

# OEM App Mall ( International ) - Seller Center Operation Manual

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# 1 Introduction

## 1.1 Service Introduction

OEM App Mall (International), a fully functional App Mall integrated with the OEM App, provides one-stop e-commerce service for Tuya global customers who are looking to expand sales channels, offer smart products to the buyers around the world and increase sales volume. For buyers who are interested in smart products, OEM App Mall serves as an online platform for browsing products, placing orders and enjoying after sales service.

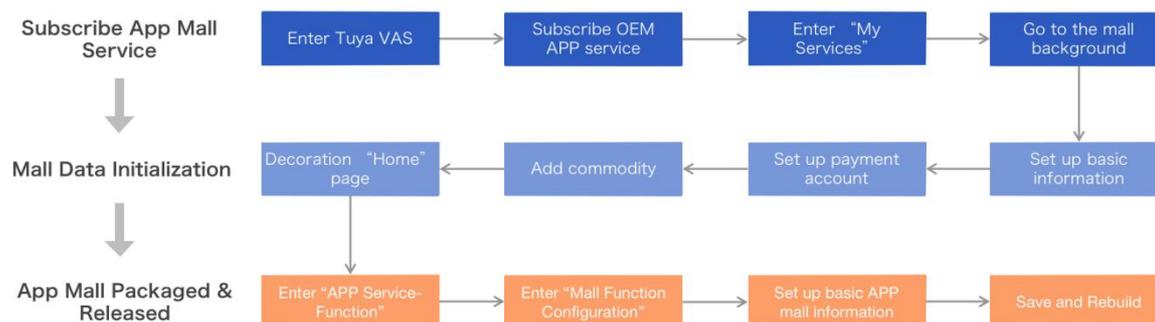
Seller Center is a portal for online sellers to manage products, orders and handle after sales request, navigating business transactions online.

Meanwhile, Seller Center supports Amazon and custom order template export, enabling sellers to efficiently process and deliver orders on a third-party platform.

OEM App Mall also enables a brand new function to boost sales. More specifically, sellers can configure scene supermarkets or recommend smart scenes to buyers based on the products, which allows them to better experience the functions and understand the products, propelling them to place the order. Also, sellers can customize home page setting, window category and service description, fulfilling personalized operation strategies. In terms of data analysis, sellers can analyze data,

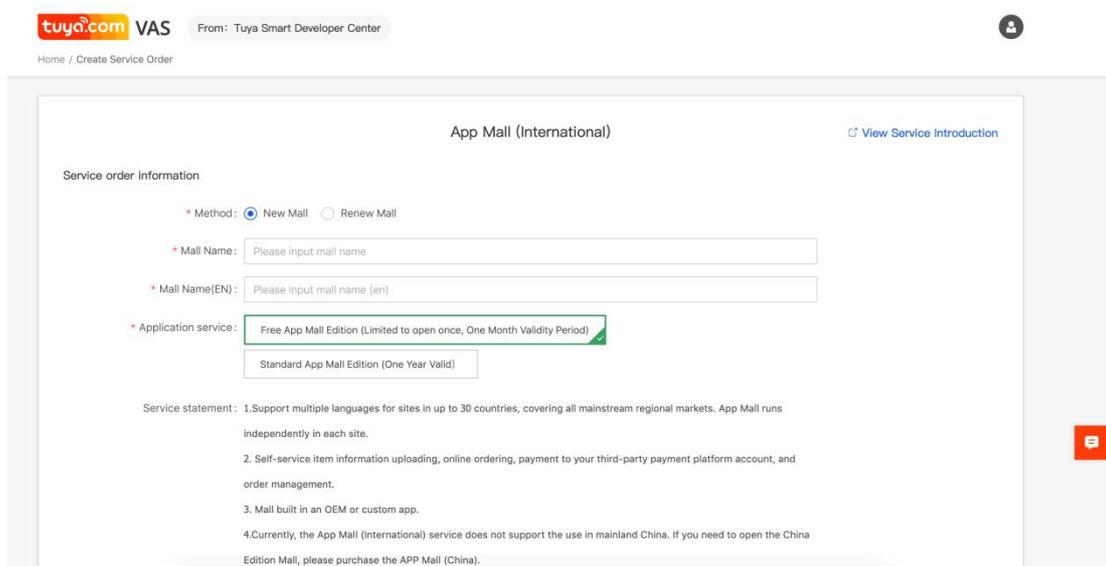
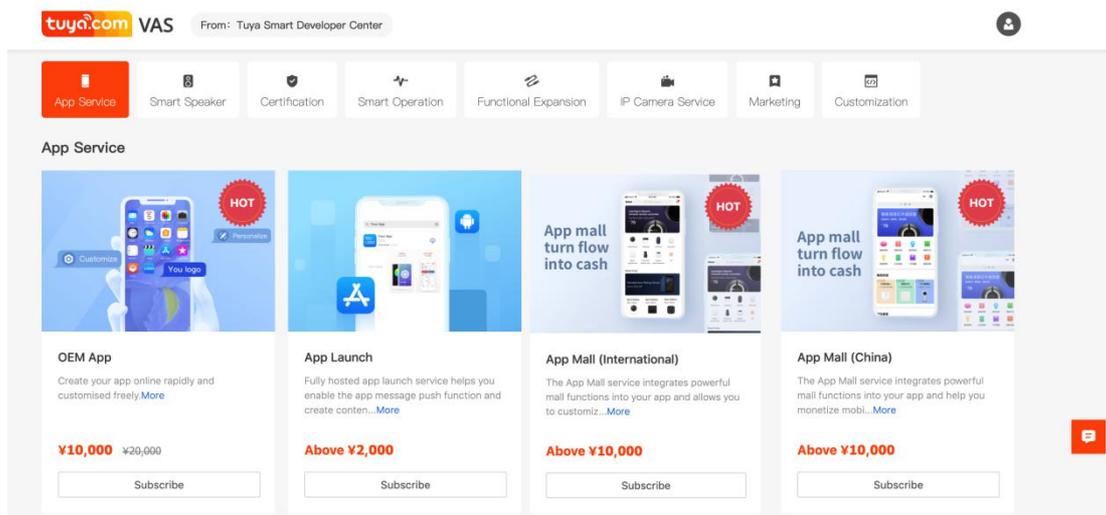
keep track of App Mall operation via Seller Center and gain valuable insight to make operation decisions.

## 1.2 OEM App Mall Operation Procedure



### 1.2.1 Subscribe App Mall Service

Sellers can log in Tuya IoT Platform, go to Value-added Service to subscribe App Mall Service. OEM App Service offers one-month free trial, after which sellers extend the service for one more year by purchasing it (Please visit <https://www.tuya.com/vas/> for subscribing service). If sellers have any questions regarding the fees, please contact the customer service on Tuya Platform. (Note: Sellers can subscribe multiple OEM App Mall services via one IoT account. All they need to do is to purchase the service again on Tuya Value-added Service platform.)



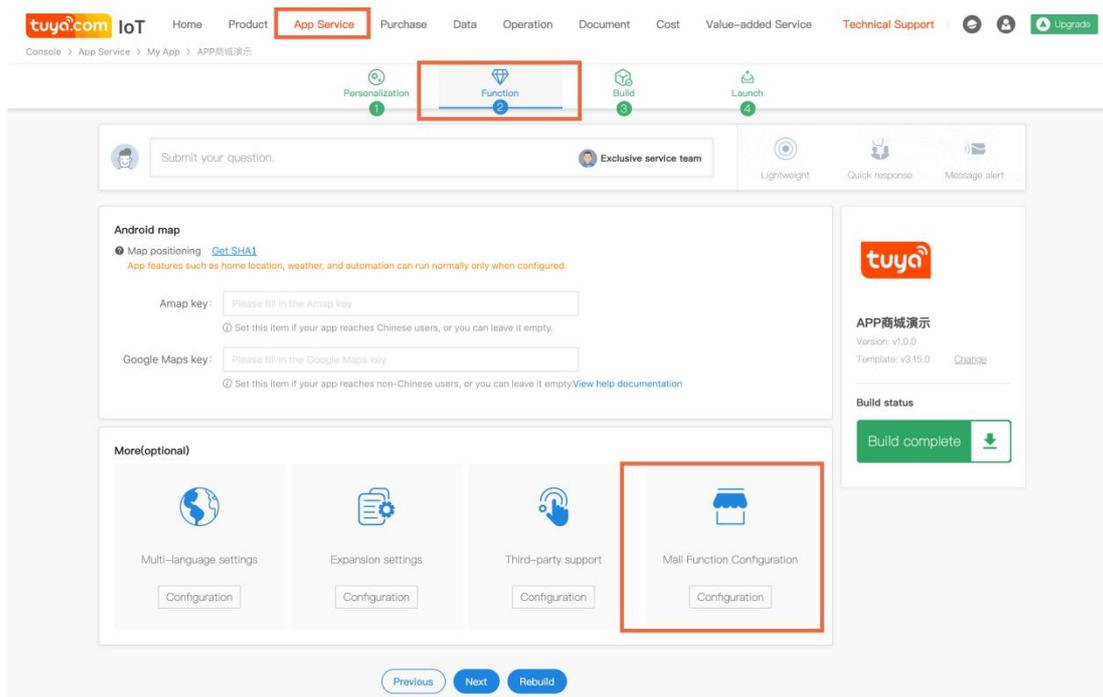
## 1.2.2 Mall Data Initialization

After sellers subscribe the service, they will need to initialize data in Seller Center first. Data initialization includes deciding which countries/regions sellers want to operate in, setting up payment and invoice, customer service contact, after sales address, service description and homepage setting etc. For more information, please refer to Part 2 of this manual.

## 1.2.3 App Mall Packaged & Released

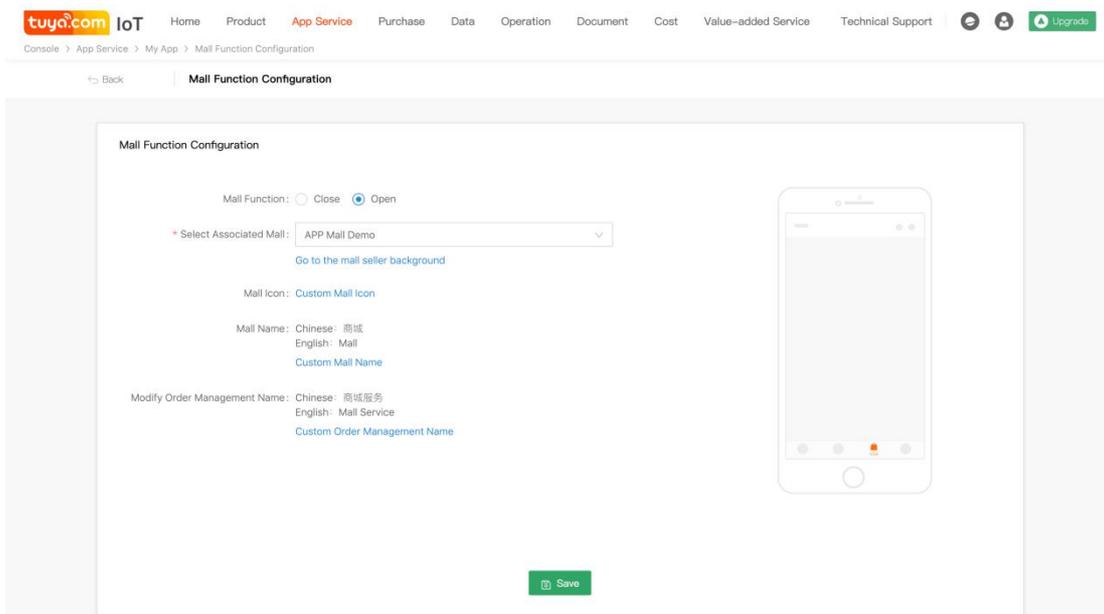
After data initialization is completed, seller will need to go to Tuya IoT platform > App Service > My App to associate OEM App Mall with the OEM App before packaging the updated App and releasing it. If the OEM App is already launched in App Store, it needs to be updated and relaunched again.

To configure the OEM App Mall, please choose the OEM App that needed to be associated with, select [Function] and click [Mall Function Configuration] (as the following picture) in the bottom.

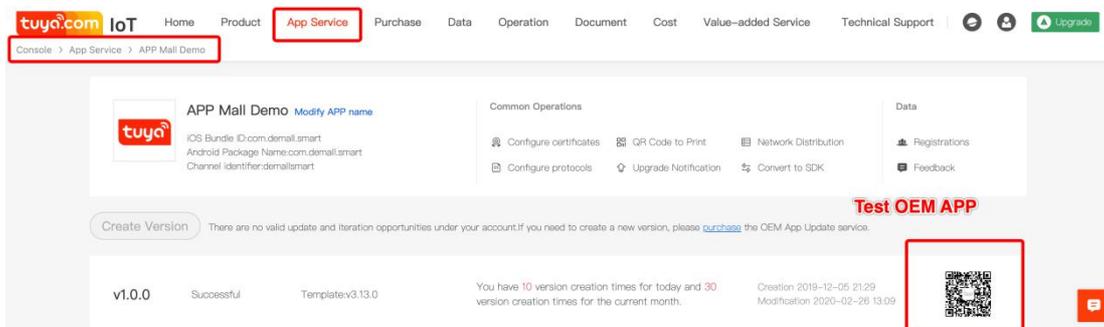


In the Mall Function Configuration page, sellers can choose to open/close the Mall, select associated App and customize Mall icon, Mall name and modify order management name or go with the default setting (i.e. Mall English name:Mall, Mall Chinese Name:商城; Order

management English name: Mall Service, Order Management Chinese Name:商城服务). After the configuration is completed, please click [Save] to enter the next page. (Note: One OEM Mall can be associated with multiple OEM Apps while one OEM App can only be associated to one OEM Mall).



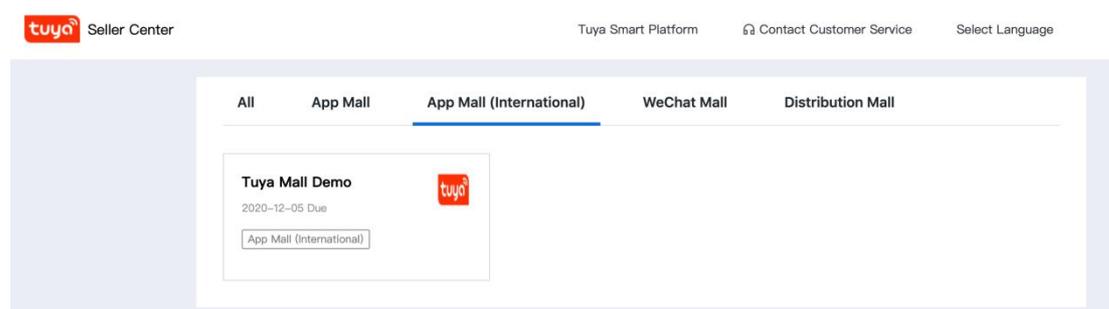
In the App Mall Demo page, sellers can scan QR code to experience the test OEM App. If they want to launch it to App Store, they will need to purchase it.



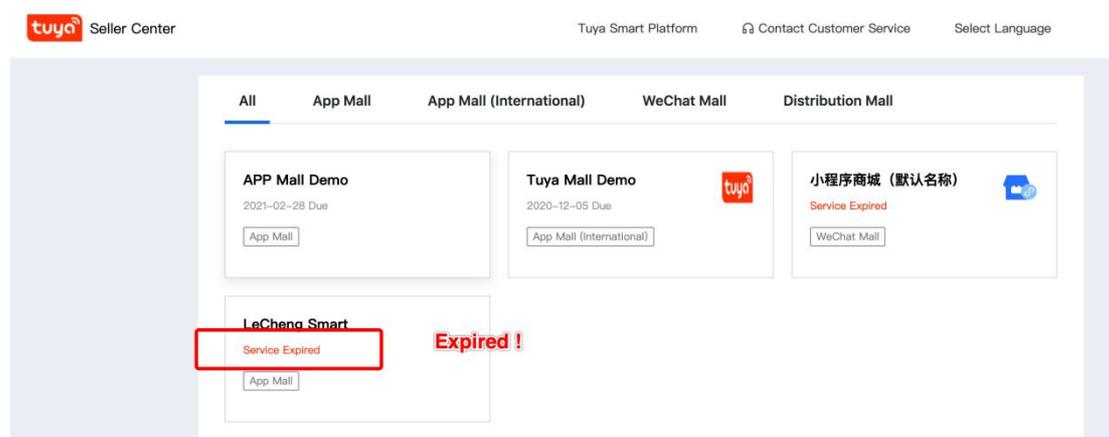
## 2 Seller Center User Manuel

### 2.1 OEM App Mall Selection Page

On this page, sellers can manage all OEM App Malls under the current IoT account. By clicking [Select Language], they can change the displayed language.

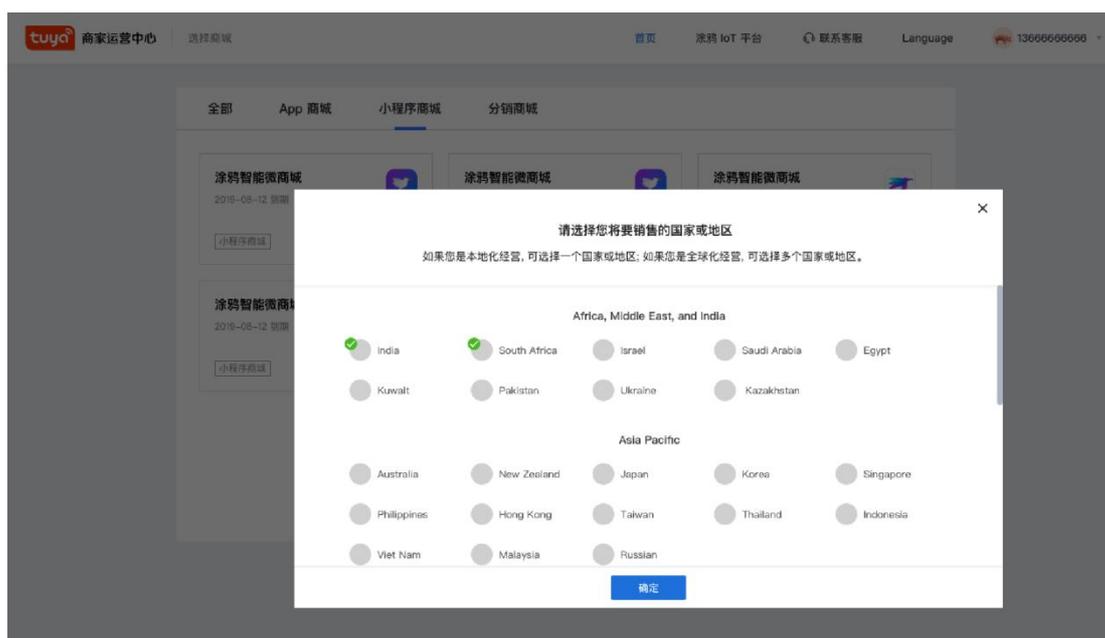


If OEM App service is expired, it will show "Service Expired". In this case, please click [Service Renewal] and go to Value-add Service Platform to purchase it again. ( Note : If the service is expired and still not being extended, buyers will see service suspension notice when opening OEM App Mall. )



If OEM App Mall(International) is already successfully subscribed by the sellers, it will appear on Mall Selection Page. When sellers first click it, they need to choose which countries/regions they want to operate in and click confirm to save the editing, entering Seller Center.

( Supported countries and regions: Americas,Europe,Asia Pacific, Africa, Middle East, India.) Sellers can switch,delete and add country/region in the menu bar. If the selected country/region is deleted, buyers will not be able to find it in OEM App Mall. Therefore, sellers cannot delete the country/region if there are still unfinished orders in the chosen area.

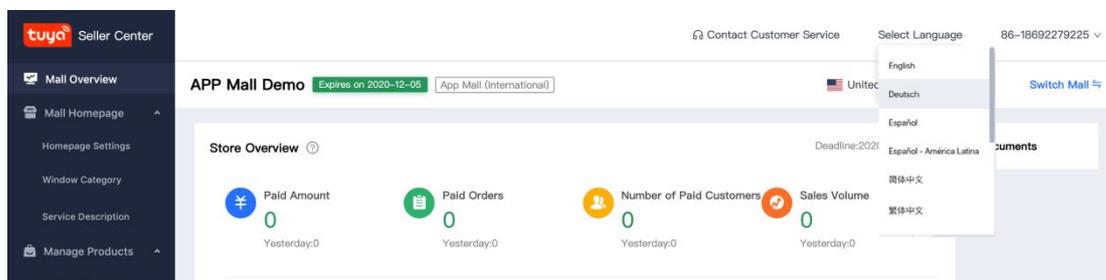


## 2.2 Settings

In Seller Center, sellers can choose system language in [Select Language].

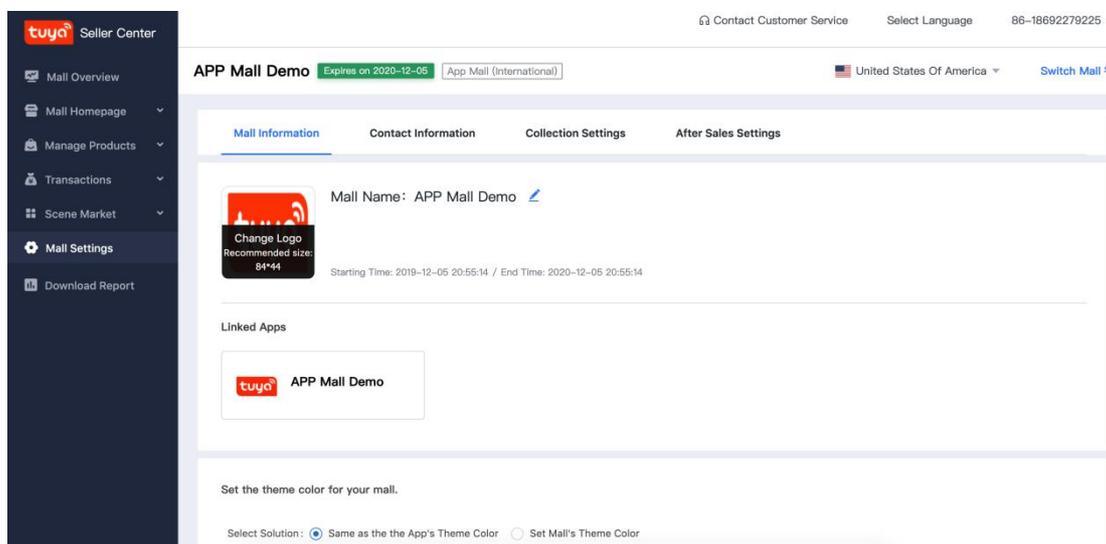
For now, the system supports 11 languages, which are

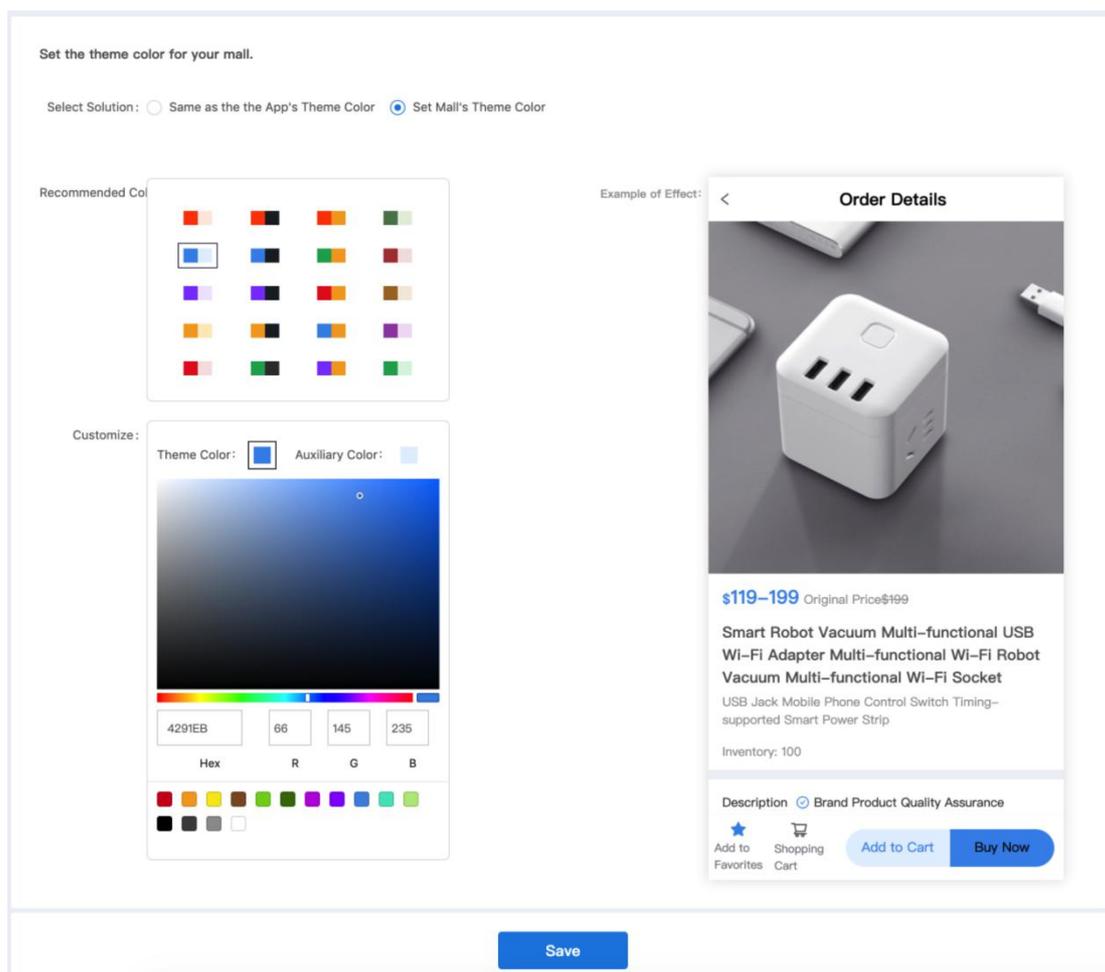
Chinese,English,Deutsch,Français,Italiano,Русскийязык,Español,  
Português, traditional Chinese, にほんご, 한어.



## 2.2.1 Mall Information

Sellers can configure Mall logo ( Suggested image size:84\*44 , logo in the center), Mall name(Support both Chinese&English and can be reedited for multiple times), Mall starting time, Mall end time, associated App and theme color.





## 2.2.2 Contact Information

Contact phone will be set to the mobile phone that sellers use when subscribing the OEM App Mall service. If sellers use e-mail address when subscribing, there will be a request to associate the account with a mobile phone when sellers use Seller Center for the first time.

Other contact information is optional. However, please note that if the customer service number is blank, buyers will not be able to contact customer service in the App Mall.

By enabling “Receive SMS Notification” , the contact will receive messages for order delivery and refund.

The screenshot displays the 'Contact Information' section of the Seller Center. It features a sidebar on the left with navigation options: Mall Overview, Mall Homepage, Manage Products, Transactions, Scene Market, Mall Settings, and Download Report. The main content area has tabs for Mall Information, Contact Information (selected), Collection Settings, and After Sales Settings. Under 'Contact Person:', there are several input fields: 'Contact Name' (TuYa Test), 'Phone' (+86 1867776666), 'Tel.' (City Code and Tel.), and 'Customer Service Hotline' (4008818611). Below these fields, there are radio buttons for 'Receive SMS Notifications' (On/Off) and explanatory text: 'Urgent notifications and business notifications will be preferentially sent to contacts.' and 'After the customer service hotline is set, the customer service contact function will be displayed in the app mall.'

## 2.2.3 Payment and Invoice

Payment and Invoice will show the existed payment methods enabled by sellers. Sellers can click [Settings] to set up in the payment center. For more information, please go to Part 3 in this manual.

Currently, the system supports 22 currencies, which cover all currencies that Paypal now has (as the following picture). With future plan to introduce Stripe to the payment system , the supported currency types will be increased to over one hundred.

After sellers select the available currency types, they will be applied when seller set prices for products and buyers will be able to find them in the App Mall. For different countries/regions, sellers can choose separate currency types, which cannot be changed once it is set.

<b>currency sign</b>	<b>currency sign</b>	<b>Currency abbreviation</b>
Australian Dollar	\$	AUD
Canadian Dollar	\$	CAD
Swiss Franc	CHF	CHF
Renminbi	¥	CNY
Czech Koruna	Kč	CZK
Danish Krona	kr	DKK
Euro	EUR	EUR
Pound	£	GBP
HongKong Dollars	\$	HKD
Hungarian Forint	Ft	HUF
New shekel	₪	ILS
JapaneseYen	¥	JPY
MexicanPeso	\$	MXN
Norwegian Krone	kr	NOK
New Zealand Dollar	\$	NZD
Philippine Peso	₱	PHP
Złoty	zł	PLN
The Kingdom of Sweden	kr	SEK
SsingaporeDollar	\$	SGD
ThaiBaht	THB	THB
New Taiwan Dollar	NT\$	TWD
U.S.Dollar	\$	USD

Sellers can also turn on/off the invoice request. If it stays open, sellers then need to choose whether they support electronic invoice or physical invoice. Please at least choose one or the change cannot be saved.

APP Mall Demo Expires on 2020-12-09 App Mall (International) United States Of America Switch Mall

Mall Information Contact Information **Collection Settings** After Sales Settings

Buyer Payment Method:

Payment Center Settings  
Settings >

Invoice Request in Order Placement:  On  Off  
When this is enabled, customers are able to initiate invoice requests by themselves. Invoice information is also recorded in the order details of the mall operation center.

Supported Invoice Type:  Electronic Invoice  Physical Invoice

Currency: \$-USD-United States Dollar  
After the currency is set, you can collect payments in the configured currency. You can configure different currencies for different countries.

tuya.com IoT Home Product App Service Purchase Data Operation Document Cost Value-added Service Technical Support Upgrade

Console > Pay Channel

Payment Channel

Payment Channel	Status	Latest Update Time	Operation
WeChat Pay	On	2020-02-29 17:38:53	<a href="#">Set Parameters</a>
Alipay	On	2020-02-29 17:37:48	<a href="#">Set Parameters</a>
PayPal	On	2019-12-30 11:43:09	<a href="#">Set Parameters</a> <a href="#">Documentation</a>

## 2.2.4 After Sales Setting

Sellers can set up after sales address, automatic refund and expected time of refund. For after sale address, sellers can add contact name, mobile phone, telephone number, address for buyers to check when they apply for returning goods. (In order to complete the information, please enter either telephone number or mobile phone.)

If sellers agree to refund for canceled order, to-be-shipped orders will be refunded automatically when the buyers cancel them online. Expected Time of Refund is a reference for buyers to check when the refund will arrive after they successfully apply for it.

Mall Homepage ^  
Homepage Settings  
Window Category  
Service Description  
Manage Products ^  
Product Library  
Release Product  
Transactions ^  
Manage Orders  
Manage Refund  
Postage Template  
Scene Market ^  
Scene management  
Product group managem...  
Mall Settings  
Download Report

Mall Information    Contact Information    Collection Settings    **After Sales Settings**

**Set the post-sales address**

\* Contact Name:   
Urgent notifications and business notifications will be preferentially sent to contacts.

Phone:

Tel.:

\* Address:

**Post-Sales Options**

Agree to Refund for Canceled Order:  On  Off  
If you enable this function, orders in the To Be Shipped state will be refunded automatically when the buyer cancels the order.

Expected Time of Refund:

## 2.3 Mall Introduction

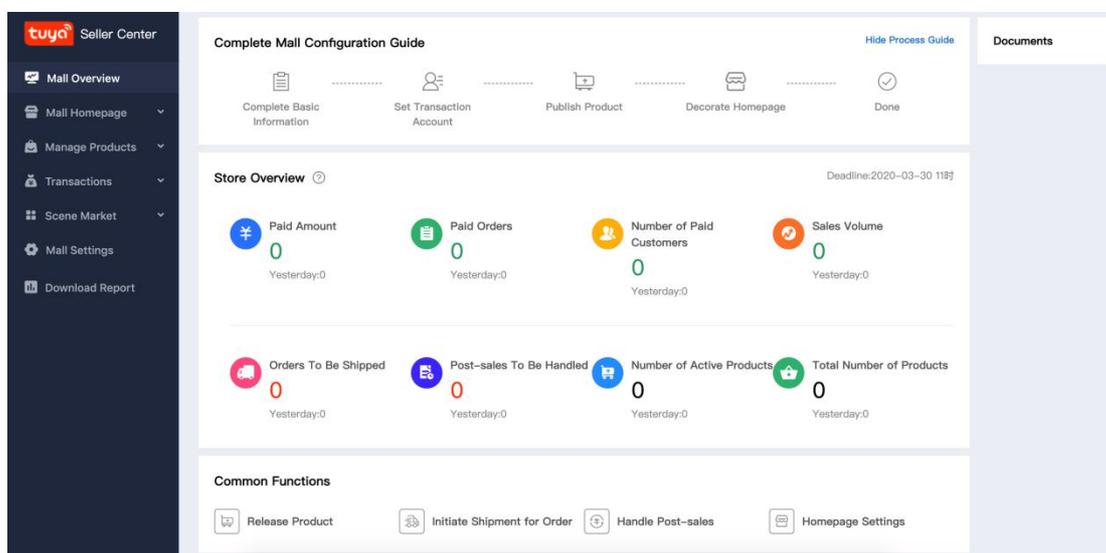
### 2.3.1 Procedure Introduction

Click the Mall in the Mall Selection page to enter Home Page and choose Mall Overview. The first time sellers use Seller Center, there will be a configuration guide to clarify the procedure, which can also be hidden by sellers manually if they do not need it. If the Mall already has products on sale, the guide will also be automatically hidden. Please note that the

products can only be published after the basic information and transaction accounts are complete.

In the bottom of the page, there are quick entries of [release products],[Initiate Shipment for Order],[Handle Post Sale],[Homepage Setting] to easily direct sellers to the intended pages.

On the right there is [Document] where sellers can find the operation guide to better utilize Seller Center.



## 2.3.2 Operation Data

Operation data consists of paid amount, paid orders, numbers of paid customers, sales volume, orders to be shipped, post-sales to be handled, number of active products and total number of products. The daily data is refreshed hourly with latest updates. Sellers can also see the accumulated data of the former day in the bottom.

Data Description:

Paid amount = total amount paid during the calculation day.

Paid orders=total number of orders paid during the calculation day.

Numbers of payers= Numbers of payers who place the orders and pay for them; If one payer has placed multiple orders then it will only be calculated as one.

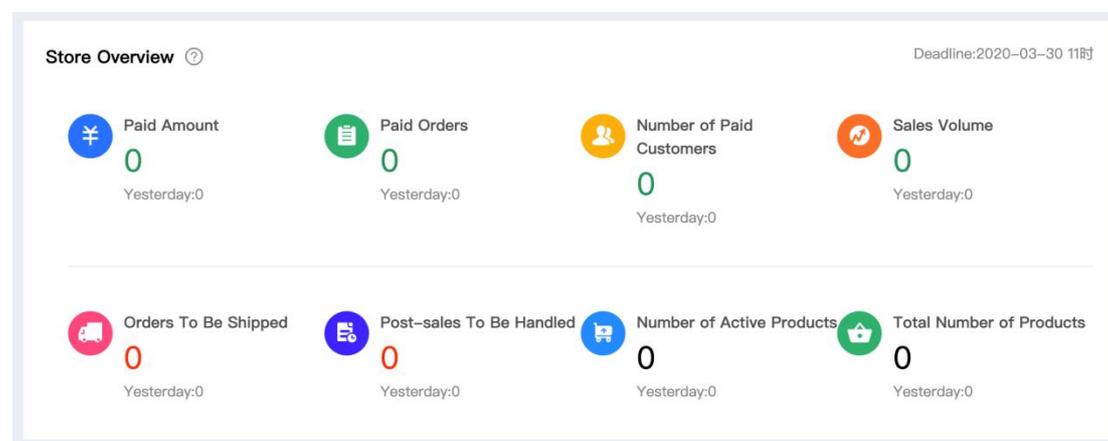
Sales volume = total number of purchases corresponding to payment orders.

Orders to be shipped = all orders that are waited to be shipped. (up to date data).

Post sales to be handled = all after sales service requests that needed to be handled (up to date data).

Numbers of active products= the total number of goods that are currently "on sale" in the Mall.

Total number of products= total number of products that are "on sale" and "Not listed".



## 2.4 Mall Homepage

### 2.4.1 Homepage Setting

Seller Center offers homepage setting including search setting, ad banner setting, floor images setting and module setting.

For search setting, sellers can preset one pre-filled words with up to 15 characters, which will be displayed in the searching box; Hot search can be set up to five words with 15 characters limit each, which will be displayed in the second page of the search page. (The first part is historical search) .

For ad banner setting, sellers can customize up to ten photos (suggested image size: 710\*340px). The photos will be used to advertise in turn in App Mall and can directly link to the product purchasing pages.

Module setting is aimed for window category and recommended products. Sellers can set up window category name, recommended

module name and recommended products sequence.

**APP Mall Demo** Expires on 2020-12-08 App Mall (International) United States Of America Switch Mall

Mall Homepage / Homepage Settings

### Search Settings

You can set the pre-filled and hot search words to guide consumers in searching and browsing recommended products. [Check Example](#)

\* Pre-Filled Search:

Hot Search: 
Light Camera wifi electric smart

### Ad Banner Settings

The rotational ad banner on the homepage supports quick links to other parts of the mall. Up to 10 ad images are supported for rotational display.

\* Ad Images:
 


Title: Optional, with no more than 1  
Link: [WIFI One for all control IR devices UFO-R1](#)

+ Add Ad Images  
JPG and PNG images of 710\*340px are supported.

\* Default Ad Image:
 



The default image to be displayed when no ad images are configured. You can change it to a desired one in the 710\*340px dimension.

### Floor Image Settings

+ Add Floor

Floor 1 Unfold Delete

Title:

### Scene Market Settings

Scenes will be displayed on the mall homepage. A maximum of 10 scenes can be selected. The scene display order on the homepage is the same as the selected scene.

Scene:

### Module Settings

The default module name supports multi-language matching. A user-defined module name supports the display of configured content only. [Check Example](#)

\* Floor Image:  On  Off

\* Scene Market:  On [Setting scene](#)  Off

\* The name of Scene Market:

\* Window Category:  On [Set Window Category Now](#)  Off

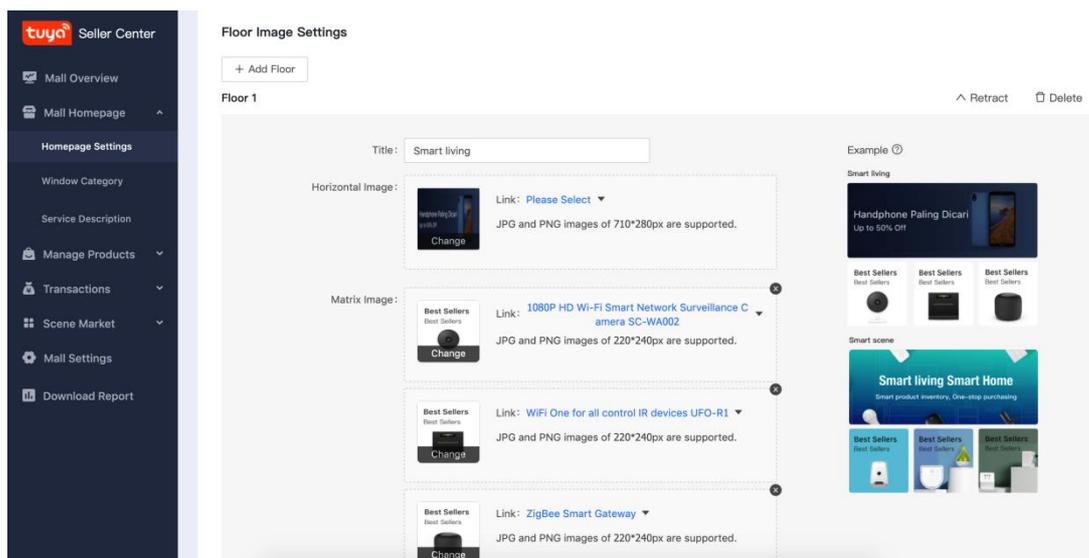
\* Window Category Name:

\* Recommendation module Name:

\* Recommended Product Sort by:  Sales: High to Low  Newest Arrivals

\* Category Display Style:  Large Icons (2 rows with 4 in each row)  Small Icons (2 rows with 5 in each row)

[Save](#)



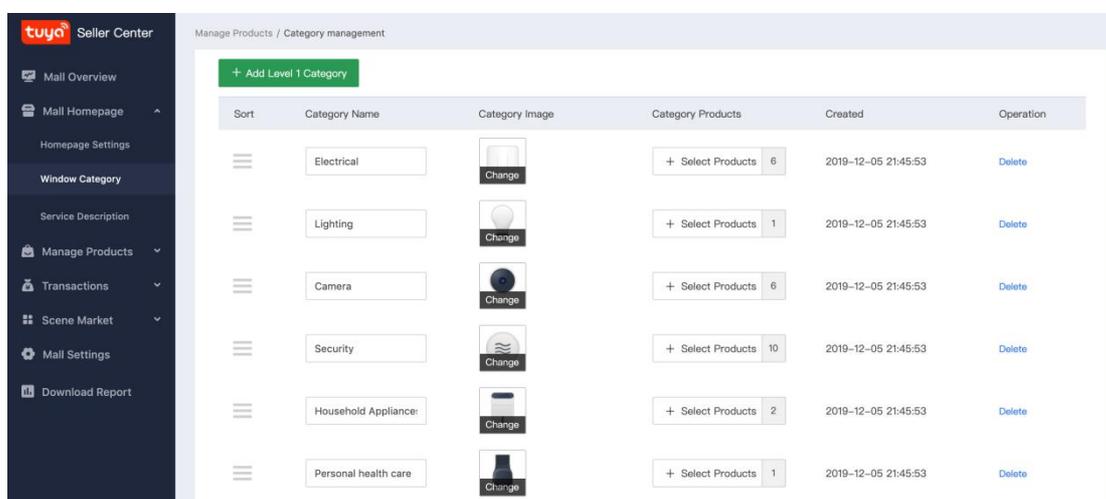
## 2.4.2 Category Management

Product category can be set by sellers based on their product strategies.

When buyers click category in App Mall, it will show the product list. In Seller Center, sellers can enter category name (up to 20 characters), upload category photos(80\*80 px) and manage all category products.

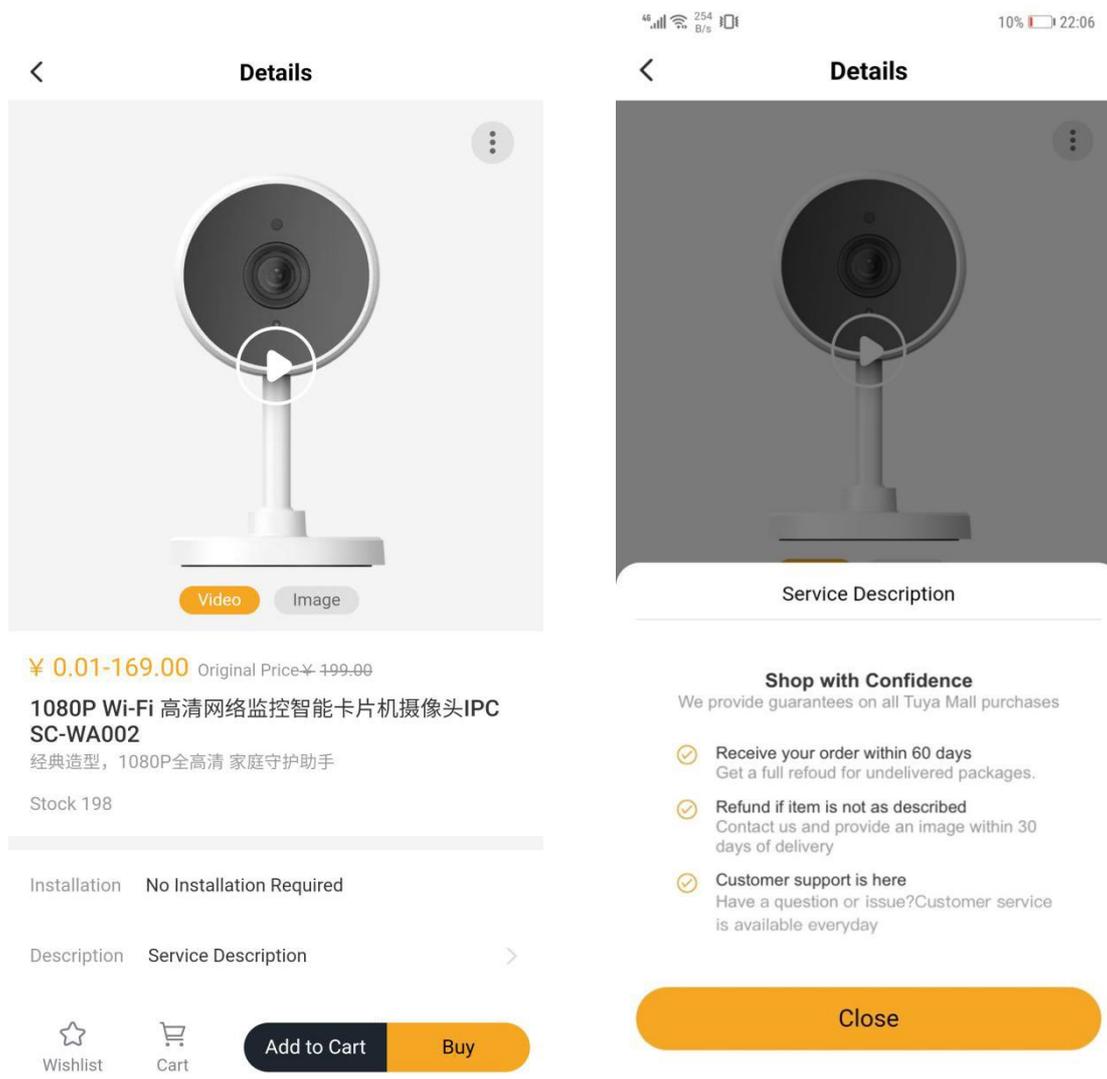
However, only the on sale products can be seen by the buyers in the Mall.

After the category is set, sellers can directly drag sequence bar to adjust the order, which will be ultimately reflected in OEM App Mall.



## 2.4.3 Service Description

Sellers can upload a photo on Service Description page in Seller Center which will be later presented in Mall. It will help the buyers to better understand the service standards and FAQ. Photo suggested size:600\*400px.



## 2.5 Product Management

### 2.5.1 Product Library

Sellers can find all the products they have created in Products

Library, including those that are on sale, not listed and out of stock.

“On sale” means the product is available for sale at the moment;

“Not listed” means the product has available stock but sellers have not published it in the Mall yet. “Out of stock” means the products do not have any stock available. Sellers can locate the products they want to manage via product title, ID, category in Products Library. The products list can show product title, main photo, product category, original price, sales price, creation time, stock(set by the seller) and total volume sold. Sellers can edit, delete, put the products on sale or withdraw them from the list.

The screenshot shows the Tuya Seller Center interface. On the left is a dark sidebar with navigation options: Mail Overview, Mail Homepage, Manage Products, Product Library, Release Product, Transactions, Scene Market, Mail Settings, and Download Report. The main content area is titled 'APP Mall Demo' and 'Manage Products / Product Library'. It features a search bar with fields for 'Product Name or ID' and 'Product Category', and a 'Product PID' field. Below the search bar is a table of products. The table has columns: Product Information, Product Category, Original Price, Sale Price, Created, Stock, Total Sales Volume, and Product. The products listed are:

Product Information	Product Category	Original Price	Sale Price	Created	Stock	Total Sales Volume	Product
<input type="checkbox"/> Echo Dot (3rd Gen) - Smart speaker with... ID: CM9fz1kqfzrqx1	Digital entertainment > Digital > Smart speaker	\$49.9	\$49.9	2020-03-26 10:08:14	100	0	On sale
<input type="checkbox"/> Wi-Fi thermometer and hygrometer PM2.5... ID: CM9f3yqt5wedie	Sensor / gateway central control > Sensor > Environmental detector	\$99	\$79	2020-03-17 17:05:56	100	0	On sale
<input type="checkbox"/> Wi-Fi Air purifier ID: CM9f3yhtvq0o42	Small household appliances > Household appliances > Air purifier	\$199	\$159	2020-03-17 17:03:09	100	0	On sale
<input type="checkbox"/> Wi-Fi apartment/hotel electronic anti-theft... ID: CM9f3wccsaqssad	Security > Door lock > Smart lock	\$399	\$299	2020-03-17 16:39:16	100	0	On sale

At the bottom of the table are buttons for 'Select All', 'Delete', 'Publish', and 'Close listing'. A pagination bar at the bottom right shows 'Total 31' and page numbers 1, 2, 3, 4.

## 2.5.2 Release Products

In Release Products page, sellers can edit product basic information such as photo/video, price/stock, product details, recommended products, sales service setting etc. The products should match Tuya' existing products base, so if there is any difference between sellers' products and Tuya' s existing products in terms of category or standard, sellers can always reach out to our customer service to solve the problems.

Basic information: There are three levels of category. No more than 80 characters for product title; No more than 30 characters for product descriptions. Product code can be used to maintain the product bar code.

**PID** : It is the product ID on Tuya IoT platform. If the PID is completed, buyers can be directed via link to quickly purchase the products in smart scenes recommendation. For more information, please visit: <https://docs.tuya.com/en/iot/global-iot-omnichanel/scene-supermarket/scenario-configuration-guide>

**Photo/Video** : Up to 10 with 1:1 suggested size. No larger than 500KB. Support video (only Mp4 format) upload within 50M. Video display photo is required if the video is added.

**Price/Stock** : Product specification can only be selected from the existing list (In the future it will support custom specification). For each product, at least one specification is required. After the specification is added, sellers can enter the original price, sales price, stock number and SKU code.

**Product Detail Photo** : Support jpg./png. format, up to 10 photo within 3M each.

**Recommend Products** : Recommend products will be presented on the product details page.

**Installation**: Choose no need to install, on-site install or self-service install (meaning this product requires installation but sellers will not provide it.)

**Time** : Choose publish product now or save it in Product Library without publishing for the moment and the product will be categorize into "Not listed" instead of "on sale" .

**tuya Seller Center**

Contact Customer Service Select Language 86-18692279225

APP Mall Demo Expires on 2020-12-06 App Mall (International) United States Of America Switch Mall

Manage Products / Product Library / Release Product

**Basic Information**

\* Product Category: Select a category.

\* Product Title: Enter the product title (maximum 80 characters).

Product Description: Enter the product description (maximum 30 characters).

Brand: Enter the product brand name.

Product Code: Enter the product code/number/model.

Product PID: Please input the PID of the product. The product with PID can be purchased th

**Image/video**

\* Product Image: +

Sort	Product Information	Price	Category	Status	Volume	Stock	Operation
------	---------------------	-------	----------	--------	--------	-------	-----------

**Sales Service Settings**

\* Postage:  Delivery for Free

Unified Postage \$1.00

Postage Template [Manage Postage Template](#)

The postage template enables postage calculation by purchase quantity, order weight, and recipient region.

\* Installation:  No Installation Required

On-site Installation \$

Self-service Installation

**Others**

Time:  Publish Product Now

Archive to Product Library Without Publish

**Publish Product**

## 2.6 Transaction Management

### 2.6.1 Order Management

Sellers can search orders based on information such as order number, recipient's name, recipient's mobile phone number and purchase account. Order lists can be filtered according to the order time, product title, payment method and order status. The payment methods include options that the sellers offer for buyers to pay. Order status include to-be-paid, to-be-shipped, in transit, completed and closed.

The order list is arranged by default according to the time of order.

Sellers can edit order notes and export order list, which can also be download in [Download Report] (Note: Report download support "default report template", "Amazon report template" and custom report export)

Order status descriptions:

- To-be-paid

System will hold the product for to-be-paid order for 15 minutes, which means if buyers fail to pay within 15 minutes, the stock number may reduce if there are other people buying the same product. System will close the order automatically if it is left unpaid for more than 24 hours. Sellers can also close the order by themselves in [Manage Order].

If the order is canceled, the order status will become "close" .

- To-be-shipped

If buyers apply to cancel to-be-shipped order, sellers will see [request to cancel] in the order list in Seller Center. Sellers can either choose to [continue delivery] or [approve and refund in full amount]. If the sellers do nothing with the request in 72 hours, the system will automatically refund and close the order, generating a refund record in the system. If sellers want to continue delivery, they can click it and enter logistics company and tracking number.

- In Transit

If the product is already on its way, sellers do not have to do anything with it and the system will automatically confirm that it is received within 10 days of delivery.

- Completed

If the order is completed, buyer can apply for after sales service within seven days.

- Close

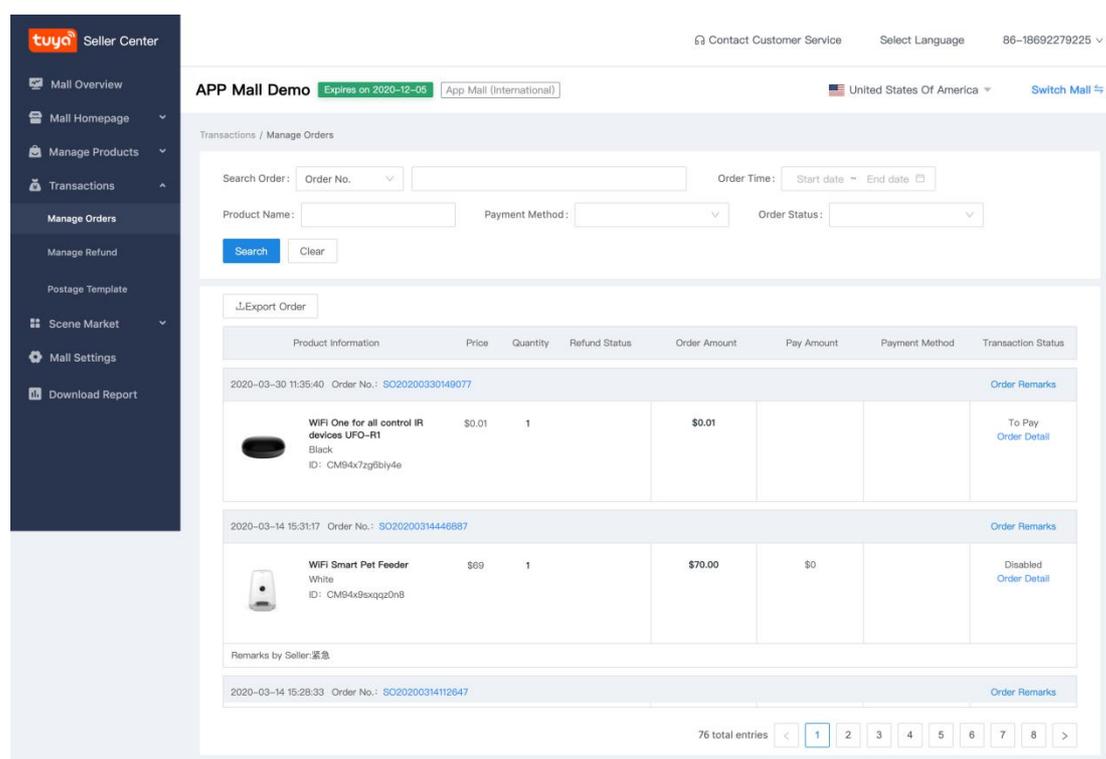
If the order is closed, sellers do not have to do anything with it.

Several reasons why the order is closed:

Buyers cancel the order when it is to-be-paid;

Sellers cancel the order when it is to-be-paid;

Buyers cancel the order when it is to-be-shipped and sellers agree to refund in full amount.



## 2.6.2 Refund Management

Refund requests mainly come from refunds for to-be-shipped products.

Please note that multiple refund tickets can be associated with one order while one refund ticket cannot be associated with multiple orders.

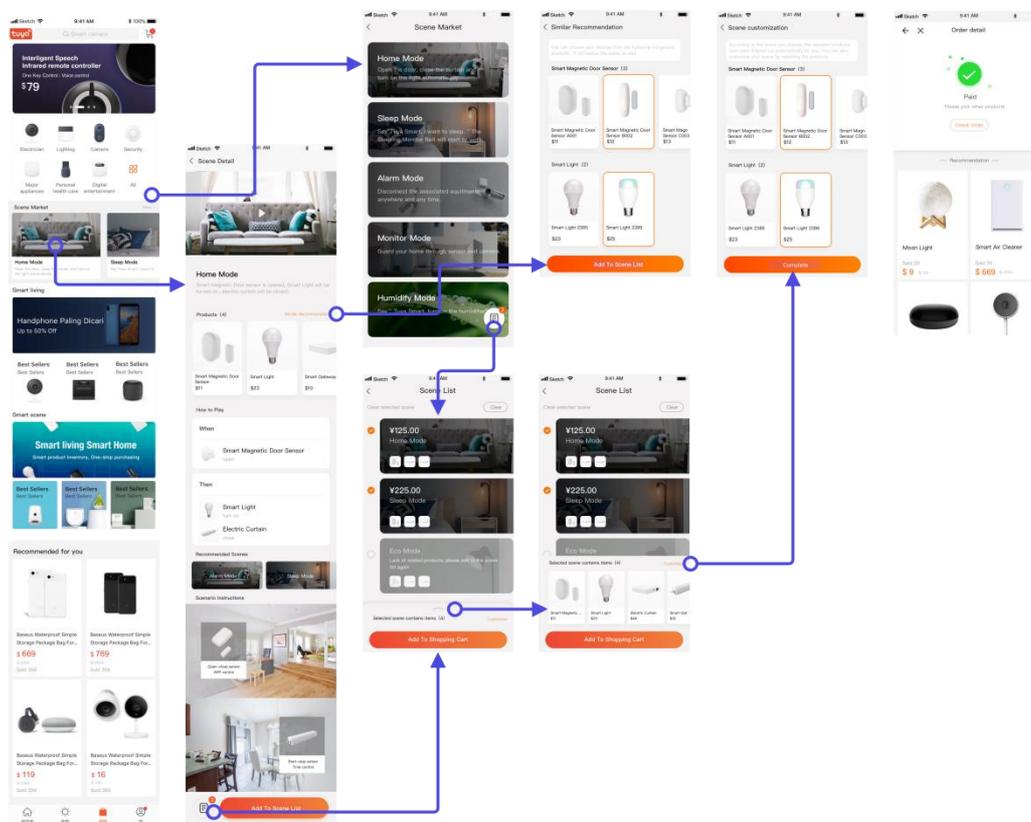
If the sellers want to search a specific refund request, they can search via order No., refund ticket No., product name and application date. Refund ticket No. and order number support accurate research while product name supports fuzzy research. Application time is the date when the to-be-shipped order is canceled, accurate to day.

The screenshot displays the 'Manage Refund' interface in the Tuya Seller Center. The top navigation bar includes 'Contact Customer Service', 'Select Language', and a phone number '86-18692279225'. The main header shows 'APP Mall Demo' with an expiration date 'Expires on: 2020-12-05' and 'App Mall (International)'. The user is logged in as 'United States Of America' with a 'Switch Mall' option. The sidebar on the left lists various management options, with 'Manage Refund' selected. The main content area features search filters for 'Application Time' (with start and end date pickers), 'Order No.', 'Refund Ticket No.', 'Product Name', 'Refund Type', and 'Reason for Refund'. There are also checkboxes for 'Refund Status' with options 'To Be Reviewed', 'To Be Returned', and 'To Be Received'. A 'Search' button and a 'Clear' link are provided. Below the filters is a table with the following columns: Product Information, Refund Type, Quantity, Order Amount, Refund Amount, Refund Status, and Reason for Refund. The table currently displays 'No data'.

## 2.7 Scene Supermarket

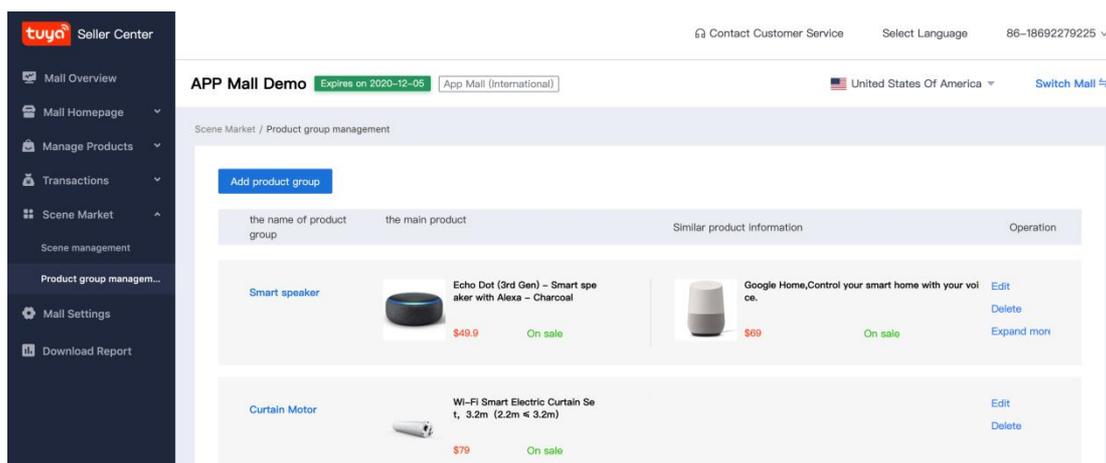
Sellers can configure scene supermarket in Seller Center to provide buyers with tangible smart scene solutions, enhancing their understanding of smart products and increase the possibility of

purchasing.



## 2.7.1 Product Group Management

In order to create scene supermarkets, sellers need to first set up product group in [Product Group Management]. These products should have similar attributes and complementary with each other. It supports one main products and ten similar products at most. Please note that when building scene, sellers can only apply the main product while the similar products are supplements for buyers to choose and will not be used in the scene.



## 2.7.2 Scene Management

After [Product Group] is added, sellers can go to [Scene Management] to create scenes. Besides the basic required information , sellers also need to upload scene main picture (755x420px;5M), scene detailed image (up to 10 photos;3M each). It also supports MP4 file within 50M. Then, it is required to bind recommended product group with the scene and there is no restriction on the product group numbers.It is totally up to the sellers to create scenes as they want to fully present smart product features and interactions.

**tuya** Seller Center

- Mall Overview
- Mall Homepage
- Manage Products
- Transactions
- Scene Market
  - Scene management
  - Product group managem...
- Mall Settings
- Download Report

**APP Mall Demo** Expires on 2020-12-05 App Mall (International)

Scene Market / Scene management / Create Scene

**Basic Information**

\* the name of scene:  maximum 50 characters  
 For details on how to set a scene, see [Scene configuration guide](#).

\* Scene introduction:  maximum 80 characters  
 Describe the scene in one sentence. It will be displayed in the component and scene list on the home page.

\* Scene description:  maximum 100 characters  
 Scene description will be displayed on the scene details page.

**Image/video**

\* Scene picture:  +  
 The main scene image will be displayed on the homepage, scene list, scene details and other pages. Only the jpg, png, gif format is supported, each sized 755x420px and of 5M or less, is allowed.

Scene video:  Upload Video  
 To be played on a mobile phone. Only .mp4 files of 50M or less are supported. The recommended video duration is 9-30.

**Scene details**

\* Scene detail images:  +  
 A maximum of 10 images, only the jpg, png format is supported, each of 3M or less is allowed.

**Related Products**

[Add product group](#)

the name of product group	the main product	Similar product information	Operation
Smart speaker	 Echo Dot (3rd Gen) - Smart speaker with Alexa - Charcoal \$49.9 On sale	 Google Home, Control your smart home with your voice. \$69 On sale	<a href="#">Delete</a> <a href="#">Expand more</a>
Curtain Motor	 Wi-Fi Smart Electric Curtain Set, 3.2m (2.2m < 3.2m) \$79 On sale		<a href="#">Delete</a>

**Rule setting**

[Add rule](#)

**Condition setting**

Select main product:  Echo Dot (3rd Gen) - Smart speaker with Alexa ... When:  open

[Add condition](#)

**Task settings**

[Add task](#)

[Save](#)

## 2.8 Download Report

Sellers can export order reports in [Download Report]. By default, the order report lists are sorted by creation date, and save up to 20 historical creation data.

Note: Default reports and custom reports will use the language that sellers currently choose while Amazon report template header will be in English.

Report File Name	Created
Order exported by APP Mall Demo on 2020-03-26 07:53:47	2020-03-26 15:53:47
Order exported by APP Mall Demo on 2020-03-26 07:53:09	2020-03-26 15:53:09
Order exported by APP Mall Demo on 2020-03-23 07:42:59	2020-03-23 15:42:59
Order exported by APP Mall Demo on 2020-03-23 07:40:04	2020-03-23 15:40:04
Order exported by APP Mall Demo on 2020-03-14 10:28:47	2020-03-14 18:28:47
Order exported by APP Mall Demo on 2020-03-11 02:01:24	2020-03-11 10:01:24
Order exported by APP Mall Demo on 2020-03-04 10:59:34	2020-03-04 18:59:34
Order exported by APP Mall Demo on 2020-03-04 10:58:34	2020-03-04 18:58:34
Order exported by APP Mall Demo on 2020-03-04 10:46:57	2020-03-04 18:46:57
Order exported by APP Mall Demo on 2020-01-07 06:16:57	2020-01-07 14:16:57

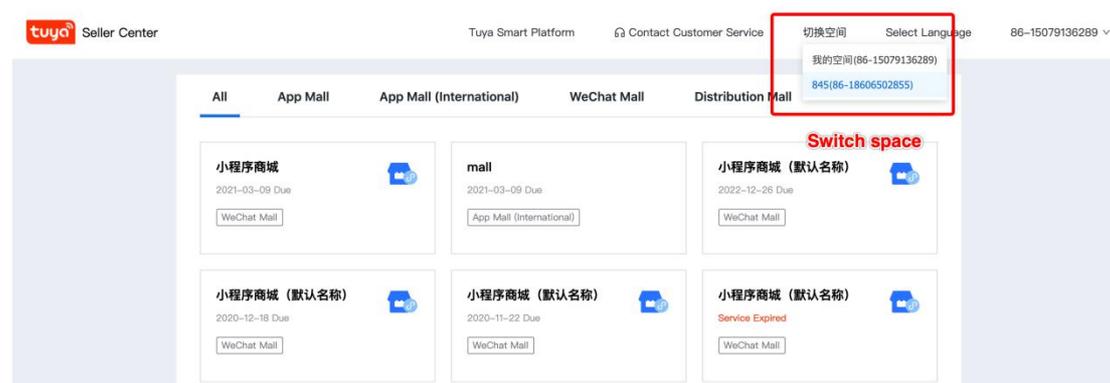
## 2.9 Access System

Sellers can authorize other IoT accounts to manage Seller Center together. It allows them to delegate management right to third-party operations or add Mall administrators without directly sharing the IoT account and thereby protect data privacy. Currently, the authorized account will be able to access all functions and data of the owner

account. In the future, there will be more specified access targeted different Mall functions.

Mall owners can manage Mall administrators via [Space Authorization].

Administrators can switch accounts by clicking [Switch Space] in the menu bar.



## 3 Enable Payment Method

### 3.1 PayPal

#### 3.1.1 Introduction

With PayPal, sellers can easily use credit card, debit card, bank account and PayPal for payments on the website. For sellers with regular recurring payments, the automatic billing feature can help them save valuable time.

##### 3.1.1.1 Fees for receiving cross-border payments :

Please visit website for more information :

[https://www.paypal.com/c2/webapps/mpp/paypal-seller-fees?locale.x=zh\\_C2](https://www.paypal.com/c2/webapps/mpp/paypal-seller-fees?locale.x=zh_C2)

##### 3.1.1.2 Authentication and information

Sellers need to first confirm email address to activate PayPal accounts and complete authentication before starting collecting money. Though authentication is not a must for receiving payment, we still recommend that sellers authenticate the accounts to enhance account security and boost business partners' confidence to conduct business transaction.

### 3.1.1.3 Settlement Cycle :

Please refer to the following website for more information :

<https://www.paypal.com/c2/smarthelp/article/%E5%A6%82%E4%BD%95%E4%BB%8E%E6%88%91%E7%9A%84paypal%E8%B4%A6%E6%88%B7%E4%BD%99%E9%A2%9D%E4%B8%AD%E6%8F%90%E5%8F%96%E8%B5%84%E9%87%91%EF%BC%9F%E9%9C%80%E8%A6%81%E5%A4%9A%E9%95%BF%E6%97%B6%E9%97%B4%EF%BC%9F-faq1189>

### 3.1.2 Application Guide :

#### 3.1.2.1 Enable Paypal Service

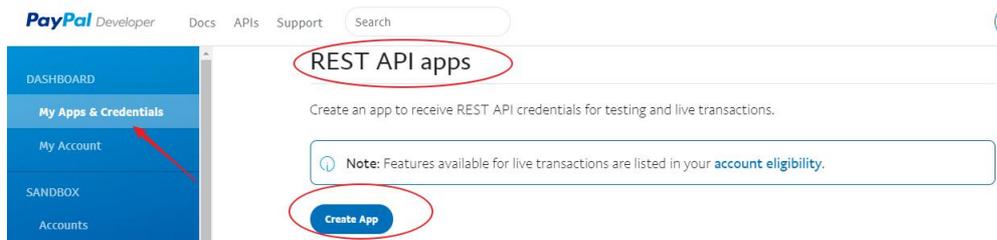
1. Apply for Paypal Account

Please go to Paypal official website ( <https://www.paypal.com> ) to complete enterprise account registration, authorization and bind with the bank card etc.

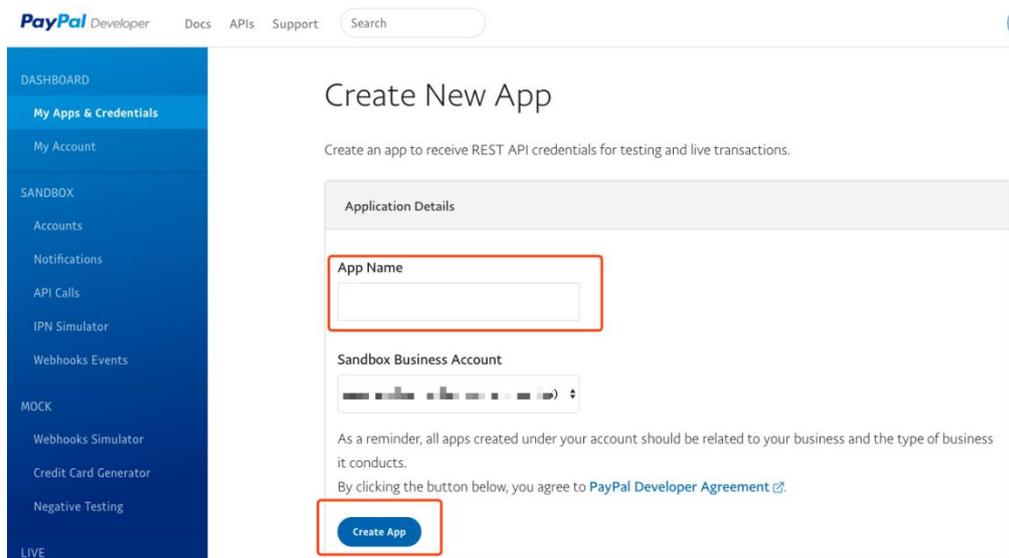
2. Get Payment Information

Log in Paypal Developer Platform ( <https://developer.paypal.com> )

Go to My Apps & Credentials > REST API apps , and click Create App (as the following picture).



Fill in App Name and other information, click "Create App" .



### 3.1.2.2 Get PayPal Payment Information

**PayPal Account :** It is the registered PayPal enterprise account, which is set as an email account by default.

**Client ID and Secret :** Please visit

<https://developer.paypal.com/developer/applications/> , click the App

name and switch to Live mode in the new page to get corresponding

Client ID and Secret:

PayPal Developer Docs APIs Support Search

DASHBOARD  
My Apps & Credentials  
My Account

SANDBOX  
Accounts  
Notifications  
API Calls  
IPN Simulator  
Webhooks Events

MOCK

## My Apps & Credentials

### REST API apps

Create an app to receive REST API credentials for testing and live transactions.

App Name	Type	Actions
 r Payments	REST	

[Create App](#)

**Note:** Features available for live transactions are listed in your [account eligibility](#).

PayPal Developer Docs APIs Support Search

DASHBOARD  
My Apps & Credentials  
My Account

SANDBOX  
Accounts  
Notifications  
API Calls  
IPN Simulator  
Webhooks Events

MOCK  
Webhooks Simulator  
Credit Card Generator  
Negative Testing

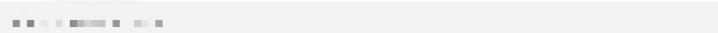
LIVE  
API Calls  
Webhooks Events

[Sandbox](#) [Live](#)

App display name:  

#### LIVE API CREDENTIALS

Note that not all features are available for live transactions. Features available for live transactions are listed in your [account eligibility](#).

PayPal account: 

Client ID: 

Secret: [Hide](#)

**Note:** There can only be a maximum of two client-secrets. These client-secrets can either be in "Enabled" status or "Disabled" status.

Created	Secret	Status	Action
Sep 11, 2018		Enabled	

[Generate New Secret](#)

## 4 Operation Data Check List

Category	Purpose	Details	Required
Payment Method	Support Wechat Pay	WeChat payment merchant number, APPID, API private Key、 API Certificate	No
	Support Alipay	PID、 APPID、 Alipay public key、 Application private key	No
	Support PayPal	PayPal account、 client ID、 secret	Yes
	Support Stripe	Stripe account、 client ID、 secret	
Mall Information	Separate different malls in Seller Center	OEM App Mall Chinese&English name	No
Contact	Customer service	Customer service number	No
Invoice Setting	Support invoice or not	Confirm which type of invoice: electronic invoice or physical invoice	Yes
After Sale	Seller after sales address	Contact name, mobile phone, address, SMS notification	Yes
	After sale options	Enable automatic refund or not, expected refund time	Yes
Launch Product	Display and sell products	Product category, title, photo, specification, original price, sales price, stock, product details, install fees, publish time	Yes
		Product description, brand, code, video, recommended products	No
Scene Supermarket	Use scene recommendation to boost sale	Product group, scene main photo, scene detailed photo,scene setting	No
Window Category	Search product via window category	Category name, photo, related products, classification and sequence	Yes
Homepage Setting	Homepage display custom	Search pre-filed word, hot search,advertisement photo, product links, window category name, recommended module name, product priority	Yes
Service Description	Mall Service Description	Service description photo(including genuine goods guarantee and refund products purchased online without providing any reason within seven days )	Yes
App Setting	Present App Mall Entry	Mall icon ( selected and unselected ) 、 Mall name ( Chinese&English )	Yes