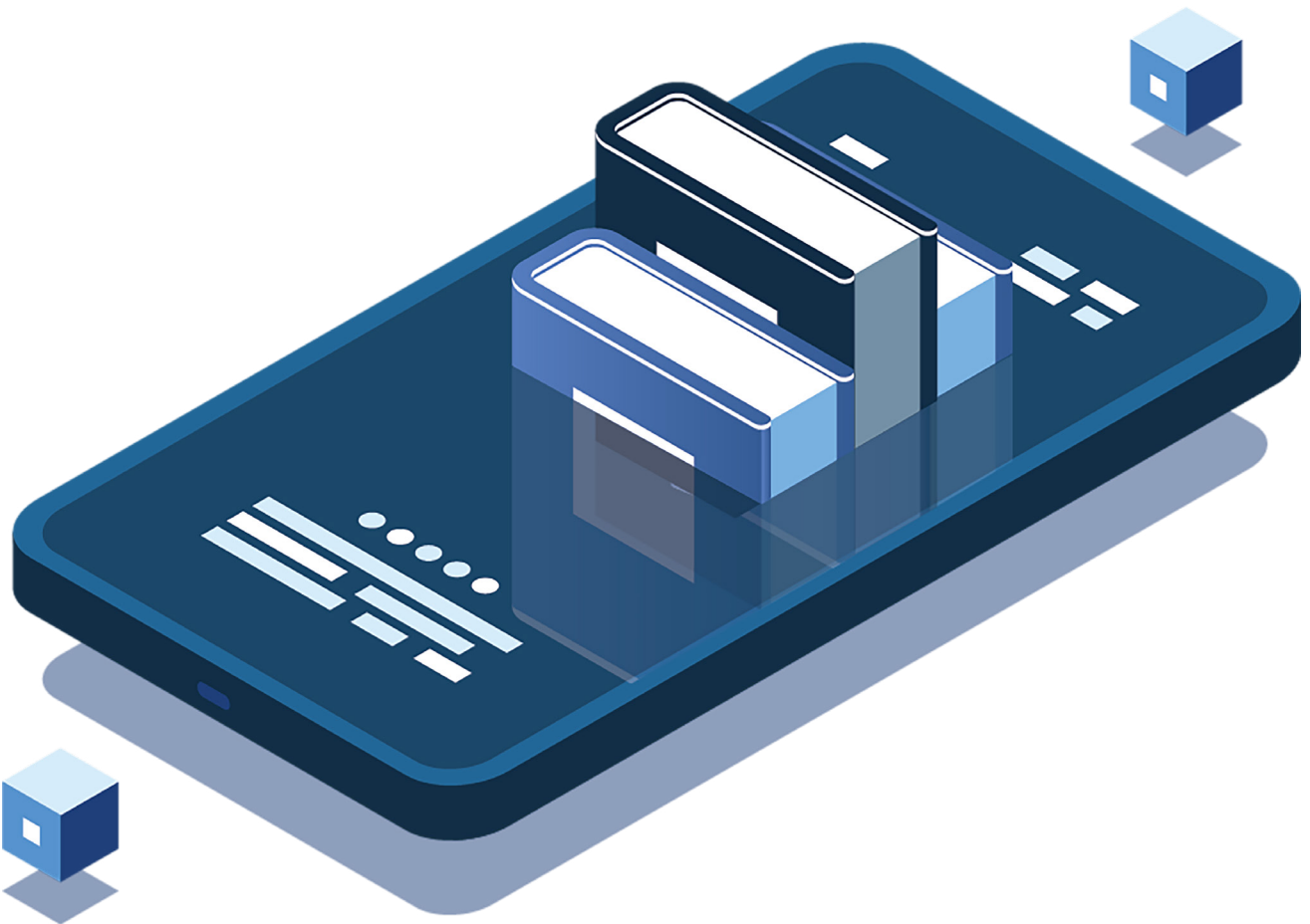




Seller Guide





Introduction

abjd.store is a multivendor Marketplace platform that provides market access and penetration to all types of vendors and sellers to reach a wider segment of customers with a high reach volume and traffic.

The major endeavor of vendors and sellers when opening their own online stores is how to bring traffic to their website, most online stores open and do not succeed without being ever noticed by customers. Moreover, setting up online payment methods becomes a major endeavor for small vendors and sellers, not mentioning the cost of maintaining an online store and all the headache of its logistics.

As for customers, fragmentation is frustrating, people don't want to navigate multiple websites and online stores to buy an item, they want to see all options in one place, compare offers, sellers, variations etc. all in one place.

abjd.store Marketplace provides solutions to all the above problems, customers get a consolidated view of all products from multiple vendors and sellers in one place, can make comparisons and chose the best fit product with one click. sellers can reach more customers, have high traffic on their products and offerings and get access to online payment methods and never worry about the logistics of having their own website and store. Your store is hosted on abjd.store for FREE, you pay when you sell.

Subscriptions

Vendors or Sellers' subscription plans are formulated in a way to provide ease and relief to the Seller, there are no fixed costs, all plans are FREE to host, and some plans are FREE to sell also.

Chose the plan that suits your business more from the following subscription plans.

Choose Your Plan

You will be redirected to registration page after choosing your plan.

Basic / FREE

FREE / month

[Choose](#)

10 Products
Unlimited Revenue
No Transaction Fees.

Suitable for small shops or housework with a small number of products.

Number of products allowed to be displayed in all categories: 10.

BEST CHOICE

Advanced

FREE / month

[Choose](#)

50 Products
Unlimited Revenue
Transaction Fee: 0.50 JOD

Suitable for medium sized shops or housework with a medium number of products.

Number of products allowed to be displayed in all categories: 50.

Professional

FREE / month

[Choose](#)

Unlimited Products
Unlimited Revenue
Transaction Fee: 1.00 JOD
Vendor Microstore

Suitable for large sized shops with a large number of products.

Number of products allowed to be displayed in all categories: Unlimited.

For a limited time, all subscription plans are without subscription fees.

Costs

Once a sell is made on the Marketplace, certain costs become incurred by the Seller, these costs are:



Depends on the selected subscription plan: Zero for the Basic plan, 0.5 JD for the Advanced and 1.0 JD for the Professional. This is a fixed fee on the order to cover the cost of hosting the Vendor's/ Seller's store on the Marketplace.



This is a percentage fee on the order total to cover the cost of the online payment gateway as follows:
All Payment Methods 2.0% + 0.10 from the sales total.



This is a percentage fee on the products categories; not on the order total; this fee covers the costs of marketing and all other activities performed by the Marketplace to secure your sale.

The percentages vary per category of product as follows:

Automotive	Fee	المحركات
Automotive Services	12%	خدمات السيارات
Tyres	3%	الإطارات
Automotive Parts & Accessories	8%	قطع وإكسسوارات السيارات
Motorcycles & Scooters	5%	الدراجات النارية والسكوترات

Home & Office	Fee	المنزل والمكتب
Art Products	13%	منتجات الفنون
Building Materials	5%	مواد البناء
Furniture	10%	الأثاث
Massage Chairs & Large Equipment	6%	أجهزة وكراسي المساج الكبيرة
Home Decor & Accessories	12%	ديكورات وإكسسوارات المنزل
Kitchen Products	9%	منتجات المطبخ والأدوات المنزلية
Luggage	13%	الحقائب
Office Products	10%	منتجات المكاتب
Tools & Hardware	10%	العدد والأدوات والخرذوات

Personal	Fee	الشخصي
Apparel & Shoes	12%	الملابس والأحذية
Baby Products	12%	منتجات التجميل
Beauty Products	13%	منتجات التجميل
Health & Personal Care Products	12%	منتجات الصحة والعناية الشخصية
Jewelry	8%	المجوهرات
Personal Accessories	12%	الإكسسوارات الشخصية
Personal Care Appliances	12%	أجهزة العناية الشخصية
Watches	10%	الساعات

Supermarket	Fee	السوبر ماركت
Cleaning & Chemical Products	7%	المنظفات والكيماويات
Foods & Meals	12%	الأطعمة والوجبات الجاهزة
Healthy Food and Supplements	12%	الأطعمة الصحية ومكملات الغذائية
Grocery	7%	البقالة والمواد التموينية
Disposable	10%	منتجات استخدام مرة واحدة
Pet Products	12%	منتجات الحيوانات الأليفة

Electronics	Fee	الإلكترونيات
Cameras & Recorders	10%	الكاميرات والمسجلات
Large Appliances	8%	الأجهزة المنزلية الكبيرة
Lighting & Electrical Products	8%	الإضاءة ومنتجات الكهرباء
Mobile Phones & Tablets		الهواتف المحمولة والتابلت
Mobile Phones	2%	أجهزة الهواتف المحمولة
iPads	2%	أجهزة آيباد
Tablet	5%	أجهزة التابلت
Other	5%	غيرها
Mobile Phones Accessories	12%	إكسسوارات الهواتف المحمولة
PCs & Accessories	5%	أجهزة الكمبيوتر الشخصية وإكسسواراتها
Security & Automation Equipment	12%	أجهزة الحماية والأتمتة
Small Appliances	12%	الأجهزة المنزلية الصغيرة
Video Games & Consoles	5%	أجهزة وألعاب الفيديو

Recreational	Fee	المتعة والتسلية
Bicycles & Scooters (non-motor)	10%	الدراجات الهوائية والسكوترات
Books & Magazines (Paper)	10%	الكتب والمجلات الورقية
Music Instruments	13%	الآلات الموسيقية
Outdoor Products	12%	منتجات الاستخدام الخارجي
Sports Products	12%	أجهزة ومعدات الرياضة
Party Products	12%	مواد الحفلات
Stamps & Collectibles	13%	الطوابع والمقتنيات
Toys	12%	الألعاب

Other	Fee	غيرها
Digital Files	10%	الملفات الإلكترونية
Gift & Charging Cards	5%	بطاقات الهدايا والمشتريات والشحن
Discount Coupons	90%	كوبونات الخصم
Purchase Coupons	10%	كوبونات المشتريات
All Other Categories	10%	جميع الفئات الأخرى



Example:

Seller sells an order containing the following items:

Item	Qty	Price	Total	Commission %	Commission Fee
Lighting	1	50.00	50.00	8%	4.00
Mobile Phone	1	200.00	200.00	2%	4.00
Delivery	1	3.00	3.00	0%	0.00
Total			253.00		8.00
Transaction Fee (Adv. Plan)					0.50
Gateway Fees (Credit Cards)			253.00	2.0% + 0.10	5.16
Total Fees					13.66
Net Income			239.34		



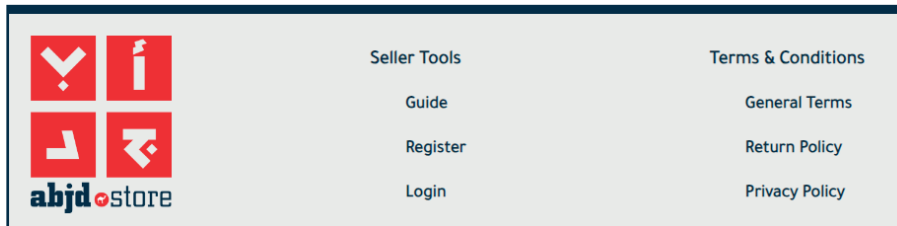
Required Information

Required information to register a Vendor / Seller account and open a store:

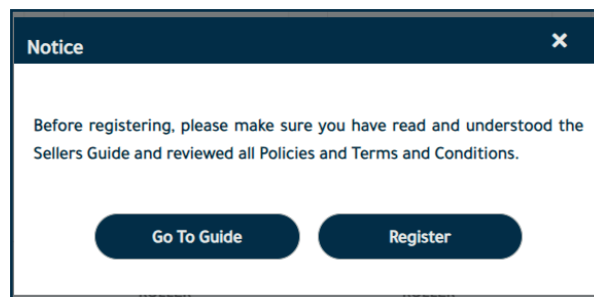
- Store Name.
- Sales Tax Number (If Applicable).
- Banking Information (IBAN).
- Scanned copy of Store Owner/Administrator ID.
- Scanned copy of Company Registration Document (If Applicable).
- Scanned copy of Vocational License Document (If Applicable).
- Scanned copy of Sales Tax Registration Document (If Applicable).

Profile Registration

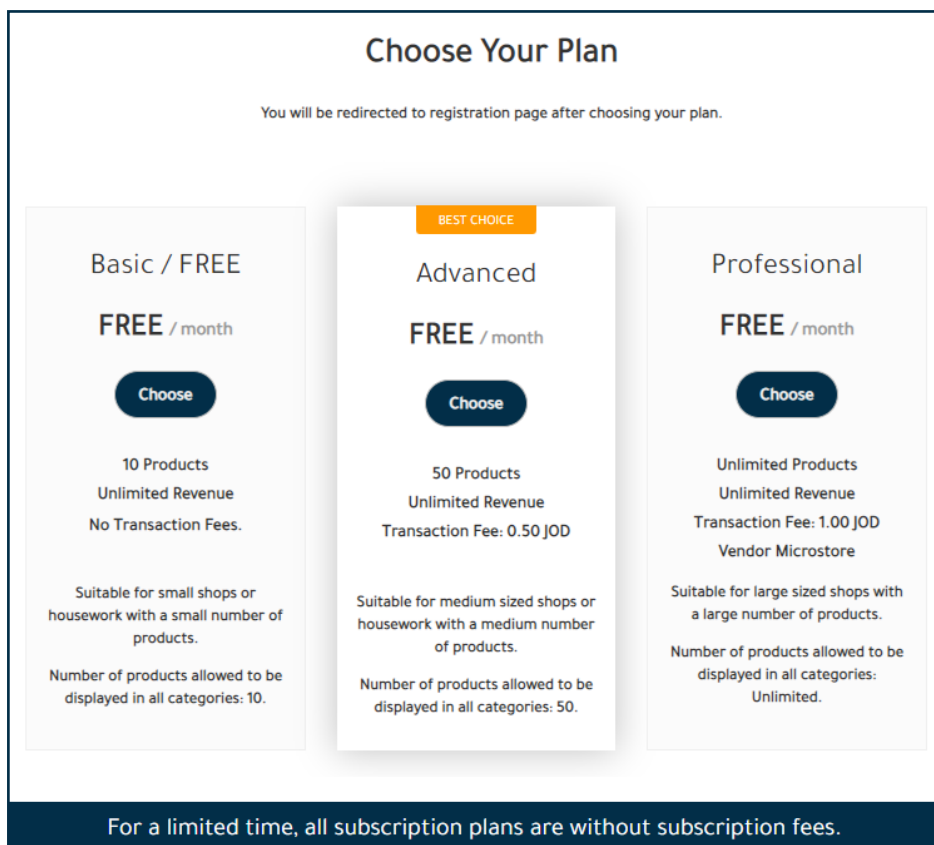
1. Go to abjd.store and scroll to the bottom section and click on Register.



A pop-up will appear to remind you to read the Seller's Guide and Terms & Conditions before entering the seller area.



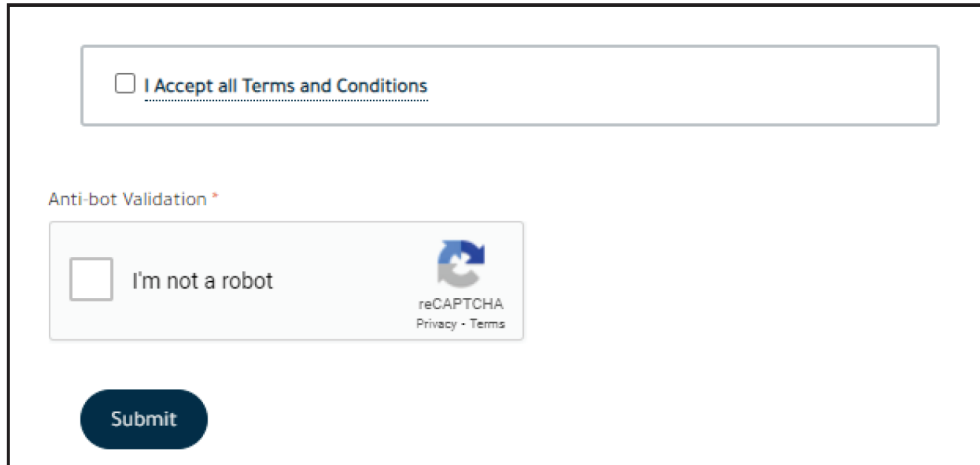
2. Select the plan that suits your business by clicking on the Choose button.



Profile Registration

3. You will be redirected to the application form, fill all the information needed, read and accept the terms and conditions, check the validation box and submit.

Note: please make sure all the entered information are correct and updated.

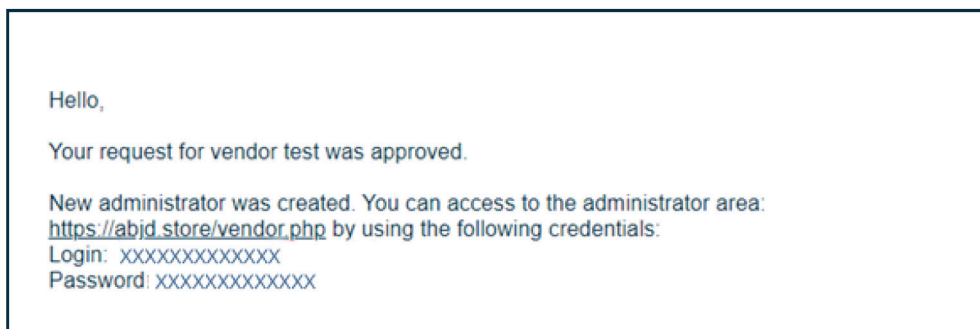


The screenshot shows a registration form with the following elements:

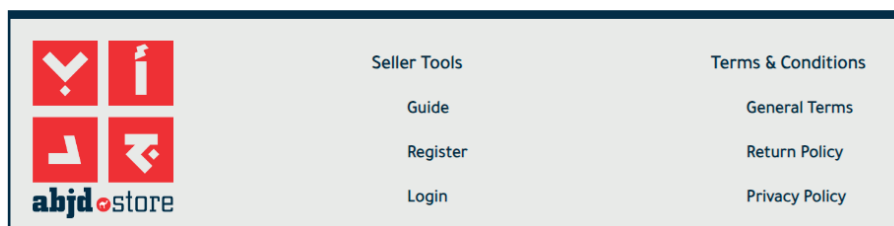
- A checkbox labeled "I Accept all Terms and Conditions".
- An "Anti-bot Validation" section containing a checkbox labeled "I'm not a robot" and a reCAPTCHA widget with a "reCAPTCHA Privacy - Terms" link.
- A dark blue "Submit" button.

4. You will receive an email from care@abjd.store containing the Login email and the Password for your Seller profile and the login link (please keep this information private and don't share it with anyone)

If you don't receive the email, please contact us.



5. Go to abjd.store and scroll to the bottom section and click on Login and enter your credentials and start setting up your account.



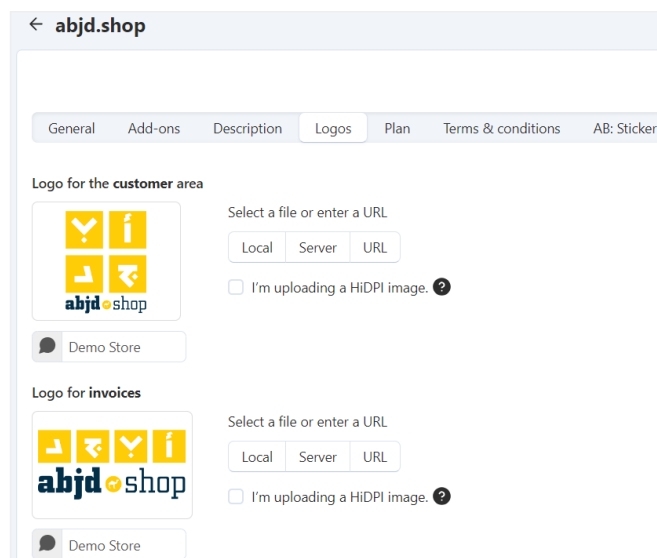
6. To switch the Vendor Panel to Arabic language, click on profile icon at the top left of the page, hover over the current language "EN" and click on "AR".

Profile Registration

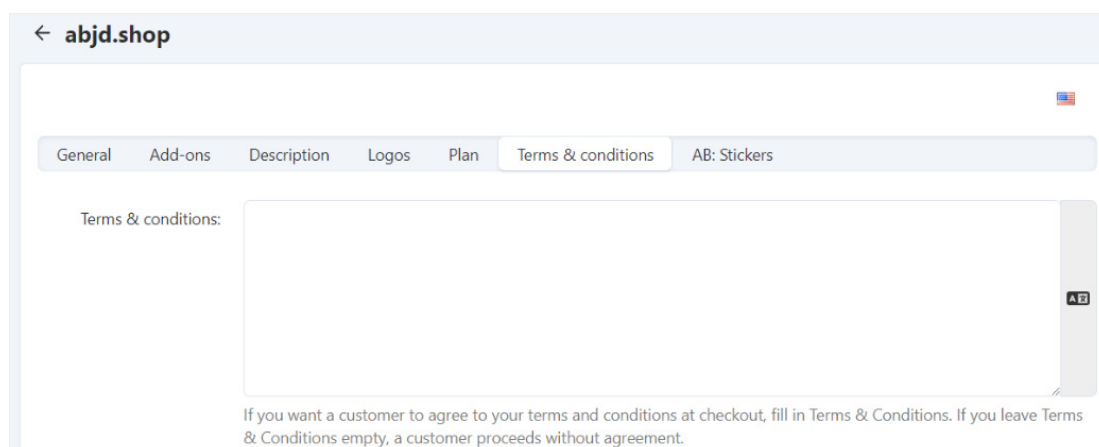
7. Click on the username at the top right corner and select "Seller info".



In the Logos tab, add your logo image (Check Appendix A) that will be displayed on the storefront and the emails and invoices that will be sent to the buyer.



In the Terms & Conditions tab, add your Terms & Conditions for the buyer to agree on.



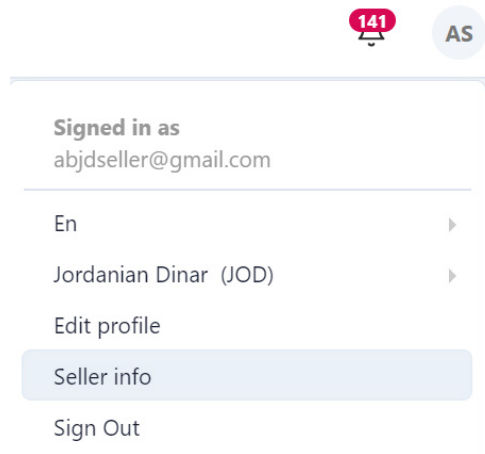
Your profile is now set and ready.

Profile Registration

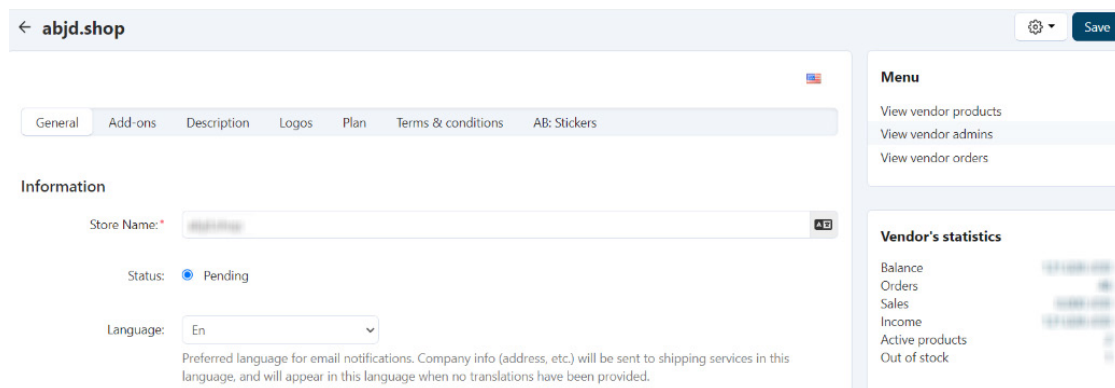
Adding a new admin

To add an Admin for your store Please follow these steps:

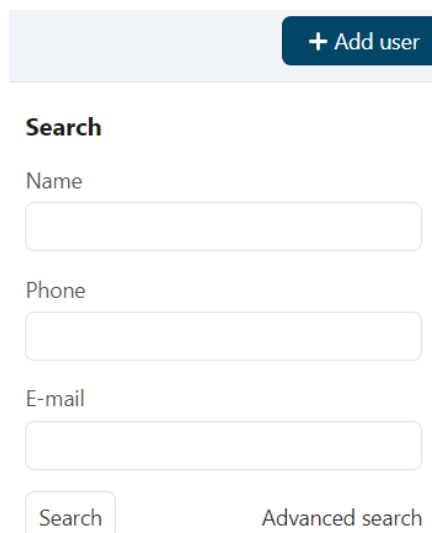
1. Click on the icon in the top right corner and select seller info.



2. On the right side menu click on view vendor admins.



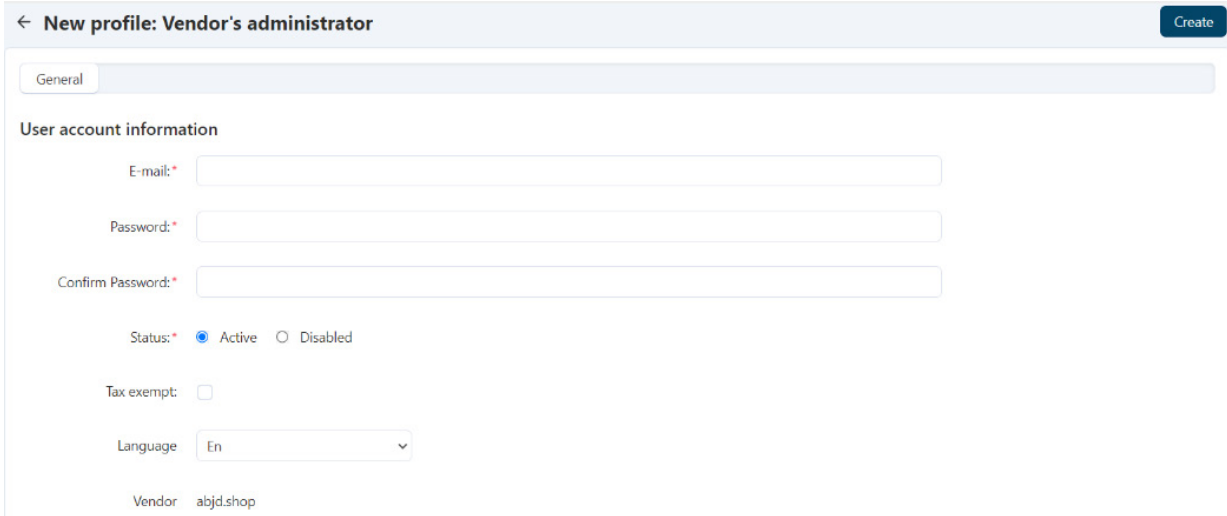
3. Click on the (+ Add user) icon in the top right corner.



Profile Registration

Adding a new admin

4. Add the new vendor admin information.



← New profile: Vendor's administrator Create

General

User account information

E-mail: *

Password: *

Confirm Password: *

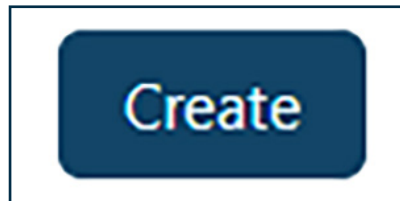
Status: * Active Disabled

Tax exempt:

Language

Vendor abjd.shop

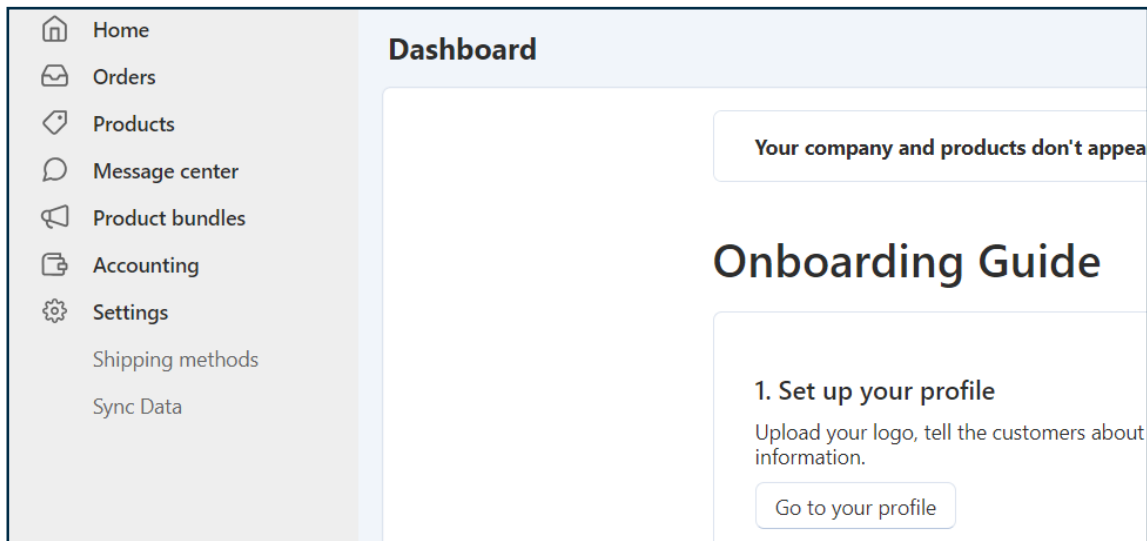
5. Click on create on the top right corner.



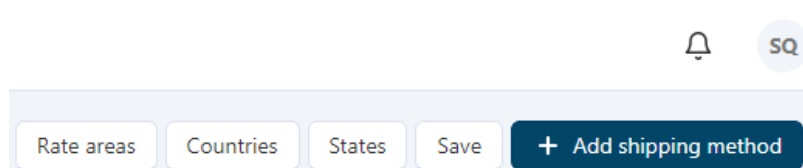
Your Vendor admin is now ready

Setting Shipping Methods

1. To create a new Shipping Method, go to the side panel on the left of the page, click on Settings, and then choose Shipping Methods.



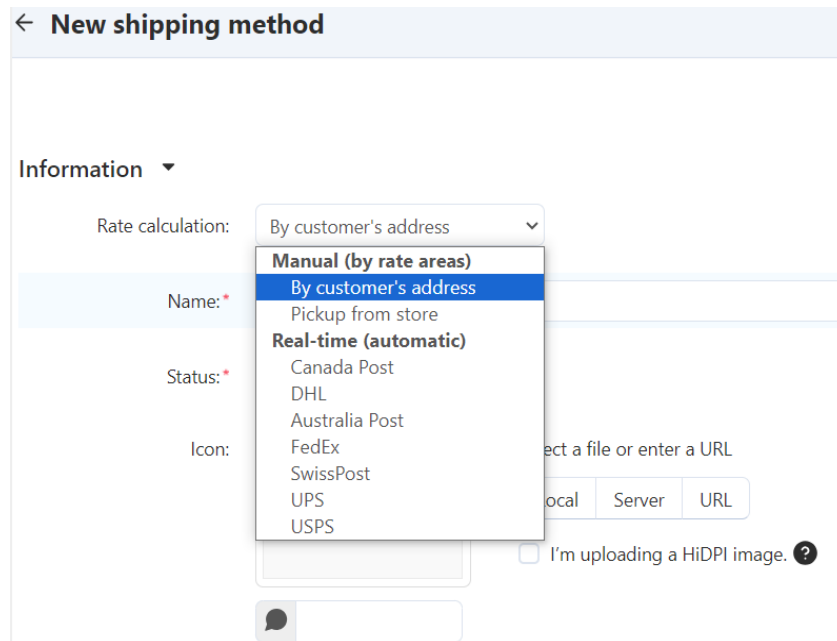
2. Click on the “Add shipping method” button at the top right of the page.



*At the rate areas tab, you can view all available areas you can choose to deliver to.

Setting Shipping Methods

3. At the rate calculations field, choose By Customer's address.



The screenshot shows the 'New shipping method' form. The 'Rate calculation' dropdown menu is open, displaying the following options:

- Manual (by rate areas)**
 - By customer's address (highlighted)
 - Pickup from store
- Real-time (automatic)**
 - Canada Post
 - DHL
 - Australia Post
 - FedEx
 - SwissPost
 - UPS
 - USPS

4. Add a name to your delivery method.
Upload an image (Check Appendix A).
Specify a delivery time (e.g., 3 - 5 days).
Add description and click Create at the top right.



Keep the shipping method availability to all.

If you specify a weight limit, the shipping method won't be available for products that exceed that weight limit (keep it at 0.00 to be available for all products).

Setting Shipping Methods

5. After creating the shipping method, several tabs will appear, click on the Shipping time and rates tab, choose all the areas you deliver to, specify the time and cost for each area and click Save.

The screenshot displays the 'Shipping time and rates' configuration page for 'abjd.shop'. The page has a header with a back arrow, the store name 'abjd.shop', a settings icon, and a 'Save' button. Below the header is a navigation bar with tabs: 'General', 'Shipping time and rates' (active), 'Test rate calculation', 'Additional settings', 'Storefronts', and 'Shipping restrictions'. A search bar with the placeholder 'Type to search...' and an 'Add all' button is present. A list of shipping areas is shown, with 'Amman' highlighted in blue. Below the list, the configuration for 'Amman' and 'Al-Aqaba' is displayed. Each area has a 'Shipping time' field and a 'Rate' field. The 'Amman' area has a rate of 3.00\$, and the 'Al-Aqaba' area has a rate of 0.00\$. Both areas are located in Jordan.

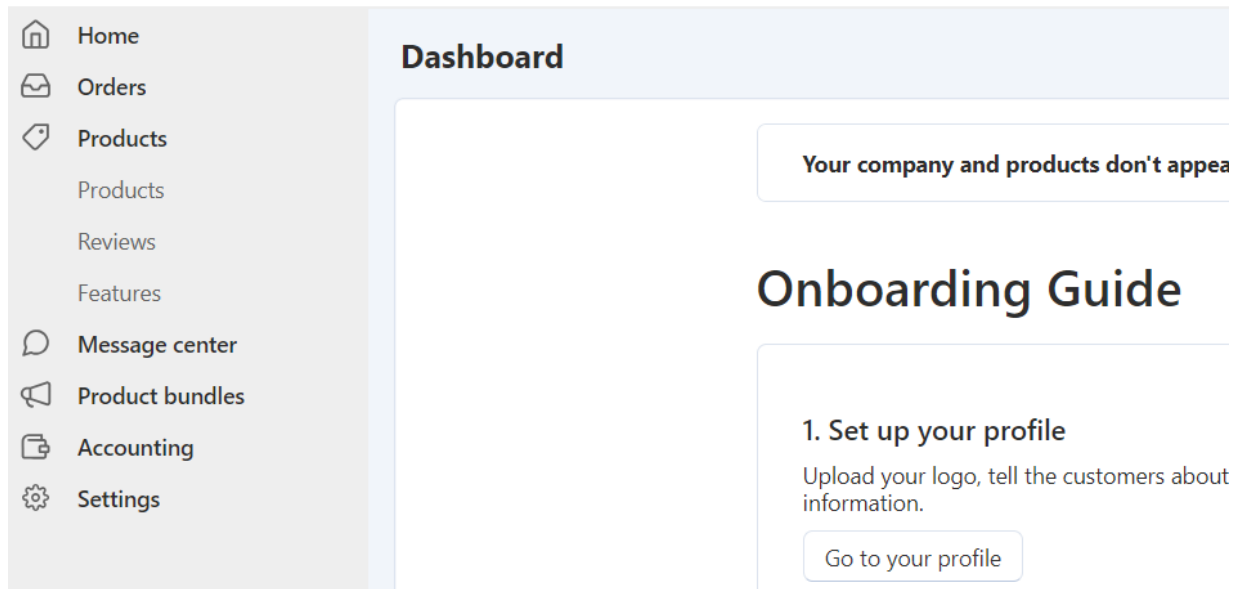
Area	Shipping time	Rate
Amman	<input type="text"/>	3.00\$
Al-Aqaba	<input type="text"/>	0.00\$

Your shipping method is now ready.

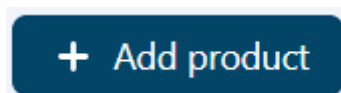
Adding Products

Adding A New Product

1. Go to the dashboard, from the side panel select **Products** → **Products**



2. Go to the top right and click the + button and click **Create new product**.



Adding Products

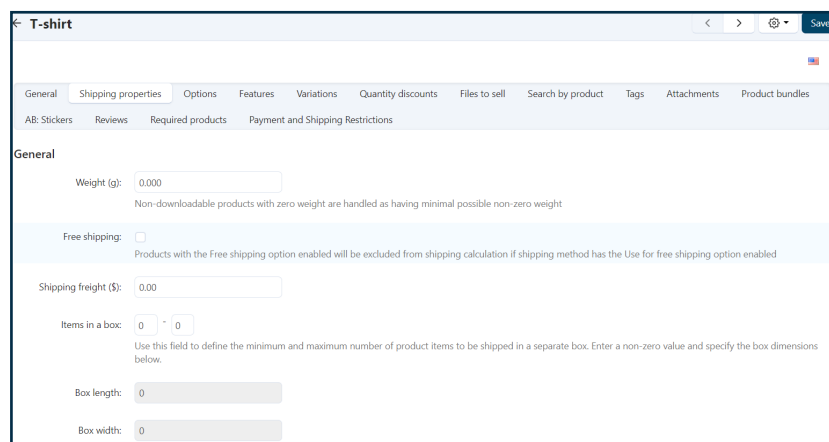
Adding A New Product

3. Fill the necessary fields:

- The name of the product.
- Select the suitable category for your product (Check Appendix B).
- Enter the selling price (Zero prices won't be accepted).
- Upload one or many clean and suitable images showing the product (products with no picture or unsuitable or not matching won't be approved) (Check Appendix A).
- Fill the stock field with the amount of how many items you have available and ready for selling (out of stock items won't be displayed in the store).
- If your product is sold in large quantities, fill the necessary fields with the suitable data.
- If your product is digital (images, videos, books....), check the Downloadable box (if you check the box, the stock rules won't be applied to your product).
 - If you don't want to restrain the buyer to 48 hours period of availability to download the product, check the Time-unlimited download box.
- When adding words to the "Search words" filed, the product will appear in the results of the search for those words, even if the product name or description doesn't have them, separate different search words by commas.

4. Click Create at the top right, and then, several tabs will appear.

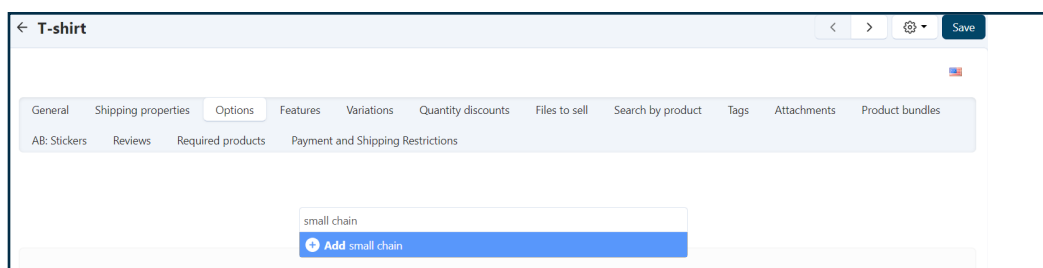
5. In the Shipping Properties tab, specify the shipping properties for the product (if necessary).



The screenshot shows the 'Shipping properties' tab for a 'T-shirt' product. The 'General' section includes fields for Weight (g) set to 0.000, Free shipping (unchecked), Shipping freight (\$) set to 0.00, Items in a box (0), Box length (0), and Box width (0). A note states: 'Non-downloadable products with zero weight are handled as having minimal possible non-zero weight'. Another note says: 'Products with the Free shipping option enabled will be excluded from shipping calculation if shipping method has the Use for free shipping option enabled'.

6. In the Options tab you can add any optional additional services or extra attachments and accessories.

- Create or use existing options by typing its name in the field.
- To create a new option, type the name and click Add.

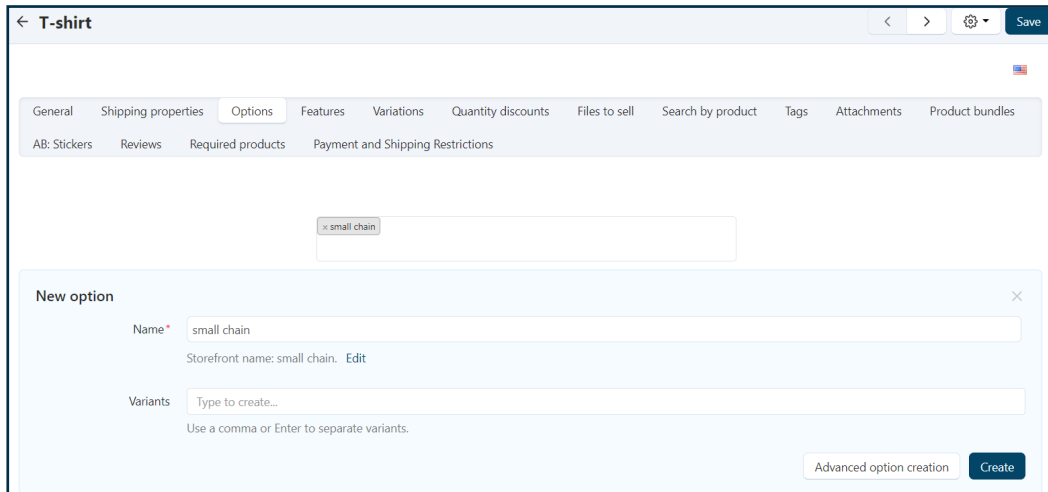


The screenshot shows the 'Options' tab for a 'T-shirt' product. A text input field contains 'small chain', and a blue button with a plus sign and the text 'Add small chain' is visible below it.

Adding Products

Adding A New Product

- Add option variants names in the field for a quick and free options and click Create or click on Advanced option creation to specify extra prices, display style and so on.

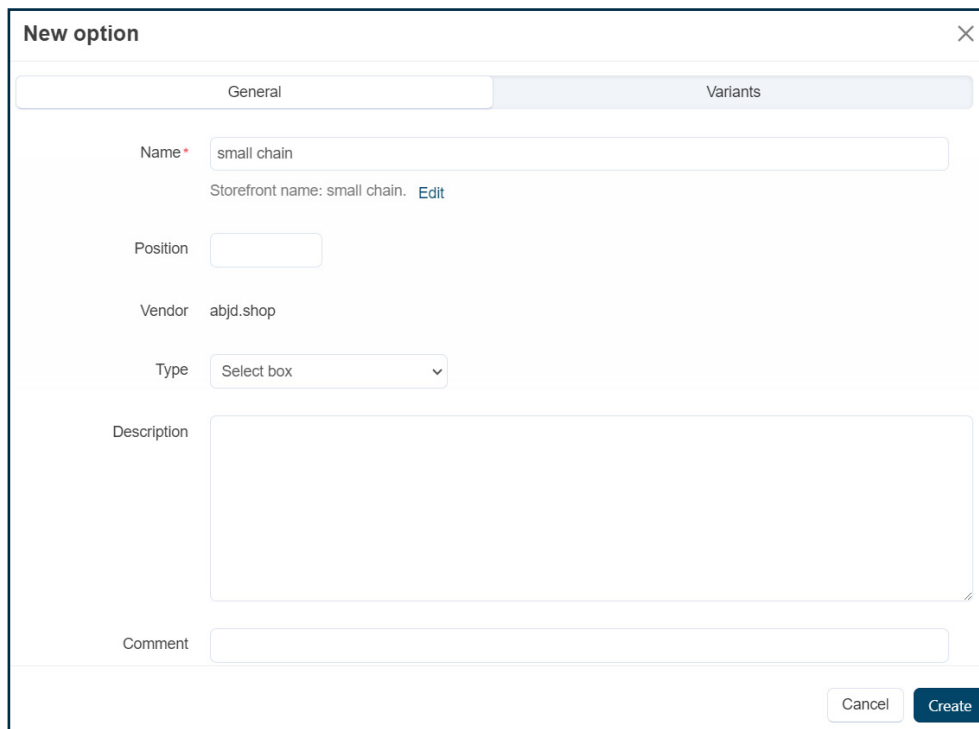


The screenshot shows the 'T-shirt' product page with the 'Options' tab selected. A 'New option' modal is open, displaying the following fields:

- Name ***: small chain
- Storefront name**: small chain. [Edit](#)
- Variants**: Type to create...
Use a comma or Enter to separate variants.

Buttons at the bottom of the modal include 'Advanced option creation' and 'Create'.

- In the Advanced option creation window, fill the fields, select the display style and check the required box only if it's mandatory.



The 'New option' modal is shown with the 'General' tab selected. The fields are:

- Name ***: small chain
Storefront name: small chain. [Edit](#)
- Position**:
- Vendor**: abjd.shop
- Type**: Select box
- Description**:
- Comment**:

Buttons at the bottom include 'Cancel' and 'Create'.

Adding Products

Adding A New Product

- Go to the Variants tab, add option variant and add the necessary information (Extra weight, price, variant image if needed) (Check Appendix A) and click Create.

New option

General Variants

Pos. Name Modifier / Type Status

Type to create... / \$ Active Add Clone Trash

Icon Select a file or enter a URL

Local Server URL

I'm uploading a HIDPI image. ?

Weight modifier / Type: / g

Earned point modifier / Type: 0.000 / (points)

Cancel Create

7. In the **Quantity discounts** tab, you can specify a discount if a certain quantity of the product was bought in a single order.

T-shirt

General Shipping properties Options Features Variations **Quantity discounts** Files to sell Search by product Tags Attachments Product bundles

AB: Stickers Reviews Required products Payment and Shipping Restrictions

Quantity Value Type User group

1 0 Absolute All

Quantity Value Type User group

1 0.00 Absolute (\$) All Add Clone Trash

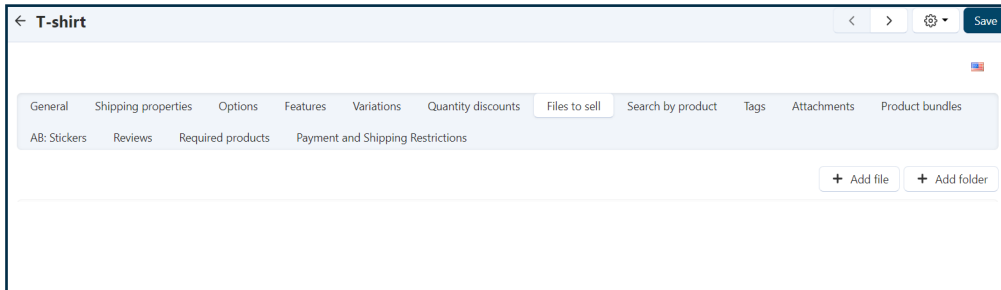
8. Add the quantity of the products, specify the price for a single item, select the type of the discount and click Add. You can add any different discounts depending on the quantity.

Adding Products

Adding A New Product

9. In the Files to sell tab you can upload the files you want to sell if the product was digital.

Note: if you uploaded any files here your product will automatically turn into downloadable product (as specified in step 3).

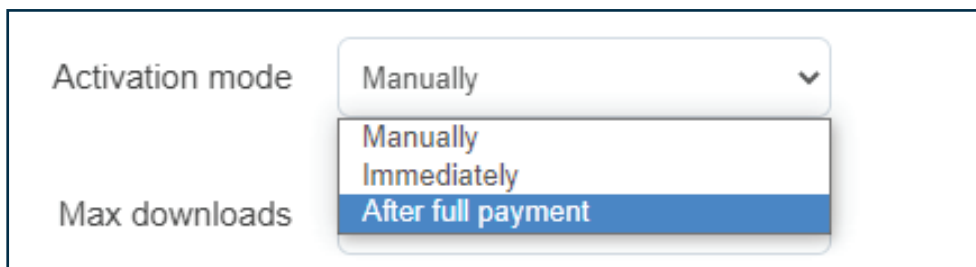


10. Click on the add file to add your files.

Fill the necessary fields.

Upload your file and you can also upload a preview of the product.

Make sure that you set the Activation mode to After full payment So that the buyer can download the file without any permissions from the admin.



Make sure you leave the max downloads field empty



Enter any the agreement for the buyer if you have any and click **Create**.

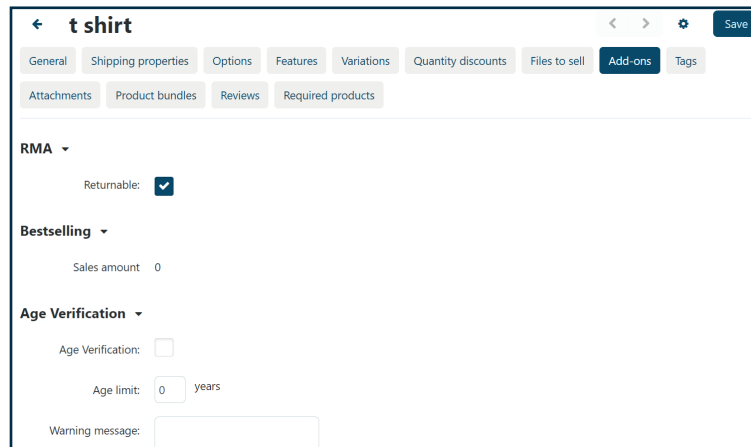
11. In the Add-ons tab, you can decide if your product is returnable and specify the return period (in days).

You can also view the times your product has been ordered.

You can also set the product to be available for users older than the specified age with a warning message.

Adding Products

Adding A New Product

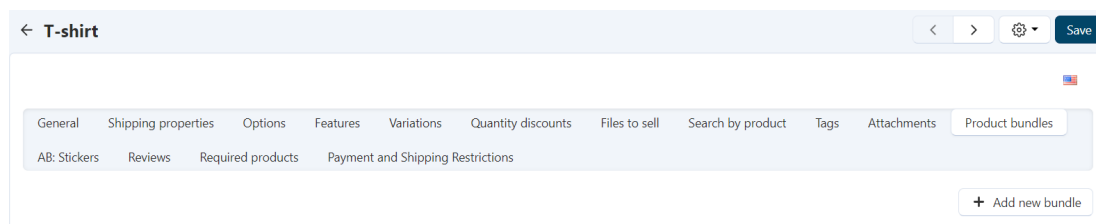


The screenshot shows the 't shirt' product edit page with the 'Add-ons' tab selected. The 'Add-ons' tab is highlighted in blue. Below the tabs, there are sections for 'RMA' (Returnable:) and 'Bestselling' (Sales amount: 0). The 'Age Verification' section has 'Age Verification' (unchecked), 'Age limit' (0 years), and a 'Warning message' field.

12. You can add any tags in the **Tags** tab.

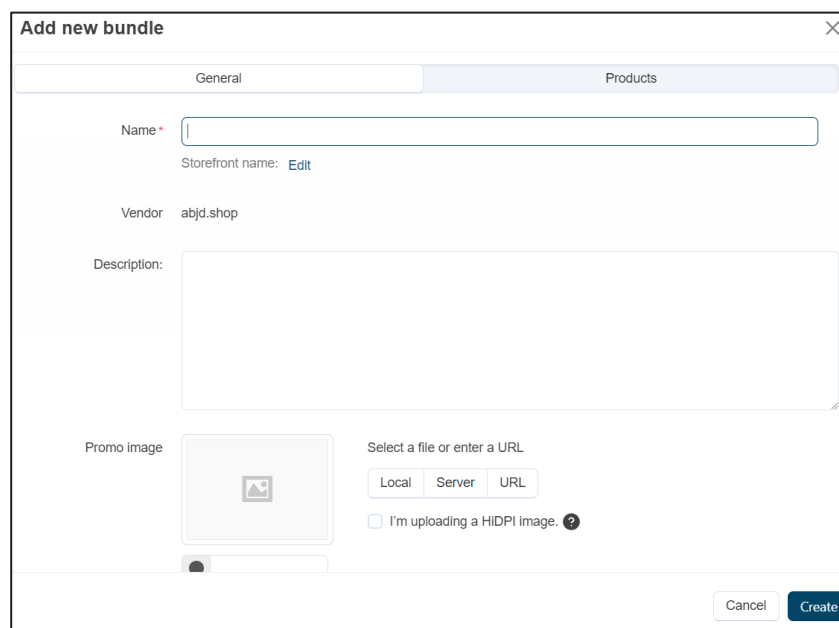
13. You can **Attach** any files to your products like guides and manuals that will be available for all users.

14. You can add your product to existing bundles or adding a new bundle by clicking the **Add new bundle** button.



The screenshot shows the 'T-shirt' product edit page with the 'Product bundles' tab selected. The 'Product bundles' tab is highlighted in blue. Below the tabs, there is a '+ Add new bundle' button.

You need to name the bundle, add an image (Check Appendix A), description and specify an availability period.



The screenshot shows the 'Add new bundle' dialog box with the 'Products' tab selected. The 'Name' field is empty. The 'Storefront name' is 'Edit'. The 'Vendor' is 'abjd.shop'. The 'Description' field is empty. The 'Promo image' section has a placeholder image and a 'Select a file or enter a URL' dropdown with options 'Local', 'Server', and 'URL'. There is also a checkbox for 'I'm uploading a HiDPI image.' and 'Cancel' and 'Create' buttons.

Adding Products

Adding A New Product

Go to the Products tab to add products to the bundle.

You can also put a discount on bundles for each product or for the whole bundle.

The screenshot shows a modal window titled "Add new bundle" with a close button (X) in the top right corner. It has two tabs: "General" and "Products". The "Products" tab is active. Below the tabs is a search bar with the text "Type to search, or click the button on the right for advanced search" and a menu icon. A table lists the bundle products:

Name	Quantity	Price	Discount	Value	Discounted price	Show on products page
T-shirt	1	0.000 JOD	Absolute (\$) ▼	0	0.000 JOD	<input checked="" type="checkbox"/>

Below the table, there is a "Recalculate" button. To the right, it shows "Total cost: 0.000 JOD" and "Price for all: 0.000 JOD". At the bottom right, there is a "Share discount (\$):" field with an "Apply" button. At the very bottom, there are "Cancel" and "Create" buttons.

To create a discount on the bundle, add the discount value in the **Share discount** field and click **Apply**.

Click **Create** and your bundle is ready.

15. You can see the reviews on your product at the **Reviews** tab.

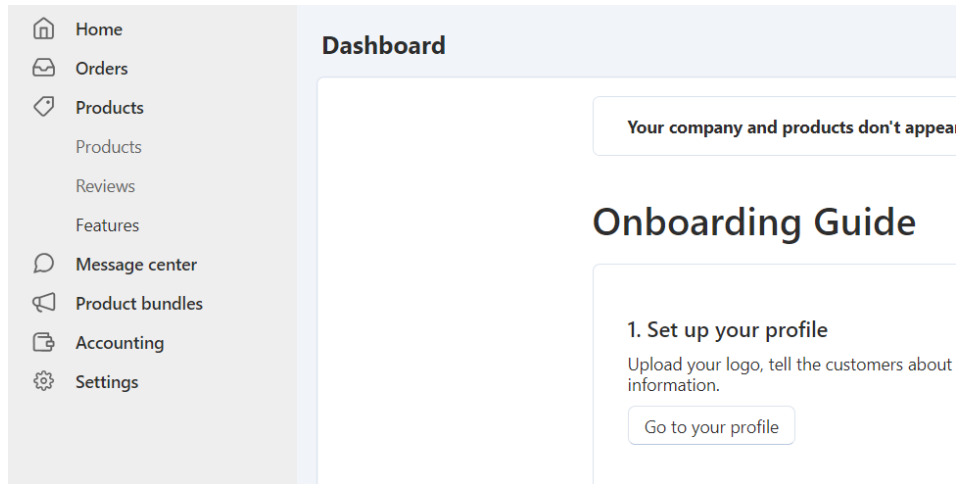
16. You can set a required products to your product if necessary (buyer can't buy the product alone and the required products will be added to the cart automatically).

Adding Products

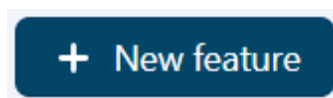
Adding Product Variants

Variants are specified based on the features of the product (e.g., color, size, memory capacity).

1. Select **Products** → **Features** on the side panel.



2. 2- Click on the “New feature” button at the top right of the page.



Adding Products

Adding Product Variants

3. In the **General** tab, name the feature (e.g. color for T-shirt, size for T-shirt), select the purpose, feature style and filter style, and fill the necessary information.

New feature

General Variants Categories

Name *

Storefront name: [Edit](#)

Vendor abjd.shop

Purpose * Product search via filters For a feature that just allows you to specify an additional property of a product (for example, "Fabric" for T-shirts). If you create a filter by that feature, customers will see that such a property exists, and will be able to search products by it.

Variations as separate products

Variations as one product

Brand, author, etc.

Additional information

Determines how you and your customers will be able to use this feature.

Feature style *

Determines the look of this feature on the product page.

Filter type *

[Cancel](#) [Create](#)

New feature

Group

Feature code

A suitable code can help this feature appear with the product in search engines. Supported codes:

- Brand - Name used by an organization or business person for labeling a product
- ISBN - International Standard Book Number
- GTIN - Global Trade Item Number
- MPN - Manufacturer Part Number

Position

Description

Status * Active Hidden Disabled

Show on the Features tab

If enabled, the product feature is displayed on the product details page in the storefront

Adding Products

Adding Product Variants

Form for adding product variants with the following fields and options:

- Show in product list** Show this feature on product list pages along with product description.
- Show in header on the product details page**
- Prefix** An affix that precedes the product feature.
- Suffix** An affix that follows the product feature.

Buttons:

4. In the **Variants** tab name your variations (for size: s, m, l, xl, or color: black, red, blue) and click **Create**.

New feature [Close]

General | **Variants** | Categories

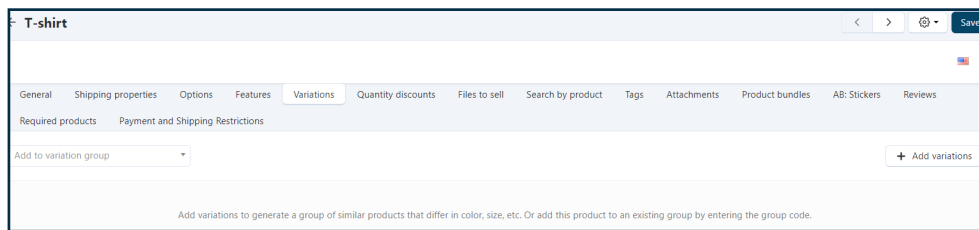
Pos.	Variant	
<input type="checkbox"/>	<input type="text" value="Blue"/>	<input type="button" value="Add"/> <input type="button" value="Clone"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	<input type="text" value="Black"/>	<input type="button" value="Add"/> <input type="button" value="Clone"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	<input type="text" value="Green"/>	<input type="button" value="Add"/> <input type="button" value="Clone"/> <input type="button" value="Delete"/>

Buttons:

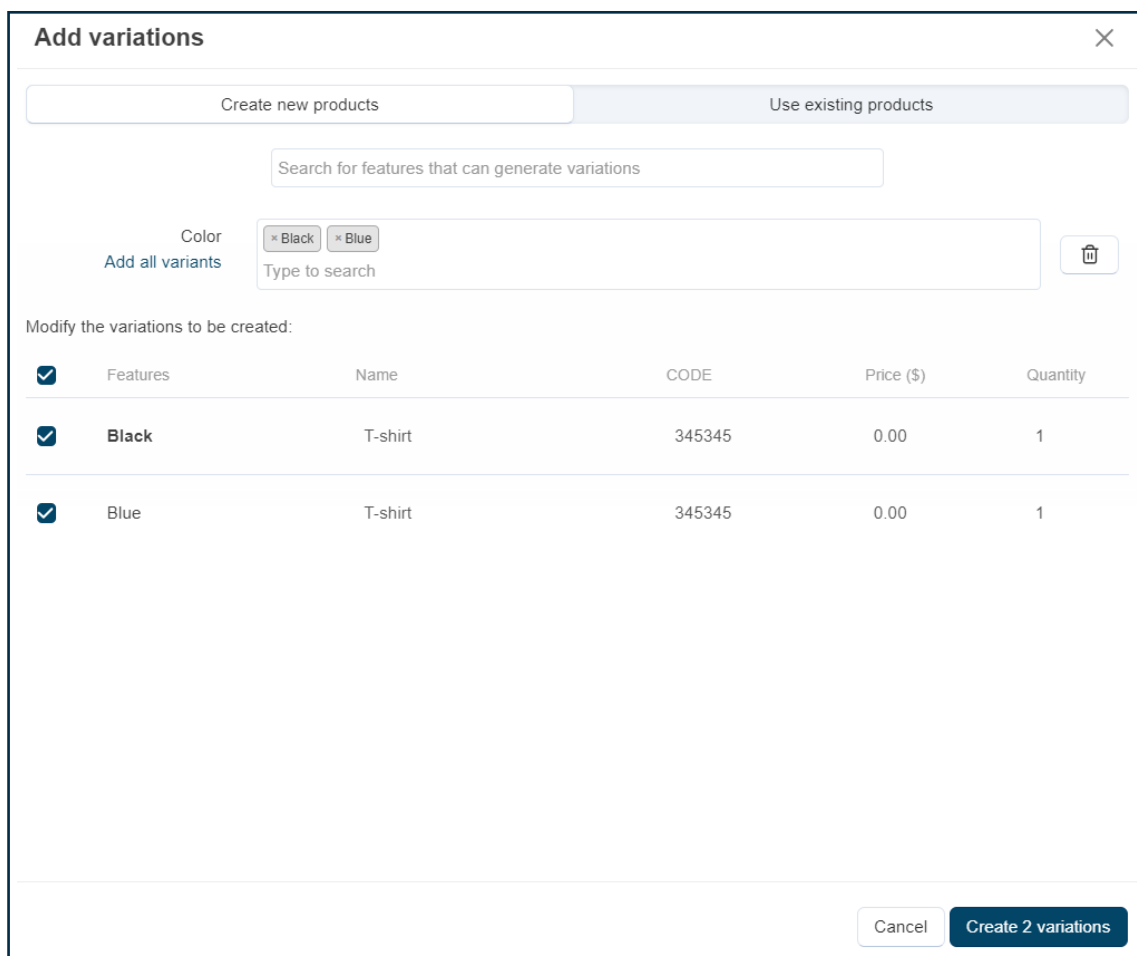
Adding Products

Adding Product Variants

5. Go back to the Product and go to the **Variations** tab, click on **Add variations**.



6. Select features to create variants from, specify the price for each one and the quantity.



Click **Create**.

Adding Products

Adding Product Variants

7. Each product variation will be shown in the products section as a separate product, you can upload different images for each variation, but all will be variations under one product.

To view the original product, click on the link **Variant of catalog item...** and you will be directed there.

← 01 Luxuria - Rosary

General Shipping properties Features Variations Quantity discounts Files to sell Payment and Shipping Restrictions

Information ▾

Variation of catalog item 01 Luxuria - Rosary (African Turquoise)

Categories: JO.Personal / Personal Accessories / Rosaries

Currency: Jordanian Dinar ▾

Price (\$):* 25.00

Status:* Active Disabled Hidden

Images:

Drop images here or
Select ▾

The maximum size of image files is 64 MB.

Note: All product, feature and variant insertions are subject to moderation by the Marketplace and require approval before publishing.

8. In case you are uploading a used item, you can select the global feature **Item Condition** to define the condition of your product.

← iPhone 13 Pro

Image - Midi

iPhone 13 Pro Colors
iPhone 13 Pro Colors

Item Condition
Item Condition

Pillow - Color
Pillow - Color

size
size

Size-Zayland
Size

Size
Size

Size BOX
Rental

Brand New
Rarely Used - Like New Condition
Restored
Used in Excellent Condition
Used in Very Good Condition
Used in Good Condition
Used in Acceptable Condition
Used in Poor Condition
Damaged for Parts Only
Rental

Adding Products

Adding Product Variants

Note: Please make sure to select the product brand from the Features panel.

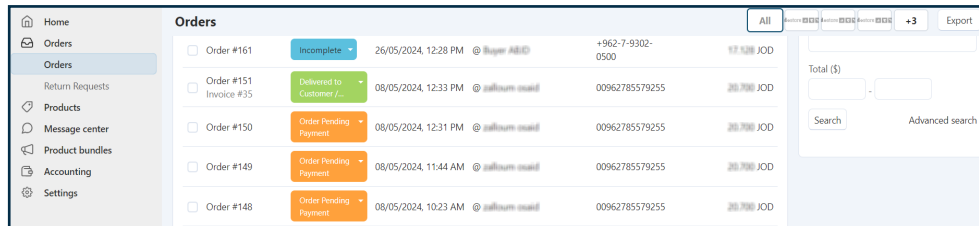
The screenshot shows the 'Features' tab of a product configuration interface. The breadcrumb trail is 'CAR+ IPHONE CARCOMBO FAST CHARGER 3.0A'. The 'Features' tab is active, showing a list of features with their current values and a search bar. The features listed are:

- Size_DADALI_TR: None
- Brand: None
- Cable Included: Loading...
- Color: Infinix (Infiniti)
- Color: Redmi
- Color: HTC
- Color-Zayland: HP
- Color: Intel
- Color: JBL

The 'Cable Included' feature is currently loading, and the 'Brand' feature is set to 'None'. The interface includes navigation arrows and a 'Save' button at the top right.

Fulfilling Orders

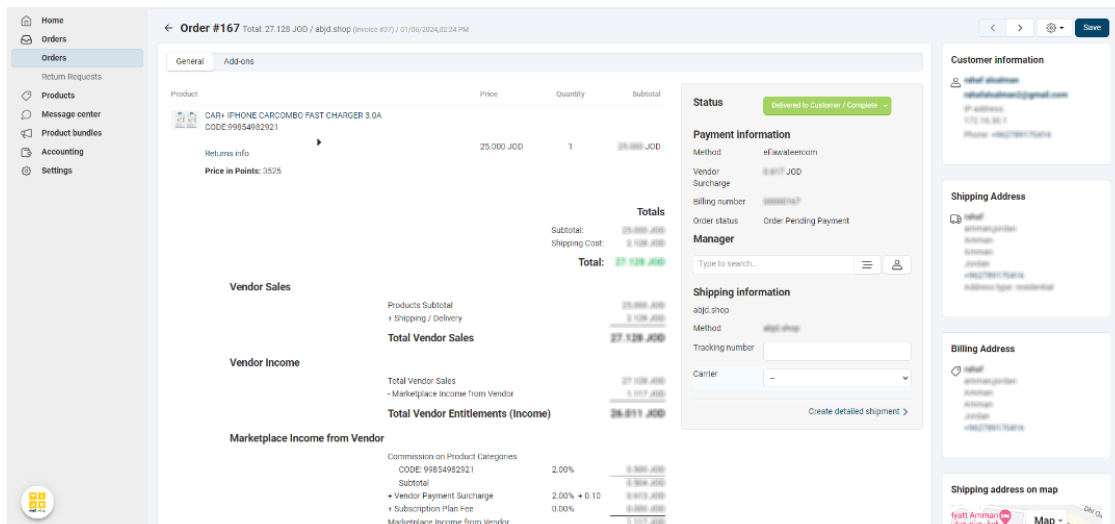
1. When any order is placed by a customer, you will receive an email from store@abjd.store containing the order details, Customer address and final price.
2. Now you need to pack and ship your order, we recommend you contact the Customer to confirm the address prior to shipping.
3. In the **Orders** page you can manage and view the order and change its status as per the actual progress.



You can view the history of your order status changes on the **“Order Changes History”** tab.

ID	Date	User	Description
#2	15/04/2024, 03:48 PM	Dr. Ahmad Husein	<ul style="list-style-type: none">The status has been changed تحت الشحن / تم التوصيل للمشتري → مكتمل
#1	15/04/2024, 03:48 PM	Dr. Ahmad Husein	<ul style="list-style-type: none">Notify userNotify orders departmentNotify vendor

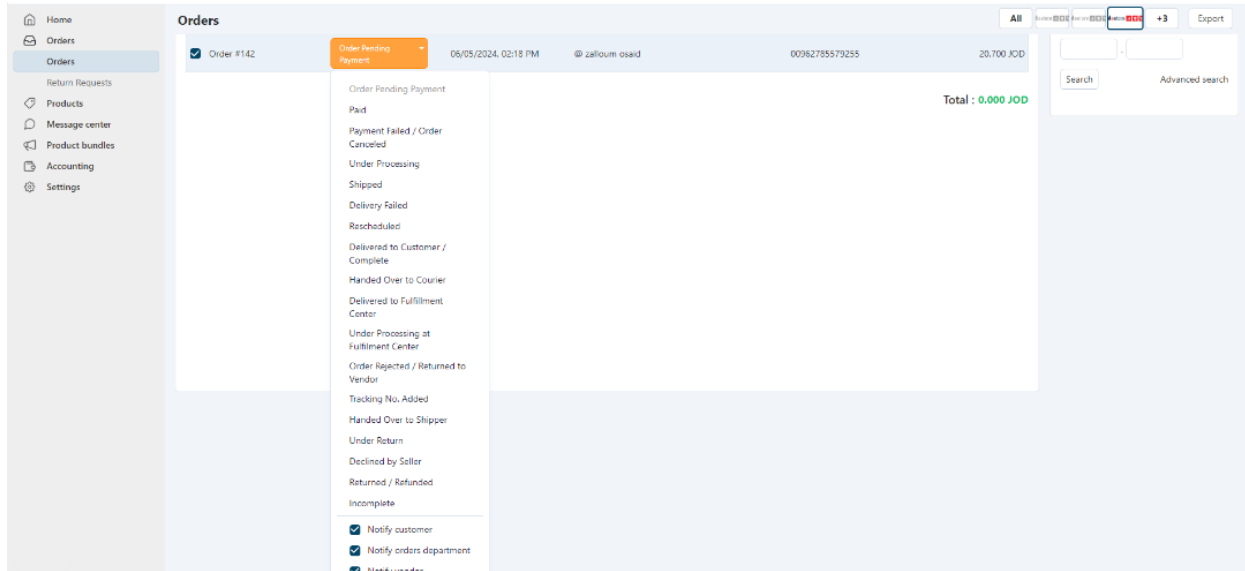
4. You can open the order and view the details by clicking the **Order Id**.



If you are using a carrier service, you can enter the tracking number in the tracking number field at the bottom right

Fulfilling Orders

5. Change the status of the order as the fulfillment progress by clicking on each status from the list, the Marketplace and the buyer will be notified of this change.



Note: the order value won't be added to the Vendor / Seller account balance unless the order status reaches to **Complete**

The Seller is responsible for updating the fulfillment progress and it will require confirmation by the Customer once **Complete**.

6. The available Order Statuses are as follows:

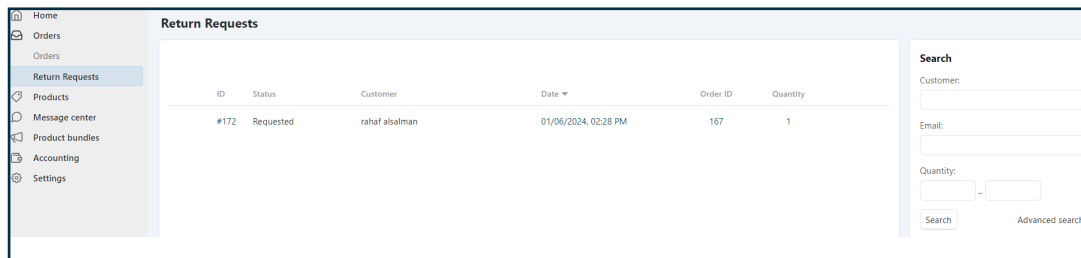
Status	Notes
Order Received/ Order Pending	System Generated
Paid/ Order Cancelled	System Generated
Payment Failed	System Generated
Under Processing	Manual by Vendor / Seller
Shipped	Manual by Vendor / Seller
Delivery Failed	Manual by Vendor / Seller
Rescheduled	Manual by Vendor / Seller
Delivered / Complete	Manual by Vendor / Seller
Declined by Seller	Manual by Vendor / Seller / Processed by Marketplace
Under Return	Requested by Customer / Processed by Marketplace
Returned / Refunded	Requested by Customer / Processed by Marketplace

If the Seller wants to cancel or decline on the order for reasons like stock depletion or any other reason, then proceed directly to **Declined by Seller** status. The Customer will be refunded by the Marketplace and the Vendor / Seller will be charged the Marketplace costs.

Returns and Refunds

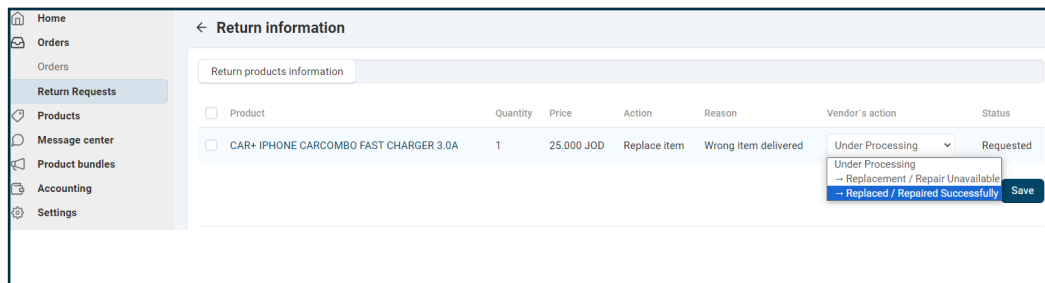
It is possible that Customers will ask for a Return or a Refund for a specific order within 48 hours from order completion.

When the Customer makes a Return / Refund request, you will receive an email containing the information of what items the Customer wants to Return or Refund, the quantity of each item and the reason why they want to return each item, you can view the return request by going to Orders-> Return Requests on the side bar, click the ID number of the desired return request, now you can choose the action you want to make for each requested item.

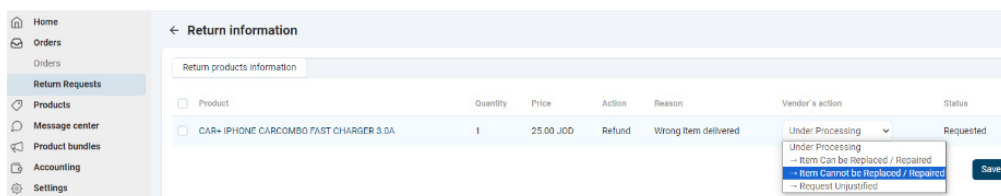


1. If the item was requested for "Replace" it will have the initial status "Under Processing", after that you can choose one of the following:

- Replaced / Repaired Successfully: in case the replacement or repair is done successfully.
- Replacement / Repair Unavailable: in case the replacement or repair is not available, in this case the admin will change the return request from "Replace" to "Refund".



2. If the item was requested for "Return / Refund" it will have the initial status "Under Processing", after that you can choose one of the following:



Returns and Refunds

- Request Unjustified: in case the Customer's request is unjustified.
- Replacement / Repair Unavailable: in case the replacement or repair is not available.
 - Item Withdrawn: you must select this action when the item is withdrawn from the Customer successfully.
 - The admin will process the Refund to the Customer.
- Replacement / Repair Available: in case the item can be repaired or replaced, with confirmation from the Customer, the admin will change the request to "Replace".
 - Replaced / Repaired Successfully: in case the replacement or repair is done successfully.
 - If Replacement or Repair fail, select Replacement / Repair Unavailable.

Return information

Return products information

PRODUCT	QUANTITY	PRICE	ACTION	REASON	VENDOR'S ACTION	STATUS
10000AH REDMI POWER BANK (BLACK)	1	15.00 JOD	Return / Refund	Wrong item ordered	Replacement / Repla Replacement / Repair Available Replaced / Repaired Successfully	Requested

Return #297 by ABJD Buyer on [n], 25/06/2023, 06:04 PM

Customer information

ABJD Buyer
abjdbuyer@gmail.com
Phone: +962 7 9302 0500

Shipping Address

ABJD Buyer
amman
Amman
Jordan
+962 7 9302 0500
Address type: residential

Sales Tax

The Marketplace does not offer Sales Tax calculation as not all Vendors / Sellers / products are subject to Sales Tax, hence, Vendors / Sellers that are subject to Sales Tax must upload their product price as Sales Tax inclusive.

Sales Tax is the responsibility of the Seller, he shall be responsible for issuing his own invoices detailing the Sales Tax in addition to its payment to the respective authorities. Order summaries issued by the Marketplace are in the name of the Seller and include the Seller's Sales Tax registration number and Sales Tax details as provided by him under his own responsibility. The Marketplace acts as a facilitation and marketing platform not as a Seller

Invoicing

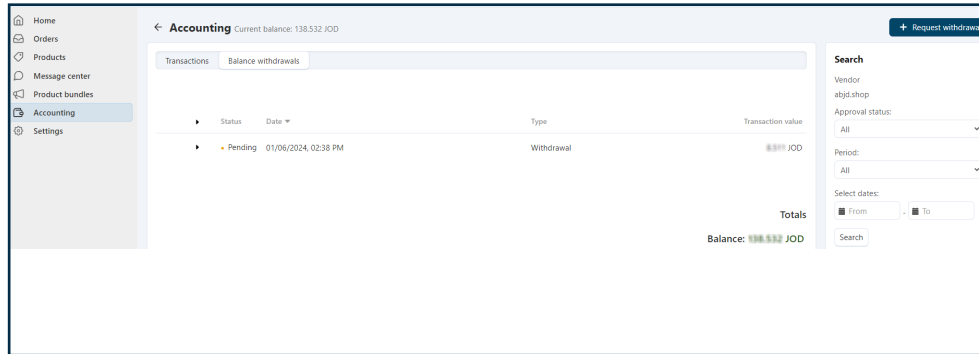
The Vendor / Seller must issue an official invoice for each order made on the Marketplace; the invoice must have the same value as the order summary. If the Vendor / Seller is subject to Sales Tax, the invoice should provide details of the Sales Tax as per the governing laws.

The Vendor / Seller must provide a copy of the invoice to the Customer and Marketplace, orders not covered by official invoices will not be paid to the Vendors / Sellers.

In return, and after the successful completion of order fulfillment, the marketplace shall issue a sales tax invoice to the seller for the amounts charged by the marketplace, where the seller can clear it in his sales tax account.

Accounting

In the **Accounting** page **Transactions** tab, you can view your total income, income from each order and the extra charges from the Marketplace.



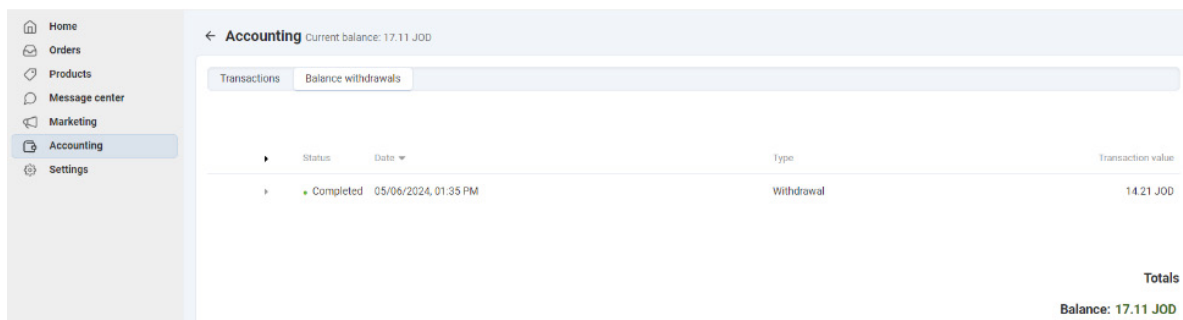
Balance Withdrawals

The Marketplace does not pay Vendors / Sellers unless they request payment, this is done via balance withdrawals.

Payment to Vendors / Sellers are made every Thursday and include balance withdrawals made on the week before as per the following payment cycle.

F	S	S	M	T	W	T	F	S	S	M	T	W	T
Balance withdrawal Requests							Clearing			Processing			PAY

In the **Balance Withdrawals** tab, you can view all your balance withdrawals from the Marketplace.



You can request a balance withdrawal by clicking the "Request withdrawal" button on the top right.

Enter the desired value and add any comments if needed.

New withdrawal

Vendor: abjd.shop

Payment amount *

Comments

Balance withdrawals should be under or equal to the Vendor / Seller available balance sum.

Promotions

The Marketplace offers Vendors / Sellers an easy way to make promotions as follows:

All promotions are free and made based on written requests from Vendors / Sellers and administered by Marketplace Administrators.

Promotion Condition	Promotion Results
On Specific Product	Give Product Discount Give Coupon Give Free Shipping Give Free Products
On Coupon Code	
On Specific Product + Feature	
On Specific Product + Coupon Code	
On Specific Product + Customer Birthday	
On Specific Product + Feature + Coupon Code	
On Specific Product + Feature + Customer Birthday	
On Specific Product + Feature + Customer Birthday + Coupon Code	

Advertisements

The Marketplace offers Vendors / Sellers an easy way to advertise their products, campaigns, offers and special promotions.

The available ways are as follows:

- Featured Items Scroller
Display product in Featured Items Scroller on Main Page
Duration: 3 Days Price: 30 JD

- Marketplace Banners

size	Position	Duration	Price
1200x600px	Main Page	7 Days	100.00 JD
1200x400px	Main Page	7 Days	100.00 JD
1200x600px	Inner Pages	7 Days	50.00 JD
1200x400px	Inner Pages	7 Days	50.00 JD

- Email Shots
To all Marketplace members (Customers & Vendors / Sellers)(Image Size 800x1000px):
Price 50.00 JD

All prices are subject to the applicable Sales Tax.

Appendix A

Images Standards

As a Vendor / Seller you have several images to upload to your store, below are the recommended sizes and proportions for each one of them:

Logo Image for customer area: Size 60x240 px, Proportion 1:4

Logo image for emails: Size 420x420 px, Proportion 1:1

Shipping Method Image: Size 60x240 px, Proportion 1:4

Product Image: Size 420x420 px, Proportion 1:1

Option Image: Size 420x420 px, Proportion 1:1

Product Bundles Image: Size 420x420 px, Proportion 1:1

You may increase the size of some images to enhance the resolution, however, you should maintain the proportions.

Try to upload clean image to enhance your sales chances as image affect greatly the Customer's experience, if you face trouble cleaning your images, try using some 3rd party services like:

www.remove.bg

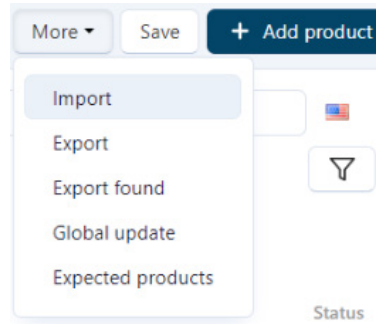
Appendix C

Add Products in Bulk

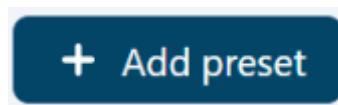
You can add products in bulk via a csv file.

You will be able to add large quantities of products but you will NOT be able to specify features, make variants or provide options to the uploaded products, you will have to add them separately in the products page.

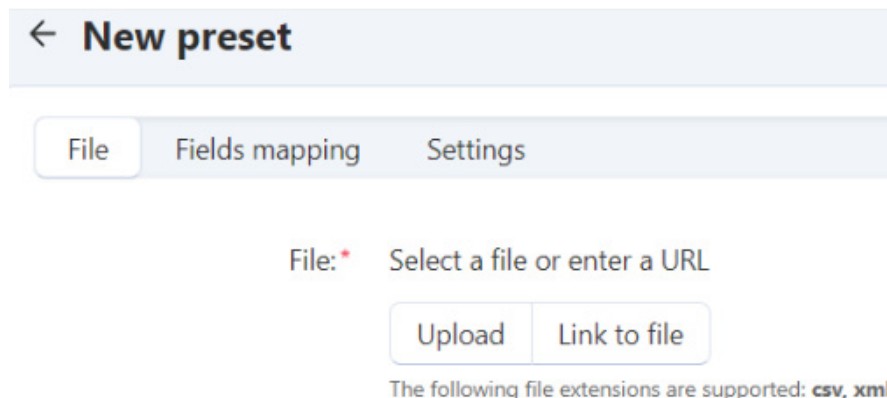
1. Click the + at the top right and click "Import products"



2. At the top right, click the + at the top right.



3. Select "Upload" to upload a csv file from your local machine.



Appendix C

Add Products in Bulk

4. The file format should be as shown in the following image.

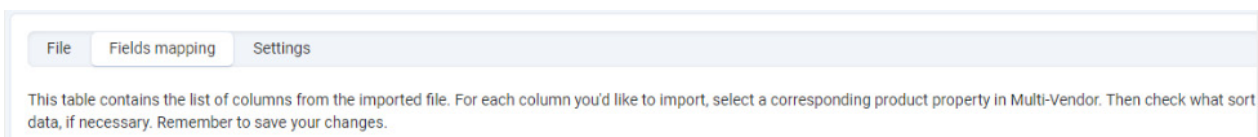
	C	D	E	F	G	H	I
1	LANGUAG	PRODUCT	QUANTITY	PRICE	LIST PRICE	Currency	IMAGE
2	en	shoes	1	100	120	USD	https://cdn.britannica.com/04/123/04-050-023DC490/Pair-leather-shoes.jpg
3	ar	حذاء	1	100	120	USD	https://cdn.britannica.com/04/123/04-050-023DC490/Pair-leather-shoes.jpg
4	en	T shirt	1	50	60	USD	https://www.tezenis.com/dw/image/v2/BCXQ_PRD/on/demandware.static/-/Sites-TEZ_EC_COM/default/dwdb4da8/1/images/2MM15C9120-F.jpg?sw=600&srfrm=jpeg
5	ar	تي شيرت	1	50	60	USD	https://www.tezenis.com/dw/image/v2/BCXQ_PRD/on/demandware.static/-/Sites-TEZ_EC_COM/default/dwdb4da8/1/images/2MM15C9120-F.jpg?sw=600&srfrm=jpeg

- Where the first column contains the product name,
- Second column contains the product price,
- Third column contains the product code,
- Fourth column contains the product's quantity (available stock),
- Fifth column contains the Category link, you can find all the categories link in the provided file "Categories links", you can find the suitable category for your product, copy the link and paste it in the "Category" column.
- Sixth column contains the Product display image link (URL), or several links that are separated with three forward slashes "///", if there is no available URL for your product's image you can leave the cell empty and upload the images from your local machine for each product separately from the products page.

5. After selecting your file, click "Create" on the top right.

Next step: map fields

6. Now go to the "Fields mapping" tab.



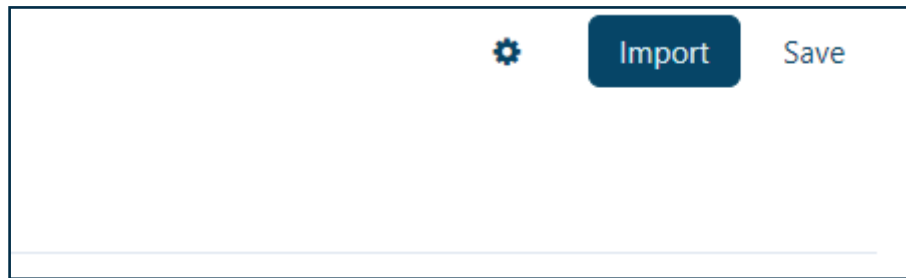
7. For the "PRODUCT PROPERTY IN MULTI-VENDOR" column, for each column name, select the property with the same column name as shown in the image below.

COLUMN NAME IN THE IMPORTED	PRODUCT PROPERTY IN MULTI-VENDOR	EXAMPLE OF THE IMPORTED VALUE
FILE		
Product name	Product name (Product name)	shoes
Price	Price (Price)	15
product code	Product code (Product code)	56434
quantity	Quantity (Quantity)	6
category	Category (Category)	Personal///Apparel & Shoes///Menswear & Shoes///Shoes
image	Images (Images)	https://cdn.britannica.com/04/123704-050-023DC490/Pair-leather-shoes.jpg

Appendix C

Add Products in Bulk

8. Click "Import" at the top right,



You will receive a success message telling you how many products were successfully imported as shown below:

Important Data is imported successfully.

New objects - **0**;

Updated objects - **2**;

Skipped objects - **0**;

Total - **2**.

If you received an error message, please try again and follow the instructions carefully and make sure the file extension is "csv".

9. Your imported products will now be available at the products page and you can edit each product separately.

*Product Code

*language: Use(Ar) for Arabic and (Tr) for Turkey

*Product Name

*Product Discription

