MARKETPLACE BUILDER – MULTI VENDOR

Turn PrestaShop into a marketplace with simple setup steps, #1 PrestaShop Marketplace module (multi-vendor) that allows sellers to list their products for sale and pay a percentage fee amount for each sale or a membership fee

A product of PrestaHero

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I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and setup within this document. If you have any questions beyond this documentation's scope, please contact us.

II. INTRODUCTION

Marketplace Builder is the best PrestaShop marketplace module (multi-vendor module) to convert your online store into a marketplace so that multiple sellers can list their products on your marketplace and in exchange you can charge a fixed percentage fee amount for every single order they get or require sellers to pay a membership fee (monthly fee, yearly fee, one-time fee, etc.).

** "**Marketplace Builder**" is compatible with PrestaShop 1.6.x, PrestaShop 1.7.x and PrestaShop 8.x.*

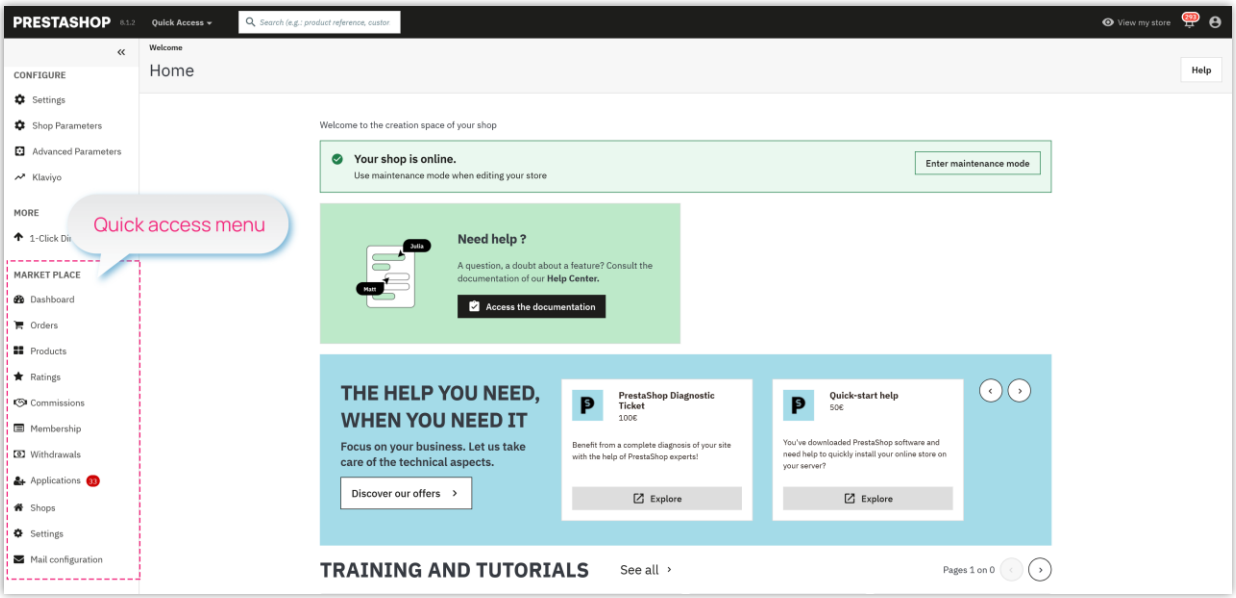
III. INSTALLATION

1. Navigate to **"Modules / Modules & Services",** click **"Upload a module / Select file"**.

2. Select the module file **"ets_marketplace.zip"** from your computer then click **"Open"** to install.

3. Click on the "**Configure**" button of the module you just installed to open the module's configuration page.

Quick access: You can also navigate to **Marketplace Builder**'s configuration page through the quick access menu.



IV. SETTING UP YOUR MARKETPLACE

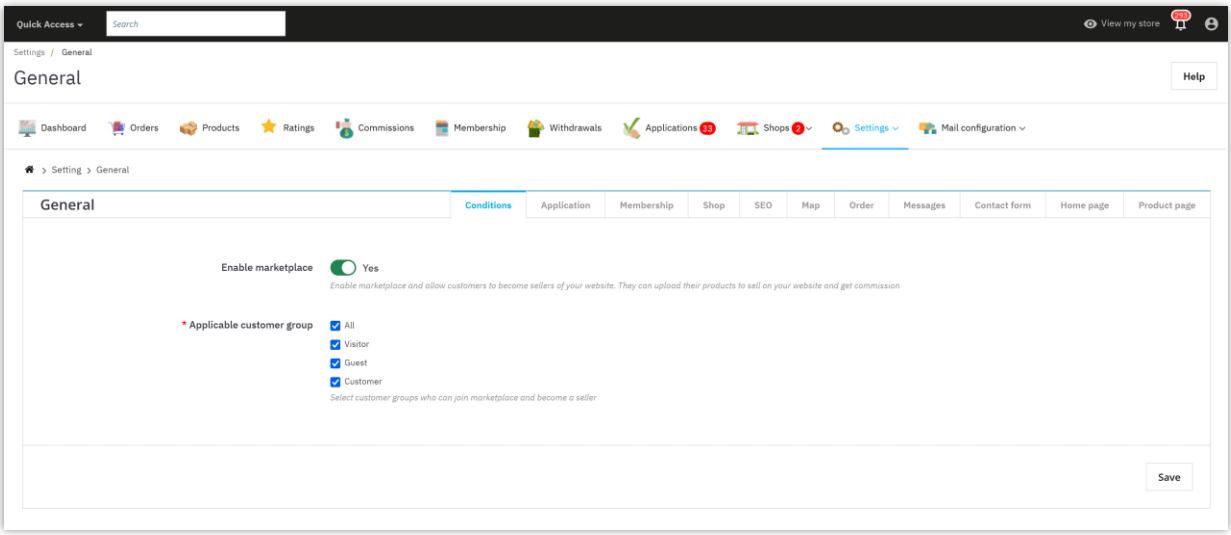
After successfully installing the **Marketplace Builder** module, let's configure all necessary elements for your marketplace!

From the module's configuration page, select "**Settings**" > "**General**" menu to be navigated to "**General**" page.

1. Conditions

In the "**Conditions**" tab, you'll find the following options:

- **Enable marketplace**: Toggle this option on to activate your marketplace. This allows customers to sign up as sellers on your website and start selling their products.
- **Applicable customer group**: Here, you can choose which customer groups are eligible to join your marketplace and become sellers. This helps you control who can participate and ensures a smooth experience for both buyers and sellers.

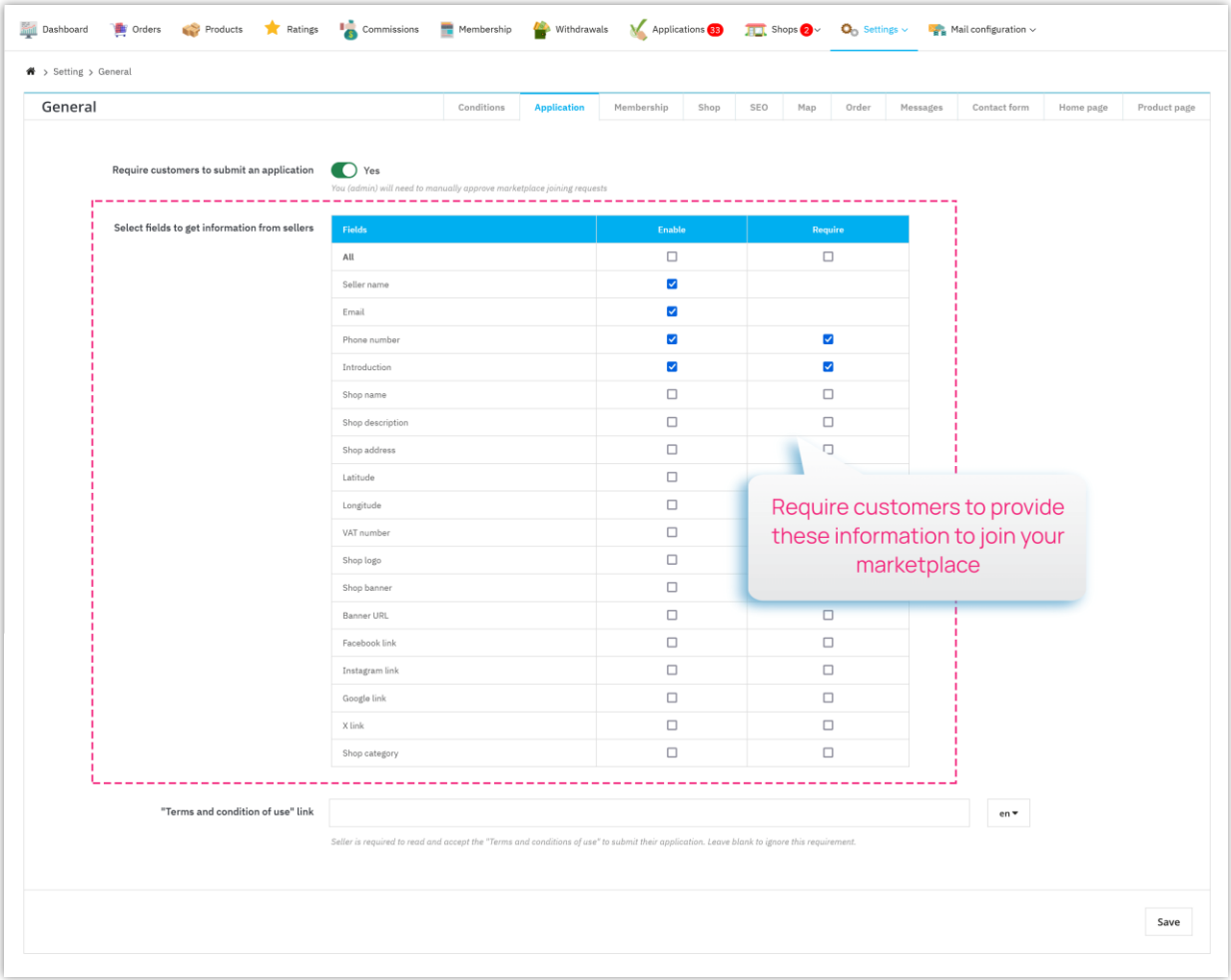


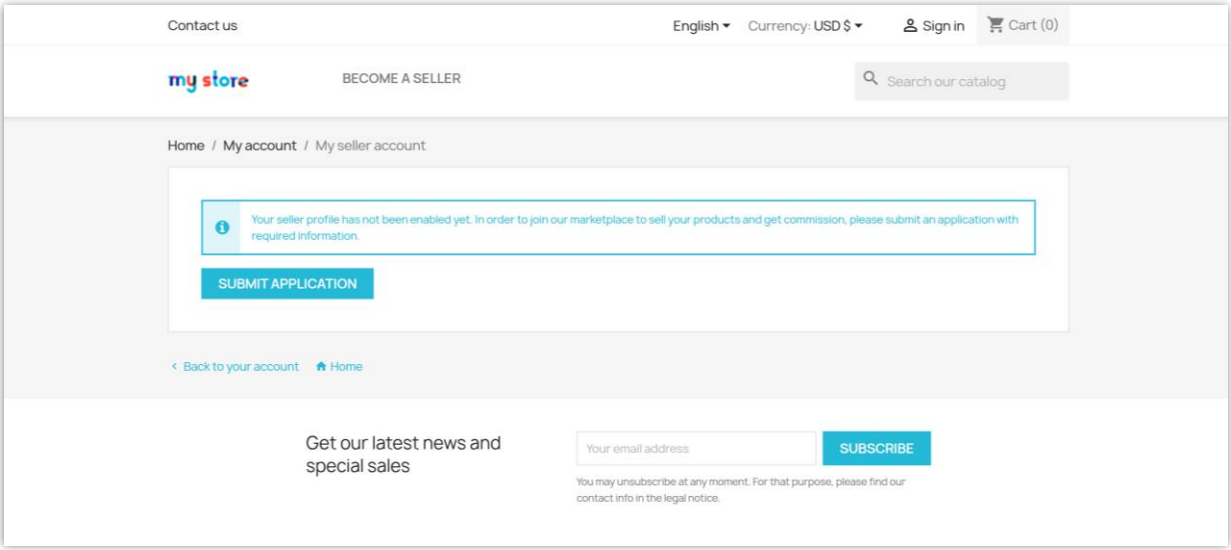
2. Application

If you want to allow customers to become sellers on your online marketplace, you can easily set up a seller application process. Here's how:

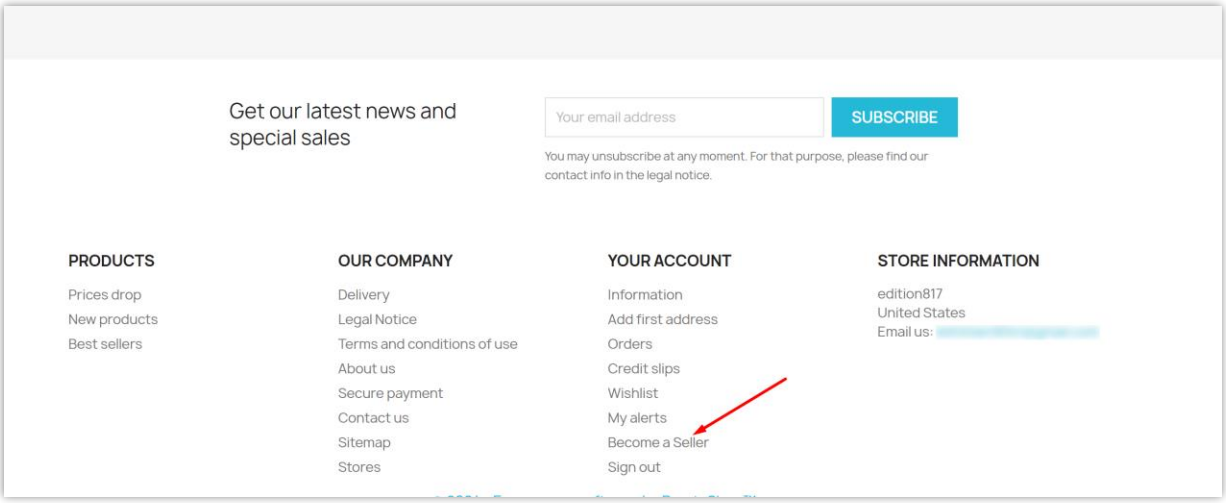
- Navigate to the module's configuration page and select the **"Settings" > "General"** menu to access the **"General"** page. Go to the **"Application"** tab.
- Enable the option **"Require customers to register to join the marketplace"**. When this option is turned on, customers will need to fill out a registration form and await approval from the marketplace administrator to become a seller.

- You can customize the data fields that customers must provide to register as a seller.
- Provide a link to your marketplace's **"Terms and conditions of use"**. Sellers must read and accept these terms before submitting their application.





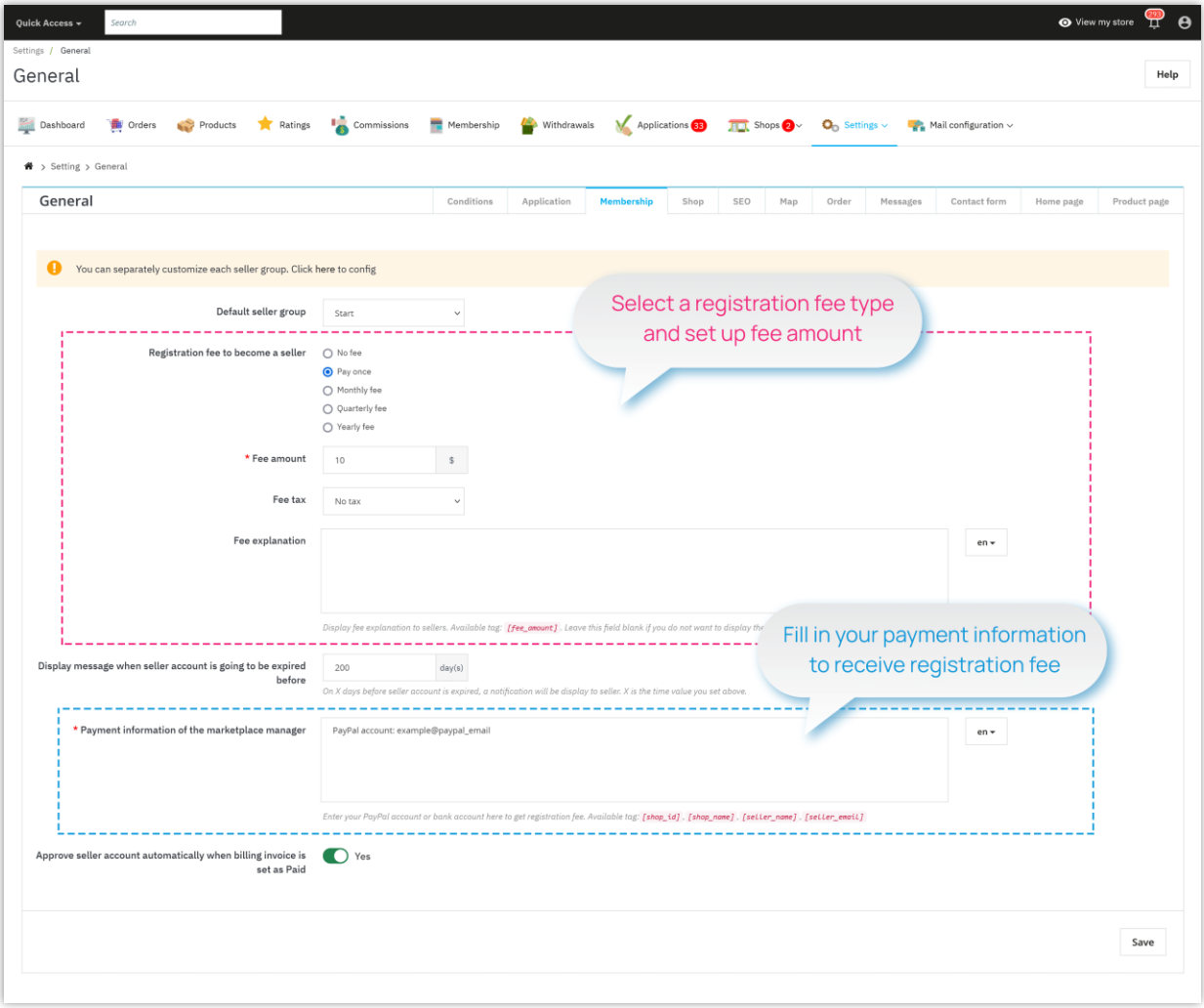
Visitors and guest users will access the registration page via a link on footer or you can add this link to your top menu for easy navigation.



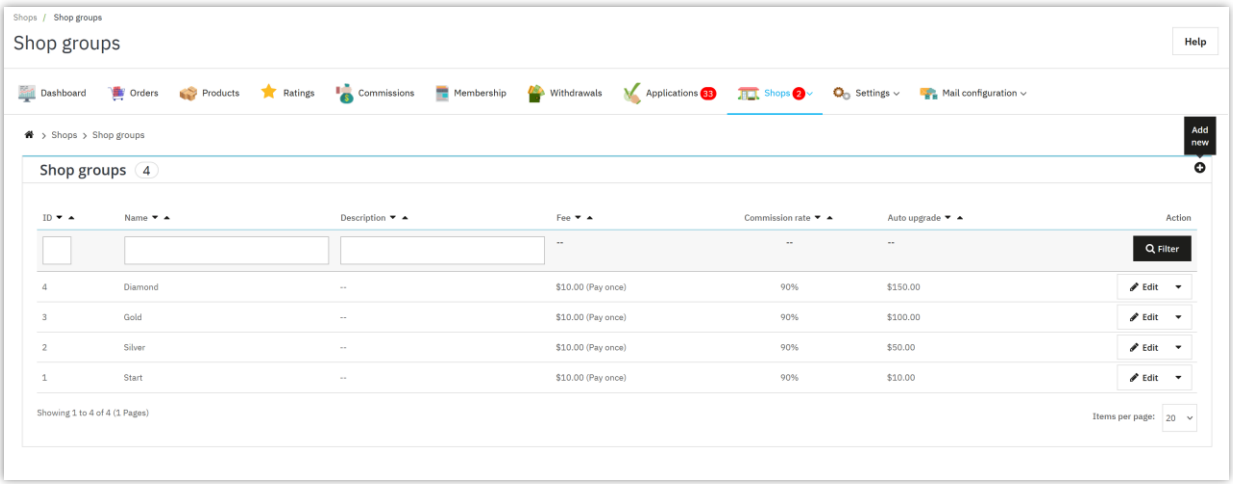
3. Membership

From the module configuration page, click on the **"Settings > General"** to access the **"General"** settings page. Head over to the **"Membership"** tab. Here, you'll find all the options to customize your membership fees.

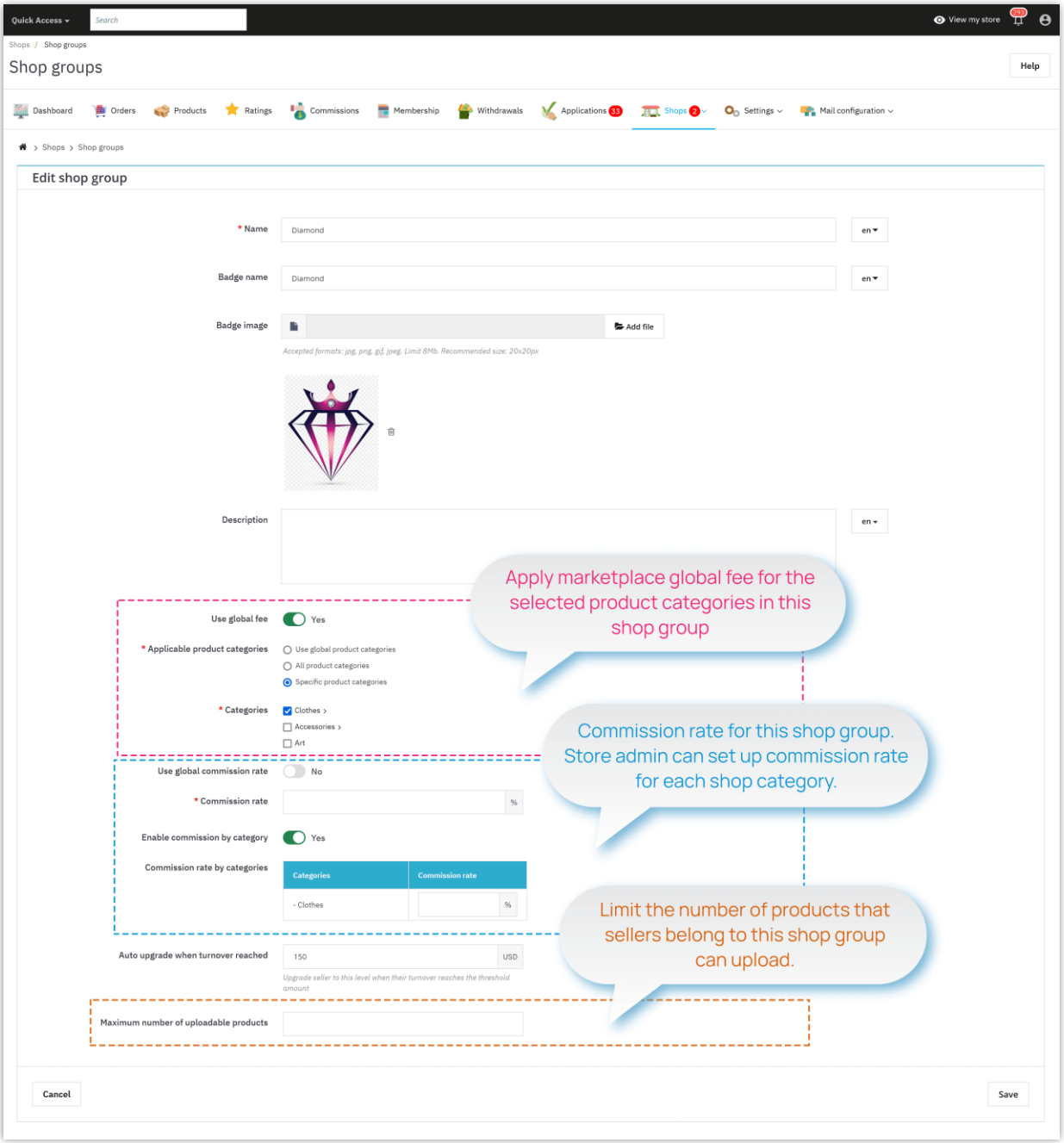
- **Default seller group:** Select default seller group. When a customer applies to become a seller and is approved, they will be automatically transferred to this default merchant group and have the configurations you set up here applied.
- **Registration fee settings:** Choose the type of fee you want to charge sellers (e.g., one-time, monthly, yearly) and set the amount accordingly.
- You can also add an explanation and payment information to let sellers know how to pay the registration fee.
- Save your changes to finish.



Marketplace Builder also enables you to separately customize the registration fee and commission rate for each seller group. Click on the highlighted link on top of "**Membership**" tab to be navigated to "**Shop groups**" configuration page.



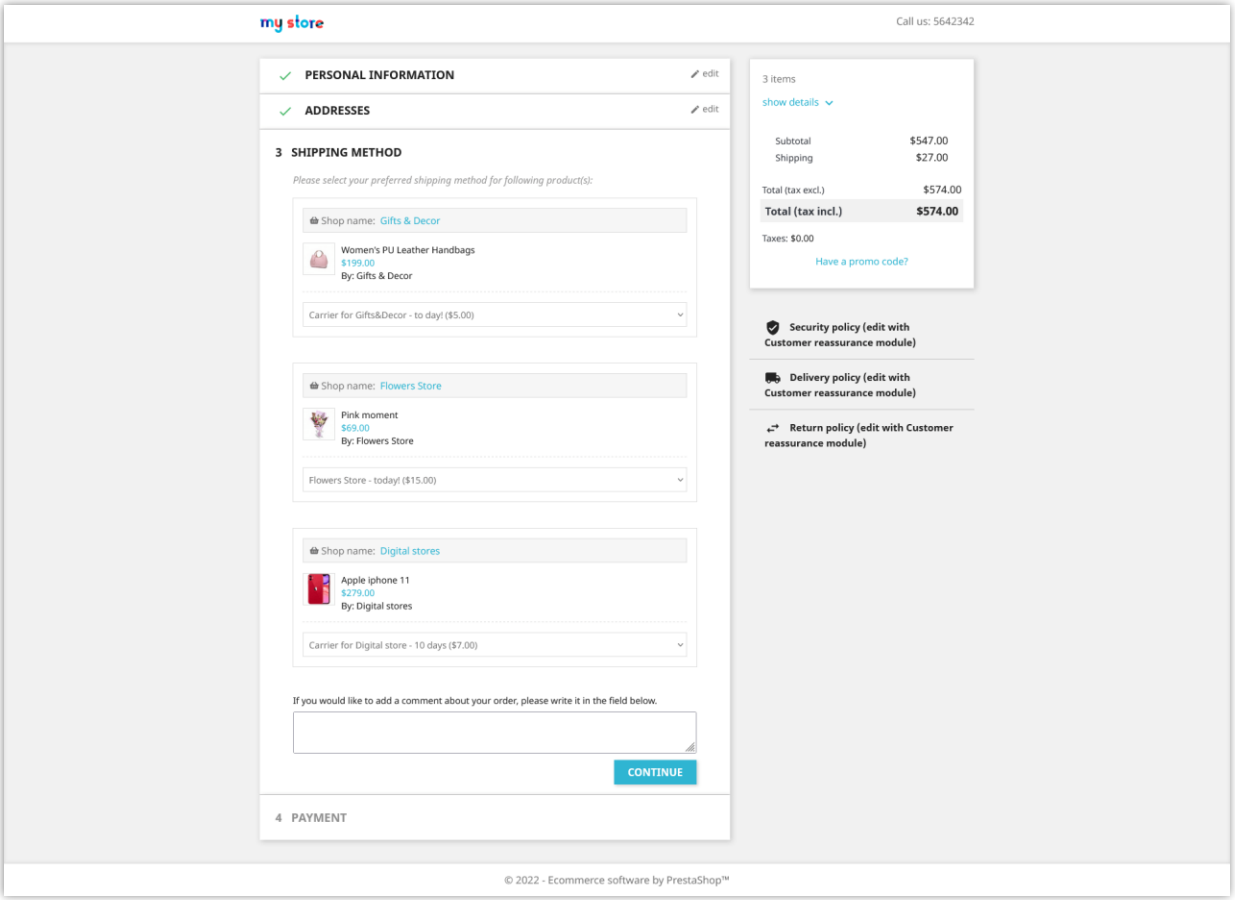
Click on "**Add new**" icon on top – right corner to add a new shop group. Click on "**Edit**" button to edit any shop group you want.



- **Seller commission rate (%):** Rate of commissions that sellers earn from each order of customers on the marketplace.

For example, in the screenshot below, a customer purchases 3 products from 3 different sellers. The marketplace admin set the commission rate to 70%. When the payment is completed, the commission each seller earned will be:

- "Gifts & Decor" shop: $199 * 0.7 = $139.3
- "Flowers Store" shop: $69 * 0.7 = $48.3
- "Digital stores" shop: $279 * 0.7 = $195.3

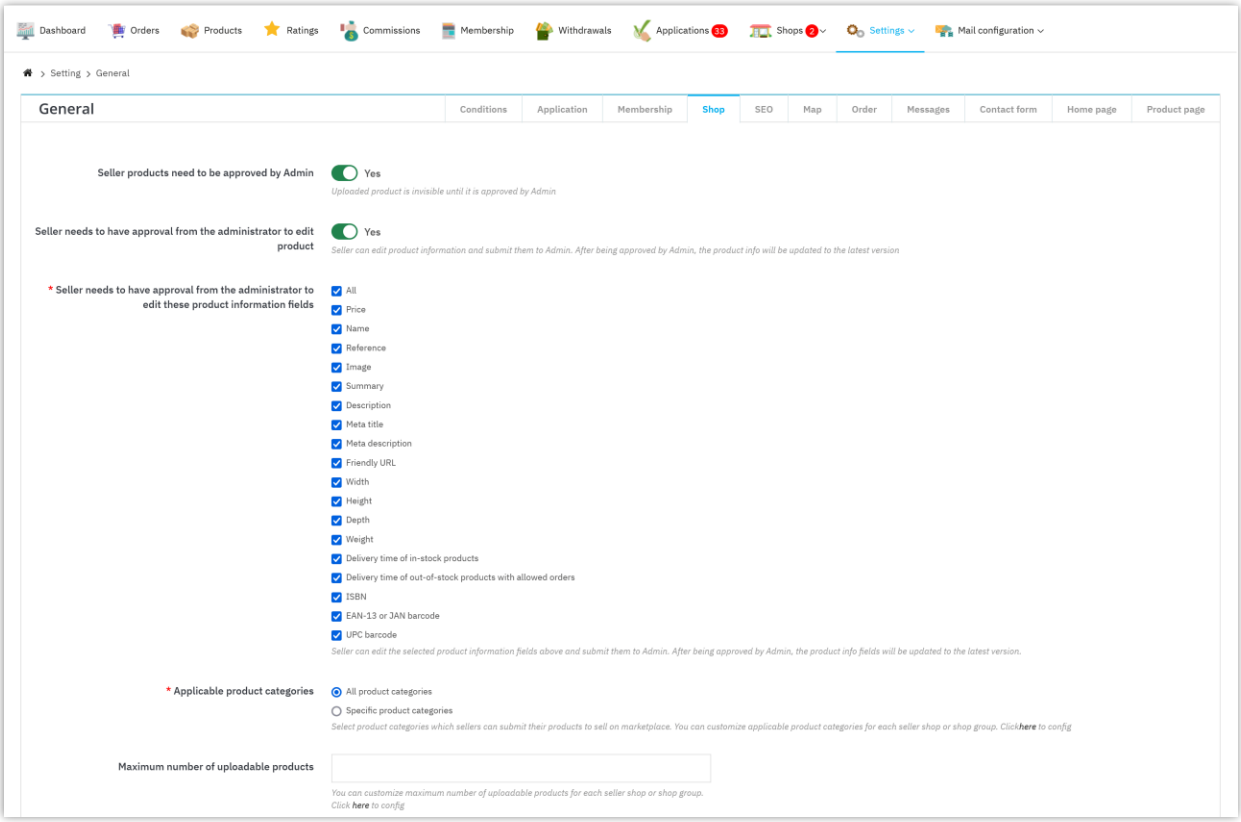


4. Shop settings

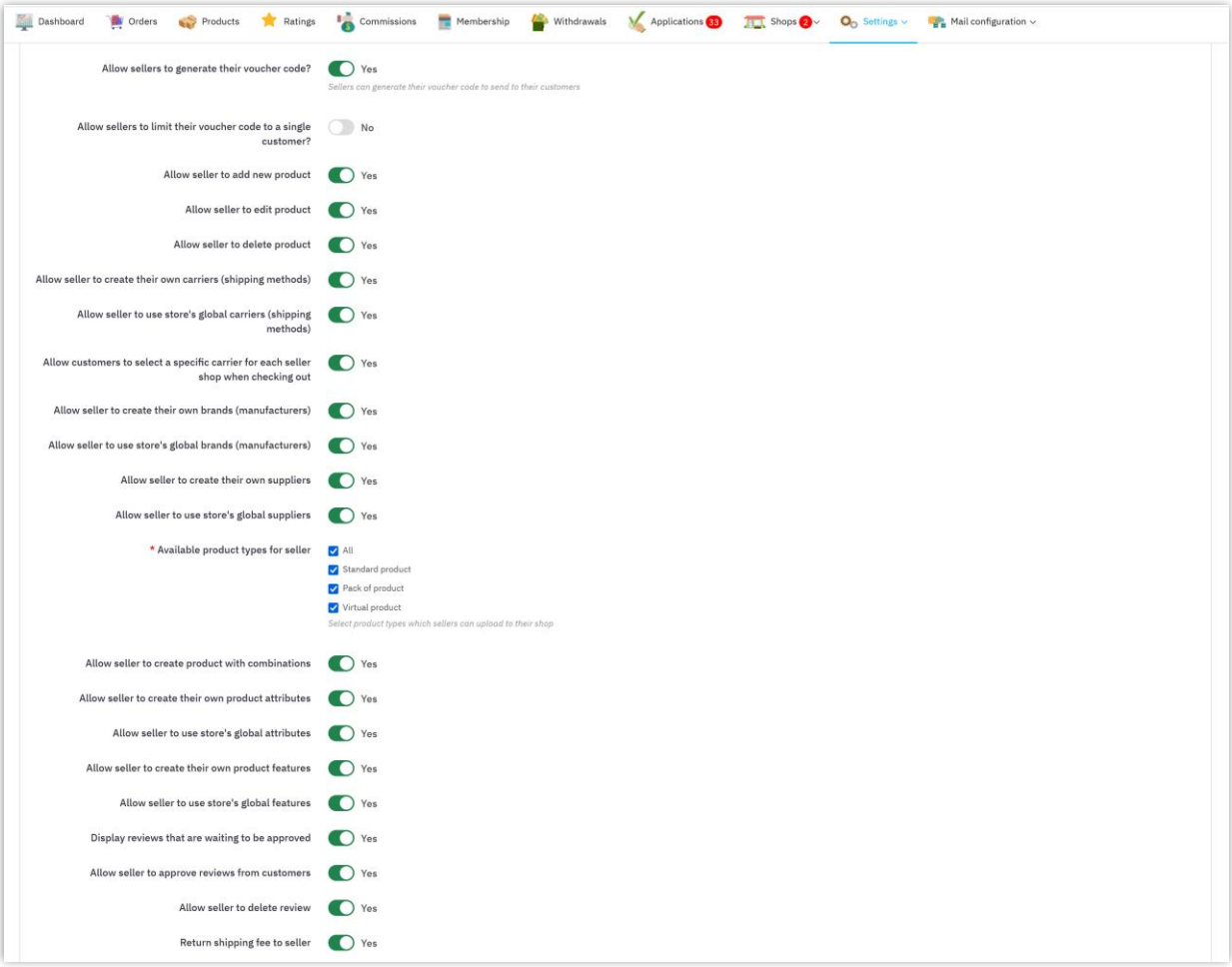
From "**General** > **Shop"** page**,** you can see various settings for all the shops created by sellers.

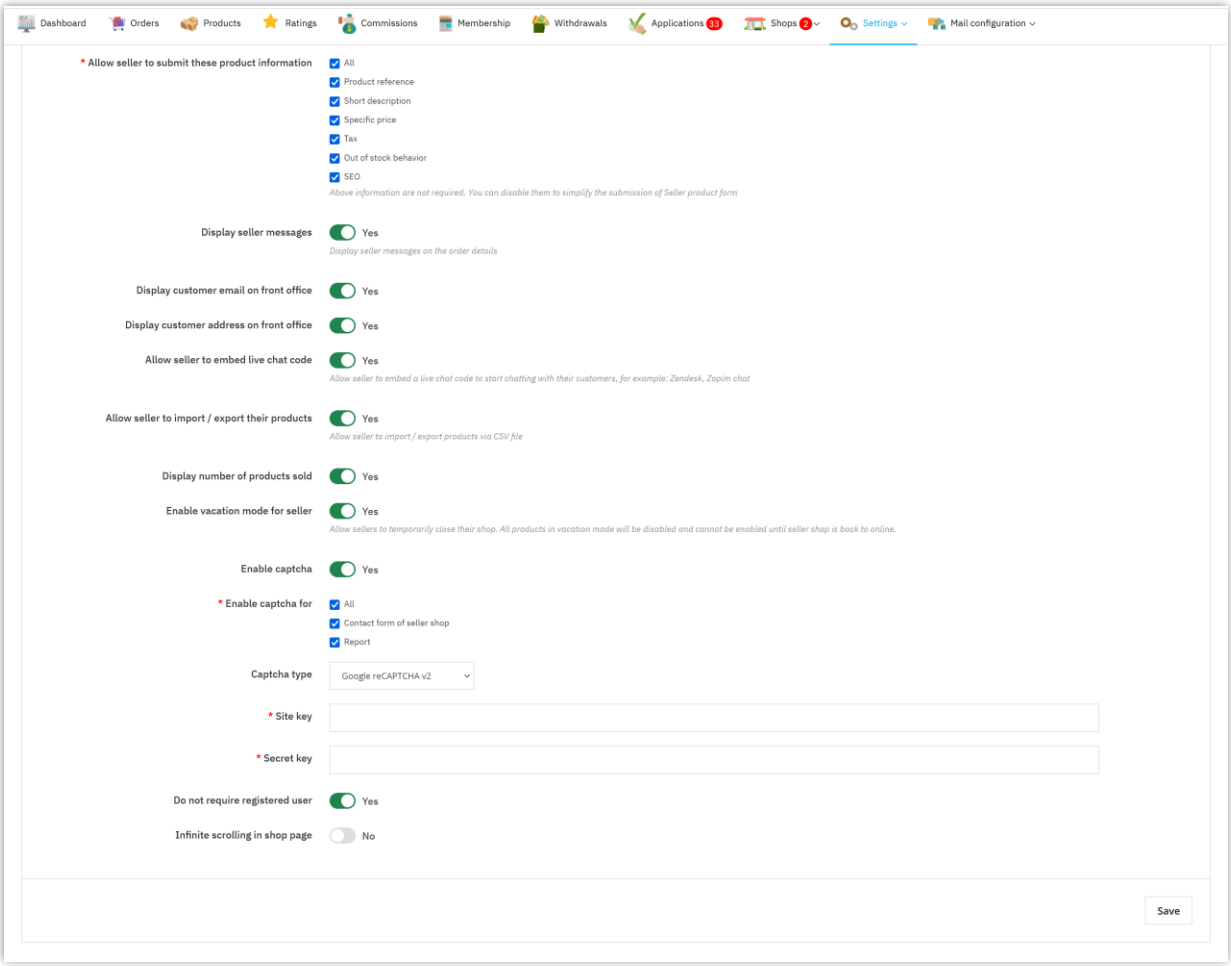
- **Seller products need to be approved by admin**: all uploaded products from a seller will be set as invisible until the marketplace admin manually endorses them.

- **Applicable product categories**: The marketplace admin can select product categories to which sellers will submit their products to sell on the marketplace.
- **Seller needs to have approval from the administrator to edit product:** Seller can edit product information and submit it to Admin. After being approved by Admin, the product info will be updated to the latest version.



- **Allow sellers to update order status**: If you enable this option, sellers can change the status of any order that contains their products to the selected order status.
- **Maximum number of uploadable products**: Marketplace admin can customize a maximum number of uploadable products for each seller shop or shop group.
- **Allow sellers to generate their voucher code:** If you enable this option, sellers can generate their voucher code (discount code) to send to their customers.


Dashboard
Orders
Products
Ratings
Commissions
Membership
Withdrawals
Applications 33
Shops 2
Settings
Mail configuration
Allow sellers to generate their voucher code?
Yes
Sellers can generate their voucher code to send to their customers
Allow sellers to limit their voucher code to a single customer?
No
Allow seller to add new product
Yes
Allow seller to edit product
Yes
Allow seller to delete product
Yes
Allow seller to create their own carriers (shipping methods)
Yes
Allow seller to use store's global carriers (shipping methods)
Yes
Allow customers to select a specific carrier for each seller shop when checking out
Yes
Allow seller to create their own brands (manufacturers)
Yes
Allow seller to use store's global brands (manufacturers)
Yes
Allow seller to create their own suppliers
Yes
Allow seller to use store's global suppliers
Yes
* Available product types for seller
All
Standard product
Pack of product
Virtual product
Select product types which sellers can upload to their shop
Allow seller to create product with combinations
Yes
Allow seller to create their own product attributes
Yes
Allow seller to use store's global attributes
Yes
Allow seller to create their own product features
Yes
Allow seller to use store's global features
Yes
Display reviews that are waiting to be approved
Yes
Allow seller to approve reviews from customers
Yes
Allow seller to delete review
Yes
Return shipping fee to seller
Yes



- **Enable vacation mode for sellers:** Allow sellers to temporarily close their shop. All products in vacation mode will be disabled and cannot be enabled until the seller shop is back online.

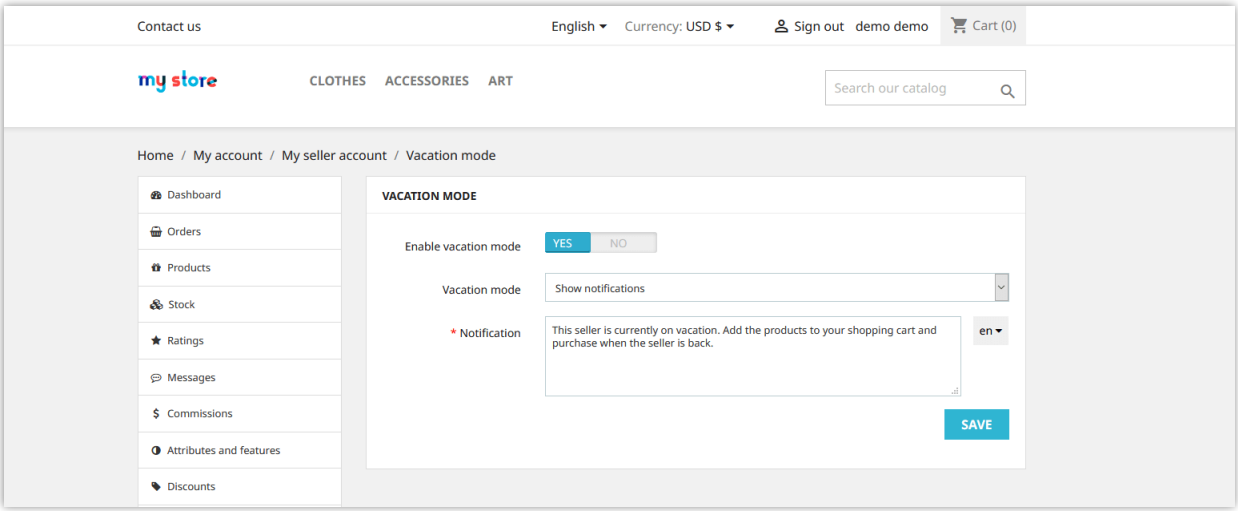
❖ VACATION MODE:

From "**My seller account > Vacation mode**" area, sellers can enable/disable vacation mode for their shop.

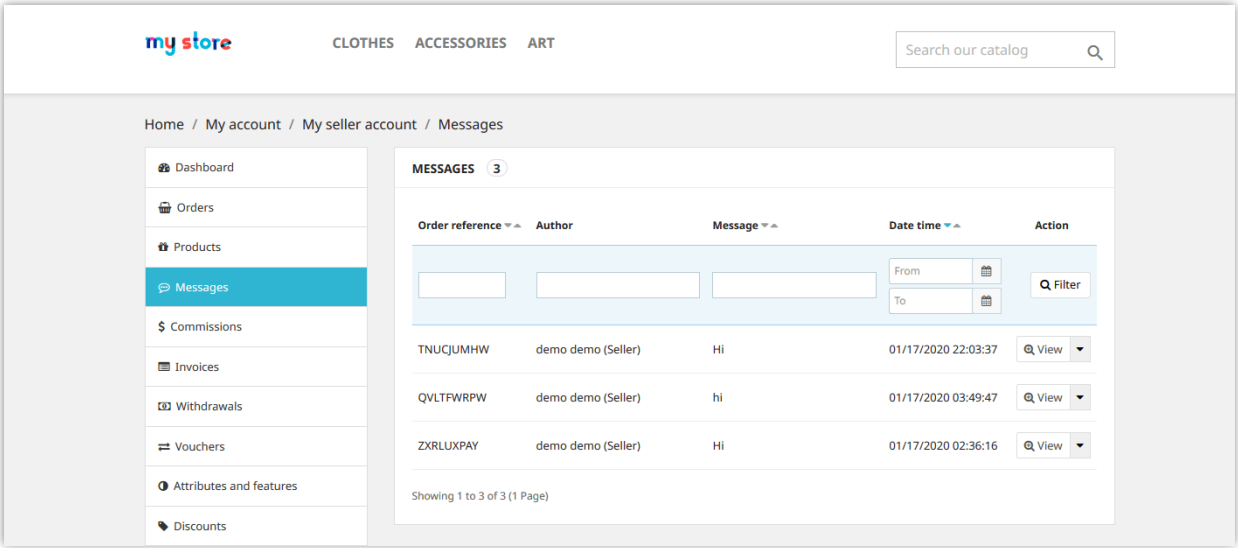
Marketplace Builder supports 5 types of vacation modes:

- **Show notification**: display a notification on the seller shop page. Customers can add seller products to their shopping cart but cannot order them.

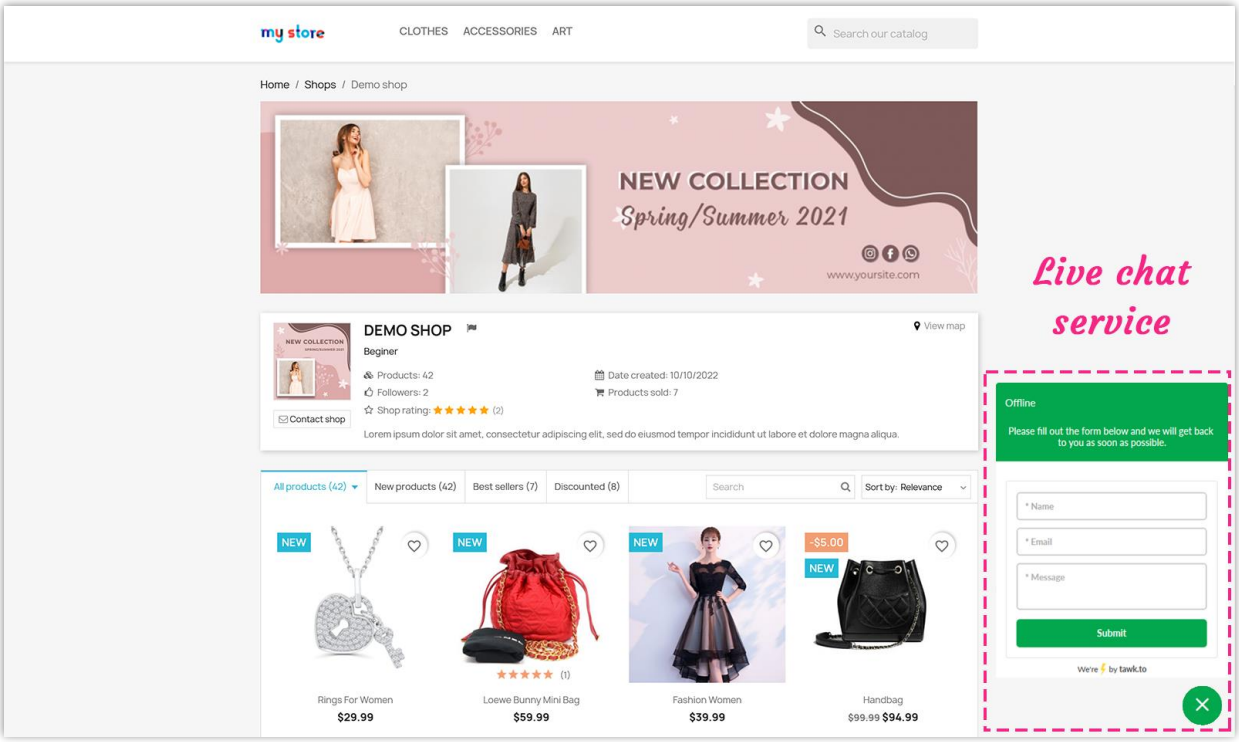
- **Disable products**: all products of the seller shop will be disabled; customers cannot add products to their shopping cart.
- **Disabled products and show notification**: display a notification on the seller shop page and disable all products of the seller shop.
- **Disable shopping feature**: customers cannot add products to their shopping cart.
- **Disable shopping feature and show notification**: display a notification on the seller shop page; customers cannot add products to their shopping cart.



- **Display seller messages**: Display message tab on the seller account when customer purchase their products.



- **Allow seller to embed live chat code:** Seller can embed a live chat code to start chatting with their customers, for example: Zendesk, Tawk.to, Tidio, etc.



- **Enable CAPTCHA**: Enable Google reCAPTCHA (v2 or v3) for all the forms of seller shop to prevent spam.

To use Google reCAPTCHA, you will need to enter **Site key and Secret key** (for the Classic reCAPTCHA key) **or reCAPTCHA ID** (for the new reCAPTCHA project created in Google Cloud Console).

Google has announced that **all reCAPTCHA Classic keys must be migrated to Google Cloud Console by the end of 2025**. Previously, reCAPTCHA keys were managed separately on **Google reCAPTCHA Admin**, where users could create keys for free without linking a credit card. However, Google is now moving all reCAPTCHA services under **Google Cloud Console** for **centralized management**.

What does this mean for you?

- If you **already have reCAPTCHA Classic keys**, you can still use them **until the end of 2025**, but you need to migrate them to a **Google Cloud project**.
- If you're **setting up reCAPTCHA for the first time**, you must generate **new keys** in **Google Cloud Console** instead of the old Google reCAPTCHA Admin.

What you need to do

If you are using reCAPTCHA Classic keys: To continue using your existing keys, you must migrate them to Google Cloud Console. Follow this guide: How to Migrate reCAPTCHA Classic to Google Cloud

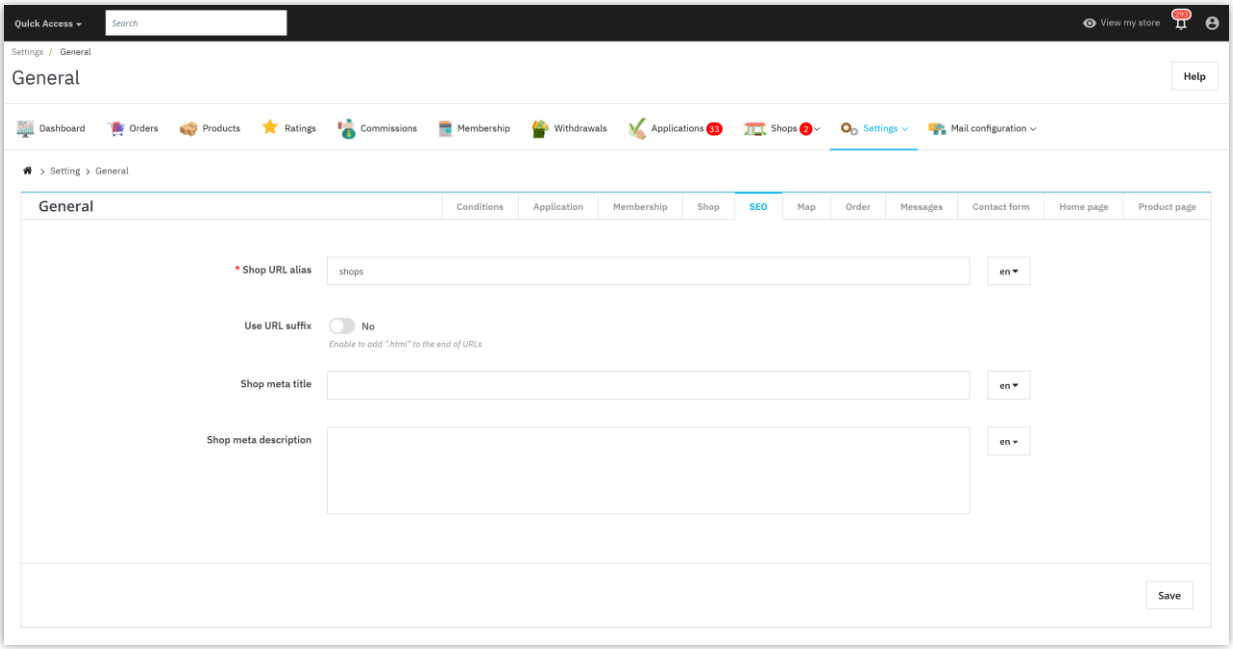
If you need new reCAPTCHA keys: You must create new keys, depending on where you want to manage them:

- **Using the old Google reCAPTCHA Admin (until it is fully deprecated):** Create reCAPTCHA Key in Google reCAPTCHA Admin
- **Using Google Cloud Console (recommended for future compatibility):** How to Create reCAPTCHA Keys in Google Cloud

Once you have your new keys, update them in the **Marketplace Builder** module settings in your PrestaShop back office.

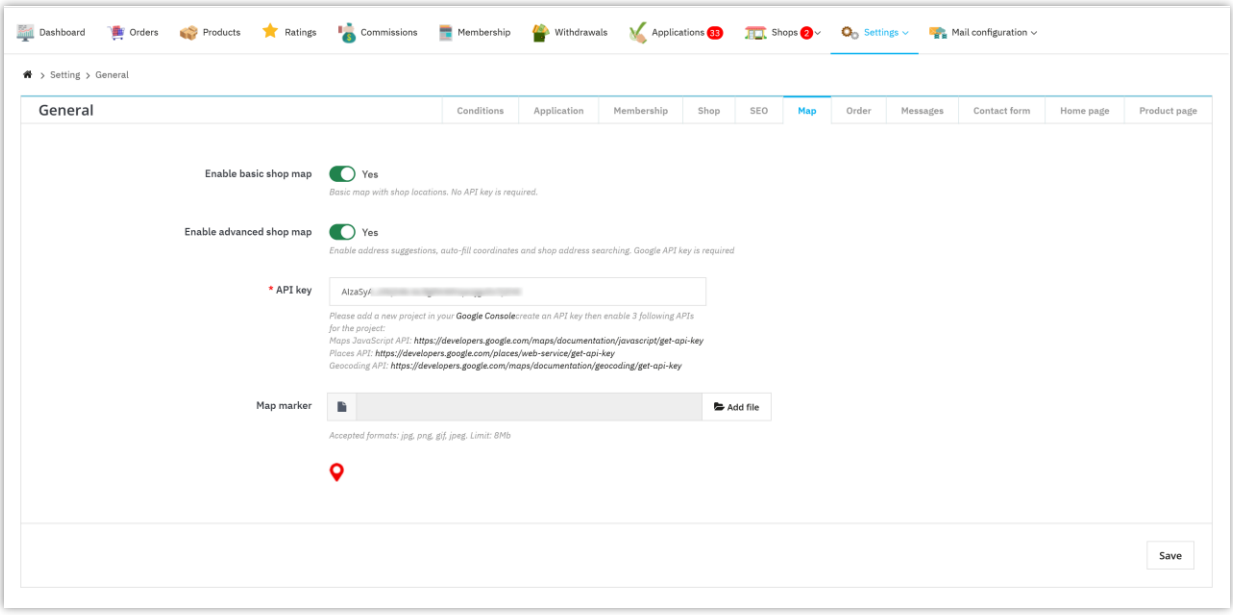
5. SEO settings

Marketplace admin can set up SEO elements for seller shops to help these shops appear in the top positions of search result pages.

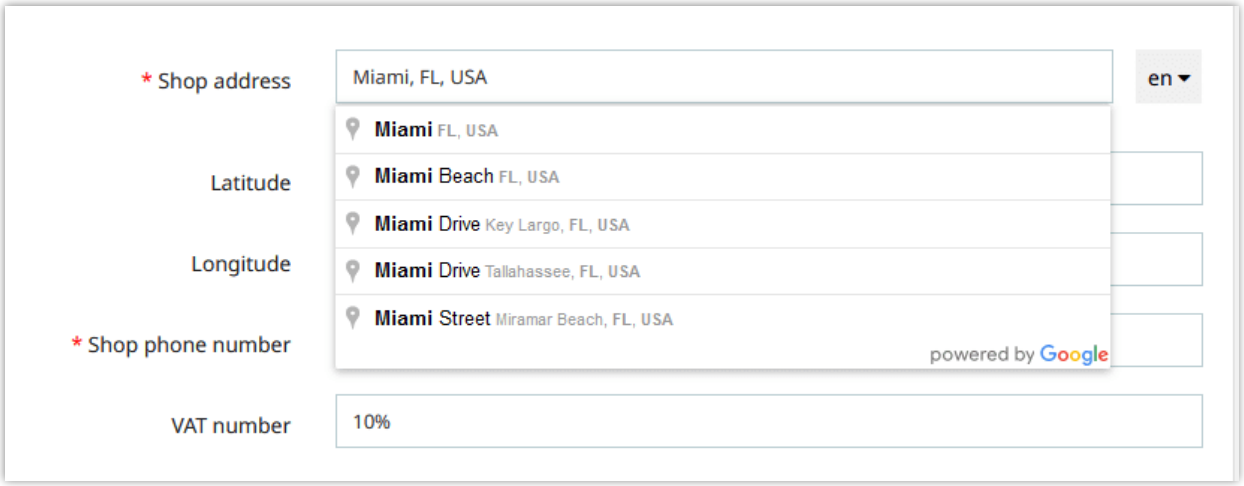


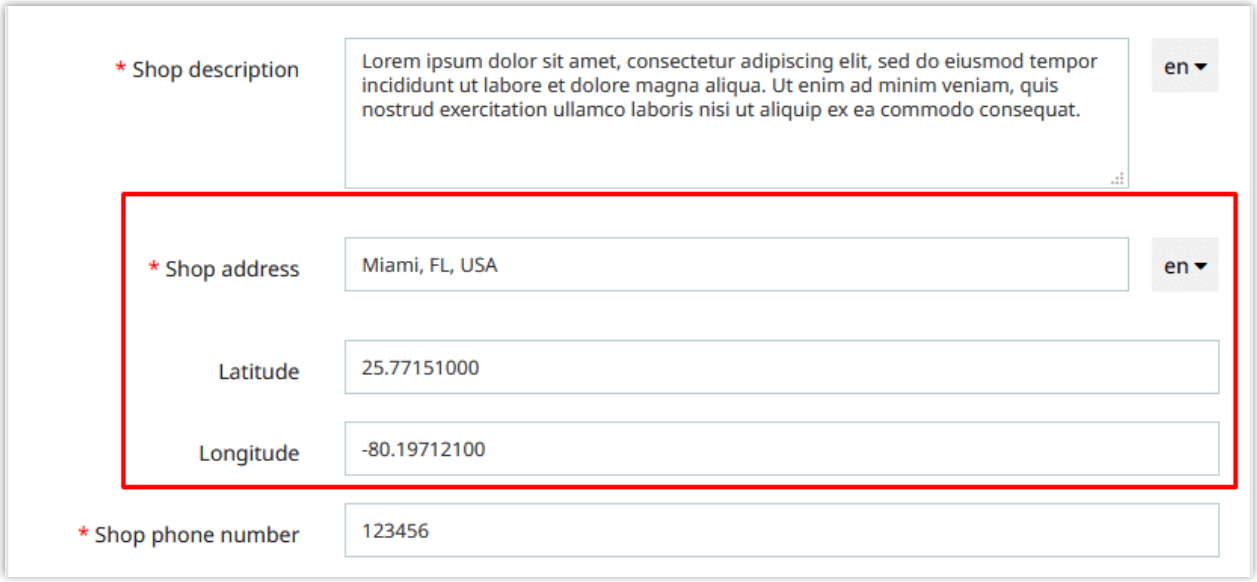
6. Map settings

You can allow sellers to identify their store location and display a map to show store locations by using Google Map API.

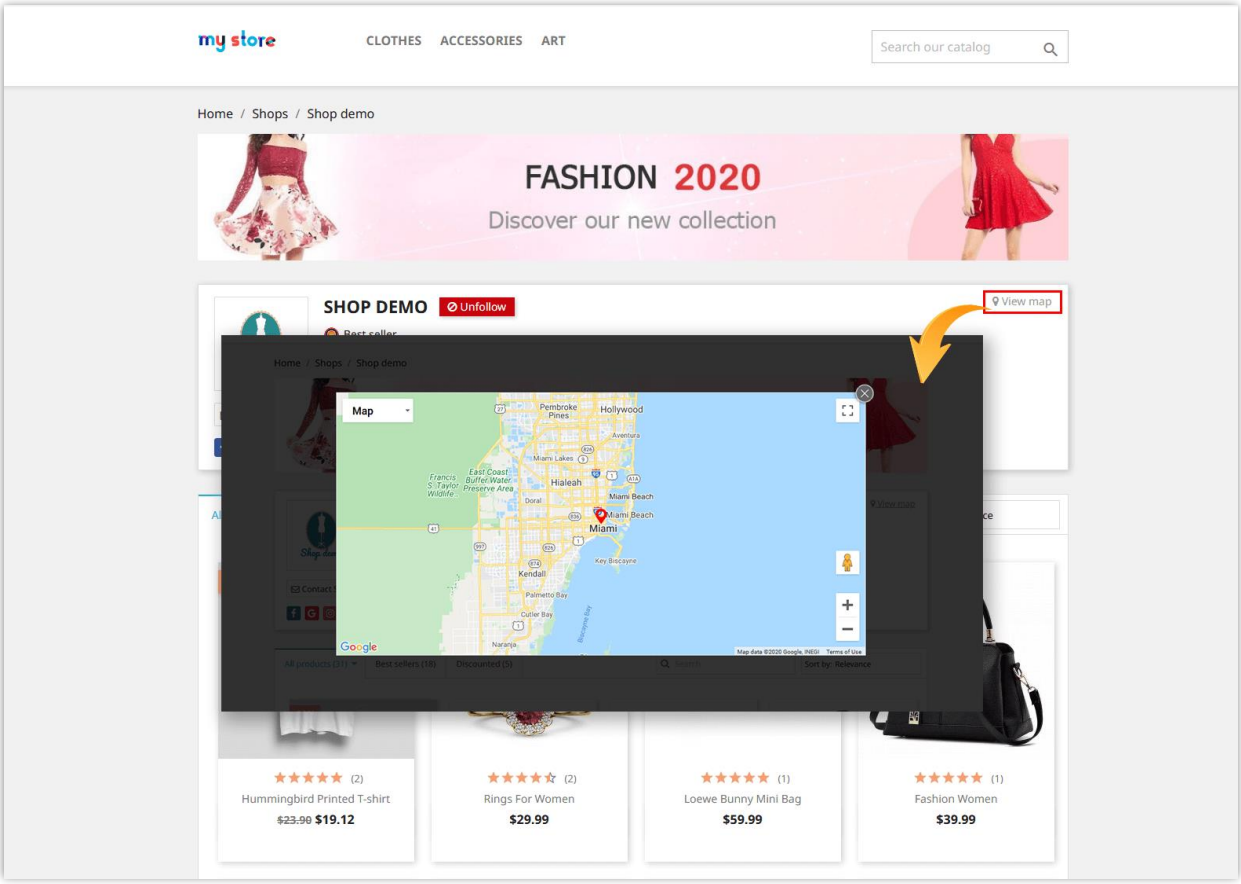


When creating a new shop, sellers can enter their store address and location via latitude and longitude:





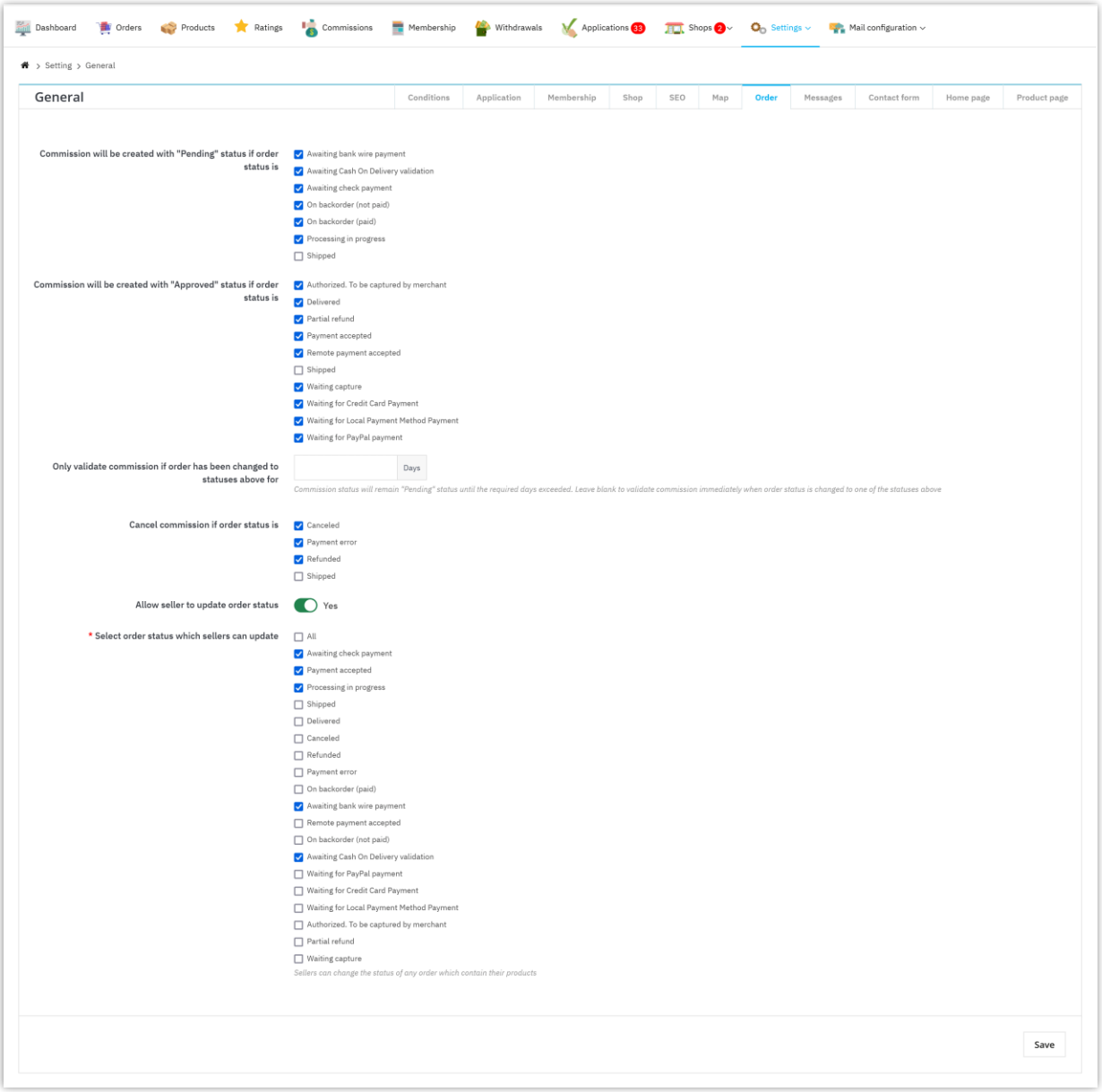
From seller shop's main page, customers can see the shop location by clicking on "**View map**" link in the top – right corner:



7. Order settings

Navigate to the module's configuration page and select the **"Settings" > "General"** menu. Open the "**Order**" tab.

On this page, you can configure various conditions related to how seller commissions are generated and managed.



Commission status on order status change

- **Commission will be created with "Pending" status if order status is:** Select the order statuses (e.g., "Paid", "Shipped") that will trigger the creation of a commission with a "**Pending**" status. This means the commission will be held until a specific condition is met (as configured in other options).
- **Commission will be created with "Approved" status if the order status is:** Select the order statuses (e.g., "Delivered", "Payment accepted") that will trigger the

creation of a commission with an "**Approved**" status. This means the commission is immediately finalized and ready for payout to the seller.

Delayed commission validation (Optional)

- **Only validate commission if an order has been changed to statuses above for X day(s):** Enable this option to introduce a delay in commission approval. Enter the desired number of days (X) in the designated field.
- Commissions for orders that change to the selected statuses will remain in "Pending" status for X days. After this period, if the order status remains unchanged, the commission will be automatically "Approved."
- Leaving this field blank means commissions are validated immediately upon the order reaching the selected statuses.

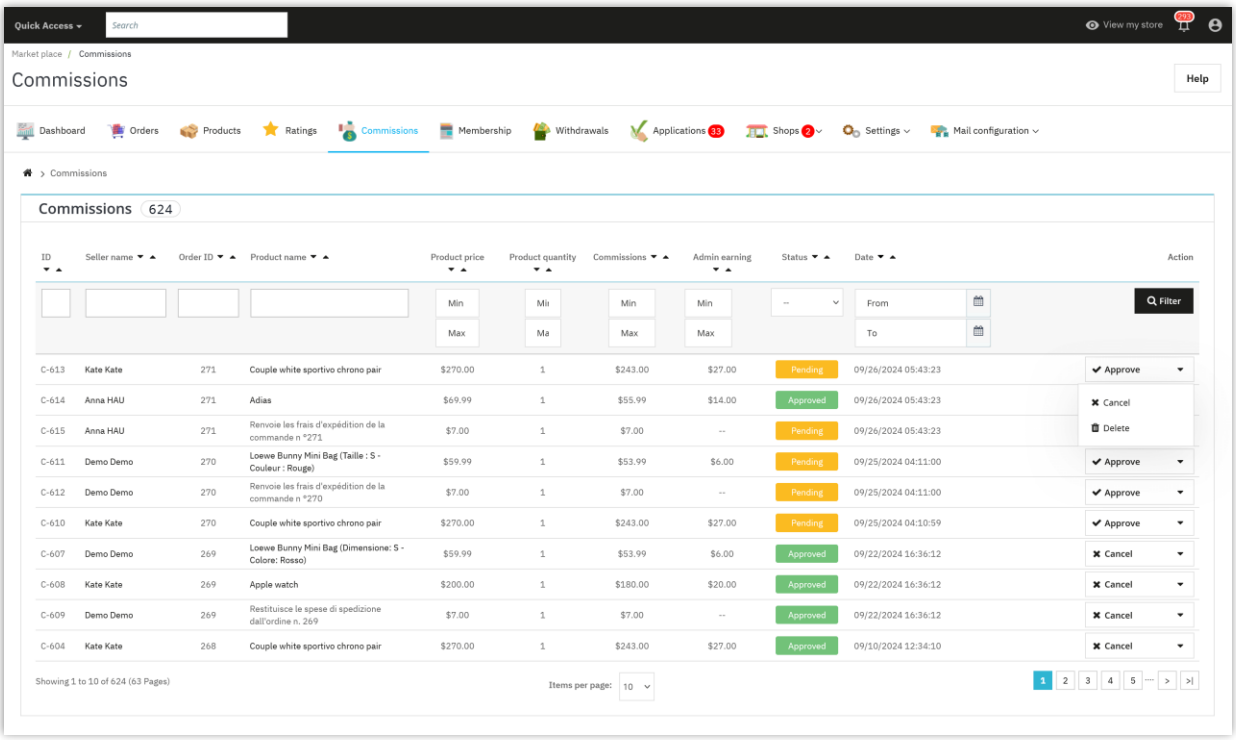
Commission cancellation

Cancel commission if the order status is: Select the order statuses (e.g., "Canceled", "Refunded") that will trigger the cancellation of any associated pending commission. This ensures commissions are not awarded for orders that don't reach completion.

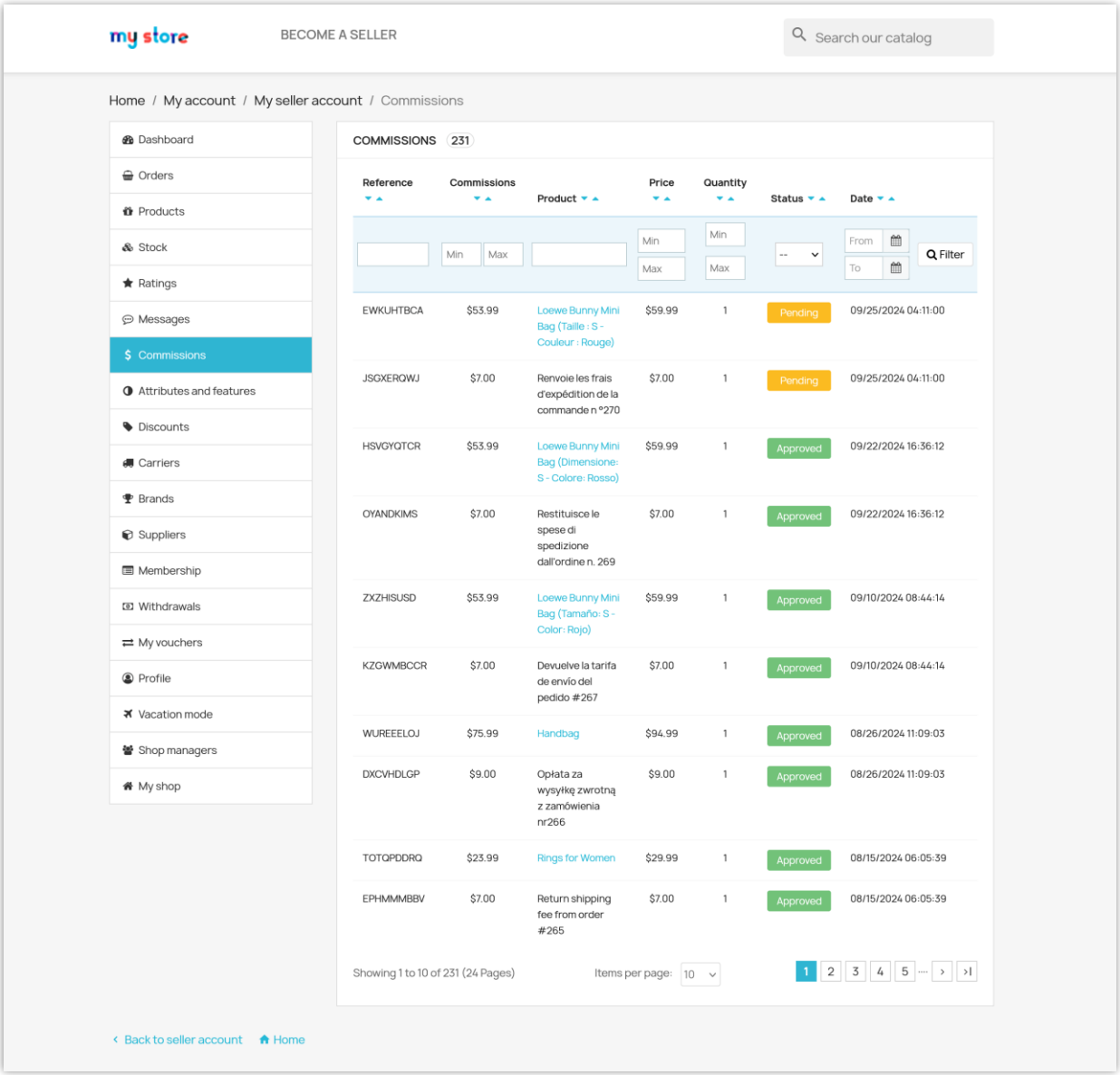
Seller order status update permission

Allow seller to update order status: Choose whether to allow sellers to update the order status on their own. Disabling this option restricts sellers from modifying order status, potentially requiring manual intervention for order fulfillment updates.

To view all seller commissions, the marketplace admin can navigate to "**Commissions**" page. From this page, marketplace admin can approve/cancel/delete a "Pending" commission or deduct, or refund a commission.



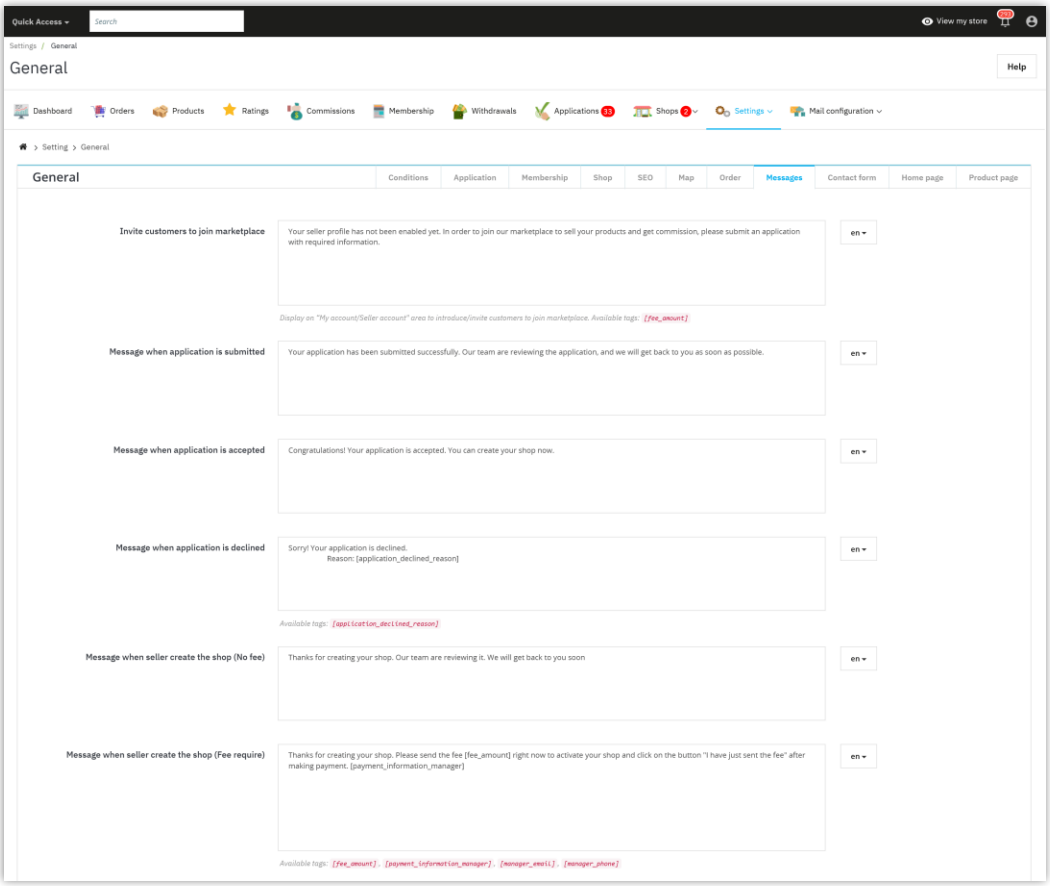
Sellers can also view their commission status from "**My seller account"** area from marketplace front end:

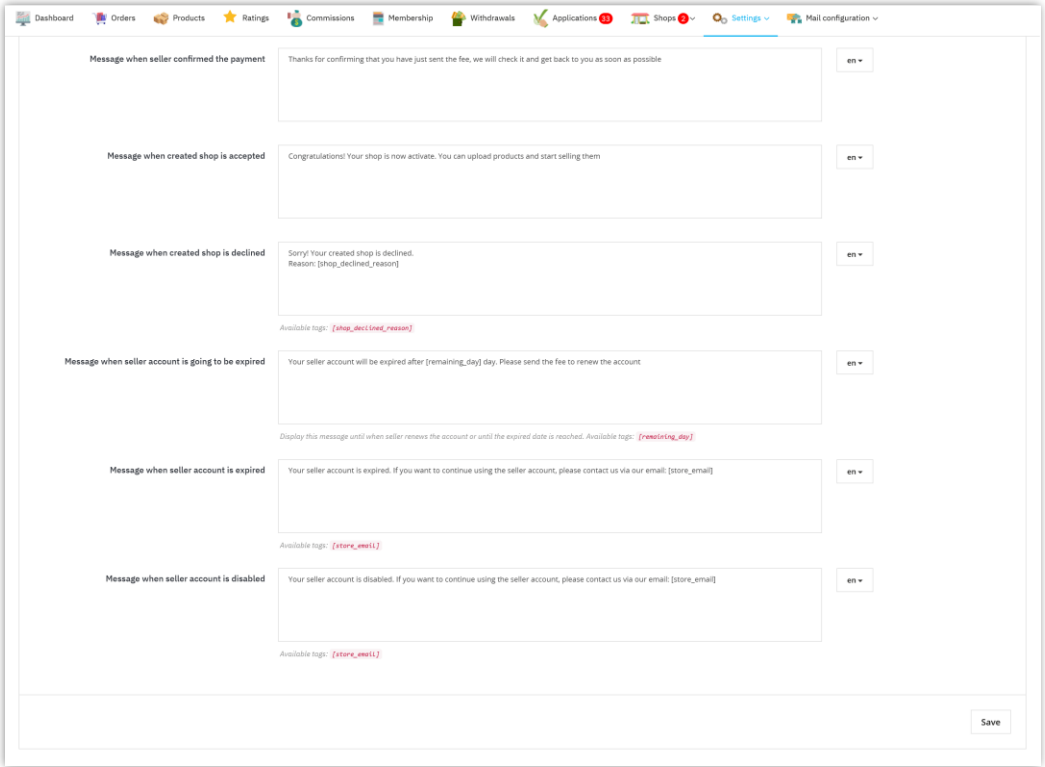


8. Customize notification messages

Marketplace Builder module allows you to customize the content of notification messages displayed in different situations. Open the "**Messages**" page to edit these notification messages as you prefer.

You can also insert available tags into a message to display respective contents.


Quick Access
Search
View my store
Settings / General
General
Help
Dashboard
Orders
Products
Ratings
Commissions
Membership
Withdrawals
Applications
Shops
Settings
Mail configuration
Setting > General
General
Conditions
Application
Membership
Shop
SEO
Map
Order
Messages
Contact form
Home page
Product page
Invite customers to join marketplace
Your seller profile has not been enabled yet. In order to join our marketplace to sell your products and get commission, please submit an application with required information.
en
Display on "My account/Seller account" area to introduce/invite customers to join marketplace. Available tags: [fee_amount]
Message when application is submitted
Your application has been submitted successfully. Our team are reviewing the application, and we will get back to you as soon as possible.
en
Message when application is accepted
Congratulations! Your application is accepted. You can create your shop now.
en
Message when application is declined
Sorry! Your application is declined.
Reason: [application_declined_reason]
en
Available tags: [application_declined_reason]
Message when seller create the shop (No fee)
Thanks for creating your shop. Our team are reviewing it. We will get back to you soon
en
Message when seller create the shop (Fee require)
Thanks for creating your shop. Please send the fee [fee_amount] right now to activate your shop and click on the button "I have just sent the fee" after making payment. [payment_information_manager]
en
Available tags: [fee_amount], [payment_information_manager], [manager_email], [manager_phone]

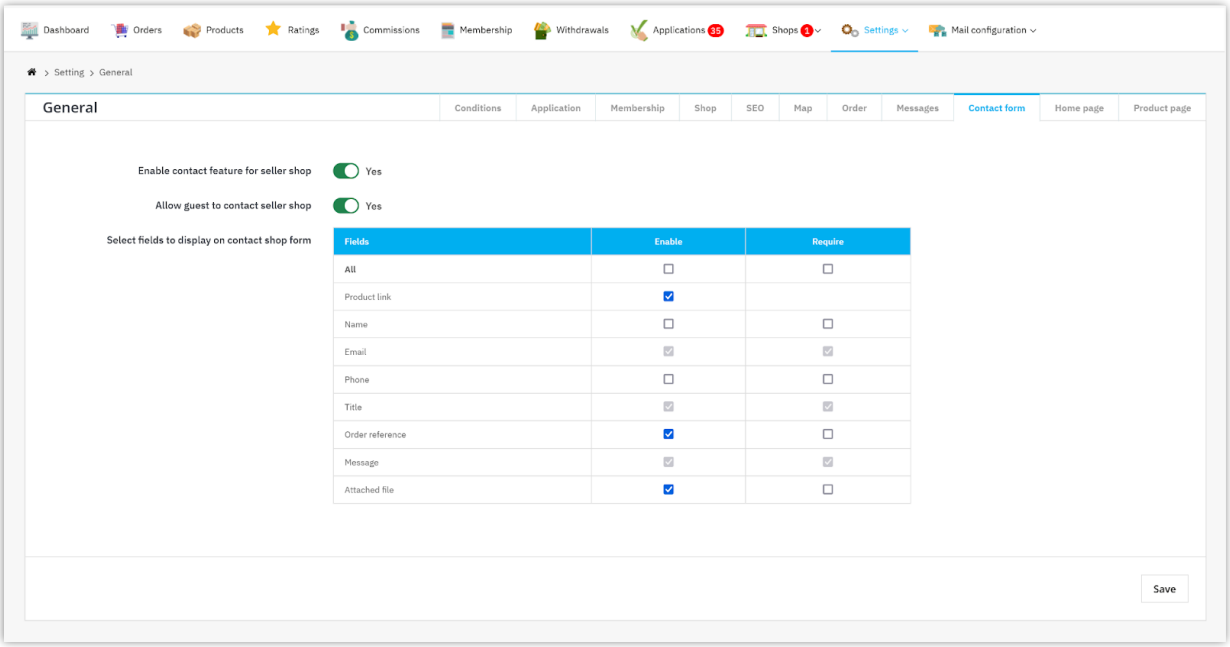

Dashboard
Orders
Products
Ratings
Commissions
Membership
Withdrawals
Applications
Shops
Settings
Mail configuration
Message when seller confirmed the payment
Thanks for confirming that you have just sent the fee, we will check it and get back to you as soon as possible
en
Message when created shop is accepted
Congratulations! Your shop is now activate. You can upload products and start selling them
en
Message when created shop is declined
Sorry! Your created shop is declined.
Reason: [shop_declined_reason]
en
Available tags: [shop_declined_reason]
Message when seller account is going to be expired
Your seller account will be expired after [remaining_day] day. Please send the fee to renew the account
en
Display this message until when seller renews the account or until the expired date is reached. Available tags: [remaining_day]
Message when seller account is expired
Your seller account is expired. If you want to continue using the seller account, please contact us via our email: [store_email]
en
Available tags: [store_email]
Message when seller account is disabled
Your seller account is disabled. If you want to continue using the seller account, please contact us via our email: [store_email]
en
Available tags: [store_email]
Save

9. Contact form settings

Effective communication between sellers and customers is the cornerstone of a thriving marketplace. This guide delves into the process of adding contact forms to seller stores, enabling seamless interactions and fostering a supportive marketplace environment.

Enabling contact forms for sellers

- Navigate to the **"Settings"** section within the marketplace's admin dashboard.
- Select the **"General"** menu and select the **"Contact form"** tab.



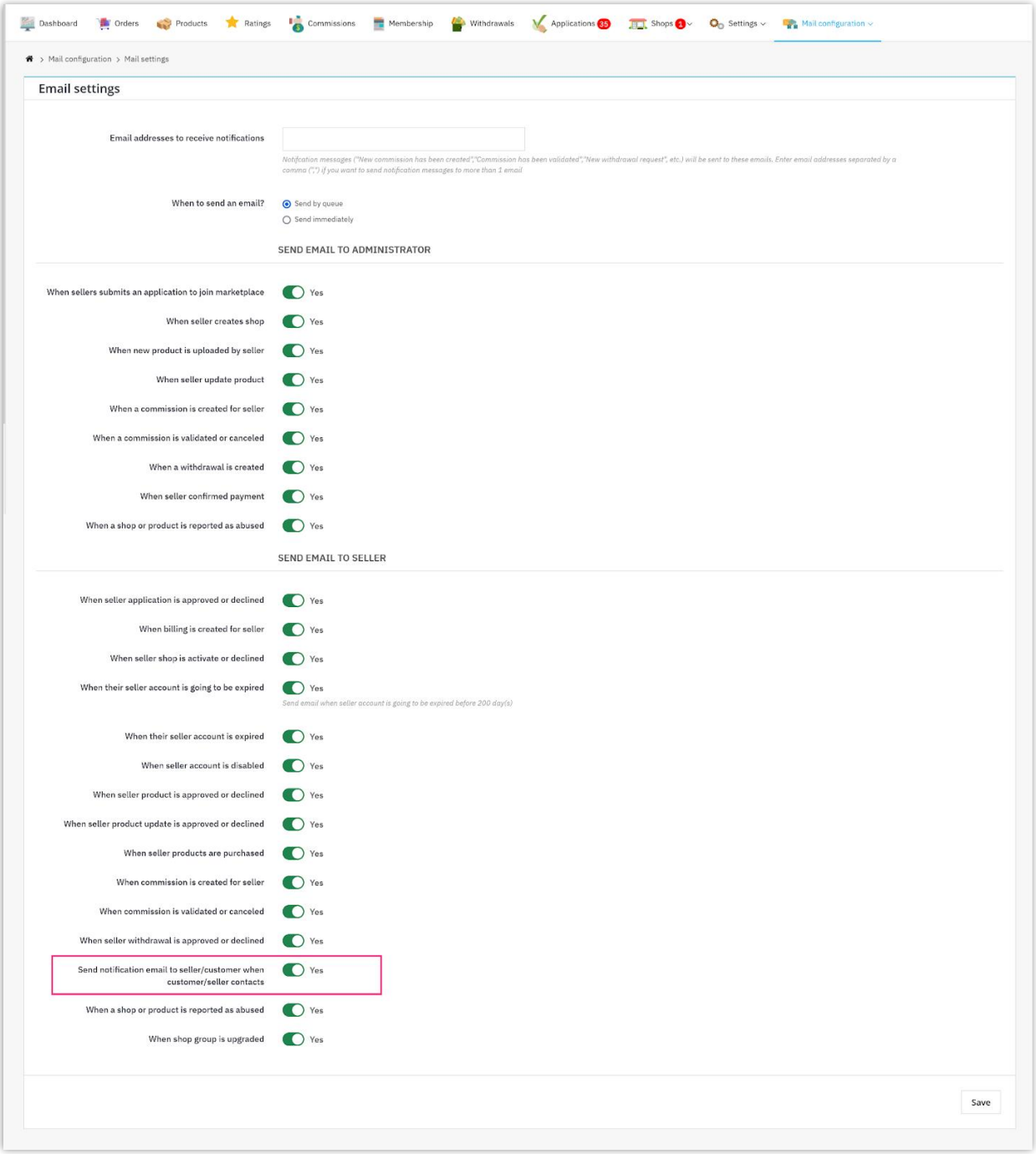
Configuring contact forms

- Turn on the **"Enable contact feature for seller shop"** option to make contact forms available to all sellers.
- Customize the fields for the contact form, specifying the required and optional information to be collected.

- Examples of fields include customer name, email, message, and (for product-specific inquiries) product link and order reference.
- Once all configurations are complete, click the **"Save"** button to apply the settings.
- The contact form feature will be activated for all sellers on the marketplace.

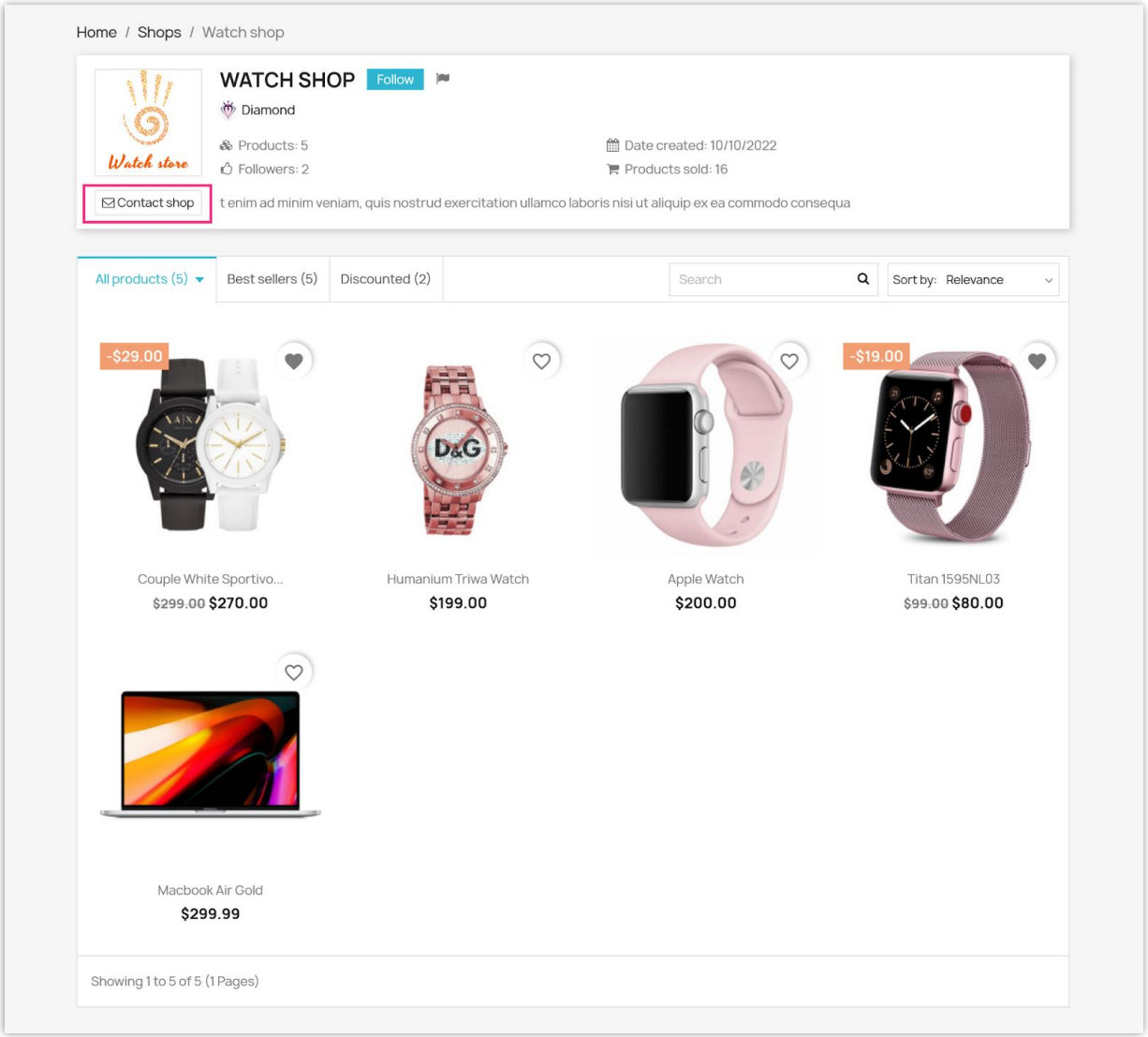
Setting up email notifications

- Navigate to the **"Mail configuration"** section within the marketplace's admin dashboard.
- Select the **"Mail settings"** menu and scroll down to the **"Send email to Seller"** section.
- Turn on the "**Send notification email to seller/customer when customer/seller contacts**" option.

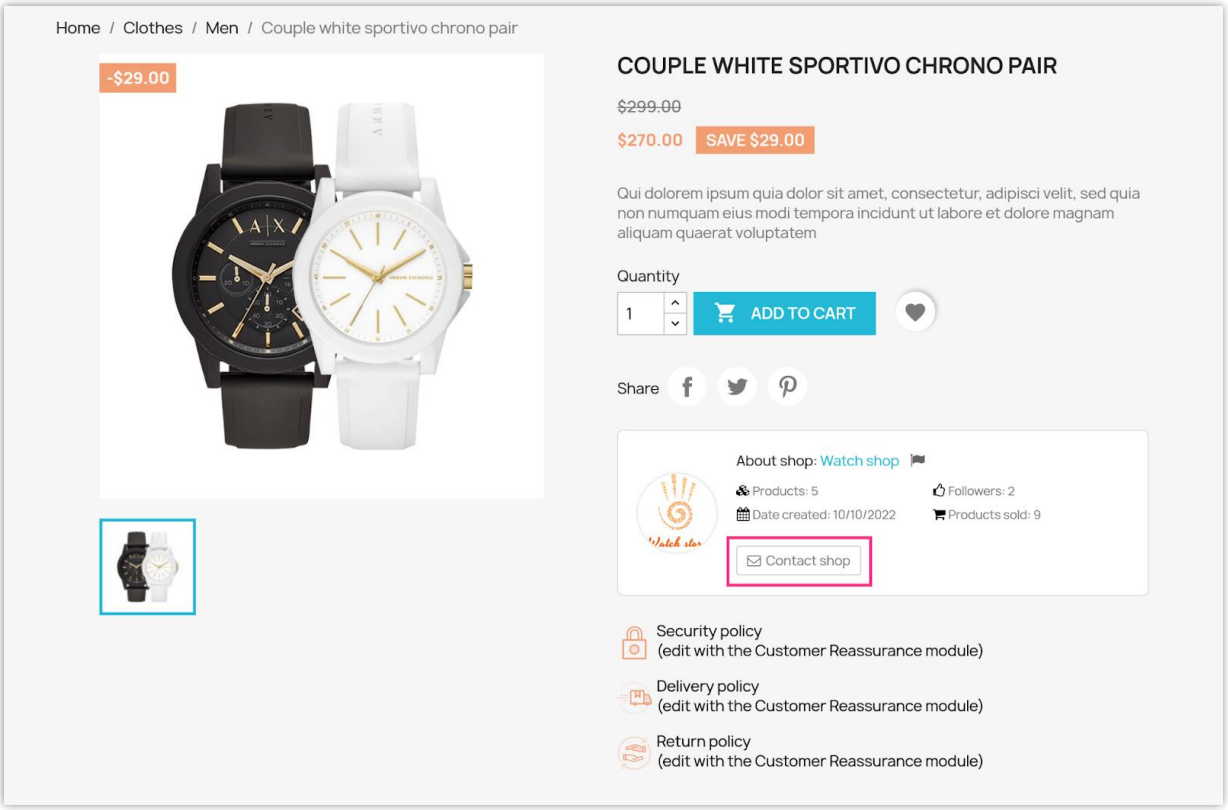


Contact form usage and management

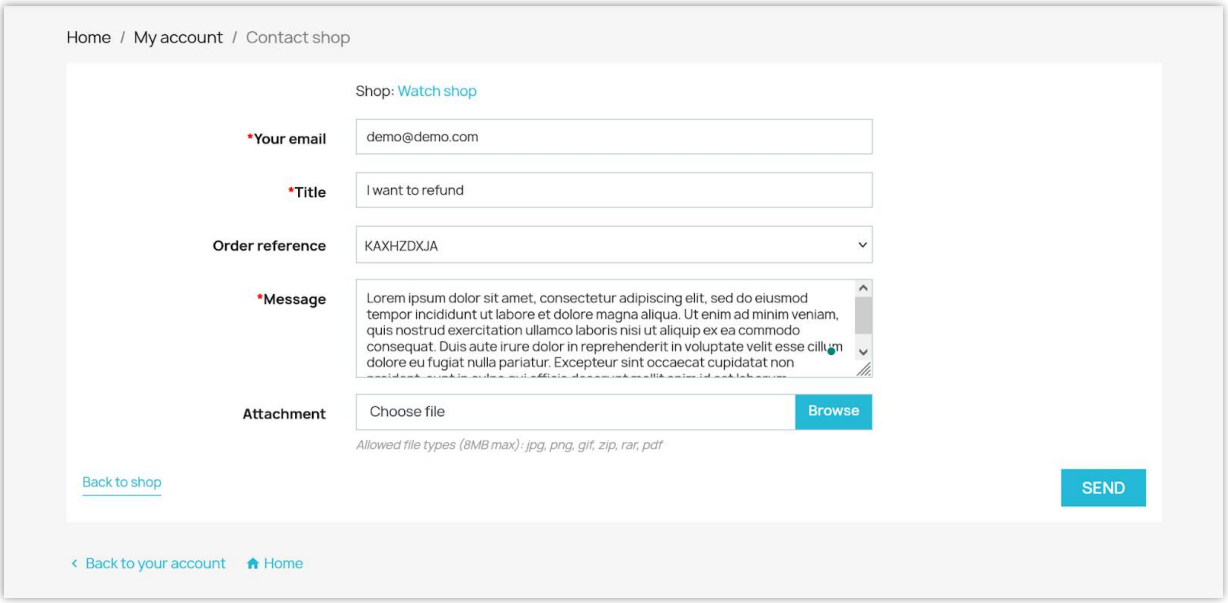
- Customers can access a seller's contact form through their store page on the marketplace.



Or from the seller info section in the product detail pages:

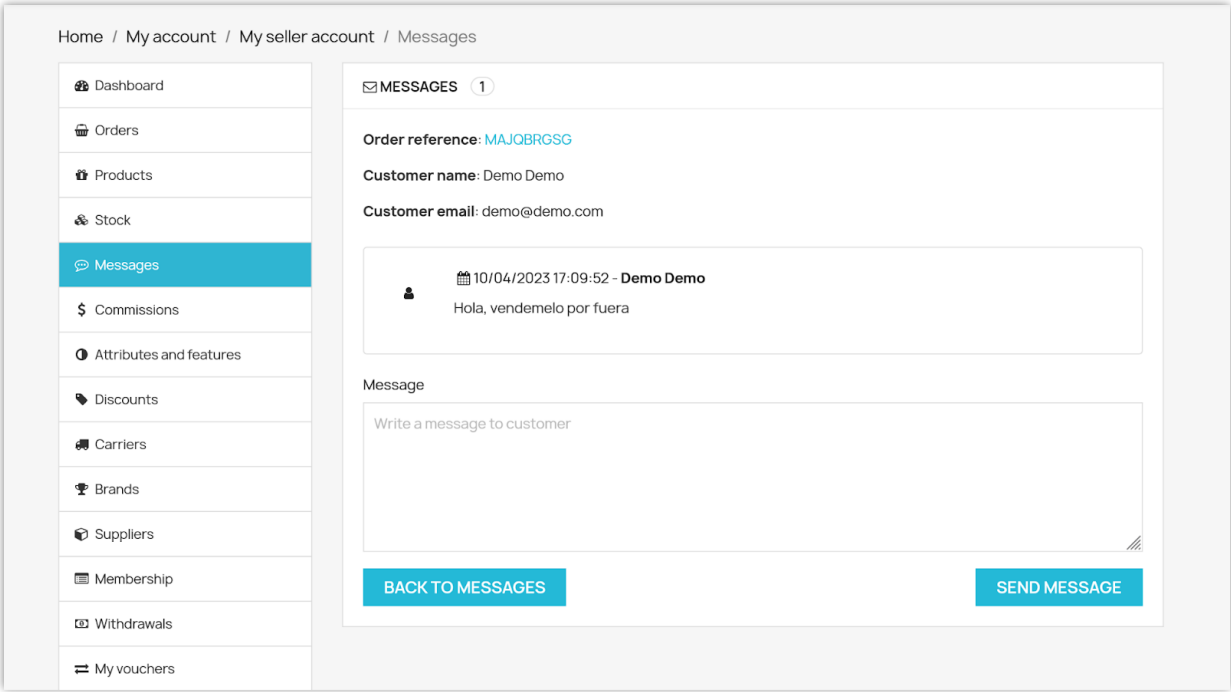


They can fill out the form with their inquiry and submit it to the seller.



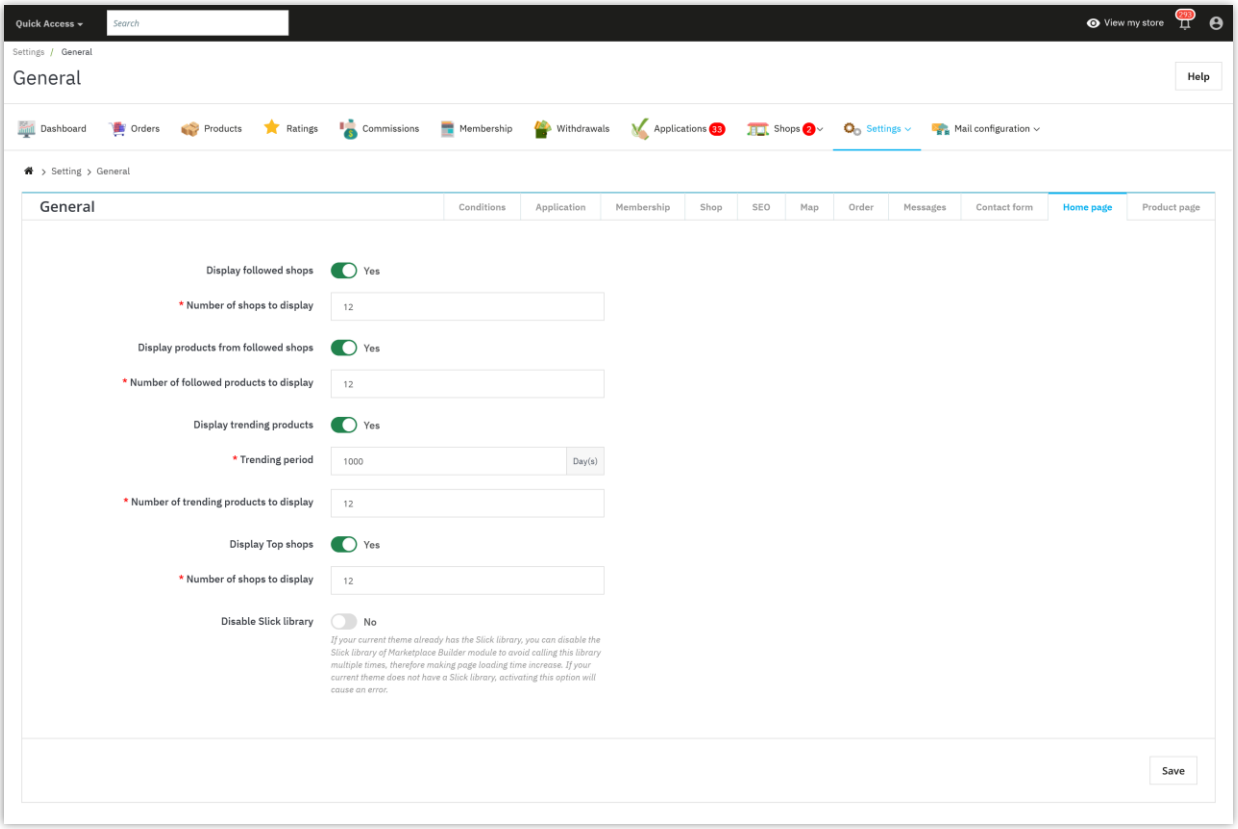
- Sellers receive contact form submissions via a notification email and can access them through their seller dashboard.

- They can respond to inquiries directly through the "**Messages**" tab of their seller dashboard.

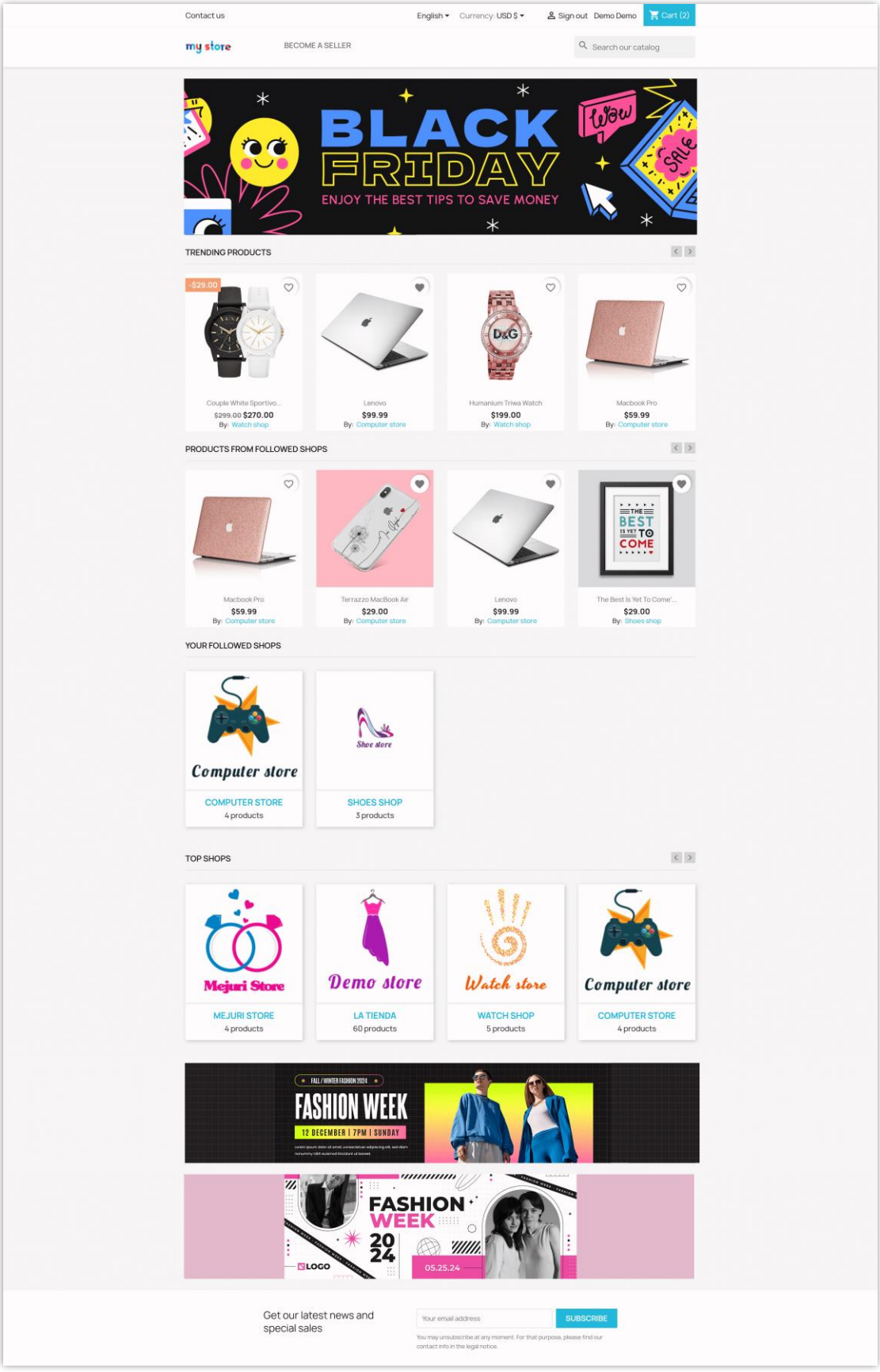


10. Home page settings

Marketplace Builder allows the marketplace admin to display the seller shops that a user followed, the products that user followed and trending products on the marketplace home page.



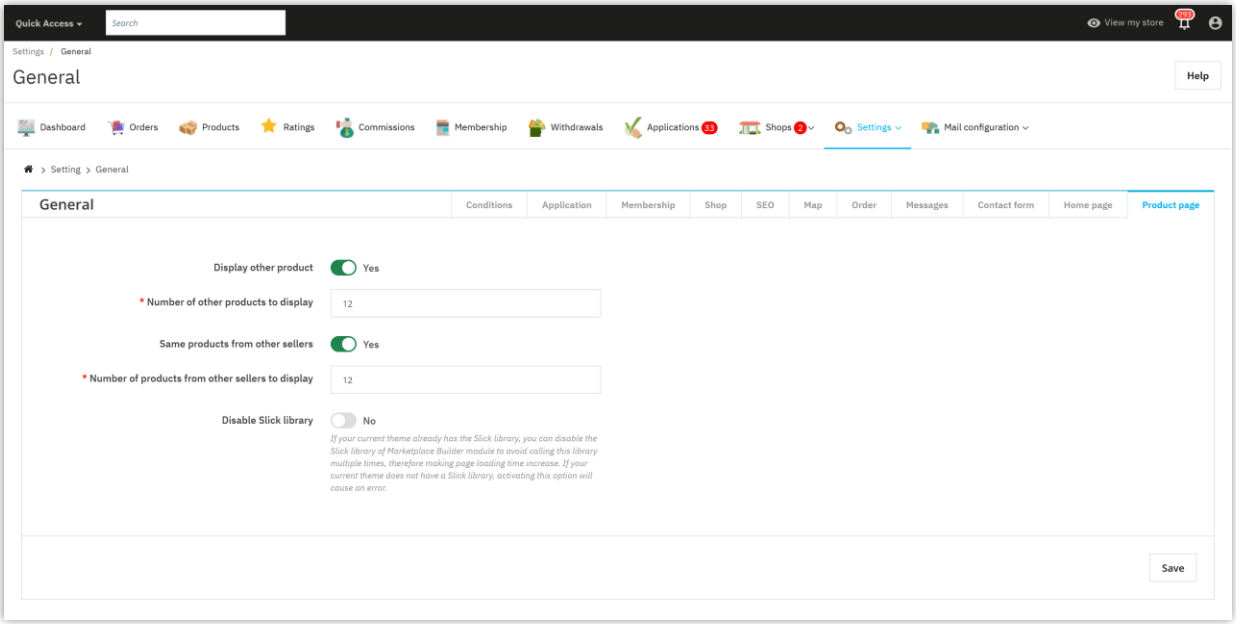
After users log in with their account, they will find the followed shops and followed products from the marketplace home page.


Contact us
English
Currency: USD $
Sign out
Demo Demo
Cart (2)
my store
BECOME A SELLER
Search our catalog
BLACK FRIDAY
ENJOY THE BEST TIPS TO SAVE MONEY
Wow
SALE
TRENDING PRODUCTS
-$29.00
Couple White Sportivo...
$299.00 $270.00
By: Watch shop
Lenovo
$99.99
By: Computer store
Humanium Triwa Watch
$199.00
By: Watch shop
Macbook Pro
$59.99
By: Computer store
PRODUCTS FROM FOLLOWED SHOPS
Macbook Pro
$59.99
By: Computer store
Terrazzo MacBook Air
$29.00
By: Computer store
Lenovo
$99.99
By: Computer store
The Best Is Yet To Come'...
$29.00
By: Shoes shop
YOUR FOLLOWED SHOPS
Computer store
COMPUTER STORE
4 products
Shoe store
SHOES SHOP
3 products
TOP SHOPS
Mejuri Store
MEJURI STORE
4 products
Demo store
LA TIENDA
60 products
Watch store
WATCH SHOP
5 products
Computer store
COMPUTER STORE
4 products
FALL / WINTER FASHION 2024
FASHION WEEK
12 DECEMBER | 7PM | SUNDAY
FASHION WEEK
2024
LOGO
05.25.24
Get our latest news and special sales
Your email address
SUBSCRIBE
You may unsubscribe at any moment. For that purpose, please find our contact info in the legal notice.

11. Product page settings

Similarly, our module also allows you to customize the display of seller product blocks on the product detail page to enhance customer accessibility. Customize the product type and number of products displayed to match the theme your website is using.

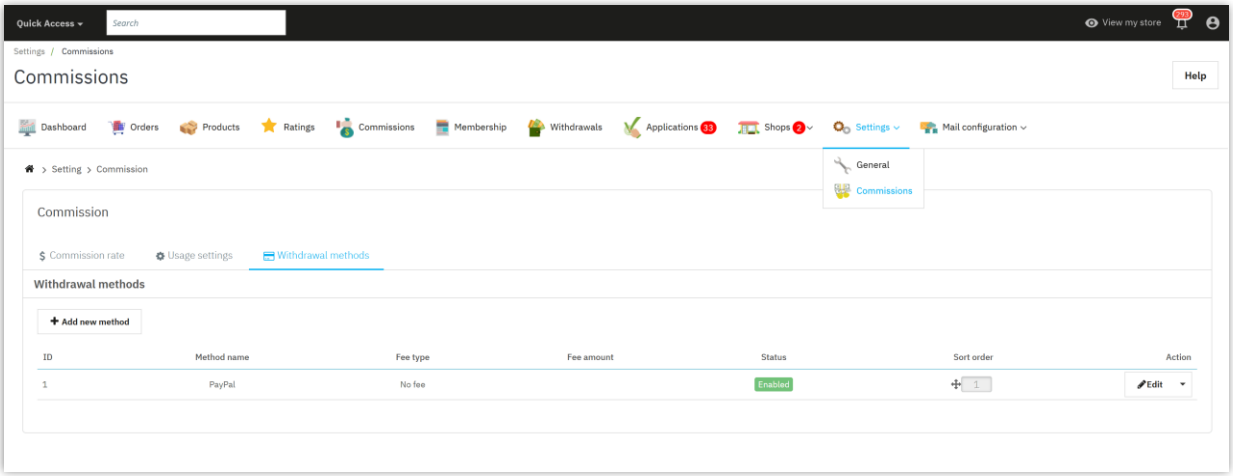
Click "**Save**" to save the configuration.



V. SETTING UP METHODS FOR SELLER TO WITHDRAW COMMISSION MONEY

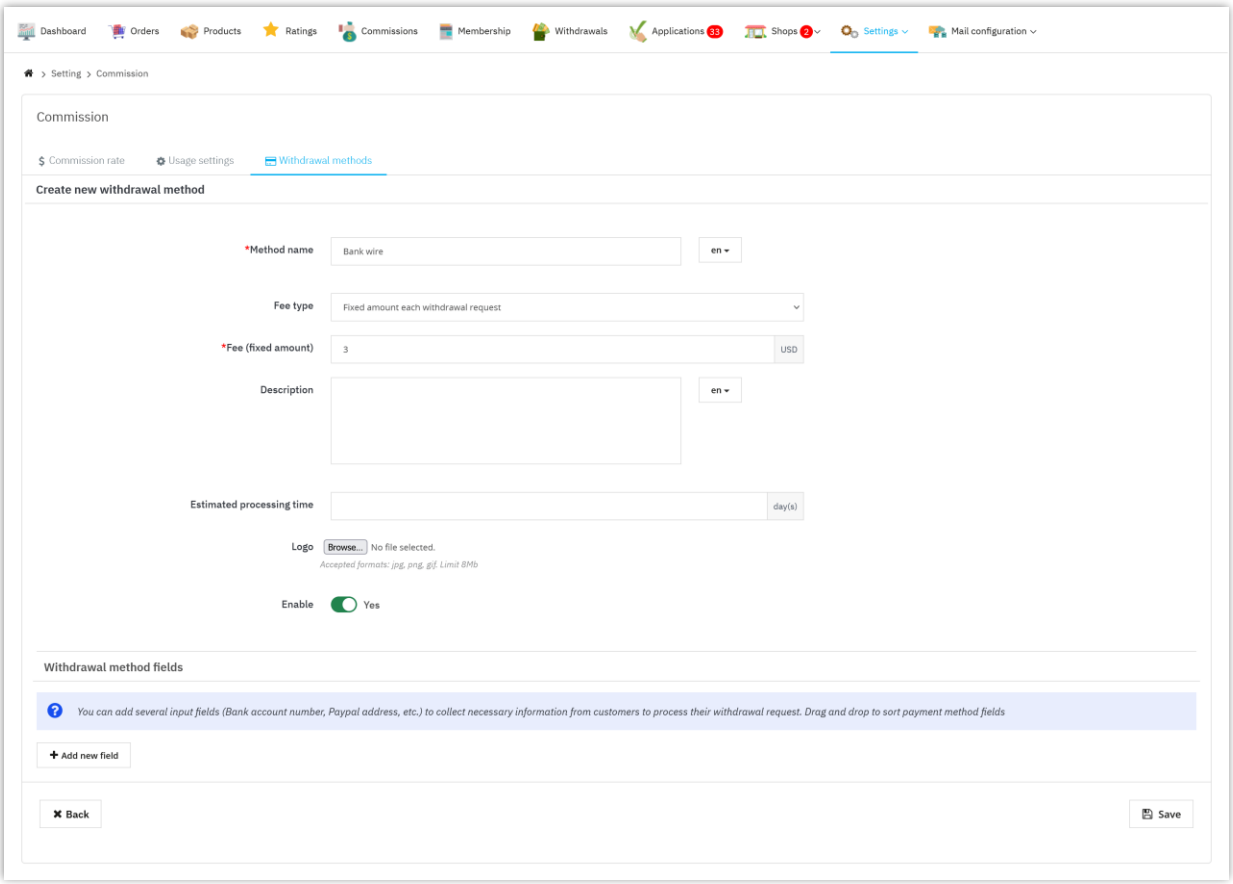
After earning a commission by successfully selling their products, sellers can send a withdrawal request to the marketplace admin and receive their commission money. You should set up a payment method to enable sellers to submit their withdrawal requests.

From the module's configuration page, select "**Settings**" > "**Commission**" > "**Withdrawal methods**" menu to be navigated to the "**Withdrawal methods**" page.



Marketplace Builder has already created a default payment method for you. To add a new payment method, please click on "**Add new method**" button.

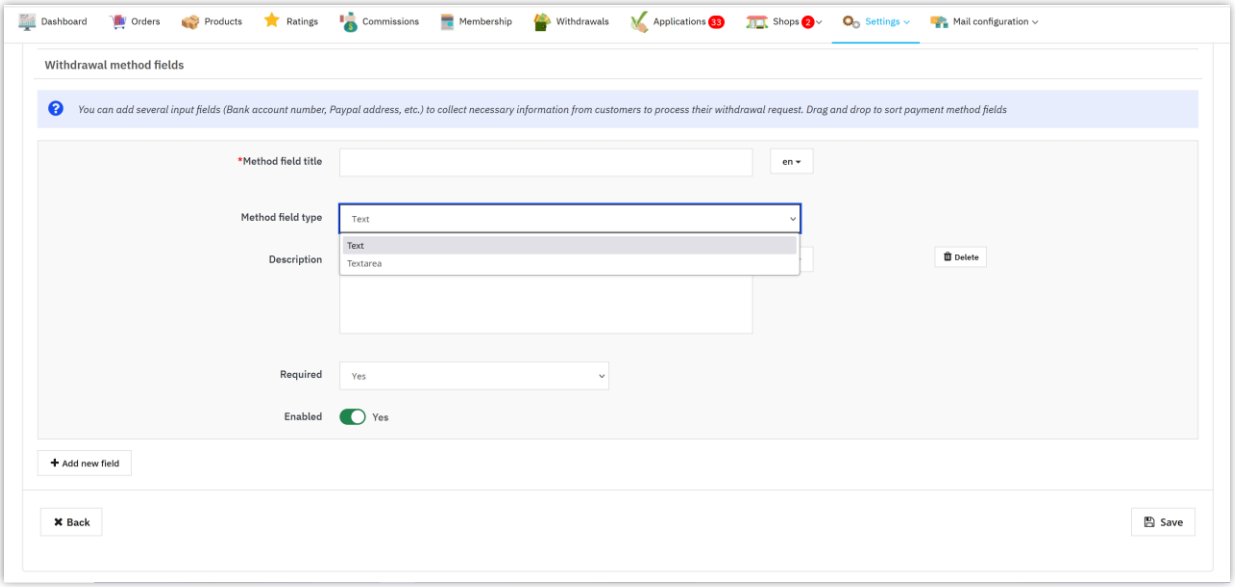
Next, please enter payment method name >> select payment fee type >> enter estimated processing time. Turn "**Enable**" option to "YES" then click on "Save" button.



After saving a new payment method, you can add several input fields (Bank account number, PayPal address, etc.) to collect necessary information from customers to process their withdrawal request.

Click on "**Add new field**" button to add payment input fields.

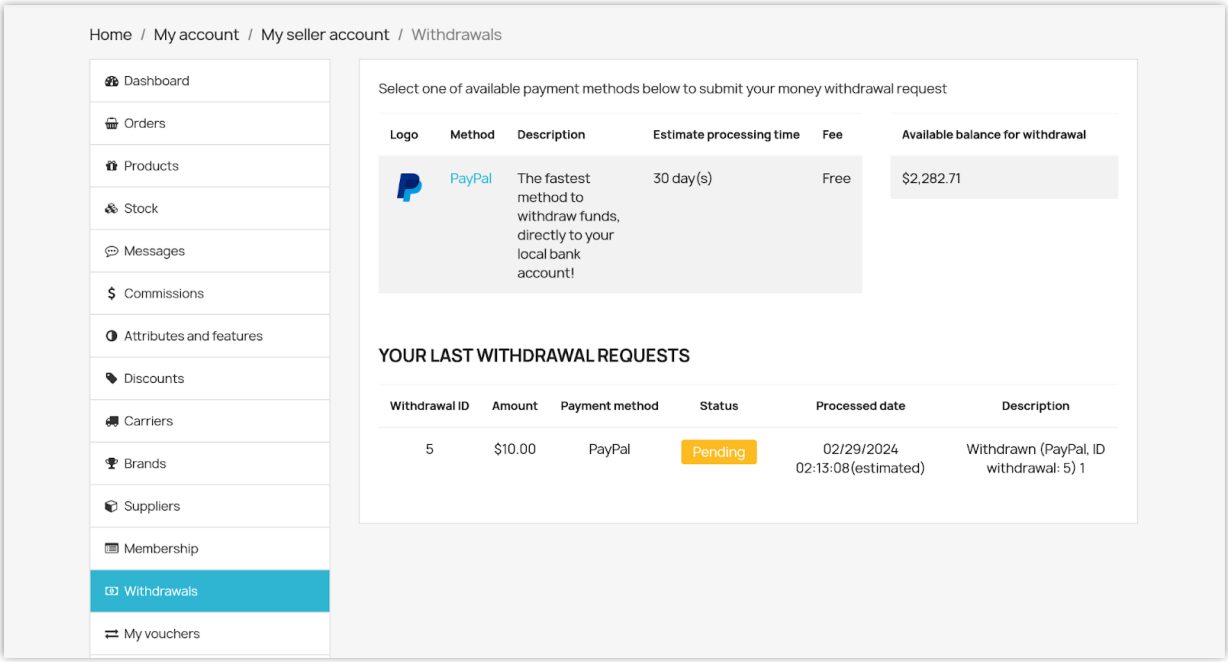
Enter method field title >> Select field type >> Add description (optional) >> Set this field as required or not >> Turn "Enable" option to "YES". Click "Save" to finish.

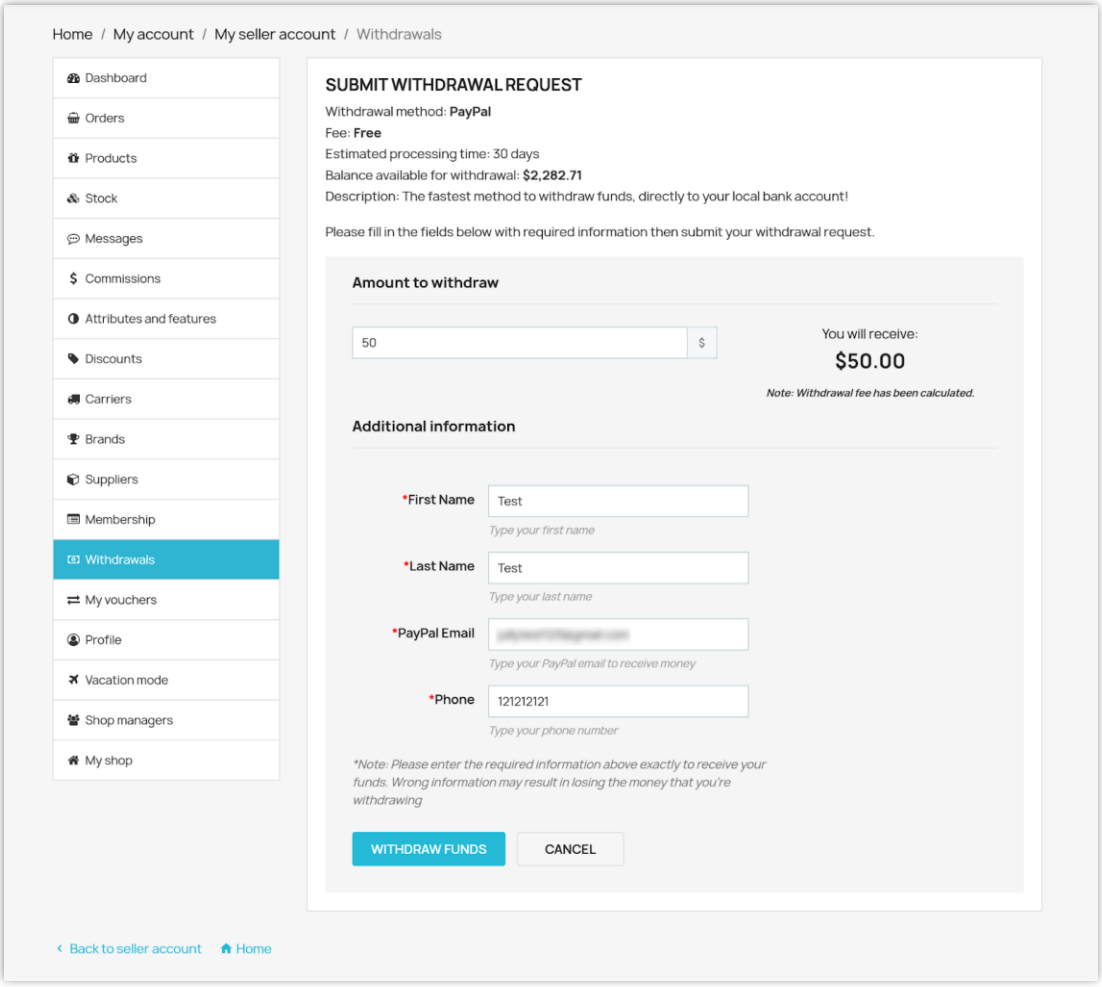


❖ ***How sellers can submit their withdrawal request***:

Sellers will access a withdrawal request form within their seller dashboard.

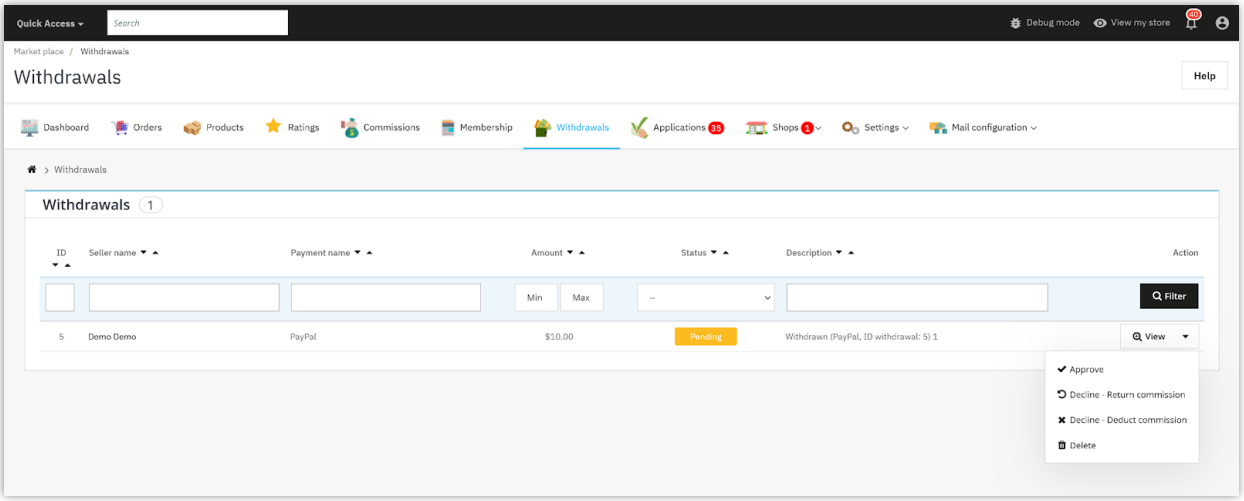
- From the "**My seller account**" page, sellers will select "**Withdrawals**" tab.
- Sellers can check their available balance for withdrawal and select a commission payment method.
- Next, the sellers will need to fill out a withdrawal request form and wait for the marketplace admin to accept it.


Home / My account / My seller account / Withdrawals
Dashboard
Orders
Products
Stock
Messages
Commissions
Attributes and features
Discounts
Carriers
Brands
Suppliers
Membership
Withdrawals
My vouchers
Select one of available payment methods below to submit your money withdrawal request
Logo
Method
Description
Estimate processing time
Fee
Available balance for withdrawal
PayPal
The fastest method to withdraw funds, directly to your local bank account!
30 day(s)
Free
$2,282.71
YOUR LAST WITHDRAWAL REQUESTS
Withdrawal ID
Amount
Payment method
Status
Processed date
Description
5
$10.00
PayPal
Pending
02/29/2024 02:13:08(estimated)
Withdrawn (PayPal, ID withdrawal: 5) 1


Home / My account / My seller account / Withdrawals
Dashboard
Orders
Products
Stock
Messages
Commissions
Attributes and features
Discounts
Carriers
Brands
Suppliers
Membership
Withdrawals
My vouchers
Profile
Vacation mode
Shop managers
My shop
SUBMIT WITHDRAWAL REQUEST
Withdrawal method: PayPal
Fee: Free
Estimated processing time: 30 days
Balance available for withdrawal: $2,282.71
Description: The fastest method to withdraw funds, directly to your local bank account!
Please fill in the fields below with required information then submit your withdrawal request.
Amount to withdraw
50
$
You will receive:
$50.00
Note: Withdrawal fee has been calculated.
Additional information
*First Name
Test
Type your first name
*Last Name
Test
Type your last name
*PayPal Email
Type your PayPal email to receive money
*Phone
121212121
Type your phone number
*Note: Please enter the required information above exactly to receive your funds. Wrong information may result in losing the money that you're withdrawing
WITHDRAW FUNDS
CANCEL
Back to seller account
Home

- All withdrawal requests of sellers will be listed in the "**Your last withdrawal requests**" section.

As a marketplace admin, you can view and manage all withdrawal requests on the **"Withdrawals"** list of the "**Marketplace Builder**" module's configuration page.

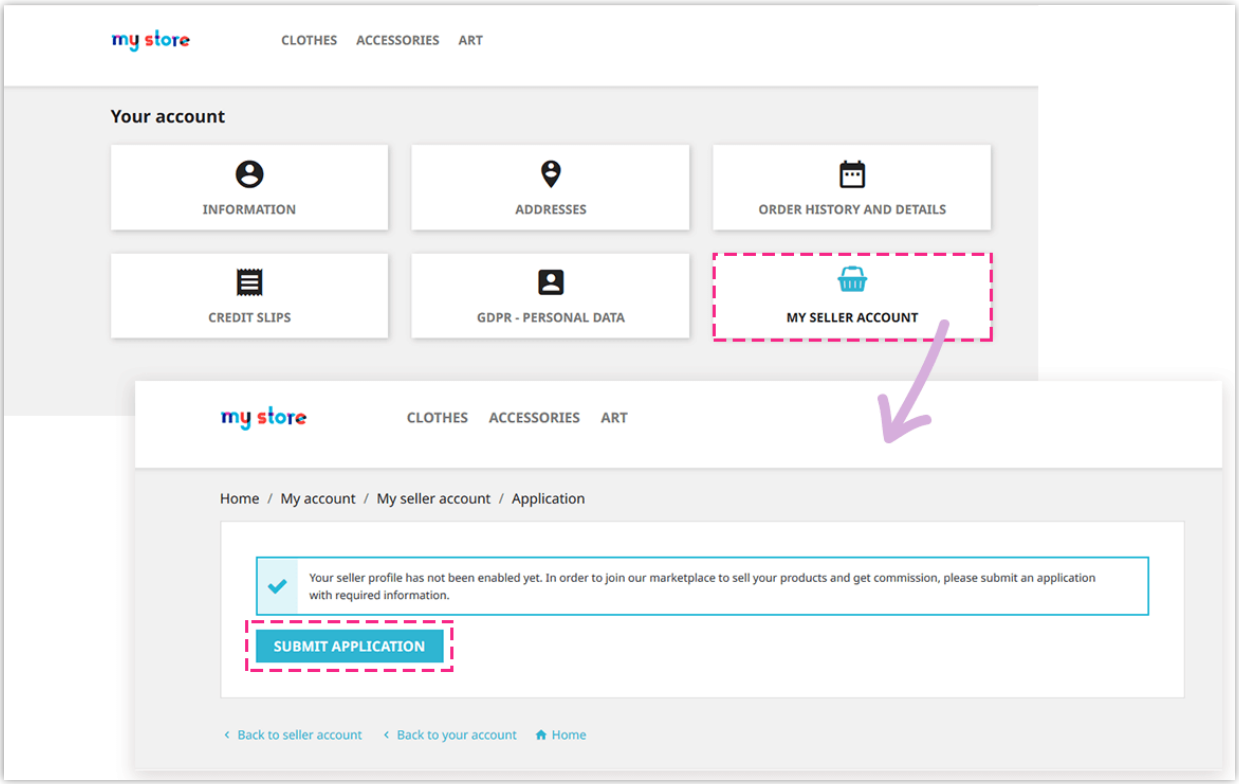


The marketplace admin can view detailed withdrawal requests, and approve or decline the requests of sellers.

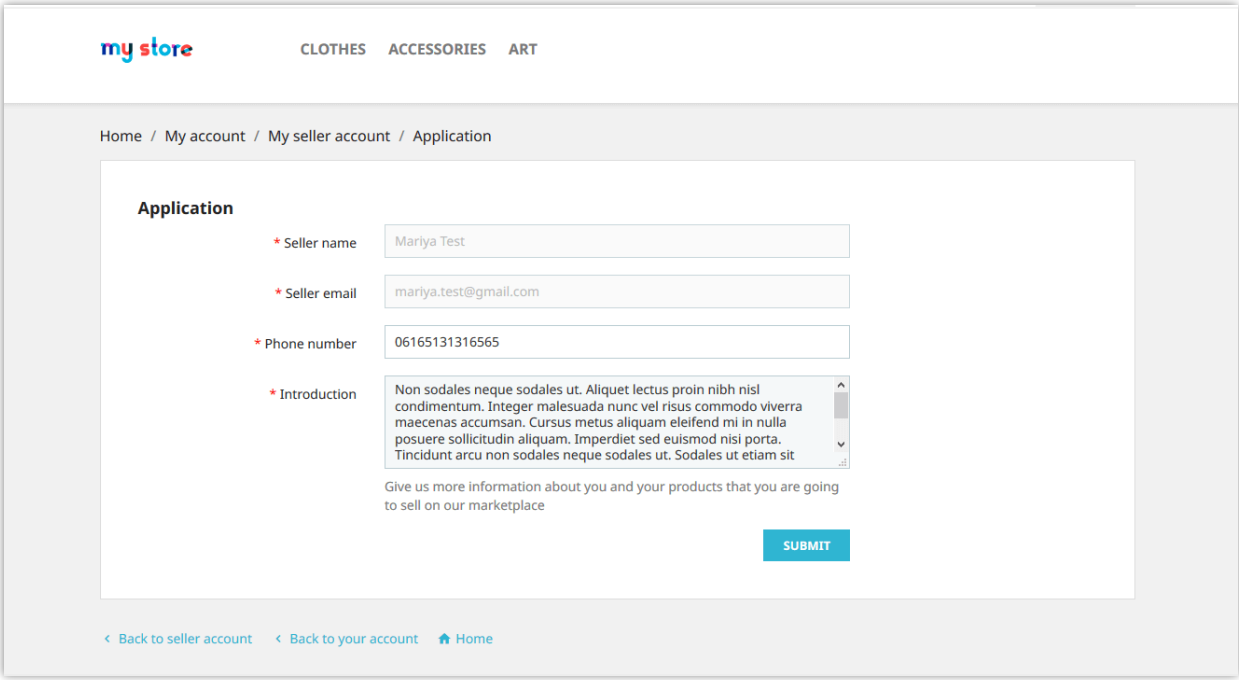
VI. MANAGING SELLER APPLICATIONS

Any registered customers can become a seller on your marketplace. Customers will need to apply to be able to join your marketplace.

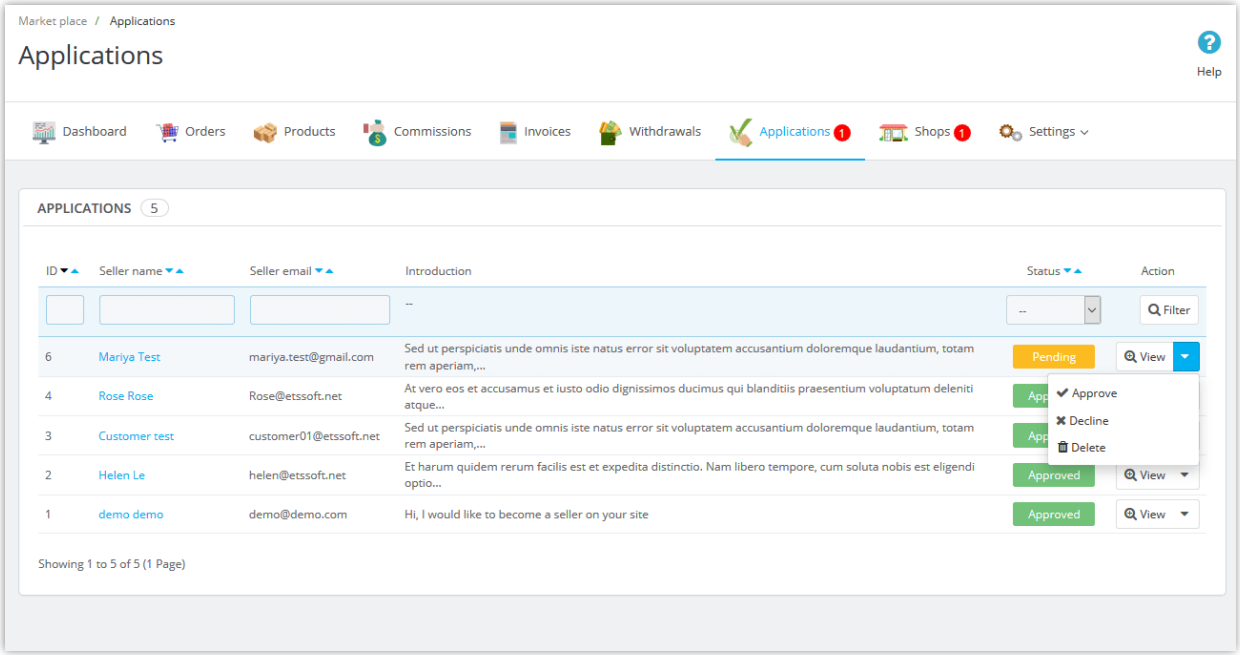
From "**My account**" page, customers will find "**My seller account**" area. They can manage everything related to the seller account by accessing this area.

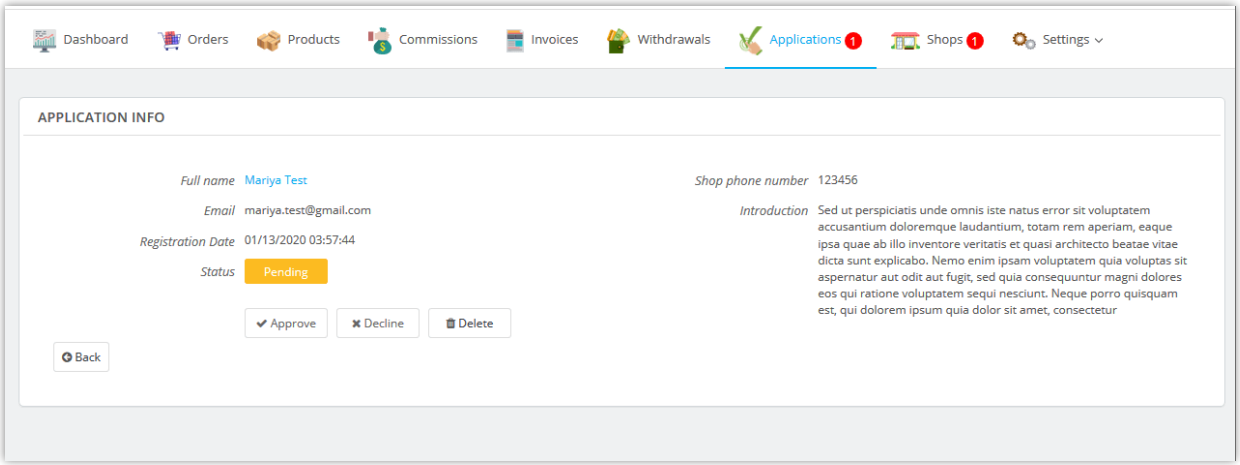


Customers need to enter all necessary information (which is required by marketplace admin on "**General**" >> "**Conditions**" page from module backend).

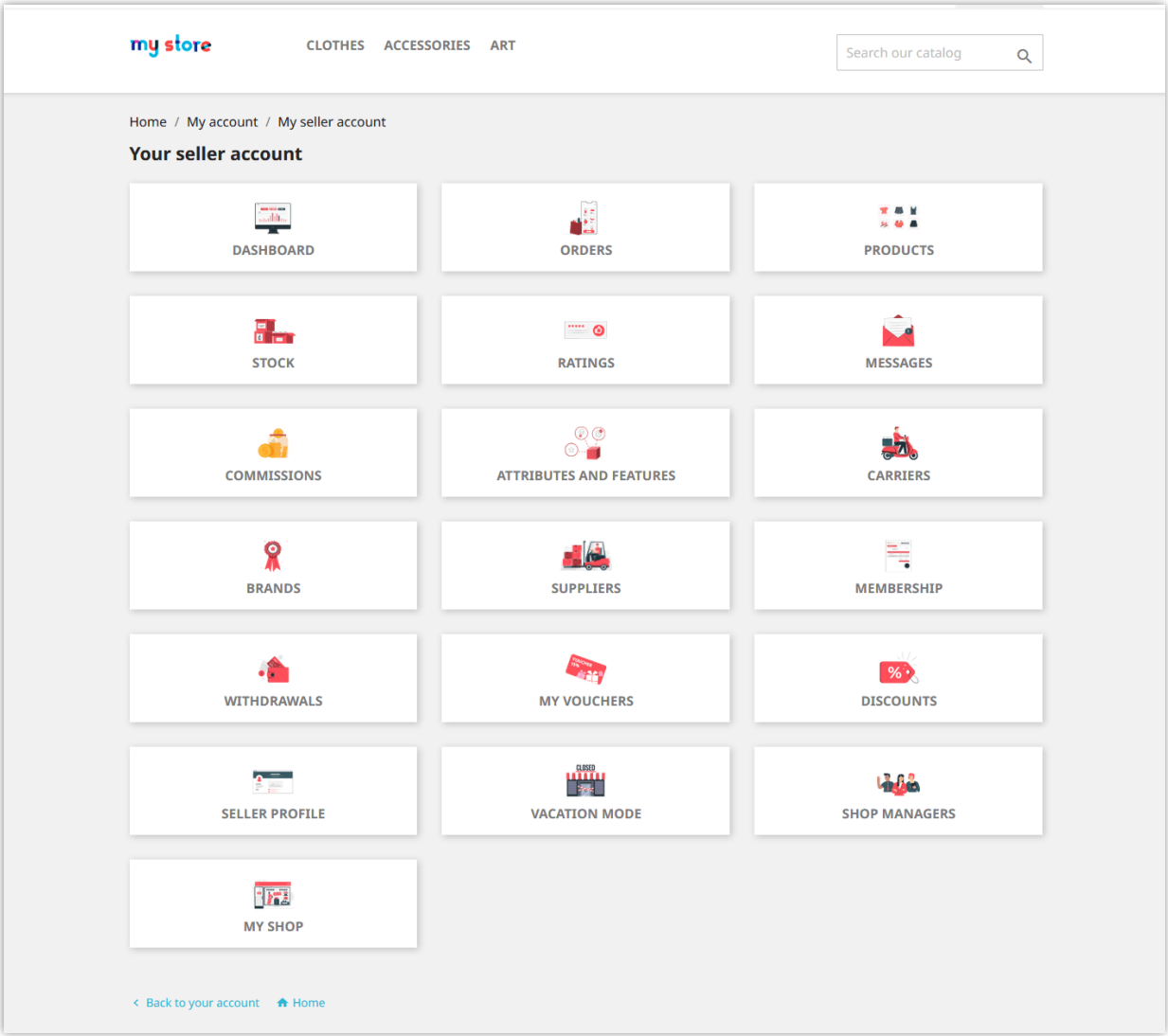


Marketplace admin can view and manage all seller applications from "**Applications**" page.





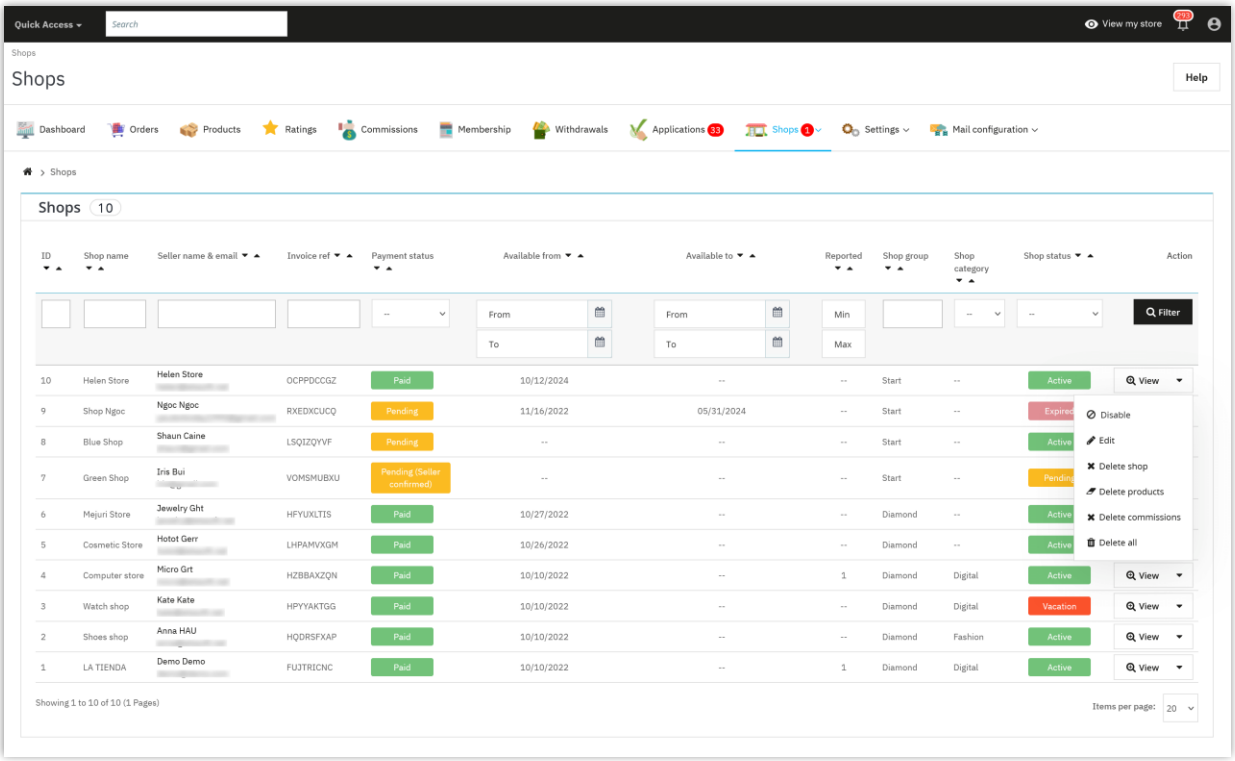
After successfully registering, a seller can manage his/her shop easily through "**My seller account**" area:



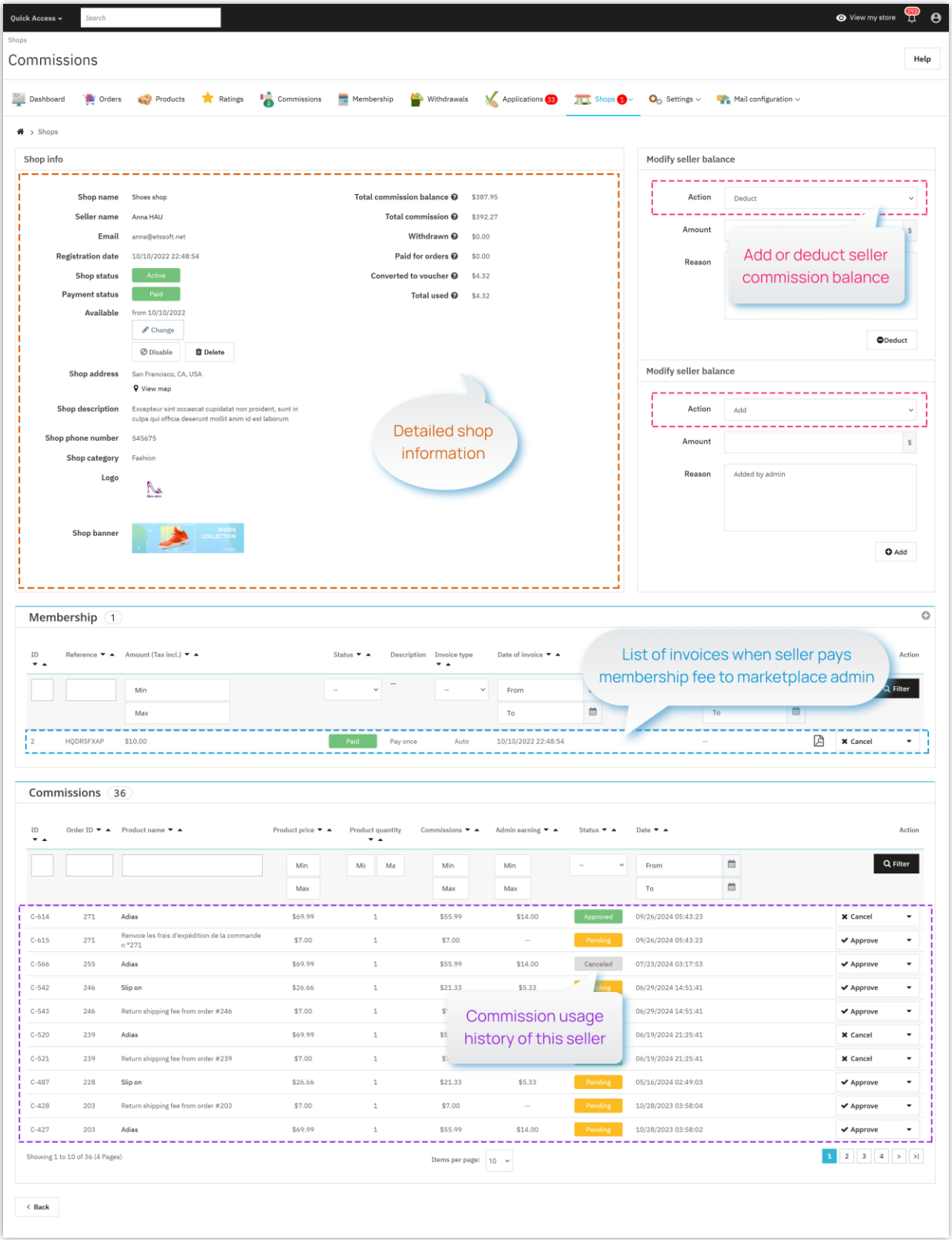
VII. MANAGING SELLER SHOPS

After their applications are approved, sellers can start opening their shop.

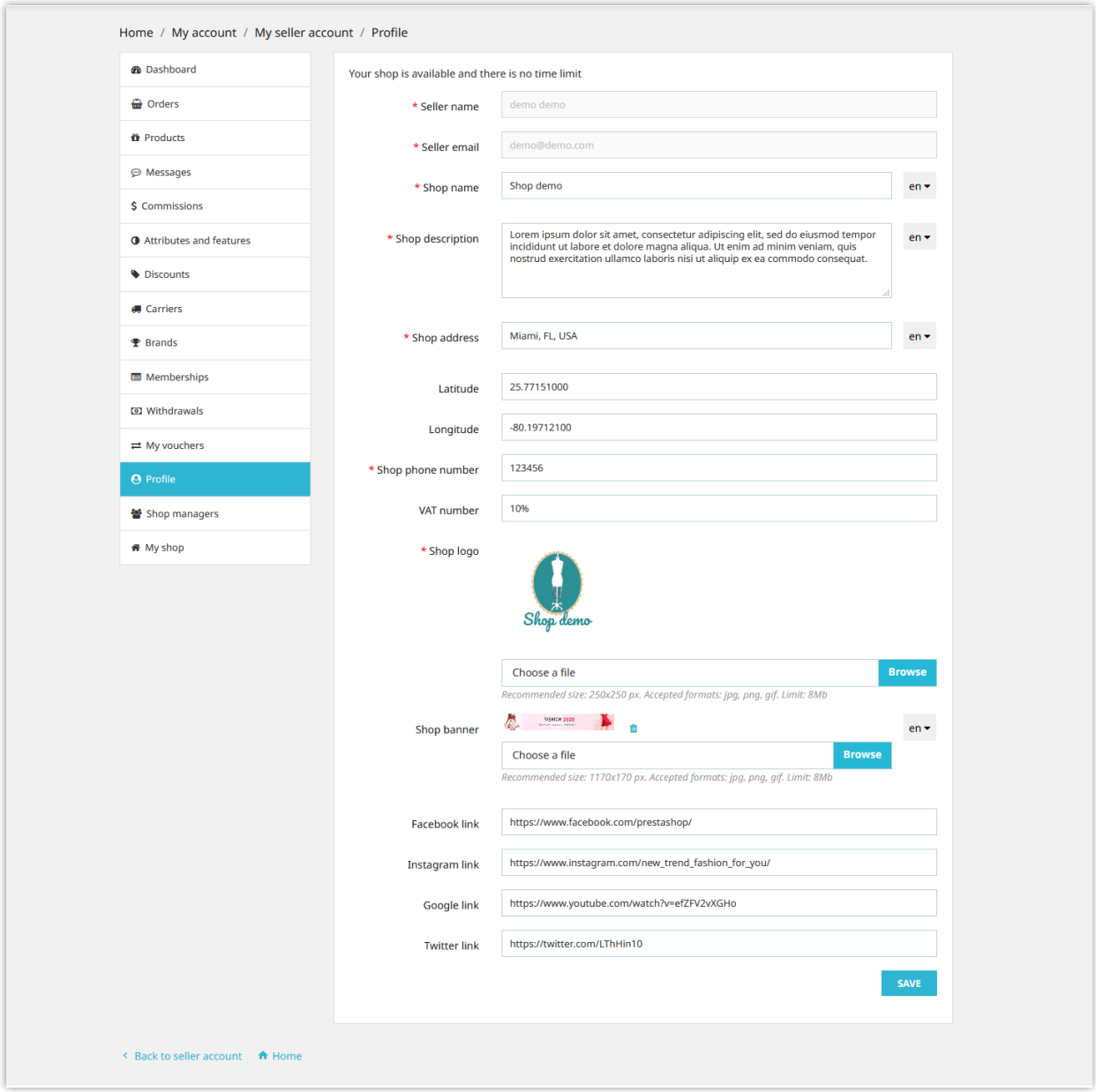
From **Marketplace Builder** module backend, the marketplace admin can view detailed information and manage seller shops. Navigate to the "**Shops**" page to view all seller shops on your marketplace.



Marketplace admin can edit shop information, modify seller commission balance, view seller fee invoices and manage seller commissions.


Commissions
Shop info
Shop name Shoes shop
Seller name Anna HAU
Email anna@etssoft.net
Registration date 10/10/2022 22:48:54
Shop status Active
Payment status Paid
Available from 10/10/2022
Change
Disable
Delete
Shop address San Francisco, CA, USA
View map
Shop description
Shop phone number 545675
Shop category Fashion
Logo
Shop banner
Total commission balance $387.95
Total commission $392.27
Withdrawn $0.00
Paid for orders $0.00
Converted to voucher $4.32
Total used $4.32
Detailed shop information
Modify seller balance
Action Deduct
Amount
Reason
Add or deduct seller commission balance
Deduct
Modify seller balance
Action Add
Amount
Reason Added by admin
Add
Membership 1
List of invoices when seller pays membership fee to marketplace admin
Commissions 36
Commission usage history of this seller
Back

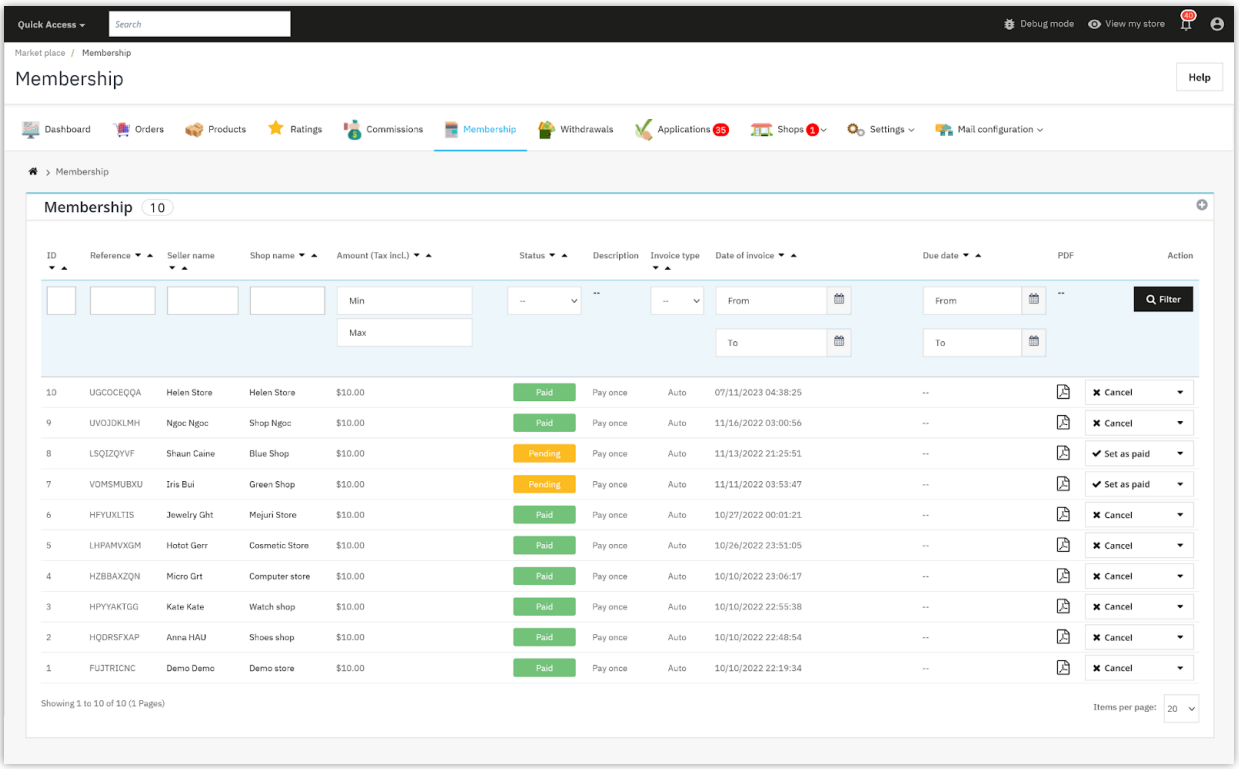
Sellers can also view and edit their shop information from "**My seller account**" area from marketplace frontend:



VIII. MANAGING SELLER FEE INVOICES

Once you've set up membership fees for your sellers, it's important to keep track of the invoices generated from these fees. Here's how you can manage them:

- **Viewing invoices**: Sellers who pay their membership fees will generate detailed invoices, which are automatically stored in the **Marketplace Builder** backend. As the marketplace admin, you can easily access these invoices from the "**Memberships**" page.

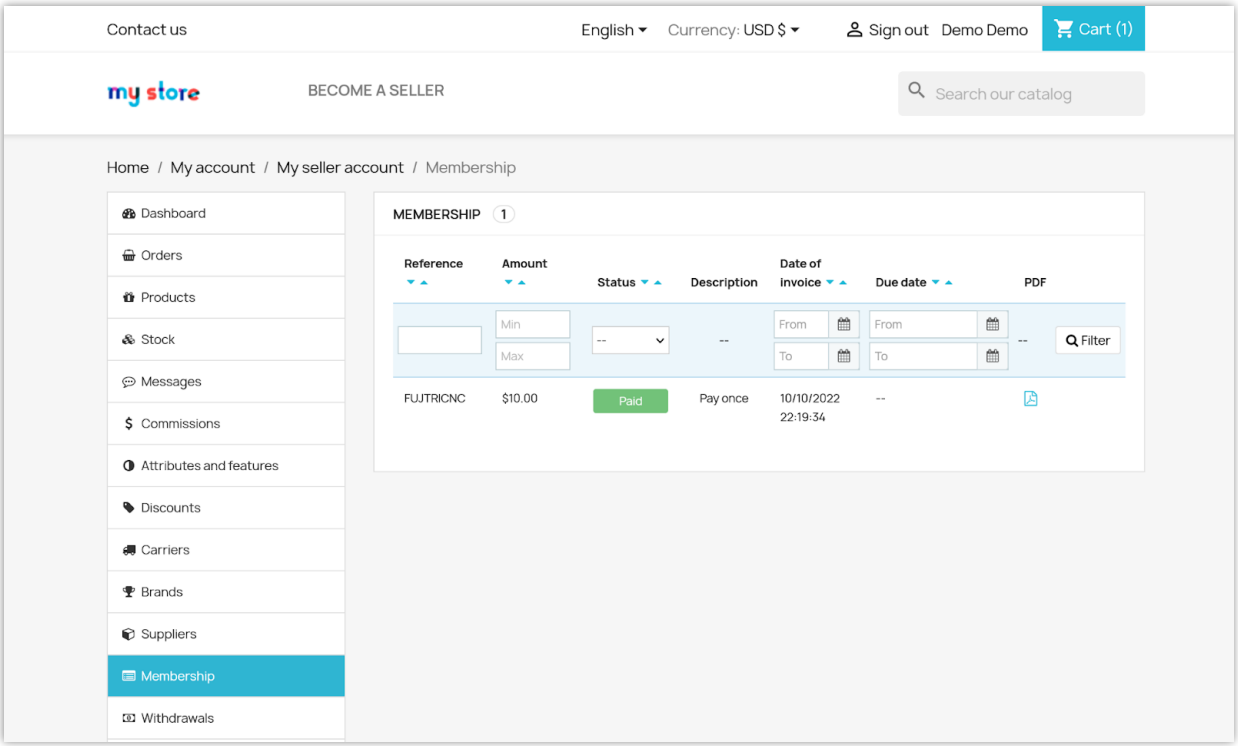


- **Managing invoices**: From the "**Memberships**" page, you'll be able to view a list of all invoices generated from membership fees. This list provides details such as invoice number, date, amount, and status.

- **Downloading invoices**: Need to save or print an invoice? No problem! Simply select the invoice you want to download and click on the PDF icon to save it as a PDF file.

- **Seller access**: Sellers can also access their membership fee invoices from their seller account area on the marketplace front end.

- **Notification email**: Sellers will receive email notifications when their seller account is about to expire and need to pay a membership fee to renew. After the sellers successfully pay the membership fee, they will receive an email notifying them that the renewal process is complete.



IX. MANAGING SELLER PRODUCTS AND SELLER ORDERS

1. Managing seller products

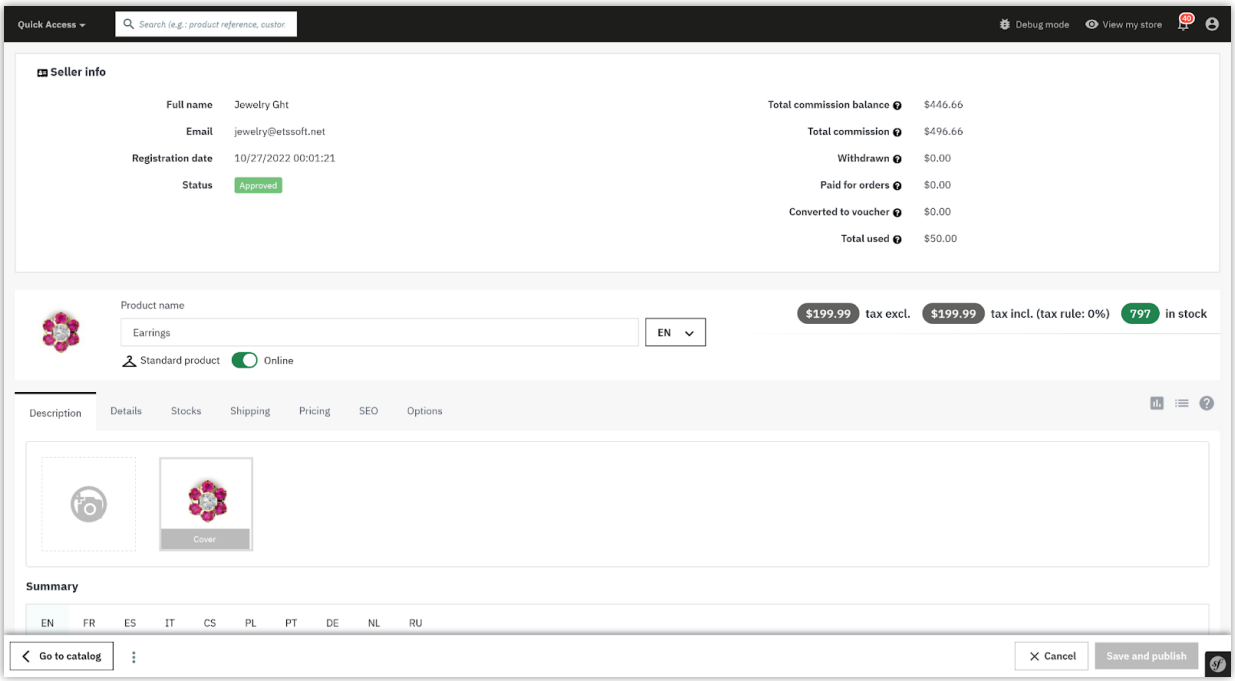
As a marketplace administrator, ensuring the quality and relevance of products on your platform is paramount to maintaining a positive user experience. This guide delves into the various aspects of product management, empowering you to effectively oversee the seller-generated product catalog.

1.1. Navigating the product management dashboard:

- Access the **"Products"** page from the marketplace's admin dashboard.
- This page serves as a centralized hub for managing all seller-listed products.
- Each product listing displays essential information, including product title, seller details, product category, and current status.
- Click on a specific product to reveal its complete details, including descriptions, images, pricing, and other relevant attributes.

1.2. Editing product information

- To modify a product's details, click the "**Edit**" button in the product listing.
- Make the necessary changes to the product information and click **"Save"** to apply the updates.

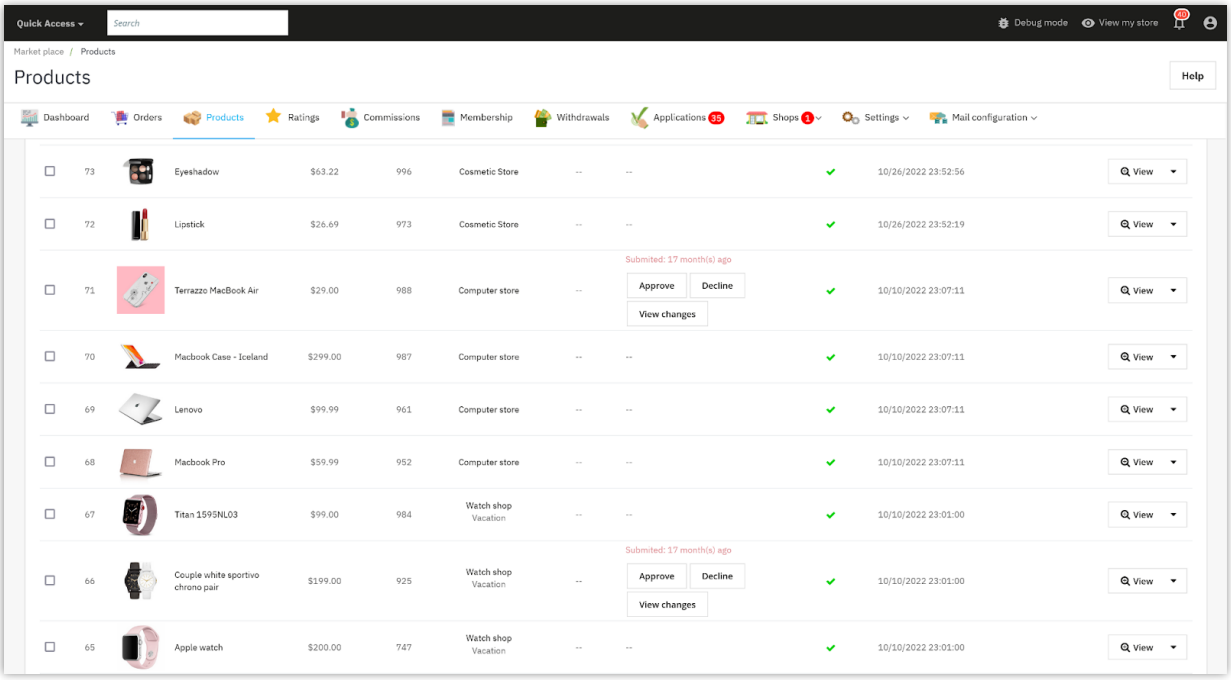


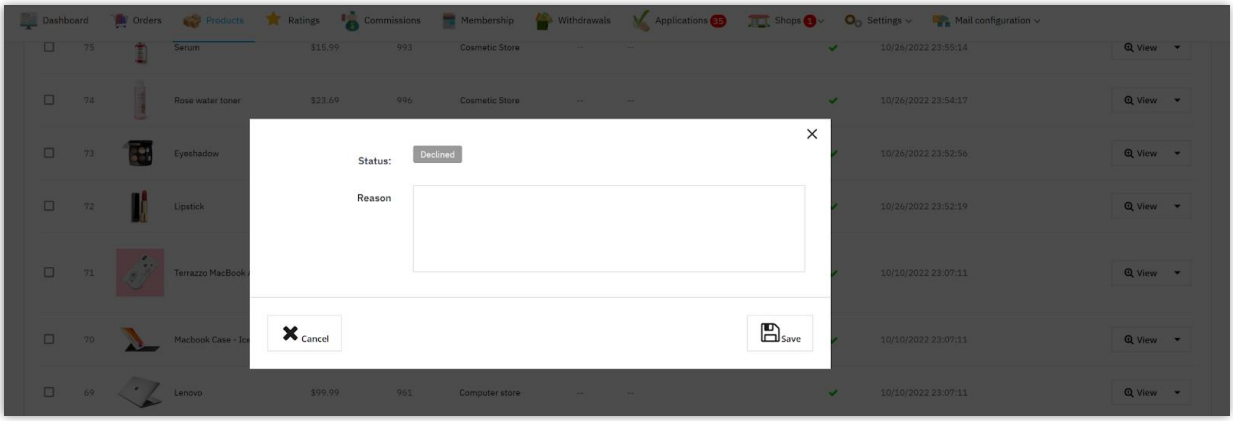
1.3. Product status management

- Each product has a status, indicating its visibility and availability to buyers.
- You can change a product's status from **"Pending"** to **"Enable"** (visible to buyers) or **"Disable"** (removed from active listings).

1.4. Product approval workflow

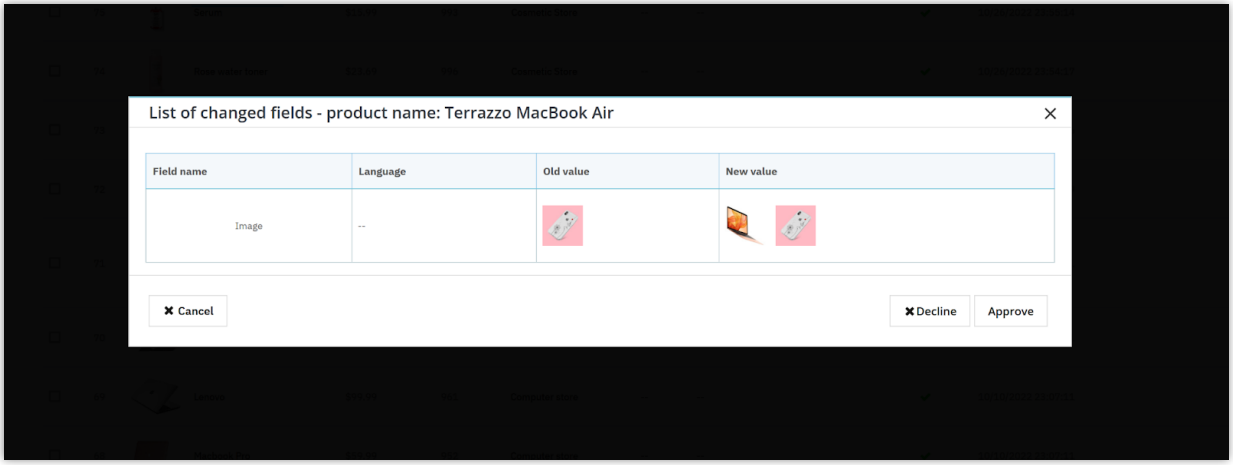
- For products requiring approval, you can review and approve or reject them directly from the product listing.
- Approved products will become visible to buyers, while rejected products will be notified to the respective sellers.





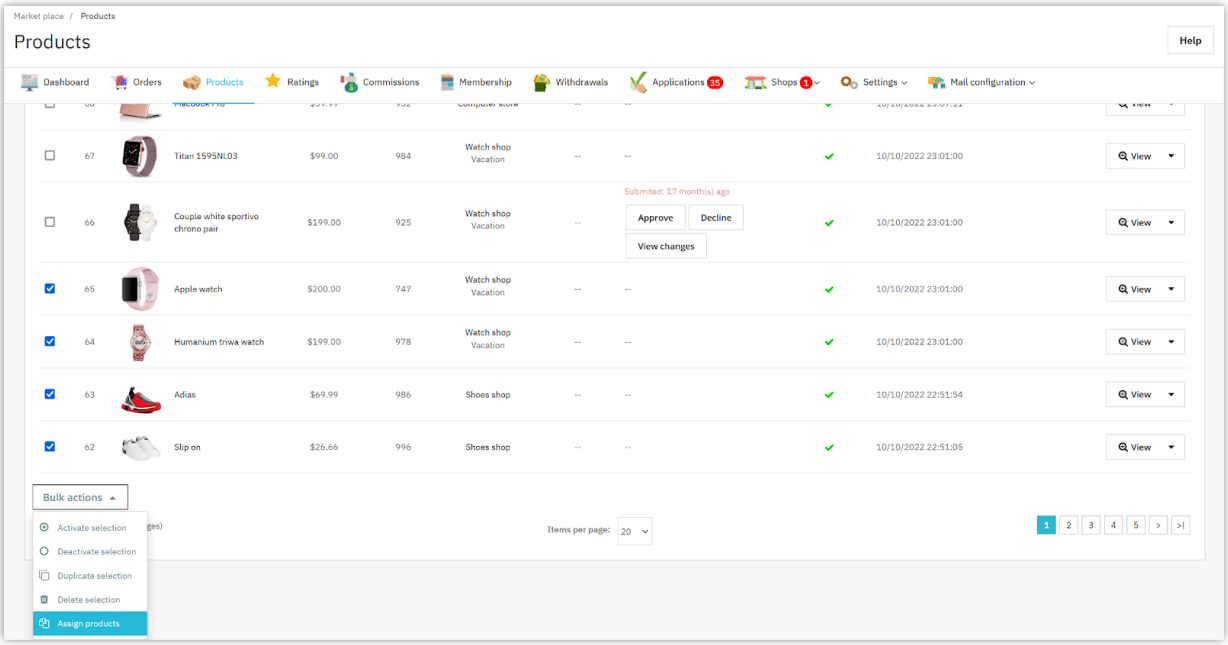
1.5. Tracking product changes

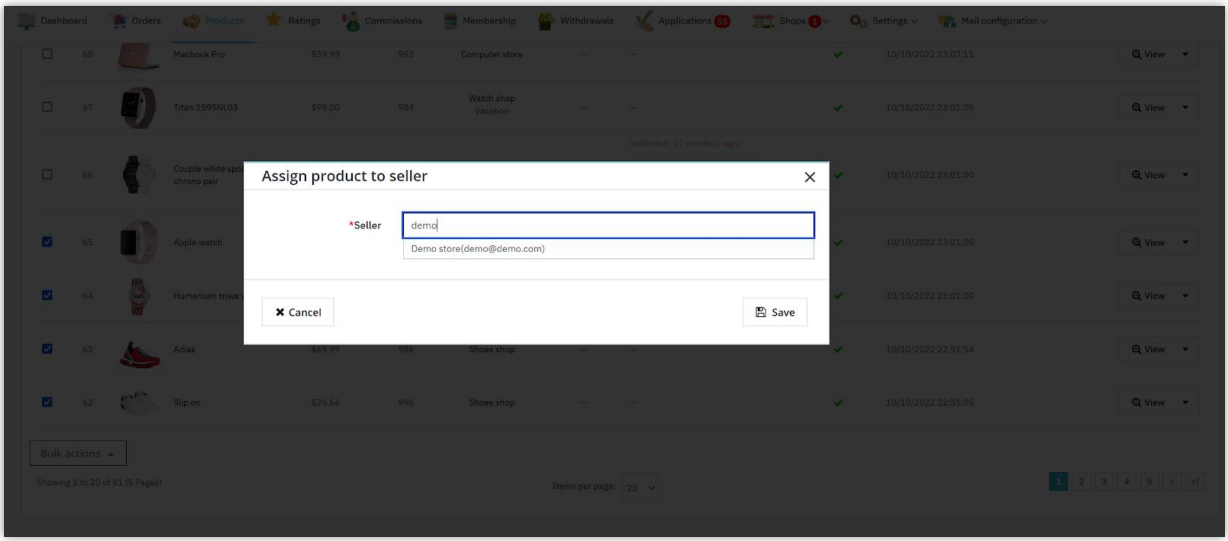
- Each pending product maintains a detailed history of changes made by sellers.
- Click on the **"View changes"** button within a product listing to track modifications.



1.6. Bulk product management

- For efficient management of multiple products, utilize the bulk actions feature.
- Select multiple products and perform actions like changing status, approving/rejecting, or deleting in bulk.
- You can assign the selected products to another seller in the marketplace.





2. Managing seller orders

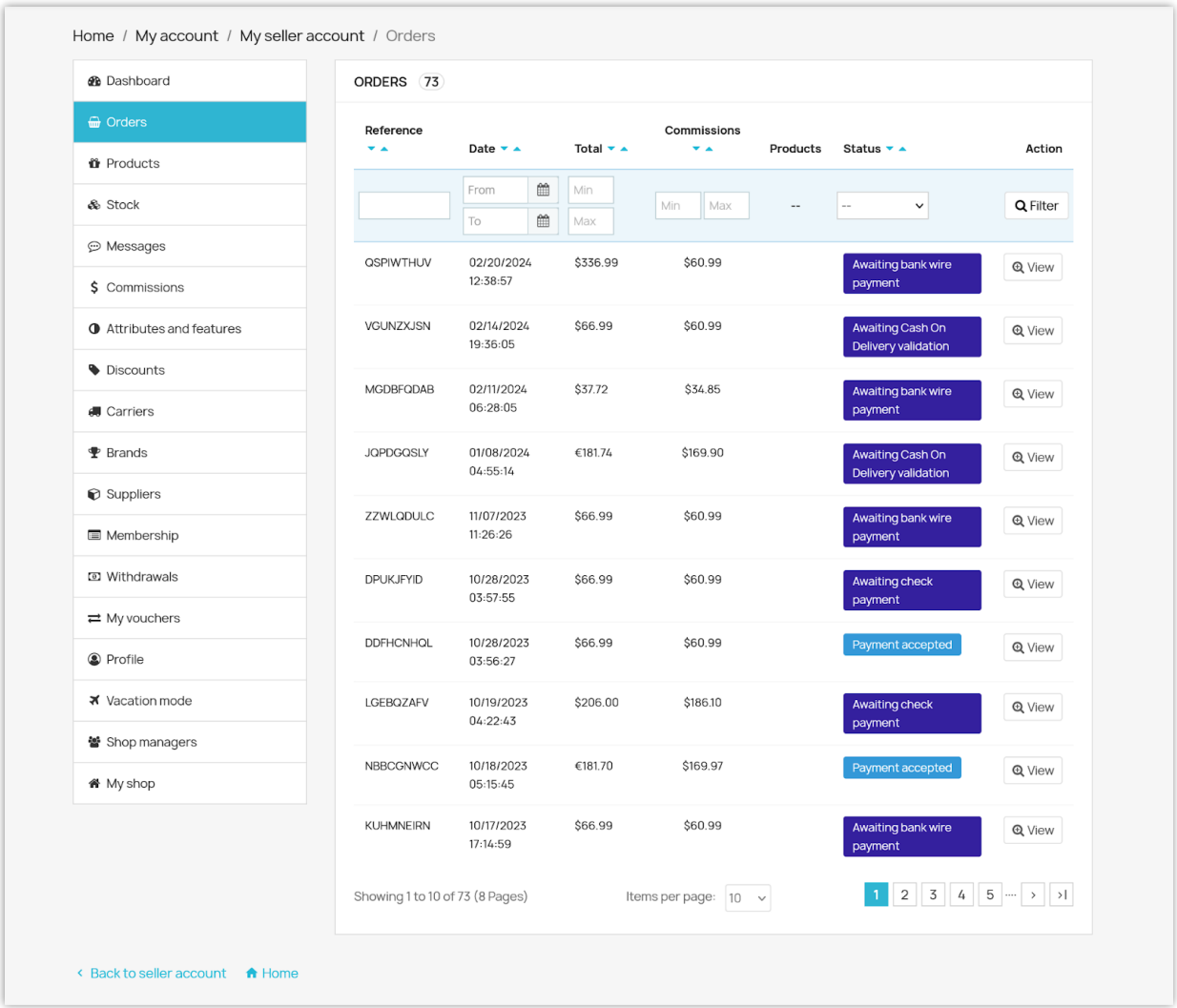
Efficient order management is crucial for both sellers and marketplace administrators to ensure a smooth and satisfactory customer experience. This guide delves into the

intricacies of order management, empowering you to effectively handle orders from start to finish.

2.1. Order processing flow for sellers

Order placement and notification

- A customer places an order for a product from a seller's store on the marketplace.
- The seller receives a notification and can view the order details in their seller dashboard.



Order preparation and shipping

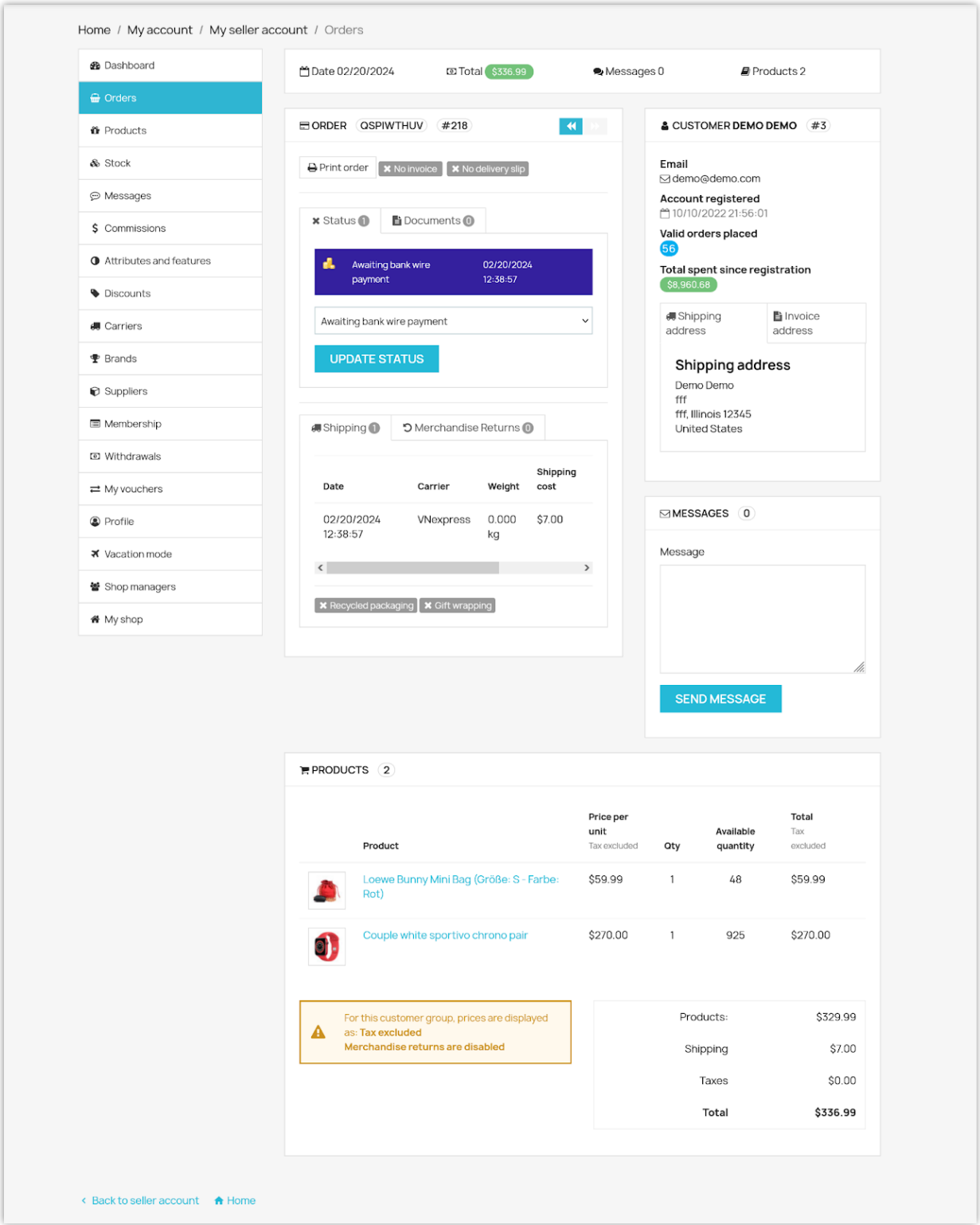
- The seller carefully prepares the ordered items, ensuring they match the customer's specifications.
- Once ready, the seller packages the items and arranges for shipment through the preferred shipping method.

Order completion and success

- The seller marks the order as **"Shipped"** and provides tracking information to the customer.
- The customer receives the ordered items and confirms delivery.
- The order status is updated to **"Completed"** on the marketplace.

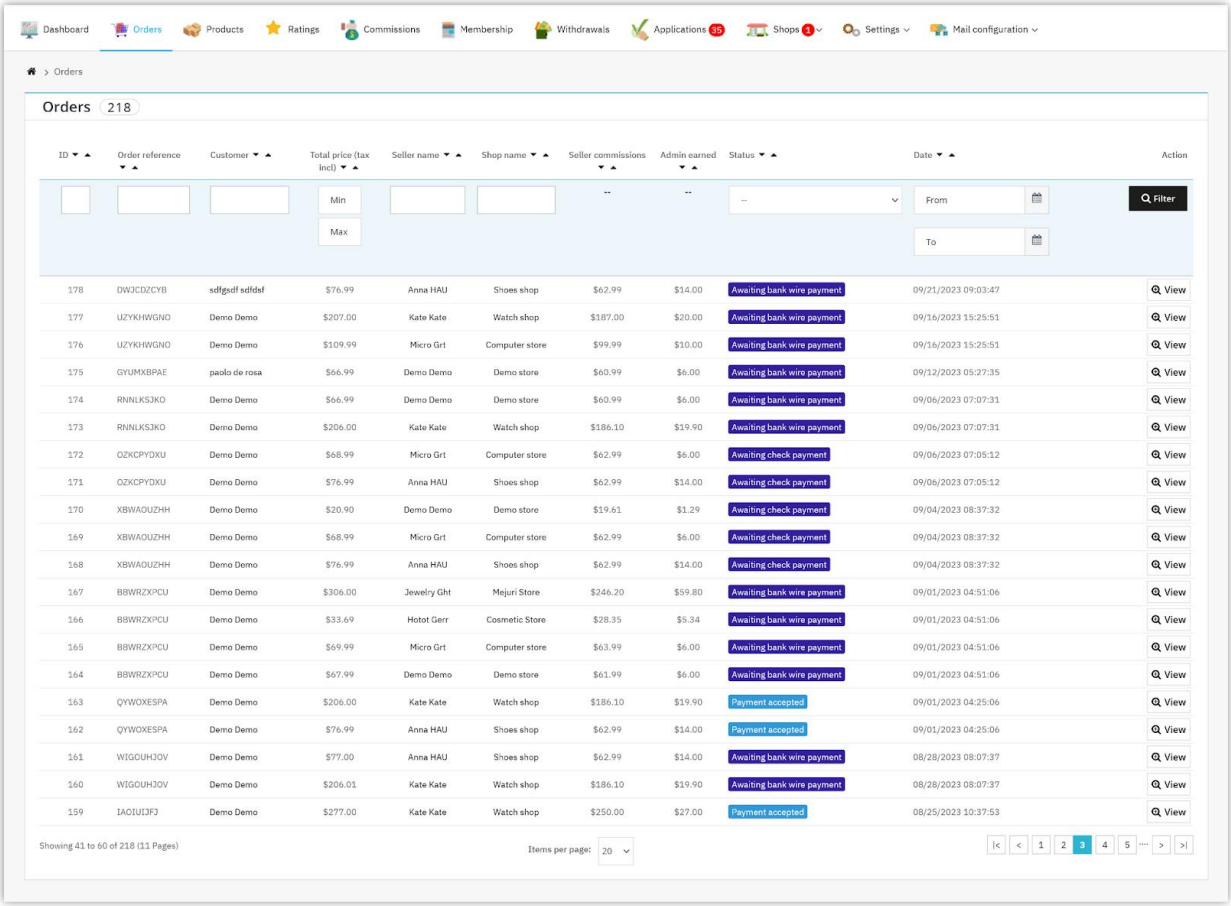
Order management for sellers

- From the "**Orders**" page of the seller management section, sellers can access a detailed view of each order, including customer information, order summary, and shipping details.
- They can communicate with customers directly through the marketplace's messaging system to address any inquiries or concerns related to the order.

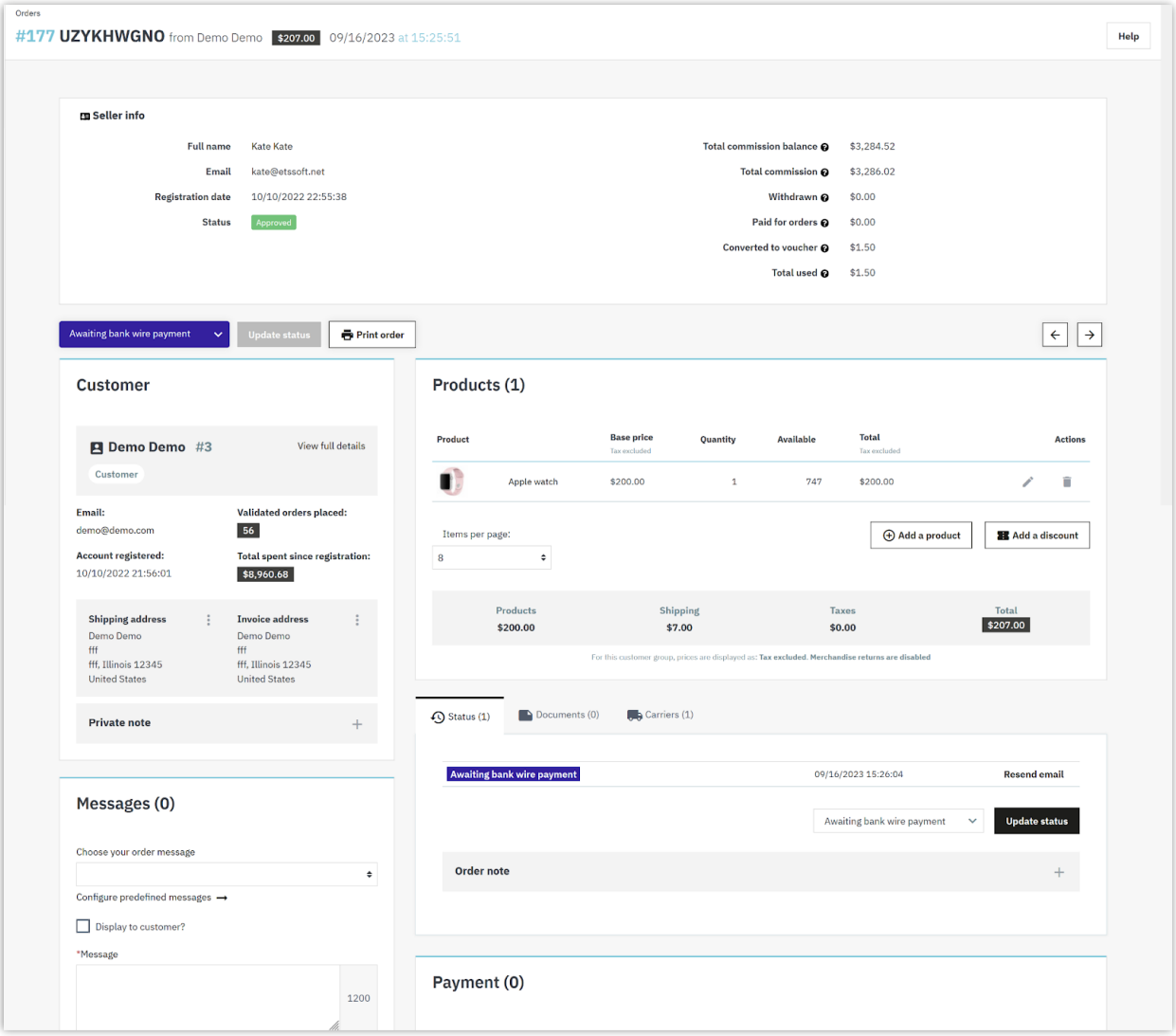


2.2. Order management for marketplace admins

- Admins can access a comprehensive list of all orders placed on the marketplace from the **"Orders"** page in the back office.
- This dashboard provides an overview of all orders, including their status, creation date, and seller information.



- Admins can delve into the specifics of each order, viewing customer details, order items, shipping information, and any seller-customer communication.
- Admins have the authority to modify order statuses, such as changing an order from **"Processing in progress"** to **"Shipped"** or resolving any discrepancies.
- In specific scenarios, admins can edit order information, such as updating shipping details or correcting customer information, if necessary.



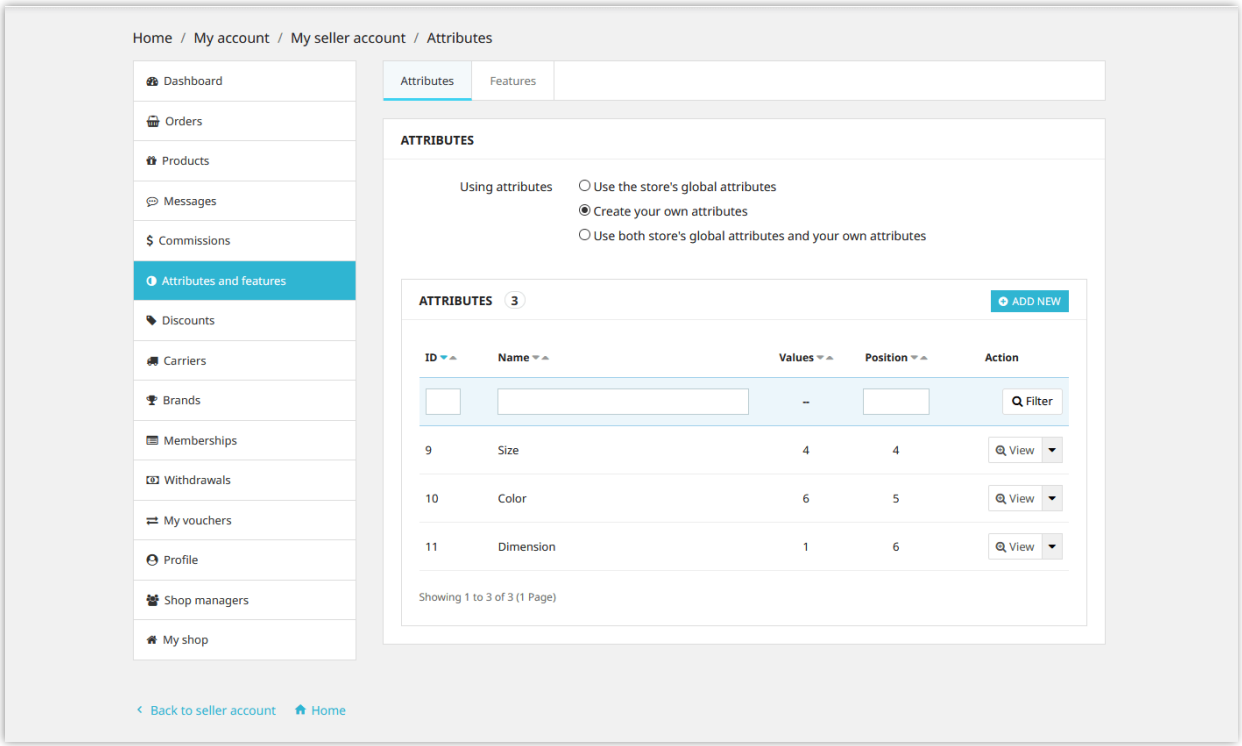
X. MANAGING OTHER SELLER SHOP'S FEATURES

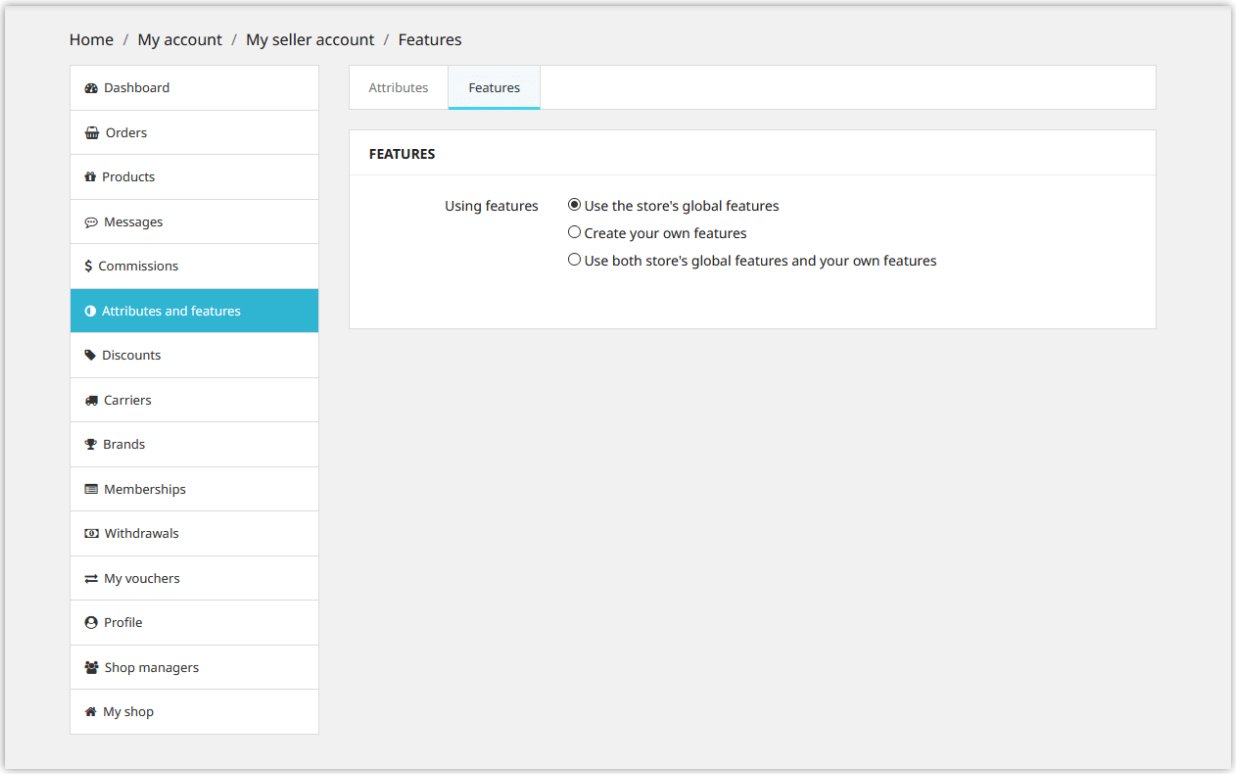
1. Attributes and features

Sellers can select which type of product attribute and product feature they want to use. **Marketplace Builder** offers 3 types of attributes/features:

- Use the store's global attributes/features

- Create your own attributes / features
- Use both store's global attributes / features and your own attributes / features



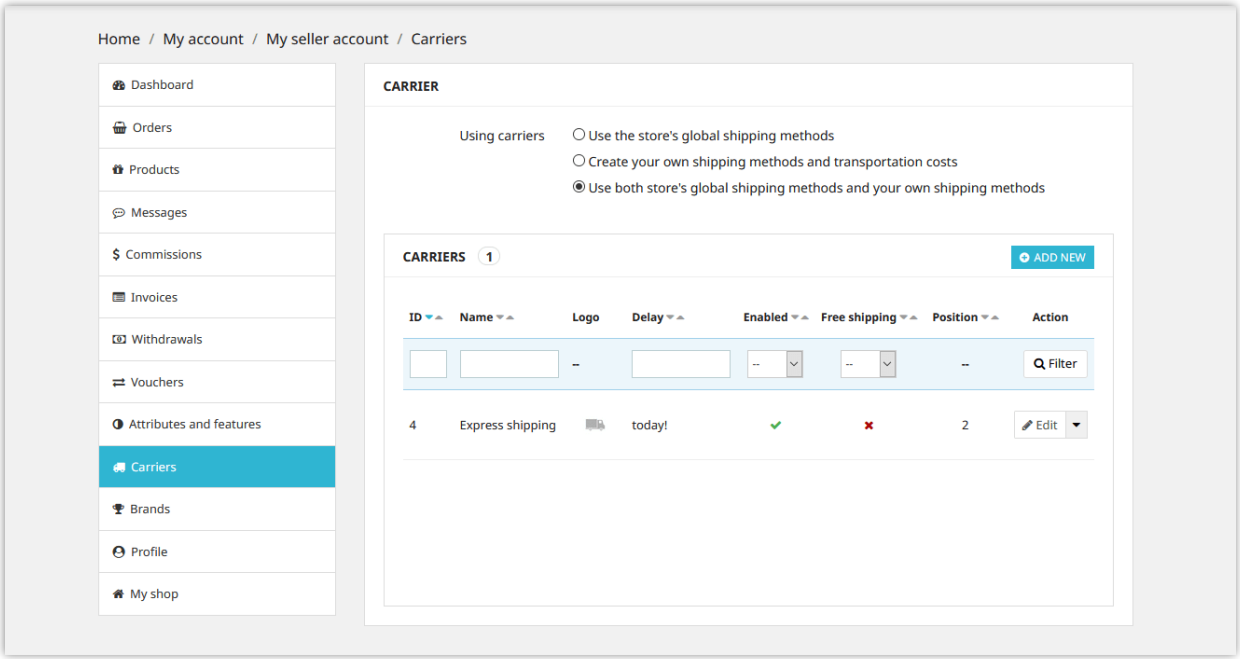


2. Carriers and brands

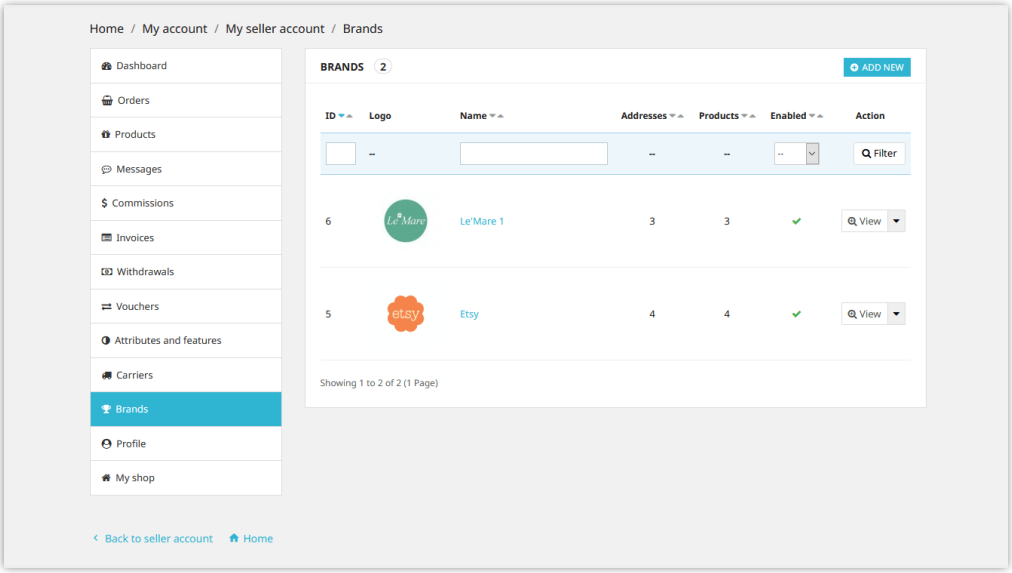
Sellers can select which type of carrier they want to use. **Marketplace Builder** offers 3 types of carriers:

- Use the store's global shipping methods
- Create your own shipping methods and transportation costs
- Use both the store's global shipping methods and your own shipping methods

You can add an unlimited number of shipping methods to your shop.

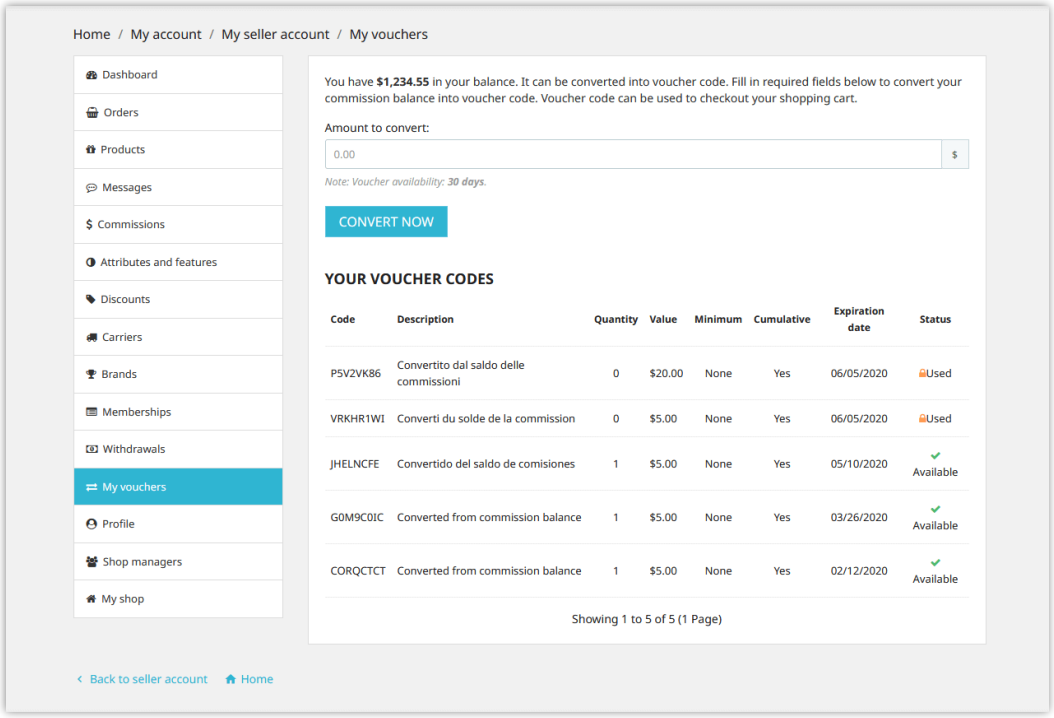


Similar with adding new brands on PrestaShop back office, sellers also can add new product brands for your shop from "**Brands**" tab.



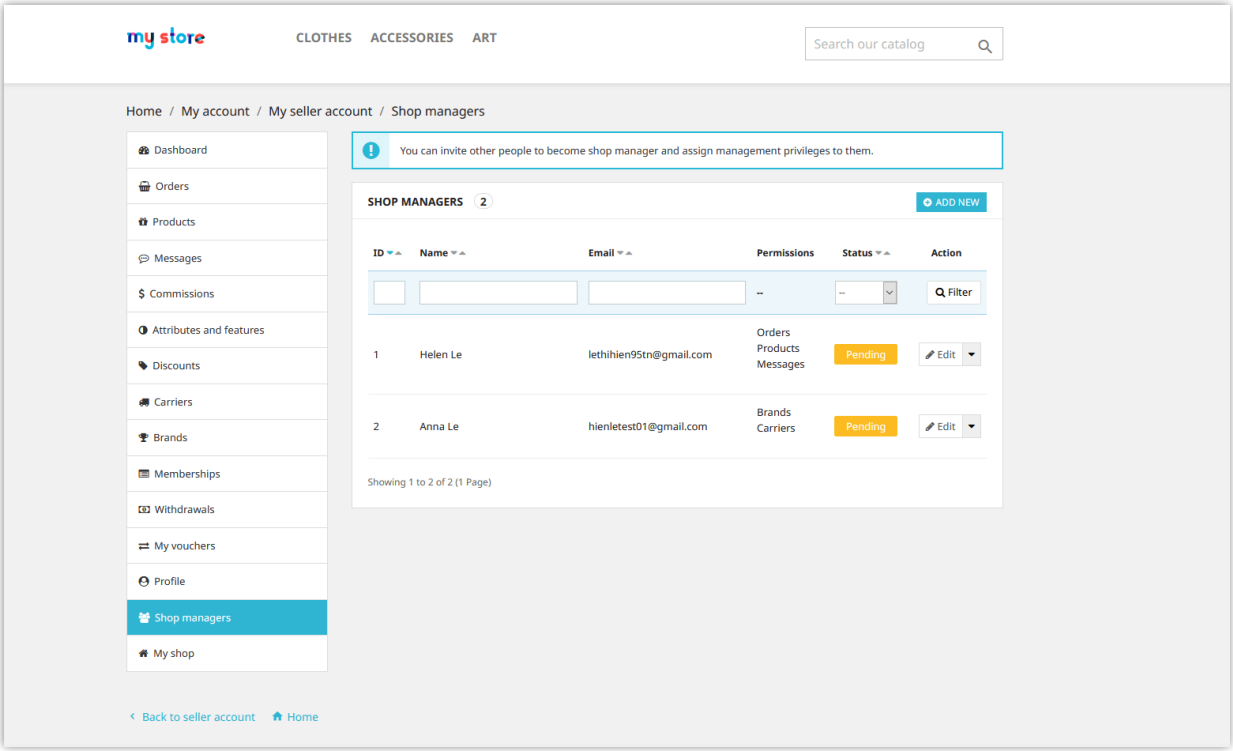
3. Convert commission into voucher code

Sellers can convert their commission balance into a voucher code. Voucher code can be used to check out seller's shopping cart.

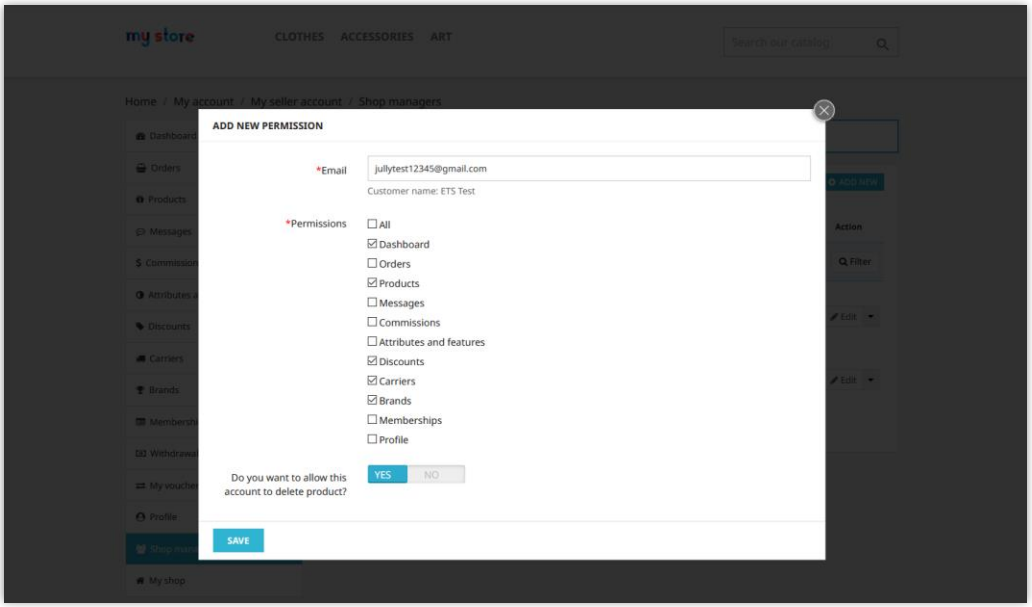


4. Shop managers

Marketplace Builder allows sellers to invite other people to become shop managers. Sellers can assign specific management privileges to these shop managers.

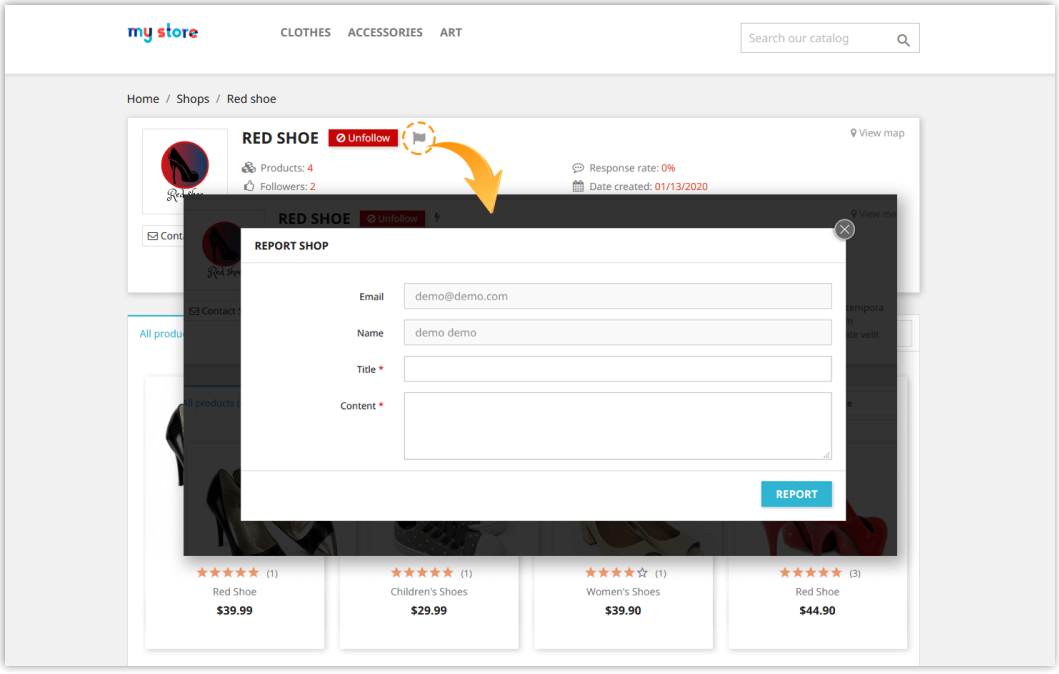


Click on "**Add new**" button to invite a customer. Enter the customer's email address and select the permissions granted to him/her then click "Save" to finish.

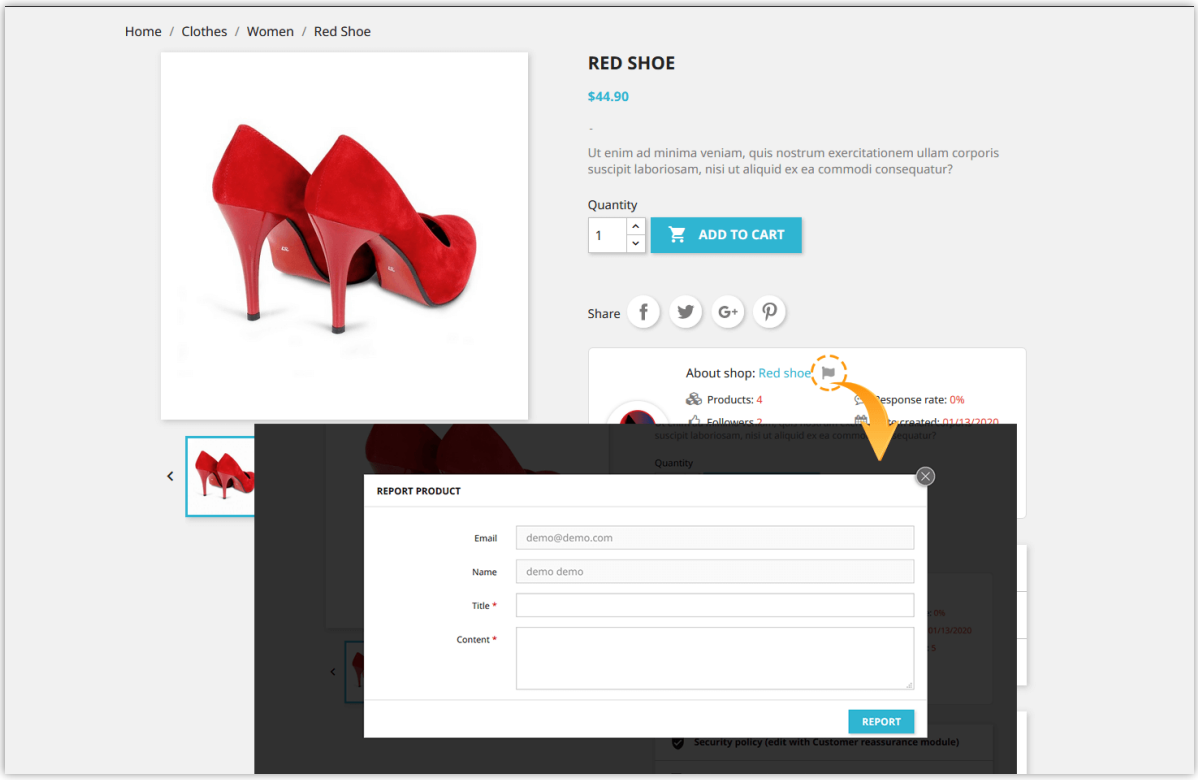


5. Report shops or products as abused

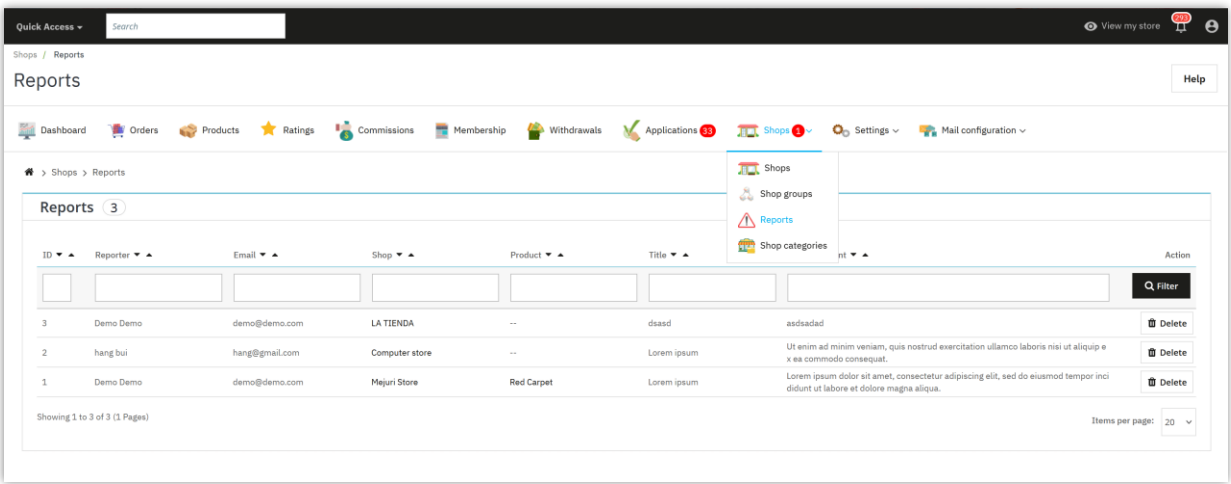
Marketplace Builder allows users to report seller shops and products that they find illegal or abused. Click on the report icon (flag icon) next to the shop name to report a seller shop.



On product detail page, users can report a product by clicking on report icon (flag icon) next to shop name.

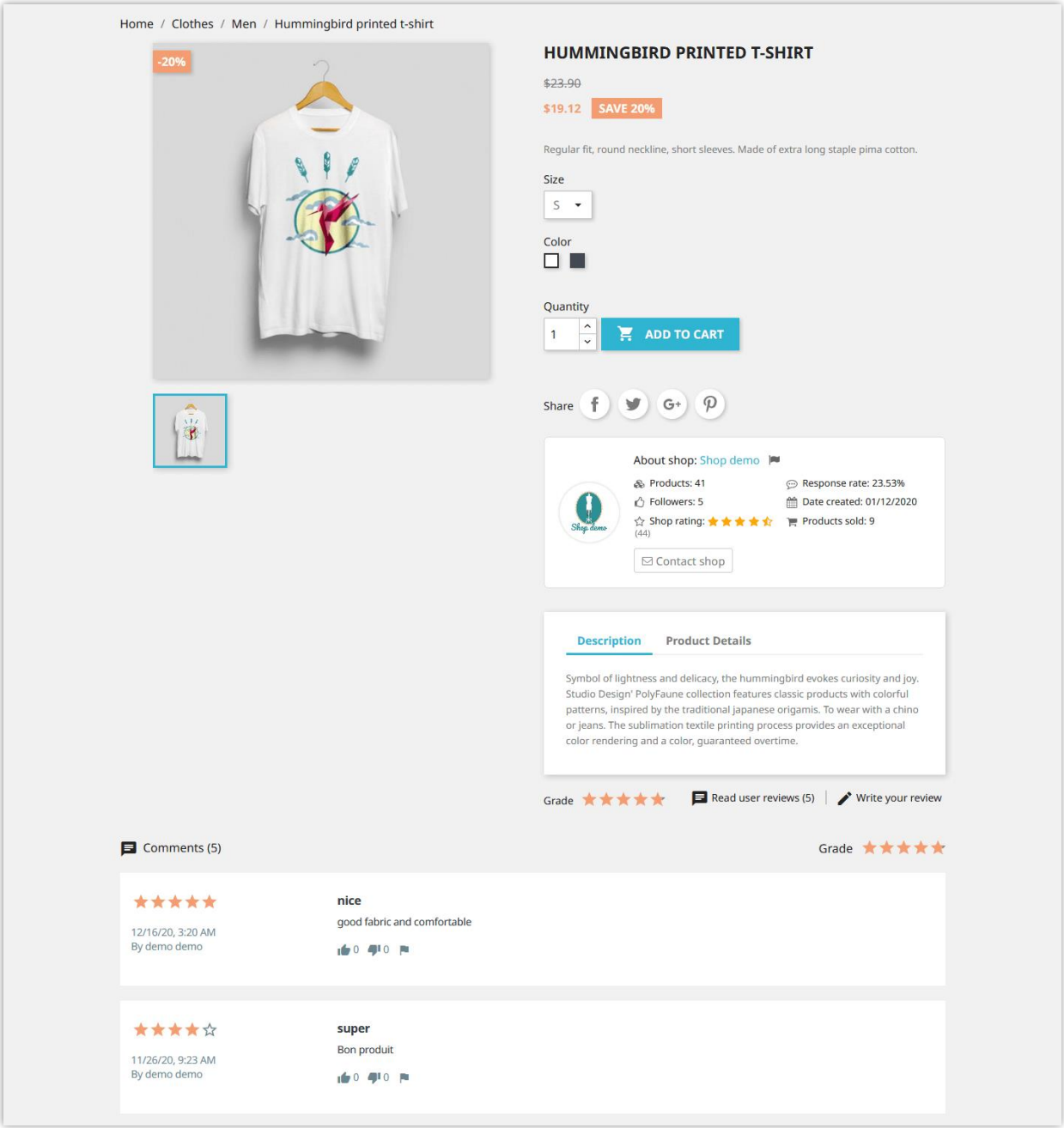


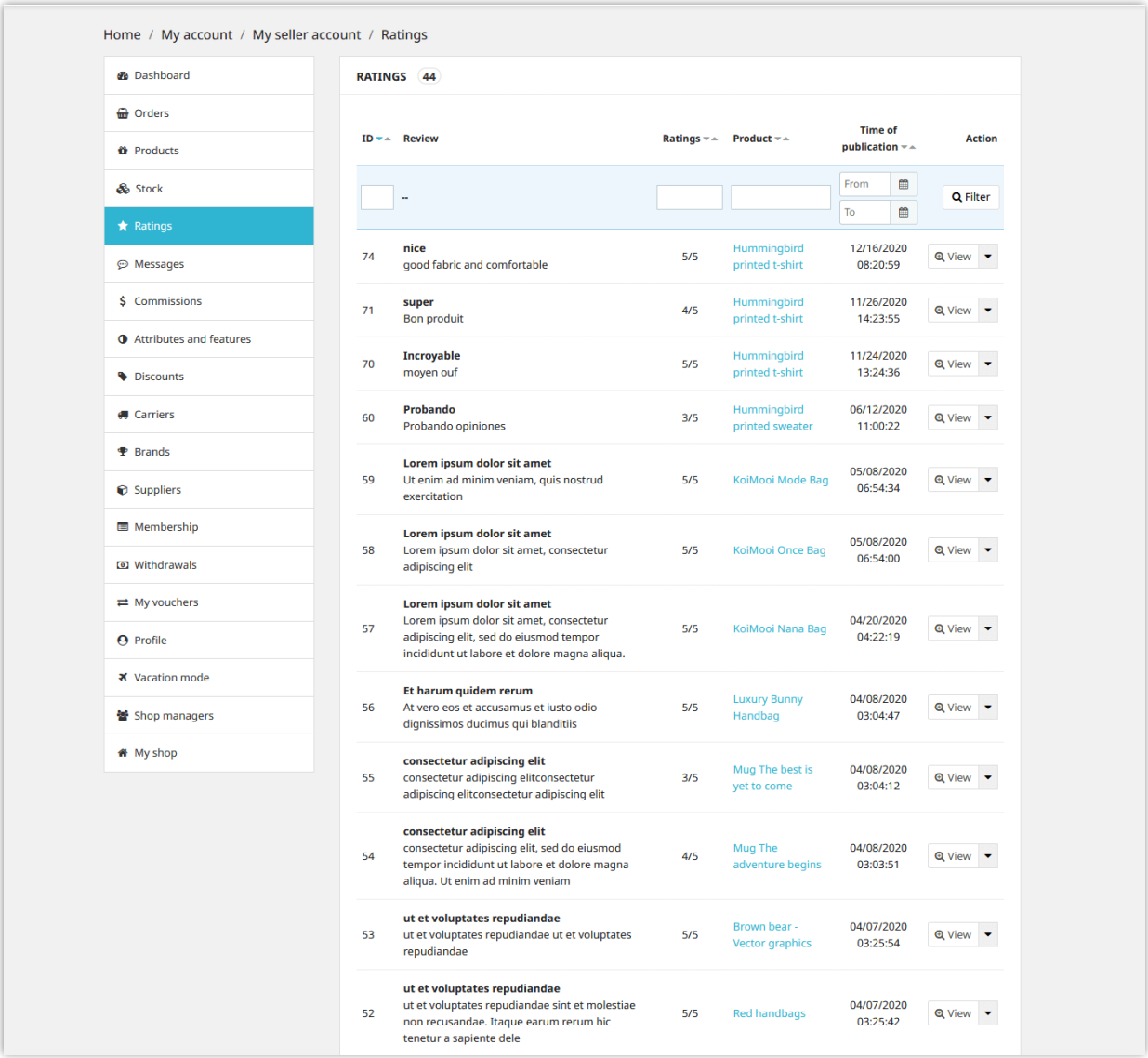
Marketplace admin can view all shop reports and product reports from "**Shops > Reports**" page:



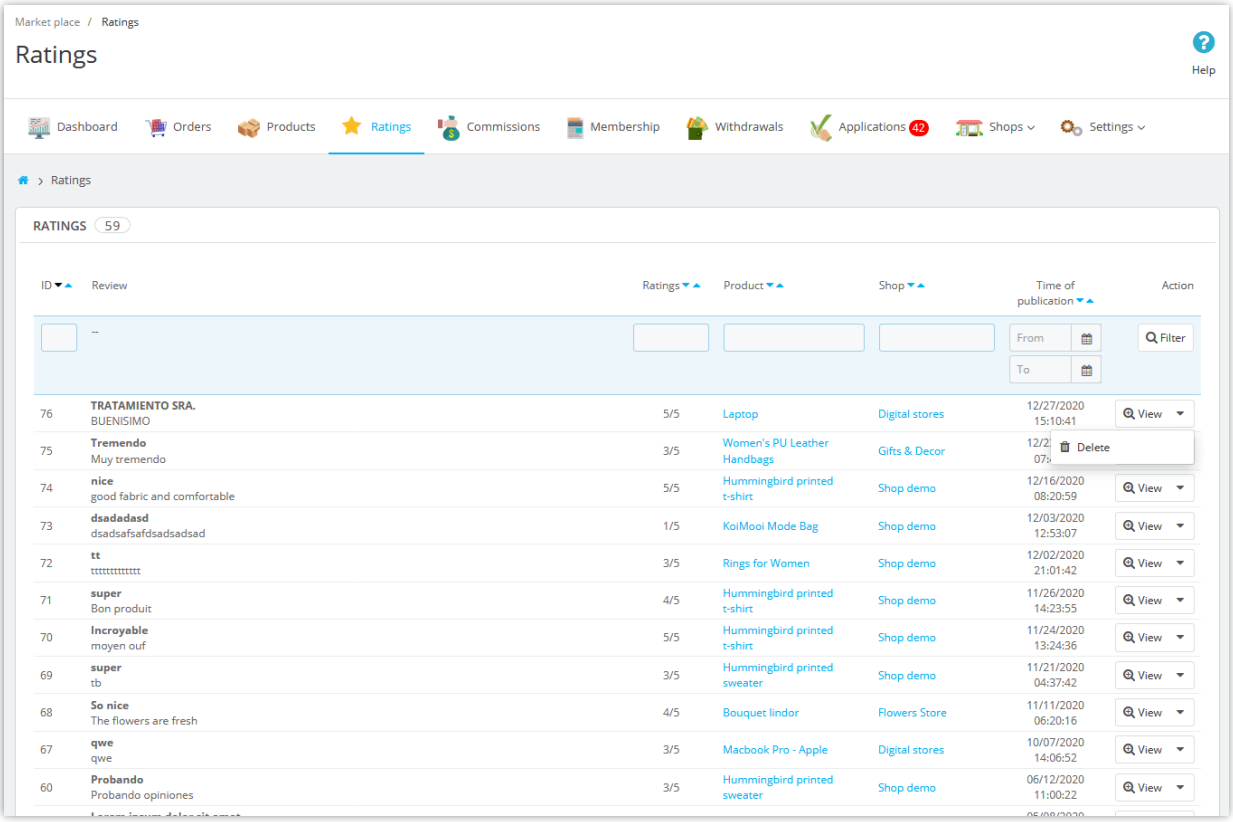
6. Seller product ratings

When customers leave comments and ratings about seller products, sellers can view or delete customer comments via "**My seller account > Ratings**" area.





Marketplace admin can also view and delete customer comments from module's back office.



XI. MAIL CONFIGURATION

1. Mail settings

The "**Mail settings**" feature in the **Marketplace Builder** module allows you to configure how the system handles email notifications for both administrators and sellers. This guide will walk you through the essential options available in the **"Mail settings**" section.

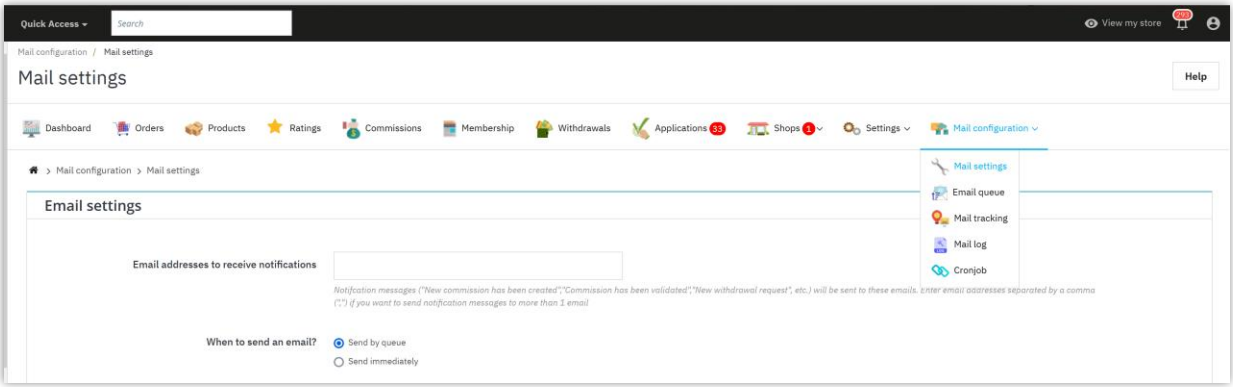
1.1. Email addresses to receive notifications

This option allows you to specify the email addresses that will receive important notification messages from the system. Notifications such as "New commission has been

created", "Commission has been validated", or "New withdrawal request" will be sent to the provided email addresses.

How to configure:

Enter the email addresses you want to receive notifications. If more than one email is required, separate them with a comma (","). Example: admin@example.com, support@example.com.



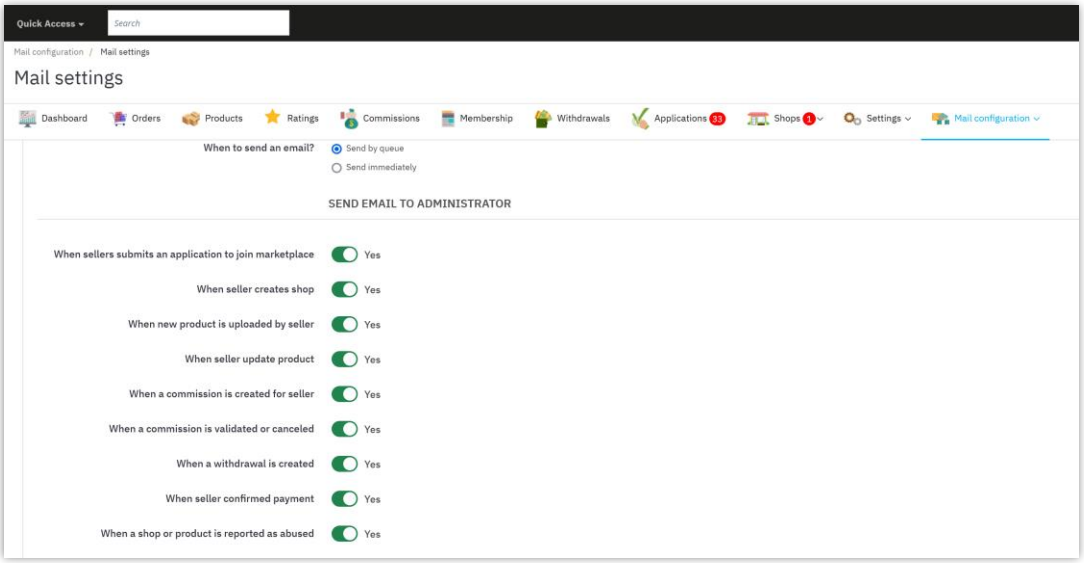
1.2. When to send an email?

You can configure when emails are sent by choosing one of the following options:

- **Send by queue**: Emails will be placed in a queue and sent later.
- **Send immediately**: Emails will be sent instantly as the event occurs.

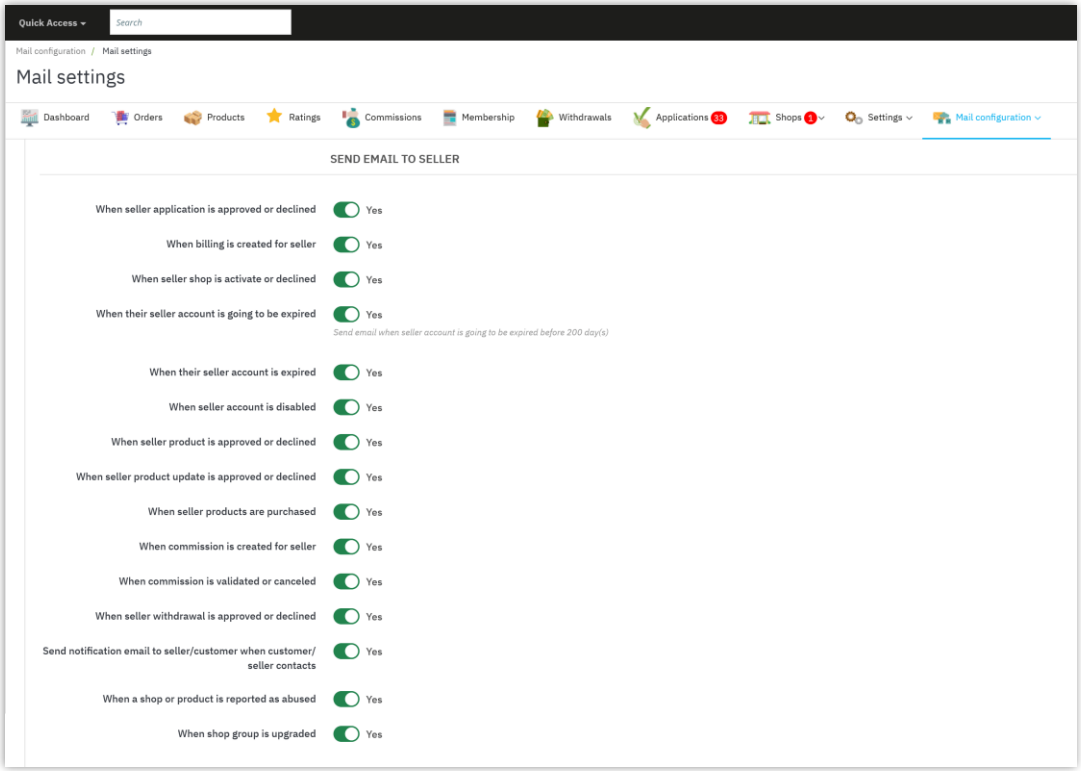
1.3. Send email to administrator

This section allows you to enable or disable email notifications for the admin when specific events occur. You can choose to receive notifications for the following:



1.4. Send email to seller

You can also configure which email notifications are sent to the sellers for key actions regarding their accounts or shops:



2. Email queue

The "**Mail queue**" section in the **Marketplace Builder** module allows you to manage emails that have been placed in a queue and are awaiting to be sent during the next cronjob execution. This is especially useful when emails are set to be sent in batches or during specific intervals. Here's how to understand and use the **Mail Queue** feature:

Key Elements of the Mail Queue	Explanation
Queue ID	A unique identifier for each email that has been placed in the queue. This ID helps in tracking and managing specific emails in the queue.
Subject	The subject line of the email that will be sent. It indicates the purpose or topic of the email, such as "New Commission Created" or "Withdrawal Request Approved".
Content	This column shows a preview or summary of the email content. It allows you to quickly review what message will be sent to the recipient.
Email	The recipient's email address to which the queued email will be sent. This can include administrators, sellers, or customers based on the configuration.
Trying time	This indicates how many attempts have been made to send the email. If an email fails to send for any reason, this value will

	increase with each attempt.
Queue at	The exact time and date when the email was added to the queue. This helps in understanding when the email was first placed in the queue for sending.
Action	This section allows you to perform actions on queued emails. You have two main options: **Send email manually**: If you want to send the email immediately without waiting for the next cronjob, you can do so manually by selecting this option. **Delete email from the queue**: If you no longer wish to send a specific email, you can remove it from the queue to prevent it from being sent.

3. Mail tracking

The "**Mail Tracking**" feature in the **Marketplace Builder** module allows you to monitor the status of emails that have been sent from the mail queue. This tracking system provides valuable insights into whether emails were successfully delivered, read, or encountered issues. Here's how you can manage and interpret the **Mail Tracking** section:

Key Elements of the Mail Tracking	Explanation
ID	A unique identifier for each tracked email.

	This ID helps you reference specific emails when checking their status or reviewing their history.
Customer	The email address of the recipient to whom the email was sent. This could be an administrator, seller, or customer, depending on the context of the email.
Subject	The subject line of the email. This helps you quickly identify the purpose of the email, such as "Product Approved" or "New Order Notification."
Content	This shows a summary or preview of the email content. You can quickly review what the message was about to ensure the correct information was sent.
Execute status	The current status of the email, which can be one of the following: **Read**: The recipient has opened and read the email. **Delivered**: The email was successfully delivered to the recipient's inbox. **Failed**: The email could not be delivered due to an issue (e.g., invalid email address). **Timeout**: The email was not delivered within the expected time and was marked

	as timed out.
Queue date	The date and time when the email was first placed in the queue for sending. This helps track how long it took from queuing to delivery.
Sent date	The date and time when the email was actually sent from the queue. This shows how long it remained in the queue before being sent.
Action	You have the option to **delete** an email from the tracking list. This action is typically used when you no longer need to track certain emails.

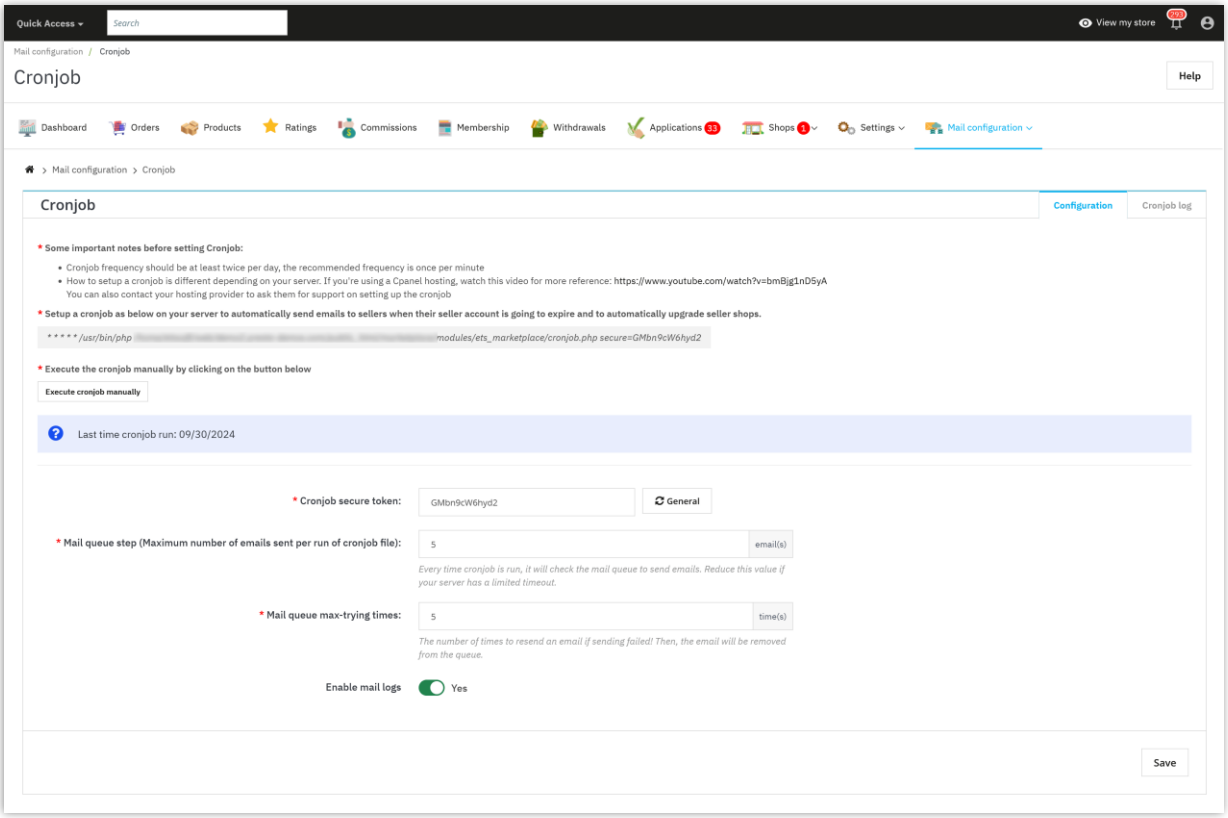
4. Cronjob

The **Cronjob** feature allows you to automate key tasks, such as sending emails to sellers when their accounts are about to expire and upgrading seller shops. By setting up a cronjob, these tasks can be executed automatically without manual intervention.

Go to **Mail configuration** > **Cronjob** from your admin dashboard to access the cronjob configuration page.

4.1. Execute the cronjob manually

You can trigger the cronjob manually at any time by clicking the **"Execute cronjob manually"** button. This is useful for testing or immediate execution of queued tasks.

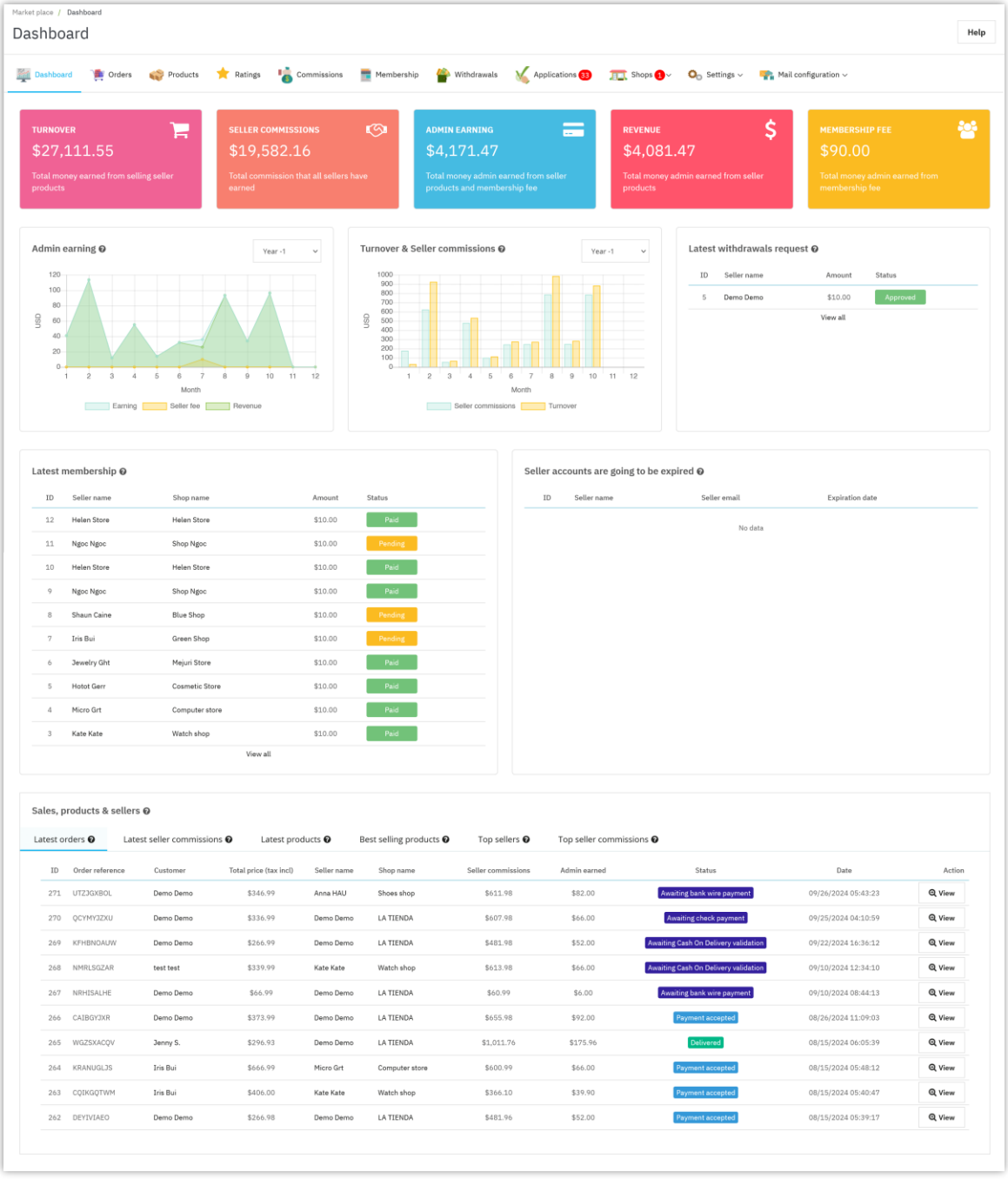


4.2. Cronjob key configuration options

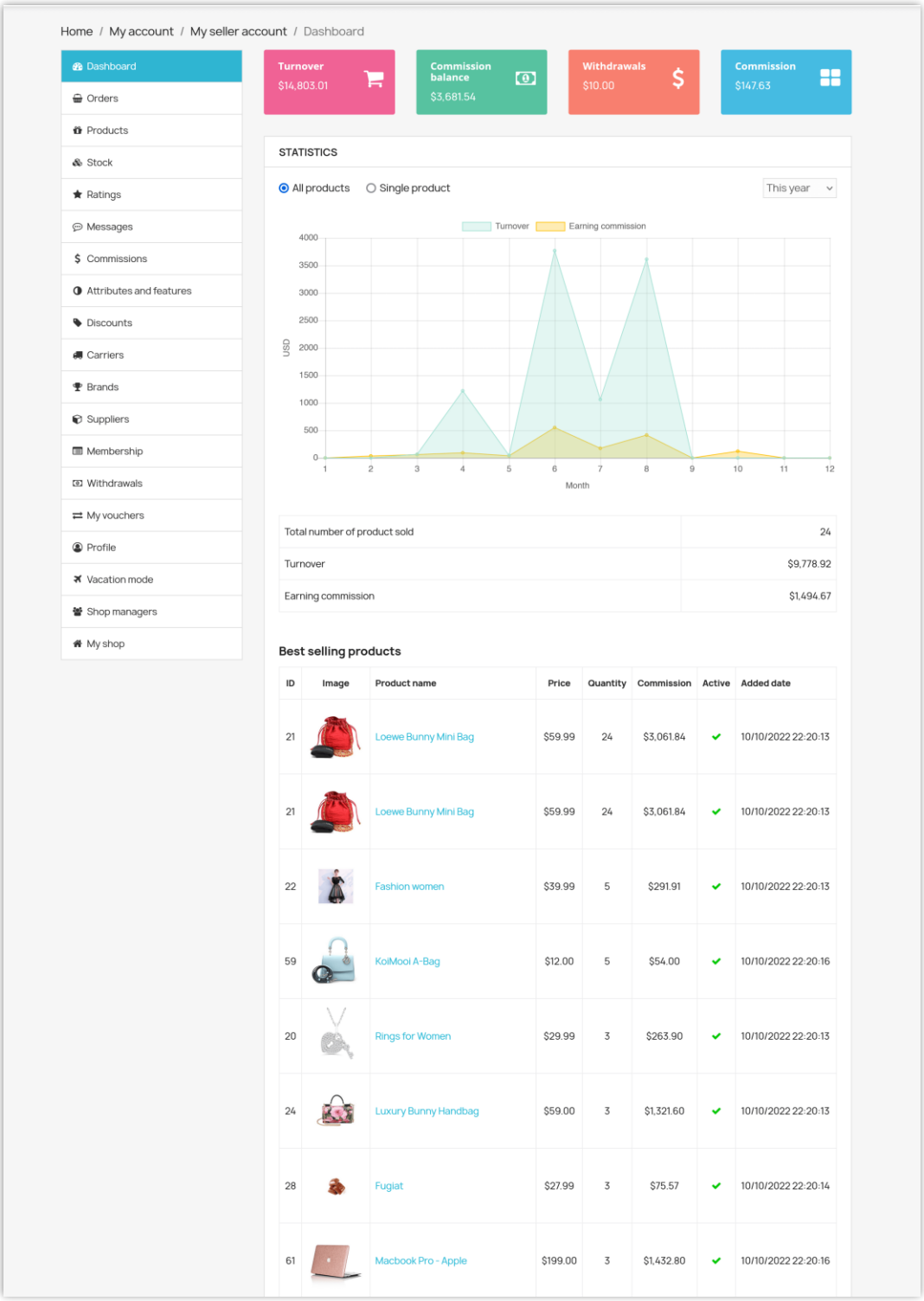
- **Cronjob secure token:** A secure token is generated to ensure that the cronjob is only executed by authorized requests. This token is included in the cronjob URL to prevent unauthorized access.
- **Mail queue step (Maximum emails sent per run):** This option defines the maximum number of emails that will be sent in each cronjob execution. Example: Set to "50" to send 50 emails per run.
- **Mail queue max-trying times:** Set the number of times the system will attempt to resend a failed email. If the email fails after the specified number of attempts, it will be removed from the queue.
- **Enable mail logs:** Enable this option if you want the system to log all email activities. This includes details about when emails were sent, who they were sent to, and their status.

XII. DASHBOARD

Marketplace Builder module comes with a dashboard with detailed statistic charts and helpful information. Marketplace admin can have an overall look about marketplace activities through this dashboard.



Sellers are also provided a dashboard on "**My seller account**" area to keep track of their shop status, detailed statistic data of turnover, earning commission, etc.



XIII. THANK YOU

Thank you again for purchasing our product and going through this documentation. We hope this document is helpful and efficient in the installation and usage of **Marketplace Builder** module. If you do have any questions for which the answer is not available in this document, please feel free to contact us.