

# Loadpipe Vendor Guide

Product Vendors gives vendors more options and control of their store.

## Registration

Potential vendors can register via a registration form on <https://members.loadpipe.com/vendor-registration>

### Vendor Registration Form

Submit the form below to become a vendor on this store.

First Name \*  Last Name \*

Login Username \*

Email \*  Confirm Email \*

Vendor Name \*

*Important: This is the name that customers see when purchasing your products. Please choose carefully.*

Please describe something about your company and what you sell. \*

**REGISTER**

Note: The Vendor Name must be unique and determines the name used throughout the store. If the name is taken, an error will be returned after submitting the form.

Once a vendor has submitted the form, the Store Owner gets an email notification that a vendor has applied and a user account is created for the vendor.

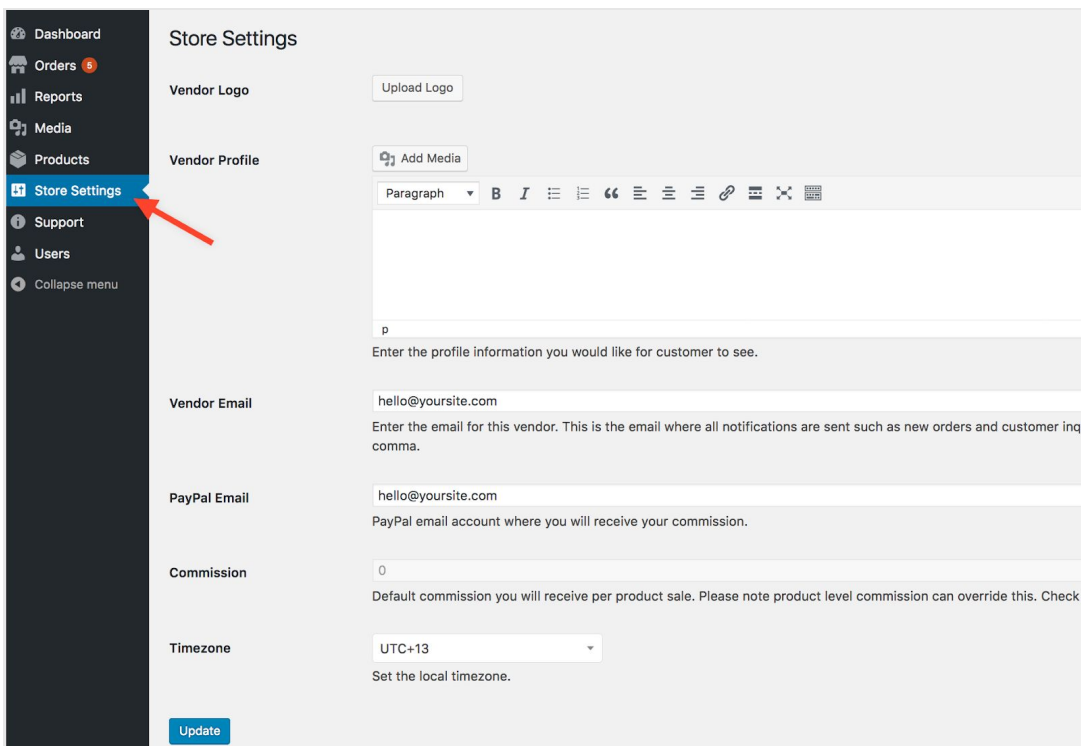
A status/role of Pending Vendor is assigned until the Store Owner approves registration and applies a different role. There are two possible roles:

- **Vendor Admin** – Has access to all settings.
- **Vendor Manager** – Has limited access to the Vendor dashboard.

A vendor then receives an email stating their application has been approved, along with the username and password. They can start to set up and manage their store.

## Vendor Settings

Vendors can configure settings in the WordPress dashboard as they wish, by going to the **Store Settings**.



The screenshot shows the 'Store Settings' page in a WordPress dashboard. The left sidebar menu is visible, with 'Store Settings' highlighted and a red arrow pointing to it. The main content area contains the following settings:

- Vendor Logo:** A text input field with the placeholder 'Upload Logo'.
- Vendor Profile:** A rich text editor with a toolbar and a text area containing the placeholder 'p'. Below the editor is the instruction: 'Enter the profile information you would like for customer to see.'
- Vendor Email:** A text input field containing 'hello@yoursite.com'. Below it is the instruction: 'Enter the email for this vendor. This is the email where all notifications are sent such as new orders and customer inquiry comma.'
- PayPal Email:** A text input field containing 'hello@yoursite.com'. Below it is the instruction: 'PayPal email account where you will receive your commission.'
- Commission:** A text input field containing '0'. Below it is the instruction: 'Default commission you will receive per product sale. Please note product level commission can override this. Check for more details.'
- Timezone:** A dropdown menu showing 'UTC+13'. Below it is the instruction: 'Set the local timezone.'

An 'Update' button is located at the bottom left of the settings area.

Vendors Settings fields, from the Vendor Admin dashboard:

- **Vendor Logo**
- **Vendor Profile:** Enter a description of you and your store.

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- **Vendor Email:** List of email addresses, separated by a comma, that receive store-related notifications.
  - **PayPal Email:** Email associated with the vendor's PayPal account, to receive payments.
  - **Commission:** This is set by the Store Owner.
  - **Timezone:** Location of the vendor store.

Vendors Settings fields, which the Store Owner can edit:

- **Name:** Vendor name displayed to the public.
- **Slug:** Based on the Vendor Name and automatically assigned.
- **Notes:** Enter any notes about this vendor. Only seen by store owners.
- **Vendor Logo**
- **Vendor Profile:** Enter a description of you and your store.
- **Vendor Email:** List of email addresses, separated by a comma, that receive store-related notifications.
- **Vendor Admins:** List of users who have access to manage this vendor. Added by the Store Owner only.
- **Commission:** This is the commission amount the vendor will receive. Product level commission can be set which will override this commission.
- **Commission Type:** Choose whether the commission amount will be a fixed amount or a percentage of the cost.
- **Instant Payout:** Pay commission to vendor instantly when order is paid. (Uses PayPal Mass Payments)
- **PayPal Email:** Scheduled commission payouts will be using this PayPal email to receive payments.
- **Timezone:** Set the local timezone.
- **Show Per Product Shipping Rules:** When enabled, vendor can edit per product shipping rules.
- **Enable Bookings Feature:** Enable to allow vendors to create bookable products such as booking classes or lessons.

## Adding Products

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The screenshot shows the WordPress 'Edit Product' interface for a product named 'Happy Ninja T-Shirt'. The left sidebar contains navigation menus for Dashboard, Posts, Media, Forms, Pages, Comments, WooCommerce, and Products. The main content area includes a title field, a permalink, a visual editor with a toolbar, and two paragraphs of placeholder text. The right sidebar contains 'Publish' settings (Status: Published, Visibility: Public, Published on: Feb 23, 2015 @ 23:32) and 'Product Categories' (Clothing, T-Shirts). A 'Word count: 171' and 'Last edited by wp on February 23, 2015 at 11:32 pm' are visible at the bottom.

Adding products in Product Vendors is similar to adding products in WooCommerce, and all users who have manage access to the vendor can add/edit products. More info at: [Adding and Managing Products](#).

In Product Vendors, the only difference is vendors must have their products approved by the Store Owner. The process is:

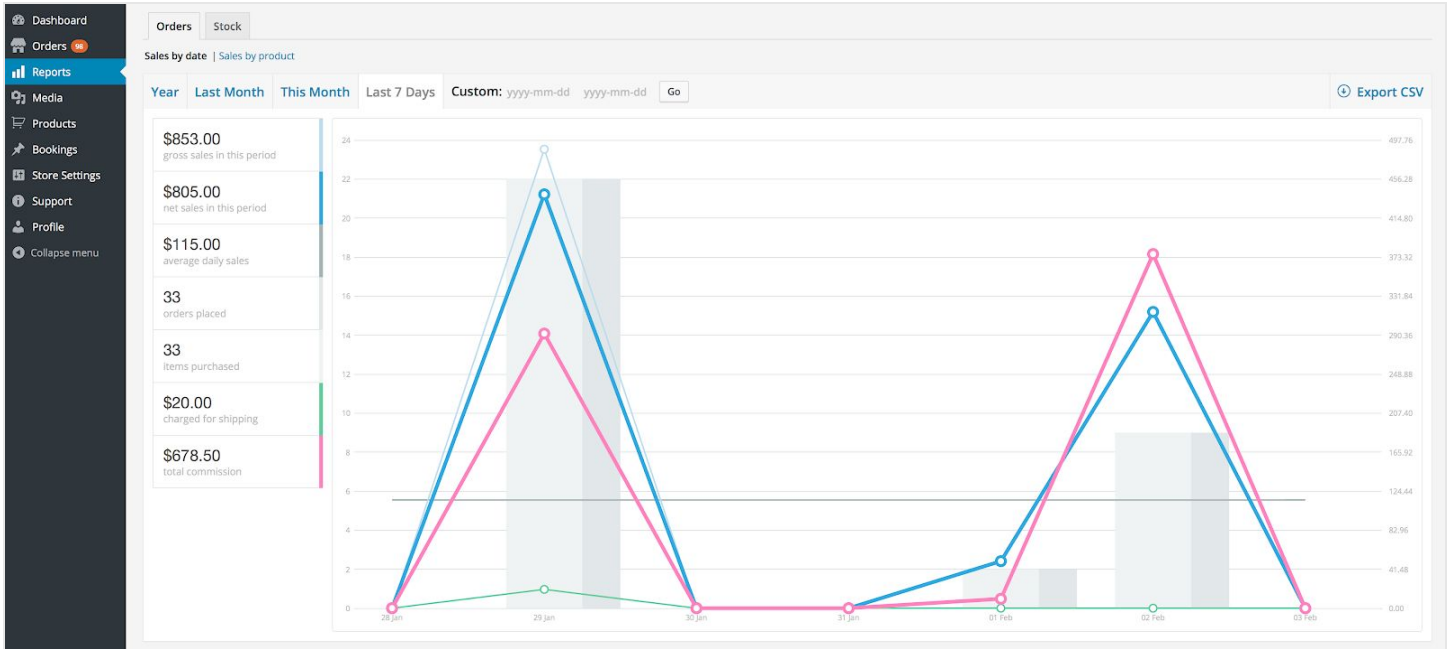
- Vendor creates a product that is Pending Review after submission to the Store Owner.
- Email is sent to the Store Owner, notifying him/her that a vendor has submitted a product.

## Types of products

- [Simple, digital/downloadable products](#) (note that vendors cannot create grouped products)
- [Variable](#)
- Bookable products, if the Store Owner has enabled this option. More at: [Creating a Bookable Product](#).

## Reports

Vendors see reports similar to [WooCommerce Reports](#), and located in the same location, for their own sales only.



## Commission

Commissions at a product, vendor or site-wide level are set by the Store Owner.

If he/she has enabled Instant Payment or Scheduled Payments (weekly, bi-weekly or monthly), Vendors need a PayPal account to receive payment for commission.

## PayPal Setup

Product Vendors uses a built-in PayPal Mass Payments gateway to pay commissions.

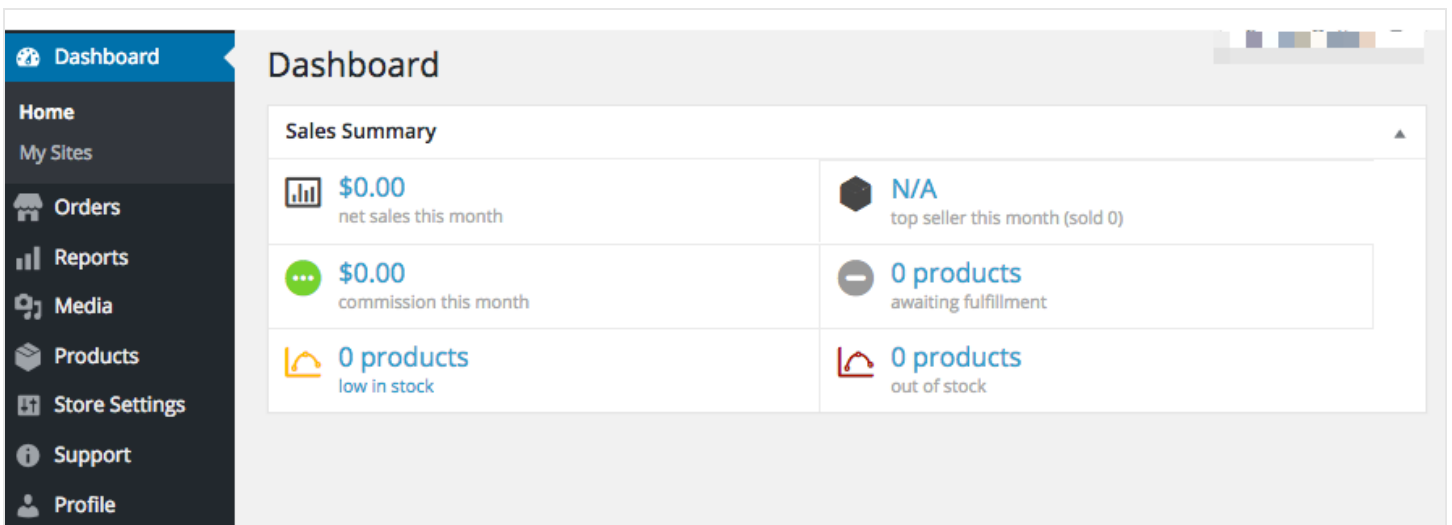
Vendors need to have a PayPal account of any type to receive Instant Payments and Scheduled Payments. Go to [PayPal.com](https://www.paypal.com) to sign up or verify that the email address is correct on your existing account.

\*Product Vendors has not been tested with a different payment gateway. If you'd like to use Stripe or another payment solution, this would require customization.

**Note:** We are unable to provide support for customizations under our **Support Policy**. If you are unfamiliar with custom code, select a **WooExpert or Developer** for assistance.

## Roles

Product Vendors adds a few user roles. Those roles relate to order, products and settings limited to the product vendor their account is associated with under **Products > Vendors**. For example, they will only be able to edit their own products.



The screenshot displays the 'Dashboard' interface for a vendor. On the left is a dark sidebar menu with options: Dashboard, Home, My Sites, Orders, Reports, Media, Products, Store Settings, Support, and Profile. The main content area is titled 'Dashboard' and features a 'Sales Summary' widget. This widget is divided into six sections:

<b>\$0.00</b> net sales this month	<b>N/A</b> top seller this month (sold 0)
<b>\$0.00</b> commission this month	<b>0 products</b> awaiting fulfillment
<b>0 products</b> low in stock	<b>0 products</b> out of stock

A vendor can have one of two different roles:

- **Vendor Admin** – Has access to all settings: **Orders, Reports, Media, Products, Store Settings, Support** (contacts the store admin), and **Profile**
- **Vendor Manager** – Has limited access to the Vendor dashboard: **Orders, Media, Products,** and **Profile**.

A single user with one user account can be set up to manage multiple vendors if needed, switching between vendors to which they have access.

## Shipping and Fulfillment

Vendor are responsible for fulfilling and shipping/sending orders after a customer has bought their product(s).

There are two possible shipping types:

- **Per Product Shipping** – If enabled by the Store Owner, shipping costs are passed to the Vendor, and the Vendor has the ability to add their own rates per product. See below.
- All other shipping methods – If enabled by the Store Owner, shipping costs are charged to the customer, and payment is collected in checkout.

## Per Product Shipping

Vendors need to set up their own shipping costs per product, if the Store Owner has enabled Per Product Shipping.

This is set in **Product Data** under **Shipping > Shipping Rules**. More information at: [Defining Shipping Costs for Products](#).

## Tax

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The Store Owner sets up and places vendors in the correct tax class with relevant rates, according to location.

## Email Notifications

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Several emails are set up in Product Vendors for Vendors and the Store Owner.

- **Vendor Registration (Store Owner)** – Sent when vendor submits registration form.
- **Vendor Registration (Vendor)** – Sent to confirm registration form was submitted to store owner.
- **Order Email (Vendor)** – Notifies vendor of a new order.
- **Canceled Order Email (Vendor)** – Sent to notify vendor that customer canceled.
- **Vendor Approval** – Sent to vendors with login and password when registration is approved.
- **Product Added Notice** – Sent to store owner to review when product is added by a vendor.
- **Order Note to Customer** – Sent to customer when vendor adds a note, e.g., Tracking number, personal thank you