



## FAQ

### SHOPIFY/MARKETCUBE

#### What is the maximum size for images?

25MB

#### What is the best aspect ratio for images?

The site functions best with Images that are either square or 16:9.

#### How do I set my SKU?

firstname-lastname-# (# = the number of works you have in the sale), example:

If you have 2 pieces in the sale your SKU's would be:

- stewart-pressney-1
- stewart-pressney-2

#### How do I set my inventory?

You set inventory to be tracked by Shopify. Enter the quantity you have available for the sale.

#### Inventory

SKU (Stock Keeping Unit)	Barcode (ISBN, UPC, GTIN, etc.)
<input type="text" value="stewart-pressney-1"/>	<input type="text"/>
Inventory policy	Quantity
<input type="text" value="Shopify tracks this product's inventory ↕"/>	<input type="text" value="1"/>

**Why can't I see any of the works I've uploaded?**

Our developer will be going through each listing to ensure that works have been categorized correctly and that the SKU's are listed correctly. Once this has been completed, your work will be populated on the site. This typically takes one (1) business day to complete.

**How much detail should I include in the description?**

This is your opportunity to sell your work; be as descriptive as you feel complements your work. If you don't wish to include a lot of info here, consider including information outlining the materials used in the making of the piece, or the process.

Regardless of what you choose to submit, your description should follow the format below.

CATEGORY (format)

YEAR

SIZE

DESCRIPTION

ARTIST BIO

WEBSITE / INSTAGRAM

**Are there Shopify charges on each item?**

Yes, there is a 2.99% fee per item. These fees are covered in the university's 10% commission.

**If I don't fill out my shipping rates, what happens?**

The site will autofill to \$0.00.

**Can I include shipping in my prices?**

You can, but to clear, the university's commission would come into play here. If your item is \$25, and you charge \$10 for shipping, the university's commission would be \$2.50. If you are charging a \$35 flat rate with shipping included, the university's cut would be \$3.50.

**When should I ship the work?**

You must ship the work within three (3) business days of purchase. For those who have sales on the final date, your final day to ship will be December 10.

**Why do I have to input a shipping confirmation once I've shipped the product?**

You are operating your own store! Once you enter the shipping confirmation, your customer receives notification that their item has shipped. This is just good customer service. If you're shipping small items like stickers that only require an envelope and a stamp, you can just type in N/A.

**I've still got work in progress, is the November 20 deadline firm?**

We're extending the deadline to November 22 at midnight. If you think you will need additional time beyond this, (e.g. ceramics need to be fired), please contact us at [sas@ecuad.ca](mailto:sas@ecuad.ca) and we'll try to make things work.

**What is the final day that I can make changes to my listings?**

Sunday, November 29 at midnight (12am).

**WORK**

**Should I sign my work?**

Yes! ! Paintings and drawings are typically signed on the back – unless your signature is part of the work. Buyers have returned to the school with works, asking that the artist sign them.

**I'm putting ceramics in the sale, should I make note whether they are foodsafe?**

Yes, please note this each individual listing.

**I missed the deadline for promo images. Can I still submit?**

Yes! Upload your images here - <https://www.ecuad.ca/student-art-sale#artwork-upload>

**PAYMENT**

**If we're not connecting our Stripe accounts, how will we be paid?**

Students will be paid by the university through direct deposit (Electronic Fund Transfer aka EFT). If you're not set up for direct deposit through Finance, we'll contact you to and send you a form to complete.

**When can we expect payment from the university?**

At the conclusion of the sale, December 7, you'll have three (3) business days to finalize your shipping (December 10). We expect that transfers will be issued by December 15.