

Your Maropost Commerce Cloud Journey

Commerce Cloud Onboarding

Mobile Storefront (EDIBLE BLOOMS):

- Fruit Bouquet: \$132.99
- Chocolate Bouquet: \$115.99

Desktop Dashboard (MAROPOST COMMERCE CLOUD):

ORDER NUMBER	ORDER STATUS	CHANNEL	PAYMENT
N8567463	Dispatched	amazon	On Account
N8567464	Backorder	ebay	On Account
N8567465	Pick	POS	Paid
N8567466	Dispatched	Online Store	Paid

Summary Cards:

- Gross Revenue - MTD: \$456,617
- Returns - MTD: \$12,393
- Pending Orders: (Pie chart)

Your Maropost Commerce Cloud Journey

Welcome to the Maropost Commerce Cloud family, we're pumped to have you onboard and eager to help you reach your goals, but first we need to get you up and running.

Starting with us can be done in two ways, you can set up your store yourself or we can connect you to a certified Maropost Commerce Cloud Partner who'll handle the whole thing for you - whatever works best for you!

If you choose to do it yourself, don't worry, you won't be alone. Our Customer Success team will be checking in on you to help you along the way and if you find that you need extra help, or just want to go live faster, you can always tap into the services of our Partner network through our job request portal.

Whatever you choose, there are a few things you need to know to succeed with Maropost Commerce Cloud, so we've put together this guide to help you. Inside you'll find information on how to set up your site, as well as tips and recommendations for after you launch, to ensure you get the most out of Maropost Commerce Cloud and ultimately grow your business!

Do It Yourself:

Maropost Commerce Cloud is a self-service SaaS platform. Our Support Hub is where you can find hundreds of comprehensive articles and videos to guide you through each step of your setup in detail, as well as an online community of business owners sharing their knowledge. [Here's where](#) you will find everything you need to set your site up yourself.

Partner Services

Maropost Commerce Cloud's community of expert partners offer a broad range of services, from cost-effective set-up services designed to get you up and running, to website design and marketing projects. To engage a partner, you can submit a [job here](#) or get in contact through the [partner directory](#).

Design Services

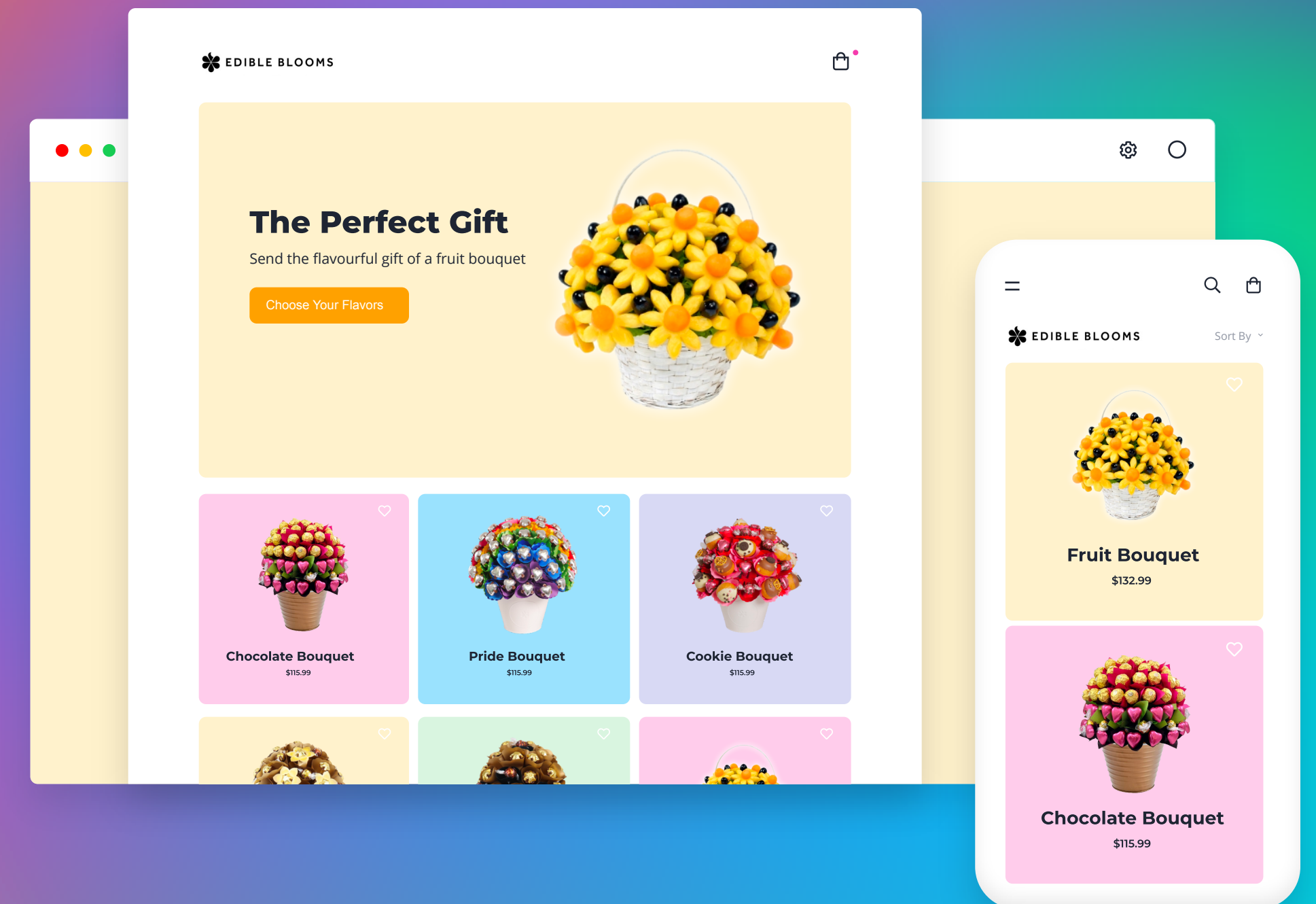
Need some small changes to your webstore? Whether you're looking to design a site from scratch, revamp an existing store, or migrate what is already working for you, we have [Maropost Commerce Cloud certified partners who can help](#).

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Your Success Team

Your Success Team

As a new Maropost Commerce Cloud customer, you have been assigned a Customer Success team for life! Our success team are with you from the very beginning of your journey to guide you in the right direction, through to becoming a Maropost Commerce Cloud success story. If at any time you need a helping hand or are unsure what to do next, get in contact with our success team who will be able to point you in the right direction!

[Get in touch with the team here.](#)



Adam



Paul



Rom



Rene



Rob

Step 1

Setup Billing

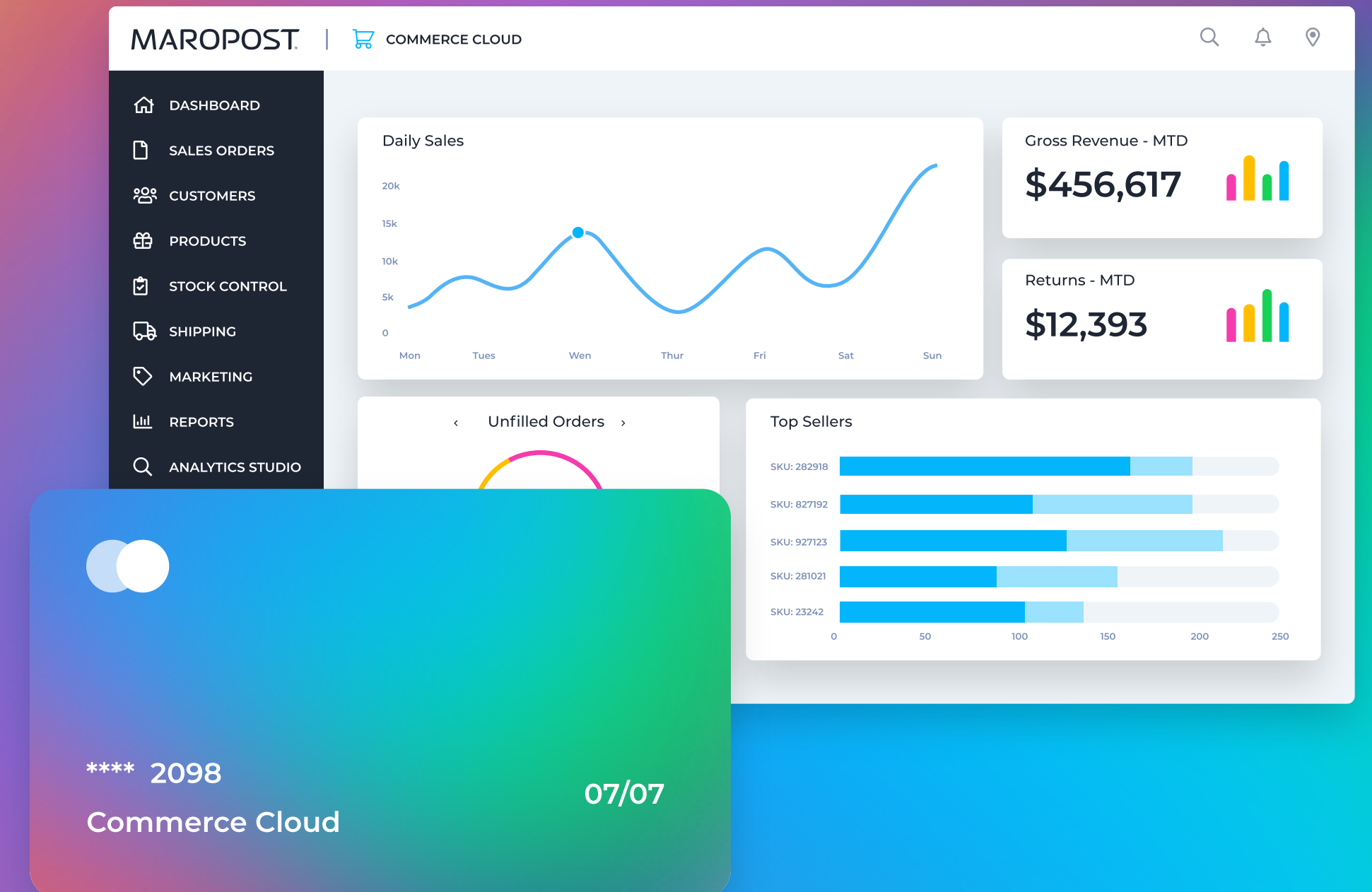
Step 1 - Setup Your Billing

First things first, we encourage you to set up automatic billing through your preferred payment provider, to cover your Maropost Commerce Cloud subscription costs. We accept PayPal, Amex, Visa and Mastercard!

To add and manage your payment method:

1. Login to your control panel (enter `yourdomain.neto.com.au/_cpanel` into your browser) and enter your username and password to log in.
2. Once logged in, hover over your username in the top right hand corner and click **Manage subscription** from the drop down menu which will direct you to the billing portal.
3. Select **Manage** to add a payment method.
4. Click either **Credit Card or PayPal** from the drop down menu on the right hand side then click ***Add***.
5. If Credit Card, fill in your details and click **Save** on the bottom right. If PayPal click ***Add***. You will then be prompted to log into PayPal. Follow the prompts to add PayPal as a payment method.

Please note: The option to pay your first invoice will automatically be selected.



Step 2

Add Business Details

Step 2 - Add Your Business Details

1. Enter your business details and upload your logo.
2. Set your default currency and tax.
3. Add additional warehouses/outlets/registers if required.
4. Updated your trading terms and returns policy pages.
5. Each staff member that needs access to your Maropost Commerce Cloud control panel will need their own user account. To add staff members, navigate to **Settings & tools > Staff users**.

When you signed up for your Maropost Commerce Cloud account you provided some of your business details. We have already used these details to populate your store, and set your currency and tax rules. You can edit these details at any time by navigating to **Settings & tools > Business details** in your Maropost Commerce Cloud control panel.

Maropost Commerce Cloud supports selling and fulfilment from multiple locations. If you have more than one location, navigate to **Stock control > Locations/warehouses** to add additional locations. Once added, you will be able to add stock and fulfil from your new location.

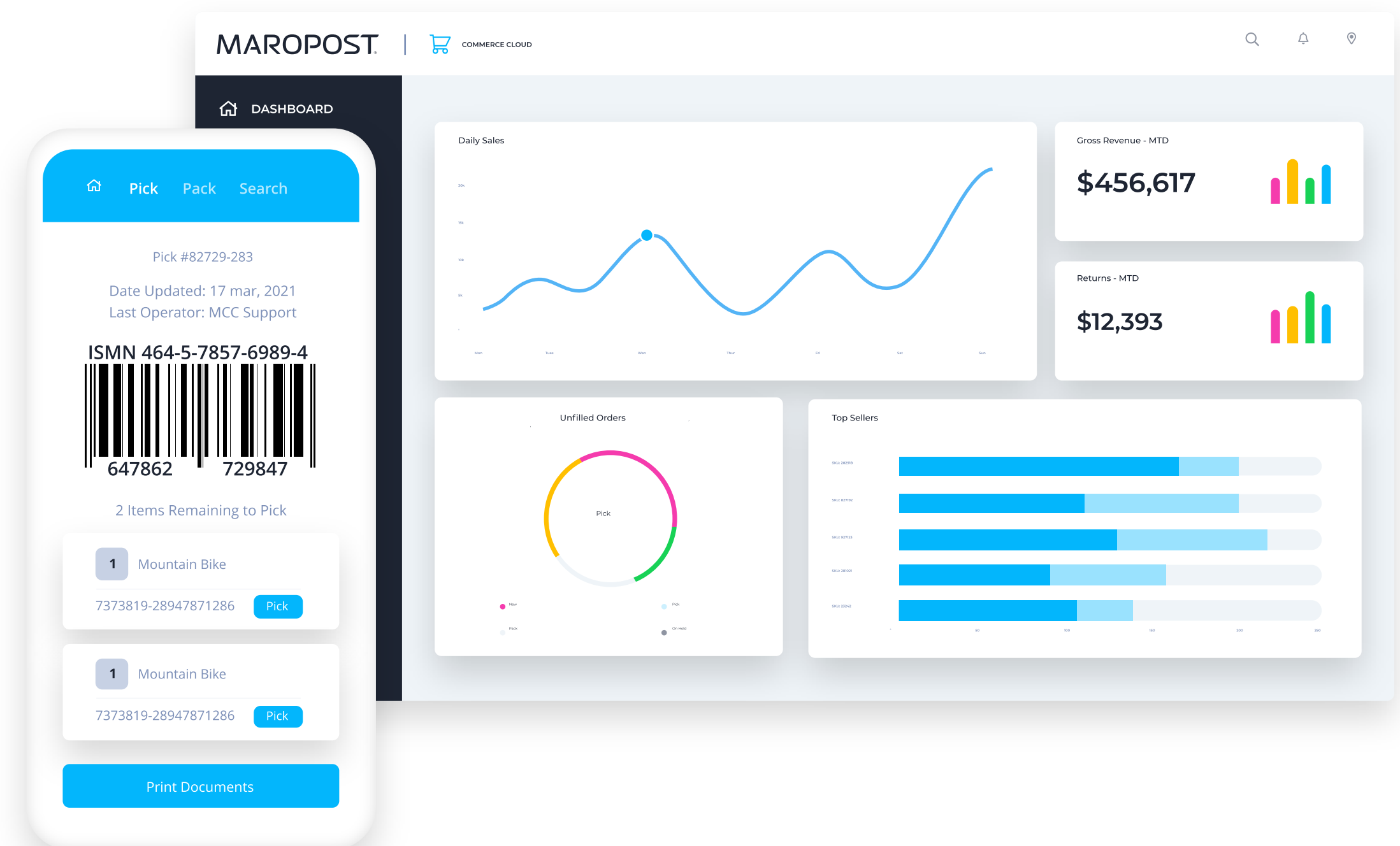
Trading Terms and Return Policy pages are required to sell online. We've gone ahead and created these pages for you, so all you need to do is update the pre-populated information. You can do this by navigating to **Webstore > Web page** and clicking on the page you want to update.

Do It Yourself

- Setup [Multiple Warehouses](#)
- Setup [Different Currencies](#)
- Add a [Content/Information Page](#)

Partners Services

- [Maropost Commerce Cloud Partner Directory](#)



Step 3

Design Your Store

Step 3 - Design Your Store

For the best possible customer experience, it's important to make sure your website design is consistent with your logo and branding. You can achieve this in a few different ways:

- Choose a free or premium theme and style it to suit your brand.
- Code your own design (HTML/CSS skills required).
- Engage a designer for a bespoke solution.

The Maropost Commerce Cloud theme store has over 50 free and premium professionally designed ecommerce [website templates](#) that you can use for your own online store. Using a premade theme is the quickest and easiest way to launch your store.

Whether you are looking to design a site from scratch, revamp an existing store, or migrate what is already working for you, we have a solution that will meet your needs. We can help with an initial consultation to match you to an approved partner who can work on a custom design, or you can choose to do it yourself.



Adam's Pro Tip

Try and use photos of the actual products rather than stock images. Buying online can be scary for some customers so if they see genuine images of the products, it will immediately build trust with your site.

Partner Services

- [Web Design Partners](#)
- [Design Tweaks](#)
- [Get a free Design Consultation](#)

Do It Yourself

You can install a theme by navigating to **Webstore > Theme editor**. Once installed, you can edit the colours and styles used throughout the template using the inbuilt theme editor.

- [Designer Documentation](#)
- [Tweaks Library](#)
- [B@se Tag Library](#)

Maropost Commerce Cloud provides you with access to the HTML, CSS, and Javascript of your webstore templates, making it easy to customize every aspect of your site. You can access your webstore template files at any time by navigating to **Settings & tools > All settings & tools > Webstore templates**. If you are making multiple changes to your templates, it is suggested you use SFTP to access your template files. [Request SFTP access here](#). Please only access this if you have HTML/CSS skills, to avoid problems with your site!

Step 4

Connect Accounting

Step 4 - Connect Your Accounting Platform

Maropost Commerce Cloud has a number of accounting integrations available to suit your needs. If you already use an accounting program that Maropost Commerce Cloud integrates with, use the links below to see further instructions.

Do It Yourself

- Accounting integration [set-up guides & comparisons.](#)

Partner Services

- Need some expert help? Our dedicated partners specialize in connecting and configuring your compatible accounting platform for you. [Find a partner.](#)



Step 5

Add Products

Step 5 - Add Your Products

Setup Services

If you are migrating from another platform, our team specialize in transferring your data to Maropost Commerce Cloud.

- [Data Migration Service](#)
- [Product Data Setup](#)
- [Product Category Setup](#)

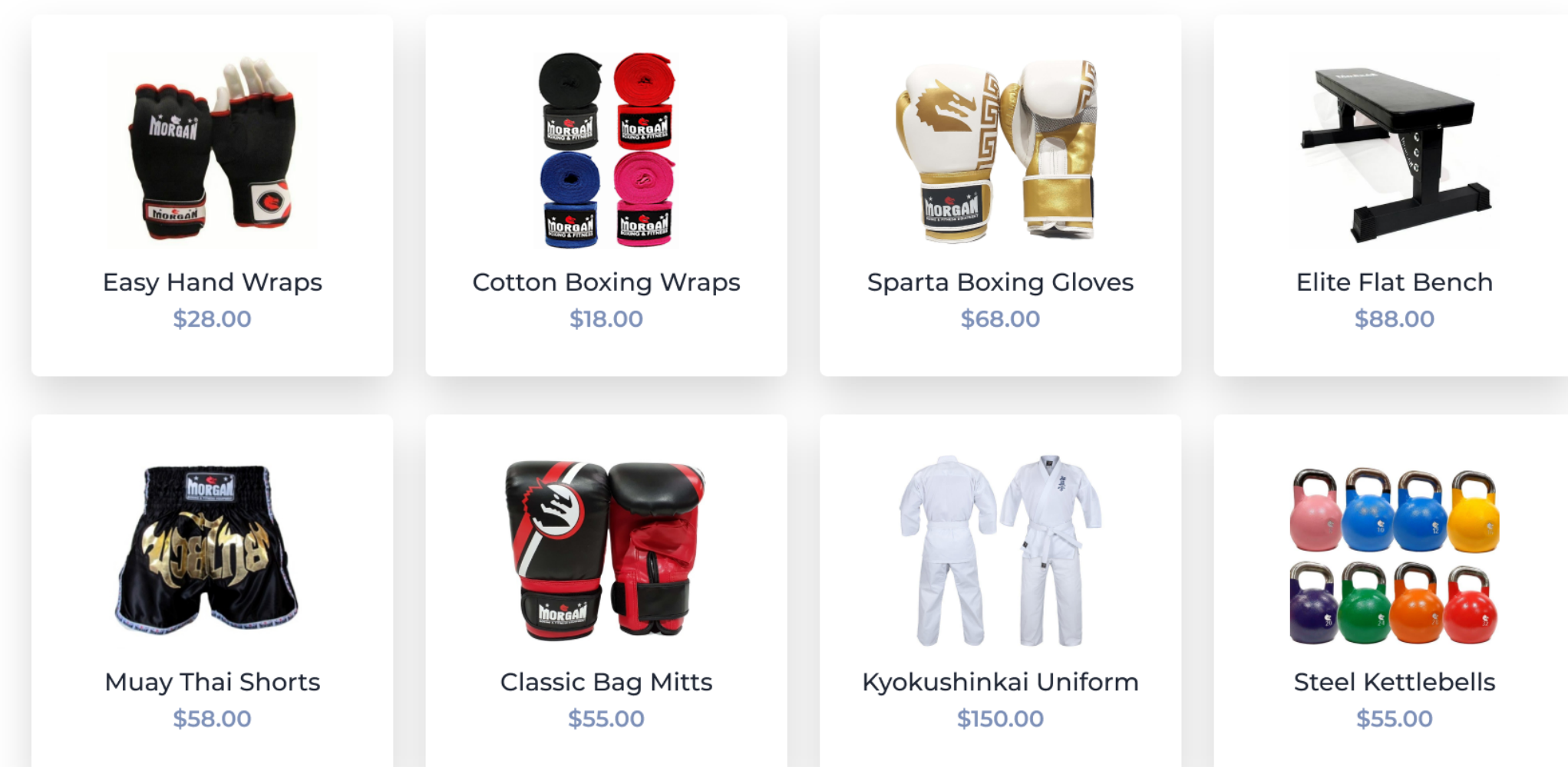
Do It Yourself

You can add products to your website in three different ways:

- Add products through your Maropost Commerce Cloud control panel.
- Import from a spreadsheet (suggested action if adding 100+ items).
- Migrate from your existing platform, eBay, or accounting system.

Add products through your Maropost Commerce Cloud control panel by navigating to **Products > Add product**. If your products are in a spreadsheet, you can import your products by selecting **Settings & tools > Import data**.

- [Product Overview](#)
- [Add Products](#)
- [Import Products](#)
- [Add Variation Products](#)



Step 6

Payment Methods

Step 6 - Setup Your Payment Methods

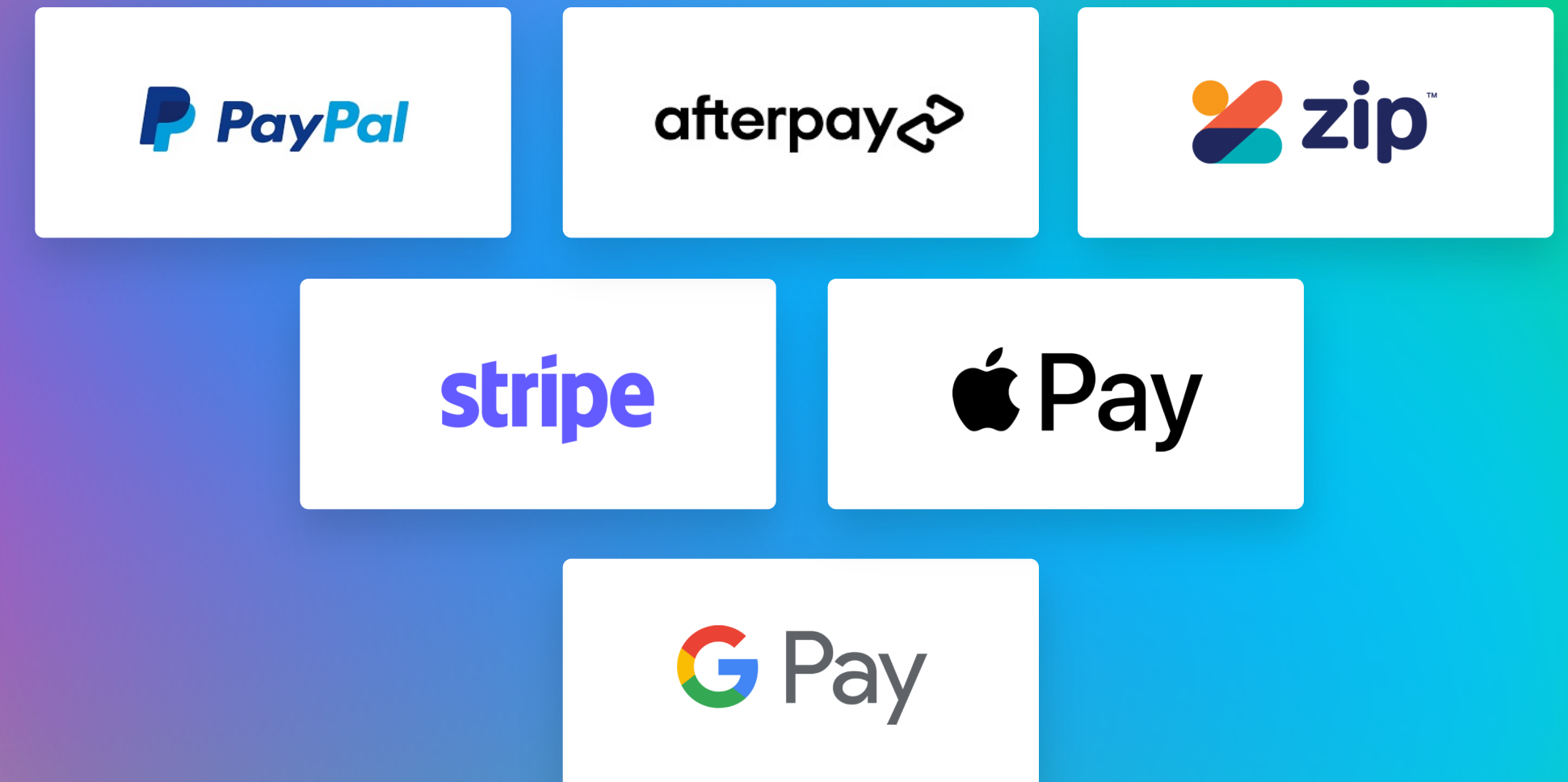
To reduce shopping cart abandonment and improve conversion rates, we recommend offering a combination of Credit Card, PayPal, and Buy Now, Pay Later payment methods at the checkout.

We've set up your store to instantly accept credit card payments through Stripe, which only takes a couple of minutes to set up. You can also link your PayPal account and your existing Afterpay and/or Zip account. You can complete these steps in [Settings & tools > Payment method](#).

Do It Yourself

- [Compare payment gateways](#)
- [Adding payment methods](#)
- [Set up Stripe](#)
- [Set up Apple Pay](#)
- [Set up Paypal](#)
- [Set up Afterpay](#)
- [Set up Zip Pay/Zip Money](#)
- [Set up Google Pay](#)

Our Preferred Payment Partners



Step 7

Shipping

Step 7 - Setup Your Shipping

Your customers want to know what their shipping costs will be before they place an order. Providing a variety of options for real-time shipping cost calculations is a must.



Paul's Pro Tip

Offering free shipping, or free over a certain threshold, can help you convert more sales.

Set up your shipping matrix to provide accurate rates on your webstore by navigating to **Shipping > Shipping options and clicking Add new shipping option**. You can create your own custom rates, or leverage a carrier's API if you have an account with them. Visit the Add-on Store and install the Maropost Commerce Cloud Ship module to connect Maropost Commerce Cloud with popular shipping carriers. By installing Maropost Commerce Cloud Ship, you will be able to streamline the shipping process by generating consignments, printing labels, and submitting manifests, all from within Maropost Commerce Cloud, with no need to duplicate data into your carrier's third-party software.



Rene's Pro Tip

Sendle offers a low cost, flat-rate shipping service that you can set up in a couple of minutes. Maropost Commerce Cloud clients receive an additional \$1 saving per parcel. [More information here.](#)

Setup Services

- [Shipping Setup](#)
- [Shipping Tweak](#)
- [Custom Shipping](#)

Do It Yourself

- [Setup API Shipping](#)
- [Setup Custom Rates Shipping](#)
- [Setup Shipping Carrier Labels](#)



Step 8

Setup Email + Domain

Step 8 - Setup Your Email + Domain

Your domain name will become one of your most important digital assets, so it is important to choose wisely. You should register your domain name in all of the markets you intend to operate within. For example, if you operate in Australia and New Zealand, you should register both .com.au and .co.nz domain names. You can register your domains at any domain registrar, such as Melbourne IT, Crazy Domains, or Net Registry.

Maropost Commerce Cloud does not manage email on behalf of its clients. Instead, we recommend using a third-party email service provider, such as Google Workspace. Google Workspace offers simple, yet powerful communication and collaboration tools for any size business, all hosted by Google, to streamline setup, minimise maintenance, and reduce IT costs. As with other business email services, your email addresses will be linked to your domain (e.g. ryan@mydomain.com) when using Google Workspace. To get started, go to: <https://workspace.google.com/>



Rom's Pro Tip

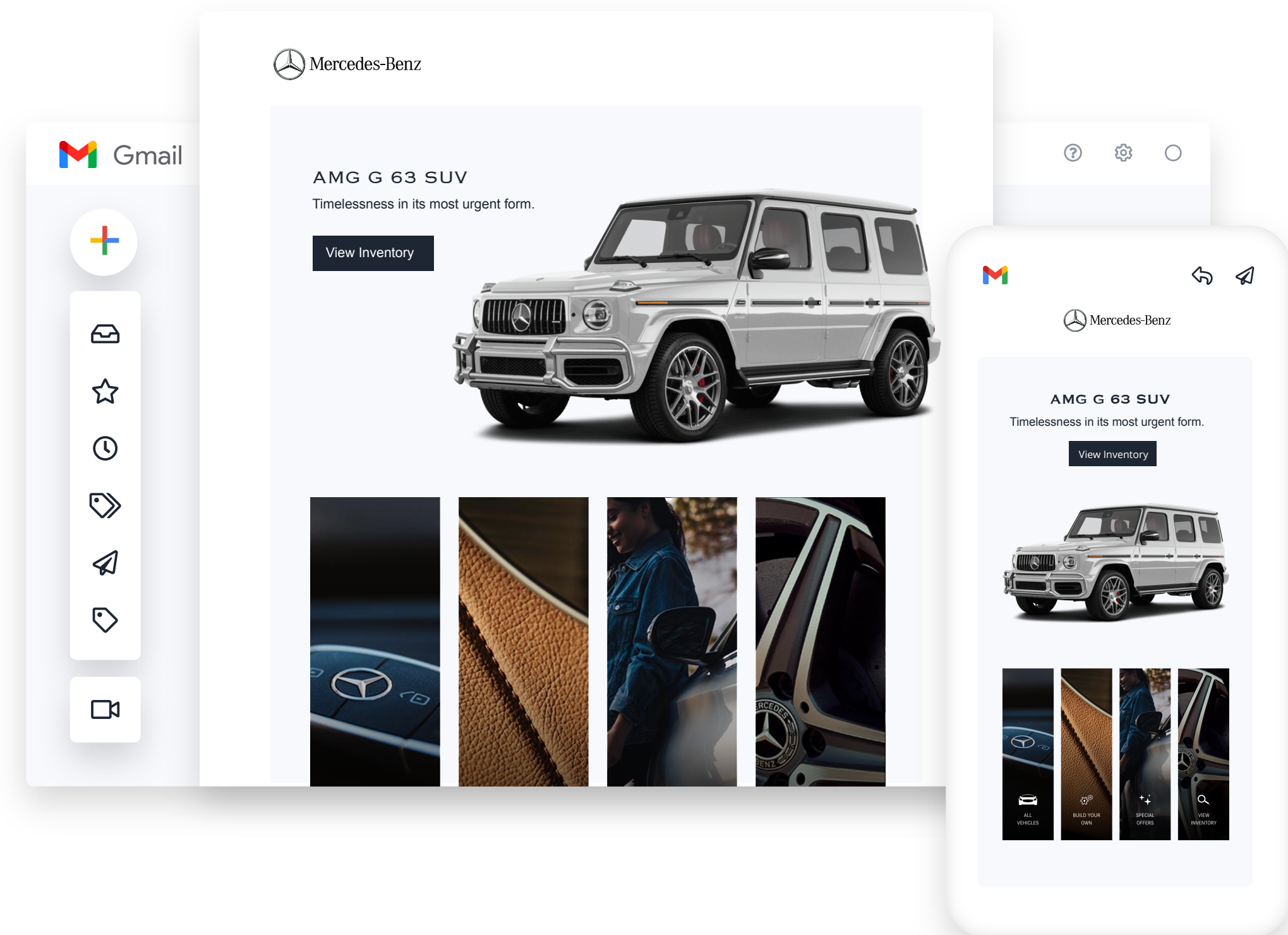
An email address in your domain name can actually make your business look more trustworthy to your customers.

Maropost Commerce Cloud provides your SSL certificate, and installs it free of charge for you when your website goes live.

[Read about it here.](#)

Do It Yourself

- [Register A Domain Name](#)
- [G-Suite Setup](#)



Step 9

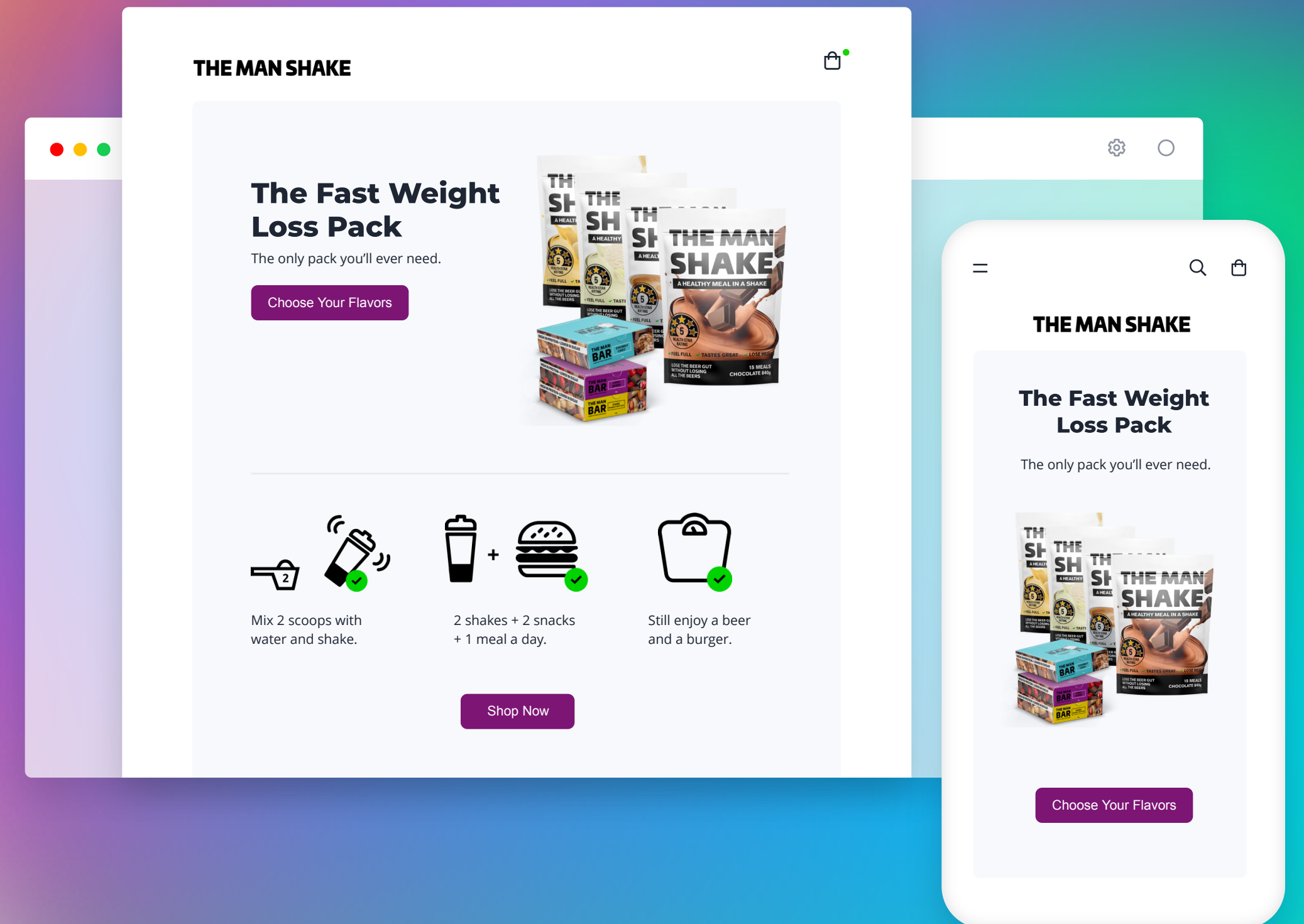
Go Live!

Step 9 - Go Live!

Great! You've made it this far and it looks like you are ready to go live. There are just a few important things you'll need to do before you are ready to start trading. Check out the Go Live checklist to make sure you've completed all the mandatory and recommended setup steps for your webstore. Once completed, you can [request your site go live](#).

Do It Yourself

- [Pre-Launch Checklist](#)
- [Request a Go Live](#)
- [How to Update Products In Bulk](#)



Step 10

Setup Your Sales Channels

Step 10 - Setup Your Sales Channels

Maropost Commerce Cloud supports a wide range of sales channels from Point of Sale to webstores and online marketplaces. Depending on the inclusions of your plan, you may be able to activate one or more additional channels to attract more customers to your store. Best of all, our sales channels can be added or removed as needed, so you can test the waters and see what works for you. If you find that you need more channels or just have a few questions, reach out to your Customer Success agent and they'll be more than happy to lend a hand!

Point Of Sale

(Available in Australia only)

Maropost Commerce Cloud offers a cloud based Point of Sale enabling you to easily sell at a physical location on almost any device, so it's not only great for retail stores, but also for pop-ups and tradeshows.

A Couple of Key Things to Know:

1. Maropost Commerce Cloud POS works on PC, Mac and iPad, Android and Windows tablets. As a cloud based system, Maropost Commerce Cloud POS syncs with your Maropost Commerce Cloud account to update sales and accounting info and ensure accurate stock levels. It works offline too so you don't have to worry about sales being impacted if your internet goes down.
2. It includes features such as product and customer search, discounts, customer-specific pricing, layby and ship from store functionality.
3. Get the most out of it by learning all it can do [here](#).

Do It Yourself

- [Setup Your POS \(Hardware\)](#)
- [Learn About Using Your POS](#)
- [Learn About Managing Your POS](#)

Partner Services

- [Maropost Commerce Cloud Partner Directory](#)

The screenshot displays the Maropost Commerce Cloud dashboard. On the left is a dark sidebar with navigation options: DASHBOARD, SALES ORDERS, CUSTOMERS, PRODUCTS, STOCK CONTROL, SHIPPING, MARKETING, REPORTS, ANALYTICS STUDIO, ADD-ONS, and SETTINGS & TOOLS. The main content area features a grid of widgets. The top row shows a table of orders with columns for ORDER NUMBER, ORDER STATUS, CHANNEL, and PAYMENT, alongside a 'Gross Revenue - MTD' widget showing \$456,617. The second row shows another order table and a 'Returns - MTD' widget showing \$12,393. The third row shows a third order table and a 'Pending Orders' widget with a pie chart. The bottom row shows a fourth order table. The top right of the dashboard includes search, notification, and location icons.

ORDER NUMBER	ORDER STATUS	CHANNEL	PAYMENT
N8567463	Dispatched	amazon	On Account
N8567464	Backorder	ebay	On Account
N8567465	Pick	POS	Paid
N8567466	Dispatched	Online Store	Paid

Commerce Cloud

Marketplaces

Marketplaces

Sell through Australia's leading marketplaces with our in-built solution. Manage your listings, prices, sales orders and fulfilment easily all through Maropost Commerce Cloud.

You'll be able to:

- Streamline your marketplace order fulfilment.
- List thousand of items in minutes.
- Automate your inventory management.
- Manage all your listing data including product images and details directly in Maropost Commerce Cloud.
- Manage multiple stores from the one place.
- Say goodbye to complex spreadsheets and manual processes



Rene's Pro Tip

Marketplaces are a way to reach a bigger audience with minimal effort, so if you haven't looked into selling your products on a marketplace, I highly recommend you do!

Do It Yourself

- [Get the most out of marketplaces with our help guides available on our support hub](#)
- [Learn how to connect your store to a marketplace](#)
- [Learn how to sync and manage your listings](#)
- [Learn what you can sell](#)

Partner Services

- [Maropost Commerce Cloud Partner Directory](#)



What's Next?

Tip For Small Businesses

What's Next? - Tip For Small Businesses

We highly recommend after your site is launched, you make sure you have set up everything that will help you to succeed with Maropost Commerce Cloud. If you aren't sure what to look at, please reach out to our Customer Success team who are here to guide you and help you get the most out of all our features!

Whether you are new to the online world or looking to scale up, we have listed our top suggestions on how you can grow your business with Maropost Commerce Cloud whether you are a small business or looking to scale.

I Am A Small Business!

First things first, learn as much as you can!

Maropost Commerce Cloud is a feature-rich platform and we want you to succeed with us. So to help make that happen we have online training courses so you can learn to master Maropost Commerce Cloud at your own pace. [Find out more.](#)

You also have access to our Customer Success team if you get stuck and need someone to point you in the right direction. [Get in contact with success.](#)

Next, Track it!

If you aren't tracking what is happening on your site, then you are running blind, which will make it harder to make effective business decisions. There is both a free version of Google Analytics or a more advanced version called [Glew Ecommerce Analytics](#). Whatever version you choose, tracking will help you quickly understand what is and isn't working and how customers have found you, so it's a must have! Check out our support guide for help on setting up [Google Analytics](#). Another helpful free service offered by Google is something called Google Search Console. This allows you to monitor and maintain your sites presence in Google Search results, read more [about it here.](#)

Expand your customer base

Marketplaces are growing and the number of shoppers only continues to rise each year. So if you are looking to scale your business, and reach a bigger audience with minimal effort, then a marketplace is a great place to start. Reason is, well-known marketplaces can have millions of visitors jumping online. That's a high volume of customers that may have never come across your product. They also have experience with these marketplaces, trust them, and know what to expect. Maropost Commerce Cloud has integrations with the top marketplaces - Catch, eBay & Amazon. If you want to check out your options, you can [take a look here.](#)

Design Design Design!

Now that you have worked on tracking and bringing people to your site, it's important to go back through your site to make sure everything looks like you want it to and more importantly, as your customers will expect it to.

Have you ever been to a site that was hard to read or use so you went to a different site to purchase? Us too! You spend so much time and money bringing people to your site, so we really encourage you to make sure you are doing everything you can to give your customers the best experience when they get there! If you aren't sure where to start, reach out to one of our [design consultants](#) who can help point you in the right direction.

Market Yourself

If you build a website they will come! That isn't actually true. Unless you are a well known brand, you have to put in some work to bring people to your site. So, if you aren't advertising or selling on a marketplace, you may find your sales are sluggish. If you need help with improving traffic to your site, reach out to one of [our experts](#) in all things advertising who will be able to help you out.

What's Next?

Tip For Small Businesses

What's Next? - Tip For Small Businesses

Buy Now, Pay Later Methods!

Offering additional payment methods such as Afterpay, Zip Pay or Zip Money can help turn browsers into customers as the more options you offer, the more opportunity someone will have to be able to purchase from you. If you want more information as to how they work, [check it out here](#).

Support

If at any time you need some more technical help, you can check out our [support hub](#). Here you can contact our support team, speak to other Maropost Commerce Cloud customers to ask questions, and access all our training and support documentation and videos.



Rob's Pro Tip

If you are still stuck after checking out the above, then please reach out to the Customer Success team who will point you in the right direction!

Pay Later Methods



What's Next?

Tip For Scaling Businesses

What's Next? - Tip For Scaling Businesses

First things first, learn as much as you can!

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[Find out more.](#)

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Maximize Your Profit

If you are looking to scale up, it's important to make sure you are working smarter not harder. One way you can do that is through our multi-location, multi-channel inventory software. Maropost Commerce Cloud's inventory management software provides stock visibility across all your locations and channels, so you can deliver an exceptional experience for your customers, which is key when scaling your business. [Have a look at how it may work for you.](#)

If you have any questions at all, please [reach out](#) to our Customer Success team who can give you a hand.

Maropost Commerce Cloud Ship

As we said above, the key to scaling is working smarter not harder. That is why we have created an integration to automate your shipping consignments, manifests and labelling, which as you know, can be a tedious, labour intensive and error-prone part of the supply chain. [Here is all the info you need to get started.](#)

Batch Order Processing

Batch order processing is one of those features that you don't really think anything of until you try it, and then try to go without it. You may wonder how you ever lived without it before! Reason is that it allows you to create consignments for orders in batches with Maropost Commerce Cloud Ship and then mark them dispatched at the click of a button. For large order volumes, this can really speed up your order processing by creating multiple consignment numbers in one easy step. [Find out how to set it up.](#)

What's Next?

Tip For Scaling Businesses

What's Next? - Tip For Scaling Businesses

Lastly, Advance Your Tracking!

If you are scaling your business, we highly recommend you scale your tracking alongside it. Maropost Commerce Cloud has an advanced version of tracking called [Glew Ecommerce Analytics](#), which is a powerful tracking software designed to help you generate more revenue, optimise product strategy and drive profitability. It's incredibly important to ensure you are being efficient and effective with your decision making. Advanced tracking, such as Glew Ecommerce Analytics, will make that so much easier. If you aren't sure if this is included in your subscription, [get in contact](#) with one of our success agents who will be able to help.

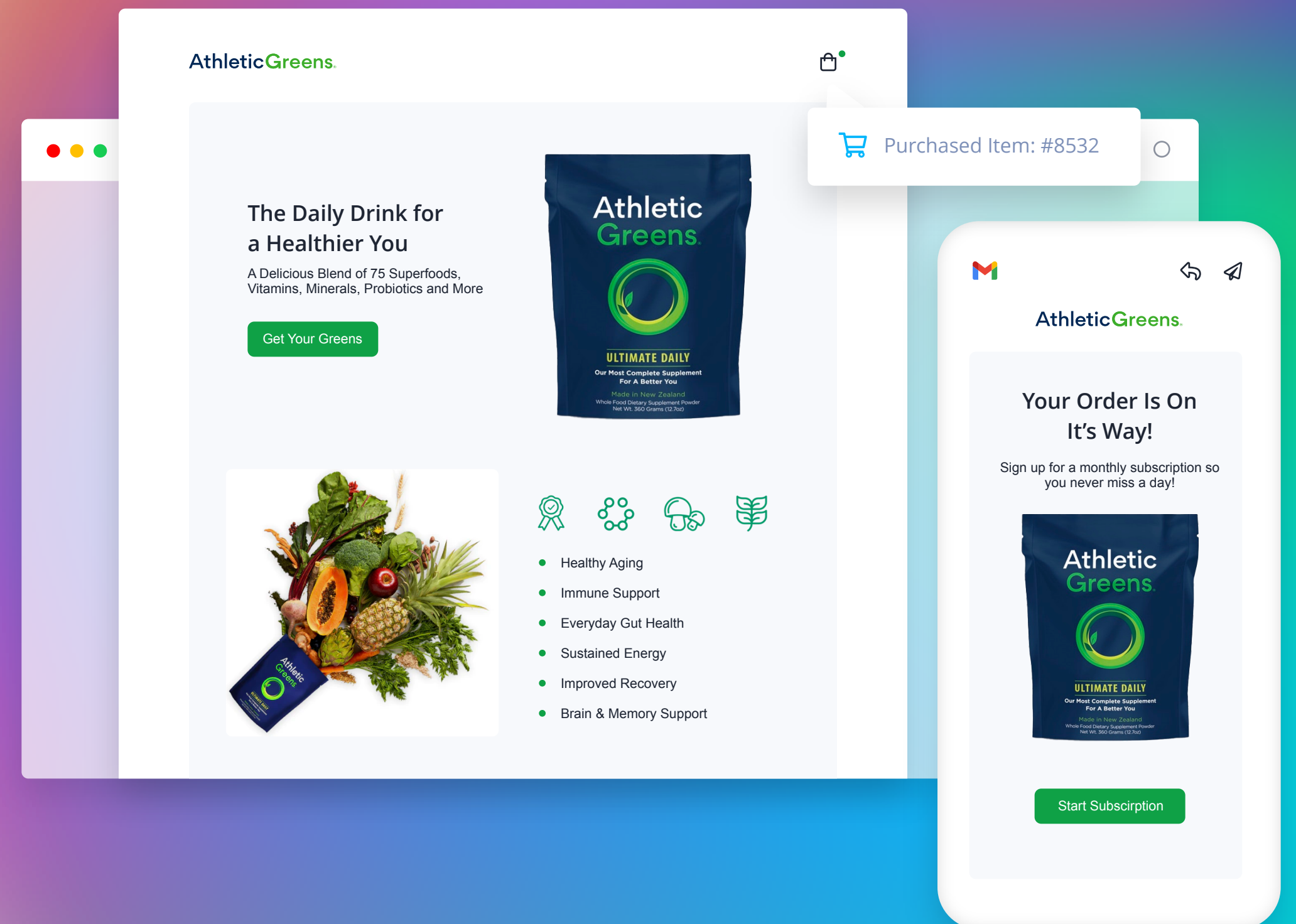
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