

## DNOW eMARKETPLACE

Reach additional markets and grow your business using our eCommerce network and customers.

### Expand Your Reach

Partner with DNOW and take the opportunity to expand your reach to our established network of customers. Not only will you have the use of our best-in-class eCommerce platform, but you'll have the chance to change the way our customers procure products. What better way to add value to our customers than to offer one place to purchase everything for their operational needs? Along with added value, customers will receive the same commitment of service they have come to expect from DNOW.

Selling your products on Shop.DNOW.com is easy as...



Apply



Load Products



Get Paid

### Who Is DistributionNOW?

DistributionNOW (DNOW) is a leading global supplier of energy and industrial solutions, products and engineered equipment packages with a legacy of over 150 years. From a network of locations spanning more than 20 countries and a complementary suite of online digital channels, DNOW provides thousands of products to the energy and industrial markets worldwide. Through our evolving DigitalNOW® platform, suppliers can leverage world-class technologies across our eCommerce platform to reach an extensive network of customers.



## WHAT WE SELL

DNOW leads the energy industry in supplying over 1.3 million products, including:

- Drilling and production products
- Pipe and tubular
- Fittings and flanges
- Valves
- Artificial Lift
- Electrical
- Pumps
- Mill, tool and safety supplies

## WHAT WE'RE LOOKING FOR

With the help of our eMarketplace suppliers, we would like to expand our offerings to include:

- Automotive
- Consumer electronics
- Food and beverage
- Furniture and office supplies
- Large and small appliances
- Kitchen goods
- Cleaning products

## WHO ARE OUR CUSTOMERS?

Our customers cover all sectors of the oil and gas industry – from exploration and production companies, to midstream infrastructure development, to downstream petrochemical and petroleum refining – as well as chemical processing, mining, utilities and industrial manufacturing operations. Our industrial end-markets include manufacturing, municipal water, wastewater and engineering and construction firms.



## SHOP.DNOW.COM FEATURES

We have made the investment into our eCommerce platform to ensure an intuitive and user-friendly experience, with the option of further customization. Here are the basic features of the platform's user interface:

- Browse/Search catalog items – web browser style search functionality
- Order catalog items
- Order non-catalog items
- Quick order (bulk entry)
- Saved Cart
- Favorites list
- Product-specific technical information and images
- Customizable checkout process
- Multiple delivery and pickup options
- eProcurement capabilities (Punchout, EDI, cXML)

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## FREQUENTLY ASKED QUESTIONS

### THE eMARKETPLACE PROGRAM

#### How does the DNOW eMarketplace program work?

DNOW has partnered with Mirakl, the leader in marketplace platform technology, to create a marketplace on our existing online ordering website. In addition to DNOW's extensive offering, customers can now benefit from an expanded assortment of products provided by you and other 3rd party suppliers. The Mirakl platform provides you with a supplier portal where you can manage your catalog and offers, and track your sales and metrics.

DNOW provides a guided supplier onboarding process where we determine which of your products may be sold in the eMarketplace. You determine pricing and shipping rules. When customers buy products from you on DNOW eMarketplace, you will either ship directly to the customer or to one of our 100+ U.S. branches, where we handle last-mile delivery (this is selected by customer during checkout). DNOW earns a commission on each sale at an agreed upon commission rate.

#### How do I apply for DNOW's eMarketplace?

[Click here to fill out the application online.](#) Once we have reviewed and approved your application, we email login information. You will be introduced to your eMarketplace Onboarding Specialist, who will be responsible for helping you build your "store" and integrate with the eMarketplace platform. Once your store is created, the content requirements are met and integration is complete, your products will show up on [shop.dnow.com](http://shop.dnow.com) and you are ready to start receiving orders.

#### How are customer inquiries handled?

All customer service inquiries are initiated via DNOW's top-rated customer service experience. You will be notified if a customer has a question or issue with an order. You will then communicate directly with your eMarketplace Manager through your own supplier portal.

#### I am already a DNOW supplier — how does this program impact me?

If you are a current supplier with DNOW, nothing changes. However, if there are products in your portfolio that DNOW doesn't currently carry, you can work directly with your Product Line Specialist or Category Manager to determine how this program can benefit you.



## PRODUCTS

### Can I sell services on eMarketplace?

Currently, eMarketplace is only taking suppliers with physical product.

### Who sets prices for my eMarketplace products?

You do.

### Who is the target audience for my products?

We are targeting both existing DNOW customers and new customers looking for lines of products not originally available on the DNOW website.

### Can I set a minimum order quantity and/or volume pricing?

Currently, we do not have this capability.

### Can I ship to customers outside the U.S.?

No. We are not shipping outside of the U.S. at this time, but eMarketplace can support international shipping when we expand in the future.

### Can I join eMarketplace if I don't have any U.S.-based shipping warehouses?

At this time, all eMarketplace suppliers must have a U.S.-based shipping warehouse.

## SALES TAX

### Do I have to collect taxes?

No, DNOW buys out your products as they sell. We take responsibility for collecting all taxes in each state.

## PAYMENT

### Do I have to pay a monthly membership to be a supplier?

No, you don't! Signing up for eMarketplace is completely free. We don't charge you a monthly fee to sell on our website.

### How is the commission determined and tracked?

Commission rates are determined between DNOW and each Supplier during the supplier onboarding. The Mirakl marketplace platform tracks sales and commissions and provides you with visibility into sales and other metrics via your supplier portal.

### Do you take commission from shipping?

No, we don't! We only take a commission of the sale of an order or product. You set and keep the entirety of your shipping cost.

### Does the customer pay for the order immediately, or can we offer payment terms?

If a customer has payment terms set up with DNOW, those terms may be used for eMarketplace products. DNOW manages the payment from the customer. Suppliers will not invoice customers directly; therefore, suppliers cannot provide terms directly to customers in the marketplace.

### Is eMarketplace a different website than shop.dnow.com?

No, the experience for the customer is the same. Your brand and products appear on the site like any other product. We manage payment processing, we cover taxes and we handle first-line customer support. You ship product directly to the customer or to one of our 100+ U.S. branches, where we handle last mile delivery (selected by customer at checkout).

### What are the terms between DNOW and the Supplier?

Standard terms will be 45 days unless otherwise agreed upon.

### How will payments to me get handled?

Payments will be automatically deposited into your preferred U.S. bank account every two weeks. You can update your bank details in your supplier portal. Payments made to Suppliers will reflect the corresponding sales commissions for the period.