



SELLER USER GUIDE



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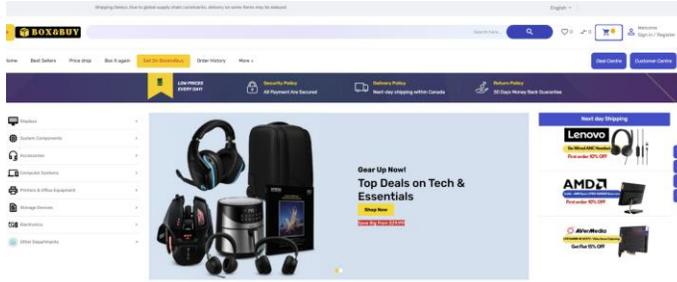
Getting Started

■ Step 1: Visit BoxandBuy.com

To begin your journey as a seller, visit the homepage:

 www.boxandbuy.com

Once there, locate the **yellow button labeled "Sell on Boxandbuy"** on the top menu bar.



🖱️ Step 2: Click "Sell on Boxandbuy"

Clicking this button will redirect you to the **seller registration and login portal**.

From there, you'll be able to:

- Sign in as an existing seller
- Or register a brand new seller account (covered in the next section)

💡 Tip for Sellers:

It's best to use a **business email address** and **Google Chrome or Firefox** for optimal experience during registration.

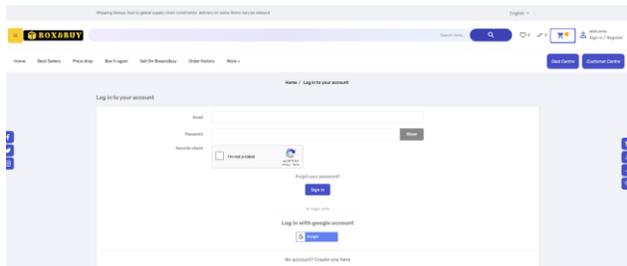
Seller Verification

Section 2.2 – Logging In or Creating Your Seller Account

Step 3: Access the Login & Account Creation Page

After clicking “**Sell on Boxandbuy**”, you’ll be redirected to the login page.

Here, you can either log in to your existing account or create a new one if you're a first-time seller.



Option A: Existing Seller? Log In

- Enter your **email address** and **password**
- Complete the security CAPTCHA
- Click **Sign In**

You’ll be taken straight to your Seller Dashboard if your credentials are correct.

Option B: New Seller? Create Your Account

- Scroll down and click: “**No account? Create one here**”
- You’ll be taken to the new seller registration form (covered in the next step)

Alternative: Login with Google

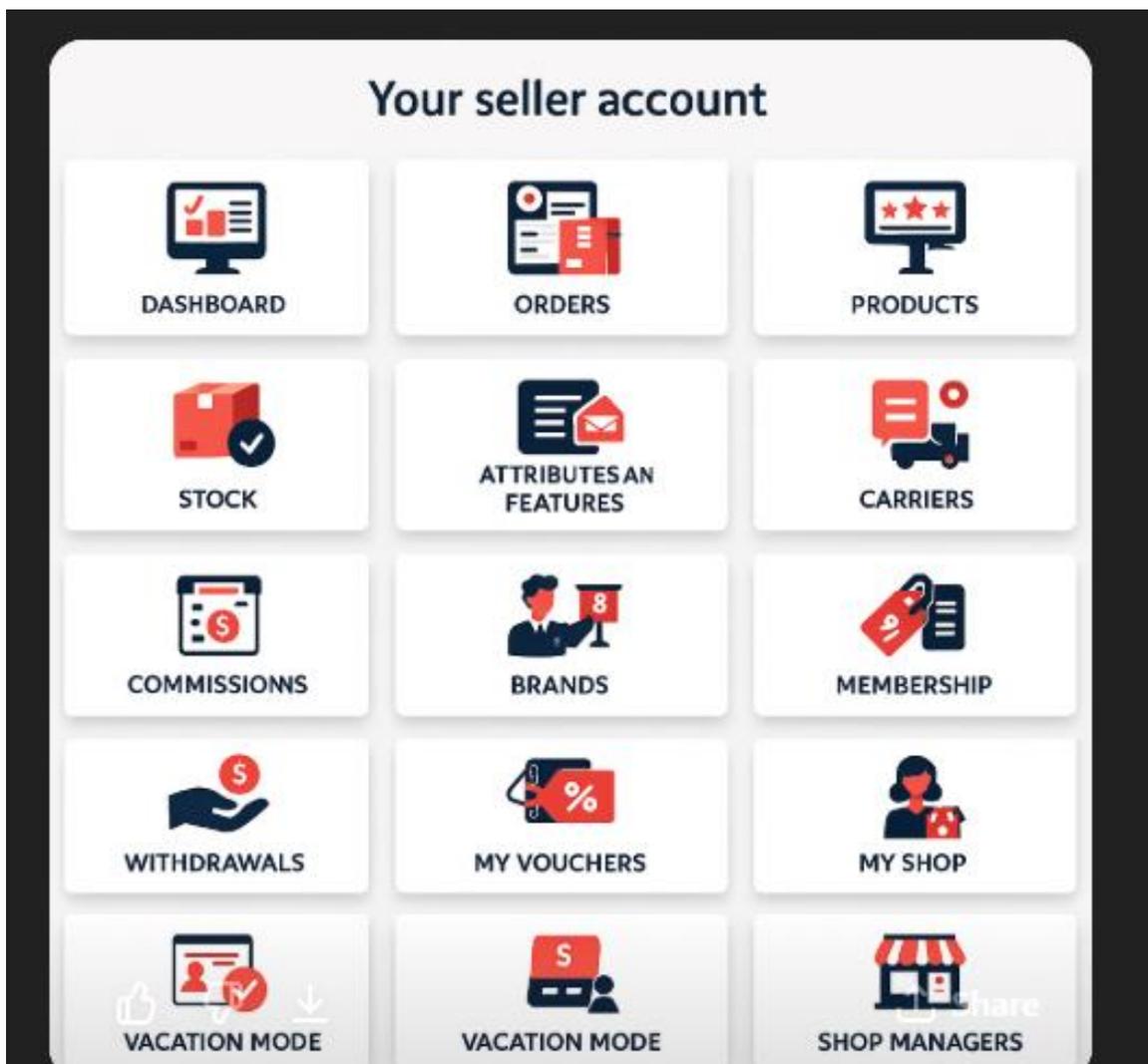
You can also click the **Google button** to sign in using your Google account. This streamlines the process by linking your Google identity to your BoxandBuy seller account.

 **Note:** Always use an email address that you have access to for important updates about orders, payouts, and account verification.

Section 2.3 – Accessing Your Seller Account Dashboard

Step 4: Post-Login Landing Page

After successfully logging in or creating your account, you'll be redirected to the **Account Dashboard**, where you'll manage your activities as a seller.

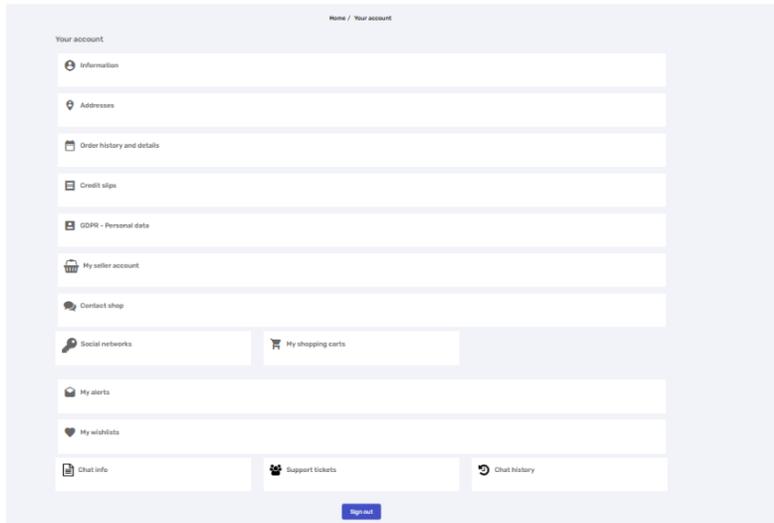


✦ Important:

To continue your setup as a seller, click on the tile labeled **"My Seller Account"** — this will take you to the full **Seller Control Panel**, where you can:

- Upload your business documents

- Add products
- Track sales and orders
- Customize your storefront



✔ You're just one step away from becoming an active seller.

Section 2.4 – Submitting Your Seller Application

Step 5: Access the Seller Control Panel

When you click “**My Seller Account**”, you’ll be taken to the **Seller Application** screen. This is where you **formally request to become a seller** on BoxandBuy’s marketplace.

What You’ll See:

“Your seller profile has not been enabled yet. In order to join our marketplace to sell your products and get commission, please submit an application with required information.”

Step 6: Submit Application

To proceed:

1. Click the **yellow “Submit Application” button**
2. You will be redirected to a form where you need to fill out key details about your business or seller profile

Information typically required:

- Store/Business Name

- Seller Display Name
- Business Type (Individual / Company)
- Upload ID or Business Documents
- Store Logo and Description (optional but recommended)

Home / My account / My seller account

i Your seller profile has not been enabled yet. In order to join our marketplace to sell your products and get commission, please submit an application with required information.

[Submit application](#)

[< Back to your account](#) [🏠 Home](#)

✔ **Tip:** Make sure all the information is accurate and matches the documents you will upload in the verification step. This will help you get approved faster.

Once submitted, your application will be reviewed by the BoxandBuy admin team. You'll receive an email notification once your **seller account is approved or if additional steps are required.**

Step 7: Fill Out Your Seller Application Form

Once you click “**Submit Application,**” you’ll be redirected to the **Seller Profile Setup Form.** This is where you enter key business information to activate your marketplace account.

Home / My account / My seller account

Verification

* Seller name

* Seller email

* Phone number

* Introduction
Give us more information about you and your products that you are going to sell on our marketplace

* Shop name

* Shop description

* Shop address

Shop logo [Browse](#)
Recommended size: 200x200 px. Accepted formats: jpg, png, gif. Limit: 8MB

Shop banner [Browse](#)
Recommended size: 1150x170 px. Accepted formats: jpg, png, gif. Limit: 8MB

Banner URL

I agree to the Terms of service and will adhere to them unconditionally.

[Submit](#)

Required Fields Breakdown

Field	What to Enter
Seller Name	Your full legal name
Seller Email	Pre-filled with the email you registered with

Field	What to Enter
Phone Number	A valid number we can reach you at
Introduction	A short description about you and what you plan to sell
Shop Name	Your brand name as it should appear to customers
Shop Description	What your store offers (e.g., “Affordable tech gear with next-day shipping”)
Shop Address	Your physical or business mailing address
Shop Logo	Upload a square logo (250x250 px, JPG/PNG/GIF, max 8MB)
Shop Banner	Upload a horizontal banner (1170x170 px, JPG/PNG/GIF, max 8MB)
Banner URL (optional)	Use this if your banner links to a special offer or external site
Agreement Checkbox	You must check this to agree to BoxandBuy’s Terms of Service

✔ Final Step: Submit Your Application

Once all fields are filled:

- Click the “**Submit**” button at the bottom
- You’ll see a confirmation message that your application is under review

Your seller profile will remain “**Pending**” until approved by the BoxandBuy admin team.

✉ What Happens Next?

- You’ll receive an **email confirmation** that your application was submitted
- Within **2–3 business days**, you’ll get a decision (Approved / Rejected / Resubmission Requested)
- Once approved, your **Seller Dashboard** and all selling tools will be unlocked

● **Note:** If your application is rejected, you will either be **locked from reapplying** or asked to **resubmit correct documents** depending on the rejection type (see Section 3 for details).

✔ Now that you’ve submitted your seller application, you’re ready to move forward with **document verification** and earning your first badge.

Section 2.6 – Application Confirmation & Next Steps

Step 8: Application Submitted Successfully

After clicking the **Submit** button on your seller application, you'll receive an **on-screen confirmation message** like the one below:

“Your application has been submitted successfully. Our team are reviewing the application, and we will get back to you as soon as possible.”

What Happens Behind the Scenes?

- Your application is now **under manual review** by the BoxandBuy team
 - Expect a decision within **2–3 business days**
 - You'll receive a follow-up email with one of the following:
 -  **Approval:** You gain access to your full Seller Dashboard and can start uploading products
 -  **Request for Resubmission:** Admin may ask for clearer or corrected info
 -  **Rejection:** Your profile is denied (see next section for types)
-

Where to Go Next

After submission:

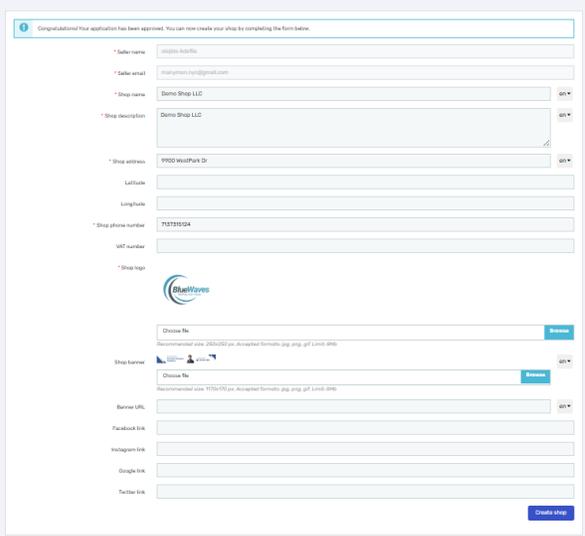
- You'll be redirected back to your **Seller Account area**
 - You can track your application status and respond to any feedback or requests
-

 **Reminder:** You will not be able to list products or manage orders until your application is approved and your profile is verified.

Section 2.7 – Finalizing Your Storefront Setup (After Approval)

Step 9: Welcome Message – Application Approved

Once your application is approved, you'll be shown a new screen where you can finalize your **shop details** and make your store go live.



 “Congratulations! Your application has been approved. You can now create your shop by completing the form below.”

What You Need to Complete

Field	What to Fill In
Seller Name / Email	Auto-filled from application
Shop Name	Display name shown to customers
Shop Description	Tell customers what your store is about
Shop Address	Your operating or shipping location
Latitude/Longitude	Optional – helps with map-based visibility
Phone Number	For contact or order updates
VAT Number	Optional – for tax purposes
Shop Logo & Banner	Visually brand your store (250x250px and 1170x170px)
Social Media Links	Optional – connect your store to Facebook, Instagram, etc.

Final Step: Click “Create Shop”

After entering all the above details, click the **blue “Create Shop”** button at the bottom of the page.

Your store will now be live and visible on BoxandBuy — ready for product uploads and order processing.

What’s Next?

You now have:

- A live seller profile
- A storefront on BoxandBuy
- Access to your **full Seller Dashboard**

Section 3 – Seller Verification Process

Why Verification Matters

BoxandBuy uses a seller verification system to ensure the safety, trust, and legitimacy of its marketplace. Verified sellers enjoy:

- Increased visibility to buyers
- Access to promotional tools and premium badges
- Higher buyer trust and improved sales conversion

Once your shop is created, your next goal is to become a **Verified Seller**.

Where to Find the Verification Panel

From your **Seller Account Dashboard**, navigate to:

 **Seller Profile > Verification/Document Upload**

This is where you’ll upload your official documents for review.

Documents Required

Depending on your seller type:

 **For Individual Sellers:**

- Government-issued photo ID (e.g., Passport, Driver’s License)
- Optional: Proof of address (utility bill or bank statement)

✔ For Business Sellers:

- Business registration certificate
 - Tax Identification Number or VAT ID
 - Proof of business address
 - Signatory ID (who owns or represents the business)
-

 How to Upload Documents

1. Click “**Upload Documents**” under your **Seller Profile**
 2. Select the document type (ID, license, etc.)
 3. Upload clear, legible files (PDF, JPG, PNG – Max 8MB)
 4. Click **Submit for Review**
-

 What Happens Next?

Your submission will be reviewed by the BoxandBuy admin team within **2–3 business days**. Based on the outcome, you’ll receive one of the following statuses:

 1. Approved – Verified Seller Badge Assigned

- Your profile now shows the **Verified Seller** badge
 - You are eligible for future performance badges (e.g., Top Rated Seller)
 - Badge will appear on your store, product pages, and seller profile
-

 2. Rejected – Final Denial

- Seller cannot re-upload without admin override
- Badge request is locked
- Reason is shown in dashboard + email sent
- Status: “**Rejected – Contact Support**”

 Used for: Fake/invalid docs, prior violations, expired licenses

3. Request Resubmission – Correction Needed

- Seller sees “**Resubmission Requested**”
- Upload field re-enabled
- Can re-submit within timeline set by admin

 Used for:

- Blurry uploads
- Wrong file type
- Name mismatch or incomplete info

Verification Status Matrix

Status	Can Re-Upload?	Admin Override?	Email Notice Sent?
 Approved	N/A	N/A	 Yes
 Resubmission	 Yes	 Yes	 Yes
 Rejected (Final)	 No	 Yes (manual)	 Yes

Your First Badge: Verified Seller

Once approved, you will see the **Verified Seller Badge** next to your profile name, store, and product listings.

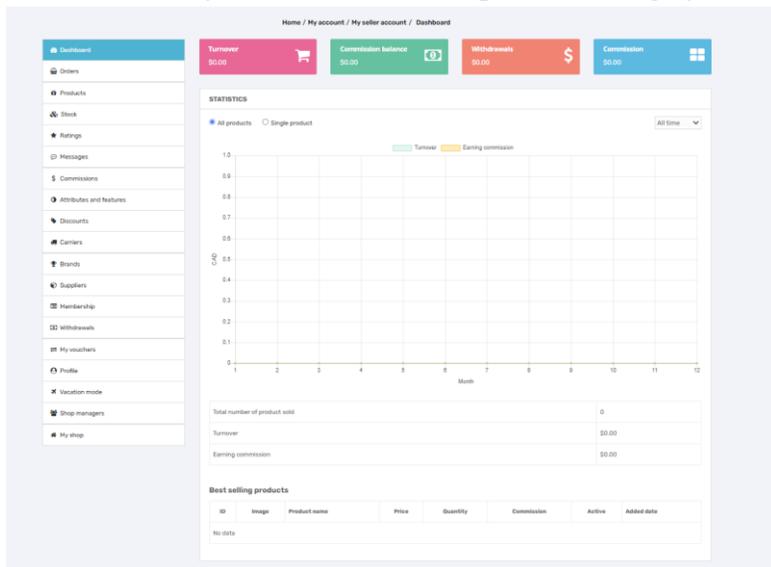
 **Tip:** Sellers with badges convert 30–40% better on product views than unverified sellers.

 You’re now verified — congratulations! You can now proceed to upload products, track orders, and start earning additional badges like **Top Rated Seller**, **Fast Shipper**, or **Eco-Conscious Seller**.

Section 4 – Navigating the Seller Dashboard

Welcome to Your Seller Control Panel

Once your application is approved and your shop is active, you'll gain full access to the **Seller Dashboard** — your all-in-one workspace to manage your store on BoxandBuy.



Dashboard Overview Tiles

The top dashboard tiles summarize key performance metrics:

Tile	What It Shows
Turnover	Your total revenue from sales
Commission Balance	Your total unpaid earnings from BoxandBuy
Withdrawals	Amount already paid out to your account
Commission	BoxandBuy's total commission from your sales

Stats Graph

Below the tiles, you'll find a **real-time statistics graph**:

- Toggle between **All Products** or **Single Product**
- Tracks **turnover vs commission earned**
- Use the dropdown to filter by time (monthly, yearly, custom range)

✦ This helps you monitor sales trends and performance over time.

Best Selling Products

A table beneath the chart shows your **top-selling products**, including:

- Product name & image
- Price, quantity sold
- Total earned commission
- Status (active or not)
- Date added

Note: This table remains empty until you list products and start receiving orders.

Main Sidebar Menu (Left Panel)

Here's what each tab does:

Menu Item	Description
Dashboard	Home screen for seller stats
Orders	View and manage customer orders
Products	Add or edit your product listings
Stock	Adjust inventory levels
Ratings	See buyer reviews and average store rating
Messages	Communicate with buyers
Commissions	Track earning splits
Attributes & Features	Customize product options (size, color, etc.)
Discounts	Create storewide or product-specific deals
Carriers	Set up shipping carriers
Brands	Add brand info for your listings
Suppliers	Define where products are sourced from
Membership	Access membership-based pricing (if enabled)
Withdrawals	Request or track payout transfers
My Vouchers	Manage store coupons or customer rewards
Profile	Edit personal or business account info
Vacation Mode	Temporarily pause your shop (no new orders)
Shop Managers	Add or manage staff access to your dashboard
My Shop	View your public store as customers see it

Pro Tip:

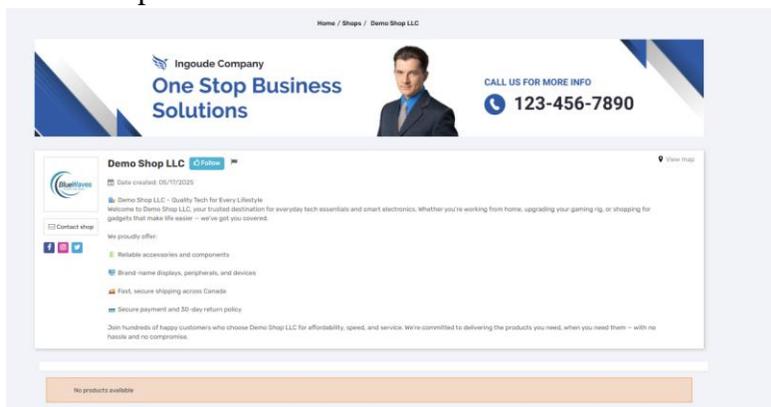
Use the dashboard **daily** to:

- Check for new orders
- Respond to messages promptly
- Monitor performance goals
- Adjust stock before it runs out

✔ You're now fully equipped to manage your BoxandBuy store efficiently!

Next up is **Section 5: Adding Products to Your Store** — where I'll walk you through listing items with titles, descriptions, images, pricing, and inventory.

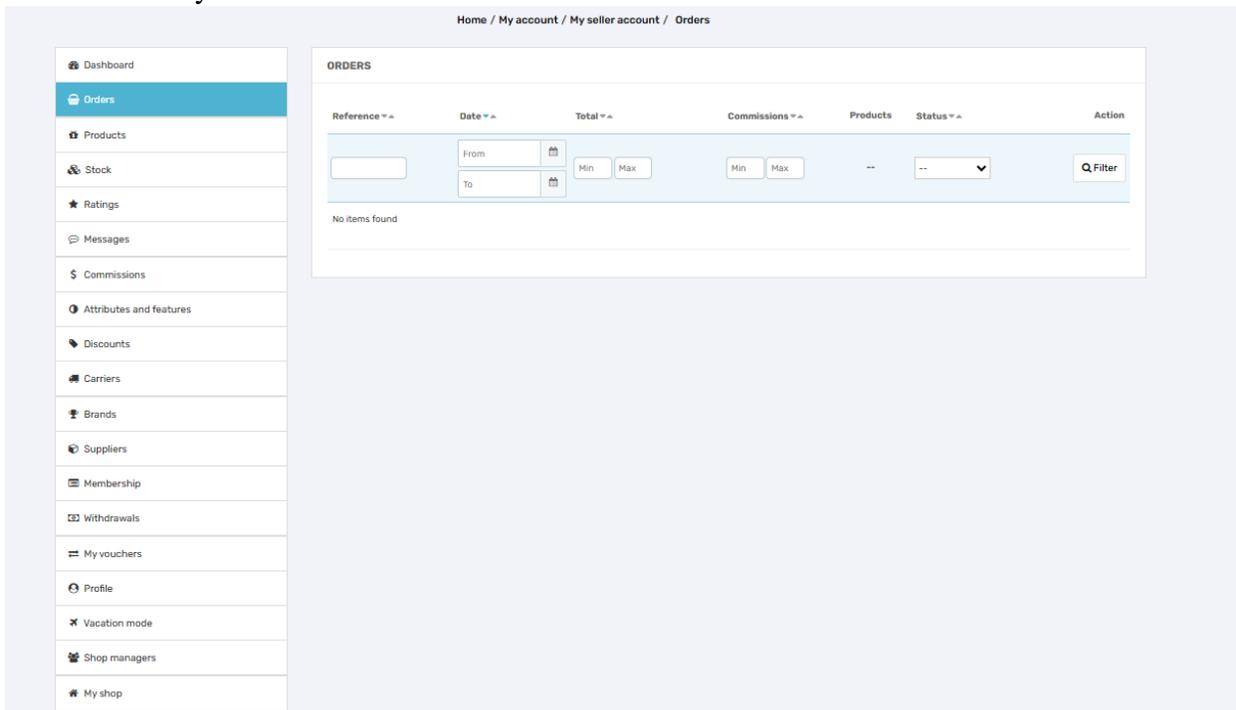
Store Sample



Section 5 – Managing Orders

Overview

Once your products are live and customers begin placing orders, you'll manage them from the **Orders** tab in your Seller Dashboard. This section helps you track, process, and fulfill every order efficiently.



Home / My account / My seller account / Orders

ORDERS

Reference	Date	Total	Commissions	Products	Status	Action
<input type="text"/>	From <input type="text"/>  To <input type="text"/> 	Min <input type="text"/> Max <input type="text"/>	Min <input type="text"/> Max <input type="text"/>	--	-- <input type="text"/>	<input type="button" value="Filter"/>
No items found						

How to View Orders

Navigate to:

Seller Dashboard → **Orders**

The order list includes the following columns:

Column	Description
Reference	Unique ID assigned to each order
Date	When the order was placed
Total	Order value before commission
Commissions	Your earnings minus BoxandBuy's fee
Products	Quantity and titles purchased
Status	Current order stage (Pending, Shipped, etc.)
Action	Filter or take action on orders

You can filter orders by date, value, product, or status.

Common Order Statuses

Status	What It Means
Pending	Order has been placed but not yet processed
Processing	Order is being prepared or packed
Shipped	You've marked the order as sent
Delivered	Customer has confirmed receipt (optional)
Cancelled	Order was cancelled by buyer or admin
Refunded	Payment was reversed, usually after return

Order Fulfillment Checklist

When a new order is received:

1. **Check payment confirmation**
2. **Prepare the product** for shipping
3. **Print packing slip** (if available)
4. **Mark order as “Shipped”** in your dashboard
5. **Add tracking number** (optional but recommended)
6. **Notify the customer** (auto-email will trigger)

 **Pro Tip:** Prompt order processing and accurate tracking improve your chances of earning the **Fast Shipper** badge.

Missed or Delayed Orders

If an order is not processed within 48 hours, your account may receive a warning, and badge eligibility may be affected. Always keep inventory updated and communicate if delays occur.

 You now understand how to manage incoming orders effectively.

How to List Your Products on BoxandBuy

BoxandBuy gives you full control over your product listings with two convenient options: **Add products manually** or **bulk upload via CSV**.

◆ Option 1: Add Products Manually

Click the “**Add New**” button in your Product Dashboard.

Fields to fill out:

- **Product Name:** Use clear, keyword-rich titles.
- **Short Description:** Shown in quick views and listings.
- **Full Description:** Detailed info to build trust and boost conversions.
- **Condition:** New, Used, Refurbished.
- **Quantity & Stock Level:** Track and manage availability.
- **Category:** Choose the most relevant product category.
- **Minimum Quantity for Sale:** Useful for bulk deals.

 **Pro Tip:** Enable stock alerts to get email notifications when a product hits low stock.

◆ Option 2: Import Products via CSV

Use the “**Import**” button to bulk upload multiple products using a .csv file.

Steps:

1. Click the “**Import**” button.
2. Download the template (if provided).
3. Fill in product details in the correct column format.
4. Upload the CSV to list your items in bulk.

Great for:

Wholesalers, Dropshippers, or anyone migrating from another platform.

◆ Option 3: Export Product Listings

Click the “**Export**” button to download your product catalog.

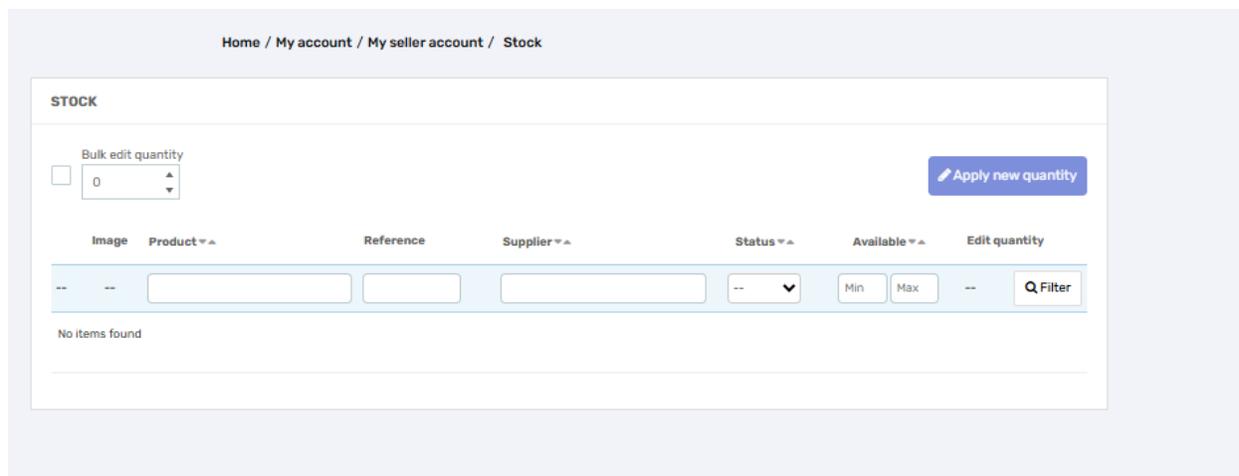
You can:

- Backup your product listings.
- Modify data offline in Excel.
- Re-import later for updates.

Section 6 – Managing Product Stock

Where to Manage Inventory

Once your products are listed, you'll use the **Stock** panel to adjust and manage quantities in real time.



How to Access

From your Seller Dashboard, go to:

Sidebar Menu → **Stock**

This view shows you a list of all active products along with their:

Column	Purpose
Image	Product thumbnail
Product	Title of the product
Reference	Internal or SKU code
Supplier	Supplier name (if added)
Status	Active / Inactive
Available	Current quantity in stock
Edit Quantity	Input field for quantity adjustment

How to Update Stock

To modify quantity for one or more items:

1. Use the filter bar to find the product (by name, reference, or supplier)
2. In the **Edit Quantity** field, enter the new stock number
3. Click the **purple “Apply New Quantity”** button

Bulk edits are possible — use the **Bulk Edit Quantity** field at the top

Why It's Important

Accurate stock management ensures:

- Customers can't buy out-of-stock items
- You avoid cancellations and penalties
- Auto-hide functionality can be enabled when stock = 0

 Keeping your stock levels updated helps maintain **Fast Shipper** status and minimizes disputes.

You've now learned how to keep inventory updated from your Seller Panel.

Section 7 – Managing Ratings & Customer Reviews

Why Ratings Matter

Customer feedback plays a huge role in buyer trust, search visibility, and your badge eligibility (e.g., **Top Rated Seller**).

The **Ratings** tab in your Seller Dashboard lets you track reviews and measure store performance.

Home / My account / My seller account / Ratings

RATINGS

ID ▼▲	Review	Ratings ▼▲	Product ▼▲	Status ▼▲	Time of publication ▼▲	Action
<input type="text"/>	--	<input type="text"/>	<input type="text"/>	-- ▼	From <input type="text"/>  To <input type="text"/> 	<input type="button" value="Filter"/>
No items found						

Accessing Ratings

Go to:

Seller Dashboard → **Ratings**

You'll see a review table showing:

Column	Description
ID	Internal reference for the rating
Review	The text or comment left by the customer
Ratings	Score (usually 1–5 stars)
Product	Item that was reviewed
Status	Published / Pending / Flagged
Time of Publication	Date the rating was posted

Filter Options

Use the filter bar to:

- Search by product
- Narrow results by rating score
- Review feedback by publication date
- Sort by published vs unpublished statuses

How Ratings Impact You

Rating Range	Impact
 (5 Stars)	Increases badge score, boosts buyer trust
 (3 Stars) or less	May require follow-up to resolve issue
 or below	Frequent low ratings may affect seller privileges

Badge Eligibility

To earn or maintain the **Top Rated Seller** badge, your store typically needs:

- An average of **4.5+ stars**
 - At least **10 unique orders**
 - Active participation in resolving disputes or returns
-

Best Practices to Improve Ratings

- Respond to messages quickly
 - Ship items on time
 - Describe products clearly and accurately
 - Resolve disputes politely and promptly
 - Follow up with buyers and thank them for their purchase
-

 **Tip:** Ratings are public-facing. They appear on product pages, your store profile, and may influence customer buying decisions.

 You're now ready to manage customer feedback and protect your reputation

Section 8 – Managing Buyer Messages & Communication

Why Messaging Matters

Messaging is a key part of maintaining trust, resolving issues, and securing high ratings. The **Messages** tab lets you view and respond to all buyer inquiries related to their orders, shipments, or general questions.

Home / My account / My seller account / Messages

MESSAGES 1

Order ref ▼▲	Contact name	Message ▼▲	Date ▼▲	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	From <input type="text"/>  To <input type="text"/> 	<input type="button" value="Filter"/>
--	olajide Adefila (Customer)	Tracking Please provide me with my order tracking Last replied by: olajide Adefila	05/17/2025 19:24:50	<input type="button" value="View"/> 

Where to Find It

Go to:

Seller Dashboard → **Messages**

You'll see all customer messages related to your shop, organized by:

Column	Description
Order Ref	The order ID (if message is tied to an order)
Contact Name	Buyer's name or guest ID
Message	The text of the inquiry
Date	When the message was sent
Action	View, reply, or mark as resolved

Viewing and Replying

To respond:

1. Click the **“View”** button beside the message
2. Type your reply in the response box
3. Click **Send** to reply

All message history is saved per conversation, with timestamps and sender names (Seller or Customer).

Best Practices for Messaging

- Respond within **24 hours** — faster replies boost buyer confidence
 - Always remain polite and professional
 - If you need more time to resolve something, let the buyer know
 - Avoid sending personal contact information outside the system
-

Messaging & Badge Impact

To earn the **Responsive Seller Badge**, maintain:

- A reply time under **24 hours**
 - A reply rate of over **90%**
 - Ongoing engagement with active tickets
-

 **Tip:** Buyers may message you about shipping updates, warranty questions, or product details. Treat every message like an opportunity to build trust.

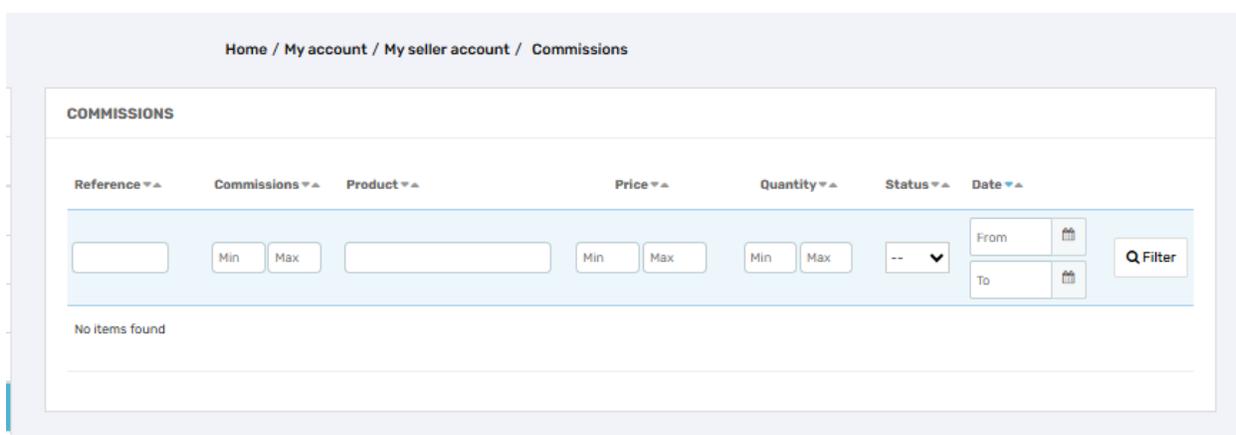
 Now you're ready to provide great customer service through the BoxandBuy messaging system

Section 9 – Understanding Commissions & Earnings

How Commission Works on BoxandBuy

BoxandBuy deducts a small percentage from each completed sale as a platform commission. This helps cover transaction processing, marketing, and platform maintenance — while giving you access to thousands of potential customers.

Your net earnings = Selling Price – BoxandBuy Commission



Where to View Your Commissions

Go to:

Seller Dashboard → Commissions

This page summarizes your earned commissions for all products sold, with filtering tools for:

Column	Description
Reference	Transaction/order ID
Commissions	The fee charged by BoxandBuy
Product	Which item was sold
Price	Sale amount before deductions
Quantity	How many units were sold
Status	Paid / Pending / Cancelled
Date	When the transaction occurred

Use filters to track commission performance over time or per product.

Example (if BoxandBuy takes 10%):

- **Sale Price:** \$100

- **Commission (10%):** \$10
- **Your Earnings:** \$90

Commission Statuses Explained

Status **Meaning**

Pending Sale confirmed, but not yet included in payout

Paid Amount has been included in a completed payout

Cancelled Order was refunded or reversed

Tips for Managing Commissions

- Use the **Commissions tab** alongside your **Payouts** view to reconcile income
- Track product performance by comparing commission against quantity sold
- Know your numbers — this helps with setting the right prices and offering promotions wisely



Now you understand how much you earn and how it's calculated!

Section 10 – Using Attributes & Features for Products

What Are Attributes and Features?

- **Attributes** are selectable options for a product (e.g., Size, Color, Shipping Type)
- **Features** are technical or descriptive details (e.g., Camera Resolution, ANC Technology)

These help buyers filter and understand product specifications — and improve search visibility on BoxandBuy.

Where to Set Them Up

Go to:

Seller Dashboard → **Attributes and Features**

You'll see two tabs:

-  **Attributes** (options for dropdowns or filters)
 -  **Features** (static facts/specs about the product)
-

Attributes Tab

Choose one of the following modes:

-  Use the store's global attributes
-  Create your own attributes
-  Use both global + custom attributes (recommended)

Common attributes include:

- **Size** (e.g., Small, Medium, Large)
- **Color** (e.g., Red, Blue, Black)
- **Shipping Options** (e.g., Ground, 3-Day Express)

 You can click **View** beside any attribute to manage values or add new ones.

Features Tab

Features describe your product in more detail — like technical specifications.

Examples:

- **Camera Resolution**
- **Speaker Power**
- **Chime / Mountable / Magnetic Stripe Reader**

These fields are typically non-interactive but help users compare specs between products.

Adding New Attribute or Feature

1. Click “**Add New**” on the top-right of either tab
 2. Enter a name (e.g., “Material” or “Screen Size”)
 3. Define values (e.g., “Plastic”, “Aluminum”, “6.5-inch”)
 4. Assign the attribute or feature to a product while editing or creating it
-

Why It Matters

- **Improves product filtering** for customers
 - **Boosts SEO** and product search visibility
 - **Reduces returns** by offering clarity on specs and options
-

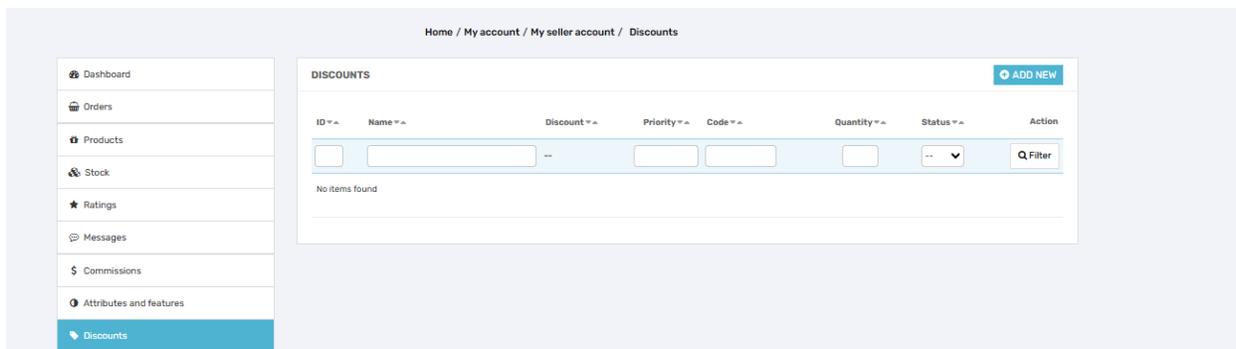
 You're now ready to organize your product data with powerful filters and technical clarity!

Section 11 – Creating Discounts & Promotions

Why Use Discounts?

Offering targeted discounts boosts conversions, helps clear inventory, and rewards loyal customers. BoxandBuy makes it easy for sellers to create discount codes and apply them to products directly from the dashboard.

Screenshot:



How to Access

Navigate to:

Seller Dashboard → **Discounts**

You'll land on a table showing all existing discount codes, along with filters by:

- Name
- Percentage or amount
- Code
- Quantity/usage limit
- Status

Click the **Add New** button to create a discount.

Setting Up a Discount (3-Step Process)

Step 1: Basic Info

Home / My account / My seller account / Discounts

ADD NEW DISCOUNT

Information Conditions Actions

*Name on ▾

Description

*Code Generate

This is the code users should enter to apply the voucher to a cart. Either create your own code or generate one by clicking on Generate button

Highlight YES NO
If the discount is not yet in the cart, it will be displayed in the cart summary

Partial use YES NO
Only applicable if the discount value is greater than the cart total. If you do not allow partial use, the discount value will be lowered to the total order amount. If you allow partial use, however, a new discount will be created with the remainder

Priority
Discount codes are applied by priority. A discount code with a priority of "1" will be processed before a discount code with priority of "2"

Status YES NO

← BACK Save

Field	Purpose
Name	Internal name (e.g., “SpringSale20”)
Description	Optional message about what the code does
Code	The actual voucher code (auto-generate or enter manually)
Highlight	Show discount visibly in the cart summary
Partial Use	Allow leftover balance on large discount to be split
Priority	Lower numbers are applied first if multiple codes are eligible
Status	Activate or deactivate the code

Step 2: Conditions

Home / My account / My seller account / Discounts

ADD NEW DISCOUNT

Information Conditions Actions

Limit to a single customer Q

*Valid From To

Minimum amount CAD Tax excluded Shipping excluded

Total available
The discount code will be applied to the first X users only. X is the number you entered.

Total available for each user
A customer will only be able to use the discount code Y time(s). Y is the number you entered.

← BACK Save

Field	Purpose
Limit to a Single Customer	Restrict usage to one buyer
Valid From / To	Set the discount duration
Minimum Amount	Order threshold to activate the discount
Total Available	Limit the number of total uses
Total for Each User	Limit how many times a single buyer can use it

Step 3: Actions

Home / My account / My seller account / Discounts

ADD NEW DISCOUNT Information Conditions Actions

Free shipping YES NO

Apply a discount Percent (%) Amount None

*Value Does not apply to the shipping costs

*Product Each discount code is only able to apply for one product

Field	Purpose
Free Shipping	Enable if shipping should be waived
Apply Discount	Choose Percentage , Amount , or None
Value	Enter discount value (e.g., “20” for 20%)
Product	Type or search the exact product name to apply the code to (optional)

🔥 Note: Each discount is linked to one product at a time if selected. Leave blank for cart-wide discounts.

🧠 Pro Tips

- Use **priority numbers** to stack multiple discounts intelligently
- Keep **limited-time codes** visible in banners or emails
- Combine with **free shipping** to maximize cart value

✅ You've now mastered the setup of dynamic discount codes to attract and reward buyers!

Section 12 – Setting Up Shipping Carriers

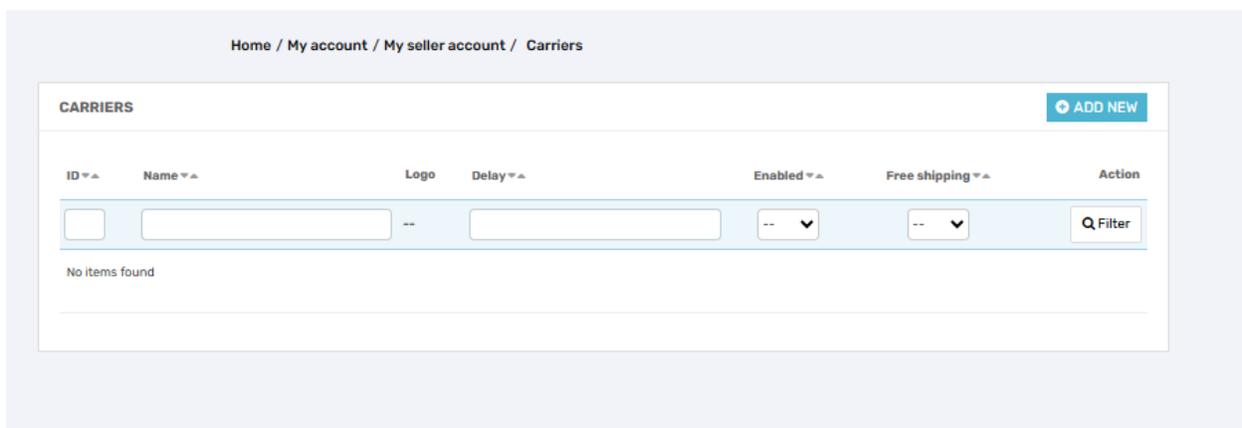
Why Carriers Matter

Shipping carriers define how your products reach the customer. You can set up delivery options such as ground, express, or local delivery — and define cost, speed, and coverage for each.

Where to Manage Carriers

Go to:

Seller Dashboard → **Carriers**



From here, you can:

- View active carriers
- Enable/disable free shipping
- Set estimated delivery delay
- Filter by name, logo, and status
- Click **Add New** to create a shipping method

Step-by-Step: Add a New Carrier

Home / My account / My seller account / Carriers

1 General settings 2 Shipping locations and costs 3 Size, weight, and group access 4 Summary

Carrier name

Transit time en ▼

Speed grade

Logo No file chosen
Accepted formats: jpg, gif, png. Limit: 8Mb

Tracking URL
For example: "http://example.com/track.php?num=@" with '@' where the tracking number should appear.

Step 1 – General Settings

Field	Description
Carrier Name	Name of the delivery option (e.g., “FastTrack Express”)
Transit Time	Time displayed to customers (e.g., “2–3 business days”)
Speed Grade	Optional ranking for sorting speed options
Logo	Upload your shipping provider’s logo (JPG/PNG/GIF – 8MB max)
Tracking URL	Add a URL for order tracking (e.g., https://trackit.com?id=@) — @ will be replaced by the tracking number

Click **Next** to proceed to:

Step 2 – Shipping Locations & Costs

- Choose countries or zones you ship to
- Add delivery cost by region or country
- Define price rules (flat fee, per item, etc.)

Step 3 – Size, Weight & Access Rules

- Set shipping eligibility by **weight**, **price**, or **product group**

- Example: Use express shipping only for items below 5kg
-

Step 4 – Summary & Finish

Review all details and click **Finish** to publish the carrier.

Once live, customers will see your new delivery option at checkout — along with the estimated delivery date and fee.

Pro Tips

- Always **name carriers clearly** for customer understanding (e.g., "Express 1-Day", not just "Option 1")
 - Include a **tracking URL** to reduce customer support requests
 - Offer **Free Shipping** on orders above a certain amount to encourage upselling
-



You're now ready to set up customized delivery services that match your logistics and pricing strategy.

Section 13 – Managing Brands in Your Storefront

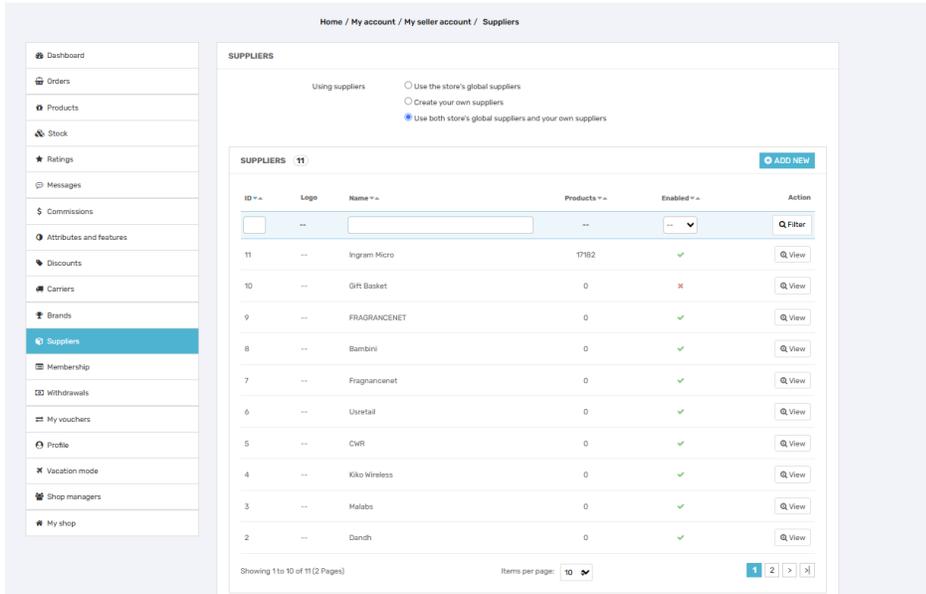
Why Brands Matter

Assigning a brand to your products improves buyer trust and makes it easier for customers to filter or search items. Brands enhance both your catalog structure and SEO, whether you're listing well-known labels or your own custom line.

Where to Manage Brands

Navigate to:

Seller Dashboard → Brands



Home / My account / My seller account / Suppliers

SUPPLIERS

Using suppliers Use the store's global suppliers
 Create your own suppliers
 Use both store's global suppliers and your own suppliers

SUPPLIERS 11 [ADD NEW](#)

ID	Logo	Name	Products	Enabled	Action
11		Ingram Micro	1782	✓	View
10		Gift Basket	0	✗	View
9		FRAGRANCENET	0	✓	View
8		Bambini	0	✓	View
7		Fragrancenet	0	✓	View
6		Usretail	0	✓	View
5		CwR	0	✓	View
4		Kiko Wireless	0	✓	View
3		Malabo	0	✓	View
2		Dandh	0	✓	View

Showing 1 to 10 of 11 (2 Pages) Items per page: 10 [1](#) [2](#) [>](#) [X](#)

What You'll See

Column Description

- ID** System-generated reference number
- Logo** Image logo for brand (optional)
- Name** Brand label (e.g., “Hisense”, “Arlo”)
- Products** Number of items tagged to that brand
- Enabled** Active status indicator (✓ = enabled)
- Action** Click “View” to edit or manage details

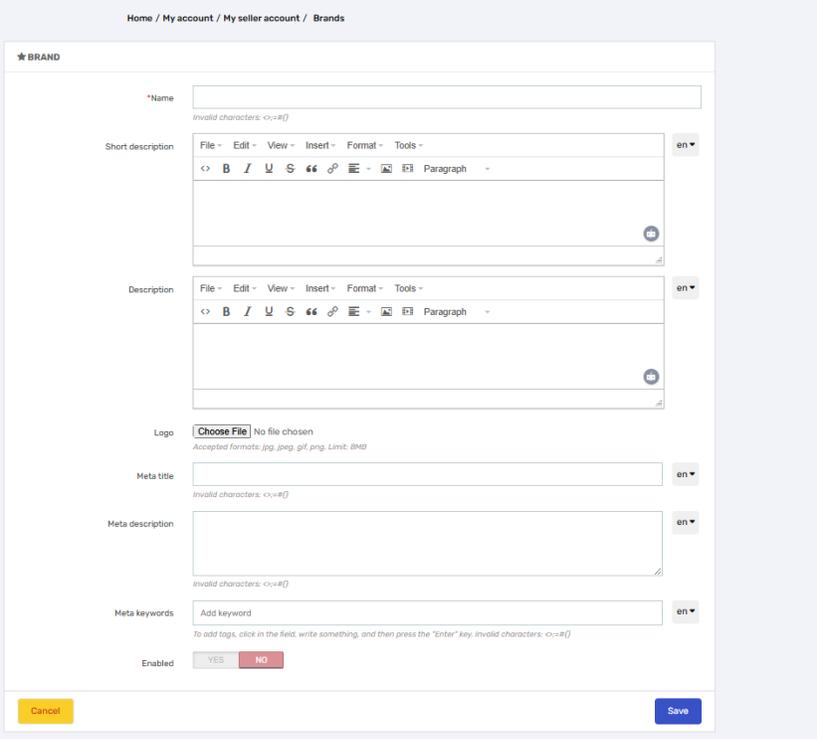
Brand Source Settings

Choose how you use brands at the top:

- Use the store's global brands
-  Create your own brands
-  Use both global + custom brands (recommended)

+ Adding or Editing a Brand

Click **Add New** or **View** to enter or edit brand information.



Fields to Fill:

Field	Description
Name	Required. Brand name (e.g., Logitech, BoxandBuy Basics)
Short Description	Used on product and brand preview pages
Description	Full brand bio or intro, displayed on brand detail page
Logo	Upload logo (JPG/PNG/GIF – Max 8MB)
Meta Title	For SEO – title tag on brand page
Meta Description	Short meta summary for search engines
Meta Keywords	Add keywords to boost visibility
Enabled	Toggle to activate/deactivate brand

Once complete, click **Save**.

 **Note:** Avoid special characters in meta fields (<>={ }[]), or it may trigger form errors.

 **Tips for Best Use**

- Add logos for credibility and polish
- Use short and long descriptions to describe the brand's mission, product quality, or specialties
- Optimize SEO fields to improve your store's appearance in search engines
- Group house-brand or handmade items under a branded identity like "Crafted by BoxandBuy"

 You now have a fully structured and branded store presence to appeal to search engines and savvy shoppers alike!

Section 14 – Managing Suppliers

What Are Suppliers?

Suppliers are businesses or inventory sources from which your listed products originate. Managing suppliers helps with:

- Inventory tracking
- Dropshipping integration
- Catalog organization
- Internal reporting or branding

Accessing the Supplier Dashboard

Go to:

Seller Dashboard → **Suppliers**

Home / My account / My seller account / Suppliers

- [Dashboard](#)
- [Orders](#)
- [Products](#)
- [Stock](#)
- [Ratings](#)
- [Messages](#)
- [Commissions](#)
- [Attributes and features](#)
- [Discounts](#)
- [Carriers](#)
- [Brands](#)
- [Suppliers](#)
- [Membership](#)
- [Withdrawals](#)
- [My vouchers](#)
- [Profile](#)
- [Vacation mode](#)
- [Shop managers](#)
- [My shop](#)

SUPPLIERS

Using suppliers Use the store's global suppliers
 Create your own suppliers
 Use both store's global suppliers and your own suppliers

SUPPLIERS 11
+ ADD NEW

ID	Logo	Name	Products	Enabled	Action
<input type="checkbox"/>	--	<input type="text"/>	--	--	Filter
11	--	Ingram Micro	17182	✓	View
10	--	Gift Basket	0	✗	View
9	--	FRAGRANCENET	0	✓	View
8	--	Bambini	0	✓	View
7	--	Fragrancenet	0	✓	View
6	--	Usretail	0	✓	View
5	--	CWR	0	✓	View
4	--	Kiko Wireless	0	✓	View
3	--	Malabs	0	✓	View
2	--	Dandh	0	✓	View

Showing 1 to 10 of 11 (2 Pages) Items per page: 10 1 2 > >>

What You See on the Supplier Table

Column	Description
ID	Unique system ID for the supplier
Logo	Supplier brand logo (optional)
Name	Supplier name (e.g., Ingram Micro)
Products	Number of items tagged to this supplier
Enabled	Shows status (✓ = Active, ✗ = Inactive)
Action	Click View to edit or update details

You can filter by supplier name, product count, or enabled status.

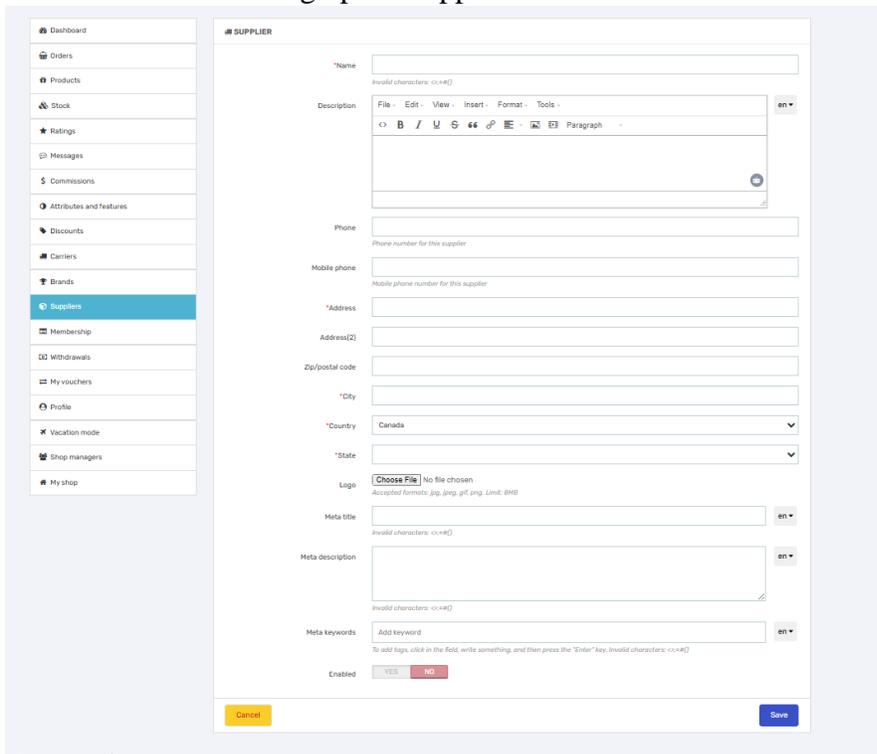
Supplier Mode Options

At the top, choose your setup:

-  **Use the store's global suppliers**
-  **Create your own suppliers**
-  **Use both global and custom suppliers** (*recommended for flexibility*)

+ Adding a New Supplier

Click **Add New** to bring up the supplier form.



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

- Name:** Text input field.
- Description:** Rich text editor with a toolbar (File, Edit, View, Insert, Format, Tools) and a 'en' dropdown.
- Phone:** Text input field with a placeholder 'Phone number for this supplier'.
- Mobile phone:** Text input field with a placeholder 'Mobile phone number for this supplier'.
- *Address:** Text input field.
- Address(2):** Text input field.
- Zip/postal code:** Text input field.
- *City:** Text input field.
- *Country:** Dropdown menu set to 'Canada'.
- *State:** Dropdown menu.
- Logo:** 'Choose File' button, 'No file chosen', and 'Accepter formats: jpg, jpeg, gif, png, Limit: 2MB'.
- Meta title:** Text input field with a 'en' dropdown.
- Meta description:** Text input field with a 'en' dropdown.
- Meta keywords:** Text input field with a 'en' dropdown and a placeholder 'Add keyword'. Below the field is the text: 'To add tags, click in the field, write something, and then press the "Enter" key. Invalid characters: ${}$'.
- Enabled:** Radio buttons for 'YES' and 'NO' (selected).

Buttons: 'Cancel' (yellow) and 'Save' (blue).

Supplier Fields to Fill

Field	Details
Name	Required name of the supplier
Description	Short intro or partnership details
Phone / Mobile	Contact numbers
Address	Full physical address (including ZIP, city, state)
Country	Defaults to Canada (selectable)
Logo	Upload JPG, PNG, or GIF (max 8MB)
Meta Title	Optional SEO title
Meta Description	Optional summary for search engines
Meta Keywords	Add search keywords (press Enter after each)
Enabled	Toggle to activate this supplier

Click **Save** to register your supplier.

Assigning Products to Suppliers

After creating a supplier, you can assign it to individual products during:

- New product creation
- Editing an existing product

This enables better logistics management and accurate supplier-product relationships.

Tips for Managing Suppliers

-  Use supplier names consistently to avoid duplicates
-  Add phone/email in the description for easy reference
-  Upload logos to build trust if suppliers are public-facing
-  Use accurate addresses for shipping or fulfillment syncing



You're now ready to onboard and manage suppliers professionally within your BoxandBuy seller account

Section 15 – Earnings & Withdrawals

How You Get Paid

As a BoxandBuy seller, your **sales earnings** accumulate in your seller account. You can **request a withdrawal** once your available balance is sufficient and the payout period has been met.

Where to Withdraw

Go to:

Seller Dashboard → **Withdrawals**

Home / My account / My seller account / Withdrawals

Select one of available payment methods below to submit your money withdrawal request

Logo	Method	Description	Estimate processing time	Fee	Available balance for withdrawal
	PayPal	The fastest method to withdraw funds, directly to your local bank account!	30 day(s)	Free	\$0.00

YOUR LAST WITHDRAWAL REQUESTS

Withdrawal ID	Amount	Payment method	Status	Processed date	Description
No data					

Payout Method (PayPal)

Item	Detail
Method	PayPal
Description	Fastest way to withdraw funds to your local bank
Processing Time	30 days from request date
Fee	Free

Available Balance Shown on the right side of the screen

You will see your available payout amount based on completed and confirmed transactions.

How to Request a Withdrawal

1. Navigate to the **Withdrawals** tab.
2. Click on the **PayPal** method (or others if enabled in the future).
3. Confirm your PayPal email (linked to your account settings).
4. Submit the withdrawal request.

Your request will appear in the "**Your Last Withdrawal Requests**" section, showing:

- **Withdrawal ID**
- **Amount**
- **Payment Method**
- **Status** (Pending / Completed / Rejected)
- **Processed Date**
- **Description**

Notes

- You must have a **valid and verified PayPal account** to receive payouts.
- Only funds from **confirmed delivered orders** are eligible.
- Withdrawals are processed after a **30-day clearance period** from order delivery to protect against disputes or refunds.

Tips

- Keep your PayPal account email up to date in your seller profile.
- You'll receive email notifications when withdrawals are approved or denied.
- If your account is flagged for review, withdrawals may be temporarily paused until resolved.

 You're now equipped to manage your BoxandBuy income and withdrawals smoothly.

Section 16 – Seller Vouchers

What Are Vouchers?

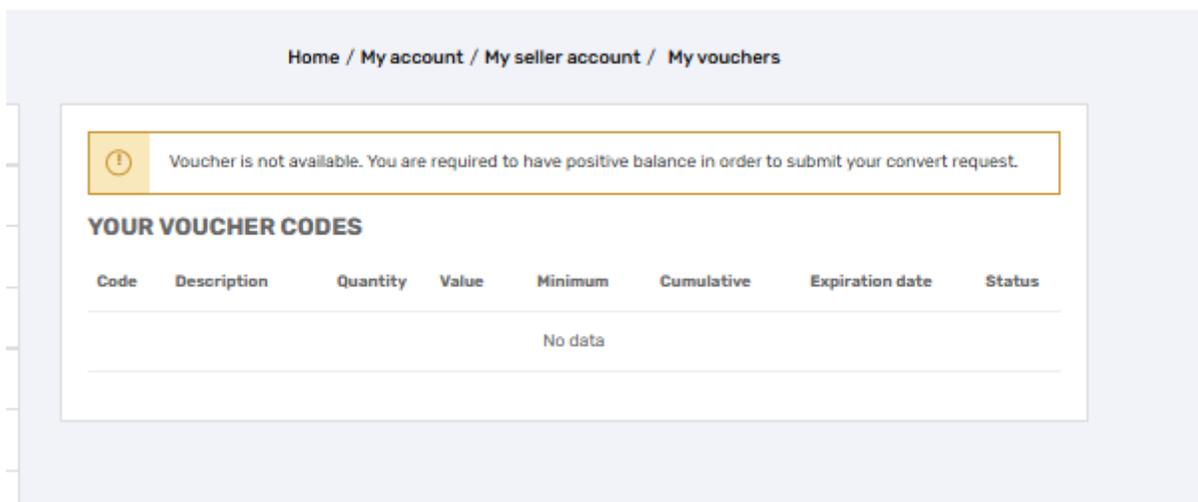
Vouchers are special codes that allow sellers to **convert part of their available balance into promotional discounts**. You can use them:

- To **create special offers** for your customers
- To **redeem your own balance** as store credit
- As **marketing rewards** or loyalty gifts

Accessing the Voucher Panel

Go to:

Seller Dashboard → **My Vouchers**



Home / My account / My seller account / My vouchers

 Voucher is not available. You are required to have positive balance in order to submit your convert request.

YOUR VOUCHER CODES

Code	Description	Quantity	Value	Minimum	Cumulative	Expiration date	Status
No data							

Voucher Availability Message

If you see this message:

Voucher is not available. You are required to have a positive balance in order to submit your convert request.

...it means your current earnings are **insufficient** to create or convert vouchers. You'll need to generate and confirm more sales first.

What Each Column Means

Column	Description
Code	The voucher code used by a buyer or yourself
Description	Label or usage note
Quantity	How many times the code can be used
Value	Discount amount (fixed or %)
Minimum	Minimum cart total required to apply voucher
Cumulative	Can the voucher be used with others?
Expiration Date	When the code expires
Status	Active, used, or expired

When Can You Generate Vouchers?

You can request to convert part of your earnings into vouchers **once your available balance is greater than zero**. After the request is submitted:

1. Admin approval may be required.
2. You will receive a code to share with customers or apply at checkout.

Tips for Sellers

-  Use vouchers to **incentivize repeat buyers**
-  Offer limited-time codes to drive urgency
-  Combine vouchers with product discounts to boost conversions
-  Minimum cart values help protect your margins

You're now ready to create and manage promotional vouchers as part of your sales strategy.

Section 17 – Profile Settings & Branding

Why Update Your Seller Profile?

Your **seller profile** is your storefront identity on BoxandBuy. A strong, well-branded profile helps:

- Build **customer trust**
- Improve your **visibility in the marketplace**
- Showcase your **brand personality**

Navigating to Profile Settings

Go to:

Seller Dashboard → Profile

Home / My account / My seller account / Profile

-  Dashboard
-  Orders
-  Products
-  Stock
-  Ratings
-  Messages
-  Commissions
-  Attributes and features
-  Discounts
-  Carriers
-  Brands
-  Suppliers
-  Membership
-  Withdrawals
-  My vouchers
-  Profile
-  Vacation mode
-  Shop managers
-  My shop

*** Seller name**

*** Seller email**

*** Shop name** en ▼

*** Shop description** en ▼

*** Shop address** en ▼

Latitude

Longitude

*** Shop phone number**

VAT number

*** Shop logo**



Choose a file

Recommended size: 250x250 px. Accepted formats: jpg, png, gif. Limit: 8Mb

Shop banner en ▼

Choose a file

Recommended size: 1170x170 px. Accepted formats: jpg, png, gif. Limit: 8Mb

Banner URL en ▼

Facebook link

Instagram link

Google link

Twitter link

Fields You Can Edit

Field	Description
Seller Name	Your full name or business name
Seller Email	Used for notifications (non-editable)
Shop Name	Public name of your store (e.g., “Demo Shop LLC”)
Shop Description	Short business intro (250–500 characters recommended)
Shop Address	Your main business location
Latitude/Longitude	Optional—used for map pin location
Phone Number	For contact/admin purposes
VAT Number	Optional tax ID (leave blank if not applicable)
Shop Logo	Upload 250x250 JPG/PNG (max 8MB)
Shop Banner	Upload 1170x170 JPG/PNG (max 8MB)
Banner URL	Optional—link banner to your promotion or website

Social Media Links

Adding your social channels boosts credibility and helps customers follow your brand:

Platform Example Link

Facebook <https://facebook.com/shopboxandbuy>

Instagram <https://instagram.com/shopboxandbuy>

Google <https://google.com/...> (*optional*)

Twitter (X) <https://x.com/shopboxandbuy>

Save Your Changes

Click the **Save** button at the bottom right of the profile page after filling in or updating your info. All updates are reflected immediately on your storefront.

Tips for Professional Branding

- Use a clean, square **logo** (preferably with a transparent background).
- Make sure your **shop description** explains what you sell and why you’re unique.
- Link **only active** social accounts that reflect your shop’s tone and customer service style.
- Consider including a **Call to Action** in your banner link (e.g., “See our latest deals”).
-

Section 18 – Vacation Mode

What Is Vacation Mode?

Vacation Mode allows you to temporarily **pause your store’s operations** without deleting or deactivating your account. When activated:

- Your products will be **hidden from customers**
- You won’t receive new orders
- Your seller profile remains visible, but marked as “Unavailable”

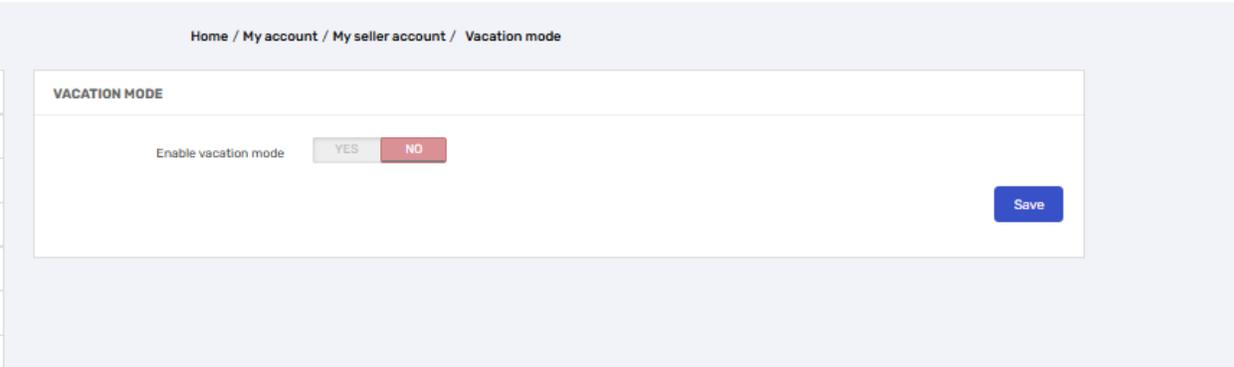
This is ideal for:

- Going on holiday
 - Handling stock shortages
 - Temporary personal breaks
-

How to Enable Vacation Mode

To activate vacation mode, go to:

Seller Dashboard → **Vacation Mode**



Home / My account / My seller account / Vacation mode

VACATION MODE

Enable vacation mode YES NO

Save

Using the Vacation Toggle

1. Toggle the **Enable vacation mode** switch to **YES**
2. Click the blue **Save** button

Once enabled, your store’s listings will not be shown to customers until you return and turn vacation mode **OFF**.

Best Practices

- Turn off vacation mode **as soon as you're ready** to resume selling.

- Consider placing a short notice in your **Shop Description** to inform buyers (e.g., “*We’re away until [Date]. Orders resume after that.*”)
- Use this feature responsibly to **maintain your seller ratings** and avoid missed orders.

Section 19 – Shop Managers

What Are Shop Managers?

Shop managers are users you authorize to help manage your BoxandBuy seller account. You can assign specific permissions, such as managing orders, stock, products, or even handling messages. Ideal for:

- Multi-person seller teams
- Admin assistants
- Inventory staff

How to Access Shop Manager Controls

Go to:

Seller Dashboard → **Shop Managers**

You’ll see a list (if any) of current shop managers, including:

Column	Description
ID	Internal reference
Name / Email	Manager's contact info
Permissions	Assigned access levels
Status	Enabled/Disabled
Action	View/Edit/Delete manager access

How to Add a Shop Manager

Click the blue “**Add New**” button at the top right.

You’ll see a permission assignment popup:

1. **Enter Email** of the person you’re assigning
2. Check the permissions you want them to have:
 - All (full access)
 - Orders, Products, Stock, Messages, etc.

3. Click **Save**

ADD NEW PERMISSION

*Email

*Permissions

- All
- Dashboard
- Orders
- Products
- Stock
- Messages
- Commissions
- Attributes and features
- Discounts
- Carriers
- Brands
- Suppliers
- Ratings
- Membership
- Profile
- Vacation mode

Cancel **Save**

Permission Options Available

Permission Area Access Function

Dashboard	View earnings and summary tiles
Orders	Fulfill, update, and manage customer orders
Products	Add/edit product listings
Stock	Update inventory levels
Messages	Reply to customer messages
Commissions	View commissions earned
Discounts	Create and manage promo codes
Carriers	Manage shipping methods
Brands	Edit brands associated with products
Suppliers	Manage supply chain contacts
Membership	View/manage any membership pricing tools
Profile	Edit shop name, banner, logo
Vacation Mode	Pause/resume store availability

Pro Tips for Using Shop Managers

-  Use official business emails (e.g., staff@yourstore.com)
-  Assign “All” only to trusted team members
-  You can always edit permissions later by clicking “View”
-  To revoke access, change their status to “Inactive” or delete them

 **Now you’re ready to delegate store management safely and professionally.**

Would you like a **PDF export** of the full Seller Guide 1.0 (including Section 19), or are we ready to move on to product listing?