DISCLAIMER

This document is submitted with the clear understanding that its contents are confidential and will not be shared with any third party without prior written permission from "SURPLUS-GY."

Purpose

The following Quick Reference Guide (QRG) has been created for the SURPLUS-GY vendors to provide step-by-step guidance on uploading and managing products within the Customer Portal. This document provides a straightforward summary of the key elements and procedures for a successful listing experience, regardless of your level of experience.

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How To:
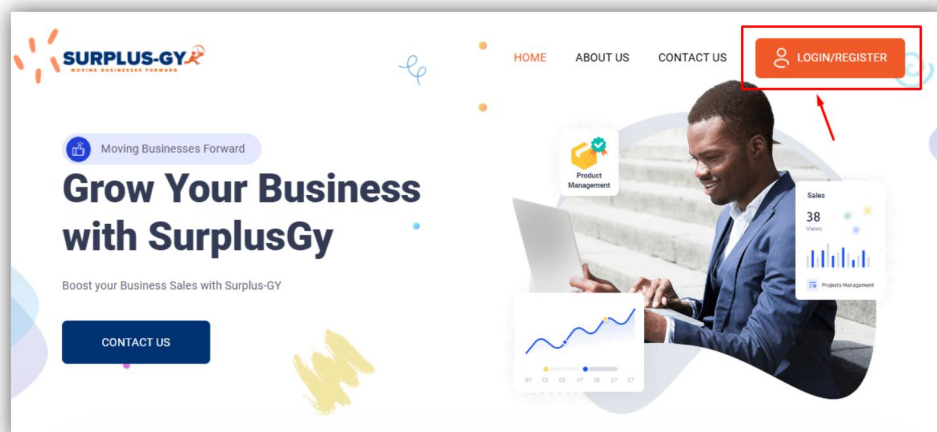
How To:

1. Register for the First Time Vendors

1. Vendors who want to sell their products using the website can register on the platform and list their products.

2. Navigate to the **SURPLUS-GY** website and click on the **Become a Seller** button on the top.
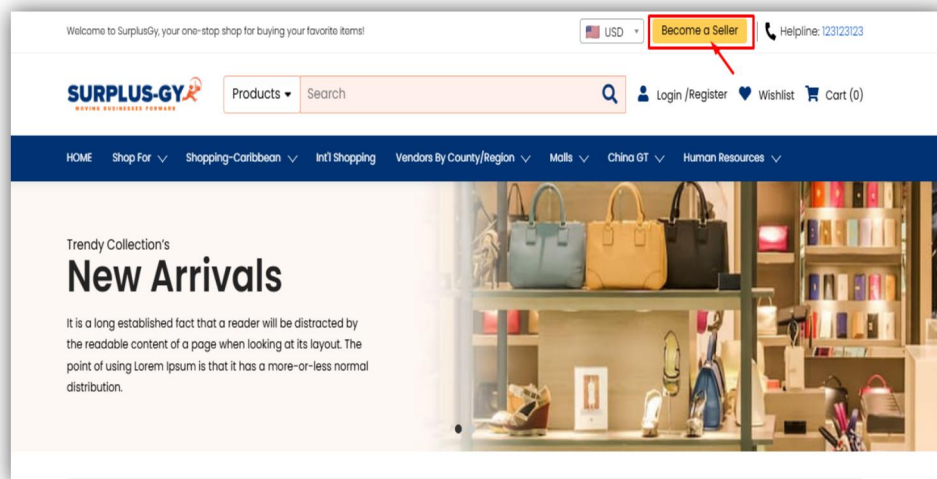
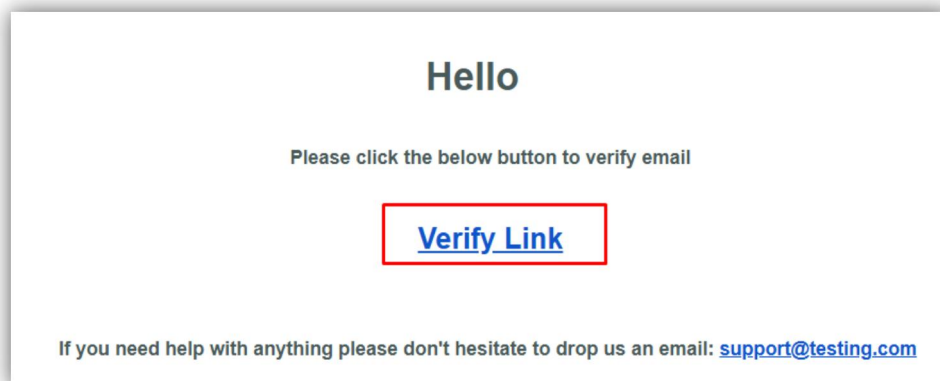3. You will be redirected to vendor landing page and then click on the Login/Register button on top.

4. You will redirect to the **Create Seller Account** page. Enter all the required details of the business to create an account. After filling out all the details the **Admin** will confirm your account.
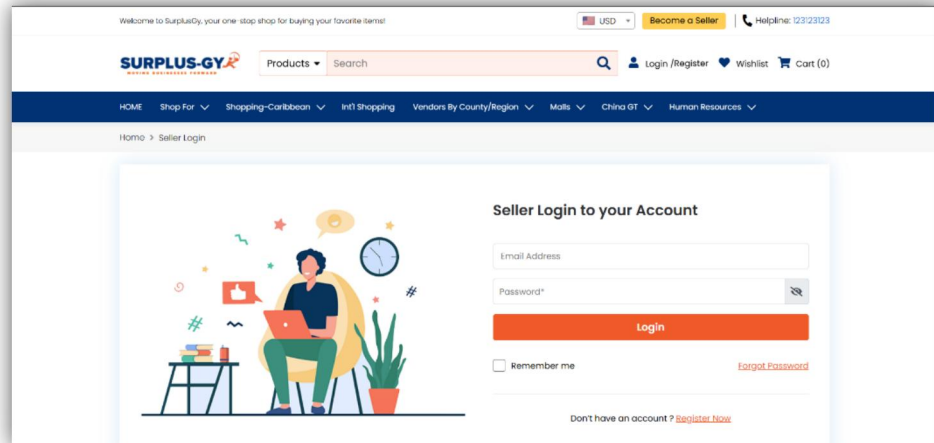

5. **Verify your email** by following the instructions sent to your inbox.
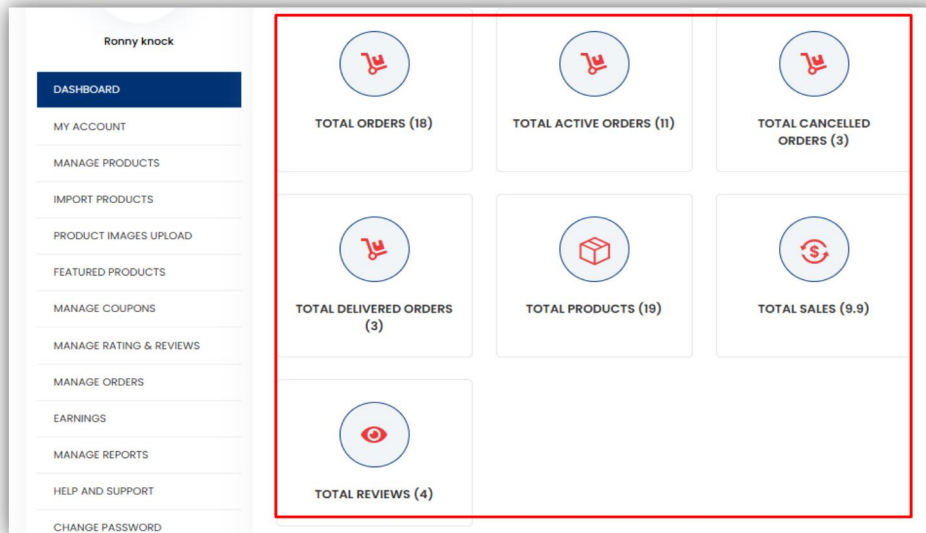

6. Click on the **Sign In** button to log into the Vendor Portal.

2. Access the Vendor Dashboard:

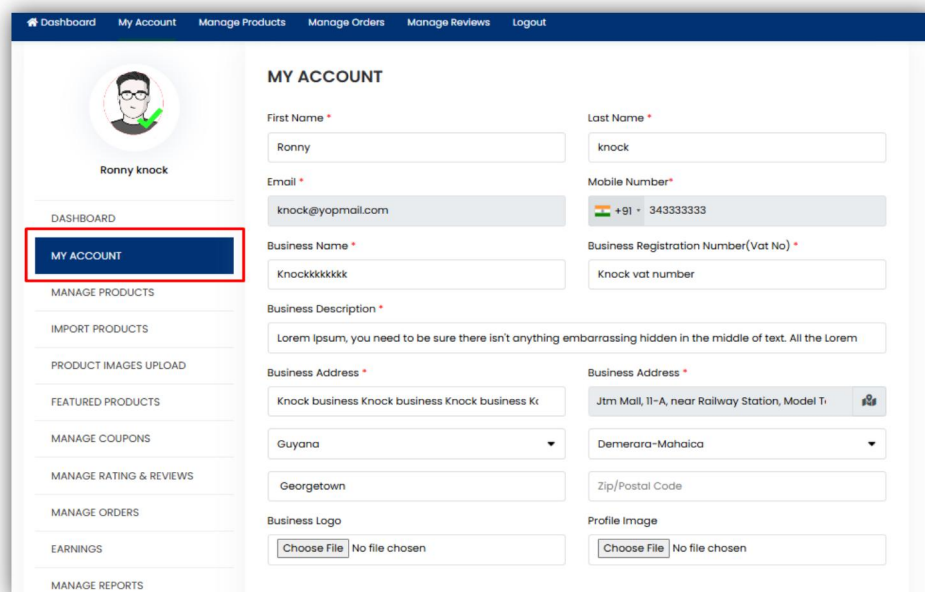1. After logging in, navigate to the **Vendor Dashboard**.
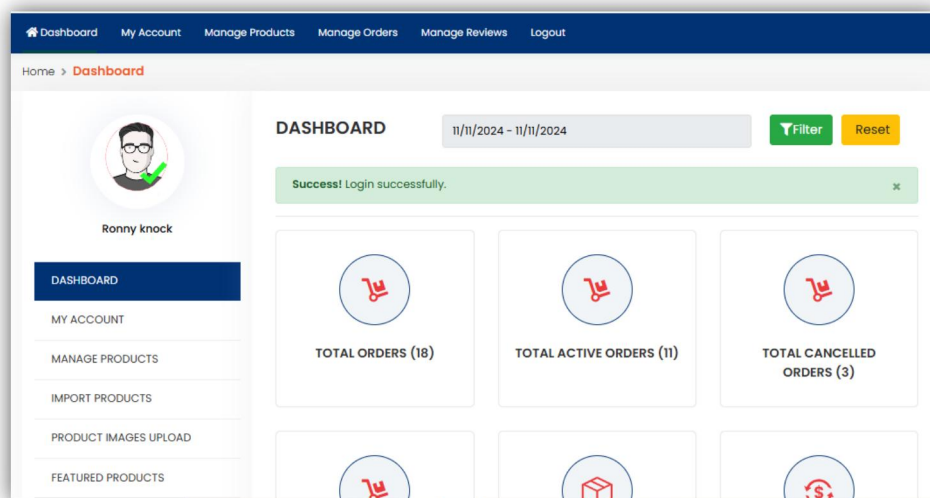
2. Here, vendors will view all the statistics such as Total no. of listed products, active order, canceled orders, Total no. of delivered orders, Total earnings, etc.
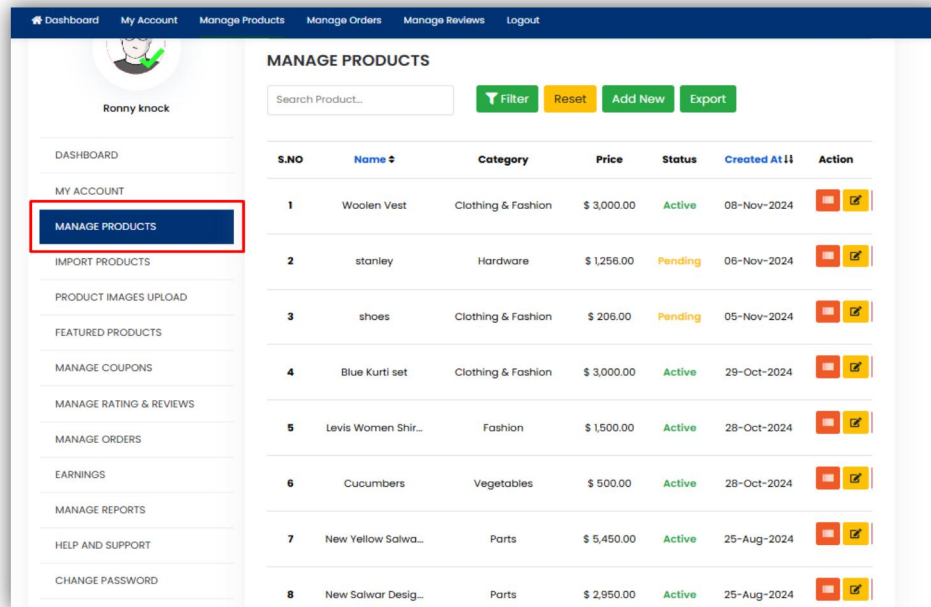
3. Navigate to the **My Account** Section. Here you can edit your profile and add your business details.

3. How to Add a Product

1. Move to the next section, **Manage Products** section, here, you will add, edit, or manage product listings.

2. To add a new product listing, click on the **ADD NEW** button.
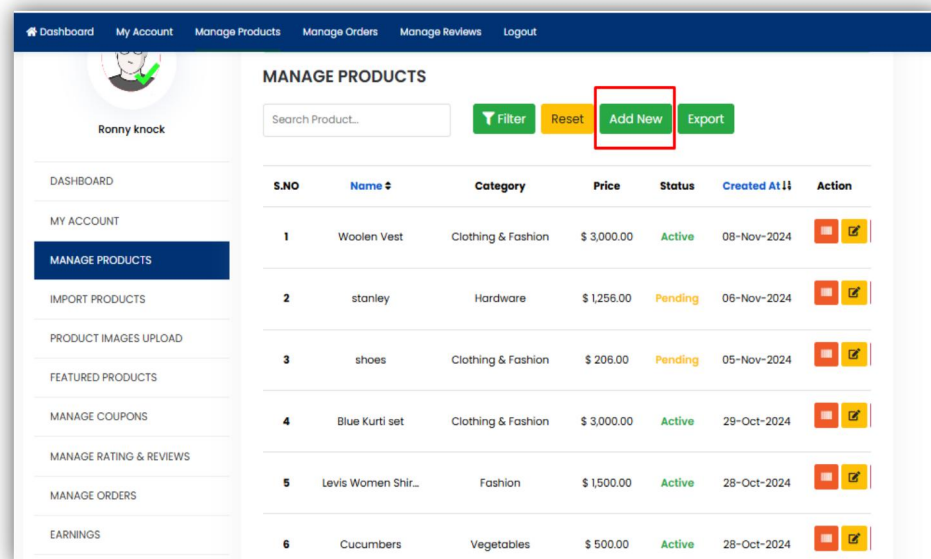
3. After clicking add new button, Fill in **Product Information** as follows:

Product Type: Simple or Variant

Simple — Use this for single products without variations.

Variant — for products with different options like sizes or colours.

3.1 Add Simple Product Type

1. Select the Simple Product type from the drop-down.

2. Choose Product Condition if it's new, used, or refurbished.

3. Choose the right **Category** of your product from the drop-down.

4. Select the relevant **Brand** of the product.

5. Type the **Product Name** as you'd like it to appear on the website.

6. Input the **SKU**, which is the product's unique identifier.

7. Specify the **Country of Manufacture** where product is made.

8. Enter the **Opening Stock** (Available Quantity) of the product.

9. Set the **Regular Price** (Base Price) of the product.

10. Set the **Discounted Price**, if there's a promotion.

11. Click on choose files and upload high-quality **Product Images** that best represent the product.

12. You can add **Product Video and Video Thumbnail**, if any.

13. Write a concise **Product Description** highlighting key features and benefits of the product.

14. Click **Next** to submit. The product is currently pending and requires **Admin Approval** to be published.

15. After the admin approval, the product status will change to **Active** and product will go live on the website.
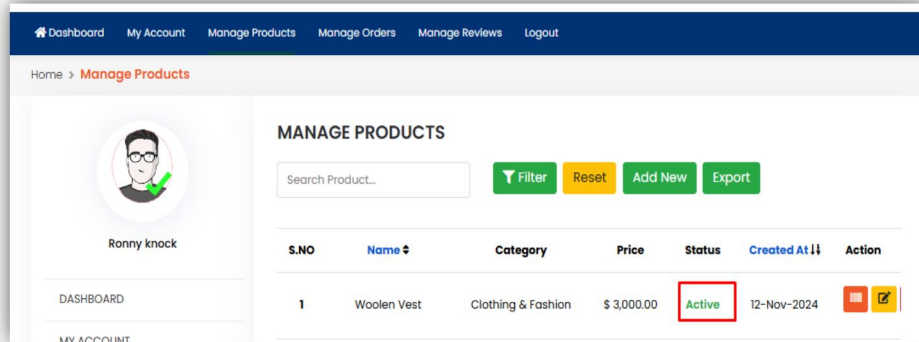
3.2 . Add Variant Product Type

1. Select the **Variant Product** type from the drop-down.
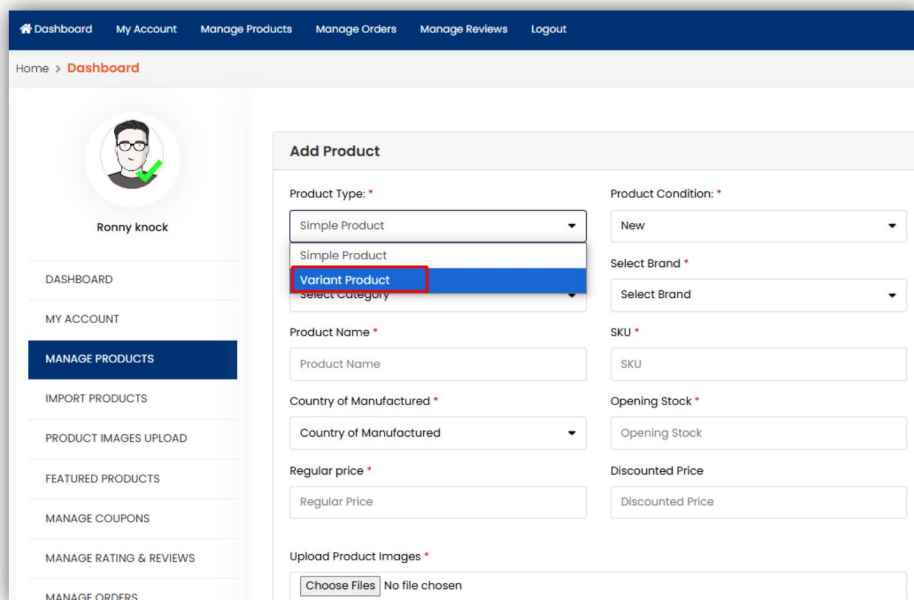
2. Follow the same steps of Simple product type from 2.1 to 13.1 to add **Variant Products** type.

3. After filling all the information, click on Submit button.

4. After submit, add **Attributes** of the products such as colors, sizes, weight, etc. If you need to add a new attribute that isn't listed, you can contact the admin for assistance.
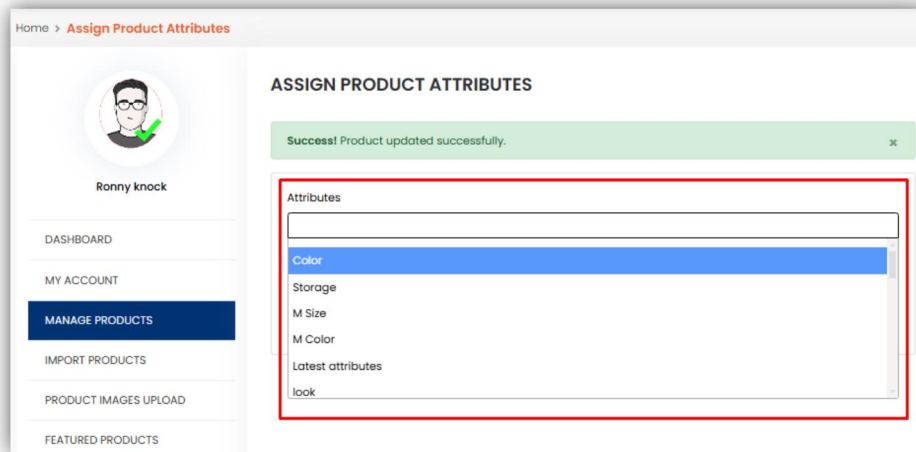
5. Add attributes as per your product requirement then click on **Merge Attributes** button.
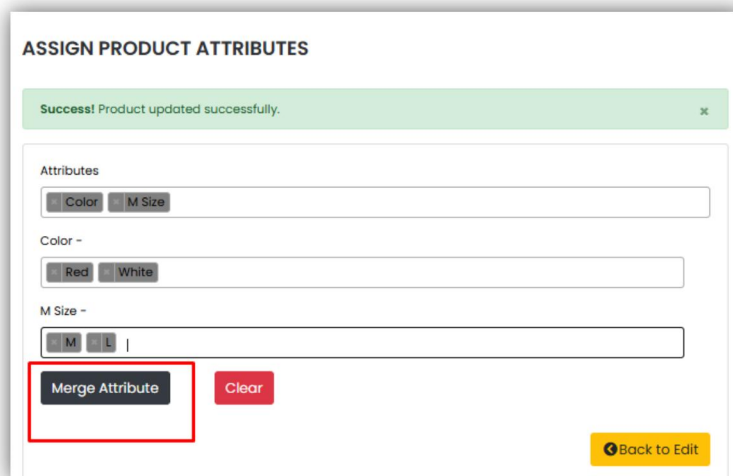
6. Click on **Submit** button.

7. Add Images, videos, price details and any discounted price specific to each attribute chosen. Then click on **Submit** button.

8. Your product will show in the **Manage Product** section. All new product listings require Admin Approval before going live on the site.
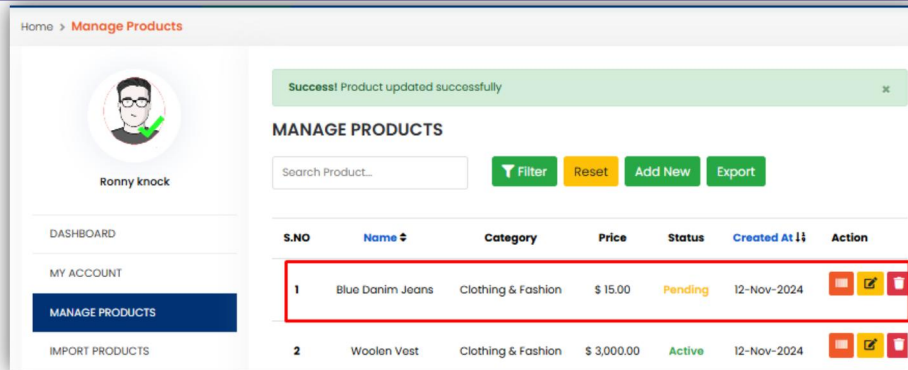
3.3 Upload Product in Bulk

1. To add products in bulk, click on Import Products' section.
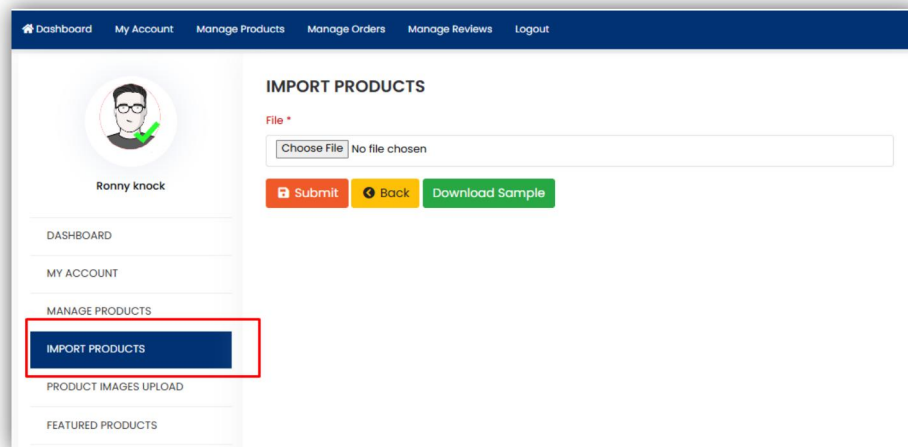
2. Download the Sample CSV file to check all the necessary columns you need for bulk uploading.

3. In   the sample file, you'll see columns like:

- ❖ **SKU:** unique identifier ID of a product
- ❖ **Product Type:** Choose between 'Simple' or 'Variant' for Product Type from the dropdown menu
- ❖ **Product Condition:** choose from dropdown whether it is new, used and refurbished
- ❖ **Main Category, Subcategory:** Choose the best match for your product.
- ❖ **Brand Name:** Add brand of the product
- ❖ **Country of Manufacture:** Add manufacturing country
- ❖ **Stock:** Mention available product quantity
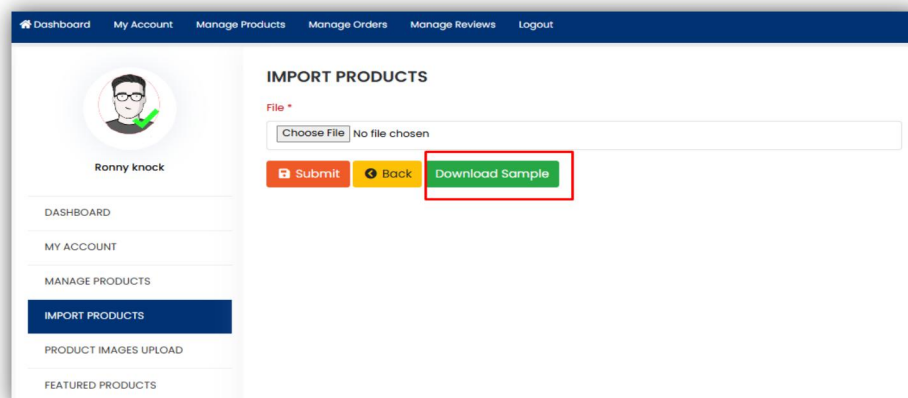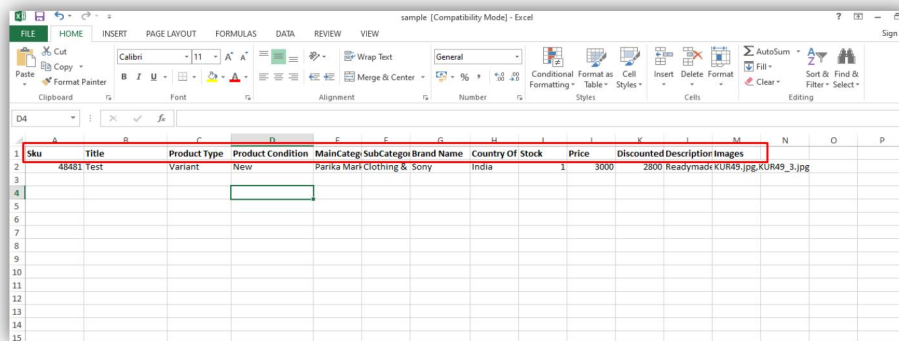- ❖ **Price:** Set base price of the product
- ❖ **Discounted Price:** If there's a promotional offer, set the discounted price
- ❖ **Description:** Use the text editor to provide a detailed description of the product.
- ❖ **Images:** Enter the exact name of each image file, matching the names of images saved on your desktop.
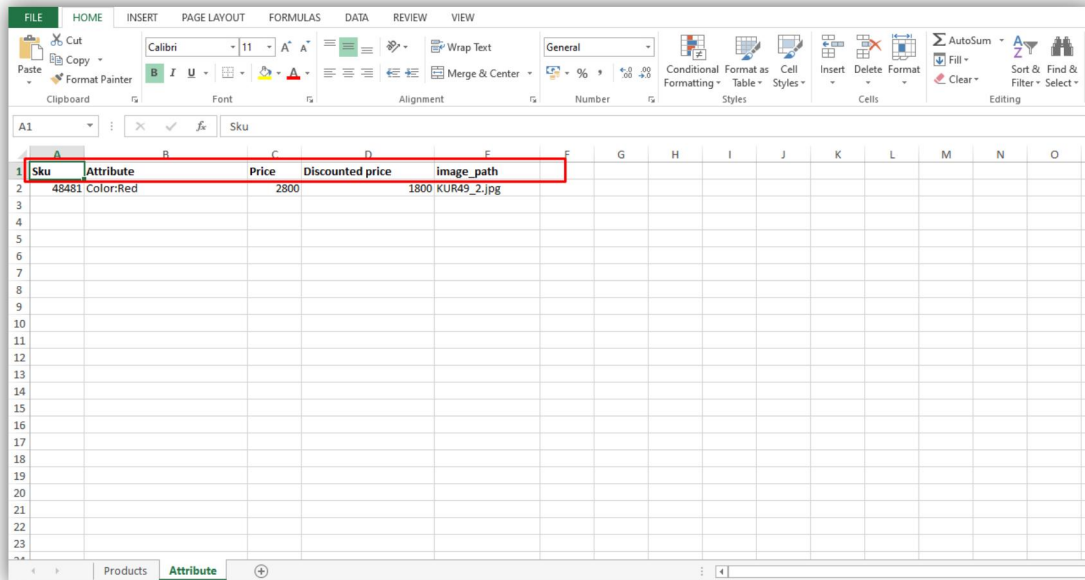

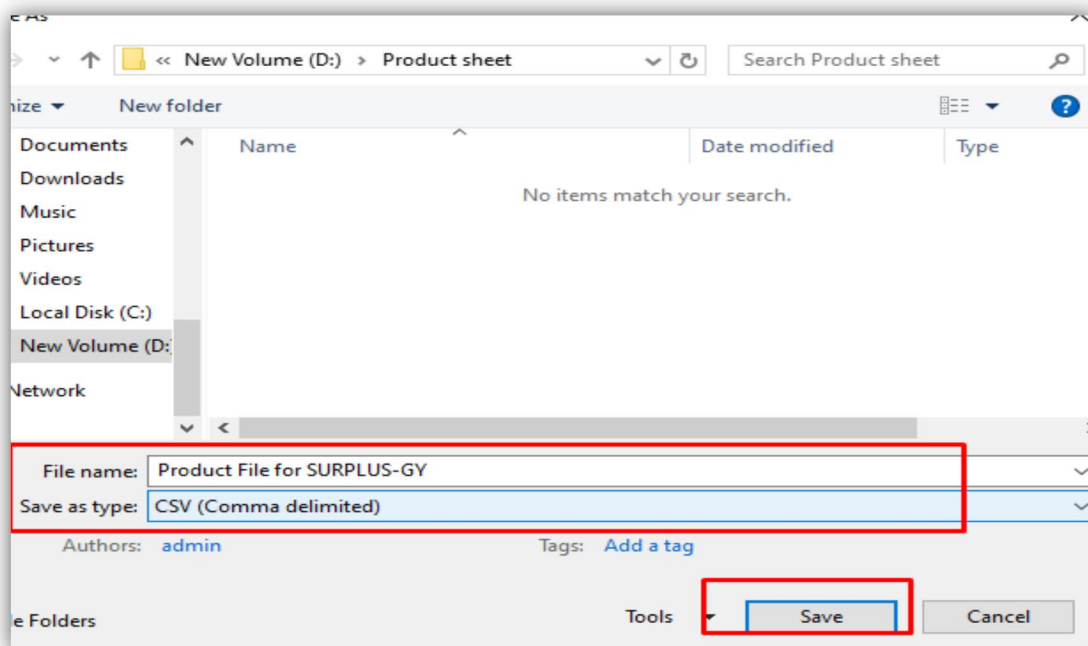4. For products with Variants, switch to the 'Attributes' tab in the same CSV sheet.
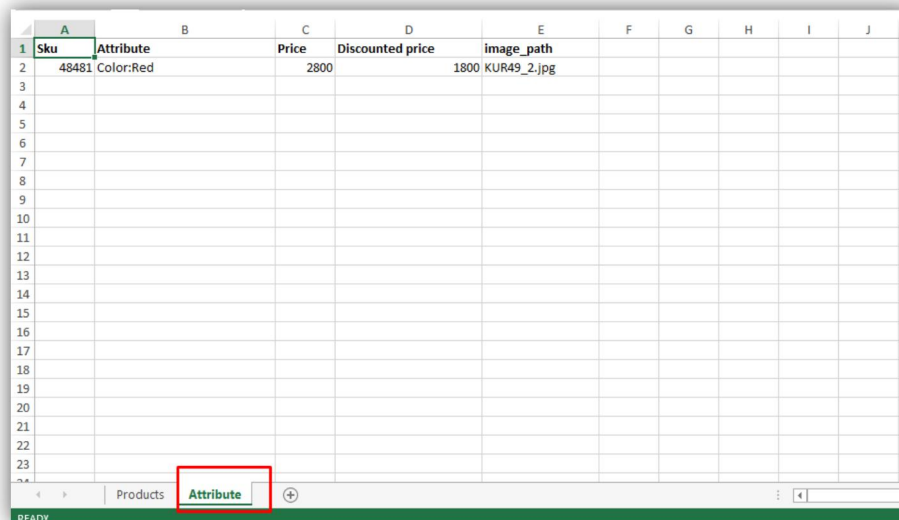
5. Add details like SKU, Attribute, Price, Discounted Price, and Image Path. If the product is simple, leave these fields empty, but do not delete the Attributes tab.
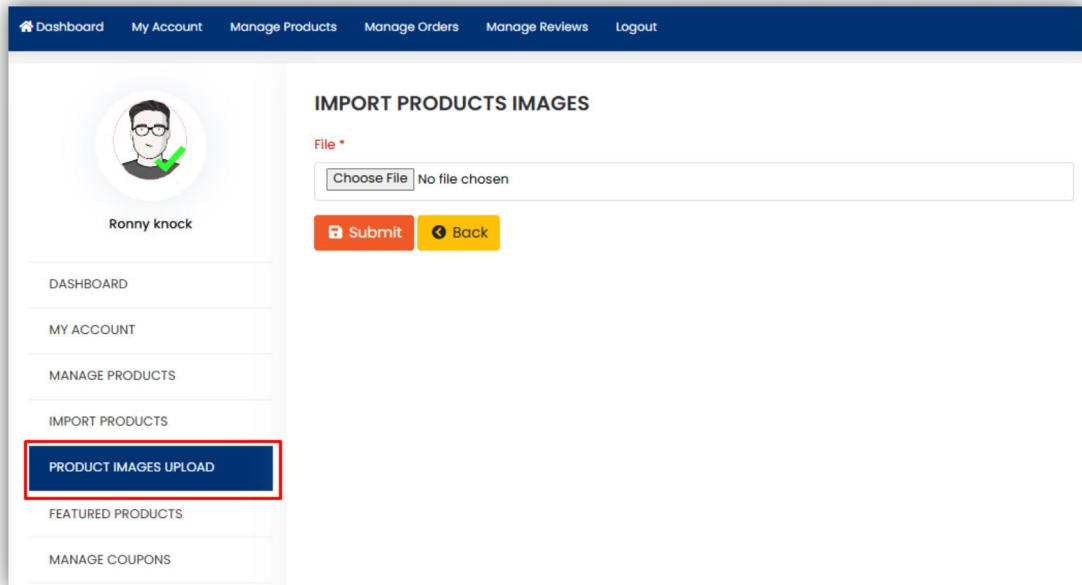
6. You can as many as products you want in the CSV file. Once all your details are filled in, save the file as a CSV.

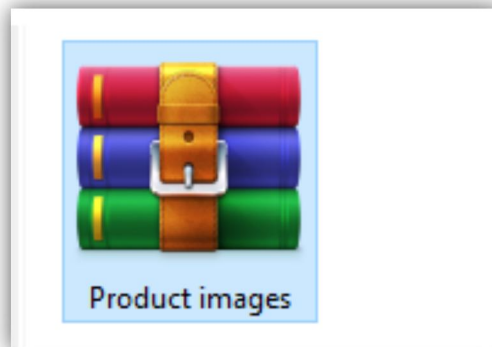7. Before uploading the **CSV sheet**, first move on to Uploading Product Images.
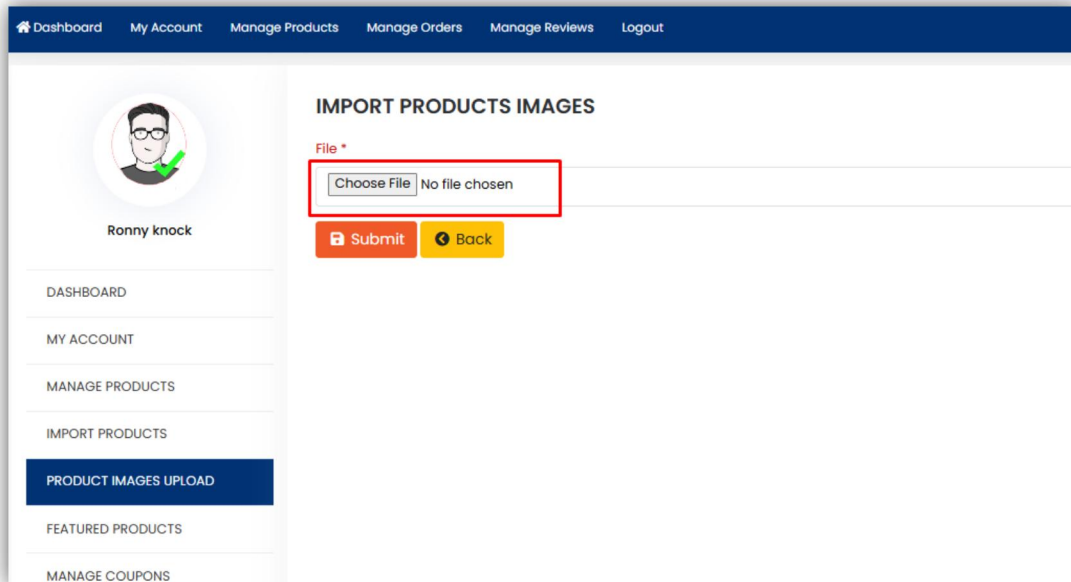
8. Need to prepare a **ZIP file** with all product images. Ensure each image name in the ZIP matches exactly what was listed in the CSV sheet.
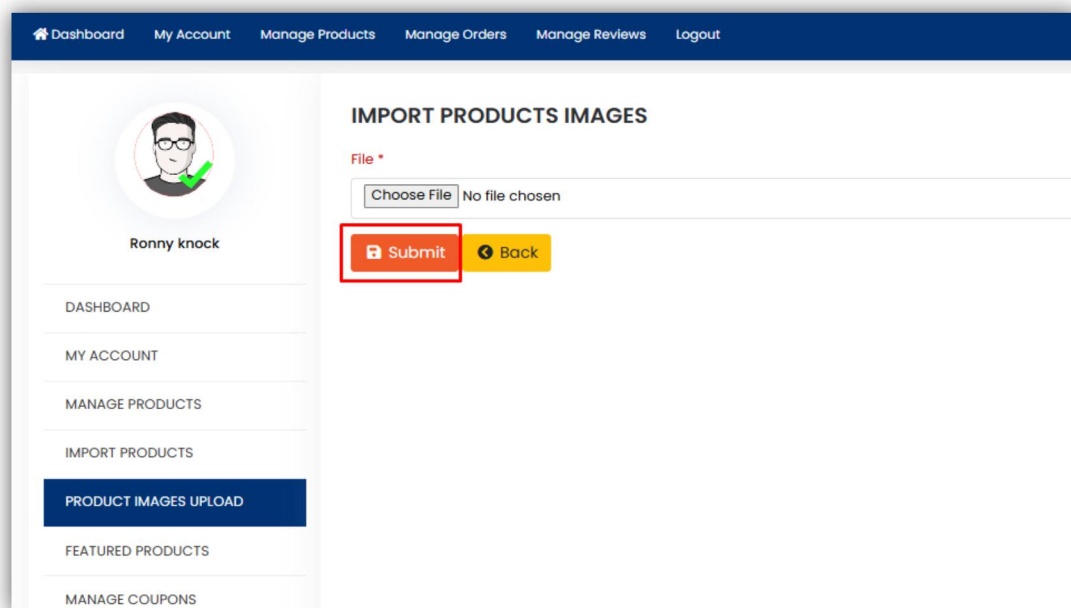

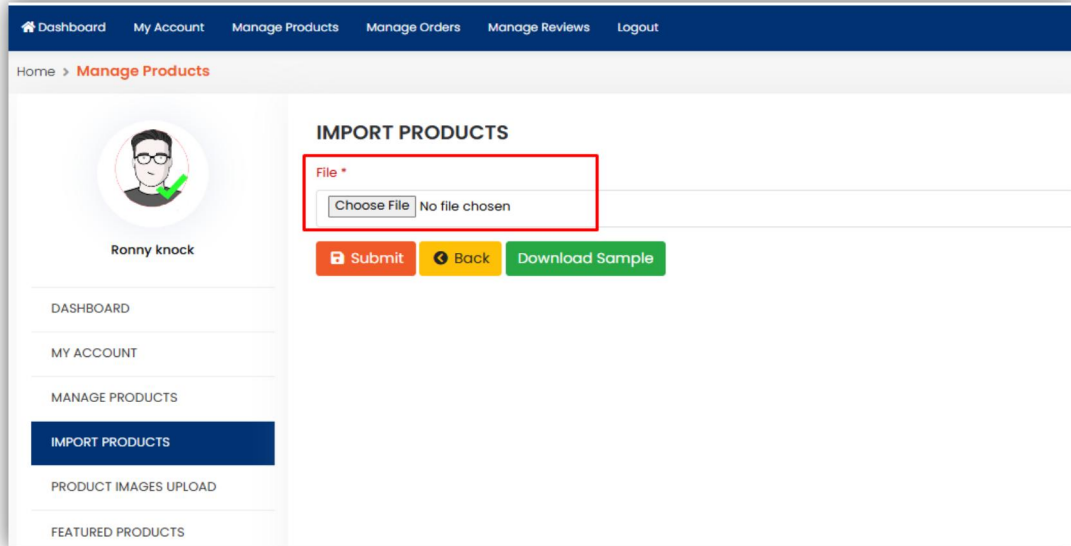9. Upload the image ZIP file in the **'Product Image Upload'** section.

Click on **Submit** button.
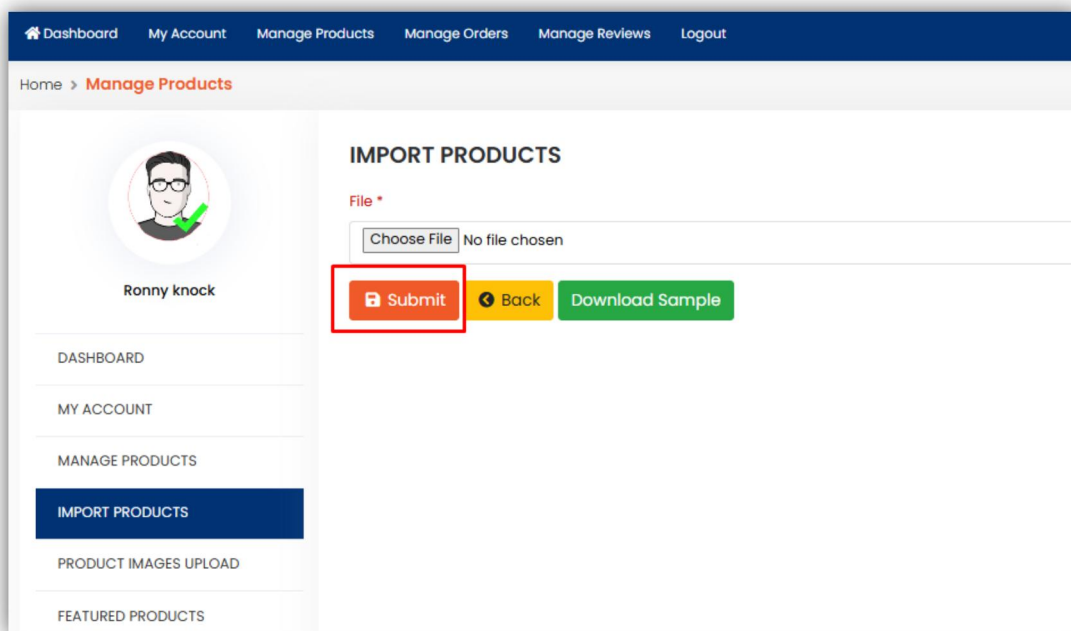

After successfully uploading the images, again move to Import Product section and upload your saved CSV file.
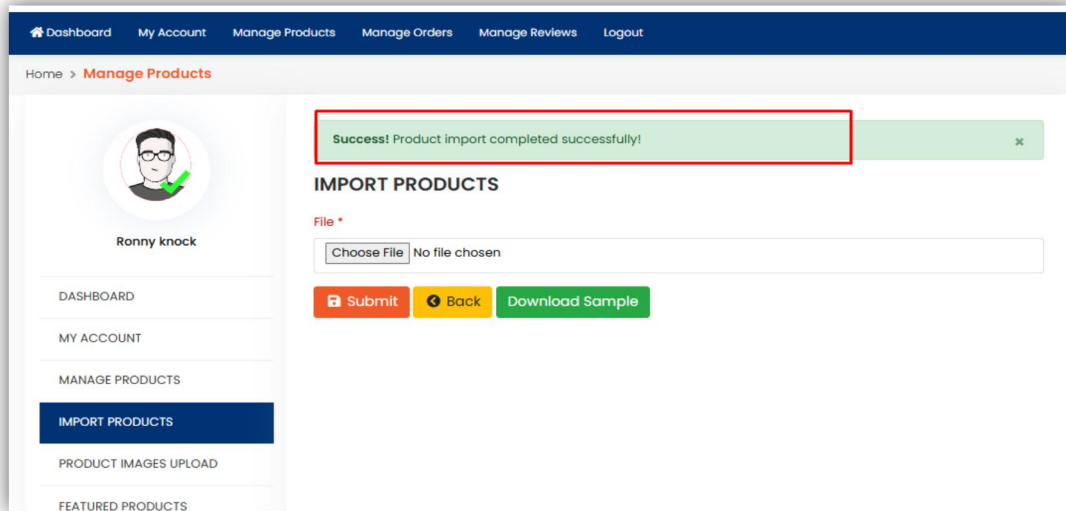
Click on Submit button.

After submit, you'll receive the successful product uploading message.

To go live on the website, Admin will approve all the listings.
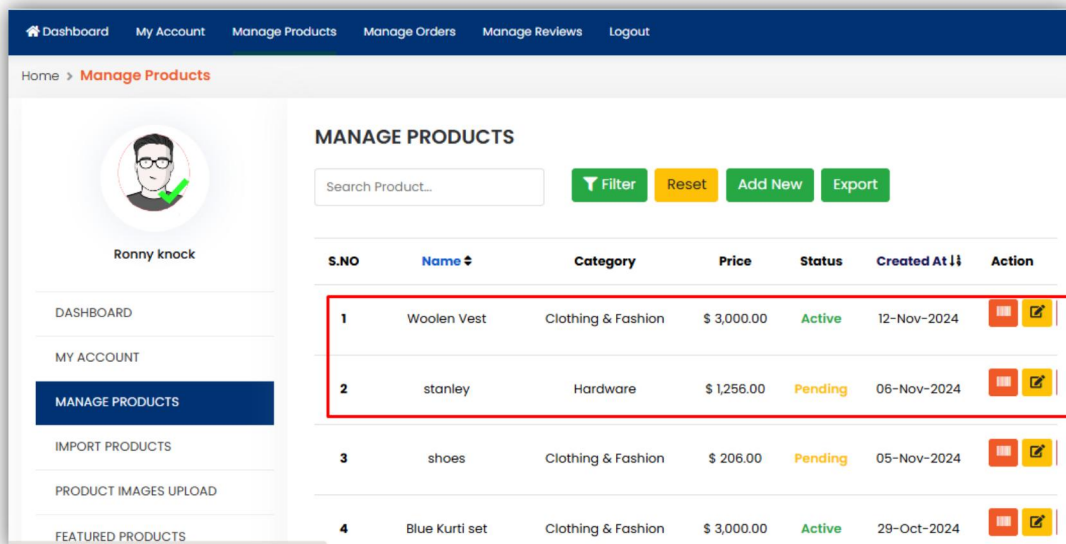
4. Featured Products

1. Use the **Featured Product** option to highlight specific items on the website (SURPLUS-GY) home page.

2. Contact ADMIN to add specific products on home page by mentioning time range.

5. Manage Coupons:

1. Navigate to **Manage Coupons** section to give discounts for specific products or categories.

2. Click on "Add New" button to create new coupons and discount code.

3. Fill all the necessary details as follows:

- **Coupon Code:** Enter a unique code for the coupon (e.g., "NEW10").
- **Category:** Choose a category from the dropdown for applicable products.
- **Description:** Brief description of the coupon (e.g., "Get 10% off on electronics items above $1000").
- **Coupon Type:**

❖ **Percentage:** Discount calculated as a percentage (e.g., 10%).

❖ **Fixed:** A fixed discount amount (e.g., $10).
❖ **Promo Code Value:** Enter the discount amount or percentage.
- **Minimum Purchase Requirement:** Set a minimum order value for the coupon to apply.
- **Usage Limits:** Specify how many times this coupon can be used by one customers.
- **Validity Dates:** Set the start and end dates for coupon validity.
- **Status:** Select the coupon's status as either Active or Inactive.

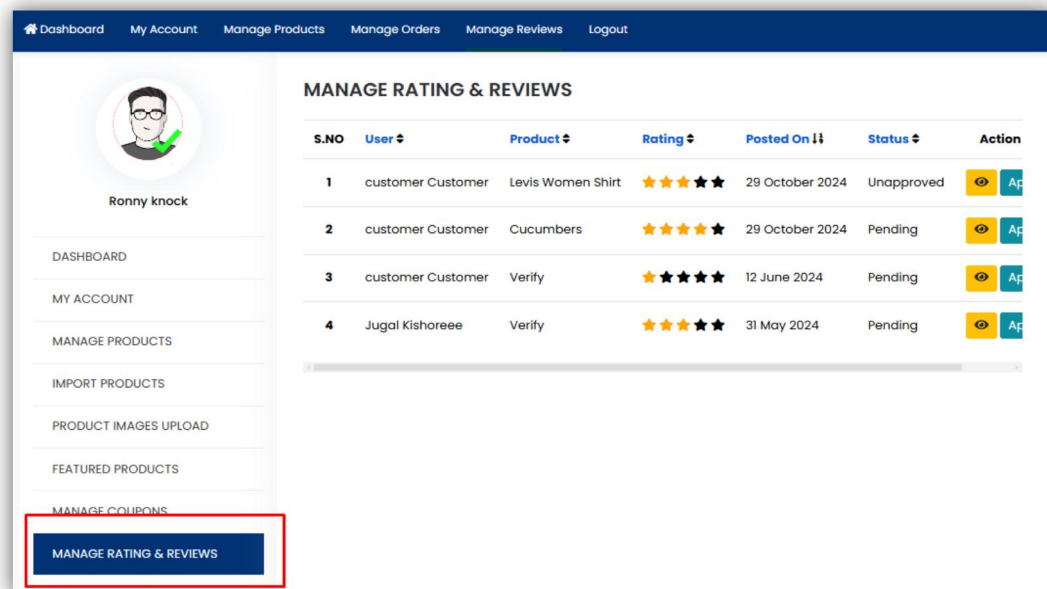4. After filling all the details, click **Submit** to add the coupon.

5. Once the coupon is added, the vendor can **edit,** delete, or change the status (Active or Deactivate) of the coupons from the Manage Coupons section.
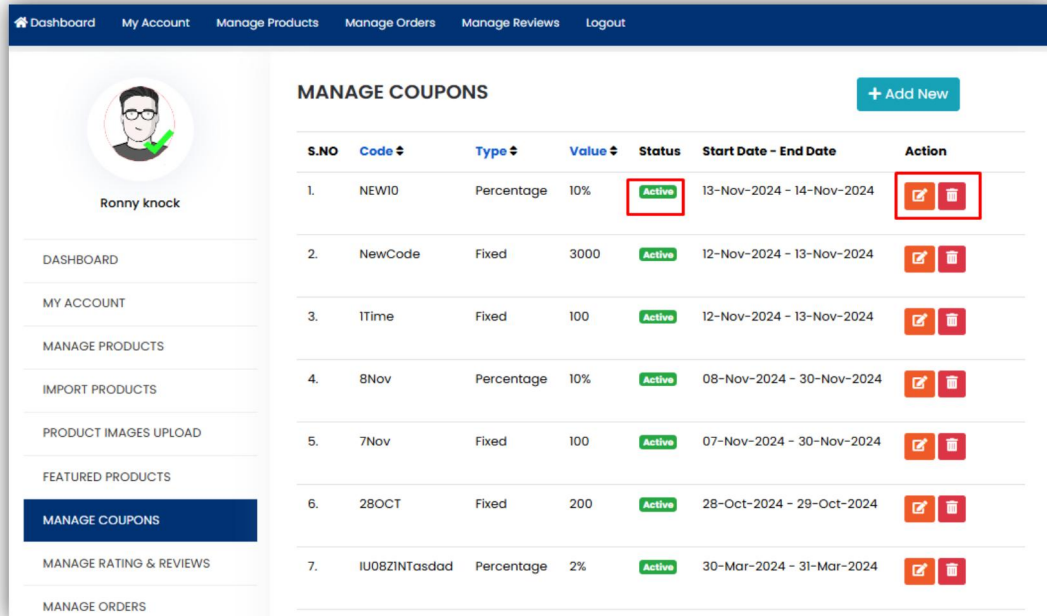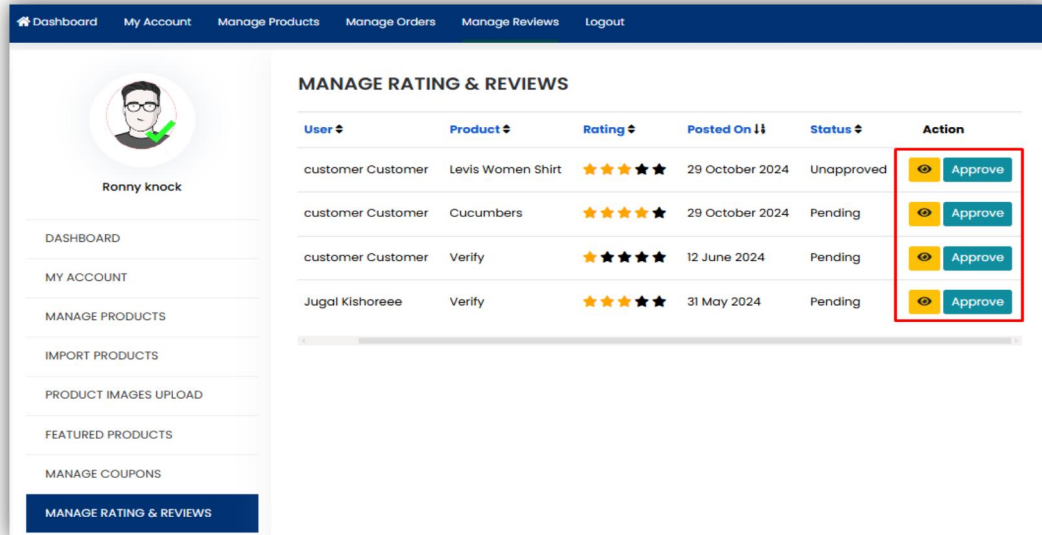
6. Manage Ratings & Reviews:

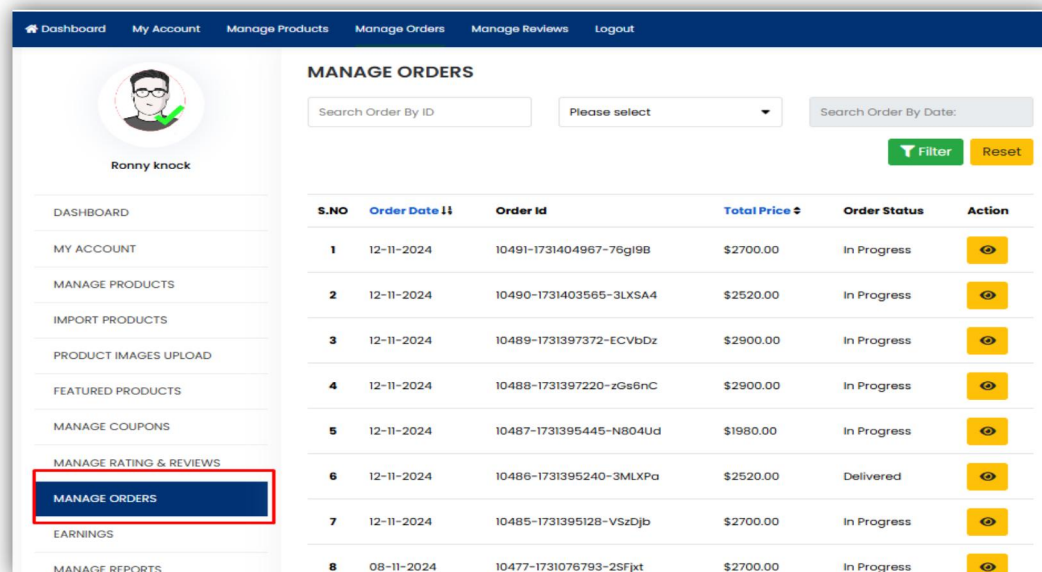1. Navigate to the **Manage Ratings & Review** section to monitor customer feedback, ratings, and reviews.

2. Here you can approve or disapprove the reviews from customers.

7. Manage Orders:

1. Navigate to the **Manage Orders section** to track all your orders data in the.

2. Here you can see order date, order Id, order price, and order status (In Progress, Delivered).

3. You can view the invoice for any specific order by clicking on yellow **View** button.

4. You can change the status of orders and add the comment.
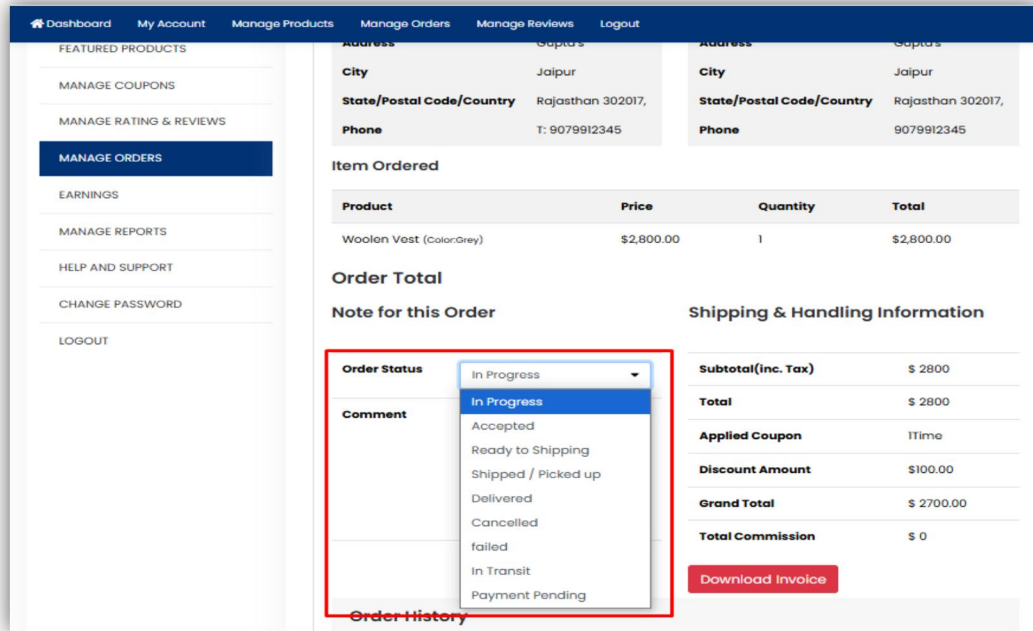
5. You can download the invoice from here.

8. Earning:

1. **Navigate to the** Earning **Section,** gives you a breakdown of your income, showing how much you've earned per order.
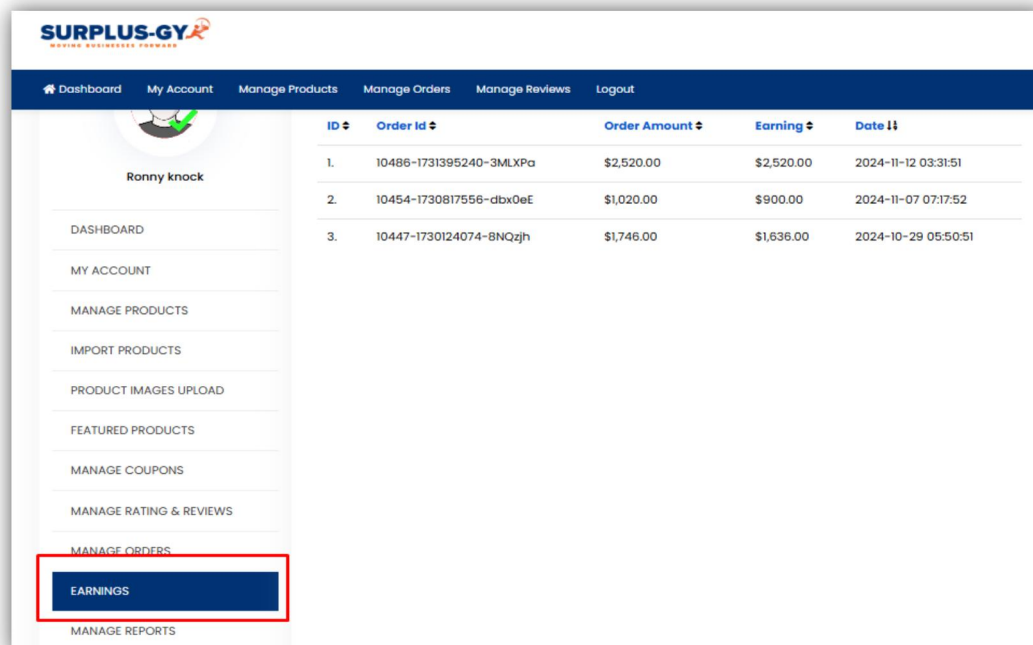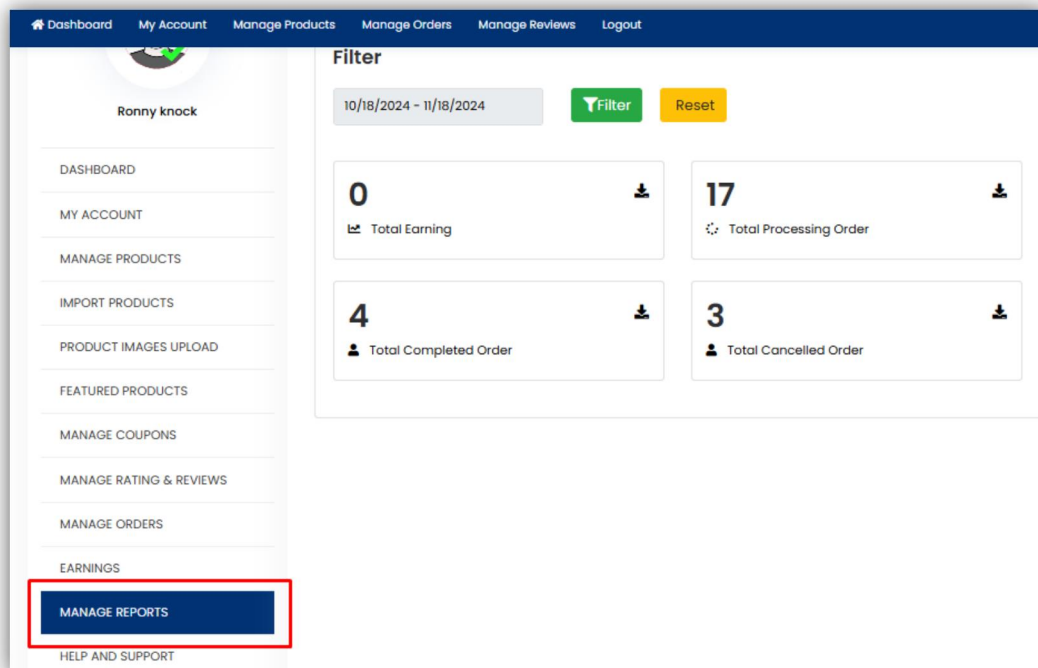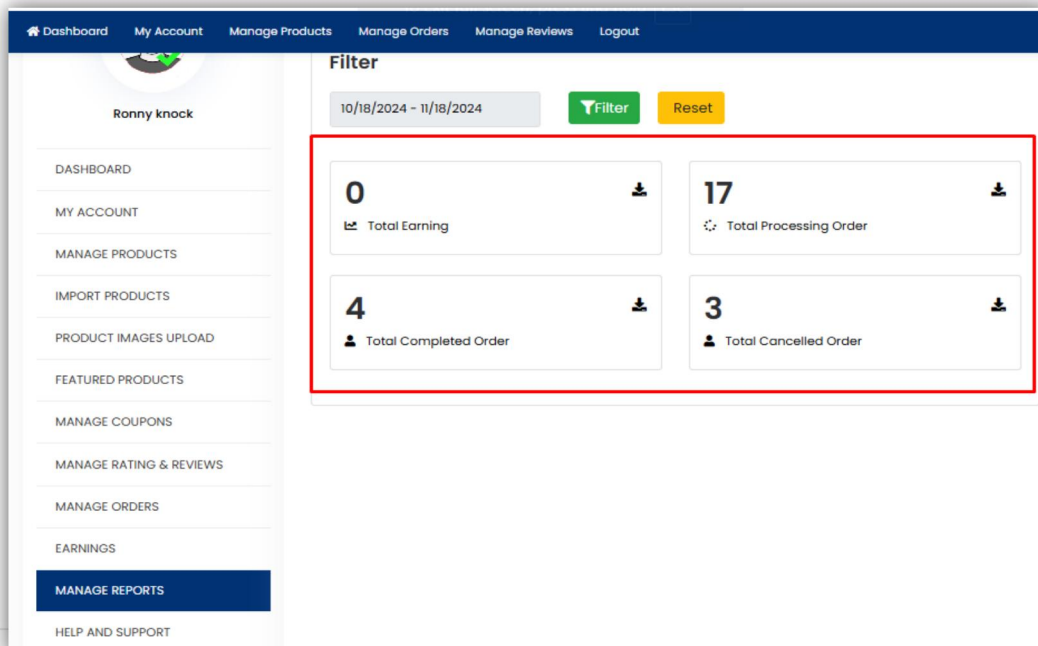
9. Manage Reports:

1. Navigate **to Manage Reports** section to track your store's performance through graphs and stats.
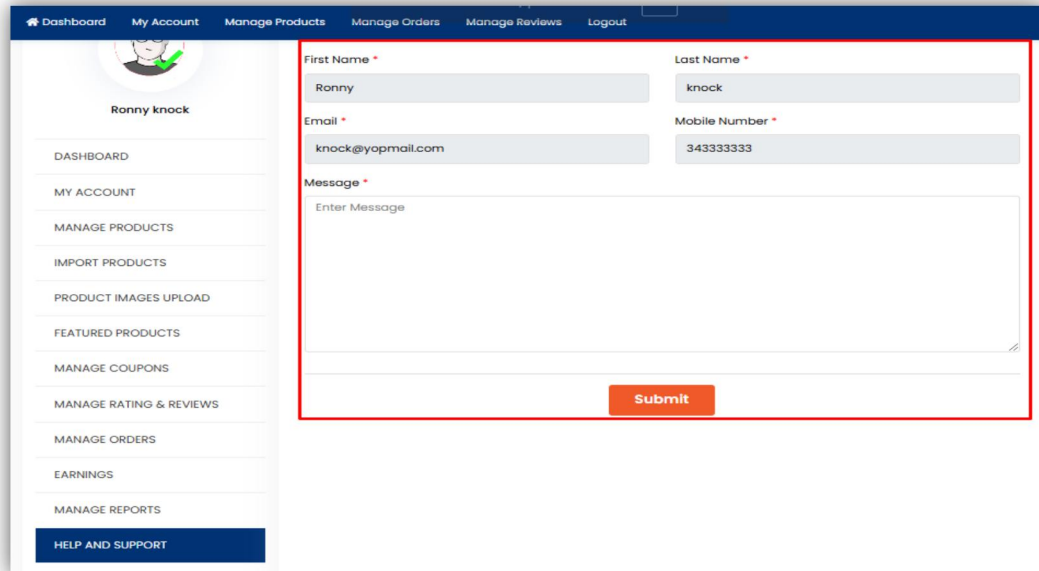

2. Track total processed, delivered, and returned orders to better understand your sales trends.

10.   Help and Support:

1. Visit **Help & Support** section to submit a query. Our support team is here to help with any issues you encounter.
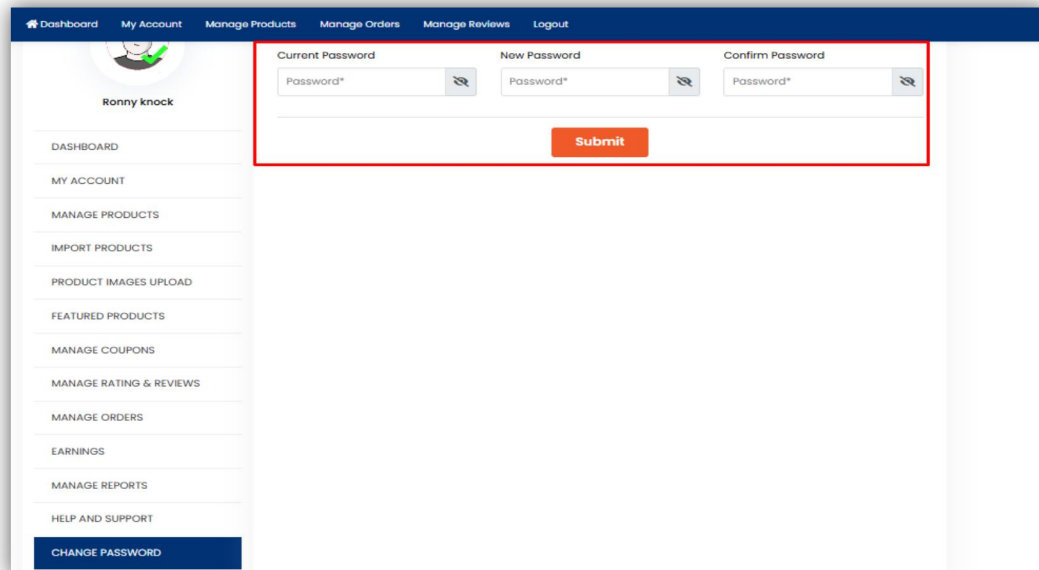

11.   Change Password:

1. For security, you can update your credentials anytime in the **Change Password** section.

12.   Log Out:

1. When you're done, simply click **Logout** to exit your dashboard securely.