

We're sure you have lots of questions.

I would like to participate on the online store but don't know how?

If you would like to participate in the online store please complete the [online store listing form](#). Each stallholder is permitted three (3) product listings each. This form is listed under on the Salamanca Market website under '[Information for Current Stallholders](#)'.

How can I update/amend a current product already on the online store?

You can use the [online store product update form](#) to update a current product.

This form is listed under on the Salamanca Market website under '[Information for Current Stallholders](#)'.

How can I replace existing product listed with a new product on the online store?

You can use the [online store product substitution form](#) to replace a current listed product.

This form is listed under on the Salamanca Market website under '[Information for Current Stallholders](#)'.

How long will it take for any submission for a new product or product amendment to be completed by the Salamanca Market administration team?

Depending on the number of submissions in process, it can take between 1- 3 working days to process any changes to the online store.

I sell fresh produce, can I still have a listing?

All stallholders are welcome to submit a listing including fresh produce, flowers and other perishable items if they have the capacity to get the items to the customer and/or provide safe collection points. For example see: [Huski Greens](#)

Initially it was unclear how COVID-19 would affect delivery services. As time has progressed it is now clear that there are many delivery options still available for fresh produce suppliers.

I have products that have a price range, can I still participate?

Stallholders that have a product with price range can be accommodated on the online store click through to see the following examples.

[Unique Shoehorns](#)

[DR Garlic](#)

[Cheeky Devil Coffee Roasters](#)

Can I sell liquor on the online store?

It is important to check any current liquor licences or permits to ensure the correct authority in place to sell via a website. The best way to enquire is by contacting the Liquor and Gaming Branch via email licensing@treasury.tas.gov.au. The Department of Treasury have released a fact sheet regarding the [sale of liquor through the internet or media](#).

Can I use a Facebook Shop?

It is possible to integrate the Salamanca Market online store with Facebook Shop even if you do not currently have a Facebook page or a website. Payments are still currently required to be made through third party ecommerce platforms. A Digital Ready program coach can help you set one up. For an example see [Annette's Designs](#).

I don't want to create a website, can I still participate?

If you do not wish to have a website to process sales, it is possible for your listing to have a telephone number and/or email contact for customers to purchase from you. For example see [Otekah](#)

I am creating a website but it is not ready yet, can I still participate?

It is possible to still have a listing using a telephone number and/or email contact. Once your website is ready, your online store listing can be updated to create a link to your website [online store product update form](#).

I would like a website but don't know how to get one?

If you would like a website there are digital coaches that can assist you through the Tasmanian Government [Digital Ready program](#). The first 2 hours are free to assess your situation.

It is not a requirement to have your own website to participate in the online store and you can have a listing using a telephone number and/or email contact or create a Facebook shop.

How do I know where my website visitors and/or sales are coming from?

To understand whether a customer proceeded with a sale or not after leaving the Salamanca Market online store, each stallholder needs to access their website analytics or record keeping system if you are taking sales via email or telephone.

[Google Analytics](#) is a free analytics program is that can help website owners capture this information from a website. Free [Google Analytics training](#) is available online. Alternatively speak to your web developer.