

Seller Onboarding and Management



Lumina Datamatics provides services to marketplaces at every stage of the seller onboarding journey. Here are a few of the services we provide:



Seller Identification

- Identify sellers at scale via data aggregation.
- Obtain & verify seller information.
- Gauge interest via email/voice outreach.



Seller Prequalification

- Categorize vendors based on business requirements such as revenue, location, experience, reviews, CSS, etc.
- Obtain eligibility criteria via research.
- Generate a qualified list.



Seller Onboarding

- Walkthroughs and training for new vendors.
- Resolve process queries.
- Handhold new vendors on systems and processes.



Seller Support

- Resolve L1/L2 technical & non-technical vendor queries.
- Predefined SLAs for query types.
- Handle escalations via a dedicated L2 Team.



Seller Performance Optimization

- Specialized programs to optimize seller performance.
- Monitor seller performance and alerts.
- Reach out to sellers to help resolve issues.
- Escalate where necessary.

Lumina Datamatics is a trusted partner in providing eCommerce support services to 3 of the 5 largest retailers/marketplaces worldwide. Lumina Datamatics provides product content transformation services, competitor intelligence, and technology services to eCommerce retailers, marketplaces, and brands. Our organization has over 3000 professionals across APAC, Europe, and North America.

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