

# USER MANUAL

Welcome to KShoppe, your premier destination for purchasing products from various Public Sector Undertakings (PSUs). This user manual will guide you through the functionalities and features of our e-commerce platform to ensure a smooth and efficient shopping experience.

## **Table of Contents**

- 1. Introduction to KShoppe**
- 2. Getting Started**
  - 2.1 Registration and Login
  - 2.2 Existing Users
  - 2.3 Updating Your Profile
- 3. Browsing Products**
  - 3.1 Product Categories
  - 3.2 Search and Filters
- 4. Making a Purchase**
  - 4.1 Adding Products to Cart
  - 4.2 Proceeding to Checkout
  - 4.3 Payment Options
- 5. Order Management**
  - 5.1 Tracking Orders
  - 5.2 Order History and Reordering
- 6. PSU Product On boarding**
- 7. Contact and Support**

## 1. Introduction to KShoppe

KShoppe is an e-commerce portal dedicated to showcasing and selling products exclusively from Public Sector Undertakings (PSUs). This initiative is supported by the Industries Department and coordinated by the Board of Public Sector Transformation (BPT).

Our platform aims to promote PSU products to a wider audience while ensuring transparency and quality.

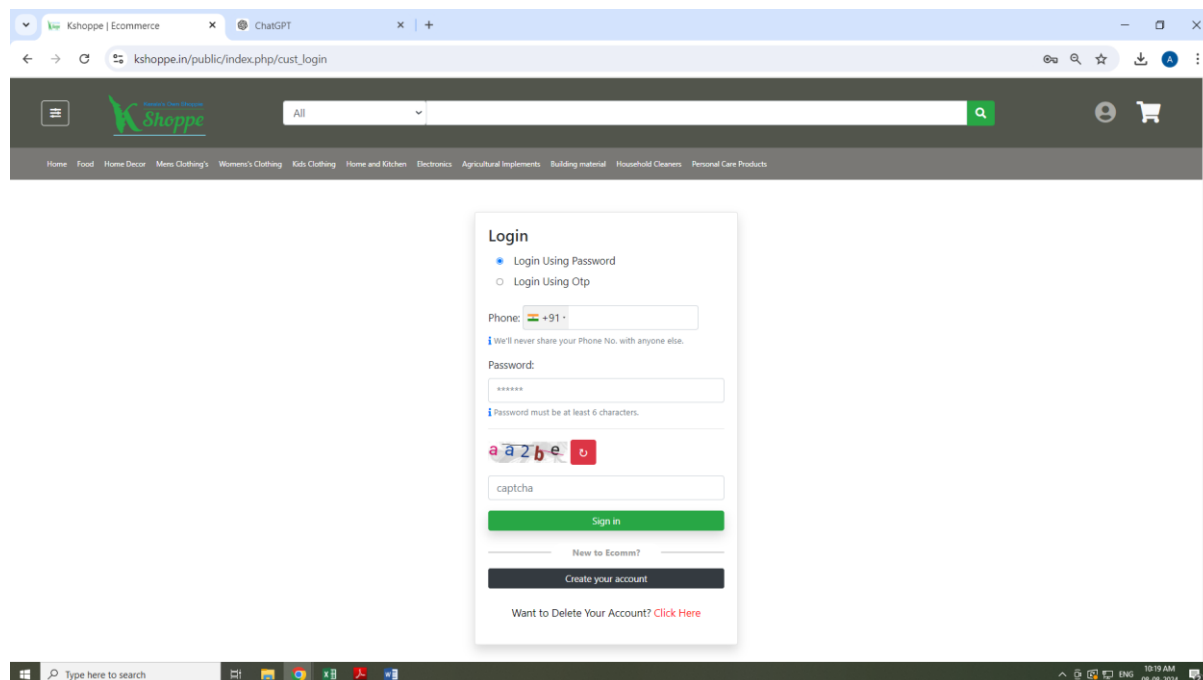
## 2. Getting Started

Follow the steps below to register and start exploring our exclusive range of PSU products.

### 2.1 Registration and Login

Open your web browser and go to the KShoppe website: <https://kshoppe.in>.

Navigate to the top left corner of the homepage and click on "new customer" or "Sign Up".



### Fill Registration Form New Customer

You will be directed to the registration form. Fill in the following details accurately:

**Full Name:** Enter your full name in the provided field.

**Mobile Number:** Enter your mobile number that will be used for OTP verification.

**Email ID:** Provide your email address for communication and account management.

**Create Password:** Choose a secure password for your account.

**Retype Password:** Re-enter the same password for confirmation.

**Enter Captcha:** Type the characters shown in the captcha image to verify that you are not a robot.

### **Terms and Conditions**

Before proceeding, read and agree to the terms and conditions:

Click on "Click here to read terms and conditions" to view the terms in a new window.

Review the terms and conditions. Close the window after reading.

Tick the checkbox labelled "I agree to the terms and conditions" to confirm your acceptance.

### **Submit Registration**

After filling in all required fields and agreeing to the terms and conditions, click on "Submit" or "Register" to create your account.

A screenshot of a web browser displaying the registration page for Kshoppe. The browser's address bar shows the URL 'kshoppe.in/public/index.php/register'. The registration form is titled 'Register' and includes the following fields: 'Your name:' with a text input, 'Mobile Number:' with a dropdown for country code (showing '+91') and a text input for the number, 'Email:' with a text input, 'Password:' with a text input, and 'Retype Password:' with a text input. There are validation messages: 'We'll never share your mobile number with anyone else.' and 'Password must be at least 6 characters.' Below the password fields is a CAPTCHA image and a text input labeled 'captcha'. At the bottom of the form, there is a checkbox for 'I agree to the terms and conditions' with a link 'Click here to read terms and conditions', a green 'Register' button, and a link 'Already have an account? Sign in'. The browser's taskbar at the bottom shows various application icons and the system clock indicating 10:20 AM on 09-09-2024.

## 2.2 Existing Users

### Enter Registered Mobile Number

### Choosing Login Method

- Select one of the following options:
  - Login with Password: If you have previously set a password during registration.
  - Login with OTP (One-Time Password): For a quick and secure login using OTP.

### Logging In with Password

1. Enter Password
  - If you choose to log in using a password:
    - Enter your password in the password field.
2. Click Login
  - Click on "Login" or "Sign In" to proceed to your account.

## Logging In with OTP

1. Request OTP
  - If you prefer to log in using OTP:
    - Click on "Generate OTP" or "Send OTP".
2. Enter OTP and Captcha
  - Check your registered mobile number for the OTP sent via SMS.
  - Enter the OTP received in the OTP verification field on the login page.
  - Enter the characters shown in the captcha image to verify that you are not a robot.
3. Click Login
  - After entering the OTP and captcha, click on "Login" or "Sign In" to access your account.

## 2.3 Updating Your Profile

After logging in, you can update your profile information including your shipping address, contact details etc.. Keeping your profile up to date ensures a smooth checkout process.

## 3. Browsing Products

### 3.1 Product Categories

Explore a wide range of products categorized by type, industry, and PSU. Navigate through categories such as electronics, healthcare, textiles, etc., to find products that interest you.

### 3.2 Search and Filters

Use the search bar to find specific products by name or category. Refine your search using filters such as Sorting price range low to high , Brand, Category, Vendor (PSU), and price range to narrow down your choices.

## 4. Making a Purchase

### 4.1 Adding Products to Cart

1. **Browsing and Selecting Products**
  - Browse through categories or use the search bar to find the product you wish to purchase.
2. **Adding Product to Cart**
  - Once you find the desired product, click on it to view details.
  - Select the quantity you wish to purchase.
  - Click on "Add to Cart" or "Buy Now" to add the product to your shopping cart.
3. **Viewing Your Cart**
  - After adding products, click on the shopping cart icon or "View Cart" to review your selected items.
4. **Proceed to Checkout**
  - Review the items in your cart. You can update quantities or remove items if needed.
  - Click on "Proceed to Checkout" to continue.

### 4.2 Selecting Shipping Option

1. **Choosing Courier Service**
  - On the checkout page, you will see options for shipping methods:
    - **Speed Post:** Faster delivery option with associated shipping charges.
    - **Business Parcel:** Alternative delivery option with its own shipping rates.
2. **Viewing Shipping Rates**
  - The shipping charges for both speed post and business parcel will be clearly mentioned next to each option.
3. **Total Payment Calculation**
  - The total amount to be paid will include:
    - Product price
    - Selected shipping charge (speed post or business parcel)
4. **Proceed to Payment**
  - After reviewing your order details and total payment, click on "Proceed to Payment" or "Place Order" to finalize your purchase.

### 4.3 Proceeding to Checkout

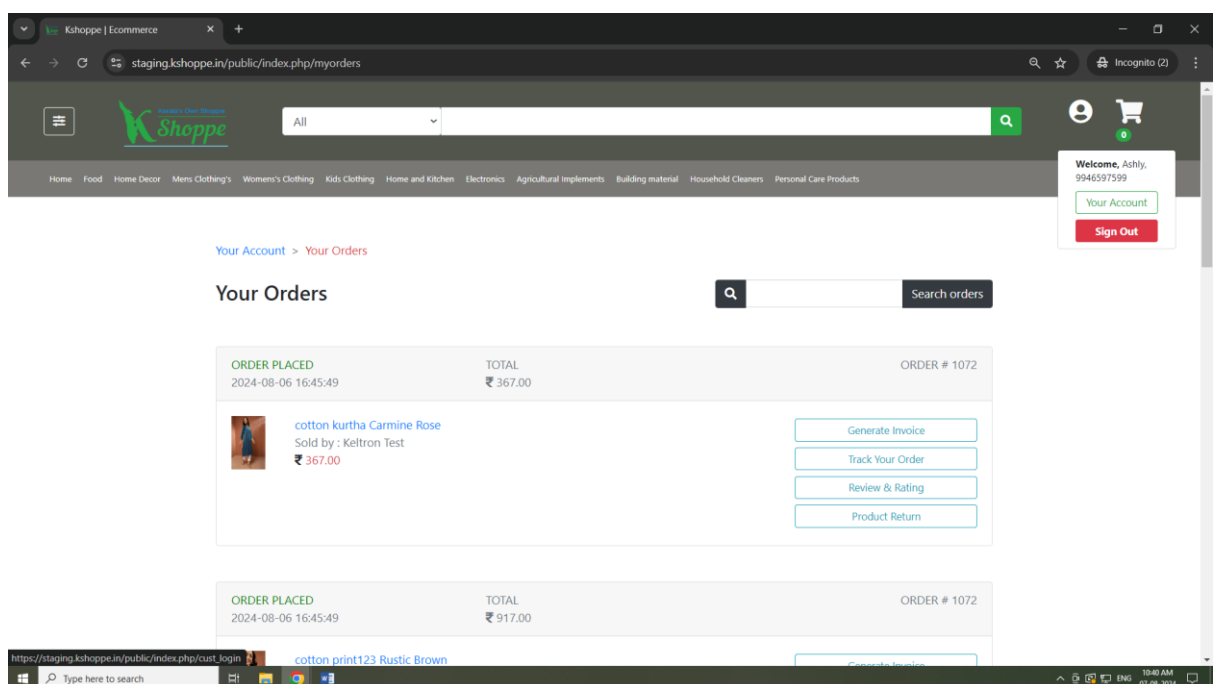
When you're ready to place your order, proceed to checkout. Review your order summary, shipping address, and payment details before confirming your purchase.

### 4.4 Payment Options

KShoppe supports various payment methods including credit/debit cards, net banking, UPI and other digital wallets. Choose your preferred payment option and complete the transaction securely.

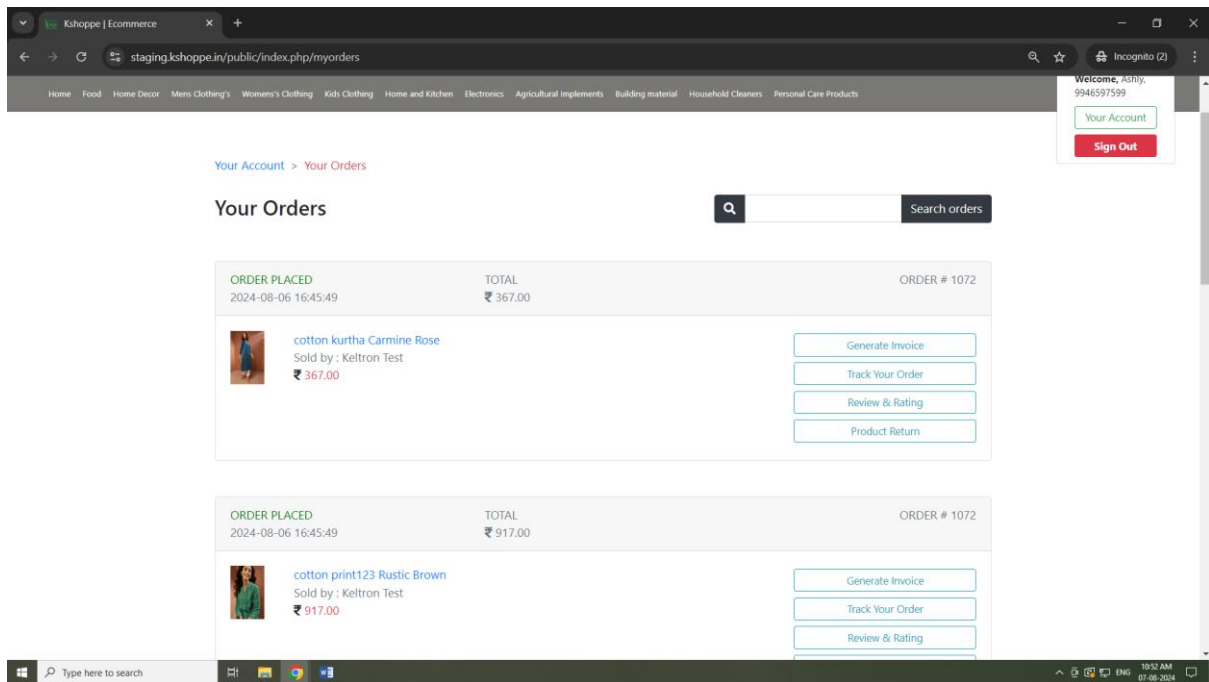
## 5. Order Management

After placing an order, you can track its status in real-time through your account. We provide updates messages from order confirmation to delivery.



- Click on the 'your account' top right side of the page (see above image)



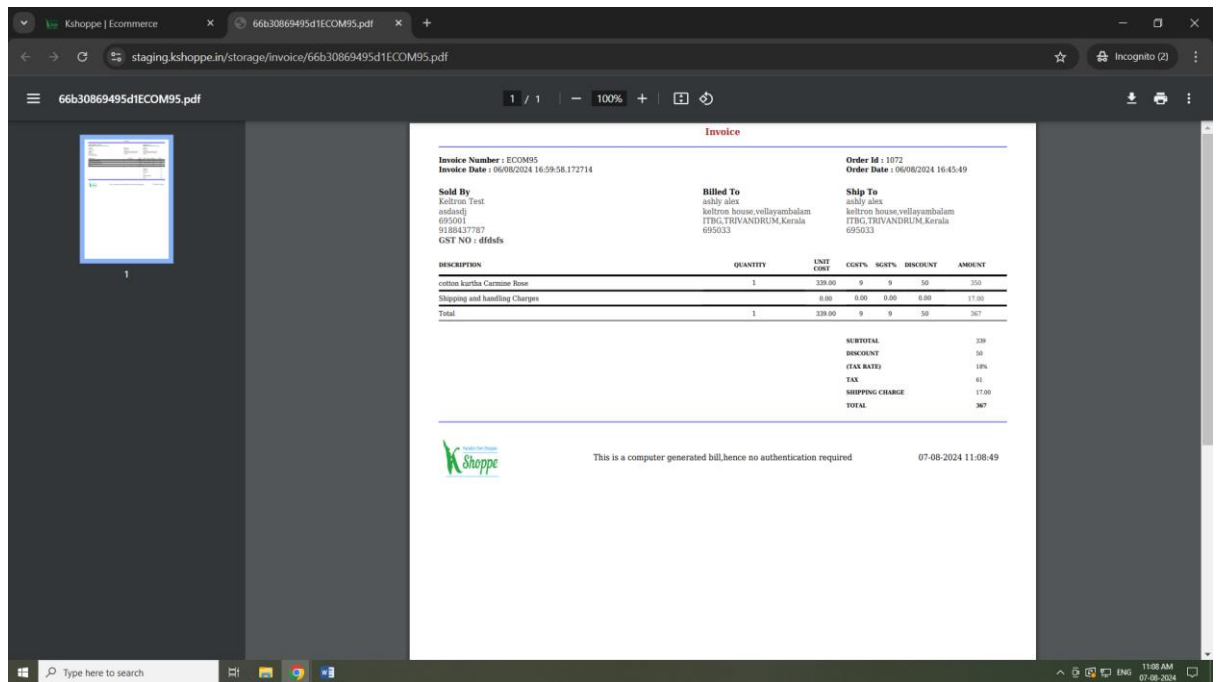


- In the "Your Orders" tab, you can access the following options from the "Your Order" form:
  - **Generate Your Invoice**
  - **Track Your Order**
  - **Review & Rating**
  - **Product Return**

## 5.1 Generate Your Invoice

The "Generate Your Invoice" option allows you to create and download an invoice for your order. This invoice serves as a formal document detailing the purchase, including product information, quantities, prices, and any applicable taxes or discounts.

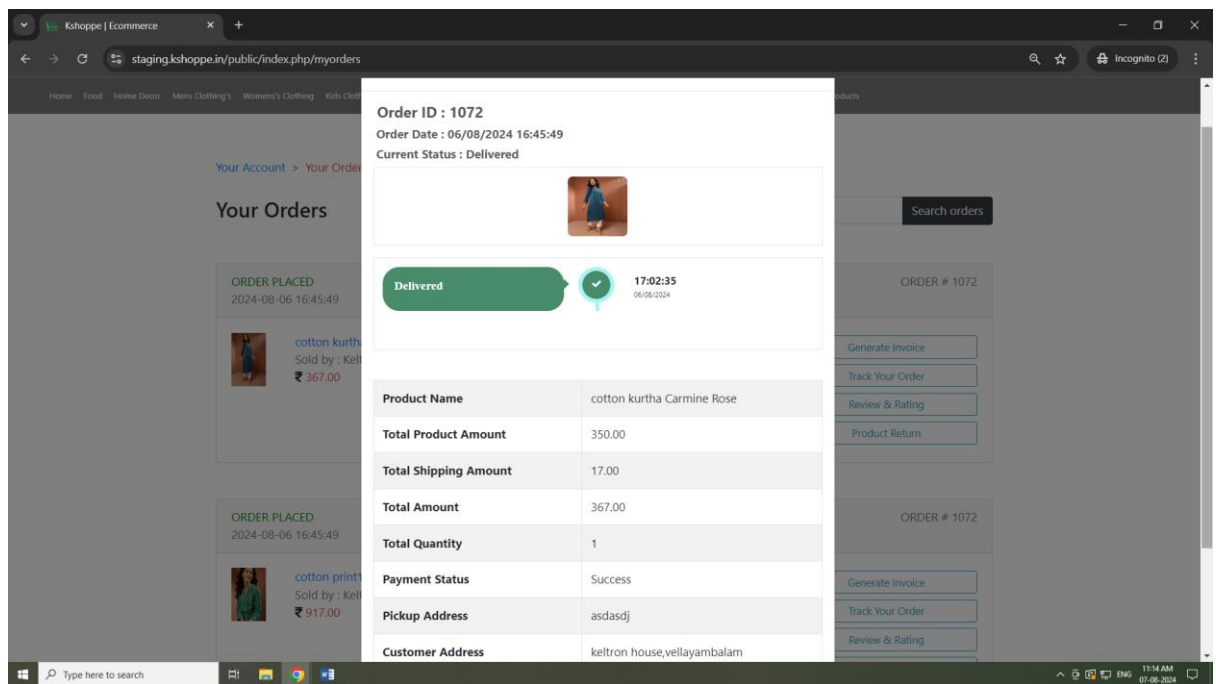
- Go to the "Your Orders" tab.
- Select the order you wish to invoice.
- Click on the "Generate Your Invoice" button.
- The system will process your request and generate an invoice in PDF format.
- You can view the invoice on-screen or download it to your device for your records.



## 5.2 Track Your Order

The "Track Your Order" option provides real-time updates on the status and location of your shipment. This feature helps you monitor the progress of your delivery from dispatch to arrival.

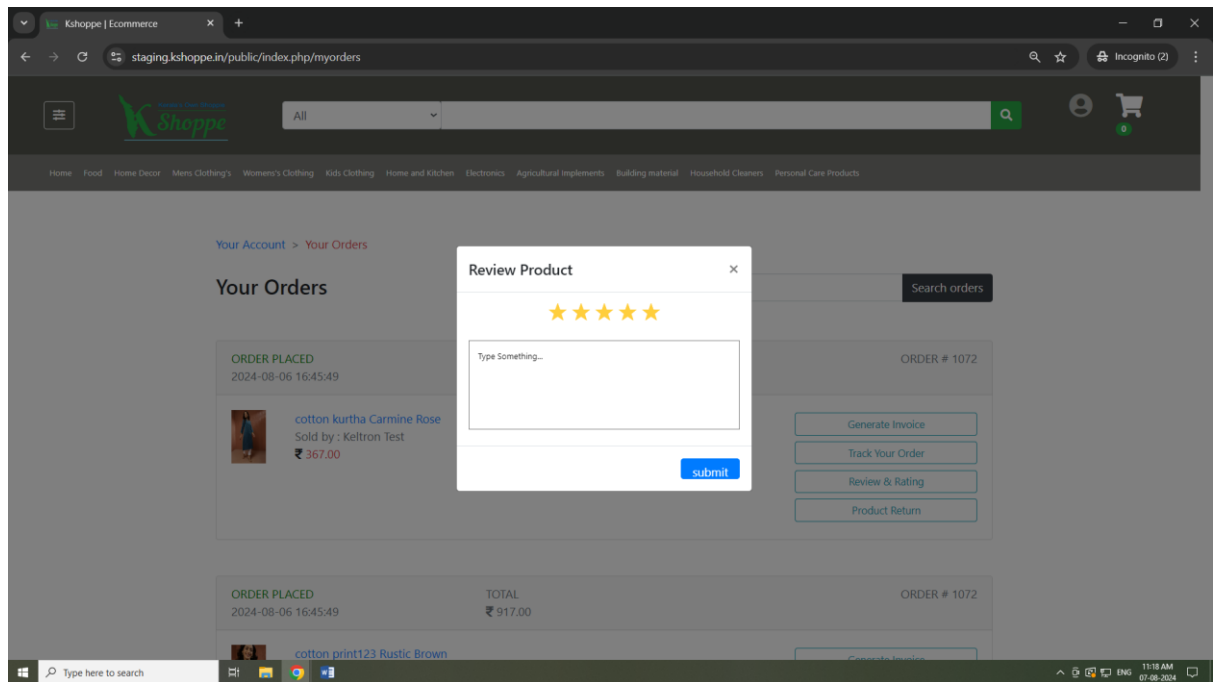
- Go to the "Your Orders" tab.
- Select the order you wish to track.
- Click on the "Track Your Order" button.
- A tracking page will display the current status of your shipment, including estimated delivery dates and shipping carrier information.



### 5.3 Review & Rating

The "Review & Rating" option allows you to provide feedback on the products you have purchased. You can leave a rating and write a review to share your experience with other customers.

- Access the "Your Orders" tab.
- Find the order related to the product you want to review.
- Click on the "Review & Rating" button next to the product.
- Rate the product using the provided star rating system.
- Submit your review.

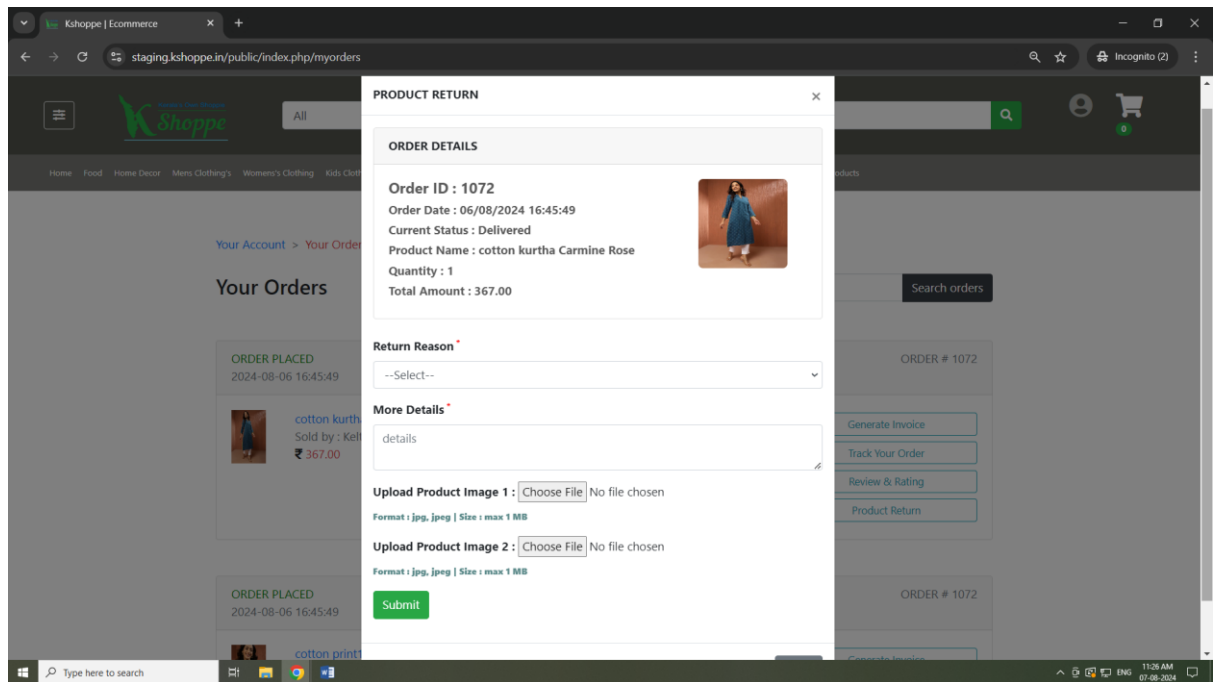


## 5.4 Product Return

***You can also refer the return policy link available in our portal.***

Returns are only accepted within two days of receiving your product. After this period, returns are not possible through the KShoppe portal.

1. Go to the "Your Orders" tab.
2. Choose the order that contains the product you wish to return.
3. Click on the "Product Return" button.



## Follow these instructions for the return shipment

1. Select the product you want to return and provide a reason for the return using the dropdown menu (each PSU sets its own return policy here).
2. Add more details in the 'More Details' field.
3. Both the return reason and additional details are mandatory fields.
4. Upload images of the product (Image 1 and Image 2) with a maximum size of 1MB each.
5. Click on the 'Submit' button. Your request will be sent to the corresponding vendor.
6. Check the "Product Return" button again. The status will show as "Return request initiated and waiting for request approval," along with a timeline chart of each process, including updates from the user and vendor with timestamps.
7. Once the return request is approved by the vendor, the status will change to "Return request approved."
8. You will see a timeline chart displaying status updates, including timestamps for updates from both you and the vendor.

## User Portal Instructions:

- To update the physical product return status, click on “Print Address Label” (return slip with user and vendor addresses).
- Print the Return Slip and attach it to the return package.
- Enter the product pickup date, Tracking URL, and any additional remarks if applicable.
- Click on the ‘Submit’ button.
- You will see a timeline chart displaying status updates, including timestamps for updates from both you and the vendor.
- The status will show as "Physical product return initiated," with a timeline chart of each process and updates from both you and the vendor.

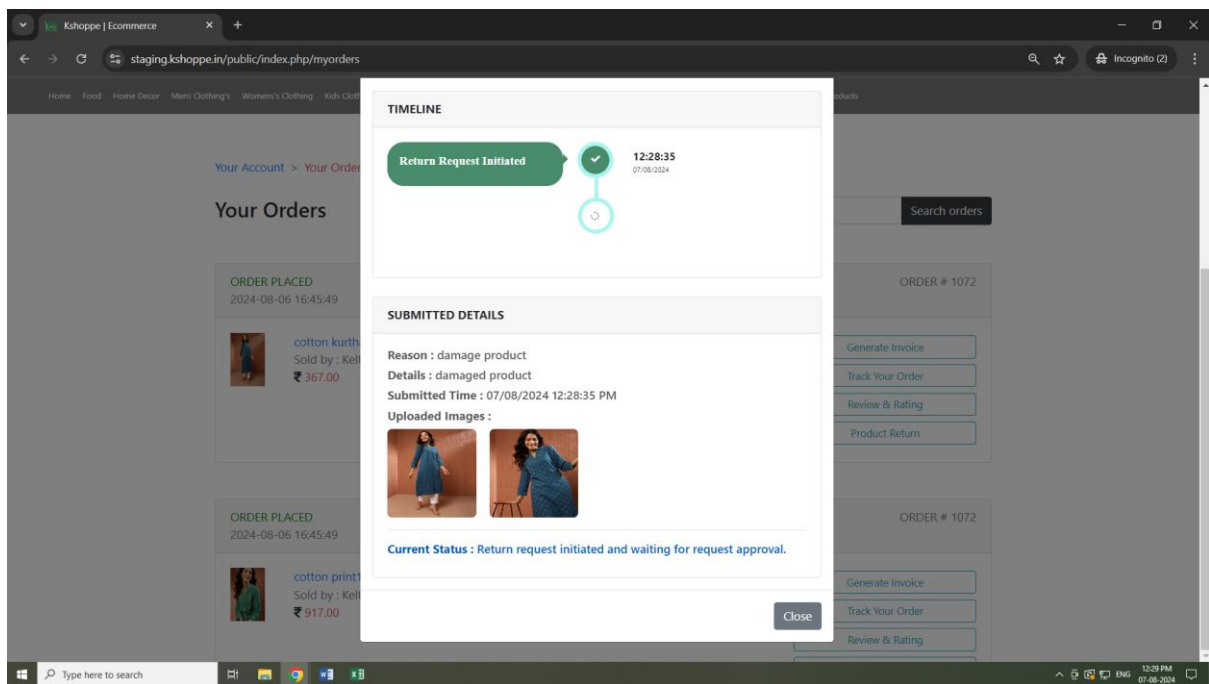
**The timeline will provide detailed updates as your request progresses through the following stages:**

- Return Request Initiated
- Return Request Approved
- Physical Product Return Initiated
- Return Product Received
- Refund Approved

**Please monitor this section regularly for any updates or changes**

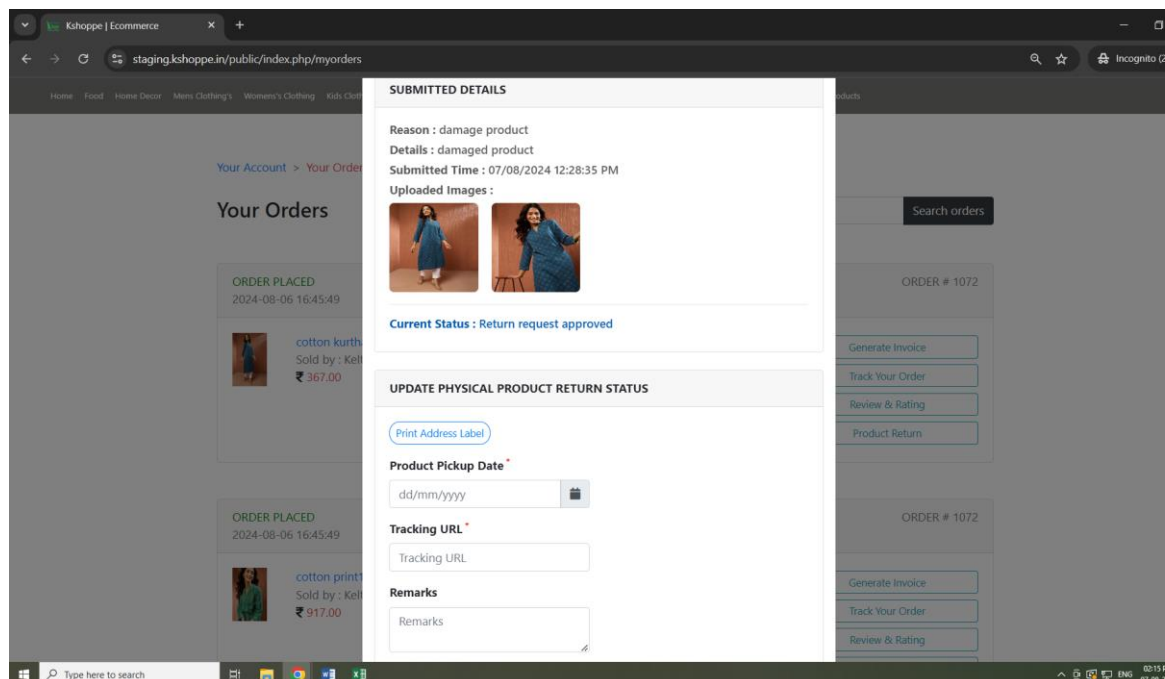
### **Return Request Initiated**

Image shows the status when the return request is first submitted.

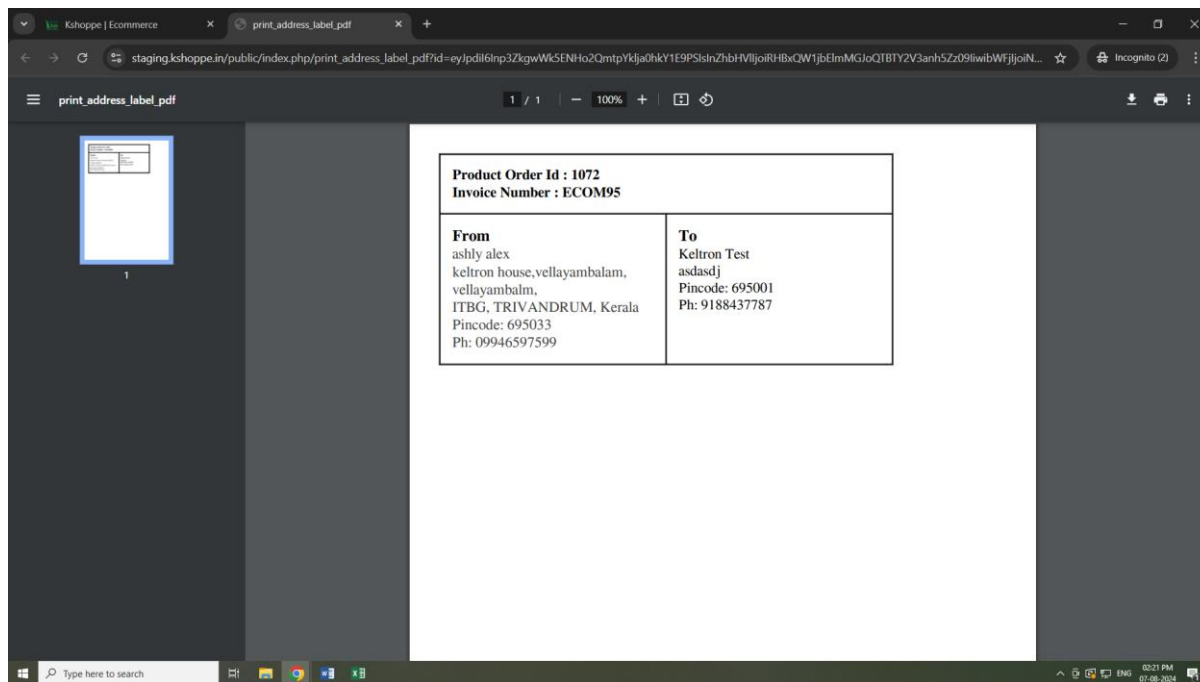


## Return Request Approved

Image shows the status when the return request is approved by the vendor.



User now to update the physical product return status here by click on “print address label” (return slip with user & vendor address



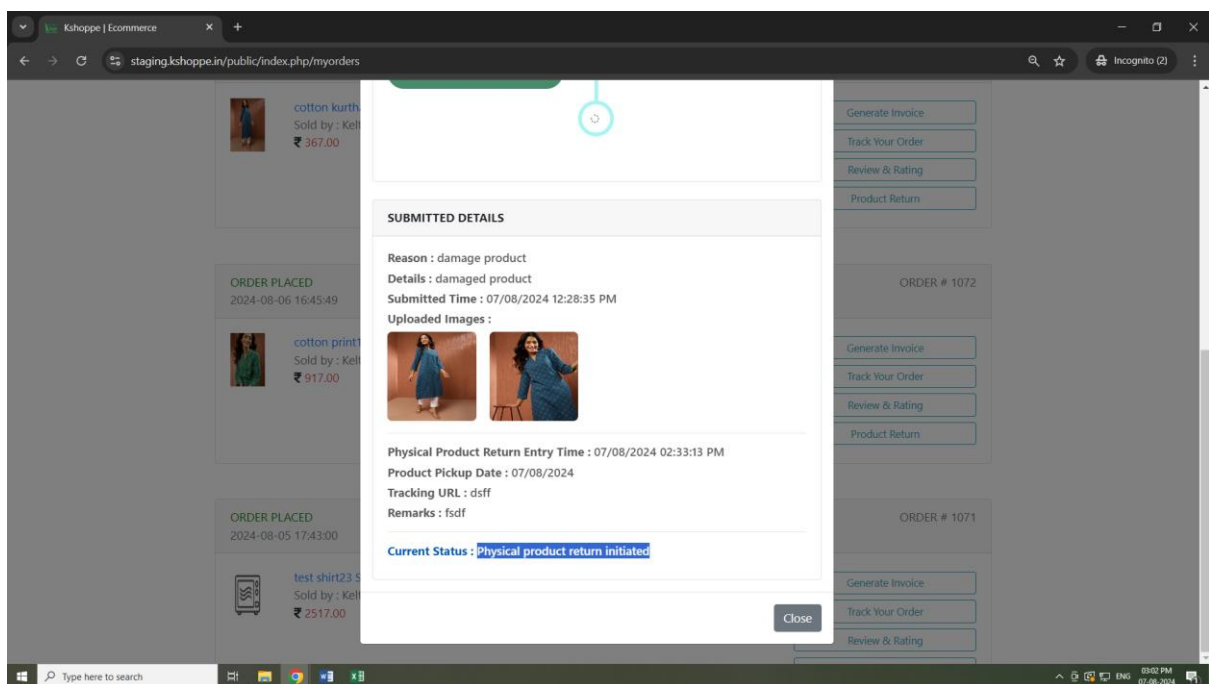
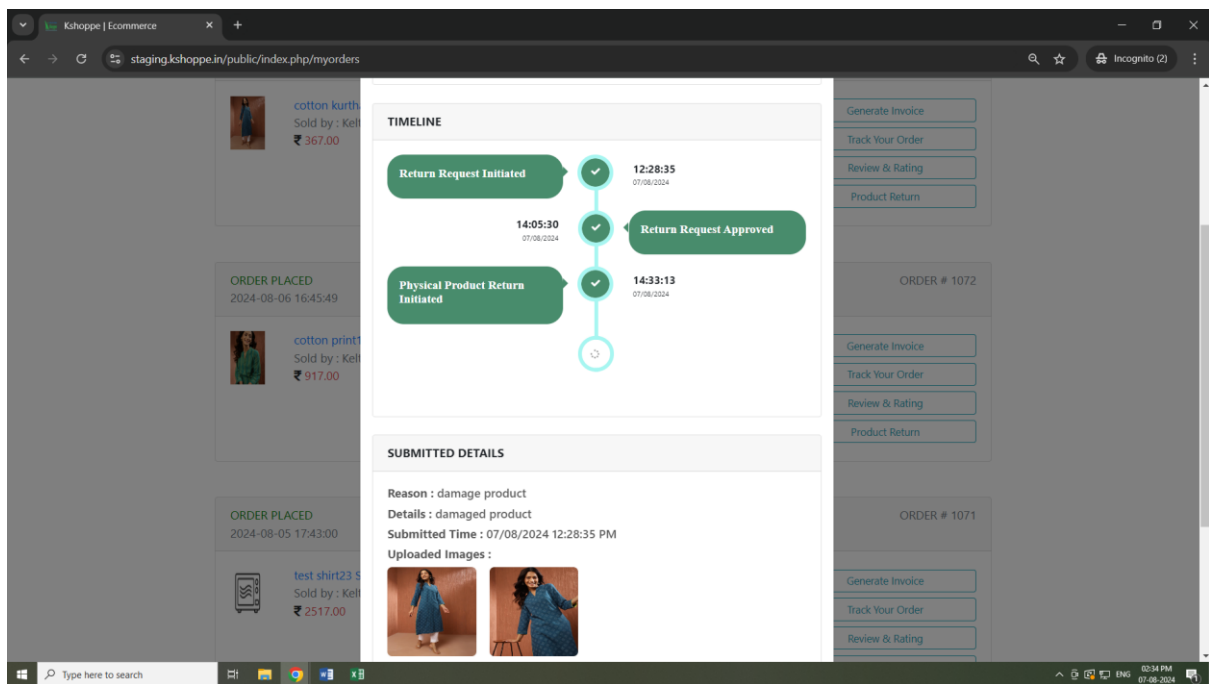
Above image shows the Return slip with user & vendor address

- User has to print this Return slip and stick on the return package
- User has to enter the product pickup date, Tracking URL and enter the remarks if anything.
- After completing all the above click on 'submit 'button

## Physical Product Return Initiated

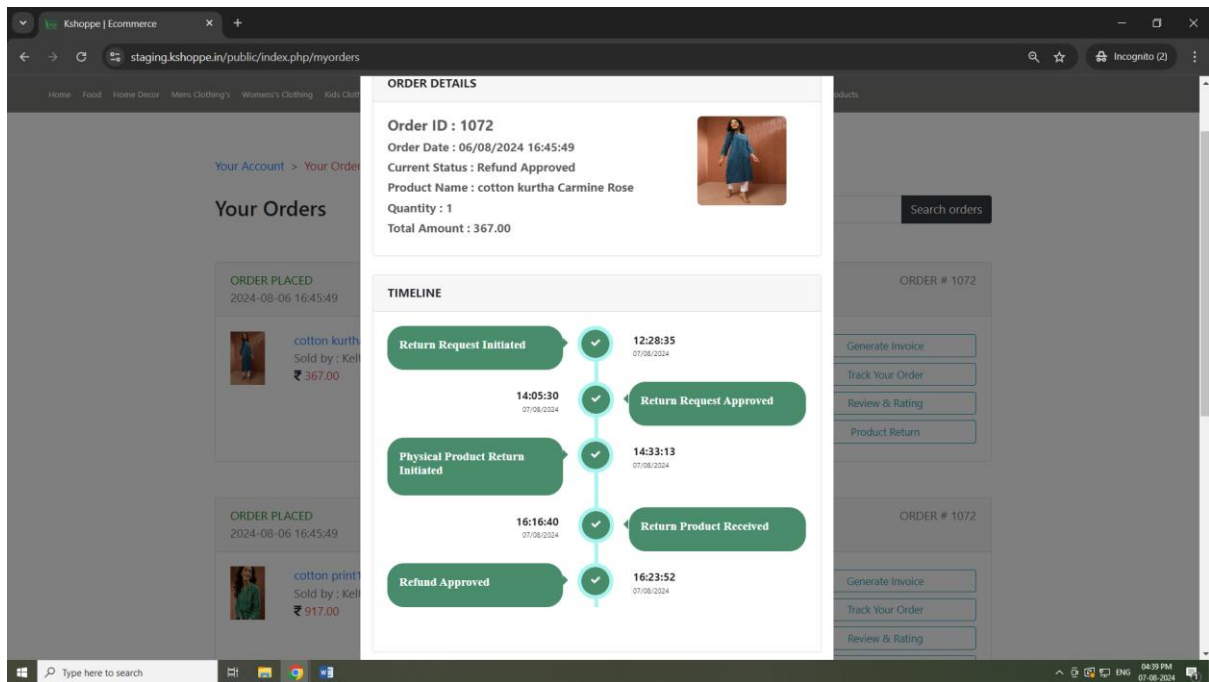
Image shows the status when the physical return of the product has been initiated.





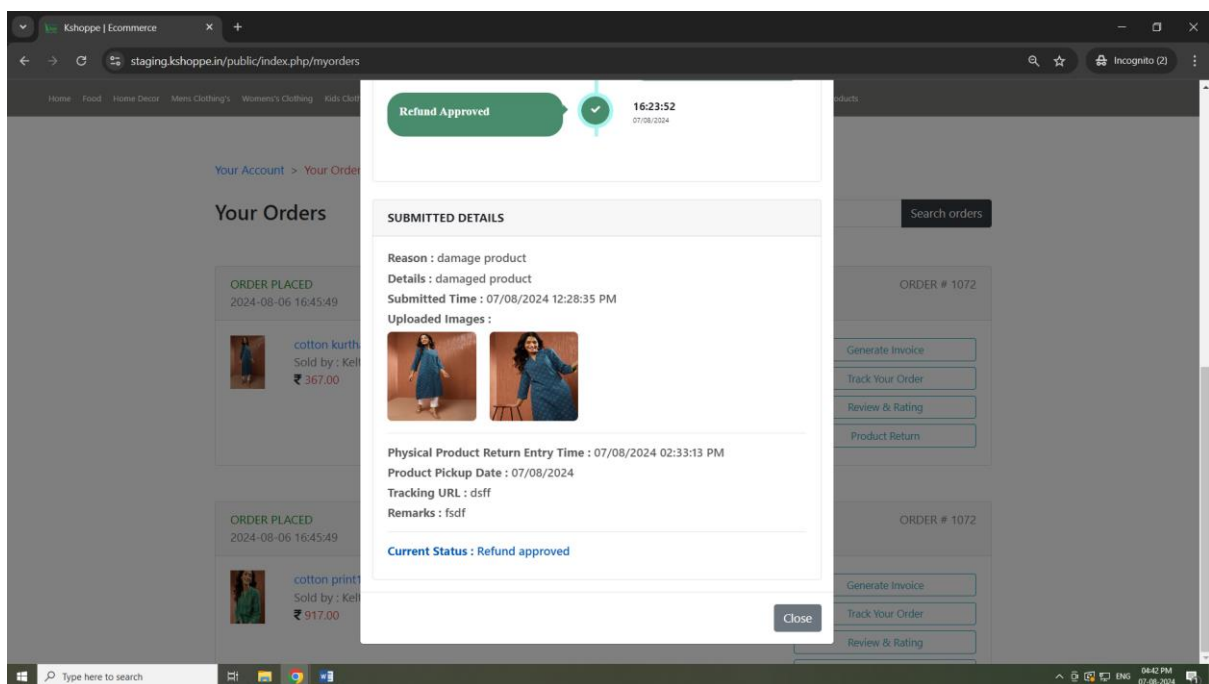
## Return Product Received

Image shows the status when the returned product is received.



## Refund Approved

Once the status shows as” refund approved “refund amount credited to user account.



## **7. Contact and Support**

For any queries, feedback, or assistance related to KShoppe, our customer support team is available to help you.

Contact us via email at [customercare@kshoppe.in](mailto:customercare@kshoppe.in)

Call our toll-free number

Thank you for choosing KShoppe. We are committed to providing you with a seamless shopping experience while supporting Public Sector Undertakings across the country. Happy shopping!