PRODUCT APPROVALS PROCESS
PARTNER HELP GUIDE

Product Approvals Workflow

✓ Seller/Partner Submits Product Import

✓ DPC Team Reviews Pending Products – Either Approves or Rejects

✓ Approved products are set to active on Catch marketplace

OR

✓ Rejected Products appear in Submitted Product Rejection Report in Partner Portal Dashboard (see Slide 3 & 4)

✓ If products are still listed as 'Pending' longer than **7 days after the product were imported,** the seller may contact the Seller Support Team for an update, or the partner can do so on the seller's behalf (see Slide 5)
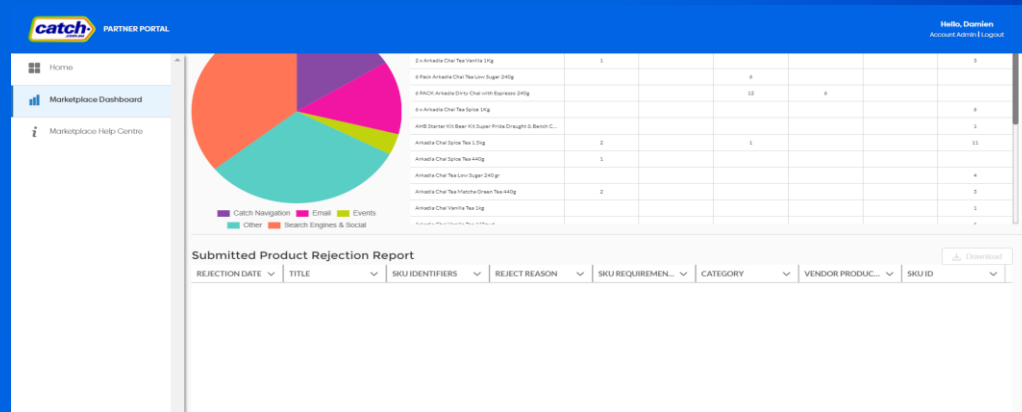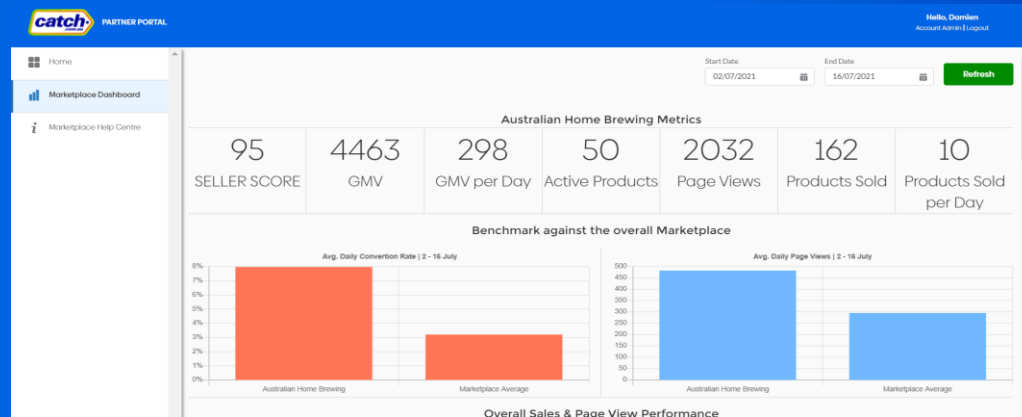
Seller Marketplace Dashboard

Provided are screenshots of the Marketplace Dashboard in the seller Partner Portal, which is where the Submitted Product Rejection Report can be found.

This is the first port of call for any seller to work through rejected products.

The seller should be checking this dashboard in the initial 7 day period from when they submitted products to see if there are changes to be actioned.

Submitted Product Rejection Report

Here is an example of a Submitted Product Rejection Report with Rejected Products populated.

You will notice the **Reject Reason** column. These refer to our **Product Rejected Reasons Glossary**, which can be found in the seller's Partner Portal at any time.

This glossary should be checked and considered to make necessary changes before contacting the Seller Support Team. The SST team are available to clarify these reasons if the seller is still unsure.

Submitted Product Rejection Report

REJECTION DATE	TITLE	SKU IDENTIFIERS	REJECT REASON	SKU REQUIREMENTS	CATEGORY	VENDOR PRODUCT ID	SKU ID
29 Apr 2021	Multi-Pack - InvisiGarde™ Fo...	EAN-9312066700079, SHO...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867370	MKL_8204018_2
29 Apr 2021	3 x InvisiGarde™ 500mL Foa...	EAN-9312066700062, SHO...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867375	MKL_8204018_7
29 Apr 2021	3 x InvisiGarde™ 150mL Foa...	EAN-9312066700055, SHO...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867374	MKL_8204018_6
29 Apr 2021	6 x InvisiGarde™ 500mL Anti-...	EAN-29312066700035, SH...	Product Images do not meet ...		Mould Killers/ Disinfectants	8867369	MKL_8204018_1
29 Apr 2021	12 x InvisiGarde™ 50mL Foa...	EAN-29312066700042, SH...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867371	MKL_8204018_3
29 Apr 2021	6 x InvisiGarde™ 150mL Foa...	EAN-29312066700059, SH...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867373	MKL_8204018_5
29 Apr 2021	3 x InvisiGarde™ 50mL Foami...	EAN-9312066700048, SHO...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867372	MKL_8204018_4
29 Apr 2021	Home Multi-Pack - InvisiGard...	EAN-9312066700086, SHO...	Compliance Rejection - does ...	Provide all needed requireme...	Hand Sanitisers	8867376	MKL_8204018_8
29 Apr 2021	3 x InvisiGarde™ 500mL Anti-...	EAN-9312066700031, SHO...	Product Images do not meet ...		Mould Killers/ Disinfectants	8855199	MKL_8188399_0

Seller Support Contact

If the seller needs clarity on Rejected Reasons, or it has been longer than **7 days since the product import without an update,** the seller (or Integration Partner representative) can contact our Seller Support team at **sellersupport@catch.com.au**

If the SST team fail to respond **within 7 days** , this ticket can be escalated to Damien Mersini: **Damien.Mersini@catch.com.au**

From: sellersupport@catch.com.au
Date: 2021-06-15 10:38
To:
Subject:

Good day, Steven!

Thanks for the update, please be advised that we have requested a review with our Approval Team and these will be looked into as a priority. Your SKUs will either be approved or be found in the rejection reason report within the next 1 business day.

An update to your Partner Portal Dashboard means you can now review all your rejected products and reasons there. To jump straight to your rejected product dashboard please click here and find it at the bottom of the page.

For further information about this new feature please follow this link and scroll to the bottom.

Below are some useful links to ensure that Catch requirements are met when submitting your products:
Catch Marketplace Listing Guide
Image & Content Guide
Product Rejected Reasons
Understanding Product Attributes
Partner Portal Dashboard - New Feature: Submitted Product Rejection Report

Please be aware that products will sometimes be deleted bC:\Users\Administrator\AppData\Roaming\Foxmail7\Temp-14168-20210618103621\y our team if they were submitted with the incorrect variation structure or a missing identifier in the product data. We will not have any record of these lines.

Should you need any clarification, pIC:\Users\Administrator\AppData\Roaming\Foxmail7\Temp-2848-20210623084411\ease let us know.

Regards,
Catch Marketplace Seller Support
Please use our Marketplace Help Centre to troubleshoot any minor issues
For urgent assistance on technical issues, please click hereto submit a request