

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

In this email, 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.

[\(download the PDF version of this e-mail\)](#)

## Setup your Gateway Account

You should have received an email with the subject line "Groupon Goods Gateway - Invitation to Join". This email contains a link to activate your new merchant account.

This link expires after 24 hours. If you have not already, please open that link now before returning to this support article. If you have not received this activation email, [please submit a support ticket](#).

The screenshot displays the Vendor Profile page in the Groupon Goods Gateway. On the left, a navigation menu includes 'Manage', 'Reviews', 'Profile' (highlighted with a red box and a hand cursor), and 'Sign Out'. The main content area shows the 'Vendor Profile' page with tabs for 'Account', 'Business Info', 'Payments', and 'Taxes'. The 'Account' tab is active, showing 'Feature Countries' as 'United States' and 'Status' as 'Active'. A green banner at the bottom reads: 'Once you have logged on to your new Gateway account, navigate to the "Profile" page and complete the tasks listed below.'

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

1 business day after order placement

You must upload tracking information for all orders by their assigned due on date in Commerce Interface (CI), Groupon's fulfillment portal. Only carriers on our list of [Approved Shipping Carriers for Goods Marketplace](#) can be used. 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

6 Calendar 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 6 calendar 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 One Business Day

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

**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 these orders with the same tracking number.

If you receive multiple orders from the same customer but the shipping addresses

are not identical (including abbreviations and capitalization), you **MUST** ship these orders separately. Commerce Interface (CI) will not allow the same tracking number to be uploaded to more than one order if the shipping addresses are not identical.

## 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.

### Poor performance leads to Compliance Fees

Merchants failing to meet Goods Marketplace performance metric goals are at risk of having compliance fees applied to their account for related shipping and customer service issues.

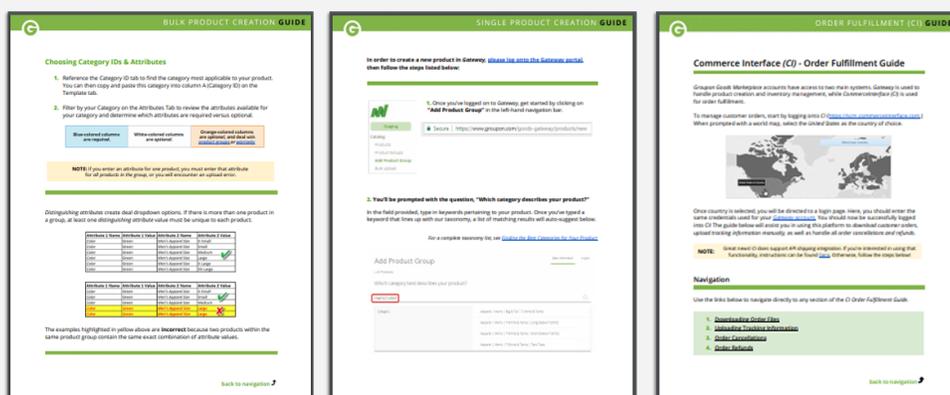
Read through our [Performance Goals for Merchant Scorecard](#), as well as the [Non-Compliance Fee schedule](#) so you can maintain these performance metrics and avoid deductions to your account. If deductions are applied, you will receive a weekly compliance report with those details so corrective action may be taken to avoid these issues and fees in the future.

## 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<sup>®</sup> Marketplace

**GUIDE**   
Documents



The image displays three training guide thumbnails. The first, 'BULK PRODUCT CREATION GUIDE', includes a table with columns for 'Attribute Value', 'Product Group', and 'Status'. The second, 'SINGLE PRODUCT CREATION GUIDE', shows a 'Add Product Group' form with fields for 'Product Group Name' and 'Product Group Description'. The third, 'COMMERCE INTERFACE (CI) - ORDER FULFILLMENT GUIDE', features a world map and a 'Navigation' section with links to 'Overview', 'Product Catalog', 'Order Management', and 'Order Tracking'.

Please read through the following documents in their entirety before beginning your work on *Goods Marketplace*. These six 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](#)
- [Remittance Center](#)

---

## Merchant Support Resources

We have a large library of support articles available from our [Merchant Success Portal](#). Troubleshoot common errors with our frequently asked questions, or search keywords related to your problem and find issue-specific support.



To search through our extensive library of support articles, [visit our Merchant Success Portal](#).

## Contact 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](#).

---

**Thank you! We look forward to working with you on *Groupon Goods Marketplace*.**