



## **Vendor Application Status Guide**

Understanding application statuses, workflows, and actions

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# Introduction

When vendors apply to your market, their application moves through different statuses as it progresses from submission to final decision. Understanding these statuses helps you manage your application workflow effectively and communicate clearly with vendors.

## Who This Guide Is For

- **Market Managers** - Learn how to review and process applications
- **Market Staff** - Understand what each status means for vendors
- **Vendors** - Know what to expect during the application process

## Key Concepts

Each vendor application has a **status** that indicates where it is in your review process. Markets can take **actions** on applications to move them between statuses. Vendors see their status and can respond to requests from your market.

## Application Status Overview

Marketspread uses eight application statuses to track where each vendor application is in your review process:

Status	What It Means	Who Controls It
Incomplete	Vendor started but hasn't submitted	Vendor
Applied	Vendor submitted, awaiting your review	Vendor
Received	You acknowledged receipt of application	Market
Pre-approved	Provisionally accepted, pending final approval	Market
Approved	Fully accepted into your market	Market
Resubmit	You requested changes or more information	Market
Declined	Application was not accepted	Market
Withdrawn	Application was withdrawn	Either

**Tip: Most markets use Applied → Received → Approved or Applied → Approved as their primary workflow. The other statuses handle special situations.**

# Understanding Each Status

## Incomplete

The vendor has started filling out your application but has not yet submitted it. They may still be gathering required documents, photos, or answering questions.

<b>Visible to Vendor</b>	Yes - they see it on their dashboard
<b>Vendor Can Edit</b>	Yes - they can continue working on it
<b>Market Action Needed</b>	No - wait for vendor to submit
<b>Fees Collected</b>	No - application fees are collected on submit

**What you can do:** You can send reminder emails to vendors with incomplete applications to encourage them to complete and submit.

## Applied

The vendor has completed and submitted their application. Application fees (if any) have been collected. The application is now in your inbox waiting for review.

<b>Visible to Vendor</b>	Yes - status shows 'Applied'
<b>Vendor Can Edit</b>	No - they must wait for your response
<b>Market Action Needed</b>	Yes - review and take action
<b>Fees Collected</b>	Yes - application fees charged at submit

**What you can do:** Review the application, then choose to mark it Received, Pre-approve, Approve, Request Resubmission, or Decline.

## Received

You have acknowledged receiving the application. This optional status lets vendors know their application is in your queue and being considered. It's useful when you have a formal review process or committee.

<b>Visible to Vendor</b>	Yes - status shows 'Received'
<b>Vendor Can Edit</b>	No - still waiting for final decision
<b>Market Action Needed</b>	Yes - complete your review process
<b>Common Use</b>	High-volume markets with review committees

**When to use:** Use Received when you want to acknowledge an application before making a final decision. Skip it if you approve or decline applications immediately.

## Pre-approved

The vendor is provisionally accepted, but final approval is pending. This status is useful when you need to collect acceptance fees, verify insurance, or complete other requirements before full approval.

<b>Visible to Vendor</b>	Yes - status shows 'Pre-approved'
<b>Vendor Can Edit</b>	No - waiting for final approval
<b>Acceptance Fees</b>	Collected when Pre-approved (if configured)
<b>Common Use</b>	Juried markets, insurance verification

**When to use:** Use Pre-approved when you want to give vendors a positive signal while still requiring additional steps. For example, if you jury vendors before checking their insurance documents.

## Approved

The vendor is fully accepted into your market. They can now be assigned to events, added to the scheduler, and participate in your market. This is the final positive outcome for an application.

<b>Visible to Vendor</b>	Yes - status shows 'Approved'
<b>Vendor Can Edit</b>	Limited - depends on your settings
<b>Scheduler Access</b>	Yes - vendor can be assigned booths
<b>Acceptance Fees</b>	Collected if not already (from Pre-approved)

**After approval:** Vendors appear on your vendor list and can be assigned to events. If you use seasons, they're linked to the season associated with this application.

## Resubmit

You've reviewed the application and are requesting the vendor make changes or provide additional information. The vendor is notified and can edit their application to address your feedback.

<b>Visible to Vendor</b>	Yes - shows 'Resubmit Requested'
<b>Vendor Can Edit</b>	Yes - they can update and resubmit
<b>Reason Required</b>	Yes - you must explain what's needed
<b>After Resubmit</b>	Application returns to 'Applied' status

**Common reasons:** Incomplete product list, missing photos, unclear vendor type selection, missing required documents, or needing clarification on application answers.



## Declined

The application was not accepted. The vendor is notified of this decision. While final, you can still change a declined application to approved later if circumstances change.

<b>Visible to Vendor</b>	Yes - status shows 'Declined'
<b>Vendor Can Edit</b>	No - application is closed
<b>Reason Required</b>	Yes - you must provide a reason
<b>Reversible</b>	Yes - you can approve later if needed

**Best practice:** Always provide a clear, professional reason for declining. This helps vendors understand the decision and whether they might qualify in the future.

## Withdrawn

The application has been withdrawn. This can happen because the vendor withdrew their own application, or because the market withdrew an approved vendor. A reason is required to document why.

<b>Visible to Vendor</b>	Yes - status shows 'Withdrawn'
<b>Who Can Withdraw</b>	Both vendor and market
<b>Reason Required</b>	Yes - must document why
<b>Reversible</b>	Yes - can be moved back to active status

**Common uses:** Vendor changed their mind, vendor moved away, market removed vendor due to policy violation, or season ended without the vendor participating.

# Typical Application Workflows

Here are the most common paths applications take through your review process:

## Simple Approval

For markets that approve vendors quickly without a formal review process:

**Incomplete → Applied → Approved**

- Vendor starts application (Incomplete)
- Vendor submits application (Applied)
- Market reviews and approves immediately (Approved)

## Formal Review Process

For markets with review committees or formal evaluation processes:

**Incomplete → Applied → Received → Approved**

- Vendor starts application (Incomplete)
- Vendor submits application (Applied)
- Market acknowledges receipt (Received) - vendor knows you have it
- Committee reviews and approves (Approved)

## Juried Market with Pre-approval

For juried markets that jury first, then verify documents:

**Incomplete → Applied → Pre-approved → Approved**

- Vendor submits application with photos (Applied)
- Jury reviews and accepts vendor (Pre-approved)
- Staff verifies insurance and documents (Approved)

## Resubmission Workflow

When you need the vendor to make changes before approval:

**Applied → Resubmit → Applied → Approved**

- Vendor submits application (Applied)
- Market requests changes - provides reason (Resubmit)
- Vendor updates and resubmits (Applied again)
- Market reviews and approves (Approved)

## Decline Workflow

When an application doesn't meet your requirements:

**Applied → Declined**

- Vendor submits application (Applied)
- Market reviews and determines vendor doesn't qualify (Declined)
- Reason is provided to vendor

## Withdrawal Workflow

When a vendor or market needs to end the relationship:

**Approved → Withdrawn**

- Vendor is approved and active (Approved)
- Vendor or market withdraws - provides reason (Withdrawn)
- Vendor no longer participates

## Actions You Can Take

Here are the actions available to market staff when managing applications:

Action	What It Does	When to Use
Mark Received	Acknowledges you have the application	After reviewing, before deciding
Pre-approve	Provisionally accepts the vendor	After jury, before final checks
Approve	Fully accepts the vendor	When ready to add to market
Request Resubmit	Asks vendor to make changes	When application needs updates
Decline	Rejects the application	When vendor doesn't qualify
Withdraw	Removes an approved vendor	When ending the relationship

## Adding Comments

You can add comments to any application to communicate with the vendor or leave internal notes for your team. Comments appear in the application's activity log and can be marked as read by either party.

## Document Requests

Even after submission, you can request additional documents from vendors. The vendor will be notified and can upload the requested files. This is useful for insurance certificates, certifications, or other documents that may expire or need updating.

# Automated Status Replies

Marketspread can automatically send customized email responses when application statuses change. This ensures vendors receive prompt, consistent communication without manual effort.

## How Status Replies Work

- Create templates for each status (Applied, Received, Approved, etc.)
- When you change an application's status, the matching email is sent
- Templates can include merge fields for vendor name, market name, etc.
- Different templates can be set for different vendor types

## Setting Up Status Replies

Configure your status reply templates in your market settings under the Applications section. You can create replies for:

Status	Typical Message Content
Applied	Thank you for applying, we'll review soon
Received	We've received your application and are reviewing
Pre-approved	Congratulations! You're provisionally accepted
Approved	Welcome to our market! Here's what's next
Resubmit	We need some changes (reason included)
Declined	Unfortunately we cannot accept at this time
Withdrawn	Your application has been withdrawn

## Application Fees

You can collect fees at two points in the application process: when vendors submit their application, and when they're approved.

### Application Fees

**Charged when:** Vendor submits their application (moves to Applied)

- Covers the cost of reviewing applications
- Typically non-refundable
- Can be different amounts for different vendor types

### Acceptance Fees

**Charged when:** Vendor is Pre-approved or Approved

- Charged once when first accepted (Pre-approved or Approved)
- Commonly used for membership fees or season passes
- If Pre-approved first, fee is collected then (not again at Approved)

## Payment Methods

Method	When It's Used
Credit Card	Charged immediately at submission/approval
Invoice	Invoice sent for later payment
Manual	Payment handled outside the system

## Quick Reference

### Status Summary

Status	Meaning	Vendor Can Edit?	In Review?
Incomplete	Not yet submitted	Yes	No
Applied	Submitted, awaiting review	No	Yes
Received	Acknowledged by market	No	Yes
Pre-approved	Provisionally accepted	No	Yes
Approved	Fully accepted	Limited	No
Resubmit	Changes requested	Yes	Yes
Declined	Not accepted	No	No
Withdrawn	Removed from process	No	No

### Status Transitions

#### From Applied, you can:

- Mark Received - acknowledge the application
- Pre-approve - provisionally accept
- Approve - fully accept
- Request Resubmit - ask for changes
- Decline - reject the application

#### From Resubmit, the vendor can:

- Resubmit - returns to Applied status

#### From Approved, you can:

- Request Resubmit - ask for updates (rare)
- Withdraw - remove from market

### Statuses Requiring Reasons

These statuses require you to provide an explanation to the vendor:

- **Resubmit** - What changes or information is needed
- **Declined** - Why the application wasn't accepted
- **Withdrawn** - Why the vendor was removed