



Commerce Interface (CI) - Order Fulfillment Guide

Groupon Goods Marketplace accounts have access to two main systems. *Gateway* is used to handle product creation and inventory management, while *CommerceInterface (CI)* is used for order fulfillment.

To manage customer orders, start by logging onto *CI* (<https://scm.commerceinterface.com>.) When prompted with a world map, select the *United States* as the country of choice.



Once a country is selected, you will be directed to a login page. Here, you should enter the same credentials used for your [Gateway account](#). You will have to choose which account you would like to access from the dropdown menu. The accounts listed should be your First and Third-Party accounts. You should now be successfully logged into CI!





The guide below will assist you in using this platform to *download customer orders, upload tracking information manually*, as well as handle all *order cancellations and refunds*.

NOTE: Great news! *CI* does support *API shipping integration*. If you're interested in using that functionality, instructions can be found [here](#). Otherwise, follow the steps below!

Navigation

Use the links below to navigate directly to any section of the *CI Order Fulfillment Guide*.

- [1. SLA Standards](#)
- [2. Downloading Order Files](#)
- [3. Uploading Tracking Information](#)
- [4. Order Cancellations and Refunds](#)
- [5. Updating Tracking Information](#)

SLA Standards for Merchant Performance

The following are five key areas of Order Fulfillment where *Groupon Goods Marketplace* SLAs require full compliance. Failing to comply in any of these areas will reflect poorly on your [Merchant Scorecard](#) and could result in [suspension of your account](#).

- **Order Tracking Uploaded / 2 Business Days**
 - Tracking must be uploaded within 2 business days of order creation.
 - Your carrier must be on our list of "[Approved Shipping Carriers](#)".
 - Early/invalid tracking uploads will negatively impact your performance metrics and could lead to suspension.
 - Orders that do not have tracking uploaded after 7 business days will be automatically canceled.
 - Orders that are in 'partially shipped' status after 14 business days will be automatically canceled.



- **Order Tracking Showing Movement / 3 Business Days**
 - Tracking needs to show movement within 3 business days of order creation
 - 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.
- **Cycle Time / Average 6 Calendar Days**
 - On-time deliveries play a crucial role in maintaining satisfactory performance metrics. The average time elapsed between the date you receive an order, and the date it's marked delivered should be 6 calendar days.
 - If your average delivery cycle time falls below 6 days, this will negatively impact [your Merchant Scorecard](#), and [could lead to suspension](#).
- **Customer Ticket Response / 1 Business Day**
 - Any new ticket or reply by a customer must receive a merchant response within 24 business hours.
 - Subsequent responses should take no longer than 24 business hours
 - See our [Customer Ticketing Guide](#) for full insight into our ticket system.
- **Returns / Merchant must honor policy, provide Return Label**
 - Select a return policy that meets your needs and your ability to comply
 - 'Final Sale' policies must still allow for refunds or replacements due to defective products or incorrect fulfillment
 - In the case of a return, merchants must always [provide their customers a return label](#). Merchants failing to comply with this policy may be subject to suspension or even account termination.



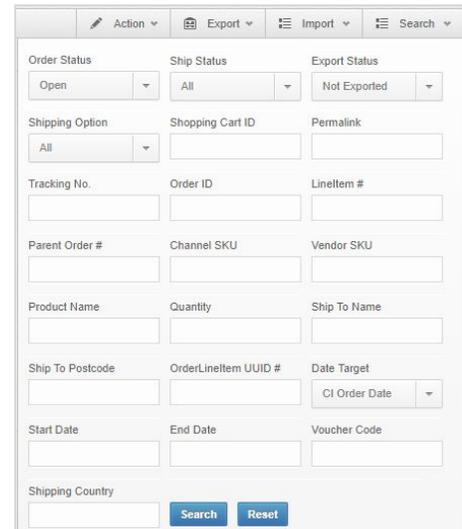
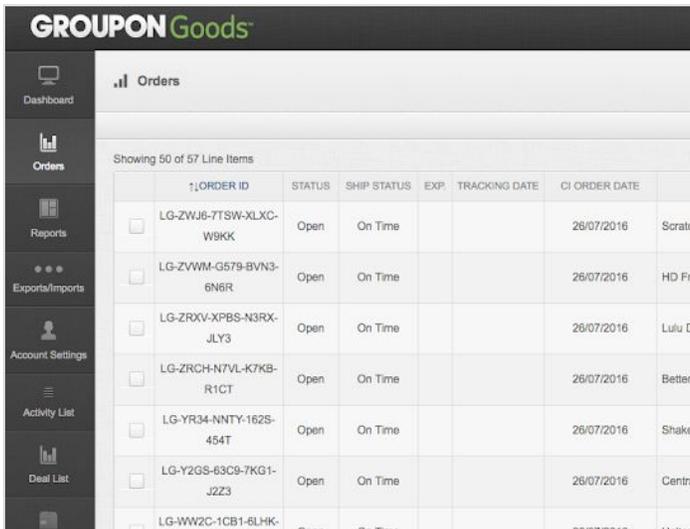
Downloading Order Files

NOTE: These same steps can be followed to download tracking templates.

1. Sign into *CI* and click on **Orders** in the left-hand menu bar.



2. Navigating to the **Orders** page, you will find listed all current customer orders that have been placed on your *Goods Marketplace* store. Use the “Search” menu on the upper-right corner of the page to filter your orders by various fields such as *Order Status* and *SKU*.



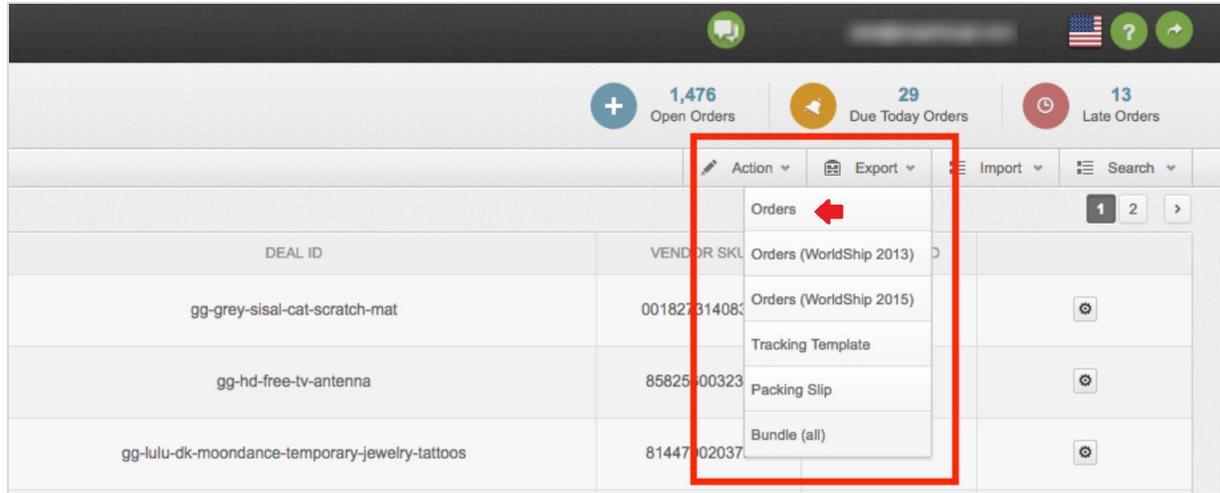
Merchant view of the Orders page.

“Search” tool helps you filter for specific orders using a variety of criteria before downloading.

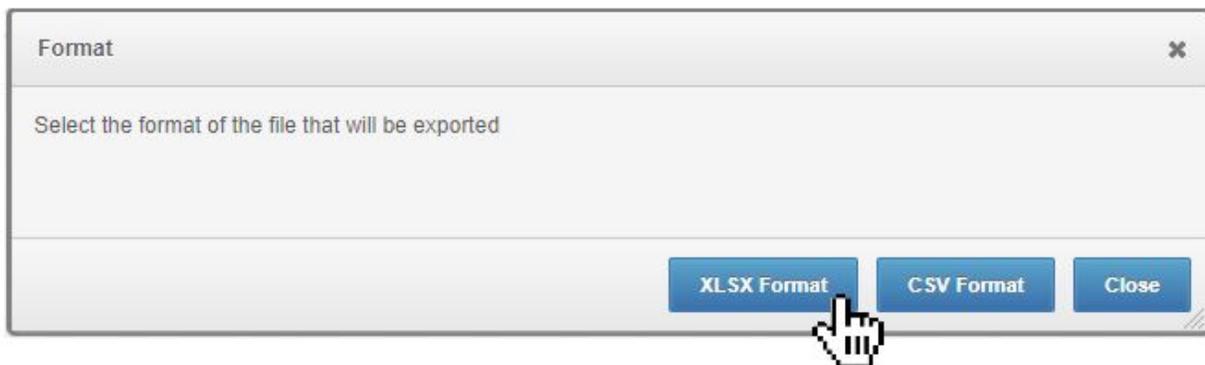


3. To export these orders, click on the **Export** tab and then select "Orders".

*Do not select Packing Slip or Bundle (all) because the Packing Slip templates are designed for Groupon fulfillment and therefore, do not reflect your individual fulfillment details.



4. Select the file format you would like your orders in. We generally recommend merchants download their orders in *.XLSX* for ease of editing.



5. A confirmation that this file is being downloaded will appear at the top of the screen.

Your export request has been queued. Please check the download center for status.



6. You can move onto the next step once a *red circle with a white number* appears atop the “Exports/Imports” icon in the left-hand menu. This indicates your download is now ready. Click on the “Exports/Imports” icon.

	ORDER ID	STATUS	SHIP STATUS	EXP.	TRACKING DATE	CI ORDER DATE	PRODUCT NAME
<input type="checkbox"/>	LG-ZWJ6-7T5W-XLXC-W9KK	Open	On Time			26/07/2016	Scratch Mat - Grey Sisal Scratcher
<input type="checkbox"/>	LG-ZVWM-G579-BVN3-6N6R	Open	On Time			26/07/2016	HD Free TV Antenna
<input type="checkbox"/>	LG-ZRXV-XPBS-N3RX-JLY3	Open	On Time			26/07/2016	Lulu DK Temporary Jewelry Tattoos- Moondance
<input type="checkbox"/>	LG-ZRCH-N7VL-K7KB-	Open	On Time			26/07/2016	Better Than HCG Weight Loss Memos

7. You should now see a list of all exports you have created in CI over the past 5 days. Click on “Download” next to your most recent order export(s) to download the file.

Export Type	Requested On	Exported File
Bundle (all) (.XLSX)	07/26/2016 12:46PM CDT	Download

8. Your selected orders are now downloaded! Edit this file to input complete and accurate tracking information. You may then proceed onto [Uploading Tracking Information](#).



Uploading Tracking Information

Multiple orders can share a single Tracking Number only if the shipping addresses are identical

Sometimes a merchant may receive multiple orders from the same customer. If the addresses are IDENTICAL, merchants may ship them with the same tracking number. If anything in the addresses are different (including abbreviations and capitalizations), merchants MUST ship the orders separately.

Approved Carriers for Goods Marketplace

ABF	AIT Worldwide	Associated Global Systems	CEVA
DHL	DHL Global Mail	DHL ORM-D	DHL Smartmail
FedEx Global	FedEx SmartPost	FedEx Home Delivery	Fedex Priority
Manna	R&L Carriers	STI	USPS
UPS	UPS Mail Innovations	UPS Mail Innovations w/ Canada Post	

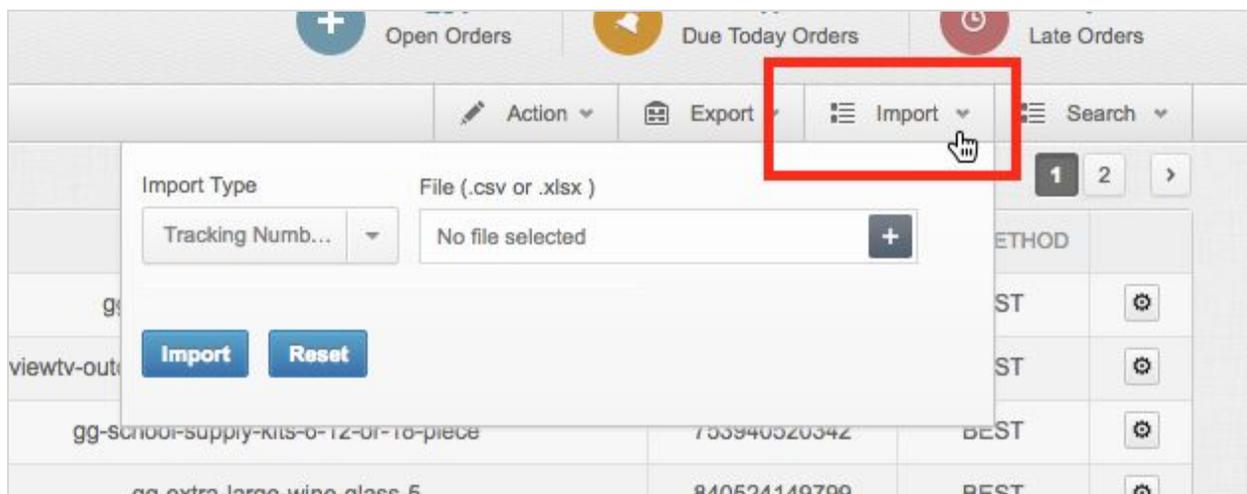
A screenshot of a data entry form. The 'shipment_carrier' field is highlighted with a red border. The form has a header with a green 'Q' icon and a 'shipmer' label to the right of the highlighted field.

Click here to view our list of **Approved Carrier Codes**

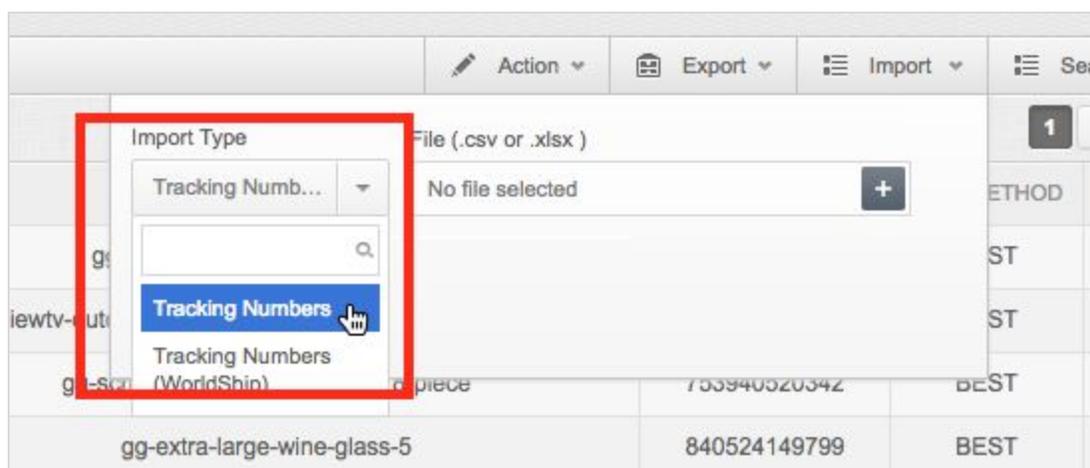
Your order will NOT track for movement in our system unless you use the correct **Approved Carrier Code** in the "shipment_carrier" field of your tracking upload.

Instructions for Uploading Tracking Information

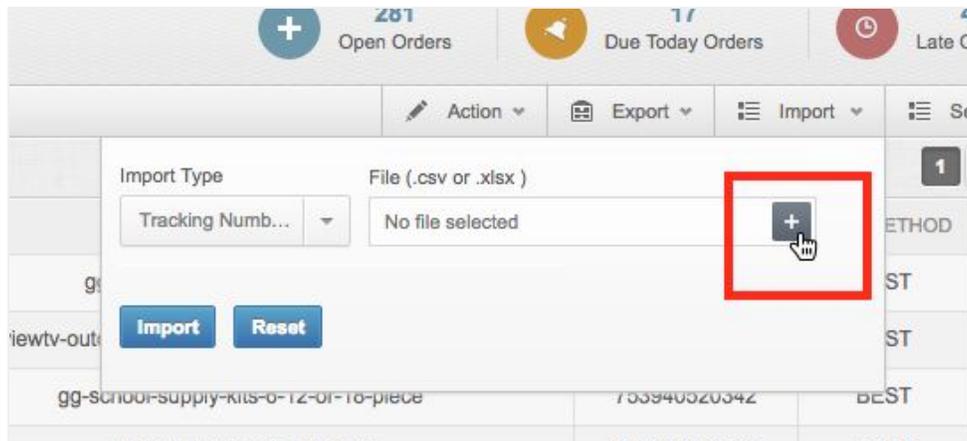
1. Sign into *CommerceInterface* if you haven't already, then click the **Orders** icon in the left-hand menu.
2. From the **Orders** page, click on the "Import" button in the top right-hand corner of the screen, next to "Search".



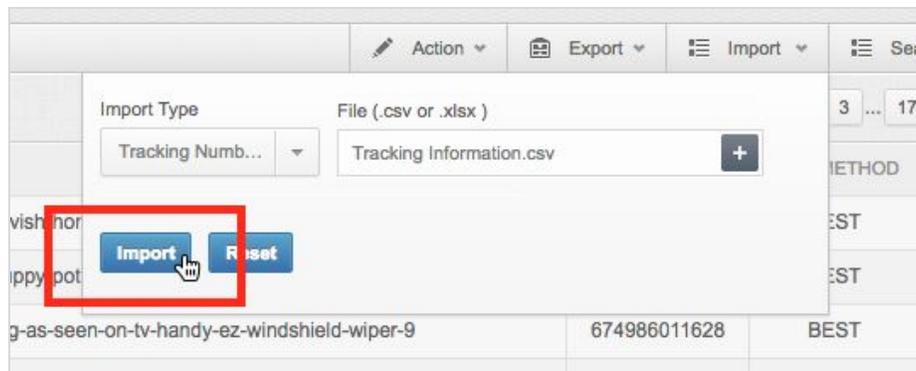
3. This should open up a small drop-down where you can upload your completed orders file. Before uploading, be sure that "Tracking Numbers" is selected under "Import Type".



4. To upload your tracking file, click on the *plus sign button* under “File (.csv or .xlsx)”.



5. Select the order file from your computer, then click “Import” to upload. We generally recommend merchants upload as a “.csv” file. If the orders were first downloaded as an “.xlsx”, you can still export your completed tracking file as a “.csv”.



6. To see that your tracking information has successfully uploaded, open up the *Dashboard* tab in the left-hand navigation menu, then select “Fulfillment Tracker Real Time”.



This will direct you to the “Fulfillment Tracker” page. From here, you can click on the number listed in the “Tracking Rec” column, and all tracked shipments will be listed.



Order Cancellations/Refunds

If for any reason you wish to initiate a cancellation on an order, instructions are provided below for individual order cancellations, as well as larger bulk cancellations.

Please keep in mind that any order canceled by the merchant will automatically initiate a refund for the customer.

Canceling Orders Individually

1. From the **Orders** page, click on "Search" and select the Order Status "Open" to filter for currently active orders. Find the order you'd like to cancel, then click on the *gear icon* to the far right of that order. This will take you into the *Order Detail View*.

ORDER ID	STATUS	SHIP STATUS	EXP.	TRACKING DATE	CI ORDER DATE	PRODUCT NAME	DEAL ID	VENDOR SKU	SHIP METHOD	
GG-L49T-6E2T-35C3-9M8S3	Open	On Time			31/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	
GG-H95W-9E5F-2H5Z-0G93	Open	Late			31/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	
GG-5969-MF4L-26H2-651W	Open	Late			31/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	
GG-2J1X-TH21-2WCV-6NFR	Open	Late			31/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	
GG-HM1K-NGFR-1MRT-5X8X	Open	Late			30/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	
GG-2NMV-F7W3-33SV-6T8H	Open	Late			30/07/2018	XS Green Y Jackets activewear Addiddas Green Jacket	gg-mp-addiddas-green-jacket	131111111	BEST	



Merchant view of the *Orders* page, after filtering for *Open* orders. Click *gear icon* to see individual order details.

2. The *Order Detail View* will allow you to view information specific to that particular order and customer. From this page, find the "Action" tab on the bottom-right, then open up the drop-down menu and click on "Cancel".

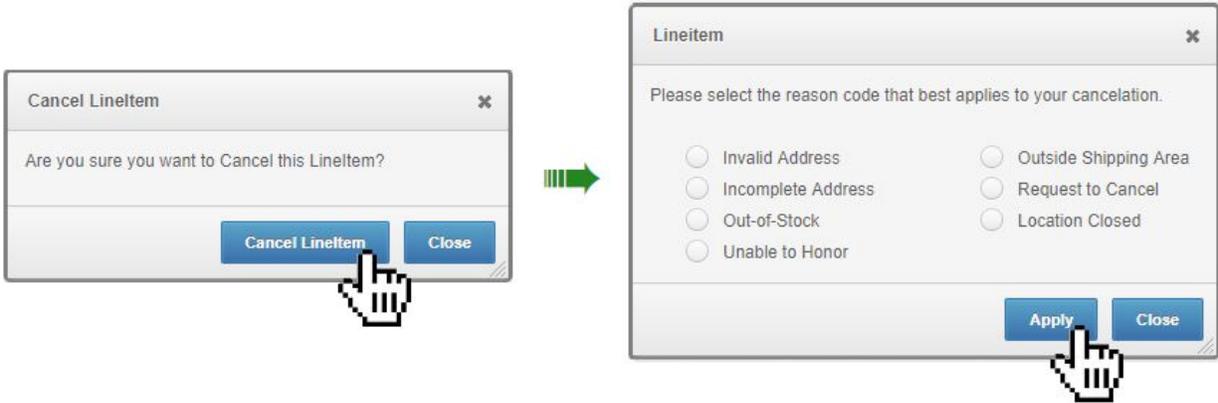
Channel SKU	Product Name	Sell Price	Sales Tax	Shipping Fee	Revenue	Ordered Qty	Picked Up Qty	ACTION
	XS Green Y Jackets activewear Addiddas Green Jacket	50.00	1.00	0	51.00	1	0	Select Action



Merchant view of the "Order Detail View" page. Use the "Action" tab to cancel.



3. A pop-up box will appear asking you "Are you sure you want to Cancel this LineItem?". To cancel, you will need to select "Cancel LineItem". Another pop-up box will appear. Provide the appropriate reason for this order's cancellation, then select "Apply".

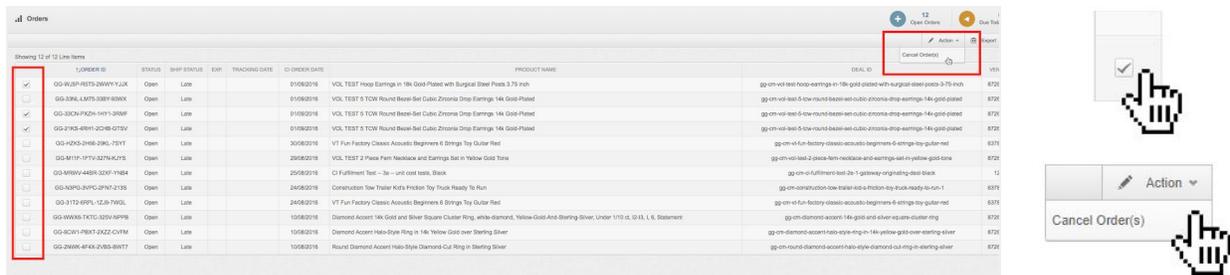


After clicking "Apply", your order will be cancelled. The order status should change from *Open* to *Cancelled*.

Canceling Orders in Bulk

In some situations, merchants may need to cancel multiple orders at once. In these instances, you will once again begin in the "Orders" tab of CI. From here, first filter for your Open Orders by clicking on "Search" and filtering accordingly.

Search through this list of Open Orders for the orders you'd like to cancel. You can either select only the orders you want to cancel, or leave all orders unselected (the pop-up window will give you the option to either cancel only the selected orders, or ALL orders filtered for):



NOTE:

We encourage our merchants to do everything possible to avoid cancelling large numbers of orders at a time. If you simply need to wait a few days to restock before fulfilling, keep in mind cancellations have a greater impact on your [Merchant Scorecard](#) than late orders.



Updating Tracking Information

Merchants cannot manually update their own tracking information on existing orders from within *CommerceInterface*. They will need to formally request that a Merchant Success agent makes these changes.

This means it's imperative that merchants do everything possible to avoid broken or inaccurate tracking uploads. However, in the situation that an order's tracking number *does* need to be modified, merchants will need to follow the steps outlined below:

How to Request a Tracking Update

1. Open a new [Support Ticket](#) with the subject line "TRACKING UPDATE REQUEST". One of our Merchant Success agents will help make that change in our system as soon as possible. Please provide additional comments as to why you are requesting a tracking update.

Submit a ticket

Email Address *
[Add cc](#)

Subject *

How can we assist you? *

Please Provide Any Additional
B I U

- Dead tracking orders that are over 30 days old will not be updated.
- If you are submitting a tracking update and your new tracking number has already shown movement and/or delivery on the carrier's website, it is possible that your order will not get invoiced.
- As a reminder, only supported carriers should be used when uploading tracking information into Commerce Interface (CI).
- In order to maintain a good shopping experience for customers on Groupon, we may suspend accounts that continually provide invalid tracking numbers.