



# 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.