

Seller Inventory Management Policy

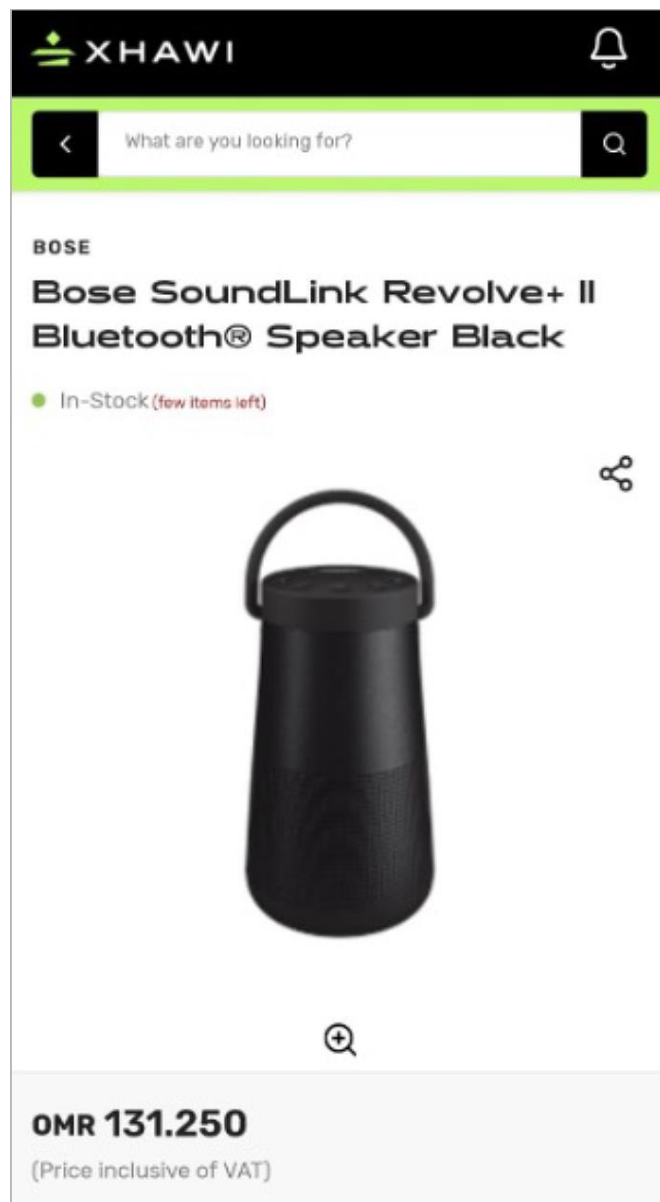


Effective inventory management is a critical component of success on the Xhawi platform. Maintaining accurate stock levels ensures a seamless customer experience, minimizes missed sales opportunities, and maximizes revenue potential. This policy outlines the importance of maintaining adequate stock and stock accuracy to enhance sales, especially during peak periods, special promotions, and seasonal events. Following these guidelines will help sellers meet demand consistently, reduce customer dissatisfaction, and foster a reliable presence on the Xhawi marketplace.

Importance of Maintaining Adequate Stock Levels

1. Meeting Customer Demand

- Having sufficient inventory ensures that customers can purchase their desired quantity without encountering "sold out" messages. For example, if a seller only has three placemats in stock, but customers typically purchase four at a time, the seller risks losing that sale entirely. Maintaining adequate stock helps capture more sales opportunities and reduces the risk of disappointing potential buyers.



2. Reducing Missed Sales Due to Sold-Out Items

- Items marked as "out of stock" lead to immediate lost sales and can result in lower search visibility, as customers may look elsewhere for available alternatives. By regularly replenishing stock, sellers can maintain a steady flow of sales and retain their position in Xhawi's search rankings.



3. Preparing for High-Demand Periods

- Keeping higher stock levels during key sales periods, such as National Day, Khareef sales, or other promotional events, is essential to capitalize on increased customer traffic. During these periods, customers are actively looking to make purchases, and having enough inventory can significantly boost sales. Plan ahead and increase stock for such events to maximize revenue.

4. Seasonal and Festive Inventory Planning

- Anticipate demand for seasonal launches, public holidays, festivals, and other events by stocking up on relevant products in advance. For example, if you sell decor items or gifts, it's crucial to prepare for peak sales around holidays like Eid, Ramadan, and Christmas. Having adequate inventory ensures that you can meet seasonal demand without risking stockouts.

Importance of Stock Accuracy

1. Avoiding Order Cancellations

- Accurate stock levels prevent the need for order cancellations due to insufficient inventory. When stock information is incorrect, customers may order items that are not available, leading to cancellations, refunds, and potential negative reviews. By maintaining precise stock records, sellers ensure a smooth ordering process and uphold customer satisfaction.

2. Minimizing Operational Disruptions

- Stock inaccuracies can disrupt order fulfillment, leading to delays, customer complaints, and additional administrative tasks. By regularly updating and verifying stock levels, sellers can avoid such disruptions and streamline their operations on Xhawi.

3. Enhancing Customer Trust and Platform Reliability

- Consistently accurate stock levels enhance customer trust in the Xhawi platform, as buyers know they are purchasing from reliable sellers. Maintaining this reliability contributes to positive brand perception and encourages repeat business, benefiting both sellers and the platform as a whole.

Inventory Management Tips and Best Practices

- **Regular Stock Audits:** Conduct routine checks on inventory to ensure that stock records align with actual inventory on hand.

- **Plan Ahead for Key Events:** Analyze historical sales data and forecast demand for special sales, holidays, and other high-traffic periods to avoid stockouts.
- **Set Reorder Points:** Establish minimum stock thresholds to trigger restocking orders before reaching low inventory levels.
- **Adjust Stock Based on Seasonality:** Adapt inventory levels to account for seasonal fluctuations, ensuring you are well-stocked during peak demand and managing levels during slower periods.
- **Monitor Trends in Real-Time:** Keep an eye on sales trends to quickly identify popular items and adjust inventory as needed.

How to Check and Handle Inventory on Xhawi

Please refer to the following steps and screenshots to guide you through checking and updating your inventory levels on Xhawi. Regularly monitoring your inventory and making adjustments as needed is essential for preventing stockouts and ensuring smooth sales operations.

To update inventory items manually, follow the steps below:

1. In the VTEX Admin, go to **Catalog > Inventory > Inventory management**, or type Inventory management

The screenshot shows the VTEX Admin interface for 'Inventory Management'. The left sidebar contains a navigation menu with categories like Catalog, Prices, and Inventory. The 'Inventory Management' option is highlighted. The main content area features a search bar and filter buttons (Last Update, Reserved, Available, Warehouse). Below these is a table with the following data:

Products	Warehouse	SKU ID	Last Update	Reserved	Fulfilled	Available	Update Count	Infinite Inventory	Lead time (days)
iPhone 14, iPhone 14 Starlight...	المخزون الرئيسي	10	1,000	0	0	1,000	1000	<input type="checkbox"/>	0
iPhone 15 Pro, iPhone 15 Pro...	المخزون الرئيسي	105	0	0	0	0	0	<input type="checkbox"/>	0
iPhone 14, iPhone 14 Starlight...	المخزون الرئيسي	11	1,000	0	0	1,000	1000	<input type="checkbox"/>	0
iPhone 14, iPhone 14 Midnight...	المخزون الرئيسي	12	1,000	0	0	1,000	1000	<input type="checkbox"/>	0

2. Search for a product or combine filters to find the items you want.

Inventory Management

Last Update: All ▾

Reserved: All ▾

Available: All ▾

Warehouse: All ▾

3. Fill in the Update count field with the updated quantity of items.

4. A preview of the update will be displayed. Check the count.

Inventory Management

SKU ID is: 105

Last Update: All ▾

Reserved: All ▾

Available: All ▾

Warehouse: All ▾

Products	Warehouse	SKU ID ▾	Last Update	Reserved	Fulfilled	Available	Update Count	Infinite Inventory	Lead time (days) ?
iPhone15 Pro (iPhone15 Pro...	المخزون الرئيسي	105	0	0	0	0	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="text" value="0"/>

5. Click on Save.

Inventory Management

SKU ID is: 105

Last Update: All ▾

Reserved: All ▾

Available: All ▾

Warehouse: All ▾

Products	Warehouse	SKU ID ▾	Last Update	Reserved	Fulfilled	Available	Update Count	Infinite Inventory	Lead time (days) ?
iPhone15 Pro (iPhone15 Pro...	المخزون الرئيسي	105	10 0	0	0	10 0	<input type="text" value="10"/>	<input type="checkbox"/>	<input type="text" value="0"/>
iPhone15 Pro (iPhone15 Pro...	FBO_Consignment_Test	105	10 0	0	0	10 0	<input type="text" value="10"/>	<input type="checkbox"/>	<input type="text" value="0"/>
iPhone15 Pro (iPhone15 Pro...	FBS_Dropship_Test	105	10 0	0	0	10 0	<input type="text" value="10"/>	<input type="checkbox"/>	<input type="text" value="0"/>

Show rows 10 ▾

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DISCARD CHANGES

SAVE

- An order can have an active SKU reservation. If the product has not been shipped, it will be considered a **reserved item**. Orders with reserved SKUs will continue to be listed as reserved, and their sale will remain unavailable

Inventory Management

SKU ID is: 105

Last Update: All ▼ Reserved: All ▼ Available: All ▼ Warehouse: All ▼

Products	Warehouse	SKU ID ▼	Last Update	Reserved	Fulfilled	Available	Update Count	Infinite Inventory	Lead time (days) ?
iPhone 15 Pro (iPhone 15 Pro ...	المخزون الرئيسي	105	10 0	0	0	10 0	10	<input type="checkbox"/>	0
iPhone 15 Pro (iPhone 15 Pro ...	FBO_Consignment_Test	105	10 0	0	0	10 0	10	<input type="checkbox"/>	0
iPhone 15 Pro (iPhone 15 Pro ...	FBS_Dropship_Test	105	10 0	0	0	10 0	10	<input type="checkbox"/>	0

Show rows 10 ▼ 1 - 3 of 3 < >

DISCARD CHANGES SAVE

- The seller can activate infinite inventory if he has a huge quantity of the product or can guarantee product stock

Inventory Management

SKU ID is: 105

Last Update: All ▼ Reserved: All ▼ Available: All ▼ Warehouse: All ▼

Products	Warehouse	SKU ID ▼	Last Update	Reserved	Fulfilled	Available	Update Count	Infinite Inventory	Lead time (days) ?
iPhone 15 Pro (iPhone 15 Pro ...	المخزون الرئيسي	105	10 0	0	0	10 0	10	<input type="checkbox"/>	0

By following this Inventory Management Policy, sellers can better manage their stock levels, avoid missed sales, and create a consistent shopping experience for Xhawi customers. Remember, proactive inventory management is key to maintaining a competitive edge, enhancing customer trust, and maximizing revenue potential on the platform.