

Getting started with MyDeal

Article Product:
Enterprise Starter Edition Elevate

📅 a day ago • 👁 3 Views • 📄 Copy Permalink • 🖨 Print

Use the channel setup guide to configure the connection between ChannelAdvisor and your channel account.

1. Prerequisites
2. Configure products
3. Configure channel settings
4. List your products
5. Activate integration
6. Manage your listings
7. Fulfill orders
8. Optimize sales

Prerequisites

- Ensure you meet the following channel requirements:
 - >Need to be able to ship Australia-wide
 - Sellers need to dispatch their own products (no middle-men third parties – someone selling drop shipping, not in regards to shipping or 3PL)
 - Needs to be a proven registered business
 - Products need to be brand new (can be refurbished)/covered by warranty, have relevant licenses, safety certifications etc.
- To apply, submit an enquiry at <https://marketplace.mydeal.com.au/> or email sales@mydeal.com.au.
- The channel is supported in the following ChannelAdvisor posting locale:
 - Australia (AU)
 - If you do not have a ChannelAdvisor account in that locale, refer to Add a new country for instructions.
- Navigate to **Sell** > **Add Channel** to add the channel to your ChannelAdvisor account.

Configure products

If you need assistance with managing products in ChannelAdvisor, refer to Managing products in Product Catalog.

- **Review supported fields** – To view product fields supported by the channel, navigate to **Sell** > **By Channel** > **MyDeal Marketplace** > **Template** in the ChannelAdvisor application.
- **Assign a label to your products** – To designate products for your MyDeal account, you must assign a label.

Configure channel settings

To configure your settings in your ChannelAdvisor account, navigate to **Sell** > **By Channel** > **MyDeal Marketplace** > **Settings**. For assistance with this page, refer to Configure channel settings.

During setup, enter your MyDeal seller account **Seller ID** and **Access Token**. These values are provided by the MyDeal Account Manager during the seller onboarding process. Refer to <https://marketplace.mydeal.com.au/> or email sales@mydeal.com.au for details.

List your products

The **Sell > By Channel > MyDeal Marketplace > Template** enables you to define the exact data sent to the channel when a listing is created or updated. The template contains all the fields accepted by the channel. There are four options to complete each template field. The option that works best for you depends on how you have prepared your products for each site's data requirements.

For more information on how to use templates in ChannelAdvisor, refer to Channel templates.

To view additional template field information, hover over the question icon next to a template field.

Activate integration

Assign a label

If you haven't done so in "Configure products", you must assign the label selected in your **Sell > By Channel > MyDeal Marketplace > Settings** to your designated products before activating your account.

Activate your account integration

After you have assigned a label, activate your account integration from **Sell > By Channel > MyDeal Marketplace > Settings**. For more information, refer to Activate your channel integration.

Communication frequency

For more information about communication frequency between ChannelAdvisor and MyDeal, refer to the **Product** section in the MyDeal FAQs.

Test order process

After your subset of products is successfully listed, test the order process to ensure that orders are imported into ChannelAdvisor. Purchase one of your items and confirm the order displays in ChannelAdvisor.

Manage your listings

When your MyDeal integration is activated, activity begins immediately. You may notice some of your products are not listed properly or are not listed at all. It is important that you manage your MyDeal account integration in ChannelAdvisor so that you can monitor these types of issues.

Dashboard

ChannelAdvisor provides you with a dashboard that assists you with managing your account. The MyDeal Dashboard page provides you with the current status of all your products assigned to MyDeal. To access this page in ChannelAdvisor, click **Sell > By Channel > MyDeal Marketplace**.

Listings view

Manage your MyDeal listings from the Listings page. Listings includes detailed information about each product listed on MyDeal. You can monitor your item listing status and troubleshoot listing errors. To access Listings, navigate to **Sell > By Channel > MyDeal Marketplace > Listings**.

Listing errors

If you receive an error when listing products to MyDeal, use one of the following methods to resolve the issue.

- **Edit your template mappings** – The MyDeal Template tells ChannelAdvisor what data to send. If the fields do not contain the correct values from your product, a listing error occurs. When you receive a listing error, it is almost always a good idea to check your template.
- **Edit your product data** – If the template is mapped correctly and in accordance with MyDeal's specifications, the source of the error is most likely in your product data.

Withdraw product listings

If you no longer want to list a product on MyDeal, remove the label from the product that is configured in the MyDeal settings.

Fulfill orders

Purchases are managed through the channel's integrated shopping cart. Order details import to the ChannelAdvisor **Orders** page at **Fulfill > Orders**. You can manage the fulfillment process, update shipping and tracking information, and process refunds or cancellations from **Orders**.

Import orders

You can easily manage the fulfillment process for all orders imported from the channel. Whether you use ChannelAdvisor or a third party fulfillment application to manage your orders, ChannelAdvisor offers the tools to optimize your fulfillment strategy.

1. After a purchase has been completed, the ChannelAdvisor application automatically imports all the relevant order details needed for fulfillment.
2. After the details are imported, your orders display at **Fulfill > Orders**.

Update shipping and tracking

After fulfillment is complete, your next step is to update the ChannelAdvisor application with shipping and tracking information. This step is important to meet shipping requirements and give buyers the ability to track orders. After you have provided tracking numbers and the order status is updated to **Shipped**, ChannelAdvisor sends this information to MyDeal.

MyDeal accepts any value for the **Shipping Class** and the **Shipping Carrier**.

There are three primary methods to complete the update process. Refer to Updating shipping and tracking information for further details.

Cancel and refund orders

To learn more about cancelling and refunding options that MyDeal supports through ChannelAdvisor, refer to Overview of supported cancellations and refunds in channels.

Optimize sales

After you set up the channel integration and are familiar with listing and order fulfillment processes, you should consider strategies for optimizing your sales.

Manage promotions with Deal Planner

You can use promotions to increase your sales and strengthen your buyer relationships. Deal Planner enables you to schedule price adjustments for your own short-term promotions or in preparation for promotions run by the channel. Refer to Using Deal Planner to schedule offers for Marketplaces for details.