



Remittance Center (RC) - Remittance Guide

This guide will assist you in using the platform to find and reconcile merchant invoices in [CommercelInterface](#) (CI) under the *“Remittance Center”* tab on the left navigation bar. From here, you will find your invoices sorted out by the following categories: *“Paid”*, *“Waiting For Payment”*, *“To Be Invoiced”* and *“Deductions”*.

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 the 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!





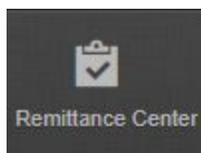
Navigation

Use the links below to navigate directly to any section of the CI Remittance Guide.

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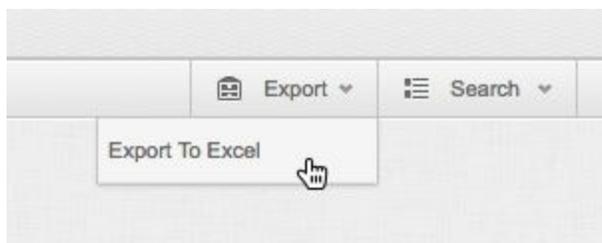
Navigating the Remittance Center in Commerce Interface

The Remittance Center (**RC**) in Commerce Interface (**CI**) gives an overview of your invoices. While logged into **CI**, click on the Remittance Center icon in the CI left-hand navigation menu.



Exporting Invoices in the Remittance Center

- Click on the **Export** tab at the top of the page.



- You'll receive a notice that your download has been queued.



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

- Once a red circle appears on the **Exports/Imports** icon in the left-hand navigation menu, your export is ready. Select the icon.



- You'll be taken to the download page. Select **Download**.

Export(s)			Important: History for Exports is kept for 5 days.
Export Type	Requested On	Exported File	
remittance_center_data	09/12/2016 05:16PM CDT	Download	

- Upon opening the file, you'll have access to the requested data from the RC.

Activity Summary in the Remittance Center

- When navigating to the **RC**, a summary box will appear in the top-left corner showing an overview of activity from the last 2 months.

ACTIVITY SUMMARY FROM 2016-10-18 THROUGH 2016-12-19 ?		
	UNITS	AMOUNT (USD)
Total Received	39,050	645,171.34
Total Shipped	163,596	2,168,628.61
Total Returned	0	0
Total To Be Invoiced	2,886	40,237.95
Total Invoiced	275,654	3,322,962.27
Total Waiting For Payment	178,875	2,221,558.83
Total Paid	96,779	1,100,136.70
Total Deductions		1,231.30



- Below the summary box, you'll see a detailed account of orders that have been paid, orders waiting for payment, orders that still need to be invoiced, and deductions.

NOTE: The **RC** will only show the last *two* months of invoice data on the home page. You can search all prior invoices by invoice number or by date range.

- Use the Search function next to the **Export** tab to search for specific invoices.

Export Search

Fulfillment Type PO # Opp Id

All

Permalink Contract UUID Vendor Invoice Number

Groupon Invoice Number Payment Number Date Target

Invoice Date

Start Date End Date

Search Reset

- Search an invoice number in the *Groupon Invoice Number* field and then select **Search**.
- If you searched a valid invoice number, you should see the invoice appear under the *Paid, Waiting for Payment, or To Be Invoiced* sections.

1}GROUPOIN INV. NUMBER	1}VENDOR INV. NUMBER	1}PO NUMBER	1}PERMALINK	1}FULFILLMENT TYPE	1}INVOICE DATE	1}PAYMENT TERMS	1}EXPECTED PAYMENT DATE	1}UNITS INVOICED	1}INVOICED AMOUNT	1}CURRENCY	1}CONTRACT UUID
10220180900173146434				Goods Marketplace	09/08/2018 12:31PM CDT	Net 15	09/20/2018 03:48PM CDT	1	4.21	USD	

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- You can select the invoice number to view the invoice details.

Invoice 10220180908173146434 [Export Invoice](#)

Invoice Date	Payment Due Date	Invoice Status	Currency	Amount Invoiced	Actual Payment Date	Amount Paid
09/08/2018 17:31	09/20/2018 20:48	Waiting For Payment	USD	4.21		

☑ Invoiced orders for gg-mp-home-office-chair

Fulfillment Line Item Id	Product Name	Tracking Number	Quantity	Net Unit Price	Unit Cost	Shipping Fee	Sales Tax	Commission Rate	Shipment Status
286341679	Home Office Chair Blue N 400 Metal	NTK_00001	1	4.21	5.00	0.00	0.46	25.00%	SHIPPED

Invoice Statuses in the Remittance Center

- Invoices are listed by status in the Remittance Center. There are 4 invoice statuses:



- Paid:** Invoices have been paid
- Waiting on Payment:** Invoiced but not paid
- To Be Invoiced:** Have not been paid or invoiced
- Deductions:** Any deductions taken from past invoices are listed here.

NOTE: The *Applied To* column refers to the invoice from which the deduction is being taken, not the original invoice.

- In the **Paid** section, there are 2 dates: *Invoice Date* and *Expected Payment Date*, and 2 amounts: *Invoiced Amount* and *Paid Amount*.

☑ Paid

GROUPON INV. NUMBER	VENDOR INV. NUMBER	PO NUMBER	PERMALINK	FULFILLMENT TYPE	INVOICE DATE	PAYMENT TERMS	PAYMENT DATE	UNITS PAID	INVOICED AMOUNT	PAID AMOUNT	CURRENCY	PAYMENT NUMBER	CONTRACT UUID
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- The *Invoice Date* refers to the date that an invoice is processed. This date should be a Saturday.
- The *Expected Payment Date* is the date you *should* receive payment. Please note that this is an expected date, not guaranteed. Our Accounts Payable team issues payments every Wednesday for Marketplace. Other situations could affect the *Expected Payment Date*, such as if it falls on a holiday, non-business day, or the last 5 business days of the month.
- The *Invoiced Amount* and *Paid Amount* will only differ if any deductions are applied to the invoice.



NOTE: If you have any questions about the Remittance Center. You can submit a Marketplace [Support Ticket](#)

When Orders Are Invoiced

The following requirements must be met before an order will be invoiced:

- A supported carrier and corresponding carrier code must be used to fulfill the order. All orders fulfilled with unsupported carriers won't be eligible for payment. Please see our supported carriers list [here](#).
- Tracking must:
 - Be uploaded to Commerce Interface (CI) within **2 Business Days** of the date the order is placed.
 - Show movement on the carrier's website within **3 Business Days** of the date the order is placed.
 - Show as delivered to the correct destination on the carrier's website within **6 Days** of the date the order is placed.

An order is processed for payment when the tracking number shows movement on the carrier's website. Movement doesn't always include the initial updates on the carrier's website, such as "label created" or "en route to distribution facility." Please note that different carriers may have different signals for movement.

You can request detailed invoice breakdowns by submitting a support ticket [here](#).

When Orders Are Not Invoiced

If an order doesn't get invoiced, it might be because:



- A tracking number was not uploaded to your order in **CI**
- An order's tracking number has not shown movement on the carrier's website
- An unsupported carrier and/or carrier code has been used and uploaded to **CI**
- Tracking shows delivered to the incorrect location on the carrier's website
- There is a tracking update attempt after 30 days of the initial tracking upload or after the order has already shown delivery on the carrier's website

Multiple-Qty Orders

Multiple-quantity orders will only be invoiced when they have been successfully fulfilled. For an order to be successfully fulfilled, not only will the order have to be shipped with a supported carrier and show movement, but you must also update the "shipped quantity" field to reflect the items you have shipped. If you upload tracking and keep the quantity at 1, but the order was placed with a quantity of 3, that order will not be successfully fulfilled.

Ordered Qty.	Shipped Qty.
3	0

Please note that the order details in CI will show "Revenue" per 1 quantity. It may appear that you are not receiving the full and correct amount for a multiple-quantity order but as long as your order is successfully fulfilled, your invoice will include the full amount for the quantity ordered.

Product Name	Sell Price	Sales Tax	Shipping Fee	Revenue	Ordered Qty.	Shipped Qty.
Groupon product name	9.99	0.00	3.99	13.98	3	0

You can read more about multiple-quantity orders [here](#).

How and When Invoices Are Processed for Payment

Invoices are processed weekly on Saturdays. Payments are issued every Wednesday by our Accounts Payable team. If any expected payment date falls on a holiday or a weekend,



payment will be processed on the next business day. If any expected payment date falls within the last 5 business days of the month, payment will be processed on the first business day of the following calendar month.

Multiple invoices may be combined into one payment if more than one invoice is processed at the same time. This includes both positive and negative invoices.

How Refunds and Other Groupon Fees Are Processed

Refunds due to cancellations and returns will be processed once they are marked as canceled or returned in **CI**. They will be listed as a “deduction” in the Remittance Center (**RC**) and included in a negative invoice. Multiple refunds may be included in one negative invoice. If you believe there were refunds processed due to cancellations and returns that were not authorized by you, please submit a support ticket and we'll let you know why a refund was issued.

Other Groupon fees will be listed as deductions in the **RC** and applied to positive invoices as well.

Because we cannot deduct funds from your bank account, negative invoice amounts will be applied to positive invoices that are of equal or greater amounts.

Best Practices

- Always contact [Marketplace Merchant Support](#) for any questions or discrepancies.
- Export **all** invoices, both positive and negative, and all deductions on a monthly basis for your records.



- Reconcile any unpaid orders and refunds on a monthly basis.
- Adhere to all of our [Customer Ticketing](#) and [Refund Guidelines](#) to avoid unexpected deductions.