



2024 E-Commerce Site Vendor Expectations

The Oneida County Public Market created this E-Commerce site to promote local farmers & artisans' products to an online customer base. By using this platform, Vendors are required to follow the responsibilities, guidelines, and schedules. Below are details regarding the Online Sales Schedule, Vendor Responsibilities, & Market Responsibilities.

Any questions/comments/concerns please contact Audra Benincasa by email:

ajb489@cornell.edu or sales@oneidacountymarket.com

Online Sales Schedule:

1. **Saturday at 12AM:** Sales Period Resets
2. **Saturday 12AM – Monday 5PM:** Producers update product availability between
3. **Monday at 5PM:** Online Ordering *Opens* on storefront
4. **Thursday at 5PM:** Online Ordering *Closes* on storefront
5. **Thursday at 5:30PM:** Pick Tickets get sent via email to Producers
6. **Thursday 5:30PM – Saturday 8AM:** Producers gather items from pick tickets for Saturday Market
7. **Saturday (Market Day) from 8AM and 9AM:** Producers drop off ordered items to E-Commerce table at the Market
8. **Saturday (Market Day) from 10AM-12:30PM:** Customers pick up orders at the E-Commerce table
9. **Saturday at 12AM:** Period closes & process starts over again

We are looking to add an additional pickup day on Mondays, details will follow regarding the schedule with that day

Producer Responsibilities for E-Commerce:

***Note: a CCE staff member will be available to assist producers with any questions about the E-Commerce platform & provide follow-up trainings if needed.**

1. Update **product availability** weekly before Monday at 5PM
 - a. **NOTE:** if product availability is inaccurate/out of date, leading to the purchase of an unavailable item, a warning will be issued to the vendor
2. Upload pictures of products (CCE Staff can assist with this if needed)
3. Request new products be added by emailing sales@oneidacountymarket.com or create on your own, but they will need to be categorized by a site admin.
4. Check email **Thursday Evening after 5:30PM** for pick ticket
5. Gather ordered items to bring to the market Saturday
6. Bring ordered items to the E-Commerce table **Saturday between 8AM-9AM**
 - a. **NOTE:** if item is sold by weight, and the price needs to be adjusted, please let us know
 - b. **NOTE:** if a product is unavailable for some reason, please let us know
7. Receive payment for products sold the **following Thursday** via electronic deposit to bank account unless producer prefers a physical check.

Market Responsibilities for E-Commerce:

1. Ensure product availability has been updated before **Monday at 5PM**
2. Add new products to platform when Producer requests.
3. Monitor the site during shopping period: assist customers & producers with any questions they may have.
4. Track orders placed once the storefront closes **Thursday at 5PM**
5. Confirm pick tickets have been received by Producers on **Friday**
6. Print out individual order slips to fulfill orders **Friday**
7. Receive ordered items from vendors **Saturday morning between 8AM-9AM**
8. Pack customer orders between **9AM-10AM Saturday**
9. Distribute orders between **10AM-12:30PM Saturday**
10. Confirm correct payment information upon each customer pick up
11. Process payments after all customers have picked up. These funds will reach our CCE bank account the following Monday or Tuesday.
12. Submit appropriate financial paperwork to distribute payments to producers the following Thursday via electronic deposit to bank account.