



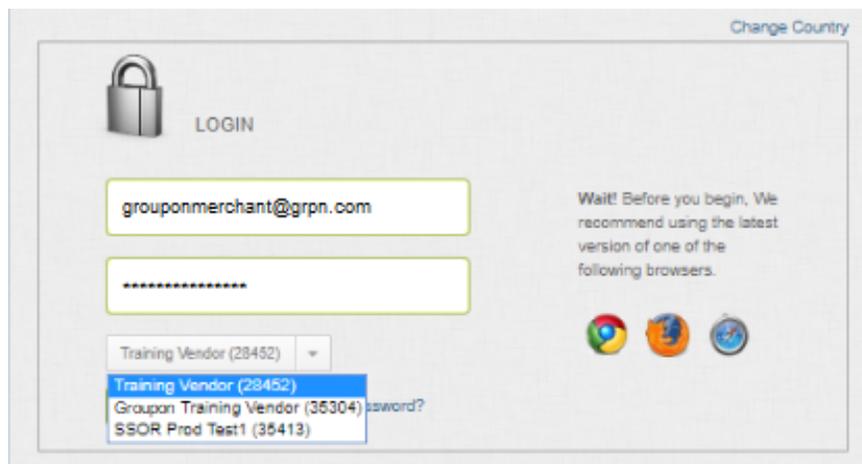
Remittance Center (RC) - Remittance Guide

This guide will assist you in finding and reconciling merchant invoices in [CommerceInterface](#) (CI) under the *“Remittance Center”* tab. From here, you will find your invoices sorted out by the following categories: *“Paid”*, *“Waiting For Payment”* 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!





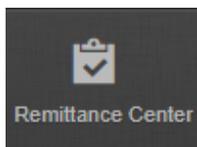
Navigation

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 left-hand navigation menu.



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 31 days.

SUMMARY ⓘ		
	UNITS	AMOUNT (USD)
Total Returned	0	0
Total Invoiced	11	434.42
Total Waiting For Payment	11	434.42
Total Paid	0	0
Total Deductions		0

USD



- Below the summary box, you will see a detailed account of orders that have been paid, orders waiting for payment, and deductions.

NOTE: The **RC** will only show the last *31 days* 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.

The screenshot shows a search interface with the following elements:

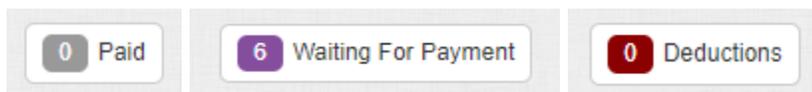
- Export dropdown menu
- Search dropdown menu
- Groupon Invoice Number input field
- Date Target dropdown menu (set to Invoice Date)
- Start Date input field
- End Date input field
- Search button
- Reset button

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

6 Waiting For Payment			
↑Groupon Invoice Number	↑Invoice Date	↑Payment Terms	↓Expected Payment Date
10220210731000300190	07/30/2021 07:03PM CDT	Net 60	09/28/2021 01:32PM CDT

Invoice Statuses in the Remittance Center

- Invoices are listed by status in the Remittance Center. There are 3 invoice statuses:



- **Paid:** Invoices that have been paid
- **Waiting on Payment:** Invoiced but not paid
- **Deductions:** Any refunds due to returns or cancelations, co-op fees or non-compliance chargebacks.



NOTE: The *Applied To* column under the **Deductions** section refers to the invoice that the deduction is being applied to, 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*.

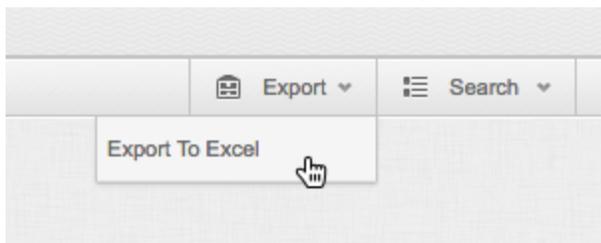
1 ORIGPON INV. NUMBER	1 VENDOR INV. NUMBER	1 PO NUMBER	1 PERMALINK	1 FULFILLMENT TYPE	1 INVOICE DATE	1 PAYMENT TERMS	1 PAYMENT DATE	1 UNITS PAID	1 INVOICED AMOUNT	1 PAD AMOUNT	1 CURRENCY	1 PAYMENT NUMBER	1 CONTRACT UUID
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- The *Invoice Date* refers 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](#)

Exporting Invoices in the Remittance Center

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

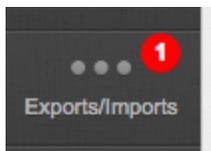


- You will receive a notice that your download has been queued.

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 file is ready. Select the icon.



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

Export(s)		
Export Type	Requested On	Exported File
remittance_center_data	09/12/2016 05:16PM CDT	Download

Important: History for Exports is kept for 5 days.

- Upon opening the export file, you will have access to the requested data from the RC. You will notice that there are 6 tabs in the export file:
 - **Summary:** This tab will provide you with a general overview of your remittance data.
 - **Invoices:** This tab will provide you with a general overview of your invoices by date, amount and status.
 - **Item Details:** This tab will provide you with a detailed line item view of your invoices, including tax, commission, net amount and more.
 - **Return Details:** This tab will provide you with a detailed line item view of your returned and canceled units as well crucial information to help you reconcile, like the *Applied To* and *Accrued On* invoices.
 - The *Applied To* invoice refers to the invoice that the deduction is being applied to.
 - The *Accrued On* invoice refers to the original invoice that the return was processed on. You can use the *Accrued On* invoice to cross-reference the **Deductions** and **Return Details** tabs.
 - **Line Items Waiting Ship:** This tab will provide you with an overview of your line items that have not yet been shipped.



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 will not be eligible for payment. Please see our supported carriers list [here](#).
- Tracking must:
 - Be uploaded to Commerce Interface (CI) by the **Due On Date**.
 - Show movement on the carrier's website within **1 Business Day** of the tracking upload date.
 - 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 does not 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.

When Orders Are Not Invoiced

If an order does not 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 cancelations 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 cancelations and returns that were not authorized by you, please submit a support ticket and we will 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 and deductions on a weekly or 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.