



A GUIDE TO SETTING UP YOUR BOB GO ACCOUNT

Introduction

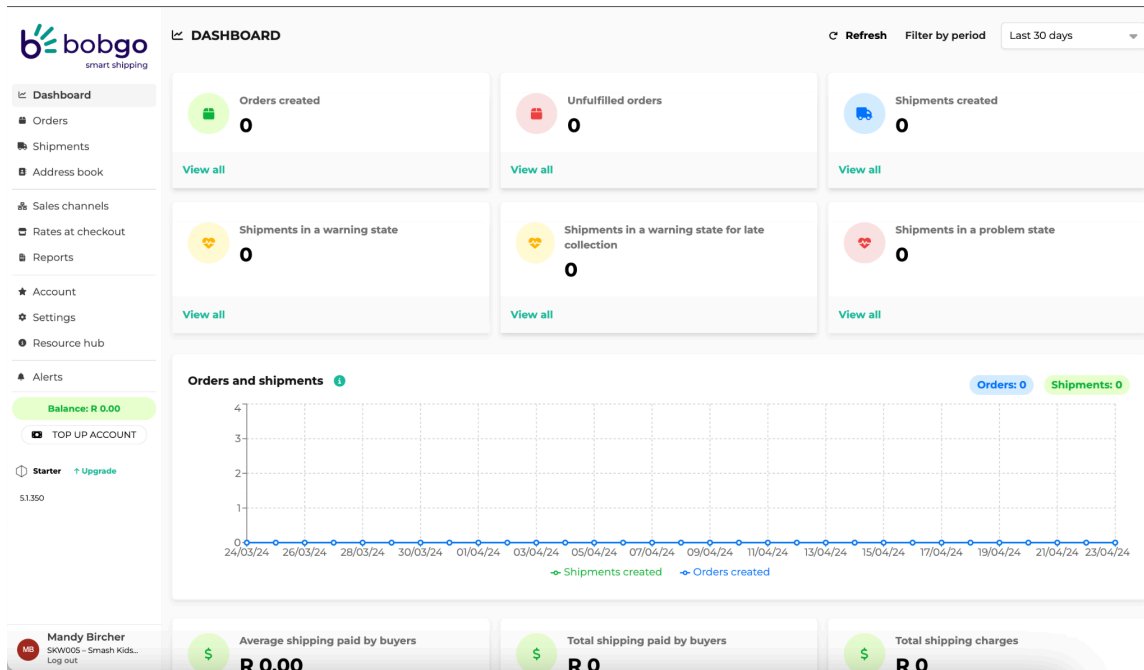
Fempreneurs has teamed up with Bob Go as our courier platform. They have agreements with some of the top couriers in South Africa. This benefits our members by having access to the best available courier (rate and proximity) at the time of their customers purchase.

Here's instructions on how to sign up and set up your Bob Go account so that you can start selling on Fempreneurs!

1. [Register with Bob Go using this link](#) and fill out their sign up form.

A screenshot of the Bobgo account creation form. At the top is the Bobgo logo with the tagline 'smart shipping'. Below the logo is the heading 'CREATE AN ACCOUNT'. The form contains several input fields: 'Business name', 'Email address', 'Contact number', 'Name', and 'Surname (Optional)'. Below these fields is a checkbox with the text 'I have read the Terms & Conditions, and agree to receive updates and important information related to the Bob Go platform.' At the bottom right of the form is a green 'Create account' button. Below the form, there is a link: 'Already have an account? Log in here.'

2. Once registered you will be redirected to your dashboard which looks like this:



3. Add your **COLLECTION ADDRESS** to your address book: Click on Add Address, fill in your details and mark it as your collection address. You can have multiple collection addresses if needed.

The "ADDRESS BOOK" section shows a list of addresses. The selected address is:

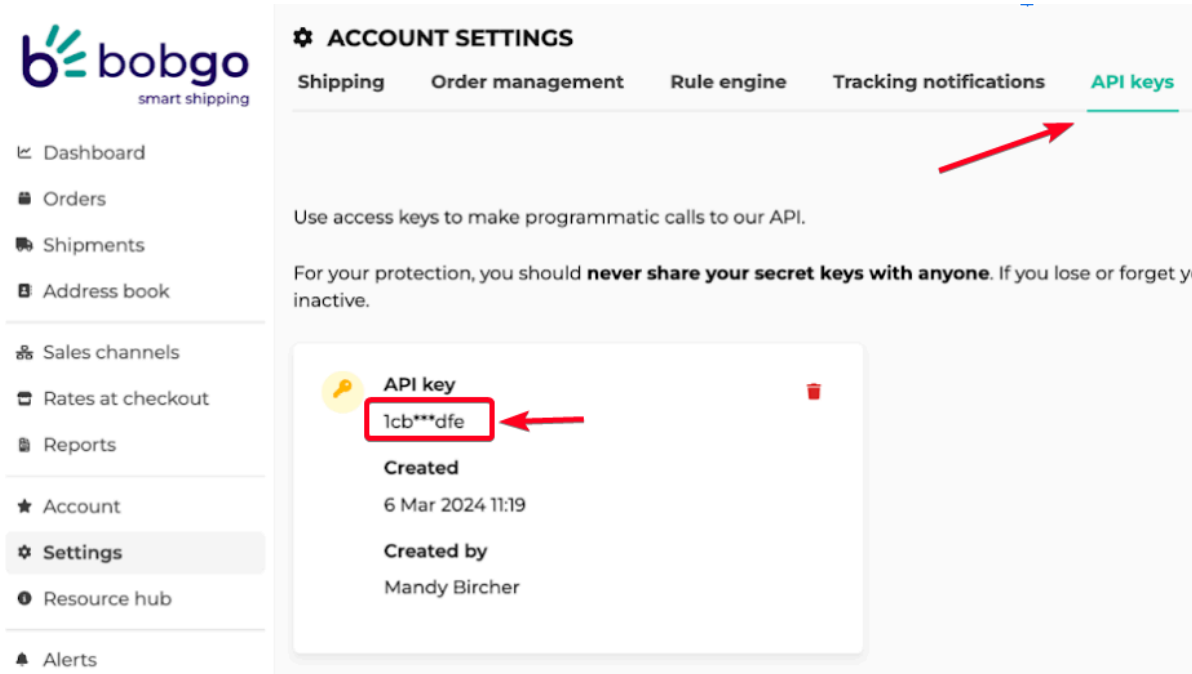
- Smash Kids Wear** (Is default) - Address geocoded
- Lee Barnes Blvd, Ballito, Ballito, 4420, K...

The form fields for this address are:

- Address name *: Smash Kids Wear
- Company name (Optional): Smash Kids Wear
- Mark as collection address:
- Use as default collection address:
- Address type: Residential (selected), Business
- Address: Enter a location
- Building / Floor / Unit: Optional
- Street address: Lee Barnes Blvd (with View on Google Maps link)
- Suburb *: Ballito
- City *: Ballito
- Postal code: 4420
- Province *: KwaZulu-Natal
- Contact details: Name *, Surname *, Email *, Contact number *

4. After registration Bob Go will allocate you a unique **API KEY (code)**. This needs to be added to your profile in Fempreneurs.

To access this code, go to **SETTINGS-> API KEYS**, and click **CREATE API KEY**. **Copy this KEY (code)**. (Please allow 24 hrs for this if it does not show immediately.)



5. Paste your unique KEY (code) in the **“BOBGo (Courier) API Code”** field your profile (**click edit profile and scroll down**)click save, see example below:

BobGo (Courier) API Key code ?

Courier pick up address ?

NB - Don't forget to add the address from where the courier will collect your products in the **“courier pick up address”** field..

Please note the API and Delivery Address fields above are compulsory requirements in order for your store to be published on the Fempreneurs website.

Failure to add these will result in inaccurate rates charged to you and your customer!!

6. When adding a product in your shop on Fempreneurs, **make sure to allocate DIMENSIONS and/or a WEIGHT** to the product so that Bob Go can assign the correct courier fee for your item. If you're unsure, a flyer (courier bag) max weight is 2kg. It is also good practice to allocate SKU codes to your products.

The first screenshot shows the 'Product data' form for a 'Simple product'. The 'General' tab is active, showing the 'SKU' field with the value 'sku-1234'. Below it, the 'Inventory' section has 'Track stock quantity for this product' unchecked and 'Stock status' set to 'In stock'.

The second screenshot shows the same form with the 'Inventory' tab active. The 'Weight (kg)' field is set to '1'. The 'Dimensions (cm)' field is split into three boxes containing the values '12', '17', and '19'.

For example: You may be selling a soap bar; In this case, for 10 x soap bars, one flyer (courier bag) would be sufficient. However, if your customer orders over 2kgs of soap bars, then one flyer (courier bag) will no longer be sufficient - so be sure to allocate a weight to your product.

7. How does My Customer Know a Shipment is on its Way?

Bob Go has an internal emailing system with each of its courier services which send automatic updates to your clients via EMAIL -provided you have given the correct email address. As a Bob Go client you are able to track every movement of your parcel:

SETTINGS > TRACKING NOTIFICATIONS >scroll down to SHIPMENT TRACKING UPDATES.

We recommend the following setup:

NOTIFY BY EMAIL	COLLECTION CONTACT	DELIVERY CONTACT
Shipment pending collection	<input type="checkbox"/>	<input type="checkbox"/>
Shipment collected by courier	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment in transit	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment out for delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment failed delivery attempt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment delivered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment exception	<input type="checkbox"/>	<input type="checkbox"/>
Shipment cancelled	<input type="checkbox"/>	<input type="checkbox"/>

NB

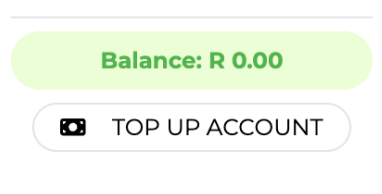
We highly recommend reading through the Bob Go tutorials on how their system works. You can find these links on our [Bob Go partner page](#).

CHANGE OF ADDRESS:

Should you move house please be sure to **UPDATE** your collection address otherwise the couriers cannot collect from you. Please also update this on your Fempreneurs profile and pop us an email on support@fempreneurs.co.za.

FAQS

- **What if I already use a courier & don't want to use Bob Go?**
Should you be using a courier already and do not need Bob Go, please email support@fempreneurs.co.za and we'll advise accordingly.
- **So how exactly does Bob Go work?**
 - Bob Go works on a **pay as you go** basis. While we have negotiated a **FREE account and discounted courier rates with their networks of courier partners**, you'll need to load credits upfront beforehand.
 - [Log in to Bob Go](#) and load some credit into your account. (You shouldn't need more than R200 credit to start with).



- A shopper will then check out from your store on Fempreneurs and the best available rates for your order will appear at checkout.
 - Your customer will pay for your product + the courier fee and, in turn, Bob Go will assign the best available courier to your account in Bobgo.co.za
- **What if I don't want to use the courier Bob Go has assigned for me?**
Before fulfilling the shipping order, if required, you are able to choose another courier company (and the rates) from the drop down made available on each order in your account in Bobgo.co.za. Remember; Bob Go has charged the shopper the best rate possible for you,

should you choose another courier (at a higher cost to what your customer has paid) this deficit will be debited from the remaining credit in your Bob Go account. Fempreneurs will only settle the amount paid by the shopper.

If in any doubt, please visit [our Bob Go partners page](#) or email us on support@fempreneurs.co.za

TO RECAP:

- 1 - Create a Bob Go account using the link provided
- 2- Add your collection address
- 3- Create your API Key and load this along with your collection address onto your Fem profile

EXCITING NEWS!

Bob Go have recently introduced BOB BOX which is a self pickup service. Your clients will have this option if they are in close vicinity of a Bob Box collection point. This is a fairly new service and will be rolled out to further locations over time. For more information please visit the Bob Go website.