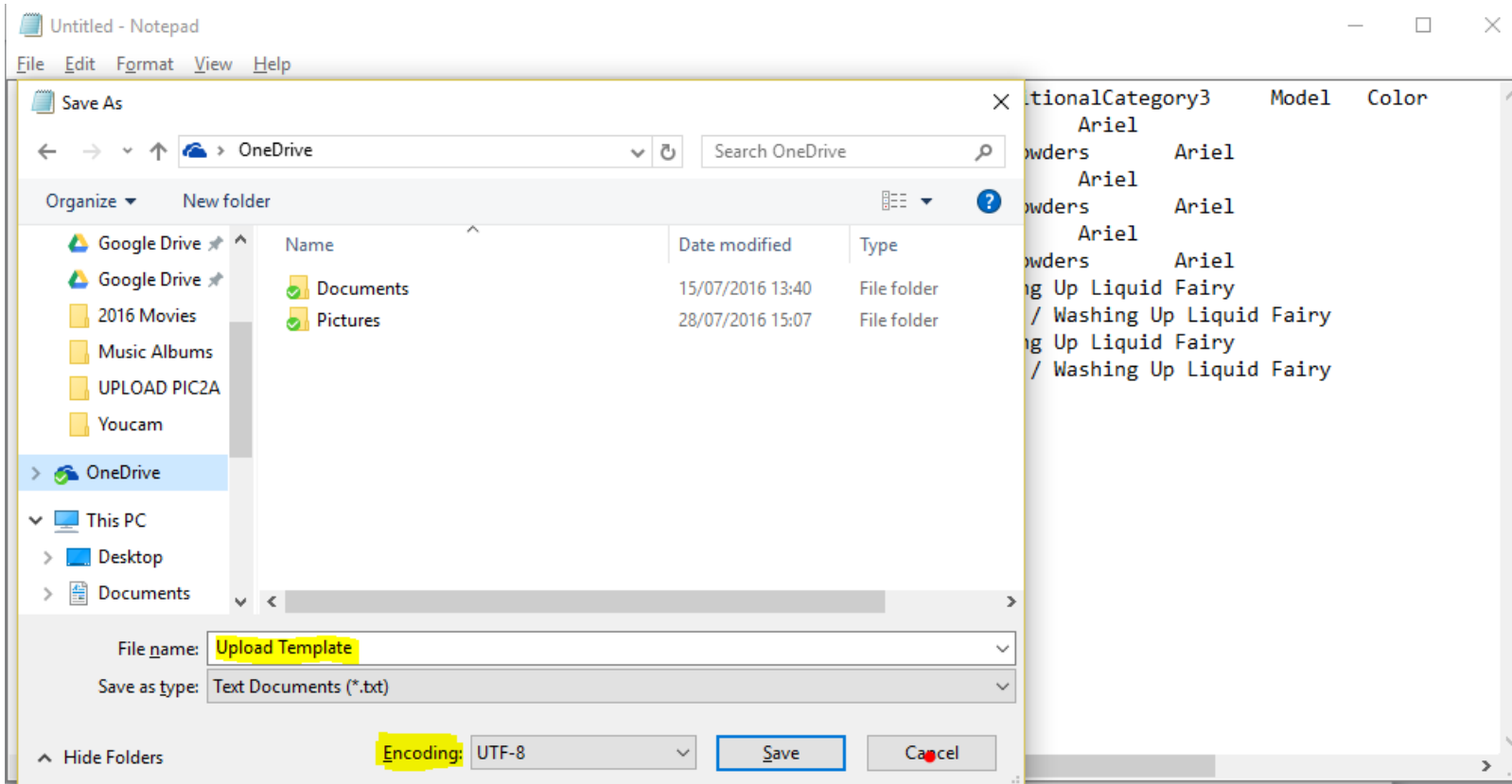
Remember that Seller Center only accepts .csv & .xlsx file formats, so once you have complete your Template for Product Creation and you want save in .csv, you must make it a .csv file with a encoding UTF-8.

Please copy all the information on your template and paste it on a Blog Pad, save it with any name as you want but with the .csv extension and a UTF-8 encoding.



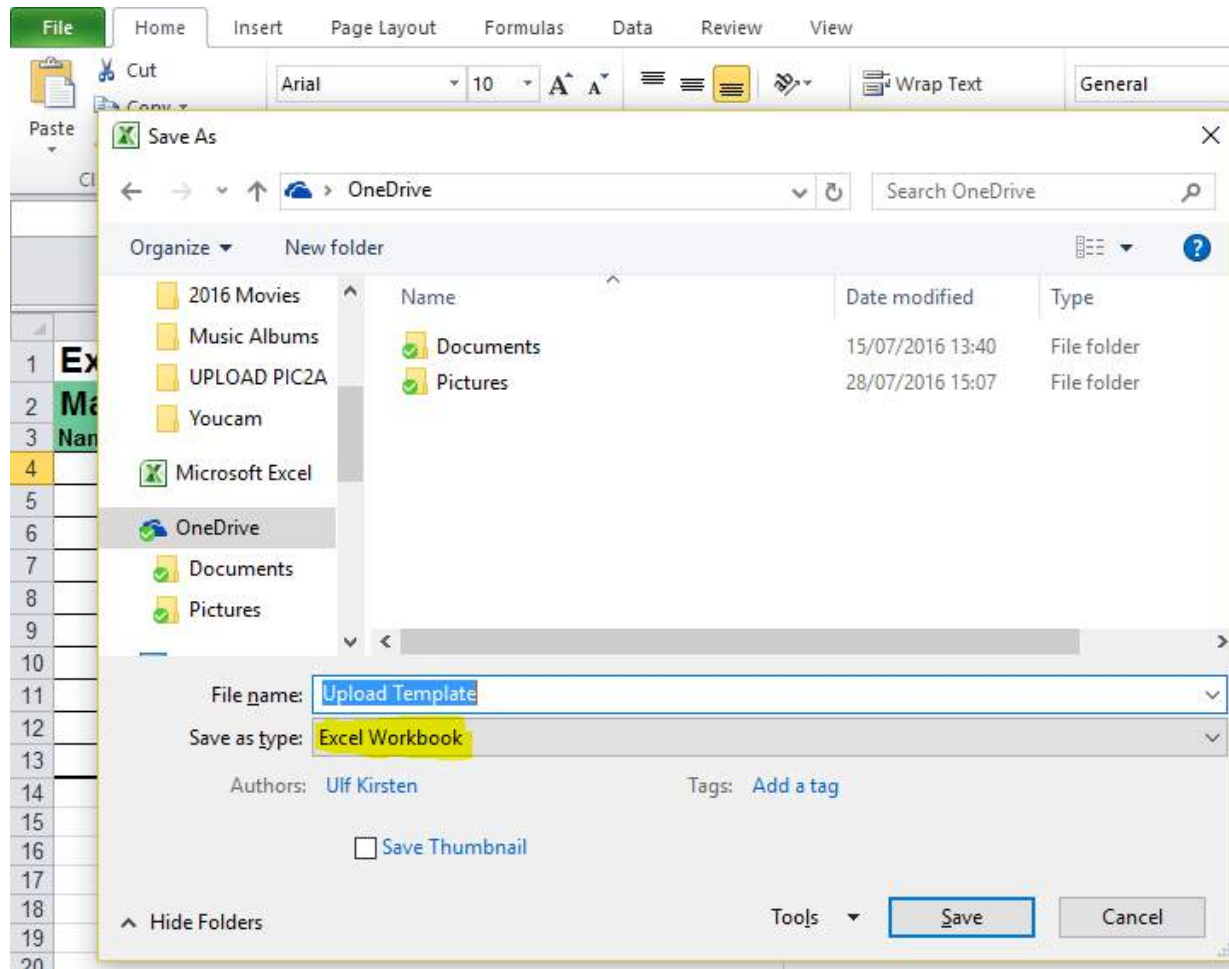
Name	PrimaryCategory	Brand	AdditionalCategory1	AdditionalCategory2	AdditionalCategory3	Model	Color
Detergent - 2Kg		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		
Detergent - 2Kg - Pack of 4		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		Ariel
Detergent - 1Kg		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		
Detergent - 1Kg - Pack of 8		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		
Detergent - 500g		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		
Detergent - 500g - Pack of 12		2842	Groceries / Laundry & Homecare / Laundry / Powders		Ariel		
Original - 500ml		2862	Groceries / Laundry & Homecare / Dishwashing / Washing Up Liquid		Fairy		
Original - 500ml - Pack of 12		2862	Groceries / Laundry & Homecare / Dishwashing / Washing Up Liquid		Fairy		Fairy
Lemon - 500ml		2862	Groceries / Laundry & Homecare / Dishwashing / Washing Up Liquid		Fairy		
Lemon - 500ml - Pack of 12		2862	Groceries / Laundry & Homecare / Dishwashing / Washing Up Liquid		Fairy		Fairy





SAVING IN .xlsx;





CREATION PRODUCT TEMPLATE UPLOAD

Once you have your .xlsx or .csv file, go to Product and then click on *Import Products*.



SELLERCENTER

Products ▾

Orders ▾

Promotions ▾

Reports ▾

Settings ▾

Manage Products

Add a Product

Import Products

Manage Images

Junia First

Yesterday

Older

Current Daily Order
Volume Limitation

ORDERS 0

0

0

0

10000

YOUR RATING 0

5.0

Cancellation Rate
Excellent 0%

Ready To Ship In
24h
Excellent 100%

Return Rate
Excellent 0%

BEST SELLING PRODUCT
SALES CONTRIBUTION 0

53%

Best selling products
low stock level 0

Total out of stock 32



Import Products

Import Mode *

Select File * No file chosen
Allowed types: .csv, .xlsx

Download Templates

Product Updates

[Stock Update](#)

[Price Update](#)

[Images Update](#)

Other Templates

[Download Category Tree](#)

Product creation by category

[Computing / Mobile Phones / Games & Consoles / Cameras & Electronics](#)

[Books, Movies and Music](#)

[Home & Office](#)

[Health & Beauty](#)

[FASHION](#)

[Women's Shoes / Men's Shoes](#)

[Women's Accessories / Men's Accessories / Watches & Sunglasses](#)

[DVDs / CDs](#)

[Baby, Kids & Toys](#)

[Girl's Fashion / Boy's Fashion](#)

[Groceries / Drinks](#)

[Travel Bags & Luggage](#)

[Sports & Fitness](#)

[Services](#)

[Phones & Tablets](#)

[Automobile / Weddings / Temptations / Brand Store / Fashion Outlet / Jumia Global / Flash Sales / Commission / Pre-Cat / Jumia Luxury / ZPC Other](#)



After that, on “Import Products”, select “Create new products mode” and browse for your .csv file, click on “Accept” and then on “Upload File”.

SELLERCENTER

Trendy Woman Ltd NG
Change Seller Gold
Score: 5 / 5

- Products -
- Orders -
- Promotions -
- Reports -
- Settings -
- Help -
- Administration -

Import Products

Import Mode * Create new products

Select File * Choose File No file chosen

Allowed types: .csv, .xlsx

Upload File

Download Templates

Product Updates

- [Stock Update](#)
- [Price Update](#)
- [Images Update](#)

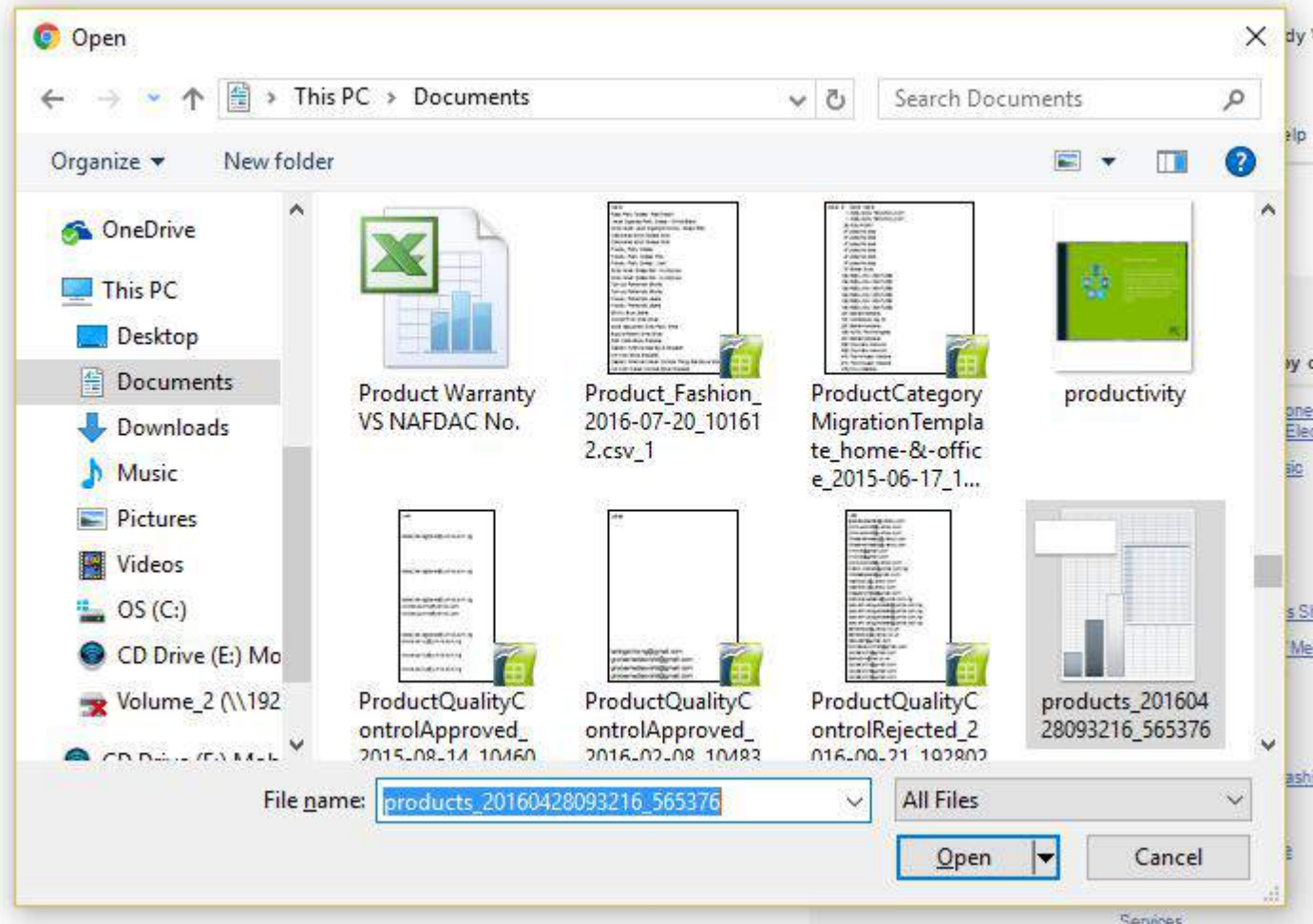
Other Templates

- [Download Category Tree](#)

Product creation by category

- [Computing / Mobile Phones / Games & Consoles / Cameras & Electronics](#)
- [Books, Movies and Music](#)
- [Home & Office](#)
- [Health & Beauty](#)
- [FASHION](#)
- [Women's Shoes / Men's Shoes](#)
- [Women's Accessories / Men's Accessories / Watches & Sunglasses](#)
- [DVDs / CDs](#)
- [Baby, Kids & Toys](#)
- [Girl's Fashion / Boy's Fashion](#)
- [Groceries / Drinks](#)
- [Travel Bags & Luggage](#)
- [Sports & Fitness](#)
- [Services](#)
- [Phones & Tablets](#)
- [Automobile / Weddings / Temptations / Brand Store / Fashion Outlet / Jumia Global / Flash Sales / Commission / Pre-Cat / Jumia Luxury / ZPC Other](#)





When there is no immediate problem/issue on the upload, there will appear a green message telling you about the success of the upload and you will find it on final status of the upload in feeds with a check mark or with error report.



Products ▾ Orders ▾ Reports ▾ Settings ▾ Help ▾ Administration ▾

File has been successfully uploaded. Please be patient while data is being processed.

Import Products

Import Mode *

Select File * Ningún archivo seleccionado

Download Templates

Product Updates

- [Stock Update](#)
- [Price Update](#)
- [Images Update](#)

Other Templates



- [Download Category Tree](#)

Product creation by category

- [Cameras and lenses / Cellphone & Tablets / Computation / TV, Audio & Video / Musical Instruments / mobile phone and smartphones](#)
- [Books and Movies / Videogames & Consoles](#)
- [Home / Appliances / Hardware and Cars](#)
- [Toys, Kids and Babies](#)
- [pets](#)

Feeds

Filter Action, Source

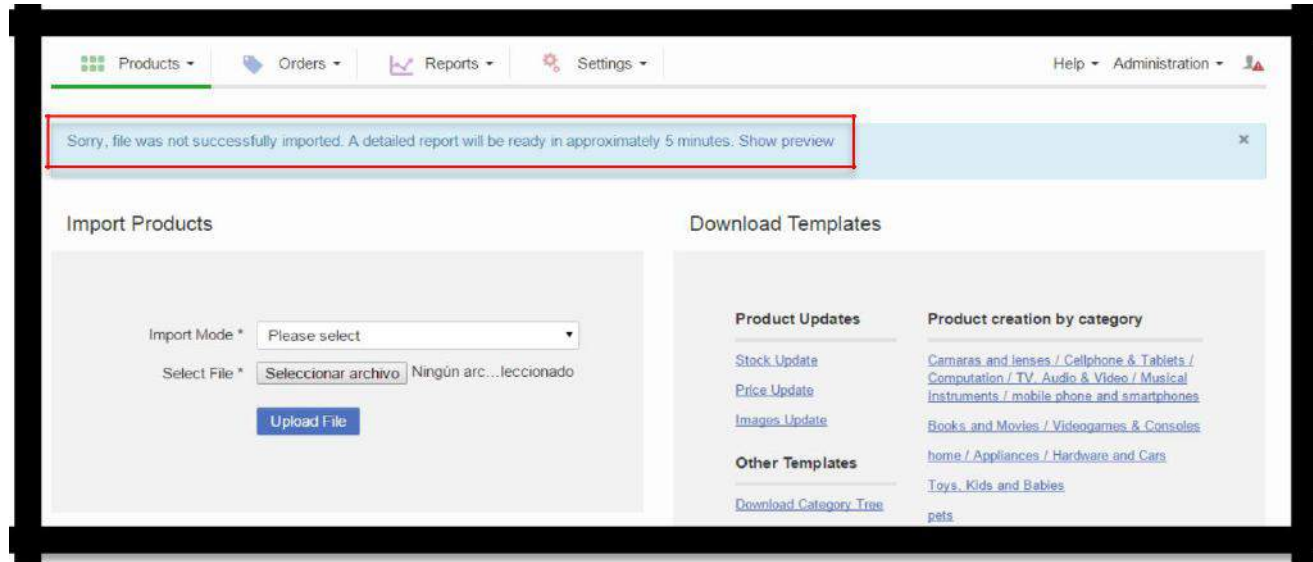
#	Feed Uploader	Created	Source	Action	Status	Total	Failed	Warning	Result
1512489	C	12 Oct 2015 17:26	csv	ProductCreate	Finished	1	0	0	 Execution time: 04 sec
1512477	C	12 Oct 2015 17:17	csv	ProductCreate	Finished	1	1	0	 Download Report Execution time: 00 sec

Go to Page:



UPLOAD ERRORS

If the upload is not successful at the initially, a blue message will appear at the top, to see the error you could wait to have the full report or you could see the preview. Click on “Show preview”

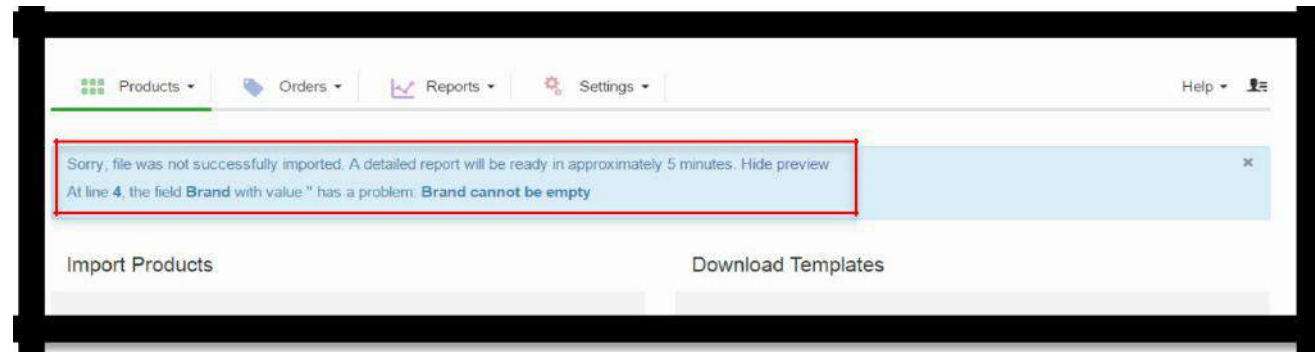


Common Error Examples;

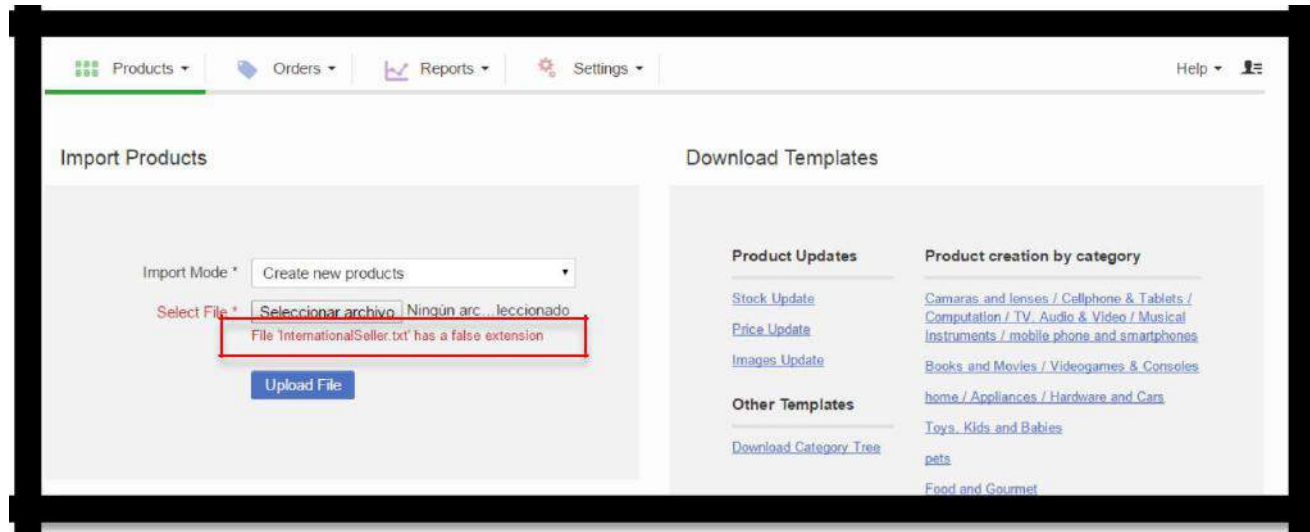
- Date format: remember it should be yyyy-mm-dd hr:min:sec



- Field Names: all fields on the template cannot change and are case sensitive. For example, Brand should stay as "Brand" It cannot change to "Brand1" or even "Brand "



- Uploading an unsupported file format (not .csv or .xlsx)



- When Upload File is not saved with a UTF-8 encoding (For .csv only)

When the upload file is initially successful but there is a mistake for one or all the products, there will be an “x” on it and a link to download a report. This report will tell you where exactly the mistake was. Click on the link and open the file. It will be a .csv file where you will be able to see the mistake. The important column is the “A”, there is specified the mistake and on column “C” you can find the SKU that have the mistake.



Feeds

#	Feed Uploader	Created	Source	Action	Status	Total	Failed	Warning	Result
1512489	C	12 Oct 2015 17:26	cev	Product/Create	Finished	1	0	0	Execution time: 04 sec
1512477	C	12 Oct 2015 17:17	cev	Product/Create	Finished	1	1	0	Download Error Execution time: 07 sec

Go to Page: 1 [1] [2] [3] [4] [5]

Exports

#	Type	Time requested	Time completed	Status	Download
120066	Product Creation Template	08 Oct 2015 11:31	08 Oct 2015 11:31	Finished	Download file expired

Go to Page: 1 [1] [2] [3] [4] [5]

Error	Warning	SellerSKU	ParentSKU	Status	Name	Variation	Primary Category	Price	Sale Price	Sale Start	Sale End	Tax Class	Shipment	Product ID	Condition	Brand	Description	Short Description	Package
		SAW01993		active	Cellular Set		8825	#####	12000	5500	30/09/15	30/09/15	IVA 0%	Dropship	9.88E11	new	Samsung	El Samsur Pantalla	

A2 : X ✓ ✗

Field Description with value " has a problem: Description cannot be empty, Field Brand with value " has a problem: Brand cannot be empty, Field Brandede, Descriptioned with value " has a problem: Field of Brandede, Descriptioned before not part of the attribute set Field of the primary category 8825

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Error:	Warning	SellerSKU	ParentSKU	Status	Name	Variation	Primary Category	Price	Sale Price	Sale Start	Sale End	Tax Class	Shipment	Product ID	Condition	Brandede	Description	Short	Package
2			SAW01993		active	Cellular Set		8825	#####	12000	5500	30/09/15	30/09/15	IVA 0%	Dropship	9.88E11	new	Samsung	El Samsur Pantalla	
3																				
4																				

