



BUYER MANUAL

PREPARED BY : FATBIT TECHNOLOGIES





Table of Content

Title	Page number
1. Register	3
2. Login	4
3. Dashboard	5
4. Account Information	7
5. Recent Activity	11
6. Messages	12
7. My Credits	13
8. Share and Earn	14
9. Rewards	14
10. My Orders	15
11. Cancellation Requests	17
12. Return Requests	18
13. Favorites	20
14. Address	22
15. Change Password	24
16. Change Email	25



1. Register

For register into the system, buyer needs to fill up the following details:

- Username
- Email
- Password
- Name

Please find the screenshot below:

	Search fo	or item	All	togi	or SIGN UP V 0 i	or SIGN UP Car 0 item(s	
FASHION W	IOMEN I	ENTERTAINMENT	ELECTRONICS	HOME APPLIANC	E BABY & KIDS	≡	
LOGIN E	XISTING USER			NEW USER? SIG	IN UP HERE		
Username or Email *			Your Name *				
Described t							
			Username *				
			Email *				
Remember Me Forgot Password?			maxixx@dummyid.co	om			
			Password *				
Orto			•••••				
Or Lo			By using this website ye	ou agree to the Terms &	Conditions.		
f Facebook	8+ Go	oogle	REGISTER				
Copyright © 2016 YoKart All Rights Reserved.	FAQs Testimonials Offers	Featured Products Featured Shops Top 50 New Stuff	Terms & Conditio Policies & Regulat	ns How it wo tions About Us Sitemap	rks		
SUBSCRIBE TO NEWSLETTER	TRY OUI Downloa	R MOBILE APP d Now	NEED ASSISTA Call Us: 0836-36	ANCE? 53-363	CONTACT US		
exclusive promotions	TOP BRANDS						
Your e-mail address SUBSCRIBE	ABC ADS Ajanta App Kwality Walls Laurels I	ole Aroma Bagaholics Beoplay Lenovo LG Mahi Mi <u>View all</u>	Best Walk Bianca Canon (Ehoker Diesel Elegant F	astrack Favola HP HTC Inddus Joe Blac	a	



2. Login

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

- Username or Email
- Password

Please find the screenshot below:

yo!kart	Search f	or item	All 💠 🔍 LOGIN or SIGN UP 🕌		
FASHION V	VOMEN	ENTERTAINMENT	ELECTRONICS	HOME APPLIAN	CE BABY & KIDS
LOGIN E	XISTING USER			NEW USER? SIG	GN UP HERE
Username or Email * maxixx@dummyid.com			Your Name *		
Password *			Username *		
Remember Me Forgot Password?		LOGIN NOW	Email * maxixx@dummyid	.com	
Ort	agin With		Password *		
f Facebook	8+ G	oogle	By using this website REGISTER	you agree to the Terms 8	، Conditions.
MULTIVENDOR SYSTEM	FAQs	Featured Products	Terms & Condit	ions How it wo	orks
opyright © 2016 YoKart All Rights Reserved.	Testimonials Offers	Featured Shops Top 50 New Stuff	Policies & Regu	ations About Us Sitemap	
SUBSCRIBE TO NEWSLETTER Sign up & get shopping vouchers & stay updated about latest styles and	TRY OU Downloa	R MOBILE APP ad Now	Call Us: 0836-	ANCE? 363-363	CONTACT US info@yo-kart.com
Your e-mail address SUBSCRIBE	TOP BRANDS ABC ADS Ajanta Ap Kwality Walls Laurels	pple Aroma Bagaholics Beoplay Lenovo LG Mahi Mi <u>View al</u>	y Best Walk Bianca Canon I	Choker Diesel Elegant	Fastrack Favola HP HTC Inddus Joe Blach
	Kwality Walls Laurels	Lenovo LG Mahi Mi <u>View al</u>	1		RabidSSL



3. Dashboard

After login into the system, Buyer will be redirected to the homepage. On the homepage there is **Dashboard** link next to the search bar. Please find the screenshot below:

DAYS MONEY BACK GUARANTEE				WELCOME MAXIXX	냋 SHOPPING CART	À СНЕСКОИТ
VILITIVENDOR SYSTEM	Search for item	All	¢ Q	DASHBOARD	or LOG OUT	Cart 0 item(s)

On clicking dashboard, it will be redirected to the Buyer Dashboard page. Please find the screenshot below:

		VIEW YOUR SHOP	S LIST YOUR PROD	DUCT LOG OUT Cart
Maxixx Los Angles, Cali	ifornia SUPPLIER	BUYER	40	PUBLISHED ITEMS
DASHBOARD	YOUR PRODUCT PURCHASES \$ 1,232.19 TOTAL PURCHASES MY TOTAL CREE Personal Information Bank Information Return	1.76 DITS	27 OTAL ORDERS	1 UNREAD MESSAGES
Recent Activity	Username: maxixx (Cannot be changed)		Email: maxixx@dummyid.	com
My Credits	Location: Los Angles, California		Member Since: 23/06/201	5
My Orders	LATEST 5 ORDERS			LATEST MESSAGES
Cancellation Requests	ORDER PARTICULARS	AMOUNT/STATUS	STATUS	MAXIXX ⊕ test
Return Requests	30/09/2015 151001-0000563-50003 Reebok Original Blue Sporty Watch (Qty:2) Part of combined order number 151001-0000563	- Payment Confirmed	803	MONA (*) Hello maxixx,please ask ur queries MAXIXX (*)
Favorites	30/09/2015 151001-0000563-50002 I Phone 6 (Qty:2) Part of combined order number 151001-0000563	- Payment Confirmed	× Ø 3	MAXIXX Written here.
Change Password	30/09/2015 151001-0000563-50001 Automatic 3 Burner Gas Stove with Marble Finish (Qty:1)	- Payment Confirmed	× 🖉 🕃	MAXIXX (*) Your Message details will be written here.
	Part of combined order number 151001-0000563 30/09/2015 150930-0000561-50001 Pink Tie Cufflink And Pocket Square Combo (Qty:1)	\$ 39.40 Pending	803	Thank you for the update. Appreciate it



On Dashboard we have following information:

• Total Purchases

Total amount of purchases will be calculated from paid orders only.

• My Total Credits

Total credits are wallet balance. Buyer can get the credits in the following cases:

- Order cancellation
- Order Refund

• Total Orders

Count of orders placed by buyer.

• Unread Message

Total number of unread received messages received by buyer. **Note:** Buyers can only send a message to Vendor through product details page.

- Users Information
 - Personal Information
 - Bank Information
 - Admin will use this information to deposit amount in vendor's account
 - Return Address
 - Buyers will receive these details in case of Refund/Exchange.

• Latest 5 Orders

List of latest 5 orders made by a buyer will display under this section.

• Latest 5 Messages

In this section we will have a list of latest messages received by buyer.

• Left Panel Links

- Dashboard
- Account Information
- Recent Activity
- Messages
- My credits
- My Orders
- Return Requests
- Favorite
- Addresses
- 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:

ACCOUNT INFORMATION	I		
PERSONAL INFORMATION	BANK ACCOUNT INFO	RETURN ADDRESS INFO	
Profile Picture	Chapter Photo		
Name *	Maxixx		
Phone Number *	987654321		
City Town *	Los Angles		
Country *	Trinidad and	Tobago	•
State *			•
	Save Cha	nges	



Personal Information - Tab

Under PERSONAL INFORMATION tab, Buyer needs to provide the following details:

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

Please find the screenshot below

ACCOUNT INFORMATION	I		
PERSONAL INFORMATION	BANK ACCOUNT INFO	RETURN ADDRESS INFO	
Profile Picture			
	Choose file	No file chosen	
Name *	Maxixx		
Phone Number *	987654321		
City Town *	Los Angles		
Country *	United State	tes	•
State *	California		•
	Save Cha	hanges	



Bank Account Info - Tab

Under BANK ACCOUNT INFO tab, buyer needs to provide the following details:

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

Please find the screenshot below:

ACCOUNT INFORMATION	
PERSONAL INFORMATION BANK AC	COUNT INFO RETURN ADDRESS INFO
Bank account details	
Bank name *	SBI
Beneficiary/Account Holder Name *	Test User
Bank Account Number *	0412421541251
IFSC Code/Swift Code *	0235213
Bank Address *	Test tester 32 Washington road maryland, Illinois - 23456 United States T: 07500056865
	Save Changes

If **BANK ACCOUNT INFO** will be available, admin will be able to manually deposit the credit amount in buyer's bank account.



Return address Info -Tab

Under **RETURN ADDRESS INFO** tab, Buyer needs to provide the following details:

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

Please find the screenshot below:

ACCOUNT INFORMATION						
PERSONAL INFORMATION	BANK ACCOUNT INFO	RETURN ADDRESS INFO				
Return/Exchange Det	tails					
Full Name *	EStore					
Address Line 1 *	CHD					
Address Line 2						
Country *	Country	•				
State *	State	•				
City Town *	Los Angles					
Postcode Zip *	90001					
Support Number *	9000100001					
	Save Cha	anges				

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



5. Recent Activity

On this page buyer can view his recent activity on website. For example:

- Recently added Favorite products
- Recently added Shops as favorites

Please find the screenshot below:





6. Messages

On this page, buyer will have list of all messages received from suppliers. 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.

- Inbox Received Messages
- Sent List of messages sent by a buyer
- All List of all messages (Sent + Received)

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

Buyer can also search messages by typing keyword in search box.

Note: In the messages section, buyer can't send message to a particular Supplier. Buyer will be receiving replies on messages which they sent to suppliers through product details page.



7. My Credits

On this page buyer will be able to view the details of refunded orders through which credits added in his/her account. Please find the screenshot below:

Maxixx Los Angles, Ch	handigarh		SUPPLIER		BUYER	21 FAVORITE ITEMS 97 PUF	CHASED ITEMS
CASHBOARD	MY CREDIT	S JT BALANCE: \$	293,505.88	REQUI	EST WITHDRAV	VAL	
Account Information	ltems 1 to 10) of 79 total					
Recent Activity	ID	Date	Credit	Debit	Balance	Description	Status
Messages	TN-0000169	Apr 04, 2016	\$ 0.00	\$ 200.00	\$ 293,505.88	Funds Withdrawn. Request ID #000016	Pending
	TN-0000167	Feb 24, 2016	\$ 66.15	\$ 0.00	\$ 293,705.88	Return request approved for #151023-0000662- S0001. Amount Refunded.	Completed
My Credits	TN-0000166	Feb 22, 2016	\$ 0.00	\$ 166.50	\$ 293,639.73	Order Placed #160222-0000751	Completed
Share and Earn	TN-0000163	Feb 03, 2016	\$ 0.00	\$ 545.85	\$ 293,806.23	Order Placed #160203-0000720	Completed
Reward Points	TN-0000162	Dec 17, 2015	\$ 0.00	\$ 5,000.00	\$ 294,352.08	Charged commission for order #151217-0000718- S0001.	Completed
My Orders	TN-0000161	Dec 17, 2015	\$ 73,500.00	\$ 0.00	\$ 299,352.08	Received credits for order #151217-0000718- S0001.	Completed
	TH 00004.00	D 47 0045	# 0.00	* = 000 00	£ 225 252 20	Sooo1.	
Return Requests	TN-0000157	Oct 31, 2015	\$ 0.00	\$ 136.50	\$ 157,352.08	Order Placed #151031-0000703	Completed
Favorites	TN-0000156	Oct 30, 2015	\$ 0.00	\$ 52.50	\$ 157,488.58	Order Placed #151030-0000700	Completed
Addresses				(234567	8	

On clicking an Order id, buyer can view the details of an order.

On clicking of REQUEST WITHDRAWAL Buyer can request for withdrawal. Buyer has to fill up the following details to request for withdrawal:

- Amount to be withdrawn
- Bank Name Will be prefilled from the details added by buyer
- Beneficiary/Account Holder Name Will be prefilled as per the details added by buyer.
- Bank Account Number Will be prefilled as per the details added by buyer.
- IFSC Code/Swift Code Will be prefilled as per the details added by buyer.
- Bank Address Will be prefilled as per the details added by buyer.
- Other Info/Instructions



8. Share and Earn

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

yolkart		S VIEW YOUR SHOP	Cart LOG OUT Cart 0 item(s)
Maxixx Los Angles, Ch	andigarh SUPPLIER	BUYER	21 FAVORITE ITEMS 07 PURCHASED ITEMS
DASHBOARD Account Information	SHARE AND EARN Start sharing your unique URL on Facebook, Twitt signup and making purchase with us, which can b You may copy invitation link below & share to y http://www.demo.yo-kart.com/home/re	ter, Linkedin, Blog, Email and ask friends to sign u ee used against item purchase. our friends on social channels Facebook, Twitte ferral/488dda14ebbd1	up & purchase. You and your friend may get reward benefits on er, Linkedin, Blog, Email etc
Messages	SHARE ON FACEBOOK	SHARE ON TWITTER	SHARE ON EMAIL
My Credits	Post to your wall on Facebook telling them about yourself.	Send a Tweet to your followers telling them about yourself.	Email your friends to tell them about yourself.
Share and Earn			

9. Reward Points

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

			VIEW YOUR SHOP	S LIST YOUR PRODUCT	LOG OUT Cart 0 item(s)
Maxixx Los Angles, Ch	andigarh	SUPPLIER	BUYER	21 FAVORITE ITEMS	147 PUBLISHED ITEMS
DASHBOARD	REWARD POINTS	NCE: 0			
Messages	Informati We are unable	ON e to find any record correspondi	ng to your selection.		
My Credits					



10. My Orders

On this page, buyer can view the list of the entire orders which have been placed by him. Please find the screenshot below:

Maxixx Los Angles, Ch	handigarh	SUPPLIER BUYER	21	FAVORITE ITEMS	PURCHASED ITEMS
Â	MY ORDERS				
DASHBOARD	Keyword Select	Date From 💼 Date To 💼 Order Fro	m [\$] Order To	[\$] SEARCH	CLEAR
	ITEMS 1 TO 10 OF 227 TOTAL				
Recent Activity	Inv Number & Date	Ordered Products	Total	Status	Action
Messages	160513-0000764-S0001 May 13, 2016	Anne Klein Women's 10/9536RMRG Swarovski Crystal Accented Rose-Gold Tone Bracelet Watch (Qty:1)	\$ 82.50	Payment Pending	
My Credits	160513-0000763-50001 May 13, 2016	Sony Xperia™ (Qty:1)	\$ 10.50	Payment Pending	
Share and Earn	160513-0000762-50002 May 13, 2016	Unravel India Teracotta Lamp (Qty:1) Part of combined order number 160513-0000762		Payment Pending	
Reward Points	160513-0000762-S0001 May 13, 2016	neff Men's Banks Cap (Qty:1) Part of combined order number 160513-0000762		Payment Pending	
My Orders	160406-0000760-S0001 Apr 06, 2016	neff Men's Banks Cap (Qty:1)	\$ 40.50	Payment Pending	
Return Requests	160406-0000759-50001 Apr 06, 2016	neff Men's Banks Cap (Qty:1) Part of combined order number <mark>160406-0000759</mark>	-	Payment Pending	
Favorites	160404-0000758-S0001 Apr 04, 2016	Tissot T-race T0484172705706 Gents Wrist Watch (Qty:1)	\$ 630.00	Payment Pending	
Addresses	160331-0000757-50002 Mar 31, 2016	Tom's Ware Mens Premium Casual Inner Contrast Dress Shirt (Qty:1) Part of combined order number 160331-0000757	-	Payment Pending	
Change Password	160331-0000757-50001 Mar 31, 2016	Puma White Backpack (Qty:1) Part of combined order number <mark>160331-0000757</mark>	-	Payment Pending	
Change Email		1 2 3 4 5 6 7 8 9 10 1	1		



On clicking of eicon, buyer can give feedback. Please find the screenshot below:

Product Rating *	
Tell us your experience with this Product *	
	1
Send	

On clicking cancel \bigotimes icon, buyer can cancel an order.

Note: Buyer will be able to cancel an order, before a product is not processed by Vendor.

On clicking return⁽³⁾ icon, buyer can submit a request for return/refund of an order. Buyer has to fill up the following details to submit a return request:

- Return Qty
- Reason for request (List items are: Damaged, Defective Product, not happy with product etc.)
- Do you want a refund or replace (Select **Replace Item** or **Refund**)
- Comments

Please find the screenshot below:

REQUEST RETURN OR REPLACE		«« BACK TO MY ORDERS
Return Qty	1	Ţ
Reason for request *	Select Reason	۲
Do you want a refund or replace:	Replace Item O Refund	
Comments *		
		<i>i</i>
	Send Request	

Note: Buyer will be able to submit a return request, only when an order is delivered to him.



11. Cancellation Requests

Maxixx Los Angles, Cl	handigarh		SUPPLIER	BUYER 21 FAVORITE ITEMS	97 PURCHASED ITEMS
DASHBOARD		SENT RECEIVE	ESTS		
Account Information	ID	Date	Inv Number	Request Details	Status
Recent Activity	C00014	Oct 20, 2015	151020-0000643-50001	Reason: I ordered the wrong product(s) Comments: asssd	Pending
Messages	C00013	Oct 19, 2015	151019-0000633-50001	Reason: The supplier did not ship the order on time as agreed Comments: These are test comments	Pending
My Credits	C00012	Oct 17, 2015	151017-0000623-S0001	Reason: I placed a duplicate order Comments: Duplicate Order	Pending
Share and Earn	C00016	Oct 22, 2015	151023-0000662-50002	Reason: The supplier said the product(s) i want is out of stock Comments: Reason for cancellation	Approved
	C00015	Oct 20, 2015	151020-0000647-50001	Reason: I ordered the wrong product(s) Comments: xxxx	Approved
Reward Points	C00011	Oct 14, 2015	151011-0000608-50001	Reason: I ordered the wrong product(s) Comments: Wrong product ordered by mistake	Approved

On this page buyer can view the list of cancelled order. Please find the screenshot below:

On the My Orders page, buyer can cancel an order on click of \bigotimes cancel icon. After clicking on icon, Buyer will be redirected to the cancel request page. Please find the screenshot below regarding the same:

PLACE CANCELLATION REQUEST		«« BACK TO MY ORDERS
Reason for cancellation *	Select Reason	۲
Comments *		
	Sand Boquest	[Comments]

Note: By default the status of each cancellation request will be pending. Only after admin approval, status of an order will be updated as cancelled.



12. Return Requests

On the Return Requests page, buyer can view the list of Return/Exchange requests submitted by him. On this page Buyer can view following details about a request:

- Request Id
- Date
- Invoice Number
- Products
- Return Quantity
- Status
- Action

Please find the screenshot below:

RETURN	RETURN REQUESTS					
ALL	SENT RECEIVED					
MY RET	JRN REQUESTS					
#	Date	Inv Number	Products	Return Qty	Status	Action
R00005	15/10/2015	151009-0000597- 50001	Sony PlayStation 4 Camera	1	Pending	
R00004	14/10/2015	150912-0000434- 50001	I Phone 6	1	Withdrawn	
R00003	13/10/2015	151011-0000603- 50001	Mi Pad Tablet (WiFi), White	1	Refunded	
R00002	08/10/2015	151008-0000592- 50001	Sony Xperia™	1	Pending	
R00001	07/10/2015	151006-0000584- S0001	Lenovo Laptop	2	Refunded	

On clicking an order id, Buyer will be redirected to the order details page.

On clicking **U** icon, Buyer can reply/send message to vendor. On this page buyer can view following info:

- Vendor Address Buyer can view the vendor address in case of exchange.
- Escalate to YoKart If buyer and seller is not able to resolve the issue then they can escalate this to YoKart.



- Withdraw Request Button On clicking buyer can withdraw his **return request**.
- Request id Will be auto-generated by system.
- Product Name
- Quantity
- Request Type Replace item or Refund
- Reply to Vendor's message

Buyer can also attach image while sending a message to Vendor. Please find the screenshot below:

VIEW RETURN REQUE	ST		BACK TO RETURN REQUESTS
VENDOR RETURN ADDR	ESS		
EStore CHD, Los Angles, - 90001			
Phone : 9000100001			
ESCALATE TO YOKART	WITHDRAW REQUEST		
#	Product	Qty	Request Type
R00005	Sony PlayStation 4 Camera	1	Replace Item
Reason	Date	Status	Amount
Wrong Product	15/10/2015	Pending	\$ 400.00 (+ Tax: \$ 20.00)
size is large			15/10/2015
Attachment Choose file	No file chosen		·
Send			



13. Favorite

On the Favorites page, Buyer can view the list of **Products/Shops** which are marked as favorite. Please find the screenshot below:





Create New List

On clicking of Create New List, Buyer can create a new list and can add favorite items in that list. While adding a product as favorite, buyer can also select a list in which he wants to add that product. Please find the screenshot below:





14. Addresses

On this page buyer can manage his addresses and can set any address as default address. Please find the screenshot below:

Los Angles, C	Chandigarh SUPPLIER	BUYER	21 FAVORITE TIEMS 97 PURCHASED TIEMS
	MY ADDRESSES		
DASHBOARD	ADDRESS LIST ADD ADDRESS		
E			
ccount Information	Gagan	lohny Depp	Theo
4	Flat no 147 Shivjot Enclave	address line 1	Test Address
Recent Activity	Kharar, 140302	California, 987654	, Zimbabwe
\succ	Colorado, United States T: 988888888	California, United States T: 9888888888	T: 789456
Messages	EDIT DELETE DEFAULT ADDRESS	EDIT DELETE SET AS DEFAULT	EDIT DELETE SET AS DEFAULT
My Credits			
	Ramandeep		
Share and Earn	Ablysoft mobali. 3588		
Reward Points	Cuando Cubango, Angola		
Mv Orders			
জ্			
Return Requests			
+			
Favorites			
Addresses			
Change Password			

On clicking Edit, Buyer can edit a selected address

On clicking Delete, Buyer can delete any address

On clicking Set as Default, Buyer can save and address as default address

On click of ADD ADDRESS link, Buyer can add a new address by filling up the following details:

- Full Name
- Phone Number
- Address Line 1
- Address Line 2
- Country
- State



- City Town
- Postcode Zip

Please find the screenshot below:

MY ADDRESSES	
ADDRESS LIST ADD ADDRESS	
Full Name *	
Phone Number *	
Address Line 1 *	
Address Line 2	
Country *	United States
State *	State •
City Town *	
Postcode Zip *	
	Save Changes



15. Change Password

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

CHANGE PASSWORD	
Current Password *	
New Password *	
Confirm New Password *	
	Save Changes

Buyer 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

CHANGE EMAIL ADDRESS	
New Email *	
Confirm New Email *	
Current Password	
	Change Email
	Your email address will not change until you confirm it via email.

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

- New Email
- Confirm Email

Fields with asterisk (*) sign are mandatory fields.