Welcome on Empik Place!

Before we begin....

If you summited your registration on our platform, you are few steps away from your store being running on empik.com

In your registration form, you completed an e-mail address, so we can communicate with you. You should have already received on this e-mail the link to confirm the registration.

Please, confirm it by clicking on this link. If you cannot find this e-mail, check your SPAM box.

If your application was completed correctly, and you still have not received this link, please contact us: support-marketplace@empik.com

We are almost there:
Now, when you confirmed your registration, it is time for us to take some actions. Our technical team need to assess your application.

If there will be any discrepancies, you will receive an e-mail from Empik Place with information why your application was rejected or suspended and instruction what needs to be done to complete registration successfully.

If everything is correct, our team has 24 hours to accept your submission.

And we got this!
 Below you will find the instruction, step by step what must be done in first place, before you add first products and offers.

Log into your seller account on Empik Place: https://marketplace.empik.com/login

1. **Change the language.**

Our system has Polish language set as default, to make your work easier and faster you can change it into English.
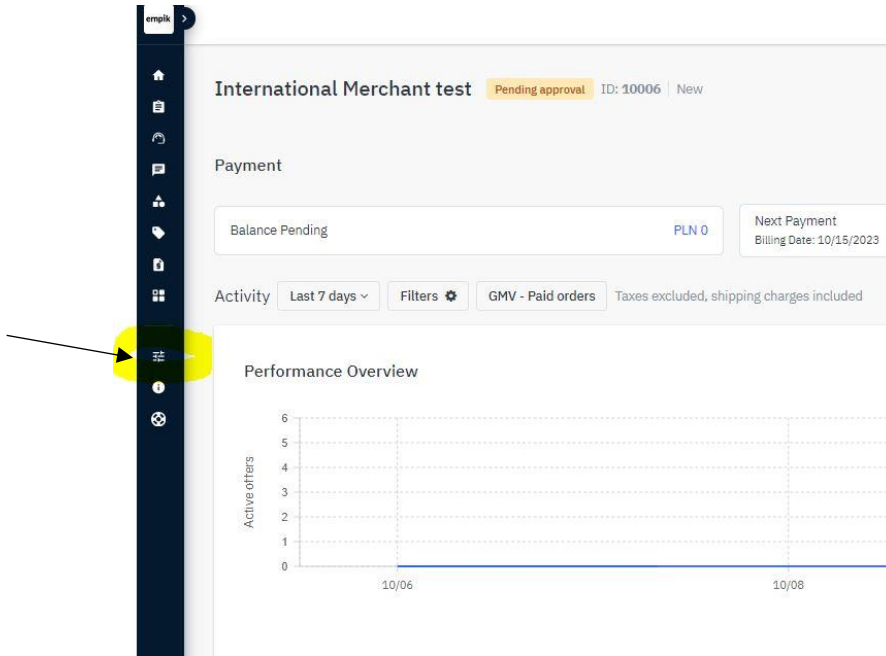
In the right up corner you will find an icon of a person; click on it -> You will open your profile window.

Click on "Język" tab -> You will see the gap with dop-down list -> click on it and choose English

2. **Complete the information about your store.**

On the left side of the screen click on icon Settings-> Store

Complete the gaps on this page. The obligatory gaps are marked with a red star.
Note: According to EU legislation you need to complete your **GDPR policy**, although there is no red star marked in our system.

We recommend putting information in as many gaps as possible, so the Customers can know your store better.

Note: If you are planning a vacation and want to make your store invisible on Empik Palce, you can set dates when you will not operate your account- to do so, use gap „Closed" at the top of the site.

When you finish completing the information about your store, click on button „Save"

3. **Contact details**

Settings -> Store -> Contact Details

Contact Details:
On this page, complete all obligatory gaps marked with red star. If you will, you can add other information.

When you finish completing contact details, click on button „Save"

Note: after completing this tab and in case of any changes in the future, all payments to your account will be automatically suspended - this is made to protect your account. After completing/ changing the contact details, you need to confirm this by sending an e-mail to: support-marketplace@empik.com

4. Shipping configuration

Settings -> Store -> Shipping Configuration

Click on „Edit shipping charges"
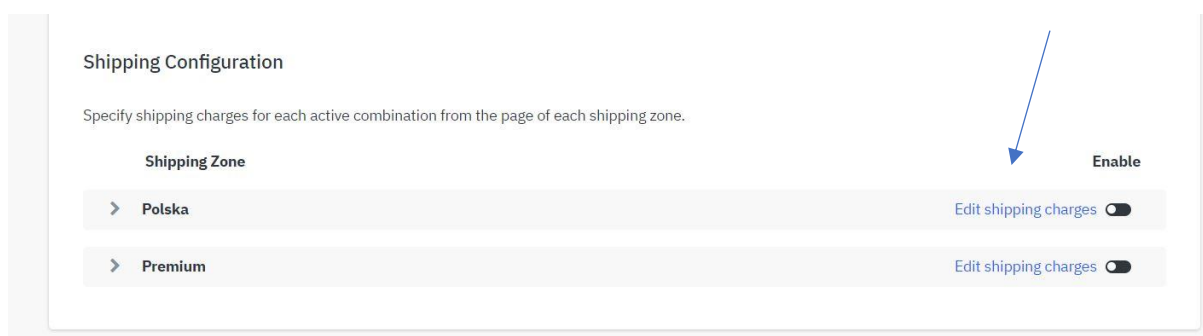
-very big

-average

-small

-for selected offer

You can choose which logistic class or classes fit best to your products, select the carrier and set the shipping price:

Choose the rule:

- „Disabled" – you do not use this carrier
- „Default price" – system will automatically set 0,00 PLN for delivery
- „Override price" – you need to set price for delivery

If delivery cost grows with another product added to cart, set the delivery value in „add. price"

Note: In order to make your products and offers visible on Empik Place, you need to set shipping configuration. In case of any issues, please contact: support-marketplace@empik.com

When you finish completing shipping details, remember to click on button „Saved" (scroll down the page).

5. Shipping options

Settings -> Store -> Shipping Options

Shipping Options

On Empik Place you can set free shipping to all of your products.

To do so, you need to mark „tick" next to „Offer free shipping for all orders"

You can also set the value of the product when the delivery is free of charge.

Those setting apply to all logistics classes

Lead Time to Ship

In the gap you can indicate the lead time of your shipment, **otherwise the system will set automatically 1 day.**

When you finish completing shipping options, remember to click on button „Saved"

6. Business Calendar

Settings -> Store -> Business Calendar

In this tab you can check, when there are bank holidays in Poland and those are not working days.

7. Users settings

Settings -> Users

On Empik Place you can add many users to one store.

On the right side there is a icon „Create a user" – click on it to add another user.

The new page will appear where you need to complete:

-e-mail address,

-user language

-roles of new store user – each role has its description

After adding new store user click on button „Save"

You can add multiple users and give them different roles.

New user will receive an e-mail with information about logging to Empik Place.

8. Automatic notifications management

To set the notifications, click on the person icon in the up right corner.

Click on Notification Preferences. You will see the list of notifications from Empik Place - you can choose and mark which one you want to receive.
You can change the notifications any time and adjust them to your needs.

All changes are automatically saved.

9. Commission for sales on Empik Place

To check the commission on Empik Place go to:

Settings -> Platform -> Commissions

On the left-hand side of the screen you will find a category tree, which you can expand into more precise subcategories.

The valid commission, applicable to the products is **on the top of the chart:**

Now, when you completed all necessary store information and configured your shipping methods you can start creating your products and offers.

You can find more information regarding this topic here:

https://www.empik.com/empikplace/support/en

https://www.youtube.com/@EmpikPlaceENG-si7fw

You can also sign in to Merchant Management Centre here:
https://marketplace.czs.empik.com/api/auth/signin?callbackUrl=%2F