

**MYER**

# MYER MARKETPLACE: Supplier Handbook

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### Supplier Handbook

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## Supplier Handbook

This Supplier Handbook (**Handbook**) must be complied with when trading on Myer.com.au (the **Website**).

The Handbook covers key areas for trading with Myer including Agreement Service Obligation as well as guides for ongoing management of product and general maintenance.

### 1. Online Photography and Copy Guidelines:

The Online photography & Copy Guidelines set out all technical, image and cropping requirements for trading on the Website.

Select the relevant category [here](#) to understand the requirements per category as well as copy compliance.

### 2. Shipping Compliance and Costs:

Suppliers must comply with the Myer shipping standards to trade on the Website. These guidelines ensure deliveries are consistent for all products sold on the Website.

#### *a. Shipping Standards:*

Suppliers must:

- Ship all orders within 2 Business Days of receiving the order confirmation from Myer
- Send a shipping notification and tracking details via the platform, your third-party integration platform or deep link (EDI) as soon as any order is dispatched
- Maintain a 95% order fulfilment rate
- Ship all orders in safe and secure packaging to prevent damage in transit (packaging not supplied by Myer)
- NOT include invoices or marketing material in packages
- Use a reliable transport provider to ensure it can deliver Australia wide in no more than 7 Business Days for metro areas, and 7-10 Business Days for regional areas of WA, NT and QLD

We understand that from time-to-time things can go wrong in the fulfilment process.

Please be proactive with your communication via your Myer Marketplace Contact if you cannot meet the above requirements.

**b. Shipping Costs:**

- Suppliers trading on the Website are unable to collect shipping fees
- Big & Bulky returns process apply to all products that are >22kgs and >1.05m in any one dimension

**c. Supported Carriers:**

- |                             |                   |
|-----------------------------|-------------------|
| - ADSOne                    | - Fusion          |
| - Allied Express            | - Hubbed          |
| - Aramex<br>(Fastway)       | - Hunter Express  |
| - Australia Post            | - iCumulus        |
| - Border Express            | - LyneConnect     |
| - Couriers Please           | - LynePlus        |
| - DHL                       | - Neway Transport |
| - Direct Freight<br>Express | - Northline       |
| - E-Go                      | - Sendl           |
| - FedEx                     | - Star Track      |
| - FourPXStandard            | - TNT             |
|                             | - Toll            |
|                             | - UPS             |

### 3. Returns and Refunds:

Suppliers authorise Myer to manage returns of products purchased from the Website on their behalf.

Myer will accept customer returns of products under the Returns Policy, with which the Supplier is required to comply with. Myer may also use its discretion to accept a customer return of products in circumstances that fall outside the Returns Policy (for example, if a customer has had an unfavourable customer experience, the packaging has been opened but the product is unsatisfactory, the customer has had COVID during the 30 day 'change of mind' period, or such other exceptional circumstances as may arise from time to time).

Suppliers are expected to comply with the Australian Consumer Law in the

management of any product returns.

**a. Returns managed as follows:**

- All returns will be sent back to the Supplier's Fulfilment Centre at Myer's cost (excluding Big & Bulky, which is inclusive of any assembled products that now exceed standard delivery)
- Big & Bulky returns will need to be collected by the Supplier from the Myer DC within 10 Business Days of notification by Myer (where returned by the customer to Myer), or direct from the customer by prior arrangement. The Supplier bears all costs associated with collecting Big & Bulky returns
- The Supplier's return address/Fulfilment Centre must be advised upon on-boarding with Myer and changes to that address must be communicated to your Myer Marketplace contact

#### **4. Customer Service:**

Customers first point of contact if they have a concern or query concerning an online purchase will be the Myer Experience Centre (MXC). Should a customer contact a Supplier directly, please ensure you direct them to Myer Marketplace; [MyerMarketCS@myer.com.au](mailto:MyerMarketCS@myer.com.au)

The MXC will resolve the query or concern directly with the customer on behalf of the Supplier using its reasonable discretion. This could extend to issuing a refund for the Merchandise if deemed appropriate in the circumstances.

Some queries will be sent to the Myer Marketplace Team to be resolved with the Supplier where necessary. The Supplier must ensure it has a representative available to assist with the resolution of the query.

**a. Repose time expectations:**

- Respond to any enquiry within 1 business day, wherever possible with an agreed customer outcome
- Acknowledge and consider customer rights in compliance with the law
- Adhere to privacy and consumer laws
- Always respond in line with the Supplier Guidelines and any applicable Myer policy

## 5. Service Obligations:

Suppliers on the Website must maintain the high standards of customer service expected by Myer's customers, and comply with the Service Obligations set out below.

*a. Myer will report on a Supplier's performance against the Service Obligations as follows:*

Category	Service Obligation description	Measurement Frequency	Service Obligation / KPI
<b>Shipping of Order and ASN</b>	Order shipped and Advance Shipping Notice received by Myer Gateway within 2 Business Days* of receiving the Order confirmation from Myer	Monthly	95%
<b>Order cancellation</b>	Number of Orders cancelled by Supplier	Quarterly	90%
<b>Order Dispatch Non Compliance</b>	The Supplier must review the report and respond to Myer within 1 Business Day with a reason for the non-compliance	As required	1 business day
<b>Customer service</b>	The Supplier must respond to Myer within 1 business day of receiving an enquiry from Myer.	Monthly	1 business day

*Please note:* Failure to meet Service Obligations will result in a structured Service Obligation Remedy which may result in Suspension or Termination. Myer will communicate when Service Obligation Remedy comes into effect to the Supplier's nominated email address.

- b. In determining whether a Service Obligation Remedy is applicable, Myer will take into consideration any promotions or peak trade events that may affect the Supplier's ability to meet the Service Obligations.

Myer reserves the right to enforce its rights in relation to Service Obligation Remedies to the extent necessary to protect its customers and legitimate business interests, which may include adopting a more lenient approach to the enforcement of its rights.

Any leniency does not constitute a waiver of Myer's rights.

## **6. Customer Data:**

### ***a. Customer data is collected by Myer in accordance with its Privacy Policy.***

- All Suppliers are required to comply with the Privacy Policy (as if the Supplier were Myer) and applicable laws when managing any customer data provided by Myer
- Myer will only provide the Supplier with customer data that is necessary to fulfil orders purchased from the Website
- The customer data sent to a Supplier for fulfilling orders can only be stored in your order management system for the purposes of fulfilling an order.
- The data must not be used for the purposes of sending marketing material or any other form of communication to those customers
- All data supplied by Myer under this arrangement must be securely stored and always protected from unauthorised access or use by a third party or misuse, damage, or destruction by any person
- The Supplier must comply with all security policies and other directions given by Myer in relation to the management of data from time to time

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

## 7. New products and price changes – Myer RETEK:

The entire network of stores and the Website are supported by one pricing platform – RETEK – where each product SKU must be registered with a GS1 barcode (13-digits). Once registered all product will be given 2 unique 9-digit Myer product IDs which are generated automatically. These unique product IDs are known as the “Myer Level 1 & 2” (level 1 = style, level 2 = size variant)

Below is a step-by-step process to set up all SKUs in RETEK. Any new or permanent base price changes need to be completed using the below steps. Please note that new listings or base pricing changes will not appear on the Website unless the product is first registered in RETEK.

### **a. Entering new products**

- Download relevant IRIS template via the Supplier Toolbox
- Send completed template to Myer Onboarding Specialist\*

### **b. Base Price Change**

- Download Price Change template via the Supplier Toolbox
- Send completed template to Myer Finance Coordinator\*

*\*Contacts supplied via the Supplier Toolbox*

## 8. Marketing – tactical promotions and campaigns:

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

Suppliers can also run their own tactical promotions outside the Myer marketing calendar.

### **a. Tactical Promotions**

To participate in promotions such as “Super” events, Mid-Season and Stocktake Sale, please follow the guide below:

- An email will be sent from [marketplace.Promotions@myer.com.au](mailto:marketplace.Promotions@myer.com.au) notifying the Supplier of an upcoming tactical promotional event and any subsequent information required (i.e. SKU template)
- Please complete supplied template and email back to [Marketplace.Promotions@myer.com.au](mailto:Marketplace.Promotions@myer.com.au) (this must include all SKUs relevant to the sale with correct pricing)



- Include overarching offer in the body of your reply email if applicable (i.e., 10% off storewide)
- 2 days before the commencement of the tactical promotion event, input sales pricing either directly into the Marketplacer Portal or via your third party back end i.e., Shopify
- Re-adjust back to base price 2 Business Days before the tactical promotion end date

Please note sale pricing takes 2 Business Days to go live and is the responsibility of the Supplier.

**Example:**

**Sale start date:** Friday 6 August

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

**Live Date:** Friday 6 August

**Sale end date:** Friday 13 August 5pm

**Base price loaded by:** Wednesday 11 August

**b. Campaigns**

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

*\*Subject to availability*

## **9. Platform Integration:**

Myer Marketplace has partnered with Marketplacer to offer Suppliers a range of integration options as well as a manual upload option. There are 2 ways that products can be added. Once a Supplier has been on-boarded to the platform, they can then access the Myer Supplier Toolbox to create, edit, review, and publish their adverts regardless of integration or manual load.

**a. API Method – Recommended**

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

*i. M Connect (see below supported platforms):*

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



*ii. Custom Development:*

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

**b. Manual Methods – Not Recommended**

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

*i. Myer Supplier Toolbox*

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

*ii. CSV (bulk upload)*

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

## 10. Packaging Standards:

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

*Please note: Myer does not provide Suppliers with packaging.*

Myer Marketplace Packaging Standards can be found via the Supplier Toolbox

## 11. Myer Finance – Payments:

Please refer [here](#) for instructions on extracting a breakdown of transactional data

## 12. Definitions:

**Business Days** means a day that is not a Saturday, Sunday, or public holiday in the shipping location.

**Quarter** means a consecutive period of three months of the Myer financial year (FY) commencing in July of each year, with dates for the following FY's below:

- (a) FY23: 31 July 2022 to 29 July 2023;
- (b) FY24: 30 July 2023 to 27 July 2024; and
- (c) FY25: 28 July 2024 to 26 July 2025;

or such dates as otherwise advised by Myer.

**Service Obligations** means any service level obligations set out in section [5] of this Handbook.

**Service Obligation Remedy** may include a fee, rebate, credit, cancellation of an Order, a suspension of a Supplier's account, or termination of the Supplier Agreement between the Supplier and Myer, as determined by Myer.