



*THE ULTIMATE ONLINE EDUCATION MARKETPLACE*

# **Seller Starter Kit**

**(May 2017)**

## 1 Contents

1	Contents.....	1
2	Account Registration.....	2
3	Seller Dashboard.....	2
3.1	MY PRODUCTS.....	2
3.2	SALES.....	3
3.3	REPORTS.....	3
3.4	MY PROFILE.....	3
3.5	ACCOUNT SETTINGS.....	3
4	Your Profile.....	4
5	Uploading Products.....	5
5.1	UPLOAD FORM.....	5
6	Editing Products.....	7
6.1	INVENTORY COUNT.....	8
6.2	OUT OF STOCK.....	8
6.3	UNPUBLISH/ DELETE PRODUCT.....	9
7	Orders & Notifications.....	9
7.1	ORDERS.....	9
7.2	ORDERS UPDATES.....	10
7.3	ENQUIRIES AND REVIEWS.....	10
8	Managing Your Sales Payment and Report.....	11
9	Contact.....	11

## 2 Account Registration

You can register an account with OpenSchoolbag by clicking filling the form on the link provided.

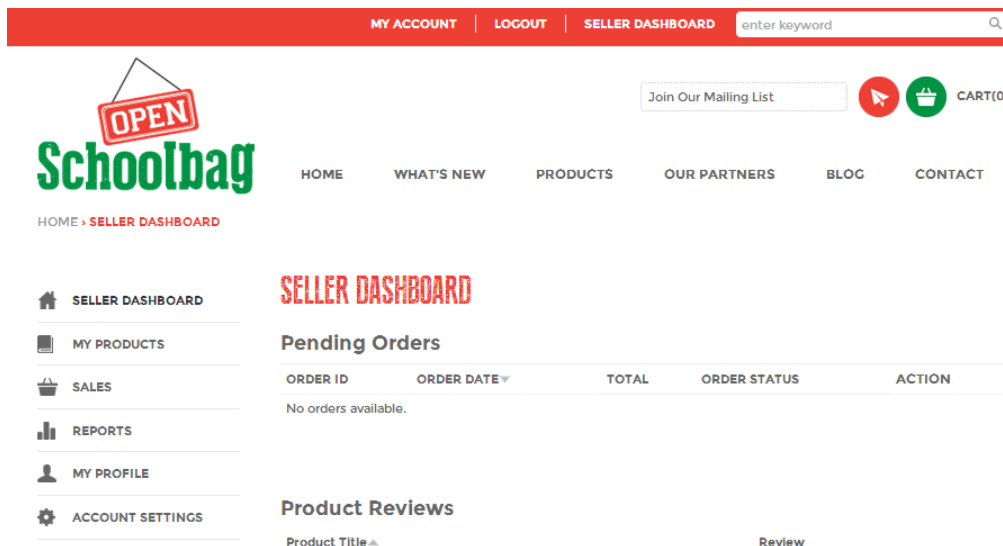
<https://www.openschoolbag.com.sg/seller-onboarding-registration>

Please read Terms and Conditions upon registration.

An activation Email and password will be sent to you.

## 3 Seller Dashboard

Upon login, you will be on the Seller's Dashboard.



Note that there are three buttons at the top.

- **My Account** – This is for your purchases (Buyer account)
- **Seller Dashboard** – This is your management portal (Seller account)

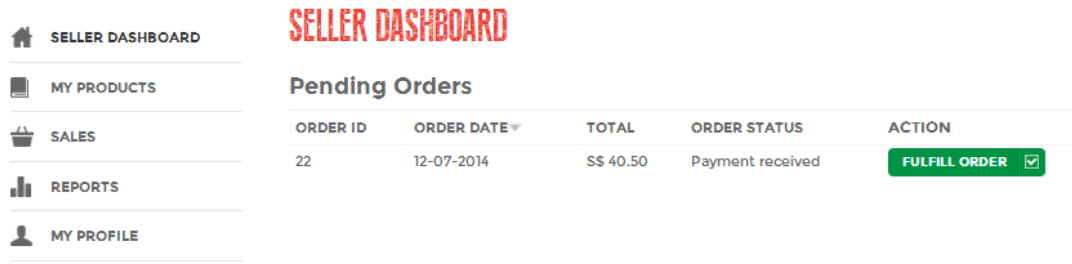
And you should see a menu on the left of your Seller Dashboard.

### 3.1 MY PRODUCTS

This is for you to list, add, edit or remove any products. You can search for specific product(s) by using the filter.

### 3.2 SALES

This is for you to view your orders and sales. Once you have sent out the product, please click "FULFILL ORDER" status under "ACTION".



**SELLER DASHBOARD**

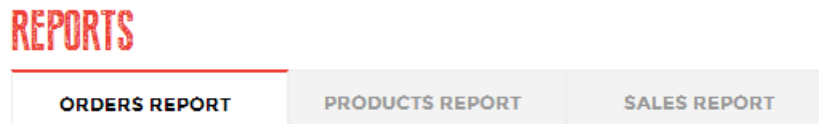
**SELLER DASHBOARD**

**Pending Orders**

ORDER ID	ORDER DATE	TOTAL	ORDER STATUS	ACTION
22	12-07-2014	SS 40.50	Payment received	<b>FULFILL ORDER</b> <input checked="" type="checkbox"/>

### 3.3 REPORTS

There are three reports in this section.



**REPORTS**

**ORDERS REPORT** | **PRODUCTS REPORT** | **SALES REPORT**

- Orders Report will show all past orders
- Products Report will show all the products under your account
- Sales Report will show the sales by Sales Period and the amount paid or to be paid to the account.

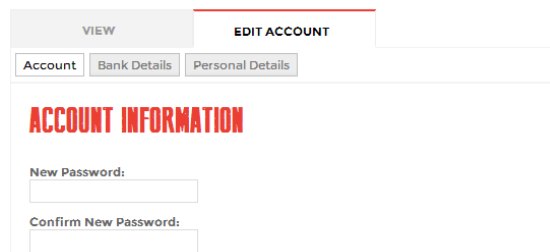
### 3.4 MY PROFILE

Every seller will have your own profile page. Buyers can see your page when they click on your user name when they are viewing your products. You can publish your profile picture, expertise and company information here.

You may include text, hyperlinks, videos and images.

### 3.5 ACCOUNT SETTINGS

You will update your most important information here- account information, bank details and contact details.



**VIEW** | **EDIT ACCOUNT**

Account | Bank Details | Personal Details

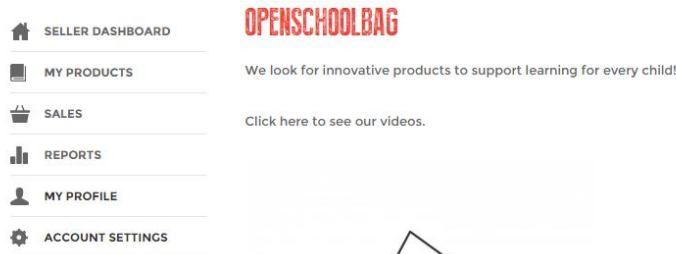
**ACCOUNT INFORMATION**

New Password:

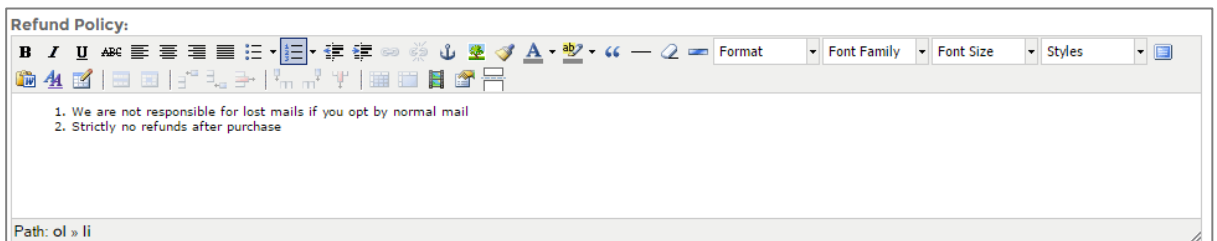
Confirm New Password:

## 4 Your Profile

There are some information you need to put up when updating your profile. Click on My Profile > Edit Profile.



1. **Profile image** – This should be a thumb nail for the image to come out nicely.
2. **Name** – The profile name that will be shown to shoppers.
3. **Description** – Information about your company or products. You may include hyperlinks, images or videos. **But please do not include your contact details or website.**
4. **Refund Policy** – Your terms and conditions for shoppers. This will show under Refund for all your products.



5. **Free Shipping Order Total** – Please enter the amount for shoppers to be eligible for your free delivery/shipping. This amount is only on your products, not shopper's cart checkout value (which sometimes may consist of other products of other sellers).

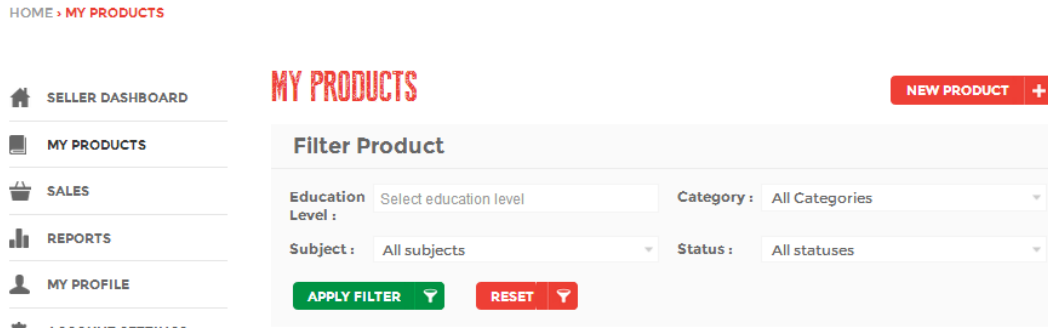
**Free Shipping Order Total:**

S\$

Order total to eligible for free shipping from this seller

## 5 Uploading Products

After logging in, on your Seller Dashboard, select PRODUCTS on your left and and select **New Product** on the top right right




There are two main **Product Types**:

1. **Physical products**: physical goods to be delivered to buyers e.g. books, worksheets
2. **Digital products**: electronic, soft copies that buyers can download immediately after purchase e.g. .pdf, .doc, .ppt

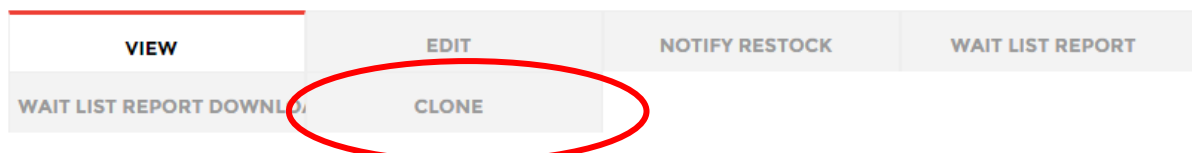
### 5.1 UPLOAD FORM

You need the following information:

	Fields	Notes
1.	Product Name	This will be displayed. All languages are supported.
2.	Description	A good description should include page number, if local postage included, estimated waiting time, wherever applicable.  Images, videos and also supported.
3.	Product Type	Select from Digital or Physical (refer to earlier section for explanations)
4.	Category	Select from <ol style="list-style-type: none"> <li>1. Fun Learning (outside, but supports, school curriculum )               <ul style="list-style-type: none"> <li>• Interactive (games, toys, etc)</li> <li>• Enrichment (school magazines)</li> </ul> </li> <li>2. Preschool (books)</li> <li>3. Primary (books)</li> <li>4. Secondary (books)</li> <li>5. Junior college (books)</li> <li>6. Playgroup (for pre-schoolers)               <ul style="list-style-type: none"> <li>• Read &amp; Write</li> <li>• Listen &amp; Speak</li> <li>• Hands On (manipulatives)</li> <li>• Reading time (storybooks)</li> <li>• Playtime (games)</li> </ul> </li> </ol>

	Category	4. Kid-bits (For trial classes or kid programmes) <ul style="list-style-type: none"> <li>• Art &amp; Craft</li> <li>• Enrichment</li> <li>• Family &amp; Outdoor time</li> <li>• Music &amp; Dance</li> <li>• School Preparations</li> </ul>
5.	Filters (different for each category)	1. Age groups 2. Locations
6.	Product Images	First picture will show as primary picture. Order can be changed by dragging the icon on the left. Maximum 1MB, files : .jpg/.png/.gif  You should include good preview images for your products.
7.	SKU	This is for your inventory tracking. This field must be filled up.
8.	List Price	 <p>Both prices will be shown. <b>List Price</b> (black &amp; struck off) and <b>Sell Price</b> (red and final transaction price)</p> <p>*Please note your price should include local normal postage, if you support normal mail.</p>
9.	Sell Price	
10.	Courier Option	*not applicable for classes and digital products*  1. If you are arranging for your own delivery or only normal postage is available, please choose "No Courier Option". 2. "Courier Optional" means buyers can choose either normal postage which will be borne by you or our courier delivery. 3. "Courier Compulsory" means buyers can only receive your items by our courier delivery.
11.	Overseas Shipping Charges	This field is not necessary at the moment as all overseas orders should be sent to OpenSchoolbag office for consolidated shipment and postage costs.

In event you have similar products, you may use **Clone** function. This will create an exact same product and you can amend from the newly created (duplicated) product.



## 6 Editing Products

After logging in, on your Seller Dashboard, select PRODUCTS on your left and select the product to be amended.

HOME > SELLER DASHBOARD

SELLER DASHBOARD

MY PRODUCTS

SALES

REPORTS

MY PROFILE

ACCOUNT SETTINGS

### SELLER DASHBOARD

#### Pending Orders

ORDER ID	ORDER DATE	TOTAL	ORDER STATUS	ACTION
7233	10-03-2017	\$ 0.00	Payment received	<a href="#">FULFILL ORDER</a> ✓
6666	18-11-2016	\$ 0.00	Payment received	<a href="#">FULFILL ORDER</a> ✓
6563	27-10-2016	\$ 0.00	Payment received	<a href="#">FULFILL ORDER</a> ✓
5642	26-04-2016	\$ 19.80	Payment received	<a href="#">FULFILL ORDER</a> ✓
2232	12-09-2015	\$ 0.00	Payment received	<a href="#">FULFILL ORDER</a> ✓

[VIEW ALL ORDERS](#) 🔍

SELLER DASHBOARD

MY PRODUCTS

SALES

REPORTS

MY PROFILE

ACCOUNT SETTINGS

### MY PRODUCTS


[NEW PRODUCT](#) +

#### Filter Product

**Education Level:** 
**Category:**

**Subject:** 
**Status:**

**SKU:** 
[APPLY FILTER](#) [RESET](#)

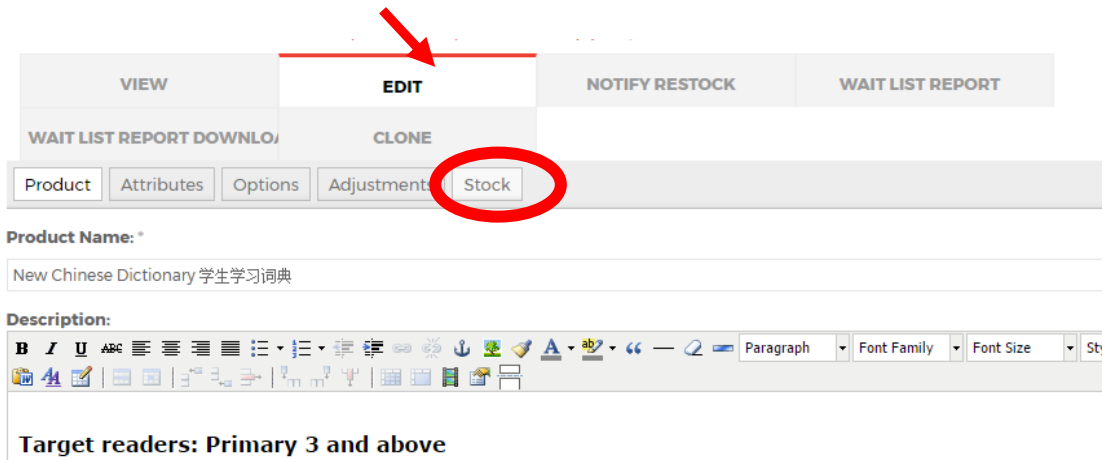
PRODUCT	EDUCATION LEVEL	SUBJECT	CATEGORY	ACTION
 New Chinese Dictionary 学生学习词典 <small>— 学生必备工具书</small>	P3 P4 P5 P6	Mother Tongue	Primary	<a href="#">VIEW</a> 🔍 <a href="#">EDIT</a> ✎

Remember to click Update to save the changes you made. The change is immediate and will overwrite any previous versions.

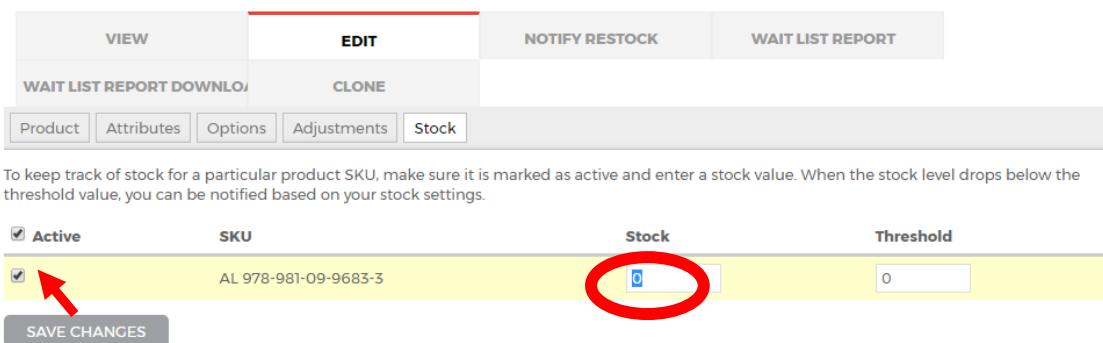


## 6.1 INVENTORY COUNT

In event that you wish to control your inventory count, you may edit in your product page.



The screenshot shows the product edit interface. At the top, there are buttons for 'VIEW', 'EDIT' (highlighted with a red arrow), 'NOTIFY RESTOCK', and 'WAIT LIST REPORT'. Below these are 'WAIT LIST REPORT DOWNLOAD' and 'CLONE'. A navigation bar contains 'Product', 'Attributes', 'Options', 'Adjustments', and 'Stock' (circled in red). The 'Product Name' field contains 'New Chinese Dictionary 学生学习词典'. The 'Description' field has a rich text editor with the text 'Target readers: Primary 3 and above'.



The screenshot shows the stock management table. Below the navigation bar, there is a note: 'To keep track of stock for a particular product SKU, make sure it is marked as active and enter a stock value. When the stock level drops below the threshold value, you can be notified based on your stock settings.' The table has columns for 'Active', 'SKU', 'Stock', and 'Threshold'. The first row is highlighted in yellow and has the 'Active' checkbox checked (circled in red), the SKU 'AL 978-981-09-9683-3', the 'Stock' input field containing '0' (circled in red), and the 'Threshold' input field containing '0'. A 'SAVE CHANGES' button is located below the table.

Active	SKU	Stock	Threshold
<input checked="" type="checkbox"/>	AL 978-981-09-9683-3	0	0

Please remember to tick the checkbox. Under Stock, enter your stock count.

## 6.2 OUT OF STOCK

In event the item is out of stock or not available, you may amend the Stock to "0". Please remember to tick the checkbox as well.

A waitlist will automatically be available for customers who may be interested in your out of stock product. Once the product is available again, please notify OpenSchoolbag admin so we can trigger notification emails to your wait list.

### 6.3 UNPUBLISH/ DELETE PRODUCT

If your product is permanently not available or discontinued, you may remove from your listing. Please note:

- Unpublish : Product is saved but not listed.
- Delete: Permanently removed from system.

Authored On:

2017-03-09 15:25:31 +0800

Format: 2017-03-09 15:25:31 +0800. Leave blank to use the time of form submission.

#### Publishing Options

Check this box to proceed. To temporarily remove a product listing from the site, simply uncheck this box. This product entry will be saved in your account. To re-post for sale, check the box again.

Published

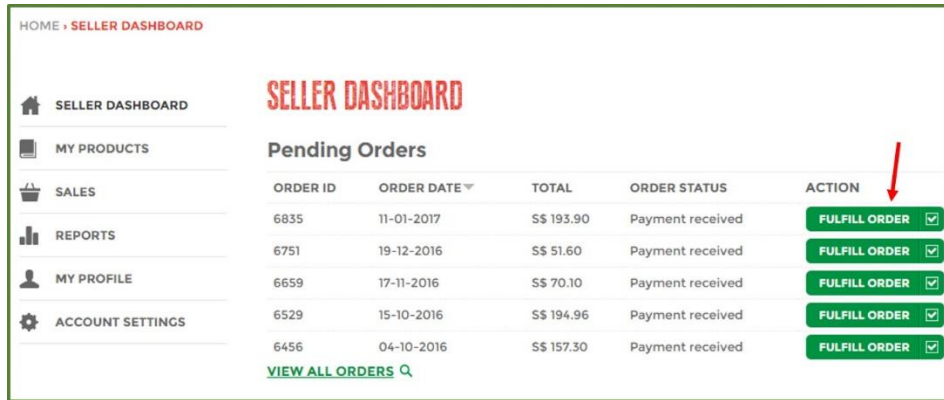
## 7 Orders & Notifications

### 7.1 ORDERS

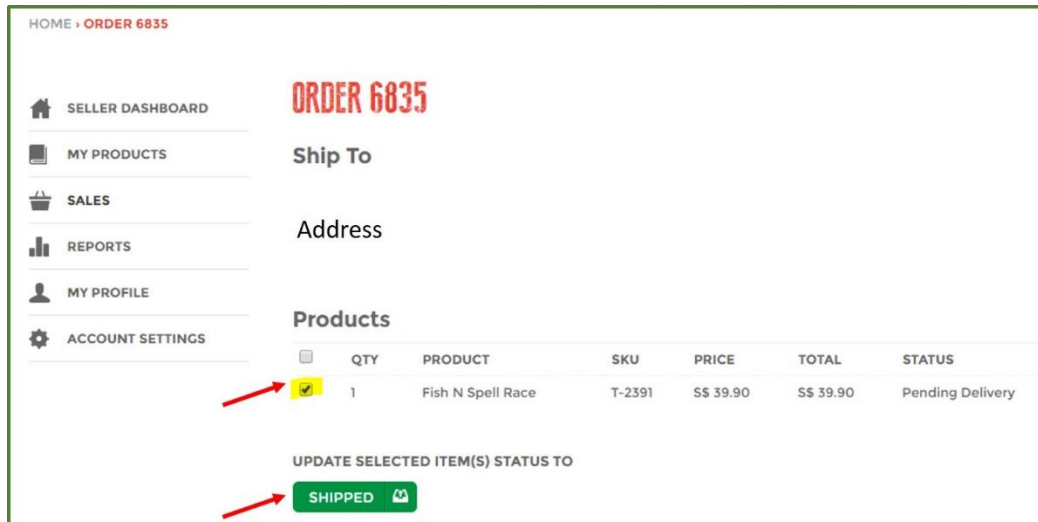
	Physical Products	Digital Products	Classes
<b>Seller Dashboard</b>	You will see orders on your Dashboard after your are logged in.		
<b>Order Notification</b>	You will receive an email notification once there is an order for your products		
<b>Delivery</b>	<p>Once a buyer purchased a physical product, you will be notified for email for preparation. The email will include the mailing address.</p> <p>You can update the delivery status after the order has been mailed out.</p>	<p>You do not need to manage the digital products as buyers can download them anytime within the downloadable period you have indicated at the point of posting product.</p>	<p>Please contact registrant to confirm the programme details.</p>

## 7.2 ORDERS UPDATES

After logging in, you will see the pending orders. Select the order you are sending out.



Then select the items you are sending out and click on "Shipped".



The date and time will be reflected on Customer's account.

## 7.3 ENQUIRIES AND REVIEWS

You will receive email notification when an enquiry or review has been posted on your products.

Click on the product links to reply to the enquiry. You will need to log into your account to post your reply.

## 8 Managing Your Sales Payment and Report

Your sales revenue will be paid out to you in the following terms:

- Sales during 1<sup>st</sup> to 15<sup>th</sup> of the month – to settle on 22<sup>nd</sup> of the same month
- Sales during 16<sup>th</sup> to 31<sup>st</sup> of the month – to seller 7<sup>th</sup> of the following month

You will receive a bi-monthly email report to let you know the total sales for each period. Please tally the quantity and transacted prices and let us know within five working days from email or we will deem the numbers are in order.

Alternatively, you can log into your Seller Dashboard anytime to retrieve your sales records.

For sellers on monthly invoicing arrangements with us, please send us your invoices on month end basis.

## 9 Contact

If you have any concerns or enquiries, please contact us at [contact@openschoolbag.com.sg](mailto:contact@openschoolbag.com.sg) or SMS/Whatsapp us up at 82644 750.