MyDeal FAQs

Article Product:
Enterprise Starter Edition Elevate

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The following tables provide answers to common questions that you may have while using the channel integration.

Business Considerations	
Are Cross-Border Trade services offered?	MyDeal enables global sellers to sell via the platform to an Australian consumer database.
What shipping regions are supported?	Australia
Are there any price policies?	MyDeal conducts regular price checks on sellers' products to ensure their pricing is competitive in the market, and is of lesser or equivalent value to the display price listed by the seller on other platforms/websites.
What are the minimum performance metrics for potential sellers?	90% and above
What are the minimum shipping time requirements for sellers?	Orders must be shipped within 2 business days.
Are third-party logistics (3PLs) supported?	No
Are sellers from a different locale permitted to sell products?	Yes
What are the requirements and restrictions related to the location of a seller's warehouse or fulfillment center?	Distribution center should be located either in the US, UK, China or UAE so that ordered products can be shipped to any one of MyDeal's facilities located in the above mentioned countries.
Is a seller required to register their business in the same locale as the marketplace?	No

Business Considerations	
For countries where Value-Added Tax (VAT) applies, is it required that sellers are registered for VAT in the same locale as the marketplace?	No

Seller Portal	
What is the seller portal URL?	https://marketplace.mydeal.com.au/
What is the URL for seller documentation?	External documentation will be provided by the MyDeal Account Manager after the registration process is complete.
How do I contact support?	Send an email to shopsupport@mydeal.com.au.
How do I find the Access Token and Seller ID required for the ChannelAdvisor integration?	These values will be 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.

Product	
What is the maximum time it takes for a new product to be available to buyers, after the product is submitted without error?	48 hours
What is the maximum time it takes for an existing product to be updated to buyers, after the product is submitted without error?	15 minutes
When existing product quantity and price communication completes without error, how long does it take before the updated quantity and price are available to buyers?	Reflected in near real-time
How often does ChannelAdvisor create or update products with all data?	Every 24 hours

Product	
How often does ChannelAdvisor update product quantity and price?	Every 30 minutes
How often does ChannelAdvisor withdraw products?	Every 30 minutes
How does the channel support variations?	Only below fields are varied across variants: • Price • RRP • Options (color, size etc.) Currently, all images are displayed for a product listing as a slider in the MyDeal marketplace. There is no provision to change the image based on the variation chosen. Hence, MyDeal doesn't maintain variant image URLs at present.
How do I change a product SKU value?	Send an email to integrationsupport@mydeal.com.au. MyDeal will then update the SKU/s manually.
What is the maximum number of product listings (parent or standalone SKUs) and individual items (child or standalone SKUs) that I can manage through ChannelAdvisor?	50,000 standalone SKUs 50,000 variants

Order	
What refund methods are supported in ChannelAdvisor?	None currently supported
What cancellation methods are supported in ChannelAdvisor?	Full Order, Line Item
What fulfillment or shipment methods are supported in ChannelAdvisor?	Full Order, Line Item, Line Item Partial Quantity
How often does ChannelAdvisor import orders?	Every 15 minutes

Order	
How often does ChannelAdvisor send shipping, cancellation, or refund updates?	Every 15 minutes
How soon after an order is created is it available to ChannelAdvisor?	Orders which are successfully processed after all checks completed will be available for importing into ChannelAdvisor. Typically orders are processed near real-time once they are placed by a customer. However, if there are any checks in place, it will not be shown in the MyDeal seller portal or to ChannelAdvisor until checks are complete. Checks can take up to an hour if required.
When cancellation, refund, or fulfillment communication completes without error, how long does it take before the change is made available to buyers?	When MyDeal receives notice that an order is cancelled or shipped a notification email is sent to the customer immediately.