

User Manual

(example: <https://help.zapato.com/>)

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Introduction

Welcome to Zapato!

Zapato is a popular sell & bid marketplace available as an Android application primary focusing on high quality sneaker shoes for both adults and young consumers.

This user manual is intended to familiarize users to better operate Zapato application with ease. Major functionalities are explained in this document. If you cannot find a solution to your issue here, please refer to customer support immediately.

Account

a. Sign up for an Account

To create a Zapato account from the app:

1. Download the Zapato app for Android from Google Play Store.
2. Once the app is installed, tap the Zapato app icon to launch it.
3. Tap Sign Up With Email, then enter your email address (which will require a confirmation code) and tap Next.
4. If you register with your email, create a username and password then tap Done.

b. Forgot username

If you can't remember your username, you can login to your account using email address and password then view your username under Profile section.

c. Forgot password

If you can't remember your password, you can reset it using your email address. If you're not able to reset your password through email address, contact customer support immediately.

Resetting your password using your email address.

1. Open the Zapato app. On the login screen, tap Forgot Password below the login button.
2. Enter your email address and then press Send. A reset password link will send to your email inbox.

Setting Up Your Profile

1. Profile image guide

- a. To set up the user image in the user profile
 - i. Open the Zapato app, login in with the customer account, then on the main screen, click on the Profile icon, then choose Edit profile, click on Change profile Image.
 - ii. Choose an option from the pop-out box, option one is choose from library which allow the app to access to the Photo App from the phone. Option two is take photo which allow the app to access to the camera to take a picture for the user image

2. Payment account guide

Add a paypal account to the customer account, then the customer can pay for the item and receive the money by using the paypal account.

- a. To add a Paypal account to the customer account

3. Contact information guide

Contact information will just be the email address that customer create as the account.

Change the email address

1. Open the Zapato app, login in with the customer account, then on the main screen, click on the Profile icon, then choose Edit profile,
2. Click on Change the email address, then enter the new email address, and click save to finish.

4. Customize settings

Customize settings will be a setting if a customer want to share his/her profile to public

Customize Appearance Settings

How to Browse Products

a. Search Products

1. On the main screen, swiping down and then swiping left brings up the option to search for products.
2. A search box appears to allow user text input to search using user inputting keywords and phrases.
3. Below the search box is the options to filter the product searching.
4. Once the search is made, a listing of available products are made available following user set constraints from filter options and user search keywords and phrases.
5. Detailed product information is made available when a product is selected.

b. Filter Options

Within the search function, product searching can be narrowed down through the use of Filter Options. These specify the constraints of the User's product search. When the filter option is checked marked, the product search only searches according to those options checked.

The possible Filter Options are:

1. Gender
2. Size
3. Color
4. Brand
5. Price Range
6. Bid Only
7. Buy Now Only

How to Contact seller

a. Fill out a message form just like email

- i. Your sent message will be stored in the “Sent” box

b. Click send button

c. Seller replies back

- i. You’ll receive a notification
- ii. Check “Inbox” for message from seller

d. To delete messages

- i. choose messages to delete and click “Delete” button at the top of the messages menu.

e. To mark messages as read

- i. choose messages to delete and click “Mark as read” button at the top of the messages menu.

f. To do before contacting customer support

- i. (IMPORTANT!)
 - 1. Please retain your important messages for technical and customer support disputes with seller or buyer.
 - 2. Zapato server makes snapshot of all user data but individual customer message recovery after user has taken action to delete may not be supported (to promote privacy for users).
- ii. Check FAQ section in the customer support page, and if you still cannot find solution to your problem(s) contact customer support or tech support for assistance.

How to Create a Product Listing

From the main menu, tap and hold the icon on the bottom left, drag it to the camera icon, which will take the user to the page to create the product listing.

a. Uploading product images

- i. The user has to tap the image of the camera on the middle of the screen in order to attach a photo that is in their phone's memory.
- ii. The photo has to be less than 5 mb.

b. Write product description

- i. There is a text box that will have a character limit of 300.
- ii. This serves to detail anything about their shoes that must be known to the buyer.

c. Offer a reasonable price

- i. Judging from the original price of the shoes when they were first brought, a price should be acceptable to both the user and the seller.

d. How to remove a product listing

- i. Once the product is published, in order to remove it, the user have to be at the main screen.
- ii. Tap and hold the icon in the bottom left.
- iii. Drag it to where the "List" icon is at.
- iv. Once on this screen, traverse to the tab that says "Sell."
- v. On this screen, the products that the user is selling are on this list.
- vi. Click on the product that the user wants to remove.
- vii. Scroll to the bottom of the list and click "Remove."
- viii. Confirm the confirmation and it is removed from the product listings.

How to Buy

How to Favorite

- a. Select the star next to product when:**
 - i. Browsing your search
 - ii. Looking at product details
- b. Deselect the star to unfavorite**

Contact Technical Support



