

# Welcome Pack

# Parcel Forwarding at a Glance:

## How does it work?



- WebInterpret shipping methods will be shown at the checkout of your localized stores
- When a buyer chooses the WebInterpret shipping method, WebInterpret generates a unique Parcel ID and populates this in your order management system
- You now need to send the item, preferably tracked, to our domestic hub ensuring that the parcel ID is contained within the address
- Once received by the hub we forward your package to your customer using our network of shipping providers

## Key points

- Aim to dispatch your items within the same day. The final delivery time depends on how promptly you dispatch your item.
- The provided delivery address contains the unique Parcel ID, Buyer name and “Webinterpret” and are essential for the delivery of your package. These should not be removed, replaced or covered. The delivery address should not be changed in any way.
- Use a tracked service to send items to the hub and upload your domestic tracking number into your domestic Order Management system.
- Retain your Webinterpret tracking number. You may need to provide this in the event that a customer queries a transaction via PayPal. Track your international delivery on <http://tracking.webinterpret.com/>.
- Feel free to ask for delivery reports at <https://webinterpret.zendesk.com/hc/en-us/requests/new>

# Appendix

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# Your Step by Step Guide To Working with Parcel Forwarding:

## Step 1 - Receiving Orders, Labels & Packing

### Receiving Orders:

- WebInterpret generates an order within your existing order management software. The customer delivery information is replaced by the hub address and unique Parcel ID.
- Simultaneously, your Buyer will receive an automatic order confirmation which will include unique tracking reference and link to trace. This tracking system can be accessed at [tracking.webinterpret.com](https://tracking.webinterpret.com)

### Labelling:

- You should create your shipping label as you normally would do. You will note that this will indicate that it is a "Webinterpret" package, and contain the name and information of the consignee (the buyer who will ultimately receive the delivery) and the unique Parcel ID which must be visible on each package.
- Enter the domestic carrier tracking number into your order management software to notify your Buyer of stage 1 dispatch to the Hub. Without domestic tracking confirmation of delivery to Hub, Webinterpret cannot accept liability for lost shipments.

## Step 2 - Domestic Forwarding & What Happens at the Hub

- Your domestic carrier picks up Your package and delivers to Parcel Forwarding Hub
- WebInterpret receives the parcel at the local hub. The parcel is scanned and identified using the Unique Parcel ID.
- A new parcel label is printed with the final International delivery address and original Webinterpret International Tracking number

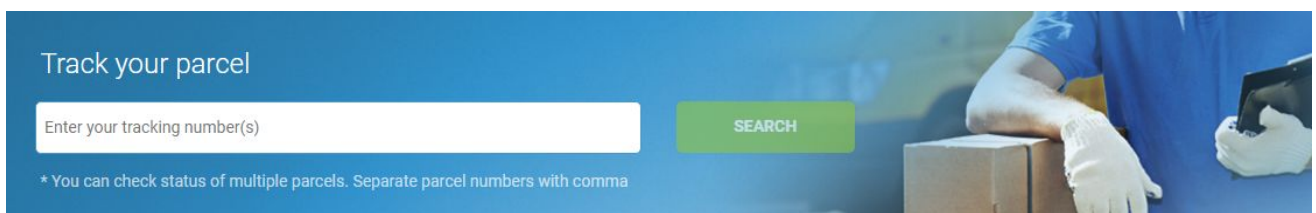
### Additional information:

#### Sending Multiple Packages

- If you wish to send multiple parcels in a single box: Please ensure each parcel has the original label and forwarding tracking number attached and the larger containing parcel clearly has the words 'OPEN ME' written on it with the hub address also. Please ensure also that each Package included within the larger one, has been labelled individually as per the order generated label.

#### Tracking

- Once the shipment (from hub) is created successfully, you will receive an email with a link to WebInterpret tracking page containing a unique tracking number. You can track your parcel by either entering this tracking number on the WebInterpret Tracking page, or by simply clicking on the link received from WebInterpret.



## Seller protection

Through our collaboration with PayPal your sales are included in the PayPal Seller Protection program. In the event that your customer raises a query or claim you will be required to provide proof of delivery. In such instances you should always provide the Webinterpret Parcel ID and the link to our tracking portal. In addition, you may also provide your domestic tracking number so as to cover both legs of the package journey.

## Pricing

The final price of the Webinterpret shipping service consists of two parts:

We accept



<b>Subtotal</b>	€ 337.77
<b>International Handling</b> ⓘ	€ 8.03
<input type="radio"/> Standard Shipping 5 Days	€ 32.80
<input checked="" type="radio"/> Tracked Shipping 5 Days	€ 27.68
<b>Grand total</b>	<b>€ 373.48</b>



- International handling fee: This is your cost to ship the product to our hub. This is paid directly to you by the buyer
- Shipping cost: This is the cost of forwarding the product from our hub to the final destination as is paid by the buyer directly to Webinterpret
- The international shipping cost is calculated by an algorithm which takes into account the item's weight and dimensions. In cases when where no weight or dimensions are provided, our software (using data mining and artificial intelligence) will estimate them based on the item's title, attributes, description and pictures.

## Resources

If you need any help to find answers to frequently asked questions or tips, tricks and reference materials, visit our Help Centre @ [webinterpret.zendesk.com/hc/en-us](https://webinterpret.zendesk.com/hc/en-us).



## Webinterpret contacts

Help & Support: <https://webinterpret.zendesk.com/hc/en-us>

Blog: <http://blog.webinterpret.com>

Website: [www.webinterpret.com](http://www.webinterpret.com)



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