Vendor Help Center – FAQs

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1. How do I register as a vendor?

Go to the registration page and fill in your business details including name, contact info, logo, and required documents such as food license and business registration. Once submitted, your application will be reviewed by the admin. You'll receive an email notification upon approval.

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2. What documents are required for registration?

You need to upload:

- Food License

- Business Registration Certificate

- Valid Identification (if applicable)
  Ensure documents are in JPG, PNG, or PDF format.

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3. I forgot my password. What should I do?

Click on **"Forgot Password"** on the login page. Enter your registered email, and you'll receive a link to reset your password.

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4. How do I update my business profile?

Login to your account, go to **Profile Settings**, and click on **Edit Profile**. You can change business names, contact info, operating hours, and profile image. For uneditable fields, contact the admin.

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5. How can I manage my menu items?

Go to the **Menu** section. You can:

- Add new items with images, descriptions, and pricing

- Update or delete existing items

- Set availability and special offers
  Note: All changes are subject to admin approval before going live.

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6. How do I manage and update orders?

Navigate to the **Order Management** section. You can:

- View real-time incoming orders

- Update order status (Accepted → Preparing → Ready)

- Filter orders by status (Pending, Completed, Canceled, etc.)

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7. How can I check my sales and performance?

Go to the **Analytics** section to view:

- Total sales and revenue

- Number of orders

- Top-selling items

- Downloadable performance reports

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8. What happens if I receive an order after business hours?

If your profile has defined **business hours**, you will not receive orders outside of that time. To change this, update your hours in the **Profile Settings**.

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9. How do I deactivate my vendor account?

Go to **Account Settings** > **Deactivate Account**. A deactivation request will be sent to the admin. You will receive confirmation once processed.

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10. How do I contact support or the admin?

Use the **"Talk to Admin"** feature in the sidebar. You can send a message, and the admin will respond through the internal messaging system or email.

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11. Can I set special offers for specific menu items?

Yes, you can set discounts or promotions for each menu item in the **Menu Management** section. Offers are shown to customers in the app.

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12. How do I mark an item as unavailable?

In the **Menu** section, you can toggle availability for any item. Unavailable items will not be shown to customers for ordering.

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13. Can I manage multiple store branches under one profile?

Currently, each store must have its own vendor profile. Future updates may support multi-branch management.

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14. How do I handle canceled orders?

When a customer cancels an order, the system will update the status automatically. You can review the cancellation reason in the **Order Management** section.

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15. How frequently does the dashboard update?

The dashboard updates in real-time. Orders, analytics, and notifications appear as they happen without needing a manual refresh.

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16. Can I communicate with customers through the app?

You can reply to customer inquiries directly through the **Order** or **Messages** section.

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17. What if I need to temporarily close my store?

Go to **Profile Settings** and update your **Business Hours** or switch your availability status to **Closed**. Customers won't be able to place orders during this time.

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18. What analytics are available in the dashboard?

You can view:

- Total revenue
- Order volume
- Top-selling items
- Time-based trends
- Downloadable reports for deeper analysis

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19. How do I receive payments?

Payments are processed through the platform and transferred to your registered bank account based on the payment schedule. Check the **Payments** section for transaction history.

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20. Where can I find updates about new features?

Announcements and updates are posted in the **Help Center** or sent via email. Check regularly to stay informed.