

**VENDOR APP**  
TRAINING MANUAL FOR  
RESTAURANT PARTNERS

# Outline

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# Vendor App Features

To decline/accept orders

To review recent orders

To analyze previous orders

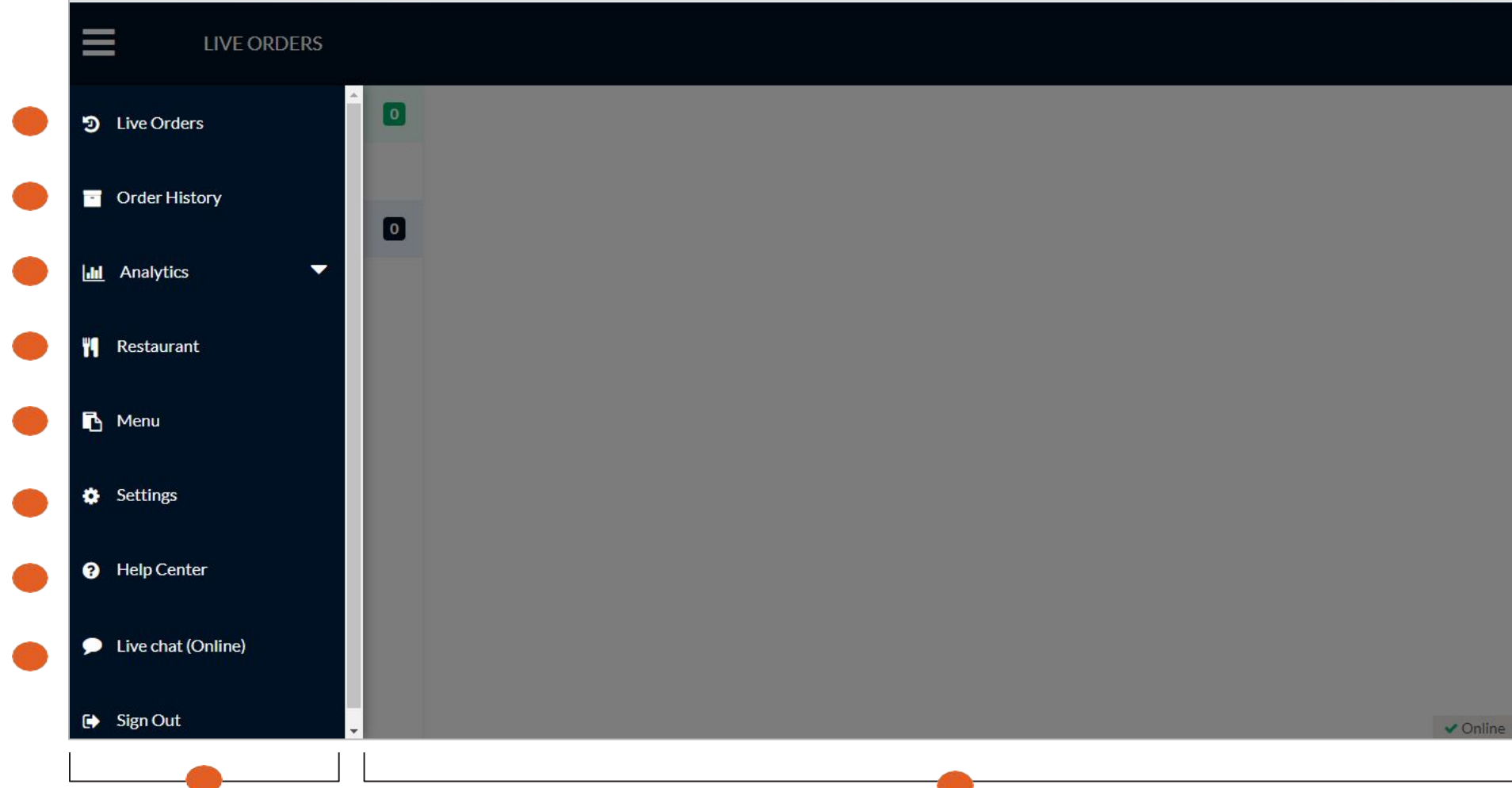
To temporarily close restaurant

To make price/menu updates

To reset password

To understand how to use the app

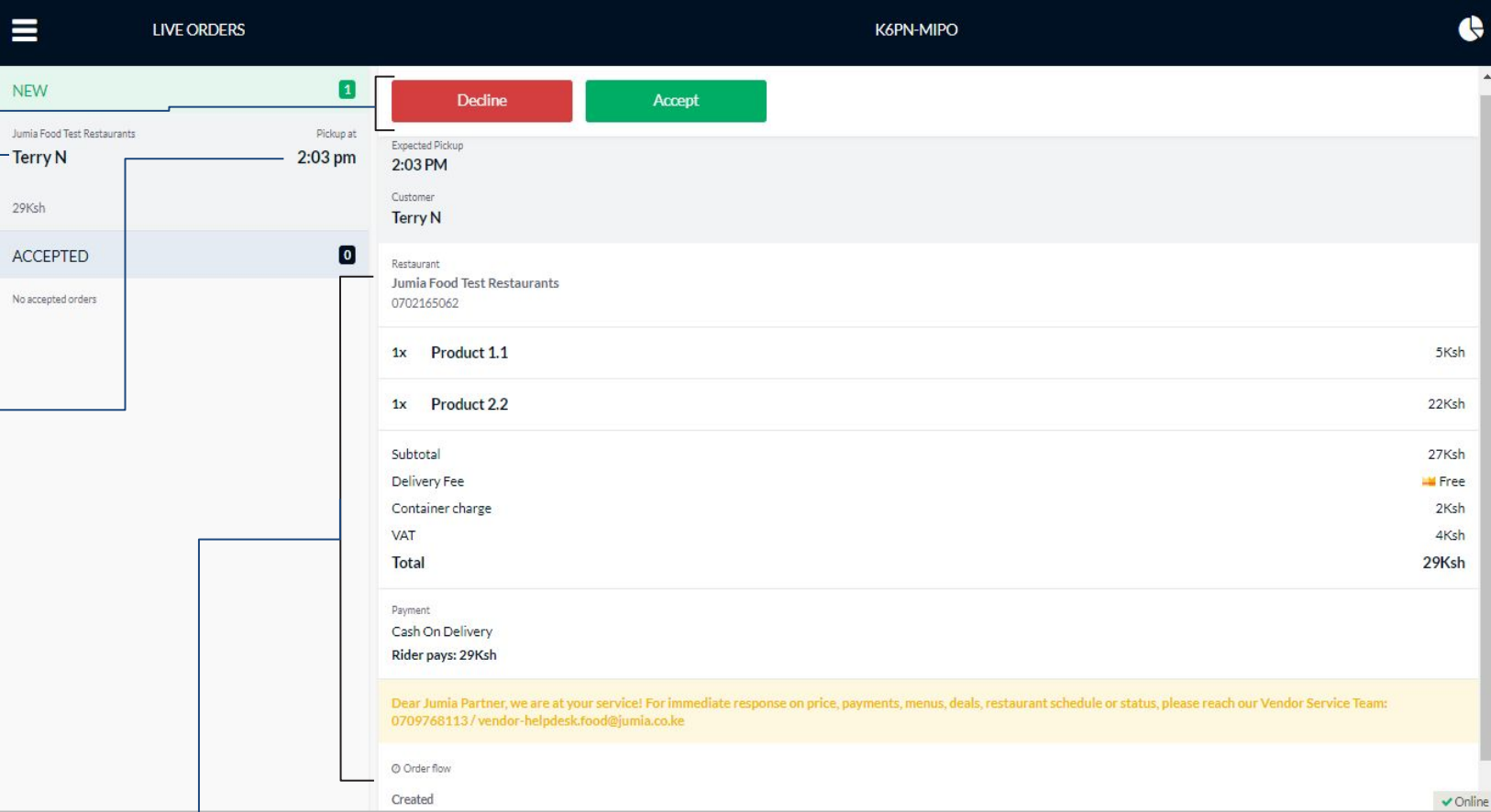
To contact support



This is the dropdown menu providing an overview of all features available to you

This is the landing page once you've successfully logged in

# Order Processing



Accept/Decline a new order

Customer Name

Rider's arrival time (To pick order)

The pie-chart on the top right of your screen, provides view of your today's performance

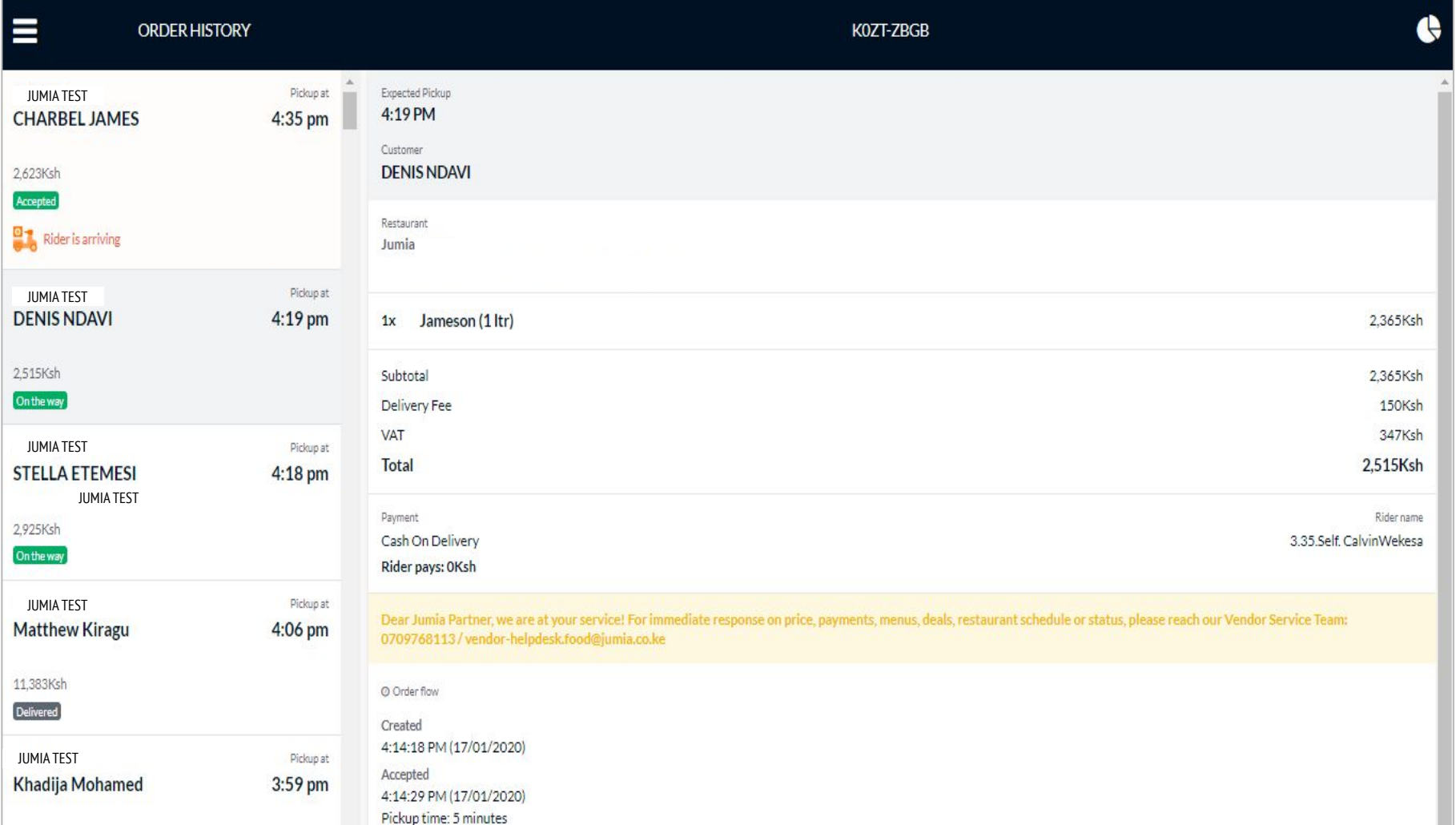
Device connection status (Online/Offline)

- Order items - This includes product details and quantity
- Order amount - This includes product value, payment type, delivery fee, container charges (if any) and total amount
- Rider details - This includes rider's name and rider amounts
- Order flow - This shows time stamps for each step in the order processing

# Order History

Under the Order History tab, you will be able to view the following details:

- Most recent orders
- Customer name
- Order items
- Order status
- Order amount
- Pick-up time
- Expected amount to be paid by rider



The screenshot displays the 'ORDER HISTORY' page for user 'KOZT-ZBGB'. It features a list of five orders on the left and detailed information for the most recent order on the right.

| Customer Name                           | Pickup at | Status     | Amount    |
|---|-----------|------------|-----------|
| JUMIA TEST CHARBEL JAMES                | 4:35 pm   | Accepted   | 2,623Ksh  |
| JUMIA TEST DENIS NDAVI                  | 4:19 pm   | On the way | 2,515Ksh  |
| JUMIA TEST STELLA ETEMESI<br>JUMIA TEST | 4:18 pm   | On the way | 2,925Ksh  |
| JUMIA TEST Matthew Kiragu               | 4:06 pm   | Delivered  | 11,383Ksh |
| JUMIA TEST Khadija Mohamed              | 3:59 pm   |            |           |

**Order Details for DENIS NDAVI (4:19 pm):**

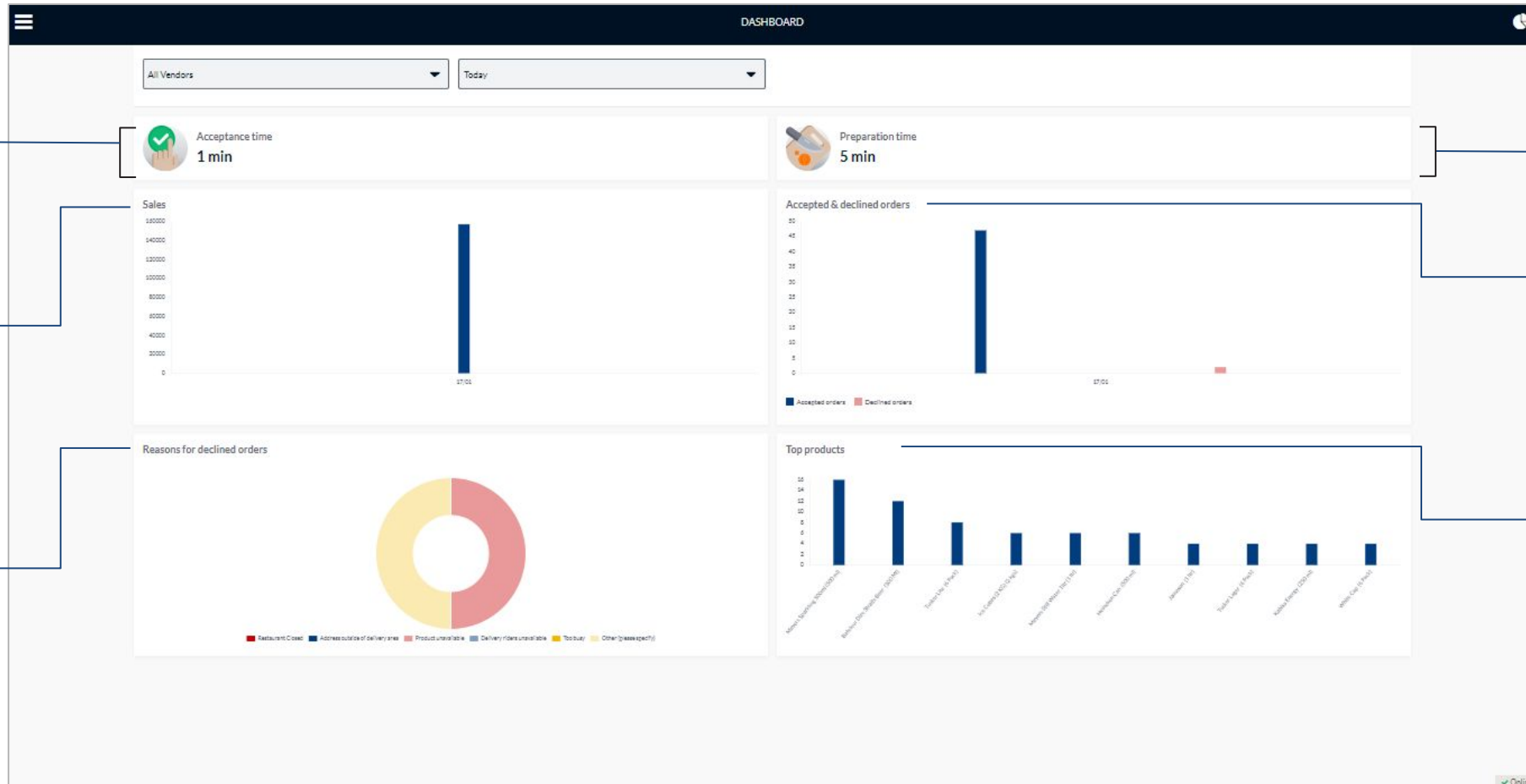
- Expected Pickup: 4:19 PM
- Customer: DENIS NDAVI
- Restaurant: Jumia
- Item: 1x Jameson (1 ltr) - 2,365Ksh
- Subtotal: 2,365Ksh
- Delivery Fee: 150Ksh
- VAT: 347Ksh
- Total: 2,515Ksh
- Payment: Cash On Delivery
- Rider name: 3.35.Self. CalvinWekesa
- Rider pays: 0Ksh

**Order Flow:**

- Created: 4:14:18 PM (17/01/2020)
- Accepted: 4:14:29 PM (17/01/2020)
- Pickup time: 5 minutes

**Service Notice:** Dear Jumia Partner, we are at your service! For immediate response on price, payments, menus, deals, restaurant schedule or status, please reach our Vendor Service Team: 0709768113 / vendor-helpdesk.food@jumia.co.ke

# Analytics - Dashboard



The average time taken to accept new orders

Total sales for the selected period

Reasons given for the declined/cancelled orders

The average time the restaurant has taken to prepare orders

Total number of orders that have been accepted / declined

Most ordered products in the selected period

On Analytics >> Dashboard tab, you have the ability to view diagrammatic information of your orders / Performance of your restaurant

# Analytics - Reports

ORDER REPORTING

All restaurants Today All 49 Accepted 43 (140,517Ksh) Declined 0 (0Ksh) Export orders

| Created               | Accepted              | Dispatched            | Status     | Order code | Customer          | Subtotal                                 |
|-----------------------|-----------------------|-----------------------|------------|------------|-------------------|--|
| 17/01/2020 5:10:59 PM | 17/01/2020 5:11:15 PM | N/A N/A               | Accepted   | k0zt-q0oi  | Ronald Mulenga    | 2,550Ksh<br>Cash On Delivery             |
| 17/01/2020 5:08:42 PM | 17/01/2020 5:09:46 PM | N/A N/A               | Accepted   | k0zt-d85u  | Stephanie Mutunga | 700Ksh<br>Mastercard or Visa by JumiaPay |
| 17/01/2020 5:00:01 PM | 17/01/2020 5:00:20 PM | 17/01/2020 5:05:37 PM | On the way | k0zt-o4e3  | Mary Ndirangu     | 1,168Ksh<br>Cash On Delivery             |
| 17/01/2020 4:57:58 PM | 17/01/2020 5:02:16 PM | 17/01/2020 5:04:47 PM | On the way | k0zt-go51  | TRICIA NSIIME     | 2,000Ksh<br>Cash On Delivery             |
| 17/01/2020 4:32:44 PM | 17/01/2020 4:34:32 PM | 17/01/2020 4:38:17 PM | On the way | k0zt-lv29  | WINNIE JEROP      | 720Ksh<br>Pay with Mobile Money          |
| 17/01/2020 4:24:47 PM | 17/01/2020 4:25:08 PM | 17/01/2020 4:38:10 PM | Delivered  | k0zt-qap4  | CHARBEL JAMES     | 2,423Ksh<br>Cash On Delivery             |
| 17/01/2020 4:14:18 PM | 17/01/2020 4:14:29 PM | 17/01/2020 4:19:49 PM | Delivered  | k0zt-zbgb  | DENIS NDAVI       | 2,365Ksh<br>Cash On Delivery             |
| 17/01/2020 4:49:02 PM | 17/01/2020 4:52:39 PM | 17/01/2020 4:54:16 PM | Delivered  | k0zt-60fn  | Sameer Abubaker   | 900Ksh<br>Cash On Delivery               |
| 17/01/2020 3:40:10 PM | 17/01/2020 3:42:55 PM | 17/01/2020 3:51:25 PM | Delivered  | k0zt-fxfz  | Andrew Kawamara   | 3,180Ksh<br>Cash On Delivery             |
| 17/01/2020 4:39:54 PM | 17/01/2020 4:40:59 PM | 17/01/2020 4:44:14 PM | Delivered  | k0zt-7qb9  | Vera Slutsky      | 2,100Ksh<br>Pay by Card                  |

Orders per page: 10 1 2 3 4 5

Online

The export format is available in PDF/CVF files.

Export orders

Choose the type file

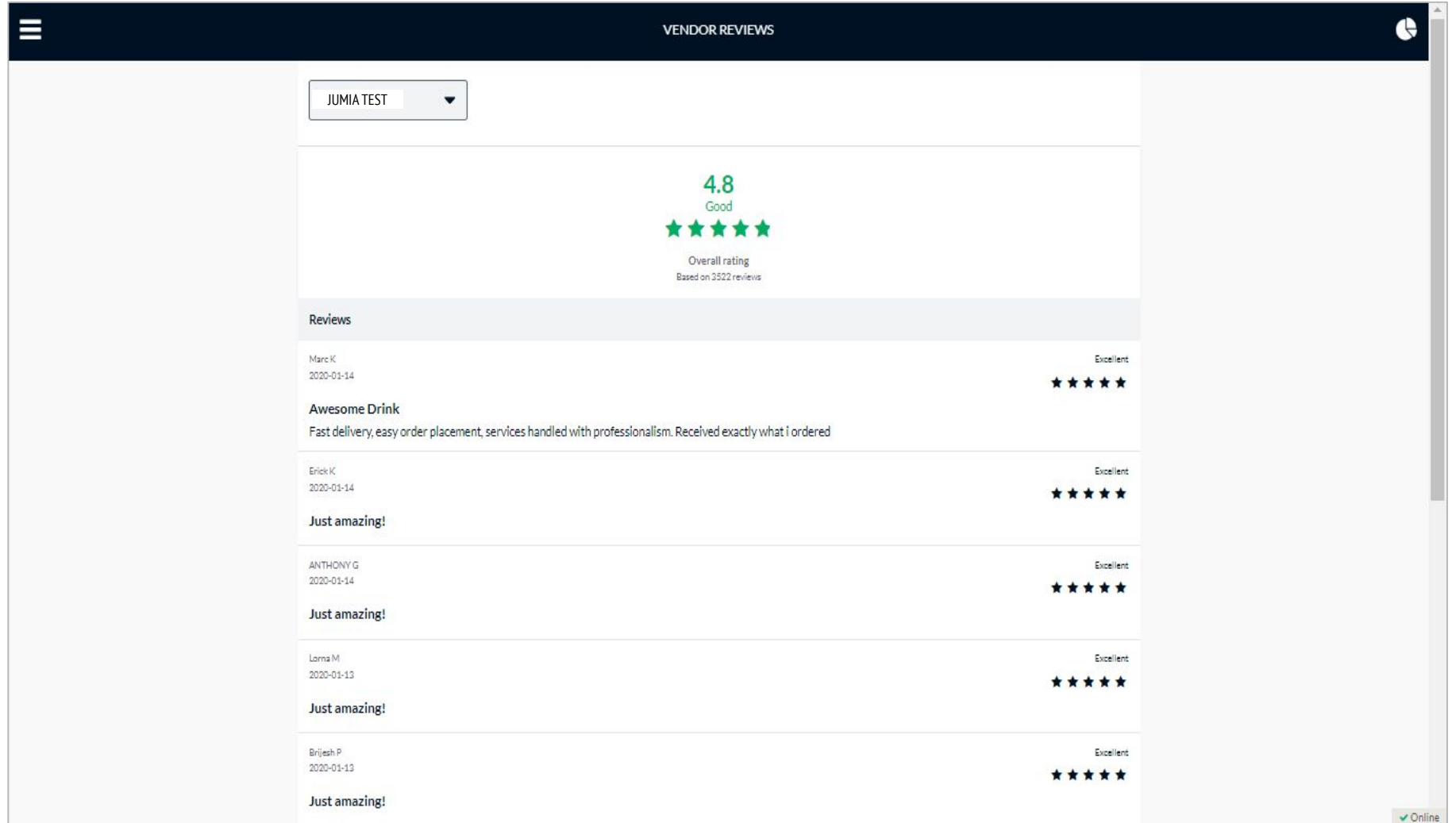
PDF file

CSV file

On Analytics >> Report tab, you have the ability to view and export your order history. Details available here include;

- Date/Time order was created
- Time order was accepted
- Time order was dispatched
- Status of the order
- Order code
- Customer name
- Order subtotal

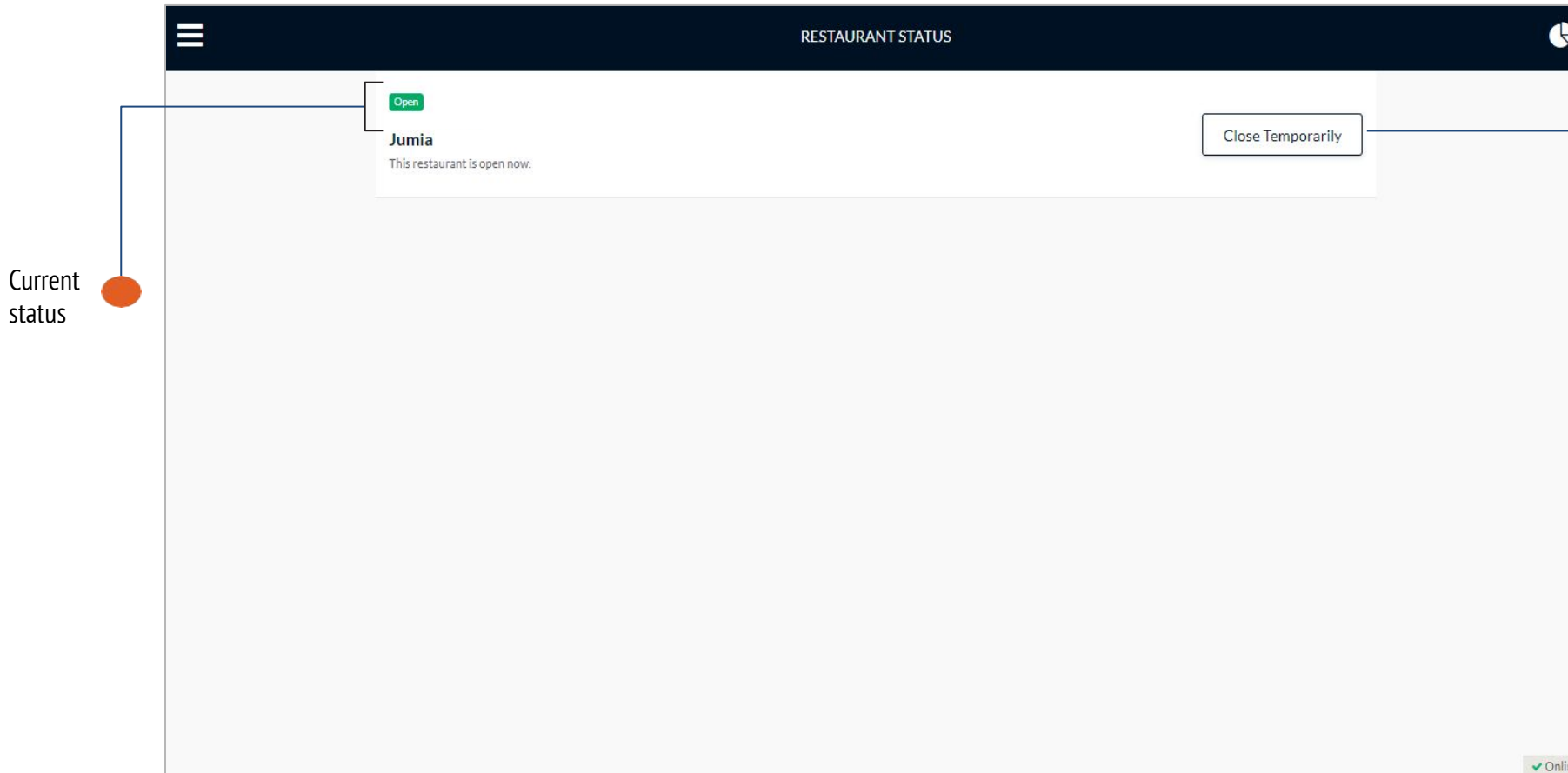
# Analytics - Vendor Reviews



On Analytics >> Vendor Reviews tab, you have the ability to view your restaurant's overall rating and customer feedback

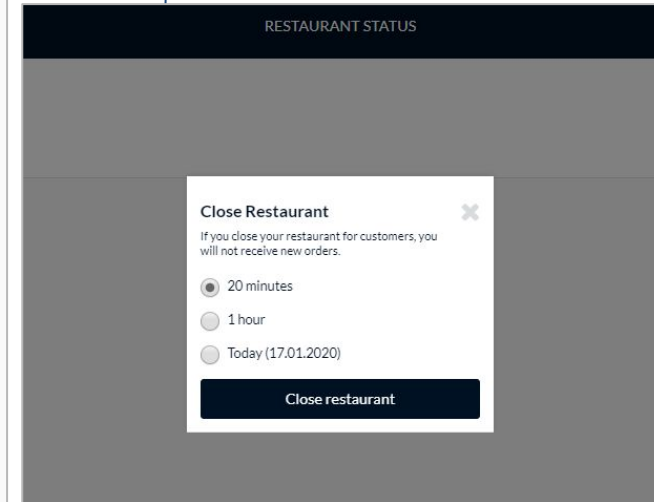


# Restaurant Status



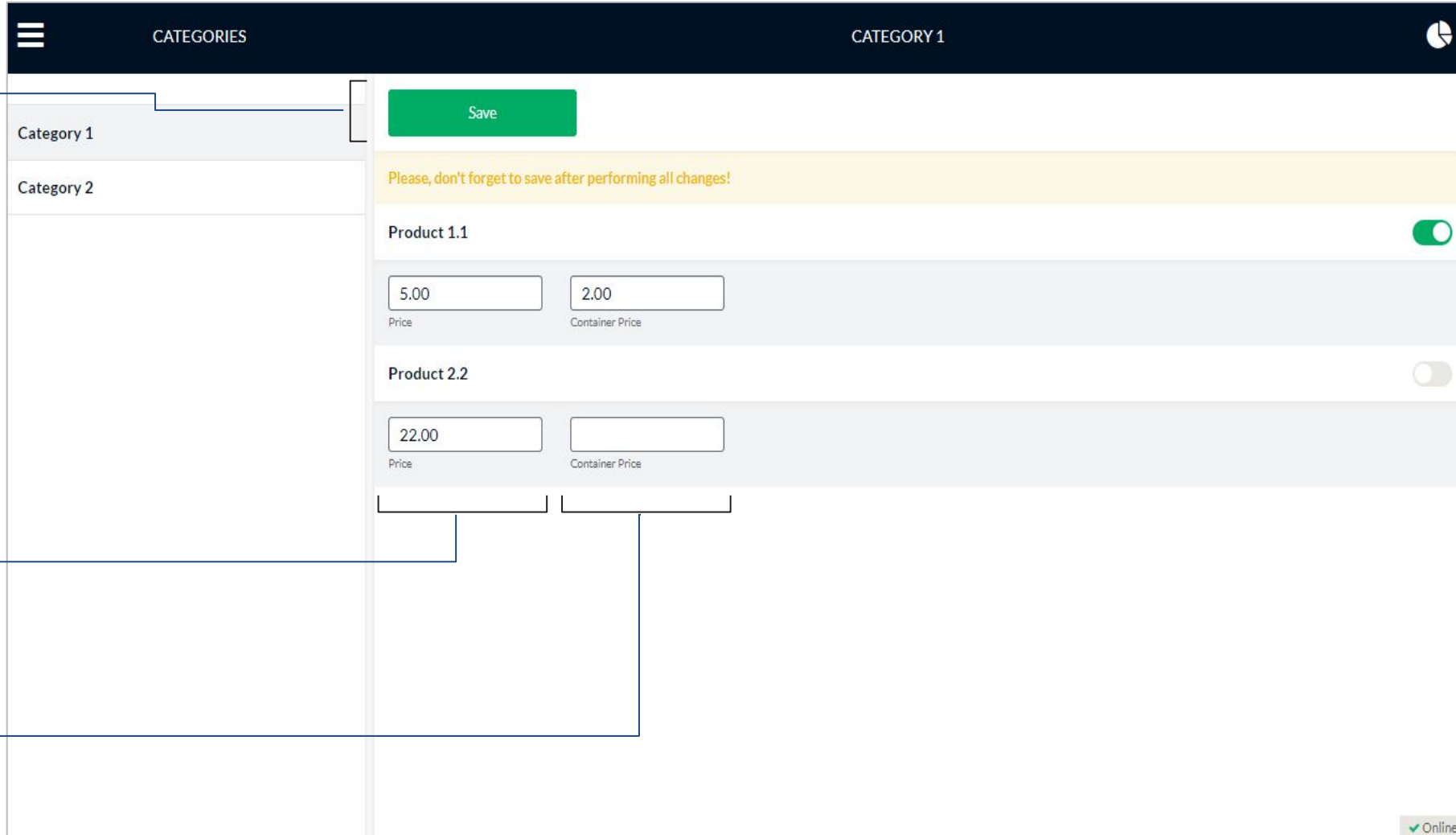
Current status

Here, you have the option to close restaurant temporarily. Once closed, customers will not be able to place orders from your restaurant.



Temporary closure is only enabled for the above 3 periods of time. For any extended closure, please contact your local Vendor Service Team

# Menu Updates



The screenshot displays the 'CATEGORIES' management page for 'CATEGORY 1'. On the left, a sidebar lists 'Category 1' and 'Category 2'. The main area shows a 'Save' button at the top, followed by a yellow warning banner: 'Please, don't forget to save after performing all changes!'. Below this, two products are listed: 'Product 1.1' (active, price 5.00, container price 2.00) and 'Product 2.2' (inactive, price 22.00, container price empty). Annotations with orange circles and blue lines point to the 'Save' button, the 'Price' input fields, the 'Container Price' input fields, and the toggle switch for 'Product 1.1'. A '✓ Online' status indicator is visible in the bottom right corner.

Save all changes made here

Click here to make a product price change

Click here to make a container price change

Items that are active are visible to customers and can be ordered. If any item is unavailable and/or out of stock, click here to make it inactive and removed from the menu

# Settings

Save Changes

Country

Kenya

Email address

Enter email

Change Password

....

Repeat new password

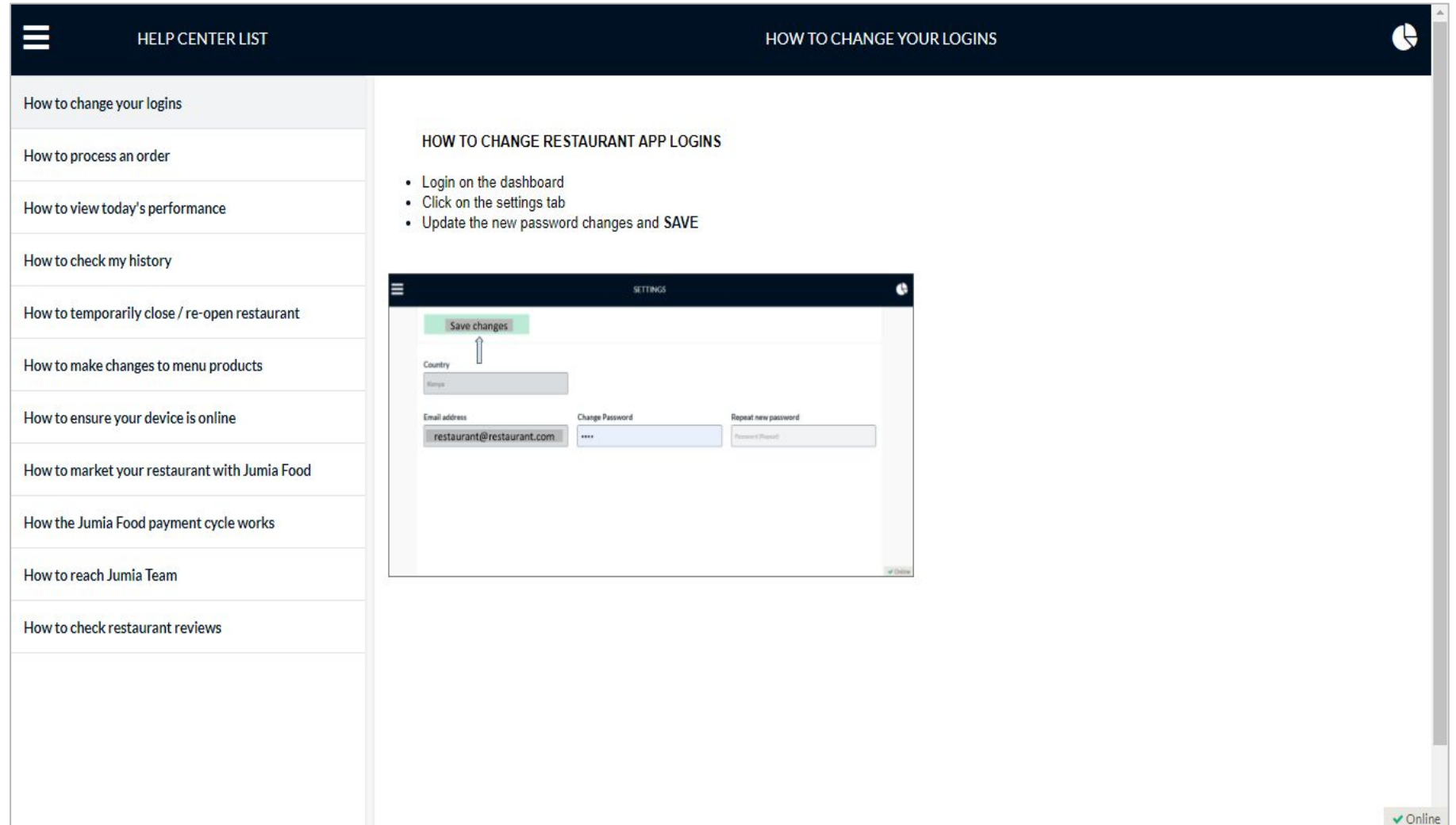
Password (Repeat)

Online

To reset your password, click on the Settings tab, enter new details and SAVE. For any other user account changes, contact your local Vendor Service Team.

# Help Center

The Help Center tab, will provide solutions, to all your “How to questions”, when using the vendor app



The screenshot displays the 'HELP CENTER LIST' interface. On the left is a vertical menu with the following items: 'How to change your logins', 'How to process an order', 'How to view today's performance', 'How to check my history', 'How to temporarily close / re-open restaurant', 'How to make changes to menu products', 'How to ensure your device is online', 'How to market your restaurant with Jumia Food', 'How the Jumia Food payment cycle works', 'How to reach Jumia Team', and 'How to check restaurant reviews'. The 'How to change your logins' item is selected and highlighted.

The main content area is titled 'HOW TO CHANGE YOUR LOGINS'. Below this, there is a sub-heading 'HOW TO CHANGE RESTAURANT APP LOGINS' followed by a bulleted list of instructions:

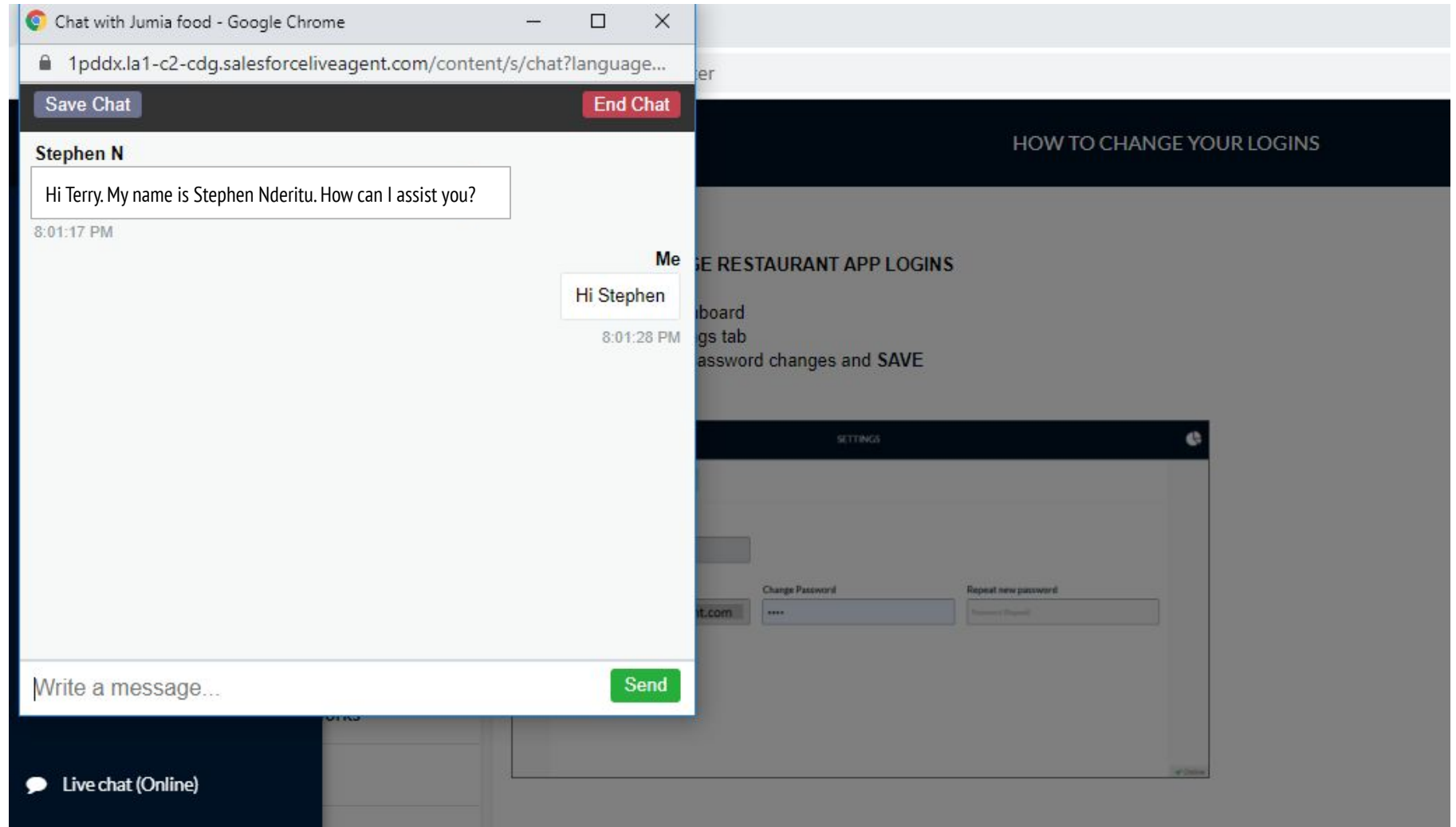
- Login on the dashboard
- Click on the settings tab
- Update the new password changes and SAVE

Below the list is an inset image of the 'SETTINGS' screen. It shows a 'Save changes' button at the top, followed by input fields for 'Country' (with 'Kenya' selected), 'Email address' (with 'restaurant@restaurant.com'), 'Change Password' (with '\*\*\*\*'), and 'Repeat new password' (with 'Password (Repeat)').

In the bottom right corner of the interface, there is a status indicator that says 'Online' with a green checkmark.

# Live Chat

On the Live Chat tab, you will be able to chat with Jumia Food Vendor Service team on real-time basis.



**Thank You!**

FOR ANY CLARIFICATIONS AND/OR QUESTIONS, PLEASE DON'T HESITATE TO CONTACT YOUR LOCAL VENDOR SERVICE TEAM OR YOUR ACCOUNT MANAGER