

Merchant Portal User Guide

Settings Tab

- Details Tab: View and update your profile information like name, email, and other basic details.
- Password Reset Tab: Easily change your account password here whenever needed.

Users Tab

- Add a User: Use the 'Add User' button to invite new team members to your business. You can assign them either:
 - Admin role - Can manage stores and products (add/update).
 - Viewer role - Can only view business data, no changes allowed.
- User Invitations: Invited users receive an email with a signup link. Once they sign up, they appear in your user list.
- User Management: Search users by name, role, or status.
 - Change a user's role, update their status, or delete them anytime.
 - Inactive users cannot log in and are prompted to contact the administrator.

Stores Tab

- Add a New Store: Click 'Add Store' and fill in the form. Your request is sent to the Super Admin for approval.
- Approved Stores: Find your approved stores under Stores > Approved.
 - Search by store name, type, or status.
 - You can edit store info, change the status (Inactive stores will stop showing products on the website), or delete a store (also deletes all its products).
- Pending Requests: Go to Stores > Pending to view store creation requests awaiting approval.
- Rejected Requests: Go to Stores > Rejected to see requests that were not approved.
 - View the reason/comments added by the Super Admin.
 - You can resubmit the request up to 3 times.
 - After 3 failed attempts, the request is permanently rejected.
 - You can also delete a rejected request.

Products Tab

- Add Products: First, select a store, then choose one of the two ways to add products:

- 1. Manual Add - Best for adding a few products one-by-one.
- 2. Bulk Upload - Ideal for uploading many products via a file.
- Bulk Upload Instructions:
 - - Go to Products > Add Product > Bulk Upload > Download Template to get the correct format.
 - - After uploading, check the status of your files in Products > Add Product > Bulk Upload >

Previously Added Files.

- Product Management:
 - - View a complete list of all products.
 - - Use search, filter, and status update options.
 - - Products marked as Inactive won't be recommended on the website.