



Seller Training Manual

Date: 19th May' 2023

Prepared By: Mystore Team

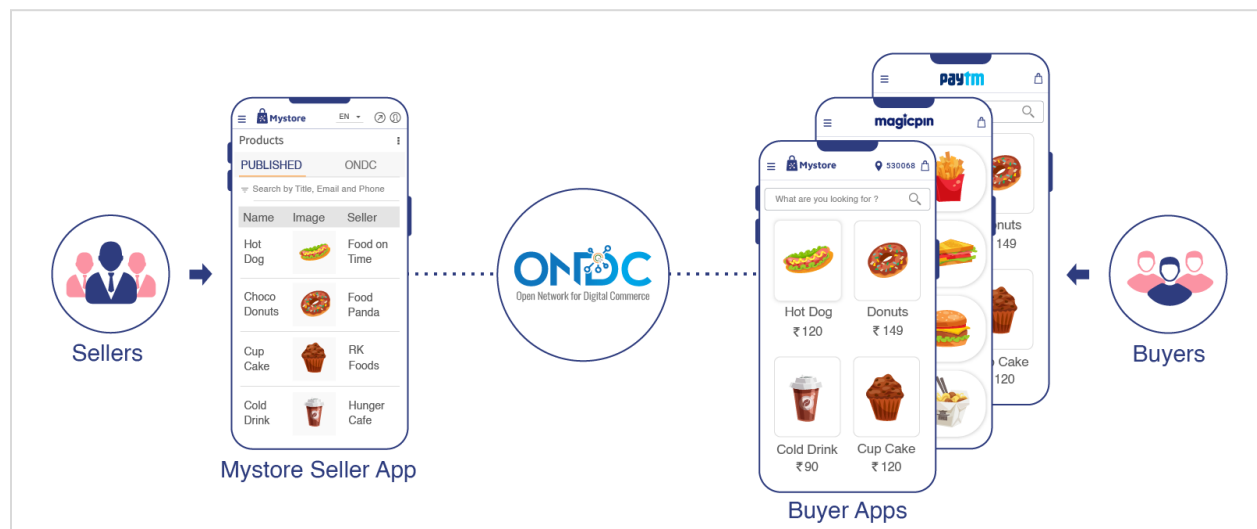
Table of Contents

Seller Training Manual.....	1
Table of Contents.....	2
Understanding ONDC:.....	3
Introduction.....	3
Advantages of ONDC for E-commerce Sellers.....	3
Understanding Mystore.....	4
Introduction.....	4
Advantages of getting onboarded on the Mystore Seller App.....	4
Mystore Capabilities.....	4
Onboard on Mystore.....	5
1. Registration.....	5
Email verification Form.....	5
Accessing the Admin Panel.....	6
Completing the KYC Submission Form.....	6
Filling in Mandatory Fields.....	6
Customer Care Details.....	8
Store Location.....	8
Attaching Necessary Documents.....	8
Specifying Selling Locations.....	8
Adding Additional Mandatory Fields.....	9
Reviewing and Saving the Form.....	10
Submission and Verification Process.....	10
2. Managing Products:.....	10
2.1 Manually adding products in the admin panel under the Products section.....	10
General.....	10
Options and Variants.....	13
2.2 Add products in bulk using a simple CSV format.....	16
3. Managing Orders.....	16
Return and Refunds.....	22
Reverse Logistics.....	23
Commissions Structure.....	23
Payment and Settlement Process.....	24

Understanding ONDC:

Introduction

ONDC, or Open Network for Digital Commerce, is an initiative by the Government of India that aims to provide a level playing field for sellers of all sizes to sell their goods nationwide. Any brand can register as a seller on ONDC via Mystore, upload their catalog, and start selling on the ONDC network quickly.



Advantages of ONDC for E-commerce Sellers

With ONDC, you gain increased visibility for your products through various buyer apps, resulting in lower customer acquisition costs compared to other e-commerce platforms. Additionally, Mystore offers a minimal commission ranging from 4-6%, whereas other marketplaces typically charge around 20-30% per order. There are no registration fees or subscription fees for our seller app.

Understanding Mystore

Introduction

- Mystore® is an ONDC-connected marketplace.
- Brands can register as sellers on the Mystore Seller App and upload their catalog.
- The catalog will be visible on Mystore as well as the ONDC network, along with other buyer apps such as Paytm, Phonepe, SpiceMoney, Craftsvilla, etc.
- Mystore provides a comprehensive admin panel for brands to manage products, inventory, orders, shipments, and payouts.
- Mystore is one of the leading ONDC NP and the first NP to connect to ONDC from both the buyer and seller sides.

Advantages of getting on boarded on the Mystore Seller App

- Better visibility on multiple digital channels
- Own an independent page/webstore which can be shared with your buyers
- Access to more buyers
- Higher sales, low customer acquisition cost
- Access to top-notch automated features for running and managing business digitally

Mystore Capabilities

- **Order Management:** Streamline and track your orders with ease.
- **Catalog & Inventory Management:** Keep your products organized and ensure accurate stock levels.
- **Mobile Admin:** Manage your business on the go with our convenient iOS and Android mobile apps.
- **GST-Compliant Invoicing:** Generate invoices and ensure compliance with GST regulations.

- **Logistics Providers:** Seamlessly integrate with ON and OFF logistics providers for efficient shipping and delivery.
- **Order Notifications:** Keep your customers informed with timely updates on their orders.
- **Marketing Tools:** Boost your sales with powerful marketing tools.
- **Bulk Import & Export:** Save time by importing and exporting large amounts of data in one go.
- **Return and Refund:** Manage return and refund processes smoothly for customer satisfaction.

Onboard on Mystore

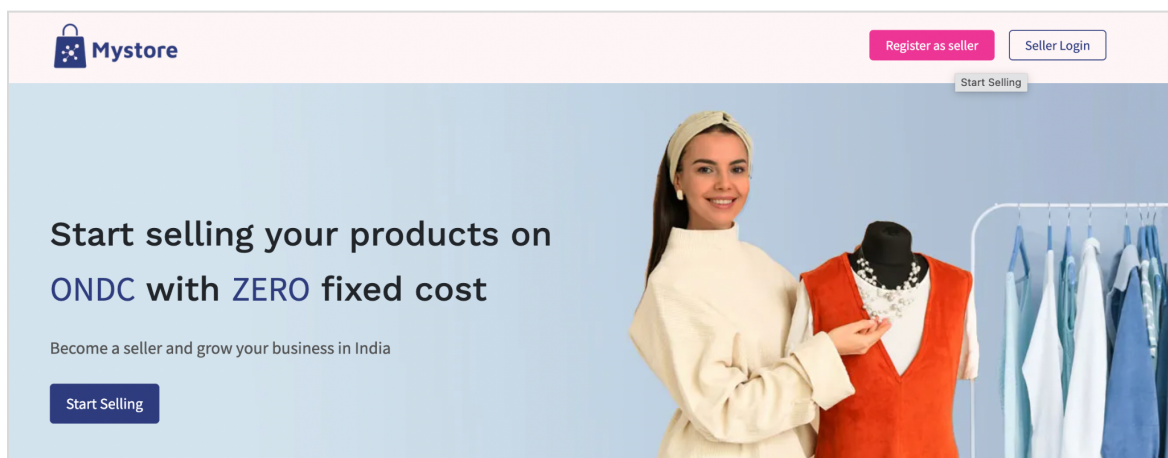
The seller can easily onboard on Mystore just by completing certain formalities. Its an easy 3 step process:

1. Registration
2. Adding product catalog
3. Start fulfilling their orders

Here's the step by step guide as to how a seller can start selling on the ONDC network using the following guidelines using the Mystore Admin panel.

1. Registration

- Visit the website <https://seller.mystore.in>, an official website for Mystore's seller portal.

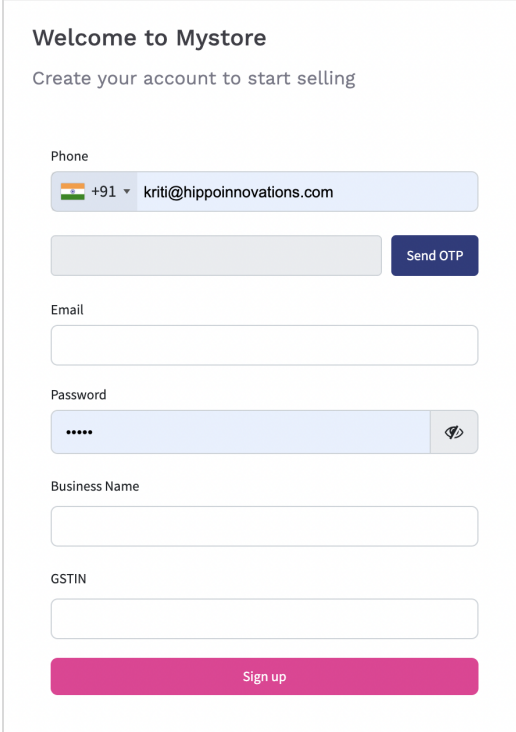


- On the website, locate the "Start Selling" button or "Register as Seller" in the top right corner of the header. Click on it.

- A registration form will appear. Fill in your phone number in the provided field and complete the OTP (One-Time Password) verification process to verify your phone number.

Email verification Form

- Next, provide your email address in the designated field. Make sure to enter a valid email address as this will be used for communication and account-related information.



The image shows a registration form titled "Welcome to Mystore" with the subtitle "Create your account to start selling". The form contains the following fields and elements:

- Phone:** A field with a dropdown menu showing the Indian flag and "+91", followed by the text "kriti@hippoinnovations.com". Below this is a greyed-out input field and a blue "Send OTP" button.
- Email:** An empty text input field.
- Password:** A field with masked characters "*****" and a toggle icon for visibility.
- Business Name:** An empty text input field.
- GSTIN:** An empty text input field.
- Sign up:** A prominent pink button at the bottom of the form.

- The form will ask you to enter additional details such as a password, business name, and Goods and Services Tax Identification Number (GSTIN). Fill in these details accurately.
- Once you have filled in all the required information, click on the "Sign Up" button to proceed.
- After submitting the registration form, your GSTIN will be verified. Once the verification is successful, you will be logged into the admin panel of your Mystore seller account.

Accessing the Admin Panel

- In the admin panel, you will have to fill the KYC (Know Your Customer) submission form.

Completing the KYC Submission Form

- The KYC submission form will require you to provide mandatory business and bank details.

Filling in Mandatory Fields

- Begin filling in the required User/Seller information in the form.
- Start with the mandatory fields, such as business details and bank details.
- Enter accurate and up-to-date information in these fields.

User

User Type

☒ New User

☐ Existing User

First Name

Last Name

Email *

Password *

DOB

Phone

081234 56789

Gender

Active

☒

Email Verified

☐

Phone Verified

☐

[illegible]

Website	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
State	<input type="text"/>
Pin Code	<input type="text"/>
Geolocation *	<input type="text" value="latitude"/> <input type="text" value="longitude"/> <input type="button" value="Show Map"/>

Customer Care Details

- Add the contact details so that a customer can reach out for queries directly.

Contact Email	<input type="text"/>
Contact Phone	<input type="text"/>

Store Location

- Add your store location details so that the shipping partner can pick the packaged product from the provided store address

Default Store Location	<input type="text" value="Enter to search store locations"/>
------------------------	--

You can manage store locations in Setting > Store Locations

Attaching Necessary Documents

- Proceed to add your Bank account details for payment settlements.
- Attach the necessary documents to complete the KYC submission.
- Attach the following documents: logo, canceled cheque, GSTIN certificate, and ID proof.
- Ensure that the documents are valid, clear, and meet the specified requirements.

Bank Details	Account Holder Name	<input type="text"/>
	Account Number	<input type="text"/>
	Bank Name	<input type="text"/>
	City	<input type="text"/>
	Branch	<input type="text"/>
	Ifsc Code	<input type="text"/>
Cancelled Cheque	<input type="button" value="Choose File"/>	
Address Proof	<input type="button" value="Choose File"/>	
Id Proof	<input type="button" value="Choose File"/>	
Signature	<input type="button" value="Choose File"/>	

Specifying Selling Locations

- Indicate where you want to sell your products, whether in specific cities, pincodes, or pan India.
- Provide the relevant information regarding your desired selling locations.

Location Availability Mode	<input type="radio"/> Cities	<input type="radio"/> Pin codes	<input checked="" type="radio"/> All Locations
----------------------------	------------------------------	---------------------------------	--

Adding Additional Mandatory Fields

- Include additional mandatory fields as required by Mystore.
- These fields may include:
 - Time to deliver the products
 - Logistics preference (ON-network or others)
 - Product cancellation policy
 - Product return policy
 - Category ID selection (e.g., grocery, electronics) from a dropdown menu
 - Consumer care contact number and email id
 - Store opening hours and days

2. Managing Products:

There are 3 different ways to add a product to the Mystore Admin panel:

2.1 Manually adding products in the admin panel under the Products section

You can add products individually from the admin panel. The products that you upload will get updated in the pending approval list first. Once the admin approves your product(s), it will be visible on the storefront. If any of the products are rejected by admin then those products are moved to the Rejected list.

To add or update a single product, follow these steps:

1. Go to Products > Products section in the admin panel.
2. Click on the Add new button. It will open a new page which is divided into multiple sections like General, Options & Variants, and Miscellaneous.

General

- **Name:** Enter the name of your product which would be visible to the customer on the storefront.
- **Alias:** Aliases are used to create unique product URL on your Storefront. Aliases are created automatically but you can always modify it to create an SEO-friendly URL for the product.

The screenshot shows the 'Products / Add' form. At the top right, there is a 'Save' button. Below the header, there are three tabs: 'GENERAL', 'OPTIONS & VARIANTS', and 'MISCELLANEOUS'. The 'GENERAL' tab is selected. The form fields are as follows:

- Name ***: A text input field.
- Alias**: A text input field.
- Description**: A rich text editor with a toolbar containing icons for undo, redo, bulleted list, numbered list, link, unlink, bold, italic, underline, strikethrough, text color, background color, indent, outdent, list group, link icon, source code, and a menu icon.
- Images ***: A section with a dashed border and a plus sign icon. Above it, text says 'You can also drag and drop images here to upload.' and a link says 'Click here to Add/Edit caption and tags'.
- price ***: A text input field with a rupee symbol (₹) to its left.
- Maximum Retail Price (MRP) ***: A text input field with a rupee symbol (₹) to its left.

- **Description:** Enter the description of your products. For example: If your product is a T-shirt then you can write about the type of fabric, color, or any other quality of the product that you want your customers to know about.
- **Images:** Product images not only help in enhancing the product appearance in the store, but they also engage the customers. You can upload multiple images for a particular product by clicking on **Add Image**. Click on **Choose the file** to choose an image. Enter the caption and tags and click on the **Insert image** option.
- **Price:** Enter the price of the product in this field. Price is the selling price of the product at which you want to sell the product. It is a mandatory field.
- **Compare Price:** Compare price can be used to specify the list price of the product which could be the **maximum retail price (MRP)**. On Storefront, if the price is lower than compare price then compare price is shown as stricken off.
- **Categories:** Categories help you to categorize your products based on the different qualities of the product. It arranges the products in a systematic manner so it is easier for the customers to manage and search the products on the network. So select the category for your products.

Products / Add Save

Categories

No category Selected

Inventory Management

☒ Don't track my inventory
 ☐ Track my inventory

HSN/SAC *

HSN/SAC code is used for GST calculation and invoicing

Product Weight

Package Weight *

Tax

Default
 Default Tax is GST (Inclusive)

Click here to edit taxes

Publish

☒

Location Availability Mode

☐ Cities
 ☐ Pin Codes
 ☐ All Over India
 ☒ Seller Default

Specify where this product/service can be delivered

ONDC

Time to deliver

☒ Default
 Days

Leave blank to use the default value

Cancellable

☐ yes
 ☐ no
 ☒ default

Returnable

☐ yes
 ☐ no
 ☒ default

- **Inventory Management:** Inventory is the quantity of a particular product that is available for sale. Inventory tracking can help you avoid selling products that have run out of stock or cancellation of the orders which can affect your ratings. So select if you want to track your inventory or not.

- **HSN:** HSN code stands for “Harmonized System of Nomenclature”. It is a system for the classification of goods worldwide and is used to calculate GST for your product category. It is a mandatory field so select the 8-digit HSN of your product from the drop-down menu.
- **Product Weight:** The weight of the product should be mentioned in this field. For example: If you are selling a packet of 500 gm sugar then add product weight as 500 gm.
- **Package Weight:** The exact weight including the packaging weight should be mentioned in this field. It helps the customer know the total weight of the product he would receive. For example, if the product of sugar is 500gm and the packaging weight is 50 grams then add the package weight as 550 grams. This is a mandatory field.
- **Tax:** From the tax drop-down, you can choose which tax method would be applicable to the particular product. If there is a default tax configured for your products, then this field would be pre-populated with the default value.
- **Publish:** If you don't want a product to be visible on the Mystore site or a product is out of stock, but you might want to make it visible later, you can uncheck the Publish field. The product will no longer be visible on the site until you check the button again to make it live in the store again.
- **Location Availability Mode:** Specify the location where you want to sell your products. It can be as per Cities, Pin Codes, or All Over India.
- **Time to Deliver:** It is the time it will take to deliver the product
- **Cancellable:** A Seller can define if the product is cancellable or not.
- **Returnable:** A Seller can define if the product is returnable or not. If the product is returnable, then he has to mention the return period in no. of days and if he will initiate the pickup return or not.

Returnable	<input checked="" type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> default
Return Window	Enter number of days in which customer can return the order		
Seller Pickup Return	<input type="radio"/> yes	<input type="radio"/> no	<input checked="" type="radio"/> default

- **Net Quantity:**
- **Brand:** Name of the brand
- **Country of Origin:** Mention the country of where the product was manufactured
- **Other Mandatory/Non Mandatory Fields:** Depending on your category fill in some more fields like Manufacturer or packer Name, Manufacturer or packer Address, Month/Year Of Manufacturing Or Packing, Brand Owner Name, Brand Owner Address, Expiry Date/Best Before/Use By, Batch/Lot Number, Instructions (For use and

precautions), Storage Conditions and Included Items (With items name, number, quantity, dimensions of each item included as part of the product)

Options and Variants

Options help to create choices for a product such as size, color, material, etc so that customers are able to choose the different variants within the same product range. For example, in an apparel store if you are selling a T-shirt that is available in different sizes and colors, then you can add product variations in both sizes as well as colors.

Creating Options

- Go to **Products > Options & Variants** section in the admin panel.
- Provide the **Options name** as size and add **Values** as Small, Medium, and Large
- If you want to add more options then click on the **Add Options** button.
- Provide the **Options name** as color and add **Values** as White, Black, and Red
- Click on Save on the top right corner

The screenshot shows the 'Options & Variants' section of an admin panel. It has three tabs: 'GENERAL', 'OPTIONS & VARIANTS' (selected), and 'MISCELLANEOUS'. Under the 'Options' section, there are two option sets. The first is 'Size' with values 'Small', 'Medium', and 'Large'. The second is 'Color' with values 'Black', 'White', and 'Red'. Below the 'Color' values, there is a text input field with the placeholder 'Value' and a note 'E.g. size,color (use small case)'. There is also a button 'Add Another Option' and a dropdown menu 'Option Set'.

Creating Variants

- Product variants are the different types and styles of a single product. For example, a T-Shirt with a size 'small' and the color 'red' is a variant of the product T-Shirt.
- Based on the options that you have added, you can either automatically generate variants or you can add new variants manually.
- **Automatically generate variants:** Clicking on the **automatically generate variants** button will generate variants automatically as shown below

The screenshot shows the 'Variants' section of an admin panel. It has three buttons: 'Delete all Variants', 'Automatically Generate Variants', and 'Add New Variant Manually'. Below these buttons is a table with the following columns: 'Variant', 'Tag', 'Set As Default', and 'Actions'.

Variant	Tag	Set As Default	Actions
Default Variant			
size : s	Inventory Management : Disabled	<input checked="" type="radio"/>	⋮
size : m	Inventory Management : Disabled	<input type="radio"/>	⋮
size : l	Inventory Management : Disabled	<input type="radio"/>	⋮

- **Add new variant manually:** Clicking on **add new variant** manually will open up a form as shown below. Fill in all the details for the variant as per the requirement and click on submit.

Add or Edit Variant

Options

size

Values

s

price *

₹

Maximum Retail Price (MRP) *

₹

SKU

Inventory Management

☒ Don't track my inventory
☐ Track my inventory

Product Weight

gm

Package Weight *

gm

Submit

- Choose the **default value** which would appear as a default selected variant on the buyer app. The seller can change the value later according to their preferred choice on the storefront.
- If you want to add multiple images for a particular variant then add **Tags** to product images under the general setting and add tags at variant level also.

Products
Badla Self Organza Dupatta
Edit
Save
Save & Continue
View Product

Images *

+ Click here to drag and drop images to upload

	Image	Caption	Tag	Actions
<input type="checkbox"/>			Mustard	⋮
<input type="checkbox"/>			Rani	⋮
<input type="checkbox"/>			Red	⋮
<input type="checkbox"/>			Red	⋮
<input type="checkbox"/>			Mustard	⋮
<input type="checkbox"/>			Rani	⋮

Products / Badla Self Organza Dupatta / Edit Save Save & Continue View Product

GENERAL **OPTIONS & VARIANTS** MISCELLANEOUS

Options

Color Mustard X Red X Rani X Wine X Value

Name Values

E.g. size,color (use small case) E.g. Small, Medium, Large

Add Another Option Option Set

Vars

Delete all Vars Automatically Generate Vars Add New Var Manually

Variant	Tag	Set As Default	Actions
Color : Rani Sku : MS-XRJHRW2SA_J Price : ₹1,075 ₹4,395 Inventory Management : Disabled	Rani	<input type="radio"/>	
Default Variant Color : Mustard Sku : MS-KM11IGVX_EZ Price : ₹1,075 ₹4,395 Inventory Management : Disabled	Mustard	<input checked="" type="radio"/>	
Color : Red Sku : MS-3G6DNTXKNSE Price : ₹1,075 ₹4,395 Inventory Management : Disabled	Red	<input type="radio"/>	

2.2 Add products in bulk using a simple CSV format

- You can add or update multiple products simultaneously.
- Click the hamburger icon in the top right corner of the product section.
- You can download the sample CSV file, specify the data in it and directly upload this file from your system using the "Import" option.
- Every category has its own CSV file so choose the file of your category and add all the necessary information.

3. Managing Orders

Managing your orders on the Myatore Admin panel is easy and simple process.

Navigating to the Order Section in the Mystore Admin Panel

- Log in to your Mystore account using your credentials.
- Once logged in, locate and click on the "Order" section.
- This section will contain all the orders that need to be processed and shipped.

← Orders

Orders

Abandoned checkouts

Ship Now

Shipments

Returns

Refunds

Transactions

Orders 463

+ Add Order

Help

⋮

OPEN CANCELLED REFUNDED CLOSED ALL

Search by Order id, Email and Txn id

Summary

Actions

OID13098

1 hours ago

Jai Chand

csa_1ho_19@sidbi.in

Uttar Pradesh IN

Mystore buyer app

ondc.sellerapp.in

Seller: Story@Home

Open

Payment : Paid

fulfillment : Not Shipped

₹1,097

1 item

wallet

Mobile

⋮

OID13097

1 hours ago

Dhruvi singh

csa_1ho_14@sidbi.in

Uttar Pradesh IN

Mystore buyer app

ondc.sellerapp.in

Seller: Sri Guru Textiles

Open

Payment : Paid

fulfillment : Not Shipped

₹618

1 item

wallet

Mobile

⋮

OID13095

2 hours ago

Paras

supportdesk4@ondc.org

Delhi IN

Mystore buyer app

prod-primarpecan-bpp.shopalyst.co

m

Seller: Primarc Pecan

Open

Payment : Paid

fulfillment : Not Shipped

₹86

1 item

Digital Payments

Other

⋮

OID13094

2 hours ago

Paras

supportdesk4@ondc.org

Delhi IN

Mystore buyer app

httpapi.globallinker.com/g/ondc

Seller: Globallinker Mall

Open

Payment : Paid

fulfillment : Not Shipped

₹349.2

1 item

Digital Payments

Other

⋮

OID13098

⋮

SUMMARY NOTES (0) METAFIELDS

Product	Quantity	Unit Price	Total
Name: Metro 186 TC Cotton Beige Double Bedshe et with Pillow Covers SKU: 248f8185b2ca4927da7fc6bd0f9b63ae	1	₹999	₹999
Sub Total:			₹999
Shipping Charges(+)			₹0
Wallets(-)		SIDBI Credits	₹1,097
Delivery Fees			₹98
Total Tax:			₹0
Total:			₹1,097

Order Received On

Jun 7, 2023 2:24:38 PM

Metafields

Disputed: NA
Dispute details: NA

ONDC

Transaction Id: 96319966-b4cb-4cb1-ae54-898f830ae654
Mystore Role: buyer app
Seller App: ondc.sellerapp.in
Seller App Order Id: 648045ce0cadcd6fad4a48fb
Order State: Accepted

Seller

Name: Story@Home
Email: dummy-df4daca5c521f07d5381b6e3deeb70c2@storehippo.com

Opening the Order to Ship

- Select the specific order you want to ship by clicking on it.
- A dialogue box will appear on the right side of the panel, displaying the details of the order.
- Review the information in the dialogue box to ensure accuracy.

Orders 463

+ Add Order

Help

⋮

OPEN CANCELLED REFUNDED CLOSED ALL

Search by Order id, Email and Txn id

Summary

Actions

OID13098

1 hours ago

Jai Chand

csa_1ho_19@sidbi.in

Uttar Pradesh IN

Mystore buyer app

ondc.sellerapp.in

Seller: Story@Home

Open

Payment : Paid

fulfillment : Not Shipped

₹1,097

1 item

wallet

Mobile

⋮

OID13097

1 hours ago

Dhruvi singh

csa_1ho_14@sidbi.in

Uttar Pradesh IN

Mystore buyer app

ondc.sellerapp.in

Seller: Sri Guru Textiles

Open

Payment : Paid

fulfillment : Not Shipped

₹618

1 item

wallet

Mobile

⋮

OID13095

2 hours ago

Paras

supportdesk4@ondc.org

Delhi IN

Mystore buyer app

prod-primarpecan-bpp.shopalyst.co

m

Seller: Primarc Pecan

Open

Payment : Paid

fulfillment : Not Shipped

₹86

1 item

Digital Payments

Other

⋮

OID13094

2 hours ago

Paras

supportdesk4@ondc.org

Delhi IN

Mystore buyer app

httpapi.globallinker.com/g/ondc

Seller: Globallinker Mall

Open

Payment : Paid

fulfillment : Not Shipped

₹349.2

1 item

Digital Payments

Other

⋮

OID13098

⋮

SUMMARY NOTES (0) METAFIELDS

Product	Quantity	Unit Price	Total
Name: Metro 186 TC Cotton Beige Double Bedshe et with Pillow Covers SKU: 248f8185b2ca4927da7fc6bd0f9b63ae	1	₹999	₹999
Sub Total:			₹999
Shipping Charges(+)			₹0
Wallets(-)		SIDBI Credits	₹1,097
Delivery Fees			₹98
Total Tax:			₹0
Total:			₹1,097

Order Received On

Jun 7, 2023 2:24:38 PM

Metafields

Disputed: NA
Dispute details: NA

ONDC

Transaction Id: 96319966-b4cb-4cb1-ae54-898f830ae654
Mystore Role: buyer app
Seller App: ondc.sellerapp.in
Seller App Order Id: 648045ce0cadcd6fad4a48fb
Order State: Accepted

Seller

Name: Story@Home
Email: dummy-df4daca5c521f07d5381b6e3deeb70c2@storehippo.com

Initiating the Shipping Process

- Scroll down within the dialogue box until you find the "Ship Now" and "Mark as Shipped" buttons.

Orders 463

[+ Add Order](#) [? Help](#)

OPEN CANCELLED REFUNDED CLOSED ALL

Search by Order id, Email and Txn id

☐

Summary

Actions

<input type="checkbox"/>	OID13098 1 hours ago Jai Chand csa_lho_19@sidbi.in Uttar Pradesh IN Mystore buyer app ondc.sellerapp.in Seller: Story@Home	Open Payment : Paid fulfillment : Not Shipped	₹1,097 1 item wallet Mobile	⋮
<input type="checkbox"/>	OID13097 1 hours ago Dhruvi singh csa_lho_14@sidbi.in Uttar Pradesh IN Mystore buyer app ondc.sellerapp.in Seller: Sri Guru Textiles	Open Payment : Paid fulfillment : Not Shipped	₹618 1 item wallet Mobile	⋮
<input type="checkbox"/>	OID13095 2 hours ago Paras supportdesk4@ondc.org Delhi IN Mystore buyer app prod-primarcpecan-bpp.shopalyst.co m Seller: Primarc Pecan	Open Payment : Paid fulfillment : Not Shipped	₹86 1 item Digital Payments Other	⋮
<input type="checkbox"/>	OID13094 2 hours ago Paras supportdesk4@ondc.org Delhi IN Mystore buyer app httpapi.globalink.com/gl/ondc Seller: Globalink Mail	Open Payment : Paid fulfillment : Not Shipped	₹349.2 1 item Digital Payments Other	⋮
<input type="checkbox"/>	OID13093 2 hours ago Paras supportdesk4@ondc.org Delhi IN Mystore buyer app httpapi.globalink.com/gl/ondc Seller: Globalink Mail	Open Payment : Paid fulfillment : Not Shipped	₹194.9 1 item Digital Payments Other	⋮

OID13098

[View on Map](#)

Chat with Customer [Click Here](#)

Financial Status Paid

Invoice Number No Invoice [Generate Invoice](#)

Shipping Status Not Shipped [Ship Now](#) [Mark As Shipped](#)

Device mobile

Domain https://www.mystore.in

IP 2409:4063:4c96:1547::b048:c602

Fullfilments AWAITING SHIPMENT

ONDC Logistics (Diagnostic) **Search Transactions:**
c1702e30-58e1-4119-a87c-b533c242aa93
Last Init Transaction: c1702e30-58e1-4119-a87c-b533c242aa93

Txn Id	Date	Mode	Name	Amount
TXN-3CjAgy219	Jun 7, 2023	Payment gateway	Wallet	₹1,097

[Add Transaction](#)

Choosing the Logistics Provider

Option 1: ON-Network Logistics (Integrated Provider)

- If you want to use an integrated logistics provider from the ON-network (logistics providers integrated with ONDC), then select the **"Ship Now"** option.
- The system will display the available logistics providers that are integrated into the Mystore platform.

Option 2: OFF-Network Logistics (Own Provider)

- If you prefer to integrate with your own logistics provider with your own shipping rates, choose this option.
- Note that this may require prior integration setup with your logistics provider.
- Also you will have to manually set the shipping cost.
- For setting the shipping cost go to **Setting > Shipping methods > click on Add New >** Fill in all the required fields. Once done, click on save to have your own shipping method enabled.

Shipping methods / Add Save

Name *

Type *

Manual ▼

Price *

₹

Countries

All countries ▼

Apply when

☐ Summary Actions

Add Condition

Enabled ☒

- In this case, choose the “Mark as shipped” option and dispatch your product manually.
- A pop window will appear. Enter the tracking number and the logistic provider name. If you are not using any of the mentioned in the list then click on another.
- A notification will be sent to the customer with all the shipping details.

Mark As Shipped - OID13098 ×

Tracking Number

Logistics Provider ▼

☐ Generate shipping label ☒ Send notification to customer

Mark As Shipped

Selecting Pick-up Address, Delivery Address, and Package Details

- Once you have chosen to go with an ON-network logistics provider, the system will ask you to choose the pick up location, and will automatically fetch the delivery addresses and package details associated with the order.
- Ensure that the addresses and package details are accurate and correspond to the order.

OID13098 / Ship Now

Shipment Details

Compare Rates

Schedule Pickup

Pick Up Address

Select pickup address

OR

Enter title

Enter pickup address

IndiaSelect state

Enter cityPincode/ Zipcode

081234 56789

Enter email

☒ Save Address

Delivery Address

Jai Chand

Ashok Marg Civil Lines Lucknow Division

IndiaUttar Pradesh

Lucknow226001

087562 45730

csa_lho_19@sidbi.in

Package Details

OID13098

Metro 186 TC Cotton Beige Double Bedsheet with Pillow Covers

1

cmLencmBreicmHeiç

gm

☒ Prepaid☐ COD

1097



Fetch Rates

Viewing Live Shipping Rates (ON-Network Logistics)

- After clicking on “Fetch Rates”, the system will display live shipping rates from the integrated logistics partners.
- Review the available shipping rates to choose the most suitable option for the order.

Tracking the Shipment

- After successfully shipping the order, you can track its progress in the "Shipments" section of the Mystore admin panel.
- Monitor the shipment status and provide updates to the customer, if necessary.

Shipments 10696								
<div> ALL PAID COD PENDING COD RTO DELIVERED IN TRANSIT NOT PICKED UP CANCELLED </div>								
<div> <div></div> <input type="text" value="Search by Tracking number and Old"/> </div>								
<input type="checkbox"/>	Tracking number	Service	Order Id	Weight	Price	Created on	Tracking status	Actions
<input type="checkbox"/>	NA	 DTDC MANUAL	OID12931	500.00 gm	Standard	Wed, Jun 7, 2023 2:11 PM	Cancelled	<div></div>
<input type="checkbox"/>	NA	EKART LOGISTICS SURFACE	OID13076	500.00 gm	Standard	Wed, Jun 7, 2023 1:58 PM	Ready to ship	<div></div>
<input type="checkbox"/>	NA	AMBIKA MEDICAL & GEN STORES	OID12984	500.00 gm	Standard	Wed, Jun 7, 2023 1:40 PM	Shipped	<div></div>
<input type="checkbox"/>	NA	 Devery MANUAL	OID12029	500.00 gm	Standard	Wed, Jun 7, 2023 12:55 PM	Shipped	<div></div>
<input type="checkbox"/>	NA	PORTRONICS DIGITAL PRIVATE LIMITED	OID12826	500.00 gm	Standard	Wed, Jun 7, 2023 12:07 PM	Delivered	<div></div>
<input type="checkbox"/>	NA	ALPINO	OID13048	500.00 gm	Standard	Wed, Jun 7, 2023 9:00 AM	Ready to ship	<div></div>

Commissions Structure

Setup Fee	DIY
Subscription Fee	NIL
Mystore Seller App Fee	3%
Buyer Finder Fee	Varies across buyer app
ONDC Fee	NIL* *will be applicable in future

Payment and Settlement Process

Once the orders are placed, the amount will be collected and settled as per the following process:

- The buyer App will collect the payment from the Buyer.
- The buyer App will deduct its commission and settle the payment to Seller App (Mystore). The commission will vary from buyer app to buyer app.
- Mystore Seller App will deduct its commission and settle the balance to the seller.
- GST, TCS, and TDS are charged as per the Ecommerce Regulations.
- The settlement usually takes place in D+2 days where D is the delivery date or Return window whichever is later.