



GROW YOUR BUSINESS ON OUR MARKETPLACE

The internet has become an integral part of our lives and has changed the way we shop. Research and analysis have shown that retail businesses that has no online presence are doomed to fail, thus making it an inevitable tool for the retail sector. In recent times, bricks and mortar retail stores are less popular and many stores have closed their doors for good because they couldn't compete with the convenience of online shopping. Why sit and wait for customers to walk into your store, if you can take your store to them regardless of locality?

Pikmi Merchant platform offers reputable vendors the opportunity to grow their businesses by advertising and selling their cuisines, groceries and medicines via Pikmi MarketHub. Merchant can register under any these 3 categories; Restaurant, Supermarket and Pharmacy.

Benefits of Being a Pikmi Merchant:

Below are some benefits of offering your products or cuisines on Pikmi MarketHub platform: -

- a. *Market Space Driving Growth:* Pikmi MarketHub is an enormous market place for Merchant. Merchants are able to reach and sell to a great number of clients by proxy. Customers who may not be able to walk into your store can now order your offerings online from their convenience, thereby driving significant growth of your business.
- b. *Turnover:* The traffic generated on Pikmi will result to a high turnover, as offerings will reach a significant number of customers without having them walk into your localized selling outlet.
- c. *Visibility & Awareness:* Brand visibility & awareness is skyrocketed across the city where merchant is operative, thereby increasing sales opportunities.
- d. *Delivery as an Added Value:* Products are delivered through our logistics partners, thereby promoting a better merchant's customer service and as well giving comfort to your loyal customers. Now customers can order your offerings from their comfort and have it delivered to their designated address.
- e. *Happy Customer:* Added value services such as; Virtual Store, Delivery Options, Offers, Comfort, etc. tend to keep your customers satisfied and happy.

- f. *ROI*: Higher Return on Investment will be achieved through consistent demand and supply.
- g. *Save More*: Merchant will save more on specific recurring bills, since all sales via the MarketHub are home delivered.

Pikmi Merchant Panel Features - Web, iOS & Android

A. Sign up & Login

1. *Sign up via email*: Merchant can sign up via email where Merchant will enter a valid email address in proper email format. Merchant will have to select a password for sign up with email only.
2. *Account verification*: In case of sign up with email, a confirmation mail will be sent.
3. *Account activation*: Once the merchant user signs up successfully, an activation email will be sent and the moment the merchant clicks on verify, the account will be verified and the account will be active.
4. *Service-related details*:
 - a. Merchant can select a city, area and cuisine.
 - b. Merchant can set operating hours, minimum order value, delivery fee and minimum delivery time.
 - c. Merchant can upload relevant documents for approval from the service owner.
5. *Login*: Merchant can login with email address and password. System will check if email and password are correct and show the merchant an alert.
6. *Remember me*: Merchant can remember credentials, so that whenever the merchant opens the application credentials are saved and merchant can login easily.
7. *Forgot password*: When the merchant clicks on forgot password, a link will be sent on the registered email and by clicking on that link merchant can reset the password.

B. Aggregation

1. *Manage Menu*:
 - a. Merchant can view items on menu: category, sub category, meal type, status.
 - b. Merchant can disable/enable items and edit price of the items.
2. *View Active Orders*:
 - a. Merchant can receive order requests.
 - b. Merchant can view order details.
 - c. Merchant can accept/reject orders.
 - d. Merchant can provide reason for rejection.
 - e. Merchant can update order status.
 - f. Merchant can filter all active orders by accepted and dispatched status.
3. *View Past Orders*:
 - a. Merchant can view a list of past orders with details: order id, date, time, payment mode, order amount, customer, delivery address, restaurant name, restaurant address, notes, order status.
 - b. Merchant can filter list by status: pending, accepted, dispatched, delivered, cancelled, declined etc.
 - c. Merchant can choose from and to date to view past orders.
4. *Invoices*:
 - a. Merchant can view invoice details: invoice id, duration, number of orders, previous outstanding amount, and net pay-outs.

- b. Merchant can download the invoice.
5. *Promo code:*
 - a. Merchant can view a list of promo codes with details: name, type, discount value, count redeemed, start time, end time, status.
 - b. Merchant can add a new promo code from merchant store dashboard
 6. *Profile:*
 - a. Merchant can enable/disable accept order option.
 - b. Merchant can view info: merchant name, delivery radius, address, minimum order amount, registered phone number, meal type, delivery timing, bank details.
 - c. Merchant can set/edit timings from here. This will redirect to the opening hours section.
 7. *Opening Hours:*
 - a. Merchant can set/edit merchant opening hours from here.
 8. *Financial statement:*
 - a. Manual Adjustment: Merchant can view details of adjustments raised by service owner: merchant id, order id, amount, approved by, reason, created at.
 - b. Accounting statement: Merchant can view details: merchant id, name, order id, original amount, delivery charges, discount, commission, net profit and created date.
 - c. Merchant can select from and start date to view list.
 9. *Feedback:*
 - a. Merchant can view feedback provided by customers.
 - b. Merchant can filter and view comments by today, yesterday, last 7 days, last 15 days, last 30 days, this month, custom range.
 10. *Sign Out:*
 - a. Merchant can sign out of the application.

C. Notifications

1. *Merchant can get email notifications:*
 - a. Incoming orders
 - b. Cancellations

Invoicing, Payments & Commissions

1. *Invoicing:*

Merchant will be able to see invoice details such as Order Amount, Sales Value and Pay-outs on their systems.
2. *Pay-outs:*

Pikmi will pay Merchant Mondays through Fridays. That is to say; sales made on Monday will be remitted on Tuesday, sales made on Tuesday will be remitted on Wednesday and so on.
3. *Enrolment Cost:*

The cost of enrolling your business on the Pikmi MarketHub is commission based.

Others

- a. There are neither subscription nor monthly recurring fees for Merchant.
- b. Pikmi provides 24/7 Technical Support for Merchant.
- c. Pikmi provides auto-logistics for merchant's delivery. (Note: Merchant can also provide logistics for delivery if they wish and also charge separately for it. Pikmi shall also provide the tech platform in accordance).
- d. Pikmi ensures the publicity and awareness of the platform (Pikmi MarketHub).
- e. Pikmi provides channels for publicity and awareness of merchant's brand.
- f. Pikmi ensures stable and healthy growth for associated brands.

Pikmi Team!