Shop Merchant Panel 2.0

Managing your Shipping Options

Navigate to the "Shipping" Tab
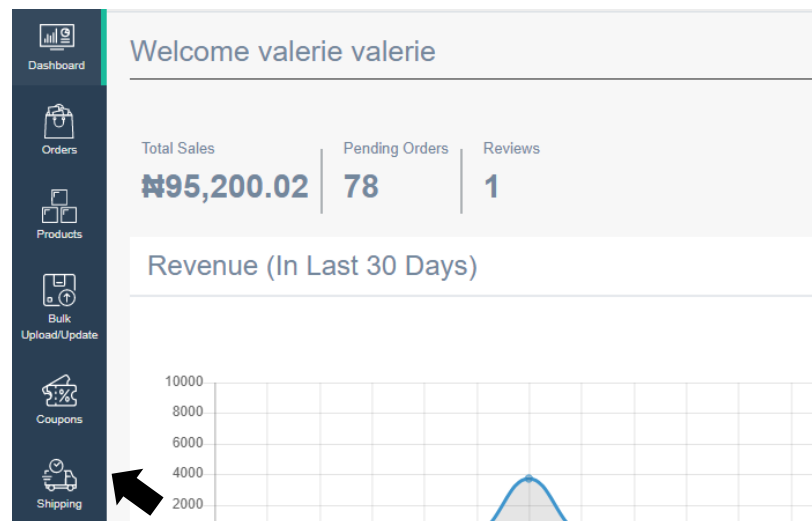
Select preferred shipping option(s)
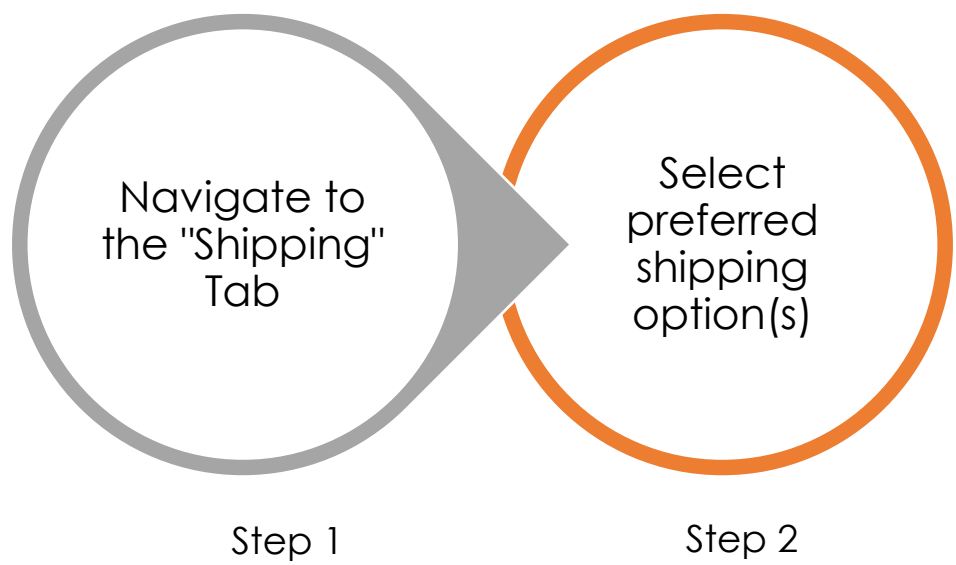
Step 1

Step 2

Shipping Options Flow

Step 1: Login to your account to launch your shop dashboard
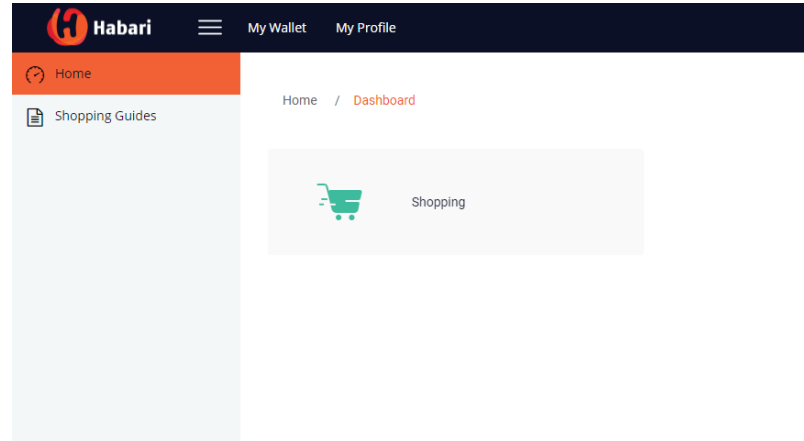
Navigate to "Shipping" on Side Menu

Step 2: Select any or all shipping options you want available on your storefront and submit.

All you need to do to activate the **customer pick up** and **Habari Partner Shipping** option is just select and submit. If you have selected **Merchant delivery** option, this means, you have decided to bear the responsibility of fulfillment to customers. It is very important you follow the guide below carefully.

Merchant Delivery Shipping Option

Within Seller's State

Merchant Delivery

☑ Within Seller's State

☐ Outside Seller's State

Select State	Lagos ⌄

Select Cities

☑ 1004	☑ 321 Road	☑ 322 Road	☑ 45 NAF Hospital	☑ Abarenji	☑ Abijo
☑ Aboru	☑ Abule ade	☑ Abule egba	☑ Abule folly	☑ Abule oja	☑ Abule okuta

Select All Cities

UnSelect All Cities

Select Shopping Timelines ☐ Business Hours   ☑ Business Days

Min (Days) 3   Max (Days) 5

Is delivery weight sensitive? ☑ Yes   ☐ No

Select Weight band

Weight Band   Price (₦)
1.1kg-3Kg ⌄   1500   Add new band weight

Select Weight band	Price (₦)
0.1kg-1kg	₦1,000.00
1.1kg-3Kg	₦1,500.00

Add New Entry

Managing your Shipping

Within Seller's State option is applicable to every merchant who has decided to offer self-fulfillment for products sold on their storefront. This implies sellers can carry out deliveries to buyers in the same location (State) as his/her business. For example, for a merchant whose business address is in Lagos, the pre-listed cities will be only cities within Lagos state.

Important notes

- Cities listed in **Within Seller's state** is determined by the state selected by merchant at point of registration. Changes to your business address automatically changes the default state for this option.
- You have the option to select all cities within the state of your business location or select specific cities at a time.

     Tip: You can set different delivery prices for different cities within by selecting specific cities or one city at a time before adding new shipping entry

- Shopping timelines can be set to Business Hours or Business Days. Before making a selection, it is important to consider the <u>nature of items sold</u>. For example, for a merchant selling cooked meals, the ideal timeline should be in Business Hours because a buyer expects to receive a food order same day and in good time.
- When selecting <u>Business Days</u>, please note that maximum days cannot exceed standard delivery timelines i.e. **5 working days** within Seller's State. Please see below restrictions for delivery timelines

Within Seller's State
Business Hours (Min)
Minimum Hours cannot not be less than 1 hour
Minimum Hours cannot be more than 3 hours
Business Hours (Max)
Maximum Hours must be more than Minimum Hours
Maximum Hours cannot not be more than 24 hours
Business Days (Min)
Minimum days cannot be less than 1 day
Minimum days cannot be more than 3 days
Business Days (Max)
Maximum days must be more than Minimum days
Maximum days cannot not be more than 5 days

Is delivery weight sensitive? No - Merchants who sell non-weight sensitive products e.g. jewelry and clothing, can select this option and insert a standard shipping cost per location/group of locations. Please see example below:

Summary Within

States	Cities	Shipping Timeline	Weight Sensitive	Shipping Cost (Weight Sensitive)	Shipping Cost (Non-Weight Sensitive)
Lagos	Epe	3 - 5 Days	No	-	₦2,000.00
Lagos	1004,Lekki Phase 1,Lekki town,Marina,Snake island,Surulere,Victoria Garden City,Victoria island	1 - 2 Days	No	-	₦1,000.00

- **Is delivery weight sensitive? Yes** - Merchants who sell weight sensitive items e.g. appliances can set different delivery prices of varying weights by selecting the appropriate weight bands per location/group of locations

Weight Band	Shipping Cost (₦)	
0.1kg-1kg ▾		**Add New Weight Band**

For example, a merchant who sells electronics and gadgets may have products like mobile phones and microwave oven on the same store. Let's assume the mobile phone weighs between 0.5kg and the microwave oven weighs 3kg, the merchant can easily select applicable weight bands and apply shipping charge to each weight band as required. See sample of a weight band below:

Select Weight band	Shipping Cost (₦)
0.1kg-1kg	₦700.00
3.1kg-7kg	₦1,500.00

When all weight band entries have been made for a location or a group of locations, then you can add save shipping option. Please see example summary below:

Summary Within

States	Cities	Shipping Timeline	Weight Sensitive	Shipping Cost (Weight Sensitive)
Lagos	1004,Ikate,Lagos island,Lekki Phase 1,Lekki town,Victoria Garden City,Victoria island	1 - 3 Days	Yes	0.1kg-1kg - ₦1,000.00 1.1kg-3Kg - ₦1,200.00 3.1kg-7kg - ₦1,500.00

- Cities can be added only once. E.g. If "Victoria Island" has been added on the summary table, it cannot be added again. You will have to delete the record that captures "Victoria island" to add it again.

- At checkout, the *cumulative weight* of all items from your store is calculated and the customer is billed based on options selected in the table above. Using the example above, if the customer buys 7 units of the phone, then the cumulative weight will be (7 x 0.5kg) 3.5kg and the shipping cost to the customer will be N1,500

- For weight sensitive deliveries, it is important, the *approximate shipping* costs is inserted as the system has been programmed to use the largest weight band available on cumulative weights.

- Using the same example, if the customer buys 5 units of the microwave and the cumulative weight arrives at (5 x 3kg) 15kg, the shipping cost to the customer will be the largest weight band available, in this case N1,500.

  Tip: Be careful to insert shipping cost that are reasonable for each weight band. Consider shoppers who purchase several items from your store and give some concession on the shipping cost. If your shipping rates are too high; shoppers will opt for merchants whose shipping rates are more competitive.

Merchant Delivery Shipping Option

Outside Seller's State

Merchant Delivery

☐ Within Seller's State

☑ Outside Seller's State

| ⦿ North East | ○ North West | ○ South East | ○ South South | ○ South West |

Select State

☑ Adamawa   ☑ Bauchi   ☑ Borno   ☑ Gombe   ☑ Taraba   ☑ Yobe

Select All State

UnSelect All State

Select Shopping Timelines   ☐ Business Hours   ☑ Business Days

Min (Days) [5]   Max (Days) [7]

Is delivery weight sensitive?   ☑ Yes   ☐ No

Select Weight band

Weight Band   Price (₦)
[1.1kg-3Kg ⌄]   [3000]   **Add new band weight**

Select Weight band	Price (₦)
0.1kg-1kg	₦2,000.00
1.1kg-3Kg	₦3,000.00

Add New Entry

Managing your Shipping

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User Guide

Outside Seller's State option is applicable where a merchant offers delivery service to areas (states) outside his/her business location.

Important notes

- Please note that delivery areas here are broken down to geo-political zones and can only further be selected down to states.
- Business Hours delivery has been disabled for this option.
- When selecting <u>Business Days</u>, please note that maximum days cannot exceed standard delivery timelines i.e. **7 working days** for outside Seller's State. Please see below restrictions for delivery timelines

Outside Seller's State
Business Days (Min)
Minimum days cannot be less than 1 day
Minimum days cannot be more than 5 days
Business Days (Max)
Maximum days must be more than Minimum days
Maximum days cannot not be more than 7 days

- Merchants who sell weight sensitive items can set different delivery prices for items of varying weights by selecting different weight bands.
- All other points noted in **Within Seller's State concerning** weight sensitive items and non- weight sensitive items, cumulative weight, varying shipping cost for different weight band applies

- States can be added just once. E.g. If "Abuja" has been added to the summary table, it cannot be added again. You will have to delete the record that captures "Abuja" to add it again

Please refer to the *field definition guide* below to know more about what each field and represents.

For every shipping option added, shipping method details will be displayed in a summary table. See sample below:

Summary Outside

Region	States	Shipping Timeline	Weight Sensitive	Shipping Cost (Weight Sensitive)
NE	Adamawa,Bauchi,Borno,Gombe,Taraba,Yobe	5 - 7 Days	Yes	0.1kg-1kg - ₦2,000.00
NW	Jigawa,Kaduna,Kano,Katsina,Kebbi,Sokoto	3 - 7 Days	Yes	0.1kg-1kg - ₦2,500.00 1.1kg-3Kg - ₦2,500.00 3.1kg-7kg - ₦3,500.00 7.1kg-10kg - ₦3,500.00 0.1kg-1kg - ₦2,000.00 15.1kg-20kg - ₦4,000.00 10.1kg-15kg - ₦4,000.00

Field Definitions

S/N	Name	Description/Definition
1	Enable Habari Partner Shipping	Checking this field lists Habari Partner Shipping as one of the delivery options available to shoppers. Habari Partner Shipping is handled by our delivery partner and offers delivery nationwide.
2	Enable Customer Pickup	Checking this field lists Customer Pickup as one of the delivery options available to shoppers. A shopper who selects this option will be required to pick up item(s) from your location as indicated on Habari.
3	Enable Merchant Delivery	Checking this field lists Merchant Delivery as one of the delivery options available to shoppers. In this case, you will be required to handle deliveries on all orders placed with this option selected as preferred delivery method.
4	Within Seller's State	Within Seller's State option is applicable where you can carry out deliveries to buyers in the same location as your business. For example, for a merchant with business address in Lagos, prelisted cities will be only cities within Lagos state.
5	Outside Seller's State	Outside Seller's State option is applicable where a merchant offers delivery service to areas (states) outside his/her business location. *Please note that delivery areas here are broken down to geo-political zones and only states can be selected as options*

6	Business Hours	This indicates hours of the days business typically would be conducted.
7	Business Days	This indicates days of the week business typically would be conducted
8	Is Delivery Weight Sensitive?	Delivery is weight sensitive where the shipping cost to deliver an item is very dependent on how much the item weighs.
9	Weight Band	This is the range of weight of an item to which a shipping price can be applied.

Having difficulties? Send us a mail, we would love to help!

support@habarigt.com