SNAPIFY

User Manual

April 17, 2024

OVERVIEW

Welcome to the Snapify E-commerce Platform User Manual! This manual serves as a comprehensive guide to help you navigate and utilize the features of the Snapify app effectively. Whether you're a shopper browsing for the latest footwear trends or an administrator managing the platform's operations, this manual provides step-by-step instructions and helpful tips to enhance your experience.

GETTING STARTED

System Requirement

- The Snapify app is compatible with both iOS and Android devices.

- For optimal performance, ensure that your device is running the latest operating system version.

- A stable internet connection is required to access the app and browse products.

Installation Instructions

- To download the Snapify app, visit the App Store (iOS) or Google Play Store (Android) on your mobile device.

- Search for "Snapify E-commerce Platform" and tap on the download/install button to install the app.

- Once installed, open the app and follow the on-screen instructions to create an account or log in with your existing credentials.

USER DASHBOARD

Browsing Products

- Explore the wide range of footwear products available on Snapify by browsing through different categories and collections.
- Use the search bar to find specific products or filter results based on size, color, price range, etc.
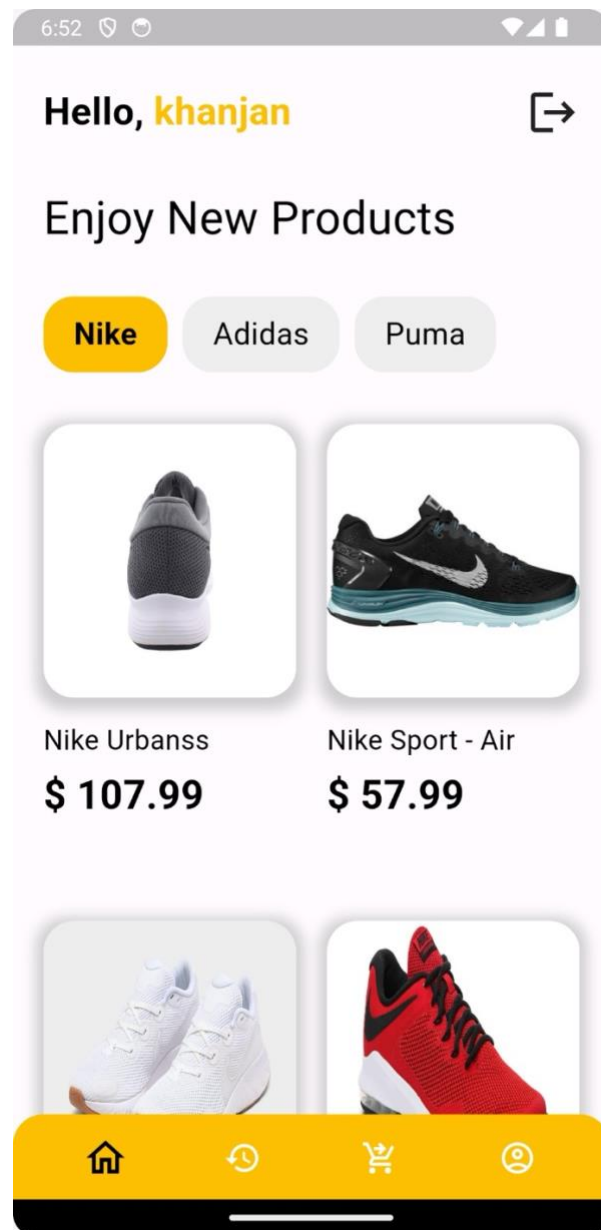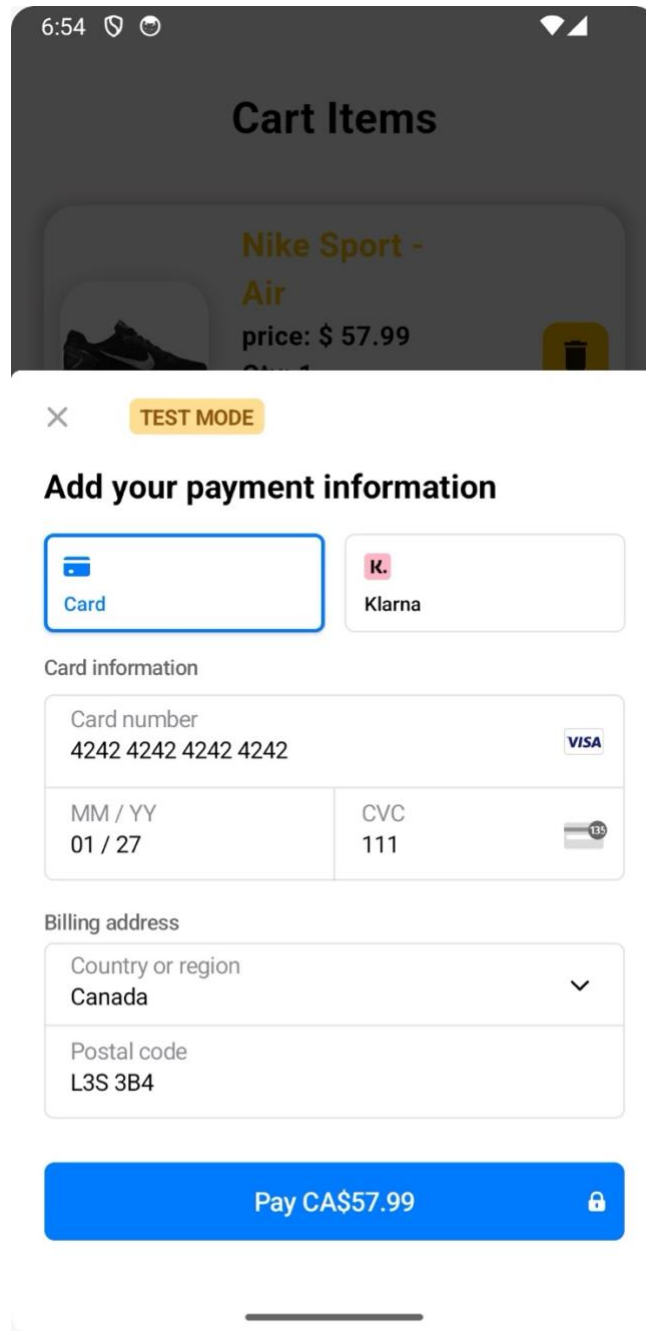
Adding Products to Cart

- Select your desired product by tapping on its image or name to view detailed product information.
- To add the product to your cart, tap on the "Add to Cart" button.
- You can review and edit your cart items by tapping on the cart icon located in the navigation bar.
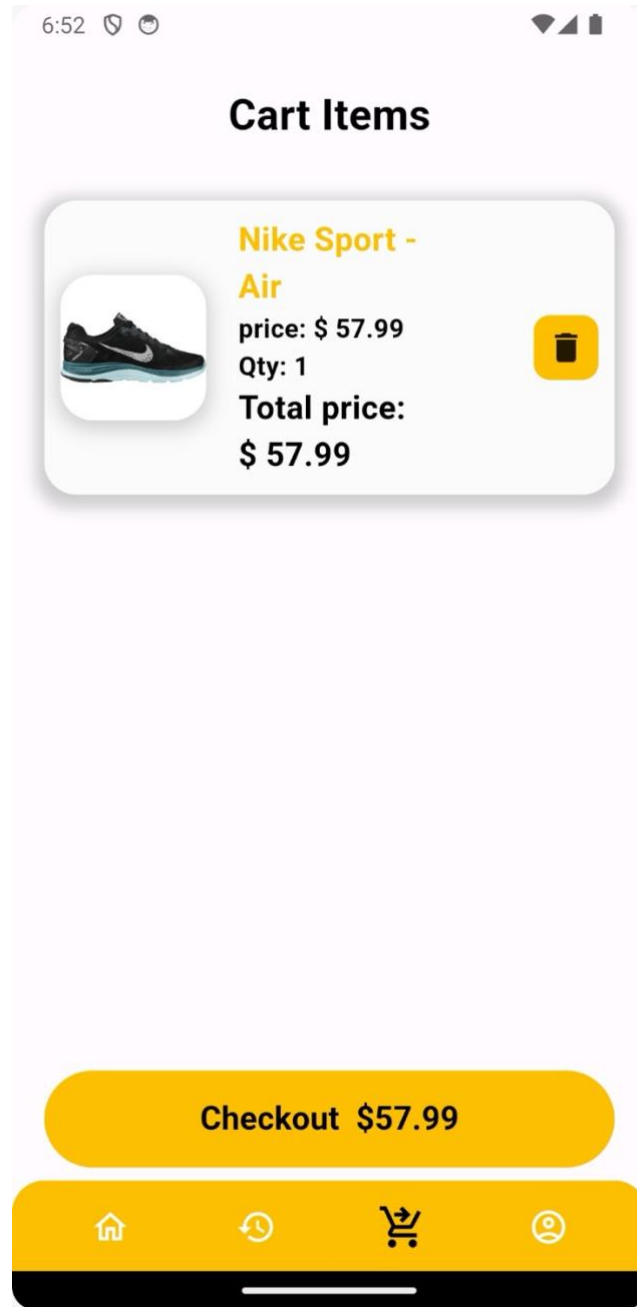
Checkout Process

- Proceed to checkout by tapping on the cart icon and selecting "Checkout."

- Follow the prompts to enter your shipping address, select a payment method, and confirm your order.

- Once payment is successfully processed, you will receive a confirmation email with order details.
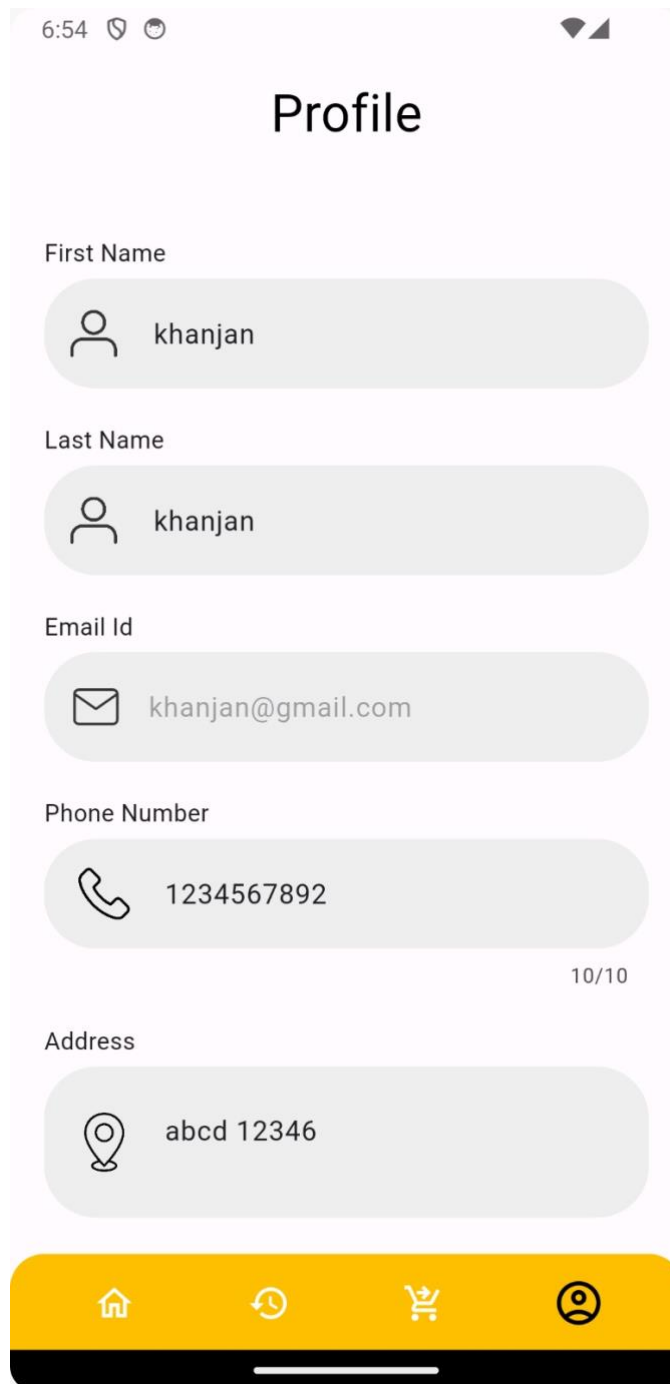
Order History

- Conveniently view a comprehensive list of your past orders and their current statuses, allowing you to keep track of your purchasing history.

- Seamlessly track the progress of your orders, from confirmation to delivery, providing transparency and assurance throughout the shipping process.

- Maintain control over your purchases by cancelling pending orders before they are shipped, giving you the flexibility to modify your shopping decisions as needed.
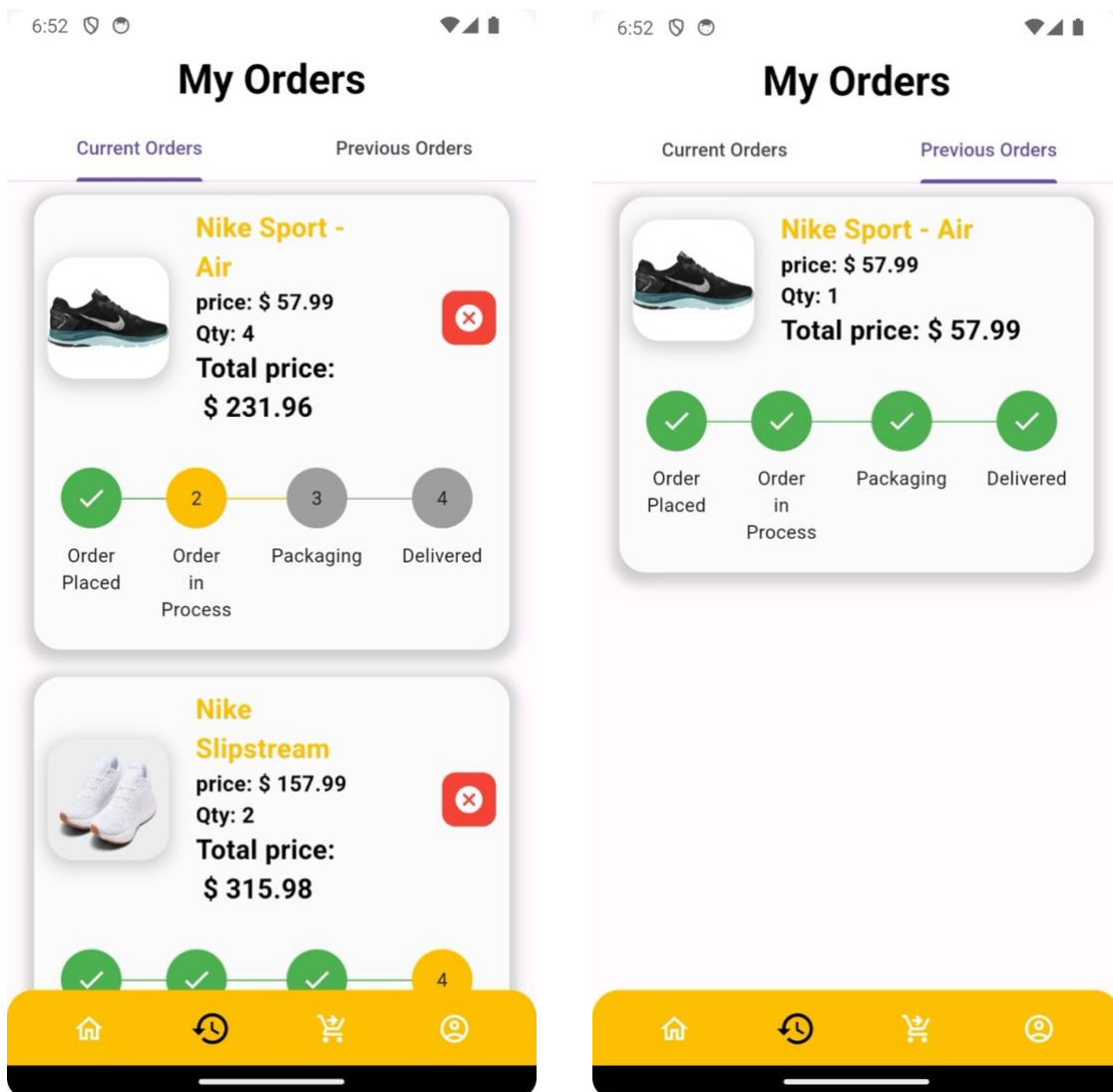
Manage Profile

- Easily access your profile settings from the User Dashboard, where you can customize your account details.

- Update your personal information, ensuring that your account information is always up to date.

FREQUENTLY ASKED QUESTIONS

Q: Till when can I cancel the order?

A: You can cancel your order until the product is delivered. Once the product is shipped, it cannot be cancelled. To cancel an order, go to the "Order History" section in your User Dashboard, select the order you wish to cancel, and follow the prompts to initiate the cancellation process.

Q: Can I change my email ID?

A: No, your email ID cannot be changed as it serves as a unique identity for your account. If you need to update your email address, please contact our customer support team for assistance.

Q: How do I track my order?

A: You can track the status of your order by navigating to the "Order History" section in your User Dashboard. Select the order you wish to track, and you'll be able to view the current status of your order, including shipment tracking details if available.

CONTACT INFORMATION

For further assistance or inquiries, please contact our customer support team at 1800-111-111 or mail us at help@snapify.com.