



Frequently Asked Questions

How long will it take to get set up on the site?

- It only takes a few minutes to register your business. Once your account is approved, you can have all of your shop settings and your first few products added in under an hour.

I've never sold online before. Can someone help me?

- Yes. There's on-going trainings, how-to videos, and a knowledgebase with resources to guide you, but there's also a live team ready to assist you with whatever questions you have. Reach out to them at any time and they'll be happy to work with you.

I already have a website, why should I sell on Shop Where I Live?

- Shop Where I Live is catered to an audience that is interested in buying local, and they're specifically coming to the website to browse and buy from Chautauqua County businesses.
- Buying on a marketplace website is incredibly convenient for customers. They can visit one website and buy multiple products from several different vendors with one checkout.
- Selling in multiple channels (i.e. your website, in-store, a marketplace website, etc.) increases your chances for more overall sales.
- Marketplace visitors can buy your products without knowing of your business first, something that is often harder to convert on individual websites.

If I am a service business without retail products, can I sell on Shop Where I Live?

- Yes. If you're able to turn your services into e-commerce services (think service packages, photography sessions, salon blowout, tanning sessions, etc.), you can sell on the site and receive online orders.
- If your services are too custom to turn into e-commerce, that's fine too. You can still list them in the marketplace and turn off the add to cart function and allow customers to inquire about booking your services offline.

How do I get notified of orders?

- You will get an email notification to the registered email address on your account.

How & when do I get paid for orders?

- Stripe is the preferred payment processor. Orders are paid out to your bank from Stripe typically within 2 business days. Payment processing through Stripe is 2.9% + \$.30 per order.
- Alternatively, businesses could choose PayPal payments if they prefer. There will be an additional \$.25 processing fee for PayPal (2.9% + \$.55 total), and payments will be dispersed once the order has been shipped to the customer.

How often do I have to update my shop?

- Products should be updated as needed, or at least every few weeks. Shops should be updated with inventory changes, add a new product or two, and delete old products.