

CHANNELADVISOR PROFESSIONAL SERVICES OFFERINGS

Make the most of the platform with a team of e-commerce experts.

You're successfully listing your products on marketplaces like eBay and Amazon, and you're driving shoppers to your website through digital marketing, but you want more — more sales, more products and more efficiency. With ChannelAdvisor Professional Services, you have access to e-commerce experts who can make recommendations to help you maximise your sales, minimise your costs, and give you the power to blast ahead of your competitors.

The Professional Services team at ChannelAdvisor provides you with strategic guidance, technical know-how, and expert training to help you succeed. Our tailored packages are designed to help you harness the power of the ChannelAdvisor platform, refine your strategy, or fine-tune your ChannelAdvisor account for maximum performance. Choose from any of the following offerings, or create your own package.

ACCOUNT ASSESSMENTS

You know you need to grow, but you don't know what changes will make the greatest impact. ChannelAdvisor can assess multiple aspects of your account setup to provide recommendations that will benefit your business.

COMPREHENSIVE HEALTH CHECK

ChannelAdvisor's software is powerful, but if your account isn't optimised, you're leaving money on the table. ChannelAdvisor has combined its most popular Professional Services offerings into one package that's aimed at giving your e-commerce efforts a comprehensive tune-up. Our experienced Professional Services team will determine how you can kick your sales into high gear through:

- Account and Provider Setup
- Feeds and Feed Templates
- Category Mapping
- Data Quality and Performance
- Advanced Features
- And more

The health check includes a one-hour review of findings and a documented action plan that you can start implementing immediately.

OPTIMISATION SERVICES

Consider ChannelAdvisor's Optimisation Services for an additional boost to your e-commerce efforts, helping you rocket past the competition. These services are ideal for busy e-commerce professionals who need a little extra hands-on support.

LISTING ERROR RESOLUTION SERVICES

One of the keys to maximising sales is making sure that 100% of your marketplace listings are live with as few errors as possible. If you find yourself spending a lot of time trying to resolve listing errors when you need to focus on other aspects of your business, consider ChannelAdvisor's Listing Error Resolution Service. We'll clean up your errors and get more products listed, as well as provide a data improvement plan to streamline your listings.

IMAGE SERVICES

ChannelAdvisor Image Services can assist you with image issues that occur within various marketplaces. From resizing images to changing image format and checking the colour space, ChannelAdvisor's team will ensure your images are working to attract buyers and improve your conversion rates.

EBAY LISTING SERVICES

Have eBay listings that you're maintaining outside of ChannelAdvisor? Let ChannelAdvisor import your eBay data directly into your account so you can manage all your inventory and channels in one place. Using this service can also keep your listings live and retain crucial sales history. You'll simplify this critical sales channel and maximise your efficiency.

Still using the "eBay non-Standard" integration to send your products to eBay? Leverage our "eBay Standard" integration to streamline the process of sending product data — like you do for every other marketplace. Our team will make the necessary upgrade for you, provide a quick training on what has changed and show you how to use the new method to simplify your eBay listing process.

FEATURE CONFIGURATION SERVICES

Want to accelerate growth and efficiency by implementing additional ChannelAdvisor features? Perhaps you're looking to outsource some aspects of the setup process so you can focus on your business strategy. ChannelAdvisor's Services professionals act as an extension of your e-commerce team to help with a la carte configuration services such as:

- Mapping a new upload template for a custom file
- Setting up Flex Feeds
- Configuring eBay templates to best convey your desired shipping strategy
- Creating, evaluating and simplifying business rules
- Copying business rules from one posting account to another and mapping them to your templates
- Configuring your inventory in parent-child relationships to support variation listings on marketplaces
- Setting up the Amazon Repricer based on your desired strategy

TRAINING & CONSULTATION

TRAINING SERVICES

Feel like you're missing out on some of ChannelAdvisor's recent enhancements? Training is the best way to ensure you're getting a high return on your investment. Our Customer Success team offers several options to suit your needs and schedule. Let us pair you with an expert who can teach you proven best practices and help you reach a new level of confidence and success.

NEW HIRE TRAINING

New to managing your company's ChannelAdvisor account? Our team can provide detailed training on platform best practices and shortcuts, including Inventory Review, Marketplace Review and Sales/Fulfilment Review. You'll learn the best ways to optimise your product data, fix potential errors on marketplaces and streamline the fulfilment process.

CUSTOM SOLUTIONS

If you need help with something that isn't listed, let us know. We're happy to discuss our current offerings, or any other custom services, that will help your e-commerce efforts make quantum leaps forward. Contact your Sales Executive, call 1 300 887 239 or email ausales@channeladvisor.com to get started.