User Manual for Market Place

Version 3.1.0

This document will provide the full explanation of the functionality for the marketplace. Most of the functionalities are dynamic as its customizable from admin side. For example, Admin can add/remove vendors, review criterias, review products, account management for vendors, reviews from customer etc.

ADMIN SECTION

At the top menu, you can find the **Medma > Market Place** menu from where you can access all the functionality of marketplace.

Here, First four options allow admin to manage whole functionality. Admin can access pending products, vendor details, reviews and ratings and verifications.

1. Pending Products
Here you can see the list of products which are recently added by vendors and pending for review, admin can approve or reject any products as required.

2. Manage Vendors
To manage vendors, you need to click on **Medma > Market Place > Manage Vendors**. You can add/modify vendors, manage vendor profiles, view transaction grid, view products added by vendor and config for the vendors.

This Vendor directly assigned with the default role **VENDORS,** which is automatically created

and also assigned some default permissions, which is relavent to vendors. An admin can create new role for vendors and use that role as vendor role from **System > Configuration > Medma > Market Place > General Information**. There is an option vendor role, where admin can change the role which will be applied to vendors.

There are list of products section which was added by customer. Admin can change product status as per terms and conditions with vendor. There is a config section which will be used for specific vendor and can change as per their need. This config has an options specific to vendors.

Balance Sheet is another option where admin can find all trasactions for the particular vendor.

Admin set the commission percentage per item, and this commission and vendor amount management will be done automatically and will be reflected to this balance sheet. If admin will pay to vendor any amount by check or cash then admin can add tranaction here, and balancesheet will be maintained accordingly.

There is also an option to send request for the vendor to the admin from front end. Customer can find the link **Request Seller** @footer on front end. There is a request form for the vendor.

3. Reviews and Ratings

Here, Admin can find all the reviews given by customer. Admin can change the content and its status, based on that review will be display @front end. Here admin can see pending reviews and all reviews. There is an option for All Reviews and Pending reviews in **Medma > Market Place > Reviews and Ratings** menu.

To manage ratings, you need to click on **Medma > Market Place > Reviews and Ratings > Manage Ratings**. You can add/modify the criteria for which vendor will be reviewed by customer.

This review and ratings will be displayed on front end in my account section. Customer can give feedback from My Account > My Orders > [View Order] > [Feedback].

Customer can only give feedback after invoice gets generated by vendor for that particular order item. This reviews and ratings will be affected into vendor profile. There customer can review the vendor from its ratings and reviews given by customer. A Customer can only submit review once for a particular order item.

Here Below you can see the customer feedback form on the ordered item. Here you can find both ratings and review option where customer can choose the rating out of five (5) and can give review with the title along with the descrioption and its type, whether its positive, negative or neutral.

4. Verification

Verification is the most important part in this marketplace module. An admin have chance to verify the vendor by asking any photo copy of original document from vendor. Admin just need to add the verifcation document type and it will populate in the **request seller** page. Seller can attach more then one verifiaction document as specified in verification document type.

5. Vendor List

Vendor list can be displayed on any page by adding below code:

For CMS Page and Static Blocks:

{{block type="marketplace/vendor_list" name="marketplace.vendor.list" }}

for Layout XML:

<block type="marketplace/vendor_list" name="marketplace.vendor.list"></block>

6. Marketplace Configuration

There are several options available for admin to customize marketplace and make it easy to use for vendors as well as customers. Here are some section defined in marketplace. **General Options** section contains very basic option which will be used to manage vendor role as well as product view page design to manage seller information block. **Review Options** section contains the set of options for customer review based on vendor products. **Vendor Registration Options** section contains set of options for file upload type(for verification proof), whether to show seller information url at top links or not. There are several options related to mail which will be sent automatically, when that particular event occurs.

Market Place   [Save Config]

General Options   ⊙

Vendor Role	VENDORS ▼	[STORE VIEW]
	▲ Please select the role which will work as vendor role.	
Product View Layout	2 columns with right bar ▼	[STORE VIEW]
Shop Information Disaply on	Right Sidebar ▼	[STORE VIEW]

Review Options   ⊙

| Reviews per Page on Grid Allowed Values | 3,6,9 | [STORE VIEW] |
| | ▲ Enter comma separated page size. | |

Vendor Registration Options   ⊙

File(s) allowed to upload	jpg, jpeg, pdf, png	[STORE VIEW]
	▲ Enter comma separated file type. For Example, jpg, jpeg, pdf, png	
Maximum allowed file size	4	[STORE VIEW]
	▲ Please enter maximum allowed file size in Mb(s).	
Show Seller Registration link to Top Links	Yes ▼	[STORE VIEW]
Show Seller Registration label to Top Links	Request Seller	[STORE VIEW]

New Vendor Order Email Options   ⊙

| New Vendor Order Email Sender | General Contact ▼ | [STORE VIEW] |
| New Vendor Order Email Template | New Vendor Order (Default Template from Loca ▼ | [STORE VIEW] |

Vendor Registration Email   ⊙

Enabled	Yes ▼	[STORE VIEW]
Receive Vendor Registration Notification Email On	Custom Email 2 ▼	[STORE VIEW]
Email Template	New Vendor Register (Default Template from Lc ▼	[STORE VIEW]

Vendor Activation Email   ⊙

Enabled	Yes ▼	[STORE VIEW]
Email Sender	General Contact ▼	[STORE VIEW]
Email Template	Vendor Status Changed (Default Template from ▼	[STORE VIEW]

Registration Confirmation Email   ⊙

Enabled	Yes ▼	[STORE VIEW]
Email Sender	General Contact ▼	[STORE VIEW]
Email Template	New Vendor Confirmed (Default Template from ▼	[STORE VIEW]

VENDOR SECTION

Vendors can login from the same login page where admin can logged in. The difference is, vendor just have limited rights to access the admin panel.

After logged into the vendor section, Vendor can do some limited stuffs like they can manage their own profile, they can see their own orders, they can add products, they can see their balance sheet, they can see the reviews given by customer and can approve.

1. My Account

After logged into the vendor section, vendor directly see their account section, where they can change the relavent shop information which they want to display on a web store. Basically vendor can change their profile information from here.

2. Manage Products

Vendor can see their own products in manage product section. Vendor can add product same way as admin added, but the difference here is, The product which will added by vendor is disabled by default. Vendor can not enable any product. Only product will be enabled after admin review. Vendor only have right to disable product.

3. Orders

Vendor can see the orders related to their own products. Vendor can see their own product in order detail page. Vendor can generate invoice and shipment to their own products only. After shipment will generate, the order amount and relavent commission will be added into vendor

account.

4. Transaction

In transactions section, Vendor can see their own balance sheet, where they can find their own transaction based on orders.

5. Reviews

In Reviews section, Vendor can see their own reviews given by the customer. They only can change the status of it. They can approve or cancel the reivew.

6. Configuration

In Configuration section, Vendor can set the different settings related to marketplace.

7. Manage Products

For Manage Products section, Vendor can see their products and manage products. Vendor can see their product's status whether they are approved, disapproved or rejected. In Add/Edit Product section there is also a functionality for live SKU check(it checks whether SKU entered exists or not in current system).

8. Import/Export Products

Vendor can Import/Export Products from **System > Import/Export > Dataflow – Profiles.** To Export Products, vendor can select "Vendor Export Products" option. There are several tab listed on that form. Vendor just need to go to "Run Profile" tab and click button "Run Profile in Popup" button to download products CSV(to download CSV, vendor should have atleast one product).

To Import Products, vendor can select "Vendor Import Products" option. There is "Upload File" tab in left, where vendor needs to upload their product file and then press "Save and Continue Button". After that vendor needs to go to "Run Profile" tab and select his uploaded file from the list and click "Run Profile in Popup" button to Import Product.

FRONT-END SECTION

Customer can find the shop name of the product in the right panel. There is a block to view Seller information of that product.
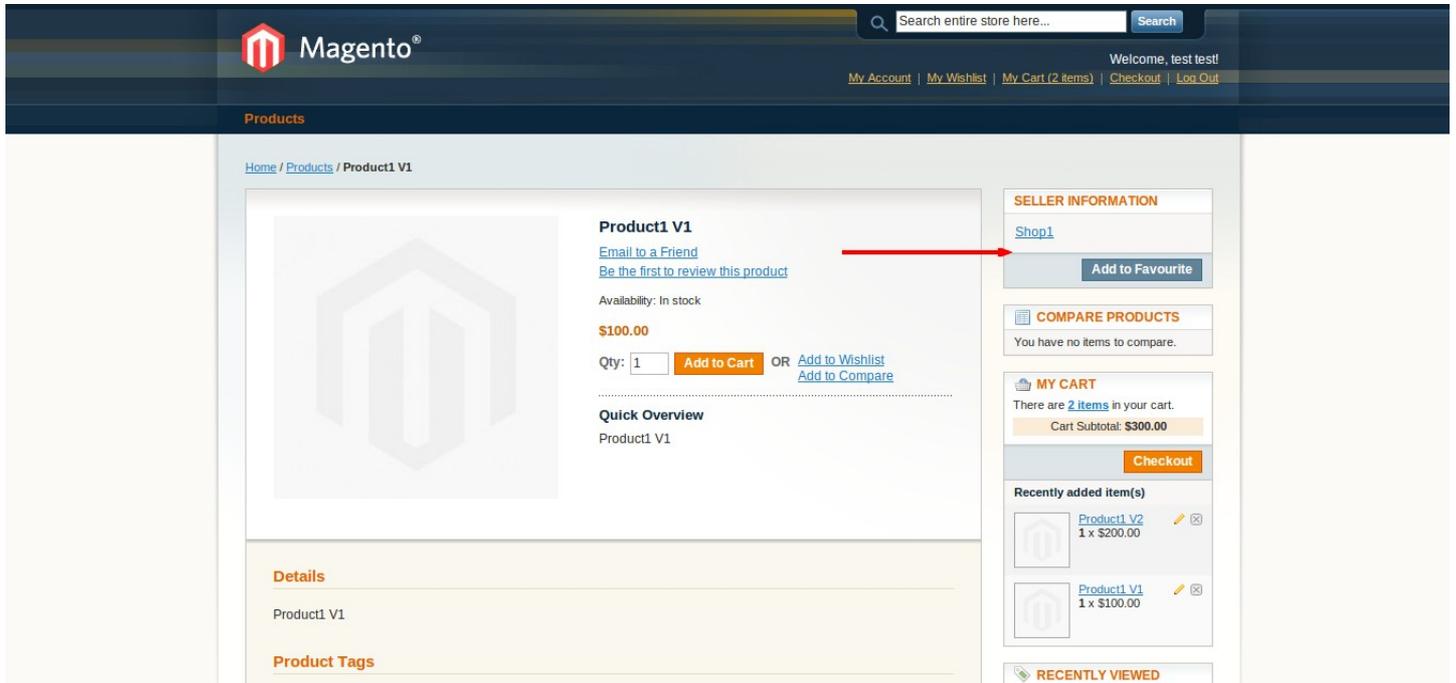
Customer can add the seller directly to their own favorite list, which will be maintained in its My Account section. Customer can see their favorite seller list in My Account section
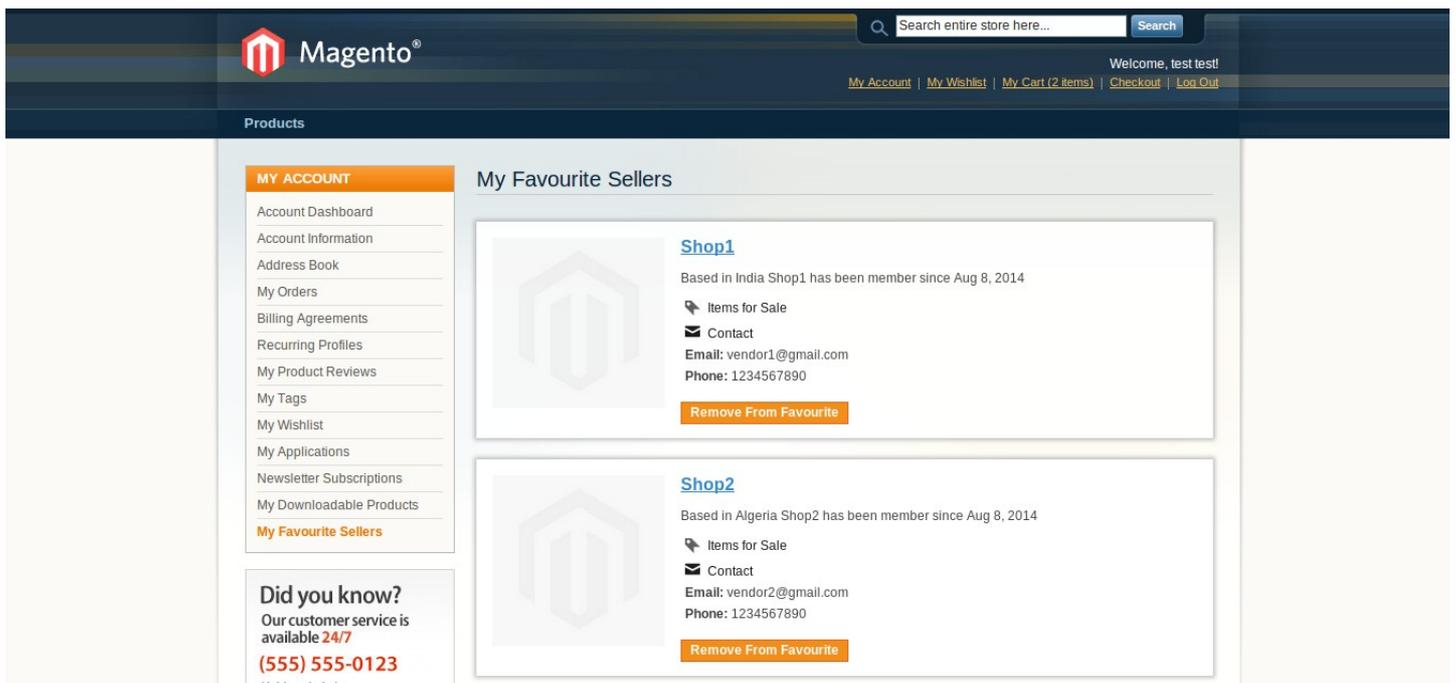
Here customer can see the list of sellers added into their own favorite list. They can view seller profile page, seller's items or seller contact details from here. There is an option to remove seller from their favorite list too.

After clicking on shop name, customer can see the seller profile page where they can get the whole information related to seller. There is contact details, total ratings, total reviews, highest selling product and latest five added products by seller.