

# Provider Onboarding | Services Editing Guide

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## Introduction

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Dear Providers, we have created this guide to help you with Onboarding and specifically to edit and update the Services you will offer on GoRelocate.com.

Please note that wherever you see the word 'product(s)', then this also means 'service(s)' – e.g. the services that you provide.

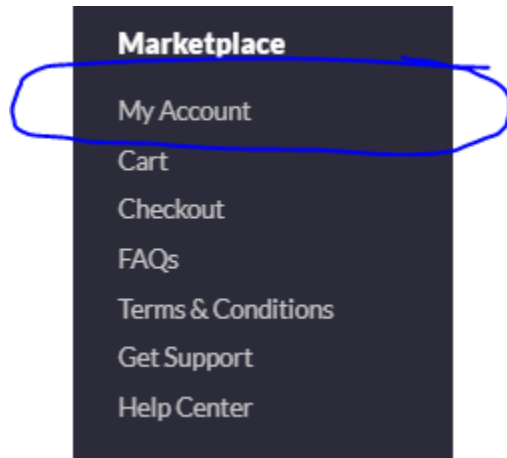
If you need more assistance, please contact us by email to; [providers@GoRelocate.com](mailto:providers@GoRelocate.com) . We will be able to assist you by email and / or with a short telephone/zoom call.

Best regards, GoRelocate Admin Team.

## Login to your My Account Page

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You should login to your My Account page by clicking this link in the GoRelocate.com footer menu or go directly to <https://GoRelocate.com/my-account>.



## Click Go to Dashboard

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### My account

- [Dashboard](#)
- [Orders](#)
- [Downloads](#)
- [Payment methods](#)
- [Account details](#)
- [Support Tickets](#)
- [Logout](#)

Hello K Morrison (not K Morrison? [Log out](#))

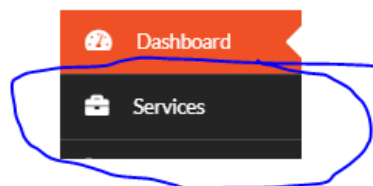
Welcome to your My Account / Dashboard page  
view your [recent orders](#), manage your [billing](#) or  
Provider, you can also view / edit your Services

[Go to Dashboard](#)

## Choose the 'Services' tab

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### Dashboard



## Service Editing Main Page

This is the main editing page which gives you an overview of your Services and options.

- Dashboard
- Services**
- Orders
- Coupons
- Reports
- Reviews
- Withdraw
- Announcements
- Support



All (1) [Draft \(1\)](#) [Instock \(1\)](#) [Add new product](#)

All dates

- Select a category -

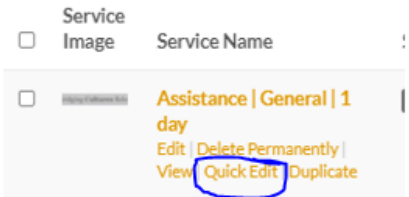
Product type

Bulk Actions

<input type="checkbox"/>	Service Image	Service Name	Status	N/A	N/A	Published Service Fee	Your Net Earnings	N/A	Views	Date
<input type="checkbox"/>		Assistance   General   1 day	<span>Draft</span>	-	In stock	£1,200	£1,050		0	August 19, 2018 Last Modified

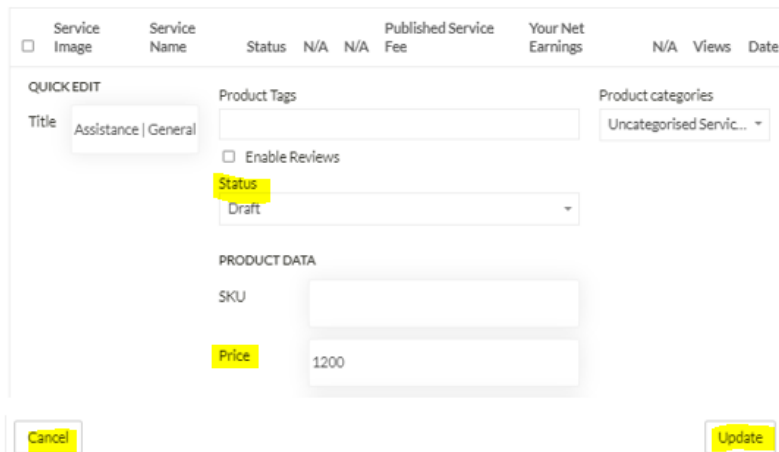
## Service Edit | Quick Edit Option

You can make very quick edits/changes to the uploaded Services in your Services Listing by simply clicking the 'quick edits' to each service. Just click on 'Quick Edit' from the main Service listings – see below.



After you click on 'Quick Edit' you will be able to change the following fields highlighted in yellow below. Remember to click on the 'Update' button after you have finished your quick edit of Status or Price.

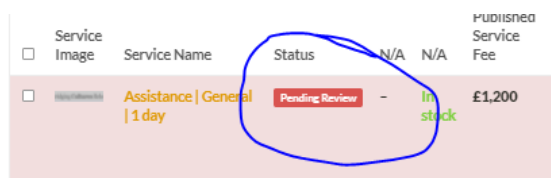
- Status
- Price (Fee)



A screenshot of the 'QUICK EDIT' form for a service. The form has a title field with the value 'Assistance | General'. Below the title, there is a checkbox for 'Enable Reviews'. The 'Status' field is highlighted in yellow and has a dropdown menu with 'Draft' selected. Below the status field, there is a section for 'PRODUCT DATA' with an 'SKU' field and a 'Price' field. The 'Price' field is highlighted in yellow and has the value '1200'. At the bottom of the form, there are 'Cancel' and 'Update' buttons, both highlighted in yellow.

### Updated Service Status

After you have made any changes / edits you will see the updated status in the Status column in you Services Listing.

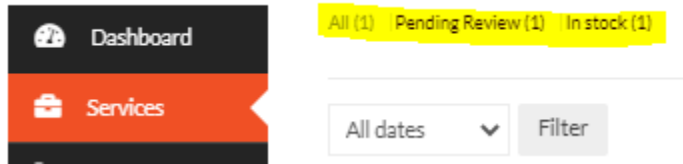


A screenshot of the updated service listing table. The table has columns for Service Image, Service Name, Status, N/A, N/A, Published Service Fee, and Date. The first row shows a service named 'Assistance | General | 1 day'. The 'Status' column for this service is highlighted in red and circled in blue, showing the value 'Pending Review'. The 'Published Service Fee' column shows the value '£1,200'.

## Services Overview (All / Draft)

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This section shows a very simple overview of your Services and their status. It shows All services, services Pending Review (by GoRelocate Admin) and 'In Stock'. The 'In Stock' item should be ignored.

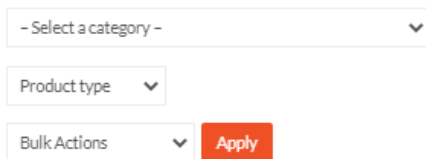


## Filter Services to View

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Here you can filter your Services by Category to see a shortened list of Services. Once you have selected a Category Filter, choose the 'Apply' button to see the filtered list.

Note: The 'Product Type' and 'Bulk Actions' should not be used.



## Add New Product

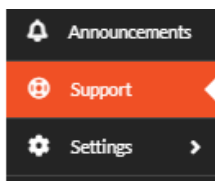
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Please note that you are not allowed to add a new Service (product). Please ignore this 'Add New Product' Button.



GoRelocate has created 'Standard Service Templates' that all Providers must use. (Click [here](#) for more about why and how we use Standard Service Templates.)

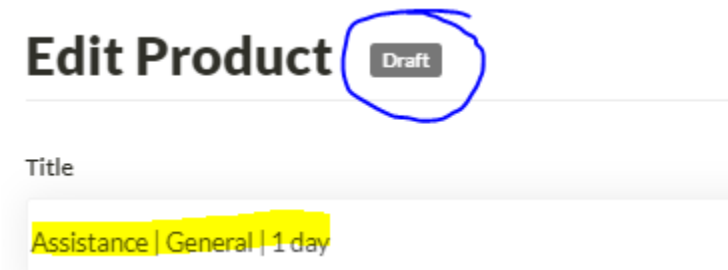
If you wish to offer a new / different Service, or you wish to suggest a change to the 'Service Template Descriptions', then please send an email to: [services@GoRelocate.com](mailto:services@GoRelocate.com), or create a 'Support Ticket' from your Vendor Dashboard / Support Tab.



## Service Status

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This shows you the 'Service Status' of each service. In this example, the Service Status is 'Draft'. Normally, when you see your Services in your Dashboard, they will all be set to 'Draft'. Once you have reviewed each Service and made any necessary allowable changes (e.g., your Service Fee / Price), then you can change your Service status to 'Online'. This will then be reviewed by the GoRelocate Admin team.

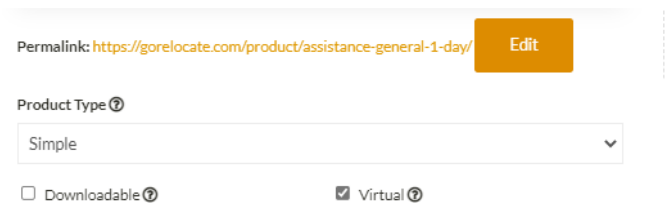


## Permalink and Product Type

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The 'Permalink' should **not** be edited. This is done by GoRelocate Admin.

The 'Product Type' should **not** be edited. This is not relevant for Providers. All 'Services/Products' are classified as 'Virtual' in our marketplace.



## Service Fee, Discounts and Discount Scheduling

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The '**Published Service Fee**' is the default example fee which has been added to the Service Template. This fee should be changed (if you wish) according to your own fees.

The '**You Earn**' label shows how much the Provider receives from the Published Service Fee, after all 'GoRelocate Platform Fees' are deducted

The '**Discounted Price**' allows each Provider to apply a discount to their standard fees for each individual service.

The '**Schedule**' label allows you to set a specific period when a discount is applied to the service. For example, you may wish to offer a discount on a Service when you have additional resources, or during 'off-peak' seasons. The choice is yours. You can switch discounts on/off whenever you wish.

Published Service Fee ( You Earn : £ 1050 )

£ 1200

Discounted Price

[Schedule](#)

£ 0.00

From YYYY-MM-DD

To YYYY-MM-DD

## Category & Tags

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[insert instructions here]

Category

OTHER SERVICES

Tags

Select tags

## Service Descriptions

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Each Service has a main 'Description' text and a 'Short Description' text.

**IMPORTANT! You cannot edit/change any descriptions.** If you wish to add some additional text – e.g., some other benefits that you offer within this Service, then please send us your request. If approved, we can add this to the end of the main 'Description' text as 'Additional Information'.

### Short Description

**B I U “ ABC ☰ ☷ ☹ ☺ ☻ ↶ ↷ 🔗 ✕**

General assistance service services provided on a daily or part daily basis as required. This service can also be delivered as an online only service. (Note: Does not include general immigration related advice. Search for 'Assistance | Immigration" Services if you need this.)

### Description

**B I U “ ABC ☰ ☷ ☹ ☺ ☻ ↶ ↷ 🔗 ✕**

General assistance service services provided on a daily or part daily basis as required. This service can also be delivered as an online only service. (Note: Does not include general immigration related advice. Search for 'Assistance | Immigration" Services if you need this.)

# Inventory and Tax

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**Please ignore this section.** You cannot make any changes or edits to this section.

**Inventory** Manage inventory for this product.

N/A (Stock Keeping Unit)	Stock Status
<input type="text"/>	In Stock
<input type="checkbox"/> Allow only one quantity of this product to be bought in a single order	

**Tax** Manage tax for this product.

Tax Status	Tax Class
Taxable	Standard

## Other Options | Product (Service) Status, Visibility, Purchase Note

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You can change your **'Product (Service) Status'** to 'Online' after you have made any necessary edits to this service.

Please ignore the **'Visibility'** section.

You can add individual text to the **'Purchase Note'** section for each individual Service. For example, you may wish to add a simple 'Thank You' note. Or, you may wish to inform the customer about 'what happens next' or 'next steps' after they have purchased your service.

If you wish to add the same text for ALL services, then just send us the text and we will make the necessary changes for you in all services. No problem.

Please ignore the field **'Enable Product Reviews'**.

**Other Options** Set your extra product options

<b>Product Status</b>	<b>Visibility</b>
Draft	Hidden
<b>Purchase Note</b>	
Customer will get this info in their order email	
<input type="checkbox"/> <b>Enable product reviews</b>	

Status

Online

**PRODUCT DATA**

Online

Draft



## Save Product (Services)

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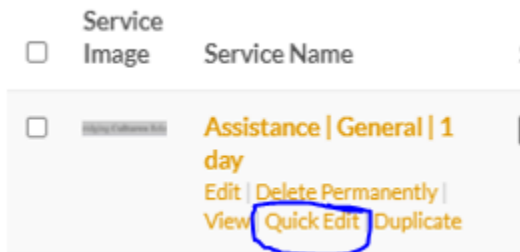
Remember to choose the 'Save Product' button when you have finished making any changes.



## Service Edit | Quick Edit Option

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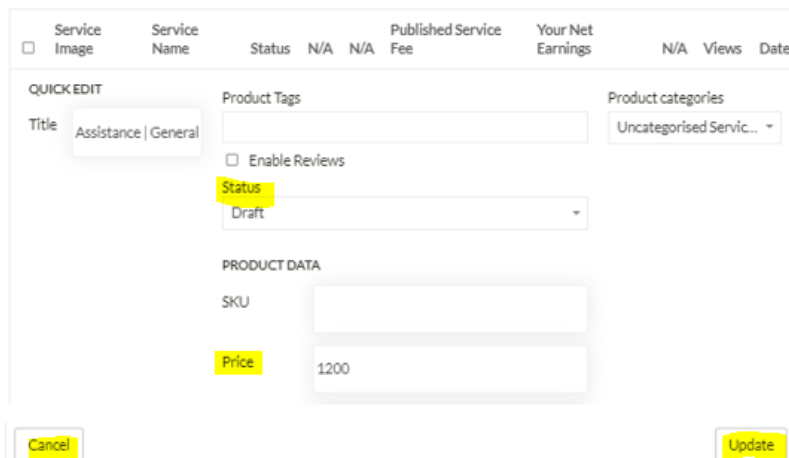
You can make very simple 'quick edits' to each service. Just click on 'Quick Edit' from the main Service listings – see below.



After you click on 'Quick Edit' you will be able to change the following fields highlighted in yellow below.

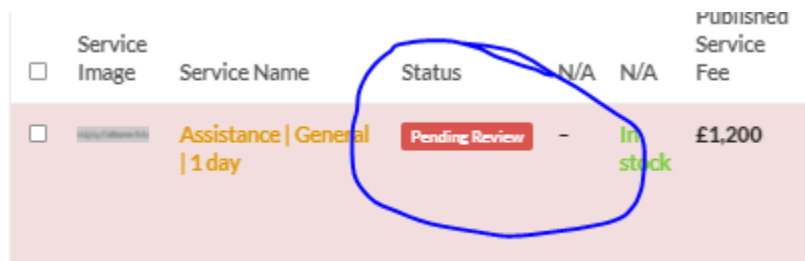
- Status
- Price (Fee)


Remember to click on the 'Update' button after you have finished your quick edit of Status or Price. (see below).

A screenshot of the "QUICK EDIT" form for a service. The form has a title field with "Assistance | General" and a "Product Tags" field. Below these are checkboxes for "Enable Reviews" and "Status". The "Status" dropdown menu is highlighted in yellow and shows "Draft". Under the "PRODUCT DATA" section, there is an "SKU" field and a "Price" field with "1200". The "Price" field is highlighted in yellow. At the bottom, there are "Cancel" and "Update" buttons, both highlighted in yellow.

## Updated Service Status

After you have made any changes / edits you will see the updated status in the Status column in you Services Listing.



<input type="checkbox"/>	Service Image	Service Name	Status	N/A	N/A	PUBLISHED Service Fee
<input type="checkbox"/>		Assistance   General   1 day	Pending Review	-	In stock	£1,200

## Service Attributes & Attribute Variation

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Each Service has a number of 'Service Attributes'.

Each Attribute has a number of 'Attribute Variations'.

Example:

Service Name: **Home Search**

Service Attribute: **Location** (where the provider offers the home search)

Attribute Variation(s): **London, Glasgow, Manchester** etc. (the type of location).

We will contact you to arrange a 30-minute 'Onboarding Call' with you to review and edit your Service Attributes.

**End of Guide.**