



# User Manual for HempAuction

## Table of Contents:

- 1. Introduction**
- 2. Vendor Guide**
  - Registration and Account Setup
  - Creating and Managing Auctions
  - Processing Orders
  - Handling Payments
  - Communication with Customers
- 3. Customer Guide**
  - Registration and Account Setup
  - Depositing Funds
  - Browsing and Bidding on Auctions
  - Making Payments
  - Tracking Orders
  - Contacting Vendors
- 4. FAQs**
- 5. Support and Contact Information**



## 1. Introduction

Welcome to HempAuction. This user manual provides detailed instructions for vendors and customers to help you navigate and use the platform effectively.

## 2. Vendor Guide

### Registration and Account Setup

1. Visit the Registration Page: Navigate to the registration page.
2. Fill Out the Registration Form: Provide the necessary information such as name, email, and password.
3. Submit the Form: Click the 'Register' button to create your account.
4. Verify Email: Check your email for a verification link and confirm your registration.
5. Complete Profile: Log in and complete your vendor profile with business details, payment information, and store settings.

### Creating and Managing Auctions

1. Access Vendor Dashboard: Log in and go to the vendor dashboard.
2. Create a New Auction: Click on 'Add New Auction' and fill in the details:
  - Title and Description
  - Starting Bid and Reserve Price
  - Auction Start and End Dates
  - Upload Product Images
3. Publish Auction: Review and publish your auction listing.
4. Manage Active Auctions: Monitor your auctions from the dashboard, including bids and customer inquiries.

### Processing Orders

1. Receive Order Notification: You'll receive an email and dashboard notification when a customer wins an auction.
2. Review Order Details: Check the order details in your dashboard.
3. Fulfill Order: Prepare the item for shipping, update the order status, and provide tracking information if applicable.



## Handling Payments

1. Setup Payment Method: Ensure your payment method is configured in your account settings.
2. Receive Payments: Payments will be processed through the platform and transferred to your account as per the agreed terms.
3. Withdraw Funds: Request withdrawal of funds from your vendor dashboard to your bank account or chosen payment method.

## Communication with Customers

1. Respond to Inquiries: Answer customer questions promptly via the platform's messaging system.
2. Resolve Issues: Handle any disputes or issues directly with customers or escalate to support if needed.

### **3. Customer Guide**

#### Registration and Account Setup

1. Visit the Registration Page: Navigate to the registration page.
2. Fill Out the Registration Form: Provide the necessary information such as name, email, and password.
3. Submit the Form: Click the 'Register' button to create your account.
4. Verify Email: Check your email for a verification link and confirm your registration.
5. Complete Profile: Log in and complete your customer profile with personal details and payment information.

## Depositing Funds

1. Initial Deposit: Deposit R100.00 into your HempAuction account to be permitted to place bids on the auction.
2. Account Dashboard: Monitor your balance and transaction history from your customer dashboard.



## Browsing and Bidding on Auctions

1. Browse Auctions: Explore available auctions through the homepage or categories.
2. View Auction Details: Click on an auction to see detailed information, images, and bid history.
3. Place a Bid: Enter your bid amount and click 'Place Bid'.
4. Monitor Auction: Keep track of the auction status and competing bids from your account dashboard.

## Making Payments

1. Win an Auction: If you win an auction, you'll receive a notification and invoice.
2. Complete Payment: Follow the payment instructions to complete the transaction using your preferred payment method.
3. Payment Confirmation: You'll receive a confirmation email once the payment is processed.

## Tracking Orders

1. Order Status: Check the status of your order from your customer dashboard.
2. Receive Tracking Info: Once shipped, the vendor will provide tracking information for your package.

## Contacting Vendors

1. Send Messages: Use the platform's messaging system to contact vendors with questions or concerns.
2. Resolve Issues: If there are any issues with your order, communicate directly with the vendor or escalate to support if necessary.

## 4. Frequently Asked Questions (FAQs)

How do I reset my password?

**\*\*Answer\*\***: To reset your password, follow these steps:

1. Go to the login page and click on "Forgot Password".
2. Enter your registered email address.
3. Check your email for a password reset link.
4. Click the link and follow the instructions to set a new password.

What are the accepted payment methods?

**\*\*Answer\*\*:** HempAuction accepts the following payment methods:

1. Credit/Debit Cards (Visa, MasterCard, American Express)
2. Bank Transfers
3. PayPal
4. Cryptocurrency (Bitcoin, Ethereum)

How can I report a problem with a vendor or auction?

**\*\*Answer\*\*:** To report a problem, follow these steps:

1. Go to the auction or vendor page.
2. Click on the "Report" button.
3. Fill out the form with the details of the problem.
4. Submit the report. Our support team will review and respond to your issue promptly.

What should I do if I haven't received my order?

**\*\*Answer\*\*:** If you haven't received your order:

1. Check the order status and tracking information in your customer dashboard.
2. Contact the vendor directly through the platform's messaging system.
3. If the issue remains unresolved, contact our support team for assistance.

How do I register as a vendor?

**\*\*Answer\*\*:** To register as a vendor:

1. Go to the registration page.
2. Select the "Vendor" option.
3. Fill out the required information and submit the form.
4. Verify your email and complete your profile setup.

How do I deposit funds into my account?

**\*\*Answer\*\*:** To deposit funds:

1. Log in to your customer account.
2. Go to the "Deposit Funds" section.
3. Choose your payment method and enter the amount.
4. Follow the prompts to complete the transaction.



How do I withdraw funds from my account?

**\*\*Answer\*\*:** To withdraw funds:

1. Log in to your vendor account.
2. Go to the "Withdraw Funds" section.
3. Ensure your balance is at least R1000.00.
4. Select your withdrawal method and enter the amount.
5. Submit the withdrawal request.

How can I contact customer support?

**\*\*Answer\*\*:** To contact customer support:

1. Visit the "Contact Us" page on our website.
2. Fill out the contact form with your details and inquiry.
3. Alternatively, email us at [support email] or call us at [support phone number].

How do I place a bid on an auction?

**\*\*Answer\*\*:** To place a bid:

1. Log in to your account.
2. Browse to the auction you are interested in.
3. Enter your bid amount and click "Place Bid".
4. Confirm your bid.

Can I cancel my bid?

**\*\*Answer\*\*:** Bids cannot be canceled once placed. Please review your bid carefully before confirming.

What are the rules for creating an auction?

**\*\*Answer\*\*:** Auction rules include:

1. Accurate and honest descriptions of items.
2. Clear images of the item.
3. Setting a reasonable starting bid and reserve price.
4. Adhering to all platform policies and guidelines.

How do I track my order?

**\*\*Answer\*\*:** To track your order:

1. Log in to your account.
2. Go to "My Orders".
3. Find the order you want to track and click on the tracking link provided by the vendor.

What is the return policy?

**\*\*Answer\*\*:** The return policy is as follows:

1. Contact the vendor within 7 days of receiving the item.
2. Provide a reason for the return and follow the vendor's instructions.
3. Items must be returned in their original condition and packaging.

How do I update my account information?

**\*\*Answer\*\*:** To update your account information:

1. Log in to your account.
2. Go to "Account Settings".
3. Edit the necessary information and save changes.

What is the minimum deposit required to place bids?

**\*\*Answer\*\*:** A minimum deposit of R100.00 is required to be permitted to place bids on auctions.

How can I verify a vendor's credibility?

**\*\*Answer\*\*:** To verify a vendor's credibility:

1. Check their ratings and reviews from other customers.
2. Look for the verification badge on their profile.
3. Review their past auction history and feedback.

What happens if a vendor doesn't fulfill the order?

**\*\*Answer\*\*:** If a vendor doesn't fulfill the order:

1. Contact the vendor directly to resolve the issue.
2. If unresolved, report the issue to our support team.
3. Our team will investigate and take appropriate action.

How do I participate in pre-auction activities?

**\*\*Answer\*\*:** To participate in pre-auction activities:

1. Log in to your account.
2. Visit the "Pre-Auction Events" section.
3. Register for events or activities that interest you.

How can I get notifications about upcoming auctions?

**\*\*Answer\*\*:** To get notifications:

1. Log in to your account.
2. Go to "Notification Settings".
3. Enable notifications for upcoming auctions and select your preferences.



How do I leave feedback for a vendor?

**\*\*Answer\*\*:** To leave feedback:

1. Go to the order details page.
2. Click on "Leave Feedback".
3. Rate your experience and write your review.
4. Submit the feedback.

How are disputes resolved?

**\*\*Answer\*\*:** Disputes are resolved through the following process:

1. Attempt to resolve the issue directly with the vendor.
2. If unresolved, submit a dispute report to our support team.
3. Our team will review the case and mediate a resolution.

#### 5. Support and Contact Information

For additional help, please contact our support team at [support@hempauction.co.za](mailto:support@hempauction.co.za) or visit our help center at [hempauction.co.za](http://hempauction.co.za).