VIVA OCC KSA

USER GUIDE

Buyer

Abstract

THIS USER GUIDE EXPLAIN ALL STEPS THAT CLIENT NEED TO START SHOPPING

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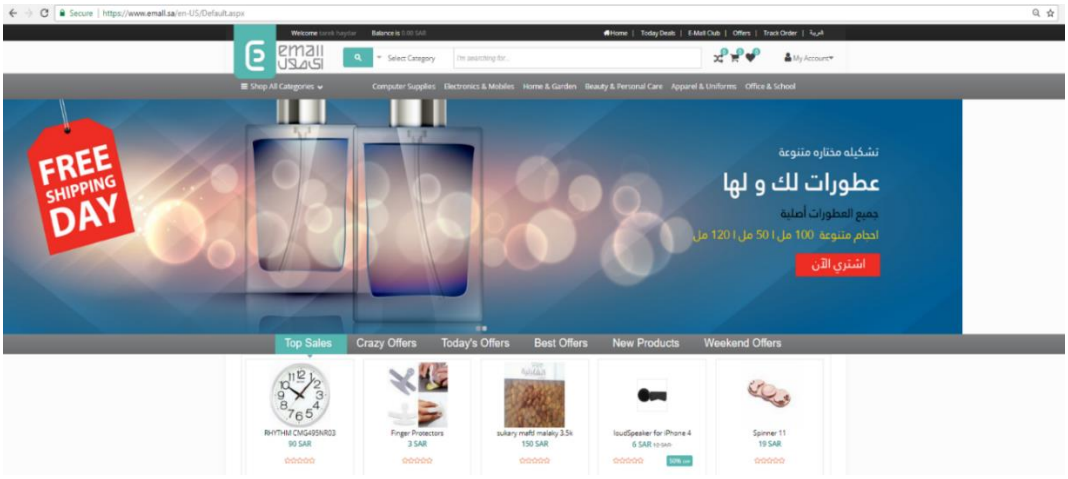
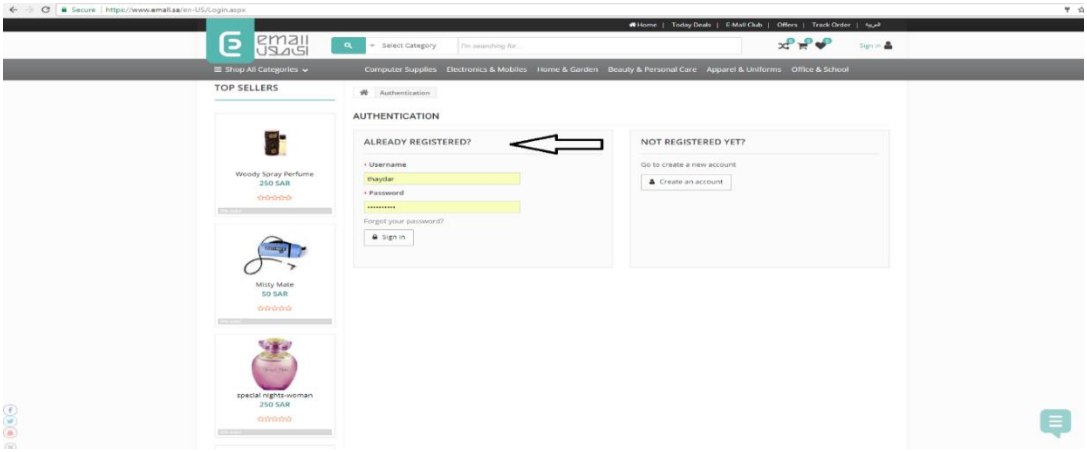
User Guide Buyer
https://www.emall.sa



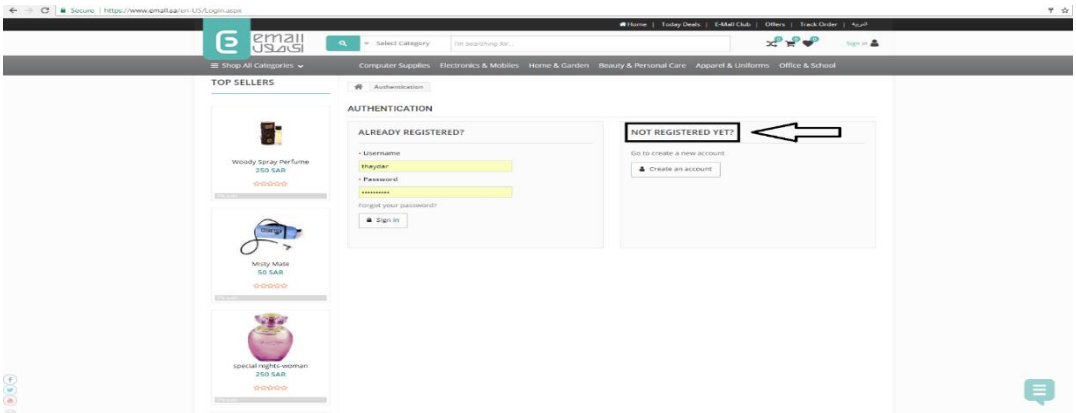
You are now redirected to the main page of the Emall...
To start shopping, move your mouse over my account and click login if you are already registered by entering your account name and password.



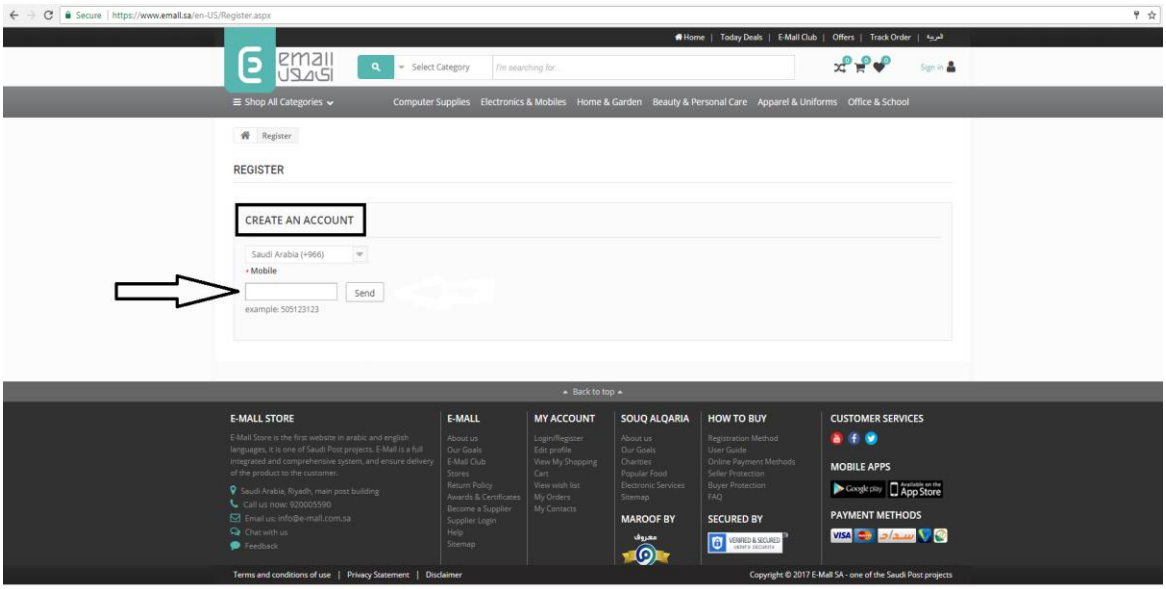
If you are a new user, you should create a new account

1 Registration in Emall

If you are a new user, click “Create an Account” for registration.

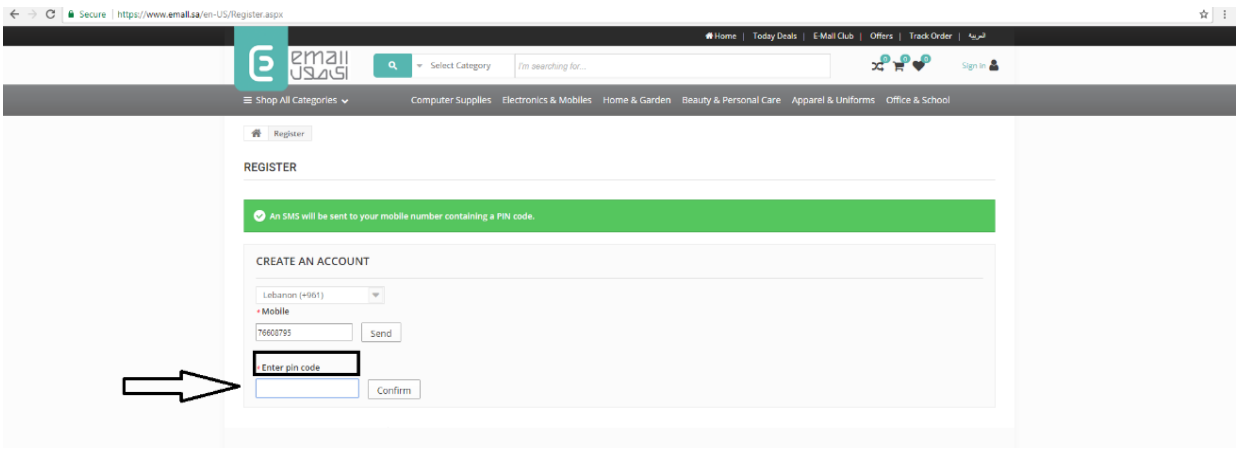


Click on "create an account"

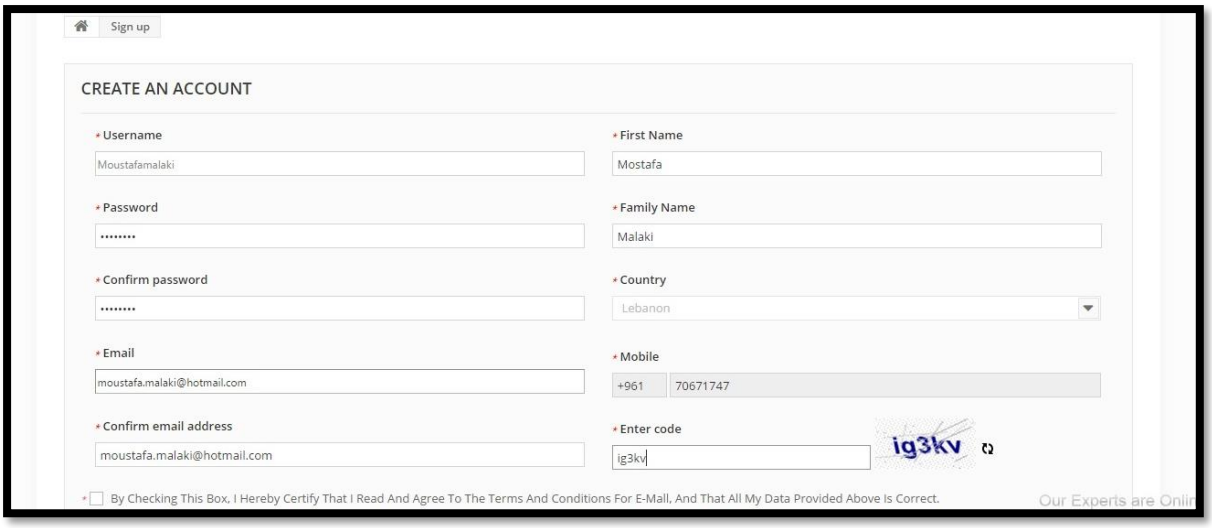


You will be redirected to the registration page, so select your country and enter your mobile number, the click “Send”.

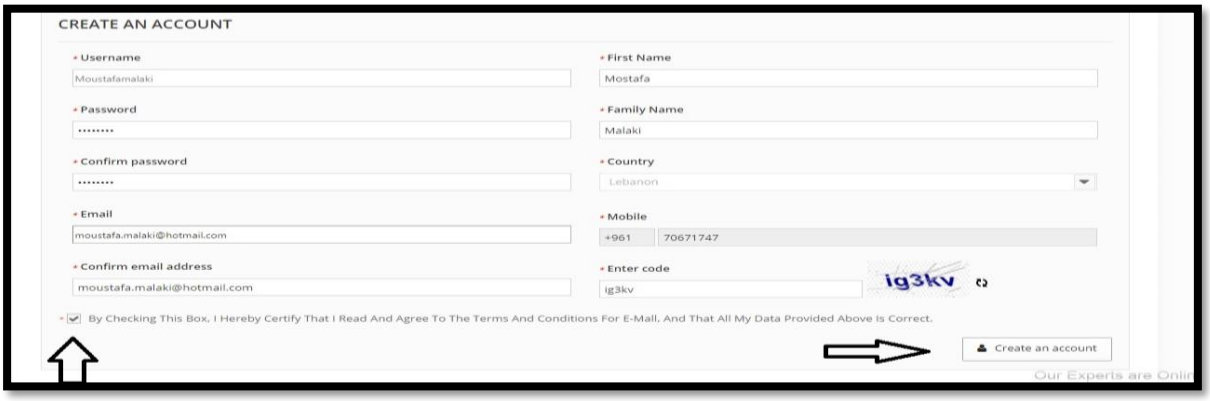
You will receive a confirmation message containing a PIN code. Enter the received code in the designated input box and press “Confirm”.



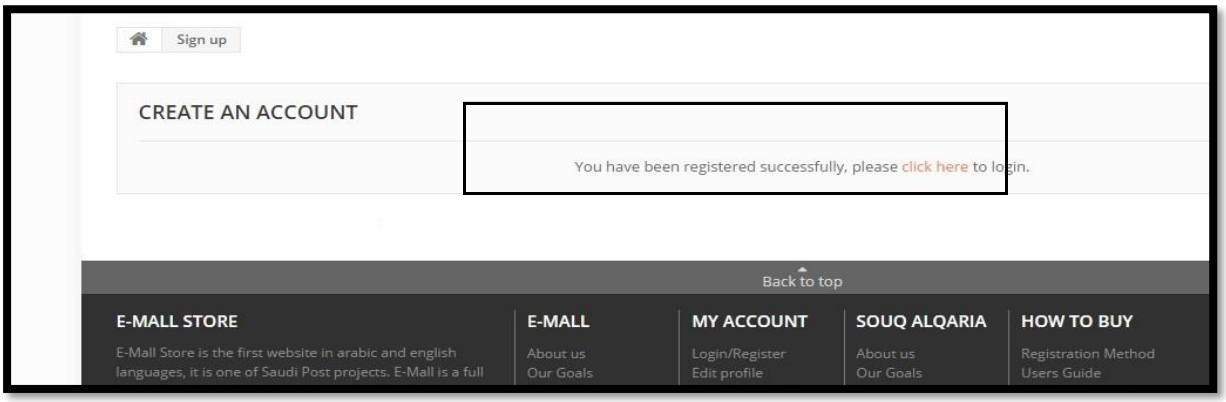
After Confirmation, you will be redirected to a page to create your account, fill all the required fields.



Then check the box to certify that you agree to all the terms and conditions of Emall, and then click the "Create Account" button.

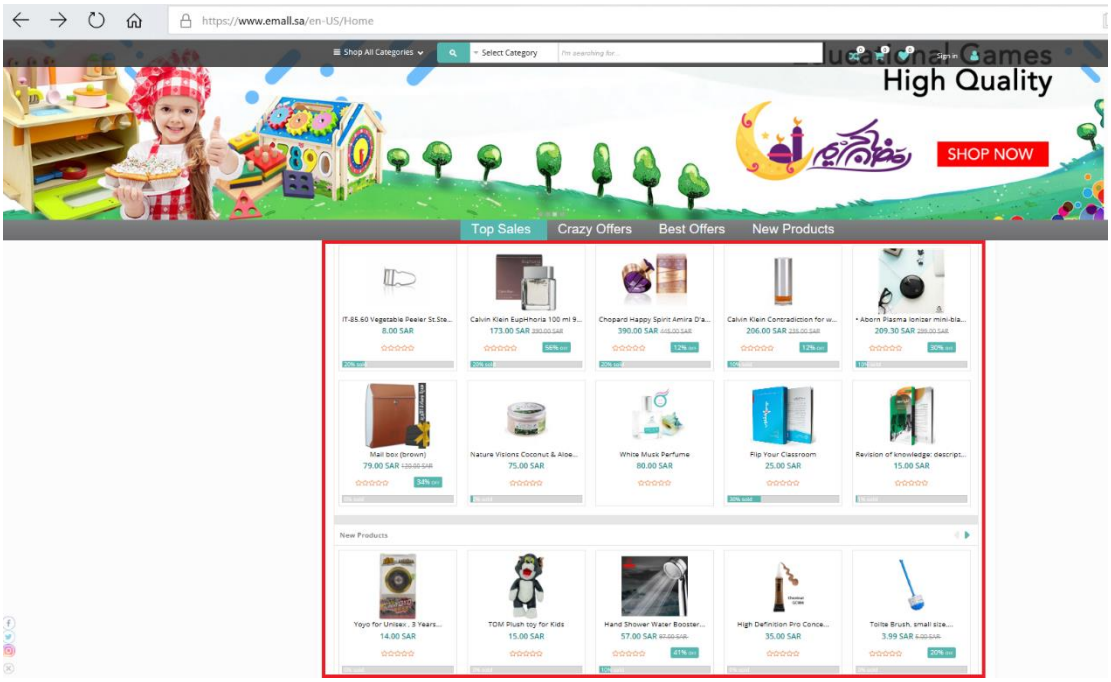


Your account has been successfully created, and you are now able to start shopping from Emall.

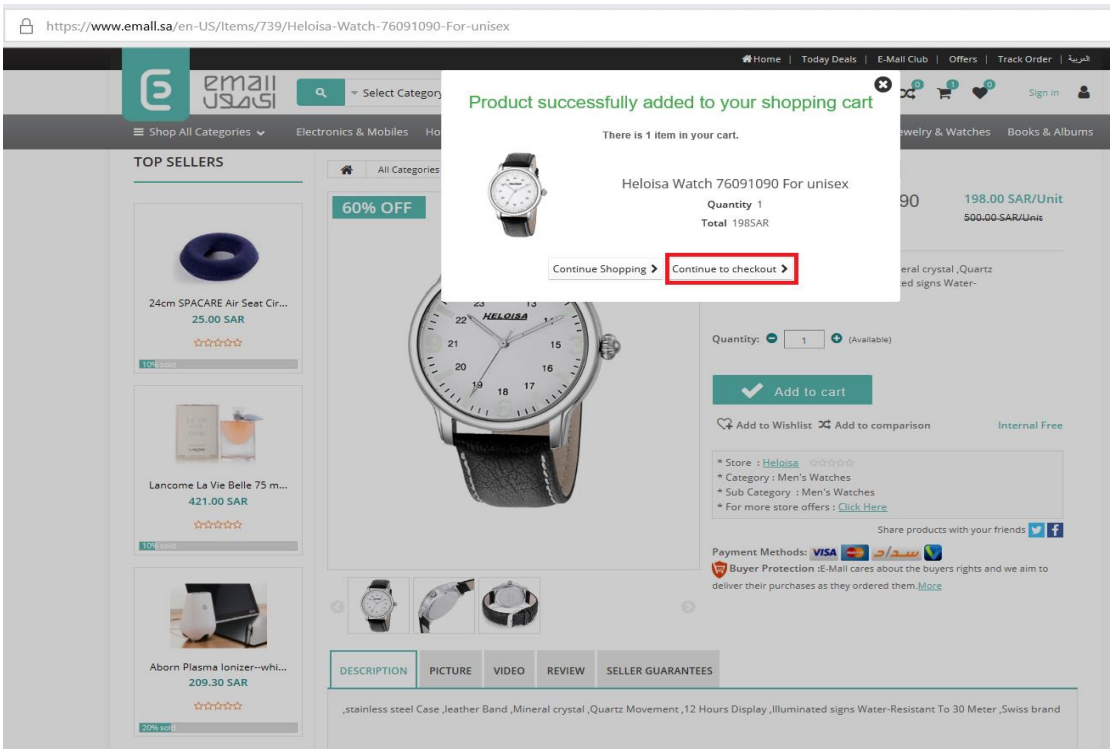


2 Purchase a Product

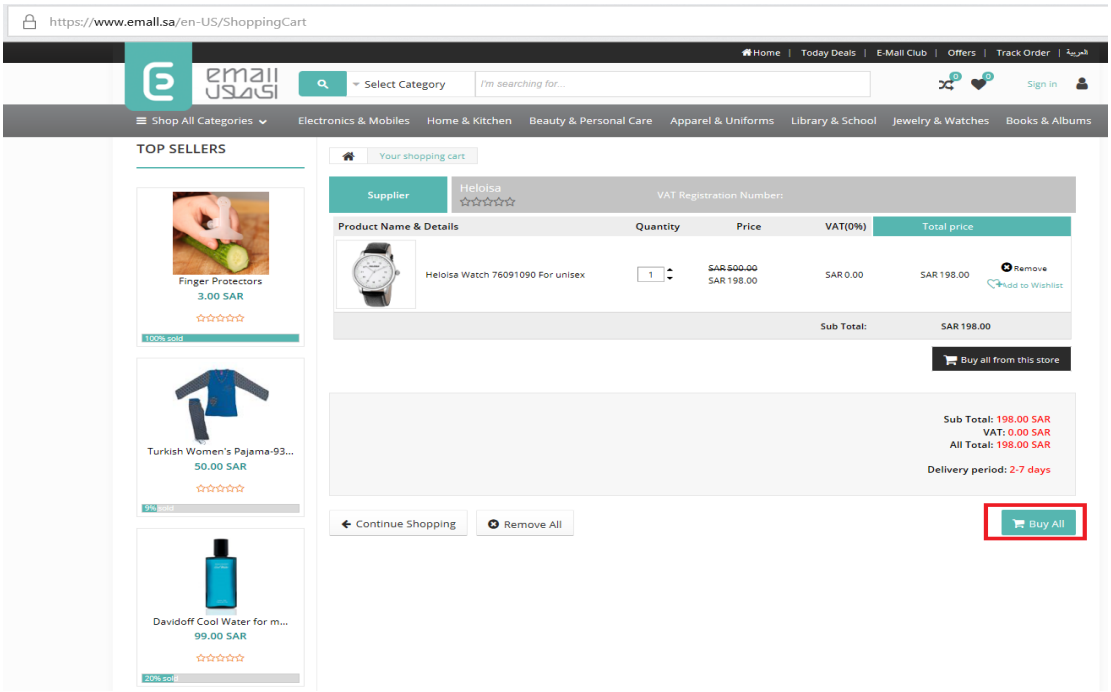
To perform a purchase, find the product you want, and click on it, and then click “Buy Now”.



And then click “Add to cart” button, and then click “continue to checkout"



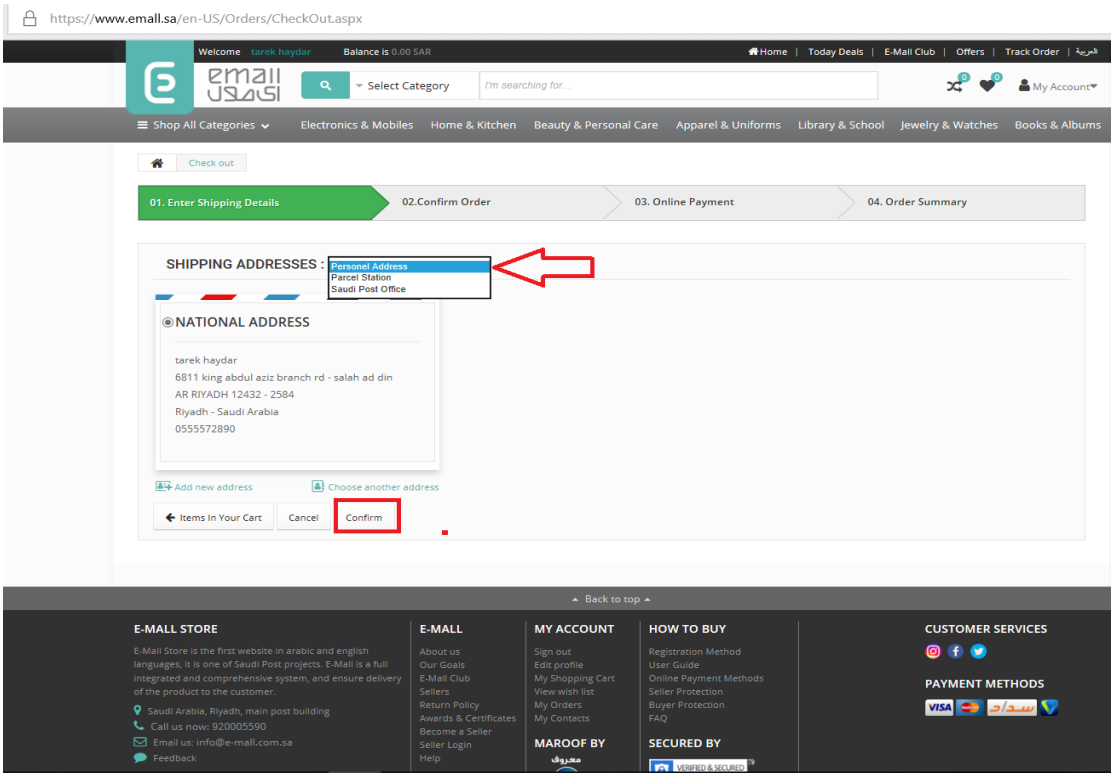
You will be redirected to your shopping cart displaying the added product. Click “buy all from this Store” button to continue the checkout process.



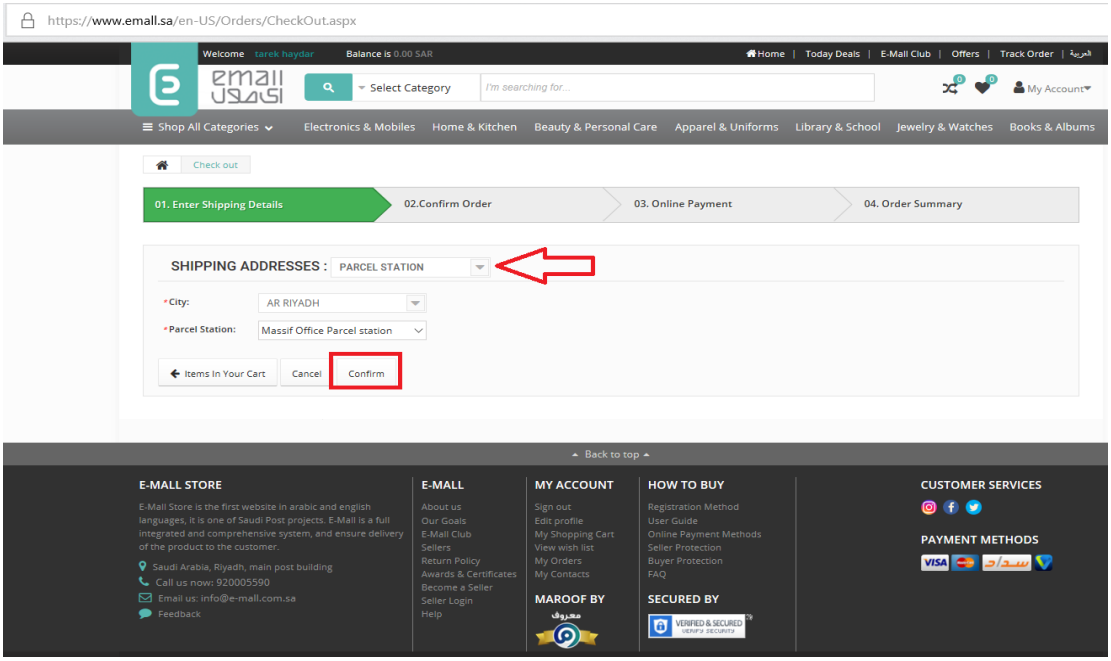
3 Shipping Addresses

After clicking on the purchase process you must choose the shipping address. There are three cases for your shipping addresses:

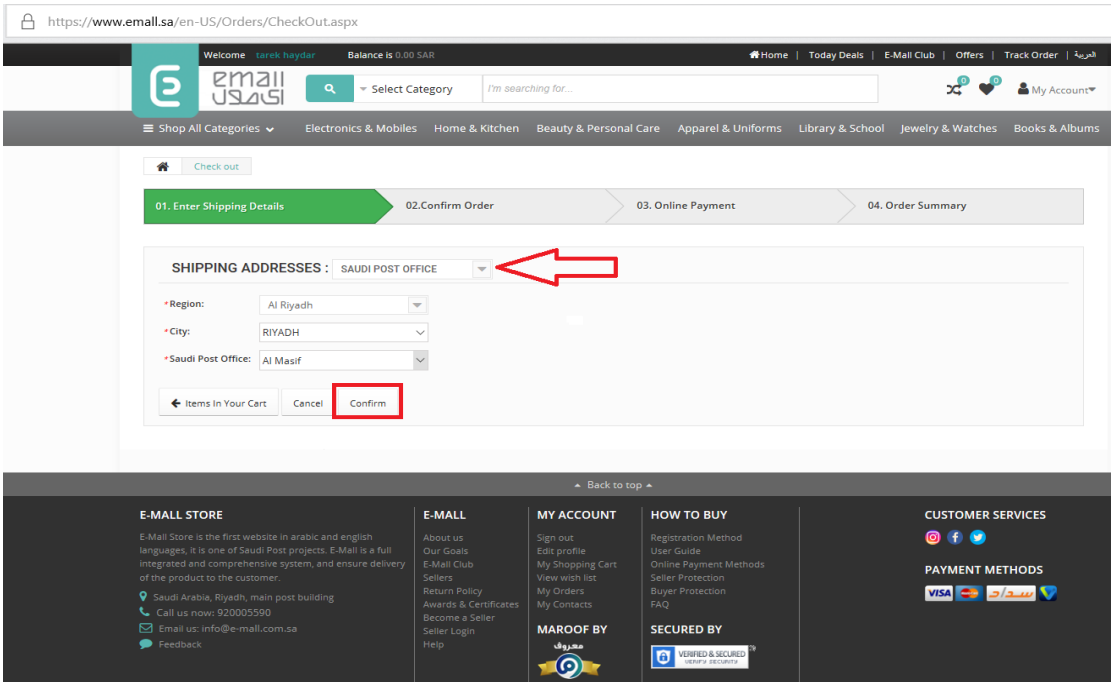
1. Personal addresses through which your place of residence or place of work is determined



2. Parcel station through which you can receive it from your nearest parcels station



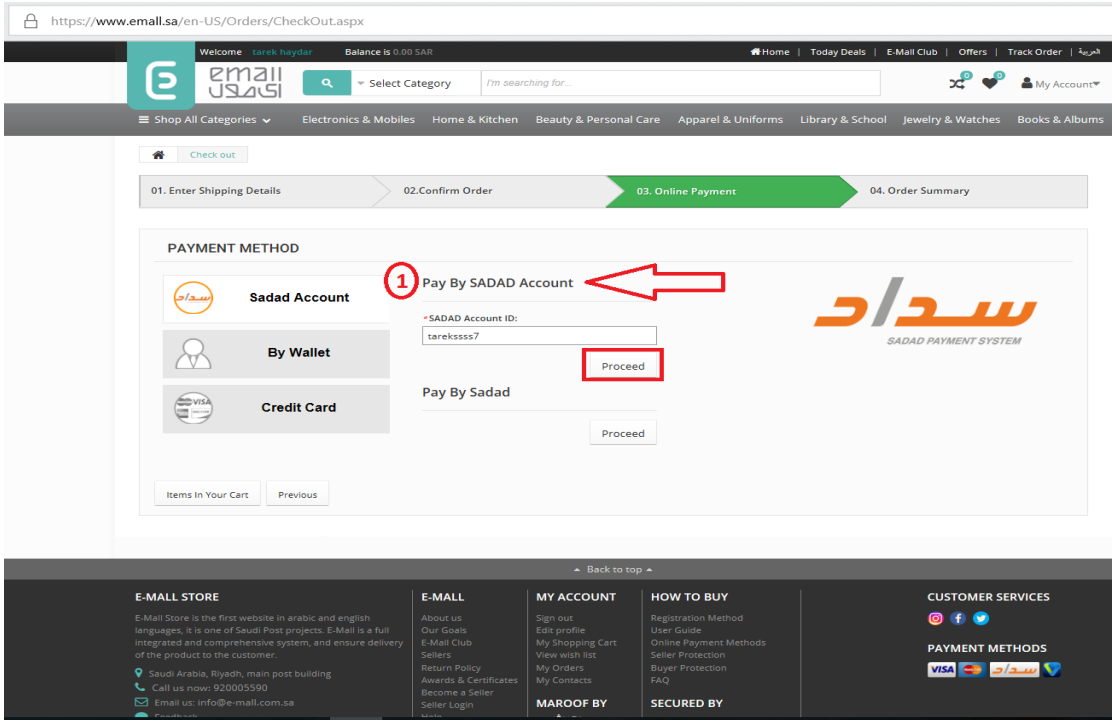
3. The Saudi Post Office, which you can receive from your nearest post by sending you a message stating that the shipment has been delivered to the post office



4 Payment method:

There are four ways to pay through any mall:

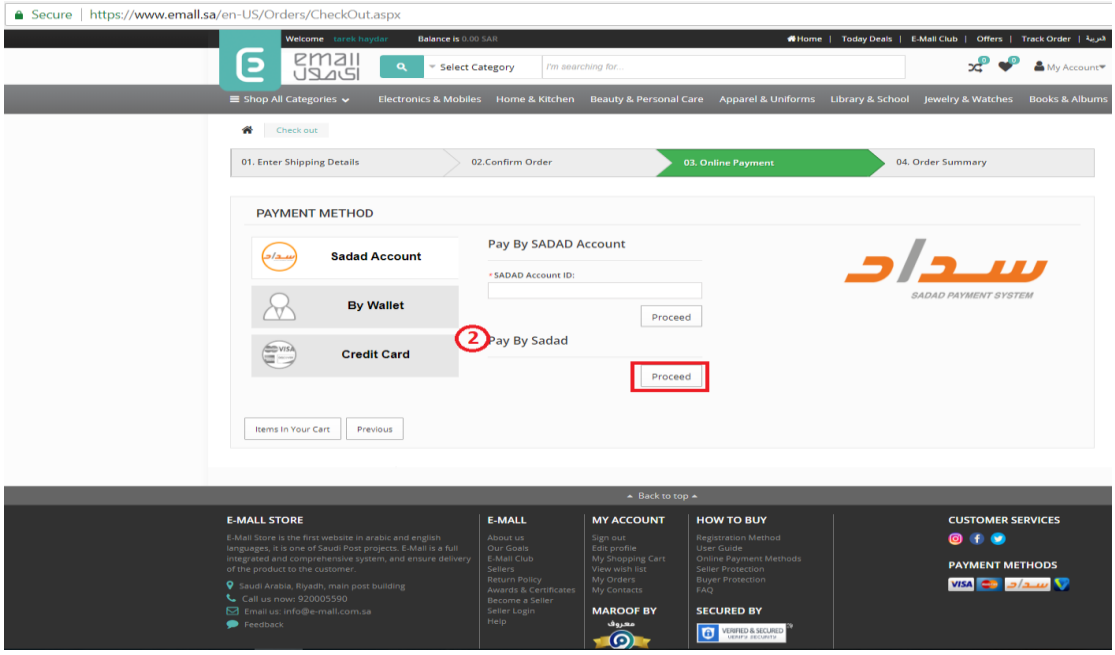
I. Personal payment account It is through your bank account to submit a payment account and then transfer a certain amount from your bank account to a payment account and proceed with the payment process You must add the user name payment that was created



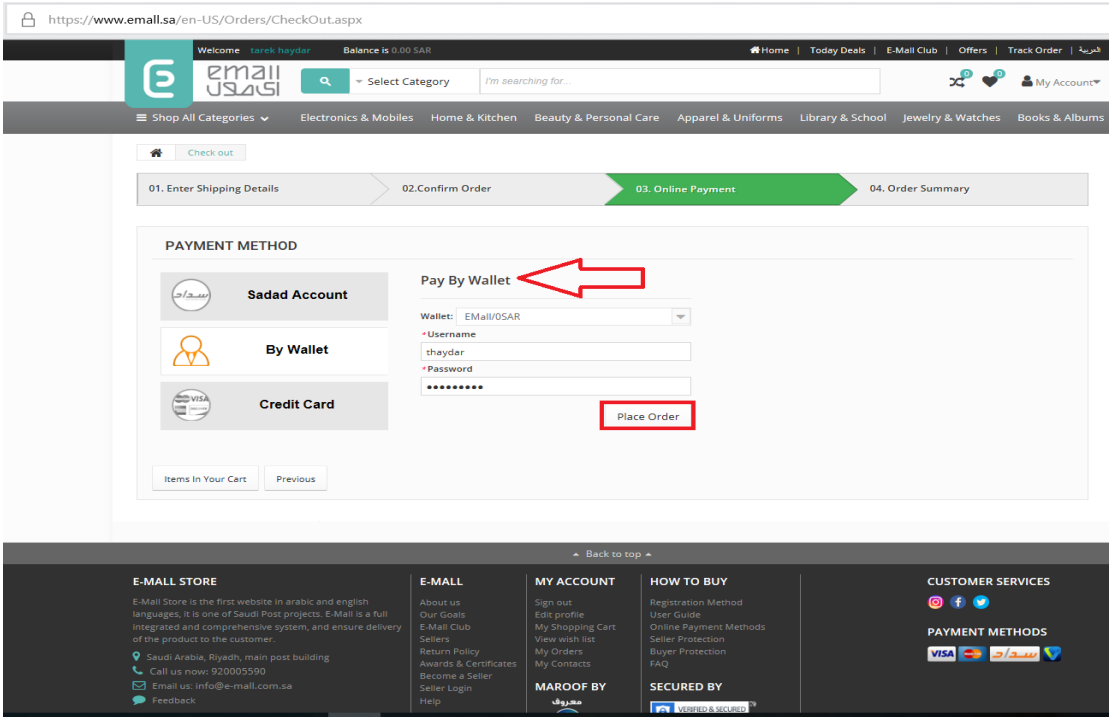
Then click Continue and open your bank account for payment and finally set the password for the account and pay

II. Saddad offline or post offices, which in turn receives a message with a uniform payment code 021 and then includes the transaction number

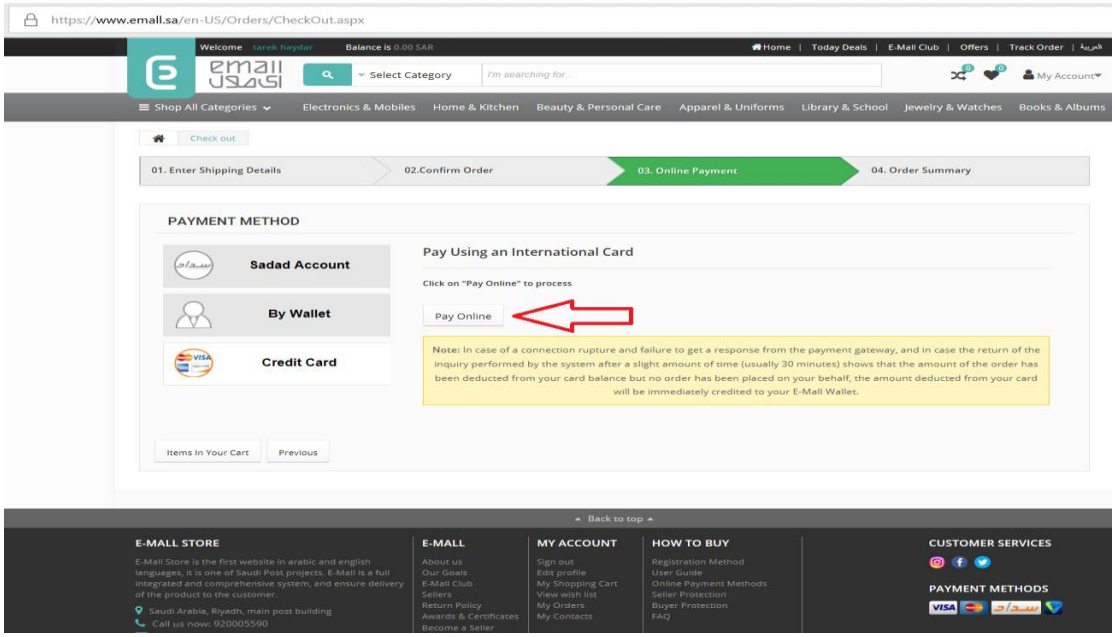
and invoice and when you go to the nearest post office that gives the code and then pay in cash and finally begins processing the order to get you to the shipping address specified according to your request



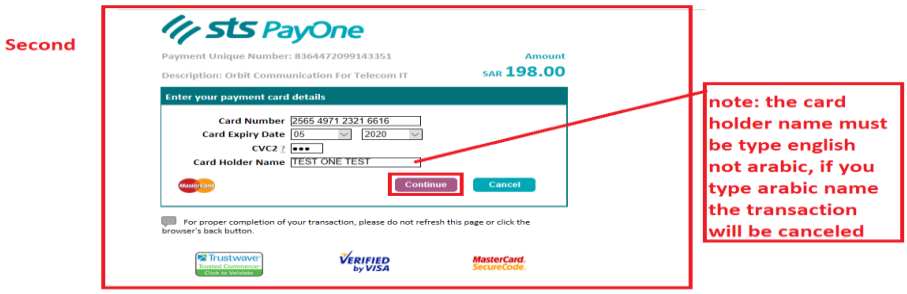
III. Wallet This method allows you to pay from your wallet as a refund of a certain amount of money, for example an order has been canceled through you or shipped through coupon cards provided by the site



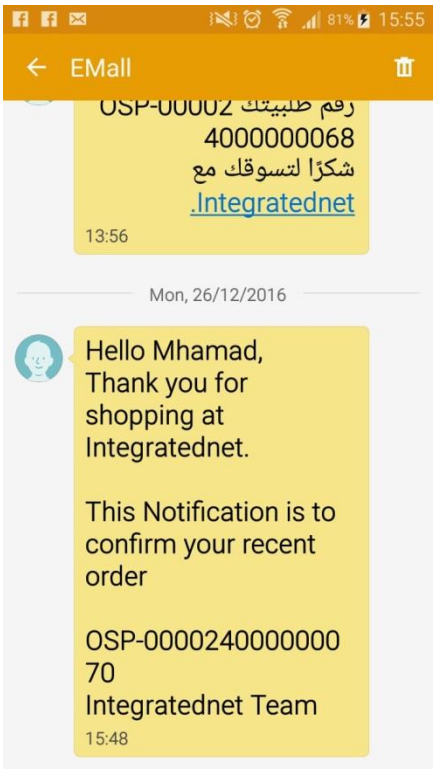
IV. Payment by credit card through your bank card If you are a MasterCard or Visa Card you can pay to buy your need from the site



And then open the page you choose if the card you have a Visa or Mastercard Fields must be filled in English, not Arabic and click on the payment



After the process is complete you will receive a notification (by email, or SMS, etc...) to confirm your order stating that the process has been successfully completed, and containing your order number.

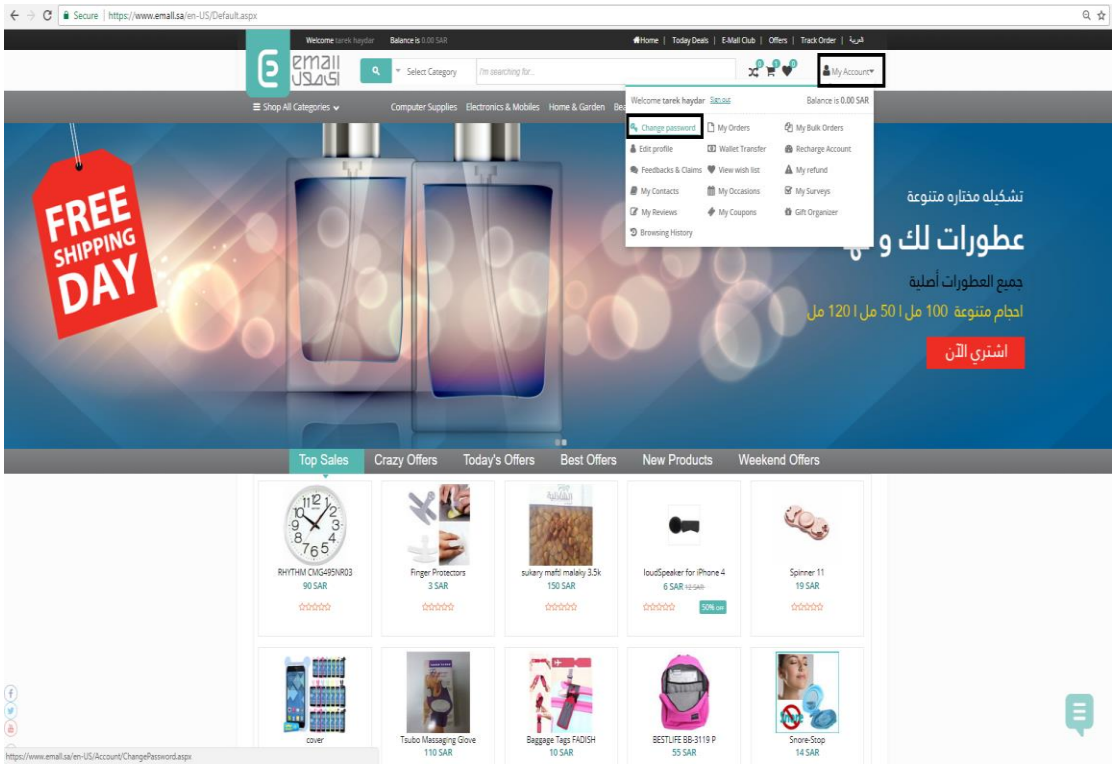


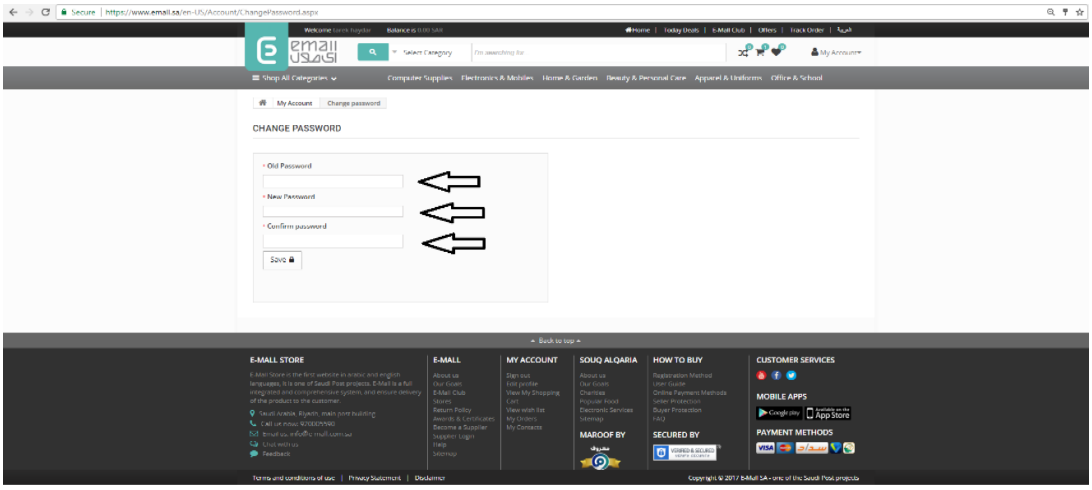
All information relating to your account from modifying the data and changing the password to the account balance and your orders and recharge the account or transfer from your wallet is found in this window only by directing the arrow to "My Account" as shown in the picture below

5 Change Password

To change your password, move your mouse over “My Account” then Click "Change Password".

In the displayed page, enter your old password in its corresponding field, then enter a new password, and repeat it in the “Confirm Password”, then click “Save”. (Note: The password should be max 12 characters or digits).

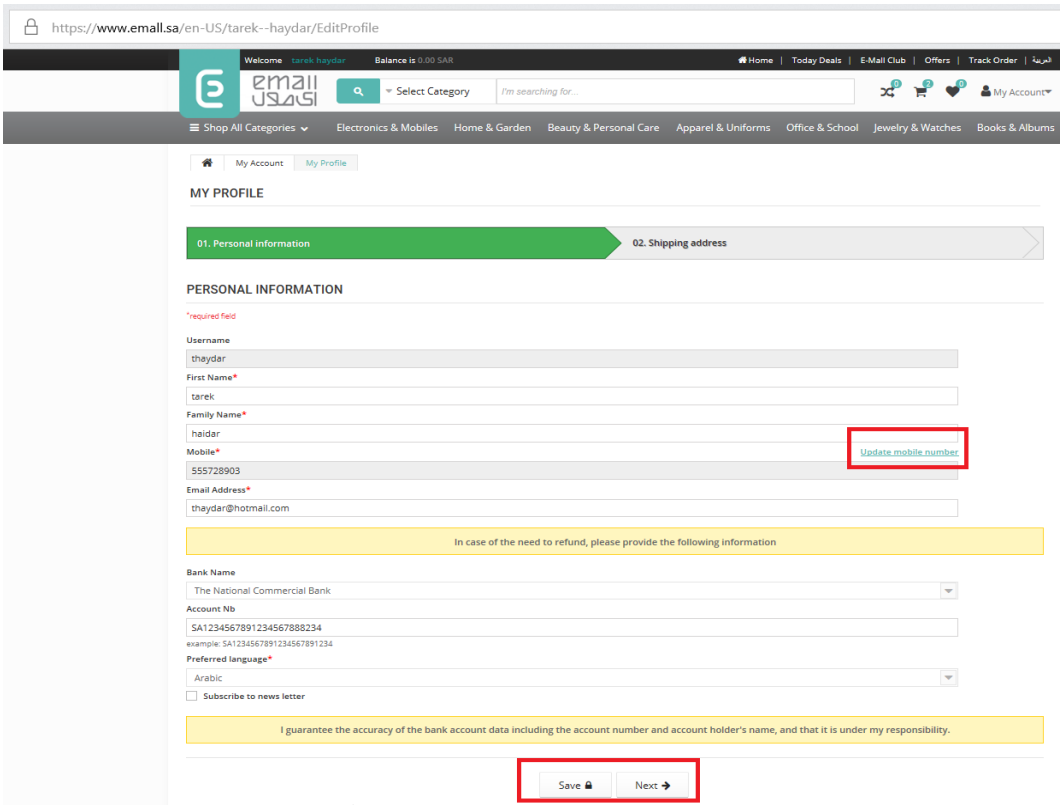




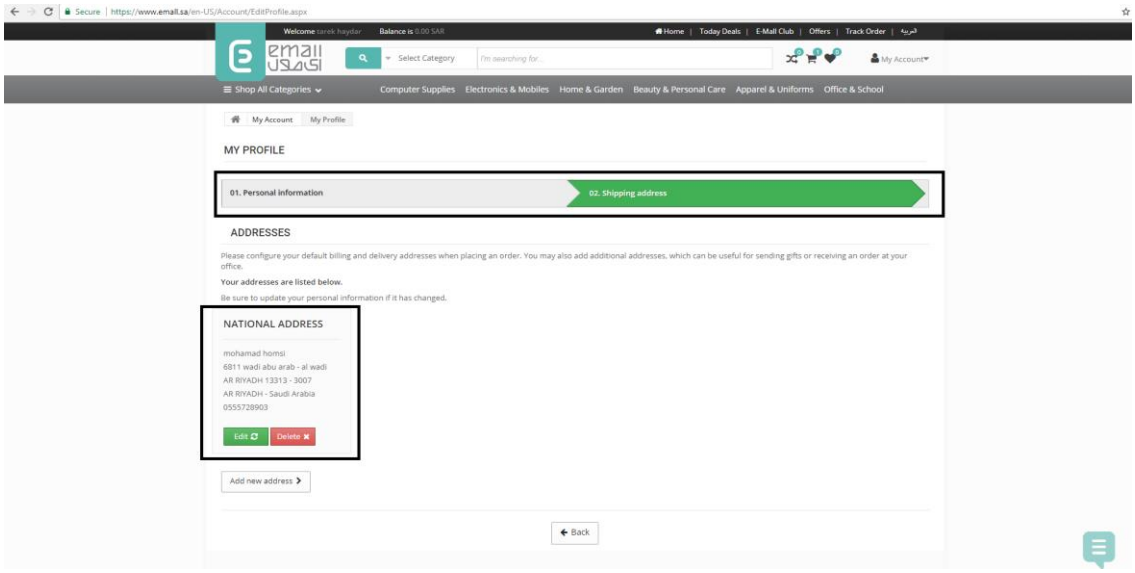
6 Edit profile

Move your mouse over “My Account” then Click "Edit Profile" to update your previously added information.

This module enables you to modify your information and personal data, your addresses and your preferred categories, and also you can change the mobile number, but your account remains the same but with a new mobile number as shown in the picture below

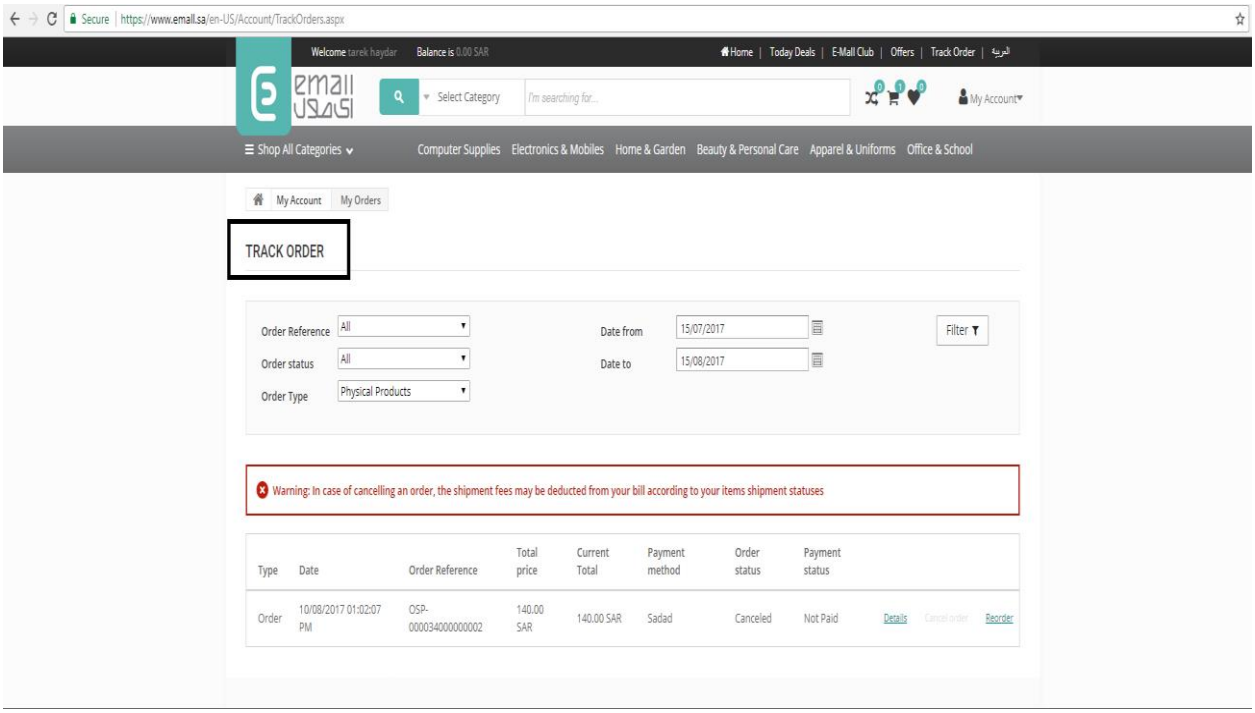


And change the National address



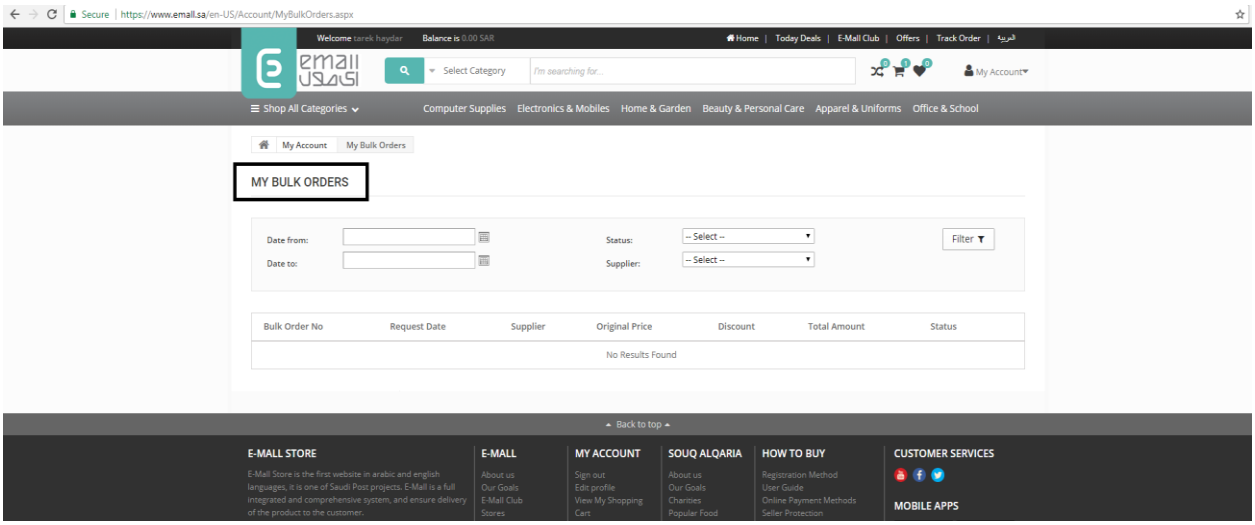
7 My Orders

Move your mouse over “My Account” then Click "My orders”. This module enables you to review your created orders that have been purchased and filter them by the order’s type, date range, the order reference, and the order status.



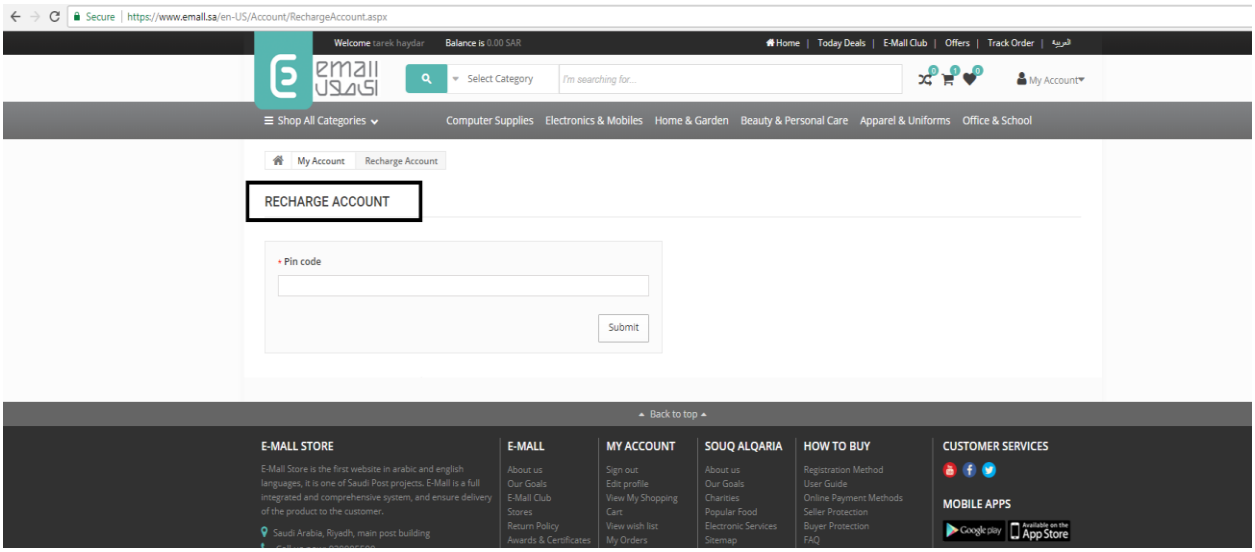
8 My Bulk Orders

Move your mouse over “My Account” then Click "My Bulk Orders".This module enables the user to review his created bulk orders with the possibility to filter them by date range, the order’s status, and the supplier.



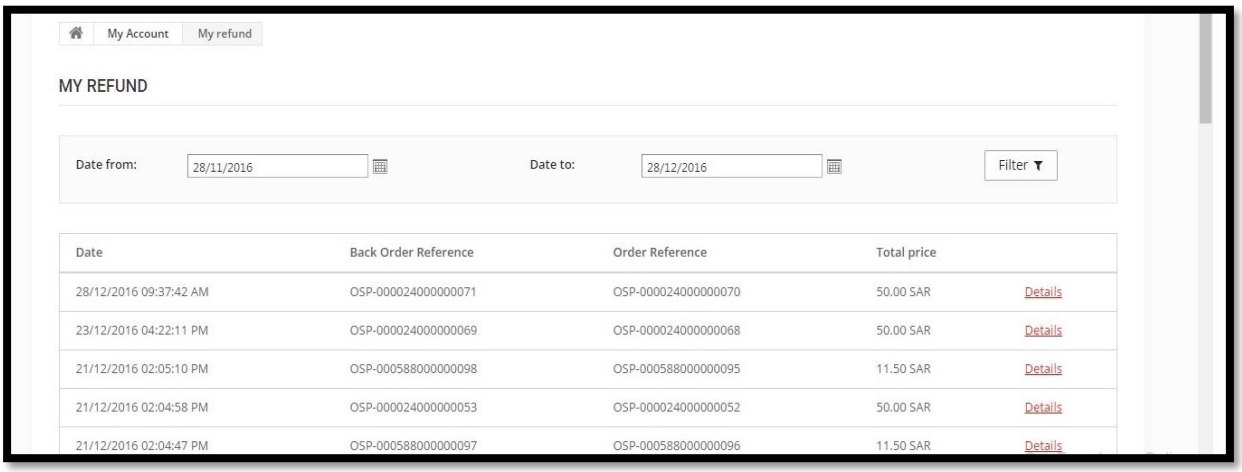
9 Recharge account

Move your mouse over “My Account” then Click "Recharge Account”. This feature enables you to recharge your account by entering the PIN code of a previously purchased card and that will be available in the markets.



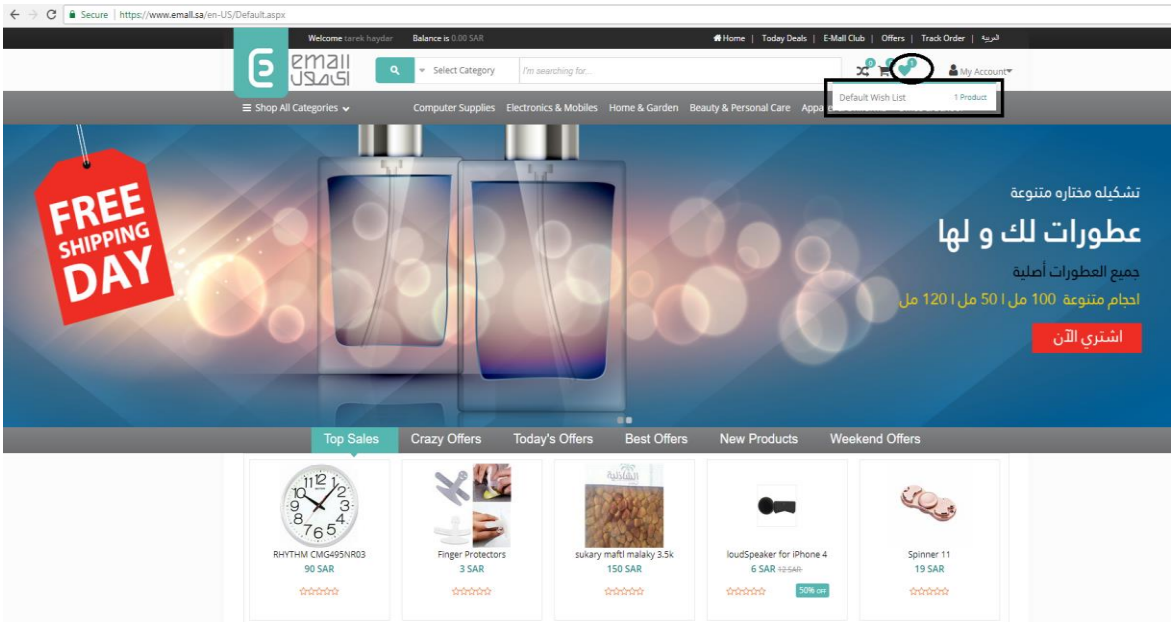
10 My Refund

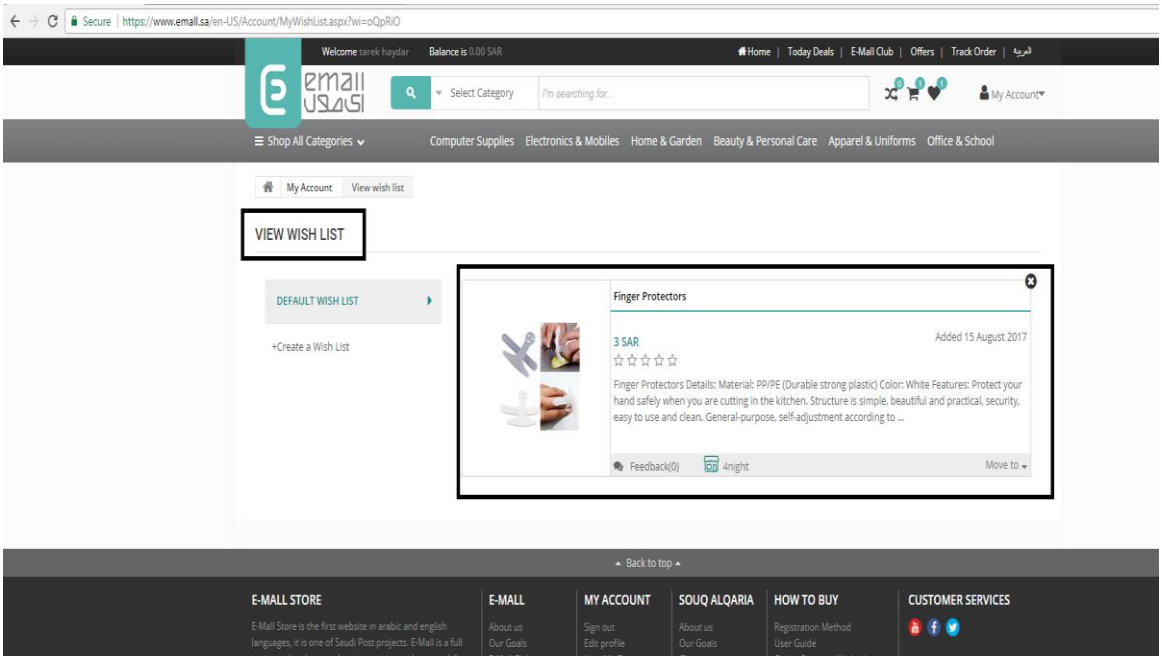
Move your mouse over “My Account” then Click "My refund". This module displays your cancelled orders with the ability to view each order’s details. You can filter the displayed data by the date range you want.



11 View wish list

Move your mouse over “My Account” then Click "View Wish List".
While browsing Emall, you can save products to a wish list so that you can buy them later. The wish list can be the default one which is automatically created, or you are able to create your own lists. Thus, this module displays all the available wish lists with their containing products.



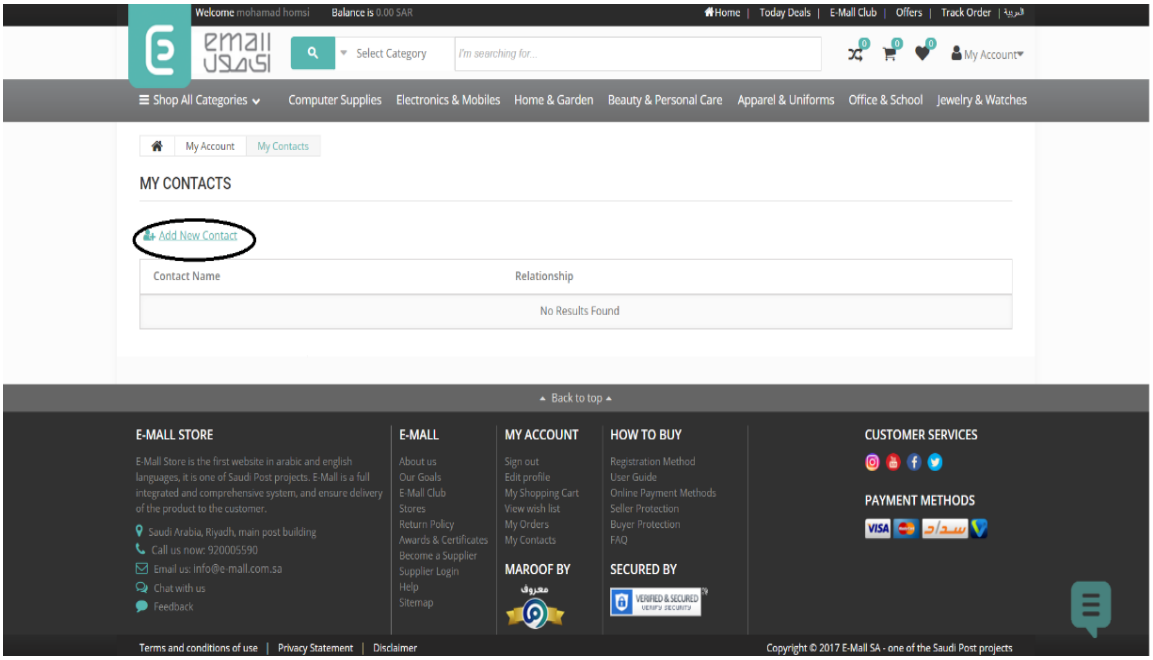


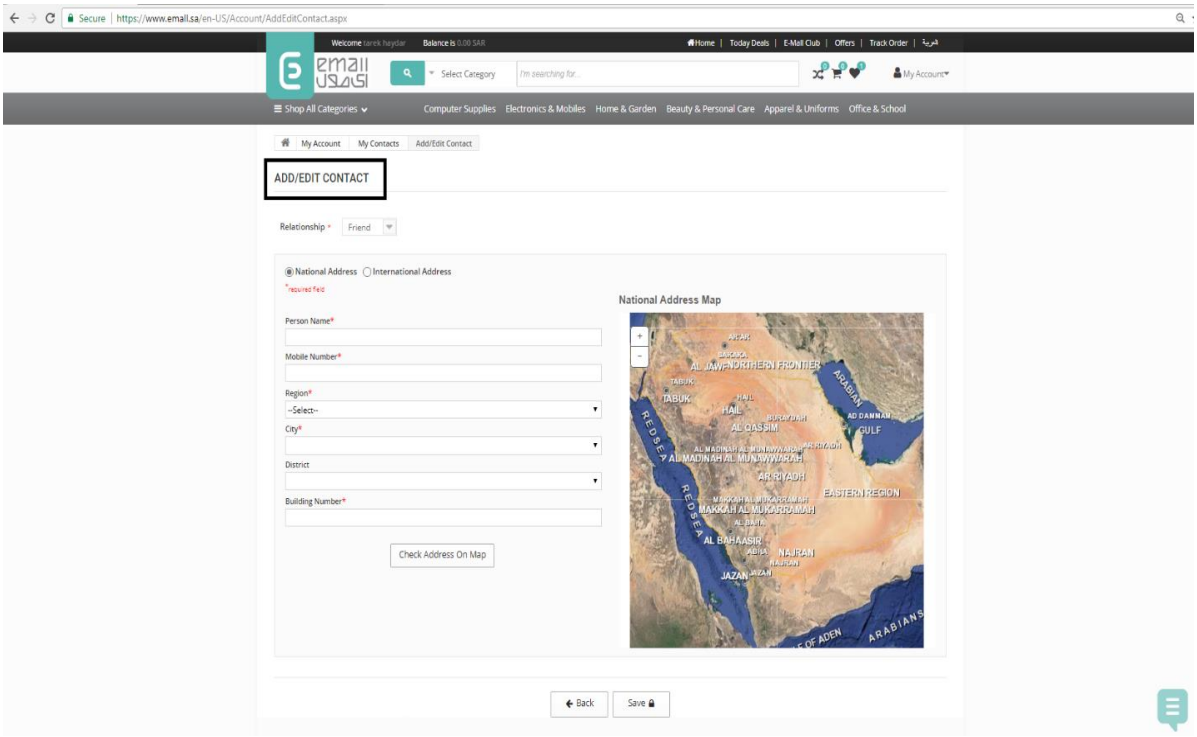
12 Wallet transfer

Move your mouse over “My Account” then Click "Wallet Transfer".
This module enables the user to transfer an amount of money from his wallet to his bank account.

13 My Contacts

Move your mouse over “My Account” then Click "My Contacts".
This module enables you to add contacts (Friends, Family…) to your account or modify the previously added contacts in order to use them later to ship products to.



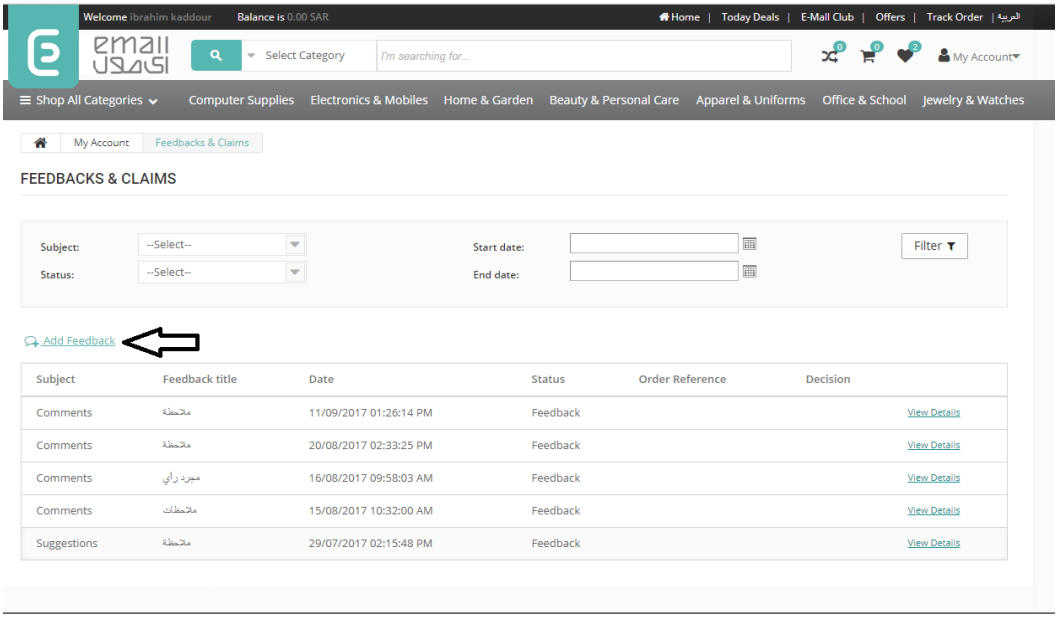


14 View feedback

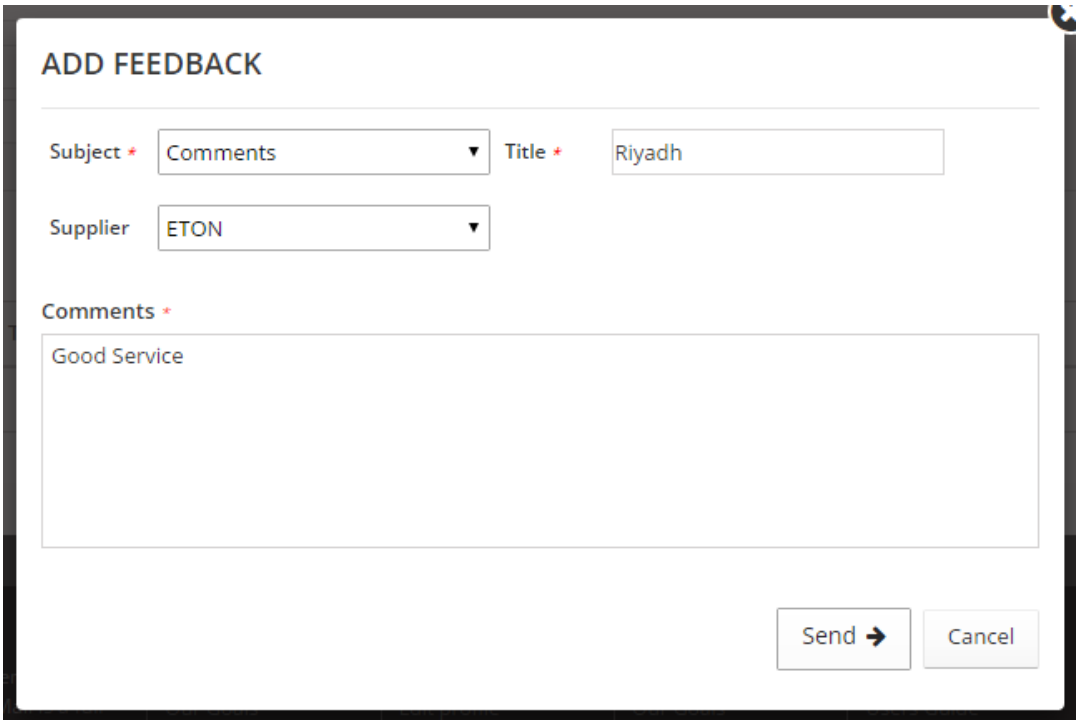
Move your mouse over “My Account” then Click "View Feedback".

Using this module, you are able to send your feedback or your suggestion to Emall or to any specific supplier.

Click the "Add Feedback" button.

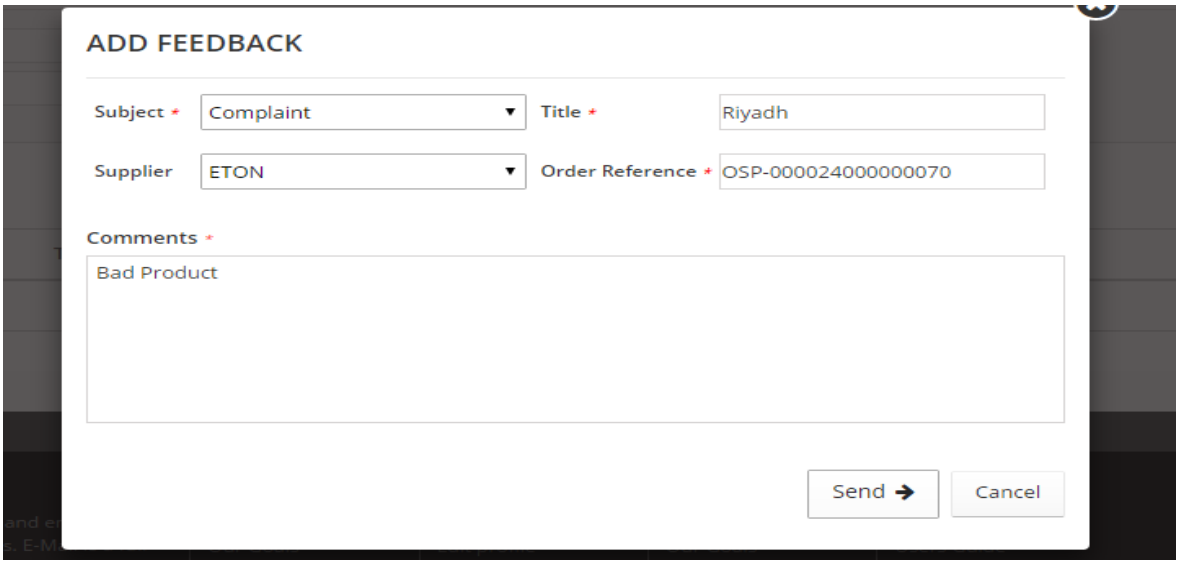


Create a comments

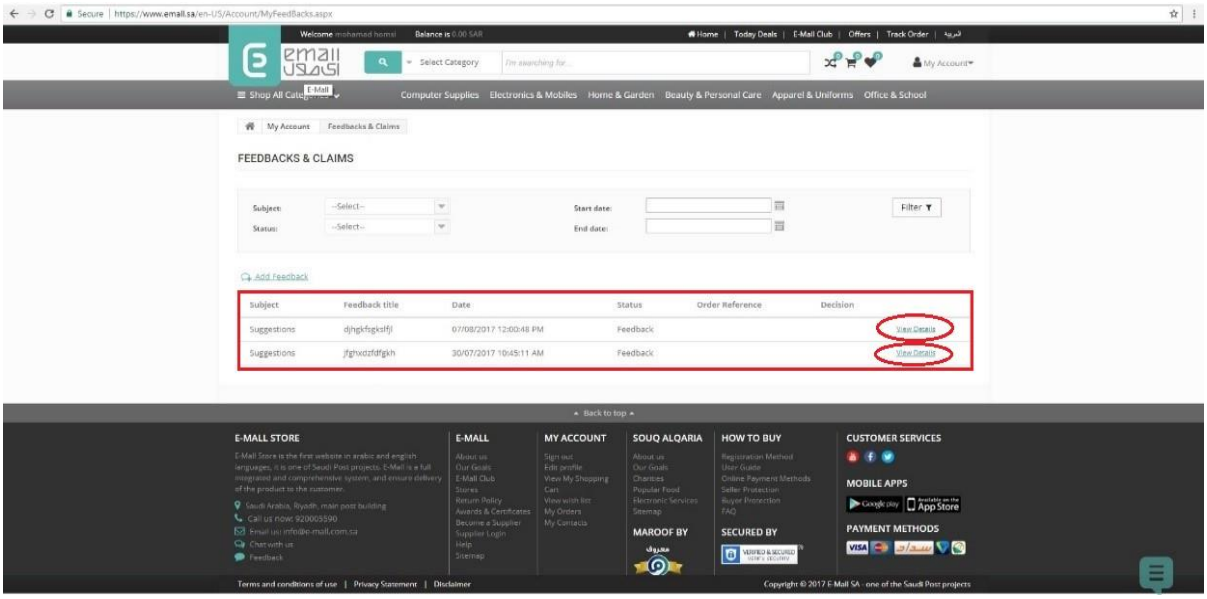


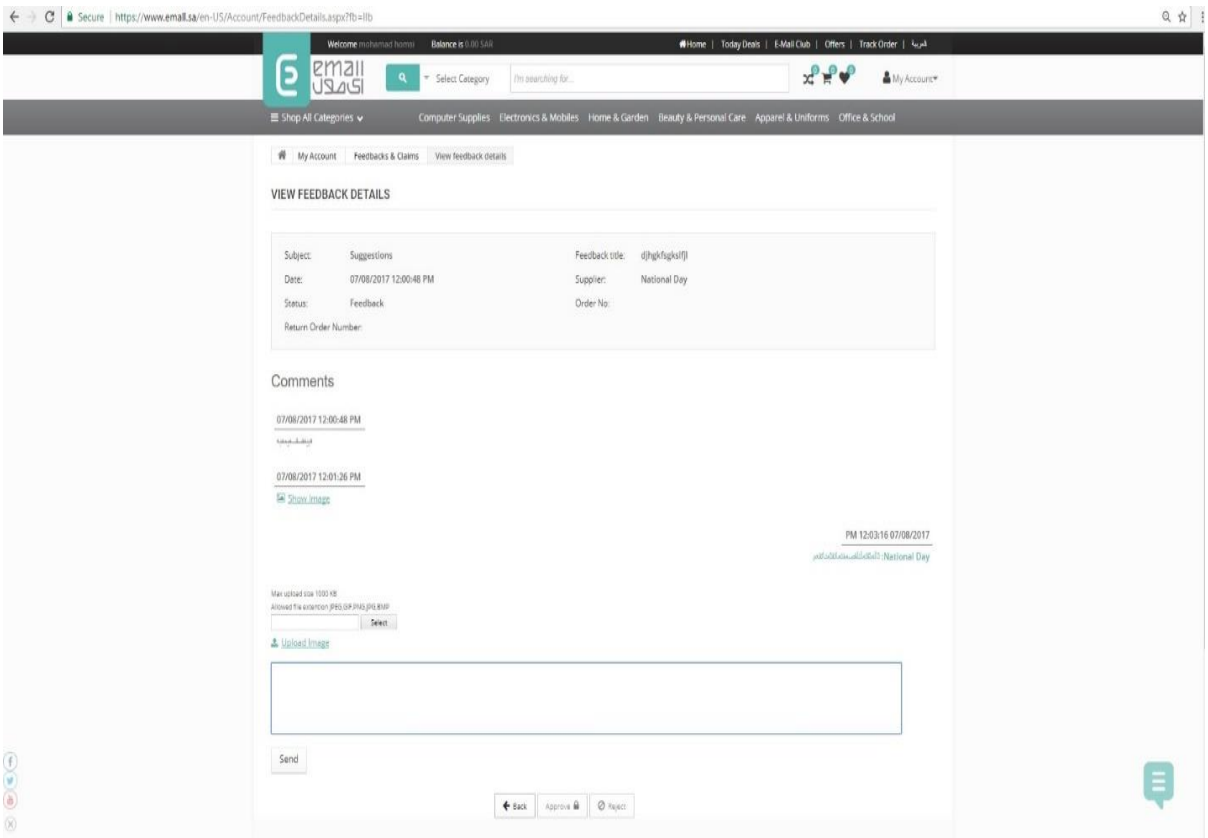
Create a complaint

In the “Add Feedback” form, select “Complaint” as subject, enter the reference of the received order, fill the required fields, and then click “Send”.



To view the details of the previous proposals, press the "Show details"


FEEDBACKS & CLAIMS
Subject
Feedback title
Date
Status
Order Reference
Decision
Suggestions
djhgkfsgksfjl
07/08/2017 12:00:48 PM
Feedback
View Details
Suggestions
jfghxozfdfgkh
30/07/2017 10:45:11 AM
Feedback
View Details

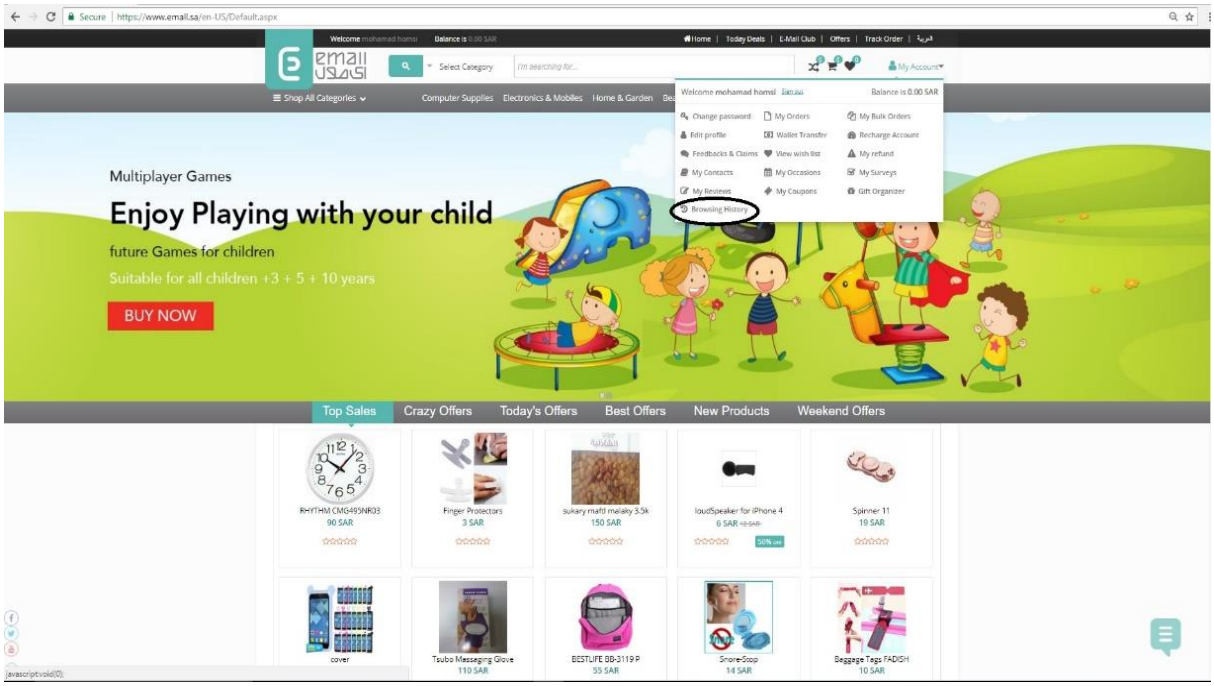

E-MALL STORE
E-MALL
MY ACCOUNT
SOUQ ALQARIA
HOW TO BUY
CUSTOMER SERVICES
MOBILE APPS
PAYMENT METHODS
MAROOF BY
SECURED BY

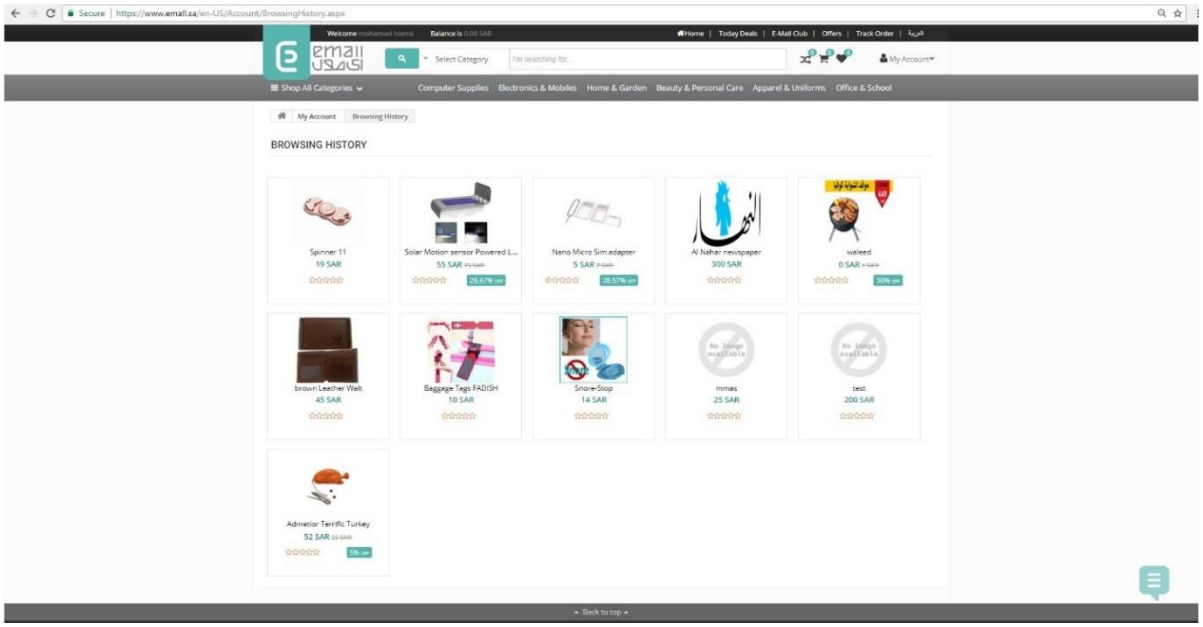
VIEW FEEDBACK DETAILS
Subject: Suggestions
Date: 07/08/2017 12:00:48 PM
Status: Feedback
Return Order Number:
Feedback title: djhgkfsgksfjl
Supplier: National Day
Order No:
Comments
07/08/2017 12:00:48 PM
07/08/2017 12:01:26 PM
Show Image
Upload Image
Send

15 Browsing History

Move your mouse over “My Account” then Click "Browsing History". This module enables

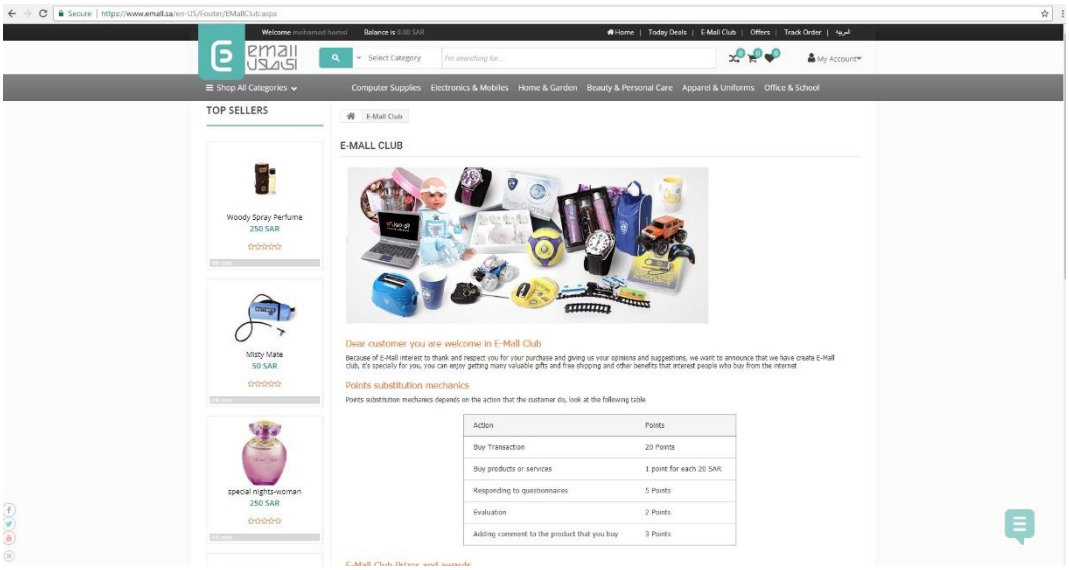
You to review the last visited products

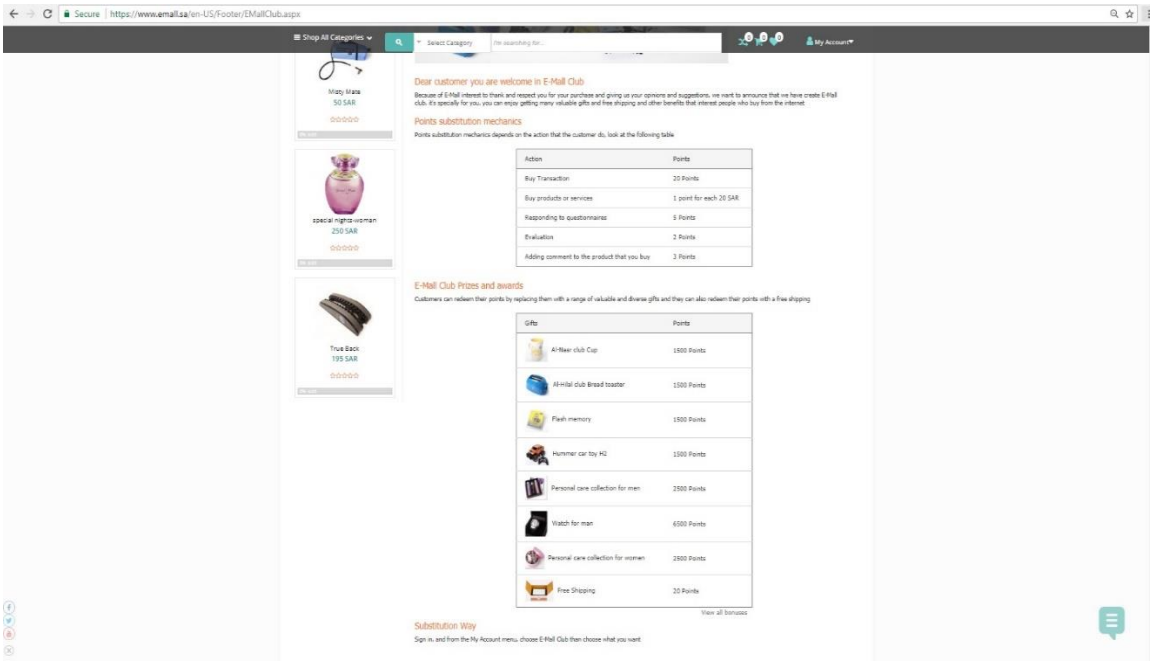




16 E-Mall Club

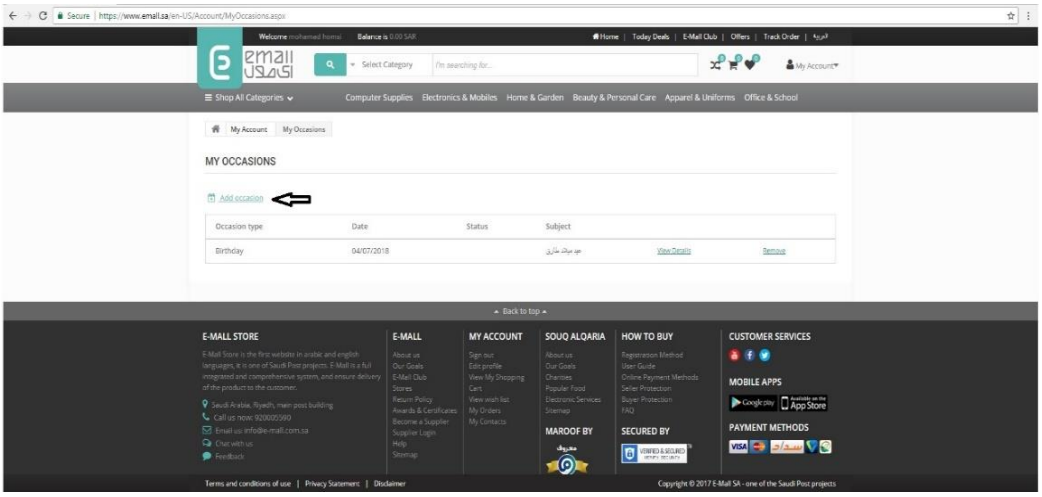
This module is accessed from the top menu by clicking “E-mall Club”. The displayed page contains a detailed explanation of the process of calculating your points, and presenting the E-mall prizes and rewards.

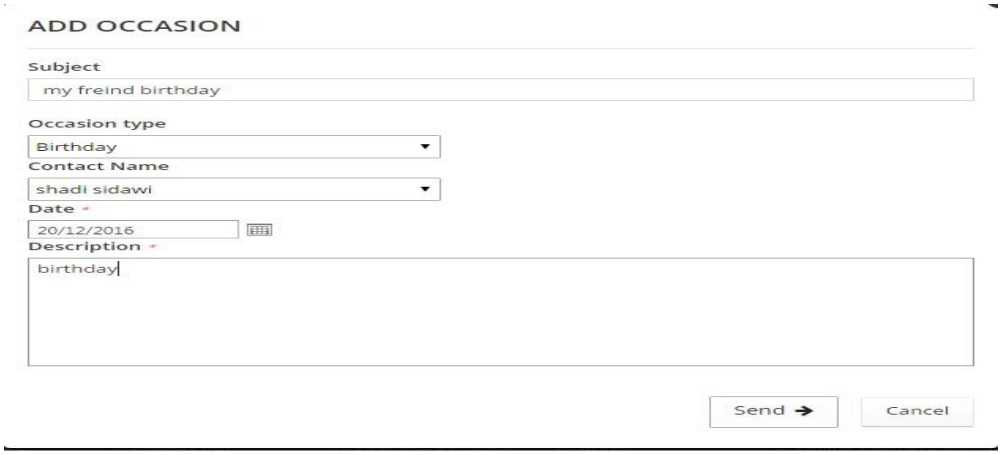




17 My Occasions

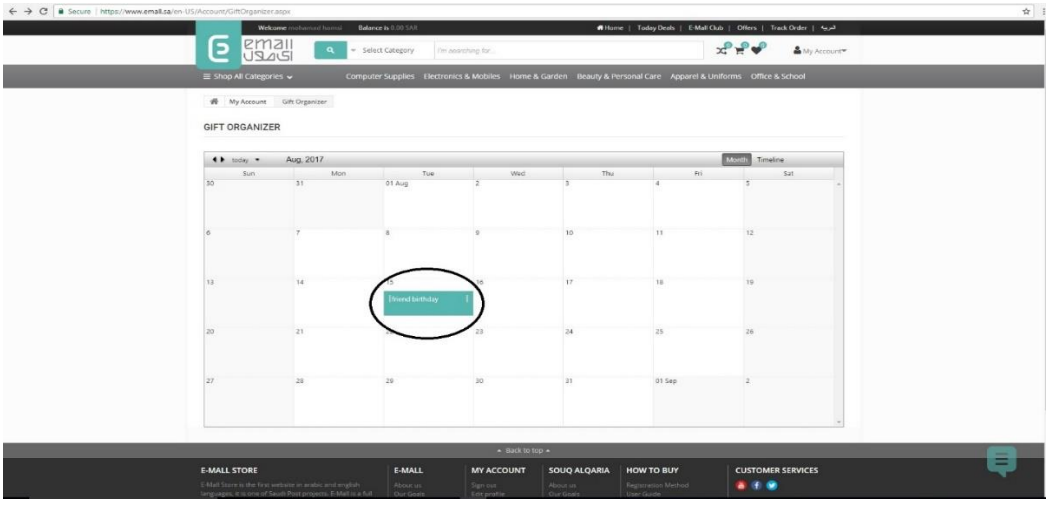
Move your mouse over “My Account” then Click "My Occasions". Using this module, you can schedule your events by adding occasions such as birthdays and holidays to your account with the ability to link them to your contacts.





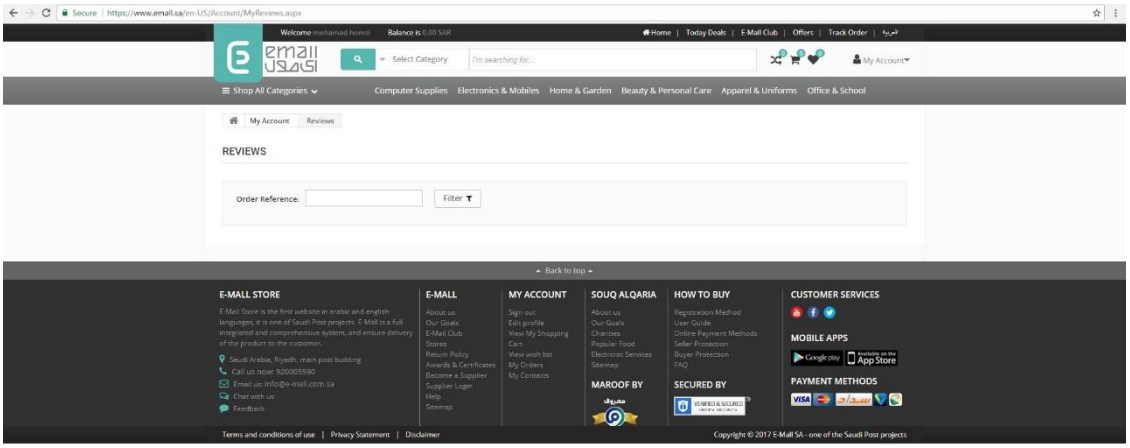
18 Gift Organizer

Move your mouse over “My Account” then Click "Gift Organizer". This module enables you to add occasions and display them in a calendar view with the ability to be displayed either in a month view or in a timeline view. It can also display the previously added occasions in “My Occasions” module.



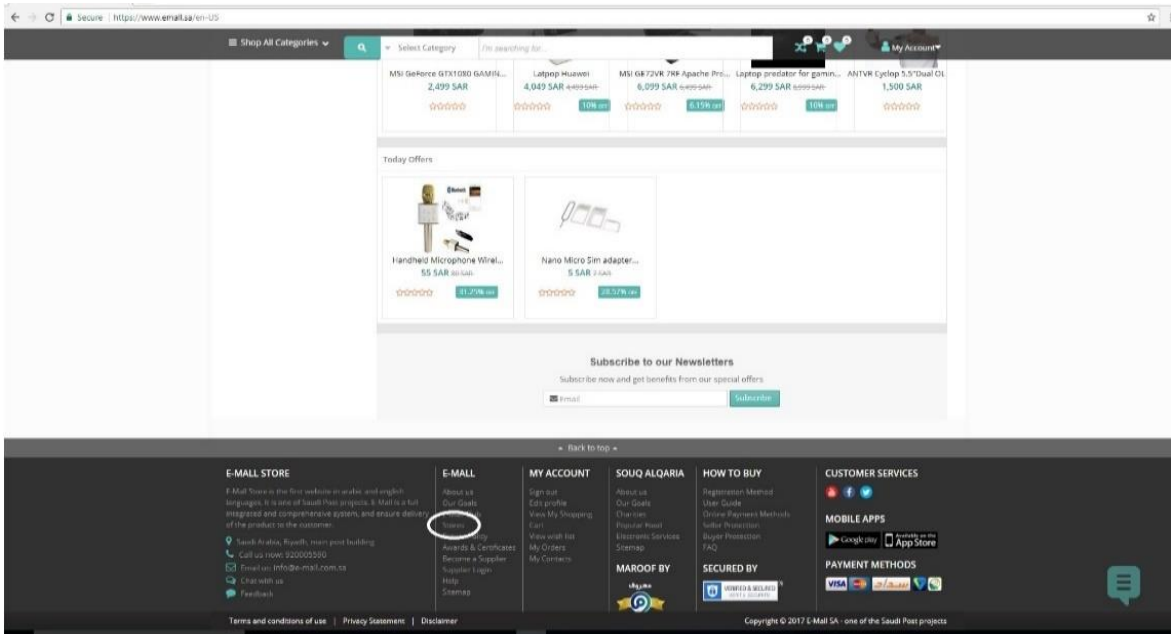
19 Review

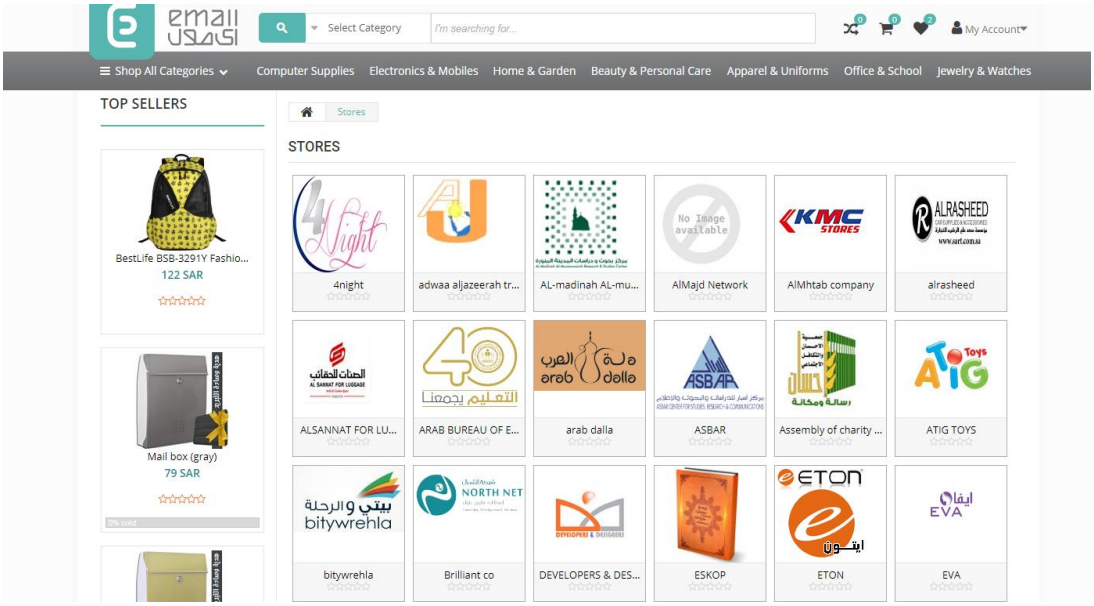
Move your mouse over “My Account” then Click "My Reviews". Using this module, you can see and review the comments on your received products by entering the reference of the order containing the commented product.



20 Stores

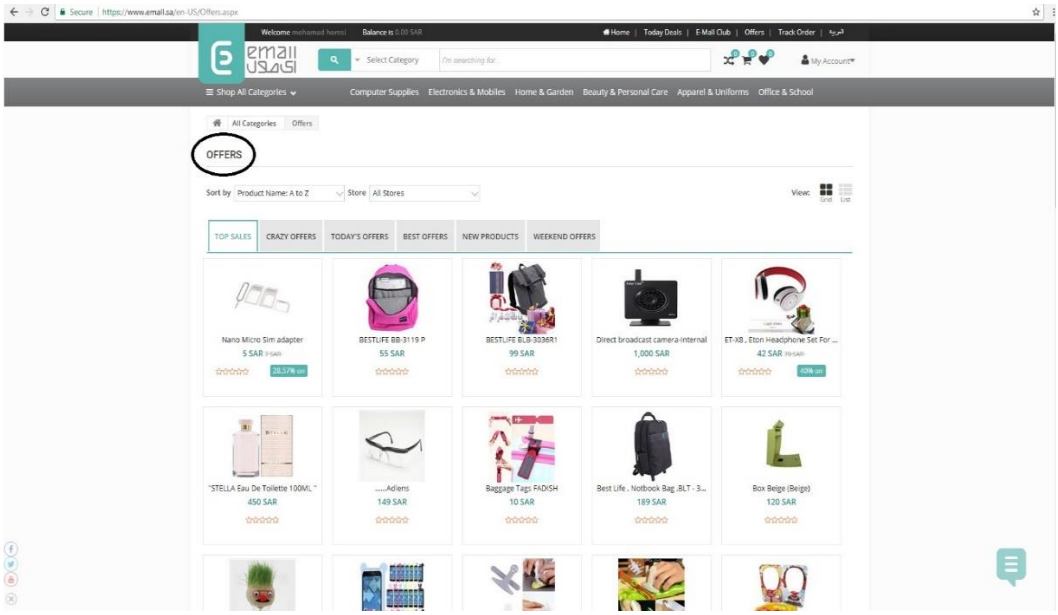
You can access this module by clicking “Stores” in the top menu. This module displays all the stores registered in E-mall.





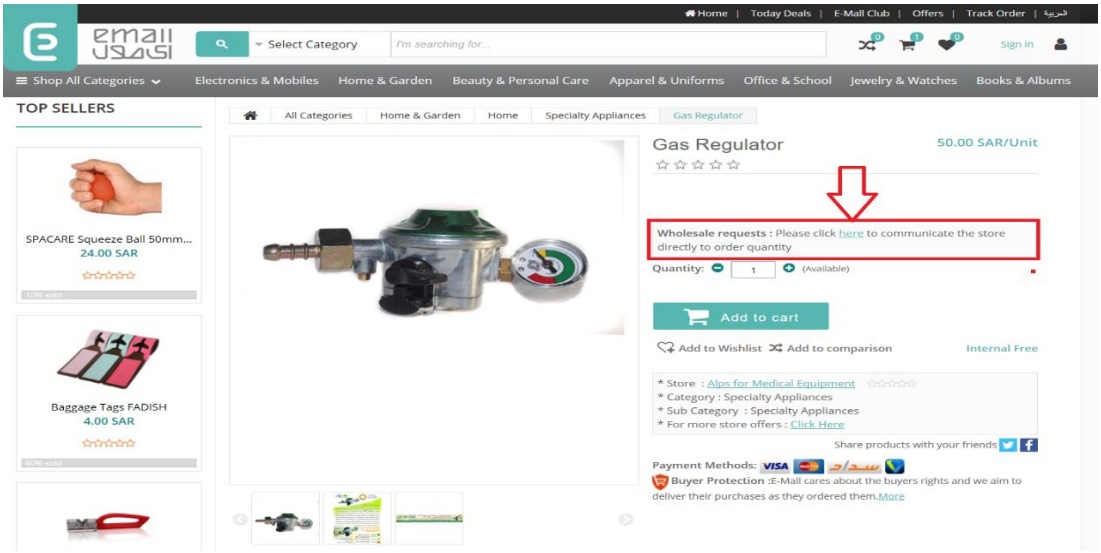
21 Offers

You can access this page by clicking “Offers” in the top menu to can see all the products of the offers available in E-mall such as crazy offers, best offers, new products…

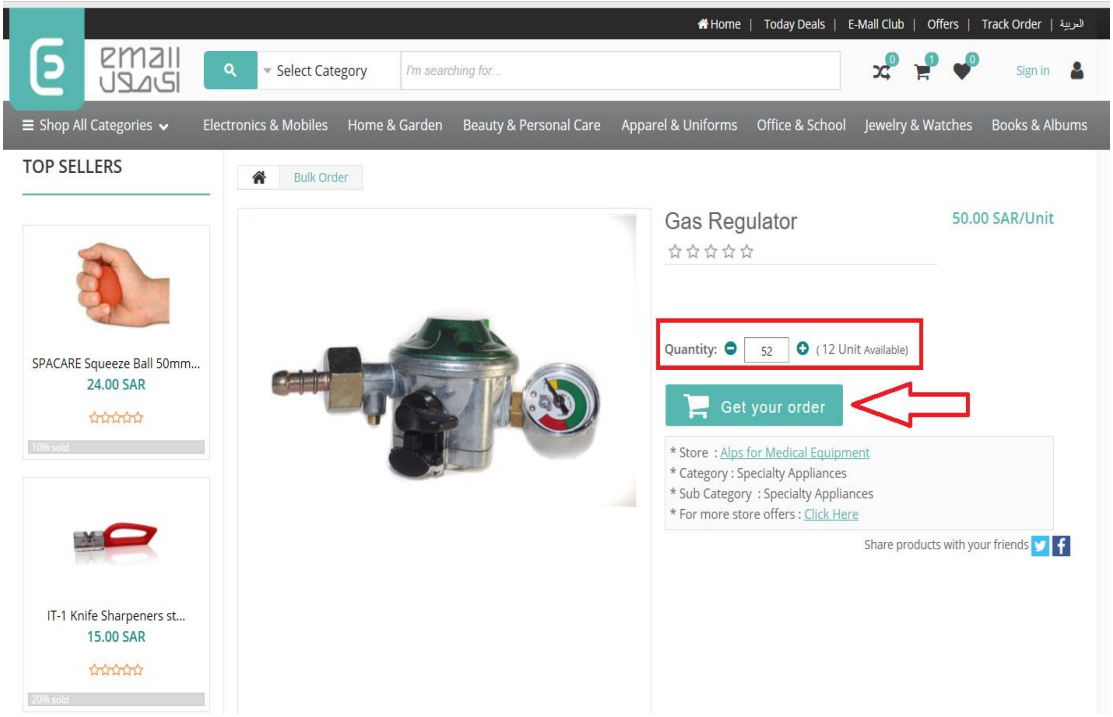


22 Purchase a Bulk Product

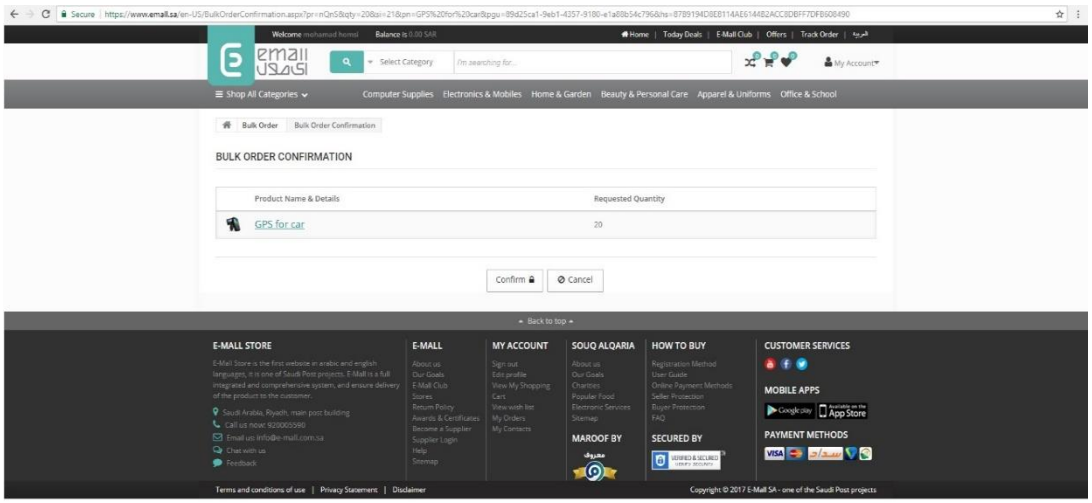
To perform a bulk purchase, find the product you want, and click the button related to this action



Select the quantity and click on "Get your order" waiting for the dealer to respond to you in order to give you the right price for the order according to the quantity you want and then after the approval of the merchant by processing your request.

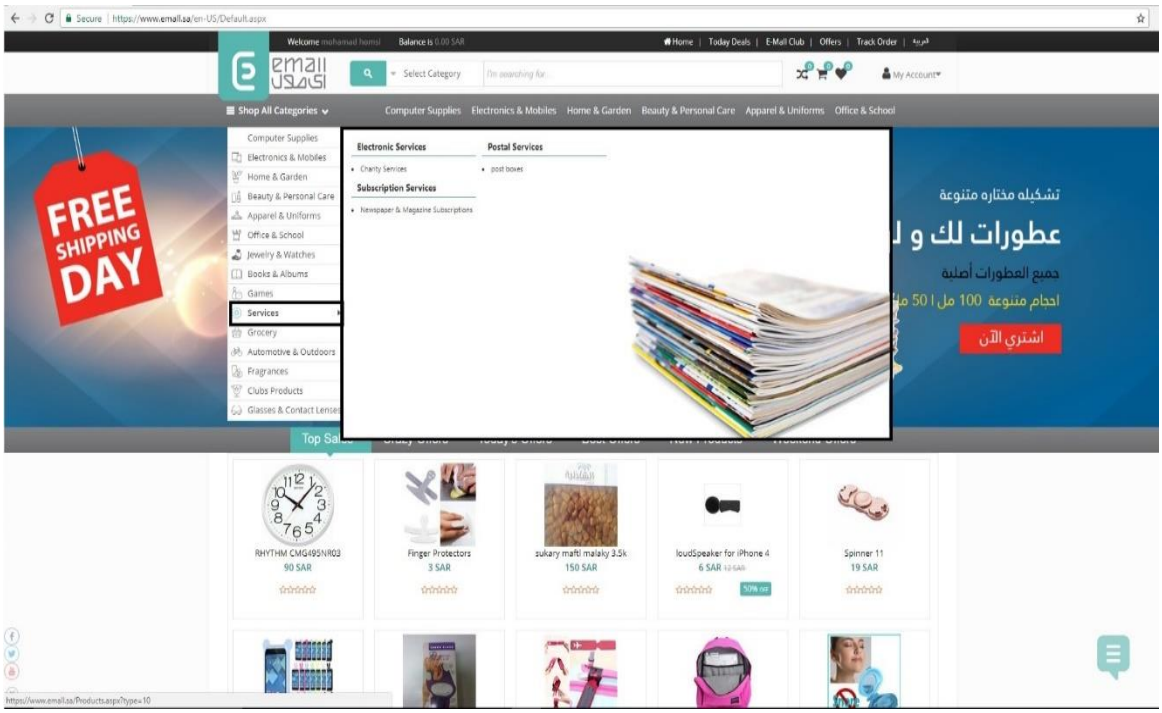


Confirm or cancel your order in this confirmation page

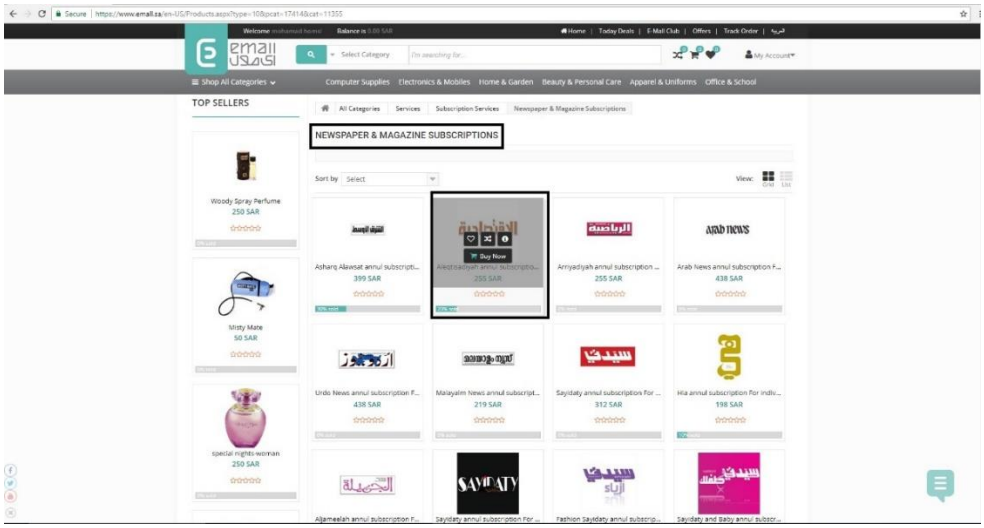


23 Services

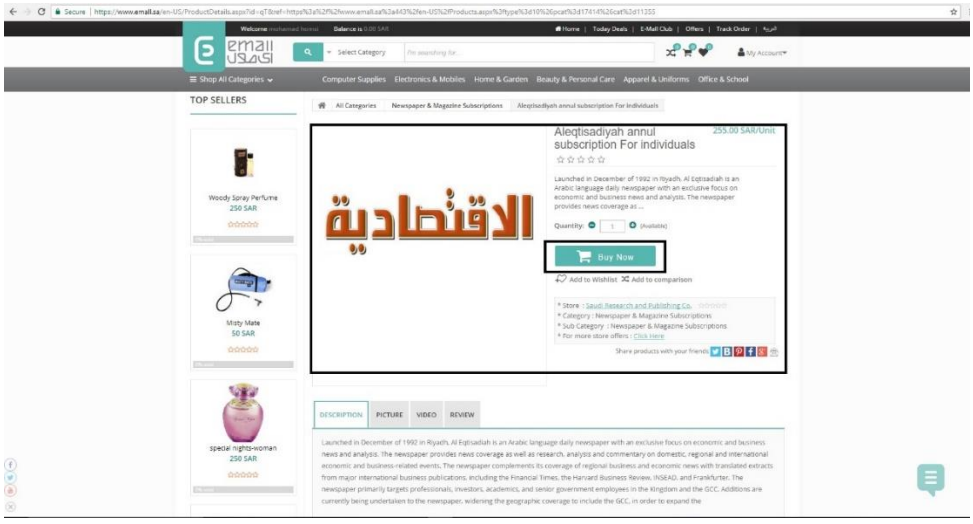
To Purchases or Subscribes any of Services you can choose by click on "Services", will show you 3 kinds of them



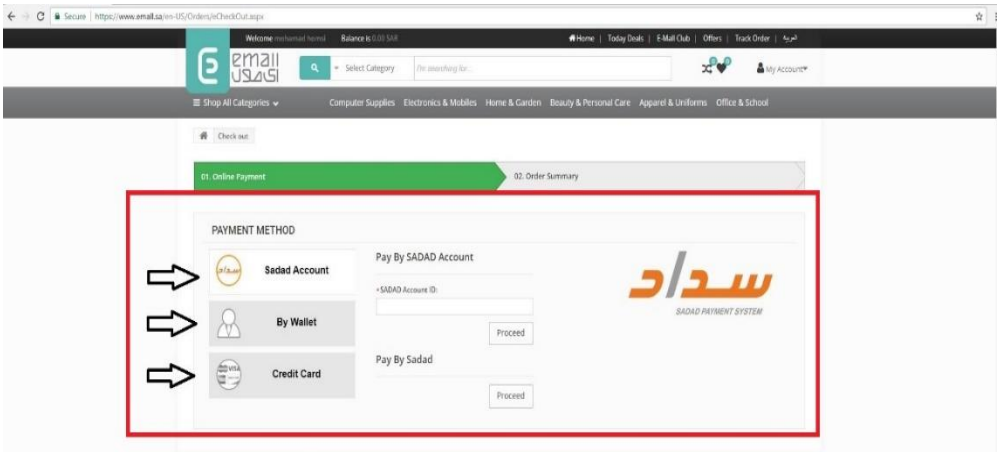
23.1 Electronics Services:



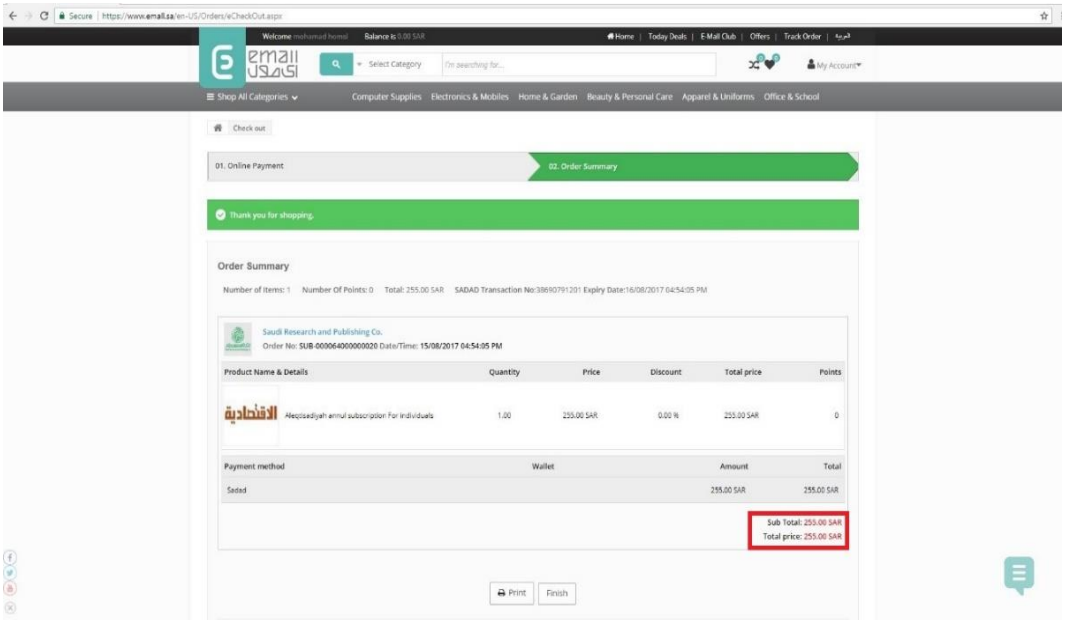
Buy the newspaper that you subscribe it



Make Payment you can choose 3 payment method



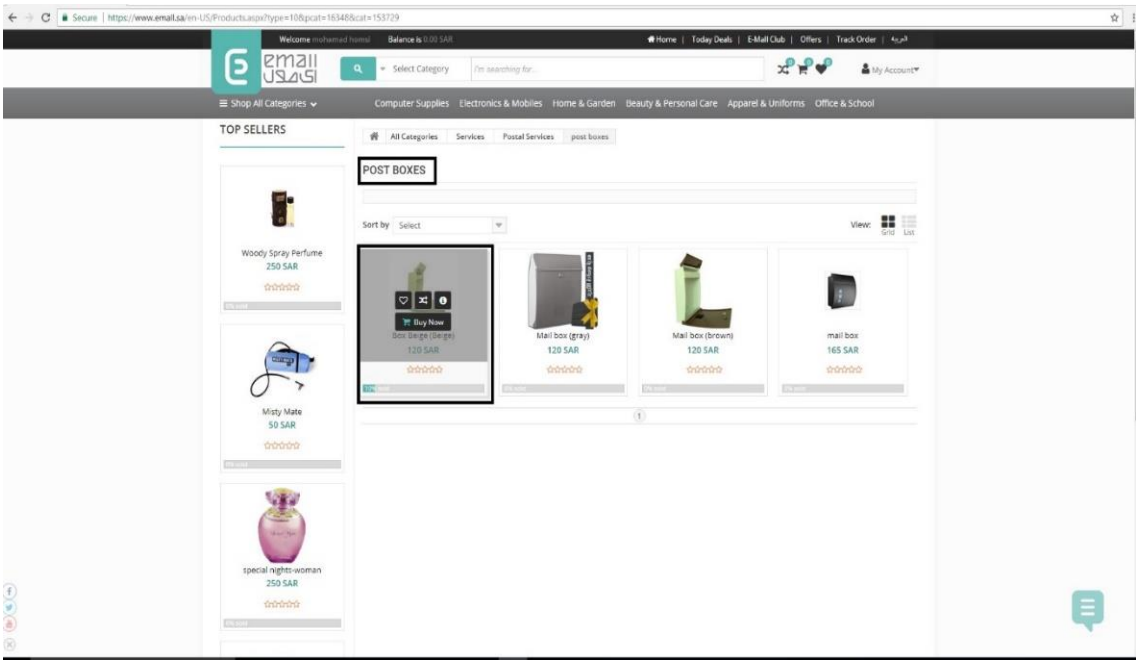
Payment Successful and click on finish or print it

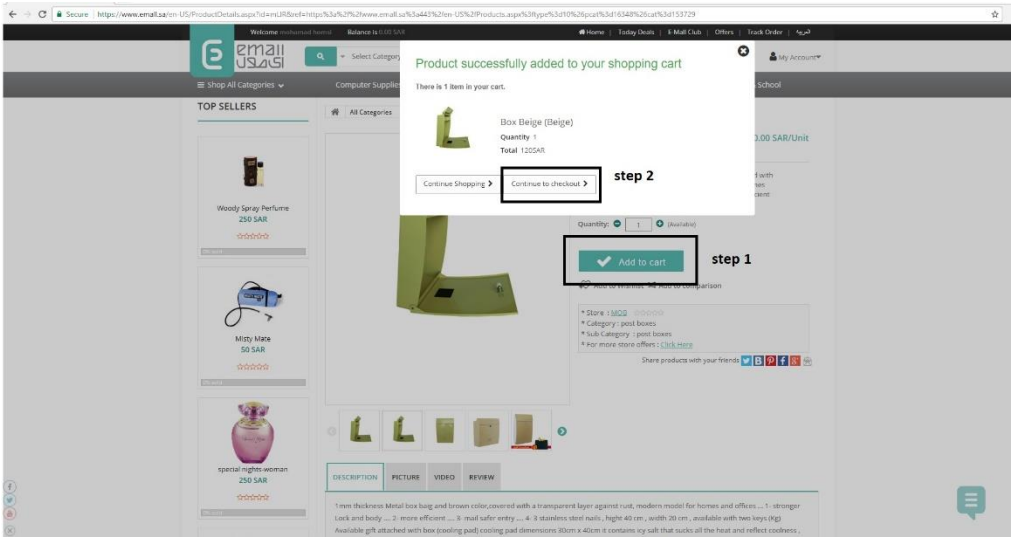


23.2 Postal Services:

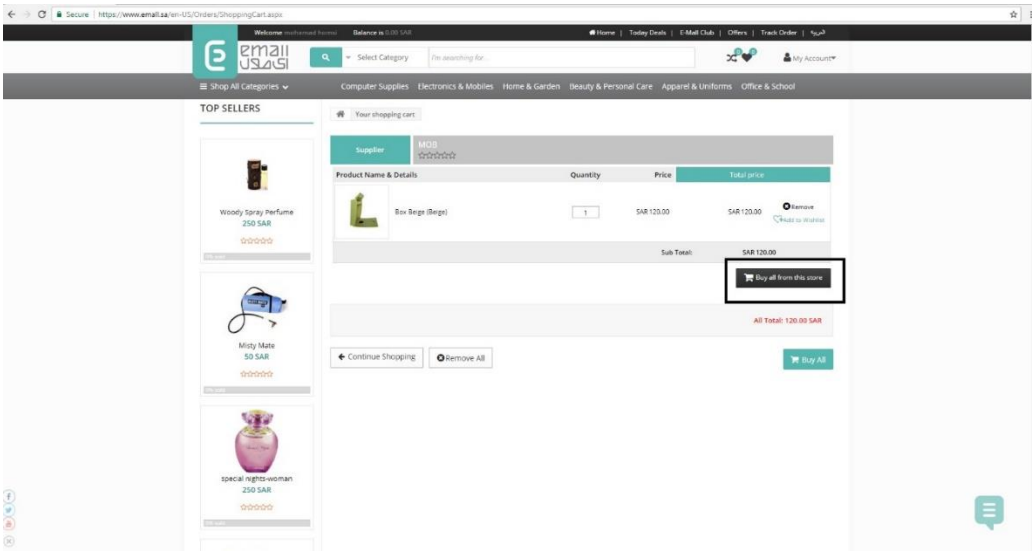
Click on Post Boxes and buy any of products

Make order and payment

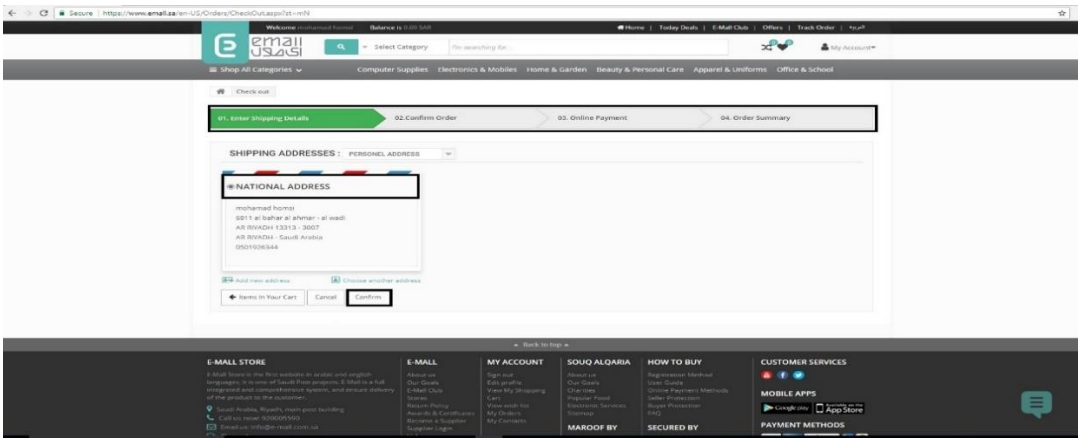




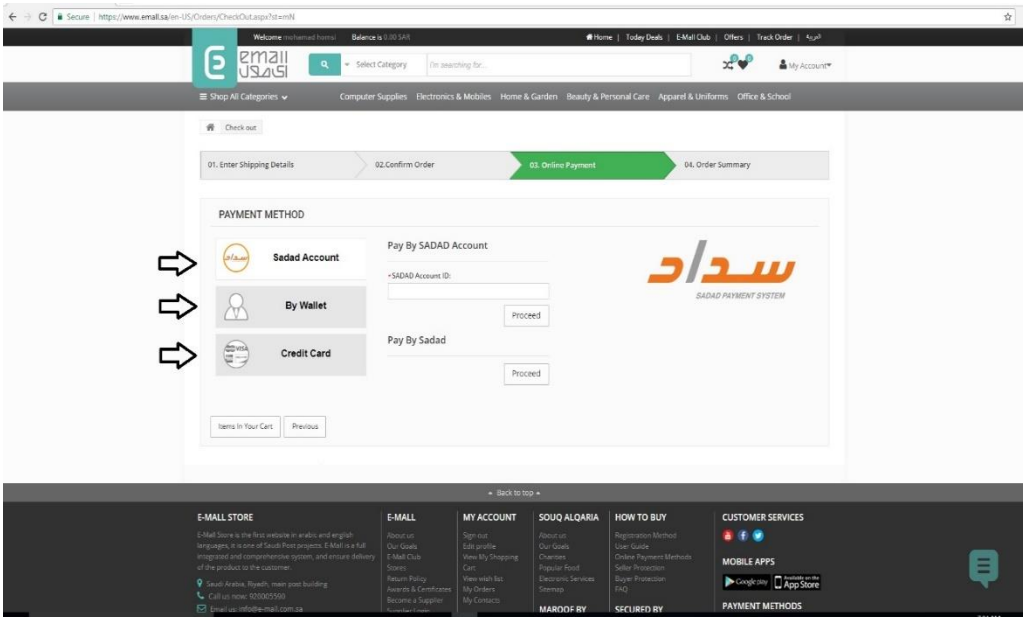
Buy all from this store



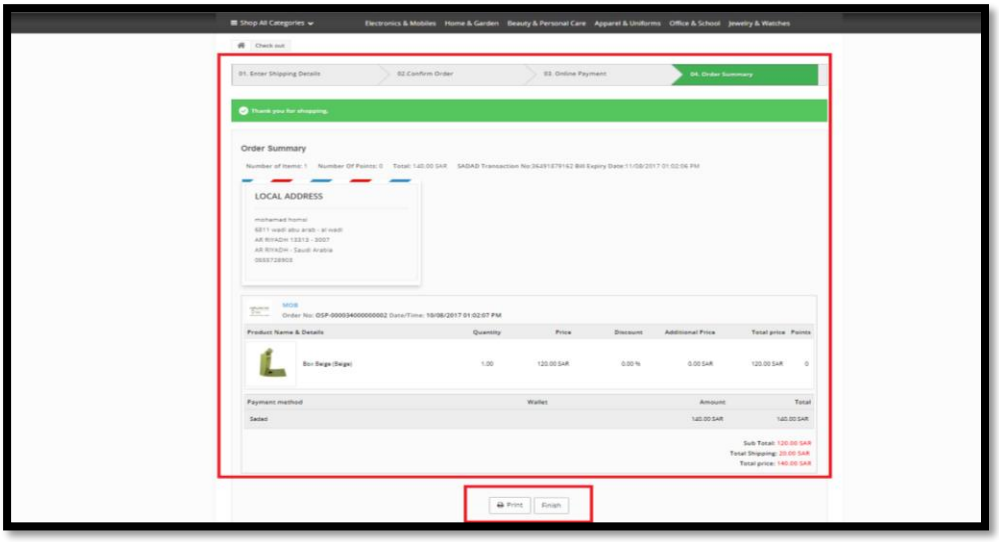
Add Address to complete transaction



Confirm order and click next
Choose any of Payment Methods

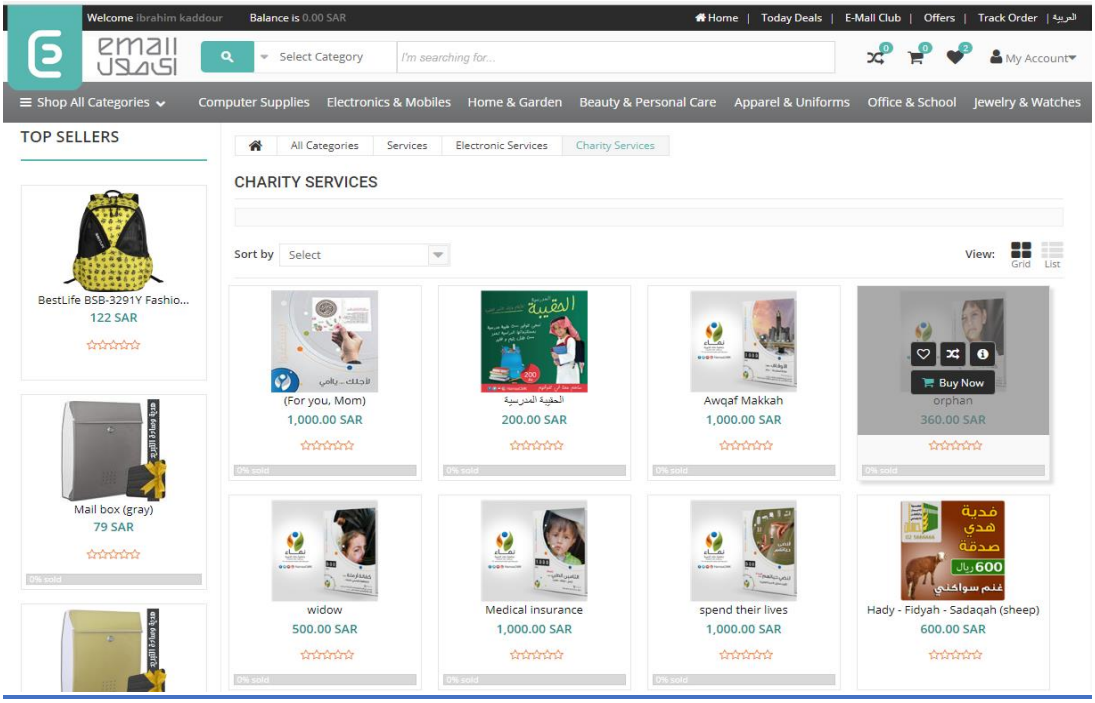


Confirm Address and Payment and Click on Finish or you can Print it



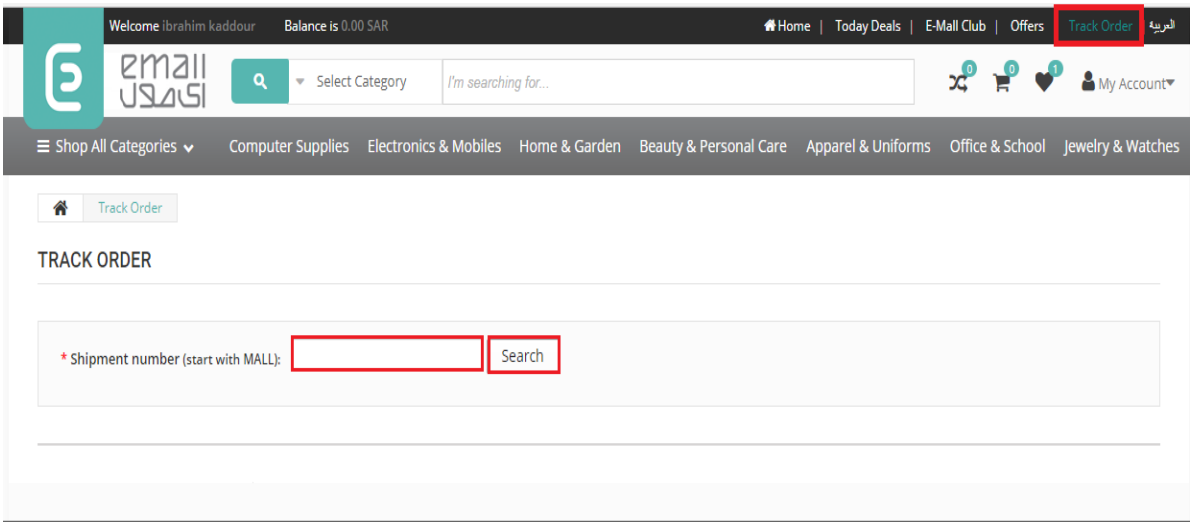
23.3 Charity Service

Services that deal with charitable matters.



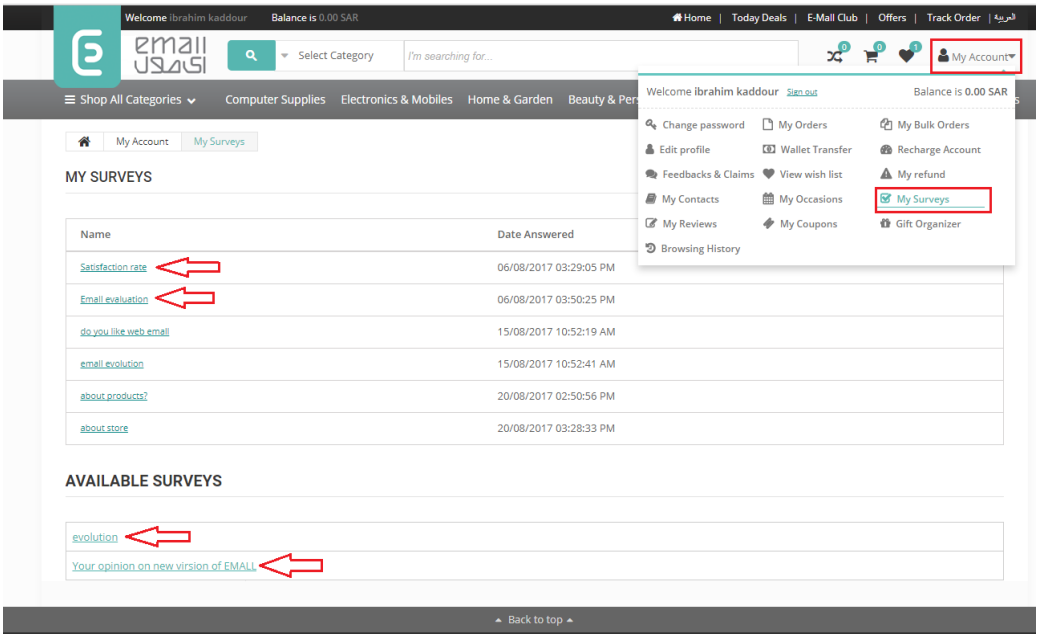
24 Track Order

You can continue your order by entering your Shipment number



25 My Surveys

On this page, you can evaluate the E-Mall site and ...

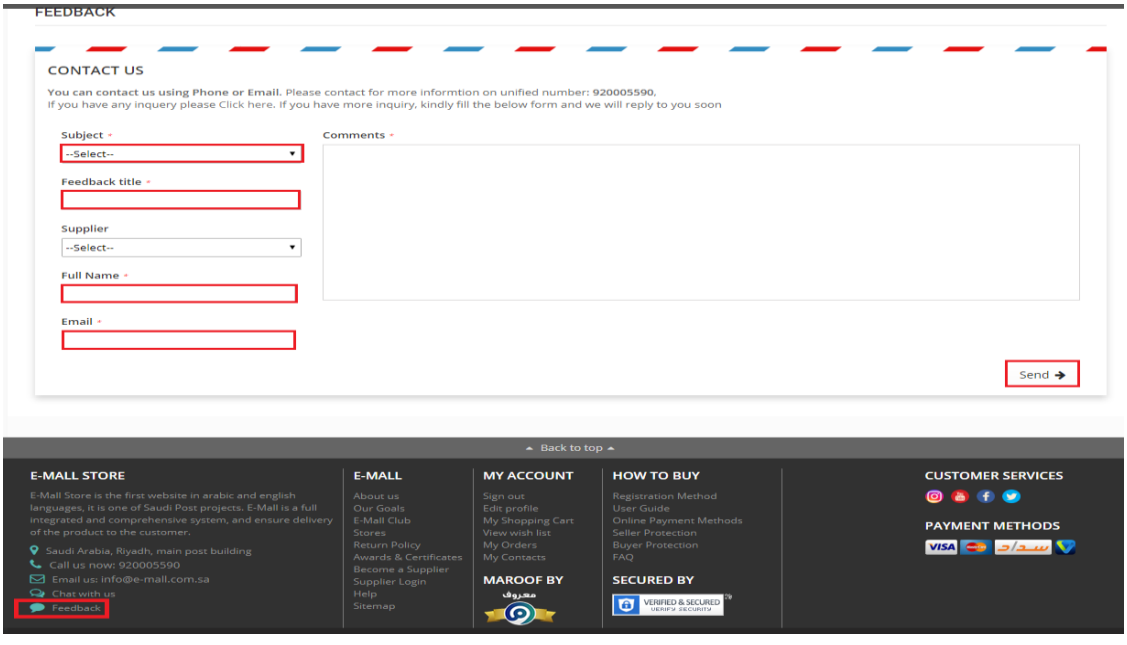


26 Feedback

On this page you can send an inquiry or comment:

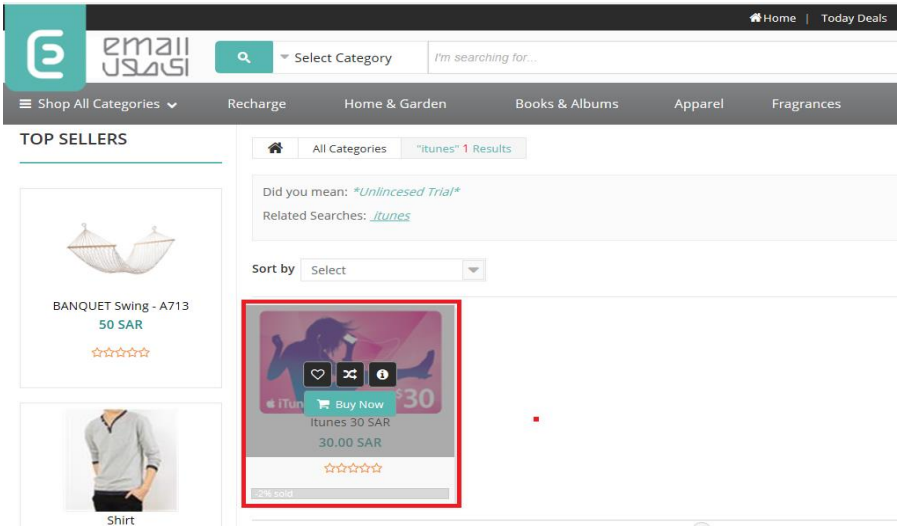
If you would like to reach a specific dealer, please select a supplier from the supplier box.

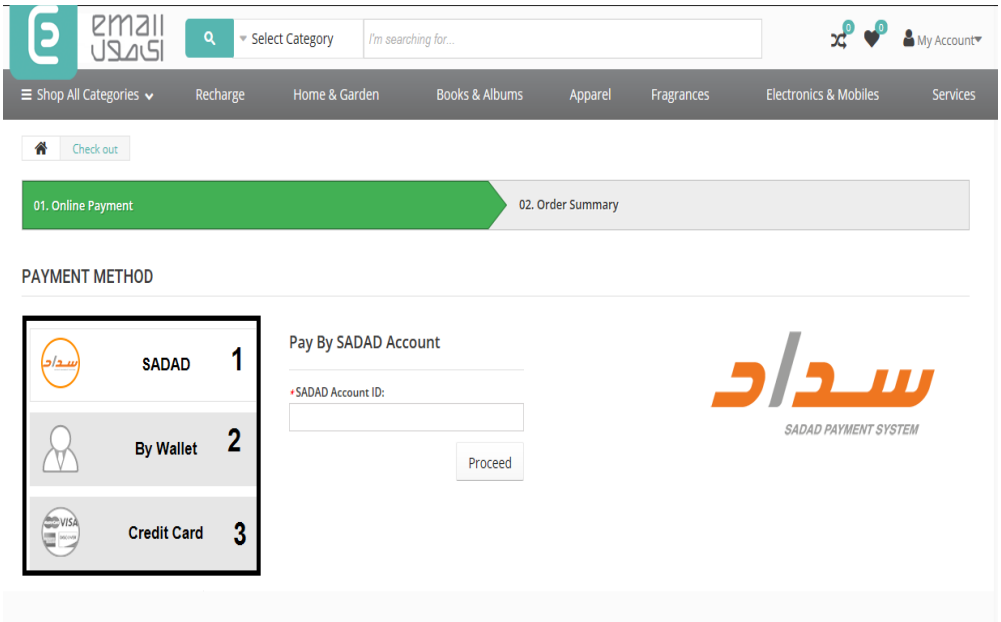
If you would like to inquire about E-Mall, please do not choose to Supplier.



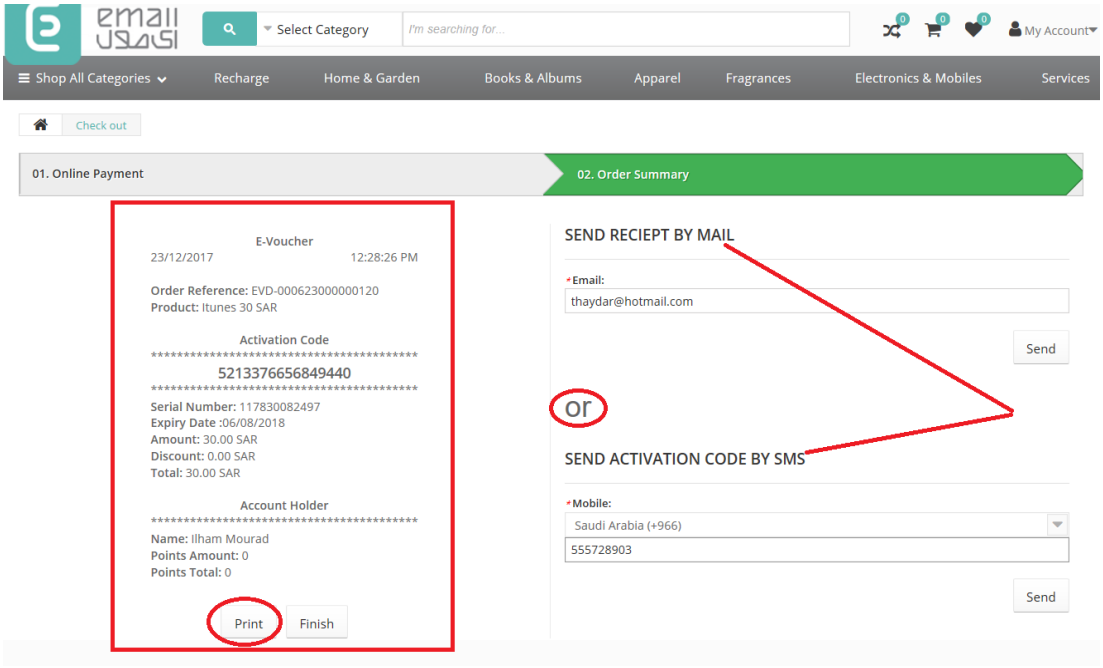
27 E-cards method buys

Purchasing e-cards the customer can pay through three payment methods Saddad online a wallet or a credit card.





When you choose to buy an iTunes card or others from the wallet, you are shown as clear in the picture to receive your code. There are three steps to complete the purchase. First choose the wallet, then the user name in the website and password, and then proceed to the second step. By selecting a short message or through the site when you pay successfully, the link shows you the possibility of printing as shown in the pictures


email
Select Category
I'm searching for...
My Account
Shop All Categories
Recharge
Home & Garden
Books & Albums
Apparel
Fragrances
Electronics & Mobiles
Services
Check out
01. Online Payment
02. Order Summary
E-Voucher
23/12/2017
12:28:26 PM
Order Reference: EVD-000623000000120
Product: Itunes 30 SAR
Activation Code
5213376656849440
Serial Number: 117830082497
Expiry Date :06/08/2018
Amount: 30.00 SAR
Discount: 0.00 SAR
Total: 30.00 SAR
Account Holder
Name: Ilham Mourad
Points Amount: 0
Points Total: 0
Print
Finish
SEND RECIEPT BY MAIL
Email:
thaydar@hotmail.com
Send
or
SEND ACTIVATION CODE BY SMS
Mobile:
Saudi Arabia (+966)
555728903
Send