

Vendor Setup Guide

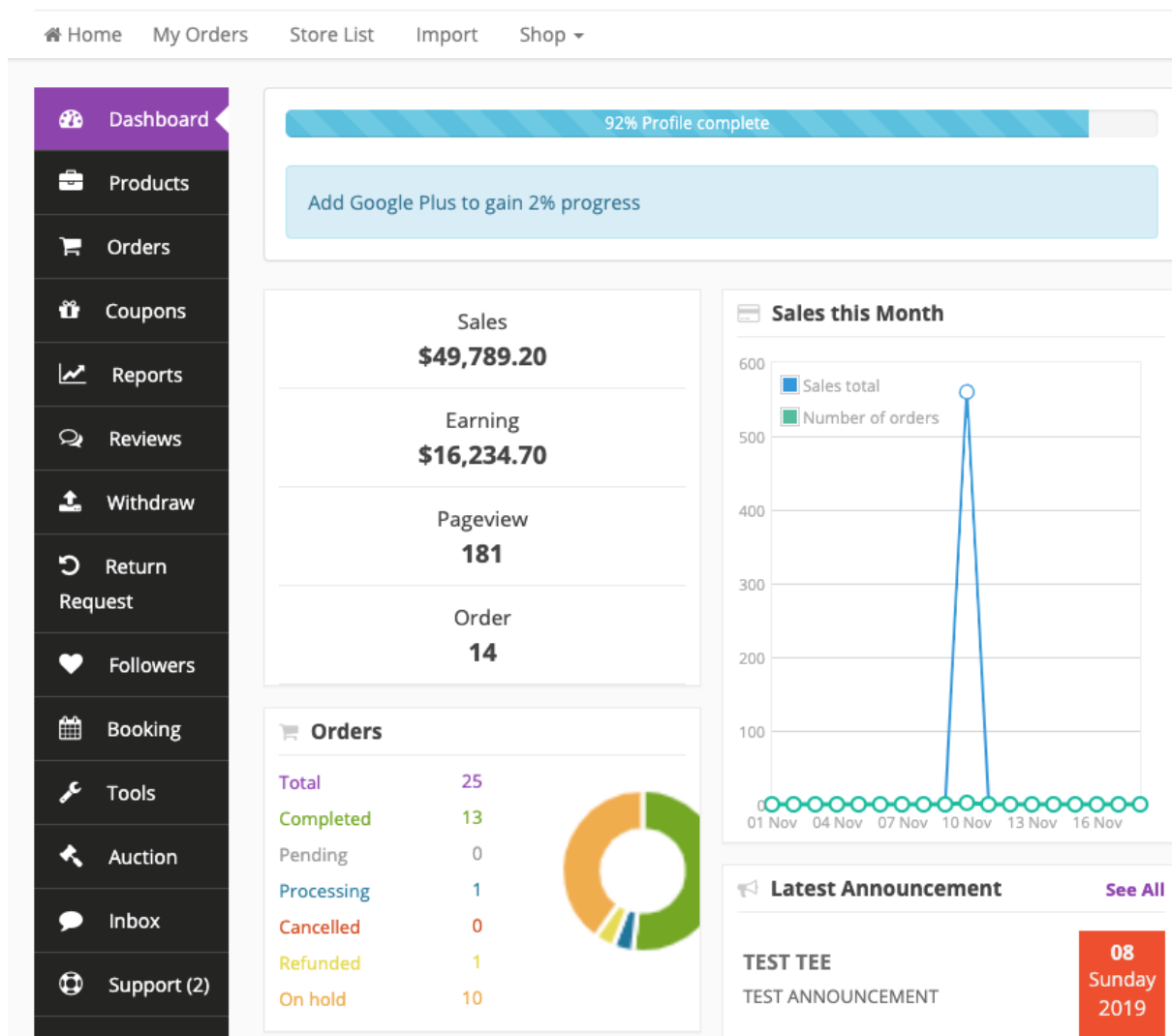
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Vendor Dashboard Overview

1. Vendor Dashboard

Vendor Dashboard gives you an overall summary of your store and activities. From this dashboard, you can easily manage your stores and also get quick insights. Besides that, it will provide suggestions on how to make your store more appealing to your customers.

You can find an overview of your store, page view, orders, earnings, reviews and products. There is also an announcement section. It displays all the latest notice or announcement from admin.



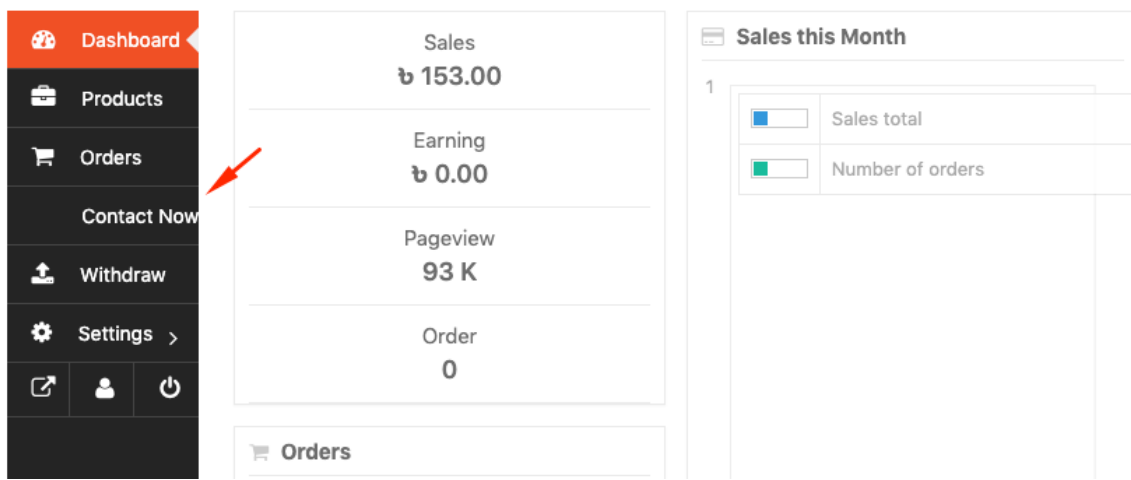
2. How to Chat to Admin

How Vendor Can Find The Contact Form

Now we'll show how vendors will find the registration form on the marketplace.

When the vendor logs into his dashboard, he will now be able to view the new menu label in the sidebar.

Dashboard

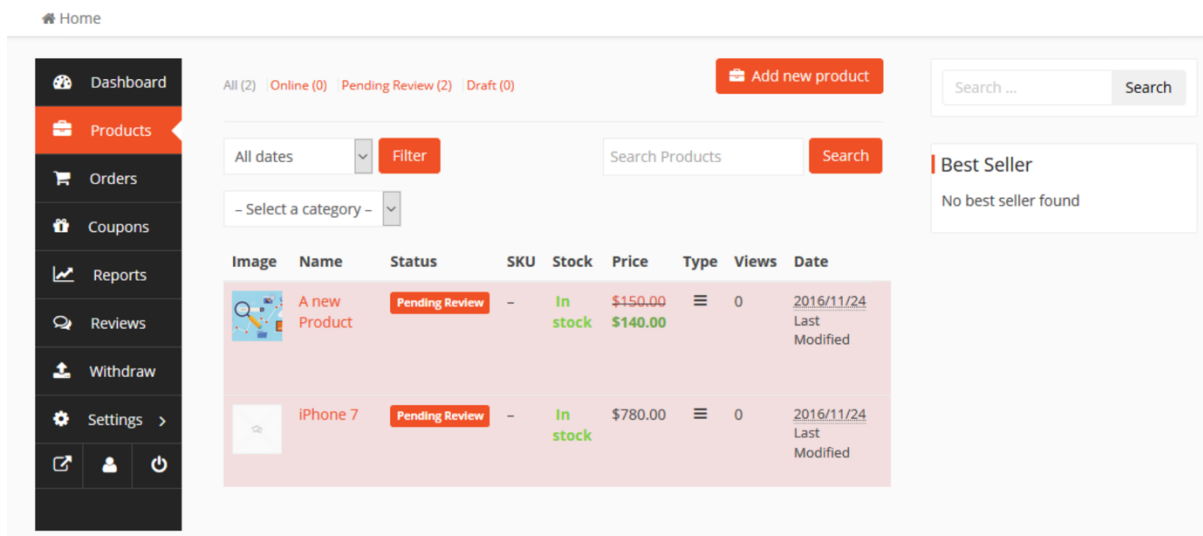


When the vendor clicks on it he will find the assigned form. Logged-in vendors will have their usernames and email address auto-populated and hidden since this is selected to be the case by default in the Vendor Contact Form template.

After that, vendors just need to hit **Submit Query**.

3. Product Creation

Vendors can create variable products, select or create categories, and add tags for the products that they create. It will be very easy to create grouped, downloadable products and so on right from their dashboard.



Step 1: Create Parent Group Product

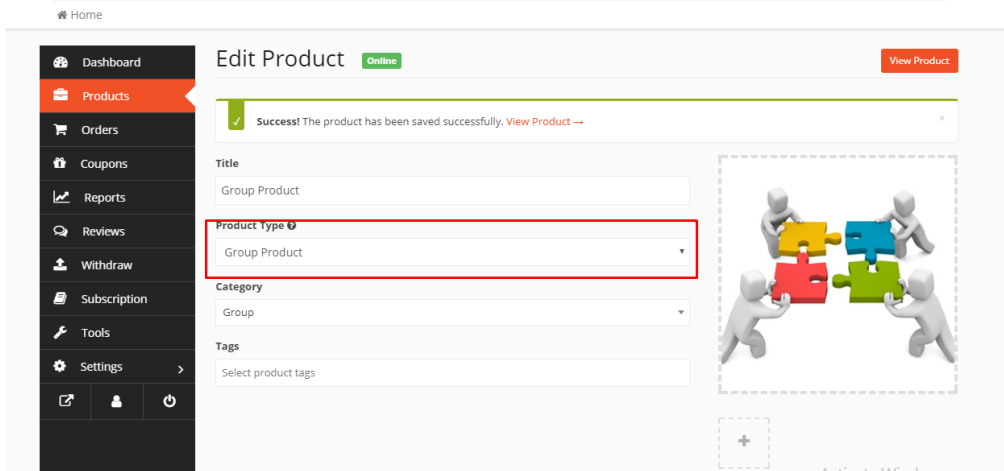
Now, a vendor needs to login to his dashboard. And create a new product.

Navigate to Vendor dashboard → Product → Add new

The product category must be group product. So, select Group Product from the Product Type drop-down menu.

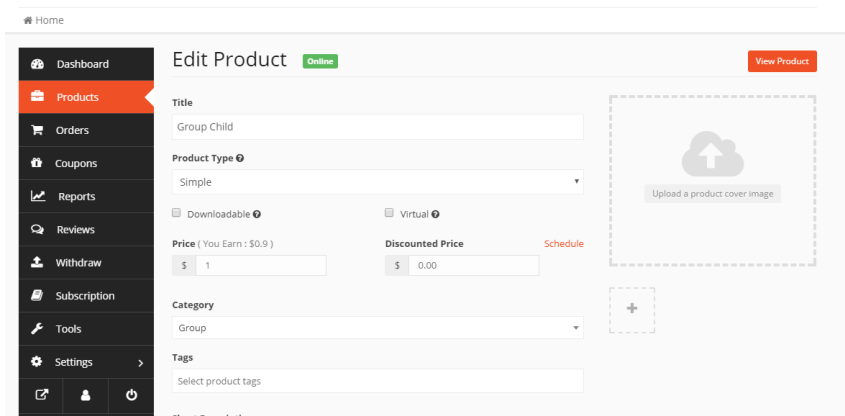
Remember a group product is a parent product so there is no price field and also you need to select a category. If you have no category, please create one (only Admins can create product categories).

By enabling the **SKU (Stock Keeping Unit)** system, your vendors can show the number of stocks left. What's more exciting is that if there is not any stock left then the vendor can run backorder service, that is when the next batch of stocks comes in the customers who have placed the order already, will get priority.

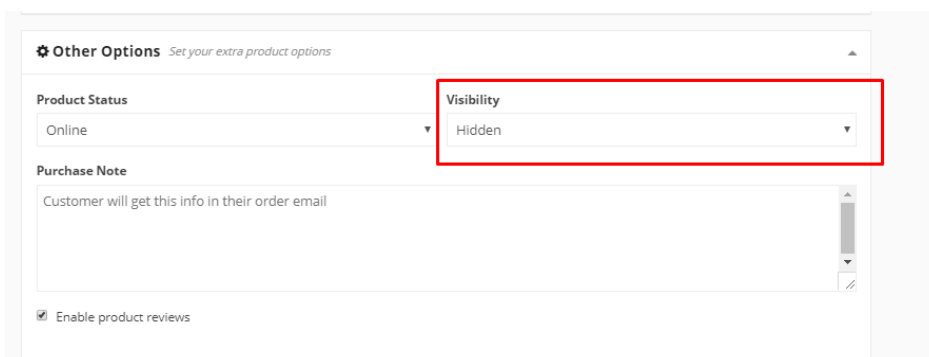


Step 2: Create child product:

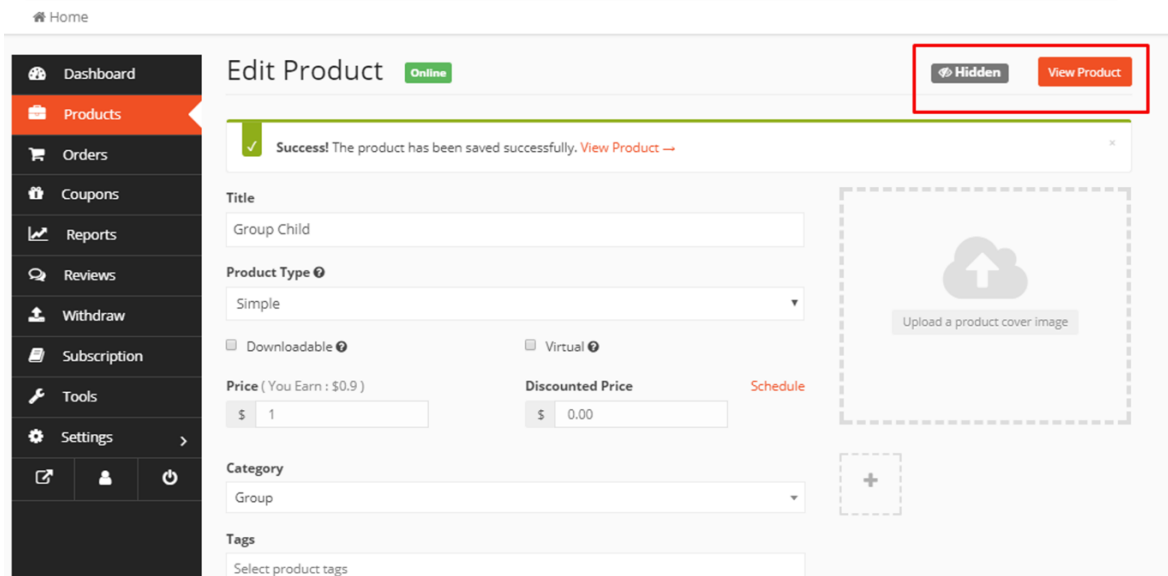
Navigate to Vendor dashboard → Product → Add new



As this is the child product the category of the product must be as same the parent product. Also, this product needs to be hidden from the catalog. Under the other option, there is a visibility field. You need to set it hidden and save the product as shown in the screenshot:

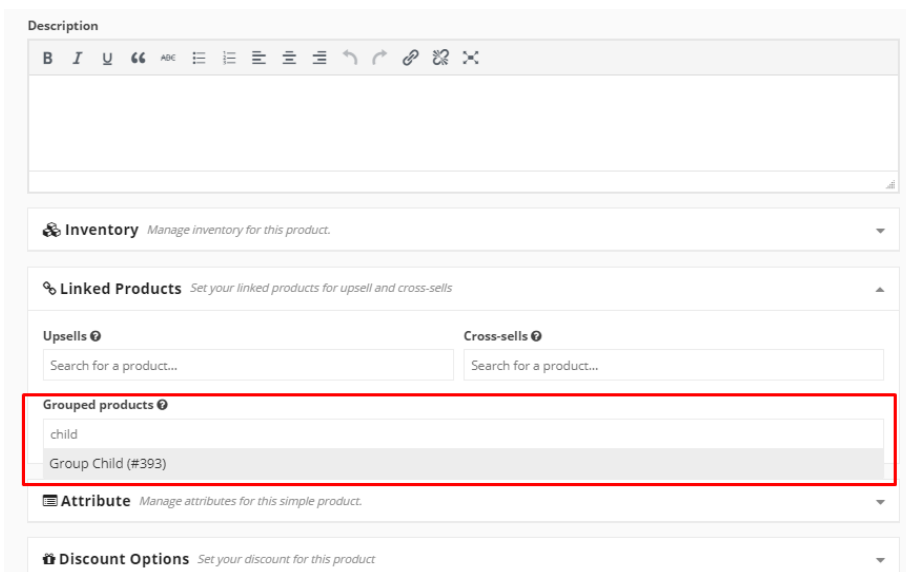


Now you can see the product is hidden:



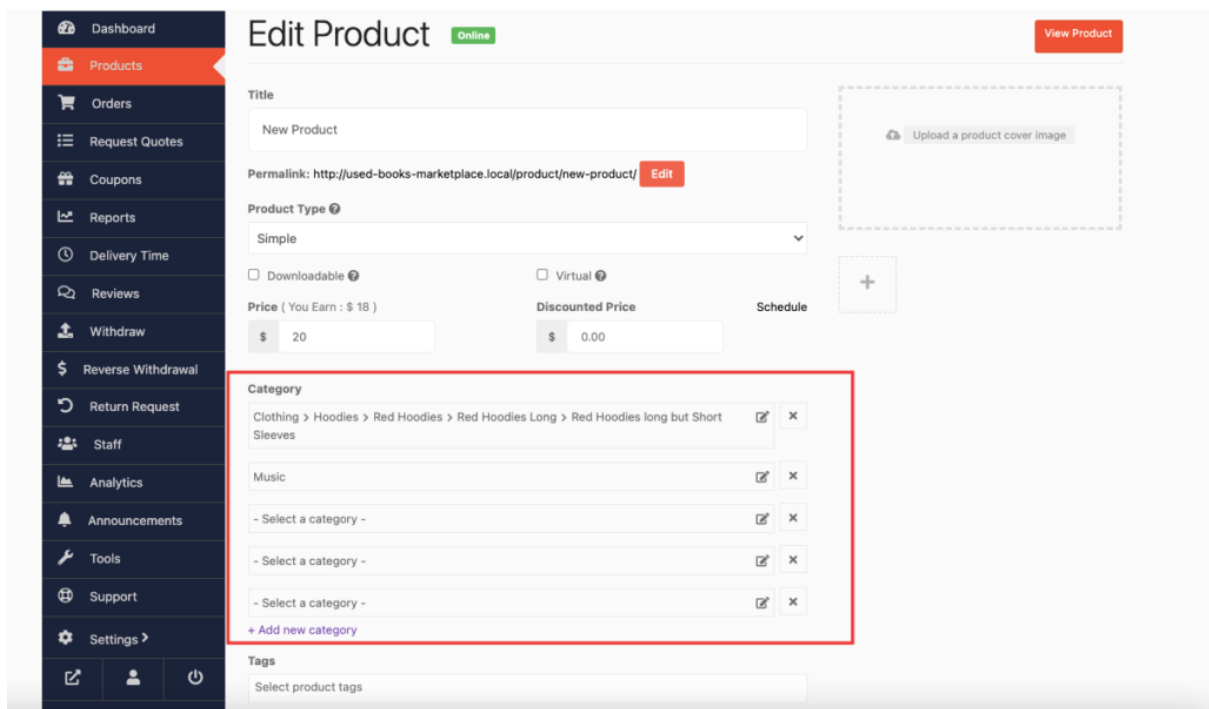
Step 3: Link the child product to the Parent product:

Get back to the parent product and click on the linked product option under the inventory option. And select the child product in the group product section and linked them both. If you are having difficulties please see the screenshot:



Following step 2 and step 3 you can link more product to the parent product. And all of the products.

After creating and linking all your child product to the parent product you will get a group product:



4. Import Products

allows you to export or import your products along with its details. It supports **.xml** and **.csv** format files and uses standard WordPress export and Import API.

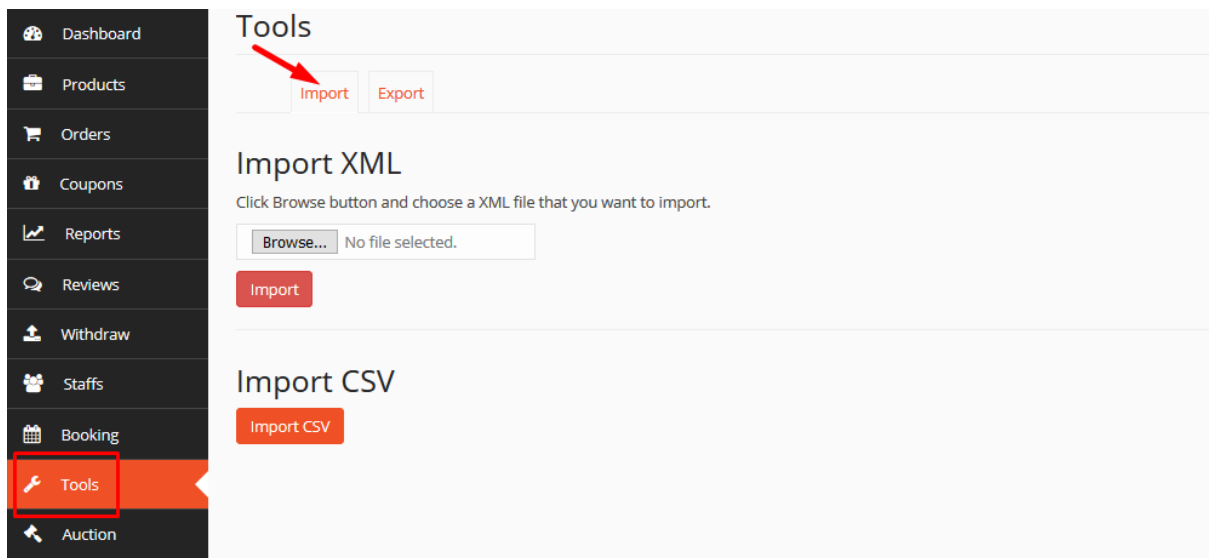
So you can use your product data with any WordPress and WooCommerce compatible site.

This module can be a great form of utility for the vendor both to keep backups of product data and to upload data any time.

Import

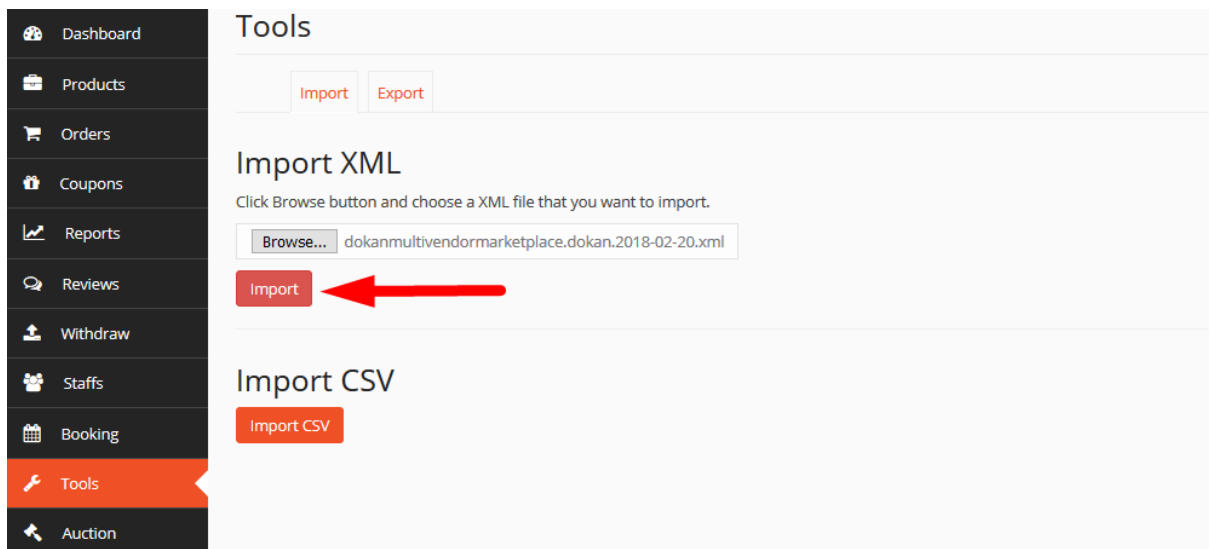
Log in to your **vendor account**. Navigate to **Vendor Dashboard Tools**.

Select the **Import** tab.

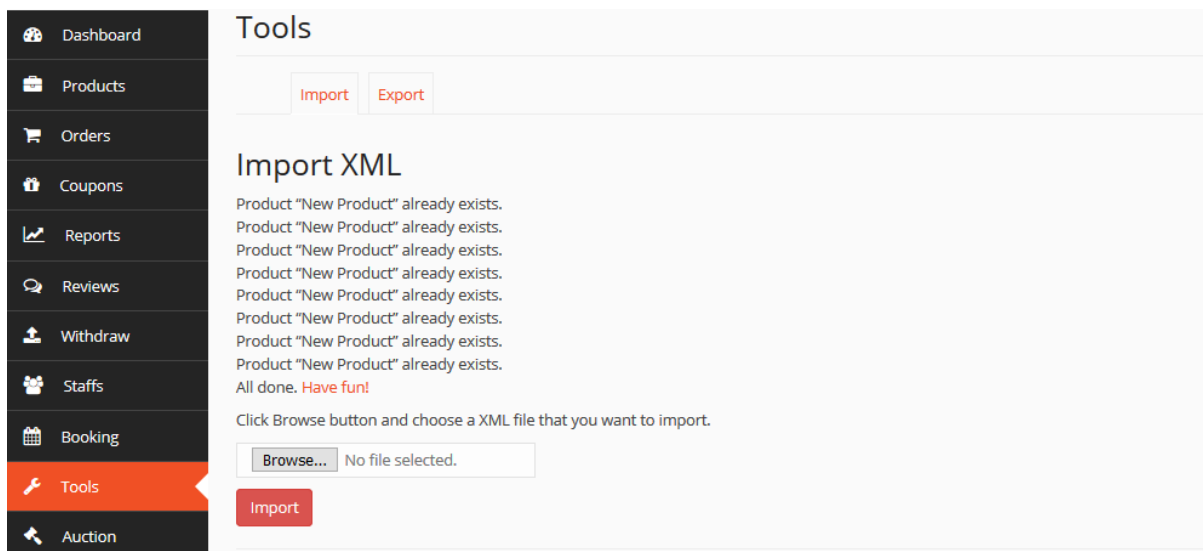


Importing as XML

If you want to import your data and information as XML, just select your existing **.xml** file by clicking on **Browse**. Then click the red **Import** button.

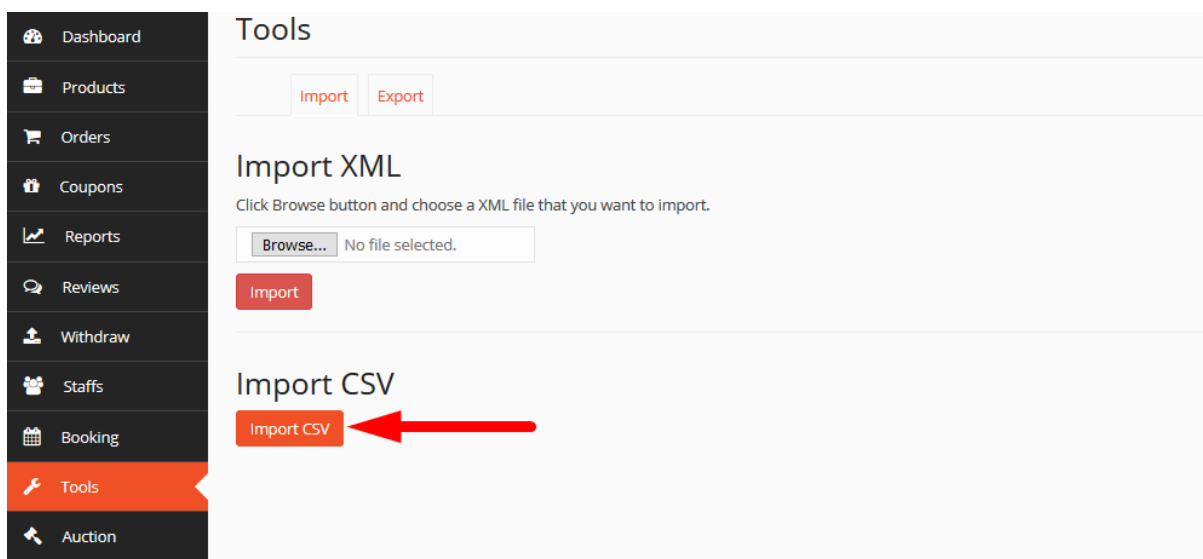


Your product information would be restored shortly. However, you must restore the image files for the products in the /wp-content/uploads folder manually.



Importing Products as CSV File

To import your backed up products as CSV, click on the Import button.



Choose the CSV file from your computer you want to import and click on the **Continue** button. On the next step, you will have to map columns and finally import. When the process is complete, you will get a confirmation message. Now you can check your products on the listing page.

- Dashboard
- Products
- Orders
- Coupons
- Reports
- Reviews
- Withdraw
- Staffs
- Booking
- Tools**
- Auction
- Support (1)

Import Products

Upload CSV file Column mapping Import Done!

Import products from a CSV file

This tool allows you to import (or merge) product data to your store from a CSV file.

Choose a CSV file from your computer:

wc-export.csv

Maximum size: 8 MB

Step 1: Map your CSV file against the column file

- [Dashboard](#)
- [Products](#)
- [Orders](#)
- [Coupons](#)
- [Reports](#)
- [Reviews](#)
- [Withdraw](#)
- [Staffs](#)
- [Booking](#)
- [Tools](#)
- [Auction](#)
- [Support \(1\)](#)
- [Settings](#)

Import Products

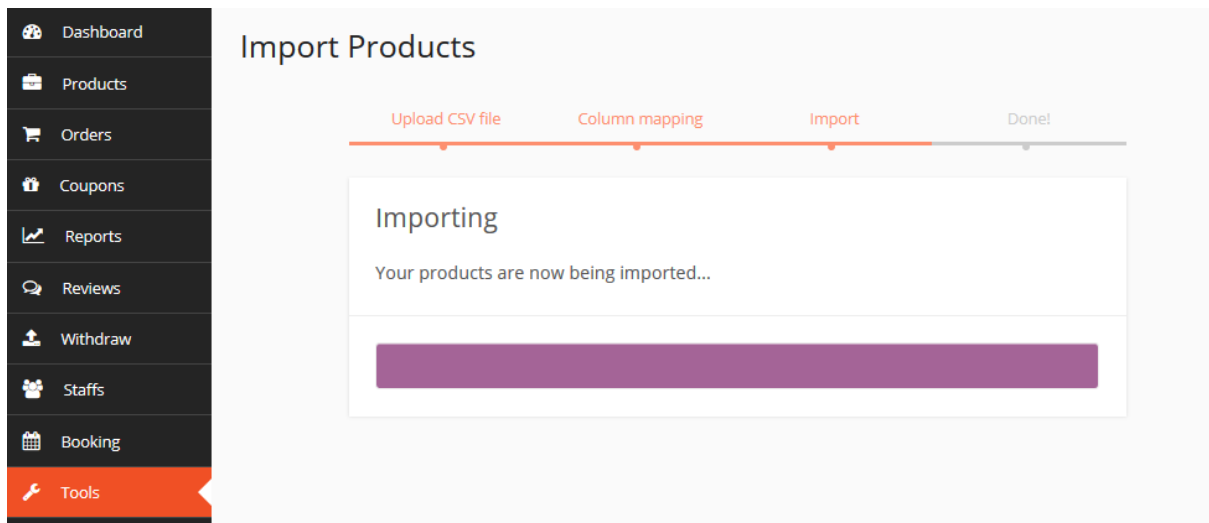
Upload CSV file
Column mapping
Import
Done!

Map CSV fields to products

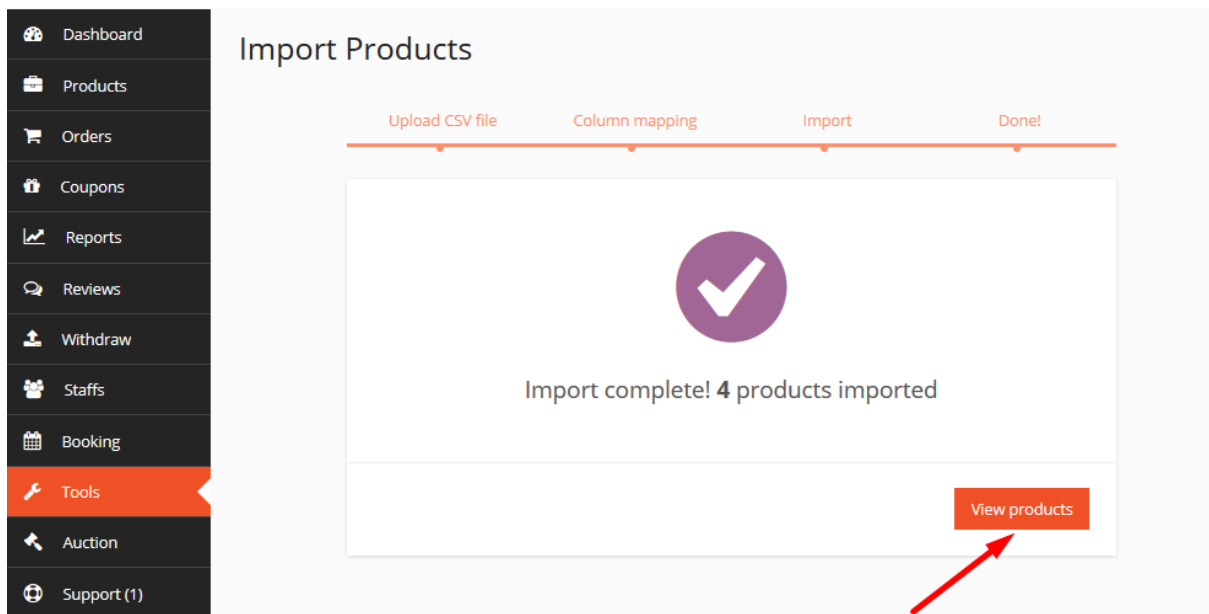
Select fields from your CSV file to map against products fields, or to ignore during import.

Column name	Map to field
Name Sample: Woo Logo	<input type="text" value="Name"/>
Published	<input type="text" value="Published"/>
Visibility in catalog Sample: visible	<input type="text" value="Visibility in catalog"/>
Description Sample: Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. vestibulum tortor quam, feugiat vitae, ultricies eget, tempor sit amet, ante. Donec eu libero sit amet quam egestas semper. Aenean ultricies mi vitae est. Mauris placerat eleifend leo.	<input type="text" value="Description"/>
Meta: fb_visibility Sample: 1	<input type="text" value="Purchase note"/>
Meta: fb_product_group_id Sample: 1488812557878877	<input type="text" value="Import as meta"/>
Meta: fb_product_item_id Sample: 1488812564545543	<input type="text" value="Import as meta"/>
Meta: pageview Sample: 3	<input type="text" value="Import as meta"/>
Meta: _staff_id Sample: 34	<input type="text" value="Import as meta"/>
Meta: _lot_discount_quantity	<input type="text" value="Date sale price starts"/>
Meta: _lot_discount_amount	<input type="text" value="Import as meta"/>
Meta: _is_lot_discount Sample: no	<input type="text" value="Import as meta"/>
Meta: _disable_shipping Sample: no	<input type="text" value="Import as meta"/>
Meta: _overwrite_shipping Sample: no	<input type="text" value="Import as meta"/>
Meta: _additional_price	<input type="text" value="Import as meta"/>
Meta: _additional_qty	<input type="text" value="Attribute name"/>
Meta: _dps_processing_time	<input type="text" value="Import as meta"/>
Meta: _per_product_commission	<input type="text" value="Import as meta"/>

Step 2: Import will start

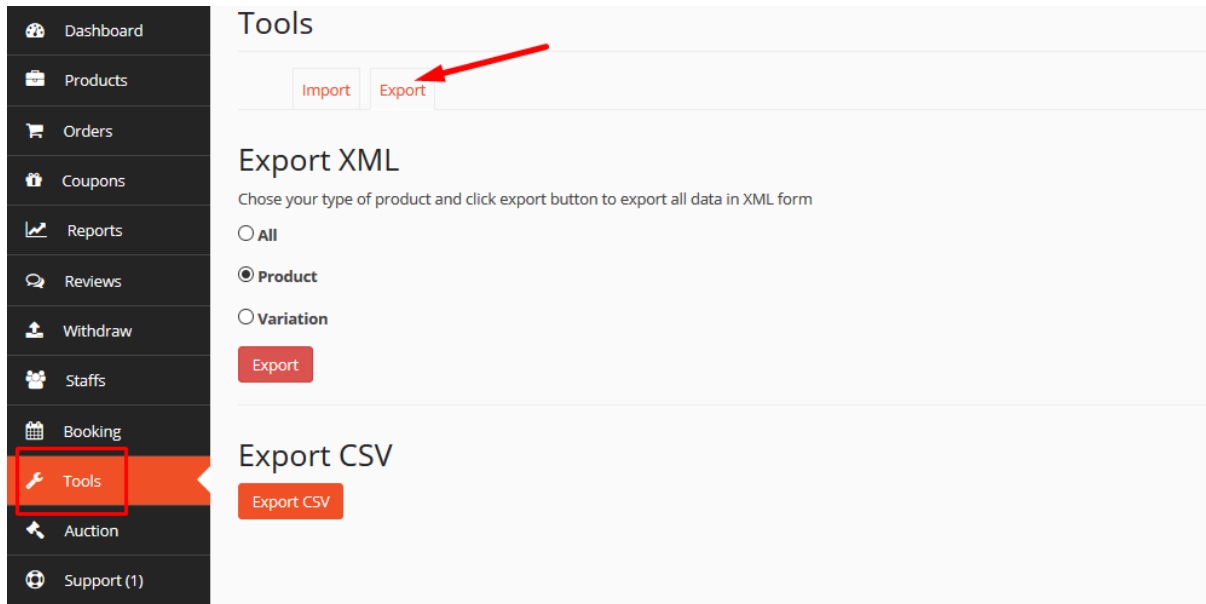


Step 3: View Products



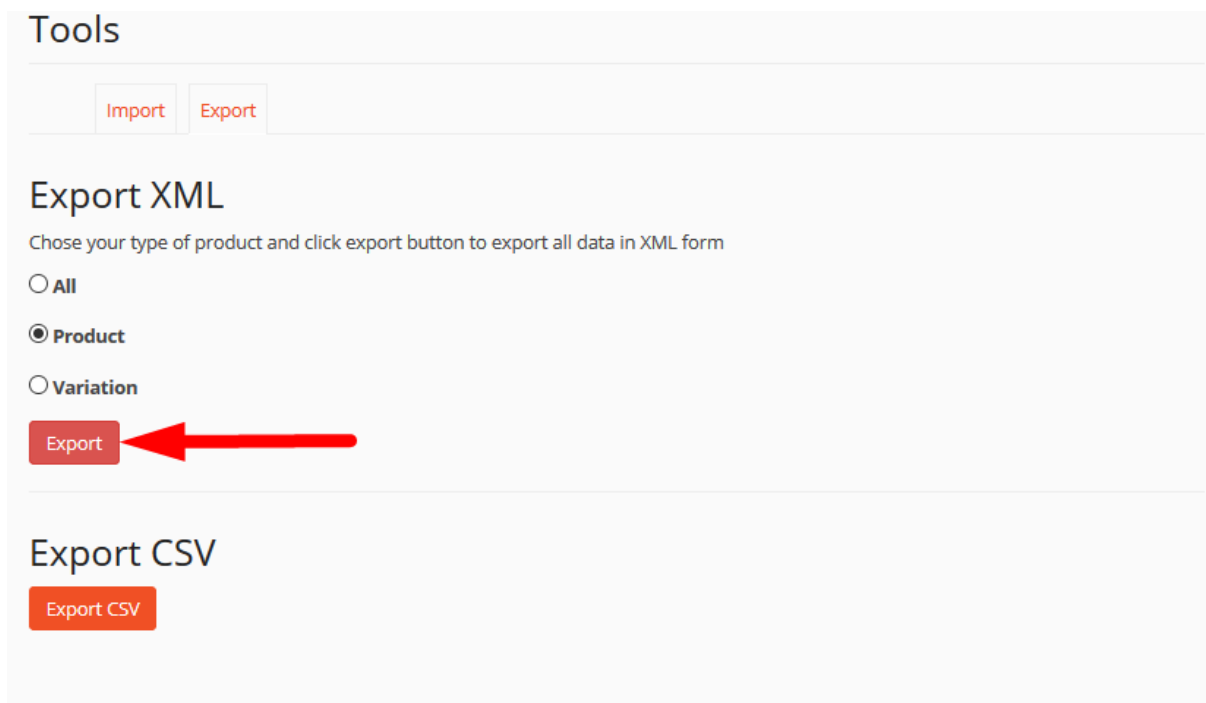
5. Export Products

Log in with your vendor account. Navigate to **Vendor Dashboard**→**Tools**.



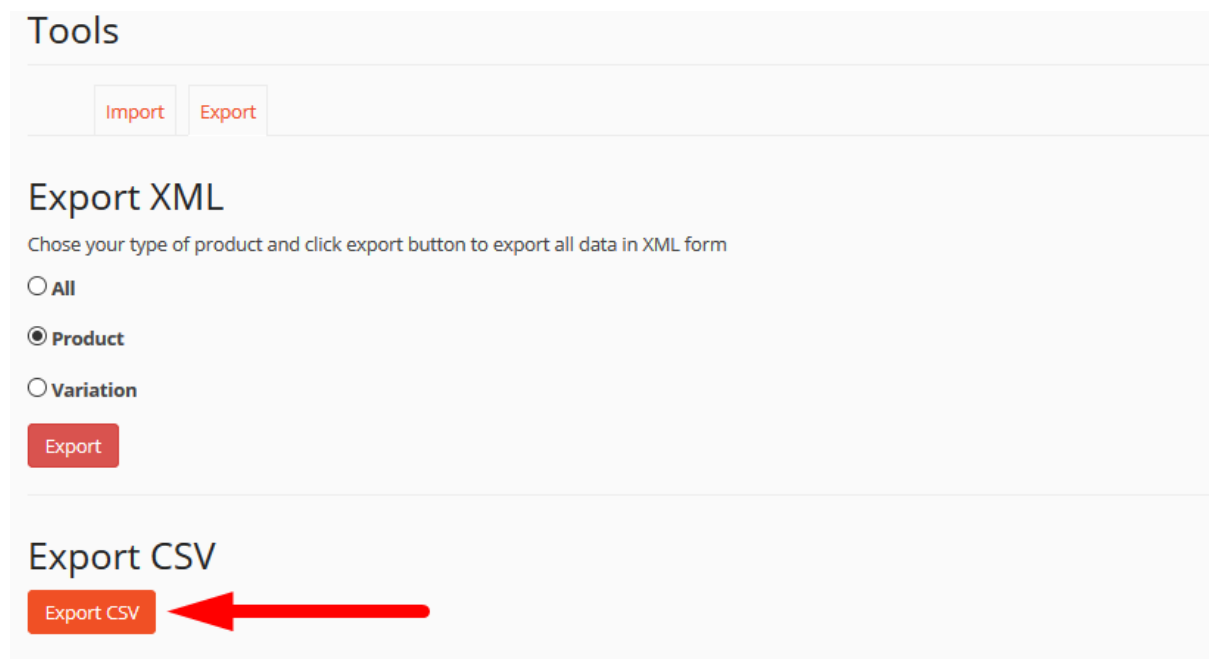
Export as XML

Select the option you need from All, Product or Variation, and hit the **Export** button. An **.xml** file with all your product data will be compiled and downloaded.



Exporting Products as CSV File

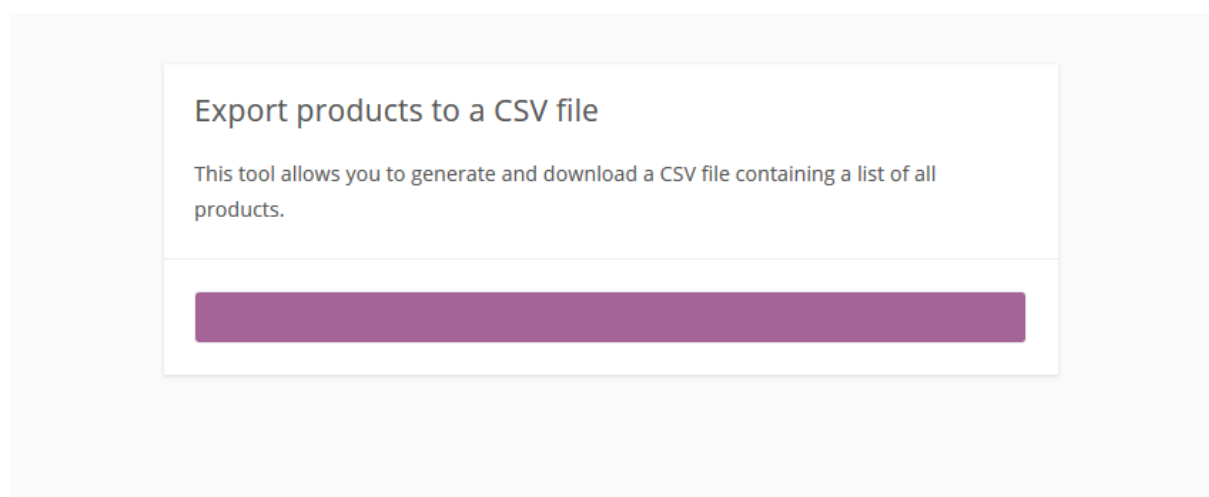
Click on the **Export** button under **Export CSV**.



The screenshot shows a 'Tools' section with two tabs: 'Import' and 'Export'. Below the tabs, there are two sections: 'Export XML' and 'Export CSV'. The 'Export XML' section has three radio buttons: 'All', 'Product' (which is selected), and 'Variation'. Below these is an 'Export' button. The 'Export CSV' section has an 'Export CSV' button, which is highlighted with a red arrow pointing to it from the right.

You can either export all **columns** and **product types** or choose specific ones. Select to export all **custom meta** if you want.

After configuring, hit the **Generate CSV** button. You will get processing screen and after completing a CSV file will automatically be downloaded.



The screenshot shows a processing screen titled 'Export products to a CSV file'. Below the title, there is a text box that says 'This tool allows you to generate and download a CSV file containing a list of all products.' Below the text box, there is a solid purple horizontal bar.

A file like the following will be downloaded instantly, with all your product data in CSV format:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Name	Published	Visibility	Description	Meta: fb_visit	Meta: fb_pro	Meta: fb_	Meta: pag	Meta: _st	Meta: _lot	Meta: _lot	Meta: _is	Meta: _di	Meta: _ov	Meta: _
2	Woo Logo	0	visible	Pellentesque	1	1.48881E+15	1.49E+15	3	34	0	0	no	no	no	
3	Woo Ninja	1	visible	Pellentesque	1	1.65163E+15	1.65E+15	1							
4	Woo Album #1	0	visible	Pellentesque	1	1.49351E+15	1.49E+15	3	34	0	0	no	no	no	
5	Woo Single #1	0	visible	Pellentesque	1	2.09901E+15	2.1E+15	1	34	0	0	no	no	no	
6															
7															
8															
9															
10															
...															

demo CSV file

Save the file for later usage.

6. Use SUPA-eCart Import & Export directly from Products Tab

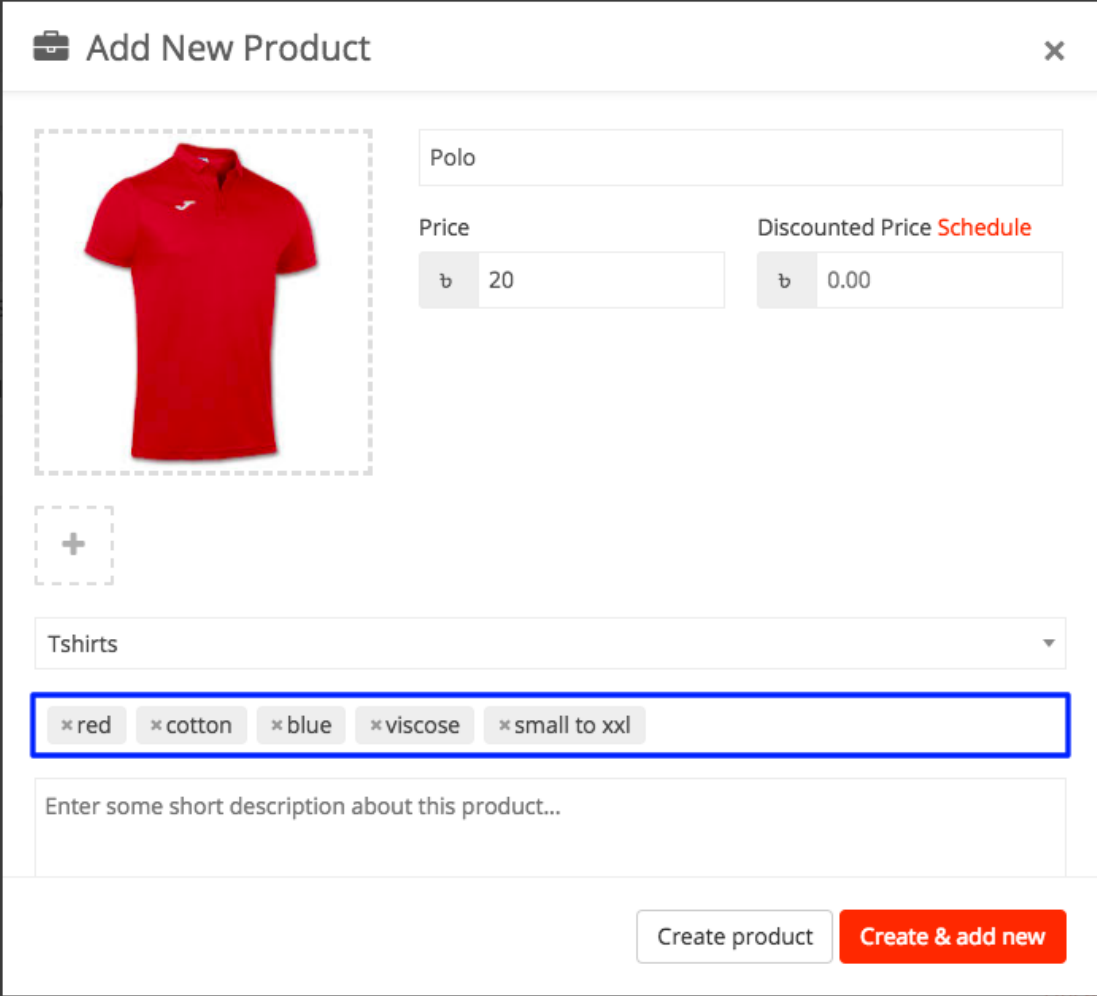
Navigate to **Vendor Dashboard** → **Products**.

You will notice two buttons at top left corner titled - **Import** and **Export**.

The screenshot shows the Vendor Dashboard interface. On the left is a sidebar with navigation options: Dashboard, Products (highlighted), Orders, Coupons, Reports, Reviews, Withdraw, Staffs, Booking, Tools, Auction, and Support (1). The main content area displays a list of products with columns for Image, Name, Status, SKU, Stock, Price, Earning, Type, Views, and Date. The products listed are: Woo Ninja (Online), Woo Single #1 (Pending Review), Woo Album #1 (Pending Review), Woo Ninja (Online), and Woo Logo (Pending Review). At the top right of the main content area, there are three buttons: 'Add new product', 'Import', and 'Export'. Two red arrows point to the 'Import' and 'Export' buttons. A search bar and filter options are also visible at the top of the product list.

7. Create Tags

Vendors click on Vendor Dashboard>Product>Add New Product. Under the Select Product Tags field, add a tag and Press Enter. The word or phrase will be added as a separate tag.



The screenshot shows the 'Add New Product' interface. At the top, there is a title 'Add New Product' with a close button (X). Below the title, there is a product image placeholder showing a red polo shirt. To the right of the image, there is a text input field containing 'Polo'. Below this, there are two price input fields: 'Price' with a value of '20' and 'Discounted Price' with a value of '0.00'. The 'Discounted Price' field has a red 'Schedule' link next to it. Below the price fields, there is a dropdown menu currently showing 'Tshirts'. Below the dropdown, there is a blue-bordered box containing five tags: '* red', '* cotton', '* blue', '* viscose', and '* small to xxl'. Below the tags, there is a text input field with the placeholder text 'Enter some short description about this product...'. At the bottom right, there are two buttons: 'Create product' and 'Create & add new'.

8. Configuring Store Open & Close Times

1. To do this, vendors navigate to Vendor Dashboard→Settings→Store.

Dashboard

Settings → Visit Store [Update Settings](#)

Your information has been saved successfully

[20% Profile Complete](#)

Add Banner to gain 15% progress

[Upload Banner](#)

Upload a banner for your store. Banner size is 1500x470 pixels.

Profile Picture [Upload Photo](#)

Store Name

Store Products Per Page

Phone No

Address

Street

Street 2

City

Post/ZIP Code

Country*

State

Email Show email address in store

More products Enable tab on product single page view

Store Schedule Store has open close time

Monday Open Full Day X

Tuesday Open 12:00 am - 5:30 am X

6:00 pm - 8:00 pm X [Add hours](#)

Wednesday Open Full Day X

Thursday Open 12:00 am - 1:30 am X

2:00 am - 3:30 am X [Add hours](#)

Friday Closed

Saturday Closed

Sunday Closed

Store Open Notice

Store Close Notice

Biography [Add Media](#)

[Update Settings](#)

Multiple Open Close Time Slots

If vendors want they can set multiple open close times for their store. Just enable your business days and add timings. Click on the Add hours option to add multiple timings.

Wednesday Open

Thursday Open -

- [Add hours](#)

Friday Closed

Remember your closing time has to be bigger than your opening time, otherwise, the timings will be red.

And make sure the opening time has to be equal to or bigger than the previous slot's closing time.

Thursday Open -

- [Add hours](#)

You can use the "x" button to remove any time slots.

Wednesday

Open

Thursday

Open

—

—

—

[Add hours](#)

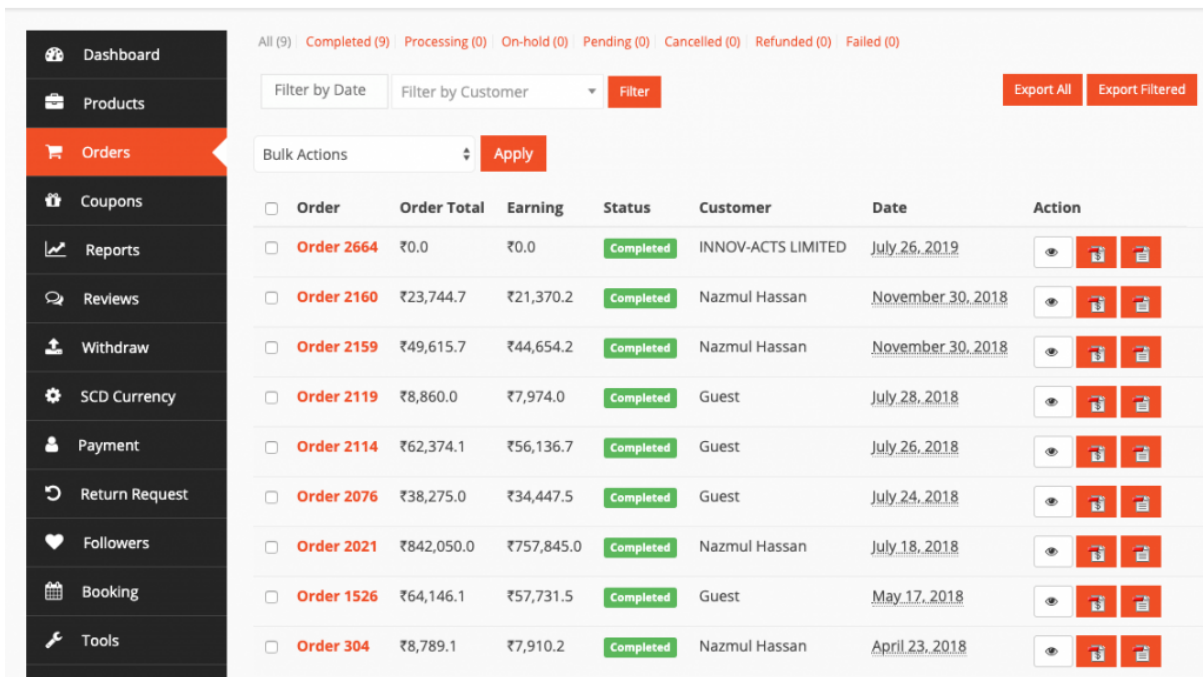
9. Vendor SEO Configuration

- Navigate to **Vendor Dashboard**→**Products**.
- Click on the Product that you want to optimize for search engines.
- Scroll down to find SEO widget.
- You can edit the SEO done by Admin and make your own changes.
- Enter title, description, slug, and focus keyword.
- Get to see a snippet preview of how your product will appear in search engines like Google.

The screenshot shows the 'SEO' configuration panel for a product. At the top, it says 'SEO Manage SEO for this product'. Below this is a 'Snippet Preview' section showing a preview of the product listing: 'Polo TShirt' with a URL 'http://localhost/wedevs/product/polo-sample/' and a description 'Red POLO tshirt for adults, available in all sizes. Made in USA.'. There is an 'Edit Snippet' button. Below the preview are input fields for 'SEO Title weDevs' (containing 'Polo TShirt'), 'Slug' (containing 'polo-sample'), 'Meta description' (containing 'Red POLO tshirt for adults, available in all sizes. Made in USA.'), and 'Focus keyword' (containing 'polo tshirt for adults'). There are 'Insert snippet variable' buttons next to the SEO Title and Meta description fields.

Click on **Save Changes** to complete the configuration.

10. Order Management



The screenshot shows a dashboard with a sidebar on the left containing menu items: Dashboard, Products, Orders (highlighted), Coupons, Reports, Reviews, Withdraw, SCD Currency, Payment, Return Request, Followers, Booking, and Tools. The main content area displays a table of orders with the following data:

Order	Order Total	Earning	Status	Customer	Date	Action
Order 2664	₹0.0	₹0.0	Completed	INNOV-ACTS LIMITED	July 26, 2019	[Eye] [Print] [Download]
Order 2160	₹23,744.7	₹21,370.2	Completed	Nazmul Hassan	November 30, 2018	[Eye] [Print] [Download]
Order 2159	₹49,615.7	₹44,654.2	Completed	Nazmul Hassan	November 30, 2018	[Eye] [Print] [Download]
Order 2119	₹8,860.0	₹7,974.0	Completed	Guest	July 28, 2018	[Eye] [Print] [Download]
Order 2114	₹62,374.1	₹56,136.7	Completed	Guest	July 26, 2018	[Eye] [Print] [Download]
Order 2076	₹38,275.0	₹34,447.5	Completed	Guest	July 24, 2018	[Eye] [Print] [Download]
Order 2021	₹842,050.0	₹757,845.0	Completed	Nazmul Hassan	July 18, 2018	[Eye] [Print] [Download]
Order 1526	₹64,146.1	₹57,731.5	Completed	Guest	May 17, 2018	[Eye] [Print] [Download]
Order 304	₹8,789.1	₹7,910.2	Completed	Nazmul Hassan	April 23, 2018	[Eye] [Print] [Download]

As far as the order management system concerned, vendors can not only see the orders but also can manage the orders with great control.

Every time a new order is placed the vendor will be notified both in the dashboard and his/her email inbox. There is a dedicated order listing page that includes:

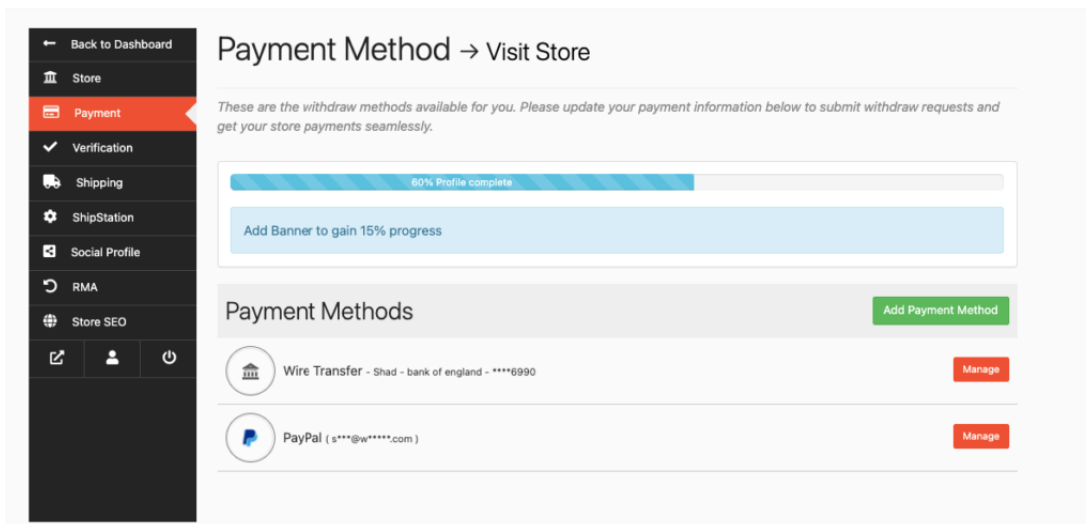
- **Order number:** Every order will contain a unique number.
- **Order total amount:** The amount of order a customer places.
- **Earned amount:** It indicates the exact amount of earning for an individual order.
- **Order status:** There are currently three order statuses available. One is completed, another is processing and the other is on hold.
- **General Details:** It includes customer name, email, address, phone etc.
- **Order Notes:** The vendor can add an order note for private customers. In this case, the customer will be notified through the email
- **Order action:** The seller can complete an order from the Action.

- **Shipment Tracking:** With a tracking number, your vendors and their customers will also be able to track the products they are selling.

11. Vendor Withdrawals

Vendors **need to configure the payment methods in order to withdraw** their earnings. To do that, they need to go to Vendor Dashboard-> Settings-> Payment.

Withdrawals are subject to certain rules - for example verification that the delivery to the customer is complete. You will receive a separate email in this regard as we will communicate this only to the authorized Store Owner.



The Vendor will find all the payments method available to him/her. However, he/she can also add a payment method by clicking the "Add Payment Method" button. But, the vendor can only add a payment method if the admin has enabled them from the backend.

To configure a payment method, the vendor needs to click the Manage button beside the methods,



Withdraw Payment Method

→ Visit Store

These are the withdraw methods available for you. Please update your payment information below to submit withdraw requests and get your store payments seamlessly.

Start with adding a Banner to gain profile progress

Payment Methods Add Payment Method

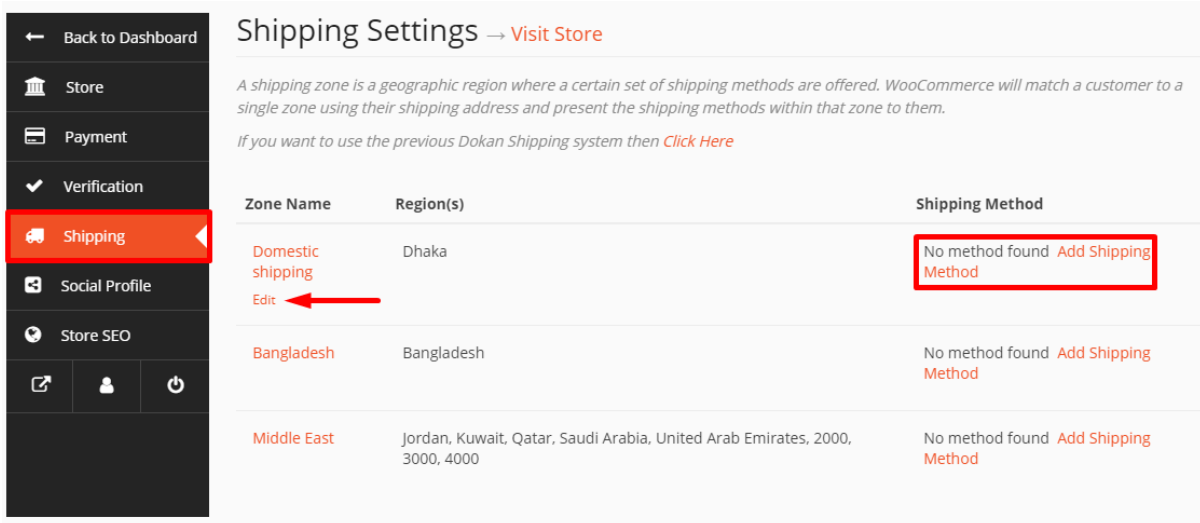
 PayPal	Manage
 Bank Transfer	Manage

Add the bank name and account number for Bank Transfer and hit the Update Settings button to finish. This will probably be the same as the banking details provided when you signed up.

12.Configure Shipping

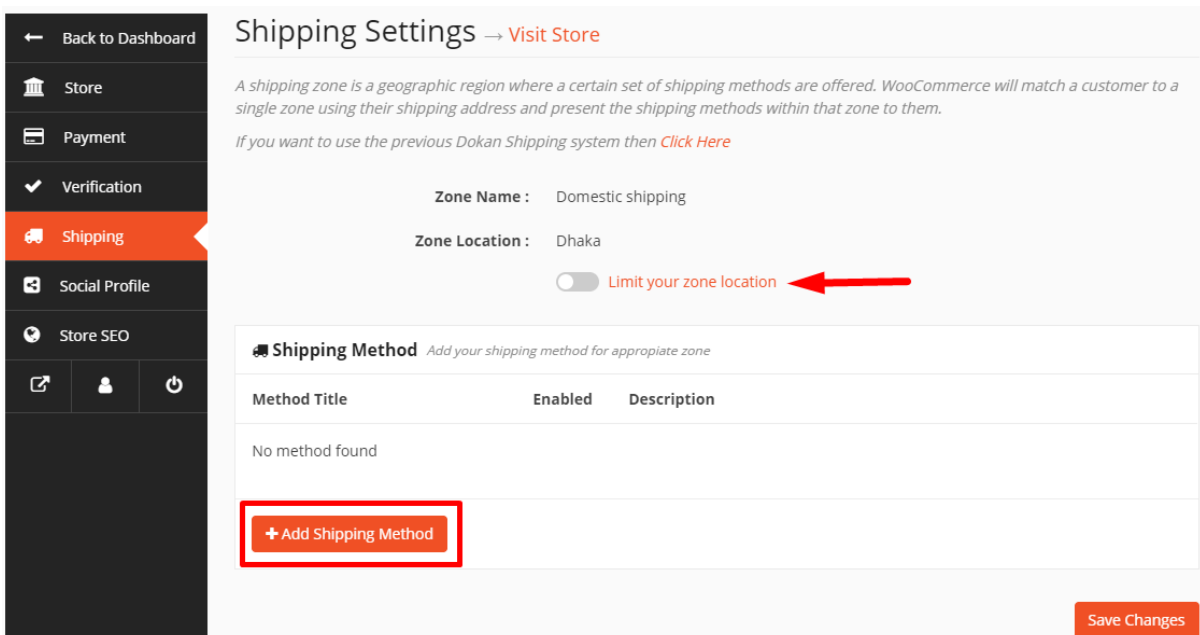
Vendors need to navigate to **Store**→**Vendor Dashboard**→**Settings**→**Shipping**.

From here, a vendor can add shipping methods by clicking on **Edit** or **Add Shipping Method**.

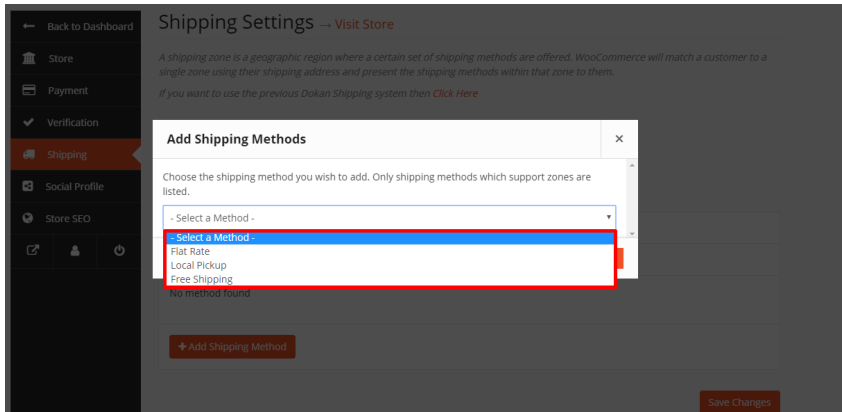


A new page will open.

From here vendors can choose to limit zone location for his customers and also add new shipping methods.

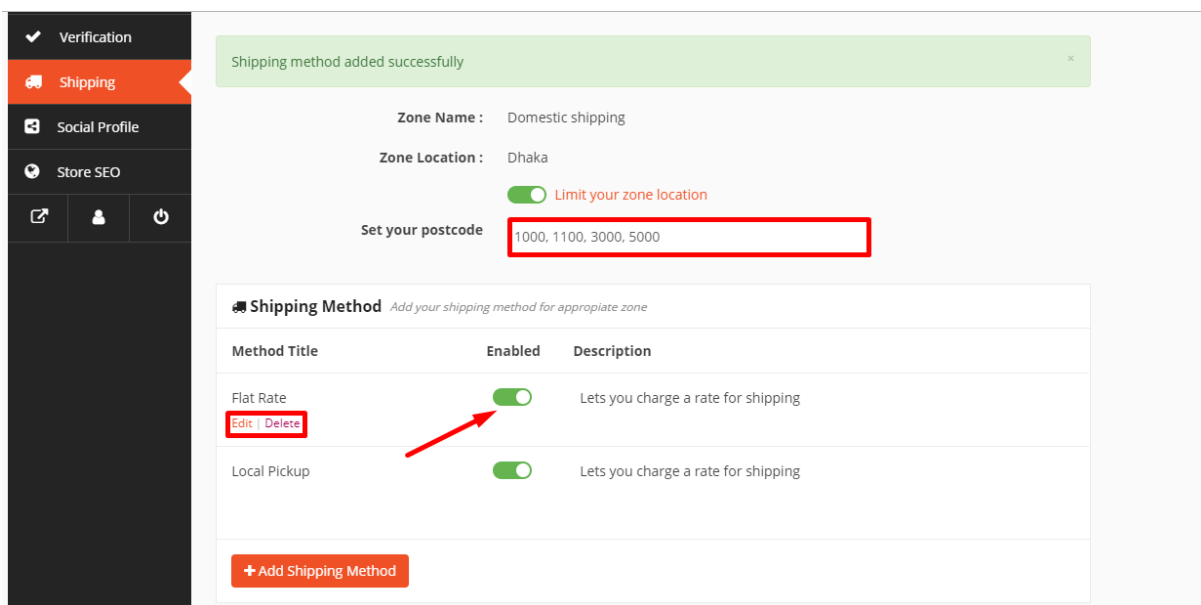


To add shipping methods, vendors need to click on **Add Shipping Method** and select one from the drop-down.



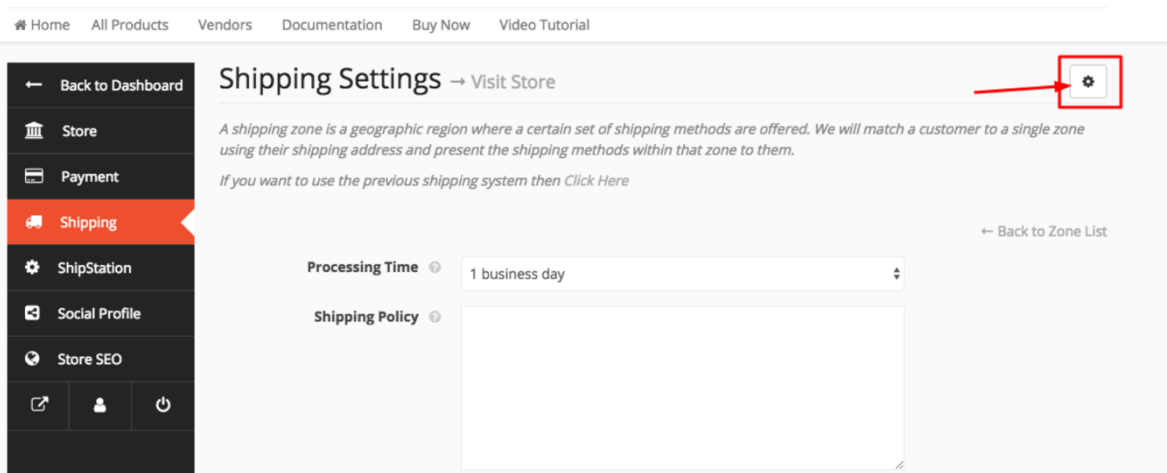
In this way, vendors can add unlimited shipping methods. By hovering over the shipping method, vendors can edit and delete. And the toggle button can be used to enable/disable a shipping method.

Vendors can also limit zone location using postcodes that apply to customers purchasing from that zone.



The latest feature added to the shipping settings is the ability to add the shipping policy and processing time. A vendor now can set his own shipping policy and shipping processing time for the customers. Just simply click on the policy settings

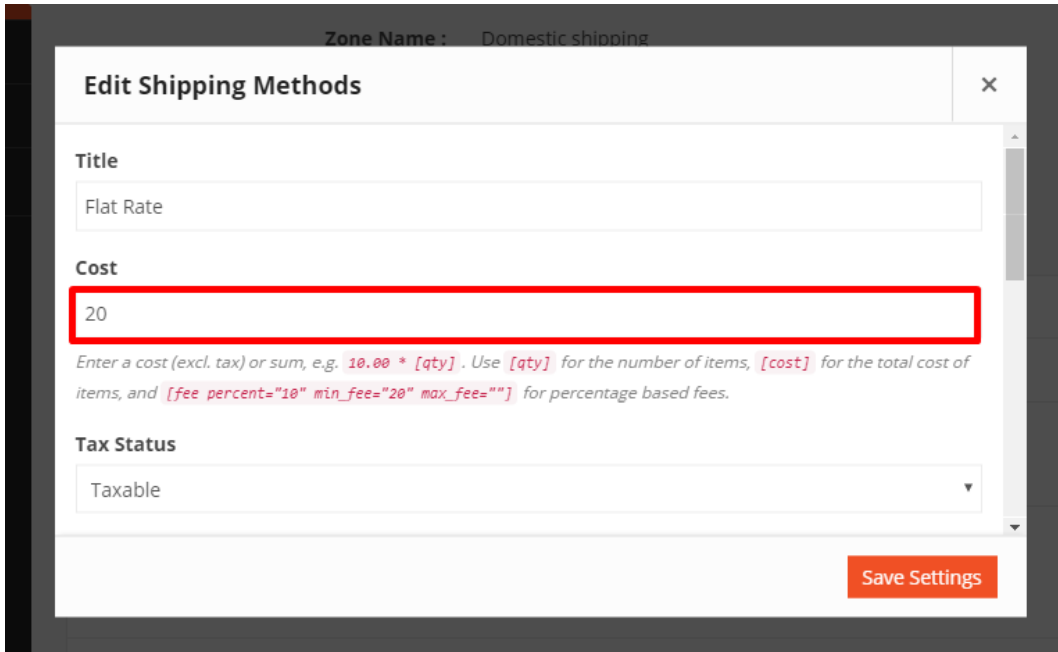
tab on the top right corner marked shown in the image below to manage the shipping policy settings



A. Flat Rates

Each Shipping Zone can have different(and multiple) Flat Rates if you wish.

1. To make changes to a shipping method, vendor needs to click **Edit**.
2. Vendor can change the **Title** if he wants to or keep it as default. This title displays to customers in checkout.
3. Next he has to add the **Cost** (this is applied to the entire cart).
4. Select its **Tax Status** (define whether or not tax is applied to the shipping amount).
5. You can also type a **Description** for this method if you prefer.
5. Click on **Save Settings**.



Cart View

Cart

	Product	Price	Quantity	Total
x	t-shirt Vendor: rounak	\$20.00	1	\$20.00

Apply coupon
Update cart

Cart totals

Subtotal	\$20.00
Shipping: rounak	Flat Rate: \$10.00 Calculate shipping
Total	\$30.00

Proceed to checkout

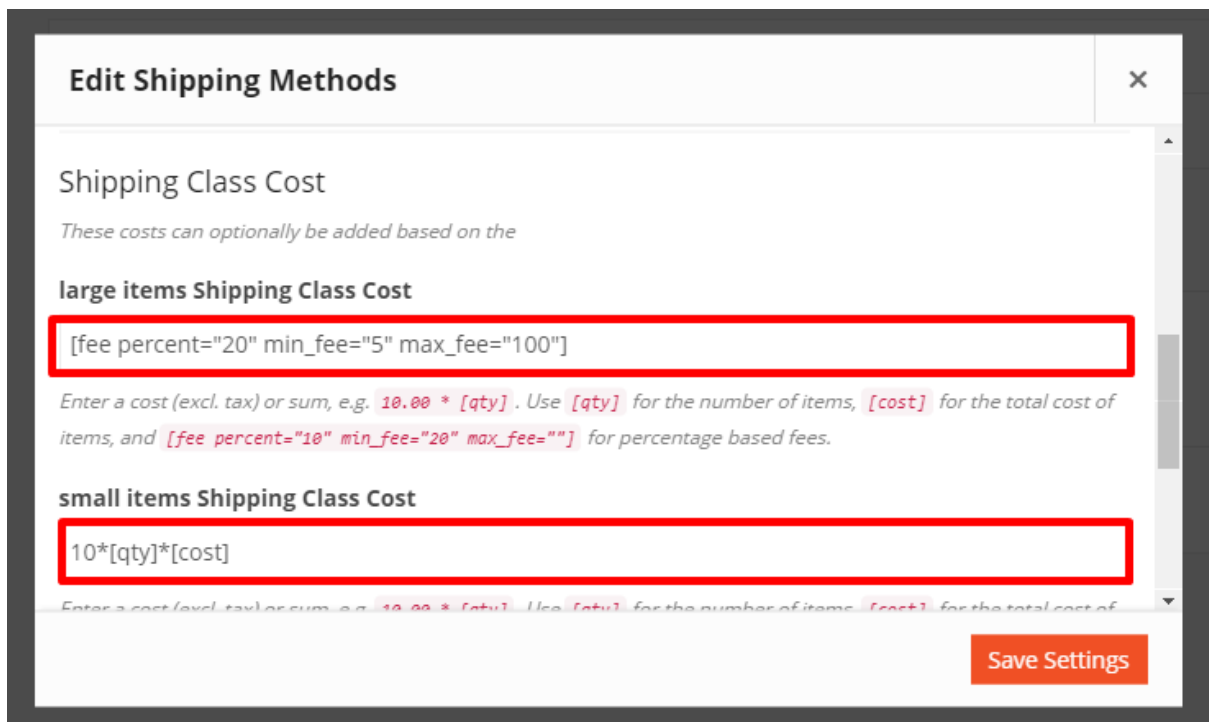
B: Shipping Classes - Vendor Settings

Shipping classes won't apply unless the vendor specifies from **Edit Product**.

The Admin needs to first create the shipping class (as shown above) before the vendor can access them from his dashboard.

The vendor can specify shipping class costs for all the shipping classes that admins have created. Vendors will be able to access these classes for the Flat Rate method only.

The vendor can specify his own conditional rates for the shipping classes.



The screenshot shows a dialog box titled "Edit Shipping Methods" with a close button (X) in the top right corner. The main heading is "Shipping Class Cost" with a sub-note: "These costs can optionally be added based on the".

Under the heading "large items Shipping Class Cost", there is a text input field containing the code: `[fee percent="20" min_fee="5" max_fee="100"]`. Below this field is a help text: "Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of items, and `[fee percent="10" min_fee="20" max_fee=""]` for percentage based fees."

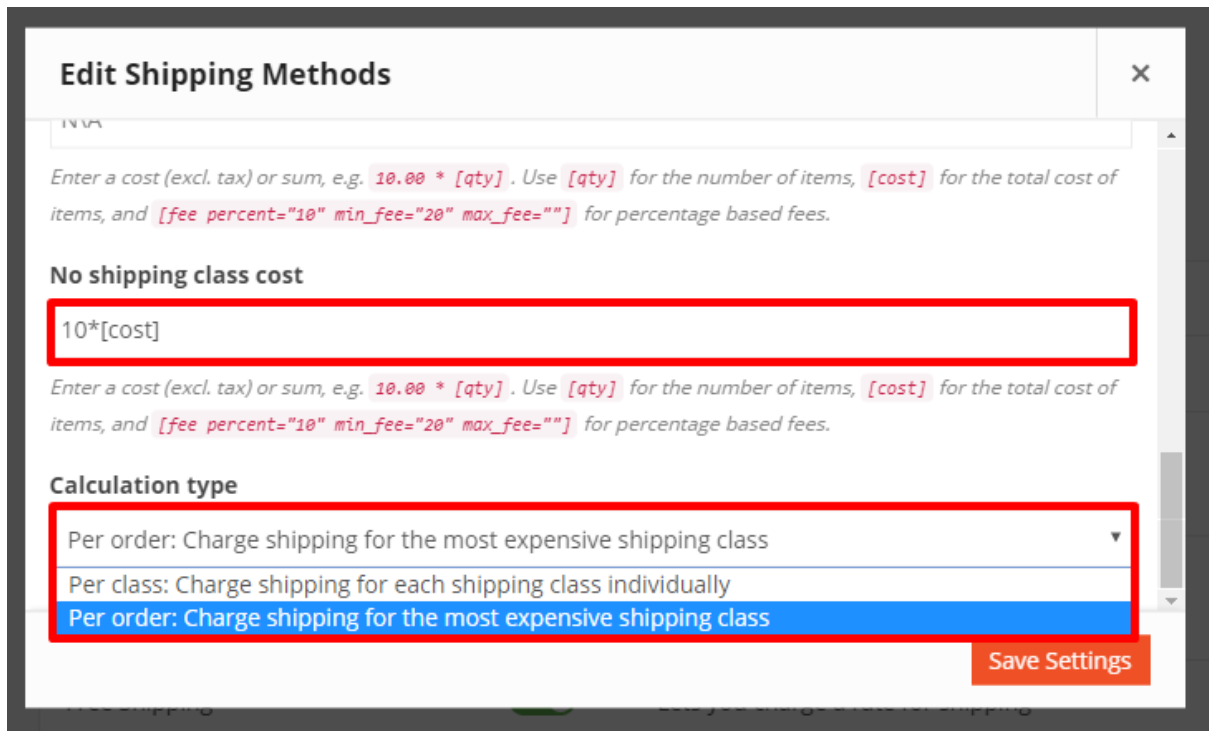
Under the heading "small items Shipping Class Cost", there is a text input field containing the code: `10*[qty]*[cost]`. Below this field is a partially visible help text: "Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of".

At the bottom right of the dialog box is a red button labeled "Save Settings".

Then **select the cost when no shipping class** will apply.

You can also select the **Calculation Type**:

- Per Class: Shipping rates will apply accordingly class-wise.
- Per Order: Shipping rates will apply on the total order cost, and the most expensive shipping class rate will apply.



Configuring Product-wise shipping class

1. Navigate to **Store**→**Vendor Dashboard**→**Products**.
2. Select the product you want to add shipping class to by hovering on the product name and click on **Edit**.
3. Scroll down to the section that reads **Shipping and Tax**.

First **enable the checkbox “This Product Requires Shipping”**.

5. Next, input the details as required for **weight, length, width and height**.

6. Now **select the shipping class you want to apply to this product** from the drop-down.

7. Select **Tax Status** and **Tax Class**.

8. Click on **Save Product**.

Note: Each product can have one shipping class.

Shipping and Tax *Manage shipping and tax for this product*

This product requires shipping

20 26 36 9

Shipping Class

- small items
- No shipping class
- small items**
- large items

Taxable Standard

Cart View

The rule is if the Flat Rate and Shipping Class rate both are defined, then both will apply when the customer is checking out.

For example, if you have set Flat Rate at \$10, and Precious Items Shipping Class Cost at $\$10 \times [\text{qty}]$, and your customer select 1 gold bracelet, then your shipping cost will be $\$10 + \$10 \times [1] = \$20$.

Note: You must set the shipping class for this particular product from **Vendor Dashboard** → **Products** → **Edit** → **Shipping and Tax** so it works.

Cart

Product	Price	Quantity	Total
Gold Bracelet Vendor: rounak	\$1,000.00	1	\$1,000.00

Coupon code **Apply coupon** Update cart



Cart totals

Subtotal	\$1,000.00
Shipping: rounak	Flat Rate: \$20.00 Calculate shipping
Total	\$1,020.00

Proceed to checkout

C: Local Pickup

Cart

	Product	Price	Quantity	Total
	 t-shirt Vendor: rounak	\$20.00	<input type="text" value="2"/>	\$40.00

Coupon code [Apply coupon](#) [Update cart](#)

Cart totals

Subtotal	\$40.00
Shipping: rounak	<input type="radio"/> Flat Rate: \$10.00 <input checked="" type="radio"/> Local Pickup: \$5.00 Calculate shipping
Total	\$45.00 ←

[Proceed to checkout](#)

In Local Pickup, customers can pick up the order themselves from a designated location.

1. To make changes, hover over the shipping method and click on **Edit**.
2. Enter a **Title** that displays to customers in checkout – some shops change the title to *Local Delivery*, for example.
3. Enter **Cost** – Cost for the option, is applied to entire cart.
4. Select **Tax Status**. Then click on **Save Changes**.

Edit Shipping Methods ✕

Title

Cost

Tax Status

Description

[Save Settings](#)

Cart View

Cart

	Product	Price	Quantity	Total
✕	 t-shirt <small>Vendor: rounak</small>	\$20.00	<input type="text" value="2"/>	\$40.00





[Apply coupon](#)
[Update cart](#)

Cart totals

Subtotal	\$40.00
Shipping: rounak	<input type="radio"/> Flat Rate: \$10.00 <input checked="" type="radio"/> Local Pickup: \$5.00
Calculate shipping	
Total	\$45.00 ←

[Proceed to checkout](#)

Cart

	Product	Price	Quantity	Total
	 Gold Bracelet Vendor: rounak	\$1,000.00	<input type="text" value="1"/>	\$1,000.00
	 wooden oak dining table Vendor: rounak	\$300.00	<input type="text" value="1"/>	\$300.00
<input type="text" value="Coupon code"/>	<input type="button" value="Apply coupon"/>			<input type="button" value="Update cart"/>

Cart totals

Subtotal	\$1,300.00
Shipping: rounak	<input type="radio"/> Flat Rate: \$80.00 <input checked="" type="radio"/> Free Shipping Calculate shipping
Total	\$1,300.00