



OshiCart

Referral Agent Handbook

How to join, how to earn, and how to explain every feature — in plain language.

1 What you are selling

OshiCart puts a Namibian business online in minutes. The merchant gets a store link customers open on their phone, orders arrive on WhatsApp, and customers pay the merchant directly.

OshiCart takes no commission on their sales. That is the single strongest line in your pitch. A merchant who sells N\$10,000 keeps N\$10,000 — they pay only their monthly plan.

Your buyer is anyone selling on WhatsApp today: home bakers, salons, hardware shops, food stalls, boutiques, mechanics, tailors. If they are posting products in a WhatsApp Status, they are your customer.

2 What you earn

You earn a **one-time bounty** when a merchant you referred starts paying for a plan. There is no cap on how many merchants you sign up.

PLAN THE MERCHANT PAYS FOR	THEIR MONTHLY PRICE	YOU EARN
Oshi-Start (free)	N\$0	N\$0
Oshi-Storefront	N\$149	N\$75
Oshi-Automate	N\$399	N\$200
Oshi-Pro	N\$799	N\$400

A merchant on the free plan earns you nothing — but get them on anyway. A free store that starts taking orders upgrades on its own. Signing them up is the hard part; upgrading is easy.

3 Getting started (your first week)

1. **Apply** at oshicart.com/agents — name, WhatsApp number, and accept the agent rules. We reply on WhatsApp, usually within a day.
2. **Make your own practice store**: sign in at oshicart.com/agents/dashboard and tap **Create my practice store**. You get a real shop of your own with a product, a service and a hire already in it. Order something from your own shop link, then move that order along in your dashboard — the WhatsApp lands on your phone. That is the part that sells OshiCart, and it is the part you cannot show from the demo store. Nobody can find your practice store in Browse Stores, and its made-up customers are never messaged.
3. **Make your list**: ten businesses you already know that sell on WhatsApp. Friends and family first — your easiest yes is someone who already trusts you.
4. **Send your link** with one honest sentence: *"This puts your shop online in ten minutes, orders come to your WhatsApp, and they take no commission on your sales."*
5. **Help them add their first product**. A store with no products cannot be found in Browse Stores and earns nobody anything. Sit with them for the first one; the rest they do alone.

Your practice store is your rehearsal room. Every minute you spend clicking around it makes your pitch faster and calmer — and seeing the WhatsApp arrive on your own phone is what makes you believe the pitch yourself.

4 How your link works

1. You get a personal link: oshicart.com/r/your-code
2. Share it. Anyone who signs up through it is tagged to you permanently.
3. They get a **35-day free trial** instead of the standard 30 — five extra days, because they came from you. Use that in your pitch.
4. When they pay for a plan, your bounty is recorded.
5. Payouts are made by EFT. Send your banking details to the OshiCart team once.

Always send **your own link**, never plain "oshicart.com". Safety net: if someone signs up without your link, tell them to enter your **agent code** on the first step of store setup — there is a box for it. Once their store is created without your code, it cannot be changed.

5 The plans, in plain terms

PLAN	PRICE	PRODUCTS	ORDERS/MONTH	BEST FOR
Oshi-Start	Free	20	20	Trying it out
Oshi-Storefront	N\$149	50	50	Badge gone, listed above free stores
Oshi-Automate	N\$399	200	300	Busy shops
Oshi-Pro	N\$799	Unlimited	Unlimited	Big catalogue, has an accountant

The free plan is the full storefront at smaller limits, with a small "Powered by OshiCart" badge. Paying removes that badge. Order allowances reset every month on the merchant's billing date, and cancelled orders do not count.

6 Every feature, and how to explain it

Merchants buy what they understand. Learn these well enough to say each one in a single sentence.

Store link and QR code

Their store link is their address on the internet — no website or domain needed. The QR code is a picture of that link for flyers, packaging and shop doors. *"You don't need a website. This link is your website."*

WhatsApp order updates

Customers are messaged automatically when an order is received, confirmed, ready and completed. *"You stop typing the same replies twenty times a day."* Available on every plan, including free.

Products, photos and variants

Add products with photos straight from the phone. Variants cover sizes and colours so customers choose at checkout instead of messaging. Stock tracking stops sales when they run out.

Bulk import

A shop with hundreds of items uploads a spreadsheet instead of typing them in. This is what closes hardware shops and boutiques.

Payment methods

EFT, cash on delivery or collection, MTC Maris, eWallet, FNB Pay2Cell, PayToday. Customers pay the merchant directly. *"The money goes to your account, not ours."*

Delivery and couriers

Collection, their own delivery with a flat fee, or Yango and inDrive where the buyer pays the driver. Couriers appear only in Windhoek, Swakopmund and Walvis Bay.

Orders and invoices

Every order gets a proper invoice they can print or send. If they have a VAT number it becomes a tax invoice showing 15% VAT.

Customers list

Everyone who orders is saved, with how often they buy and what they spend. *"Your customer list is yours — it's never shared with another shop."*

WhatsApp broadcast

Send an offer to all customers, repeat customers, or recent customers — from the merchant's own WhatsApp number.

Coupons

Discount codes for promotions, with four ready-made templates so they don't start from a blank form.

Reviews

Only verified buyers can leave a rating, so reviews on OshiCart mean something.

Reorder

A returning customer repeats a past order in one tap instead of rebuilding the basket. *"Your regulars order again without typing anything."*

Couriers

Yango and inDrive booking at checkout in Windhoek, Swakopmund and Walvis Bay. The buyer pays the driver directly, so the merchant carries no delivery cost.

Order tracking

Every customer gets a link showing where their order is, so they stop asking.

Found in Browse Stores

Once a store has a product it is listed by town on oshicart.com, so people looking for a shop nearby can find it.

Recording payments

Merchants mark money as received against an order, with the date from their bank. Part-payments are supported, which matters for deposits on custom work.

Analytics

Visits, orders, revenue, and which products people look at most.

Install as an app

OshiCart goes on the home screen like an app, with no Play Store or App Store. Merchants install their dashboard; shoppers install the store directory.

Abandoned checkout recovery (Automate and Pro)

A customer who starts checkout and does not finish gets an automatic WhatsApp reminder. *"It goes and fetches the sale you already lost."*

Appointment bookings (all plans)

Salons, barbers, nail techs, mechanics — customers book a time from a calendar instead of ordering a product. Each slot takes one booking, so no double bookings, ever. The merchant sees their whole day in a Bookings calendar and can block time off for lunch or walk-ins. *"Your clients book themselves in — no more back-and-forth on WhatsApp to find a time."* This is the pitch for anyone who works by appointment.

Two taps per order (all plans)

An order goes Confirm → Completed. Two taps, and the customer is told automatically at each step — three messages in all, with the invoice attached to the last one. *"You tap twice. Your customer gets every update and their invoice, without you typing a word."* Shops that need a "ready for collection" step can switch it back on in Settings.

Chasing payment, politely (all plans)

An unpaid order gets two reminders — at 6 hours and the next morning — then cancels itself after about two days and puts the stock back. The moment the merchant records the payment, or the customer

uploads proof, the reminders stop. *"It chases the money for you, and stops the second they have paid."*

Rentals and hire (all plans)

Car hire, tent and chair hire, tools, sound gear, dress hire — the customer picks their dates and the price works itself out — per day, or per night for guest rooms. OshiCart counts what is already out (with cleaning days between hires if the merchant wants them), collects refundable deposits, can capture the hirer's ID number against that hire (and delete it on return), tracks which unit went out and when it came back, suggests late fees, and never lets two customers take the last unit for the same dates. *"They pick the dates, it does the maths, and it never lets you double-book."* A whole industry that WhatsApp-and-notebook cannot serve safely.

Online and digital services (all plans)

Designers, marketers, consultants, tutors — anyone whose work is delivered remotely. When a merchant marks a service **Online**, checkout drops delivery, collection, couriers and the address field entirely; the customer just gives their name and number. *"Nothing to deliver, nobody to visit — the checkout knows that."* Whole segment most people never think to pitch.

Refunds and credit notes (all plans)

When a merchant gives money back, they record it against the order and OshiCart writes the credit note for them — the document that cancels part of an invoice, with the VAT reversed on it. Their statement subtracts it automatically. *"Your books still match your bank on the day you refund someone."* Use this on anyone who mentions an accountant or being registered for VAT.

Priority placement (all paid plans)

Paid stores appear above free stores in Browse Stores. *"For N\$149 your shop lists ahead of every free store in your town."* This is the line that sells Oshi-Storefront — visibility, not features.

Year-end statement (Pro only)

Twelve months in one document, instead of pulling twelve separate ones. *"Your accountant gets the whole year in a single file."* This is what Oshi-Pro owns beyond removed limits — use it on anyone who mentions a bookkeeper or a financial year.

Statements (Automate and Pro)

A monthly record of every order with VAT totals, printable or downloadable as a spreadsheet for a bookkeeper.

Bank reconciliation (Automate and Pro)

The statement also shows what money actually arrived that month, what is still outstanding, and which orders remain unpaid. *"You can tick your bank statement off against this."* Together with statements, this is the line that upgrades anyone with an accountant.

7 How to open the conversation

You: "How do you take orders now?"

Them: "WhatsApp, people message me."

You: "So you're typing the same prices all day, and you lose the ones who don't message. I can put everything you sell on one link. They browse, they order, it lands in your WhatsApp done — with the name, the items and the total. You still get paid straight into your account, and OshiCart takes nothing off your sales."

Then show them, on your phone, a real store: oshicart.com/stores. Do not describe it — open it.

1. Show a live store and scroll the products.
2. Add something to the cart so they see the checkout.
3. Show the WhatsApp message the merchant receives.
4. Then send your link and help them sign up on the spot.

Sign them up while you are standing there. Do not leave it with "have a look tonight" — that is how a lead dies.

8 Objections, and what to say

"I already sell fine on WhatsApp."

"You do — this is your WhatsApp with a catalogue attached. Customers still message you. They just arrive knowing what they want and what it costs."

"It's too expensive."

"Start free. Twenty products, twenty orders a month, no card needed. If it doesn't bring you anything, you've lost nothing."

"I'm not good with computers."

"It's your phone. Setup is a name, a number and your town — about two minutes. I'll do it with you now."

"Do you take a percentage?"

"No. Nothing on your sales. Customers pay you directly. You pay a monthly plan and that's all."

"What if nobody finds my store?"

"You share the link — Status, Facebook, flyers, the QR on your door. You also get listed in Browse Stores for your town, as soon as you've added a product."

9 Getting a merchant live properly

A signup that never adds a product earns you nothing and helps nobody. Walk them through all of it:

1. Sign up through **your link**.
2. Store name, WhatsApp number, region and town, industry.
3. **Add at least one product with a photo**. Their store does not appear in Browse Stores until it has one.
4. **Enter their payment details** — the bank and account number, or the wallet number. A method with no details is hidden at checkout, and if none work their checkout closes.
5. Set delivery or collection.
6. Open the Share page, copy the link, and post it to their WhatsApp Status while you are there.

Steps 3 and 4 are where merchants stall. If you do nothing else, do those two with them.

10 The rules

- Never sign up a merchant without their knowledge, and never use fake details. Fake signups are removed and not paid.
- Do not promise features that do not exist. This handbook is the truth — if it is not in here, do not claim it.
- Do not promise a merchant a discount, a longer trial, or a refund. Only OshiCart can agree that.
- Prohibited goods (adult content, illegal drugs, counterfeits, dangerous items) are not allowed. Signing up such a store earns nothing.
- Bounties are paid on merchants who actually pay for a plan, and only once per merchant.

11 Where to get help

- WhatsApp: **+264 81 627 4823**
- Call: **+264 81 238 4424**
- Email: **info@octovianexus.com**
- Merchant guide, to send a prospect: **oshicart.com/guide**
- Installing as an app: **oshicart.com/app**
- Selling rules: **oshicart.com/prohibited-products**