

# **SMARTSHOP WILDFIRE**

## **USER GUIDE**



## REWARD SET-UP

The reward set-up comes in two forms which are loyalty reward and referral reward. The loyalty reward is designed to reward your customers for their continued patronage. While the referral reward is earned when your customer refers your business to another person and the person ended up patronising your business.

- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu.



- Click on **Loyalty Setup**.
- **Enter percentage for customer loyalty per invoice** –The set percentage is calculated on every invoice generated to your customer.
- **Enter percentage for customer referral per order** - The set percentage is calculated on every confirmed order generated by referrals by your customer.
- **Enter Amount per point** – The amount earned from loyalty or referral will be converted into points.
- **Enter Whatsapp number** - Enter your business whatsapp number (Attach your country code) so that your customers can place orders via whatsapp

T TYG Stores

Enter Percentage for customer loyalty per invoice  
10

Enter Percentage for customer referral per order  
10

Enter Amount per point  
100

Enter WhatsApp Number  
+2348065708571

Save

## SET – UP OF ITEM CATEGORY

Item category is to help classify your products into different sections on your storefront. This makes product search easy for your customers. Item category could food items, phone accessories, female clothing, and male shoes e.t.c



- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu, click on **Item Category**.
- Enter the item category name and save.



S/N	Name
1	Mobile Phones
2	Food items
3	Human Hair
4	Accessories
5	Service
6	Children toys

## PUBLISH ITEM

This action is required to display your products or services on your storefront.

- Click on Smart Shop Wildfire on the Dashboard, then select **Publish Item**
- **Select Item** – select items already created on the app or click on the plus icon  to create a new item
- **Enter Item Display Name** – By default the display is the item name but if you want a different name to be displayed on your store front then you can ahead to edit the display name.
- **Select Item Category** – This enables you to categorize your items e.g. hair accessories, jewellery etc. Click on the plus icon  to add item categories.
- **Upload Item Photo** – You can upload more than one image of the item
- **Enter item description** – Enter further description of the item that can help your customers value the item.

- **Display Item price** – tick the box to show the item’s sales price.


 Display Item Price

- Finally click on **Submit**.

The screenshot shows a form for creating a new item. It includes a dropdown menu for 'Select Item', a text input for 'Enter Item Display Name', another dropdown for 'Select Item Category', and a large dashed box for 'Upload Item Photo'. A blue 'Select' button is located at the bottom of the photo upload area.

### SET-UP DELIVERY FEES

- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu, then select **Set Delivery Fees**.
- Enter the location, associated amount, and delivery duration.
- Then **Save**.

To adjust an already set delivery fee, click on the Edit icon  from the delivery fee list, make your changes and save.

### Delivery Charges

**Location** ?

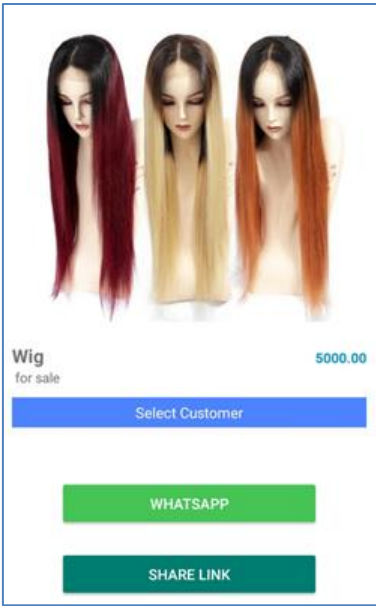
**Amount** ?

**Save**

Location	Amount	Action
Mainland	850	
Lagos Island	1500	
Ibadan	2500	
Abuja	3500	

**How to Send out Referral Link to Customers**

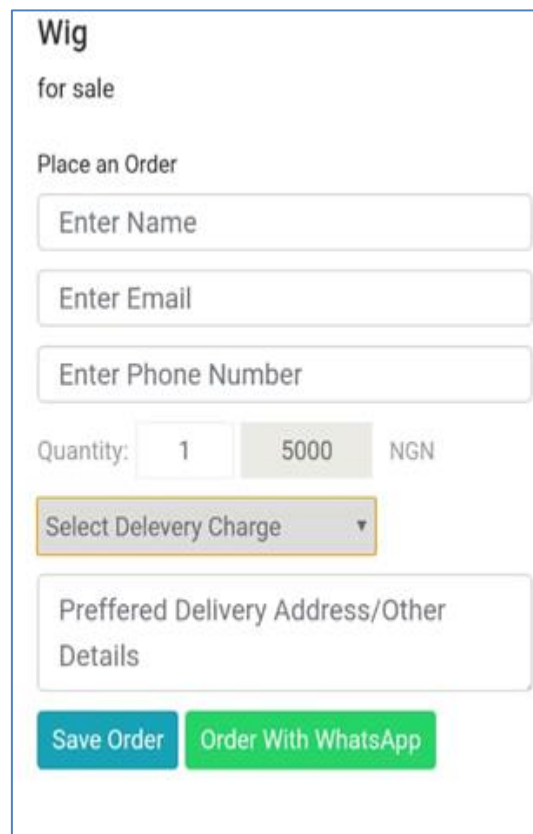
- Click on Smart Shop Wildfire on the Dashboard, then select **Share Items**.
- Click on the image of the item you want to send to your customer who wants to refer more customers to you.
- Select the customer name and Click on whatsapp or click on share link to share on other social platform.



## PLACING AN ORDER

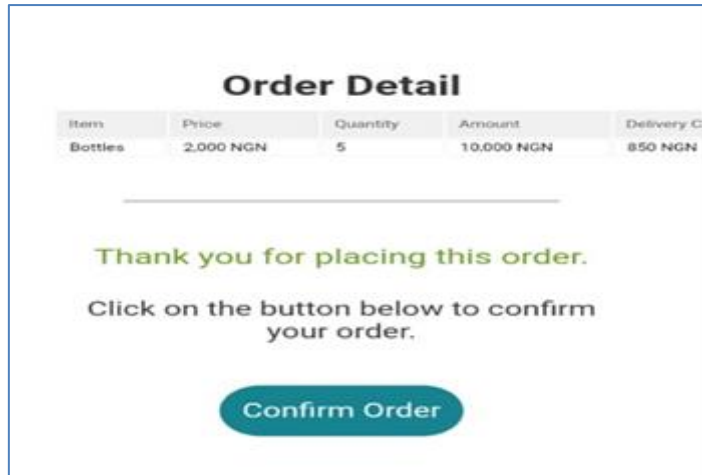
This action is performed by anyone who wants to patronise your business

- The referral link of the storefront link is used to open the storefront which displays the item referred and other items.
- Enter necessary details – Name, email address, phone number & preferred delivery address.
- Enter the number of quantity and select delivery charge.
- Once you are click on **Send Order** or **Send via Whatsapp**.

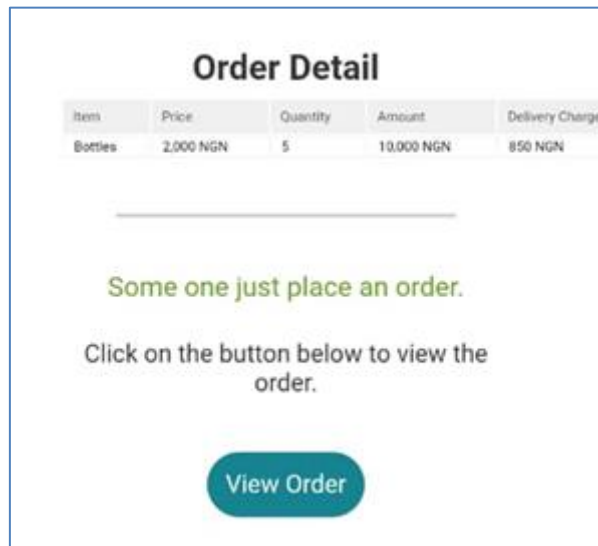


The image shows a screenshot of a storefront for a product named 'Wig for sale'. The page is titled 'Wig for sale' and includes a 'Place an Order' section. The form contains several input fields: 'Enter Name', 'Enter Email', and 'Enter Phone Number'. Below these is a 'Quantity' section with a dropdown menu showing '1' selected, and a price of '5000 NGN'. There is also a 'Select Delevery Charge' dropdown menu. At the bottom of the form is a text area for 'Preffered Delivery Address/Other Details'. Two buttons are visible: a blue 'Save Order' button and a green 'Order With WhatsApp' button.

**Note:** The person who initiated the order gets a confirmation mail from the store owner and he/she is required to confirm the order.



Also the store owner gets a notification mail of the order placed and can directly view the order.



### VIEW ORDER DETAILS

The order detail shows all information relating to the order and the referrer's name.

- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu, then select **View Orders**.
- Click on Details to view a particular order.

C CutieDebbie			
Date	Order No.	Item	Actions
10/01/2020	BF59	Wig	<a href="#">i Details</a>

## CONFIRMING AN ORDER

After an order has been placed, you will be required to confirm the order if the order is valid.

- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu, then select **View Orders**.
- Click on Details to view the particular order you want to confirm.
- Then click on **Confirm**

Order No.	BF59
Item Name	Wig
Price	5,000
Quantity	5
Amount	25,000
Location	Lagos
Delivery Charge	1,000
Order Date	10/01/2020
Customer Name	Bayo
Email	toyinmay20@gmail.com
Email Confirmed	Yes
Additional Information	58 Eyo Road, Lagos
Referrer Name	
Status	Pending

[Confirm](#) [Convert To Invoice](#)

**Note:** Once an order is confirmed, the referrer earns the set referral point.

To see the total sum of loyalty points earned open by a referrer/customer, click on Customers from the main menu of the mobile app.



## CONVERTING AN ORDER TO AN INVOICE

After confirming the order the order the next step will be to convert the order into an invoice so that it can be reflected in your sales list on the app.

- Select **Start Selling with Smart Shop Wildfire** on the Dashboard or select **Smart Shop Wildfire** from the main menu, then select **View Orders**.
- Click on Details to view the particular order you want to convert.
- Then click on **Convert to Invoice**.

<b>Order No.</b>	BF59
<b>Item Name</b>	Wig
<b>Price</b>	5,000
<b>Quantity</b>	5
<b>Amount</b>	25,000
<b>Location</b>	Lagos
<b>Delivery Charge</b>	1,000
<b>Order Date</b>	10/01/2020
<b>Customer Name</b>	Bayo
<b>Email</b>	toyinmay20@gmail.com
<b>Email Confirmed</b>	Yes
<b>Additinal Information</b>	58 Eyo Road, Lagos
<b>Referrer Name</b>	
<b>Status</b>	<b>Converted</b>

## APPLICATION OF LOYALTY POINTS

There are two ways of applying loyalty points

- ❖ Loyalty point can be applied when raising an invoice for a customer. This means that the points earned by the customer can be applied on the invoice to serve as discount.

Follow the steps below

- Click on **enter sales** from on the dashboard.
- Click on **Add item** to select the items your customer wishes to buy.
- Select the customer name, payment type and date.
- Turn on **apply customer loyalty**, and then proceed to enter the amount of loyalty point to be used.
- You can proceed to enter the balance paid.
- Click on **sell**.

The screenshot displays the 'Enter Sales' interface. At the top, there is a blue header with a menu icon, the text 'Enter Sales', and a vertical ellipsis icon. Below the header is a section for 'Item Detail (1)' with an 'ADD ITEM' button. A table lists the item 'Crate' with a quantity of 10, a rate of 880.00, an amount of 8,800.00, a tax of 0.00, and a total of 8,800.00. The 'Payment Detail' section shows the date '22/01/2020' and two payment methods: 'Cash' and 'Ma Demi'. A summary table shows the amount of 8,800.00, a net amount of 8,800.00, a tax amount of 0.00, a total amount of 8,800.00, a paid amount of 8,300, a loyalty amount of 500, and a balance of 0.00. The 'Change' is 0.00. A toggle switch for 'Apply Customer Loyalty' is turned on. At the bottom, there are three buttons: 'SELL' (blue), 'QUOTE' (yellow), and 'CANCEL' (red).

Name	Qty	Rate	Amount	Tax	Total
Crate	10	880.00	8,800.00	0.00	8,800.00

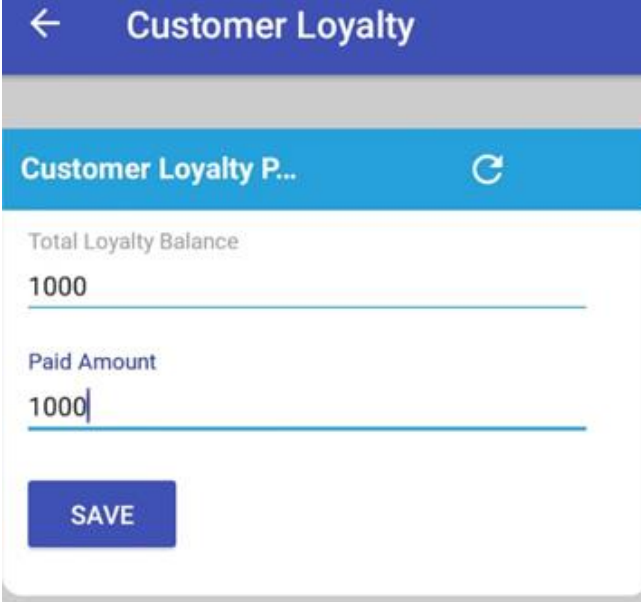
Cash		Ma Demi	
Amount	8,800.00	Discount	Discount (%)
Net Amount	8,800.00	Tax Amount	Total Amount
		0.00	8,800.00
Paid Amount	8,300	Loyalty	Balance
		500	0.00
Change	0.00		

Apply Customer Loyalty

SELL QUOTE CANCEL

The second method is pay up the loyalty point in cash.

- Click on Customers from the main menu.
- Select the customer you want to pay.
- Click on customer loyalty
- Enter amount to be paid and save.



Customer Loyalty

Customer Loyalty P... ↻

Total Loyalty Balance  
1000

Paid Amount  
1000

SAVE