Facilitator

Store Management · https://multivendorx.com/docs/knowledgebase/facilitator/

Brief Introduction

In many marketplaces, a sale is not always driven by the store owner alone. Sales agents, consultants, influencers, partners, or other contributors may play an important role in bringing customers and generating revenue. In such cases, it becomes essential to distribute earnings fairly among all parties involved.

The MultiVendorX Facilitator module makes this process seamless by allowing marketplace owners to share commissions between a store owner and a designated facilitator. Whenever a sale is made, the commission is automatically split based on the configured distribution, ensuring that each participant receives their assigned share without any manual calculations or payouts.

Requirement

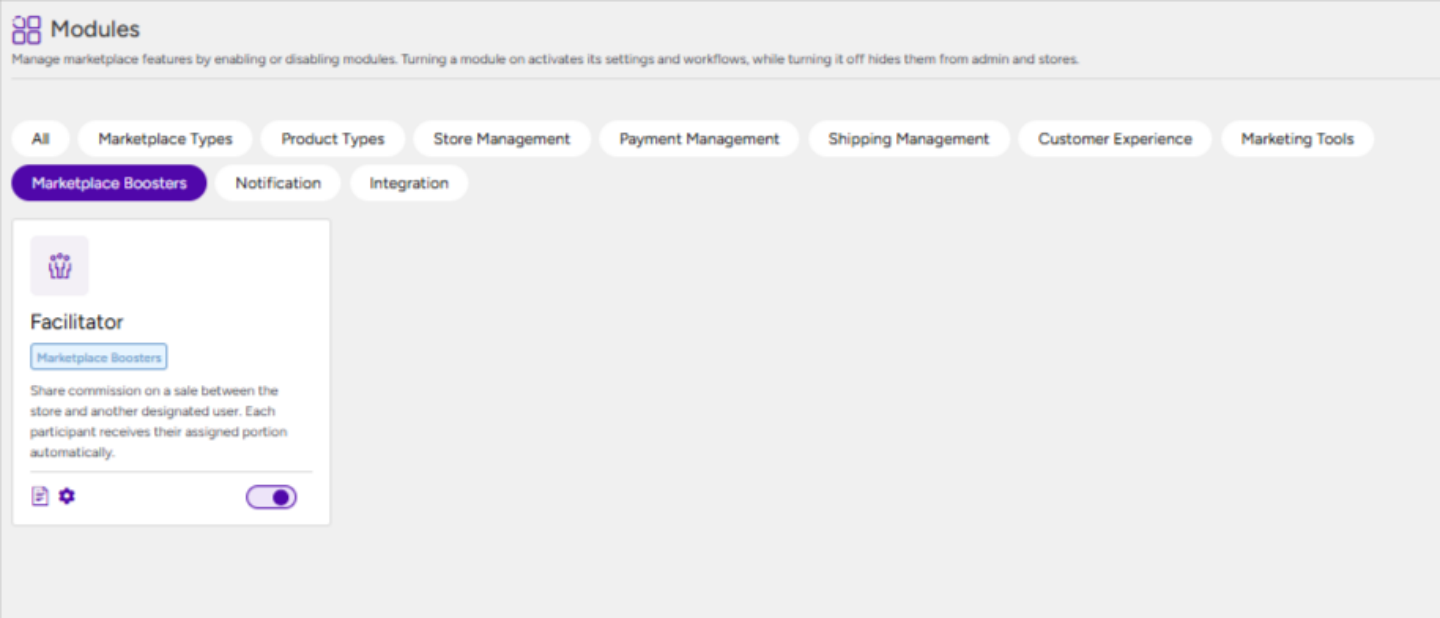
- MultiVendorX Pro

Configuration from the Admin Dashboard

If your marketplace requires commissions to be shared with a third party, such as a facilitator, agent, or partner, you can enable the Facilitator module in MultiVendorX.

To get started:

1. Navigate to **MultiVendorX → Modules** from the WordPress Admin Dashboard.
2. On the Modules page, locate the **Marketplace Boosters** section.
3. Find the **Facilitator** module and enable it.

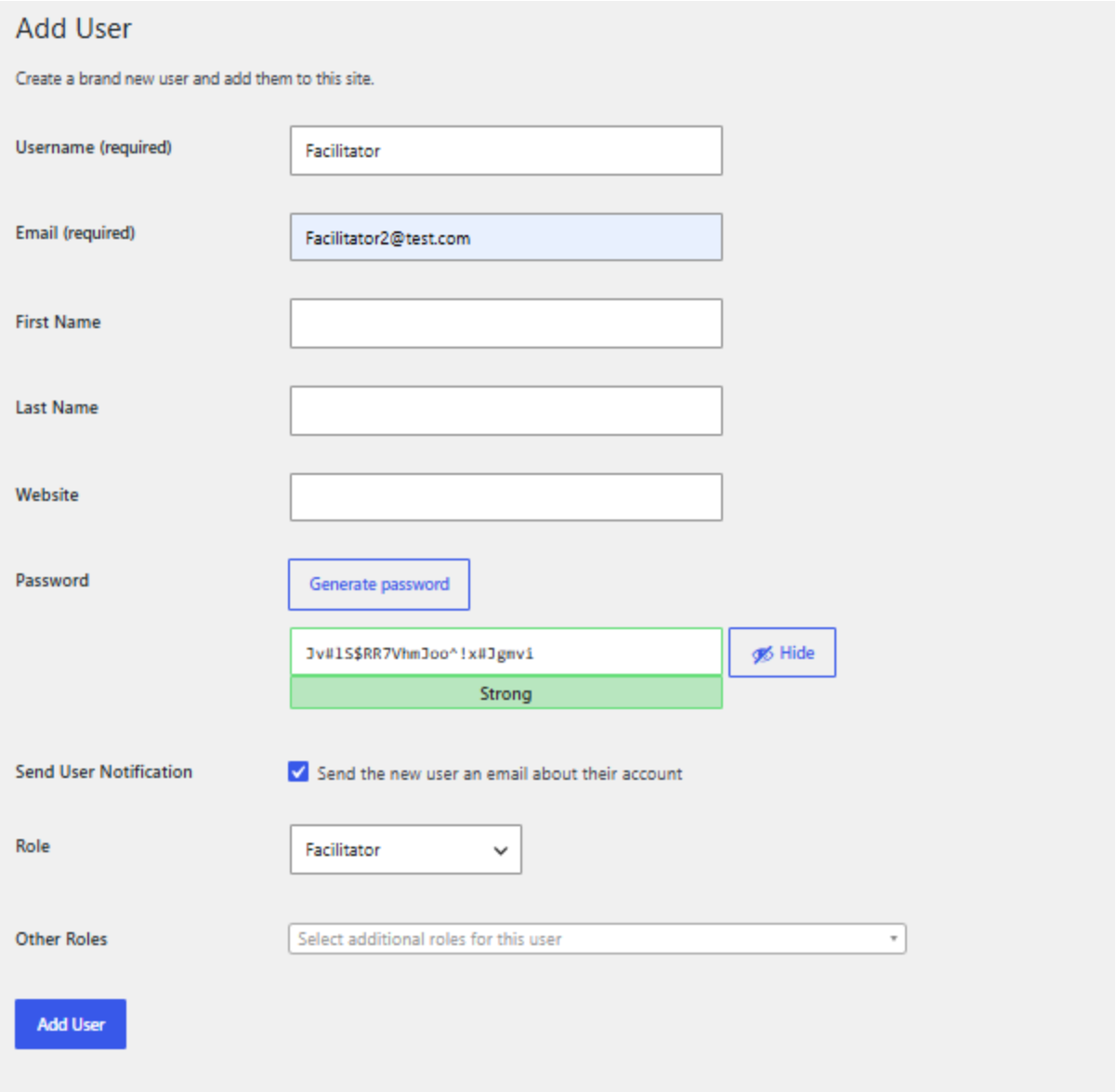


Addition of Facilitator User

Before configuring the facilitator settings, you must first create a facilitator account.

To do this:

1. Navigate to **Users → Add New User** in your WordPress Admin Dashboard.
2. Create a new user and fill in the required details.
3. From the **Role** dropdown, select **Facilitator**.
4. Save the user.



Once the facilitator user has been created, you can proceed with configuring facilitator assignments and commission-sharing settings within your marketplace.

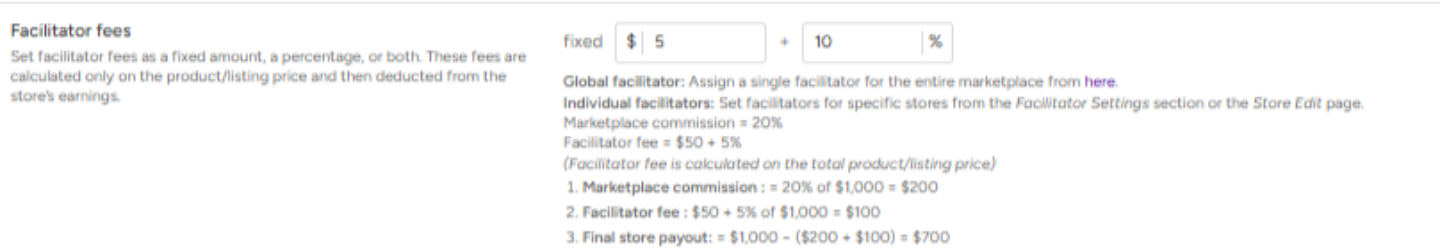
Configuring Facilitator Commissions

Global Facilitator Commission

To configure commission sharing for facilitators, navigate to **MultiVendorX → Settings → Finance → Commissions**.

On the Commissions page, scroll down to the **Fees Deducted from Store Earnings** section and locate **Facilitator Fees**.

From here, you can define the global commission amount or percentage that will be allocated to the assigned facilitator whenever a sale is made.



Store Specific Facilitator Commission

In addition to the global facilitator commission settings, you can also configure facilitator commissions for individual stores.

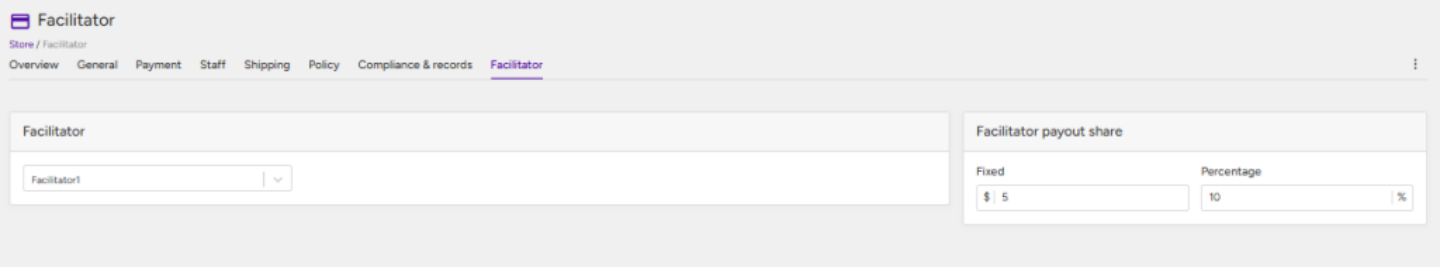
To do so:

Assign the facilitator and configure the facilitator commission for that specific store.

Navigate to **MultiVendorX → Stores**.

Select the store for which you want to assign a facilitator and click **Edit**.

Open the **Facilitator** section.



Configuring Facilitator Assignment and Permissions

Global Facilitator

To assign a global facilitator for your marketplace, navigate to **MultiVendorX → Settings → Marketing → Facilitator**.

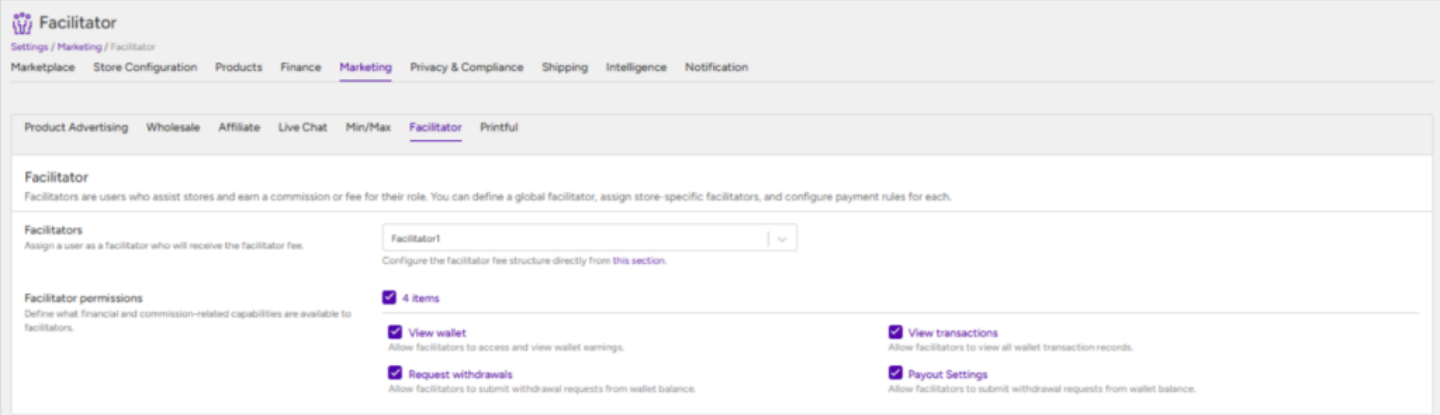
From here, you can configure the following settings:

- **Facilitators** - Select the user who will act as the marketplace facilitator. The assigned facilitator will receive facilitator commissions based on the configured commission rules.
- **Facilitator Permissions** - Define the financial and commission-related permissions available to facilitators.

The following permissions can be enabled as required:

- **View Wallet** – Allows facilitators to view their wallet balance and earnings.
- **View Transactions** – Allows facilitators to access and review their wallet transaction history.
- **Request Withdrawals** – Allows facilitators to submit withdrawal requests for their available wallet balance.
- **Payout Settings** – Allows facilitators to manage and update their payout preferences and payment details.

Configure these permissions based on the level of access you want facilitators to have within your marketplace.



Store-Specific Facilitator Assignment

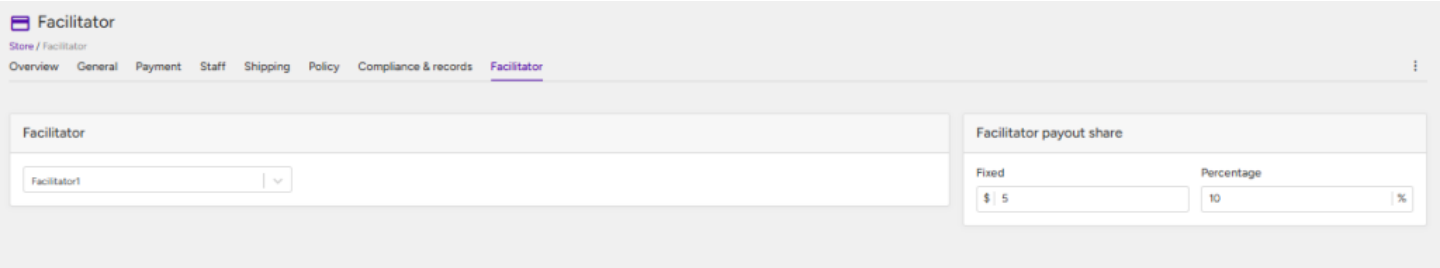
In addition to assigning a global facilitator for the marketplace, you can also assign facilitators on a per-store basis.

When a store-specific facilitator is assigned, commissions generated from that store's sales will be allocated to the assigned facilitator. In such cases, the global facilitator will not receive commissions for sales made by that store.

To assign a store-specific facilitator:

1. Navigate to **MultiVendorX → Stores**.
2. Select the desired store and click **Edit**.
3. Open the **Facilitator** section.
4. Select a facilitator user from the available list and save your changes.

Once assigned, the selected facilitator will be associated with that store and will receive facilitator commissions according to the configured commission settings.



Facilitator Dashboard Flow

Once a facilitator has been assigned and the required permissions have been configured by the marketplace administrator, the facilitator can log in to their dashboard and access the features made available to them.

Based on the permissions granted by the administrator, facilitators can:

- View their commission earnings and wallet balance.
- Access transaction history and commission details.
- Submit withdrawal requests for available earnings.
- Configure payout settings and payment details.

The available options and capabilities will depend on the permissions configured by the marketplace administrator.