# FILL IT NOW

FREQUENTLY ASKED QUESTIONS

ONBOARDING PRODUCTS

- **Where can we find a comprehensive list of categories that exist on the Fill It Now website?**
  - All of the category taxonomy can be seen on the FillItNow.com website under the Products tab. If you would like an Excel version of the categories, please reach out to the BLUE HAWK team.

- **Is there an import template available?**
  - Yes there is! Chose the 'Import' button while in the 'Offers' tab of the Fill It Now portal (https://app.marketpush.net/fillitnow/offers). The resulting popup box will offer a downloadable template.
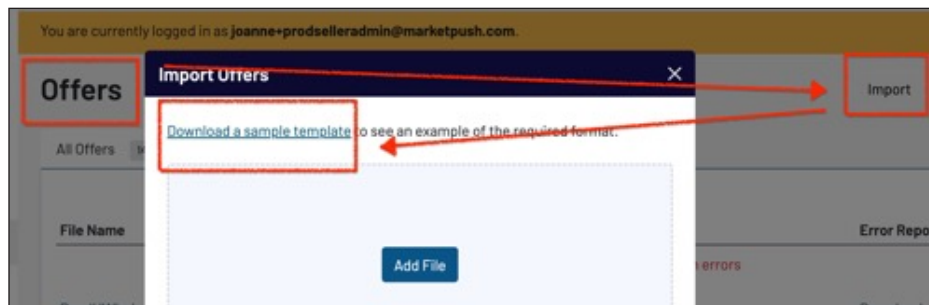
PAYMENT ACCEPTANCE

- **Do we need to extend credit to all IMARK and BLUE HAWK Members?**
  - No you do not. You are welcome to extend credit or get payment as soon as the order was created.
  - As of March 1, 2024, credit card processing is available within the site.

SALES TAX EXEMPTIONS AND CERTIFICATES

- **Will the buyer profile automatically have sales tax exempt forms?**
  - At this time, the Fill It Now site will not hold any tax exempt forms. Since this site is just B2B and for resale, we are assuming every sale is tax exempt.

- **How do we prove tax exempt?**
    - If there is an issue or an audit, the seller Member and buyer Member will need to coordinate sharing tax exempt forms.

SHIPPING CHARGES

- **What if the buyer doesn't have a shipping account?**
    - If a buyer does not have a shipping account, the seller can use their account and charge the buyer outside of the Fill It Now site.

- **Does this integrate with ShipStation or any other shipping estimator?**
    - Not at this time but we are in discussions with several providers.

COMMERCE

- **How do we get paid?**
    - Payment will run through your ERP or AP system if you have extended credit or else through the credit card processing system within the site.

- **If more than one Member has posted the same product, what offer gets showed and who gets the sale?**
    - Each offer will be listed under the matching SKU – one SKU to many offers.
    - The buyer will decide which offer best suits them. Price, quantity, and source location will play a factor when a buyer is deciding which competing offer to purchase.

- **What should I price my offers at?**
    - The sales price is determined by each seller. Keep in mind that you are selling to your fellow Members so price your products accordingly. As a suggestion, price your items with a 5-8% margin.

SYSTEM INTEGRATION

- **Is there a way to tie our ERP directly to the site so the offers listed display accurate available stock levels?**
    - Yes, there are several API calls available to automate this process. We are also currently developing a sFTP for Members who are more comfortable with that process of automation. Please each out to the BLUE HAWK to get started with API integration.

FILL IT NOW

- **Is this strictly a B2B marketplace or will our customers engage with Fill It Now via our website?**
  - At this time, this is a closed B2B marketplace so your customers will not be privy to the site.

CUSTOMER PROFILES

- **Do we track customer information on the website and streamline data entry, reorders, etc.?**
  - At this time, there isn't a shopping list function but both sellers and buyers have access to a 'Dashboard' section on the Fill It Now Portal that will show customer and purchase information.
  To streamline data entry, Please reach out to BLUE HAWK to discuss automation options such as APIs.

ANALYTICS
- **Can the site track customer shopping behavior and interaction on the website?**
  - The 'Dashboard' tab within the Fill It Now portal will show customer history, past/open order, etc. There is also a way to communicate between Seller and Buyer through each placed order.
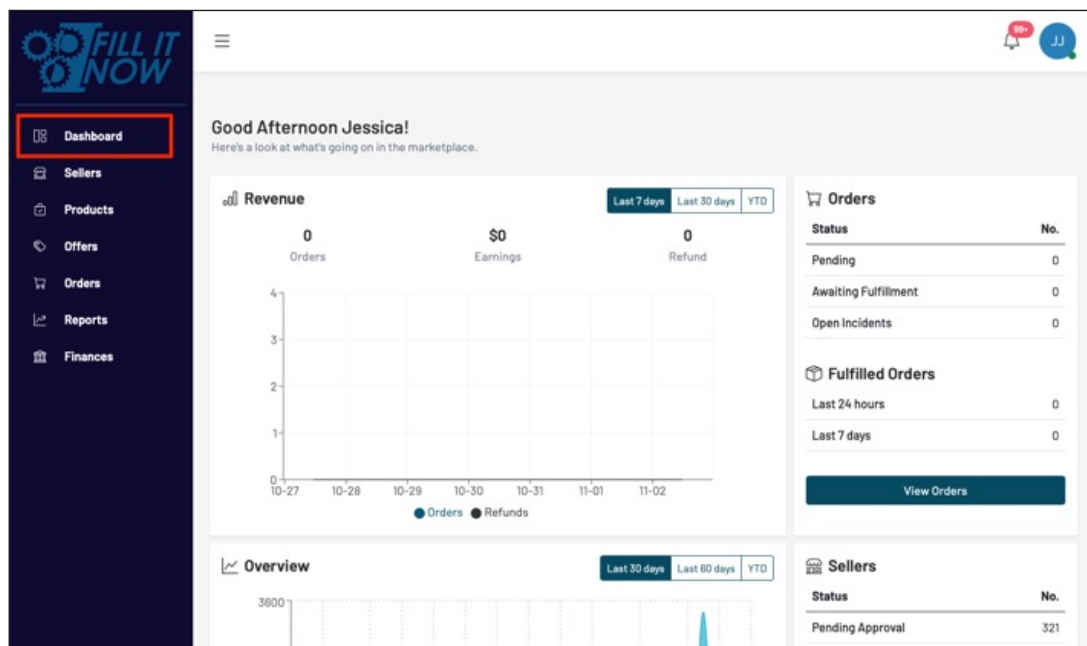
- **Where can I find technical product information on the site such as user manuals?**
  - User manuals as well as other guides and helpful information can be found here: https://marketpush.freshdesk.com/support/home.