



# FULFILLING AN ORDER ON FEMPRENEURS & BOB GO

## Introduction

**HOORAY YOU'VE GOT AN ORDER!!!**

**But now what?**

Follow this in depth guide to learn how to fulfill an order and get your product into your customers hands swiftly and easily!

**When a product is purchased this is what you will get on email:**

Congrats, you've got a new order!

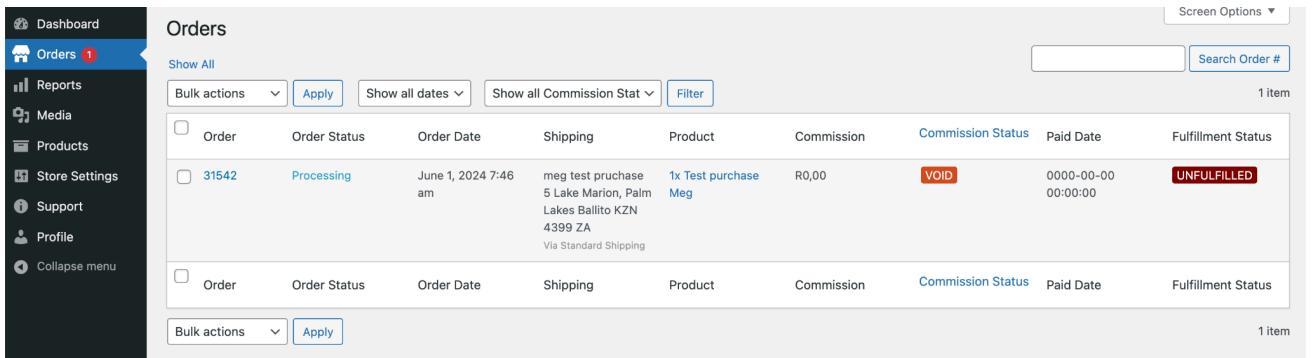
You have received an order from meg test purchase. The order is as follows:

**Order #31542 (June 1, 2024)**

Product	Quantity	Price
Test purchase Meg Sold By: <a href="#">BoxTrot Gifts</a>	1	R1,00
<b>Billing Address</b> meg test purchase 5 Lake Marion, Palm Lakes Ballito KwaZulu-Natal 4399 <a href="tel:0837757702">0837757702</a> <a href="mailto:fertilitycircle@gmail.com">fertilitycircle@gmail.com</a>	<b>Shipping Address</b> meg test purchase 5 Lake Marion, Palm Lakes Ballito KwaZulu- Natal 4399	

## NEXT:

Head to your **Fem profile > MANAGE MY SHOP BUTTON > Orders**.  
You will see your order:



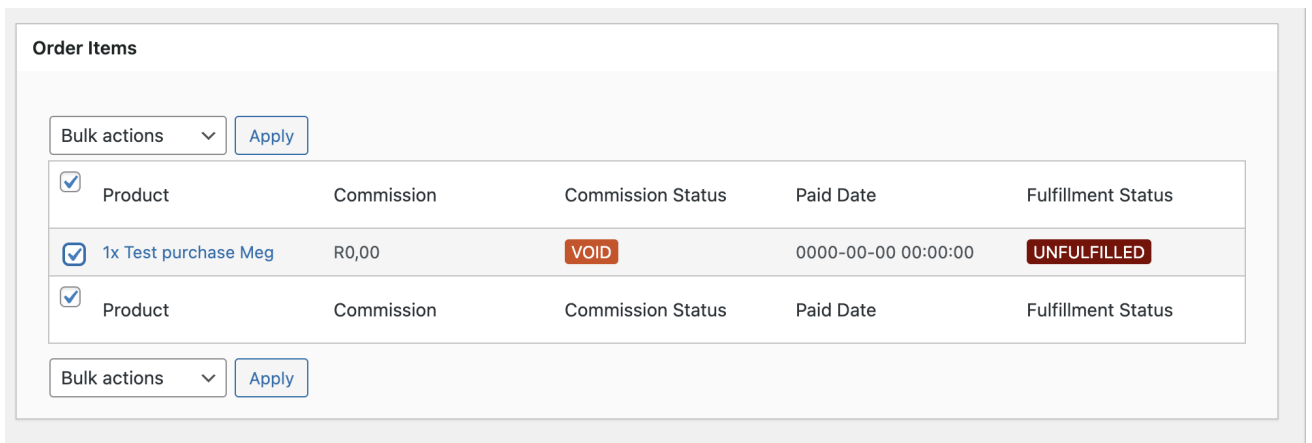
The screenshot shows a dashboard with a sidebar on the left containing 'Dashboard', 'Orders 1', 'Reports', 'Media', 'Products', 'Store Settings', 'Support', 'Profile', and 'Collapse menu'. The main content area is titled 'Orders' and includes a search bar, 'Show All', and filter options. A table lists one order with the following details:

Order	Order Status	Order Date	Shipping	Product	Commission	Commission Status	Paid Date	Fulfillment Status
<input type="checkbox"/> 31542	Processing	June 1, 2024 7:46 am	meg test pruchase 5 Lake Marlon, Palm Lakes Ballito KZN 4399 ZA Via Standard Shipping	1x Test purchase Meg	R0,00	VOID	0000-00-00 00:00:00	UNFULFILLED

**Get your order ready!** 😊

**Is your order ready to dispatch? Follow these steps:**

- 1 - Select the corresponding order number.
- 2 - Click on the order number
- 3 - Scroll down to the order
- 4 - Tick the little checkbox next to the order



The screenshot shows the 'Order Items' management interface. It includes a search bar, 'Bulk actions', and 'Apply' buttons. A table lists one item with the following details:

Product	Commission	Commission Status	Paid Date	Fulfillment Status
<input checked="" type="checkbox"/> 1x Test purchase Meg	R0,00	VOID	0000-00-00 00:00:00	UNFULFILLED

- 5 - Click Bulk Actions > Mark as Fulfilled > Apply.

**The shopper will receive a notification that their order is ready to be shipped so make sure you only fulfill this when your order is ready to be shipped.**

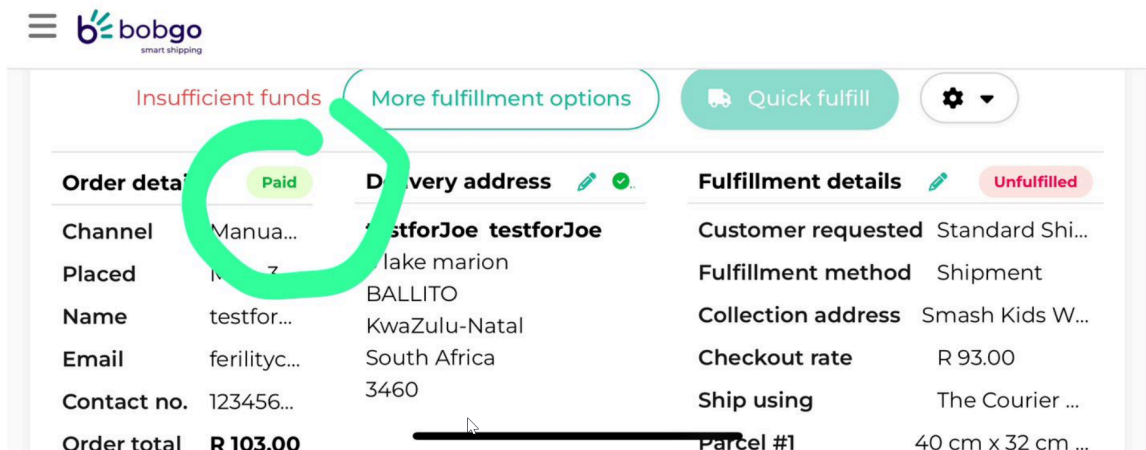
## NEXT YOU NEED TO ACTIVATE YOUR ORDER ON BOB GO

ACTIVATING the Courier Collection:

**Once your product is ready to be shipped you'll need to [log into your Bob Go account](#):**

On your dashboard your order will show up as follows:

If it is paid in green you know you can go ahead with fulfilling the order. (should this say unpaid pls email [support@fempreneurs.co.za](mailto:support@fempreneurs.co.za) so we can check on our end)



The screenshot shows the Bob Go dashboard with the following elements:

- Bob Go logo: smart shipping
- Navigation bar: "Insufficient funds" (red), "More fulfillment options" (teal), "Quick fulfill" (teal), and a settings icon.
- Order details table:

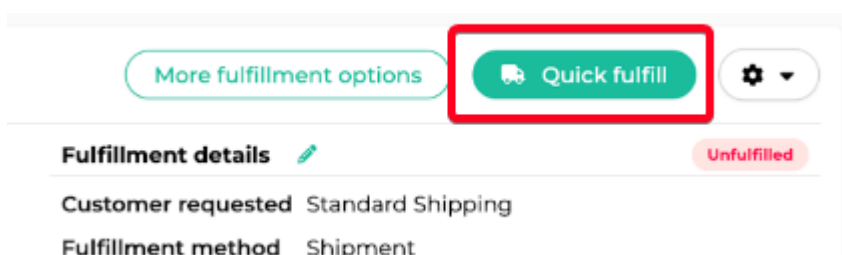
Order details	Delivery address	Fulfillment details
Channel: Manua... <b>Paid</b>	testforJoe testforJoe	Customer requested: Standard Shi...
Placed: [redacted]	lake marion	Fulfillment method: Shipment
Name: testfor...	BALLITO	Collection address: Smash Kids W...
Email: ferilityc...	KwaZulu-Natal	Checkout rate: R 93.00
Contact no: 123456...	South Africa	Ship using: The Courier ...
Contact no: 3460		Parcel #1: 40 cm x 32 cm ...
Order total: <b>R 103.00</b>		

### NEXT:

- 1) Match the order number at the top to the order number that comes through to your email address connected to your store.
- 2) If you have sufficient funds in your Bob Go wallet you will be able to fulfill this order.

**To FULFILL this order** and activate courier collection, click on either **Quick Fulfill** OR **More Fulfillment** options.

You can choose which courier you would like to use and simply request when you would like to have the order collected!



This close-up shows the fulfillment options at the top of the order page:

- "More fulfillment options" (teal button)
- "Quick fulfill" (teal button with a truck icon, highlighted with a red box)
- Settings icon (gear)

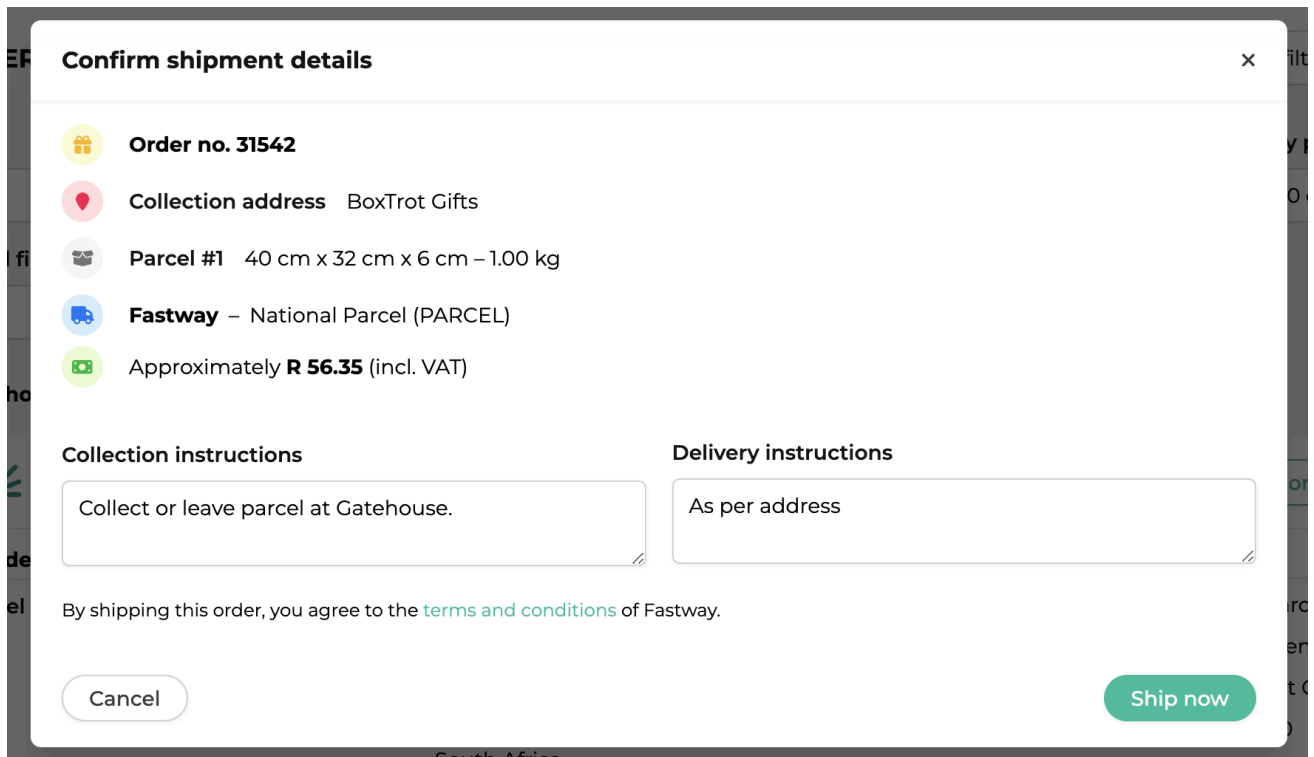
Below these buttons, the "Fulfillment details" section is visible, showing:

- Customer requested: Standard Shipping
- Fulfillment method: Shipment






### Quick Fulfillment:

This uses the courier selected by Bob Go - this is by default the cheapest option for this specific shipment.

**Click SHIP NOW** to choose this option.



**Confirm shipment details** ×

-  **Order no. 31542**
-  **Collection address** BoxTrot Gifts
-  **Parcel #1** 40 cm x 32 cm x 6 cm – 1.00 kg
-  **Fastway** – National Parcel (PARCEL)
-  Approximately **R 56.35** (incl. VAT)

**Collection instructions** Delivery instructions

Collect or leave parcel at Gatehouse. As per address

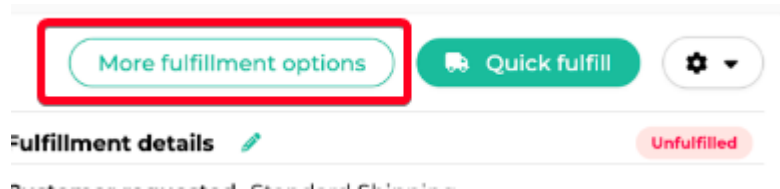
By shipping this order, you agree to the [terms and conditions](#) of Fastway.

Cancel Ship now

Once the shipment has been booked, you will see a pop-up screen where you can download the waybill document.

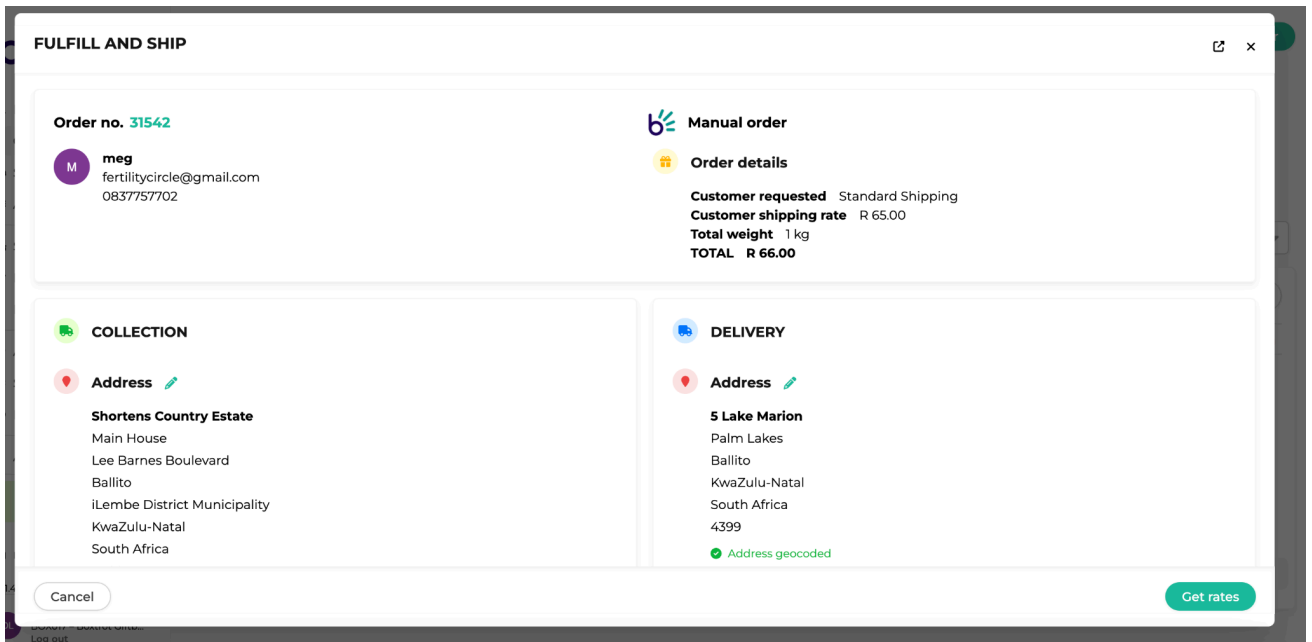
Print this out (you will see that there are 2 copies of the document on the A4 sheet, which you will need to cut out).

Attach the one copy to the parcel and let the courier sign the second copy as proof of collection. Keep the signed copy until the parcel has been delivered.

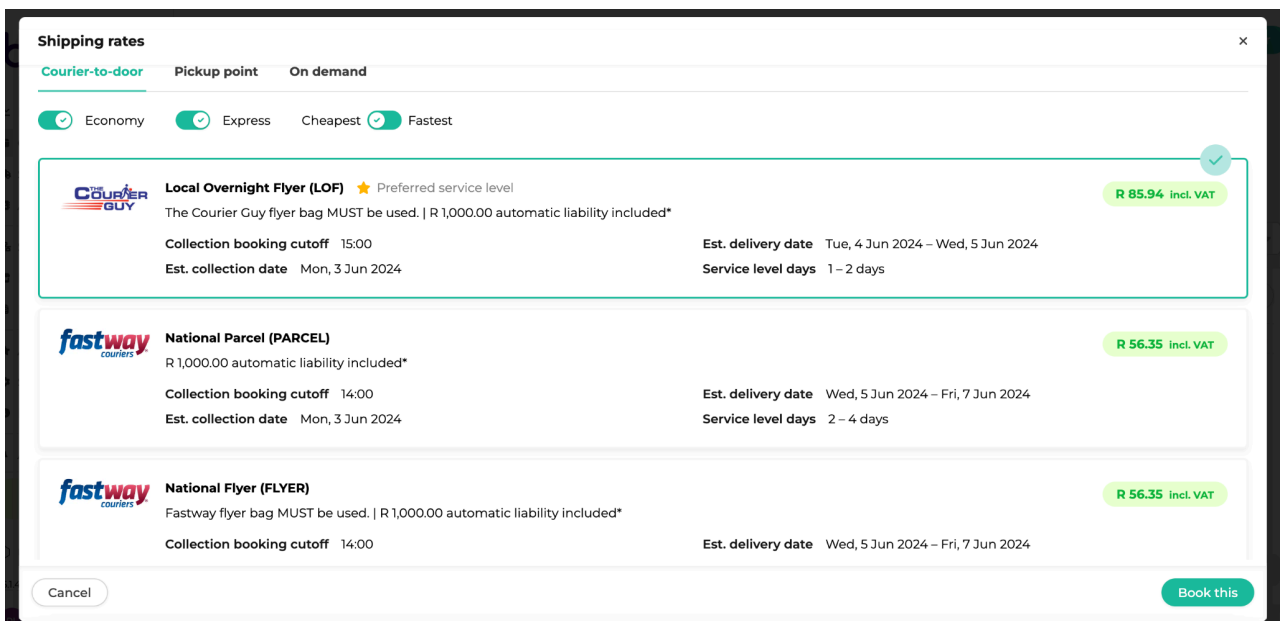


## More Fulfillment Options:

This gives you more options to choose from Bob Go's various partner courier operators (see below)



Click on **GET RATES** to view these options



Click **BOOK THIS** to select an alternative courier option.

**PLEASE NOTE:** if the shopper has paid a certain amount for shipping for example **R65** and you choose to select a higher rate eg **R85**, Fempreneurs **will not** be liable to cover the difference.

Similarly, however, you may end up paying less than your customer did due to shifts in courier availability/rates.

## GETTING PAID FOR SHIPPING

If you're still unsure, this is how Fempreneurs pays out their members for sales and shipping fees:

*We'll release funds owing to you from all your sales **PLUS SHIPPING COSTS** (less our 3% commission) **every Monday and Thursday**, excluding holidays, to be paid directly into your bank account (details to be provided and kept up to date by you).*

## 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:

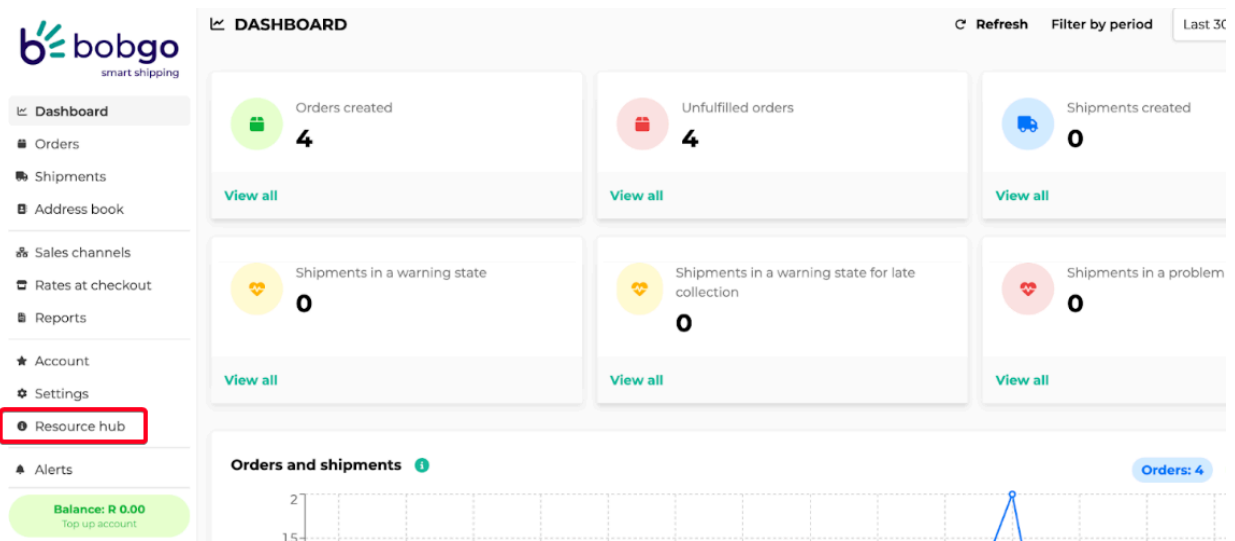
Should you move house please be sure to **UPDATE** your collection address otherwise the couriers cannot collect from you. Please also update this on your Fempreneurs profile and pop us an email on [support@fempreneurs.co.za](mailto:support@fempreneurs.co.za).

## ORDERING YOUR FLYERS/ FRAGILE STICKERS (STATIONARY)

One of the benefits of using Bob Go is you get to pre order **PLASTIC ENVELOPES (FLYERS), WAYBILL SLEEVES** and **FRAGILE** stickers for your boxes **for FREE**.

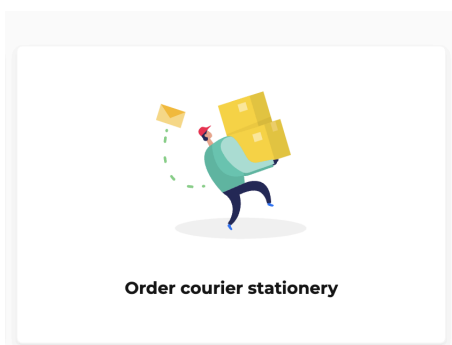
To order your free stationery follow these steps:

1 - On your Bob Go Dashboard head over to **RESOURCES HUB** on the left hand side:



The screenshot shows the Bob Go Dashboard interface. On the left sidebar, the 'Resource hub' menu item is highlighted with a red box. The main dashboard area displays several key metrics: 'Orders created' (4), 'Unfulfilled orders' (4), 'Shipments created' (0), 'Shipments in a warning state' (0), 'Shipments in a warning state for late collection' (0), and 'Shipments in a problem' (0). At the bottom, there is a section for 'Orders and shipments' with a line graph and a button for 'Orders: 4'. The 'Balance: R 0.00' is also visible in the bottom left corner.

2 - Click **ORDER COURIER STATIONARY**



3 - Select the courier you use the most **OR** order from a select few, add the quantity you need (start with 10 sleeves if unsure), then **place order**:

**Order stationery**

An email will be sent to the relevant courier(s) with your order.

Order from: Select courier(s) | Deliver stationery to: Select address

Name: | Email: | Contact number: |

	QUANTITY
leaves	- 100 +
leaves	- 50 +
leaves	- 50 +

Fragile stickers

If you do not have any flyers, you can request that the courier bring you a flyer on collection of your parcel.

This can be done in the **COLLECTION INSTRUCTIONS** section on the waybill when fulfilling a shipment.

**Collection instructions** (Optional)

eg. Ring bell at door

**NB:**

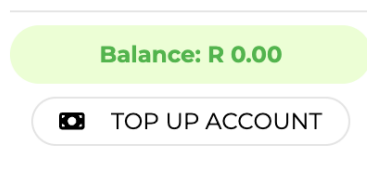
We highly recommend reading through the Bob Go tutorials on how their system works. You can find these links on our [Bob Go partner page](#).

## 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](mailto: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 my.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 my.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](mailto:support@fempreneurs.co.za)

### **TO RECAP:**

- 1 - Lookout for any orders coming through to your account
- 2 - Get your product ready to ship
- 3 - Mark your order as fulfilled on your dashboard
- 4 - Head to your Bob Go account and find the order
- 5 - Fulfill the shipment, wait for the courier to collect
- 6 - Order your flyers should you need them 😊

**START SELLING with FEMPRENEURS & BOB GO!**