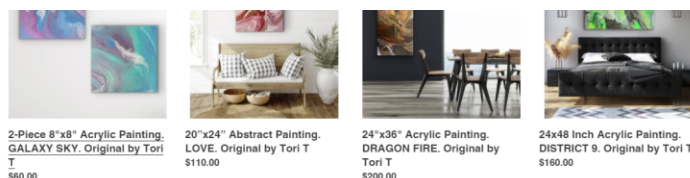




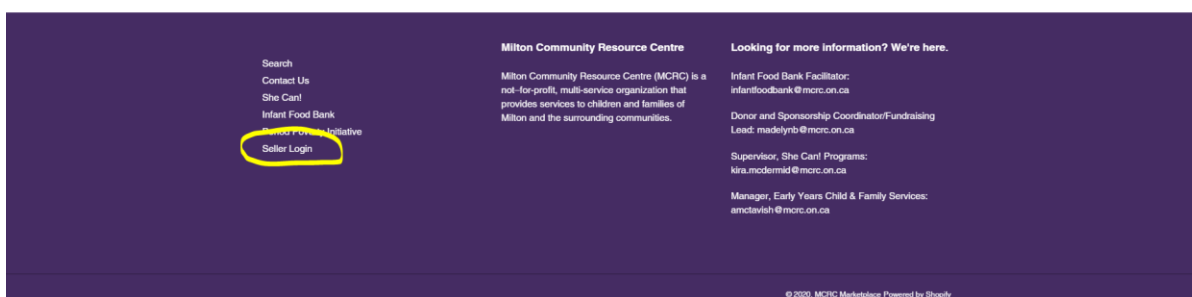
Online Marketplace 2020 – Vendor Support Guide: UPDATES

Vendor Login Has Moved:

- In our previous guide, we stated you could login anytime by clicking “Seller Login” in the header of the Online Marketplace.
- You can now find the Seller Login link in the footer of the Online Marketplace.



Page 1 of 24



Don't want to ship some or all of your products?

- If you have some products that you do not want to risk shipping i.e. they are delicate or too heavy, or you simply do not want to deal with the potential fuss of shipping items, **you can offer a local pick up, delivery or meet up option.**
- Most of our shoppers will be within Halton or the GTA. If you are offering a free delivery service within x amount of kms, it is up to you if you'd like to have a handling fee or not. This handling fee could be added towards your mileage of the drop offs. Perhaps you add a small handling fee on any item below \$20, for example.
- The shopper does **NOT** have an option to specify upon checkout if they want local delivery/pickup or if they want shipping. Therefore, if you do not add a handling fee but your item can be shipped, you will not have covered any shipping costs. In addition, if you are offering shipping AND local drop offs/pickups in the product description, you will need to follow up with customers once the order is placed to confirm if they are choosing a shipping, or local option and if so, to arrange the day/time/address, etc.
- To let your shoppers know you offer local drop-off or pick-up, please add a personal message in the product description:

[Edit product details here](#)

Normal Product ▼

Teddy Bear

DESCRIPTION

Another example, with no handling fee added: (this could be the case for all of your products, if you do not want to offer shipping at all)

Want to check out how the site looks?

- URL: <https://mcrc-marketplace.myshopify.com/>

Password: fovieg

ENTER USING PASSWORD →

MCRC Marketplace

COMING SOON

Be the first to know when we launch.

Promotions, new products and sales. Directly to your inbox.

Email address

NOTIFY ME

Spread the word

SHARE

TWEET

PIN IT

Powered by Shopify

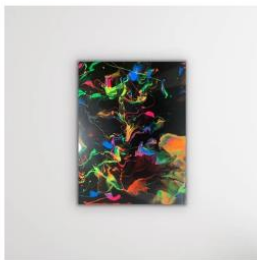
- Please do NOT give this password to anyone. The password function will be disabled once we go live at 9 a.m. on November 1st.
- If you prefer not to browse the website, here is what our product home page looks like:

Products

FILTER BY All products ▾

SORT BY Alphabetically, A-Z ▾

190 products



12"x16" Acrylic Pour Painting With Resin. COLOUR EXPLOSION. Original by Tori T
\$75.00



14" Metal Owl made in Zimbabwe from Recycled Oil Drums
\$60.00



15 inch Pillows
\$48.00



16"x20" Acrylic Painting. PINK POWER. Original by Tori T.
\$50.00

- Here is what my individual product looks like:



Bunny

\$2.00

Magnificent Madelyn

ADD TO CART

BUY IT NOW

[SHARE](#)

[TWEET](#)

[PIN IT](#)

- Here is what my individual vendor profile page looks like:



Magnificent Madelyn
kk
Burlington, Ontario, Canada
Join Since 16 October, 2020 | Total Products 3 | Total Sale 2

SHOP OWNER



Magnificent Madelyn

[Contact](#)

[Seller Products](#) [Policy](#)

Filter by Type
Woodwork 1

Search [Q](#)



\$2.00
Bunny



\$25.00
Teddy Bear



\$60.00
Muskoka Sign

- Shoppers will only see your logo and banner displayed on your individual vendor page, which shoppers get to by clicking your products on the shopping page and then clicking your shop name, or by searching your business or product names:

3 RESULTS FOR "MADELYN"

madelyn

x



Bunny

\$2.00



Teddy Bear

from \$15.00



Muskoka Sign

from \$40.00



Bunny

\$2.00

Magnificent Madelyn

ADD TO CART

BUY IT NOW

- **OUR SUGGESTION:** copy the URL link at the top of your profile page and share that link with friends and family and add that link to your website or social platforms for the month of November. This will provide a direct link to your shop with all your products at a glance.

mcrc-marketplace.myshopify.com/pages/seller-profile?magnificent-madelyn

Tipping Feature:

- We have added a new feature called **Tipping** that will appear for shoppers during their Checkout process.
- This feature enables shoppers to “tip” MCRC Marketplace at checkout. The tip feature will act as a donation, and all collected tips will go directly to MCRC’s Empowerment Programs. 😊
- Please encourage your friends, family and followers to consider leaving a tip during checkout.

Receiving and Fulfilling Orders

- When an item is purchased from your shop, you will receive an email informing you that an order has been placed.

mcrc-marketplace

Hello Hey Nice Shirt

This is to inform you that an order has been placed.

Please login to your account to fulfill the order products.

Order ID	Order Name	Product Image	Product Name	SKU	Sales Price	QTY	Discount	Sub Total
#2244255	#1002		Bunch of Bananas	N/A	\$2.00	1	0.00	\$2.00
Order Total - \$2.00 Payment Status - Paid								

This product(s) will be shipped to the following address -

[REDACTED ADDRESS]

Canada

- When logged into the Online Marketplace, you can see your orders by viewing Orders > Order Listings:

mcrc-marketplace

VIEW PROFILELog Out

CONFIGURATIONPRODUCTSORDERSPROFILE

ORDERS LISTINGORDER PAYMENTS

Orders

Here are your orders.

Sort By:

Search

Bulk Action: Select Options

Export

Show 15 entries

	ORDER ID	STORE ORDER ID	DATE	CUSTOMER NAME	PAYMENT MODE	PAYMENT STATUS	FULFILLMENT STATUS	ACTION
	2255713	#1004	2020-10-28	[REDACTED]	PAYPAL	Paid	Unfulfilled	...
	2250580	#1003	2020-10-27	[REDACTED]	PAYPAL	Paid	Unfulfilled	...

- You can find the full details of the order by clicking on the 3 blue dots on the righthand side of the screen, under Action, and clicking "View".

- Viewing the order details will give you access to the Product Details, Current Order Status, Seller Earning Information, Billing Details (ie – shipping address) and Customer Details.
- The order details contain all of the necessary information to ship your product. Friendly reminder: you are responsible for shipping with your courier of choice outside of our platform. If you have chosen to deliver or arrange a pickup time or location with the customer, you can find their contact information in the order details as well.
- The buyer may have purchased items from multiple vendors, but you will only receive information about the items purchased from your shop.
- By default, all new orders will be “Unfulfilled”

CURRENT ORDER STATUS

Here is current status of order.

ORDERED ON -	Oct 27, 2020 3:29 PM
ORDER STATUS -	Unfulfilled
PAYMENT STATUS -	Paid

- Once you have shipped the product or facilitated drop-off or pick-up, you must change the status of the order to “Fulfilled”. This button can be found at the very bottom of the Order Details Page. By marking the order as fulfilled, we know that the order is complete and the customer has received their order.

CUSTOMER DETAILS

Here are customer details.

Name	- [REDACTED]
Email	- [REDACTED]
Phone	- N/A
Company	- N/A

FULFILLMENT DETAILS

Here are fulfillment details.

FULFILL

Order Payment and Vendor Payout

- Since MCRC’s Online Marketplace features multi-vendor checkout (the ability to purchase items from more than one vendor in a single checkout), all funds collected at checkout are first sent to MCRC’s Online Marketplace, then the correct appropriate funds are reallocated to each vendor.

*** Please allow up to two business days for the funds to be reallocated and deposited to you. ***

- 1ST EMAIL: you will receive an email from Marketplace notifying you that the shopper's payment has been captured successfully.

mcr-marketplace

Hello Hey Nice

Your order payment (order no. #2244255) has been captured successfully.

Now you can fulfill and deliver the order products.

Order ID	Order Total	Payment Status
#2244255	\$2	paid

Regards

Mcr-Marketplace

- On the righthand side of your Order Detail, it will clearly state how much MCRC's Marketplace will be paying out to you for each order. To access order details, click Orders > Order Listings and then click on the 3 blue dots on the righthand side and select "View":

mcr-marketplace

VIEW PROFILE Log Out

CONFIGURATION PRODUCTS ORDERS PROFILE

Orders

Here are your orders.

Sort By: Bulk Action: Select Options Export

Search

Show 15 entries

ORDER ID	STORE ORDER ID	DATE	CUSTOMER NAME	PAYMENT MODE	PAYMENT STATUS	FULFILLMENT STATUS	ACTION
2255713	#1004	2020-10-28	[REDACTED]	PAYPAL	Paid	Unfulfilled	...
2250580	#1003	2020-10-27	[REDACTED]	PAYPAL	Paid	Unfulfilled	...

SELLER EARNING

Here is earning of seller.

PRODUCT EARNING -	\$2.00
SHIPPING CHARGE EARNING -	\$0.00
TAX CHARGE EARNING -	\$0.00
TOTAL ORDER EARNING -	\$2.00

- 2ND EMAIL: You will receive an email notifying you that MCRC has successfully received the payment for the order.

mcrc-marketplace

Hello Hey Nice

Your order payment (order no. #2244255) has been captured successfully.

Now you can fulfill and deliver the order products.

Order ID	Order Total	Payment Status
#2244255	\$2	paid

Regards

Mcrc-Marketplace

This is an auto generated email

- 3RD EMAIL: You will receive a confirmation email notifying you the funds have been successfully reallocated to you.

*** Please allow up to two business days for the funds to be reallocated and deposited to you. ***

mcrc-marketplace

Hello Hey Nice

This is to inform you that amount of 2.00 has been paid to you.

Regards

Mcrc-Marketplace

** All transactions will be facilitated through PayPal.*