

## Launch Checklist!

To make sure that you have the information you need and know what to expect, we have a checklist below to help guide you:

- Vendor Profile**
  - Please review your Chamber Market profile and ensure that you have a logo, contact info, overview and anything else you'd like a consumer to know about you is on your profile.
  - If you will be charging taxes, make sure you enter your Tax ID information and check off "Charge GST" when adding your products.
  
- Products**
  - [Click here](#) to review our "How to upload products/services" guide or watch this [video](#) to ensure that you have followed the correct steps.
  
- Delivery Options**
  - Please [click here](#) to look over the delivery options for Chamber Market. Also explained in this [video](#) at minute 4:23.
  
- Quality Control**
  - [Click here](#) to review our "Quality Control Checklist", which ensures that your account and products are ready to start selling!
  
- Orders** What happens when you get an order?
  - You will receive an email confirming that an order has been placed.
  - It is your responsibility to respond to the customer within **24 hours from the time the order was processed.**
  - When you respond please confirm receipt of the order and include details for the customer regarding next steps of when/where/how the product will get to them.
  
- Gift Cards**
  - If you are selling gift cards on the platform we recommend you use a [Gift Card Tracker](#), if you do not already have a process in place to prevent duplication or gift card fraud.
  - Include expectations in the product description. Ex. "Your card will be available for pick up or sent as soon as possible. Approved eGifts are sent within 15 minutes or less of processing but can take up to 24 hours."
  - You may also want to include in a disclaimer when you send the gift card that your business is not responsible for lost or stolen cards.

□ **Marketing**

- Be sure to follow the Coaldale Chamber on social media (FB, IG, TW, IN) so you can share our posts to your networks.
- Feel free to create your own posts and spread the word about your new ecommerce store.

As always, please let us know if you have any questions or feedback regarding the Chamber Market.  
Happy selling!

Sincerely,

The Coaldale Chamber of Commerce