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1. Register

For register into the system, buyer needs to fill up the following details:

- Username
- Email
- Password
- Name

Please find the screenshot below:
2. Login

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

- Username or Email
- Password

Please find the screenshot below:
3. Dashboard

After login into the system, Buyer will be redirected to the homepage. On the homepage there is **Dashboard** link next to the search bar. Please find the screenshot below:

On clicking dashboard, it will be redirected to the Buyer Dashboard page. Please find the screenshot below:
On Dashboard we have following information:

- **Total Purchases**
  Total amount of purchases will be calculated from paid orders only.

- **My Total Credits**
  Total credits are wallet balance. Buyer can get the credits in the following cases:
  - Order cancellation
  - Order Refund

- **Total Orders**
  Count of orders placed by buyer.

- **Unread Message**
  Total number of unread received messages received by buyer.
  **Note:** Buyers can only send a message to Vendor through product details page.

- **Users Information**
  - Personal Information
  - Bank Information
  - Admin will use this information to deposit amount in vendor’s account
  - Return Address
  - Buyers will receive these details in case of Refund/Exchange.

- **Latest 5 Orders**
  List of latest 5 orders made by a buyer will display under this section.

- **Latest 5 Messages**
  In this section we will have a list of latest messages received by buyer.

- **Left Panel Links**
  - Dashboard
  - Account Information
  - Recent Activity
  - Messages
  - My credits
  - My Orders
  - Return Requests
  - Favorite
  - Addresses
  - Change Password
  - Change Email
4. Account Information

On account information we have following 3 tabs:

- Personal Information
- Bank Account Info
- Return Address Info

On click of Account information link, Seller will be redirected to the Account Information page. On this page supplier can easily edit his/her account information. Please find the screenshot below:
**Personal Information - Tab**

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

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

Please find the screenshot below
Bank Account Info - Tab

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

- Bank Name
- Beneficiary/Account Holder Name
- Bank Account Number
- IFSC Code/Swift Code
- Bank Address

Please find the screenshot below:

If BANK ACCOUNT INFO will be available, admin will be able to manually deposit the credit amount in buyer’s bank account.
Return address Info - Tab

Under **RETURN ADDRESS INFO** tab, Buyer needs to provide the following details:

- Full Name
- Address Line 1
- Address Line 2
- Country
- State
- City
- Post code
- Support Number

Please find the screenshot below:

![ACCOUNT INFORMATION](image)

In case of Refund/Exchange, buyer will get the return address details of buyer. So, that he can return the product which he has purchased from vendor’s store.
5. Recent Activity

On this page buyer can view his recent activity on website. For example:

- Recently added **Favorite products**
- Recently added **Shops as favorites**

Please find the screenshot below:
6. Messages

On this page, buyer will have list of all messages received from suppliers. Please find the screenshot below:

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

- Inbox – Received Messages
- Sent – List of messages sent by a buyer
- All – List of all messages (Sent + Received)

On clicking icon, buyer can post a reply on a particular message.

Buyer can also search messages by typing keyword in search box.

**Note:** In the messages section, buyer can’t send message to a particular Supplier. Buyer will be receiving replies on messages which they sent to suppliers through product details page.
7. My Credits

On this page buyer will be able to view the details of refunded orders through which credits added in his/her account. Please find the screenshot below:

On clicking an Order id, buyer can view the details of an order.

On clicking of REQUEST WITHDRAWAL Buyer can request for withdrawal. Buyer has to fill up the following details to request for withdrawal:

- Amount to be withdrawn
- Bank Name – Will be prefilled from the details added by buyer
- Beneficiary/Account Holder Name – Will be prefilled as per the details added by buyer.
- Bank Account Number – Will be prefilled as per the details added by buyer.
- IFSC Code/Swift Code – Will be prefilled as per the details added by buyer.
- Bank Address - Will be prefilled as per the details added by buyer.
- Other Info/Instructions
8. Share and Earn

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

![Share and Earn Screenshot]

9. Reward Points

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

![Reward Points Screenshot]
10. My Orders

On this page, buyer can view the list of the entire orders which have been placed by him. Please find the screenshot below:
On clicking of 💬 icon, buyer can give feedback. Please find the screenshot below:

On clicking cancel ✗ icon, buyer can cancel an order.

**Note:** Buyer will be able to cancel an order, before a product is not processed by Vendor.

On clicking return ⏪ icon, buyer can submit a request for return/refund of an order. Buyer has to fill up the following details to submit a return request:

- Return Qty
- Reason for request (List items are: Damaged, Defective Product, not happy with product etc.)
- Do you want a refund or replace (Select Replace Item or Refund)
- Comments

Please find the screenshot below:

**Note:** Buyer will be able to submit a return request, only when an order is delivered to him.
11. Cancellation Requests

On this page buyer can view the list of cancelled order. Please find the screenshot below:

![Cancellation Requests Screenshot]

On the My Orders page, buyer can cancel an order on click of ❌ cancel icon. After clicking on icon, Buyer will be redirected to the cancel request page. Please find the screenshot below regarding the same:

![Place Cancellation Request Screenshot]

Note: By default the status of each cancellation request will be pending. Only after admin approval, status of an order will be updated as cancelled.
12. Return Requests

On the Return Requests page, buyer can view the list of Return/Exchange requests submitted by him. On this page Buyer can view following details about a request:

- Request Id
- Date
- Invoice Number
- Products
- Return Quantity
- Status
- Action

Please find the screenshot below:

![Return Requests Table]

On clicking an order id, Buyer will be redirected to the order details page.

On clicking icon, Buyer can reply/send message to vendor. On this page buyer can view following info:

- Vendor Address – Buyer can view the vendor address in case of exchange.
- Escalate to YoKart – If buyer and seller is not able to resolve the issue then they can escalate this to YoKart.
- **Withdraw Request Button** – On clicking buyer can withdraw his return request.
- **Request id** – Will be auto-generated by system.
- **Product Name**
- **Quantity**
- **Request Type** – Replace item or Refund
- **Reply to Vendor’s message**

Buyer can also attach image while sending a message to Vendor. Please find the screenshot below:

<table>
<thead>
<tr>
<th>#</th>
<th>Product</th>
<th>Qty</th>
<th>Request Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>R00005</td>
<td>Sony PlayStation 4 Camera</td>
<td>1</td>
<td>Replace Item</td>
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</table>

Reason | Date    | Status | Amount  
Wrong Product | 15/10/2015 | Pending | $400.00 (+ Tax: $20.00)

maxixxx
size is large

maxixxx says

Attachment: Choose file | No file chosen

Send
13. Favorite

On the Favorites page, Buyer can view the list of **Products/Shops** which are marked as favorite. Please find the screenshot below:
Create New List

On clicking of Create New List, Buyer can create a new list and can add favorite items in that list. While adding a product as favorite, buyer can also select a list in which he wants to add that product. Please find the screenshot below:
14. Addresses

On this page buyer can manage his addresses and can set any address as default address. Please find the screenshot below:

On clicking Edit, Buyer can edit a selected address

On clicking Delete, Buyer can delete any address

On clicking Set as Default, Buyer can save and address as default address

On click of ADD ADDRESS link, Buyer can add a new address by filling up the following details:

- Full Name
- Phone Number
- Address Line 1
- Address Line 2
- Country
- State
• City Town
• Postcode Zip

Please find the screenshot below:

![Address Form](image-url)
15. Change Password

On this page supplier can change password for this account. Please find the screenshot below:

Buyer has to fill up the following fields to change his/her password:

- Current Password
- New Password
- Confirm New Password

Fields with asterisk (*) sign are mandatory fields
16. Change Email

On this page Buyer can change email for this account. Please find the screenshot below:

![CHANGE EMAIL ADDRESS](image)

Buyer has to fill up the following fields to change his/her email:

- New Email
- Confirm Email

Fields with asterisk (*) sign are mandatory fields.