

SEVI PRODUCT TRAINING FOR SELLER REPS (AGENT)

Helping you onboard, support, and
grow with Sevi

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Introducing Sevi: Your Partner in Digital Trade Finance



Order Now, Pay Later

A digital credit platform enabling buyers to receive goods instantly and settle payments at a later date.



Immediate Access for Buyers

Buyers gain quick access to essential inventory, facilitating uninterrupted business operations.



Instant Payouts for Sellers

Sellers receive immediate payment, eliminating credit risk and ensuring consistent cash flow.



Sevi Manages Everything

We handle credit assessments, KYC verification, and thorough repayment follow-ups.

Discover how Sevi simplifies trade for everyone.

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Unlock New Opportunities: Sevi's Impact on Your Success



Boost Sales Volume

Enable bigger orders by offering flexible payment solutions to your duka partners.



Build Stronger Trust

Become a reliable advisor, helping dukas grow their businesses through Sevi.



Earn Generous Incentives

Benefit from **KES 600** for each successful onboarding and placing the customer's first order.



Strengthen Relationships

Deepen your connections with both sellers and buyers, fostering long-term partnerships.



Understanding Sevi App Account Roles

1

Personal (Buyer)

View credit limits, confirm payment for orders, and manage payments with ease for seamless operations.

2

Company (Seller)

Efficiently manage all orders, track incoming payments, and oversee buyer relationships.

3

Agent (Seller Sales Rep)

Onboard new buyers, create payment requests, and monitor all activity for optimized sales.

Each account type is tailored to specific user needs within the Sevi ecosystem.

Your Key Responsibilities as an Agent



Onboard New Buyers

Utilize the Agent App to seamlessly register and invite new duka partners, expanding your customer base with credit terms.



Manage Payment Requests

Create and oversee payment requests, ensuring smooth and efficient transactions for sellers.



Educate & Support Buyers

Guide buyers on confirming payments for orders and managing repayments through their Sevi App.



Maximize Your Earnings

Earn substantial incentives for every successful onboarding and the initial orders processed.

Onboarding Buyers:

Step 1 - Seamless Registration

Collect Key Information

Gather the buyer's mostly used phone number, commonly known business name and seller who will fulfill the orders

Buyer Invitation

An automated SMS containing sevi invitation link is promptly sent to the buyer's registered phone number.

Buyer Review Terms & Set Pin

Ensure the buyer fully understands and formally agrees to all Sevi terms and conditions before proceeding and Assist the buyer in Setting of Access Pin

Complete Initial Registration & Await

Once the initial 6 steps are completed, the buyer account is placed into a **'Waiting On'** status for verification.

This initial step sets the foundation for a successful Sevi partnership.

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Account Verification

66% 4 of 6 completed

- Phone Number** Completed ✓
- Business Name** Set the name of your shop ✓
- Seller Account** Link the customer to a seller ✓
- Set Access PIN** Ask buyer to set a PIN via USSD *789*7788# or the app ⌚
- Business Location** Set the location of your shop ✓
- Agree to Terms** Ask buyer to agree to the credit terms via USSD *789*7788# or the app ⌚

Accounts Payments New Customers Activity

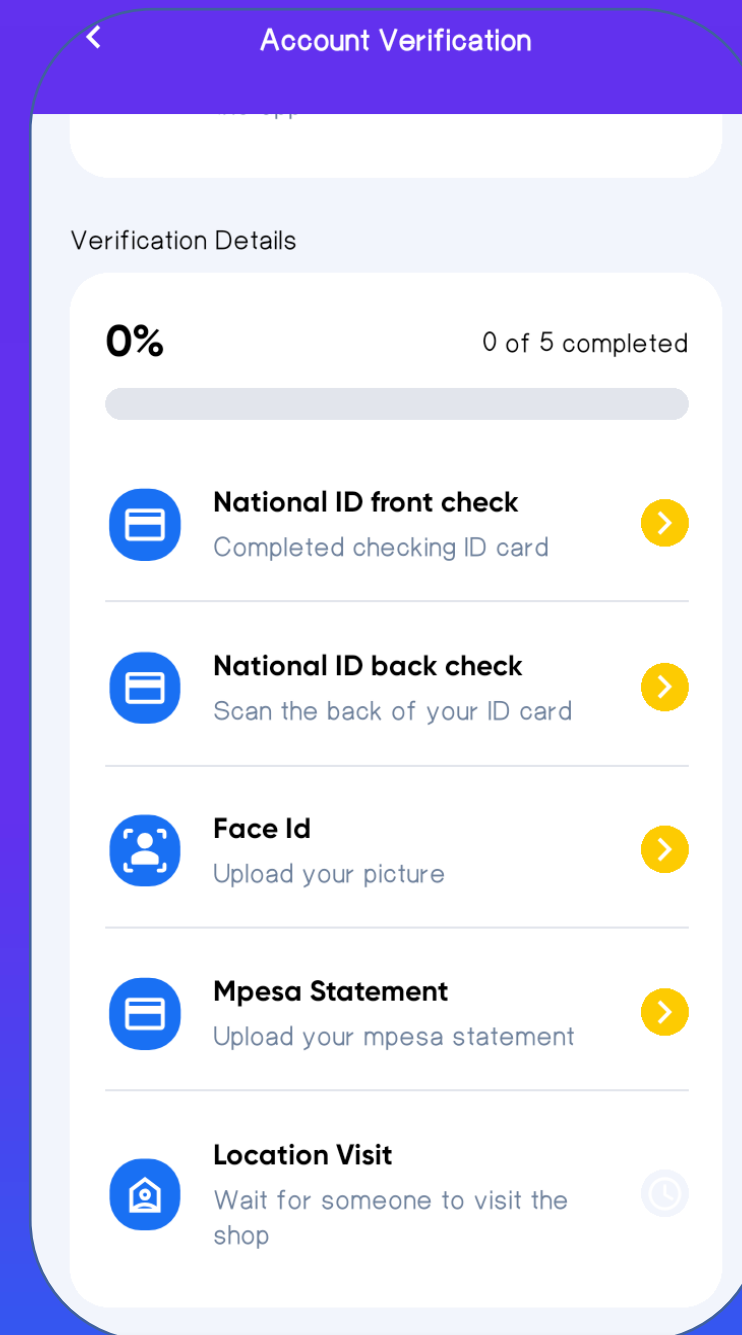
Onboarding Buyers:

Step 2 - Secure Verification

Following registration, a dedicated Sevi Verifier conducts a crucial in-person verification process to ensure the highest standards of security and compliance for every new duka.

- **National ID:** The Sevi Verifier will capture clear, legible images of both the front and back of the national identification document.
- **Face Photo:** The Sevi Verifier will take a live, clear face photo for identity confirmation.
- **Mpesa Statement:** The Sevi Verifier will request and upload the last six months of the Mpesa statement for financial assessment.

Upon successful verification, the buyer's credit limit is officially established, making them fully ready to utilize the Sevi App for their trade finance needs.



Effortless Payment Request Creation via Your Agent App

1

Access Payment Request

Open your Sevi Agent App and navigate directly to the **New** section with + Sign.

2

Enter Order Details

Carefully select the correct seller and buyer (To prevent payment to go to wrong seller), Input the accurate Order Amount, and upload invoice(optional). Lastly Click **Create Order**.

3

Choose Preferred Payment Methods

- **Lipa Na Sevi**, Buyer pays using Sevi Credit Limit.
- **Split Pay**, if the order amount exceeds buyer's available credit limit, so they can pay the top-up via M-pesa or Sevi Wallet and the rest will be paid by Sevi using the available credit limit.
- **Lipa Direct**, Buyer pays immediately using M-Pesa Prompt or Sevi Wallet to confirm payment.

4

Submit for Processing

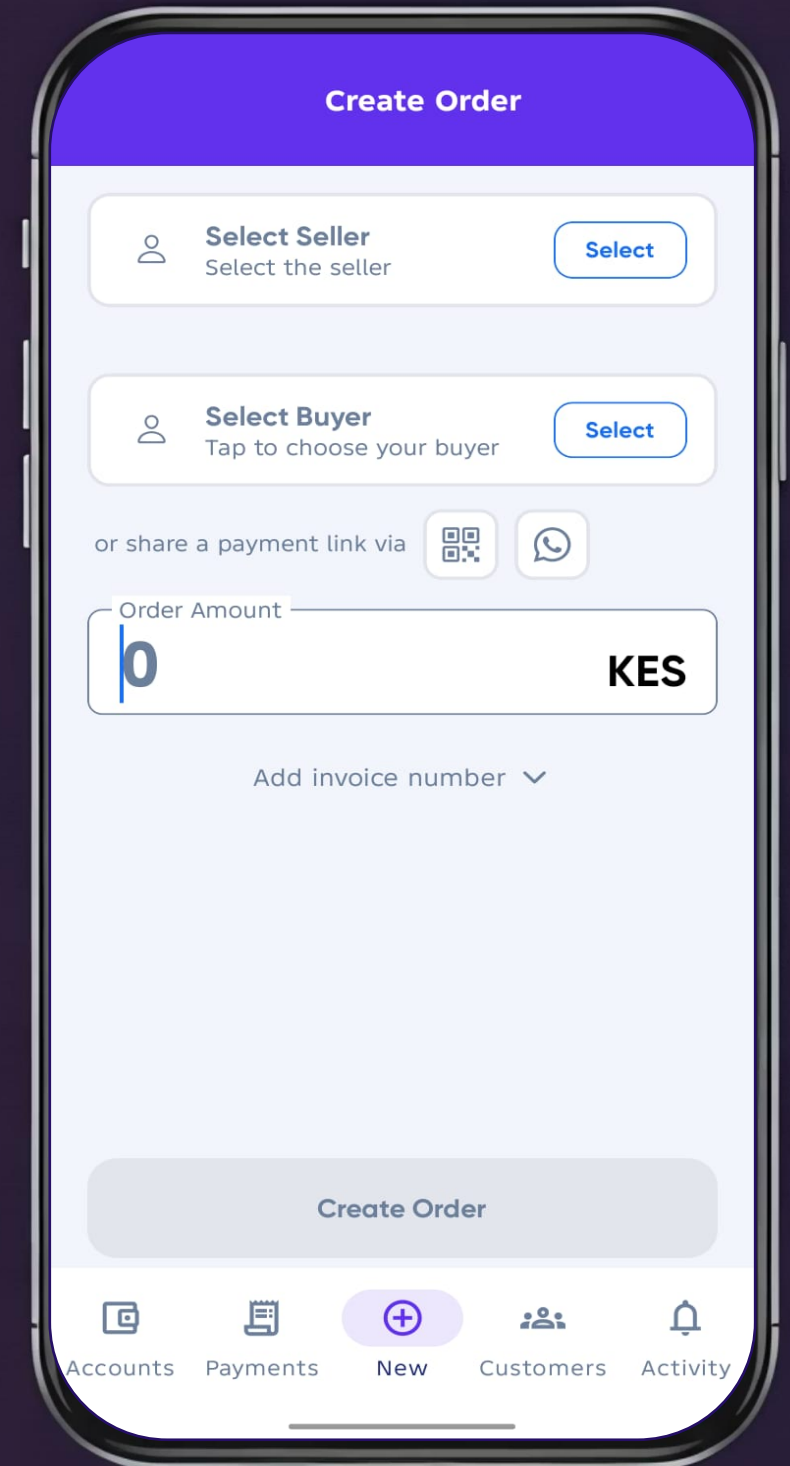
Tap the **Confirm Order** button at last to send the payment request to the buyer.

5

Buyer Notification

The buyer immediately receives an SMS alert and an in-app notification prompting them to confirm the payment for the new order.

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Buyer's Journey: Confirming and Paying for Orders

Buyer Login

Buyers access their Sevi App account and find pending actions under the **Important Actions** section.

Order Confirmed!

The transaction is successfully finalized, ensuring quick processing and notification for sellers.



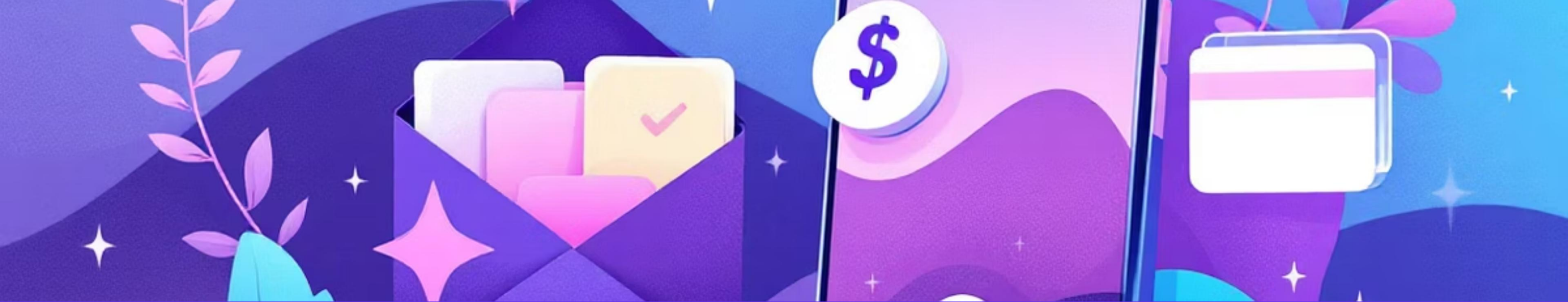
Review Pending Payments

The new pending payment request is clearly displayed; the buyer taps **Confirm** to proceed.

Select Payment Method

They choose between **Lipa Na Sevi** using their credit, **Split Pay** or **Lipa Direct** via M-Pesa or Sevi Wallet for immediate settlement.

A seamless flow designed for buyer convenience and efficient trade.



Streamlined Payment Clearing for Buyers

●●●●● 1

Automated Reminders

Buyers receive timely SMS and in-app notifications, ensuring they are always aware of upcoming payment due dates.

Also as an Agent, you are able to see the status of repayment and optionally remind the buyer to repay, so they can pay a next order on credit.

●●●●● 2

Flexible Payment Options

Payments can be conveniently made through the integrated Sevi Wallet or through a payment link they receive in SMS or through USSD menu, offering choice, simplicity and ease.

●●●●● 3

Instant Updates

The app automatically updates the payment status in real-time, providing immediate confirmation and transparent tracking for both parties.

Incentives Recap for Sales Agents

Successful Onboarding

Earn a generous **KES 600** for each buyer you successfully onboard and places the **first order**.

Long Term Benefits

Unlock long term benefits of increased sales and ease payments.

Q&A and Practice Session



Role Play: Onboarding a Buyer

Practice the step-by-step process of guiding a new duka through registration and initial setup.



Live Demo: Creating a Payment Request

We'll walk through creating a payment request together, showcasing the process directly in the Sevi Agent Account.



Open Discussion & Q&A

Your opportunity to ask questions, clarify doubts, and share insights about the Sevi App and its processes.

This session is designed to reinforce your understanding and build confidence in using the Sevi App effectively.

[View Documentation Link for Agent Walkthroughs Guide](#)

Thank You, Boosters!

Together, we're building a stronger, more connected trade ecosystem.

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Order now, Pay later

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