



# SELLER FAQ'S

**If I am a service business with retail products, can I sell on Shop Iowa?**

- A service-based business CAN sell on Shop Iowa if they have a variety of retail products and their products are shippable. Examples: a coffee shop that has coffee beans and related coffee merchandise, or a salon with a hair care products.

**If I get 25 products in my shop for free, what happens with one product in two sizes?**

- You can create a variable product and list one product in multiple styles/sizes, and that counts as just one product.
- Additionally, should you want more than 25 items in your store, you can add on more through a monthly subscription. 50 products for \$25/mo or 100 for \$50/mo.

**How do I get notified of orders?**

- You will get an email notification to the registered email address.

**How & when do I get paid for orders?**

- Through a [Stripe](#) connection in your billing tab. Orders are paid out to your bank from Stripe typically within 2 business days.

**How do I ship products?**

- We recommend [USPS](#) business for priority mail rates and packing supplies.
- We recommend [Shippo](#) for printing reduced cost shipping labels.

**How often do I have to update my shop?**

- Products should be updated as needed, or at least every few weeks. Shops should be updated with inventory changes, add a new product or two, and delete old products.
- Outdated shops, or shops without products added, will be removed from the site

**Can I import products?**

- Yes, most e-commerce products can import into our system from an export.
- We will import current Shop Where I Live businesses into Shop Iowa if requested.

**Is sales tax collected?**

- Yes, as an Iowa Marketplace Facilitator, Member Marketplace Inc. is required to collect AND remit sales tax to the State of Iowa. Businesses will not need to remit sales tax for transactions on Shop Iowa. Additional details are available in the vendor knowledgebase once signed up.

[www.shopiowa.com/sell](http://www.shopiowa.com/sell)