Seller Store Help Guide

Document: MR-GU-01

Rev: C–24.08.18

Contents

1. Welcome

Welcome to the comprehensive guide for setting up and optimizing your Seller Store on **myroast™**.

This guide will provide you with step-by-step instructions and valuable insights to help you configure your Seller Store, add products, and maximise your selling potential.

Within this guide, you'll find detailed instructions and tips on various aspects of managing your Seller Store, from initial setup and configuration to advanced features like shipping options, payment processing, and search engine optimization. We'll walk you through each step, ensuring that you have a clear understanding of the process and the tools at your disposal.

By following this guide, you'll be able to create a professional and user-friendly store, showcase your products effectively, and provide a seamless buying experience for your customers. We recommend you start by configuring any settings relating to your Seller Store before adding products.

Before you commence, be sure to familiarise yourself with our Terms of Service[1] and the Seller Terms and Conditions[2].

So, let's get started and unlock the full potential of your Seller Store on **myroast™**.

[1] Source: https://myroast.com.au/terms-of-service/ [2023]
[2] Source: https://myroast.com.au/seller-terms-conditions/ [2023]

2. The Seller Store

The Seller Store is your dedicated storefront at **myroast™**. The Seller Store informs your brand's strategy by providing valuable insights into customer behavior, preferences, and expectations. Here you will manage your selling account, inventory, payments, policies and information.

By analyzing data on customer traffic, purchase history, and feedback, brands can identify trends and patterns that can inform product development, marketing messaging, and customer engagement strategies.

Here are just a few of the things you can do from your Seller Store:

- Customise your storefront and leverage your existing brand.
- Configure your shipping options, and set up shipping zones, methods, and rates to ensure accurate shipping calculations for your products.
- Add, edit, and organise your products, including simple, variable, and grouped products.
- Track stock quantities, set low stock notifications, and manage product stock statuses to ensure efficient inventory management.
- View, manage, and fulfill customer orders.
- Access various reports to gain insights into your sales, revenue, and customer data, helping you make informed business decisions.
- Monitor and respond to customer reviews to build trust and reputation for your brand.
- Create promotional campaigns by generating and managing coupons for discounts and special offers.

As you navigate this guide and your Seller Store, you'll discover more tools and functionalities to enhance your selling experience!

Seller Store: The dedicated storefront where sellers have creative control over their inventory, product listings and offerings.

3. Store Setup

3.1. Overview

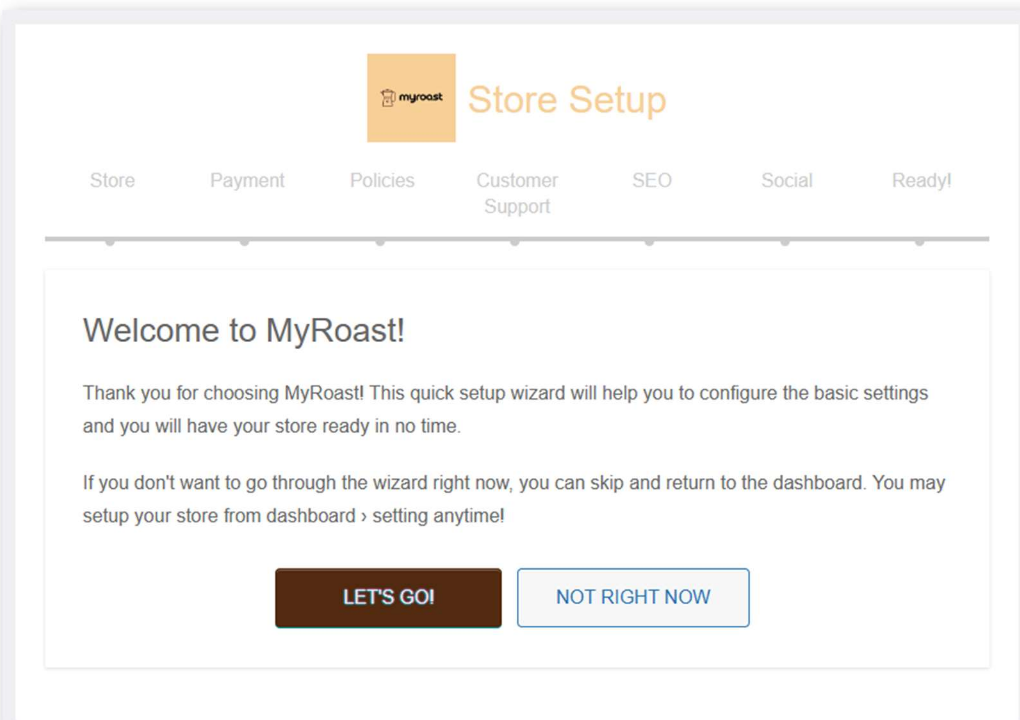
In this guide we'll discuss how to setup your Seller Store and start selling products!

Upon registering to become a seller, and following approval by **myroast™**, you will gain access to your Seller Store. When you first access **myroast™**, you will be prompted to setup your Seller Store via a wizard. This will assist you in configuring settings important to the smooth operation of your account.

3.2. Setup Wizard

When you complete your initial registration, you will be redirected to the setup wizard. This is a great place to start, and where you will enter essential information to kick-start your selling experience!

Below is a screenshot of the setup wizard, and the first screen you will come to which will guide you through each of the necessary components.



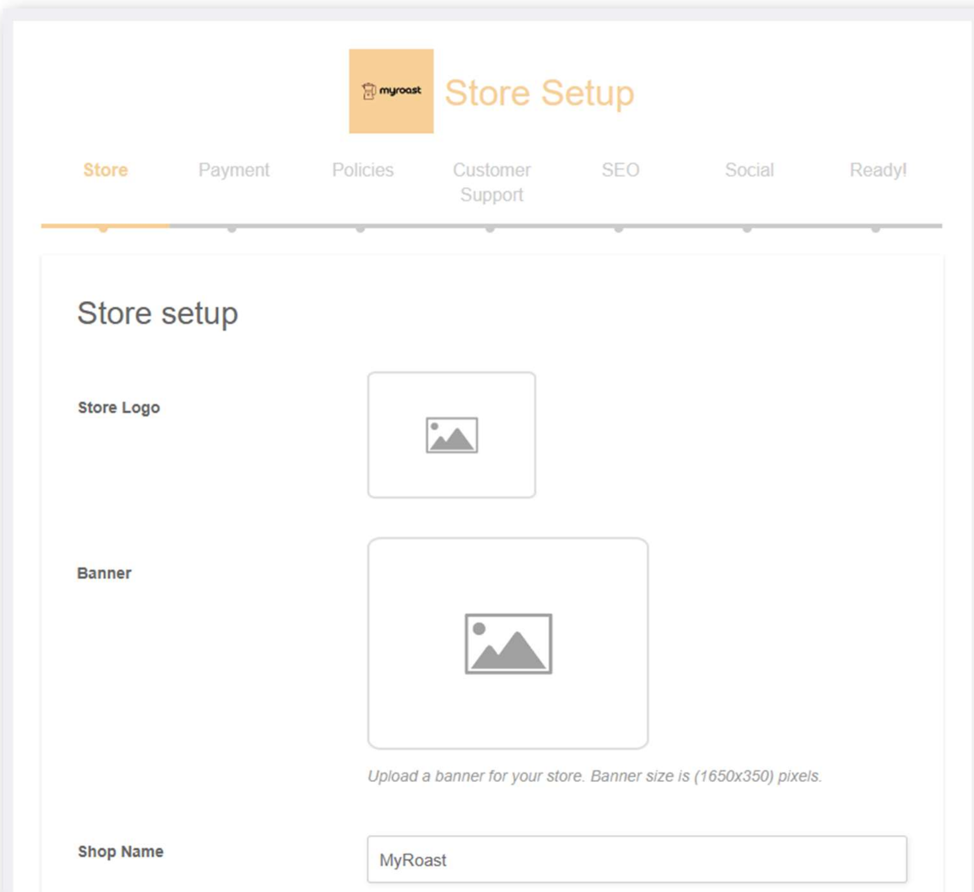
Let's discuss each of these sections in further detail. But, if you don't have the necessary details on hand, you can choose to skip the wizard and enter directly through the dashboard by selecting "not right now".

3.3. Store

On the "Store" page, you will be directed to provide essential details that form the backbone of your Seller Store. These details include brand setting by uploading a store logo and banner, specifying the store's address, and providing a store description.

The location setting is particularly important as it allows users to identify the geographical location of your Seller Store within the "Sellers" page of **myroast™**.

Additionally, the location setting can influence any local shipping parameters you set within your Seller Store settings, ensuring accurate shipping calculations for your customers.



It is important to include information about your Seller Store within the description that helps customers understand a little about your business and where their products are coming from. You can include details about the unique characteristics of your location, such as cultural influences, local sourcing, or any other relevant information that adds value to your products.

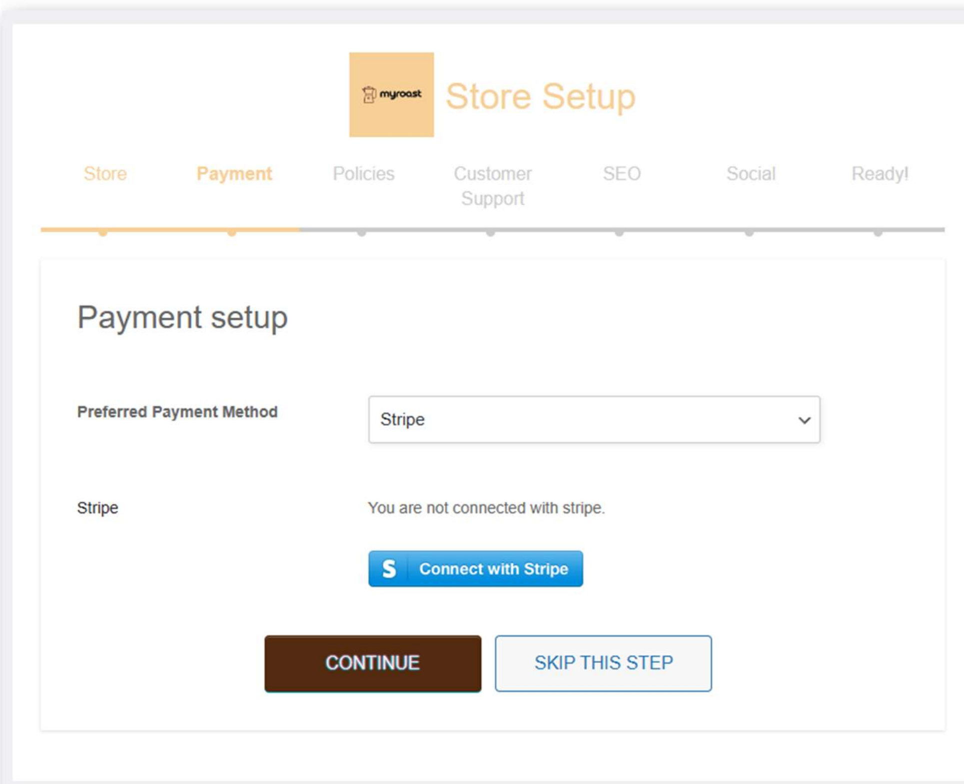
A well-crafted store description not only builds trust with customers but also enhances their overall shopping experience by providing them with insights into the origin of the products they are purchasing.

Please make sure to fill in the location setting accurately and provide a compelling store description that showcases the distinctiveness of your location and helps customers connect with your brand.

3.4. Payment

The "Payment" page is of utmost importance.. The account information you define here is where proceeds of sales will be distributed to you by **myroast™**.

The below screenshot is what will appear when coming to the "Payment" page:



Presently, Stripe is the preferred method for seamless payment processing on **myroast™** and it is recommended that sellers choose Stripe as their payment gateway for efficient and secure transaction processing.

However, **myroast™** also supports withdrawal through Bank Transfer.

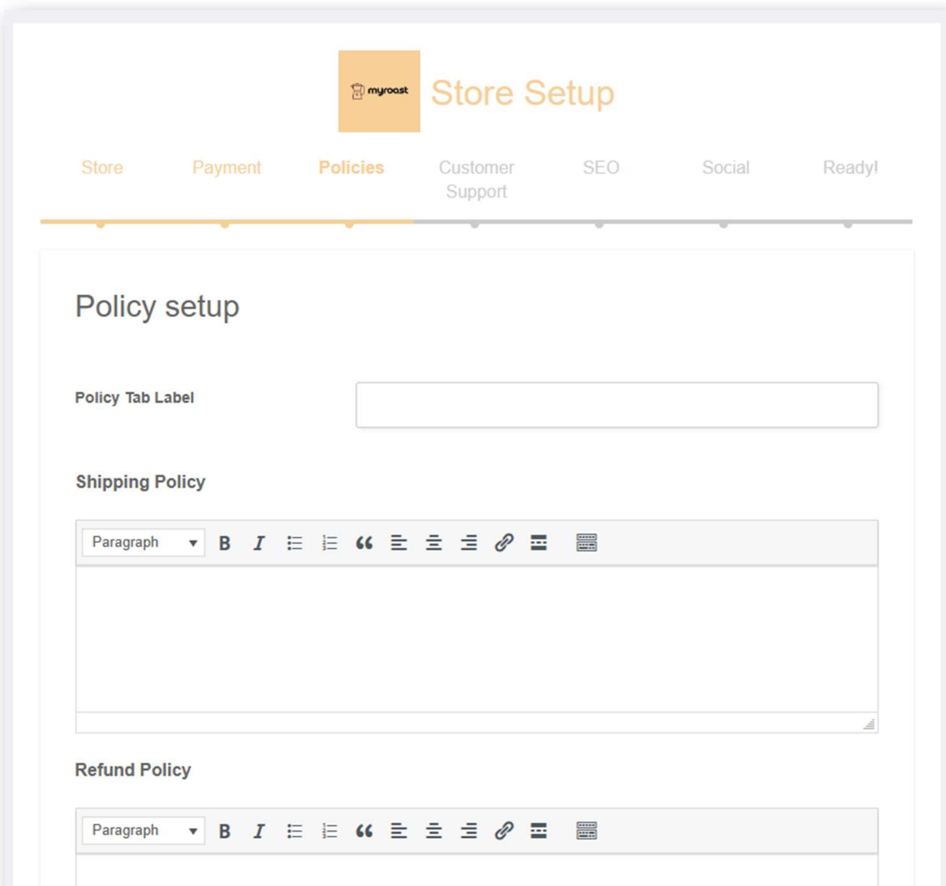
For those electing to connect using Stripe, we recommend referring to the connection settings detailed within the settings section of this guide.

Refer to Section 12.4.1 for more information on how to connect your Seller Store with Stripe.

3.5. Policies

On the "Policies" page, sellers have the opportunity to include details relevant to any refund policy, shipping policy, or cancellation policy for viewing by customers on your Seller Store.

The below screenshot identifies the page which will appear when coming to the "Policies" page:



It is important to provide clear and transparent policies to ensure a positive buying experience for customers.

Also note, that should you wish to customise sections within "Policies", sellers are able to both add additional sections and customise the label for the policy tab to align with their branding and preferences.

By setting up comprehensive and easily accessible store policies, sellers can establish trust with customers and ensure that all parties are well-informed about the terms and conditions of their transactions.

Please note that **myroast™** already has policies in place for both sellers and customers to ensure a fair and transparent trading environment. Sellers are kindly requested to familiarise themselves with these existing policies, which cover various aspects such as seller guidelines, customer protection, and dispute resolution.

While you have the option to expand upon specific details within your store policies, we recommend aligning them with the **myroast™** policies to maintain consistency and provide a seamless shopping experience for customers.

Refer to Section 6.8.1 for example policies to include on your Seller Store.

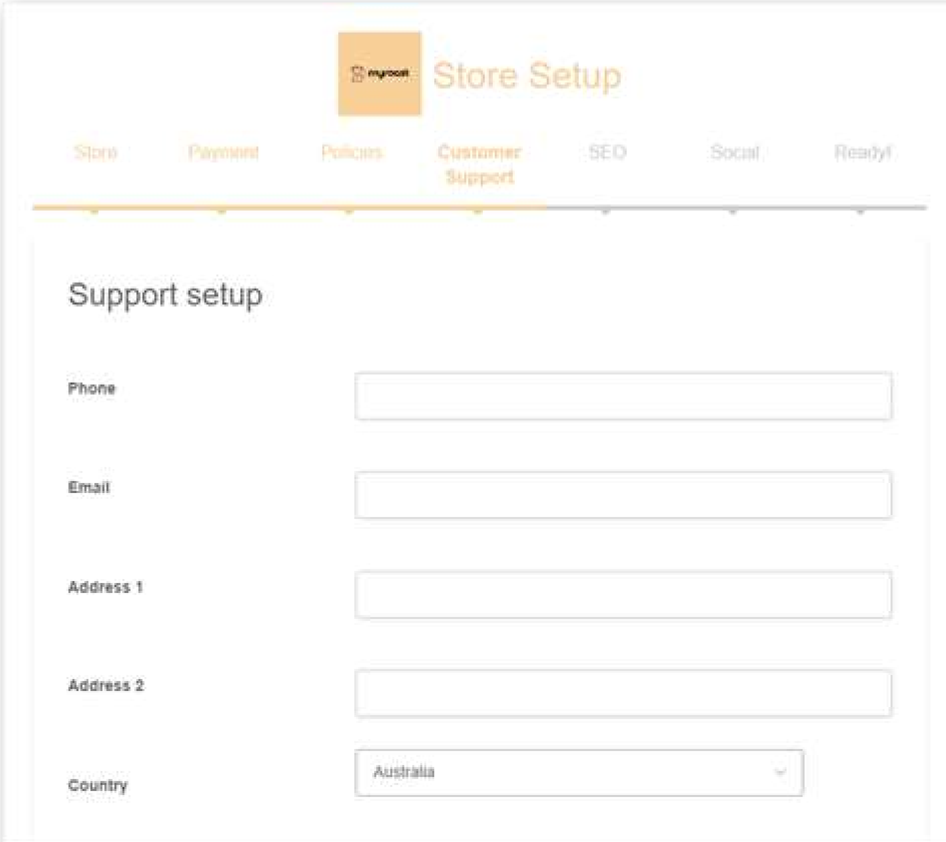
3.6. Customer Support

The "Customer Support" page includes the relevant details for customers to contact you in the event of a query or issue. Keep in mind, consistent with our Terms of Service[3] and the Seller Terms and Conditions[4], sellers are the first point of contact for engaging with their customers on any issues or queries related to their products or purchases.

Here, sellers have the opportunity to configure or enter their customer support details. This involves providing a phone number, email address, and physical address for customers to contact seller support. It is crucial to ensure that these details are accurate and easily accessible, enabling sellers to promptly address any inquiries or concerns raised by their customers.

Here's a screenshot of what you will see when you come to the "Customer Support" page:

[3] Source: https://myroast.com.au/terms-of-service/ [2023]
[4] Source: https://myroast.com.au/seller-terms-conditions/ [2023]



By providing reliable and responsive customer support, you can greatly enhance the overall shopping experience for your customers and establish a strong sense of trust in your brand.

Take a moment to enter your contact information accurately to facilitate effective communication with your customers.

Note: Keep in mind, customers have the opportunity to provide feedback in connection with their experience and purchased products. How you interact with your customers may influence the feedback you obtain for your Seller Store or products.

3.7. Search Engine Optimisation (SEO)

At the "SEO" page, you will have an opportunity to configure your Seller Store for Search Engine Optimization (SEO).

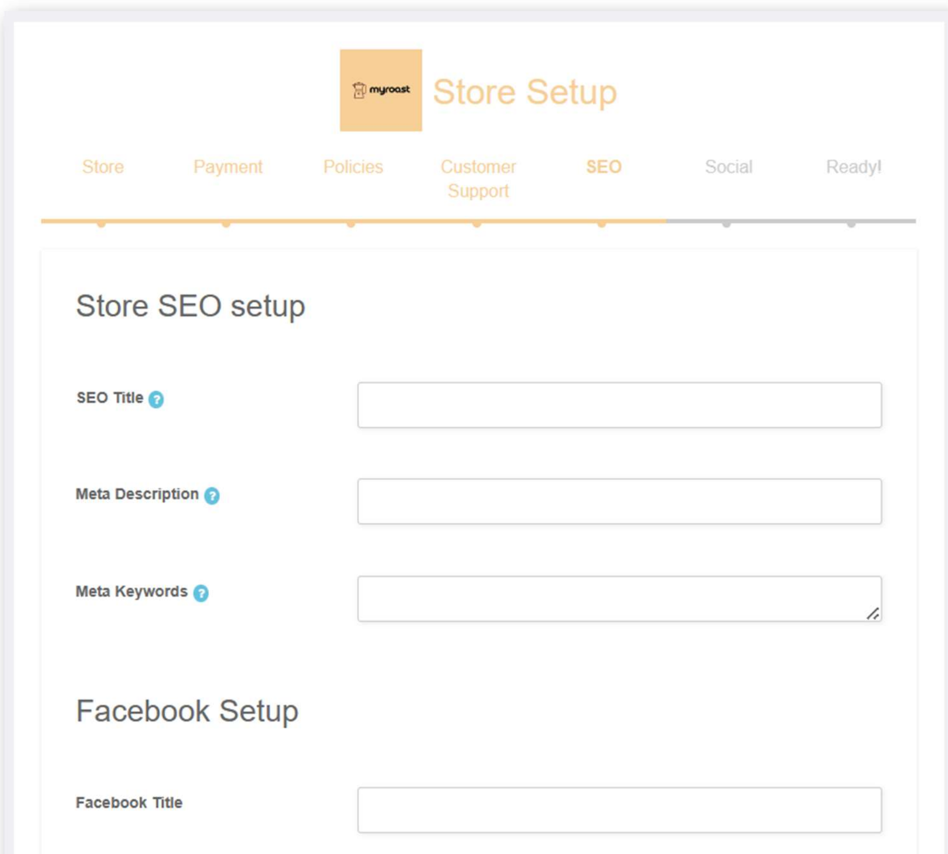
But you might ask yourself what SEO is? SEO plays a vital role in driving organic traffic to your Seller Store and improving the visibility of your products in search engine results.

What is SEO?

SEO is the practice of optimizing your website and its content to improve its visibility and rank higher in search engine results pages.

The goal of SEO is to make it easier for search engines, such as Google, Bing, or Yahoo, to understand your content and present it to users searching for relevant keywords or phrases.

Here is a screenshot of what you will see when you come to the "SEO" page:



Within the “SEO” page, you are able to input key details for:

- SEO Title
- Meta Description
- Meta Keywords
- Facebook Title
- Facebook Description
- Facebook Image
- Twitter Title
- Twitter Description
- Twitter Image

SEO is an ongoing process, and it takes time to see significant results.

By implementing some of the basic SEO practices within your Seller Store, you can increase your chances of attracting organic traffic and reaching a wider audience.

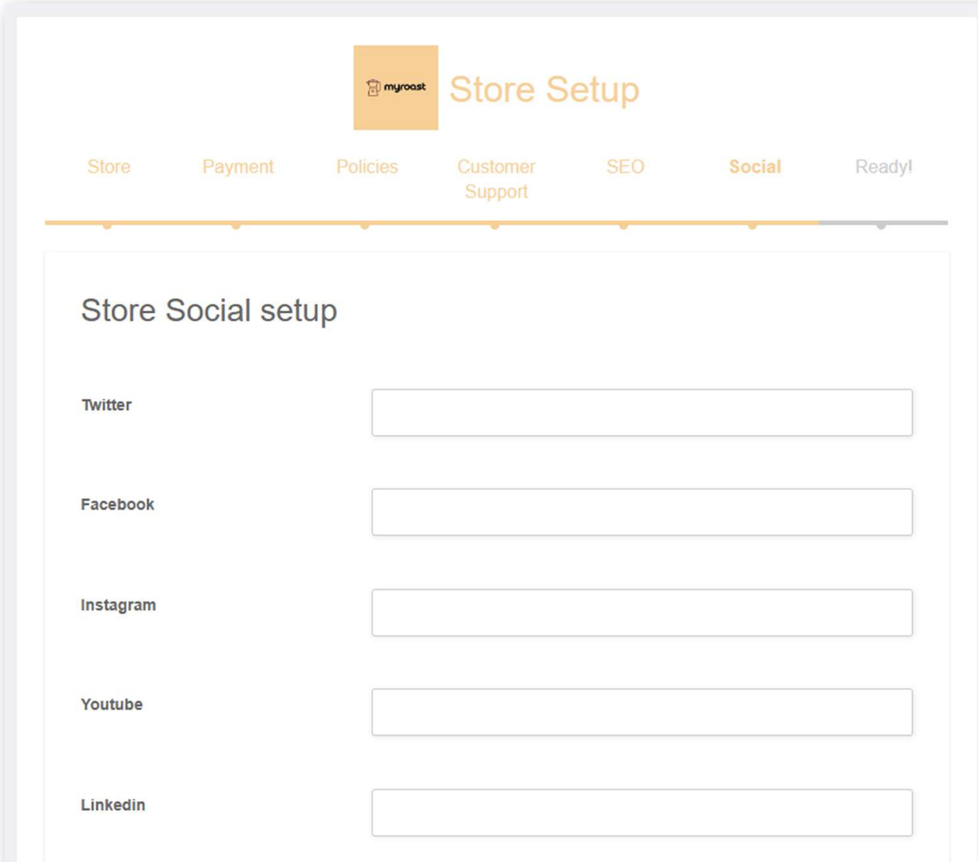
Refer to Section 12.6 for more information on setting up, and the benefits of Search Engine Optimization (SEO).

3.8. Social Setup

At the “Social” page, you have the option to include links to your social media channels within your Seller Store, which can significantly enhance engagement and ultimately boost your sales.

By showcasing your social links within your store, you provide customers with an additional window to connect with your brand and stay updated with your latest offerings and promotions.

Here's a screenshot of the page where you can set up your social media links:



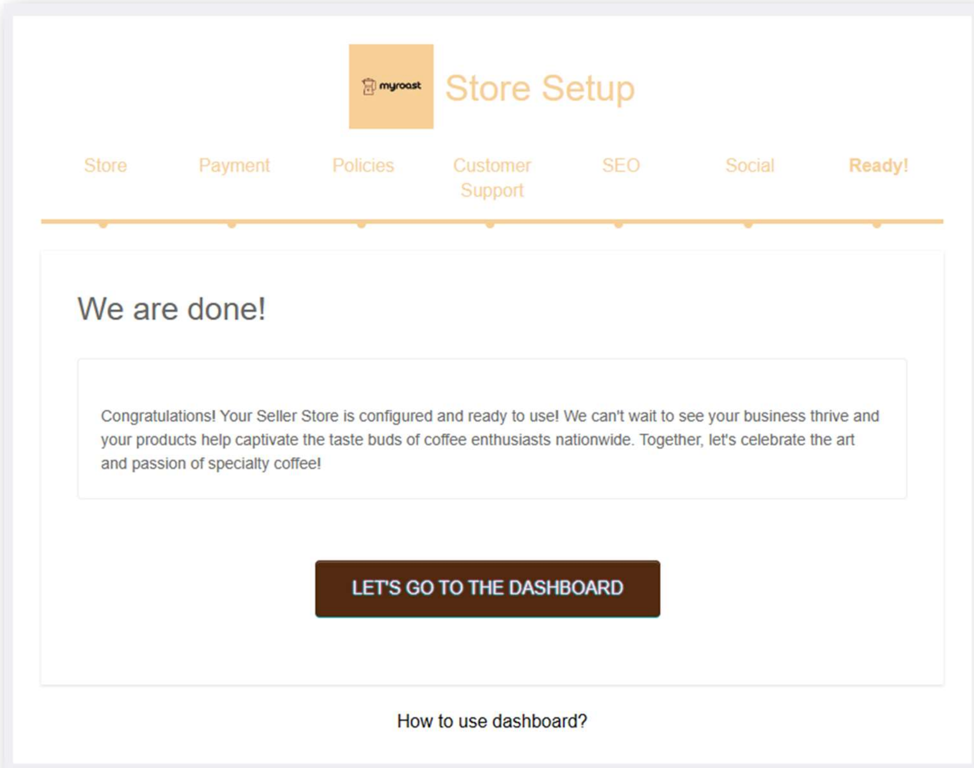
On your Seller Store, customers will be able to see the social media links. This allows them to easily navigate to your social media profiles and engage with your brand through various platforms, other than just **myroast™**.

By leveraging the power of social media, you can expand your reach, foster stronger connections with your audience, and drive more sales. Don't miss out on this opportunity to integrate your social media presence into your Seller Store and maximise your online visibility.

Be sure to confirm and validate the URL links for your social media pages to ensure you're sending your customers to the right place. Consult your social media platforms for more information.

3.9. Finishing Step

The "Ready" page signifies you are ready to start configuring some of the key settings for your Seller Store and adding products.



But what happens if I miss or skip any details during the setup wizard? Don't worry, you can always access, complete, or modify them by navigating to the "Settings" section from your Seller Store dashboard.

The dashboard gives you the flexibility to review and update any information you may have missed earlier, ensuring that your Seller Store setup is comprehensive and accurate.

Simply navigate to the "Settings" option and make the necessary adjustments to complete your store configuration seamlessly.

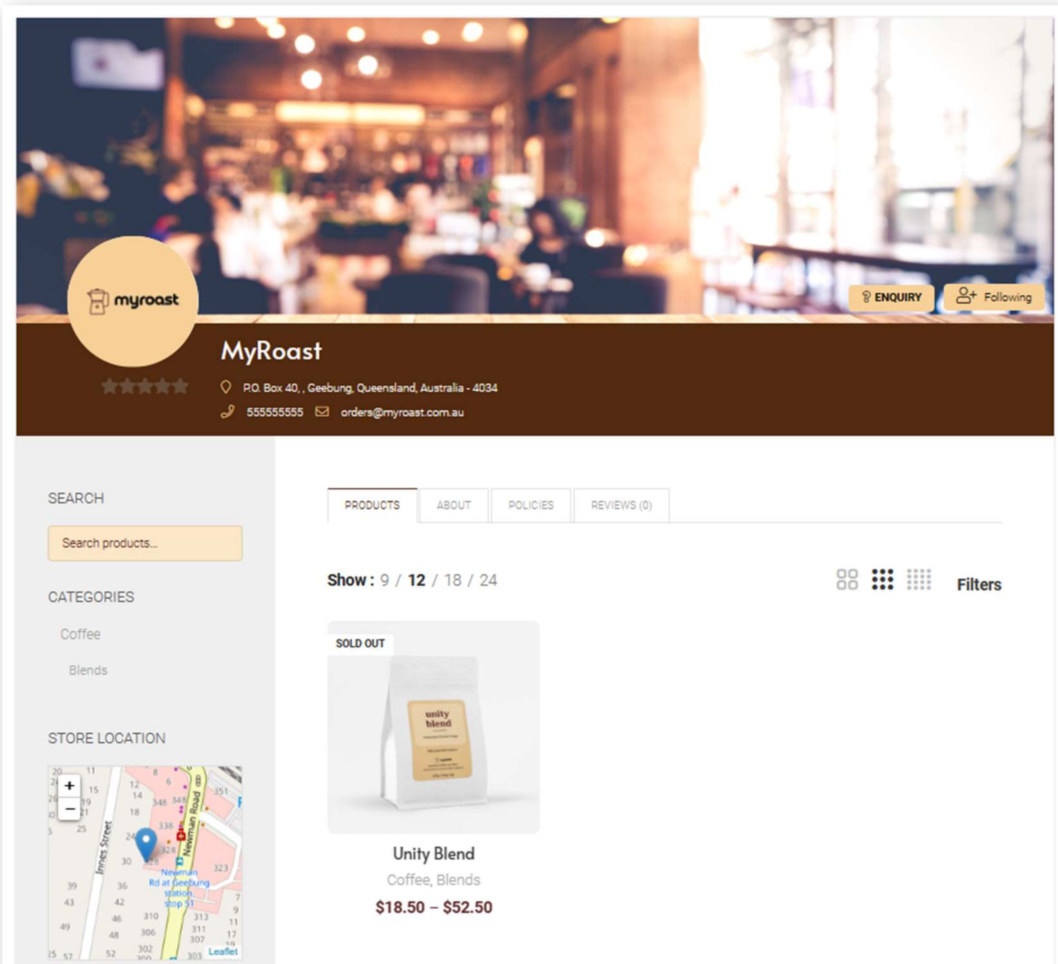
Refer to Section 12.6 for more information on configuring and setting up the Settings for your Seller Store.

Note: Once you have access to your dashboard, be sure to configure the shipping and store hours settings before adding products. This will ensure a seamless experience. To configure these, navigate to "Settings" within this help guide.

3.10. Completion

Congratulations! After you have configured your initial settings via the setup wizard, your Seller Store will be visible within the "Sellers" page of **myroast™**.

You might be asking yourself what is the appearance of my Seller Store after configuring your details through the setup wizard? Below is a screenshot and an example of how your Seller Store will appear once configured, allowing customers to view your descriptions, images, policies, and brand:



Try viewing your Seller Store once active and consider whether you wish to make any other additions or improvements to the look and feel of your Seller Store.

But let's not stop there, there are still many more features for you to explore. Keep reading on within this help guide to learn more.

4. Home

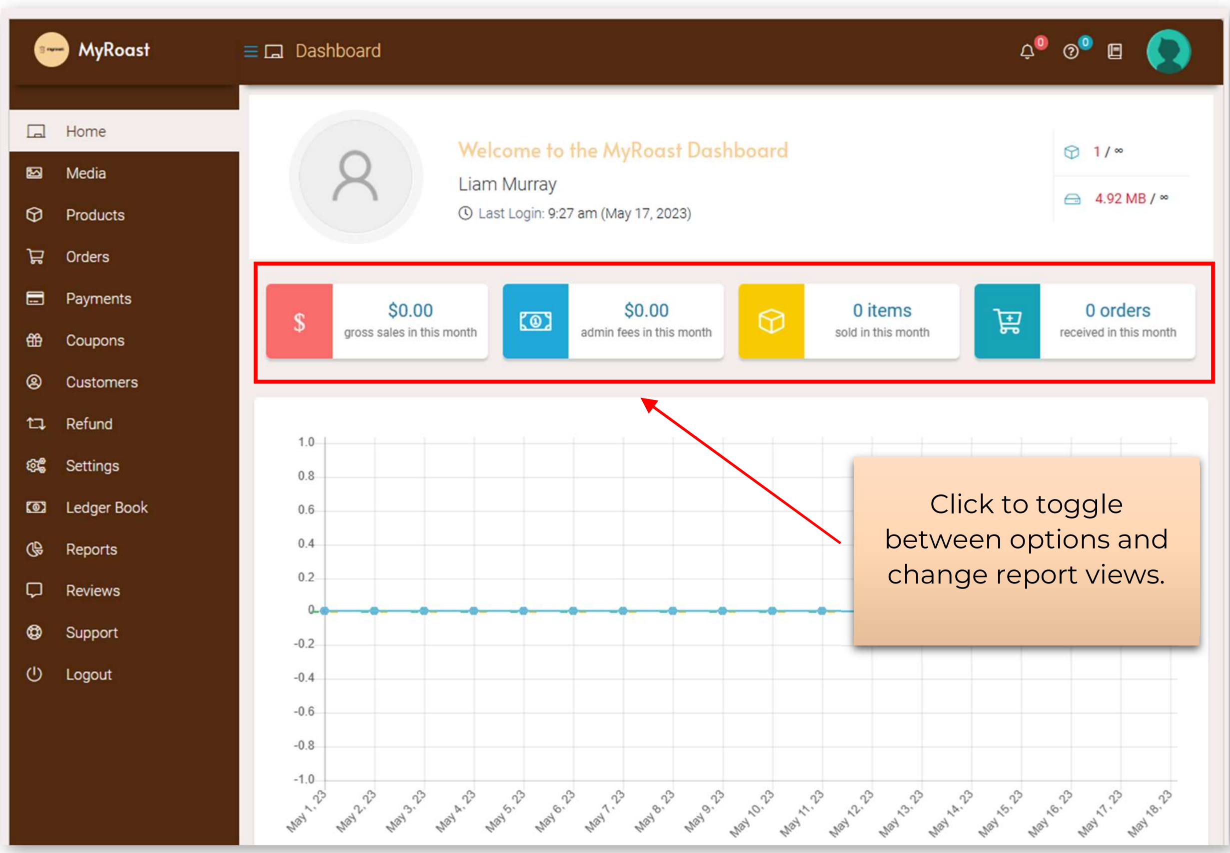
4.1. Overview

The dashboard is the central hub for managing and monitoring your Seller Store. You can access this from the “Home” page. From the dashboard, you can navigate sections and tools to efficiently manage your products, orders, inventory, and customer interactions.

It also provides a comprehensive overview of your store's performance, sales, and key metrics, and offers valuable insights into your store's growth.

Seller Store > Home

The below screenshot is what you will see within the “Home” page:



Tip: Hover over icons to learn more about a button or object. Hovering over icons with a “?” may provide you further explanation.

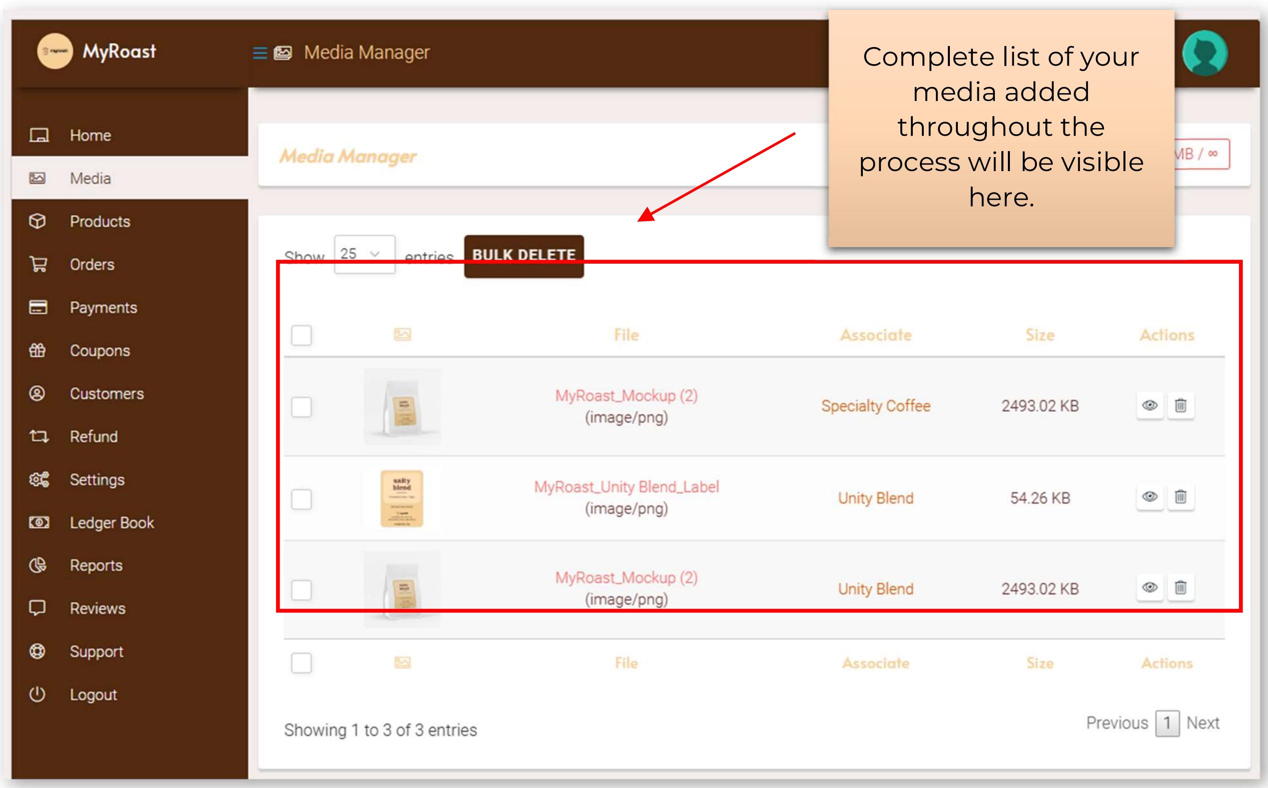
5. Media

5.1. Overview

As you start to explore and become familiar with the Seller Store, you will find a number of prompts in various tools where you can add images, otherwise known as 'media'. The "Media" page is where you will collectively find any of media, images or photographs you add to create your products on the Seller Store.

Seller Store > Media

Below is a screenshot of what you will see within the "Media" page:



You can view and delete any of the media added to your Seller Store at any time within this section. It is important to keep an eye on the size of your media, as large files will impact loading and performance of your Seller Store. We request that these are kept to a maximum of 5MB to maximise browsing performance.

It is also your responsibility to ensure any media uploaded to your Seller Store does not breach the **myroast™** Terms of Service.

Tip: Be sure to maintain your Seller Store, view and monitor media uploaded regularly and remove any unnecessary or unused media.

6. Products

6.1. Overview

The “Products” page is where you can add, manage, and organise the product listings for your Seller Store.

It provides a centralised location for sellers to add, edit, and update their products, ensuring accurate and up-to-date information for potential buyers. Here, you can perform various actions such as creating new product listings, managing existing listings, and organizing products into categories.

Here are just some of the key features and functionalities you will find:

Add New Product.

Sellers can easily create new product listings by filling out relevant information such as product title, description, price, and images. They can also select product types, attributes, and variations to provide detailed and customizable product options.

Edit and Update Products.

Sellers can make changes to their existing product listings, such as modifying product details, updating prices, adding, or removing images, or adjusting inventory quantities. This ensures that product information remains accurate and reflects any changes in availability or specifications.

Categories and Attributes.

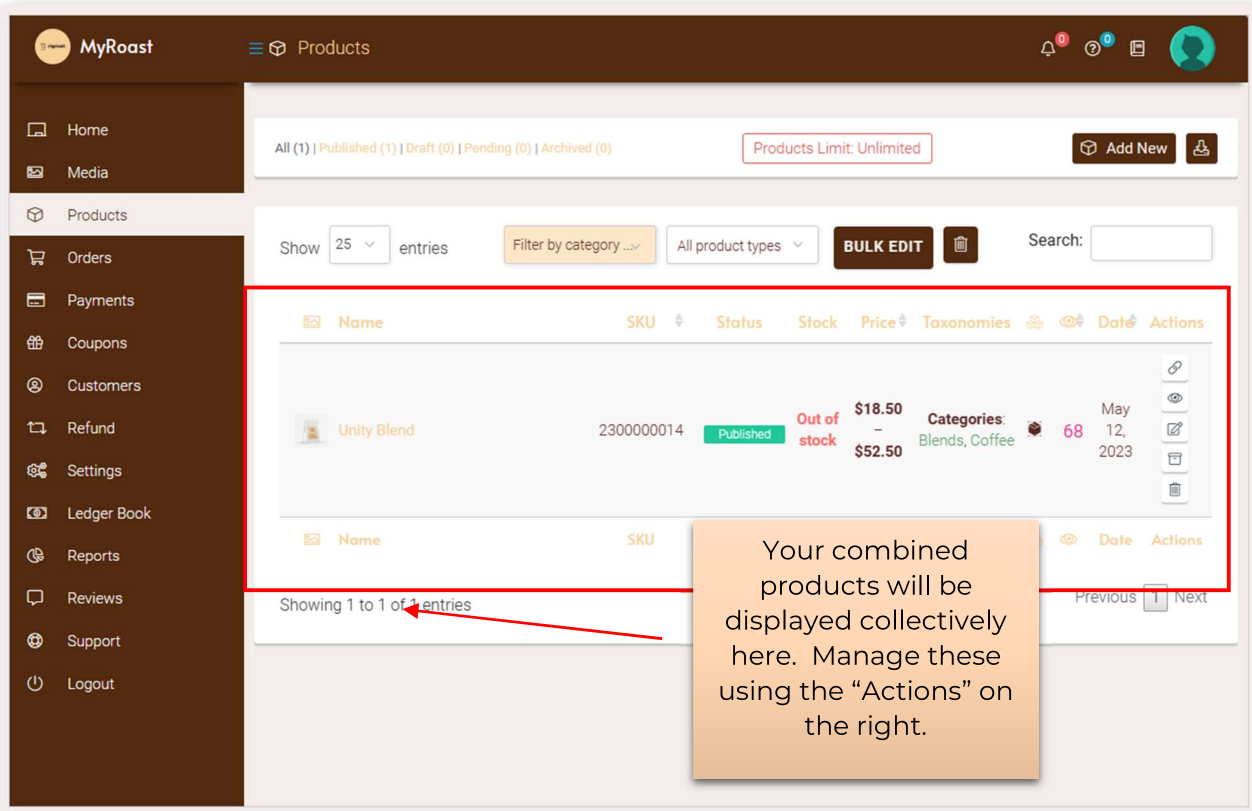
Sellers can assign categories and attributes to their products, making it easier for customers to find and browse relevant items. Categories help organise products into specific groups, while attributes provide additional information or specifications about the product.

Inventory Management.

Sellers can manage their inventory by specifying stock quantities, setting up stock status (in stock, out of stock), and enabling backorders if applicable. This helps sellers keep track of available inventory and prevents overselling.

Seller Store > Products

Below is a screenshot of the main page within “Products”:



Before we walk through how to add a product, let's discuss some of the basic elements you will discover along the journey:

- Product Types
- Product Categories
- Product Attributes
- Inventory Management

Note: Before adding products, be sure to configure the shipping and store hours settings. This will ensure a seamless experience. To configure these, navigate to "Settings" within this help guide.

6.2. Product Types

When adding products to your Seller Store, it's important to select the appropriate product type on **myroast™**, as each has varying display or offer features.

Before you create and add a new product to your Seller Store, consider which of the following types suits your offering:

Simple Product: Select this if you are selling a single, standalone item.

Variable Product: Choose this if your product has variations, such as different sizes, colours or attributes. For a variable product, sellers have the ability to configure the cost and shipping attributes individually for each variation offered. Customers will also have the ability to browse the various options and add the one they choose to their cart.

Grouped Product: Select this if your product is a combination of multiple items sold together. You can configure the combinations to be offered to the customer at checkout.

Tip: When selling coffee, sellers will typically offer the product in a number of weighted sizes, i.e., 250g, 500g, 1kg or 2kg. In these instances, it would be appropriate to add your product as a variable product. This will allow customers to choose the quantity of product they desire based on the available sizes.

6.3. Product Categories

Product categories are an important feature of **myroast™**. Marketplace functionality and product search capabilities are driven by the product categories that you nominate.

The product category defines the type of product you offer and displays the product to the customer within the "Shop" based on what has been nominated within the product listing.

Ensure you align your product to the right category to ensure it is displayed correctly and is not misrepresented within the marketplace. **myroast™** will regularly check for compliance to ensure consistency across the marketplace and maintain customer confidence.

A complete list of the presently defined categories for products on **myroast™** can be found within Table 1 below. But, if you think a product category should be added to the marketplace to better define your product, reach out to us!

Coffee	Non-Coffee	Equipment	Accessories	Merchandise
• Single Origin • Blends • Flavoured • Organic • Decaf • Fair Trade • Raw	• Black Tea • Fruit & Herbal Tea • Green Tea	• Coffee Brewers • Coffee Grinders • Filters • Milk Frothers • Tea Pots	• Coffee Accessories • Tea Accessories • Parts	• Ceramic & Glassware • Clothing • General Apparel • Reuseable Cups

Table 1 – List of Product Categories

Note: If you believe there is a specific category not noted that would better clarify your product, please reach out and we can assess whether adding the category would be appropriate in terms of compliance and improving the customer experience.

It is also important to note that the Admin Fee applying to successful transactions is determined by the category. For example, if you sell Coffee – you will incur the Admin Fee relative to that category of product. To find out more about the applicable Admin Fee per category, refer to the **myroast™** Admin Fee Policy.

Tip: Ensure you align the category that accurately reflects your product, as this will determine how it is presented to customers. Misalignment may mean your product is overlooked.

Note: The category determines the class of Admin Fee applying to your product upon a successful transaction.

6.4. Product Attributes

Selecting attributes for your products offers several benefits and ensures compliance with marketplace standards.

Product attributes provide additional details about your products, such as size, colour, material, or specific features. By selecting attributes, you provide customers with comprehensive and accurate information, allowing them to make informed purchasing decisions.

In addition, the product attributes a crucial role in search and filtering functionalities. Customers can refine their search results based on specific attributes, enabling them to find products that align with their preferences more easily. This enhances the overall browsing experience and increases the chances of a successful purchase. **myroast™** enables customers to compare products side by side based on the attributes you select.

Ensuring you align the product offering to the correct attributes ensures consistent and accurate product information across the platform, fostering trust and transparency between suppliers and customers.

For a complete list of the available attributes, please refer to Table 2 and 3 below.

Tip: We've nominated several attributes for use, particularly for specialty coffee products, so that customers can narrow their search to specific requirements, flavour, or taste profiles. Tag those appropriate to maximise transparency and search results.

Note: If you believe there is a specific attribute not noted that would better clarify your product, please reach out and we can assess whether adding the attribute would be appropriate in terms of compliance and improving the customer experience.

Type	Acidity	Body	Flavour	Variety	Region
• Single Origin • Blend • Organic • Decaf • Not Coffee • Other	• Dry • Dull • Lively • Moderate • Sharp	• Coating • Dense • Silky • Smooth • Sticky • Velvety • Watery	• Alcoholic • Choclatey • Citrus • Fermented • Floral • Fruity • Herbal • Nutty • Salty • Savory • Sour • Spicy • Sweet	• Arabica • Robusta • Other	• Africa • Arabian Peninsula • Asia • Asia Pacific • South America • Central America • North America & Caribbean • Other

Table 2 – List of Attributes – Part A

Country	Roast	Grind	Brew	Size
• Ethiopia • Kenya • Ivory Coast • Yemen • Indonesia • Vietnam • Colombia • Brazil • Guatemala • Costa Rica • United States • Puerto Rico • Other	• Raw • Light • Medium • Medium-dark • Dark • Other	• Raw • Extra Coarse • Coarse • Medium Coarse • Medium • Medium Fine • Fine • Extra Fine • Other	• Espresso • Moka Pot • Aeropress • French Press • Vacuum / Siphon Pot • Electric Percolator • Filtration or Dripping Devices • Cowboy Coffee • Turkish Coffee • Other	• 50g • 250g • 500g • 750g • 1kg • 2kg

Table 3 – List of Attributes – Part B

6.5. Product Listings

When creating product listings on **myroast™**, it's important to provide comprehensive and enticing information that captures the attention of potential customers to maximise results.

Follow these guidelines to structure your product listings effectively:

Clear and Descriptive Title.

Start with a clear and concise product title that accurately represents your item. Include relevant keywords that customers may search for when looking for products like yours. Highlight any unique features or selling points in the title to grab attention.

Engaging Product Description.

Craft a compelling description that highlights the key features, benefits, and intended use of the product. Use descriptive language to evoke interest and create a connection with potential customers. Include any specific details that differentiate your product from others in the market. Highlight any certifications, warranties, or guarantees that accompany the product. Make the description easy to scan by using bullet points or subheadings for important details.

Product Images.

Include multiple images of your product from different angles. Ensure that the images are well-lit, showcase the product clearly, and accurately represent its appearance. Use close-ups or additional images to highlight specific features or details. Consider including lifestyle images that show the product in use or demonstrate its benefits. Your images should be at least 500 x 500 pixels (1000 x 1000 pixels) for higher quality and set against a plain white or transparent background. The product should fill at least 80% of the image area. We also request that file sizes be restricted to 5MB to ensure there is no loss of performance on your Seller Store.

Pricing and Offers.

Clearly state the price of the product and any available offers, discounts, or promotions. Specify any package deals or bundles if applicable. Provide transparent information about any additional costs, such as shipping fees or taxes, to avoid surprises at checkout.

Detailed Specifications.

Include a list of specifications or technical details relevant to the product. Mention important information such as dimensions, weight, materials, colours, or available sizes/variants. Specify any compatibility requirements or limitations if applicable.

Note: Your images should be at least 500 x 500 pixels (1000 x 1000 pixels) for higher quality and set against a plain white or transparent background. The product should fill at least 80% of the image area. Limit your file sizes to 5MB to ensure there is no loss of performance.

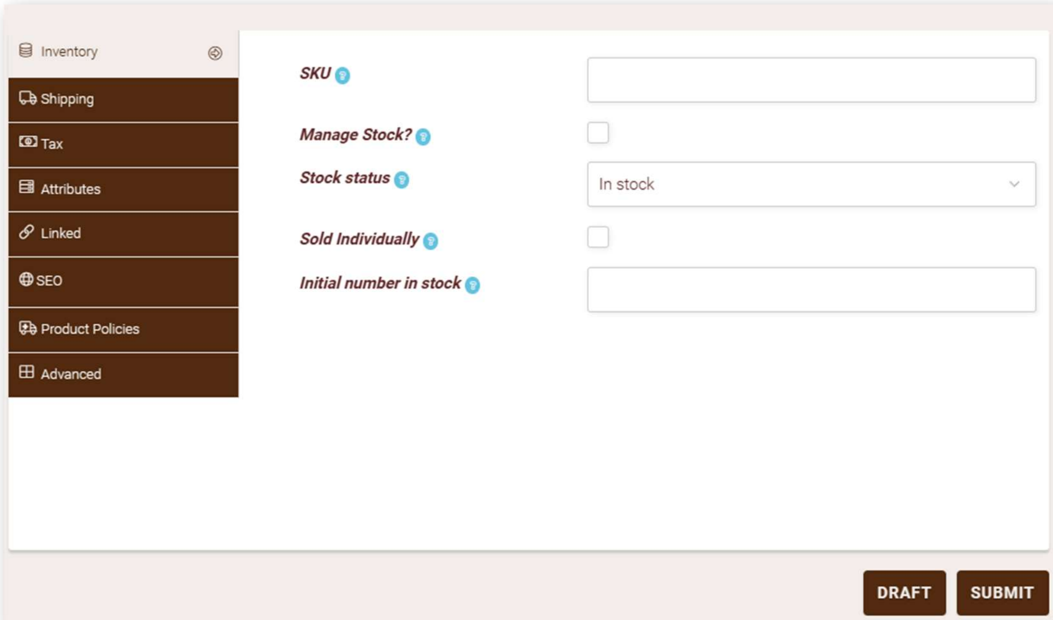
Tip: Ensure that your product descriptions are prescriptive. Ask yourself if the description clearly represents the product on offer. Consider the categories, attributes, images, and context and ensure you add where appropriate.

6.6. Inventory

Proper inventory management is crucial to maximising sales and order fulfillment. Ensure that all your products and variations reflect your inventory management system to maximise efficiency.

Within your Seller Store, you can set up stock tracking within the product settings for each of your products. Enabling "Manage Stock" to track the stock quantity of your products automatically when you don't have the flexibility to specify the initial stock quantity for each product.

The below screenshot provides an example of the various options you have when configuring your products within your Seller Store:



Refer to Section 6.8 for more information about Adding Products.

Regularly monitor the stock levels for your products, and ensure you have internal systems to maximise the customer experience, and consider:

- The minimum stock level or reorder point for each product.
- A restocking procedure to ensure that you replenish inventory in a timely manner.
- Regularly reviewing your sales reports or order history to track product sales.
- Update your inventory system by deducting sold quantities from the stock levels for each product.
- Ensure accurate and up-to-date information on product availability.
- If a product is out of stock, update its status in the marketplace to reflect its unavailability.
- Perform periodic stock audits to reconcile the physical inventory with the recorded stock levels.
- Identify any discrepancies and take corrective action to ensure accurate inventory records.

- Keeping your product listings updated with accurate stock information. Consider using inventory indicators within product listings, such as "In Stock," "Low Stock," or "Out of Stock," to convey availability status to customers.

Remember, effective inventory management is crucial for meeting customer demands, avoiding stockouts, and maintaining a positive shopping experience. By implementing these practices, you can ensure smooth order fulfillment and maximise sales potential.

6.7. Dealing with Tax on myroast™

Goods & Services Tax (G.S.T.) is levied by the Australian Taxation Office (ATO) and charged on the majority of products sold within Australia.

The seller, as the owner of the goods is liable to pay G.S.T. on the sale if:

- They are registered for G.S.T., and
- They make the sale in the course of running their business.

The seller is responsible for configuring the tax settings within each of their product listings and shipping settings, to ensure tax is collected and paid according to the requirements of the ATO, consistent with their registered status and in accordance with any relevant legislation.

Pay attention to the tax settings within this guide and on your Seller Store to ensure you are collecting G.S.T. where appropriate, consistent with your business objectives.

Where appropriate, all values represented and advertised on the marketplace must include G.S.T for transparency.

Any information provided within this guide is purely for informational purposes only and is not to be relied upon. **myroast™** will not be responsible for any misrepresentations within products advertised by the seller, the handling of tax according to Australian legislation, or errors in collection of tax.

Please refer to our Terms of Service[5] and the Seller Terms and Conditions[6] for further information.

[5] Source: https://myroast.com.au/terms-of-service/ [2023]
[6] Source: https://myroast.com.au/seller-terms-conditions/ [2023]

Note: All amounts entered within product listings (whether the 'price' and 'sale price') should include Goods & Services Tax (G.S.T.). The amount of G.S.T. included in the customer's order will be shown at checkout based on the tax settings you have configured for your Seller Store.

6.8. Adding Products

Now that we have got the basics out the way, let's get into how you can add products to your Seller Store. The more offerings you have on your Seller Store, the better the customer experience.

Seller Store > Products > Add New > Product Type >

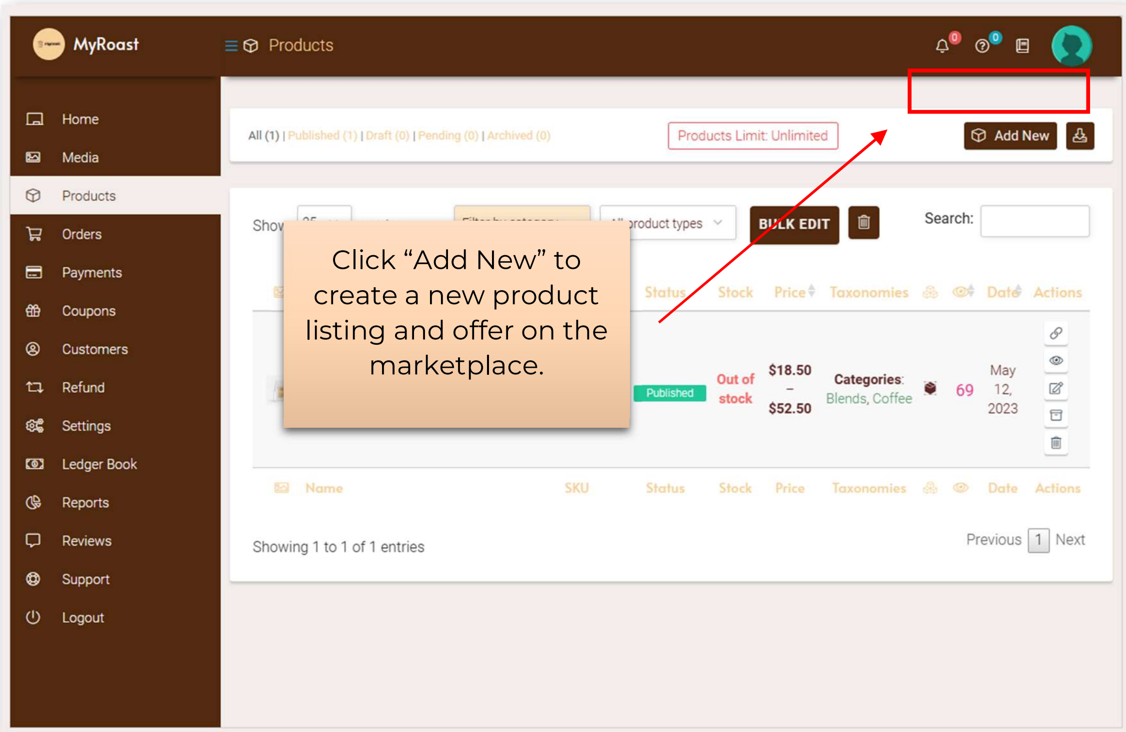
Follow these steps to choose the right type for your products:

Step 1. Navigate to the "Products" section and click on "Add New."

Step 2. On the product creation page, you'll find a dropdown menu labeled "Product Type." Select the product type you want.

Refer to Section 6.3, 6.4 and 6.5 for more information regarding the Product Type that best suits your product offering.

Once you have selected the appropriate product type, navigate to the step-by-step process for adding a simple product, variable product or grouped product below.



6.8.1. Adding a Simple Product

A simple product is a standalone item without any variations.

Seller Store > Products > Add New > Simple Product

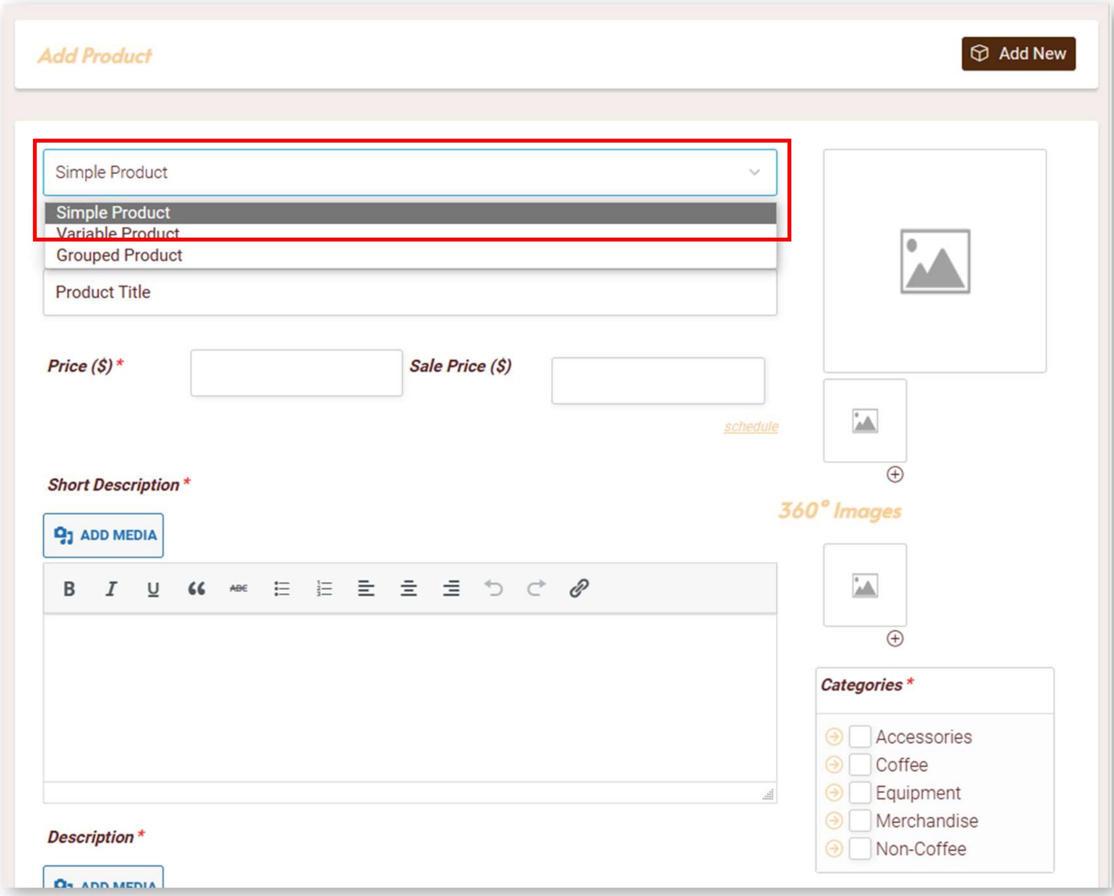
Follow these steps to create a simple product on **myroast™**:

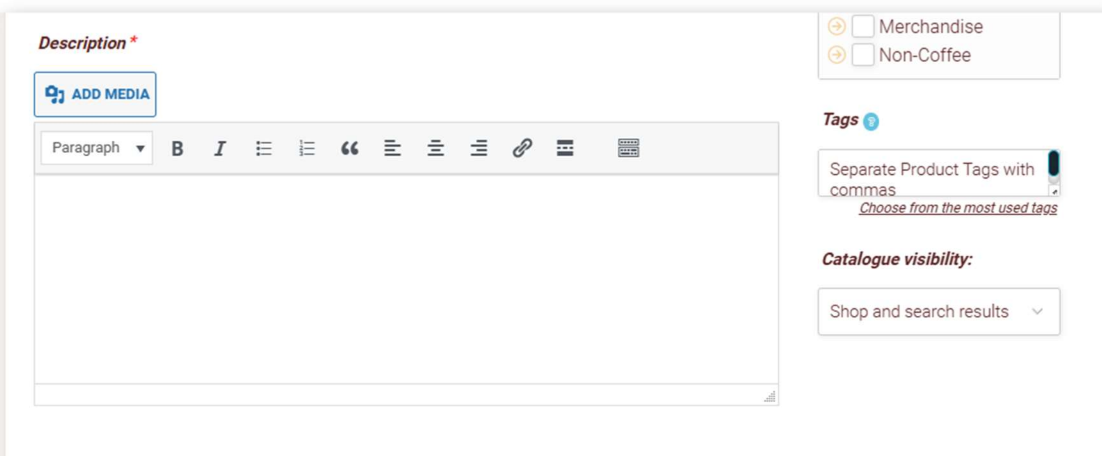
Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Products" section and click on "Add New."

Step 3. Select "Simple Product" as the product type.

Below is a screenshot of what will appear once you select your required product type:





Step 4. Enter and complete the product listing details:

Product Title: Give your product a descriptive and eye-catching title.

Product Description: Add a detailed description of the product, highlighting its features, benefits, and unique selling points.

Pricing Details: Configure the price of the product by adding within the price. You can also choose to include a sale price (leave blank and item will not be shown at a discount.

Price: Specify the regular price of the product. Note that the price should be entered including Goods and Services Tax (G.S.T). The amount of G.S.T. attracted to the order will be shown to the customer at checkout.

Sale Price (Optional): If you're offering a discounted price for a limited time, enter the sale price here. Again, exclude G.S.T. from the sale price.

Add Media: Add high-quality images of your product. Click on the "Set Product Image" button to upload images that showcase your product from various angles.

Add Category: Select the appropriate category for your product. categories help organise products and improve searchability. Choose the category that best aligns with the type and purpose of your product.

Refer to Section 6.3, 6.4 and 6.5 for more information regarding your Product Category, Product Attributes and Product Listing.

Note: All amounts entered within product listings (whether "Price", "Sale Price") should include Goods & Services Tax (G.S.T.). The customer will see the amount of G.S.T. attracted to the sale within the total transaction value based on the tax status you have set within your Seller Store "Settings"

Step 5. Configure your inventory and stock levels.

In the product editing page, scroll down to the "Inventory" section.

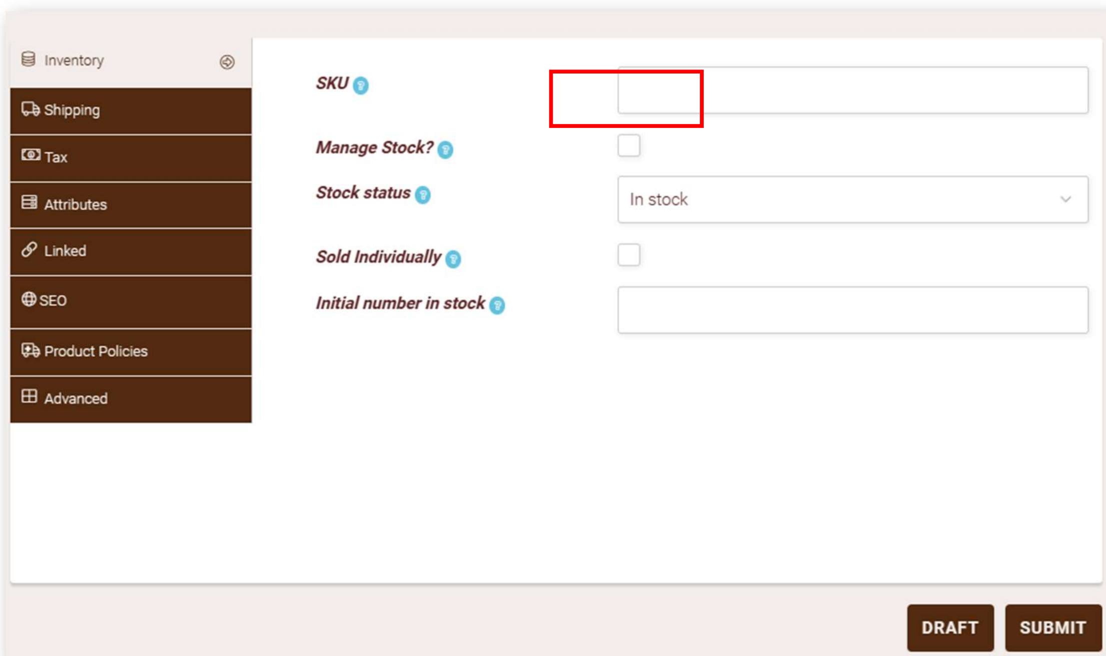
You have a number of options to manage inventory and stock quantities for your products.

Properly managing stock quantities ensures that you can fulfill orders accurately and avoid overselling or disappointing customers. Regularly monitor your stock levels and update them as necessary to maintain a seamless selling experience.

You have the option to manage quantities or manage stock availability based on status. Let's discuss the available options further below:

Option 1 - Manage Stock without Updating Quantities.

If you don't wish to manage stock quantities or your product doesn't require it (e.g., readily available), you can keep the "Manage Stock" option disabled. Below is a screenshot of the "Inventory" details:



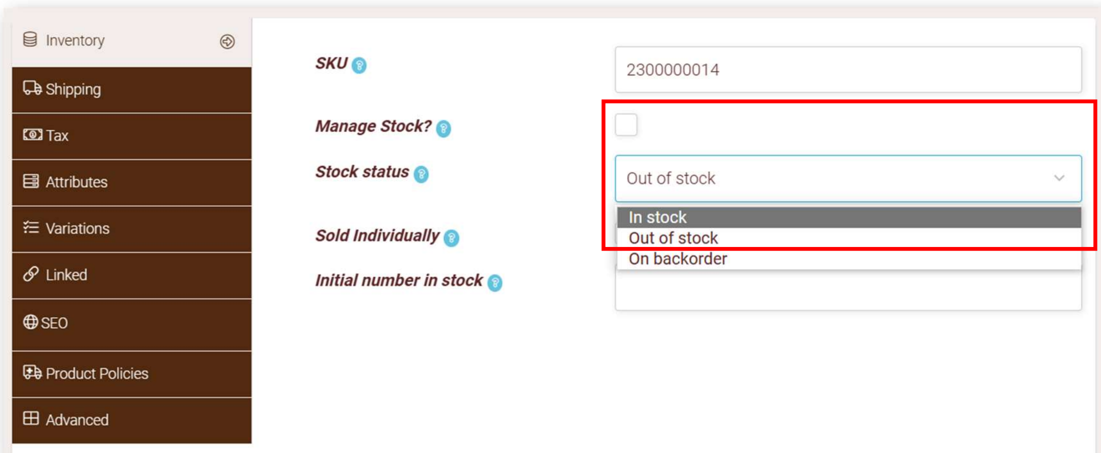
You can define the product stock by changing the value within "Stock Status". The following options are available:

In stock: This indicates that the product is always available and doesn't require inventory tracking.

Out of stock: There is currently no stock available, and customers will not be able to purchase while this status is marked.

On backorder: There is currently no stock available, but by enabling purchases on backorder, the customer will still be able to make a purchase noting that shipping will be delayed.

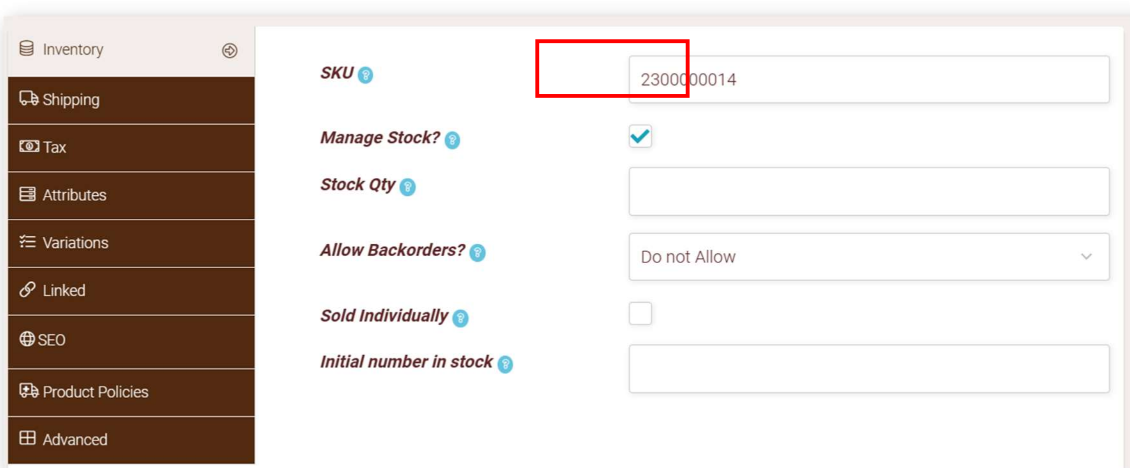
Below is a screenshot identifying the “Stock Status”:



Once completed, save the changes by clicking on the "Update" or "Save" button.

Option 2 - Update Stock Quantities.

Enable the "Manage Stock" option if you want to track and manage stock quantities. Below is a screenshot of the display which will appear once “Manage Stock” is enabled:

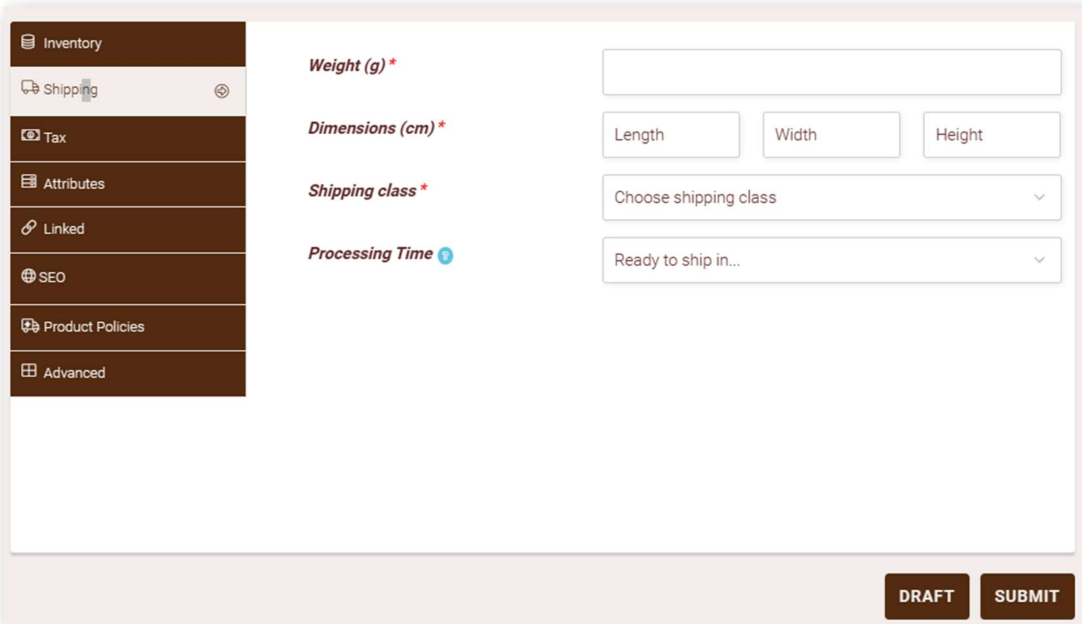


Enter the initial stock quantity for your product in the "Stock Quantity" field.

If you offer backorders, you can enable the "Allow Backorders" option. This allows customers to purchase items even when the stock is temporarily unavailable.

Once completed, save the changes by clicking on the "Update" or "Save" button.

Step 6. Configure your product shipping details and define the shipping class.



If your product requires specific shipping considerations based on its size and weight, you can assign a shipping class to it. For example, if you sell products of different sizes and weights, you can nominate a class such as "Small," "Medium," or "Large" and assign them accordingly. This allows you to set different shipping rates for each class.

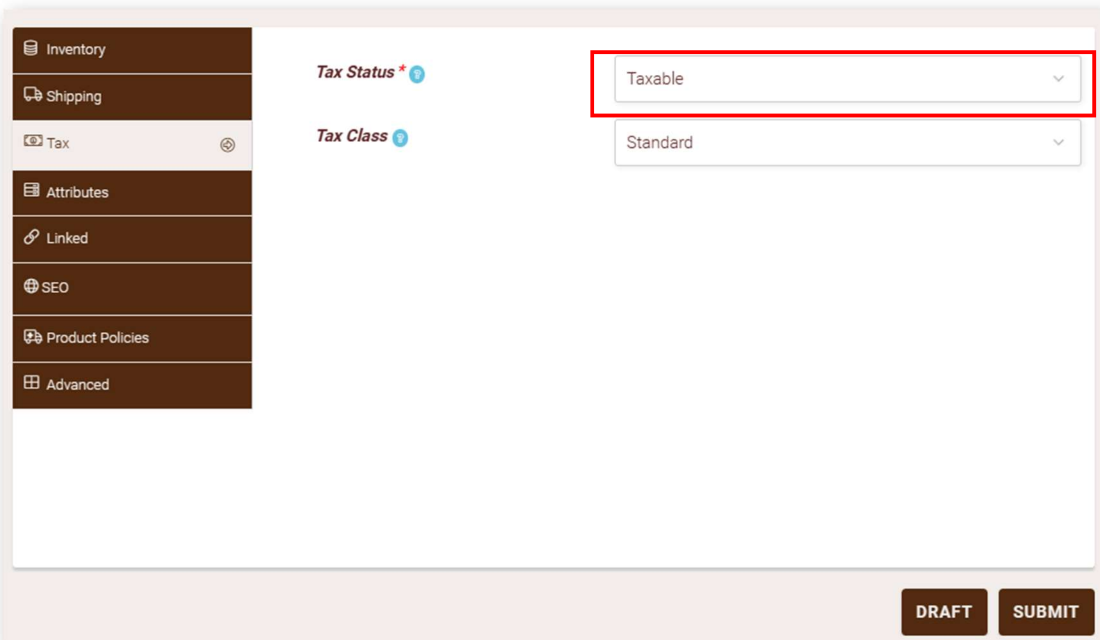
The “Shipping Class” has been configured by **myroast™** in line with the typical postage offered by Australia Post. However, you will need to define the shipping class cost for each shipping class within the “Settings”.

Refer to Section 12.5 and 18 for more information regarding Shipping and Shipping Class.

Note: The shipping class is pre-defined to align to typical Australia Post requirements. You will need to assign your shipping costs and configurations within "Settings". If you do not set the value before publishing a product, $0 will be assigned and no shipping cost will be applied.

Step 7. Configure the tax settings to ensure tax is applied at checkout.

Following is a screenshot of "Tax":



Tax Status: Set the tax status to "Taxable" unless your product is exempt from G.S.T. When "Taxable" is selected, the value for Goods & Services Tax (G.S.T.) will be shown at checkout. For this reason, suppliers must ensure that their cost includes G.S.T.

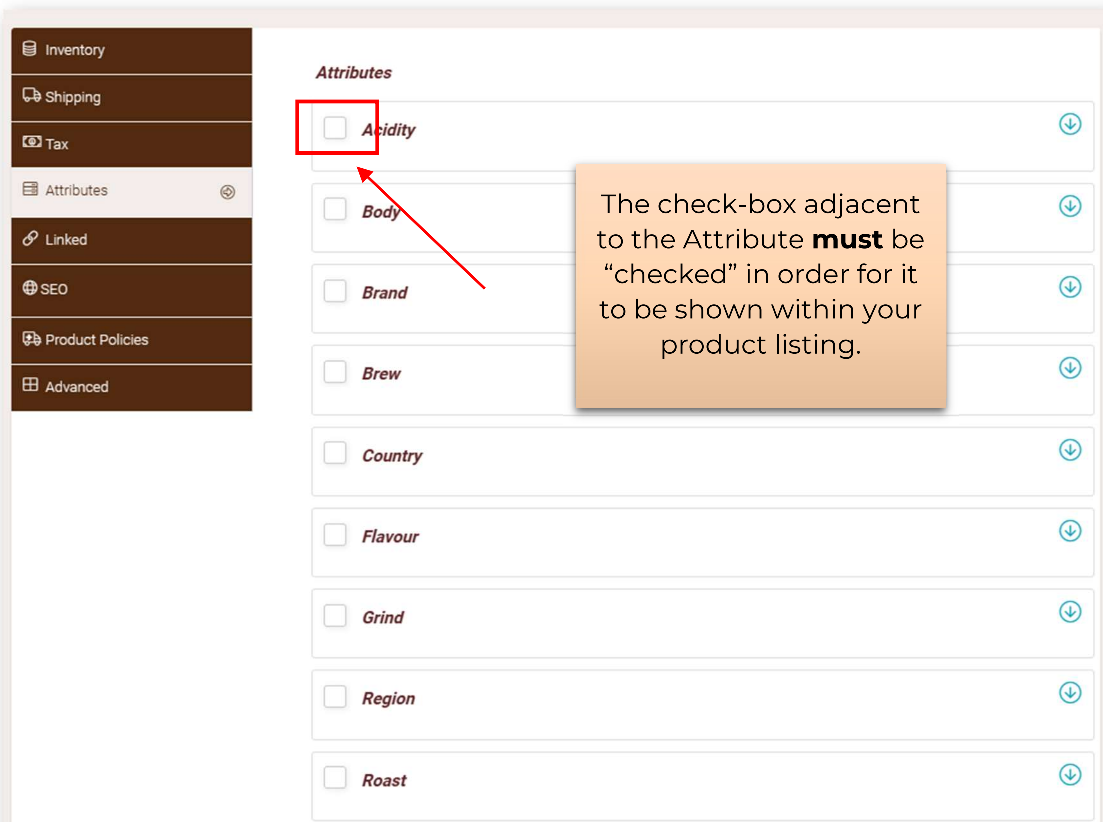
Tax Class: Specify the appropriate tax class based on your local tax regulations.

Refer to Section 6.7*Error! Reference source not found.* ***for more information regarding Goods & Service Tax (G.S.T.)***

Note: "Taxable" must be selected in order for the marketplace to recover Goods & Service Tax (G.S.T.) at Checkout. It is the seller's responsibility to ensure this tax is paid according to legislation.

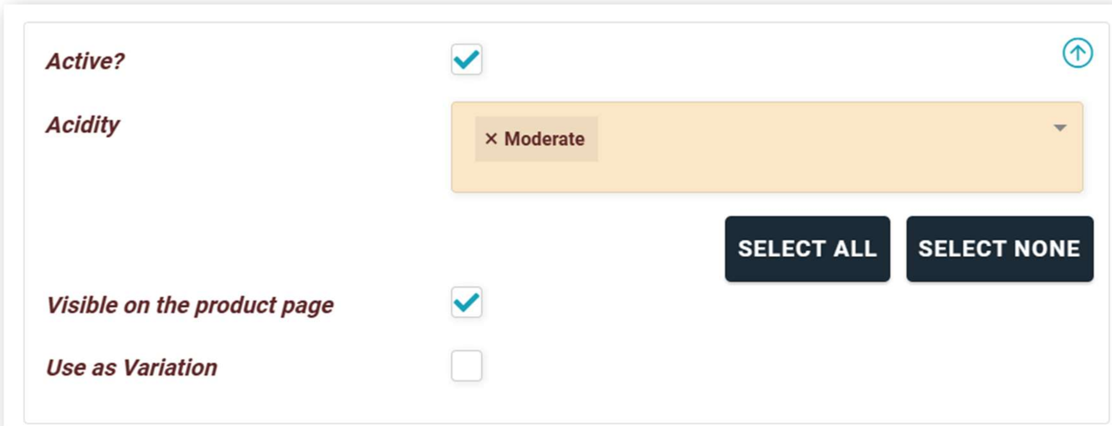
Step 8. Set up the product attributes.

Scroll down to the "Attributes" section to check the attributes which apply to the product listing.



Once you check the check-box adjacent to the attribute, you can click the arrow to bring up the drop-down box which will allow you to define each of the 'attributes' relevant to that attribute. Select those relevant to the attribute. You can add one or multiple within the same attribute.

A screenshot of the drop-down box for "Acidity" is provided as an example below:



Assign relevant attributes to your product. Attributes provide additional details about your product, such as size, colour, or material. Select the appropriate attributes that accurately describe your product to enhance searchability and help customers find what they're looking for.

Check the "Visible on the product page" box to ensure the nominated attribute is displayed on the product listing page.

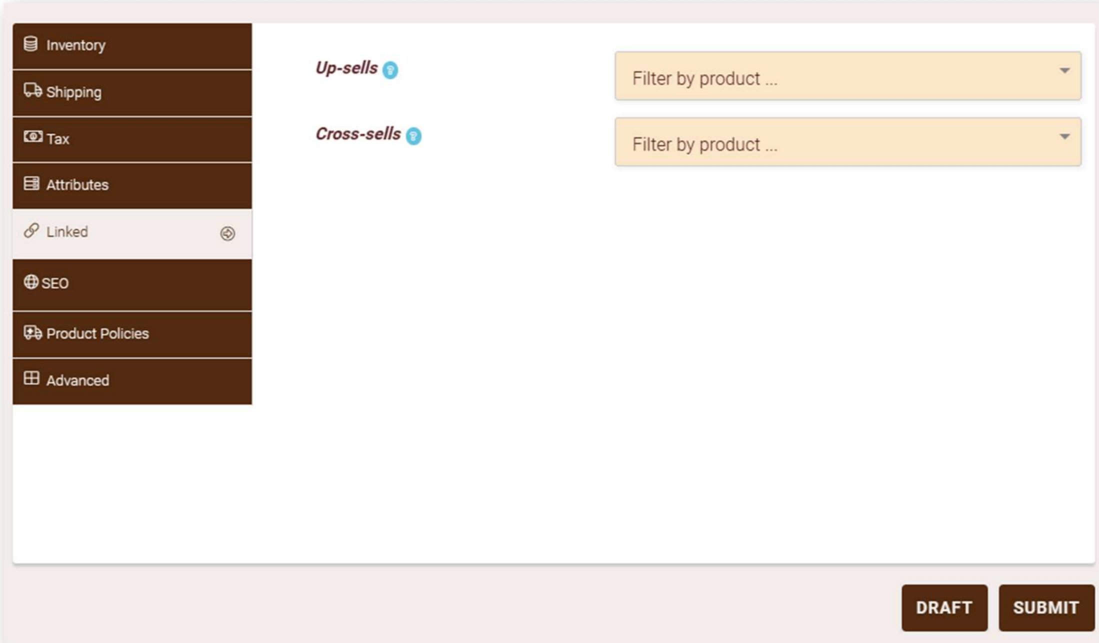
Save the attributes.

Refer to Section 6.4 for more information regarding Product Attributes. A complete list of the Product Attributes can also be found here.

Step 9. Link any 'up-sells' or 'cross-sells'

You have the flexibility to market other products to customers who are viewing this product. To do this, cross reference any other products deemed as relevant 'up-sells' or 'cross-sells'.

A screenshot of the options is below:

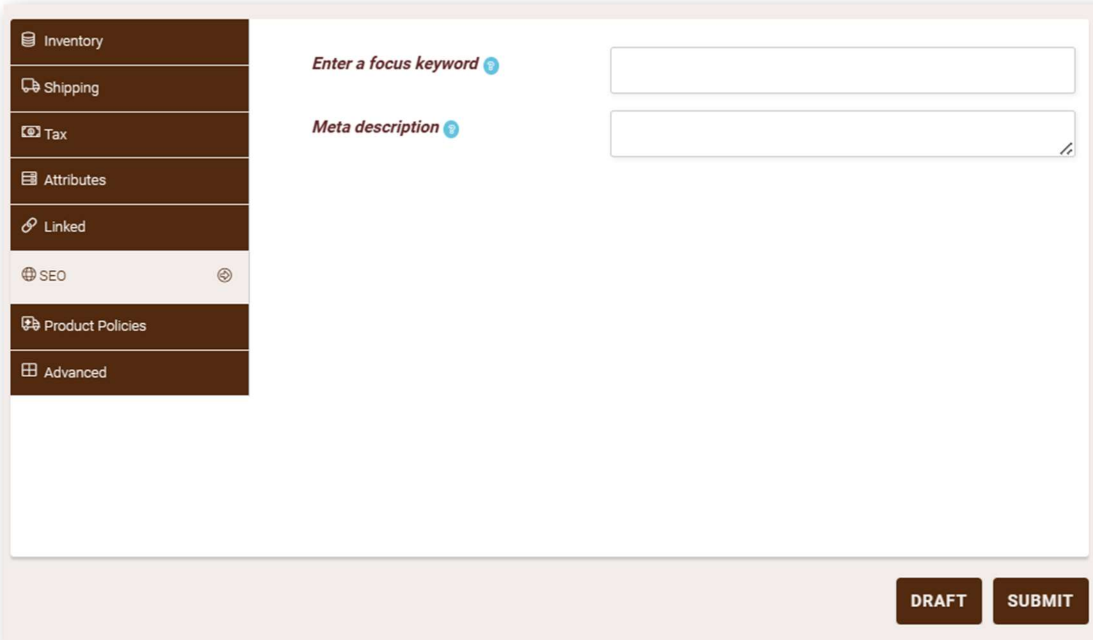


Up-sells: Up-sells are products which you recommend instead of the currently viewed product, for example, products that are more profitable or better quality or more expensive.

Cross-sells: Cross-sells are products which you promote in the cart, based on the current product.

Step 10. Refine your Search Engine Optimization (SEO) for the Product Listing

SEO plays a vital role in driving organic traffic to your Seller Store and improving your visibility in search engine results. Edit your "Focus Keyword" and "Meta Description" individually applying to the product listing.

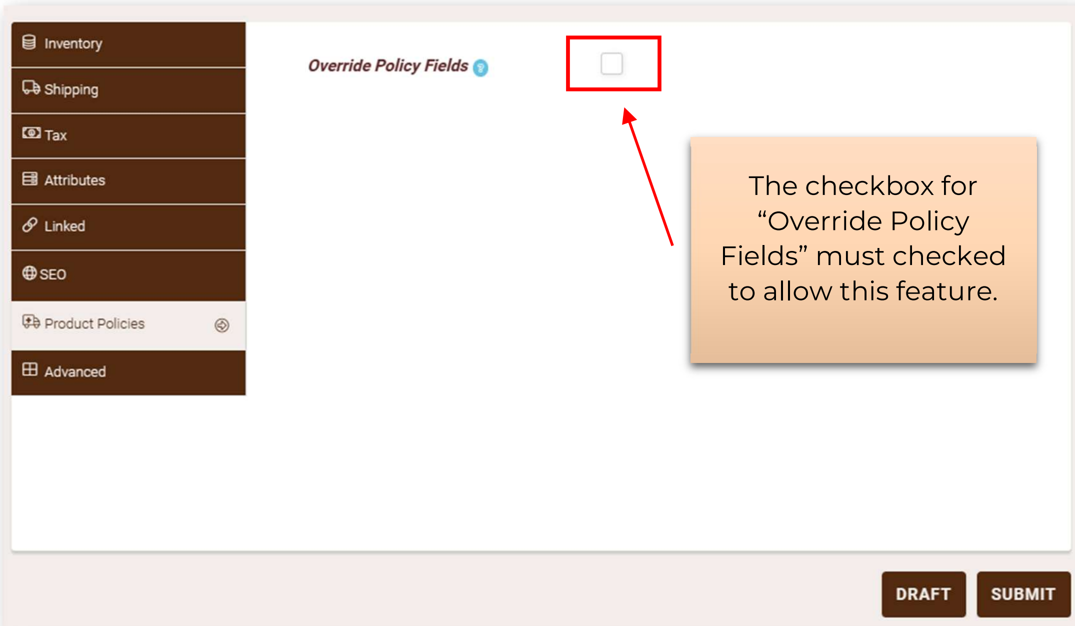


Refer to Section 12.6 for more information regarding Search Engine Optimization (SEO).

Step 11. Set any specific policies relating to the product.

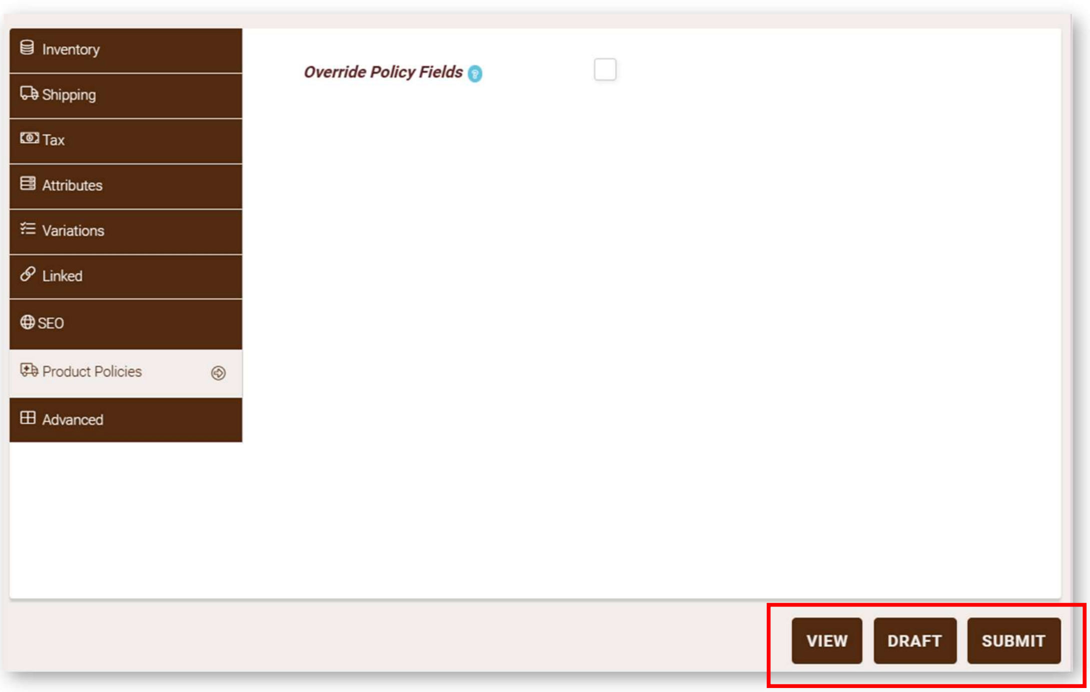
You have the flexibility to manage individual policies relating to the product listing. This will provide you with the ability to adjust or create any specific policies which override your store policies (which you may or may not have added during the setup wizard).

If you wish to use this functionality, ensure that "Override Policy Fields" is checked.



Step 12. Once you have filled in all the necessary details, click on the "Submit" button to make your product live on the marketplace.

Alternatively, you can click "View" to see how your product will appear on the marketplace or "Draft" to maintain it in a draft state and come back to edit it later from the "Products" page.



Tip: Be sure to check the offering prior to publishing! Make it easy for customers to find your products by adding descriptive titles, clear images, and feature information.

6.8.2. Adding a Variable Product

A variable product is ideal when you offer a simple product with multiple variations, such as different sizes, colors, or styles, which are defined based on a selected product attribute.

Seller Store > Products > Add New > Variable Product

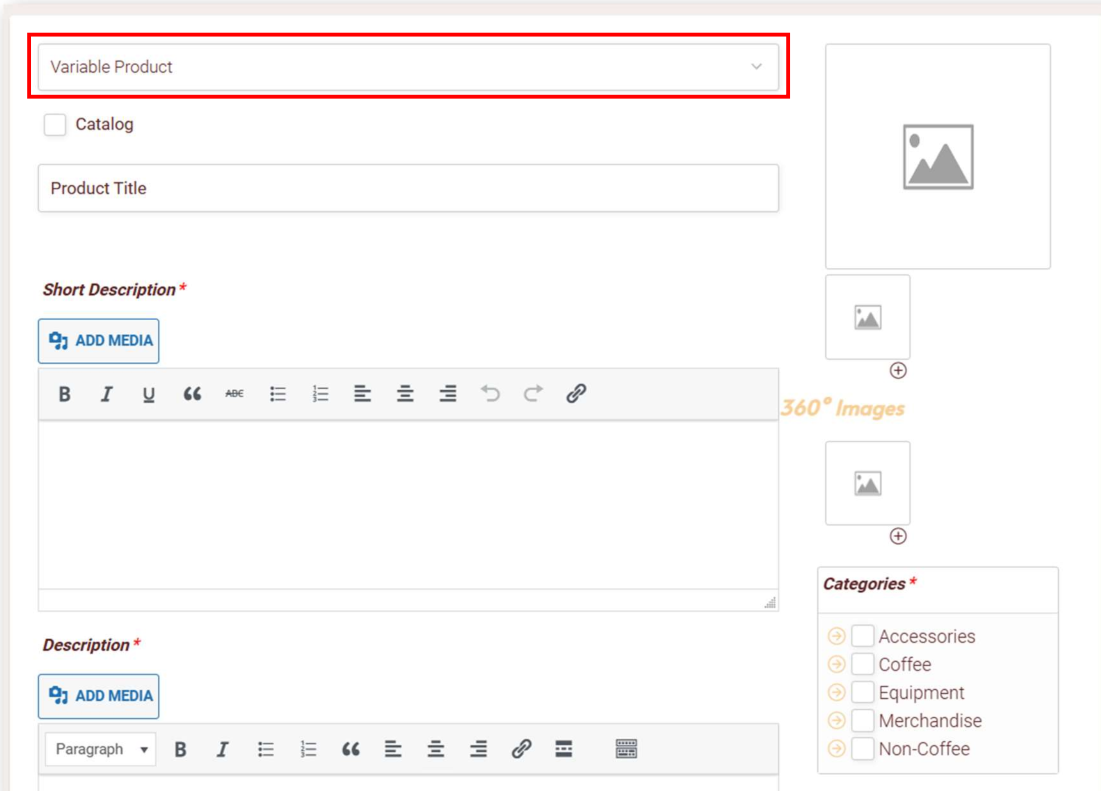
Follow these steps to create a variable product on **myroast™**:

Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Products" section and click on "Add New."

Step 3. Choose "Variable Product" as the product type.

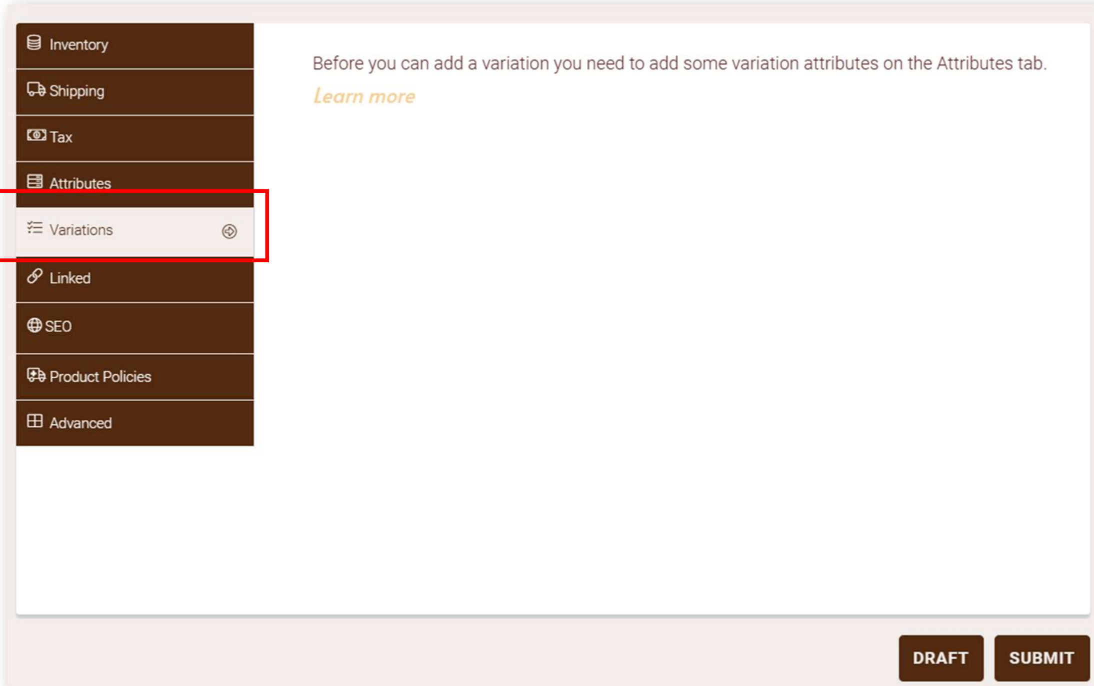
Below is a screenshot of what will appear once you select your required product type:



Upon first glance, you will not that many of the displays and features are similar to those reviewed for the simple product.

The key changes are that the price, shipping and inventory is now contained within “Variations”. Within “Variations” you have the ability to manage each of the variations according to the product attributes you nominate as the variation.

The below screenshot shows the additional setting added for “Variations”:



Before we consider this, let's discuss completing the remaining requirements for your product listing.

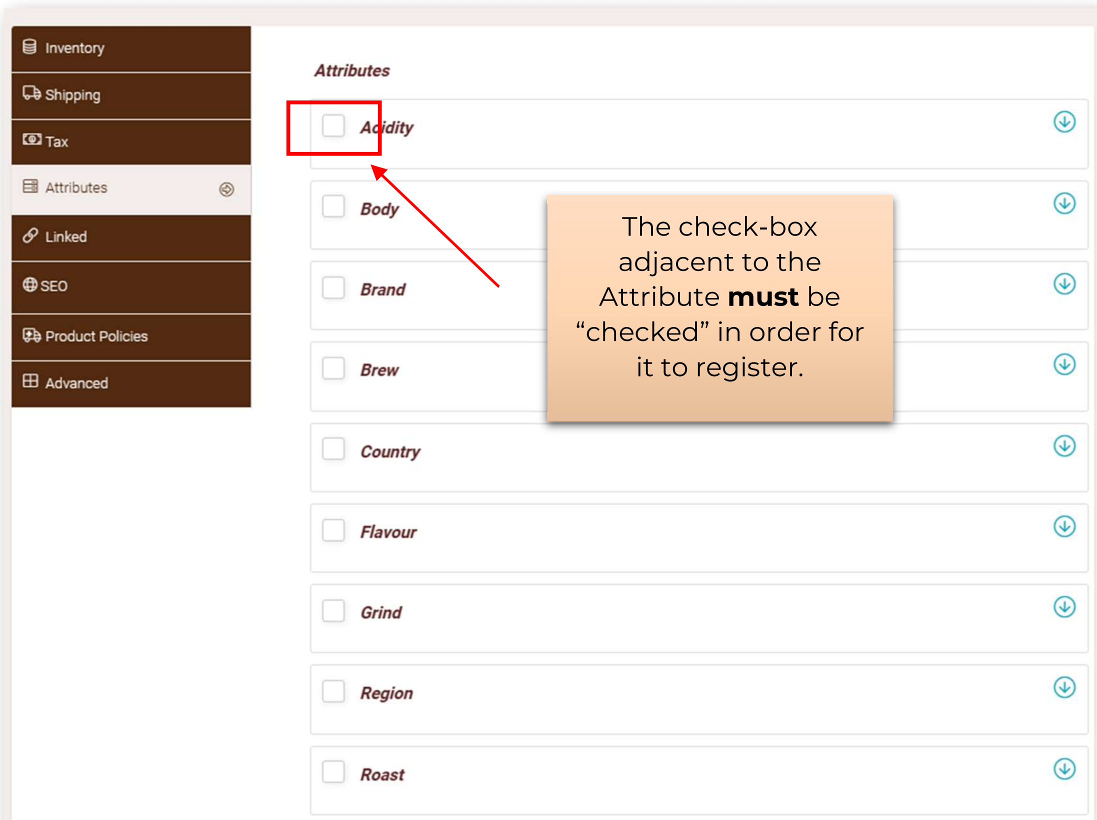
Step 4. Configure the product listing, inventory, shipping, and tax requirements for the variable product per Step 4 through to Step 8 within simple product.

Refer to Section 6.8.1 for more information regarding setting up the Product Listing, Inventory, Shipping and Tax consistent with requirements for a Simple Product.

Note: The settings configured within the "Shipping" section of the product listing will be the default setting for all variations within the variable product if no other shipping class is configured within each of the variations. Nominating a different shipping class within a variation will over-ride the default.

Step 5. Set up the product attributes. This is a critical step in applying variations to your product.

Scroll down to the "Attributes" section to check the attributes which apply to the product listing.



Once you check the check-box adjacent to the attribute, you can click the arrow to bring up the drop-down box which will allow you to define each of the 'attributes' relevant to that attribute. Select those relevant to the attribute. You can add one or multiple within the same attribute.

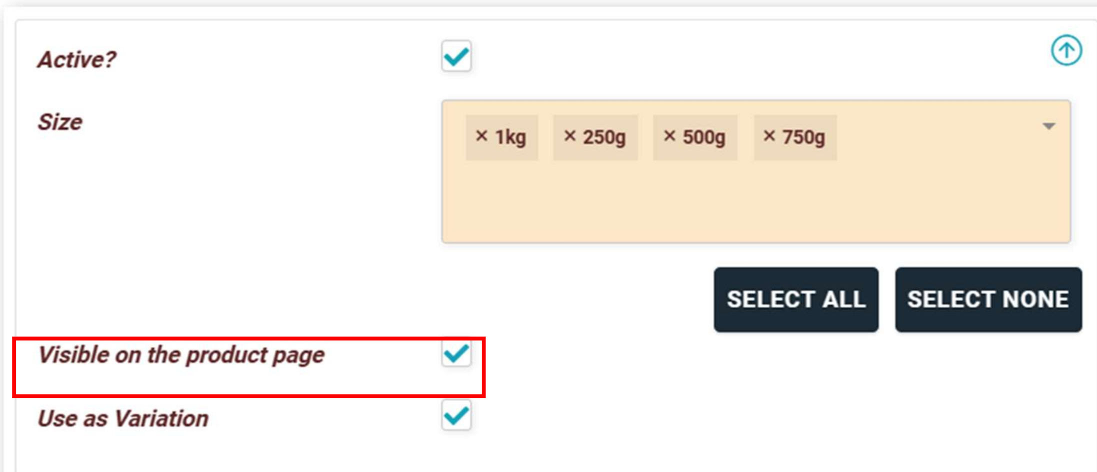
Assign relevant attributes to your product. Attributes provide additional details about your product, such as size, colour, or material. Select the appropriate attributes that accurately describe your product to enhance searchability and help customers find what they're looking for.

Check the "Visible on the product page" box to display the attribute on the product listing page.

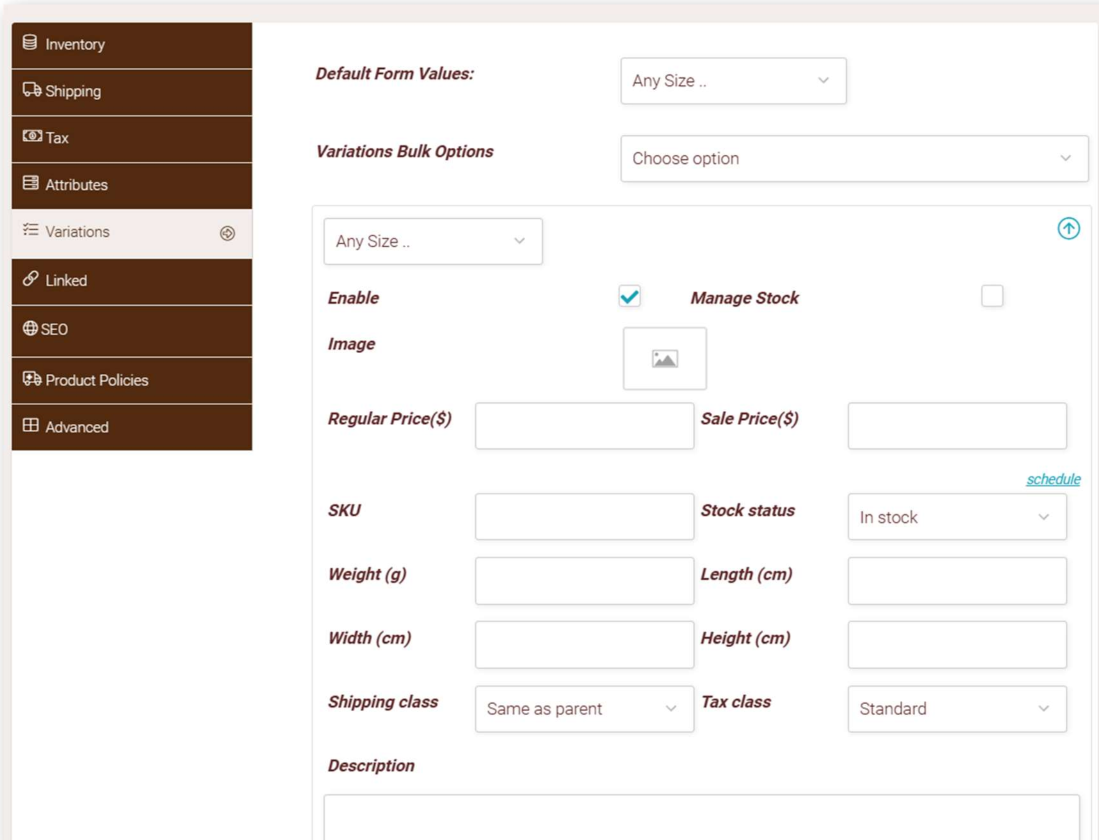
Save the attributes.

Refer to Section 6.4 for more information regarding Product Attributes. A complete list of the Product Attributes can also be found here.

In addition, for a variable product, you will need to define the attribute to which the variations will apply. In the case of an example, we will consider applying variations for “Size”. A screenshot of the drop-down box for “Size” is below:



You must check “Use as Variation” in order for the attributes to display within the “Variation” section of the product listing. Below is a screenshot of what will appear within “Variation” once an attribute is selected:



You can now configure each variation that will apply to the variable product. Let's discuss this further below.

Step 6. Configure the variations for the product.

Click on the "Variations Bulk Options" drop-down, then select "Create variations from all attributes" and click on the "Go" button. This automatically generates variations based on the attributes you defined earlier.

This acts as a master function, so be cautious not to over-ride any information you have already completed.

Variations Bulk Options: This form allows you to configure multiple variations at once, however be cautious selecting an option within this, as it will automatically apply and / or override the details already configured within variations. This should typically only be used to set up the variations.

In contrast to a simple product, for a variable product you can configure the specific details such as price, stock quantity, SKU, and images for each option within 'Variations". This allows you to modify the settings according to each of the options you will present within your product listing.

Enable "Manage Stock" if you want to track and manage stock quantities for each variation. Optionally, set a low stock threshold and enable backorders as needed.

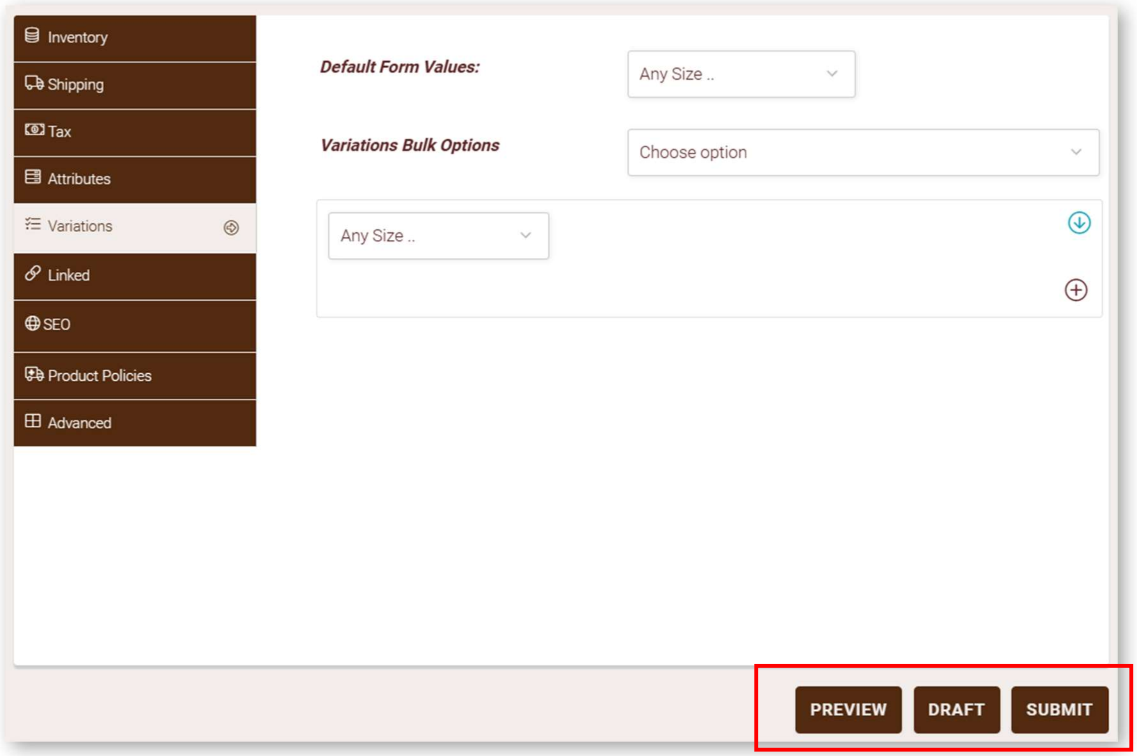
Add high-quality images for each variation, by setting a unique image for each variation to showcase its specific attributes.

Configure individually for each variation, the package dimensions, and add the appropriate shipping class to suit.

Refer to Section 6.8.1 and 12.5_Error! Reference source not found._ ***for more information regarding your Shipping and Shipping Class.***

Save the variations.

Step 7. Once you have filled in all the necessary details, click on the "Submit" button to make your product live on the marketplace.



Alternatively, you can click “Preview” to see how your product will appear on **myroast™** or “Draft” to maintain it in a draft state and come back to edit it later from the “Products” page.

6.8.3. Adding a Group Product

A grouped product is ideal when you want to offer a combination of multiple related items as a single product.

> **Note:** In order to set up and configure a grouped product, you must first have created a number of simple product(s). A grouped product is a collection of simple product(s) which will be tagged within your grouped product listing.

Seller Store > Products > Add New > Grouped Product >

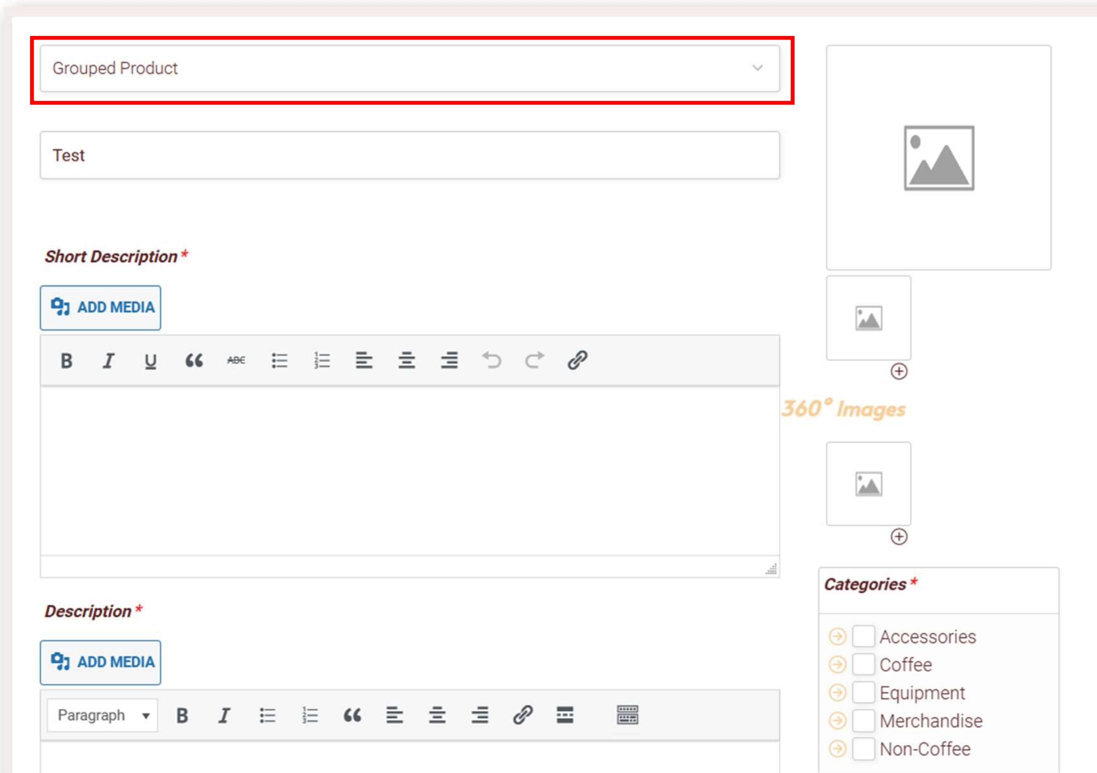
Follow these steps to create a grouped product on **myroast™**:

Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Products" section and click on "Add New."

Step 3. Choose "Grouped Product" as the product type.

Below is a screenshot of what will appear once you select your required product type:



Step 4. Configure the product listing requirements for the grouped product per Step 4 within simple product.

Refer to Section 6.8.1 for more information regarding setting up the Product Listing consistent with requirements for a Simple Product.

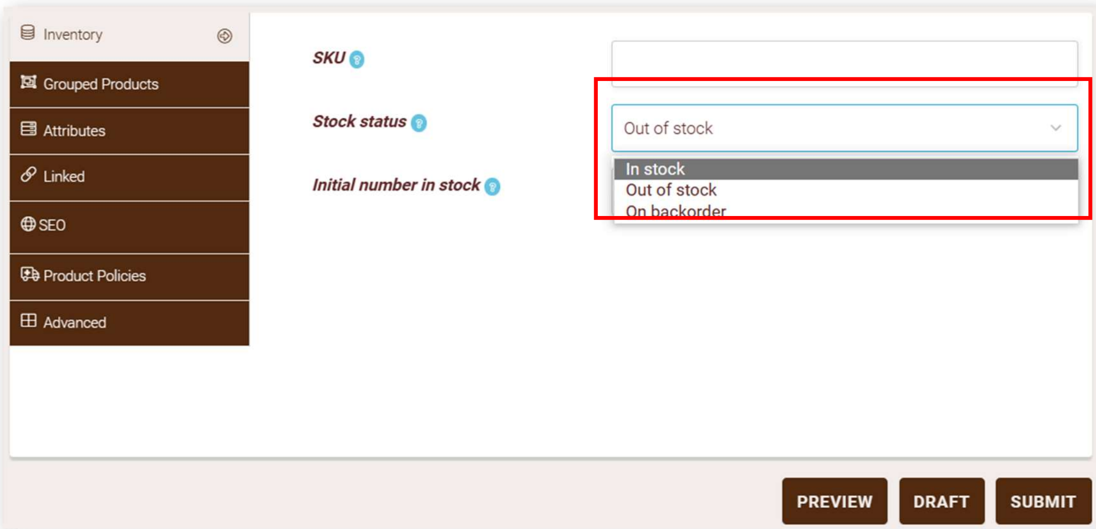
Step 5. Configure your inventory and stock levels.

In the product editing page, scroll down to the "Inventory" section.

The "Inventory" section is handled differently to a simple product and variable product. The stock levels govern the status of the grouped product, rather than the cumulative simple products that made up a grouped product.

Since stock levels are managed within the simple products, there are limited options in handling inventory for a grouped product. Instead, focus on managing the inventory for your simple product(s).

Below is a screenshot of the “Inventory” details within a grouped product:



You can define the product stock by changing the value within “Stock Status”. The following options are available:

In stock: This indicates that the product is always available and doesn't require inventory tracking.

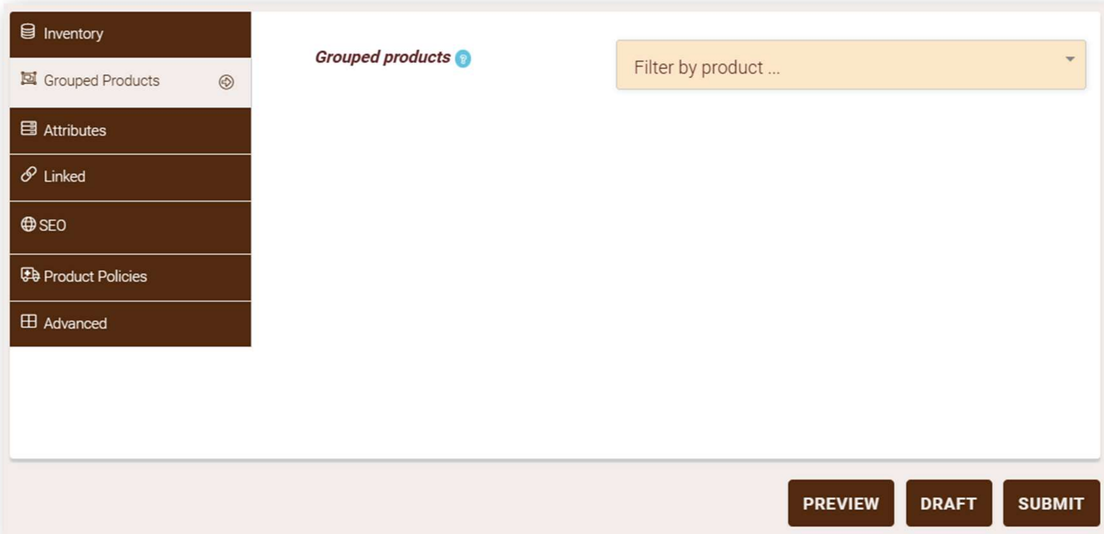
Out of stock: There is currently no stock available, and customers will not be able to purchase while this status is marked.

On backorder: There is currently no stock available, but by enabling purchases on backorder, the customer will still be able to make a purchase noting that shipping will be delayed.

Once completed, save the changes by clicking on the "Update" or "Save" button.

Step 6. Tag the products to form your grouped product.

Below is a screenshot from the “Grouped Products” section:

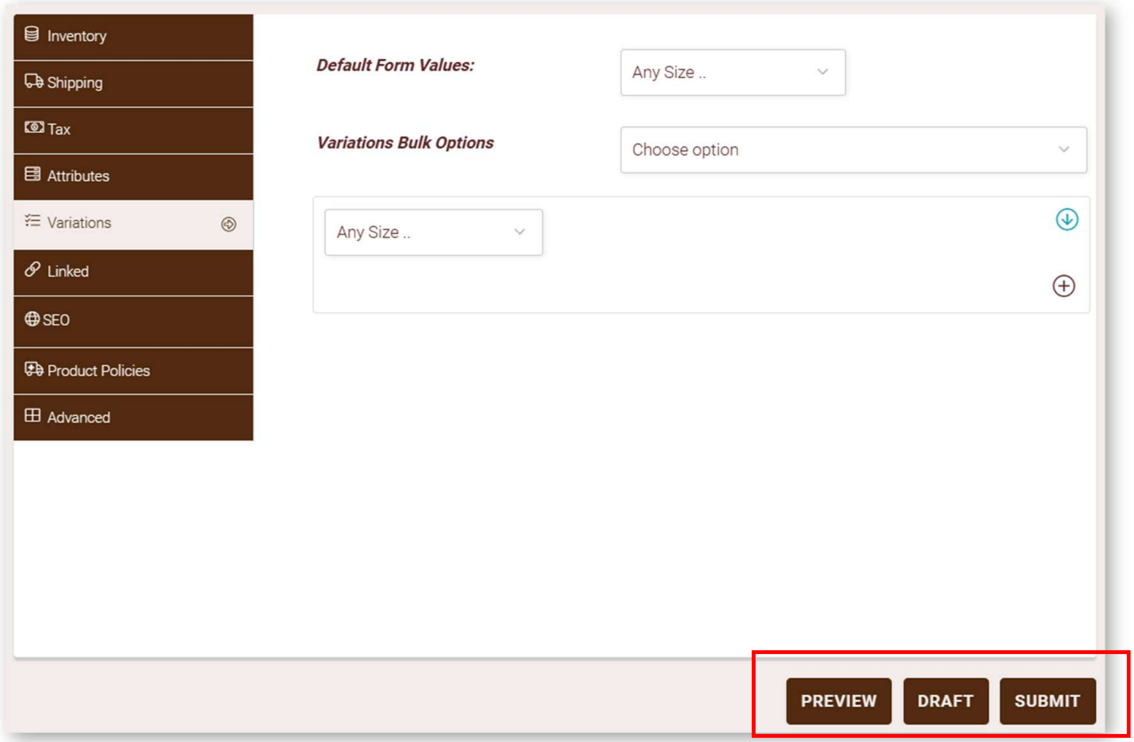


Search for and select the products you want to include as part of the grouped product.

Save the changes.

Note: If the associated simple products have individual prices, the grouped product will display the total price based on the sum of the associated simple products’ prices.

Step 7. Once you have filled in all the necessary details, click on the "Submit" button to make your product live on **myroast™**.



Alternatively, you can click “Preview” to see how your product will appear on **myroast™** or “Draft” to maintain it in a draft state and come back to edit it later from the “Products” page.

7. Orders

7.1. Overview

In this section, you can manage and process your incoming orders.

myroast™ provides sellers with essential tools and features to efficiently handle order fulfillment, track order statuses, and communicate with customers.

Here are just some of the key features and functionalities you will find:

Order Management.

Sellers can view and manage all their orders in one place. They can see important order details such as customer information, purchased products, order total, and payment status. Sellers can search, filter, and sort orders based on various criteria to easily locate specific orders.

Order Processing.

Sellers can take action on orders to process them for shipment. They can mark orders as shipped, enter tracking numbers, and generate shipping labels if applicable. Sellers can update the order status to keep customers informed about the progress of their orders.

Communication with Customers.

Sellers can communicate directly with customers regarding their orders. Sellers can send order-related messages, provide updates, address customer inquiries, and handle any customer service issues that may arise.

Order History and Tracking.

Sellers can access the order history of each customer, allowing them to review past orders and track the customer's purchasing behavior. This information can be useful for providing personalised customer service and targeted marketing efforts.

Order Notes and Internal Comments.

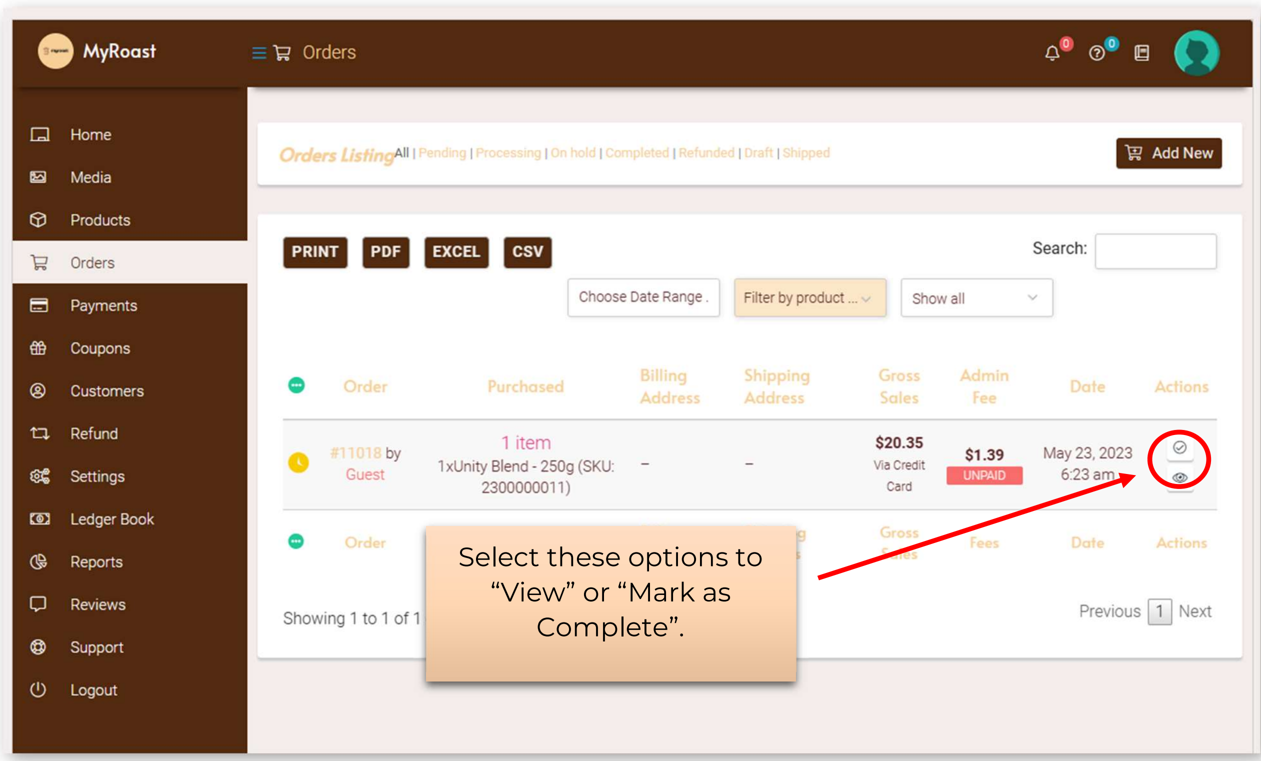
Sellers can add internal notes or comments to orders, which can be helpful for team collaboration or keeping track of specific order-related instructions or details.

Order Reports.

Sellers can generate reports related to their orders, such as sales reports, order fulfillment reports, or revenue summaries. These reports provide valuable insights into the performance of the seller's business and help with inventory management and financial analysis.

Seller Store > Orders

Below is a screenshot of the main page within "Orders":



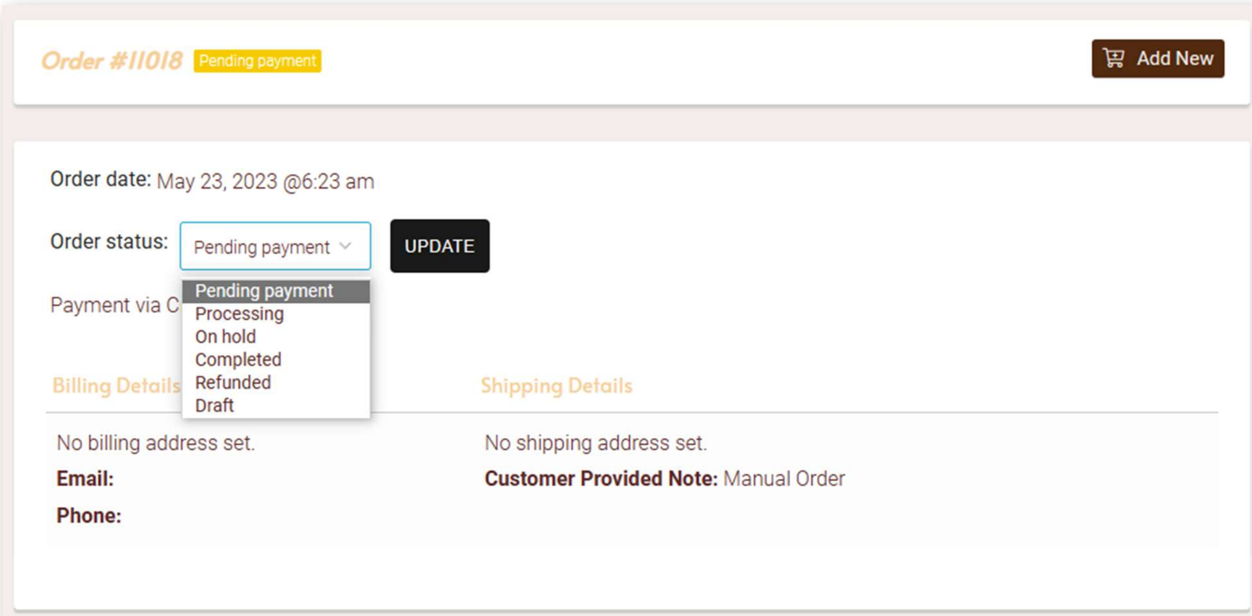
Here, you can view the order detail, and make any changes to order fulfillment where necessary (i.e., update status of payment), or you can mark the order completed once it has been fulfilled.

Tip: Hover over icons to learn more about a button or object. You can get a quick summary of the order status on the left.

7.2. Order Detail

When you select "View" on an individual order, an order detail will display. Here you can view the details relevant to the order.

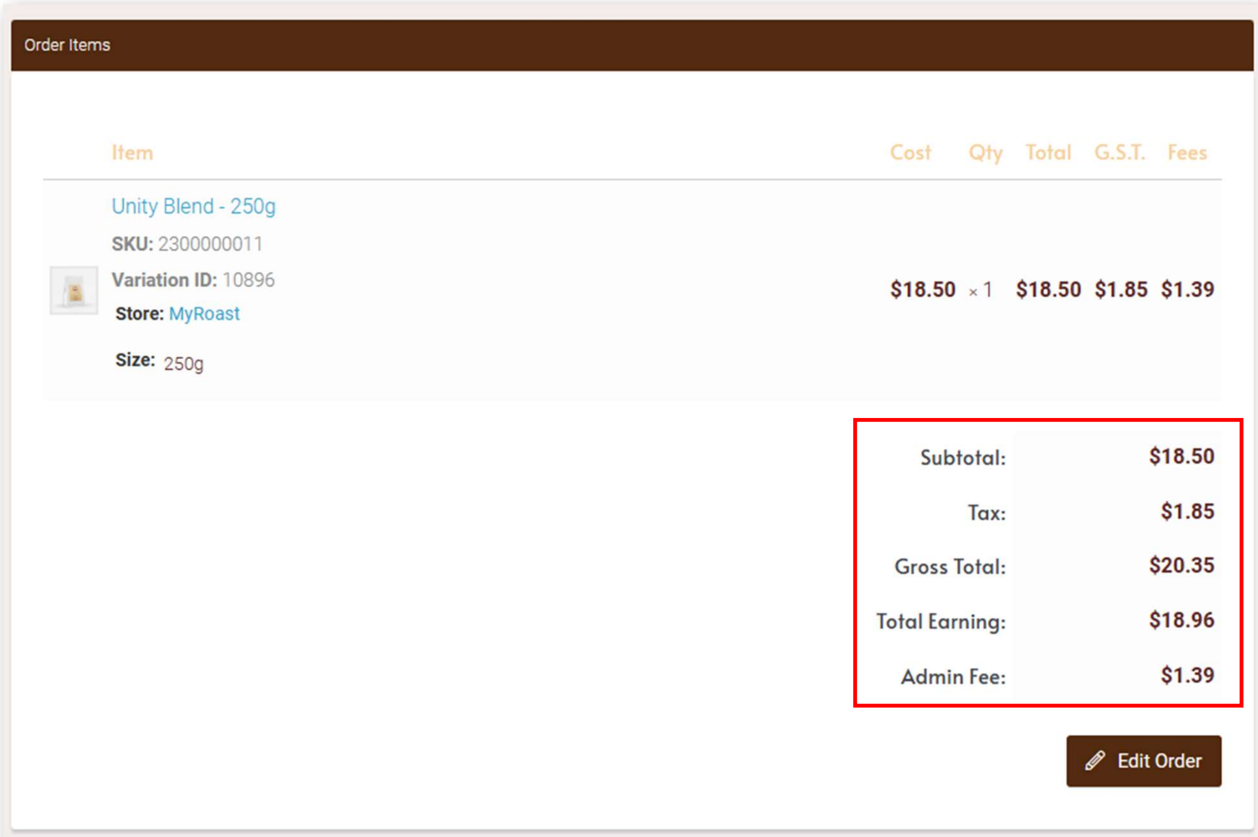
Let's discuss this further.



Order Status: Update the status of your order where necessary by selecting an option from the drop-down menu (pending payment, processing, on hold, completed, refunded, draft).

Billing Details: This is the billing address and details provided by the customer at checkout.

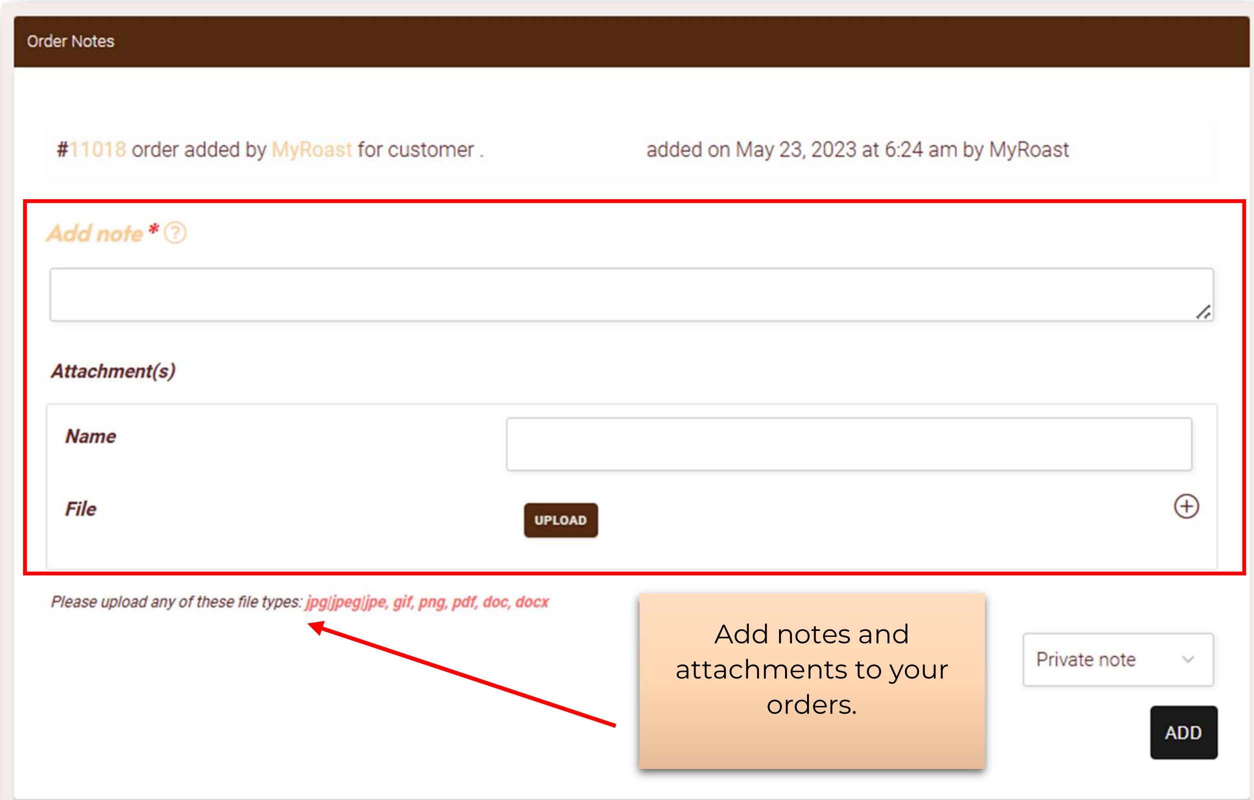
Shipping Details: This is the shipping address provided by the customer at checkout.



Item: This displays the item purchased by the customer according to the details you have registered for that product.

Cost: The cost is automatically calculated based on the product cost and tax configured by the seller, and the Admin Fee appropriate to that product.

Note: The amount you collect for a sale, is the amount offered for the product, plus taxes (where required according to your status and product configurations), less the Admin Fee applying to that category of product. This is the 'total earning'.



Add Note: Add a note to your order, which will be shared with the customer via notification through the marketplace.

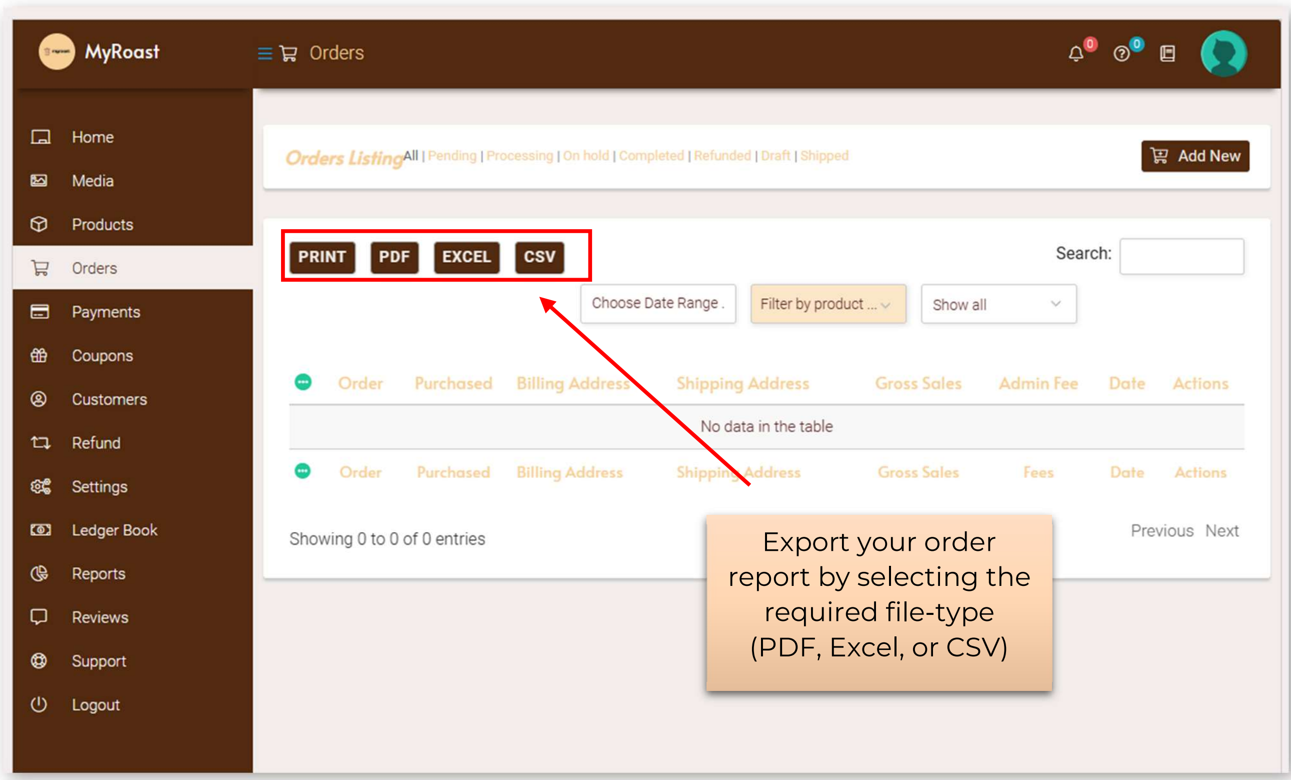
Attachment(s): You have the ability to add any attachments to share with the customer.

Private Note: Here you can add a note attached to the order, if necessary, which is not shared with the customer, but for administrative purposes.

Tip: If you have a number of staff who access your Seller Store, be sure to set some guidelines in fulfilling orders to ensure operational consistency.

7.3. Exporting Order Reports

You can choose the desired file type, such as CSV (Comma-Separated Values), Excel, or PDF, and specify the date range for the data you want to export. This enables you to extract specific information or generate reports tailored to your requirements.



By exporting files, you can conveniently analyse data, perform further analysis or calculations, and utilise the exported information for various purposes, such as accounting, inventory management, or business analysis.

7.4. Add a Manual Order

myroast™ offers you the ability to log manual orders. You can manually create and record orders that were not fulfilled through the regular online ordering process. This can be useful in cases where orders are received via alternative channels, such as phone or in-person, and need to be entered into the system for tracking and management purposes.

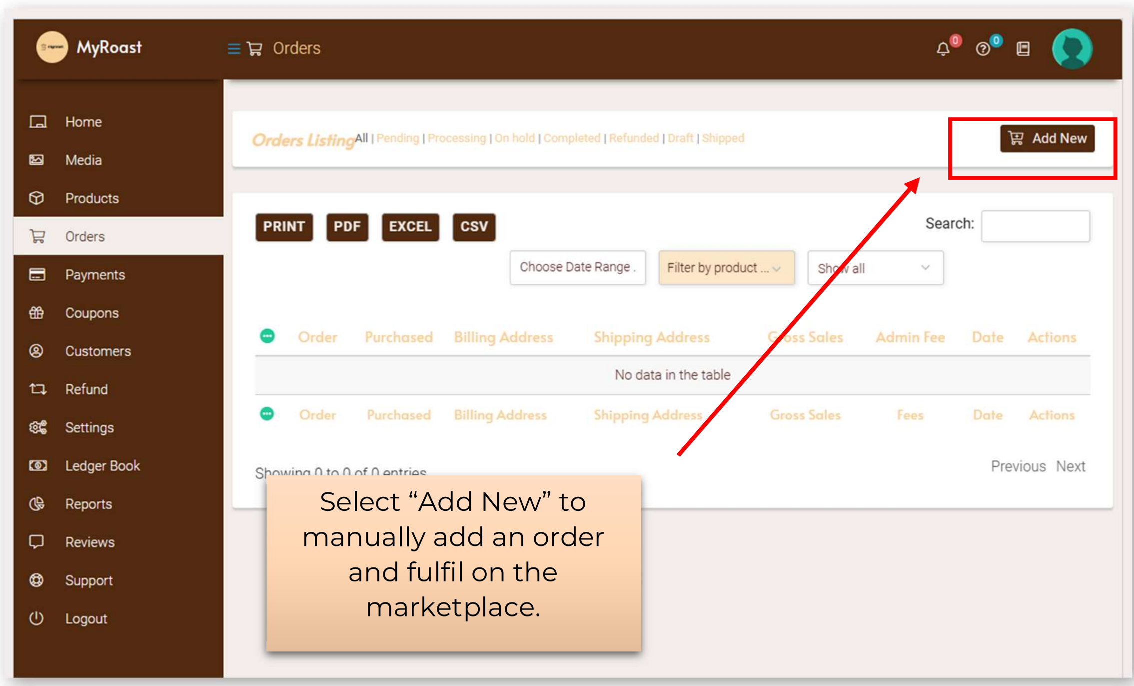
By logging manual orders, sellers can ensure that all their order records are centralised within the platform, providing a comprehensive view of their sales, and facilitating efficient order management.

Seller Store > Orders > Add New

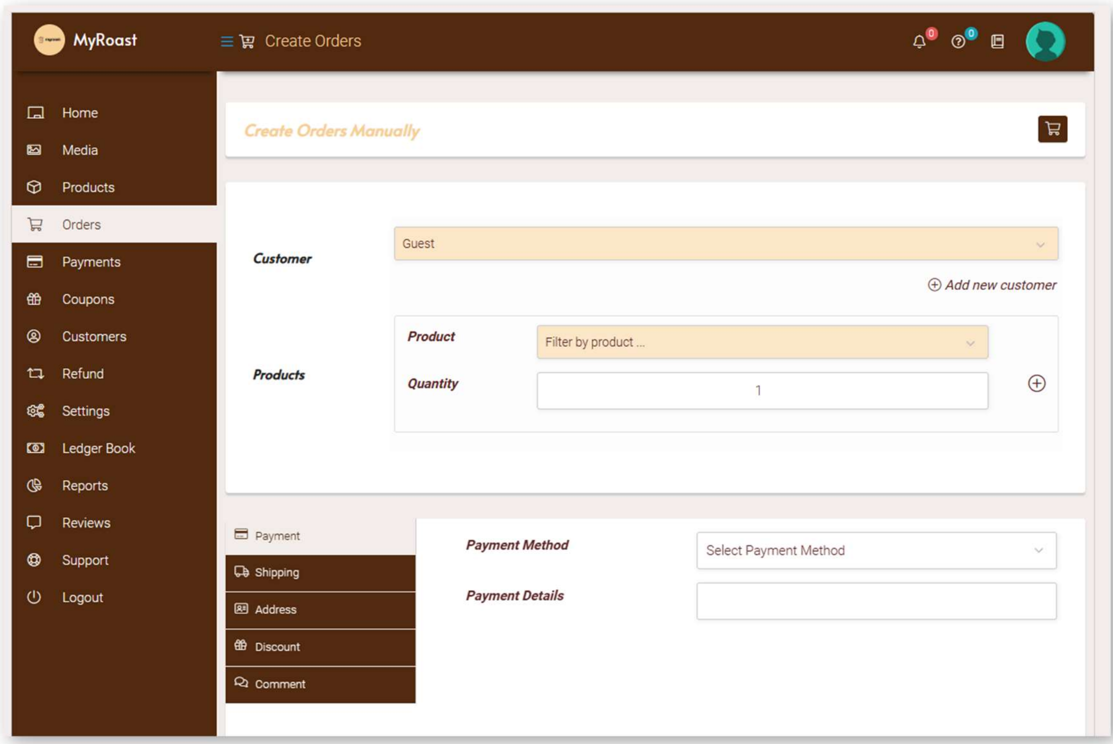
Follow these steps to add an order on **myroast™**:

Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Orders" section and click on "Add New"



Upon clicking the "Add New" button, the seller will be redirected to "Create Orders" page shown in the screenshot below:



Step 3. Capture the relevant details.

Customer: Add the circumstances applying to the customer.

Products: Select the product(s) which the customer wishes to purchase.

Payment: Add the payment details which will be debited from the customer.

Shipping: Add the method for shipping which will be used to distribute the product(s).

Address: Add the addresses, including the billing address.

Discount: Nominate whether a discount, or coupon is to apply to the transaction.

Comment: Include any comment where desired.

8. Payments

8.1. Overview

In this section you can manage and track your payments and earnings. It provides a comprehensive overview of financial transactions, payment status, and earnings details.

Here are just some of the key features and functionalities you will find:

Payment Dashboard.

You will discover a dashboard that displays an overview of your earnings, pending payments, and payment history. It provides a quick snapshot of your financial performance.

Earnings and Payouts.

The dashboard provides detailed information about your earnings and payouts. You can track the amount earned from sales, commissions, or fees. It also displays the status of pending or completed payouts, allowing you to monitor the transfer of funds to your preferred account.

Payment History.

Sellers can access a complete history of all payments received through the marketplace. This includes information such as payment date, amount, order details, and payment status. It enables you to keep track of your transaction history for financial record-keeping and reconciliation purposes.

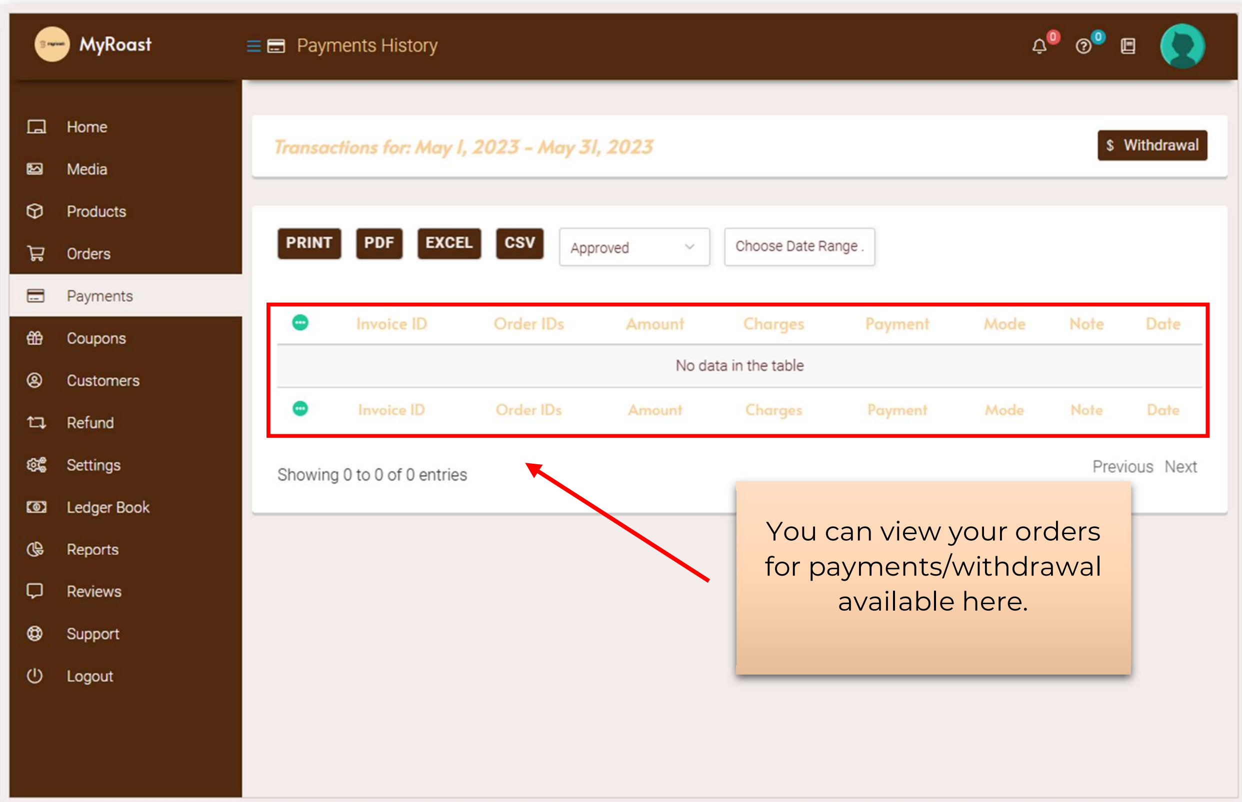
Reports and Analytics.

Sellers can generate reports and analyse their payment data. These reports provide insights into sales performance, revenue trends, and financial metrics. They help you evaluate the success of your business and make informed decisions.

Payout Requests/Withdrawals.

If there is a minimum threshold or specific payout schedule set by **myroast™**. Sellers can request a payout once they meet the requirements. Sellers can initiate payout requests and track their status.

Below is a screenshot of the main page within "Payments":



You can view the list of your withdrawals from the "Payments" dashboard.

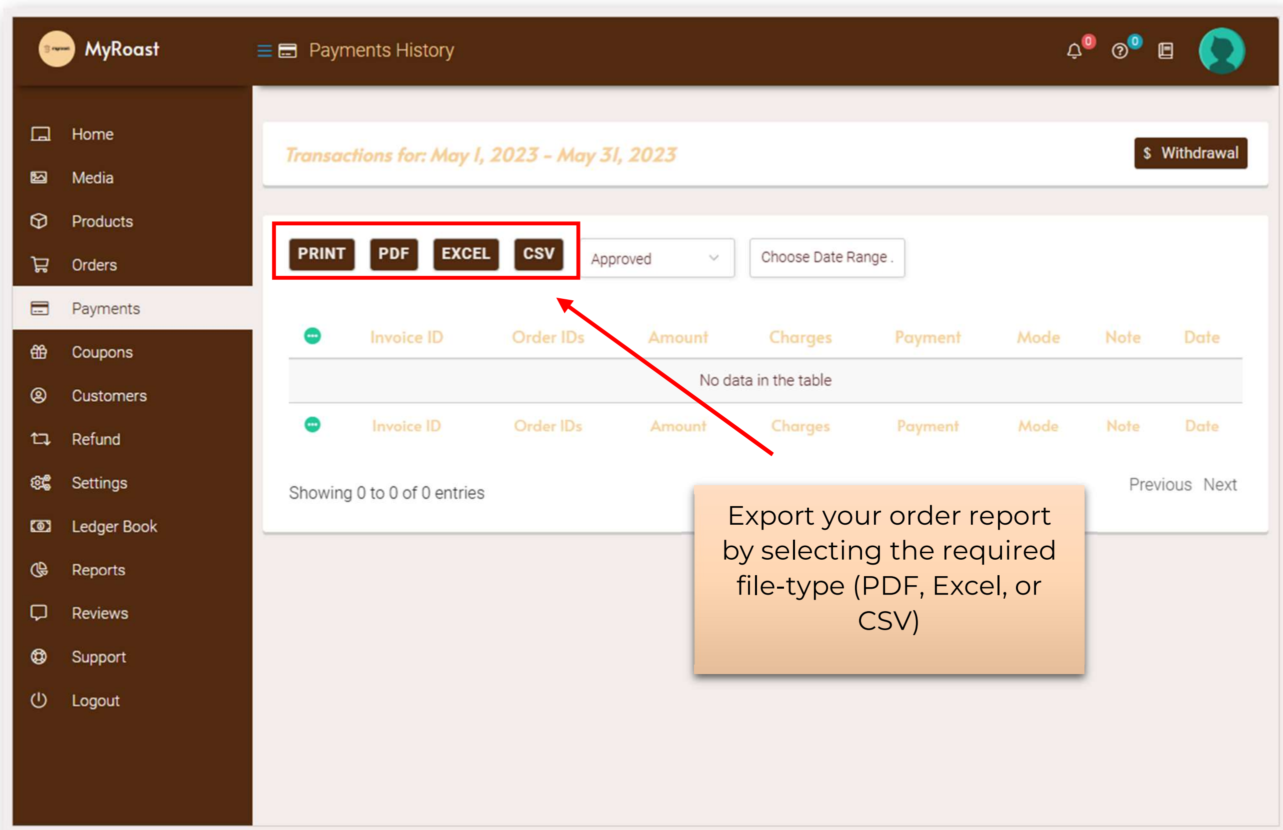
Refer to Section 12.4 for more information regarding your Product Category, Product Attributes and Product Listing.

Tip: Hover over icons to learn more about a button or object. You can get a quick summary of the order status on the left.

Note: You can configure the way you receive payment requests/withdrawals within the "Settings" section.

8.2. Exporting Payment Reports

You can choose the desired file type, such as CSV (Comma-Separated Values), Excel, or PDF, and specify the date range for the data you want to export. This enables you to extract specific information or generate reports tailored to your requirements.



By exporting files, you can conveniently analyse data, perform further analysis or calculations, and utilise the exported information for various purposes, such as accounting, inventory management, or business analysis.

8.3. Add a Withdrawal Request

Adding a withdrawal request is a simple and convenient process for sellers to request the transfer of their earnings from the platform to their designated payout method.

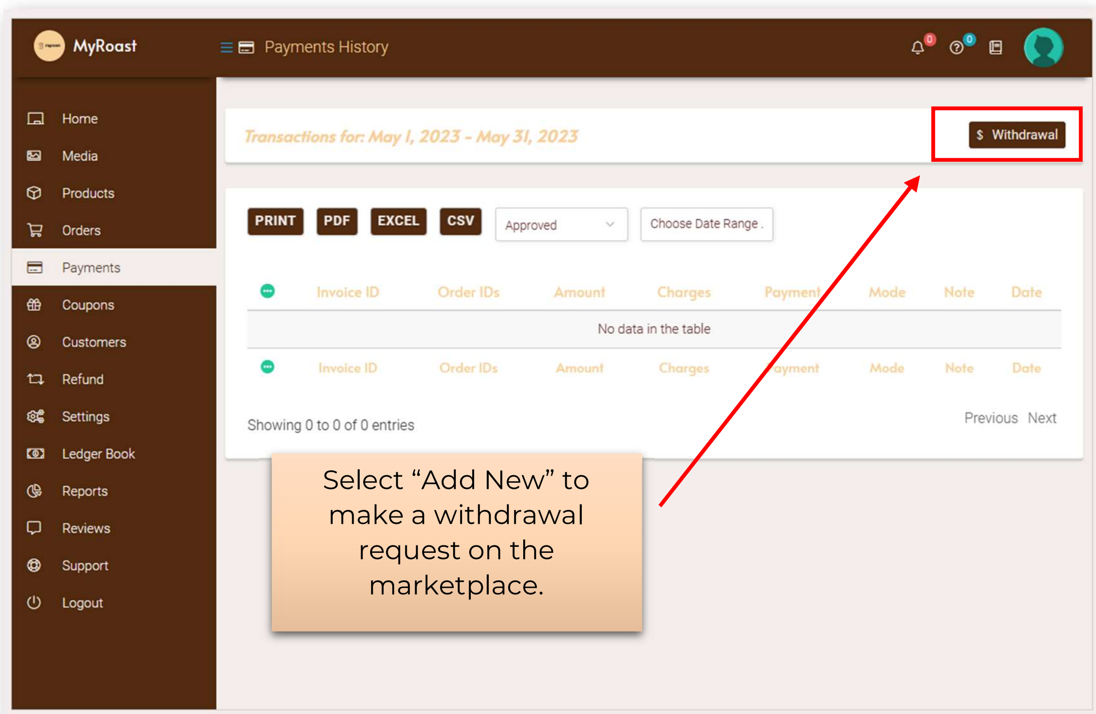
The withdrawal request feature allows sellers to receipt funds they have accumulated through successful sales on **myroast™**. By initiating a withdrawal request, sellers can conveniently manage their earnings and choose the payout option that best suits their preferences.

Seller Store > Orders > Add New

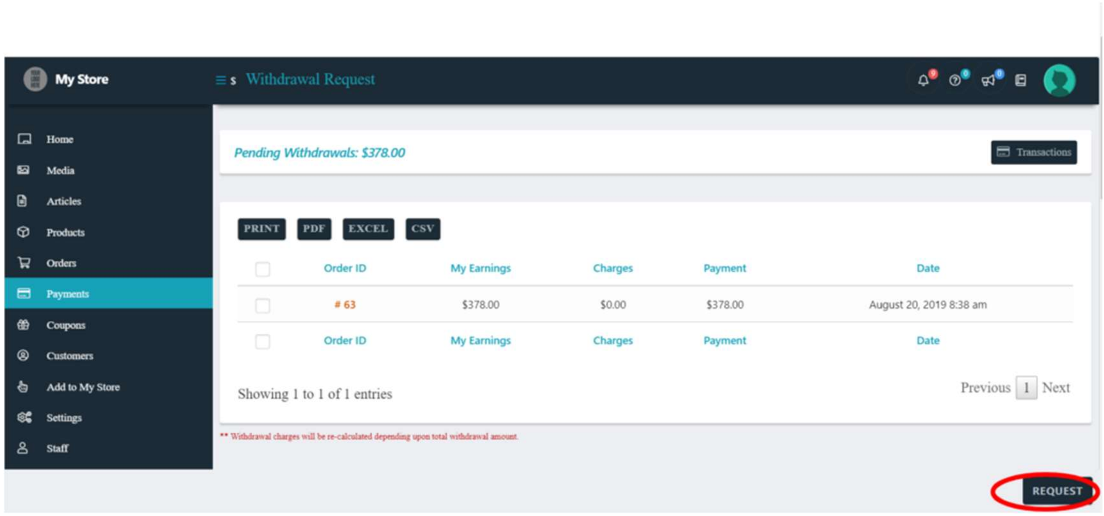
Follow these steps to create a withdrawal request on **myroast™**:

Step 1. Log in to your supplier dashboard.

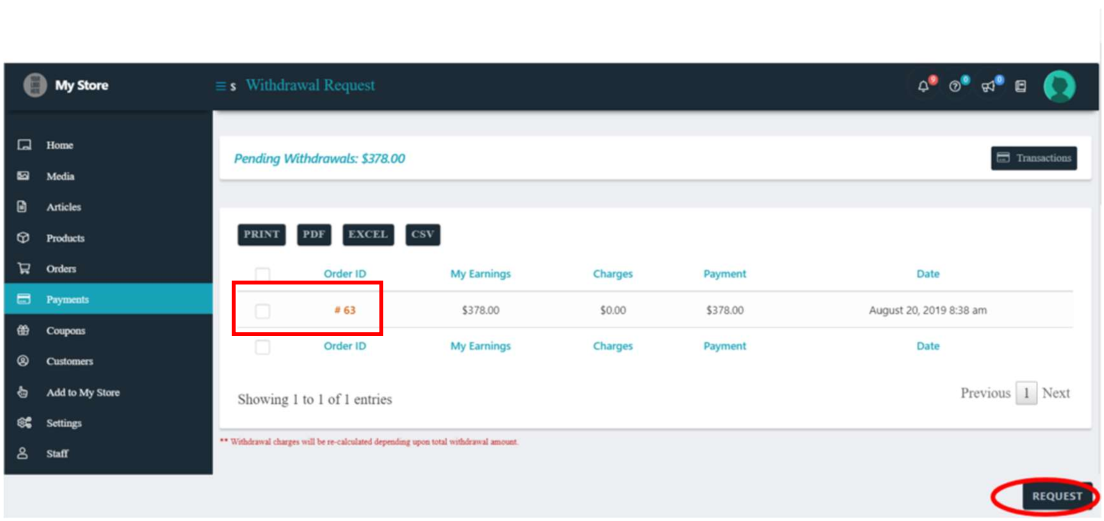
Step 2. Navigate to the "Payments" section and click on "Withdrawal"



Upon clicking the "Withdrawal" button, the seller will be redirected to "Pending Withdrawal" page shown in the screenshot below:



Step 3. Select the orders which you want to claim the amount for. You can do this by ‘checking’ each of the orders.



Step 4. Once the “request” button is clicked, **myroast™** is notified about the claim and can either approve or reject the request.

Note: You must have sufficient orders on your account, and be below the nominated threshold in order to request a withdrawal.

9. Coupons

9.1. Overview

The “Coupons” page provides sellers with a powerful tool to create and manage promotional discounts for their products or Seller Store. It offers a wide range of options and customisation features to effectively implement coupon strategies and attract customers.

Here are just some of the key features and functionalities you will find:

Coupon Creation.

Sellers can create various types of coupons to offer discounts to their customers. You can generate percentage-based discounts, fixed amount discounts, free shipping coupons, or even create customised offers based on specific conditions or criteria.

Coupon Settings.

Sellers can configure settings for each coupon, such as the validity period, usage limits, minimum and maximum purchase requirements, and coupon restrictions. Sellers can define the terms and conditions for each coupon to ensure they align with their marketing objectives and business needs.

Coupon Management.

Sellers have complete control over the coupons they create. They can view and manage all their coupons in one place, making it easy to track their performance and make any necessary adjustments. Sellers can enable or disable coupons, edit coupon details, and monitor the usage and effectiveness of each coupon.

Coupon Reporting.

myroast™ provides detailed reports and analytics on coupon usage. Sellers can access information such as the number of times a coupon has been used, the total discount amount applied, and the overall impact on sales. These insights help sellers evaluate the success of their coupon campaigns and make informed decisions for future promotions.

Coupon Promotion.

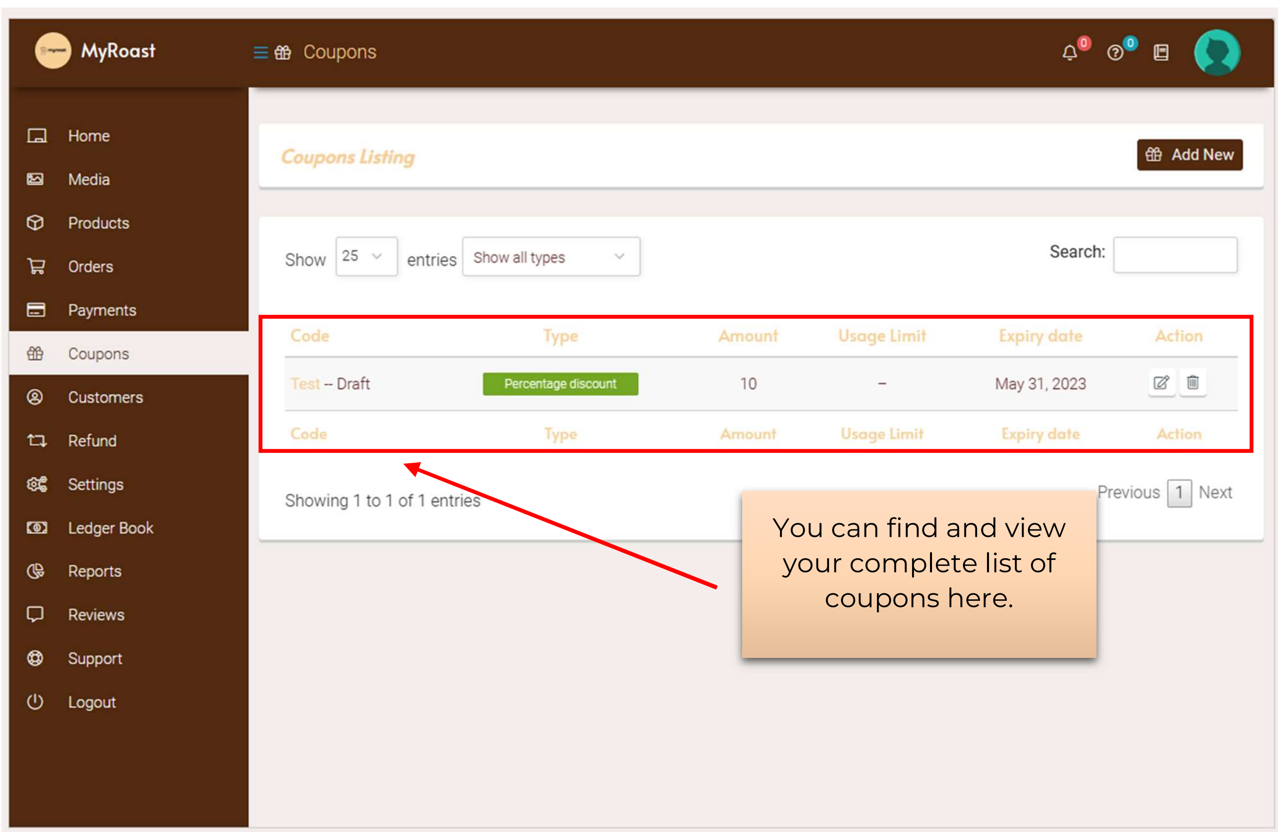
Sellers can effectively promote their coupons to customers. They can display coupon codes on their store pages, include them in marketing campaigns, or share them through various channels to attract customers and encourage sales.

Coupon Exclusions.

Sellers can set exclusions for specific products, categories, or other criteria to ensure coupons are not applied to ineligible items. This feature helps sellers maintain control over which products or services are eligible for coupon discounts.

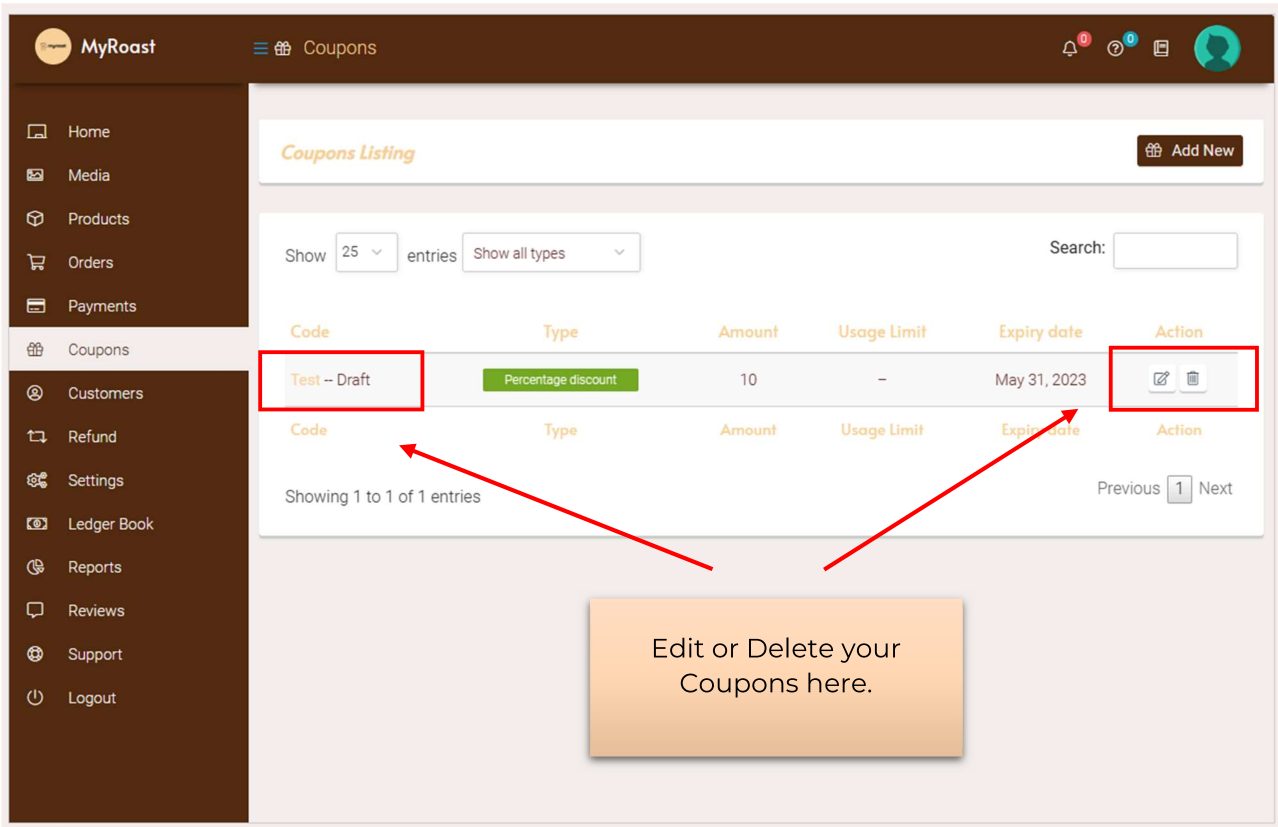
Seller Store > Coupons

Below is a screenshot of the main page within "Coupons":



You can view the coupon details and make any changes to the Coupons where desired using the options within "Action". From the "Coupon Listing" section, you will have the option to add, edit or delete a coupon.

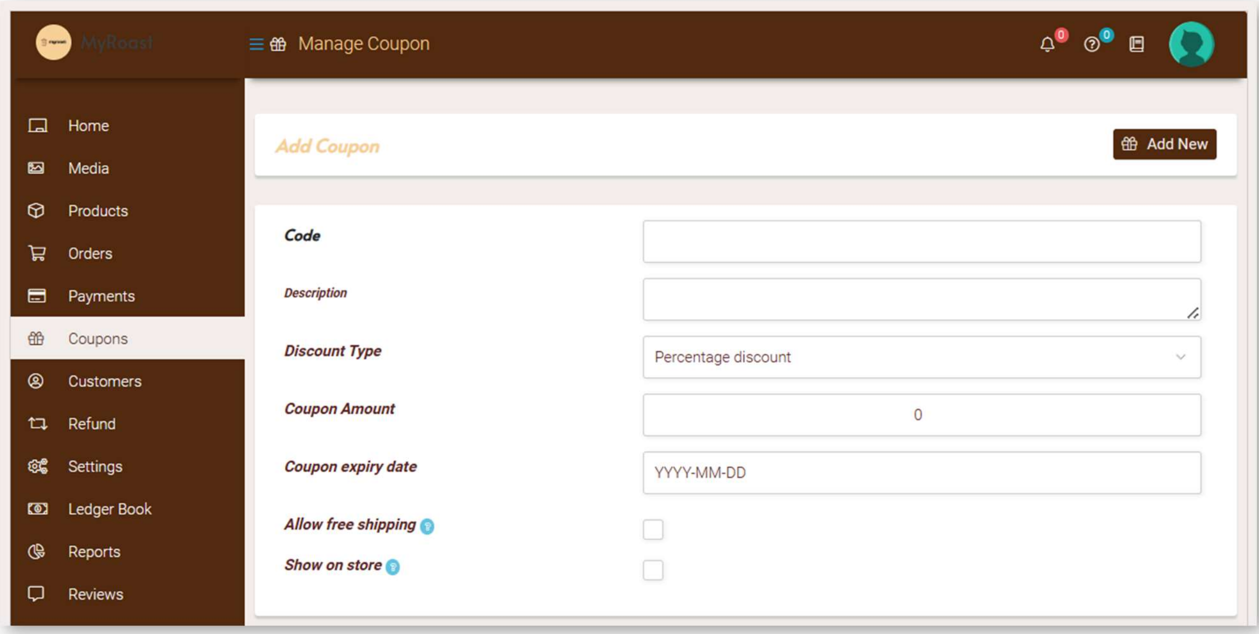
Tip: Hover over icons to learn more about a button or object.



9.2. Coupon Detail

When you select "Edit" on an individual coupon, a coupon detail will display. Here you can view the details relevant to the coupon.

Let's discuss the elements further.



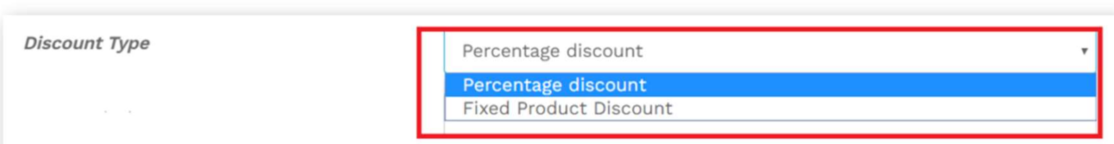
Code: Sellers add the name of the coupon they wish to generate for their Seller Store.

Description: Sellers can enter the description of the coupon here.

Discount Type: Sellers can select the type of discount from the drop-down box provided. Sellers will have two (2) discount options available to them, namely- percentage discount and fixed product discount:

Percentage Discount: This applies to a percentage discount to the product on application.

Fixed Product Discount: This provides a fixed cost deduction for the product on application.



Coupon amount: Here, sellers can apply the value of the coupon, which is to be declared, which will be in consideration of the unit applied for the discount type, i.e., percentage discount or fixed product discount.

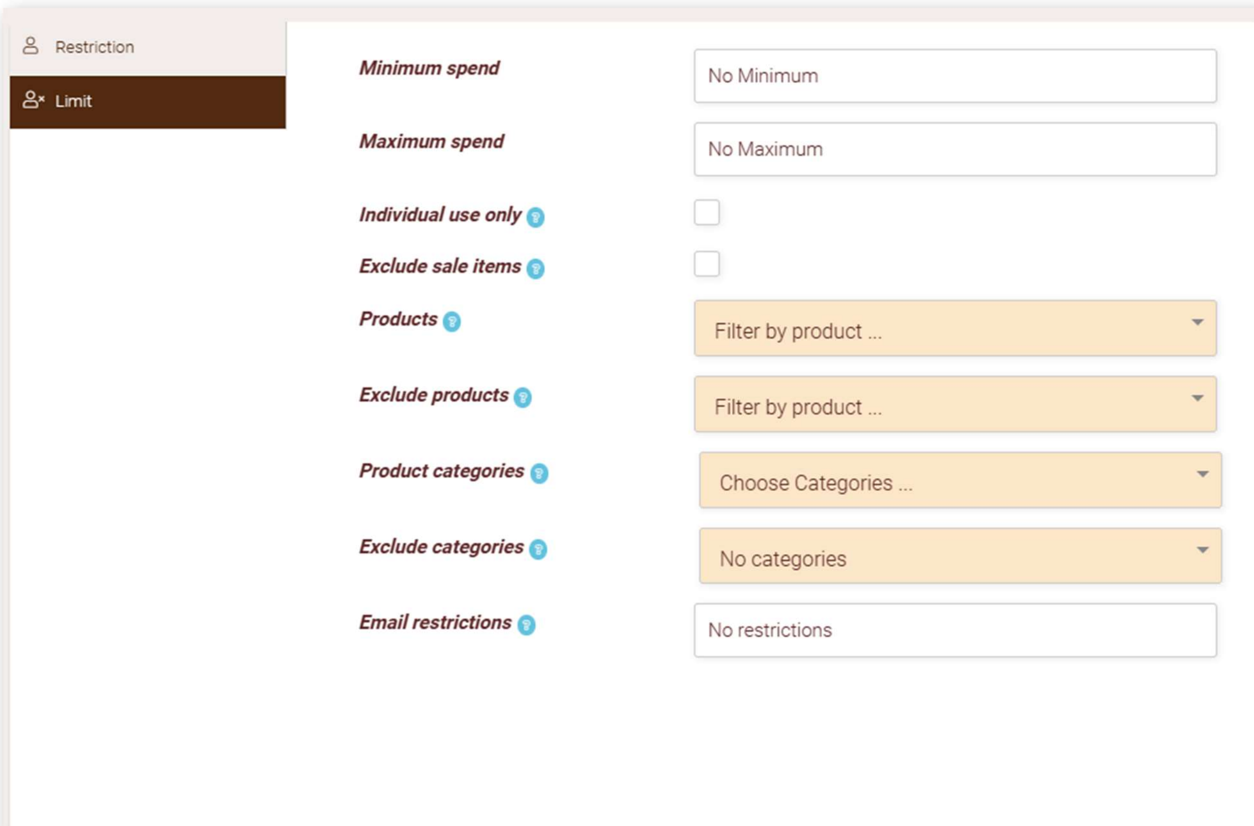
Coupon Expiry date: Sellers can set an expiry date for the coupon from here.

Allow free shipping: Check this option if the coupon grants free shipping to the customer, ensure that “Free shipping method” is enabled and configured as required “Settings”

Refer to Section 12.5, 12.5.2 and 12.5.2.4 for more information regarding “Free Shipping” and Shipping.

Show on store: Checking this option will allow sellers to display the coupon in their Seller Store.

Restriction Settings: These settings will allow the sellers to configure rules for the published coupons for their Seller Store. Here’s a screenshot of the section and the details of the options provided:



Minimum spend: This option allows the seller to set the minimum subtotal needed to use the coupon in their store.

Maximum spend: This allows the seller to set the maximum subtotal allowed when using the coupon.

Individual use only: Checking this box will ensure that this coupon is not used with other coupons declared by the seller.

Exclude sale items: Sellers can check the box if they don't want this coupon to be applied against the products that are on sale within their Seller Store.

Products: Sellers can select the products on which the coupon can be applied.

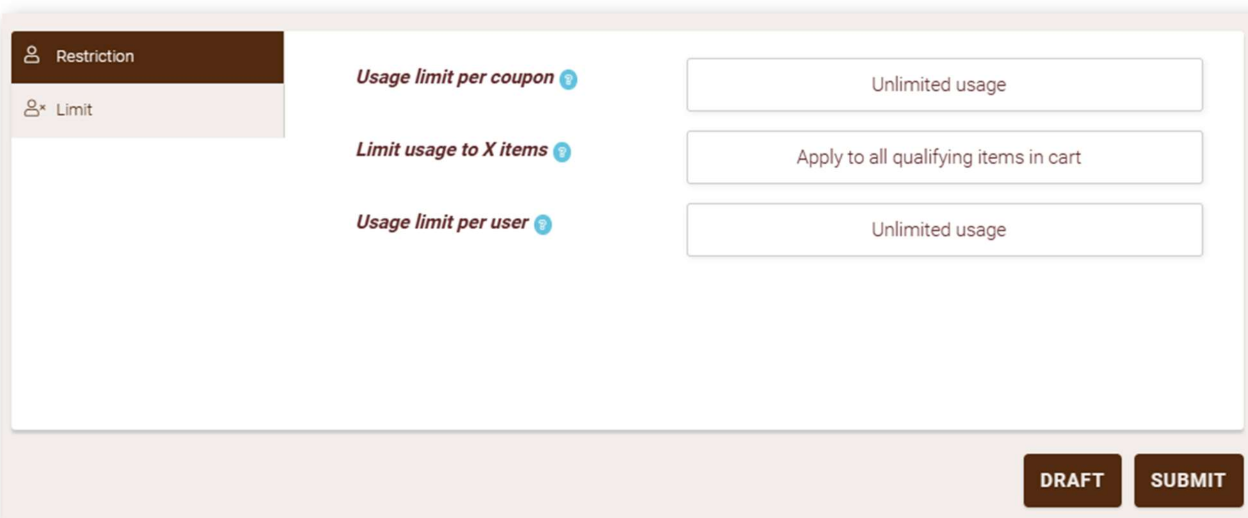
Exclude product: Sellers can set the products on which the coupon cannot be applied.

Product categories: Sellers can select the product categories which the coupon can be applied to, or that need to be in the cart in order for the coupon to be applied.

Exclude categories: Sellers can set the product categories of their store upon which the coupon will not be applied, or that cannot be in the cart in order for the coupon to be applied.

Email restrictions: Here the sellers can define a list of email addresses that can use a coupon, verified against customers billing email. You must include a comma to separate the emails.

Limit Settings: This tab will allow the seller to add usage limits against the declared coupons. Here's a screenshot of the functions available under this tab along with descriptions, for better understanding:



Usage limit per coupon: Sellers can set here the number of times this coupon can be used before it becomes invalid.

Limit usage to X items: This will allow the sellers to set the number of items against which coupon can be applied to before being invalid.

Usage Limit per user: Set the number of times a coupon can be used by each customer before being invalid for that customer.

9.3. Add a Coupon

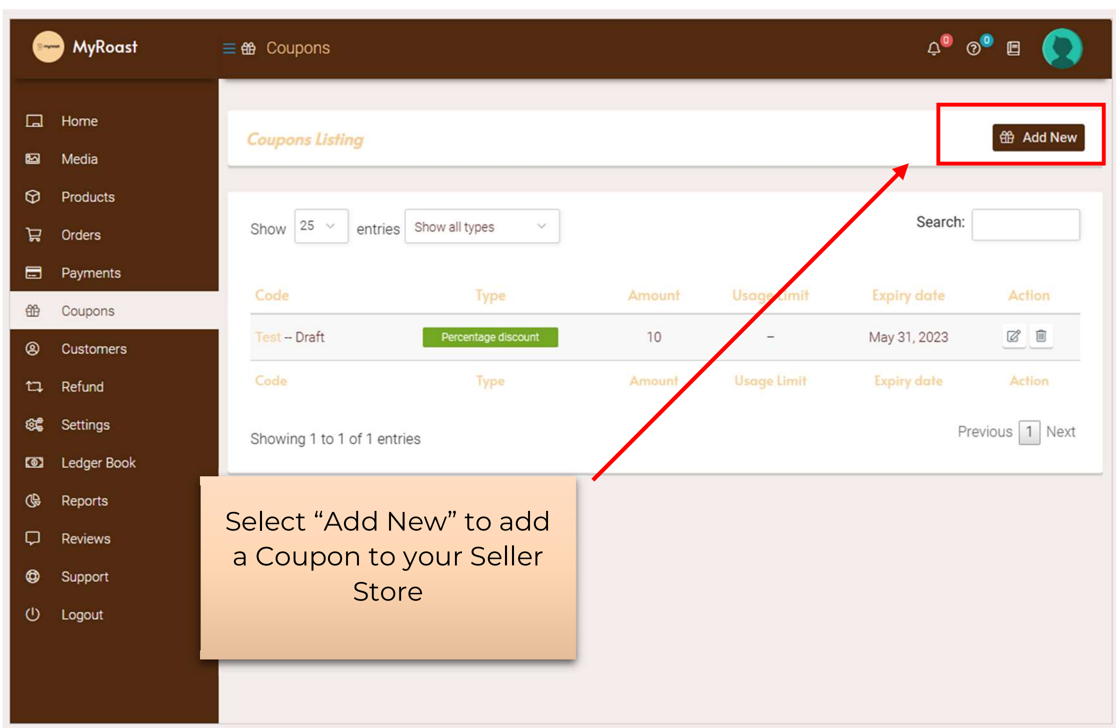
Adding a coupon is a straightforward process that allows sellers to create and manage promotional discounts for their products or store.

By setting up coupons, sellers can attract customers and encourage sales through enticing offers. The platform offers various types of coupons, such as percentage-based or fixed amount discounts, free shipping coupons, and more.

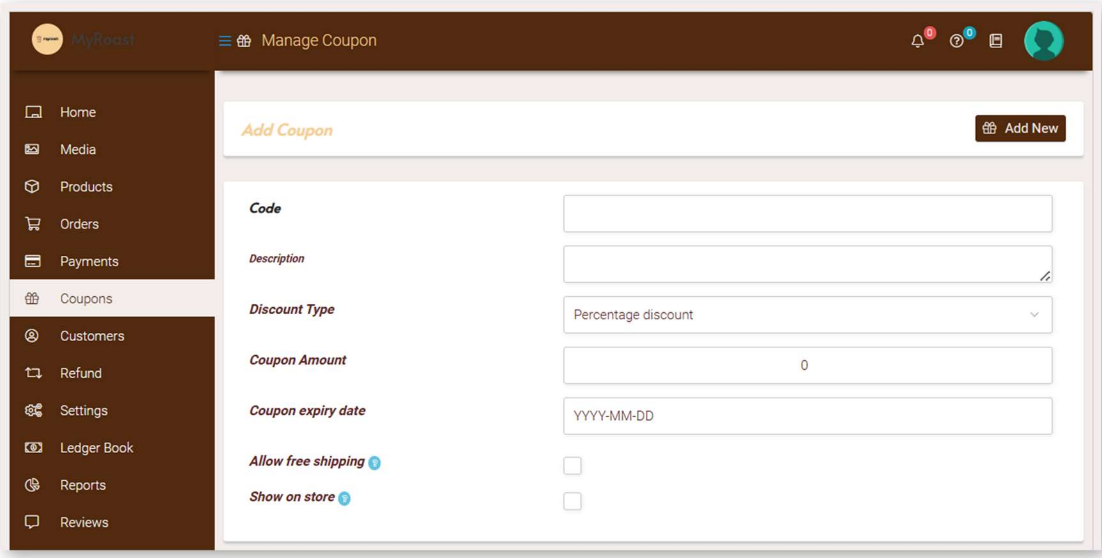
Follow these steps to create a coupon on **myroast™**:

Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Coupons" section and click on "Add New"

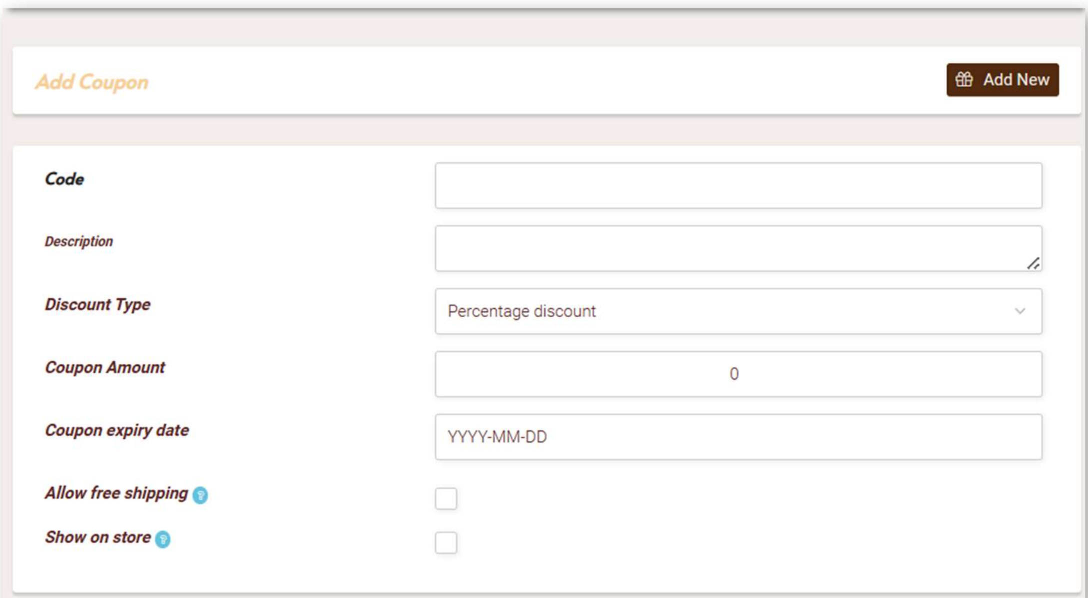


Upon clicking the “Add New” button, the seller will be redirected to “Manage Coupon” page shown in the screenshot below:



Step 3. Add the coupon "Code" and details.

Let's discuss each of the components in more detail below.



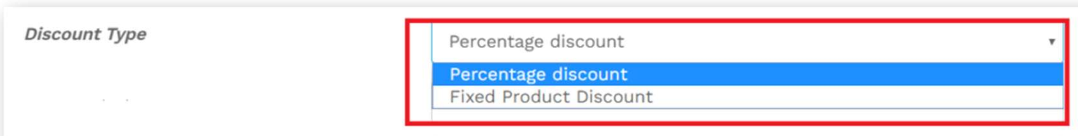
Code: Sellers add the name of the coupon they wish to generate for their Seller Store.

Description: Sellers can enter the description of the coupon here.

Discount Type: Sellers can select the type of discount from the drop-down box provided. Sellers will have two (2) discount options available to them, namely- percentage discount and fixed product discount:

Percentage Discount: This applies to a percentage discount to the product on application.

Fixed Product Discount: This provides a fixed cost deduction for the product on application.



Coupon amount: Here, sellers can apply the value of the coupon, which is to be declared, which will be in consideration of the unit applied for the discount type, i.e., percentage discount or fixed product discount.

Coupon Expiry date: Sellers can set the expiry date of the coupon from here.

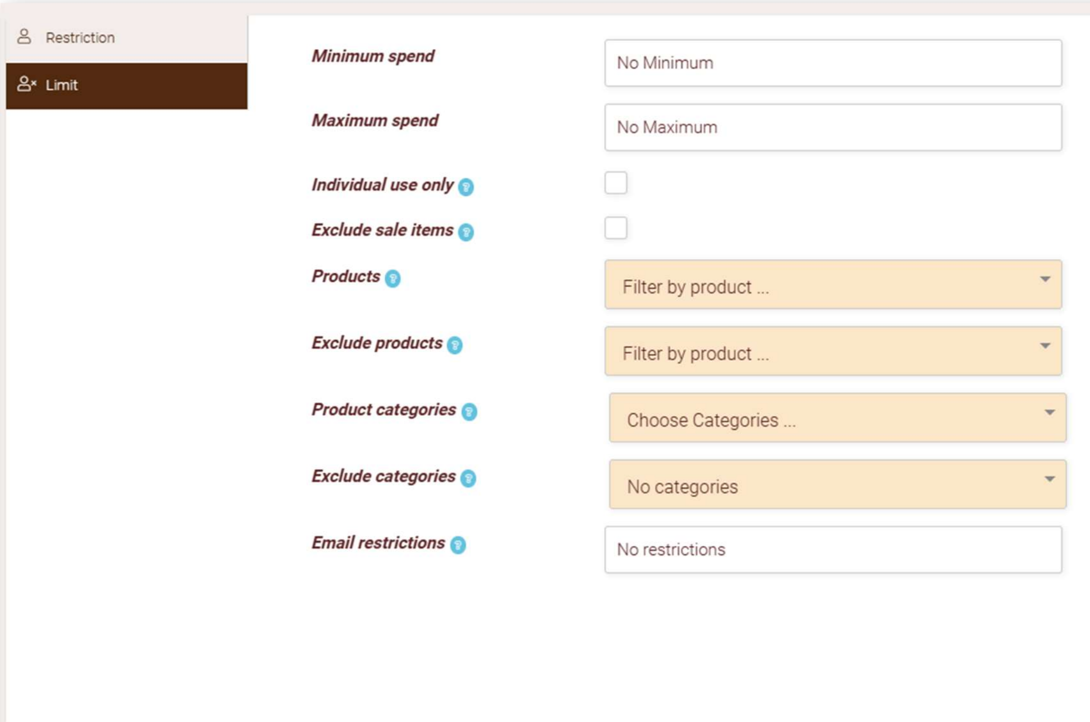
Allow free shipping: Check this option if the coupon grants free shipping to the customer, ensure that "Free shipping method" is enabled and configured as required "Settings"

Refer to Section 12.5, 12.5.2 and 12.5.2.4 for more information regarding "Free Shipping" and Shipping.

Show on store: Checking this option will allow sellers to display the coupon in their Seller Store.

Step 4. Configure the "Restriction" settings.

These settings will allow the sellers to configure rules for the published coupons for their Seller Store. Here's a screenshot of the section and the details of the options provided:



Minimum spend: This option allows the seller to set the minimum subtotal needed to use the coupon in their store.

Maximum spend: This allows the seller to set the maximum subtotal allowed when using the coupon.

Individual use only: Checking this box will ensure that this coupon is not used with other coupons declared by the seller.

Exclude sale items: Sellers can check the box if they don't want this coupon to be applied against the products that are on sale within their Seller Store.

Products: Sellers can select the products on which the coupon can be applied.

Exclude product: Sellers can set the products on which the coupon cannot be applied.

Product categories: Sellers can select the product categories which the coupon can be applied to, or that need to be in the cart in order for the coupon to be applied.

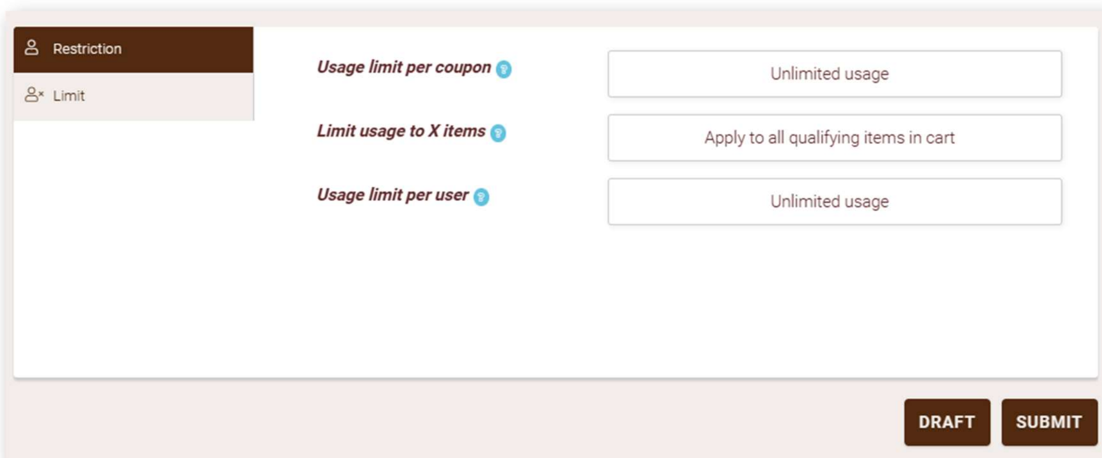
Exclude categories: Sellers can set the product categories of their store upon which the coupon will not be applied, or that cannot be in the cart in order for the coupon to be applied.

Email restrictions: Here the sellers can define a list of email addresses that can use a coupon, verified against customers billing email. You must include a comma to separate the emails.

Note: The amount included within the minimum spend = cart total plus tax. In effect, it is the total cost to the customer.

Step 5. Configure the "Limit" settings.

This tab will allow the seller to add usage limits against the declared coupons. Here's a screenshot of the functions available under this tab along with descriptions, for better understanding:



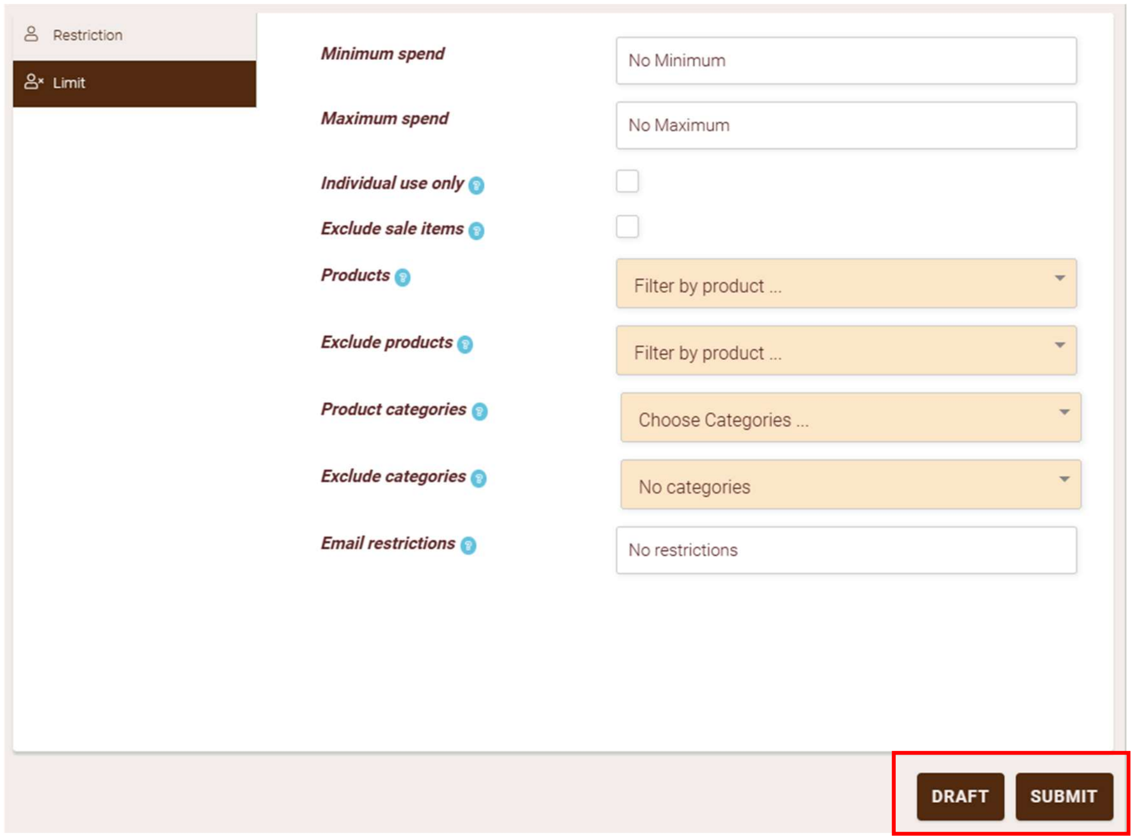
Usage limit per coupon: Sellers can set here the number of times this coupon can be used before it becomes invalid.

Limit usage to X items: This will allow the sellers to set the number of items against which coupon can be applied to before being invalid.

Usage Limit per user: Set the number of times a coupon can be used by each customer before being invalid for that customer.

Step 6. Once you have filled in all the necessary details, click on the "Submit" button to make your coupon live on the marketplace.

Alternatively, you can click “Draft” to maintain it in a draft state and come back to edit it later from the “Coupons” page.



Tip: Be sure to check the coupon prior to publishing, and ensure the details accurately reflect your intent.

10. Customers

10.1. Overview

The “Customers” page allows sellers to manage and interact with their customers effectively. It provides tools and features to engage with customers, track their activities, and provide personalised support.

Here are just some of the key features and functionalities you will find:

Customer Management.

Sellers can view and manage their customer base in one centralised location. They can access customer details such as names, contact information, order history, and account status. This helps sellers to have a comprehensive view of their customers and their purchasing behavior.

Customer Insights.

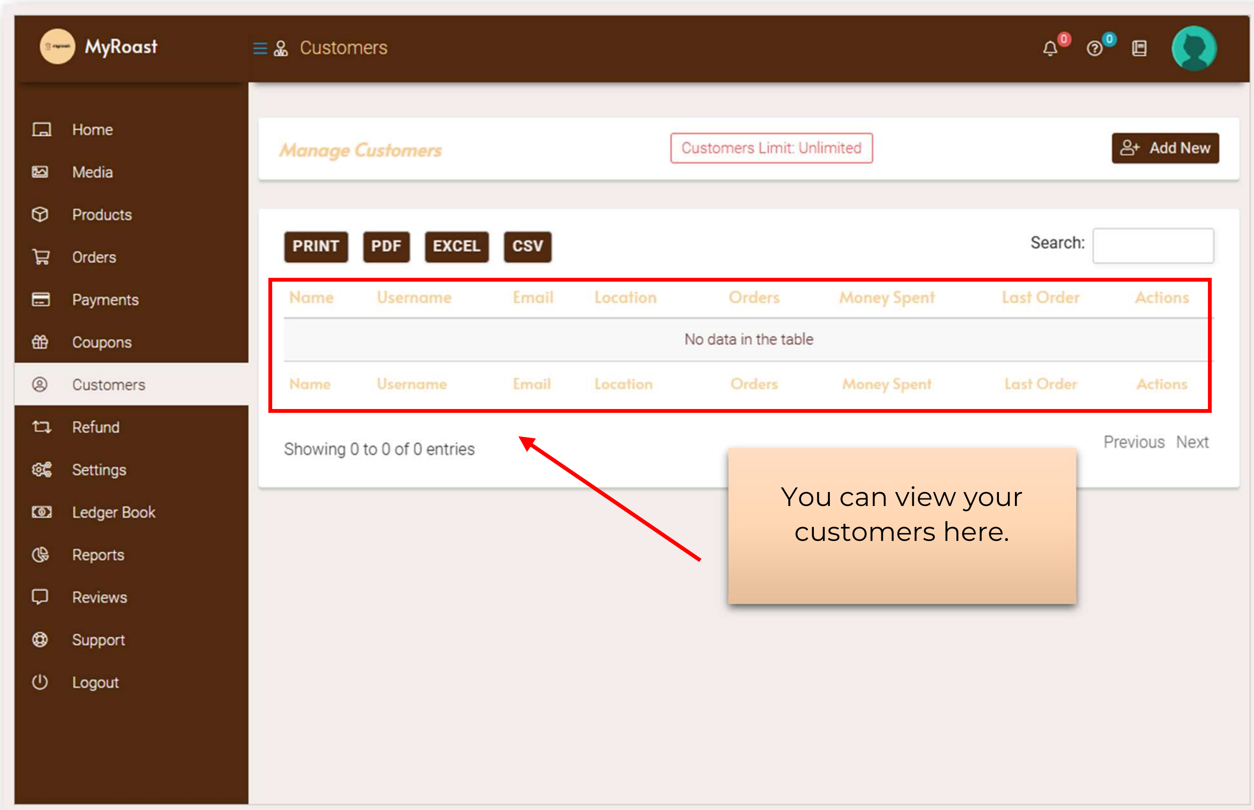
Sellers can gain insights into customer behavior and preferences. Sellers can analyse customer data, such as purchase history, product preferences, or browsing patterns. This information helps in understanding customer needs, identifying trends, and tailoring marketing strategies.

Order Tracking.

Sellers can help customers track their orders. They can provide order status updates, shipping information, and tracking numbers. This improves transparency and keeps customers informed about the progress of their orders.

Seller Store > Customers

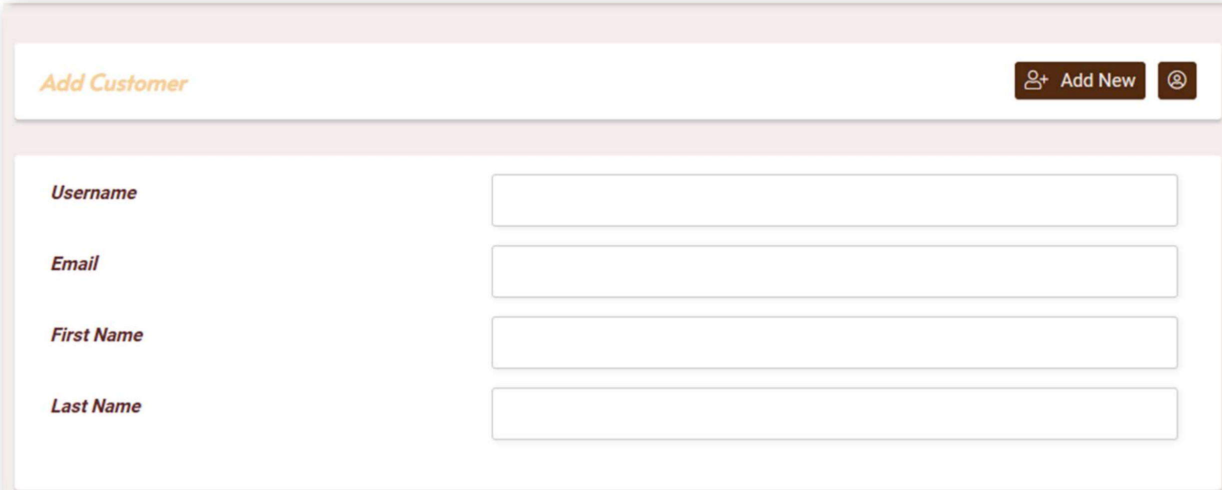
Below is a screenshot of the main page within “Customers”:



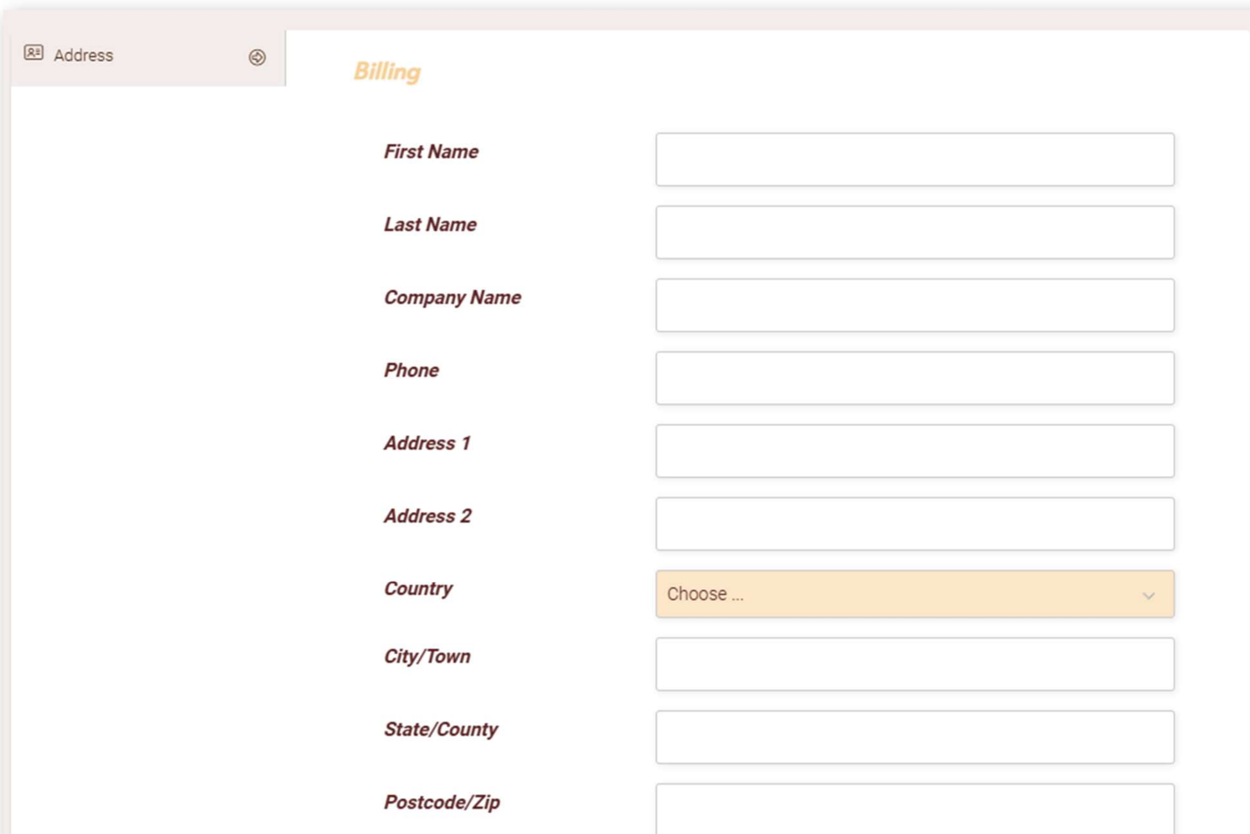
10.2. Customer Detail

When you select "Edit" on a customer, a customer detail will display. Here you can view the details relevant to the customer.

Let's discuss the elements further.



Customer: View the details applying to the customer.

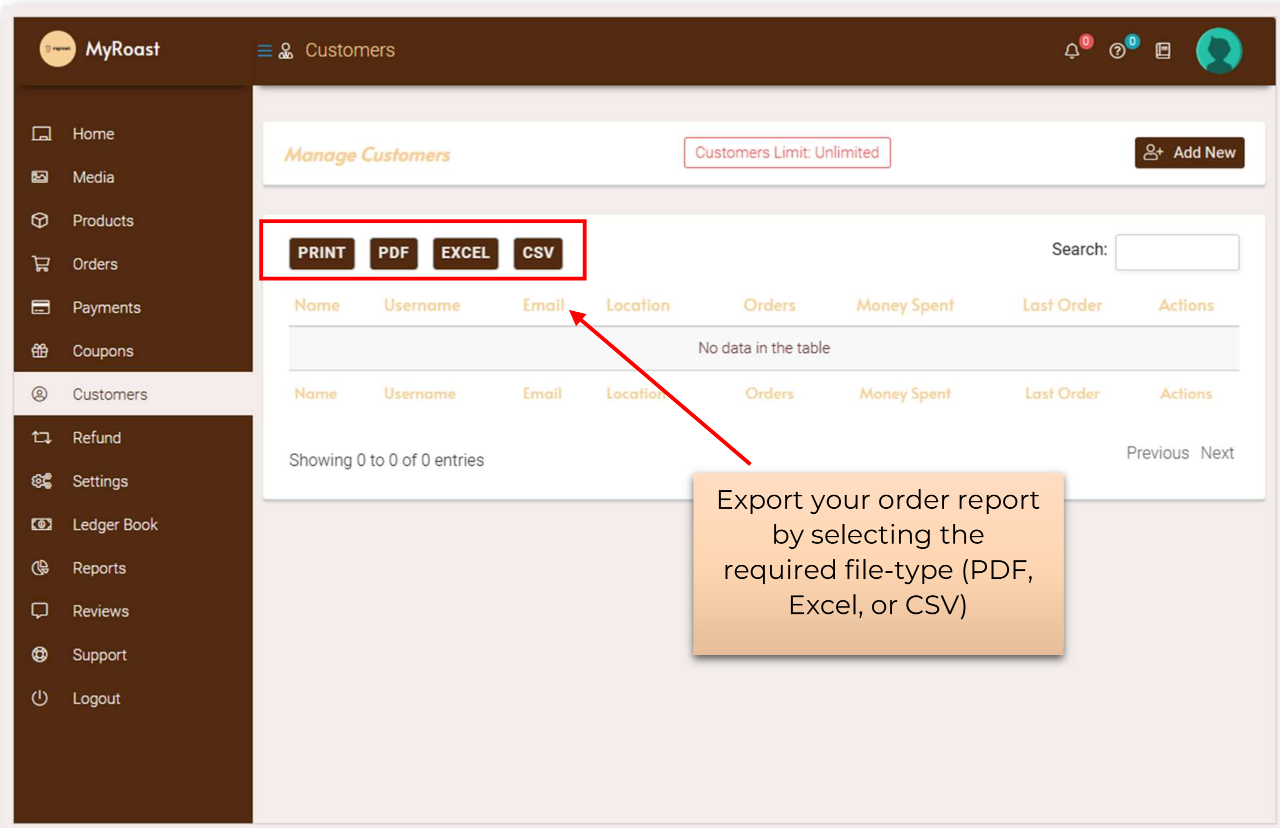


Billing Address: The billing address is typically the address connected with the customer's form of payment, i.e., credit card.

Shipping Address: The shipping address is the address where the customer wishes to receive mail and deliveries

10.3. Exporting Customer Reports

You can choose the desired file type, such as CSV (Comma-Separated Values), Excel, or PDF, and specify the date range for the data you want to export. This enables you to extract specific information or generate reports tailored to your requirements.



By exporting files, you can conveniently analyse data, perform further analysis or calculations, and utilise the exported information for various purposes, such as accounting, inventory management, or business analysis.

10.4. Add a Customer Manually

myroast™ offers you the ability to add customer manually. This feature allows sellers to manually create and record customers that were not created through the marketplace ordering and purchasing process.

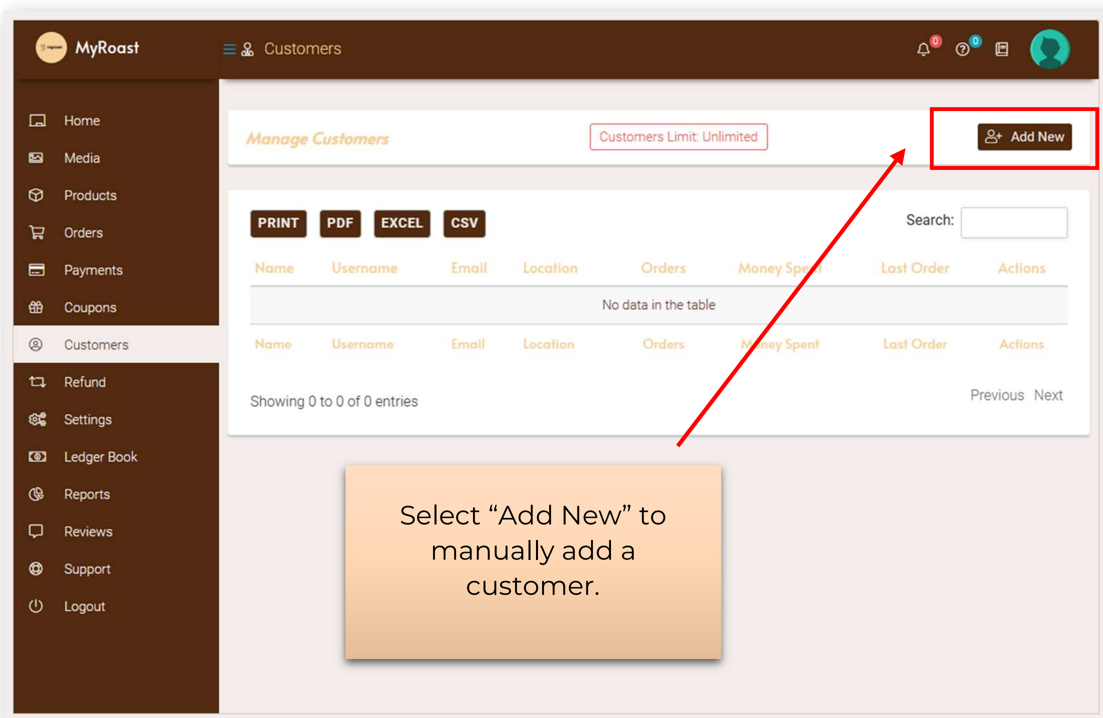
By logging customers manually, sellers can ensure that all their records are centralised within the platform, providing a comprehensive view of their sales, and facilitating efficient order management.

Seller Store > Customers > Add New

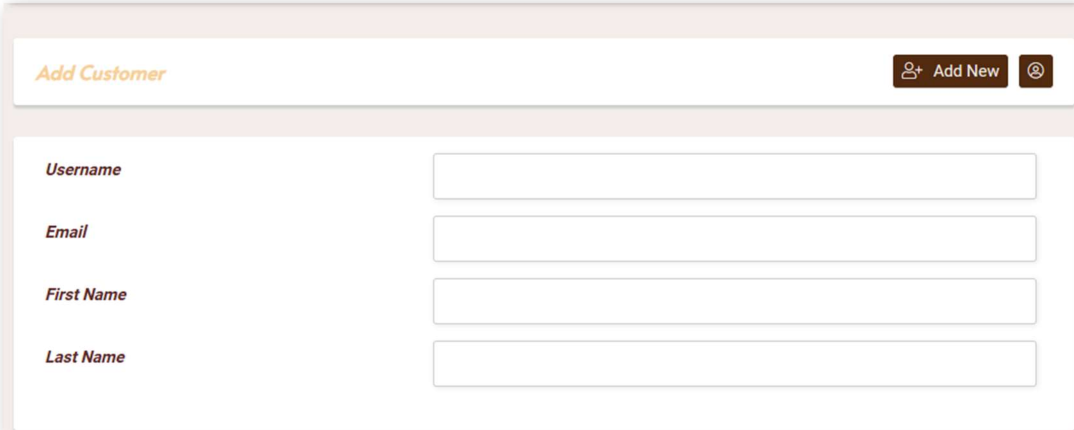
Follow these steps to manually add a customer on our marketplace:

Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Customers" section and click on "Add New"

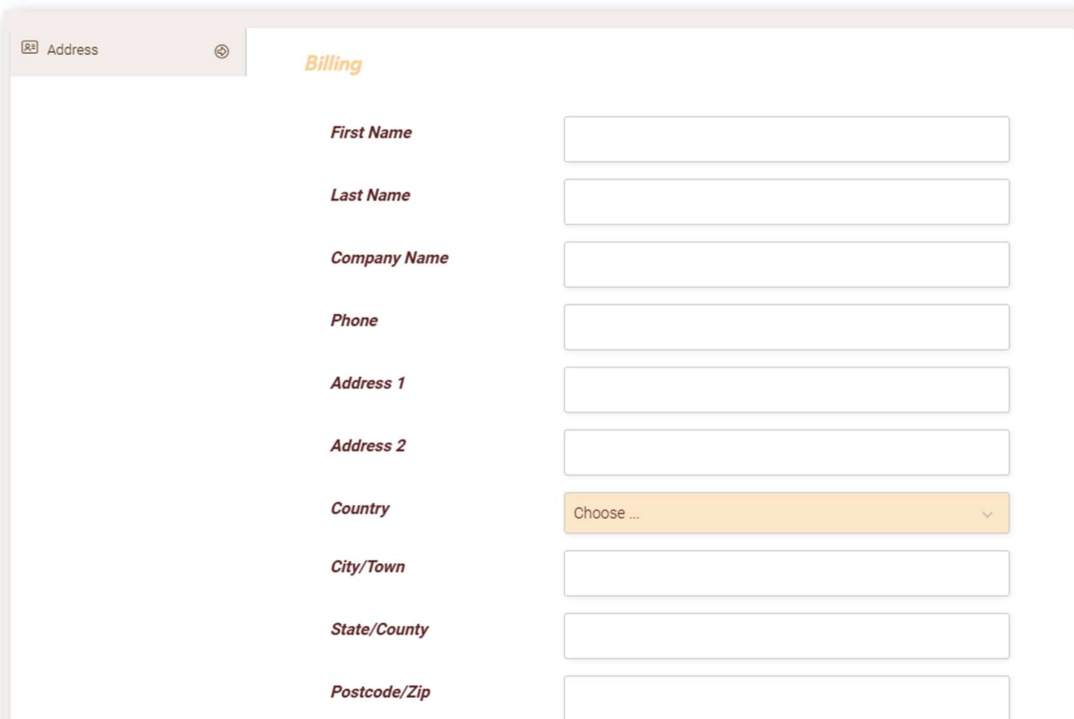


Upon clicking the "Add New" button, the seller will be redirected to "Add Customer" page shown in the screenshot below:



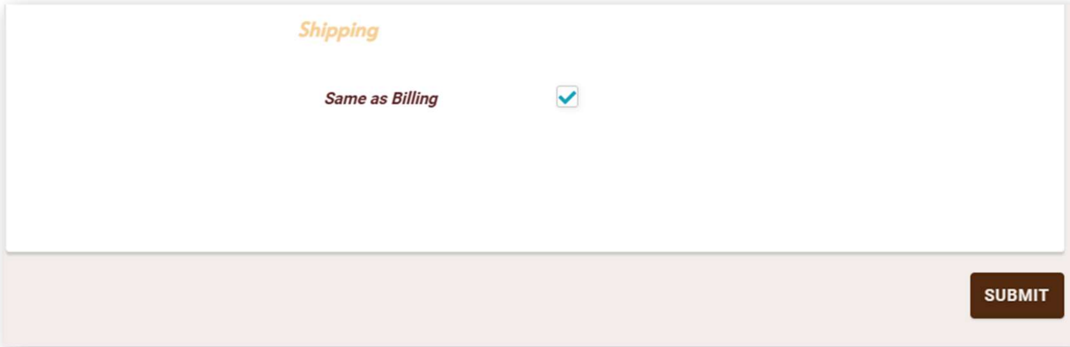
Step 3. Add customer details.

Step 4. Add the billing address.



Step 5. Nominate the shipping address.

If the shipping address is the same as the billing address, "check" the box provided to nominate. Alternatively, "uncheck" and complete the appropriate details for the shipping address.



Step 7. Once you have filled in all the necessary details, click on the "Submit" button to finalise.

11. Refund

11.1. Overview

The “Refund” page provides sellers with functionality to manage refund requests in respect of certain orders. It offers a streamlined and efficient process for handling refund-related matters.

Note: Current marketplace capability does not allow the seller to initiate refunds directly with customers. Any refund allowed and / or agreed directly between the customer and seller must be initiated by the seller within the “Refund” page. The refund must be approved by **myroast™** in order for the refund to be processed effectively.

Here are just some of the key features and functionalities you will find:

Refund Management.

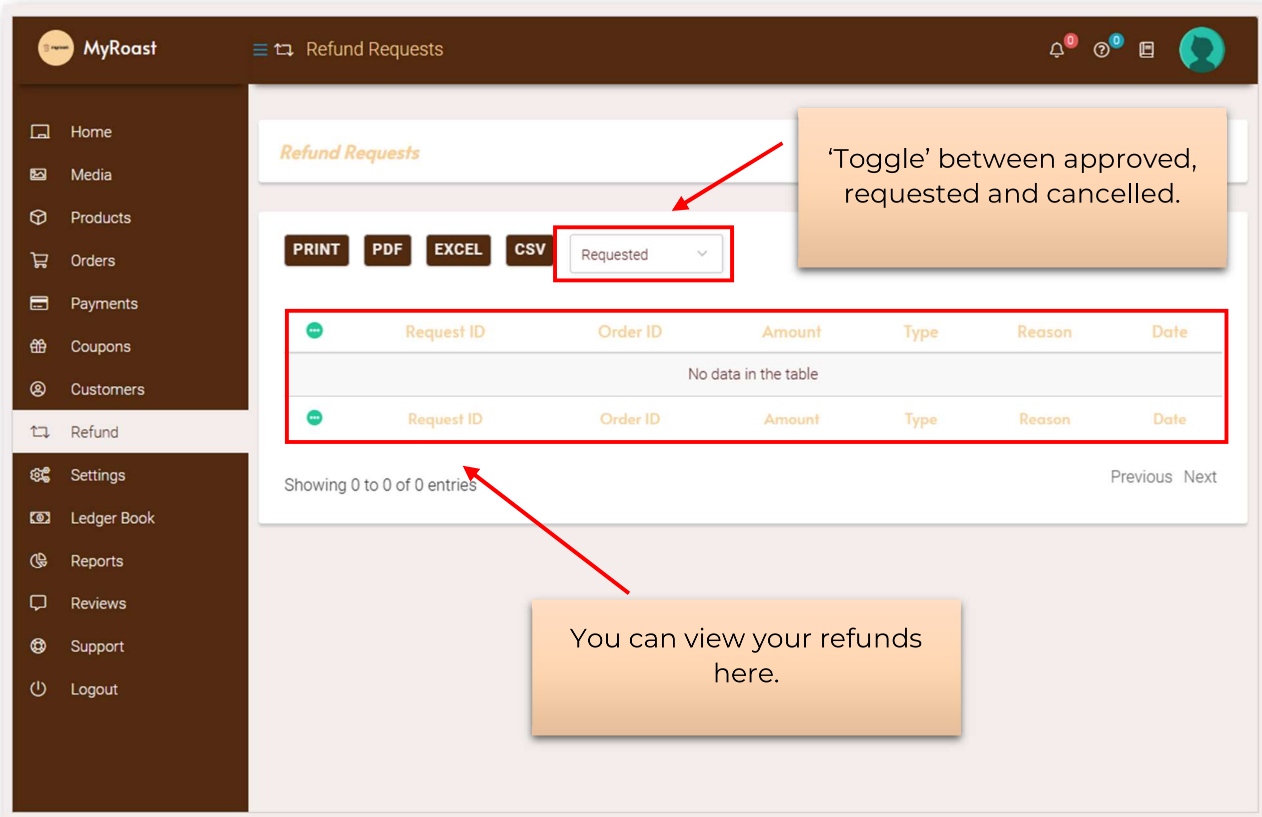
Sellers can efficiently manage refund requests in this section. They have the ability to review refund requests, assess their validity, and make decisions based on their refund policy. Sellers can approve or decline refund requests, keeping in mind the terms and conditions set for refunds.

Refund History.

Sellers can maintain a record of all refund transactions, creating a comprehensive refund history. Sellers can access this history to track and review past refund requests, ensuring proper documentation and record-keeping.

Seller Store > Refund

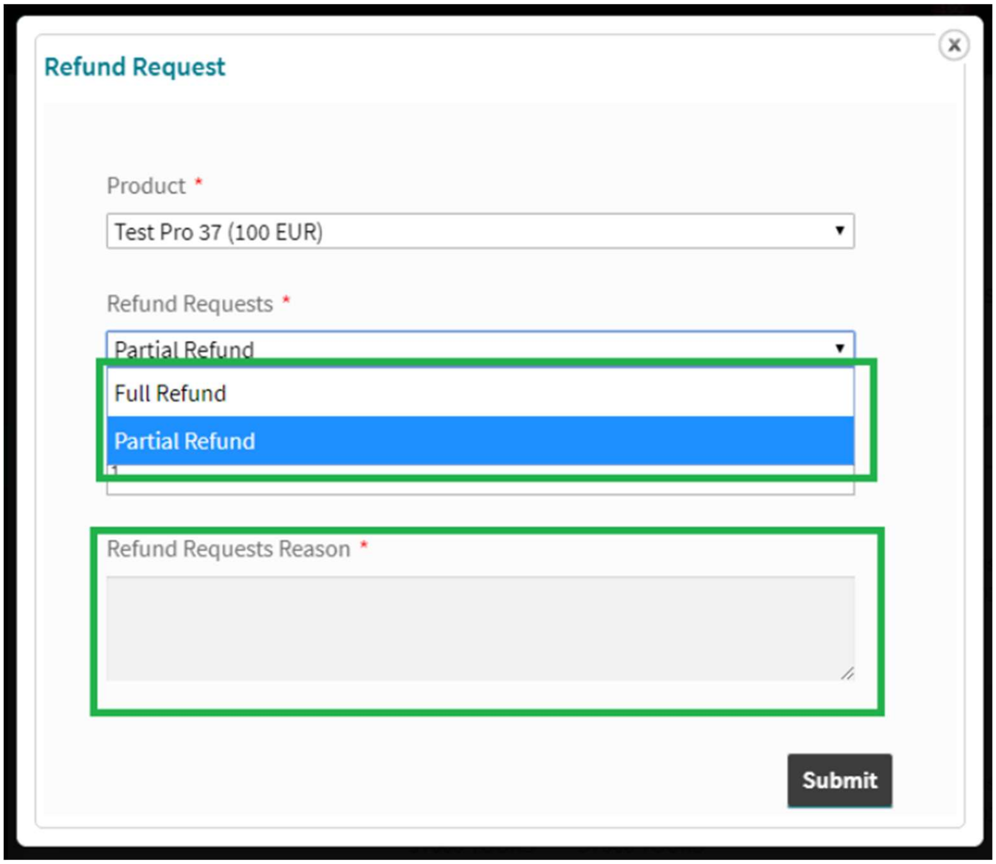
Below is a screenshot of the main page within “Refund”:



11.2. Refund Detail

When you select "View" on an individual refund, a refund detail will display. Here you can view the details relevant to the refund.

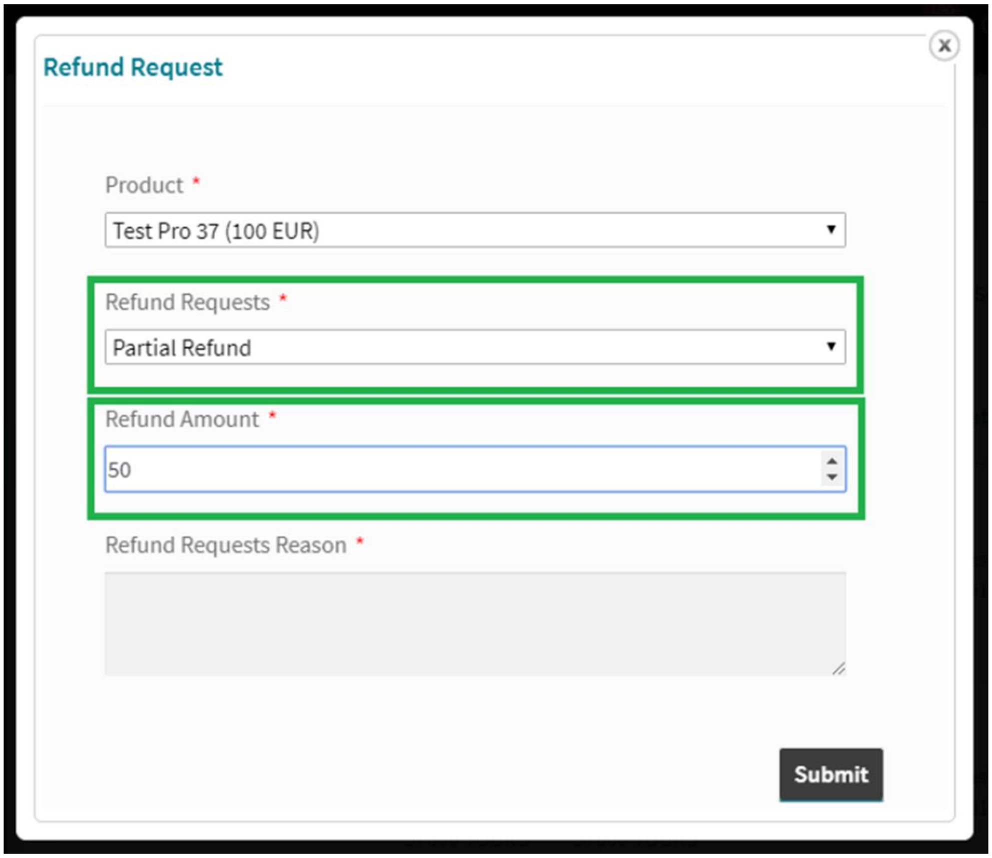
Let's discuss the elements further.



Product: This is the product nominated from the order which you wish to process a refund for.

Full Refund: Initiate a refund for the full value of the product.

Partial Refund: Initiate a refund for a portion of the value of the product.



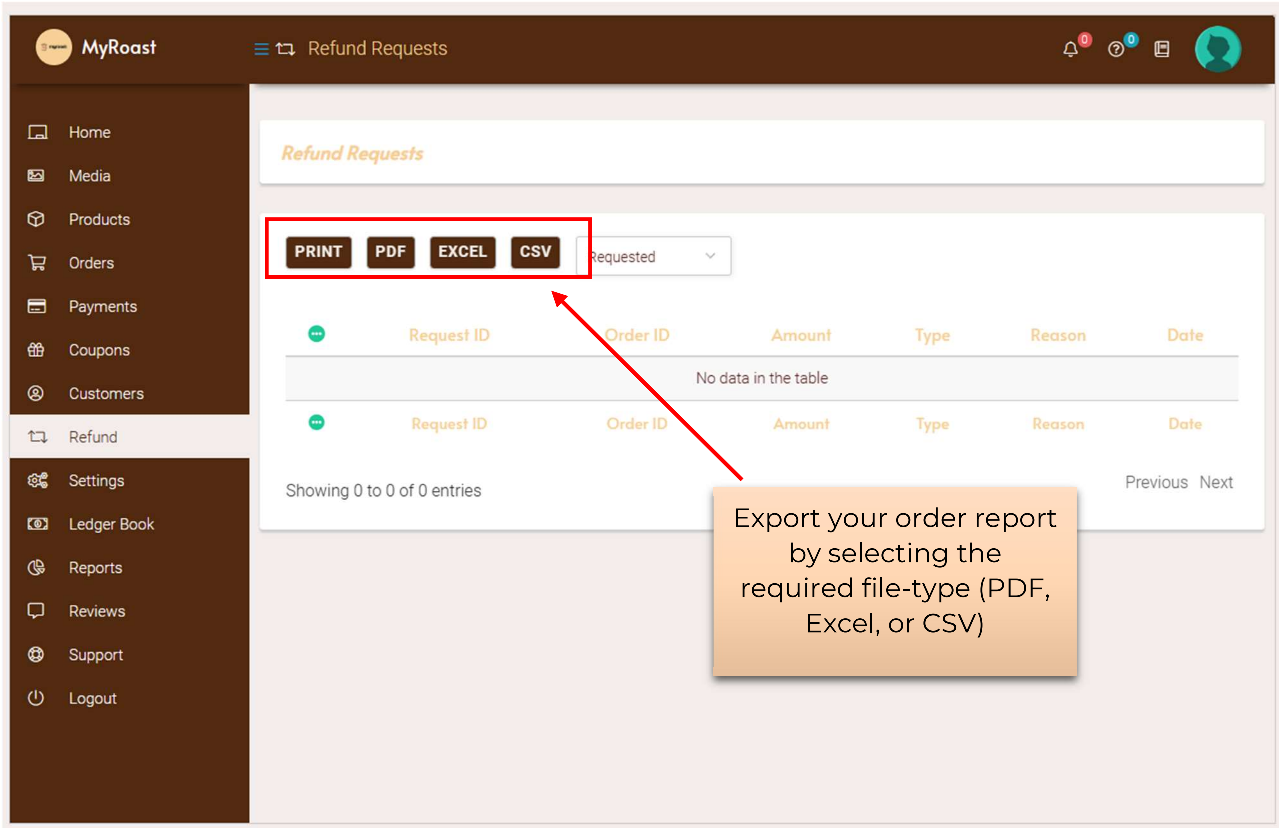
Refund Amount: The amount to be refunded to the customer.

Refund Requests Reason: This is the reason why the customer wishes to receive a refund for the product. Be as descriptive as possible to ensure you maintain sufficient records of any product issues for future reference.

Note: If the seller has already initiated a payment/withdrawal request associated with the order to be refunded, you will be unable to request a refund for that order.

11.3. Exporting Refund Reports

You can choose the desired file type, such as CSV (Comma-Separated Values), Excel, or PDF, and specify the date range for the data you want to export. This enables you to extract specific information or generate reports tailored to your requirements.



By exporting files, you can conveniently analyse data, perform further analysis or calculations, and utilise the exported information for various purposes, such as accounting, inventory management, or business analysis.

11.4. Add a Refund Request

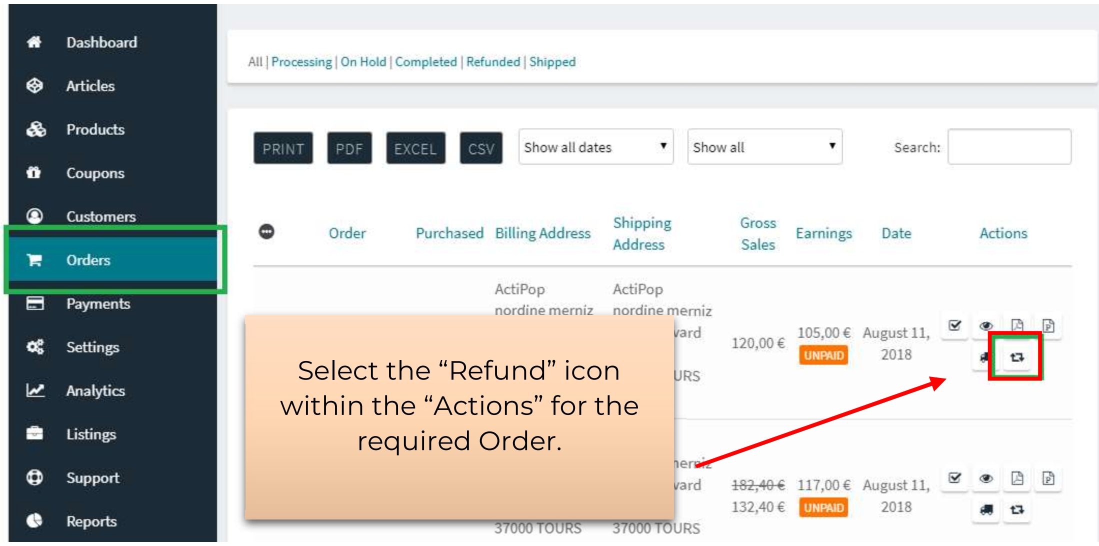
myroast™ offers you the ability to add a refund request, following agreement between a seller and customer as to a refund relating to a product sold by the seller.

The capability to issue a refund request, however, is via the “Orders” page.

Follow these steps to initiate a refund request on **myroast™**:

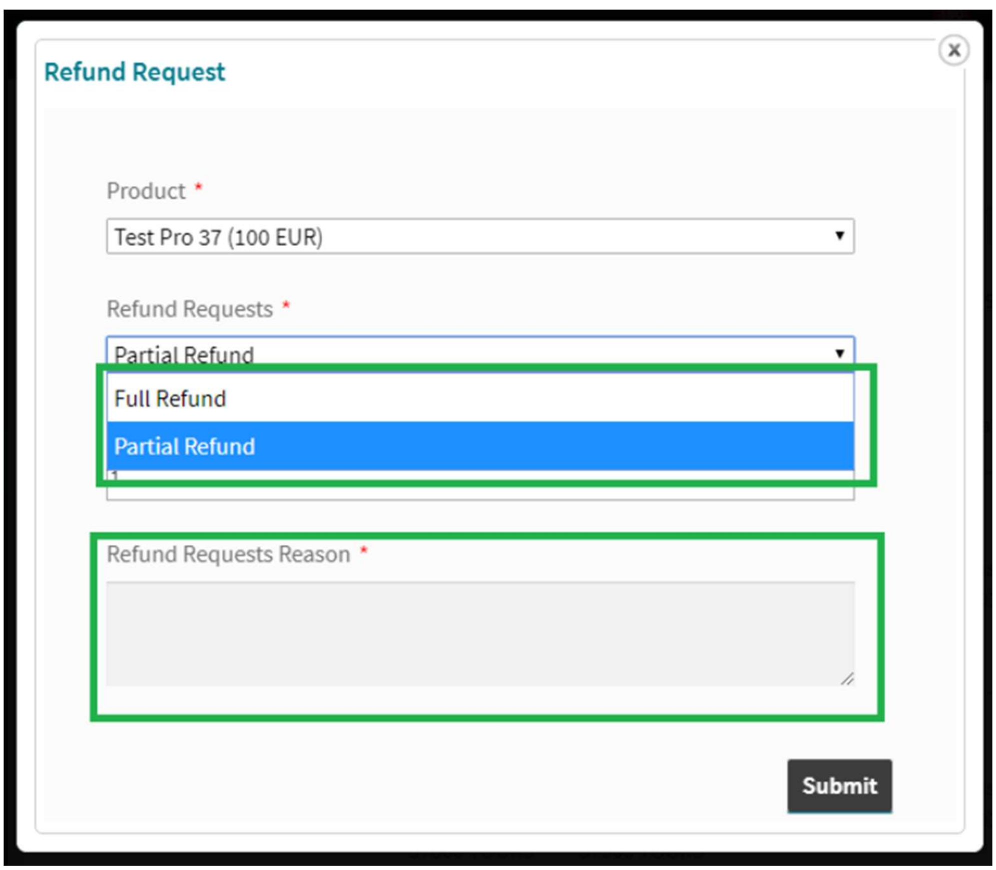
Step 1. Log in to your supplier dashboard.

Step 2. Navigate to the "Orders" section, locate the order you wish to process a refund for, and click on "Refund" within the “Actions” panel.



Refer to Section 7 for more information on navigating Orders.

Upon clicking the "Refund" button, the seller will be redirected to "Refund Request" page shown in the screenshot below:



Step 3. Identify the product for which the refund is to be issued.

Step 4. Complete the details associated with the refund, including identifying whether it is to be issued in part or full.

Product: This is the product nominated from the order which you wish to process a refund for.

Full Refund: Initiate a refund for the full value of the product.

Partial Refund: Initiate a refund for a portion of the value of the product.

Refund Amount: The amount to be refunded to the customer.

Refund Requests Reason: This is the reason why the customer wishes to receive a refund for the product. Be as descriptive as possible to ensure you maintain sufficient records of any product issues for future reference.

Step 5. Once you have filled in all the necessary details, click on the "Submit" button to finalise. This will initiate a refund with **myroast™**, who will review and either approve or contact you to discuss further.

Note: If the seller has already initiated a payment/withdrawal request associated with the order to be refunded, they will be unable to request a refund for that order.

12. Settings

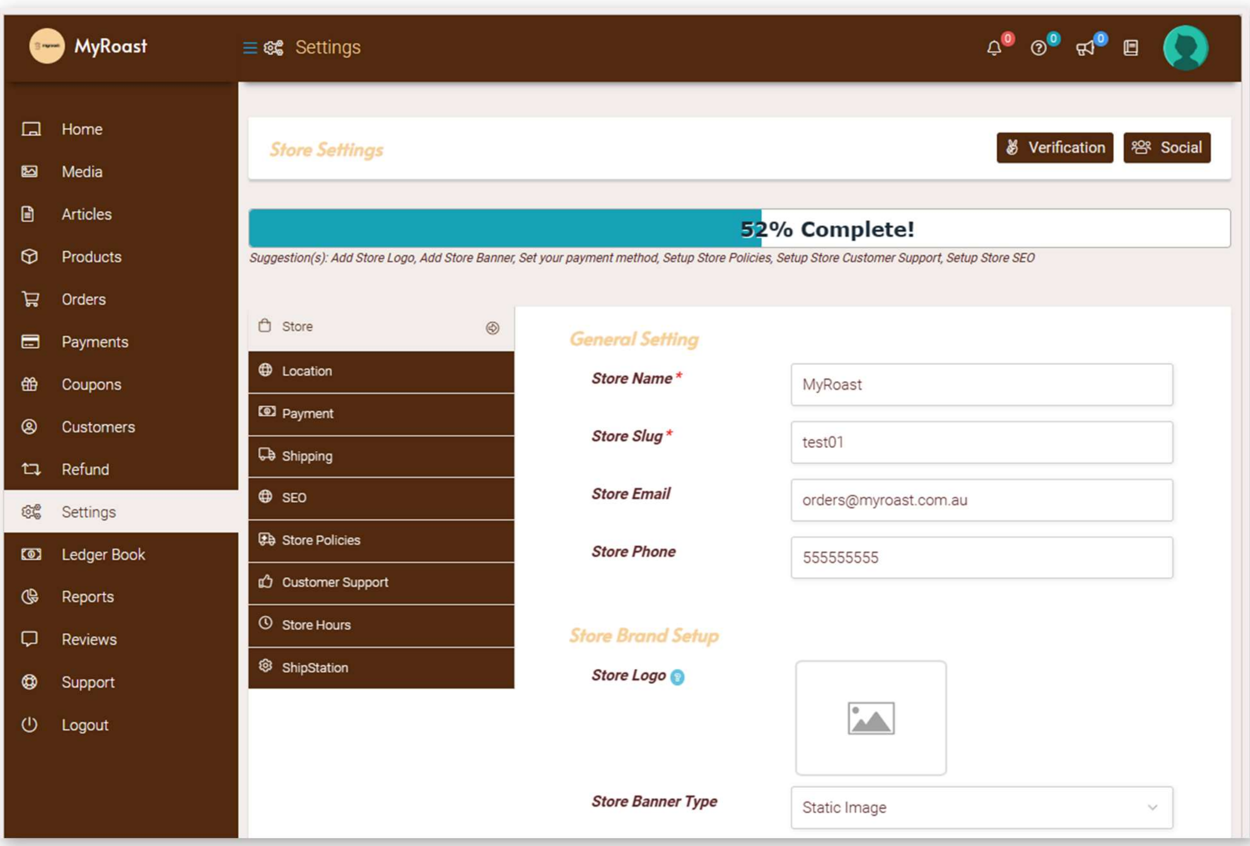
12.1. Overview

The “Settings” page serves as a centralised location where you can fine-tune various aspects of your store setup according to your preferences and requirements.

While on the "Settings" page, you will notice a profile completeness progress bar displayed at the top. This progress bar serves as a visual indicator of how complete your profile is, helping you track your progress in setting up your store.

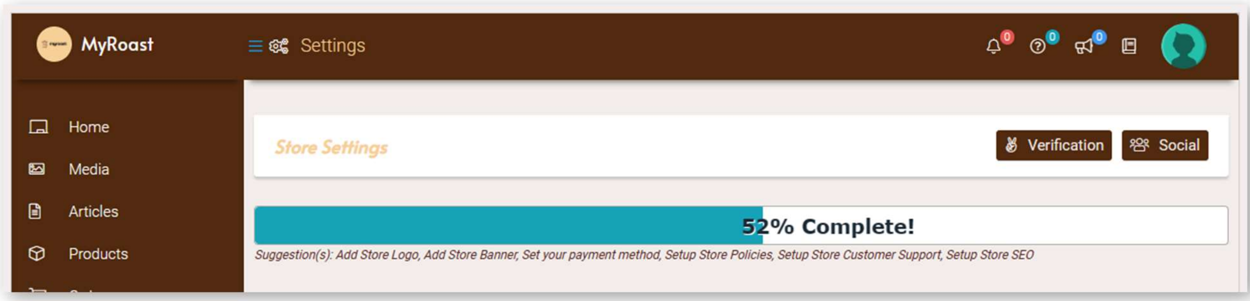
Seller Store > Settings

Below is a screenshot of the main page within “Settings”:



While here, the page will provide suggestions for any remaining settings that need attention. This feature is designed to make the process of setting up your store easier and provide you with the right guidance to ensure all necessary configurations are in place.

By following these suggestions, you can streamline the set-up process and optimise your Seller Store for success!

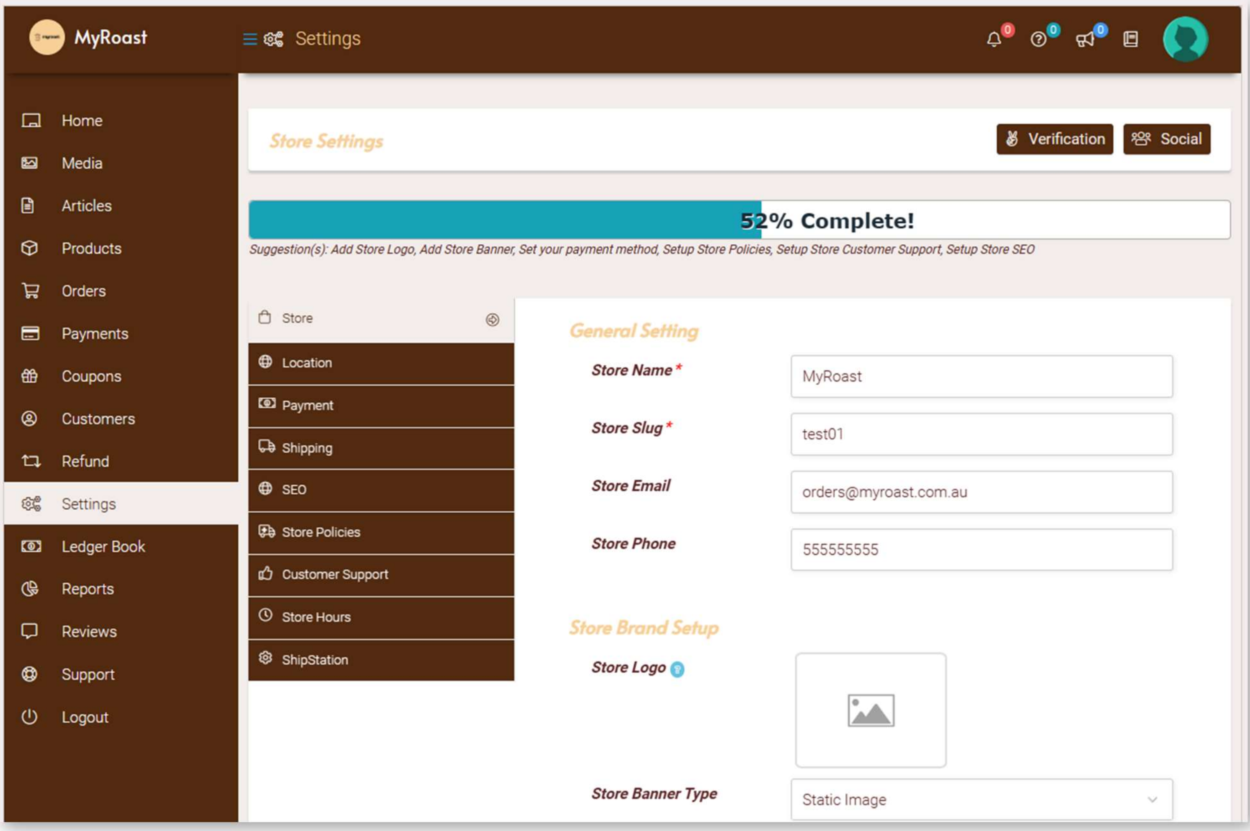


12.2. Store

This section includes settings related to your store's general configuration, such as store details, logo, banner, and description.

Here you can upload a store logo and banner and provide a store description.

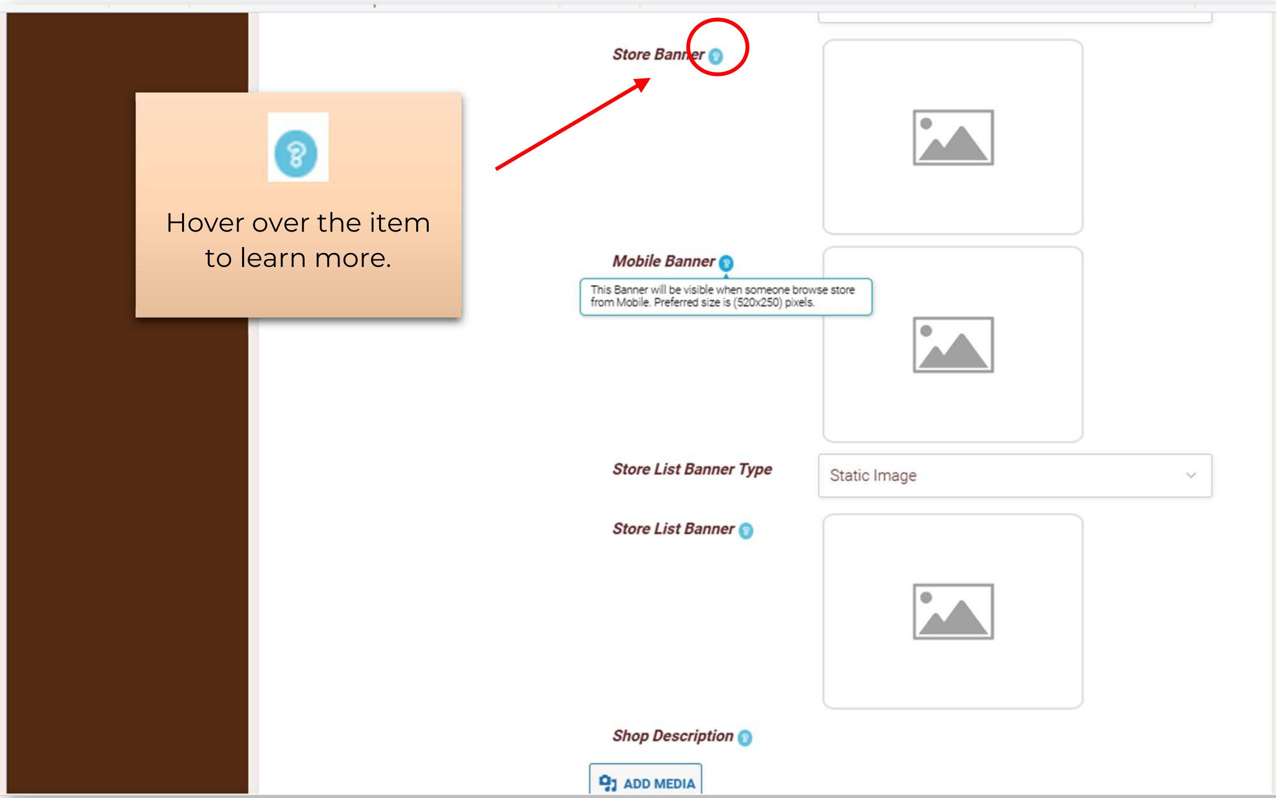
Below is a screenshot of the main page within “Store”:



In the store description, it's crucial to provide information that helps customers understand a little about where their products are coming from. You can include details about the unique characteristics of your location, such as cultural influences, local sourcing, or any other relevant information that adds value to your products.

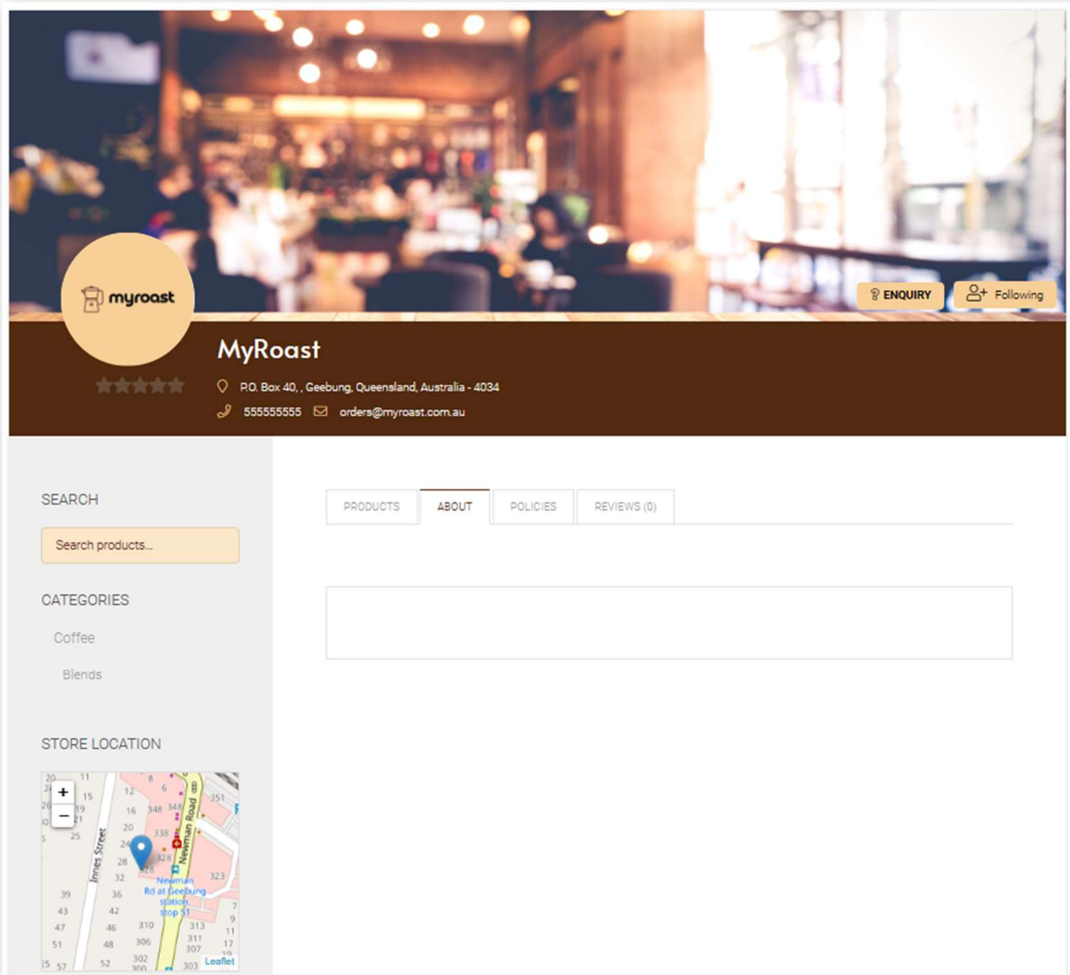
A well-crafted store description not only builds trust with customers but also enhances their overall shopping experience by providing them with insights into the origin of the products they are purchasing.

Please make sure to fill in the location setting accurately and provide a compelling store description that showcases the distinctiveness of your location and helps customers connect with your brand.



The location setting is particularly important as it allows users to identify the geographical location of your Seller Store within the "Sellers" page. Additionally, the location setting can influence any local shipping parameters set by you, ensuring accurate shipping calculations for your customers.

Your details will be visible by customers on your Seller Store, as an example below:

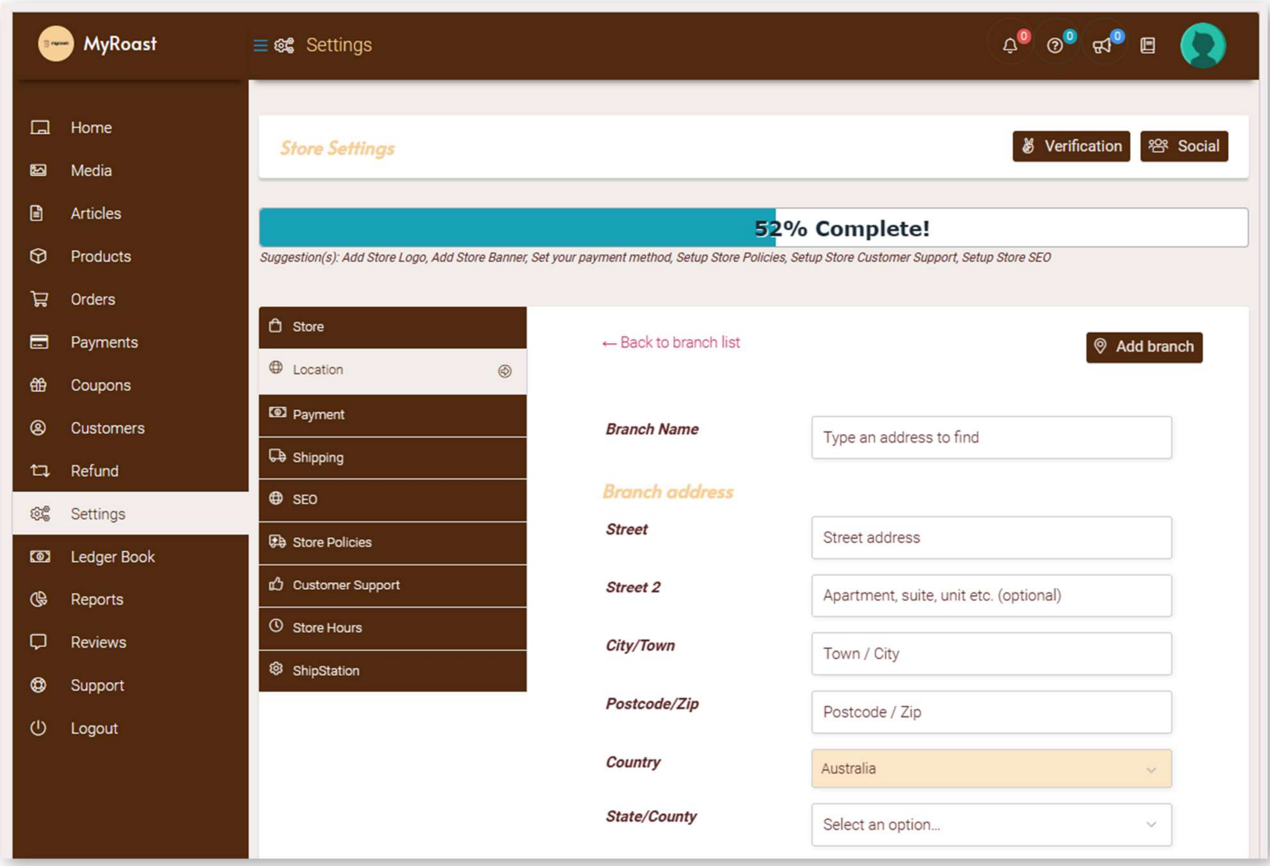


12.3. Location

You can add the physical address of your store(s), by selecting the "Add Branch" button, and complete the requested details.

Seller Store > Settings > Location

Below is a screenshot of the main page within "Location":



12.4. Payment

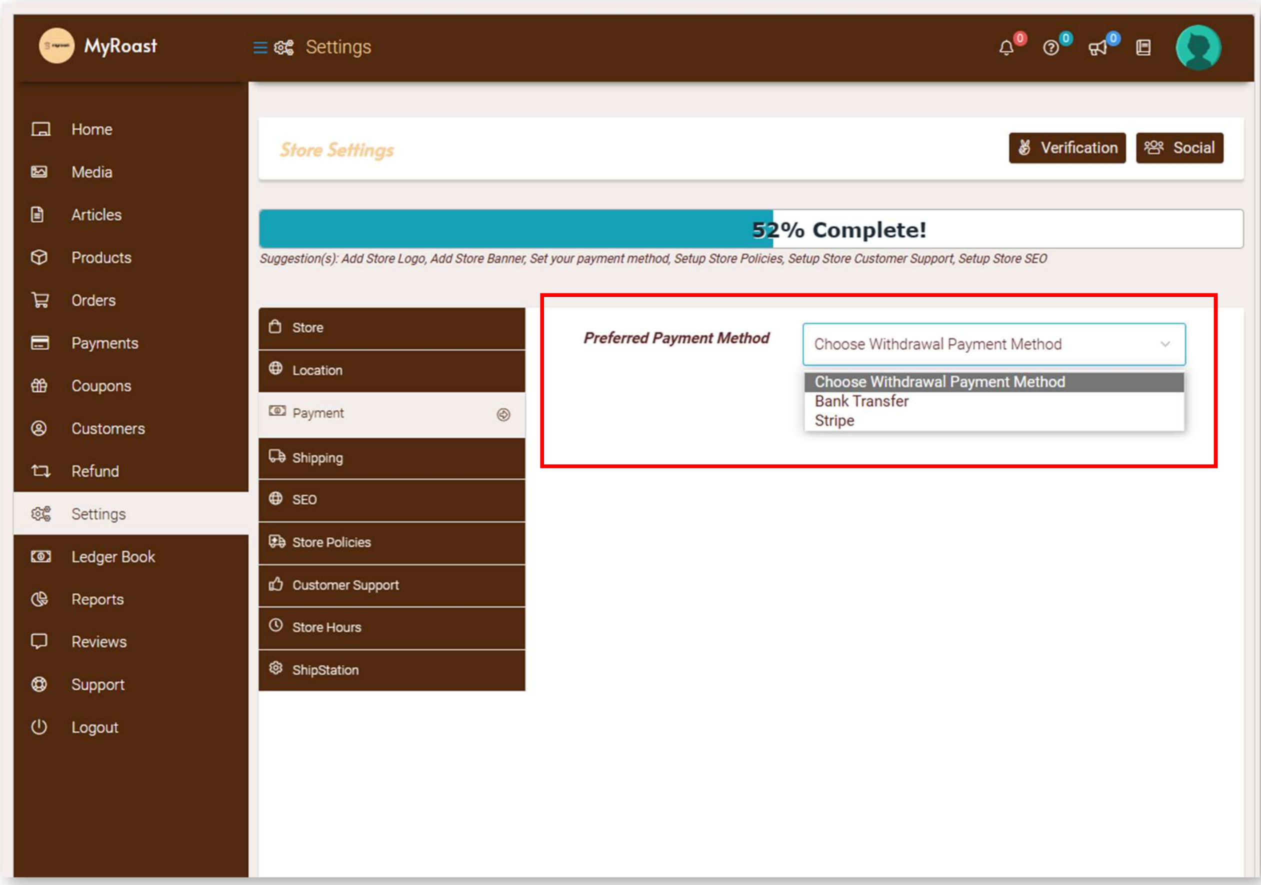
The “Payment” page is of utmost importance as this is where you will set up your payment account. This is where proceeds of sales will be distributed to sellers by **myroast™**.

Presently, Stripe is the preferred method for seamless payment processing on **myroast™** and it is recommended that sellers choose Stripe as their payment gateway for efficient and secure transaction processing.

However, **myroast™** also supports withdrawal through Bank Transfer.

Seller Store > Settings > Payment

The below screenshot identifies the page which will appear when coming to the “Payment” page:



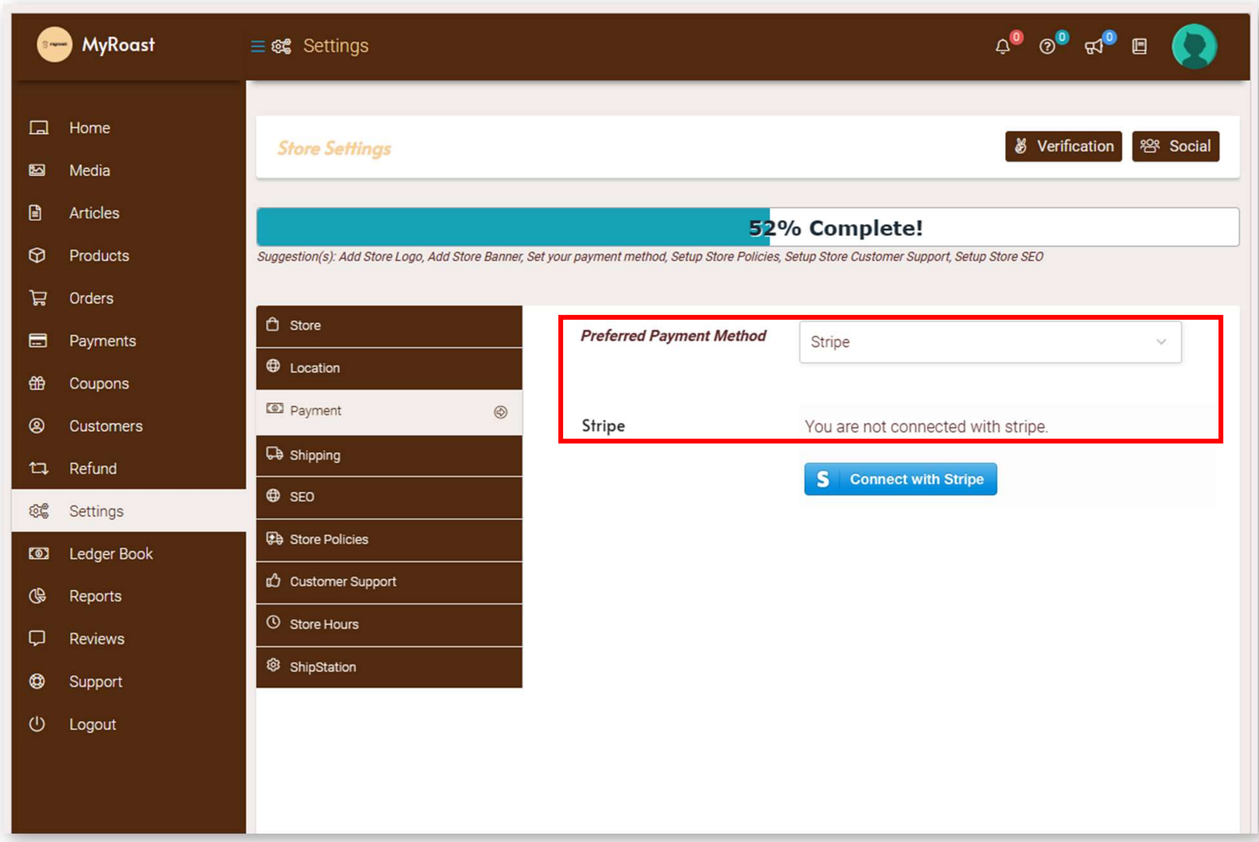
You can select your preferred payment gateway from the drop-down box.

12.4.1. Setting Up Stripe Connect Express for Seamless Payment Processing

To ensure efficient and secure payment processing, **myroast™** recommends that sellers create a Stripe Connect Express account and link it to their **myroast™** account. Follow these steps to set up your store with Stripe:

Click the provided link to create your Stripe Connect Express account. This link will direct you to the Stripe setup process.

The below screenshot identifies the button to create your Stripe Connect Express account via the “Payment” page:



Stripe offers a secure and reliable payment infrastructure, protecting both sellers and customers throughout the transaction process. Stripe is widely recognised for its industry-leading security measures and compliance with stringent payment industry standards.

Once you click on the link, follow the instructions provided by Stripe to create your account. During this process, you will be prompted to accept the Stripe terms and conditions, which outline the usage and fees associated with using Stripe's payment services.

Setting up a Stripe Connect Express account allows you to seamlessly receive payments from **myroast™**.

By linking your Stripe Connect Express account with your Seller Store, you can efficiently manage the proceeds from your sales. This integration ensures a streamlined payment flow and simplifies the transfer of funds to your designated bank account.

Please note the following important details:

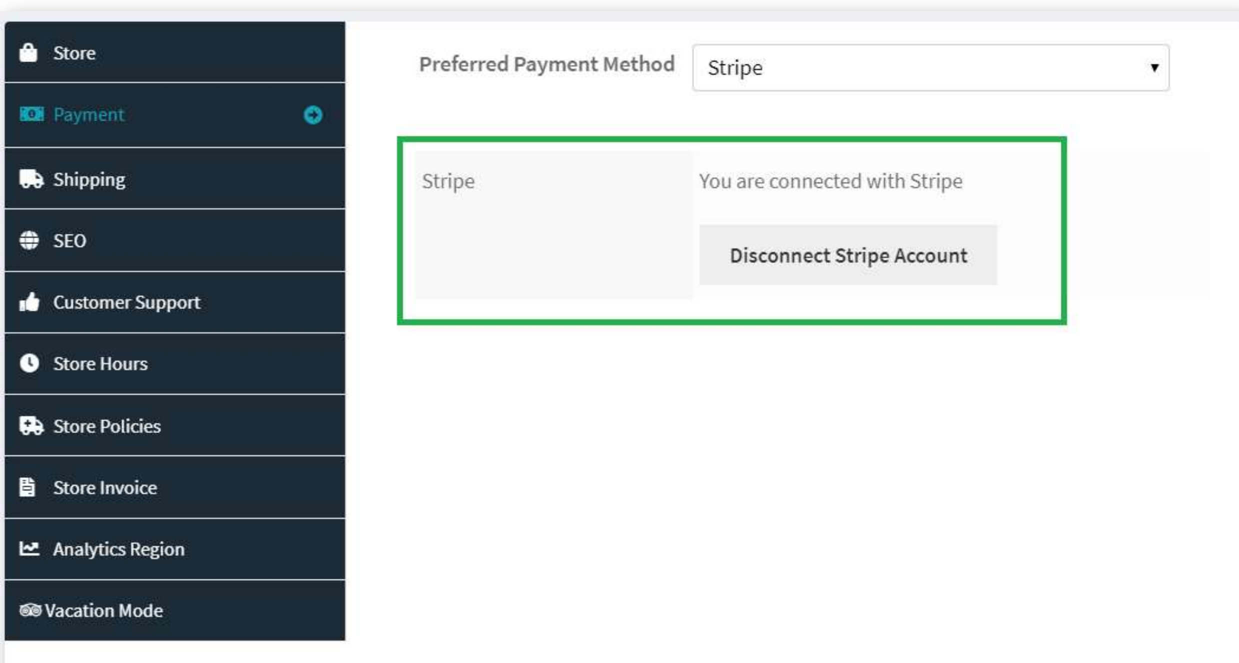
By creating a Stripe Connect Express account and linking it to your Seller Store, you acknowledge and accept the Stripe terms and conditions, including any associated fees.

The fees for using Stripe's payment services will be in accordance with the Stripe terms and conditions. It is essential to review and understand these fees to ensure transparency and avoid any unexpected charges.

By opting for Stripe Connect Express as your payment processing solution, you can enjoy a seamless and efficient payment experience, while benefiting from the security and reliability offered by Stripe.

The fees for Stripe Connect Express accounts can be identified here[7].

After a successful connection, you will be redirected to your dashboard, as is presented in the below screenshot:



Suppliers may also disconnect their account anytime from here as well.

However, if there are no payment settings are configured, **myroast™** will be unable to transfer any proceeds until adequately configured or nominated.

[7] Source: https://stripe.com/au/connect/pricing [2023]

12.4.2. Setting Up Bank Transfer Payment Processing

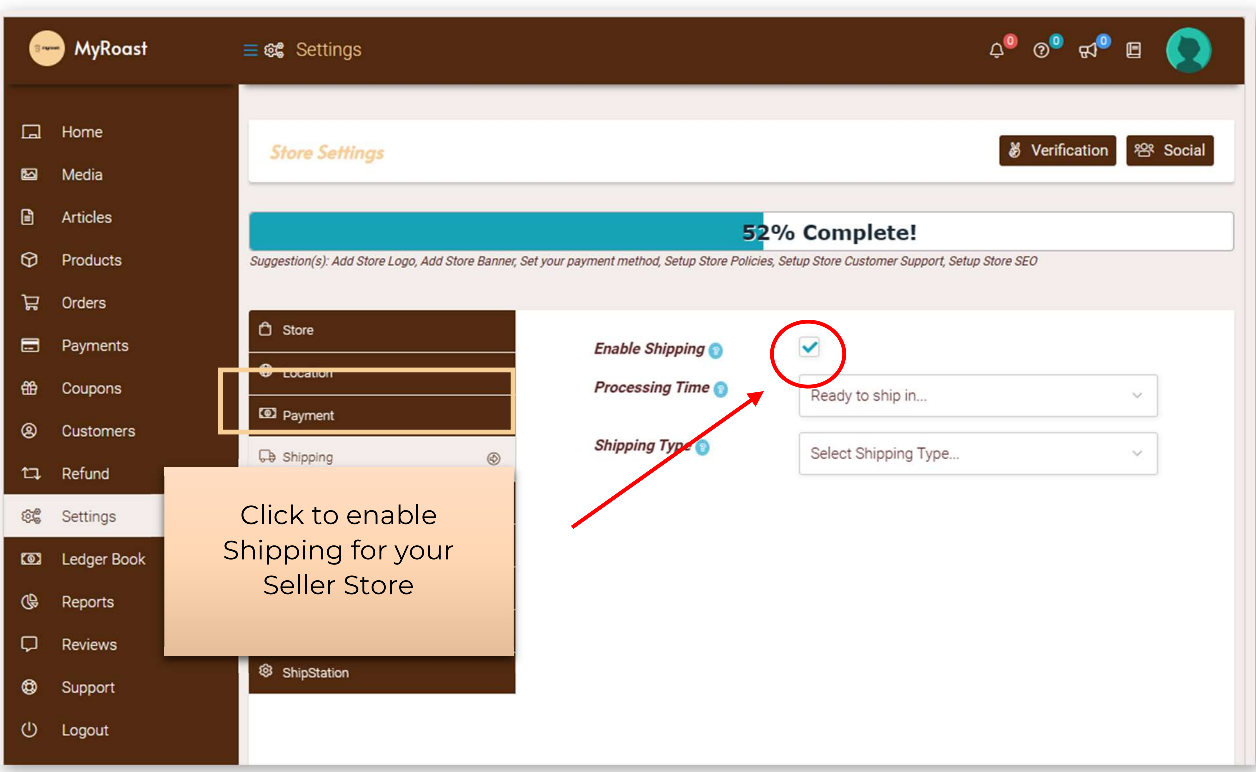
If you choose Bank Transfer as your preferred method, you simply need to nominate the information and details requested.

12.5. Shipping

The “Shipping” page within your settings allows you to define and customise your shipping methods, rates, and options. You can set up shipping zones, classes, and other related parameters. Adequately configuring your shipping ensures your listings are appropriately advertised on **myroast™**. Failure to configure shipping will result in your products in purchased at ‘free shipping’, and may limit the ability of the customer to complete the checkout process.

Seller Store > Settings > Shipping

The below screenshot identifies the page which will appear when coming to the “Shipping” page:



So, let's discuss how easily you can configure the shipping for your Seller Store!

12.5.1. Shipping Settings and Types

We have enabled the following shipping settings on the marketplace, for configuration by the seller:

- Shipping by zone
- Shipping by weight

Note that while both methods allow options for configuring free shipping and / or local pickup, both allow for the calculation of shipping costs differently. We will review each of these in detail below.

12.5.2. Shipping by Zone

To configure shipping options for your Seller Store, there are a few steps you need to follow.

First, you'll need to set up your shipping zones. Within each zone, you can then add different shipping methods, such as standard shipping, express shipping, or local pickup.

Finally, for each shipping method, you'll set up rates based on factors like weight, destination, or order value.

On the marketplace, the shipping zones are configured globally by **myroast™**, but suppliers have the flexibility to set up their own shipping options for their Seller Store.

Seller Store > Settings > Shipping > Shipping by Zone

Here's a detailed guide on how suppliers can enable "Shipping by Zone":

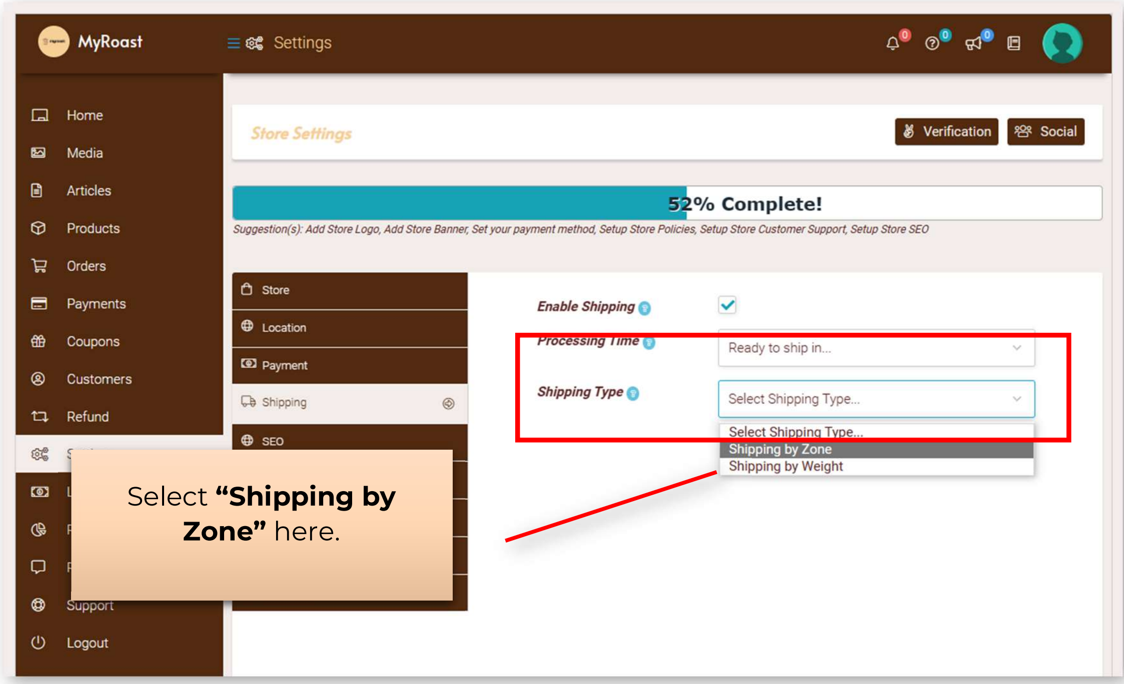
Step 1. Access your Seller Store dashboard and navigate to the "Settings" page.

Step 2. Within the "Settings" page, locate and click on "Shipping".

Step 3. Set the desired processing time, which is the duration it takes for orders to be prepared and dispatched.

Step 4. Next, select "Shipping by Zone".

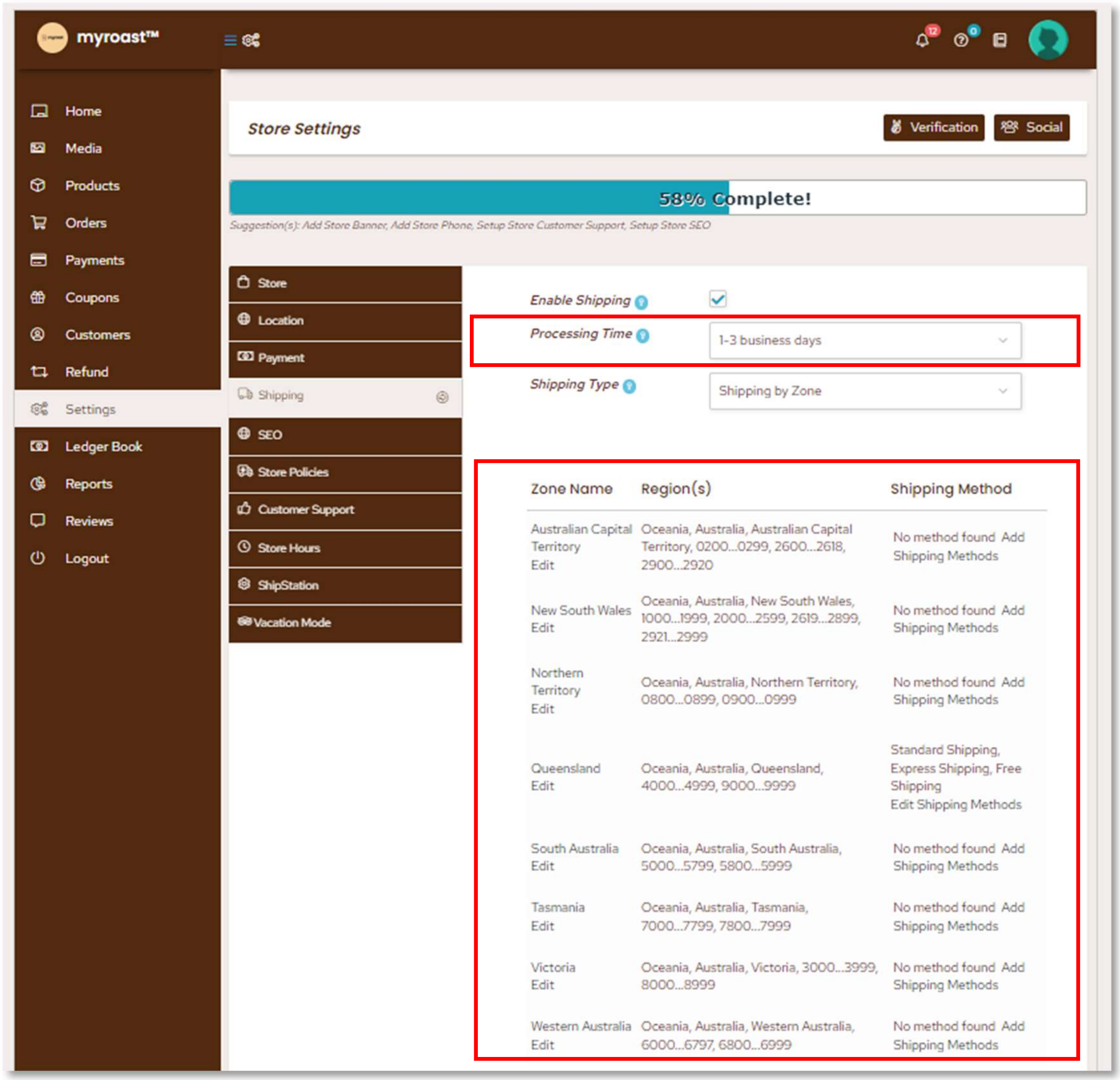
To configure shipping by zone, choose the "Shipping by zone" option, as illustrated in the screenshot below.



By following these steps, suppliers can enable shipping for their stores and choose the appropriate shipping type that aligns with their business requirements. This provides them with the flexibility to offer various shipping methods to their customers and define specific processing times.

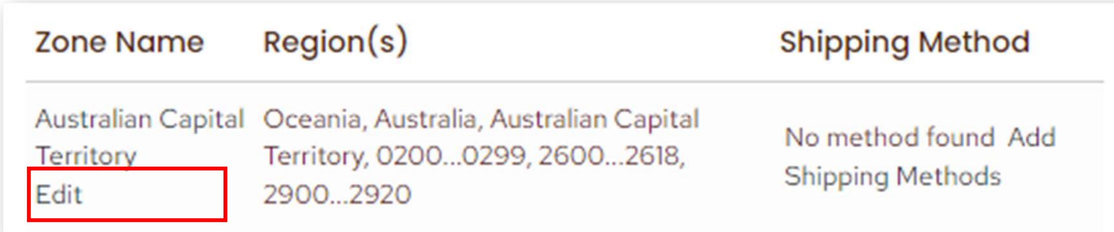
Once shipping by zone type is selected, the supplier gets the same zones as set by **myroast™.**

Note: As the marketplace is currently only configured for purchases and shipping within Australia, zones are configured by state and postcode (regions). This provides the supplier with flexibility to configure shipping rates according to proximity from their location should they wish.

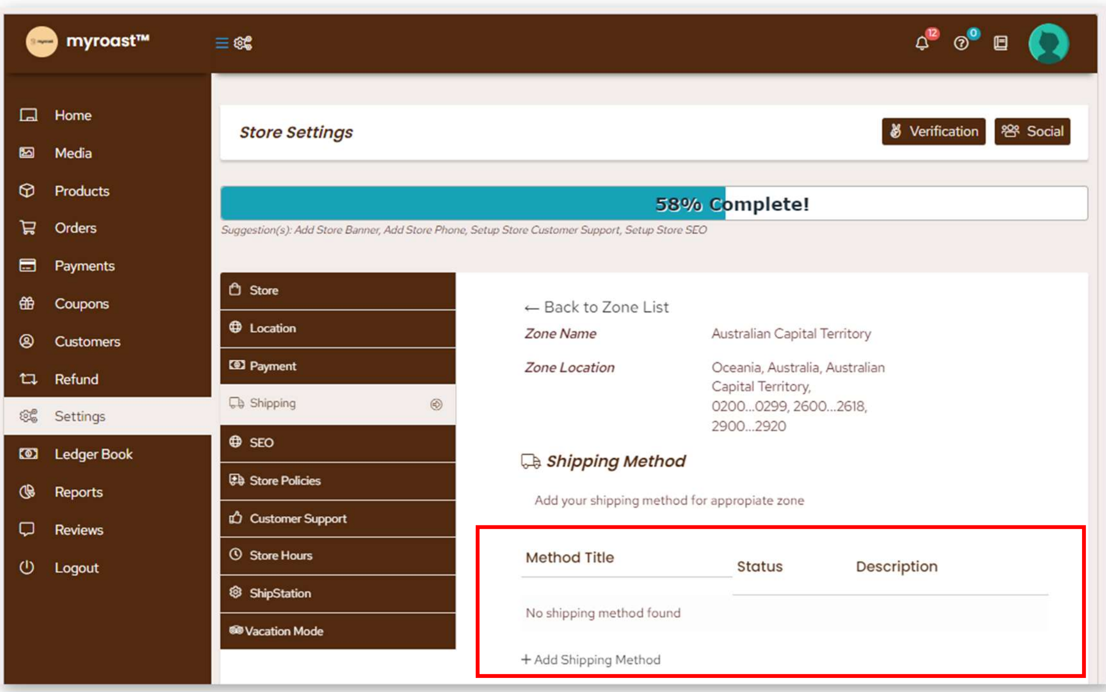


Step 5. Edit the shipping zones.

This shipping zones must be configured for each region by the supplier (as per the "Zone Name") as required by clicking on "Edit" as shown below:

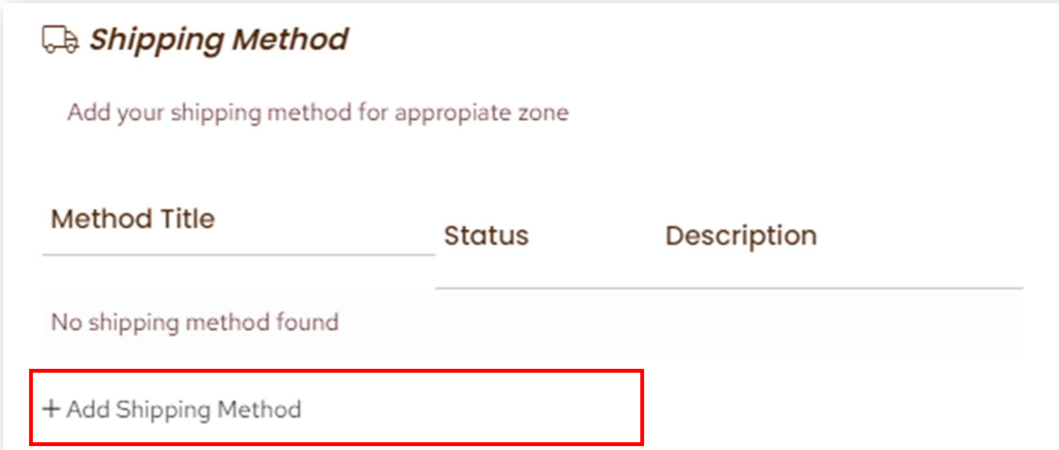


Clicking on “Edit” will redirect you to the edit-zone page. Suppliers are currently restricted from limiting or adjusting country states and / or postcode (if applicable) for the selected zones to enforce the shipping rules. Should an amendment to these rules be necessary, suppliers should consult with **myroast™.**



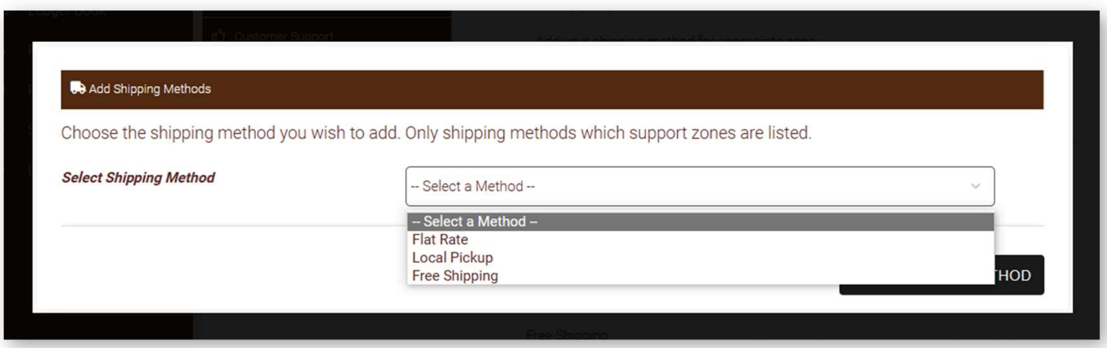
Step 6. Add the shipping methods.

To add shipping methods, the supplier has to click on the “Add shipping Method” option:



Clicking this will show a pop-up which will prompt the supplier to nominate one (or more) of the shipping method(s) available:

- Flat rate
- Local pickup
- Free shipping



The steps to configuring these shipping methods will be discussed further below.

12.5.2.1. Flat Rate Shipping

Flat rate shipping is a shipping method that allows you define a standard rate per item or per order (and per shipping class). As an example, you could configure multiple options for the customer to consider under flat rate shipping, such as regular postage or express postage.

Refer to Section 18_Error! Reference source not found._ ***for more information regarding setting up the Shipping Class.***

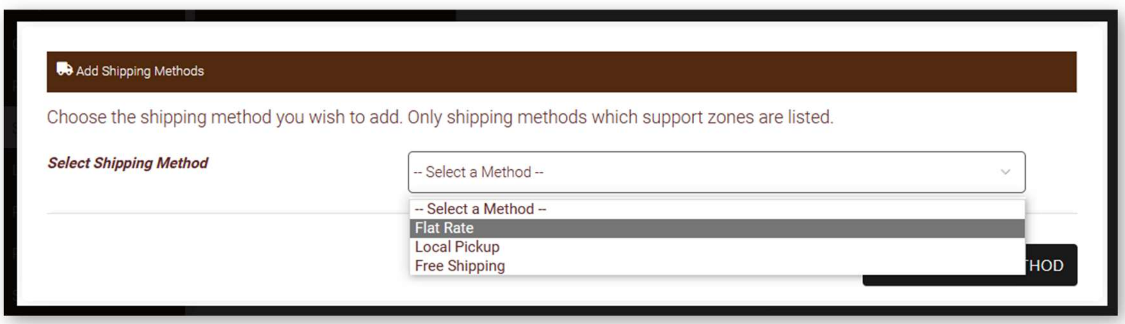
> **Note:** Sellers can add multiple shipping options of the same type. For example, sellers can add multiple 'flat rate shipping' options and modify the cost to suit different shipping services, for example regular postage vs express postage.

Seller Store > Settings > Shipping > Shipping by Zone > Flat Rate Shipping

Here's a step-by-step guide on how the suppliers can setup flat rate method for their individual store:

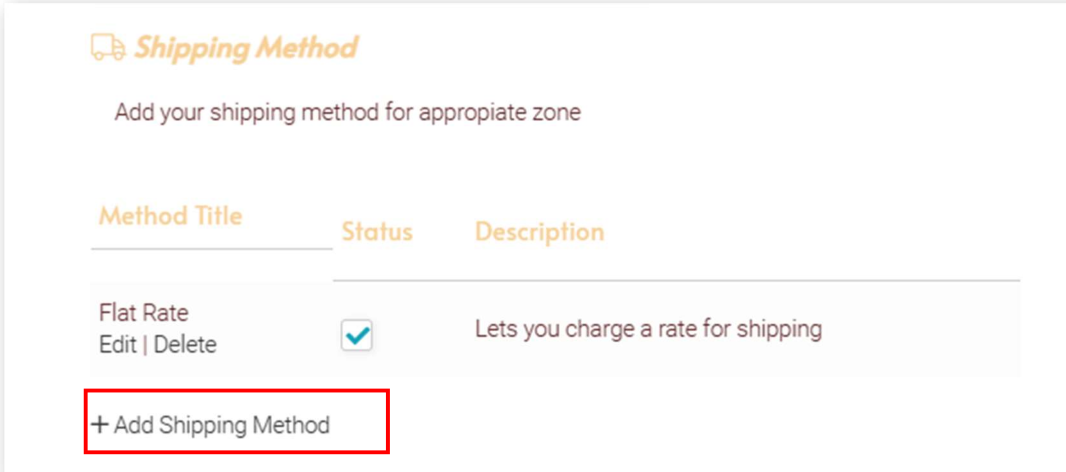
Step 1. Add the 'flat rate shipping' method.

Select "Flat rate" from the given dropdown, as shown in the below screenshot:

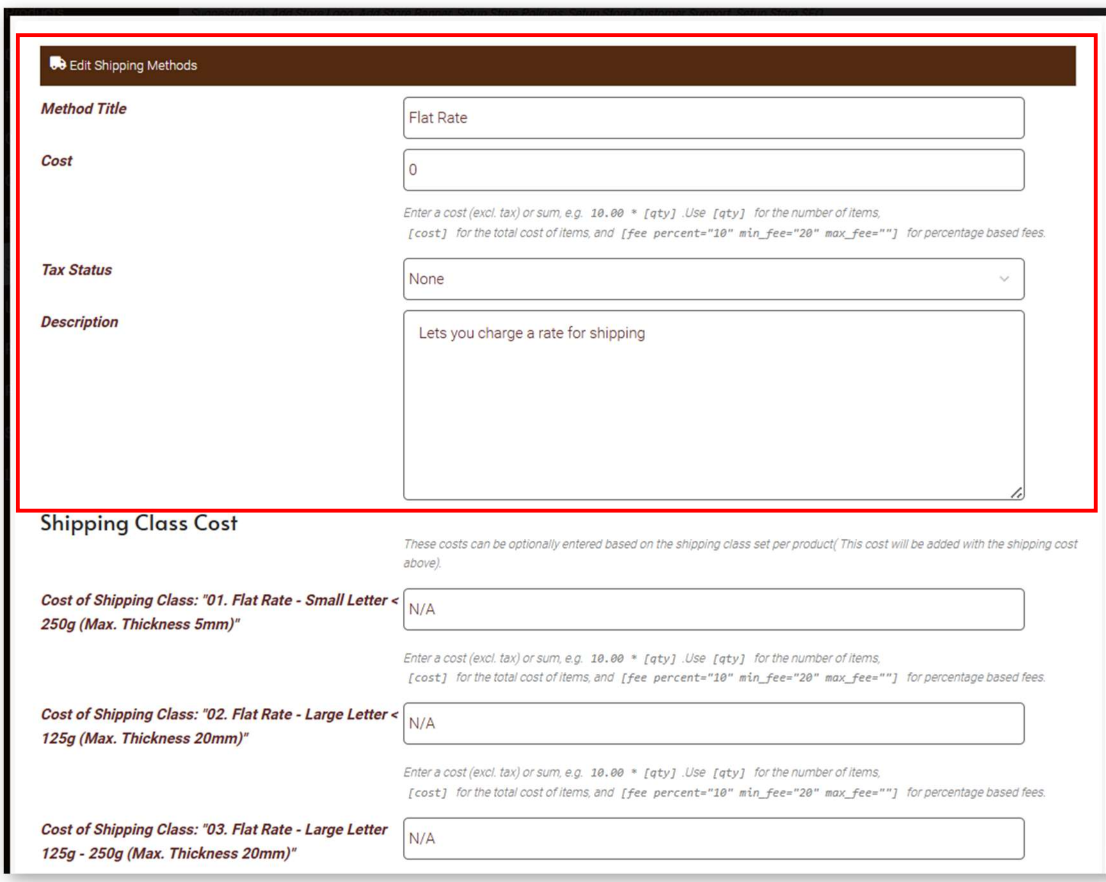


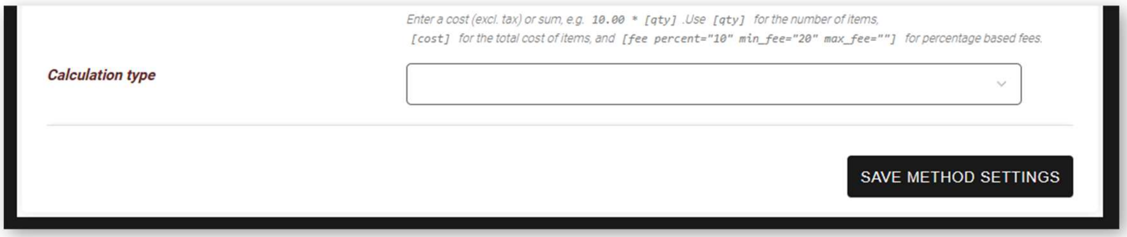
Step 2. Edit and configure the 'flat rate shipping' method.

Once you add this shipping method, it will be listed in the edit zone page as shown below. You will have to click on "Edit" button (as shown below) to configure the flat rate method.



When you select "Edit", the following screen with pop-up.





First, let's discuss the main fields in brief below. "Shipping Class" will be explored thereafter.

Method title: Enter a title that displays to customers in checkout.

Note: We recommend that sellers offer both regular and express shipping to customers. Sellers can offer differing rates to customers at checkout for regular and express shipping. To do this, add two (2) "Flat Rate" options to the shipping method and adjust the method title to distinguish between regular and express shipping. The seller can then adjust the costs according to the different options. Refer to the Appendix for our recommended shipping settings.

Tax status: Define whether or not tax status is to apply. There are two (2) options to consider:

None: Selecting "None" will apply $nil taxes to the shipping cost. This should only be selected where the seller is not to collect and pay for Goods & Services Tax (GST) under relevant legislation.

Taxable: Selecting "Taxable" applies an additional 10% Goods & Services Tax (GST) on the shipping cost. This should only be applied where the seller is required to collect taxes in accordance with any relevant legislation.

Cost: The seller is able to configure the minimum cost for the flat rate shipping here, according to rules set by the seller:

- By adding a value, you are setting the minimum cost to apply for this Flat Rate shipping.

- This can be left blank to disable flat rate **except** where costs are added for shipping classes. This is discussed further below.
- What you enter here may factor into the overall cost in the shipping classes section unless it's left blank.
- For example, if a cost is added here, but nothing against the shipping classes below, only that value will be charged as the delivery cost for each product purchased. On the contrary, if it is left blank, and values are applied to the shipping classes, only the costs applying to each shipping class will apply.

Calculation Type: In addition to the above, the seller is able to adopt the following placeholders in setting rules for the calculation of shipping costs.

- [qty] – Number of products in the cart
- [fee] – An additional fee. This fee has two optional arguments.
- percent – A percentage based on total order cost.
- min_fee – A minimum amount. Useful when using percentages.
- max_fee – A maximum amount. Useful when using percentages.

Example: Configuring your shipping cost according to rules:

A) 20 + (3 * [qty]) – This represents a base shipping cost of $20 plus $3 for each item in the cart; or

B) 15 + [fee percent="5" min_fee="2"] – This represents a base shipping cost of $15 plus 5% of the order total, which is at least $2.

Step 3. Configure the "Shipping Class" if applicable.

When creating and adding products, sellers have the ability to define costs for each shipping class applying to individual products or variation according to changes in size and / or weight.

Note: A “Shipping Class” is a pre-defined category configured within the “Flat Rate” method. Configuring shipping class is important when it comes to setting the shipping requirements for your products, which you may offer in differing sizes and weight.

The following shipping classes are available to use by sellers, and can be visible within the “Edit Shipping Methods” page when “Flat Rate Shipping” is configured:

- 01. Flat Rate - Small Letter < 250g (Max. Thickness 5mm)
- 02. Flat Rate - Large Letter < 125g (Max. Thickness 20mm)
- 03. Flat Rate - Large Letter 125g - 250g (Max. Thickness 20mm)
- 04. Flat Rate - Large Letter 250g - 500g (Max. Thickness 20mm)
- 05. Flat Rate - Small < 5kg
- 06. Flat Rate - Medium < 5kg
- 07. Flat Rate - Large < 5kg
- 08. Flat Rate - Extra Large < 5kg
- 09. Flat Rate - Extra Large > 5kg
- 10. Undefined Class - Store Shipping
- No shipping class cost

The shipping classes have been pre-configured, consistent with flat rate configurations typically offered by Australia Post. More information can be found on the Australia Post website for “Flat Rate Packaging”.

In addition to configuring the default ‘flat rate shipping’ cost, the seller is able to configure costs for each shipping class.

The interface adds a few more fields. Similar to the “Cost” field, these costs can be optionally entered based on each of the shipping classes.

Let’s explore how to use this functionality:

Step 4. Edit and configure the ‘shipping class cost’

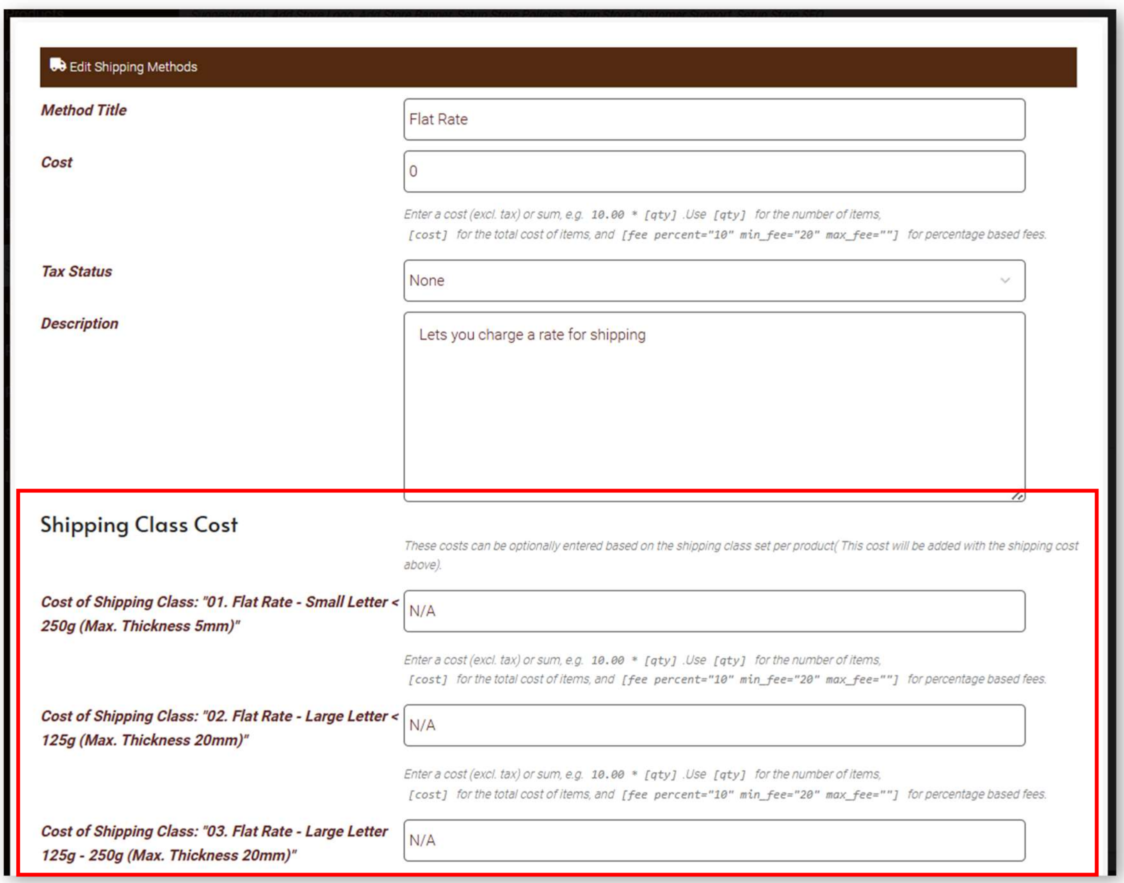
In addition to configuring the default ‘flat rate shipping’ cost, the seller is able to configure costs for each shipping class.

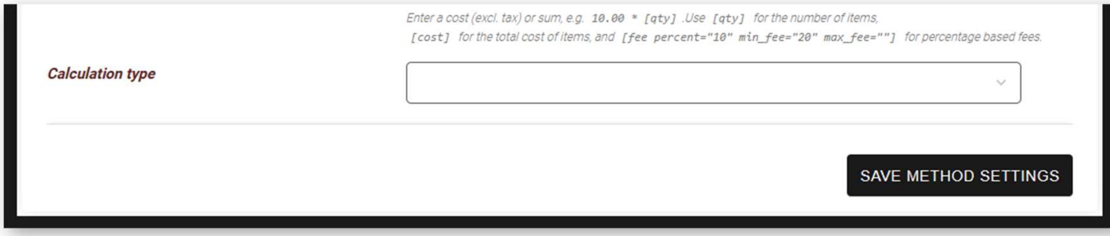
The interface adds a few more fields. Similar to the “Cost” field, these costs can be optionally entered based on each of the shipping classes.

However, note that this cost will be added with the shipping cost already applied at the highest level. For example, if a cost is added at the highest level under “Cost” and against the shipping class, both values will be charged as the delivery cost for each product purchased (but only for the shipping class which applies to that product).

The calculation rules applying to the “Shipping Class Cost” are the same as discussed at “Cost” above.

The below screenshot highlights where to adjust the “Shipping Class Cost”:





Refer to Section 18 for a typical example of how you can setup your flat rate shipping classes for both regular post, and express post consistent with Australia Post parameters.

Step 5. Nominate the “Calculation type”:

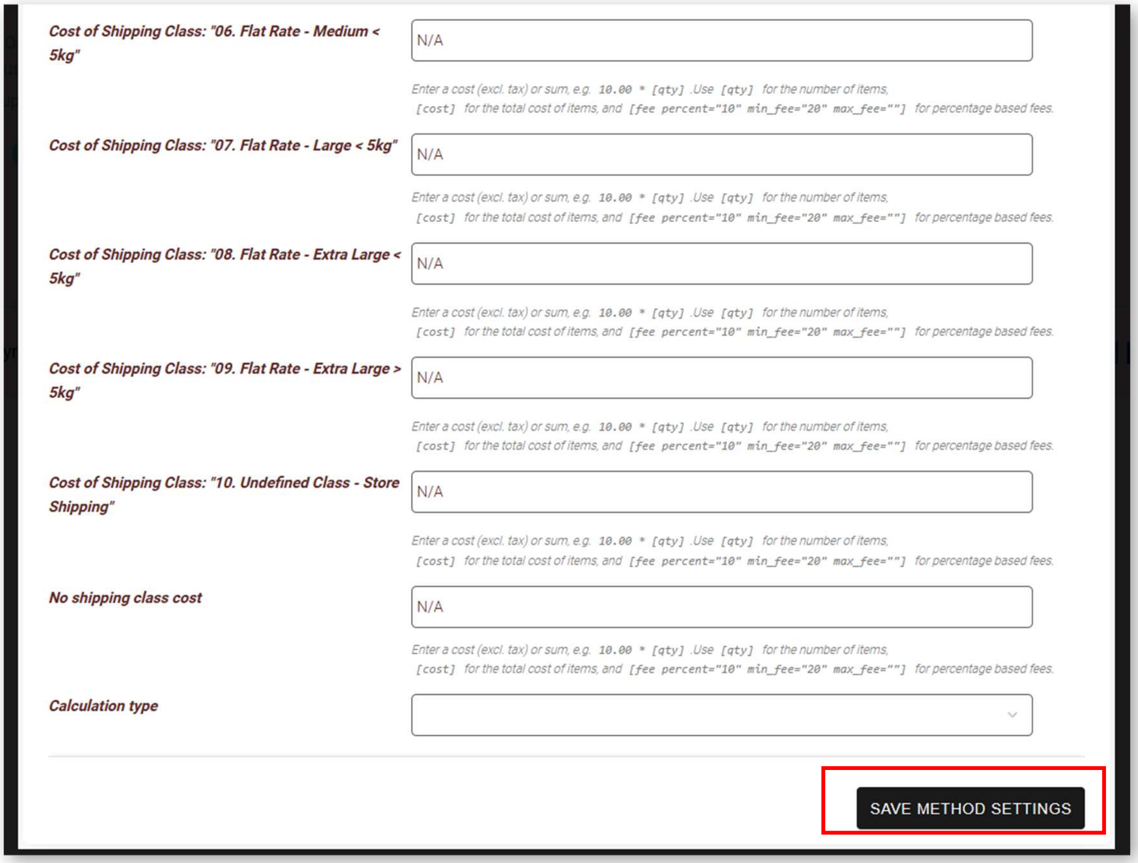
Take note of the calculation rules you can adopt to configure the shipping class cost. There are two (2) options to consider:

Per Order: Picks the most expensive option based on shipping costs in the cart. This may be relevant for you to consider where your shipping cost allows for weight-based rules. For example, if your shipping class allows you to send up to 5kg, then it may be appropriate to allow a cost per order, as opposed to charging a customer shipping costs per item, on the basis most orders are likely to be less than 5kg.

Per Class: Charges shipping for each shipping class, irrespective of the number of items within the customer’s cart. For example, if the customer has three (3) products each with and each attract shipping class “07. Flat Rate - Large < 5kg”, the customer will be charged the cost applying to that shipping class multiplied by three (3).

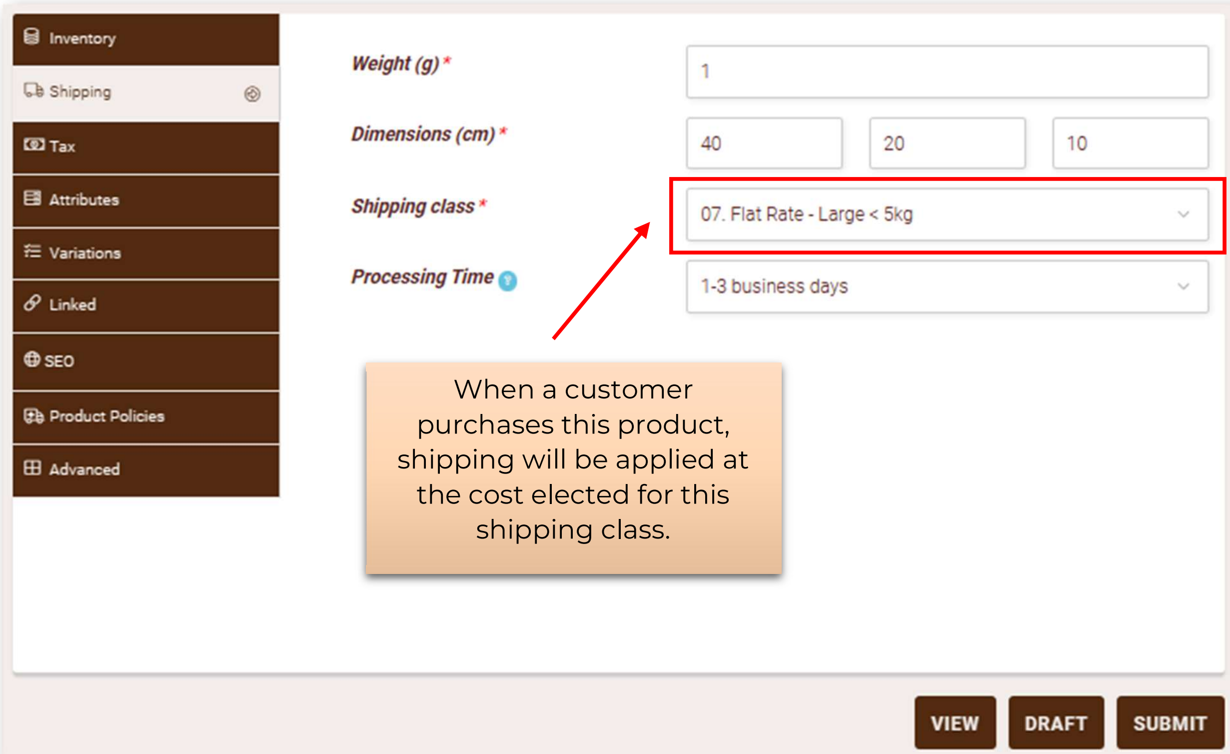
Note: If you consider you require adjustments to the “Shipping Class” nominated by **myroast™**, please contact us to discuss further and consider a solution that matches your shipping requirements.

Step 6. Once the above options are filled, save the above changes via clicking on “Save method settings” button.



When you add you configure and add products to your Seller Store, by configuring shipping classes, you will have the flexibility to align the shipping cost to the size and weight of each of your products.

Below is a screenshot, showing an example of a shipping class chosen for a product:



Refer to Section 6.8 for more information regarding setting up a Product.

Note: Ensure you double check your shipping settings and rules. To ensure they adequately reflect your shipping objectives. If configured correctly the first time, no further modifications will be necessary throughout the life of your Seller Store unless there are adjustments to your shipping cost or practices.

Tip: Monitor your orders to ensure shipping has been adequately allocated at checkout according to your shipping settings. Monitoring and identifying early will ensure any errors can be quickly corrected before any further orders are received.

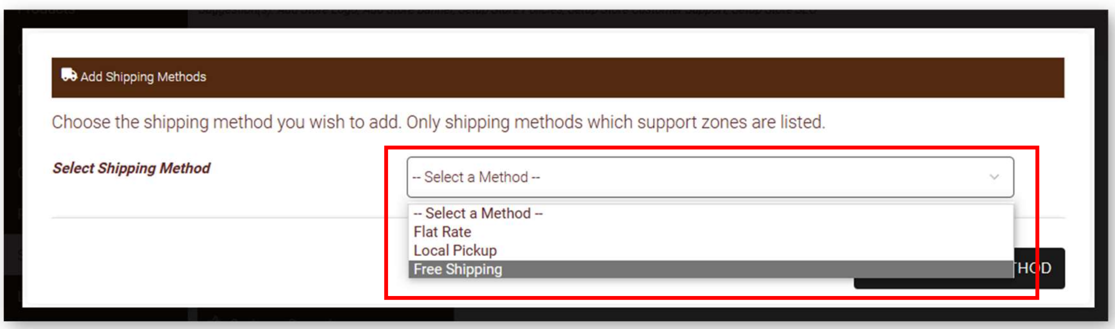
12.5.2.2. Free shipping

This shipping method allows the supplier to set the threshold amount above which the shipping will be free for customers.

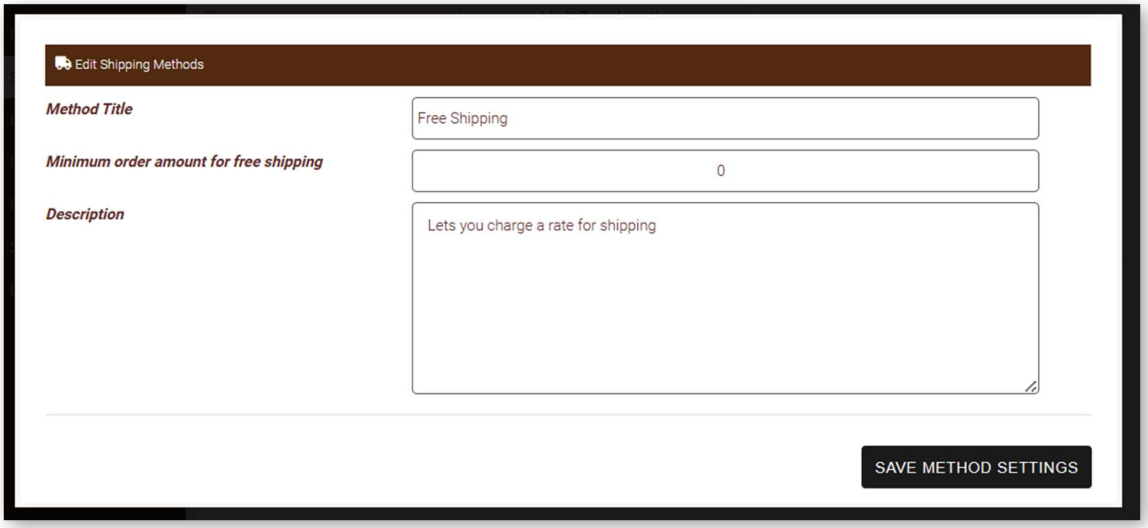
Seller Store > Settings > Shipping > Shipping by Zone > Free Shipping

Here's how to enable within "Shipping by Zone:

Step 1. Add free shipping method from the "Add shipping method" drop down.



Step 2. After saving this method, you can click on "Edit" and fill complete the fields to configure the free shipping requirements, and the following screen will present itself:



Here's is a brief explanation for the fields:

Method title: This is the title that will be displayed to customers upon checkout.
Minimum order amount: Here suppliers can enter the threshold value above which the shipping will be free to customers.
Description: You can enter the description of the rate to distinguish other methods in within your settings. Include any description you wish.

Step 3. Save the changes via clicking on "Save method settings" button.

12.5.2.3. Local pickup

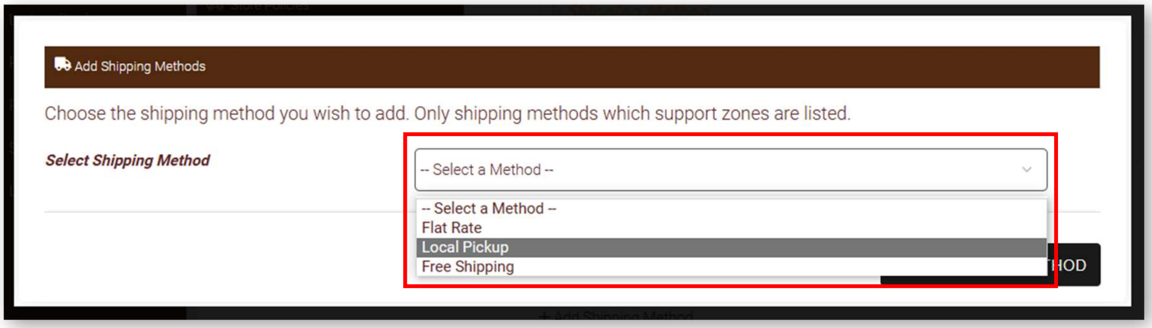
The local pickup method allows customers to pick up their orders in person without incurring excessive (or any) shipping costs. By offering local pickup, you provide customers with a convenient alternative to shipping, which can save them money and time.

It's a great way to enhance customer satisfaction and accommodate those who prefer a hands-on approach to collecting their orders. But, if you wish to include this as an optional method for your customers, be sure your branch and location settings are configured under "Location".

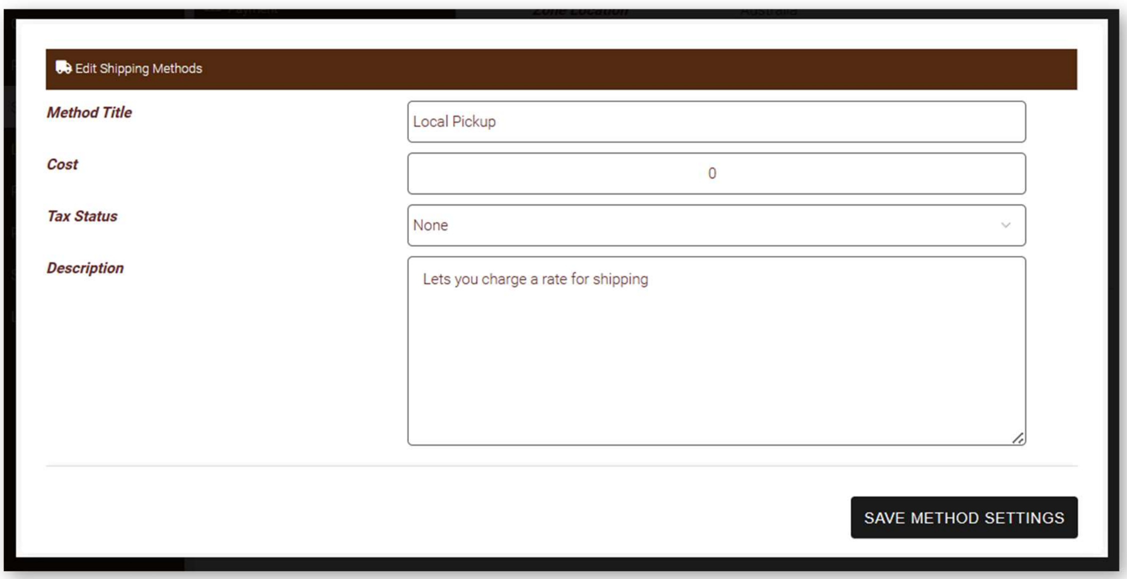
Seller Store > Settings > Shipping > Shipping by Zone > Local Pickup

Here's how to enable within "Shipping by Zone:

Step 1. Add local pickup method from the "Add shipping method" drop down.



Step 2. Similar to the other shipping methods, after saving this you will have to click on the "Edit" to configure the details for this shipping option. Once "Edit" option is clicked, the following screen will present itself:



Here's is a brief explanation for the fields:

Method title: This is the title that will be displayed to customers upon checkout.
Cost: Here suppliers can include a cost, should they wish to include a handling fee.

Tax Status: Suppliers can elect to apply tax to the shipping cost.
Description: You can enter the description of the rate to distinguish

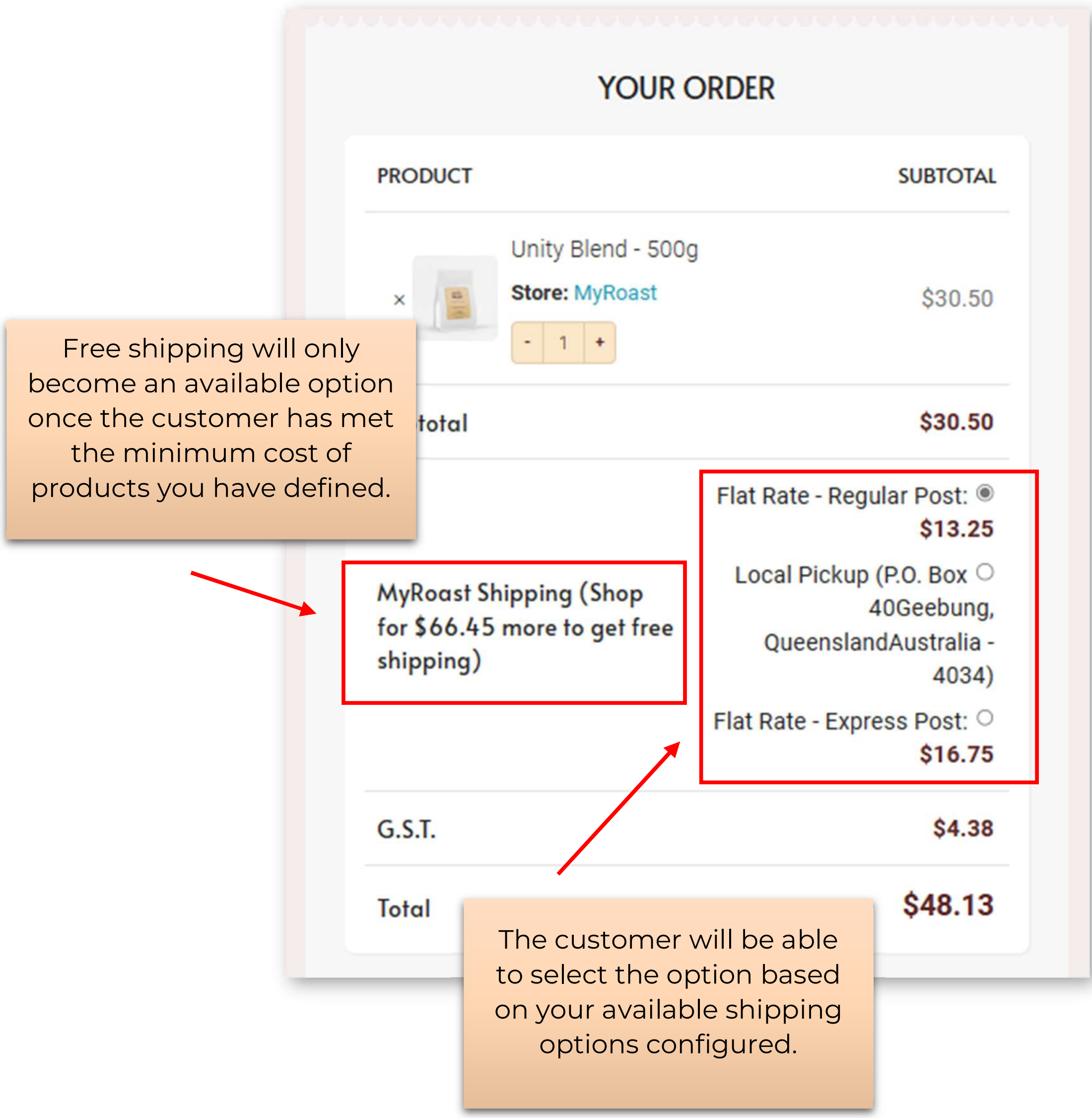
other methods in within your settings. Include any description you wish.

Step 3. Save the changes via clicking on “Save method settings” button.

12.5.2.4. Shipping at Checkout

Once you have configured your shipping options, the customer will be able to choose their preferred option for shipping based on the shipping settings and cost you have configured.

Below is a screenshot of what will be presented to the customer upon checkout with applicable “Flat Rate”, “Local Pickup” and “Free Shipping” settings.



12.5.3. Shipping by Weight

In addition to shipping by zone, **myroast™** allows suppliers to configure shipping by weight. This alternative allows suppliers to set shipping rules based on fluctuations in the weight of products and set varying costs for each.

To configure shipping options based on weight for your store, you can follow these steps. This method allows you to set different shipping rates based on the weight of the items being shipped:

Seller Store > Settings > Shipping > Shipping by Weight

Here's a detailed guide on how suppliers can enable "Shipping by Weight":

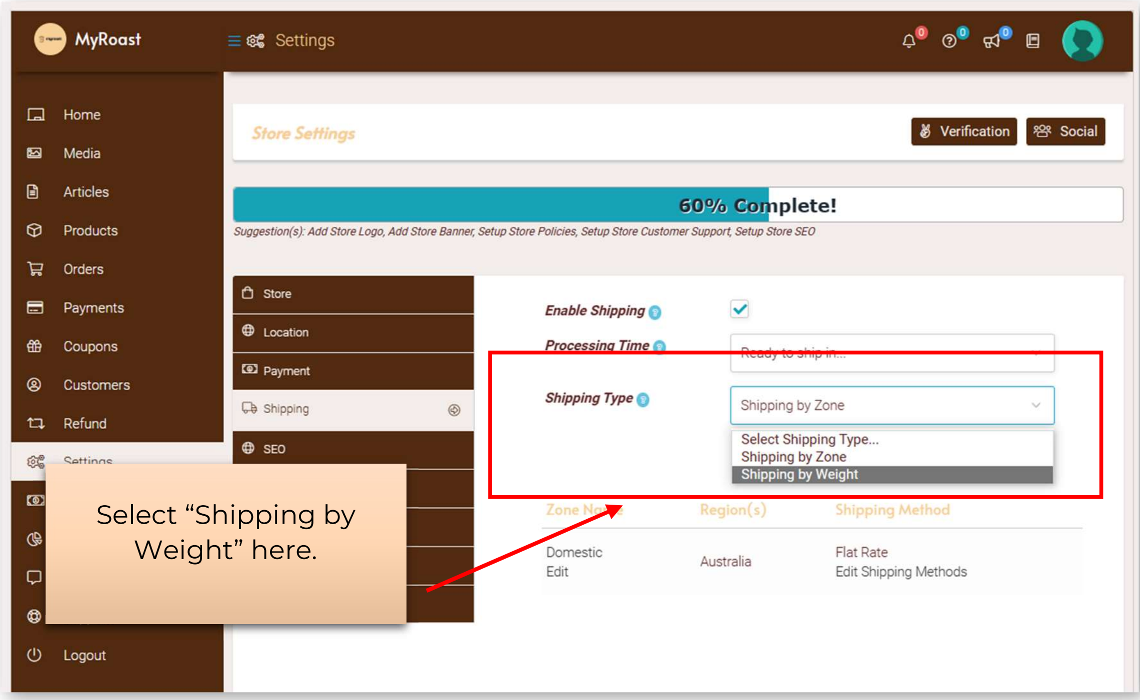
Step 1. Access your Seller Store dashboard and navigate to the "Settings" page.

Step 2. Within the "Settings" page, locate and click on "Shipping".

Step 3. Set the desired processing time, which is the duration it takes for orders to be prepared and dispatched.

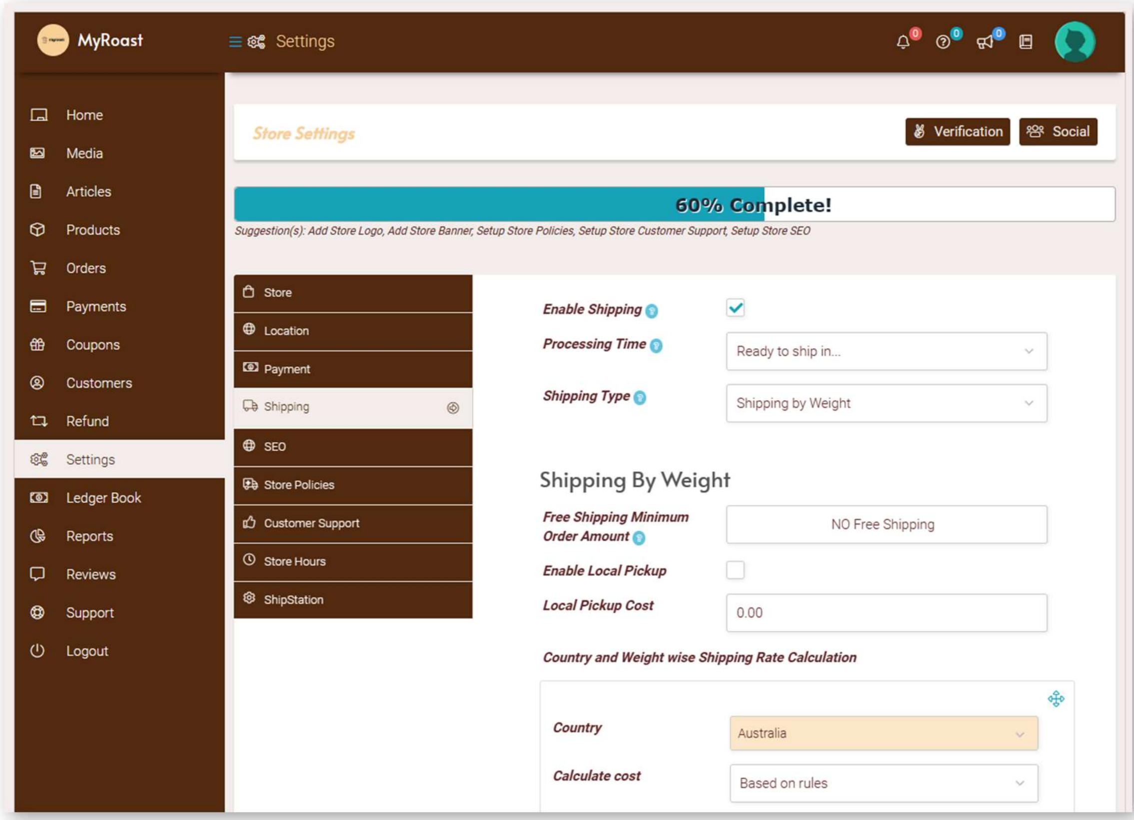
Step 4. Next, select "Shipping by Weight".

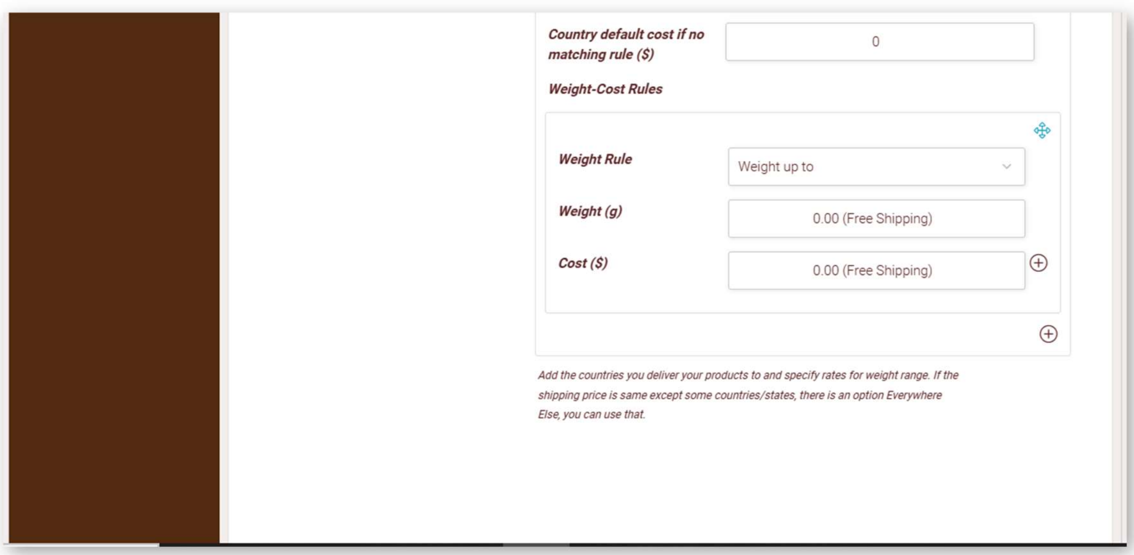
To configure shipping by zone, choose the "Shipping by Weight" option, as illustrated in the screenshot below.



By selecting "Shipping by weight," you can define different weight ranges and set specific shipping rates for each range. For example, you might have different rates for items weighing up to 1kg, 1-3kg, and so on. This method allows for more precise shipping calculations based on the weight of the items in the customer's order.

Upon selecting the "Shipping by Weight" option, the following screen will be displayed:





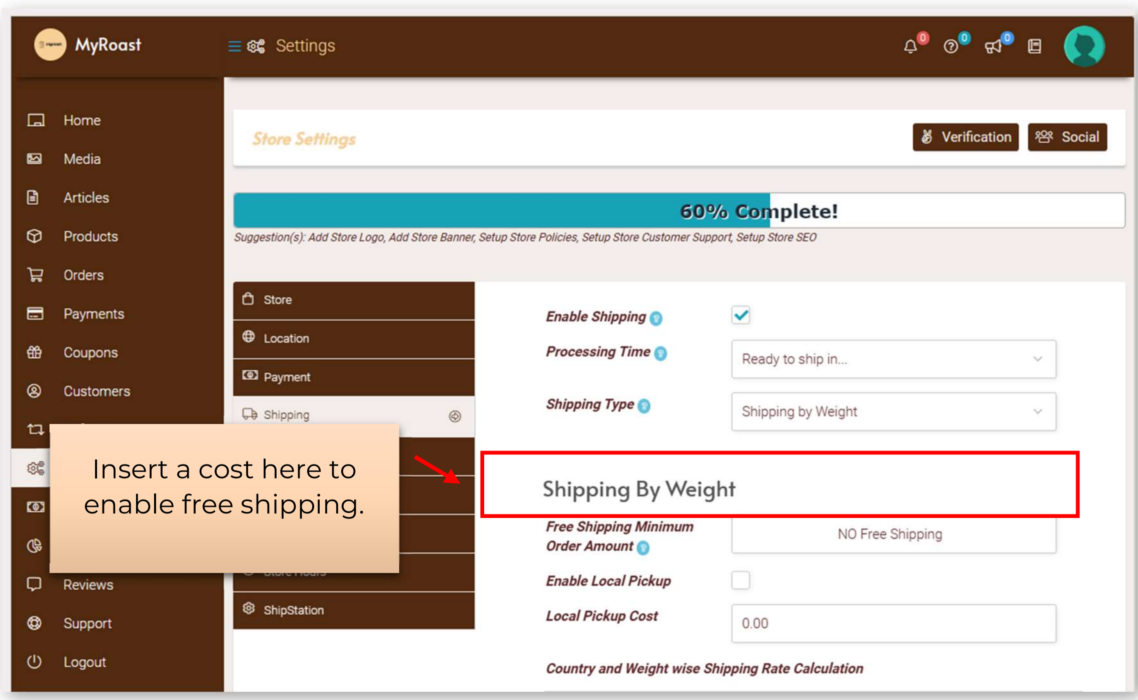
We will talk through setting the parameters displayed further below.

Step 5. Configure free shipping, if desired.

The “Shipping by Weight” option also provides the flexibility to define rules applying to free shipping and local pickup, comparative to those discussed within the “Shipping by Zone” method.

This shipping method allows the supplier to set the threshold amount above which the shipping will be free for customers. Here’s how to enable:

Include a cost amount within “Free Shipping Minimum Order Amount”. This is a threshold which will apply to purchases before customers receive free shipping. If you choose not to enable free shipping, do not include any cost within this item.



Step 6. Configure local pickup, if desired.

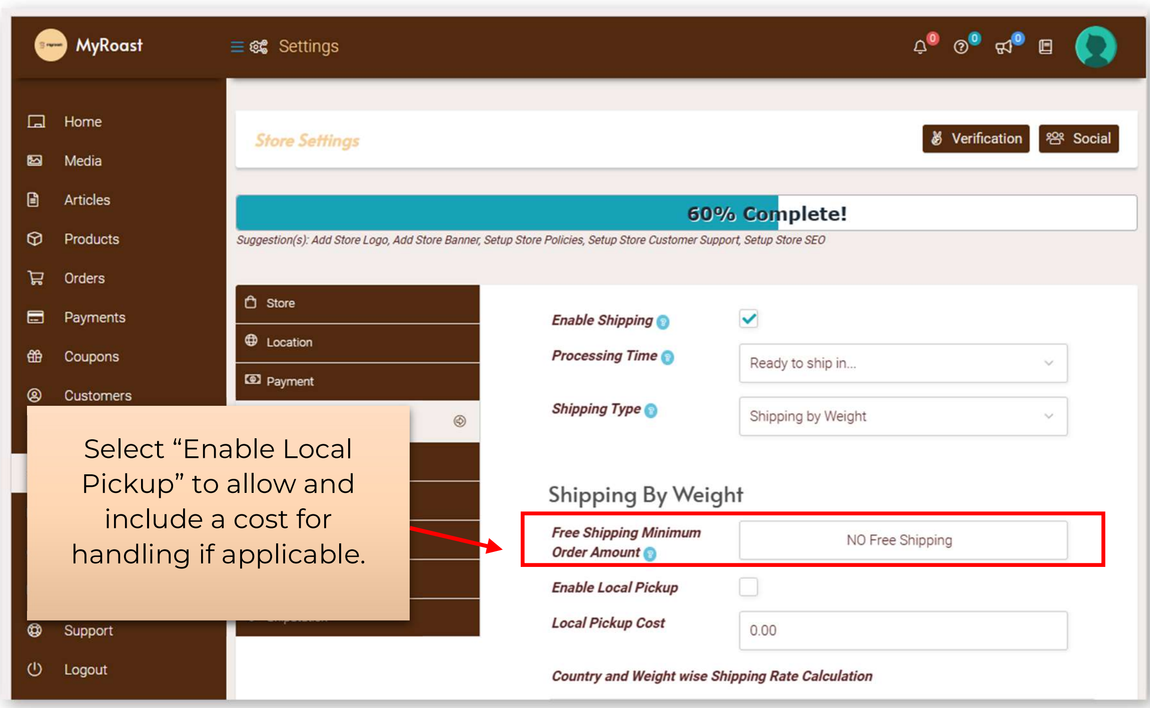
The “Shipping by Weight” option also provides the flexibility to define rules applying to local pickup, comparative to those discussed within the “Shipping by Zone” method.

The local pickup method allows customers to pick up their orders in person without incurring excessive (or any) shipping costs. By offering local pickup, you provide customers with a convenient alternative to shipping, which can save them money and time. It's a great way to enhance customer satisfaction and accommodate those who prefer a hands-on approach to collecting their orders. But, if you wish to include this as an optional method for your customers, be sure your branch and location settings are configured under "Location".

Here's how to enable local pickup:

Select the "Enable Local Pickup" to allow this option for customers at checkout.

Once you have enabled local pickup, you can choose to include a cost for handling if applicable. Should you wish to charge no cost to the customer, simply leave it blank.

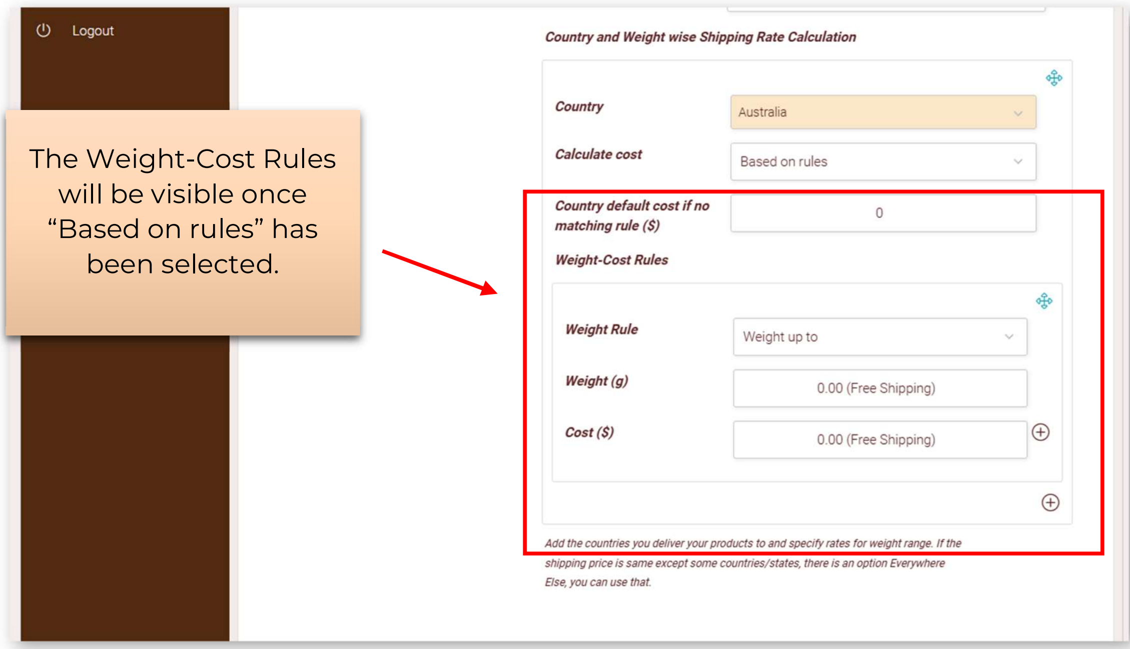


Step 7. Next, we will discuss how to set the "Weight-Cost Rules" for "Shipping by Weight"

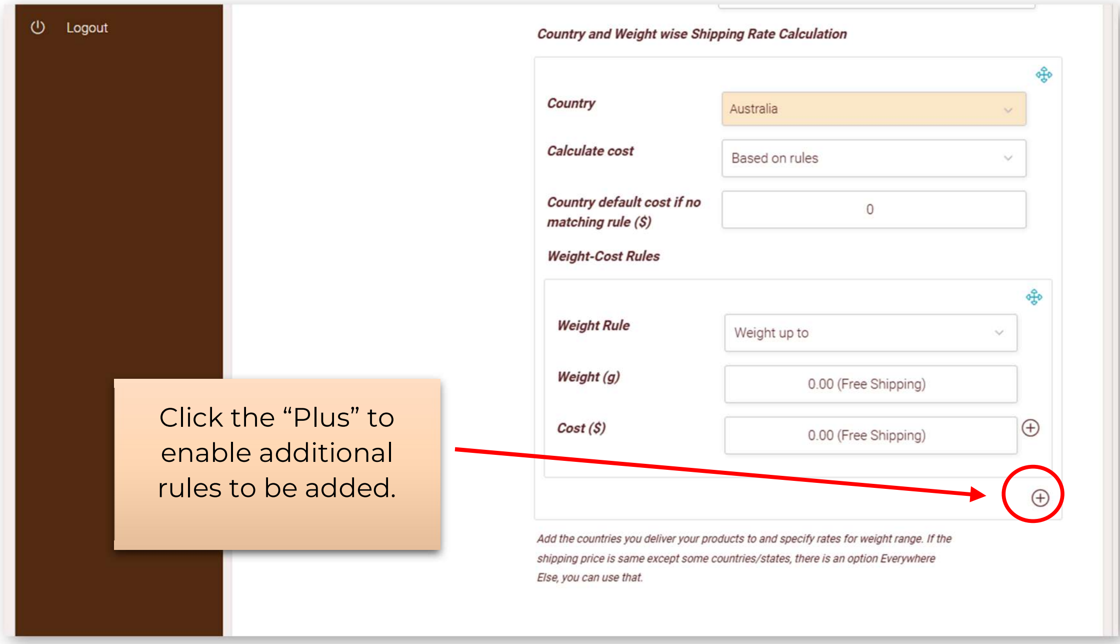
Choose the method of calculation for the shipping cost. There are two (2) options to consider.

Option 1 – Based on Rules Approach

The “Based on rules” approach allows sellers to configure shipping costs according to the weight of a product. By selecting this the weight-cost rules form will enable for you to input your requirements, as can be seen in the below screenshot:



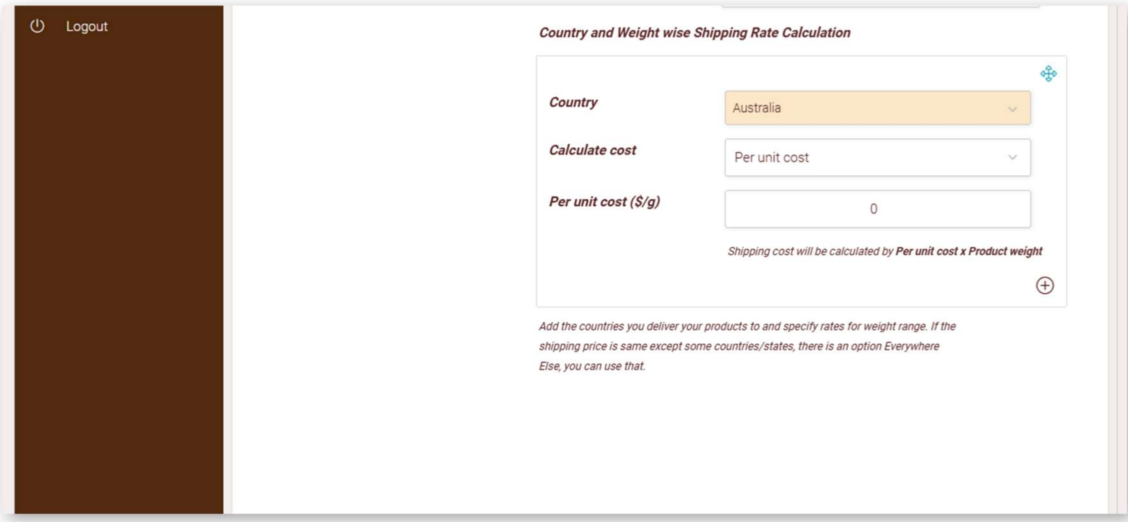
Simply configure the weight rule, weight, and cost according to your requirements. Additional rules can be activated by clicking on the “Plus”, as indicated in the below:



Option 2 – Per Unit Cost

Alternatively, the "Per unit cost" simply allows the seller to add a cost per unit of weight. The shipping cost will be calculated based upon the weight you allocate to a product when adding.

Example: Your shipper charges you $0.01/g, which you adopt as the cost per unit of weight. You have just sold a product with a weight of 1kg. Therefore, the shipping cost included at checkout is $0.01/g x 1000g = $10.



By following these steps, suppliers can offer shipping options based on weight, allowing customers to see accurate shipping costs based on the weight of their chosen items. This method provides flexibility and customization in determining shipping rates for different weight ranges.

Step 4. Save the changes via clicking on “Save method settings” button.

12.6. Search Engine Optimisation (SEO)

Sellers have the flexibility to set Search Engine Optimization (SEO) related settings for their Seller Store. Here, you can configure meta tags, keywords, and other SEO-related settings to improve your store's visibility in search engine results.

But you might ask yourself what SEO is? SEO plays a vital role in driving organic traffic to your Seller Store and improving the visibility of your products in search engine results.

What is SEO?

SEO is the practice of optimizing your website and its content to improve its visibility and rank higher in search engine results pages.

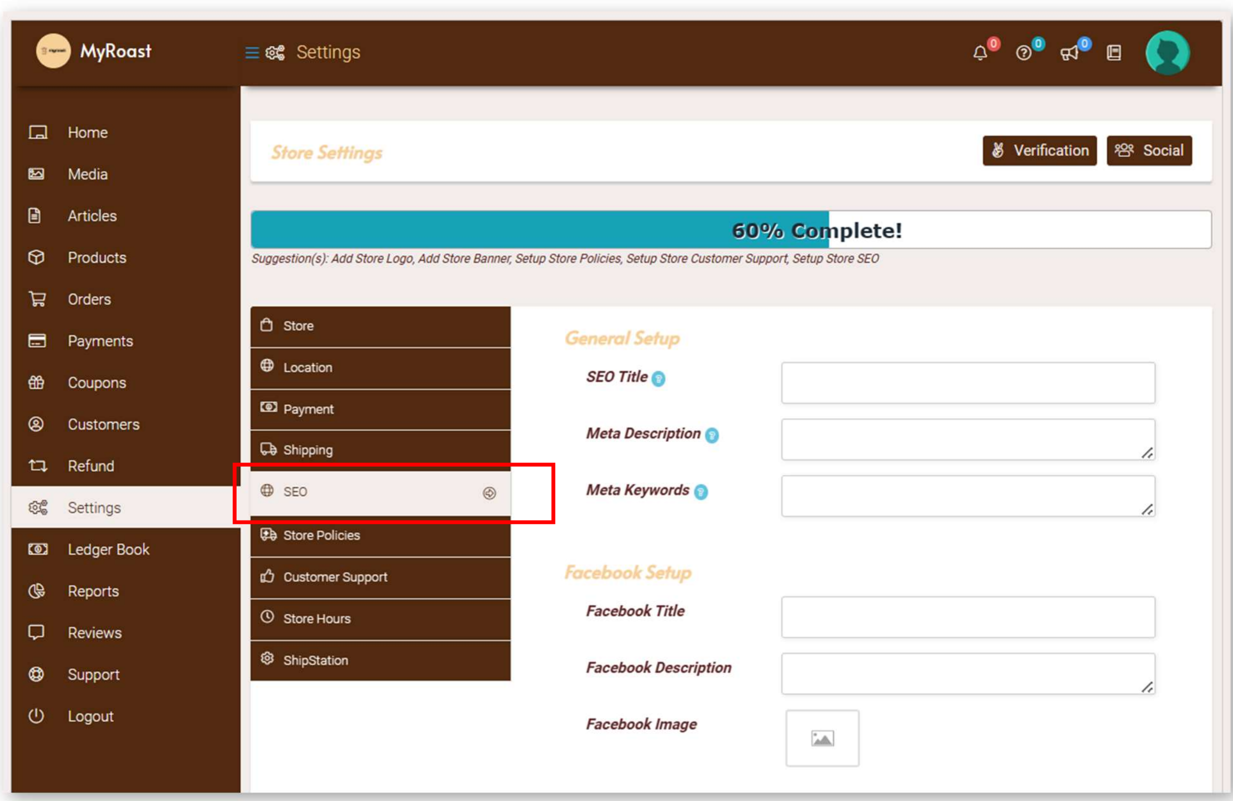
The goal of SEO is to make it easier for search engines, such as Google, Bing, or Yahoo, to understand your content and present it to users searching for relevant keywords or phrases.

You are able to input your details for:

- SEO Title
- Meta Description
- Meta Keywords
- Facebook Title
- Facebook Description
- Facebook Image
- Twitter Title
- Twitter Description
- Twitter Image

Seller Store > Settings > Shipping > SEO

The below screenshot identifies the page which will appear when coming to the “SEO” page:



Remember, SEO is an ongoing process, and it takes time to see significant results. By implementing these SEO practices within your vendor store setup, you can increase your chances of attracting organic traffic and reaching a wider audience.

12.7. Store Policies

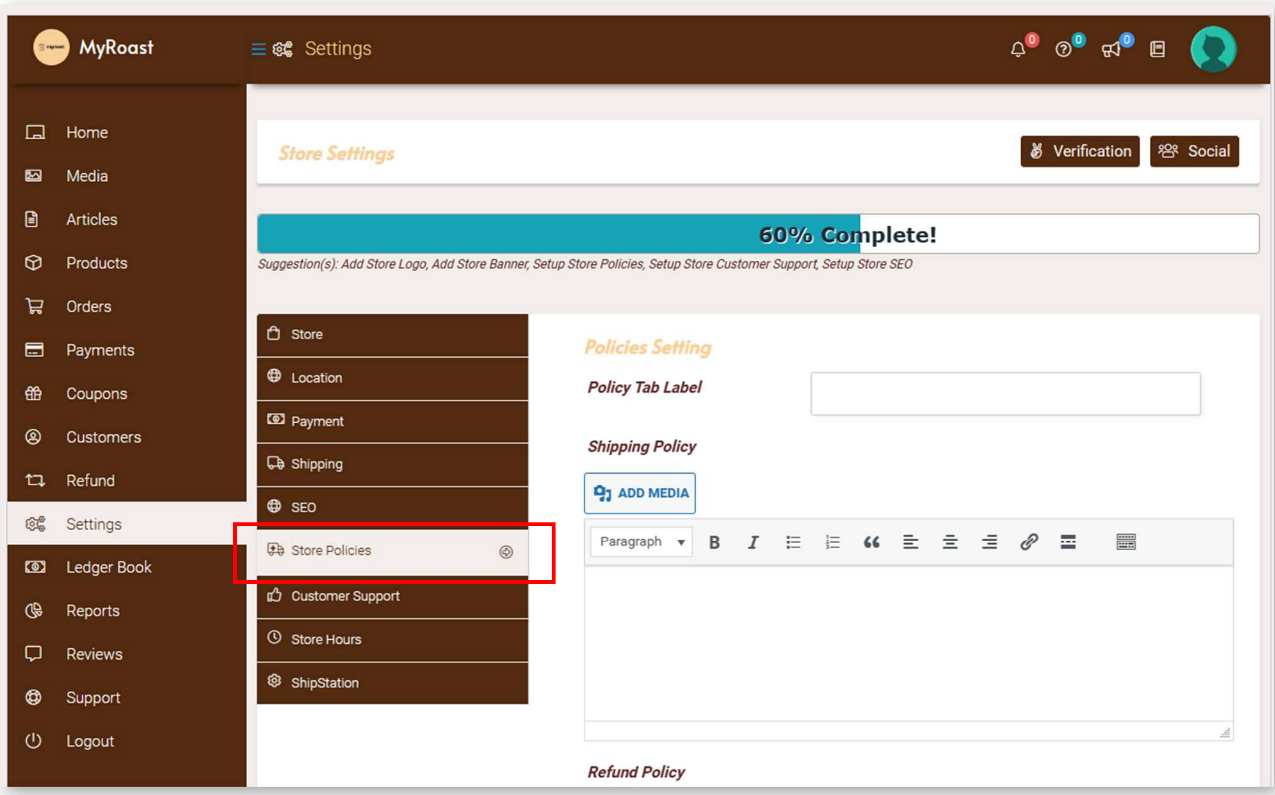
Here, you can define your store policies, such as refund, shipping, and cancellation policies, to provide clarity to your customers regarding their rights and responsibilities.

It is important to provide clear and transparent policies to ensure a positive buying experience for customers. Sellers can customise the label for the policy tab to align with their branding and preferences.

By setting up comprehensive and easily accessible store policies, sellers can establish trust with customers and ensure that all parties are well-informed about the terms and conditions of their transactions.

Seller Store > Settings > Shipping > Store Policies

The below screenshot identifies the page which will appear when coming to the “Store Policies” page:



Please note that the marketplace already has policies in place for both sellers and customers to ensure a fair and transparent trading environment. Sellers are kindly requested to familiarise themselves with these existing policies, which cover various aspects such as seller guidelines, customer protection, and dispute resolution.

While you have the option to expand upon specific details within your store policies, we recommend aligning them with the marketplace's policies to maintain consistency and provide a seamless shopping experience for customers.

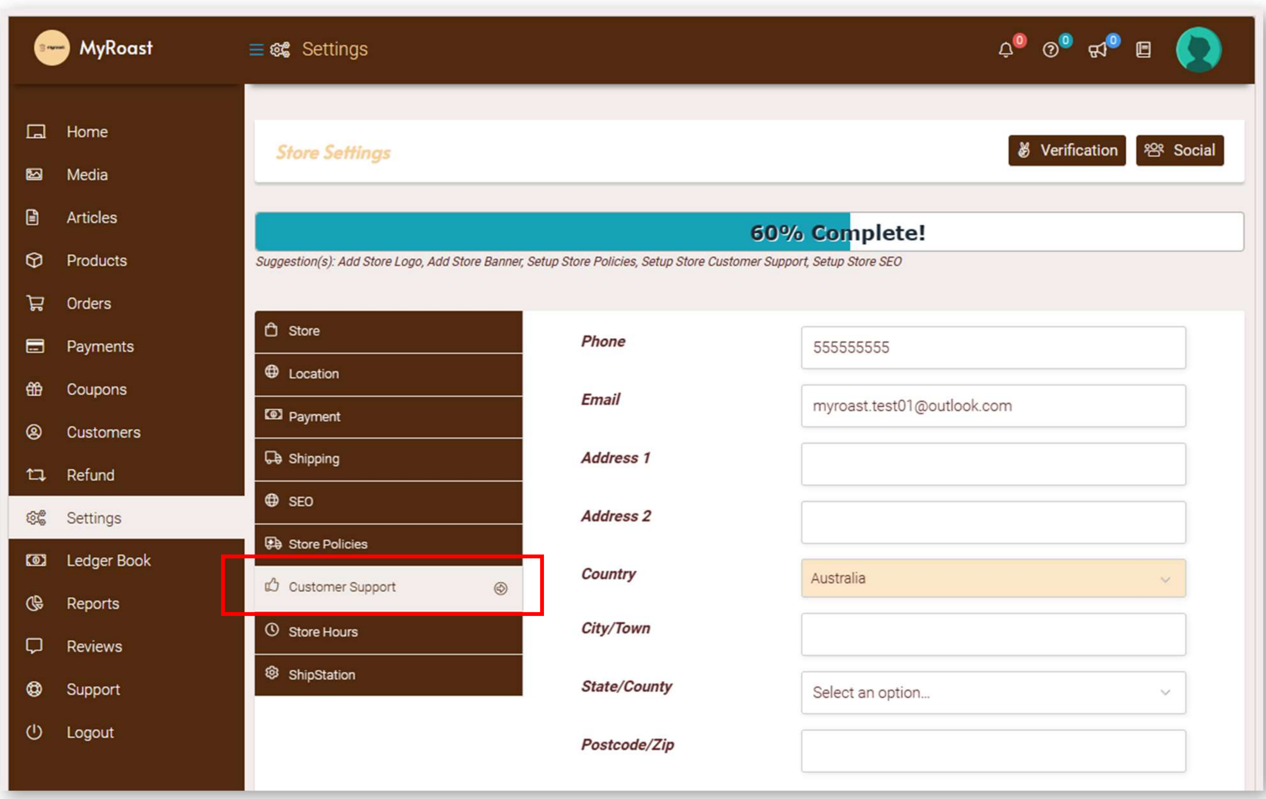
Refer to Section 0 for example Store Policies which you can adopt and include on your Seller Store.

12.8. Customer Support

Sellers are able to configure settings related to customer support, including contact information, customer service hours, and other details to facilitate effective communication with your customers. It is crucial to ensure that these details are accurate and easily accessible, enabling sellers to promptly address any inquiries or concerns raised by their customers.

Seller Store > Settings > Shipping > Customer Support

The below screenshot identifies the page which will appear when coming to the “Customer Support” page:



By providing reliable and responsive customer support, sellers can greatly enhance the overall shopping experience for their customers and establish a strong sense of trust in their brand. Take a moment to enter your contact information accurately to facilitate effective communication with your customers.

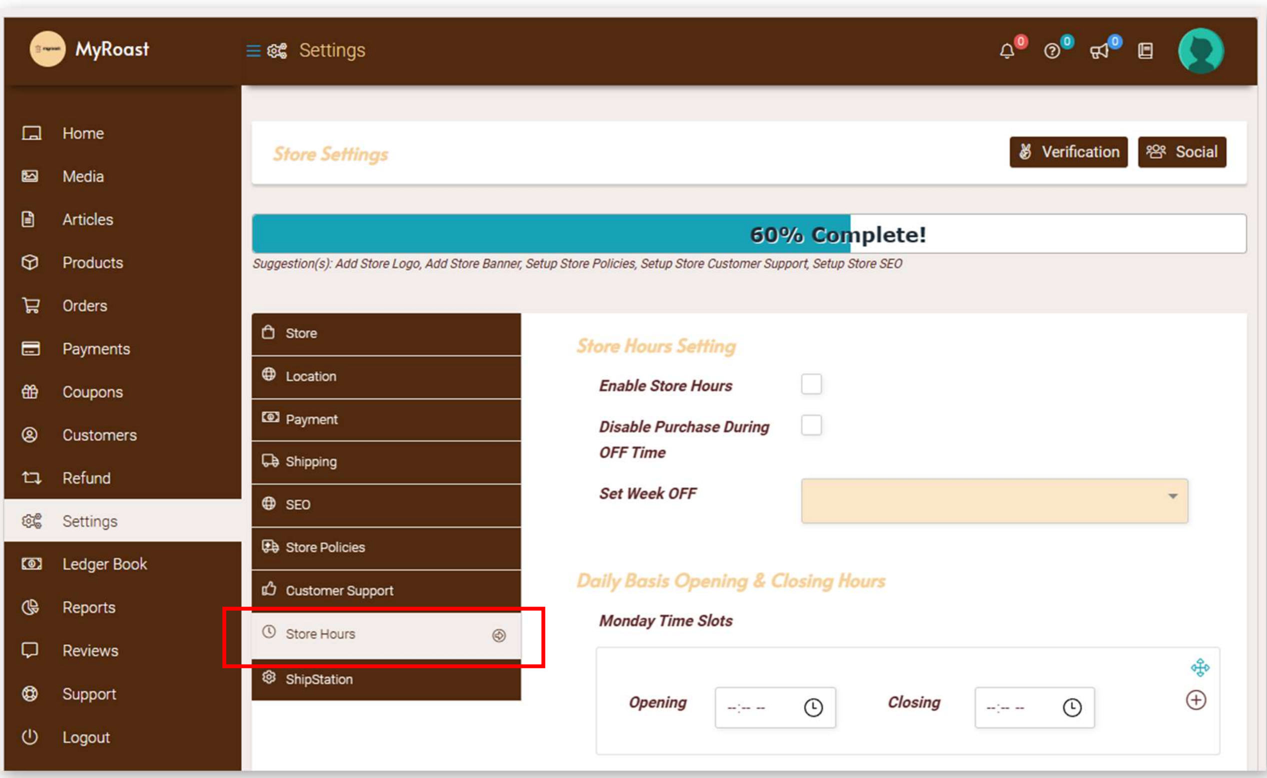
12.9. Store Hours

Here, you can specify your store's operating hours, enabling customers to know when your physical store is open for business.

Simply set the operating timeframes, opening, and closing hours.

Seller Store > Settings > Shipping > Store Hours

The below screenshot identifies the page which will appear when coming to the "Store Hours" page:



12.10. ShipStation

myroast™ allows optional integration with ShipStation at the sellers' discretion.

What is ShipStation?

ShipStation is a shipping platform that offers advanced shipping management and automation features and can integrate seamlessly with the Seller Store to streamline and automate your shipping processes.

With ShipStation, you can easily import and manage your orders from your Seller Store, efficiently process shipments, and provide your customers with timely tracking information.

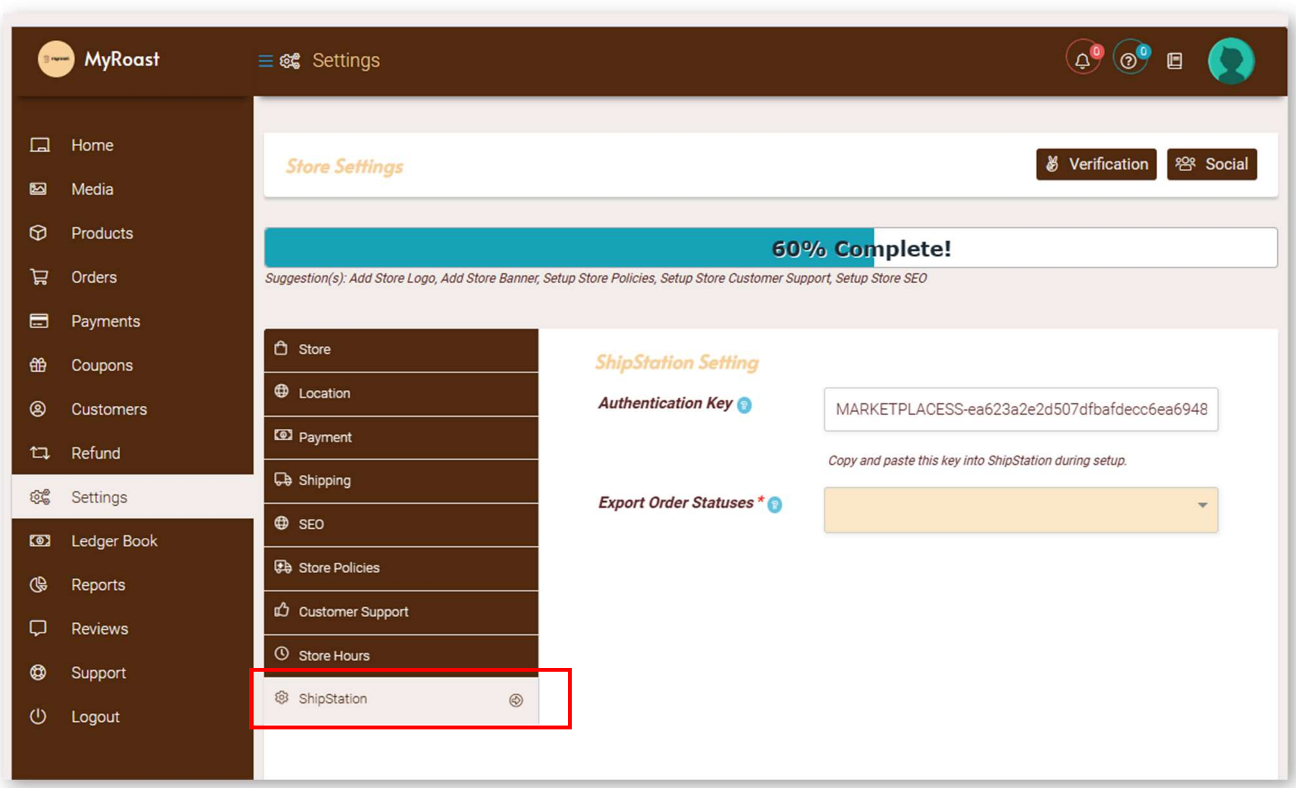
What are the requirements in using ShipStation?

In order to establish the connection between ShipStation and your Seller Store, you will need to have an active ShipStation account. If you don't have a ShipStation account yet, you can sign up for one on their website. Having a ShipStation account is necessary to complete the setup and enjoy the benefits of streamlined shipping processes and order management.

However, note, **myroast™** has no affiliation and provides no support in relation to issues arising through use of this optional integration by the seller.

Seller Store > Settings > Shipping > ShipStation

The below screenshot identifies the page which will appear when coming to the "ShipStation" page:



13. Ledger Book

13.1. Overview

The “Ledger Book” provides a complete and efficient means for you to check all of your transactions – commission, withdrawal, refund, partial-refund and charges as well.

Here are just some of the key features and functionalities you will find:

Financial Management.

An overview of your financial transactions, including earnings, withdrawals, refunds, and fees. Sellers can track their revenue and expenses, helping them effectively manage their finances and make informed business decisions.

Streamlined Accounting.

A structured and organised system for recording financial transactions. This simplifies the accounting process for sellers, facilitating the generation of accurate financial reports, tax filings, and other accounting tasks.

Historical Records.

Maintain a historical record of all financial activities, allowing sellers to access past transactions and financial data easily. This is valuable for reference, auditing, or retrospective analysis purposes.

Order and Refund Tracking.

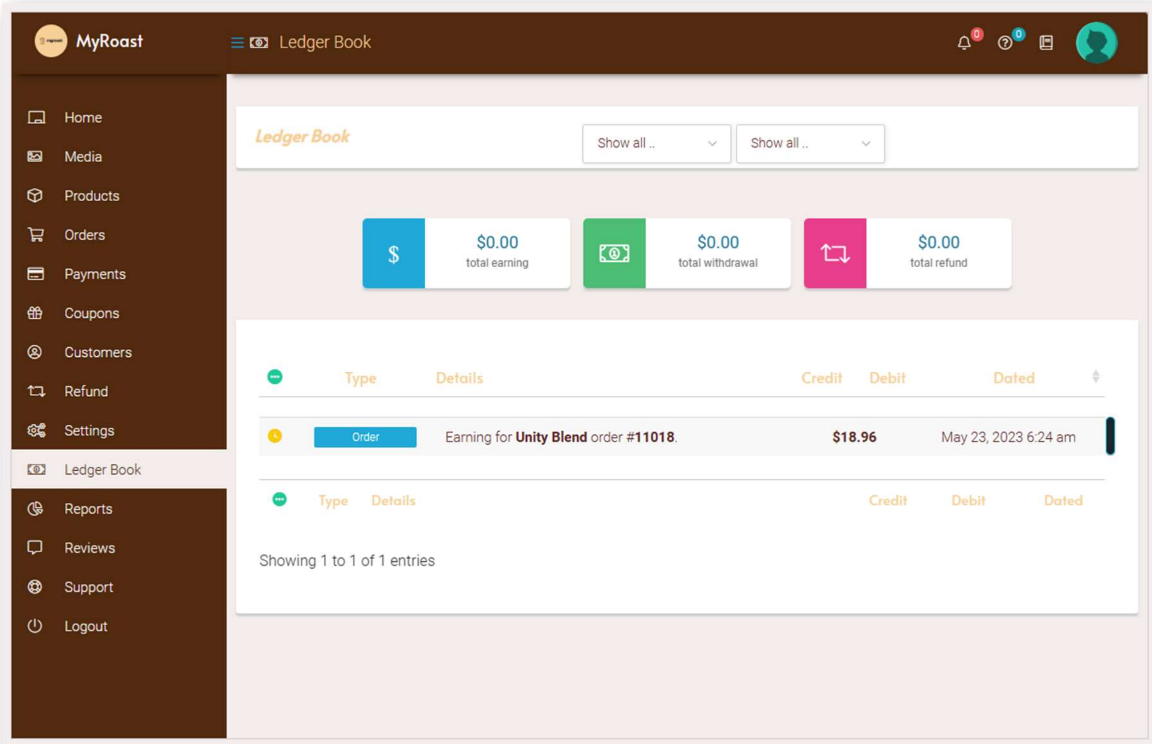
Sellers can associate transactions with specific orders and refunds, providing a centralised location to track and reconcile these activities. This simplifies the process of identifying and resolving any issues related to orders or refunds.

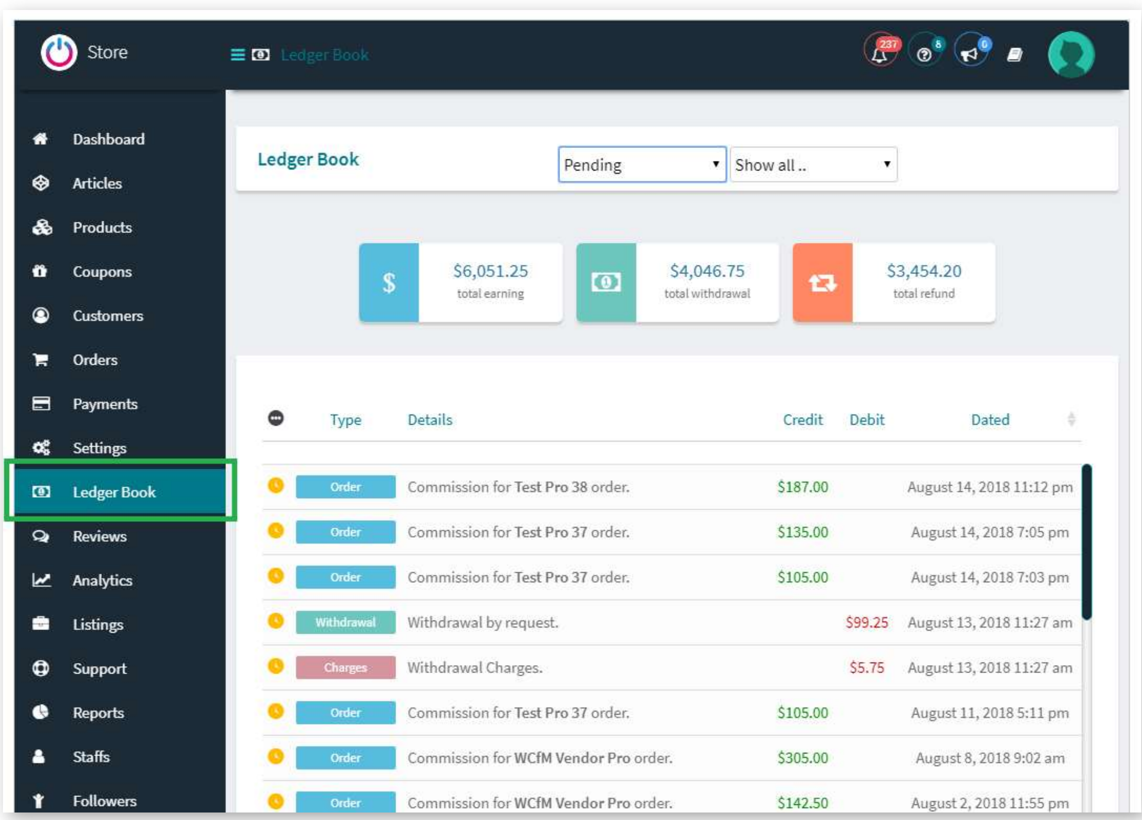
Performance Analysis.

Sellers can use the ledger book to analyse their sales performance over time. By examining trends, patterns, and revenue breakdowns, you can gain insights into their best-selling products, peak sales periods, and customer preferences, enabling them to optimize their strategies and boost profitability.

Seller Store > Ledger Book

Below is a screenshot of the main page within “Ledger Book”:


MyRoast
Ledger Book
Home
Media
Products
Orders
Payments
Coupons
Customers
Refund
Settings
Ledger Book
Reports
Reviews
Support
Logout
Ledger Book
Show all ..
Show all ..
$0.00
total earning
$0.00
total withdrawal
$0.00
total refund
Type Details Credit Debit Dated
Order
Earning for Unity Blend order #11018.
$18.96
May 23, 2023 6:24 am
Type Details Credit Debit Dated
Showing 1 to 1 of 1 entries

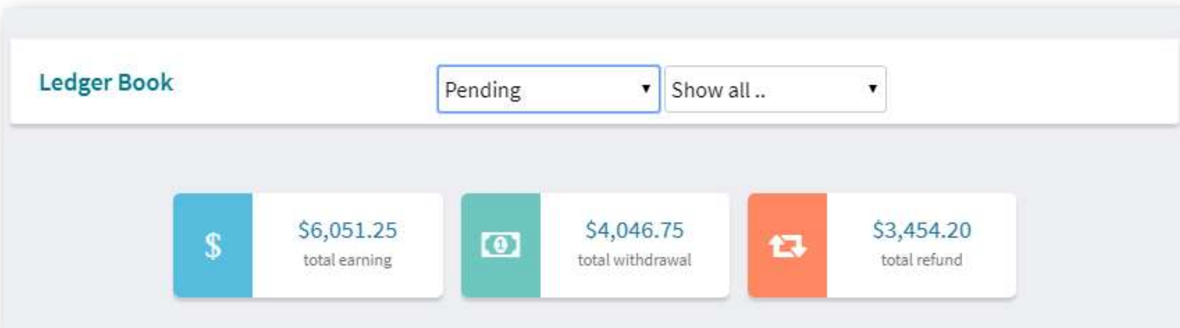

Store
Ledger Book
Dashboard
Articles
Products
Coupons
Customers
Orders
Payments
Settings
Ledger Book
Reviews
Analytics
Listings
Support
Reports
Staffs
Followers
Ledger Book
Pending
Show all ..
$6,051.25
total earning
$4,046.75
total withdrawal
$3,454.20
total refund
Type Details Credit Debit Dated
Order Commission for Test Pro 38 order. $187.00 August 14, 2018 11:12 pm
Order Commission for Test Pro 37 order. $135.00 August 14, 2018 7:05 pm
Order Commission for Test Pro 37 order. $105.00 August 14, 2018 7:03 pm
Withdrawal Withdrawal by request. $99.25 August 13, 2018 11:27 am
Charges Withdrawal Charges. $5.75 August 13, 2018 11:27 am
Order Commission for Test Pro 37 order. $105.00 August 11, 2018 5:11 pm
Order Commission for WCfM Vendor Pro order. $305.00 August 8, 2018 9:02 am
Order Commission for WCfM Vendor Pro order. $142.50 August 2, 2018 11:55 pm

In addition to the main screen, you will have a series of toggles and a drop-down box at the top of the "Ledger Book" dashboard, where you can easily filter between total earning, total withdrawal, and total refund (including by the transaction status, i.e., pending) applicable to sales and orders made by your Seller Store.

The transaction history statistics will be visible at the top of the page for:

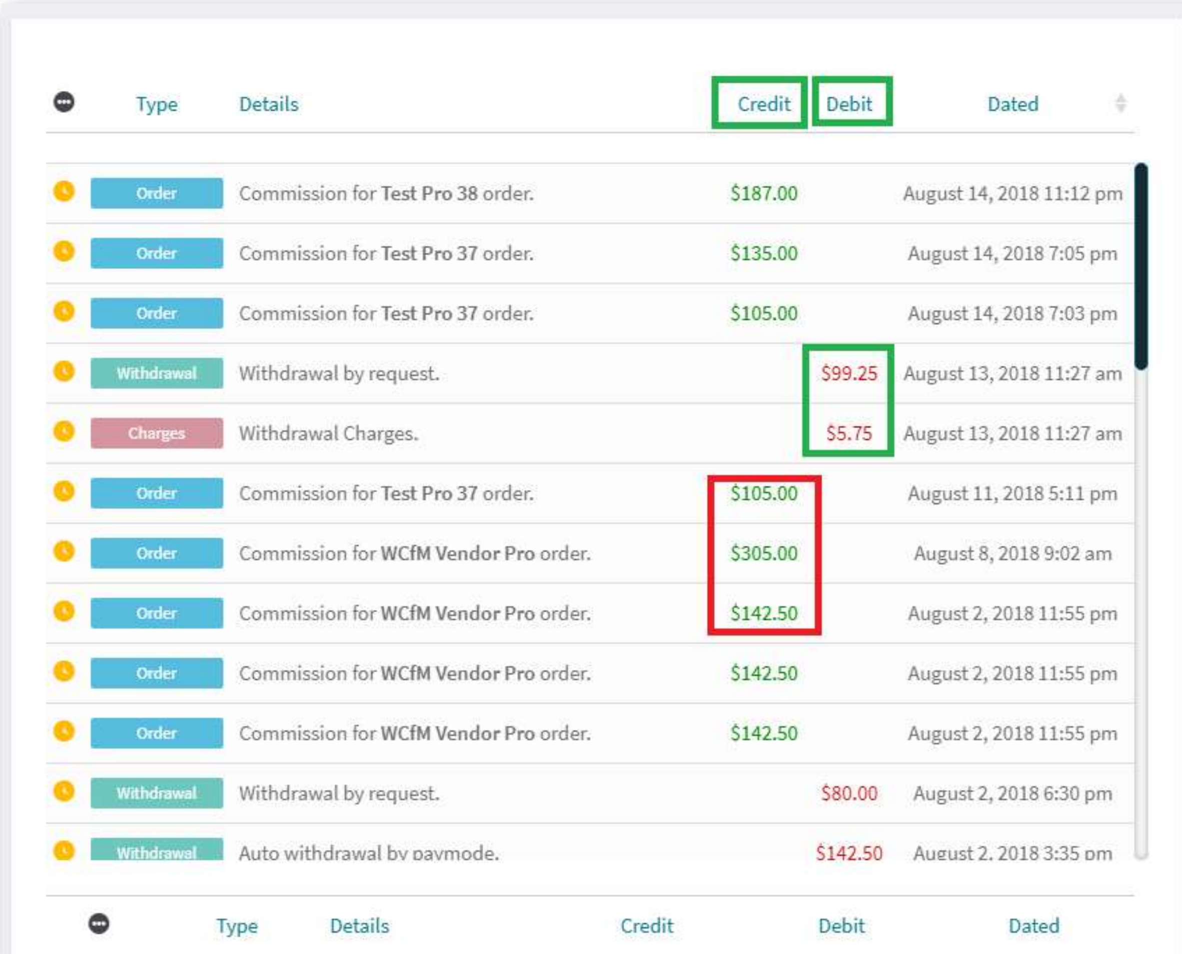
- Total Earning
- Total Withdrawal
- Total Refund

The below screenshot shows the statistics visible from the "Ledger Book" page applicable to your Seller Store:



The transactions on your Seller Store are visible in credit-debit format, where you will be able to view the transaction type, details, and status.

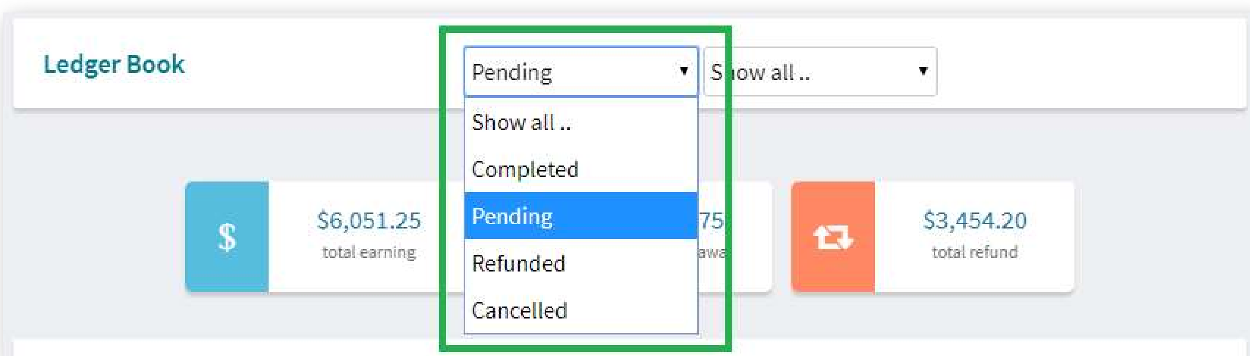
The below screenshot is an example of what is displayed:



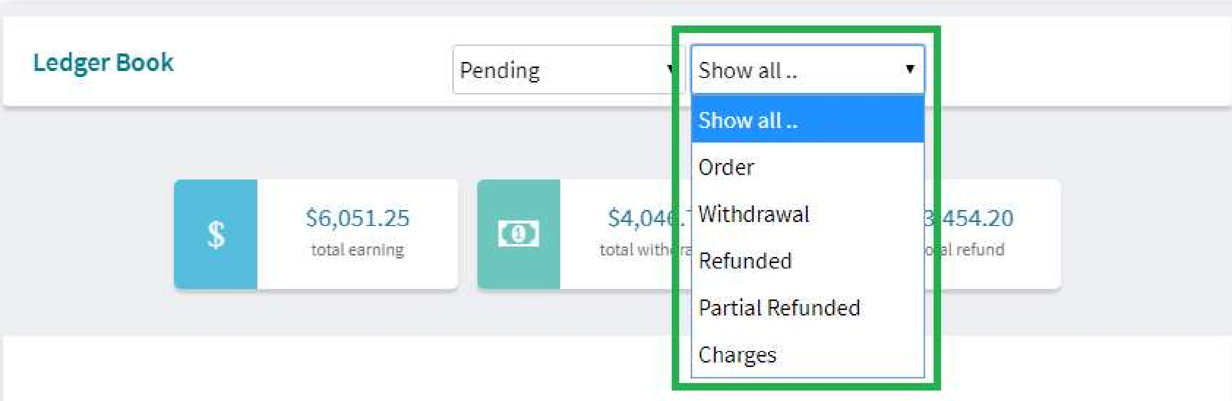
Type	Details	Credit	Debit	Dated
Order	Commission for Test Pro 38 order.	$187.00		August 14, 2018 11:12 pm
Order	Commission for Test Pro 37 order.	$135.00		August 14, 2018 7:05 pm
Order	Commission for Test Pro 37 order.	$105.00		August 14, 2018 7:03 pm
Withdrawal	Withdrawal by request.		$99.25	August 13, 2018 11:27 am
Charges	Withdrawal Charges.		$5.75	August 13, 2018 11:27 am
Order	Commission for Test Pro 37 order.	$105.00		August 11, 2018 5:11 pm
Order	Commission for WCfM Vendor Pro order.	$305.00		August 8, 2018 9:02 am
Order	Commission for WCfM Vendor Pro order.	$142.50		August 2, 2018 11:55 pm
Order	Commission for WCfM Vendor Pro order.	$142.50		August 2, 2018 11:55 pm
Order	Commission for WCfM Vendor Pro order.	$142.50		August 2, 2018 11:55 pm
Withdrawal	Withdrawal by request.		$80.00	August 2, 2018 6:30 pm
Withdrawal	Auto withdrawal by paymode.		$142.50	August 2, 2018 3:35 pm
Type	Details	Credit	Debit	Dated

Suppliers have a number of options available within the “Ledger Book” page for viewing transactions, by both status and type.

The below screenshot shows where you can filter your transactions by status:



Similarly, the below screenshot shows where you can filter your transactions by type:



14. Reports

14.1. Overview

The “Reports” page provides valuable insights and data analytics to sellers, helping them make informed business decisions and monitor the performance of their Seller Store.

Here are just some of the key features and functionalities you will find:

Sales Reports.

You can access comprehensive sales reports that provide an overview of your sales performance. You can track key metrics such as total sales, revenue, average order value, and top-selling products. These reports help you understand your sales trends, identify popular products, and evaluate the success of your marketing strategies.

Product Reports.

Sellers can access detailed product reports that provide insights into individual product performance. You can analyse metrics such as sales quantity, revenue generated by each product, and customer reviews. This information helps you identify your best-selling products, assess product demand, and make data-driven decisions for inventory management.

Order Reports.

Access order reports that allow you to monitor and analyse order-related data. You can view information such as order status, order fulfillment details, and customer information. These reports help you track order processing efficiency, identify any issues or delays, and ensure smooth order management.

Financial Reports.

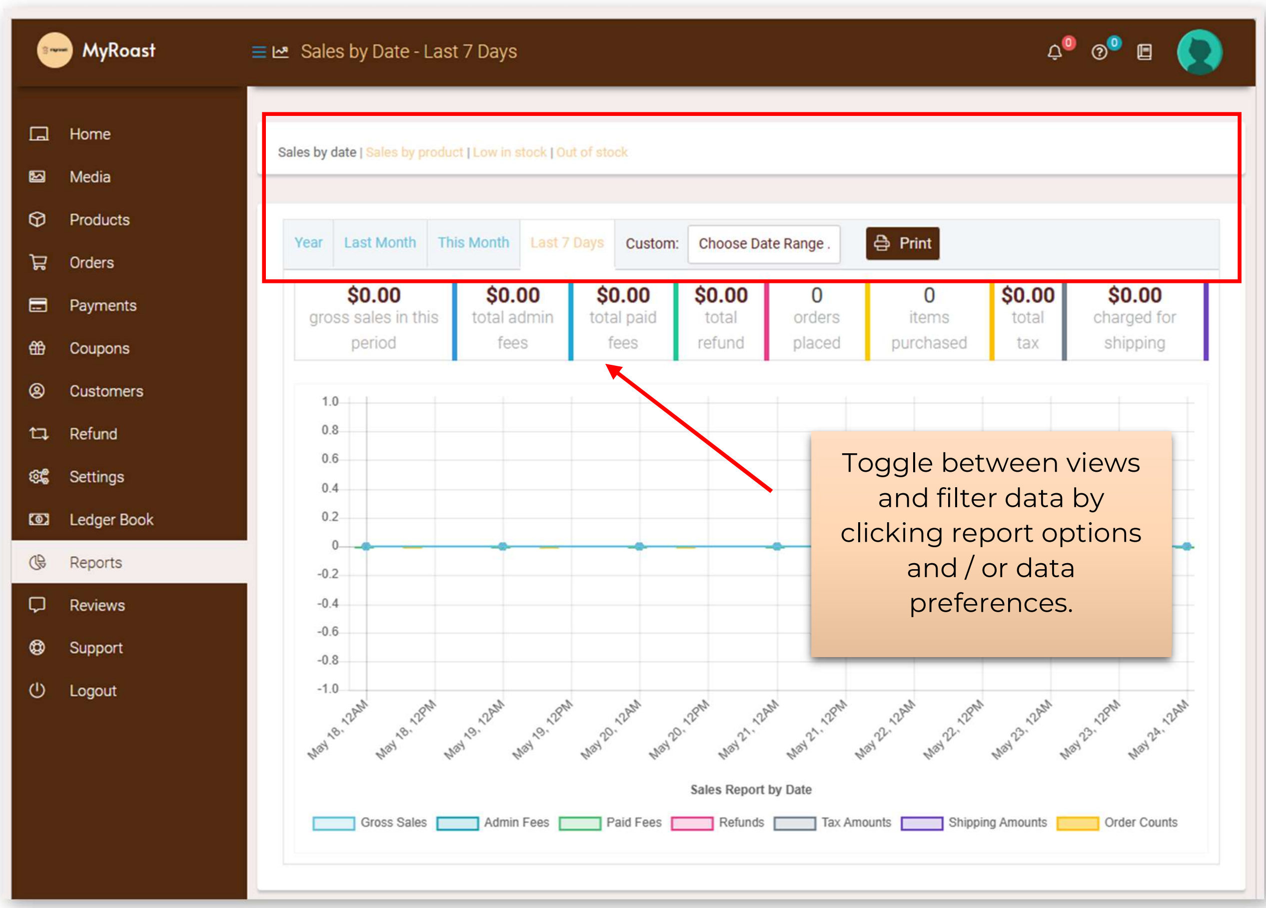
Sellers can generate financial reports to track their earnings, commissions, and fees. These reports provide a clear breakdown of your financial transactions, including the amount earned, deductions, and net earnings. Financial reports help you monitor your profitability, assess fees associated with the marketplace, and maintain accurate financial records.

Customer Reports.

Obtain insights into customer behavior and demographics. You can access reports that provide information on customer acquisition, retention, and engagement. These reports help you understand your customer base, identify customer preferences, and tailor your marketing strategies accordingly.

Seller Store > Reports

Below is a screenshot of the main page within "Reports":



15. Reviews

15.1. Overview

The “Reviews” page is a dedicated area where you can manage and respond to customer reviews and ratings. It provides a platform for sellers to actively engage with customers, address feedback, and maintain a positive reputation.

Here are just some of the key features and functionalities you will find:

Customer Reviews.

Sellers can view and monitor customer reviews and ratings that have been submitted for their products or services. Customer reviews provide valuable feedback from buyers and can influence the purchasing decisions of potential customers. Sellers can gain insights into the overall satisfaction level of their customers and identify areas for improvement.

Review Management.

Sellers can manage customer reviews effectively. Sellers can moderate reviews by approving or disapproving them based on their authenticity and compliance with marketplace guidelines. This ensures that only genuine and relevant reviews are displayed on their product listings.

Review Responses.

Sellers have the ability to respond to customer reviews, addressing any concerns, expressing gratitude for positive feedback, or providing additional information. Responding to reviews shows that sellers value customer feedback and are proactive in resolving issues. It also helps in building trust and credibility with customers.

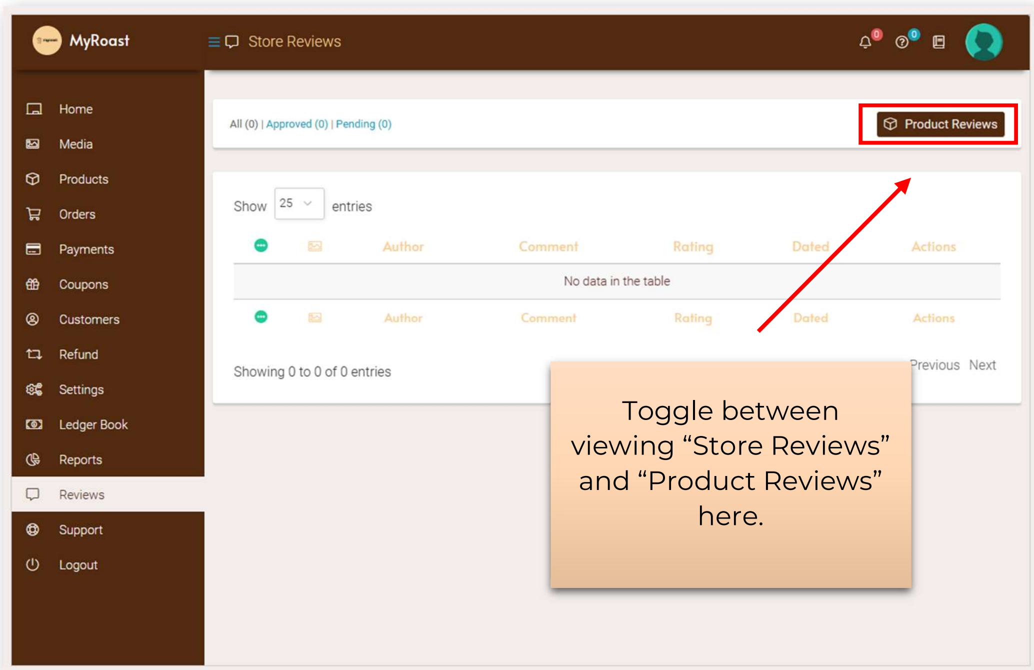
Review Analysis.

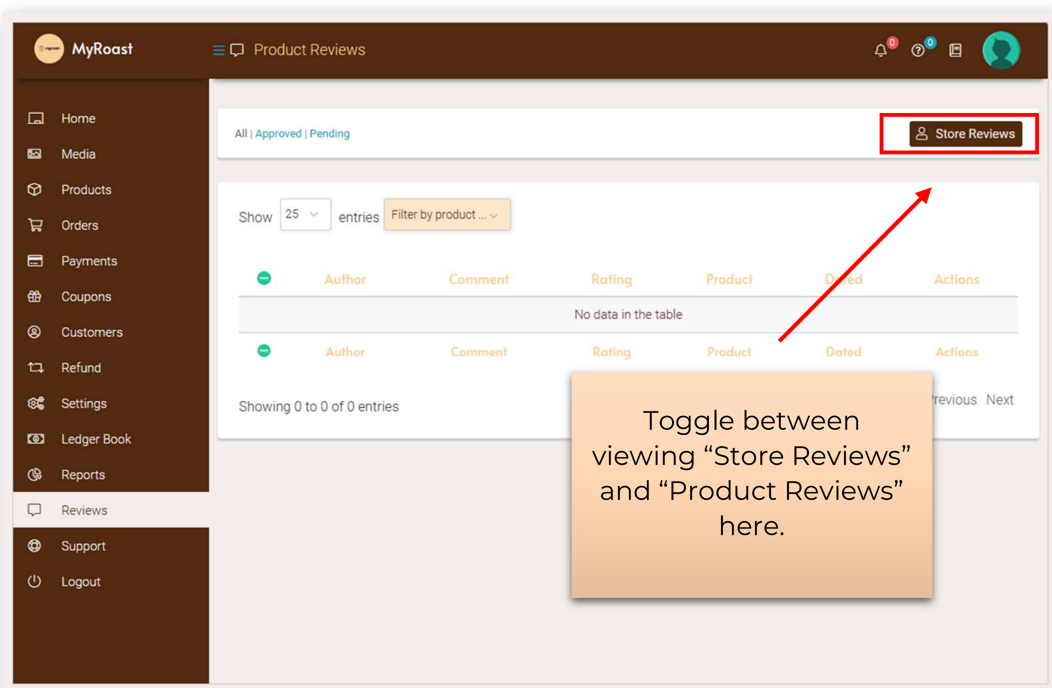
Sellers can analyse customer reviews to gain insights into product performance, identify areas for improvement, and understand customer preferences. By analyzing reviews, sellers can make informed decisions about product enhancements, customer support improvements, and overall business strategies.

Seller Store > Reviews

Within the “Reviews” page you have the ability to toggle between “Store Reviews” and “Product Reviews”.

Below is a screenshot of the main page within “Reviews”:





16. Support

16.1. Overview

The “Support” page provides a dedicated platform for sellers to access assistance, guidance, and resources to effectively manage their Seller Store and address any issues or questions they may have.

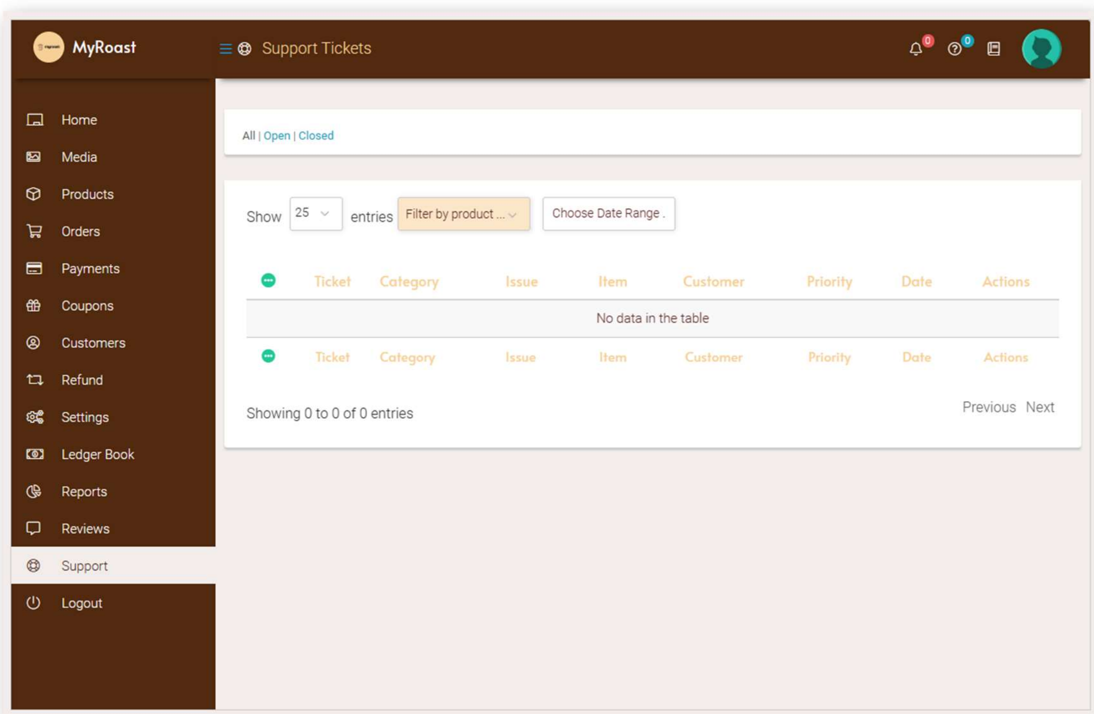
Here are just some of the key features and functionalities you will find:

Support Tickets.

Sellers have the option to submit support tickets directly from the Support section. If they encounter any technical issues or need personalised assistance, they can fill out a support ticket detailing their concern. The support team will then review the ticket and provide a timely response to help resolve the issue or address the query.

Seller Store > Support

Below is a screenshot of the main page within “Support”:



17. Appendix A – Glossary

Admin Fee: The transaction fee charged on products to cover the costs associated with maintaining the marketplace, including payment processing, customer support, and ongoing platform development.

Coupon: A promotional code or discount offer provided to customers to incentivise purchases by providing a reduced price, free shipping, or other special benefits.

Dashboard: The main interface or control panel where sellers can access and manage various aspects of their store, including orders, products, settings, and reports.

Flat Rate Shipping: A shipping method where a fixed rate is charged for shipping regardless of the weight, size, or distance of the package.

Gross Total: The final total amount payable by the customer, including the subtotal, taxes, shipping costs, and any applicable discounts or fees.

Grouped Product: A type of product that consists of a group or collection of related products sold together as a single unit or package.

Local Pickup: A shipping option that allows customers to collect their orders directly from the seller's physical location or a designated pickup point, eliminating shipping costs.

Order: A customer's request to purchase one or more products from a seller, including details such as product selection, quantities, shipping information, and payment method.

Price: The regular or standard price at which a product is listed for sale.

Product Attribute: A specific characteristic or property of a product, such as size, color, or material, which can be used to provide more detailed information and allow customers to filter and search for specific product variations.

Product Category: A classification or grouping of products based on shared characteristics or attributes, helping customers navigate and find specific types of products.

Refund: The process of returning the money to a customer for a canceled or returned order, typically due to dissatisfaction, product defects, or order discrepancies.

Sale Price: A discounted or promotional price at which a product is temporarily offered for a lower cost.

Seller Store: The dedicated storefront where sellers have creative control over their inventory, product listings and offerings.

SEO (Search Engine Optimization): The practice of optimizing web pages and content to improve their visibility and ranking in search engine results, thereby increasing organic traffic and potential customers.

Shipping Class: A classification or categorization of products based on their shipping requirements, such as size, weight, or fragility, allowing sellers to assign specific shipping rules or rates to different classes.

ShipStation: A shipping management platform that integrates with e-commerce platforms, to streamline shipping and order fulfillment processes.

SKU (Stock Keeping Unit): A unique identifier assigned to each product to track inventory, manage stock levels, and facilitate order management.

Stripe: A widely used payment gateway that facilitates secure online transactions, allowing sellers to receive payments from customers.

Subtotal: The calculated total value of a customer's order before taxes, shipping costs, or discounts are applied.

Tax: The additional amount added to the subtotal to account for applicable taxes based on the customer's location or the nature of the products being sold.

Total Earning: The cumulative amount of money earned by a seller through sales on the marketplace.

Total Refund: The total amount of money refunded to customers by the seller for returned or canceled orders.

Total Withdrawal: The total amount of money that a seller has requested to be transferred from their marketplace account to their designated account.

Variable Product: A type of product that has multiple variations based on attributes such as size, color, or material, allowing customers to choose different options and prices.

Withdrawal: The action taken by a seller to request the transfer of their earnings from the marketplace to their designated account.

Note: Can't find something? Contact us if there is something described within the help guide that you would like further clarification on.

18. Appendix B – Example for Shipping Classes using Australia Post

18.1. Overview

In this appendix, we will guide you on how to set up common shipping classes for your products.

The example provided is based on common flat rate shipping and packaging recommendations that align with the postage requirements from Australia Post (as of June 2023), and the example can be tailored to your preferred shipping carrier where necessary.

For sellers who do not have established shipping practices, by configuring your shipping classes consistent with the example provided, you can define different shipping options and rates based on the size, weight, and destination of your products.

By following these guidelines, you can ensure accurate shipping calculations and provide a seamless shipping experience to your customers.

Note: Most suppliers recognise that sometimes it's best to keep it simple, and administratively it can be less hassle to standardise shipping across all regions where categorising shipping at a lower value adds no further value or opportunity. In this case, a supplier may wish to leave each "shipping Class Cost" as "N/A". In this case each product will attract the same shipping cost irrespective of the shipping class nominated. If you wish to account for changes in shipping costs due to variability in product sizing, read on!

18.2. Flat Rate Shipping with Australia Post

We previously discussed how to add and configure flat rate postage, using the "Shipping by Zone" or "Shipping by Weight" settings. Configuring flat rate postage is the most convenient way to ship your products and maintain consistency in cost regardless of region.

Refer to Section 12.5.2.1 and 12.5.2.4 for more information regarding setting up the Shipping by Zone or Shipping by Weight.

Australia Post configures its flat rate shipping options based on both weight and size considerations. This means that the shipping rates may vary depending on the weight and dimensions of the packages being shipped.

It's important to consider these factors when setting up your shipping classes to ensure accurate calculations and proper packaging for your products. By aligning your shipping settings with Australia Post's guidelines, you can streamline your shipping process and provide transparent and efficient shipping options to your customers.

Tip: Remember, your shipping classes can be selected when adding your products. The shipping class (and cost the customer sees at checkout) is based on the shipping class you nominate for a particular product; at the cost you configure within your shipping settings.

Let's take a look at the pricing offered by Australia Post (as of June 2023) for letters and packages. Note that Australia Post offers both 'regular' and 'express' postage, and configuring both options for customers will give them an opportunity to choose whether they wish to concede a couple of extra dollars for a quicker delivery or proceed with regular delivery.

The shipping costs charged by Australia Post for Letters is included at Table 4 and Table 5. MyRoast has configured its Shipping Classes no. 1 through to 4 to suit, as shown in Table 6.

Letter size	Max. dimensions	Regular delivery timetable (incl. GST)	Equivalent number of $1.20 stamps
Small letter or postcard (250g)	130 x 240 x 5mm	$1.20	1
Large letter (125g)	260 x 360 x 20mm E.g. C5, C4, B4 size envelopes	$2.40	2
Large letter (250g)	260 x 360 x 20mm E.g. C5, C4, B4 size envelopes	$3.60	3
Large letter (500g)	260 x 360 x 20mm E.g. C5, C4, B4 size envelopes	$6.00	5

Table 4 – Letters – Regular Post[8]

Letter type[2]	Max. size	Price (single)	Price (bulk)
Small DL (window face)	110 x 220mm	$7.80	$76.05 (1-9 packs) $74.10 (10+ packs) Buy now
Medium C5	162 x 229mm	$8.10	$79 (1-9 packs) $76.95 (10+ packs) Buy now
Large B4	250 x 353mm	$9.60	$93.60 (1-9 packs) $91.20 (10+ packs) Buy now

Table 5 – Letters – Express Post[9]

[8] Source: https://auspost.com.au/sending/send-within-australia/compare-letter-services/regular-letters-cards [2023]

[9] Source: https://auspost.com.au/sending/send-within-australia/compare-letter-services/express-post-letters [2023]

Where you would typically ship products in smaller packages, such as letters which are consistent with sizing and constraints noted in Table 1 and Table 2, you can configure costs for those sizes within shipping classes no. 1 through to 4.

The shipping classes which align to letters can be seen in the below screen shot:

Cost of Shipping Class: "01. Flat Rate - Small Letter < 250g (Max. Thickness 5mm)"	1.2*[qty] *Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of items, and `[fee percent="10" min_fee="20" max_fee=""]` for percentage based fees.*
Cost of Shipping Class: "02. Flat Rate - Large Letter < 125g (Max. Thickness 20mm)"	2.4*[qty] *Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of items, and `[fee percent="10" min_fee="20" max_fee=""]` for percentage based fees.*
Cost of Shipping Class: "03. Flat Rate - Large Letter 125g - 250g (Max. Thickness 20mm)"	3.6*[qty] *Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of items, and `[fee percent="10" min_fee="20" max_fee=""]` for percentage based fees.*
Cost of Shipping Class: "04. Flat Rate - Large Letter 250g - 500g (Max. Thickness 20mm)"	6.0*[qty] *Enter a cost (excl. tax) or sum, e.g. `10.00 * [qty]`. Use `[qty]` for the number of items, `[cost]` for the total cost of items, and `[fee percent="10" min_fee="20" max_fee=""]` for percentage based fees.*

Table 6 – Shipping Classes aligned with Typical Letter Sizing

The shipping costs charged by Australia Post for Packages is included at Table 7. **myroast™** has configured its shipping classes no. 5 through to 8 to suit, as shown in Table 8.

	Your own packaging	Parcel Post	Express Post
Small	Up to 500g	$9.70	$12.70
Medium	500g to 1kg	$13.25	$16.75
Large	1kg to 3kg	$16.65	$20.65
Extra Large	3kg to 5kg	$20.05	$27.05

Table 7 – Packages – Regular and Express Post[10]

Where you would typically ship products in small to larger packages, such as those consistent with sizing and constraints noted in Table 4, you can configure costs for those sizes within shipping classes no. 5 through to 8.

[10] Source: https://auspost.com.au/sending/send-within-australia [2023]

The shipping classes which align to packages can be seen in the below screenshot:

Table 8 – Shipping Classes aligned with Typical Package Sizing

Presently simply, the culmination of shipping charges expected from Australia Post for letters and packages shipped via both regular and express post, can be summarised as below in Table 9:

Shipping Class (Zone)	**Regular < 5kg (1)**	**Express < 5kg (1)**
Flat Rate *(Note: Default where no Shipping Class is applied to Product)*	$ -	$ -
01. Flat Rate - Small Letter < 250g (Max. Thickness 5mm)	$ 1.20	$ 7.80
02. Flat Rate - Large Letter < 125g (Max. Thickness 20mm)	$ 2.40	$ 8.10
03. Flat Rate - Large Letter 125g - 250g (Max. Thickness 20mm)	$ 3.60	$ 8.10
04. Flat Rate - Large Letter 250g - 500g (Max. Thickness 20mm)	$ 6.00	$ 9.60
05. Flat Rate - Small < 5kg	$ 9.70	$ 12.70
06. Flat Rate - Medium < 5kg	$ 13.25	$ 16.75
07. Flat Rate - Large < 5kg	$ 16.65	$ 20.65
08. Flat Rate - Extra Large < 5kg	$ 20.05	$ 27.05
09. Flat Rate - Extra Large > 5kg	TBD (2)	TBD (2)
10. Undefined Class - Store Shipping	TBD (2)	TBD (2)

(1) Values do not include packaging costs, please include these where necessary either within shipping or the product cost.
(2) To be determined and configured at the sellers discretion

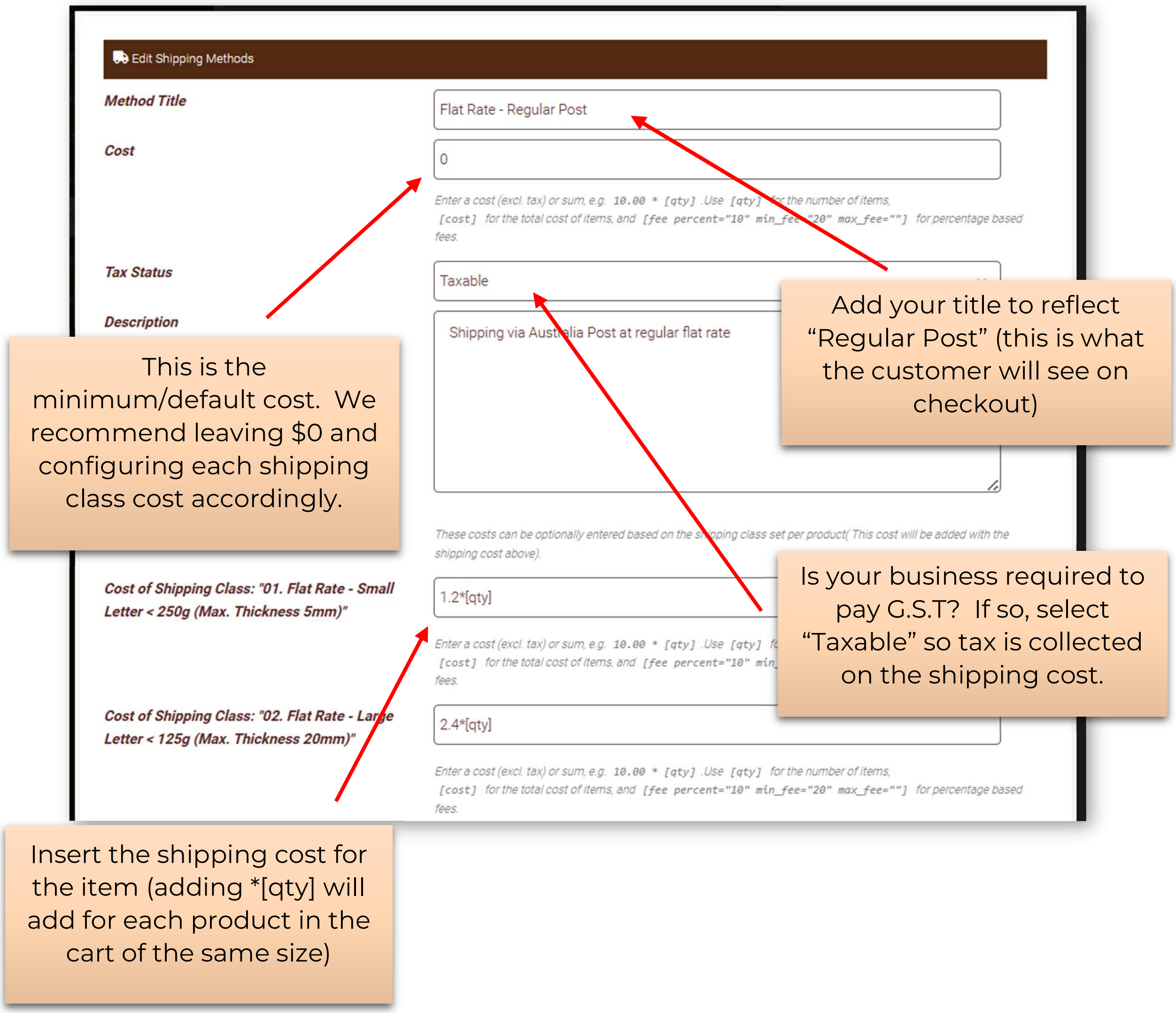
Table 9 – Summary of Shipping Cost aligned to Australia Post Letters and Packages

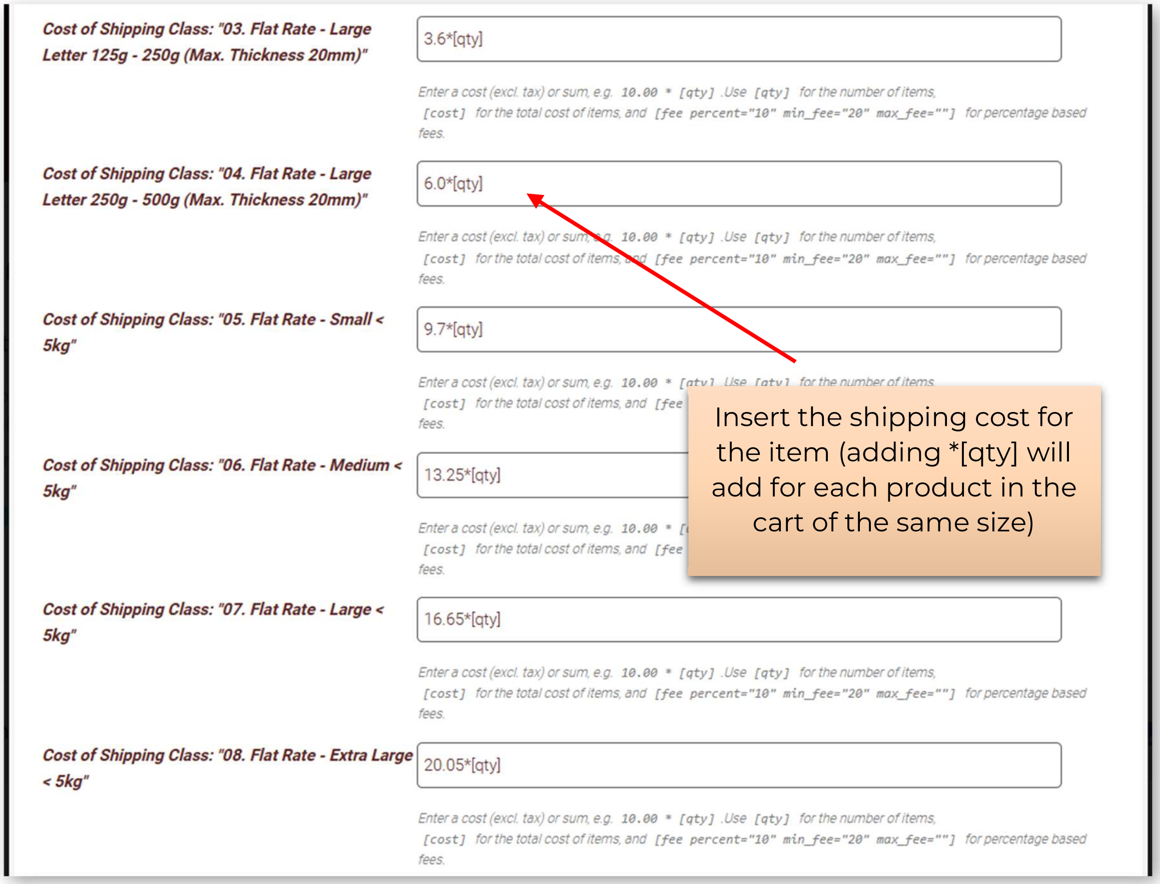
Note: The costs presented above exclude packaging. You can either factor the cost of packaging within each shipping class or include the cost of packaging in your product cost.

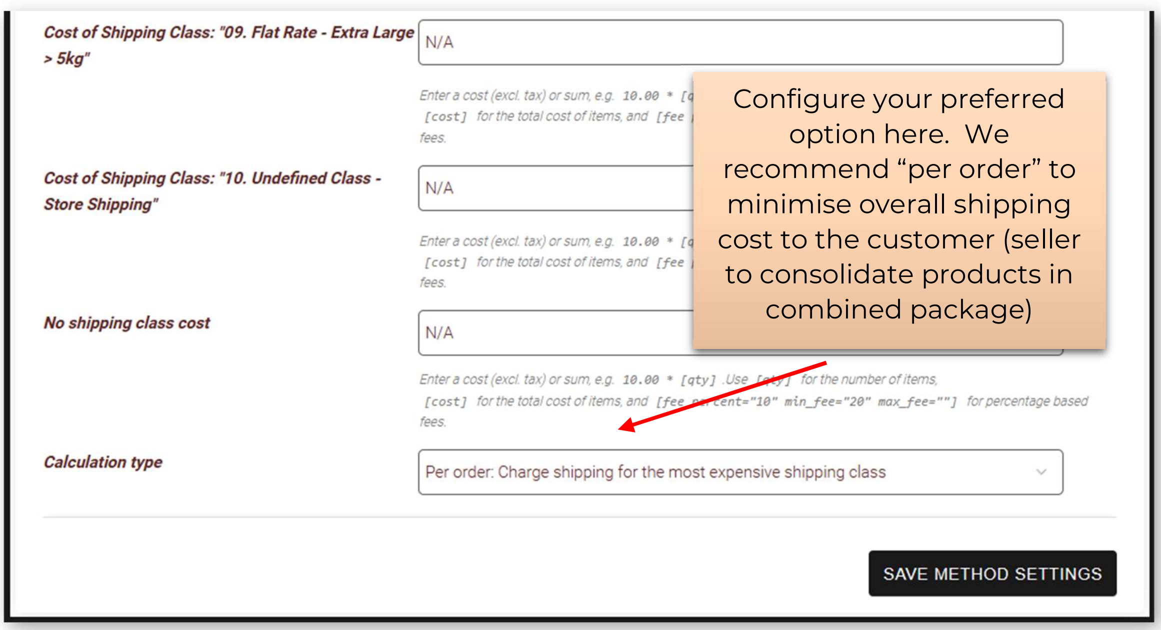
18.3. Example of Flat Rate Shipping (Australia Post – Regular Post)

Now, let's set up your "Flat Rate – Regular Post". An example for express postage is included further below.

Refer to Section 18 for more information regarding setting up the Shipping Classes.



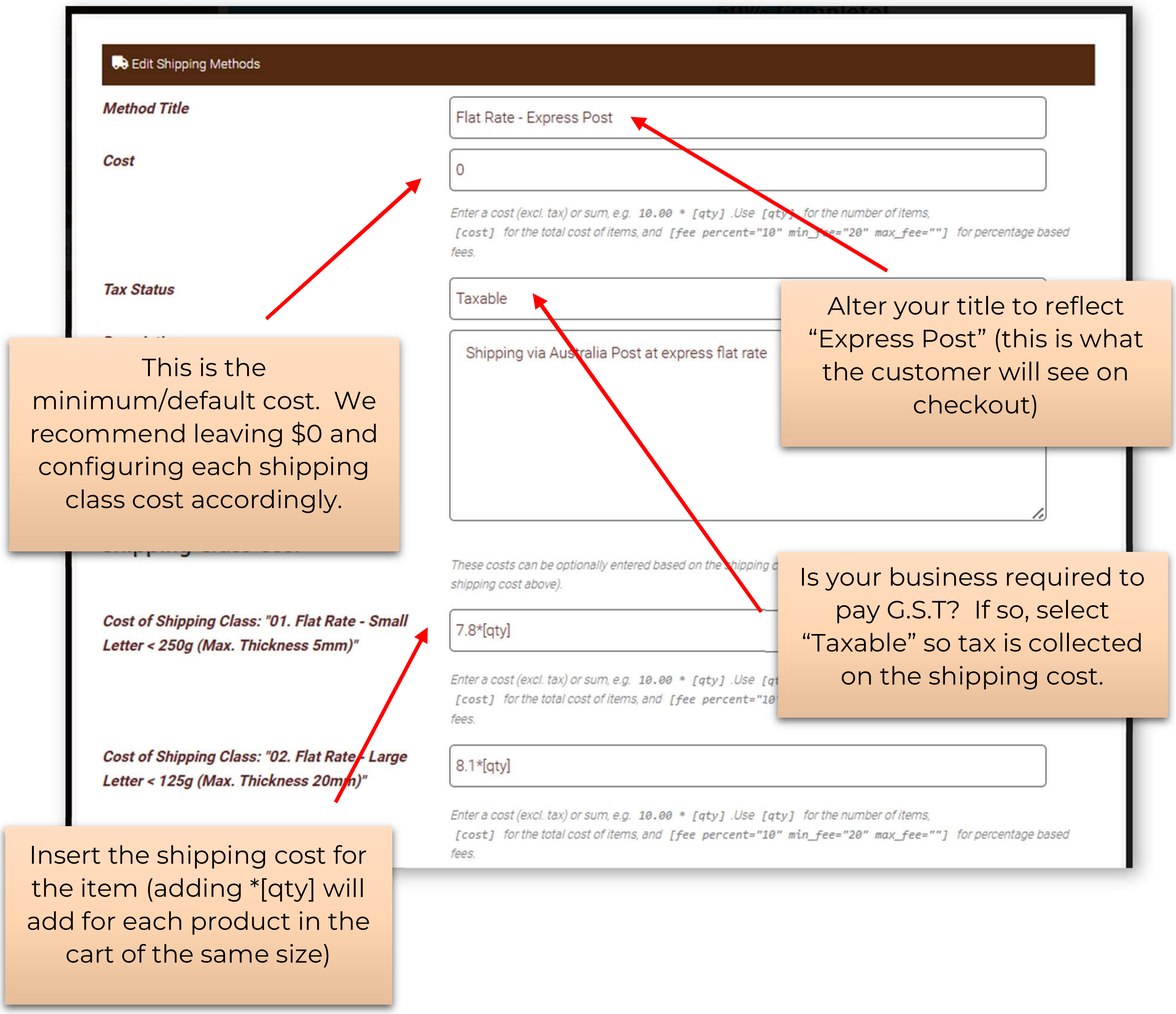

Cost of Shipping Class: "03. Flat Rate - Large Letter 125g - 250g (Max. Thickness 20mm)"
3.6*[qty]
Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty] . Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent="10" min_fee="20" max_fee=""] for percentage based fees.
Cost of Shipping Class: "04. Flat Rate - Large Letter 250g - 500g (Max. Thickness 20mm)"
6.0*[qty]
Cost of Shipping Class: "05. Flat Rate - Small < 5kg"
9.7*[qty]
Cost of Shipping Class: "06. Flat Rate - Medium < 5kg"
13.25*[qty]
Cost of Shipping Class: "07. Flat Rate - Large < 5kg"
16.65*[qty]
Cost of Shipping Class: "08. Flat Rate - Extra Large < 5kg"
20.05*[qty]
Insert the shipping cost for the item (adding *[qty] will add for each product in the cart of the same size)

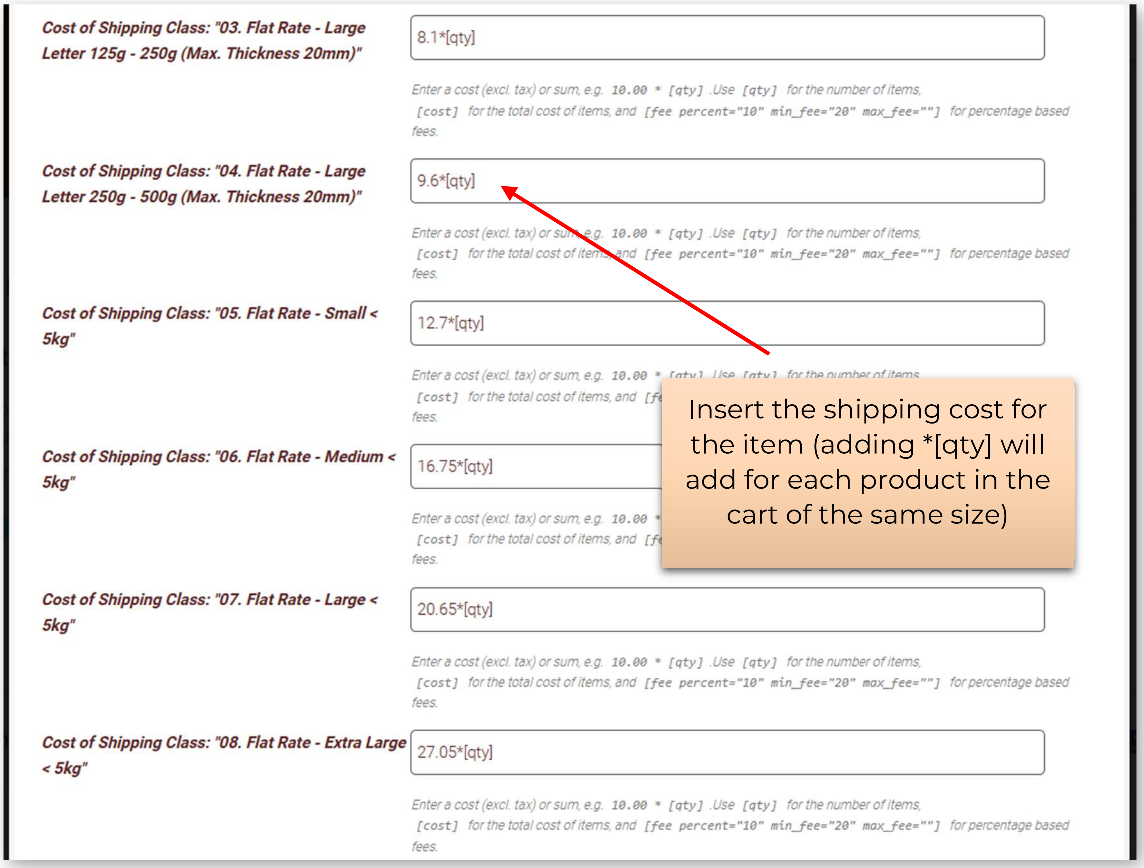

Cost of Shipping Class: "09. Flat Rate - Extra Large > 5kg"
N/A
Cost of Shipping Class: "10. Undefined Class - Store Shipping"
N/A
No shipping class cost
N/A
Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty] . Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent="10" min_fee="20" max_fee=""] for percentage based fees.
Calculation type
Per order: Charge shipping for the most expensive shipping class
SAVE METHOD SETTINGS
Configure your preferred option here. We recommend "per order" to minimise overall shipping cost to the customer (seller to consolidate products in combined package)

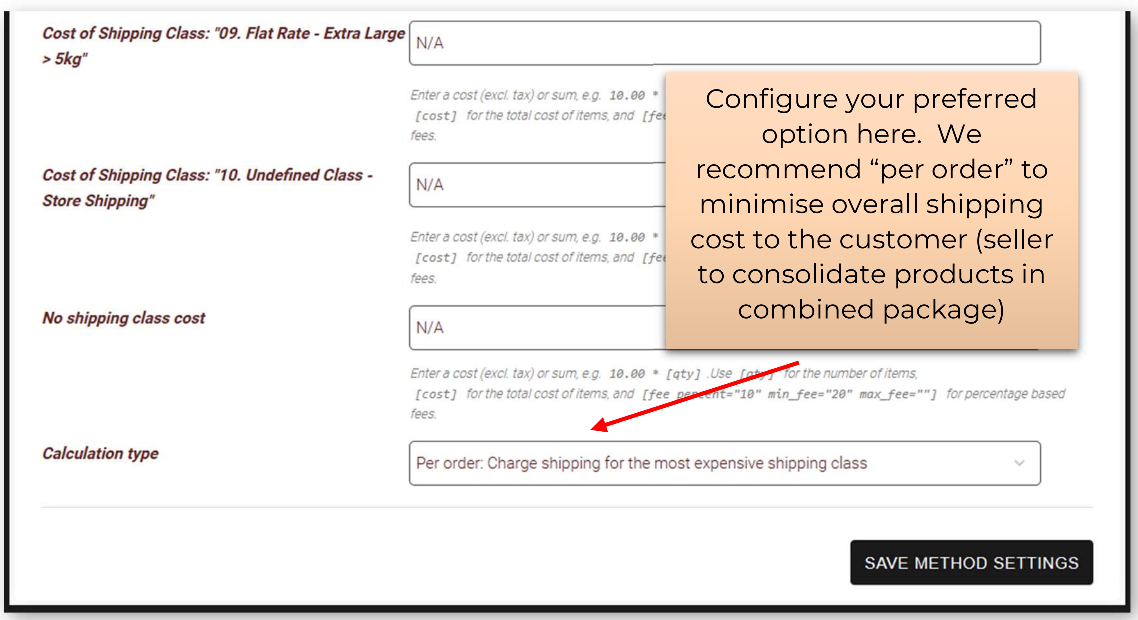
18.4. Example of Flat Rate Shipping (Australia Post – Express Post)

Now, let's set up your "Flat Rate – Express Post".

Refer to Section 18 for more information regarding setting up the Shipping Classes.

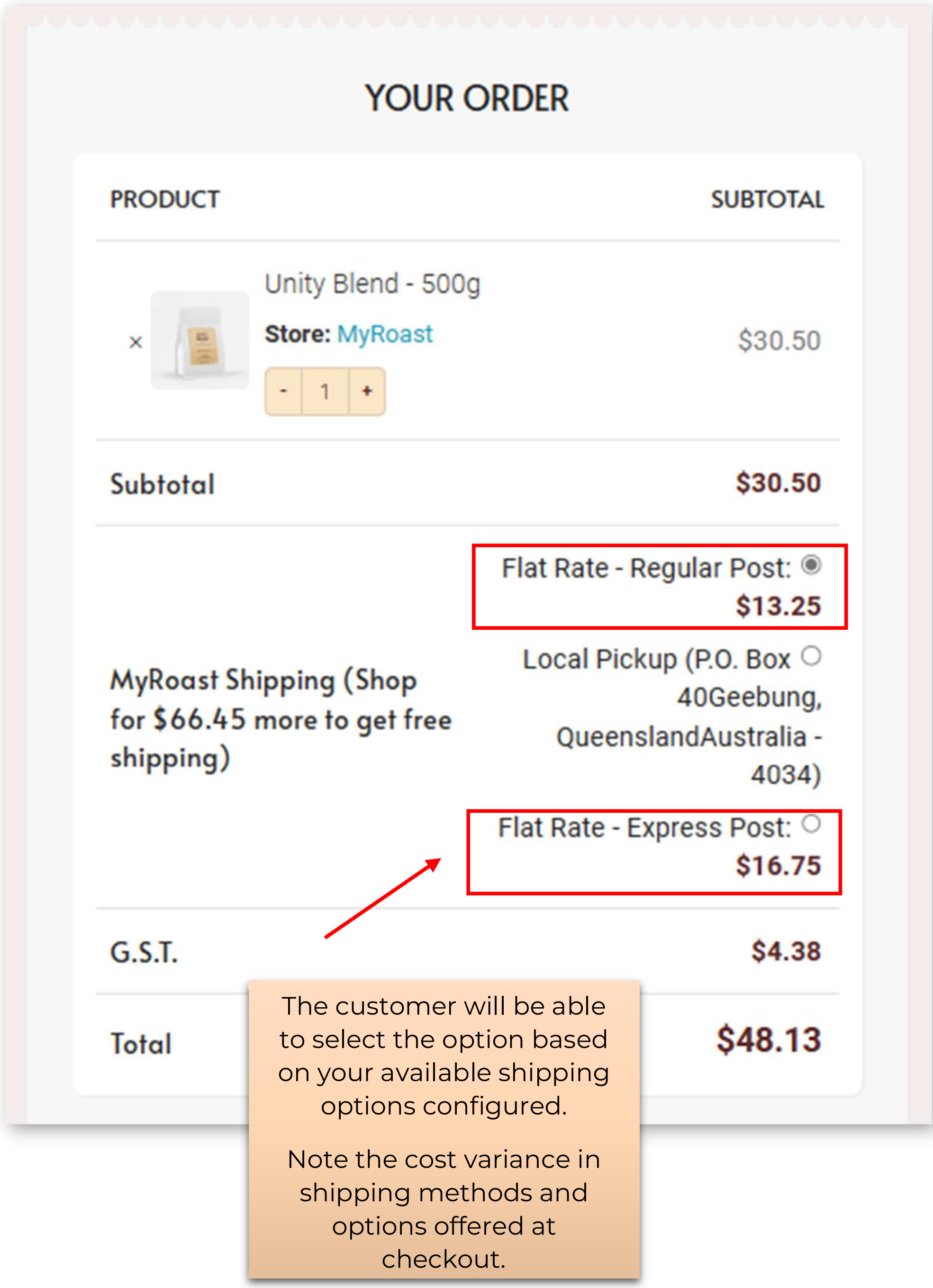



Cost of Shipping Class: "03. Flat Rate - Large Letter 125g - 250g (Max. Thickness 20mm)"
8.1*[qty]
Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty] . Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent="10" min_fee="20" max_fee=""] for percentage based fees.
Cost of Shipping Class: "04. Flat Rate - Large Letter 250g - 500g (Max. Thickness 20mm)"
9.6*[qty]
Cost of Shipping Class: "05. Flat Rate - Small < 5kg"
12.7*[qty]
Cost of Shipping Class: "06. Flat Rate - Medium < 5kg"
16.75*[qty]
Cost of Shipping Class: "07. Flat Rate - Large < 5kg"
20.65*[qty]
Cost of Shipping Class: "08. Flat Rate - Extra Large < 5kg"
27.05*[qty]
Insert the shipping cost for the item (adding *[qty] will add for each product in the cart of the same size)


Cost of Shipping Class: "09. Flat Rate - Extra Large > 5kg"
N/A
Cost of Shipping Class: "10. Undefined Class - Store Shipping"
N/A
No shipping class cost
N/A
Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty] . Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent="10" min_fee="20" max_fee=""] for percentage based fees.
Calculation type
Per order: Charge shipping for the most expensive shipping class
SAVE METHOD SETTINGS
Configure your preferred option here. We recommend "per order" to minimise overall shipping cost to the customer (seller to consolidate products in combined package)

18.5. What the Customer will see?

When you adopt the above examples for “Flat Rate – Regular Post” and “Flat Rate – Express Post”, the customer will see the following options upon checkout, based on the shipping class applying to the product purchased.



Note: Do you still need help configuring your shipping settings? The team at **myroast™** would more be more than happy to assist. Reach out to them today via support@myroast.com.au.

19. Appendix C - Example Policies for your Seller Store

Please note that these policies are suggestions, and sellers may need to adapt them based on their specific products and business requirements. It's important to clearly communicate the terms and conditions to customers to ensure a smooth shopping experience.

Feel free to customise and adjust these policies to fit your marketplace's needs and guidelines.

Refund Policy:

- We offer a 30-day refund policy from the date of purchase. If you are not satisfied with your purchase, please contact us within this timeframe to initiate the refund process.
- Refunds will be issued for the full purchase price of the item, excluding any shipping or handling fees.
- Any products eligible for a return, must be in the same condition received, unworn or unused, with tags, and in its original packaging, accompanied by the receipt or proof of purchase.
- Please note that certain products may be non-refundable or subject to specific return conditions. This will be clearly stated on the product page.

Shipping Policy:

- We strive to process and ship all orders within 1-2 business days after payment confirmation.
- We offer both domestic and international shipping options. Shipping fees will vary based on the destination and weight of the package.
- Estimated delivery times will be provided during the checkout process, but please note that actual delivery times may vary depending on the shipping carrier and any unforeseen circumstances.
- Customers are responsible for providing accurate and complete shipping information. In the event of an incorrect or undeliverable address, additional fees may apply.

Cancellation Policy:

- If you need to cancel your order, please contact us as soon as possible. We will do our best to accommodate your request if the order has not yet been processed or shipped.
- In the case of personalised or made-to-order items, cancellation may not be possible if production has already begun.
- If an order has been shipped or is in transit, it cannot be cancelled, and the refund process will need to be initiated upon receiving the items.