

## How the System Works

### User/Customer Perspective

- Browsing and Shopping
  - Users visit Zemenbazaar.com to explore a diverse range of products. The platform features categories for easy navigation, allowing users to find items that meet their needs.
- Registration and Authentication
  - To create a personalized shopping experience, users register by providing their mobile phone number. This serves as a unique identifier for each user.
  - Upon registration, users receive a One-Time Password (OTP) for authentication, ensuring security and privacy.
- Selecting Products
  - Users can browse through a curated list of products. Each item includes detailed descriptions, images, and pricing information.
  - Users can select the desired item and specify the required quantity.
- Ordering
  - After making a selection, users proceed to place an order. They confirm the item details and proceed to the payment checkout. They also note on the order code
- Payment Process
  - Users are displayed with the phone number of the vendor so that they communicate for Bank Account number details for making transactions.
  - Users are also displayed with phone number of the delivery agent
  - User can use Payment on delivery; and Pre-Delivery Payment options to pay
  - Vendor provides payment receipt to Delivery agents (incase payment on delivery is used); and to vendors (incase pre-delivery payment is used)

### Delivery Agent Perspective

- Registration and Agreement
  - Delivery agents sign a trust agreement with Zemen Bazaar or specific vendors, establishing the terms of their partnership
  - Delivery agents register by selecting the “**Become a Delivery Agent**” option and providing necessary information, such as contact details and vehicle information.
  - Delivery agents pay the required registration fee to Zemen Bazaar
- Route Optimization use
  - The platform includes a route optimization feature, allowing delivery agents to efficiently navigate to minimize transportation costs and time
- Order Pickup
  - Delivery agents get displayed the phone number of the user and vendor as well as the locations
  - Delivery agent is notified on the payment scheme whether payment on delivery or pre-payment delivery

- For the pre-payment on delivery; the vendor confirms receipt of payment and the delivery agents pick the item to the user/customer
- For the payment on delivery, the delivery agent picks the item to the user and the delivery agent confirms of payment by inserting the code and receipts
- Responsibility for Items
  - Delivery agent must make sure what they are picking is genuine and safe. Once he/she picks the item he/she is responsible for whatever claims arise by a user or a vendor.
  - Vendors are responsible for counterfeit product supply, carelessness while handing over the product to delivery agent
  - Delivery agents are accountable for any damage that occurs during transportation. This responsibility reinforces the importance of careful handling
- Timely Delivery
  - Agents aim to deliver items to customers within 45 minutes- two hours, enhancing customer satisfaction through prompt service
- Handling Returns
  - If a customer returns an item due to quality issues, the delivery agent is responsible for returning the item to the vendor. Shipping costs for returns are the responsibility of the vendor and user/customer.

## Vendor Perspective

- Vendor Registration
  - Vendors interested in selling on the platform click the “Become a Seller” option and submit relevant documentation, including Trade registration, trade license, and VAT Registration
- Payment of Fees
  - **Subscription:** Vendors must agree to pay subscription fees, in advance based on the standard agreements
  - Advertising: vendors who wanted to advertise must pay their respective advertisement fees ahead
  - Vendors must pay in advance for a product listing fees (if not included in the subscription) as per their agreement with Zemen Bazaar
  - Vendors can also agree to a commission on sales.
- Product Listing
  - After registration and payment of fees, vendors list their products on the platform, including advertisements as specified in their agreement
- Order Management
  - **Vendors monitor incoming orders, acceptance/rejection of the order, prepare the items, and make sure the genuinity of the packed product and listed product description, hand them over to the designated delivery agents for delivery**
- Delivery Agent Coordination
  - **Vendors can recommend and utilize their own delivery agents, ensuring flexibility in the logistics process. But, All vendor affiliated delivery agents must be full fill zemen bazaar’s delivery agent registration criteria for proper tracking user safety.**

- **Payment Confirmation**
  - **Payment on delivery:** the delivery agent with full access to know the vendor's accounts must make sure the payment is delivered to the account of the vendor before payment confirmation. But, The delivery agent could make sure the vendor also accepts the payment via a call and confirm the delivery.
  - **Pre delivery payment:** Vendors must confirm acceptance of the transaction via the system for a product by a user within 10 minutes and hand over to the delivery agent.
- **Quality Assurance**

Vendors acknowledge that customers may not pick up items due to quality concerns, and they accept this scenario, which must be resolved within three hours