How to use Wiio platform?

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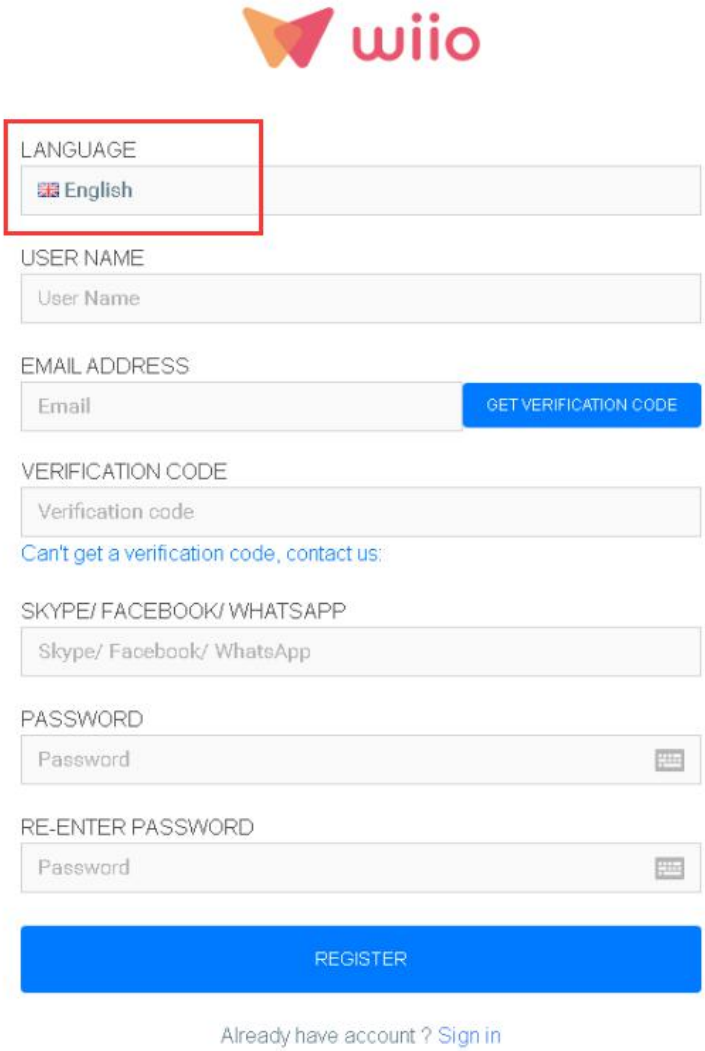
1.Registration

Open the link: https://www.wiio.io/, fill in your information, register your account.



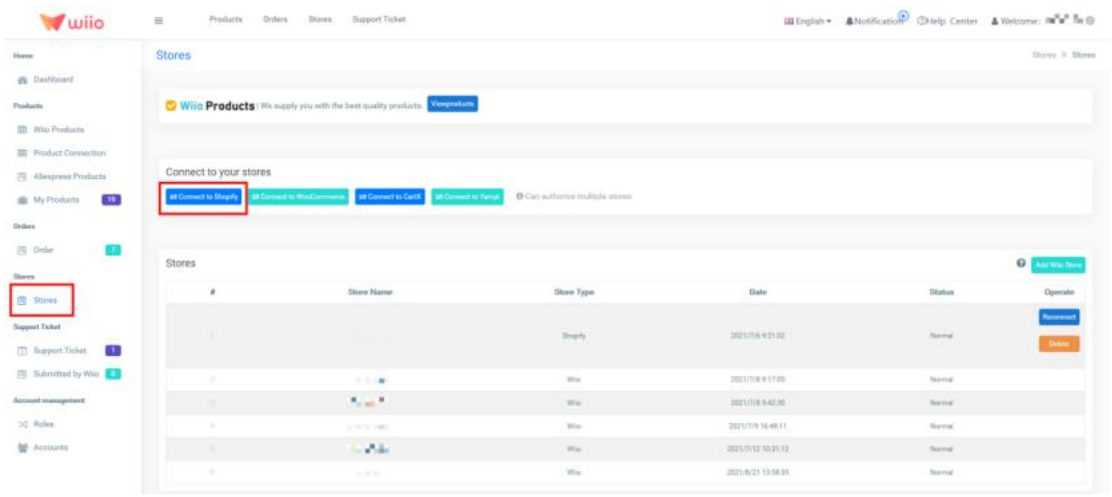
You can choose the language which you want when you register or log in Wiio as in the picture above.

When you fill in the EMAIL ADDRESS, you need to click 'GET VERIFICATION CODE', find the verification code in your email（Maybe it will show in the spam mail），and fill in the blank. If you can not receive the verification code, please contact us.

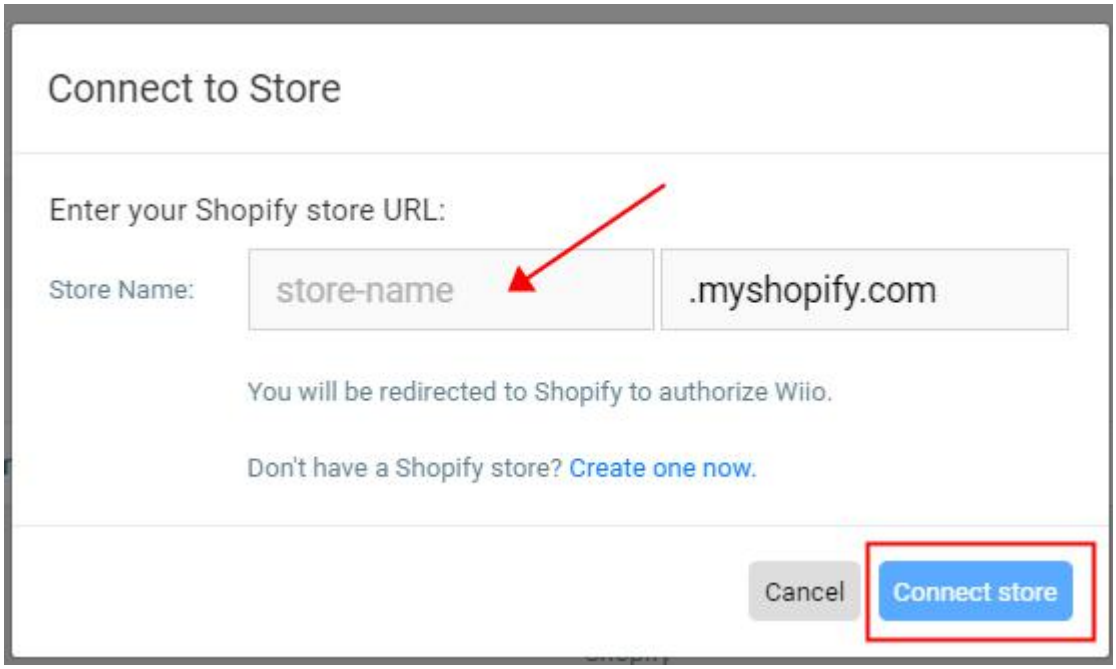
2.Sign in

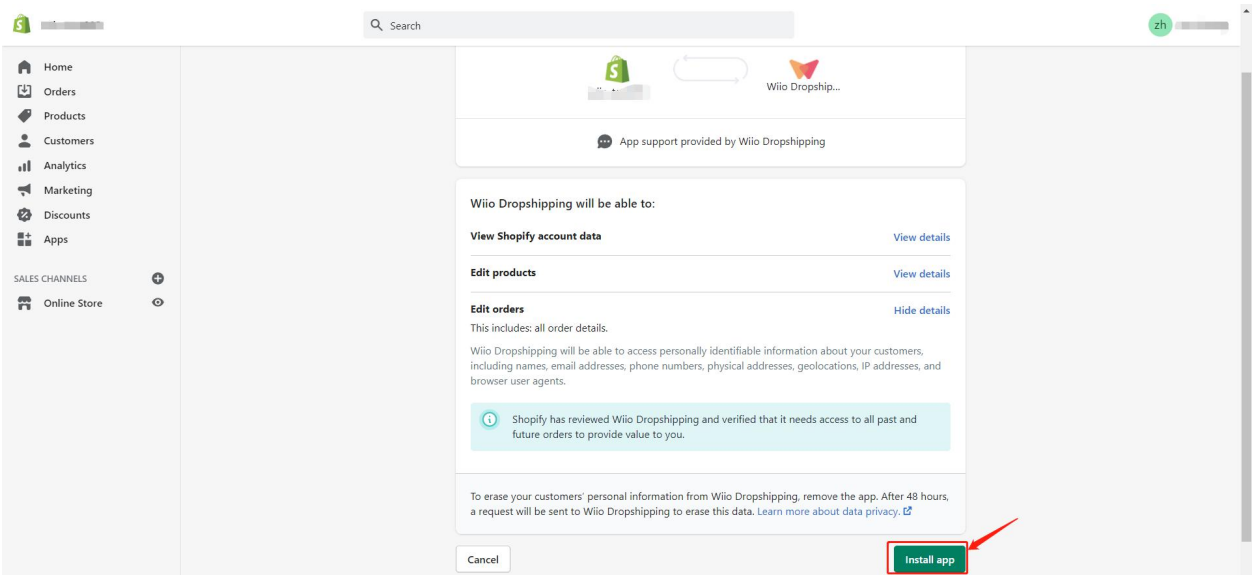
3.Connection Store

1) Shopify store



If you have a Shopify store, you can click ‘Stores’ and ‘Connect to Shopify’, then fill in your store name and click ‘connect store’, click ‘Install app’.





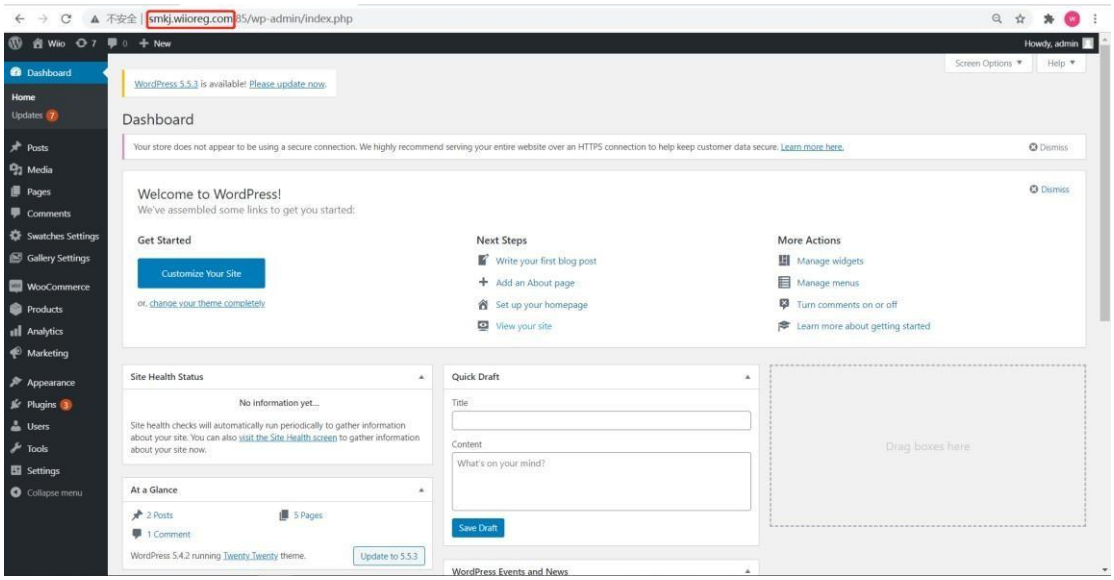
You can follow the video below to operate the connection. (Shopify)
https://www.youtube.com/watch?v=eT1PWeIMsT4

2) WooCommerce

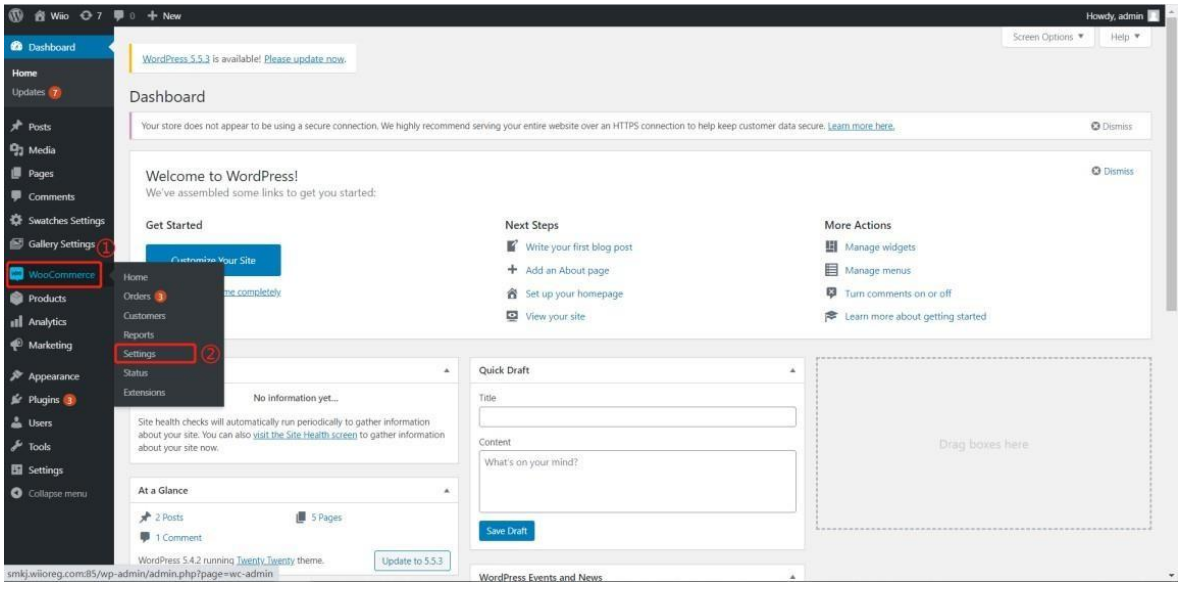
If you have a Woocommerce store, you can click ‘Stores’ and ‘Connect to WooCommerce’.

A. Login your WordPress Account

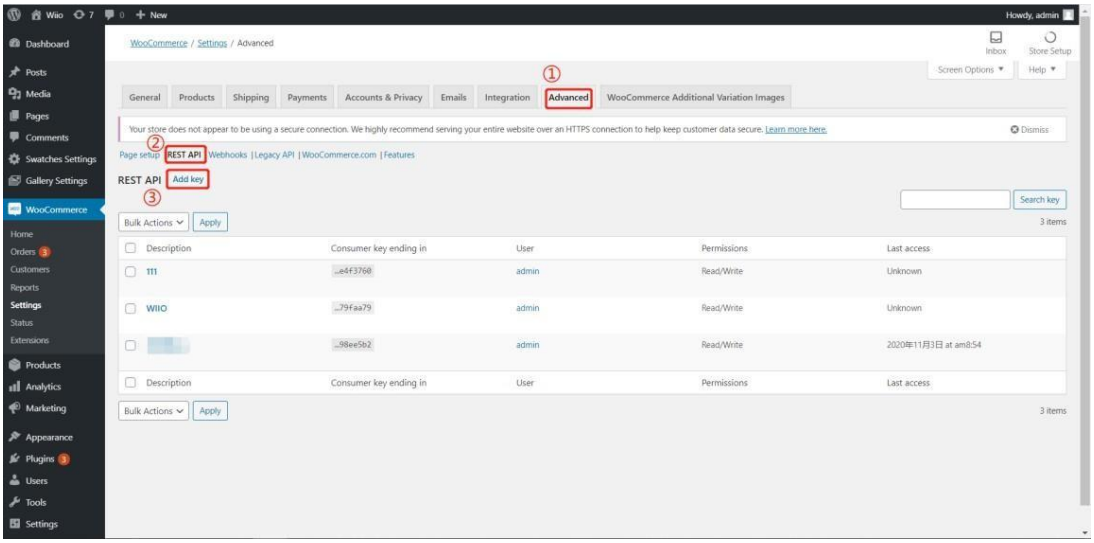
a) Copy your WooCommerce Site URL to Wiio.



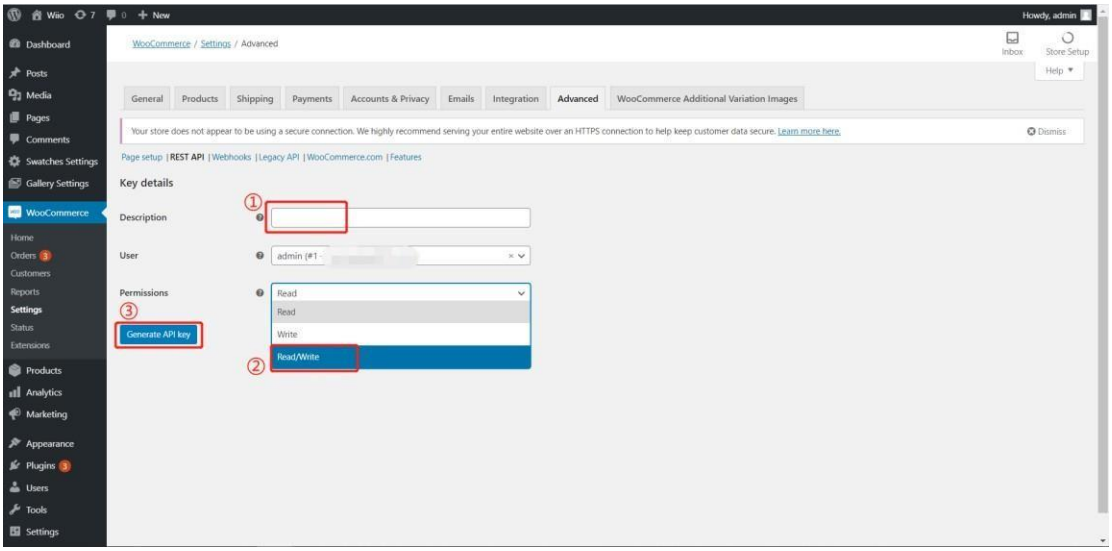
b) Navigate the left sidebar of WooCommerce, then click Setting.



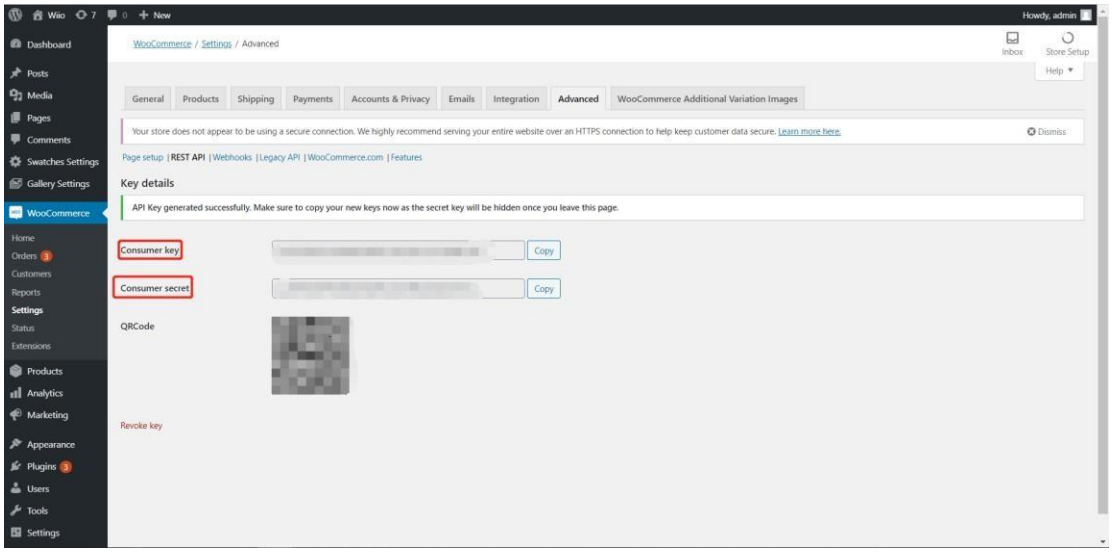
c) Click ‘Advanced’> ‘REST API’> ‘Add key’



d) Add the description for the Key. REMEMBER to change the permission of Read/Write and then click Generate API Key.

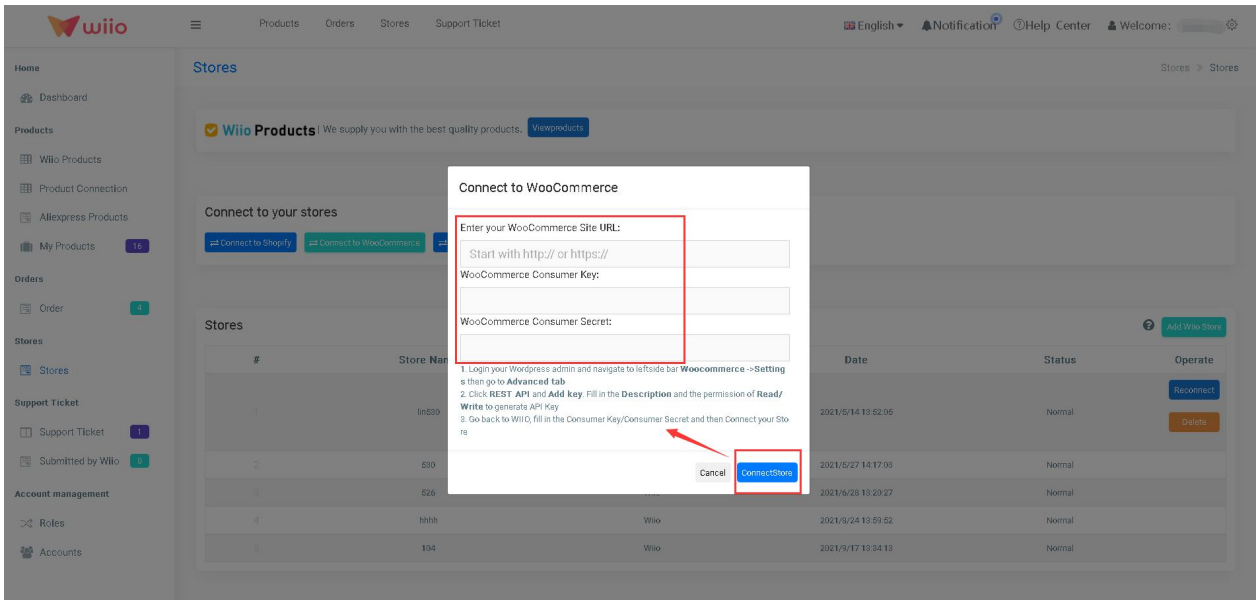


e) Copy the two keys to Wiio and complete the connection.



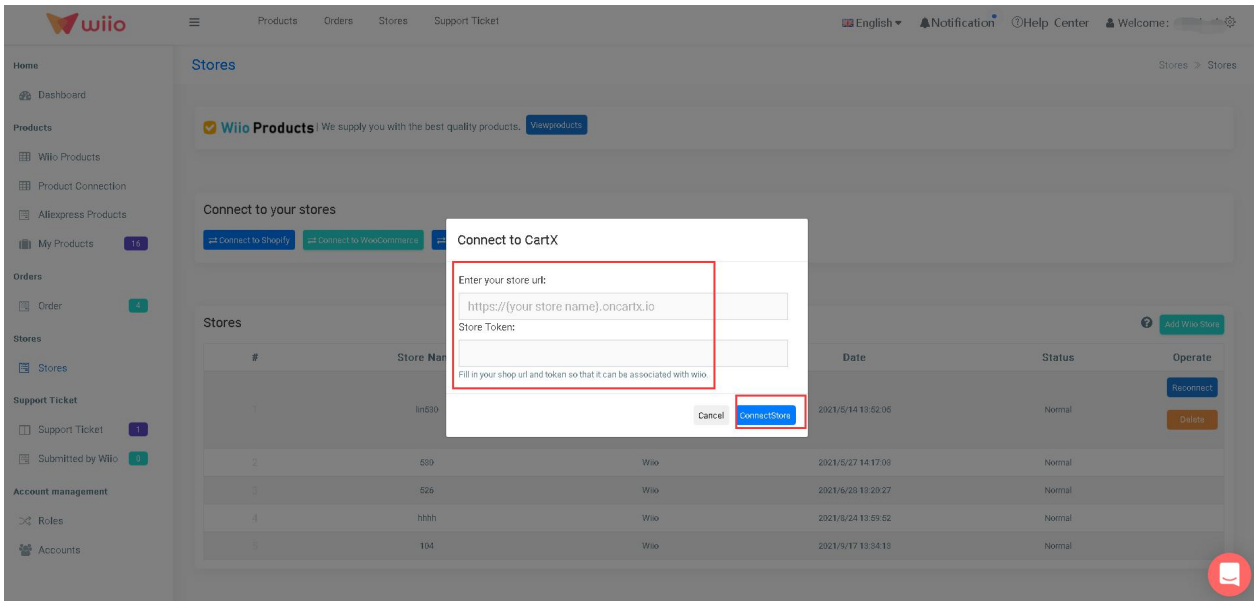
B. Connect on Wiio

Fill out the 3 fields and click ‘Connect Store’ on Wiio. Your WooCommerce Store will be connected successfully.

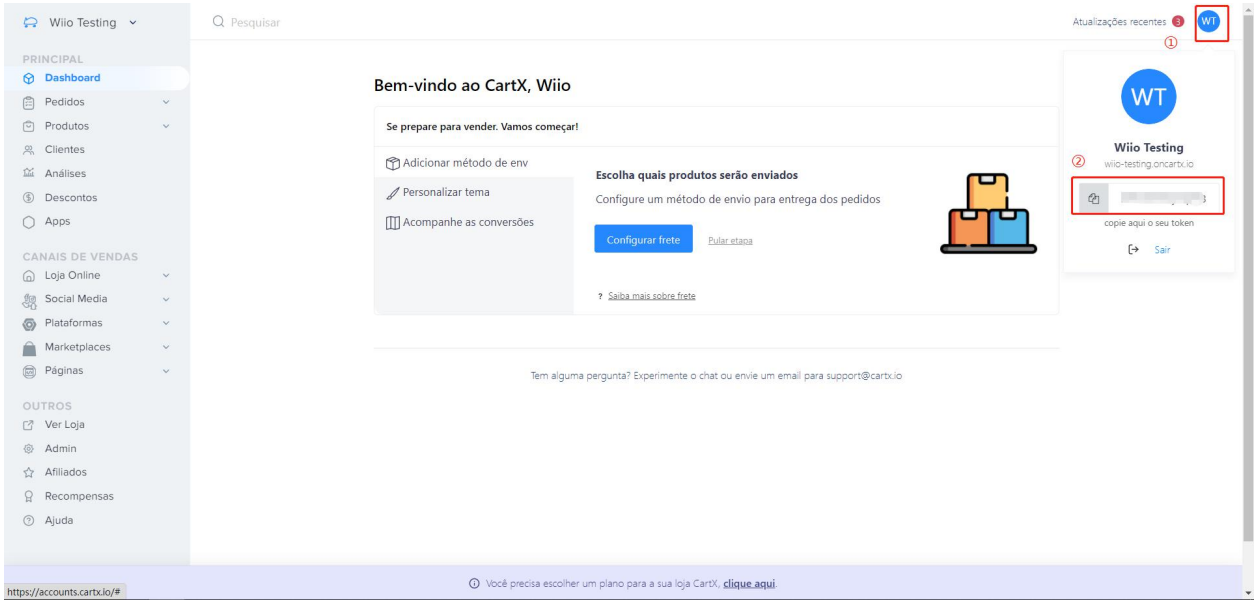


You can follow the video below to operate the connection. (WooCommerce)
https://www.youtube.com/watch?v=CkPY2wSWXWo

3) CartX



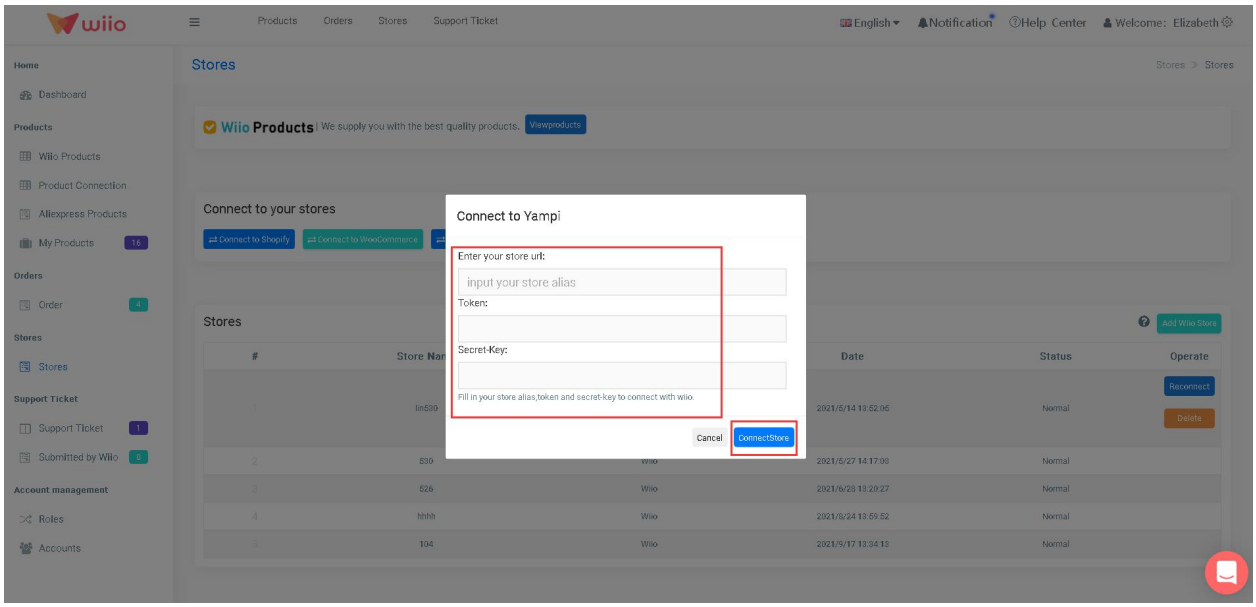
If you have a CartX store, you can click ‘Stores’ and ‘Connect to CartX’, then fill in your store URL and your store token, then click ‘connect store’ and then your store will be connected successfully. And you can check the screenshot below to get your store token.



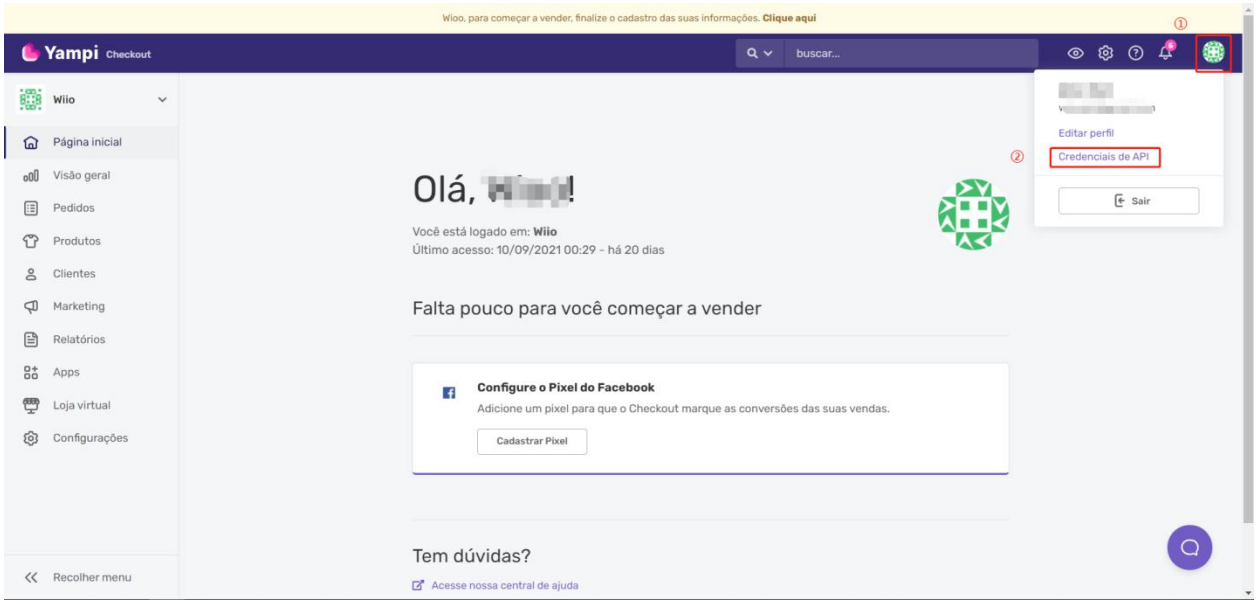
You can follow the video below to operate the connection. (CartX)

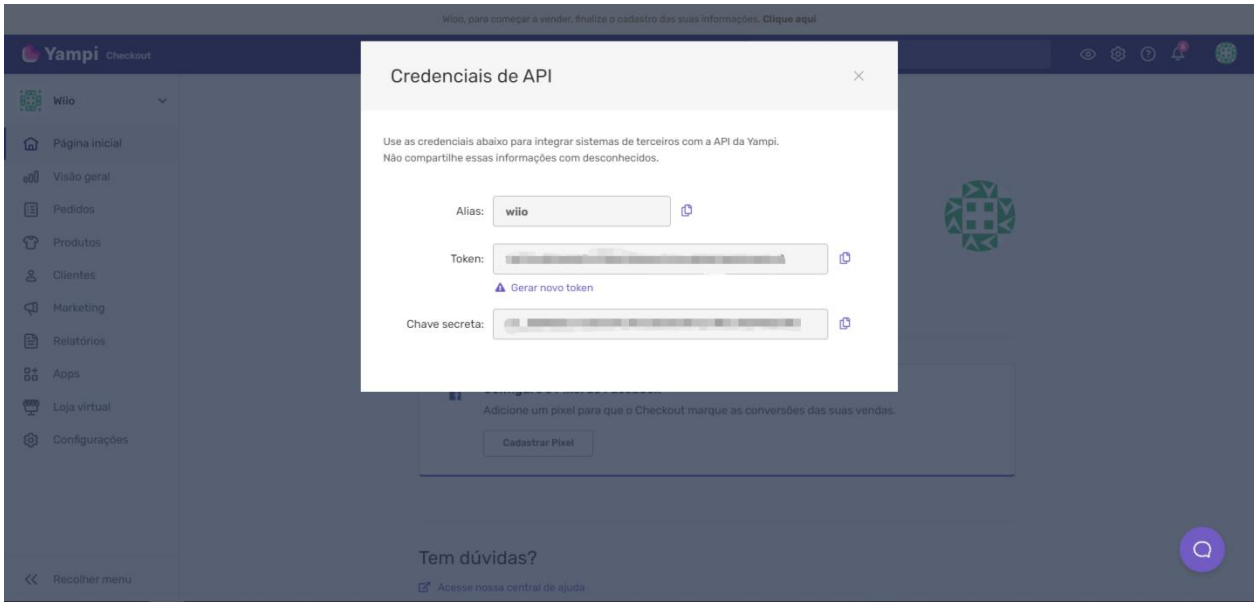
https://www.youtube.com/watch?v=4pRIbz1mT4Q

4) Yampi



If you have a Yampi store, you can click ‘Stores’ and ‘Connect to Yampi’, then fill in your store name, your store token and the secret key, then click ‘connect store’, and your store will be connected successfully. Also, you can check the screenshots below to get all the information you need.



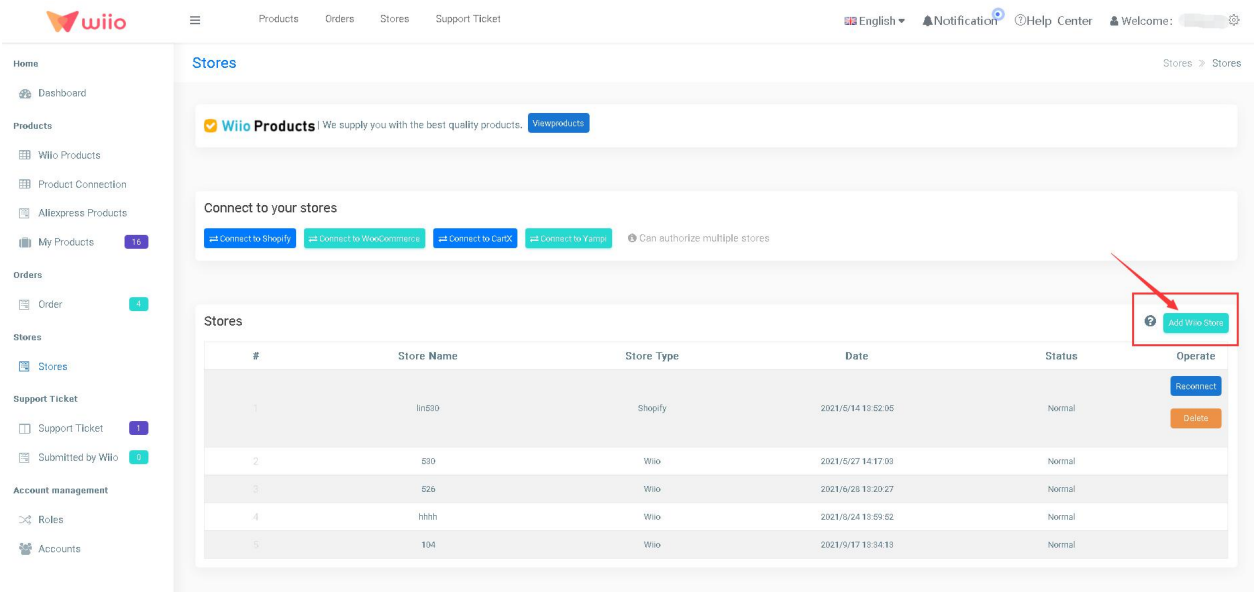


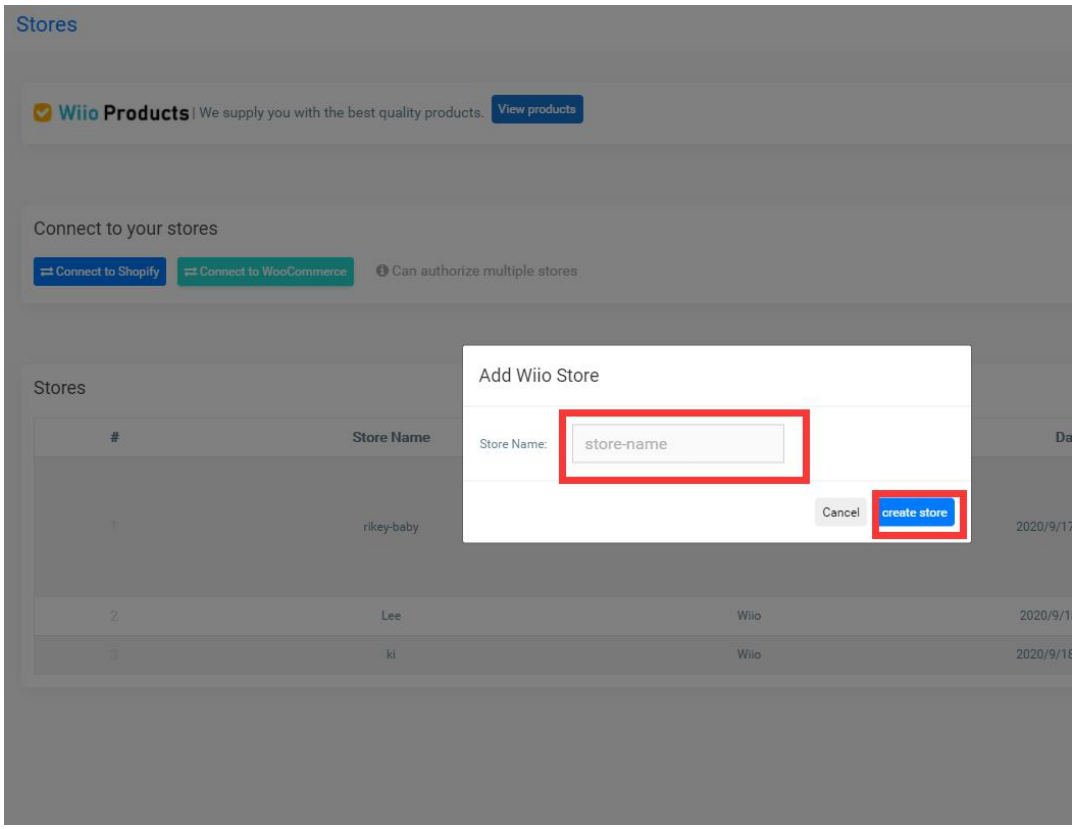
You can follow the video below to operate the connection. (Yampi)

https://www.youtube.com/watch?v=HJkLZa6-Gpw

5) Other platforms (eBay etc)

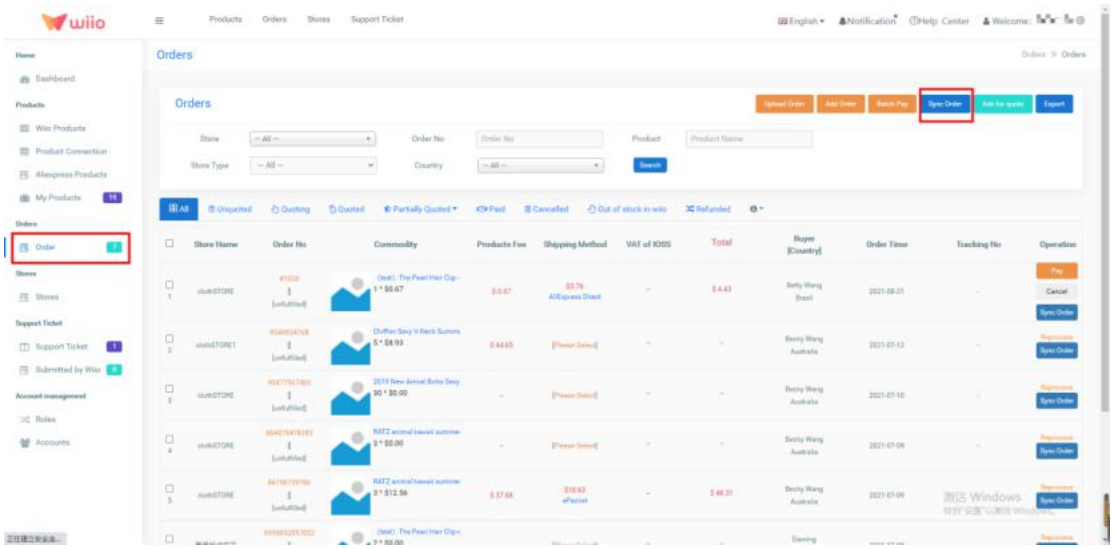
If your orders are from other platforms, you can add a wiio store first. Just fill in your store name on Wiio, and the Wiio Store is connected successfully.



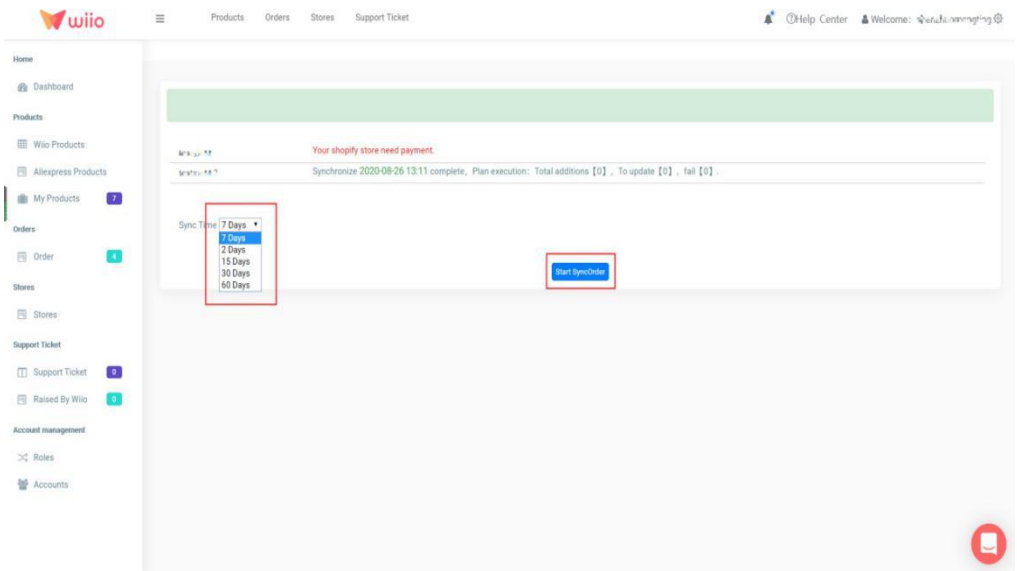


4.Sync Orders

1) Shopify store & WooCommerce & CartX & Yampi



Select the ‘orders’ column, click ‘Sync Order’ and choose the Sync Time, then our system will sync orders automatically. After it finished, you can see all the synchronized orders on Wiio.

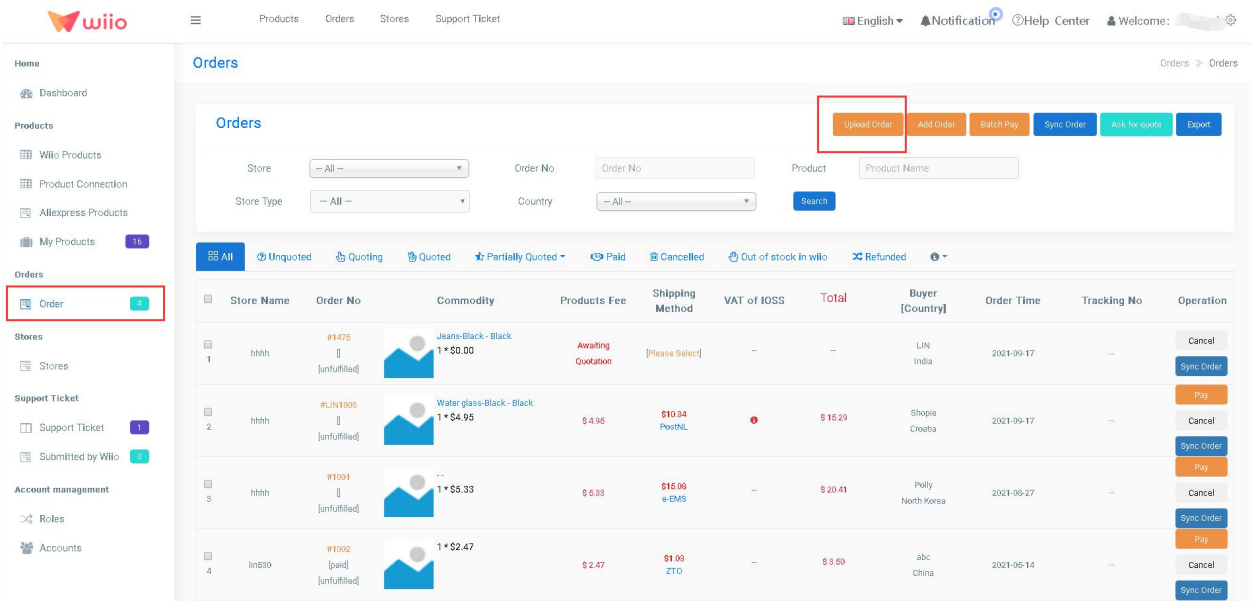


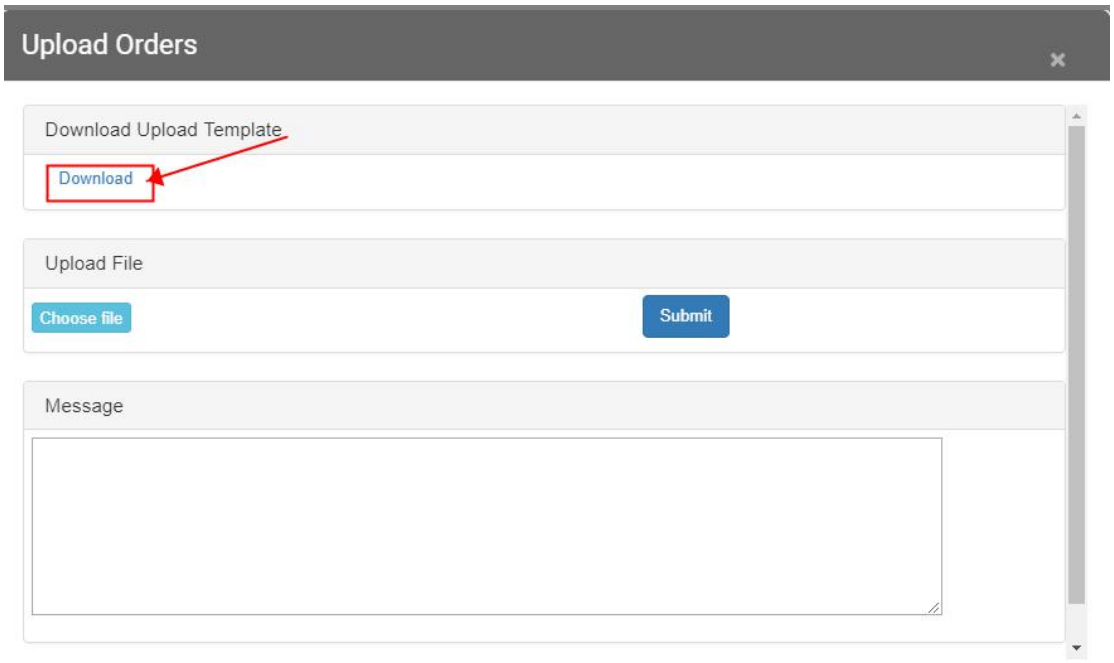
2) Other platforms

A. Excel form file

When you have orders on other platforms, you can upload the orders via Excel form file, and then you can click ‘Sync order’ on wiio and all the orders will also sync to Wiio.

a)Download Excel model





b) Fill out the Excel form file

Note:

① Accurate information

② Complete information

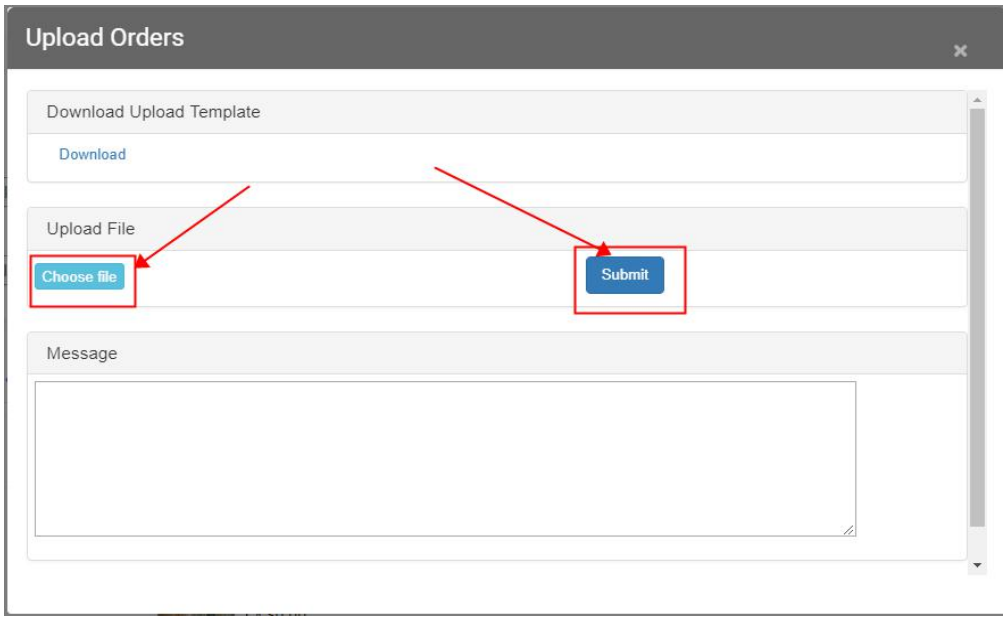
The content in the red header must be filled in.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	StoreName	OrderNo	CustomerName	CountryCode(e.g. US)	Province	City	Address	Phone number	Email	ZIP	TaxNumber	ProductName	Variants	Quantity	ProductLink
2	Test Store	1001	Eric	US		New York	1955 sunderland Dr			123145		jaqueta masculina leve ir		1	https://pt.aliex
3															

③ Customers who purchased multiple orders can have their orders merged and shipped together.

c) Upload Excel file

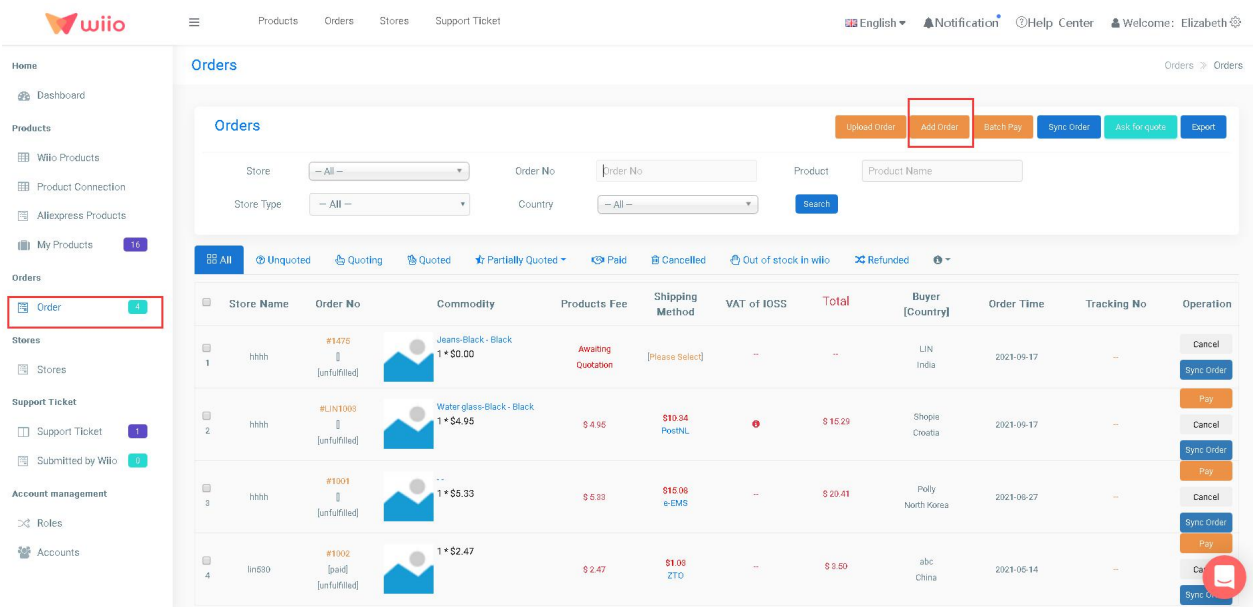
Please click ‘Choose file’ first, select the file, then click ‘submit’.

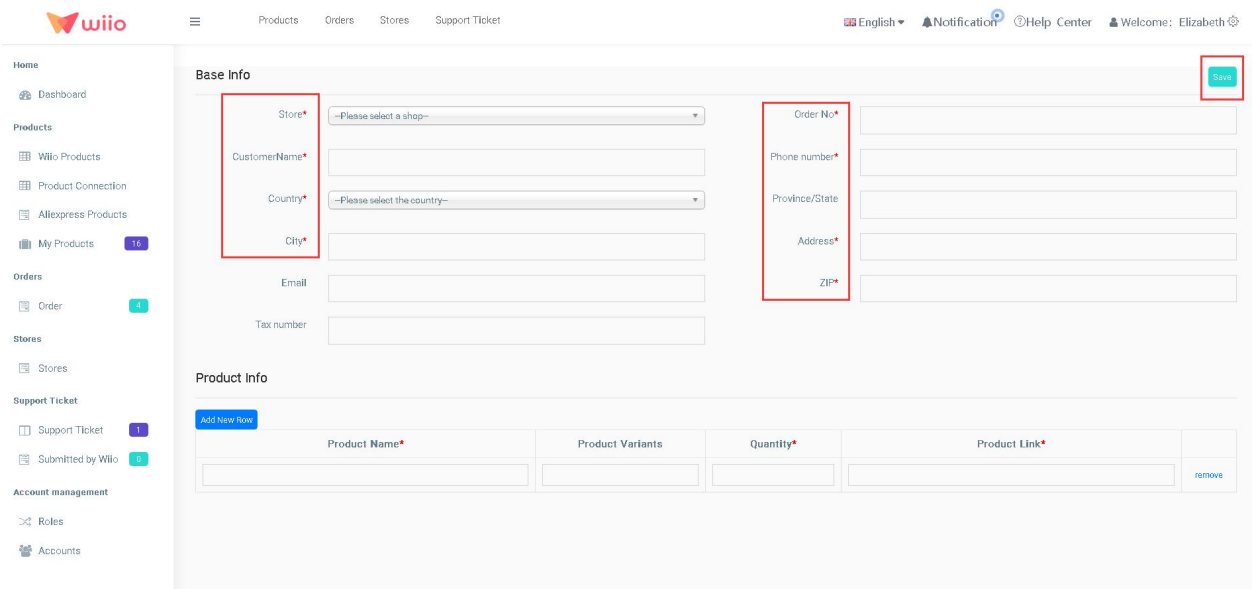


The orders will show up in the ‘Order’ column. Then you can begin to process your orders.

B. Create a test order

Also, you can create a test order on wiio. First, choose a Wiio Store, then fill in all the information with ' * '. After that, you can click 'Save' and your order will appear in the order section.



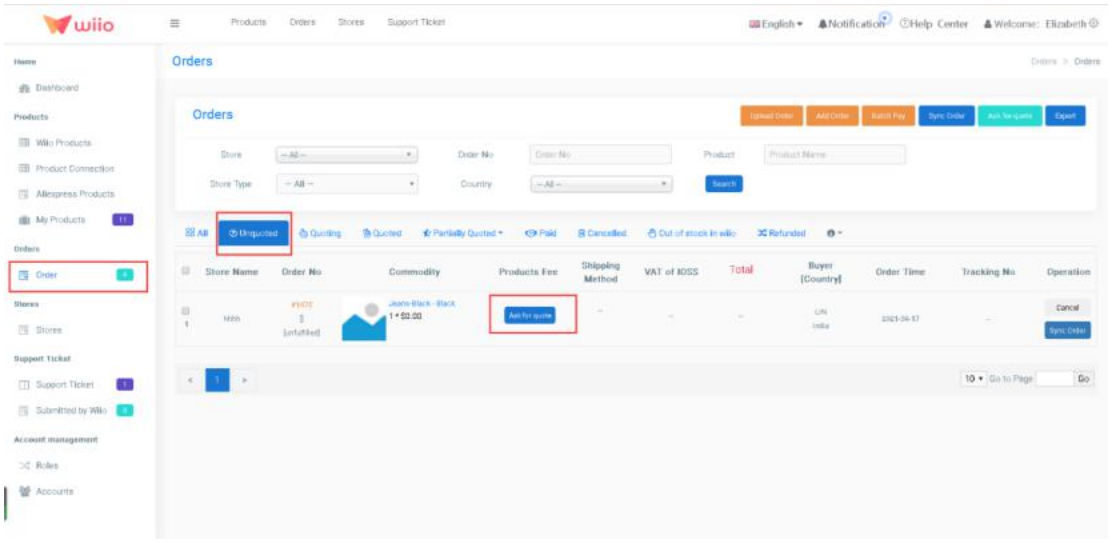


5.Wiio State

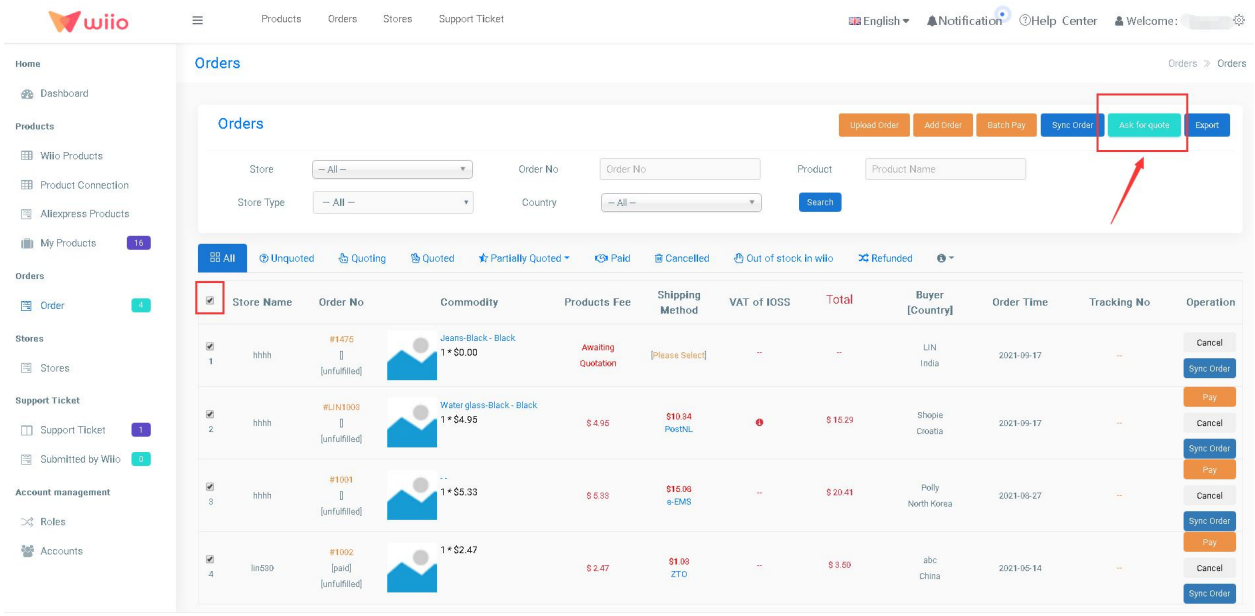
1) Unquoted

Select the ‘order’ column, click ‘Unquoted’, you will see all unquoted orders.

And if you have orders need to quote urgently, click ‘Ask For Quote’ , we will quote for you in advance.

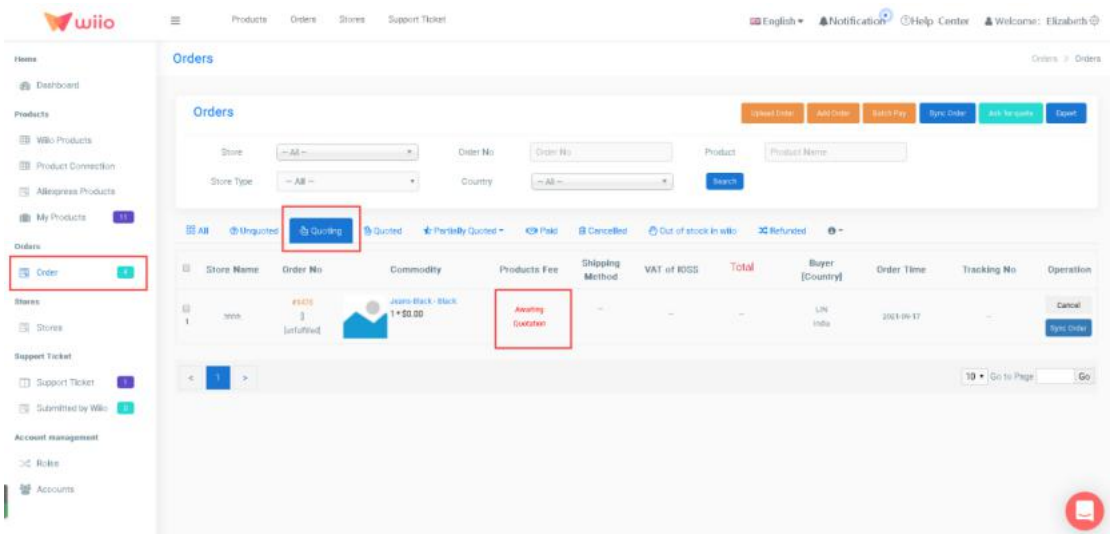


Also, you can select multiple orders one time and click the ‘ask for quote’ button here to reduce your operations.



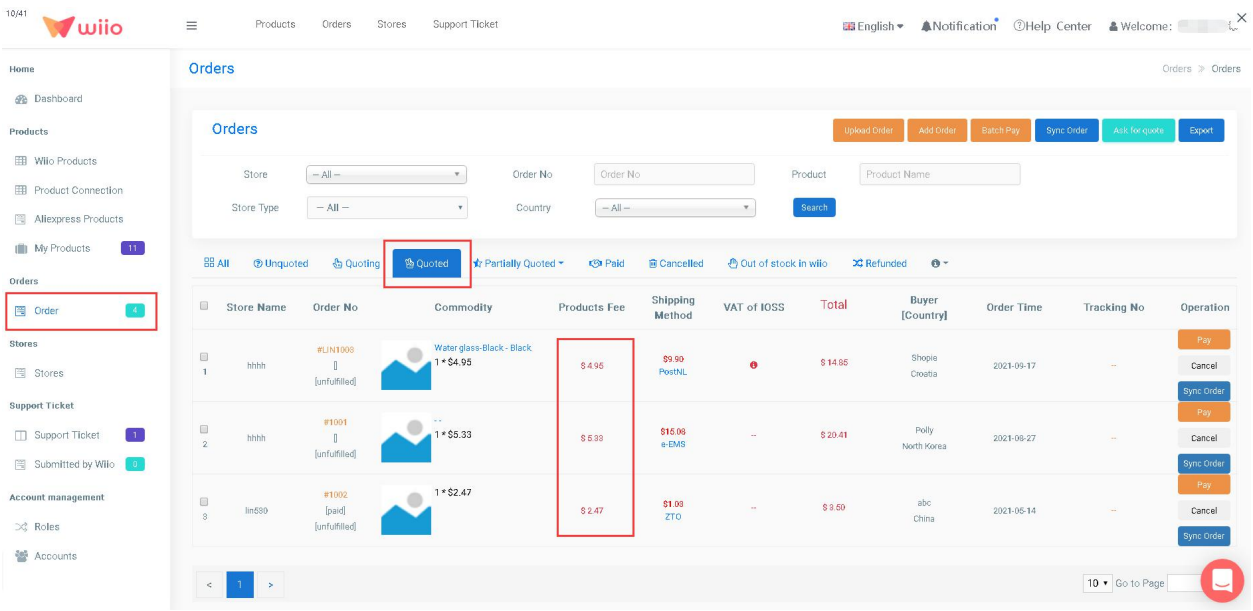
2) Quoting

After you click the ‘Ask For Quote’, selecting the ‘Quoting’ column, you will see these orders in ‘Quoting’. They are waiting for us to source and quote for you.

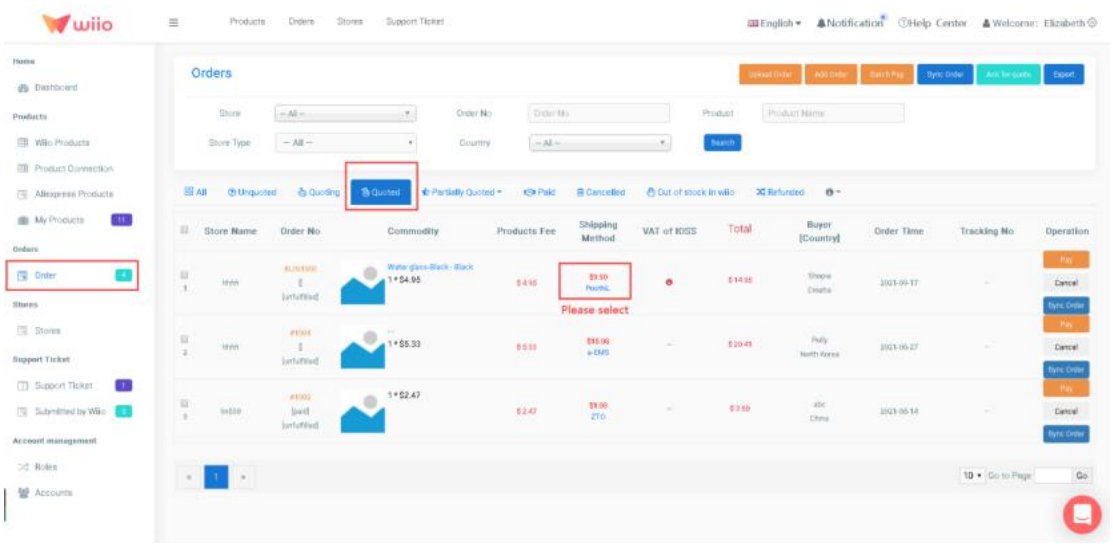


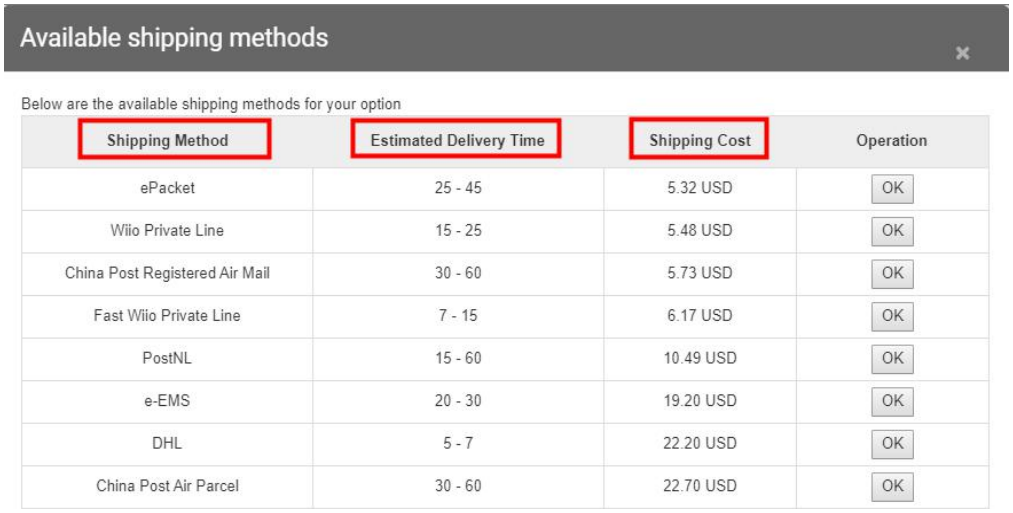
3) Quoted

Click the ‘Order’ column, click ‘Quoted’, you will see all quoted orders and check the ‘Products Fee’.

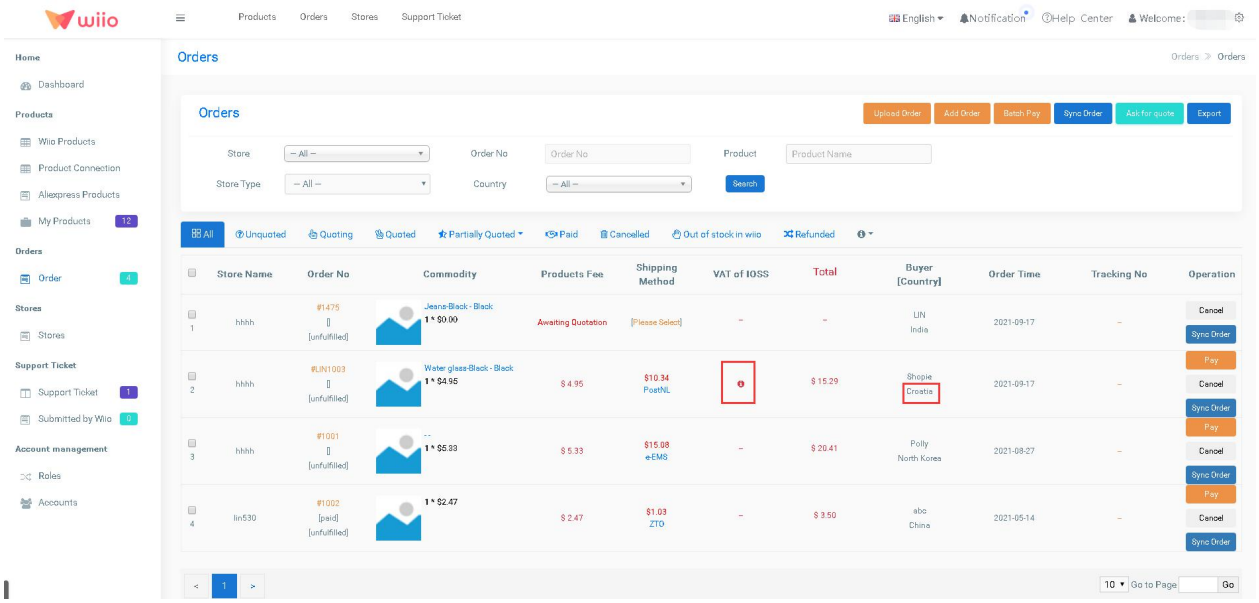


After you get our quotation, you need to click ‘Please Select’, ‘Available shipping methods’ will appear here. Then according to ‘Estimated Delivery Time’ & ‘Shipping Cost’, you can choose the shipping method by yourself.



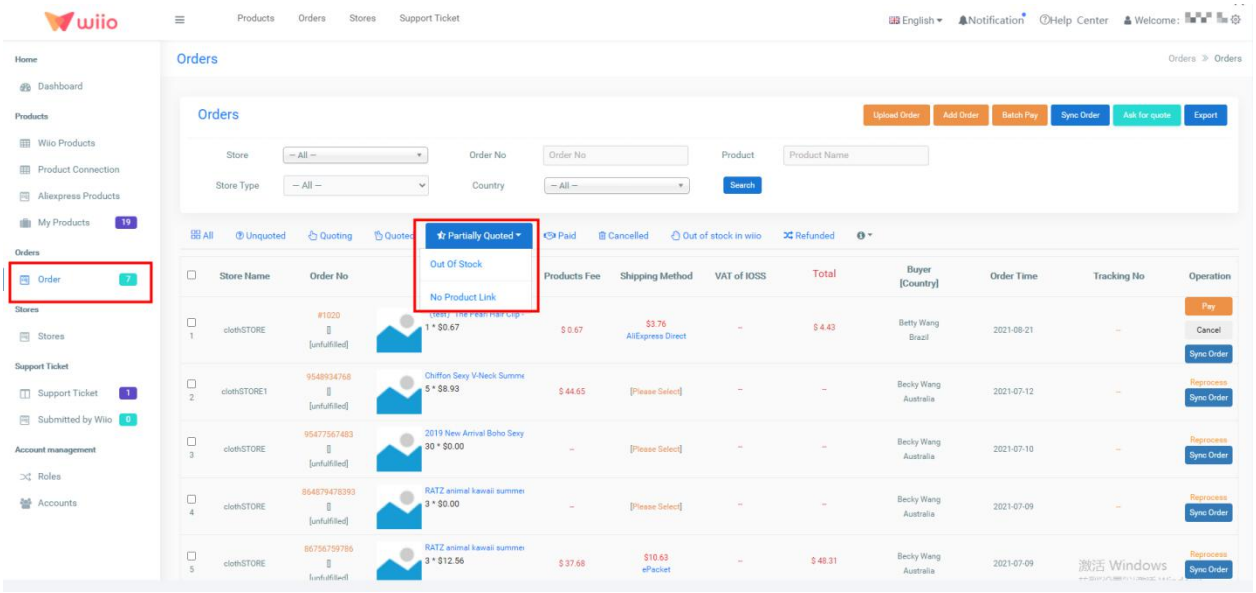


And if your orders are sent to the EU countries, there will be a remind showing on your Order page.



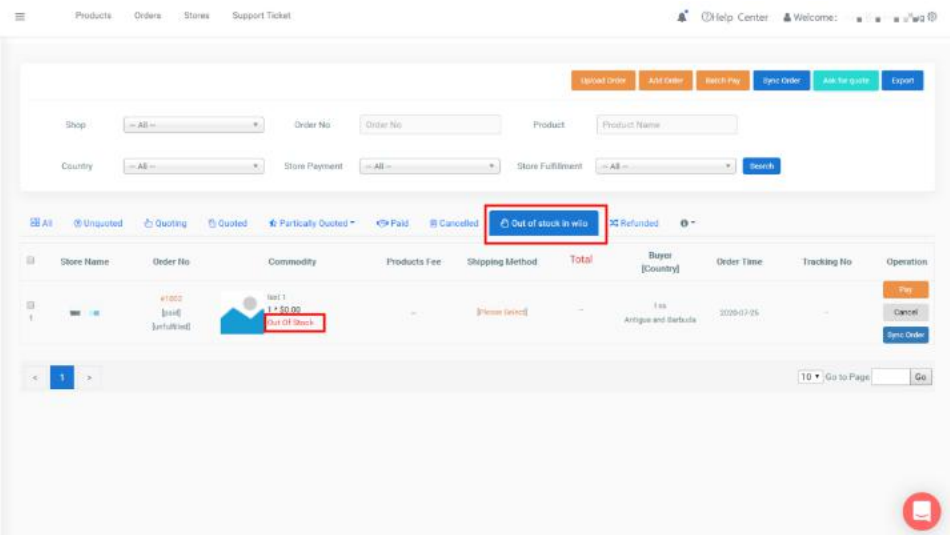
4) Partially Quoted

Click the ‘order’ column, click ‘Partially Quoted’, you will see all orders that are partially quoted. It has two situations, one of the products in the order is Out Of Stock or one of the products in the order has No Product Link.


wiio
Products
Orders
Stores
Support Ticket
English
Notification
Help Center
Welcome:
Home
Dashboard
Products
Wiio Products
Product Connection
Aliexpress Products
My Products 19
Orders
Order 7
Stores
Stores
Support Ticket
Support Ticket 1
Submitted by Wiio 0
Account management
Roles
Accounts
Orders
Orders » Orders
Orders
Upload Order
Add Order
Batch Pay
Sync Order
Ask for quote
Export
Store
— All —
Order No
Order No
Product
Product Name
Store Type
— All —
Country
— All —
Search
All
Unquoted
Quoting
Quoted
Partially Quoted
Out Of Stock
No Product Link
Paid
Cancelled
Out of stock in wiio
Refunded
Store Name
Order No
Products Fee
Shipping Method
VAT of IOSS
Total
Buyer [Country]
Order Time
Tracking No
Operation
1
clothSTORE
#1020
[unfulfilled]
1 * $0.67
$ 0.67
$3.76
AliExpress Direct
$ 4.43
Betty Wang
Brazil
2021-08-21
Pay
Cancel
Sync Order
2
clothSTORE1
9548934768
[unfulfilled]
Chiffon Sexy V-Neck Summe
5 * $8.93
$ 44.65
[Please Select]
Becky Wang
Australia
2021-07-12
Reprocess
Sync Order
3
clothSTORE
95477567483
[unfulfilled]
2019 New Arrival Boho Sexy
30 * $0.00
[Please Select]
Becky Wang
Australia
2021-07-10
Reprocess
Sync Order
4
clothSTORE
864879478393
[unfulfilled]
RATZ animal kawaii summe
3 * $0.00
[Please Select]
Becky Wang
Australia
2021-07-09
Reprocess
Sync Order
5
clothSTORE
86756759786
RATZ animal kawaii summe
3 * $12.56
$ 37.68
$10.63
ePacket
$ 48.31
Becky Wang
Australia
2021-07-09
Reprocess
Sync Order
激活 Windows

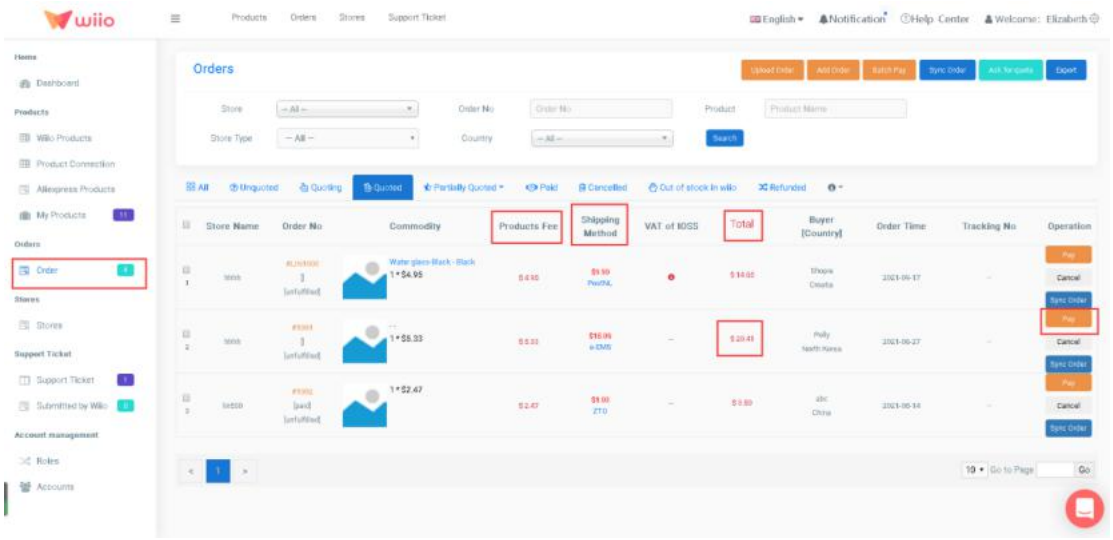
5) Out of stock in wiio

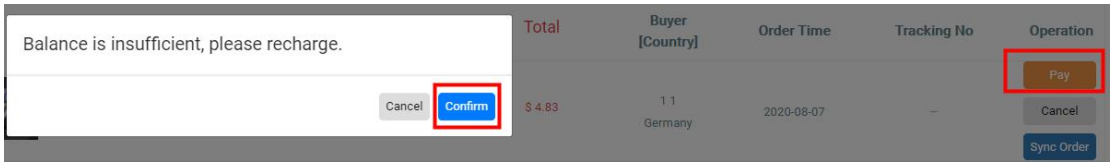
Click the ‘order’ column, click ‘Out of stock in wiio’, the orders you will see are in the situation that wiio cannot provide all the included products temporarily.

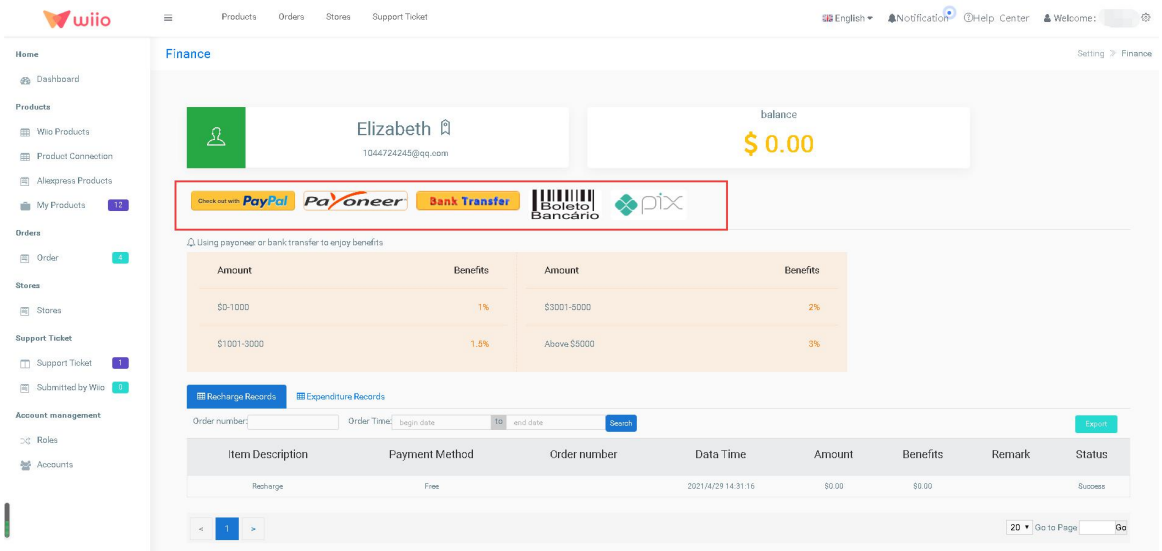


6) Pay

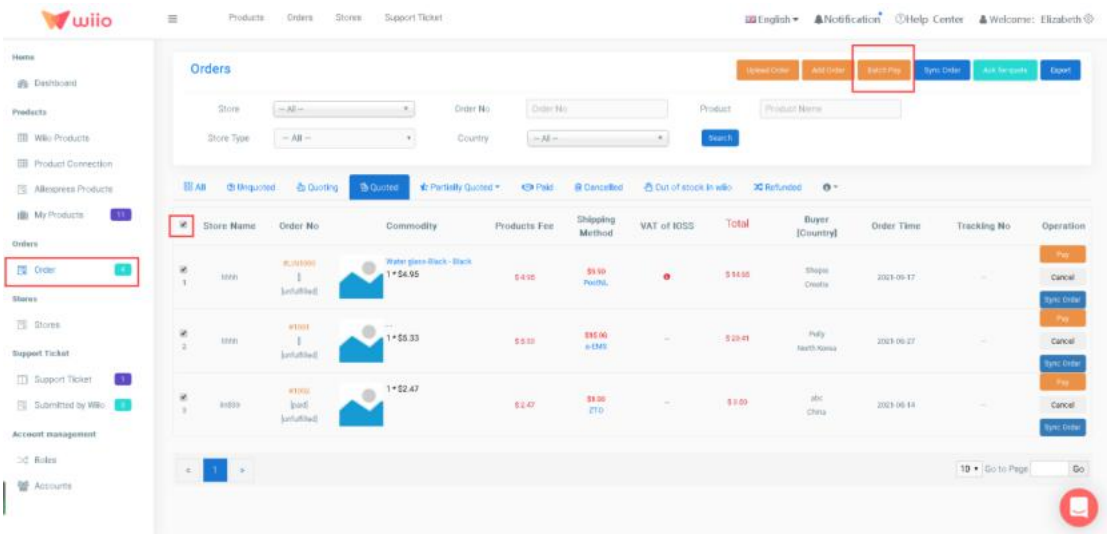
After selecting the shipping method you preferred, you will see the Product fee & Shipping fee & Total fee. When you are paying, you can choose online payments by system balance. Recharge Balance in the Wiio system, it’s supporting Payoneer, Paypal, Bank transfer, Boleto and Pix. After you paid, we will process the orders for you.


wiio
Products
Orders
Stores
Support Ticket
English
Notification
Help Center
Welcome: Elizabeth
Orders
Dashboard
Wiio Products
Product Connection
Aliexpress Products
My Products
Order
Stores
Support Ticket
Submitted by Wiio
Roles
Accounts
Store Name
Order No
Commodity
Products Fee
Shipping Method
VAT of IOSS
Total
Buyer [Country]
Order Time
Tracking No
Operation
Pay
Cancel
Sync Order


Balance is insufficient, please recharge.
Cancel
Confirm
Total
Buyer [Country]
Order Time
Tracking No
Operation
$ 4.83
1 1
Germany
2020-08-07
Pay
Cancel
Sync Order


wiio
Products
Orders
Stores
Support Ticket
English
Notification
Help Center
Welcome:
Finance
Setting > Finance
Elizabeth
balance
$ 0.00
PayPal
Payoneer
Bank Transfer
Boleto Bancário
pix
Using payoneer or bank transfer to enjoy benefits
Amount
Benefits
$0-1000
1%
$1001-3000
1.5%
$3001-5000
2%
Above $5000
3%
Recharge Records
Expenditure Records
Item Description
Payment Method
Order number
Data Time
Amount
Benefits
Remark
Status

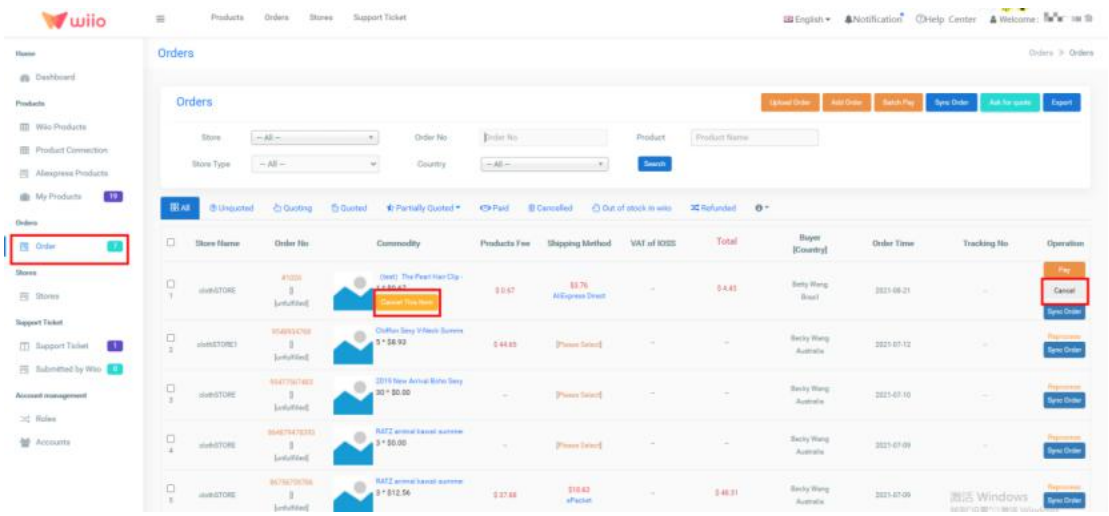
If there are a large number of orders that need to be paid, you can click ‘batch pay’ for batch payment.



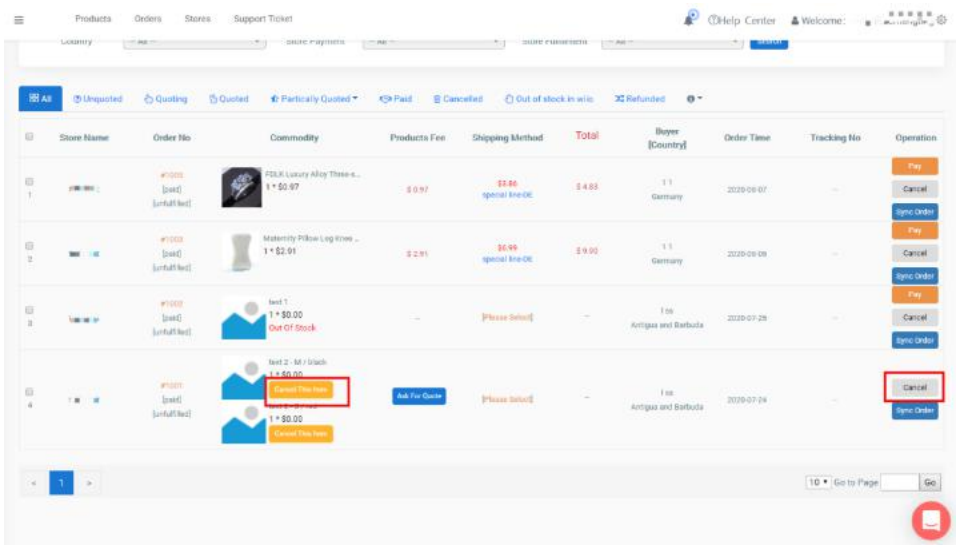
7) Cancelled

If you don’t want Wiio to process your orders, please cancel the orders.

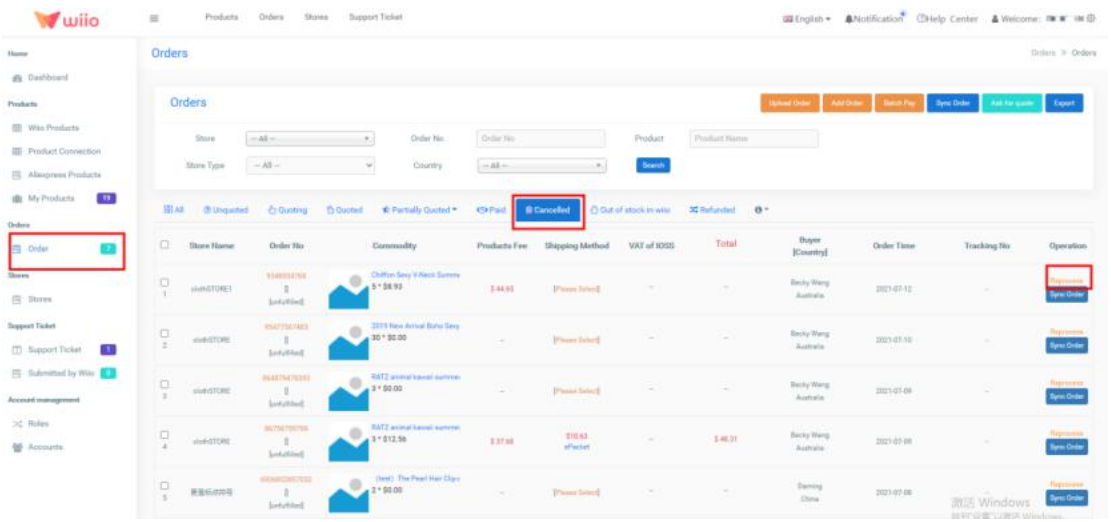
If there only one product in the order, you can click ‘Cancel This Item’ or ‘Cancel’.



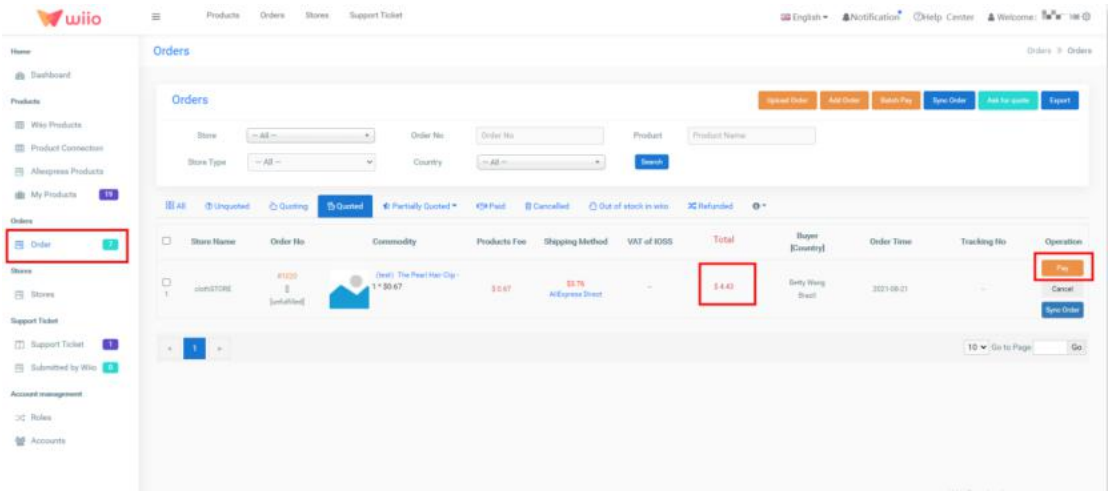
If there are more than one product in the order and you just don’t want Wiio to process one of the products, please click ‘Cancel This Item’. But if you don’t want Wiio to process all the products in this order, please click ‘Cancel’.



If you want Wiio to help you process the orders again, you need to click ‘Order’ first. Second, click ‘Cancelled’. After that, you can see the order you have cancelled. Third, you can click ‘Reprocess’. After that, you will see the price of the order.（At this time the order will return to Quoted or Partially quoted.）

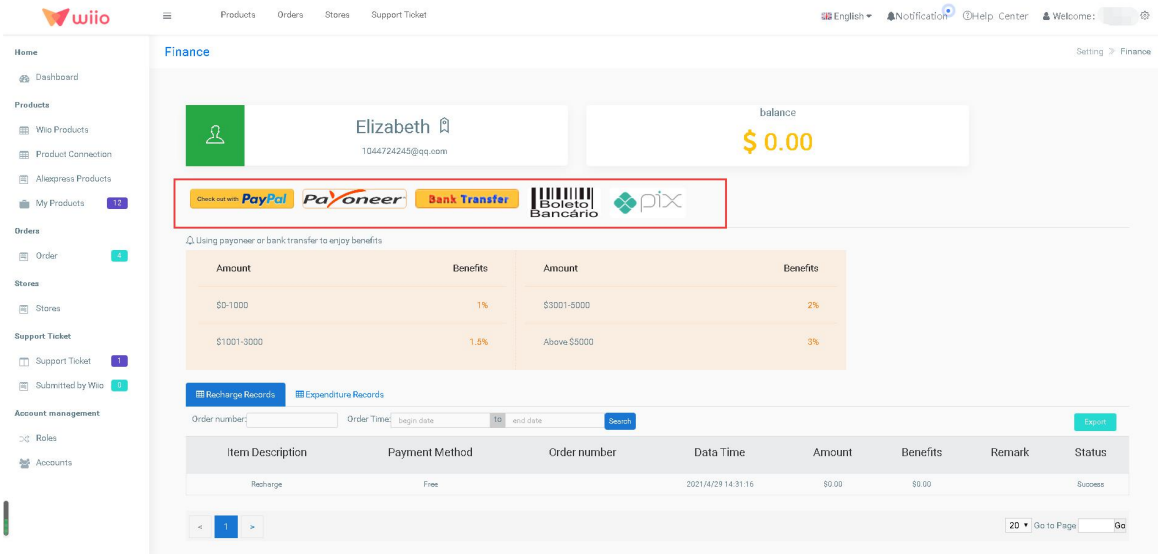


Finally, you can click ‘Pay’ according to the total price.



6.Recharge

If you want to know about your finance, you can click the icon at the top-right corner and then you will see the button ‘Finance’. Here, you can see the account balance.



You can choose to complete the recharge of your Wiio account in 5 ways.

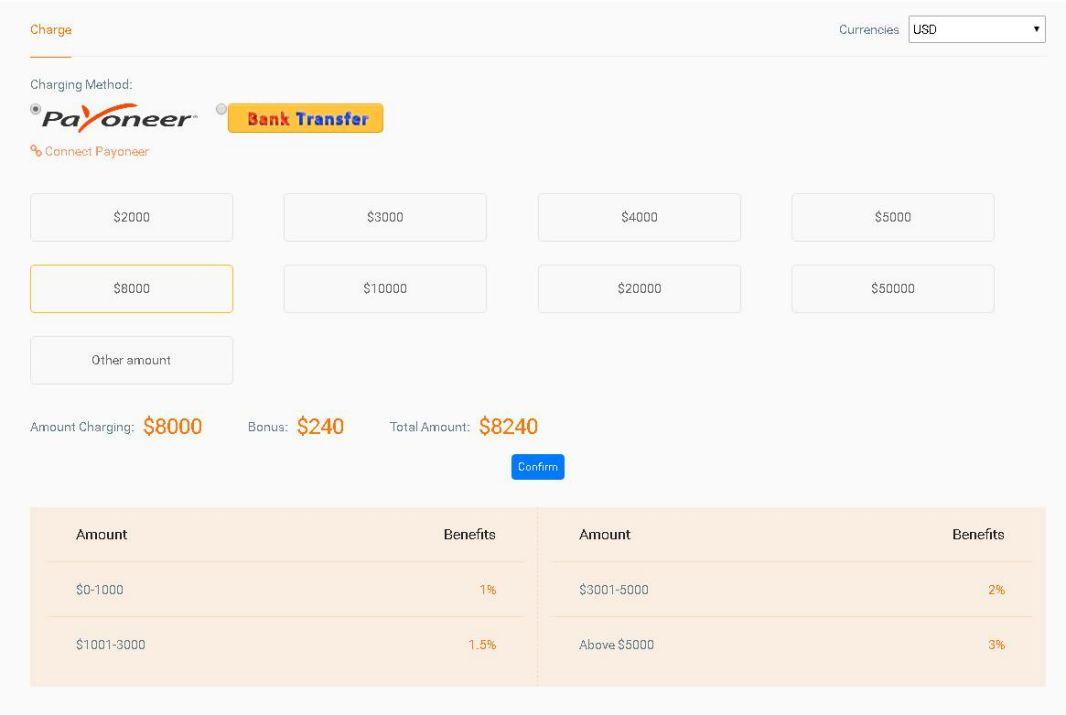
1) Paypal

If you pay with Paypal, you need to recharge at least $100.

2) Payoneer & Bank transfer

If you use Payoneer or Bank transfer, you can get the benefits.

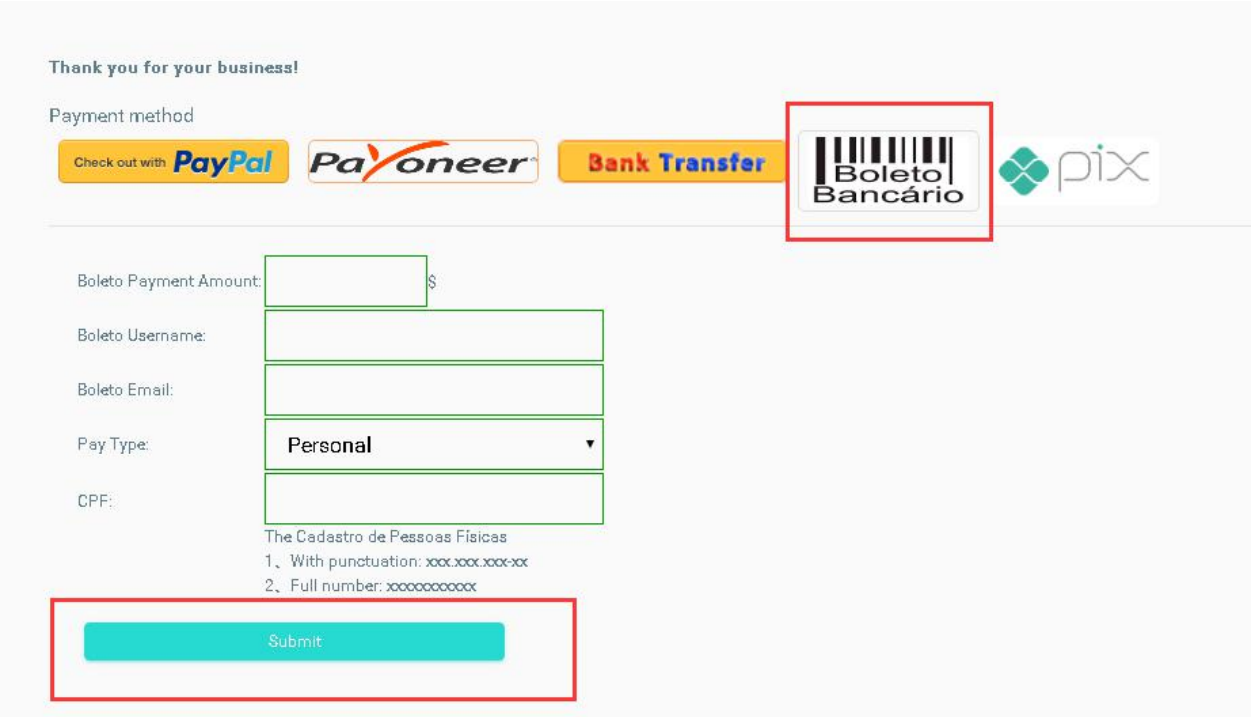
Payoneer has no recharge minimum limit while Bank transfer has a recharge minimum limit of $50.



And you can bind your Payoneer account to wiio, you will pay your orders by using your balance.

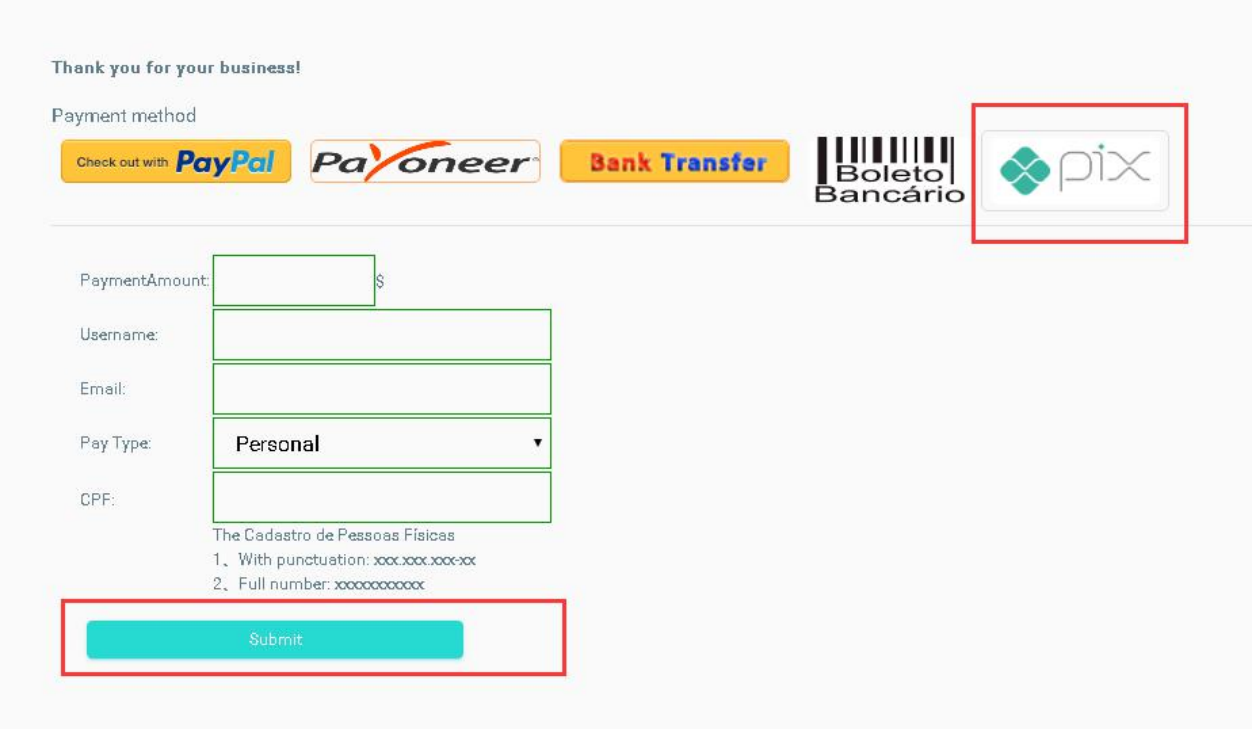
3) Boleto

If you use the Boleto, you need to fill in the information on wiio, and the recharge minimum limit is $100.



4) Pix

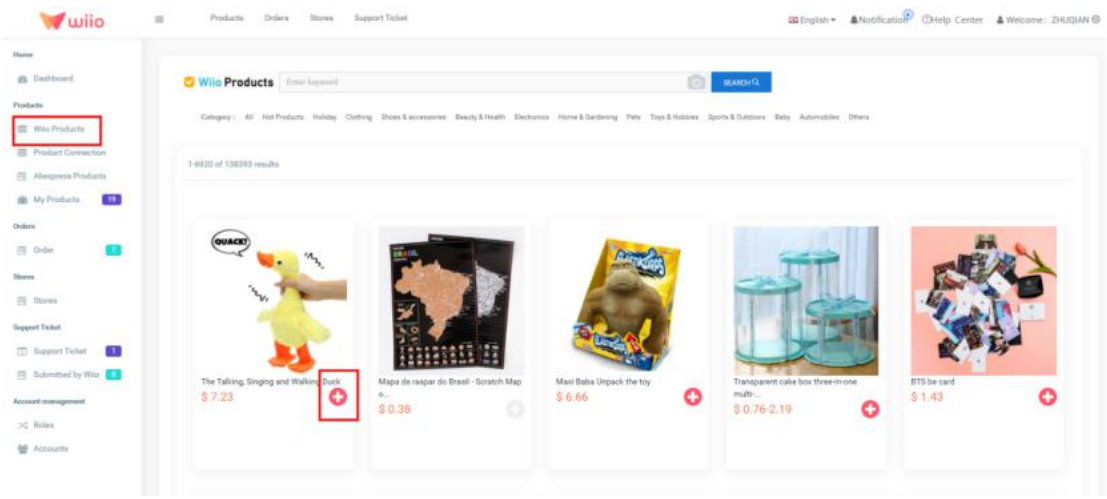
If you pay with Pix, you need to fill in the information on wiio and recharge at least $100.



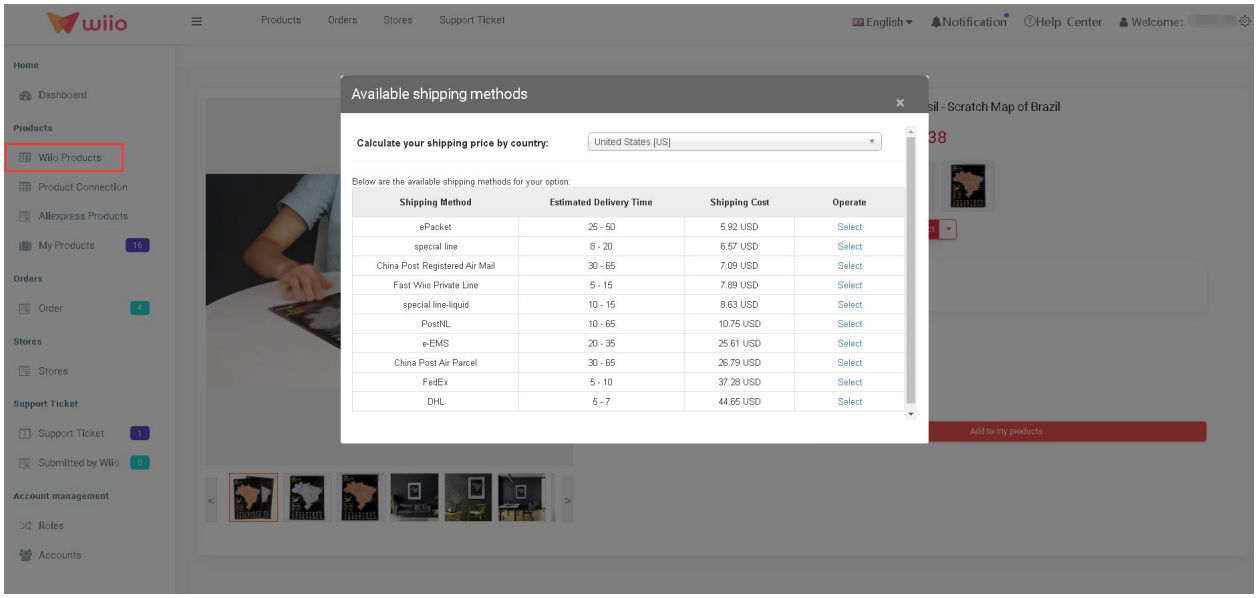
7.Products

1) Wiio Products

If you are interested, please feel free to add. And Wiio will continue to update.



If you want to know the shipping methods and shipping time to your destination country, you can check it on Wiio Products as follow.



2) Product connection

To get the quotation immediately, match your store products with Wiio's.

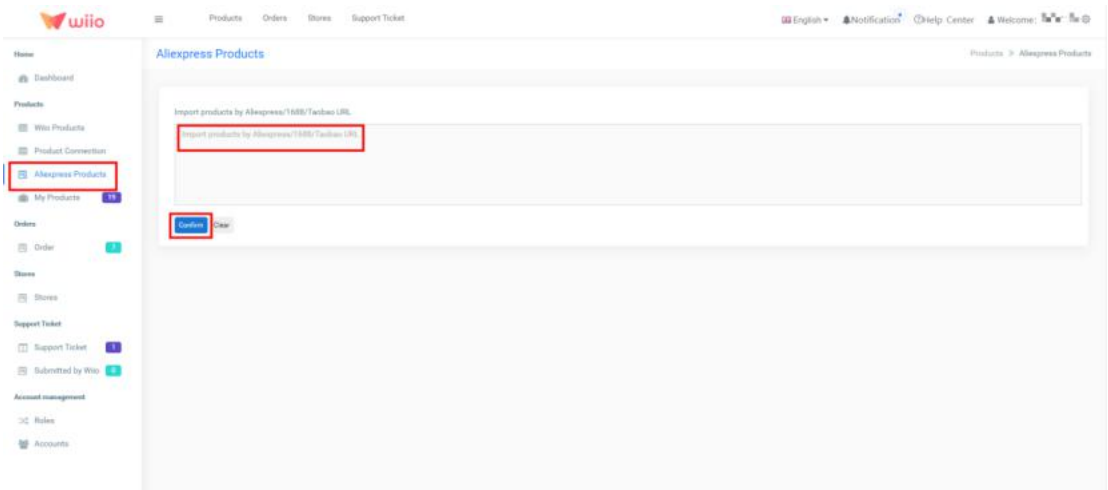
1. Click 'Search IMG' to match WIIO products

2. Type the product name to search

3. Click 'ask for a quote', await Wiio to quote (Quoting)

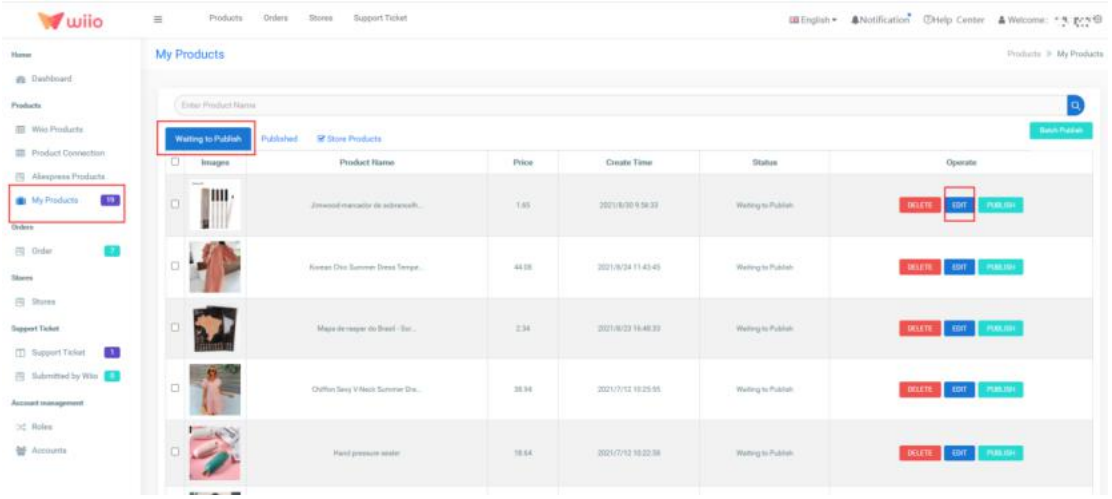
3) Aliexpress Products

Importing product by Aliexpress URL, Wiio will catch the product's information automatically. You can import the product to Wiio by using the URL in different language, but please note that if the operation failed, you can try again by changing the language into English.

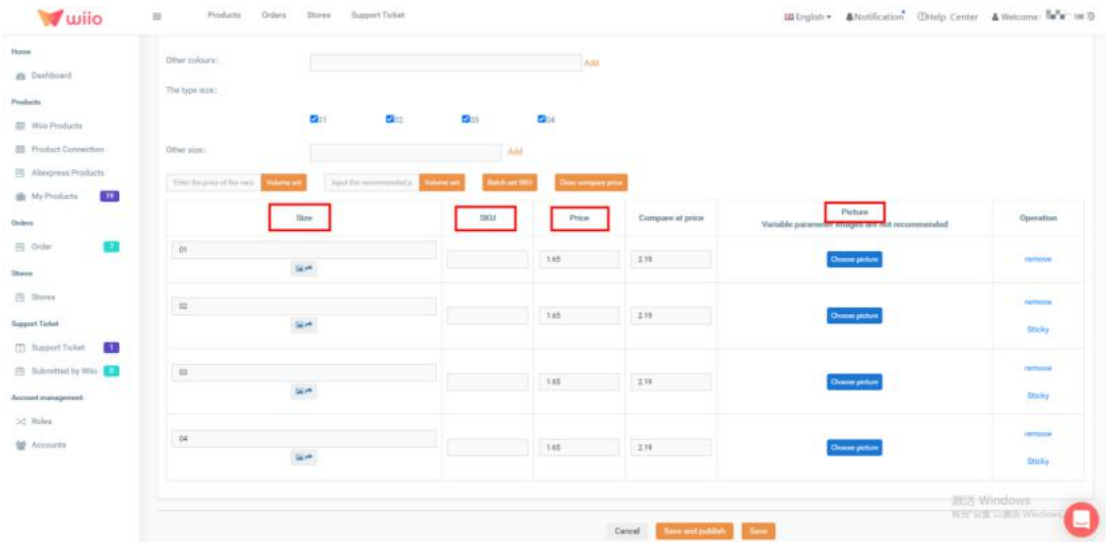


4) My Products

If you added products from Wiio Products or Aliexpress Products, they will be at ‘Waiting Publish’, you can choose to publish or edit. If you click ‘Published’ products, they will show up in your store.



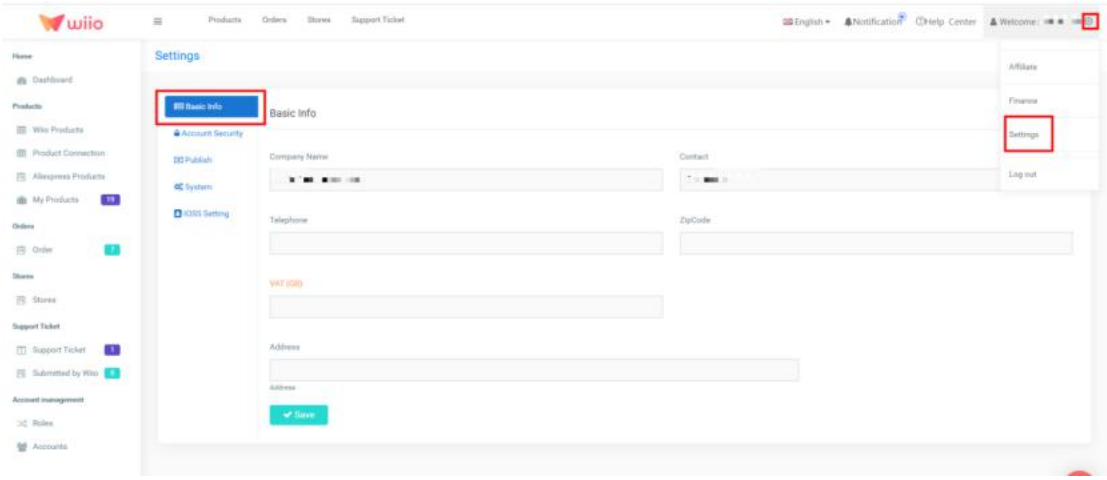
Please note that after you click ‘Edit’, you should edit the right attributes of the products and match the right product images for helping us process the order.



8.Settings

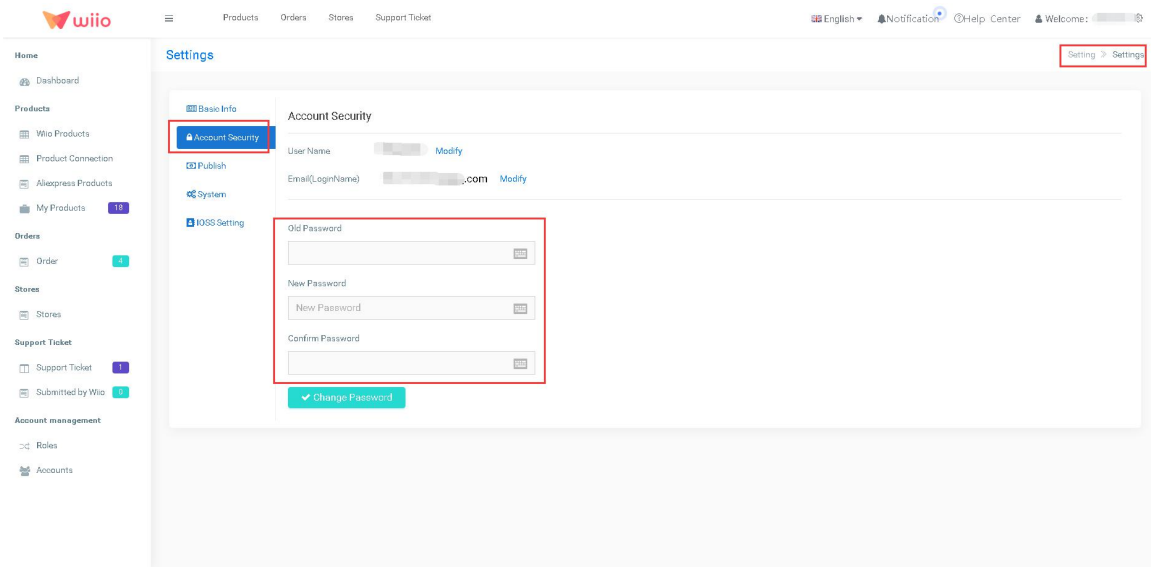
1) Basic Information

If you want to modify your information, you can click ‘Settings’, and then click “Basic Info”.You can fill your ‘Company name’, ‘contact’, ‘telephone’ ,‘zip code’, ‘address’.



2) Account Security

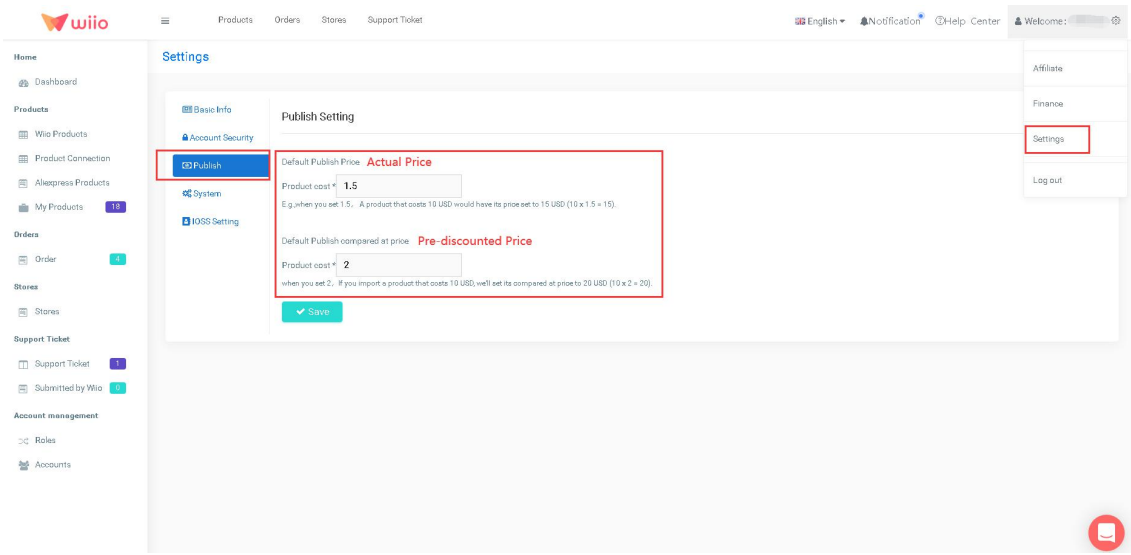
If you want to modify the Account Security, you can click ‘Settings’, and then click ‘Account Security’. After you finish the modify, please click ‘Change Password’.



3) Publish

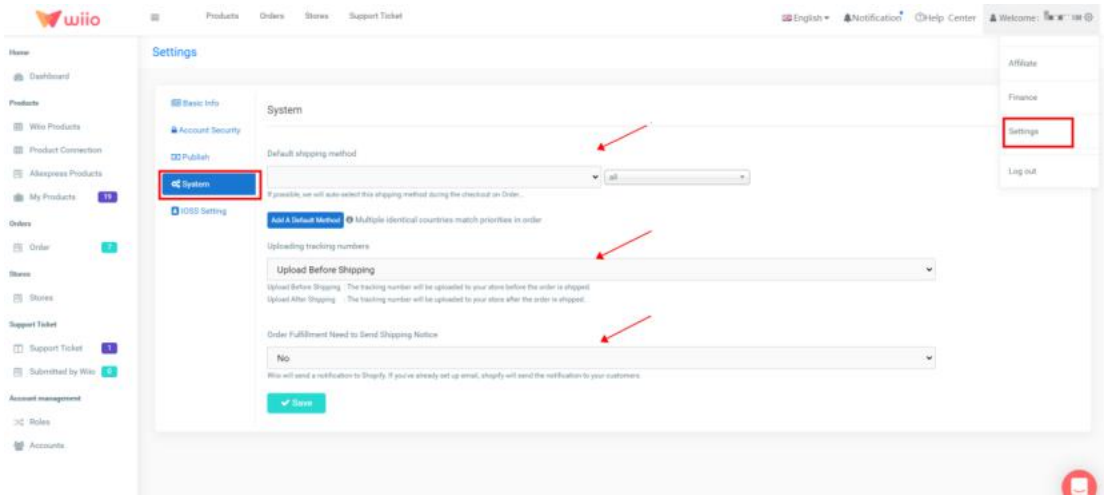
If you want to modify the Publish Setting, you can click ‘Settings’, and then click ‘Publish’. After you finish the modify, please click ‘Save’.

You can set the percentage of the price in WIIO, and it will be shown in your store after you published.



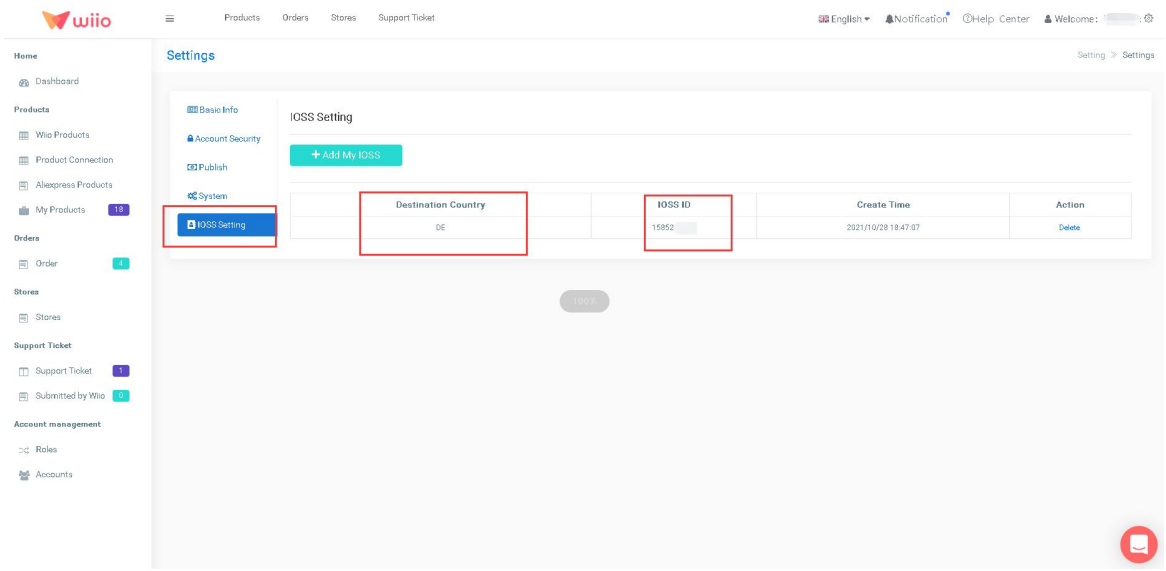
4) Settings

If you want to make system settings, you can click ‘Settings’, and then click ‘System’. Here, you can choose the default shipping method, the order fulfillment time and decide whether or not to send an email to your customer when the item is shipped.



5) IOSS setting

If you have orders which need be sent to EU countries, you can fill in your own IOSS here and it will be used for the country you set.

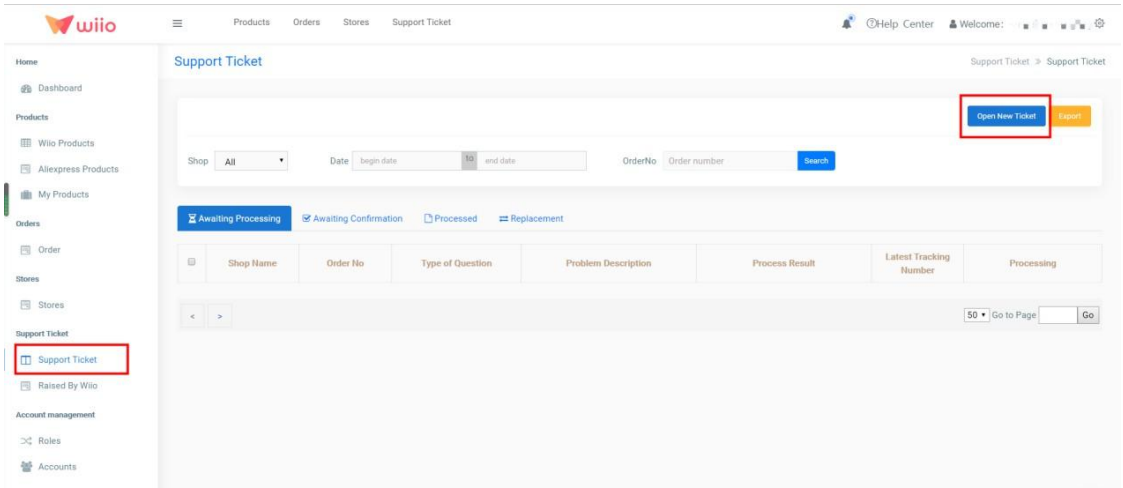


9.Support ticket

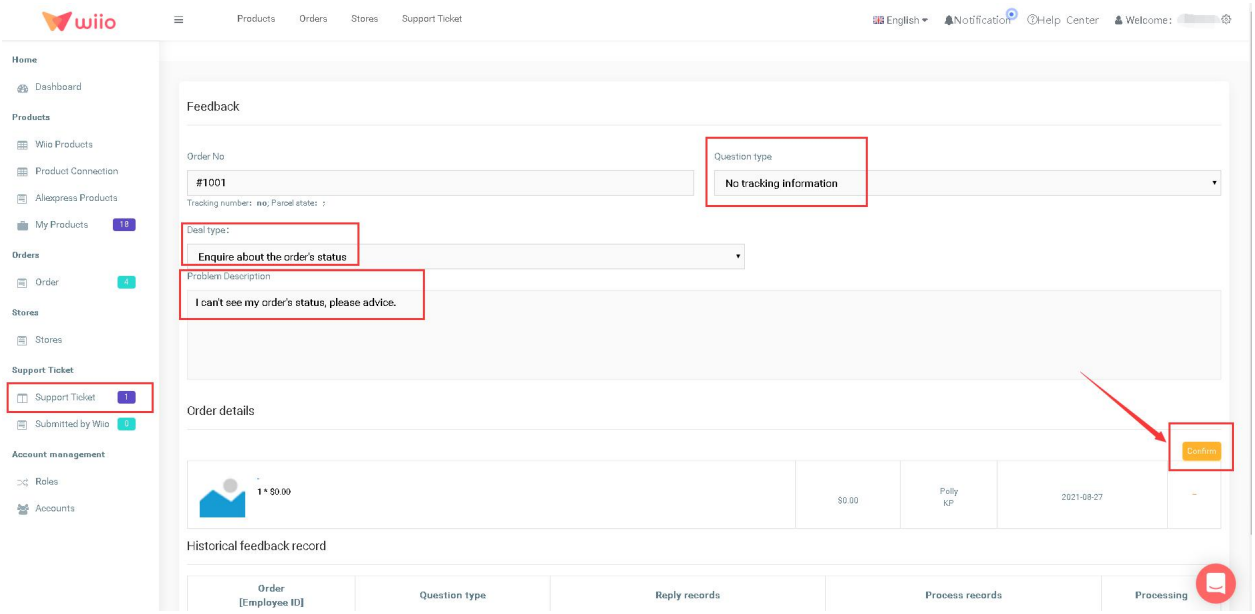
1) Support ticket

If you have questions about the order or need to modify the information,

you can click ‘Support Ticket’ and then click ‘Open New Ticket’ .



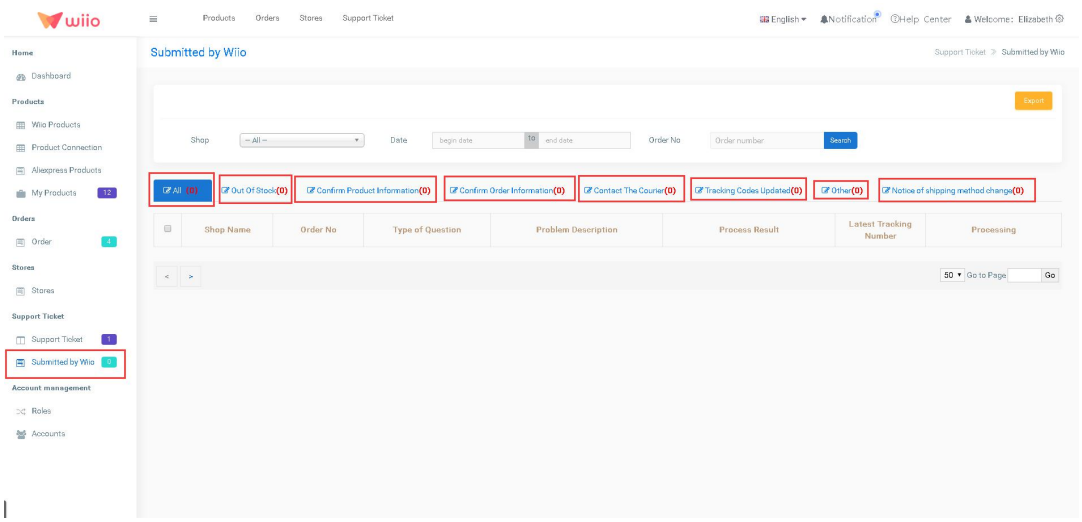
Fill in the information in the chart and click ‘Submit’.



2) Submitted By Wiio

If we need confirm any question with you, we will submit support tickets here.

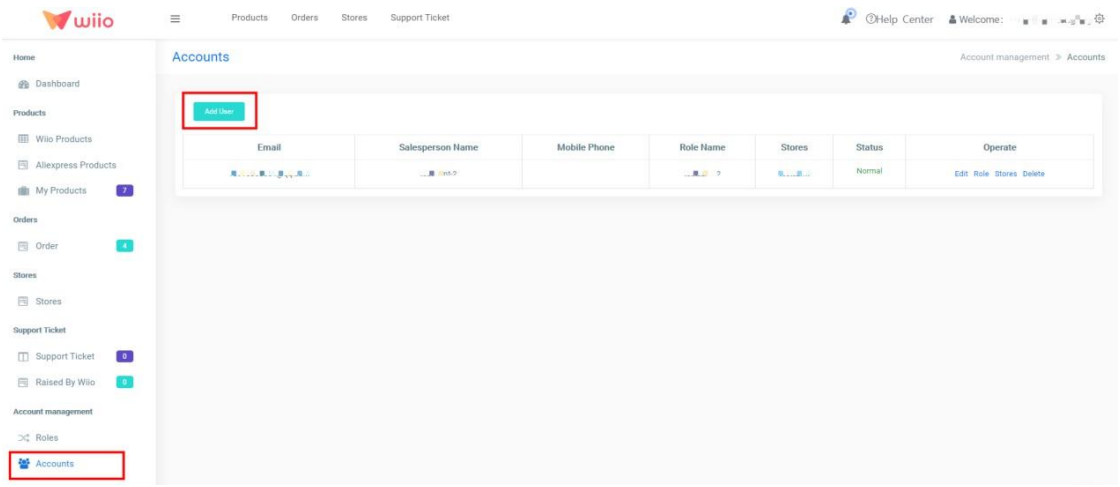
Please check them in time.

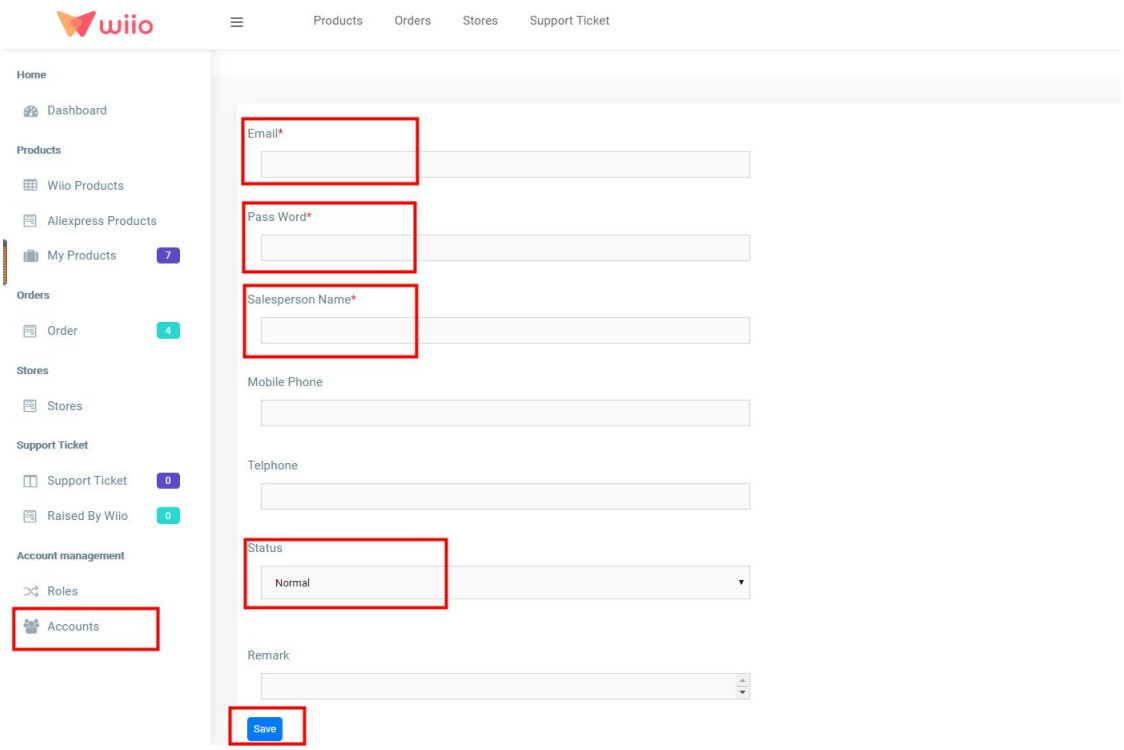


10.Account management

1) Accounts

If you want someone to help you manage your store, you can click ‘Accounts’ and click ‘Add User’. And then fill in the information.

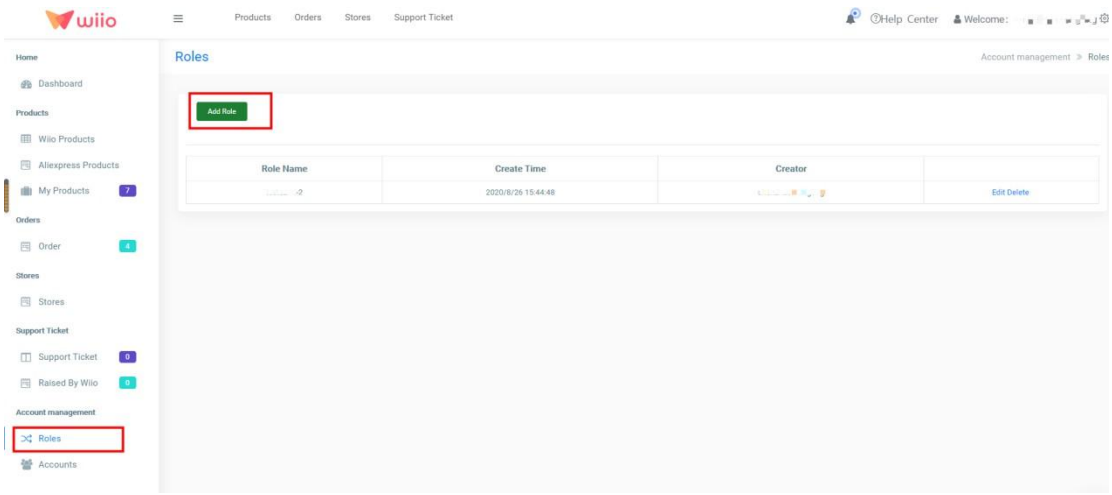


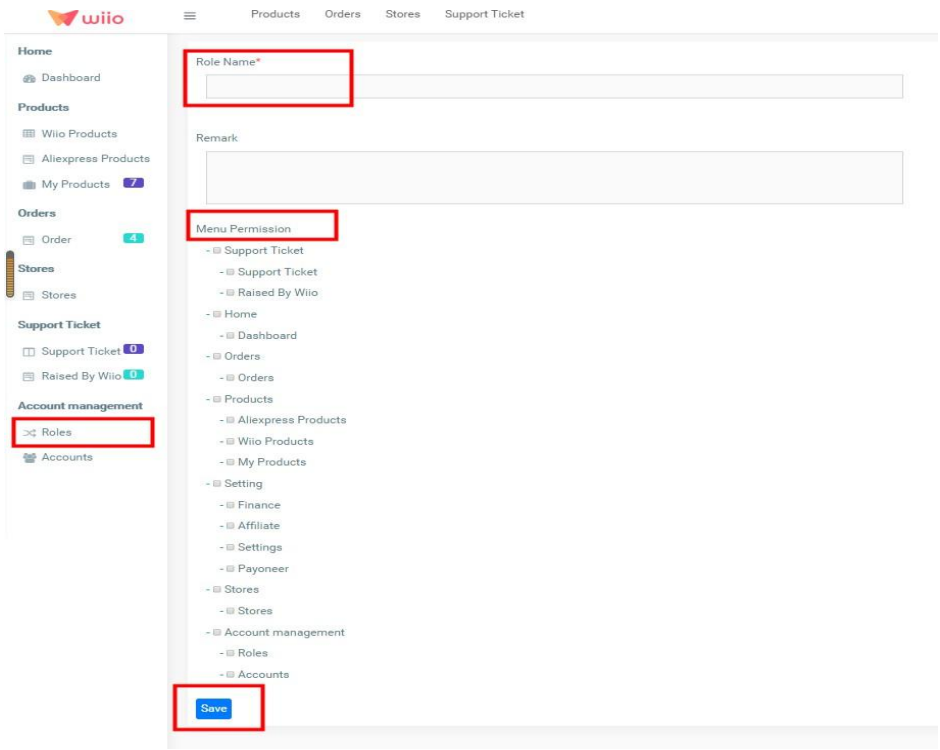


After setting up the account, you need to set the permissions. Click ‘Role’ and check the option.

2) Role

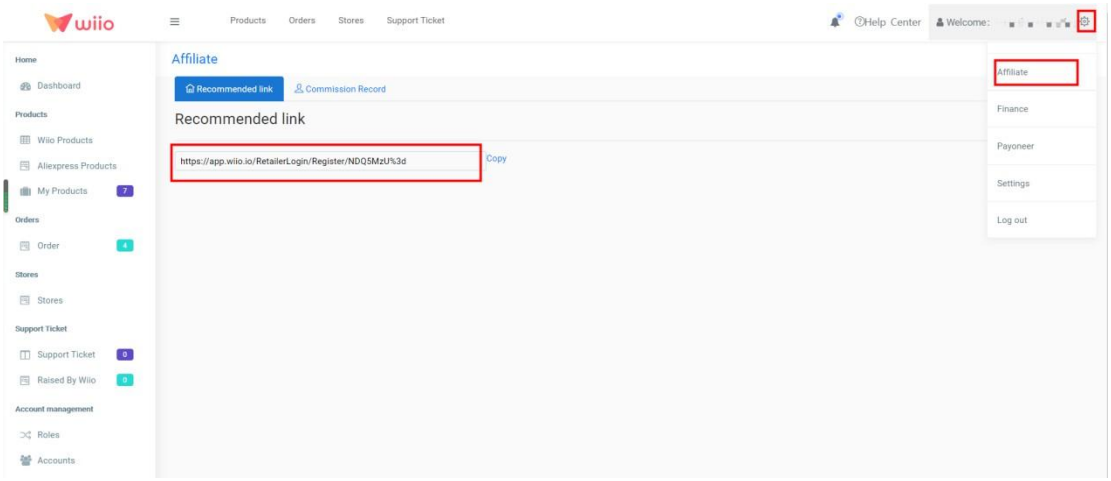
After setting the user account and set the permissions, you can set the roles. Click “Roles” and click ‘Add Role’. And then fill in the information and set the Menu Permissions.





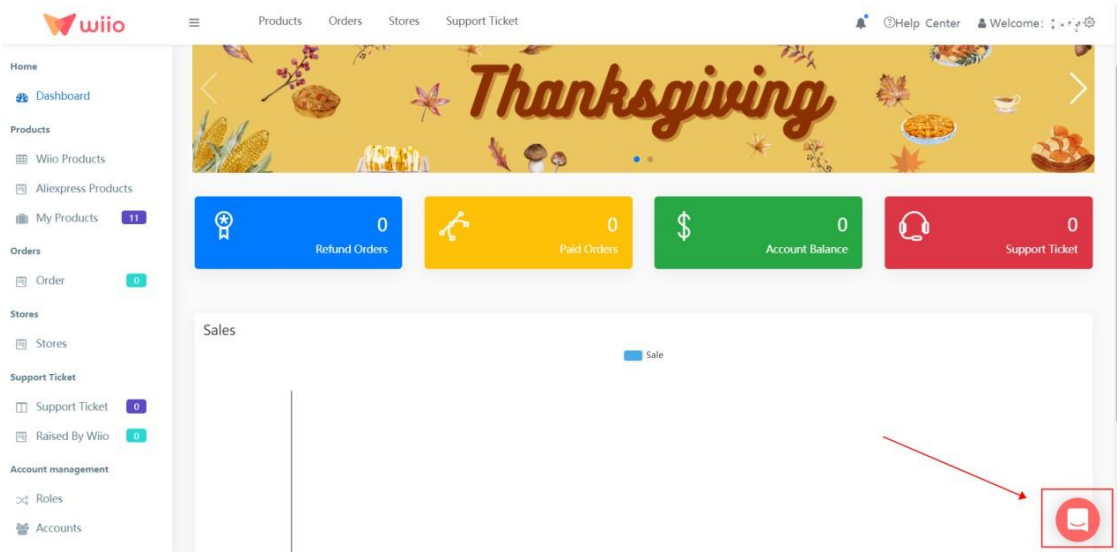
11.Affiliate

The button ‘Affiliate’ here means that if someone comes to Wiio through a link you shared, we will pay a commission to you.



12.How to contact us

If you want to contact us, you can click the button in the lower right corner, you can contact us freely through it.



Thank you for reading and welcome to wiio！