



MULTI-VENDOR MARKETPLACE

Vendor Onboarding Manual

From first visit to first payout — every step, every screen.



What is inside

This manual takes a new seller through the whole journey on AfghanOutlet, from the first visit to the first payout.

Every screen is shown as a labelled diagram. The numbered orange circles on each diagram match the numbered instructions printed beside it, so you always know which part of the screen is being described.

01	The seller journey at a glance	3
02	Step 1 – Visit the store	4
03	Step 2 – Set language and currency	5
04	Step 3 – Find Join as a Seller	6
05	Step 4 – Create your seller account	7
06	Step 5 – Store setup wizard	9
07	Step 6 – Tour of your dashboard	11
08	Step 7 – Add a simple product	13
09	Step 8 – Add a bundle product	16
10	Step 9 – Manage orders	18
11	Step 10 – Withdraw your earnings	20
12	Rules and approval times	22
13	Checklist before you go live	23
14	Troubleshooting	24

NOTE

You need only three things to start: an email address, a store name, and a way to receive money. Everything else can be added later from your dashboard.

The seller journey at a glance

Seven stages from start to finish. Stages 1 to 3 are free and take about five minutes. Stages 4 to 7 are your setup and day-to-day work as a seller.

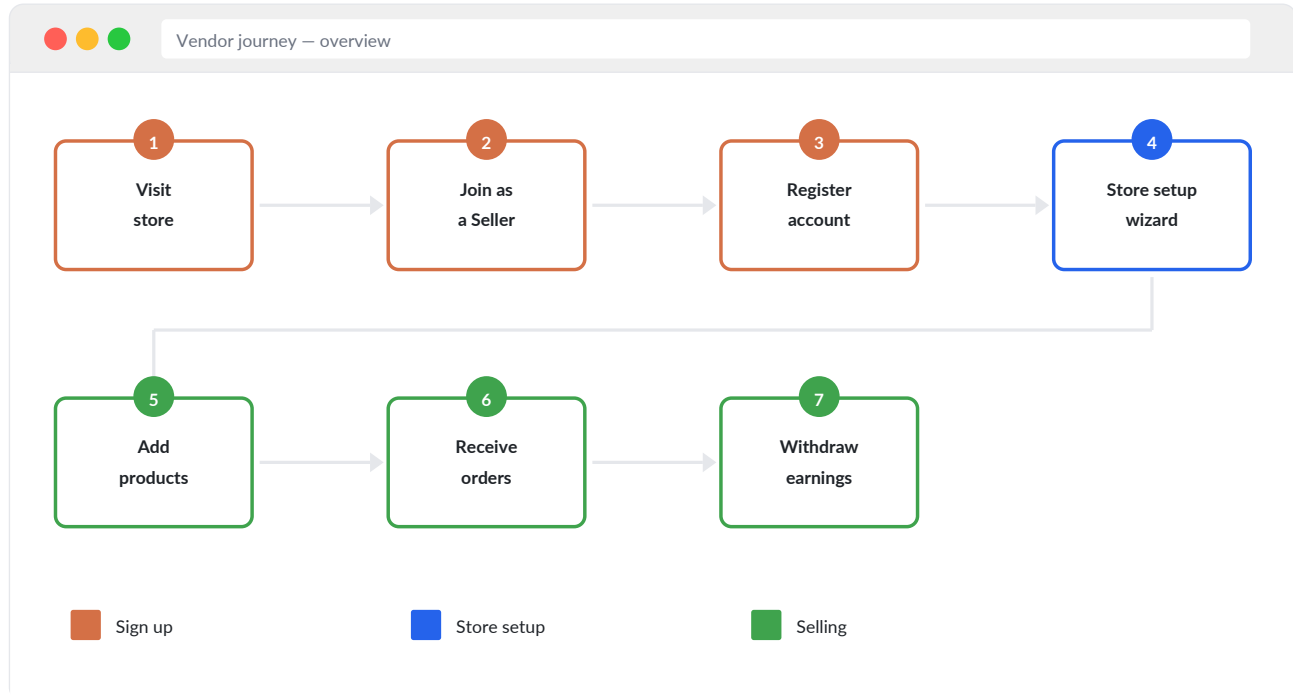


Figure 1 — The full vendor journey, from first visit to first payout.

How long each stage takes

Stage	What happens	Who does it	How long
1 – 3	Browse, click Join as a Seller, create your account	You	5 minutes
4	Store setup wizard — name, address, logo, payouts	You	10 minutes
—	Store is reviewed and approved	AfghanOutlet	1 – 2 working days
5 – 6	Add products — each is approved at first	You	5 min per product
6	Orders arrive, you pack and mark them shipped	You	ongoing
7	Request a payout once you pass the minimum	You	monthly

1

Visit the store

Get familiar with AfghanOutlet before you sign up

PAGE ADDRESS

<https://afghanoutlet.com/>

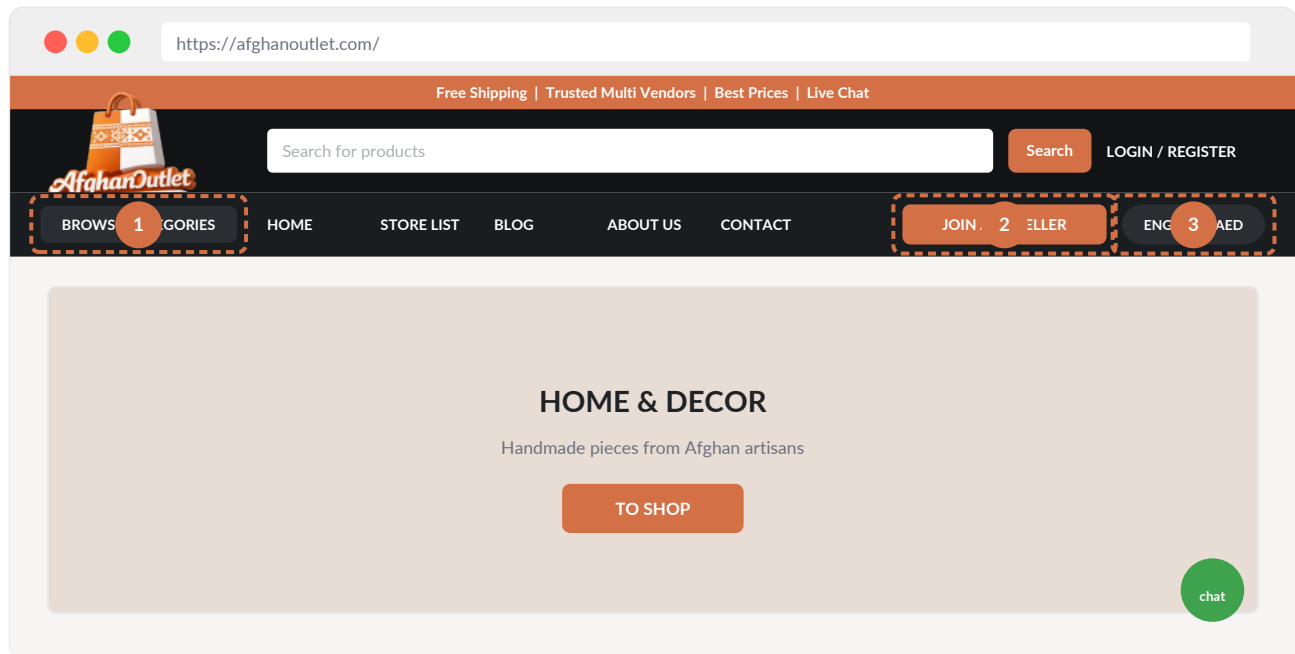


Figure 2 – The homepage. Dashed boxes mark the three controls you will use most.

What you are looking at

1. **Browse Categories** opens the full category list — Clothing & Apparel, Jewelry & Accessories, Home & Decor, Artisan Crafts & Gifts, Food & Spices, Beauty & Personal Care, Wedding & Ceremony, Collectibles & Antiques, Books, Music & Media, and Featured Collections. Each one has sub-categories.
2. **Join as a Seller** is the orange button. This is your way in — see Step 3.
3. **English / AED** is the language and currency switcher — see Step 2.

Also on this page: a search box in the black header, a wishlist heart, a compare icon, your cart total, and a green live-chat bubble in the bottom-right corner.

TIP

Spend ten minutes browsing before you register. Look at how other sellers photograph and price similar products — your listing will sit next to theirs on the same page.

2

Set language and currency

Seven languages, six currencies

PAGE ADDRESS

<https://afghanoutlet.com/> – switcher in the header

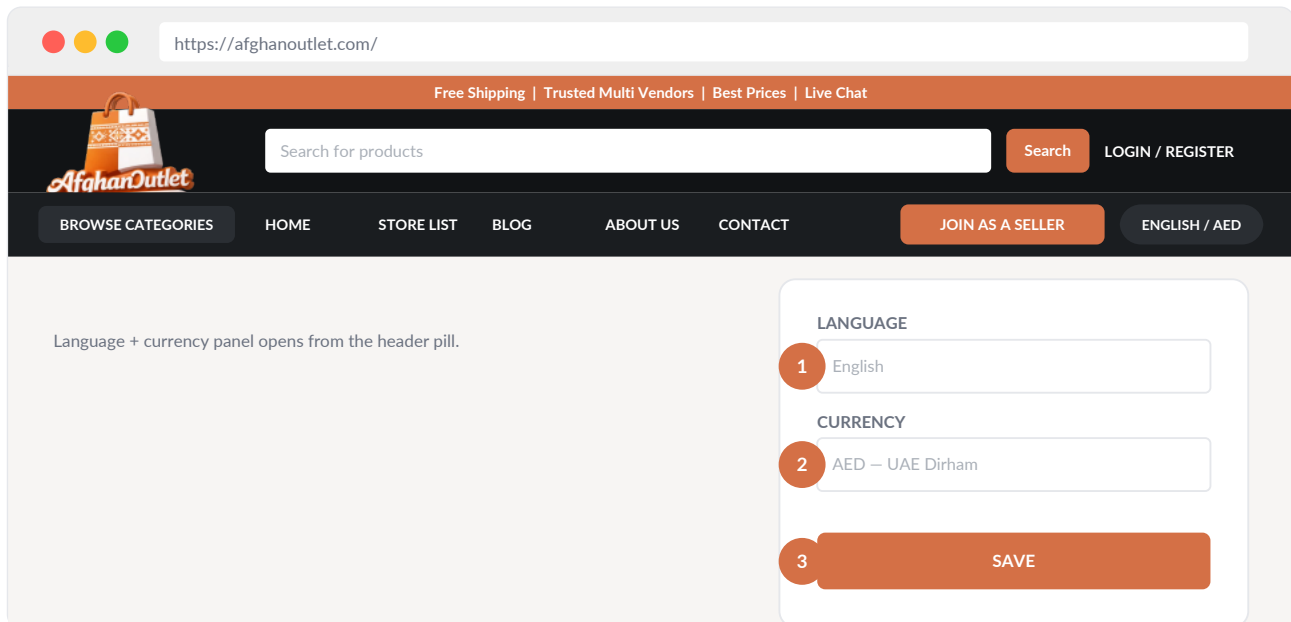


Figure 3 – The language and currency panel, opened from the header pill.

How to change it

1. Click the pill at the top-right of the menu bar. It shows your current setting, for example **English / AED**.
2. Choose your **Language**: English, (Arabic), (Chinese), Deutsch (German), (Urdu), (Farsi) or Español (Spanish).
3. Choose your **Currency**: USD, EUR, AED, PKR, AFN or CNY.
4. Click **SAVE**. The page reloads and the whole site switches over, including prices and your cart total.

IMPORTANT

The site default is **AED (UAE Dirham)**. Prices you type into your product listings are always stored in the store's base currency. Buyers in other countries see the converted amount automatically – you never enter a price twice.

NOTE

A pop-up may appear on your first visit asking you to confirm your detected country. Choosing there does the same job as this switcher, and it only shows once per day.

3

Find Join as a Seller

Two addresses — only one of them registers you

PAGE ADDRESS

<https://vendor.afghanoutlet.com/>

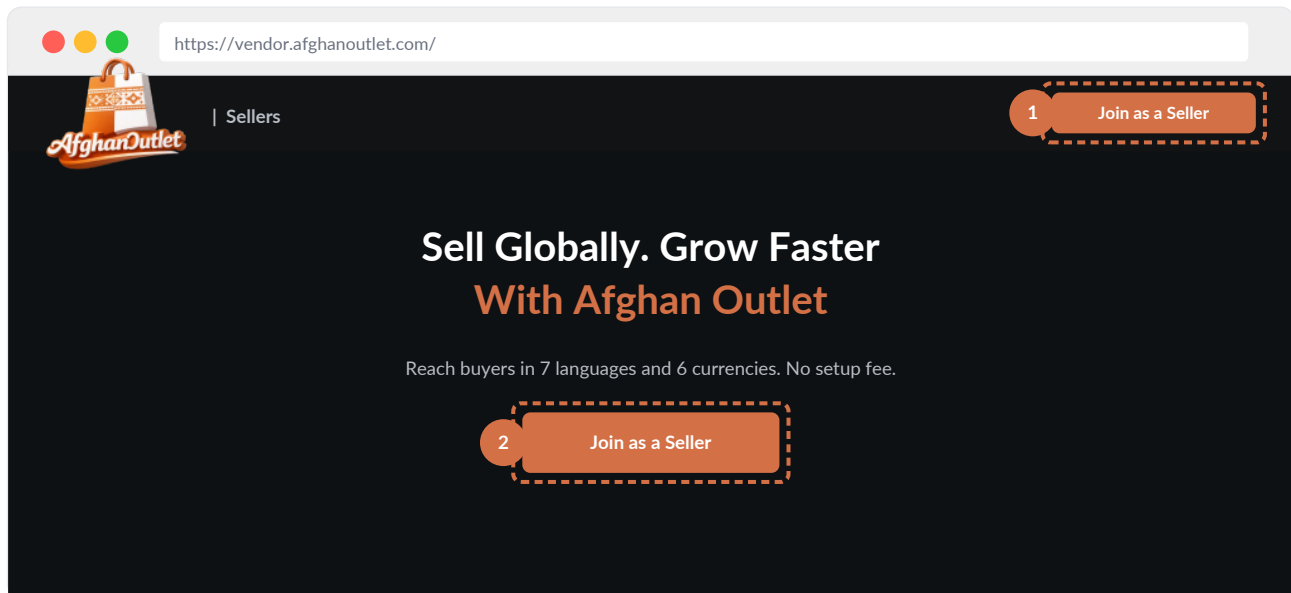


Figure 4 — The seller information page. Both marked buttons lead to the sign-up form.

The route in

1. On any page of the main store, click the orange **JOIN AS A SELLER** button in the menu bar. It opens **vendor.afghanoutlet.com**.
2. That page explains the benefits of selling with AfghanOutlet. Click either **Join as a Seller** button — the one in the top menu or the one under the headline. Both take you to the sign-up form at **afghanoutlet.com/my-account/**.

IMPORTANT

There are two different addresses and it confuses people. **vendor.afghanoutlet.com** is an information page only — you cannot register there. The real sign-up form is on the main site at **afghanoutlet.com/my-account/**. You can go straight there and skip the information page entirely.

A chat consent pop-up may appear when the seller page loads, saying that using the chatbot means you agree to data processing. Click **I understand** to close it. It affects the chatbot only and has nothing to do with your registration.

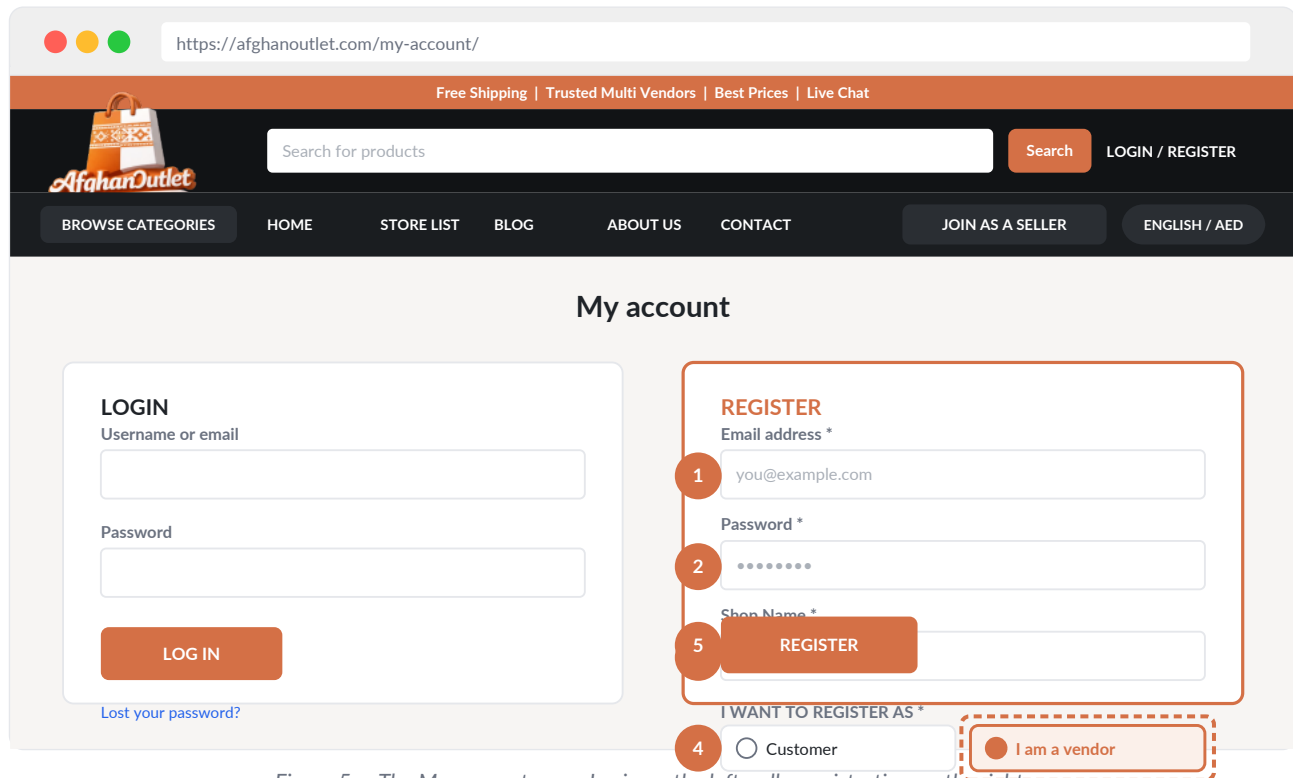
4

Create your seller account

The one screen where mistakes are hardest to undo

PAGE ADDRESS

<https://afghanoutlet.com/my-account/>



https://afghanoutlet.com/my-account/

Free Shipping | Trusted Multi Vendors | Best Prices | Live Chat

Search for products Search LOGIN / REGISTER

BROWSE CATEGORIES HOME STORE LIST BLOG ABOUT US CONTACT JOIN AS A SELLER ENGLISH / AED

My account

LOGIN

Username or email

Password

LOG IN

[Lost your password?](#)

REGISTER

Email address *

Password *

Shop Name *

REGISTER

I WANT TO REGISTER AS *

☐ Customer ☒ I am a vendor

Figure 5 – The My account page. Login on the left, seller registration on the right.

Ignore the **Login** column on the left — that is for sellers who already have an account. Everything you need is in the orange **Register** column on the right, and the fields are listed in order on the next page.



Fill in the Register column

#	Field	Required	What to enter
1	Email address	Yes	A working email you check daily. Every order alert goes here. Example: myshop@gmail.com
2	Password	Yes	At least 8 characters with a number and a symbol. Do not reuse a password from another site.
3	Shop Name	Yes	Your public store name. It becomes part of your store web address, so keep it short and spell it carefully. Example: Kabul Handicrafts
4	I am a vendor	Yes	Select this option, not Customer. This is the single most common mistake.
5	REGISTER button	—	Creates the account and sends you on to the next step.

IMPORTANT

If you forget to select **I am a vendor** you get an ordinary buyer account with no dashboard and no way to list products. You cannot switch it over yourself — an administrator has to do it. Check the option is selected before you click REGISTER.

What happens next

Once your account is created you go straight into the store setup wizard (Step 5). Watch for the confirmation email and keep it — it is proof of your registration date.

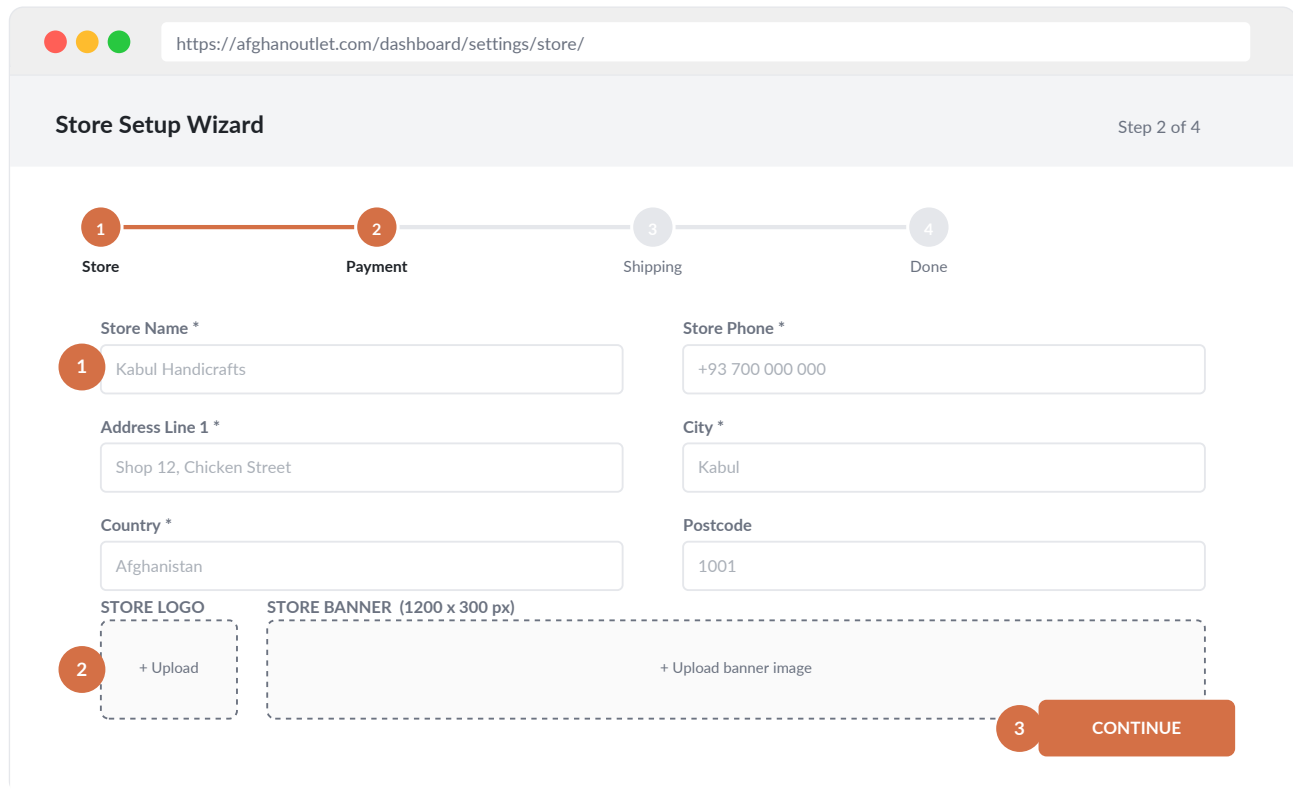
5

Store setup wizard

Four screens that decide how your store works

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/settings/store/>



Store Setup Wizard Step 2 of 4

1 Store 2 Payment 3 Shipping 4 Done

Store Name *
1 Kabul Handicrafts

Store Phone *
+93 700 000 000

Address Line 1 *
Shop 12, Chicken Street

City *
Kabul

Country *
Afghanistan

Postcode
1001

STORE LOGO
2 + Upload

STORE BANNER (1200 x 300 px)
+ Upload banner image

3 CONTINUE

Figure 6 – The store setup wizard, screen 2 of 4.

Getting through it

1. Fill in every field marked with a star. The address decides your shipping zones, so use the address you will actually dispatch from.
2. Upload your **store logo** and **store banner**. Sizes are listed on the next page.
3. Click **CONTINUE** to move to the next screen of the wizard.

The four screens of the wizard

Screen	What you fill in	Notes
1. Store	Store name, phone, full address, city, country, postcode, logo, banner	The address decides your shipping zones and appears on invoices. Use your real dispatch address, not a home address you do not ship from.
2. Payment	How you want to be paid – bank account, PayPal email, or another enabled method	The account name must match your registered seller name, or payouts get held.
3. Shipping	Which countries you ship to, cost per zone, and your dispatch time	Be honest about dispatch time. Late shipping is the top cause of bad reviews.
4. Done	Review everything and finish	You are taken to your dashboard.

Image sizes

Image	Recommended size	Where it shows up
Store logo	500 × 500 px, square, PNG or JPG	Store page, product pages, store list
Store banner	1200 × 300 px, JPG	Top of your store page
Product feature image	1000 × 1000 px minimum, square	Category grids and search results

NOTE

Your store is reviewed by an administrator after the wizard. Approval usually takes one to two working days. You can add products while you wait – they simply stay in Pending Review until your store goes live.

6

Tour of your dashboard

Where everything lives

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/>

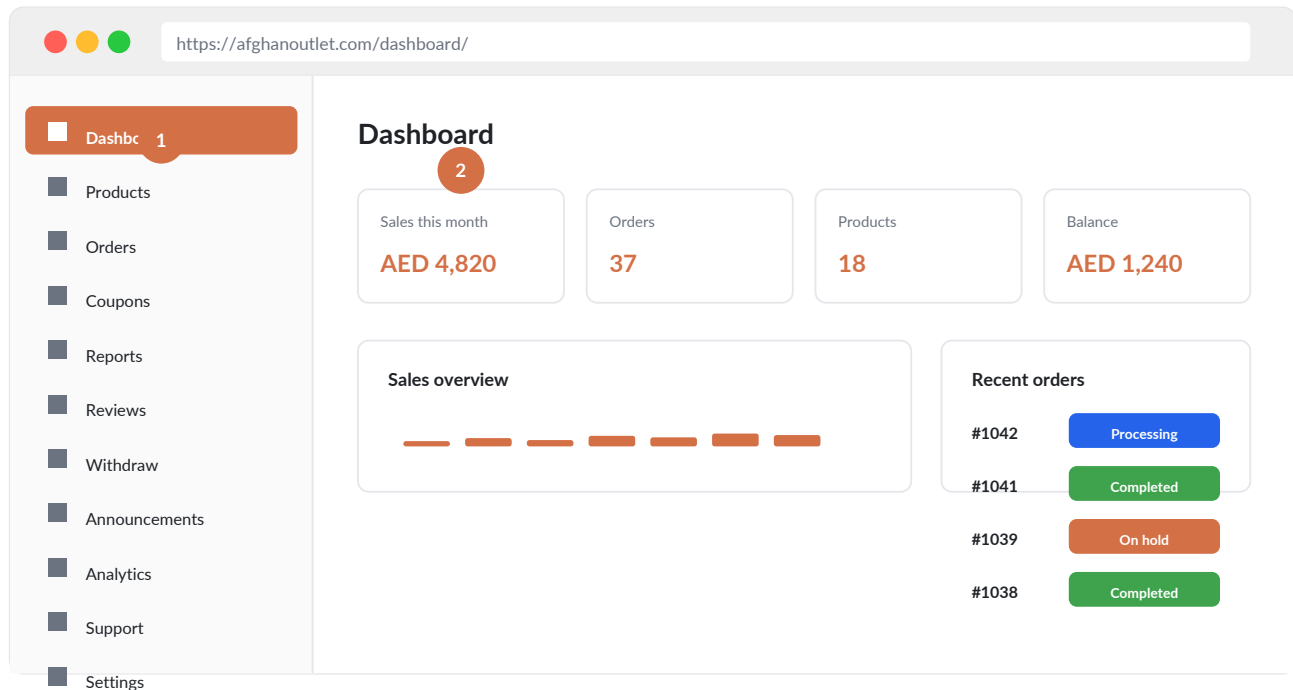


Figure 7 – The vendor dashboard. Menu on the left, summary cards and charts on the right.

Reading the screen

1. The **left menu** is how you move around. The item you are on is highlighted in orange.
2. The **summary cards** across the top show sales this month, order count, live product count and your withdrawable balance.

Below the cards you get a sales chart and a list of your most recent orders with their current status. Every menu item is explained on the next page.



What each menu item does

Menu item	What it is for
Dashboard	Sales summary, recent orders and quick stats
Products	Add, edit, duplicate and delete your listings
Orders	Every order placed with you, and its current status
Requested Quotes	Buyers asking for a custom price on bulk purchases
Coupons	Create discount codes for your own products
Reports	Sales figures over time, by product and by date
Delivery Time	Set the delivery slots buyers can choose at checkout
Reviews	Customer reviews left on your products
Withdraw	Request a payout and see your payout history
Badge	Seller badges you have earned
Product Q&A	Questions buyers have asked on your product pages
Messages	Live chat with buyers
Return Request	Returns and refunds buyers have opened
Staff	Give a team member limited access to your store
Announcements	Notices from AfghanOutlet to sellers
Analytics	Detailed traffic and conversion data
Tools	Import and export your product list
Support	Open a ticket with the AfghanOutlet team
Settings	Store, Payment, Verification, Shipping, ShipStation, Social Profile, RMA and Store SEO sub-tabs

TIP

Check **Product Q&A** and **Messages** every day. Buyers who get a reply within an hour are far more likely to complete the purchase, and your response time feeds into where your products rank in search.

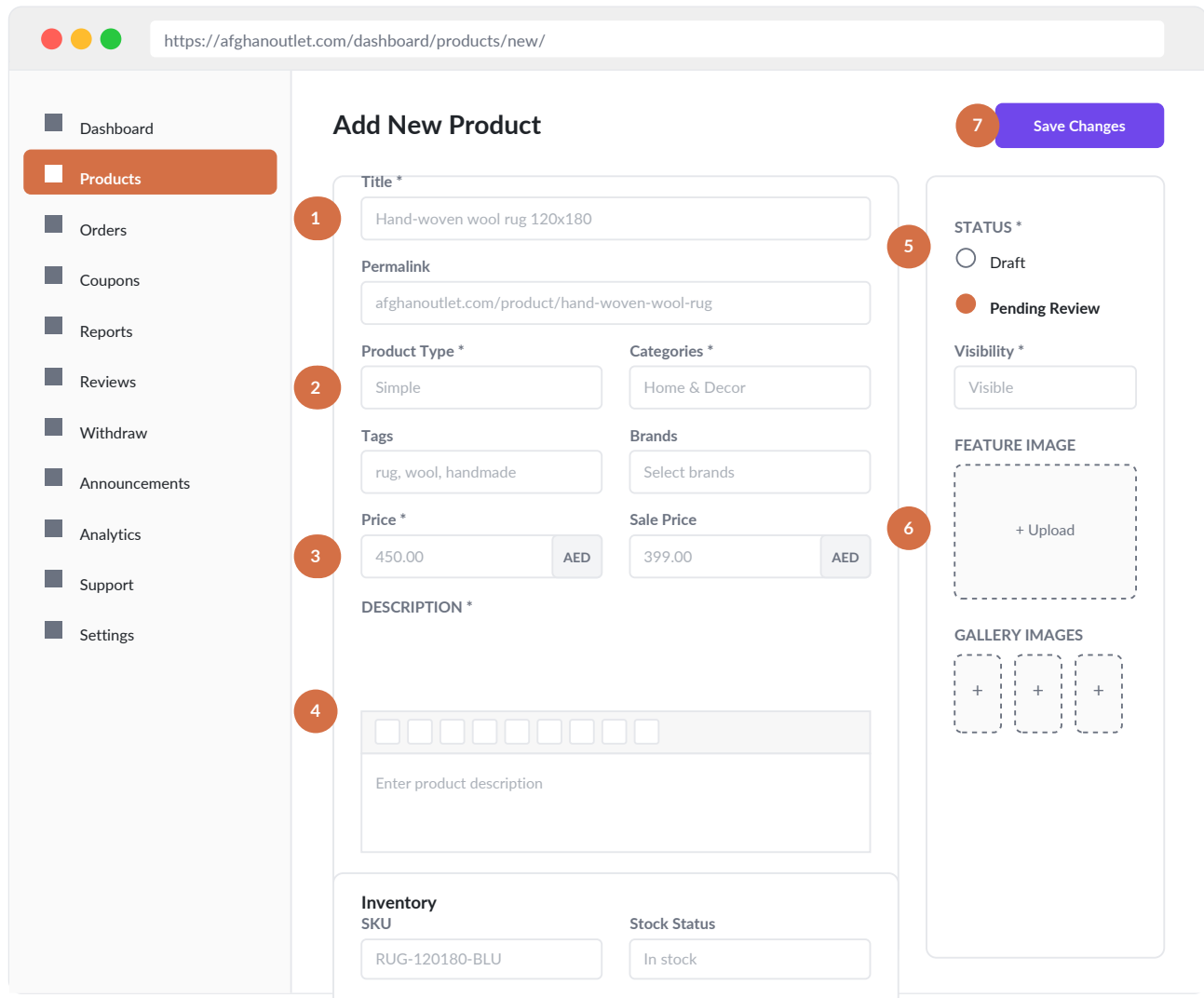
7

Add a simple product

The screen you will use most often

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/products/new/>



The screenshot shows the 'Add New Product' interface. On the left is a sidebar menu with options: Dashboard, Products (highlighted), Orders, Coupons, Reports, Reviews, Withdraw, Announcements, Analytics, Support, and Settings. The main content area is titled 'Add New Product' and contains several form fields. Numbered callouts are placed as follows: 1 points to the 'Title' field (containing 'Hand-woven wool rug 120x180'); 2 points to the 'Product Type' dropdown (set to 'Simple'); 3 points to the 'Price' field (450.00 AED); 4 points to the 'Description' text area; 5 points to the 'STATUS' dropdown (set to 'Pending Review'); 6 points to the 'FEATURE IMAGE' upload area; and 7 points to the 'Save Changes' button in the top right corner. Other visible fields include 'Permalink', 'Categories' (set to 'Home & Decor'), 'Tags' (rug, wool, handmade), 'Brands' (Select brands), 'Sale Price' (399.00 AED), and 'Inventory' (SKU: RUG-120180-BLU, Stock Status: In stock).

Figure 8 – The Add New Product screen. Main details on the left, publishing options on the right.

The numbered circles match the field table over the next two pages. Work down the left column first, then the right.

Every field, in order — part 1: the product itself

#	Field	Req.	What to enter
1	Title	Yes	What the product is, in plain words a buyer would search for. Include the material and the size. Example: Hand-woven wool rug 120x180 cm
	Permalink	No	The web address of the listing. It fills in from the title. Leave it alone unless you have a reason to change it — changing it later breaks any links already shared.
2	Product Type	Yes	Simple for one fixed version. Variable if it comes in sizes or colours. Bundle to sell several products together — see Step 8.
	Categories	Yes	Pick the closest match. Products in the wrong category are hard to find and may be rejected in review.
	Tags	No	Search words separated by commas. Example: rug, wool, handmade, kabul
	Brands	No	Only if your product carries a brand listed on the site.
3	Price	Yes	The normal selling price, numbers only. The currency shown next to the box is the store base currency.
	Sale Price	No	A lower promotional price. Leave blank if the item is not on offer. Tick Create Schedule for Discount to set start and end dates.
4	Short Description	No	Two or three lines shown next to the Add to Cart button. Lead with the strongest selling point.
	Description	Yes	The full detail: materials, exact dimensions, care instructions, what is included and how it is packed. This is where buyers decide.

Every field, in order — part 2: stock and publishing

#	Field	Req.	What to enter
	SKU	No	Your own stock code. Strongly recommended once you have more than a few products. Example: RUG-120180-BLU
	GTIN / UPC / EAN / ISBN	No	The barcode number, if the product has one.
	Manage stock?	No	Tick to track exact quantity and have the listing close automatically at zero.
	Stock Status	No	In stock, Out of stock, or On backorder.
5	Status	Yes	Draft saves privately. Pending Review submits it to AfghanOutlet for approval.
	Visibility	Yes	Visible for normal listings. Other options hide it from search or from category pages.
6	Feature Image	In practice	The main photo. Square, at least 1000 × 1000 px, plain background, product filling the frame. Listings without one barely sell.
	Gallery Images	No	Three to six more angles, including a close-up of the texture and one showing the scale.
	Purchase Note	No	A message emailed to the buyer after they order.
7	Save Changes	—	Saves the product with whichever Status you chose.

IMPORTANT

Your first few products go to **Pending Review** and are checked by an administrator before they appear in the shop. Rejections are almost always for one of three reasons: a blurry or watermarked photo, a description copied word for word from another website, or the wrong category.

8

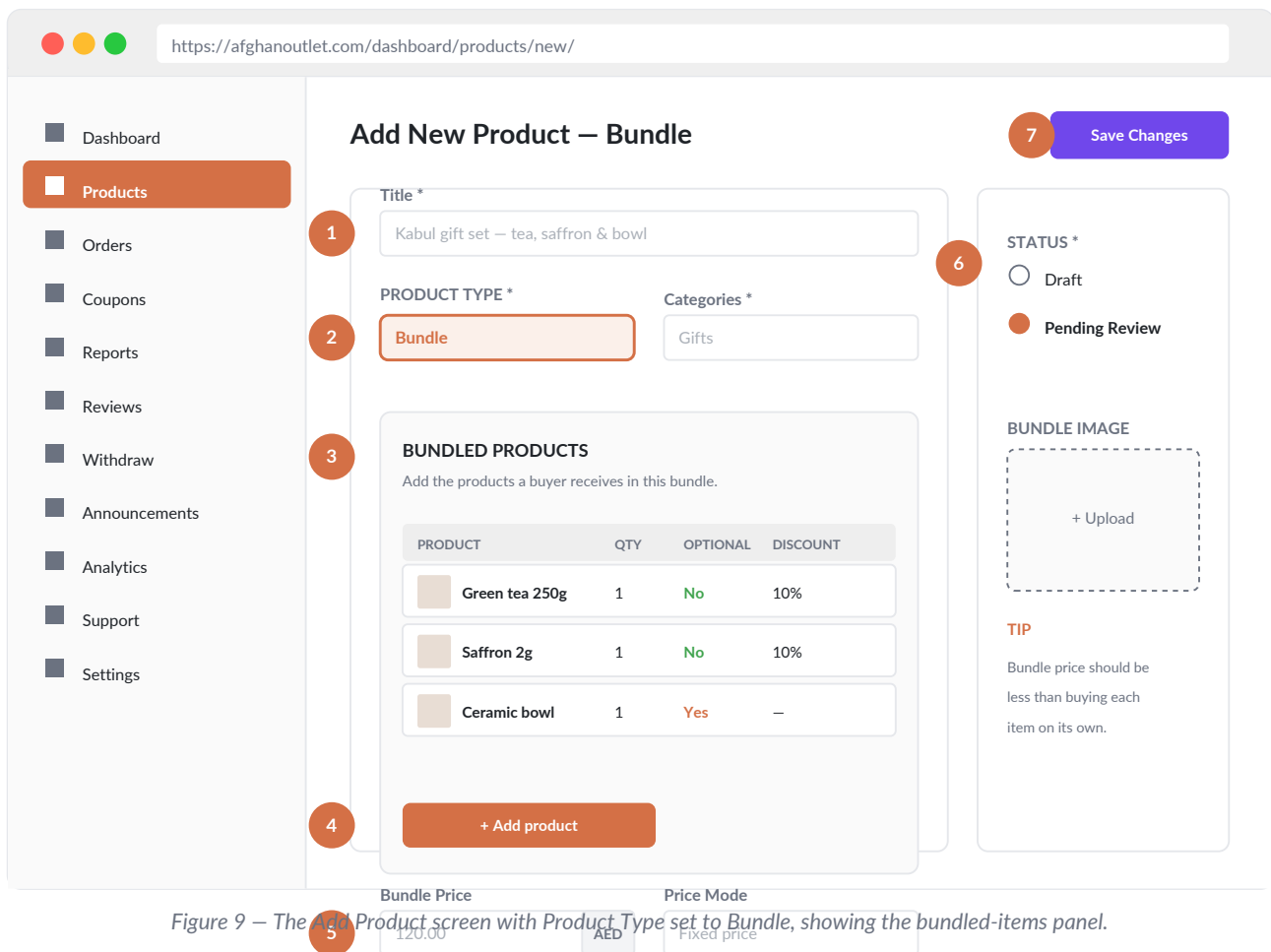
Add a bundle product

Sell several items together as one listing

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/products/new/> — Product Type: Bundle

A **bundle** is one product made up of several of your existing products — for example a gift set of tea, saffron and a bowl. The buyer adds one item to the cart and receives everything inside it. Bundles usually sell at a small discount versus buying each piece on its own.



https://afghanoutlet.com/dashboard/products/new/

Add New Product — Bundle

1 Title *

Kabul gift set — tea, saffron & bowl

2 PRODUCT TYPE *

Bundle

Categories *

Gifts

3 BUNDLED PRODUCTS

Add the products a buyer receives in this bundle.

PRODUCT	QTY	OPTIONAL	DISCOUNT
Green tea 250g	1	No	10%
Saffron 2g	1	No	10%
Ceramic bowl	1	Yes	—

4 + Add product

6 STATUS *

☐ Draft

☒ Pending Review

BUNDLE IMAGE

+ Upload

TIP

Bundle price should be less than buying each item on its own.

5 Bundle Price

120.00

AED

Price Mode

☒ Fixed price

☐ Auction

7 Save Changes

Figure 9 — The Add Product screen with Product Type set to Bundle, showing the bundled-items panel.

Before you start

Create the individual products first — the tea, the saffron and the bowl each need to exist as their own simple product. A bundle only points at products that already exist in your store.

Building the bundle, field by field

#	Field	Req.	What to enter
1	Title	Yes	The name of the whole set. Example: Kabul gift set — tea, saffron & bowl
2	Product Type	Yes	Choose Bundle . The bundled-products panel only appears after you pick this.
3	Bundled Products	Yes	Click + Add product and search for each item to include. Add them one by one until the whole set is listed.
	Quantity	Yes	How many of that item are in the bundle. Example: 2 candles, 1 holder.
	Optional	No	Tick if the buyer may leave that item out. Leave un-ticked for items that must always be included.
	Discount	No	A per-item discount applied inside the bundle, if you price by the sum of parts.
	Remove ()	—	Takes an item back out of the bundle.
4	+ Add product	—	Adds another row to the bundle. Repeat for every item in the set.
5	Bundle Price / Price Mode	Yes	Fixed price sets one price for the whole bundle. Sum of parts adds the item prices and applies any discounts you set above.
6	Bundle Image	In practice	One photo of the whole set together. This is what shows in search and category grids.
7	Save Changes	—	Saves the bundle. Like any product it goes to Pending Review first.

TIP

Price a bundle a little below the total of its parts — that saving is the reason a buyer picks the set over the single items. Show the individual prices in the description so the discount is obvious.

IMPORTANT

If an item inside a bundle runs out of stock, the whole bundle stops selling. Keep bundle items well stocked, or mark the scarce ones as **Optional** so the bundle can still be sold without them.

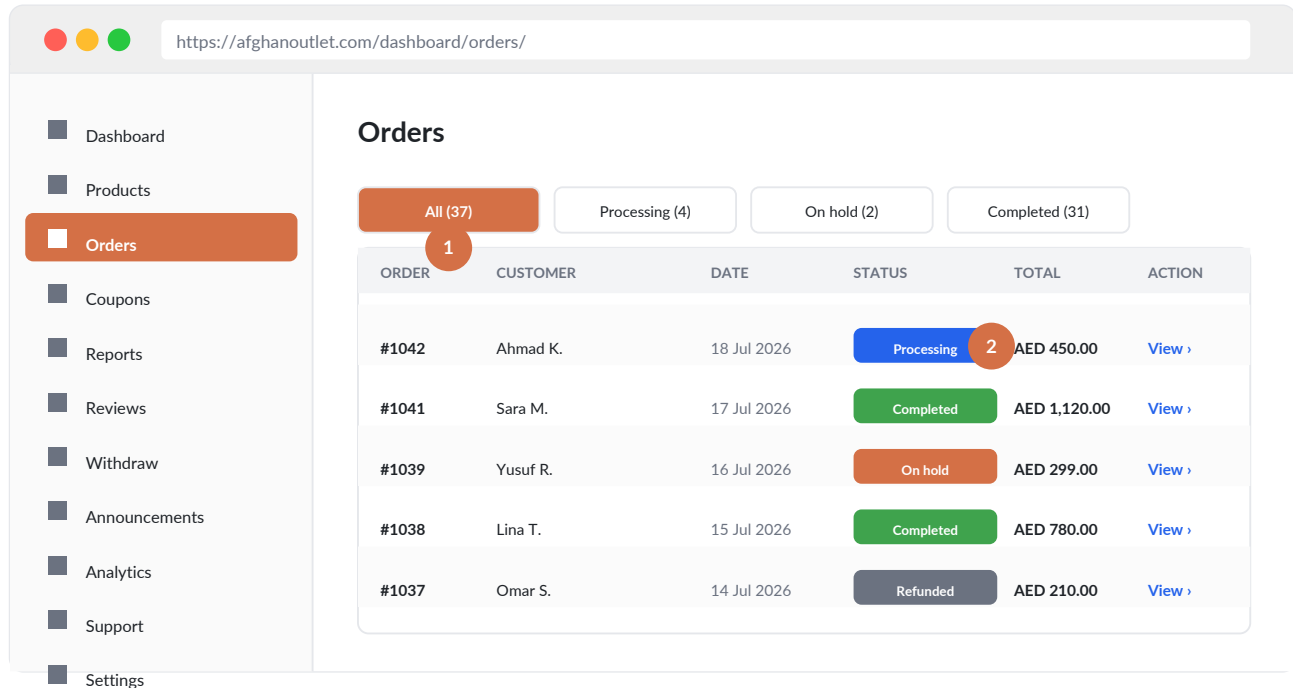
9

Manage orders

From payment to dispatch

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/orders/>



Orders

All (37) Processing (4) On hold (2) Completed (31)

ORDER	CUSTOMER	DATE	STATUS	TOTAL	ACTION
#1042	Ahmad K.	18 Jul 2026	Processing	AED 450.00	View >
#1041	Sara M.	17 Jul 2026	Completed	AED 1,120.00	View >
#1039	Yusuf R.	16 Jul 2026	On hold	AED 299.00	View >
#1038	Lina T.	15 Jul 2026	Completed	AED 780.00	View >
#1037	Omar S.	14 Jul 2026	Refunded	AED 210.00	View >

Figure 10 – The Orders list, filtered by status.

Working an order

1. Filter the list using the tabs at the top: All, Processing, On hold, Completed.
2. Click **View** on an order to see the items, the buyer's shipping address, and the amount you will earn after commission.
3. Pack the item, then change the status to **Completed** and add the tracking number. The buyer is emailed automatically.



What each order status means

Status	Meaning	What you do
Pending payment	Order placed, money not received yet	Wait. Do not ship.
Processing	Paid and waiting to be sent	Pack and dispatch, then mark it Completed.
On hold	Awaiting a manual payment or a stock check	Check the order note to see why.
Completed	Sent to the buyer	Nothing — earnings move to your balance.
Cancelled	Cancelled before dispatch	Nothing. Put the item back in stock.
Refunded	Money returned to the buyer	The amount is deducted from your balance.

IMPORTANT

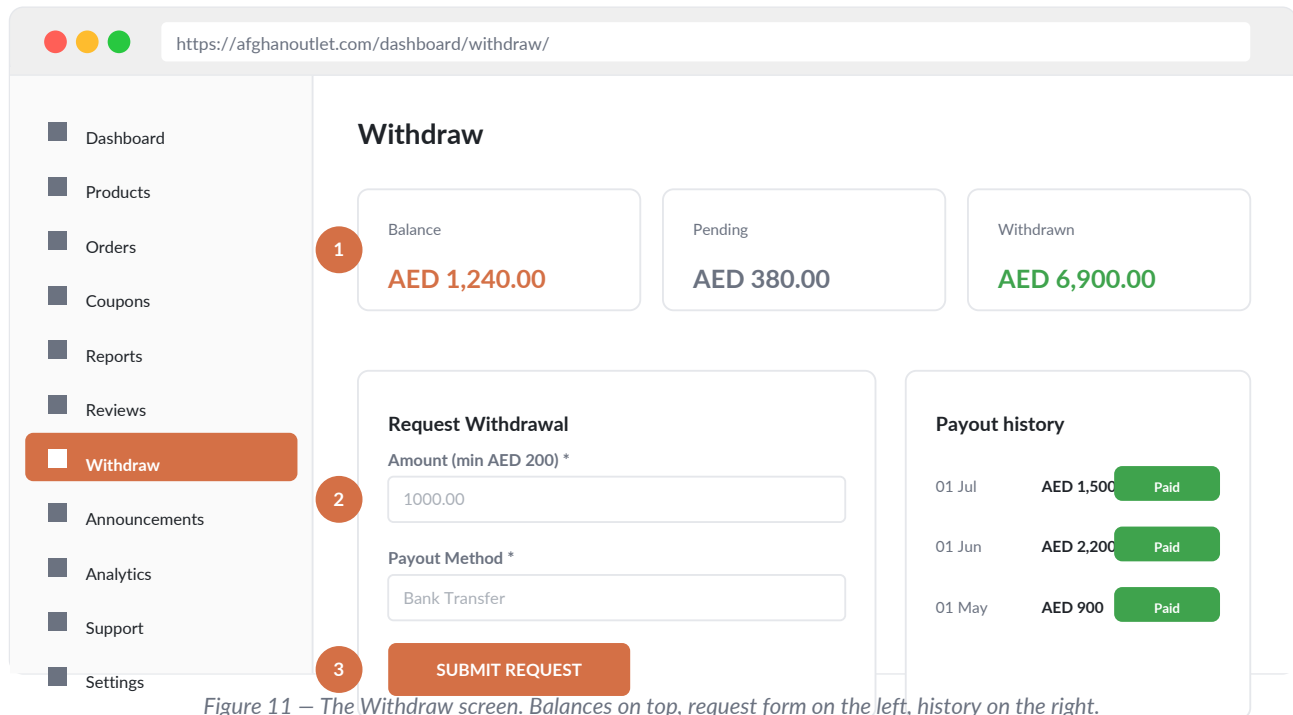
Ship within the dispatch time you set in the shipping wizard. Repeated late dispatch affects your seller rating and can lead to your store being suspended.

10

Withdraw your earnings

Getting the money out

PAGE ADDRESS

<https://afghanoutlet.com/dashboard/withdraw/>


The screenshot shows the 'Withdraw' page of the AfghanOutlet dashboard. The sidebar on the left contains links to Dashboard, Products, Orders, Coupons, Reports, Reviews, Withdraw (highlighted), Announcements, Analytics, Support, and Settings. The main content area is titled 'Withdraw' and features three cards at the top: 'Balance' (AED 1,240.00), 'Pending' (AED 380.00), and 'Withdrawn' (AED 6,900.00). Below these is a 'Request Withdrawal' form with a text input for 'Amount (min AED 200) *' (set to 1000.00) and a dropdown for 'Payout Method *' (set to Bank Transfer). A 'SUBMIT REQUEST' button is at the bottom of the form. To the right of the form is a 'Payout history' table with three entries: 01 Jul (AED 1,500 Paid), 01 Jun (AED 2,200 Paid), and 01 May (AED 900 Paid). Numbered callouts 1, 2, and 3 are placed over the balance cards, the request form, and the submit button respectively.

Figure 11 – The Withdraw screen. Balances on top, request form on the left, history on the right.

Requesting a payout

1. Read the three cards. **Balance** is what you can withdraw now, **Pending** is money from orders not yet Completed, and **Withdrawn** is your lifetime total.
2. Enter an amount at or above the minimum shown on the form. You cannot request more than your available balance.
3. Choose your payout method – it must already be set up under Settings → Payment – then click **SUBMIT REQUEST**.



The words used on this screen

Term	What it means
Balance	Cleared earnings from Completed orders, after commission. Withdrawable now.
Pending	Earnings from orders not yet marked Completed. Not withdrawable yet.
Commission	The marketplace share, taken automatically before money reaches your balance.
Minimum withdrawal	The smallest amount you can request. It is shown on the request form.
Processing time	How long after approval the money reaches you. This varies by method.

IMPORTANT

The name on your payout account must match your registered seller name. A mismatch is the single most common reason a payout is held, and it takes days to sort out.



Rules and approval times

A quick reference for how the marketplace works day to day.

Item	Detail
Store approval	1 – 2 working days after you finish the setup wizard
First product approval	Usually within 24 hours. Later products may publish automatically once you have a clean record.
Photos	Your own photos only. No watermarks, no logos of other marketplaces, and no images taken from other websites.
Descriptions	Must be written by you. Copied text is rejected in review.
Bundles	Every item in a bundle must already exist as its own product in your store.
Prohibited items	Anything illegal to post or export, counterfeit goods, and any category AfghanOutlet lists as restricted.
Returns	Handled through Return Request in your dashboard, under your published store policy.
Support	Dashboard → Support opens a ticket with the marketplace team.



Checklist before you go live

Tick every line before you ask for your store to be reviewed. Stores that fail review are usually missing something on this list.

- ☐ Store logo and banner uploaded at the sizes given in Step 5
- ☐ Full dispatch address entered – not a placeholder
- ☐ Payout method added, and the account name matches your seller name
- ☐ Shipping zones and costs set for every country you will ship to
- ☐ Dispatch time set to something you can actually meet
- ☐ At least five products submitted, each with a square feature image
- ☐ Any bundle items exist as their own products first
- ☐ Every description written in your own words
- ☐ Store policies written: returns, shipping and privacy
- ☐ A test order placed by a friend to check the whole flow works

TIP

The last line matters more than it looks. Placing a real test order is the only way to see your shipping costs, tax and confirmation emails exactly as a buyer sees them.

Troubleshooting

Problem	Why it happens	What to do
The registration form looks empty	The page has not fully loaded, or a browser extension is blocking part of it	Reload the page. If it is still blank, try another browser or a private window. If it persists, report it through Contact Us.
I registered but there is no dashboard	The I am a vendor option was not selected during sign-up	You cannot change this yourself. Contact support with your account email and ask for the account to be switched to a vendor account.
Prices show the wrong currency	Currency is remembered per browser	Use the header switcher, pick your currency and click SAVE. Clear your browser cache if it does not stick.
The Bundle option is missing	The bundle feature is not enabled on your plan or store	Contact support to confirm bundles are available to you, then reload the Add Product screen.
My product is stuck on Pending Review	It is waiting for administrator approval	Allow 24 hours. If it takes longer, check Announcements, then open a Support ticket.
My product was rejected	Usually a poor photo, a copied description, or the wrong category	Read the rejection note, fix that specific problem, and resubmit.
The dashboard looks broken in my language	A translation or display fault	Switch to English using the header switcher, finish your task, then switch back. Report it so it can be fixed.
My payout has not arrived	Name mismatch, method not verified, or still within processing time	Check that Settings → Payment matches your registered name exactly, then contact support with the payout reference.

NOTE

Still stuck? Open **Dashboard → Support** and include your store name, the exact page address, and what you expected to happen. A screenshot of the problem gets it solved far faster than a description.