SELLER MANUAL

PREPARED BY :
FATBIT TECHNOLOGIES

yo!kart
MULTI VENDOR SYSTEM

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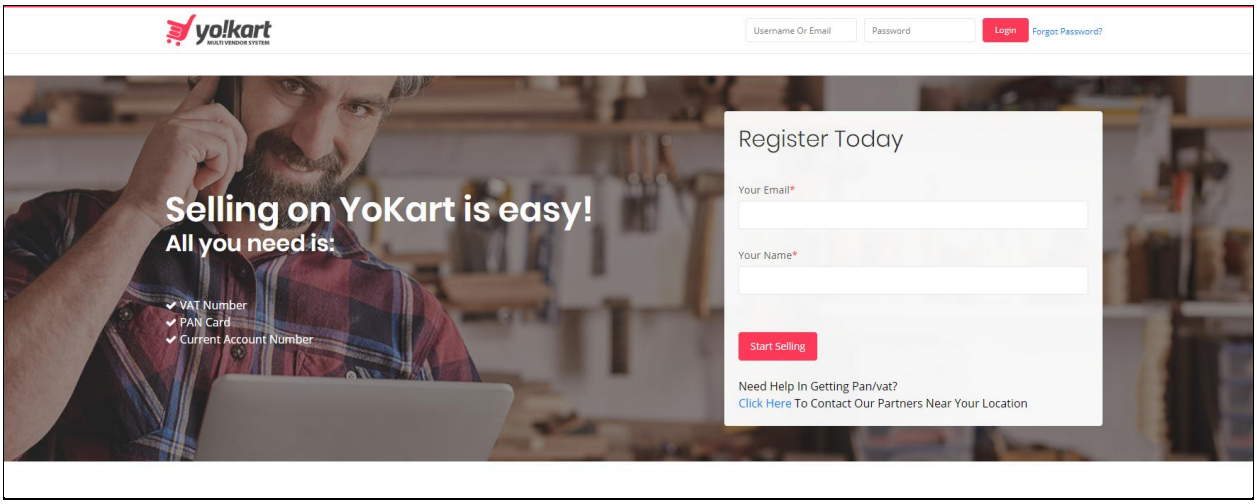
1. Sign Up

Seller can navigate to the sign up module by clicking on the 'Open a Store' button from the footer navigation links. Sellers can also sign up through the buyer dashboard if they have already registered as a buyer on the platform. This option is only available if admin has enabled 'buyers can see seller tab'.

On the seller sign up page, seller will have to input a unique email address and name of the seller.



1) Details Tab

Seller will navigate to the 'Seller Registration' page where seller needs to input/edit the following fields:

- Name: Seller can edit their name.
- Username: Seller will input unique preferred username.
- Email: Seller can edit their email address.
- Password: Seller will input preferred password.
- Confirm Password: Seller will input the password entered in the previous field.
- Terms & Conditions checkbox: Seller needs to check the checkbox to accept to the portals terms and conditions.
- Newsletter checkbox: Seller needs to check this checkbox if they wish to receive updates and newsletter from the portal.

Upon clicking the 'Register' button, seller will be navigated to the Activation tab. Please refer the screenshot below:

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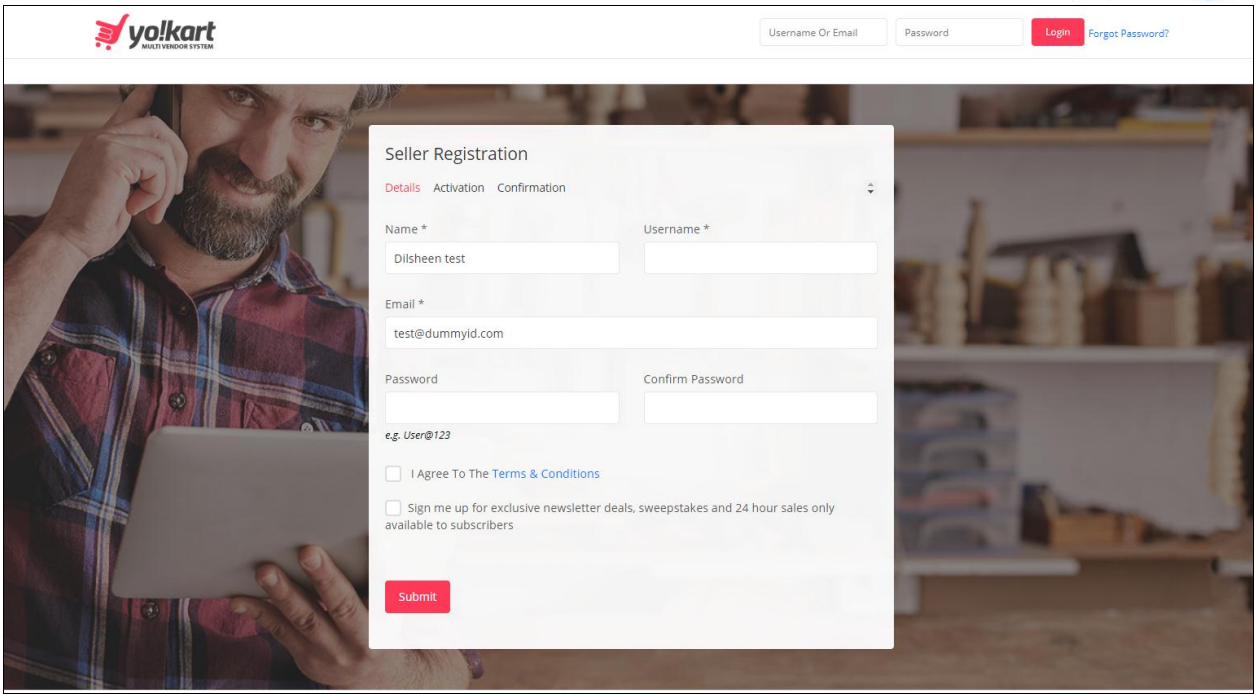
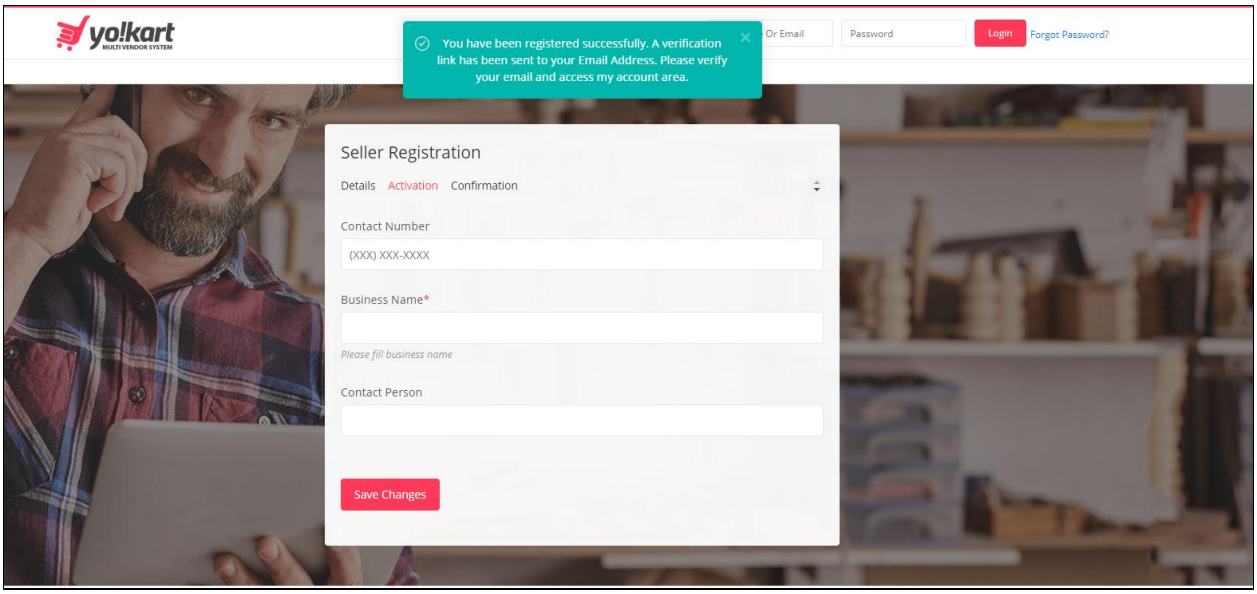


2) Activation Tab

Seller will need to enter to following information to complete registration:

- Contact Number: Seller will input preferred contact number.
- Business Name: Seller will input business name.
- Contact Person: Seller will input name of the contact person at the business.

Clicking on the 'save changes' button will navigate the seller to the 'Confirmation' tab.
Note: These fields are controlled by the Admin of the website and you may see different input fields.



3) Confirmation Tab

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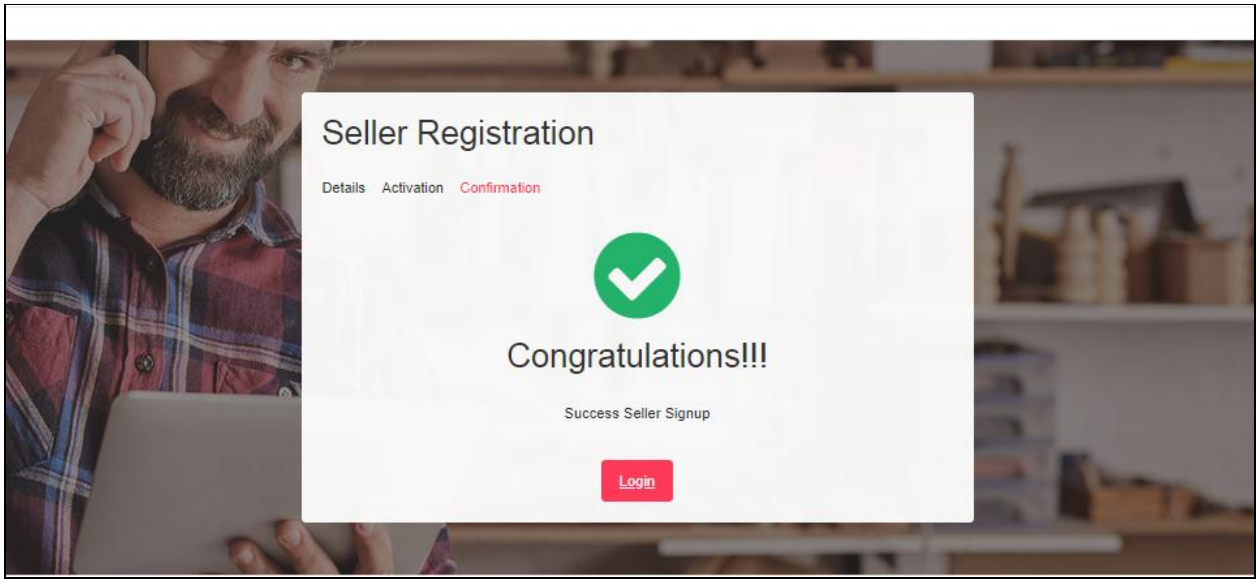
The confirmation tab will display a confirmation message of successful registration. Clicking the 'Login' button will navigate the seller to the sign in page.

Before Login to the system, seller needs to verify his/her email address. Seller will receive a verification link to the registered email address.



2. Sign In

Seller can navigate to the sign in pop-up from the very top of the homepage by clicking on the 'Sign In' button.

Seller will have to input registered email address or username during the sign up process along with their password.

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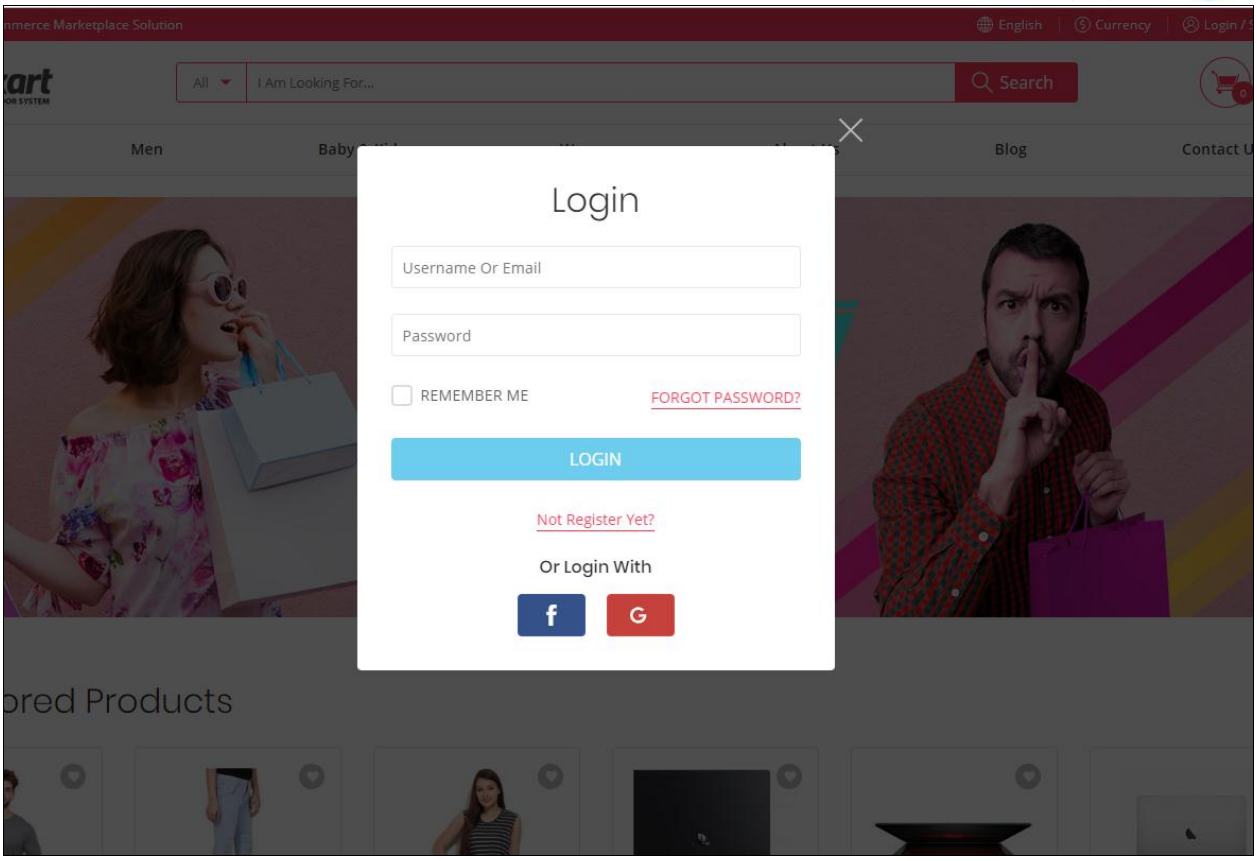

Clicking on the 'Login' button will verify the entered credentials and redirect the seller to the homepage/dashboard page.

3. Forgot Password

Seller can access the 'Forgot Password' section in case the seller does not remember their password or wants to reset the password.

Clicking on the 'Forgot Password' button from the Sign-In pop up, navigates the seller to the 'Forgot password' page.

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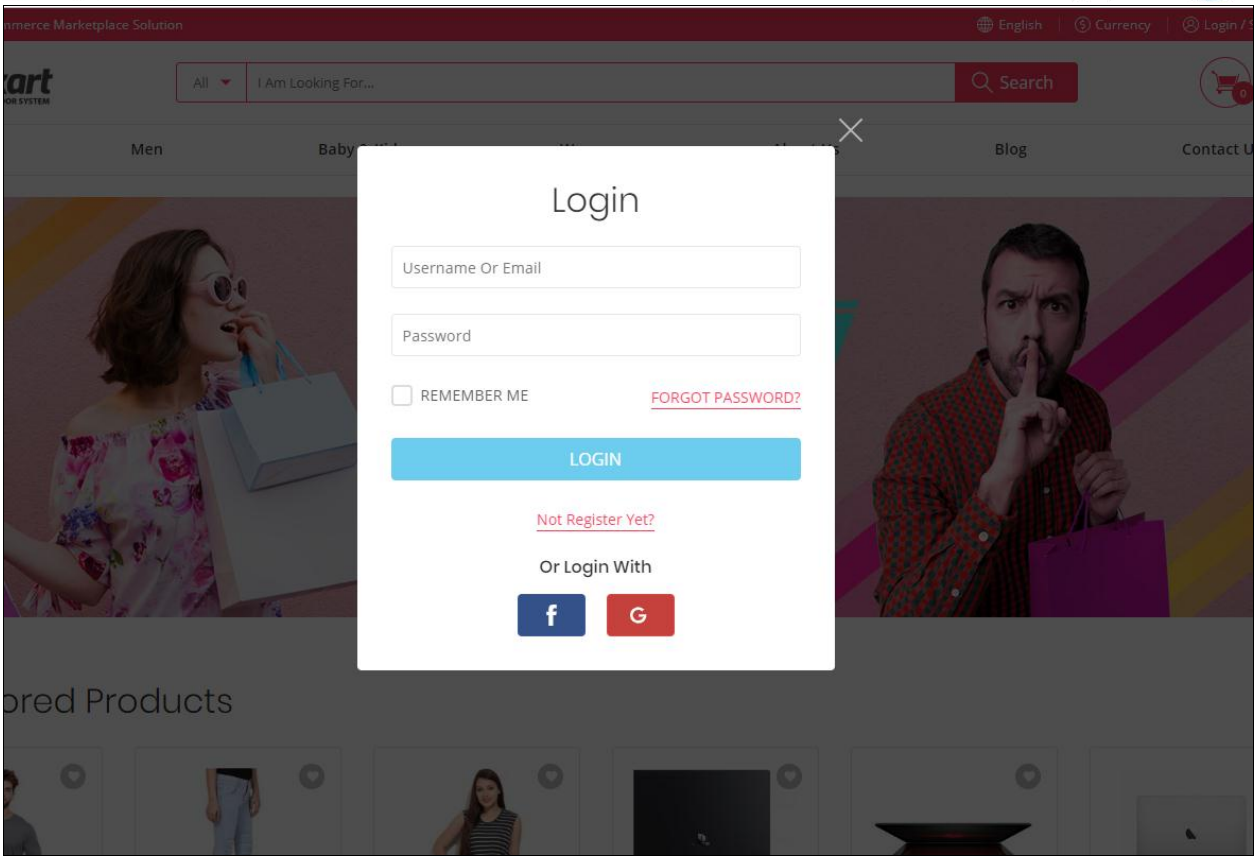
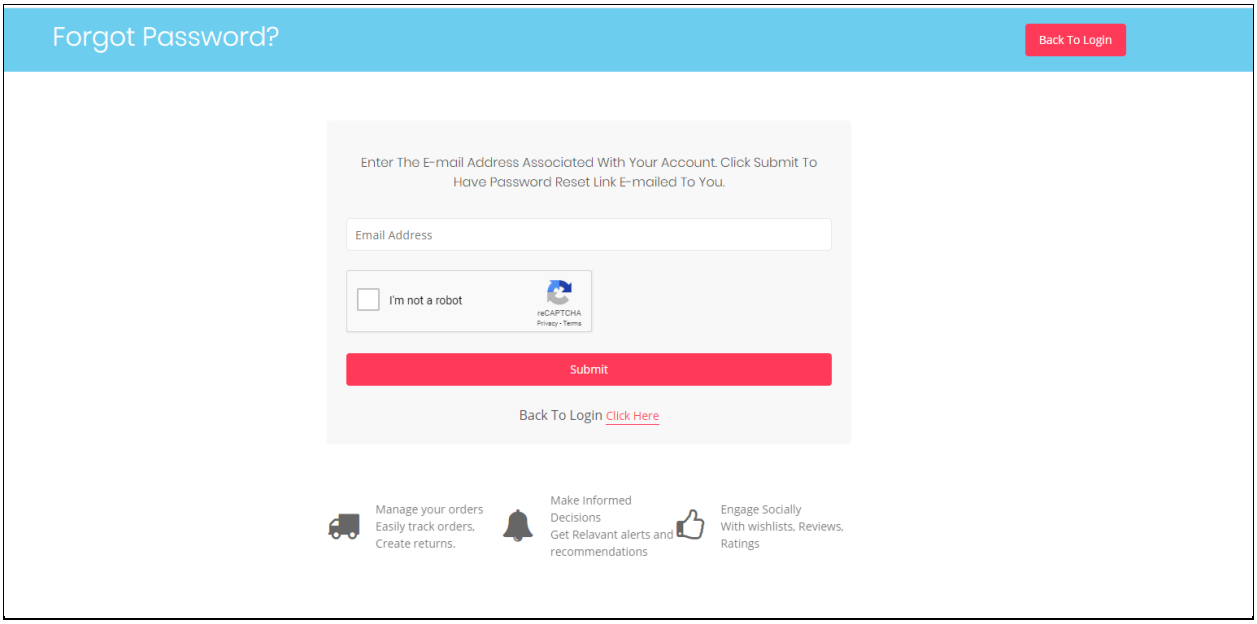


Seller will need to enter their registered username or email and complete the Captcha security to click the 'Submit' button.



A password reset email is sent by the system to the registered email address. Seller will have to click on the link shared within the email. Seller will be redirected to the 'Reset Password' page.

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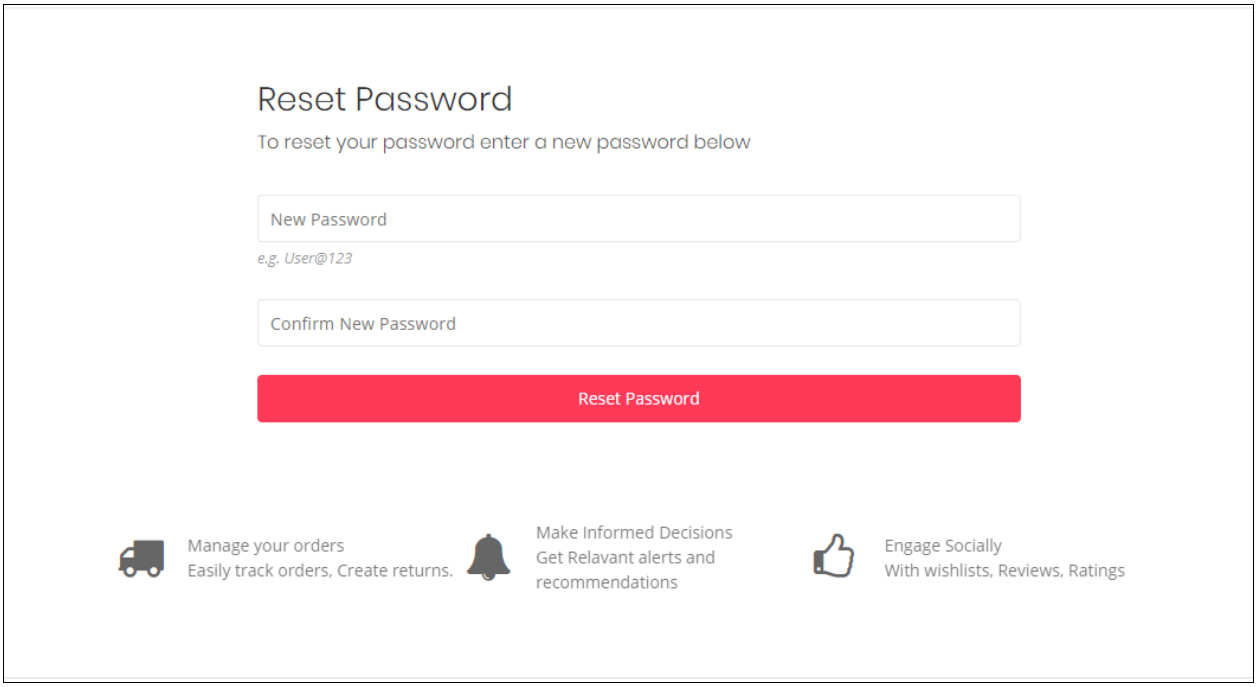
Seller will need to enter the 'New Password' and 'Confirm New Password' fields before clicking the 'Reset Password' button.



System will display a success message and seller will be redirected to the 'Sign-In' page. Seller will need to login with the new password.

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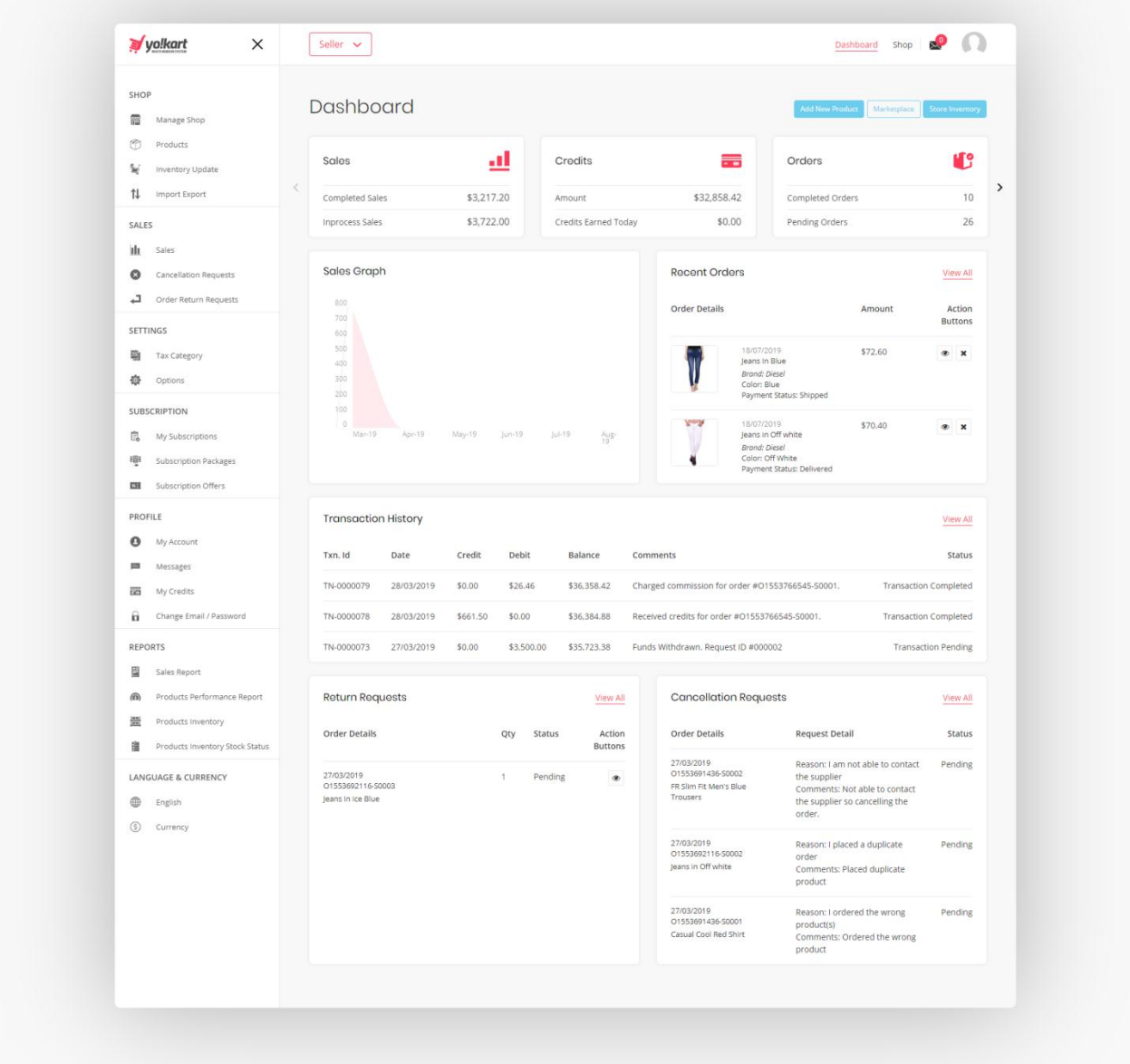
4. Dashboard

After successful login, Seller will be navigated to the Dashboard area.

The top navigation contains the following links

a) Role Switcher – This button allows the seller to switch between 'Seller' & 'Advertiser' role.
b) Dashboard – Shortcut button to access the Dashboard page.
c) Shop – Shortcut button to access the front-end Shop page.
d) Message icon – Shortcut button to access the messaging module. This icon will also display unread messages count.
e) User icon – Shortcut button to access the 'My Account' section and used to logout of the system.



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A) Under the top navigation the seller can view statistics for the following:

- Sales – Total sales amount of orders that have reached completed status along with amount for orders that are still In progress.
- Credits - Total credits which include credits received from completed orders along with any credits earned today.
- Orders – Total orders that are in completed and pending status.
- Active subscription – Number of catalog products allowed in the current subscription plan and days remaining under the active subscription plan. Note: This section will only be visible if the subscription module is activated from the Admin end.
- Refunds – Total orders which are refunded and the total amount refunded
- Cancellations - Total orders which are refunded and the amount refunded

The above statistics sections link to their respective details page for each.

B) Sales Graph - A sales graph can be viewed on the dashboard which shows half yearly sales trend of seller.

C) Recent Orders - To the right of the sales graph section the seller can also view a list of latest orders (most recent first) placed by customers. This section has necessary action buttons for making updates to the order as well as all orders are linked to the order detail page. The eye icon ' ' will navigate the seller to the order detail page. While the cross icon '✖' will navigate the seller to the cancel order page. The 'View All' link will navigate the seller to the 'Sales' tab.

D) Three shortcut links are provided towards the right above the statistics section of the dashboard:

- **Add new product:** This link will redirect the seller to 'Custom Product Setup' page where the seller can create a new product.

- **Marketplace:** This link will redirect the seller to the 'Marketplace Products' page where the seller can view all available products that can be sold.

- **Store Inventory:** This link will redirect the seller to the 'Shop Inventory' page that lists products that have inventory within the seller's store.

E) Transaction History – In this section the seller can view a list of latest transaction details (most recent first) for their wallet. The 'View All' link will navigate the seller to the 'My Credits' tab.

F) Return Requests – In this section the seller can view a list of latest Return Requests (most recent first) for their orders. The 'View All' link will navigate the seller to the 'Return Requests' tab.

G) Cancellation Requests - In this section the seller can view a list of latest Cancellation Requests (most recent first) for their orders. The 'View All' link will navigate the seller to the 'Cancellation Requests' tab.

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Manage Shop

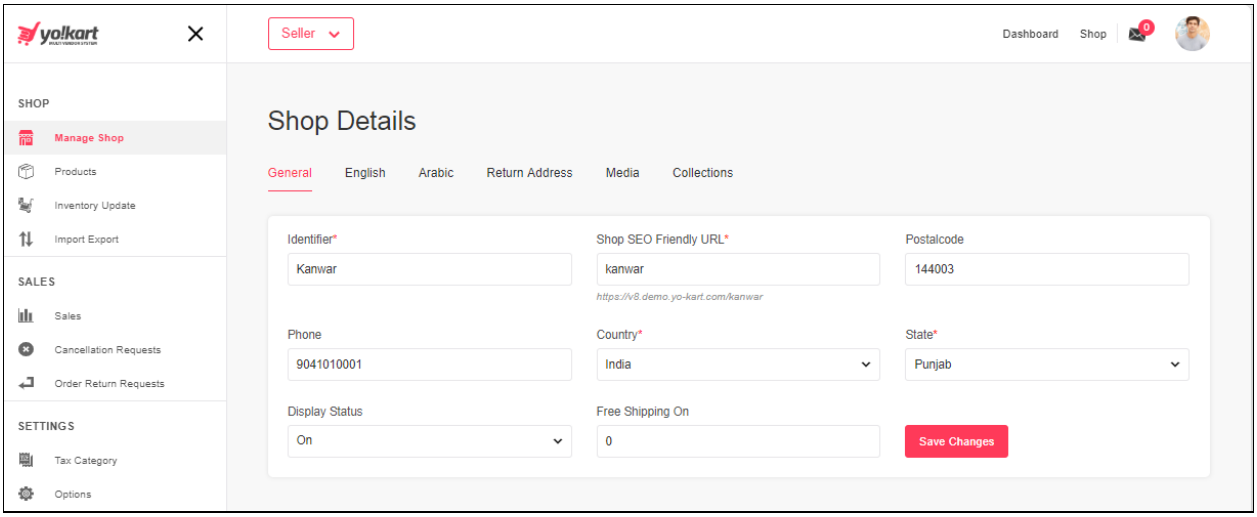
From this Shop Details page, Seller can view and manage the details of their shop. In order to add a product, shop of the seller must be created first. Please refer to the below tabs for information that needs to be filled by the Seller on the Shop Setup page:

1) General Tab

Seller can input relevant shop details that would be displayed to the buyer/customer on the frontend. This section also allows for seller to edit/update key information.

- Identifier: This field requires the seller to input their Shop name.
- Shop SEO Friendly URL: This field helps with editing the shop URL for SEO purposes.
- Postal Code: This field requires the seller to input the postal code for the shop.
- Phone: This field requires the seller to input the Phone number for the shop.
- Country: Seller needs to select the country in which the shop is located.
- State: Seller needs to select the state in which the shop is located.
- Display Status: Seller can turn OFF or ON the display status of the shop at the front end. This functionality should help the seller during initial shop set up or making bulk updates.
- Free Shipping on: Seller can set the amount value of the cart for an order to be eligible for free shipping. Leaving this field blank or entering 0 will not entitle the buyer for any free shipping from this seller.

Note: Sellers can set free shipping on each product while adding product to their stores.



2) Language Tab(s)

Seller needs to enter the following details in the entire languages tab like English, Arabic etc. This detail is displayed on the shop detail page. Seller can edit/manage this information in future from this tab itself.

Fields to be updated

- Shop Name
- Shop City
- Contact Person

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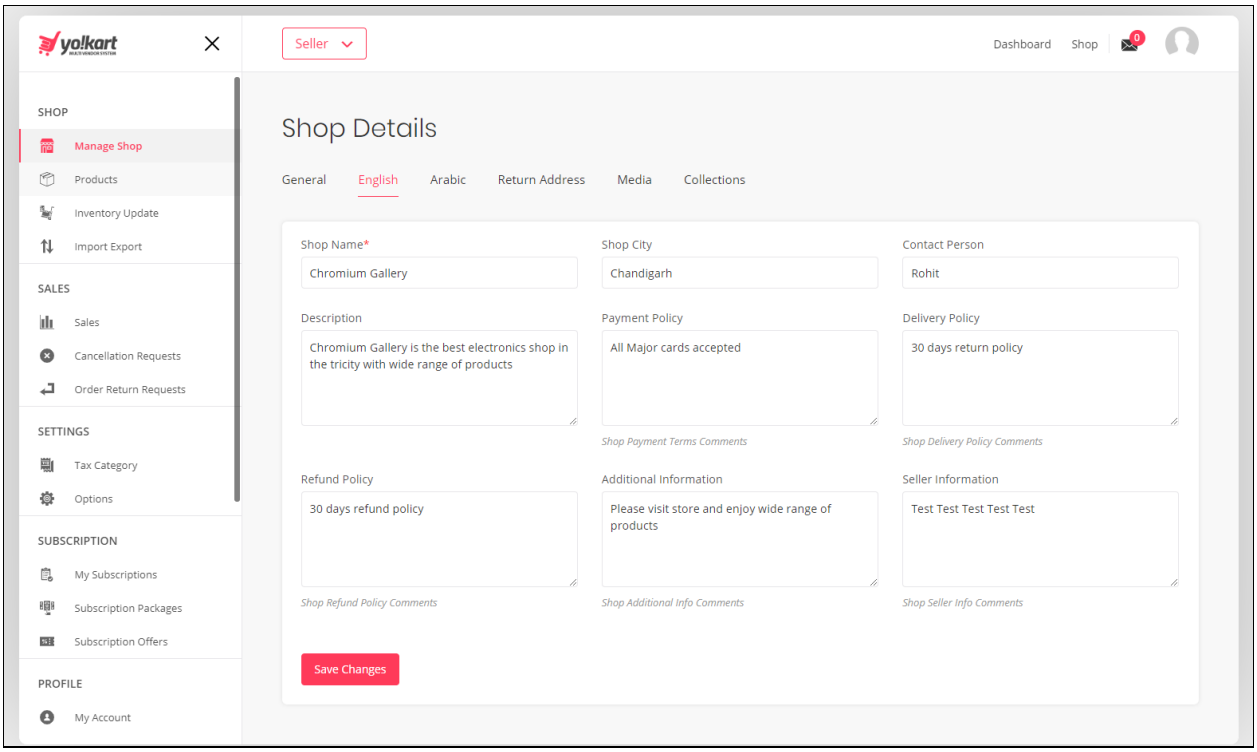
- Description
- Payment Policy
- Delivery Policy
- Refund Policy
- Additional Information
- Seller Information



3) Return Address Tab

Seller can add a return address from this section. Buyer(s) can use this address for returning order(s) or product(s) to the Seller. Adding the return address for the shop is mandatory. Return address tab will have languages sub-tab.

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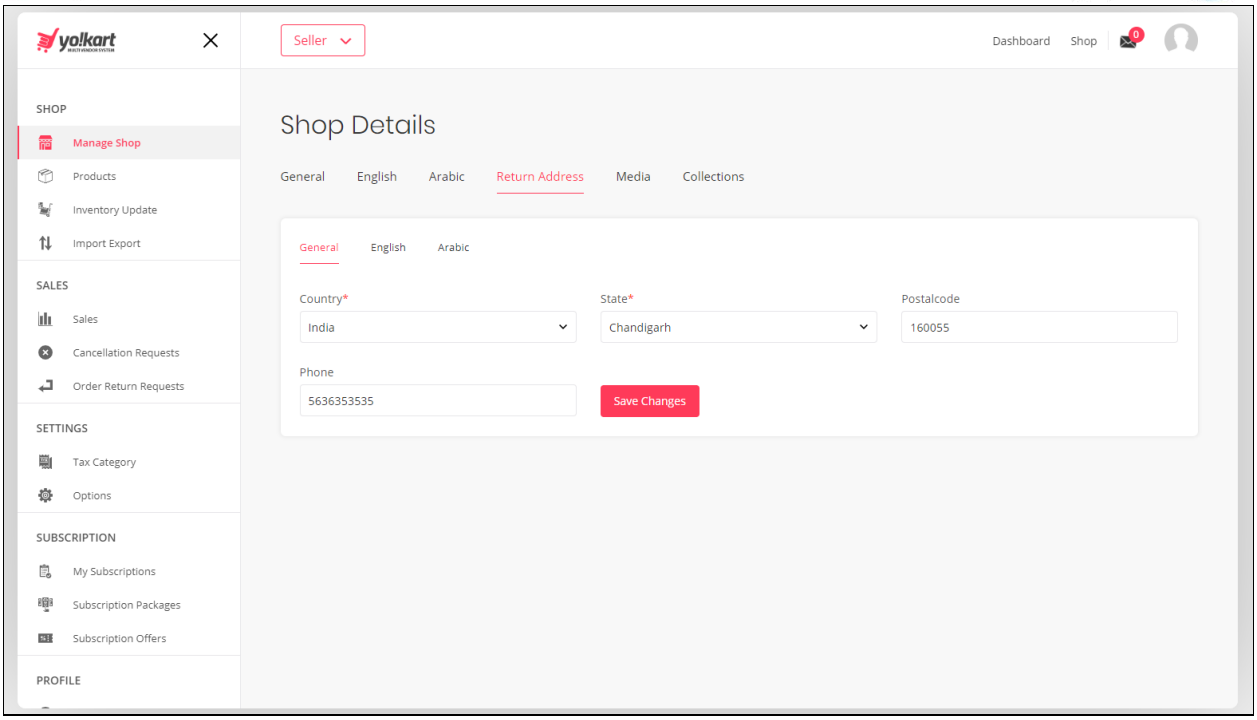
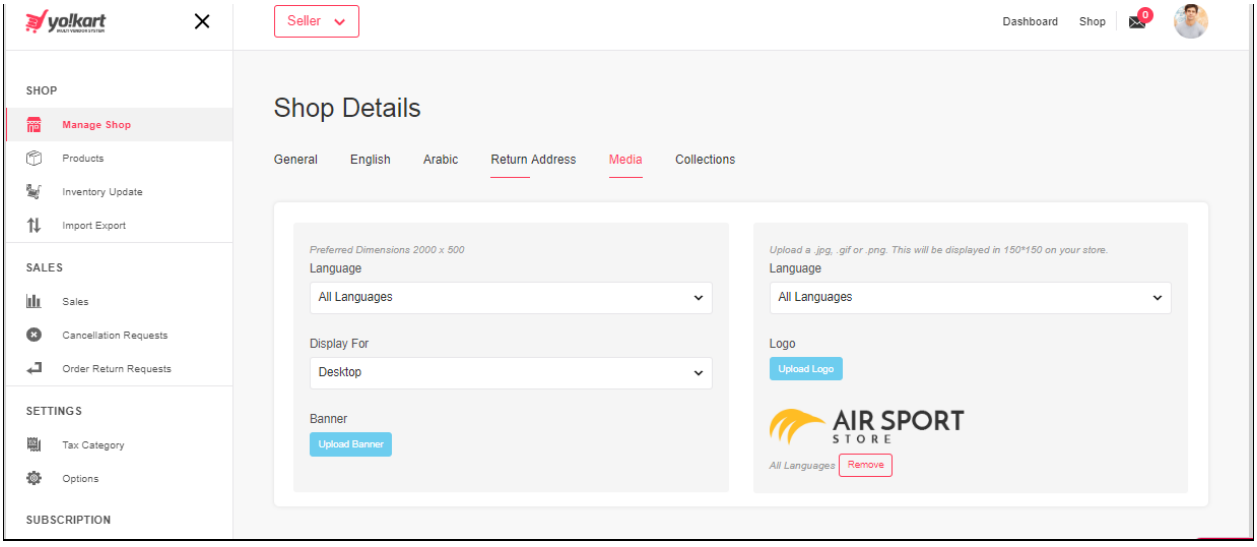


4) Media Tab

This tab allows the seller to upload logo, background image and top banner for the shop. Banner size is defined by the layout chosen in the layout tab and system will display the recommended resolution required for the banner.



5) Collection Tab

Seller can define a collection of products that should be highlighted on the shop. Seller will need to link products to the collection via the link sub-tab. This collection will be displayed on the shop detail page under the collection name defined by the seller.

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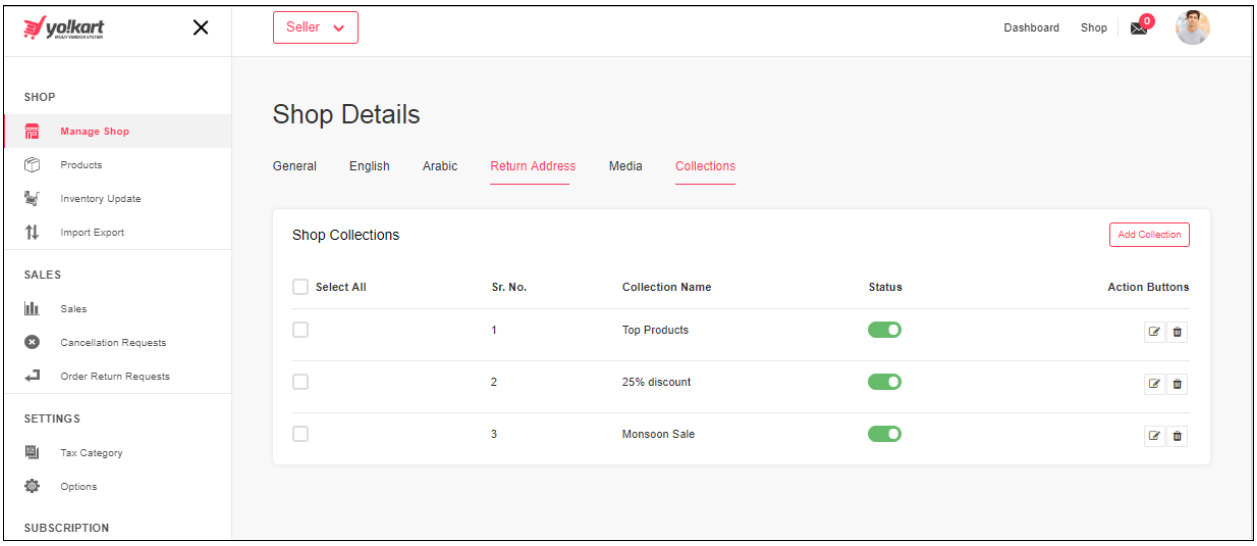

5. View Shop

Seller can use this link to view their shop as a buyer would see it. This would reflect the changes made in the Manage Shop section. Please refer the screenshot below:

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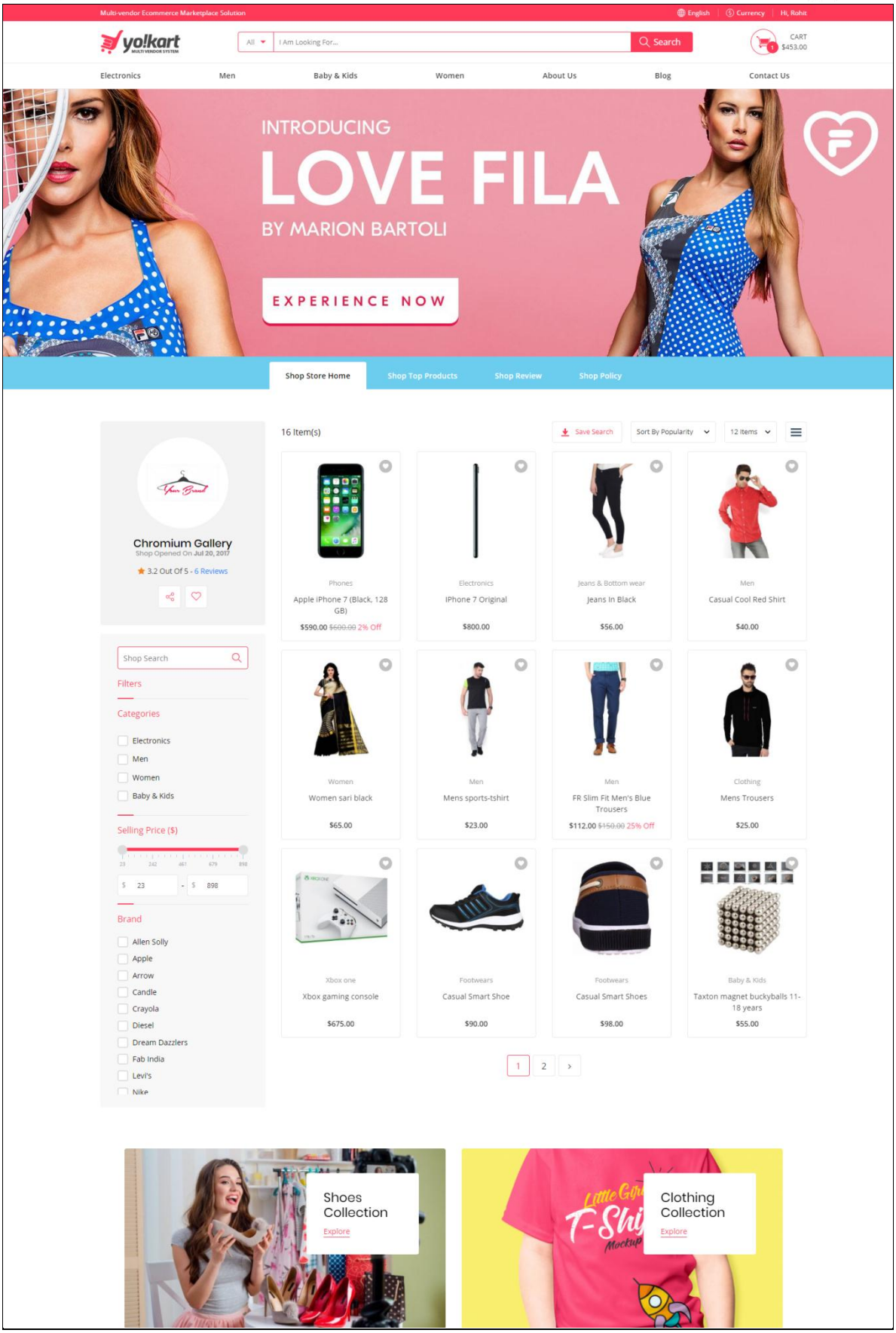

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6. Products

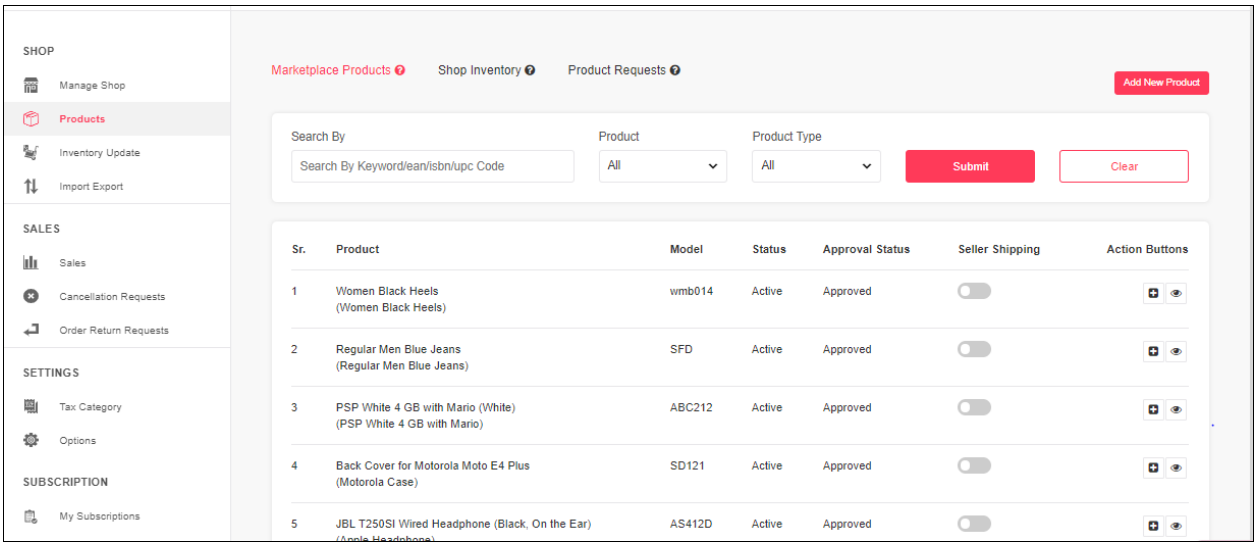
Yo!Kart Marketplace is a catalog based system, this means that there is a catalog of products that the admin has predefined in the system. A seller can use these predefined products and add them to their shop. Default view for the products tab, which is 'Marketplace Products', displays all the catalog products available in the system along with any seller defined custom products. A seller can create new custom products by clicking on the 'Add New Catalog' button only if the admin of the site has chosen to grant permissions to a seller to add custom products.

The 'add to store' button will allow the seller to select the particular catalog product, add inventory details and display the product within their shop.

6.1. Marketplace Products

Default view of this tab displays products available for the seller to add to his shop. The products list contains products the seller has added himself and products added by the admin. Please note that a seller will not be able to view products of another seller.

Seller can only edit and delete products that are created by the seller themselves. For all products added by the Admin, seller has viewing rights only.



Following Action options can be found for products based on who has added the product-

1. **Search Products**

Seller can search for a product using keywords/ean/isbn/ups code. Additional search filters can be applied based on Product Type, Marketplace products and Private products.

2. **Seller Shipping**

Turning on the 'Seller Shipping' toggle will also give access to the 'Edit Shipping' icon. This will let the seller define their shipping rates for the product.

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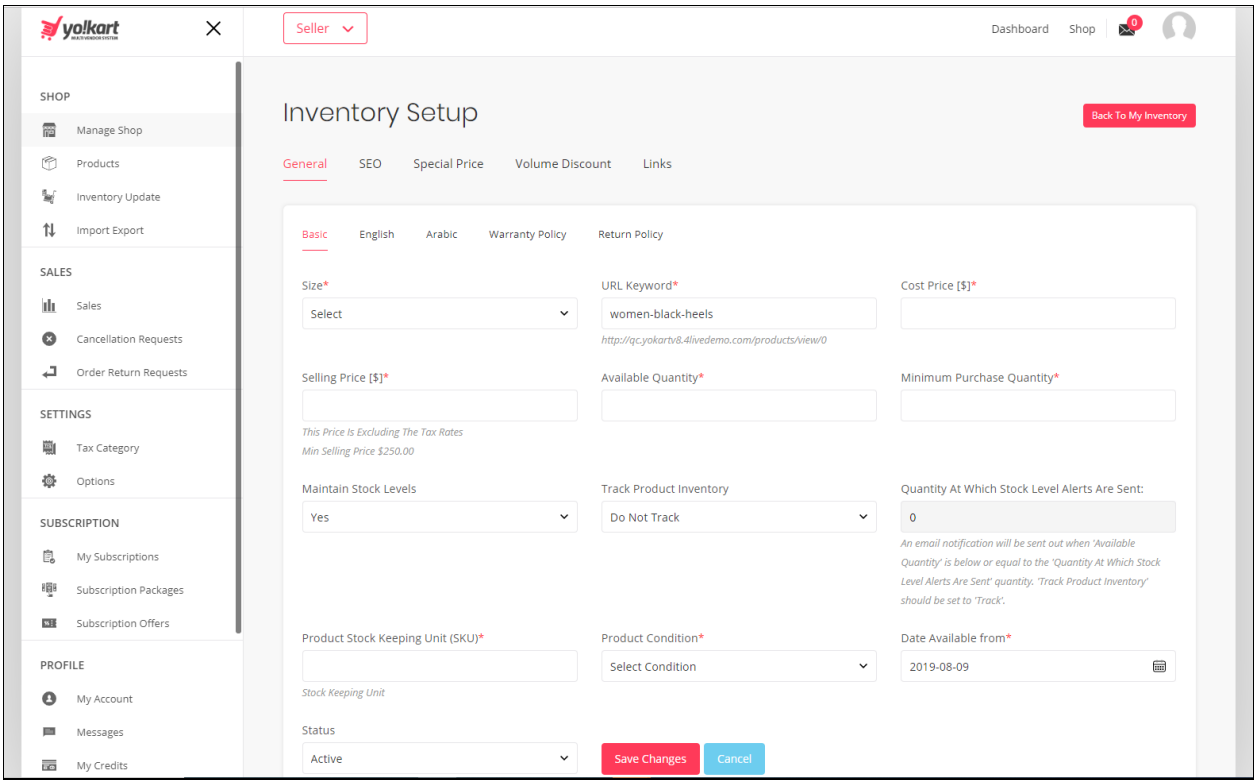
3. Add Inventory

Add to store button navigates the seller to 'Shop inventory>Inventory setup' tab where seller can add/update various product details.

General Tab - Basic

Add to store button will save the new product and navigate the seller to 'My inventory>Inventory setup' tab where seller can add/update various product details.



As per the above screenshot, for English & Arabic, sellers needs to submit the following details

- Product Display Title
- Any Extra comments for buyer

Under Link warranty policies and Link return policies, a seller can assign predefined policies with the product. Only Admin can create these policies from the admin area.

SEO

Seller can set the language specific **SEO** details such as Meta title, Meta keyword, Meta description and other Meta tags for the product.

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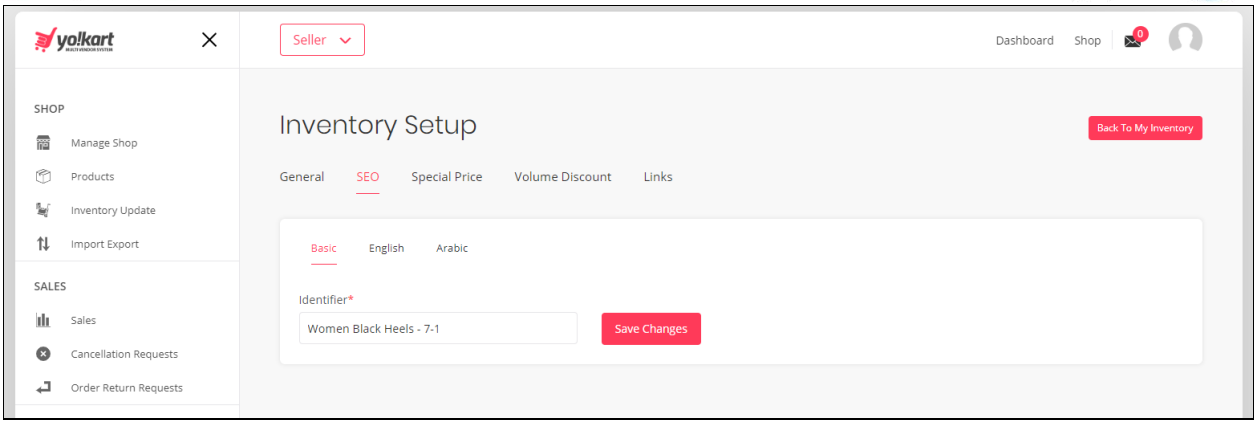
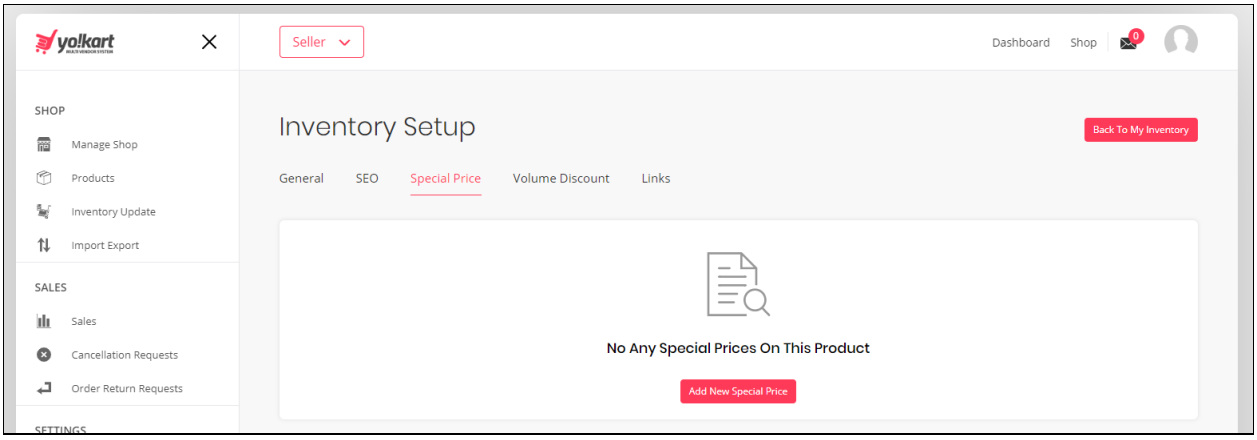


Special Price

Seller can offer a product at a special price from the '**Special Price'** tab. To offer a product at a discounted price, seller can provide the date range from which the special price will be offered.



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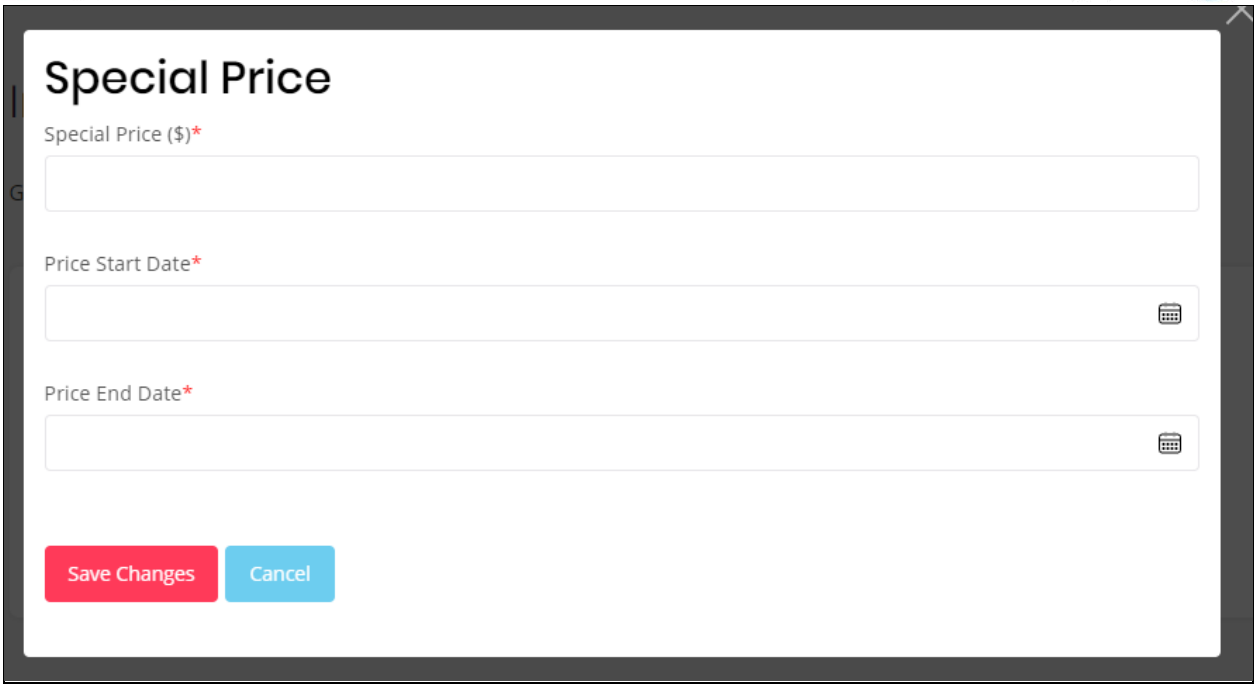
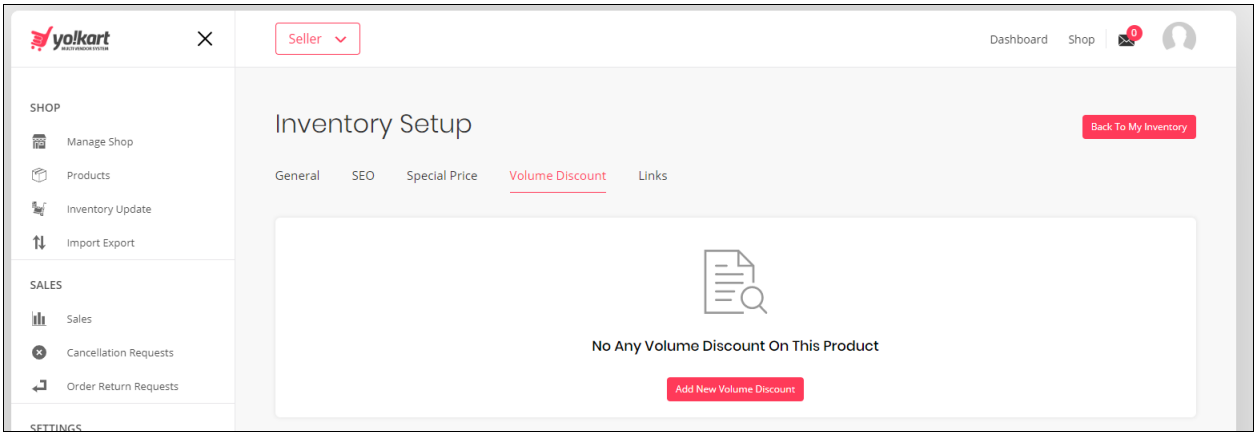


Volume Discount

Seller can provide bulk purchase discounts from **'Volume Discounts'** tab. To sell a product at a discounted price seller needs to input quantity of product to be purchased and discount percentage offered on bulk purchase.



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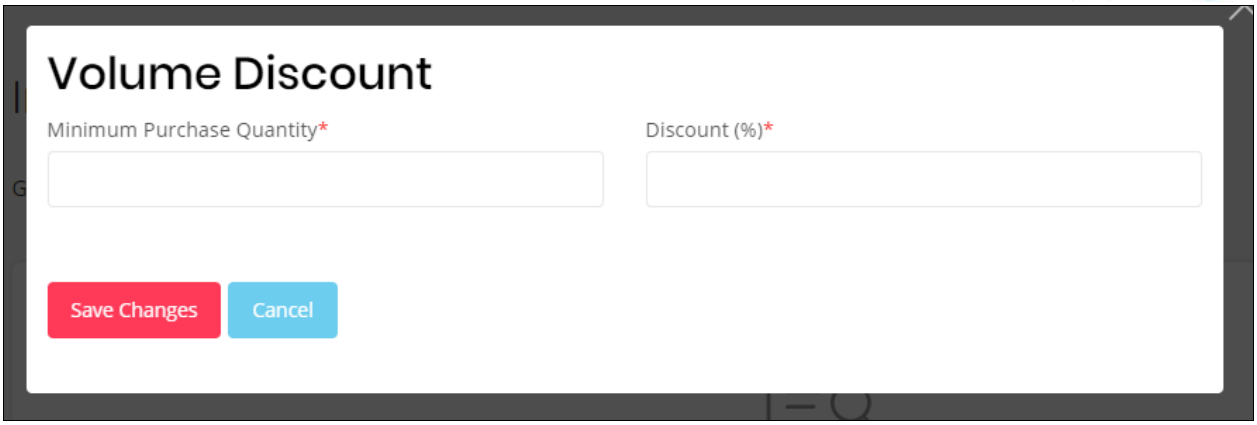
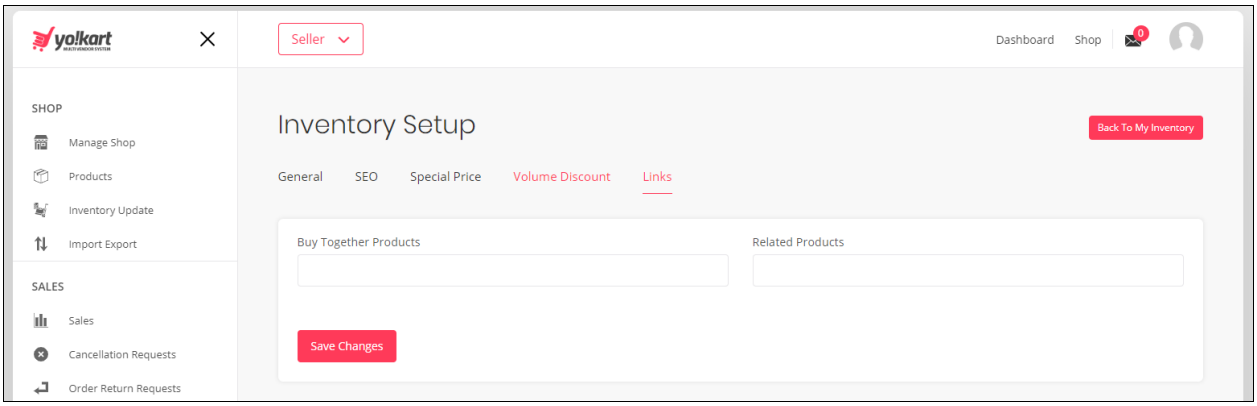


Links

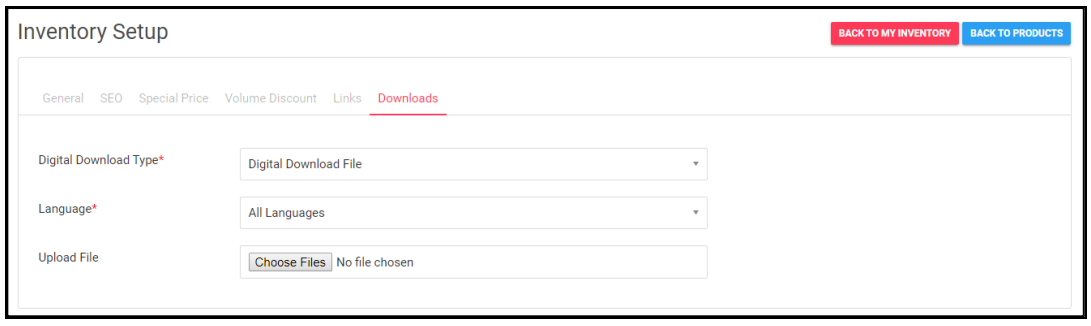
Seller can create Product Add-ons and Related Products under '**Links'** tab. Only products available in the seller shop will be shown in the dropdown list. These linked products will show on product detail page.



Downloads

The download tab will be visible in case of digital products only. There are two options to add files for digital products:

- **Digital Download File – S**eller can upload a file and that will be stored on the server.
- **Digital Download Link – S**eller can add a link to download the file such as Drop box, Google drive etc.



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4. **Product Info**

'Product Info' button displays a pop up with product information.

5. **Edit**

'Edit' button is only displayed on products owned/added by the seller themselves. Seller is navigated to the 'Custom Catalog Product Setup' page where the seller(s) can add/edit/update product details.

6. **Product Images**

'Product images' button is only displayed on products owned/added by the seller themselves. Seller can select the desired option for the product, language and upload product image.

7. **Edit Shipping**

'Edit Shipping' button is only displayed for products that are shipped by the seller themself. Clicking on the button navigates the seller to the shipping form with the following values.

- Shipping Country: Input/select country from where the product will be shipped from.
- Free Shipping (Checkbox): Check this box if free shipping is applicable for the product.
- Ships To: Input/select country the product is being shipped to.
- Shipping Company: Input/select shipping vendors available.
- Processing Time: Input/select shipping labels/services available.
- Cost: Input cost of shipping product.
- Each Additional Item: Input cost of shipping additional item of the same product.

Seller can define multiple shipping methods for the product.

Add New Product

The 'add new product' button lets the seller add a custom product that is not available within the catalog defined by the admin. This option is only visible if admin has allowed sellers to add their custom products.

Upon clicking the button seller is navigated to the 'Custom Product Setup' page where the seller will have to select the product category and sub categories associated with the product.

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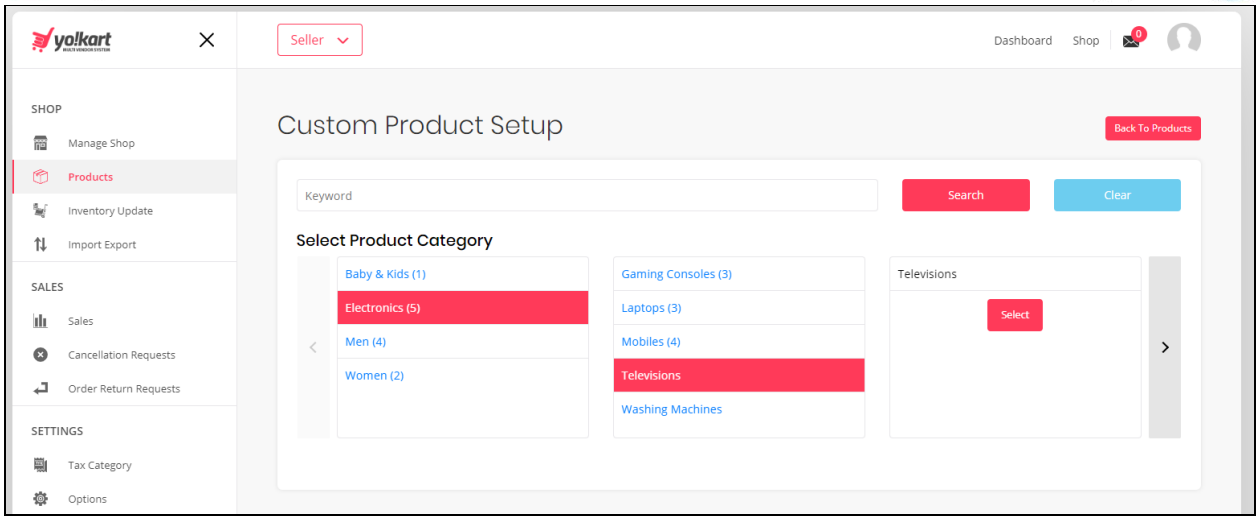

Upon selecting the category, seller is navigated to 'Add my product' section where product details can be defined.

1. General Tab – Basic

Following fields need to be defined within the system

- Product Identifier: Unique name of the product to be used for the system's internal purpose.
- Product Type: Select from physical or digital
- Model: Input model for the product
- Brand/Manufacturer: Select/input brand for the product
- Brand Not Found? Select Other And Request For Brand: Seller can make a request with the admin of the portal to add a brand that is not listed. Seller can use this brand only once admin has approved the same.
- Product Featured: Check if product should be added to the featured collection.
- Minimum selling price: Input the minimum selling price for the product
- Tax Category: Select tax category applicable on the product.
- Length: Input length of the product
- Width: Input width of the product
- Height: Input height of the product
- Dimension Unit: Select unit for dimensions of the product
- Weight: Input weight for the product
- Weight Unit: Select unit for weight of the product
- Product Status: Select between active or in-active options to show
- Available for Cash on Delivery (COD): Select option if product is available for 'Cash on Delivery'.
- Country the Product is being shipped from: Add the country from where the product will be shipped from.
- Shipping info/charges
    - Free Shipping (Checkbox): Check this box if free shipping is applicable for the product.

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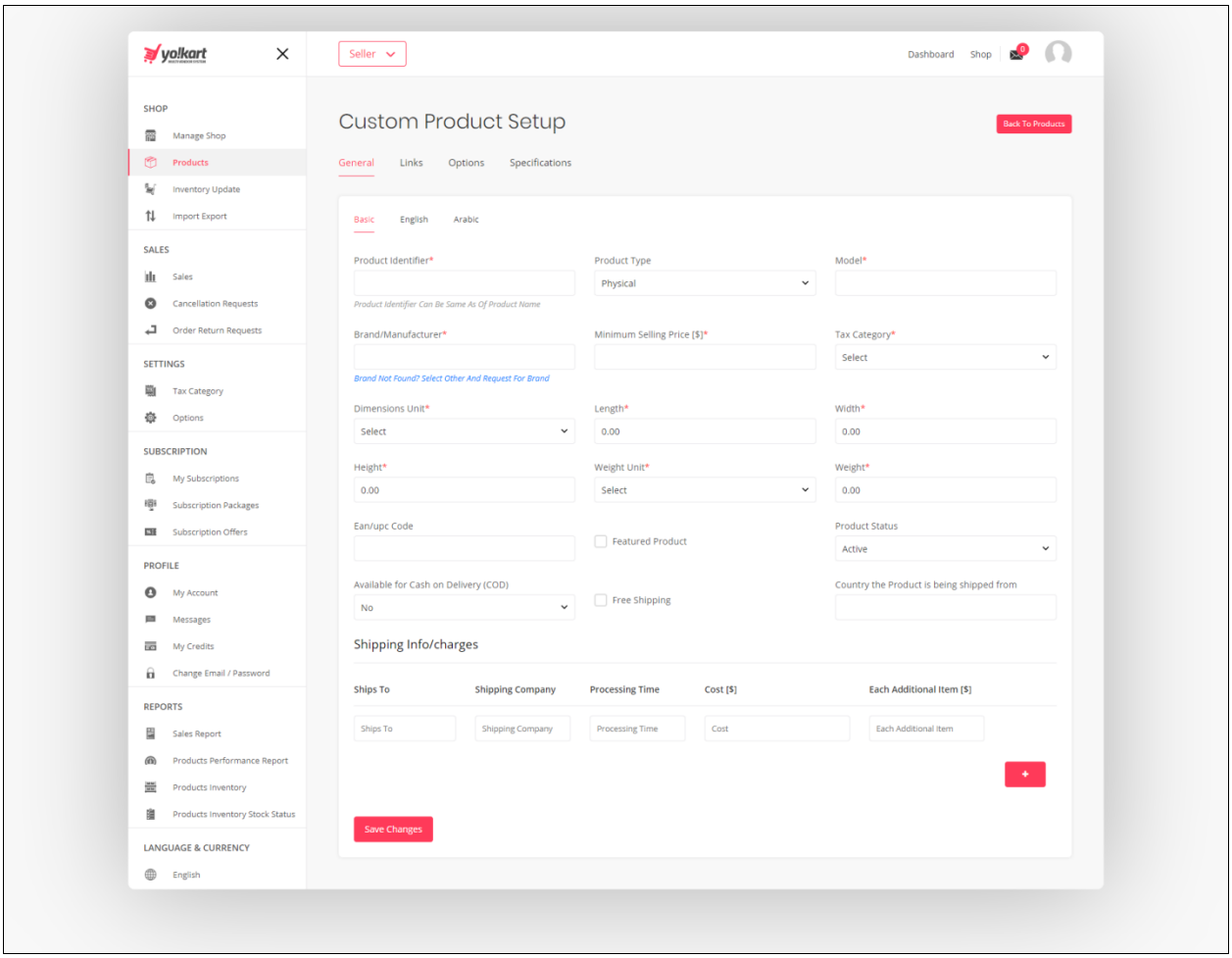
- Ships To: Input/select country the product is being shipped to.
- Shipping Company: Input/select shipping vendors available.
- Processing Time: Input/select shipping labels/services available.
- Cost: Input cost of shipping product.
- Each Additional Item: Input cost of shipping additional item of the same product.

Seller can define multiple shipping methods for the product.



2. General Tab – Language Options

Seller can define product name to be displayed in selected language along with product description and YouTube video.

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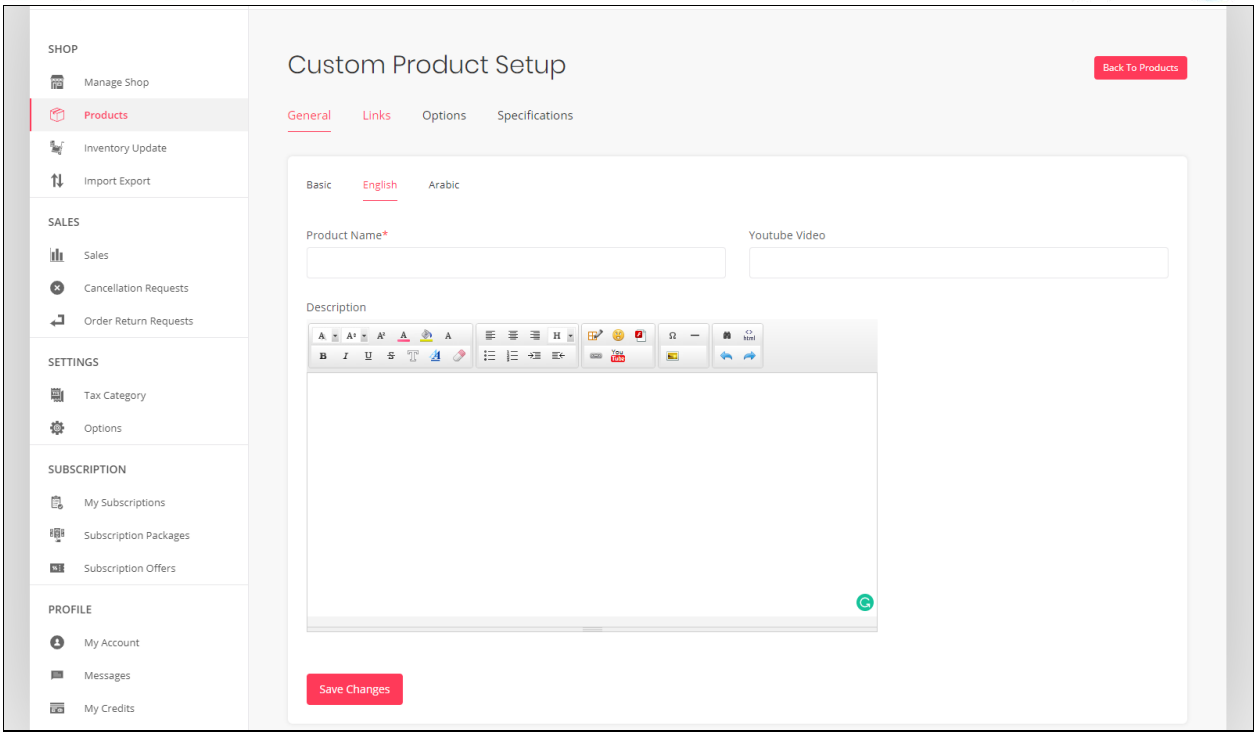
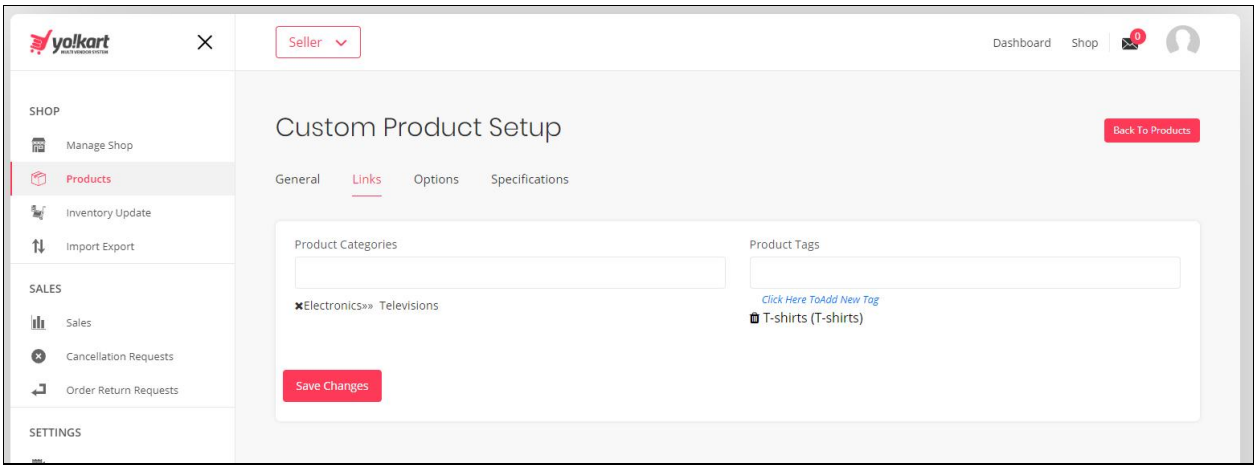


3. Links

Seller can select from dropdown list which categories and sub-categories to link with the product. Seller can also define tags to be used for the product. A new tag can be defined by clicking on the 'Click here to add new tag' button.



4. Options

Options are the product variants that are available in the system, for example color, size etc. Seller can select from dropdown list which options to link with the product.

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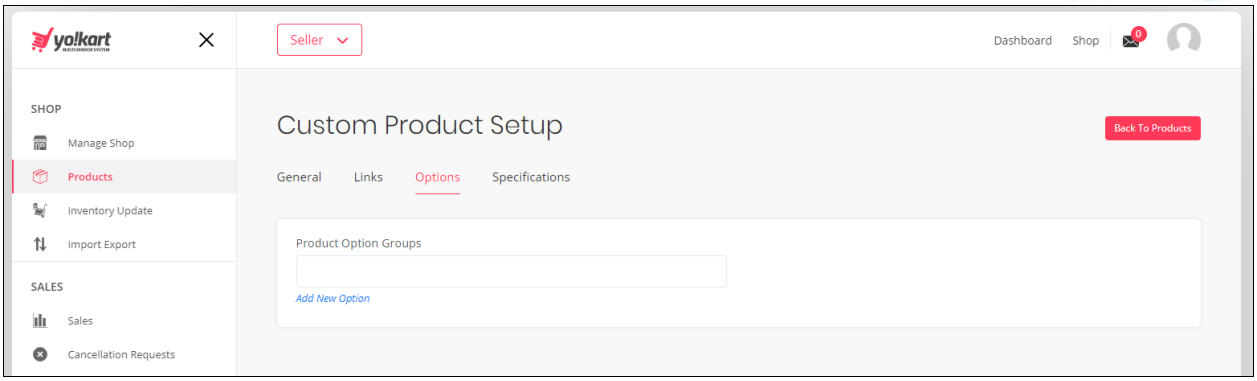
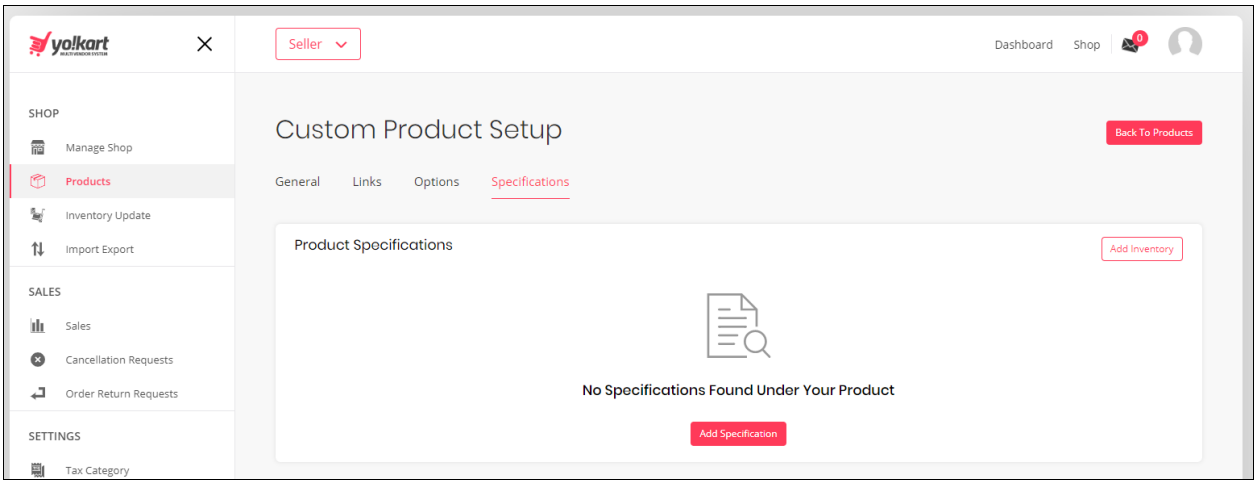


5. Specifications

Specifications are product attributes such as material, dimensions etc. Seller can add multiple product specifications for a product.



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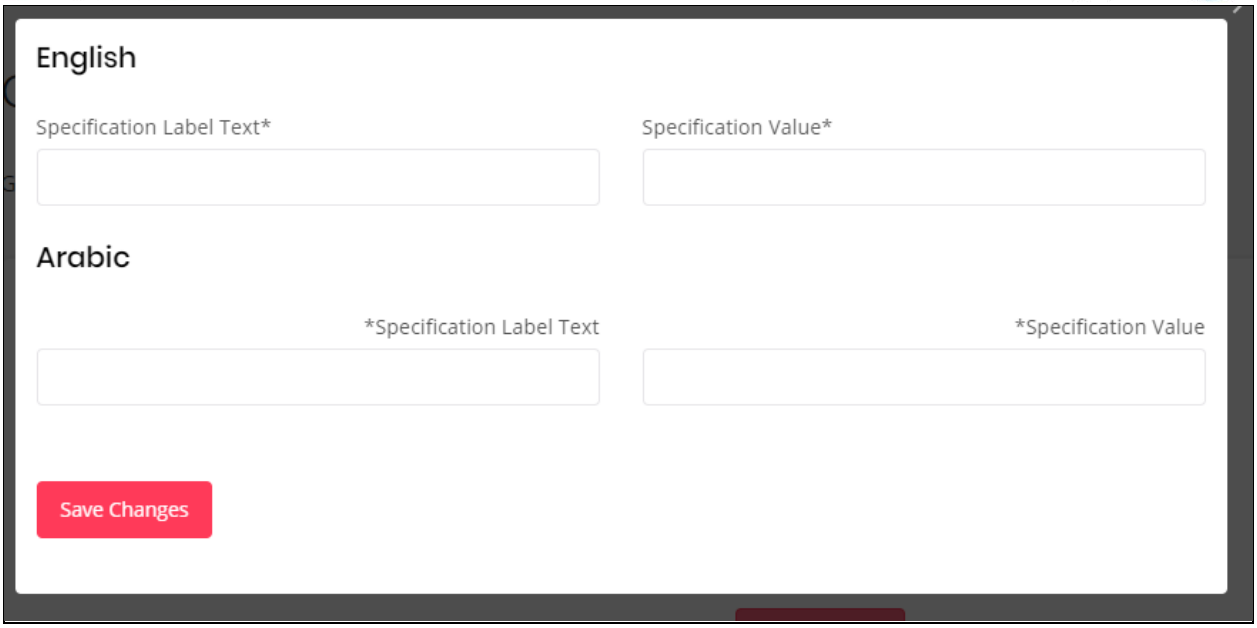
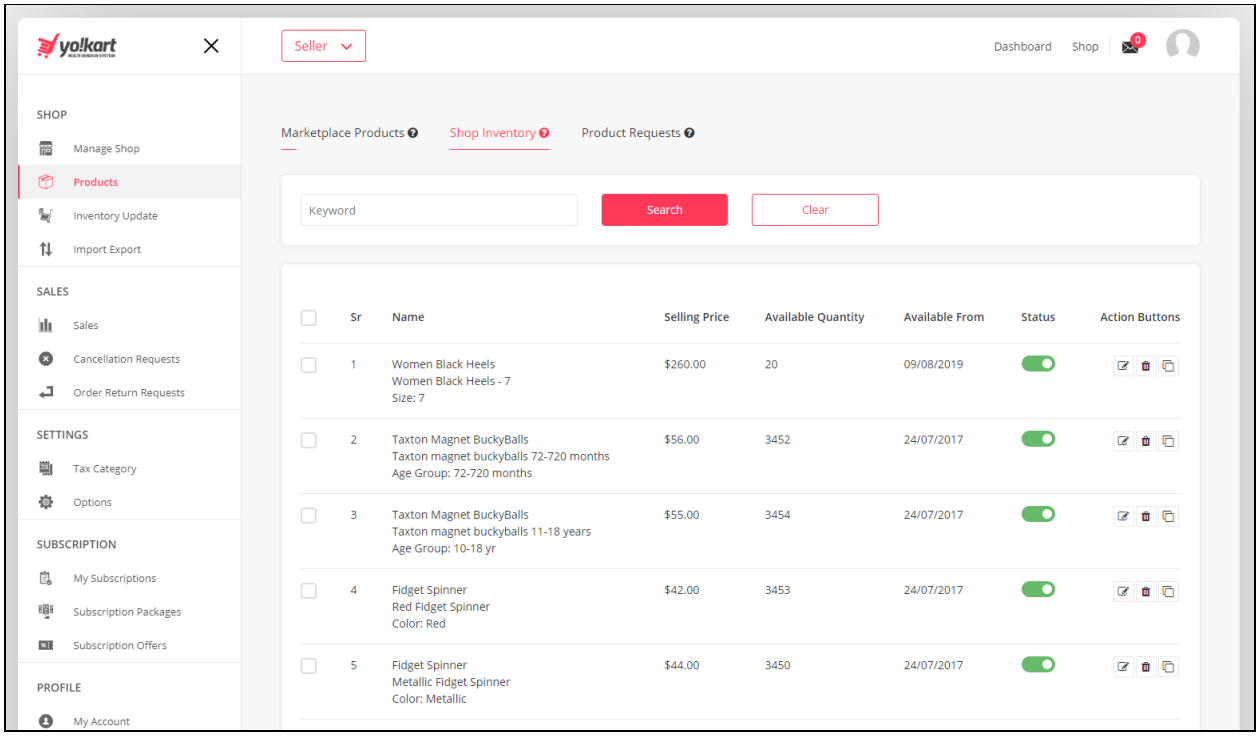


6.2. Shop Inventory

The 'Shop Inventory' tab under 'Products' will display products that have inventory in the sellers shop. Seller can search for a product using keywords.



Following Action options can be found for products based on who has added the product-

1. **Status**

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Seller can turn off/on the status of a product, which means if for a product the status is selected as off then it would not show in the sellers shop.

2. Edit

The edit button navigates the seller to 'My inventory>Inventory setup' tab where seller can add/update various product details.

3. Delete

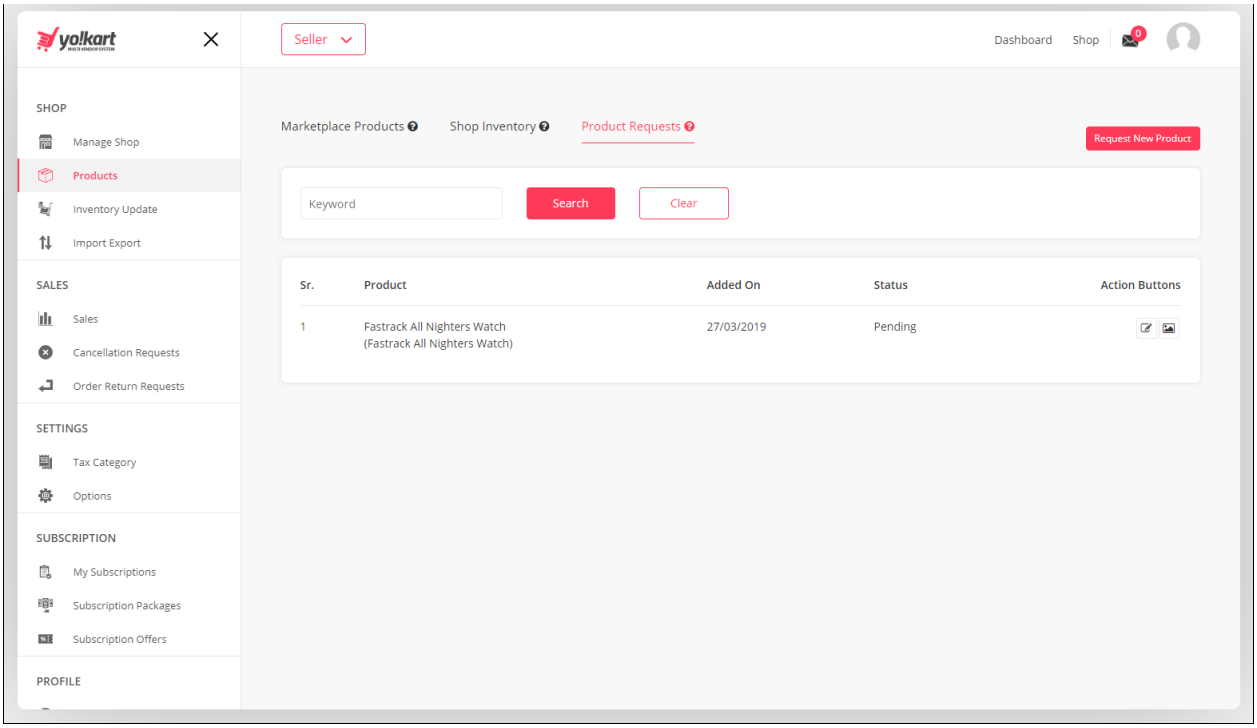
The delete button will delete a product from the Seller shop.

4. Clone

The clone button is only available for duplicating the inventory item for products added by the seller themselves. The clone button will allow the seller to make a copy of a product but with a different option.

6.3. Product Request

This page will display all the product requests made by the seller to the admin. Clicking on 'request new product' will navigate the seller to 'Add my product' section where product details can be defined. This requested product has to be approved by the admin first before the seller can add the product to their shop. Approved products will be available to all sellers.



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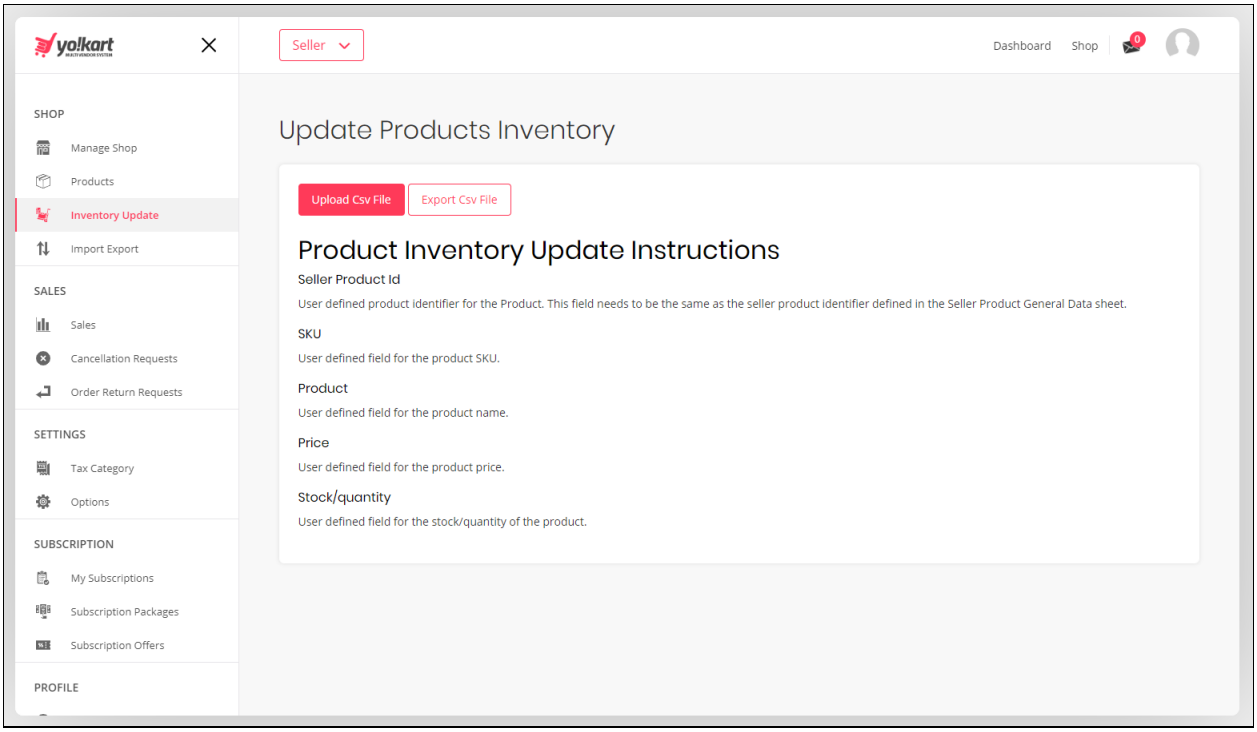
7. Inventory Update

Sellers can use this option to update the inventory details of their product's stock. Seller would first need to export the CSV file through the 'Export CSV File' button, update/edit the details in the CSV file and then import the edited file back into the system through the 'Upload CSV File' button.



8. Import Export

8.1. Export tab

Sellers can use this option to export data from the system. Seller would need to select one of the options available and then select the language preference of the file before clicking on submit to download the file.

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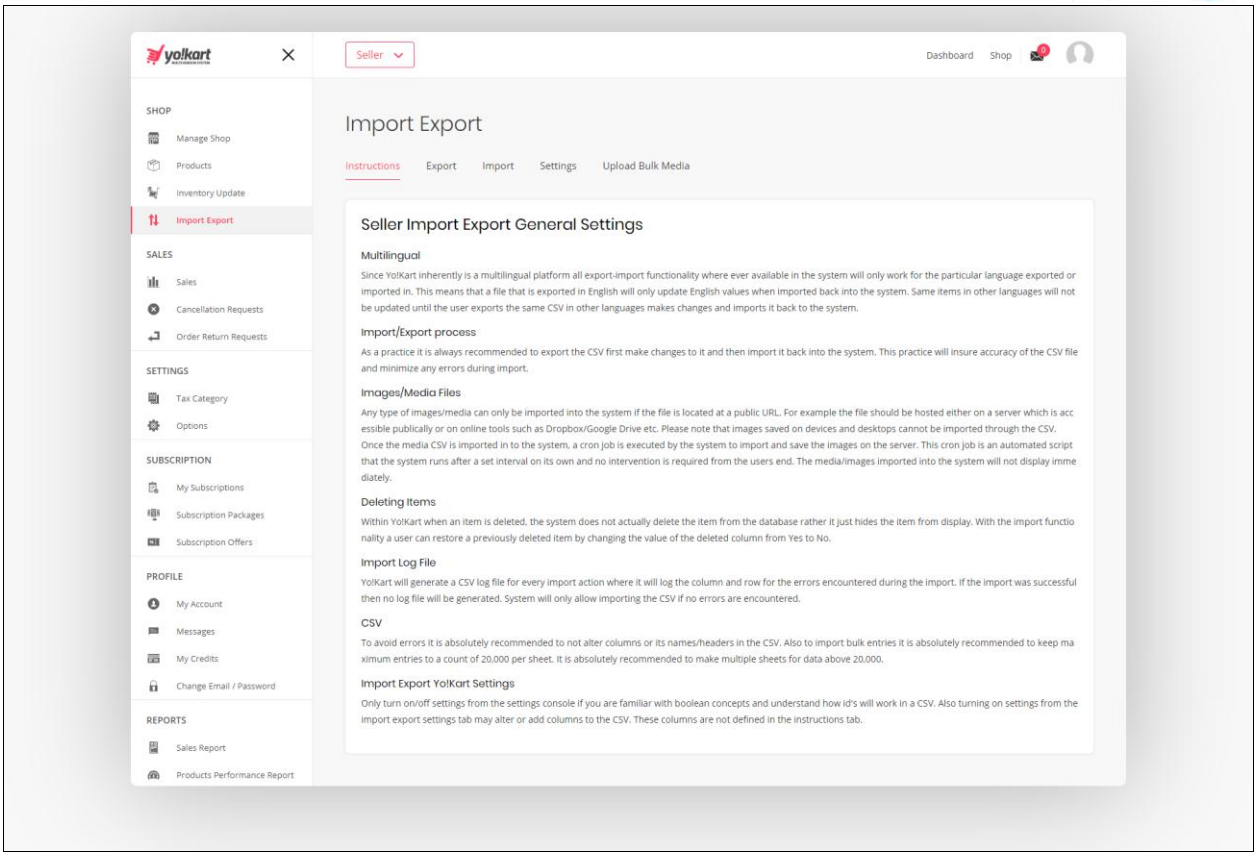

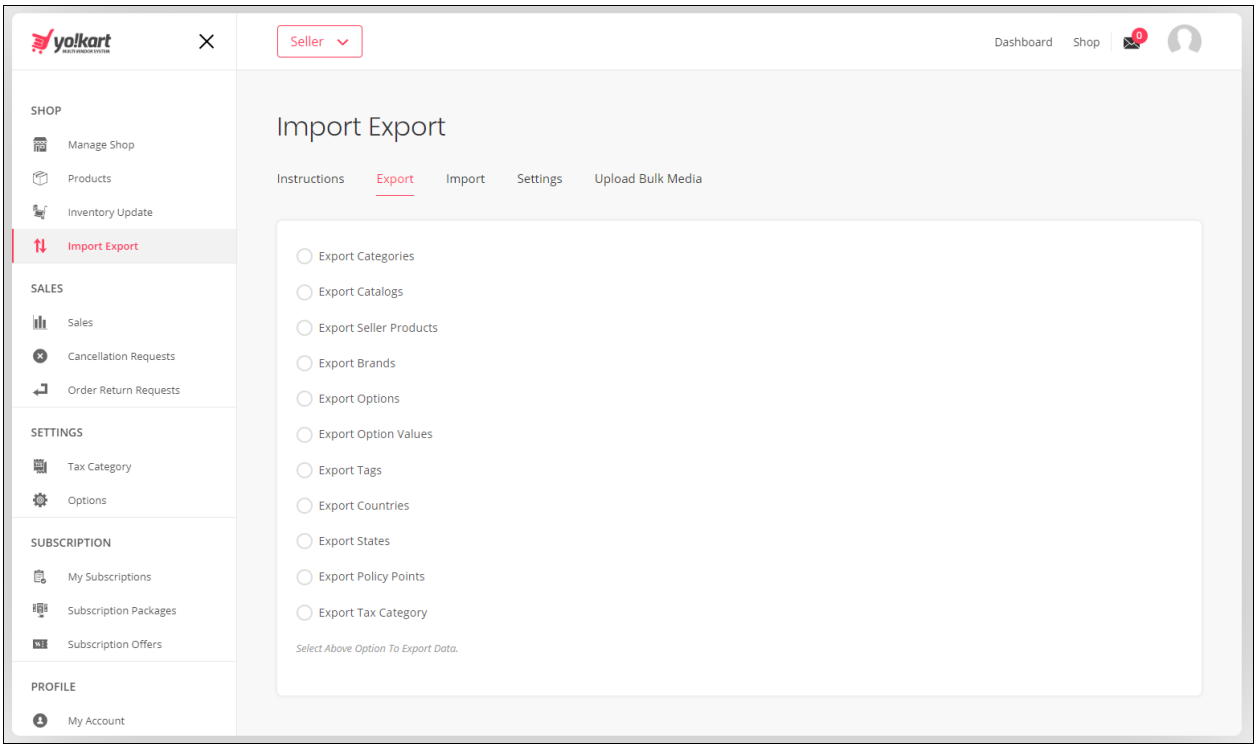

Please note that 'Export Catalogs' & 'Export Seller Products' have additional options to select. For both these options other than the language preference, the seller would need to select the kind of

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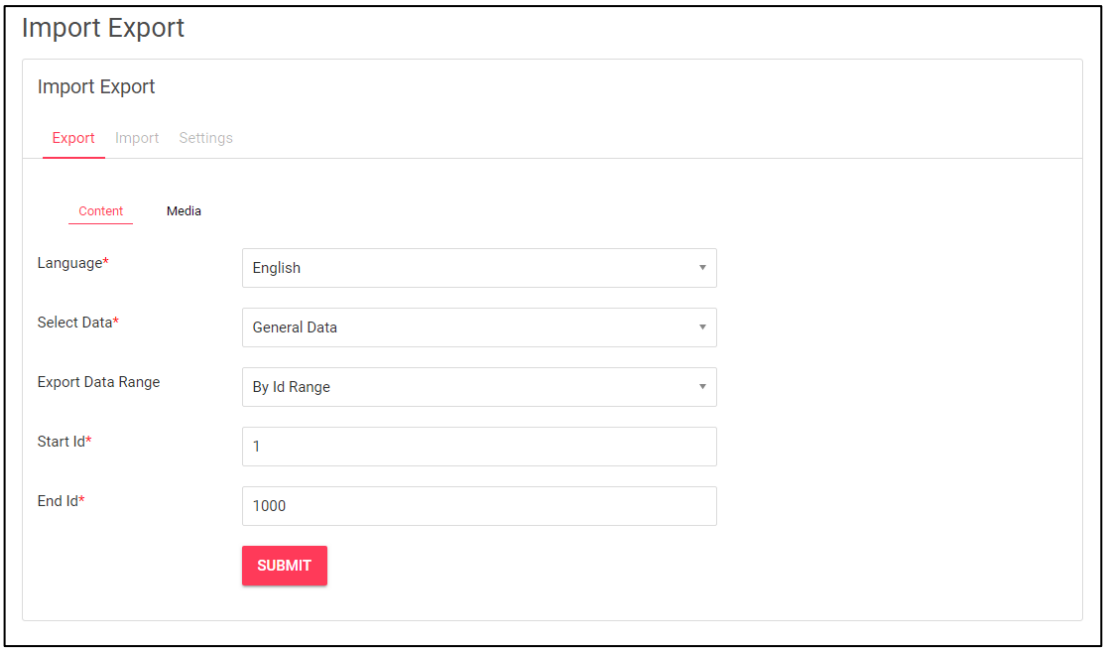
data they would like to export along with the data range.

Following options are available for data range.

- **Does Not Matter:** This option will export the complete data for the selected 'kind of data'.
- **By ID Range**: By selecting this option the system will export data by the range defined in the 'Start ID' & 'End ID' fields. ID's are system assigned to the products in the system. Please refer the screenshot below:



- **By Batches:** By selecting this option the system will export data in batches of the number mentioned in the 'Counts per batch' field. 'Batch Number' will define within the system if the 1st hundred needs to be exported or the 2nd hundred needs to be exported. Products are ordered by ID & active/inactive in the CSV exported. Please refer the screenshot below:

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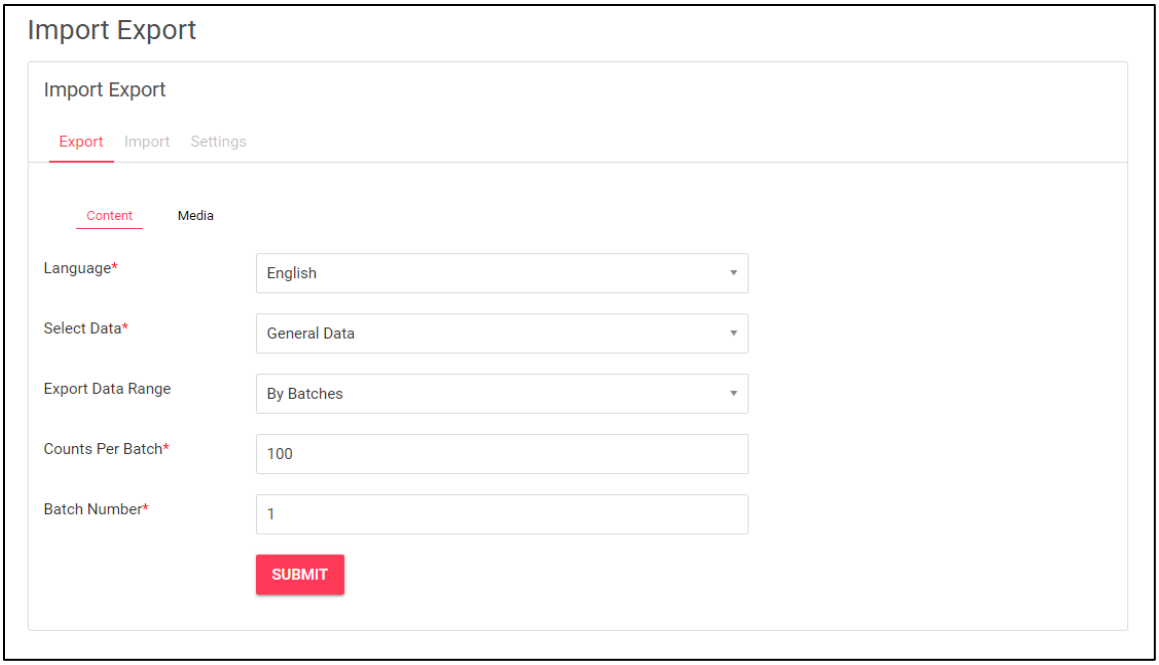
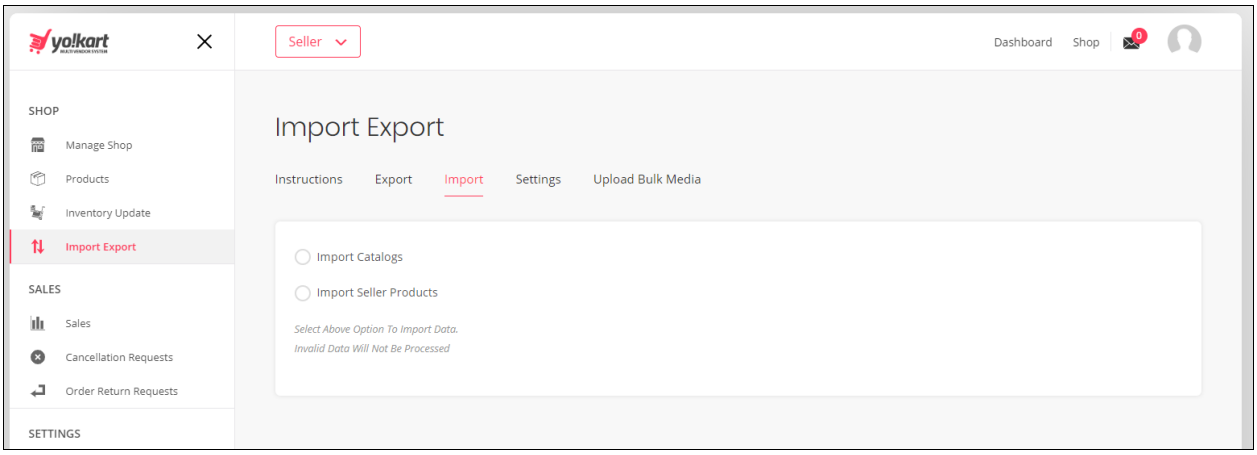


8.2. Import Tab

Sellers can use this option to import data into the system. Seller would first need to select one of the options available between 'Content' or 'Media' and then select the language preference of the file before, Data option and attach the file before clicking on submit to import the file. Please note that it is always recommended to first export the file the seller wants to import. The seller is recommended to make changes to the exported file and then import the edited file itself. This will ensure to keep the system ID & identifier data intact.



8.3. Settings Tab

This tab allows the seller to manage the import/export categories.

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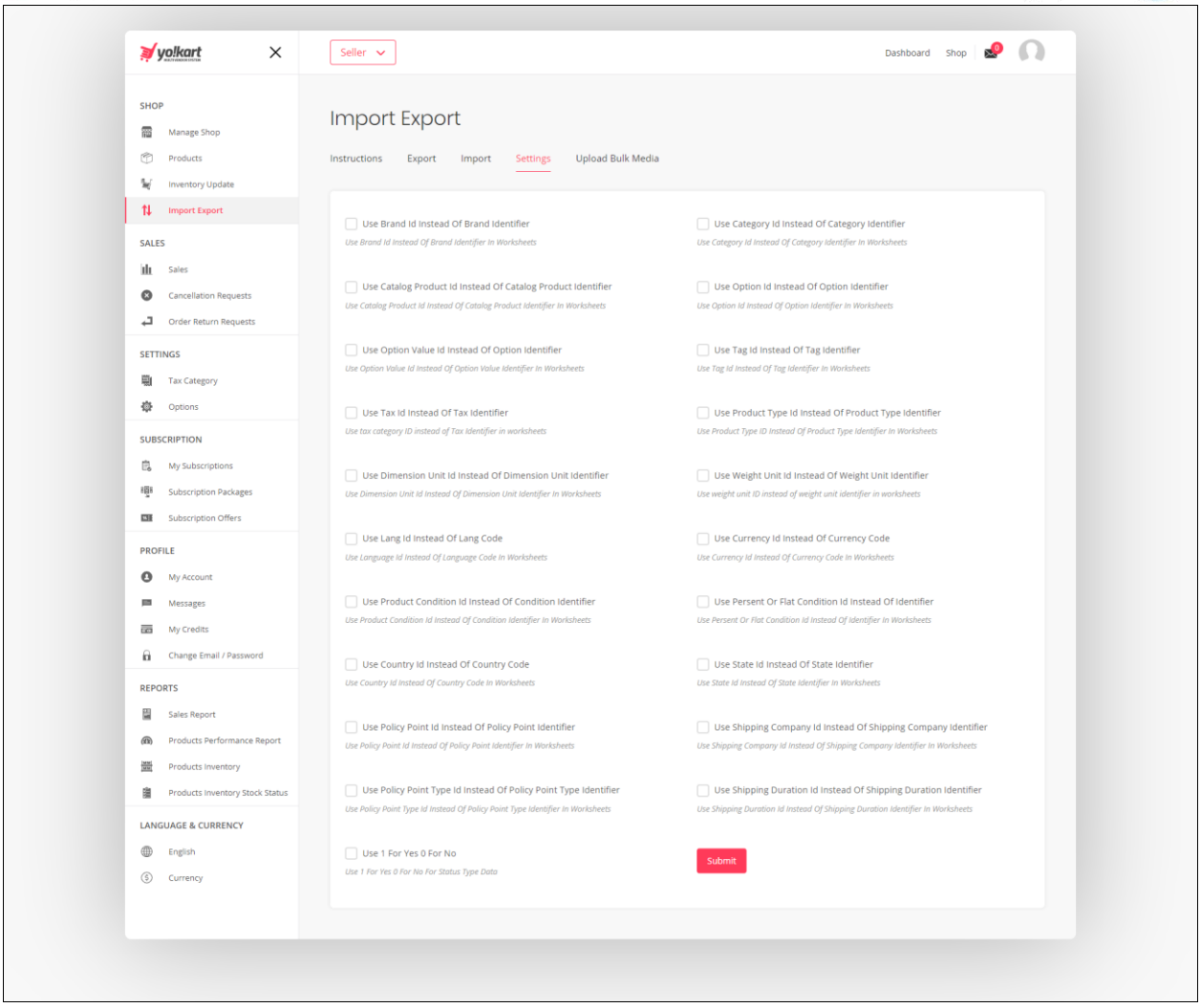
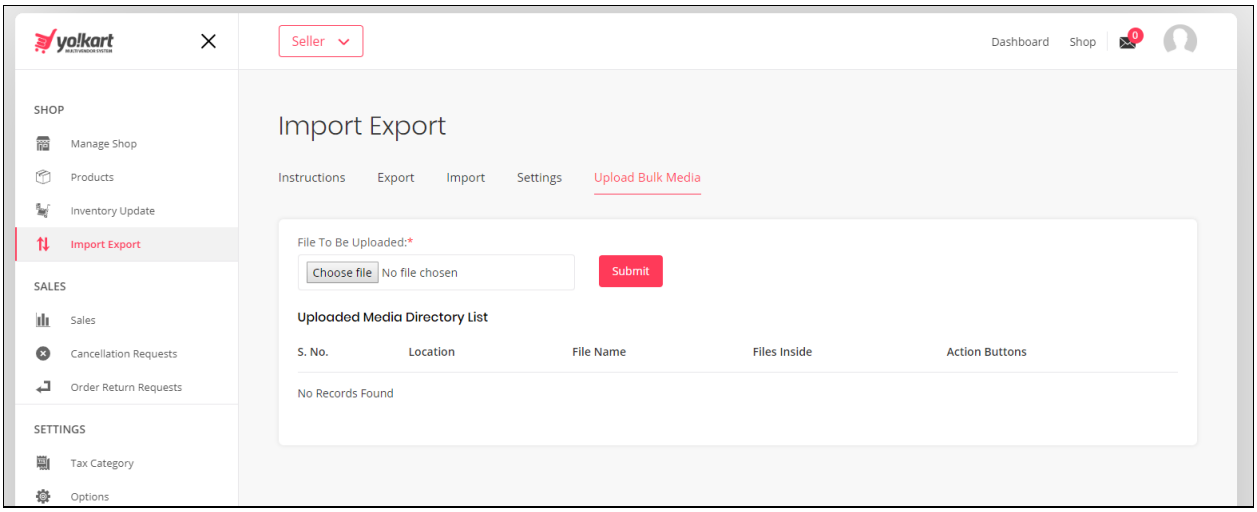


8.4. Bulk upload media



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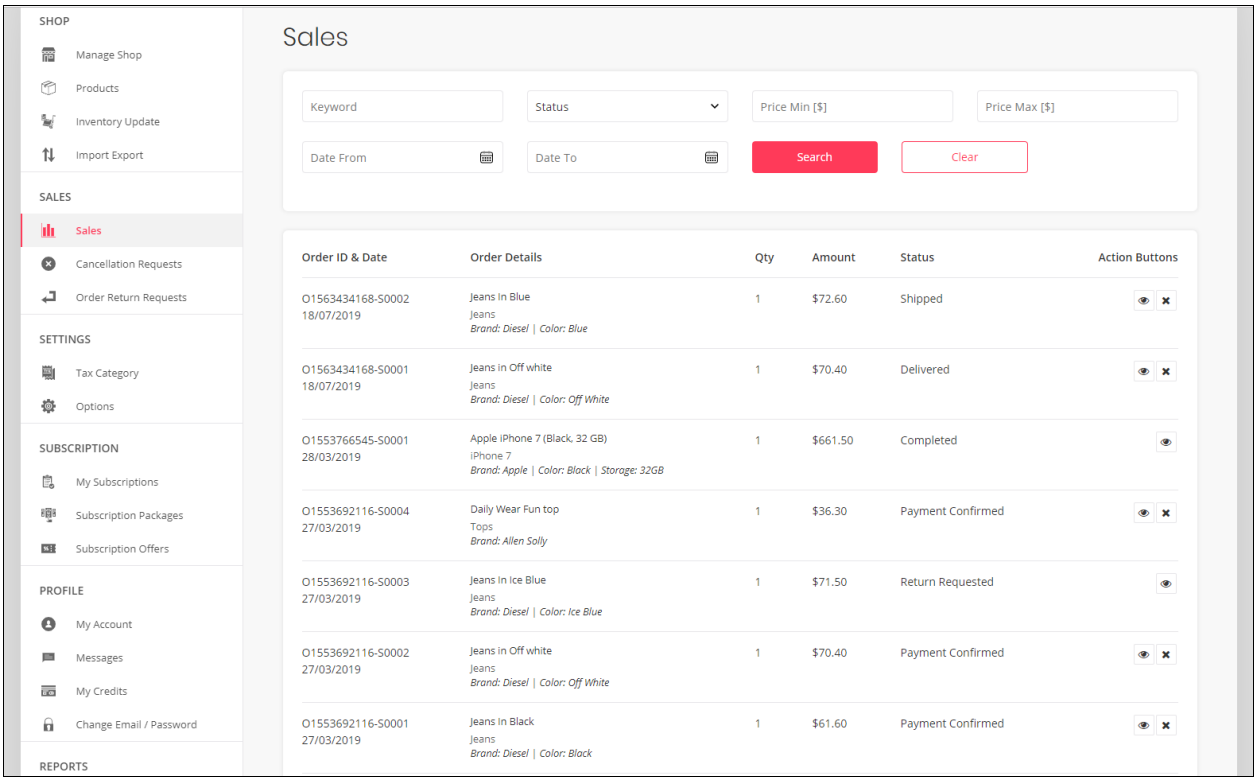
This tab allows the seller to upload product images in a .ZIP format directly to the server. Upon successful upload

9. Sales

The sales tab shows the seller a list of orders placed by buyers which have the following statuses:

- Payment Confirmed
- In Process
- Shipped
- Delivered
- Return Requested
- Completed
- Cancelled
- Refunded/Completed

Note: Admin can also manage the order statuses along with the seller.



The seller can filter the orders by using one or multiple search filters:

- Keyword
- Status
- Date From and Date To
- Order From ($) and Order To ($)

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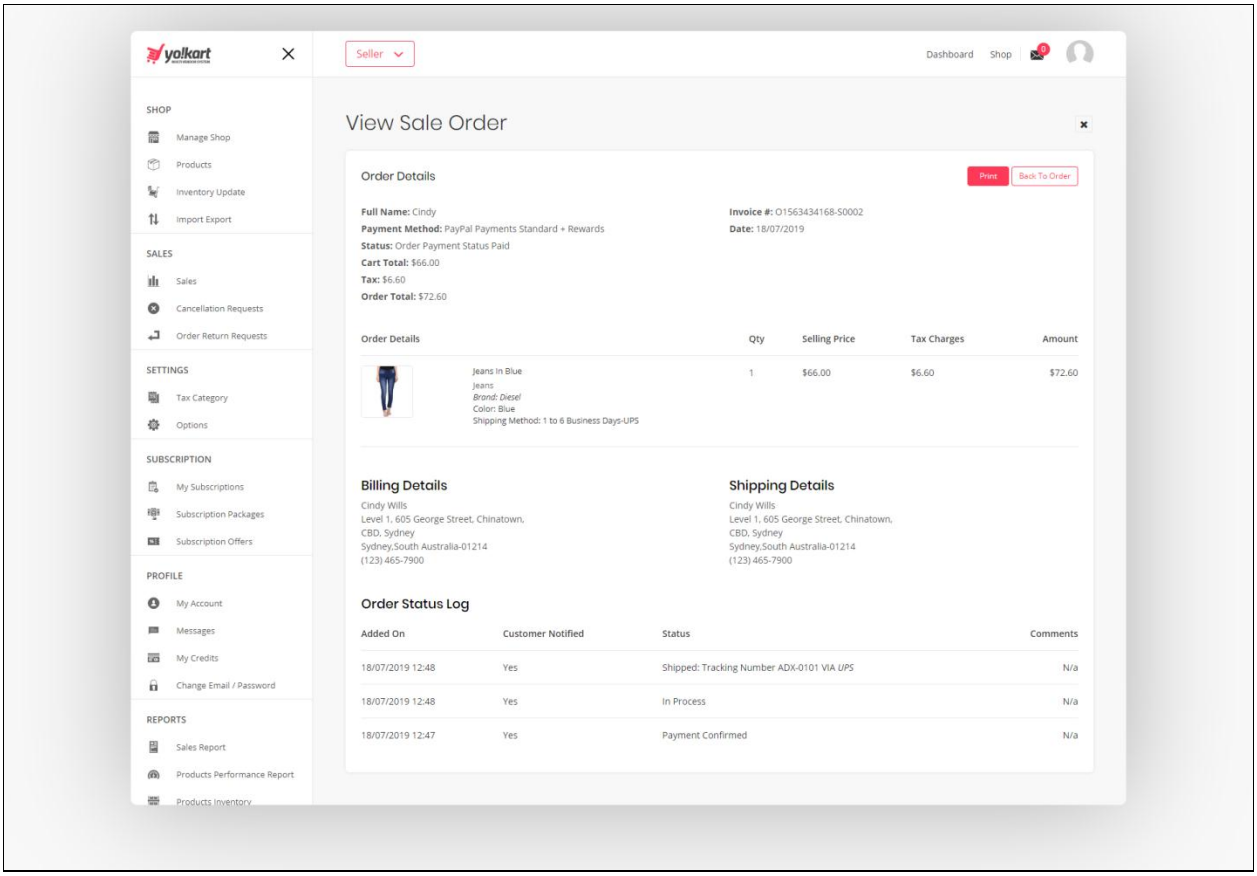
Clicking on the icon by the seller will cancel the order placed by buyer. Seller will be redirected to the details page where the seller can mention reasons/details for cancelling the order.

Clicking on the icon or Order ID, the seller will be redirected to the view details page of the order. Seller can view following details on the view details page of the order:

- Buyer/Customer details (Name)
- Status of the order
- Cart Total
- Delivery charges
- Tax
- Order's Total
- Date
- Invoice No.
- Product's details
- Shipping and Billing Address
- List of comments added by buyer while updating the status of the order.
- Link "Print" to get print out of the order



Within the order details page, seller can print the order details and change the status of the order.

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The bottom section contains the order comments which are cumulative of all the comments made by the Admin, Seller and Buyer.

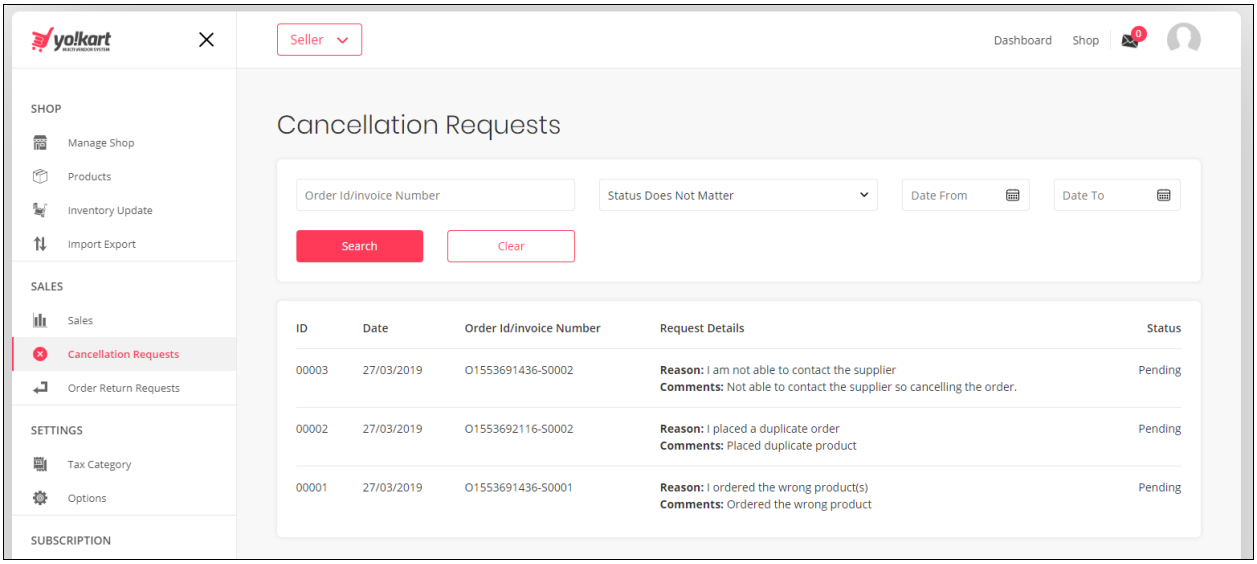
Note: Once the order is marked complete by the Admin only then the order earnings are updated in the Seller wallet.

10. Cancellation Requests

On this tab the seller can view a list of requests sent by buyers for cancellation of order(s) placed.

Seller can search any order by using following filters:

- Order Id/Invoice No.
- Date From and Date To
- Status (Pending, Approved and Declined)



Note: Only admin can approve/decline the cancellation request. Seller can only view it. If a cancellation request is in 'pending' state then order status cannot be changed by the seller.

11. Order Return Requests

On this tab the seller can view a list of orders for which buyers have initiated a request for return.

Clicking on the icon will navigate the seller to the order refund request page.

- The seller can view and reply to the buyers message of refund.
- The seller can approve the refund.
- The seller can escalate the issue to the admin of the portal.

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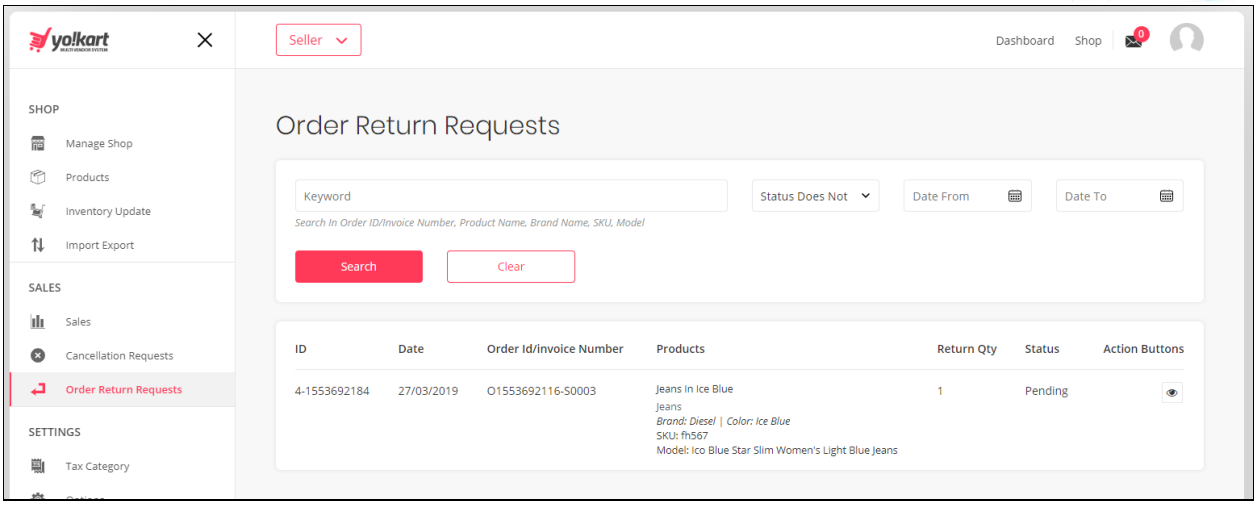
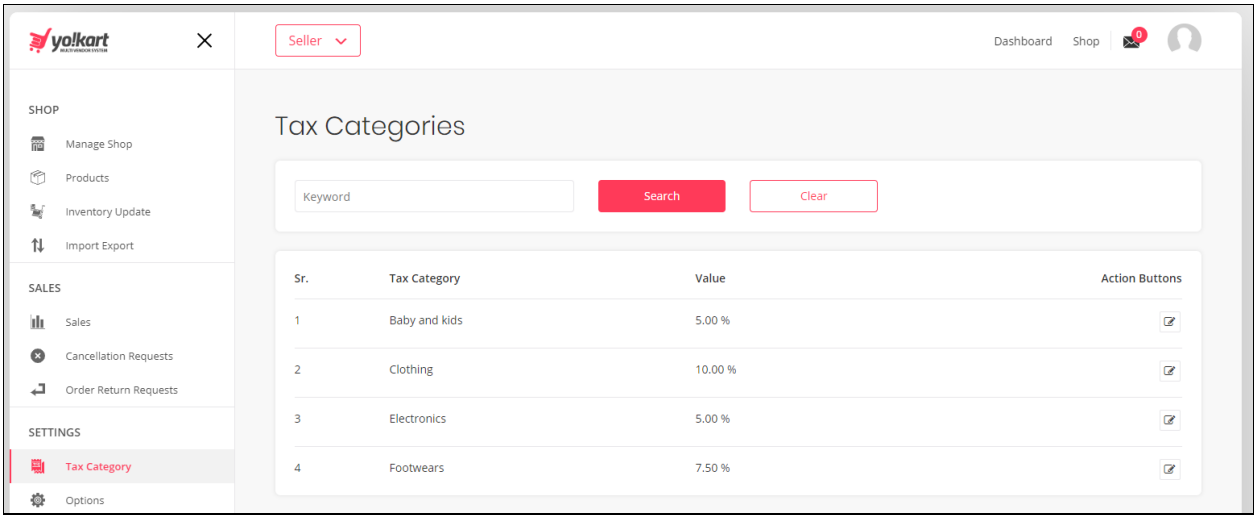


12. Tax Category

In this section, the seller can manage their tax categories that are pre-defined by the admin.



On clicking the icon, seller can customize particular tax category unit and rate. Preference will be given to the seller defined tax category values.

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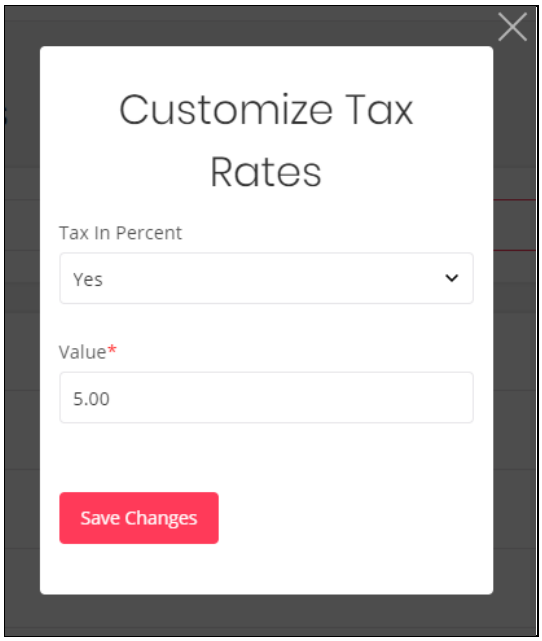
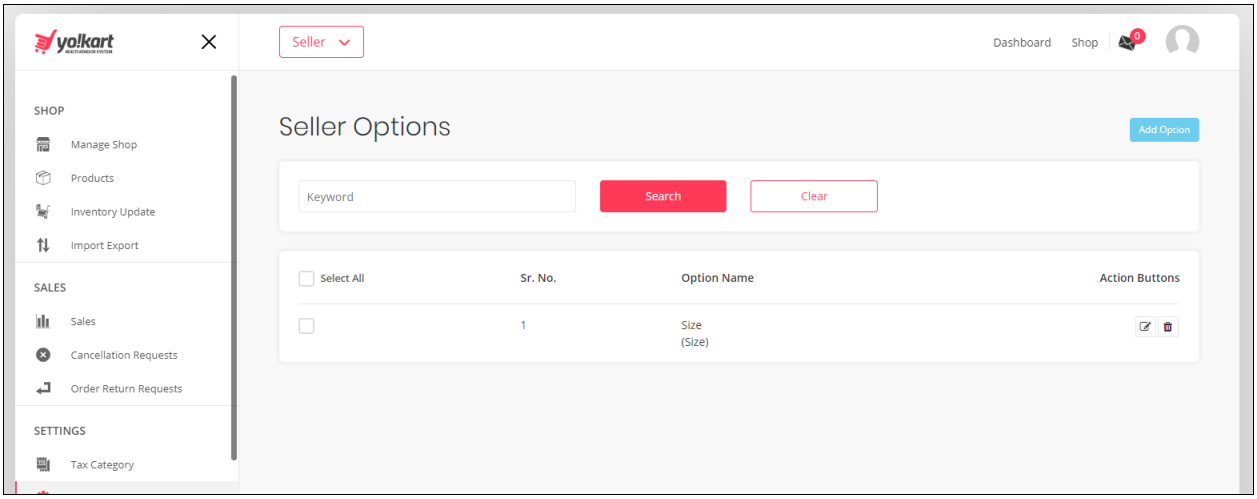


13. Options

Options are variations of a product maybe in color, size etc. In this section seller can add options for products he has defined to sell in his shop.



Clicking the add option button, a pop up is displayed where seller can define a new option for the product. Seller will first define an option category. Following options are available while defining an option category

1) Option identifier – Unique input field to set option category
2) Option name (Languages) – Name of the option in different languages

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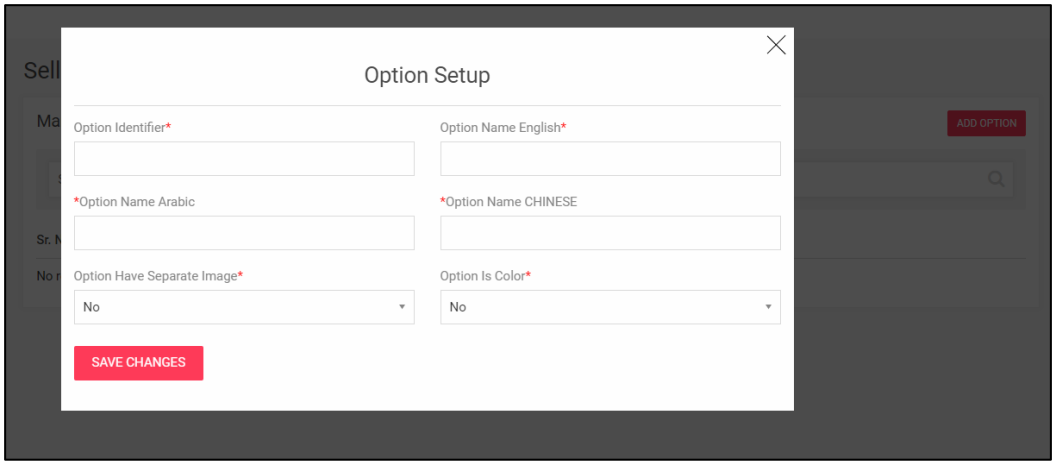
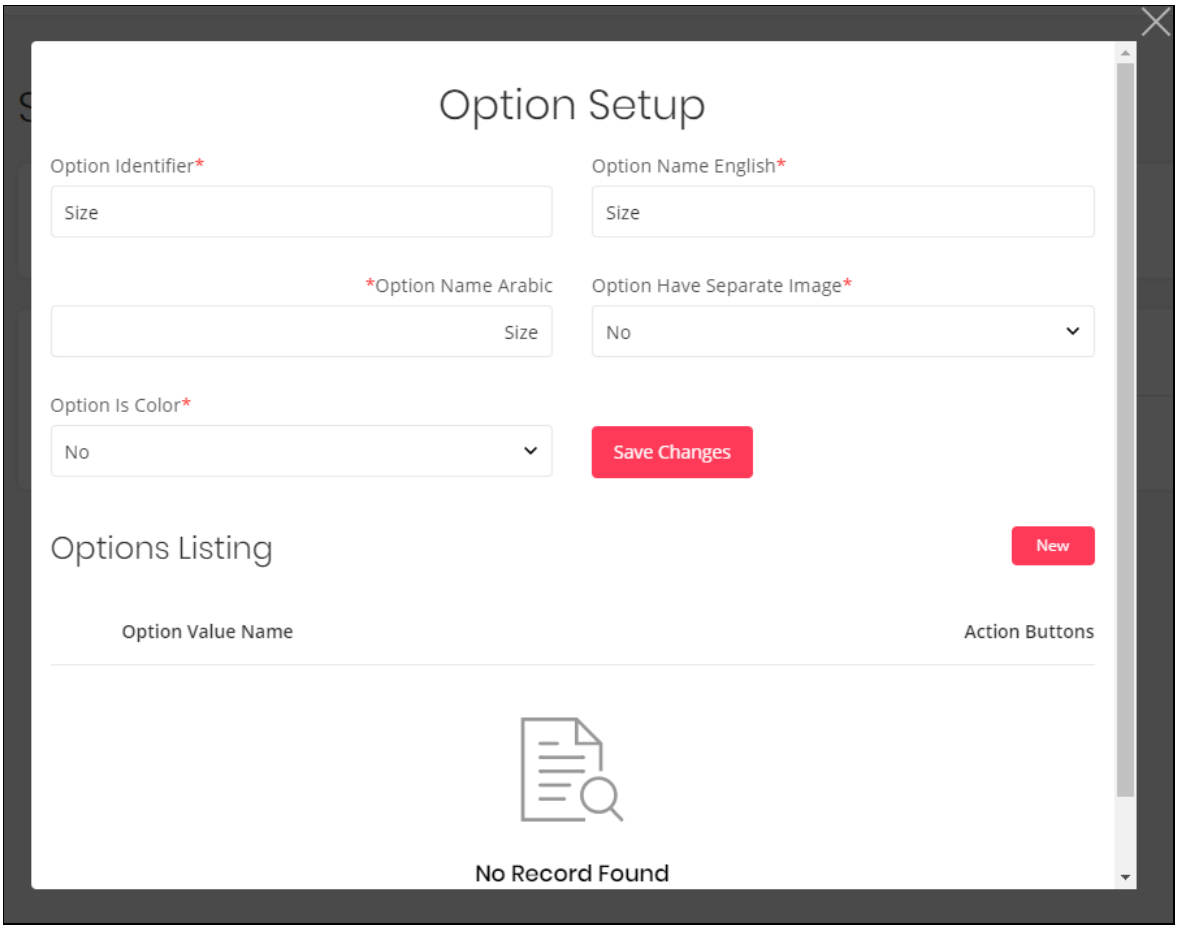
3) Option has separate image – Yes/No dropdown to indicate if different image is available for an option category. Used while defining color options.
4) Option is color - Yes/No dropdown to indicate if option category is a color.



Once option category is defined Seller will then need to define option values in the option category defined previously.



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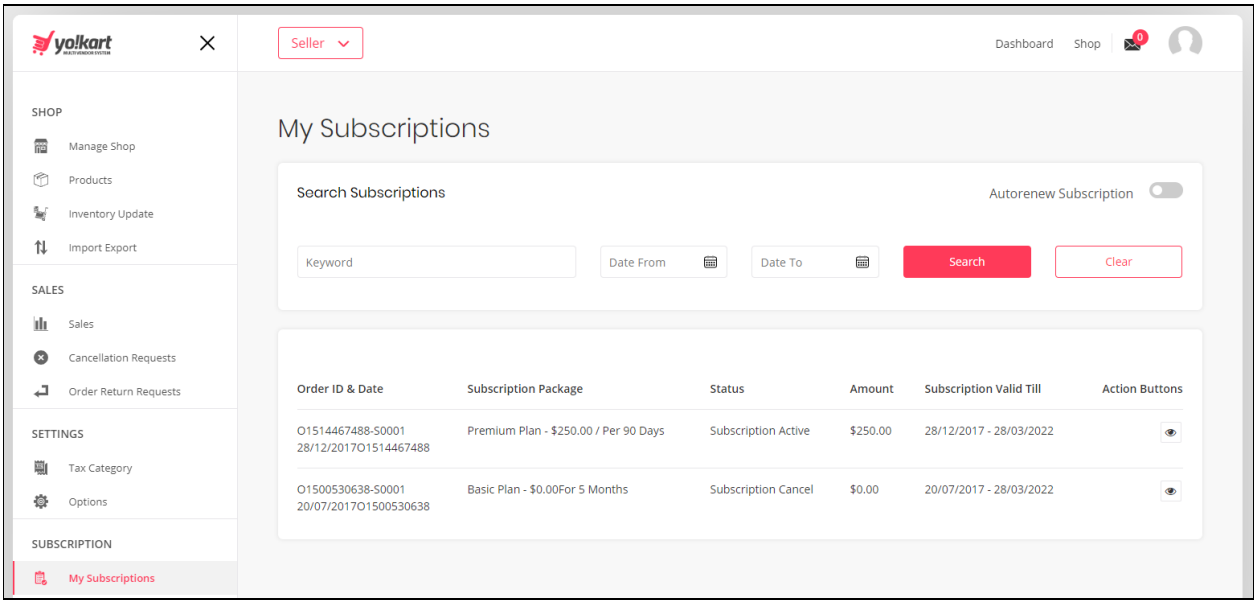
14. My Subscriptions

This section is only visible on the dashboard if the Admin of the portal has enabled subscription packages.
Seller can see past and present subscribed subscription packages on this page.

Seller can also turn on & off the auto renew subscription functionality through the toggle button located on the top right corner. When turned on, this will automatically renew the seller's subscription plan with the website. Subscription packages auto renew only if the seller has enough credits in their wallet. If there aren't sufficient credits in the wallet then the subscription plan will not be renewed and the seller shop and products will be hidden on the website, post expiry of the subscription package.

Search filters are present for the seller to locate a particular subscription order. Clicking on a particular subscription order number or the icon will navigate the seller to the order details page.

Clicking on the 'Renew Subscription'/ icon will renew the same subscription package for the seller.



15. Subscription Packages

On clicking the subscription packages option from the left navigation menu, the seller is navigated to the packages page. Here the seller can view various subscription packages available from the business/admin. Clicking on the 'Buy plan' will enable the seller to select and pay (if required) the

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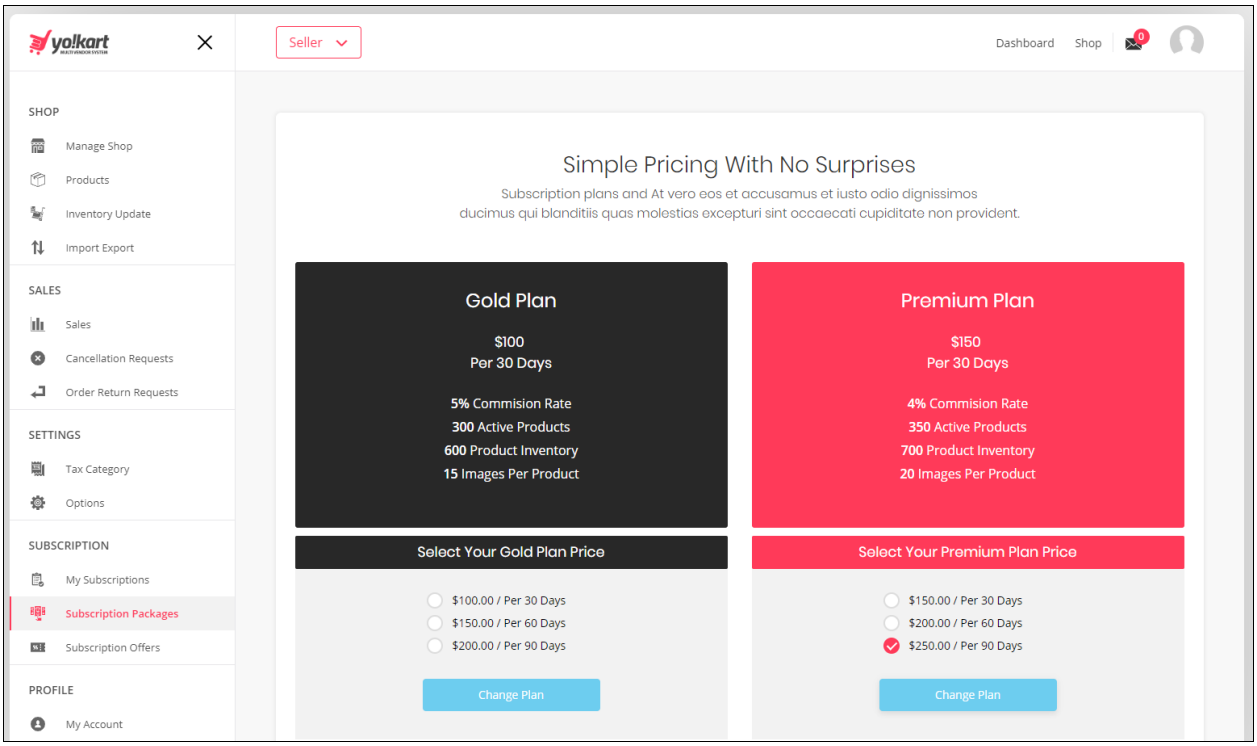
desired subscription package they want to enroll for. Seller will be then navigated to the payment gateway page where the seller can pay the requested amount and activate the subscription.

Once a package is subscribed then seller can only view renewal plans which can be selected in a similar way as defined above.



16. Subscription offers

On clicking the subscription offers option from the left navigation menu, the seller is navigated to the offers page. Here the seller can view various subscription offers available from the business/admin.

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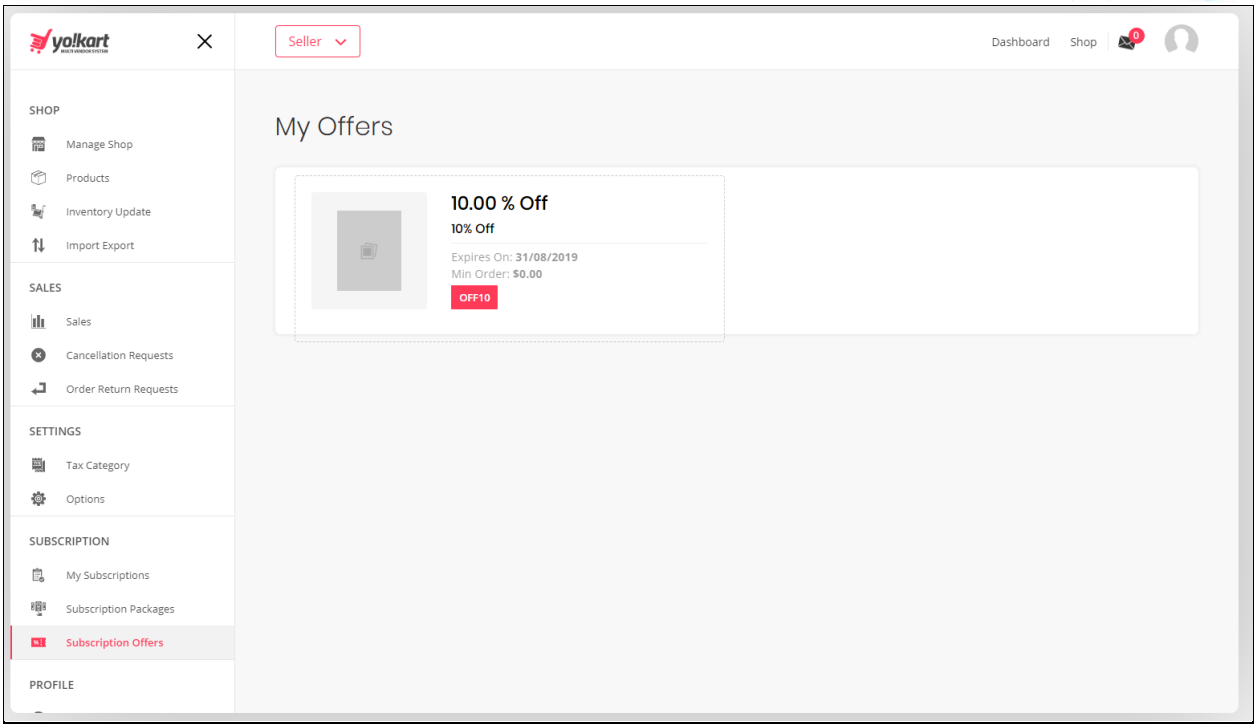

17. My Account

Seller can manage account information such as profile details and bank account information under this section.

Seller can edit profile details such as:

- Customer Name
- Phone
- Country
- State
- City
- Company
- Brief Profile
- What Kind Products Services Advertise

Sellers cannot edit Username, Email & Date of Birth as it is unique within the database records.

Seller can also upload or remove the profile image from this section and also have the feature to select default dashboard (Buyer or Seller) which would be displayed after login. Note: Seller dashboard can only be selected it admin has allowed sellers a buyer role as well.

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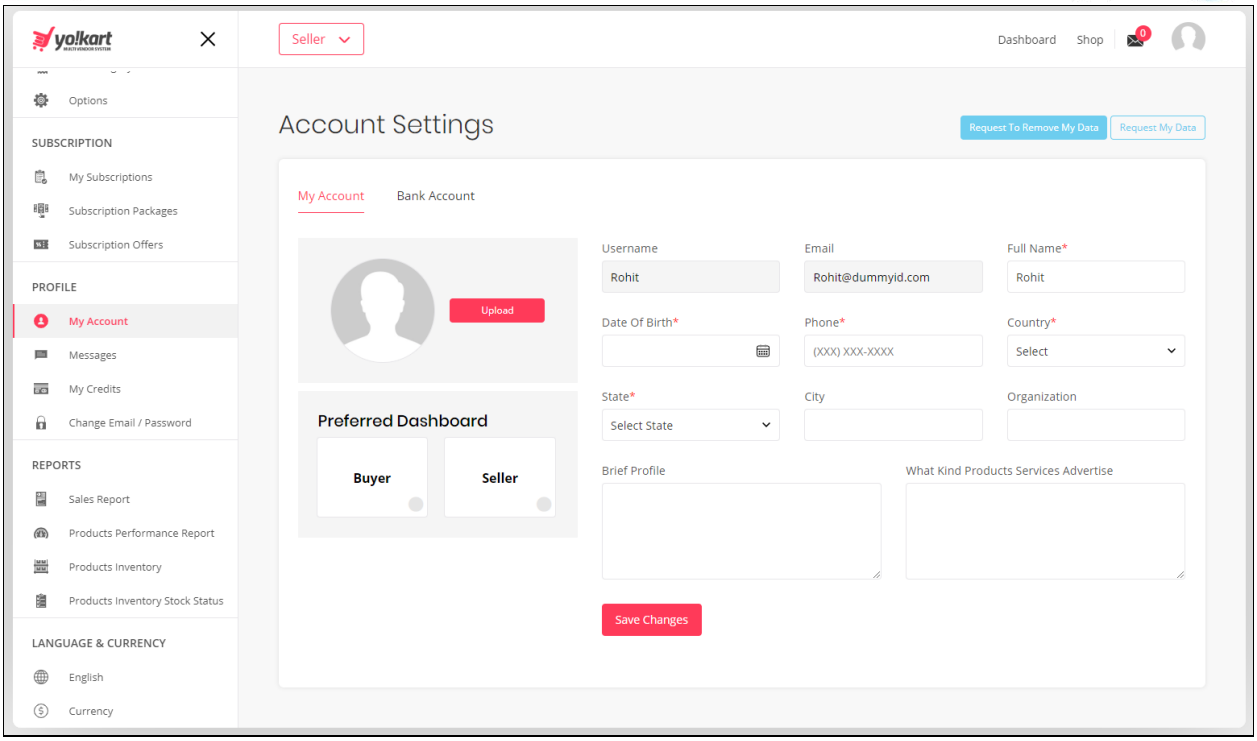

Bank Account Tab

Seller can add bank account related information under this tab. Following are the details that can be added under this section:

- Bank Name
- Account Holder Name
- Account Number
- IFSC Swift Code
- Bank Address

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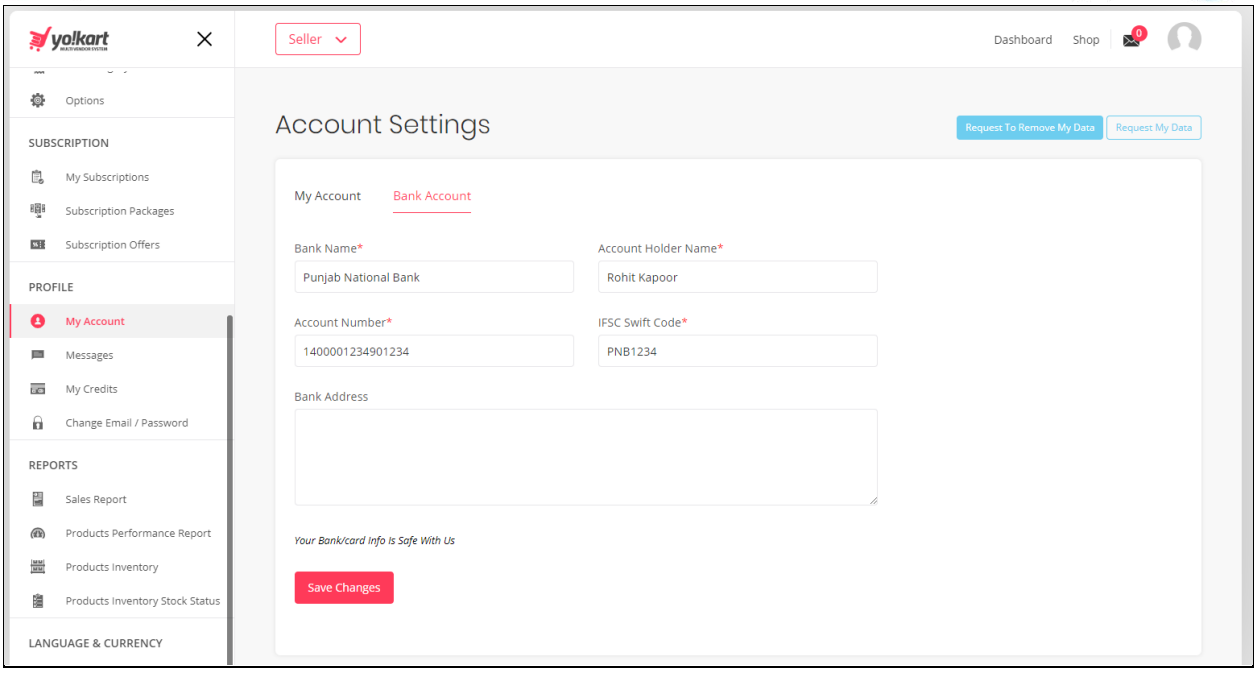

As per the GDPR guidelines, sellers can raise a request to remove their data using the 'Request to remove my data' button. Seller can also request their data from the admin using the 'request my data' button. This data is restricted to personal data and not order based data in the system.

18. Messages

Messages sent by buyers to sellers will be displayed under this section. Seller can view the message thread and also able to reply back on the recent message sent by buyer.

Seller can also search for messages by using keyword based search functionality.

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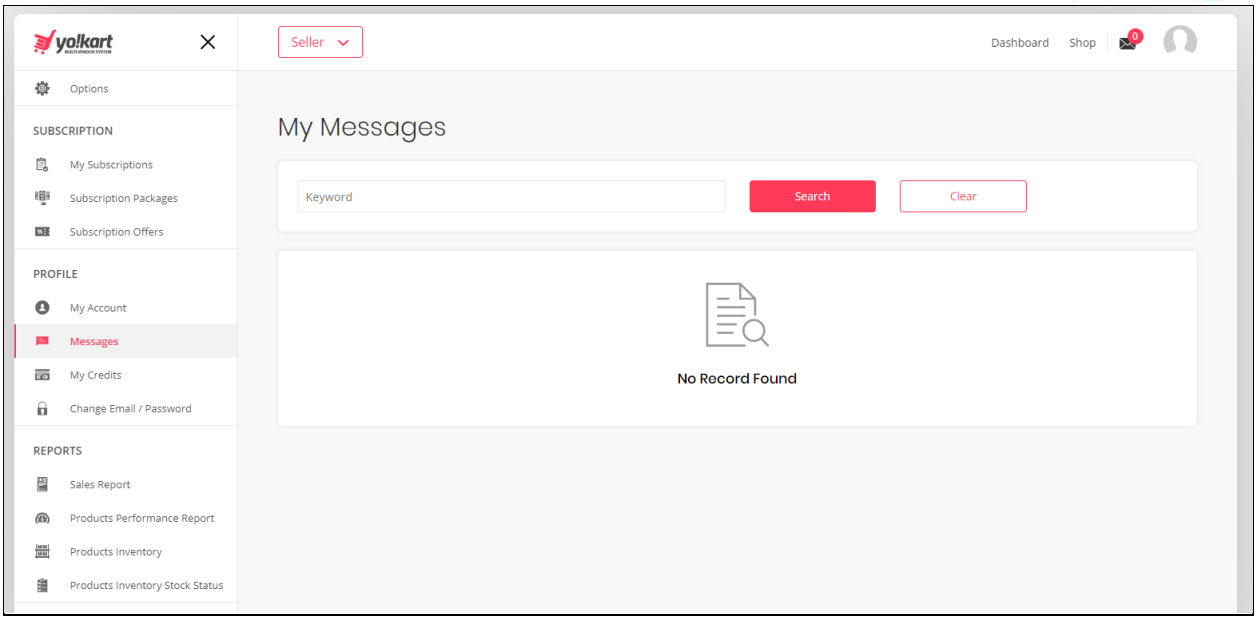

19. My Credits

List of all transactions for the seller will be displayed under this section. Seller can send a fund withdrawal request to admin from this section. Seller can also search for any transaction by using following search filters:

- Keyword
- Debit/Credit
- From date & To Date

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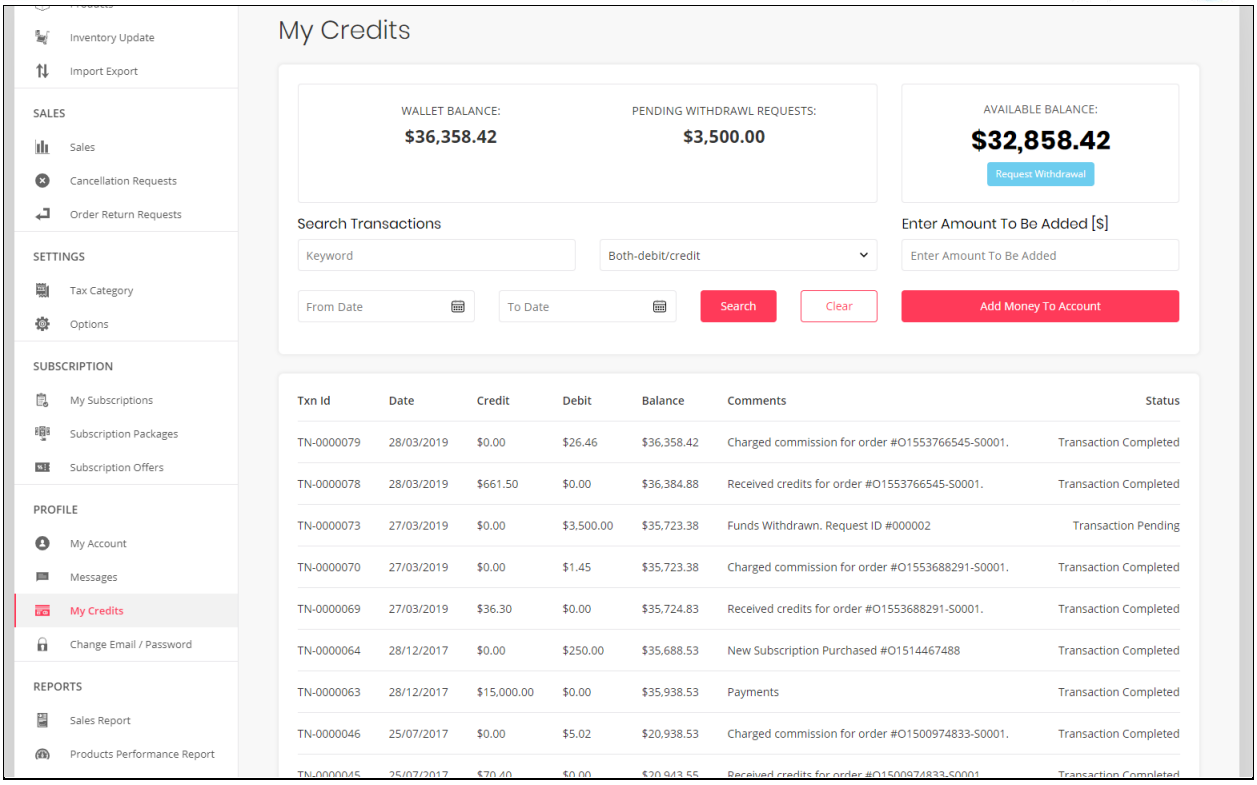
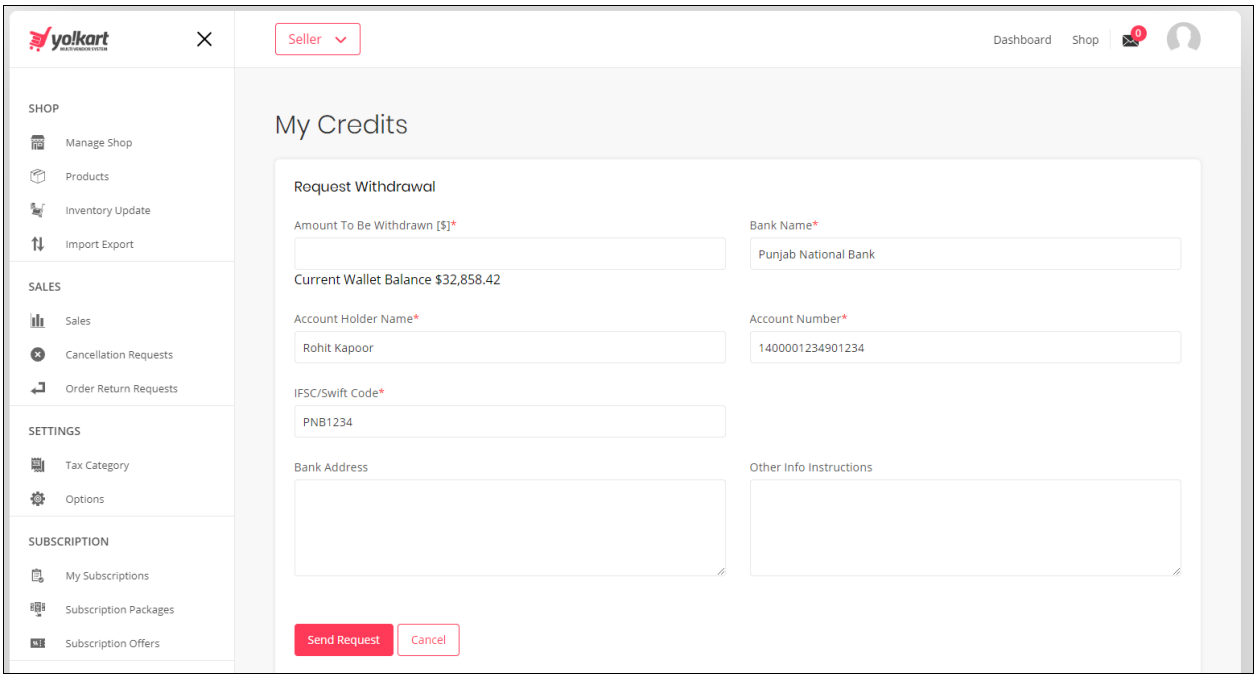


A seller can send a withdrawal request by clicking the “Request Withdrawal” button. The seller will then have to fill their own bank details if they have not previously added bank details under the “My Account” section.
Seller needs to share bank account details with the admin as approved withdrawal requests/funds are transferred outside of the system through the admin’s bank.



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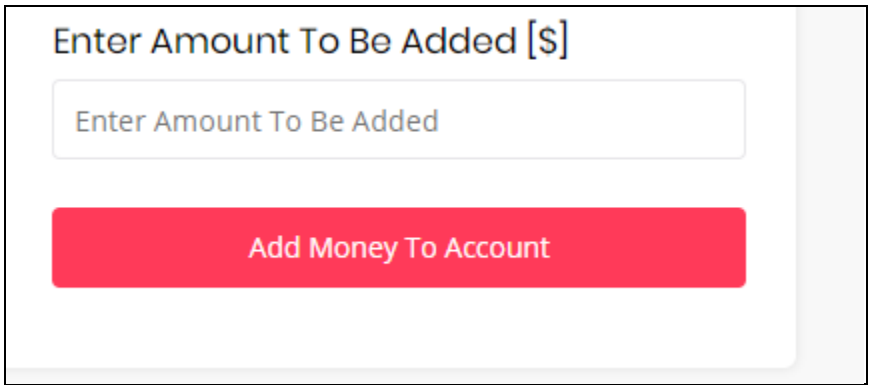
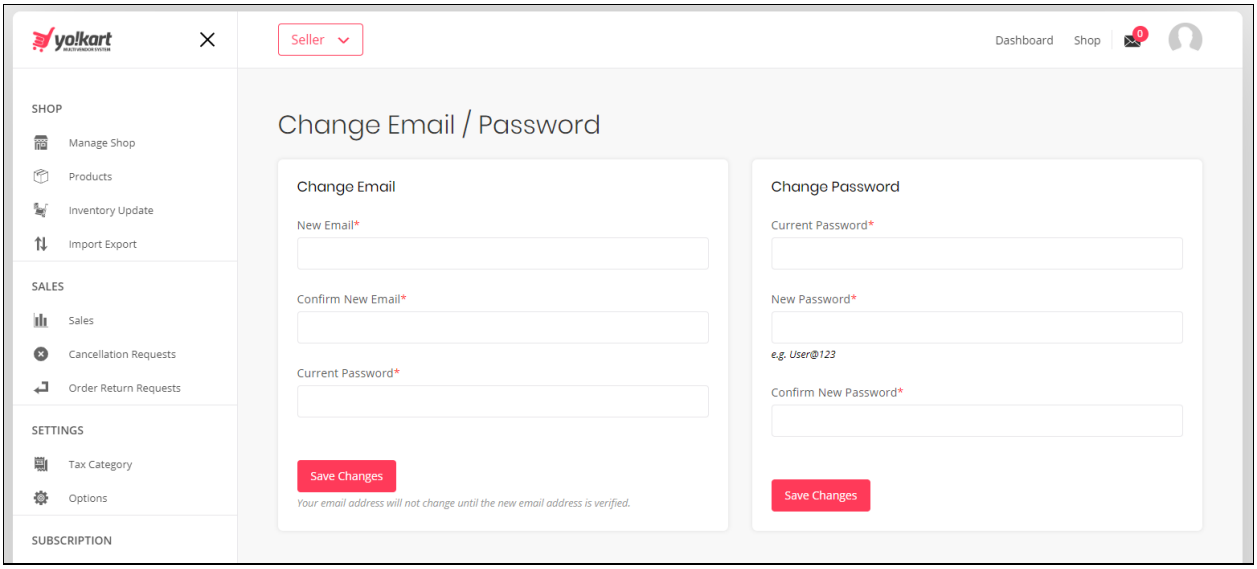
Seller can also add virtual credits to his bank account by entering the amount and clicking the add money to account button. This will navigate the seller to a payment gateway.
Note: Virtual credits are the same value of actual money and vice versa.



20. Change Email/Password

Seller can update their account password from this section. For additional security seller will have to enter their current password along with the new password.



21. Sales Report

Seller can define date ranges to view sales report. By clicking on the 'export' button, seller can download the sales report in CSV format. Upon clicking a particular date the seller will navigate to the detailed sales report page for that particular date.

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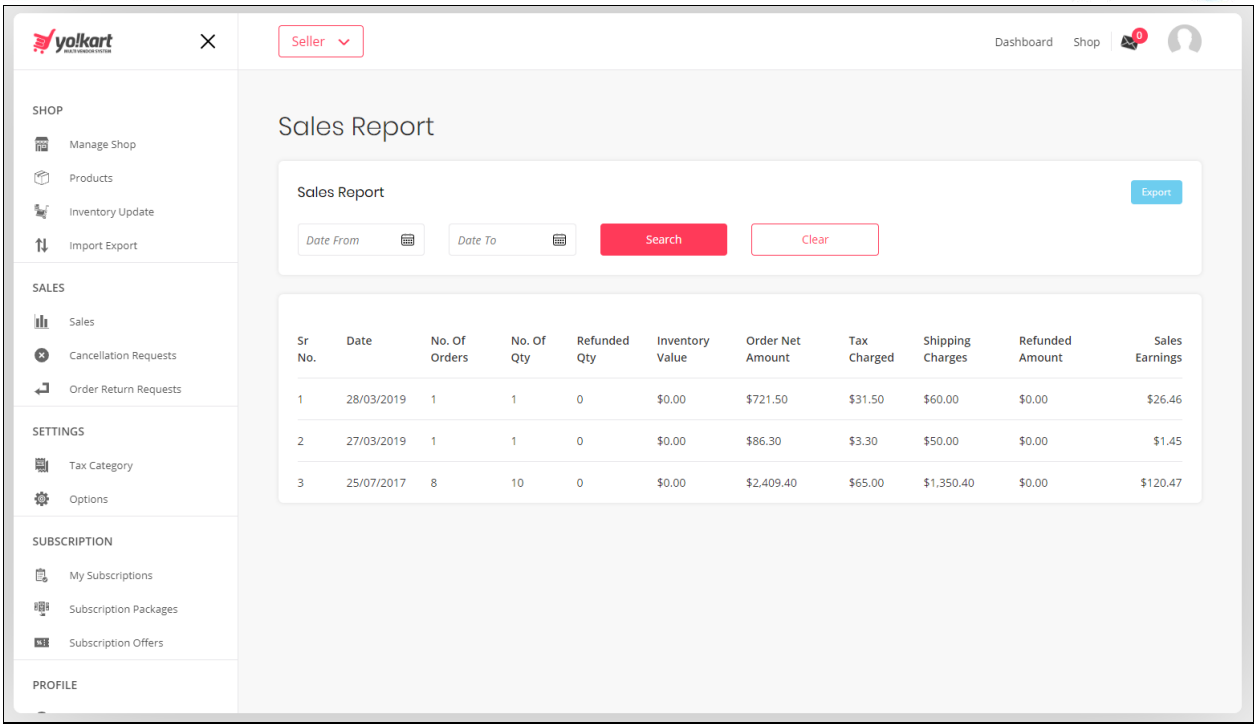

22. Product Performance

Seller can view performance reports of the products they are selling in their shop. Sellers have an option to export the report in CVS format.

Top performing products - This tab displays the products that are the most sold product from the Seller's shop

Most Refunded Products Report – This tab displays the products that are refunded the most number of times from the Seller's shop

Most Wishlist Add Products - This tab displays the products that have been added to the wishlist of most number of times by the different buyers.

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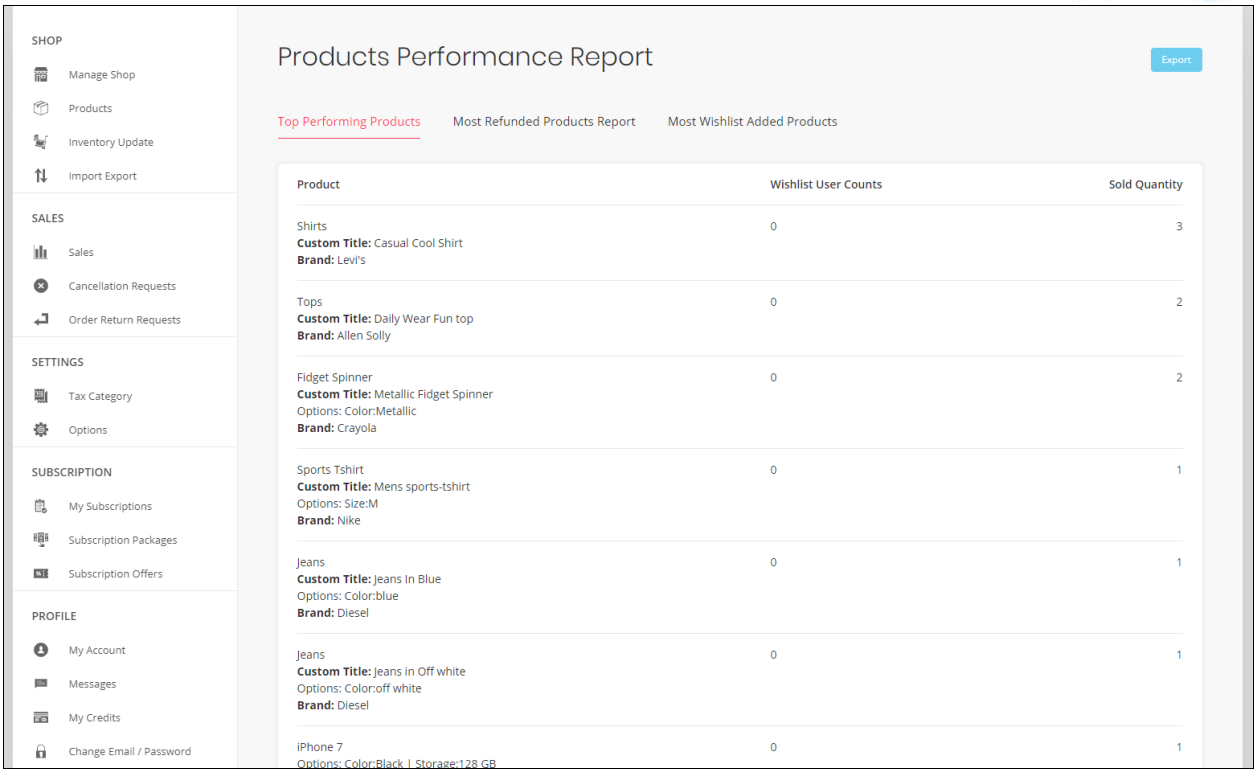

23. Products Inventory

Seller can view the stock quantity available of the products from his shop in this report. Seller can export this report in CSV format.

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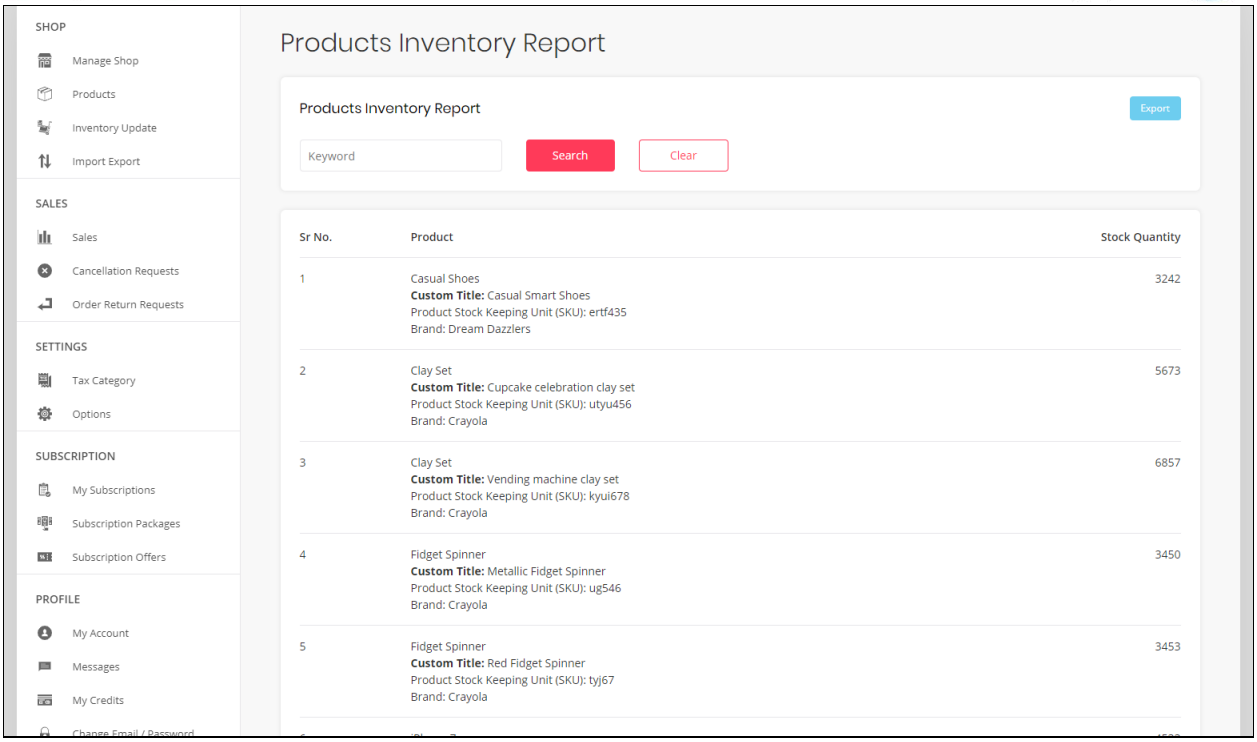

24. Products Inventory Stock Status

Seller can view the stock quantity available, the stock that is on order, the unit price of the products and the total price of the product quantity left in stock from this report. Seller can export this report in CSV format.

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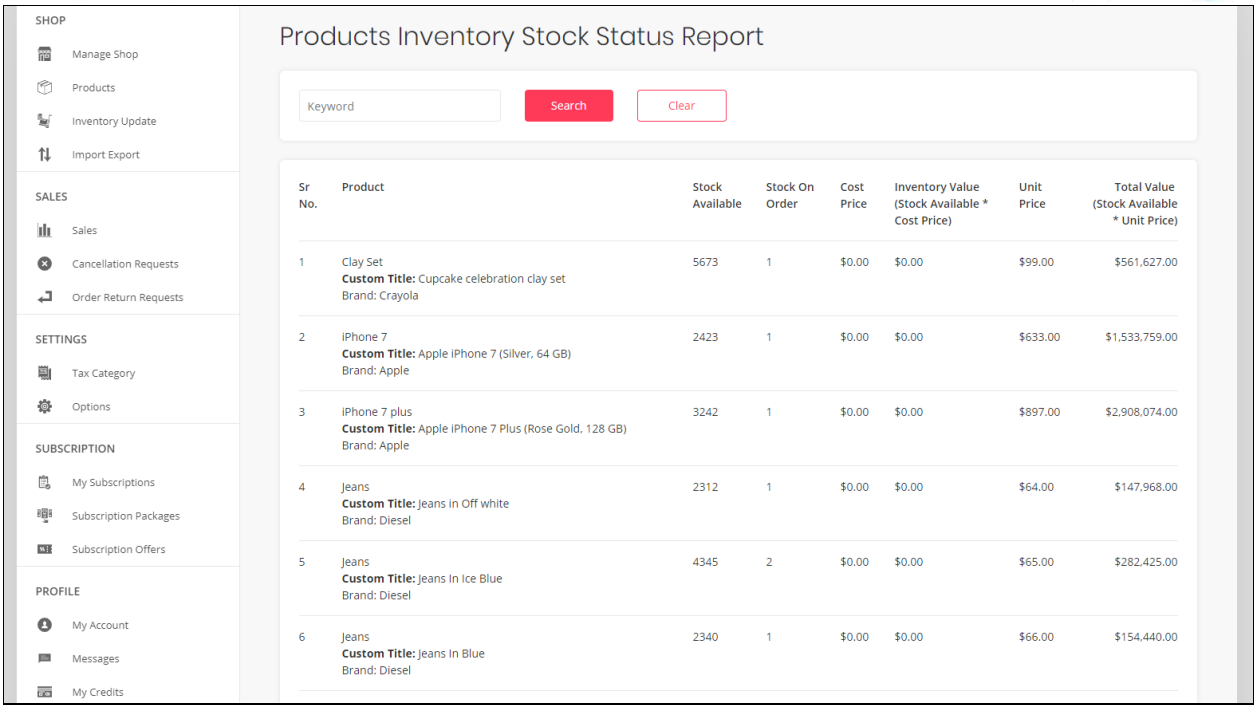
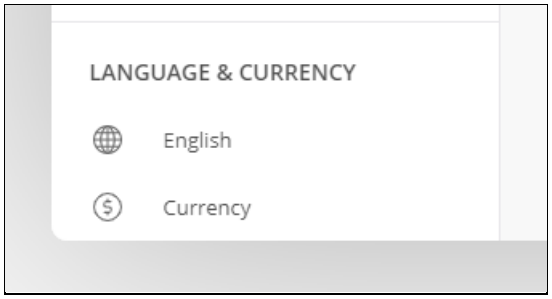


25. Language & Currency

From this section, Seller can change the language and currency.



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