

Shopster.com and CCBC
Questions? Email: support@shopster.com and include CCBC in subject

Steps to list products on CCBC storefront and manage orders

Part 1: Steps to set up

Step 1: You will need an online merchant account in order to accept payments for orders. If you do not already have a PayPal account, sign up for one here: https://www.paypal.com/cgi-bin/webscr?cmd=_pro-nonpro-welcome

PayPal, Payment Standard is the easiest option to use.

Step 2: Sign up for a free www.Shopster.com account and follow the set up wizard. On page one, enter you PayPal account email address.

Step 3: Create a margin group for product pricing purposes

1. Click on “Inventory” tab then click “Set Pricing”
2. Create a pricing “margin group”. Name it “30%”, type in the 30 in the “Amount” field. (Note, you can always come back and add or modify store pricing groups from here).

Step 4: List up to 25 products for sale.

1. Click on “Inventory” tab then click “Add”.
2. Follow steps to list products one at a time (5 Step process)
3. You must fill in all of the fields, if you do not have SKU, then just use a basic number process, for example, 1, 2, 3, 4, 5
4. Step 4 is the “Pricing and Inventory” step:
 - a. For Network price, enter in the price that CCBC will PURCHASE your product from you for (30% off of retail).
 - b. For Mark Up group, select 30% and the sales price to the consumer will then be the full retail price.
 - c. Type in the inventory you have on hand.
5. Complete all 5 steps and click “Create Product”. Product is either created, or you are prompted to add in missing info. You may need to re-add product image if this is the case.
6. Repeat product creation for up to 25 of your products.

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Step 5: Complete your profile and add CCBC to your network

1. Click "Network" tab (above orange bar).
2. Click "Profile" on the Network sub menu.
3. Click "Edit Profile" and fill in the profile fields and save.
4. Click "Directory" and enter CCBC in the search box.
5. Click "Add Merchant to My Network" beside "CCBC Online Store".
6. Once CCBC approves your request, you are now connected to them in the network and CCBC can list and sell your products for you on their online storefront.
7. Note: At any time, you can create other selling relationships within the Shopster network if you choose.

Step 6: Determine your shipping policies

any time, you can create other selling relationships within the Shopster network
http://help2.shopster.com/Shipping_rules_pm

You're all set up and ready to do business!

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Part 2: Steps to manage your orders

To Receive Payments with PayPal

To be able to receive payments through PayPal, you'll need to sign up for a PayPal account at: <http://www.PayPal.com>

To Setup PayPal as a payment method:

1. Sign into your Shopster account.
2. Click the "Settings" tab
3. Then click the "Payment Options" link
4. Click the "Add a Payment Gateway" button
5. Select "PayPal Website Payment Standard"
6. Select which currencies you support
7. Enter in which credit cards you can accept - your customers will still need a PayPal account, but they will be able to use the selected credit cards to pay through their PayPal account
8. Enter in your PayPal email address (the one you use to log into your PayPal account with)
9. Enter in a name for this Payment option (ie PayPal Standard).
10. Click Save.

When you've received an order

1. You will receive an email and message in the network stating you've received an order.
2. Log into your Shopster account
3. Click the Orders Tab
4. In the "Awaiting Shipment" Box, there will be a # indicating how many orders you have waiting to ship.
5. Click on the "Ship Orders" link shown in that box. You'll be shown the list of orders you need to ship.
6. Click on the order number to see the complete order details.
7. Grab the item that they've ordered from your shelf - make sure to check the SKU to ensure you're sending the correct item.
8. If you do not have that item available to be shipped due to out of stock, you can click the "Cancel" button on the Order Details page.
9. Pack the item appropriately as such that it won't be damaged in transit.
10. You can either arrange a pickup from your local carrier (FedEx or UPS), or you can take it to your local Canada Post location if the item is smaller and has a low risk of being damaged.
11. Make sure that when shipping the item that you have a tracking number available for the shipment so that both you and your customer can track the order on its delivery route.
12. Once you've received the tracking number from your carrier, in your Shopster account pull up the order again following the instructions above and click the Ship Order button. Select the carrier that was used from the drop down menu and enter in the tracking number.

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13. Your customer will then receive an email stating that their order has shipped and the tracking number is included. You do not have to send them an email personally.

Printing a Packing Slip

Please print a packing slip to include with your shipment. This helps the customer understand that it is from their CCBC store purchase. To do this:

1. Log into your Shopster account
2. Click on the "Orders" tab
3. In the "Awaiting Shipment" Box, click on "Ship Orders"
4. Click on the order number
5. Click the "Packing Slip" button.
6. Save the file to your computer to print later, or open the file to print it at that time.
7. Put the packing slip inside the shipment box.

Managing Inventory

1. If you sell a product through your storefront you do not need to change the inventory in your Shopster account. The Shopster system will update it automatically
2. If you have sold a product offline that is in the network, you will need to update your Shopster's storefront inventory to reflect the stock change. To do this, follow these steps:
 1. Log into your Shopster account
 2. Click onto the Inventory Tab
 3. Click "Manage"
 4. You can then edit the stock on multiple products. Under the "Inventory" column heading on that page, click the Pen and Paper Icon.
 5. The rows below will now be editable. Enter in the new inventory level of the products as required. Then click the "Save Changes" button.
 6. Your products will now have the correct and up to date inventory shown on your storefront.