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# [Multi-Vendor Marketplace]

CedCommerce Multi-Vendor Marketplace is a powerful module for the Magento 2 E-Commerce platform, which will convert your online store into a rich featured Multi seller shopping mall. Multiple vendors can come across one platform and start their online shop in just a few simple steps. CedCommerce Multi-Vendor Marketplace fulfills most of the needs of the vendors/admin/customers and includes all the features which are required in a marketplace extension.



# Multi-Vendor Marketplace

**Admin User Manual** 

Version - 2.0



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# **Overview**

CedCommerce Multi-Vendor Marketplace is a very powerful feature rich open source extension for Magento 2 E-Commerce platform which converts your online store into a Multi Seller/Multi Vendor shopping platform, where vendors get a very popular platform to sell their products and are able to reach to a vast number of customers. Administrator will have enormous number of features from where he can control the flow of the marketplace.

Vendors can create their shops in the main CedCommerce Multi-Vendor Marketplace and they can control their store by the very easy to handle dashboard. Vendor has the ability to add the products from his vendor panel, manage his products, see the orders placed in respect to his products, can see the transactions & commission paid by the admin to the vendor. Vendors can also see the analysis report to analyze the performance of their store.

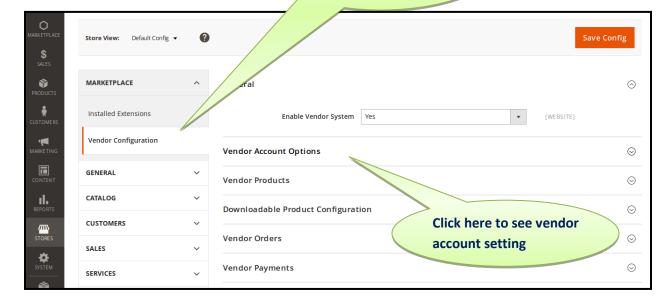
Customer can come to the platform and they are able to see the products provided by different sellers. So here the customer will have the feature of getting the product at competitive price by different sellers. Customer can place the order for multiple vendors' products. All the payment will be received by the admin and the admin can transfer the amount of commission to the respective vendors.

# **Manage Vendor Configuration**

The configuration settings are one of the very important functions of CedCommerce Multi-Vendor Marketplace extension. From here the admin can control the features of the extension. To reach the configurations go to the **Marketplace > Vendor Configuration**. The following screen will be open on this page.



Click here to view the configuration settings of CedCommerce Multi-Vendor Marketplace



Vendor configuration page will have total 8 groups. Each group feature is explained by their naming convention.

# 1) General

## a) Enable Vendor System

It is a yes/no type field which is used to enable or disable the entire extension at once.

## b) Enable Vendor Registration

If set Yes then the customer will be able to register as vendor from frontend.

# 2) Vendor Account Option

This group will have the following fields:-

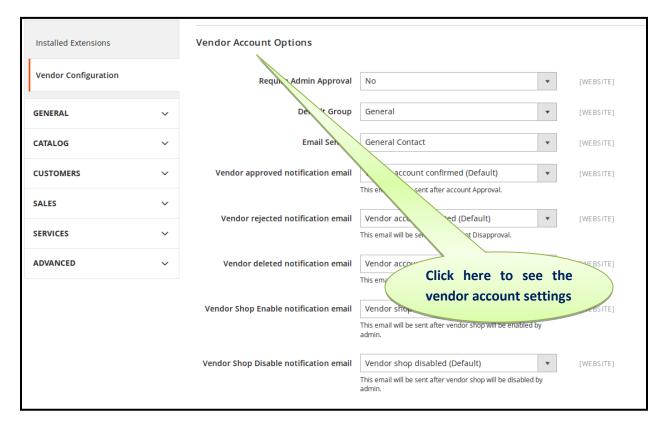
#### c) Require Admin Approval

When it is set to yes then the customer needs the admin approval to become a vendor. If it is set to no then the admin approval will not be required to become a vendor.

#### d) Default Group

The admin can set the default group for the new vendor from the dropdown field. The admin can set various email templates and email senders for Account mails.





## e) Email Sender

Set the email sender contact in the configuration. Each time the communication through the mail which we are sending will be send by the same selected contact.

# f) Vendor Approval Notification Email

Set email template for the vendor approval notification.

# g) Vendor Rejected Notification Email

Set email template for the vendor rejection notification.

## h) Vendor Deleted Notification Email

Set email template for the vendor deletion notification.

## i) Vendor Shop Enable Notification Email

Set email template for the vendor deletion notification.



# j) Vendor Shop Disable Notification Email

Set email template for vendor shop disable notification.

# 3) Vendor Products

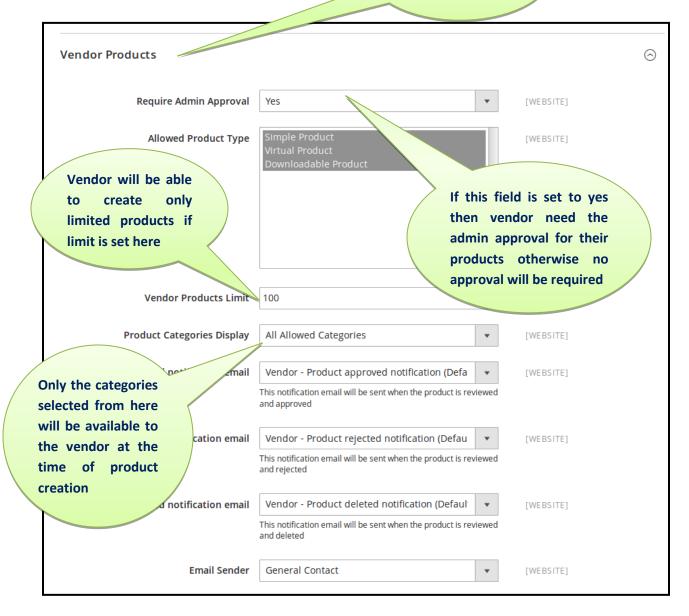
This group will have the following fields.

## a) Required Admin Approval

This field will give control to the admin to allow the products by default or he needs all the products to be reviewed before approving them manually. If the field is set to "NO" then all the products created by the vendor will be auto approved. If set to "YES", admin will manually approve the products then it will be listed on frontend.



Click here to see the setting of the vendor products



# b) Allowed product type

In the field "Allowed product type" admin can assign the type of product vendor can create.

#### c) Vendor Products Limit

The admin can restrict the product creation limit of the vendor by setting the limit from here.



## d) Allowed categories

The categories selected from here will only be available to the vendor at the time of product creation.

# e) Product Approval Notification Email

Set email template for the approved product notification to the vendor.

## f) Product Rejected Notification Email

Set email template for the rejected product notification to the vendor.

## g) Product Deleted Notification Email

Set email template for the deleted product notification to the vendor.

## h) Email Sender

Set the email sender contact for the communication regarding vendor product management.

# 4) Downloadable Product Configuration

This group will have the following fields,





#### i) Allowed Link Formats

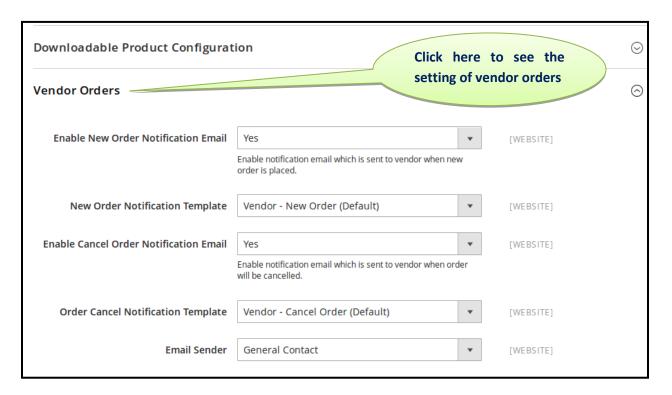
Admin can set various allowed formats for the full version of the downloadable product. Admin can enter the product types by the comma separated.

## j) Allowed Sample Formats

Admin can set various allowed formats for the sample version of the downloadable product. Admin can enter comma separated product types.

# 5) Vendor Orders

This group will have the following fields,



#### a) Enable New Order Notification Email

If this is set to "YES" then the new order notification is sent to the vendor, if set to "NO" it will not send email to the vendors.



# b) New Order Notification Template

Set the email template for the new order notification to the vendor.

## c) Enable Cancel Order Notification Email

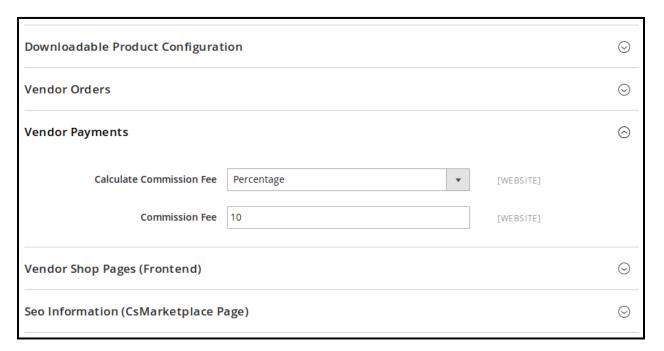
If it is set to "YES" then the cancel order email notification is sent to the vendors and if set to "NO" then it will not send notification for the canceled orders.

## d) Order Cancel Notification Template

Set the email template for the canceled order notification to the vendor.

# 6) Vendor Payments

This group will have the following fields,



#### a) Calculate Commission Fee

Admin can set the commission fees calculation rule. Currently allowed rules are:-

- Percentage
- Fixed



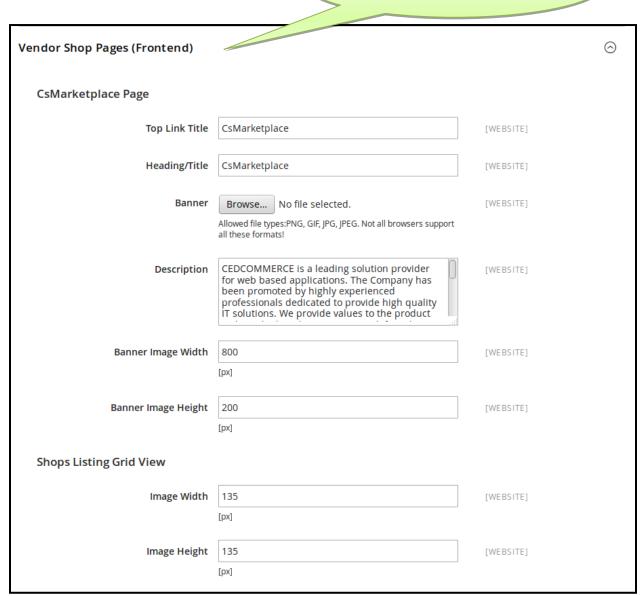
## b) Commission Fee

Admin can set the amount of the commission fee. The final amount will depend on the calculate commission fee field selection.

# 7) Vendor Shop Pages (Frontend)

This Group will have the following fields

Click here to view setting for the vendor shop page in frontend





Shops Listing List View		
lmage Width	135	[WEBSITE]
lmage Height	[px] 135 [px]	[WEBSITE]
Vendor Shop Page		
Logo Image Width	175	[WEBSITE]
Logo Image Height	[px]  150  [px]	[WEBSITE]
Banner Image width	668 [px]	[WEBSITE]
Banner Image Height	[px]	[WEBSITE]
Vendor Placeholder Image	Browse No file selected.  Allowed file types:PNG, GIF, JPG, JPEG. Not all browsers support all these formats!	[WEBSITE]
Banner Placeholder Image	Browse No file selected.  Allowed file types:PNG, GIF, JPG, JPEG. Not all browsers support all these formats!	[WEBSITE]

This group gives the admin the ability to manage the front end pages related to the vendor's landing page.

## a) Title

Admin can set the title for the main vendor shop page. This main page has the listing of all the vendors shop.

# b) Description

Admin can set the Description for the vendor shop page which will show on the vendor shop page below the banner.





## c) Banner

Admin can upload the banner on the Vendor shop page.

## d) Banners Image Width/Height

Admin can set the banner width and height size according to his theme.

## e) Grid View Image Width/Height

Admin can set the image width and height in the grid view. All the images of the vendor shop page will be controlled from here.



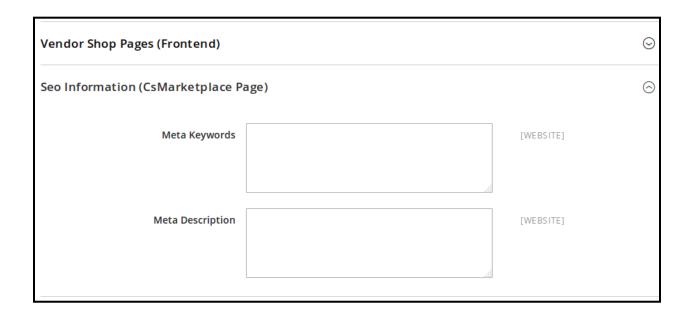
# f) List View Image Width/Height

Admin can set the image width and height in the list view. All the images of the vendor shop page will be controlled from here.

For the above settings of the Vendor shop page, preview is shown above so that you can clearly understand which area will reflect the changes.

# 8) SEO Information (CsMarketplace Page)

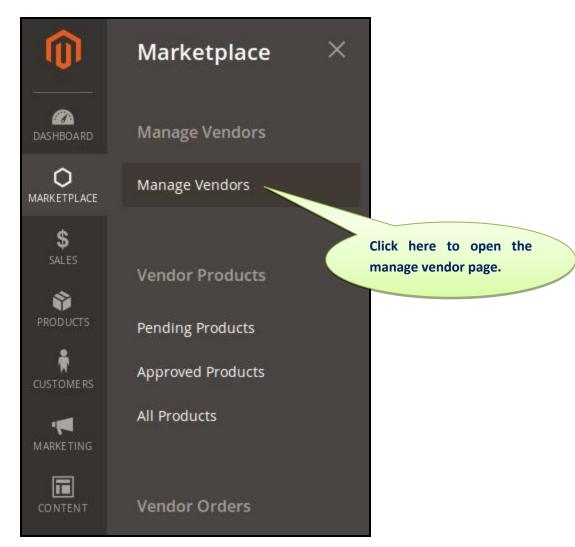
The admin can add the SEO related keywords for the site in the "Meta Keyword" field and give the SEO description in the "Meta Description" field.



# **Manage Vendors**

To manage the vendors in the CedCommerce Multi-Vendor Marketplace extension admin can go to the Marketplace > Manage Vendors link.

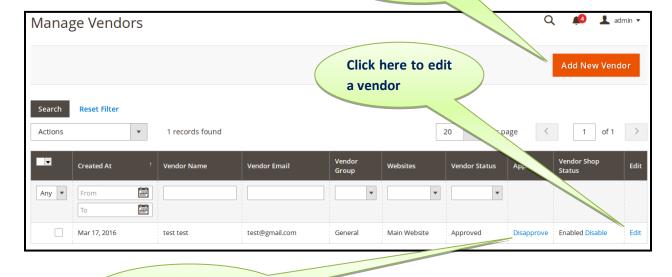




Vendor page will show like the below screenshot.



Click here to add a new vendor



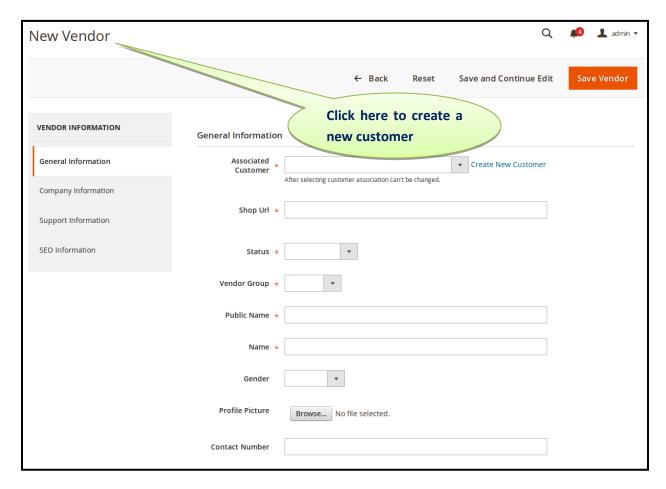
From the above page vendor can create a new vendor by clicking on "Add New Vendor" button. On clicking the "edit" link that respective vendor's information can be edited. By clicking on the "Approve/Disapprove" link, it will approve or disapprove the vendor.

# 1) Add New Vendor

Click link to approve or disapprove vendor

Create a new vendor in a marketplace. We are using the Mage customer's modules for the vendors, extended the customers features and added fields for the vendor's profile. So if you are creating a new vendor you are actually assigning an existing customer as a vendor.





#### a) General Tab

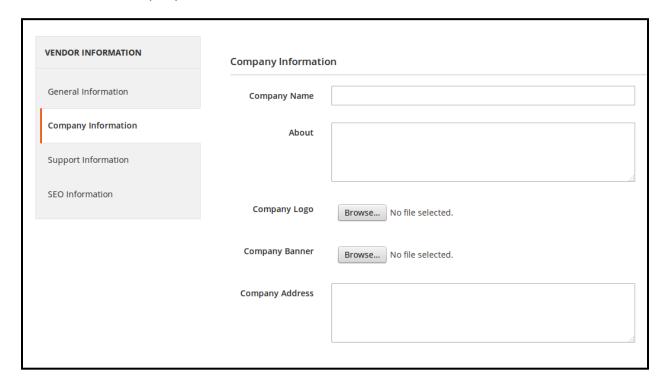
If the admin does not want to assign an existing customer then he can create a new customer and assign newly created customer as vendor.

- **Associated Customer:** Can assign an existing customer as a vendor.
- **Shop URL:** A unique shop URL should be assigned to the vendor shop.
- **Status:** Set the status of the vendor as new/approve/disapprove.
- Vendor Group: Can assign the vendor to the particular group.
- Public Name: Can set some of the public names for the vendor which customer can see.
- Name: Name of the vendor
- **Gender:** Can set the gender of the vendor.
- Profile Image: Can set some profile avatar image.
- **Contact Number:** Can set some particular contact number.



# b) Company Information Tab

The company information tab is shown below



- **Company Name:** If the vendor is associated to some company he can set the name.
- **About:** The Company Information can be set.
- Company Logo: Can upload company logo.
- Company Banner: Can upload the company banner.
- Company Address: Can set the company address.

All the above information related to company is viewable at frontend.

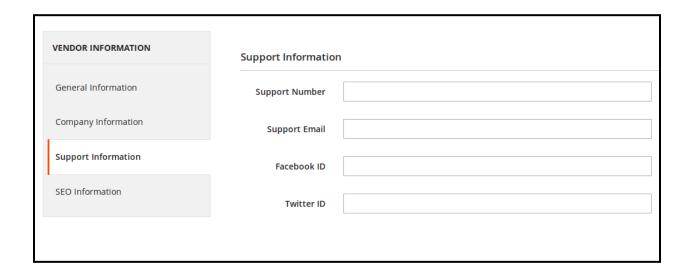
## c) Support Information Tab

Admin can set the support information details here.

- **Support Number:** Vendor support contact number can be set here.



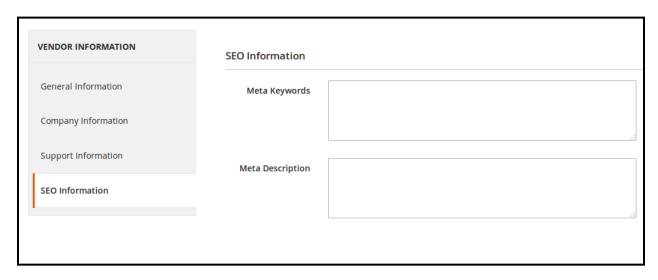
- **Support Email:** Vendors Support email can be entered here.
- Facebook ID: Vendor's Facebook Id can be given here.
- **Twitter ID:** Vendor's Twitter Id can be given here.



# d) SEO Information Tab

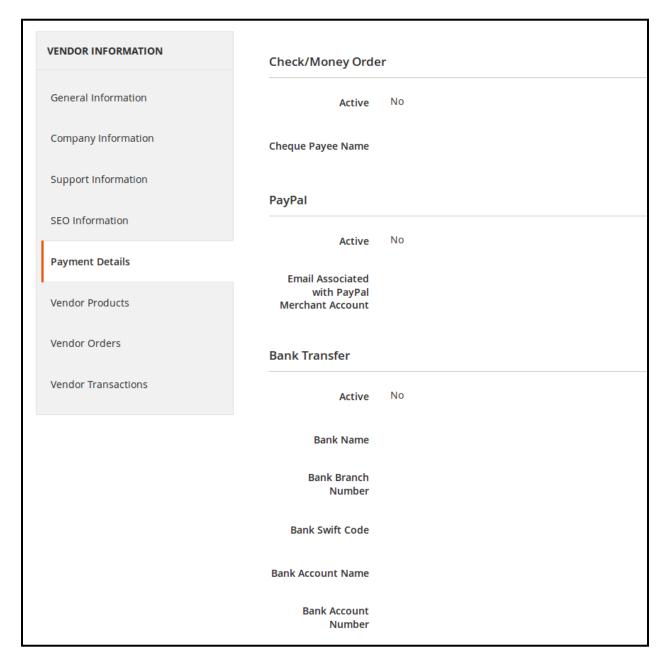
Admin can set the support information details here.

- Meta Keywords: SEO related keywords for the vendor shop can be added here.
- **Meta Description:** The description of SEO related keywords can be given here.





After entering all the above 4 tabs information, admin can **save** the vendor's form. A new vendor will be created instantly. When the customer is saved successfully, four new tabs will be available there for extra information.



## e) Payment Details

Payment details can be viewed only by the admin. This information will be filled by the vendor from the vendor panel frontend.



#### f) Vendor Products

All the vendor products will be shown here in this section. Admin can view all the vendors associated products.

#### g) Vendor Orders

All the vendor related orders can be viewed from this tab.

## h) Vendor Transaction

All the vendor transactions related to the vendor will be shown here.

# 2) Edit Vendor from Grid

Admin can edit any vendor's detail just by clicking the edit link from the manage vendor grid and can update the information about the vendor and save the vendor.

# 3) Approve/Disapprove Vendor

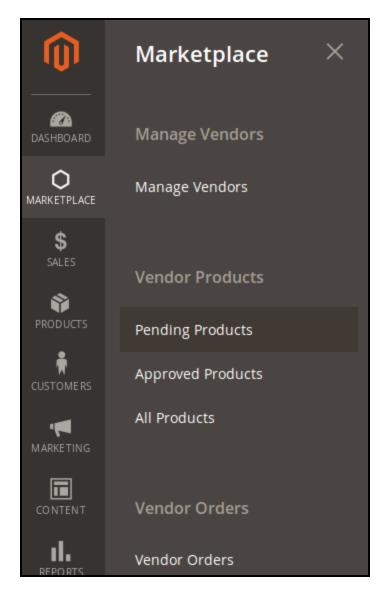
Admin can approve or disapprove the vendors from the manage vendor grid. The links are available over there. If you click on the "Approve", the vendor will be approved and his vendor shop will become live. Clicking on "Disapprove", the vendor will become inactive and will not be able to login to the vendor panel.

# **Vendor Products**

Vendor products can be found in the **Marketplace > Vendor Products** menu. Vendor product is further divided in three parts –

- Pending Products
- Approved Products
- All Products





# 1) Pending Products

For the ease of access to the admin the CedCommerce Multi-Vendor Marketplace Basic extension has divided the Manage Vendor Products into Pending products. The Pending products section is having all the products in the pending state; it is just for the admin to quickly access. After analyzing the vendor's products the admin can approve or disapprove the products. If the admin makes any action for approval or disapproval, that notification mail will be sent to the vendor by the e-mail.



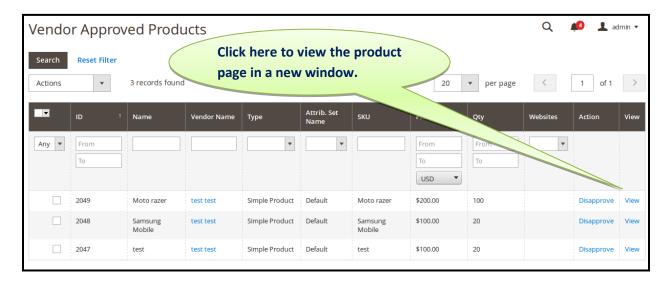


- **Approve:** The approve link will approve the product and the approved product will be visible in the marketplace.
- **Disapprove:** The disapprove link will disapprove the product and that product will be removed from the marketplace.

# 2) Approved Products

Here when you will click the approved products link then it will open up the page which will have the list of all the approved products. Admin can view the product page and also can update the information of the product. At every single line a disapprove link will be visible and at any time admin can disapprove the product.





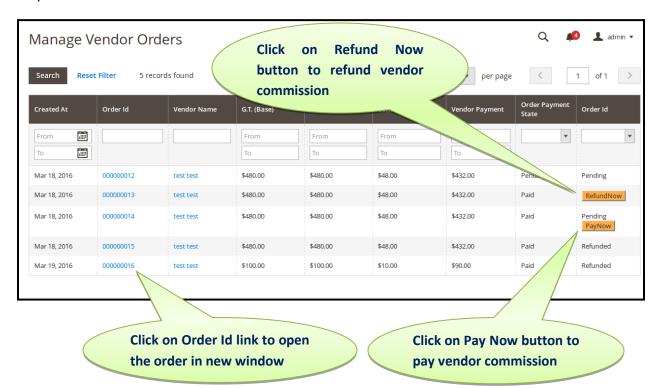
# 3) All Products

Click on the All products link from the admin site, it will open the entire products list. Either the product is approved or disapproved. Admin can filter the status of the product, view each product in a new window and can update the information about the product. Admin can also approve or disapprove the product from here.



# **Vendor Orders**

Admin can visit the vendor orders page by going to **Marketplace > Vendor Orders**. Vendor Orders page is a very important section of the CedCommerce Multi-Vendor Marketplace. All the marketplace orders can be viewed here. Suppose, if a customer places orders from frontend by adding two vendors' products in the cart then, in the vendor order section two order rows will be created for both the vendors and the order will also show up in the vendor panel of the respective vendor.



The vendor orders grid is shown above for better understanding.

- Order Id
  - Shows the id of the placed order & on clicking it the order details page will open.
- Vendor Name
  - Will show the name of the vendor whose products order has been placed.
- G.T.(Base)
  - It is the base price in which order has been place.
- G.T.
  - It is the global price in which the commission will be transmitted to the vendors.



#### - Commission Fee

Commission fee is the rule price set from the admin section, using which the commission for the order that will be paid to the admin can be calculated.

#### - Vendor Payment

It will show the expected payment which should be transferred to the vendor for his orders.

## - Order Payment State

It shows the payment of the order. Order has been invoiced or not. If the order has been invoiced, it will become paid else it remain in the pending state.

## Vendor Payment State

It shows the payment status along with the action that can be performed by the admin like "Pay Now" or "Refund". Admin can Pay to the vendor for any order and even make the Refund of any order if he wants to debit amount from the vendor.

#### a) Pay Now Button

 Pay Now button will come only when the order payment state is Paid. It means that the order has been invoiced and the payment can be made to the vendor.

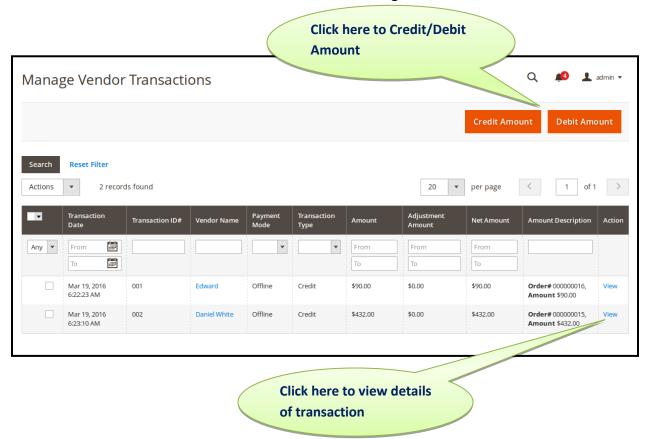
## b) Refund Button

Refund button will only come when the order payment state is Paid and Credit Memo has been created. Credit memo creation notifies the admin that the order has been refunded and the admin can debit the amount from the vendor's account if the amount was paid to the vendor.



# **Vendor Transactions**

Admin can visit the vendor transactions page by going to **Marketplace > Vendor Transactions**. Admin can view the list of vendor-wise transactions in the grid.



# 1) Order Transaction Grid

- **Transaction date:** The date of the transaction when the payment is made to the vendor.
- **Transaction Id:** It is the transaction id assigned to the transaction.
- **Vendor Name:** The vendor to whom the transaction is made.
- **Payment Mode:** It shows that the payment made to the vendor is online or offline.
- Transaction Type: It indicates the type of the transaction i.e. either the transaction was Credit type or the Debit type. Credit means the amount paid to the vendor. Debit means the amount withdrawn from the vendor.
- Amount: It is the amount paid to the vendor.

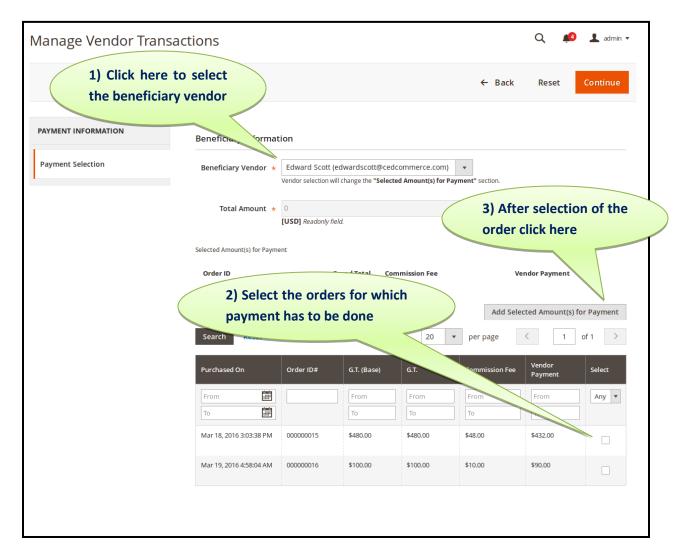


- Adjustment Amount: It is the amount paid as some extra charges during the transaction.
- **Net Amount:** It is the current vendor earning i.e. how much amount the vendor has been earning till date.
- **Amount Description:** The description of the order will be shown here.
- View: Admin can see the details of the transaction.

# 2) Credit/Debit Transaction

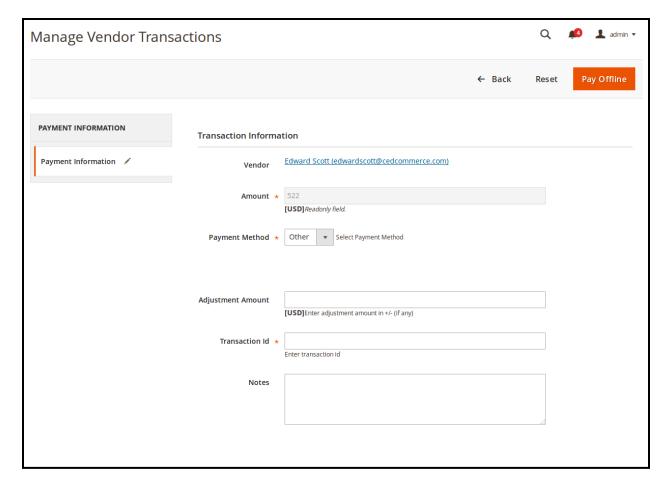
On clicking the Credit or Debit Amount Buttons, "Payment Information Page" will open. Here the admin will fill the Beneficiary Information of the vendor for whom the transaction is to be done. On clicking the "Add/Remove Amount for Payment" button, an order grid will open. From there the admin can select the orders for which payment has to be done. After that, click on the "Add selected Amount for payment" button to add all the selected orders' amount to the "Total Amount" and finally click on the Continue button to proceed to the final Transaction Information Page.





After following the above steps click on the "Continue" button. You will see the form to enter the amount of the transaction.





- Vendor: will show the name of the vendor to whom the payment will be made.
- Amount: Amount of the order which will be credited to the vendor's account. It is the read only field; you need to select the orders from the previous page then only the amount sum of each order will be shown here.
- **Payment Method:** Will give the ability to the admin to select the payment method. It is Check/Money Order/PayPal/other. All of them are offline payment methods.
- **Adjustment Amount:** This amount is a sort of service charge that the admin can deduct or add to the final payment amount.
- **Transaction Id:** Some kind of uniquely identifiable transaction id that the admin can assign to the transaction.
- Notes: Some general purpose notes that the admin can add.



# 3) Transaction View

The image shown below is that of the transaction view page. It will have all the details of the orders which have been saved in the process of transaction. These data are non-editable data just for viewing purpose.

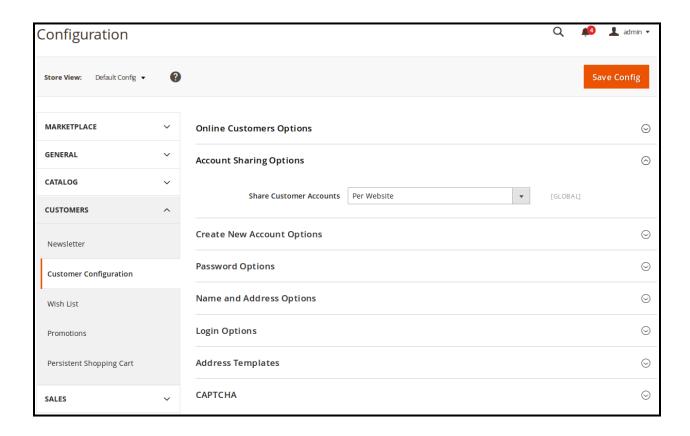


 If the admin wants to go to the vendor's profile, he just needs to click on the vendor link to reach the vendor profile page.



# **Customer Configuration (Dependency)**

CedCommerce Multi-Vendor Marketplace extension gives you enormous features for the vendor and admin entities. Here the vendors are mainly extended from the customers. We are registering vendors from the same form as that of the customer and associate some methodologies to create it as an admin. So some customer configuration dependencies are applicable for vendors as well.



Admin can reach the customer configuration by **Stores > Configuration (Customer > Customer Configuration section)** and from here the admin can manage the configuration of the scope of vendor/customer. Let in one case there are multiple websites that the admin is running on Magento 2. Currently the customer configuration is set to the "**Per Website**" mode.

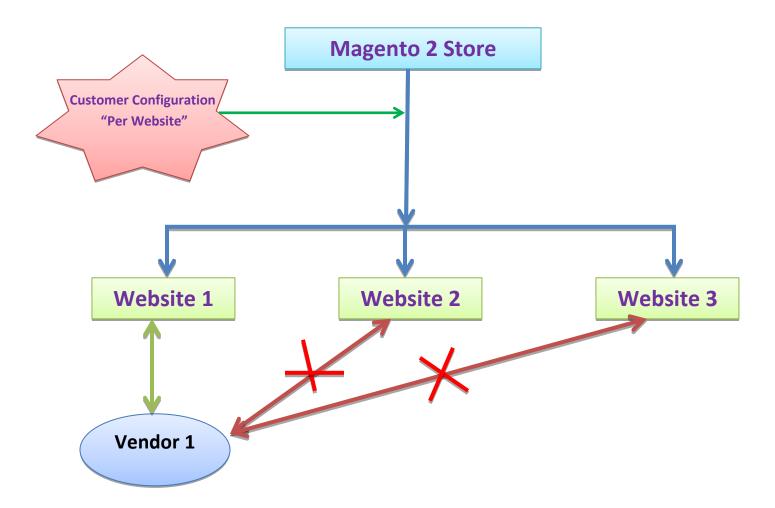


# 1) Per Website

Here the "**Per website**" mode means that if on your Magento 2 multiple sites are running, vendors can login only to the website from which they have registered. They cannot login to other websites in any case. In this case admin can assign the product to his current website only.

Given below is the block representation of the per website mode. The vendor can only create and manage the stores on the current website from where he has been registered. If at any time the Configuration is toggled to the "Global" mode the admin needs to perform re-indexing.

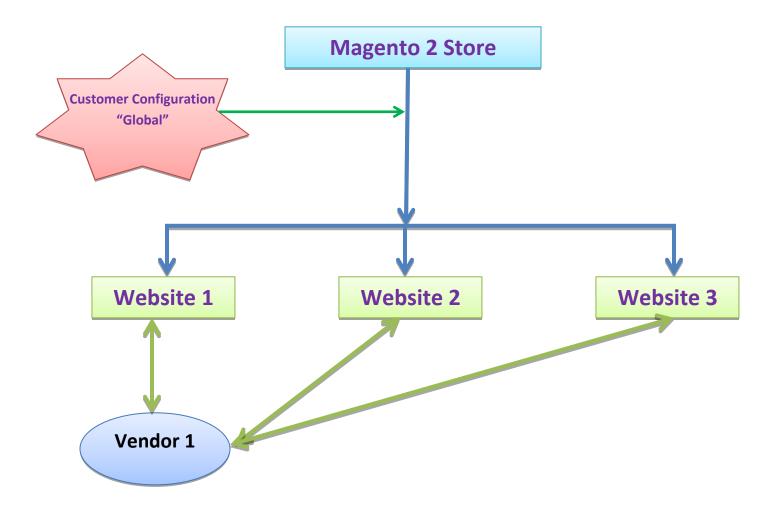




# 2) Global Mode

Global mode is just the reverse of "Per website" mode. If the vendor has been registered from any of the websites, he can control his Magento 2 stores even if multiple websites exist. Global mode gives the vendor the capability to create products on different websites and manage all the orders of different websites also.

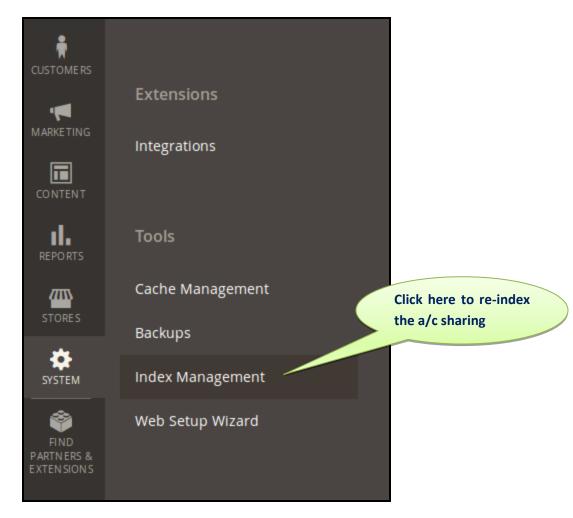




# 3) Switch modes Re-index (Required)

Whenever the admin changes the configuration from "Per website" to "Global" or "Global" to "Per website", the admin needs to re-index the account sharing.





As soon as the configuration changes will be saved, "Vendor Account Sharing" link will be visible on the top menu in the admin notification area. Admin needs to re-index it.

# a) Website to Global (Re-index)

When the admin changes the scope from website to global then the vendor will become active on multiple websites that exist on Magento 2. But, if the vendor created a product in the past on the old website then those products will exist in the old website only. If he wants to show his products on other websites also then he needs to manually edit the product. The vendor will get a website assign check box group in the edit section where he can select the websites and save the product again. It will be visible on the new websites too.



## b) Global to Website (Re-index)

When the admin changes the scope from the global to website mode then the vendor will be limited to only one website from where he has been registered. Suppose, Magento 2 is running two websites: Website 1 & Website 2 and the vendor is registered from website 1. Now the scope of the customer changes to the **Website mode**, then the vendor can only be the vendor of website 1. He cannot login and control the store from website 2 in future. If the vendor has created products for the website from where he has registered like for the website 1 then it will retain the products on website 1 only and all the old products assigned to website 2 will be removed from that website.

# **Support**

If you need any support or have questions directly related to CedCommerce Multi-Vendor Marketplace, please use our Online Message Form to contact our support team or send us an email at <a href="mailto:support@cedcommerce.com">support@cedcommerce.com</a>

Best Regards,

CedCommerce Team