



Welcome to *Goods Marketplace* on Gateway

Welcome! We're so glad to have you join us on *Groupon Goods Marketplace*. This guide provides a full breakdown of the [Gateway platform](#). Use the navigation bar on this page to navigate directly to information regarding that corresponding section of *Gateway*.



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About Gateway

Your merchant experience on *Goods Marketplace* runs through *Gateway*. We're excited to provide you with a versatile, efficient marketplace management system tailored to the needs of merchants like you.

This web-based interface will connect you with powerful tools for product creation, inventory management, order fulfillment, customer ticket communication, customer reviews and more.

Additional Resources

In addition this guide, we have several other guides available to our *Goods Marketplace* merchants.

- [Single Product Creation guide](#)
- [Bulk Product Upload guide](#)
- [Customer Ticketing guide](#)
- [Order Fulfillment \(CI\) guide](#)

Unanswered Questions?

If you still have questions about the *Gateway* platform after reading this guide, we encourage you to [open a support ticket with our Merchant Success Team](#).





Getting Started

ACCOUNT CREATION CHECKLIST

steps for activating a new *Gateway* Merchant account



1. Activate your new *Gateway* account

You should have received an email with the subject line “Groupon Goods Gateway - Invitation to Join”. This e-mail contains a link to activate your new merchant account.

This link expires after 24 hours. If you have not already, please open that link now before returning to this e-mail. If your activation link has expired, you may open a ticket with our support team.

2. Complete “Profile” section on *Gateway*

Once you’ve logged into [Gateway](#), all merchants must go to the “Profile” page (found on the left-hand navigation bar) and complete all required sections.

[Link to "Profile" in Gateway](#)

3. Review information under “Business Info”

All information entered here should be accurate and up-to-date. Note that the

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e-mail listed under “Business Contact” is our primary mode of contacting merchants.

Vendor Profile

profile users Edit Business Info

Account Business Info

Legal Business Name

Legal Full Name (Your Merchant Name Here)

4. Enter banking details under “Payments”

From the “Profile” page, navigate to the *Payments* tab. Please note, the TIN must match the legal name listed on the account. This is verified through a third-party service. Also, banking information needs to be US-based.

If you are experiencing an error when attempting to save your payment info, please reference [Error - Can't Save "Payment Info"](#) for further instructions.

5. Set up Avalara AvaTax under “Taxes”

If you have an account already, go ahead and use the “Link my Avalara Tax account to Gateway” tool. Otherwise, create a new account.

Please note, your account cannot receive new orders until you have set up Avalara AvaTax. Don’t worry, AvaTax is free to use for Marketplace merchants.

6. Review and confirm “Terms & Agreement”

To complete our *Terms & Agreement*, merchants must click both checkboxes AND read through the linked “Groupon Goods Marketplace Merchant Agreement.”

Terms & Agreement

Please agree to the terms and conditions below to complete your account

☒ By checking the box, you acknowledge and agree that: (i) you are lawfully able to enter into the [Groupon Goods Marketplace Merchant Agreement](#) on your own behalf, or, if you are entering into the Agreement on behalf of a separate legal entity, that you are duly authorized to bind such entity to the Agreement; and (ii) you and/or such entity, as applicable, consent to be bound to the terms of the Agreement.

Certification Statement

I certify that my company is not based in, or operating from, or otherwise conducting business with any companies, entities or individuals in countries against which the U.S. maintains comprehensive government or economic sanctions such as Crimea (Ukraine), Cuba, Iran, North Korea, Sudan, or Syria.

I further certify that my company does not conduct business with any national, state, provincial or local government, Government Official, government agency, or government-owned or controlled enterprise. The term “Government Official” includes officers and employees, regardless of rank, of local governments, national governments, government-owned or -controlled companies, sovereign wealth funds, and public international organizations, such as the United Nations, World Bank or International Monetary Fund. “Government Official” also includes political parties, party officials, candidates for public office and relatives of government officials.

☒ By agreeing to this Certification Statement, I certify that I have the authority to represent my company, that I have read and understand what is being asked of me, and that my response is true and accurate to the best of my knowledge.

Close Agree






Catalog

You have the option to view your inventory sorted out by “Products” or “Product Groups”.

For more information, see [What Are "Products" and "Product Groups"?](#)

Products

On the “Products” page, you will be able to view the full inventory for all *products* you have created. This breakdown provides you with specific details--- including Quantity, Price and Approval Status-- for each individual attribute combination of your *product groups*.

Products							
	Name	SKU	Status	Available QTY	MSRP	Sell Price	Commission
	Canopy Umbrella 1perfectchoice Green	PDEX-P50617	APPROVED	0	\$199.99	<input type="text" value="\$75.00"/>	\$11.25 15%
	Canopy Umbrella 1perfectchoice Beige 10 Foot canopies	PDEX-P50616	APPROVED	0	\$199.99	<input type="text" value="\$75.00"/>	\$11.25 15%
	A Champagne Test Moët peaches, 750, apricot, passion fruit, peaches	123	REJECTED	10	\$249.00	<input type="text" value="\$13.99"/>	\$2.10 15%

Canopy Umbrella

APPROVED

\$37.99

Click Product Name to
navigate to *Update Product* page.

Hover over Product Status to
view rejection reason (if applicable).

Edit Sell Price then press
enter to adjust product price.

Click link icon to view
customer-facing deal page.









[Link to "Products" on Gateway](#)

Product Groups

On the “Product Groups” page, you can access details on all of your *Goods Marketplace* deal listings. From here, pause/unpause your listings, view the approval status of your each product in this group, or navigate to the customer-facing deal page.



Product Groups

	Name	State	Approved	
	Canopy Umbrella 1perfectchoice Patio, Lawn & Garden Patio Furniture & Accessories Umbrellas, Canopies & Shade	● IN REVIEW	0 : 2	
	"X" Back Steel Dining Chair changed APP Home Furniture & Mattresses Kitchen/Dining Room Furniture Kitchen & Dining Room Chairs	● REJECTED	0 : 1	 
	A Champagne Test Moët Grocery Wine Beer & Spirits Ready to Drink	● REJECTED	0 : 1	 

Canopy Umbrella

0 : 2



Click Product Name to
navigate to *Update Product* page.

Click on numbers under **Approved** to view
approval status of each product in this group.

Click gear icon to pause
or unpause your listing.

Click link icon to view
customer-facing deal page.

[Link to "Product Groups" on Gateway](#)

Sort by Product Group State

Type "Review", "Open", "Rejected", "Paused", or "Closed" into the search field at the top of the page, then select the matching option listed beside "Product Group State." You will now only see listings in this state.

Pause/Unpause Product Groups

Pausing a listing temporarily removes it from the customer portal, making it unpurchasable. Once you decide to list this product again, you can unpause the item and it will once again be visible to customers.

Product Groups

Closed|

Brand


Closed

Product Group State

Closed

Pause

Unpause





Add Product Group

Clicking the “Add Product Group” link will direct you to *Gateway*’s portal for Product Creation. This is where you’ll go to create new product listings for *Goods Marketplace*.

Add Product Group

Basic InformationImages

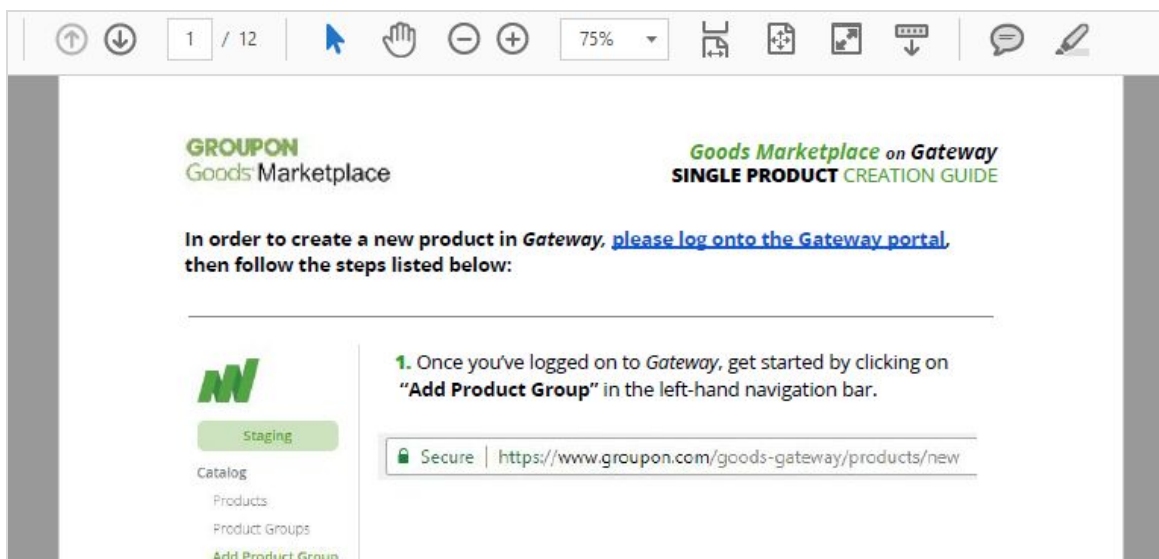
« All Products

Which category best describes your product?

[Link to "Add Product Group" on Gateway](#)

Single Product Creation Guide

This guide provides merchants with a step-by-step walkthrough of the product creation process on the *Gateway* interface.



Download the [Single Product Creation Guide](#) for step-by-step instructions on product creation.

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Bulk Upload

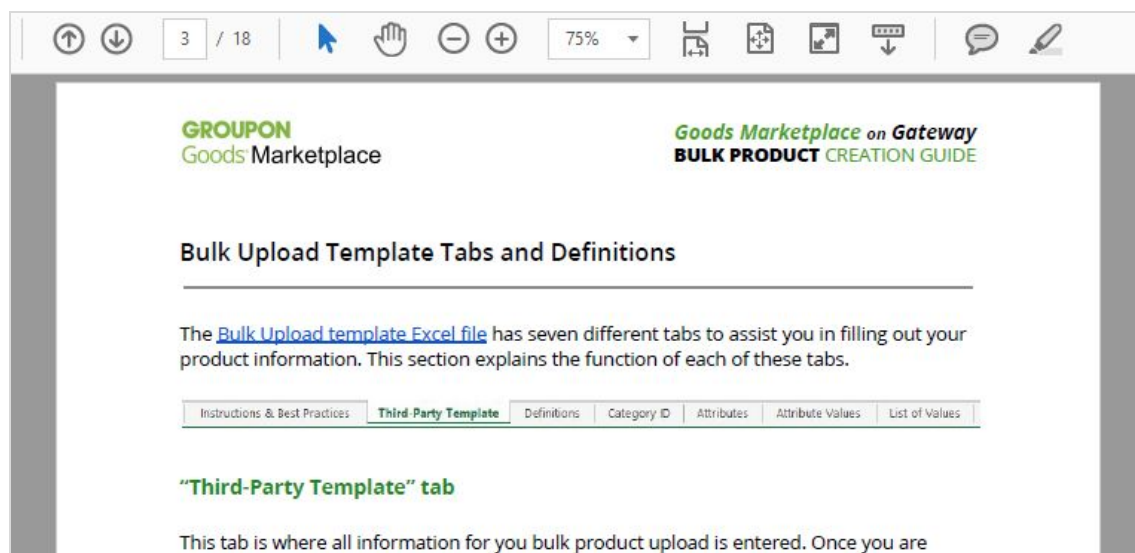
To facilitate a better merchant experience, *Groupon Goods Marketplace* on *Gateway* allows for third-party merchants to upload their product catalogs in bulk. This page provides merchants with a hub for CSV inventory downloads and uploads for bulk product upload.

Export			Download		Upload
<div>Price & Quantity</div> <div>Full Catalog</div>			<div>Third-Party Generic Template</div>		<div>CSV</div>
<div>File Statuses</div> <div>File Types</div> <div>File Variations</div>					
Status	Type	Variation	Updated At		Source File
	Import	Third-Party Catalog	07/13/2018 3:15:15 PM		first-prod-bulk-test-ssor.csv
	Import	Third-Party Catalog	07/13/2018 2:10:30 PM		single-product-test-ssor.csv
	Export	Cost & Quantity	05/06/2018 10:48:23 PM		

[Link to "Bulk Upload" Page on Gateway](#)

Bulk Product Creation Guide

This guide will assist merchants with the ins-and-outs of the new Bulk Upload Tool, provide helpful tips, and offer solutions to common errors.



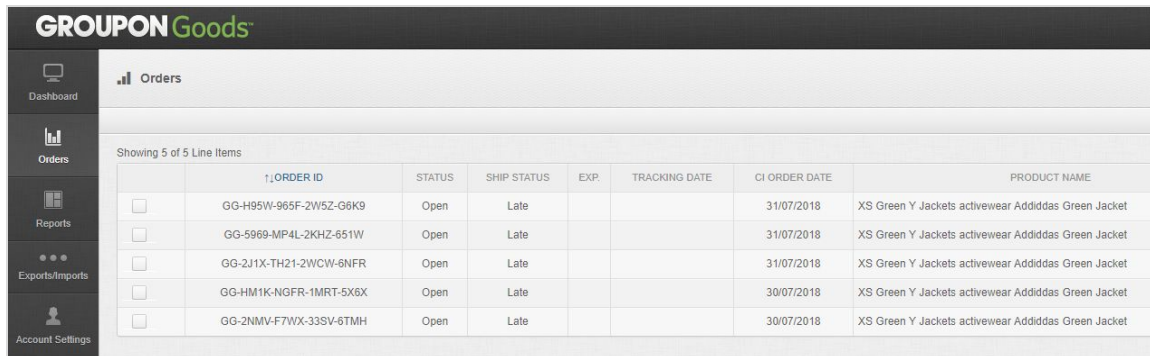
Download the [Bulk Product Creation Guide](#) for a step-by-step and troubleshooting on bulk uploads.

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Fulfillment (CI)

Groupon Goods Marketplace handles all order fulfillment with a platform called CommerceInterface (CI). All links found under the "Fulfillment" header of the navigation bar will direct you to this platform.

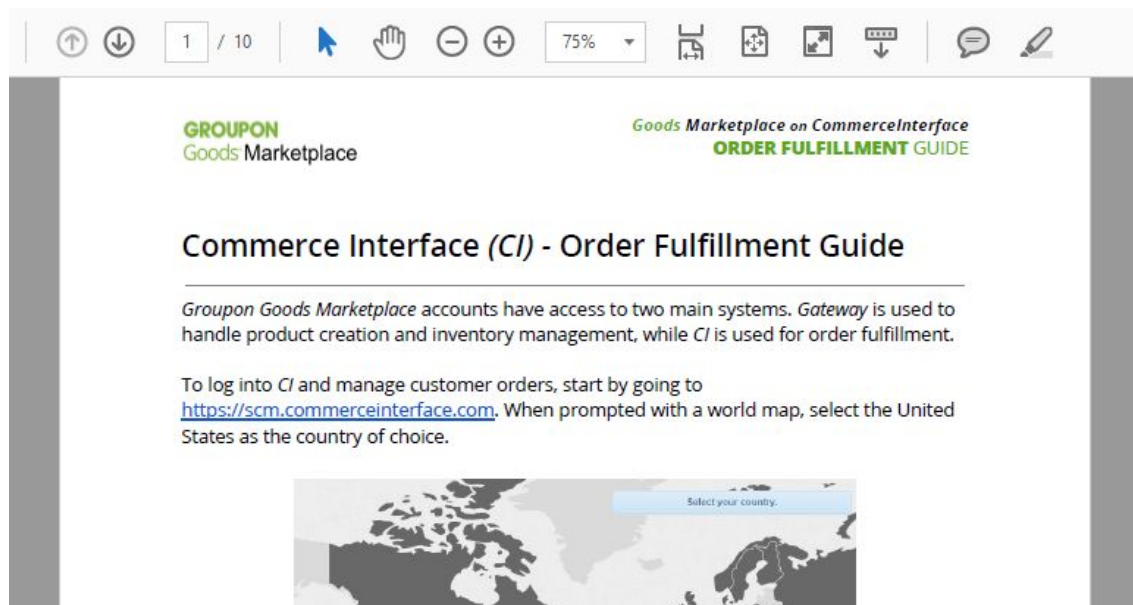


	ORDER ID	STATUS	SHIP STATUS	EXP	TRACKING DATE	CI ORDER DATE	PRODUCT NAME
<input type="checkbox"/>	GG-H95W-965F-2W5Z-G6K9	Open	Late			31/07/2018	XS Green Y Jackets activewear Addidas Green Jacket
<input type="checkbox"/>	GG-5969-MP4L-2KHZ-651W	Open	Late			31/07/2018	XS Green Y Jackets activewear Addidas Green Jacket
<input type="checkbox"/>	GG-2J1X-TH21-2WCW-6NFR	Open	Late			31/07/2018	XS Green Y Jackets activewear Addidas Green Jacket
<input type="checkbox"/>	GG-HM1K-NGFR-1MRT-5X6X	Open	Late			30/07/2018	XS Green Y Jackets activewear Addidas Green Jacket
<input type="checkbox"/>	GG-2NMV-F7WX-33SV-6TMH	Open	Late			30/07/2018	XS Green Y Jackets activewear Addidas Green Jacket

[Link to "Orders" Page on Commerce Interface](#)

Commerce Interface Order Fulfillment Guide

The following guide will walk you through the process of using *CI* to upload tracking information, monitor your orders, handle cancellations/refunds, and more.




GROUPON Goods Marketplace

Goods Marketplace on CommerceInterface
ORDER FULFILLMENT GUIDE

Commerce Interface (CI) - Order Fulfillment Guide

Groupon Goods Marketplace accounts have access to two main systems. *Gateway* is used to handle product creation and inventory management, while *CI* is used for order fulfillment.

To log into *CI* and manage customer orders, start by going to <https://scm.commerceinterface.com>. When prompted with a world map, select the United States as the country of choice.



Download the [Commerce Interface \(CI\) - Order Fulfillment Guide](#) for step-by-step instructions on using *CI*.

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Tickets

"Tickets" are the official mode of communication *Goods Marketplace* provides for their merchants and customers. These tickets are housed directly in the *Gateway* platform, and are used to handle all customer inquiries, refund requests, order errors, etc.

The screenshot shows the 'Tickets' page in the Gateway platform. It includes a search bar, filter buttons for status (new, open, pending, hold, solved), and a table of tickets. A 'new ticket' button is visible on the right.

Ticket ID	Status	Created On	Updated On	Order	Deal	Support ID	Reason
75022724	solved	8/17/2018	8/18/2018	1024478551	gg-mp-home-office-chair	GG-VGN6-4SPX-2PVC-6ZMX	something_else_sub

[Link to "Tickets" Page on Gateway](#)

Customer-to-Merchant Ticketing Guide

The following guide will walk you through our ticketing interface, explain our guidelines for merchant-to-customer communication, and outline our best practices.

The screenshot shows the Gateway interface with a navigation bar on the left. The 'Tickets' option is highlighted with a red box and a hand cursor. An arrow points from the 'Tickets' option to a preview of the Tickets page, which displays a table of tickets.

Accessing Your Tickets

To access ticketing, log onto *Gateway* and select *Tickets* using the left-hand navigation bar.

Ticket ID	Status	Created On	Updated On	Order	Deal
74579208	solved	7/30/2018	7/31/2018	1024478551	gg-mp-home-office-chair
74634921	pending	8/1/2018	8/1/2018	1024478551	gg-mp-home-office-chair

[Link to "Tickets" Page on Gateway](#)

Download the [Customer Ticketing Guide](#) for instructions and best practices on answering customer tickets.

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Approvals

Clicking the “Approvals” link will direct you to a breakdown of your inventory as it relates to the [product screening process](#). The Approvals page is separated into two main sections.

[Link to "Approvals" Page on Gateway](#)

Approval Stats	
Approval Status	Products
● APPROVED	12
● REJECTED	4
● PENDING	6

The “Approval Stats” section provides a breakdown of your listings according to approval status. Click the blue number under the Products column to view all products belonging to that group.

APPROVED

These listings have successfully cleared *product screening* and can be listed live on our portal.

REJECTED

Changes must be made to these listings before they can be listed live on our portal.

PENDING

These listings are still being reviewed in *product screening*. This may take up to 7 days.

Rejection Reasons	
Rejection Reason	Products
Remove references to competitors.	1
Title must be less than 70 characters.	3
Price is zero.	2

The “Rejection Reasons” section sorts your rejected listings by the reason they were rejected. Click the blue number under the Products column view all products rejected for that reason.

REJECTION REASONS

Whenever a listing is rejected, a reason(s) will be provided by the product screening team.

These explain why your product is not currently compliant with our product guidelines on *Goods Marketplace*.

Use these provided reasons as guidelines for re-editing your listing. Once you’ve made the appropriate changes, click “Save” and your listing will re-enter *product screening*.


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Rejected Products View

If you select your **REJECTED** products under the *Approval Stats* section of this page, you'll be directed to a view of all of your store's currently rejected product listings. From here, you can view the individual reason(s) provided for your product's rejection.

Click on any product to navigate towards the "Edit" view for that listing, where you can implement the necessary changes, then "SAVE" to re-submit for approval.

SKU	Status	Available QTY	MSRP
9297732	 REJECTED	<input type="text" value="100"/>	\$130.00

Merchant Onboarding is incomplete.

Price is zero.

Hover over the "REJECTED" icon listed under the *Status* column to see the reason provided for that product's rejection.

NOTE: If creating a *Product Group* with multiple *Products* in it, keep in mind that each individual product will be screened individually. This means that you may face a situation where your listing has gone live, but some variant offerings are temporarily missing from your deal page.

Avoiding Product Rejections

The product screening process is vital to our mission of ensuring a positive customer experience on *Goods Marketplace*, but we understand product rejections can be frustrating. By referencing the materials below when creating new listings, you can help make certain your listings are compliant with our guidelines before submitting for approval.

[Product Photo Requirements](#) ♦ **[Product Description Guidelines](#)** ♦ **[Product Title Guidelines](#)**
♦ **[Product and Brand Restrictions](#)** ♦ **[Required Information for New Products](#)** ♦



Product Screening Process

Whenever you create a new product listing on *Goods Marketplace*, your listing automatically begins the [product screening process](#). All products must successfully clear this process before they can go live on our customer-facing portal.

Once you've submit your new product listing, our dedicated Product Screening Team will closely review your each individual product in your product group. This team will evaluate for full compliance with *Goods Marketplace* product guidelines.

The screening process generally takes up to 7 days, at which point your product will move from "Pending" to either "Live" or "Rejected."



The product screening process generally takes up to 7 days.

Please keep this in mind when planning your inventory, and allow this amount of time to elapse before opening a ticket about your listing.

Fixing a Rejected Product

If your product is rejected, fix the listed issues, then click "Save". The product will then restart the product screening process. This may take an additional 7 days.

The following [support article](#) outlines some common issues that cause merchants to have their listings rejected, and the solutions you can apply when resubmitting for approval.



For a list of common rejections and their solutions, see [Fixing Rejected Product Issues](#)

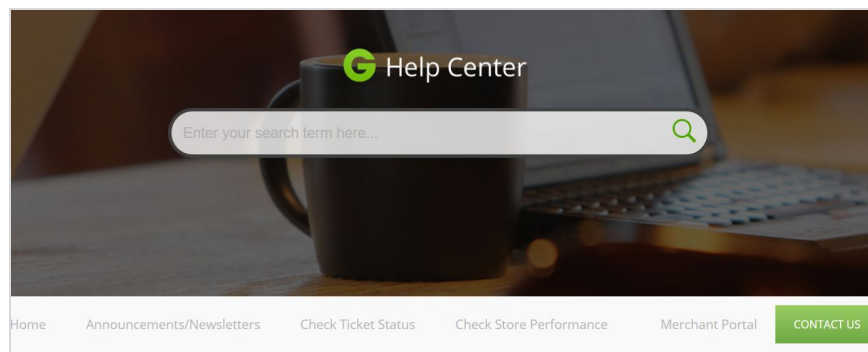


Support

It's our priority to ensure our merchants the most successful experience possible conducting business on *Groupon Goods Marketplace*. In addition to our [guide documents](#), we also provide issue-specific web articles and one-on-one support communications.

Support Articles

Groupon Goods Marketplace has a large number of support articles available on from our Help Center. Search any keyword related to your issue and find issue-specific support.



To search through our extensive library of support articles, [visit our Help Center](#).

Contact our Merchant Success Team

Sometimes you just want to communicate one-on-one with another human being! If you're having difficulties, you can always open a support ticket with our Merchant Success team.

Submit a ticket

Email Address *

[Add cc](#)

Subject *

How can we assist you? *

Please Provide Any Additional

For one-on-one assistance with a member of our success team, [submit a support ticket](#).



Manage

Reviews

Though this feature will not be available immediately at launch, *Gateway* will soon offer merchants the ability to view all customer reviews and ratings for their products.

After receiving an order from a *Goods Marketplace* merchant, customers have the ability to review the product they purchased. This includes a star-based rating system, as well as an optional field for comments. At this time all reviews are stored internally, but in the future ratings will become visible to all customers on the product portal.

Until the “Reviews” section of *Gateway* goes live, you can always open up a [support ticket](#) to manually request all ratings/reviews for any of your listings. Make sure to include the name of the product in your ticket. Our Merchant Success team will assist you promptly.



In order to provide the most positive customer experience possible, **products that have received a high number of negative reviews may eventually become suppressed in our customer-facing portal.**