

SELLER CHECKLIST				WEEK DAY							
STEPS	MONITORING AREA	IMPACT	DAILY CHECKLIST FOR SELLERS	1	2	3	4	5	6	7	
1	Order Pendency & Cancellations	Delay in Shipments will result in: <ul style="list-style-type: none"> • Cancellation of order by customer leading to loss of sale • Increase in Seller cancellations will: • Impact rating of seller on Network which will impact future sales through Network 	Check orders pending for dispatch and align for shipment:								
			- Get orders ready for dispatch: printing invoices, packing with invoice, Stick shipment label.								
			- Mark ready for dispatch for logistics through marketplace or								
			- Coordinate with logistics in case of self-shipment								
			If inventory not available, then								
2	Customer Requests & Escalations	<ul style="list-style-type: none"> • Not reverting on time will result in breach of SLA for such requests. • Breach of SLA will impact rating of Seller and it will also be a compliance breach wherein buyer can escalate the issue as per the IGM policy of Network 	Check Buyer return & cancellation requests & act basis terms of transaction.								
			- Accept / reject return request								
			- Accept / reject cancellation request								
3	Inventory/Raw material Check & Update	<ul style="list-style-type: none"> • Not updating inventory/availability will lead to orders being plced in out of stock inventory • Will result in delays and cancellations and consequences mentioned in Step 1. 	- Map Physical inventory available with the inventory in panel								
			- Update the correct inventory/availability in the Seller panel.								
4	Inventory Planning & Ordering	<ul style="list-style-type: none"> • If planning for inventory is not done the seller will face an out of stock situation. • This will result in loss of sale for the seller for the duration of the stock out 	- Map current inventory/raw material to order volume to find inventory shortfalls								
			- Order inventory/raw material for business as per the gaps identified								
			- Follow up on delivery of older orders made with your suppliers								
5	Monitoring Cost & Modifying Price	If the price of a product is not changed in a timely fashion with changes in cost one of the two scenarios will happen: <ul style="list-style-type: none"> • Sale at a low margin resulting is loss for seller or • Cancellation of order. Resulting in consequences mentioned in Step 1. 	- Review SKU/product wise price list								
			- Revise price where there are any changes in cost								
			- Check and correct any pricing errors								
6	Increasing Sales	<ul style="list-style-type: none"> • Non competitive price will result in sales loss • Applying offers helps the chances of buyer choosing the seller 	- Check SKU/product wise sales volume								
			- To increase sales decrease price/apply offer wherever possible								
7	Receivables check	<ul style="list-style-type: none"> • Delay in receivables will result in seller investing higher working capital/ money to run the business. • This may also result in seller not being able to fund purchase of inventory to continue sales on the Network 	- Verify Pending Payments								
			- Escalate to Seller App where there are delays.								
			- Follow up on previous open Payment escalations.								
8	Payables check	<ul style="list-style-type: none"> • Not paying timely to the suppliers can impact future supply of products • Not getting timely supply will result in loss of sale on the network during the period of no supply. 	- Check your supplier pending payments								
			- Initiate Payments where required								
			- Share UTR where payments are done with your suppliers								
9	Damage Escalation	<ul style="list-style-type: none"> • There are defined timelines for raising the damage case. If issues are raised after the timelines the requests will get rejected. • In cases of rejection there will be no support from the Logistics App and seller will have to accept the complete cost of damage. 	- Check returns received and check for any damages								
			- Escalate to seller App for in transit/customer side damages								
			- Follow up on older open damage escalated cases								
			- Check issues in packaging quality resulting in damage								
10	Return Analysis	<ul style="list-style-type: none"> • Looking at long term return data helps identify process level or repeated one time resolution reducing such issues for future. 	- Check customer returns issues for a longer duration (1 month) and identify patterns at product /category level for taking actions.								

Please note, the frequency & sequence of few steps may slightly change for few categories. For example, for F&B category Seller will have to first check for live SKU inventory and mark products OOS before orders start flowing in during the operating hours and also be active continuously on the order panel.