

## MultiMerch Marketplace extension



[multimerch.com](http://multimerch.com)

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# 1 About MultiMerch Marketplace extension

MultiMerch Marketplace extension turns an OpenCart store into a full-blown multiseller/multivendor store for digital and/or physical products. Front office seller area with comprehensible user interface makes it possible for customers to create seller accounts, create new products and sell them, see transactions and orders, request withdrawals. Various configuration options make it possible to configure the extension as desired and customize it to a great extent.

There are two editions of the MultiMerch extension - Digital and Shipping edition. The first one allows to work only with digital goods. The Shipping Edition adds all the necessary features and functionality to handle both digital and physical goods. **NOTE:** Some certain features, settings and steps are available/needed only for the Shipping Edition of the extension. They are marked with an asterisk (\*).

## 2 Installation

### 2.1 Custom Theme

If you have a custom theme for your store and are using it, then you have to perform the following steps to make sure module works. **NOTE:** These steps do not guarantee that your theme will work with MultiMerch Marketplace extension. It may not work with heavily modified custom themes out of the box, since it relies on specific lines of code found in the default theme. If you want to fix theme compatibility issues, check Custom Theme Compatibility section.

- Copy the template folder contents of MultiMerch from /upload/catalog/view/theme/default/ to your OpenCart installation into corresponding theme folder, e.g. /catalog/view/theme/yourtheme/ for modifications.
- Modify the line in file vqmod/xml/multiseller.xml that says `<!ENTITY themeFolder "default">` and replace "default" with your theme's folder name, e.g. `<!ENTITY themeFolder "yourtheme">`.

(\*) If you have Shipping Edition installed, repeat the same set of actions with Shipping Edition files:

- Copy the template folder contents of MultiMerch from /upload/catalog/view/theme/default/ to your OpenCart installation into corresponding theme folder, e.g. /catalog/view/theme/yourtheme/, if you have not already done that yet.
- Modify the line in file vqmod/xml/physical\_multiseller.xml that says `<!ENTITY themeFolder "default">` and replace "default" with your theme's folder name, e.g. `<!ENTITY themeFolder "yourtheme">`.

You can also check Custom theme compatibility document on our site for help in fixing compatibility issues with the custom themes.

### 2.2 Renamed Admin Folder

If you are using a renamed admin folder, then continue installation with the following:

- Copy contents of /upload/admin/ folder to /youradminfolder/ from MultiMerch in your OpenCart installation directory.
- Modify the line in file vqmod/xml/multiseller.xml that says `<!ENTITY adminFolder "admin">` and replace "admin" with your admin area folder name, e.g. `<!ENTITY adminFolder "admin123">`.

## 2.3 Installation Process

To install the MultiMerch Extension follow these steps:

- Download and install the latest version of vQmod (at least v2.4), if you don't have it already. vQmod is required for proper functioning of this module. You can download it at vQmod page. Follow the instructions given there to make sure it is functional.
- Copy all the files and folders from the “upload” directory to your OpenCart installation directory.
- Make sure your web server has write permission on your image and download folders. If it has not, grant write permissions. Also, it is recommended to prevent file and directory indexing for this new folder either by configuring your web server accordingly or by creating an empty index.html file within this directory.
- Install the module via Backend: Admin → Extensions → Modules → [ffct.cc] MultiMerch Multivendor Marketplace. **NOTE:** This step is mandatory since it creates the tables needed for the extension to work. If you do not do this you will get a MySQL error in the frontend.

(\*) To install the Shipping Edition, complete the first three steps from the first part of this guide (everything except the installation) and follow these steps:

- Copy all the files and folders from the “upload” directory of the Shipping Edition addon to your OpenCart installation directory.
- Install the module via Backend: Admin → Extensions → Modules → [ffct.cc] MultiMerch Multivendor Marketplace. **NOTE:** This step is mandatory since it creates the tables needed for the extension to work. If you do not do this you will get a MySQL error in the frontend.
- If you had the module installed already, then instead of installing, you need to upgrade the database via Backend: go to Admin → MultiMerch → Settings and press the button “Upgrade DB to SE”.

## 2.4 Multiple Languages

If you are using multiple languages in your store, then perform the following steps after installation:

- Copy the following files to the corresponding language folder and translate them accordingly (they are in English by default):
    - catalog/language/english/module/multiseller.php
    - catalog/language/english/module/multiseller\_physical.php (\*)
    - admin/language/english/module/multiseller.php
    - admin/language/english/multiseller/multiseller.php
    - admin/language/english/multiseller/multiseller\_physical.php (\*)
- For example, depending on your language pack, your new translations to German language might be located in:
- catalog/language/de\_DE/module/multiseller.php
  - catalog/language/de\_DE/module/multiseller\_physical.php (\*)
  - admin/language/de\_DE/module/multiseller.php
  - admin/language/de\_DE/multiseller/multiseller.php
  - admin/language/de\_DE/multiseller/multiseller\_physical.php (\*)

## 2.5 Upgrading

### General upgrade guide

**NOTE:** For upgrading MultiMerch Digital Marketplace read corresponding section in MultiMerch Digital Marketplace Readme file.

- Make a backup of your data (both database and files) for the case if something goes wrong.
- Copy the files and folders from the upload/ directory to your OpenCart installation directory. **NOTE:** if you have made changes to translations, do not copy catalog/language and admin/language folders since it will overwrite your translations. You need to compare new language files with the old ones and merge them accordingly. Same applies to templates or any other customized files. If you have modified any files, see the diff files in the diff.zip archive provided it contains summary and per-file differences for all parts. Use this information to merge the new versions of the files manually.
- Go to Admin → MultiMerch → Settings, locate and press the “Update DB to version x.x” button in the right upper corner to update the database tables.
- In the same page - MultiMerch → Settings in the back office, configure any new options that may have been added and save the settings.

(\*) **Upgrading MultiMerch Digital Marketplace to Shipping Edition**

- Perform steps 1 and 2 from the general upgrade guide.
- Go to Admin → MultiMerch → Settings, locate and press the “Update DB to version SE” button in the right upper corner.
- Perform the step 3 from the general upgrade guide.



### 3 Custom Theme Compatibility

Not all of the custom themes are compatible with the MultiMerch extension. Themes, which are heavily modified and have more difference from default theme, will probably have more compatibility issues, because extension relies on some specific lines of code in the templates. This document will guide you through the process of eliminating compatibility issues of MultiMerch extension with the custom themes.

First of all, you should make sure that you have transferred all the template files and css files of the MultiMerch from the “default” theme folder to your theme folder. Also, in the multimerch.xml file and physical \_multimerch.xml (if you have the Shipping Edition installed (\*)) in vqmod/xml check that theme folder is set to your theme folder. These are the two installation steps, which should be done before proceeding else.

After this is done, there is the part of fixing the compatibility issues. You need to test the OpenCart installation and find out where are the conflicts. To do so, just check out different pages where module has changes and see whether there are errors in the pages or vQmod. You should check the following pages:

- “My Account” page and all the pages of the seller area there: Seller Profile/Create New Seller page, Seller Dashboard, New Product/Edit Product page, Orders page, Messages page...
- Product page with the seller info and other relevant modifications
- Seller Profile page
- Seller List page
- Seller Products page

If something that was intended to be on the page is not there, you have to check the errors in the vqmod log - it’s usually found in vqmod/logs (or vqmod/vqmod.log in older versions). If theme has modified code, which prevents vqmod modifications to be applied, you will find records of the errors there. The log message usually states which line was not found and in which file. At this point after localizing the error you’ll have to make a correction to the xml file to search for a new line, which is available in the new theme file. Probably, to find it you will have to compare the new theme file with the one from the default theme. After finding where this piece of code should be inserted in the new template file, make the correction and save the file. Consult the vQmod project page for vQmod syntax.

The two common places where vqmod errors appear are:

- “My account” page (where section of the seller account menu is being added) the file edited there is `catalog/view/theme/themename/template/account/account.tpl`.
- “Product information” page, where information about seller for the products is added the file edited there is `catalog/view/theme/themename/product/product.tpl`.

After `vqmod` errors are corrected, you may need to correct the MultiMerch template files to make them compatible with theme (again it depends on how heavily modified the theme is - sometimes it is not necessary to modify them). In case if any of the MultiMerch pages (listed previously) does not look like intended, then you'll have to compare them to any of your theme template files (for example one in `account`) and each of the MultiMerch template files and adapt any changes to make them compatible.

## 4 Configuration

To configure the extension, go to Admin → MultiMerch → Settings or select “Edit” next to the “[ffct.cc] MultiMerch Multivendor Marketplace” in the module list.

### 4.1 Settings

In this section all the settings of MultiMerch Multivendor Marketplace are described.

#### 4.1.1 General Settings

This section contains all the general settings for the MultiMerch Multivendor Marketplace extension.

- **Admin email for notifications**

This setting allows all the notifications to be sent to a provided E-mail address. It can be left empty for no effect.

- **Seller validation**

Automatic or manual seller validation. In case of automatic seller validation all new sellers will automatically be active. In the opposite case, administrator has to validate and enable each new seller manually.

- **Product validation**

Automatic or manual product validation. In case of automatic validation all new products of sellers will automatically become active after sellers have added them. Otherwise, administrator has to validate each new product. **NOTE:** This setting will apply only to newly created sellers after it has been set. Product approval for all existing up to that poing sellers should be changed manually: there is the same setting for each individual seller, which overrides this global setting. This means, that if the global setting is set to manual validation and setting of one particular seller is set to automatic validation, all of the new products added by this concrete seller will be enabled automatically.

- **Allow inactive sellers to list products**

Allows inactive sellers, who are not approved yet to list new products. These newly created products will be inactive first. After approval of such seller in admin panel all his products will become active at once.

- **Disable product after quantity depletes**  
When this setting is enabled the product will be disabled after it is sold out (when quantity of the product reaches 0).
- **Allow relisting disabled products**  
With this setting enabled sellers will be allowed to relist the products, which have been disabled (useful if you use product limitation by period or quantity in combination with listing fees)
- **One-page registration**  
Enable or disable one-page registration for new sellers.
- **Seller account terms**  
Sellers have to agree to the terms when creating a seller account. This setting allows defining the page which will be shown to sellers as a terms page.
- **Graphical seller menu**  
Enables or disables graphical seller menu in the “My Account” section.
- **Enable Rich Text Editor for descriptions**  
Enables or disables Rich Text Editor for description fields in the product edit and seller edit forms in the seller account section. **NOTE:** To use this function, you need to copy the ckeditor javascript library folder from the admin (admin/view/javascript) to the catalog (catalog/view/javascript/multimerch).
- **Tag whitelist**  
List of tags permitted in RTE (leave empty field for all tags permitted).

#### 4.1.2 (\*) Shipping Settings

This section contains the shipping-related global settings.

- **Enable shipping**  
In this setting it is possible to set whether shipping will be enabled for products. It is possible to disable shipping at all or to make it obligatory for all the goods. There is also an option, which allows every individual seller to select that themselves for each product they create.
- **Enable quantities**  
Setting, which enables or disables setting quantities of products for

sellers. There is also an option “Shipping dependent”, which sets this setting according to the shipping setting above - it will be “yes”, if shipping is enabled and “no” if it is disabled. If “Seller select” option is chosen for the “Enable shipping” setting, then this setting will depend on what seller has chosen.

- **Enable product page shipping cost estimation**

This setting enables shipping cost estimation in the product page. If enabled, buyer is able to see where the product is shipped and how much shipping would cost.

- **Enable minicart shipping cost estimation**

This setting enables shipping cost estimation in the minicart. Estimation is approximate, since delivery address is not known at that point of time and customer has not selected shipping method, therefore it only gives a general idea of shipping cost.

#### 4.1.3 Product Form Settings

This section contains settings of the “New product form” of the extension. This form is displayed when a seller is creating a new product for the store.

- **Minimum and maximum product price**

Sets the minimum and maximum price for all the new products in the store. Set 0 for no limits.

- **Allow free products**

This setting defines whether free products are allowed in the store.

- **Allow special prices**

Allow sellers to define special prices for their products.

- **Allow quantity discounts**

Allow sellers to define quantity discounts for their products.

- **Allow multiple categories**

This setting is for defining whether sellers can add products to multiple categories simultaneously.

- **Bulk disallow categories**

Disallow sellers to list products in specific categories. “None” will allow all categories not disallowed in the setting below. Select “Topmost categories” to disallow posting new products in the root categories.

Select “All parent categories” to disallow posting new products in all parent categories (all categories, which have at least one child category).

- **Disallowed categories**

Select categories from the list, in which sellers will be disallowed to post.

- **Include fields for products**

Additional fields selected here will be added to the product edit/creation form for the sellers. The choice includes the following fields: Model, SKU, UPC, EAN, JAN, ISBN, MPN, Manufacturer, Date Available, Tax Class, Subtract Stock, Out Of Stock Status, Meta Tag Description, Meta Tag Keywords.

- **Allowed image extensions**

Comma-separated list of file extensions allowed to be uploaded and used as product images.

- **Allowed download extensions**

Comma-separated list of file extensions allowed to be uploaded and used as product downloads.

- **Product image limits**

Set the limits for number of pictures for each of the products - minimum and maximum. Set 0 for no limits.

- **Product download limits**

Set the limits for number of download files for each of the products - minimum and maximum. Set 0 for no limits.

- **Apply product downloads limits for**

This setting allows to select how the download limits setting will be applied. Select “All products” to apply download limits for all the new products created by sellers. Select “Only digital products” to apply limits only to digital products (for example if downloads are required only for digital products).

- **Enable PDF to image generator**

This allows sellers to automatically generate product images from submitted to the downloads section PDF files. Enabling this function also requires Imagick extension for PHP and Ghostscript installed (follow the links attached for more information).

#### 4.1.4 Financial Settings

This section contains all financial settings for the extension.

- **Fund statuses**

Fund (credit) statuses can be selected here. These are the statuses, which will trigger the positive transaction. In other words, fund statuses are order statuses, for which order will be considered completed, which means it will be shown in seller's account area (in the order list and in the last orders in dashboard) and that money will be added to seller balance. Be attentive selecting those.

- **Charge statuses**

Charge (debit) statuses can be selected here. These are the statuses, which will trigger the negative transaction. In other words, these are order statuses, for which order will be considered as cancelled, therefore money will be deducted from seller balance. This has to do with refunds and cancellations.

- **Allow payout requests**

Here administrator can choose whether to allow payout requests for sellers. In case if withdrawals are not allowed, store owner/administrator has to arrange payouts manually.

- **Payout waiting period**

Seller will not be able to withdraw balance received in the specified here period of time before current date. In other words, balance entries newer than this value will not be available for payout requests by sellers. This setting is useful to have some protection against the scam sellers.

- **Minimum payout amount**

Sets the minimum payout amount for sellers. If payout requests are enabled, sellers can only request amount, which is greater or equal to the one specified in this setting.

- **Allow partial payouts**

If payout requests are enabled, sellers will be able to request part of their funds with this setting set to "Yes".

- **PayPal address**

You must specify your PayPal address if you are planning to collect signup and listing fees via PayPal.

- **PayPal API username, PayPal API password, PayPal API signature**  
Your PayPal API credentials. You need to register for PayPal API and use these settings to be able to perform mass payments.
- **PayPal Sandbox mode**  
This setting enables SandBox mode for PayPal. SandBox mode is a testing mode for the PayPal. Use this to test and debug PayPal payments.

#### 4.1.5 Comment Settings

This settings tab controls various comment-related settings. It is divided into three sections - Product comments, Seller comments and Seller ratings with respective settings for each.

- **Enable comments**  
Enable comments for the products or sellers.
- **Allow guest comments**  
Allow guest comments by unregistered and anonymous users.
- **Enforce customer data**  
Prevent registered customers from using custom name and email when posting comments.
- **Enable customer captcha**  
Enable captcha for registered customers.
- **Comments per page**  
Number of comments per page in the front store.
- **Maximum comment length**  
Maximum comment length when posting comments in front store

#### 4.1.6 Modules Settings

This section lets you add various sidebar modules to your store. Modules are several informative sidebars in the frontend of the OpenCart shop: seller carousel, seller dropdown, top sellers, and new sellers.

Modules detailed:



- **Seller carousel**

An informative sidebar shown in the frontend, which shows list of sellers with possibility to explore them. Parameters, which are set here, are: layout, position, limit, scroll, image, status, sort order.

- **Seller dropdown**

Sidebar, which shows a drop-down list of all sellers. After selecting a particular seller, user is being redirected to this seller's page. Parameters, which are available for modification - layout, position, status, sort order.

- **Top sellers**

Sidebar, which shows the top sellers. Parameters: layout, position, limit, image, status, sort order.

- **New sellers**

Sidebar, which shows the new sellers. Parameters: layout, position, limit, image, status, sort order.

Parameters explained:

- **Layout**

Part of the frontend, where a concrete module will be displayed. Possible values are: account, affiliate, category, checkout, contact, default, home, information, manufacturer, product, sitemap. The layouts can be setup in OpenCart through System → Design → Layouts.

- **Position**

Position on the screen, where module will be displayed.

- **Limit**

Limits how many records/elements will be displayed in the informative window (for example, if limit is set to 5 in the "Top sellers" module, then 5 top sellers will be displayed).

- **Scroll**

This setting sets how many entities will the scroll offset, when scroll button is pressed.

- **Image (W x H)**

Dimensions of the window in pixels.

- **Status**

Disable or enable the window.

- **Sort order**

This field sets in which order different modules will be displayed on the page, when they are displayed on one page and in the same position. Module with the lowest sort order has the highest priority. Numbering starts with the 0, therefore module with the sort order equal to 0 has the highest priority.

#### 4.1.7 Miscellaneous Settings

This section lets you add various sidebar modules to your store. Modules are several informative sidebars in the frontend of the OpenCart shop: seller carousel, seller dropdown, top sellers, and new sellers.

- **Image sizes**

This group of settings allows setting the width and the height of the images in different areas MultiMerch front store. Setting names are self-explanatory.

- **Minimum and maximum uploaded image sizes**

These settings allow to define limits for minimum and maximum image dimensions (width and height) for the uploaded images.

- **Generate SEO URLs for new sellers**

This setting enables SEO-friendly URLs generation for each new seller registered in the store. The keyword is generated from seller entered nickname. SEO URLs need to be enabled in the OpenCart settings (in System → Settings → (Your Store) Edit → Server → Use SEO URL's).

- **Generate SEO URLs for new products**

This setting enables SEO-friendly URLs generation for each new product created by sellers in the store. This might not work with the non-latin characters, use with caution. SEO URLs need to be enabled in the OpenCart settings (in System → Settings → (Your Store) Edit → Server → Use SEO URL's).

- **Allow UTF8 in SEO URLs**

If enabled, UTF8 symbols will not be stripped from SEO keywords (they are removed by default). This feature is experimental, use at your own risk.

- **Sellers SEO keyword**

Sellers list SEO keyword. This setting will work only if SEO is enabled.

- **Attribute display**  
This setting controls the way how attributes are displayed on the product page.
- **Enable private messaging system**  
Enables or disables the private messaging system and/or the seller contact dialog. Select “Yes” to enable the private messaging system, where buyers will be able to contact sellers only through the site. Select “Only seller contact via email dialog” option to allow contacts only through e-mails via the contact dialog. Select “No” to disable both.
- **Hide customer email address**  
This privacy setting hides customer email address in the seller dashboard and in orders list.
- **Hide email addresses in emails**  
This privacy setting hides customer and seller email addresses in the emails sent by MultiMerch.
- **Hide count of sellers and products in the header**  
Enabling this setting hides line, which contains count of sellers and products in the header.
- **Seller nickname rules**  
Select between character sets allowed in seller nicknames. Three options are available: alphanumeric (only latin letters, numbers, space and dash), extended latin (alphanumeric plus diacritical letters etc.), full UTF-8 (all the UTF-8 symbols).
- **Avatars for sellers**  
This setting defines the way seller avatars work. Select “Uploaded manually by seller” if you want sellers to upload their own avatars, select “Only pre-defined” if you want selles to be able to select only one of pre-defined avatars, select “Both uploaded by seller and pre-defined” if you want to have both options simultaneously. By default pre-defined avatars are stored in “image/avatars” folder.

## 4.2 Sellers

Seller list is located in Admin → MultiMerch → Sellers. Here administration of the store can edit seller data and settings, place seller into seller group, select seller product validation settings, give particular seller specific commission

rates, which will override store and seller group settings. Manual seller balance payouts are also arranged through this page.

### 4.3 Seller groups

Seller groups are an easy and convenient way of managing commissions, badges and other various settings for sellers in the store. There is a default seller group, which applies a default commission setting for all the new sellers, which go to the default seller group. There is a special inheritance system of applying any setting like commissions or seller badges. It goes this way: Sellers individual setting → Concrete seller group setting → Default seller group setting (store setting). This means that if seller has for example commission setting set for him, then these individual settings will be used for calculation of commissions and not the ones of his Seller group or default store settings. If seller does not have individual setting set for him, but is assigned to any non-default seller group, then seller group setting will be used. And only in case if there is no individual setting for seller and seller is not assigned to any non-default seller group, default store setting is used.

Apart from commissions and badges the following settings are available for seller groups:

- **Name**  
Name of the seller group.
- **Description**  
Short description of the seller group.
- **Product listing period in days (0 for unlimited)**  
This setting defines whether products will have limited time listing for sellers in this seller group and what will be the time period in days. After the listing period passes, products are automatically disabled. Then if setting “Allow re-listing disabled products” is enabled, sellers will be able to re-list disabled products.
- **Product quantity (0 for no limit)**  
This setting defines whether products will have limited quantity for sellers in this seller group and what will be the limit. If “Disable product after quantity depletes” setting is enabled, then after reaching quantity of 0, products will be disabled. Then if setting “Allow re-listing disabled products” is enabled, sellers will be able to re-list disabled products.

Seller groups can be found in Admin → MultiMerch → Seller groups. Here new seller groups can be added and old ones edited. Description and name of a seller group is a multilanguage field. Also, commissions for all the sellers, belonging to that seller group can be specified.

Seller group settings apply to all the sellers within the group. A seller always belongs to one group. Default seller group is created during installation and cannot be deleted. All the new sellers by default are assigned the default seller group, therefore settings for this seller group should be checked carefully.

## 4.4 Attributes

In Admin → MultiMerch → Attributes store administration can define product attributes, which will appear for sellers, when creating new products.

**There are 9 attribute types to choose from: checkbox, radio, select, text, textarea, date, datetime, time and image.** When an attribute is defined and enabled, it will appear on the New product page for the sellers to choose from. Attribute description appears under the attribute as a note text to provide additional information to the seller. Selected attributes will then be displayed on the product page as textual info.

Text and textarea attributes can either hold generic text or language-specific text. In the latter case, they will appear in the language tabs along with product name and description, in the former beside all other attributes under Price and attributes.

## 4.5 Products

In Admin → MultiMerch → Products there is a list of all the products. It is possible to edit and delete products here. Also administrator/store owner can assign different products to particular sellers.

## 4.6 Transactions

Admin → MultiMerch → Transactions - a list of all the transactions conducted in the store. Store owner is able to manually arrange new transactions here.

## 4.7 Payments

Admin → MultiMerch → Payments. This section is a center for performing payouts to sellers. There is a general payout amount summary on the top of

the screen. Summary is followed by the list of all payout requests (paid and unpaid), where store administration can pay the submitted payout requests (either using PayPal MassPay or by manually paying each of them) or mark them as paid in case if different payment method is used.

Manual seller balance payout records are also created here. So in case if the manual seller payout was cancelled or produced an error, it can be either completed or cancelled/deleted here.

## **4.8 Badges**

Admin → MultiMerch → Badges. On this page admin can define the images, which will be used as seller badges.

## **4.9 Comments**

Admin → MultiMerch → Comments. In this section there is a list of all the comments left by store customers with possibility to moderate them.

## **4.10 (\*) Shipping methods**

Pre-defined shipping method can be found in Admin → MultiMerch → Shipping methods. Here administration of the shop should define the shipping methods, which will be available to the sellers to select from. Name and description fields are multilanguage fields, therefore if shop has several languages, ideally fields for all of the language fields should be specified. Default shipping method is created during installation and can be deleted as soon as other methods are added.

## 5 Usage

This extension turns your OpenCart installation into a multiseller store for digital and physical products (\*). Support for the physical products has been implemented in shipping edition.

### 5.1 Seller accounts

All customers can apply for a seller account by completing the seller information form (new seller registration form shown on the figure 1). Depending on seller approval settings, seller accounts will either get approved automatically or stay inactive until approved manually by the store owner. In that case, store administrator will have to review all the new sellers and products and either approve or disapprove them before they are activated.

Account statuses:

- **Active** - seller can manage his products and perform all other actions.
- **Inactive** - seller cannot perform any actions other than modify his seller information. Sellers will get this status until approved manually.
- **Unpaid signup fee** - seller accounts get this status if there is a signup fee in the store which has not been paid yet. Sellers will have this status until approved manually or the fee is paid.
- **Disabled** - seller cannot perform any seller actions as the account has been manually disabled by the store owner.
- **Deleted** - same as disabled. To be used in the future.

**NOTE:** Changing seller status to Inactive, Disabled or Deleted changes the status for all of the seller's products as well.

## Seller Information

⚠ Please complete the following form to create a seller account.

* Nickname	<input type="text"/>
	<i>Specify your seller nickname.</i>
Description	<div></div>
	<i>Describe yourself</i>
Company	<input type="text"/>
	<i>Your company (optional)</i>
Country	<div>Do not display my country</div>
	<i>Select your country.</i>
Paypal	<input type="text"/>
	<i>Specify your PayPal address</i>
Avatar	<div>Select image</div>
	<i>Select your avatar</i>

Figure 1: New seller registration form

### 5.2 (\*) Seller's shipping settings

If shipping is enabled, each seller is able to setup shipping methods and costs in the seller's shipping settings (see figure 2). First of all, it is possible to select whether seller's shipping will be combined for all the seller's products or fixed for each product. When fixed shipping is selected, the "Shipping methods" part of this settings screen is disabled, and seller has to enter shipping methods and costs for each of the products separately (otherwise, buyers will not be able to select shipping method and product(s) will be removed from checkout). When combined shipping is selected, seller is able to specify cost per weight for each of the shipping methods to each of the Geo Zones (defined in Admin → System → Localisation → Geo Zones). Definable weight unit and weight itself give flexibility in specifying costs.

Combined shipping is defined for all the seller's products at once. The shipping cost then depends on weight of all the seller's products in the cart. Shipping costs are organized in the constant weight intervals, not in the weight steps. So the shipping cost has to be set only once for each shipping method and geo zone combination. The column "Weight Step" is a weight step, not the range. That means if for example the following line is defined:



Shipping Method: DHL, Geo Zone: Europe, Weight Step: 100, Weight Unit: Gram, Cost per Weight: USD 2, then DHL shipping to Europe for everything that weights up to 100 grams (0.1 kg) would cost USD 2, from 100 to 200 grams - USD 4, from 200 to 300 grams - USD 6 and so on. In other words, it is organized in the constant weight steps.

If seller has combined shipping enabled, weight of each product should be entered or edited manually, otherwise, all non-specified weights (null value) will be zeroed and no shipping cost will be charged for these products.

If a buyer has product or products in the cart, which are not shipped to buyer's Geo Zone, these products will be removed from the cart before step 6 of the checkout.

## Shipping Settings

Shipping type: ☐ Fixed ☒ Combined  
Select fixed to set shipping settings for each product separately. Select combined to allow combining shippings into one.

**\*Shipping methods**

Shipping Method	Comments	Geo Zone	*Weight	Weight Unit	*Cost Per Weight	
DHL Standard	DHL Standard Shipping	UK Shipping	100.00	Gram	\$ 1.80	Remove
DHL Standard	DHL Standard Shipping	European Union	100.00	Gram	\$ 4.00	Remove
DHL Standard	DHL Standard Shipping	Rest of Europe	100.00	Gram	\$ 6.00	Remove
FedEx	FedEx Standard	UK Shipping	100.00	Gram	\$ 2.00	Remove
FedEx	FedEx Standard	European Union	100.00	Gram	\$ 3.50	Remove
FedEx	FedEx Standard	Rest of Europe	100.00	Gram	\$ 4.80	Remove
Royal Mail	Royal Mail Shipping	UK Shipping	1.00	Kilogram	\$ 5.00	Remove
Royal Mail	Royal Mail Shipping	European Union	1.00	Kilogram	\$ 9.00	Remove
Royal Mail	Royal Mail Shipping	Rest of Europe	1.00	Kilogram	\$ 16.00	Remove
						Add

Figure 2: Seller's shipping settings screen

## 5.3 Orders

Each seller can see the list of corresponding orders. For each of the orders this list contains:

- **Customer-related information** - name, email and customer shipping address in a popup window;

- **Product-related information** - for each of the orders products - quantity, name, price and the link to the product;
- **(\*) Shipping-related information** - either for each of the products or for the whole order depending on the shipping settings - shipping method, cost and popup window, where it is possible to mark product(s) as shipped and add/edit tracking information, which will be sent to customer;
- **Date created** - date, when order was created;
- **Total amount** - total amount of the order;

## 5.4 Commissions and fees

It is possible to set different types of commissions and fees for the store in general, for the seller group and for each concrete seller. Commissions and fees are defined and applied in the following order, ending with the most actual: Default seller group Seller group Seller.

That is, if commissions are only defined for the default seller group (in other words, they are defined for the store in general), they are used. If a seller is in a different seller group and commissions are defined for that group, they're used. Finally, if commissions are defined for the seller specifically, they're used instead. If a commission field is left empty, it gets inherited from the higher level.

**Example 1** (seller is in “another” group):

Default group commission:  $0.30 + 5\%$

“Another” group commission:  $0.50 + 10\%$

Seller commission:  $1.00 + 15\%$

Final seller commission =  $1.00 + 15\%$  per sale

**Example 2** (seller is in “another” group):

Default group commission:  $0.30 + 5\%$

“Another” group commission:  $0.50 + 10\%$

Seller commission: (empty) +  $15\%$

Final seller commission =  $0.50 + 15\%$  per sale

**Example 3** (seller is in “another” group):

Default group commission:  $0.30 - 5\%$

“Another” group commission:  $0.50 +$  (empty)

Seller commission: (empty) + (empty)

Final seller commission =  $0.50 + 5\%$  per sale

There are currently 3 different fee types in MultiMerch:

- **Signup fee** - if set, this fee is collected once on seller signup. Setting method to “Balance” will deduct the amount from the sellers initial balance (so seller will start with a negative balance) while “PayPal” will make the seller to perform a PayPal payment on signup.
- **Listing fee** - if set, this fee is collected once for each product listing. Setting method to “Balance” will deduct the amount from the sellers current balance while “PayPal” will make the seller to perform a PayPal payment when listing a product. Percent field will make the final fee dependent on the product price.
- **Sale fee** - if set, this fee is collected once for each product purchased. Percent field will make the final fee dependent on the product price.

## 5.5 Products

All active sellers can create and publish products (see figure 3 for the new product form). Depending on product approval settings, new products will either get approved automatically or stay inactive until approved manually by the store administration. When a seller submits or updates a product, product either gets active right away or gets a “Pending” status if product validation setting is set to “Manual”. In that case, store administrator has to approve the product before it gets available for purchase. This setting can also be changed for individual sellers and in this case it will override the general one.

Product statuses:

- **Published** - product is published and can be purchased by the customers.
- **Not published** - product is not published and is not visible in store.
- **Listing fee unpaid** - product is not published and is not visible in store since the seller hasn’t completed the listing fee payment.
- **Disabled** - product is disabled and cannot be edited by the seller.
- **Deleted** - product does not appear neither in store nor in seller’s list of products.

## New Product

General

Shipping

Special prices

Quantity discounts

**Name & Description**

\* Name

Product Name

Specify a name for your product

\* Description

Product Description

Describe your product

Tags

Tag1, Tag2

Specify tags for your product.

**Price & Attributes**

\* Price

30.00

Choose a price for your product

\* Category

Select category for your product

Enable shipping

☒ Yes ☐ No

Specify whether your product requires shipping

Quantity

150

Specify the quantity of your product

\* Color

☒ Green

☒ Yellow

☐ Black

**Files**

Images

Select images

Select images for your product. First image will be used as a thumbnail. You can change the order of the images by dragging them. Allowed extensions: png,jpg,jpeg

Downloads

Select files

Upload Files for your product. Allowed extensions: zip,rar,pdf

⚠ Listing fee for this product is based on the product price. Current listing fee: \$1.90. This amount will be deducted from your seller balance.

Cancel

Submit

Figure 3: New product form - general tab

In the backend settings described in "Configuration" section of this document it is possible to configure such settings as minimum product price, allowed file types and image preview sizes, allowed/required number of images and downloads, whether the products are shippable or downloadable, as well as quantities, image generation from PDF files and much more. Adding product to multiple categories is also supported.

If your store has multiple languages configured, sellers will be able to fill in product name, description and tags in different languages.

If corresponding settings are enabled in the backend, then seller can add special prices and quantity discounts for the products (see figure 4 for quantity discounts tab in the product form). Sellers also have possibility to specify the dates, when discounts and special prices are active.

General	Shipping	Special prices	Quantity discounts
Priority	Quantity	Price	Start date
2	10	5.00	2013-06-20
End date			
2013-09-19			
<div>Define a new quantity discount</div>			
<div>Cancel</div>			

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Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Figure 4: New product form - quantity discounts tab

(\*) When shipping is enabled in the store and is enabled for a concrete product seller is editing, shipping tab appears in the product form. In this tab sellers are able to specify product shipping-related parameters like weight and dimensions. Also, if seller has selected fixed shipping and not combined, then this form also contains the shipping methods section. Here seller should select each shipping method he/she is planning to use and specify cost for each geo zone he/she is planning to send this product to (figure 5 shows shipping tab of the product form).

General
Shipping
Special prices
Quantity discounts

⚠ You have fixed shipping type enabled. Use combined for easier use and for more flexibility. You can change shipping type in [Shipping Settings](#).

**Dimensions and weight**

Length x Width x Height
0.00 x 0.00 x 0.00

Length class
Centimeter

Weight
0.00

Weight class
Kilogram

**\*Shipping methods**

Shipping Method	Comment	*Cost	Geo Zone	
Royal Mail		\$ 4.00	UK Shipping	Remove
Royal Mail		\$ 8.00	European Union	Remove
Royal Mail		\$ 15.00	Rest of Europe	Remove
DHL Express	DHL Business Overnight	\$ 8.00	UK Shipping	Remove
DHL Express	DHL Business Overnight	\$ 9.99	European Union	Remove
DHL Express	DHL Business Overnight	\$ 20.00	Rest of Europe	Remove
FedEx		\$ 8.00	UK Shipping	Remove
FedEx		\$ 18.00	European Union	Remove
FedEx		\$ 30.00	Rest of Europe	Remove
				Add

Figure 5: New product form - shipping tab

## 5.6 Product attributes

There is own system for product attributes which is fully separate from OpenCart's options. Attributes are now created in Admin → MultiMerch → Attributes. You can find detailed attribute settings description in the "Configuration" section of this readme document.

## 5.7 Transactions

It is possible to configure order statuses that will correspond to positive or negative seller transactions. These statuses can be defined in the Finances tab of the Settings in administration area of the store. Change of order status to one of these predefined statuses will affect how the sellers balance will change. When the order status gets set to one of the fund (also credit or positive) order statuses, sellers will receive a positive sale transaction to their earnings

balance. Refund transaction will be performed if the store status is set to one of the charge (also debit or negative) statuses. Corresponding amount will be deducted from sellers balance in that case. The same procedures apply to order status changes in the back office.

Sale notification emails will only get created when the order changes its status to one of the Fund statuses defined in Settings.

Transactions area of a seller account shows all the transactions of one particular seller. There is general information on each transaction - like amount of money, date and description. Several types of transactions exist:

- **Sale** - positive transaction for sale of the product.
- **Refund** - negative transaction for refund of the sold product.
- **Payout** - negative transaction for withdrawal of money.
- **Signup and listing fees** - negative transaction for signup or product listing fee.
- **(\*) Shipping** - shipping cost transaction.
- **(\*) Shipping refund** - shipping cost refund.
- **Other or manual** - any other transaction including manual transactions by administrator.

Product sales area of a seller account accumulates all the information about sales for each seller.

## 5.8 Payouts

Digital Marketplace can be configured to allow sellers request their earnings manually. When a request is submitted, store owner will receive a notification email and will be able to process the request in the Admin area. It is possible to fully disable payout requests (in that case you'll need to perform payouts manually), configure the minimum required balance to perform a request and enable or disable partial payouts (if disabled, sellers will only be able to request a full payout).

It is also possible to "mark requests as paid if the store owner wishes to process requests manually using different payment methods or systems. In this case, the corresponding amount will be simply deducted from the seller's balance.

Currently, PayPal Standard and PayPal MassPay mechanisms are supported for processing payout requests. It is also possible to “mark requests as paid” if the store owner wishes to process requests manually using different payment methods. In this case, the corresponding amount will be simply deducted from the sellers balance.

Administration can decide not to allow sellers submitting payout requests. In that case, it is possible to disable them completely and perform manual balance payments via standard PayPal payments.

## 5.9 Dashboard

Seller dashboard is available for easier access to all the actions available to seller and to provide extensive summary. Useful information like active commissions and fees, balance, earnings and sales can be seen here (see figure 6). Last orders and comments for sellers products are also displayed here.

### Seller Dashboard

#### Overview



##### Seller 2

Date created: 30/04/2013  
 Seller group: Default  
 Listing fee: \$1.00 + 3.00%  
 Sale fee: \$2.00 + 20.00%

#### Stats

Current balance: \$3,986.17  
 Total sales: 32  
 Total earnings: \$4,080.00  
 Sales this month: 7  
 Earnings this month: \$4,080.00

#### Quick navigation



[Modify your seller profile](#)



[Create a new product](#)



[Manage your products](#)



[Shipping Settings](#)



[View your orders](#)



[View your balance records](#)



[Request your payout](#)

#### Last orders

Order #	Customer	Products	Shipping	Date created	Total amount
17	User3 User3 (opencart3@localhost.com)	<a href="#">Seller 2 Test Product 2</a> 2 x <a href="#">Seller 2 Test Product 1</a>	\$100.00 \$60.00 Royal Mail \$99.85	12/05/2013	\$259.85
16	User3 User3 (opencart3@localhost.com)	4 x <a href="#">Seller 2 Test Product 2</a> <a href="#">Seller 2 Test Product 3</a>	\$400.00 \$280.00 Royal Mail \$222.73	12/05/2013	\$902.73
15	User3 User3 (opencart3@localhost.com)	<a href="#">Seller 2 Test Product 2</a> <a href="#">Seller 2 Test Product 1</a>	\$100.00 \$30.00 Royal Mail \$77.01	10/05/2013	\$207.01
13	User3 User3 (opencart3@localhost.com)	<a href="#">Seller 2 Test Product 1</a> 2 x <a href="#">Seller 2 Test Product 2</a> <a href="#">Seller 2 Test Product 3</a>	\$30.00 \$200.00 \$280.00 Royal Mail \$146.31	10/05/2013	\$656.31

#### Last comments

Name	Product	Comment	Date
You don't have any comments yet!			

Figure 6: Seller dashboard



## 5.10 PayPal Adaptive Payments

To enable PayPal Adaptive Payments in MultiMerch you first need to go to the Extensions → Payments in the administration panel in backend and install the payment module called “[ffct.cc] PayPal Adaptive Payments for MultiMerch”. After module has been installed, you need to configure it by pressing the “Edit” button next to it. Settings with an asterisk (\*) are obligatory to fill in and should be correct, otherwise Adaptive Payments will not work:

- **Receiver**  
PayPal address of the primary receiver of payments.
- **API Username**  
Your PayPal API username.
- **API Password**  
Your PayPal API password.
- **API Signature**  
Your PayPal API signature.
- **Application ID**  
Your PayPal application ID.
- **Shared secret**  
Secret strings, which will be used for IPN validation. This can be anything - random strings can be defined here.
- **Payment type**  
Select between parallel and chained adaptive payments. Check this guide for more information. In short: parallel payments enable a sender to send a single payment to multiple receivers simultaneously; chained payments enable a sender to send a single payment to a primary receiver, the primary receiver keeps part of the payment and pays secondary receivers the remainder.
- **Fees payer**  
Select who pays the fees. Available options are: “Sender”, “Primary receiver”, “Each receiver” and “Secondary only”.
- **Invalid PayPal account action**  
This setting defines what to do if one of the sellers has an invalid PayPal address specified. Two options are available “Disable Adaptive Payments” and “Create a balance record instead”.

- **Sandbox Mode**  
Enables/Disabled PayPal Sandbox Mode for testing. Note that when this mode is enabled, Sandbox API credentials are required.
- **Debug Mode**  
Select whether to enable debug mode for PayPal Adaptive Payments. When enabled, logs detailed information to the PayPal log.
- **Total**  
The checkout total the order must reach before this payment method becomes active.
- **Completed Status**  
Order status assigned to the orders with succesful payment.
- **Pending Status**  
Order status assigned to the orders with pending payment.
- **Error/Failed Status**  
Order status assigned to the orders with failed payment or error during payment.
- **Geo Zone**  
Choose here whether to limit availability of this payment method to certain geo zone.
- **Status**  
Status of the payment method (enabled or disabled).
- **Sort Order**  
Sort order of the payment method during payment method selection.

Check this guide for more information about PayPal Adaptive Payments.

## 5.11 Seller rating system

Introduced in version 4.3 this system allows customers to leave rating and feedback to sellers after the completed orders. Each completed order, which contains any products from sellers and has not been rated yet will have a new action available next to it in the orders history - “Rate”. After pressing there customers will be allowed to rate seller in the following criteria: communication, honesty, overall rating. Customers will also leave feedback in the form of comment to the seller.

This information is then shown in summarized way on the product page and seller profile page, where average ratings are shown. Seller feedback is not shown anywhere yet, but it is planned to show it in future releases of the MultiMerch.

## 6 Changelog

### 4.4 (2014-02-10))

- Numerous bugs in MultiMerch PayPal Adaptive (formatting, missing or incorrect characters in code, incorrect language variables, fixed PayPal Adaptive for Shipping Edition...)
- Fixes in one-page seller registration form
- Fixed bug for no seller rating defined
- Image size of the seller avatar bug in contact seller dialog
- Messages page style fixed
- Multiple fixes for the image type of product attributes. Images are now acting as images
- Multiple missing language variables fixes
- Flat fee commission formatting bug in Admin-¿MultiMerch-¿Seller Groups
- No attributes selected bug, when there are no required attributes
- Errors in SQL statements with GROUP BY
- PayPal signup fee payment fix for one-page seller registration form
- Text attribute type changed from VARCHAR(128) to TEXT (the limit of 128 was inadequate)
- Re-listing fee payment fixed
- Hard-coded language variables removed
- Check for existing product order data records added. Duplicate order records issue fixed
- Raised maximum download count
- New seller ratings page
- Settings for seller rating comments added
- Sellers are redirected to the seller dashboard after login
- More relevant information in the new seller registration and awaiting moderation mails
- New seller account registration success page after one-page seller account registration form
- Proper validation check for the PayPal address of the seller
- Allow inactive sellers to list products, which will then automatically be approved, when seller account is approved by admin

### 4.3 (2013-11-13))

- Seller rating system
- Max quantity for the seller groups
- Product listing period for seller groups
- Possibility to relist products
- One-page registration for sellers
- Pre-defined seller avatars

- Region/state field for seller
- Max price setting
- Several bugfixes
- 4.2 (2013-10-09))**
  - Product cloning feature
  - New product form fields
  - RTF bugs fixed
  - Other bugfixes
- 4.1 (2013-08-26))**
  - Private messaging system
  - Various bugfixes
- 4.0 (2013-08-09))**
  - Parallel and split payments via PayPal Adaptive
  - Seller badges
  - Dynamic sorting and filtering for tables
  - Rich text editor for front office
  - Seller comments
  - Configurable image sizes for various areas
  - Possibility to hide customer emails and seller contact dialog
  - Seller profile page tabs
  - Attribute integration into OpenCart
  - Possibility to list textual attributes as product tabs
  - Seller information in cart, minicart, customer area and order emails
  - Possibility to change seller slugs
  - Various bugfixes
  - Support for vQmod 2.4.x