

SarvM FAQs

What is a SarvM? :

SarvM , an initiative Empowering Food Supply Chain Stakeholders"

SarvM.AI does not buy or sell any product and is not even a broker. Instead, we offer you the ability to effortlessly market your product or buy through our platform.

What is the SarvM Household Retailer Panel? :

SarvM Household Supplier Panel is the one-stop solution for all your online selling needs. From listing your products and managing inventory to processing orders and tracking payments.

Log in to the Supplier panel and manage your online business with ease. You will need to upload your products to start selling on SarvM.

How To Upload A Product? :

It is now very easy to upload. The product gets live post XX hours from the time of upload. While uploading a product , you will have to select a category first and then upload the product images. Uploading more than one image for your product is recommended to give the customers a better view of your product. For each product, you will have to then fill in details like the Price, GST, etc. It is recommended that you upload at least 3-4 product photos to increase the chances of getting an order. Once your products becomes live, you can start selling on SarvM. To increase your sales and attract more customers, you can:

- List more Products: The more products you upload, the better are your chances of getting orders.
- Set the Right Price: To set the right price of the products you want to sell on SarvM, consider the associated costs and margin. Set a competitive price for the products so that the customers find them more appealing.

Why Should I Become a SarvM Member?

1. **Zero onboarding costs** - Become a SarvM member with zero investment.
2. **Lowest prices** – You define your prices (the best prices) and inventory available.
3. **Highest margins** - Get complete control over your profit margins and your own mark-ups.
4. **Direct client booking** - Direct booking and sales of your products
5. **Customer support** - Our customer care is committed to addressing all your questions and complaints promptly.
6. **Multilingual** - Available in 27 Languages.

Generic

1) What is the process to charge?

- a) Bank Deposit
- b) Payment Gateway

2) Do we have to have an ID, and will it be chargeable?

Yes a monthly rental will be charged (amount to be mentioned)

3) What documents do you need for onboarding?

- POA (Aadhaar or Driving License or Passport Copy or Voter ID)
- POI (Pan Card)

4) What if I don't have the required documents?

You will not be able to become a member of the SarvM.

5) How will I pay for the monthly charges once I become a member?

You will be able to pay through UPI or Bank transfer.

6) What can I do from my SarvM ID?

You can instantly buy/sell products and reach out to your regular customers faster.

7) How much can I earn as a commission?

There will no commission as you will be selling the products at your price

8) Can I move my wallet money to my bank account?

9) What are the various modes to pay?

Bank Transfer: (Offline Transfer money through cash deposit, IMPS, RTGS)

Payment Gateway: Net Banking (Online Through Credit, Debit Card, UPI and IMPS, RTGS)

10) What if my money gets stuck and does show in my account?

You can call our customer care service to lodge a complaint.

11) Where can I see the status of all my transactions?

On the Home page of App & Web, History Tab will show Wallet Transactions and Product Wise Transactions

Self ON-BOARDING

1) Where should I call if I need help with new ID creation?

Please contact our Sales person who has onboarded you.

2) I have applied for an ID, how do I check the status?

Status can be checked on the home screen of the app / web.

3) What documents are valid for onboarding?

Proof of Identity (Pan Card) and Proof of Address (Aadhar Card or Driving License or Passport or Election ID etc.)

4) In what conditions will my login can get rejected?

If the documents rendered are not correct or mismatched or are not clear, your application will be rejected.

Retailer Onboarding Questions

1. Which/how many languages do you support
2. What if I don't get the verification OTP
3. What documents do I need for KYC
4. Which image formats are supported for KYC documents
5. What size should the image be for KYC documents
6. Can I submit KYC documents by Whatsapp/email
7. Can I submit KYC documents later
8. How can I update my KYC documents
9. Is there a physical verification done as well after submitting KYC documents
10. How to add shop working hours
11. Can we add days the shop is closed (public holidays, weekends etc.)
12. How do I enter my products
13. What do I do if my product is not in the pre loaded list
14. How long will it take for my products to get added
15. How long will it take for the store to go live on the app
16. How do I remove a product
17. How do I add a discount on a product
18. How do I add a pre order discount on a product
19. How do I add my bank details
20. How do I change my bank details
21. How do I add my UPI details
22. How do I change my UPI details
23. Can I add multiple bank accounts
24. Can I add multiple UPI accounts

25. How do I add GSTIN

Customer onboarding questions

1. Which/how many languages do you support
2. Which cities are covered
3. What if my city is not covered
4. What if my area is not covered
5. What products/categories are covered
6. How do I sign up
7. Can I search by shop type
8. Can/how do I bookmark my favorite shops
9. What products can I pre order
10. What if my pre order is not delivered
11. What if my pre order is not delivered on time
12. What if my pre order is damaged/spoilt
13. How do I cancel a pre order
14. How do I see shop info
15. How do I schedule a delivery
16. What if the product I want is out of stock
17. How do I know that I get the right weight
18. Can I get products on quantity(no.of items/pieces) instead of weight
19. Is there a self pickup option
20. How do I know where the store is for self pick up option
21. Can I select my delivery time/slot
22. What if my preferred delivery time/slot is not available
23. Can I get contactless delivery
24. Is there express delivery
25. What are the payment options

26. Can I pay by COD (Cash on Delivery or Cash on Pickup)
27. Which payment wallets are supported
(Paytm/Amazon/Airtel etc/)
28. Which cards are supported
29. Can I pay via net banking
30. How do I track my order
31. How can I ask for a refund
32. How long will it take for the refund
33. Where will the refund money go (original source, wallet)
34. Can I get a product replaced if quality is not good
35. How do I update my phone number
36. How do I update my email id
37. Can I download an itemized bill
38. Can I save multiple delivery addresses
39. How do I turn off/on location tracking
40. How do I turn off/on notifications
41. How do I contact customer support
42. What is the customer support number
43. What is the customer support email

FAQs

Which cities can the businesses avail SarvM services?

Currently, SarvM is helping the Food chain of businesses in XXXX cities in India and we are expanding our services to other corridors soon. Stay tuned to our website and social media.

What size of businesses does SarvM is most relevant for?

We have designed our services by keeping in mind the needs of businesses of all sizes be it - Retailer, Wholesaler, Farmers.

Our platform brings efficiency to your business by automating your orders and making sure that we reduce the wastage of food across the food chain

Who would help me with a demo of the product

Our sales guys will help you in downloading the app while he is onboarding you and will also provide demo

Or check out our YouTube tutorial video here: XXXXXXXX

Why do I need to perform KYC validation?

To prevent criminal activities and cyber frauds. Also, as per the RBI regulation in India , we need to know the identity of the customer.

10. What is required for KYC?

For the business name mapping with the banking details and as per government mandate, we are required to do the KYC for the businesses to ensure the correctness of the business.

How can I become a member?

Register on our website or mobile app with your mobile number and KYC details. After successful document verification, you are ready to elevate your business with SarvM

What are the prerequisites for signing up?

There are no prerequisites, just complete your KYC and you are good to go. Keep your documents handy for quick verification.

How long does it take for KYC validation?

The SLA of KYC validation is **T+1 days**, we are continuously working to improve our processes to complete the validation on the same day itself.

Can I edit my business information?

Yes - **need to add where he can go and edit**

Can I edit my personal information?

Yes, you can go to **XXXXXXXX** and can edit your Name, and email address and upload/change the profile photo.

Can I add my team members?

Yes, you can go to **XXXXX** and add team members, provide access you want them to view, and also make changes to the existing product listing.

How can I change my password?

Yes, you can go to **XXXXXXXX**->Change password to make changes to the existing password.

Subscription/Pricing

What is the pricing model?

It's a SaaS-based model with monthly rentals and You can access our Pricing Page here (**Page or link to be displayed**).

Free Trial

Is there access to free trial?

You can access the free trial to SarvM (we need to clarify)

SarvM Referral Program

What is the SarvM referral program?

As you know sharing is caring, so share SarvM with your business mates and earn while you share.

Close/Deactivate Account

How can I close my account?

You can submit a request on our support email support@sarvm.ai to deactivate/close your account and our admin teams will take it up with you to close it.