Multivendor Marketplace Solution for Vendors

by CedCommerce Products Documentation

1. Overview of the Vendor App

About CedCommerce

CedCommerce is a client-first eCommerce Solution Provider, catering to 30,000+ happy customers across 25+ countries with more than 850 solutions.

Over the years, our contribution to the eCommerce industry has positioned us among world-class leaders. We are proud Business Partners of Facebook, Google, Amazon, Walmart, HubSpot, Shopify, BigCommerce, and 50 other Global Brands.

Our constant efforts in facilitating best-in-class and affordable eCommerce solutions catered with 24X7 live customer support services have been awarded 5 Times in a Row under the Deloitte Technology Fast 50 program.

CedCommerce's Multivendor Marketplace Solution (Vendor Panel)

For you to sell on a fully functioning marketplace on Shopify, you can use Multivendor Marketplace Solution (vendor panel). Using this application, you can easily add products, monitor your sales and shipments, and manage inventories.

As a seller (or vendor), you can upload various products to sell on the marketplace and configure various settings. As a marketplace seller, you also get to chat with the admin and keep track of the commission you are paying.

Salient Features of the Multivendor Marketplace Solution (Vendor Panel)

- **Interactive Dashboard** with real-time updates of products, sales, orders, and earnings.
- **Chat and interact with the admin** of Shopify Multivendor Marketplace
- **Track Transactions** and **Manage Reports**
- **Manage Orders** through both Shopify and App.
- **Import Products from Shopify** and create collections
- Get complete **information** about the **ongoing and completed activities**

2. Dashboard of the Vendor App

The Application Dashboard tracks and displays information about monitored actions alongwith products (imported from your store or created on the vendor panel) and shares their status after uploading them to the marketplace. The dashboard also provides a high-level overview of the sales and orders over time.

The navigator panel is on the left. You can navigate to a specific section to view and perform the required actions using the navigation panel.

Information Dashboard of the App Show

The dashboard conveys data in the form of pie charts and worm graphs for the following:

Live Products

The app places your products under 5 different statuses depending on their current status on the App and the Marketplace. The Product section uses a pie chart to give you an insight into the status of your products. Below you can find the different product statuses.

- **Live**
- **Pending**
- **Inactive**
- **Rejected**
- **Imported**

Total Sales

The sales section on the dashboards represents your Gross Sales since you've started selling on the marketplace. Here you can view the overall sales and their bifurcation into the following statuses.

- **Refunded**
- **Canceled**
- **Pending**
- **Fulfilled**
- **Partially-fulfilled**

Total Earnings

The earnings section on the dashboards represents your total earnings as a vendor after deduction of all the admin charges since you've started selling on the marketplace. Here you can view the overall earnings divided into two parts.

- **Amount Received**
- **Payment Due**
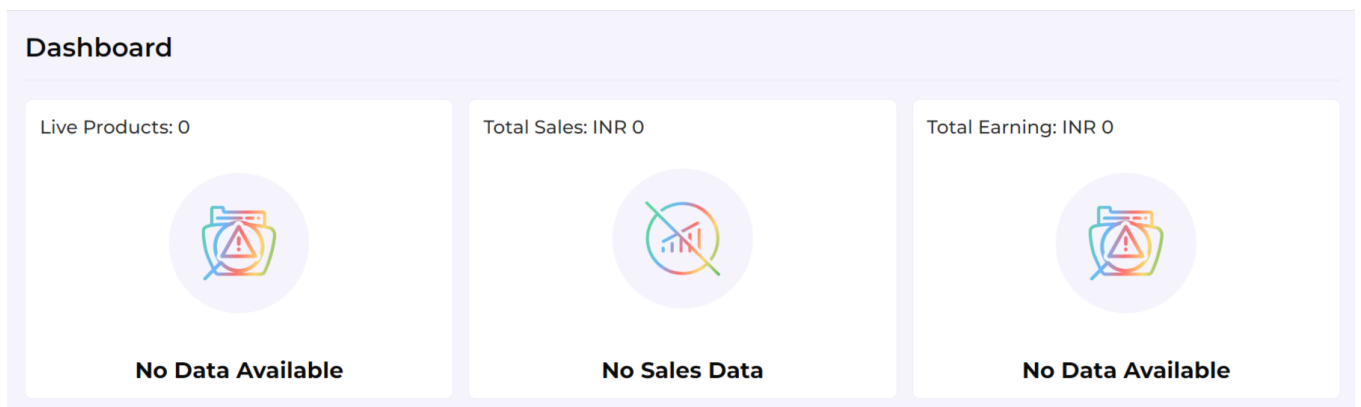
Orders Over Time

The **"Orders over time"** section on the dashboards represents the total orders you've received from the marketplace over some time through a worm graph.

The right corner of the section offers you a dropdown menu that you can use to toggle between options to view the order count for a varied time duration. The dropdown includes options to view sales records of:

- **Weekly**
- **Monthly**
- **Yearly**

Orders over time

Last 1 month ⌄

○ Orders

1

0

11 Aug 12 Aug 13 Aug 14 Aug 15 Aug 16 Aug 17 Aug 18 Aug 19 Aug 20 Aug 21 Aug 22 Aug 23 Aug 24 Aug 25 Aug 26 Aug 27 Aug 28 Aug 29 Aug 30 Aug 31 Aug 01 Sep 02 Sep 03 Sep 04 Sep 05 Sep 06 Sep 07 Sep 08 Sep 09 Sep
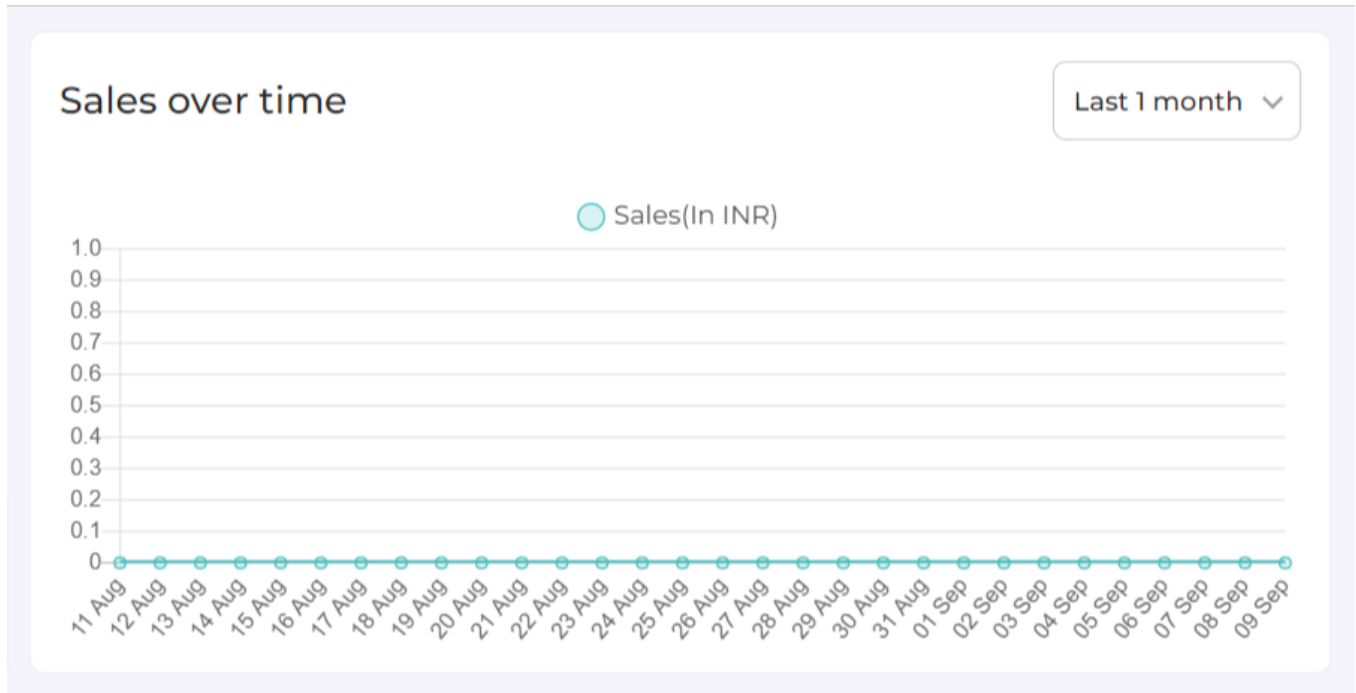
Sales Over Time

The **"Sales over time"** section on the dashboards represents the total sales you've made on the marketplace using a worm graph.

The right corner of the section offers you a dropdown menu that you can use to toggle between options to view the sales completed over a varied time duration. The dropdown includes options to view sales records of:

- **Weekly**
- **Monthly**
- **Yearly**

Sales over time

Last 1 month ∨

Sales(In INR)

1.0
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0

11 Aug 12 Aug 13 Aug 14 Aug 15 Aug 16 Aug 17 Aug 18 Aug 19 Aug 20 Aug 21 Aug 22 Aug 23 Aug 24 Aug 25 Aug 26 Aug 27 Aug 28 Aug 29 Aug 30 Aug 31 Aug 01 Sep 02 Sep 03 Sep 04 Sep 05 Sep 06 Sep 07 Sep 08 Sep 09 Sep

3. Products Section of the Vendor App

After getting imported from Shopify, the products are displayed right on the app panel under the Product tab. In addition to that, you can also find out what actions you can perform on these products. Also, the product section lets you view and customize the products according to your needs before listing them on the marketplace.

After being approved as a seller at admin's marketplace, now you have two options. Either **you can create or import products directly** in the supplier panel or **you can connect and import your products from Shopify.** The products imported from Shopify will have Shopify as their source and the products created or imported directly on the supplier panel will have marketplace as their source.

You can find the Product section on the collapsable panel on the left side of your screen at the second position from the top.

The product grid lets you **view your products based on their current status in the marketplace.** Below you can find the different product statuses.

- **Imported:** The **products are simply imported from Shopify or directly via CSV to the app** and are not yet uploaded on Marketplace.
- **Pending:** The **products, once uploaded to the marketplace, need to get verified and approved by the marketplace admin.** The products are assigned the Pending status until they get approved or rejected.
- **Live:** This status comes from the marketplace **once the product is uploaded from the app to the marketplace and the admin approves it** to make it live on the Marketplace.
- **Inactive:** The inactive products have been live on the marketplace but **have been taken down because of zero inventory; you are not selling them anymore or for any other reason.**
- **Rejected:** This status comes from the marketplace. You can view it **when the admin rejects it** on the Marketplace.

### Customizing the Product grid for a personalized view

- Go to the **products section.**
- Find the **Customize grid** button in the center of the page, next to the filter option.
- **Select the options** you wish to view on the product grid by ticking the checkboxes for respective attributes. Below you can find the different product attributes.
  - **Image**
  - **ID**
  - **Status**
  - **Inventory**
  - **Type**
  - **Source**

**Note:** You **can not remove** the **Product Title** and **Actions** from the grid.
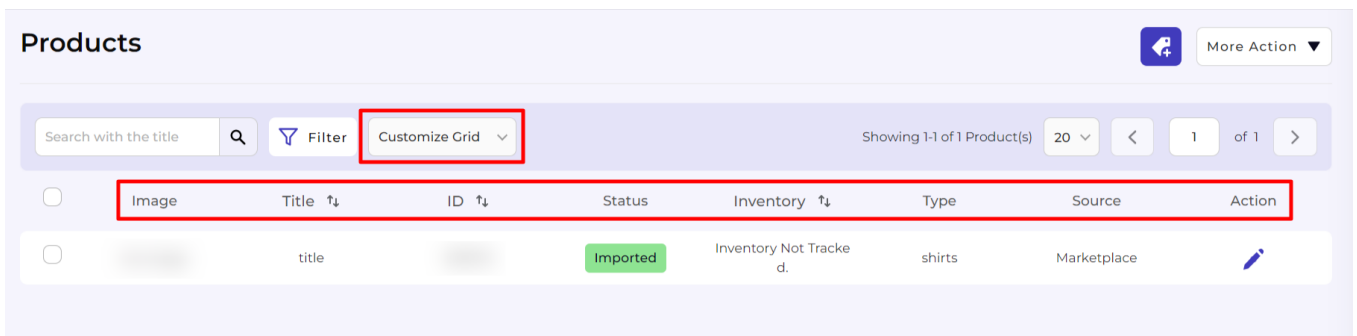
Products displayed per page

- Go to the dropdown displaying the number of Items per page.
- Use the **drop-down to select the number of products** you want to view on a single page (you can select 10, 20, and 50 products).
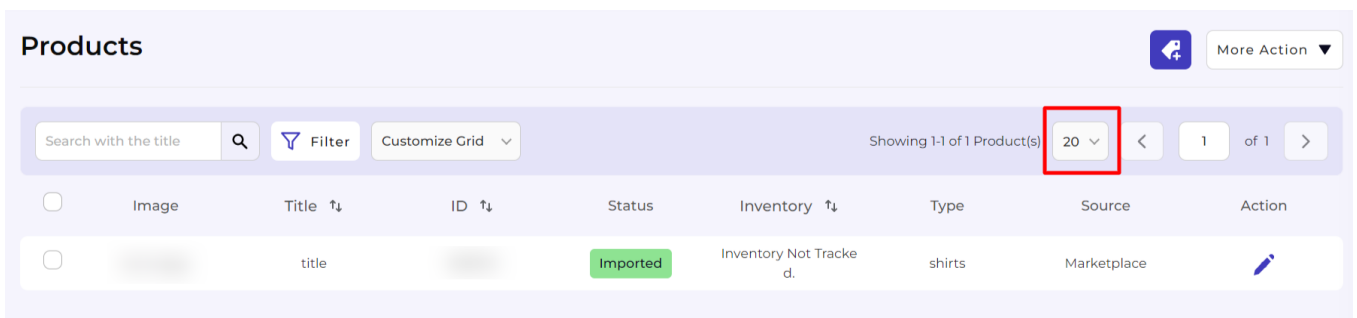
Filter and find a specific product

- Go to the **Product** section.
- Enter the **Product Title** in the search box on the top left of your screen and enter.
- The app will **apply the filter** and display the requested product.

Note: You can also perform a broad search using the search bar by entering partial information. To search for a Product – **Fusion Backpack, you may enter Fusion / Backpack / Fu / Back / Ba / Pack and similar combinations.** The app will display results that match your query. You can use the result to select the best product for your needs.
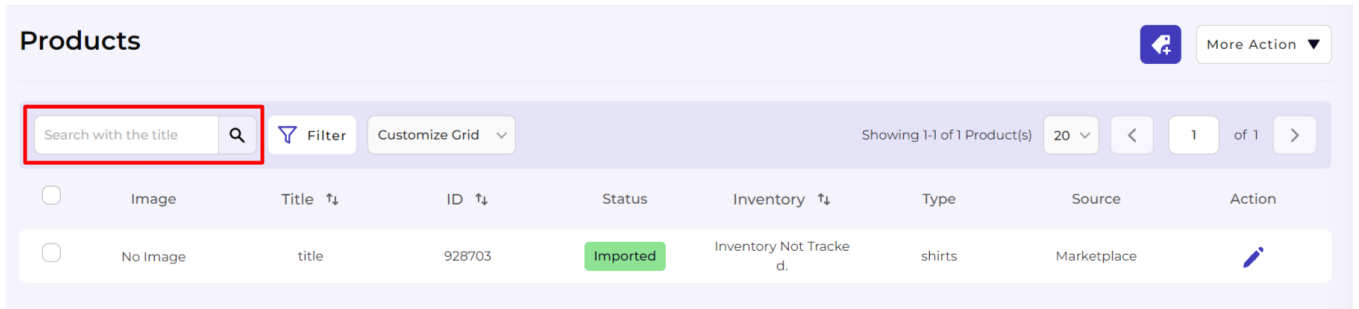
You can also utilize the filters button to perform a more refined search for a specific product type based on the below-stated options. First, click on the More Filters button next to the search box on top of the Product grid, and then select the filter you wish to apply to find your product(s).

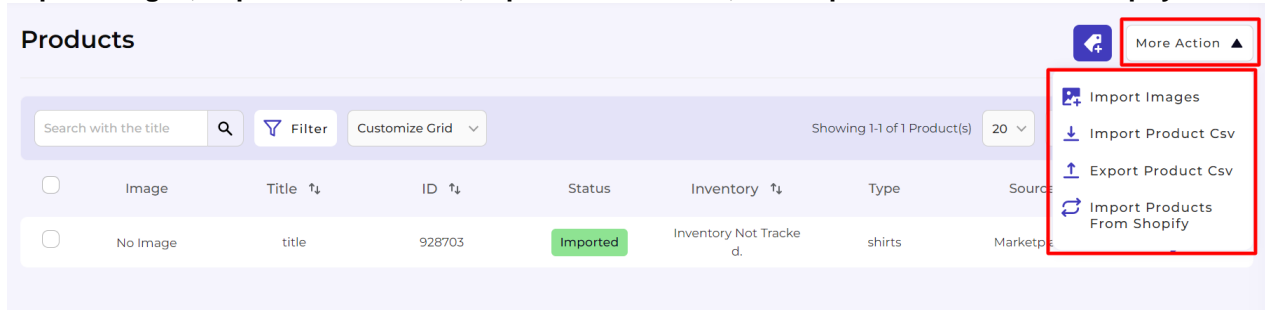> **Note:** You can use multiple filters at once.

- **Type:** This lets you filter products **based on the Product Type they've been assigned under.** You need to enter either a partial or a complete Product type name for your product Type assigned to the product(s). Once you've entered the required details, click on the **Apply** button.
- **Quantity:** This lets you filter products based on their Quantity. The app gives you an option to create a condition by providing FROM and TO values for the Quantities. To do that, you need to **enter the minimum quantity of a product and the maximum quantity of the product.** Click on the **Apply** button.
- **Title:** This lets you filter products based on the title they've been assigned. You need to enter either a partial or a complete Product Title for your product. Once you've entered the required details, click on the **Apply** button.
- **Source:** This lets you filter the products **imported from either Shopify or through the Marketplace** based on two conditions, i.e., Shopify and Marketplace.
- **Status:** The option lets you filter the products as per their status on the application. You can **select from a list of 5 available product statuses** on the application.
- **ID:** This lets you filter the products based on their ID. Enter a partial or complete Product ID of the product you want to filter. Entering **partial Product IDs like 247 / 35475 / 77 / 23 will display all the products** with the given product ID numbers on their ID.
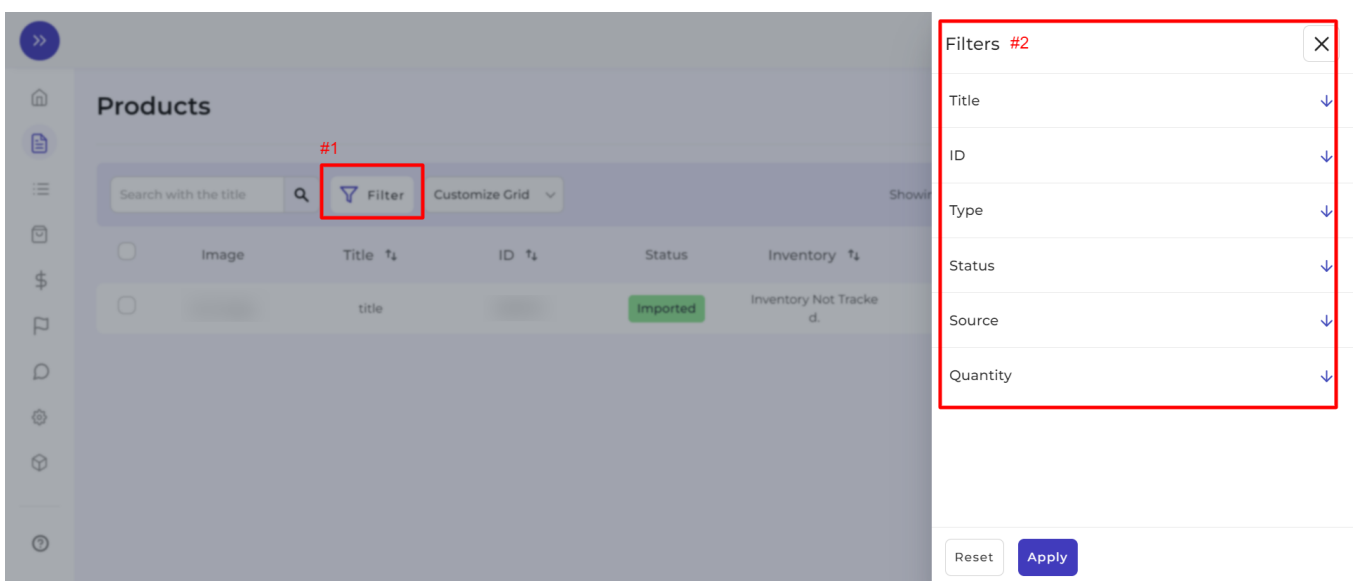
Using the More Actions Button

- Go to the **product** section.
- Find the **More Actions** button available in the top right corner of the page.
- Click on the More Actions button. A drop-down menu appears, providing you with **four options, i.e., Import Images, Import Product CSV, Export Product CSV, and Import Products from Shopify.**

							More Action ▲
Products							
							Import Images
Search with the title	Filter	Customize Grid			Showing 1-1 of 1 Product(s)	20	Import Product Csv
							Export Product Csv
Image	Title ⇅	ID ⇅	Status	Inventory ⇅	Type	Sourc	Import Products From Shopify
No Image	title	928703	Imported	Inventory Not Tracked.	shirts	Marketpl	

Import Images

The **Import Images** button lets you import product images to the app you want to assign to different products before selling on the marketplace.

- Click on the **Import Images** button, and a new page opens asking you to **upload a ZIP file** containing images of products you wish to upload to the marketplace.
- Once you've selected the zip file, click on the **Upload ZIP** file button.
- You can **visit the Activities page**, where you can view the task status.

Export CSV

The export CSV option lets you export products from the app that you want to edit in bulk before uploading them to the marketplace.

- Click on the **Export CSV** button, and a dialogue box opens asking you to **select the local drive folder** where you wish to export the product CSV file.
- Once you've selected the location and file name, click on the **SAVE** button.

You can **visit the Activities** page, where you can view the task status.

Import Products

The import products button lets you **import products from Shopify to the app** to sell on the marketplace.

- Click on the **Import Products** button, and a dialogue box asks you to **upload a CSV file** containing details of products you wish to upload to the marketplace.
- Once you've selected the **CSV,** click on the **Upload** button.
- You can **visit the Activities page**, where you can view the task status.

  Note: If any changes are made in the handle column of the exported CSV it will result in the creation of a new product when the CSV is imported once updated.

Import Products from Shopify

Choose from the dropdown for the suitable option to **import the products from your Shopify to the app.**

- You can **import the products** as per your requirement.
- Select **All Products if you want to import all your products** from the Shopify store to App.
- Select **Published Products if you want to import only the published products** from your Shopify store to the app.
- Select **Apply Filter For if you want to import products according to Vendor, Product Type, Custom, or Smart Collection.**

You can apply filters and can import specific products

- Choose **Product Type** if you want to import products of any specific set of product types.
- Choose a **Product Vendor** if you want to import products in-app for a particular vendor.
- Choose **Smart Collection** if you want to import products from a Smart Collection.
- Choose **Custom Collection** if you want to import products from a Custom Created Collection.

When done with the selection, click on the **Fetch Products from Shopify** button.

Performing Actions on Products

- Go to the **Product** section.
- **Filter/Search** the product you want to view complete product details.
- Search for the **Action** tab in the product grid.

Actions – Edit

- Select the **Edit Product** option to edit the complete product details.

    Note: Products having **Shopify as a source cannot be edited.**
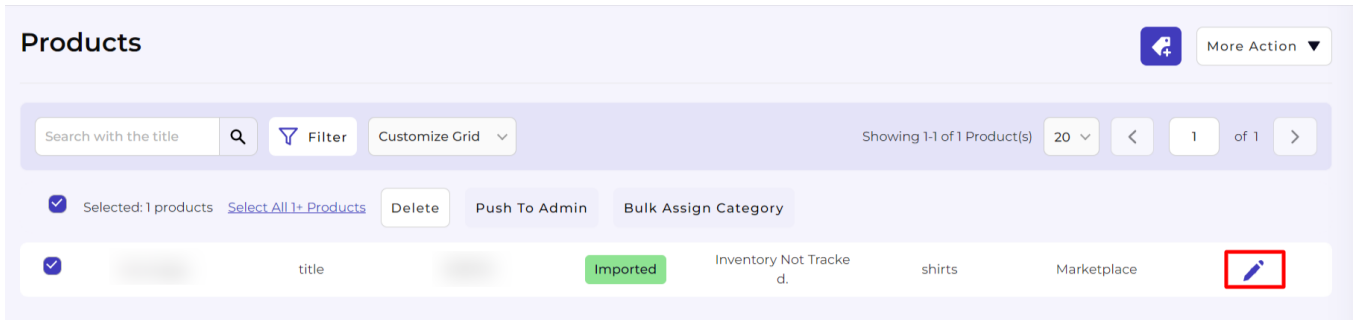
3.1. Create or Edit Products

The Edit/Create Product page lets you edit and create the product details as per your needs before uploading them to the marketplace. Here you can edit the following details for each product and view specific details for them.

> **Note:**
>
> - The **products created on the supplier/admin panel will get assigned the Marketplace** as Source while the **products imported via. Shopify will get Shopify** assigned to them.
> - The Products assigned under **Shopify as Source can only be viewed** and can not be edited.

Title

You can **enter the desired name for the product** here. The app lets you edit the title for products that have been imported through CSV or from the Shopify store before uploading them to the marketplace.

Description

The **product description gets imported from your Shopify store for each product.** You can either use the same description or add/remove a few pointers per the requirements before uploading it to the marketplace.
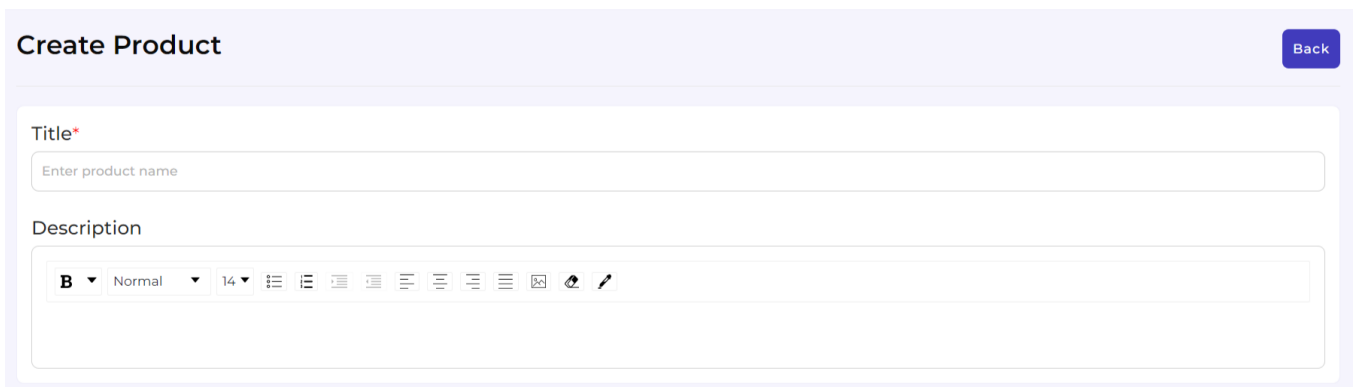
Media

The app lets you **update/add images for your products.** You can add more images to your products by adding image URLs or uploading images for the selected products before uploading them to the marketplace.

Shipping

Weight

Tick the checkbox if your product is a physical product. The section lets you **enter the weight of the physical product you are selling.** You can enter the weight in your preferred option of using either of the following options to enter the weight of your Product using the Metric system (Kg/gm).

Organization

Organize your products based on the collections and product type through this section. Enter the product type ex. Shirts or Jeans, and then select the collection under which you want to place the product.

Variants

Tick the checkbox if your product has variants. You can add **up to 3 variant attributes Color, Size, and Material.**

Inventory

The app imports and shows you the **SKU (Stock Keeping Unit) detail, the Barcode (ISBN, UPC, GTIN, etc.) assigned to each product, and their quantity levels** as available on the Shopify store.

Pricing

The app lets you **create a comparison of pricing types.** Here you can enter the price of your product and the product's comparative original price that shows up on a product's listing when it's on sale.

4. Collection Section on the Vendor App

The collections section lets you view and creates the required collections that your products require when listing them on the marketplace.

The grid lets you view all the available collections you've created on the application with their details like Title, Description, Requested at, Status and Action.

Requesting a Collection

You can **request a new collection for your products by creating one and sending it to the admin for approval.** Upon approval, you can use it for placing products in the marketplace.

To create a collection, click on the **Request** button available in the top right corner of the page. A dialogue box opens, asking you to enter the **Category** name and **Description** for it. Enter the details and **Submit**. The app will forward the request to the admin.

The status of the request can be viewed on the grid as pending. You can see Approved status once the admin accepts it or Disapproved once the collection gets rejected.
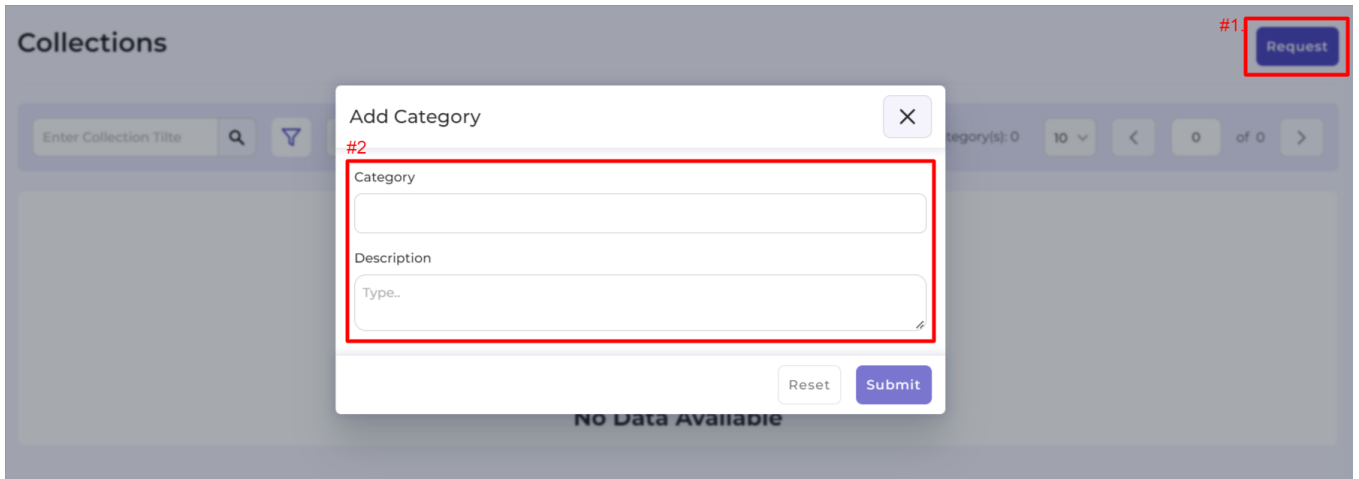
## Customizing the Product grid for a personalized view

- Go to the **Collection** section.
- Find the **Customize grid** button in the center of the page, next to the filters button.
- **Select the options you wish to view** on the product grid by ticking the checkboxes for respective attributes. Below you can find the different product statuses.
  - **Title**
  - **Description**
  - **Requested at**
  - **Status**
  - **Action**

Note: You **can not remove the Product Title and Actions** from the grid.
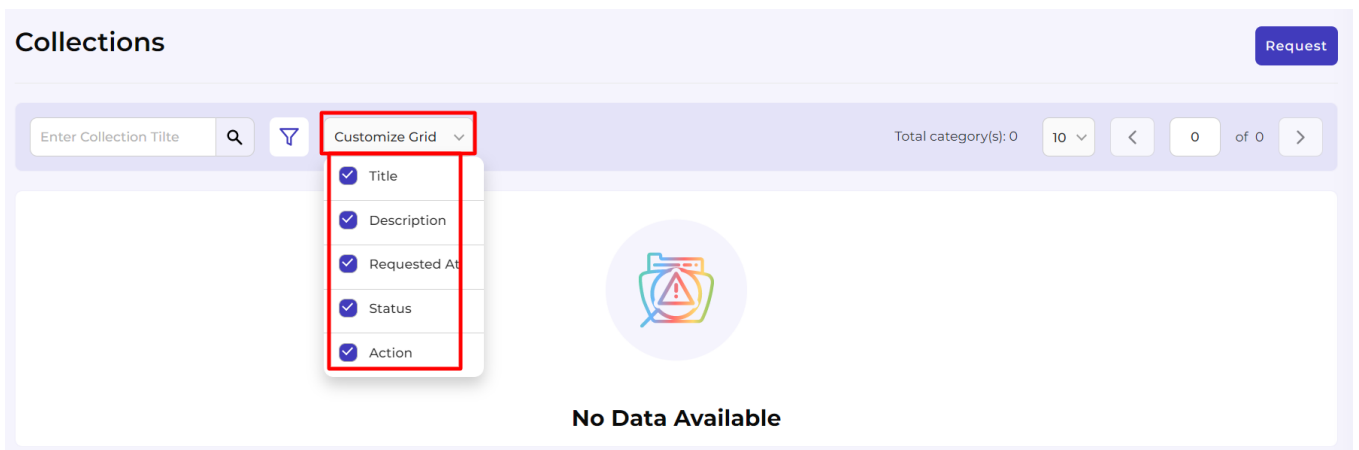
## Increasing the number of collections displayed per page

- Go to the **dropdown** available next to Items per page.
- Use the drop-down to **select the number of products you want to view** on a single page (you can select 10, 20, and 50 products).
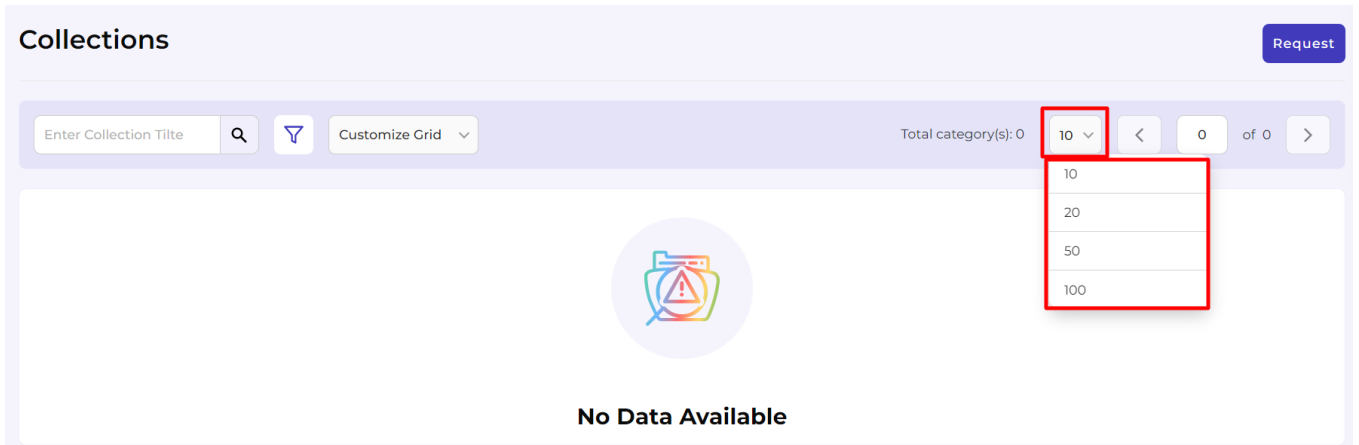
Filtering and finding a specific collection

- Go to the **collection** section.
- Enter the **title** in the search box on the top left of your screen and enter.
- The app will apply the filter and display the requested product.

  Note: You can also **perform a broad search** using the search bar by entering partial information. For instance, to search for a Category – Backpack, you may **enter Backpack / Back / Ba / Pack and similar combinations to perform a broad search.** The app will filter and display results that match your query.
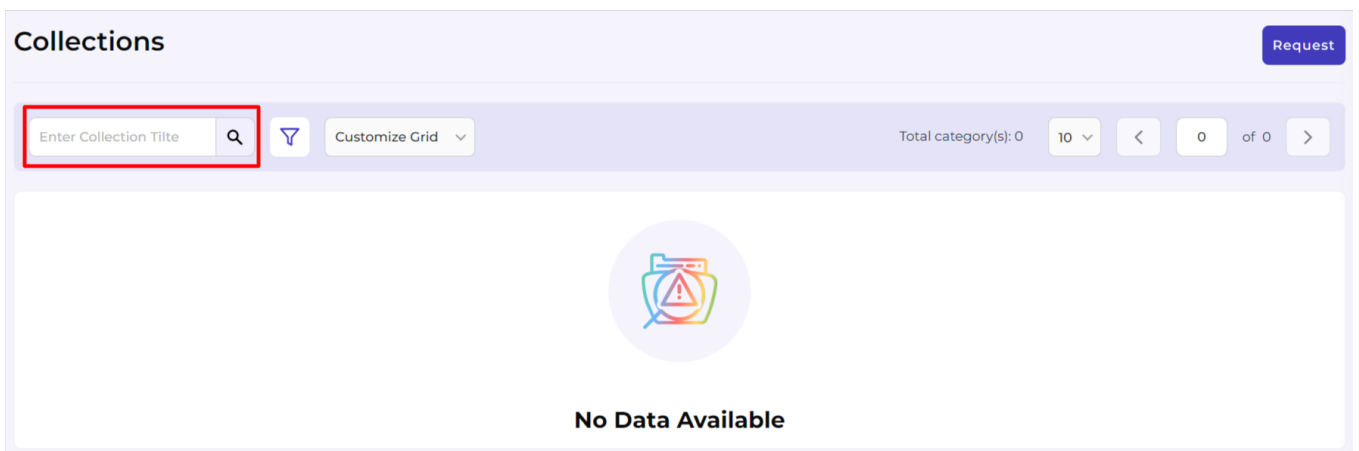
You can utilize filters to search for a specific product type based on the below-stated options. First, click on the More Filters button next to the search box on top of the Product grid.

- **Title:** This lets you **filter products based on their Title.** To do that, you need to enter the collection title and Click on the Apply button.
- **Description:** Enter the **description you use to define the collection to filter** and find it from the available list of collections.
- **Requested At:** Enter the **date when you requested the given collection.** The app will display all the collections requested on the given day, and you can select the one you were searching for.
- **Status:** Filter the collections based on their current status. You can **select from a list of 3 options** for the same that include,
  - **Pending**
  - **Approved**

   ○ **Disapproved**
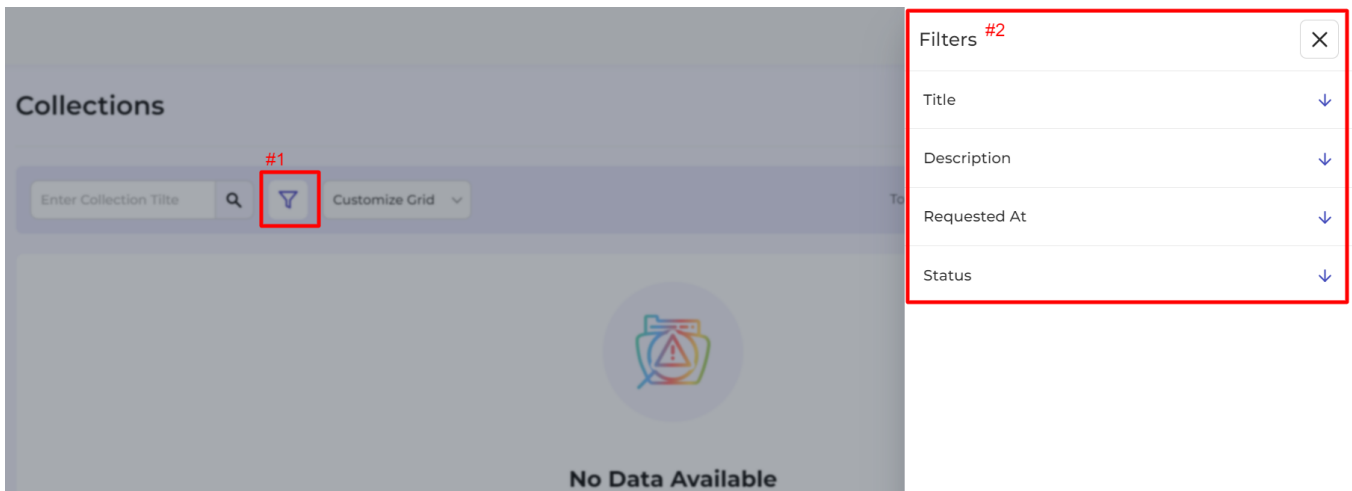
5. Order Section of the Vendor App

The section lets you view all the orders you've received from the marketplace along with their current status. The **pending orders can be shipped directly from the app** by clicking the view button available under the Actions column. The order grid consists of the following attributes:

- **Order ID**
- **Date**
- **Total Price**
- **Customer**
- **Status**
- **Email**
- **Channel**
- **Quantity**
- **Action**

   Note: The **view button lets you see the complete order details** such as Billing Address, Shipping Address, Admin Charges, and other general information.

←

View Order

General Information

Order ID		Purchased from	Shopify Store
Order Date	2022-09-09 19:21:27	Customer Name	hiimanshu Mishra
Order Status	Fulfilled	Email	

Items Ordered

Product	Quantity	Price	SKU
	1	INR 530	

Billing Address

Shipping Address

Admin Charges

Fullfillment Delay Fee	INR 0.00
Service Tax	INR 0.00
commission	INR 0.00
Marketplace Fee	INR 0.00
Total Charges	INR 0.00

Order Total

Subtotal	INR 530.00
Discount	- INR 0.00
Total Tax	INR 95.40
Shipping Fees	INR 0.00
Admin Charges	- INR 0
Total Earning	INR 625.40

Shipments

The section lets you **view all the orders you've shipped and their quantities.** Use the eye icon available under the actions column to view the complete shipment details.

The complete details of the shipped order let you view,

- **Billing Address**
- **Shipping Address**
- **Shipping Method (Carrier Details)**
- **Items Shipped**

←

Shipment Details

Order & Account Information

Order ID		**Customer Name**	hiimanshu Mishra
Order Date	2022-09-09 19:21:27	**Purchased From**	Shopify Store
Order Status	Fulfilled	**Email**	

Billing Address

Shipping Address

Shipping Method

Carrier	Tracking Number
FedEx	255

Items Shipped

Product	SKU	Quantity Ordered	Quantity Shipped
		1	1

Customizing the Order grid for a personalized view

- Go to the **products** section.
- Find the **Additional Fields** button in the center of the page, next to the search bar.
- **Select the options you wish to view** on the shipment grid by ticking the checkboxes for respective attributes. Below you can find the different product statuses.
    - **Order ID**
    - **Shipment ID**
    - **Created At**
    - **Shipped Quantity**
    - **View**

**Note:** You **can not remove the Order ID, Total Price and Quantity** from the grid.
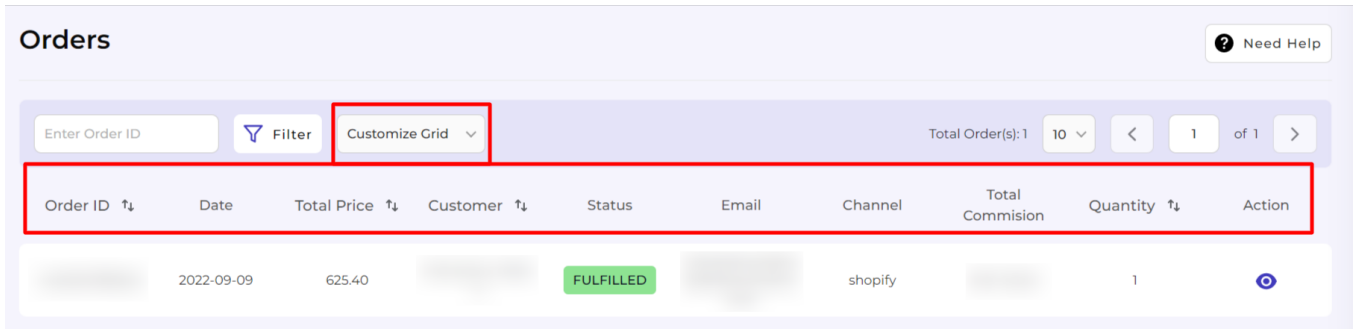
Increasing the number of Orders displayed per page

- Go to the **dropdown** available next to Items per page.
- Use the drop-down to **select the number of products you want to view** on a single page (you can select 10, 20, and 50 products).

Filtering and finding a specific Order/Shipment

- Go to the **Orders/ Shipment ID** section.
- Enter the **Shipment ID** in the search box on the top left of your screen and enter.
- The app will apply the filter and display the requested product.

   Note: You can also **perform a broad search using the search bar** by entering partial information. For instance, to search for a **Shipment ID – 898680, you may enter 898 / 868 / 89 / 68 / 80 / 0 combinations.** The app will display results that match your query. You can use the result to select the best product.
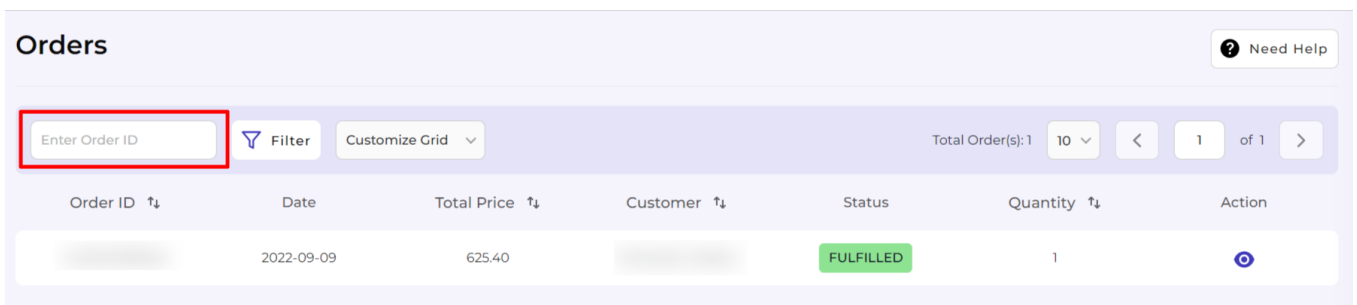
You can **utilize filters to search for a specific order type** based on the below-stated options. **First, click on the More Filters** button next to the search box on top of the Product grid.
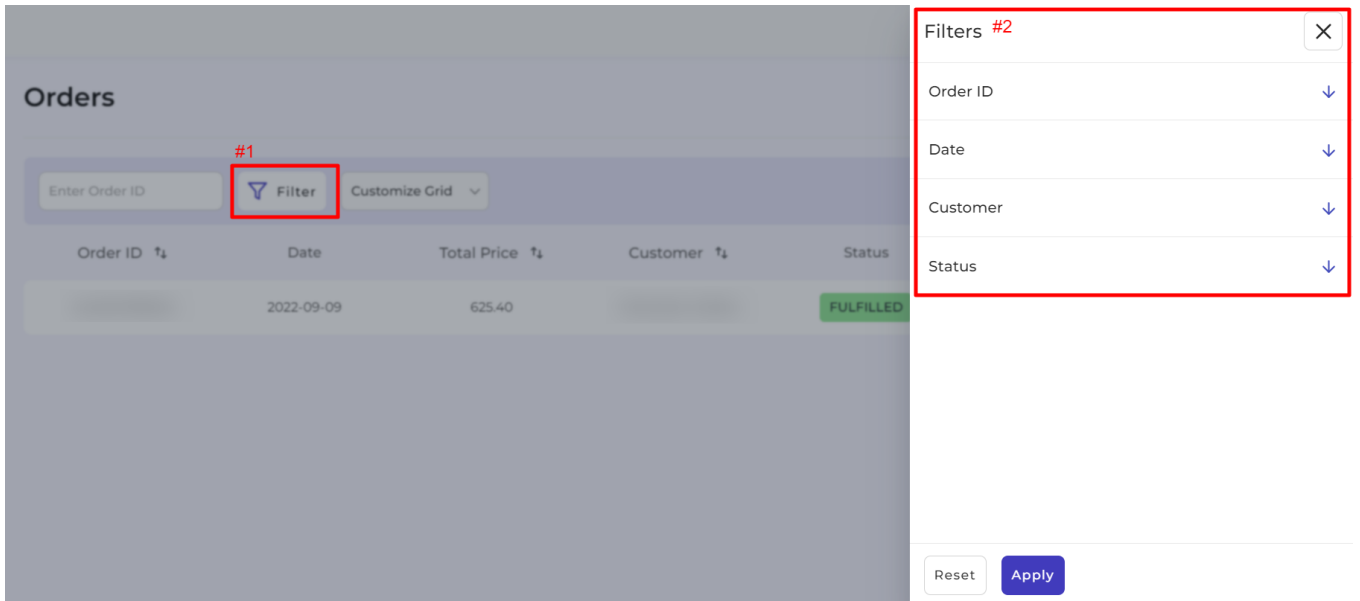
Details you'll find on the Orders and Shipment page

Orders

- **Order ID:** Enter the **Order ID to find the orders** by filtering through all the available orders on the application.
- **Date:** Let you **filter the order by the date** you received the order. Enter the date of order generation to filter and find the specific order.
- **Customer:** Enter the **customer name under which the marketplace created the order** to view the order for the
- **Status:** Use the **status of the orders to filter** the orders and find the required products. You can opt from either of the options,
    - **Pending**
    - **Fulfilled**
    - **Canceled**
    - **Partially Fulfiled**

Shipments

- **Shipment ID:** Enter the **shipment ID to find the orders** by filtering through all the available orders on the application.
- **Order ID:** Enter the **Order ID to find the orders** by filtering through all the available orders on the application.
- **Date:** Let you **filter the order by the date at which the order was Shipped.** Enter the date of order shipment to filter and find the specific order.
- **Shipped Quantity:** Enter the **number of items shipped** as a filter to find the order from the shipped orders list.

6. Transactions Section of the App

Pending Transactions

The pending transaction grid shows you the orders that have been fulfilled and are awaiting payment from the

marketplace admin. You can view

- **Order date**
- **Order ID**
- **Total order amount**
- **Total Commission**
- **Actions**

  Note: The **actions column on the grid lets you request payment** against the given order by clicking on the Request button.

Complete Transactions

The complete transaction grid **shows you the orders for which you've successfully received the payment** from the marketplace admin. You can view

- **Transaction ID**
- **Date**
- **Transaction**
- **Amount**
- **Commission**
- **Marketplace Fee**
- **Service Tax**
- **Order Total**
- **Action**

  Note: The actions column on the grid lets you **view complete payment details** upon successful transaction against the given order by clicking on the View button.

Customizing the Transaction grid for a personalized view

- Go to the **Pending transactions** section.
- Find the **Customize** grid button in the center of the page, next to the filter button.
- **Select the options you wish to view** on the grid by ticking the checkboxes for respective attributes. Below you can find the different transaction attributes.
  - **Order ID**
  - **Order Date**
  - **Pending Amount**
  - **Total Commission**
  - **Action**

Increasing the number of Transaction displayed per page

- Go to the **dropdown** available next to Items per page.
- Use the drop-down to **select the number of products you want to view** on a single page (you can select 10, 20, and 50 products).

Filtering to find a specific transaction

- Go to the **Transaction** section.
- Enter the **Order ID** in the search box on the top left of your screen and enter.
- The app will apply the filter and display the requested product.

You can utilize filters to search for a specific transaction (pending/complete) based on the below-stated options.

First, click on the **More Filters** button next to the search box on top of the Product grid.

Pending Transaction Filters

- **Order ID:** The **order ID can be used to filter the products**. Enter the order ID or a partial value of the order ID to filter the orders.
- **Date: Enter the date of transactions** for which you want to filter the products.
- **Amount: Enter the amount that's pending** for the given order that you wish to find to apply the filter.
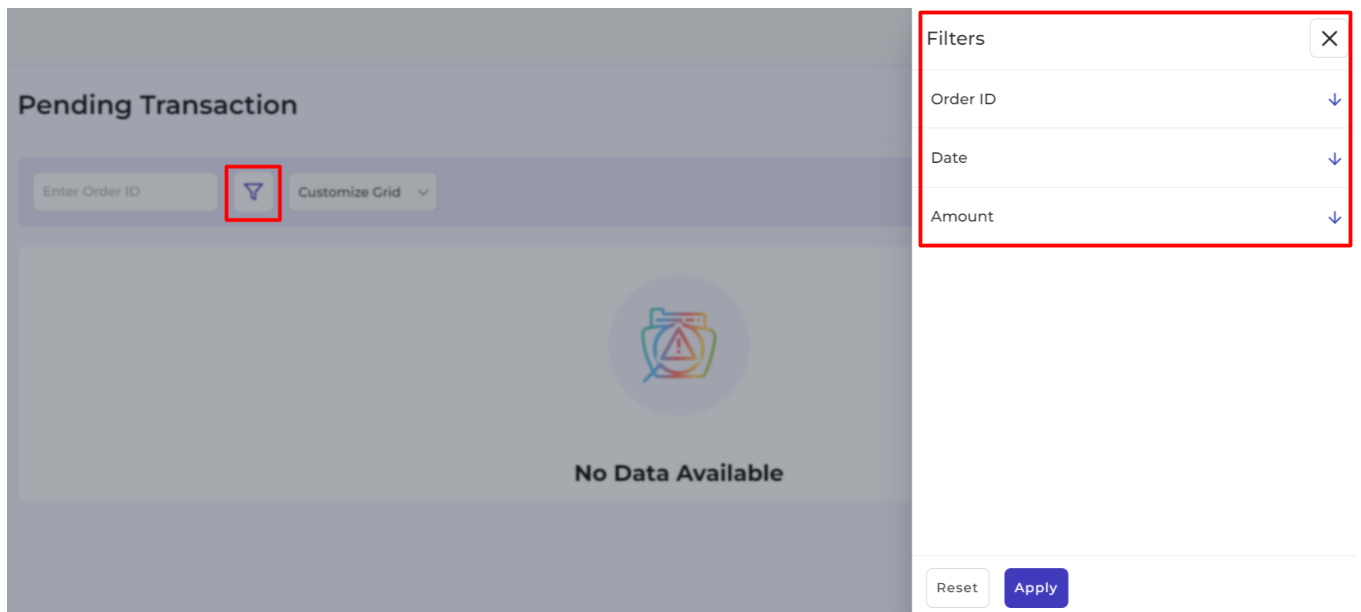
Complete Transaction Filters

- **Transaction ID:** The **transaction ID can be used to filter** the products. Enter the transaction ID or a partial value of the transaction ID to filter the orders.
- **Transaction Amount: Enter the transaction amount** for the given order that you wish to find to apply the filter.
- **Commission:** Enter the **commission amount you paid for the given order** that you wish to find to apply the filter.
- **Marketplace Fee:** Enter the **amount that was paid as the marketplace fee** for the given order that you wish to find to apply the filter.
- **Service tax:** Enter the **service tax on the given order** that you wish to find to apply the filter.
- **Order Total:** Enter the **total order amount charged** for the given order that you wish to find to apply the filter.
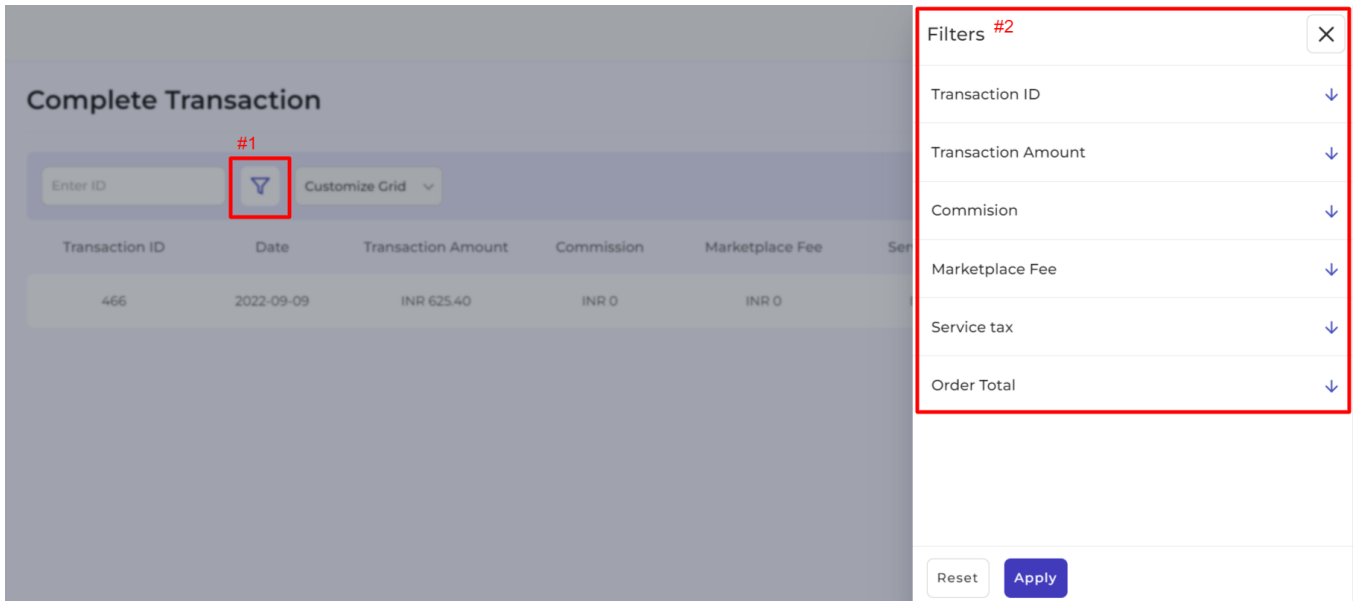
7. Reports Section of the Vendor App

The section lets you **create and download the report for Orders and Products** once the vendor applies a filter to fetch the report. Vendors can choose from a list of multiple filters to get their list before Exporting it.

Order Report

The order reports let you view and download the report for orders. First, you need to **apply the filter to display the orders** that fall under the given conditions. **Once you have the report, you can download it.**
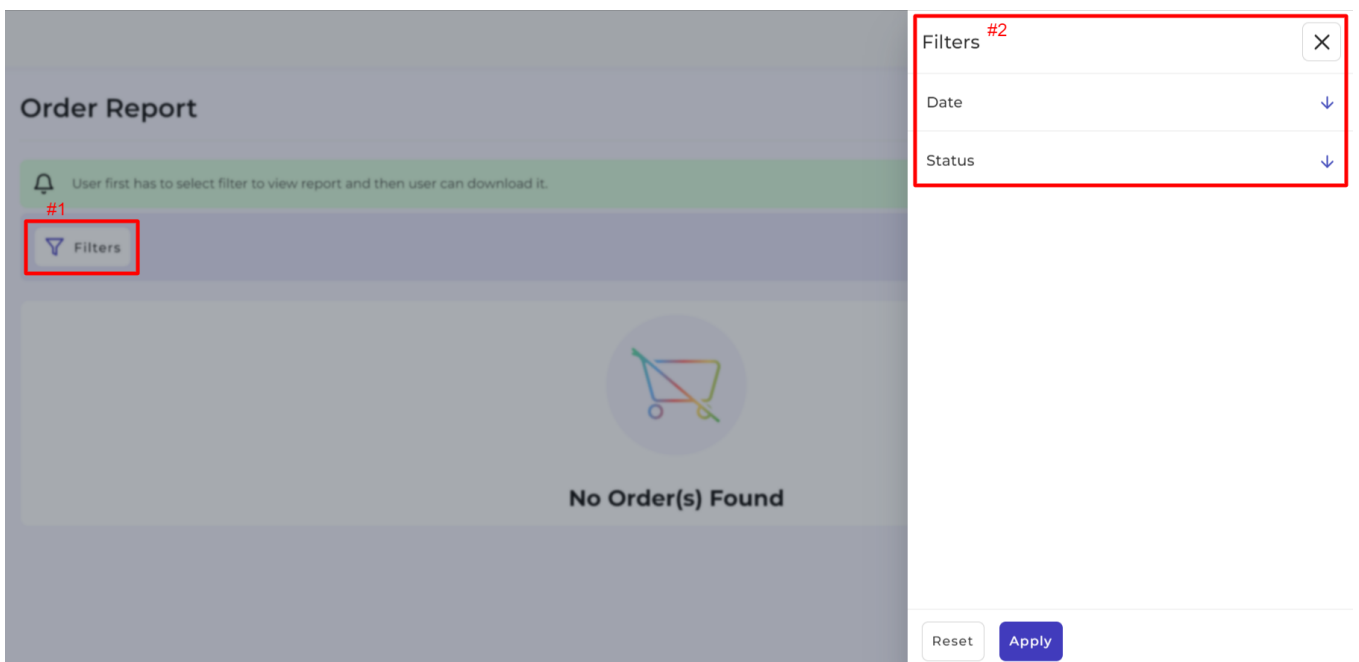
The app lets you apply filters based on

- **Date**
- **Status**

Click on the **Export** button to download the file. You can **select either of the two file types** for exporting the report, i.e., **CSV and XLSX**, before clicking on the **Download** button.

Product Report

The product reports let you **view and download the report** for ordered products. First, you need to **apply the filter to display the products** that fall under the given filter. Once you have the report, you can **download** it.

The app lets you apply filters based on

- **Date**

Click on the **Export** button to download the file. You can **select either of the two file types** for exporting the report, i.e., **CSV and XLSX,** before clicking on the **Download** button.

Product Report

Export

🔔 User first has to select filter to view report and then user can download it.

▽ Filters   10 ∨   <   1   of 1   >

Interval	Product	Total Quantity Sold
2022-09-09		1

Increasing the number of Rows displayed per page

- Go to the **dropdown** available next to Items per page.
- Use the drop-down to **select the number of products you want to view** on a single page (you can select 10, 20, and 50 products).

🔔 User first has to select filter to view report and then user can download it.

▽ Filters   10 ∨   <   0   of 0   >

| 10 |
| 20 |
| 50 |

No Order(s) Found

8. Chats Section of the App

The chats section lets you compose and return messages sent by the admin with new updates, news or to discuss important matters. You can also initiate a chat with the marketplace admin to raise a concern or report a discrepancy.

Composing a chat

To create a new dialogue with the marketplace admin through chat, you can click on the Compose button in the top right corner.

- Enter the **Subject** line.
- **Type the message** that you want to send to the marketplace admin.
- **Upload a file** to attach it with the message.
- Click **Send** to dispatch the message.

Compose   Back

Subject

| Subject |

Type Message

B *I* U S {} | Normal ▼ | 14 ▼ | Font ▼ | ↺ ↻ ☰ ☰ ☰ ☰ ☷ ☷ ☵ ☷ 🖾 ☺

Type message here...

📎 Upload File

Send

Customizing the Chat grid for a personalized view

- Go to the **chat** section.
- Find the **Customize** grid button in the center of the page, next to the filters button.
- **Select the options you wish to view** on the product grid by ticking the checkboxes for respective attributes. Below you can find the different product statuses.
  - **Status**
  - **Chat**
  - **Subject**
  - **Chat ID**
  - **Date**

Chats   Compose

| Enter Chat ID 🔍 | 🔽 Filter | Customize Grid ⌄ | Total Message(s): 0 | 10 ⌄ | ‹ | 0 | of 0 | › |

☑ Status
☑ Chat
☑ Subject
☑ Chat ID
☑ Date

No Data Available

Increasing the number of Chats displayed per page

- Go to the **dropdown** available next to Items per page.
- Use the drop-down to **select the number of products you want to view** on a single page (you can select 10, 20, and 50 products).

Chats

Compose

Enter Chat ID   🔍   ▽ Filter   Customize Grid ∨   Total Message(s): 0   10 ∨   <   0   of 0   >

10

20

50

No Data Available
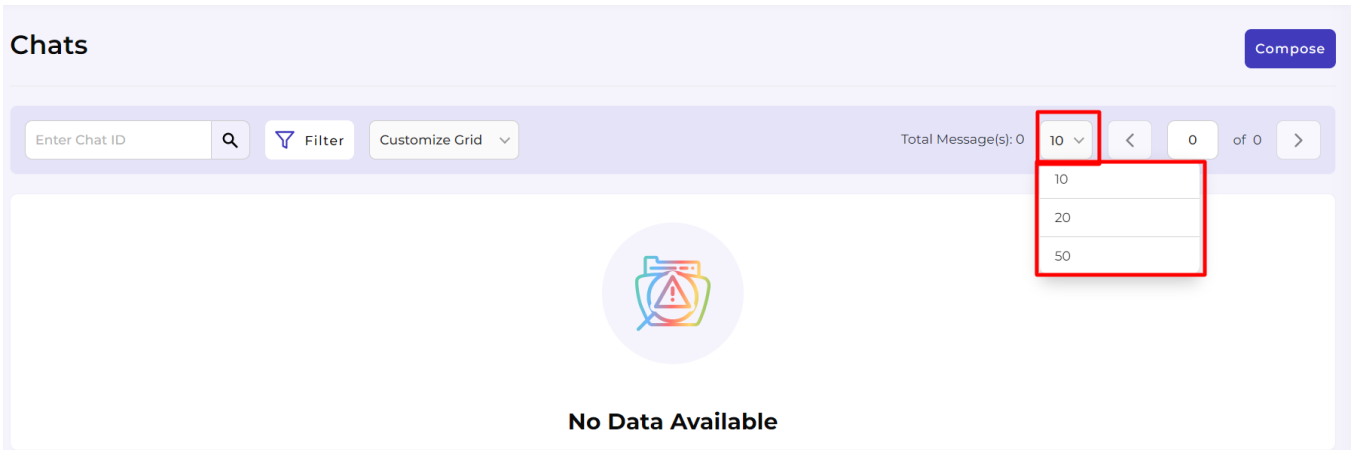
Filtering and finding a specific Chat?

- Go to the **Chat** section.
- Enter the **Chat ID** in the search box on the top left of your screen and enter.
- The app will apply the filter and display the requested product.

Chats

Compose

Enter Chat ID   🔍   ▽ Filter   Customize Grid ∨   Total Message(s): 0   10 ∨   <   0   of 0   >

No Data Available
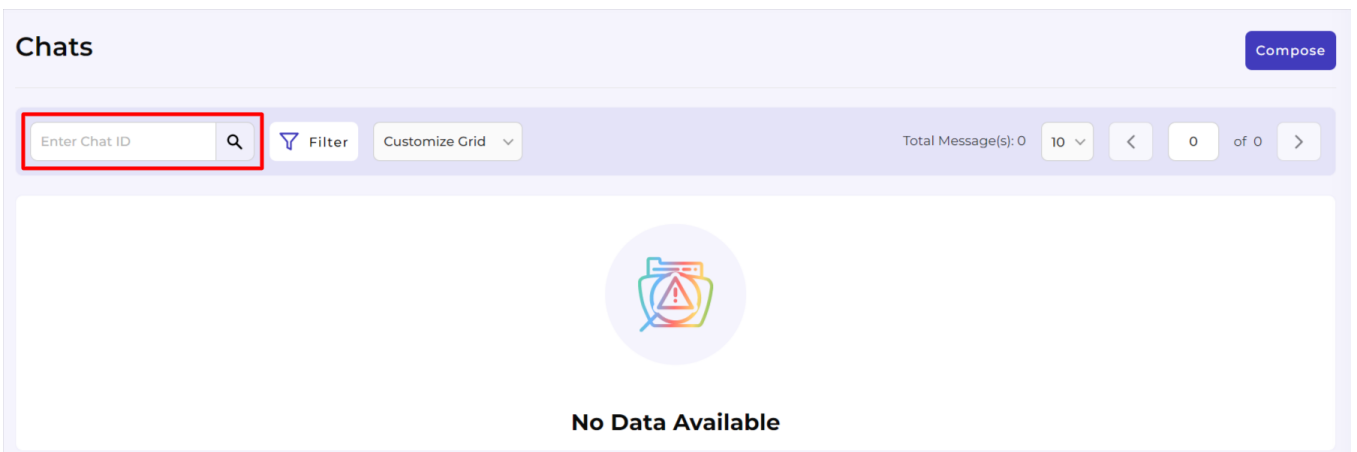
You can utilize filters to search for a specific chat based on the below-stated options. First, click on the More Filters button.

- **Chat ID:** Enter the **chat ID to find the chat** you wish to continue with. You can also enter the partial ID for the chat, and the app will display all the chats with the given digits in them from where you can find the required chat.
- **Subject:** Enter the **chat subject to find the chat** you wish to continue searching. You can also enter a partial subject line for the chat, and the app will display all the chats with the given digits in them from where you can find the required chat.
- **Date: Enter the date to find the chat** you wish to find.
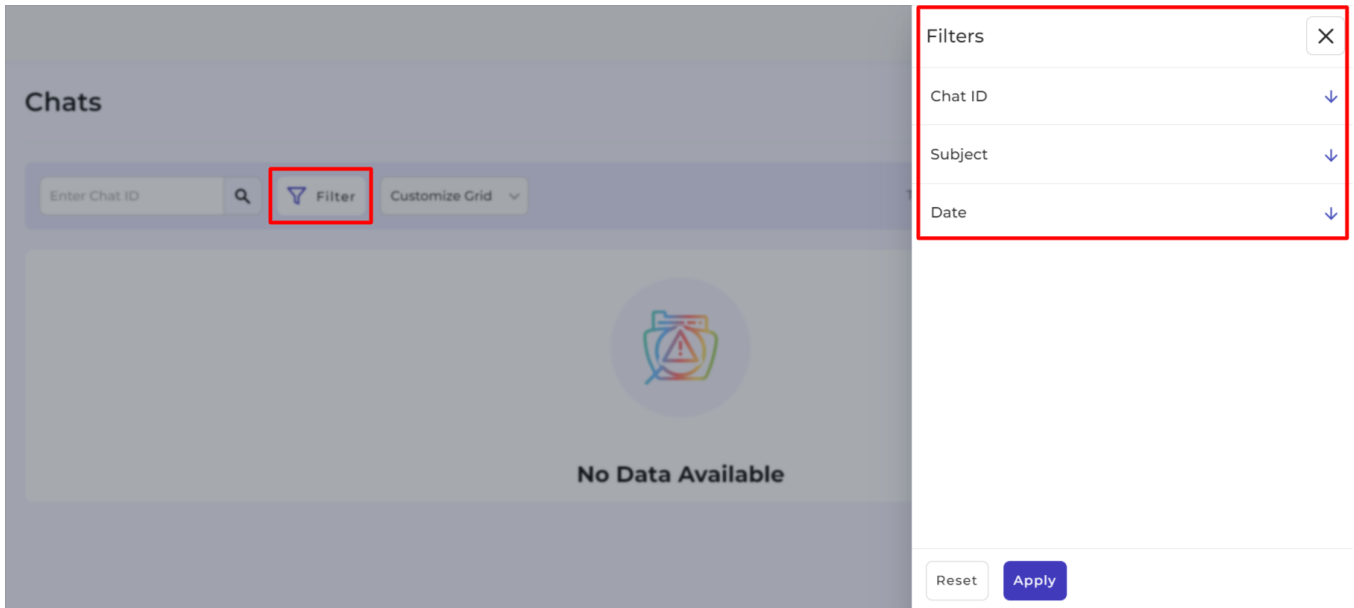
9. Configurations Section of the Vendor App

The app lets the vendors configure their app settings for the marketplace by customizing the following settings.

Shopify Settings

Connect your Shopify Store and sync it with the Application to integrate and continue seamless selling from your Shopify store when selling on the marketplace.
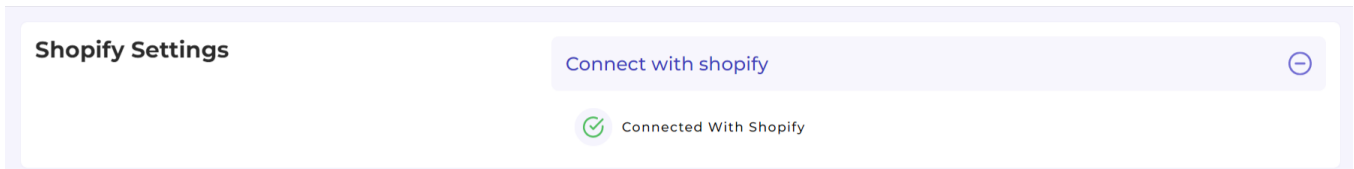
Product Setting

Product Auto Sync

Enable or disable the setting to **automatically sync your products from Shopify** with the products available on the Applications.

Product Auto Creation

Enable or disable the setting to **automatically create your products available in Shopify on the Applications.** Enabling the option will automatically create any new product added to your Shopify store on the application with all its details.

Product Setting

Product Auto Sync ⊖

Automatic syncing from shopify to app

Yes ⌄

Product Creation ⊖

Enable automatic product creation on the app from shopify

Yes ⌄

Shipping Methods

The setting lets you **customize the offline shipping option for the orders received** from the marketplace to the application.

Select the option to YES and fill in the details to enable the offline shipping option,

- **Shipping to countries**
- **Allowed Countries**
- **Allowed Free Shipping**
- **Minimum Order Amount for Free Shipping (in INR)**
- **Table Rate Shipping Active**
- **Shipping Condition**
- **Default Shipping Rate**
- **Default Shipping Rate Value (in INR)**

Shipping Methods

Offline Shipping ⊖

Offline Shipping Active

Select ⌄

Weight Based Shipping

Select ⌄

Download sample CSV

⬆ Export CSV   ⬇ Import CSV

Default Shipping Rate

Select ⌄

Default Shipping Rate Value (in INR)

Transaction Setting

The transaction settings let you **add complete bank details for your payment-related solutions** after making the sales.

10. Activities Section of the Vendor App

Using the Activities Section of the App

You can monitor the progress of your ongoing and recent operations in the Activities tab, for example, product importing, uploading, or when deleting the products from the application.

> **Note:**
>
> - The **activities that have been completed** get the status **"Success"** assigned to them.
> - The **activities that have been stopped** by the user get the status **"Aborted"** assigned to them.
> - The progress of the **ongoing activities can be viewed in real-time** from the activities section.