



User & Vendor Support Guide

Complete Visual Guide with Screenshots

Version 1.0

February 2026

Table of Contents

Table of Contents	2
Homepage Overview	4
Main Navigation Menu	4
User Account Icons	4
My Account - Login & Register	6
Login Section (Left Side)	6
Register Section (Right Side)	6
Account Dashboard	8
Welcome Message	8
Dashboard Description	8
Left Sidebar Menu	8
Vendor Registration	10
Personal Information Fields	10
Store Information	10
Address Information	11
Additional Location Details	11
Document Uploads (Required for Verification)	11
Security	12
Subscription Packages	13
Package Comparison	13
Product Limits by Package	13
Extra Cost Features	14
WCFM Vendor Dashboard	15
Accessing Your Dashboard	15
Dashboard Header	15
Welcome Section	16
Performance Metrics Cards	16



Sales Chart	16
Left Sidebar Navigation (WCFM Menu)	16
Products Management	18
Product Status Tabs	18
Action Buttons	18
Product Filters	19
Product Table Columns	19
Product Actions	20
Affiliate Program	21
Accessing Your Affiliate Account	21
Affiliate Dashboard Tabs	21
Performance Overview	22
Date Range Filter	22
Performance Chart	22
Frequently Asked Questions	23



Homepage Overview

The African Pro homepage welcomes visitors with a stunning African savanna design featuring silhouettes of giraffes against a golden sunset. This creates an immediate connection to the African identity of the marketplace.

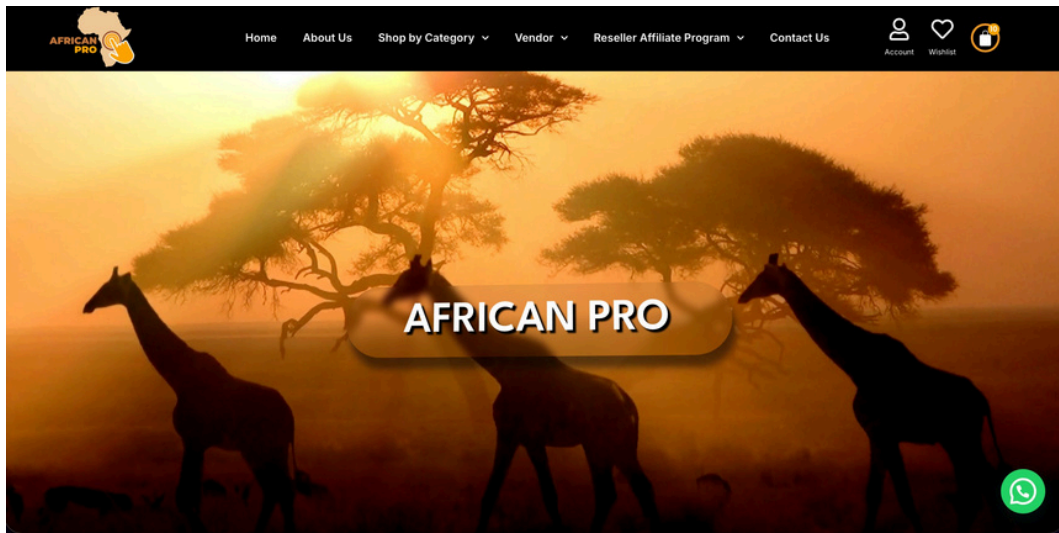


Figure 1: African Pro Homepage with Main Navigation Menu

Main Navigation Menu

The top navigation bar provides access to all key areas of the website:

- Home - Returns to the homepage
- About Us - Information about African Pro
- Shop by Category - Browse products by category (dropdown menu)
- Vendor - Vendor information and registration options (dropdown)
- Reseller Affiliate Program - Affiliate program details (dropdown)
- Contact Us - Contact form and support information

User Account Icons

On the top-right corner, you'll find three important icons:

- Account Icon - Access login, registration, and account dashboard
- Wishlist Icon - View saved items (heart icon)
- Cart Icon - Shopping cart with item count badge

My Account - Login & Register

The My Account page is the gateway to all user and vendor features. It provides both login functionality for existing users and registration options for new users.

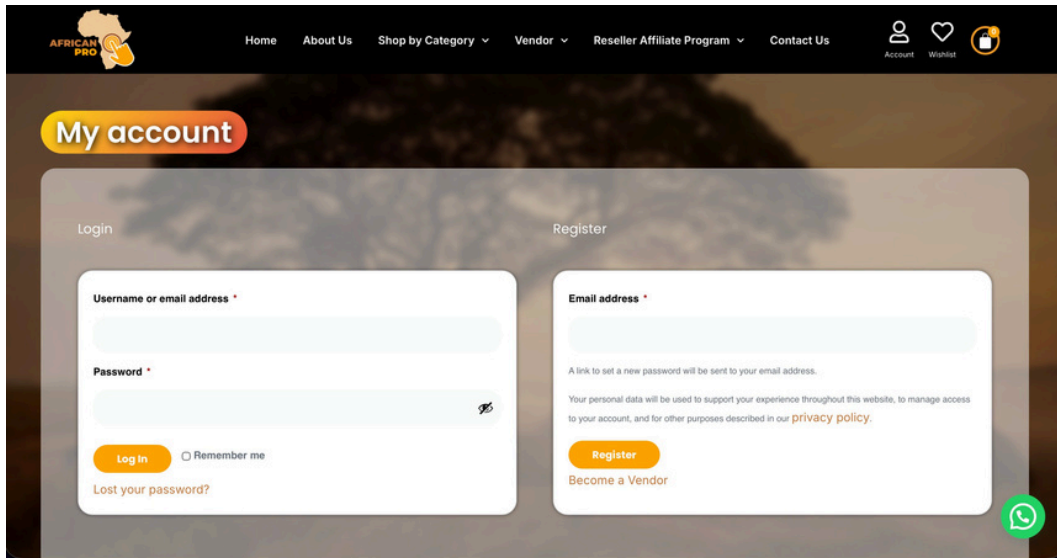


Figure 2: My Account - Login and Registration Page

Login Section (Left Side)

The login form allows existing users to access their accounts:

- Username or email address - Enter your registered username or email
- Password - Your secure account password (toggle visibility with eye icon)
- Log In button - Submit credentials to access your account
- Remember me checkbox - Stay logged in on this device
- Lost your password? - Link to reset forgotten passwords

Register Section (Right Side)

New users can register for an account here:

- Email address - Your valid email for account communications
- Privacy policy link - Review how your data is used
- Register button - Create a new customer account
- Become a Vendor link - Direct link to vendor registration

Note: The "Become a Vendor" link takes you directly to the vendor registration process, which is separate from regular customer registration.

Account Dashboard

Once logged in, the My Account page transforms into your personal dashboard. This is your central hub for managing all aspects of your African Pro experience.

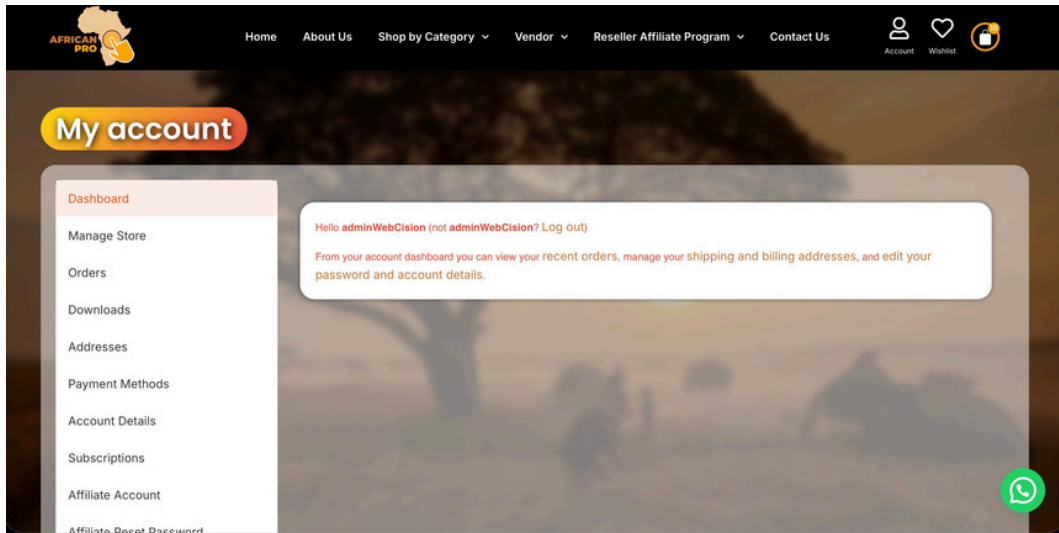


Figure 3: My Account Dashboard - Logged In View

Welcome Message

The dashboard displays a personalized welcome message showing your username. The "(not [username]? Log out)" option allows you to quickly switch accounts if needed.

Dashboard Description

The informational text explains what you can do from your account dashboard: view recent orders, manage shipping and billing addresses, and edit your password and account details.

Left Sidebar Menu

The comprehensive sidebar menu provides access to all account features:

Menu Item	Description
Dashboard	Overview of account activity and quick links
Manage Store	Access WCFM vendor dashboard (for vendors only)
Orders	View and track your purchase history
Downloads	Access downloadable products you've purchased
Addresses	Manage shipping and billing addresses

Menu Item	Description
Payment Methods	Add or update credit cards and payment options
Account Details	Update profile information and password
Subscriptions	View and manage your subscription packages
Affiliate Account	Access affiliate program dashboard
Affiliate Reset Password	Change your affiliate account password

Vendor Registration

To become a vendor on African Pro, you must complete the vendor registration process. This involves providing business information and uploading verification documents.

Figure 4: Vendor Registration Form - Part 1 (Personal & Store Information)

Personal Information Fields

The registration form begins with personal and account details:

- Username* - Your unique login identifier (required)
- Email* - Valid email address for communications (required)
- Verification Code - Enter the code sent to your email
- RE-SEND CODE button - Request a new verification code
- First Name - Your given name
- Last Name - Your surname

Store Information

Next, you define your store identity:

- Store Name* - Your business/store name (required)
- Store URL Preview - Shows how your store URL will appear:
https://africanpro.webcisondev.co.za/store/[your_store]

Address Information

Your business location details:

- Address 1* - Primary business address (required)
- Address 2 - Additional address information (optional)
- Country* - Select your country from dropdown (default: South Africa)
- City/Town - Your city or town name

The screenshot shows the 'Vendor Registration Form - Part 2' on the African Pro website. The form is titled 'Vendor Registration Form - Part 2 (Document Uploads & Password)'. It contains the following fields and options:

- Address 2**: Text input field.
- Country***: Dropdown menu with 'South Africa' selected.
- City/Town**: Text input field.
- State/County**: Dropdown menu with 'Select an option...' selected.
- Postcode/Zip***: Text input field.
- Store Phone***: Text input field.
- ID Upload***: File upload field with 'Choose File' and 'no file selected' text.
- Passport Upload***: File upload field with 'Choose File' and 'no file selected' text.
- Compliance Upload CIPC/Permit***: File upload field with 'Choose File' and 'no file selected' text.
- Password***: Text input field.
- Confirm Password***: Text input field.

At the bottom right of the form, there is a green WhatsApp icon and an orange 'REGISTER' button.

Figure 5: Vendor Registration Form - Part 2 (Document Uploads & Password)

Additional Location Details

- State/County - Select from dropdown options
- Postcode/Zip* - Your postal code (required)
- Store Phone* - Contact number for your store (required)

Document Uploads (Required for Verification)

African Pro requires document verification for all vendors. These documents help ensure marketplace security and trust:

- ID Upload* - Upload a scan of your national ID document (required)
- Passport Upload* - Upload your passport document (required)
- Compliance Upload CIPC/Permit* - Business registration or permit document (required)

Document Requirements: Accepted formats are PDF, JPG, or PNG. Maximum file size is typically 5MB per document. All documents must be clear and legible.

Security

- Password* - Create a secure password (required)
- Confirm Password* - Re-enter password to confirm (required)
- REGISTER button - Submit your vendor application

Subscription Packages

African Pro offers four subscription tiers designed to accommodate businesses of all sizes. Each package includes different product listing limits and promotional features.

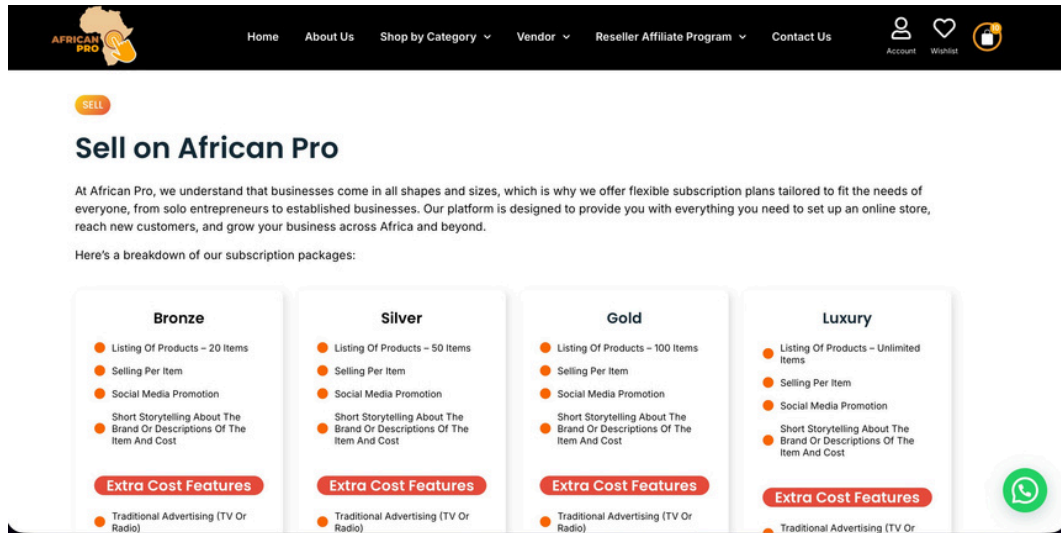


Figure 6: Subscription Packages - Bronze, Silver, Gold, Luxury Tiers

Package Comparison

All four packages (Bronze, Silver, Gold, Luxury) include the following base features:

- Listing Of Products - Varies by package tier
- Selling Per Item - Commission-based selling on all tiers
- Social Media Promotion - Marketing support across platforms
- Short Storytelling - Brand descriptions and item storytelling

Product Limits by Package

Package	Product Limit	Best For
Bronze	20 Items	Small businesses and startups testing the market
Silver	50 Items	Growing businesses with moderate inventory
Gold	100 Items	Established vendors with diverse product ranges
Luxury	Unlimited	Large-scale vendors with extensive catalogues

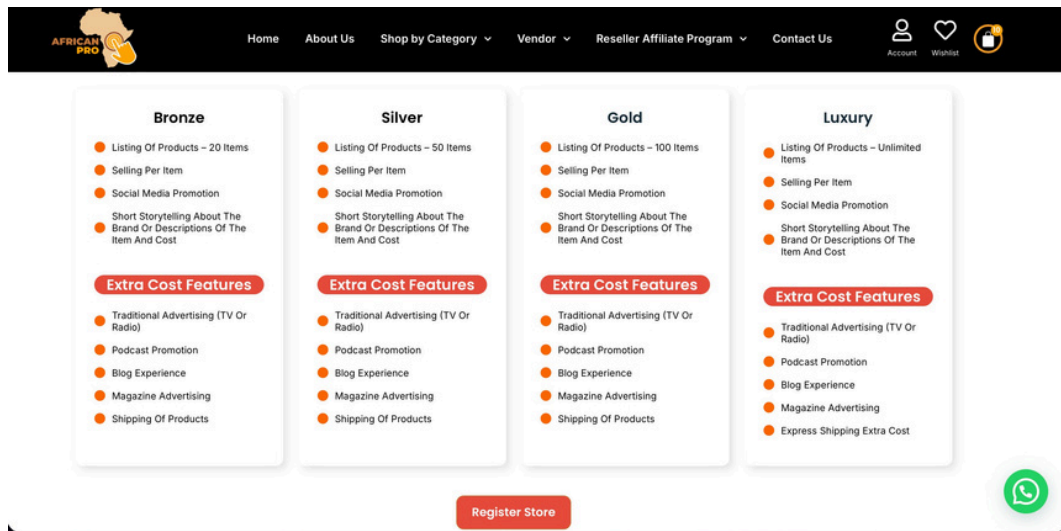


Figure 7: Subscription Packages - Extra Cost Features & Register Store Button

Extra Cost Features

All subscription packages offer optional add-on services for additional fees:

- Traditional Advertising (TV Or Radio) - Broadcast media promotion
- Podcast Promotion - Feature on relevant podcasts
- Blog Experience - Featured blog posts about your products
- Magazine Advertising - Print media exposure
- Shipping Of Products - Enhanced shipping services
- Express Shipping Extra Cost - Available on Luxury package only

Register Store Button: After selecting your desired package, click the "Register Store" button to proceed with vendor registration.

WCFM Vendor Dashboard

The WCFM (WC Frontend Manager) Dashboard is the heart of your vendor operations. This powerful interface gives you complete control over your online store, products, orders, and business analytics.

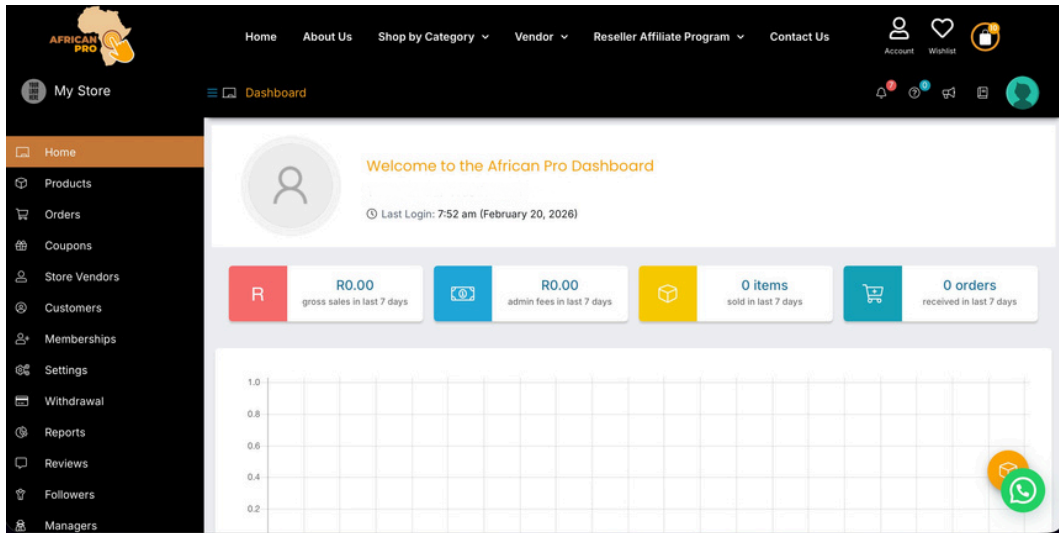


Figure 8: WCFM Vendor Dashboard - Store Management Overview

Accessing Your Dashboard

To access your vendor dashboard:

1. **Log in to your African Pro account**
2. **Go to My Account page**
3. **Click "Manage Store" from the left sidebar**
4. **You will be redirected to the WCFM Dashboard**

Dashboard Header

The top bar displays important information and quick actions:

- My Store - Your store name/logo
- Dashboard breadcrumb - Shows your current location
- Notification bell - Alerts for new orders, messages, etc.
- Help icon - Access support documentation
- Announcement icon - Platform updates and news
- User profile - Quick access to account settings

Welcome Section

The dashboard welcomes you with:

- Welcome message - "Welcome to the African Pro Dashboard"
- Vendor name - Your registered name
- Last Login timestamp - Shows when you last accessed the dashboard

Performance Metrics Cards

Four key performance indicators are displayed as color-coded cards:

Metric	Value Shown	Description
Gross Sales	R0.00	Total revenue from sales in last 7 days (red card)
Admin Fees	R0.00	Platform fees deducted from sales (blue card)
Items Sold	0 items	Number of products sold in last 7 days (yellow card)
Orders Received	0 orders	Total orders in last 7 days (teal card)

Sales Chart

Below the metrics cards, a line graph visualizes your sales performance over time. This helps you track trends and identify peak selling periods.

Left Sidebar Navigation (WCFM Menu)

The comprehensive left sidebar provides access to all store management functions:

Menu Item	Function
Home	Return to dashboard home
Products	Manage your product catalogue
Orders	Process and manage customer orders
Coupons	Create and manage discount coupons
Store Vendors	Manage vendor relationships
Customers	View customer information and history

Menu Item	Function
Memberships	Manage subscription packages
Settings	Configure store settings and preferences
Withdrawal	Request and manage earnings withdrawals
Reports	View sales and performance reports
Reviews	Manage customer product reviews
Followers	View and manage store followers
Managers	Add and manage store staff accounts

Products Management

The Products section is where you manage your entire product catalogue. WCFM provides a powerful interface for adding, editing, and organizing your products.

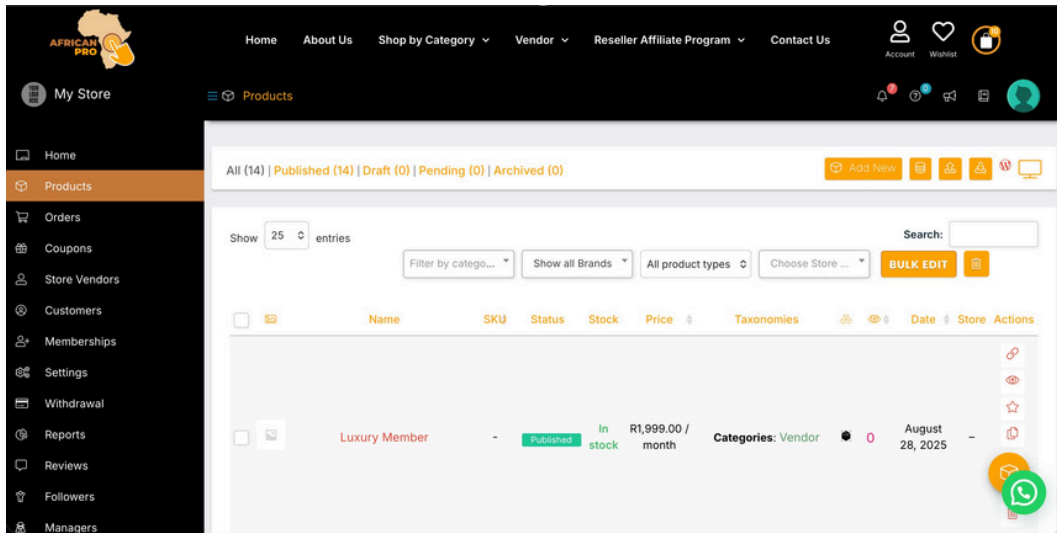


Figure 9: Products Management - Add and Manage Products in Store

Product Status Tabs

At the top of the products page, filter tabs show product counts by status:

- All (14) - Total products in your catalogue
- Published (14) - Live products visible to customers
- Draft (0) - Products still being edited
- Pending (0) - Products awaiting admin approval
- Archived (0) - Products no longer for sale

Action Buttons

The toolbar provides quick actions for product management:

- Add New - Create a new product (primary orange button)
- Import - Bulk import products from CSV
- Export - Download product data
- BULK EDIT - Edit multiple products simultaneously
- Trash - Delete selected products

Product Filters

Filter and search your products using:

- Show entries dropdown - Control how many products display per page (default: 25)
- Filter by category - Narrow down by product category
- Show all Brands - Filter by brand
- All product types - Filter by product type (simple, variable, etc.)
- Choose Store - Filter by store (for multi-store vendors)
- Search box - Find products by name or keyword

Product Table Columns

The products table displays key information for each product:

Column	Description
Checkbox	Select products for bulk actions
Image	Product thumbnail preview
Name	Product title (click to edit)
SKU	Stock Keeping Unit identifier
Status	Published, Draft, Pending, or Archived
Stock	Current inventory quantity
Price	Product price (shown in Rands)
Taxonomies	Categories and tags assigned
Views	Number of times product was viewed
Date	Last modified date
Store	Store name (for multi-store vendors)
Actions	Edit, View, Duplicate, Delete icons

Product Actions

Each product row has action icons on the right side:

- Edit (pencil icon) - Modify product details
- View (eye icon) - Preview product on storefront
- Duplicate - Create a copy of the product
- Delete - Remove the product from catalogue

WCFM Product Types: WCFM supports Simple Products, Variable Products (with variations like size/color), Grouped Products, and External/Affiliate Products.

Affiliate Program

The African Pro Reseller Affiliate Program allows users to earn commissions by promoting products and referring new customers to the platform.

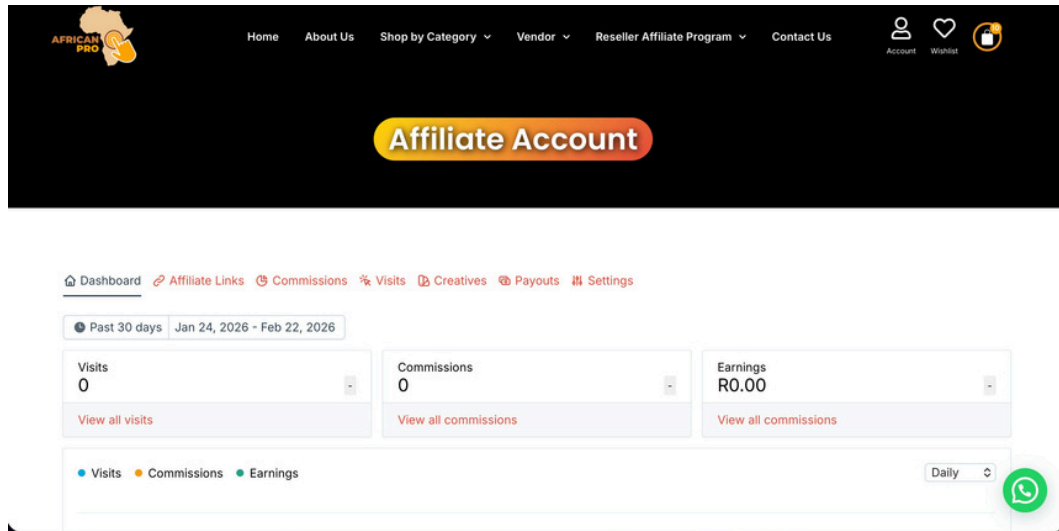


Figure 10: Affiliate Account - Resellers Dashboard

Accessing Your Affiliate Account

To access your affiliate dashboard:

4. **Log in to your African Pro account**
5. **Go to My Account page**
6. **Click "Affiliate Account" from the left sidebar**

Affiliate Dashboard Tabs

The affiliate dashboard is organized into several tabs:

- Dashboard - Overview of your affiliate performance
- Affiliate Links - Generate and manage referral links
- Commissions - View detailed commission breakdowns
- Visits - Track traffic from your referrals
- Creatives - Access banners and marketing materials
- Payouts - Manage your commission withdrawals
- Settings - Configure your affiliate preferences

Performance Overview

The main dashboard displays three key metrics:

- Visits - Number of clicks on your affiliate links
- Commissions - Number of successful referrals that earned commission
- Earnings - Total commission earned (displayed in Rands)

Date Range Filter

Use the date selector to view performance for specific periods. The default shows "Past 30 days" with date range display (e.g., Jan 24, 2026 - Feb 22, 2026).

Performance Chart

The chart at the bottom visualizes your affiliate performance over time with three data series:

- Visits (blue) - Traffic from your affiliate links
- Commissions (orange) - Successful conversions
- Earnings (green) - Revenue generated

Time Period Selector: Switch between Daily, Weekly, or Monthly views to analyze trends over different time periods.

Frequently Asked Questions

Q: How do I reset my password?

Q: How long does vendor approval take?

Q: Can I upgrade my subscription package?

Q: How do I withdraw my earnings?

Q: What are the WCFM dashboard notification icons?

Q: How do I add product variations in WCFM?

Q: What is the difference between Draft and Pending products?

Q: How do affiliate commissions work?

Q: Can I have multiple stores on African Pro?

Q: How do I contact customer support?

AFRICAN PRO

Your Gateway to African Commerce

Need Help? Contact Us:

Visit the Contact Us page or use the WhatsApp chat button

© 2026 African Pro. All rights reserved.

