



A SAFE AND EASY WAY TO SHOP

SUPPLIER MANUAL

We Serve
With a smile

Contents

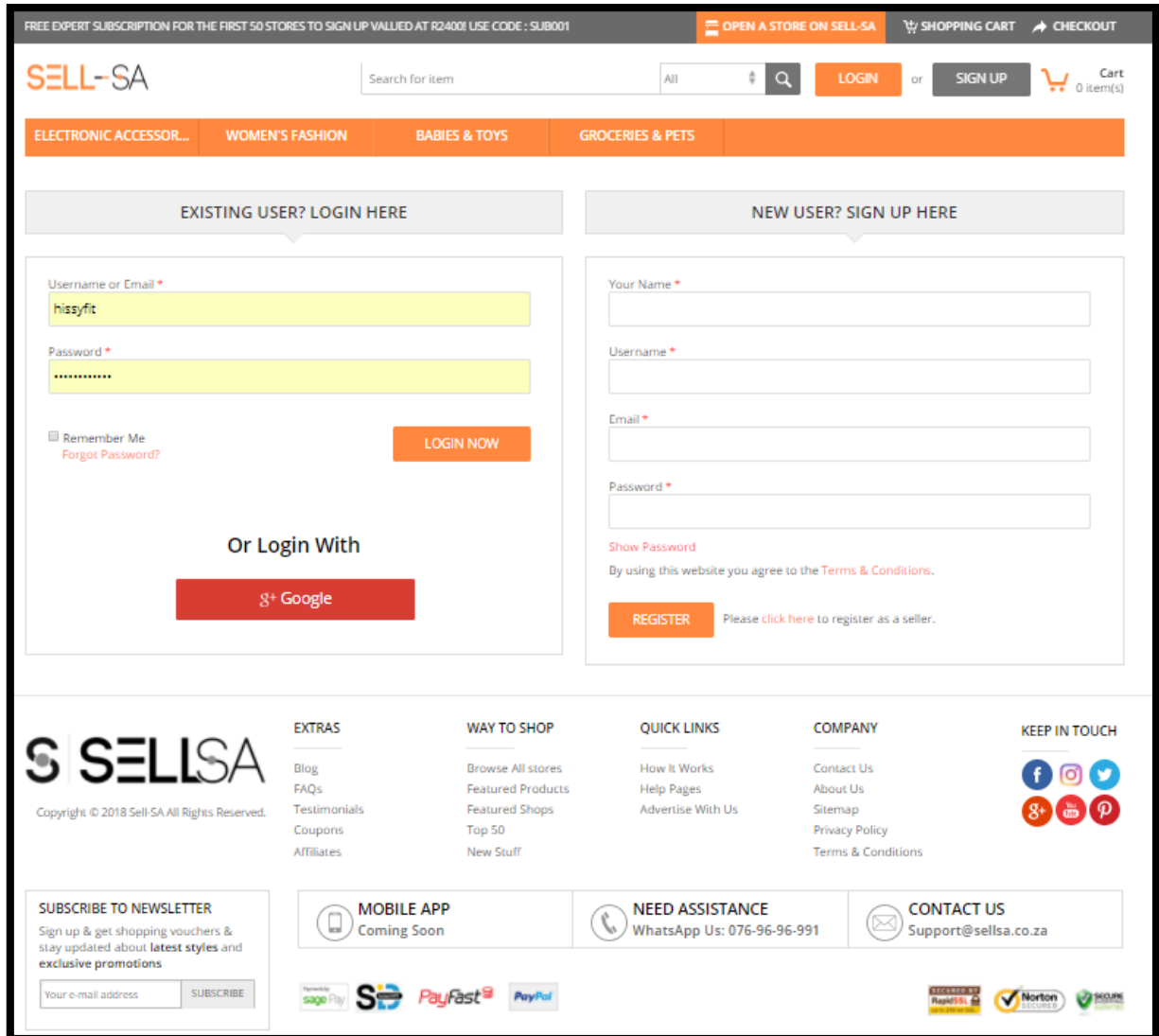
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1. Register

For register into the system, supplier/vendor needs to fill up the following details:

- Username
- Email
- Password
- Your Name

Please find the screenshot below:



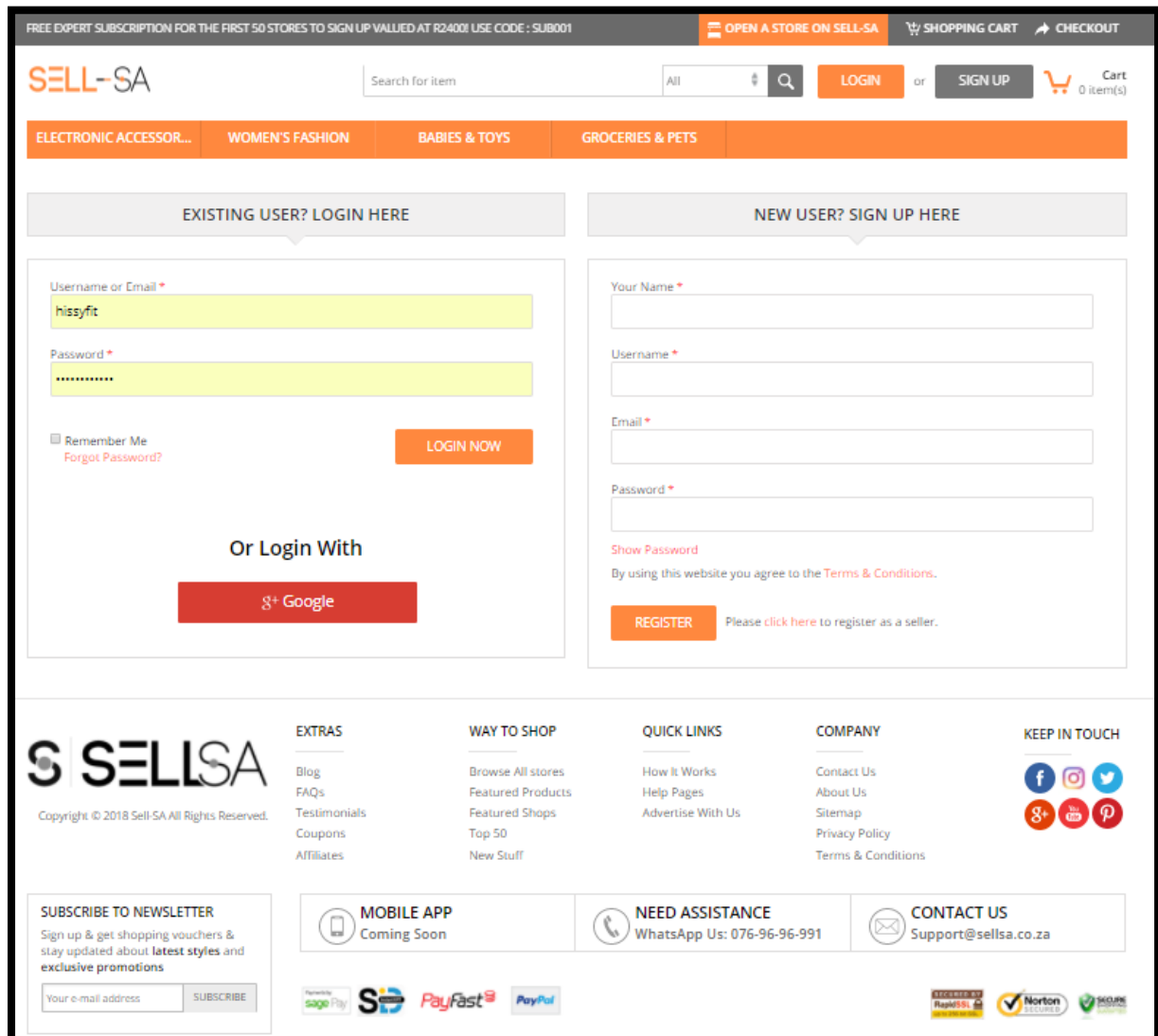
The screenshot shows the SELL-SA website's registration and login interface. At the top, there's a navigation bar with a promotional banner for a free expert subscription, a link to 'OPEN A STORE ON SELL-SA', and links for 'SHOPPING CART' and 'CHECKOUT'. Below this is a search bar and a 'LOGIN' button. A secondary navigation bar lists categories: 'ELECTRONIC ACCESSOR...', 'WOMEN'S FASHION', 'BABIES & TOYS', and 'GROCERIES & PETS'. The main content area is split into two sections: 'EXISTING USER? LOGIN HERE' and 'NEW USER? SIGN UP HERE'. The login section has fields for 'Username or Email' (containing 'hissyfit') and 'Password', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'LOGIN NOW' button. Below this is a 'Or Login With' section with a 'Google' button. The sign-up section has fields for 'Your Name', 'Username', 'Email', and 'Password', a 'Show Password' link, a 'REGISTER' button, and a note to 'Please click here to register as a seller.' The footer contains the SELL-SA logo, copyright information, and several columns of links: 'EXTRAS' (Blog, FAQs, Testimonials, Coupons, Affiliates), 'WAY TO SHOP' (Browse All stores, Featured Products, Featured Shops, Top 50, New Stuff), 'QUICK LINKS' (How It Works, Help Pages, Advertise With Us), 'COMPANY' (Contact Us, About Us, Sitemap, Privacy Policy, Terms & Conditions), and 'KEEP IN TOUCH' with social media icons. There are also sections for 'SUBSCRIBE TO NEWSLETTER', 'MOBILE APP Coming Soon', 'NEED ASSISTANCE' with a WhatsApp number, and 'CONTACT US' with an email address. At the bottom, there are logos for payment methods (sage Pay, S, PayFast, PayPal) and security certificates (TRUSTED BY RapidSSL, Norton SECURED, SECURE).

2. Login

For login into account, supplier needs to fill up the following details:

- Username or Email
- Password

Please find the screenshot below:



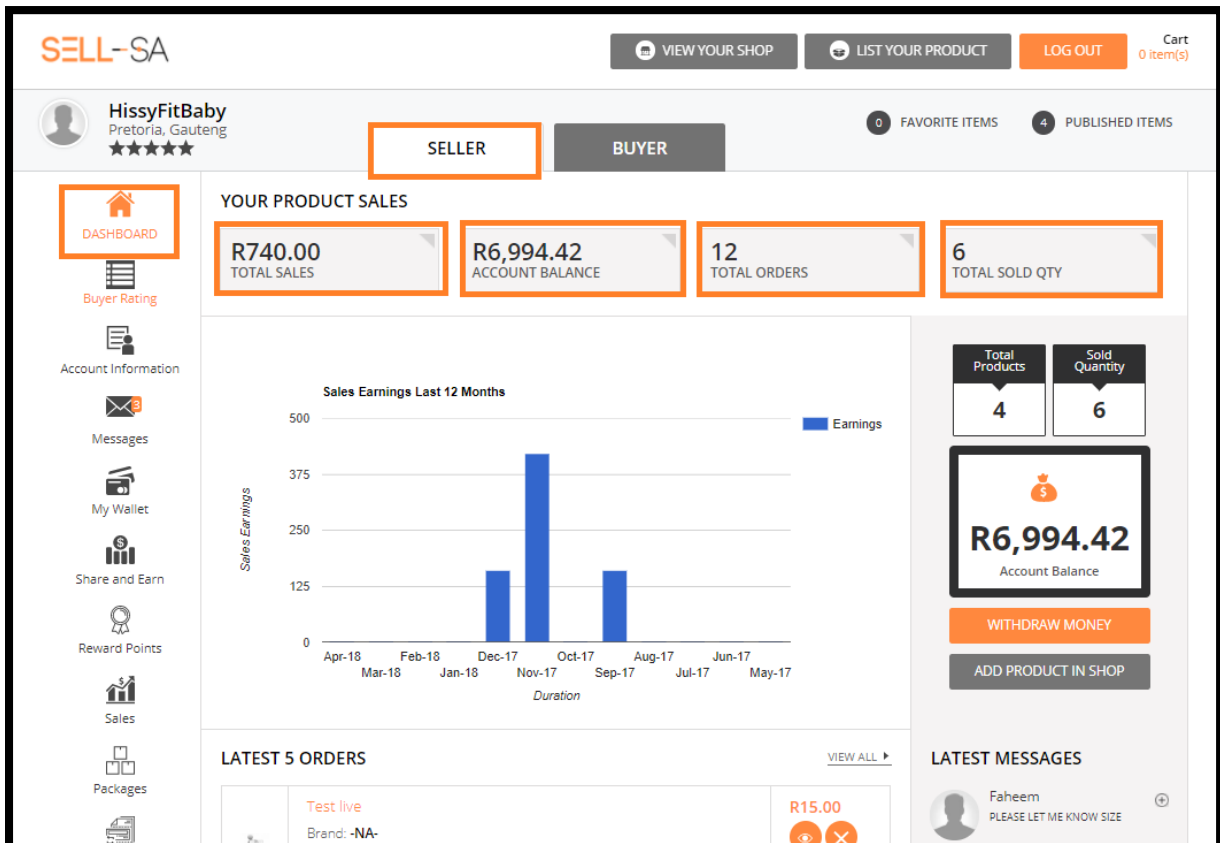
The screenshot shows the SELL-SA website's login and registration interface. At the top, there's a navigation bar with a search bar, a 'LOGIN' button, a 'SIGN UP' button, and a shopping cart icon. Below the navigation bar, there are category tabs: 'ELECTRONIC ACCESSOR...', 'WOMEN'S FASHION', 'BABIES & TOYS', and 'GROCERIES & PETS'. The main content area is divided into two sections: 'EXISTING USER? LOGIN HERE' and 'NEW USER? SIGN UP HERE'. The login section has fields for 'Username or Email' (with the text 'hissyfit' entered) and 'Password', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'LOGIN NOW' button. Below the login fields is a section for 'Or Login With' featuring a Google+ button. The registration section has fields for 'Your Name', 'Username', 'Email', and 'Password', a 'Show Password' link, a 'REGISTER' button, and a link to 'Please click here to register as a seller.' The footer contains several columns of links: 'EXTRAS' (Blog, FAQs, Testimonials, Coupons, Affiliates), 'WAY TO SHOP' (Browse All stores, Featured Products, Featured Shops, Top 50, New Stuff), 'QUICK LINKS' (How It Works, Help Pages, Advertise With Us), 'COMPANY' (Contact Us, About Us, Sitemap, Privacy Policy, Terms & Conditions), and 'KEEP IN TOUCH' (social media icons). There are also sections for 'SUBSCRIBE TO NEWSLETTER', 'MOBILE APP Coming Soon', 'NEED ASSISTANCE' (WhatsApp Us: 076-96-96-991), and 'CONTACT US' (Support@sellsa.co.za). At the bottom, there are logos for various payment methods and security certifications.

3. Dashboard

After login, supplier will be redirected to the homepage.



On the homepage, when you click on **dashboard**, it will redirect you to the dashboard page. Please find the screenshot below:



On the Dashboard we have following information:

Total Sales

Total amount of sales - Sales will be calculated after an order is completed.

Account Balance

Total balance available in Seller's wallet, the amount is generated from his/her sales made through Sell-SA

Total Orders

Total number of orders received - Only *completed* orders will be displayed in this section.

Total Sold Quantity

Total number of products sold by the Seller

User Information

Personal Information – Name, Email, Phone, Location etc.

Bank Information – Bank Name, Bank Account number, Branch code etc. Admin will use this information to deposit amount in vendor's account

Change Email and password.

Sales Graph – Last 12 months

In this section, supplier has Graphical information about the sales made in last 12 months.

Latest 5 Order

A list of the latest 5 orders will display under this section.

Total Products

Total count of products added by the supplier

Withdraw Money

In this section, a supplier can send request a pay-out from his account wallet by EFT to any South African bank.

Latest 5 Messages

In this section we will have a list of latest messages received by the supplier.

Left Panel Links

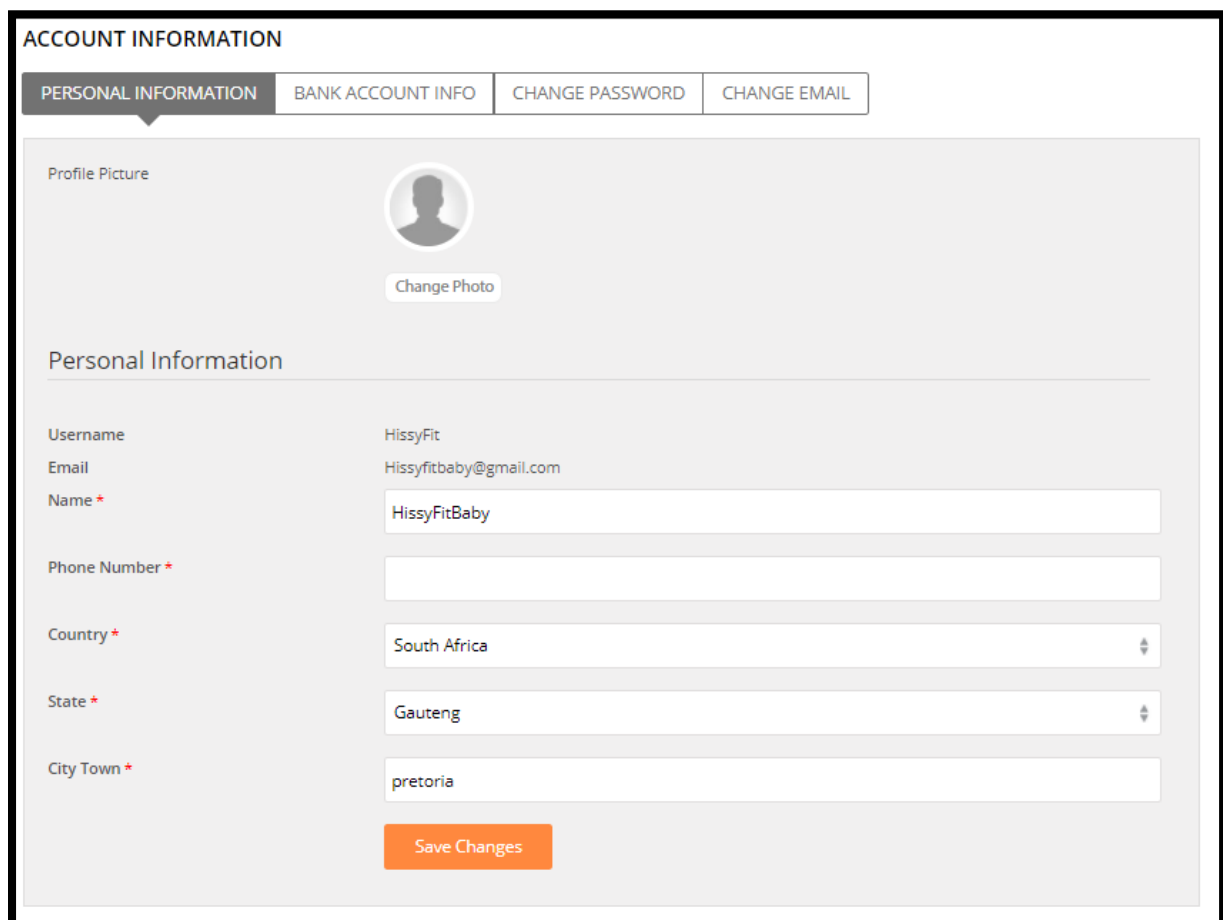
- Dashboard
- Buyer Rating
- Account Information
- Messages
- My Wallet
- Share and earn
- Reward points
- Sales
- Packages
- Shipping class
- Payment Options
- Shop
- Promotion
- Options/Variants
- Cancellation Requests
- Return Requests
- Favourites
- Bulk Export/Import

4.Account Information

On account information we have the following 3 tabs:

- Personal Information
- Bank Account Info
- Change Password
- Change email

When you click on Account information, the Seller will be redirected to the Account Information page. On this page, the supplier can easily edit his/her account information. Please find the screenshot below:



The screenshot shows the 'ACCOUNT INFORMATION' page with four tabs: 'PERSONAL INFORMATION', 'BANK ACCOUNT INFO', 'CHANGE PASSWORD', and 'CHANGE EMAIL'. The 'PERSONAL INFORMATION' tab is active. It features a 'Profile Picture' section with a placeholder image and a 'Change Photo' button. Below this is the 'Personal Information' section with the following fields:

Username	HissyFit
Email	Hissyfitbaby@gmail.com
Name *	<input type="text" value="HissyFitBaby"/>
Phone Number *	<input type="text"/>
Country *	<input type="text" value="South Africa"/>
State *	<input type="text" value="Gauteng"/>
City Town *	<input type="text" value="pretoria"/>

At the bottom of the form is an orange 'Save Changes' button.

Personal Information - Tab

Under PERSONAL INFORMATION tab, the supplier needs to provide the following details:

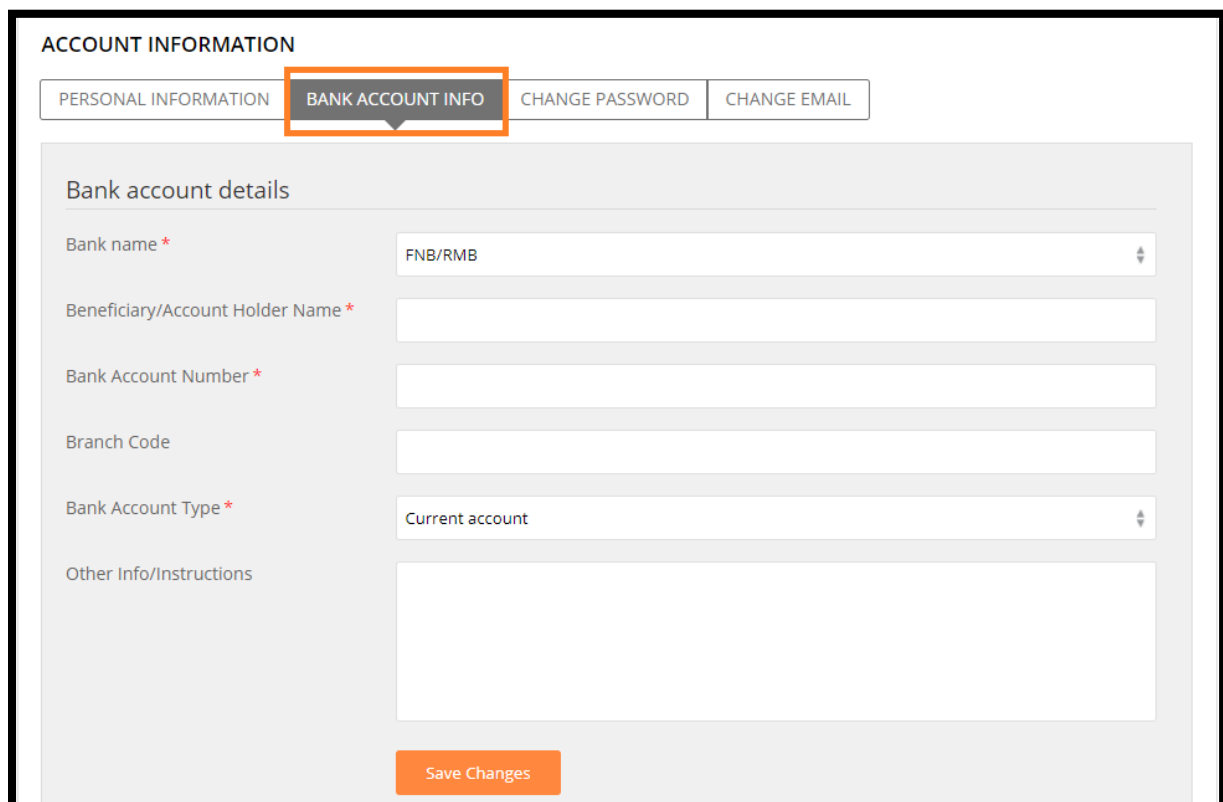
- Profile Picture
- Name
- Phone Number
- Country
- State
- City Town

Bank Account Info - Tab

Under BANK ACCOUNT INFO tab, supplier needs to provide the following details:

- Bank name
- Beneficiary/Account Holder Name
- Bank Account Number
- Branch Code
- Bank Account Type

Please find the screenshot below:



ACCOUNT INFORMATION

PERSONAL INFORMATION **BANK ACCOUNT INFO** CHANGE PASSWORD CHANGE EMAIL

Bank account details

Bank name * FNB/RMB

Beneficiary/Account Holder Name *

Bank Account Number *

Branch Code

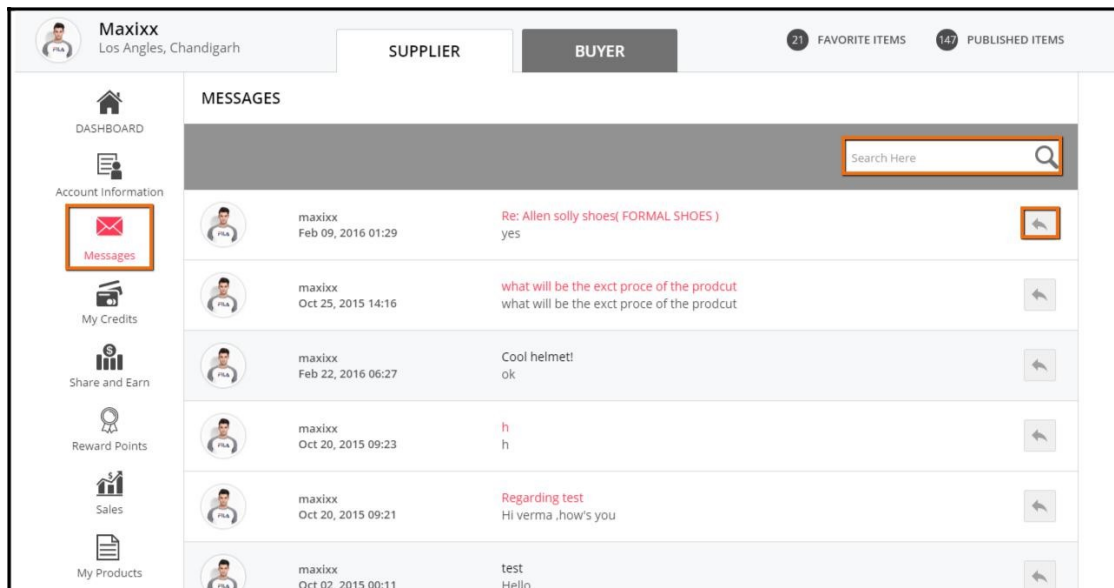
Bank Account Type * Current account

Other Info/Instructions


Save Changes

5. Messages

On this page, supplier will have a list of all the messages received from buyers and enquiries sent by users through the product details page. Please find the screenshot below:



On this page the supplier can also search a particular message and can easily sort messages through INBOX, SENT and ALL tabs.

On clicking  icon, the supplier can reply to a message received.

6. My Wallet

On this page supplier/vendor can view the listing of his/her orders. Supplier can also view the following information about their orders and credits:

- Current Balance – Credits currently available in the account of supplier
- Request Withdrawal
- Order details:
 - Id
 - Date
 - Credited/Debited Amount
 - Balance
 - Description
 - Status
 - Please find the screenshot below:

VIEW YOUR SHOP

LIST YOUR PRODUCT

LOG OUT

Cart
0 item(s)

HissyFitBaby

Pretoria, Gauteng

★★★★★

SELLER

BUYER

0 FAVORITE ITEMS

4 PUBLISHED ITEMS

DASHBOARD

BUYER RATING

ACCOUNT INFORMATION

MESSAGES

MY WALLET

SHARE AND EARN

REWARD POINTS

MY WALLET

Current Balance: R6,994.42

REQUEST WITHDRAW

Enter Amount to be Added

ADD MONEY TO WALLET

User Transactions

ID	Date	Credit	Debit	Balance	Description	Status
TN-0000134	Nov 03, 2017	R0.00	R1.80	R1,815.85	Charged commission for order #171103-0000890-50001.	Completed
TN-0000133	Nov 03, 2017	R30.00	R0.00	R1,817.65	Received credits for order #171103-0000890-50001.	Completed
TN-0000131	Nov 03, 2017	R0.00	R1.80	R1,787.65	Charged commission for order #171103-0000890-50001.	Completed
TN-0000130	Nov 03, 2017	R30.00	R0.00	R1,789.45	Received credits for order #171103-0000890-50001.	Completed
TN-0000129	Nov 03, 2017	R0.00	R1.80	R1,787.65	Charged commission for order #171103-0000890-50001.	Completed

On clicking **REQUEST WITHDRAWAL** button, the supplier will be redirected to the request withdrawal form, the following details needs to be filled in:

- Bank name
- Beneficiary/Account Holder Name
- Bank Account Number
- Branch Code
- Bank Account Type

CURRENT BALANCE is the current credits available in the account of a supplier.

Please note when an order is placed and paid for, the amount will not be credited to your stores wallet until the order is Delivered or Shipped.

1. Buyer places an order.
2. Seller Ships the order out and updates the order status.
3. Sell-SA reviews the shipping number and the order history.
4. **Sell-SA adds funds to the seller's wallet.**

Please see request withdrawal screenshot:

REQUEST WITHDRAWAL

« BACK TO CREDIT SUMMARY

Withdrawable Balance: Your current balance reduced by unsettled PPC charges.

Withdrawable Balance: R6,994.42

Withdrawal account details

Amount to be Withdrawn [R] *

Bank name *

FNB/RMB

Beneficiary/Account Holder Name *

Bank Account Number *

Branch Code *

Bank Account Type *

Current account

Other Info/Instructions

Send Request

7. Share and Earn

On this page, the supplier can view the invitation link and can share the link with friends on social channels like Facebook, Twitter & Email. Please see the screenshot below.

HissyFitBaby

Pretoria, Gauteng

★★★★★

SELLER

BUYER

0 FAVORITE ITEMS

4 PUBLISHED ITEMS

DASHBOARD

BUYER RATING

ACCOUNT INFORMATION

MESSAGES

MY WALLET

Share and Earn

SHARE AND EARN

Share your unique URL on Facebook, Twitter, LinkedIn, Blog, Email and ask friends to sign up & shop. You and your friends may get reward benefits, which can be used against future purchases.

You may copy the invitation link below & share with your friends on social networks like Facebook, Twitter, LinkedIn, Blog, Email etc...

<https://www.sellsa.co.za/home/referral/59ae7ed0cfb51>

SHARE ON FACEBOOK

Post to your wall on Facebook telling them about yourself.

SHARE

SHARE ON TWITTER

Send a Tweet to your followers telling them about yourself.

SHARE

SHARE ON EMAIL

Email your friends to tell them about yourself.

SHARE

10

8. Reward Points

On this page, the supplier can view their current balance of the rewards received from the orders placed through referral link. Please see the screenshot below.

9. My Sales


On this page, Supplier can view the list of orders received. Please find the screenshot below:

Name	Brand	Date	Price	Status	Action
Test live	-NA-	Feb 10, 2018	R15.00	Payment Pending	
Test live	-NA-	Feb 10, 2018	R15.00	Shipped	
Test live	-NA-	Feb 09, 2018	R15.00	Payment Confirmed	
3-6 months	-NA-	Feb 01, 2018	R50.00	Payment Confirmed	
Sid / Payfast	-NA-	Feb 01, 2018	R120.00	Payment Confirmed	
Test live	-NA-	Feb 01, 2018	R30.00	Payment Confirmed	

Supplier can view the following details of the orders:

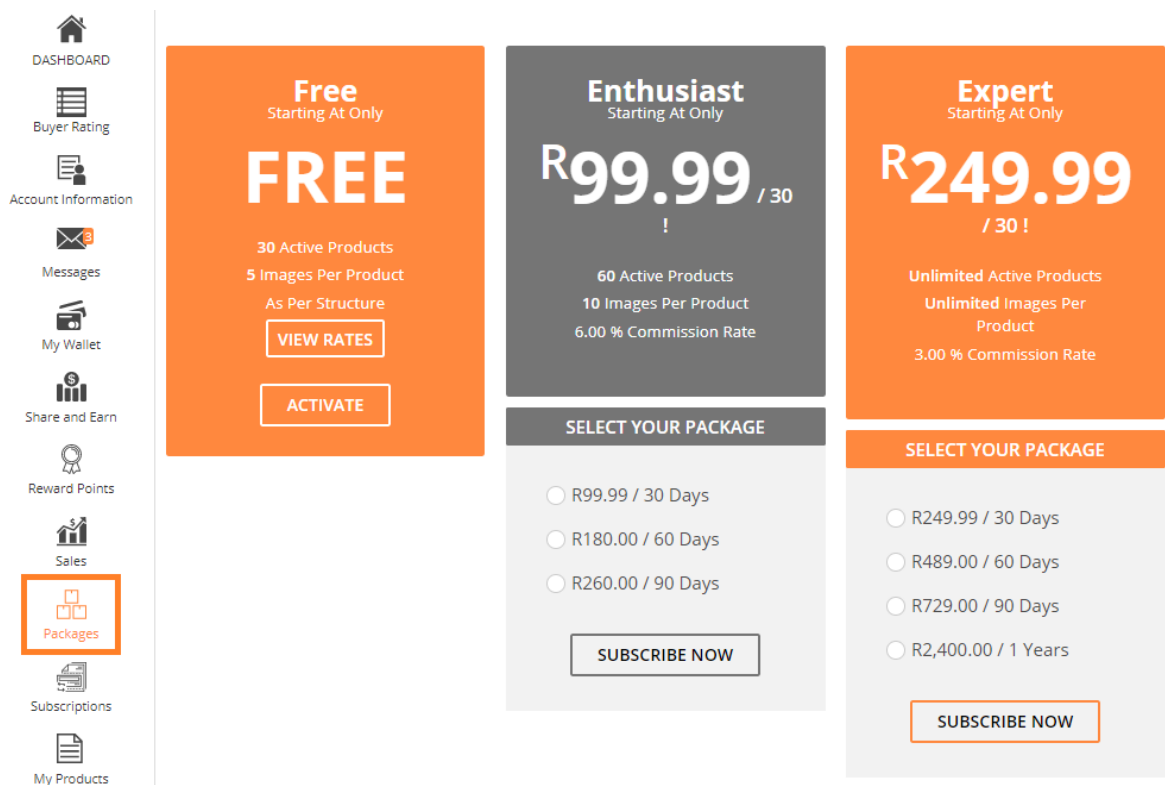
- Product Name
- Brand
- Date
- Price
- Status (In Process/Completed/Payment Confirmed)
- View Details Icon
- Delete Icon

On clicking  icon, Supplier can view the details of

an order. On clicking  icon, Supplier can cancel any order.

10. Packages

On this page Supplier can view/subscribe to a Subscription package.



Free
Starting At Only

FREE

30 Active Products
5 Images Per Product
As Per Structure

[VIEW RATES](#)

[ACTIVATE](#)

Enthusiast
Starting At Only

R99.99 / 30 !

60 Active Products
10 Images Per Product
6.00 % Commission Rate

SELECT YOUR PACKAGE

☐ R99.99 / 30 Days
☐ R180.00 / 60 Days
☐ R260.00 / 90 Days

[SUBSCRIBE NOW](#)

Expert
Starting At Only

R249.99 / 30 !

Unlimited Active Products
Unlimited Images Per Product
3.00 % Commission Rate

SELECT YOUR PACKAGE

☐ R249.99 / 30 Days
☐ R489.00 / 60 Days
☐ R729.00 / 90 Days
☐ R2,400.00 / 1 Years


[SUBSCRIBE NOW](#)


11. Subscription

On this page Supplier can view active and/or past subscribed packages.

12. My Products

On this page the supplier can view the products he has added. Please find the screenshot below:

On clicking of edit  icon, Supplier can edit the details of any product.

On clicking of pause  icon, Supplier can disable a product and the paused product will be displayed under the **PAUSED ITEMS** tab.

On clicking of delete  icon, supplier can delete any existing product.

On clicking of **ADD A PRODUCT** button, supplier can add more products. Please find below the steps to add a product.

Only step1 is compulsory

Add a product general - Step1:

On step1, Supplier has to fill out the following info about the product:

- Product Title
- Selling Price
- Quantity
- Brand/Manufacturer
- Product Category
- Model

- SKU
- Product Condition
- Photos
- Product Description
- Tags
- Shipping Info/Charges

Please see the screenshot below:

The screenshot shows the SELL-SA seller dashboard. At the top, there's a navigation bar with 'VIEW YOUR SHOP', 'LIST YOUR PRODUCT' (highlighted with a red box), and 'LOG OUT'. Below this, the user profile 'HissyFitBaby' is shown. The main area is titled 'PRODUCTS SETUP' and includes tabs for 'General', 'Data', 'SEO', 'Specifications', 'Options', 'Qty Discount', 'Special Discount', and 'Downloads'. The 'General' tab is active, showing fields for 'Type' (Physical), 'Product Title', 'URL Keywords', 'Selling Price [R]', 'Quantity', 'Minimum Quantity', 'Brand/Manufacturer', 'Product Category', and 'Model'. A 'BACK TO MY PRODUCTS' button is also visible.

While adding a product, the Supplier can also set an image as a main image for the product details page. Please find the screenshot below:

The screenshot shows the 'Photo(s)' upload section. It includes a 'Browse...' button and a file name 'il_570xN.599809261_7jb4.jpg'. Below the upload area, there's a row of four photo thumbnails. The first thumbnail has a 'Set Main Image' button highlighted with a red box. A note above the thumbnails states: 'Please keep image dimensions greater than 500 x 500. You can upload multiple photos from here.'

After marking an image as a main image, it will display in front of all the other images. Please find the screenshot below:



Shipping

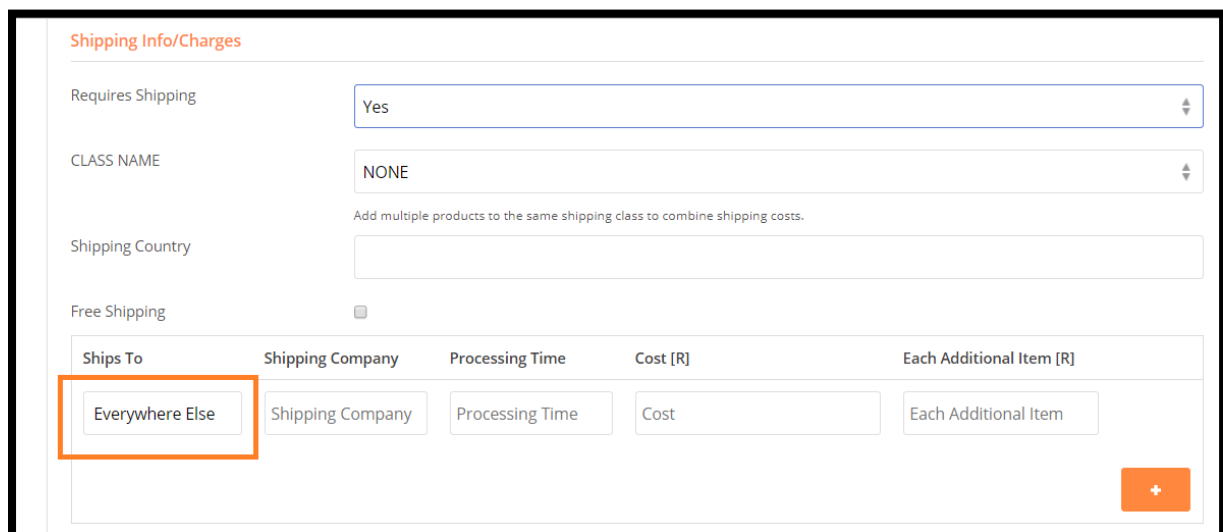
Supplier needs to fill up the following shipping Information:

- Requires shipping
- Shipping class – used to combine shipping cost of multiple products
- Shipping Country – Country name from supplier shipping the product
- Free Shipping – Check this option if there is no shipping cost
- Ships to – Select state to which supplier can ship the product.


Everywhere else

Everywhere else is compulsory, “everywhere else” refers to all the provinces excluded from your ship to information. For example:

Seller fills out ship to “everywhere else (R100,00)” and “Pretoria(R50,00)”, When a buyer from Cape Town purchases from the seller, he will be charged “everywhere else (R100,00)” as the seller did not specify a price for Cape Town thus falling under “everywhere else”.



Ships To	Shipping Company	Processing Time	Cost [R]	Each Additional Item [R]
Everywhere Else	Shipping Company	Processing Time	Cost	Each Additional Item

On clicking  icon, supplier can add a shipping province for a product.

Supplier need to fill up the following info about the shipping:

- **Ships To** – Name of country where supplier can ship the product.

Add multiple products to the same shipping class to combine shipping costs.

Shipping Country

Free Shipping ☐

Ships To	Shipping Company	Processing Time	Cost [R]	Each Additional Item [R]
Everywhere Else	Shipping Company	Processing Time	Cost	Each Additional Item
Ships To	Shipping Company	Processing Time	Cost	Each Additional Item
-- Everywhere Else --				
Eastern Cape				
Free State				
Gauteng				
KwaZulu-Natal				
Limpopo				
Mpumalanga				
North West				
Northern Cape				
Western Cape				

Save Changes

- **Shipping Company** – Name of the shipping company which is delivering the product to buyer.

Add multiple products to the same shipping class to combine shipping costs.

Shipping Country

Free Shipping ☐

Ships To	Shipping Company	Processing Time	Cost [R]	Each Additional Item [R]
Everywhere Else	Shipping Company	Processing Time	Cost	Each Additional Item
Ships To	Shipping Company	Processing Time	Cost	Each Additional Item
	Fedex			
	DHL			
	Aramex			
	Berco			
	Dawn Wing			
	Fastway			
	FedEx			
	MDS Collivery			
	Postnet			
	RAM			

Save Changes

- **Processing Time** – Number of days within which a product will be delivered to a buyer.

Add multiple products to the same shipping class to combine shipping costs.

Shipping Country

Free Shipping ☐

Ships To	Shipping Company	Processing Time	Cost [R]	Each Additional Item [R]
Everywhere Else	Shipping Company	Processing Time	Cost	Each Additional Item
Ships To	Shipping Company	Processing Time	Cost	Each Additional Item
		<div> 1 to 3 Business Days 3 to 5 Business Days 4 to 6 Business Days 5 to 7 Business Days 6 to 8 Business Days 1 to 2 Weeks 2 to 4 weeks </div>		<input type="text"/> <input type="text"/>

Save Changes

- Cost – Cost of shipping a product
- Each Additional Item – Shipping cost for each additional item.









Note: Only admin will be able to add list of **Countries**, **Shipping Companies** and **Processing Time** for shipping.

For information about shipping class please refer to point 13.

Add a product Data - Step2:

On Step 2, Supplier has to fill up the following information about a product:

- Subtract Stock
- Track Inventory - If you want to track the inventory of the product.
- Alert Stock Level – Supplier can set an alert for stock level such that if alert stock level set to 5 then supplier will receive notification when stock level of a product reaches to 5 qty.
- YouTube Video – Define you tube link of a product
- Date Available
- Dimensions (L X W X H)
- Length Class
- Weight (Grams/Pound/Ounce)
- Status
- Display Order
- Product Filters
- Product Addons

 DASHBOARD
 Buyer Rating
 Account Information
 Messages
 My Wallet
 Share and Earn
 Reward Points
 Sales

PRODUCTS SETUP

[General](#)
[Data](#)
[SEO](#)
[Specifications](#)
[Options](#)
[Qty Discount](#)
[Special Discount](#)
[Downloads](#)

[« BACK TO MY PRODUCTS](#)

Subtract Stock

Yes

Track Inventory

Do not track

Alert Stock Level

Note: You will receive email notification when product stock qty is below or equal to threshold level and Inventory tracking is enabled.

Youtube Video

Please enter the youtube video URL here.

Date Available

2018-04-05

Dimensions (L x W x H)

Length









Width

Height

Length Class

Centimeter

Add a product - Step3:

 DASHBOARD
 Buyer Rating
 Account Information
 Messages
 My Wallet
 Share and Earn
 Reward Points
 Sales

PRODUCTS SETUP

[General](#)
[Data](#)
[SEO](#)
[Specifications](#)
[Options](#)
[Qty Discount](#)
[Special Discount](#)
[Downloads](#)

[« BACK TO MY PRODUCTS](#)

Meta Tag Title *

Meta Tag Description

Meta Tag Keywords

Save Changes

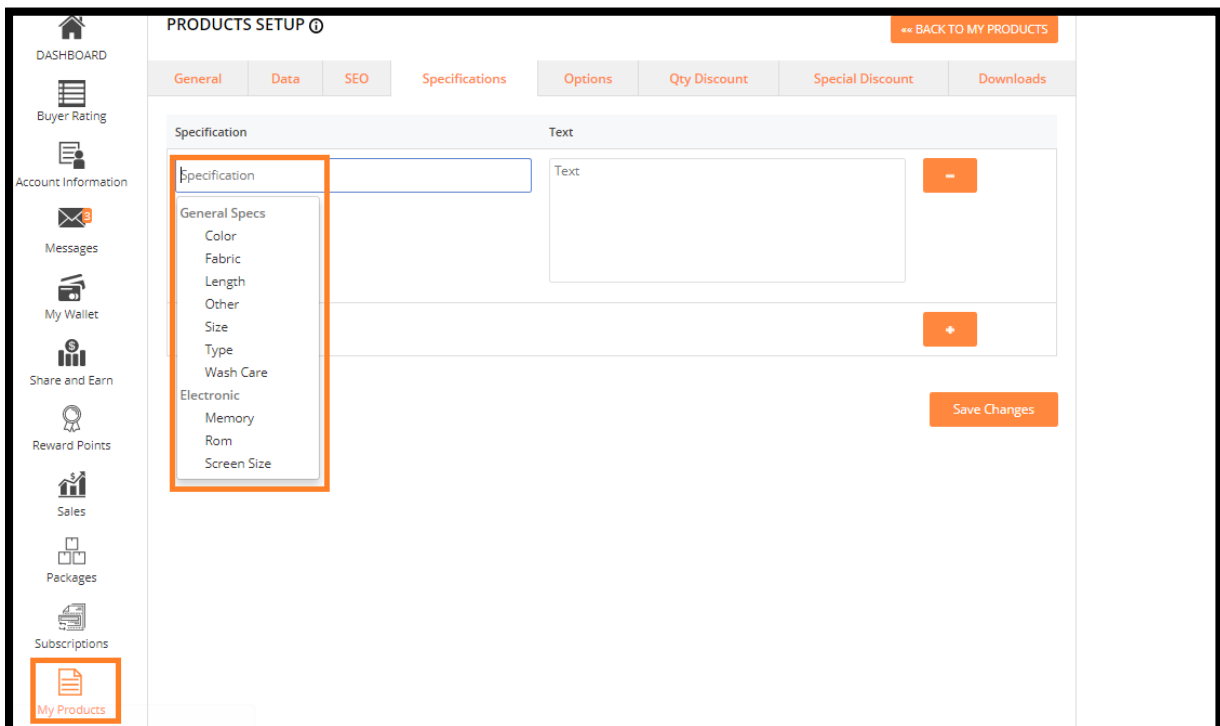
On step 3, Supplier needs to add the following information:

- Meta Tag Title
- Meta Tag Description
- Meta Tag Keywords

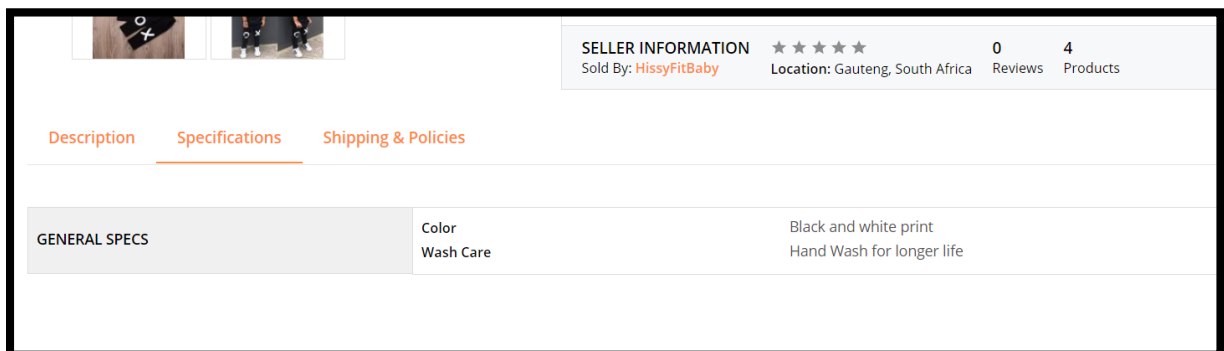
SEO helps buyers find your products on search engines such as google, yahoo extra.

Add a product specification - Step4:

On step 4, Suppliers need to add specifications for a product. Please find the screenshot below:



These specifications will display on the product details page left of the **Shipping & Policies** tab. Please find the screenshot below for reference:



Note: Only admin can new specifications and specifications **groups** from admin area. A vendor can select an attribute from the auto suggest list of attributes.

Add a product options - Step5:

On step 5 Suppliers can fill up the options for a product.

As per the below screenshot size options where added, suppliers can add options for any specifications such as colour, size, shape etc.

Suppliers can increase or decrease the price based on the options. See screenshot below:

PRODUCTS SETUP ?

[« BACK TO MY PRODUCTS](#)

[General](#)
[Data](#)
[SEO](#)
[Specifications](#)
[Options](#)
[Qty Discount](#)
[Special Discount](#)
[Downloads](#)

Step 1: Search Option Groups

Size ✕

Search Option Groups

Create new option/variant

Step 2: Select options from below

Is Required ?

Option Value	Quantity	Subtract	Discounted Price	Weight	
2-3 years	1	Yes	+	+	-
			0.0000	0.00000000	
4-5 years	1	Yes	+	+	-
			10.0000	0.00000000	

Click + to add more options +

Save Changes

All
 or
Cart 0 item(s)

R180.00

Excluding of shipping charges

Condition: New
Available Date: Apr 05, 2018
COD (cash on delivery): Not Available

Available options

Size *

-- Please Select --

2-3 years (+ R0.00)

4-5 years (+ R10.00)

Add to Cart

SELLER INFORMATION


Sold By: **HissyFitBaby**

Location: Gauteng, South Africa

Reviews 0

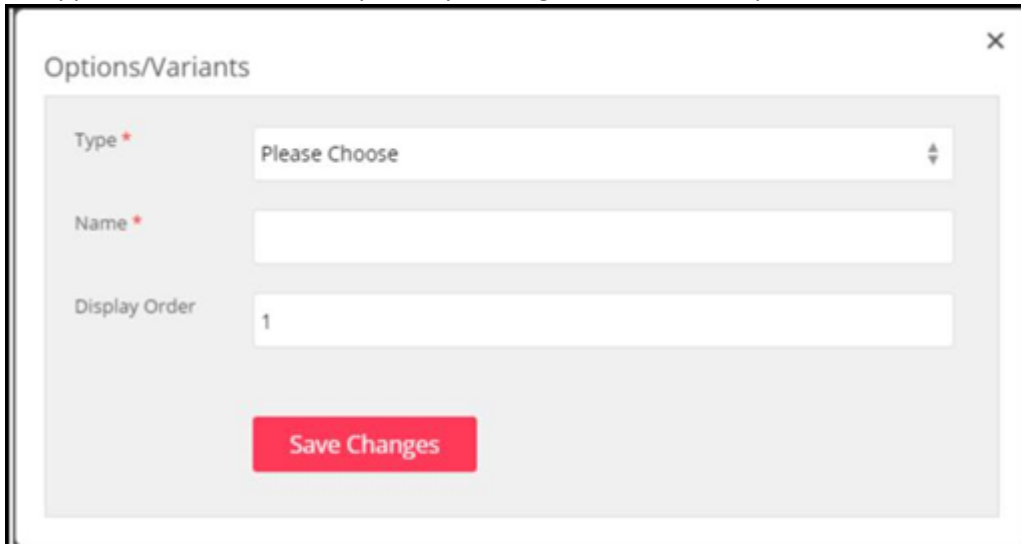
Products 4

On clicking of icon it will add more sub-options under an option. As per the above screenshot, on clicking of icon, supplier can add more colors under **Color** option. On clicking of icon it will delete a particular option color added for a product.

On clicking of  icon, Supplier can delete an option for product. Please find the screenshot below:

OR

Supplier can create a new option by clicking on Create new option/variant.



Supplier needs to add the following details for creating a new option:

- Type
- Name
- Display Order

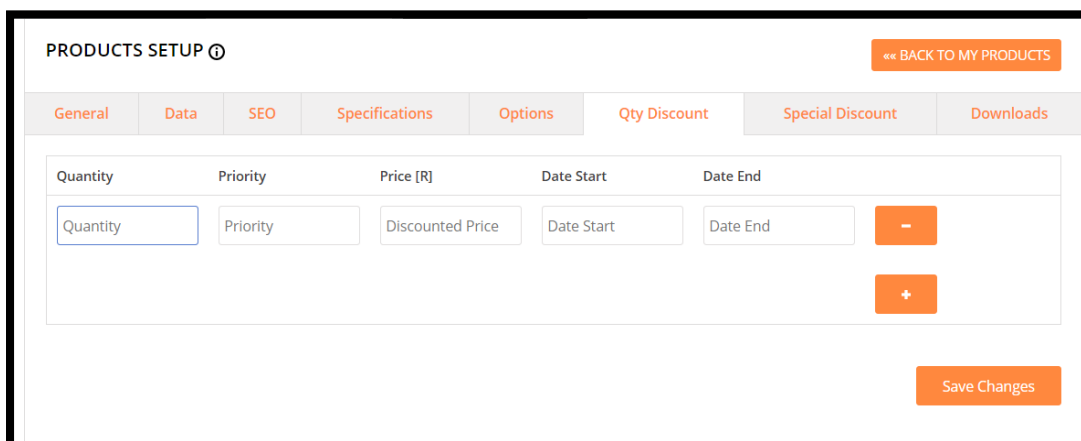
When supplier clicks on save changes, new option/variant will be added as per the details.

Add a product qty discount –Step6:

In step 6, Supplier needs to fill up the following info to add quantity discount for a product:

- Quantity
Amount to be offered at the discounted price – example. If you input 2, when 2 products have been purchased, the price will return to normal.
- Priority
- Price (Discounted Price)
- Date Start
- Date End

Please find the screenshot below:



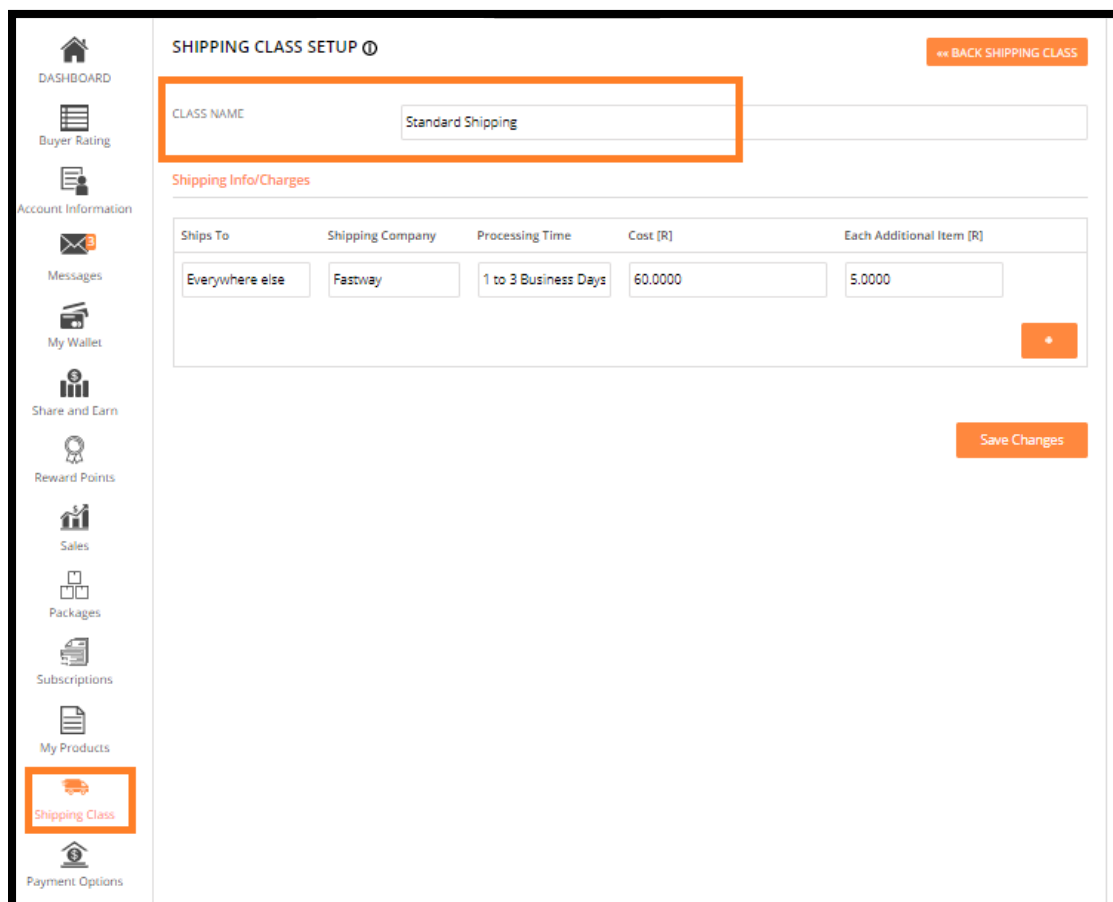
13. Shipping class

Suppliers can merge shipping cost for multiple products by adding them to the same shipping class.

For example, if you selling t-shirts and a buyer purchases 3 different types of t-shirts, if all 3 t-shirts are in the same shipping class the buyer will be charged R60 + R5 for each additional item (Total of R70).

BUT if each t-shirt was not the same class and shipping was filled out individually in the product form then the buyer will pay R60 X 3.

Step1, create a shipping class.



DASHBOARD

Buyer Rating

Account Information

Messages

My Wallet

Share and Earn

Reward Points

Sales

Packages

Subscriptions

My Products

Shipping Class

Payment Options

SHIPPING CLASS SETUP ⓘ

CLASS NAME

Standard Shipping

Shipping Info/Charges

Ships To	Shipping Company	Processing Time	Cost [R]	Each Additional Item [R]
Everywhere else	Fastway	1 to 3 Business Days	60.0000	5.0000

Save Changes

Step2 add products to combine their shipping:

When buyer checkouts it will combine all items in the same shipping class, see screenshot below:

Shipping Summary				
PRODUCT	PRODUCT INFORMATION	SHIPPING in same class		
	Boys no pain no gain set 2-5y - Size: 2-3 years R180.00	Select Shipping Flat Shipping Rate	CLASS NAME Standard Shipping	Select Shipping Provider Fastway - 1 to 3 Business Days (+R60.00)
	boys Black and yellow set R150.00	Select Shipping Flat Shipping Rate	CLASS NAME Standard Shipping	Select Shipping Provider Fastway - 1 to 3 Business Days (+R60.00)
	boys' grey and black striped set - Size: 2-3 years R250.00	Select Shipping Flat Shipping Rate	CLASS NAME Standard Shipping	Select Shipping Provider Aramex - 3 to 5 Business Days (+R80.00)
In different class				CONTINUE

14. Payment Options

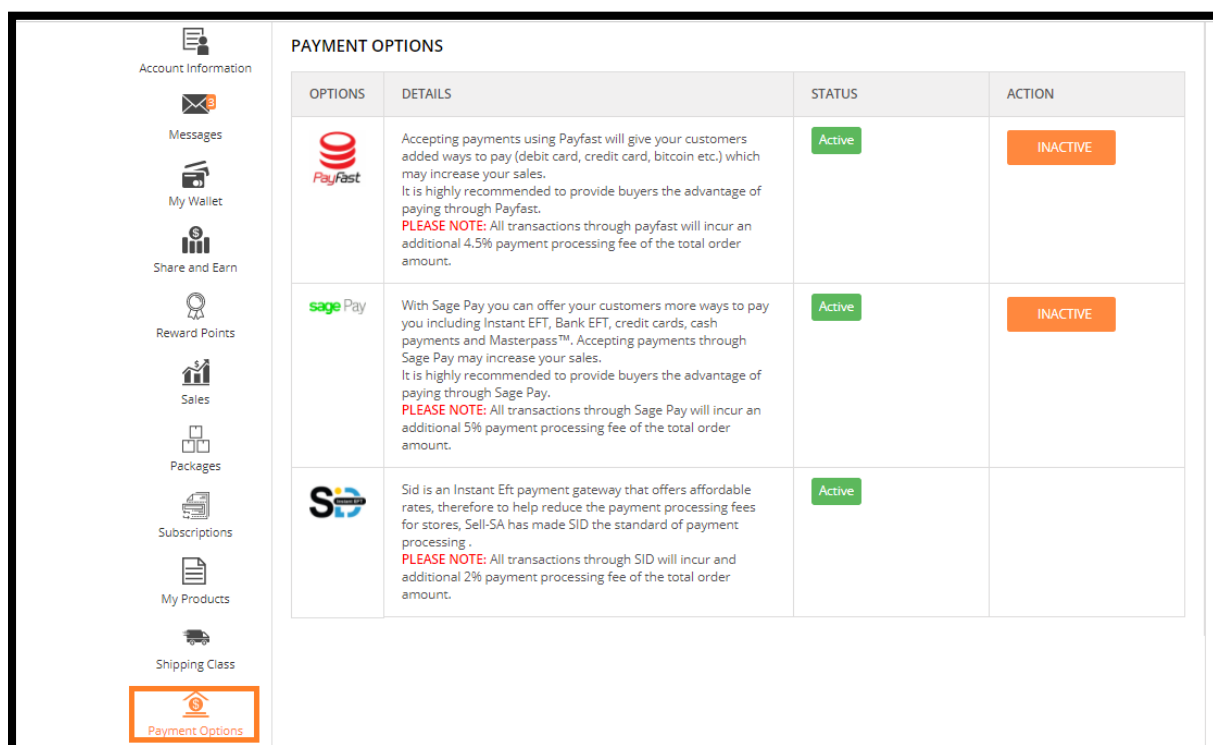
Each store has the ability to turn off/on the desired payment gateways.




When a payment option is disabled the buyer will not be able to pay using the disabled payment option.

Currently they are 3 payment options available:

- Payfast**
 Accepting payments through Payfast incurs an additional 4.5% fee on the total order.
- SagePay**
 SagePay offers the most bang for your buck, it includes many payment options such as Scode which is an alternate to traditional ATM deposits. Accepting payments through SagePay incurs an additional 5% fee on the total order.
- SID**
 By default, suppliers cannot disable SID. SID is the cheapest option but it is limited to only Instant EFT payment method. Accepting payments through SID incurs an additional 2% fee on the total order.

The screenshot below indicates that ALL the payment options are ACTIVE:



OPTIONS	DETAILS	STATUS	ACTION
	Accepting payments using Payfast will give your customers added ways to pay (debit card, credit card, bitcoin etc.) which may increase your sales. It is highly recommended to provide buyers the advantage of paying through Payfast. PLEASE NOTE: All transactions through payfast will incur an additional 4.5% payment processing fee of the total order amount.	Active	INACTIVE
	With Sage Pay you can offer your customers more ways to pay you including Instant EFT, Bank EFT, credit cards, cash payments and Masterpass™. Accepting payments through Sage Pay may increase your sales. It is highly recommended to provide buyers the advantage of paying through Sage Pay. PLEASE NOTE: All transactions through Sage Pay will incur an additional 5% payment processing fee of the total order amount.	Active	INACTIVE
	Sid is an Instant Eft payment gateway that offers affordable rates, therefore to help reduce the payment processing fees for stores, Sell-SA has made SID the standard of payment processing. PLEASE NOTE: All transactions through SID will incur and additional 2% payment processing fee of the total order amount.	Active	

When a buyer checkout he will now be able to pay using all above active payment options.

15. Shop / Setting up a store

There are four sections on the Shop page which are as follows:

- Shop Information
- Shop address
- Shop Policies
- Shop SEO Information – Optional

On the Shop information page, supplier needs to fill up the following details:

Shop Name

Shop name uses alphanumeric character in order to define the shop name.

Shop Title

Shop title will display on the Shop page.

Description

Supplier needs to add brief description about the shop and it will display on the shop page of vendor.

Shop Logo and banner

Supplier can upload shop logo and banner. Both will display on the shop page in front end.

Display Status

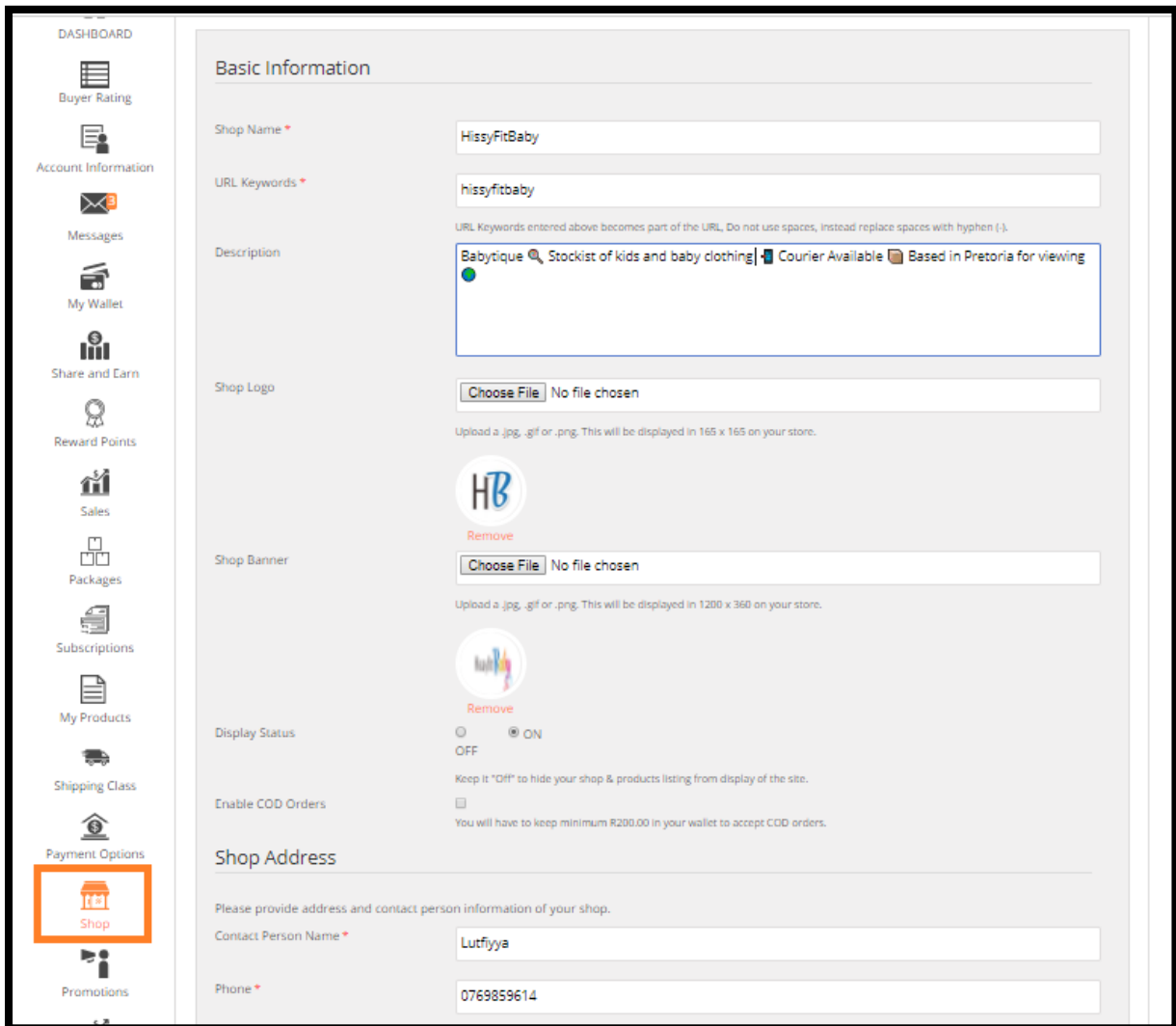
Supplier can select display status of his shop (On or Off). On selecting OFF, shop will not display in front end.

By default, the shop status is on.

Enable COD Orders

Suppliers can enable Cash on deliver, once an order is placed the buyer will receive an email with the supplier's address and contact information. Cash on delivery requires suppliers to maintain a balance of R100.00.

Shop Information – Please find the screenshot below:



The screenshot shows a dashboard for a shop named 'HissyFitBaby'. The left sidebar contains various navigation options, with 'Shop' highlighted. The main content area is titled 'Basic Information' and includes fields for Shop Name, URL Keywords, Description, Shop Logo, Shop Banner, Display Status, Enable COD Orders, Shop Address, Contact Person Name, and Phone Number. The 'Shop' icon in the sidebar is highlighted with an orange box.

Shop Information Dashboard:

- Shop Name:** HissyFitBaby
- URL Keywords:** hissyfitbaby
- Description:** Babytique Stockist of kids and baby clothing | Courier Available Based in Pretoria for viewing
- Shop Logo:** HissyFitBaby (HB logo)
- Shop Banner:** (Placeholder for banner image)
- Display Status:** ON
- Enable COD Orders:** OFF
- Shop Address:** (Placeholder for address and contact information)
- Contact Person Name:** Lutfiyya
- Phone:** 0769859614

Shop Address

Please ensure the address is correct, all returns request and COD use this address.

Contact Person Name

Supplier need to add contact person name which will show on frontend.

Phone Number

Supplier need to add contact number.

Address

Supplier need to add the address of shop.

City

City where the shop exists.

Postcode

Postcode where the shop exists

Country

Country where the shop exists

State

State where the shop exists

Note: All the above information displays on return request and COD orders. Supplier has to fill up the shop details before adding a product on the website.

Shop Policies (Optional) & SEO – Please find the screenshot below

Shop Policies [Optional]

Payment Policy

We accept PayPal.

You may use a credit card on PayPal without creating a PayPal account. Click the "Check out with PayPal" button. You'll be taken to a secure page on PayPal. Look for a link below the log-in form reading "Don't have a PayPal account?" You'll then be prompted to fill in your billing and credit card information.

Payment methods, terms, deadlines, taxes, cancellation policy, etc.

Delivery Policy

All items shipped via international registered air mail within 1-3 work days (according to the Israeli calendar). Once the item is shipped an email with a tracking number will be sent to you to enable you track the package status.

Express shipping is available - you may contact us for specific information. Any additional costs that may be charged due to the customer's local duty or tax laws will be paid by the customer. We are

Delivery methods, upgrades, deadlines, insurance, confirmation, international customs, etc.

Refund Policy

We do not offer refunds - Exchange only.

Please mark all returns for exchange as "Returned Goods" on the customs form and send items back via REGULAR post, otherwise there is a C.O.D. charge that will be charged to the customer. The customer is responsible for shipping fees and customs costs if any. Once the order is received at our end, we will send you the exchange item.

Terms, eligible items, damages, losses, etc.

Additional Information

This is Additional Information

Seller Information

This is Seller Information

Some countries require seller information such as your name, physical address, contact email address and, where applicable, tax identification number.

Shop SEO Information [Optional]

Meta Tag Title

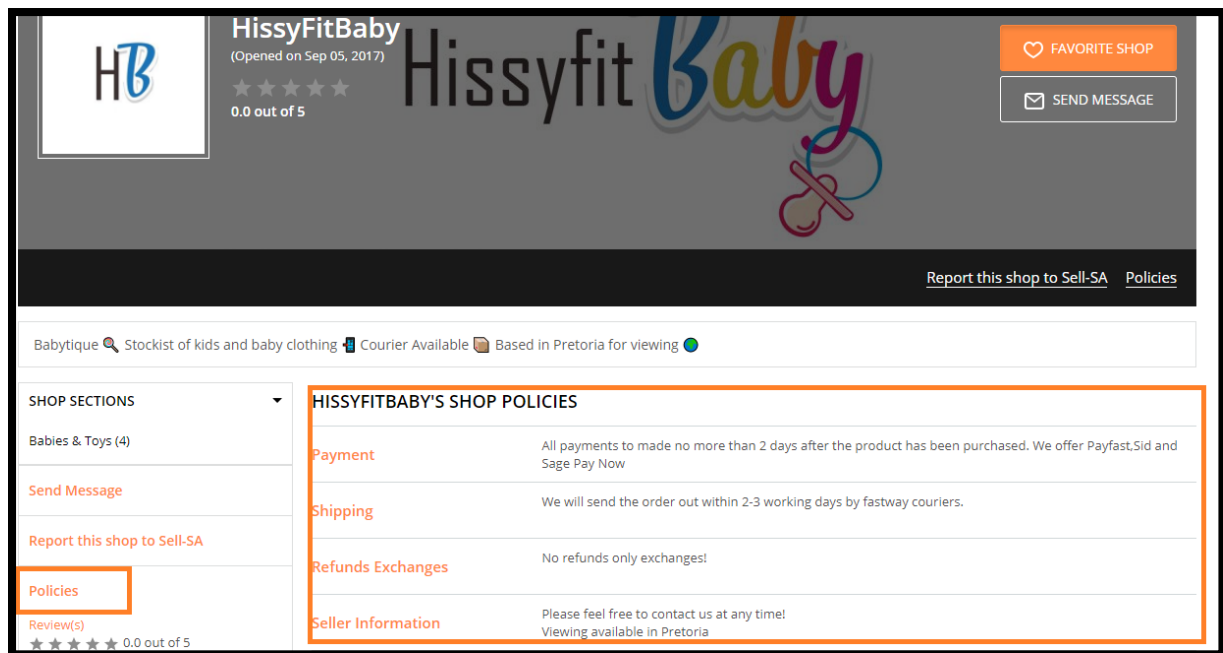
Meta Tag Keywords

Meta Tag Description

In this section, supplier can fill up the following information about his/her shop:

- Payment Policy
- Delivery Policy
- Refund Policy
- Additional Information
- Seller Information

Shop policies will display on the shop page. Please find the screenshot below:



Shop SEO Information (Optional)

In this section, supplier can fill up the following SEO information about his shop:

- SEO Keywords
- Meta tag Title
- Meta Tag Keywords
- Meta Tag Description

SEO information will help buyers find your store from search engines such as google and yahoo

15. Promotion

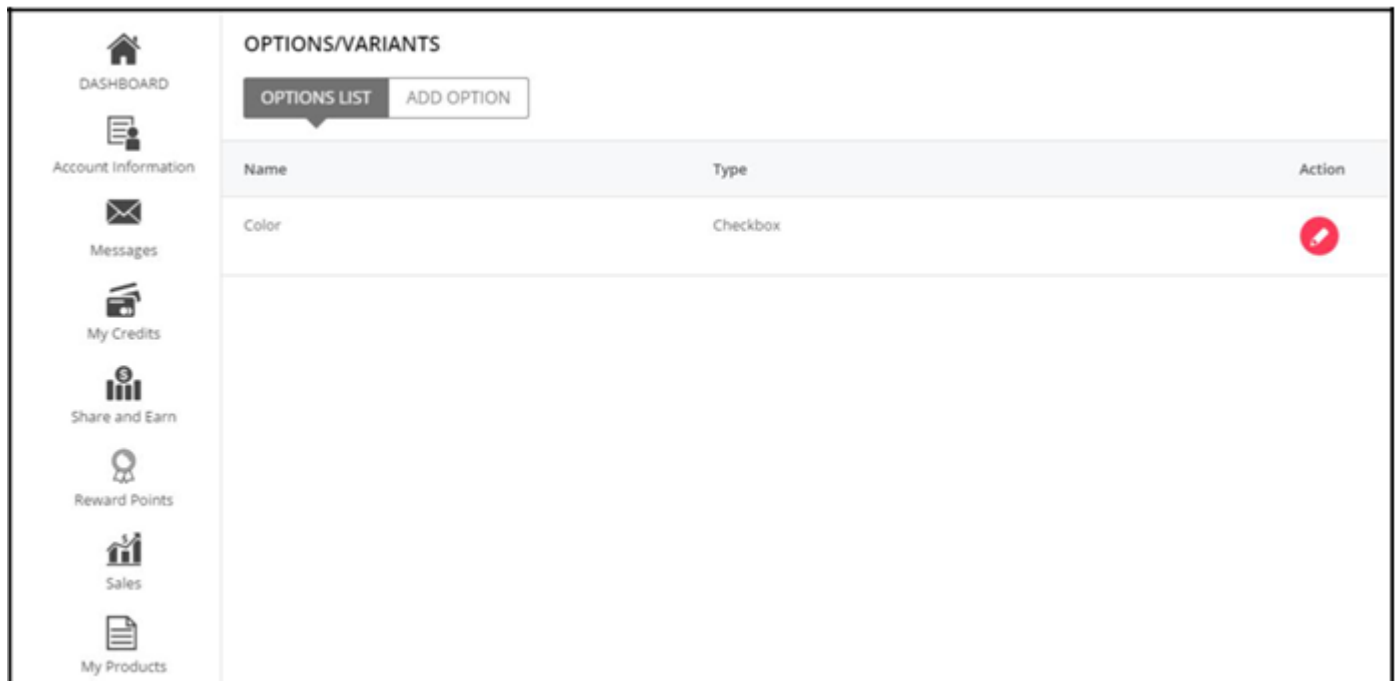
Suppliers can use this Tab to promote their product, shop and banner.

For Product Promotion suppliers need to fill out the following:


- **Product**
Select a product to promote
- **Budget (R)**
The total amount you wish to spend, daily, weekly or monthly.
- **Start Date**
You can start immediate or schedule a date to start the promotion.
- **End Date**
The promotion will no longer be live once the end date is reached.
- **Preferred Start Time**
The selected hour of the day suppliers wishes to display the promotion.
- **Preferred End Time**
The selected hour of the day at which suppliers wish to end the display of the promotion.


16. Options/Variants

On this page, supplier can view the option list and add new option. Please see the screenshot below

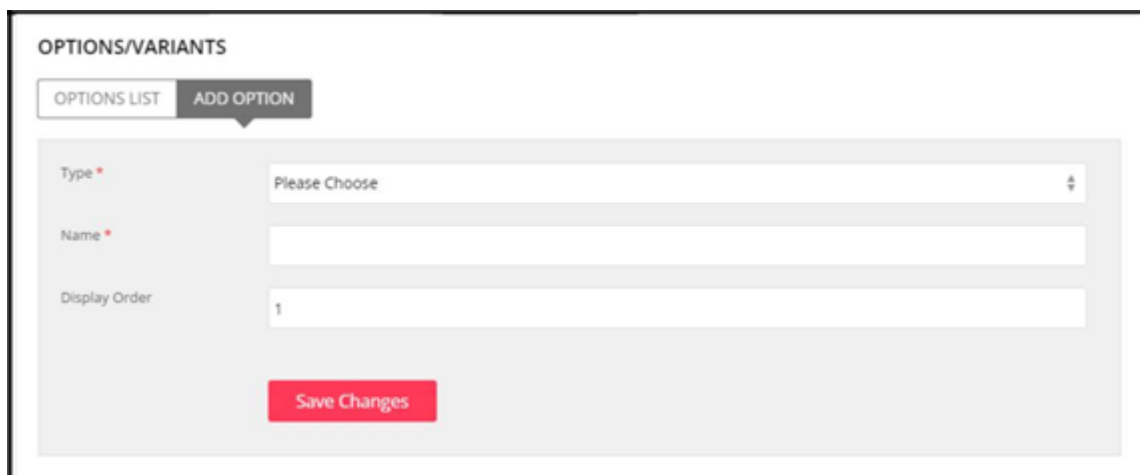


The screenshot shows the 'OPTIONS/VARIANTS' page. On the left is a sidebar with navigation links: DASHBOARD, Account Information, Messages, My Credits, Share and Earn, Reward Points, Sales, and My Products. The main content area has a header with 'OPTIONS/VARIANTS' and two tabs: 'OPTIONS LIST' (active) and 'ADD OPTION'. Below the tabs is a table with the following structure:

Name	Type	Action
Color	Checkbox	

On click of edit  icon, Supplier can edit their added option details and display order.

On click of Add option, supplier can add new option/variant. Please see the screenshot below.



The screenshot shows the 'ADD OPTION' form. It has a header with 'OPTIONS/VARIANTS' and two tabs: 'OPTIONS LIST' and 'ADD OPTION' (active). The form contains the following fields:

- Type * (Dropdown menu with 'Please Choose' selected)
- Name * (Text input field)
- Display Order (Text input field with '1' entered)

At the bottom of the form is a red 'Save Changes' button.

17. Cancellation Requests

On this page supplier can view the list of cancellation requests. Please find the screenshot below:

Cancellation Requests				
<div> <div>ALL</div> <div>SENT</div> <div>RECEIVED</div> </div>				
My Cancellation Requests				
#	Date	Inv Number	Request Details	Status
C00011	14/10/2015	151011-0000608-S0001	Reason: I ordered the wrong product(s) Comments: Wrong product ordered by mistake	Approved
C00010	08/10/2015	151008-0000592-S0002	Reason: I am not able to contact the supplier Comments: h	Approved
C00009	07/10/2015	151008-0000588-S0004	Reason: I placed a duplicate order Comments: k	Cancelled
C00008	07/10/2015	151006-0000584-S0004	Reason: I am not able to contact the supplier Comments: 2	Approved
C00007	07/10/2015	151006-0000584-S0003	Reason: Other reason(s) caused by the supplier Comments: jkuk Comments: k	Approved
C00008	07/10/2015	151006-0000584-S0004	Reason: I am not able to contact the supplier Comments: 2	Approved
C00007	07/10/2015	151006-0000584-S0003	Reason: Other reason(s) caused by the supplier Comments: jkuk	Approved
C00006	07/10/2015	151007-0000585-S0001	Reason: Other reason(s) caused by the supplier Comments: donot#151007-0000585 -#151007-0000585 -#151007-0000585 -#151007-0000585 -#151007-0000585 -#151007-00... Show more	Cancelled
C00005	07/10/2015	151007-0000585-S0002	Reason: I ordered the wrong product(s) Comments: #151007-0000585 -	Approved
C00004	01/10/2015	151001-0000566-S0001	Reason: I ordered the wrong product(s) Comments: I ordered the wrong product	Approved
C00003	25/09/2015	150925-0000555-S0003	Reason: I placed a duplicate order Comments: Comments: Reason for cancellation Reason for cancellation Reason for cancellation Show more	Cancelled






Note: Only Admin can approve or decline a cancellation request.

18. Return Requests

On the **Return Requests** page, supplier can view the list of **Return/Exchange** requests received from Buyers. Supplier can view the following information about a **return request**:

- Request id – Auto generated by system
- Date – Date of submitting a request
- Inv Number – Order id or suborder id
- Product Name – Name of the product
- Return Qty – Quantity of product
- Status – Status of request like: Pending, Withdrawn, Refunded etc.


Please find the screenshot below:

RETURN REQUESTS							
<div>ALL SENT RECEIVED</div>							
MY RETURN REQUESTS							
#	Date	Inv Number	Products	Return Qty	Status	Action	
R00005	15/10/2015	151009-0000597-S0001	Sony PlayStation 4 Camera	1	Pending		
R00004	14/10/2015	150912-0000434-S0001	I Phone 6	1	Withdrawn		
R00003	13/10/2015	151011-0000603-S0001	Mi Pad Tablet (WiFi), White	1	Refunded		
R00002	08/10/2015	151008-0000592-S0001	Sony Xperia™	1	Pending		
R00001	07/10/2015	151006-0000584-S0001	Lenovo Laptop	2	Refunded		

On clicking on an order id, Supplier will be redirected to the request details page. On this page, supplier can view following information about an order:

- Order Date
- Order ID
- Status
- Order Total Amount
- Billing Details
- Shipping Details

Please find the screenshot below:

On clicking  icon, Supplier will be redirected to the conversation page. On this page the supplier can send a message to the buyer regarding his request. Please find the screenshot below:

VIEW RETURN REQUEST

BACK TO RETURN REQUESTS

VENDOR RETURN ADDRESS

Faheem
16 lorentz road, eldoraigne
Pretoria, Gauteng - 0157
South Africa
Phone : 0713814608


ESCALATE TO SELL-SA

APPROVE REFUND

Please Note : – The buyer has raised a return request. Please contact the buyer and resolve the issue. All funds will be held by Sell-SA until you approve the refund or the buyer withdraws the return request. Alternatively, if you think this is an unjust issue and the buyer does not want to withdraw the request, please escalate the return request to Sell-SA.

ID	Product	Qty	Request Type
R00034	Logo Design Basic	1	Replace Item

Reason	Date	Status	Amount
Wrong Product	Apr 05, 2018	Pending	R300.00



HissyFit

Hi you sent me the wrong product.

APR 05, 2018


On clicking **Approve Refund** button, amount will be refunded to buyer.

Should you accept the return, please communicate through the returns conversation page so that all evidence is visible. Once the return is success, you can request the buyer to withdraw the refund.

Note: If Vendor wants to escalate this dispute to Sell-SA then he/she can do the so by clicking on **Escalate to Sell-SA button**

17. Import/Export

In this section Seller can easily Import/Export products. Please find the screenshot below:



LIST YOUR PRODUCT

LOG OUT

Cart
1 item(s)

Shipping Class

Payment Options

Shop

Promotions

Options/Variants

Cancellation Requests

Return Requests

Favorites

Bulk Export/Import

MOBILE APP
Coming Soon

NEED ASSISTANCE
WhatsApp Us: 076-96-96-991

CONTACT US
Support@sellsa.co.za

BULK EXPORT/IMPORT

EXPORT

IMPORT

SETTINGS

Export requested data to a XLSX spreadsheet file.

Select what data you want to export:

Categories (Including Category Data Filter)

☒ Products (Including Product Options Specials Discounts Attributes Filters Shipping)

Option Definitions

Attribute Definitions

Filter Definitions

Shipping Durations

Shipping Companies

Brands

Countries

Products Stock And SKU

Please select the data range you want to export:
(Optional, leave empty if not needed)

By Id Range

By Batches

Start Id

End ID

Export

34

Following are the list of information which is available for export:

- Categories (Including Category Data Filter)
- Products (Including Product Options Specials Discounts Attributes Filters Shipping)
- Option Definitions
- Attribute Definitions
- Filter Definitions
- Shipping Durations
- Shipping Companies
- Brands
- Countries
- Products Stock And SKU

Please select the data range you want to export:

(Optional, leave empty if not needed)

- By Id Range
- By Batches

Import

Following options are available to Import products:

- Yes (Update and/or add data)

On select this option, Admin can update or add products through CSV file.

System will compare the products id with CSV file, existing products will be updated and others products will be added in the system.

- No (Delete all old data before import)

In this process, firstly system is removing the details of existing product and adding the details mentioned in the CSV file.

BULK EXPORT/IMPORT

EXPORT
IMPORT
SETTINGS

Import from a XLS, XLSX or ODS spreadsheet file

Spreadsheet can have products only.
Do an Export first to see the exact format of the worksheets!

☐ Yes (Update and/or add data)
☒ No (Delete all old data before Import)

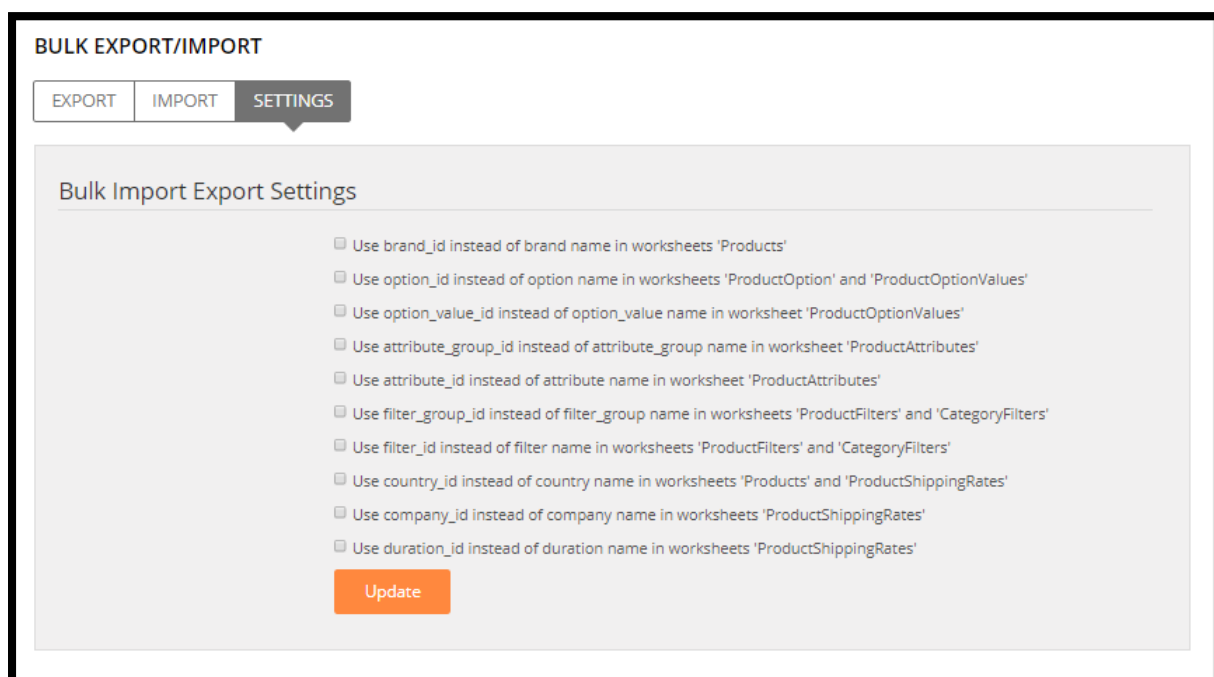
File to be uploaded

Choose File
No file chosen

Import

- **Settings**

On the settings page, seller can select setting to Import/Export information from database.
Please find the screenshot below:



Use **collection_id** instead of **collection Name** in worksheets 'categoryCollections'

You can check this to Import/Export collection id instead collection name.

Use **added_by_id** instead of added by (user name) in worksheets 'Products'

You can check this option to Import/Export id of the user who added this product.

Use **brand_id** instead of brand name in worksheets 'Products'

You can check this option to Import/Export brand_id in place of brand name.

Use **shop_id** instead of shop name in worksheets 'Products'

You can check this option to Import/Export shop id instead shop name

Use **option_id** instead of option name in worksheets 'ProductOption' and

'ProductOptionValues' You can check this option to Import/Export option id instead option name

Use **option_value_id** instead of option_value name in worksheet 'ProductOptionValues'

You can check this option if you want to Import/Export option value id instead option value.

Use **attribute_group_id** instead of attribute_group name in worksheet 'ProductAttributes'

You can check this option to import/export attribute_group id instead group name.

Use **attribute_id** instead of attribute name in worksheet 'ProductAttributes'

You can check this option to import/export attribute_id instead attribute_name

Use **filter_group_id** instead of filter_group_name in worksheets 'ProductFilters' and 'CategoryFilters' You can check this option to import/export filter_group_id instead filter_group_name

Use **filter_id** instead of filter name in worksheets 'ProductFilters' and 'CategoryFilters' You can check this option to import/export filter_id instead filter_name

Use **country_id** instead of country name in worksheets 'Products' and 'ProductShippingRates'

You can check this option to import/export **country_id** instead **country_name**

This setting is for products worksheet and product shipping rates worksheet

Use **company_id** instead of company name in worksheets 'ProductShippingRates'

You can check this option to import/export company_id instead company_name

Use **duration_id** instead of duration name in worksheets 'ProductShippingRates'

You can check this option to import/export duration_id instead duration_name

Use **phpTemp** cache for large Exports (will be slightly slower)

You can check this option to cache the spreadsheet during exporting process.

Use **phpTemp** cache for large Imports (will be slightly slower)

You can check this option to cache the spreadsheet file during importing process