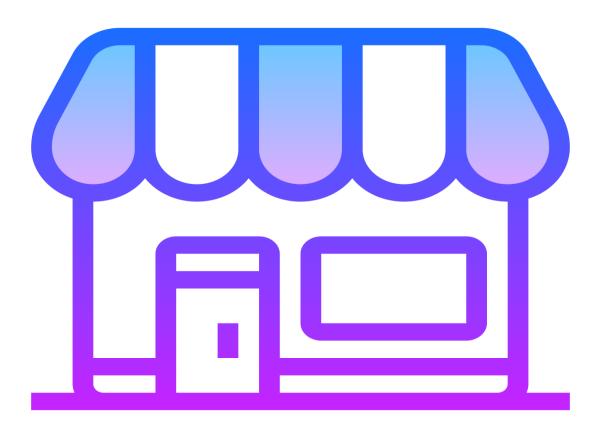


# USER GUIDE

# PURPLETREE MULTIVENDOR MARKETPLACE FOR MAGENTO 2



Supported Magento versions: 2.1, 2.2, 2.3



# **TABLE OF CONTENTS**

User Guide	1
Purpletree Multivendor Marketplace for Magento 2	1
Installation Instructions	4
Configuration	5
Admin Options	11
Bulk Import Products	11
Manage Sellers	11
Edit Seller	12
Seller Reviews	13
Seller Payments	13
Assign Categories	14
Assign Seller Products	14
Seller Products	15
Seller Orders	15
Remove as Seller	15
Become A Seller	16
Manage Orders	16
View Seller Order	17
Manage Payments	19
View Commissions	20
Category Commission	20
When and How is the Commission Calculated	22
Customer Enquires	22
View Reviews	22
Purpletree Shipping Table Rates	23
Seller Options	25
Become Seller from Sign up page	25
My Store	25
View Store	27
Attribute Set	27
Create New Attribute Set	28
Attributes	28



Products	31
Orders	35
Change Seller Order Status	35
Invoice	36
Commissions	39
Payments	39
Shipping Rates	40
Reviews	
Customer Enquiries	42
Remove as Seller	
Customer Options	
Browse Seller Page	
Product Page	
Store Reviews	
Sold By	
Contact Seller	
Comment	46



# INSTALLATION INSTRUCTIONS

- 1. Create the Directorystructure <a href="mailto:app/code/Purpletree/Marketplace/">app/code/Purpletree/Marketplace/</a>.
  - This means you have to first move to app/code/ directory.
  - Now create directory Purpletree from Inside app/code/directory.
  - Now move to app/code/Purpletree, and create a directory named Marketplace.
- Unpack the extension zip file inside the newly createdapp/code/Purpletree/Marketplace/ directory.

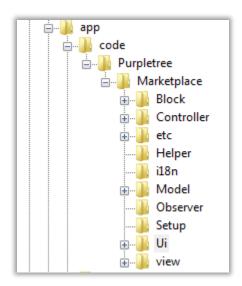
Folder Structure of extension in Magento 2 root is following:

< Magento Root > /app/code/Purpletree/Marketplace/controller

And

<Magento Root>/app/code/Purpletree/Marketplace/block

Directories.





- 3. From shell/command prompt, run following commands on Magento root directory:
  - o php bin/magentosetup:upgrade
  - o php bin/magentosetup:static-content:deploy
  - o php bin/magentoindexer:reindex
- 4. Make sure Magento Cron script is set and running fine. This is very important.

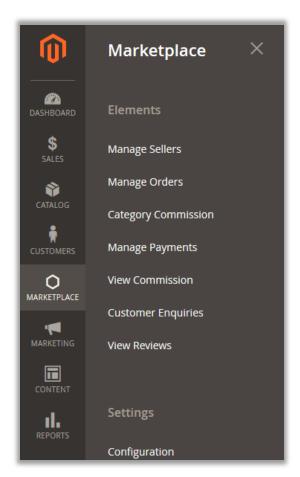
Instructions: <a href="https://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli-subcommands-cron.html">https://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli-subcommands-cron.html</a>

# CONFIGURATION

On successful installation, a new Menu will appear in Magento Admin's left panel with name of **Marketplace.** It will have following sub menus

- Marketplace
  - Elements
    - Manage Sellers
    - Manage Orders
    - Category Commission
    - Manage Payments
    - View Commissions
    - Customer Enquires
    - View Reviews
- Settings
  - Configuration





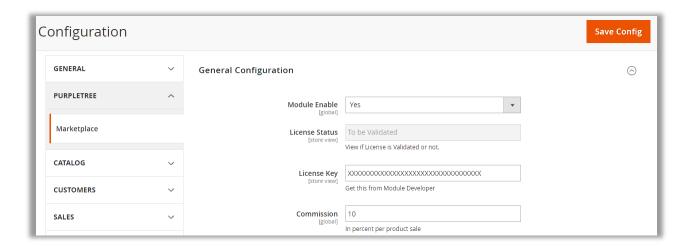
# To Configure and Enable the Extension

- Go to Marketplace>Settings >Configuration.
- In "General Configuration", Set "Module Enable" to Yes.
- Now Enter License key you get with this extension in License key field. (required field)
   If you haven't received license key, please contact our support team.
- License Status Default it is set "To be validated". It will get validated once you enter Valid License key.
- Status for which Commission will calculate Select Status for which commission is to be calculated. Commission will only calculate if Admin Set the seller order status to this particular status for any order.
- **Commission** Enter Commission for admin for each product sale of Seller product in percentage. Default is set to 10.
- Allow Seller to Manage Order—Set it to "Yes" if admin want Seller to change seller order status and generate seller order Invoice, of the order of Customer.
- **Seller Approval Required**—Set it to "Yes" id admin wants to approve the seller once it is registered.
- **Product Approval Required** Set it to "Yes" id admin want to "Enable" each product added by seller, So that products will be visible on website only after admin approval.



- Allow Category for Seller— Select the categories to which seller can assign the product. Category selection for each seller is also available further explained in this document.
- Fields to show on Storepage Show Following fields data on Seller store page.
  - Store Email
  - Store Phone
  - Store Address

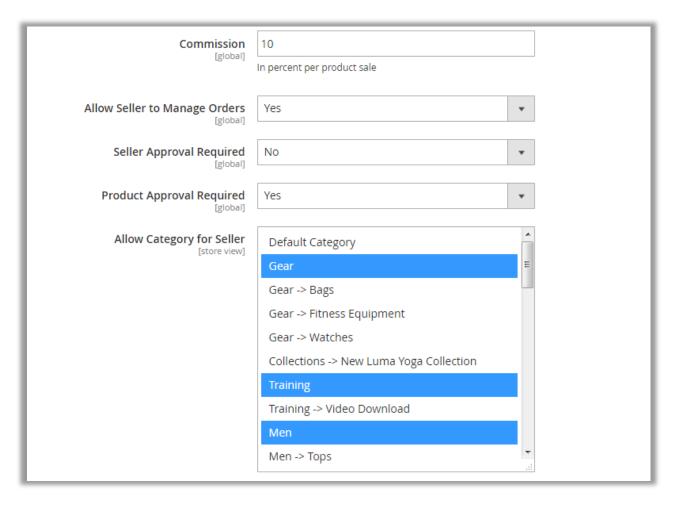
Note: Valid License Key is required to save any configuration changes. Please contact our helpdesk if you have not received the license key.



Note - After changing options make sure you refresh your Magento cache.







Fields to show on Storepage [store view]	✓ Store Email
	✓ Store Phone
	✓ Store Address

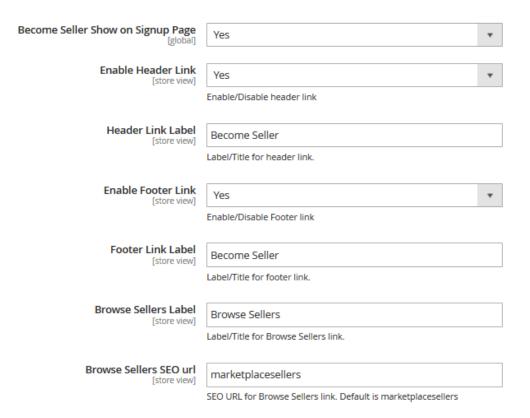
# **Managing Links on frontend**

- **Become Seller on Sign Up page** Set it to "Yes" if admin want to add Become seller on sign up Page.
- Enable Header Link Set it to "Yes" to add the link for seller. This might not come if any custom theme is used.
- Header Link Label Enter the title for Header Link. This Title will be visible only
  when "Enable Header Link" is set to Yes and Seller is not already registered. If
  seller is already register "View Store" title will be visible.



- **Enable Footer Link** Set it to "Yes" to add the link for seller. This might not come if any custom theme is used.
- Header Link Label Enter the title for Footer Link. This Title will be visible only
  when "Enable Footer Link" is set to Yes and Seller is not already registered. If
  seller is already register "View Store" title will be visible.
- **Browse Sellers Label** Enter Label to be shown on header top to view page where all sellers will be shown.
- Browse Sellers SEO URL- Enter unique code to be SEO URL for Browse seller page. This can be changed by admin and link can be placed anywhere on side just append this code after domain name. Default is set to - marketplacesellers

# Manage Links



# Inventory

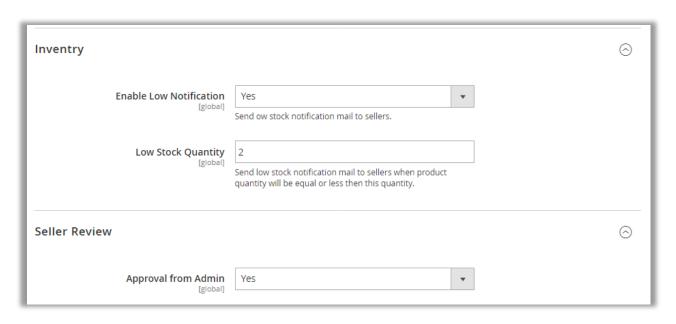
 Enable Low Notification — Set it to "Yes" to send low stock notification mail to sellers



• **Low Stock Quantity** – Send low stock notification mail to sellers when product quantity will be equal or less then this quantity.

# **Seller Review**

• **Approval from admin** — Set it to "Yes" to approve each review left by customer to be visible only after approved by admin.





# **ADMIN OPTIONS**

# **BULK IMPORT PRODUCTS**

Admin can bulk import products along with seller ID, to save hassle of manually assigning products to sellers.

# Steps are:

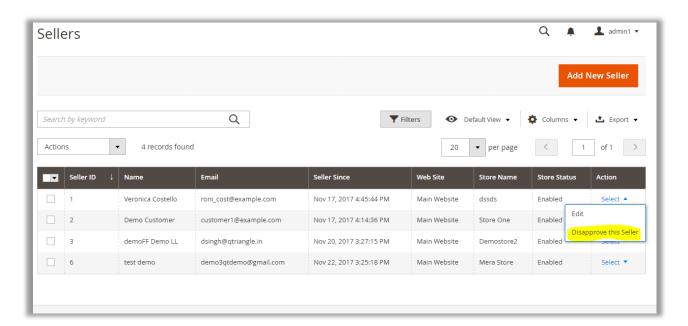
- 1. Create Magento product import sheet as per Magento product csv format. More details here: <a href="https://docs.magento.com/m2/ce/user\_guide/system/data-import.html">https://docs.magento.com/m2/ce/user\_guide/system/data-import.html</a>
- 2. In this product sheet, create 2 columns with heading is\_seller\_product and seller\_id.
- 3. For all products, set value of is\_seller\_product to 1.
- For all products, set value of seller\_id to the id of the seller.
   Note: The seller ID is numeric Id which you see on browser address bar when editing seller info.

Now after import completion, all products will be connected with the given sellers.

Note: As of now, **Sellers** cannot do bulk import of products from Marketplace module.

### **MANAGE SELLERS**

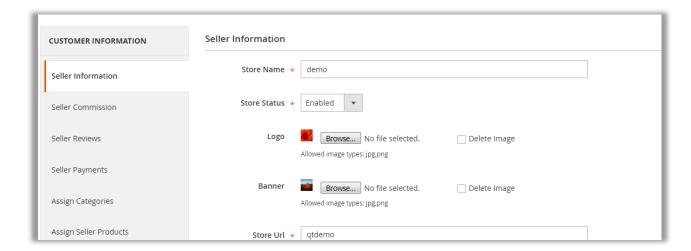
Here admin can view the sellers registered with website. Admin can approve or disapprove any seller from list.



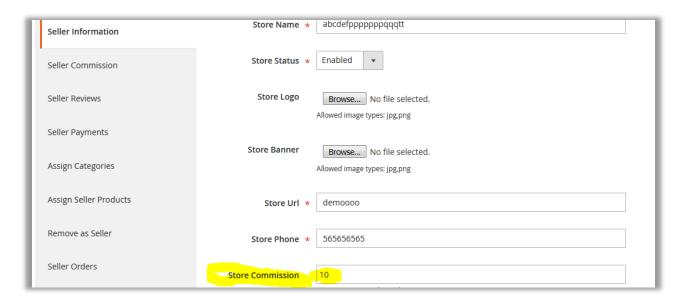


#### **EDIT SELLER**

**Seller Information** – Form Filled by seller having seller details. Admin can add/edit/delete any details for particular seller and click on "**Save as Customer**" or "**Save and Continue Edit**".

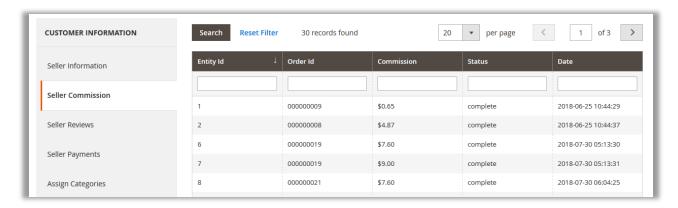


 Admin can set Commission to get from seller for products purchased by customer for any particular seller. Store commission is percentage of total product price. Admin can also leave this field blank to get commission from global configuration.



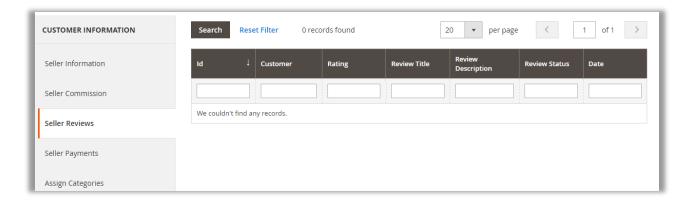
**Seller Commission** – Shows Commission receivable by admin for each completed order for this particular Seller.





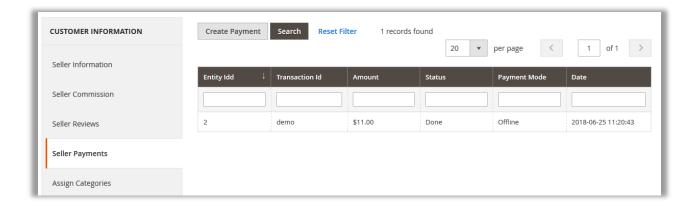
# **SELLER REVIEWS**

List of reviews received by this particular Seller.



# **SELLER PAYMENTS**

List of Payments made to this particular seller from admin. Admin can also make payment to seller by clicking on create payment from here.





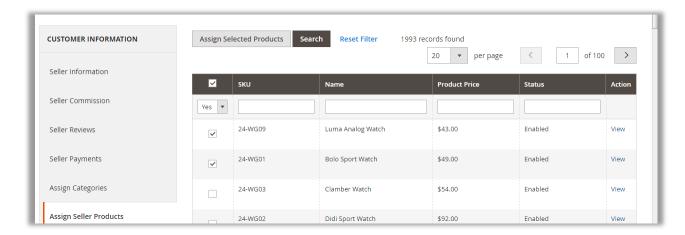
# **ASSIGN CATEGORIES**

Here admin can assign categories to seller so that seller can view only these selected categories when they create or edit products. Just check the checkbox for each category and click on "Save as Customer" or "Save and Continue Edit". If left blank Categories set in Configuration will be used for seller.



#### **ASSIGN SELLER PRODUCTS**

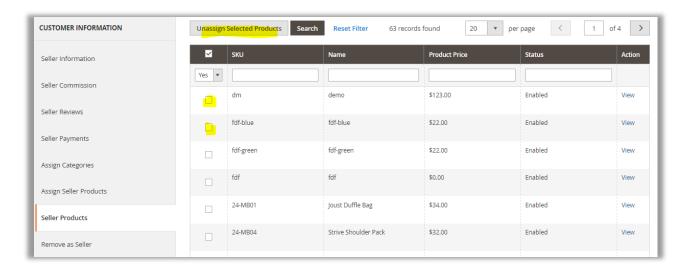
Here admin can assign already created products by admin to seller, just check the checkbox in front of product and click on "Assign Selected Product" and that product will be assign to seller. Each product can be assigned to only one seller at a time so here only product which is not assigned to any seller including this seller will come.





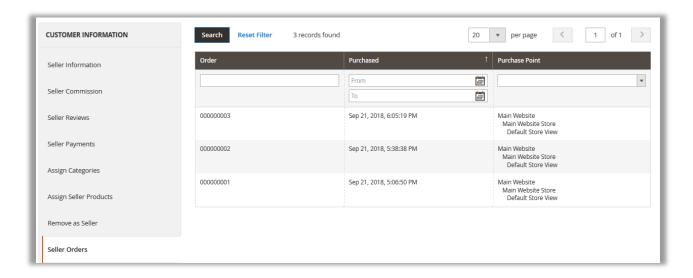
#### **SELLER PRODUCTS**

Here is the list of Products created by seller or being assigned to seller by admin. From here admin can unassign the selected products for any seller. Just select checkbox and click on "Unassign Selected Products".



#### **SELLER ORDERS**

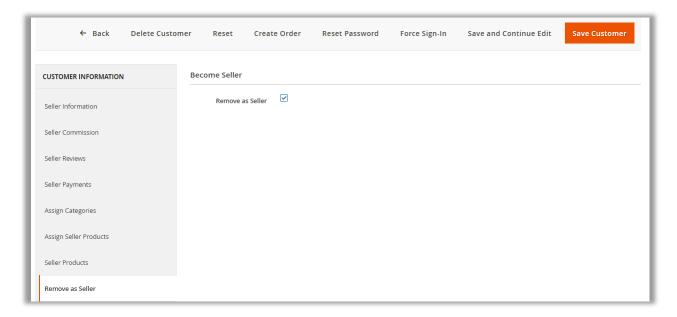
Here is the list of Orders received by this particular seller for their products.



# **REMOVE AS SELLER**

Admin can remove the seller anytime just check the checkbox and click on "Save as Customer" or "Save and Continue Edit".





# **BECOME A SELLER**

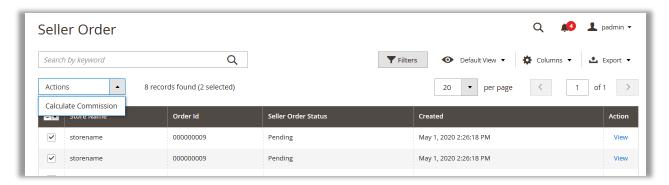
If any Customer is registered with website. Admin has option to create that customer as Seller. On this tab just check the checkbox, enter Store Name and unique Store Url and click on "Save as Customer" or "Save and Continue Edit".



# **MANAGE ORDERS**

Here admin can view all the orders received by all sellers. Store name field is there for each order.





**Calculate Commission** – Admin can Calculate Commission for Completed Orders from here, Just Select the Checkbox and Click on Action Button then Click **Calculate Commission**. This Will Calculate the Commission for Seller Orders which are Complete.

 Commission of Admin will be assigned only after admin Calculate Commission from here and status of Seller order is Complete or as defined in Configuration.

#### **VIEW SELLER ORDER**

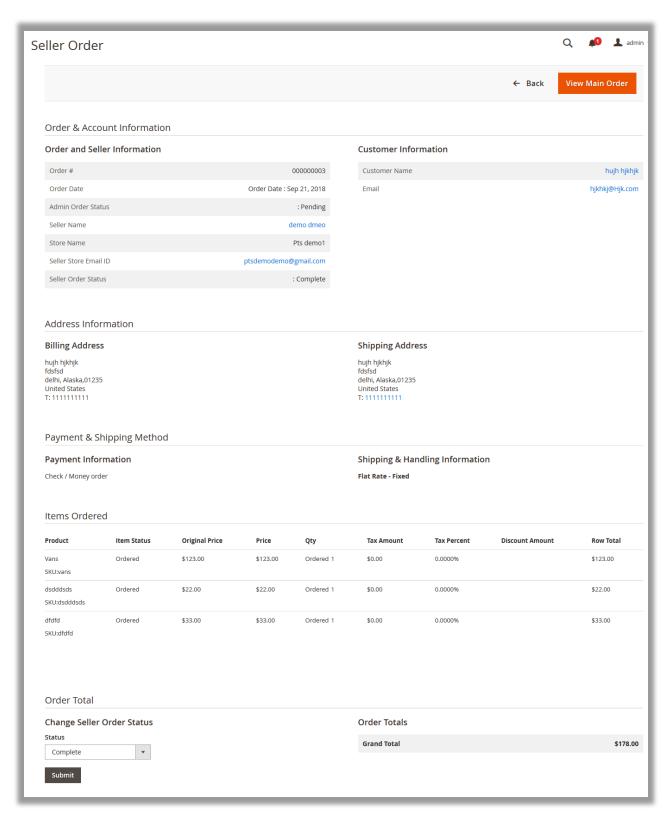
Admin Can view Seller order details by click on View button on Manage Orders Page.

- View Order Details.
- Admin would also be able to view Seller Shipping in seller order.
- View Seller Details
- View Customer details who ordered the seller products.
- View ordered products of the seller.
- Order Total of the order the particular seller.
- View Main Order Link on top.

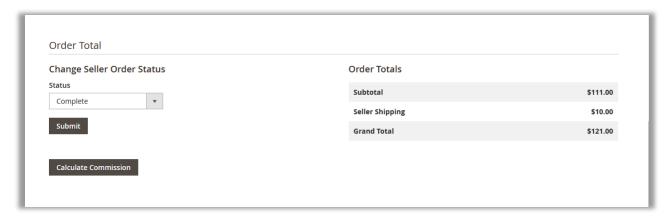
# **Changing Seller Order Status**

- Admin Can change Seller order status of any order.
- This Status is particularly for the order this seller.
- Commission of Admin will be assigned only after admin change the status to Complete or as defined in Configuration.
- Admin has to complete (or as in Configuration) the Seller order status even if seller has already completed the status, in order to get calculate and get Commission from order.
- If Admin has already calculated the Commission from Seller Order listing paeg then No need for this action for Commission.
- Click on Submit button after selecting Status.







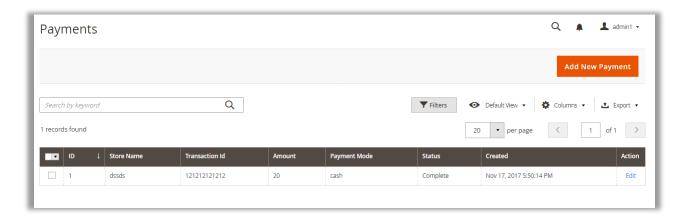


# **Calculate Commission**

- Admin has to click on this button to Calculate Commission if not done from Seller order listing or Change Status to complete button.
- Commission of Admin will be assigned only after click of this button and if order status is already Complete or as defined in Configuration.

#### **MANAGE PAYMENTS**

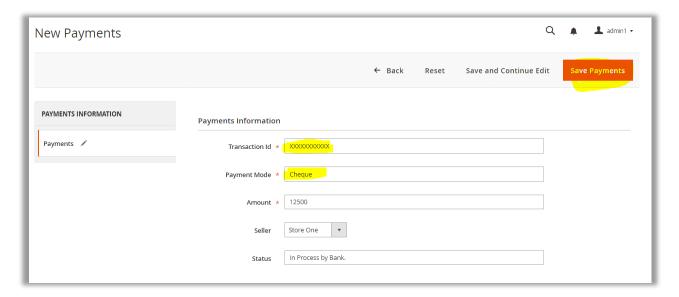
Here admin can view all the payments made to sellers and can edit the payment information for any transaction.



Make New Payment - Admin can make new payment to any seller from here.

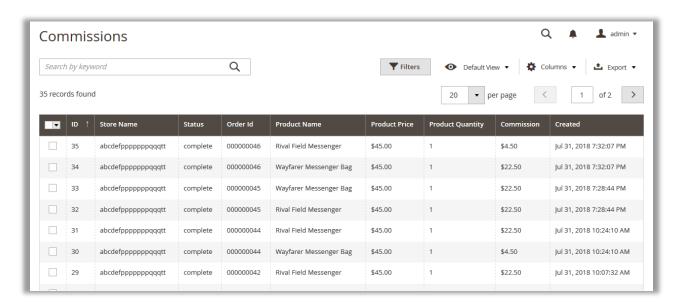
Click on "Add New Payment" and make payment to any seller. Enter transaction id- it can be check number or any other number for reference. Enter payment mode, Select Seller from dropdown and enter status - it could be Completed in case payment received by seller or enter in process if cheque payment is in process by bank.





#### **VIEW COMMISSIONS**

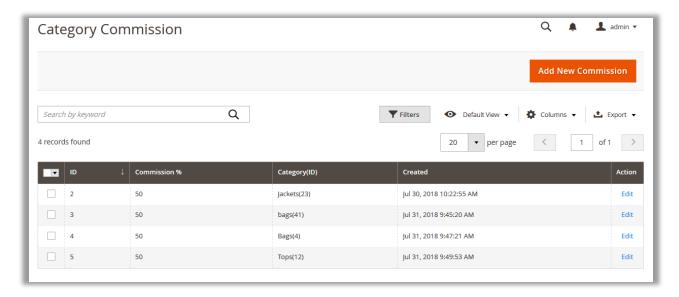
Here admin can view commissions of all the orders of sellers.



#### **CATEGORY COMMISSION**

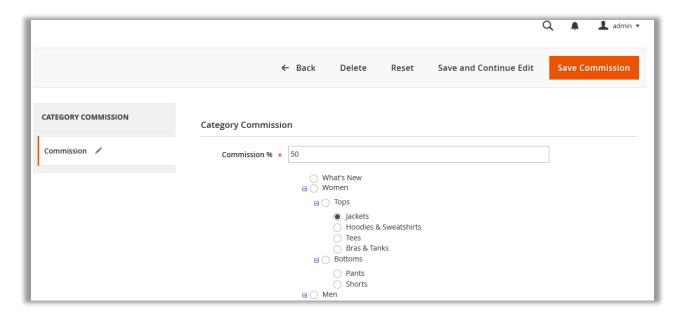
Here admin can set and view Commission for each category.





**Add New Commission/Edit** - Admin can assign commission to category of their choice which will be applicable to all products in a category.

- Enter Commission percent to get commission on each product sold by seller.
- Select Category from tree. Expand or minimize the tree structure by clicking on + (plus) or – (minus) icons.
- Click on Radio button against any category to select the category.
- Save Commission.
- On Edit you may have to expand the tree by clicking on + (plus) icon to see which category is already selected.





#### WHEN AND HOW IS THE COMMISSION CALCULATED

Commission for any product is calculated only when "Seller Status" of the order has been set to completed or as defined in Configuration. As soon as Admin Change the Seller order status admin will get the commission calculated for that order.

Commission can be set based on 3 criteria:

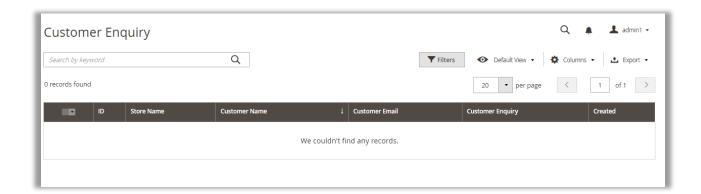
- a) Commission on per category basis applicable to all products in a category
- b) Commission on per seller basis applicable to all products of a seller
- c) Commission on global basis applicable to all products on the website

Order of commission calculation is a -> b -> c. This means commission from category is checked very first. If any product has commission set for its category, it is applied. In case a product falls in more than one category having commission, maximum value of commission is selected.

If category commission is not defined, then system looks for commission of the seller for particular product. If that is also not defined, global commission value is applied as set in Configuration.

#### **CUSTOMER ENQUIRES**

Here admin can view enquires raised by customer to any particular seller.



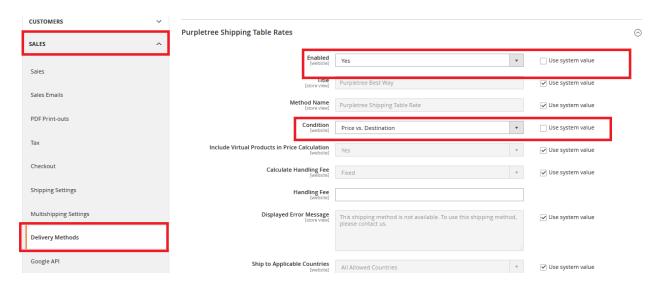
#### **VIEW REVIEWS**

Here admin can view reviews left by customers to all sellers. Admin can approve or disapprove any review to be not visible in frontend.

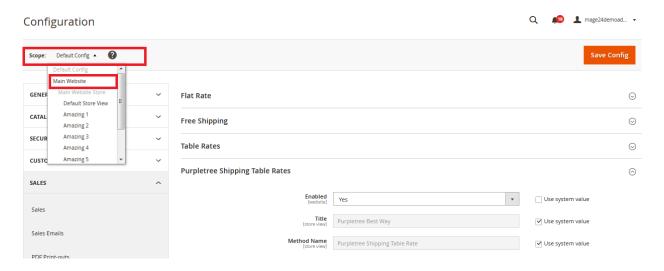


#### **PURPLETREE SHIPPING TABLE RATES**

Admin can Enable Purpletree Shipping Table Rates from admin > Stores > Settings >
Configuration > Sales (Tab) > Delivery Methods > Purpletree Shipping Table Rates.



- Admin can Enable or change other settings from here.
- To Export and Import CSV sheet as per Magento Change Scope to Main Website, only then Import and Export button would be visible.

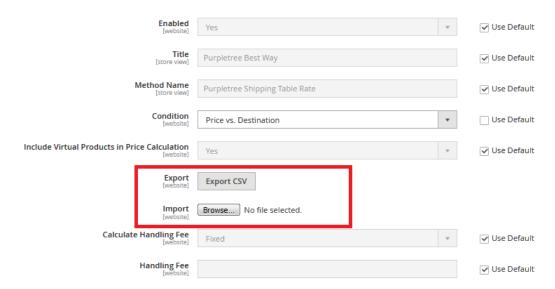


- There are 3 conditions for this shipping method as per Magento Table Rates. Admin has
  to change the condition and save the settings and then again needs to Import/Export
  the CSV sheet
  - Shipping price as per according to Weight.



- Shipping price as per according to Total Price.
- Shipping price as per according to number of Items.
- After saving the Condition click on Export CSV button to download CSV file.

**Purpletree Shipping Table Rates** 



- In CSV File Order Subtotal (and above) would change as per according to condition saved. Add or edit rows with Country, Region/State, Zip/Postal Code, Shipping Price and Seller Id
  - Country to be set as Country Code.
  - Region Name to be Region Code or set it to \* for all regions.
  - Zip code as required or set to \* for all.
  - Condition Order Subtotal (and above) minimum value for this shipping to apply.
  - Shipping Price to be applied if all conditions match.
  - Seller ID so that all the products could calculate shipping per seller and total would be shown in checkout.
- Browse and Import the new CSV sheet and Save the Settings.

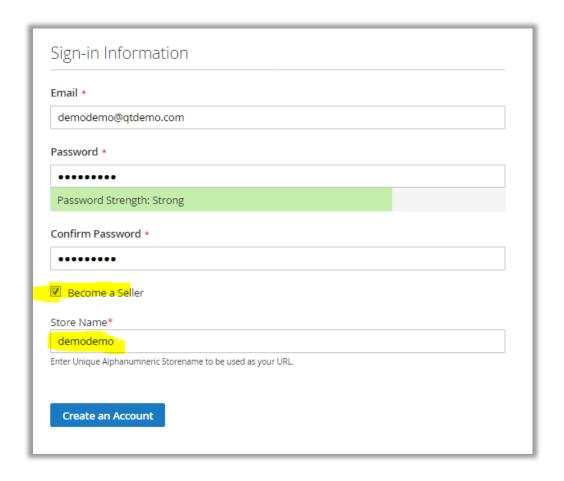


# **SELLER OPTIONS**

# **BECOME SELLER FROM SIGN UP PAGE**

Anyone can register as seller from frontend, click on become seller if user is not registered. Create customer and in the last there is a checkbox shown become seller. Click on that checkbox and enter unique store URL for your store. When you click on Create an account. An Ajax call will check if store URL is unique, so customer might have to click Create an account twice

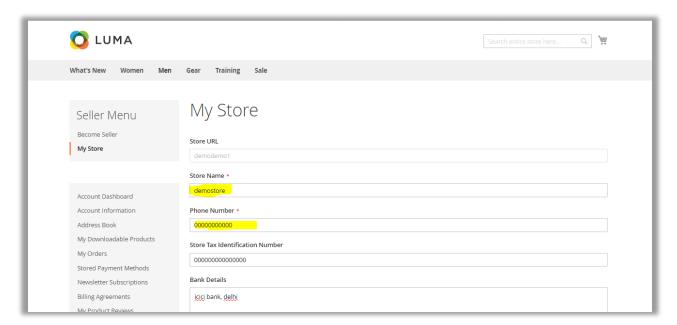
Design may be different according to theme. This is the design which is coming on magento default Luma Theme.



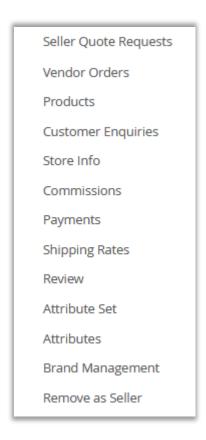
#### **MY STORE**

When seller is registered successfully. Enter all the details of the store in My Store Menu. If admin approval is required for seller then only two menus will be visible on seller dashboard.





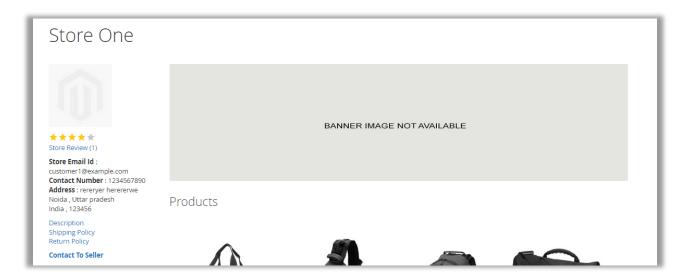
When admin approves the seller as explained in admin section. Following seller menus will be visible on dashboard.





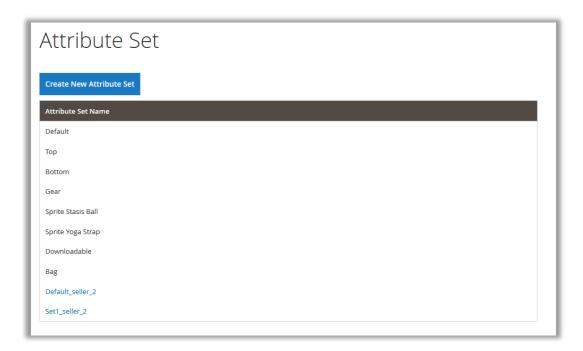
# **VIEW STORE**

This is the page which is the seller page and is viewable by customers. Having all the details of the store and product of the store.



#### **ATTRIBUTE SET**

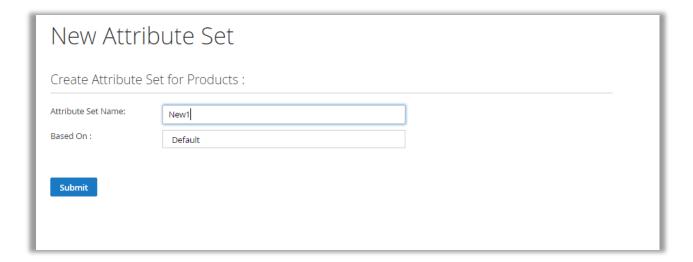
Here listing of attributes sets of the seller will come, Default Attribute set is already available for each seller. Seller can add/rename the attribute set. Seller can view all the attribute sets created by this seller and Admin. "seller\_2" is added in each attribute set created by Seller and is added automatically and cannot be removed.





#### **CREATE NEW ATTRIBUTE SET**

Seller can create as many attribute sets it wants. Just enter the name of attribute set and select the attribute set based on from dropdown. Seller can only edit the attribute set name. Based on cannot be changed once select during creating attribute set.



#### **ATTRIBUTES**

Here the attributes listing of the attributes added by seller and admin will come. "seller\_2" is added in attribute code of each attribute automatically where 2 is the seller Id. Seller can only Edit and Delete attributes created by them and no action could be taken on attributes created by admin.



# Attributes

# Create New Attributes

Attribute Code	Default Label	Required	System	Action
cost	Cost	No	No	
manufacturer	Manufacturer	No	No	
color	Color	No	No	
activity	Activity	No	No	
style_bags	Style	No	No	
material	Material	No	No	
strap_bags	Strap/Handle	No	No	
features_bags	Features	No	No	
gender	Gender	No	No	
category_gear	Category	No	No	
size	Size	No	No	
eco_collection	Eco Collection	No	No	
performance_fabric	Performance Fabric	No	No	
erin_recommends	Erin Recommends	No	No	
new	New	No	No	
sale	Sale	No	No	
format	Format	No	No	
style_bottom	Style	No	No	
style_general	Style	No	No	
sleeve	Sleeve	No	No	
collar	Collar	No	No	
pattern	Pattern	No	No	
climate	Climate	No	No	
attribute_seller_2	Attributse	No	No	Edit   Delete
product_designer_status	Product Designer Status	No	No	
product_designer_canvas	Canvas Image	No	No	
dpi	DPI	No	No	
pts_total_layer	Total Layers	No	No	
pts_max_text_layer	Maximum text layers	No	No	
pts_max_clipart_layer	Maximum clipart layers	No	No	
pts_max_image_layer	Maximum image layers	No	No	
expiry_days	Expiry Days	No	No	



# **Create New Attribute**

Seller can create any number of attributes, these attributes can only be used in configurable products.

**Enter Following information** 

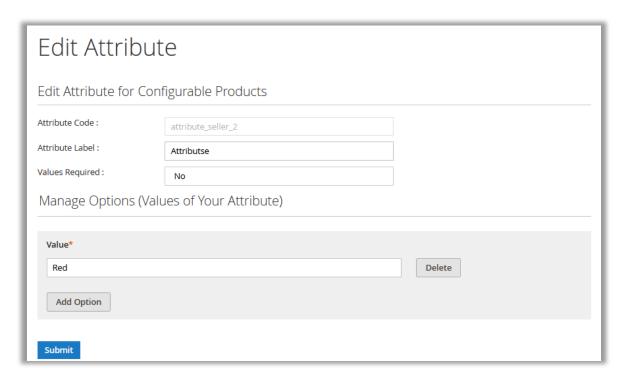
Attribute Code- Unique code used by magento. **seller\_2** is added in last automatically where 2 is the seller id.

Attribute Label - Label to be used on Frontend

Values Required – Select Yes/No to set this attribute required

Attribute Set – Select the attribute set from dropdown.

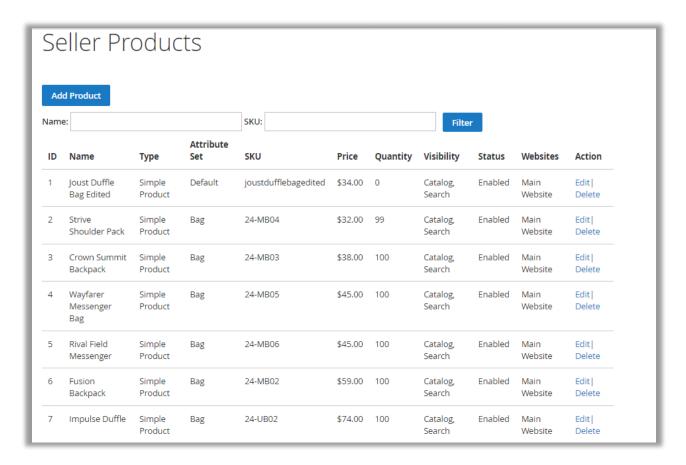
Manage Values – Enter all the values for attribute, Click on add Option to add more values.





#### **PRODUCTS**

Here the products listing of the seller products will come. Seller can add/edit/delete their products from here.



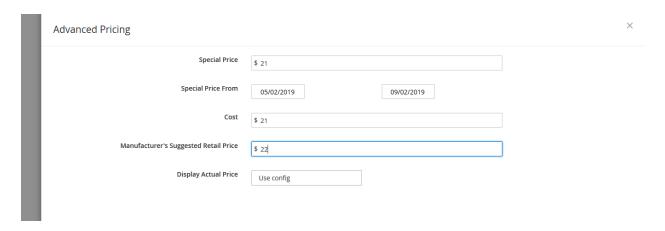
#### **ADD PRODUCT**

Select Attribute Set and Product Type and click submit. Seller can choose attribute set created by this seller or by admin from here.

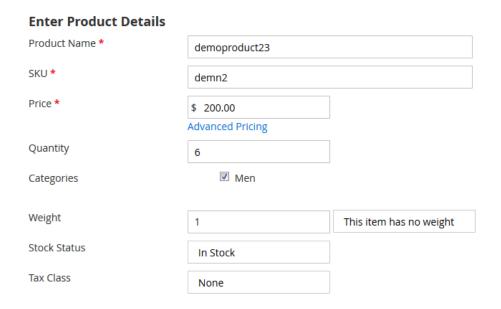




- **Simple Product** Enter all the product details in form and Click submit.
- Advance Price Click on this button and popup slide will come all the pricing in here and close the popup. This information will be saved on click of submit button – Advance price can only be set in Simple, Virtual and Downloadable product.



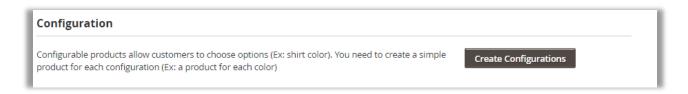
# **Edit Product**



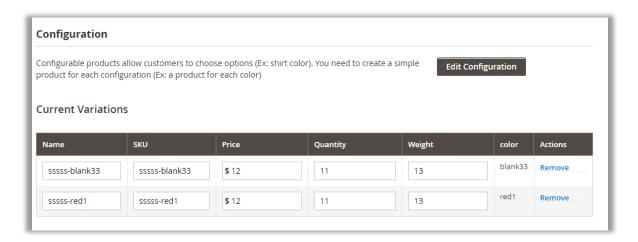
• **Configurable Product** – When seller select Configurable product from product type, new tab will be added in product form i.e. Configuration. Click on Create



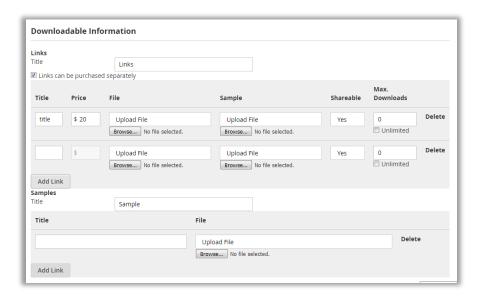
Configuration and Select the attributes for which you want to create configurable product. Here seller can choose attributes created by this seller or admin attributes



• Select Attributes from list and go to all steps, in the last you will get products listing which will be the Simple product for this configurable product.



**Downloadable Product** –New tab of downloadable product will be added in form just fill the form accordingly and save the product.





**Virtual Product** – Simple product and virtual product forms are same just the difference is that in virtual product there is not any weight as it is not any physical product but just a virtual. So here only weight filed is not there rest fill the form and save

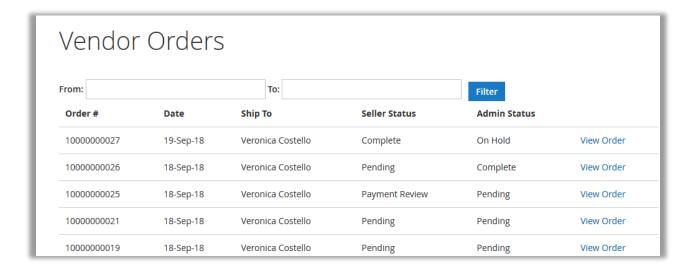
**Additional Attributes** –All the Attributes which are added in attribute set will come in this new tab, and Seller can save the attributes of the product from here. The Attributes added by Seller will also come in here if attribute set of the product is same as of seller attribute.

ate	09/01/2019
ropDown1	X1
ultiselect1	Select1 Select2 Select 3 Select 4
rice1	s 5.00
extarae	TEXTAREAA
	.41
extEditor1	■ B I ■ ■ ■ ■ Paragraph - Font Family -
	Fowered by Tingle
xtfield2	VXCV
xtSwatch	S1



#### **ORDERS**

Here is the listing of Orders placed by customer for seller products. Seller can view the order and can create invoice if "Allow seller to manage order" is enable from admin.

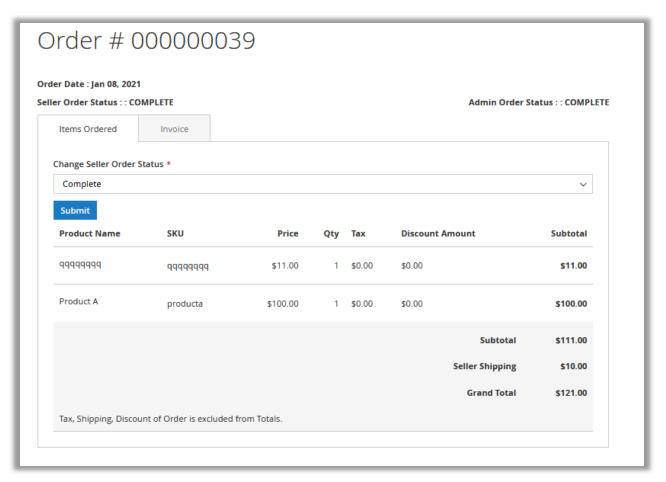


**View Order** – Seller can view order of customer and can create invoice if admin has set "Allow Seller to manage orders" to Yes. Click on Invoice link if new order is placed by any customer.

#### **CHANGE SELLER ORDER STATUS**

- Select from Status to change Seller order status.
- Commission will not calculate when seller change order status. It will only calculate when Admin Change the Seller order status.





# **INVOICE**

- Sellers can Create Invoice if not already generated.
- If Customer has placed order using Purpletree Shipping Table Rate, and order has multiple seller products then Seller can view the shipping cost for their order products from Order Detail page and Seller generated Invoice.



# New Invoice Order & Account Information Order # 1000000018 **Account Information** Order Date: Sep 18, 2018 Customer Name: Veronica Costello Admin Order Status: PENDING Email: roni\_cost@example.com Seller Order Status: Address Information **Billing Address Shipping Address** Veronica Costello Veronica Costello 6146 Honey Bluff Parkway 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 Calder, Michigan, 49628-7978 **United States United States** T: (555) 229-3326 T: (555) 229-3326 Payment & Shipping Method **Payment Information Shipping Information** Check / Money order Check / Money order The order was placed using USD Free Shipping - Free Items to Invoice **Product Name** SKU Price Qty Tax **Discount Amount Row Total** \$44.00 1 \$0.00 \$0.00 \$44.00 VCVXCVXCVCXV VCVXCVXCVCXV Order Total **Invoice Totals** Invoice History **Invoice Comments Grand Total** \$44.00 **Submit Invoice**

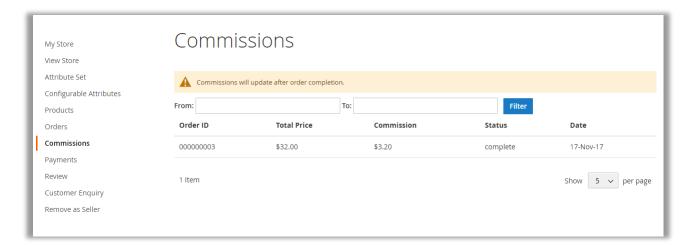


# Invoice ID # 2 Order Number:000000039 Invoice Created Date : Jan 08, 2021 Items Ordered Invoice **Product Name** SKU Price **Qty Invoiced** Tax **Discount Amount** Subtotal \$11.00 1 \$0.00 \$0.00 \$11.00 pppppppp pppppppp Product A \$100.00 \$0.00 \$0.00 \$100.00 producta \$111.00 Subtotal Seller Shipping \$10.00 **Grand Total** \$121.00 Comment generate invoice



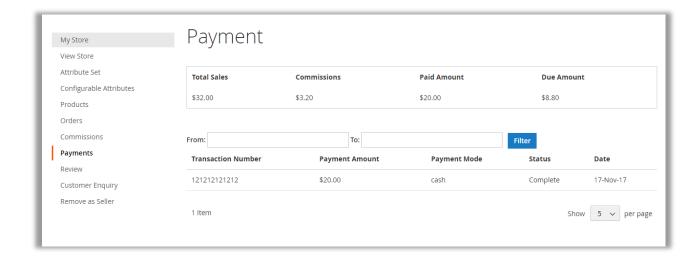
#### **COMMISSIONS**

Here is the listing of commissions made to admin for each orders. Commissions will update only after Seller order status changed by admin.



#### **PAYMENTS**

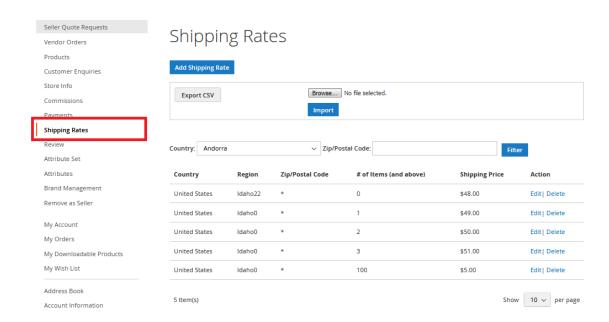
Listing of payments done by admin to seller. On top there is a total for all the payments done by admin and due amount pending. All Total sales and other amount would be total of product price and Seller shipping if Purpletree Table Rate shipping is applied on Seller orders means all the amount of Seller shipping would be paid to Sellers by admin and would reflect in these calculations.





#### **SHIPPING RATES**

- On Seller Panel New menu would be visible as Shipping Rates and it will show all the Shipping Rates defined as per condition only if Purpletree Shipping Table Rates is enabled for the Store by Admin.
- Seller Can Export CSV sheet and then can import Updated CSV sheet for Shipping Rates.
- Seller can also Add/Edit and Delete the Shipping Rates which will only apply on that seller products.
- Filter for Country and Zip code is there to list the shipping rates as according to the search.
- There are 3 conditions for this shipping method as per Magento Table Rates. Admin has
  to change the condition and save the settings and that will apply to Seller as well
  - Weight (and above) Shipping price as per according to Weight.
  - o Order Subtotal (and above) Shipping price as per according to Total Price.
  - # of items (and above) Shipping price as per according to number of Items.



- When Seller Add or edit the Shipping Rate, following fields are there.
  - o **Country** Select All Countries or any other country as you wish to add.
  - o **Region –** Select All Regions or specific region if available for selected country.
  - Zip code This can be left blank or enter \* for All zip code. Or you can enter any specific Zip code here.
  - Condition Value Set as per according to Condition set.
    - Weight (and above) Shipping price as per according to Weight.
    - Order Subtotal (and above) Shipping price as per according to Total Price.

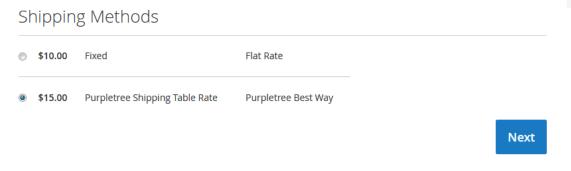


- # of items (and above) Shipping price as per according to number of Items.
- Shipping Price Enter Shipping price for this condition.

# Edit Shipping Rate



When Customer places an order this new shipping method would be shown and total would be the shipping total of all Seller products as defined rate. Select Shipping Rate and Checkout.



#### **REVIEWS**

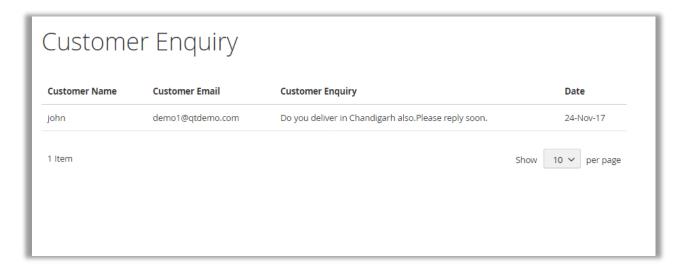
This page can be viewed by any customer and seller. Here seller can view its rating which has been left by customers.





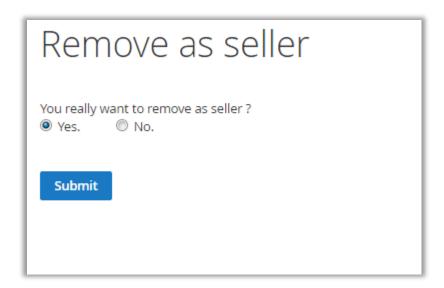
# **CUSTOMER ENQUIRIES**

Here is the list of enquires raised by customers. No action can be taken from here. Seller has to reply on each email received for these enquire.



# **REMOVE AS SELLER**

Seller can quit anytime and remove his account as seller. But seller will always be a customer even if its seller account has been removed as seller. Select "Yes" and Submit.

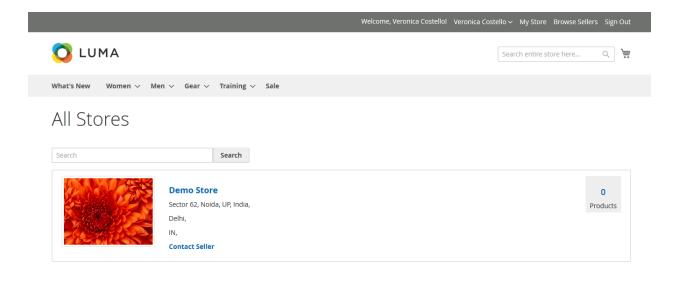




# **CUSTOMER OPTIONS**

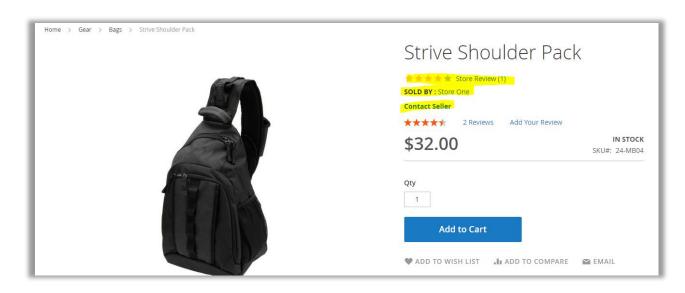
#### **BROWSE SELLER PAGE**

Customer can view list of active seller from a link on header or that link could be set anywhere on website. . Customer can view all the active stores and there basic information on this page. Customer can also search any particular seller from search box in this page using seller name. Contact Seller button is also there for customer to contact seller from this page also. Product count is on the right side in front of each seller.



# PRODUCT PAGE

Customers can view the product if seller product is approved and is enabled. On product page there will add new block with seller details.





# **STORE REVIEWS**

Any customer can viewthereviews left by other customers for that seller by clicking on (Seller Reviews). Customer can give reviews regarding the seller on store review page.



# **SOLD BY**

Customer can visit the store of that seller and view seller details and choose wide range of products from that store page.

# **CONTACT SELLER**

If any customer has any query regarding the product or seller, they can just click on Contact Seller link and submit the Query for the same.



Contact Seller	
Submit Your Query	
Name *	
Email *	
Enquires *	
Submit Enquiry	



# SUPPORT

In case of any issues, please open a support ticket with our helpdesk at <a href="https://www.support.purpletreesoftware.com">https://www.support.purpletreesoftware.com</a>, with following information:

- 1. Order Id
- 2. FTP credentials or cpanel login credentials
- 3. Database login credentials or cpanel login credentials
- 4. Admin login credentials for Magento