



V-BouM Hub

Customer Guide

Everything shoppers and sellers need to start on V-BouM Hub

For: shoppers and sellers

Version 1.3 – October 2026 | vboum.com/help

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1. Welcome to V-BouM Hub

V-BouM Hub is an online marketplace run by Tack & Tact LLC. Shoppers buy from independent sellers in one basket, sellers run their own shop with simple tools, and a small platform team keeps everything fair and running. This guide walks shoppers and sellers through every screen they will use, step by step. It is also available at vboum.com/help, together with short video guides.

If you are a...	You will	Start at
Shopper	Browse products, order from one or several sellers, pay by card or mobile-money wallet, follow your orders.	Chapter 2
Seller	Open a shop, complete compliance onboarding, list products, manage stock, see orders and earnings, run promotions, keep a cash book.	Chapter 3

1.1 Where to sign in

Who	Address
Shoppers	vboum.com/shopper/login (or "My Account" at the top of any page)
Sellers	vboum.com/seller/login

ONE ACCOUNT TYPE PER EMAIL

Your shopper account and your seller account are separate. If you want to both buy and sell, sign up for each one (they can use the same email address and different passwords).

1.2 Plans at a glance

Every account starts on a plan. Shoppers can stay on the Free plan forever. Sellers choose a plan that matches the size of their business. You can pay monthly, every three months, or yearly (the yearly option is the cheapest per month).

Plan	Who it is for	Price (billed yearly)	What you get
Shopper – Free	Everyone who shops	\$0	Browse, order, track orders, save your details.
Shopper – Advanced	Frequent shoppers	\$52 / year about \$4.33 / month	Free shipping on orders over \$125 or monthly purchases over \$250, loyalty rewards, premium shopping perks.
Seller – Basic	Start-ups and small shops	\$99 / year about \$8.25 / month	Essential e-commerce tools, secure payment processing, basic advertising.
Seller – Pro Most popular	Growing businesses	\$292 / year about \$24.33 / month	Everything in Basic, plus stronger advertising, the Cash Book , team members with roles, and business analytics.

Plan	Who it is for	Price (billed yearly)	What you get
Seller – Tactical	Large catalogues, export focus	\$583 / year about \$48.58 / month	Everything in Pro, plus premium promotion, advanced reporting, and bulk listing from a spreadsheet (CSV import).

The pricing page displays four account tiers with their respective features and pricing:

- Shopper - Advantage Account:** Free shipping on orders over \$125 or monthly purchases exceeding \$250, earn loyalty rewards for future savings, enjoy premium shopping perks. **\$4.33** per month (\$52 billed annually).
- Seller - Basic Account:** Essential e-commerce tools to start your online sales; Secure payment processing; Basic advertising services; Perfect for startups and small businesses. **\$8.25** per month (\$99 billed annually).
- Seller - Pro Account:** All basic tier + Advanced advertising visibility; Comprehensive sales management tools, including a cashbook, multi-user with role-based access control; and Business analytics for faster growth. **\$24.33** per month (\$292 billed annually).
- Seller - Tactical Account:** Pro Tier + Premium advertising prominence, advanced analytics and reporting, strategic tools for global market expansion including bulk listing through CSV import. **\$48.58** per month (\$583 billed annually).

Each tier includes a 'Subscribe' button. The 'Yearly' billing option is selected at the top. The footer contains links for 'SHOP WITH US', 'CUSTOMER CARE', 'POLICIES', and 'CONNECT'.

The pricing page: switch between monthly, every 3 months and yearly at the top.

1.3 How payment works

- **Credit or debit card** – you pay on a secure Stripe page. V-BouM never sees or stores your card number.
- **African mobile-money wallet** – you choose the wallet country and provider, enter your wallet phone number, and approve the payment on your phone. Supported providers are listed on the payment screen (for example M-Pesa in Kenya, MTN in Uganda and Rwanda, Orange Money in Senegal, or Airtel, Orange and Vodacom M-Pesa in the DR Congo). Sign-up, plan upgrades and checkout all offer every supported country.
- An order or account is only marked paid after the payment provider confirms it. A page that says "pending" simply means we are waiting for that confirmation.

2. Shoppers

This chapter takes you from creating your account to receiving your order. Allow about five minutes for your first sign-up.

QUICK START

- Create your free account (2.1) → sign in (2.2).
- Find a product, choose size/colour, **Add to Cart** (2.3).
- Open the cart, check your address and shipping, pay by card or wallet (2.4).
- Follow the order under **Orders** (2.5).

2.1 Create your account

Go to **vboum.com/get-started**. The sign-up has three short steps. You can go back at any time.

- 1 Personal** – enter your first name, last name and email address, then **Next**.
- 2 Location** – country, city, address (line 1 is required), phone number and ZIP/postal code. This becomes your default delivery address.
- 3 Security and plan** – choose a password (or let us generate a strong one), confirm it, choose **Free** or **Advanced**, pick a billing cycle, add a promo code if you have one, accept the terms, and click **Sign Up**.

Step 1 – your name and email.

Step 2 – your location (default delivery address).

Step 3 – password, plan, billing cycle, Sign Up.

FREE OR ADVANCED?

Free needs no payment: you can sign in straight away. **Advanced** takes you to the payment screen first (card or wallet). Your account becomes active as soon as the payment is confirmed. If you close the page before paying, just sign in later and choose *Resume payment*, or switch to the Free plan.

CHOOSING A GOOD PASSWORD

- Use at least 8 characters with at least one letter and one number; longer is better (a short phrase of several words works well).
- Use the **Show** button to check what you typed, and the **Generate a secured password** option if you prefer.
- Do not reuse the password from another website.

2.2 Sign in and reset a forgotten password

- 1 Go to **vboum.com/shopper/login**, enter your email and password, click **Sign in**.
- 2 Forgot your password? Click **Forgot password?**, enter your email and click **Send reset link**.
- 3 Open the email and click the link. It works **once** and expires after **1 hour**. Choose a new password (at least 8 characters, a letter and a number) and type it again in **Confirm new password**; a checklist under the fields turns green when both match.
- 4 Did not get the email? Check your spam folder, wait a couple of minutes, then request a new link.

The image displays two side-by-side screenshots of the V-BouM Hub user interface. The left screenshot is the 'Shopper sign-in page' (Shopper Management Area). It features the V-BouM Hub logo at the top, followed by the text 'Shopper Management Area'. Below this are two input fields: 'E-mail address' and 'Password'. A teal 'Sign in' button is positioned below the password field. At the bottom of the sign-in form are three links: 'Forgot password?', 'Create new account', and 'Continue shopping'. The right screenshot is the 'Reset your shopper password' page. It also features the V-BouM Hub logo and the text 'Reset your shopper password'. It has an 'E-mail address' input field and a teal 'Send reset link' button. Below the button is a 'Back to sign in' link.

Shopper sign-in page (Shopper Management Area).

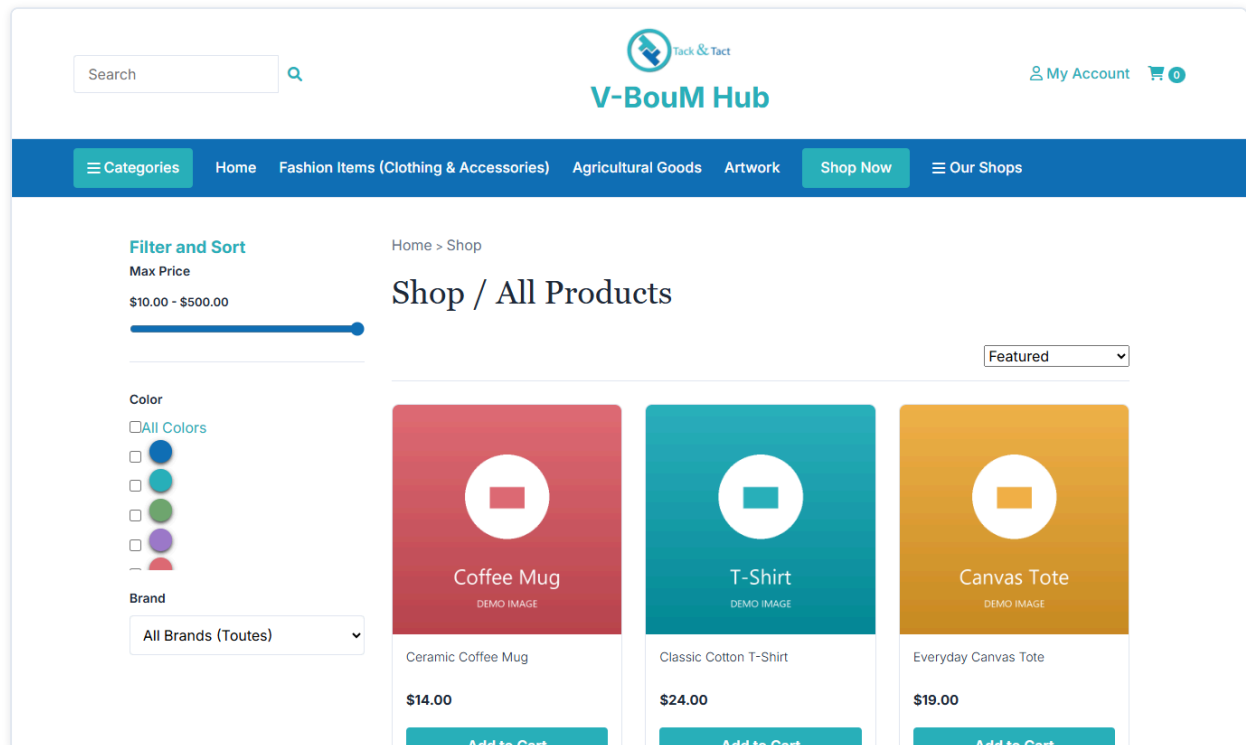
Reset request: the same message is shown whether or not the email exists, to protect your privacy.

TOO MANY ATTEMPTS

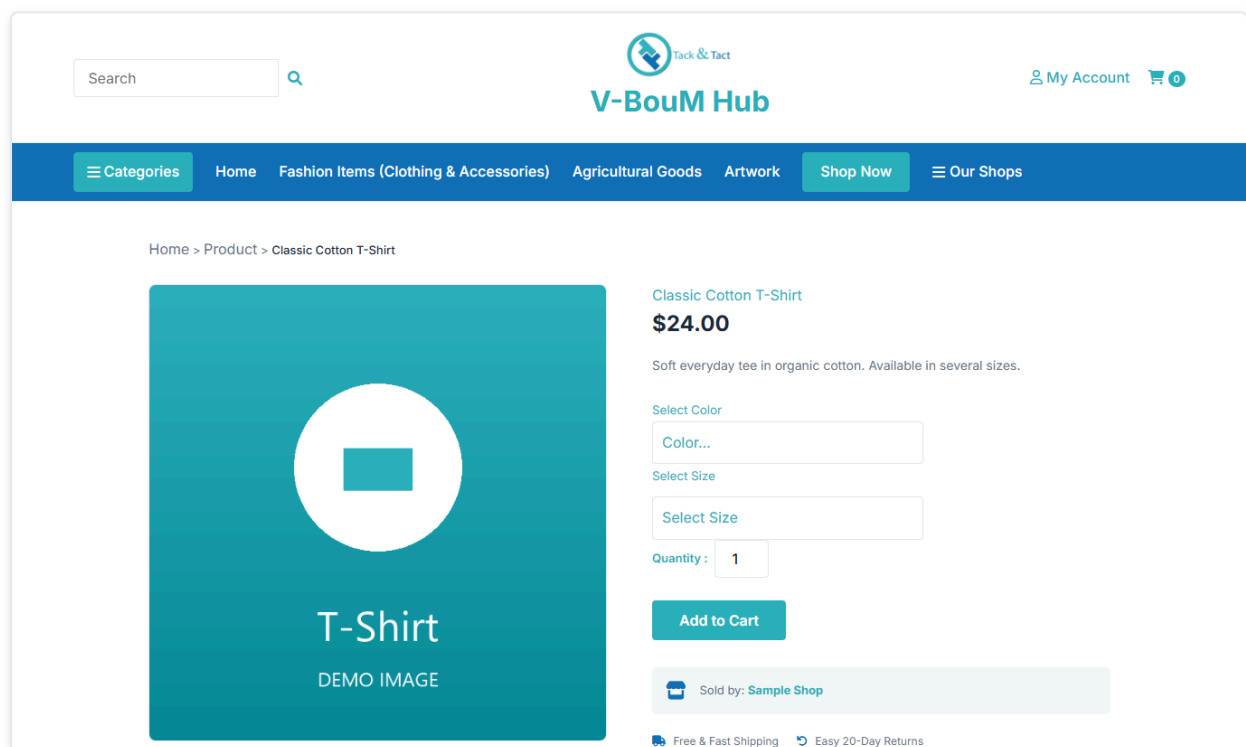
After several wrong passwords in a row, sign-in pauses for 15 minutes to protect your account. Use **Forgot password?** if you are not sure of your password.

2.3 Find and choose products

- Use the search box at the top, the **Categories** menu, or the category links in the blue bar.
- On the shop page you can narrow results with the filters on the left (price range, colour, brand).
- Click a product to see its photos, description, price, sizes and colours, and the seller's name. Each size or pack (for example a 1 kg pack or a 12 kg box) has its own price; the price shown is the one you pay at checkout.



The shop page with filters on the left and product cards on the right.



A product page: pick colour, size and quantity, then Add to Cart.

BUYING FROM SEVERAL SELLERS

You can put items from different sellers in the same cart. They share one checkout and one payment. Each seller then prepares their own items. Your invoice lists every seller separately.

2.4 Checkout: cart, delivery and payment

- 1 Open your cart (the bag icon at the top right). Check products, sizes and quantities. Each size or pack of the same product is its own line. Use **Clear Cart** to start over.
- 2 **Delivery details** – if you are signed in, your saved address is used. Guests fill in name, email, mobile number, address, country and city. Guests can tick **Create an account** to save these details.
- 3 **Shipping** – after the address is complete, the available carriers and prices appear. Choose one; the **Shipping Fees** line updates.
- 4 **Promo code** – type it in the Promo Code box. The discount is shown in the order summary.
- 5 **Payment method** – choose **Credit or debit card** or **African digital wallet** (see below).
- 6 Check **Total to be charged**, then click **Proceed to Checkout**.

Your Shopping Cart

[Go to dashboard](#)

PRODUCT	PRICE	QUANTITY	SUBTOTAL
 Classic Cotton T-Shirt Color: ● Size N/D	\$24.00 ~~\$24.00~~	1	\$24.00 ~~\$24.00~~

[← Continue Shopping](#) [Clear Cart](#)

Shipping & Billing Details

First Name:
 Last Name:

E-mail:
 Mobile No:

Address Line 1:
 State / Province:

Country:
 City:

ZIP Code:

☐ Create an account

Payment Method:

Please complete your shipping address to load available carrier rates.

Order Summary

Total Articles: \$24
 Shipping Fees: [Select address](#)

Total to be charged: \$24.00

Promo Code:

PROCEED TO CHECKOUT

The cart for a guest: delivery details on the left, order summary on the right.

Your Shopping Cart

[Go to dashboard](#)

PRODUCT	PRICE	QUANTITY	SUBTOTAL
 Classic Cotton T-Shirt Color: ● Size N/D	\$24.00 \$24.00	1	\$24.00 \$24.00

[← Continue Shopping](#)
[Clear Cart](#)

Shipping Information (Saved Account) | Account level: Free

Name: Amara Demo
Phone: 5550100
Location: Fredericksburg (United States) - 22401

E-mail: shopper.demo@example.com
Address: 100 Sample Street,
Total since the beginning of the month : \$64.40

Payment Method
 Credit or debit card

Order Summary

Total Articles: \$24
 Shipping Fees: [Select address](#)

Total to be charged: \$24.00

Promo Code
 Promo code

[PROCEED TO CHECKOUT](#)

The cart when you are signed in: your saved address and account level are shown.

Paying by card

- You are taken to a secure Stripe page. Enter your card details and confirm.
- If your bank asks for extra verification (a code or app approval), complete it – this is normal.
- When you return to V-BouM, the page shows your order status. It becomes **Paid** as soon as Stripe confirms it, usually within seconds.

Paying with a mobile-money wallet

- Choose **African digital wallet**. Pick the **wallet country** (this can differ from the country where you live) and your **wallet provider**.
- Enter your wallet phone number with the country code (for example +243... for DR Congo or +254... for Kenya). A number starting with 0 is accepted and converted for you.
- Click **Proceed to Checkout**. A payment prompt arrives on your phone: enter your wallet PIN to approve it.
- Keep the V-BouM page open. It shows **Pending** until your provider confirms, then changes to **Paid**.

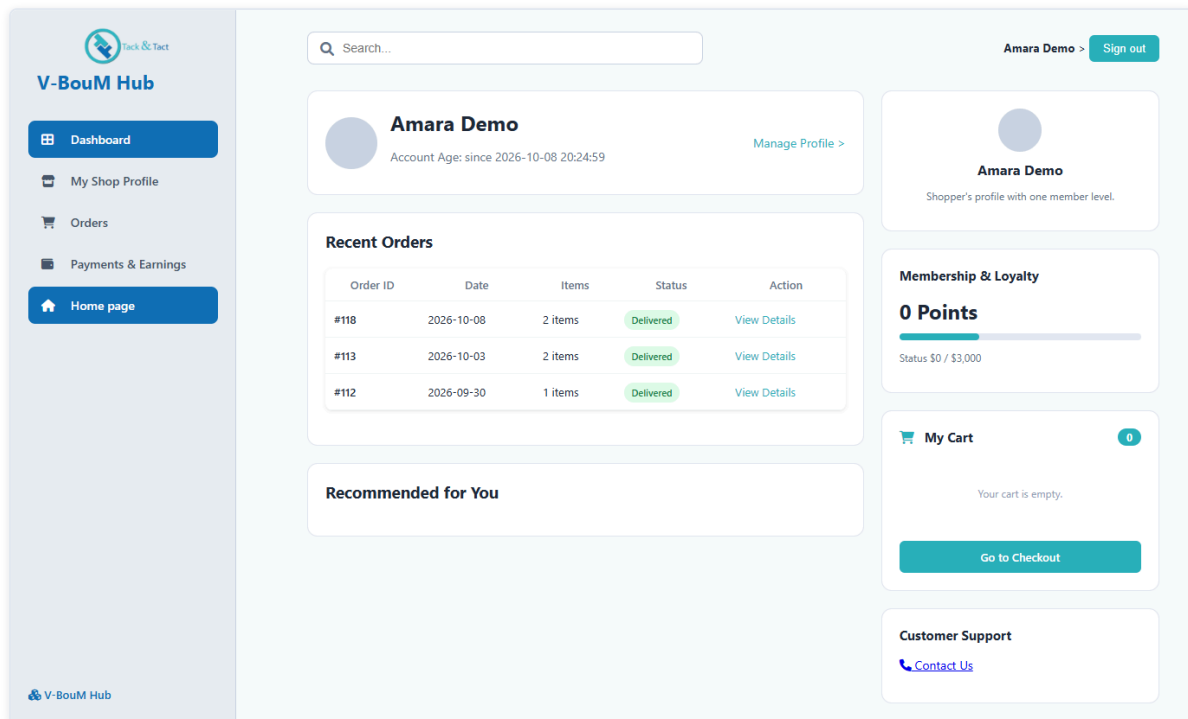
WALLET PAYMENT TIPS

- The amount is converted from US dollars into your wallet currency; the exact amount is shown before you approve.
- No prompt? Check that your phone has network, the number and provider match, and your wallet has enough balance, then try again from the cart.
- If money leaves your wallet but the order is still pending after about 30 minutes, email support@vboum.com with your order number and the wallet transaction reference.

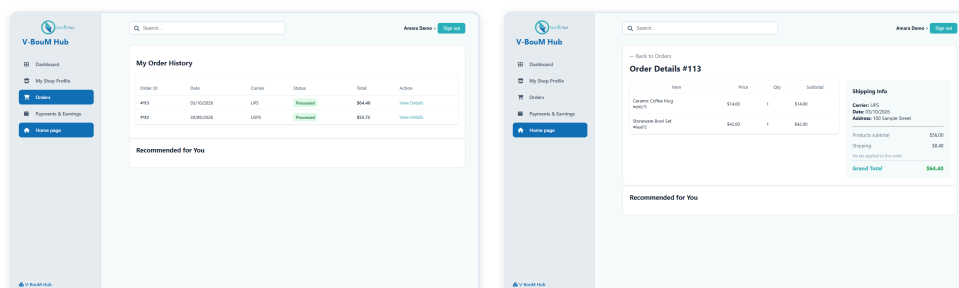
2.5 After you order

- Dashboard** – your latest orders, loyalty progress and cart at a glance.

- **Orders** – every order with its date, carrier, status and total. Click **View Details** for the items and shipping information.
- **Payments & Earnings** – for shoppers this shows *Payments & Spending*: your total spent, each order payment, subscription payments and saved payment methods.



Your dashboard: recent orders, loyalty points, your cart and a link to customer support.



My Order History.

Order details: items, quantities, shipping carrier, address and totals.

Order status	What it means
Pending / Unpaid	We are waiting for your payment. If you paid by wallet, approve the prompt on your phone.
Paid / Processed	Payment confirmed. The seller is preparing your order and the carrier is assigned.
Shipped / Delivered	On its way, or arrived.
Failed / Cancelled	The payment did not go through. Nothing was charged. Start again from your cart.

2.6 Your profile, plan and saved details

- 1 Open **My Shop Profile** in the left menu (for shoppers this is your personal profile).
- 2 Update your name, email, city, ZIP, address or password and click **Save All Changes**.

- 3 The **Your Subscription Plan** panel shows your current plan and lets you upgrade to **Advanced**: choose Monthly, Every 3 months or Yearly, then **Upgrade Now**.

Profile, account settings and the plan panel.

RENEWALS

Plans paid by card renew automatically with the card you saved at checkout. Plans paid by wallet need your approval each time: we email you 3 days before the renewal date and again on the due date with a link to renew. If you do not renew within 60 days of the expiry date, your account returns to the Free plan (nothing is deleted).

DELETING YOUR ACCOUNT

The **Danger Zone** on the profile page lets you delete your account. This cannot be undone. Download or note down anything you need first.

2.7 Shopper help

Problem	What to do
I cannot sign in	Check the email address, use Forgot password? , and make sure you are on the shopper sign-in page (sellers use a different one). After several wrong tries, wait 15 minutes.
It asks me to pay for the Free plan	You should not need to pay for Free. Click Use the Free plan instead , or contact support.
My card was declined	Check the card details and available funds, try another card, or pay with a wallet.

Problem	What to do
No wallet prompt on my phone	Check the provider and number, your network and balance, then retry from the cart.
Wrong delivery address	Update it in your profile before you check out. For an order already placed, email support quickly with the order number.
A product says "not available yet"	The seller is still completing V-BouM's compliance onboarding. Try again later or choose a similar product.
Returns and refunds	See the Return Policy link in the website footer, or email support.

3. Sellers

Your seller account gives you a shop on V-BouM Hub, a dashboard to manage it, and secure payments. This chapter covers sign-up, the compliance onboarding that follows it, adding products, handling orders and getting paid.

QUICK START

- Choose a plan and register (3.1).
- Complete the compliance onboarding (KYC) with the V-BouM Compliance team (3.2).
- Complete your **My Shop Profile** (3.4).
- Add your first products with clear photos and correct stock (3.5–3.7).
- Watch **Orders** and **Payments & Earnings** (3.8, 3.9).

3.1 Register your shop

Go to **vboum.com/signup** (or click *Subscribe* on a seller plan on the pricing page).

- 1 Personal** – name, last name and email.
- 2 Shop ID** – shop name, tax ID, address, phone and country.
- 3 Security** – choose a password (at least 8 characters, with a letter and a number).
- 4 Plan and payment** – choose Basic, Pro or Tactical and a billing cycle, add a coupon code if you have one, then pay by card or mobile-money wallet.

The screenshot shows the 'Personal' step of the V-BouM Hub Seller Sign-Up process. The header includes the Tack & Tact logo and 'V-BouM Hub Seller Sign-Up'. A link 'Already have an account? Sign in' is present. Below the header are four tabs: 'Personal' (selected), 'Shop ID', 'Security', and 'Plan'. The form fields are: 'Name *' (text input), 'Last Name *' (text input), and 'E-mail *' (text input). A teal 'Next' button is at the bottom.

Step 1 – your name and email.

The screenshot shows the 'Shop ID' step of the V-BouM Hub Seller Sign-Up process. The header is the same as Step 1. The tabs are 'Personal', 'Shop ID' (selected), 'Security', and 'Plan'. The form fields are: 'Shop Name *' (text input), 'Tax ID' (text input), 'Address *' (text input), 'Phone *' (text input), and 'Country *' (text input). At the bottom are 'Back' and 'Next' buttons.

Step 2 – Shop ID: shop name, tax ID, address, phone, country.

The screenshot shows the 'Security' step of the V-BouM Hub Seller Sign-Up process. The header is the same. The tabs are 'Personal', 'Shop ID', 'Security' (selected), and 'Plan'. The form fields are: 'Generate Secure Password' (checkbox), 'Password *' (text input with a 'Show' button), and 'Confirm Password *' (text input). At the bottom are 'Back' and 'Next' buttons.

Steps 3–4 – password, plan and payment.

YOUR ACCOUNT OPENS AFTER PAYMENT

Seller accounts open once the payment is confirmed. If you signed up but did not finish paying, sign in at **vboum.com/seller/login**: you will be taken back to the payment step. If the platform team has switched your shop off (for example for a policy issue), signing in also stops at that screen. Email **support@vboum.com** if you think this is a mistake.

3.2 Next step: compliance onboarding (KYC)

New Once your seller account is fully opened, a separate and **mandatory onboarding step** follows so that V-BouM can carry out its regulatory due diligence (KYC – "Know Your Customer"). Until it is finished, **your shop is on hold**.

- 1 The **V-BouM Compliance team** starts the onboarding and contacts you at the email address of your account.
- 2 They share a **Service Agreement through Adobe Sign**. Read it and sign it electronically.
- 3 Through that process the team collects and verifies your **business or individual tax ID** and your **payout details** (where your earnings are paid), and aligns with you on the **referral charges**.
- 4 When everything is complete, the team lifts the hold. Your products become visible to shoppers and can be bought.

The screenshot shows the V-BouM Seller Dashboard. On the left is a sidebar with the 'Sample Shop' logo and a menu including Dashboard, My Shop Profile, Product Catalog, Inventory Management, Import Product, Orders, Payments & Earnings, Cash Book, and Promote Product. The main content area features a search bar, a 'Sign out' button, and a prominent yellow notice: 'Your shop is on hold until compliance onboarding (KYC) is complete'. Below this, a 'Sales Overview' section displays four key metrics: Total Sales (\$53.72), Your Share (\$48.64), Completed Orders (3), and Units Sold (4). An 'Order Summaries' table lists recent orders with columns for Order ID, Customer, Date, Total Amount, and Status. To the right, there's an 'Inventory Management' section showing 'Stock optimal' and a 'Sales Performance (30 Days)' line graph.

Order ID	Customer	Date	Total Amount	Status
115	Priya Example	10/05/2026	\$61.25	Delivered
114	Jordan Sample	10/04/2026	\$64.10	Delivered
112	Amara Demo	09/30/2026	\$53.72	Delivered

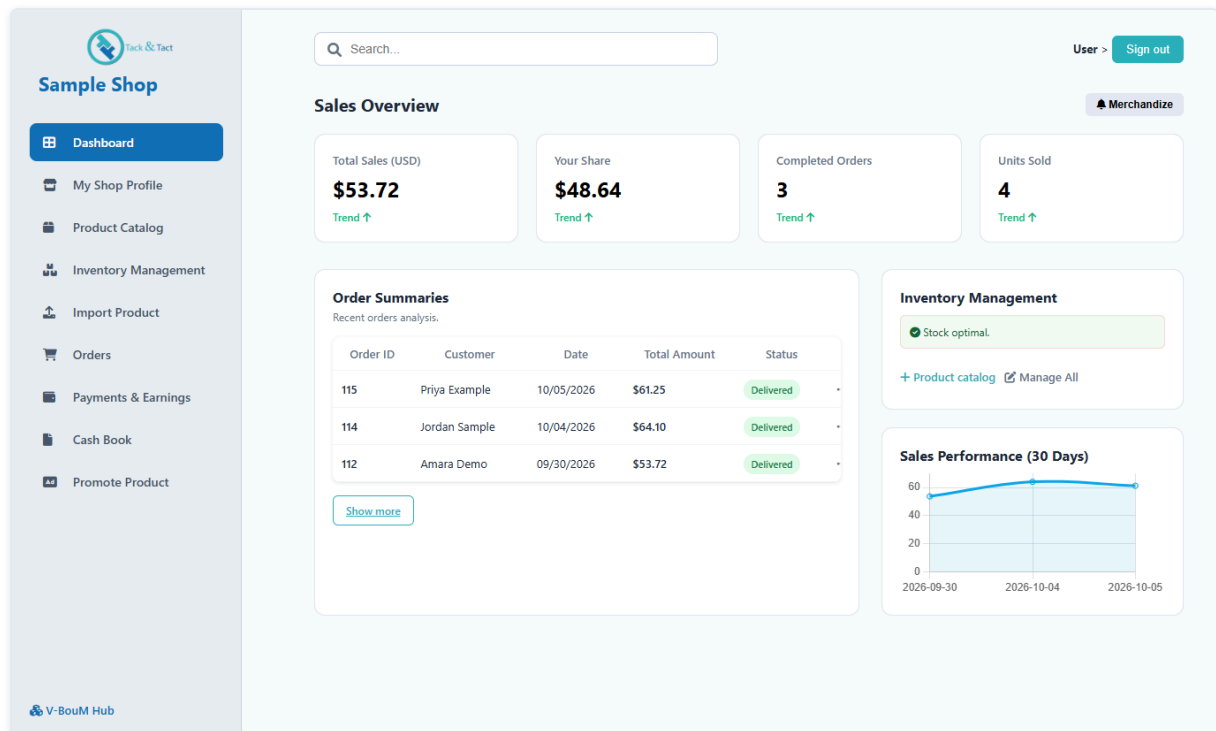
While the onboarding is open, the dashboard shows this notice.

WHAT "ON HOLD" MEANS

- You **can** sign in, complete your shop profile, add products and set stock, so you are ready on day one.
- Shoppers **cannot** see or buy your products yet; they do not appear in the shop or in search.
- Questions about the onboarding: **compliance@vboum.com**.

3.3 Sign in and read your dashboard

Forgot your password? Use **Forgot password?** on the sign-in page. The reset email link works once and expires after 1 hour.



Seller dashboard: sales, your share, completed orders, units sold, recent orders and a 30-day chart.

Tile	Meaning
Total Sales (USD)	Value of paid orders that include your products.
Your Share	What belongs to you after the V-BouM referral fee.
Completed Orders / Units Sold	How many orders and items you have sold.
Inventory Management	A reminder when stock is low or out.

3.4 Shop profile and team

- 1 Open **My Shop Profile**.
- 2 Under **Shop Information** set your shop name, tax ID and type of commerce.
- 3 Under **Owner Details** keep the manager name, email and phone up to date – order notifications and shipping labels go here.
- 4 On the Pro and Tactical plans, use **Team Members Management** to add colleagues with their own username, email, password and role. A team member switched to inactive can no longer sign in.

The screenshot displays the 'My Shop Profile' interface. On the left is a sidebar with navigation links: Dashboard, My Shop Profile (active), Product Catalog, Inventory Management, Orders, Payments & Earnings, Cash Book, and Promote Product. The main content area is titled 'My Shop Profile' and includes a search bar and a 'Sign out' button. Below the title is the 'Your Subscription Plan' section, showing three plans: Basic (\$99.00/mo), Pro (\$292.00/mo, marked 'Current' and 'Active Plan'), and Tactical (\$583.00/mo). Below this are two columns: 'Shop Information' with fields for Shop Name (Sample Shop), Tax ID (00-0000000), and Type of Commerce (dropdown); and 'Owner Details' with fields for Manager Name (Maya Okafor), Email Address (seller.demo@example.com), and Phone Number (5550111). A 'Save Changes' button is at the bottom right of this section. The bottom part of the page shows 'Team Members Management' with a table header (Username, Email, Role, Actions) and an 'Add New Member' form with fields for Username, Email Address, Password, and Role (dropdown set to 'Admin/Platform Manager'), followed by a 'Create Agent Account' button.

My Shop Profile: your plan, shop information, owner details and team members.

3.5 Add and edit products

- 1 Open **Product Catalog** and click **Add Product**.
- 2 Fill **Product Name**, **Base Price (\$)** and **Category** (required). Add a clear **Description**.
- 3 Fill the default details: brand, weight and unit (kg, oz, lb or st), condition (New, Refurbished, 2nd Hand) and location.
- 4 Enter the **box size** (length, width, height, in inches) and weight: these are used to calculate shipping prices, so be accurate.
- 5 Upload images (see the rules below) and set the total stock if the product has no variants.
- 6 Use **Add Variant** for each size, pack or colour: SKU, **UPC / EAN (GTIN)**, quantity, price, size, unit, colour, **its own box size** and expiry date if relevant. Example: chopped cassava leaves sold as a 1 kg pack and as a 12 kg box are two variants, each with its price, stock and box size.
- 7 Click **Save Product**. Use the pencil icon to edit later, or the bin icon to remove a product.

Box Size:
L x W x H

Product Images (used when no variant images are set)
 No file chosen
 ● Max 8 MB per file · Min 400×400 px recommended · Square or near-square ratio best · JPEG, PNG, WebP, GIF

SKU	UPC / EAN (GTIN)	QTY	PRICE (\$)	SIZE	UNIT	COLOR	EXP DATE
	12-digit UPC or 13-digit EAN	0			Select Unit...		mm/dd/yyyy

BOX SIZE L x W x H
L x W x H

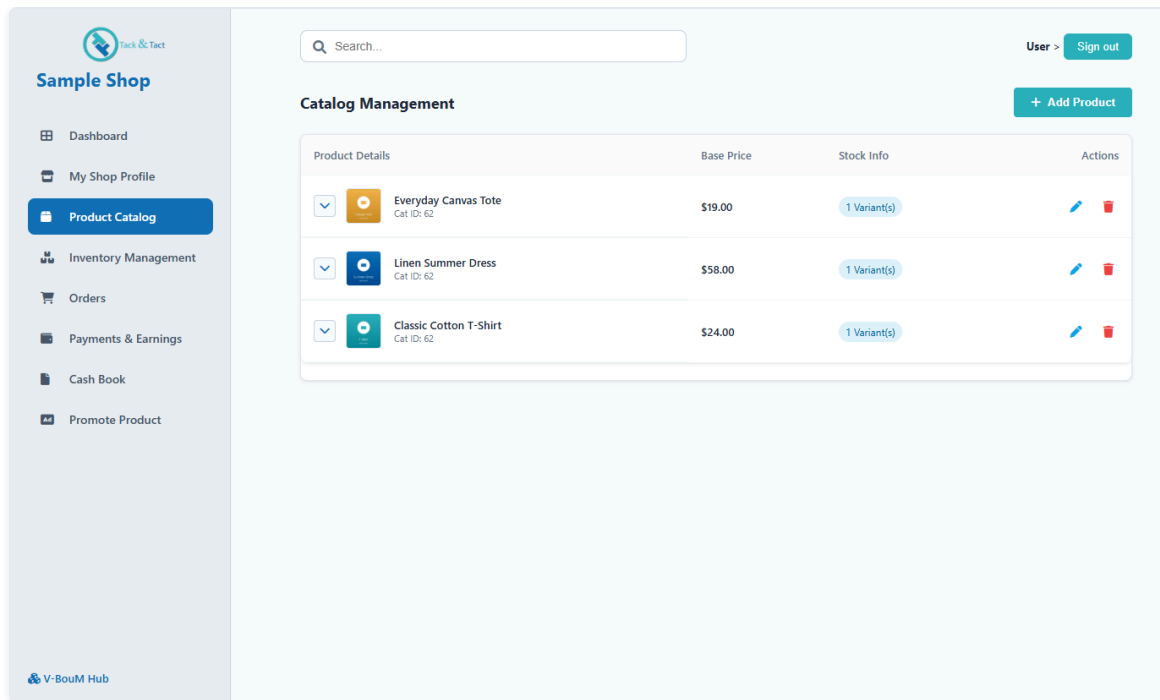
IMAGES
 ● Max 8 MB · Min 400×400 px · Square ratio best
 No file chosen

[+ Add Variant](#)

Add Product: a variant with SKU, UPC / EAN (GTIN), quantity, price, size, unit, colour, box size and expiry date.

UPC, EAN AND GTIN – WHICH CODE DO I ENTER?

- A **UPC** (Universal Product Code) is a **12-digit** product identification code at global level, used by **US-based manufacturers**. It is issued by the US organisation in charge of GTINs (GS1 US, a not-for-profit standards body).
- The European/global equivalent is the **EAN** (European Article Number), with **13 digits**.
- Both are **GTINs** (Global Trade Item Numbers). Enter the code printed under the barcode of the item. The last digit is a check digit: the form refuses a code with a wrong check digit.
- Leave the field empty if the item has no barcode (for example a hand-made or farm product). Your own stock code goes in **SKU**.



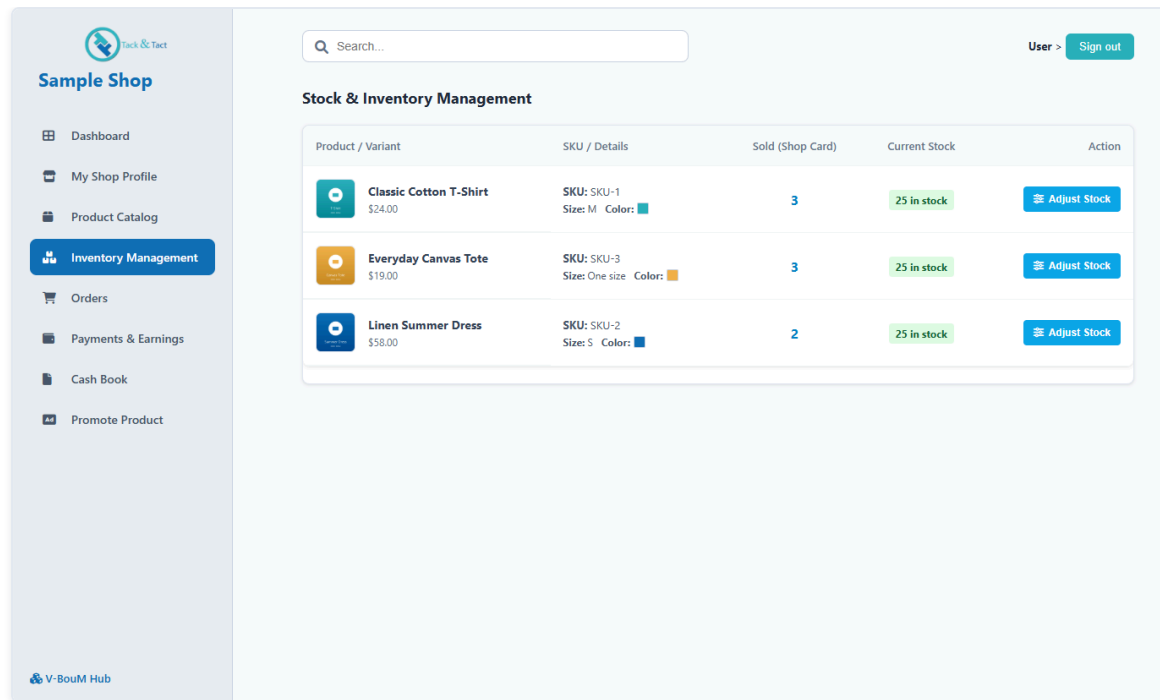
Catalog Management: each product with its price, stock info and edit/delete actions.

PHOTO RULES

- Formats: JPEG, PNG, GIF or WebP. Maximum 8 MB per file.
- At least 400 × 400 pixels; square pictures look best. Very long or very wide pictures (more than 2:1) are rejected.
- Use a plain, bright background and show the real item. Do not put phone numbers or other shops' logos in photos.
- Files that are not real images are rejected for everyone's safety.

3.6 Keep stock accurate

- 1 Open **Inventory Management**.
- 2 Find the product or variant and click **Adjust Stock**.
- 3 Choose **Add to stock (+)** or **Remove from stock (-)**, enter the quantity and confirm.



Stock and Price: units sold and current stock for every product/variant.

WHY STOCK MATTERS

Customers see what is in stock. Selling something you do not have leads to cancellations and unhappy shoppers. Update stock the same day you receive or sell goods outside the platform.

3.7 Bulk upload with CSV (Tactical)

The Tactical plan can add many products at once from a CSV spreadsheet (**Import Product** in the menu). The columns follow the Add Product form, and the import checks the whole file before saving anything.

- 1 Open **Import Product** and click **Download the CSV template**, or download it directly from vboum.com/api/product_import_template.php (also on vboum.com/help). It contains the headings and three example rows (delete the examples before importing).
- 2 Fill **one row per variant**. Rows that repeat the same **Product Name**, one after the other, become one product with several variants (for example the 1 kg pack and the 12 kg box). Product-level columns (category, description, brand, condition, location, weight) only need to be filled on the first row of a product.
- 3 Save as **CSV** (comma or semicolon separated; in Excel: *File > Save As > CSV UTF-8*). Format the UPC / EAN column as **Text** first so Excel does not round long codes.
- 4 Choose the file and click **Check file**. Problems are listed with their row number; nothing is saved.
- 5 When the check says the file is valid, click **Import**. If any row still has a problem, **nothing** is imported, so you never end up with half a file.

#	Column heading (template)	Notes
1	Product Name *	Required. Same name on consecutive rows = variants of one product.

#	Column heading (template)	Notes
2	Category *	Required. Exactly one of the platform categories (for example Agricultural Goods, Artwork, Electronic Devices).
3	Base Price (USD) *	Required, greater than 0.
4–7	Description · Brand / Manufacturer · Condition · Location	Condition: New, Refurbished or 2nd Hand (New if empty).
8–9	Weight · Weight Unit	Unit: kg, oz, lb or st.
10–12	Box Length · Box Width · Box Height (in)	All three or none; used for shipping prices.
13	Image Links	https:// links or names of files already uploaded, separated with ;
14–15	Variant SKU · Variant UPC / EAN (GTIN)	SKU must be unique in the file. UPC 12 digits or EAN 13 digits, with a correct check digit.
16–18	Variant Size · Variant Size Unit · Variant Color	Size Unit: Alphabetic, Numeric or US/UK/EU.
19–21	Variant Price (USD) · Variant Stock Qty · Variant Expiry Date	Price empty = base price. Stock: whole number. Date: 2027-03-31.

Sample Shop

Dashboard
My Shop Profile
Product Catalog
Inventory Management
Import Product
Orders
Payments & Earnings
Cash Book
Promote Product

Search...

User > Sign out

⚠ Nothing was imported. Please correct 8 problem(s) and upload the file again:

- Row 2: Category "No Such Category" does not exist. Use one of: Agricultural Goods, Artwork, Electronic Devices, Fashion items (Clothing & Accessories), Grocery (Food & Non-Food), Supply Goods.
- Row 2: Base Price (USD) must be a number greater than 0 (got "abc").
- Row 2: give all three box dimensions (length, width and height) or none.
- Row 2: UPC / EAN "123456789013" is not valid. Use the 12-digit UPC (USA) or the 13-digit EAN (Europe/global), with its check digit.
- Row 2: Variant Stock Qty must be a whole number (got "1.5").
- Row 2: Variant Expiry Date must look like 2027-03-31 (got "31/03/2027").
- Row 3: Product Name is empty.
- Row 4: Weight Unit must be kg, oz, lb or st (got "grams").

Import products from a CSV file

1. [Download the CSV template](#) and fill one row per variant. Rows that repeat the same Product Name, one after the other, become one product with several variants.
2. Save it as CSV (comma or semicolon separated) and choose it below.
3. Click **Check file** to see any problems without saving, then **Import**. If any row has a problem, nothing is imported.

Choose File No file chosen

Check file Import

► Columns in the template (same order as the Add Product form)

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Check file lists every problem with its row number; nothing is imported until the file is clean.

OLDER SPREADSHEETS

Files that use the previous headings (MANUFACTURER, Product Name, DESCRIPTION, CATEGORY, WEIGHT, Pack Size, Per Case, Inventory, IMAGE LINK NAME, Price, UPC, SKU) are still understood: columns are matched by their heading, not their position. **Inventory** becomes the stock and **Pack Size** the variant size. Unknown columns (such as Per Case) are listed and ignored.

3.8 Orders

The **Orders** page lists every order that includes your products. Use **All Statuses** to filter (Unpaid, Incomplete, Processing), the search box for an order number or customer name, and **Print / PDF / Excel** to export.

Customer Orders

Shipping labels: when the shopper selected a carrier and paid the shipping fees, the V-BouM team shares the shipping label for that order with you. Print it, stick it on the parcel and hand the parcel to the carrier shown. Ship only orders marked **Processing**. Label not received yet? Email support@vboum.com with the order number.

Search by Order ID or Customer: All Statuses 10 lines per page Filter

Order ID	Customer	Carrier	Date	Total	Status
#118	Amara Demo	Awaiting payment	08 Oct 2026	\$0.00	Unpaid
#116	Jordan Sample	Awaiting payment	07 Oct 2026	\$0.00	Unpaid
#115	Priya Example	FedEx	05 Oct 2026	\$61.25	Processing
#114	Jordan Sample	USPS	04 Oct 2026	\$64.10	Processing
#112	Amara Demo	USPS	30 Sep 2026	\$53.72	Processing

Showing 5 of 5 orders

Customer Orders for your shop, with the shipping-label reminder at the top.

Status	What you should do
Unpaid	Do not ship. The customer has not paid yet.
Incomplete	Paid, but the carrier is not set yet. Check back shortly.
Processing	Paid and ready: pack the items, stick on the shipping label shared by the V-BouM team, and hand the parcel to the carrier shown.

SHIPPING LABELS

New When the shopper properly selected a carrier at checkout and paid the shipping fees, the **V-BouM team shares the shipping label** for that order with you. Print it, stick it on the parcel and hand the parcel to the carrier shown on the order. Ship only orders marked **Processing**. Label not received yet? Email support@vboum.com with the order number.

3.9 Payments and earnings

- Completed revenue (your share), pending payments and total refunded are shown at the top.
- For each order you see the customer, your shop total, and the payment status and method.
- Refund** opens a form: enter the refund amount and choose whether to put the items back into stock. Refund only after you have agreed it with the customer.
- The bottom table shows your own subscription payments (plan, billing period, method, amount).

Payments & Refunds

COMPLETED REVENUE (YOUR SHARE) **\$162.83**

PENDING PAYMENTS **\$115.00**

TOTAL REFUNDED **-\$0.00**

Order ID & Date	Customer	Your Shop Total	Status & Method	Actions
#CMD-118 08 Oct 2026, 00:24	Amara Demo	\$58.00	PENDING CARD	Status Refund
#CMD-116 07 Oct 2026, 00:24	Jordan Sample	\$57.00	PENDING CARD	Status Refund
#CMD-115 05 Oct 2026, 00:24	Priya Example	\$61.25	PAID CARD	Status Refund
#CMD-114 04 Oct 2026, 00:24	Jordan Sample	\$64.10	PAID CARD	Status Refund
#CMD-112 30 Sep 2026, 00:24	Amara Demo	\$53.72	PAID CARD	Status Refund

Subscription History

No subscription payments yet. [View plans](#)

Payments & Refunds: your revenue, pending payments and refunds, plus each order's payment status.

3.10 Cash book (Pro and Tactical)

The **Cash Book** records money coming in and going out of your shop. Platform sales are added automatically and the V-BouM referral fee is subtracted. You can add your own entries (for example a supplier invoice or a cash sale).

- 1 Choose **IN** or **OUT**, write a description, set the date and amount, and click **Add**.
- 2 Use the filters in the header row to find entries, and **Print / PDF / Excel** to share with your accountant.

Financial Transactions

Type: **IN** Description: Date: 10/09/2026 Amount: **Add**

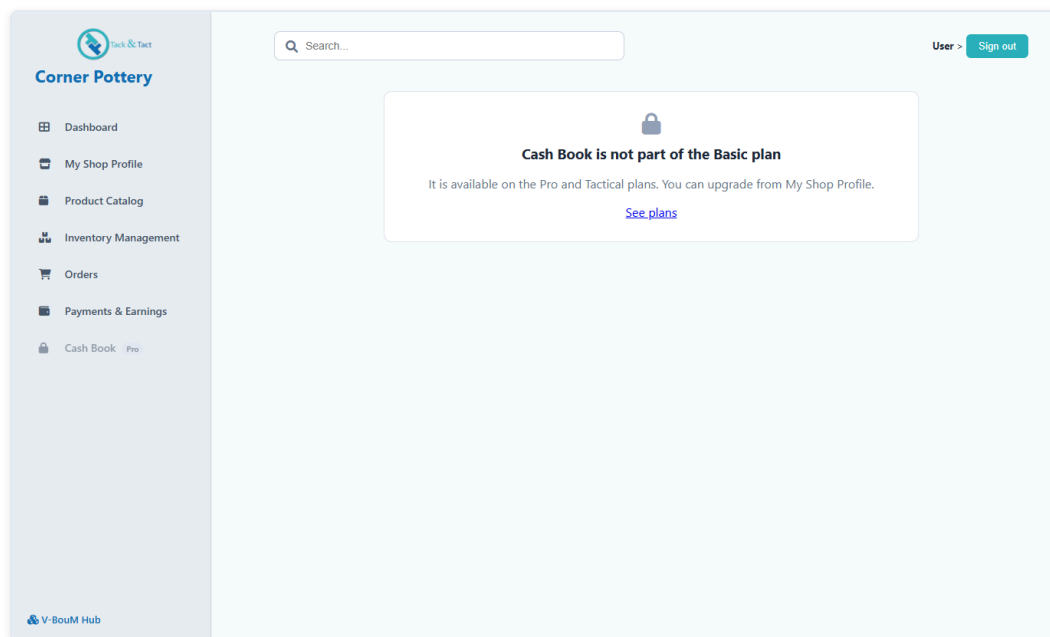
Print PDF Excel

Date	Description	Type	Amount	Actions
05 Oct 2026	Sale #CMD-115	SALE	+\$61.25	
04 Oct 2026	Sale #CMD-114	SALE	+\$64.10	
30 Sep 2026	Sale #CMD-112	SALE	+\$53.72	
V-BouM Referral Fees :			-\$16.84	
Final Balance :			\$162.23	

Financial Transactions: sales, referral fees and your own entries with the final balance.

BASIC PLAN: CASH BOOK INACTIVE

New The Cash Book is part of the Pro and Tactical plans. On the **Basic** plan it is shown greyed out with a lock and cannot be opened; upgrade from **My Shop Profile** to use it. The same applies to **Promote Product** (Pro and Tactical) and **Import Product** (Tactical).



A Basic shop: Cash Book is locked in the menu and explains which plans include it.

3.11 Promote a product

- 1 Open **Promote Product**.
- 2 Enter an **Offer Title** and the **Promotion Price (\$)**, choose the product, add a short description and a cover image.
- 3 Click **Publish Offer**. Your offers and their status are listed underneath.

Sample Shop

Tack & Tact

Search...

User > Sign out

My Promotions

Offer Title

Promotion Price (\$)

Select Product to Promote

-- Choose a product --

Description

Cover Image

Choose File No file chosen

Publish Offer

VISUAL	OFFER	PRICE	STATUS	ACTION
--------	-------	-------	--------	--------

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My Promotions: create an offer and see all published offers.

3.12 Change plan, billing and renewal

- Open **My Shop Profile** and use the plan panel to upgrade (Basic → Pro → Tactical) and choose a billing cycle.
- Card plans renew automatically with your saved card. Wallet plans need your approval: we email you 3 days before and on the due date.
- If a plan expires and is not renewed within 60 days, the shop moves back to the Basic level and plan-only tools (cash book, team members, bulk import, extra promotion) stop being available. Your products stay. Contact support to restore your plan.

SELLER GOOD-PRACTICE CHECKLIST

- Accurate titles, clear photos, honest descriptions.
- Correct weights and box sizes (per variant) so shipping prices are right.
- Correct UPC / EAN codes, or none.
- Stock updated daily; answer customers within one business day.
- Keep your owner email and phone current.

4. Getting help

For	Contact
Orders, payments, accounts	support@vboum.com
Complaints, compliance, seller onboarding (KYC) and policy concerns	compliance@vboum.com
Website	vboum.com (Contact page in the footer)
Company	Tack & Tact LLC, 904 Princess Anne St, Ste 303b, Fredericksburg, VA 22401, U.S.A. – www.tacktact.com

WHEN YOU WRITE TO US

- Include your account email and, if it is about an order, the order number (for example #118).
- For payments include the date, amount and the wallet or card transaction reference.
- Never send your password or full card number.

Glossary

Term	Meaning
Cart	The items you plan to buy, from one or several sellers.
Variant	A version of a product, such as a size, pack or colour, with its own stock, price and box size.
SKU	Stock Keeping Unit: your own code for a product version in your stock records.
UPC	Universal Product Code: a 12-digit product identification code at global level, used by US-based manufacturers and issued by GS1 US, the not-for-profit organisation in charge of GTINs in the USA.
EAN	European Article Number: the European/global equivalent of the UPC, with 13 digits.
GTIN	Global Trade Item Number: the family of barcode numbers that includes UPC (12 digits) and EAN (13 digits).
KYC	Know Your Customer: the compliance onboarding a new seller completes with the V-BouM Compliance team (Service Agreement, tax ID, payout details, referral charges).
Carrier	The shipping company that delivers the parcel.
Shipping label	The carrier label shared by the V-BouM team for a paid order; the seller sticks it on the parcel.
Wallet (mobile money)	A phone-based account such as MTN MoMo or Orange Money, used to pay by approving a prompt.
Pending	We are waiting for the payment provider to confirm.
Referral fee	The share V-BouM keeps from a sale; shown in the seller cash book.

Term	Meaning
Cash book	A simple ledger of money in and out (Pro and Tactical plans).

Video guides and downloads

Short videos show the most common tasks step by step. Watch them, and download this guide and the product import template, at vboum.com/help. English captions are built in: turn them on with the CC / subtitles button of the player.

Video	For	Covers
Create your shopper account	Shoppers	Sign-up, plan choice, sign in, password reset (2.1–2.2)
Your first order	Shoppers	Find a product, cart, shipping, pay by card or wallet (2.3–2.4)
Open your shop	Sellers	Registration, compliance onboarding (KYC), dashboard, profile, first product (3.1–3.5)

PRODUCT IMPORT TEMPLATE (TACTICAL PLAN)

Download the CSV template here: vboum.com/api/product_import_template.php (also on vboum.com/help and on the Import Product page). See 3.7 for how to fill it.