STAFF GUIDE · GRADESPACE MARKETPLACE

Running your marketplace: a guide for your team

Everything your team needs to run the website day to day, in plain words.

Gradespace Marketplace
for WordPress, version 0.1.0

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This guide covers the website day to day: house sales, bidders and invoices, sending, sellers and their payouts, messages and problems. You don't need any technical knowledge. Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** and sign in with your own username and password. Please don't share accounts.
- After signing in you see **Marketplace → Today**: what needs you (sellers waiting, cases to decide, reported conversations, listings to check, overdue invoices) and the next house sale.

2. Running a house sale

- **Marketplace → Sales and lots → New sale**: the name, when it opens, when the first lot closes, how often a lot closes after that, and where buyers collect from.
- Add lots one at a time (title, grade, description, start price, reserve, category, photo) or, with Pro, import a spreadsheet and a zip of photos.
- **Print lot labels** and stick them on the lots in the warehouse.
- Something wrong during a sale? **Pause the sale** (on the sale or on Today) stops every clock. **Open the sale** starts them again with the same time left.

3. Winners and invoices

- Each winner gets one invoice per sale, with the buyer's premium, and has 3 days to pay (or what you set).
- An invoice that isn't paid in time is cancelled and that buyer can't bid again. If there was a good reason, **Marketplace → Bidders → Lift the ban**.
- Someone bid by mistake? **Marketplace → Bidders → Take a bidder off a lot**.

4. Sending and collection

- Open the order in **WooCommerce → Orders**. In **Sending and payout**, mark it sent (with the tracking number) or collected.
- With a Royal Mail Click & Drop key in **Marketplace → Settings**, send the order into Click & Drop from the same box and print the label there.

5. Sellers (Pro)

- New applications appear on Today and in **Marketplace → Sellers → Waiting for approval**. **Approve** or **Decline** (with a reason).
- **Suspend** a seller who breaks your rules; their listings disappear until you lift it.

- **Marketplace → Payouts** shows what each seller is owed and when it's paid. If one fails, fix the cause (usually the seller's Stripe account) and press **Try again**.

6. Messages, cases and feedback

- Questions about your own lots: **My account → Messages** while signed in.
- **Marketplace → Reports**: cases waiting for you (refund in full, refund part, or no refund), reported conversations, and feedback to look at. Only remove feedback that's abusive or shares personal details.

7. Who can do what

- **Marketplace → Staff access**: tick **Run the marketplace**, **Add and change lots and listings** and **See and manage orders** for each role. Shop managers have all three to start with.

The full manual, with pictures: **Marketplace → Help & manual**.