

The Creatives marketplace

Description

The SoukUk marketplace is for Creative artists, craftspeople musicians, performers and Handicraft suppliers.

SoukUk Marketplace Overview

Marketplace Features:

- **Personalised Shopfront:** Each creative individual or business gets their own online shop, set up by the SoukUk admin team on their behalf.
- **Shop Capabilities:**
 - Showcase products/services with details, images, and pricing.
 - Offer product variations (size, color, etc.) and delivery options.
 - Enable sales of digital downloads, live streams, and online classes.
 - Custom checkout options for musicians, entertainers, and educators.
- **Customer Experience:**
 - Easy product selection and shopping cart management.
 - Choose delivery and payment options at checkout.
 - Seamless purchasing for both digital and physical goods.

Admin Support:

SoukUk admins closely assist ShopHolders with:

- Shop setup and management
- Pricing strategy (considering payment processing, delivery, discounts, and currency conversions)
- Integration of payment and delivery methods

Buying & Checkout Process

1. **Configure Order:** Customers select options (volume, colour, size), add to cart, and review order.
2. **Checkout:** Enter email, agree to T&Cs, select delivery and type of product related payment method.
3. **Payment:**
 - **Digital Products:** Secure online payment via Square or other integrated card payment services.
 - **Physical Products:** Manual checkout - payment and delivery arranged directly between customer and vendor.
4. **Order Completion:**
 - Customer - Place Order - and finalises the transaction.

- Email confirmations sent to the customer, marketplace admin, and ShopHolder.

Marketplace Security & Payment

- **Platform:** Ecwid (cloud-based, secure HTTPS)
- **Card Payments:** Processed via Square (secure, PCI-compliant)
- **Manual Payments:** Options include over-the-phone, bank transfer, physical collection, and ShopHolds own custom methods as arranged with the SoukUk marketplace admin team.
- **Digital Only:** Digital downloads and streaming are processed automatically; physical goods require manual processing, unless otherwise arranged.

Financials & Charges

- **Square Fees:**
 - UK card: 1.4% + 25p
 - Non-UK card: 2.5% + 25p
 - Currency conversion is handled by the buyer's bank.
- **SoukUk Deductions:**
 - 5%–8% per sale (covers platform fees and admin support)
 - May include additional fees for digital/streaming services.
- **Payment Flow:**
 1. Square deducts transaction fees.
 2. SoukUk deducts its administration and service fees.
 3. Remaining funds transferred to ShopHolder's nominated bank account (UK or international).
- **Records:** Real-time sales records maintained; available on request and at regular intervals.

Vendor & Buyer Responsibilities

- **Taxes & Duties:** Vendors and buyers are responsible for all applicable taxes, VAT, and import duties is applicable.
- **Manual Processing:** Vendors handling physical products must manage payment and delivery directly with buyers.

Category

1. Images

Date Created

11th June 2025

Author

bobh