



exportsy B2B

Buyer Manual

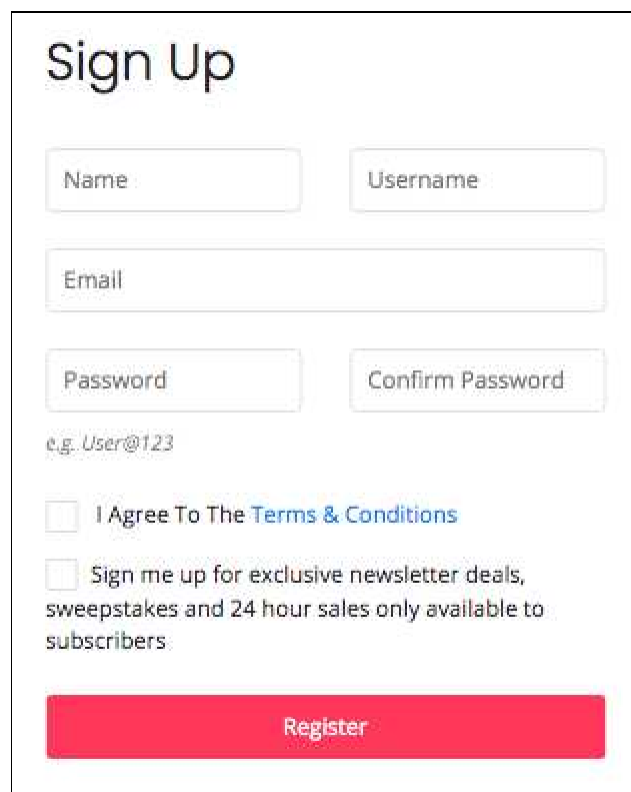
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1. Sign Up

Users can sign up as a buyer by clicking on **SignUp**:

Method (I): The user can navigate to the sign up module by clicking on the “**Login & Register**” icon/tab available in the header section next to Search. On click, will get a link: Join Now as a Buyer. This will navigate the User to sign up method which is the default functionality of the system. Please refer to the screen below.



The screenshot shows a 'Sign Up' form with the following fields and options:

- Name
- Username
- Email
- Password
- Confirm Password
- Example email: e.g. User@123
- I Agree To The [Terms & Conditions](#)
- Sign me up for exclusive newsletter deals, sweepstakes and 24 hour sales only available to subscribers.
- Register button

Fig. : Buyer Navigating Signup Module

Account verification Email is sent at the Buyer's Email address after filling the signup form.

NB: The admin can include or exclude the '**Email Verification**' step from the sign up process.

2. Login (Sign In)

Buyers can navigate to the "**Login**" button available under the Login & Register icon/tab. A Login form will appear once the Buyer clicks on this button. The Buyer can login through the registered **Email Id/Username**. Clicking on the "**Login**" button will verify the entered credentials and redirect the Buyer to the homepage/dashboard page.

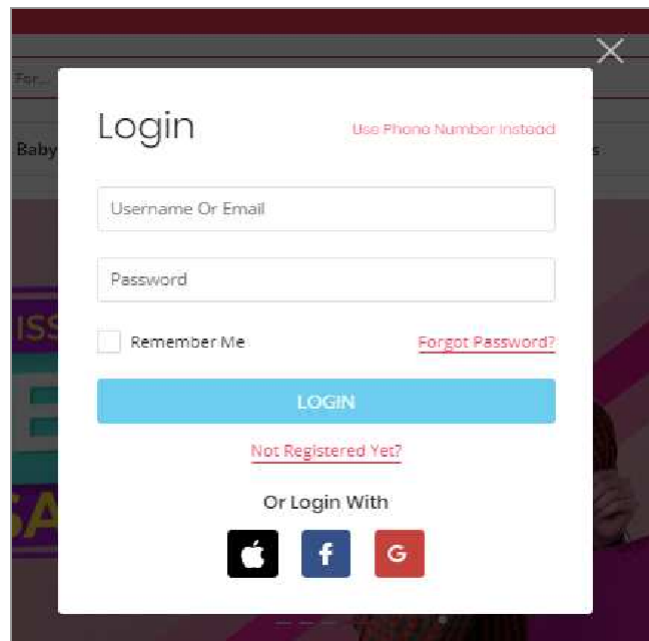
A screenshot of a web application's login form. The form is titled "Login" and is presented in a white modal window with a close button (X) in the top right corner. It features two input fields: "Username Or Email" and "Password". Below these fields is a checkbox labeled "Remember Me" and a link for "Forgot Password?". A prominent blue "LOGIN" button is centered below the form. At the bottom, there is a link for "Not Registered Yet?" and a section titled "Or Login With" containing three social media icons: Apple, Facebook, and Google.

Fig.: Buyer Login Form

In case if the Admin has opted for the “**Admin Approval**” step, the Buyer will see the message appearing.

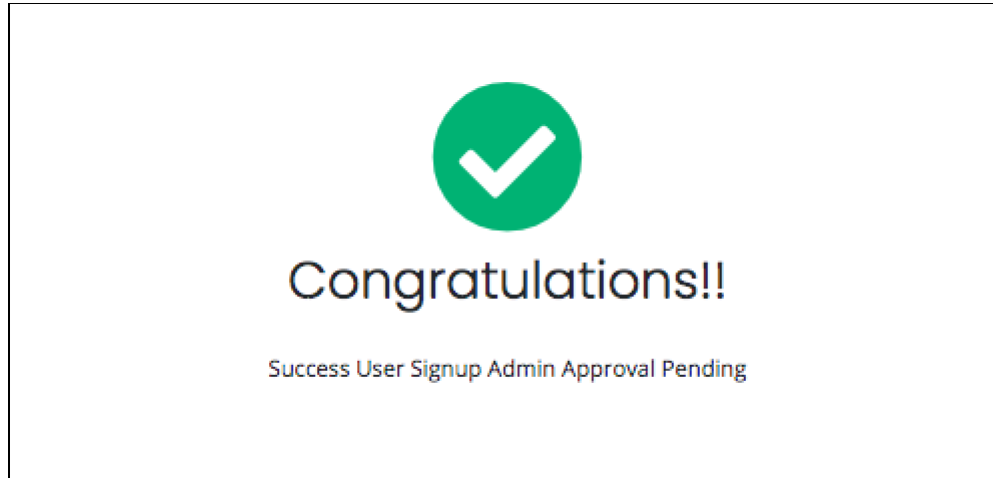


Fig.: Admin Approval

This message will appear until the admin approves the Buyer’s request from their end. Only after the request is approved, the Buyer can proceed further in viewing the other sections of the dashboard.

NB: The Buyer must Sign up before logging in the website. To sign up please refer to ‘Sign Up’.

3. Forgot Password

If the Buyer does not remember the password, they can reset it. The similar approach can be followed if the Buyer wants to reset the previously chosen password.

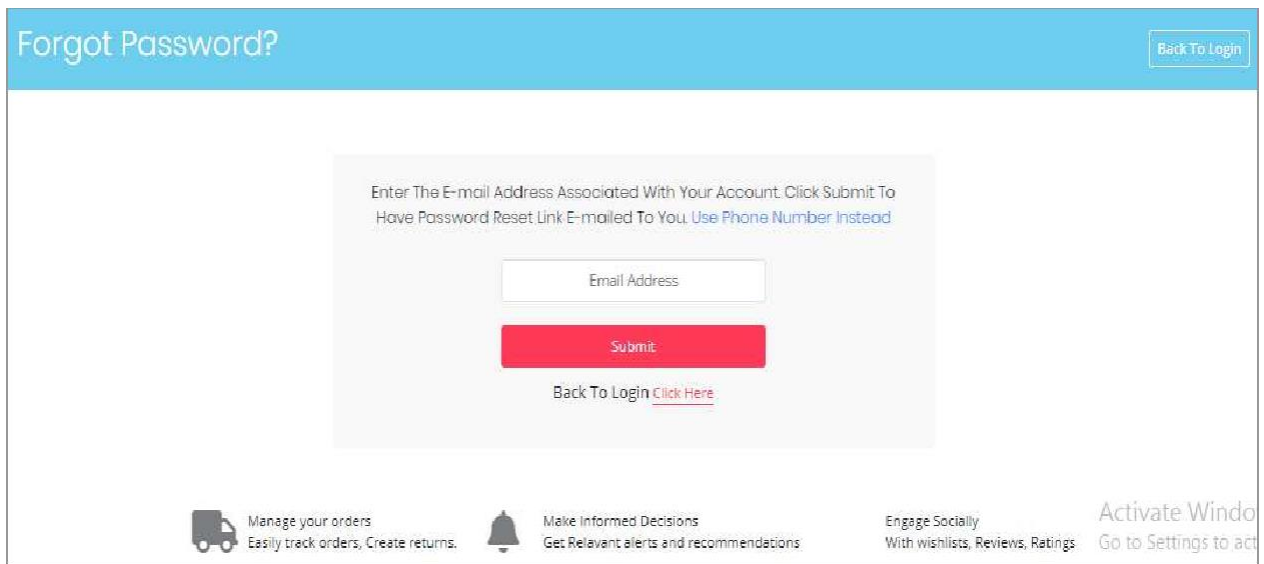


Fig.: "Forgot Password" Page

There is a **"Forgot Password"** option available just above the **"Login"** button. Clicking on this button navigates the Buyer to the Forgot Password page. The Buyer can reset their password using either their registered **'Email'** or **'Phone Number'**.

I. **Reset Password Through Registered Email Address:** The Buyer must enter their registered Email address in the provided input dialog box and then click on the **"Submit"** button provided below it. The system forwards a **"Password Reset Email"** to the entered registered Email ID.

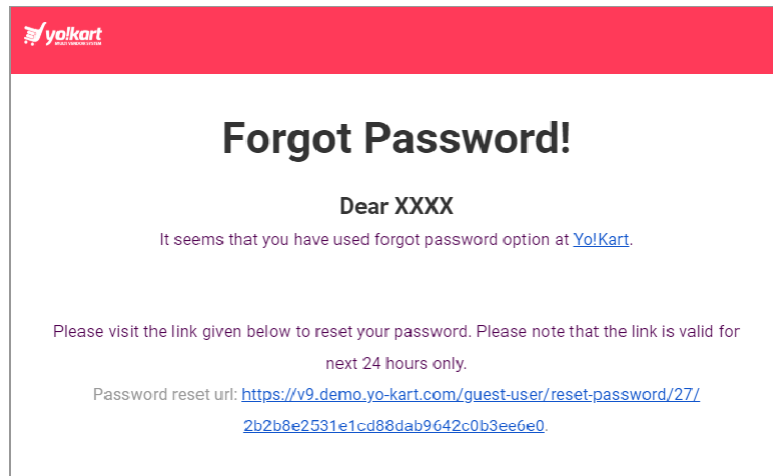


Fig.: Password Reset Email Link

The Buyer must click on the link provided in the received email which will redirect them to the **“Reset Password”** page.

Fig.: Reset Password Form


The Buyer must enter the **“New Password”** and **“Confirm New Password”** input dialog boxes and then click on the **“Reset Password”** button provided below them. A message declaring **“Password Successfully Changed”** will be displayed and the Buyer will be redirected to the **“Sign in/ Login”** page.

The Buyer can proceed with login using the new password.

NB: An example of a strong password is provided below the “**New Password**” dialog box. The Buyer can follow the pattern of the given example to create a strong password.

II. **Reset Password Through Registered Email Address:** The Buyer can reset their password using the phone number linked to their account. Clicking on ‘**Use Phone Number Instead**’ will display the following form. The Buyer must enter the contact number that is associated with their account and click on the ‘**Get OTP**’ button.

Enter The Phone Number Associated With Your Account. An OTP will be sent to your registered number. [Use Email Instead](#)

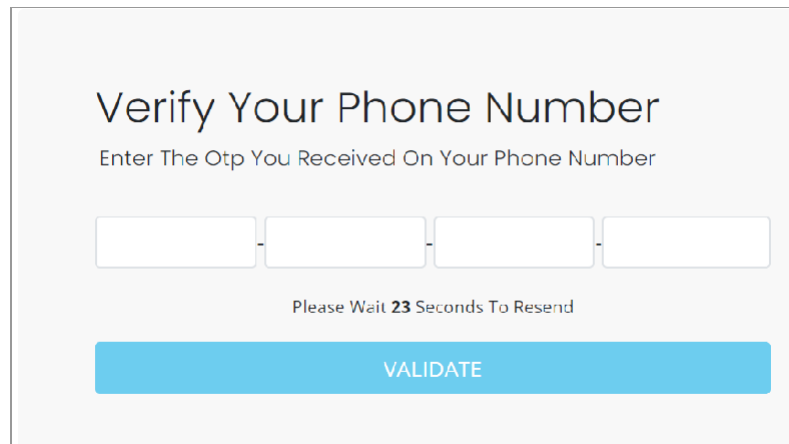
 +91 ▾

[Get Otp](#)

[Back To Login](#) [Click Here](#)

Fig. : Reset Password Using Phone Number

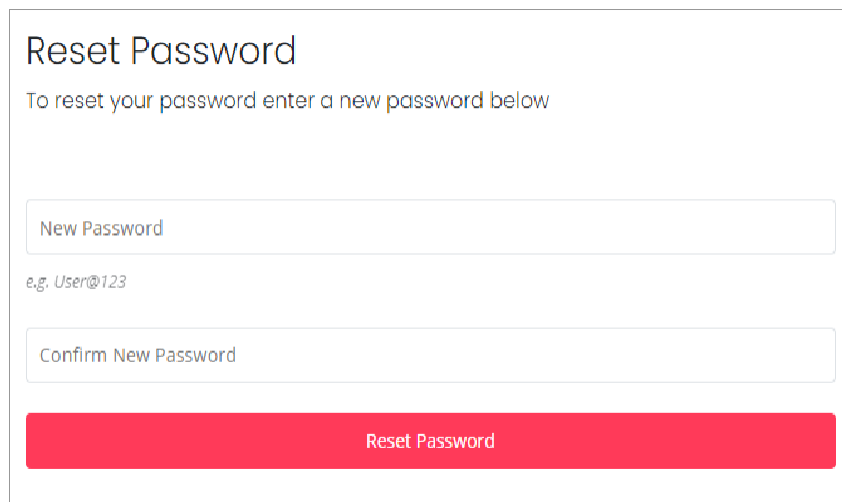
The OTP will be forwarded to the Buyer on their contact number.



The image shows a 'Verify Your Phone Number' form. At the top, the title 'Verify Your Phone Number' is displayed in a large, dark font. Below the title, the instruction 'Enter The Otp You Received On Your Phone Number' is written in a smaller, grey font. The form contains four empty input boxes arranged horizontally, separated by small dashes, for entering the OTP digits. Below these boxes, the text 'Please Wait 23 Seconds To Resend' is centered. At the bottom of the form is a prominent blue button with the word 'VALIDATE' in white, uppercase letters.

Fig. : 'Verify Your Phone Number' Form

The Buyer must enter the OTP that is forwarded on their phone number and then click on the **'Validate'** button.



The image shows a 'Reset Password' form. The title 'Reset Password' is at the top in a large, dark font. Below the title, the instruction 'To reset your password enter a new password below' is written in a smaller, grey font. The form has two input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Below the first input field, there is a small example text 'e.g. User@123'. At the bottom of the form is a prominent red button with the text 'Reset Password' in white.

Fig.: Reset Password Form

The '**Reset Password**' form will appear through which the Buyer can update their password.

4. Buyer Dashboard Top Navigation Bar

Once logged in, the Buyer will be navigated to the dashboard.

❖ Top-Navigation Short-cut Icons

There are several icons available at the top right corner of the dashboard. The functionalities of these icons are explained below:



Figure: Top Navigation Icons

i) **User Icon:** Clicking on the “**User Icon**” provided at the extreme right will display the following options in the dropdown menu.

Clicking on the '**My Account**' & **Orders** with Welcome User: “**Buyer**” button will open a dropdown listing options: Dashboard, My Account, My Orders, Marketplace. Clicking on the '**Logout**' button will log the Buyer out of their account. It will redirect to the User Dashboard, Account settings, Order listing, Seller Catalogs sections.

ii) **Message icon:** This is a shortcut button to access the messaging module. This icon will also display the count of unread messages. Clicking on this button

will redirect the Buyer to the **'Messages'** page.

iii) **Home Icon:** Clicking on this icon will redirect the Buyer to the Homepage of the website in a new tab.

iv) **Dashboard:** Clicking on this icon will redirect the Buyer to Dashboard.

v) **Bell Icon:** Clicking on this icon will list Notifications. Upon clicking on a particular Notification, User is redirected to the respective page/screen. And Notifications are removed once read by the Buyer.

❖ Role Switcher

"Role Switcher" button is provided on the top navigation bar. A user can be registered on the website as a **'Buyer', 'Seller' or an 'Advertiser'**. However, if any particular user has registered with multiple roles for example, a Buyer has also registered themselves on the website as a **'Seller'**, they can switch roles using this button. And by default Seller has flexibility to become an Advertiser. This means that the users with multiple roles do not need to login and logout repeatedly. They can directly access the other dashboards by selecting the respective role from the drop-down.

Please refer to the example shown in the figure below.

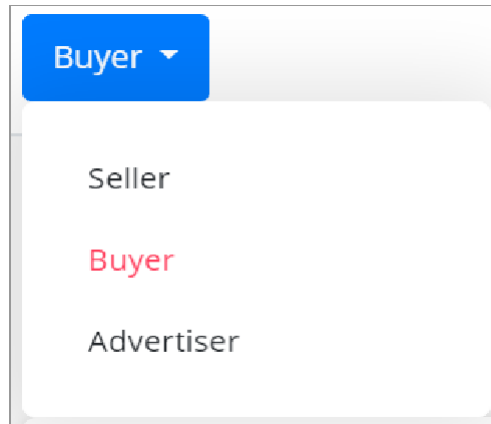



Figure: Role Switcher

- ❖ Shop Icon 

Clicking on this icon will redirect the Buyer to their Shop page at the front-end.

NB: This icon is not displayed to the newly registered Buyer since they have not created their shop yet. However, once the Buyer creates their shop, this icon will be displayed on the top-navigation bar.

- ❖ Menu Bar 

Clicking on this button will open a vertical side-navigation bar which includes several modules and sub-modules for Buyers. All these modules are explained further in the manual.

5. Dashboard

When clicking on the **'Dashboard'** icon the Buyer is redirected to the Dashboard. There are two shortcut buttons provided on the top-right corner of this page, which are shown in Figure 5.1.



Fig. : Dashboard Shortcut Buttons

The functionalities of these buttons are explained below:

- **Favorites:** This shortcut button redirects the Buyer to the wish list section.
- **Manage Addresses:** This shortcut button redirects the Buyer to the Address book of User i.e. Shipping and Billing Address Location sections.

The dashboard page includes four sections as shown in the following Figures.













Credits 		Orders 		Reward Points 	
Total Credits	\$3,170.32	Total Orders	33	Current Reward Points	40
Credits Earned Today	\$0.00	Pending Orders	30	Currency Value	\$20.00

Fig.: Credits, Orders and Reward Points

Recent Orders [View All](#)

Order Details	Payment Info
 <p>06/11/2020 Logo Print on LED TVs Part of combined order number Q1604635672</p>	<p>\$105.00 Payment Confirmed</p>  
 <p>06/11/2020 Boots For Women - 7 Boots For Women Size: 7 Part of combined order number Q1604635672</p>	<p>\$557.50 Payment Confirmed</p>  
 <p>05/11/2020 Beats by Dr. Dre - Beats Solo³ Wireless Headphones - Gold Beats by Dr. Dre - Beats Solo³ Wireless Headphones - Gold</p>	<p>\$525.00 Payment Confirmed</p>  

Latest Offers [View All](#)



Offer Particulars	Expires On	Min Order
 <p>10.00 % Off NEW10</p>	26/07/2022	\$100.00

Fig.: Recent Orders & Latest Offers

Return Requests [View All](#)

Order Details	Qty	Status
<p>27/03/2019 O1553692116-S0003 Jeans In Ice Blue</p>	1	Pending 

Cancellation Requests [View All](#)

Order Details	Details	Status
<p>27/03/2019 O1553692116-S0002 Jeans in Off white</p>	<p>Reason: I placed a duplicate order Comments: Placed duplicate product</p>	Pending

Fig.: Return & Cancellation Requests

Sections denoted above are explained below:

- a) **Reward Points:** This section displays points earned by a Buyer during the First purchase or most purchases. It also displays equivalent Currency amount as per point count.
- b) **Credits:** The sum total of credits earned by the Buyer from all the successfully completed orders is displayed in this section. It also displays the credits earned on

the respective date.


NB: An order is considered as '**Completed**' only when it reaches its dead state, in other words it reaches a state where no actions can be performed on it. The orders under '**Completed**', '**Canceled**' and '**Refunded/Completed**' statuses are considered as '**Completed**'.


c) **Orders:** This section displays the count of the number of orders that have been 'Completed' and the number of orders that are '**Pending**'.

NB: An order is considered as '**Completed**' only when it reaches its dead state, in other words it reaches a state where no actions can be performed on it. The orders under 'Completed', 'Canceled' and 'Refunded/Completed' statuses are considered as '**Completed**'. All the other orders will be considered as '**Pending**'.


d) **Latest Offers:** This section lists an Offer available for Buyer to avail. This Offer has a code with validity and equivalent currency amount on a minimum order. View All link redirects the Buyer to Offer Listing page.

g) **Recent Orders:** A list of latest orders placed by customers can be viewed under this section.

Each of the orders displayed is provided with necessary action buttons using which the Buyer can perform certain actions directly from this section. The eye icon  will redirect the Buyer to the order detail page which is known as

'View Sale Order' page. The cross icon  will redirect the Buyer to the '**Cancel Order**' page. The '**View All**' link will redirect the Buyer to the '**Orders**' module.

f) **Return Requests:** This section displays a list of latest Return Requests made by customers in the order of most recent orders on the top.

Each of the orders displayed is provided with necessary action buttons using which the Buyer can perform certain actions directly from this section. The eye icon  will redirect the Buyer to the order detail page which is known as 'View Order Return Request' page. The '**View All**' link will redirect the Buyer to the '**Order Return Requests**' module.

g) **Cancellation Requests:** This section displays a list of the Cancellation Requests placed by the customers in the order of most recent orders on the top. The '**View All**' link will redirect the Buyer to the '**Cancellation Requests**' module.

6. Orders

This module displays the lists of all orders, Cancellation, Return requests, Downloads, My RFQ Requests, Re-Quote Requests.

6.1 Orders

This module displays a list of orders placed by customers. A search bar is provided on the top of this page from which the Buyer can search a particular order using any of the search filters:




















- **Keyword:** Enter the keywords of the product to be searched.
- **Status:** The Buyer can search products based on their statuses. This drop-down bar includes all the possible options of statuses available. The list will display:

- **Payment Pending:** The orders placed by customers for which payment has not been received yet.
- **Cash on Delivery:** The orders placed with COD.
- **Payment Confirmed:** The orders for which payments have been confirmed/received from customers' end.
- **Approved:** The orders that have been approved.
- **In Process:** The orders that have begun to be prepared for sale.
- **Shipped:** The orders that are being shipped to their customers.
- **Delivered:** The orders that have been delivered to the respective customers.
- **Return Requested:** The orders for which customers have sent return requests.
- **Completed:** The orders that have been completed.
- **Canceled:** The orders that have been canceled from Buyer or admin's end.
- **Refunded/Completed:** The orders for which the respective amount has been refunded to their customers.
- **Price Min [Default Currency]:** The orders above the minimum price limit mentioned in this input box.

- **Price Max [Default Currency]:** The orders below the maximum price limit mentioned in this input box.
- **Date From:** The orders placed after the mentioned date.
- **Date To:** The orders placed before the mentioned date.

NB: The 'Date From' and 'Date To' filters can also be used together to specify a time period.

To remove the filters and view the complete list, Buyers must click on the **“Clear”** button provided next to the **“Search”** button.

Order ID & Date	Details	Amount	Status	
O1608804825 24/12/2020	Golden Boots with Wings Golden Boots with Wings (Qty: 12) Brand: Nike	\$6,050.00	Payment Confirmed	
O1604635672-S0002 06/11/2020	Logo Print on LED TVs (Qty: 1) Part of combined order number O1604635672	\$105.00	Payment Confirmed	 
O1604635672-S0001 06/11/2020	Boots For Women - 7 Boots For Women (Qty: 1) Brand: Dream Dazzles Size: 7 Part of combined order number O1604635672	\$557.50	Payment Confirmed	 
O1604578156 05/11/2020	Beats by Dr. Dre - Beats Solo3 Wireless Headphones - Gold Beats by Dr. Dre - Beats Solo3 Wireless Headphones - Gold (Qty: 1) Brand: Beats	\$325.00	Payment Confirmed	 
O1604403257-S0002 03/11/2020	Custom Logo Design (Qty: 1) Part of combined order number O1604403257	\$105.63	Payment Confirmed	 
O1604403257-S0001 03/11/2020	Macbook pro Apple Macbook Pro (Qty: 1) Brand: Apple Part of combined order number O1604403257	\$2,045.55	Payment Confirmed	 
O1571141952 15/10/2019	Women sari black Saree (Qty: 1) Brand: Fab India Color: Black	\$91.50	Payment Pending	 
O1571137742 15/10/2019	Women sari black Saree (Qty: 1) Brand: Fab India Color: Black	\$91.50	Payment Confirmed	 
O1571137558-S0002 15/10/2019	Women sari black Saree (Qty: 1) Brand: Fab India Color: Black Part of combined order number O1571137558	\$91.50	Payment Confirmed	 
O1571137558-S0001 15/10/2019	Ice Blue Star Slim Women's Light Blue jeans jeans (Qty: 2) Brand: Diesel Color: Ice Blue Part of combined order number O1571137558	\$217.92	Payment Confirmed	 

1
2
...
>
>>


Fig.: Orders Page

The orders displayed in the list have following short-cut buttons provided to their extreme right which are:

- **View Order:** Clicking on this icon will redirect the Buyer to the '**View Sale Order**' page. This page shows the complete details of the product and the placed order. It also displays the billing as well as shipping details of the respective order. There are two buttons provided on the top-right corner of this page which are "**Print**" and "**Back to Order**". Clicking on "**Print**" will redirect the Buyer to print preview. The Buyer can thus create a hard-copy of the complete order details. Clicking on "**Back to Order**" will redirect the Buyer back to the orders list. The further functions offered by this page are explained ahead.
- **Re-Order:** Clicking on this icon will redirect the Buyer to the '**Cart**' page.
- **Cancel Order:** The Cancel Order icon is displayed on the View Order Screen on the top left side there is an icon. Clicking on this icon will redirect the Buyer to the Order Cancellation Page to select the reason along with Comments for submission to Seller/Admin.
- **Re-Request Invoice (Only in case of RFQ):** The Buyer can re-request Invoice for the already generated invoice for an order. By default invoice validity is set to 48 hours and after expiry this Re-Request Invoice icon is displayed.

Order History

Keyword	Status	Date From	Date To
Price Min [\$]	Price Max [\$]	Search	Clear

Order ID & Date	Details	Amount	Status	
O1609307549 30/12/2020	Golden Boots with Wings Golden Boots with Wings (Qty: 200) Brand: Nike	\$1,021,500.00	Payment Pending	 

Invoice Details

Invoice Expired

Print

Request For A New Invoice

Back to orders

GOOO ELECTRONICS STORE

Full Name: Michael Williams

Payment Method:

Status: Pending

Delivery: \$10,000.00

(19.00%): \$161,500.00

Payment Type: Partial Payment

Delivery Date & Time: 30/12/2020 17:00

Invoice #: O1609307549-50001

Date: 30/12/2020

Order total: \$1,021,500.00

Paid Amount: \$0.00

Amount To Pay: \$10,000.00

Balance: \$1,011,500.00

Seller Comments: upfront Invoice..

Order Details	Qty	Shipping Charges	Tax Charges	Amount
 Golden Boots with Wings Golden Boots with Wings Brand: Nike	200	\$10,000.00	(19.00%): \$161,500.00	\$1,021,500.00

Billing Details

sss

ss

Amazonas, Amazonas-29044

1234567890

Shipping Details

sss

ss

Amazonas, Amazonas-29044

1234567890

On click of View Invoice: A Buyer can view the status of the invoice in the top. If Invoice status is **Expired** then there is a button: **Request For a new Invoice** for

the Buyer to request Seller for re-generation of Invoice.

On click of Request For a new invoice button, a pop up is displayed for the Buyer to share a reason and then submit the request to the Seller. Refer below Figure:



Reason


Missed the notification

Submit

Invoice #: 01609307549

6.2 Downloads

This section displays Downloadable Files and Links from the platform once a Buyer purchases.

Downloads				
<u>Downloadable Files</u>		Downloadable Links		
Keyword		Search	Clear	
Invoice	File	Download Times	Downloaded Count	Expired On
01563435479-50001	rtalimage.png	N/A	2	N/A
				

Downloadable Files: It contains links which can be downloaded by clicking on a download icon. Options like Download Count, Expired On for each download link is available. This is applicable for Digital products - inventory when configured by a particular Seller.

Downloadable Links: It contains links for downloading digital products. button will be available which will redirect the Buyer to download. Options like Download Count, Expired On for each download link is available.

Search feature: Files can be searched by name in the Keyword text box. And the applied filter can be resetted by clicking on Clear Button.

6.3 Cancellation Requests

It is also possible that the buyer, after placing an order, might cancel it due to whatever reasons. Any such orders canceled from the buyer's end will be displayed on this page. Such requests can only and only be approved by the Admin. The Buyer can only view the status of requests made for respective orders and cannot approve or decline the requests. If the customer's order cancellation request is approved by the admin, the status of order mentioned in

the list will be displayed as **'Approved'** and **'Pending'** if it is pending and no action has been performed yet. As shown in the below figure, a search bar is provided on the top using which the Buyer can search orders using filters:

- **Order Id/Invoice Number:** The Buyer must enter the order id or invoice number in this input box to search a specific order.
- **Status:** The Buyer can search the orders based on their status as being **'Approved'** or **'Pending'** or **'Declined'**.
- **Date From:** The Buyer can enter the date after which all the order cancellation requests received must be shown.
- **Date To:** The Buyer can enter the date until which all the order cancellation requests received must be shown.
- **NB:** The 'Date From' and 'Date To' filters can also be used together to specify a time period.

The screenshot shows a web interface titled "Cancellation Requests". At the top, there are four search filters: "Order Id/Invoice Number" (text input), "Status Does Not Matter" (dropdown menu), "Date From" (text input), and "Date To" (text input). Below these filters are two buttons: a red "Search" button and a "Clear" button. Below the filters is a table with the following data:

ID	Date	Order Id/Invoice Number	Request Details	Status
00002	27/03/2019	01553692116-50002	Reason: I placed a duplicate order Comments: Placed duplicate product	Pending

Fig.: Cancellation Requests Page

To remove the filters and view the complete list, Buyers must click on the **“Clear”** button provided next to the **“Search”** button.

6.4 My RFQ Requests

This screen lists out all the RFQ Quotation requests submitted by a Buyer for any product or Service. As shown in the below figure, a search bar is provided on the top of this page using which the Buyer can apply filters and search particular orders. The filters provided are:

- **Keyword:** The Buyer can enter the keywords of order they are searching for.
- **Status:** This drop-down bar provides following options:
 - **In-progress:** The requests which are received and are under review process of a particular Seller, displays In-progress state.
 - **Accepted & Confirmed:** The requests offered which are accepted by a particular Seller.
 - **Quoted:** The offers which are Quoted by the Buyer for the first time.
 - **Buyer Counter Offer:** This status denotes the Counter Offer submitted by a Buyer on the already submitted Seller Quotation or Counter Offer.
 - **Seller Counter Offer:** This status denotes the Counter Offer submitted by a Seller on the already submitted RFQ request from Buyer.
 - **Closed By Buyer:** The Offers which are closed by Buyer can be viewed.
 - **Declined By Seller:** The Offers which are Declined by Sellers can be viewed.

→ **Accepted By Buyer:** The Offers which are Accepted by Buyer can be viewed.

→ **Re-Quoted:** The Offers which are Re-Quoted by the Buyer for the already Quoted Offer i.e. Original Quoted Offer.

→ **Declined by Admin:** The Offers which are Declined by the Admin can be viewed by selecting this status.

- **Date From:** The Buyer can enter the date such that the return requests received after the mentioned date must be shown.

- **Date To:** The Buyer can enter the date until which all the order return requests received must be shown.

NB: The 'Date From' and 'Date To' filters can also be used together to specify a time period.

To remove the filters and view the complete list, Buyers must click on the **"Clear"** button provided next to the **"Search"** button.

My Requests

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#5	Golden Boots with Wings	200	12	30/12/2020	In-progress	<input type="button" value="View"/>
#3	Boots For Women - 7	200	12	25/12/2020	Re-quoted	<input type="button" value="View"/>
#2	Golden Boots with Wings	12	200	24/12/2020	Accepted & Confirmed	<input type="button" value="View"/>

Fig.: RFQ Requests Page

When a new RFQ request is submitted by a Buyer, its status is In-progress and waiting for a first Quotation from Seller. Once a first Quotation is submitted by Seller then status is changed to Quoted.

Refer below figure:

The screenshot shows a web interface titled "My Requests". At the top, there is a search bar with a "Keyword" input field, followed by "Date From" and "Date To" input fields, a "Select Status" dropdown menu, and a "Type" dropdown menu. Below these are two buttons: a red "Search" button and a white "Clear" button with a red border. The main content is a table with the following data:

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#5	Golden Boots with Wings	200	12	30/12/2020	Quoted	View
#3	Boots For Women - 7	200	12	25/12/2020	Re-quoted	View
#2	Golden Boots with Wings	12	200	24/12/2020	Accepted & Confirmed	View

The Buyer must click on the View button provided to the right of each request. This will navigate the Buyer to the **'View Detail'** page.

Details: Golden Boots with Wings (#5) Quoted

Original Offer

Date :30/12/2020

Golden Boots with Wings
In Stock

Product Qty	200
Product Capacity	12
Delivery Date & Time	31/12/2020 09:00
Comments For Seller	Good Quotation is required

Quoted Offer By Seller All Prices In (USD)

Product Total Cost	950000.00	(Excluded Shipping And Tax Charges)
Shipping Cost	10000.00	
Delivery Date & Time	30/12/2020 17:00	
Comments For Buyer	Product can be delivered prior.	
Uploaded Documents	No Document Uploaded	

Offers Listing

Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	950000.00	10000.00	Quoted	Product can be delivered prior.	✕ 🔄 📄

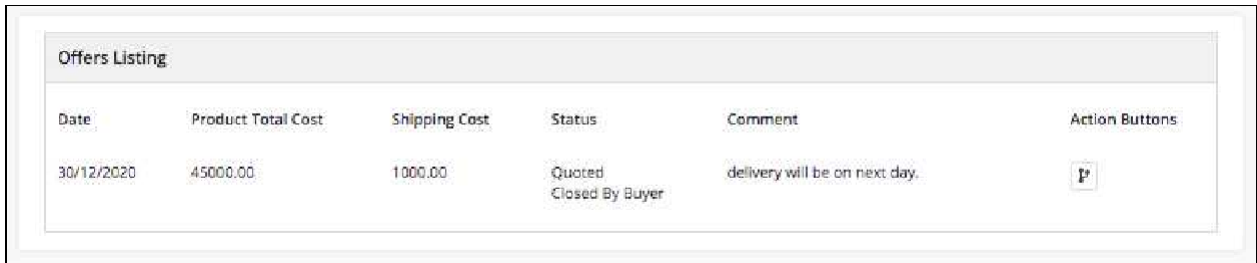
A Buyer can view the first Quotation (i.e. Quoted Offer By Seller) submitted by Seller both under Quoted Offer and Offers listing sections. There are three buttons provided under Action Buttons of Offers listing screen which provide:


- i. **Reject Offer:** A Buyer can Reject an Offer by clicking on the Reject Offer icon. Refer below figure, when a Buyer clicks on Reject Offer icon:

Offers Listing

Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	45000.00	1000.00	Quoted	delivery will be on next day.	✕ 🔄 📄

A buyer then gets an option to Re-Quote on the same Original Offer by clicking on the Re-Quote Offer icon. Refer below figure:



Offers Listing					
Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	45000.00	1000.00	Quoted Closed By Buyer	delivery will be on next day.	

ii. **Accept Offer:** A Buyer can Accept an Offer by clicking on the Accept Offer icon.

iii. **Counter Offer:** A Buyer can Counter Offer on the first Quotation Submitted by Seller by clicking on the Counter Offer icon.

On clicking this Counter Offer icon, it displays a section for the Buyer to do a Counter Offer.

Refer Below Figure:

Counter Offer

Offer Price [USD]*

(Excluded Shipping And Tax Charges)

Shipping Cost [USD]

Total Price : 10000.00
(Excluded Tax Charges)

Comment

Submit Offer

On Submission of a Counter Offer to Seller, the request is submitted to Seller. And the Status **of this request is changed from Quoted to Buyer Counter Offer.**

Refer below figure:

Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	850000.00	10000.00	Buyer Counter Offer	Startup Entrepreneur	<input type="button" value="✕"/>
30/12/2020	950000.00	10000.00	Quoted	Product can be delivered prior.	

At this point, a Buyer can Reject the Counter Offer by clicking on Close Cross Icon.

When the Counter Offer is Accepted by a Seller then Buyer can view the status of the **Buyer Counter Offer** is changed to **Accepted & Confirmed.**

Refer Below Figure:

My Requests

Keyword Date From Date To Select Status Type

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#5	Golden Boots with Wings	200	12	30/12/2020	Accepted & Confirmed	<input type="button" value="View"/>
#3	Boots For Women - 7	200	12	25/12/2020	Re-quoted	<input type="button" value="View"/>
#2	Golden Boots with Wings	12	200	24/12/2020	Accepted & Confirmed	<input type="button" value="View"/>

Offers Listing

Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	850000.00	10000.00	Buyer Counter Offer Accepted & Confirmed	Startup Entrepreneur	
30/12/2020	950000.00	10000.00	Quoted	Product can be delivered prior.	

Finally, upon acceptance, the actions are to be taken care of by Seller.

6.5 My Re-Quote Requests

This screen lists out all the Re-Quoted Offer requests submitted by a Buyer for any product or Service, when a Buyer has Rejected the Original Counter Offer.

Refer below figure:

The screenshot displays a web interface titled "My Re-quote Requests". At the top, there is a search bar with a "Keyword" input field. To its right are "Date From" and "Date To" input fields, followed by a "Select Status" dropdown menu and a "Type" dropdown menu. Below these filters are two buttons: a red "Search" button and a "Clear" button with a red border. The main content area features a table with the following data:

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#7	Boots For Women - 7	50	100	30/12/2020	In-progress	View
#4	Boots For Women - 7	100	12	25/12/2020	In-progress	View

This status of Re-Quoted request is **In-Progress** by default. As a normal process of quotation, a request is re-submitted to the Seller for review. Upon providing a new Quotation from Seller, status of this Re-Quoted request is changed from **In-Progress to Quoted**.

Refer below figure:

My Re-quote Requests

Keyword Date From Date To Select Status Type

[Search](#) [Clear](#)

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#7	Boots For Women - 7	50	100	30/12/2020	Quoted	View
#4	Boots For Women - 7	100	12	25/12/2020	In-progress	View

Finally, on the view details page, after reviewing the revised quotation of a Seller, A buyer can Accept or Reject or Counter Offer. The process remains the same based on the action buttons. Once an Accept Offer icon is clicked the status is changed to **Accepted By Buyer**. Refer below figure:

Offers Listing

Date	Product Total Cost	Shipping Cost	Status	Comment	Action Buttons
30/12/2020	40000.00	1000.00	Quoted Accepted By Buyer	Can be deliver.	

My Re-quote Requests

Request ID	Product Name	Qty	Capacity	Date	Status	Action Buttons
#7	Boots For Women - 7	50	100	30/12/2020	Accepted By Buyer	<input type="button" value="View"/>
#4	Boots For Women - 7	100	12	25/12/2020	In-progress	<input type="button" value="View"/>

6.6 Return Requests

Order return requests are placed by the customers after they have received the order and want to return the product. Such requests can be approved by both Admin and Seller. As shown in the figure below, a search bar is provided on the top of this page using which the seller can apply filters and search particular orders. The filters provided are:

- **Keyword:** The seller can enter the keywords of order they are searching for.
- **Status:** This drop-down bar provides following options:
 - **Pending:** The orders for which the return requests are still pending.
 - **Escalated:** The orders for which the return requests are escalated to the admin.

→ **Refunded:** The orders for which return requests have been approved and the respective amount has been refunded.

→ **Withdrawn:** The orders for which the return requests are withdrawn by the customer themselves.

→ **Canceled:** The orders for which return requests have been canceled by the seller.

- **Date From:** The seller can enter the date such that the return requests received after the mentioned date must be shown.

- **Date To:** The seller can enter the date until which all the order return requests received must be shown.

NB: The 'Date From' and 'Date To' filters can also be used together to specify a time period.

To remove the filters and view the complete list, sellers must click on the "Clear" button provided next to the "Search" button.

Return Requests

Keyword Status: Does Not Matter Date From Date To

ID	Date	Order Id/invoice Number	Products	Return Qty	Status
4-1553692184	27/03/2019	O1553692116-S0003	Jeans In Ice Blue Jeans Brand: Diesel Color: Ice Blue sku: fh567 Model: Ice Blue Star Slim Women's Light Blue Jeans	1	Pending 

There is an option view, on click will redirect the Buyer to Detail page.

Refer below figure:

View Order Return Request: 4-1553692184

Request Details Print Back

Vendor Return Address
Chromium Gallery
SCD 10, Sector 82, Mohali
Chandigarh, Chandigarh
India
Zip:160055
Phone:9636353535


Vendor Detail
Vendor Name: Rohit
Shop Name: Chromium Gallery


[Withdraw Request](#)

ID	Order Id/Invoice Number	Product	Return Qty	Request Type
4-1553692184	01553692116-50003	jeans in Ice Blue jeans Brand: Diesel/ Color: Ice Blue sku: R-567 Model: Ice Blue Star Slim Women's Light Blue jeans	1	Refund

Reason	Date	Status	Amount
Defective Product	27/03/2019	Pending	-\$101.50

Return Request Messages

 **Michael Williams - Kanwar's Shop**
Product is defective.
27/03/2019 18:39

 **Michael Williams**

[Submit](#)

A Buyer can Withdraw Request by clicking on the **Withdraw Request Button**.
Can take a print out in pdf format by clicking on **Print Button**.

Also, can **message a Seller** from Return Request Messages.

Back button will redirect the Buyer to the Return Requests Listing screen.

7. Offers & Rewards

This module lists out Offers, Reward points along with Share & Earn on third party social platforms like Facebook and Google.

7.1 My Offers

This module lists out Offers available for the Buyer. Refer below figure:



When Admin links a coupon with a particular User and then it will get listed out in this section.

The Offer/Coupon code can be applied by the Buyer during checkout considering the terms and conditions of Coupon/Offer usage.

7.2 Reward Points

This module lists out points earned by Buyer during the First purchase or most purchases. It also displays equivalent Currency amount as per point count.

Refer below Figure:

Reward Points			
Current Reward Points (40) - \$20.00			
Points	Description	Date	Expiry Date
30	Rewards for most purchase	18/07/2019	-NA-
10	For first purchase	18/07/2019	-NA-

These reward points can be availed during Checkout stage when a Buyer is purchasing products etc. on the platform.

7.3 Share & Earn

This module lists out referral URL/Link which can be shared by Buyer with Friends or on Facebook or Google.

Refer below figure:

Share And Earn

Share With Your Friends And You Both Earn Reward Points

[Click To Copy](#)

 **Share On Facebook**
Post on Your Facebook Wall

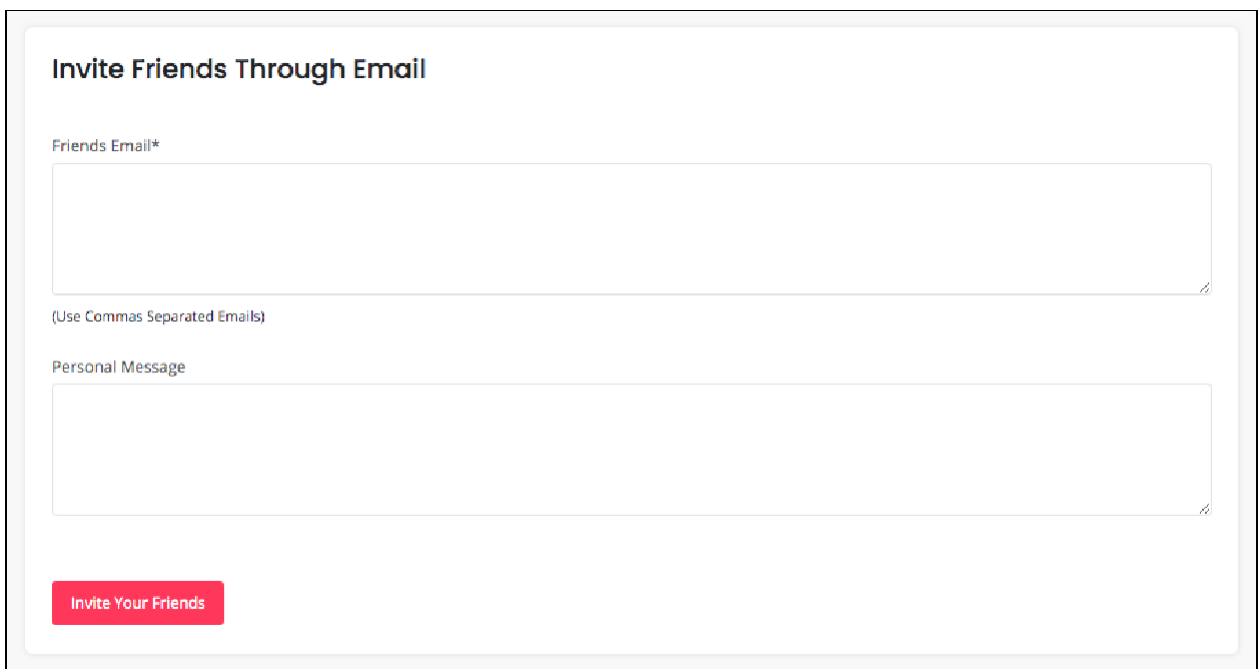
 **Share On Email**
Email Your Friend Tell Them About Yourself

Direct Share & Earn via a Link: A A Buyer can click on a button named: **Click To Copy**. This will generate a unique referral link/URL in a popup window.

Share on Facebook: A Buyer can click on this option and it will ask the Buyer to login via Facebook and then the URL of the platform is posted on the Facebook Wall.

Share on Email: A Buyer can click on this option and it will open a form for the Buyer to fill for inviting friends.

Refer below figure:



The image shows a web form titled "Invite Friends Through Email". It contains two text input fields. The first field is labeled "Friends Email*" and has a note below it that says "(Use Commas Separated Emails)". The second field is labeled "Personal Message". At the bottom left of the form is a red button with the text "Invite Your Friends".

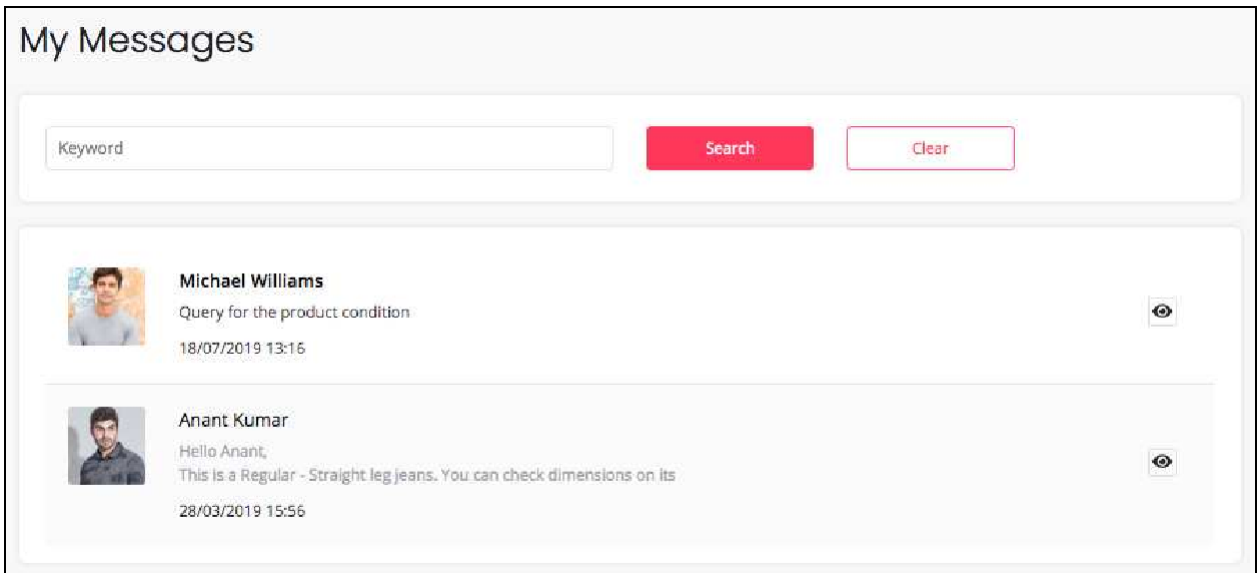
An invitation is sent to the Email IDs of the Friends whereby each Friend will accept the invitation to join the platform.

8. General

This module displays the lists of generic features available under Buyer Account.

8.1 Messages

The customers might have several queries regarding the products due to which they might try to contact their Sellers. Any messages being sent by the customers are shown to the Buyer under the **'My Messages'** page shown in below figure. The message threads are created for every different customer. The Buyer can read as well reply to these messages. To search for messages, the Buyer can type the keywords in the search bar provided at the top of this page.




The screenshot displays the 'My Messages' interface. At the top, there is a search bar with the placeholder text 'Keyword', a red 'Search' button, and a 'Clear' button. Below the search bar, there are two message threads. Each thread includes a profile picture, the sender's name, the message content, the timestamp, and a small icon representing a reply or action.

Sender	Message Content	Timestamp
Michael Williams	Query for the product condition	18/07/2019 13:16
Anant Kumar	Hello Anant, This is a Regular - Straight leg jeans. You can check dimensions on its	28/03/2019 15:56


Messages

Messages [Back To Messages](#)

Date	Order Message Shop	Subject
18/07/2019	Kanwar's Shop	Condition for product



Kanwar's Shop (Michael Williams)
Query for the product condition
18/07/2019 13:16



Michael Williams
Comments*

[Send](#)

Back To Messages: This button will redirect the Buyer to the message listing page.

8.2 My Credits

The Buyer can see the complete details of their previous transactions in the **'My Credits'** module. Additionally, this page also displays the total Credit, Debit and Balance available in the Buyer's virtual wallet. The complete transaction history of the Buyer is displayed in the **'Transaction History'** list provided below **'Search Transactions'** section.

My Credits

Wallet Balance:

\$5,180.32

Pending Promotions Charges:

\$10.00

Pending Withdrawal Requests:

\$2,000.00

Available Balance:

\$3,170.32

Bank Payout: Withdraw

Add Wallet Credits (\$):

Order Amount: Add Credits

Search Transactions

Keywords: Both debit/credit:

From Date: To Date: Search Clear

Transaction ID	Date	Credit	Debit	Balance	Comments	Status
Wa000056	18870015	\$0.00	\$1.86	\$5,180.32	Charged commission for order #015634970002	Transaction Completed
Wa000050	18870015	\$104.00	\$0.00	\$5,184.20	Received credits for order #01688380750002	Transaction Completed
Wa000080	18870015	\$0.00	\$4.76	\$5,079.20	Charged commission for order #015634970002	Transaction Completed
Wa000084	18870015	\$44.50	\$0.00	\$5,083.84	Received credits for order #01688380750002	Transaction Completed
Wa000081	18870015	\$0.00	\$12.00	\$4,969.84	Order Placed #01363492821	Transaction Completed
Wa000080	18870015	\$0.00	\$198.00	\$5,002.84	Order Placed #01363492821	Transaction Completed
Wa000071	28830015	\$0.00	\$121.50	\$5,011.43	Order Placed #01553366345	Transaction Completed
Wa000076	28830015	\$0.00	\$3.44	\$4,532.94	Charged commission for order #01553366345	Transaction Completed
Wa000075	28830015	\$66.10	\$0.00	\$4,536.37	Received credits for order #01553366345	Transaction Completed
Wa000079	28830015	\$0.00	\$180.19	\$4,402.21	Order Placed #01333366326	Transaction Completed

The top sections of this page display:

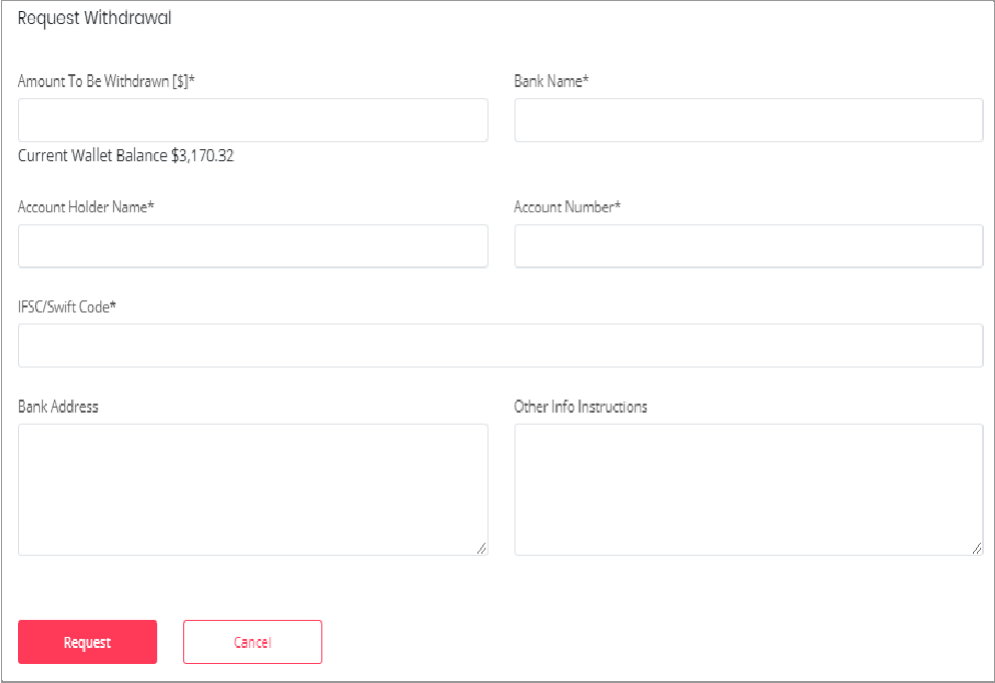
- a. **Wallet Balance:** The total balance available in the Buyer's virtual wallet is displayed under this section. This is a sum total of all the pending credits and debits.
- b. **ending Promotions Charges:** A Buyer is charged for running any promotions as an Advertiser. So, the amount yet to be paid by the Buyer for promotions is displayed under this section.
- c. **Pending Withdrawal Requests:** A Buyer can send a withdrawal request to

their Admin on approval of which the Buyer will receive the money in their bank/PayPal accounts. The amount yet to be received by the Buyer from previously sent withdrawal requests to the admin is displayed under this section.

d. **Available Balance:** This section displays the balance actually available in the Buyer's account. This amount excludes any pending credits and debits.

The Buyer can make a withdrawal request to the admin. A drop-down bar is provided in this section which includes two options:

- **Bank Payout:** By selecting this option the Buyer can send a withdrawal request to their admin to transfer money from e-wallet to their bank account. By clicking the **“Request Withdrawal”** button the ‘Request Withdrawal’ form will open as shown in below figure.



The image shows a 'Request Withdrawal' form with the following fields and buttons:

- Amount To Be Withdrawn [\$]***: Input field
- Bank Name***: Input field
- Current Wallet Balance \$3,170.32**: Text label
- Account Holder Name***: Input field
- Account Number***: Input field
- IFSC/Swift Code***: Input field
- Bank Address**: Input field
- Other Info Instructions**: Input field
- Request**: Red button
- Cancel**: White button with red border

The Buyer will then have to fill in their own bank details if they have not previously added bank details under the **"My Account"** section. Buyer needs to share bank account details with the admin as approved withdrawal requests/funds are transferred outside of the system through the Admin's bank. After adding the necessary details, the Buyer must click on the **'Request'** button to place the request. The withdrawal request will be forwarded to admin and the amount requested for withdrawal will be displayed in **'Pending Withdrawal Requests'** section.

e. **Add Wallet Credits:** Buyer can also add virtual credits to their virtual bank account by entering the amount and clicking the **'Add Credits'** button. This will navigate the Buyer to the **'Billing and Payment'** pages. The Buyer needs to select the payment gateway as per their choice and complete their transaction.

NB: Virtual credits are the same value of actual money and vice versa.

f. **Search Transactions:** Buyer can also search for any transaction by using following search filters:

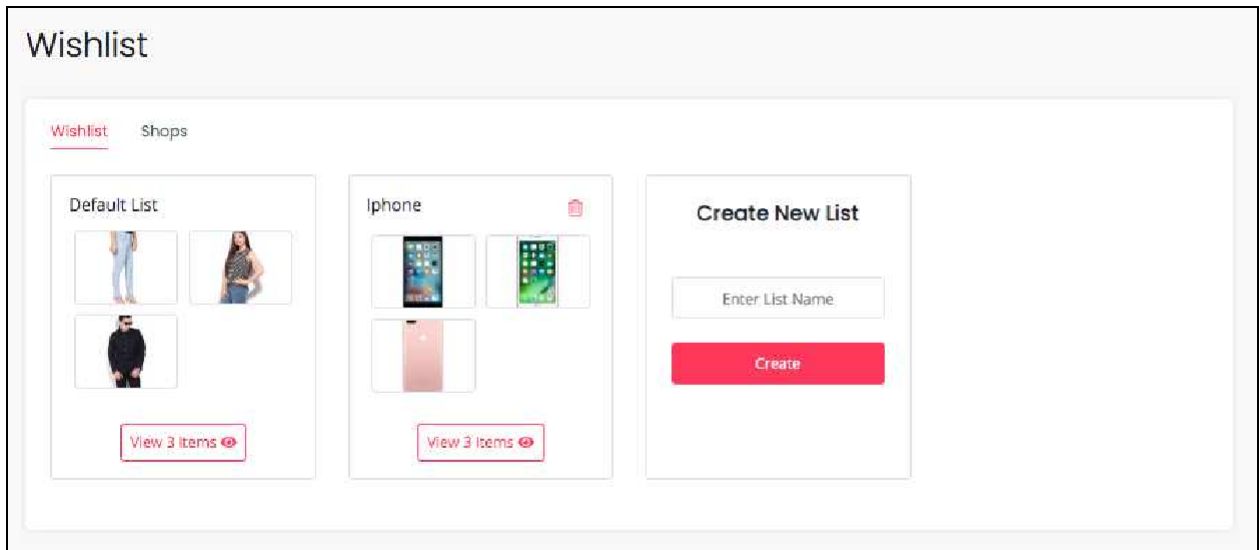
- **Keyword:** Enter keywords for particular transactions.
- **Both-Debit/Credit:** Select if the transactions to be searched as 'Credit', 'Debit' or 'Both'.
- **From Date:** Select a date to search for transactions made after the mentioned date.
- **To Date:** Select a date to search for transactions made until the mentioned date.

NB: The 'Date From' and 'Date To' filters can also be used together to specify a time period.

g. **Transactions History List:** All kinds of transactions made over the time period will be displayed in this list. The list will display any kinds of credits or debits made on a certain date along with the total balance. The 'Status' column displays **'Transaction Completed'** if the transaction made was successful. Any additional comments relevant to any transaction are displayed under the **'Comments'** column.

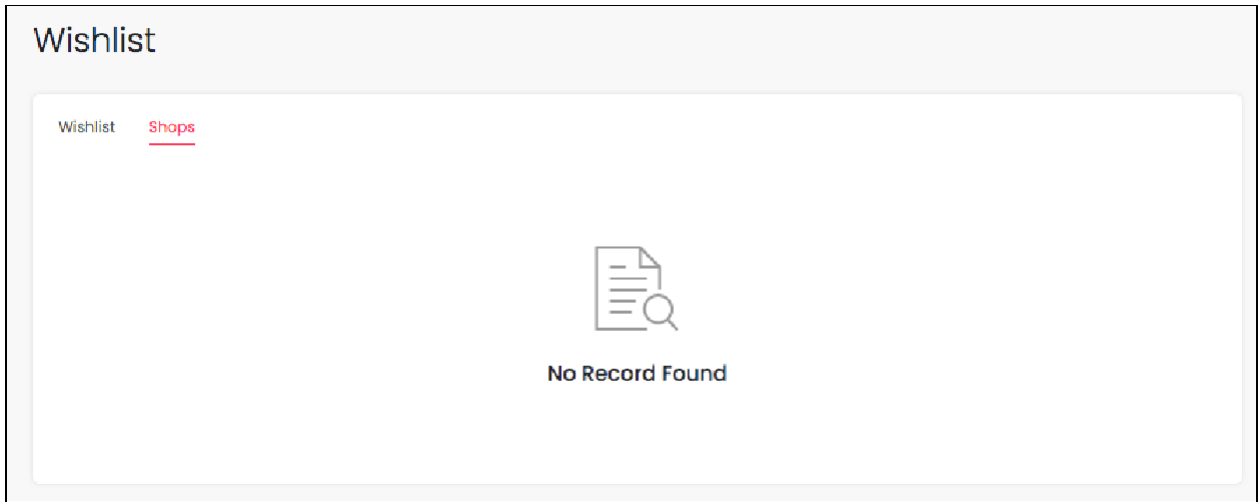
8.3 Wishlist

This module lists out a Wish list created by a Buyer to manage product items. Refer below figure:



Shops: This tab lists out a wish list of favorite Shops books marked by a Buyer.

Refer below figure:



8.4 Saved Searches

This module saves the searches performed by a buyer at the front end during browsing of the platform. Refer below figure:



View Results: This button will open search results as per keyword. For Example:

Archies

Delete option: This will remove the Saved Search record.

9. Profile

The Buyer can manage their account/profile details through this module. The Buyer can also save their bank account details in this module.

9.1 My Account

It includes three different tabs. In the first tab which is **'My Account'** the Buyer can add or edit their basic details. The Buyer cannot make all the changes repeatedly. Fields such as Username, Email ID, phone number and date of birth cannot be changed once entered. As shown in figure 13.1.1, the Buyer can add and modify following fields:

- **Profile Photo:** The Buyer can upload/change their profile picture by clicking on the 'Upload' button provided below the user icon.
- **Full Name*:** The Buyer can enter/modify their full name.
- **Country*:** The Buyer must enter the city in which they are located.
- **State*:** The Buyer must enter the state in which they are located
- **City:** The Buyer can mention the name of the city in which they are located.
- **Organization:** The Buyer can mention the name of their organization.
- **Brief Profile:** The Buyer can mention brief comments regarding their profile.
- **What Kind Products Services Advertise:** The Buyer can enter brief comments related to the kinds of product services they provide to their customers.

The Buyer must then click on the “Save Changes” button provided below to save the made changes.

The screenshot displays the 'Account Settings' interface. At the top right, there are two buttons: 'Request To Remove My Data' and 'Request My Data'. Below this, the 'My Account' tab is active, with 'Bank Account' as an alternative option. The user profile section shows a circular profile picture of a man, with 'Change' and 'Remove' buttons below it. To the right of the profile picture are input fields for 'Username' (containing 'michael'), 'Email' (containing 'login@dummyid.com'), 'Full Name*' (containing 'Michael Williams'), 'Date Of Birth' (containing '1983-12-07'), 'Phone' (with a dropdown for '+91 - 0'), 'Country*' (a dropdown menu set to 'United States'), 'State*' (a dropdown menu set to 'Texas'), and 'City' (an empty text field). Below these fields is an 'Organization' text input field. At the bottom of the profile section are two text areas: 'Brief Profile' and 'What Kind Products Services Advertise'. The 'Preferred Dashboard' section features two buttons: 'Buyer' (with a radio button) and 'Seller' (with a checked radio button). A red 'Save Changes' button is located at the bottom center of the form.

Fig.: My Account tab

If any Buyer has been registered as both 'Buyer' and 'Seller' they can manage which account dashboard is to be preferably displayed when logging into their accounts, from the '**Preferred Dashboard**' section.

As per the guidelines of **GDPR (General Data Protection Regulation)**, every user has the right to protect their data by collecting, storing, altering, erasing or restricting it. Following these guidelines, two buttons are provided for this Buyer on the top-right corner of **'My Accounts'** page. They are:

- **Request to Remove My Data:** The Buyer can raise a request to the admin to remove their personal data. When the Buyer clicks on this button, a **'Truncate Request'** pop-message will appear as shown in the below Figure. The Buyer can click on 'Yes' to proceed and 'Cancel' to go back.

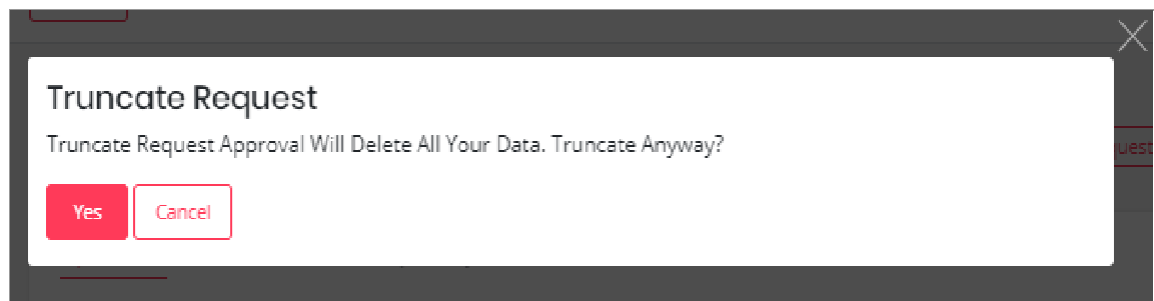


Fig.: Truncate Request

- **Request My Data:** The Buyer can raise a request to the admin to share their account information. When the Buyer clicks on this button, a pop-up **'Request Data'** form will appear. The Buyer must enter the reason for making such a request under the **'Purpose of Request Data'** text-box. To understand the policies of GDPR, the Buyer can click on the hyperlink provided with the message 'Click Here to Read the Policies of GDPR'. The Buyer must click on the **'Send Request'** button to submit the request.

The second tab is the 'Bank Account' details tab. In this tab, the Buyer can enter

all their bank account details as shown in the below figure. These bank account details will be accessed by the Admin in order to make any transactions to their Buyers when they place 'Withdrawal Requests'.

The Buyer must enter:

- **Bank Name*:** The name of the bank in which the Buyer has their account must be mentioned.
- **Account Holder Name*:** The full name of the account holder must be mentioned in this field.
- **Account Number*:** The Buyer must enter their bank account number.
- **IFSC Swift Code*:** The Buyer must enter the unique IFSC swift code of their bank.
- **Bank Address:** The Buyer can mention the complete address of the branch of the bank.

The Buyer must then click on **“Save Changes”** to save all the details.

The screenshot displays the 'Account Settings' interface. At the top right, there are two buttons: 'Request To Remove My Data' and 'Request My Data'. Below the title, there are two tabs: 'My Account' and 'Bank Account', with 'Bank Account' being the active tab. The form contains the following fields:

- Bank Name***: A text input field containing 'State Bank of India'.
- Account Holder Name***: A text input field containing 'Michael'.
- Account Number***: A text input field containing '54321560000213'.
- IFSC Swift Code***: A text input field containing 'SBO0213'.
- Bank Address**: A large, empty text area for entering the bank's address.

Below the form, there is a small text link: *Your Bankcard Info Is Safe With Us*. At the bottom left of the form area, there is a red button labeled 'Save Changes'.

Fig.: Bank Account tab

9.2 Manage Addresses

The Buyer enters their multiple Address locations.

Refer below Figure:

The screenshot shows a 'Manage Addresses' interface. At the top right, there is a red button labeled 'Add New Address'. Below this, there are two address cards. The first card is titled 'Ablysoft' and contains the following details: 'Kariwar', 'Plot no 268, JLPL industrial area, Sector B2, Mohali', 'Cesar, Cesar', 'Colombia', 'Zip:160055', and 'Phone:6857456'. At the bottom of this card are 'Edit' and 'Delete' buttons. The second card is titled 'test' and contains: 'sss', 'ss', 'Amazonas, Amazonas', 'Colombia', 'Zip:29044', and 'Phone:1234567890'. It also has 'Edit' and 'Delete' buttons at the bottom.

Add New Address: On click will open below the screen where a Buyer can add address details.

The screenshot shows the 'Add New Address' form. It has a red button labeled 'Add New Address' at the top right. The form contains several input fields: 'Address Label' (with a placeholder 'E.g: My Office Address'), 'Name*', 'Address Line1*', 'Address Line2', 'Country*' (with a dropdown menu showing 'India'), 'State*' (with a dropdown menu showing 'Select State'), 'City*', 'Postalcode*', and 'Phone*'. At the bottom of the form are two buttons: 'Save Changes' and 'Cancel'.

Edit and Delete Options are available for the Buyer to Edit or Delete existing Address locations.

9.3 Update Credentials

The Buyer enters their credentials when creating their shop at the beginning. From this module, the Buyer can change their credentials. This module includes three sections:

i. **Update Email:** The Buyer can update their new email address. Buyer must enter:

- **New Email*:** Their new email address.
- **Confirm New Email*:** Their new email address to confirm it.
- **Current Password*:** The current password for verification.

NB: Once the Buyer enters a new email id they will receive a **'Verification Link'** on it. The new email address will only be updated if the Buyer verifies their email address by clicking on that link.

The Buyer must click on the 'Save' button to save the changes.

ii. **Update Password:** The Buyer can update their password by entering:

- **Current Password*:** The Buyer must enter their currently active password.
- **New Password*:** The Buyer must enter their new password.
- **Confirm New Password*:** The Buyer must re-enter their new password.

The Buyer must click on the 'Save' button to save the changes.

iii. **Update Phone Number:** The Buyer can update their phone number by entering:

- **New Phone Number*:** The Buyer must enter their new phone number.

NB: If this section is not being displayed, it means that it has been restricted from admin-end.

The Buyer must click on the **'Get OTP'** button to proceed further. The OTP will be forwarded to the Buyer on their previously registered contact number. After entering the OTP the phone number will be updated successfully.

The screenshot shows a dashboard interface for updating user credentials. On the left is a sidebar with three main sections: 'SHOP' (Manage Shop, Products, Product Tags, Product Options, Tax Categories), 'SALES' (Orders, Cancellation Requests, Order Return Requests), and 'PROMOTIONS' (Special Price, Volume Discount). The main content area is titled 'Update Credentials' and contains three panels:

- Update Email:** Includes input fields for 'New Email*', 'Confirm New Email*', and 'Current Password*'. A red 'Save' button is at the bottom, with a note: 'Your Email Will Not Change Until You Verify Your New Email Address'.
- Update Password:** Includes input fields for 'Current Password*', 'New Password*', and 'Confirm New Password*'. A red 'Save' button is at the bottom, with an example 'e.g. User@123'.
- Update Phone Number:** Includes a 'New Phone Number*' field with a country code dropdown (currently '+91') and a 'Phone Number' field. A red 'Get Otp' button is below the fields, with a note: 'Your Phone Number Will Not Change Until You Verify Your New Number'.

Fig. 13.5.1: Update Credentials Page

10. Language & Currency

From this section, the Buyer can change the language and currency. When the Buyer clicks on **'Language'**, the options of languages appear in the list. Buyers can select the language of their choice clicking on which will translate the complete portal's content into the respective language. When the Buyer clicks on **'Currency'**, the options of currencies available appear in the list. Buyers can select the currency of their choice and the prices mentioned in the complete portal will be displayed according to that respective currency.

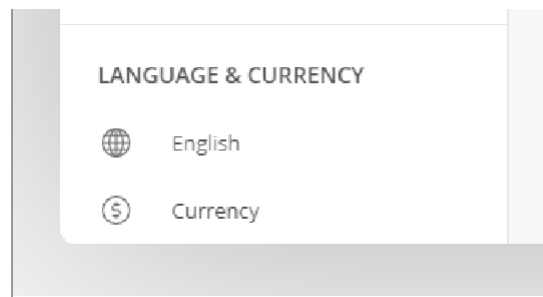


Fig.: Language & Currency

NB: These sections are only visible to the Buyer if they are enabled from Admin's end. This means that, admin has the authority to restrict the Buyer from making changes in language and currency used in their portal.

