

MYER

Integration Handbook
MARKETPLACER

MY STORE

Table of Contents

PURPOSE

The main purpose of this document is to outline the different methods available to MYER Marketplace Sellers to integrate into the **MYER** eco-system via the **Marketplacer** platform, and how each format works.

MYER utilizes Marketplacer as an EDI platform to connect Marketplace Brands to its platform.

Integration Methods

There are 3 ways to integrate your source platform (Shopify, BigCommerce, Wix, etc) with Marketplacer, to integrate into MYER –

API (M-Connect): This is the preferred and most efficient method of integration where we input your API keys into Marketplacer. Marketplacer will then automatically begin to import listings from your platform, for the MYER team to begin the integration process

MANUAL: This method requires you to manually create products and update stock, price, etc regularly via an excel sheet import

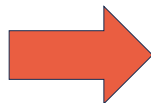
CUSTOM API: There is also a provision in Marketplacer to connect via a custom API set-up to create & manage products, fulfil orders, etc

1. API [M-Connect]

Marketplacer uses *M-Connect* as its software to enable retailers to sync products, inventory, and order information between Marketplacer and third-party platforms such as Shopify, BigCommerce, Maropost, Magento, etc

Using the API method to integrate into Marketplacer is simple and efficient. We will require you to provide us with your API Keys, Access Token and Store URL.

Before you provide the API Keys, ensure you tick the required permission settings in the **Admin API Access Scopes** screen. The screenshot on the right is the Shopify 'permission screen'. You will find more info on Shopify in the next few slides



App development > Example Integration Install app

Overview Configuration API credentials App settings

Configuration > Admin API integration Cancel Save

Admin API access scopes

All Selected 6

Filter access scopes

Inventory
View or manage inventory across multiple locations

☒ write_inventory
☒ read_inventory

Orders
Includes personally identifiable information
View or manage orders, transactions, fulfillments, and abandoned checkouts

☒ write_orders
☒ read_orders

Product listings
View or manage product or collection listings

☐ write_product_listings
☒ read_product_listings

Products
View or manage products, variants, and collections

☐ write_products
☒ read_products

Get access to store data with the [Admin API](#) . Only select the scopes your app needs. Don't access APIs in ways that violate the [Shopify API License and Terms of Use](#) .

[Explore Admin API scopes](#)

[Start using the Admin API](#)

[Run demo queries with Shopify's GraphQL App](#)

API [M-Connect]

Shopify Integration into Marketplacer

Shopify integration for sellers uses Shopify's APIs to access the Shopify store's data. To configure this connection in Shopify, create a custom app through the Shopify Admin dashboard if you don't have one already.

The following instructions focus on the steps needed for the integration to work with Marketplacer.

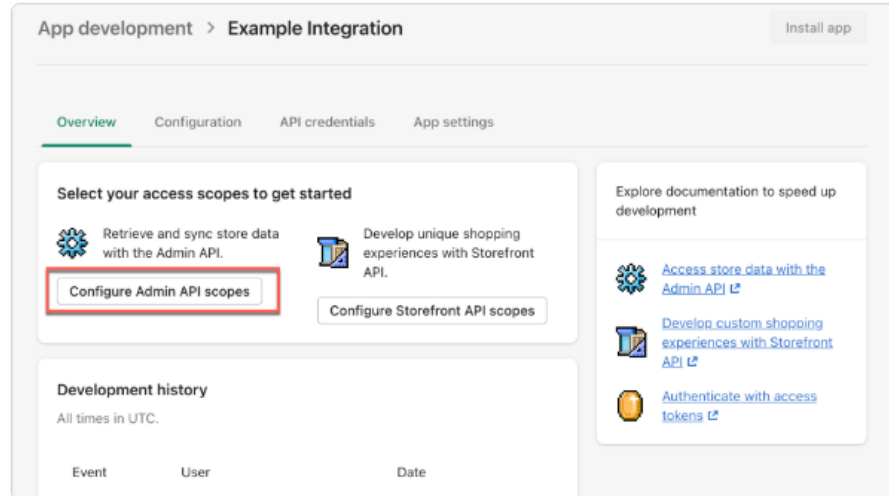
Detailed instructions for adding a custom app are available in the [Shopify help center](#).

1. In the Shopify Admin Dashboard, select **Settings** in the left-hand menu. Store details displays.
2. Select **Apps and sales channels** in the left-hand menu. Apps and sales channels displays.
3. Select **Develop apps**. App development displays.
4. Select **Create an app**. If this is your first custom app, a dialog displays prompting you to select **Allow custom app development**. The **Create an app** dialog displays.
5. Enter the **App name** and the **App developer**. We recommend that you use the store owner as the App developer.
6. Select **Create app**. App development displays, with the application name.

API [M-Connect]

Shopify Integration into Marketplacer

7. Select **Configure Admin API scopes**.



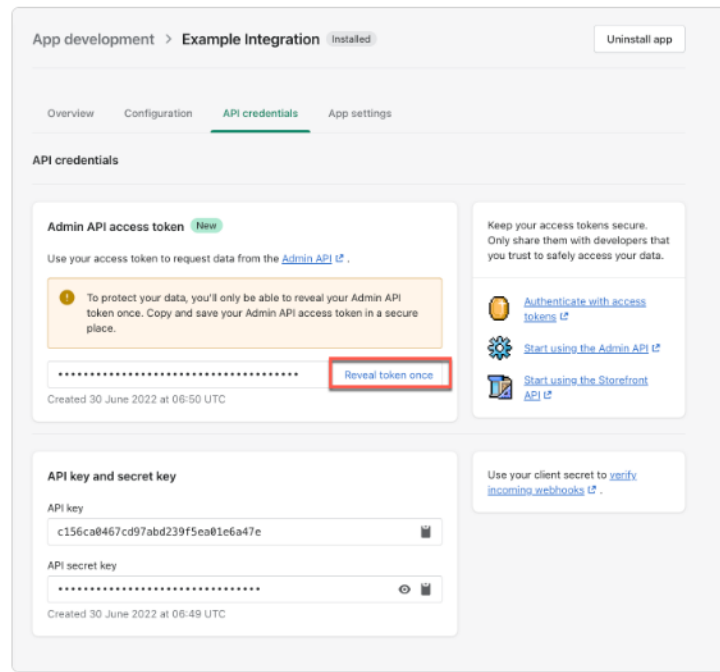
8. The Admin API access scopes page displays a list of API scopes, in alphabetical order. To enable the integration:

- For Inventory select **write_inventory** and **read_inventory**.
- For Orders, select **write_orders** and **read_orders**.
- For Product Listings select **read_product_listings**.
- For Products, select **read_products**.
- For Locations, select **read_locations**.

API [M-Connect]

Shopify Integration into Marketplacer

9. To confirm these are set correctly, select **Selected**. This filters the list to show only those items that are selected.
10. Select **Save**. App development displays, with the Install app button enabled.
11. Select **Install app**. A confirmation dialog displays.
12. Select **Install**. The **API Credentials** display



API [M-Connect]

Shopify Integration into Marketplacer

13. Select Reveal token once

Note: You can only view this token in full once. Be sure to make a note of it and protect it like you would a password. Once you have revealed the Admin API access token in full, you will only be able to see the last four digits.

14. Record the API access tokens required by Marketplacer and send it to the MYER team:

- Admin API access token
- API key
- Store URL: The Shopify Store URL is the URL on the back-end of your Shopify Store. Ensure that you use the Shopify Store Domain (e.g *your-store-name.myshopify.com*) rather than your public domain (e.g *www.your-store-name.com*).

Here's an example of what this information looks like:

API Key: ae17c9bb6f8586a3175511111111111

Admin API Access Token: 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

Store URL: <https://mystore.myshopify.com/> (ensure you provide us with the Store URL and not the Store Admin URL)

You may find this video link helpful for more information on how to access the API details - <https://www.youtube.com/watch?v=Tn0DzYnRPVQ>

API [M-Connect]

Helpful links for integrating other common platforms into Marketplacer

MAROPOST

<https://support.marketplacer.com/hc/en-us/articles/360034856532-Maropost-Commerce-Cloud-Connection-Setup>

WOO

<https://support.marketplacer.com/hc/en-us/articles/360035231951-Connect-and-set-up-WooCommerce-integration>

BIGCOMMERCE

<https://support.marketplacer.com/hc/en-us/articles/360039602272-BigCommerce-connection-setup>

API [M-Connect]

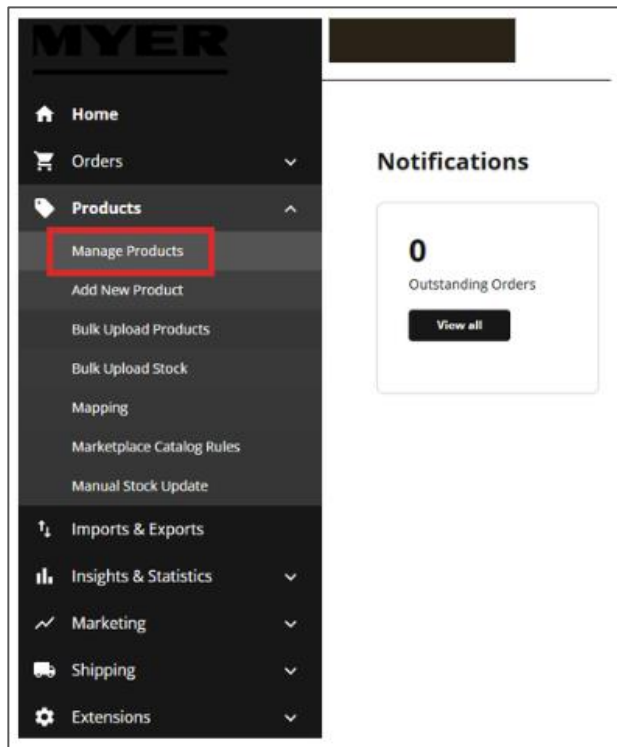
- The MYER Integration & Onboarding team (I&O Team) will input the API Keys into Marketplacer to connect to your store. This will then trigger an import of all your listings from your source platform into Marketplacer
- I&O Team will map all your products into the relevant MYER product categories, ensuring they are ready to trade on MYER.com.au
- Supplier is then required to provide a list of all products they wish to register and trade on MYER.com.au via an IRIS Template. Please note that even though all the products get imported into Marketplacer, you will still be required to give us a list of the items from this list that you wish to trade on MYER
- The I&O Team will help you through the steps and request for any additional information that is required

API [M-Connect]

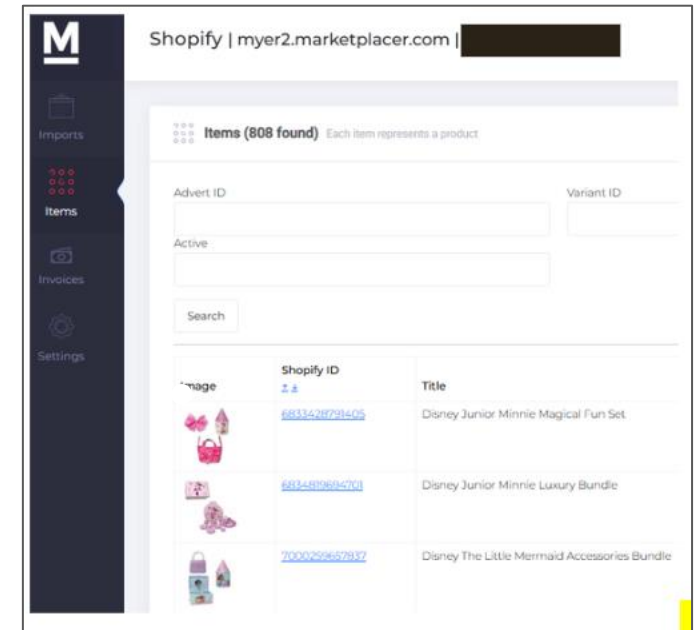
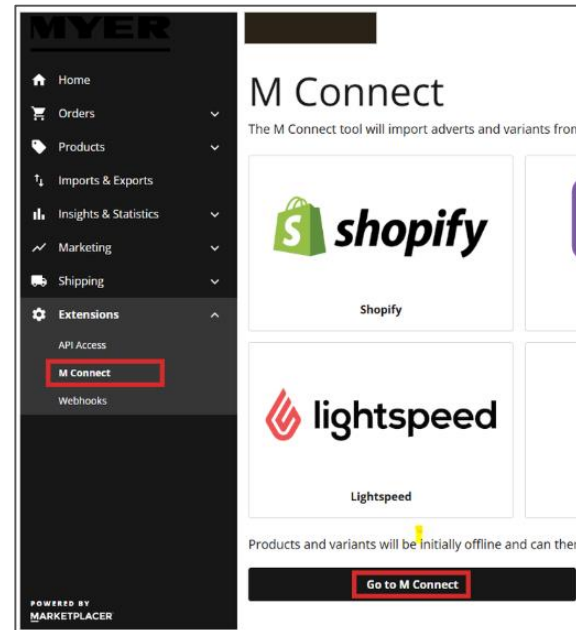
Where can I view my products within Marketplacer?

Once the sync is successful between your platform and Marketplacer, you can view your products in 2 locations:

1. Log in to *Marketplacer > Manage Products*



2. Log in to *Marketplacer > Extensions > M Connect > Go to M Connect*



More info on Point 2 in the next page

API [M-Connect]

M

Imports

Items

Invoices

Settings

Shopify | myer2.marketplacer.com | [REDACTED]

Items (808 found) Each item represents a product

Advert ID
Variant ID
SKU
Barcode

Active

Search

Image	Shopify ID	Title	Status Active	Advert ID	Most Recent Import Error	Actions
	6833528791605	Disney Junior Minnie Magical Fun Set	true	100393766	Automatic publication failed: Taxon must be filled in	Details
	6834879865701	Disney Junior Minnie Luxury Bundle	true	100393778	Automatic publication failed: Taxon must be filled in	Details
	7000050865767	Disney The Little Mermaid Accessories Bundle	true	100393776	Automatic publication failed: Taxon must be filled in	Details
	6906835545709	Disney Princess Ariel Pendant Stretch Beaded Necklace & Bracelet	true	100393052	Automatic publication failed: Taxon must be filled in	Details

Total number of products fetched by Marketplacer when sync was enabled

Any import error will show here with description of what the error relates to (eg – Taxonomy missing, Barcode missing, etc)
Click on 'Details' for more info.
Click into the product to fix any errors

API [M-Connect]

What are the most common import errors in Marketplacer?

1. INVALID BARCODES – All products listed should have a valid 13-digit GS1 compliant barcode. The barcode in Marketplacer and Retek (Myer system) should match for a product to successfully flow through to other systems within Myer including the website. If you're using a UPC barcode, a leading '0' should be manually added since they will usually be a 12-digit number



SKU	Barcode
SWW009PS	025302bb-20a5-4ae1-b9e3-61d8b31775b7
SWW009PS	d30890d1-3318-4d24-9bc9-8bcff5157b61



SKU	Barcode
T200	1234000034928
T100	0849210016230

13-digit barcode



Leading '0' to the UPC barcode

API [M-Connect]

What are the most common import errors in Marketplacer?

2. 'NOT ACTIVE' STATUS – This product state relates to products that have a 'False' status in the 'Status Active' column. This generally occurs when the products are not listed as 'Active' in the Seller's platform. (for eg – a product marked as 'inactive' in Shopify will show as 'False' status in Marketplacer). Products that are in 'False' status will not flow through to Myer systems


Status Active is False indicating that the product is not set to Active in the Supplier's systems. Once the items are set to 'Active' at the Supplier end, this status will change to 'True' when Marketplacer pulls in an API update

Image	Shopify ID ↑ ↓	Title	Status Active ↑ ↓	Advert ID ↑ ↓	Most Recent Import Error	Actions
	7556122574957	Disney Moana 2 Dress	false	100376987		Details
	7525558419565	Disney Princess Press On Nails	false	100376964		Details

API [M-Connect]

What are the most common import errors in Marketplacer?

3. SALE PRICE > BASE PRICE – Ensure the **Sale Price** of a product is lower than the **Base Price**. If not, Marketplacer will show an import error

Shopify	M Connect	Myer
Shopify ID: 7598898249913	Title: Sorrento Seersucker Shirt - Navy	Myer Advert ID: Not yet synced
Shopify status active: False	Brand: Swims Australia	Most recent import error:
	Price: \$249.95 Sale price: \$259.95	<ul style="list-style-type: none">• Sale price must be lower than regular price
	SKU:	<input type="button" value="Import"/>


API [M-Connect]

Important Catalog Listing Rules

1. VARIANTS

When listing products, ensure colour variants are listed as separate/individual products. Myer systems only support **size variants**. Hence, similar products in different colour variations need to be listed separately





Cory Beanie

ID: 100375513




!

Catalog Rule Errors:

Expected blank, got #<Attachment::ActiveRecord

Expected blank, got #<Attachment::ActiveRecord

Expected blank, got #<Attachment::ActiveRecord

	012-05	1070104	40.0	-
	Black	1070165	40.0	-
	Olive	1070163	40.0	-

The products listed here contain 2 colour variants – Black & Olive. This is incorrect. Both colour variants need to be listed as separate adverts/listings within Marketplacer

API [M-Connect]

If a product has **size variants**, these need to be listed as below under 1 advert ID



 Dents Women's Leather Gloves with Herringbone Strap and Stud and 3-Point Stitch Detail
ID: 100351960

	Description	ID	Base price	Sale price	Stock level	SKU	Source	External ID	Status	Meets rules?	
No Image Provided	S	957057	119.95	-	2	77-0043-BLACK-S	External	163659-77-0043-BLACK-S	● Online	✓	  
No Image Provided	M	957058	119.95	-	2	77-0043-BLACK-M	External	163660-77-0043-BLACK-M	● Online	✓	  
No Image Provided	L	957059	119.95	-	2	77-0043-BLACK-L	External	163661-77-0043-BLACK-L	● Online	✓	  
No Image Provided	XL	957060	119.95	-	1	77-0043-BLACK-XL	External	163662-77-0043-BLACK-XL	● Online	✓	  

API [M-Connect]

2. GENERAL GUIDELINES

- Products should have up to 3 images. Ensure images are not added at variant level
- All products (including variants) should have unique barcodes
- Product Title should be of less than or equal to 100 characters
- Product description should be a minimum of 150 characters and a maximum of 5000 characters. Exceeding this limit will restrict the workflow into MYER systems
- Products should include a standard price
- Category & Brand name should be filled in

Category *

Q t-shirts




x

Brand *

Q Kangol

x

- Add in the size and colour for each Product if applicable for your category (*View Product > Variants > Edit > Select size/colour from dropdown and **Save***)

Status	Meets rules?	
● Online	✓	<div><div></div><div></div><div></div></div>

API [M-Connect]

How to update attributes – Brand / Category / Size / Colour & Barcodes in Bulk

- Go to Products > Mapping

The screenshot shows the 'Mapping For Imported Products' page. On the left is a sidebar with navigation links: Home, Orders, Products (selected), Manage Products, Add New Product, Bulk Upload Products, Bulk Upload Stock, Mapping (highlighted), Marketplace Catalog Rules, and Manual Stock Update. The main content area has a title 'Mapping For Imported Products' and a description: 'If you have imported products through the API or integrations they may have categories or brands that have different spellings/structures than are used on the seller portal e.g. a product with the external category *Bicycle*, could be *Bikes* on the seller portal. You can use the mapping tool to make these corrections. Read our knowledge base article for more information.'

Below the description are four tabs: 'Brand (0)', 'Category (12)', 'Option type (0)', and 'Option value (1)'. The 'Brand (0)' tab is currently selected. Below the tabs is a search bar labeled 'Filter by product id or source value'. To the right of the search bar are three checkboxes: 'Mapped' (checked), 'Skipped', and 'Exclude items with 0 products'. At the bottom, there is a table with three columns: 'Source value', 'Products', and 'Map to...'. The table is currently empty.

- Depending on what you're looking to update, select from the Tabs on top – *Brand, Category, Option Type and Option Value*.
 - Brand** – Search your Brand by clicking on *Edit* and hit *Confirm* after selecting to save the changes
 - Category** – Under *Category* section > Check a product that is in line before selecting the category by clicking on the product count. Search your category by clicking on *Edit* and hit *Confirm* after selection to save the changes
 - Size/Colour** – Under *Option Type and Values* section > Check a product that is in line before selecting the size/ colour by clicking on the product count. Search your size/colour by clicking on *Edit* and hit *Confirm* after selection to save the changes.

API [M-Connect]

How to update attributes – Barcodes in Bulk

- Go to Products > Bulk Upload Products > Generate > Select All > Confirm Selection > Download

Home

Orders

Products

Manage Products

Add New Product

Bulk Upload Products

Bulk Upload Stock

Mapping

Marketplace Catalog Rules

Manual Stock Update

Bulk Upload Products

The upload multiple products functionality allows you to perform bulk uploads and changes using a spreadsheet format.

Download a spreadsheet

Spreadsheet name	XLSX
Existing products	<div>Generate</div> CSV ⓘ
Products with errors	<div>Generate</div> CSV ⓘ

- Open the sheet you just exported. Update the Barcodes in Column 'AO'. If the Barcode is an UPC barcode, convert the input format to text and add a leading '0' to the number.

	AO
Barcode	
0123456789111	

- Once the Barcodes are filled in the sheet, you can Save and upload the file back into Marketplacer on the same page

Upload a spreadsheet

Upload spreadsheet

Upload spreadsheet

or drop file here

Files must now be uploaded in XLSX (Excel) or CSV (Comma Separated Value) format.



2. MANUAL INTEGRATION

Manual integration into Marketplacer requires Sellers to manually create/upload products and manage pricing, stock, etc via a spreadsheet regularly. This approach provides Suppliers with a bulk option that is less manual than adding products one-by-one but does not require automation (M-Connect).

Suppliers are not locked into an integrated approach; they may choose to try the manual method and then switch to spreadsheet uploads or M-Connect. This section explains how you can manually add products into Marketplacer.

Check that you’re using the latest version of the Marketplacer Seller portal

Two versions of the seller portal exist, differing in appearance and menu structure. The icon in the top right-hand corner of your seller portal will tell you which version you’re on. Always ensure you’re using *Seller portal 2.0*:

Legacy seller portal	
Seller portal 2.0	

MANUAL INTEGRATION

HOW TO ADD INDIVIDUAL PRODUCTS

1. Go to the **Products > Manage Products**
2. In the **Manage Products** page, click **Add New Product**
3. Complete the **Product Information** and click **Next**
4. Complete the **Product Details** tab and click **Next**
5. Complete the **Pricing** tab and click **Next**
6. You can add images, videos, and PDFs in the **Media** tab (remember to provide a custom thumbnail image when adding a custom video URL)
7. Click **Next**
8. In the **Variants** tab, click **Create New Variant**. The **Create New Variant** window opens
9. Complete all the variant details and select **Save Variant**
10. To add more variants, repeat from Step 7
11. Once you are ready to add the product, click **Submit**

For a video reference of the steps, check <https://youtu.be/nEdHOSMvOWw>

MANUAL INTEGRATION

HOW TO ADD PRODUCTS IN BULK

You can bulk import products into Marketplacer through the Seller Portal if you have many products to add or if you are manually adding variants to existing ones.

1. Log in to the **Seller Portal**
2. Navigate to **Products > Bulk Products Upload**
3. In the **Download a spreadsheet** section, select the file format between XLSX or CSV



Using CSV may corrupt special characters in the title, description, or other details. We recommend using XLSX

Download a spreadsheet		
Spreadsheet name	XLSX	
Existing products	<button>Generate</button>	CSV
Products with errors	<button>Generate</button>	CSV

MANUAL INTEGRATION

4. Update the spreadsheet with the products you want to add. If you are unfamiliar with the bulk upload spreadsheet, see [Understanding Bulk Upload Product Spreadsheet](#)
5. Go back to the **Bulk Upload Products** page in the Seller Portal
6. Click **Upload spreadsheet** and select the file you updated. Ensure your entries align with the product structure (taxonomy) set by MYER
7. Choose whether to override existing product data:
 - If you are adding new products, **do not** select the checkbox that removes existing products and variants
 - To manage all your products and replace all data, select the option to remove all existing product and variant data
8. Click **Upload**
9. To monitor the status and check if there are import error, scroll down to the **Recent Import History** section
10. Note: If errors occur, you can fix them directly in the product list or edit the spreadsheet and re-upload

MANUAL INTEGRATION

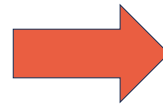
HOW TO ADD/EDIT PRODUCTS IN BULK

For adding or making changes to multiple products in Marketplacer, you can edit your full product list in a spreadsheet and then upload the file to make changes. This is more efficient than editing products manually.

You might do this, for example, to rename or update multiple product descriptions or details.

Step 1: Download and edit existing product list

1. Log in to the **Seller Portal**
2. Navigate to **Products > Bulk Products Upload**
3. In **Step 1**, select the preferred file format: CSV or Excel



Step 1 Create a spreadsheet that details your ads
The upload Multiple Adverts functionality allows you to perform bulk uploads and changes using a spreadsheet format.

Existing ads

As this process takes some time, we will send you a copy to the email address you enter below

Select Format	Existing ads	Ads with errors	New ad template
<input type="radio"/> Excel <input checked="" type="radio"/> CSV	<input type="button" value="Download"/>	<input type="button" value="Download"/>	<input type="button" value="Download"/>

MANUAL INTEGRATION

4. Under the label **Existing ads**, select **Download**. This downloads a list of your current products.
5. Open the file in a spreadsheet program. If you are not familiar with the spreadsheet layout, see [Understanding Bulk Upload Product Spreadsheet](#)
6. Edit the products listed in the spreadsheet
You will need to provide the following information in the document for upload:
 - Brand
 - Variants (i.e Size options)
 - Stock Level
 - Barcode (13-digit GS1 barcode)
 - SKU
 - Title Description (name of the advert/product - (less than or equal to 100 characters)
 - Main Description (minimum 15 characters and a maximum of 5000 characters. Exceeding this limit will restrict the flow into MYER systems)
 - Price
 - Images (Myer can accept up to 7 but no less than 3)
 - Taxonomy (categorisation)

Adding categories – MYER will provide you with a taxonomy tree that outlines applicable categories and any prototypes and subtypes that are required per category. When filling out the Categories in the advert file, it is important to make sure it is like-for-like i.e. all lower-case letters

7. When you have finished, save the file ready for upload



If you'd like to know what each of the fields in the template means, check the next 2 slides, before moving on to Step 2 – Importing the sheet back into Marketplacer

MANUAL INTEGRATION

UNDERSTANDING WHAT EACH COLUMN MEANS IN THE TEMPLATE

- **Advert ID:** Marketplacer Advert ID. You will not need to fill this column in when uploading new adverts – it will auto publish
- **External ID:** Connection ID from Supplier backend – only applicable to M-Connected Suppliers
- **Publish Advert [Yes/No]:** Yes
- **New or Used:** New
- **Gender [m/f]:** Set whether the product is for males, females or unisex
- **Category 1/2/3:** This is the Myer categories and subcategories – taxonomy – you will need to ensure that you are mapping the products into the correct categories
- **Brand:** The brand who made this product – any difference in spelling to what is entered by Myer will cause the upload to fail
- **Variant Option Name:** This is the variant option name i.e. Colour/Size
- **Variant Option Value:** This is the variant option value i.e. Red/12
- **Stock level:** Update the stock level of all products
- **Variant ID:** For downloaded adverts; this is the ID associated with any advert variants (i.e. the same product in a different colour) – this does not need to be added for new adverts
- **Variant External ID:** Connection ID from Supplier backend – only applicable to M-Connected Suppliers
- **Variant Price:** The price of any variants, i.e. an Oak table may cost more than an iron table of the same design
- ***Please Note:** If bulk updating advert prices, ensure both the base price and the variant price is updated
- **Barcodes:** GS1 13-digit Barcodes
- **SKU:** Advert SKU
- **Variant Notes:** Variant Notes assist when mapping products; an example of a variant note is 'Colour: Red' this will let you know what colour the variant item is, this auto populates when M-Connected
- **Variant Shipping Width/ Length/ Depth:** N/A

MANUAL INTEGRATION

UNDERSTANDING WHAT EACH COLUMN MEANS IN THE TEMPLATE

- **Title Description:** Product title; limited to 160 characters in length
- **Main Description:** Product description
- **Specifications:** N/A
- **Feature Option Type:** N/A
- **Feature Option Value:** N/A
- **Base Price:** Product Base Price
 - *Please Note: If bulk updating advert prices, ensure both the base price and the variant price is updated
- **Image 01 (Main):** Set the main Product image
 - *Please note: images have to be uploaded as a URL link and cannot be a lifestyle shot
- **Image 02-20:** A seller can upload up to 20 images however, the minimum is 3 images and Myer will only accept and enrich the first 7
 - *Please note: images have to be uploaded as a URL link

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Ad ID	Custom Co	Advert Tax Cod	Advert Item Tax R	External ID	Publish Advert	New or Used	Gender (m/f)	Mappe	Vetted	Vetting I	Vetting Rejei	Resubmit	Advert Created At	Advert Updated At	*Category	Category 2	Category 3	Category bef	*Brand
2	'100303915				6076973351080	Yes	New	unisex	true	false				2023-09-13T15:52	2023-09-15T12:00:2	home	outdoor	camping		Elkier
3	'100303941				6077035151528	Yes	New	unisex	true	false				2023-09-13T15:52	2023-09-15T12:00:1	travel-tech	bags-tavel-accessories	backpacks		Elkier
4	'100304162				6077015195816	Yes	New	unisex	true	false				2023-09-13T15:52	2023-09-15T12:00:2	travel-tech	bags-tavel-accessories	toiletry		Elkier
5	'100304205				6077058285736	Yes	New	unisex	true	false				2023-09-13T15:52	2023-09-15T12:00:1	travel-tech	bags-tavel-accessories	travel-accessories		Elkier
6	'100303899				6077067591848	Yes	New	unisex	true	false				2023-09-13T15:53	2023-09-15T12:00:2	travel-tech	bags-tavel-accessories	weekend-overnight		Elkier
7																				

MANUAL INTEGRATION

CREATING MULTIPLE VARIANTS UNDER ONE ADVERT ID

If a single product has multiple variants i.e. *Size*; you do not need to fill in the category lines for each variant of that product. Same goes for Title, Description and Image links. This distinguishes each individual product for the system when uploading so that you do not end up with a separate Advert for each variant.



Please Note that MYER does not allow for Colour Variants, only Size Variants

External ID	Publish	Advert New or Used	Gender (m/f)	Mappe/Vetted	Vetting	Vetting Rejei	Resubmit	Advert Created At	Advert Updated At	*Category	Category 2	Category 3	Category bef	*Brand	Brand before mapping	Variant Option Name 1	Variant Option Value 1	Variant Option Name 2	Variant Option Value 2
6076973351080	Yes	New	unisex	true	false			2023-09-13T15:52:2023-09-15T12:00:2	home	outdoor	camping		Elkier			colour	black	size	NOSIZE
6077035151528	Yes	New	unisex	true	false			2023-09-13T15:52:2023-09-15T12:00:1	travel-tech	bags-tavel-accessories	backpacks		Elkier			colour	blue	size	ONEISIZE
6077015195816	Yes	New	unisex	true	false			2023-09-13T15:52:2023-09-15T12:00:2	travel-tech	bags-tavel-accessories	toiletry		Elkier			colour	green	size	S
6077058285736	Yes	New	unisex	true	false			2023-09-13T15:52:2023-09-15T12:00:1	travel-tech	bags-tavel-accessories	travel-accessories		Elkier			colour	red	size	M
6077067591848	Yes	New	unisex	true	false			2023-09-13T15:53:2023-09-15T12:00:2	travel-tech	bags-tavel-accessories	weekend-overnight		Elkier			colour	white	size	L

Common Errors:

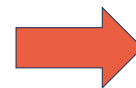
- There are spaces, special characters or spelling mistakes in your CSV; this includes capitalisation of Category names, Option Type/Value names, Brands etc. These must all be listed exactly as they appear in the site architecture i.e. The category is listed in the backend as "Beds" but on the spreadsheet the category is listed as "bed" this means an error will occur and the spelling on the spreadsheet will need to be amended to "Beds"
- The categories (Category 1/2/3) have not been mapped correctly, or in full
- The brand does not exist or needs to be created by the Myer I&O team
- Variants or features do not exist; for example, a seller could have the variant option value 'lilac' however the closest option value in the platform is purple.

MANUAL INTEGRATION

Step 2 : Upload edited products to the seller portal

 Before you upload, make sure columns are not hidden, and filters are off.

1. Go to **Products > Bulk Products Upload**
2. In the Step 2 section, select Choose File and select the spreadsheet



Step 2 Upload your spreadsheet

Attach File

Choose File
No file chosen

NOTICE Files must now be uploaded in **CSV (Comma Separated Value)** or **XLSX** format. You can also export an Excel Spreadsheet as a CSV file by following these [instructions from Microsoft](#).

☐ Tick if you would like to remove all *adverts* and *variants* from your account which are not included in the uploaded CSV file

Upload ads

3. Decide if you want to override all your current product and variant data
4. If the spreadsheet contains only the products you are editing (not the full list of your products), DO NOT select the checkbox that removes all your existing adverts and variants
5. If all your products are listed in the spreadsheet and you want to replace all information about your products in the seller portal, select the option to remove all existing product and variant data
6. Select Upload ads to import the spreadsheet data. Depending on how many products you have added, the upload time can vary between a few minutes and about 30 mns for very large files
7. Check the Update Status list at the bottom of the screen to see when the upload is complete, and if errors were detected
8. If there were any errors, you can fix them individually in your product list or else edit the spreadsheet to fix them and upload the edited list

3. CUSTOM API INTEGRATION

This type of integration allows you to build a custom API to connect your systems to Marketplacer. However, there is limited support provided from MYER and Marketplacer when building a custom integration. This build is usually completely executed by the Supplier.

The Custom API will facilitate product creation including updating product copy, attributes, images and pricing in Marketplacer.

Here are 2 useful links that will provide you with all the relevant information to be able to build a custom integration into Marketplacer:

Seller API - <https://dev.marketplacer.com/docs/seller-api/>

Webhooks - <https://dev.marketplacer.com/docs/webhooks/>

CUSTOM API INTEGRATION

GENERATING AN API KEY

Sellers are responsible to generate their own API key within Marketplacer. You must generate an API key to use the API. Follow the below steps to generate a key –

1. Go to **Extensions** > **API Access** on the left-side menu. The API Access & Documentation page opens with a list of existing API keys.

API Access & Documentation

About the Marketplacer API

Marketplacer API documentation can now be found at dev.marketplacer.com

Your API endpoint is <https://myer2.marketplacer.com/graphql>

Create new API Key

Description

Insert a unique name and description for this key.

Organization

Enter the legal name of the Organization agreeing to the API License.

☐ I have read and understood the [API License](#).

CUSTOM API INTEGRATION

2. To create an API key, provide this information in the **Create new API Key** section:
 - **Description:** Provide a unique description. The description must reflect the intended use of the API key.
 - **Organization:** Enter the legal name of your organization.
3. After you read and understand the API license, select the checkbox beside '*I have read and understood the API License*'.
4. Click **Create API Key**. The API Key windows display showing the API key. You can only see this value once.
5. Copy and paste the key to a safe place.
6. Click **Close**



Note: You can no longer retrieve the key when you close this panel and browse away from this page. So make sure you copy and save this as you would a password!

How orders and payments are transmitted to you

ORDERS

Marketplacer does not group orders by Customer's email. This is because each line item needs to be split out into a separate Marketplacer Invoice Numbers (as a customer may have one Myer order but have items in their one basket from multiple Marketplace vendors)

Once orders are fulfilled, Supplier will require to update Marketplacer with the Carrier Name and Tracking Number for each order/invoice. If you've connected via API or built a custom integration into Marketplacer, this information will should flow through automatically to Marketplacer

Inputting a Carrier Name and Tracking number is the only way to ensure the order status is closed in the MYER system

PAYMENTS

The Supplier does not invoice Myer for orders. MYER holds the transaction with the Customer and therefore Myer receives and holds the funds paid by the customer. MYER remits the Supplier as per your contractual terms for all transactions captured within that payment period (payment being transaction value paid by the customer less Myer 20% commission)

RETURNS

Customers can return a product (in new, unused condition in original packaging) to one of our stores or utilising Myer's Australia Post account within 30 days of purchase. Myer will then onforward the returns back to your designated Australian warehouse. You will also be able to track these returns via our supplier returns portal.

Important MYER Contacts & Information for all your queries

- Queries regarding your **Account** or any Urgent issues – your Account Manager
- Queries regarding **Integration and Onboarding** into MYER systems – integration.onboarding@myer.com.au
- Queries regarding **product enrichment** including product copy and images – onlineenrichment@myer.com.au
- Queries regarding **sales/returns reporting** access – b2bsupplierportal@myer.com.au
- Queries regarding **order enquiries** (post purchase), refunds and base price changed – dsvoperations@myer.com.au
- Queries regarding **sale/promotional pricing** via PEP – onlinepromotions@myer.com.au

SUPPLIER TOOLBOX – <https://doc.pep.myer.com.au/>

The Supplier Toolbox is a great online resource to learn about Enrichment processes including product copy and image guidelines, MYER processes, workflows, etc. Bookmark this page for quick access as it is regularly updated with everything you need to do know to help understand the MYER ways-of-working.