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Sign up. Set up. Sell.

Welcome to your merchant portal

Here is your homepage where you can access the different tabs to manage your merchant page:

- **Orders**
- **Products**
- **Marketing**
- **Delivery By Fetch**
- **Settings**

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Head to settings

Make sure you complete the following tabs:

- **Business Details**
- **Bankings & Payouts**
- **Delivery**
- **Collection**

Please note that our team will review the Marketing Settings after you sign up.

Settings
Configure your fetch store to your business needs.

Business Details | Marketing Settings | Bankings & Payouts | Delivery | Collection | Opening Hours

Online / Offline

Turn your store on and off here   OFFLINE

Business Information

Company name
Company Test

Trading name
Company Test

Phone Number
Phone Number

Business Biography
This will show in the about tab.
Enter in a little info for customers to read about your business.

Store Page Message
This will show in the store page above the cart.
Enter store message here

Please enter short, important store announcements (e.g. delays, lack of availability). This field is not for marketing messages.

Business Address

Building name / House Number
xxx

Street
xxx

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Head to products

Click on the first option under **Products** called "**Product Catalogue**".

From there you will be able to create your first category and product.

Follow Step 1 and click on **Create Category.**

You will then be able to do Step 2 and create your first product.

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Dashboard | Orders ⌄ | Products ⌄ | Marketing ⌄ | Delivery By Fetch ⌄

Welcome to your produ

Step 1:

Create Product Categories

Create Category

Step 2:

Add products to you

Make sure you select a categ

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Create your product

Complete the following:

- **Product Name**
- **Product SKU** (enter spaces if you don't have any)
- **Product Description**
- **Product Price**
- **Product Category** (product cannot display without a category)

Click on **CREATE PRODUCT** to save.

Create Product

Enter in some basic product information below. Once created, you can upload photos and manage product options.

Product Name*

Product SKU

Product Description

Product Price

£

Product Category (Choose from

Create Product

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Create your product

Select up to **5 global categories** where you would like your product to be appearing.

The global categories enable customers to find products more easily when browsing the site. For example for a print, you could select Homeware, Home & Gardening & Art.

Once done, click on **Update Category Mapping**.

Edit Product: Test

Product Information   **Global Category Mapping**   Images   Pricing   Product Options   Availability

Global Category Mapping

Our new website now displays products first, these products are organised into global categories set by us. You can use this page to map this pr categories.
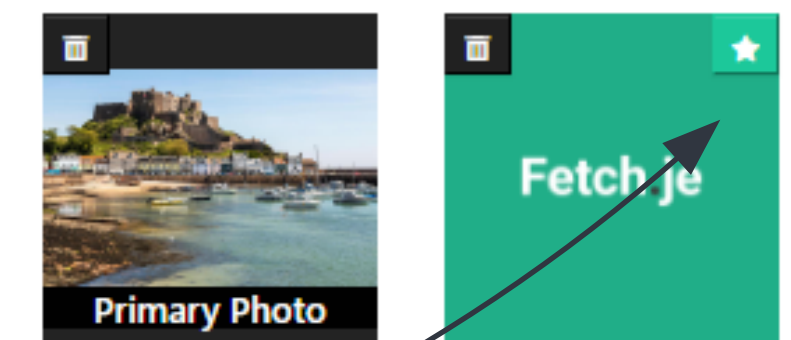
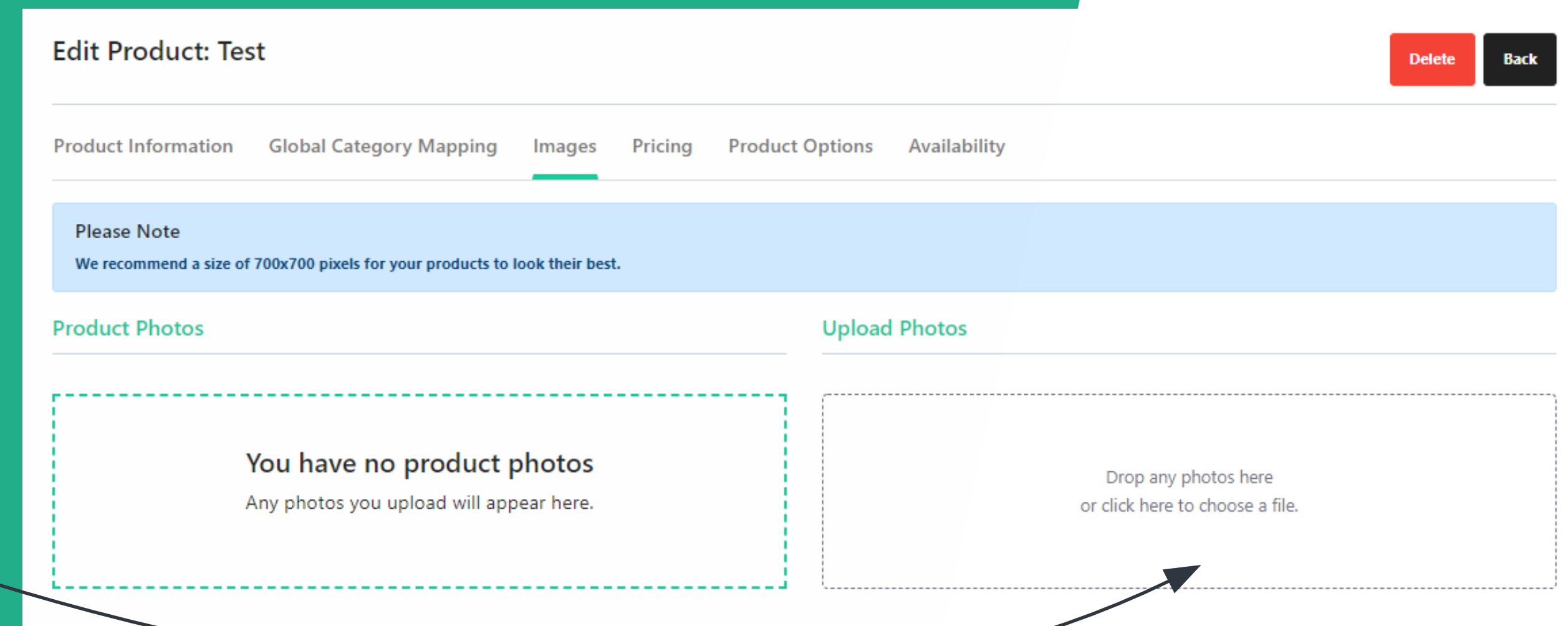| You can select up to 5 |

Update Category Mapping

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Create your product

Drop any photos or click to upload your pictures. You can add more than one photo to each product.

We recommend a size of **700x700** for your products to look their best.

To choose your main product image, click on the green star, this will determine which photo appears first. Once clicked the green star will disappear.

Edit Product: Test

Delete   Back

Product Information   Global Category Mapping   Images   Pricing   Product Options   Availability

Please Note
We recommend a size of 700x700 pixels for your products to look their best.

Product Photos

Upload Photos

You have no product photos
Any photos you upload will appear here.

Drop any photos here
or click here to choose a file.

Primary Photo

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Click the 🗑 to delete a photo.

Click the ⭐ to make it the main photo.

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Create your product

Product Options is not mandatory to complete.

You can use this tab to create options for customers to choose from when placing an order.

You can create as many options as you want.

For example:
Pick your colour
Pick your size

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Create your product

Important: Your product will not go live if "Available anytime" or "Available on a schedule" is not selected.

Under Availability, you can add different settings to your product than those you have on your general page.

For example, this product is Collection only but you offer Delivery for other products.

Product Availability

Is the product available for purchase?

○ **Available anytime**
Product is always available

○ **Available on a schedule**
Product is available on specific days/times (but can be purchased anytime)

○ **Not Available**
Shown as "out of stock" on your store pages.

○ **Hidden**
Not displayed in your store or available for sale.

What days is it available?

Fetch uses the dates you select in combination with your delivery and collection settings, to offer customers appropriate dates for delivery / collection.

☑ Monday
☑ Tuesday
☑ Wednesday
☑ Thursday
☑ Friday
☑ Saturday
☑ Sunday

Delivery & Collection

You may disable delivery or collection for this product and override your store level settings. **Note** that if there is not at least one active means of receiving the product, it will be shown as unavailalbke to customers.

Disable Delivery

Disable Collection

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Create your product

Important: Don't forget to click on "Update Product Availability" for your product to go live.

The delivery and collection options shown here are for stop sales, the calendar on the website will adjust and stop customer bookings at a certain time.

Example
• Last order for same-day delivery at 9 am
• Last order at 4 pm for next day collection
• Same day collection but you need 30 minutes notice.

How long before delivery or collection must a customer order?
If you enter 24 hours for example, a customer will not be able to select a delivery or collection time within the next 24 hours. Using minutes may be more appropriate for takeaway food orders.

Enter the number of

Update Product Availability

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Congratulations!

STEP FOUR

Upload your next product!

You have now set up your first product on your merchant platform. To browse through your products, click on "Search All Products" under the Products Tab.

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Once all sections are completed, please contact our team member to review your Fetch online store and we will place a TEST order before your page goes live.

Any questions please contact:

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or email our team on
info@fetch.je

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