ijual USER GUIDE

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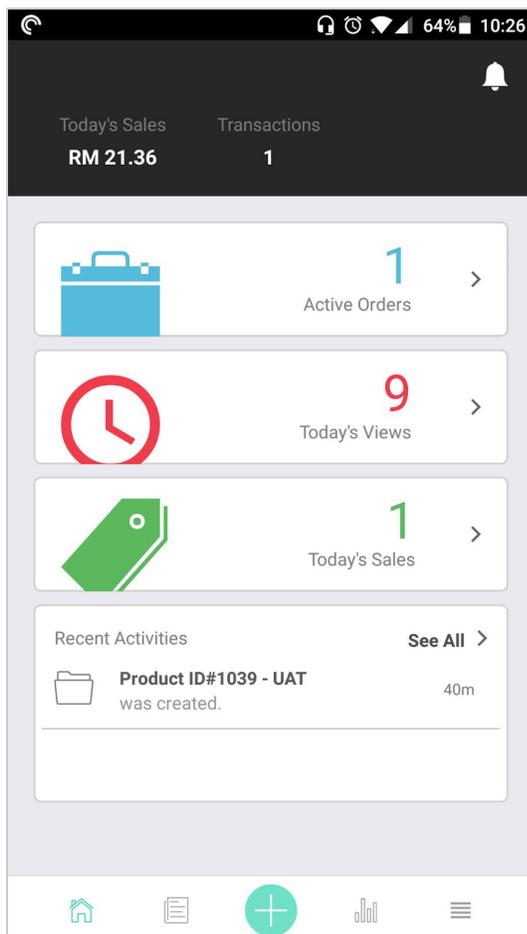
1. Getting Started

1.1 Downloading

ijual is available on Google Play Store and Apple App Store. Visit https://www.ijual.my/ for download links and a quick introduction.

1.2 Signing Up

1) Press "Sign-up Now"
2) Choose your business type
3) Fill in your information and press verify
4) You will receive an SMS with a 4-digit code. Insert the code to create your account

1.3 Navigating the App

App Navigation is done through the buttons on the bottom bar

1.3.1 Home Page

The home page is shown when you open the app after logging in. It can be accessed by pressing the first button in the bottom navigation bar. It provides an overview of your current status.

- Active orders shows your orders that require attention. Click on the box to go to your order management page.

- Today's Views and Sales gives you a quick overview on your daily totals
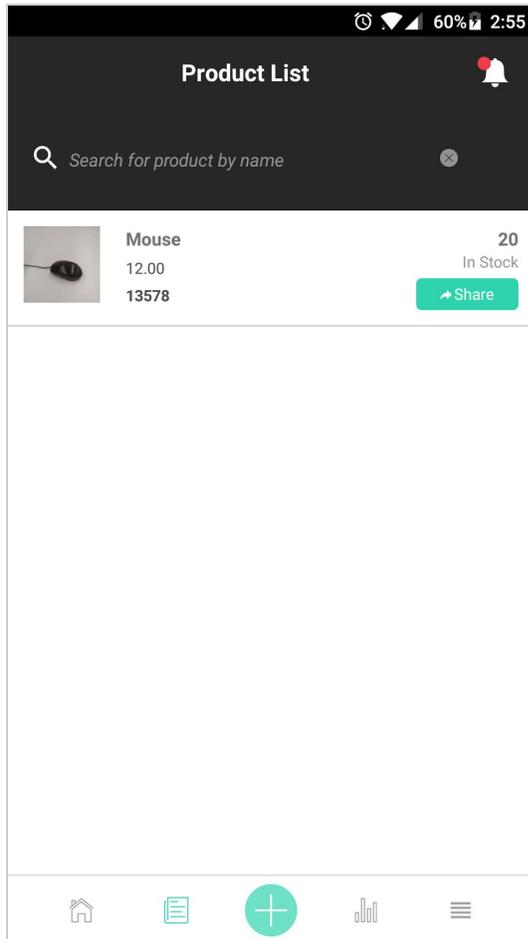
1.3.2 Inventory

The 2nd button in the navigation bar brings you to the inventory page. This page shows you the items you have added and their remaining stock left.

- You can search for items in this search bar

- You also share items from the inventory page. (Refer to the selling section for more information about sharing items)

1.3.3 Upload

The large button in the middle of the bar is the upload button. You can add and upload products here. For more information, go to the Uploading Products section
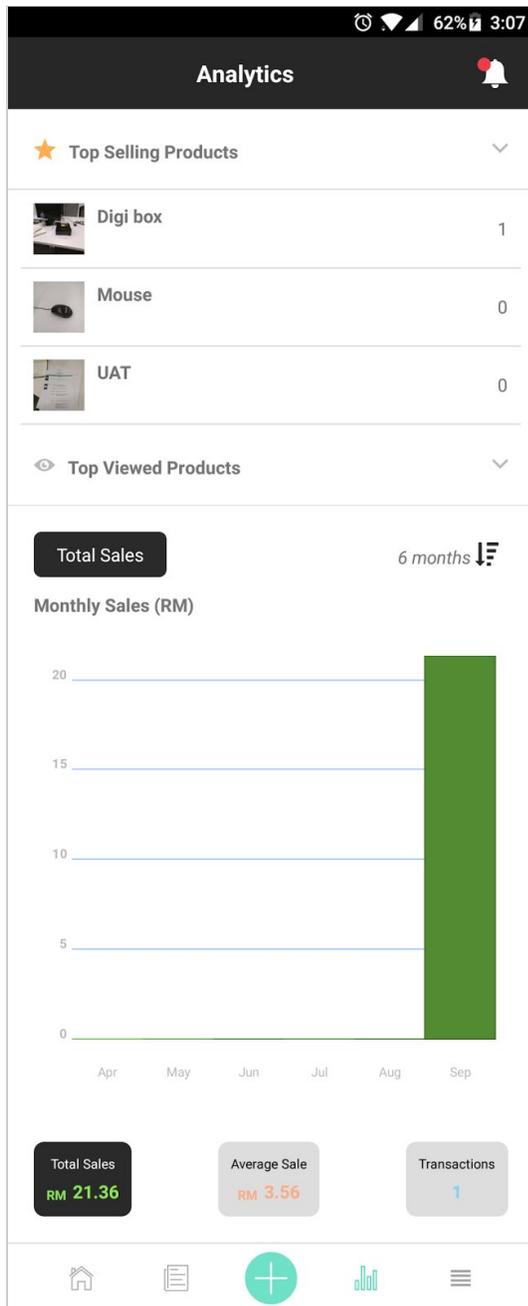
1.3.4 Analytics

The next button is Analytics. This brings you to your analytics screen to track your sales.

- You can see your Top Selling and Viewed products in the drop down menus.

- To change the time frame of your data, press the button saying "6 months"

- See your Total Sales, Average Sale and total transactions here

1.3.5 Settings

The last tab is settings. You can handle any additional setup (profile, shipping, payment) regarding the app here. You can also contact the ijual team for support in this page.

The menus within settings will be covered in their respective sections.

1.4 Setting Up

Before selling, you need to set up your payment and delivery options. You should also setup your profile.

1.4.1 Setup: Payment Options

To setup your payment options, go the the settings menu and select Setup Payment Options. ijual provides several ways to receive payments. This includes CDM, COD, and online banking (FPX).

Setting up CDM
1) Go to payment options and press "Add New" under Cash Deposit Payments
2) Choose your bank which you use to receive payments
3) Add in your bank details.
4) Save and enable

You can create multiple payment profiles for CDM to provide different bank options for your customers (for example, you allow receiving payments for Maybank and CIMB)

Setting up Online Banking payments
Online banking is done via BillPlz. When setting up, you are creating a BillPlz account. After filling in your information, your Online Banking status will be set as pending. The approval process normally takes around 3 working days. If your waiting time exceeds this, please contact the ijual team.

After approval, you are able to receive FPX (online banking) payments through banks approved by Bank Negara.

1.4.2 Setup: Delivery Options

Right now, ijual's delivery is self fulfilled by the seller. This means that the seller determines how to deliver the product to the buyer. Setting up delivery involves listing down the option you provide to your customers.

Setting up self collection
To provide self collection option to your buyers:
1) Go to Delivery Options and "Add New" in "Pickup From Seller"
2) Enter the shipping profile name. (For example: self collect or self pickup)
3) The buyer will be given your address after completing their order.

Setting up Flat Rate Shipping

Flat rate shipping is the option to set a fixed rate for certain zones. You can add multiple profiles based on the regions you deliver to.

Steps:

1) Select "Add New" under Flat Rate
2) Choose your shipping zone based on your coverage and price that you offer
3) Give the shipping profile a name based on what you want your customer to see
4) Type in the price offered
5) Save & Enable

*Note: If you offer free shipping, just put a flat rate at RM0

Setting up Custom Rate Shipping

Custom Rate Shipping is used when your shipping cost changes based on weight.

Steps:

1) Select "Add New" under Custom Rate Shipping
2) Choose a shipping zone
3) Give your shipping profile a name based on what you want your customer to see.
4) Type in the base weight and price
5) Put in your subsequent weight bands and their corresponding price
6) Type in your maximum weight limit for shipping

2. Basic Seller Functionality

2.1 Uploading products

To start uploading a product, press the cyan (blue/green) circular "+" button in the middle of the nav bar.
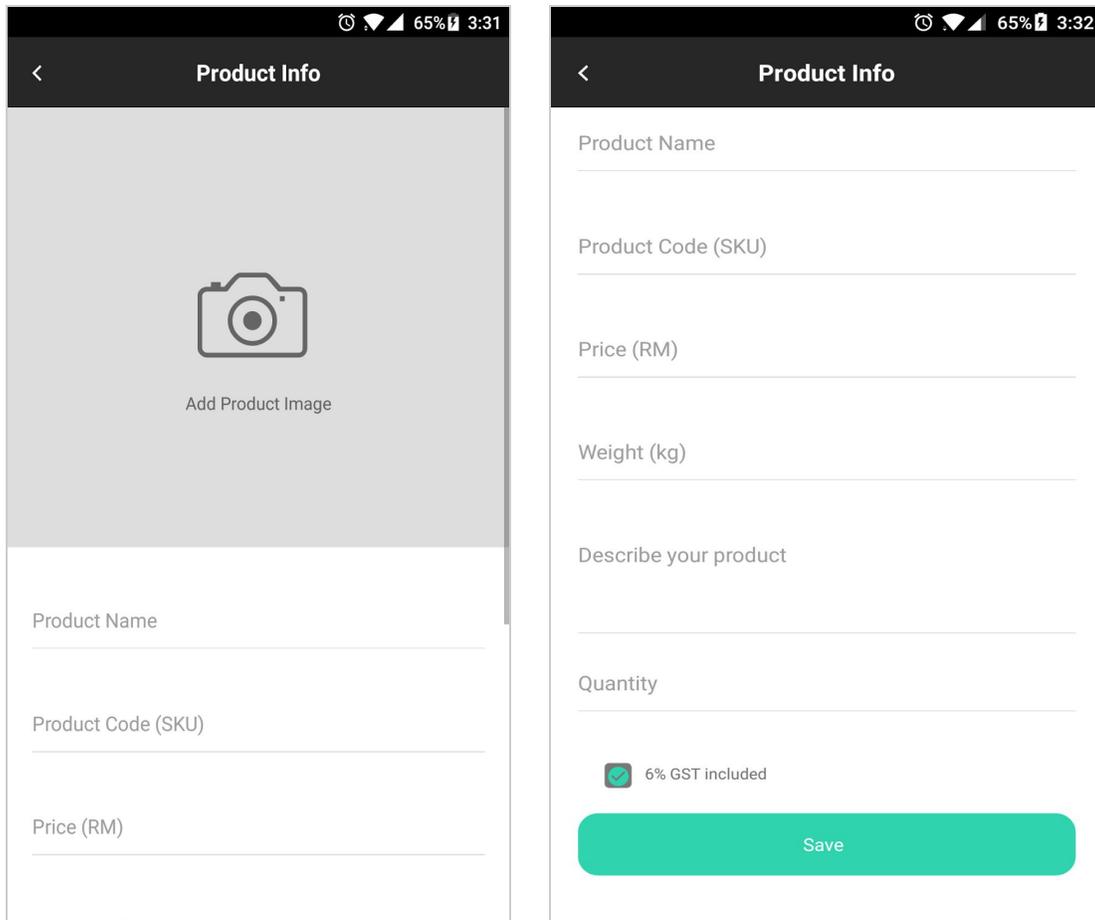
1) Press "add product image" to add images. You can either snap a photo with your camera or choose an existing photo from your gallery.
2) Fill in your product information
3) Check the box for how you want GST to be calculated*
4) Save your item.

After saving your item, you will be brought to your inventory where you can share your product.

*For more information about how GST works within ijual, jump to the GST section

2.1.1 Adding more photos

To add more photos:
1) In your inventory, choose the product you want to add more photos to.
2) Under the photo, press the Add More button
3) Add photos from your gallery or with your camera.
4) Update your product

To change the display photo for your item (used for thumbnails and as the first picture shown):
1) Select the photo you want to be the display photo
2) Press the star button
3) Press update at the bottom of the screen

The square around the photo thumbnail shows which photo is currently set as default.
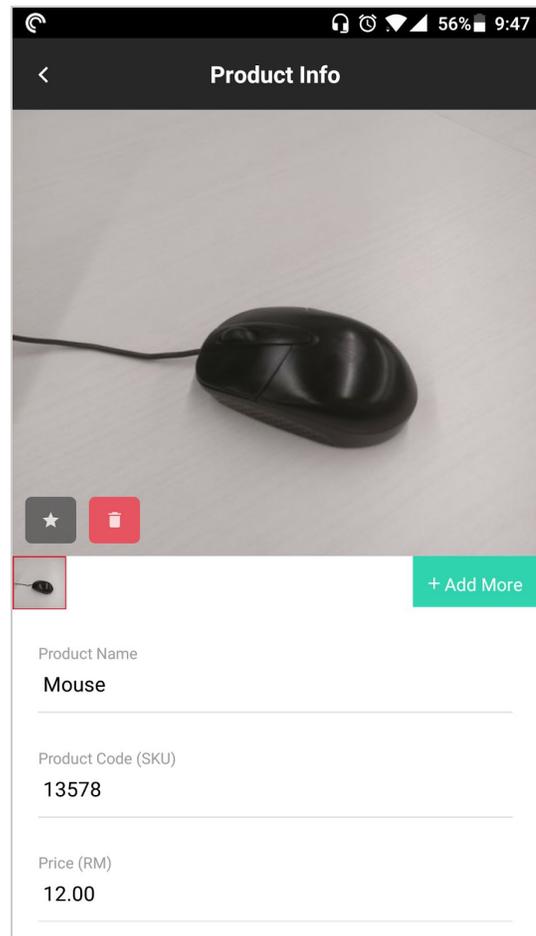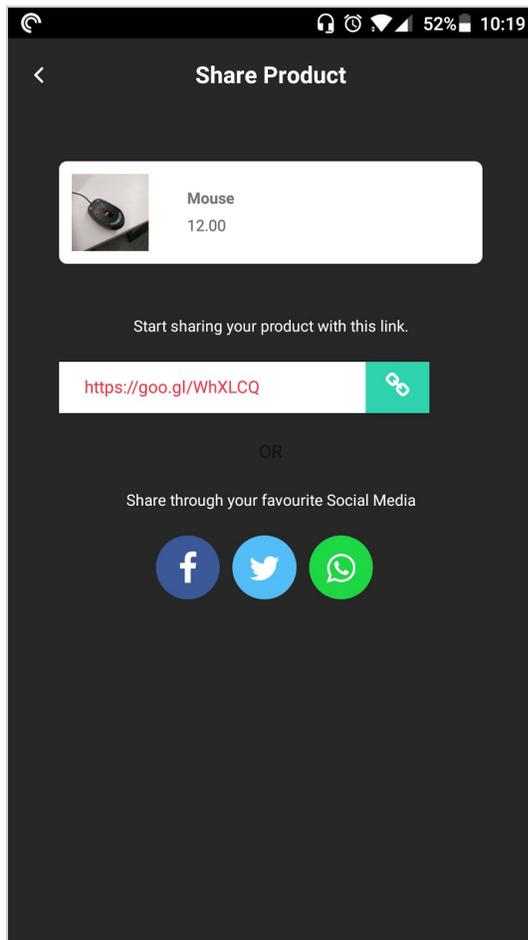

2.1.2 Deleting Photos

To delete a photo choose the photo and press the red delete button

2.2 Selling Products

Ijual does not have a marketplace. To sell your products, you need to share on your existing platforms. To help you do this, we make it simple for you to share on social media (with just one link). Buyers are taken to a checkout process when they click on this link

2.2.1 Sharing

To share your products:

    1) Go to your inventory page.

    2) Press share for the product you want to share

    3) Press the cyan button next to the link to copy the link to your clipboard

    4) To share on social media, click the corresponding button

2.3 Managing New Orders

To access your orders, click on the Active Orders tab on your Home Page.
When you receive a payment for an order, you will receive a push notification on your phone.

2.3.1 Active Orders: Awaiting payment

When a customer orders an item, it will appear under Awaiting Payment until they have paid. You can manually mark an order as paid with the Mark as Paid button or within the order itself

You can check each individual order. In the order page, you can see the details of your customer (address, phone number, name) and also contact them directly with the call

and message button (this will use the phone and SMS app on your phone)..You can also view and check the order details. You can also delete orders here if required.

2.3.2 CDM orders

For CDM orders, the customer is supposed to bank in the money at an ATM to your bank account. After that, they upload a photo of the transaction slip. You can view the transaction slip within the order (click view attachment at the bottom of the order page.

After verifying the attachment, you have to manually mark the order as paid.

2.3.3 COD orders

If the buyer picks up the item directly from you and pays you in person, the process is the same as a CDM order. After fulfilling the item, you have to mark the order as delivered manually.

2.3.4 Online banking orders

Online banking orders are completed automatically when payment is received. The order will be put into the "Paid" section in the order menu.

2.4 Fulfilling orders

After receiving payment, the order will be moved to the paid section. From this section, you can go into the order and add a tracking number. The customer will be notified of the tracking number.

For orders that do not have a tracking number, you can manually mark the order as delivered. This will move it to completed. The customer receives an SMS when payment is confirmed by you and after you mark the product as delivered.

3. Buyer's Process

The process of buying within ijual does not use the app. Instead it uses a normal website through the browser. Hence, as a merchant you do not need to interact with the buying interface. This section is for additional information so merchants can understand what the buyers see when purchasing their products.
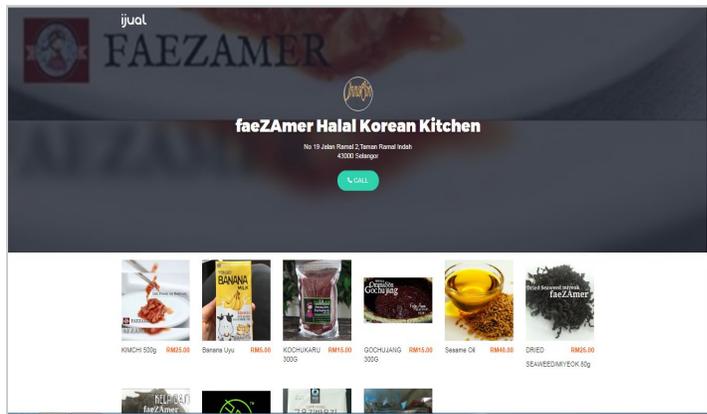

3.1 Product and Store Page

After receiving the link, the buyer opens it and arrives at the product page.
In this page, they can see all the delivery and payment options you provide. This is in addition to the basic product information.

They can also contact you through Whatsapp or calling.
They can see the other products you provide as well. When pressing "View All", they will also be taken to a store page with all your listed items. This store page is created automatically.
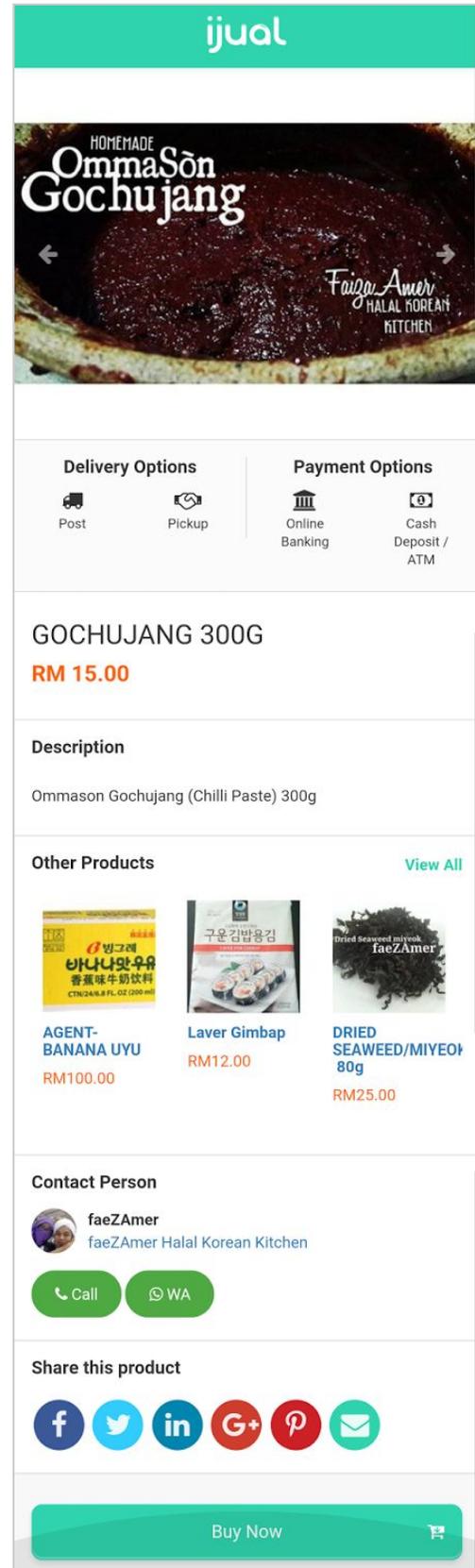
3.2 Checkout Process

After pressing "Buy Now", the buyer goes through a standard e-commerce checkout process. They can add more items to their cart. They then provide the required details and choose shipping/payment options.

If they are paying through CDM, they have a page to upload their transaction slip. If they are paying through online banking, they will be taken to their own bank portal to complete the payment.

The buyer will receive an SMS with a link to their order. They can check their order details and updates there.

4. Extra information

4.1 GST information

How does GST work in the app?

1) When the GST box is ticked:
6% GST will be calculated from the item price and added to the total

Example:
Item price: RM 10.00
GST (6%): RM 0.60
Total: RM 10.60

GST is 6% of RM 10.00 which is RM 0.60

2) When GST is not ticked:
The listed price is the actual price. No additional fee is added for GST.

Example:
Item price: RM 10.00
GST (6%): RM 0.00
Total: RM 10.00

Note: When GST checkbox is ticked, GST will also be calculated for Delivery Charges and added to total