



# PLATFORM BENEFITS

*for businesses*

An **online marketplace** that is hyper-focused on selling the products & services of local small businesses, and helping customers easily shop our community online.



Online sales exposure to locally-minded consumers



Diversity of sales channels to increase overall sales



Allow customers to choose local pickup, delivery, or shipping



Selling support from a live team assisting with your shop, products, and orders



Benefit from 'marketplace effect' with shared promotion from multiple local businesses & partners



Sell products, services, events, virtual or customizable products through the site



Sync Shopify & Square web stores to allow products to import and sync inventory.



Sell online without listing or commission fees\*.  
(includes up to 100 items listed in your shop)



Online training and resources to help you manage and market your shop.

\*Merchant processing fees apply (2.9% + \$.30 per order)

Register:



1. Open Camera App
2. Hover over this QR Code
3. Apply as a Seller

Learn More:

[easthampton.shopwhereilive.com/sell](https://easthampton.shopwhereilive.com/sell)



# FAQ'S

## How long will it take to get set up on the site?

- It only takes a few minutes to register your business. Once your account is approved, you can have all of your shop settings and your first few products added in 30 minutes.
- If you already have products listed online elsewhere, we may even be able to assist you with a product import to get your shop started, or a product import & sync with Shopify or Square.

## How many products can I list?

- Sellers can have up to 100 products in their storefront. Businesses that wish to list additional products can reach out to the support team at [info@shopwhereilive.com](mailto:info@shopwhereilive.com) to add more.

## How often do I have to update my shop?

- Products should be updated as needed, or at least every few weeks. Shops should be updated with inventory changes, add a new product or two, and delete old products.

## How do I get notified of orders?

- You will get an email notification to the registered email address on your account.
- You may also sign up for text alerts in your account or register additional email addresses to also receive the notifications.

## How do I handle shipping?

- Sellers handle all fulfillment & shipping requirements and can charge shipping to customers.
- Sellers can set Free Shipping for all products or just for specific products.
- Sellers can set their own shipping rates on their overall store or on a per product basis.
- Sellers enter shipping carrier & tracking information that is then communicated to the customer.

## How & when do I get paid for orders?

- Sellers can connect to Stripe or PayPal in their Vendor Dashboard- Billing tab.
- Stripe is the preferred payment processor. Orders are paid out to your bank from Stripe typically within 2 business days. Payment processing through Stripe is 2.9% + \$.30 per order.
- Alternatively, businesses could choose PayPal payments if they prefer. There will be an additional \$.25 processing fee for PayPal (2.9% + \$.55 total), and payments will be dispersed once the order has been shipped to the customer.