

# Khadim

## User Guide

Version 1.0

October 25, 2019

Developed by Axioms Technologies

## Table of Contents

Introduction.....	4
How to?.....	6
<b>Question 1: How to sign up at Khadim Platform?.....</b>	<b>6</b>
#business #agent #consumer.....	6
<b>Question 2: How to register a new business?.....</b>	<b>9</b>
#business.....	9
<b>Question 3: How to add product to the business?.....</b>	<b>11</b>
#business.....	11
<b>Question 4: What is a deal and how to define it?.....</b>	<b>15</b>
#business.....	15
<b>Question 5: What is an affiliate and how to manage affiliate(s)?.....</b>	<b>17</b>
#business.....	17
<b>Question 6: What is a team member and how to manage him?.....</b>	<b>20</b>
#business.....	20
<b>Question 7: How a business can accept orders and manage it end to end?.....</b>	<b>23</b>
#business #agent #consumer.....	23
<b>Question 8: How an agent can receive and confirm order(s) from a business?.....</b>	<b>27</b>
#agent.....	27
<b>Question 9: What is an affiliate and team member in context of Khadim Agent App?.....</b>	<b>32</b>
#agent.....	32
<b>Question 10: How an agent can setup his charges for delivery services that he offers?.....</b>	<b>37</b>
#agent.....	37
<b>Question 11: How can I pay to the platform against my commission?.....</b>	<b>40</b>
#agent.....	40
<b>Question 12: What is meant by agent status as ‘Individual’ &amp; ‘Network’? How does it impact an agent?.....</b>	<b>43</b>
#agent.....	43
<b>Question 13: What is ‘Buy Deliveries’? Am I not supposed to pay commission only?.....</b>	<b>46</b>
#agent.....	46
<b>Question 14: As an agent, can I take a day off? What kind of implications it has on me?.....</b>	<b>49</b>
#agent.....	49
<b>Question 15: What is Khadim Reward Program and how does it work?.....</b>	<b>50</b>

**#business #agent #consumer #manager ..... 50**  
**Question 16: How can I onboard a business or consumer to be part of Khadim Reward Program?.. 51**  
**#business #agent #consumer #manager ..... 51**  
**Question 17: As a business, can I restrict receiving orders from a specific consumer? ..... 52**  
**#business ..... 52**

## Introduction

Khadim is a Google Android based mobile platform to support small to intermediate businesses to establish footprint in eCommerce space without any cost attributed to the business. It is a platform that covers end to end business processes, with complete visibility of business offerings, sales trends & revenues, team management, orders & deliveries management along with perpetual reward system, where platform revenue is shared with the people onboarded a business or a consumer.

Khadim platform offers 4 mobile app, each designed specifically for a specific user group as following.

**Khadim Business:** Khadim helps the businesses to overcome the challenges that their consumers come across on day to day basis, eventually resulting in sales decline. Most importantly, parking lots, long queues and hassle through various sections.

With Khadim, businesses can list their offerings for no cost for their consumers nearby and accept orders online. Business can undertake the deliveries to the consumer doorstep itself or can acquire the services of any third party as an 'Agent'.

**Khadim Consumer:** Khadim is an online location-based marketplace for everyday merchandise from consumers favorite outlets nearby without visiting. Khadim connects consumers directly to the businesses, allowing the consumers to browse through the business offerings, order placement & delivery at doorstep.

Khadim offers multiple channels of deliveries including self-pick up, where the consumer can place order in advance and pick the order at specified time, along with direct deliveries (i.e. ASAP) or pool deliveries at nominal price for small items.

Moreover, Khadim reward system allows consumers to earn cash rewards from purchasing of the people that they on board at Khadim platform OR from the sales of the business from Khadim platform.

**Khadim Agent:** Khadim supports individuals to undertake the deliveries available at the nearby businesses to drop at the consumer doorstep and earn income. Khadim does not impose any restriction in terms of pricing and let the agent(s) define their own service charges for pool (i.e. collective) as well as direct (i.e. ASAP) deliveries.

Khadim also support setting up delivery network to cover wide area with multiple delivery agents to look after various businesses.

Additionally, anyone can be part of "Khadim Perpetual Reward System" by on boarding a business at the platform and earn cash reward from the sales of the business via Khadim platform.

**Khadim Manager:** Not all businesses are online and may not be feasible for small business to invest for online business in terms of management. Thereby, anyone can undertake online order management for the business, further complemented with agent delivery network to boost earning without any

investment.

Should a business require to manage its online order management itself, Khadim Manager can help business employee(s) to take the job for business, off course for no additional cost.

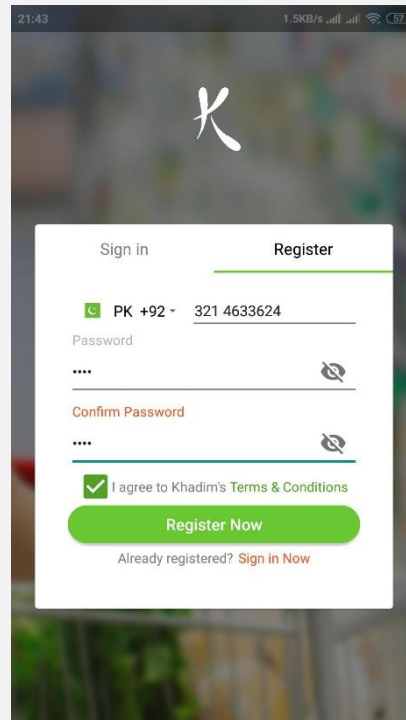
# How to?

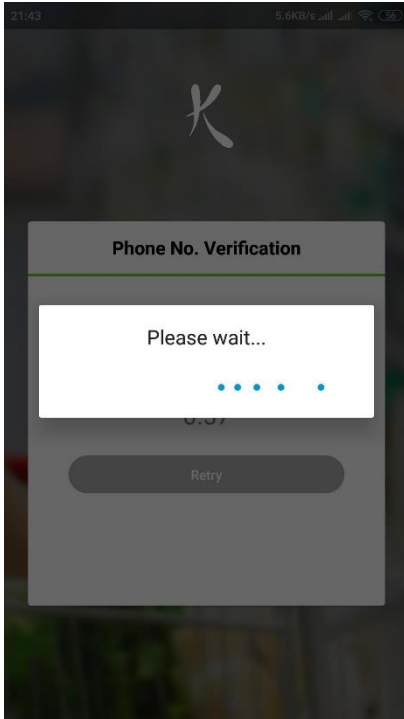
Question 1: How to sign up at Khadim Platform?

#business #agent #consumer

To sign up as a new user at Khadim platform, please follow the steps as below.

- Go to 'Register' and provide valid phone number with suitable password.
- Also confirm agreement to Khadim's Terms & Conditions
- Click 'Register Now' button





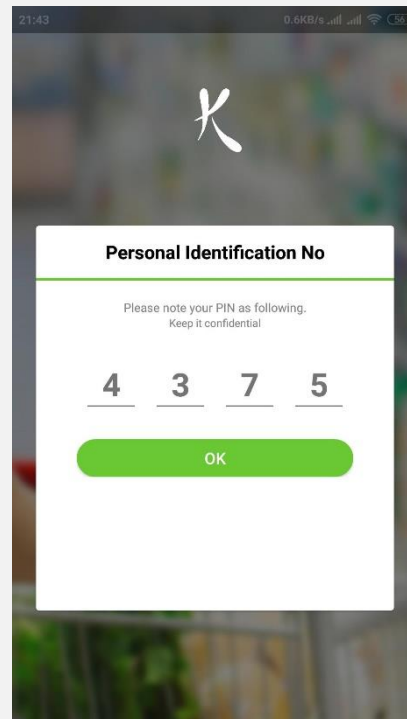
- Mobile app will verify phone number automatically as following.

*NOTE: In case the app cannot validate phone number due to poor internet connectivity, user can retry after every 60 seconds.*

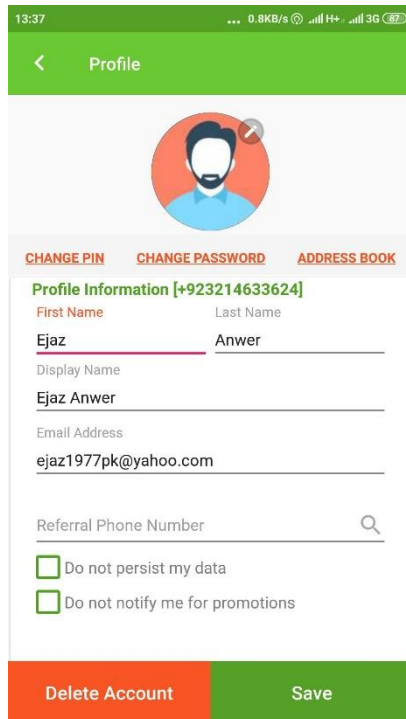
- Upon successful verification of phone number, user shall be registered at the platform and shall be provided Personal Identification Number (i.e. PIN).

NOTE(s):

- a. Personal Identification Number is vital while changing password or identity confirmation at the platform due to any support related matter. Therefore, it is strongly recommended to keep the PIN safely and must not be shared across users.
- b. User can change system generated PIN with user defined PIN in user profile option.



As a final step, user will be able to setup profile. User profile is editable anytime; however, it is strongly recommended user to setup basic



13:37 0.8KB/s 3G

Profile

CHANGE PIN CHANGE PASSWORD ADDRESS BOOK

**Profile Information [+923214633624]**

First Name Last Name  
Ejaz Anwer

Display Name  
Ejaz Anwer

Email Address  
ejaz1977pk@yahoo.com

Referral Phone Number

Do not persist my data  
 Do not notify me for promotions

Delete Account Save

profile details (i.e. First Name, Last Name & Display Name).

Display Name shall be available to business or other consumers.

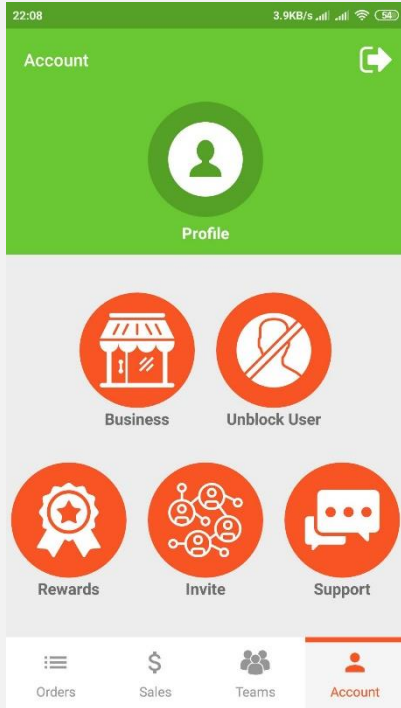
User email is used to communication with the user regarding supported related matters.

Upon clicking 'Save', user profile shall be saved at server and user will be offered main user interface of the app.

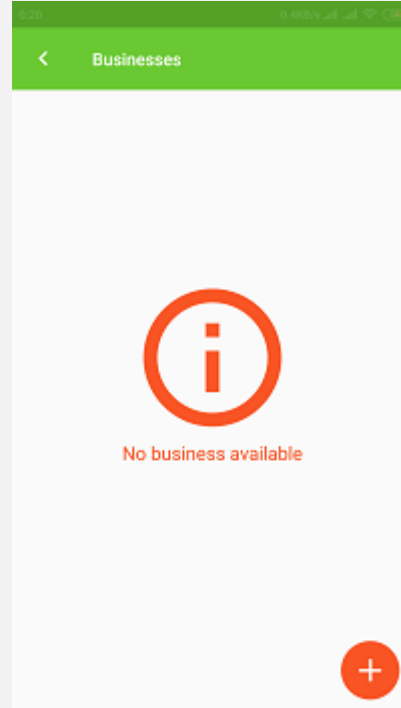


Question 2: How to register a new business?  
#business

1. Go to 'Account' & click 'Business'



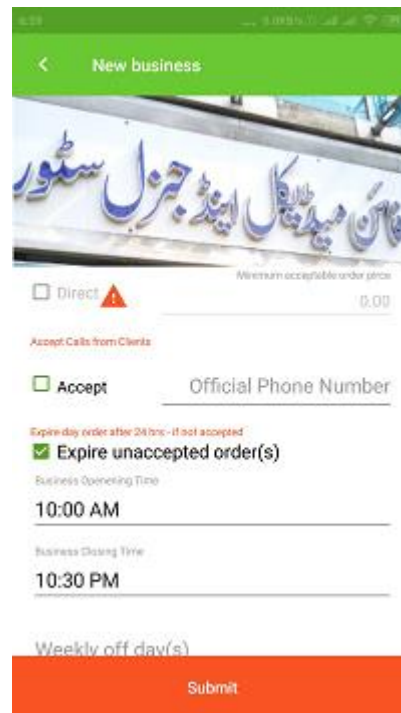
2. Click add button (i.e. Plus icon)



3. Input business details, including

- Banner (image)
- Business Name
- Business Address
- Products categories
- Currency
- Delivery types, including
  - Self-Pickup
  - Pool Delivery
  - Direct Delivery
- Official Phone Number (optional)
- Option to expire orders after 24 hours (if not attended)
- Business hours
- Weekly off days
- Business terms & conditions

Click 'Submit' to save the business.



NOTE(s):


- a. For business address, the app needs to access user location, therefore permission for location access is mandatory.
- b. A business must have an agent (individual or network) to enable 'Pool' & 'Direct Delivery' options.



New business will be created in the system; however, it is essential to note that new business will subject to following conditions before it is fully activated and available to the consumers for order placing.

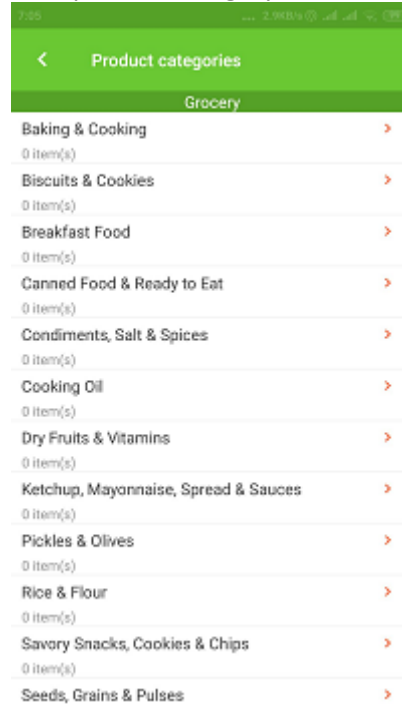
- a. User registering the business must be logged on from the location specified as 'Business Address' for 16 hours.
- b. There must be minimum 1 product defined in the business as offering.
- c. For certain business types (such as pharmacies), a business can only be available to the consumers, if the business submits photocopies of official license / commencement proof.

Question 3: How to add product to the business?  
#business

1. Click  icon, as illustrated below.

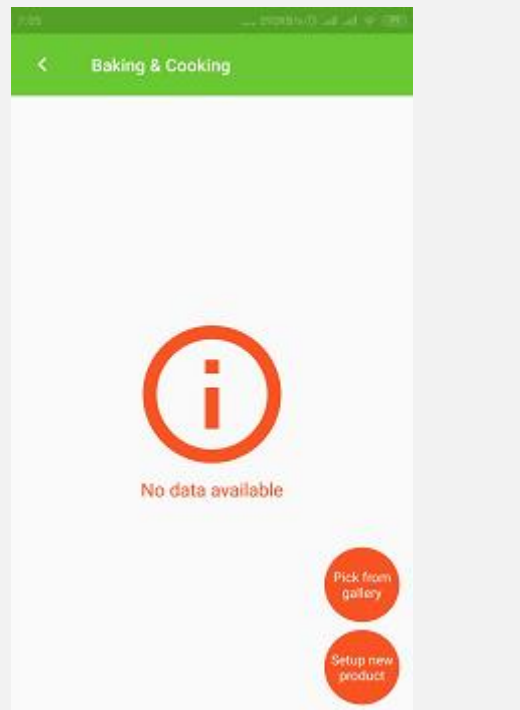


2. Click product category from the list

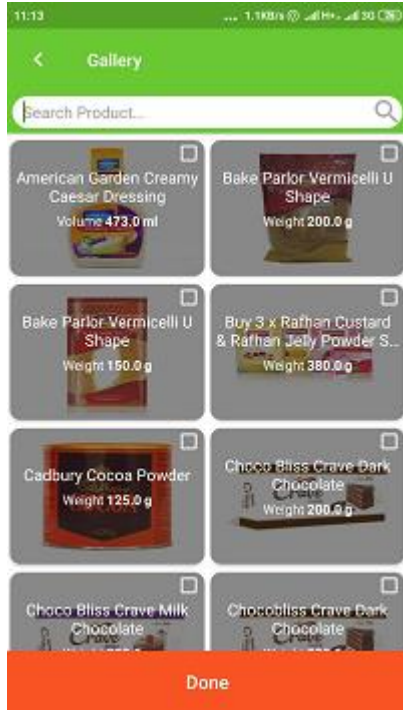


By default, all categories will be empty. A product can be added two ways, as following.

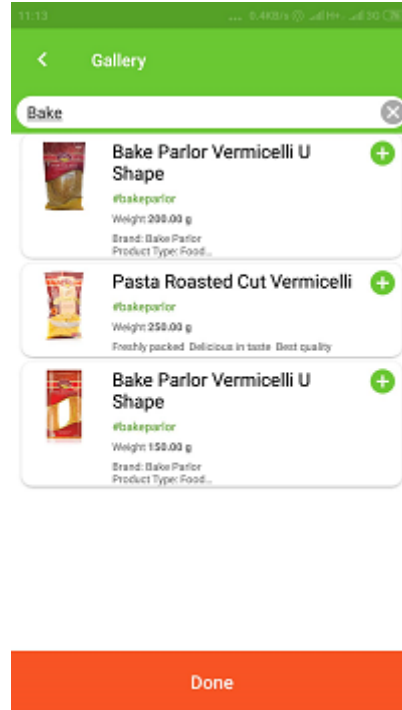
1. **Pick from gallery:** In this case, a user can select products from predefined products in the system, whereas he can define the price against each product him/herself.
2. **Setup new product:** If the required product isn't available in the gallery, a user can define product him/herself.



Go to 'Pick from gallery' and click a product in the list provided in the default product gallery. Also, a user can search for specific product with keywords as well.



Product Gallery

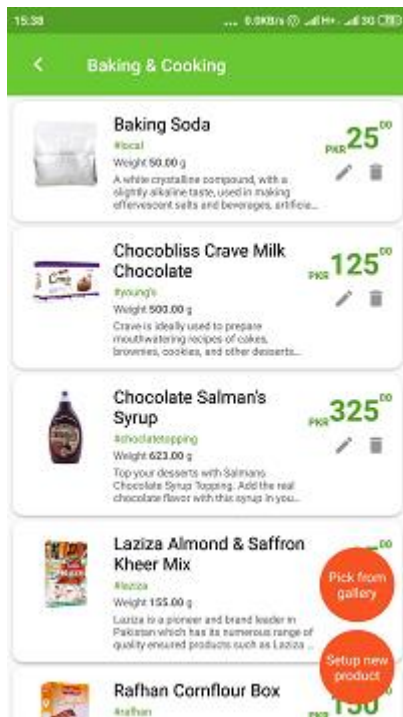
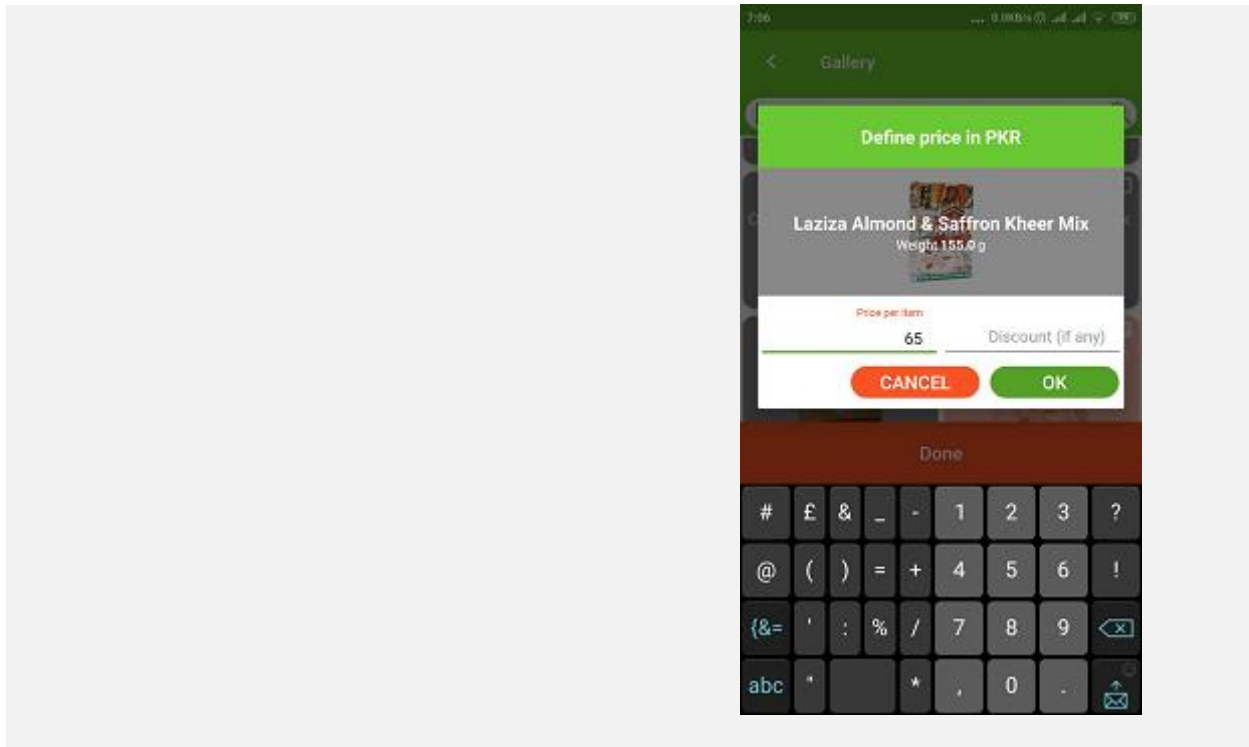


Search Results

NOTE: Picking a product from gallery will import product image, description, weight or volume, product hashtag in the business.

Input product price and discount (if any). Here, discount is optional, however product price is mandatory.

Further, all products will be available in the business currency defined while setting up the business profile.



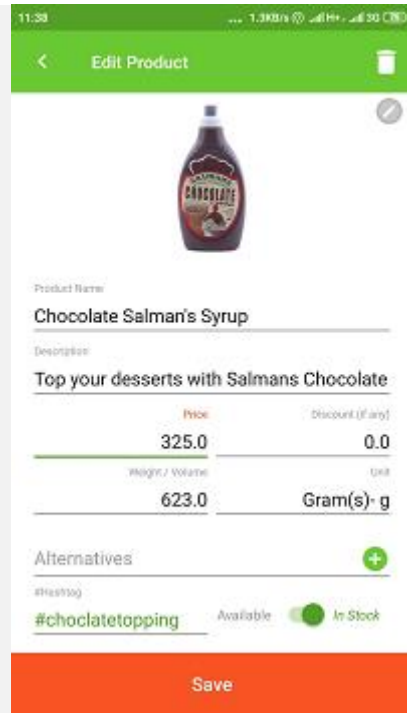
Upon completion of product price definition, all selected products will be imported into business category that shall further be available to the consumers of the business in 'Khadim Consumer' app.

Further, a product can be modified or removed from the business category any time by edit or delete option respectively.

Any attribute of the product can be modified by the user, including product image, name, description, price, discount, weight, unit and hashtag.

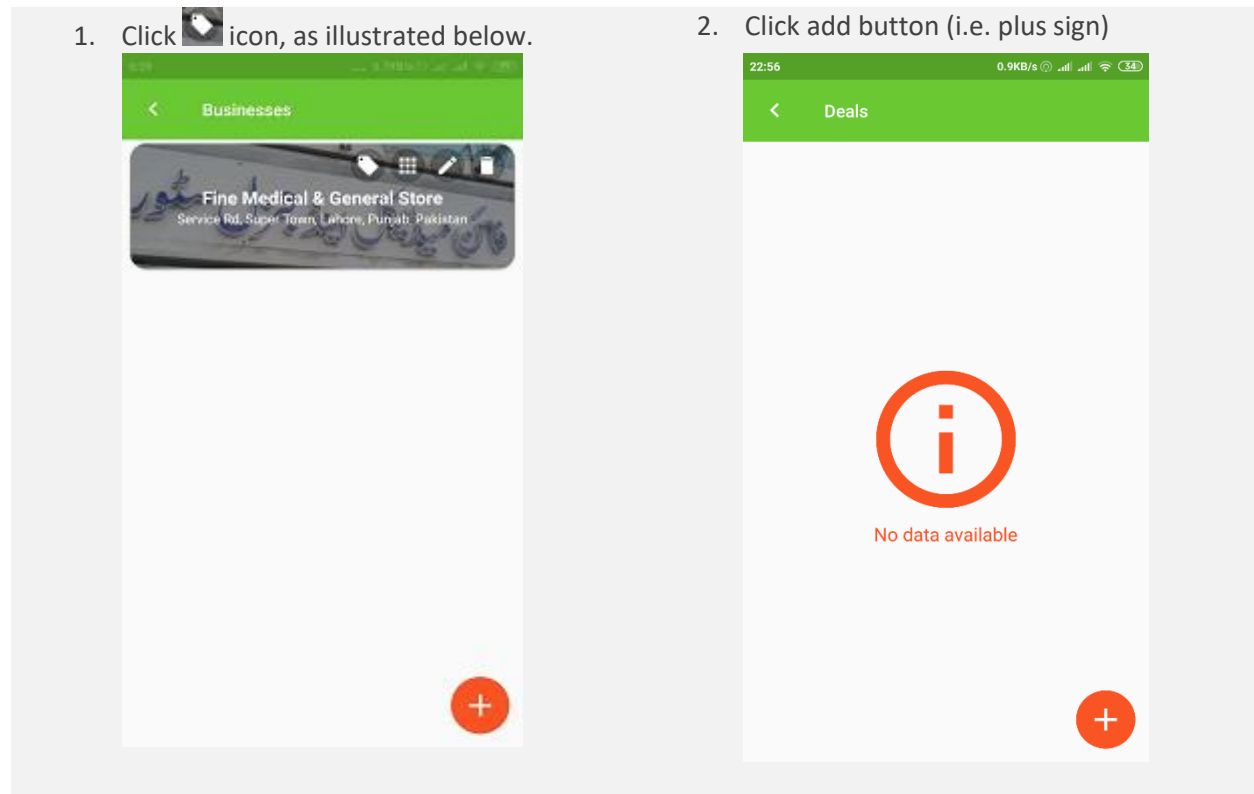
Also, a user can define alternate products that will also be showcased to the user in consumer app (i.e. product profile).

Moreover, a product can be marked In Stock as well as out of stock, where in later case, the product will be available to the user with 'Out of Stock' mark.



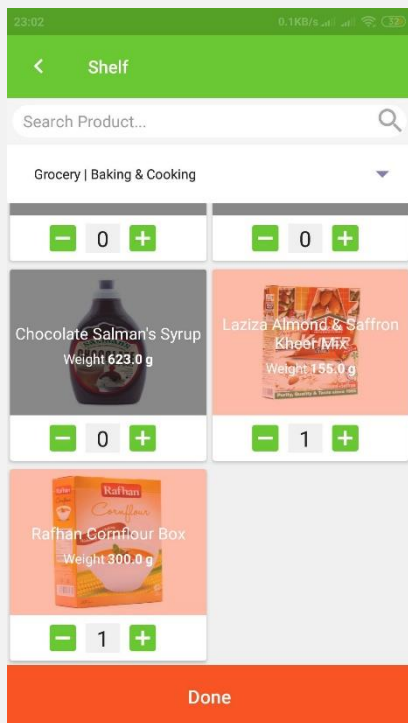
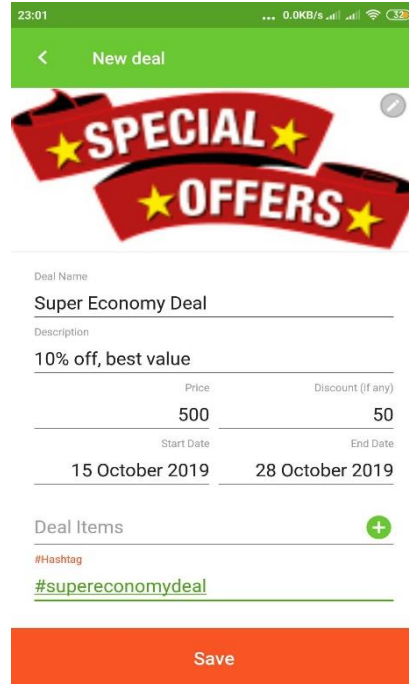
Question 4: What is a deal and how to define it?  
#business

Deal is a packaged offer by a business at subsidize price to offer best value to the consumer. To define a deal in the system, please follow the steps as below.



Input deal details, including

- Deal image / banner
- Name
- Description
- Price
- Discount (optional)
- Start date (from when the deal will be effective)
- End date (till when the deal will be effective)
- Hashtag (optional)

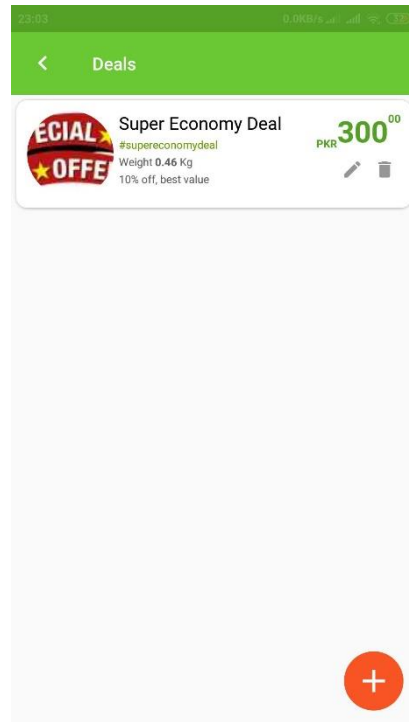


Click on deal items to choose products as part of complete deal from available products in the business.

Click Save

Deal will be available in the business for all consumers.





Note: Deal will be automatically removed from the business after deal expiry date (i.e. End date)

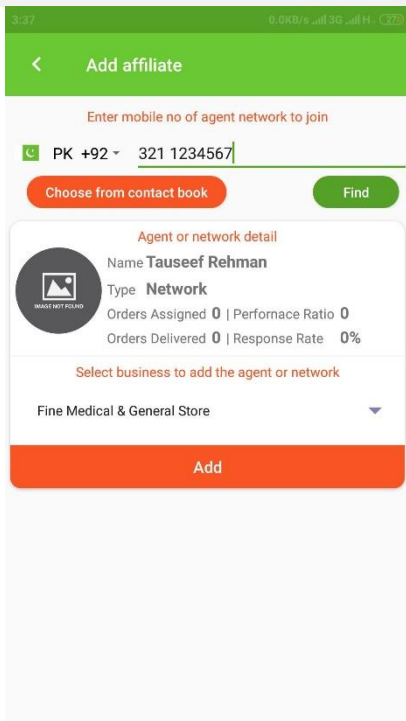
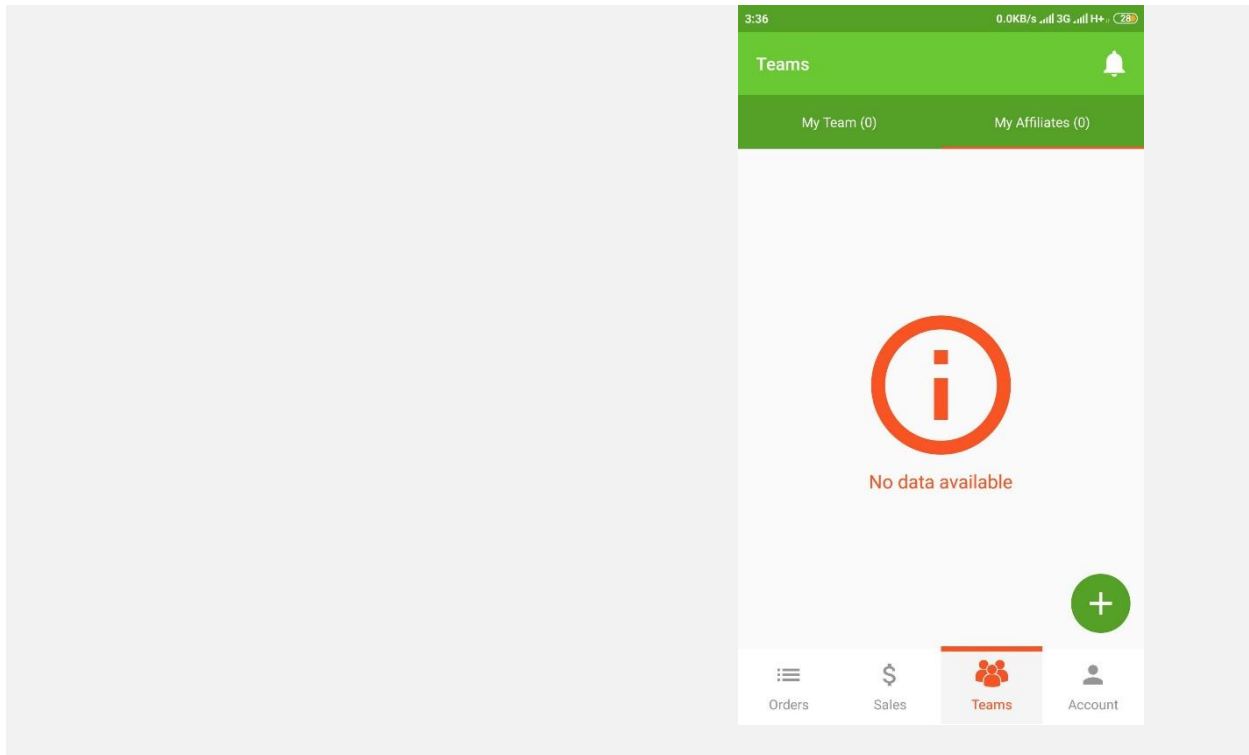
### Question 5: What is an affiliate and how to manage affiliate(s)?

#### #business

An affiliate is an individual or another entity, who can perform deliveries for the business on its behalf. Affiliate may or not be direct part of the business, for example, they can be direct employees of the business as well as other individuals who can undertake business deliveries, subject to the delivery fee defined by affiliate themselves.

Affiliate once added to a business, will be able to receive orders accepted by the business (i.e. pool & direct) to deliver. A business can add an affiliate by using following steps.

- Go to 'Teams' option
- Go to 'My Affiliates' tab
- Click add button (i.e. plus icon) in green



For adding an affiliate in the business app, the user needs to input the registered phone number of the agent at Khadim platform & click 'Find'.

Alternatively, user can also pick the phone number from his contacts.

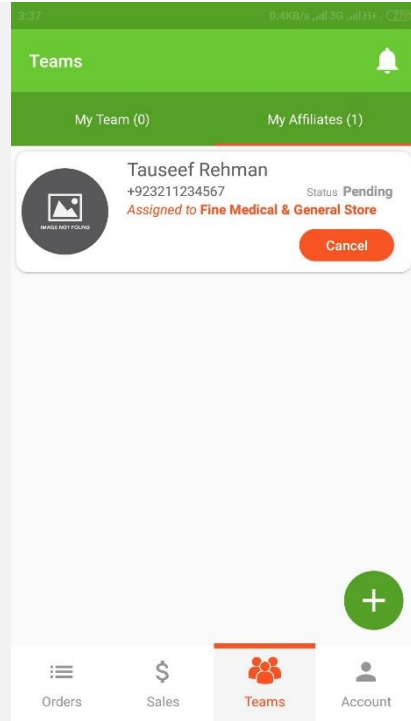
Particular agent profile shall be displayed including agent name, type (i.e. individual or network, where in later case, the agent has sub agents of his own for deliveries) and agent statistics (i.e. Order assignment, Order delivered, Performance Ratio and average response time) for the benefit of business.

Agent statistics are measured from each order assignment till order delivery.

Lastly, an agent must be linked with a business that the user can select from the drop-down list at the bottom & click 'Add'.

The Status of the particular request will be in 'Pending' state, until the particular agent accepts the request in Agent app.

Once the agent is added successfully, agent details will be available in 'My Affiliates' tab of 'Teams' option.



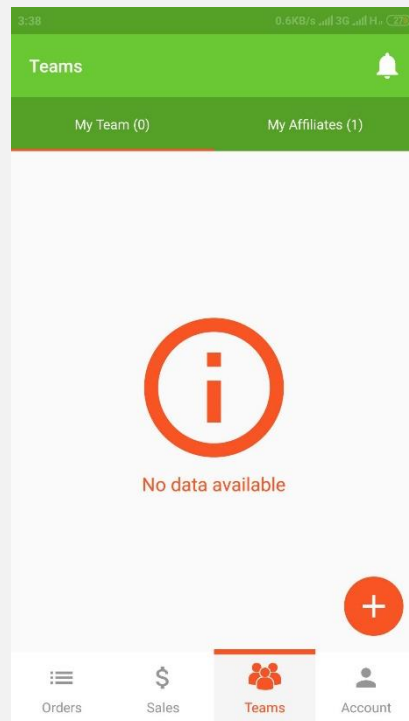
Question 6: What is a team member and how to manage him?

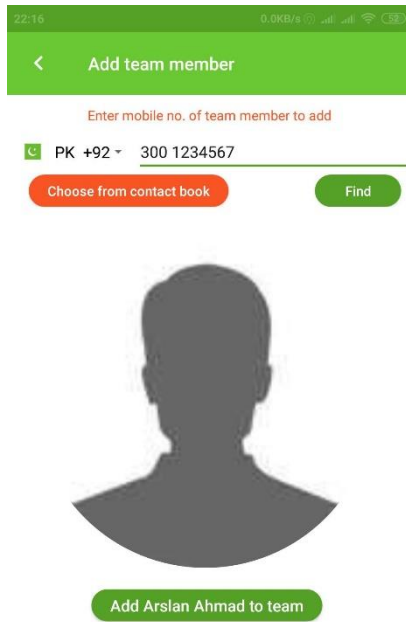
#business

A team member is an employee of the business, having the direct access to the business offerings and may act as a manager on behalf of the business owner. Respective team member may accept or reject orders, assign to agents & update delivery readiness as well.

To add a team member, please follow the steps outlined below.

- Go to 'Teams' option
- Go to 'My Affiliates' tab
- Click add button (i.e. plus icon) in red



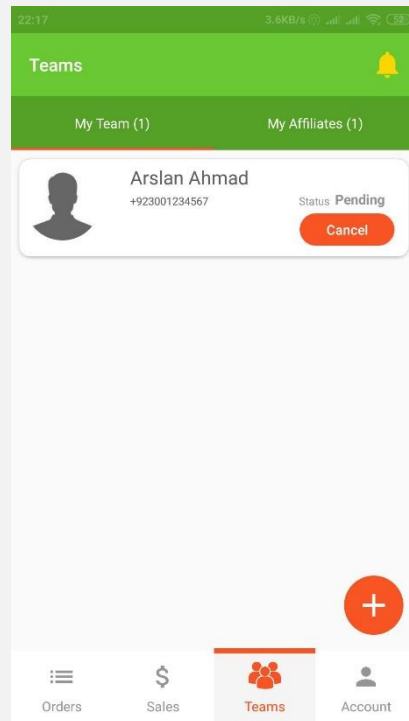


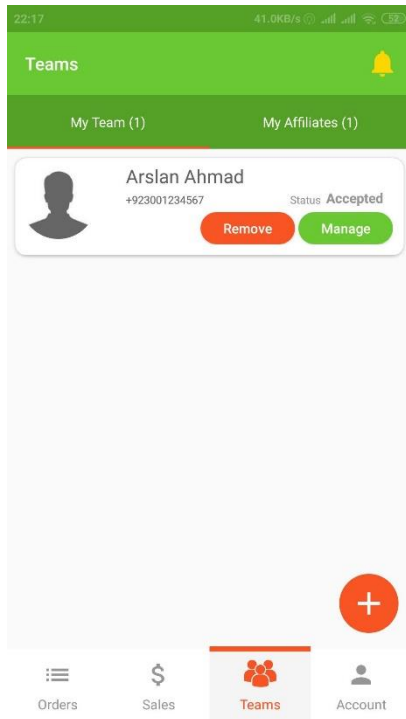
For adding a team member in the business app, the user needs to input the registered phone number of the user at Khadim platform & click 'Find'.

Alternatively, user can also pick the phone number from his contacts.

User profile image and name shall be available to the business owner for review and addition in the team.

The Status of the particular request will be in 'Pending' state, until the particular user accepts the request in Manager app.



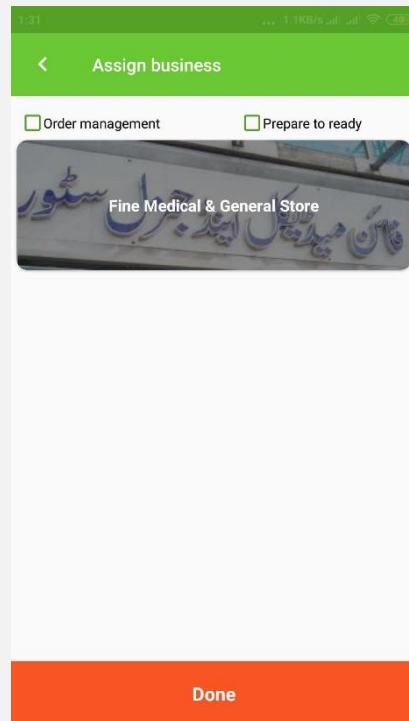


Once the agent is added successfully, agent details will be available in 'My Team' tab with option to either 'Remove' a particular team member or 'Manage'.

In case of 'Manage, business owner can assign 'Order Management', 'Prepare to ready' or both option to the specific team member.

If a team member is assigned 'Order management', all orders received by the business shall be routed to the specific team member for confirmation, rejection, assignment or mark complete (where required).

If a team member is assigned 'Prepare to ready', specific team member can also update order status once is ready and available for delivery to the agent.



Question 7: How a business can accept orders and manage it end to end?

#business #agent #consumer

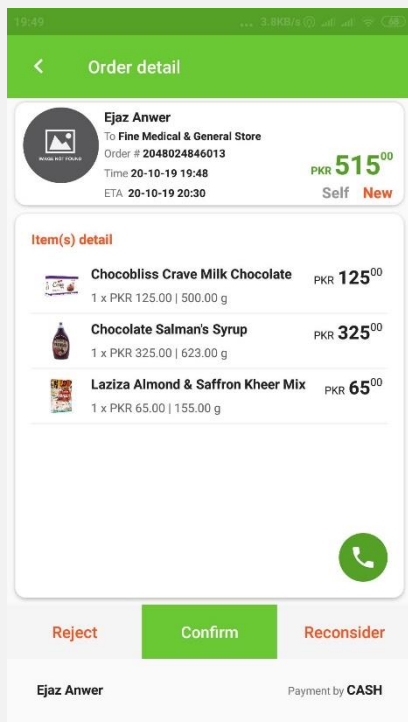
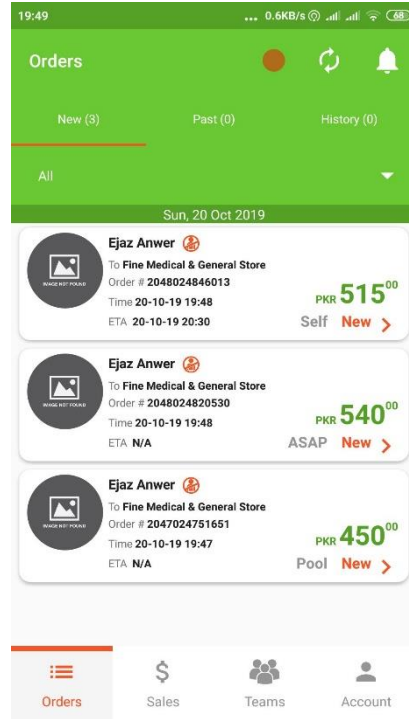
Orders are delivered to business in real time with instant notification. Overall order flow is as following.

	<b>Consumer</b>	<b>Business</b>	<b>Agent</b>
1	Choose different products from a business and submit order with option of Self Pick up, Pool or Direct Delivery	N/A	N/A
2	N/A	Receive consumer order in real time with Order Id. Can confirm, reject or request for reconsider order (in case of unavailability of any item)  In case the order is confirmed, order goes to Agent	N/A
3	Consumer is notified with order confirmation and Order Id for tracking purposes	N/A	Accept or reject an order.  NOTE: Rejected orders will reduce agent profile scoring
4	Consumer is notified for unavailability of agent with request for self-pickup (if applicable)	In case the order is rejected by agent, business may request consumer for self-pickup  Otherwise, business can mark order 'Ready' for collection & delivery to consumer by agent	N/A
5	N/A	N/A	Mark order collected
6	Consumer is notified	Business is notified	Mark order delivered

Further a successful order delivery update business as well as agent earnings from Khadim platform. As a result, system allocate rewards (20% of the commission earned by the platform from delivery fee defined by the agent) to the users onboarded the business (i.e. supplier of the order) and consumer (i.e. purchaser).

To receive the order in the 'Business App', please follow the steps outlined below.

- Go to 'Orders' option
- All new incoming orders shall be reflected in 'New' tab with status marked as 'New' along with details including
  - Consumer image (if any)
  - User display name
  - Business name to which the order is meant for. Please note that 'Business App' support management of multiple business.
  - Unique Order Id (generated by system)
  - Order Date/Time Stamp
  - ETA, in case of Self Pick up orders only
  - Order value
  - Order type (i.e. Self, ASAP & Pool). ASAP is synonym of Direct Delivery
  - Order status (i.e. New)



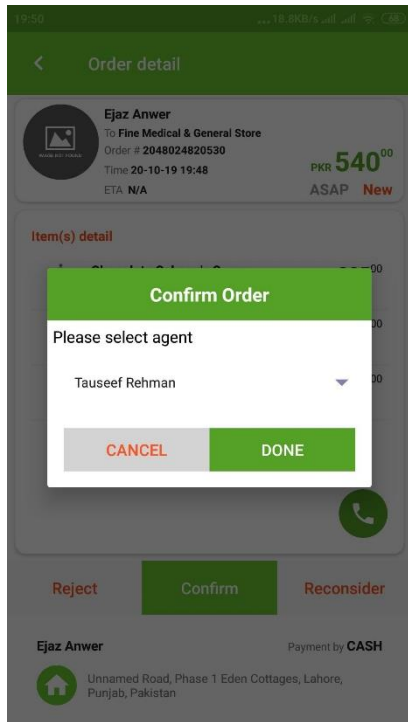
By clicking an order, order details shall be available to the business, including all summary details outlined above with item details.

Further, business has the option to call the consumer (if required).

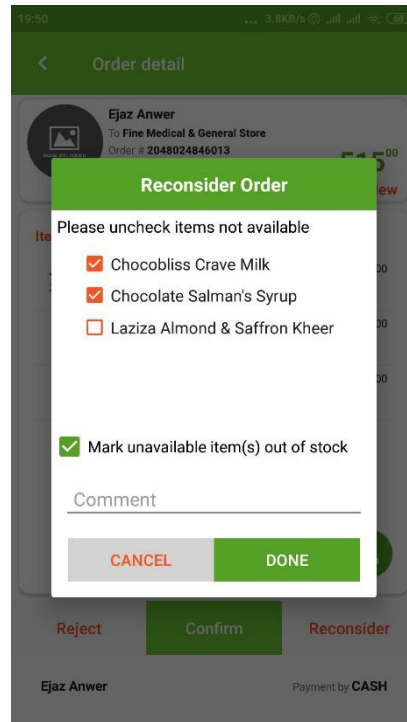
At this level, a business may perform one of three operations as below.

- Reject an order, in which case consumer is notified and order lifecycle ends.
- Reconsider order, in which case order is returned to the consumer with comments to reconsider due to unavailability of item(s).
- Confirm order, in which case order is assigned to agent for delivery acceptance.





**Order confirmation and assignment to agent**

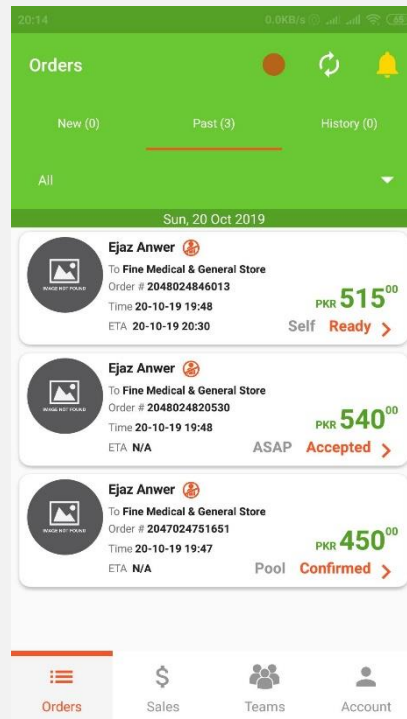


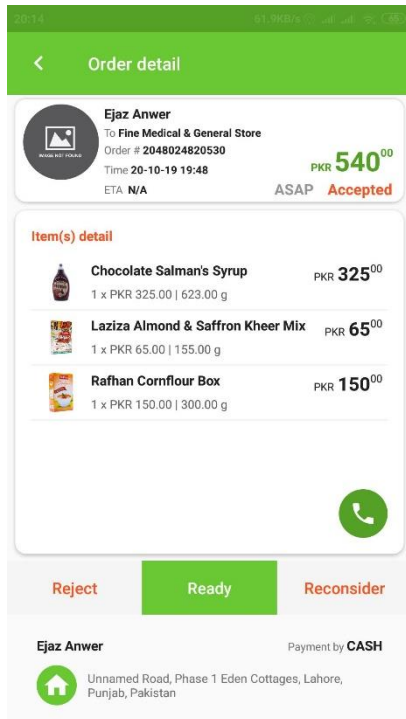
**Order reconsideration for consumer**

All orders confirmed by business or accepted by agent are moved from 'New' tab to 'Past', such that specific orders could be marked 'Ready' for the delivery or self-pickup.

In both cases, agent or the consumer are notified respectively.

Moreover, an order having its lifecycle completed (either in form of successful delivery or return), all such orders are moved into 'History' tab.



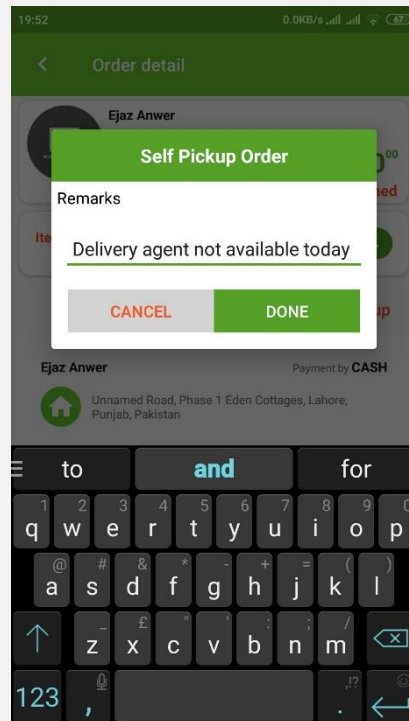


By clicking an order accepted by the agent, or having its status confirmed (in case of self-pickup), particular order can be marked either one of the three options as following.

- Reject, in this case, order lifecycle will finish
- Reconsider, in this case, order will be returned to the consumer for reconsideration due to unavailability of item(s)
- Ready, in this case, agent or consumer will be notified for order collection to delivery or appear for self-pickup respectively.

In rare cases, if an agent rejects an order from accepting, business can forward the order to the consumer with request for self-pickup.

A consumer in turn, can either confirm for self-pickup or reject the order all together.



Question 8: How an agent can receive and confirm order(s) from a business?

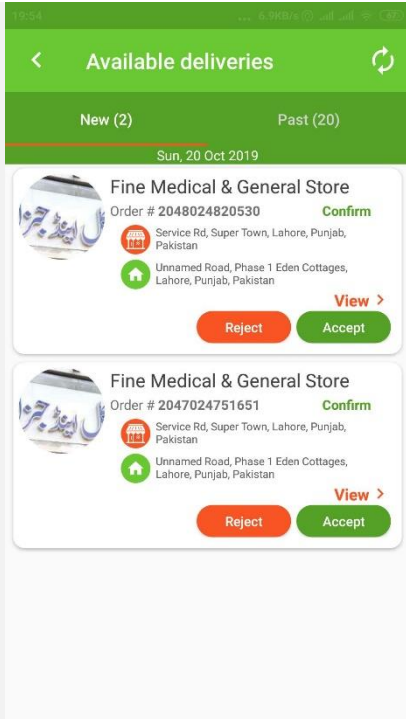
#agent

For an agent to accept order, please follow steps outlined below.

Assumption: An agent is already associated as an affiliate with a business, as explained in Question 5.

- Click on 'Available deliveries' at Home screen



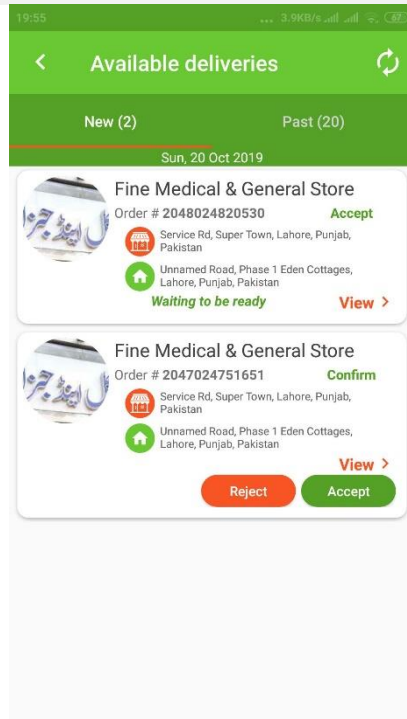


Available deliveries show orders in two tabs as following.

- New: All newly assigned order(s) from the business are reflected in this tab with option to 'Accept' or 'Reject' at this level.
- Past: All orders processed by the agent are reflected in this tab, including orders delivered, cancelled, returned.

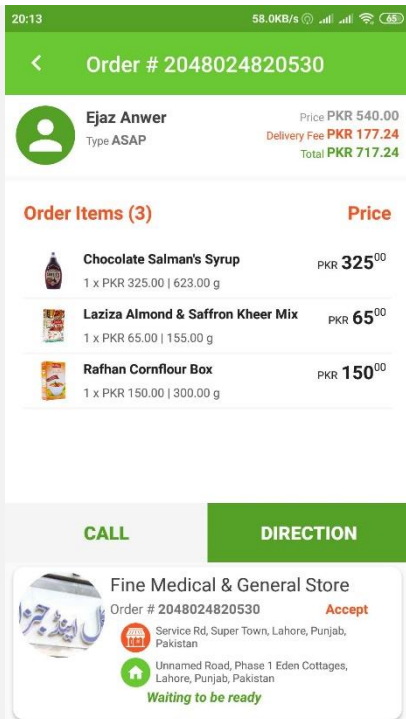
*NOTE: Ideally, an agent is not expected to reject an order, however due to any rare incident, an agent may reject an order. Rejecting an order will impact agent profile and performance ratio that below 50% or a revised value, may warrant termination of agent account at the platform.*

An order accepted by the agent move into wait state, until business confirms its readiness. For details, please refer to Question 7.



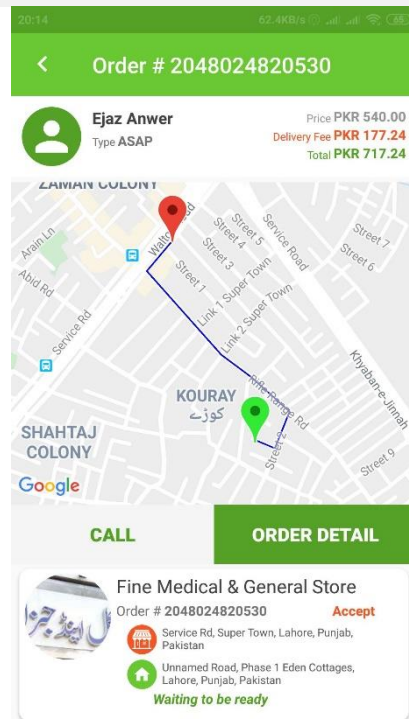
Clicking an order will show complete order detail, including

- Consumer name
- Type of order (i.e. Pool or ASAP)
- Order value

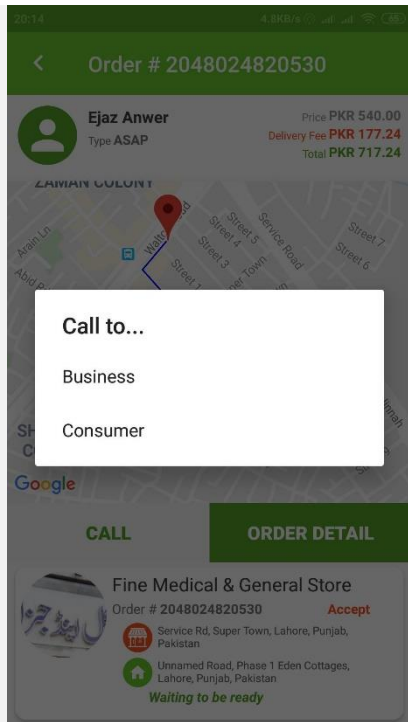


- Delivery fee
- Total fee
- Itemwise order items with individual prices
- Business Name
- Order Id
- Current order status
- Business address
- Delivery address

An agent can further verify direction to deliver the order by clicking 'Direction' button that act as a toggle button to switch back for 'Order details' as well.



An agent may call to business or consumer on need basis, directly from order detail.



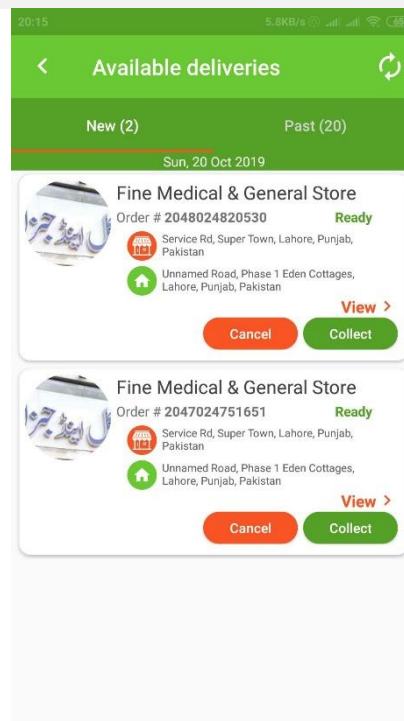
An order having the status marked 'Ready' by the business becomes available to agent or collection.

Here, an agent has the option to cancel the order that again will impact agent profile and is only meant to exercise in rare occasions.

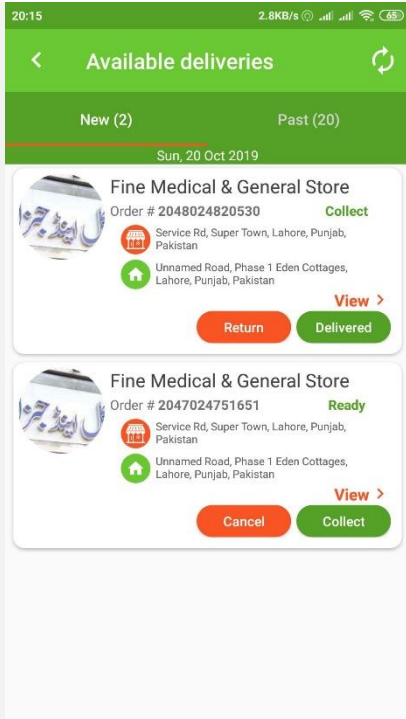
**NOTE:**

*A business is recommended to receive cash from agent before handing over the order to the agent. Therefore, all order items ownership rest with agent from hereonward, hence agent is suggested to inspect items before collection.*

*Consumer shall pay order amount to the agent including service charges, such that business receives its amount in advance – at the time of order collection.*



An order collected from the business is subjected to following options.



- Return, in case the order is not delivered the consumer for any reason.
- Delivered, upon successful order delivery.

An order delivered will update agent profile and comission due.

## Question 9: What is an affiliate and team member in context of Khadim Agent App? #agent

In Khadim Agent App, Affiliates can be any of the two types as following.

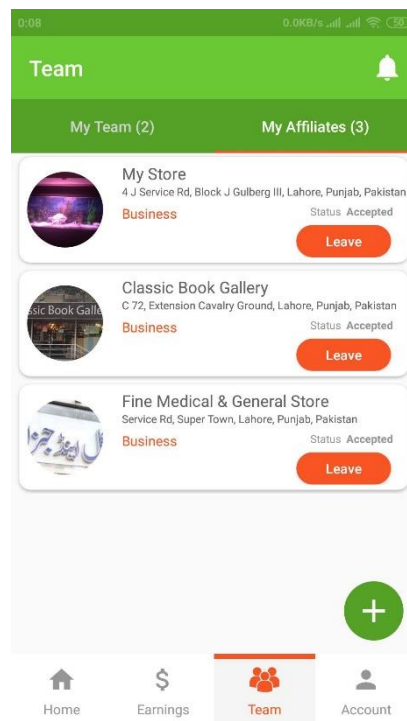
- **Business:** These are the affiliates to which an agent render delivery service.
- **Agent Network:** These are the agents to whom an agent wants to be a subagent.

NOTE:

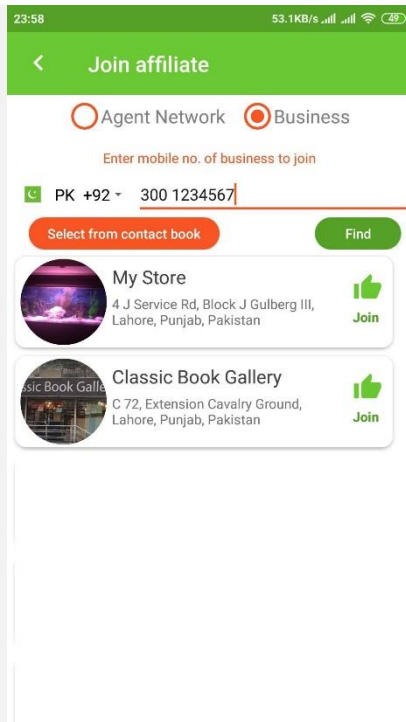
- Also, an agent can be either an individual (i.e. single person) or can be a network (i.e. having multiple subagents)*
- An agent can be an affiliate of multiple businesses; however, a business can only have one agent.*
- An agent can have multiple subagents to service different or same business, who act as team members.*

To add a business as an affiliate, please follow the steps as outlined below.

- Go to 'Team' option
- Go to 'My Affiliates' tab
- Click add button (i.e. plus button in green)







- Select 'Business' radio button
- Input mobile no. of the business owner, alternatively, phone no. can also be picked from phone contacts.
- Click 'Find'

All businesses registered under the particular user mobile number shall be listed for joining with details including

- Business Image
- Business Name
- Business Address

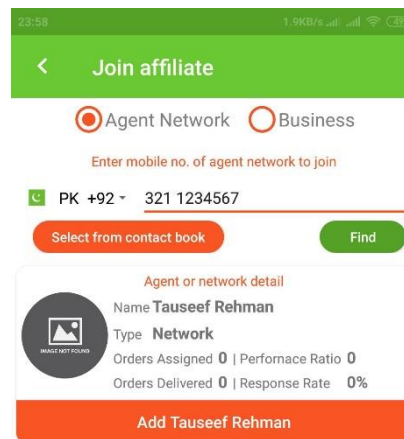
To join any particular business, click thumb icon with 'Join' text. Request to join network shall be sent to the business owner and upon acceptance by the business owner, the agent shall be successfully linked with the business.

To request another agent (having status as 'Network') to act as a subagent, please follow the steps as following.

- Select 'Agent Network' option
- Input mobile no. of the agent having network status
- Click 'Find'

Details of the specific agent network shall be displayed, including

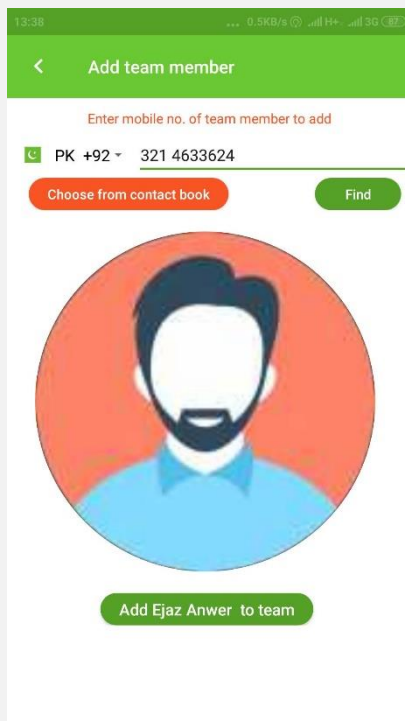
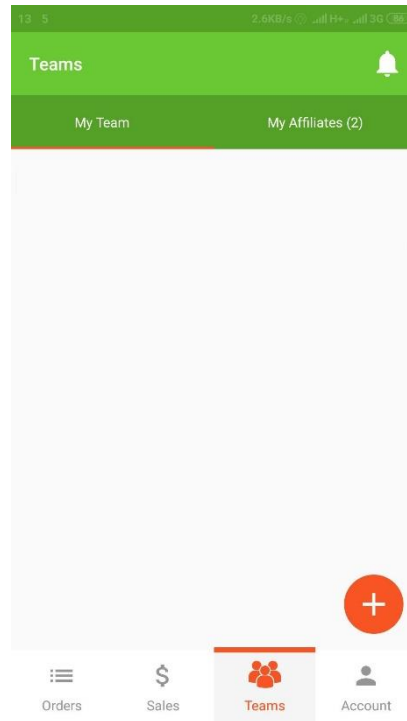
- Agent name
- Status (i.e. Network)
- Statistics covering
  - Total Orders Assigned
  - Total Orders Delivered
  - Performance Ratio
  - Response Time



To send the request to join agent network, click add button having agent network.

As 'My Affiliates' cover external entities, whereas 'My Team' is to manage sub-agents and expand agent network, such that the network owner may delegate specific role to his team members. To add a registered user at the platform as a team member, please follow steps outline below.

- Go to 'Teams' option
- Select 'My Team' tab
- Click add button (i.e. plus icon in red)

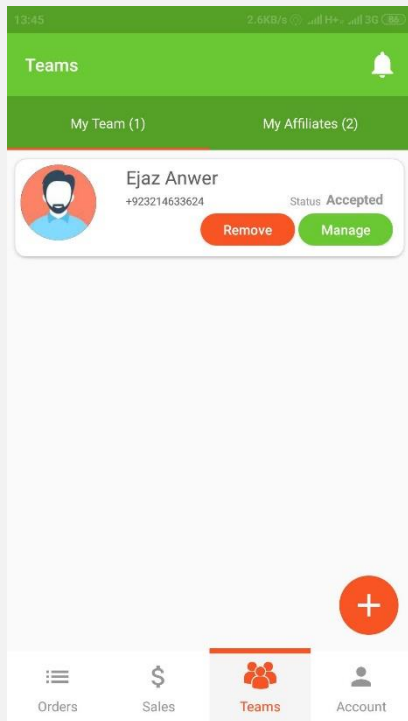
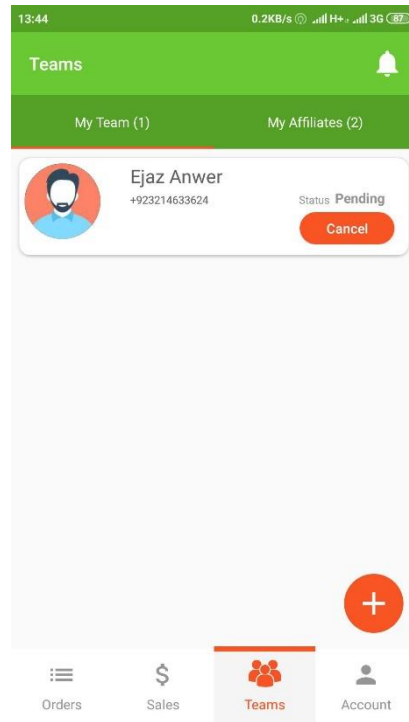


- Input mobile phone no. of the person to add. Alternatively, user can also pick the phone no. of contact book.
- Click find

User image will be displayed along with option to him the person in team.

Team member status shall be marked pending in agent app.

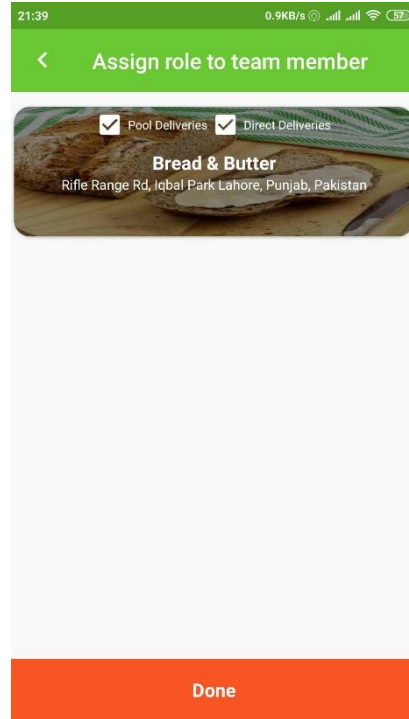
A request to confirm to the specific user added shall be sent that needs to be confirmed by the user added in respective agent app.



Upon accepting the request to add in team of a specific agent network owner, the user shall be appeared as team member with option to either remove the particular team member from the team or manage (i.e. assign roles to carryout by the specific user).

Upon clicking manage, user can assign any of the two (or both) type of delivery services to the specific agent, including

- **Pool Deliveries:** As the name suggests, all orders received by the agent network tagged as 'Pool delivery', are to be assigned to the specific team member from the particular business.
- **Direct Deliveries:** Likewise, all orders received by the agent network tagged as 'Direct delivery', are to be assigned to the specific team member from the particular business.



Question 10: How an agent can setup his charges for delivery services that he offers?

#agent

An agent can setup his delivery fee for each business that he is affiliated with. Delivery fee can be of two types as following.

- **Delivery fee for pool deliveries:** These are the charges applied to order (depending upon the distance from business to consumer and total weight of the order items) for deliveries that are pooled. In this case, agent shall determine delivery time, based upon his route of delivery.
- **Delivery fee for direct deliveries:** These are the charges applied to orders (again depending upon the distance from business to consumer and total weight of the order items), however in this case, orders shall be delivered on immediate basis.

Following is an example to explain the two types of deliveries & an exemplary fee structure. Please note that agent can setup these fee structure, therefore the purpose of following fee structure is just to explain its applicability.

Pool Deliveries Service Fee Structure				Direct Deliveries Service Fee Structure			
Sr. #	Distance (Km)	Weight (Kg)	Fee (PKR)	Sr. #	Distance (Km)	Weight (Kg)	Fee (PKR)
1	1	1	10	1	1	1	20
2	1	2	20	2	1	2	40
3	1	3	30	3	1	3	60
4	1	4	40	4	1	4	80
5	1	5	50	5	1	5	100
6	2	1	20	6	2	1	40
7	2	2	40	7	2	2	80
8	2	3	60	8	2	3	120
9	2	4	80	9	2	4	160
10	2	5	100	10	2	5	200
11	3	1	30	11	3	1	60
12	3	2	60	12	3	2	120
13	3	3	90	13	3	3	180
14	3	4	120	14	3	4	240
15	3	5	150	15	3	5	300
16	4	1	40	16	4	1	80
17	4	2	80	17	4	2	160
18	4	3	120	18	4	3	240
19	4	4	160	19	4	4	320
20	4	5	200	20	4	5	400

### Example 1

<b>Order/Delivery type</b>	Pool	<b>Total item weight</b>	2
<b>Distance</b>	Less than 1 Km	<b>Total Order Price</b>	PKR 100

*Here, total amount to be paid by customer shall be PKR 120/-*

### Example 2

<b>Order/Delivery type</b>	Direct	<b>Total item weight</b>	2
<b>Distance</b>	Less than 1 Km	<b>Total Order Price</b>	PKR 100

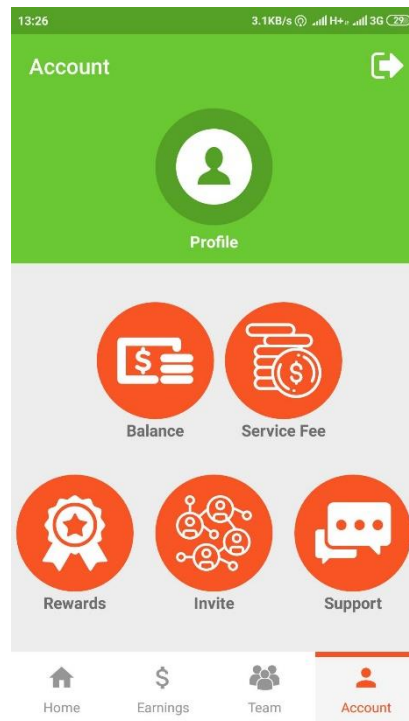
*Here, total amount to be paid by customer shall be PKR 140/-*

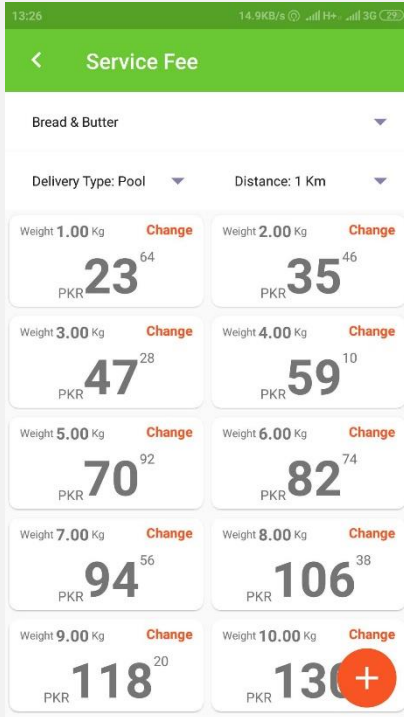
NOTE(s):

- Based upon each order total weight, respective delivery charges shall be applied
- Consumer is to pay total order price + delivery fee to the agent
- It is strongly recommended to the businesses to acquire cash from agent (i.e. total order price) upon collecting order(s) from the business for delivery, such that order items ownership moves from business to agent during transit.
- Customer to pay to agent, including total order price and delivery fee.
- Moreover, Customer has the right to inspect items before payment, therefore any damage to the items during delivery, shall be borne by agent.
- Agent to pay 10% of the delivery fee defined by him to Khadim platform, as commission.

To setup customized service fee in agent app, please follow steps outlined below.

- Go to 'Account' option
- Go to 'Service Fee' option

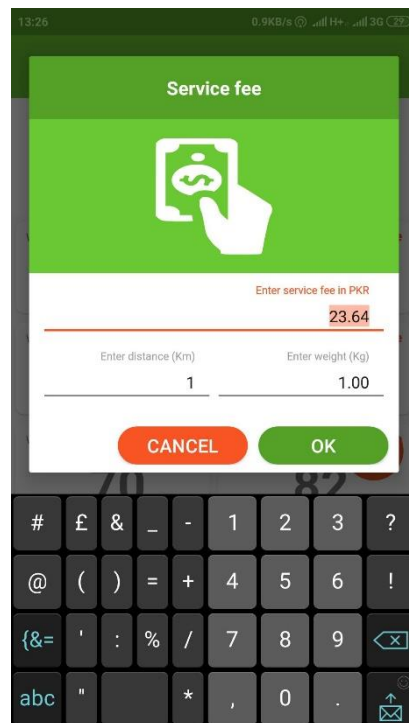




- Select business (for example 'Bread & Butter', as illustrated).
- Choose delivery type, either as 'Pool' or 'Direct'
- Select distance

*By default, service fee structure up to 10 Km shall be provided to the agent for modification. Additional service fee for different distance and weight combinations can also be setup by clicking the plus button (i.e. in red).*

Defined service fee structure shall be provided for modification purposes, with 'Change' option.

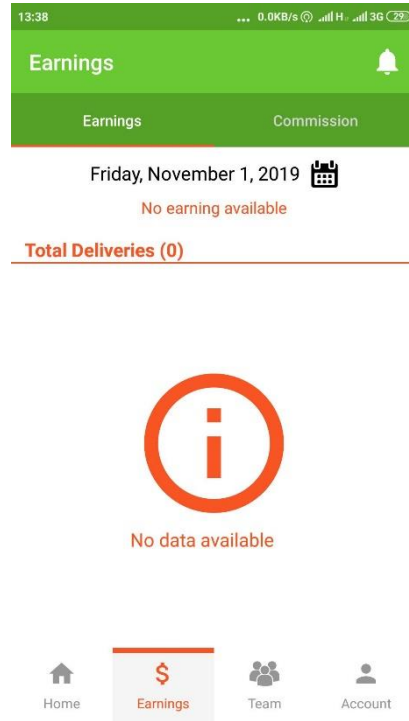


Question 11: How can I pay to the platform against my commission?

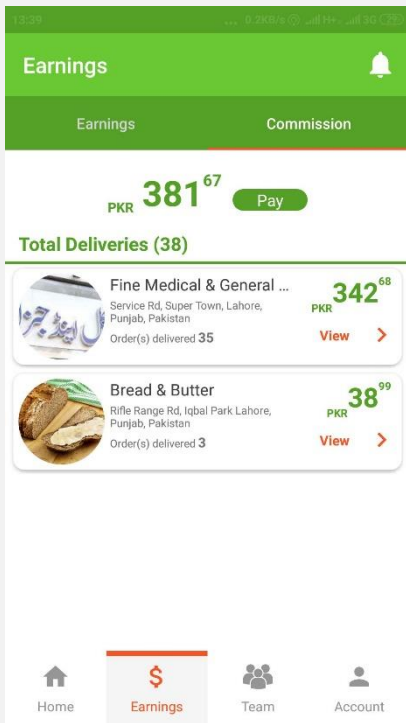
#agent

To pay due commission to the platform, please follow steps outline below.

- Go to 'Earnings option
- Go to 'Commission' tab





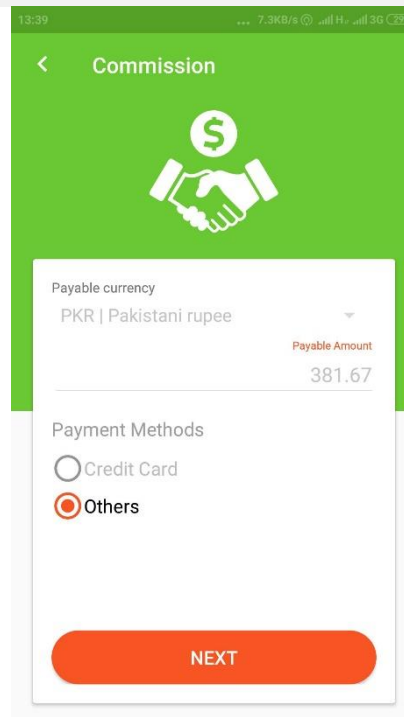


Total commission payable shall be displayed with breakup, against all the business deliveries executed by the agent, having unsettled commission.

To pay the commission, click on 'Pay' button.

- Click 'Next' button

NOTE: As of now, only bank transfer as payment method is supported.



15:34

< Payment

Select country

Pakistan

Select transfer type

Bank Transfer

Payment to be made in Account No.  
PK52ALFH0157001006691386

Enter transaction reference no.

Enter comments (if any)

Confirm Payment

Leave default values as provided (i.e. Country as Pakistan and transfer type as 'Bank Transfer').

Input bank transaction reference no and any optional comments.

Click 'Confirm Payment'.

Payment request will be saved in the system for review and approval within 3 business days (or earlier) and agent account will be updated.

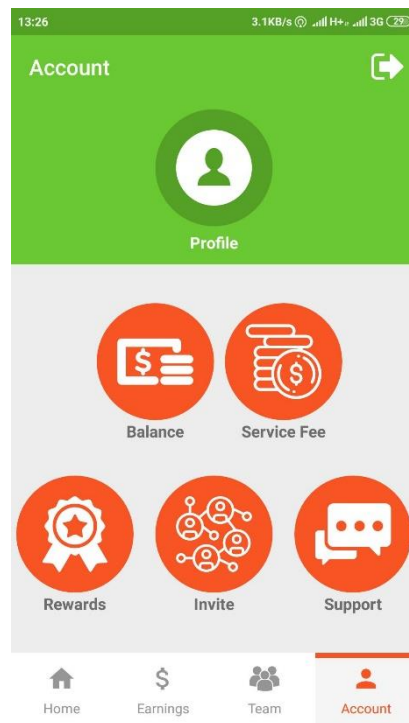
Question 12: What is meant by agent status as 'Individual' & 'Network'? How does it impact an agent?

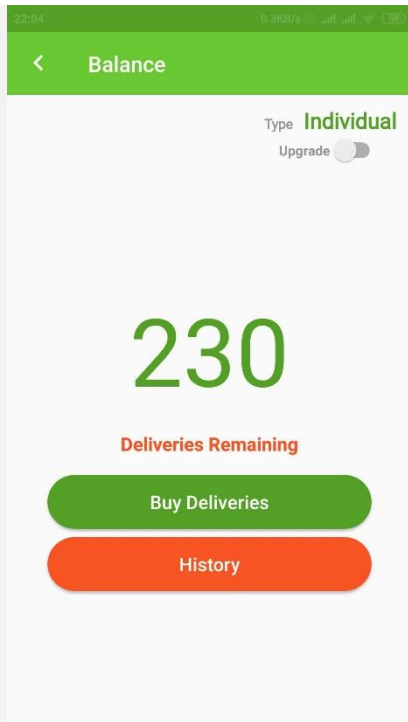
#agent

An agent can be either act in his individual capacity, in which case, he himself undertake deliveries for the business, or can act as a network, where he can have additional sub-agents working for him.

Having a 'Network' status, gives the power to automate mapping of orders with business to specific sub-agents. By default, agent status is 'Individual'. An agent can change his status to network by following steps as outlined below.

- Go to 'Account' option
- Go to 'Balance' option





At the balance screen, status is displayed at top left corner as individual with option to ‘Upgrade’ account from individual to network.

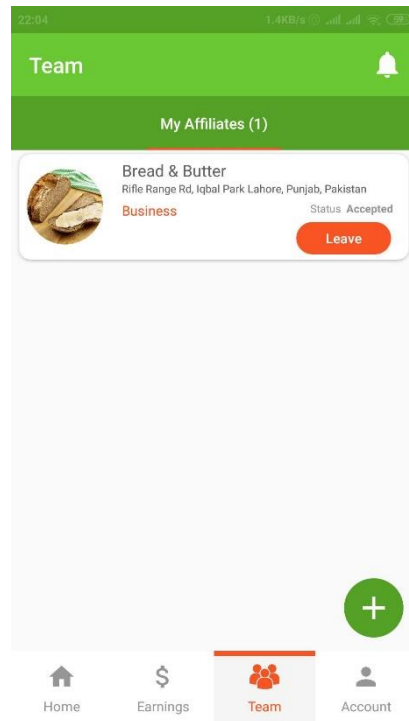
However, status upgrade will impact remaining deliveries, as network status consumes twice the remaining deliveries as in case of individuals.

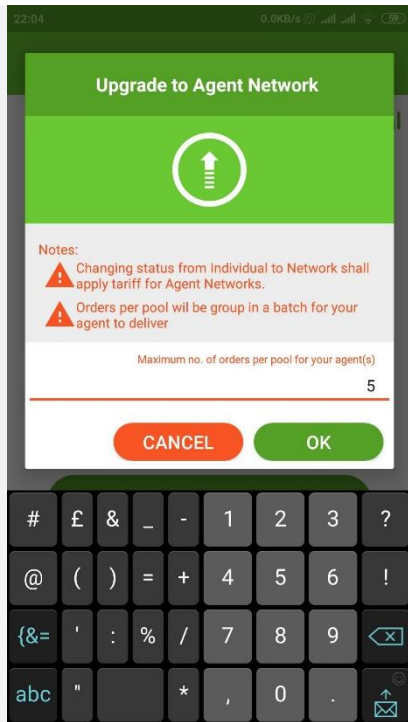
For details of deliveries, please refer to question # 13 below.

An agent having individual status can only see ‘My Affiliates’ tab in Teams. ‘My Affiliates’ represents the business that a particular agent is associated with.

Whereas, an agent having network status gets ‘My Teams’ as well as ‘My Affiliates’ tab, where ‘My Teams’ helps to setup agent team members, such that he can further automate order mapping from specific business to particular team members.

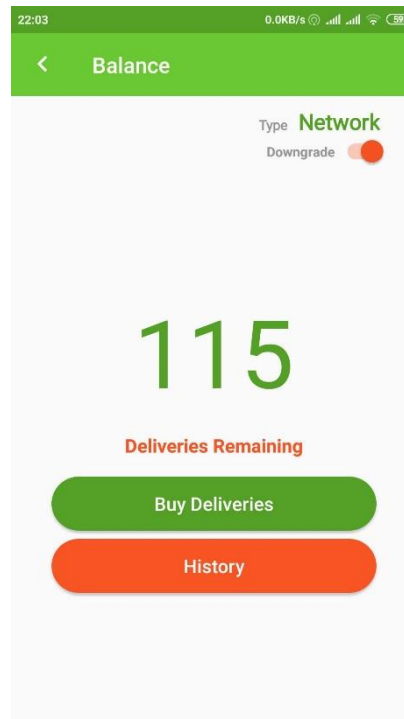
For ‘My Teams’ detail, please refer to question # 9.





As an agent having 'Network' status can have multiple sub agents that he can assign to same or different businesses, therefore in case two or more sub agents are assigned to the same business (i.e. automated), the system assigns order in round robin (i.e. one agent after another), in a way that all orders are assigned to first agent until batch is fully completed, followed by next agent. This way, once all agents assigned to the business are assigned the orders, the first agent gets the next turn and this process keeps rotating.

Upon confirming 'Upgrade to Agent Network' dialog, the status shall be upgraded to 'Network', allowing the specific agent to have 'My Team' tab in 'Teams' options.



Question 13: What is 'Buy Deliveries'? Am I not supposed to pay commission only?

#agent

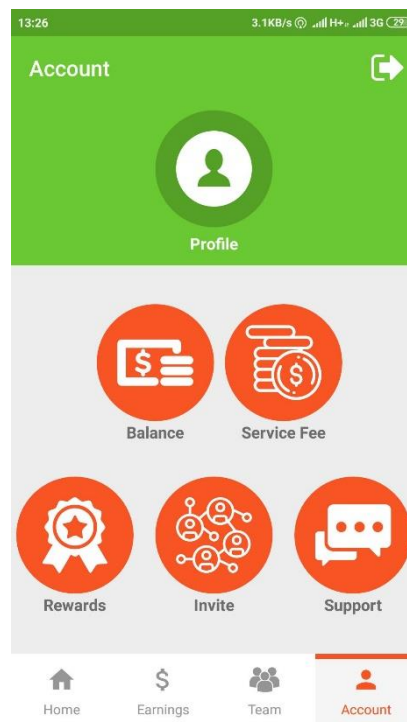
Upon signing up in agent app, an agent is awarded 500 deliveries with agent status as 'Individual'. Upon accepting an order by a business, the count is dropped by a factor of 1 (in case agent status is 'network', the count is dropped by a factor of 2). Therefore, an agent can receive orders from businesses, if his remaining order count is above 0.

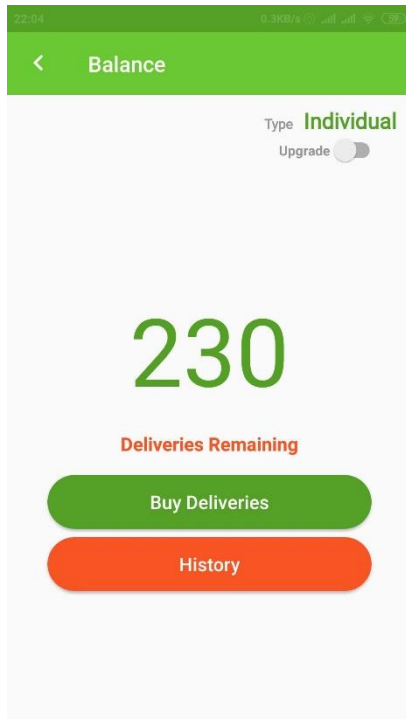
Commission (i.e. 10% of the delivery fee defined by the agent) is charged at successful delivery of an order. Amount recovered from commission is distributed in the reward system (for details of reward system, please refer to question # 15).

As a result, if a business offers free deliveries themselves, the business will be subject to 'Buy deliveries' only and no additional charges are attributed to the business.

To buy deliveries, please follow steps outlined below.

- Go to 'Account' option
- Go to 'Balance' option

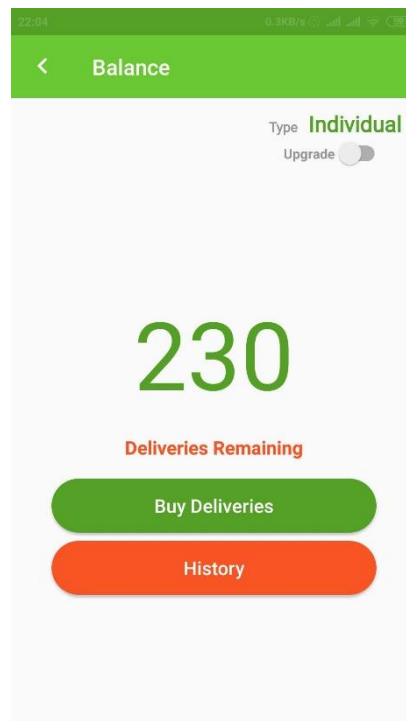




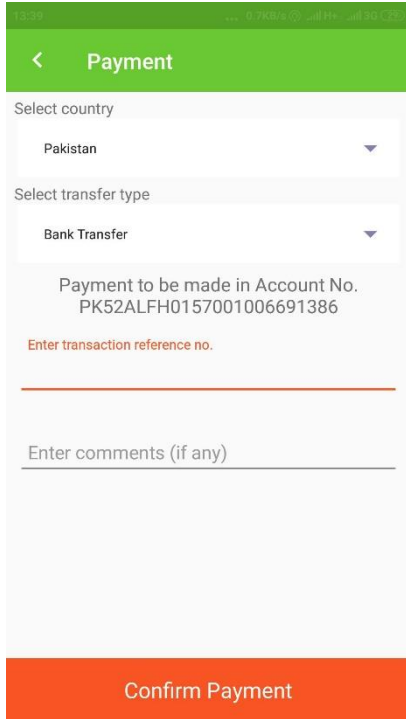
- Click 'Buy Deliveries'

- Select your currency from the drop-down list.
- Input amount and respective unit price per delivery (in the respective currency), along with total deliveries will be displayed for user benefit.
- For 'Payment Method', please keep the selection to 'Others'
- Click 'Next'

NOTE: As of now, only 'Bank Transfer' is supported as payment method.



Leave default values as provided (i.e. Country as Pakistan and transfer type as 'Bank Transfer').



Input bank transaction reference no and any optional comments.

Click 'Confirm Payment'.

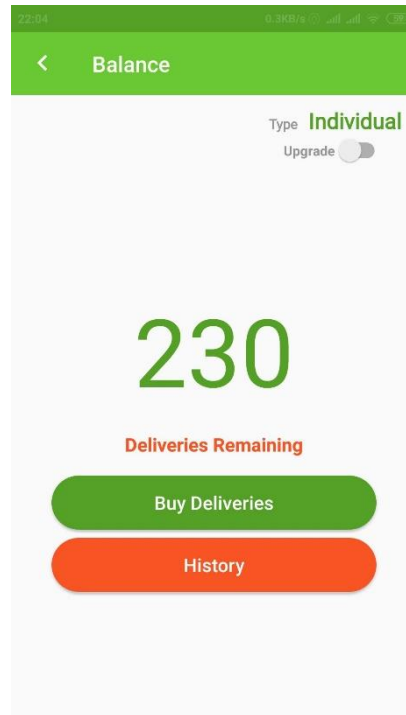
Payment request will be saved in the system for review and approval within 3 business days (or earlier) and agent account will be updated.

To see the history of past purchasing of deliveries, click history button in the previous screen.

User will be provided list of deliveries purchased or awarded, as illustrated, having

- Date of delivery purchased
- Amount deposited for the purchase
- No of deliveries (either awarded or purchased)
- Status of the agent (either Individual or Network)

NOTE: Delivery tariff for network is twice as of individual, therefore an individual may purchase 422 deliveries in PKR 500, however an agent having network status would be able to purchase 211 deliveries in PKR 500.





Question 14: As an agent, can I take a day off? What kind of implications it has on me?

#agent

An agent is expected to comply the terms and conditions of the business. Overall objective is to support businesses to excel their sales by offering superlative services to their consumers. Therefore, an agent ideally

- Not supposed to take the days / hours off that are not inline with business working days / hours
- Not supposed to reject an order confirmed by the business

However, due to any inevitable circumstances, an agent CAN mark his status 'Offline', or also reject an order confirmed by the business. To turn the status offline, please follow steps outlined below.

- Click on 'Online' button (i.e. switch button in red color, next to notification bell in the title bar).
- Confirm the message informing that system will reject all orders assigned to the agent while the status of the agent remain offline.



Please note that these cases (i.e. turning off online status or rejecting an order confirmed by the business) will adversely impact agent profile that monitors agent progress in terms of percentage performance ratio (i.e. (orders assigned / order delivered) x 100) as well as response time (i.e. the time it takes to respond an agent to the business).

In case the performance ratio drops below 50%, such agents or networks shall not be entertained by the platform any further. Moreover, agents or networks having performance ratio above 90% will be subject to additional rewards and services to expand their delivery network.

Question 15: What is Khadim Reward Program and how does it work?

#business #agent #consumer #manager

Khadim offers a perpetual reward system, where people can earn hard cash. It's a revenue sharing program, in which

- Anyone onboarding a business will be entitled of 10% of the commission earned by the platform from delivery fee of agent or agent network.
- Anyone onboarding the consumer purchased from Khadim platform will be entitled of 10% of the commission earned by the platform from delivery.

These rewards are computed in real time basis, therefore as soon as a delivery is successful, subjected rewards will be due to the respective users (who onboarded the business or the consumer) and can be claimed by the users any time. The platform will transfer the amount to their respective bank account or via western union in 3 to 7 business days – depending upon preferred transfer method by the user. Furthermore, please note that any transfer charges to be borne by the user.

Additionally, these rewards are not limited to any specific time period, but they are perpetual, therefore a user onboarded a business or a consumer will receive 10% of the commission earned on regular basis in cash form.

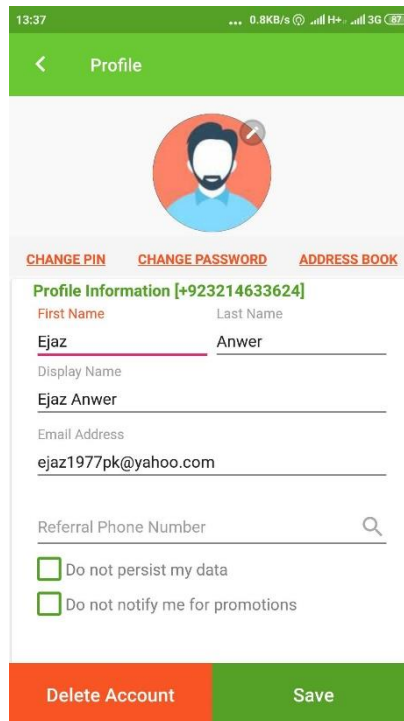
Likewise, there are other rewards available to the consumers maintaining their performance profile above 90%.

Question 16: How can I onboard a business or consumer to be part of Khadim Reward Program?

#business #agent #consumer #manager

A user (either business or a consumer), can specify the phone no. of his/her referral in the user profile. Please note that this is only one-time input field, therefore referral set once, will not be changed subsequently.


Referrals are managed by the platform, such that reward amount can be credited to the referral – either via commission out of business sales, OR purchase by a consumer.

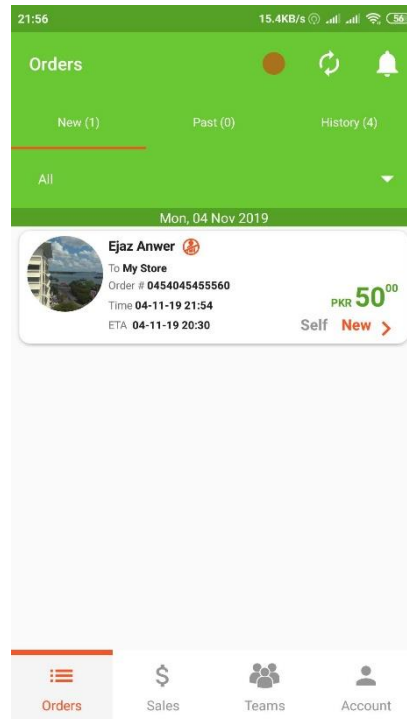


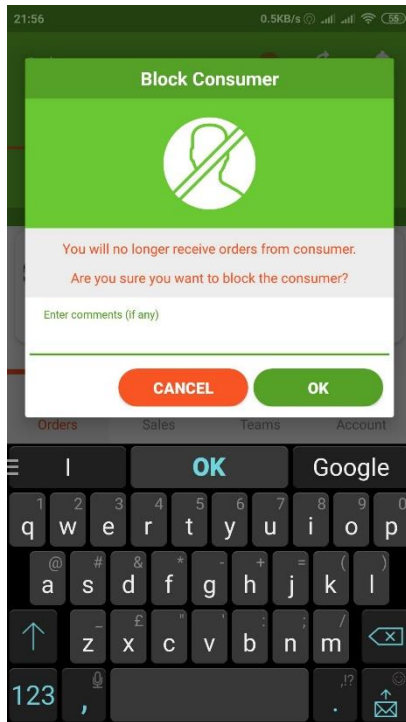
Question 17: As a business, can I restrict receiving orders from a specific consumer?  
#business

A business can block a user (i.e. consumer) and as a result, all outstanding orders from the clients will be rejected and respective user account will be blocked. In block state, any further order to the specific business shall be declined automatically by the business.

To block a user account, please follow steps outlined below.

- Go to 'Orders' option
- In 'New tab', click block icon , right next to the user display name.



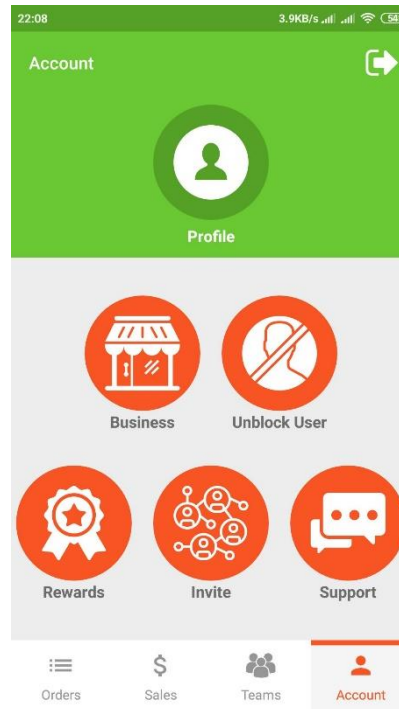


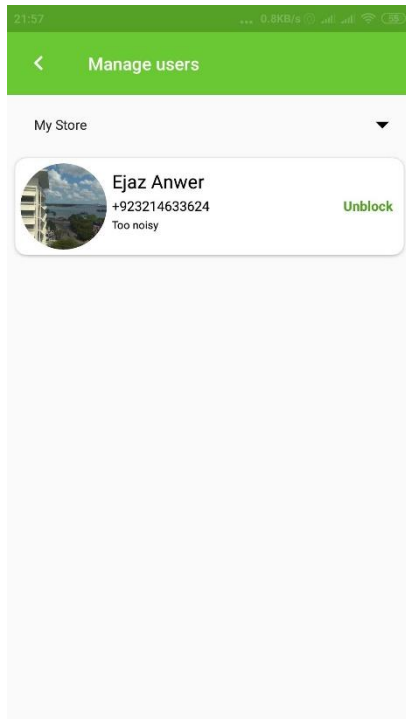
- Optionally, please specify any comment to recall the user later.
- Click 'OK'.

A success message shall be displayed to confirm the specific user being blocked for any further order submission to the specific business.

Likewise, in order to unblock an existing blocked user, please follow the steps outlined as follows.

- Go to 'Account' option
- Click 'Unblock User'





- Select a specific business from the drop down list. All user(s) blocked against specific business shall be displayed – along with the optional comments.
- Click 'Unblock' to unblock the user.

NOTE: Any orders available in the system at the time of blocking a user shall be rejected and will not be available any futher.