

Welcome! We're so glad to have you join us on *Groupon Goods Marketplace*.

In this e-mail, you'll find essential information about required procedures and performance standards for *Goods Marketplace* merchants. You'll also find some awesome support resources to help you get started as a new merchant.

Setup your Gateway Account

The image shows a document titled "GATEWAY ACCOUNT SETUP GUIDE" with the subtitle "instructions, troubleshooting and FAQs". The Groupon Goods Gateway logo is in the top right. The document is divided into two main sections:

- 2. Complete "Self Service" section on Gateway**
Once you've logged into Gateway, all merchants must go to the "Self Service" page (found on the left-hand navigation bar) and complete all required sections.
A screenshot of the "Vendor Profile" page is shown. The left-hand navigation bar has "Self Service" highlighted with a red box. Below the screenshot, a green box contains the text: "Once you have logged on to your new Gateway account, navigate to the 'Self Service' page and complete the tasks listed below."
- 5. Review information under "Business Info"**
From the "Self Service" page, navigate to the Business Info tab. All information entered here should be accurate and up-to-date. Please note that the e-mail listed under "Business Contact" is our primary mode of contacting merchants.
Are you using the correct Legal Business Name?
In the Business Info section, the name listed under "Legal Full Name" must exactly match the Legal Business Name associated with your banking information. If this information is NOT currently accurate, you must request to have this information updated before you can finish activating your Gateway account.
A screenshot of the "Vendor Profile" page shows the "Business Info" tab selected, with a green "Edit Business Info" button visible.

Before you can start building up your catalog and selling deals on *Goods Marketplace*, you'll need to complete the account setup process.

We highly encourage merchants to consult our [Gateway Account Setup Guide](#), which provides step-by-step instructions, as well as solutions for common errors encountered during account setup.

Service Level Agreement (SLA) Standards

Goods Marketplace has required performance standards for order fulfillment. Deadlines for tracking information uploads, tracking movement, and expected delivery time are applied uniformly across all merchants and deal listings.

Tracking Information Uploaded

2 Business Days after order is placed

Your carrier must be on our list of "[Approved Shipping Carriers for Goods Marketplace](#)". Do NOT upload a tracking number for your order until the package has been received by your carrier. Early/invalid tracking uploads will negatively impact your performance metrics, and could lead to suspension.

Order Showing Movement

3 Business Days after order is placed

Before your order can be processed for payment, your uploaded tracking information must show systemic MOVEMENT. Orders NOT showing movement within 5 days may be automatically refunded by Groupon.

Order Successfully Delivered

7 Business Days after order is placed

On-time deliveries play a crucial role in maintaining satisfactory performance metrics. All orders placed on *Goods Marketplace* are expected to be marked delivered after 7 business days, Late deliveries will negatively impact your performance metrics, and could lead to suspension.

Customer Tickets

1 Business Day to reply

Goods Marketplace uses a ticketing system to facilitate communications between merchants and their customers. Any new ticket or reply by a customer must receive a merchant response within 24 hours.

Learn the function of *Gateway's* different [Ticket Reply Types](#) to manage your customer tickets most effectively.

Performance-Based System

Our highest priority on *Goods Marketplace* is providing a positive customer experience. Once you start selling on our platform, your performance will be measured using our Merchant Scorecard, which you will receive via email weekly.

Merchant Graduation unlocks higher sales limits, more features.

Through our [Merchant Graduation program](#), merchants who consistently meet our goals for performance may have their account capabilities expanded-- including larger sales thresholds and access to our Bulk Product Upload tool.

Graduation Level	Standard Threshold (Units)	Standard Threshold (GB)
Level 1	100	\$1,000
Level 2	500	\$5,000
Level 3	2,500	\$25,000
Level 4	12,500	\$125,000
Level 5	Unlimited	Unlimited

Poor performance leads to account suspension.

Merchants failing to meet *Goods Marketplace* performance metric goals may have their account activity temporarily suspended, or even permanently disabled.

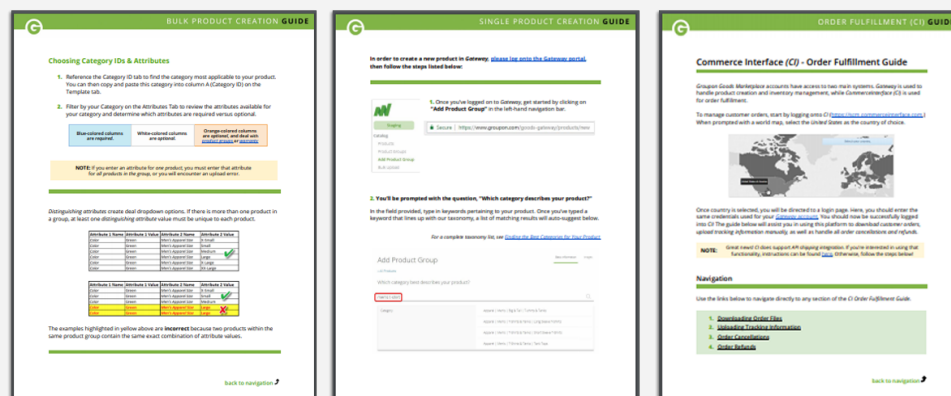
Read through our [Performance Goals for Merchant Scorecard](#), and work to achieve these standards regularly to avoid unwanted interruptions to your sales.

Training Guides

We are happy to offer our third-party merchants a series of Training Guides, designed to quickly teach you everything you need to know about working as a merchant on *Groupon Goods Marketplace*.

GROUPON
Goods[®] Marketplace

GUIDE
Documents 



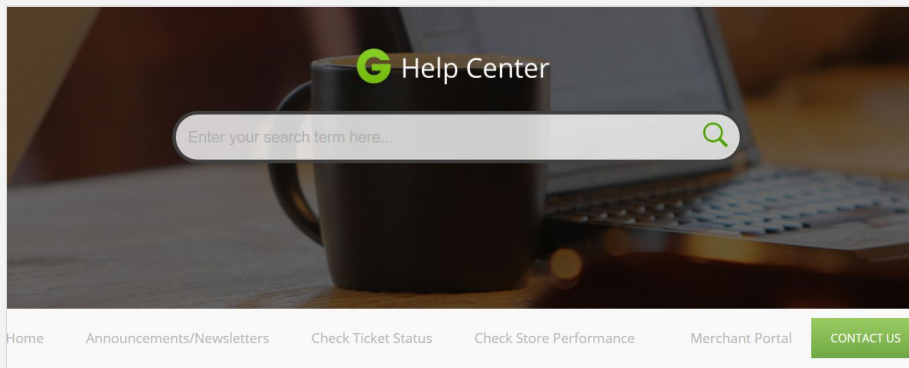
Please read through the following documents in their entirety before beginning your work on *Goods Marketplace*. These five Training Guides will help you get the most out of your merchant experience on our platform.

- [Overview of the Gateway Website](#)
- [Single Product Creation](#)
- [Order Fulfillment](#)
- [Bulk Product Upload](#)
- [Answering Customer Tickets](#)

Merchant Support Resources

Support Articles

We have a large library of support articles available from our Help Center. Troubleshoot common errors with our frequently asked questions, or search any keyword related to your issue and find issue-specific support.



To search through our extensive library of support articles, [visit our Help Center](#).

Contant our Merchant Success Team

Sometimes you just want to communicate one-on-one with another human being! If you're having difficulties, you can always open a support ticket with our Merchant Success team.

Submit a ticket

Email Address *
[Add cc](#)

Subject *

How can we assist you? *

Please Provide Any Additional

For one-on-one assistance with a member of our success team, [submit a support ticket](#).

