



E-COMMERCE

 **SOLUTIONS INC.**



LAZADA



SHOPEE



TIKTOK

**TERMS OF
SERVICE**

**SUBSCRIBE
NOW!**

www.inspiredropshipping.com



DROPSHIPPING

Dropshipping is an innovative business model that allows sellers to sell their products without purchasing the inventory from suppliers first. This means Inspire E-Commerce Solutions Inc. will be responsible for fulfilling your orders, which makes things much easier for you!



ABOUT THE COMPANY

Inspire E-commerce Solutions Inc. is the Philippines ' first all-in-one e-commerce platform that offers a wide range of services for your business.

MISSION

To be the leading dropshipping business in Southeast Asia with innovative solutions and customer-centric approach.

VISION

Inspire Greatness, Achieve Excellence.

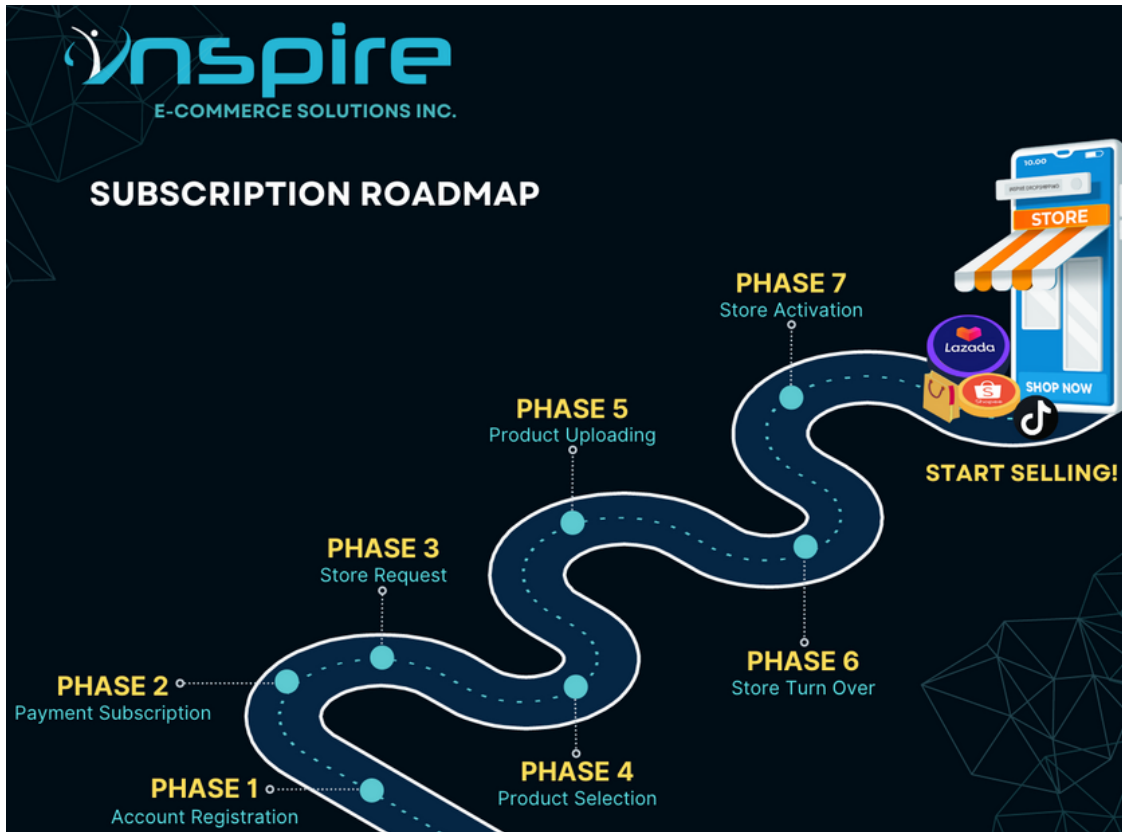
COMPETITIVE ADVANTAGES

Inspire E-Commerce Solutions Inc. offers:

- Affordable & flexible subscription fees
- Various platforms to choose from:
 - Lazada
 - Shopee
- Without catalog restrictions
- Without warehousing fees
- With FREE chat support
- With a FREE bi-weekly session of Lazada & Shopee
- You can add any products you want to sell (See FAQ for policies)
- You can suggest products you want to sell (For verification if it's a potential product)

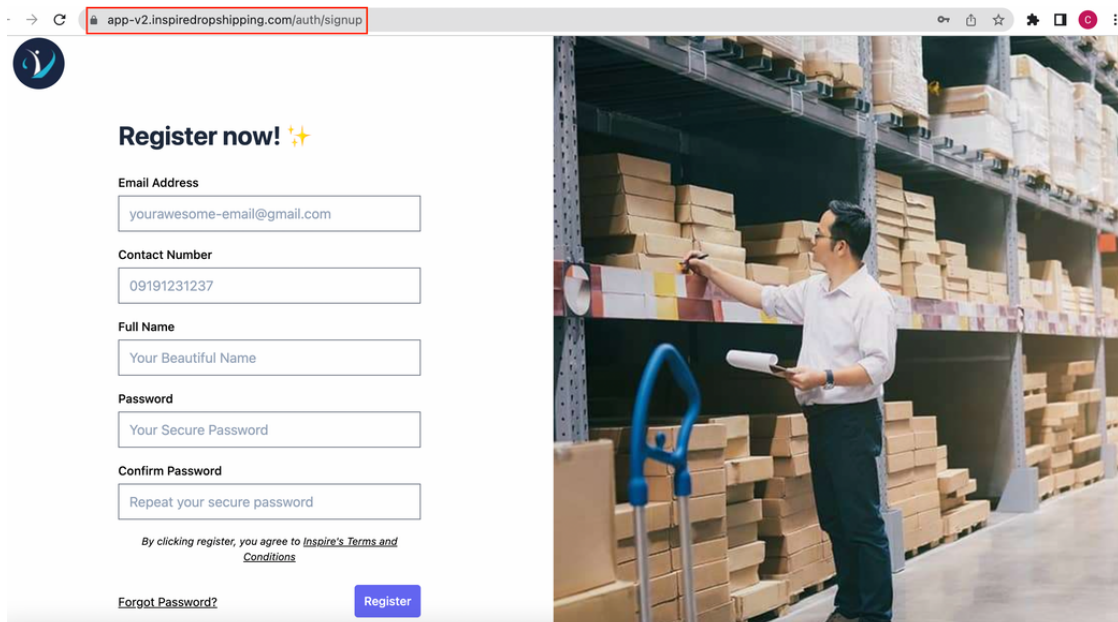


SUBSCRIPTION ROADMAP



PHASE 1: ACCOUNT REGISTRATION

Go to <https://app-v2.inspiredropshipping.com/auth/signup> to register a free account.




The screenshot shows the registration form on the website app-v2.inspiredropshipping.com/auth/signup. The form includes the following fields:

- Email Address:** yourawesome-email@gmail.com
- Contact Number:** 09191231237
- Full Name:** Your Beautiful Name
- Password:** Your Secure Password
- Confirm Password:** Repeat your secure password

Below the form, there is a link for [Forgot Password?](#) and a **Register** button. A note states: "By clicking register, you agree to Inspire's Terms and Conditions".

On the right side of the screenshot, there is a photograph of a man in a warehouse setting, standing next to a blue pallet jack and looking at a clipboard.

- Fill up all the necessary fields:
 - Make sure to provide complete information.
- Read and understand Inspire's Terms & Conditions.
- Click the “Register” button.



Register now! ✨

Email Address

Contact Number

1 → Full Name

Password

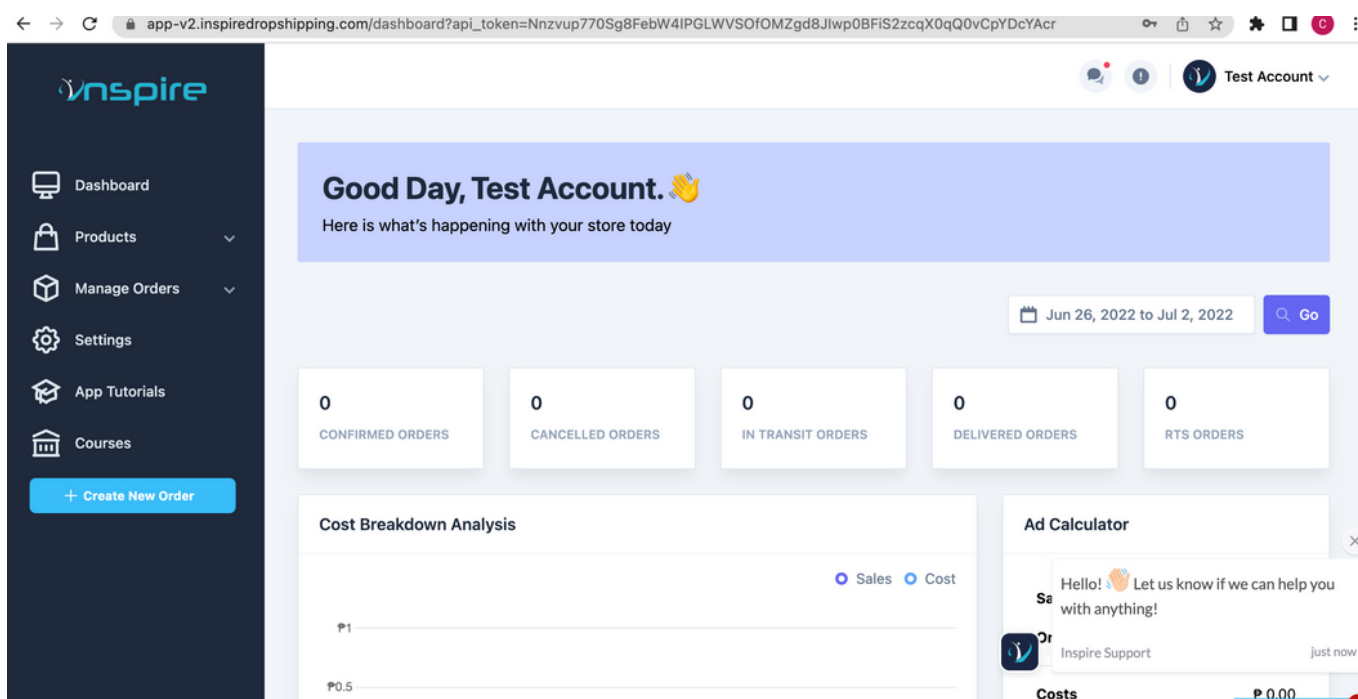
Confirm Password

2 → By clicking register, you agree to [Inspire's Terms and Conditions](#)

[Forgot Password?](#) [Register](#)



- Here's the sample of the new dashboard of Inspire.



app-v2.inspiredropshipping.com/dashboard?api_token=Nnzvup770Sg8FebW4IPGLWVSOfoMZgd8Jlwp0BFIS2zcqX0qQ0vCpYDcYAc

Test Account

Good Day, Test Account. 🙌

Here is what's happening with your store today

Jun 26, 2022 to Jul 2, 2022 Go

0	0	0	0	0
CONFIRMED ORDERS	CANCELLED ORDERS	IN TRANSIT ORDERS	DELIVERED ORDERS	RTS ORDERS

Cost Breakdown Analysis

Sales Cost

₱1

₱0.5

Ad Calculator

Hello! 🙌 Let us know if we can help you with anything!

Inspire Support just now

Costs ₱ 0.00

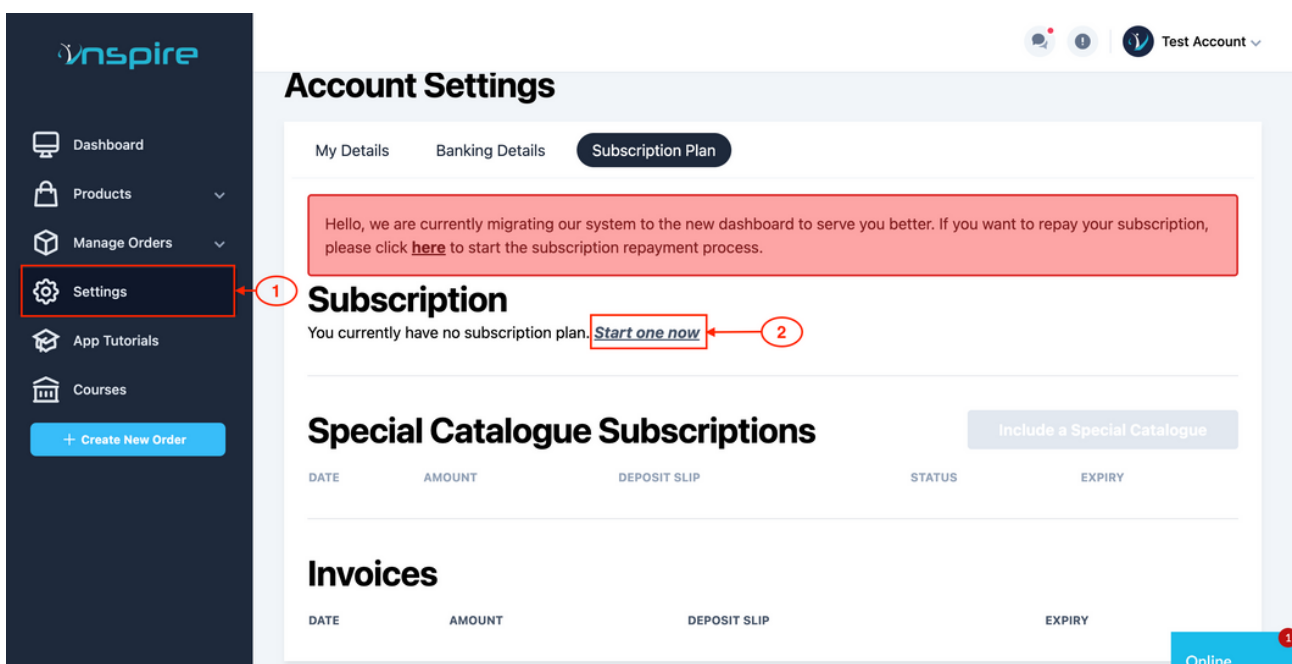
- You can view the products that we have before subscription.
- For the email address, make sure that it's not yet registered to any existing Lazada, Shopee or Tiktok store to avoid any inconveniences.

NOTE:

You don't have to enter your bank details when registering an account. Once you're ready to start your dropshipping journey with us, that's the only time that you have to provide your bank account details for payment processing.

PHASE 2: PAYMENT SUBSCRIPTION

- If you're decided to do dropshipping with Inspire Solutions, you need to pay the subscription fee for the package that you want before you can select the products that you want to sell.
- Your subscription fee will ONLY be activated once you're ready to start selling on your desired platform. Inspire Solutions will give you **60 days** to set up and optimize your store.
- Go to Settings and click "**Start one now**" link.



The screenshot shows the 'Account Settings' page with a sidebar menu. The 'Settings' option is highlighted with a red box and a circled '1'. The main content area shows the 'Subscription Plan' tab selected. A red notification box at the top states: 'Hello, we are currently migrating our system to the new dashboard to serve you better. If you want to repay your subscription, please click [here](#) to start the subscription repayment process.' Below this, the 'Subscription' section says 'You currently have no subscription plan. [Start one now](#)' with the link highlighted by a red box and a circled '2'. The 'Special Catalogue Subscriptions' section has a table with columns: DATE, AMOUNT, DEPOSIT SLIP, STATUS, and EXPIRY. Below it is an 'Invoices' section with columns: DATE, AMOUNT, DEPOSIT SLIP, and EXPIRY. A blue 'Online' status indicator is in the bottom right corner.

- Choose the platform you prefer to sell.

Pay your Subscription

01

SELECT A PACKAGE

Select a package that is good for you

02

PAY THE PACKAGE

Upload the proof of deposit

03

COMPLETED

Wait for subscription confirmation

Where do you want to sell?



Select your preferred package.

- Please make sure that you will choose the right subscription so you can start importing the products.

Pay your Subscription

01

SELECT A PACKAGE

Select a package that is good for you

02

PAY THE PACKAGE

Upload the proof of deposit

03

COMPLETED

Wait for subscription confirmation

Package 1

Select only Lazada or Shopee

₱2999 /mo

Select Package 1

WHAT'S INCLUDED

- ✓ Choose any 90 Products
- ✓ Full Premium Course
- ✓ Change Products Monthly
- ✓ Replace Out of Stock Products
- ✓ Free Chat Support
- ✓ Automated Order Processing

Package 2

Select only Lazada or Shopee

₱3999 /mo

Select Package 2

WHAT'S INCLUDED

- ✓ Choose any 120 Products
- ✓ Full Premium Course
- ✓ Change Products Monthly
- ✓ Replace Out of Stock Products
- ✓ Free Chat Support
- ✓ Automated Order Processing

Package 3

Select only Lazada or Shopee

₱7999 /mo

Select Package 3

WHAT'S INCLUDED

- ✓ Access to all products
- ✓ Full Premium Course
- ✓ Change Products Monthly
- ✓ Replace Out of Stock Products
- ✓ Free Chat Support
- ✓ Automated Order Processing
- ✓ Sell New Arrivals as they come

Package 4

Sell on both platforms

₱9999 /mo

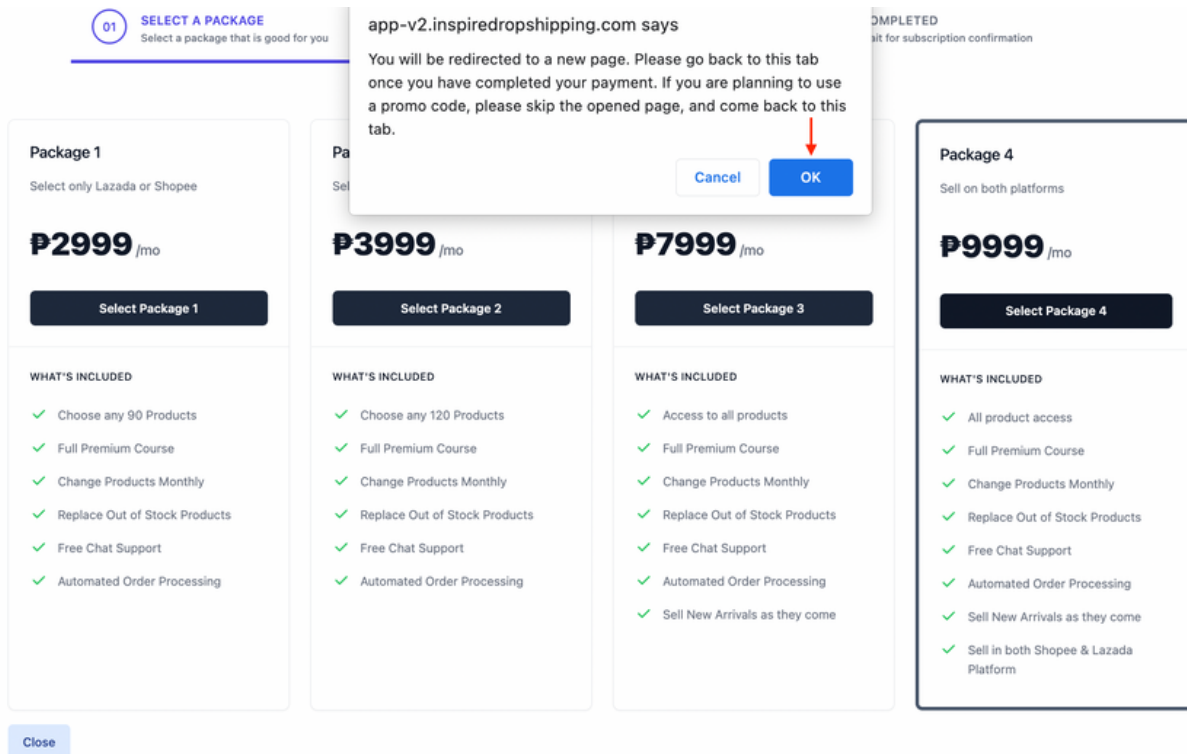
Select Package 4

WHAT'S INCLUDED

- ✓ All product access
- ✓ Full Premium Course
- ✓ Change Products Monthly
- ✓ Replace Out of Stock Products
- ✓ Free Chat Support
- ✓ Automated Order Processing
- ✓ Sell New Arrivals as they come
- ✓ Sell in both Shopee & Lazada Platform

Close

- Click the "OK" button and you will be redirected to a page for you to pay.



01 SELECT A PACKAGE
Select a package that is good for you

app-v2.inspiredropshipping.com says
You will be redirected to a new page. Please go back to this tab once you have completed your payment. If you are planning to use a promo code, please skip the opened page, and come back to this tab.

Package 1
Select only Lazada or Shopee
P2999 /mo
Select Package 1

Package 2
Select only Lazada or Shopee
P3999 /mo
Select Package 2

Package 3
Select only Lazada or Shopee
P7999 /mo
Select Package 3

Package 4
Sell on both platforms
P9999 /mo
Select Package 4

WHAT'S INCLUDED

- Choose any 90 Products
- Full Premium Course
- Change Products Monthly
- Replace Out of Stock Products
- Free Chat Support
- Automated Order Processing

WHAT'S INCLUDED

- Choose any 120 Products
- Full Premium Course
- Change Products Monthly
- Replace Out of Stock Products
- Free Chat Support
- Automated Order Processing

WHAT'S INCLUDED

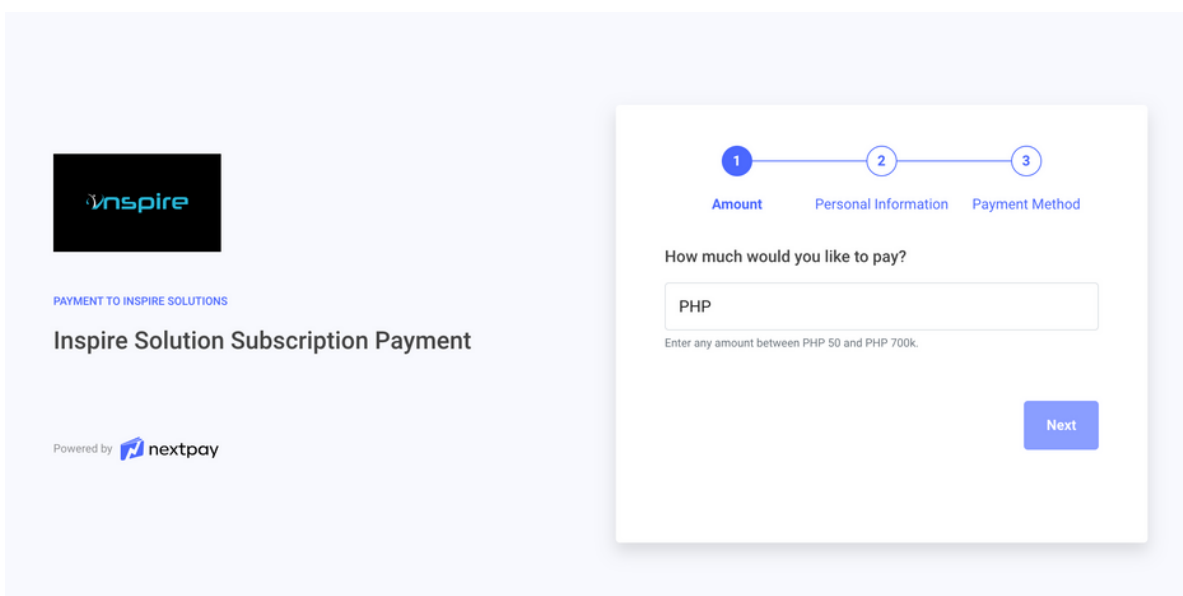
- Access to all products
- Full Premium Course
- Change Products Monthly
- Replace Out of Stock Products
- Free Chat Support
- Automated Order Processing
- Sell New Arrivals as they come

WHAT'S INCLUDED

- All product access
- Full Premium Course
- Change Products Monthly
- Replace Out of Stock Products
- Free Chat Support
- Automated Order Processing
- Sell New Arrivals as they come
- Sell in both Shopee & Lazada Platform

Close

- Input the package amount.



inspire

PAYMENT TO INSPIRE SOLUTIONS

Inspire Solution Subscription Payment

Powered by **nextpay**

1 Amount **2** Personal Information **3** Payment Method


How much would you like to pay?

PHP

Enter any amount between PHP 50 and PHP 700k.

Next

- Enter the necessary information.
 - Please make sure that you're entering your complete personal information for the payment verification process.




AMOUNT TO PAY

PHP 9,999.00

PAYMENT TO INSPIRE SOLUTIONS

Inspire Solution Subscription Payment

Powered by  nextpay


1 ☒ 2 ☒ 3 ☐

Amount Personal Information Payment Method

Personal information

First name

Last name


 +63

Email address

[Go back](#) [Next](#)

- Choose the payment method you're going to use.
 - Online Banking (BPI, UnionBank)
 - Note: More banks will be added soon.
 - eWallet (GCash, Paymaya, Grabpay)
 - Credit or Debit Card

Note: Make sure to take a screenshot of your proof of payment




AMOUNT TO PAY

PHP 9,999.00

PAYMENT TO INSPIRE SOLUTIONS


Inspire Solution Subscription Payment


Powered by  nextpay



1 ☒ 2 ☒ 3 ☒

Amount Personal Information Payment Method

How would you like to pay?

 Online Banking

 eWallet

 Credit or Debit Card 

[Go back](#) [Proceed to payment](#)

- Go to the Subscription Plan tab under settings and upload the deposit slip or proof of payment.
- Click the **"Complete Subscription"** button.

Pay your Subscription

- 01 SELECT A PACKAGE
Select a package that is good for you
- 02 PAY THE PACKAGE
Upload the proof of deposit
- 03 COMPLETED
Wait for subscription confirmation

Please make sure that the proof of deposit is clear and is equivalent to the package you have selected.

Your selected package

Package 4

Promo Code

Enter a promo code to use

Validate

Deposit Slip

Choose File No file chosen

☐ Join Inspire 2022 Promo

Complete Subscription

By clicking Submit, if you have opted in to join the promo, you confirm to Inspire's [Terms of Service](#).

Close

- You'll receive the notification that the subscription proof of payment has been submitted successfully.

Pay your Subscription

- 01 SELECT A PACKAGE
Select a package that is good for you
- 02 PAY THE PACKAGE
Upload the proof of deposit
- 03 COMPLETED
Wait for subscription confirmation

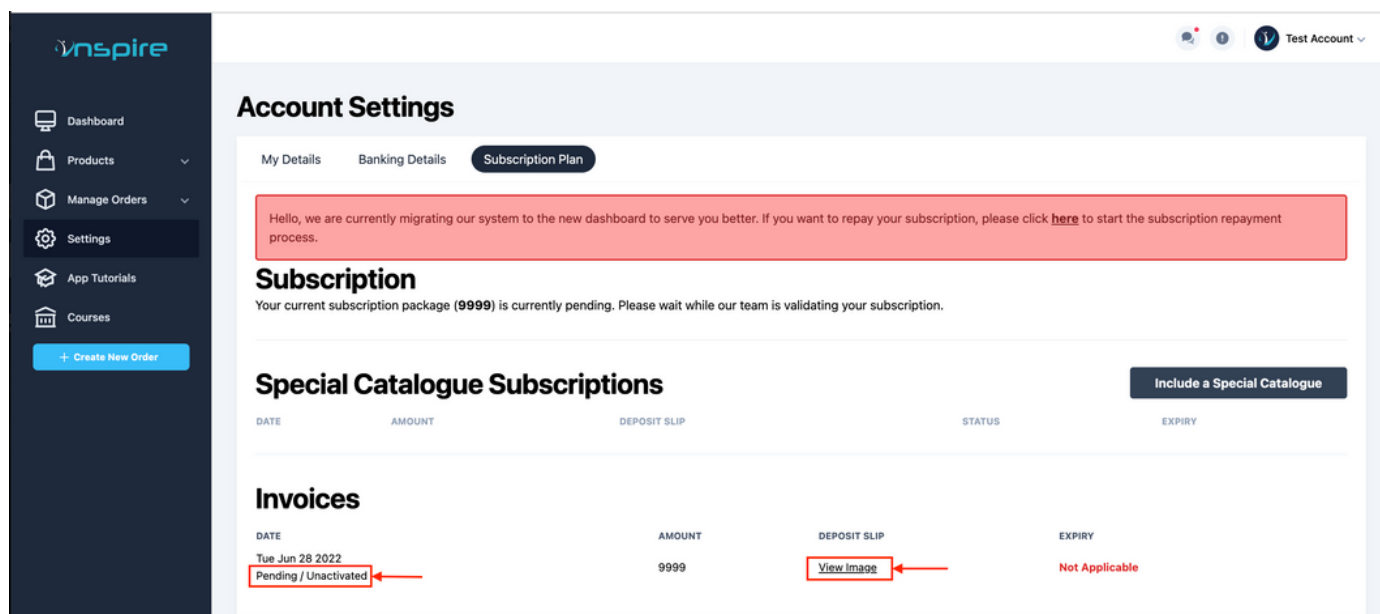


Subscription has been submitted

Please wait for our team to confirm your subscription.

Close

- You can check the status of your payment under Invoices:
 - Pending - for payment verification.
 - Unactivated - you haven't activated your subscription yet.
- You can view the proof of payment you uploaded by clicking the "View Image" link.



Account Settings

My Details Banking Details **Subscription Plan**

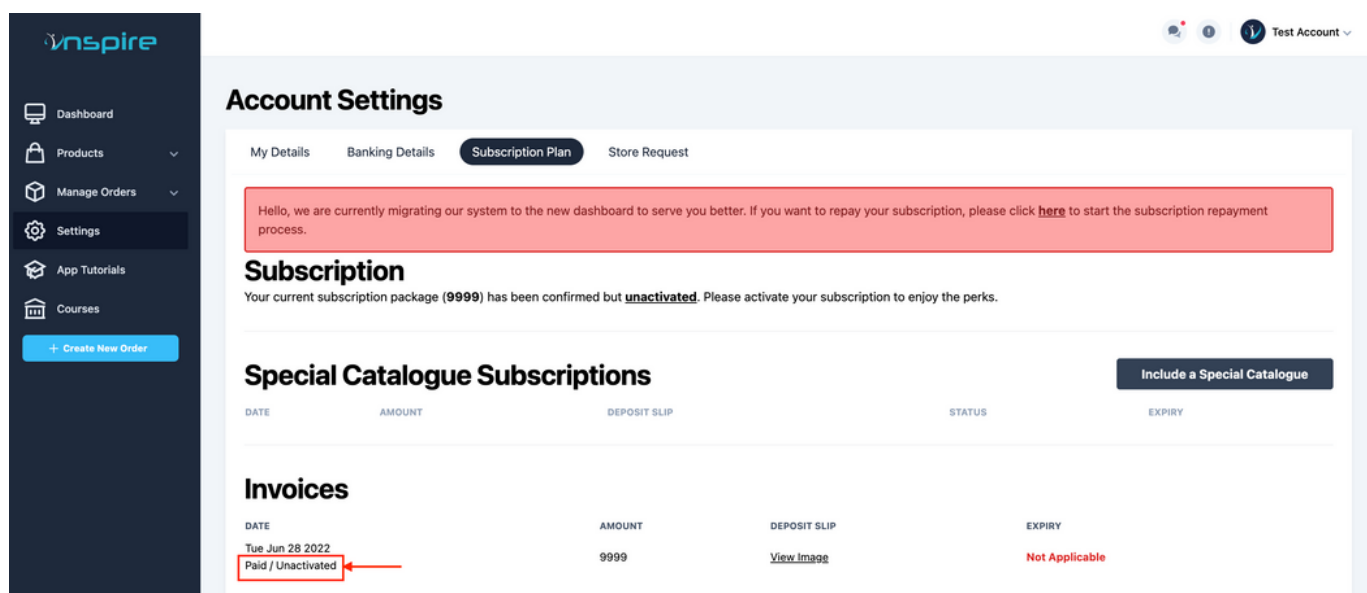
Hello, we are currently migrating our system to the new dashboard to serve you better. If you want to repay your subscription, please click [here](#) to start the subscription repayment process.

Subscription
Your current subscription package (9999) is currently pending. Please wait while our team is validating your subscription.

Special Catalogue Subscriptions [Include a Special Catalogue](#)

DATE	AMOUNT	DEPOSIT SLIP	STATUS	EXPIRY
Tue Jun 28 2022	9999	View Image	Pending / Unactivated	Not Applicable

- A 48 to 72 hours validation will be done by our team.
- One of our team will send you a message to confirm the receipt of the payment.
- The status will change to **"Paid"** once the team the verified your payment.



Account Settings

My Details Banking Details **Subscription Plan** Store Request

Hello, we are currently migrating our system to the new dashboard to serve you better. If you want to repay your subscription, please click [here](#) to start the subscription repayment process.

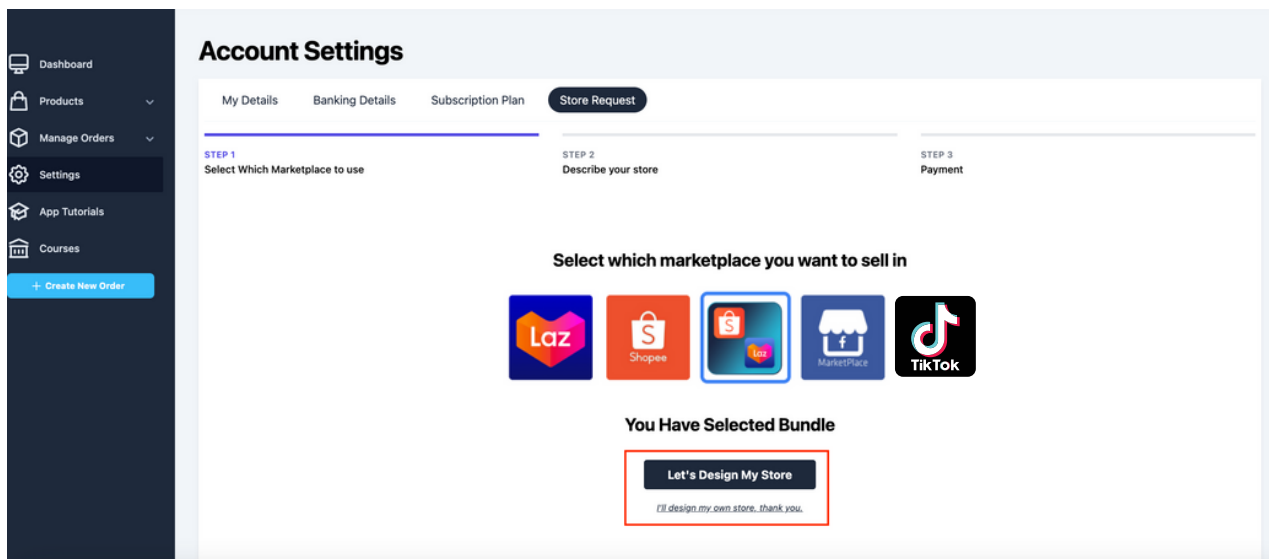
Subscription
Your current subscription package (9999) has been confirmed but unactivated. Please activate your subscription to enjoy the perks.

Special Catalogue Subscriptions [Include a Special Catalogue](#)

DATE	AMOUNT	DEPOSIT SLIP	STATUS	EXPIRY
Tue Jun 28 2022	9999	View Image	Paid / Unactivated	Not Applicable

PHASE 3: STORE REQUEST

- Go to the **"Store Request"** tab under settings.
- Select the platform you paid.

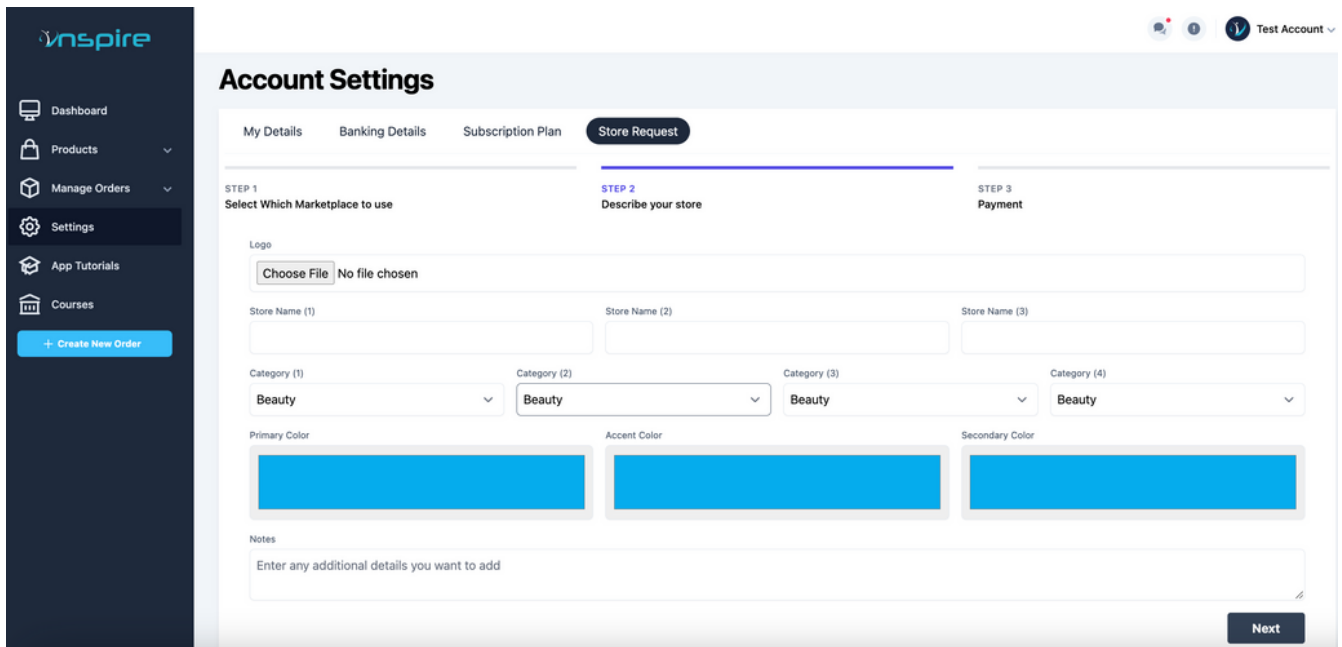


- Select **"I'll design my own store"** if you want to design your own store.

Note: Store creation is FREE and it is already included in your subscription package.

- Click the **"Let's Design My Store"** button if you want to request a store design creatives.
 - Inspire also offers a store design creation services.
 - Request of **store design creatives** is OPTIONAL.
 - Store Design Creation Package is a one time payment amounting to **Php4,000**
 - **Store Design Creation Package:**
 - 1 Logo
 - 1 Main Banner
 - 4 Product Banners
 - 1 Product Frame

- Enter the necessary information needed for your store design creatives.
- Store Name : Provide your desired store name for your platform.
 - Create a unique store name as much as possible.
 - Please provide 3 store names just in case the store name is already existing.
 - For Shopee account users - make sure that the store name is your preferred store name because Shopee will only allow you to change the store name after 30 days.
 - Category : Select categories that you want for your store.



Account Settings

My Details Banking Details Subscription Plan **Store Request**

STEP 1 Select Which Marketplace to use

STEP 2 Describe your store

STEP 3 Payment

Logo
Choose File No file chosen

Store Name (1) Store Name (2) Store Name (3)

Category (1) Category (2) Category (3) Category (4)

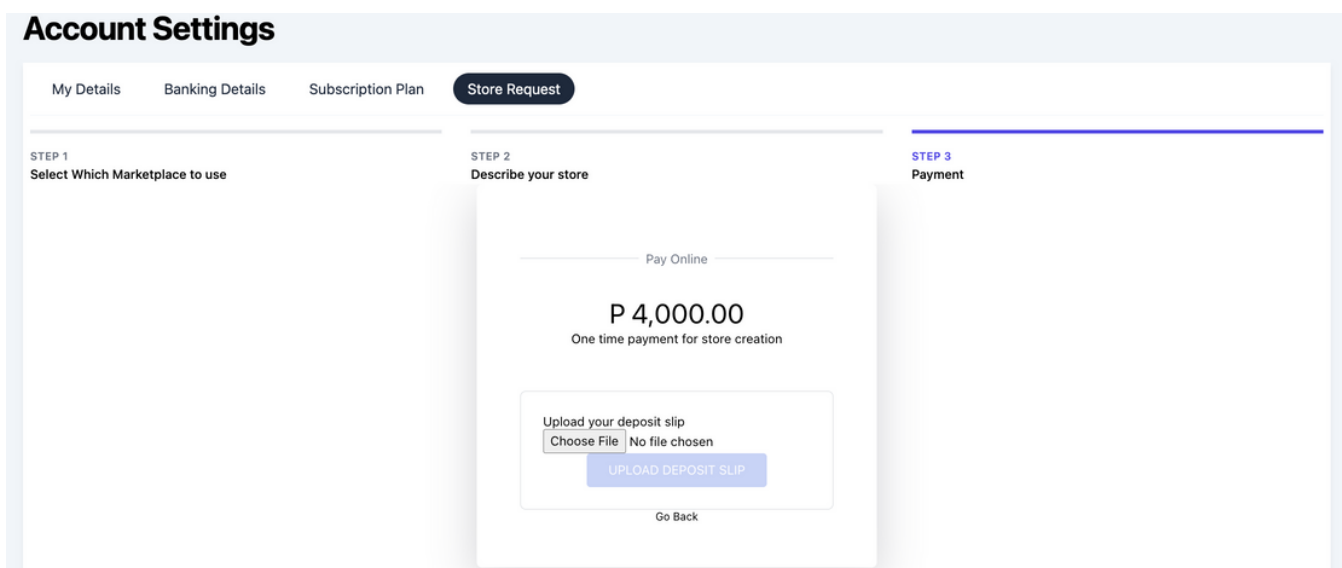
Beauty Beauty Beauty Beauty

Primary Color Accent Color Secondary Color

Notes
Enter any additional details you want to add

Next

- Pay the design creatives fee and upload the deposit slip or proof of payment.



Account Settings

My Details Banking Details Subscription Plan **Store Request**

STEP 1 Select Which Marketplace to use

STEP 2 Describe your store

STEP 3 Payment

Pay Online

P 4,000.00

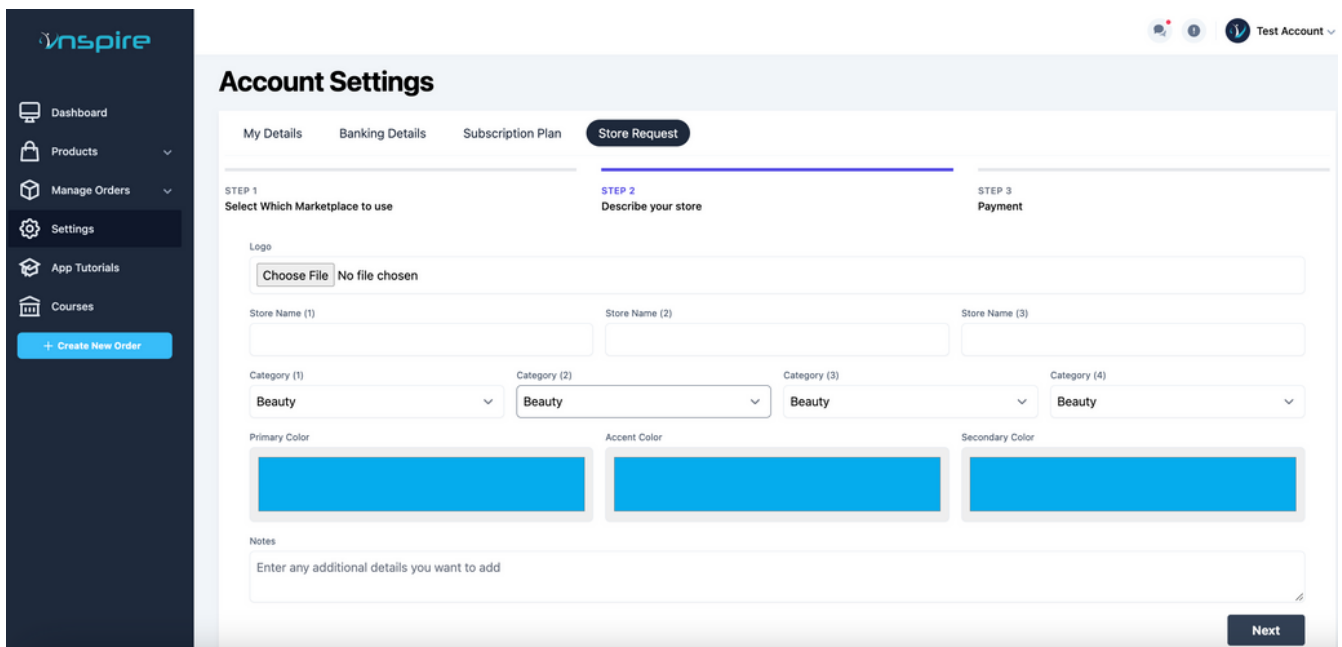
One time payment for store creation

Upload your deposit slip
Choose File No file chosen

UPLOAD DEPOSIT SLIP

Go Back

- Enter the necessary information needed for your store design creatives.
 - Make sure to input your brand colors (primary & secondary) for your store.
 - If you have any other instructions on your store design, you may include it in the note box.
- Store Name : Provide your desired store name for your platform.
 - Create a unique store name as much as possible.
 - Please provide 3 store names just in case the store name is already existing.
 - For Shopee account users - make sure that the store name is your preferred store name because Shopee will only allow you to change the store name after 30 days.
- Category : Select categories that you want for your store.



Account Settings

My Details Banking Details Subscription Plan **Store Request**

STEP 1: Select Which Marketplace to use **STEP 2: Describe your store** STEP 3: Payment

Logo: No file chosen


Store Name (1): Store Name (2): Store Name (3):

Category (1): Category (2): Category (3): Category (4):

Primary Color: Accent Color: Secondary Color:

Notes: Enter any additional details you want to add

- Input all complete personal information and choose the payment method you prefer to process the payment.
- Make sure to screenshot your proof of payment




AMOUNT TO PAY

PHP 4,000.00

PAYMENT TO INSPIRE SOLUTIONS

Inspire Store Design Creatives

- 1 Logo
- 1 Main Banner
- 4 Product Banners
- 1 Product Frame

Powered by  nextpay

1 — 2

Personal Information Payment Method

Personal information

First name Last name

+63

Email address

Next

- Pay the design creatives fee and follow the same payment process then upload the deposit slip or proof of payment.

Account Settings

My Details Banking Details Subscription Plan **Store Request**

STEP 1
Select Which Marketplace to use

STEP 2
Describe your store

STEP 3
Payment

Pay Online

P 4,000.00

One time payment for store creation

Upload your deposit slip

Choose File No file chosen

UPLOAD DEPOSIT SLIP

Go Back

- You'll receive a notification that the payment has been updated.
- Inspire team will verify the proof of payment.

Account Settings

[My Details](#)
[Banking Details](#)
[Subscription Plan](#)
[Store Request](#)

STEP 1
Select Which Marketplace to use

Client Dashboard

- Dashboard
- Notifications
- PRODUCTS
- Search Products
- My Products
- MANAGE ORDERS
- Create New Order
- All Orders
- Confirmed Orders
- Cancelled Orders
- Fulfilled Orders
- Delivered Orders
- Paid
- RTS Orders
- ACCOUNTING / FINANCE

STEP 2
Describe your store

Are you ready to setup your store?

ACTIVATE

Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next"


NEXT

Store Type

Lazada & Shopee Bundle

Payment has been Updated

The payment has been updated. Please wait for our confirmation regarding your store.



Awaiting for Confirmation

We are currently working on your store. Please come back again later. If you have any questions, please let us know.

Have a question? Email support.

- Once payment is confirmed, you will receive this notification below:



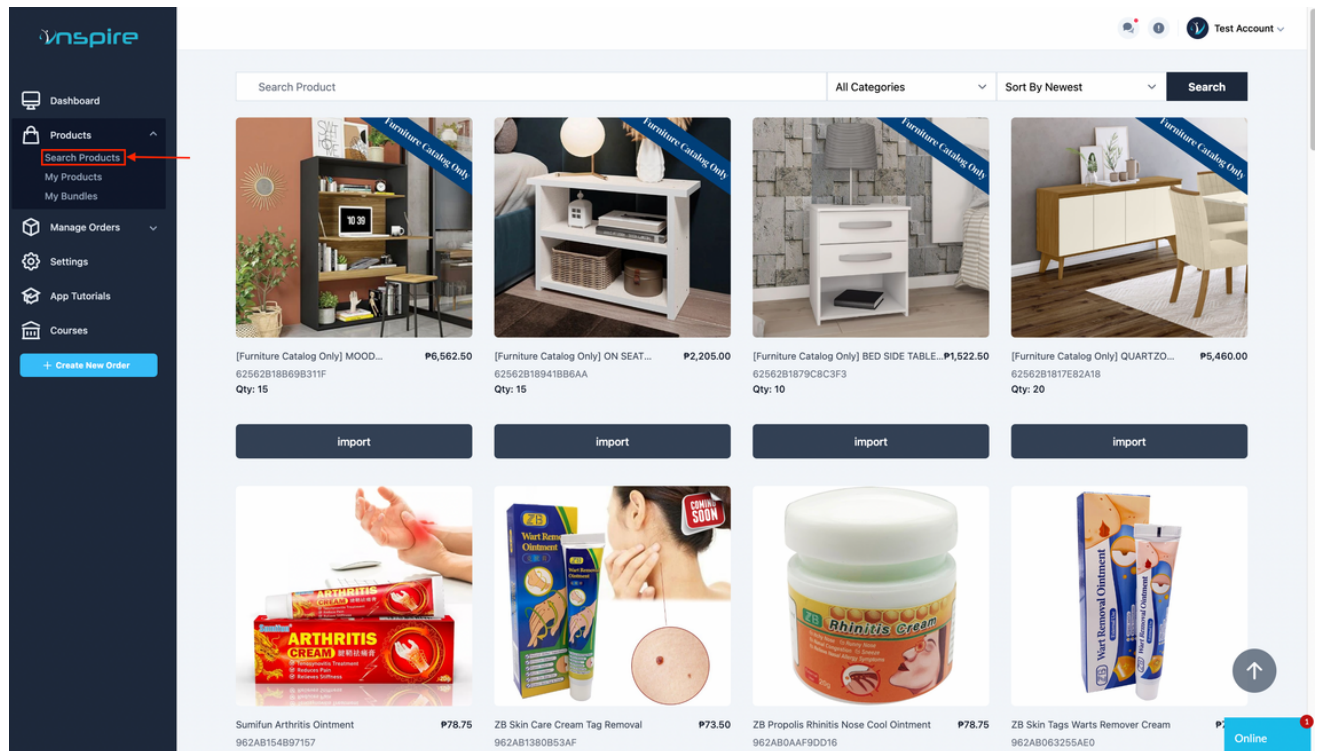
Payment Confirmed

We are currently working on your store. Please come back again later. If you have any questions, please let us know.

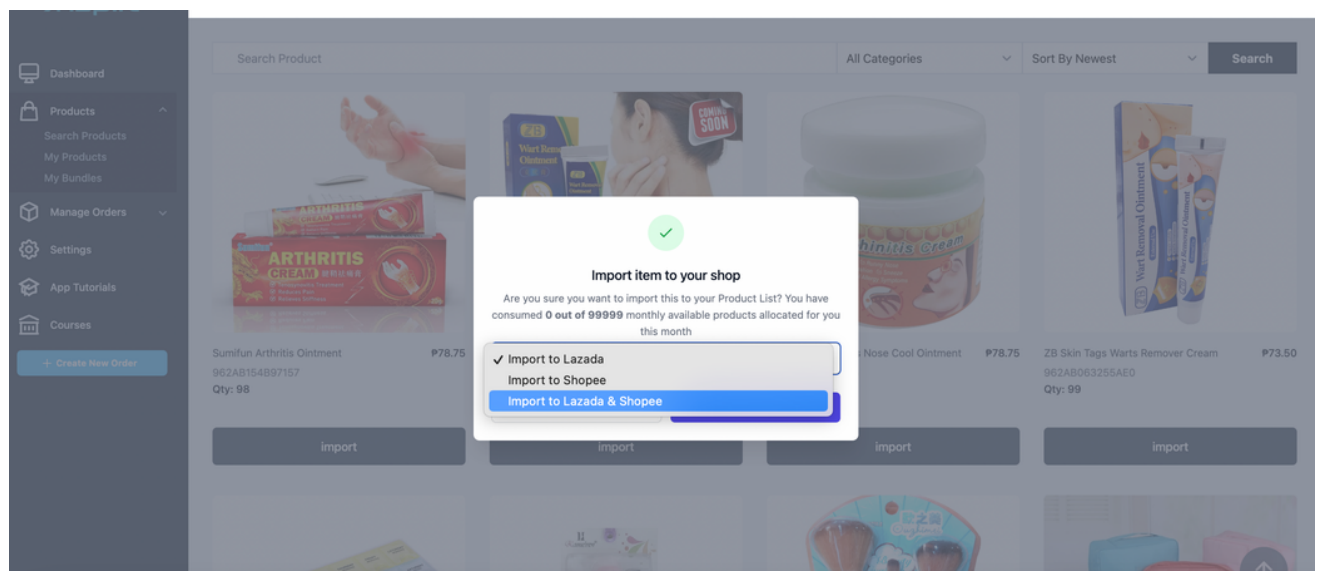
Have a question? Email support.

PHASE 4: PRODUCT SELECTION

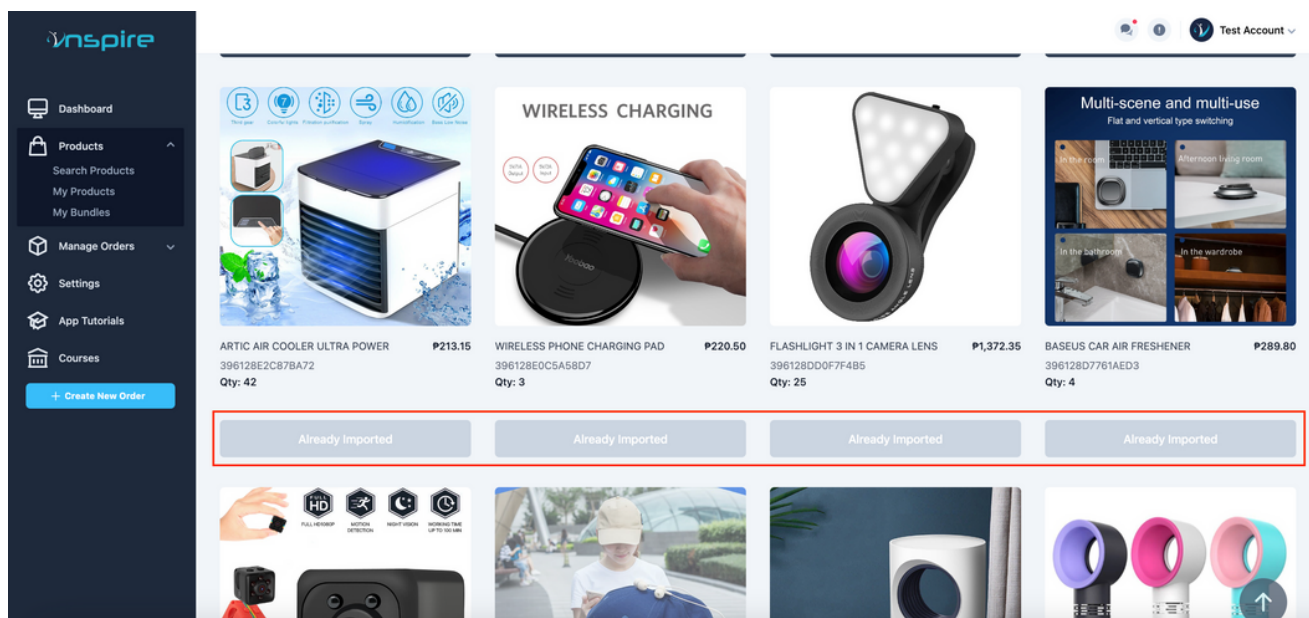
- Go to Products and click **"Search Products"** tab.
- Select the products that you want to sell on your platform/s by importing in the app.



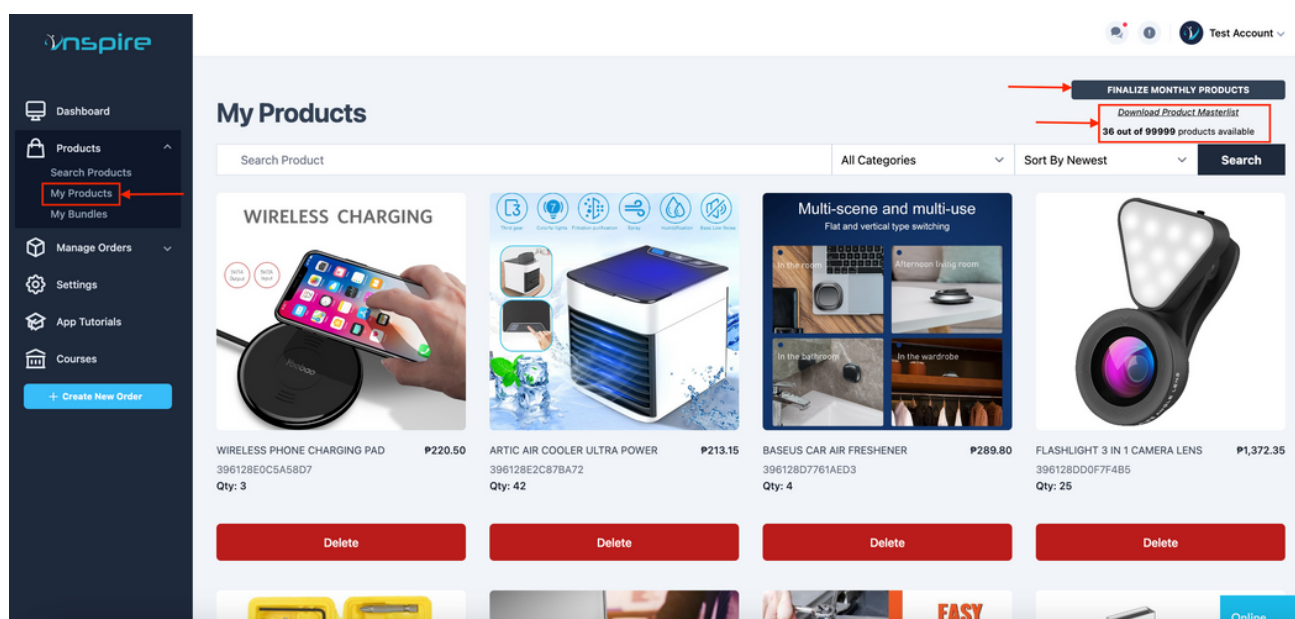
- Select the products you want to include in your store by clicking the **"Import"** button.
- Click the image thumbnail if you want to see the product details.
- For bundle package, you have an option if you want to include the product in both of the platforms or in just one platform only.



- You can see if the product is already imported in your store.

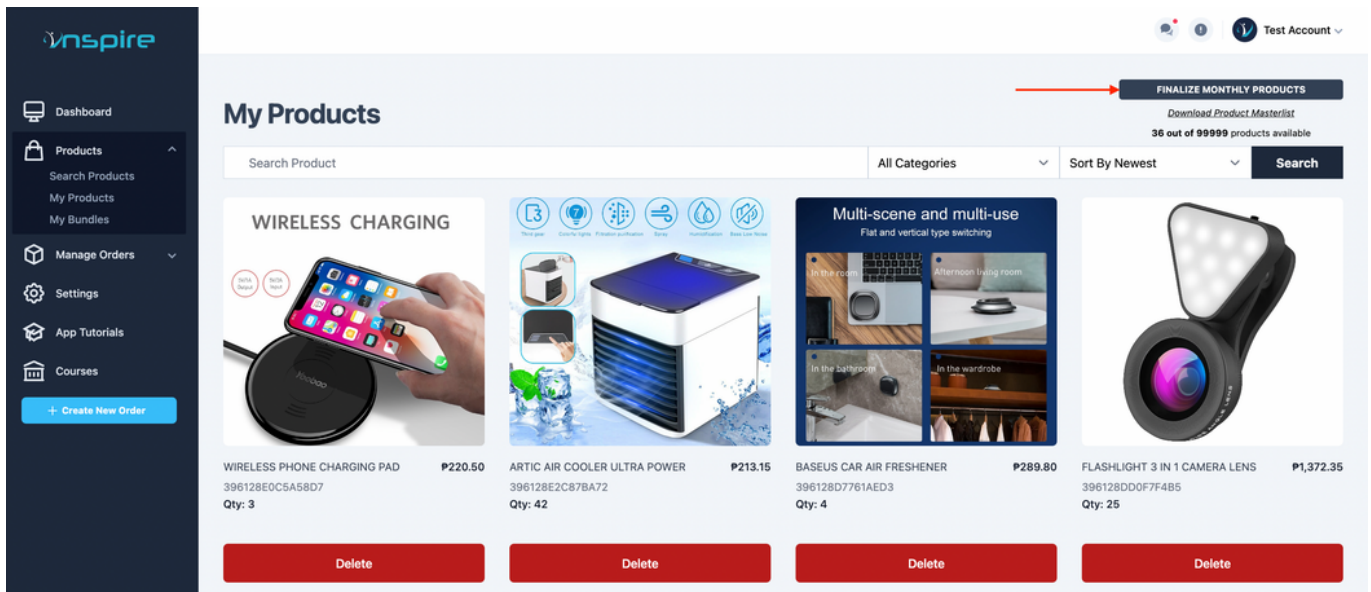


- Go to "My Products" to check all the products you selected.
- You can see on the upper right side the total products that you already selected out of the total product quantities you availed.
- You may also click the **"Download Product Masterlist"** link if you want to download the list of all products you selected.

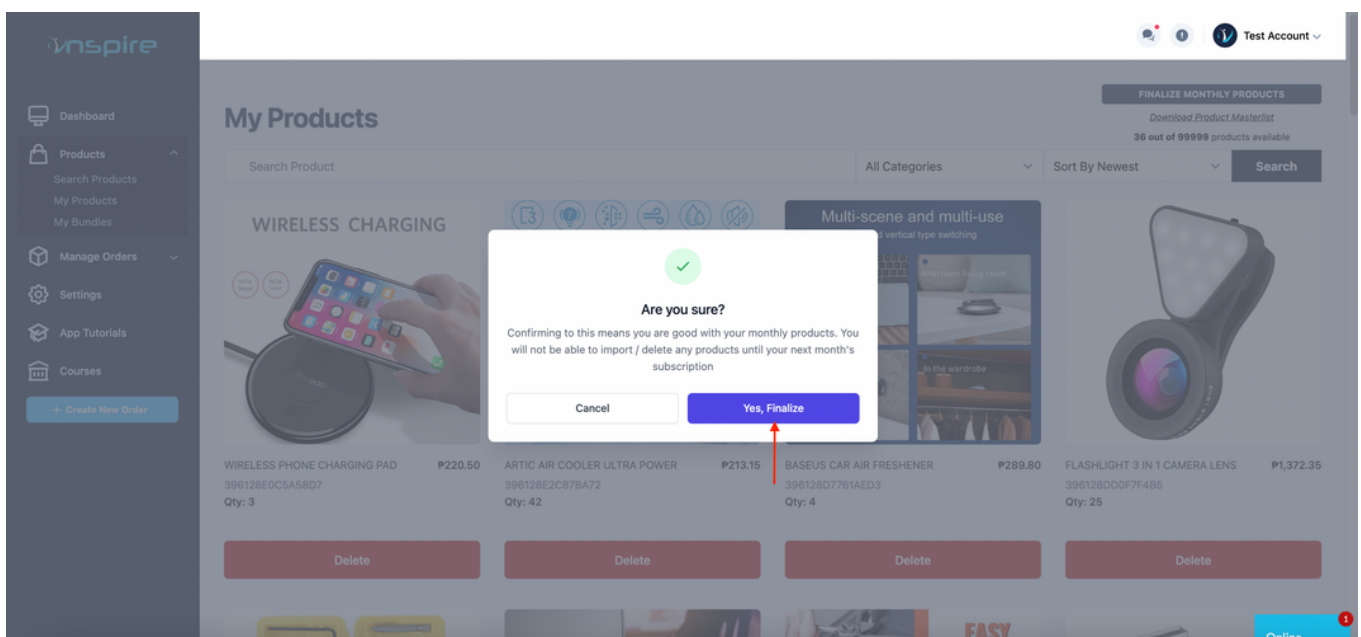


- Once completed and if you finalize the list of products you want to sell, click the **"Finalize Monthly Products"** button to import your products into your store.

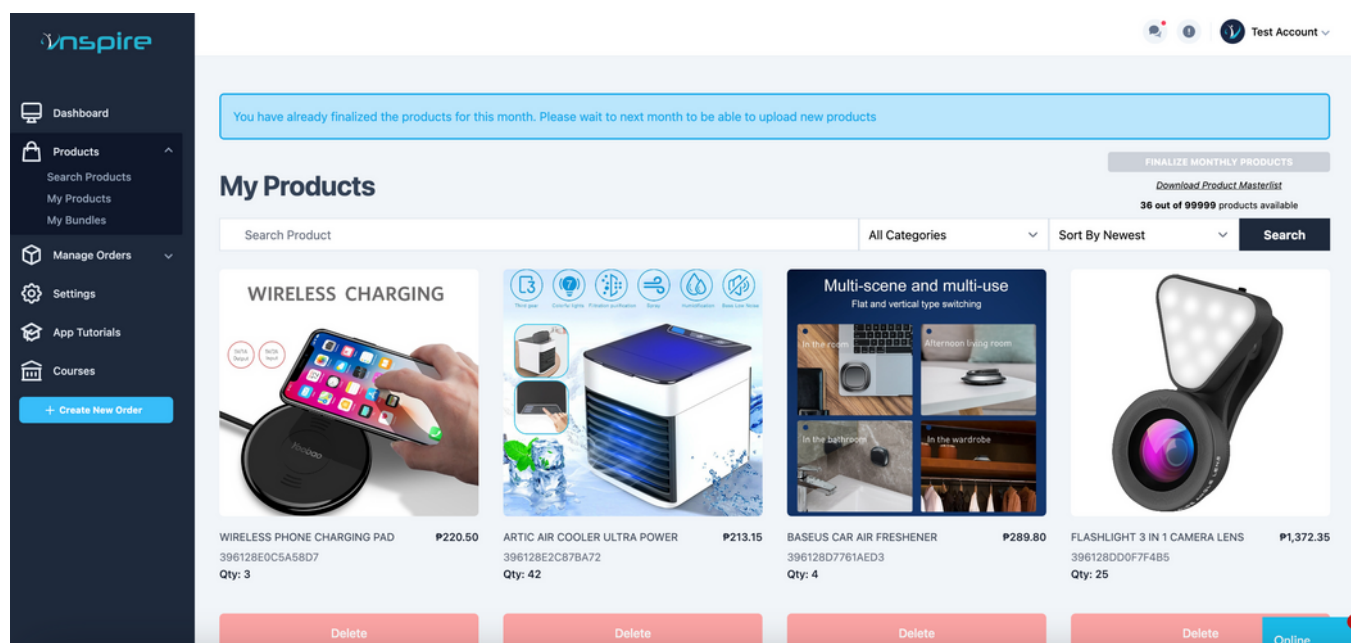
Note: Once you click the "Finalize Monthly Products" button you're not allowed to make any changes to your product list.



- You will see a pop up verification if you want to start your subscription or if you just accidentally click the "Finalize Monthly Products" button, just click cancel if you're not yet ready to sell.



- You will receive a notification that you already finalized your products.
- Please make sure that the products you selected are your preferred items to sell. Once you finalized your products, you can **ONLY** change your products the next subscription month.
- You're **ONLY ALLOWED** to replace the product if it is out of stock.



PHASE 5: PRODUCT UPLOADING

- Our team will start uploading the products you imported to your platform.
- If you plan to change your platform (Lazada or Shopee) and we started uploading the products, there will be a fee of **Php300.00** for changing the platform.

PHASE 6: STORE TURN OVER

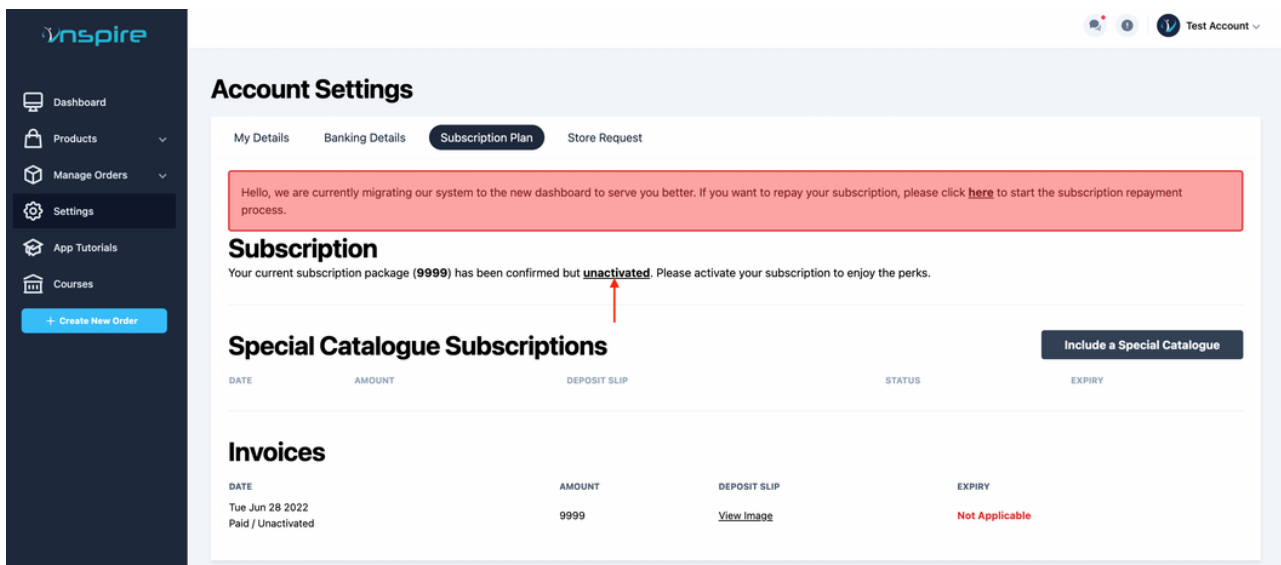
- Our team will inform you if the products you requested were already available in your preferred platform.

Note:

- Inspire E-Commerce Solutions Inc. will provide you with the standard product titles, descriptions & product images of each product BUT we encourage our dropshippers to refine the product descriptions, titles and search for more photos in order to optimize your store and rank in your desired platform.
- We provide bi-weekly sessions for Lazada & Shopee sellers and we encourage you to join to help you in your dropshipping journey with us.

PHASE 7: STORE ACTIVATION

- Once your store is already optimized and you're ready to sell on your preferred platform, go to Subscription Plan tab under Settings and click the **"UNACTIVATED"** link.



Account Settings

My Details Banking Details **Subscription Plan** Store Request

Hello, we are currently migrating our system to the new dashboard to serve you better. If you want to repay your subscription, please click [here](#) to start the subscription repayment process.

Subscription
Your current subscription package (9999) has been confirmed but **unactivated**. Please activate your subscription to enjoy the perks.

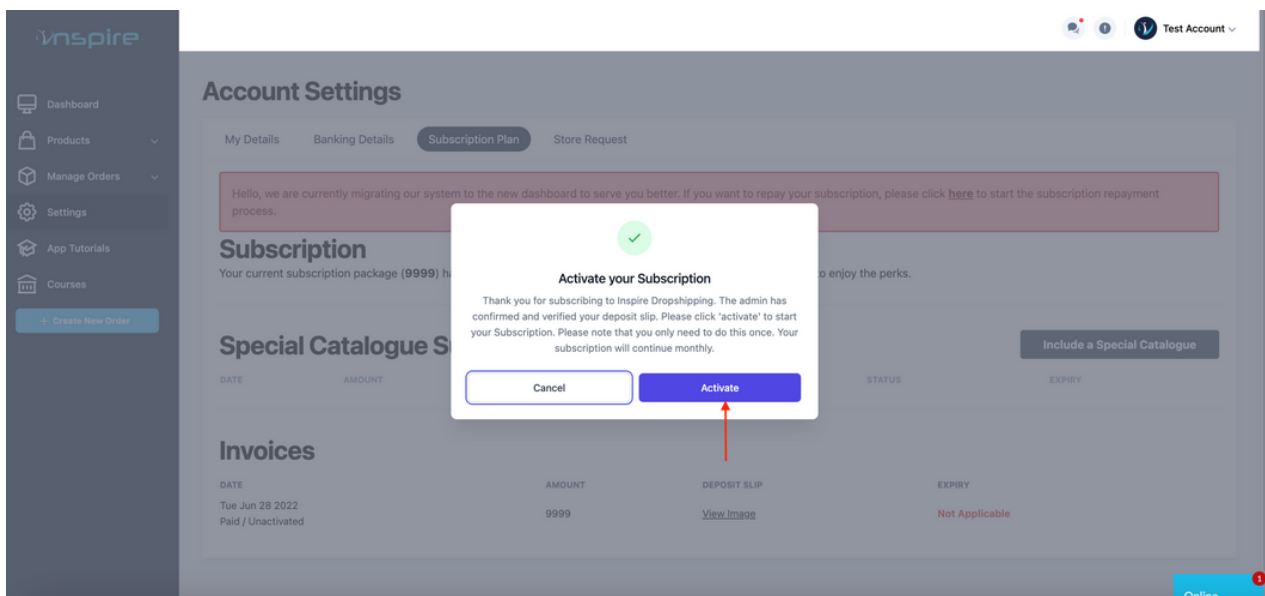
Special Catalogue Subscriptions [Include a Special Catalogue](#)

DATE	AMOUNT	DEPOSIT SLIP	STATUS	EXPIRY
Tue Jun 28 2022	9999	View Image	Not Applicable	

Invoices

DATE	AMOUNT	DEPOSIT SLIP	EXPIRY
Tue Jun 28 2022	9999	View Image	Not Applicable

- You will see a pop-up verification if you are FULLY DECIDED to activate your subscription by clicking the **"Activate"** button.
- Click **"Cancel"** button if you accidentally clicked the link or not yet decided to sell.



Account Settings

My Details Banking Details **Subscription Plan** Store Request

Hello, we are currently migrating our system to the new dashboard to serve you better. If you want to repay your subscription, please click [here](#) to start the subscription repayment process.

Subscription
Your current subscription package (9999) has been confirmed but **unactivated**. Please activate your subscription to enjoy the perks.

Special Catalogue Subscriptions [Include a Special Catalogue](#)

DATE	AMOUNT	DEPOSIT SLIP	STATUS	EXPIRY
Tue Jun 28 2022	9999	View Image	Not Applicable	

Invoices

DATE	AMOUNT	DEPOSIT SLIP	EXPIRY
Tue Jun 28 2022	9999	View Image	Not Applicable

Activate your Subscription

Thank you for subscribing to Inspire Dropshipping. The admin has confirmed and verified your deposit slip. Please click 'activate' to start your Subscription. Please note that you only need to do this once. Your subscription will continue monthly.

[Cancel](#) [Activate](#)

FAQ

- **Are the subscription fees refundable?**
 - No, the subscription is non-refundable.
- **When should I be paying to renew my subscription fee?**
 - All renewal of subscriptions fees must be paid 5-days before the 30-day billing cycle. This will give our team ample time to review and approve the access to your store for the next 30-days.
 - Failure to comply may cause you to lose access to your store until the verification team can confirm the payment. Your billing cycle will not be adjusted.

Example:

The billing period is every 30th of the month.

Your payment should be on our before the 25th of the month

Your payment was late and wasn't made until the 29th of the month.

Our team was able to verify your payment on the 3rd of the following month.

This means you lost 3-day access to your shop, and we will not be adjusting the billing period.

- **What If I have an existing store? Can I use it?**
 - No, we will be the ones to create a store for you.
- **What is the turn-around time of receiving my store after I place the store creation?**
 - The store creation will be turned over for a maximum of seven (7) working days).

FAQ

- **What do I do when my store is turned over?**
 - You will be given a 7-day transition period before your store is locked, and you are required to activate your store by making the first monthly payment. This will allow you to get familiarized with the platform and make the necessary revisions to your store.
 - On or before the 7th day of the store being turned over, you will need to click the button labeled “Active” in the dashboard, which will ask you to make your first payment, and the active 30-day billing period will start.
- **Can I request products that aren’t listed in the catalog?**
 - Yes, you can use the “request product.” Our team will try to source it from a local supplier and let you know the quantity available and the best price.
- **What is the meaning of SKU?**
 - SKU means Stock Keeping Unit. It is an item-unique ID arbitrarily designated to any given item in your inventory as a reference method.
- **Can I change the products I selected after I imported the products?**
 - No, you are not allowed to change it once you imported the products during your subscription period.
- **Can I change the products I selected for my next subscription?**
 - Yes, you can only change the products you selected on your **NEXT** subscription and you need to inform our customer service **5 days** in advance before your subscription due date. If not, we’ll no longer allow the product changes.
 - If the product you selected is out of stock, you can replace it **ANYTIME** to complete the product quantity you availed.
 - If there's Out of Stock Product, **DO NOT** unlist, inactive, or delete OOS products so they will be visible to the uploader, the uploaders will be the ones to delete the oos product after they upload the requested replacement.

FAQ

- **Can the dropshipper edit the SKU?**
 - Alteration and editing of SKU are strictly prohibited.
- **Can the dropshipper edit the product quantity?**
 - Changing the product quantity in the platform is strictly prohibited. The quantity indicated in your platform is the actual inventory we have. Once you increase or decrease the qty, it will have inventory discrepancies and Inspire is not liable for any orders that are out of stock due to the changes in your platform.
- **Who will pick and pack my orders?**
 - Order processing is part of the services offered by Inspire. We will be the ones to do the picking, packing, and dispatching of orders.
- **What happens when I click “Ready to Ship”?**
 - If you have accidentally clicked on Ready to Ship on your Seller Center on mobile or desktop, Inspire will not be able to see it in the line of orders to be fulfilled.
 - The possibility to lose the order and have penalties of Order Volume Limit (OVL) will be implemented by Lazada. Reach out to Inspire support if you have committed this error.
- **Are dropshippers allowed to join campaigns and use Lazada/Shopee Marketing tools?**
 - Yes! You can join campaigns and use marketing tools (such as but not limited to vouchers, free shipping, etc.) as long as you don't sell below the cost of goods.
 - For Flash Sale participation, an email request to join must be submitted for approval with the Campaign Name and nominated product list.

FAQ

- **Are dropshippers allowed to Lazada's sponsored discovery?**
 - Our Lazada dropshippers can now access sponsored discovery.
 - Please take note that there are specific criteria that you need to reach before you can access the said feature.

Seller Eligibility Criteria		
1	Seller's tenure with Lazada	<div>Marketplace Sellers > 14 days old</div> <div>LazMail Sellers N/A</div>
2	Seller's Policy Compliance	< 24 non-compliance points
3	Seller Rating	> 70%
4	Daily Cancellation Rate	< = 7%
5	Monthly Cancellation Volume (Order Items)	< 1,000 items
6	Ship On Time	> 70%
7	Returns	< 15%

- **Is there a limit allowed to be RTS (return to sender)?**
 - The rate of returns (i.e., return to seller) must not exceed 15% (Lazada and Shopee) of the total orders.
- **Do all items have a deep inventory?**
 - No, some items don't have a deep inventory.

FAQ

- **How do we (dropshippers) update product details in bulk?**
 - Dropshippers can export and update products in bulk through the Batch Export and Batch Import under Manage Products. The desired template to be edited must be chosen.
 - i. Go to Products > Manage Products.
 - ii. Click Batch Export.
 - iii. Select "Export Selected Products" (this will show your number of selected items) or "Export All Products" (choose all active).
 - iv. Choose which template you would like to edit and export in a batch.
 - v. Click Export File.
 - vi. Open Downloaded File and start editing.
 - vii. After editing, save the file as-is.
 - viii. Click Batch Upload.
 - ix. Select Upload File and submit the saved file.
 - x. You can see progress under Task Status Column, and you may update the file that fails and upload it again until you get a successful report.
- **What should we (dropshippers) do if the items are OS (out of stock)?**
 - Inspire will send an email about the order/s with out-of-stock issues.
 - Along with the email is the replacement for the out-of-stock item/s.
 - Please be informed that you will be the one to coordinate with your customer/s regarding the replacement.
- **How often are the stocks being replenished?**
 - As we want you to experience hassle-free transactions, we are doing weekly replenishment.
 - PLEASE NOTE: Imported goods arrive thirty (15-30) days after purchase order.
- **Can I purchase items that aren't listed in your catalog and sell them in my store?**
 - Yes, that is allowed. But, you will need to send those products to our warehouse.
 - If your product doesn't sell within 30-days of arriving in our warehouse, a storage fee of Php650 / CBM / month will be applied. You will need to apply as a supplier.

FAQ

- **Can I change the information on the platform?**
 - You are not allowed to change the email add, contact number, product quantity, stocks, and password in your Lazada and or Shopee platform.
- **When is the drop shippers' payout?**
 - The payout for all drop shippers will be every Friday of the week after all remittances are cleared from the Sellers Center's payout.
 - PLEASE NOTE: All new stores' first payout will take 3 payout cycles from your first week's sales.
- **Is there a summarized SOA provided by Inspire?**
 - You can view and check the summary of transactions on your Seller Center or the Inspire SOA dashboard."
- **Can I purchase items that aren't listed in your catalog and sell them in my store?**
 - Yes, that is allowed. But, you will need to send those products to our warehouse. If your product doesn't sell within 30-days of arriving in our warehouse, a storage fee will be applied. You will need to apply as a supplier.
- **What is the payment cycle?**
 - The payment period covers transactions made from Monday - Sunday, and the payouts are made the Thursday of the following week through an online banking transfer (to the account you registered in the app).
 - PLEASE NOTE: Your first payout will be released 3-weeks after your first payment cycle.

FAQ

- What are the fees that will be charged in my SOA?
 - New Lazada Commission Rates



ANNOUNCEMENT

NEW COMMISSION RATES AND BENEFITS FOR MARKETPLACE SELLERS

Please be reminded of these changes on the Lazada Platform, and the additional support we are providing to our sellers starting today, Jan 20, 2022.

NEW COMMISSION RATES

Lazada will now be charging Marketplace sellers a **1% commission (VAT-inclusive)** on the sale of items in the platform.

The commission is calculated from the Item Price, minus any seller promotional charges like Vouchers, Coins, and Flexi Combo. For example:

PHP 100.00	Item Price	×	1% Commission VAT-inclusive	=	PHP 0.92 Commission Fee
- 5.00	Seller Voucher				
- 3.00	Flexi Combo				
PHP 92.00 Net Item Price					

Marketplace sellers who are opted in Free Shipping Max or Cashback programs can enjoy waived (0%) commission. Please read below for more information.

Note: For sellers who are members of the Online Micro Sellers Marketing Cooperative, the cooperative may continue to charge other fees, depending on their agreement with their members.

MORE BENEFITS WITH LAZADA PROGRAMS

We continue to support our sellers by offering Lazada-subsidized programs that help you increase your traffic and sales.

Effective today, sellers enrolled in Free Shipping Max or Cashback will not only enjoy program subsidies, but also free commission for Marketplace sellers.

	FREE SHIPPING MAX	CASHBACK
Cost to seller for successfully-delivered items	4% participation fee capped at PHP60 per item	2.5% participation fee capped at PHP100 per item
Buyer benefits	PHP50 to PHP120 free shipping vouchers, plus special vouchers on campaign days	10% cashback
Seller savings and benefits	Massive exposure on the platform Up to 80% Lazada subsidy on free shipping and/or cashback costs Up to 8x more sales and 2x more orders	
Additional benefits by January 20, 2022	Waived (0%) commission for Marketplace sellers* Pay only 5% participation fee if you join both programs	

*Commission will appear in the Account Statement as a credit to be credited to the seller's account on the succeeding payouts
*Rates effective from Jan 20 to Mar 31, 2022. A 14-day lock-in period will apply for opted-in sellers. Eligibility rules, terms, and conditions apply

www.inspiredropshipping.com

- Who shoulders the shipping cost of the items sold?
 - There are two ways this works, please see below:
 - Shipping fee (paid by customer) - The customer shoulders the shipping fee by default unless a seller sets a shipping fee promotion. This is calculated based on the package dimensions input by the seller, with the consideration of delivery origin and destination.
 - Shipping fee (paid by seller) - Calculated based on the actual items measured by Lazada/Shopee. This is deducted from the statement of the seller when the calculation is complete. Ideally, both shipping fees should offset each other and should have no impact on your statement of account.

FAQ

- **Does Inspire have an affiliate program?**

- Yes! Whether or not you are a subscriber of Inspire, you can sign up to be an affiliate. You will earn 500 PHP for 6 months, granted that the referral is still an active user of Inspire.

- **Can I downgrade my subscription?**

- Yes, you can downgrade your subscription but you will still follow the same subscription date.
- You will be the one to delete the products that you don't want in your seller center account and select the number of products to sell based on your new subscription.
- Contact our customer service and advise us 3 days before your next subscription payment.

- **How do I unsubscribe?**

- Log in to www.inspiredropshipping.com and go to the My Account tab.
- Click on the My Subscription tab and click "Cancel".
- Note: You can't get your store when you unsubscribe.

- **Return & Dispute Policy**

- All disputes, such as return items, shipping fee discrepancies, etc., are handled by Inspire.
- Inspire will only allow returns for the following reasons:
 - The wrong item was served (with photos as proof).
 - Damaged item served (with photos as proof).
 - Lazada Returned Items - the new partner for drop-off is J&T Express.

FAQ

- Refer to the example and instructions down below on how to address the said concern with your customer.

Hello Mr./Mrs._____. We are glad to assist you with your concern. Would you mind doing the following instructions below to address your concern?

- Open your Lazada App and Go to Initiate Return.
 - Once I accept your request, go to Return Orders View Details.
 - Choose Shipment and select J&T Express.
 - Present the Tracking Number sent to you by J&T Express as you drop off the item/s.
 - Once we receive the item/s back, Refund will automatically be credited to you as Lazada Wallet or as cash you can encash on any Lazada partners.
- Lazada & Shopee Terms & Conditions
 - For Lazada's Terms and Conditions, please see [here](#).
 - For Shopee's Terms and Conditions, please see [here](#).

For any questions or concerns:

- You can send us a message through Tawkto in the app.
- Follow and join our community for more updates.
 - Facebook Page : **Inspire Solutions**
 - Facebook Group : **Inspire Dropshipping Philippines**

TIKTOK

- Automated order creation
- Same process as Lazada & Shopee to request products to their shop
- Same process for activating subscription.
- RTS shipping fee will be charged to the dropshipper
- J&T is the current courier.

Product Guidelines:

- Dropshipper will be able to request 5 product to be sent to his or her address
- Deposit will need to be made for all 5 products. Proof of deposit will need to be uploaded in the app
- Quality control will be made before shipping and receiving the goods from the dropshipper. If the goods are not in the same condition as we shipped they will be deducted from the deposit
- The deposit should match the COGs of the item.
- The dropshipper will shoulder the shipping cost of the goods (to receive and send back)
- The shipping cost will be shouldered by the dropshipper if failed to receive the goods.

For any questions or concerns:

- You can send us a message through Tawkto in the app.
- Follow and join our community for more updates.
 - Facebook Page : **Inspire Solutions**
 - Facebook Group : **Inspire Dropshipping Philippines**