

# Shipping Weight



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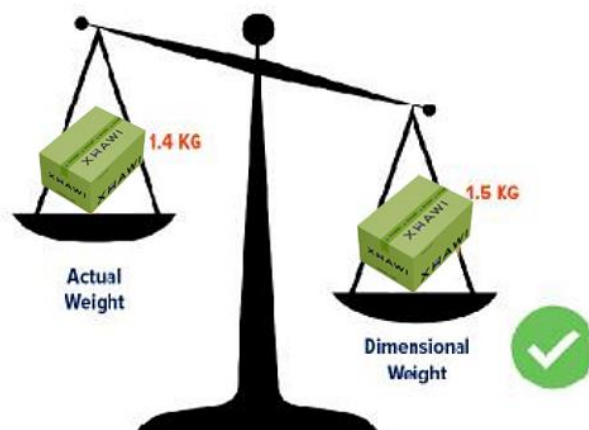
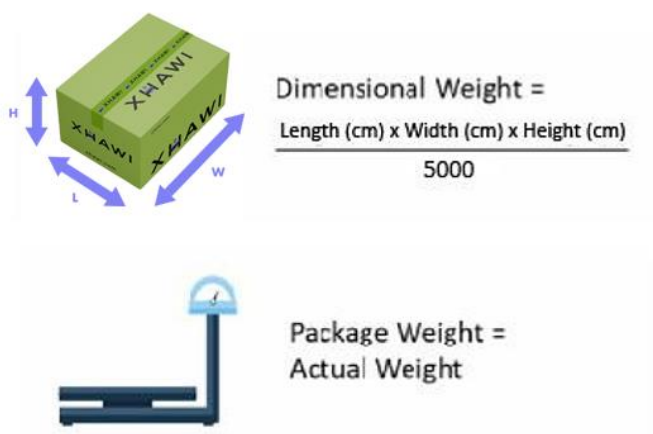
## Introduction To Shipping Weight

Shipping weight is the weight calculated as the PHYSICAL WEIGHT OR THE VOLUMETRIC WEIGHT of a parcel, whichever is higher. This weight is then used to calculate your shipping fees. If one customer is ordering multiple items from your assortment, shipping fee will be charged based on following logic:

- Sum of Physical weights of all items
- Sum of height of all items
- Max of width of all items

- Max of length of all items

Then chargeable weight from the same formula



## Impact of Shipping Weight on Fees

- Customers will be charged based on the physical or volumetric weight, whichever is higher on Seller Center How does this affect you?
  - For all SKUs, an incorrect weight or dimension can result in incorrect shipping fee charge to customers.
  - Xhawi will also periodically revise incorrect weights and dimensions based on our alternate weight sources

## Shipping Weight Calculation

You will need the following tools to measure your parcels:

- Weight (in kg): Weighing scale
- Dimension (height, length and width; in cm):
  - Measuring tape
    - Remember to measure the height, weight and width of your product after it has been packed into a box/flyer



### Shipping Weight Calculation:

- Using the box of the right size will ensure the lowest amount of shipping charges.
- Use the correct Packaging to pack your items!

Note: Refrain from using boxes that are too big for your product to avoid empty spaces inside. Gently shake the box to make sure the items don't move inside

PRODUCT: WEIGHT & DIMENSION	INCORRECT WAY OF PACKING: BOX IS TOO BIG	CORRECT WAY OF PACKING: CORRECT BOX USED	SELLER CENTER PACKAGE WEIGHT AND DIMENSION
<p>Weight : 0.8 kg</p>	<p>Weight : 3 kg</p>	<p>Weight : 0.9 kg</p>	

## How to input the right weight & dimensions in Seller Center?


CORRECT WAY OF PACKING: CORRECT BOX USED	CORRECT WAY OF PACKING: CORRECT BOX USED	CORRECT WAY OF PACKING: CORRECT BOX USED
<p>Weight : 0.3 kg</p>	<p>Product is then placed inside the cardboard box to be shipped</p> <p>Weight : 0.5 kg</p>	

Package Weight (kg) \*  Package Dimensions (cm) \*


**Note: Always ensure that the right dimension is entered in Seller Center and the Physical Weight and Volumetric Weight are equal**

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## About Shipping Fee & Rate Card

- The shipping fee are the charges received by Xhawi to ship items to a buyer. For every order that is delivered, Xhawi charges a certain amount from the customer as shipping fee.
-  The shipping fee of any product is directly related to the weight and dimensions that have been filled in for the product on Seller Center
- Customers will be charged on the basis of physical weight or volumetric weight that you input into ASC, whichever is higher
- Xhawi will also periodically revise incorrect weights and dimensions based on our alternate weight sources

## How is the Volumetric Weight Calculated?



For the final weight we will calculate both the volumetric as well as the actual weight of the shipment and choose whichever is higher.

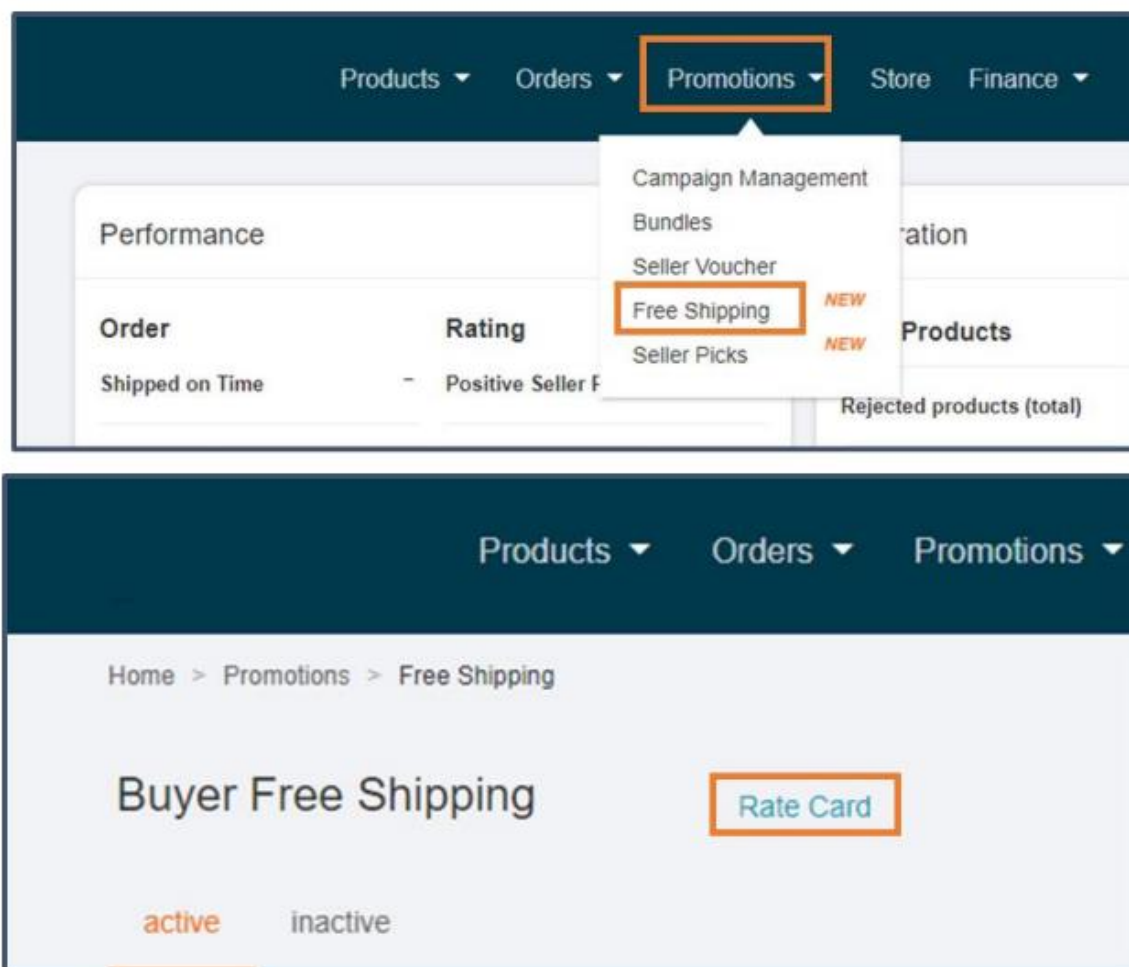
**What is Volumetric Weight?**

**Volumetric Weight =  $\frac{\text{Length} \times \text{Width} \times \text{Height}}{5000}$**

## Where to check Shipping Cost Details/Xhawi Rate Card?

We know that Shipping Fee is always one of your top concerns as a Seller, this is why we want to improve your selling experience by bringing more updates and benefits to you! You can view the shipping rate card by following these steps:

- **Step 1:** Log in to Seller Center with your registered email ID and password
- **Step 2:** Go to promotions tab and click on Free Shipping
- **Step 3:** Click on "Rate Card" to view the shipping cost details



## Where to check Shipping Cost Details/Xhawi Rate Card?

Shipping Cost details can also be viewed when you are listing your products on Seller Center

- **Step 1:** Log in to Seller Center with your registered email ID and password
- **Step 2:** Go to the Products tab and click on Add Products
- **Step 3:** Option to "View Shipping Cost Details" appears when you input Package Weight and dimensions for your product.

## Impact of Weight on Shipping Fee

### There are consequences of not filling in the correct weights and dimensions of your products which include

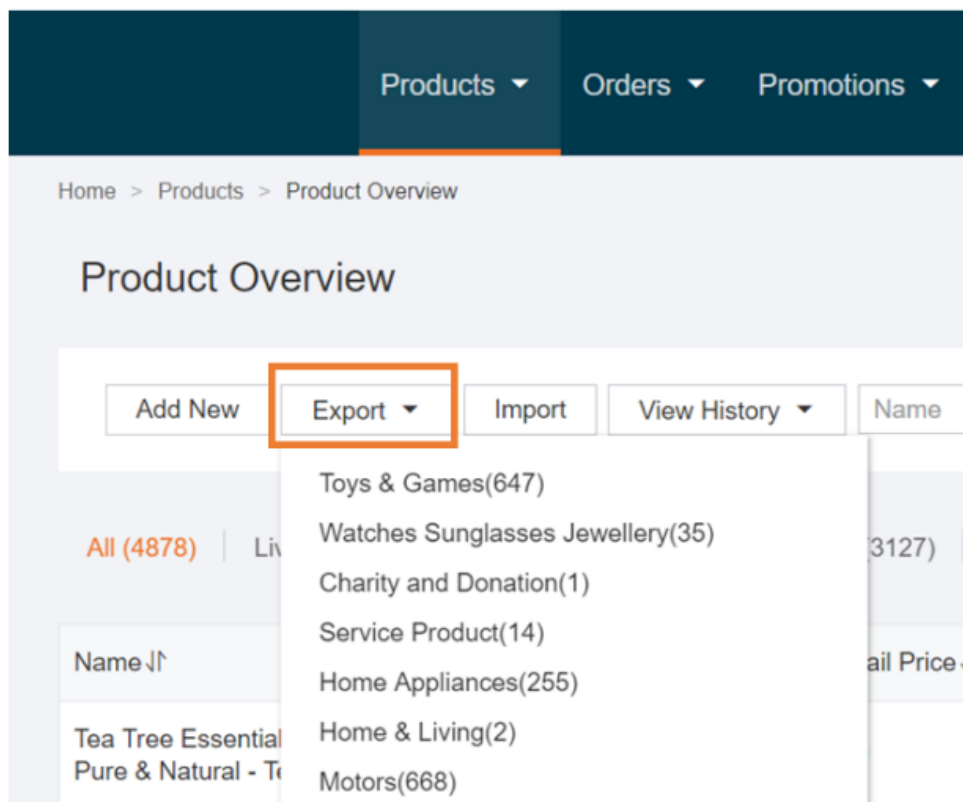
**Low Sales:** Customers will see incorrect shipping fee which maybe higher

Example: This seller put 600kg instead of 0.6KG for the books he was selling, hence the shipping fee is shown as such a high amount Xhawi will periodically revise incorrect weights and dimensions based on our alternate weight sources Xhawi might penalize sellers for consecutively inputting wrong weights

### How to View & Rectify the Weight of your Existing SKUs?

If incorrect weights are uploaded in your existing SKUs then you must view and rectify them to avoid the impact on your payout.

- **Step 1:** Log in to Seller Center with your registered email ID and password
- **Step 2:** Go to the Products tab and click on Manage Products
- **Step 3:** You will land on to your Product Overview Page, click on Export and select the category for which you would want to view the weights uploaded.





- **Step 4:** A popup will appear after selecting the category, click on download, and the Done.
- **Step 5:** Open the downloaded template in the open office and view the package weight and dimensions.

						Refresh	User name, Type	Q
#	Date	Type	User name	Time completed	Status	Download		
730266	Aug 26, 2019 11:22:01 AM	Home & Living	Stress Test	Aug 26, 2019 11:22:03 AM	Finished	Download		
730238	Aug 26, 2019 10:59:59 AM	Home & Living	Stress Test	Aug 26, 2019 11:00:01 AM	Finished	Download		
730236	Aug 26, 2019 10:59:16 AM	Groceries	Stress Test	Aug 26, 2019 10:59:17 AM	Finished	Download		
569531	Jan 29, 2019 11:59:50 AM	Home Appliances	Stress Test	Jan 29, 2019 11:59:52 AM	Finished	Download		
						Cancel	Done	

package_weight	package_length	package_width	package_height
name	1	21	0
50	15	22	20
110	50	25	30
0.5	2	1	1

## How to View & Rectify the Weight of your Existing SKUs?

Once you have identified the incorrect package weight and dimensions, you may rectify it by following the steps listed below

- **Step 1:** Go to the Products Tab and then click on Manage Products
- **Step 2:** Search for the SKU of which you would want to fix the weight and dimensions
- **Step 3:** Click on "Action" and then "Edit Details."
- **Step 4:** Product page will appear, edit the package weight and dimensions (you may also view the shipping cost details from here)

The screenshot displays the Xhawi Seller Center interface. At the top, the 'Products' menu is highlighted with an orange box. A dropdown menu is open, showing options: 'Manage Products' (highlighted with an orange box), 'Add Products', 'Media Center', 'Manage Image', and 'Fulfillment by Daraz'. Below the menu, the 'Product Overview' page is visible. It includes a search bar with fields for 'Name', 'Seller Sku', 'Shop SKU', and 'Brand Name', and a 'Search' button. Below the search bar, there are filters for product status: 'All (4878)', 'Live (105)', 'Image Missing (838)', 'Poor Quality (3127)', 'Sold Out (228)', 'inactive (728)', and 'Policy Violation (115)'. A table of products is shown below the filters. The table has columns: 'Name', 'SKU', 'Created', 'Retail Price', 'Sale Price', 'Lowest Price', 'Available', 'Visible', 'active', and 'Actions'. The 'Actions' column is highlighted with an orange box, and the 'Action' link is visible.

## Points To Remember

- Properly pack your products in the right packaging material which can be purchased on Xhawi
- Measure package weight and dimensions of an item
- accurately and mention it when listing products on Seller Center as it will directly impact shipping charges
- Rectify the weights on your existing SKUs which are already live
- Check Xhawi Rate Card on Seller Center
- Customers will be charged on the basis of physical weight that you input into ASC



**HOPE YOU HAVE A HAPPY SELLING JOURNEY!**