



August 2021



# Spryker Marketplace Features

2021 Spryker System GmbH  
[spryker.com](https://spryker.com)



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## Merchants

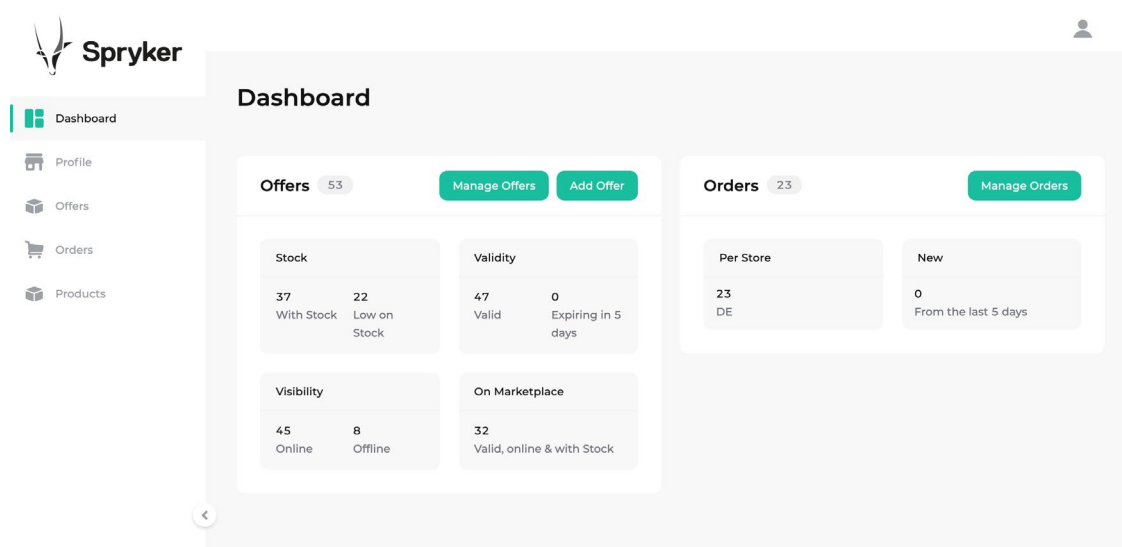
Merchants are 3rd-party sellers that are invited by the Marketplace Operator to join the Marketplace so they can offer their products to end customers. Each Merchant has its own Merchant Users, Profile on the Storefront, Products and/or Product Offers.



## Merchant Portal

The Spryker Merchant Portal is the management interface for third party Merchants and enables them to take care of all administrative tasks in one place. The Merchant can register and edit a Merchant profile for the storefront. In the Merchant Portal every Merchant can list and edit their

Products as well as individual Offers for existing Products in the Marketplace. Also, they can keep track of all incoming orders, manage order statuses for their customers and accept returns. Additionally, a Dashboard provides the latest sales reports and allows the Merchants to track their performance.







## Merchant Profile

In the Merchant Portal every Merchant has the opportunity to create and edit the information that is being displayed on the Merchant profile like shop description, banner, logo, contact information, opening hours, terms & conditions, and imprint details. They can also set up the store relations, determine their own

unique merchant profile URL, and publish their shop online. The Merchant Profile is linked on every Product Detail Page of their products, in the Cart, Checkout, Wishlist and Order Details Page so that it is always transparent to the customer who they are buying from.

The screenshot displays the Spryker Demo Merchant Profile for 'Budget Cameras'. The header includes the Spryker logo, a search bar, and navigation links for 'Quick Order', 'Cart', and 'Login'. The main navigation bar lists categories: 'Top Categories', 'Computer', 'Cameras', 'Digital Services', 'Other Categories', 'More', 'Sale %', 'New', and 'Merchants'. The breadcrumb trail shows 'Home / Budget Cameras'. The main banner features a close-up of hands holding a camera. Below the banner, the 'Featured Products' section displays four camera models: Canon IXUS 180, Canon PowerShot G9 X, Canon PowerShot N, and Canon PowerShot S100. Each product card includes the product name, model number, price, and an 'Add to Cart' button. A 'Browse by Budget Cameras' button is located below the featured products. The 'Budget Cameras' logo is shown, followed by a description: 'DSLR and mirrorless cameras are by far the most popular with filmmakers on a tight budget when you can't afford multiple specialist cameras. Budget Cameras is offering a great selection of digital cameras with the lowest prices.' The contact information section lists the email address, address, phone number, and delivery time. The 'Reviews' section shows a rating of 2 stars based on 7 reviews, with two sample reviews: 'Not bad' and 'Not satisfactory'.

**Spryker Demo**

Search

Quick Order Cart Login

Top Categories Computer Cameras Digital Services Other Categories More Sale % New Merchants

Home / Budget Cameras

**Budget Cameras**

**Featured Products**

Explore some of our recently featured items.

Canon IXUS 180  
01L\_30775359  
€366.00

Canon PowerShot G9 X  
03L\_30021637  
€400.24

Canon PowerShot N  
036\_77360368  
€179.99

Canon PowerShot S100  
034\_32125390  
€310.19

Add to Cart

Browse by Budget Cameras

**Budget Cameras**

DSLR and mirrorless cameras are by far the most popular with filmmakers on a tight budget when you can't afford multiple specialist cameras. Budget Cameras is offering a great selection of digital cameras with the lowest prices.

Email Address: support@budgetcamerasonline.com

Address: Spitalerstraße 3, 10115 Berlin, Germany

Phone: +49 30 23456789

Delivery Time: 2-4 days

**Reviews**

2

7 reviews

Not bad

Adam - Mar 27, 2021 09:08

The quality is expected, but nothing special. Considering the low price, it fits my expectations.

Not satisfactory

Andrew - Jan 01, 2021 18:23

The product is nothing what I was expecting. I cannot recommend anybody to order here.

A woman with long brown hair and bangs, wearing a light blue button-down shirt, stands in a large warehouse. She is holding a tablet in her left hand and gesturing with her right hand. The background shows high industrial shelving units filled with cardboard boxes and wooden pallets, creating a sense of depth and scale. The lighting is bright and even.


## Merchant Products and Offers

There are two flexible options of how the Merchants can start selling in Marketplace: Either through creation of a completely new product or their offer that is created on top of an existing product. Customers can filter products and offers by Merchants right in the catalog or find them through the search function.



## Merchant Products

Merchants can actively enrich the Marketplace catalog by adding their own products to it. The Merchant, which adds a product, owns the product data including product description, images, attributes, prices and stock.




[Quick Order](#) [Cart](#) [Login](#)

[Top Categories](#) [Computer](#) [Cameras](#) [Other Categories](#) [More](#) [Sale %](#) [New](#) [Merchants](#)

[Home](#) / [Digital Cameras](#) / [Cameras & Camcorders](#) / [Canon IXUS 285](#)

### Canon IXUS 285



★★★★★

by canon  
SKU: 009\_30692991

€99.99

☐ ☐ ☐

Insurance

Select an option

Gift wrapping

Select an option

Quantity: 1

[Add to Cart](#)

#### Long Description

Quick connections Connect to your compatible smart device with just one tap using Wi-Fi with Dynamic NFC for easy sharing. Use Image Sync to automatically back-up new images to cloud services and capture great group shots with wireless Remote Shooting from your smart device. The Wi-Fi Button offers a quick and easy shortcut to Wi-Fi functions. This ultra-slim and stylish metal-bodied IXUS is easy to carry with you wherever you go and features a flexible 25mm ultra-wide 12x optical zoom lens with 24x ZoomPlus; so you can easily capture every moment, near or far, in superb quality photos and movies. Auto Zoom helps you select the best framing at the touch of a button.

#### Sold by

|  |        |
|--|--------|
| <input checked="" type="radio"/> <b>Spryker</b><br><a href="#">View Seller</a> | €99.99 |
| <input type="radio"/> <b>Video King</b><br><a href="#">View Seller</a>         | €65.00 |
| <input type="radio"/> <b>Budget Cameras</b><br><a href="#">View Seller</a>     | €90.00 |



## Merchant Product Options

Operators can help Merchants to define product options and assign them to their own products or other Merchants' products.

The screenshot displays the Spryker Admin interface. On the left is a sidebar menu with categories like Dashboard, Sales, Customers, Catalog, Product Reviews, Product Lists, Product Barcodes, Scheduled Prices, Content, and Merchandising. The 'Catalog' section is expanded, showing 'Product Options' as the selected item. The main content area is titled 'Product option list' and includes a 'Create product option' button. Below this, there's a filter for 'MERCHANTS' set to 'Spryker'. The 'PRODUCT OPTION LIST' section shows 'Showing 1 to 1 of 1 entries'. A table lists the product options with columns for Option Group ID, Group Name, SKU, Name, Gross Price, Net Price, Status, and Actions. The table contains one entry with three price rows. At the bottom, there are controls for 'SHOW' (set to 10) and 'ENTRIES' (set to 1).

| OPTION GROUP ID | GROUP NAME               | SKU          | NAME                     | GROSS PRICE                                   | NET PRICE                                  | STATUS | ACTIONS  |
|-----------------|--------------------------|--------------|--------------------------|---|--|--------|--|
| 2               | product.option.insurance | OP_insurance | product.option.insurance | CHF 120.00<br>€100.00<br>CHF 110.00<br>€90.00 | CHF 90.00<br>€80.00<br>CHF 80.00<br>€70.00 | Active | <a href="#">Edit</a> <a href="#">View</a> <a href="#">Deactivate</a> |





## Merchant Product Offers

To avoid duplications of products in the Marketplace when a Product already exists, Merchants can add an additional Product Offer on top of them, and own the Offer data such as price, stock, validity dates, etc. Therefore, a Product can have multiple Product Offers from multiple Merchants.

If a product is sold by more than one Merchant, customers can select the best Offer right on the Product Detail Page. The Merchant who created the product is displayed on top, all product Offers from other Merchants are sorted by price from low to high.

| REFERENCE | MERCHANT SKU | SKU           | IMAGE | NAME                              | STORES          | STOCK | VISIBILITY | VAL |
|-----------|--------------|---------------|-------|-----------------------------------|-----------------|-------|------------|-----|
| offer122  | -            | 112_312526193 |       | Acer Extensa M2610, 3.3 GHz, 3 MB | AT<br>DE        | 10    | Online     | -   |
| offer48   | -            | 041_25904691  |       | Canon PowerShot SX610, White      | AT<br>DE<br>(3) | 20    | Online     | -   |
| offer47   | -            | 040_25904665  |       | Canon PowerShot SX610, Red        | AT<br>DE<br>(3) | 20    | Online     | -   |
| offer46   | -            | 039_25904010  |       | Canon PowerShot SX610, Black      | AT<br>DE        | 20    | Online     | -   |

Top Categories Computer Cameras Other Categories More Sale % New Merchants

Home / Digital Cameras / Cameras & Camcorders / Canon IXUS 285

### Canon IXUS 285

★★★★★

by canon  
SKU: 009\_30692991

€99.99

Insurance  
Select an option

Gift wrapping  
Select an option

Quantity  
1

Add to Cart

**Sold by**

- Spryker** €99.99  
View Seller
- ☐ Video King €65.00  
View Seller
- ☐ Budget Cameras €90.00  
View Seller

**Long Description**

Quick connections Connect to your compatible smart device with just one tap using Wi-Fi with Dynamic NFC for easy sharing. Use Image Sync to automatically back-up new images to cloud services and capture great group shots with wireless Remote Shooting from your smart device. The Wi-Fi Button offers a quick and easy shortcut to Wi-Fi functions. This ultra-slim and stylish metal-bodied IXUS is easy to carry with you wherever you go and features a flexible 25mm ultra-wide 12x optical zoom lens with 24x ZoomPlus; so you can easily capture every moment, near or far, in superb quality photos and movies. Auto Zoom helps you select the best framing at the touch of a button.



## Marketplace and Merchants Orders

Customers can easily place Marketplace Orders within the Marketplace, which can contain Offers and Products from different merchants. The part of the order that belongs to a certain Merchant is referred to as Merchant Order and it can have a custom order management process mapped with the Spryker State Machine.





## Order Split

Customers can combine Products from different Merchants in the same cart. It ensures the best user experience and maximizes customer satisfaction, as they need to go through the checkout and payment process only once. If the same order contains items of different Merchants, the Marketplace order is split between multiple Merchants, and an individual State Machine per Merchant is created. The separate State Machines

mean that each order can be independently fulfilled by each Merchants or the Operator, from different warehouses and at different times, therefore saving time and resources. All shipments get individual status updates and are trackable to keep the end-customer well informed. Separate State Machines also allow for returns to be requested by the end-customer and fulfilled by each Merchant individually.

Home / Customer Account /

Order History

Overview

Profile

Addresses

Order History

Returns

Newsletter

Wishlist

Shopping list

Shopping cart

Quote Requests

Order Details

Back

Create Return

Order Id: DE-26

Date: Mar. 23, 2021 16:53

Reorder selected

Reorder all

Select all


Shipment 1 of 2

Delivery address: Ms. Sonia Wagner, Kirncher Str. 7, 10247 Berlin, Germany

Delivery method: Spryker Shipment - Standard: €4.90

Merchant Order ID: DE-26--MER000002

☐


 Samsung F90BN  
19L17681791  
Sold by [Video King](#)

Delivered

x1

€248.99

☐

 Sony Cyber-shot DSC-WX220  
023\_21758366  
Sold by [Video King](#)

Delivered

x1

€253.87


Shipment 2 of 2

Delivery address: Ms. Sonia Wagner, Kirncher Str. 7, 10247 Berlin, Germany

Delivery method: Spryker Shipment - Standard: €4.90

Merchant Order ID: DE-26--MER000006

☐

 Sony Cyber-shot DSC-WX220  
022\_21934751  
Sold by [Sony Experts](#)

Sent to merchant

x1

€221.00

# Back Office for Marketplace Operator

The Marketplace Operator can ensure compliance with the Marketplace guidelines by managing Merchants with their products and offers and reviewing Marketplace performance in the Back Office.

```
package com.ds.ucd.be.becore.solr;  
  
import ...  
  
public final class LocationUtils {  
  
    /**  
     * Parses Point from it's String representation.  
     * @param locationString - String that represents location  
     * @return org.springframework.data.solr.core.geo.Point  
     */  
    public static Point parseLocation(String locationString)  
        Preconditions.checkNotNull(locationString, errorMessage)  
        Preconditions.checkArgument(locationString.contains("  
        locationString = locationString.trim();  
  
        if (locationString.contains(", ")) {  
            locationString = locationString.replaceAll(regex,  
        }  
  
        if (locationString.contains(" ")) {  
            locationString = locationString.replaceAll(regex,  
        }  
  
        String[] location = locationString.split(regex, " ");  
        Preconditions.checkArgument(expression: location.length  
        double lat = Double.parseDouble(location[0]);  
        double lon = Double.parseDouble(location[1]);  
  
        return new Point(lat, lon);  
    }  
}
```

```
@Override  
public void indexItems(Collection<Community> communities) {  
    Collection<Community> documents = communities  
    DefaultCommunityIndexStrategy strategy  
    this.communityRepository = communityRepository;  
    this.communityService = communityService;  
    this.strategy = strategy;  
}  
  
@Override  
public void indexItems(Collection<Community> communities) {  
    Collection<Community> documents = communities  
    Collection<Community> documents = communities  
    .stream()  
    .map(community -> communityRepository.convert(communityToDocument)  
    .collect(Collectors.toList());  
    communityRepository.deleteAll();  
    communityRepository.saveAll(documents);  
}  
else {  
    LOG.warn("No places to index, input collection is empty.");  
}  
  
@Override  
public Collection<Community> search(SearchQuery query) {  
    List<Community> documents = strategy.search(query);  
    List<Community> communities = new ArrayList();  
    List<Community> communities = documents.stream().map(document -> communityRepository.get(document.getId())  
    .collect(Collectors.toList());  
    LOG.debug("Found {} items for search query: {}", communities.size(), query.getQuery());  
    return communities;  
}
```





## Merchant Management

The Operator can create, edit and approve Merchants and Merchant Users and give them access to the Merchant Portal.

The screenshot displays the 'Overview of Merchants' page in the Spryker admin interface. The left sidebar shows the navigation menu with 'Marketplace' selected. The main content area shows a table of merchants with columns for Merchant ID, Name, Status, Active, Stores, and Actions. The table lists 7 entries, with the first one being 'Video King' (Active, DE, AT, US). The 'Actions' column for each merchant includes buttons for 'Edit', 'Deactivate', and 'Deny Access'. Below the table, there is a section titled 'ACTIONS' with buttons for 'Edit', 'Deactivate', and 'Deny Access'.

| MERCHANT ID | NAME                  | STATUS            | ACTIVE   | STORES   | ACTIONS  |
|-------------|-----------------------|-------------------|----------|----------|--|
| 7           | Video King            | Approved          | Active   | DE AT US | <a href="#">Edit</a> <a href="#">Deactivate</a> <a href="#">Deny Access</a>                              |
| 6           | Spryker               | Denied            | Active   | DE AT US | <a href="#">Edit</a> <a href="#">Deactivate</a> <a href="#">Approve Access</a>                           |
| 5           | Restrictions Merchant | Approved          | Inactive | DE AT US | <a href="#">Edit</a> <a href="#">Activate</a> <a href="#">Deny Access</a>                                |
| 4           | Sugar Monster         | Waiting for Ap... | Inactive | DE AT US | <a href="#">Edit</a> <a href="#">Activate</a> <a href="#">Approve Access</a> <a href="#">Deny Access</a> |
| 3           | Impala Merchant       | Waiting for Ap... | Inactive | DE AT US | <a href="#">Edit</a> <a href="#">Activate</a> <a href="#">Approve Access</a> <a href="#">Deny Access</a> |
| 2           | Budget Cameras        | Approved          |          |          |  |
| 1           | Sony Experts          | Approved          |          |          |  |

## Merchant Product Management

The Operator can edit and activate Merchant Products and filter by Merchants in the list of Merchant Product Options.

The screenshot displays the 'Product option list' page in the Spryker admin interface. The left sidebar shows the navigation menu with 'Catalog' selected. The main content area shows a table of product options with columns for Option Group ID, Group Name, SKU, Name, Gross Price, Net Price, Status, and Actions. The table lists 1 entry, with the first one being 'product.option.insurance' (Active, CHF 120.00, CHF 90.00). The 'Actions' column for each product option includes buttons for 'Edit' and 'View'. Below the table, there is a section titled 'SHOW 10 ENTRIES' with a pagination control showing '1'.

| OPTION GROUP ID | GROUP NAME               | SKU          | NAME                     | GROSS PRICE                                   | NET PRICE                                  | STATUS | ACTIONS  |
|-----------------|--------------------------|--------------|--------------------------|---|--|--------|--|
| 2               | product.option.insurance | OP_insurance | product.option.insurance | CHF 120.00<br>€100.00<br>CHF 110.00<br>€90.00 | CHF 90.00<br>€80.00<br>CHF 80.00<br>€70.00 | Active | <a href="#">Edit</a> <a href="#">View</a> <a href="#">Deactivate</a> |



## Merchant Product Offer Management

The Operator can view and approve Merchant Product Offers and filter by merchants in the list of offers.

**Offers**

Marketplace > Offers

MERCHANTS: All

LIST OF OFFERS

Showing 1 to 10 of 134 entries

| OFFER ID | REFERENCE | MERCHANT       | SKU           | NAME               | STATUS   | VISIBILITY | STORES | ACTIONS                                   |
|----------|-----------|----------------|---------------|--------------------|----------|------------|--------|---|
| 134      | offer418  | Video King     | 112_312526172 | Acer Extensa M2610 | Approved | Active     | DE AT  | <a href="#">View</a> <a href="#">Deny</a> |
| 133      | offer417  | Budget Cameras | 112_312526191 | Acer Extensa M2610 | Approved | Active     | DE AT  | <a href="#">View</a> <a href="#">Deny</a> |
| 132      | offer416  | Video King     | 112_306918001 | Acer Extensa M2610 | Approved | Active     | DE AT  | <a href="#">View</a> <a href="#">Deny</a> |

## Marketplace and Merchant Orders Management

The Operator can view and cancel general Marketplace and single Merchant orders.

**Overview of Orders**

Sales > Orders

Download as CSV

LIST OF ORDERS

Showing 1 to 6 of 6 entries

| # | ORDER REFERENCE | CREATED             | CUSTOMER FULL NAME | EMAIL                              | ORDER STATE                         | GRAND TOTAL | NUMBER OF ITEMS | ACTIONS                                    |
|---|-----------------|---------------------|--------------------|------------------------------------|-------------------------------------|-------------|-----------------|--|
| 6 | DE--6           | Aug. 16, 2021 16:52 | Mr Max Maximus     | spencor.hopkin@spryker.com         | Payment pending                     | €672.27     | 3               | <a href="#">View</a> <a href="#">Claim</a> |
| 5 | DE--5           | Aug. 16, 2021 16:37 | Mr Ahill Grant     | Ahill@ottom.de                     | sent to merchant                    | €171.69     | 2               | <a href="#">View</a> <a href="#">Claim</a> |
| 4 | DE--4           | Aug. 16, 2021 16:32 | Mr Ahill Grant     | Ahill@ottom.de                     | canceled                            | €171.69     | 2               | <a href="#">View</a> <a href="#">Claim</a> |
| 3 | DE--3           | Aug. 16, 2021 16:32 | Ms Sasha Liasl     | oleksandra.liashenko*1@spryker.com | sent to merchant shipped by merc... | €546.85     | 5               | <a href="#">View</a> <a href="#">Claim</a> |





## Marketplace and Merchant Return Management

The Operator can view and create Marketplace and Merchant returns.

**Spryker** Admin Spryker [docker.dev] Settings Log out

Dashboard Sales > Returns

**List of Returns**

Showing 1 to 3 of 3 entries

| RETURN ID | RETURN REFERENCE | ORDER REFERENCE | RETURNED PRODUCTS | RETURN DATE         | STATE              | ACTIONS   |
|-----------|------------------|-----------------|-------------------|---------------------|--------------------|---|
| 3         | DE--9-R3         | DE--2           | 1                 | Aug. 16, 2021 15:28 | Waiting for return | <a href="#">View</a> <a href="#">Print Slip</a> |
| 2         | DE--9-R2         | DE--2           | 1                 | Aug. 16, 2021 15:27 | Waiting for return | <a href="#">View</a> <a href="#">Print Slip</a> |
| 1         | DE--9-R1         | DE--2           | 1                 | Aug. 16, 2021 15:26 | Waiting for return | <a href="#">View</a> <a href="#">Print Slip</a> |

SHOW 10 ENTRIES

## Operator as a Merchant

The Operator can be a merchant as well and sell Products and Offers. The Main Merchant area in the Back Office is a dedicated space to

see its merchant-specific orders and returns without access to data of other Merchants.

**Spryker**

Dashboard

Sales

- Order Matrix
- Orders
- My Orders**
- Reclamations
- Returns
- My Returns**
- Refunds
- Gift Card Balance

Customers

Catalog

Content

## Data Exchange

To ensure the smooth Merchant onboarding process and the overall Marketplace setup, marketplace-specific Data Importers and Exporters have been implemented to exchange relevant information between Merchants and the Operator.





---

### **Data Import - Product Offers**

In case Merchants want to easily set up bulk Product Offers they can use a Data Importer. The Operator can provide a template to the

Merchants, who can add all offer-related information in one single file, which can be imported afterwards.

---

### **Data Export - Orders**

Merchant Order information like orders, order items, and expenses can be exported in one single file.





## Appendix

# Spryker Cloud Commerce OS Marketplace Compatible Features





## Appendix - Marketplace Compatible Features

Disclaimer: Spryker Marketplace is continuously being developed and will introduce more Spryker Cloud Commerce OS compatible features.



### Product Management

**Features:** Product Attributes, Product Abstraction, Super Attributes, Timed Product Availability, Product Detail Page, Dynamic Product Labels,

**Not available in Merchant Portal:** Product Groups, Product Relations, Product Options, Product Labels, Barcode Generator, Product Restrictions for B2B Customers, Alternative Products, Discontinued Products, Product Bundles, Configurable Bundles, Product Sets



### Packaging & Measurement Units

**Features:** **Not available in Merchant Portal:** Packaging Units, Measurement Units



### Cross-sell & Upsell

**Feature:** **Not available in Merchant Portal:** Upsell, Cross-sell



### Catalog Management

**Features:** Product Category Management, Product to Category Association

**Not available for Offers:** Category Management, Category Page, Define Category Hierarchy

**Coming Soon:** Quick Add to Cart



### Navigation

**Features:** Hierarchical Navigation, Product Based Shop Navigation, Content Based Shop Navigation



### Search & Filter

**Features:** Full-Site Search, Multi-Language Search, Textual Search, Standard Filters, Filters & Search by Category, Dynamic Filters & Facets



### SEO

**Features:** Meta Tags

**Not available in Merchant Portal:** Landing Pages, URL Redirects



### CMS (Content Management System)

**Features:** **Not available in Merchant Portal:** CMS Templates & Slots, CMS Blocks, CMS Pages, Content Item, Customizable CMS Templates, CMS Default Functionalities



### Media Management

**Features:** Product Image Management, Image Hosting

**Not available in Merchant Portal:** Asset Management, Video Embedding



### Internationalization

**Features:** Multiple Store Setup, Multiple Currencies per Store, International Tax Rates & Sets, Glossary Creation





### Price

**Features:** Autodetect of Currency, Net & Gross Price Mode, Volume Prices

**Not available in Merchant Portal and not for Offers:** Scheduled Prices

**Coming soon in Merchant Portal:** Customer Specific Prices



### Tax

**Features:** Manage Tax Rates & Sets



### Promotions & Discounts

**Features:** **Not available in Merchant Portal:** Discount Engine, Vouchers, Product Promotion, New Product Indication, Time-Limited Offers



### Shopping List

**Coming Soon:** Create Shopping Lists, Permission Management for Shopping Lists, Shared Shopping List, Multiple Shopping Lists, Printing Shopping List



### Wish List

**Features:** Multiple Wish Lists, Named Wish Lists, Convert Wish List to Cart



### Cart

**Features:** Cart Functionality & Calculation, Split-Order Calculation, B2B Cart Functionalities, Cart Roles & Permissions, Shared Cart, Multiple Cart per User

**Not available in Merchant Portal:** Cart Rules & Discounts, Order Threshold

**Coming Soon:** Quick Order



### Shipment

**Features:** Shipment Carriers & Methods, Multiple Currencies for Shipments, Shipment Calculation Rules, Split Delivery



### Payment

**Features:** Payment Provider Integration, Multiple Payment Methods per Order

**Not available in Merchant Portal:** Refund Management



### Gift Cards

**Features:** **Not available in Merchant Portal:** Gift Cards Purchase & Management



### Checkout

**Features:** Multi-Step Checkout, Define Payment & Shipment Methods



### Workflow & Porcess Management

**Features:** Session Management, Approval Process

**Not available in Merchant Portal:** Punchout

**Coming Soon:** Quotation & Offer Management



### Ratings & Review

**Features:** **Not available in Merchant Portal:** Ratings & Reviews,



### Mailing & Communication

**Features:** Newsletter Subscription, Availability Notification, Comment Widget

**Not available in Merchant Portal:** Manage Transactional Emails



### CRM (Customer Relationship Management)

**Features:** Customer Accounts, Login & Registration Forms, Password Management

**Not available in Merchant Portal:** Customer Groups



### Company Account

**Features:** Company Account Overview, Business Units, Business on Behalf, Company User Roles, Company User Permissions, Registration of New Company

**Not available in Merchant Portal:** Agent Assist, Content Restrictions



### Order Management

**Features:** State Machine Modelling, Order Management System (OMS) Matrix, Reorder, Order Processing, Custom Order Reference, Return Management, Order Status, Order Cancellation, Invoice Generation

**Not available in Merchant Portal:** Reclamations & Refunds



### Inventory Management

**Features:** Stock & Availability Management

**Not available in Merchant Portal:** Multiple Warehouse Stock Management



### Back Office

**Features:** Administration Interface Management, Data Protection, Dashboard Permission & ACL Management, Manage Customer Accounts, Manage Company Accounts



### Multi-Channel

**Features:** Multiple Touchpoint Integrations, Responsive Design



### SDK

**Features:** Development Tools, Spryker Code Generator, Importer, Development Virtual Machine, Docker Container & Console, CSS Class Customization, Cronjob Scheduling



### Demo Shops

**Features:** B2C Marketplace Demo, B2B Demo Shop, B2C Demo Shop



### Technology Partner Integrations

**Features:** External Integrations, Punchout Integration



### API

**Feature:** API



### Middleware

**Feature:** Middleware



Do you want to learn more about commerce best practices and innovative digital solutions?

## Visit

[spryker.com](https://spryker.com)

## Contact

[hello@spryker.com](mailto:hello@spryker.com)

---

# Spryker Marketplace Features August 2021

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