

Muveet Vendor Guide

Welcome to the Muveet Vendor Guide! Whether you're a restaurant, grocery store, pharmacy, or any other vendor, this guide will help you manage orders, increase sales, and grow your business on the Muveet platform.

1. Getting Started as a Muveet Vendor

- Sign up on the Muveet Vendor Center.
- Provide business details and upload necessary documents.
- Attend an onboarding session to understand order fulfillment and platform features.
- Set up your vendor profile and start receiving orders.

2. Managing Your Vendor Dashboard

- Manage Orders: Accept, prepare, and track customer orders.
- Update Menu/Inventory: Keep your product listings and pricing up to date.
- Track Earnings: Monitor daily, weekly, and monthly revenue.
- Customer Feedback: View and respond to customer ratings and reviews.

3. Increasing Your Sales

- Offer discounts and promotions to attract more customers.
- Maintain fast order fulfillment times for better ratings.
- Ensure high-quality packaging to improve customer satisfaction.
- Keep your store online and available during peak hours.

4. Order Fulfillment & Delivery

- Confirm all order details before preparing items.
- Ensure accurate and timely preparation of orders.
- Hand over orders to Muveet riders with clear instructions.
- Communicate with customers in case of any issues.

5. Customer Service & Support

- Respond to customer inquiries promptly.
- Handle complaints professionally and seek resolutions.
- Maintain product quality and accurate descriptions.
- Encourage positive reviews through great service.

6. Contact Vendor Support

- Phone: +234 816 364 4376

- Email: support@muveet.com