

What is Starefsanedepom, and what kind of service does it offer?



Starefsanedepom is a storage and order management (fulfillment) service provided through a collaboration between Starefsane and Logistics, specifically designed for Starefsane stores. It can also be defined as E-commerce Logistics. After making balance purchases, stores send their products to the Logistics warehouses. Subsequently, Starefsanedepom handles the packaging and shipping of orders coming from all marketplaces and the stores' own websites. It also manages all return processes on your behalf. In short, Starefsanedepom takes on all your operational burdens, saving you time to focus on sales.

Are the products within the scope of Starefsanedepom shipped for orders coming from all marketplaces?

The products in Starefsanedepom are shipped for all orders coming from both all marketplaces and your own e-commerce site, if applicable.



What product groups can I send to the logistics warehouse?

All products that are non-flammable, non-explosive, do not contain harmful substances, and do not pose any issues regarding their sale or storage according to the Turkish Commercial Code can be sent to the logistics warehouse.



What should I do when I receive an order?

When you receive an order for a product that you have previously included in the Starefsanedepom service and sent to the warehouse, you don't need to take any action. All operational processes are handled by Starefsanedepom. You only need to generate an invoice for your product. Afterwards, you can track it through your Entegra panel or the relevant marketplace store panel.



How are the invoice and delivery note processes managed?

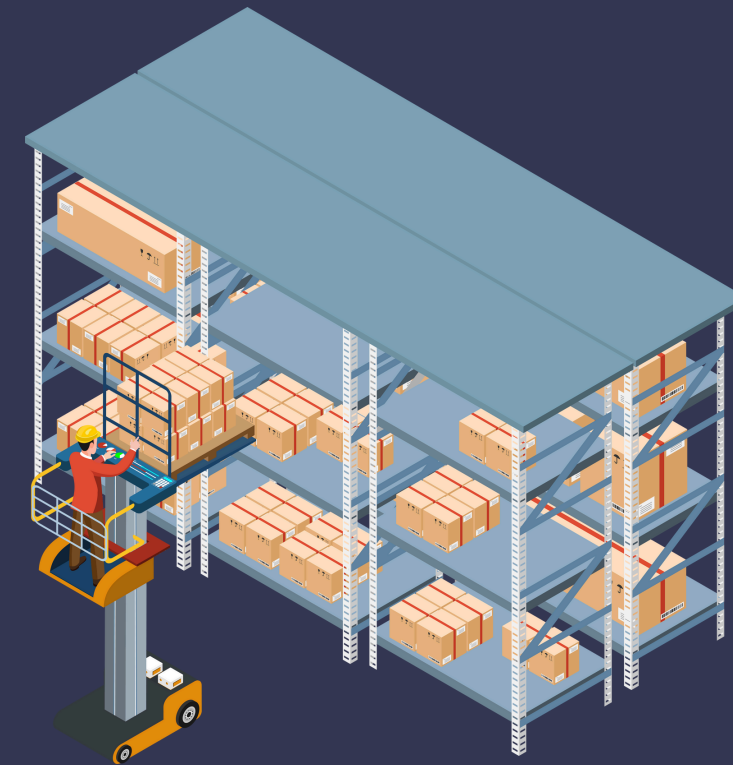
For orders shipped from Starefsanedepom, the invoice is issued by the store. The store can send the invoice as an e-invoice/e-archive invoice to the customer's email address. If a printed invoice is issued, the store must also mail the invoice.

You can quickly switch to e-invoice through Starefsanedepom. The delivery note is issued by Logistics when the product is dispatched from the warehouse.



Can I pull my products from the logistics warehouse to my own warehouse in bulk?

Yes, you can ship your products from Starefsanedepom to your address in bulk at any time using your own shipping/logistics agreement, or you can pick them up yourself. Additionally, you can request the bulk delivery of your products to your address from Logistics for an additional service fee.



How will my products within the scope of Starefsanedepom be packaged?

Your products will be carefully packaged by professional teams in a way that minimizes the risk of damage during shipping.



Which shipping agreement is used to dispatch products from the logistics warehouses?

Your products will be shipped using marketplace agreements or your own agreement. For products shipped with your own agreement, you need to define your marketplace-based account information through your Starefsanedepom panel. The terms for mandatory marketplace agreement usage will continue to apply.



How can I start using the Starefsanedepom service?

To benefit from the Starefsanedepom service, the registration process will be initiated based on your company information through your Starefsane store panel. After that, you can start using the service by sending your products to the warehouse.



How can I define my products to Starefsanedepom?

You can define your products for Starefsanedepom through your Entegra panel.



How can I send my products to the logistics warehouse?

After defining your products through Entegra, you need to create a work order for the products you will send to the warehouse by connecting to the Logistics system through your Starefsanedepom panel. You can either ship your products directly from your supplier to the warehouse or send them in bulk to the relevant warehouse address using your own contracted shipping or logistics companies.

