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MULTI VENDOR SYSTEM

TRUST & EXPERIENCE
12+
YEARS

SUPPLIER MANUAL

PREPARED BY :
FATBIT TECHNOLOGIES

We Serve
with a smile
Quality Solutions at affordable Prices with assured
1 YEAR FREE TECHNICAL SUPPORT

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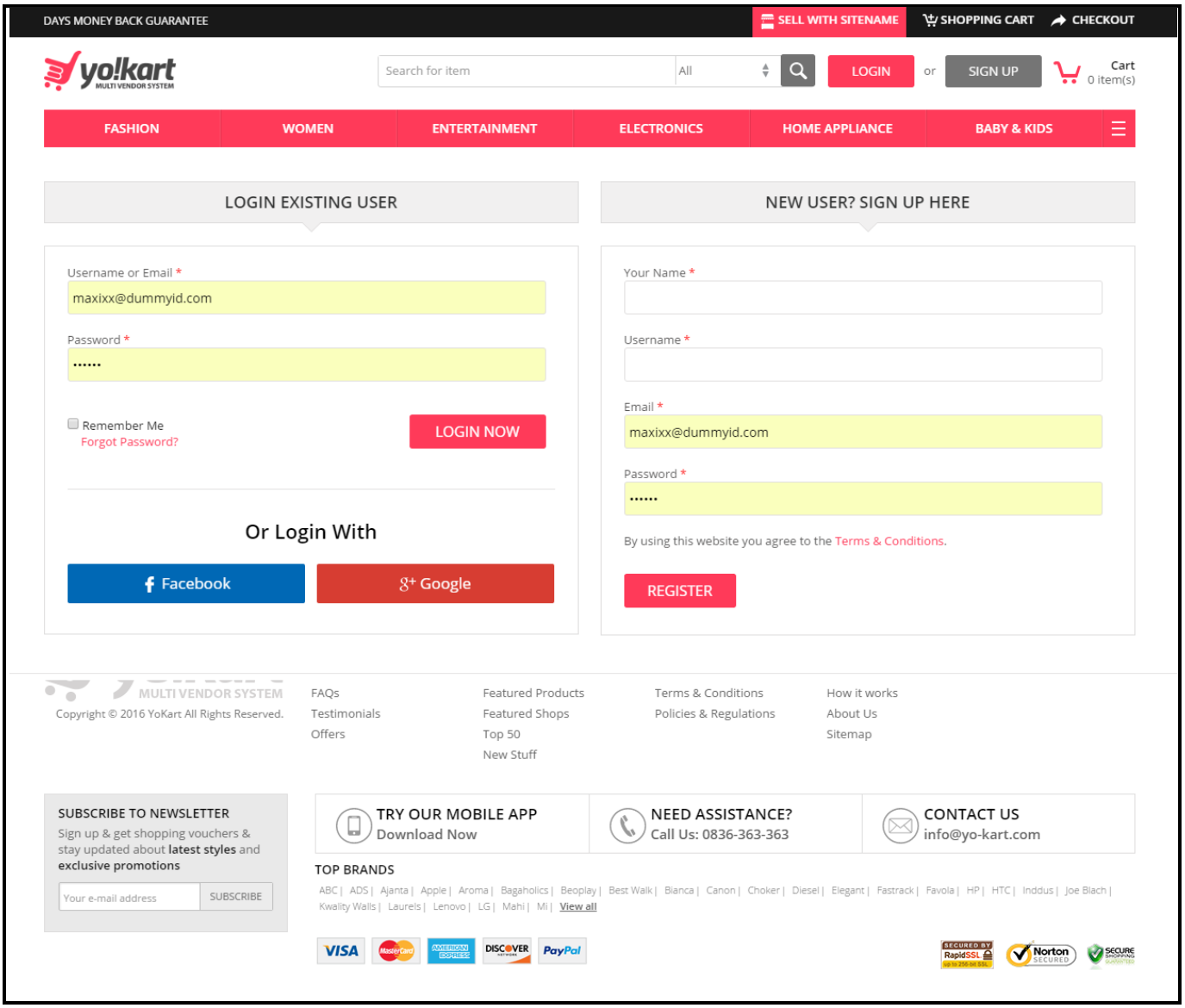
1. Register

For register into the system, supplier/vendor needs to fill up the following details:

- Username
- Email
- Password
- Your Name

Please find the screenshot below:



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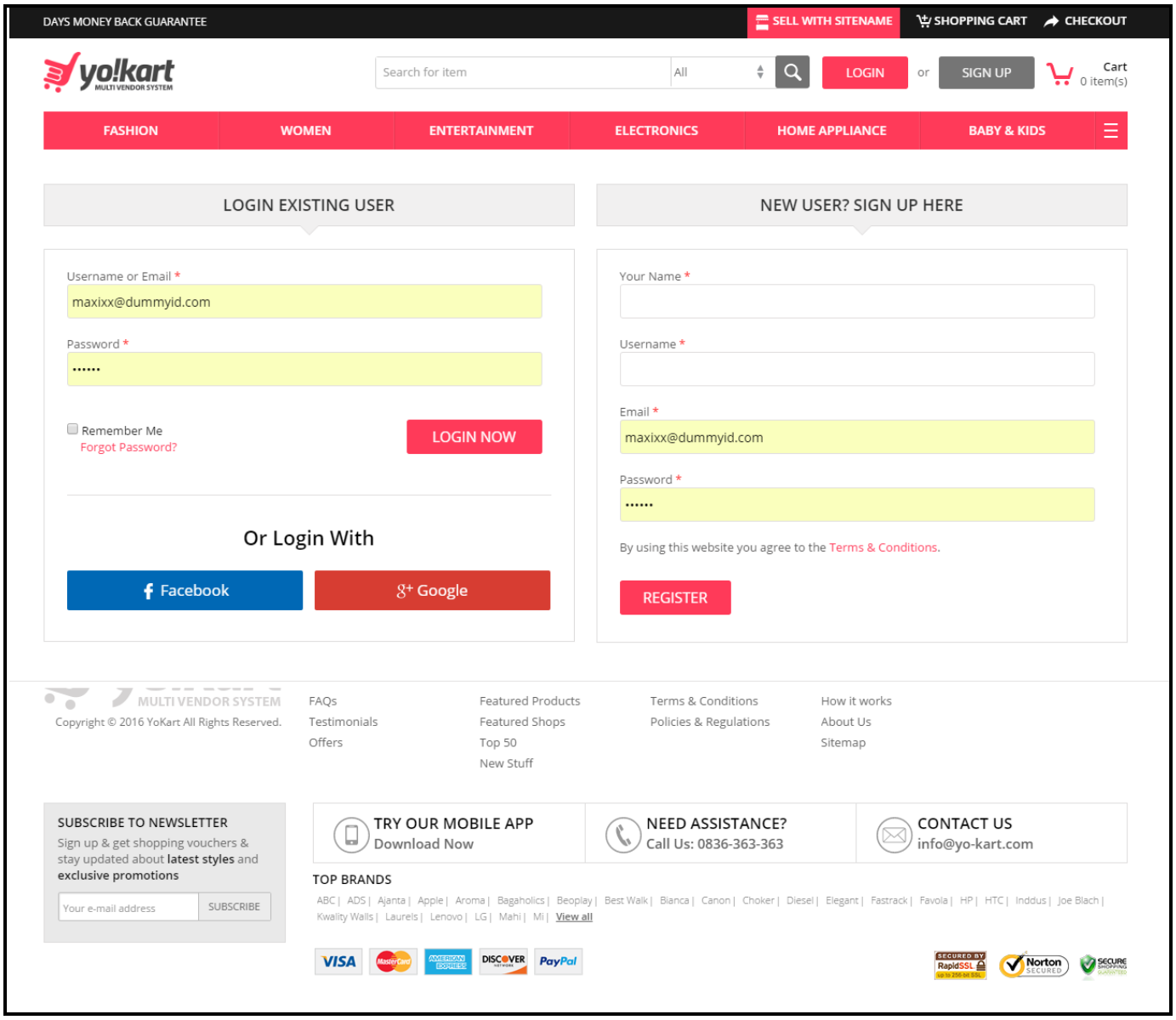
2. Login

For login into account, supplier needs to fill up the following details:

- Username or Email
- Password

Please find the screenshot below:



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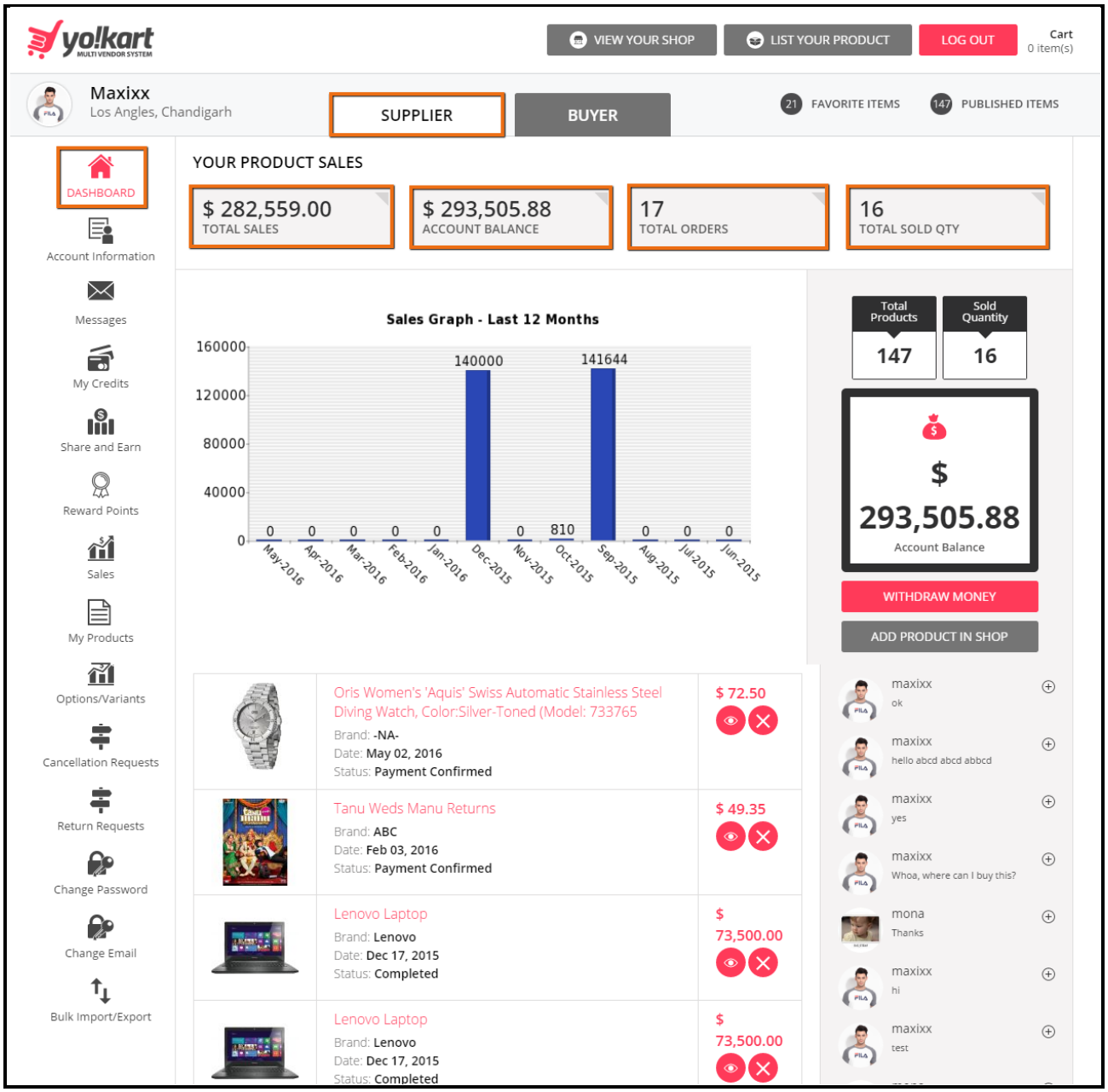
3. Dashboard

After login, supplier will be redirected to the homepage.

On the homepage, on click of **dashboard**, it will be redirected to the dashboard page. Please find the screenshot below:



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On Dashboard we have following information:

- **Total Sales**
  Total amount of sales - Sales will be calculated after an order is completed.

- **Account Balance**
  Total balance available in Seller's wallet, Seller is getting amount of his/her sales through the sales made on the Website

- **Total Orders**
  Total number of orders received - Only completed orders will be displayed in this section.

- **Total Sold Quantity**
  Total number of products sold by the Seller

- **User Information**
  - Personal Information – Name, Email, Phone, Location etc.
  - Bank Information – Bank Name, Bank Account number, Bank Address etc. Admin will use this information to deposit amount in vendor's account
  - Return Address –Buyers will receive these details in case of Refund/Exchange.

- **Sales Graph – Last 12 months**
  In this section, supplier has Graphical information about the sales made in last 12 months.

- **Latest 5 Orders**
  List of latest 5 orders will display under this section.

- **Total Products**
  Total count of products which are added by supplier

- **Withdraw Money**
  In this section, supplier can send request to admin regarding amount to be withdrawn from his account.

- **Latest 5 Messages**
  In this section we will have a list of latest messages received by supplier.

- **Left Panel Links**
  - Dashboard
  - Account Information
  - Messages
  - My credits
  - Sales
  - My Publications
  - Shop
  - Cancellation Requests
  - Return Requests

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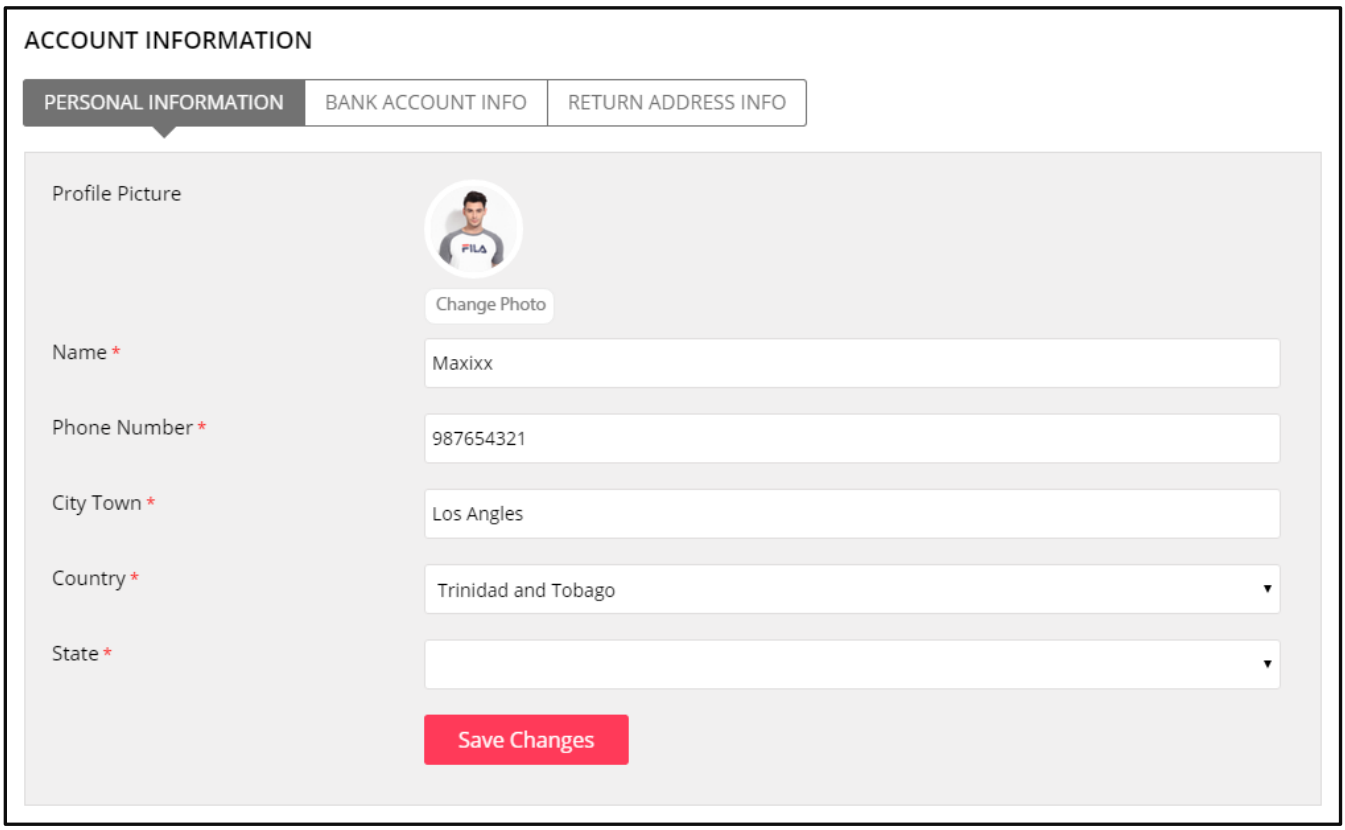
- Change Password
- Change Email

4. Account Information

On account information we have following 3 tabs:

- Personal Information
- Bank Account Info
- Return Address Info

On click of Account information link, Seller will be redirected to the Account Information page. On this page supplier can easily edit his/her account information. Please find the screenshot below:



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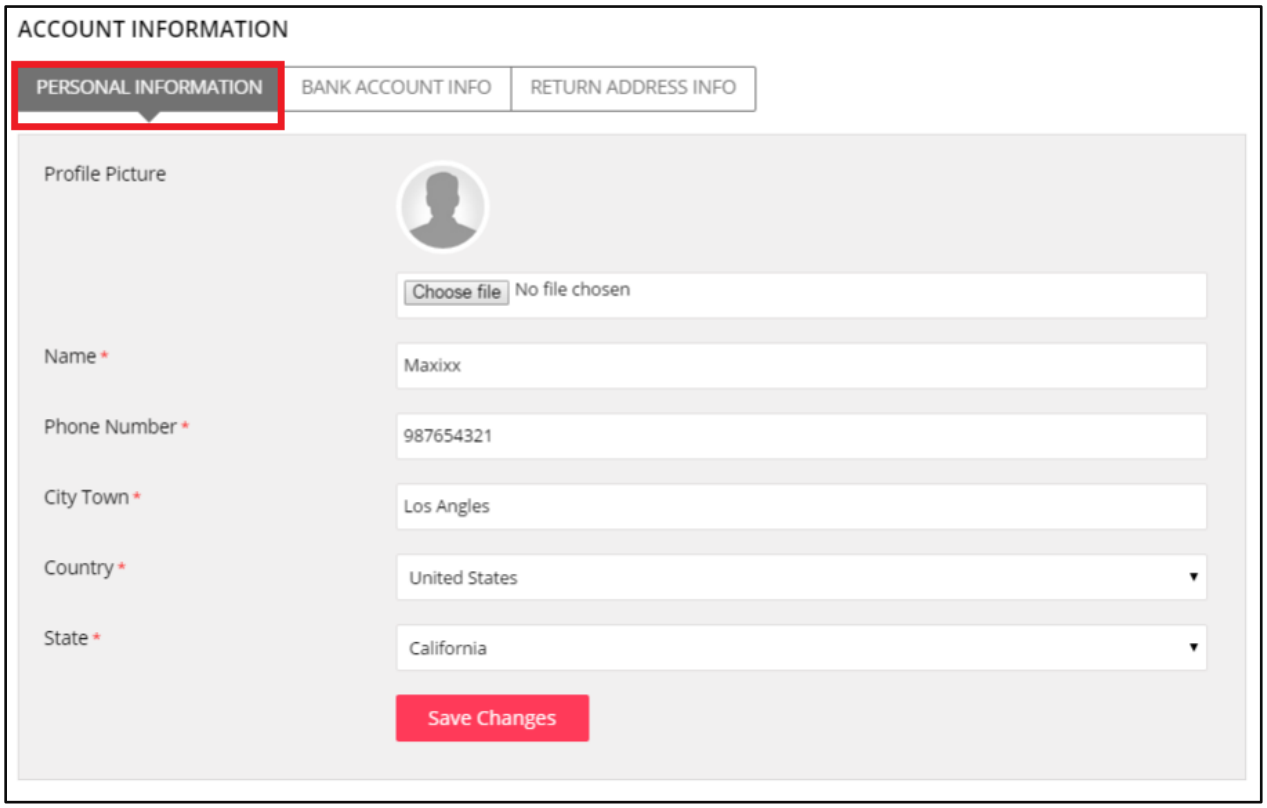
- **Personal Information - Tab**
  Under **PERSONAL INFORMATION** tab, supplier needs to provide the following details:

  - Profile Picture
  - Name
  - Phone Number
  - City
  - Country
  - State

  Please find the screenshot below:



- **Bank Account Info - Tab**
  Under **BANK ACCOUNT INFO** tab, supplier needs to provide the following details:

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

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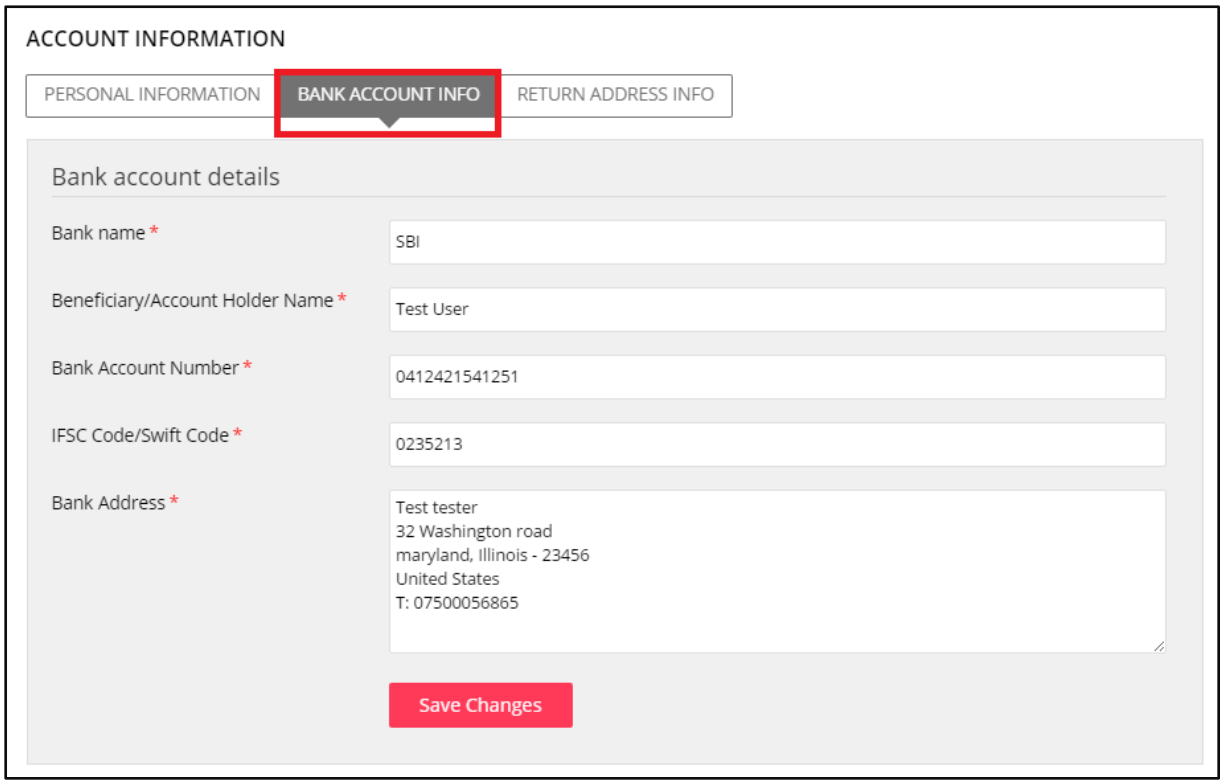
Please find the screenshot below:



- Note: If **BANK ACCOUNT INFO** will be available; Admin will be able to manually deposit the credit amount in supplier's bank account.

Return address Info–Tab: Under **RETURN ADDRESS INFO** tab, Supplier needs to provide the following details:

- Full Name
- Address Line 1
- Address Line 2
- Country
- State
- City
- Post code
- Support Number

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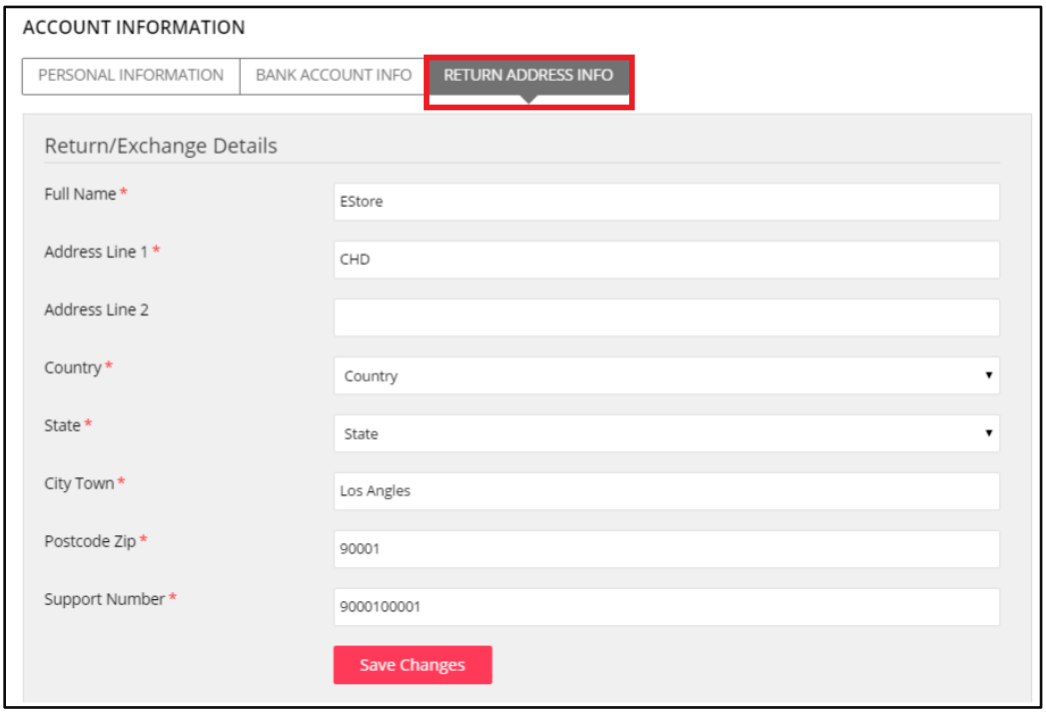
Please find the screenshot below:



In case of **Refund/Exchange**, buyer will get the return address details of supplier. So, that Buyer can return the product to that address which he has purchased from the Vendor's store.

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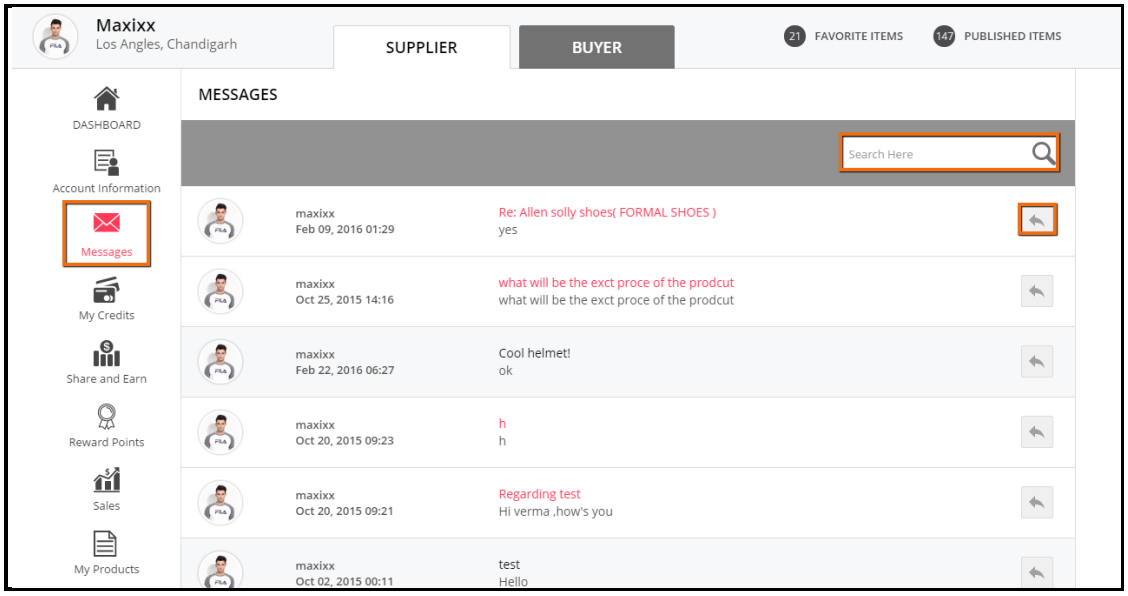
5. Messages

On this page, supplier will have list of entire message string received from buyers and enquiry messages sent by users through product details page. Please find the screenshot below:



On this page supplier can also search a particular message and can easily sort messages through **INBOX, SENT** and **ALL** tabs.

On clicking icon, supplier can post a reply on a particular message.

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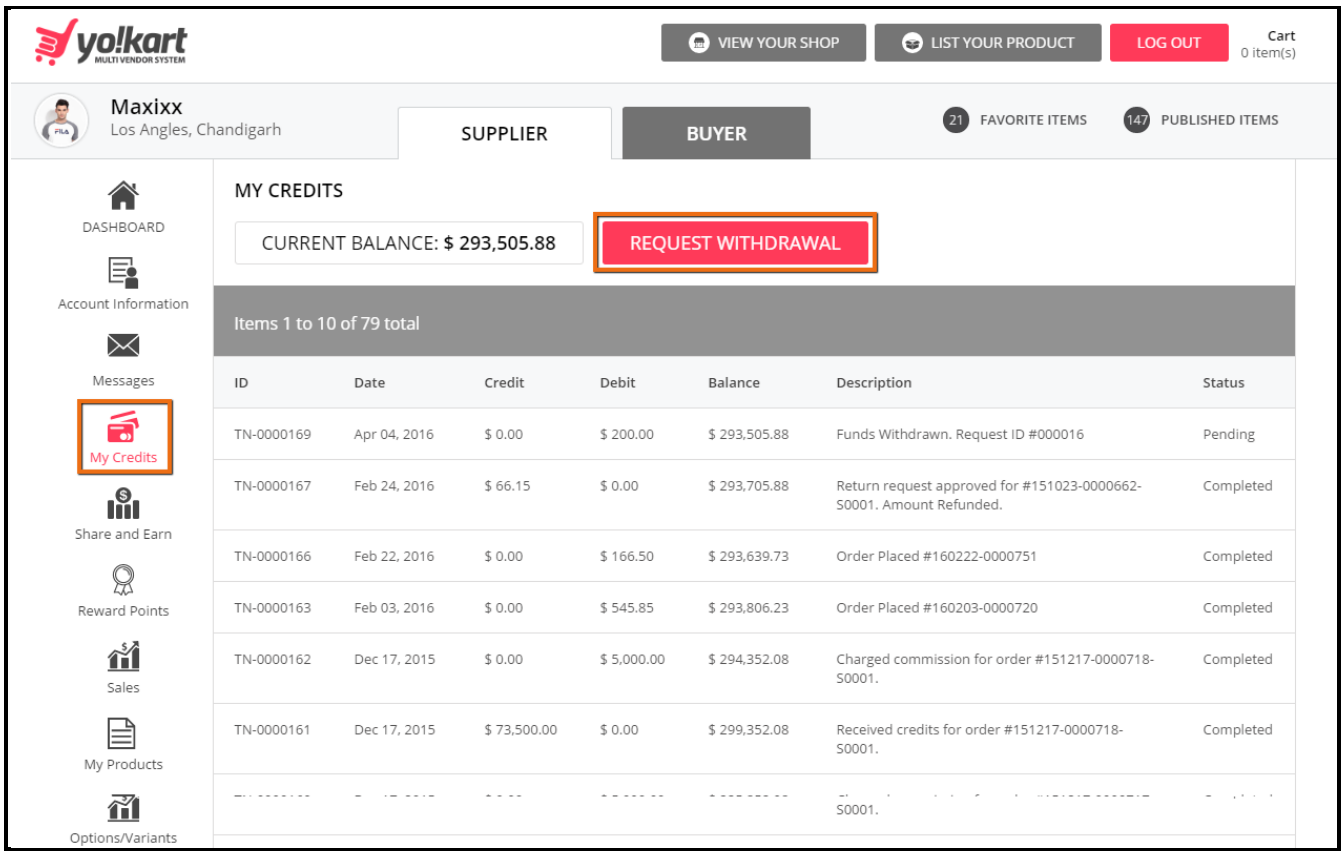
6. My Credits

On this page supplier/vendor can view the listing of his/her orders. Supplier can also view the following information about their orders and credits:

- Current Balance – Credits currently available in the account of supplier
- Request Withdrawal
- Order details:
    - Id
    - Date
    - Credited/Debited Amount
    - Balance
    - Description
    - Status

Please find the screenshot below:



On clicking **REQUEST WITHDRAWAL** button, Supplier will be redirected to the request withdrawal form and Supplier has to fill up the following details to request for a withdrawal:

- Amount to be Withdrawn
- Bank Name
- Beneficiary/Account Holder Name

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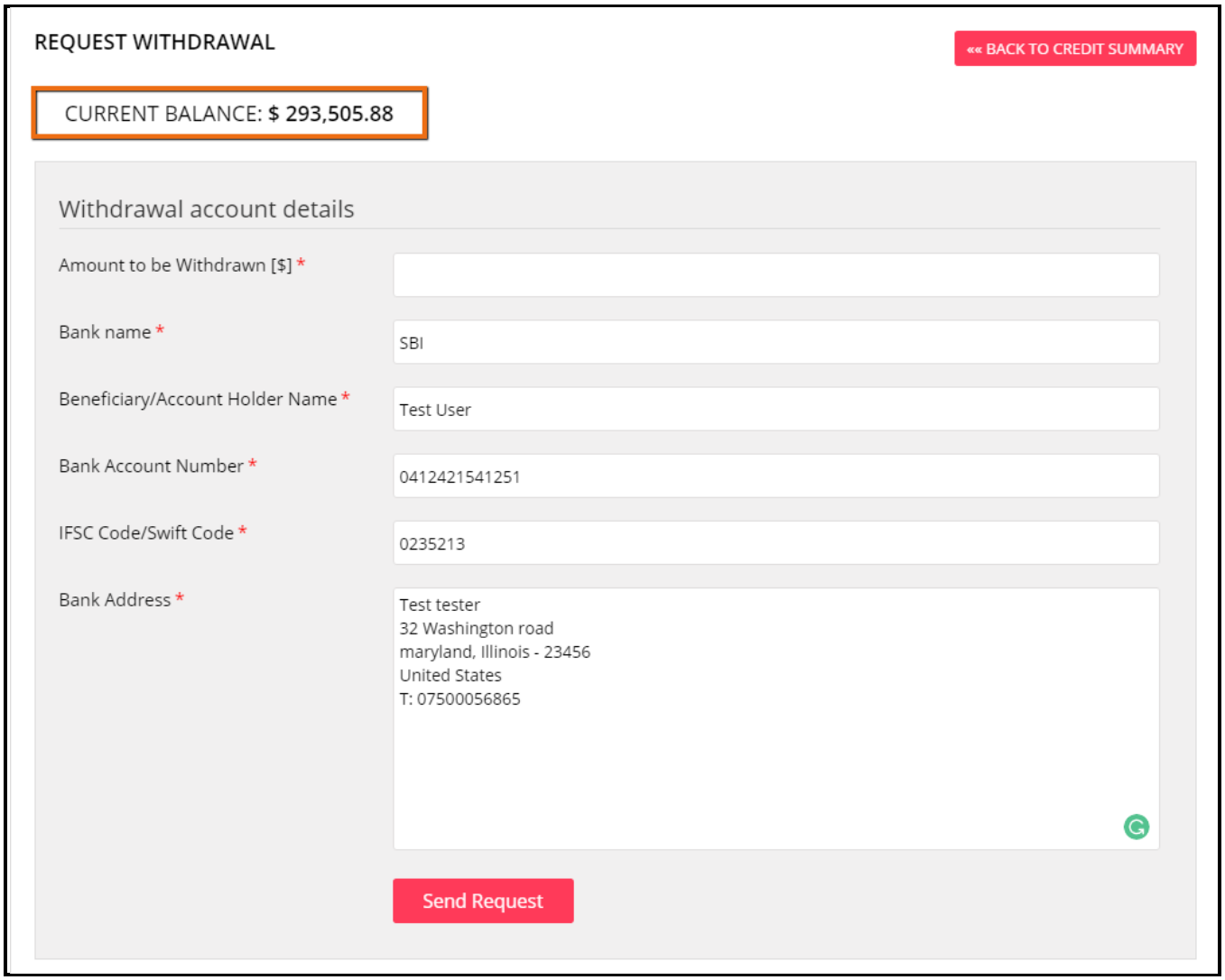
- Bank Account Number
- IFSC Code/Swift Code
- Bank Address
- Other info/instructions



CURRENT BALANCE is the current credits available in the account of a supplier.

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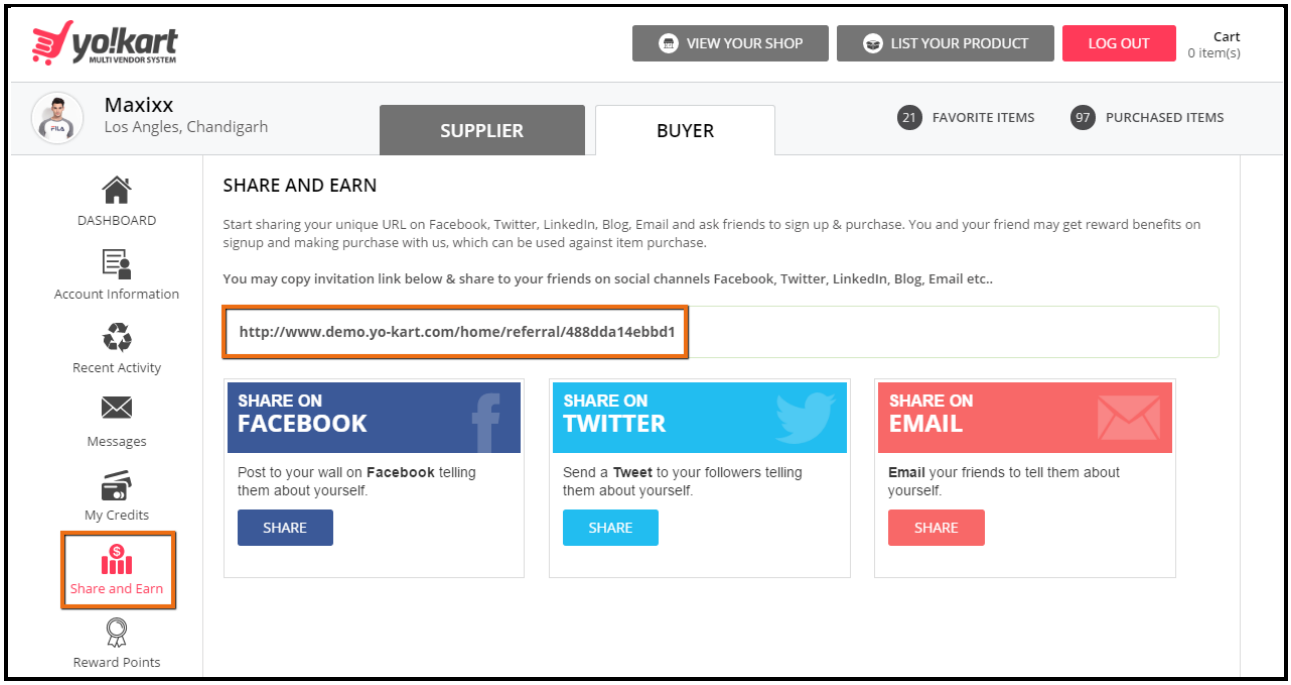
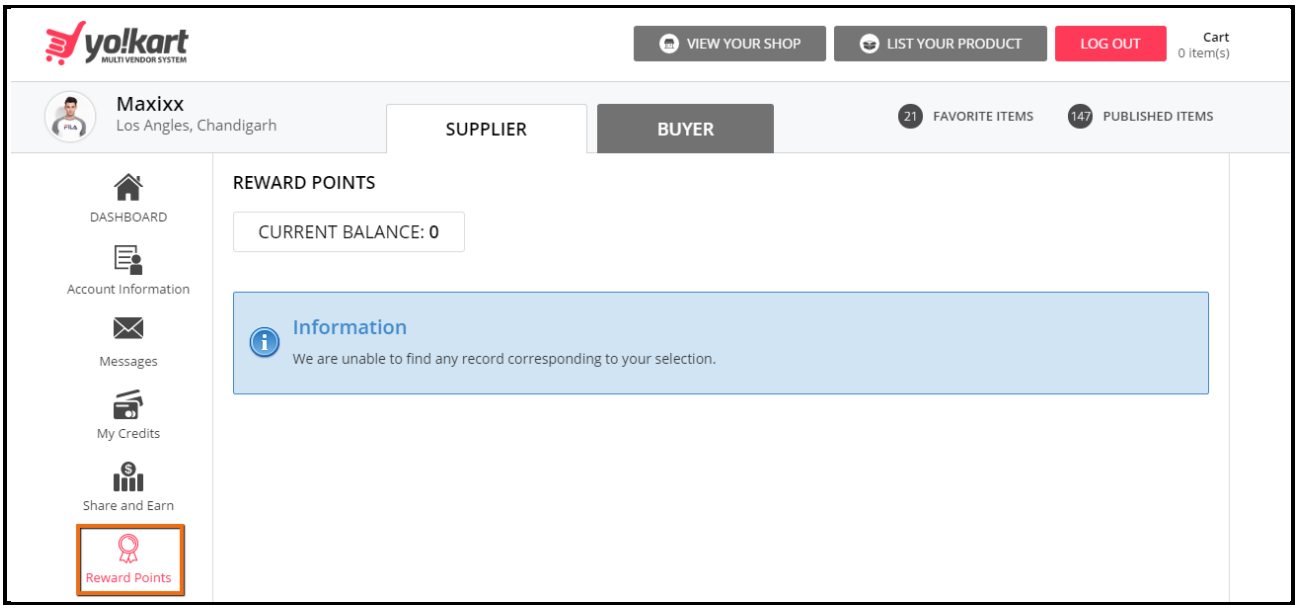
7. Share and Earn

On this page, Supplier can view the invitation link and can share to their friends on social channels like Facebook, Twitter & Email. Please see the screenshot below.



8. Reward Points

On this page, Supplier can view their current balance of the rewards received from the orders placed through referral link. Please see the screenshot below.



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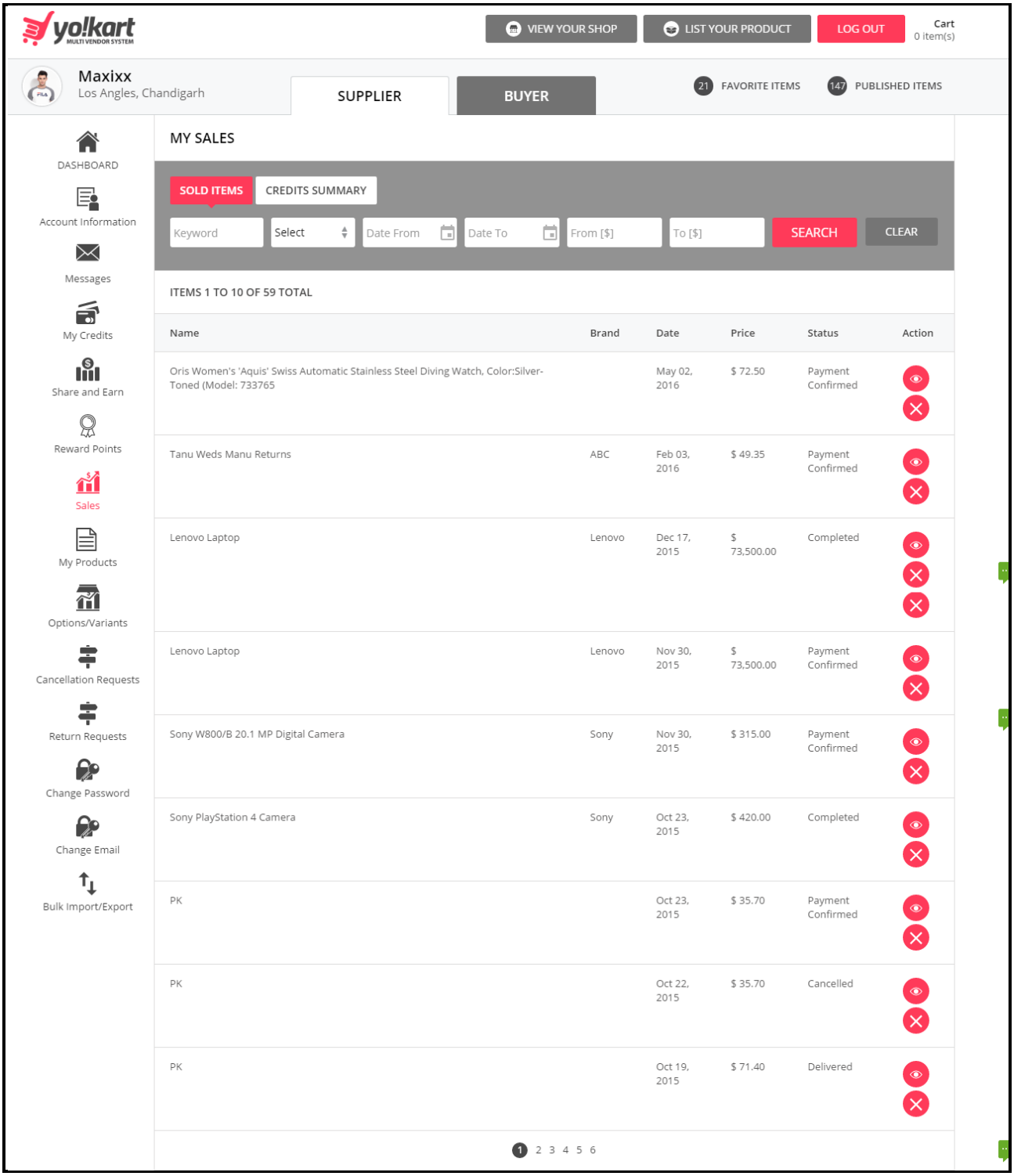
9. My Sales

On this page, Supplier can view the list of orders received. Please find the screenshot below:



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Supplier can view the following details of the orders:

- Product Name
- Brand
- Date
- Price
- Status (In Process/Completed/Payment Confirmed)
- View Details Icon
- Delete Icon

On clicking icon, Supplier can view the details of an order

On clicking icon, Supplier can cancel any order.

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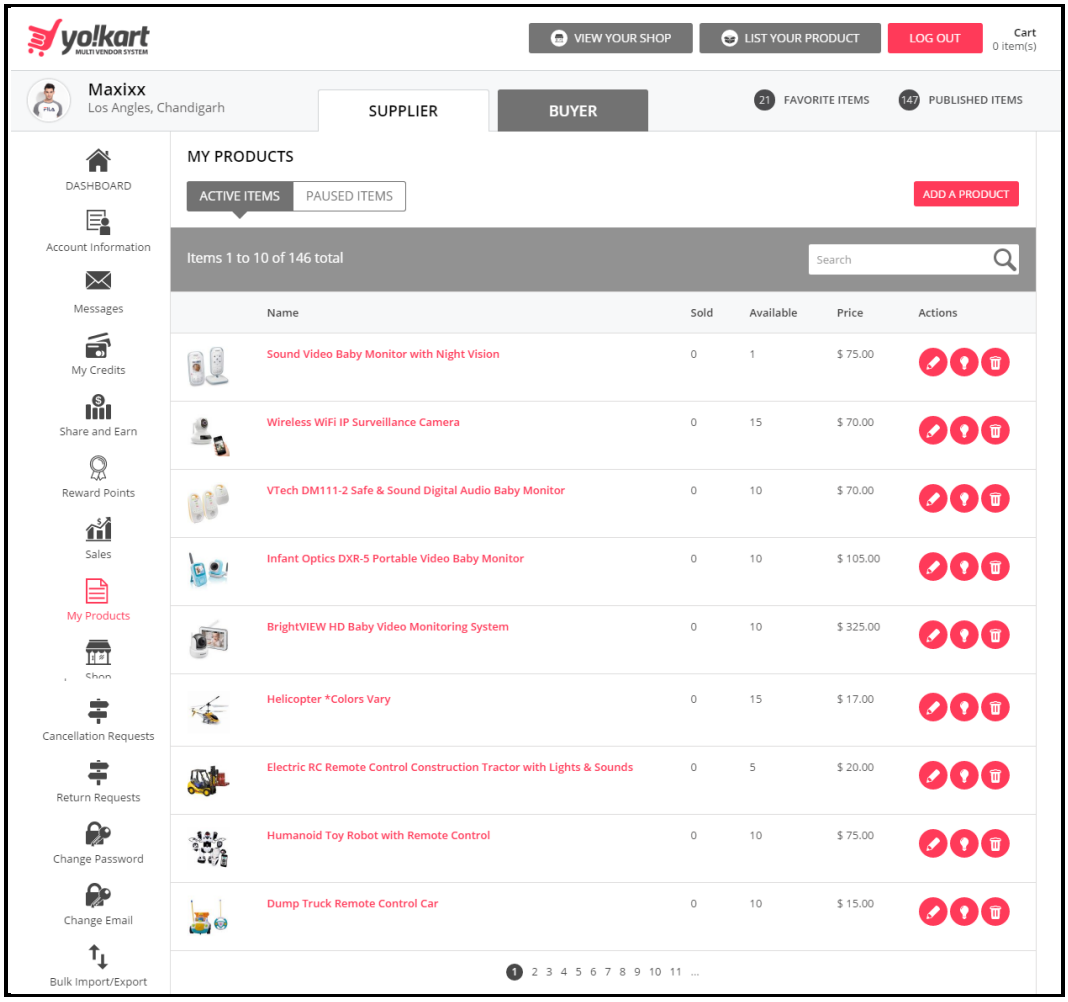
10. My Products

On this page Seller can view list of products added by him. Please find the screenshot below:



On clicking of edit icon, Supplier can edit the details of any product.

On clicking of pause icon, Supplier can disable a products and paused product will be displayed under **PAUSED ITEMS** tab.

On clicking of delete icon, supplier can delete any existing product.

On clicking of **ADD A PRODUCT** button, supplier can add more products. Please find below the steps to add a product.

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Add a product - Step1:

On step1, Supplier has to fill up the following info about a product:

- Product Title
- Selling Price
- Quantity
- Brand/Manufacturer
- Product Category
- Model
- SKU
- Product Condition
- Photos
- Product Description
- Tags
- Shipping Info/Charges

Please see the screenshot below:

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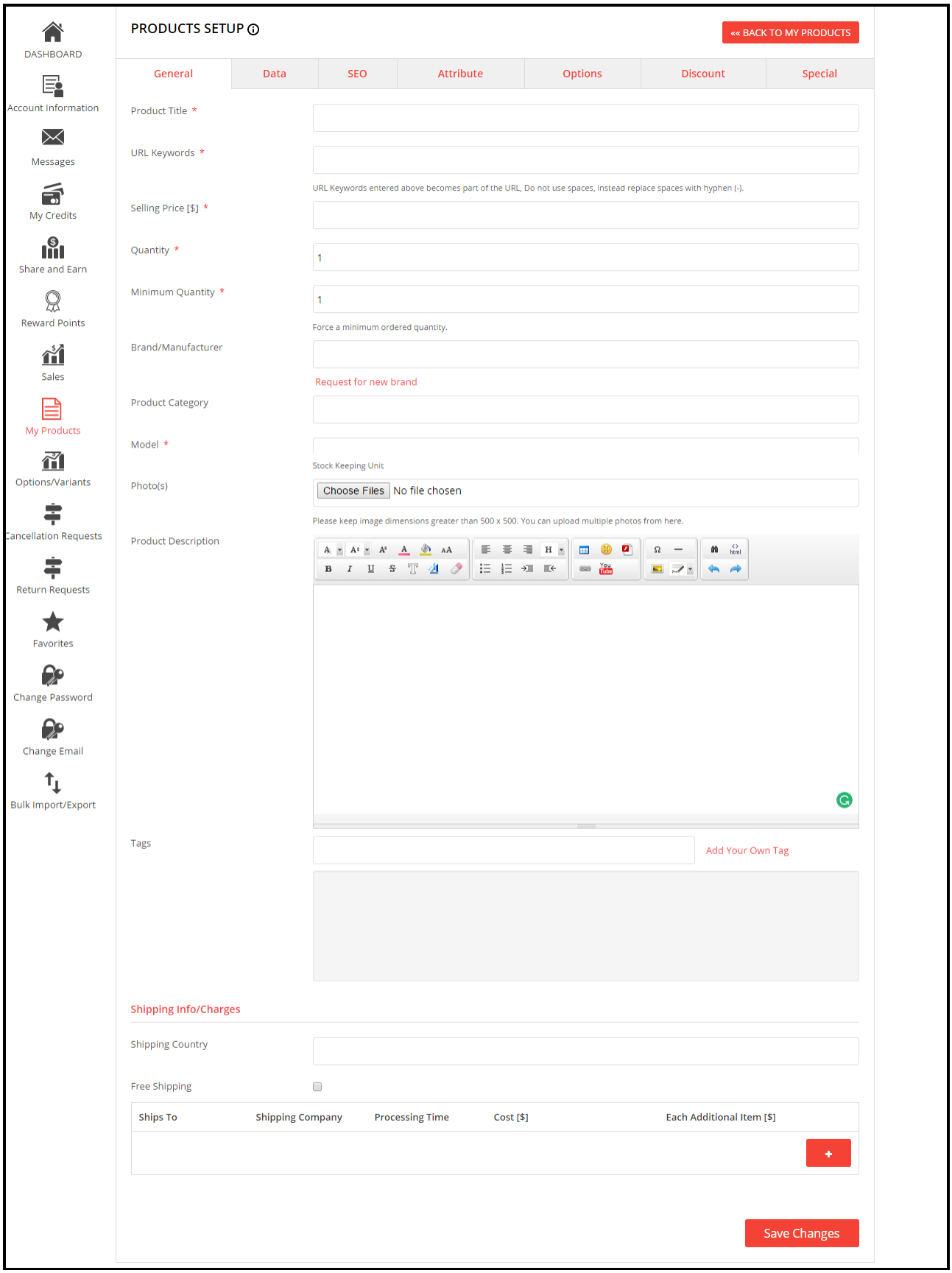

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While adding a product, Supplier can also set an image as a main image for product details page. Please find the screenshot below:

After marking an image as main image, it will display in front of all images. Please find the screenshot below:

Supplier needs to fill up the following shipping Information:

- Shipping Country – Country name from supplier shipping the product
- Free Shipping – Check this option if there is no shipping cost
- Ships to – Select country to which supplier can ship the product.

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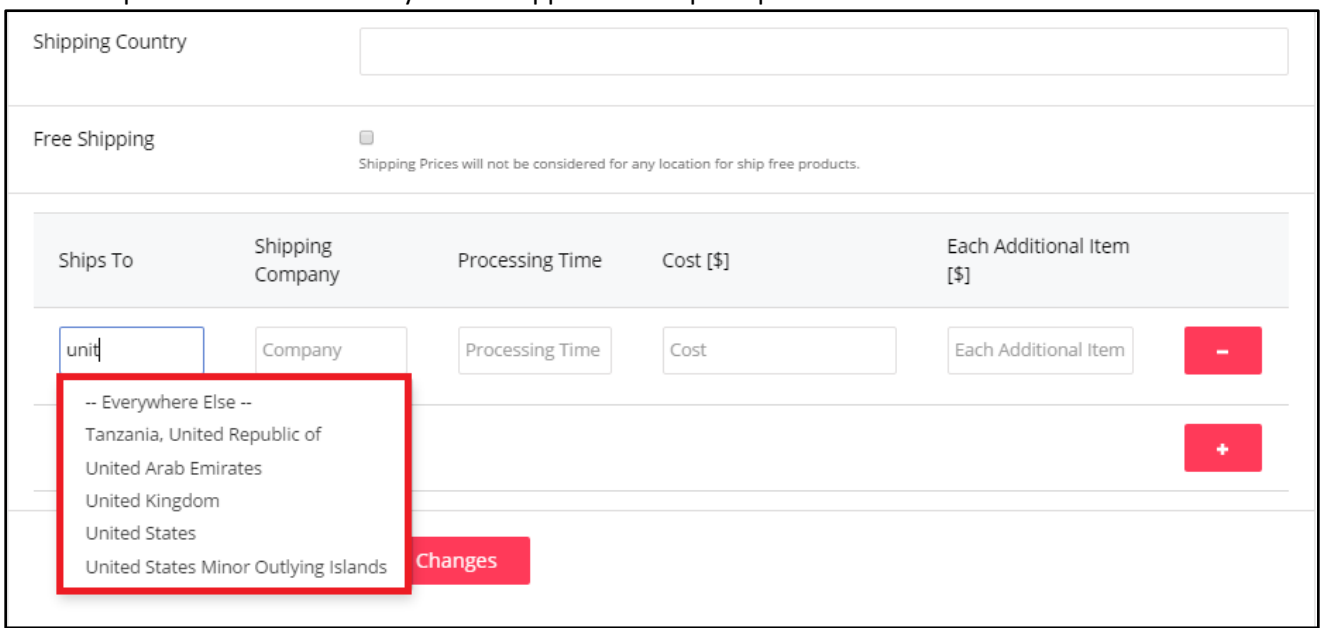
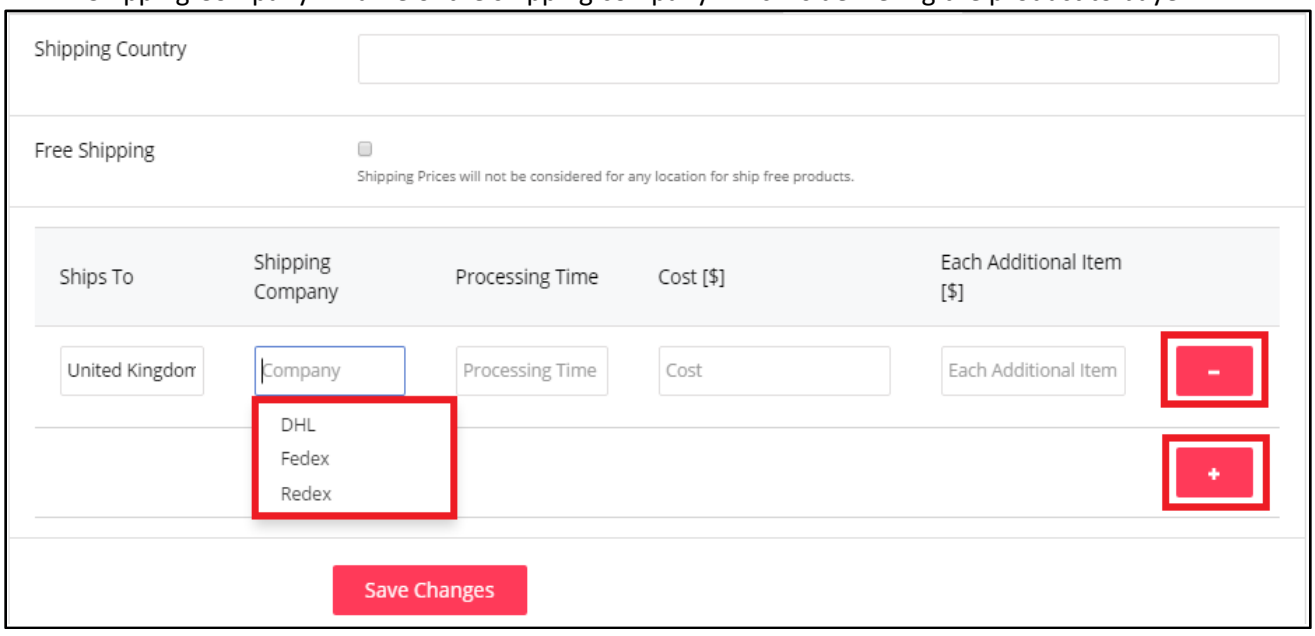
On clicking + icon, supplier can add a shipping country for a product.

Supplier need to fill up the following info about the shipping:

- Ships To – Name of country where supplier can ship the product.



- Shipping Company – Name of the shipping company which is delivering the product to buyer.



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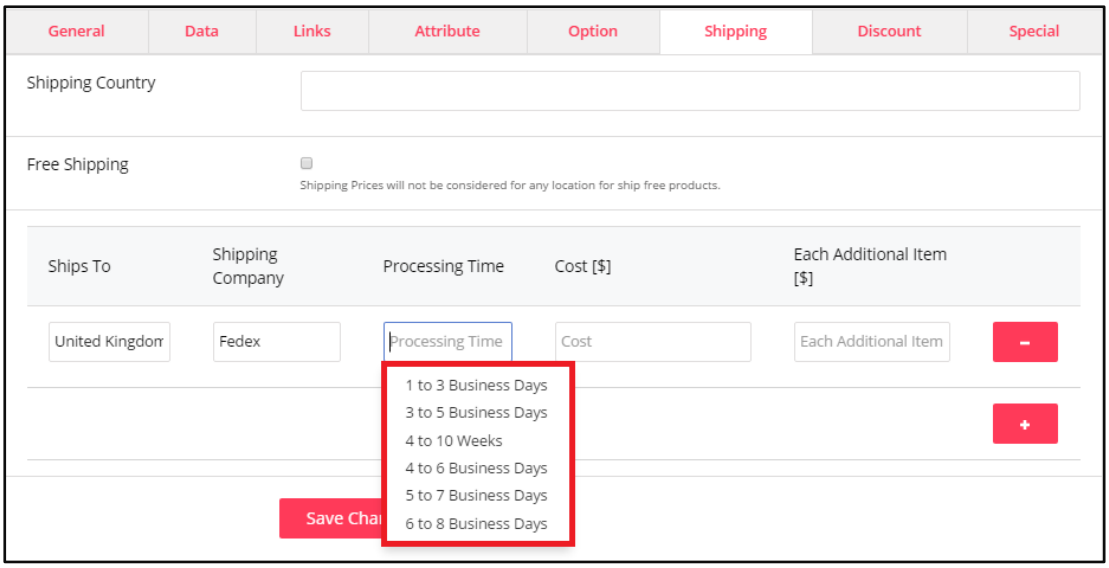
- Processing Time – Number of days within which a product will be delivered to a buyer.



- Cost – Cost of shipping a product
- Each Additional Item – Shipping cost for each additional item.

Note: Only admin will be able to add list of **Countries**, **Shipping Companies** and **Processing Time** for shipping.

Add a product - Step2:

On Step 2, Supplier has to fill up the following information about a product:

- Subtract Stock
- Track Inventory - If you want to track the inventory of the product.
- Alert Stock Level – Supplier can set an alert for stock level such that if alert stock level set to 5 then supplier will receiv notification when stock level of a product reaches to 5 qty.
- YouTube Video – Define you tube link of a product
- Date Available
- Dimensions (L X W X H)
- Length Class
- Weight (Grams/Pound/Ounce)
- Status
- Display Order
- Product Filters
- Product Addons

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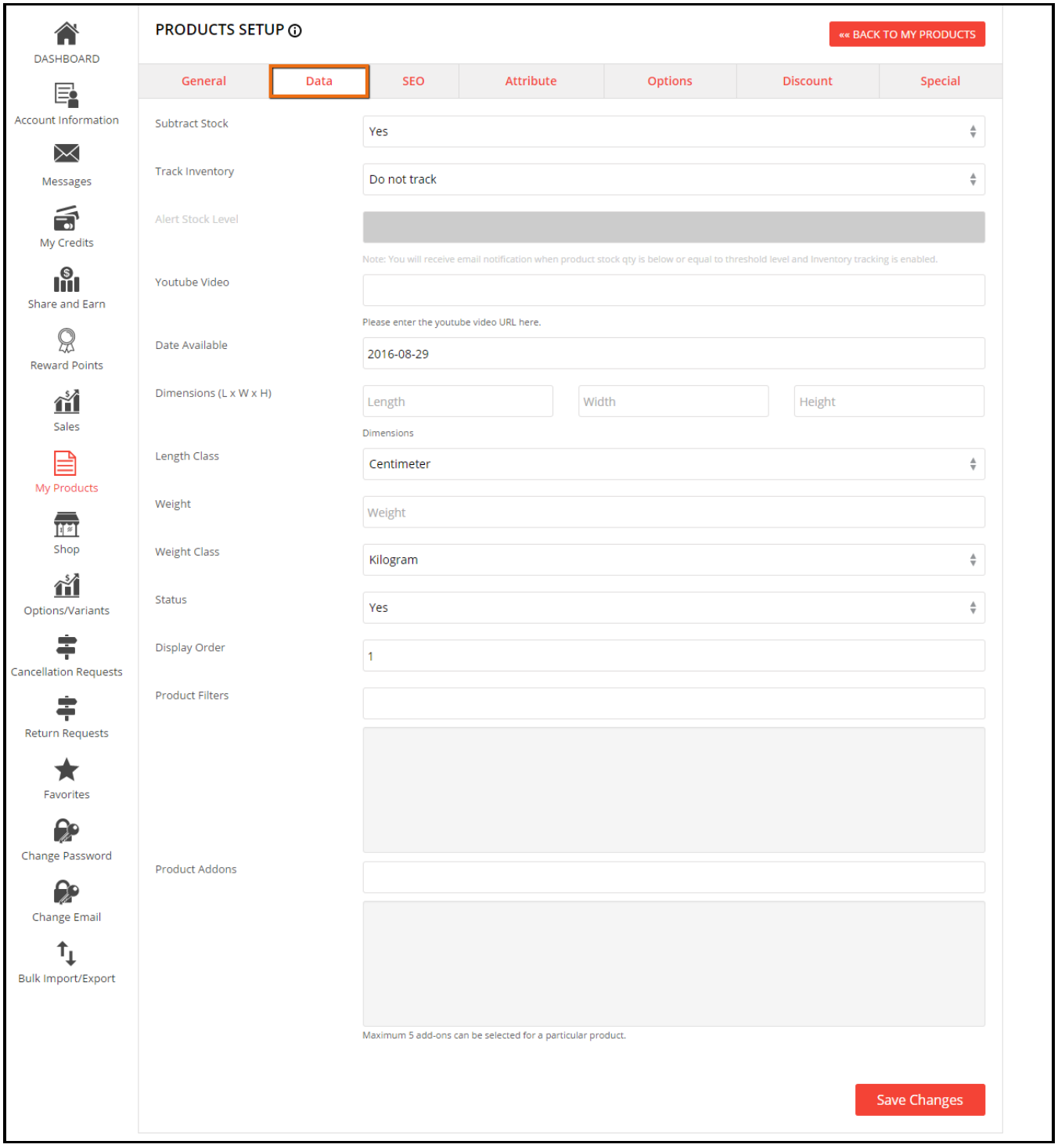
Please find the screenshot below regarding the step2:



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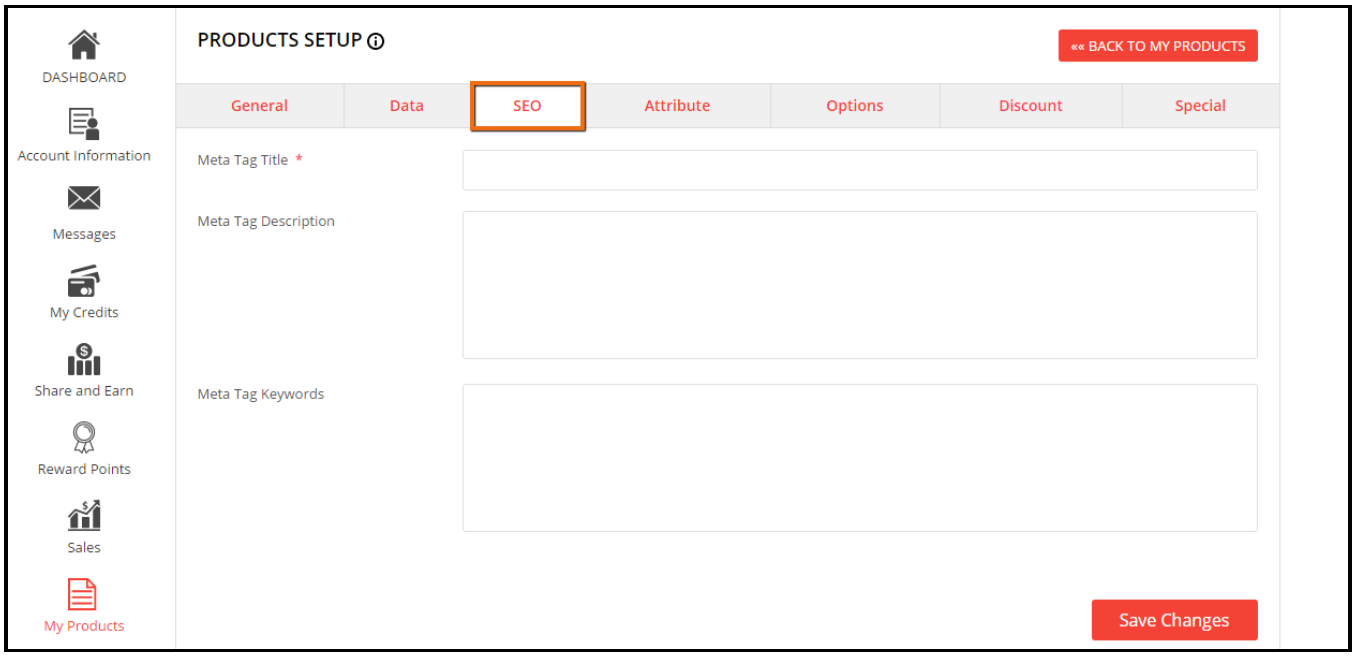
Add a product - Step3:



On step 3, Supplier needs to add the following information:

- Meta Tag Title
- Meta Tag Description
- Meta Tag Keywords

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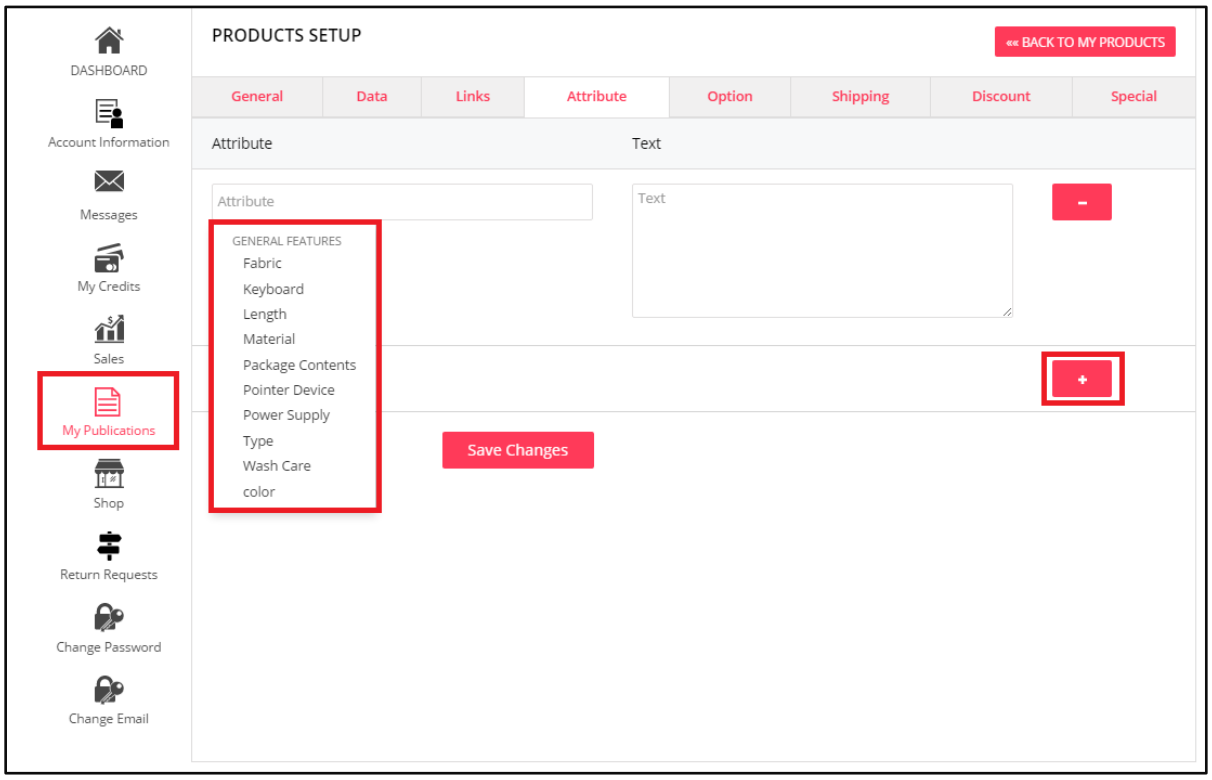
Add a product - Step4:

On step 4, Suppliers need to add attributes for a product. Please find the screenshot below:



As per the above screenshot, there are following attributes available in an auto suggest list:

- Fabric
- Keyboard
- Length
- Material
- Package Contents
- Pointer Device
- Power Supply
- Type
- Wash Care
- Color

These attributes will display on the product details page below the **Shipping & Policies** tab. Please find the screenshot below for reference:

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Note: Only admin can new **Attributes** and **Attribute groups** from admin area. A vendor can select an attribute from the auto suggest list of attributes.

General Feature is Attribute Group.

Fabric, Package Contents, Type and Wash care are attributes

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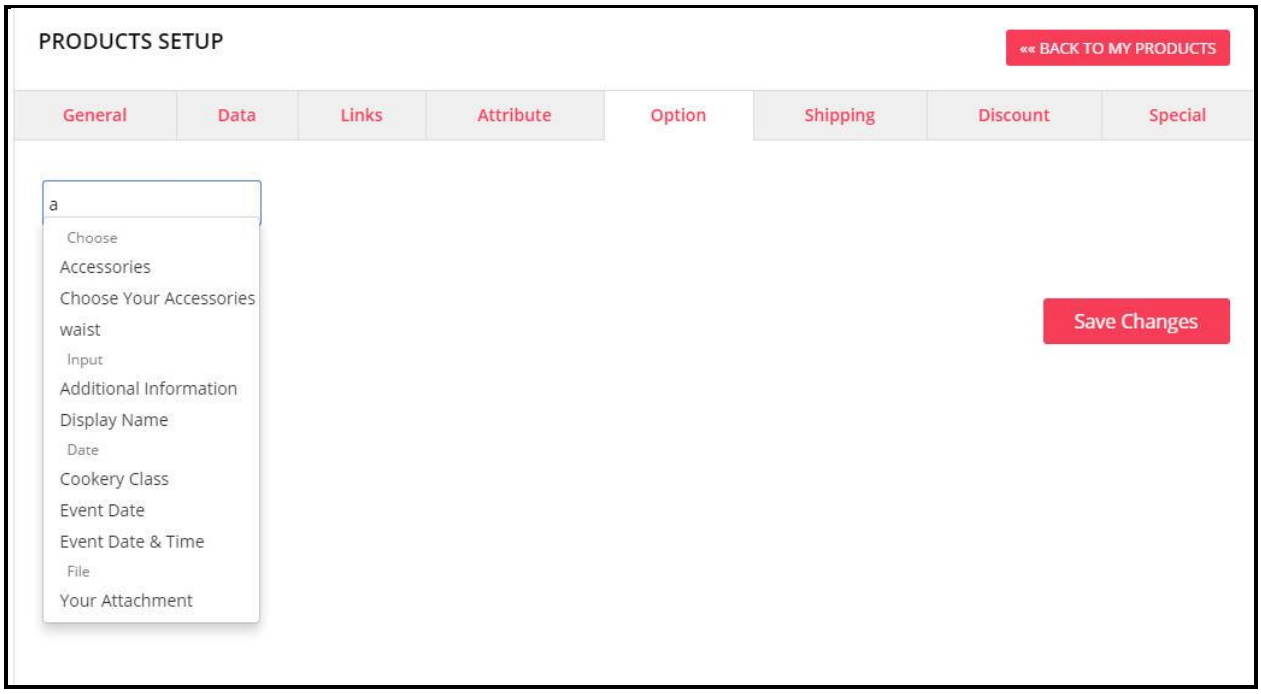
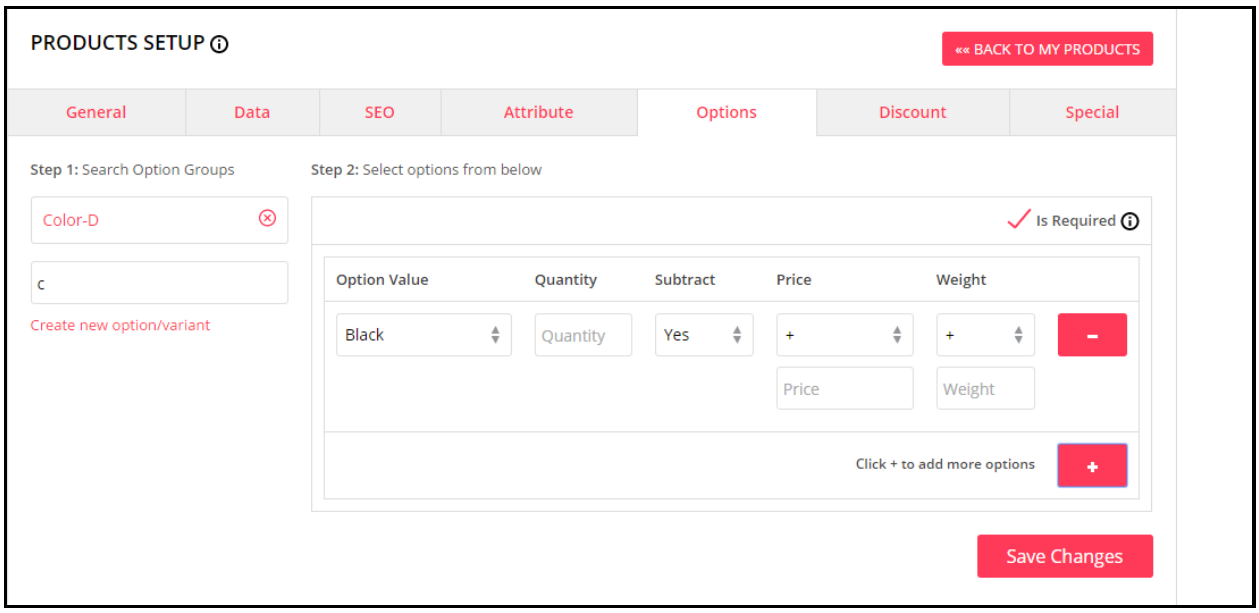
Add a product - Step5:

On step 5 Suppliers need to fill up the following options for a product:



As per the above screenshot there are following **Options** are available like: Color, Length, Size, Additional Information etc. After select an option, it will add a row for select option values available in the system. Please find the screenshot below:



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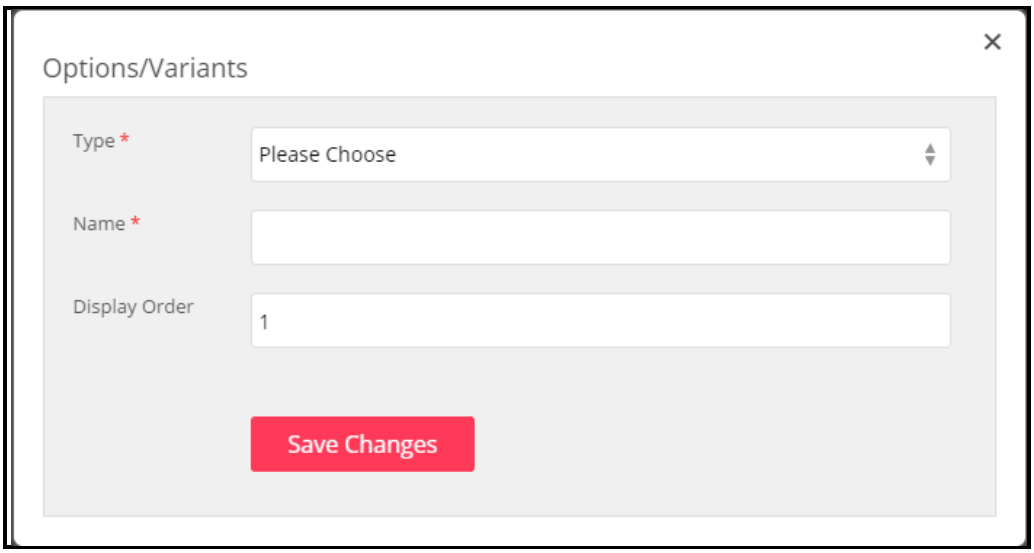
On clicking of + icon it will add more sub-options under an option. As per the above screenshot, on clicking of + icon, supplier can add more colors under **Color** option. On clicking of - icon it will delete a particular option color added for a product.

On clicking of x icon, Supplier can delete an option for product. Please find the screenshot below:

OR

Supplier can create a new option by clicking on Create new option/variant.



Supplier needs to add the following details for creating a new option:

- Type
- Name
- Display Order

When supplier clicks on save changes, new option/variant will be added as per the details.

Add a product –Step6:

In step 6, Supplier needs to fill up the following info to add quantity discount for a product:

- Quantity
- Priority
- Price (Discounted Price)
- Date Start
- Date End

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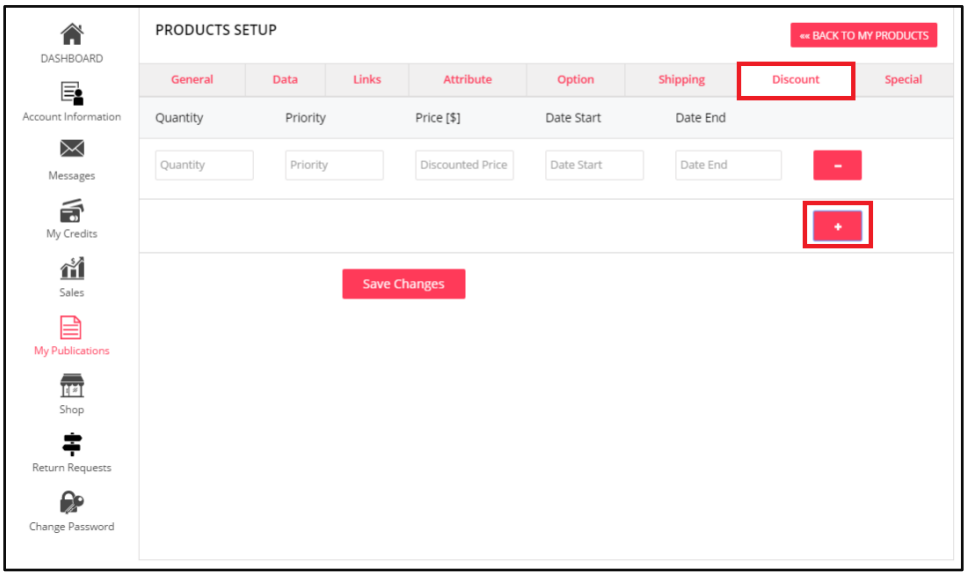
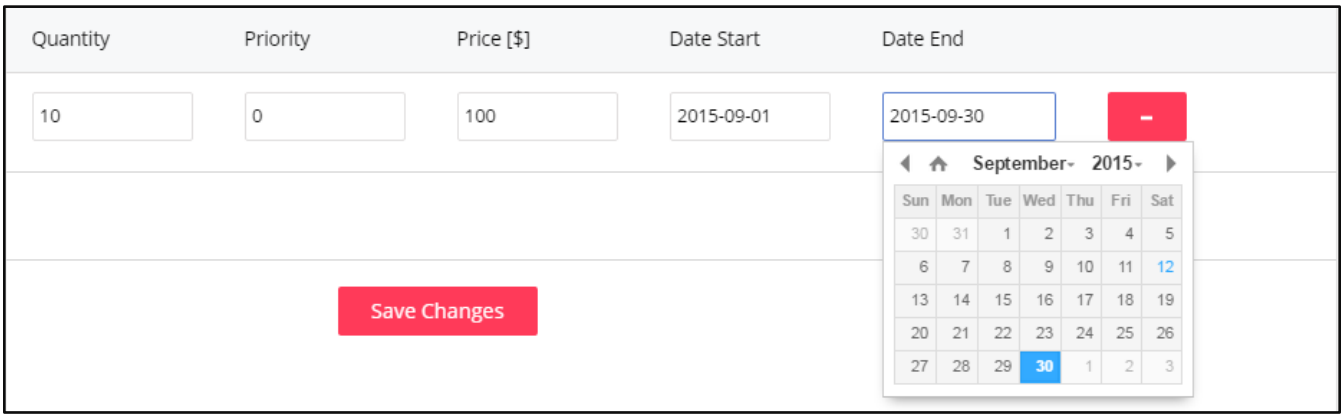


On clicking of + button, it will display the fields for adding a special discount for a product. Please find the screenshot below:



On clicking - icon it will delete the particular discount associated with that product.

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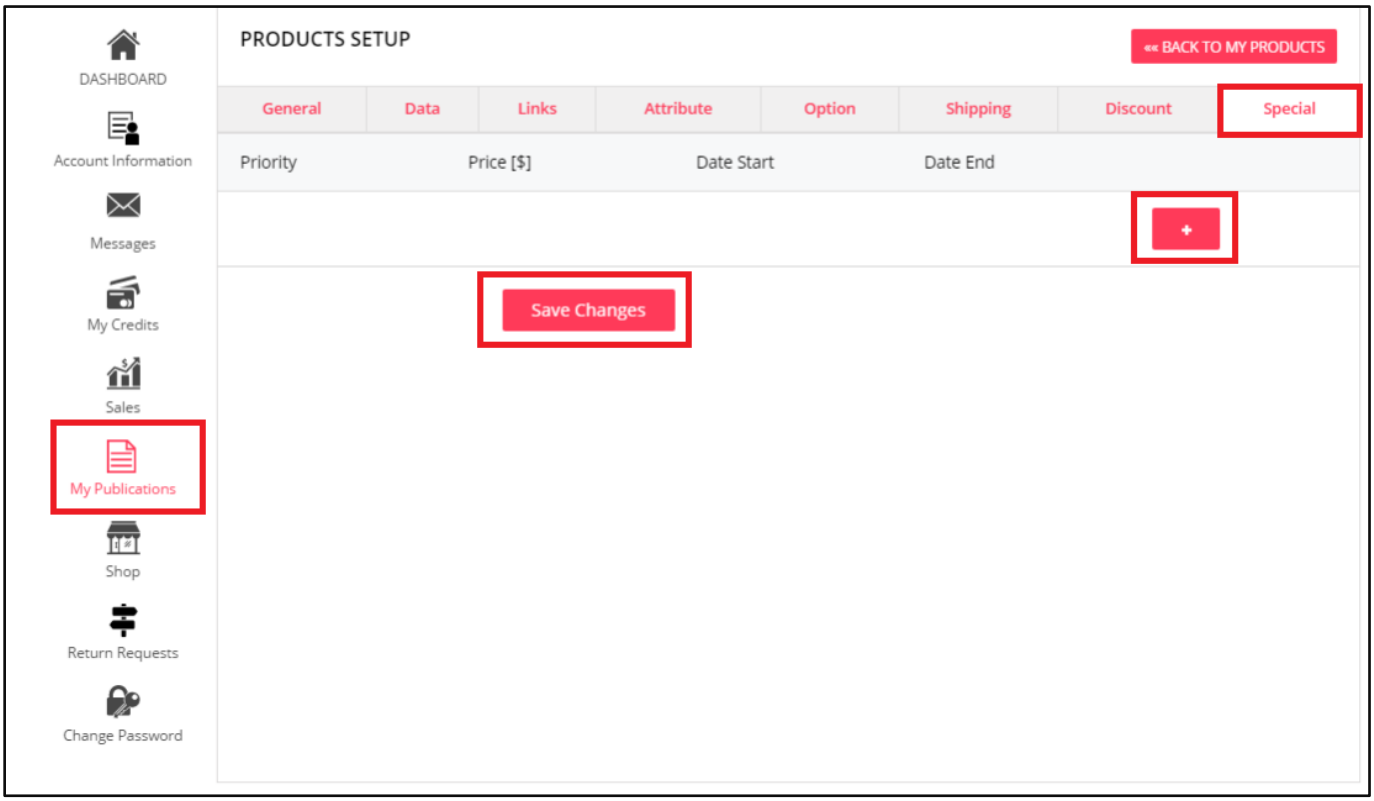
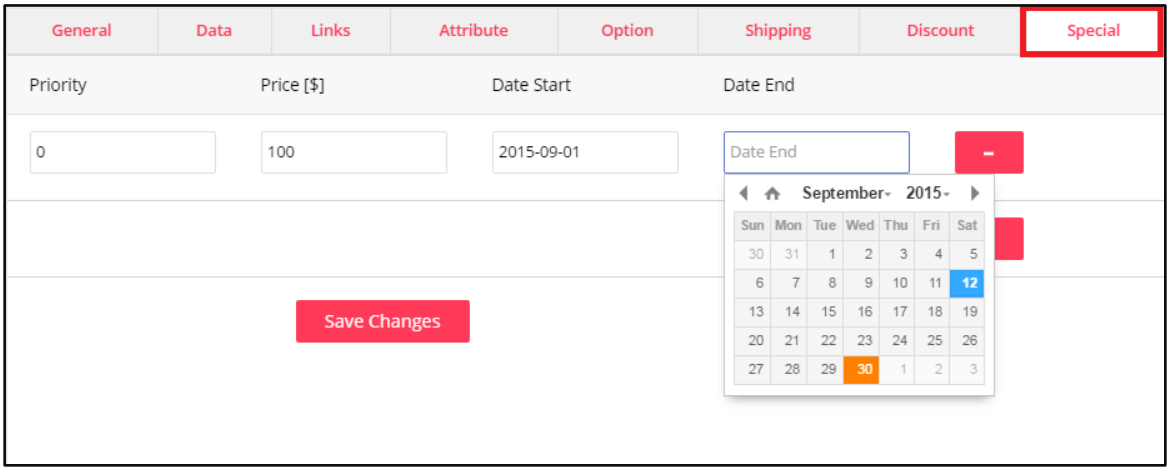
Add a product – Step7:



Under the special tab, supplier needs to add the following information about the special discount:

- Priority
- Price
- Date Start
- Date End

On clicking of + button, it will show the fields for adding a **special discount** for a product. Please find the screenshot below:



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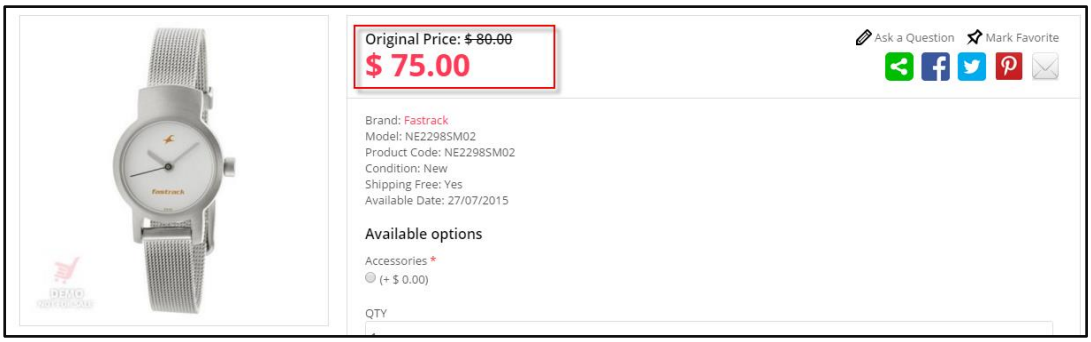
On clicking of - icon it will delete the particular **Special** discount associated with that product.

Please find below the screenshot regarding the product details page:



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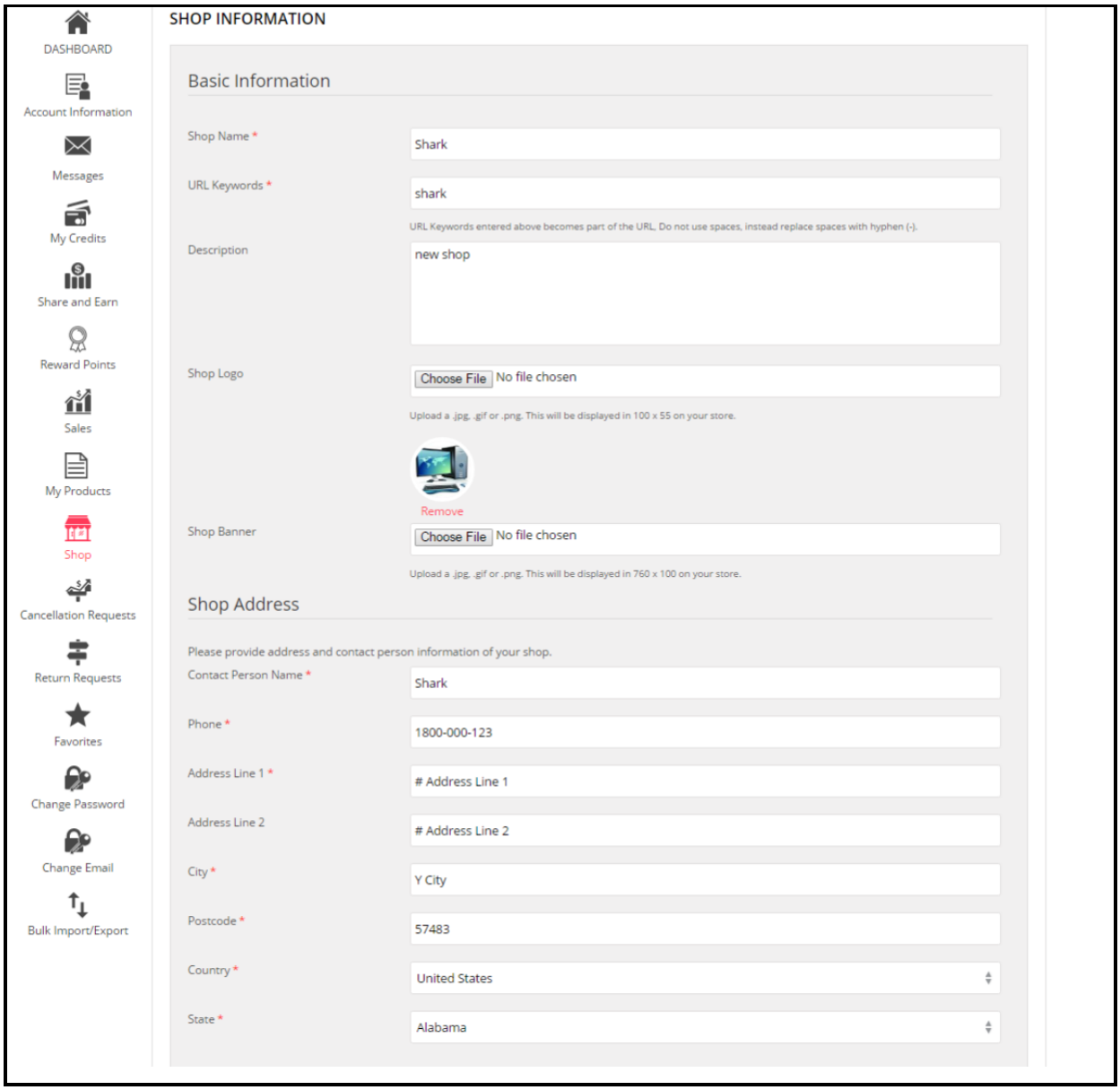
11. Shop

There are three sections on the Shop page which are as follows:

- Shop Information
- Shop Policies
- Shop SEO Information – Optional

Shop Information – Please find the screenshot below:



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On the Shop information page, supplier needs to fill up the following details:

- **Shop Name**

Shop name uses alphanumeric character in order to define the shop name.

- **Shop Title**

Shop title will display on the Shop page.

- **Description**

Supplier needs to add brief description about the shop and it will display on the shop page of vendor.

- **Shop Logo and banner**

Supplier can upload shop logo and banner. Both will display on the shop page in front end.

- **Display Status**

Supplier can select display status of his shop (On or Off). On selecting OFF, shop will not display in front end.
By default the shop status is on.

Shop Address

- **Contact Person Name**

Supplier need to add contact person name which will show on frontend.

- **Phone Number**

Supplier need to add contact number.

- **Address**

Supplier need to add the address of shop.

- **City**

City where the shop exists.

- **Postcode**

Postcode where the shop exists

- **Country**

Country where the shop exists

- **State**

State where the shop exists

Note: All the above information displays on the shop page. Supplier has to fill up the shop details before adding a product on the website.

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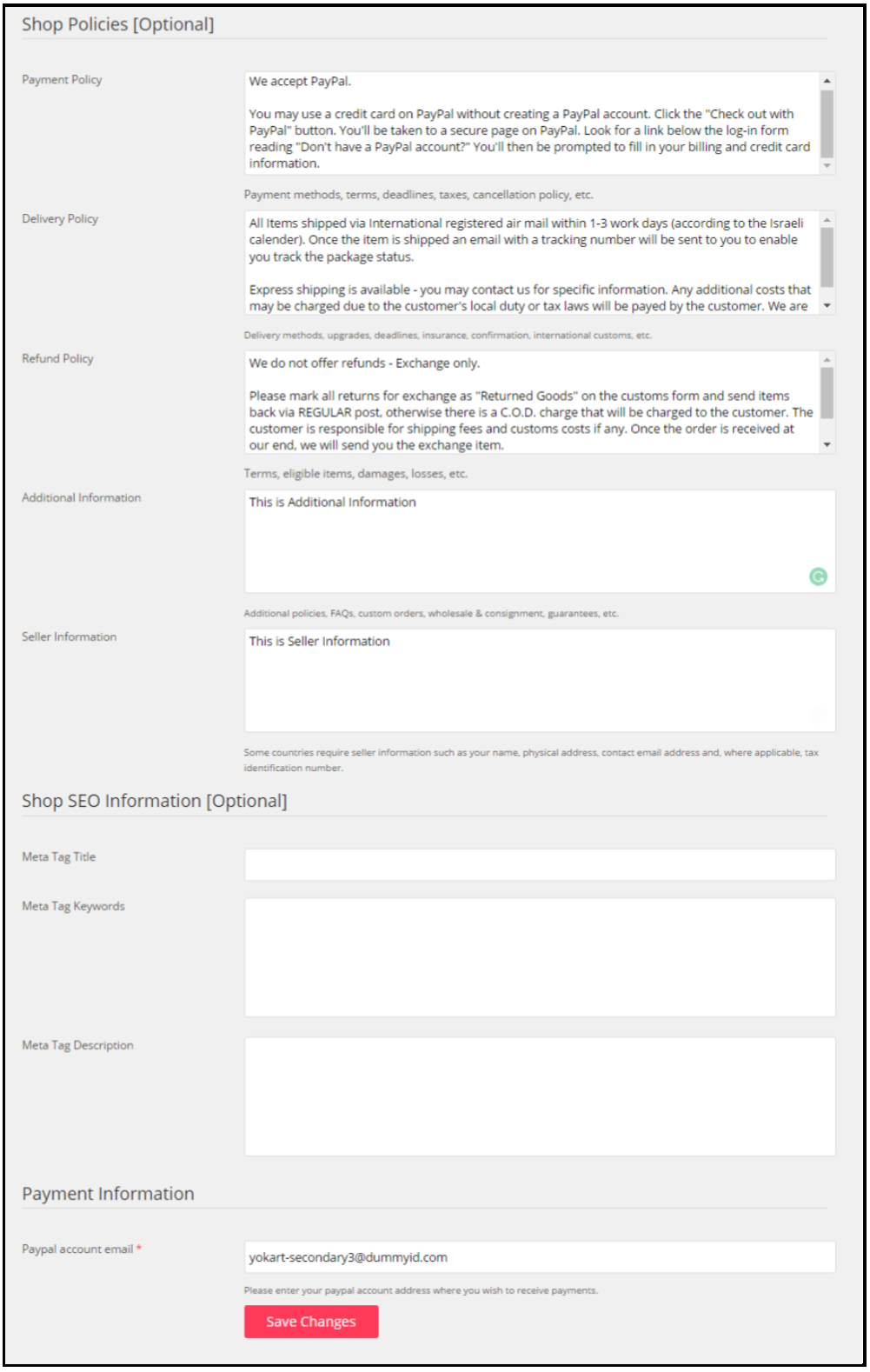
Shop Policies (Optional) & SEO – Please find the screenshot below



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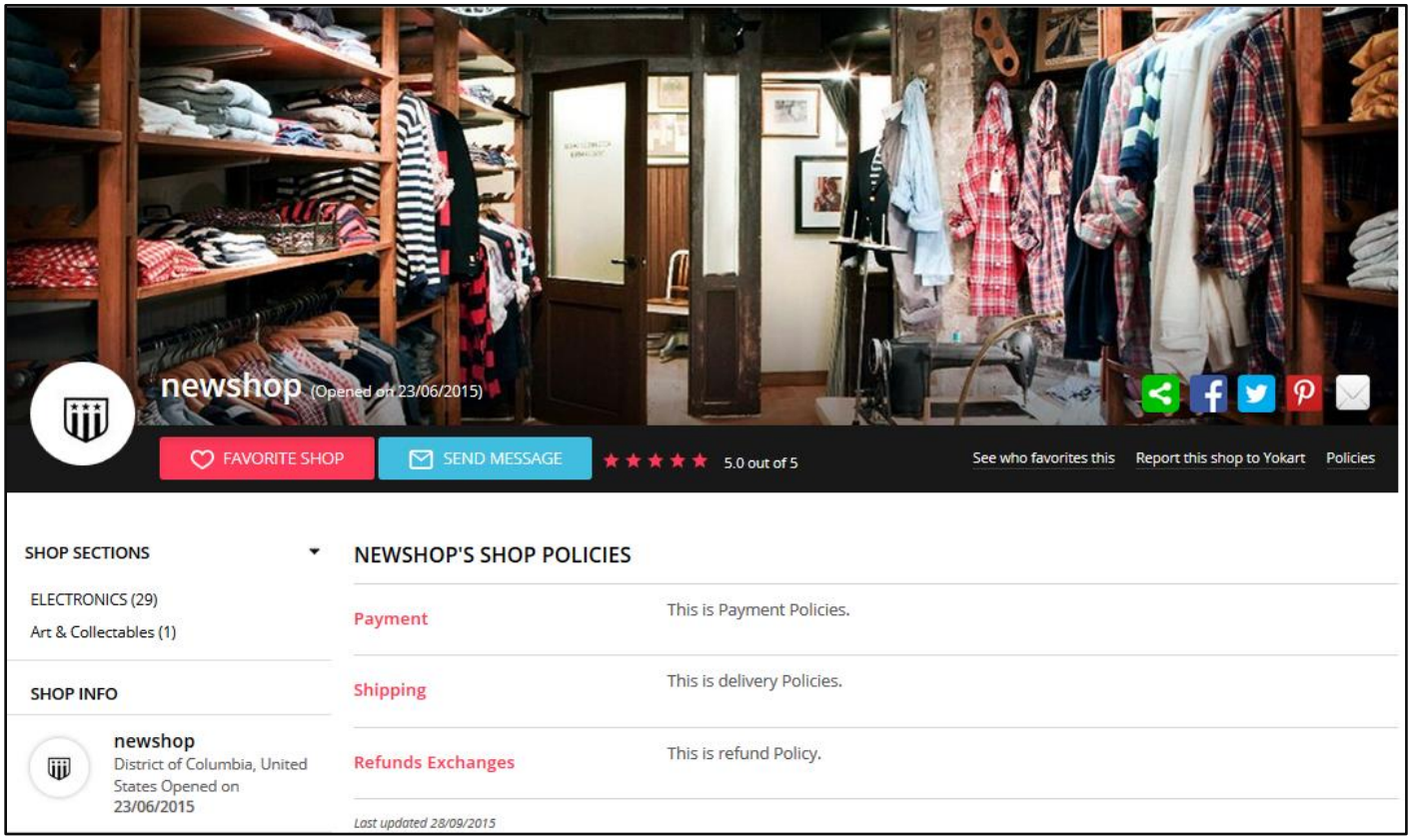
In this section, supplier can fill up the following information about his/her shop:

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

Shop policies will display on the shop page. Please find the screenshot below:



Shop SEO Information (Optional)

In this section, supplier can fill up the following SEO information about his shop:

- SEO Keywords
- Meta tag Title
- Meta Tag Keywords
- Meta Tag Description

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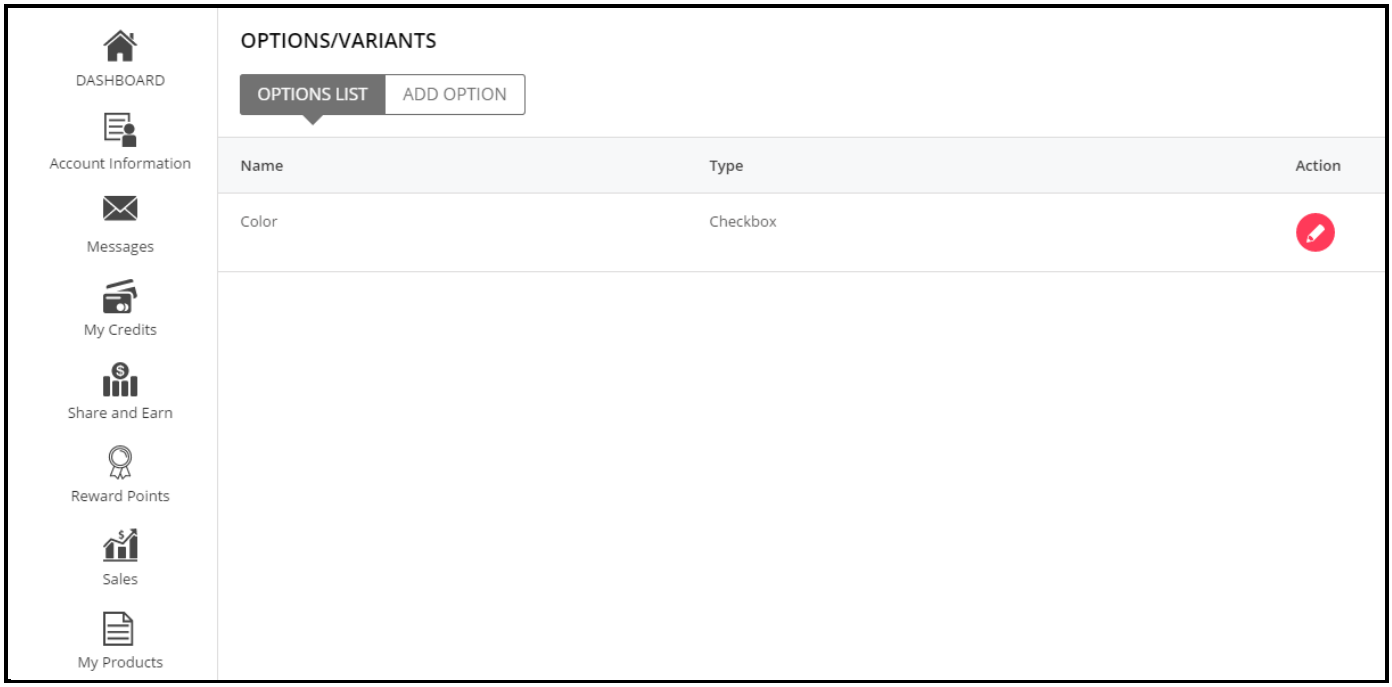
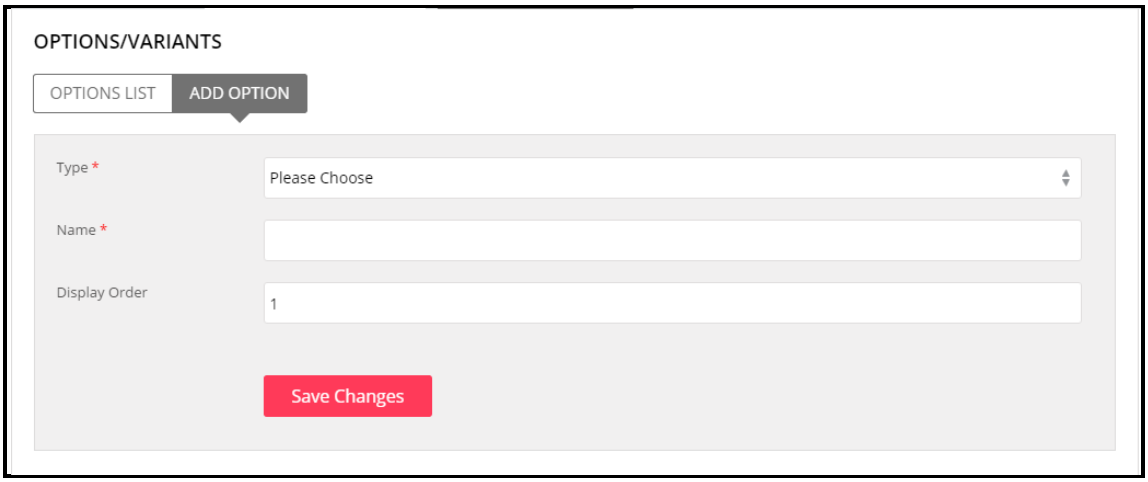
12. Options/Variants

On this page, supplier can view the option list and add new option. Please see the screenshot below



On click of edit icon, Supplier can edit their added option details and display order.

On click of Add option, supplier can add new option/variant. Please see the screenshot below.



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13. Cancellation Requests

On this page supplier can view the list of cancellation requests. Please find the screenshot below:

CANCELLATION REQUESTS

ALL | SENT | RECEIVED

MY CANCELLATION REQUESTS

#	Date	Inv Number	Request Details	Status
C00011	14/10/2015	151011-0000608-S0001	**Reason**: I ordered the wrong product(s) **Comments**: Wrong product ordered by mistake	Approved
C00010	08/10/2015	151008-0000592-S0002	**Reason**: I am not able to contact the supplier **Comments**: h	Approved
C00009	07/10/2015	151008-0000588-S0004	**Reason**: I placed a duplicate order **Comments**: k	Cancelled
C00008	07/10/2015	151006-0000584-S0004	**Reason**: I am not able to contact the supplier **Comments**: 2	Approved
C00007	07/10/2015	151006-0000584-S0003	**Reason**: Other reason(s) caused by the supplier **Comments**: jkuk	Approved
			Comments: k	
C00008	07/10/2015	151006-0000584-S0004	**Reason**: I am not able to contact the supplier **Comments**: 2	Approved
C00007	07/10/2015	151006-0000584-S0003	**Reason**: Other reason(s) caused by the supplier **Comments**: jkuk	Approved
C00006	07/10/2015	151007-0000585-S0001	**Reason**: Other reason(s) caused by the supplier **Comments**: donot#151007-0000585 -#151007-0000585 -#151007-0000585 -#151007-0000585 -#151007-00... Show more	Cancelled
C00005	07/10/2015	151007-0000585-S0002	**Reason**: I ordered the wrong product(s) **Comments**: #151007-0000585 -	Approved
C00004	01/10/2015	151001-0000566-S0001	**Reason**: I ordered the wrong product(s) **Comments**: I ordered the wrong product	Approved
C00003	25/09/2015	150925-0000555-S0003	**Reason**: I placed a duplicate order **Comments**: Comments: Reason for cancellation Reason for cancellation Reason for cancellationReason for cancella... Show more	Cancelled

Note: Only Admin can approve or decline a cancellation request.

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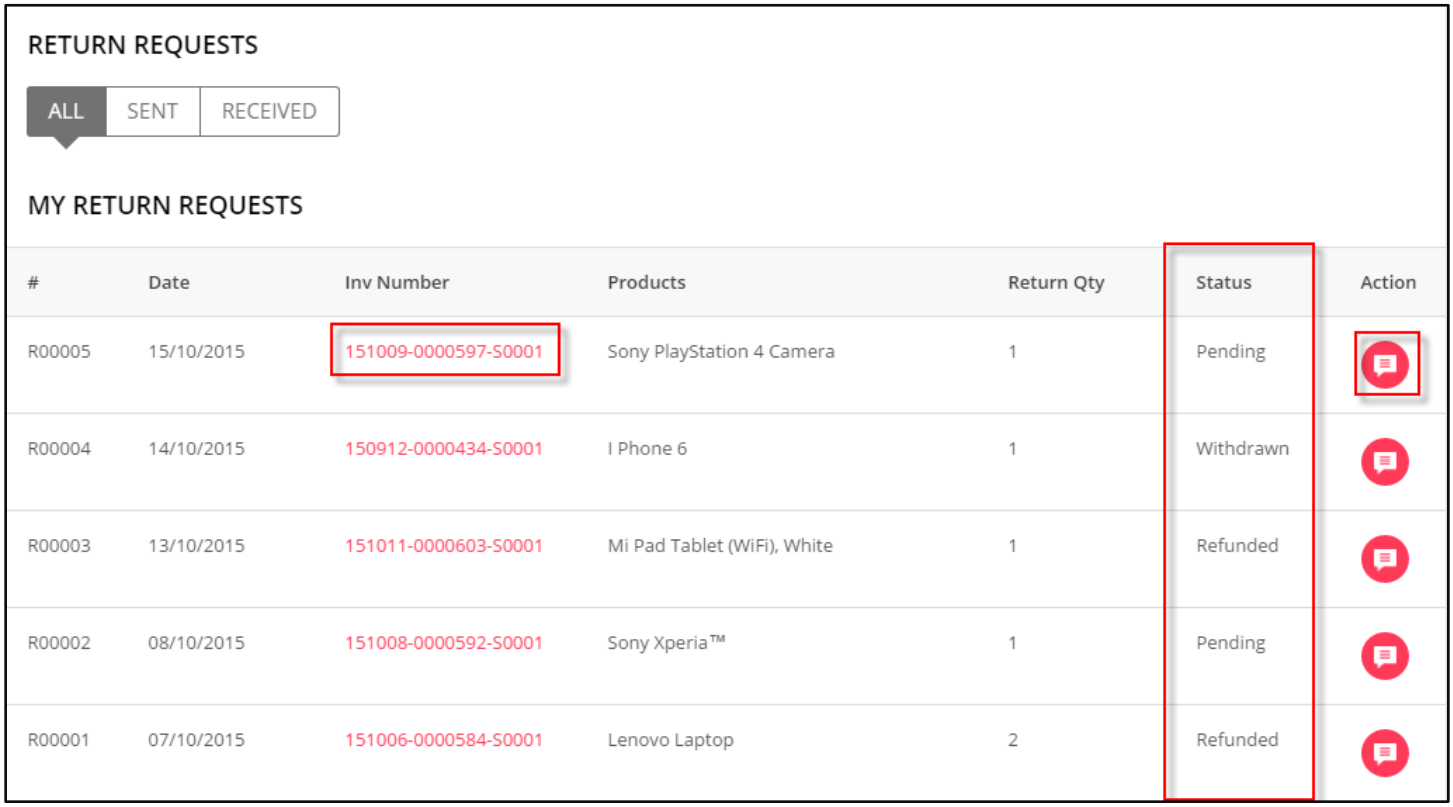
14. Return Requests

On the **Return Requests** page, supplier can view the list of **Return/Exchange** requests received from Buyers. Supplier can view following information about a **return request**:

- Request id – Auto generated by system
- Date – Date of submitting a request
- Inv Number – Order id or suborder id
- Product Name – Name of the product
- Return Qty – Quantity of product
- Status – Status of request like: Pending, Withdrawn, Refunded etc.

Please find the screenshot below:



On clicking of an order id, Supplier will be redirected to the request details page. On this page supplier can view following information about an order:

- Order Date
- Order ID
- Status
- Order Total Amount
- Tax Amount

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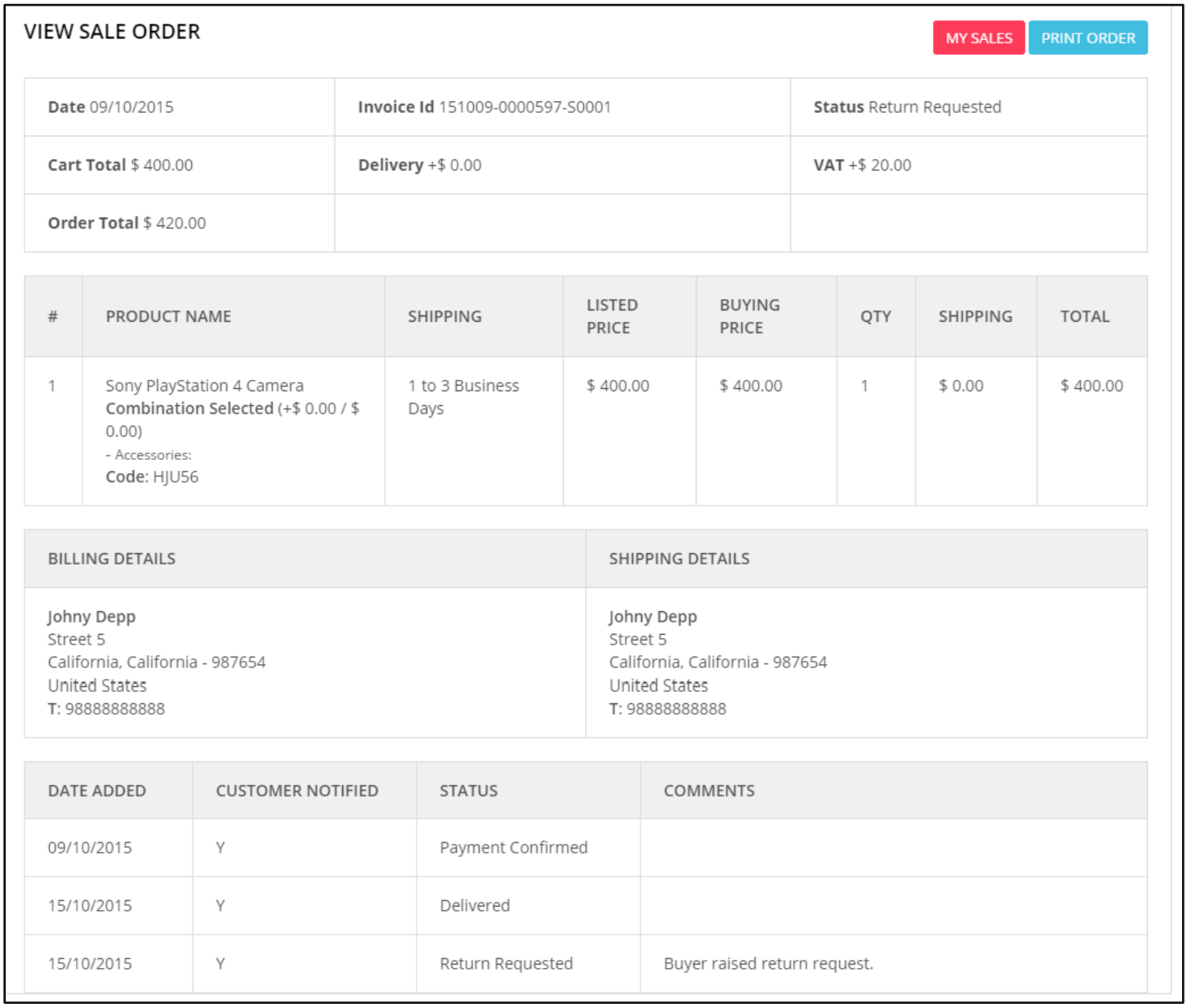
- Billing Details
- Shipping Details

Please find the screenshot below:



VIEW SALE ORDER

MY SALES | PRINT ORDER

Date 09/10/2015	**Invoice Id** 151009-0000597-S0001	**Status** Return Requested
Cart Total $ 400.00	**Delivery** +$ 0.00	**VAT** +$ 20.00
Order Total $ 420.00		

#	PRODUCT NAME	SHIPPING	LISTED PRICE	BUYING PRICE	QTY	SHIPPING	TOTAL
1	Sony PlayStation 4 Camera **Combination Selected** (+$ 0.00 / $ 0.00) - Accessories: **Code**: HJU56	1 to 3 Business Days	$ 400.00	$ 400.00	1	$ 0.00	$ 400.00

BILLING DETAILS	SHIPPING DETAILS
Johny Depp Street 5 California, California - 987654 United States **T**: 98888888888	Johny Depp Street 5 California, California - 987654 United States **T**: 98888888888

DATE ADDED	CUSTOMER NOTIFIED	STATUS	COMMENTS
09/10/2015	Y	Payment Confirmed	
15/10/2015	Y	Delivered	
15/10/2015	Y	Return Requested	Buyer raised return request.

On clicking icon, Supplier will be redirected to the conversation page. On this page supplier can send a message to Buyer regarding his request. Please find the screenshot below:

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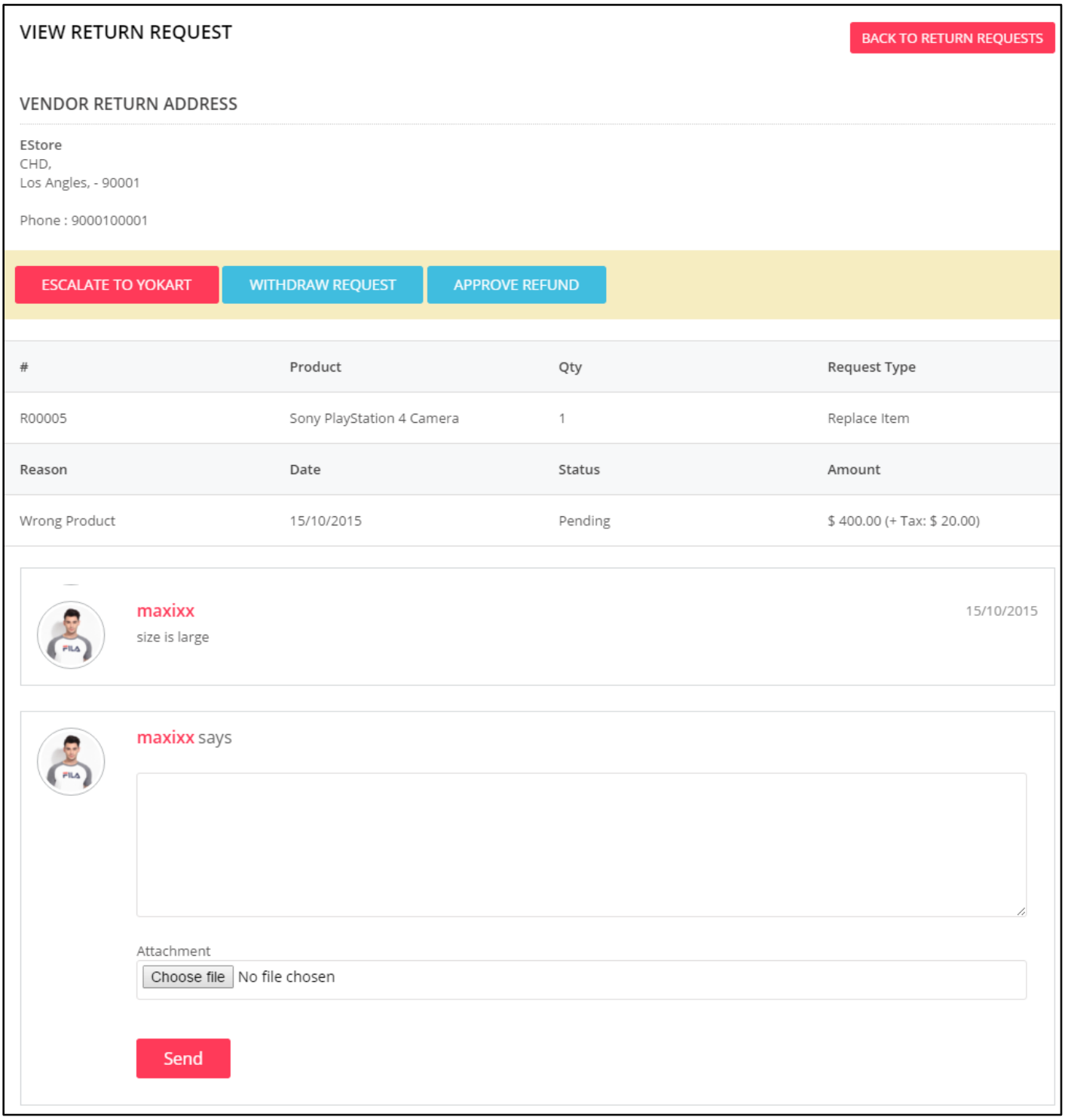

On clicking **Approve Refund** button, amount will be refunded to buyer.

Note: If Vendor wants to escalate this dispute to YoKart then he/she can do the same on clicking **Escalate to YoKart** button

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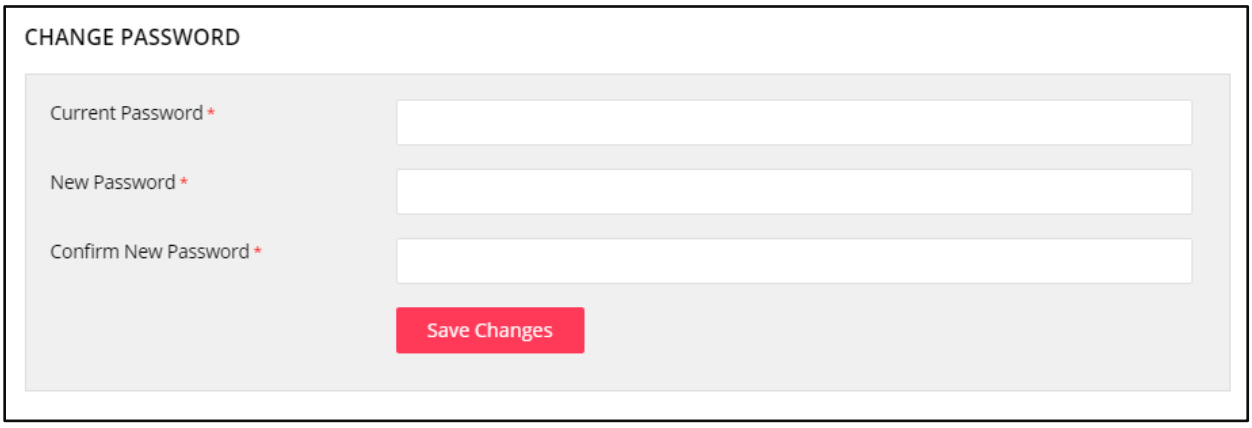
15. Change Password

On this page supplier can change password for his/her account. Please find the screenshot below:



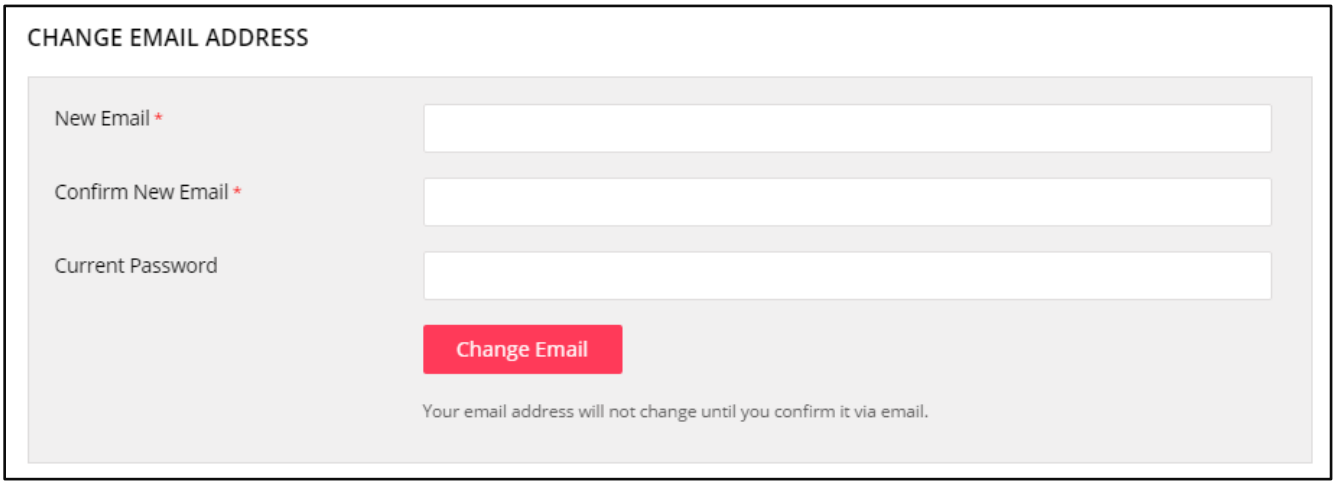
Supplier has to fill up the following fields to change his/her password:

- Current Password
- New Password
- Confirm New Password

Fields with asterisk (*) sign are mandatory fields

16. Change Email

On this page supplier can change email for this account. Please find the screenshot below:



Supplier has to fill up the following fields to change his/her email:

- New Email
- Confirm Email

Fields with asterisk (*) sign are mandatory fields.

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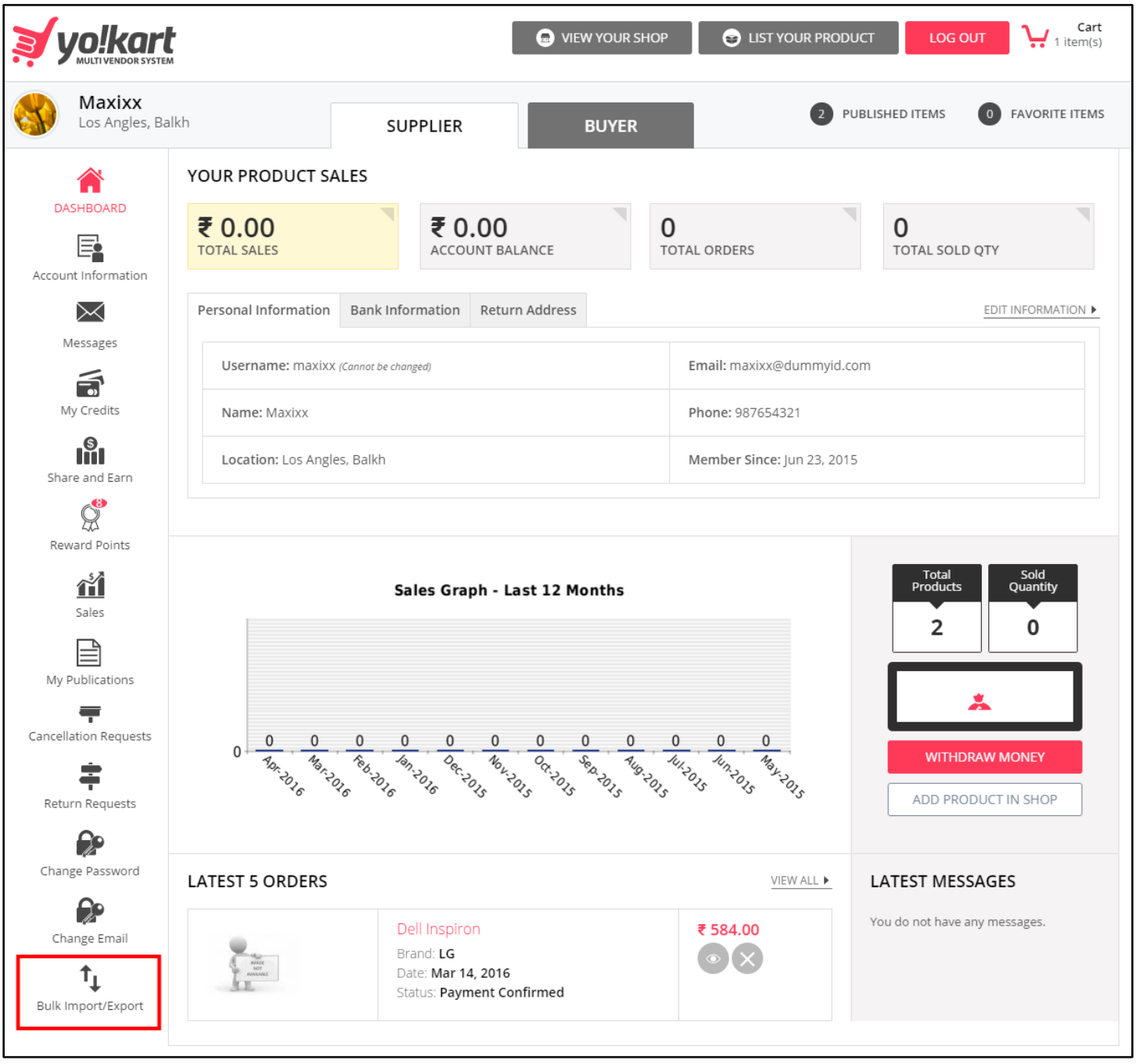
17. Import/Export

In this section Seller can easily Import/Export products. Select can select the Export/Import link in left menu panel. Please find the screenshot below:



Following are the list of information which is available for export:

- Categories
- Products

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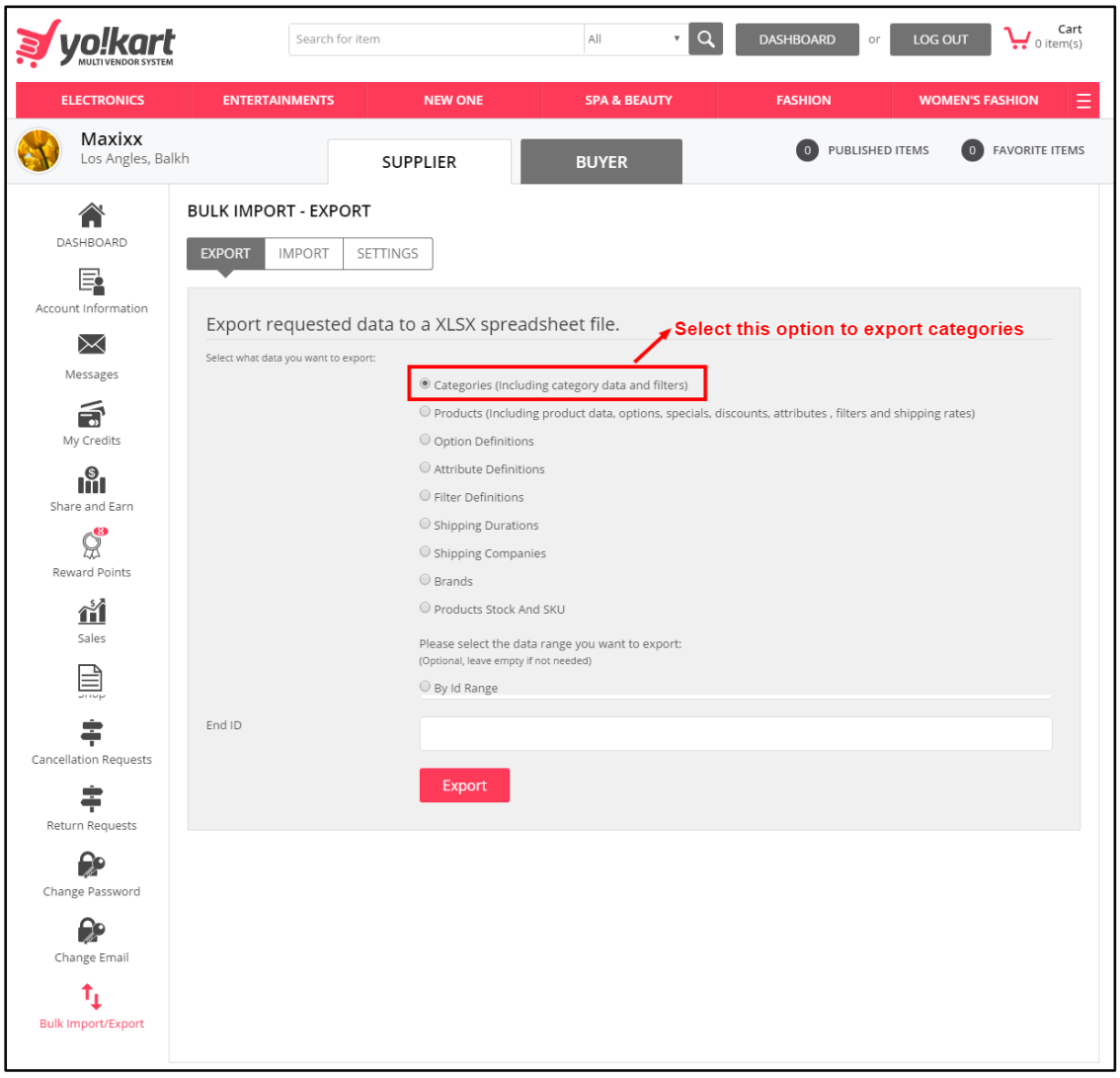
- Option defanations
- Attribute definitions
- Filter definitions
- Shipping definitions
- Shipping Companies

- **Categories**

To import/Export categories, seller can select **Category** option. Please find the screenshot below:



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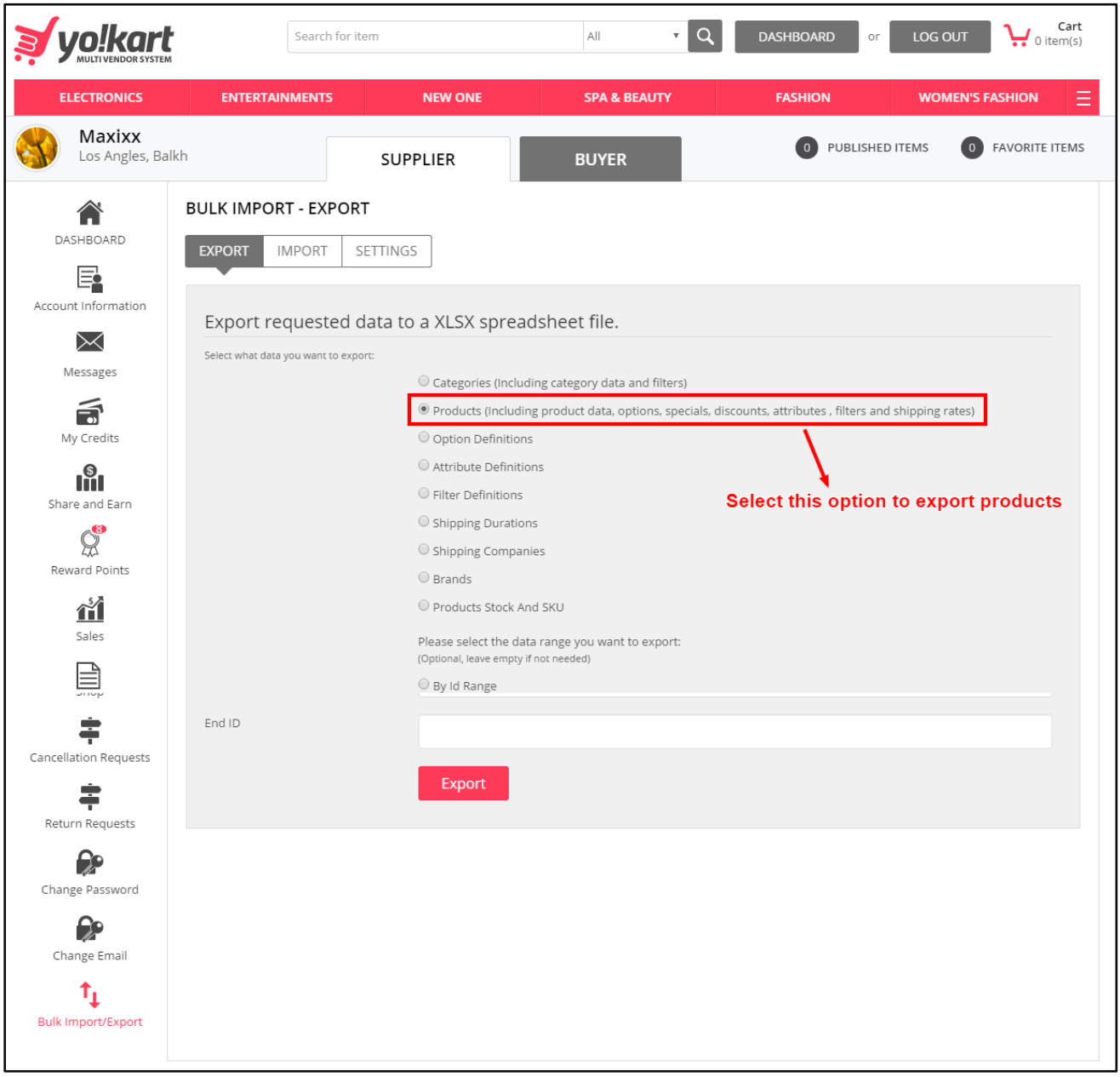
- **Products**

To Export products, seller can select **Products** option. Please find the screenshot below:



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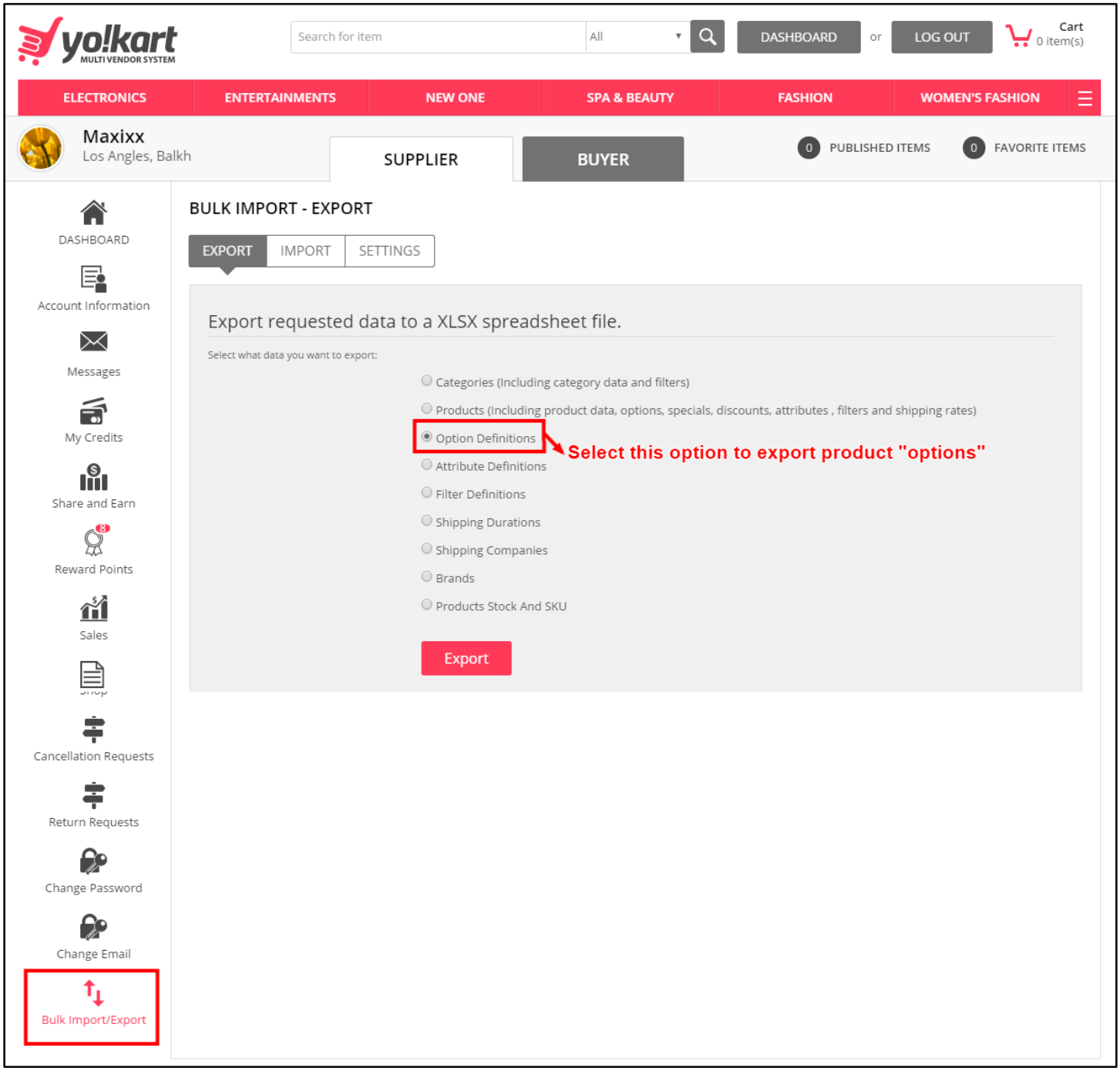
- **Option Definitions**

To Export list of options, seller can select **Option Definitions** option. Please find the screenshot below:



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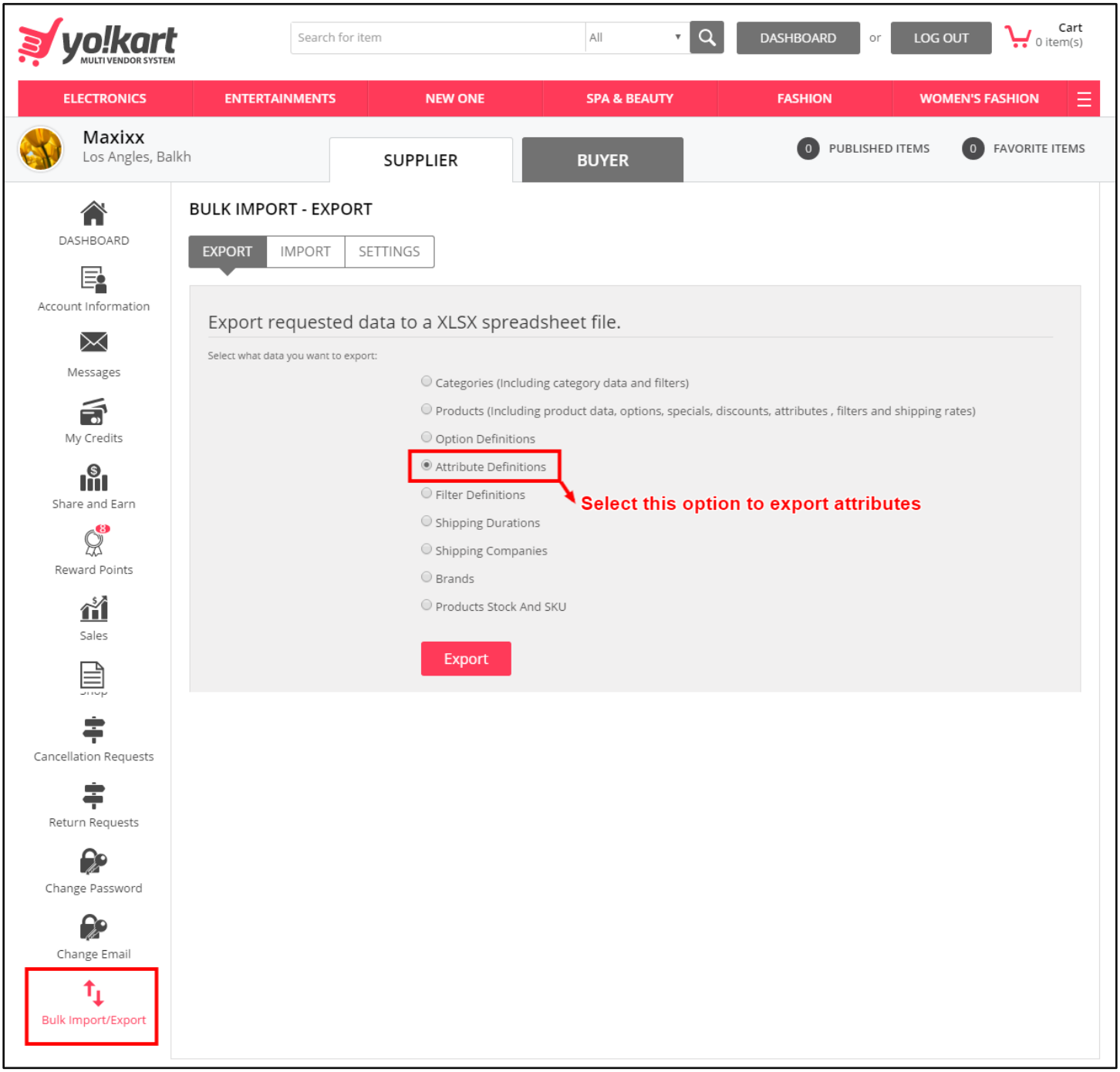
- **Attribute Definitions**

To Export attributes, seller can select **Attribute Definitions** option. Please find the screenshot below:



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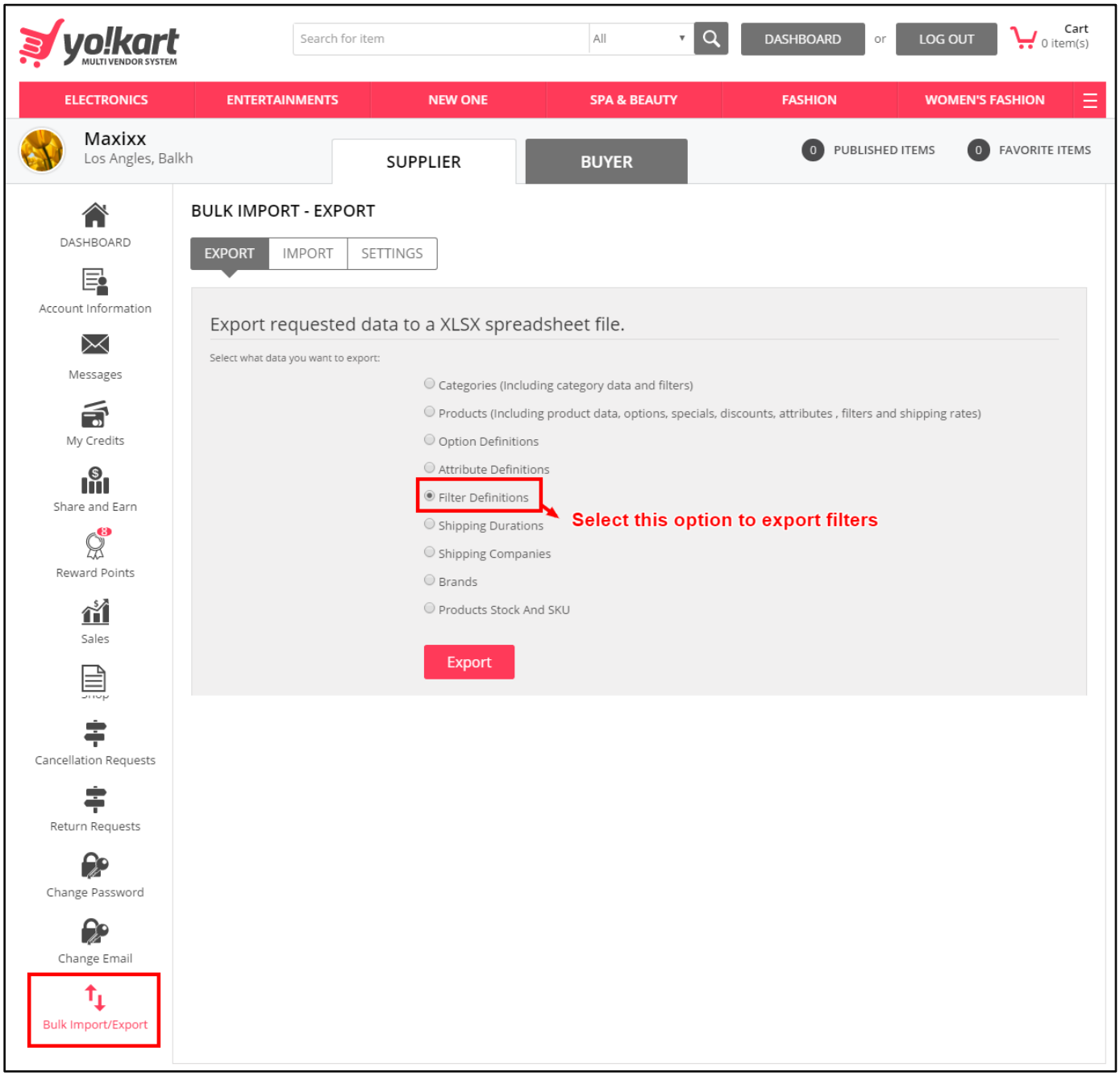
- **Filter Definitions**

To Export list of filters, seller can select **Filter Definitions** option. Please find the screenshot below:



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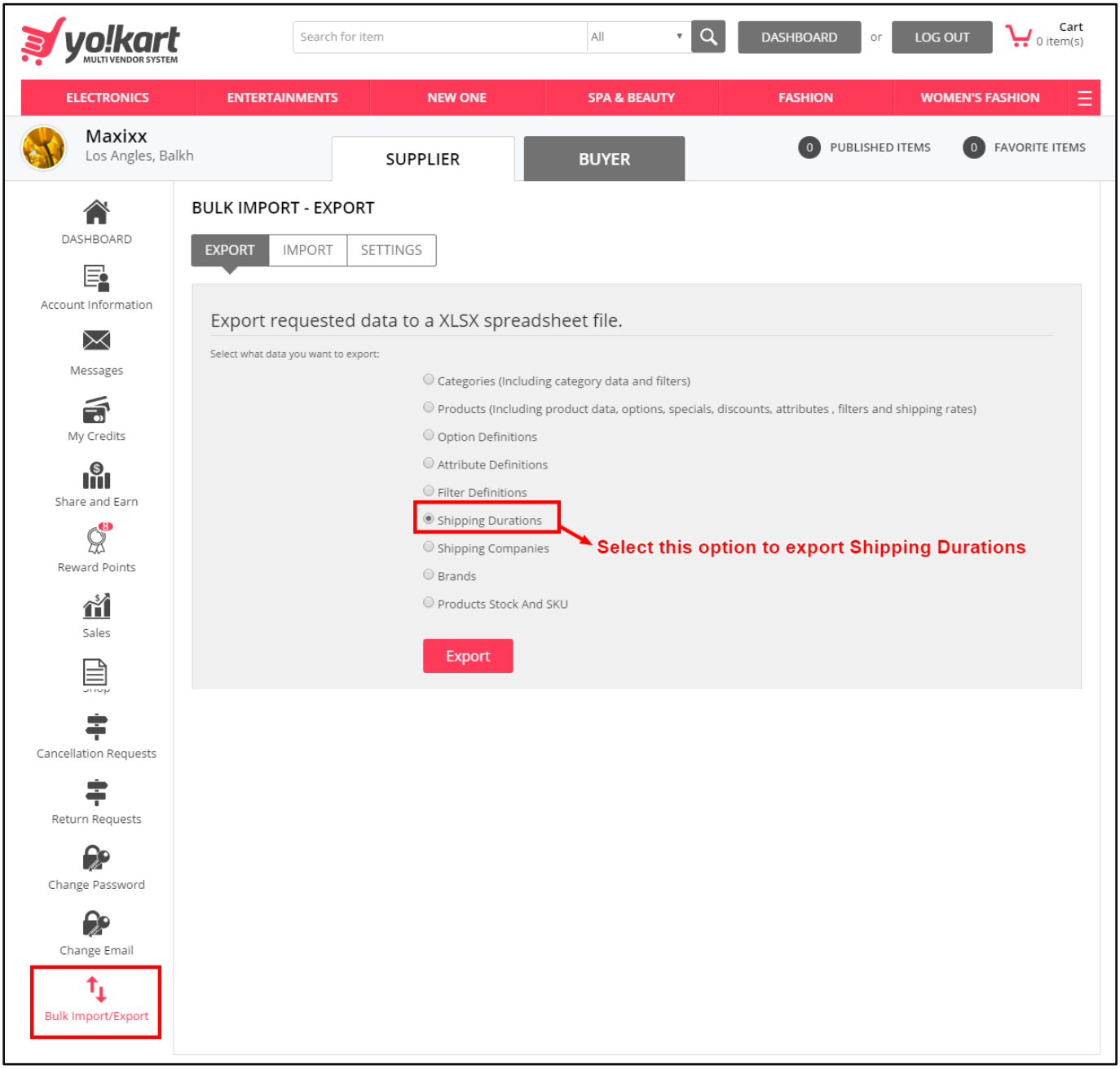
- **Shipping Durations**

To Export list of filters, seller can select **Shipping Duration** option. Please find the screenshot below



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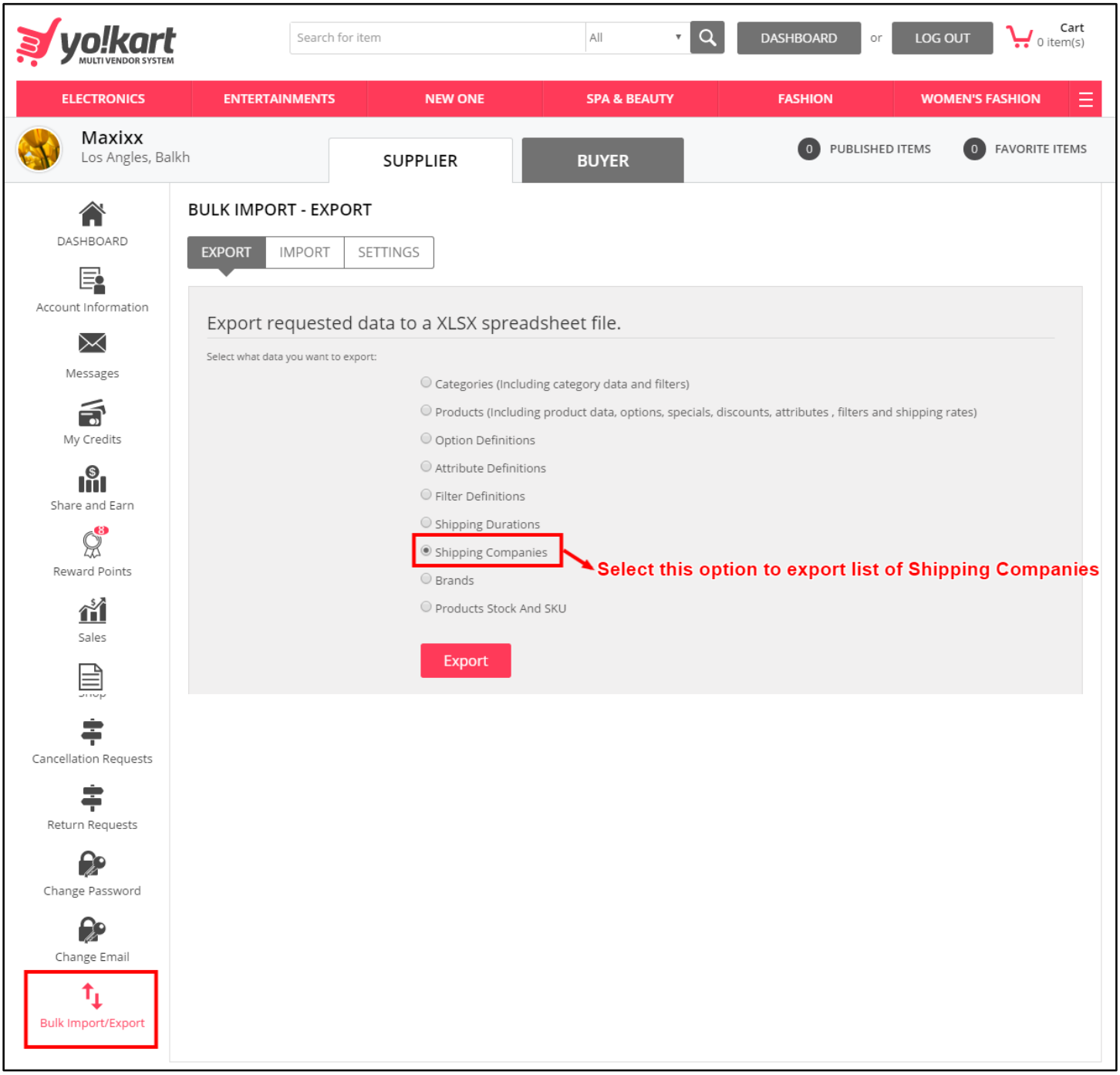
- **Shipping Companies**

To Export products, seller can select **Shipping Companies** option. Please find the screenshot below:



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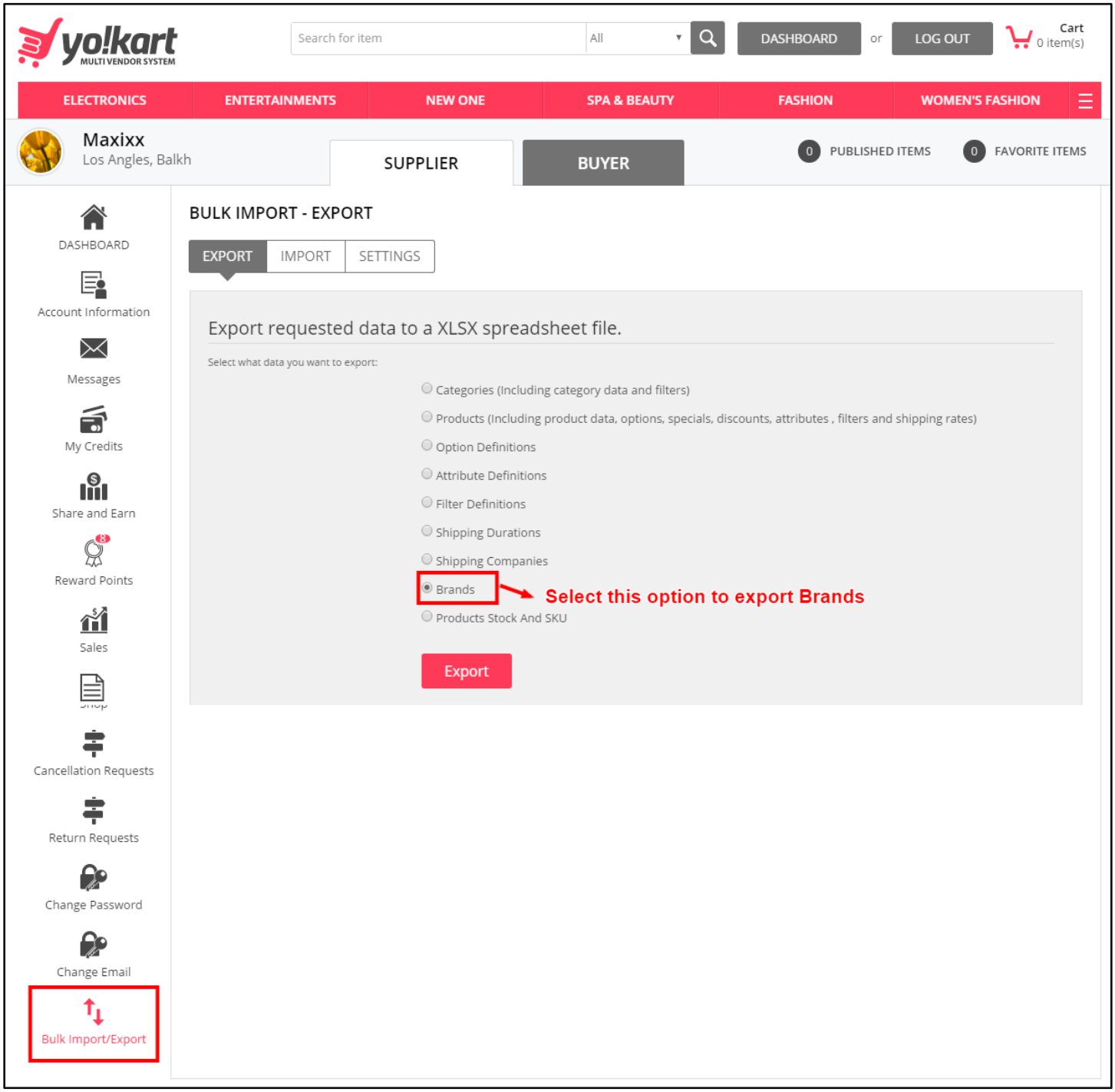
- **Brands**

To Export list of brands, seller can select **Brands** option. Please find the screenshot below:



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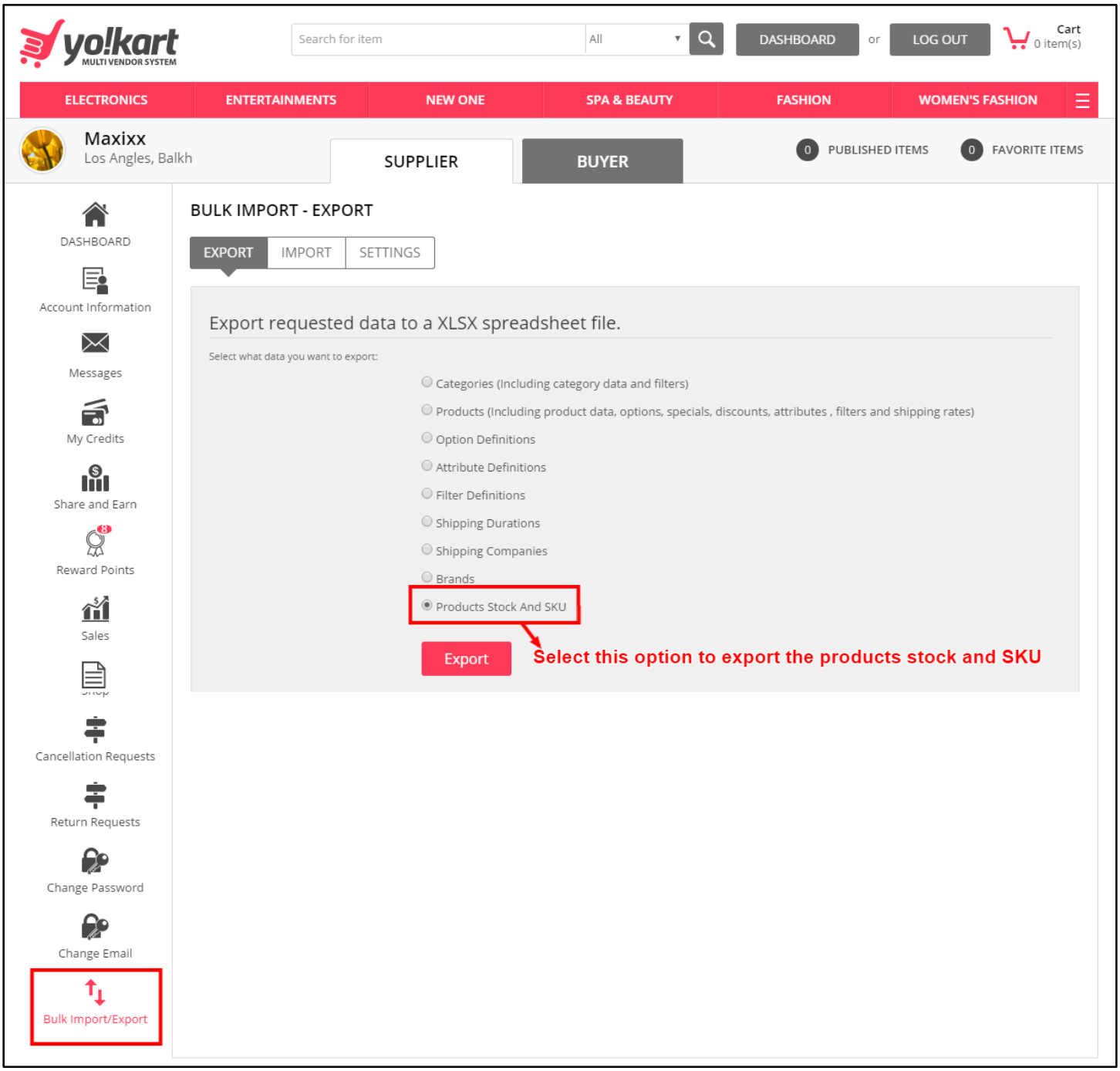
- **Products Stock and SKU**

To Export products stock and SKU, seller can select **Products Stock and SKU** option. Please find the screenshot below:



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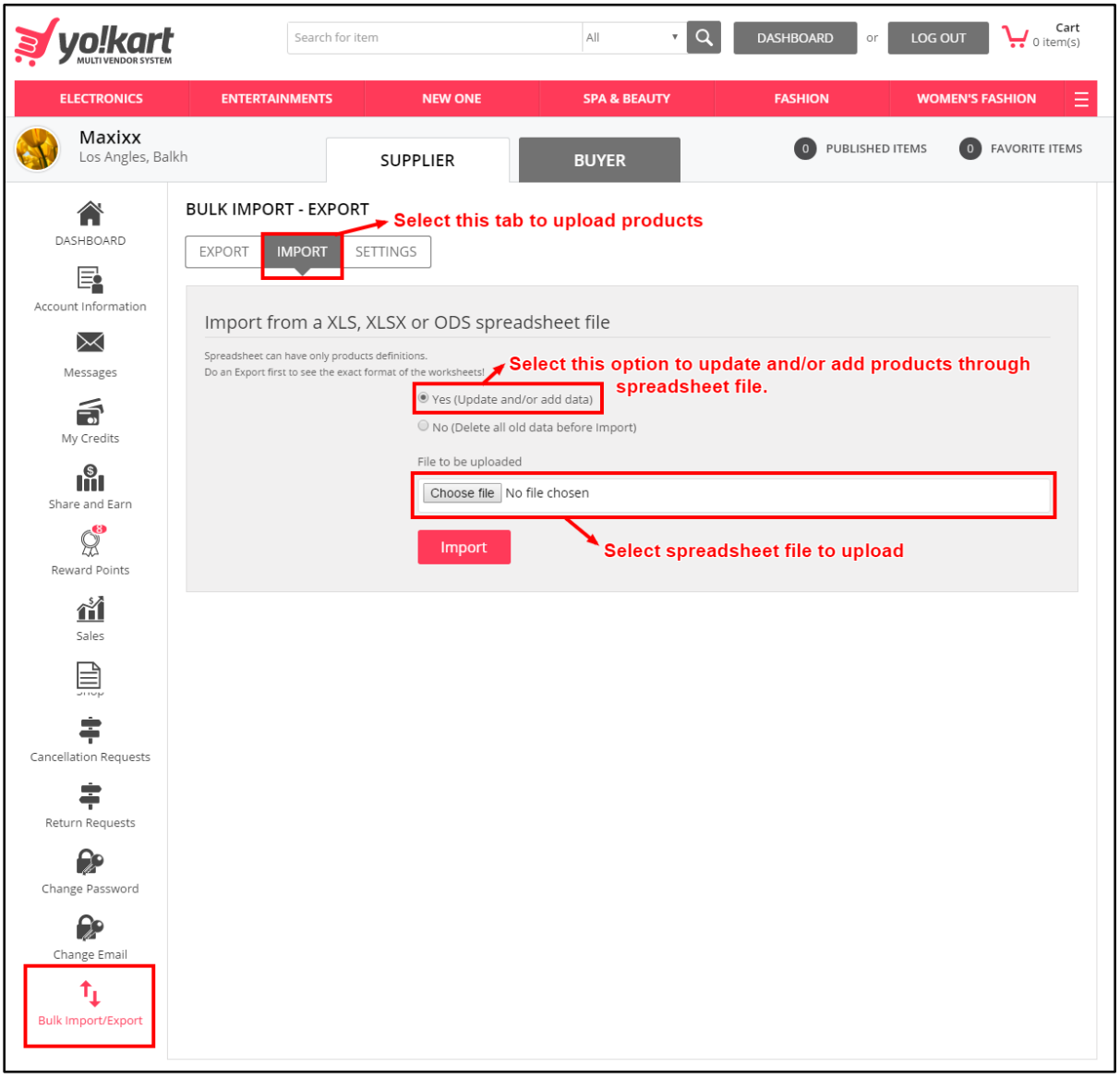
- **Import**

Following options are available to Import products:

- Yes (Update and/or add data)

On select this option, Admin can update or add products through CSV file.

System will compare the products id with CSV file, existing products will be updated and others products will be added in the system.



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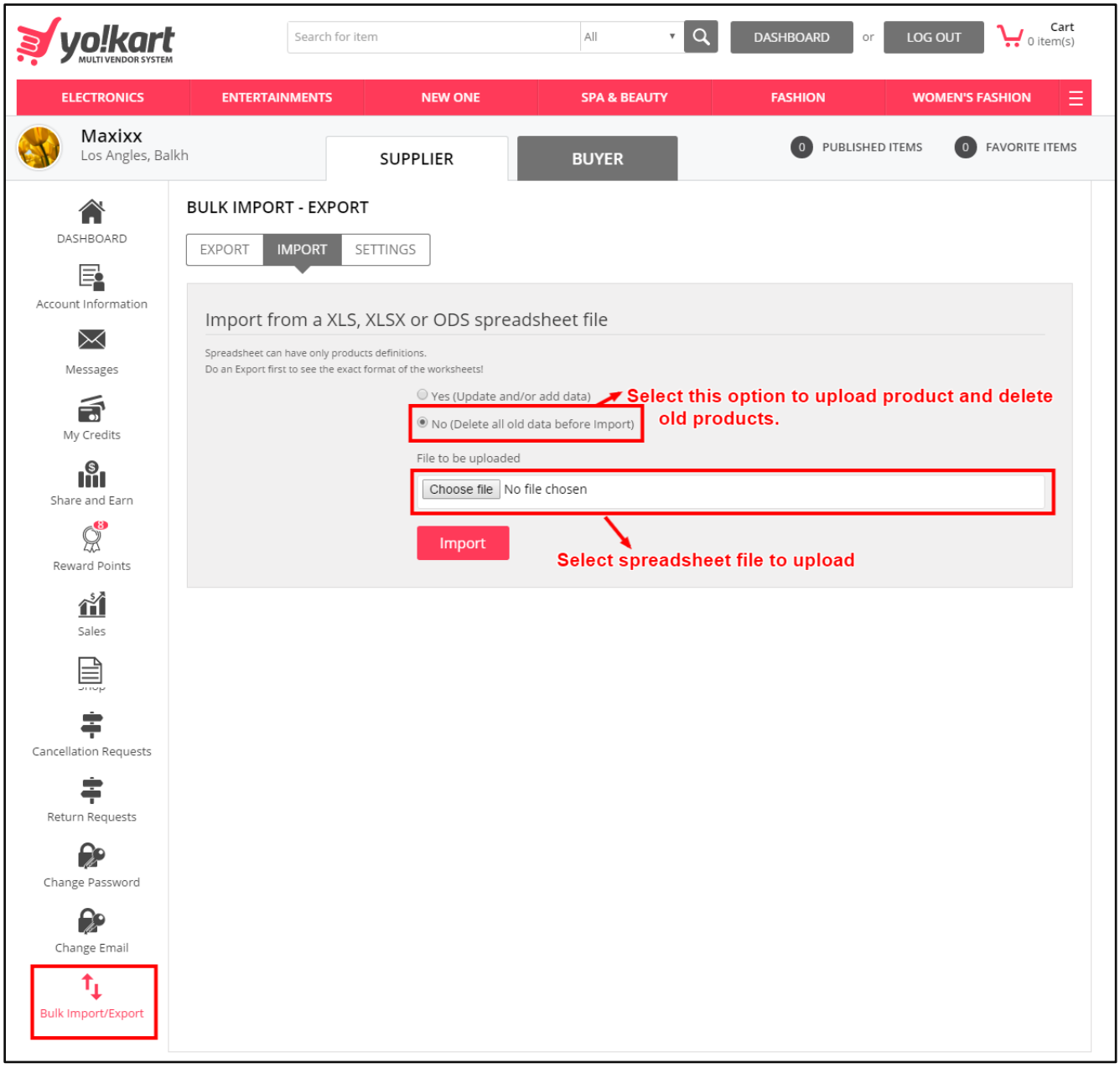
- No (Delete all old data before import)

In this process, firstly system is removing the details of existing product and adding the details mentioned in the CSV file.



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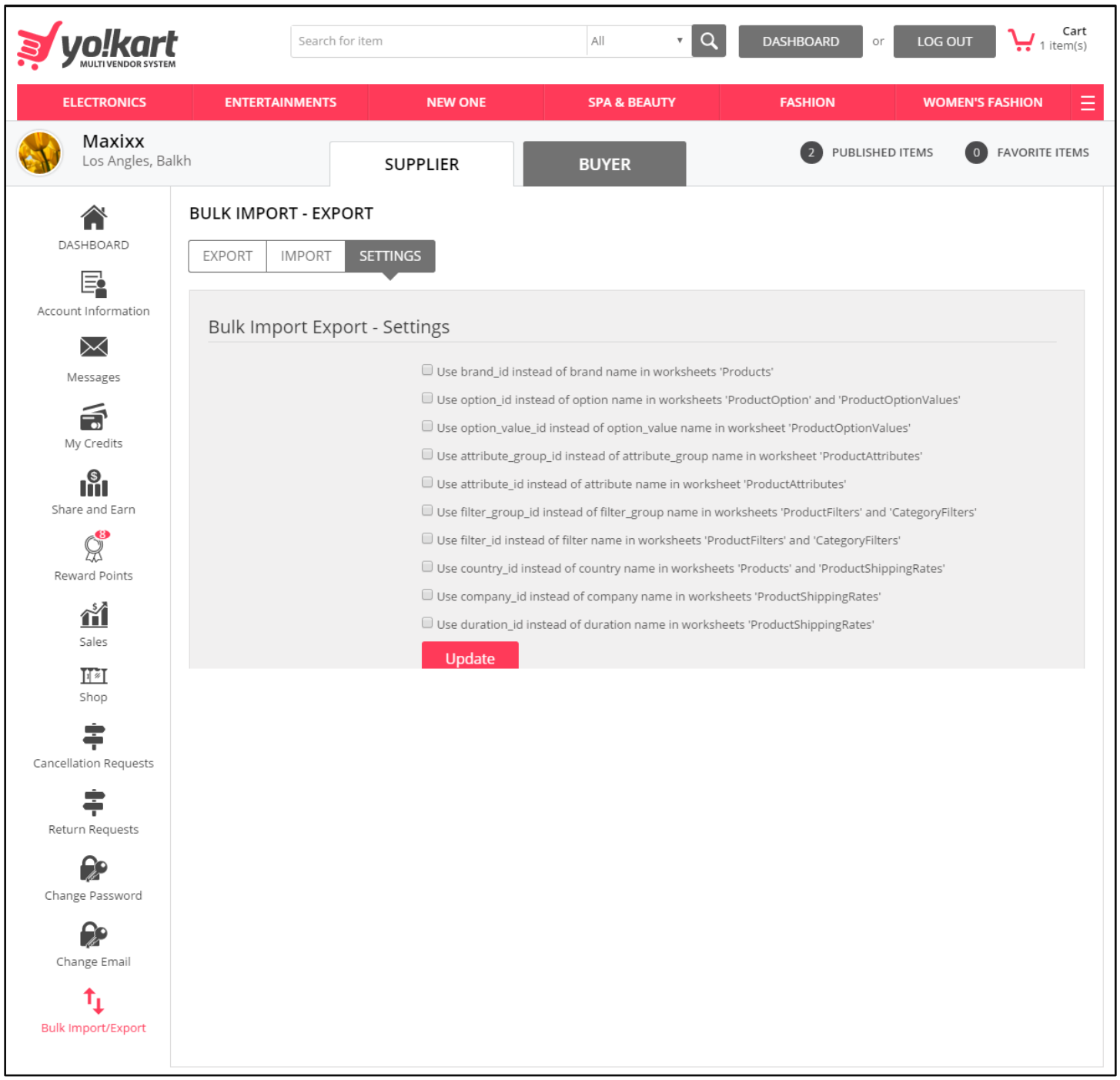
- **Settings**

On the settings page, seller can select setting to Import/Export information from database. Please find the screenshot below:



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- Use **collection_id** instead of **collection Name** in worksheets 'categoryCollections'

You can check this to Import/Export collection id instead collection name.

- Use **added_by_id** instead of added by (user name) in worksheets 'Products'

You can check this option to Import/Export id of the user who added this product.

- Use **brand_id** instead of brand name in worksheets 'Products'

You can check this option to Import/Export brand_id in place of brand name.

- Use **shop_id** instead of shop name in worksheets 'Products'

You can check this option to Import/Export shop id instead shop name

- Use **option_id** instead of option name in worksheets 'ProductOption' and 'ProductOptionValues'

You can check this option to Import/Export option id instead option name

- Use **option_value_id** instead of option_value name in worksheet 'ProductOptionValues'

You can check this option if you want to Import/Export option value id instead option value.

- Use **attribute_group_id** instead of attribute_group name in worksheet 'ProductAttributes'

You can check this option to import/export attribute group id instead group name.

- Use **attribute_id** instead of attribute name in worksheet 'ProductAttributes'

You can check this option to import/export attribute_id instead attribute_name

- Use **filter_group_id** instead of filter_group_name in worksheets 'ProductFilters' and 'CategoryFilters'

You can check this option to import/export filter_group_id instead filter_group_name

- Use **filter_id** instead of filter name in worksheets 'ProductFilters' and 'CategoryFilters'

You can check this option to import/export filter_id instead filter_name

- Use **country_id** instead of country name in worksheets 'Products' and 'ProductShippingRates'

You can check this option to import/export **country_id** instead **country_name**

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This settings is for products worksheet and product shipping rates worksheet

- Use **company_id** instead of company name in worksheets 'ProductShippingRates'

You can check this option to import/export company_id instead company_name

- Use **duration_id** instead of duration name in worksheets 'ProductShippingRates'

You can check this option to import/export duration_id instead duration_name

- Use **phpTemp** cache for large Exports (will be slightly slower)

You can check this option to cache the spreadsheet during exporting process.

- Use **phpTemp** cache for large Imports (will be slightly slower)

You can check this option to cache the spreadsheet file during importing process