

# BUYER MANUAL

PREPARED BY :  
**FATBIT TECHNOLOGIES**

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with a smile

Quality Solutions at  
affordable Prices with assured  
1 YEAR FREE  
TECHNICAL SUPPORT



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# 1.0 Dashboard

After successful registration, buyer/customer will be redirected to his/her Dashboard area where s/he can check statistics for the following:

1. Total Credits
2. Total Orders
3. Total Messages

## 1.1 Latest Orders

Buyer can view his/her latest orders under this section. Buyer can view, cancel, add feedback and send request for refund for the selected order.






NOTE: Refund is allowed only if the current status of the order is Payment Confirmed/In Process/Shipped/Delivered.

## 1.2 Messages

Buyer can view the recent messages on Dashboard. Click on "View All" will redirect the buyer to "Messages" section from where buyer can further view the thread and also able to send reply to Seller.

Please see screenshot given below:

The screenshot displays the Buyer Dashboard interface. On the left is a sidebar with navigation links: BUYER, Quick Filters (Dashboard), Orders (My Orders, Cancellation Requests, Order Return Requests), Addresses (My Addresses), Rewards (Reward Points, Share And Earn, My Offers), and Profile (My Account, Messages, My Credits, Wishlist/Favorites, Change Password, Change Email). The main content area is titled 'Buyer' and features a 'Latest Orders' section with a 'VIEW ALL >' link. Below this is a table of orders:

Order Particulars	Amount	Action
 2017-05-25 <b>Cotton Bedding Set</b> Brand: Baby Care Age:0-2 Payment Status: Payment Confirmed	\$ 118.50	
 2017-05-25 <b>Levi's Skinny Women's Blue Jeans</b> Brand: Levi's Jeans Size:28 Part of combined order number 01495710306 Payment Status: cash on delivery	\$ 343.06	
 2017-05-25 <b>Lenovo Vibe K5 Plus</b> Brand: Lenovo Color:Gold   RAM:3 gb   Internal Memory:16gb Part of combined order number 01495710306 Payment Status: cash on delivery	\$ 96.90	
 2017-05-24 <b>Lenovo Vibe K5 Plus</b> Brand: Lenovo Color:Gold   RAM:3 gb   Internal Memory:16gb Payment Status: Payment Pending	\$ 96.90	
 2017-05-24 <b>United Colors of Benetton Printed Women's T-Shirt</b> Brand: United Colors of Benetton Tshirt Size:M Payment Status: Payment Confirmed	\$ 352.00	

On the right side of the dashboard, there are three summary cards: 'Credits' showing a total of \$ 219.10, 'Order' showing 7 Yesterday Orders Total, and 'Messages' showing 0 Unread Notification Today Total. Each card has a 'VIEW ALL >' link.





# 2.0 Orders

## 2.1 My Orders

Buyer can view list of orders with an option to search any order on the basis of available search filters:

1. Keyword
2. Status
3. Date From and Date To
4. Order From (\$) and Order To (\$)

In listing, we have provided four links which are explained below:

Click on  will redirect the buyer to view details of the order and Click on  will let the seller to cancel the order. Click on  will let the buyer to give feedback on the order. Click on  will let the buyer to request for a refund.

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

Dashboard

Orders

**My Orders**

Cancellation Requests

Order Return Requests

Addresses

My Addresses

Rewards













Reward Points

Share And Earn

My Offers

### My Orders

Search Orders

Order ID & Date	Ordered Product	Total	Status	Action
01495717328 2017-05-25	Cotton Bedding Set Cotton Bedding Set (Qty: 1) Brand: Baby Care   Age:0-2	\$ 118.50	Payment Confirmed	   
01495710306-S0002 2017-05-25	Levi's Skinny Women's Blue Jeans Levi's Skinny Women's Blue Jeans (Qty: 1) Brand: Levi's   Jeans Size:28 Part of combined order number 01495710306	\$ 343.06	cash on delivery	   
01495710306-S0001 2017-05-25	Lenovo Vibe K5 Plus 3 GB (Gold, 16 GB) (3 GB RAM) Lenovo Vibe K5 Plus (Qty: 1) Brand: Lenovo   Color:Gold   RAM:3 gb   Internal Memory:16gb Part of combined order number 01495710306	\$ 96.90	cash on delivery	   

## 2.2 Cancellation Requests

Buyer can view the list of requests sent by him/her for the cancellation of order placed by them.

Buyer can search any order by using following filters:

1. Order Id/Invoice No.
2. Date From and Date To
3. Status (Pending, Approved and Declined)

See screenshot given below:

The screenshot shows the 'Buyer Dashboard' on the left sidebar with 'Cancellation Requests' highlighted. The main area is titled 'Cancellation Requests' and contains a search form with fields for 'Order Id/Invoice Number', 'Date From', 'Date To', and a dropdown for 'Status Does Not Matter'. Below the search form is a table with the following data:

Id	Date	Order Id/invoice Number	Request Details	Status
C00001	2017-06-21	01495717328-S0001	Reason: I am not able to contact the supplier Comments: I was not able to contact the supplier for the product details.	Pending

## 2.3 Order Return Requests

Buyer can view the list of orders with option to view details of the order for which S/he sent request for return.

See screenshots given below:

The screenshot shows the 'Buyer Dashboard' on the left sidebar with 'Order Return Requests' highlighted. The main area is titled 'Order Return Requests' and contains a search form with fields for 'Keyword', 'Date From', 'Date To', and a dropdown for 'Request Type Does Not Matter'. Below the search form is a table with the following data:

Id	Date	Order Id/invoice Number	Products	Request Type	Return Qty	Status	Action
1-1498048396	2017-06-21	01495717328-S0001	Cotton Bedding Set Cotton Bedding Set Brand: Baby Care   Age:0-2 SKU: KIDS123 Model: KIDS12	Refund	1	Pending	

Buyer Dashboard  
 BUYER  
 Quick Filters  
 Dashboard  
 Orders  
 My Orders  
 Cancellation Requests  
 Order Return Requests  
 Addresses  
 My Addresses  
 Rewards  
 Reward Points  
 Share And Earn  
 My Offers  
 Profile  
 My Account  
 Messages  
 My Credits  
 Wishlist/Favorites

View Order Return Request: 1-1498048396  
 Request Details  
 BACK  
 Vendor Return Address  
 Vendor Detail  
 Vendor Name::Kanwar  
 Shop Name::Kanwar's Shop  
 PRINT  
 WITHDRAW REQUEST  

Id	Order Id/invoice Number	Product	Return Qty	Request Type
1-1498048396	01495717328-S0001	Cotton Bedding Set Cotton Bedding Set Brand: Baby Care Age:0-2 SKU: KIDS123 Model: KIDS12	1	Refund

Reason	Date	Status	Amount
Defective Product	2017-06-21	Pending	\$ 118.50

 Return Request Messages  

**Kanwar**  
 2017-06-21 18:03  
 test

## 3.0 My Addresses

Buyer can view the added addresses under this tab. Buyer can select any address as a default address. Buyer can also add a new address or Edit/Delete any existing address.

See screenshot given below:

Buyer Dashboard  
 BUYER  
 Quick Filters  
 Dashboard  
 Orders  
 My Orders  
 Cancellation Requests  
 Order Return Requests  
 Addresses  
 My Addresses  
 Rewards  
 Reward Points  
 Share And Earn  
 My Offers

My Addresses  
 Address Book  
 My Addresses  
 Add New Address  

**Plot No. 638 Alpha Building**  
 Alpha  
 High Streets  
 Mohali, Punjab  
 India  
 Zip:160062  
 Phone:8591919191

 EDIT DELETE

# 4.0 Rewards

Buyer can manage following sections under “Rewards” tab of the side menu:

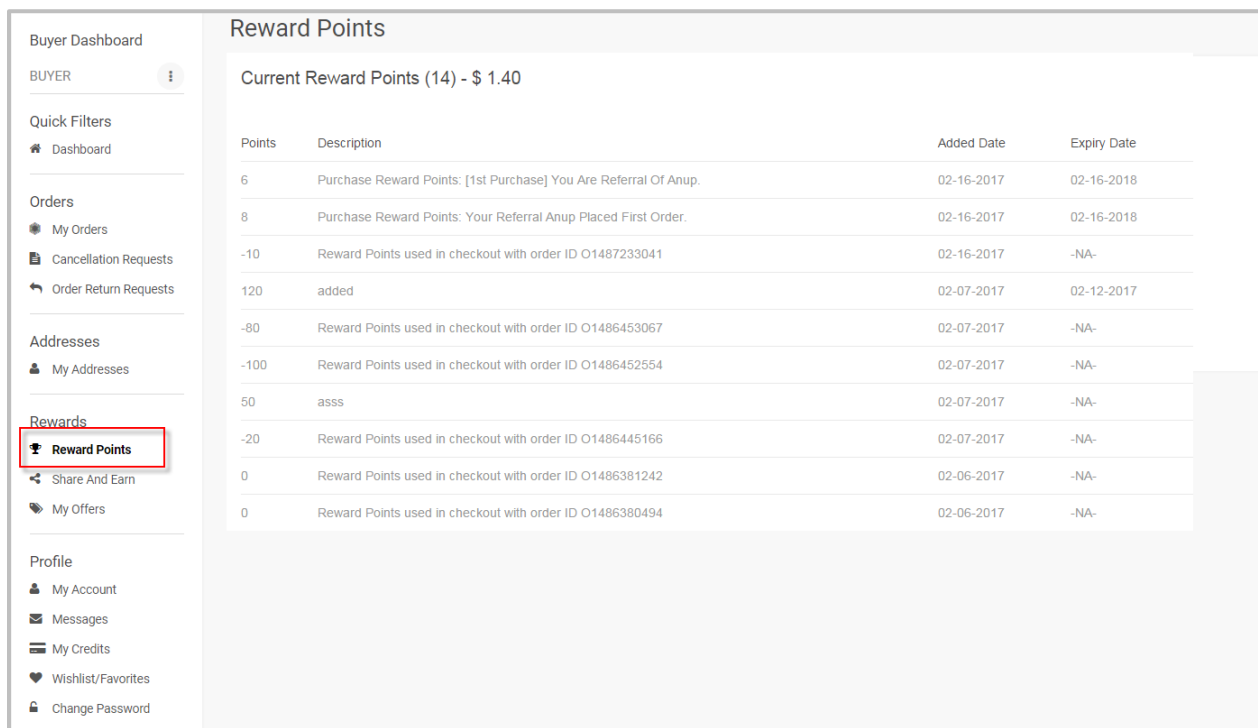
1. Reward Points
2. Share and Earn
3. My Offers

Below you can get brief idea of each section:

## 4.1 Reward Points

Buyer can view the reward points earned by him and the dates on which it was credited to his reward account along with the description. Also, the expiry date of the reward points will be mentioned there.

Please see the screen shot below.



**Buyer Dashboard**

BUYER ⓘ

**Quick Filters**

- Dashboard

**Orders**

- My Orders
- Cancellation Requests
- Order Return Requests

**Addresses**

- My Addresses

**Rewards**

- Reward Points**
- Share And Earn
- My Offers

**Profile**

- My Account
- Messages
- My Credits
- Wishlist/Favorites
- Change Password

**Reward Points**

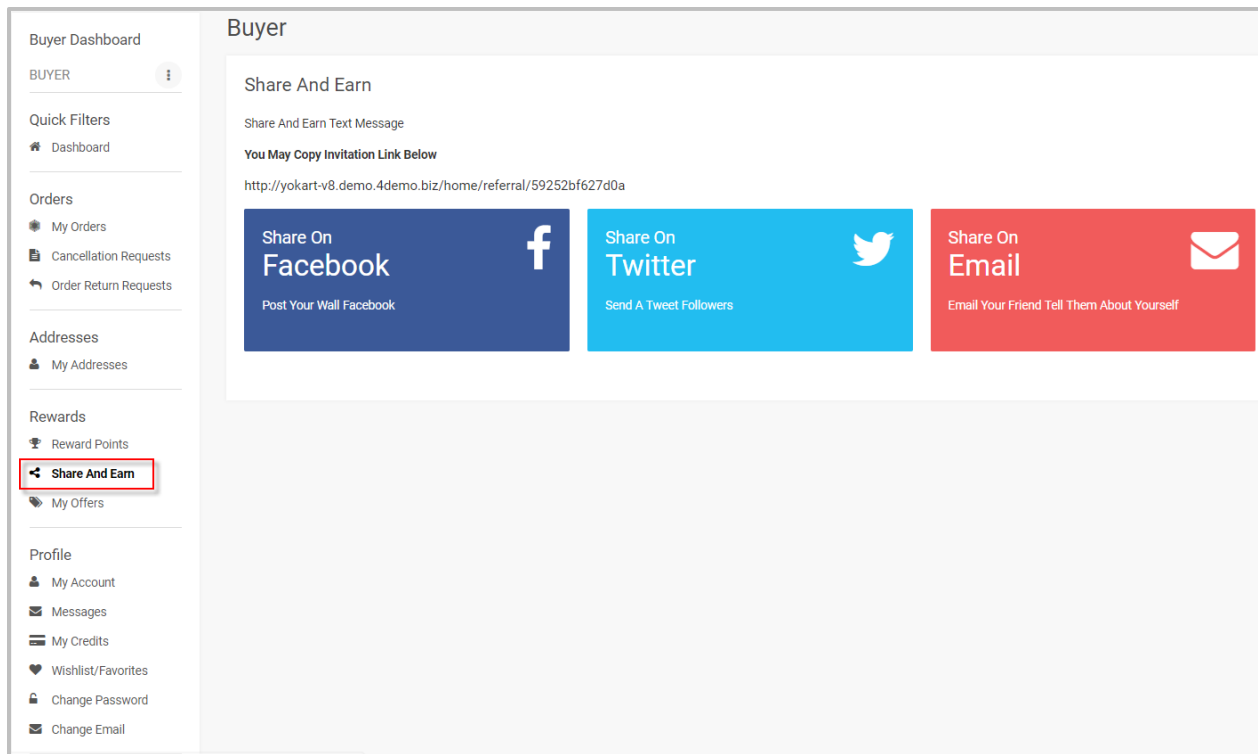
Current Reward Points (14) - \$ 1.40

Points	Description	Added Date	Expiry Date
6	Purchase Reward Points: [1st Purchase] You Are Referral Of Anup.	02-16-2017	02-16-2018
8	Purchase Reward Points: Your Referral Anup Placed First Order.	02-16-2017	02-16-2018
-10	Reward Points used in checkout with order ID O1487233041	02-16-2017	-NA-
120	added	02-07-2017	02-12-2017
-80	Reward Points used in checkout with order ID O1486453067	02-07-2017	-NA-
-100	Reward Points used in checkout with order ID O1486452554	02-07-2017	-NA-
50	asss	02-07-2017	-NA-
-20	Reward Points used in checkout with order ID O1486445166	02-07-2017	-NA-
0	Reward Points used in checkout with order ID O1486381242	02-06-2017	-NA-
0	Reward Points used in checkout with order ID O1486380494	02-06-2017	-NA-

## 4.2 Share and Earn

Buyer can share the website URL with their friends via Facebook, Twitter or Email. If the friend of the buyers registers on the website and makes a first purchase, then both the buyer and his new registered friend will get the reward points as set by the Admin from the Admin end.

Please see the screen shot below.





## 4.3 My Offers

Buyer can view any offer that has been provided to him by the Admin. Admin can create offers and assign them to user specifically as well.

Please see the screen shot below.

**Buyer Dashboard**

BUYER

**Quick Filters**

- Dashboard

**Orders**

- My Orders
- Cancellation Requests
- Order Return Requests

**Addresses**

- My Addresses

**Rewards**

- Reward Points
- Share And Earn
- My Offers**

**Profile**

- My Account
- Messages
- My Credits
- Wishlist/Favorites
- Change Password
- Change Email

**My Offers**

10.00 % Off

Kanwar123

Avail Discount

Expires On: 2017-08-30

Min Order: \$ 10.00

**KANWAR123**

# 5.0 Profile

Buyer can manage following sections under “Profile” tab of the side menu:

4. My Account
5. Messages
6. My Credits
7. Wishlist/Favorites
8. Change Password
9. Change Email

Below you can get brief idea of each section:

## 5.1 My Account

Buyer can manage account information such as profile details, bank account information and return address under this section.

### 5.1.1 My Account

Buyer can edit profile details such as:

1. Customer name
2. Date of Birth
3. Phone no.
4. Country
5. State
6. City
7. Company
8. Brief Profile

Buyer cannot edit Username as it is a unique name that is used in database records and Email Address cannot be edited from this page but if Buyer wants to edit email address or password then S/he can do the same from “Change Password” and “Change Email” section mentioned further in this document.

Buyer can also upload or remove the profile image from this section and also have the feature to select default dashboard (Buyer or Seller) which can be displayed after login.

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

Dashboard

Orders

My Orders

Cancellation Requests

Order Return Requests

Addresses

My Addresses

Rewards

Reward Points

Share And Earn

My Offers

Profile

My Account

Messages

My Credits

Wishlist/Favorites


Change Password

Change Email

Profile

Account Information

My Account Bank Account Return Address



CHANGE

REMOVE

Username

kanwar123

Email

kanwarpreet.singh@fatbit.com

Customer Name\*

Kanwar

Date Of Birth\*

2003-02-04

Phone

Country\*

Iceland

State\*

Arnessysla

SAVE CHANGES

Preferred Dashboard

Buyer

Seller

## 5.1.2 Bank Account

Buyer can add all bank related information under this tab. Following given below details can be added under this section:

1. Bank Name
2. Account Holder Name
3. Account Number
4. IFSC Swift Code
5. Bank Address

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

Dashboard

Orders

My Orders

Cancellation Requests

Order Return Requests

Addresses

My Addresses

Rewards

Reward Points

Share And Earn

My Offers

Profile

My Account

Messages

My Credits

Wishlist/Favorites

Change Password

Change Email

Profile

Account Information

My Account

Bank Account

Return Address

Bank Name\*

Account Holder Name\*

Account Number\*

Ifsc Swift Code\*

Bank Address

Preferred Dashboard

Buyer

Seller

SAVE CHANGES

## 5.1.3 Return Address

Buyer can add return address from this section. Buyer can use the added address for returning the product to Seller.

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

Dashboard

Orders

My Orders

Cancellation Requests

Order Return Requests

Addresses

My Addresses

Rewards

Reward Points

Share And Earn

My Offers

Profile

My Account

Messages

My Credits

Wishlist/Favorites

Change Password

Change Email

Profile

Account Information

My Account Bank Account Return Address

General English Arabic

Country\*

India

State\*

Select State

Postalcode

Phone

SAVE CHANGES

Preferred Dashboard

Buyer

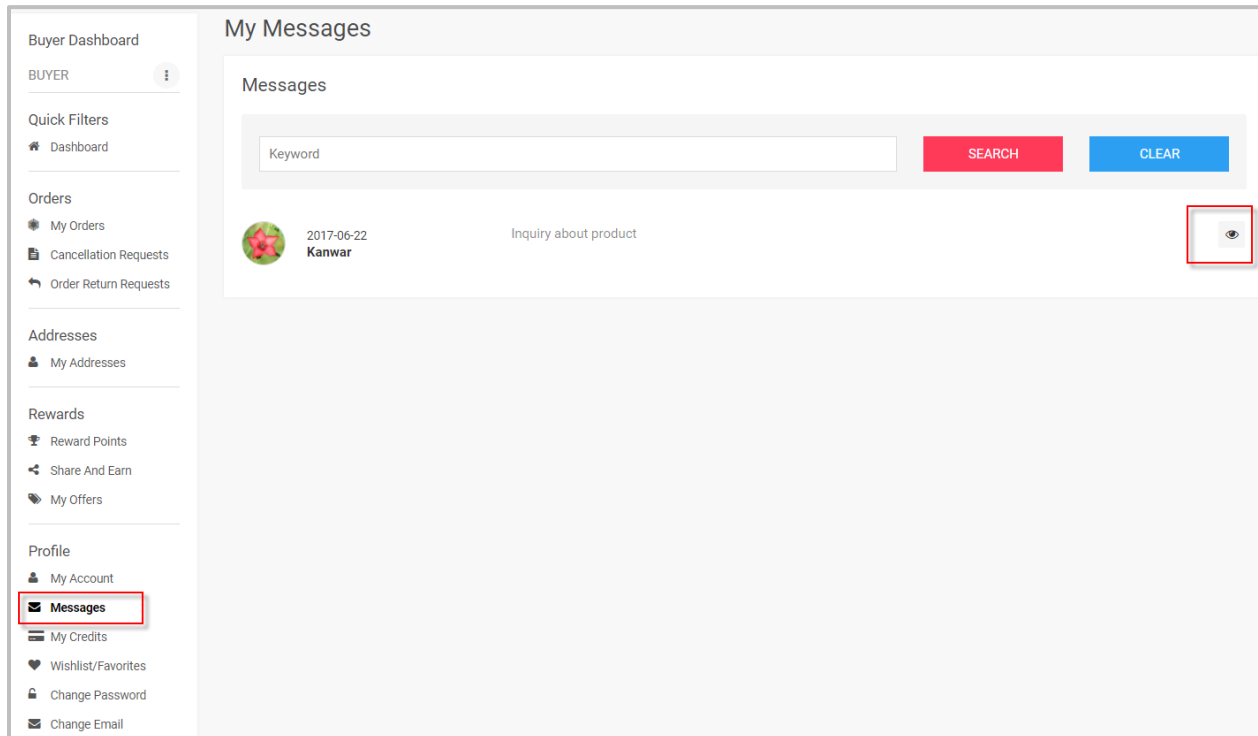
Seller

## 5.2 Messages

Messages sent by buyers to sellers will be displayed under this section. Buyer can view the message thread and also able to reply back on the recent message sent by Seller.

Buyer can also search for any message by using keyword based search functionality implemented in this section.

See screenshots given below:



Buyer Dashboard

BUYER

Quick Filters

- Dashboard

Orders

- My Orders
- Cancellation Requests
- Order Return Requests

Addresses

- My Addresses

Rewards



- Reward Points
- Share And Earn
- My Offers

Profile

- My Account
- Messages**
- My Credits
- Wishlist/Favorites
- Change Password
- Change Email

## Messages

[BACK TO MESSAGES](#)

Date	Order Message Shop
2017-06-22 00:00	<b>James Creations</b>
 <div> <p>2017-06-22 17:32</p> <p><b>Kanwar</b></p> <p>Inquiry about product</p> </div>	
 <div> <p><b>Kanwar</b></p> <div> <p>Comments*</p> <div></div> </div> </div>	

SEND

## 5.3 My Credits

List of all transactions will be displayed under this section. Buyer can also send fund withdrawal request to admin from this section. Buyer can also search for any transaction by using following search filters:

1. Keyword
2. From date & To Date

See screenshot given below:

Txn Id	Date	Credit	Debit	Balance	Comments	Status
TN-0000006	2017-05-25	\$ 0.00	\$ 118.50	\$ 219.10	Order Placed #O1495717328	Transaction Completed
TN-0000005	2017-05-25	\$ 0.00	\$ 9,000.00	\$ 337.60	DEBIT	Transaction Completed
TN-0000004	2017-05-24	\$ 0.00	\$ 352.00	\$ 9,337.60	Order Placed #O1495624941	Transaction Completed
TN-0000003	2017-05-24	\$ 0.00	\$ 300.40	\$ 9,689.60	Order Placed #O1495623326	Transaction Completed
TN-0000002	2017-05-24	\$ 0.00	\$ 10.00	\$ 9,990.00	Order Placed #O1495616325	Transaction Completed
TN-0000001	2017-05-24	\$ 10,000.00	\$ 0.00	\$ 10,000.00	TEST	Transaction Completed

For withdrawal request, Buyer has to fill bank details if S/he has not added them in “Bank Account” tab of “My Account” else the details will be prefilled.

See screenshot given below:



Buyer Dashboard

BUYER

Quick Filters

- Dashboard

Orders

- My Orders
- Cancellation Requests
- Order Return Requests

Addresses

- My Addresses

Rewards

- Reward Points
- Share And Earn
- My Offers

Profile

- My Account
- Messages
- My Credits**
- Wishlist/Favorites
- Change Password
- Change Email

### My Account

#### Request Withdrawal

Amount To Be Withdrawn [\$]\*

Current Wallet Balance \$ 219.10

Bank Name\*

Account Holder Name\*

Account Number\*

Ifsc Swift Code\*

Bank Address

Other Info Instructions

SEND REQUEST CANCEL

## 5.4 Wish List/Favorites

Buyer can either add products or shops in this section. Groups can be created in order to add multiple products in a single group. NOTE: Shops cannot be added in group.

Buyer can either view or delete the list created by him/her.

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

Dashboard

Orders

My Orders

Cancellation Requests

Order Return Requests

Addresses

My Addresses

Rewards

Reward Points

Share And Earn

My Offers

Profile

My Account

Messages

My Credits

**Wishlist/Favorites**





Change Password

Change Email

## My Favorites

Wishlist

Shops

**Products That I Love**  
View 5 Items

Create New List

Enter List Name

CREATE

**yolkart**  
MULTIVENDOR SYSTEM

Search For Product

Home Kids

CART

HI, KANWAR

Home / Products / Lenovo Vibe K5 Plus

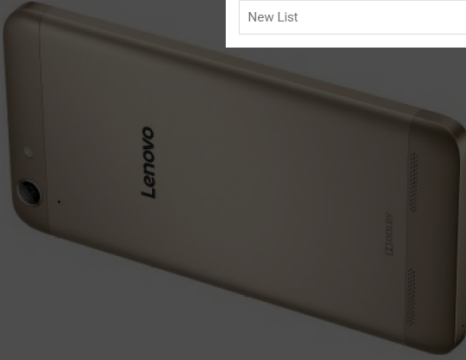
**Your List**

☐ July List

☐ June List

New List

ADD



**\$ 99.00**

Specifications:

- Sales Package : Handset, Battery, Travel Adapter, USB Cable, Quick Start Guide, Lenovo Limited Warranty, Protective Film, Transparent Back Cover
- Model Name : Vibe K5 Plus 3 GB
- SIM Type : Dual Sim

Color:

RAM:

3 gb

Internal Memory:

16gb

Shipping Policies

Quantity - 1 +

BUY NOW

ADD TO CART

On product detail page, click on this list icon will open the list of groups created by you in wishlist OR you can create a new list as well.

## 5.5 Change Password

Buyer can update his/her password from this section.

See screenshot given below:

Buyer Dashboard

BUYER

Quick Filters

- Dashboard

Orders

- My Orders
- Cancellation Requests
- Order Return Requests

Addresses

- My Addresses

Rewards

- Reward Points
- Share And Earn
- My Offers

Profile

- My Account
- Messages
- My Credits
- Wishlist/Favorites
- Change Password**
- Change Email

### Change Password

Current Password\*

New Password\*

e.g. User@123

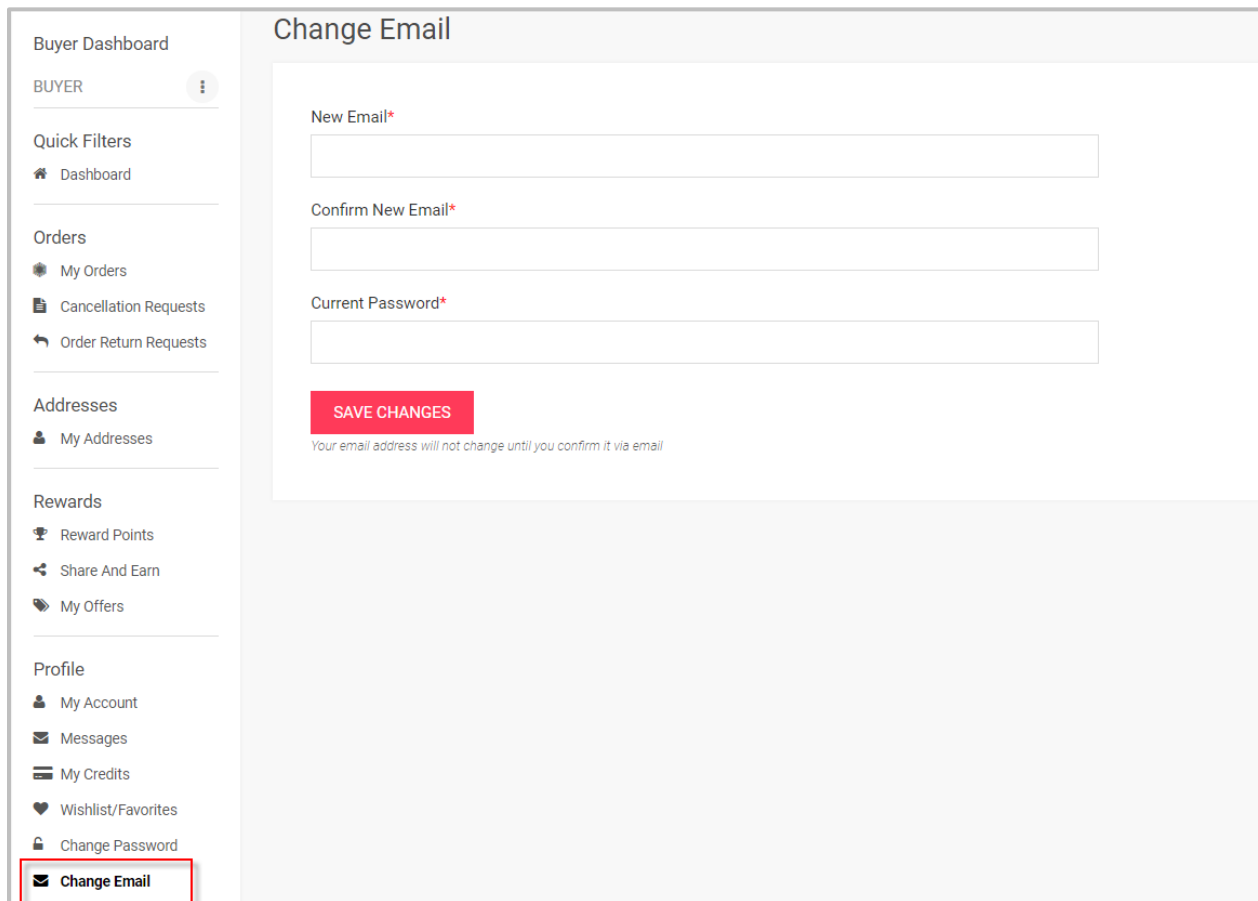
Confirm New Password\*

**SAVE CHANGES**

## 5.6 Change Email

Buyer can change his/her email address from this section. NOTE: Buyer will need to verify his/her new email address otherwise email will not get changed.

See screenshot given below:



Buyer Dashboard

BUYER

Quick Filters

- Dashboard

Orders

- My Orders
- Cancellation Requests
- Order Return Requests

Addresses

- My Addresses

Rewards

- Reward Points
- Share And Earn
- My Offers

Profile

- My Account
- Messages
- My Credits
- Wishlist/Favorites
- Change Password
- Change Email**

### Change Email

New Email\*

Confirm New Email\*

Current Password\*

**SAVE CHANGES**

*Your email address will not change until you confirm it via email*