**Q1. Can I make the changes in my merchant account’s information and details?**

**Ans:** Yes, that is possible and is also a lot easier with IndoMarche. Merchants can visit their dashboard and make the desired changes. Additionally, we also provide customer support to solve any discrepancies while going for the changes. If you get stuck anywhere in the same, you can reach out to us at IndoMarche’s support Email, [merchant.support@indomarche.com](mailto:merchant.support@indomarche.com).

**Q2. What are the document requirements to provide merchant services on IndoMarche?**

**Ans:**As IndoMarche do not hold any payment of the merchants, and in fact, we pay the merchants in advance, so there are a few documents required at the time of the registrations to help build a trustful relationship. The documents required are:

1. GST certificate.
2. Bank statement of the last three months from the time of registration.
3. Photo Address proofs (2).
4. Electricity or Telephone bill.

**Q3. Is selling on IndoMarche free or paid?**

**Ans:**It depends on your plan and budget. IndoMarche has several plans ranging from free to paid ones, with a free registration offered. There are also the free plans meant for the start-ups. And for the growing businesses to get better features and faster growth, we have professional paid plans too. Once the merchants start getting the order, there is a small marketplace fee charged from them, and this ensures that there is no payment required until you start selling and earning.

**Q4. How will I sell and grow as a merchant with IndoMarche?**

**Ans:** Selling and growing with IndoMarche is just a matter of some steps to start the services, and you are good to go! There is a very simple set of steps to be followed for the same that are as mentioned:

1. Register with IndoMarche as a merchant by creating an account providing the required documents.
2. List the products (if needed) through the easy interface of the portal and upload the product images (of high resolution) and other details too.
3. Get the notification whenever a customer places an order, and provide the promised quality of the product within the promised period.
4. Get the direct payment to the linked account as soon as the customer pays for the order.

**Q5. What are the supports offered by IndoMarche for the merchants?**

**Ans:**The merchants enrolled with us are our business partners and we are always there for their support. We stand with them offering several support services like:

1. TECHNICAL SUPPORT – We are available round the clock and provide 24\*7 assistance through the technical helpline having the Email: [merchant.support@indomarche.com](mailto:merchant.support@indomarche.com).
2. ORDER RELATED QUERIES – If there is any query/ issue regarding the orders, then you can reach out to us at the 24\*7 call support. The merchants can also raise their queries through the tickets present in the system.
3. SHIPPING & INSURANCE SUPPORT – If you have any shipping related query, you may drop the same at [shipping.merchant@indomarche.com](mailto:shipping.merchant@indomarche.com).
4. BUSINESS MENTORSHIP – Are you confused with the process to start and grow your firm? Do you want any consultation regarding the business? We are here for your support. Please drop your issue at [business@indomarche.com](mailto:business@indomarche.com), and our experts will provide the best business consultations and guidance to you.

**Q6. How to search for the best category suiting my product?**

**Ans:**Are you confused about listing your product and finding a suitable category for your product? Please contact us at our 24\*7 helpline number and we will happily solve all your issues and will assist you for the listing details.

**Q7. What are a merchant account and a merchant account dashboard?**

**Ans:**In IndoMarche, a merchant account is meant for the manufacturers of the products. With this account, merchants from varying states can register and sell their products by listing them on the portal. On the other hand, a merchant account dashboard is a dashboard developed to help ease the selling operations and product handling for the merchants.

**Q8. I am confused! Can you help me with my queries and assist with any of them?**

**Ans:**You are a crucial part of IndoMarche, and we are here to help you with any issue. Please contact us at our 24\*7 helpline number, or reach out to us at [merchant.support@indomarche.com](mailto:merchant.support@indomarche.com).

**Q9. Can I add more staff members with my merchant account to ease the task handling and management?**

**Ans:**We understand the need for staffing in a growing business for handling several activities and managing the tasks. With IndoMarche, you can add staff members with your merchant account and maintain their limited authorization too by assigning them specific roles. We offer a brand Premium package that can provide you the service to add up to 2 staff members.

**Q10. How to maintain the record of all the products and the orders?**

**Ans:**The merchant dashboard holds all of your records regarding the products offered and the orders, along with the other details.

**Q11. How will I get my payments?**

**Ans:**The bank account that is linked to your merchant account gets the payments transferred as soon as the order is received.

**Q12. How do the dispute system, messaging system, and the ticket system work?**

**Ans:**The dispute system works for the customers where they can raise any issue/query and we provide the solutions for them.

The messaging system is just like a general chatting system where the customers and the merchants can directly interact and the merchants can solve any issues of the customers regarding their products.

The ticket system is meant for the merchants, if any merchant faces any difficulty, they can raise a ticket to get the assistance within 12 hours.

**Q13. Is there any service of analytics offered by Indomarche?**

**Ans:**Yes, we offer analytics services too. We have a professional system embedded with several complex algorithms to analyze the sales and inventories. With the system, we help the merchants get an analytics record of the low inventories, top-rated products, most selling products, everyday sales, order details and histories, and a lot more.

**Q14. How to stay updated with the new activities on our accounts?**

**Ans:** IndoMarche offers a notification service that helps the users stay updated with daily account activities. With every minute activity on your account, you will receive the email regarding the same on your registered Email address.

**Q15. How to choose the right plans for our businesses?**

**Ans:**You can start with a free service to start with the selling of your product and to grow the business at afast pace, you can go for a plan named the Brand Premium.For more assistance regarding the same, you can reach out to our merchant support executives at the 24\*7 merchant support services.

**Q16. How to solve any login related issue?**

**Ans:**To solve any technical discrepancy, you can raise a ticket or contact us at our 24\*7 support helpline number.

**Q17. How to add the products and what is the maximum limit of adding the products?**

**Ans:**Refer to the documentation provided regarding the addition of products/ inventories, if the issue persists, please reach out to us at our 24\*7 support helpline.

**Q18. How to maintain a track record of all the orders and payments?**

**Ans:**IndoMarche is an intelligent system that automatically maintains a record of all your orders and payments. The merchant dashboard feature provides the listing of all the previous records and it also shows all the reports associated with the merchant’s account.

**Q19. Does IndoMarche offer a special landing page for the merchants on their website?**

**Ans:**Yes, IndoMarche provides a special landing page for the merchant partners. This ensures a service where the merchants can have their landing page or website directly accessible to the customers.

**Q20. Are there any system requirements to access IndoMarche?**

**Ans:**No, since IndoMarche is a web-based service, there is no additional system requirement to access it.

**Q21. If an order is canceled by any customer, how will the payments be refunded by the merchants?**

**Ans:**If any customer cancels an order within 12 hours, IndoMarche will first initiate a complete refund to the customer, and later the same request would be made to the merchants to deposit the amount to IndoMarche’s account.

**Q22. Is IndoMarche’s retailing service available worldwide?**

**Ans:**Yes, the portal of IndoMarche is accessible to anyone across the globe, and the merchants can sell their products worldwide with use.

**Q23. How does the MOQ (Minimum Order Quantity) work?**

**Ans:**The products can also be sold in bundles through IndoMarche, and thus, the merchant is required to set MOQ along with the other product details while adding a product to provide the customers an idea of the minimum quantity of the certain product that can be purchased from the manufacturers.

**Q24. Is there any feature available in IndoMarche to add the attributes to the products?**

**Ans:**Yes, IndoMarche offers a wide range of attributes that can be added to the various products, and the merchants can also use their personalized attributes by reaching out to the 24\*7 merchant support helpline.To access them, the merchant needs to visit Catalogue, and then the Attributes section present on their merchant dashboard.

**Q25. Who handles the shipping?**

**Ans:**IndoMarche is a flexible portal, and thus the merchants have two options for shipping handling. The merchants can connect with the shipping companies on their own, or can take support from us to get the tie-ups done. To have more assistance regarding the shipment issue, you can contact us at IndoMarche support or drop a mail regarding your queries at [shipments.merchant@indomarche.com](mailto:shipments.merchant@indomarche.com).

**Q26. How will I handle the customers’ queries?**

**Ans:**As merchants are the ones who have the maximum information about the available products, so we offer a chance to the merchants to communicate with the customers and resolve their issues. If there is anything that you are not able to help with, then the IndoMarche’s support service enters in and resolve the issue.

**Q27. How to create product descriptions?**

**Ans:**The product description is required to have the complete information of the products to help the customers get a better understanding of them. The manufacturers are suggested to enter every minute detail in the description section of the product. If you are unable to do the description part, you can also take support from IndoMarche by reaching out to us at [business@indomarche.com](mailto:business@indomarche.com).

**Q28. What is the benefit of using IndoMarche by the merchants?**

**Ans:**IndoMarche is the best solution for any startup or growing business that needs some platforms to start selling and get some recognition among the retailers and consumers. We also provide complete assistance from setting up the accounts to start the product listing and start selling the products. IndoMarche also ensures higher profits for the merchants by excluding any middle man’s role and providing them the direct access for exporting.

IndoMarche understands the hardships of our partner merchants and the need for funds to meet the costs of gathering all the raw materials and manufacturing, and thus we never stop any payment of the merchants. As soon as the customers pay for the orders, the amount is directly transferred to the merchant’s account.

IndoMarche is the best platform to transform the journey from a technician to a businessman. We assure the best business-related consultations and the expert mentors to guide your way through business expansion!

Our final goal is the make the merchants our business partners and we also help them with financial aids by connecting them directly to the financial institutions and capitalists offering financial help. There is an array of features offered by IndoMarche for the merchants, which are as mentioned here:

1. Professional brand training to help with the branding, goal setting, and business management of the start-ups.
2. Visual identities including the titles and names that are must for the branding and also an in-depth understanding of all the guidelines to be followed for branding.
3. Ideal Avtar and core business values.
4. Verification of account and allotting the verified tags to the merchants to help them seek more customers.
5. Assigning the account managers to the beginners and the ones in need of expert guiders to grow the business.
6. Setting up the Social media handles for the brands and help with social media marketing and account management to gain more followers and promote the brand.
7. The first round of free packaging material with the package.
8. Accessibility of up to 2 staff accounts with customized authorization access to ease the account handling and management.
9. Reasonable charges with a lesser commission for the portal.
10. Stock limit of up to 1000 products.
11. Tie-ups with the courier agencies and shipping management companies.
12. Immediate payments in the linked bank accounts.
13. Dedicated merchant support services with availability round the clock.
14. Proper and free business guidance and assistance for start-ups and new businesses to grow and excel.
15. Focusing highly on the development of small businesses.