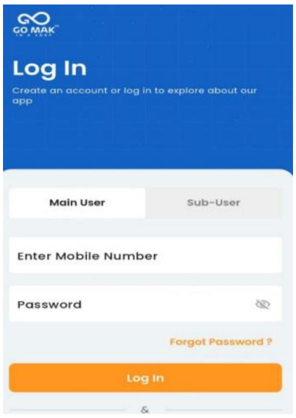
Standard Operating Procedure (SOP)
Wholesaler Order Management on the GoMak App

Purpose

This Standard Operating Procedure (SOP) outlines the step-by-step process for wholesalers to efficiently log in, view, manage their orders, check payment status, monitor ready deliveries and track order progress within the GoMak App.

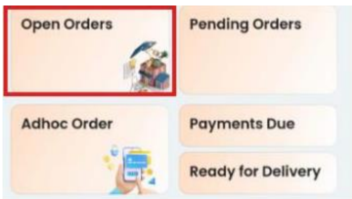
Step 1: How to Log In

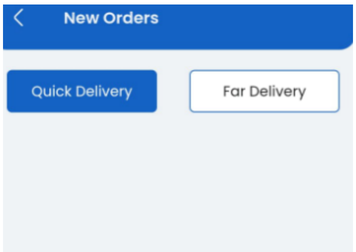
1. Open the GoMak App on your mobile device.
2. On the login screen, enter your registered mobile number and password.
3. Tap the "Log In" button to access your wholesaler account.



Open orders-

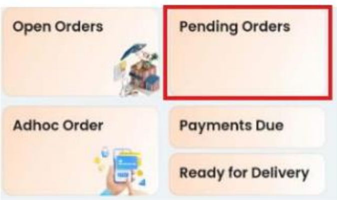
- Click on open orders
- All your current open orders will be displayed on the screen.





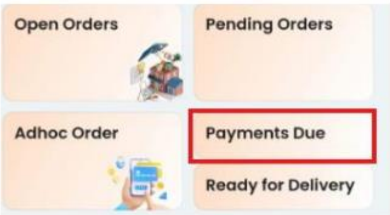
Pending Orders—

- Click on “Pending Orders”.
- A list of all orders that are pending or awaiting action will appear



Payment Due

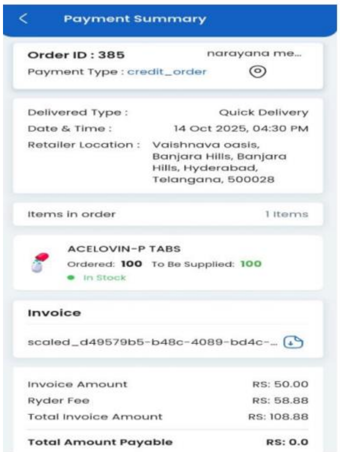
- Click on **“Payment Due.”**



- You will see a list of all orders with pending payments from retailer

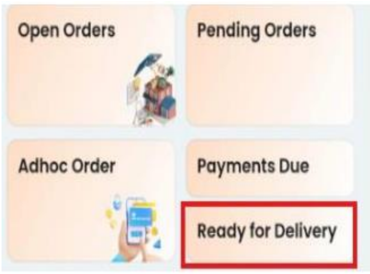
- The **Payment Summary** will include the following details:
  1. Order ID
  2. Payment Type

3. Delivery Type
4. Date & Time
5. Retailer Location
6. Items in Order
7. Invoice Number
8. Invoice Amount
9. Ryder Fee
10. Total Invoice Amount
11. Total Amount Payable

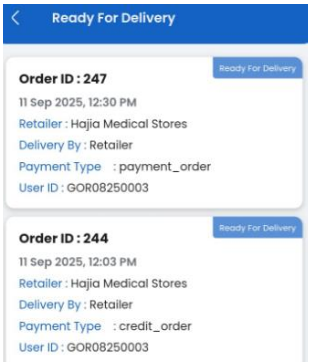


Ready for Delivery

- Click on **“Ready for Delivery.”**



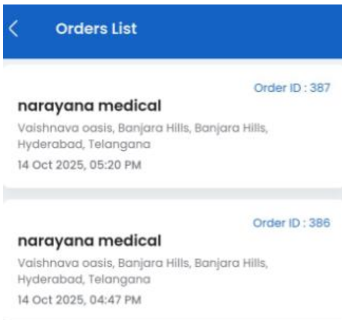
- You will see list of orders and ready for delivery

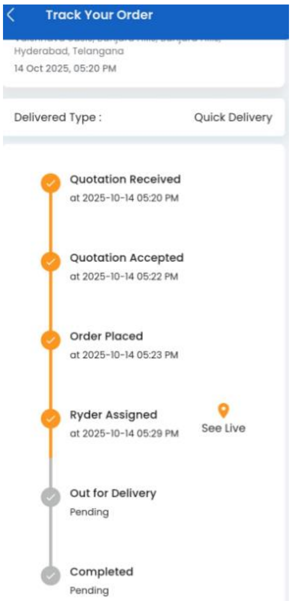


Track orders

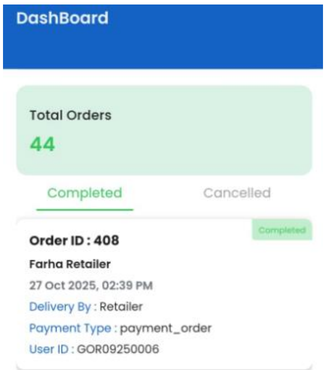
1. In the home page you see a track your orders

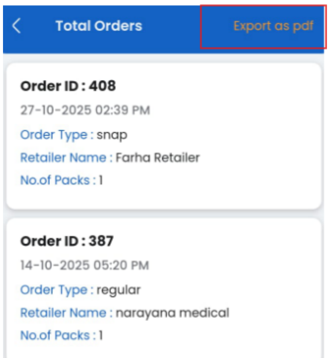
2. Click on track your orders





Dashboard

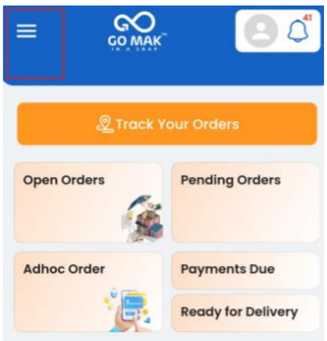
- You’ll see a list of all orders(total orders, completed orders, cancelled orders)
- While click on total orders we can see order details
- 



- You can export as pdf

Menu Bar

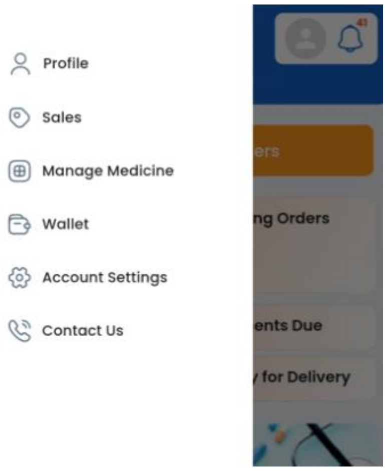
From the **Menu Bar**, you can access:



How to Check Profile

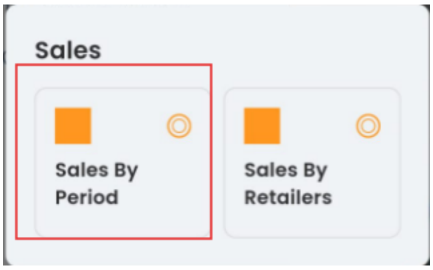
- Click on Profile from the menu.
- The profile page will display:

- Personal details
- Address information
- KYC details



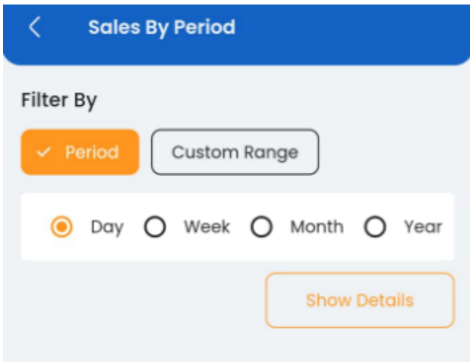
1. Sales

1. Click on the Sales option in the app.
2. The Sales Dashboard screen will appear

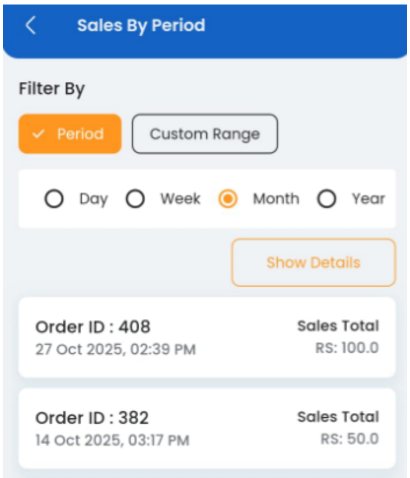


Sales by Period

1. Click on Sales by Period to view sales data for different timeframes.
2. You can filter and search sales by:
    - Day
    - Week
    - Month
    - Year

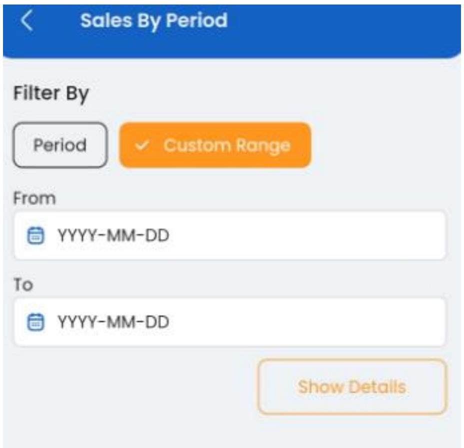


- Click on Show Details to view the full report.



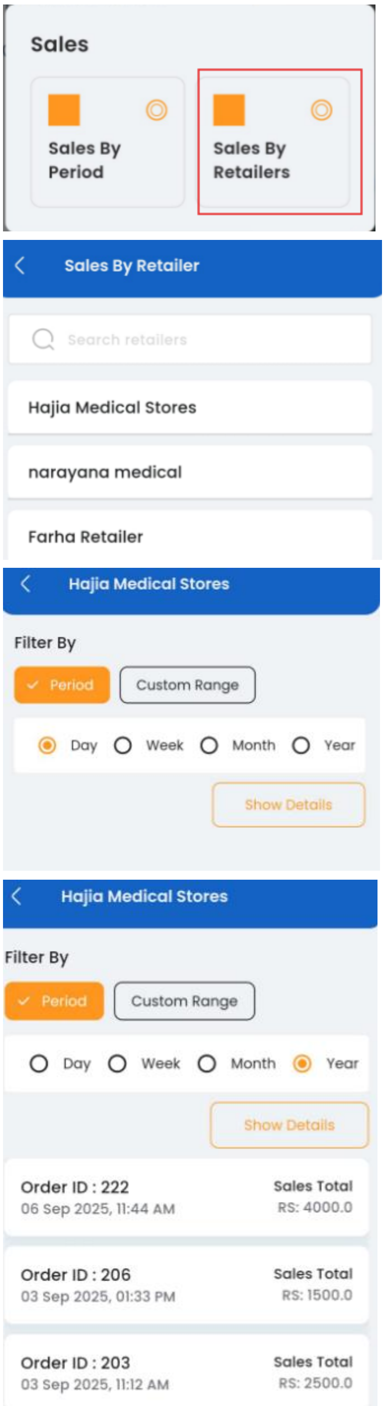
Custom Date Filter

- You can also customize the date range to view sales for a specific period.



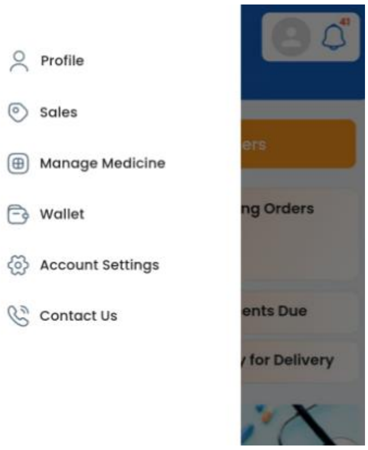
Sales by Retailer

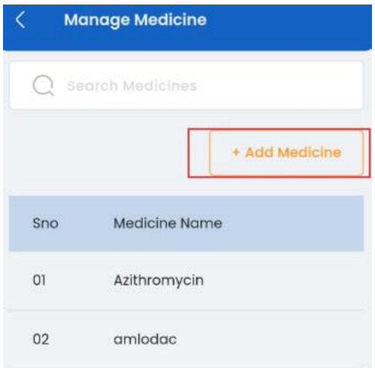
1. You can filter sales reports based on retailer names.
2. Click on a Retailer Name to open detailed sales information for that retailer.



How to Manage Medicines

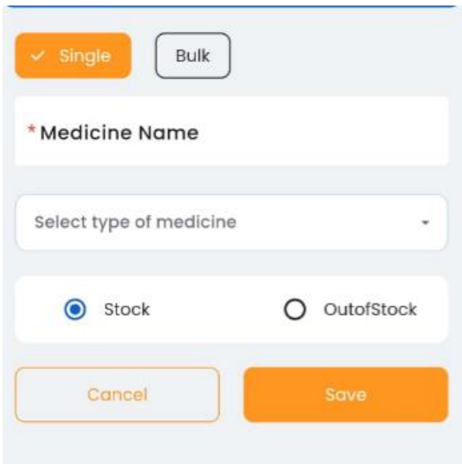
1. Click on Manage Medicine in the menu.
2. The Medicine Management screen will appear.





- Click on Add Medicine.

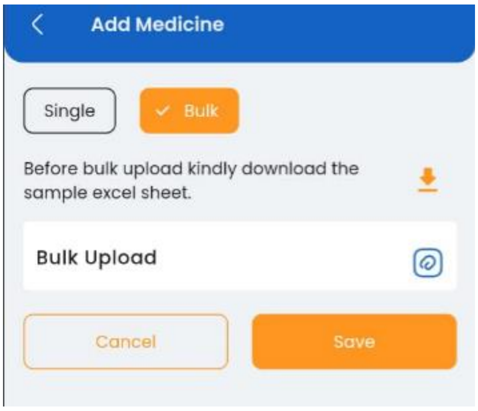
  Enter the following details:
- Medicine Name
- Type of Medicine (e.g., tablet, syrup, injection, etc.)
- Click on the Save button to add the medicine**.**



To Upload Medicines in Bulk:

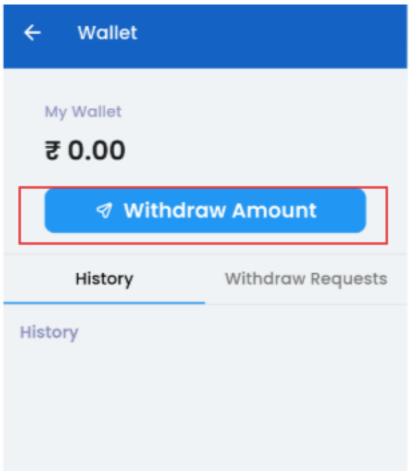
1. Click on the Bulk Upload button.
2. The Bulk Upload screen will appear.

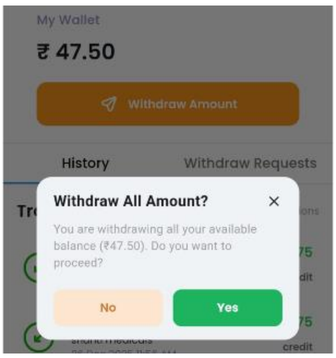
3. Upload the document (medicine data file).
4. Click on Save to complete the upload process**.**



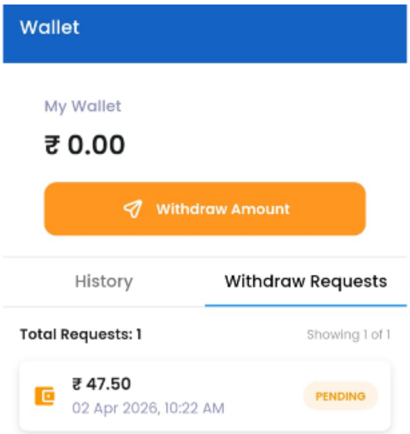
Wallet

1. Click on the Wallet option from the main menu.
2. The Wallet Summary screen will display your financial transactions and balance.
3. To withdraw the amount from the wallet, click on the **"Withdraw Amount"** button. Your total available amount will be withdrawn



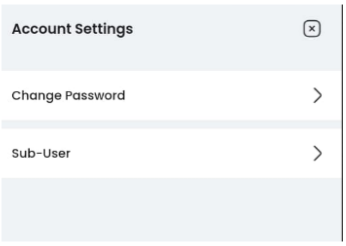


4. Click on yes button
5. It will show on withdraw requests and wallet will come “zero”



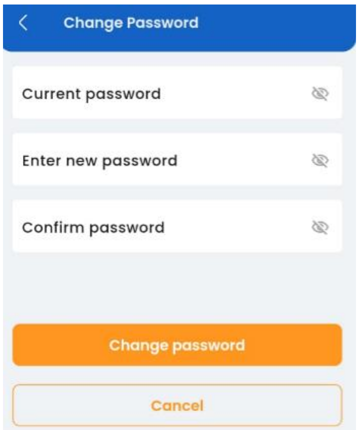
Account Settings

1. Click on Account Settings in the menu.
2. The Account Settings screen will appear.



Change Password

1. Click on Change Password.
2. Enter your current and new password as required.
3. Click on Save to update your password.

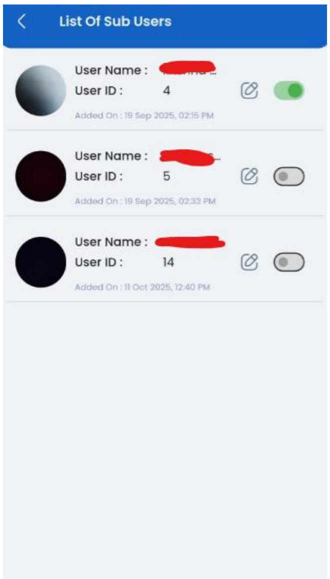


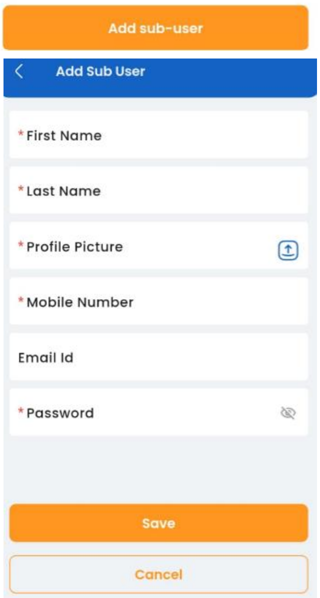
Sub user

1. Click on Sub-User in the menu.
2. The Sub-User Management screen will appear.
3. Click on Add Sub-User to create a new sub-user.

Enter the Following Details:

- First Name
- Last Name
- Profile Picture
- Mobile Number
- Email ID
- Password



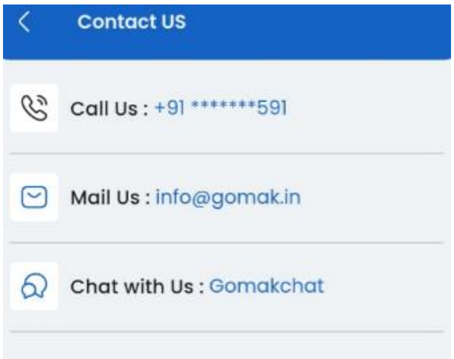


4. To deactivate or reactivate a sub-user, use the On/Off toggle button next to their name.

Need Support

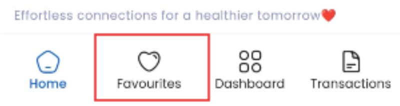
If you require help or have any issues:

- Click on Need Support to chat or call our support team for immediate assistance**.**

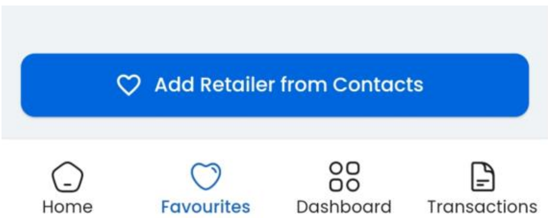


Send inviation wholesaler

- Click on the favourite symbol



- Click add retailers from your list



- Your **contacts will open**, and you can send an invitation to the retailer in your contact list