# Onboarding

# Store Setup Tutorial

**Welcome to NOVOOI**

We're excited to have you join us as one of our valued brands and artisans. At NOVOOI, our mission is to showcase the best of contemporary sustainable Norwegian design and craftsmanship. By joining our platform, you'll gain greater visibility and opportunities to grow your sales both in Norway and internationally.

We connect you with professional buyers as well as design-conscious consumers who truly appreciate quality, sustainability, and storytelling.

Our guide should answer any questions related to uploading and editing your products and account. As a member, you can manage your orders, update products in your store, and print shipping labels for all orders.

## Login to Your Account

**Login or create an account at:**
https://novooi.no/min-konto/

**Username:** Your first name or email
**Passord:** Write to hei@novooi.com to access your password

## Digital Showroom

We create a digital showroom where your products will be automatically updated when you make changes in your store. Send us your bio text and high-quality images, and we'll make the updates for you.

## Important Setup Details

To make sure your store runs smoothly, please take a few minutes to update the following:

1. **Supplier Address & Profile**
   Fill out your supplier address and profile.

2. **Wholesale Settings**
   Add your discount for professional buyers and set the minimum order quantity needed.

3. **Shipping Information**
   Make sure weight, dimensions and tariff code are added for all products so shipping costs can be calculated accurately.

4. **Payments**
   Soon, you'll be able to receive automatic payments directly to your bank account (feature coming soon 🎉). For now, please send us an invoice every 30 days for products sold.

## Need Assistance?

If you encounter any issues while updating your products or importing your product file, feel free to contact [hei@novooi.com](mailto:hei@novooi.com)

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# Creating your profile

Important: Register your contact information,  pick-up address for shipping and bank account number for automatic payouts and required information.

You do **NOT NEED** to upload a banner image. We (Novooi) create your showroom including your bio and products once the account is created. The products are automatically added to your showroom. **Please send us your preferred images and text in Norwegian for your showroom.**

*You upload your products but we can assist if you encounter problems.*

# Setting Up Volume Discounts for B2B clients

**1. Default settings for sellers**
Sellers can now set two default fields in their store settings:
👉 [Go to Store Settings](#)

- Fill out discount percentage (this is for B2B clients logged in)
- **Fill out** minimum quantity for volume discount

- These defaults apply to all products unless overridden in each product. The discount is applied as a percentage.



# Product descriptions

**It is important that all products contain the following:**
- SKU number
- Tariff code and product description for exports
- Size and weight
- Price
- Estimated shipping time (also includes made-to-order)
- Product description
- Alt-text on images (for higher Google visibility in search results)
- Short description for SEO (Google visibility)
- Nøkkelord for SEO

**TIP: Once you fill out one product description, you can duplicate this product for similar product descriptions.**

novooi

tarrif code furntiture wood

All    Images    Short videos    Videos    Forums    Web    News    ⋮ More                    Tools ▾

These are results for **tariff** code **furniture** wood
Search instead for tarrif code furntiture wood

# 940360

**HS Code 940360** - Tariff Classification of - Other wooden furniture.

Flexport
https://www.flexport.com › data › 940360-other-woode...    ⋮

HS Code 940360 - Other wooden furniture - Flexport

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## People also ask  ⋮

What is the HS code for wooden furniture?                                    ⌃

94036000

HS Codes 94036000 : HS Classification of Other wooden furniture

**HS Codes Products**

| HS Codes | Product Description | Custom Duty |
|---|---|---|
| 94036000 | HS Codes Classification of Other wooden furniture | View Import Duty |

# How to import products

To import products, log in to your store dashboard. Navigate to **Verktøy**, then **Import CSV**.
You can choose to upload your products manually or through a csv/excel file.
Download the example excel file here:

Template Product Import

**Tip:** Using the sample file will help you get field names correct for quicker mapping of fields when importing.

**Important: If you are using the Numbers app on a Mac, use the correct CSV separator, which is typically a semi-colon, not a comma.**



If the field names in your import file are in the first row, and the fields are correct, many of them will already be mapped on the next screen. **Note:** When exporting from Numbers, there is often an extra row before the column headers that will cause your import to fail.

If everything is correct, most fields will be mapped. Check all mappings to ensure that the correct columns are mapped to the webshop fields.

Then, click Import and watch it work. Importing images takes time, but it shouldn't take more than 10 seconds per product, and the progress bar should move with each product imported.

Last opp CSV-fil     Kolonne tilknytting     Importer     Ferdig!

## Knytt CSV-felt til produkter

Velg felt fra din CSV-fil for å knytte til produkt-felt, eller for å hoppe over under import.

| Kolonnenavn | Knytt til felt |
|---|---|
| ID | ID |
| Type<br>Eksempel: `simple` | Type |
| SKU<br>Eksempel: `978-82-692315-1-9` | Produktnummer |
| Name<br>Eksempel: `Gerhard Berg` | Navn |
| Published | Publisert |
| Visibility in catalog<br>Eksempel: `visible` | Synlighet i katalogen |

# Fill out the following template for product imports:

[Template Product Import](Template Product Import)

**Product field explanations**

| Field name | Description |
|---|---|
| ID | Leave empty for new products, or use this from an export if you want to update your existing products |
| Type | **simple** - Regular simple products<br><br>**variable** - The base product for variable products, this item needs most of the content and data<br><br>**variant** - One of the variants of a variable product (ie size Large), only requires SKU, |

| | Name, price and weight/ dimensions if they differ from the base product. |
|---|---|
| GTIN, UPC, EAN eller ISBN | EAN or GTIN number of the item, this is same value as the barcode on products. |
| SKU | The unique item number |
| Published | 1 or 0, Set to 1 to published product directly when imported. If you want to import as draft and then add more data before publishing set to 0. |
| Visibility in catalog | **visible** - for all regular products, product is available in pages, categories and search<br><br>**hidden** - if you want to make a product available but not for everyone, it requires customers to know the url to the product to find it. useful for services, special orders or products you want to publish. |
| Short SEO description in english | Used for SEO, in search engines and other displays where a short intro to the product is required. Suggested length max 200 characters |
| Porduct description in Norwegian | The product description in Norwegian shown on the product page |
| Tax status | taxable - Default to taxable, this should be set for all products |
| Tax class | standard - Regular 25% taxes<br>kunst - 0% taxes for art, important to use for correct reporting<br>redusert-sats - Reduced 15% taxes<br>null-sats - 0% taxes for other cases that are not art |

| | vintage - special rate where taxes are only calculated for the amount between cost price and sales price. |
|---|---|
| In stock? | 1 if the product is currently in stock |
| Stock | The stock amount available if more than 1 |
| Backorders allowed? | 1 if product can be ordered even if it is out of stock, useful for products that are produced to orders<br>0 if product should not be purchasable if stock is empty. |
| Weight | Amount given in kilograms (yes the example file might say lbs, but it's not correct). If you need a decimal number use a dot (.) as decimal separator. This is the shipping weight and used for calculating shipping |
| Length | Amount given in cm (yes the example file might say inch, but it's not correct). If you need a decimal number use a dot (.) as decimal separator. This is the shipping length and used for calculating shipping |
| Width | Amount given in cm (yes the example file might say inch, but it's not correct). If you need a decimal number use a dot (.) as decimal separator. This is the shipping width and used for calculating shipping |
| Height | Amount given in cm (yes the example file might say inch, but it's not correct). If you need a decimal number use a dot (.) as decimal separator. This is the shipping height and used for calculating shipping |

| | |
|---|---|
| Regular price | The price to customers on Novooi.com, in NOK. No decimals allowed. Sale and bulk discounted prices are handled by Novooi. |
| Categories | Products can in imports only be in one category but you can add it to a sub category by splitting the parent and sub categories with > <br> Please note you can only add products to existing categories on the site. You can find the correct names to use by navigating to the category on Novooi site and see the names in the URL. |
| Tags | Tags are shown on product pages and link to other relevant products with same tags. |
| Images | A list of images from another page that the importer should download and add to Novooi and attach to the product. This is a major feature that helps you save a lot of time uploading and connecting images to products. <br><br> Add multiple images by separating them by a comma (,) |
| Parent | If this product line is a variant that belongs to a variable product, add the SKU of the parent product in this column |
| Attribute 1 name | The customer visible Attribute, an attribute is a data field on product used for variable products, filtering in product lists or other use cases where it's necessary to find a product by it's attributes. |

| Attribute 1 value(s) | The value of this attribute. If it's a variable product then you need to comma separate all the attribute values this parent should have. Each variant then needs the value it should have, to know how to connect and find the BLUE variant of the parent product. |
|---|---|
| Attribute 1 visible | 1 or 0,<br>Set to 1 if you want this item to be output under the tab technical details on the product page. |
| Attribute 1 global | If attribute is used for variant or filters set value 1 |

## Products and variants

Compared to simple products, setting up variants is slightly more complex. This is because attributes need to match those of other products to function correctly as variants and filters.

**Steps:**

1. Change the product type to Variable.
2. Navigate down to Egenskap og varianter (Attributes and variants).
3. Select and add an "Egenskap." Ensure that you check "Brukt for variasjoner."
4. Add "Verdier" for each desired variant, or "Legg til ny" if it doesn't already exist. It's crucial to search for existing attributes and values before adding new ones, as this helps to keep filters and other registers as clean and simple as possible.
5. "Legg til variasjon" for each desired variant.
6. Expand and select the value of this variant. Add price, image, SKU, and other necessary fields.

## ≡ Tresort

| Egendefinert egenskap ▾ | Legg til egenskap | Lagre egenskap |

✓ Legg til variasjon
  Lag variasjoner fra alle attributter

Gå

❓ Ingen standard Farge

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≡ Tresort                                                               ▾   Fjern

| Egendefinert egenskap ▾ | Legg til egenskap | Lagre egenskap |

| Legg til variasjon ▾ | Gå |        ❓ Ingen standard Farge… ▾ | Ingen standard Størrelse… ▾ |

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▦ **Egenskap og varianter** *Administrer egenskaper og variasjoner for dette variable produktet.*                          ▲

≡ Size                                                                    ▾   Fjern

| Egendefinert egenskap ▾ | Legg til egenskap | Lagre egenskap |

| Legg til variasjon ▾ | Gå |                              ❓ Ingen standard Size… ▾ |

#51039  | 60 x 85 cm ▾ |                                   🖑                        ≡▾ Fjern

🖼 thumbnail   ☑ Aktivert                           Varenummer ❓
              ☐ Administrere lager? ❓                | _____ |

                                                    Lagerstatus ❓
                                                    | På lager ▾ |

Ordinær pris (€) ( You Earn : €105,5925 )           Salgspris (€) Tidsplan
| 1650 |                                            | _____ |

Innkjøpspris for vintage (€) ❓
| _____ |

Vekt (kg) ❓                     Dimensions (L×W×H) (cm)
| 0 |                           | 0 | | 0 | | 0 |

Fraktklasse
| Samme som overstående ▾ |

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| Legg til variasjon ▾ | Gå |                              ❓ Ingen standard Materiale… ▾ |

#50835  | Vilkårlig Materiale… ▾ |                                         ≡▾ Fjern

thumbnail     ☑ Aktivert                            Varenummer ❓
 [?]          ☐ Administrere lager? ❓                | 1001 |

                                                    Lagerstatus ❓
                                                    | På lager ▾ |

Ordinær pris (kr) ( You Earn : kr 0 )               Salgspris (kr) Tidsplan
| Variasjonspris (obligatorisk) |                   | _____ |

Innkjøpspris for vintage (kr) ❓

# SEO tips (search engine optimization)

SEO is important because it helps content show up higher in search engine results like Google.

1. Fokusnøkkelfrase: This should repeat the title, limited to two words
2. Alt-tekst on images must be filled in to describe the image for higher ranking
3. Avoid long sentences.
4. Short description is the description that comes up in search results and should include key words that clients might search for and associate your products with.

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😊 **SEO**   😊 Lesbarhet   ▦ Skjema   ⤙ Sosiale medier

**Fokusnøkkelfrase** ❓

BARR Bestikk Sett

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**Søkeutseende**   ⌃

Bestem hvordan innlegget ditt skal se ut i søkeresultatene.

**Forhåndsvis som:**

🔘 Mobilresultat   ⚪ Skrivebordsresultat

Novooi
novooi.no   ⋮

## BARR Bestikk Sett, Satin Matt - Novooi

Discover The Barr cutlery from Table Noir — designed by renowned design studio Snøhetta for the Michelin-starred restaurant BARR in Copenhagen. Created ...

| Pris | Tilgjengelighet |
|------|-----------------|
| kr 2 658,00 – | In stock |
| kr 6 053,00 | |

# SKU number, Export and tariff codes:

All products need a unique SKU identifier and tariff export code that describes the item for toll and customs.

# The tariff code and description must be filled in

You can look the Tariff code here: https://www.tariffnumber.com
Simply type in a key work of the product description

# How to generate a SKU Number:

**Format:**
 [CATEGORY CODE]-[PRODUCT CODE]-[VARIANT CODE]

**Step-by-step:**

1. **Category Code** — 2-3 letters (e.g., CU for cutlery, CH for chair)
2. **Product Code** — 3-5 letters from product name (e.g., BARR for Barr cutlery)
3. **Variant Code** — Short code for color/finish/size (e.g., SM for Satin Matte, SW for Stone-Washed)
4. **Optional:** Add a 3-digit sequence at the end for batch or version tracking (e.g., 001, 002)

# Kjøpsnotat/ Order confirmation text:

**Thank you for your order!**

 You will receive a confirmation with tracking information as soon as your package is on its way.
 If you have any questions, you are always welcome to contact us at hei@novooi.com

# Following up orders

- Register your preferred email address for incoming sales
- Vendors receive an email, they can click on Order ### in the email to go directly to the order in My Page.
- Go to «Fullfør» order and download the shipping label
- Complete the sending by taping the shipping label on the package and delivering the package to the nearest Pick-up location. Or arrange for pick-up directly from the shipping providor.
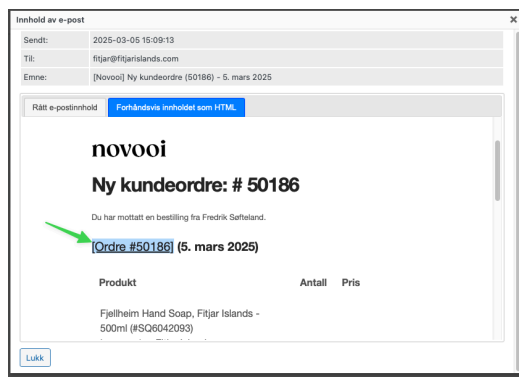


# Shipping orders

Orders are shipped with Posten or Postnord for domestic deliveries or UPS for international deliveries. A shipping label is generated for you and can be printed out. Products are safely packaged and delivered to the nearest pick-up location.

## Export and Customs

UPS is our designated carrier for international deliveries.

**NOVOOI ensures that the following are filled in:**

Recipient's name, address, country, mobile number, and email.

## VENDOR needs to ensure that the following are filled out:

- Package's weight and dimensions
- Tariff code (UPS requires a description of the package contents, such as "Sports Equipment" or a more detailed description like "Leather Football Shoes."
- Find the tariff code here: https://tolltariffen.toll.no/tolltariff?language=en
- Material

## Delivery of package

As default, packages are scheduled to be delivered to the "Pickup Point" near you. You can also arrange for pick-up.

Suppliers are instructed to find the nearest drop-off points (this can also be looked up with API).
https://www.ups.com/dropoff?loc=nb_NO

**TIP:** A UPS driver can accept your package if it already has a UPS label.

Vendors can also schedule a pickup with this form:
https://wwwapps.ups.com/pickup/schedule?loc=en_US&trkNum0=ASDC1231231

Lookup through API would be with Locator API.
https://developer.ups.com/api/reference

## Customs invoice

The commercial invoice is automatically generated for all orders that are shipped outside of Norway. The commercial invoice must be attached to the order after it has been placed. Vendors can retrieve the commercial invoice from their Dokan dashboard order page, or by using the API to fetch orders.

The sender/exporter of the commercial invoice is Novooi. Shipment details come from the order and do not include a tracking number at the time the invoice is created. Recipient details are taken from the customer's shipping address in the order. Package content includes item description, quantity, HS code, country of origin, and value of each item, with a total value listed. The total invoice amount includes shipping and insurance.

# Tax calculations

- **Norwegian Sales:**
  - B2C: 25%
  - B2B: Display prices ex VAT, but charge tax at the point of sale.
  - Exempt: Svalbard and feltpost (army mail)

- **International Sales:**
  - B2C: Apply country-specific tax rates for Europe and other international destinations. Use Profrakt for custom shipment declarations.
  - B2B: All sales are ex VAT. Customers are responsible for handling import taxes.

**Tax Rate Resources**

- **Norway:** Standard rate is 25%. See tax_rates.csv for details.
- **Europe:** Rates vary by country. See eu_vat_rates.csv for 2024 rates.
- **US:** Rates vary by state and zip code. See salestaxusa-woocommerce-csv-7.0.csv for January 2025 rates.
- **US Sales Tax Updates:** Download from https://salestaxusa.com

**Updating Tax Rates**

1. **Backend Edits:** Make direct changes for individual tax rates.
2. **Fresh Imports:**
   1. Go to Woo → Status → Tools → Delete Woo tax rates.
   2. Import updated tax rate files (tax_rates.csv, eu_vat_rates.csv, salestaxusa-woocommerce-csv-7.0.csv) one at a time.

**Kunst / Art**

Do not apply taxes, set product tax rate to None.

# Vintage sales and taxes

When selling refurbished or similar products, only the profit is taxable. For example, if a carpet is sold for 4900,- but was bought for 2000,-, only the 2900,- profit is taxable.

At a 25% tax rate, the tax would be 580,- (2900 * 0.2).

The price excluding tax is then 2320,- (2900 - 580).

The calculation in the cart should be 2320 * 1.25 = 2900, even if the order line shows 4900,-.

To solve this, add a custom tax rate called "Vintage" to override the amount used for tax calculation. The base for the tax calculation should be the item's sales price minus its cost price.

## Payment to vendors

Some Vendors prefer to invoice Novooi as a regular B2B customer if they get the orders into their system like usual, others will simply pay a commission on orders to Novooi by getting a payout from Novooi for their part after Novooi has taken it's fee for shipping and commission.

The Dokan feature for commission is configured to also include taxes and shipping. It then calculates on each order how much should be paid to the Vendor.

# Professional buyers

**Kickback interiør arkitekter og profesjonelle kunder**

Interiørdesignere, arkitketer og profesjonelle kunder får en ekstra 10% rabatt direkte i nettbutikken som en bonus/ kickback når de handler hos oss.

**Kvantumsrabatt**

Når en kunde logger inn får de kvantumsrabatt og handler de når antallet som er nødvendig får de rabatt og da blir det 10% provisjon.Da tar Novooi en lavere provisjon på varelinjene som har rabatt. Kvantumsrabatt trigges for alle innloggede brukere.

Kvantumsrabatt betyr jo at du får en rabatt hvis du kjøper et gitt kvantum og denne informasjonen står på produktsiden der du legger produkter i handlekurv. Det er ingen

forskjell på B2B eller privat bruker når det kommer til dette.Rabatten aktiveres automatisk i handlekurven.

**Hva identifiserer en profesjonell kunde?**

Du jobber enten som innkjøper, interiørdesigner, arkitekt eller eiendomsutvikler.