7/8/2023

# User Guide

**ACN:** 162 444 957

**Business Address:** Brands Registry PTY LTD, 106 - 108 Horne Street Sunbury VIC 3429
**Postal Address:** Brands Registry PTY LTD, PO Box 630 Sunbury VIC 3429.

PetsLiveStock - Admin

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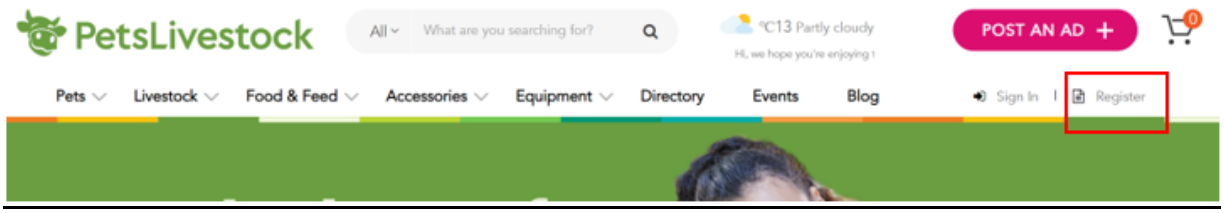
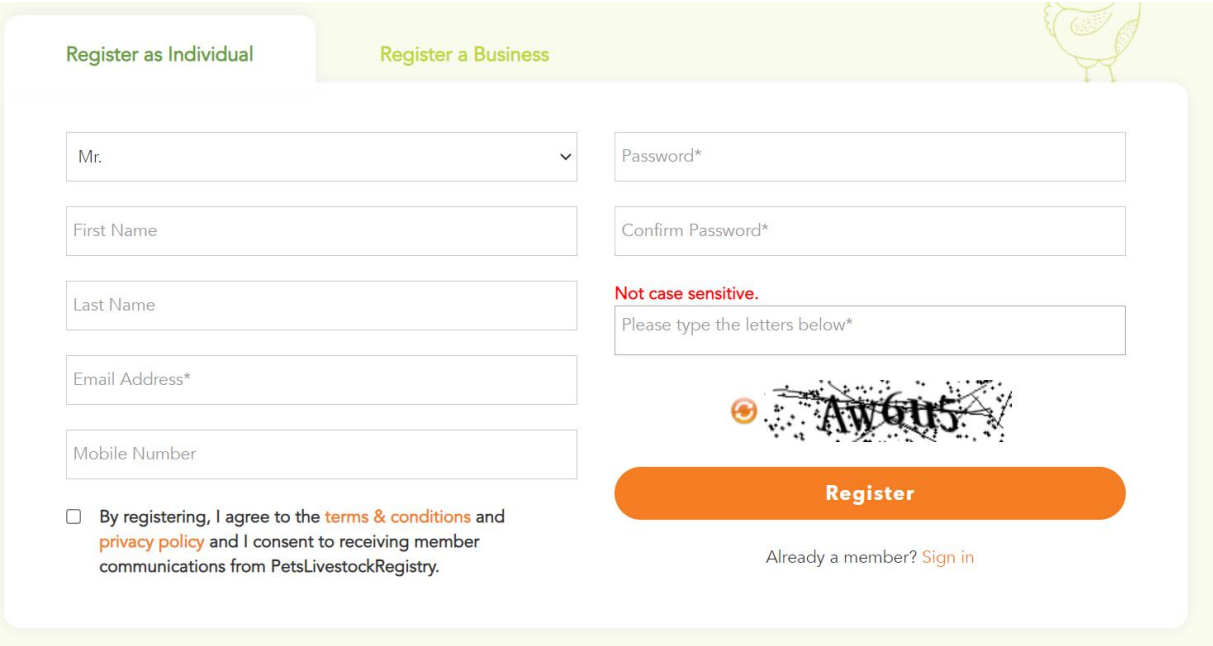
# How to register an Individual Account

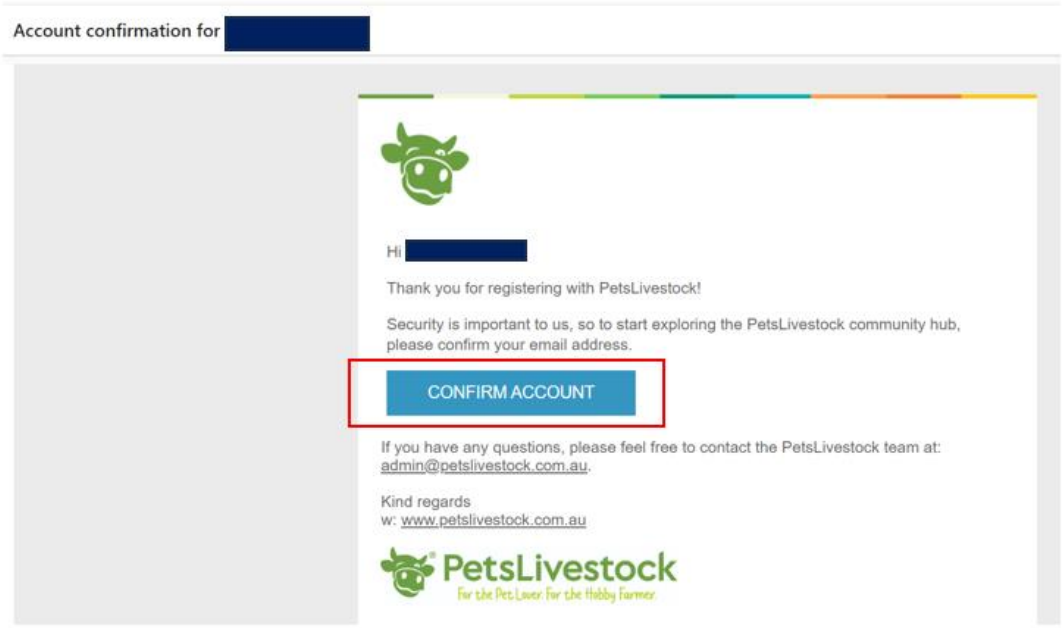
1. Select the "Register" icon at the top right-hand side of the PetsLivestock home page.



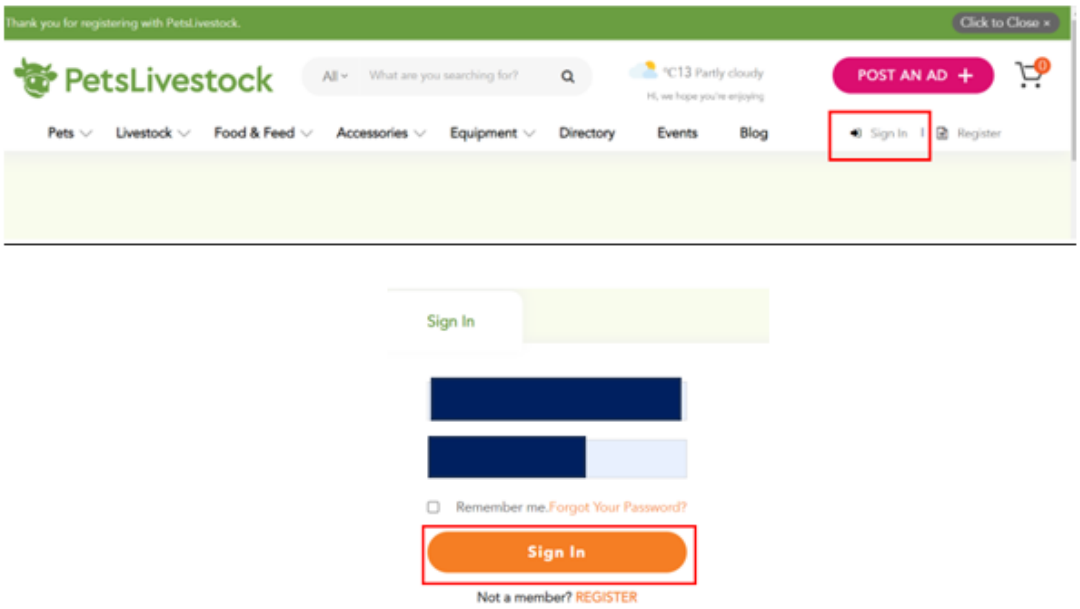

2. Under the "Register as Individual" tab, enter your personal details inclusive of:
    a. Title
    b. First Name
    c. Last Name
    d. Email Address
    e. Mobile Number
    f. For "Password" and "Confirm Password": choose an appropriate password
    g. Type in the "CAPTCHA" (not case sensitive)
    h. Tick the "Terms & Conditions" box if you agree and consent to becoming a member of PetsLivestock
    i. Press the "Register" button



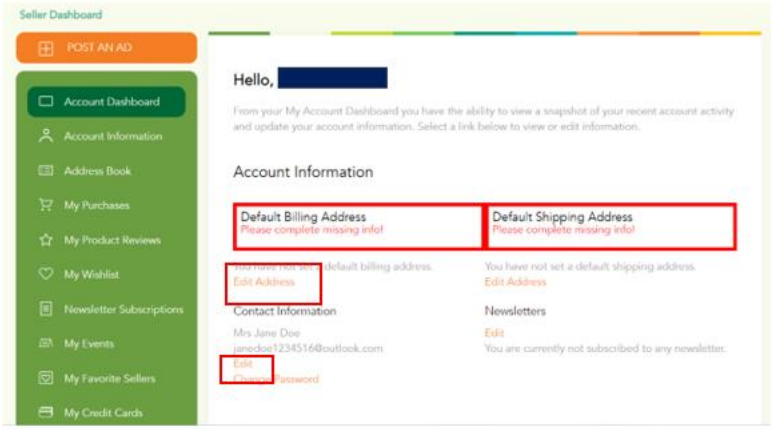
3. Check your email, where you will receive an "Account Confirmation" email. Please ensure that you check your Junk Mail folder if the email is not in your Inbox. If your confirmatory email has been sent to your Junk Mail, please move the email to your Inbox, and add the PetsLivestock Admin email account as a safe contact. Click on the "Confirm Account" button.

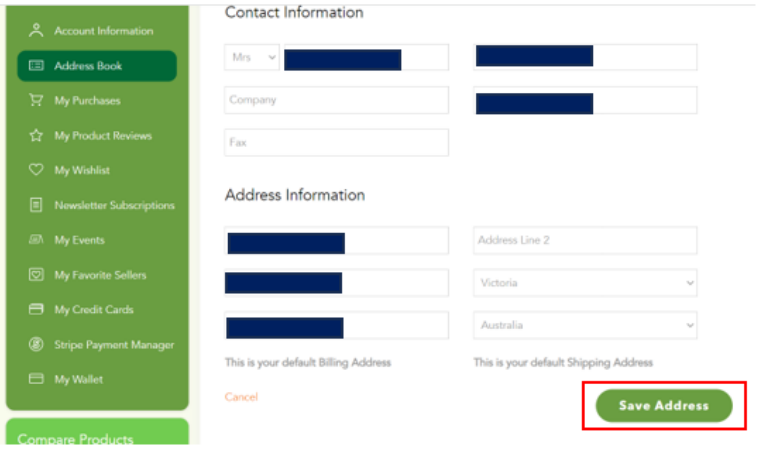



4. You will be sent back to the PetsLivestock webpage. Sign into your account by selecting the "Sign in" icon at the top right-hand side of the PetsLivestock home page, utilizing your email address and password entered during the registration process. Click on the "Sign In" button.

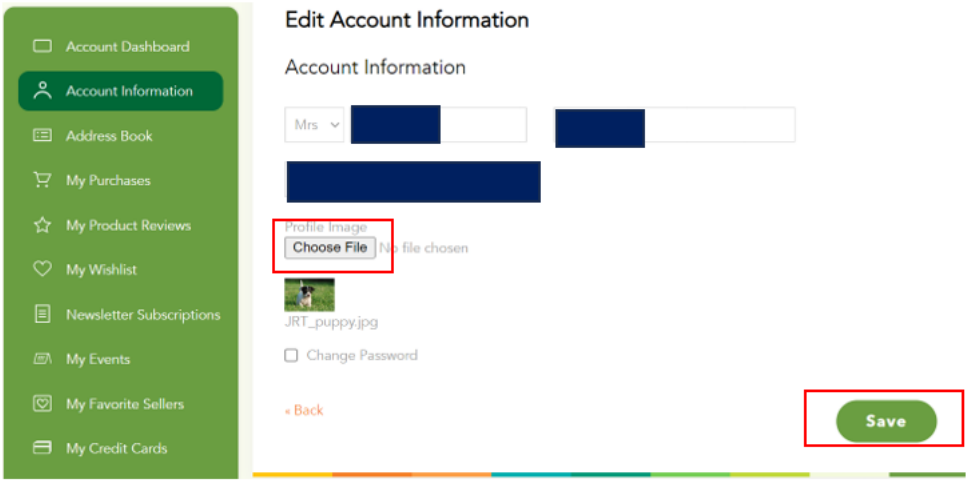


5. You will be sent to your Buyer Dashboard. In the "Account dashboard" tab, enter in your personal information for:
    a. "Default Billing/Shipping Address": enter billing address details by going to "Edit", enter in your billing/shipping address, then press the "Save Address" button.

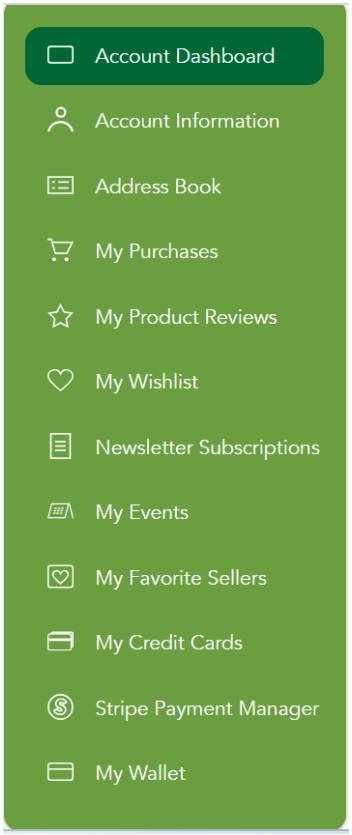


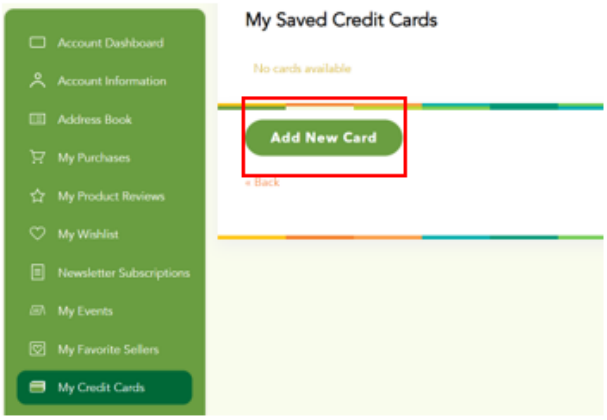

    b. Go into "Contact Information": press "Edit" and make the relevant amendments to your account information (i.e., name, email address). If you would like to add a profile picture to your account, under "Profile Image" press "Choose File", then import your image. Your image will then appear as a small icon below the "Choose File" button. Press "Save".

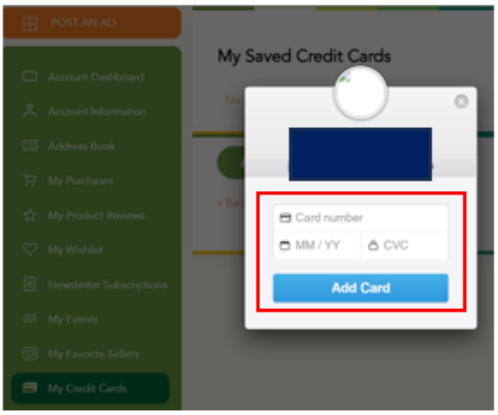



6. The other menu items in your Buyer Dashboard have functionality depending upon what action you want to perform e.g., "My Purchases" will provide a summary of the items you have purchased. "My Events" will be a summary of the events you have created.

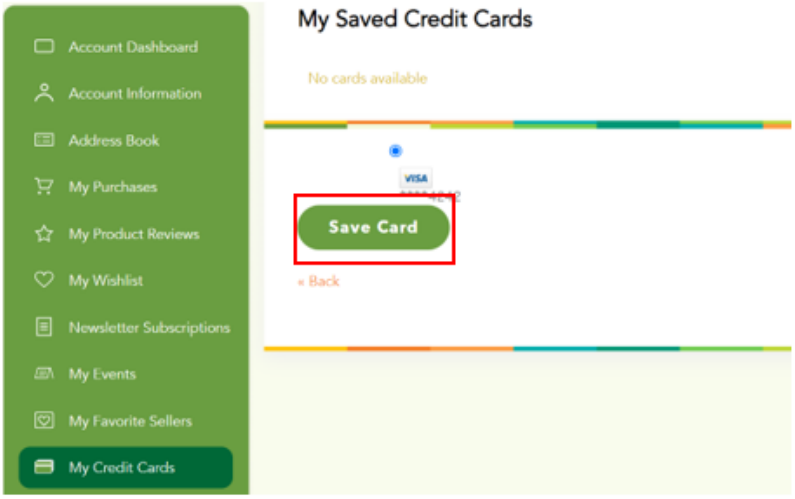



7. In "My Credit Cards", add in your credit cards details by pressing the "Add New Card" button. Enter in your credit card details:
    a. Card Number;
    b. Expiry (MM/YY);
    c. CVC (3-digit code on back of card);
    d. Press "Add Card" button.

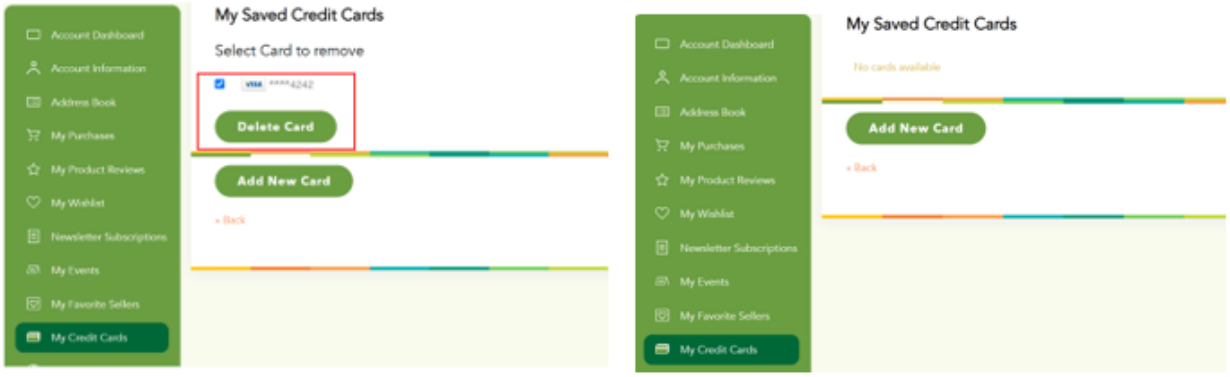

Account Dashboard
Account Information
Address Book
My Purchases
My Product Reviews
My Wishlist
Newsletter Subscriptions
My Events
My Favorite Sellers
My Credit Cards
My Saved Credit Cards
No cards available
Add New Card
« Back


POST AN AD
Account Dashboard
Account Information
Address Book
My Purchases
My Product Reviews
My Wishlist
Newsletter Subscriptions
My Events
My Favorite Sellers
My Credit Cards
My Saved Credit Cards
Card number
MM / YY
CVC
Add Card

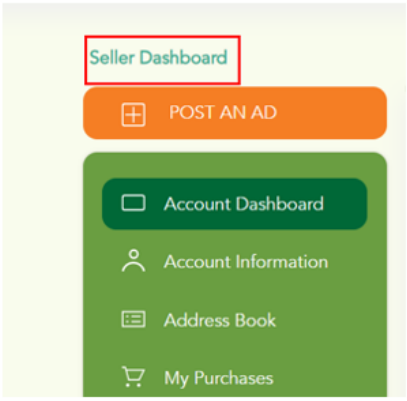
8. You will then be promoted to save the card details. Press "Save Card".

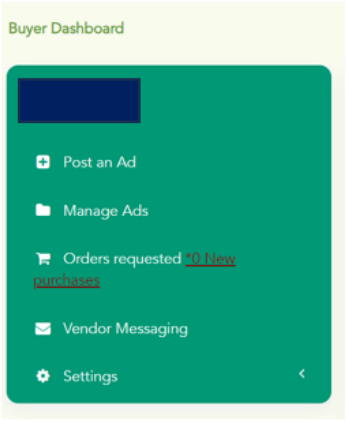



9. If you wish to remove your credit card details, simply go to the relevant saved card, mark the tick box next to it, and press the "Delete Card" button. The card details will then be deleted.

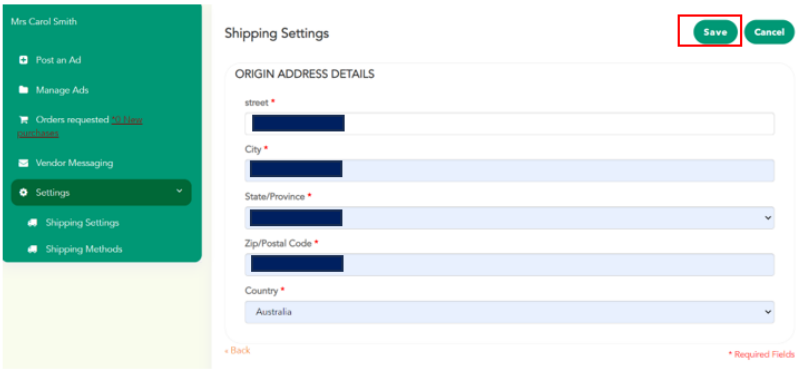


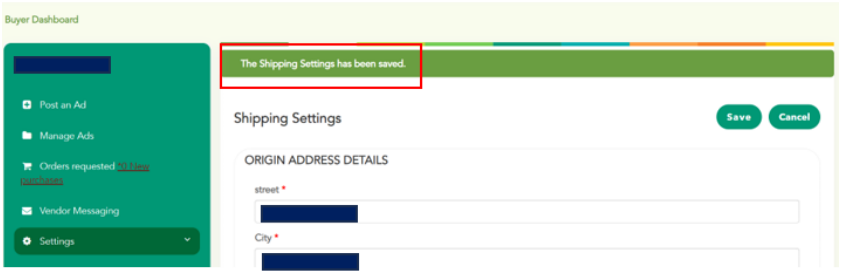

10. Click on the "Seller Dashboard" heading link above your Buyer Dashboard. You will be sent to your Seller Dashboard. The menu items in your Buyer Dashboard have functionality depending upon what action you want to perform e.g., "Post an Ad" will enable you to post an ad (please refer to "How to post an Ad" for further details). "Manage Ads" will enable you to edit any ads you have created (please refer to "How to manage/edit an Ad" for further details).


Seller Dashboard
POST AN AD
Account Dashboard
Account Information
Address Book
My Purchases

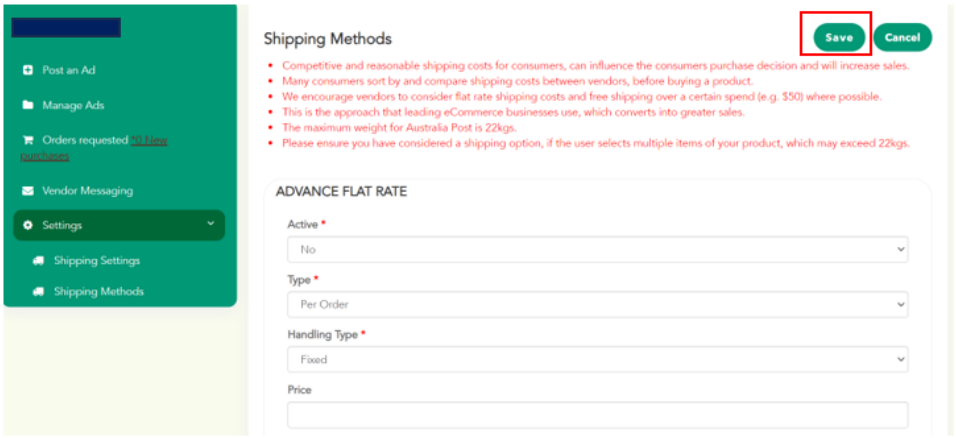

Buyer Dashboard
Post an Ad
Manage Ads
Orders requested 0 New purchases
Vendor Messaging
Settings

11. Press “Settings” to view “Shipping Settings” and “Shipping Methods”.
    a. In “Shipping Settings”, enter the address where the items will be coming from by typing in your address (please note that this is an auto-address fill). When your address appears in the auto-address fill menu, select it. Your address details will then auto-populate into all relevant fields. Press “Save” button. You will then receive a notification stating “The Shipping Settings has been saved”.




    b. In “Shipping Methods”, enter what Shipping Method/s you would like for your store. There are 4 options: Advance Flat Rate, Domestic Australian Shipping Method (please select appropriate option), Free Shipping, and Store Pick Up. Under “Active*”, use the Yes/No drop-down option to select whether you want to activate that shipping functionality: “Yes” means it will be an available option; “No” means it will not be an available option. Please select which option/s are appropriate for your purposes. Press the “Save” button to finalise and save your shipping options. You will then receive a notification stating “The Shipping Methods has been saved”.




## DOMESTIC AUSTRALIAN SHIPPING METHOD

(22kg max) Use different method if Weight greater than 22kg. Maximum length 105 cm. Maximum Total Dimensions is 0.25 cubic metres. (More Info & examples)

Active *

No

Allowed Method *

-------Please Select-------
Express Post (Next business day)
Express Prepaid Satchel Small 35.5 x 22cm 5kg (max)
Express Prepaid Satchel Medium 38.5 x 26.5cm 5kg (max)
Express Prepaid Satchel Large 40.5 x 31cm 5kg (max)
Express Prepaid Satchel Extra large 51 x 43.5cm 5kg (max)
Express Flat rate packaging Small packaging 5kg (max)
Express Flat rate packaging Medium packaging 5kg (max)
Express Flat rate packaging Large packaging 5kg (max)
Express Flat rate packaging Extra Large packaging 5kg (max)

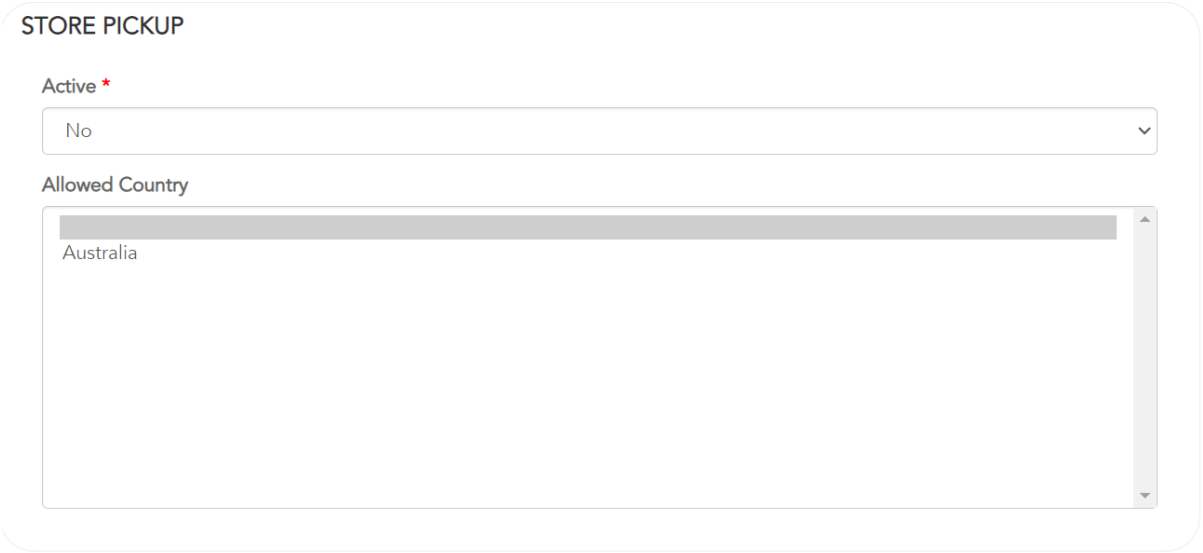
## FREE SHIPPING

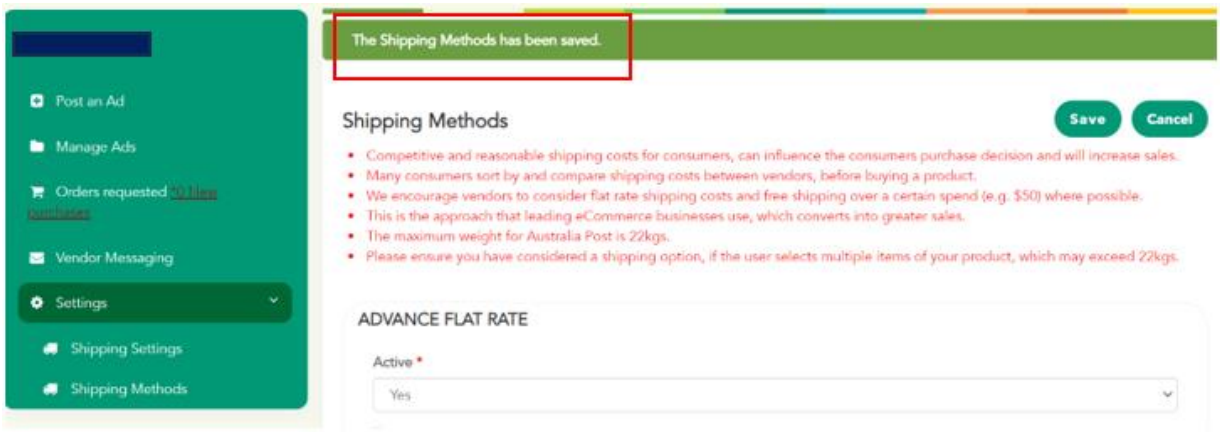
Active *

No

Allowed Country

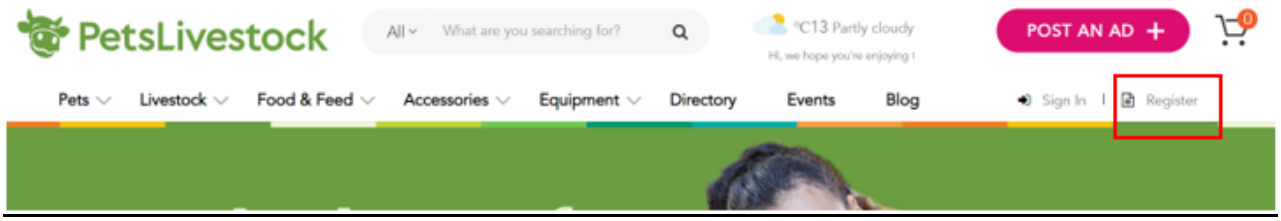
Australia



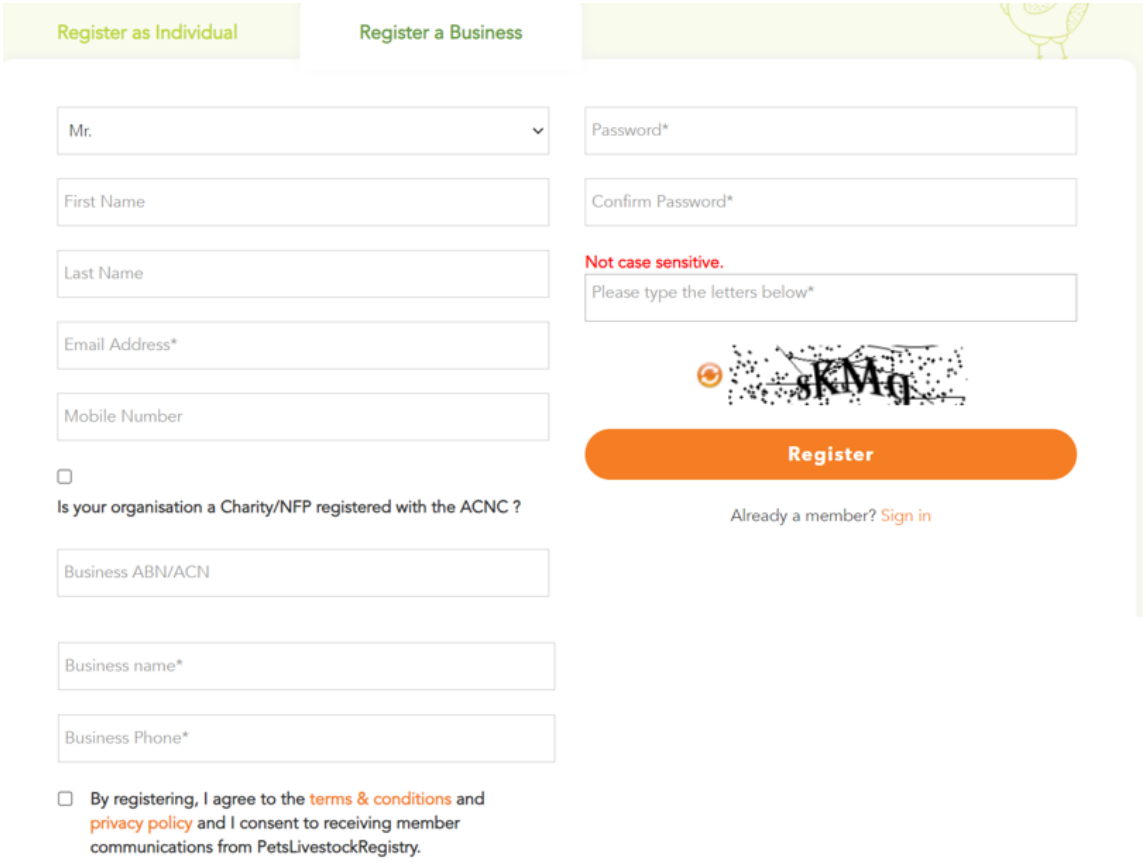

# How to register a Business Account

1. Select the "Register" icon at the top right-hand side of the PetsLivestock home page.



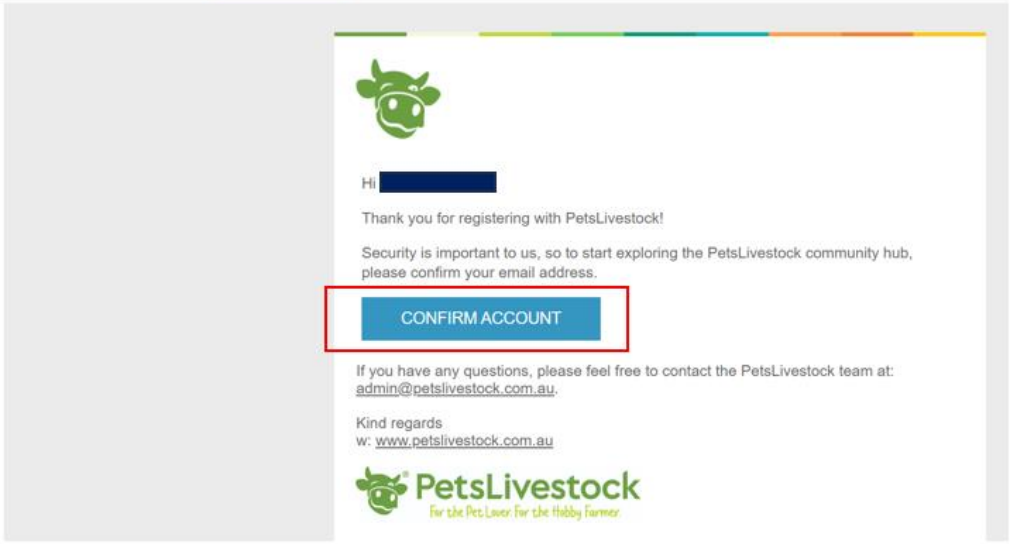

2. Under the "Register as Business" tab, enter your personal details inclusive of:
    a. Title
    b. First Name
    c. Last Name
    d. Email Address
    e. Mobile Number
    f. Business ABN/ACN
    g. Business Name

h. Business Phone
i. If your Business is a Charity or Not-for-Profits (NFP) you must be registered with the Australian Charities and Not-for-Profits Commission (ACNC). Please tick the box and enter in your Australian Company Number (CAN) details. This will then be cross-referenced to the ACNC database to determine whether your Charity/NFP is valid.
j. For "Password" and "Confirm Password": choose an appropriate password
k. Type in the "CAPTCHA" (not case sensitive)
l. Tick the "Terms & Conditions" box if you agree and consent to becoming a member of PetsLivestock
m. Press the "Register" button




3. Check your email, where you will receive an "Account Confirmation" email. Please ensure that you check your Junk Mail folder if the email is not in your Inbox. If your confirmatory email has been sent to your Junk Mail, please move the email to your Inbox, and add the PetsLivestock Admin email account as a safe contact. Click on the "Confirm Account" button.

Account confirmation for [redacted]



Hi [redacted]

Thank you for registering with PetsLivestock!

Security is important to us, so to start exploring the PetsLivestock community hub, please confirm your email address.

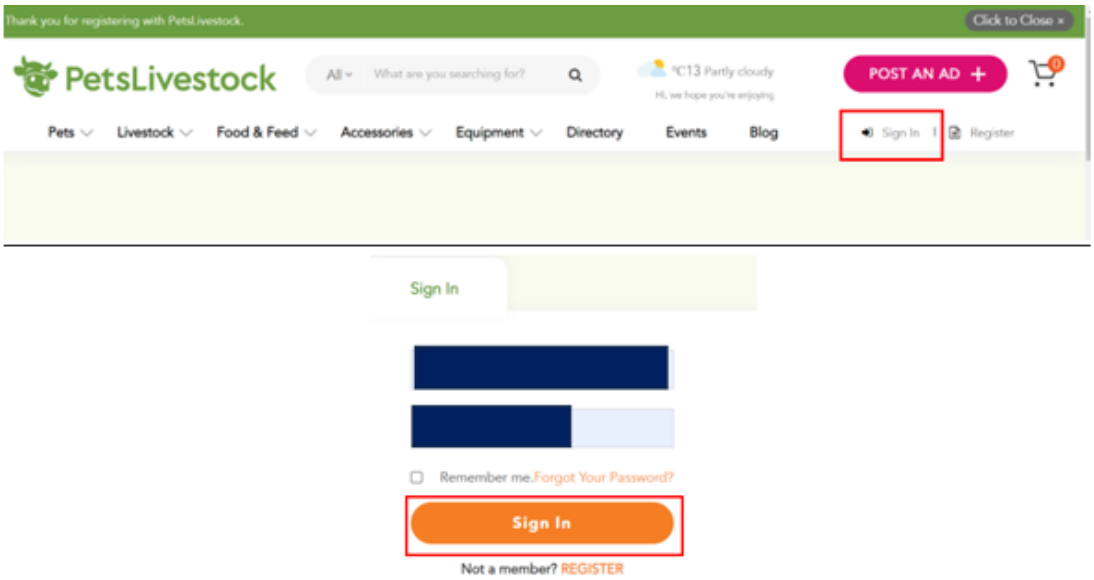
CONFIRM ACCOUNT

If you have any questions, please feel free to contact the PetsLivestock team at: admin@petslivestock.com.au.

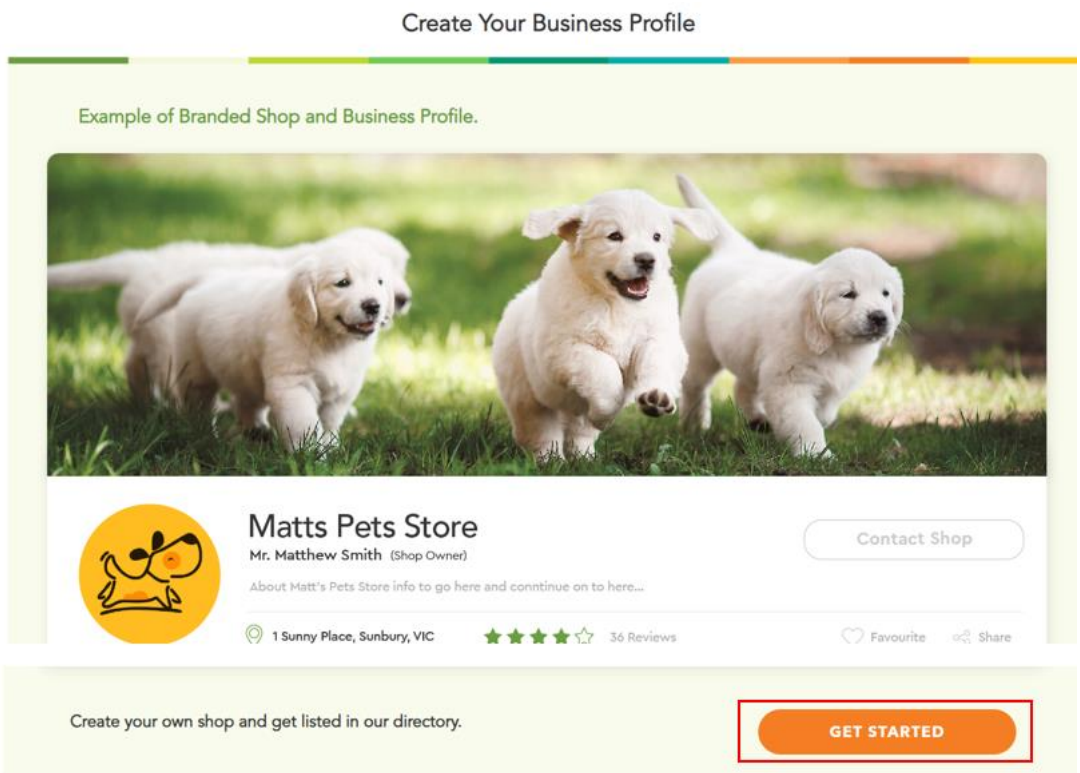
Kind regards
w: www.petslivestock.com.au

PetsLivestock
For the Pet Lover. For the Hobby Farmer.

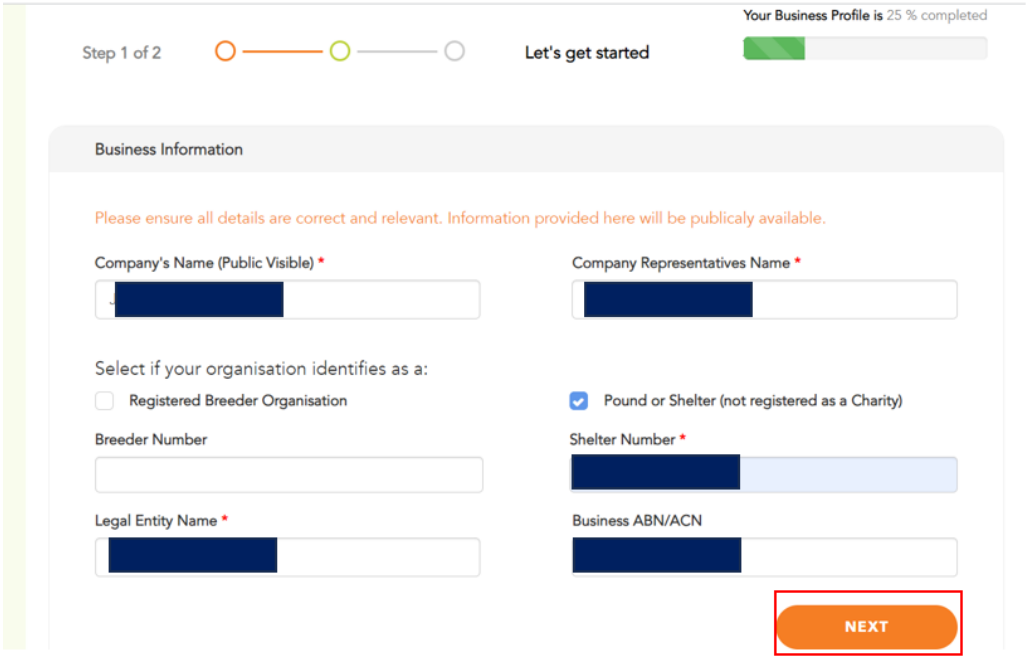
4. You will be sent back to the PetsLivestock webpage. Sign into your account by selecting the "Sign in" icon at the top right-hand side of the PetsLivestock home page, utilizing your email address and password entered during the registration process. Click on the "Sign In" button.




5. You will be prompted to 'Create your Business Profile'. Click on the 'Get Started' button.

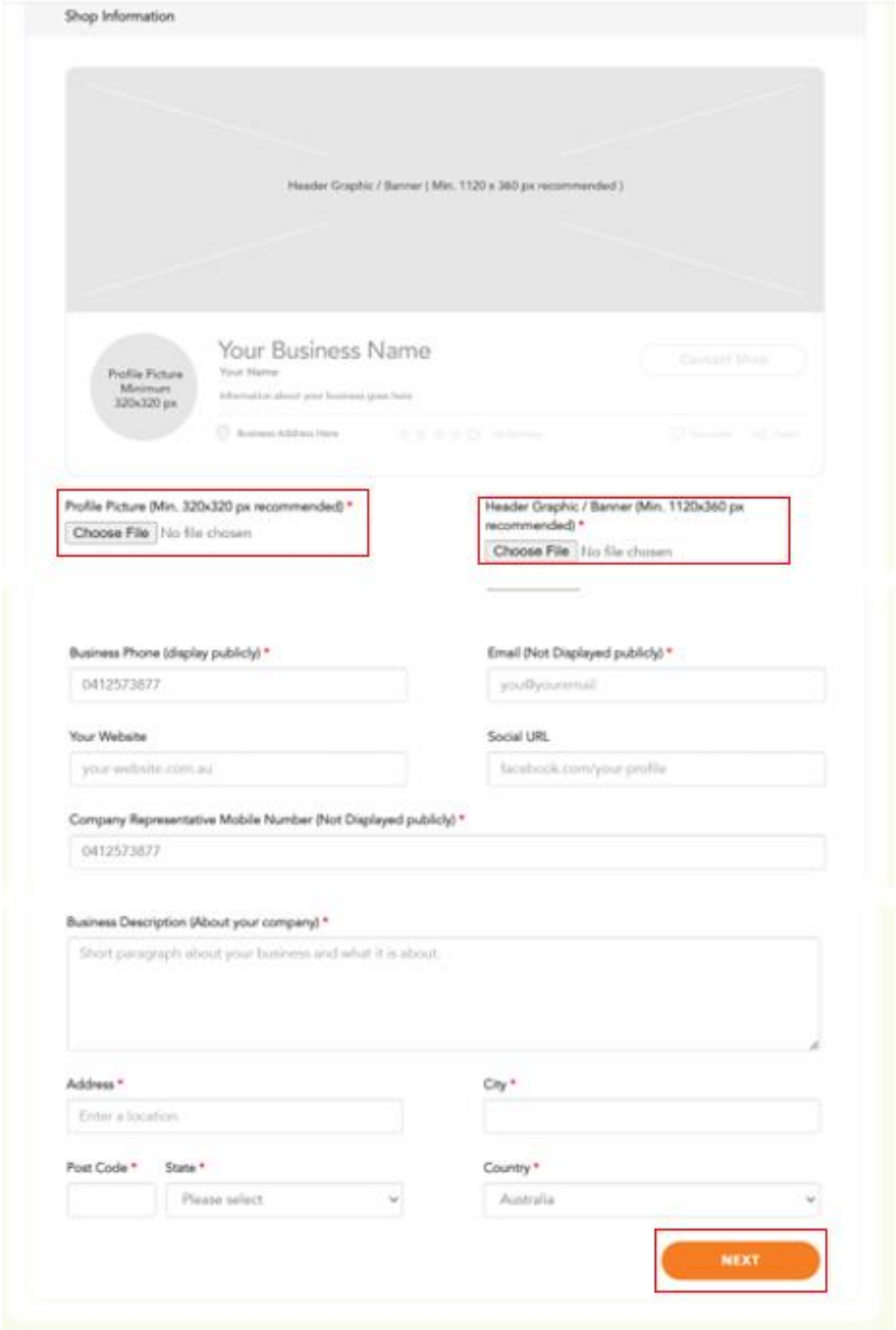


6. Under the "Register as Business" tab, enter your details inclusive of:
    a. Company's Name (Publicly Visible) *
    b. Company Representatives Name*
    c. Select the applicable box, and enter your relevant number, if your organisation identifies as a:
        i. Registered Breeding Organisation (enter Breeder number)
        ii. Pound or Shelter (enter Shelter number)
    d. Legal Entity Name
    e. Business ABN/ACN
    f. Please note: all fields marked with an asterisk (*) are mandatory
    g. Press "Next"

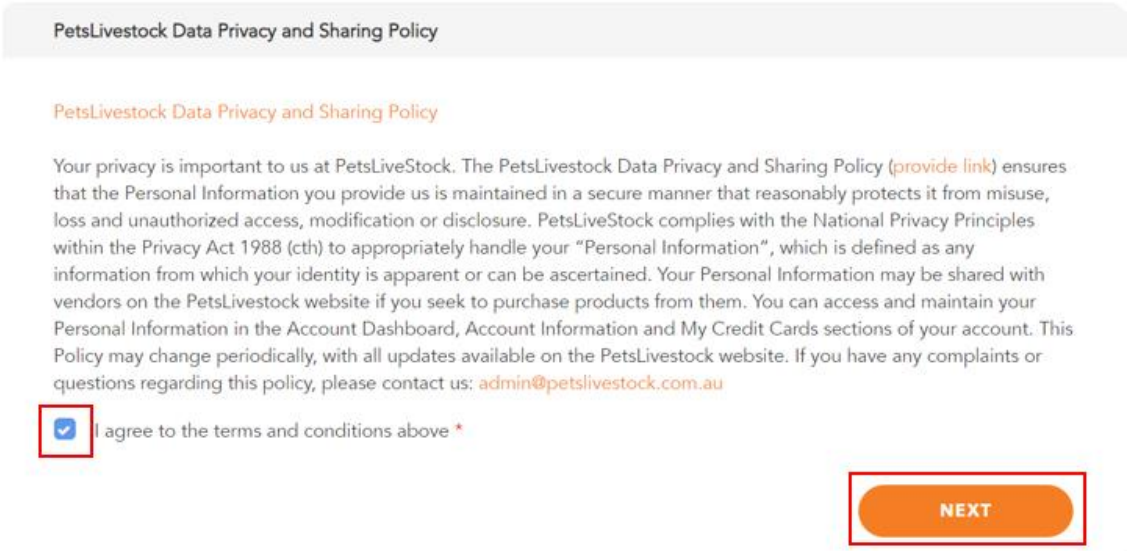



7. In "Shop Information", enter the following details for your business, inclusive of:
    a. Profile Picture * (to ensure optimal image upload, please ensure your image is as per specified, min. 320x320 px recommended)
    b. Header Graphic/Banner * (to ensure optimal image upload, please ensure your image is as per specified, min. 1120x360 px recommended)
    c. Business Phone (Display Publicly) *
    d. Email (Not Displayed Publicly) *
    e. Your website
    f. Social URL
    g. Company Representative Mobile Number (Not Displayed Publicly) *
    h. Business Description (About your company) *
    i. Address *
    j. City *
    k. Post Code *
    l. State *
    m. Country *
    n. Please note: all fields marked with an asterisk (*) are mandatory

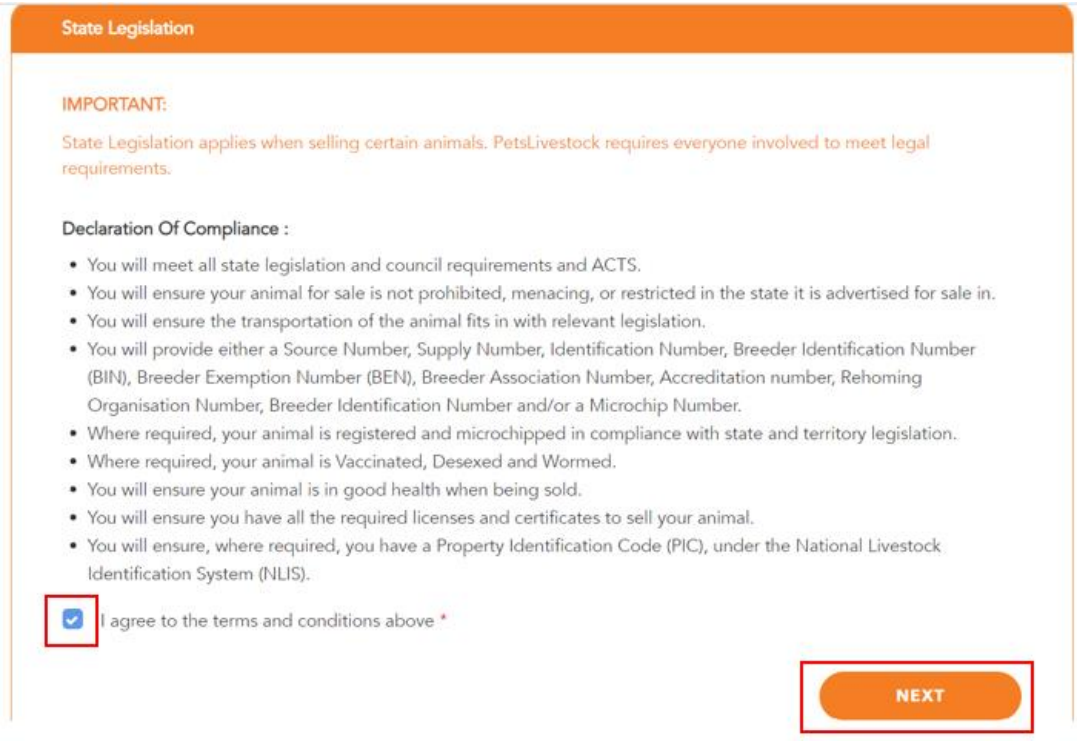
o. Press "Next"


Shop Information
Header Graphic / Banner ( Min. 1120 x 360 px recommended )
Profile Picture Minimum 320x320 px
Your Business Name
Your Name
Profile Picture (Min. 320x320 px recommended) *
Choose File No file chosen
Header Graphic / Banner (Min. 1120x360 px recommended) *
Choose File No file chosen
Business Phone (display publicly) *
0412573877
Email (Not Displayed publicly) *
you@youremail
Your Website
your-website.com.au
Social URL
facebook.com/your-profile
Company Representative Mobile Number (Not Displayed publicly) *
0412573877
Business Description (About your company) *
Short paragraph about your business and what it is about
Address *
Enter a location
City *
Post Code *
State *
Please select
Country *
Australia
NEXT

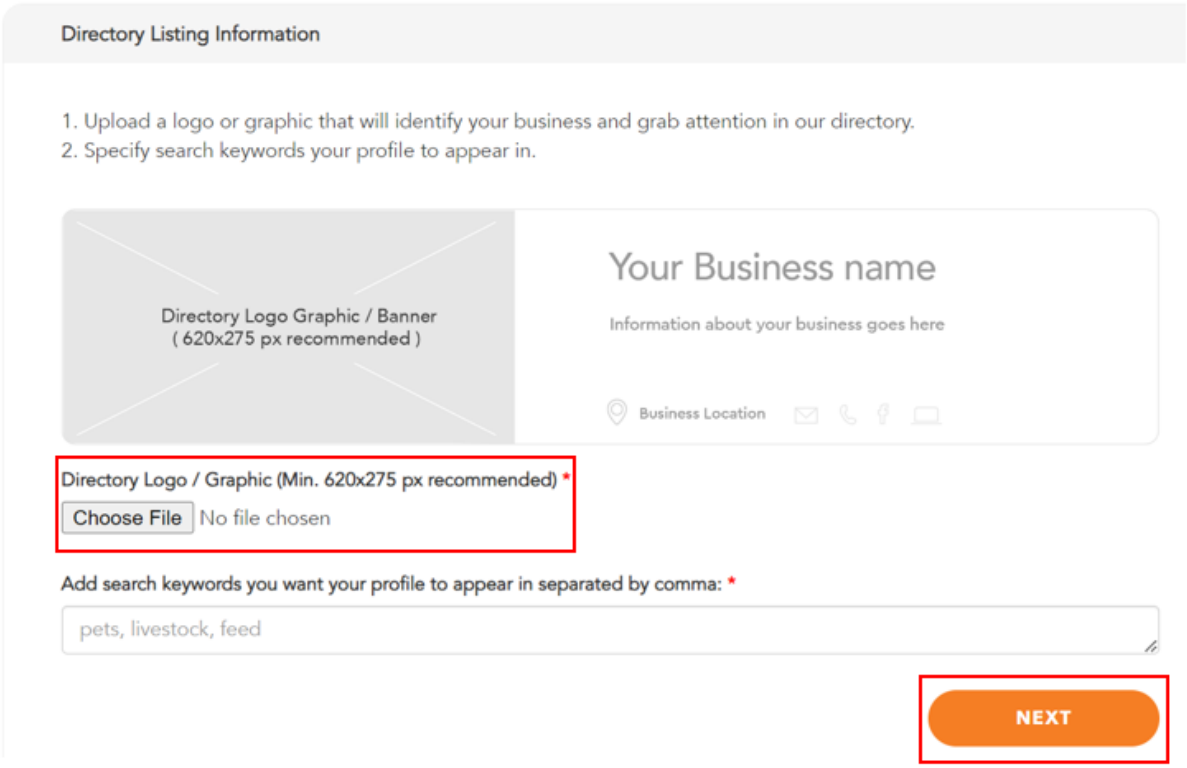
8. Please read through the PetsLivestock Data Privacy and Sharing Policy statement to inform yourself about the Data Privacy and Sharing Policy conditions. If you agree, please mark the tick box to state that "I agree to the terms and conditions above*", then press the "Next" button. As this is a mandatory field, if you do not agree you cannot create a Business Account.



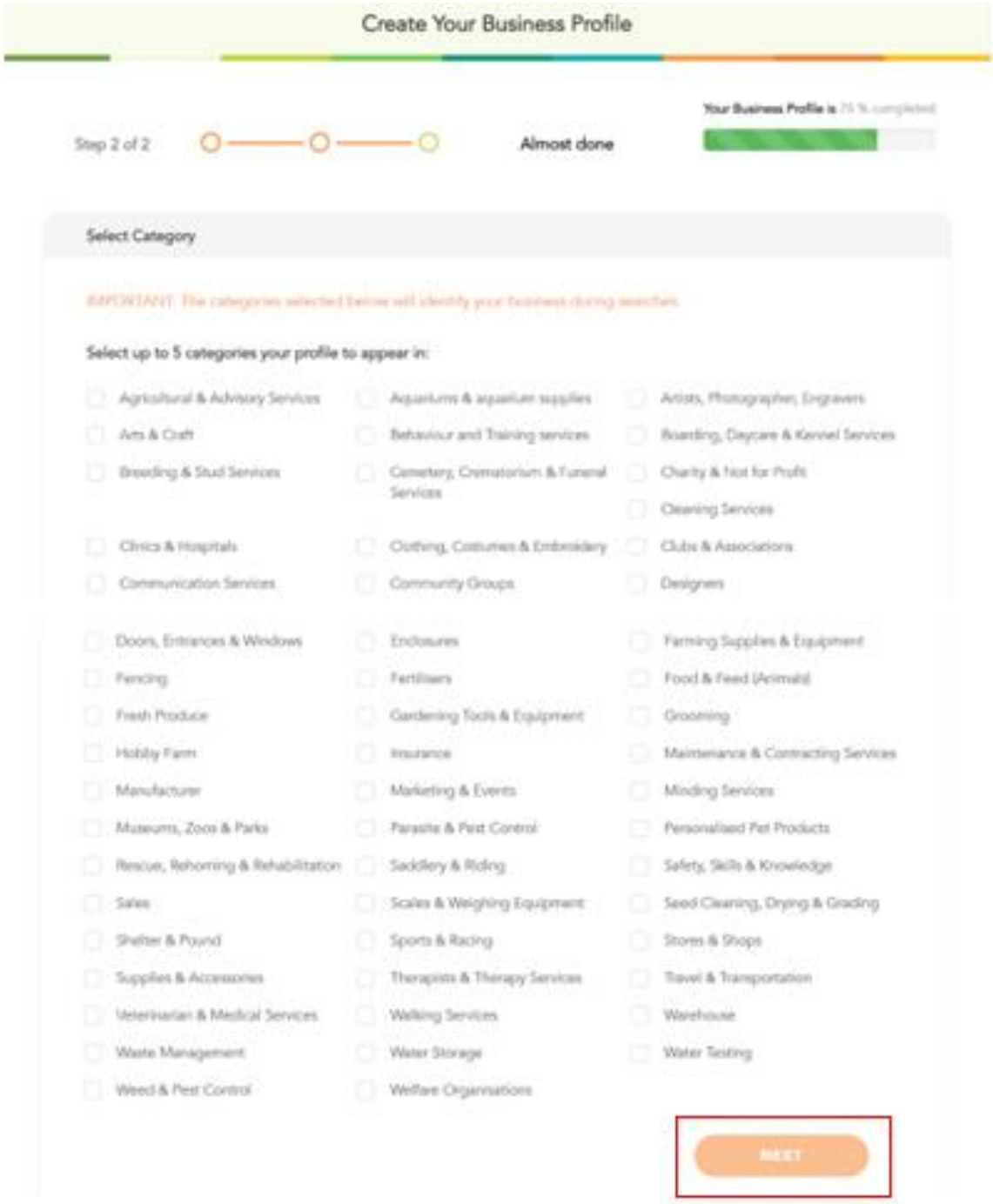

9. Please read through the State Legislation statement to inform yourself about the legal requirements and conditions that you are bound for your state of business when selling animals. If you agree, please mark the tick box to state that "I agree to the terms and conditions above*", then press the "Next" button. As this is a mandatory field, if you do not agree you cannot create a Business Account.



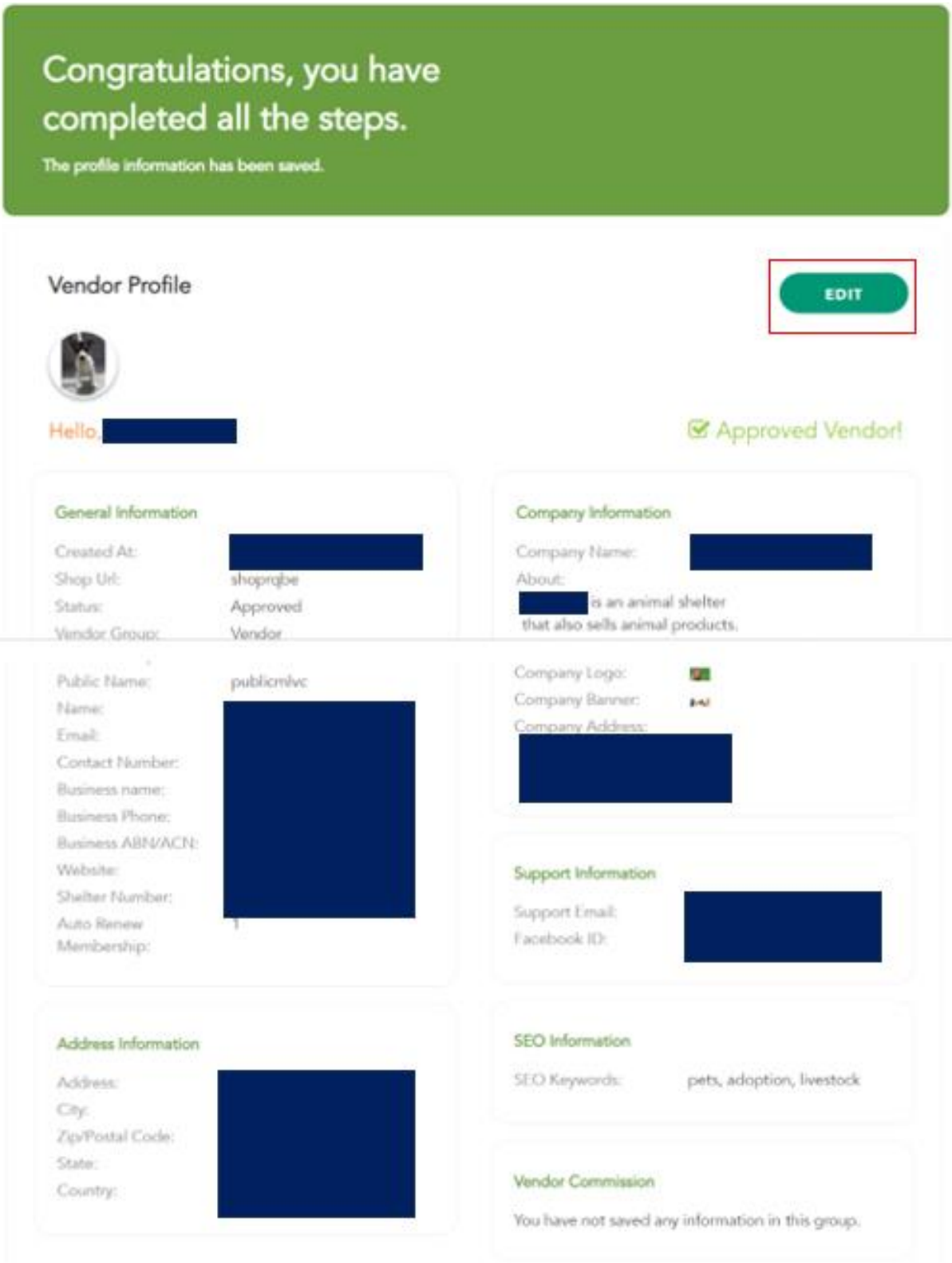
10. In "Directory Listing Information", enter the following details for your business, inclusive of:
    a. Directory Logo/Graphic * (to ensure optimal image upload, please ensure your image is as per specified, min. 620x275 px recommended)
    b. Add search keywords you want your profile to appear in separated by comma * (for Search Engine Optimisation (SEO), enter your top keywords, separated by a comma, that could be utilised when performing searching within the PetsLivestock website to enable your business page to appear)
    c. Please note: all fields marked with an asterisk (*) are mandatory
    d. Press the "Next" button



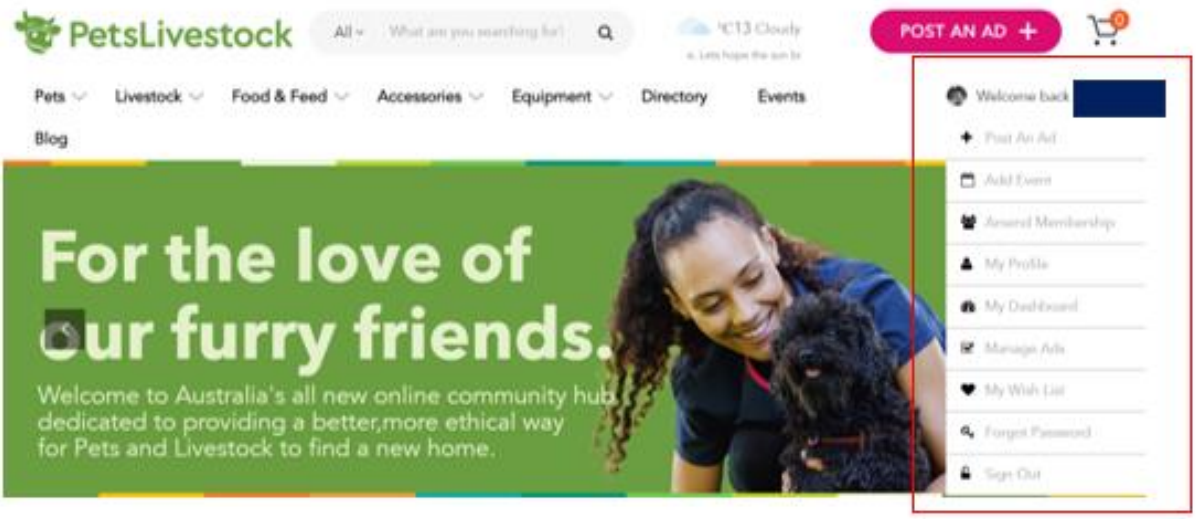
11. In “Create Your Business Profile”, select up to 5 categories by marking the tick boxes that are applicable to, and will identify your business during searches. Press the “Next” button.



12. You will receive notification that your business profile has been successfully completed. You will see a summary of your business profile. If required, you can edit any of your business details by pressing on the "Edit" button.



13. Upon returning to the home screen, you will see underneath your profile name that multiple drop-down menus exist. Please peruse these at your leisure to see their functionality. Specifically, for your Buyer and Seller Dashboards, please refer to steps 5 to 11 in "How to register an Individual Account".

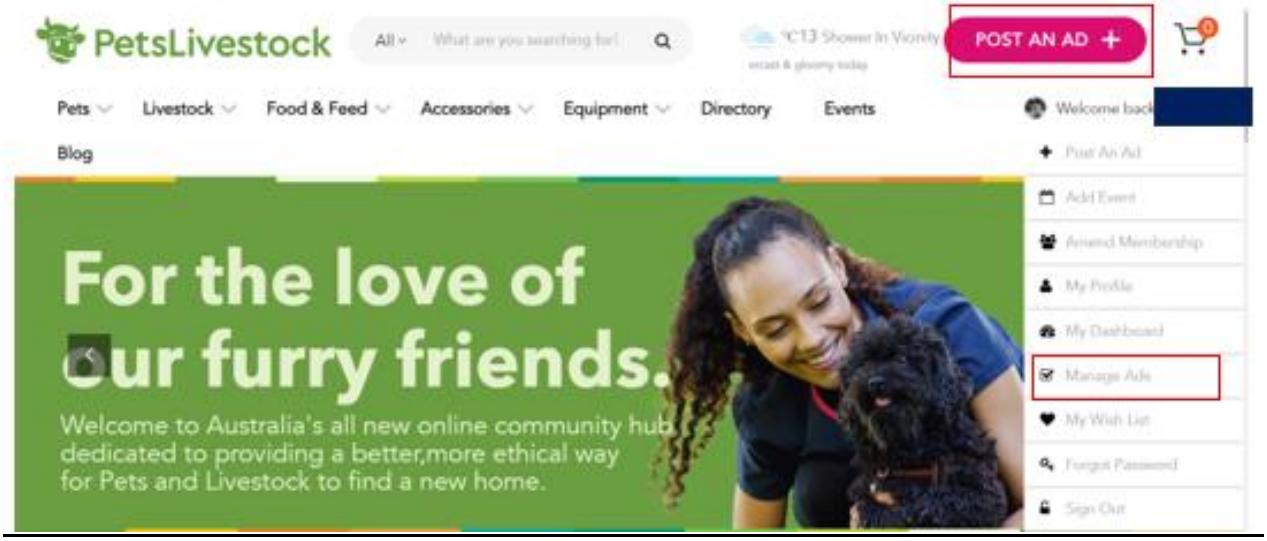



## How to sign into your account

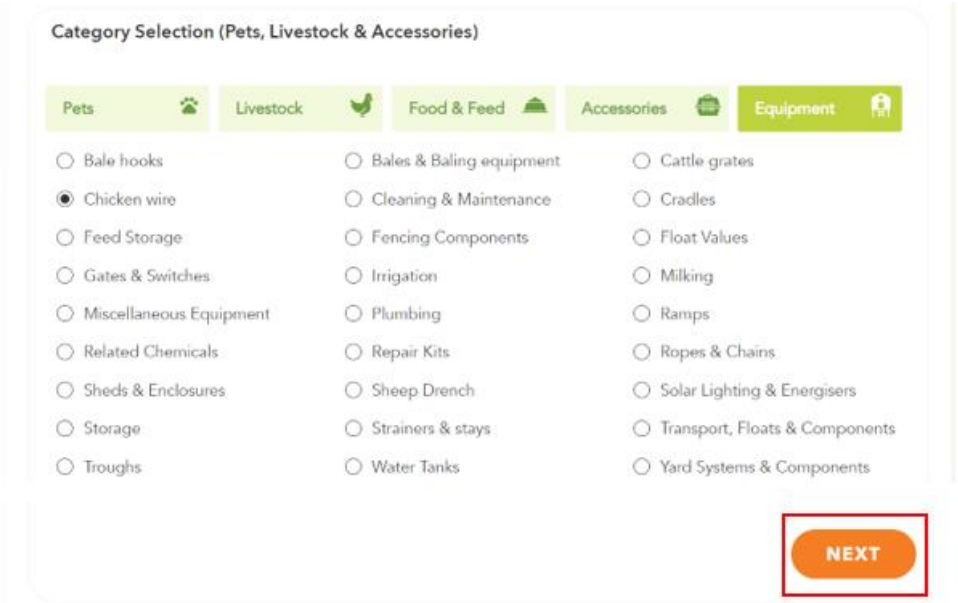
Please refer to step 4 in "How to register an Individual Account" for details.

# How to post an Ad (Individual Account)

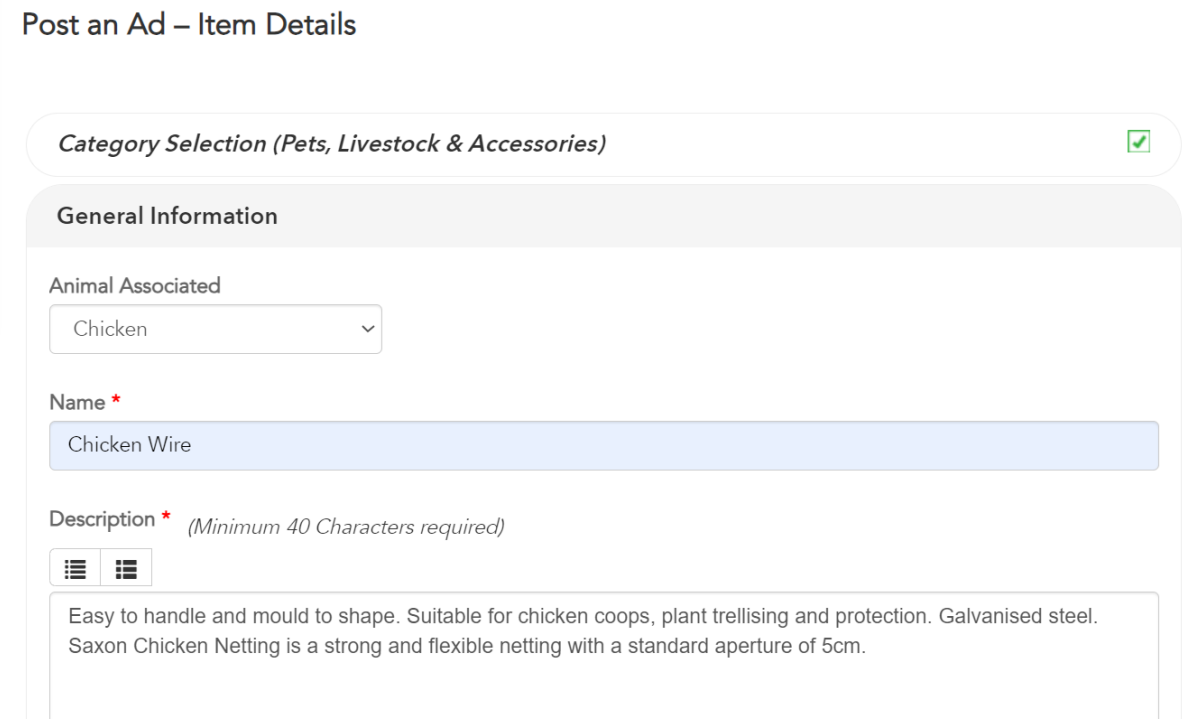
1. Log into your Individual Account. You can post an Ad via 2 ways:
    a. Press the "Post an Ad" button at the top RHS of the Home Screen
    b. Go to "Manage Ads" drop down and press the "Post an Ad" button



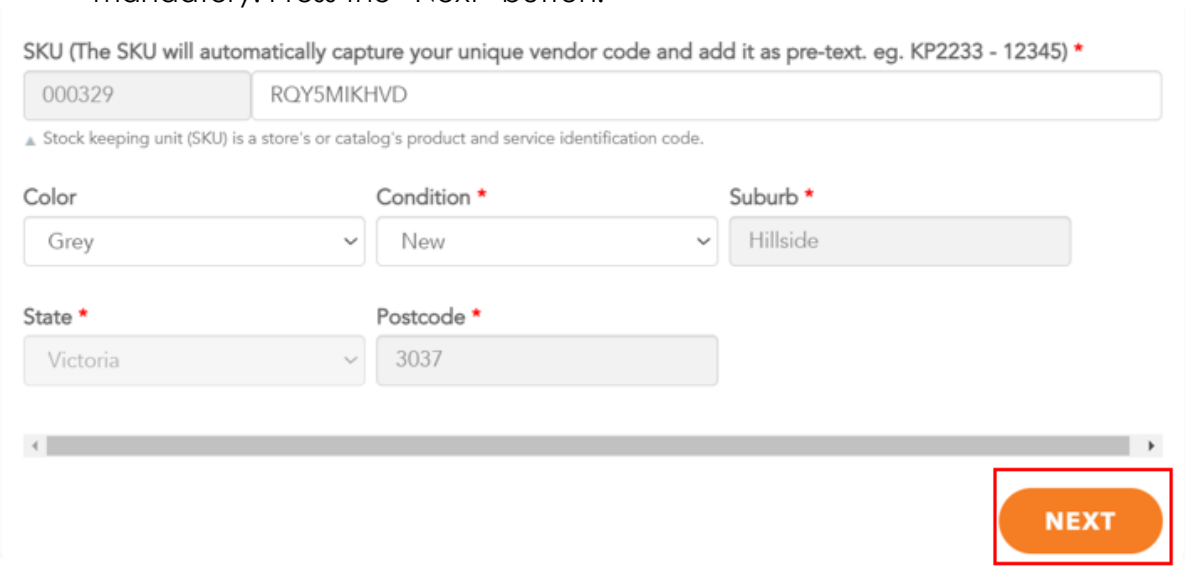
2. Choose the applicable category that your product falls into. For the purpose of this example, I will post some chicken wire in the "Equipment" category. Press on the "Next" button.


Category Selection (Pets, Livestock & Accessories)
Pets
Livestock
Food & Feed
Accessories
Equipment
Bale hooks
Bales & Baling equipment
Cattle grates
Chicken wire
Cleaning & Maintenance
Cradles
Feed Storage
Fencing Components
Float Values
Gates & Switches
Irrigation
Milking
Miscellaneous Equipment
Plumbing
Ramps
Related Chemicals
Repair Kits
Ropes & Chains
Sheds & Enclosures
Sheep Drench
Solar Lighting & Energisers
Storage
Strainers & stays
Transport, Floats & Components
Troughs
Water Tanks
Yard Systems & Components
NEXT

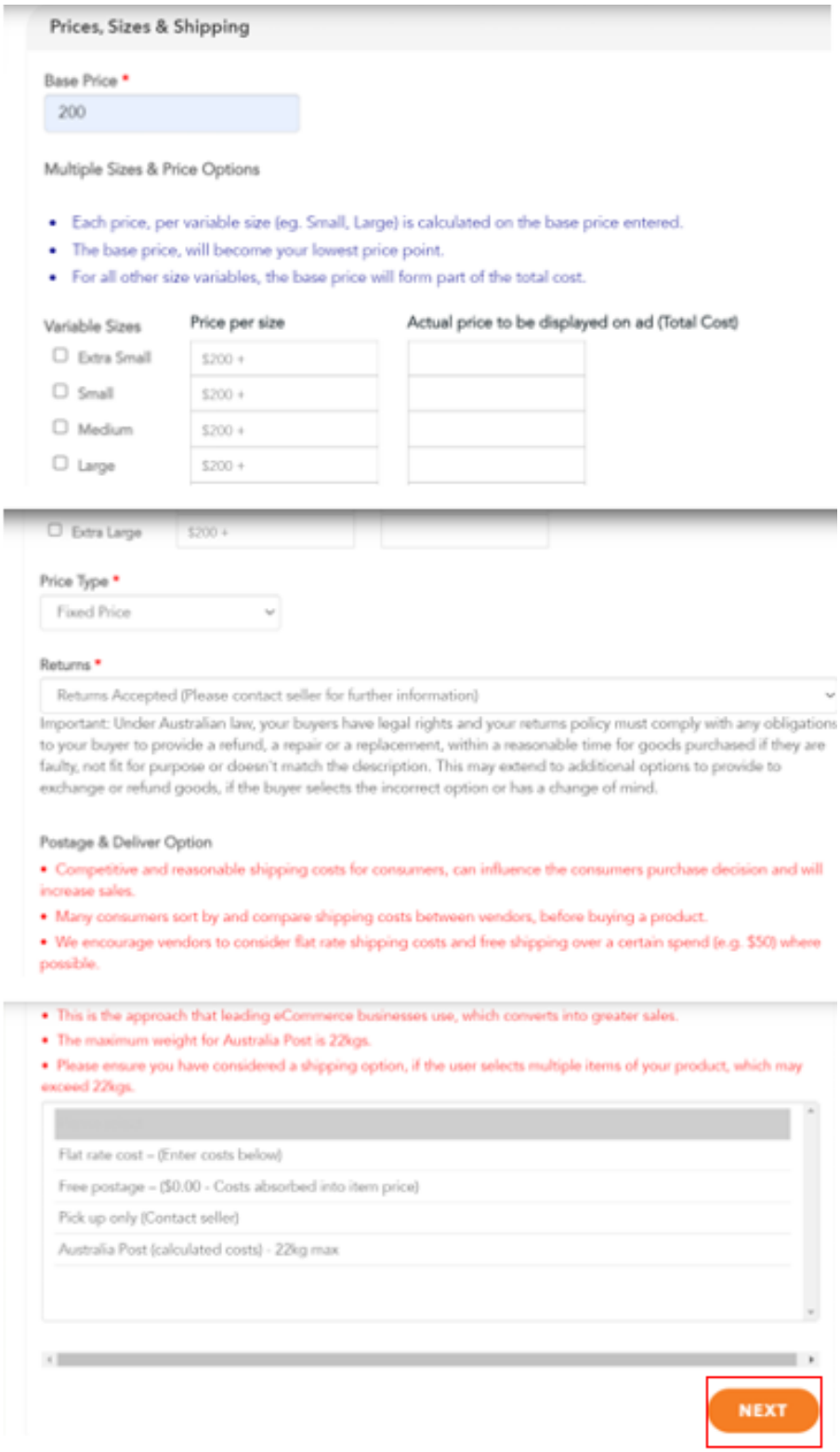
3. Enter in the Name of your advert in the "Name" section. Also enter a description of what you are selling into the "Description" section, noting that all fields marked with an asterisk (*) are mandatory.



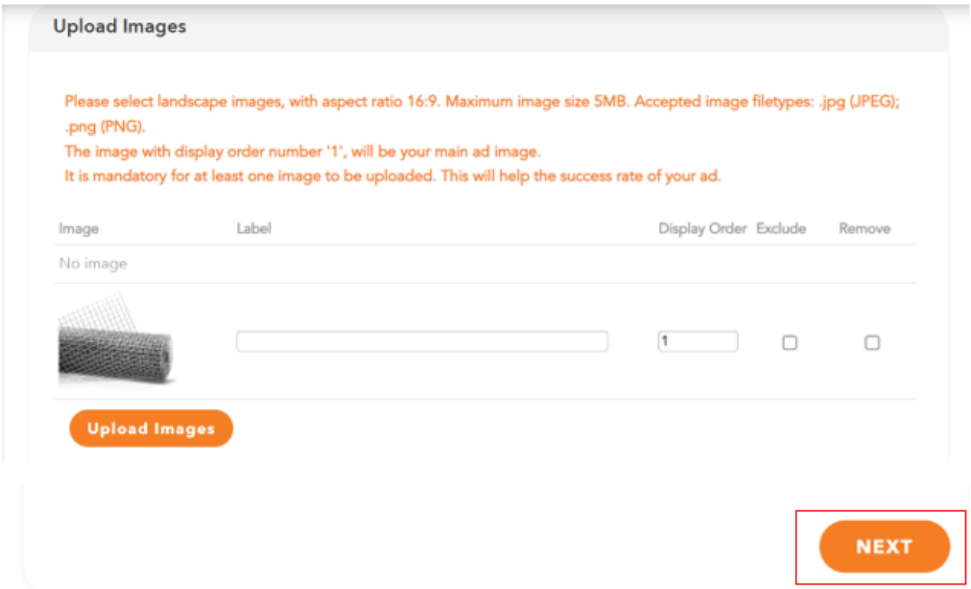

4. Enter in all relevant details, noting that all fields marked with an asterisk (*) are mandatory. Press the "Next" button.



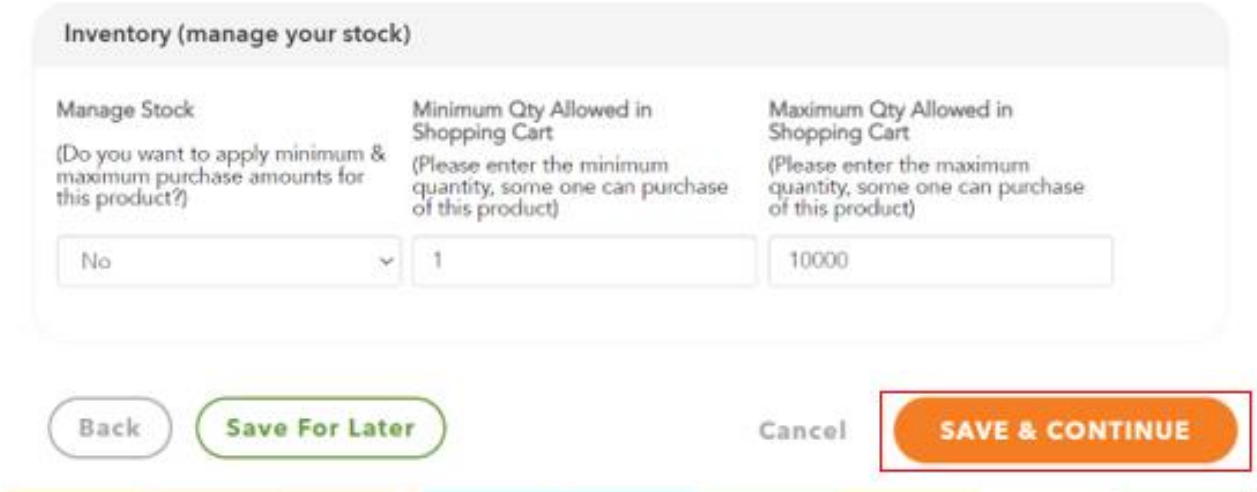
5. Populate the sale price in "Price*", also use the drop-down menu for "Price Type*" to specify whether the price is fixed, free or negotiable. Also choose a relevant postage option. Press the "Next" button.



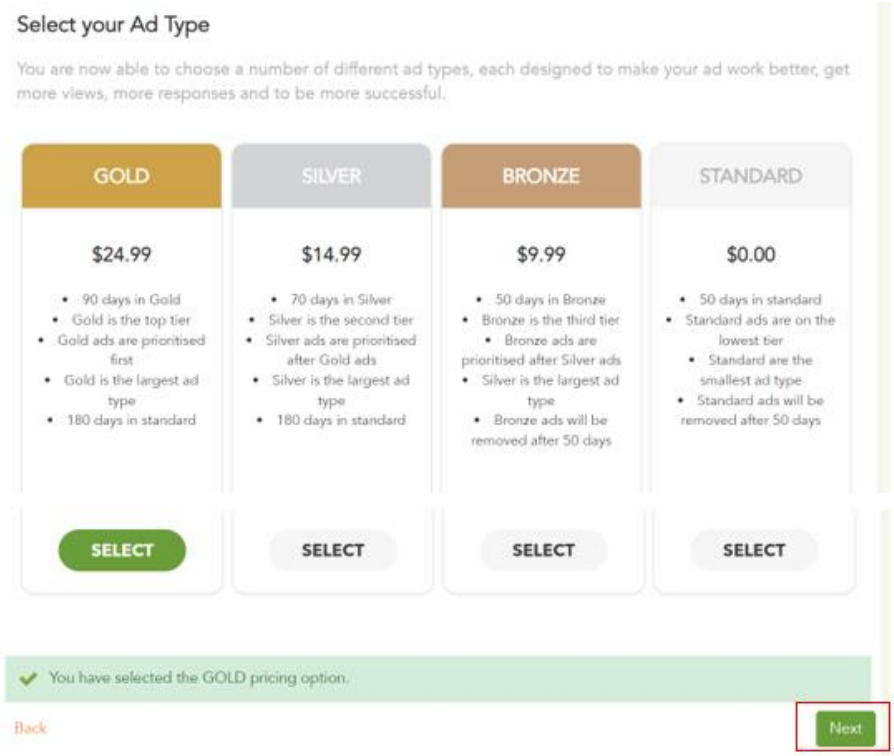
6. Upload the images for your sale item. You need to use a minimum of 1 image. If you upload more than 1 image, the image designated as "display order 1" will be your main image. To ensure optimal image upload, please ensure your image is as per specified: landscape image, aspect ratio 16:9, max. image size 5MB, image file types JPEG and PNG. If you want to remove an image, tick the "Remove" box next to the relevant image and it will not be uploaded. Press the "Save & Continue" button.



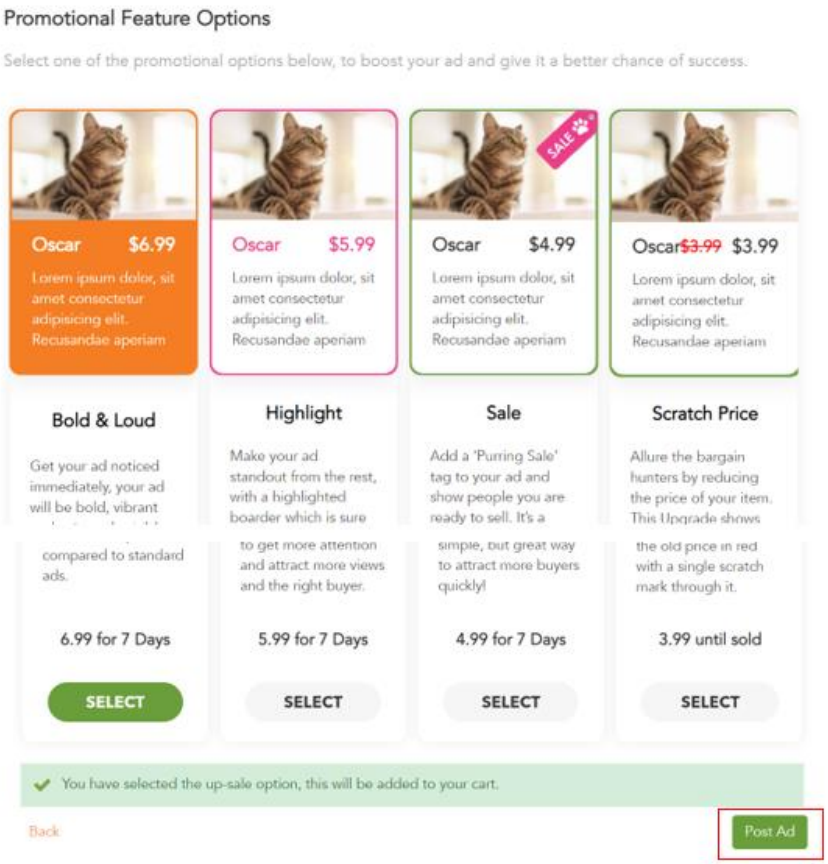

7. Specify how you would like to manage your stock by using the drop-down menus available. Click the "save & Continue" button.



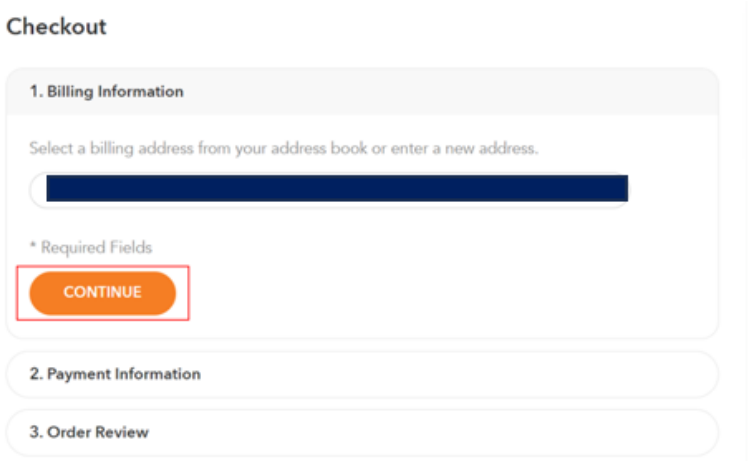
8. Select the most suitable Ad type, either: Gold, Silver, Bronze or Standard by pressing the relevant "Select" button. Press "Next" to continue.



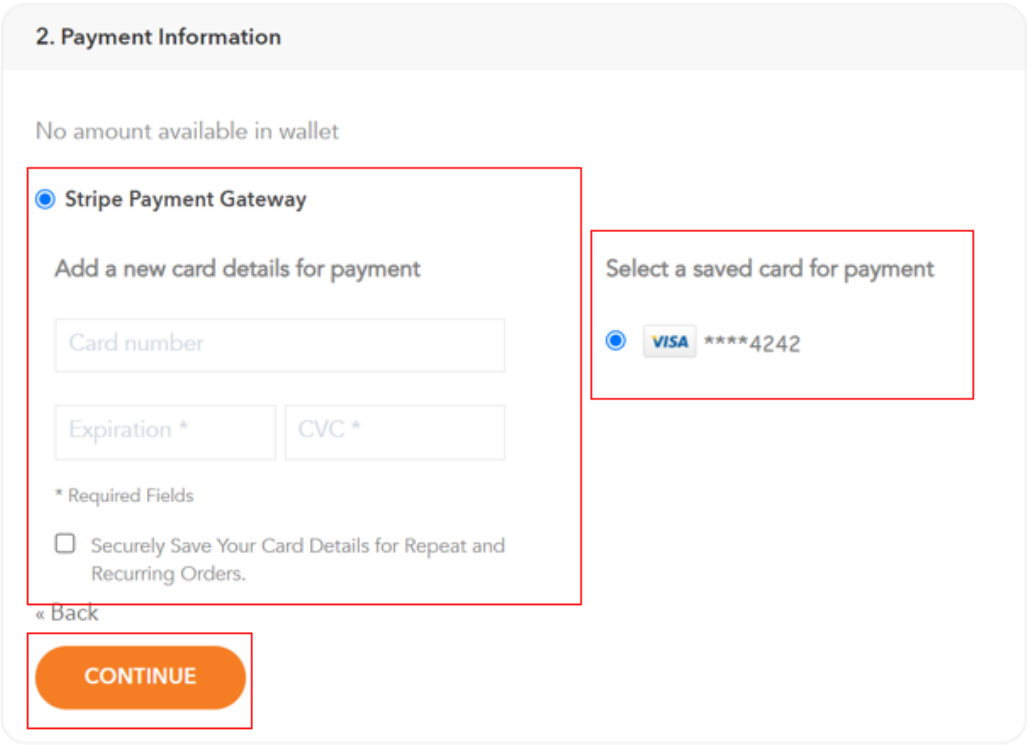

9. Select the most suitable Promotional Feature Option, either: Bold & Loud, Highlight, Sale or Scratch Price by pressing the relevant "Select" button. Press "Post Ad" to continue.



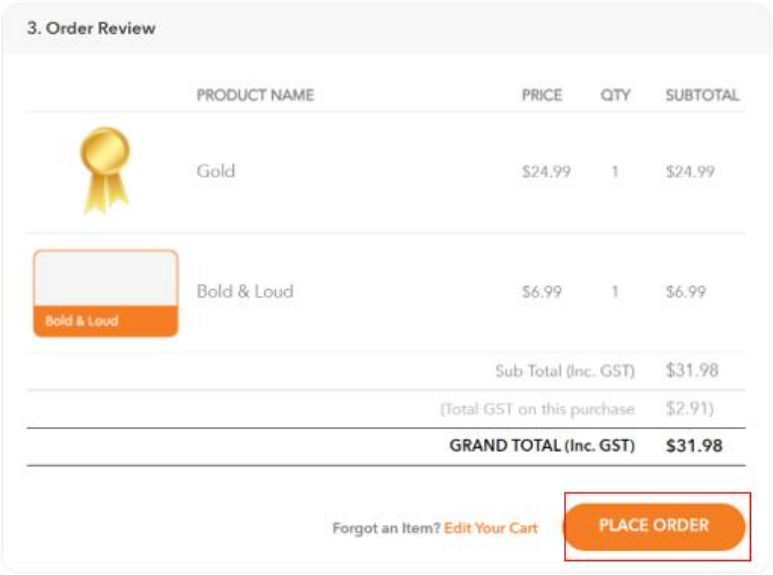

10. To perform the Checkout process, confirm your billing details by following the prompts.
    a. For Billing Information: confirm the billing address is correct then press "Continue".




    b. For Payment Information: either add in new credit card details in "Stripe Payment Gateway", or select your default credit card details in "Select a saved card for payment", then press "Continue".

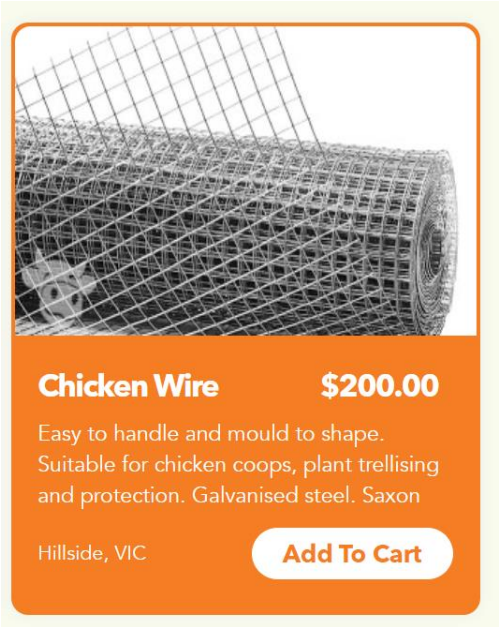

2. Payment Information
No amount available in wallet
Stripe Payment Gateway
Add a new card details for payment
Card number
Expiration *
CVC *
* Required Fields
Securely Save Your Card Details for Repeat and Recurring Orders.
Select a saved card for payment
VISA ****4242
« Back
CONTINUE

c. In Order Review: ensure that your ordering details are correct. Then press “Place Order” to continue.




11. You will receive notification that “Your ad has been posted”. You will also receive email notifications regarding the successful posting of you Ad and all related invoicing.

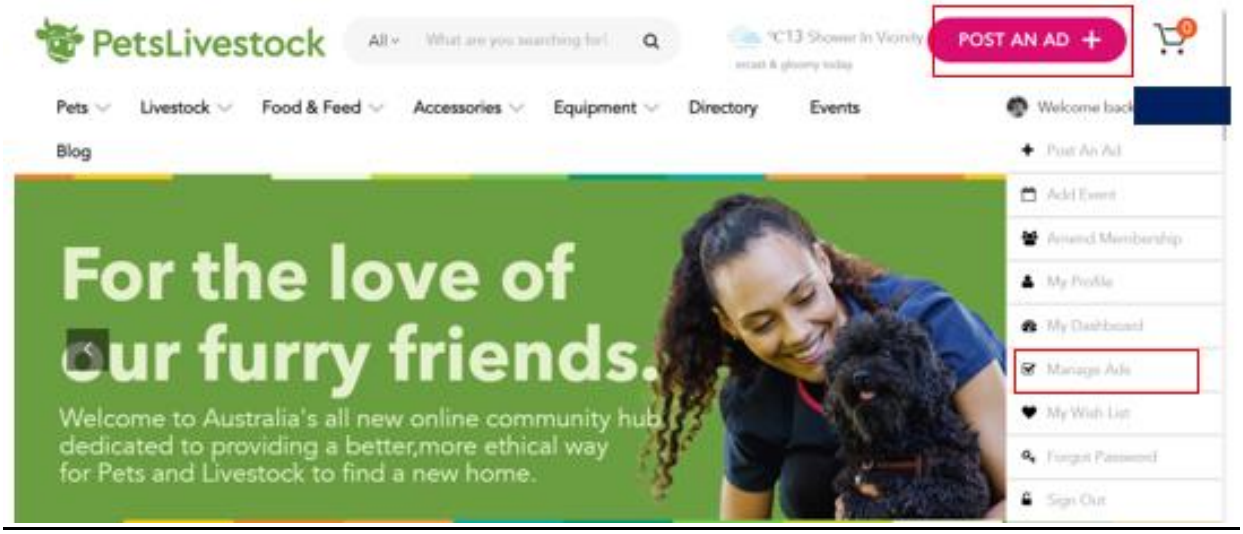
12. You can view your Ad in either:
    a. the Category Listings menu;



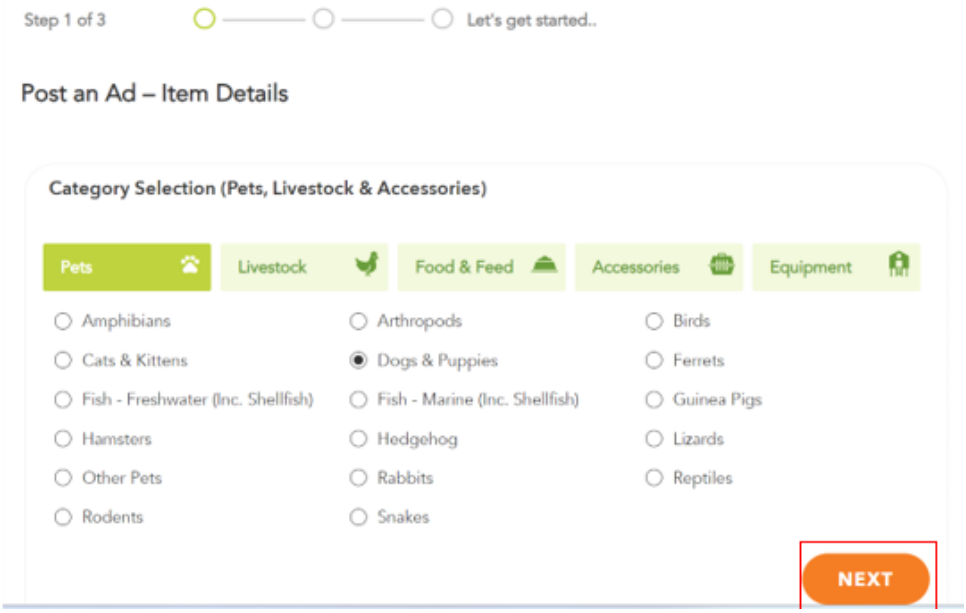

    b. or in Manage Ads.

# How to post an Ad (Business Account)

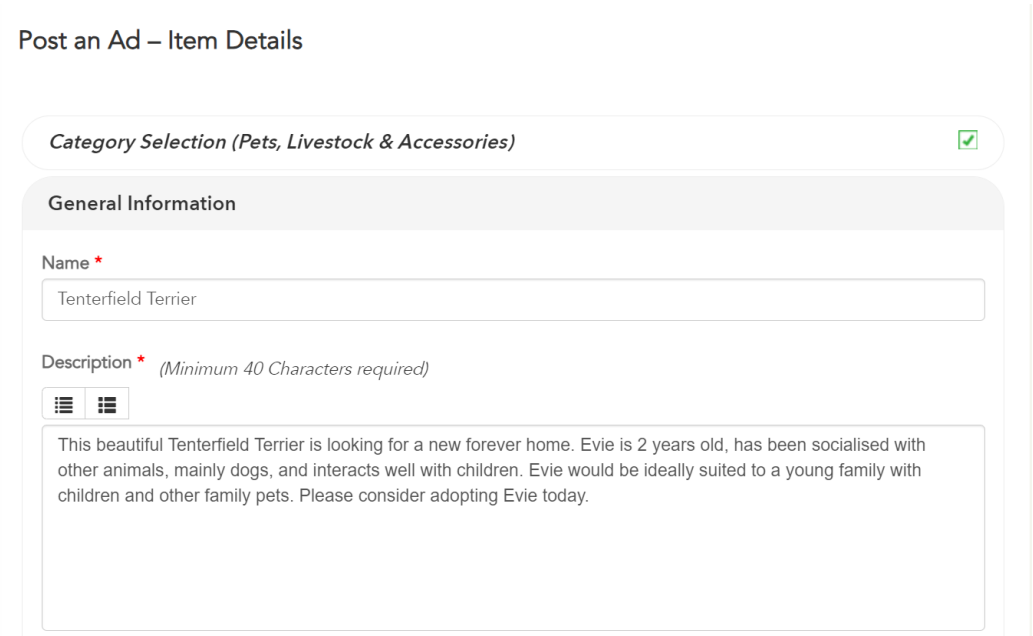
1. Log into your Business Account. You can post an Ad via 2 ways:
   a. Press the "Post an Ad" button at the top RHS of the Home Screen
   b. Go to "Manage Ads" drop down and press the "Post an Ad" button



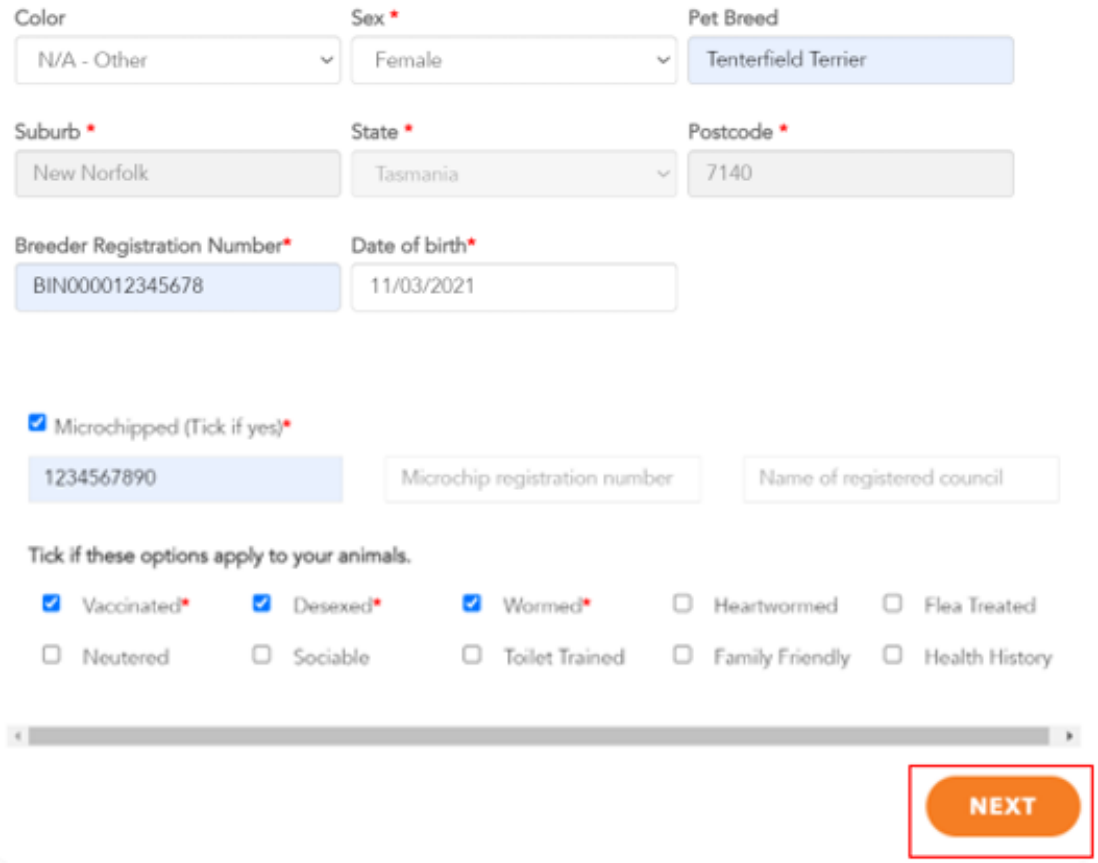
2. Choose the applicable category that your product falls into. For the purpose of this example, I will post a Dog in the "Pets" category. Press on the "Next" button.



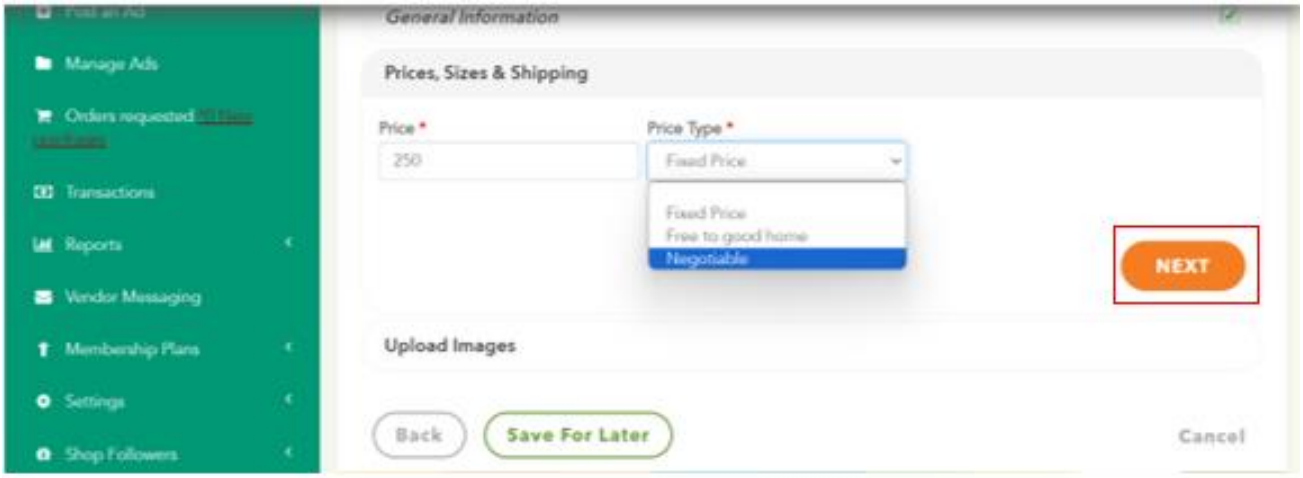
3. Enter in the Name of your advert in the "Name" section. Also enter a description of what you are selling into the "Description" section, noting that all fields marked with an asterisk (*) are mandatory.



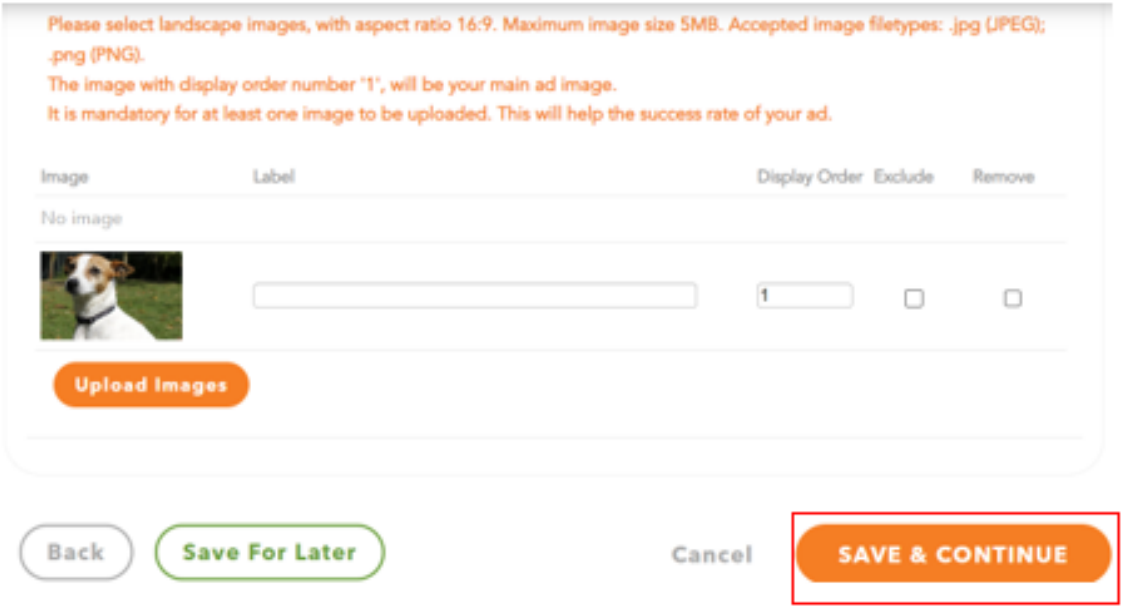

4. Enter in all relevant details, noting that all fields marked with an asterisk (*) are mandatory. This is important, particularly regarding the legislative requirements for your state of sale. Press the "Next" button.



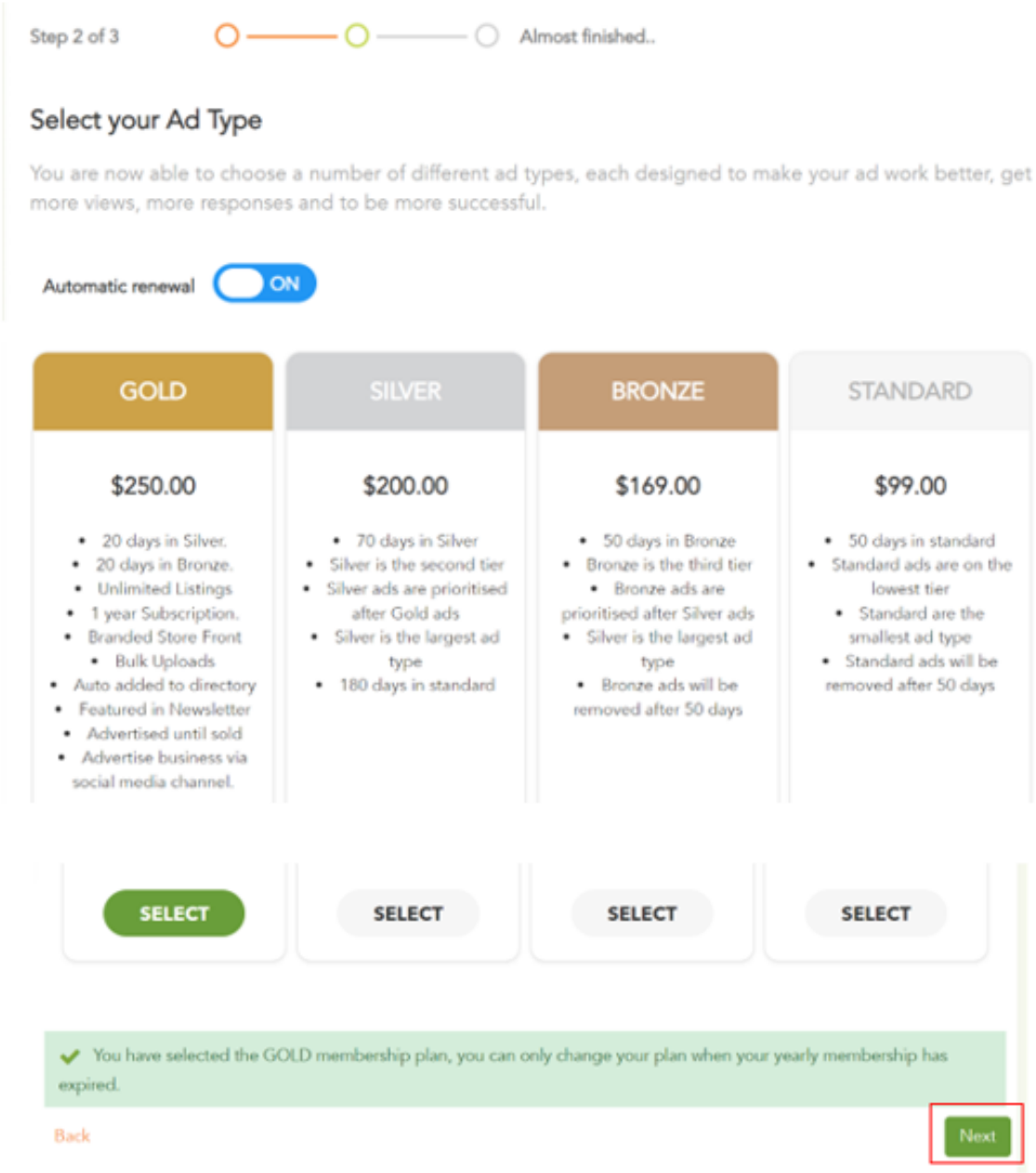
5. Populate the sale price in "Price*", also use the drop-down menu for "Price Type*" to specify whether the price is fixed, free or negotiable. Press the "Next" button.



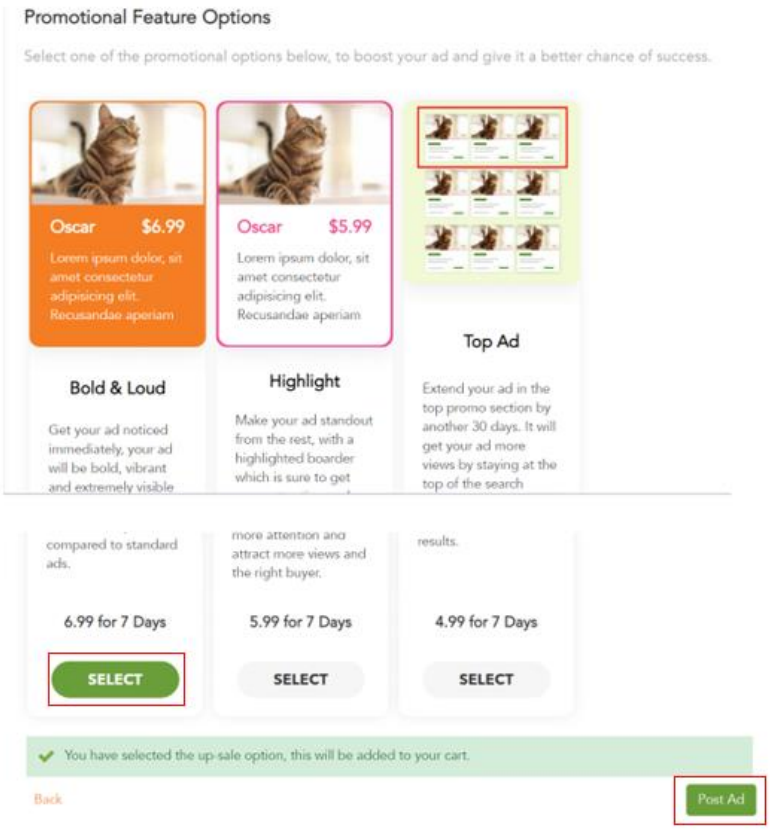

6. Upload the images for your sale item. You need to use a minimum of 1 image. If you upload more than 1 image, the image designated as "display order 1" will be your main image. To ensure optimal image upload, please ensure your image is as per specified: landscape image, aspect ratio 16:9, max. image size 5MB, image file types JPEG and PNG. If you want to remove an image, tick the "Remove" box next to the relevant image and it will not be uploaded. Press the "Save & Continue" button.



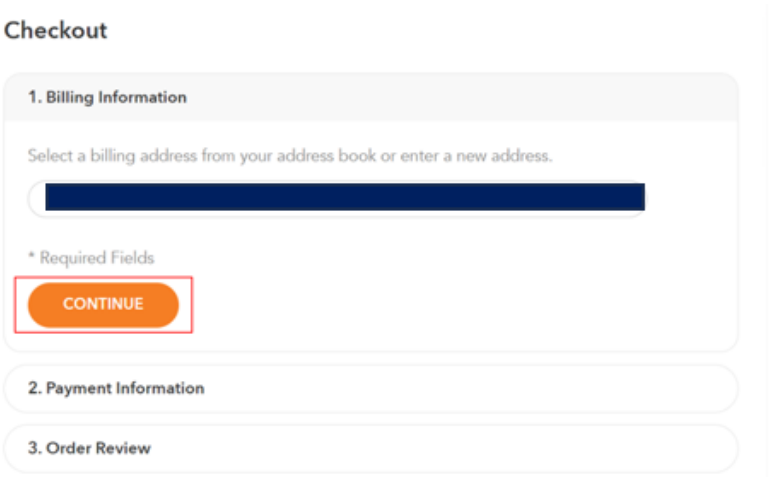
7. Upon listing your first item, you will need to select a subscription option. There are 4 options to choose from, with Gold being the premium option, and Standard being the basic option. Please choose the option most suitable to your requirements. It is noted that you can upgrade at any time; however, if you choose Gold as your first option, you cannot amend/downgrade until the 12-month subscription has elapsed. If you would like "Automatic Renewal" of your subscription, leave the toggle to "ON"; otherwise, switch to "OFF". Once you have selected your option, a description will appear underneath. Press the "Next" button to continue.



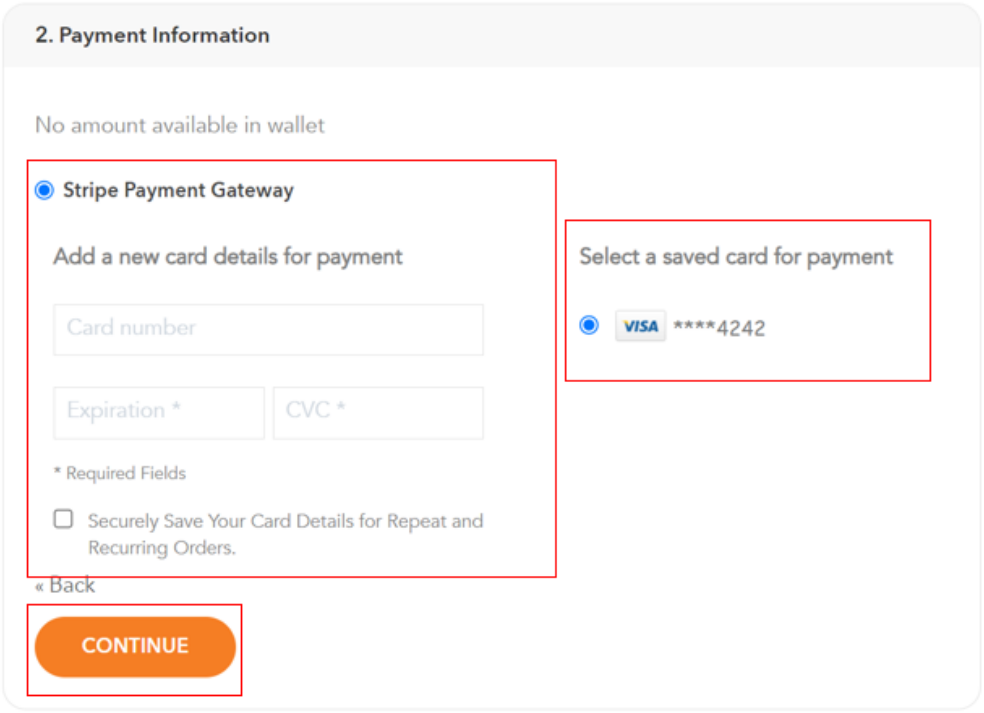
8. Select the most suitable Promotional Feature, either: Bold & Loud, Highlight or Top Ad by pressing the "Select" button. Press "Post Ad" to continue.



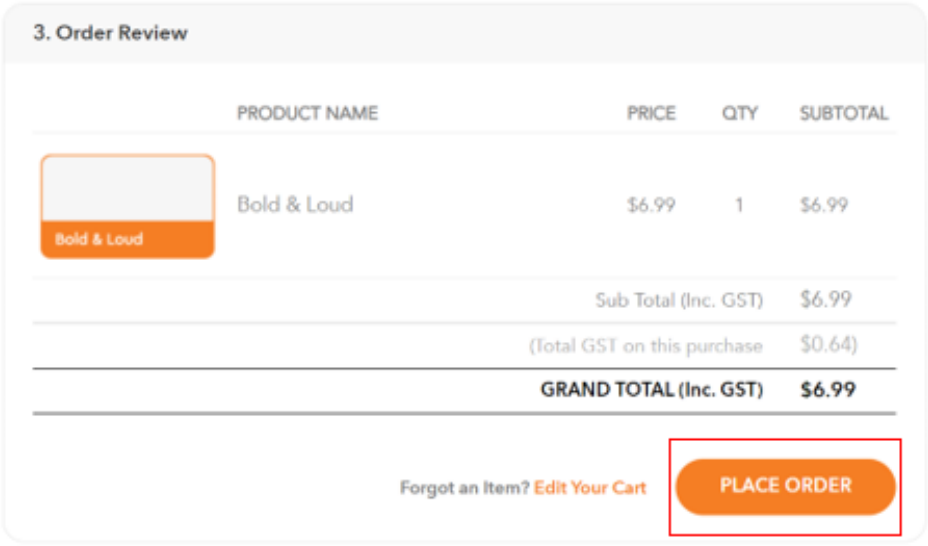

9. To perform the Checkout process, confirm your billing details by following the prompts.
    a. For Billing Information: confirm the billing address is correct then press "Continue".



b. For Payment Information: either add in new credit card details in "Stripe Payment Gateway", or select your default credit card details in "Select a saved card for payment", then press "Continue".



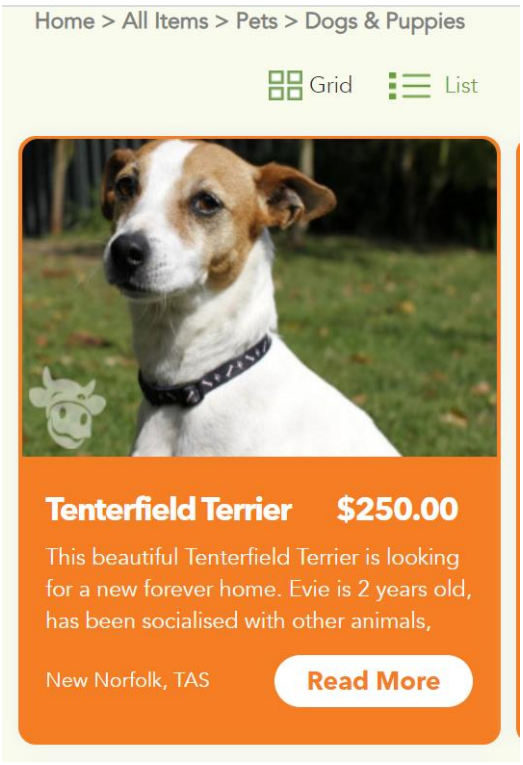

c. In Order Review: ensure that your ordering details are correct. Then press "Place Order" to continue.



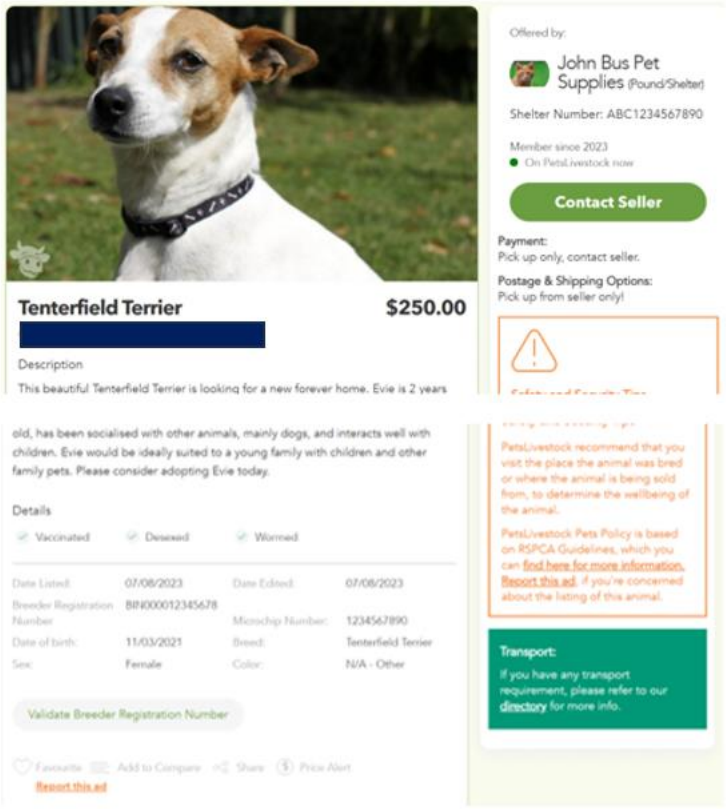

10. You will receive notification that "Your ad has been posted". You will also receive email notifications regarding the successful posting of you Ad and all related invoicing.

11. You can view your Ad in either:

a. the Category Listings menu;

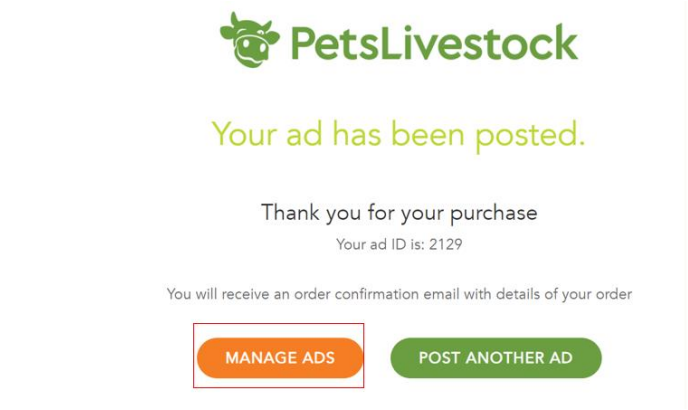



b. or in Manage Ads.

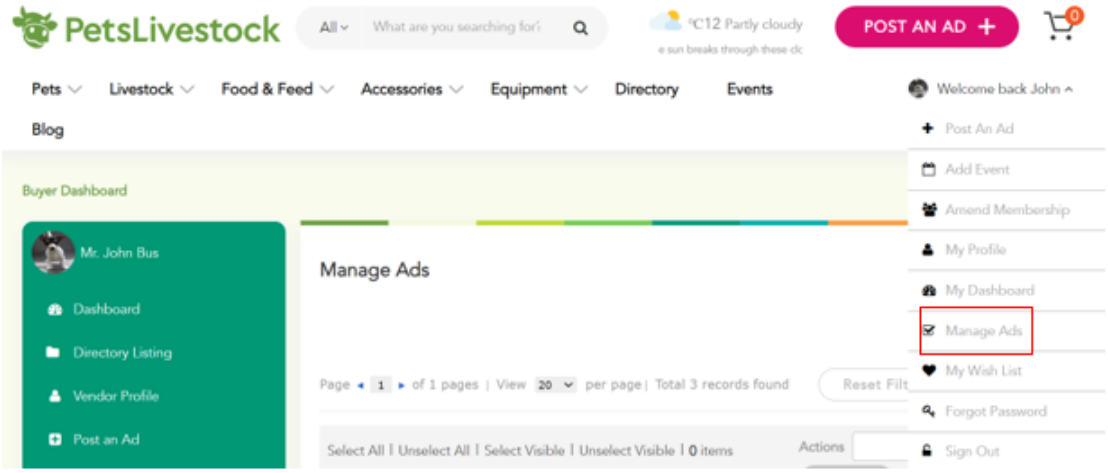


# How to manage/edit an Ad

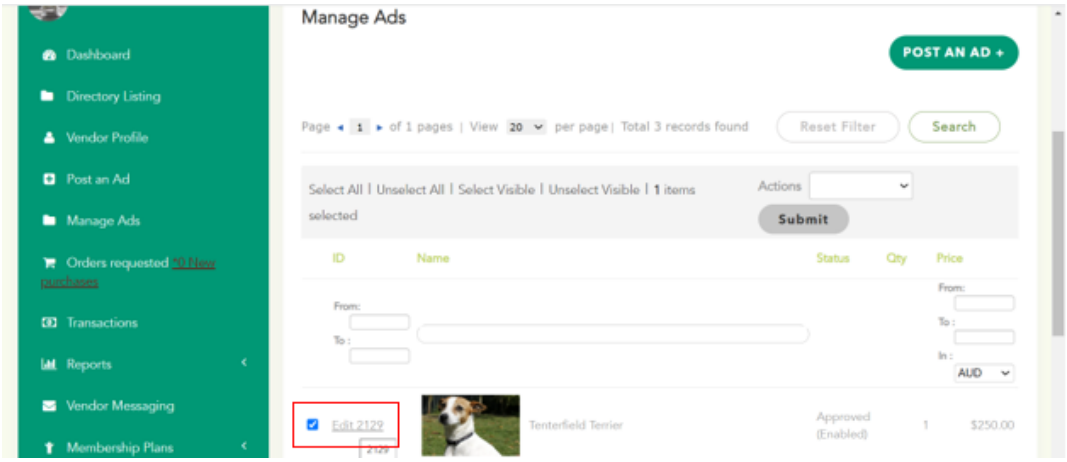
1. You can manage an Ad in two ways:
    a. Once you have posted your Ad, you will receive the notification that "Your ad has been posted". Click on the "Manage Ads" button.



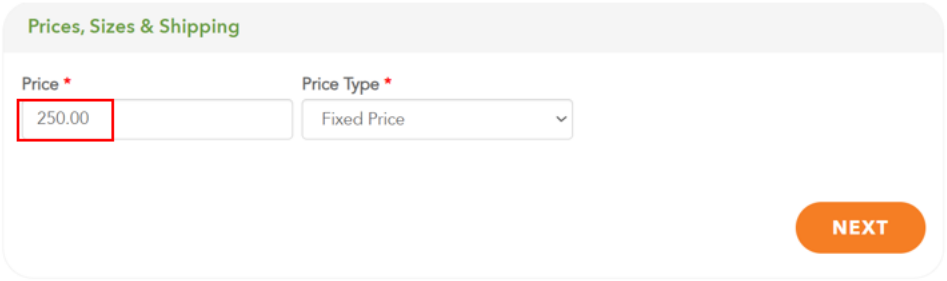

    b. Alternatively, go to your Seller Dashboard and select "Manage Ads" from the drop-down menu.

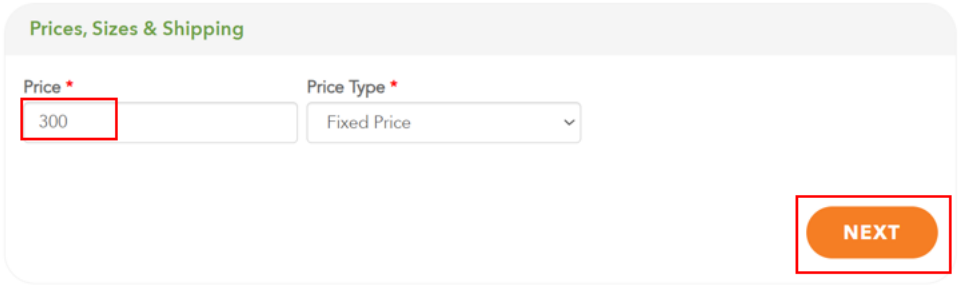



2. Click on the Ad you would like to edit, by checking the box next to the Ad of interest and click on "Edit ####".



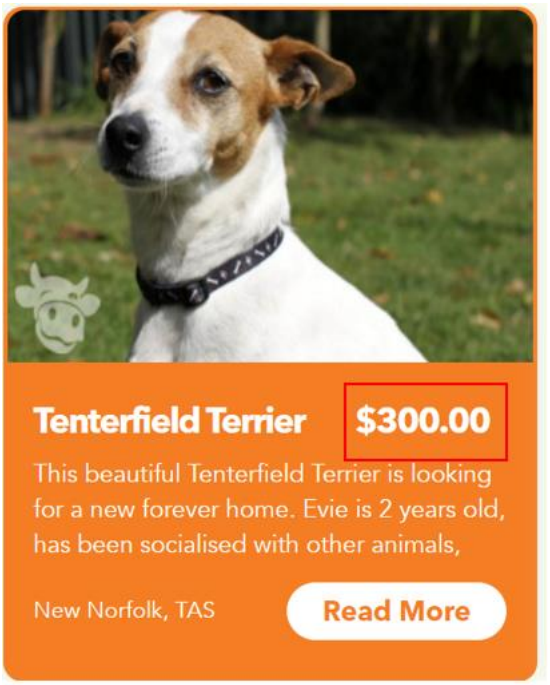
3. Go to the relevant section that you would like to amend. For this example, I will change the price of the listing. Go through the relevant prompts by clicking on the “next” button until you get to your section of interest. When at your section of interest make the necessary amendment/s and press the “Next" button.



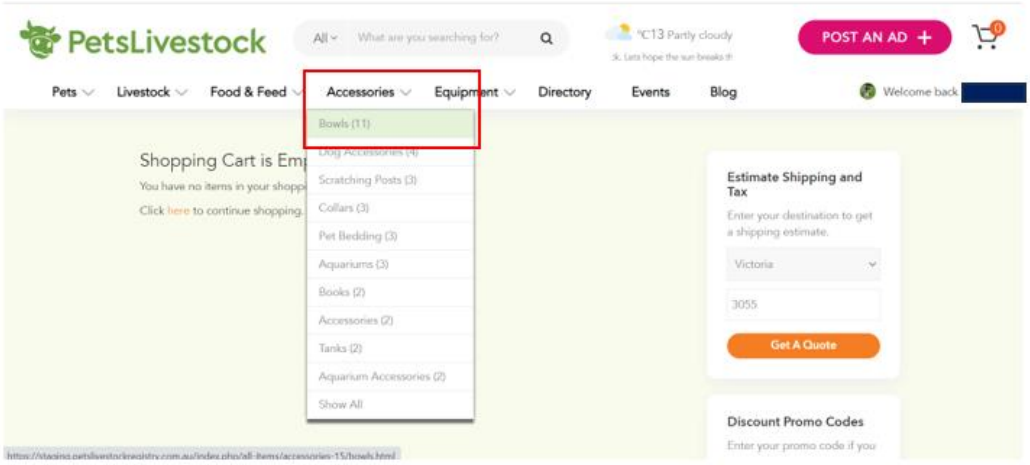

4. Progress through all of the steps until you get to the “Post Ad” button again.

5. Your ad will reflect the change that has been implemented. For this example, the cost has been updated to $300.

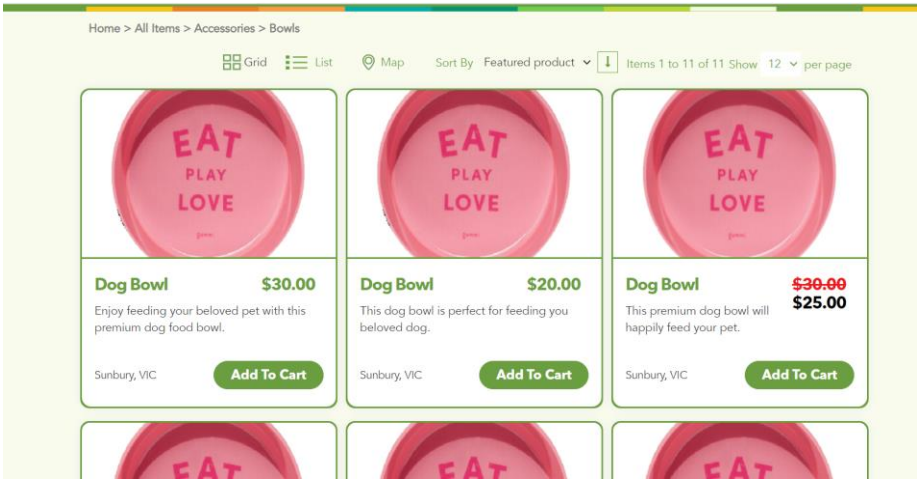


# How to purchase an item

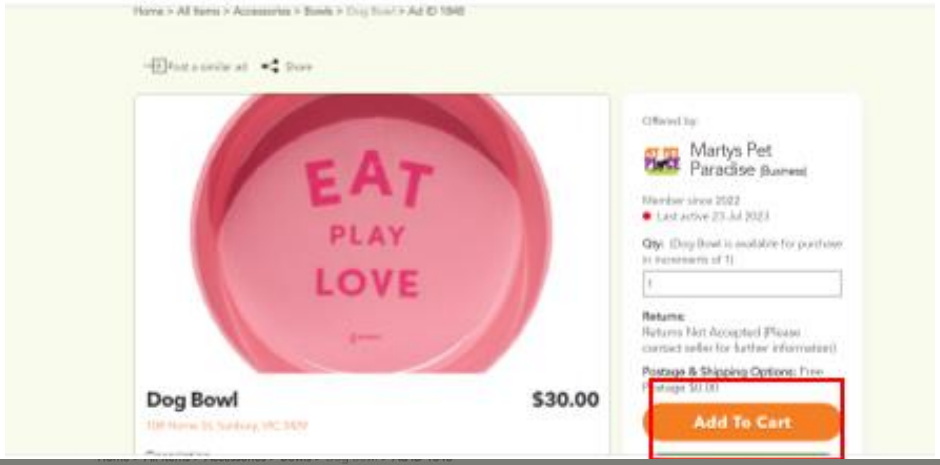
1. Go to the desired Category listing to find the pet or product you are looking for. For this example, I am looking for a dog bowl under the "Accessories" category. Click on the relevant drop-down item of interest.

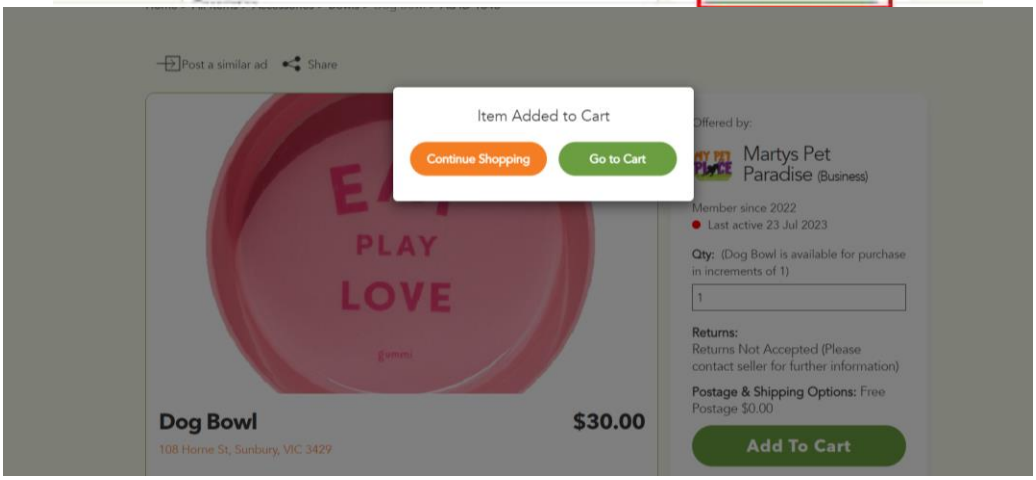



2. Review the listed items and click on the item listing of interest.

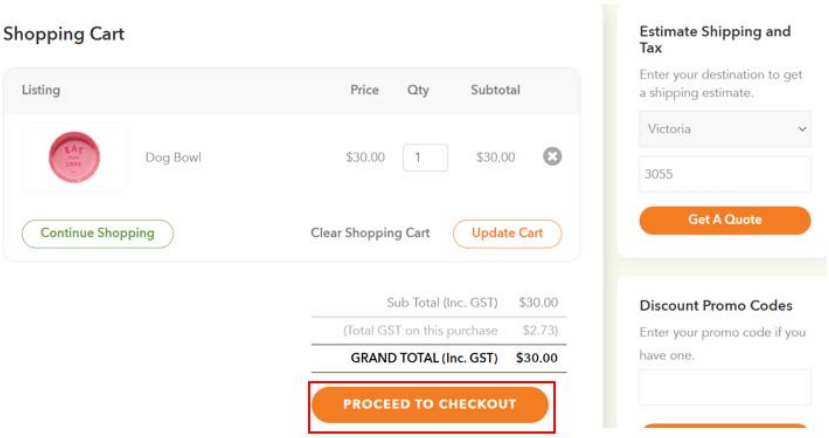



3. Press the "Add to Cart" button to add item to your shopping cart. You will receive a "Item Added to Cart". You can either "Continue Shopping" or "Go to Cart".

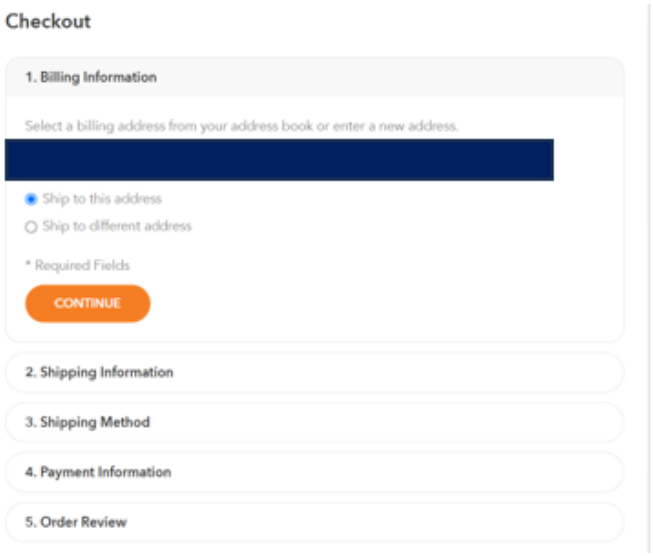


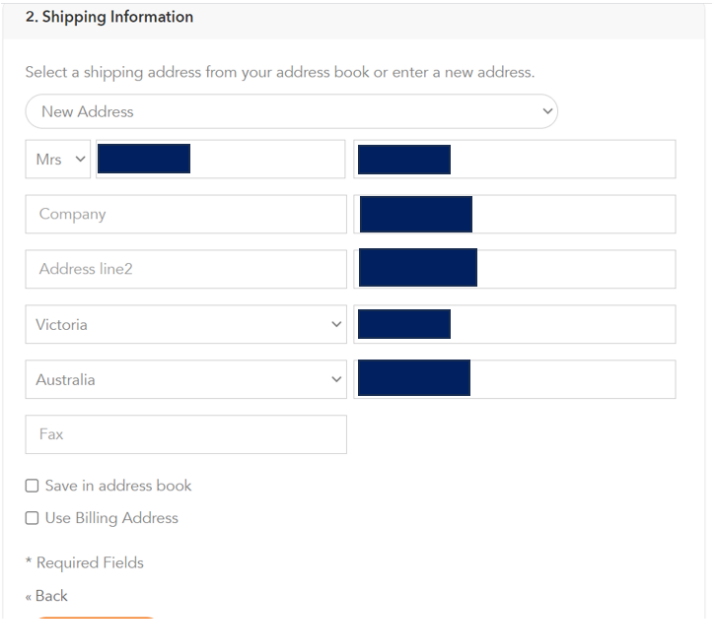

4. If you press the "Go to Cart" button, you will see a summary of your purchase. Click on "Proceed to Checkout".



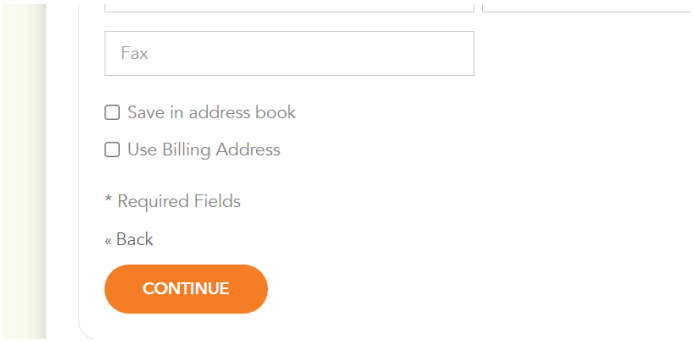

5. Upon proceeding to Check out, you will receive a Checkout summary. You can either ship to your default address by selecting "Ship to this address", or ship to another address by selecting "Ship to different address".



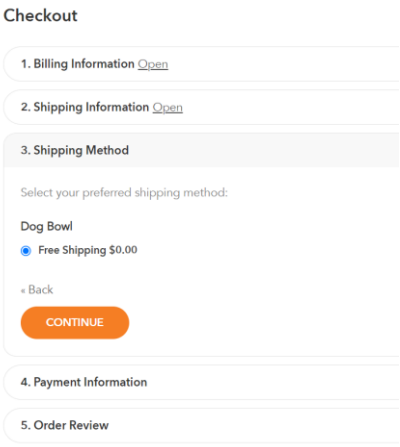

6. If you select "Ship to different address", go to drop down and select "New Address". Enter in the alternative shipping address that you'd like to package to ship to. The auto-address function will begin to autofill, once your address appears in the auto-address fill menu, select it. The address details will then auto-populate into all relevant fields.



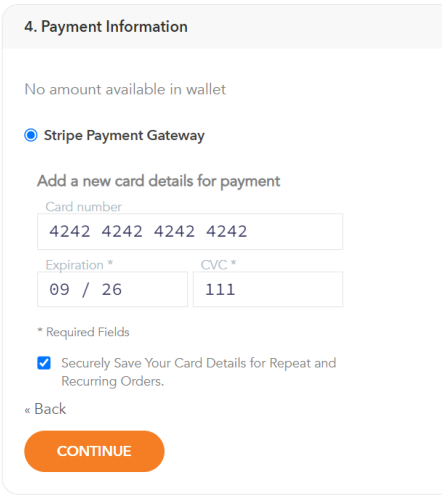

7. If you want to save the address, tick the "Save in address book" box. If you want this new address as your billing address, tick the "Use Billing Address". Press the "Continue" button.




8. Select the available Shipping Method. For this example, "Free Shipping" is available. Press the "Continue" button.

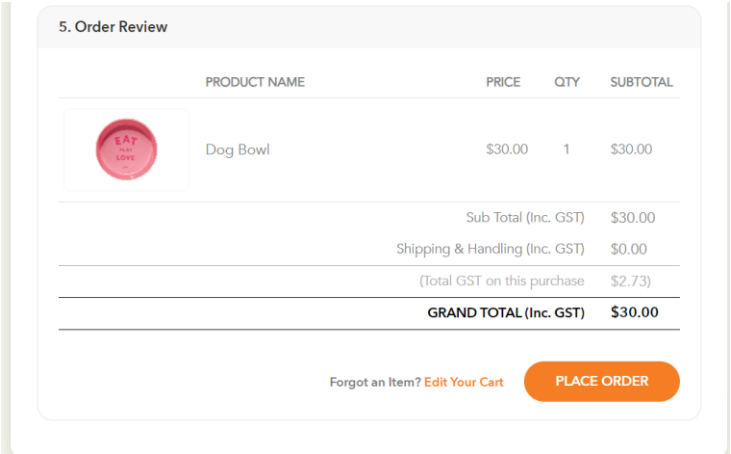


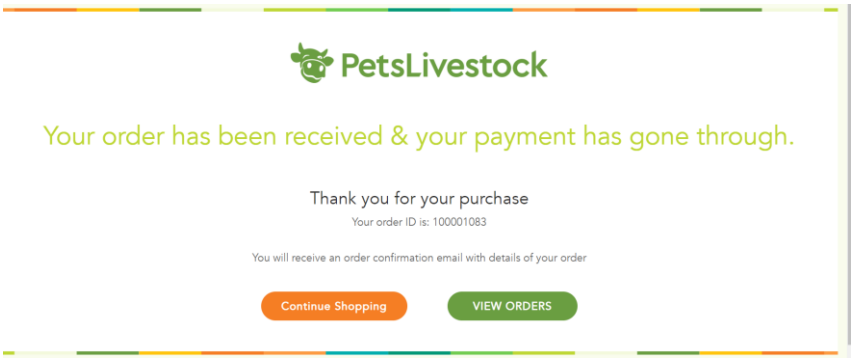

9. In "Payment Information", if you have no budget in your wallet, you will need to add in your credit card details, if they have not been saved previously. Enter in your credit card details:
    a. Card Number;
    b. Expiry (MM/YY);
    c. CVC (3-digit code on back of card);
    d. Check the box to "Securely save your card details for repeat and recurring orders" to remember the card details. Press the "Continue" button.




10. You will then need to review your order in "Order Review". Check the details of your order and if everything is correct, click on the "Place Order" button.

You will then receive a notification to say that the order has been received and that the payment has come through.




11. You will also receive an email notification regarding your purchase.

## How to add and remove credit card details

Please refer to steps 7, 8 and 9 in “How to register an Individual Account” for details.