Woodlands Hotel Lilongwe Farmers Market

User Manual

How to shop, sell and run a market day — step by step

Fellow Systems Ltd
Version 1.1 — November 2026

CONTENTS

What this manual covers

This manual walks the platform the way you will meet it: first an account, then shopping, then becoming and being a vendor, then market events, and finally the back office for market staff. Every figure is a screenshot of the running system.

- 1. Getting started
- 2. Shopping as a customer
- 3. Becoming a vendor
- 4. Selling as a vendor
- 5. Market events
- 6. Running a market (staff)
- 7. Accounts, access and audit (staff)

The same content is always available online at the Help Centre, linked from the home page.

CHAPTER 1

Getting started

One account is all you need. The platform knows from your applications and permissions whether you are shopping, selling or working a market.

GETTING STARTED

1.1 The home page

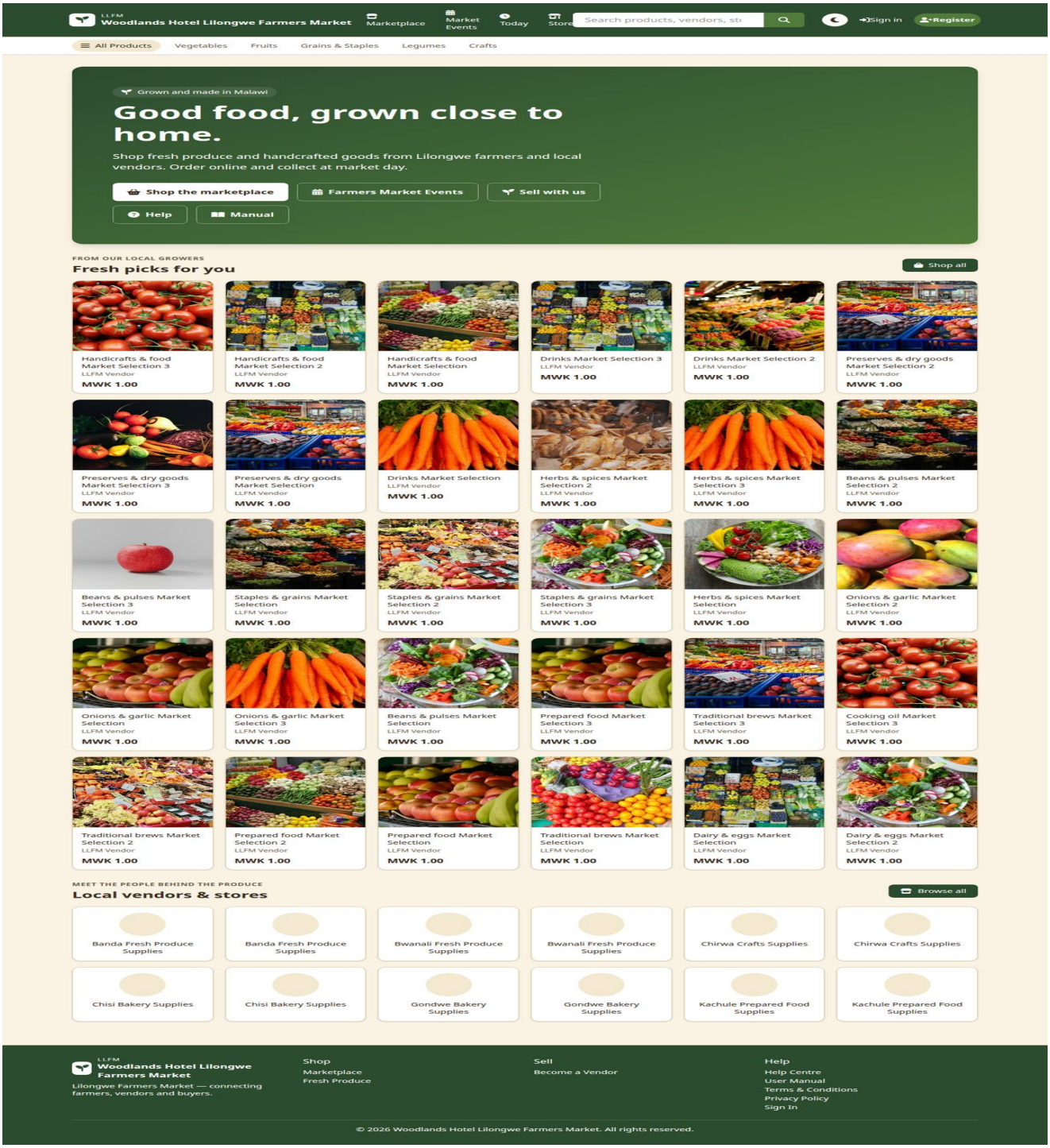


Figure 1.1 — The home page — the marketplace, market events and vendor applications are one click from here.

GETTING STARTED

1.2 Register an account

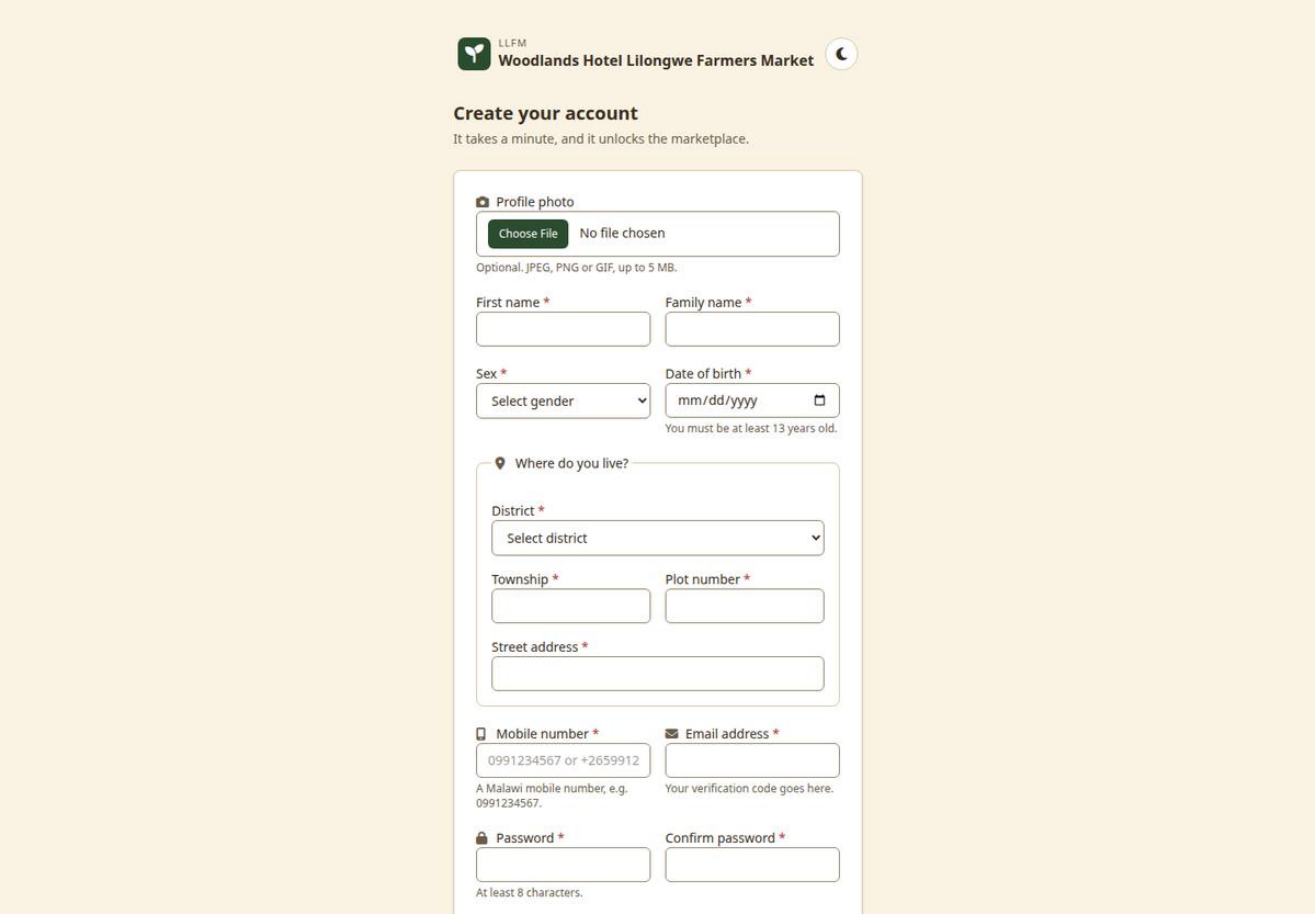


Figure 1.2 — Register an account — your name, phone number, email and a password.

GETTING STARTED

1.3 Sign in from any page; your account lives under the top navigation.

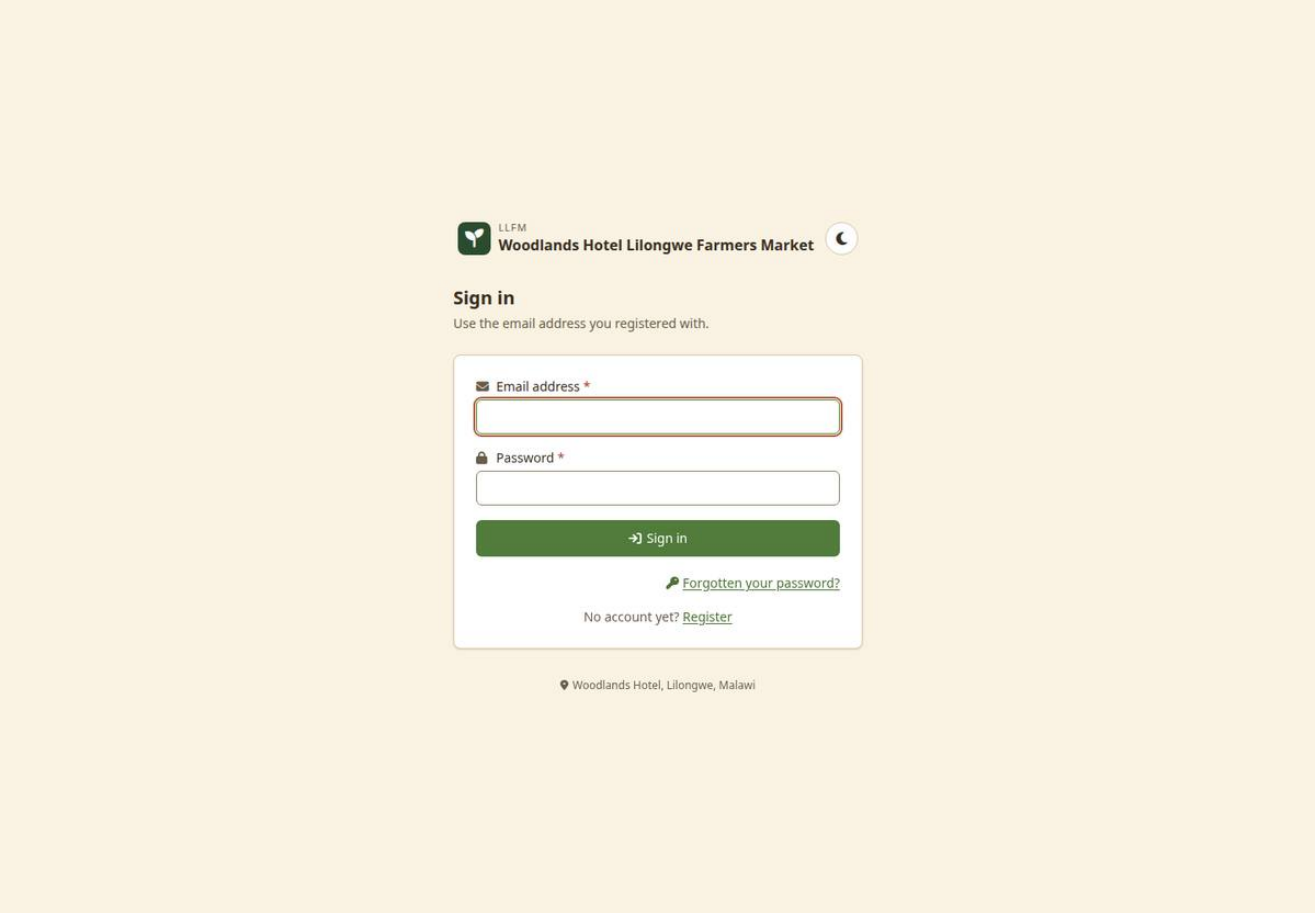


Figure 1.3 — Sign in from any page; your account lives under the top navigation.

GETTING STARTED

1.4 The Help Centre

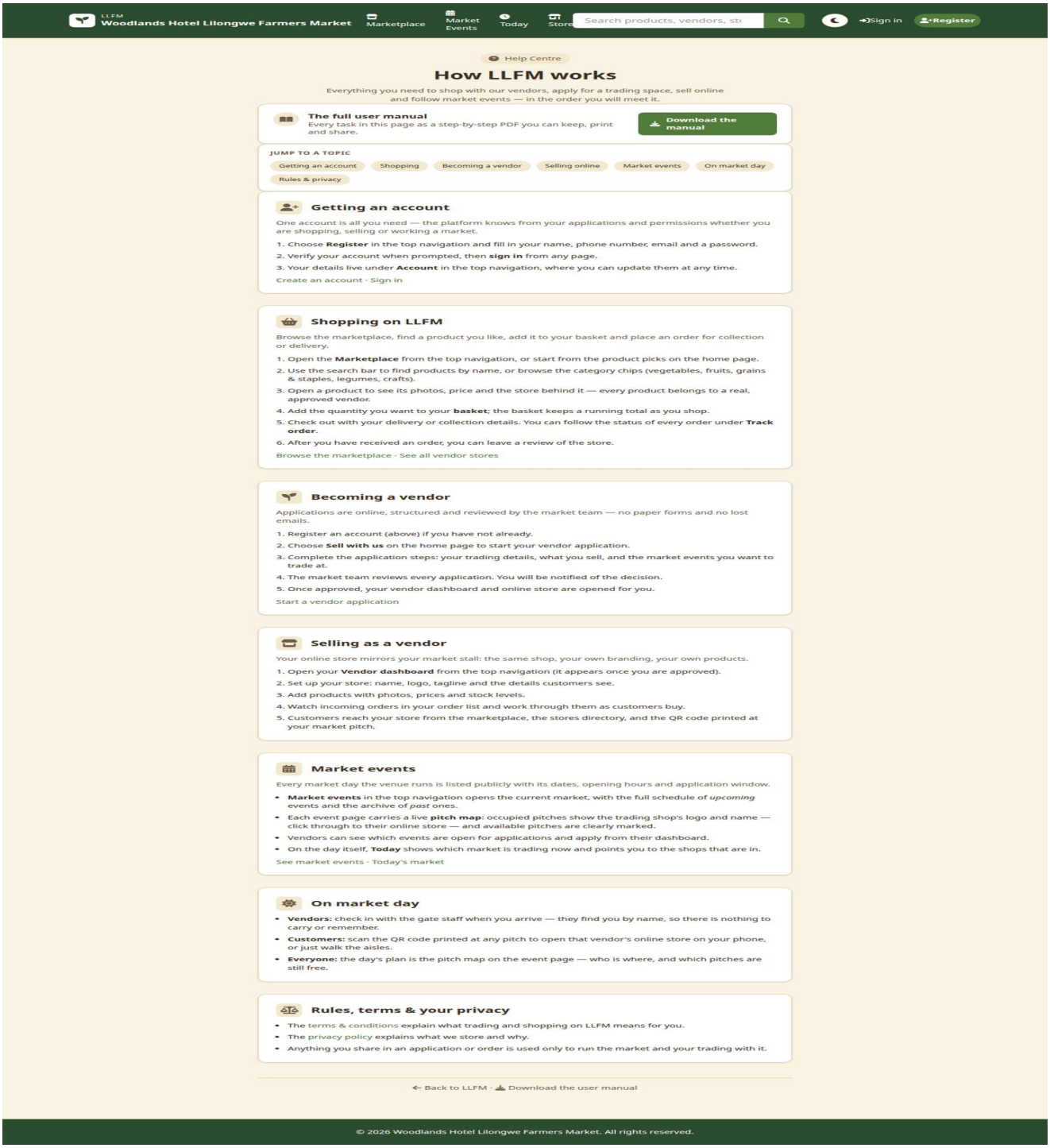


Figure 1.4 — The Help Centre — the online version of this manual, always current.

CHAPTER 2

Shopping as a customer

Browse the marketplace, find a product, add it to your basket and place an order for collection or delivery.

SHOPPING AS A CUSTOMER

2.1 Browse the marketplace

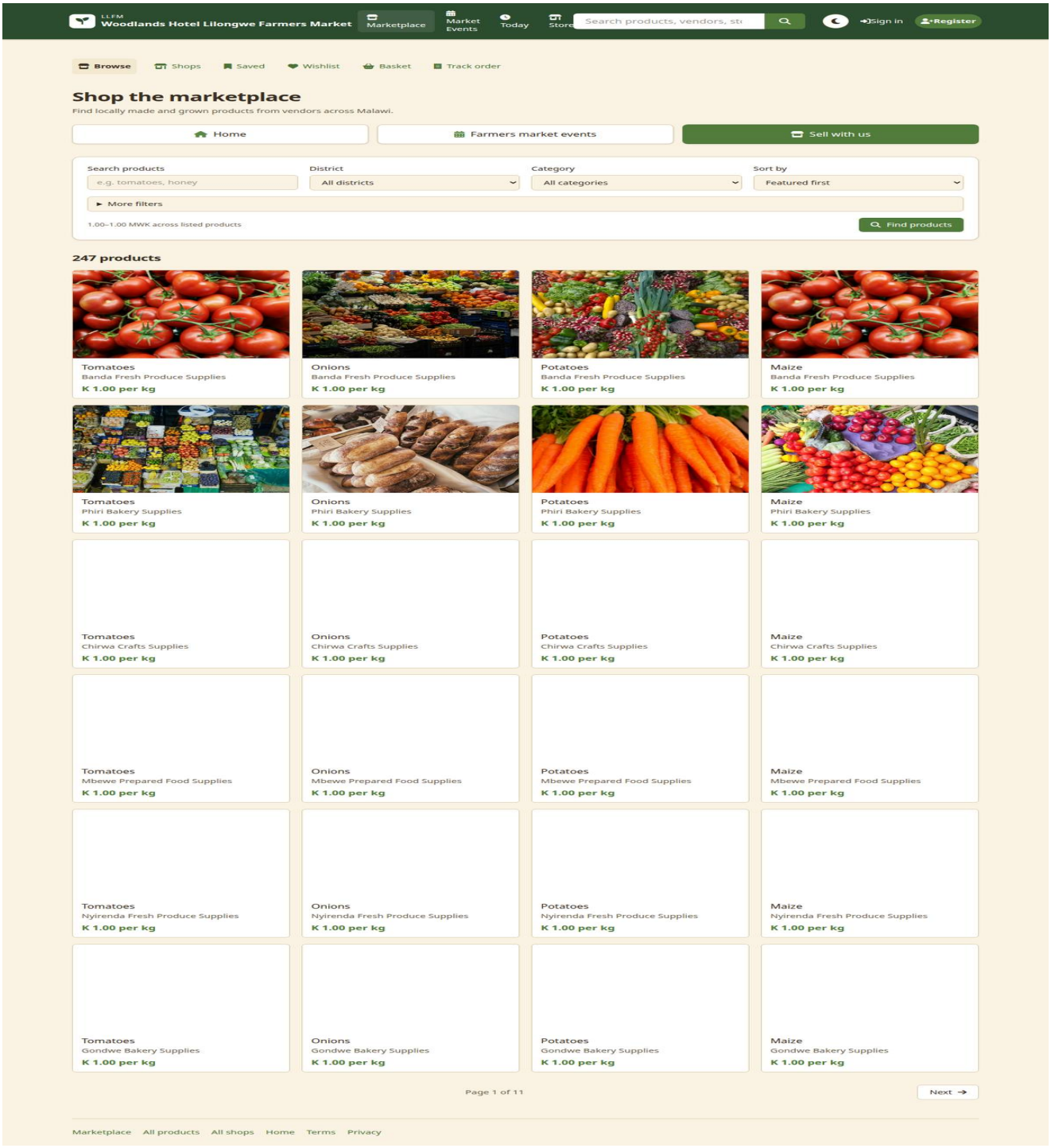


Figure 2.1 — Browse the marketplace — every vendor's products in one catalogue.

2.2 Search by keyword to find products and shops directly.

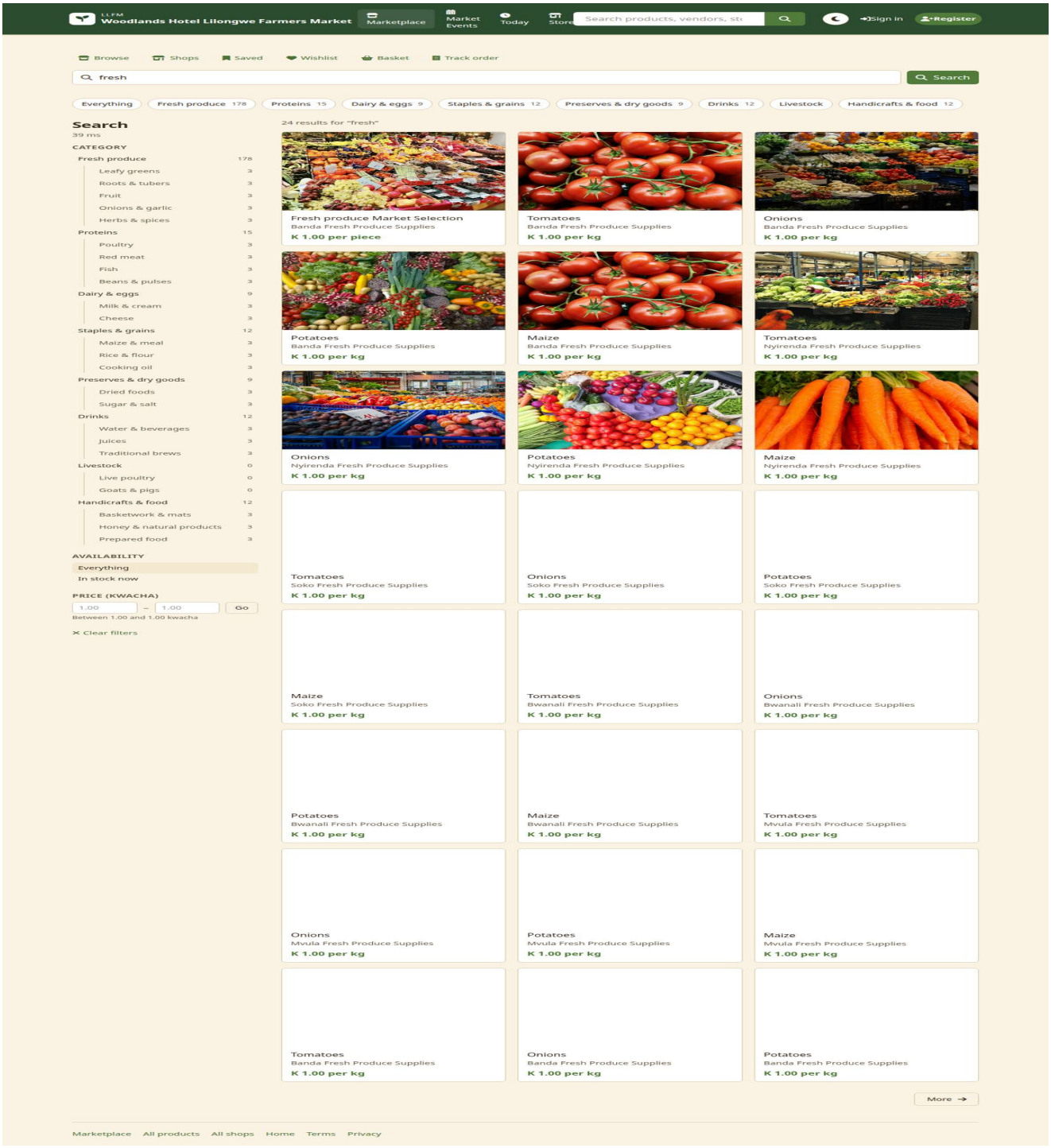


Figure 2.2 — Search by keyword to find products and shops directly.

2.3 The stores directory

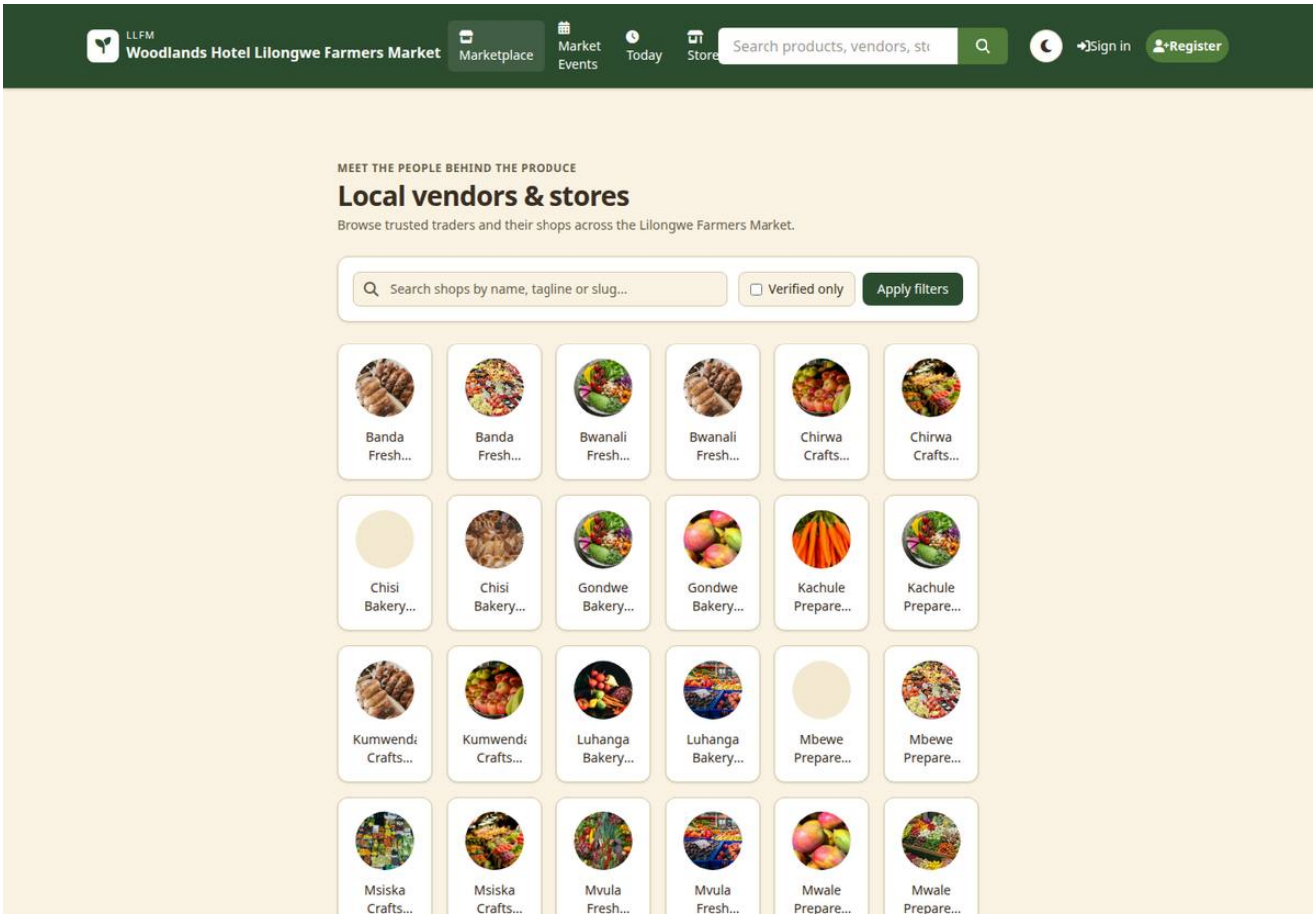


Figure 2.3 — The stores directory — every vendor with its own branding.

2.4 A vendor's store page

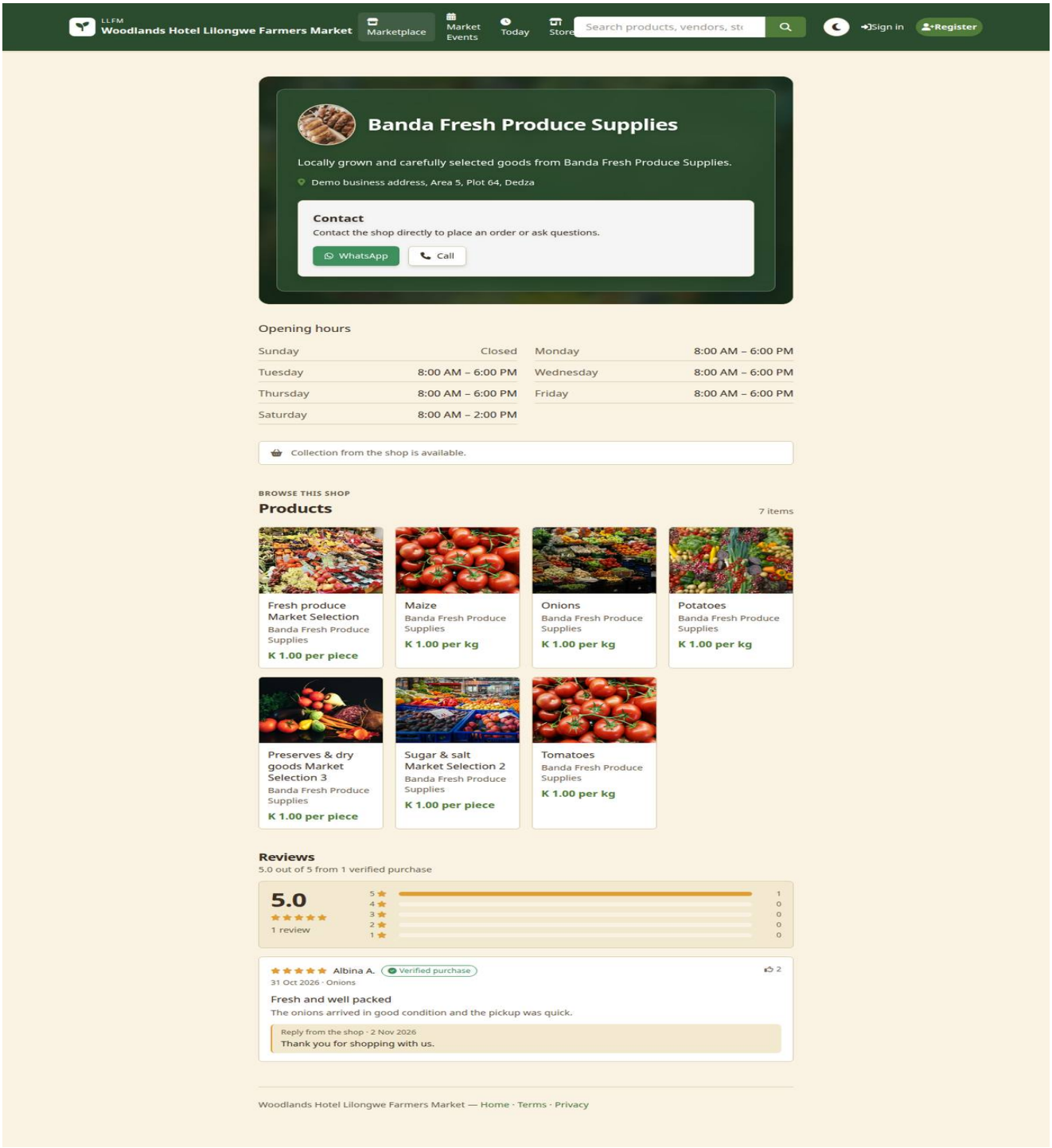


Figure 2.4 — A vendor's store page — the same shop you know from the market.

SHOPPING AS A CUSTOMER

2.5 A product page

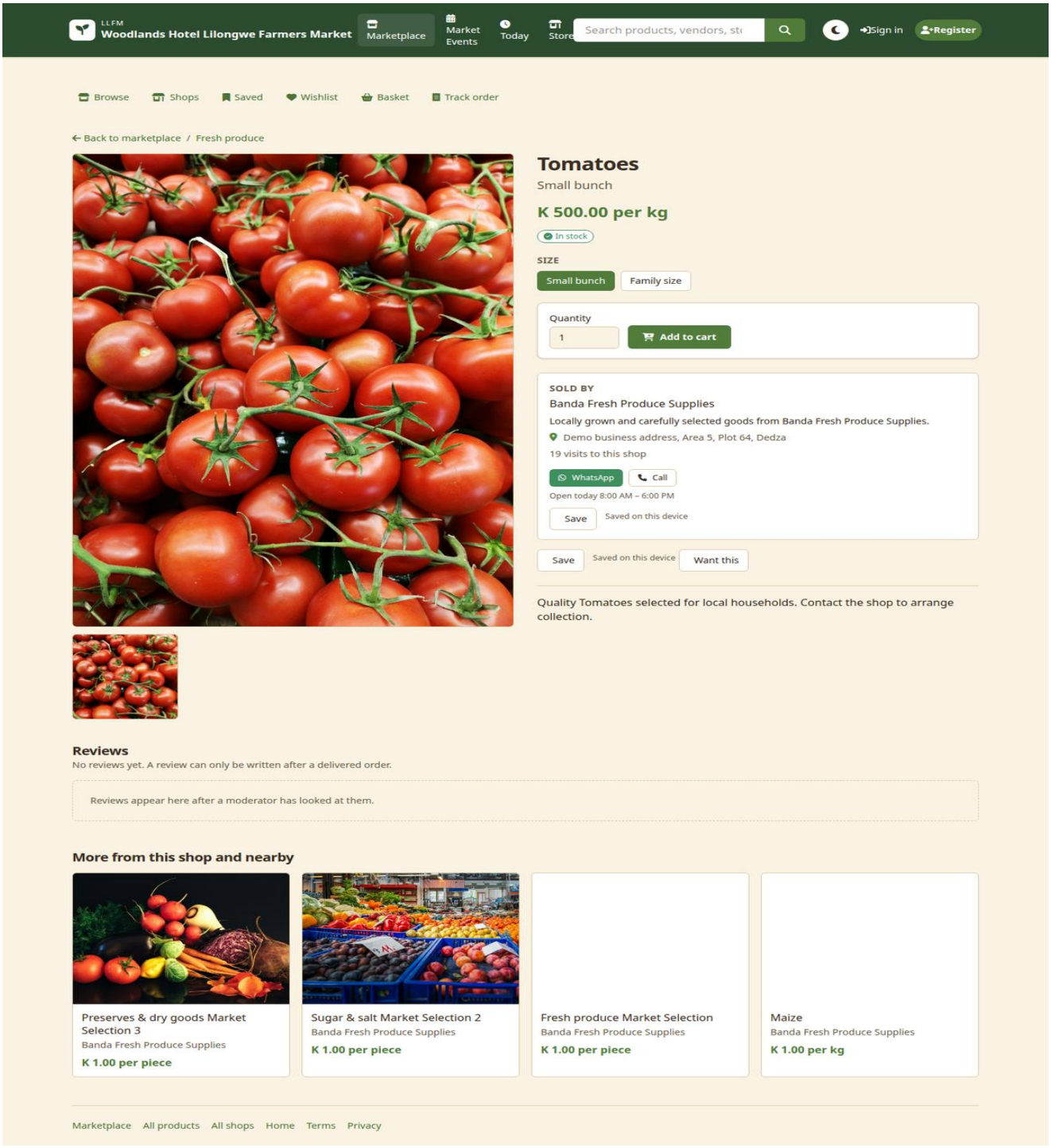


Figure 2.5 — A product page — photos, price and the store behind it.

2.6 Your basket

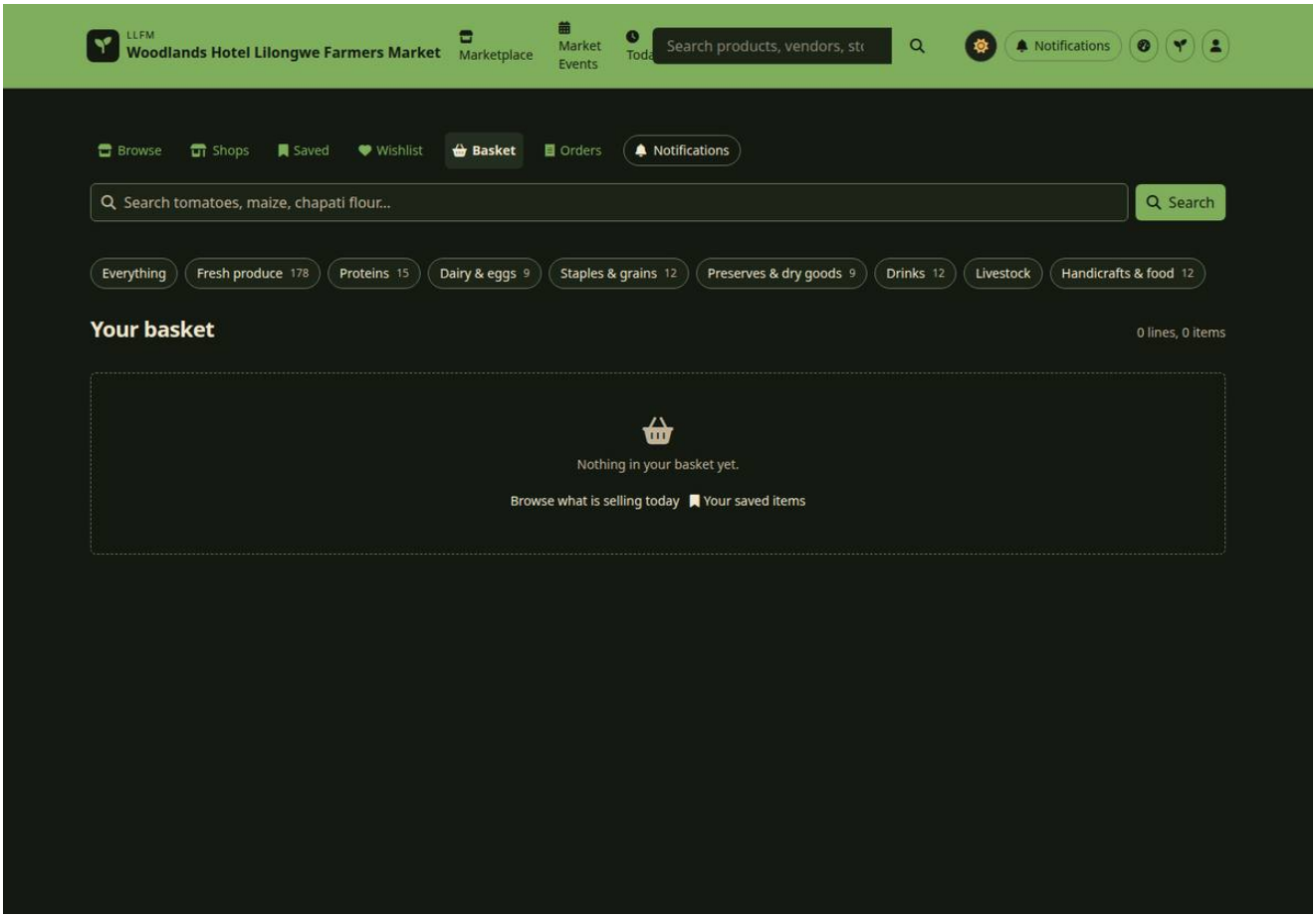


Figure 2.6 — Your basket — quantities and a running total as you shop.

2.7 Your dashboard after signing in

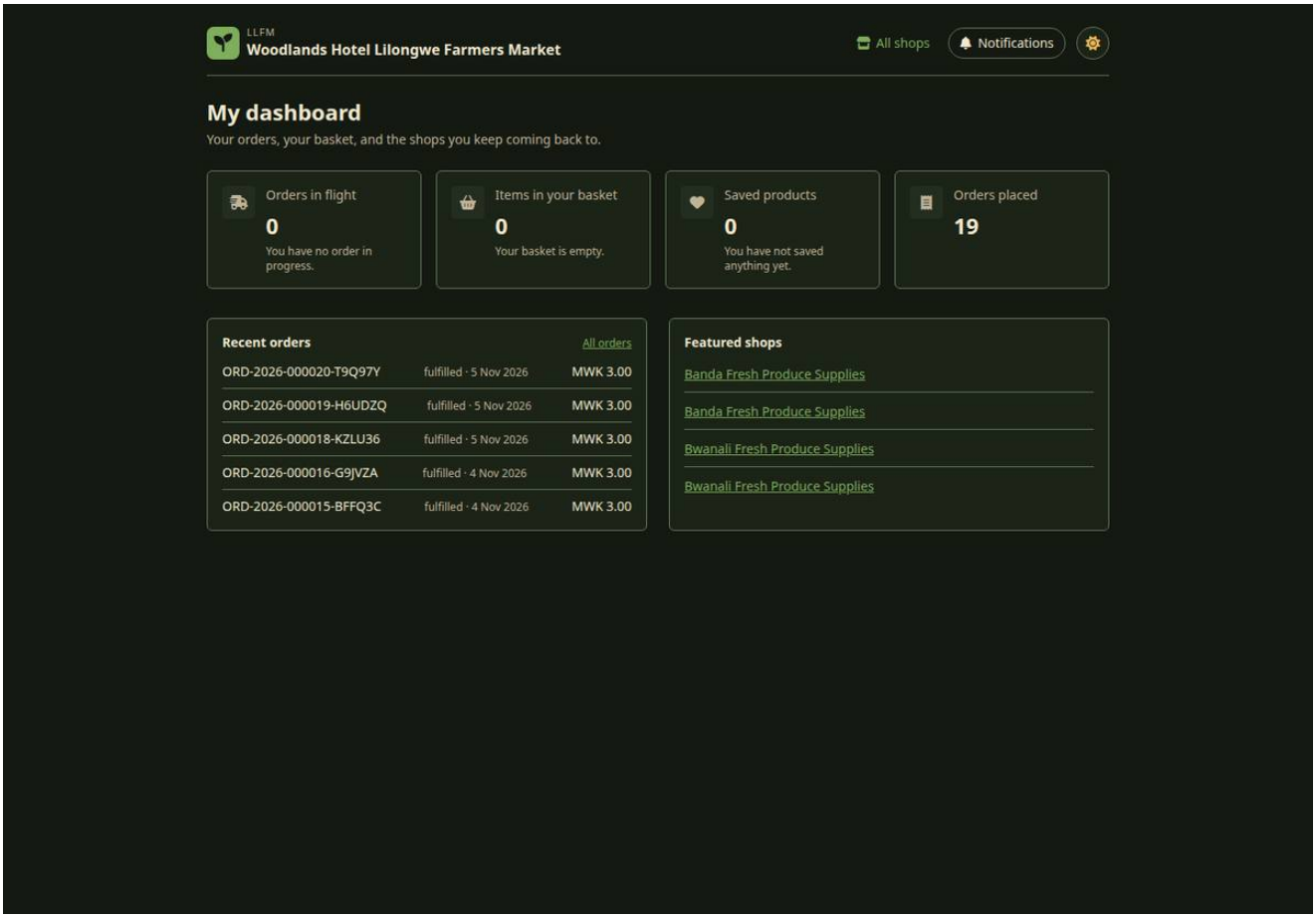


Figure 2.7 — Your dashboard after signing in — your orders at a glance.

SHOPPING AS A CUSTOMER

2.8 Your order history

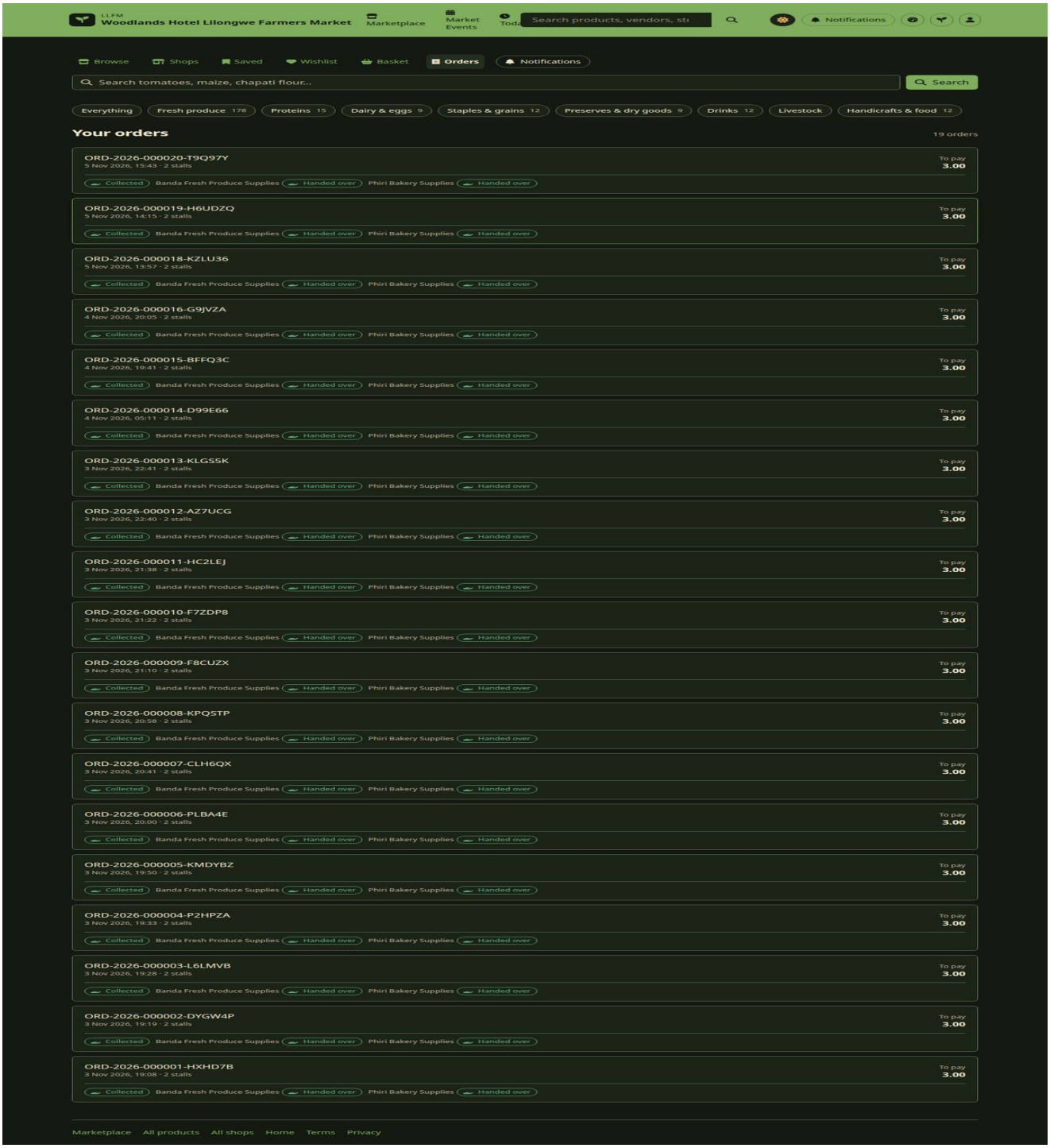


Figure 2.8 — Your order history — status, totals and items for every purchase.

2.9 Your profile

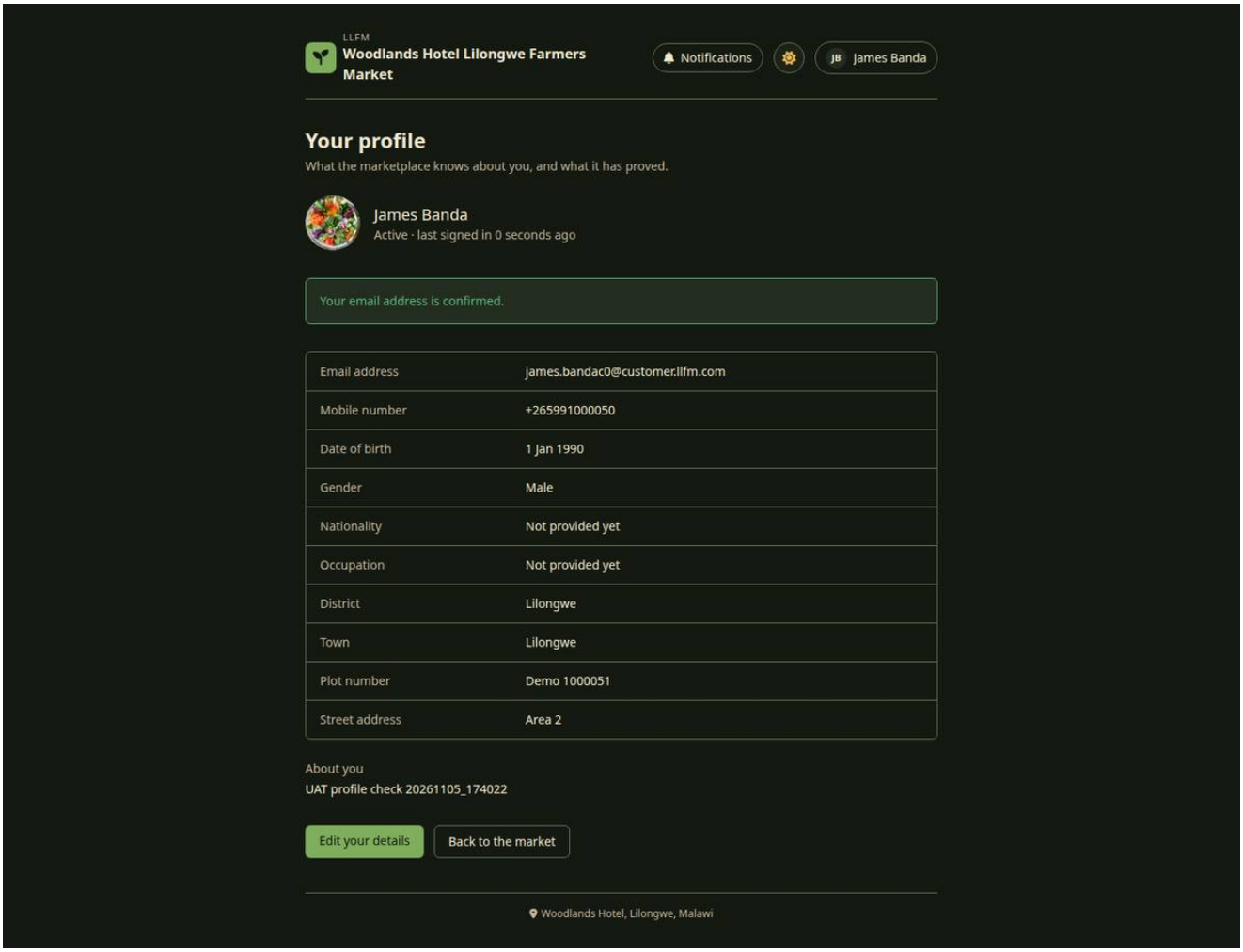


Figure 2.9 — Your profile — the contact details and password behind your account.

CHAPTER 3

Becoming a vendor

Applications are online, structured and reviewed by the market team — no paper forms and no lost emails.

BECOMING A VENDOR

3.1 'Sell with us' on the home page opens the vendor application.

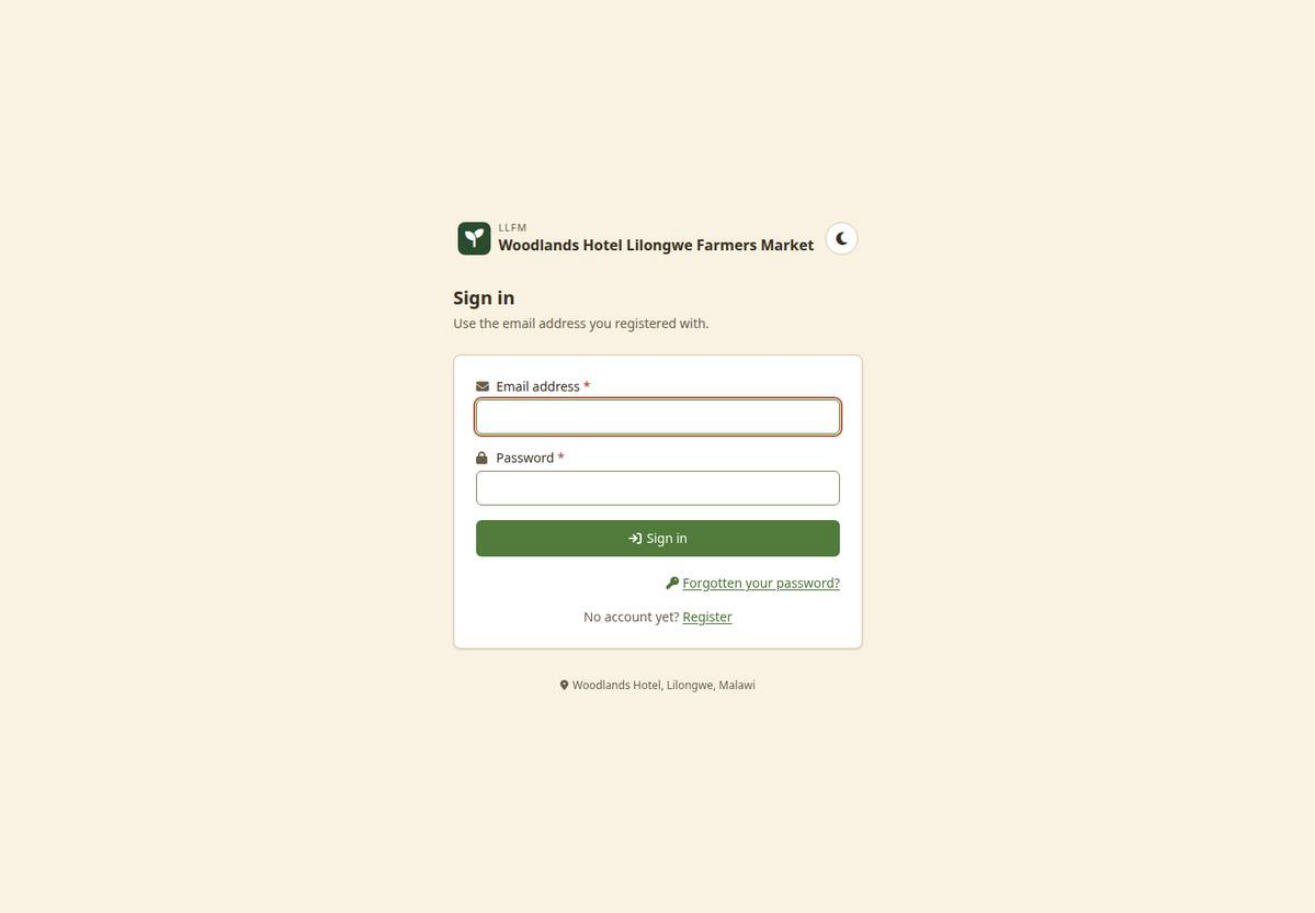


Figure 3.1 — 'Sell with us' on the home page opens the vendor application.

3.2 The application form

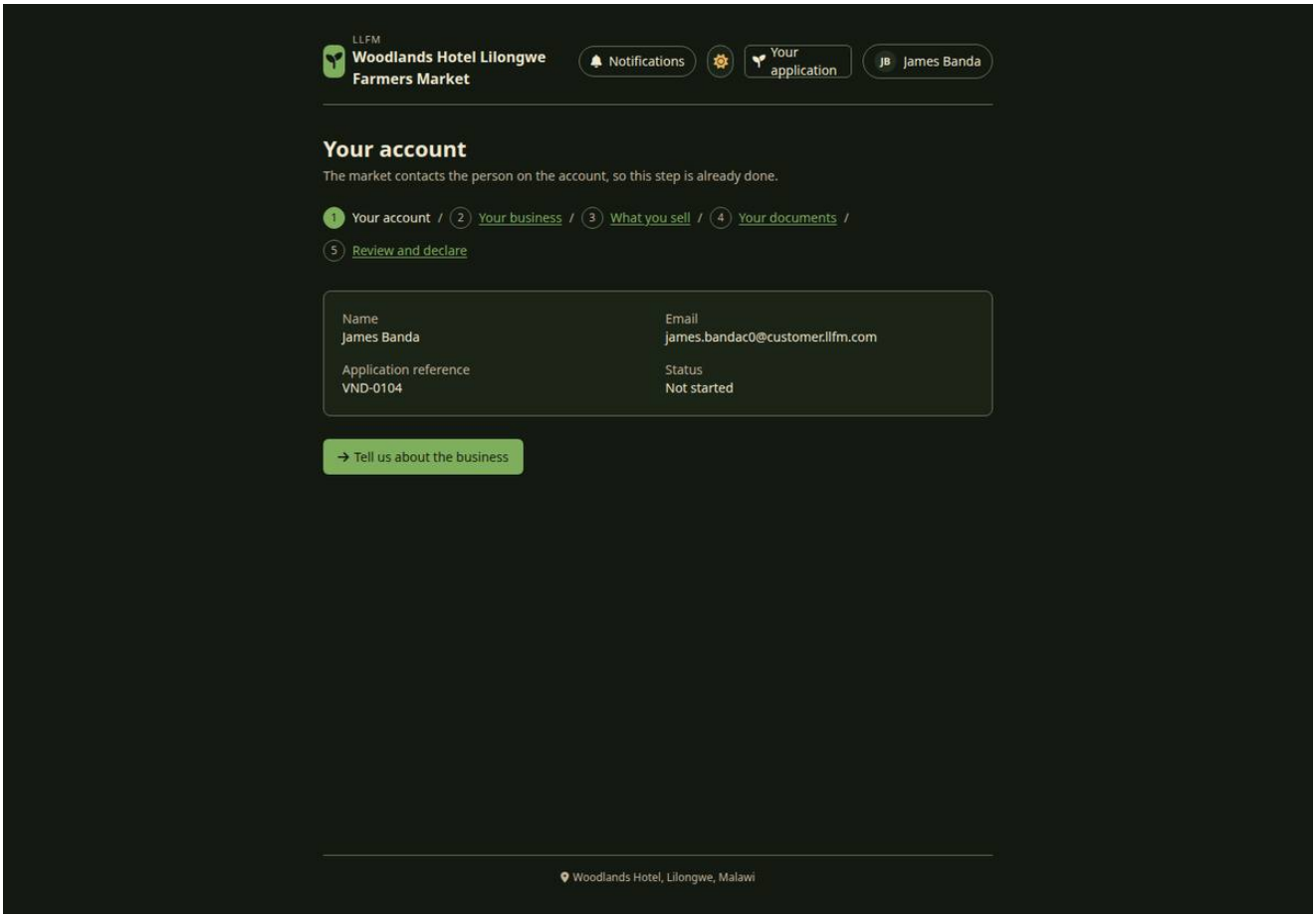


Figure 3.2 — The application form — your trading details, what you sell, and the events you want.

CHAPTER 4

Selling as a vendor

Your online store mirrors your market stall: the same shop, your own branding, your own products.

SELLING AS A VENDOR

4.1 The vendor dashboard

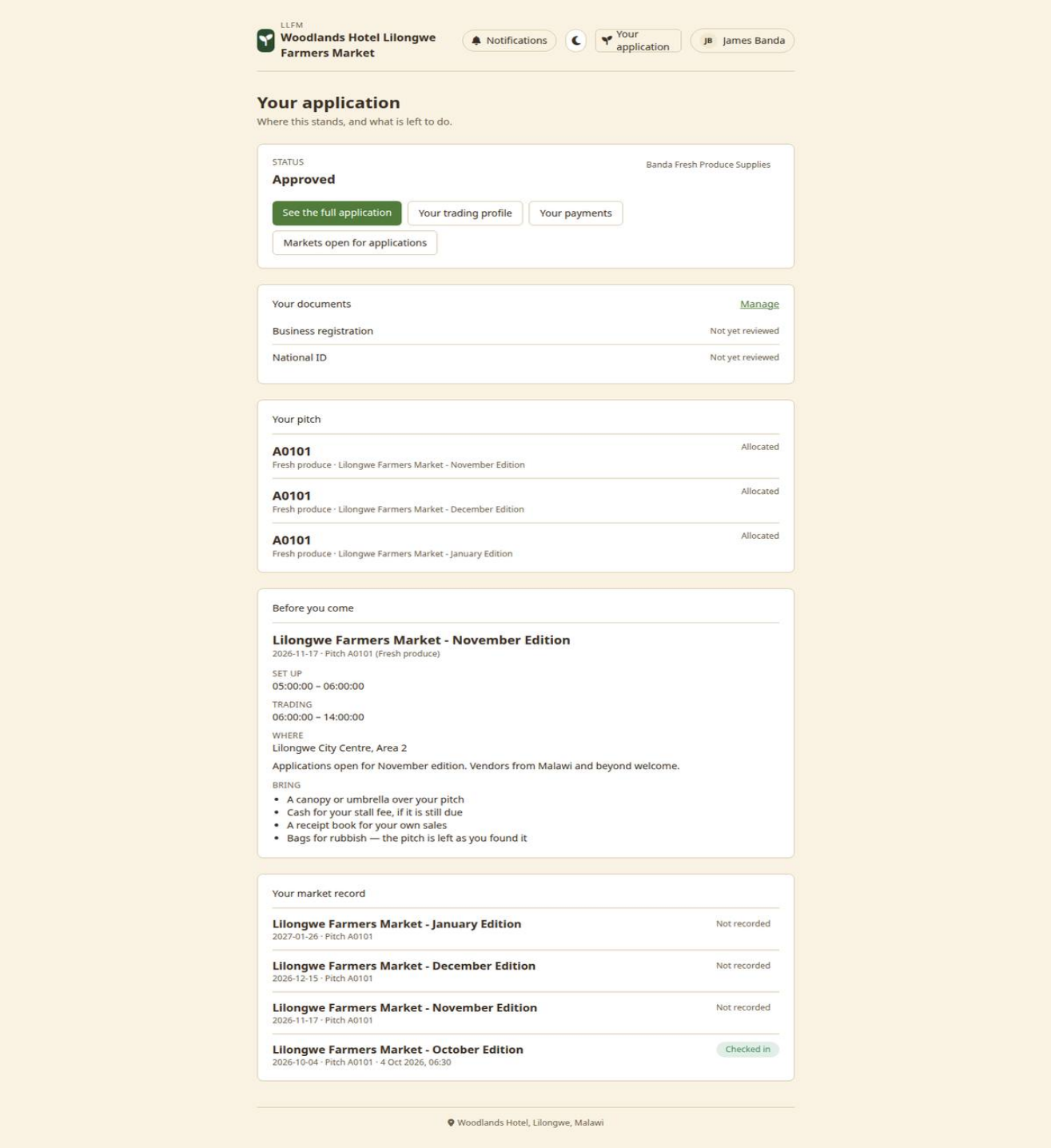


Figure 4.1 — The vendor dashboard — your trading overview and shortcuts.

4.2 Product management

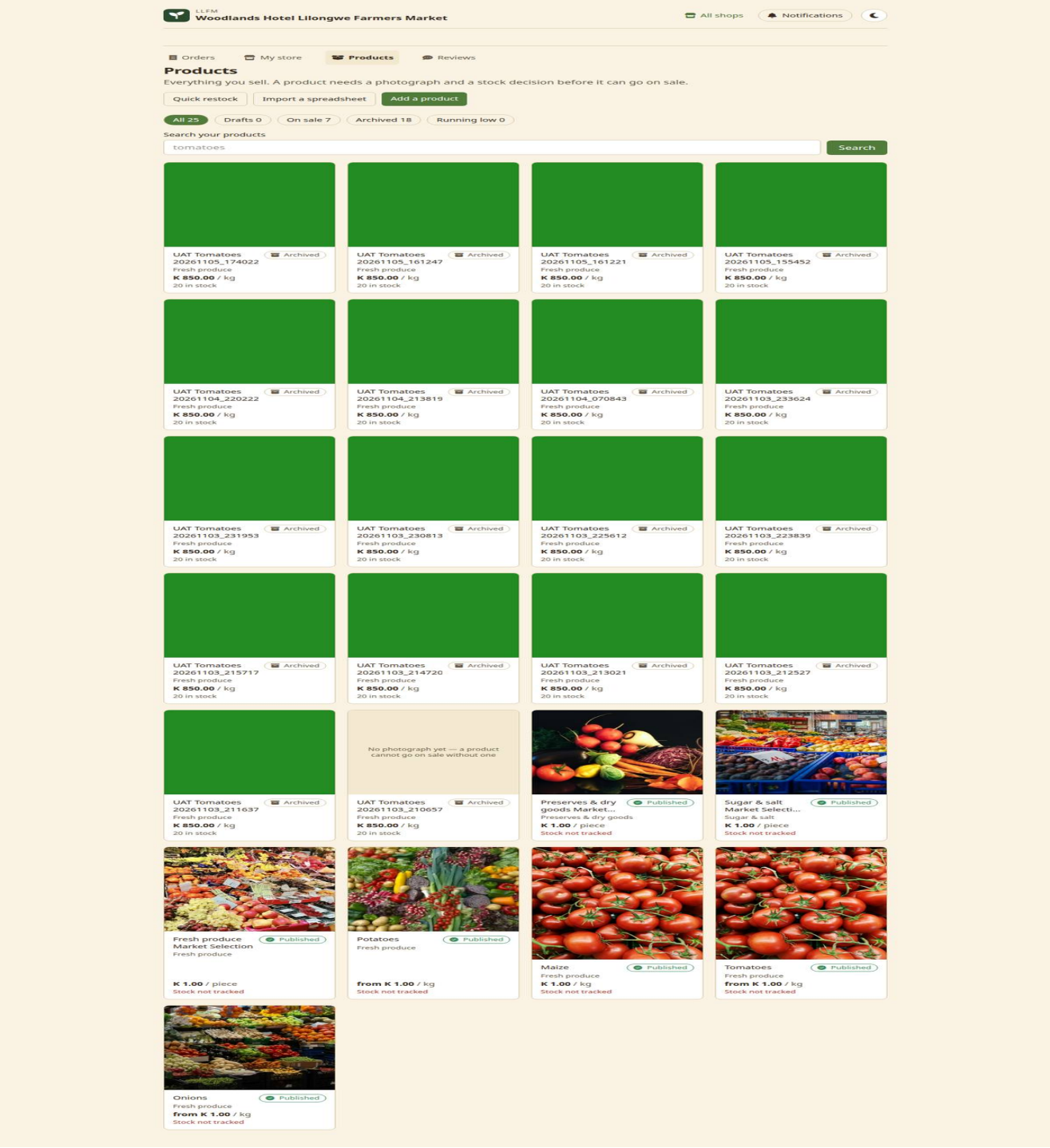


Figure 4.2 — Product management — add products with photos, prices and stock.

4.3 Store settings

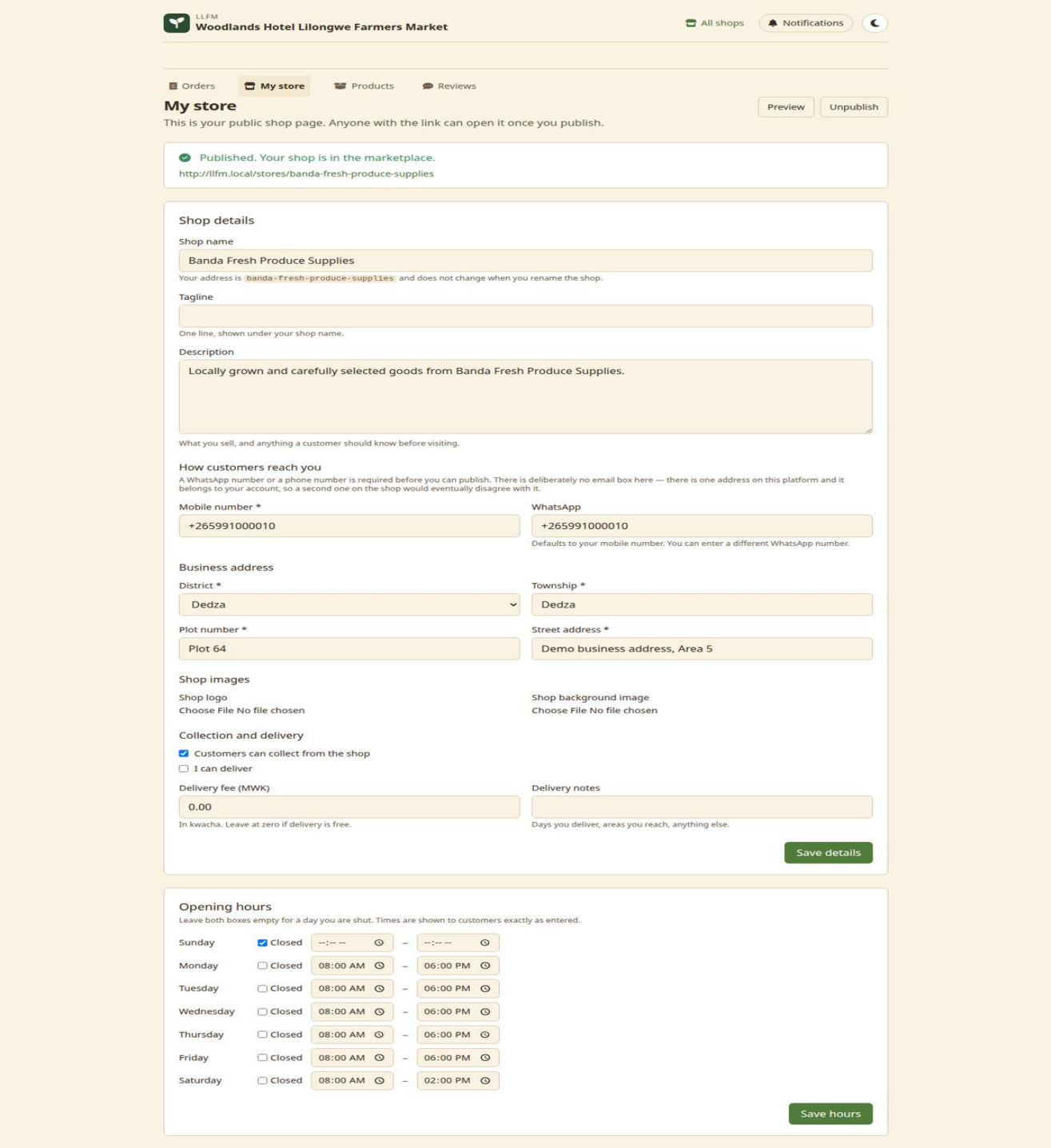


Figure 4.3 — Store settings — your logo, name and the details customers see.

4.4 Order management



Figure 4.4 — Order management — incoming orders and their fulfilment status.

CHAPTER 5

Market events

Every market day is listed publicly — upcoming, today, and the archive of past markets.

MARKET EVENTS

5.1 Market events

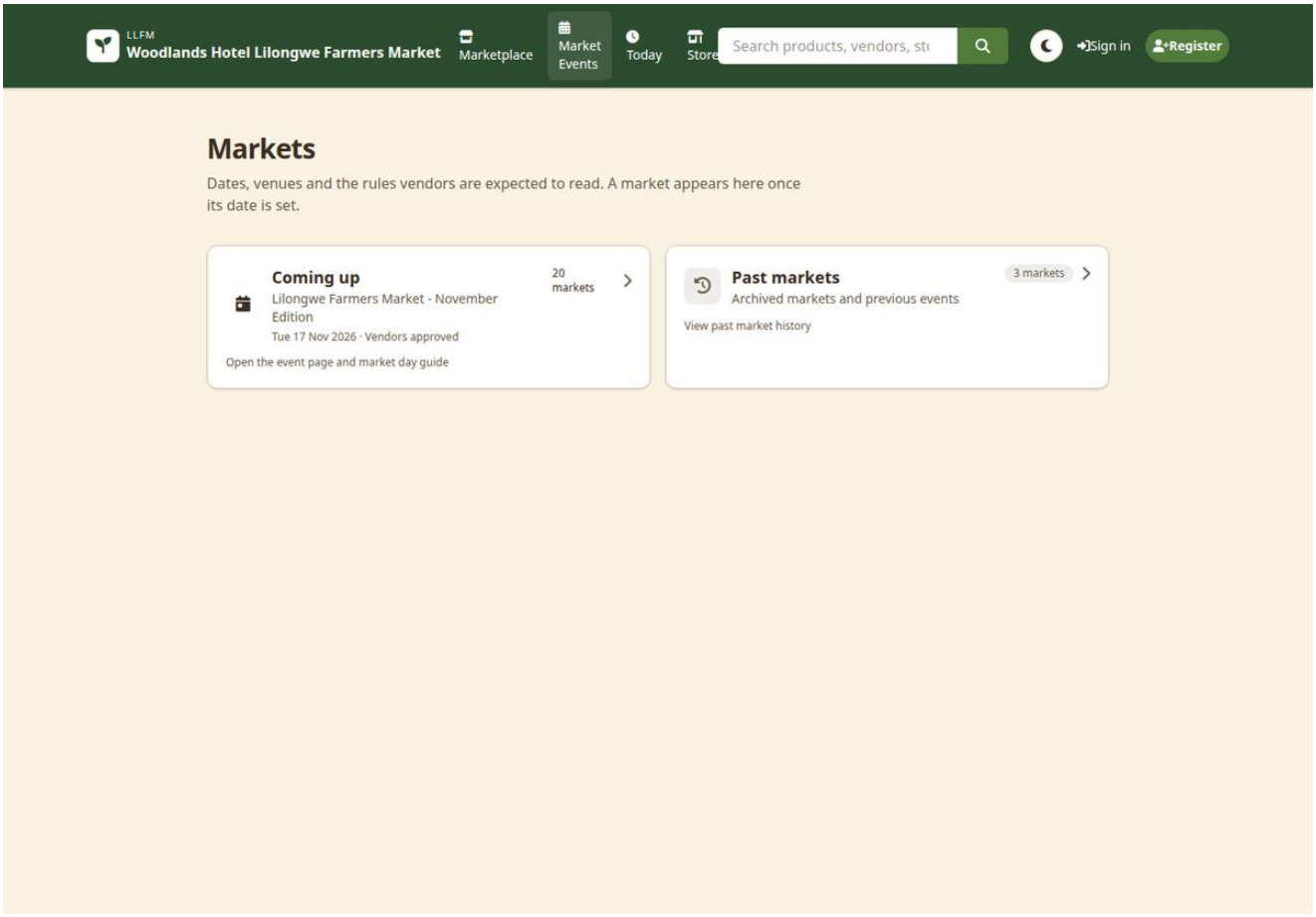


Figure 5.1 — Market events — the current market and links to the full schedule.

MARKET EVENTS

5.2 Upcoming markets

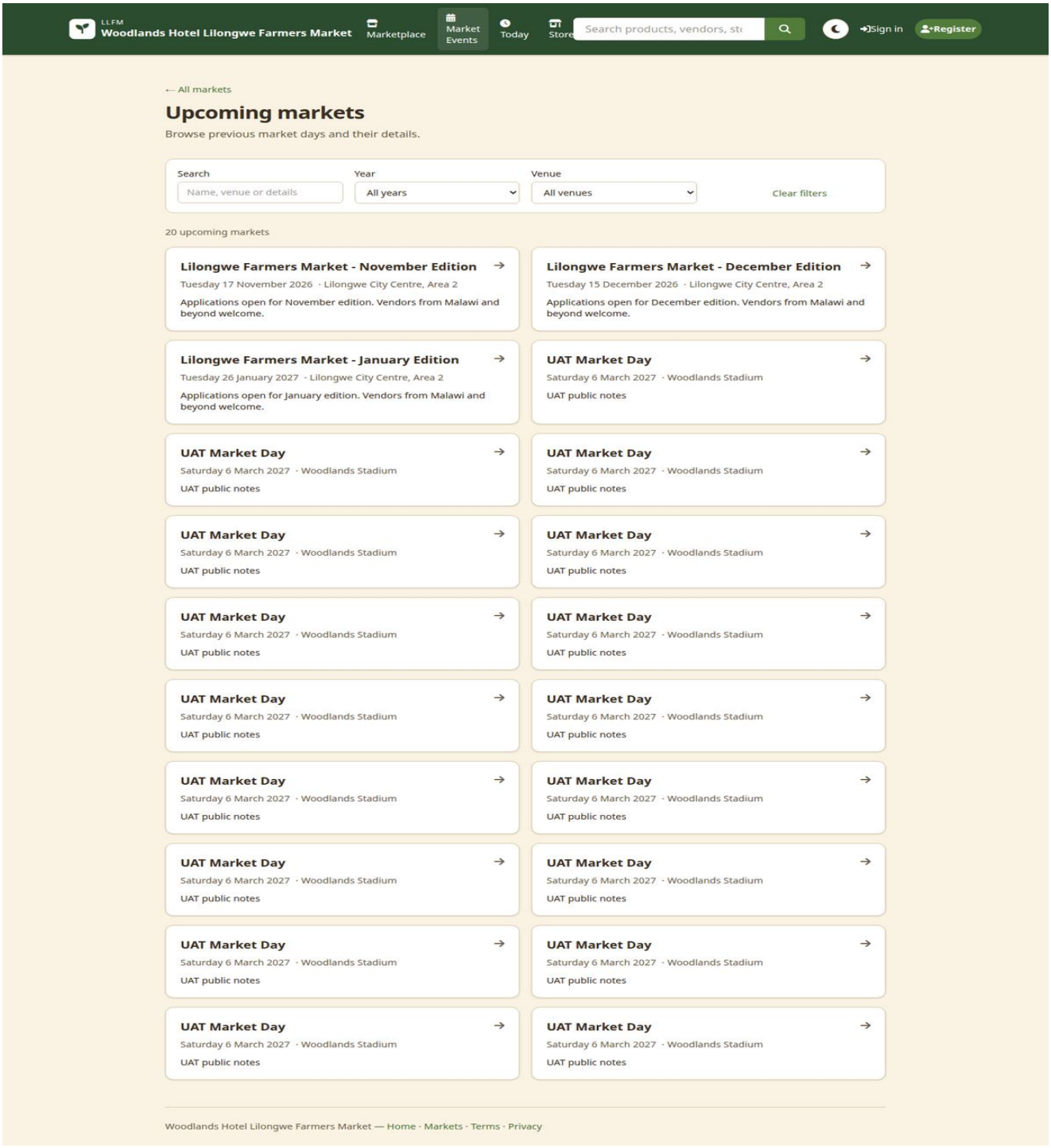


Figure 5.2 — Upcoming markets — dates, hours and application windows.

MARKET EVENTS

5.3 Past markets

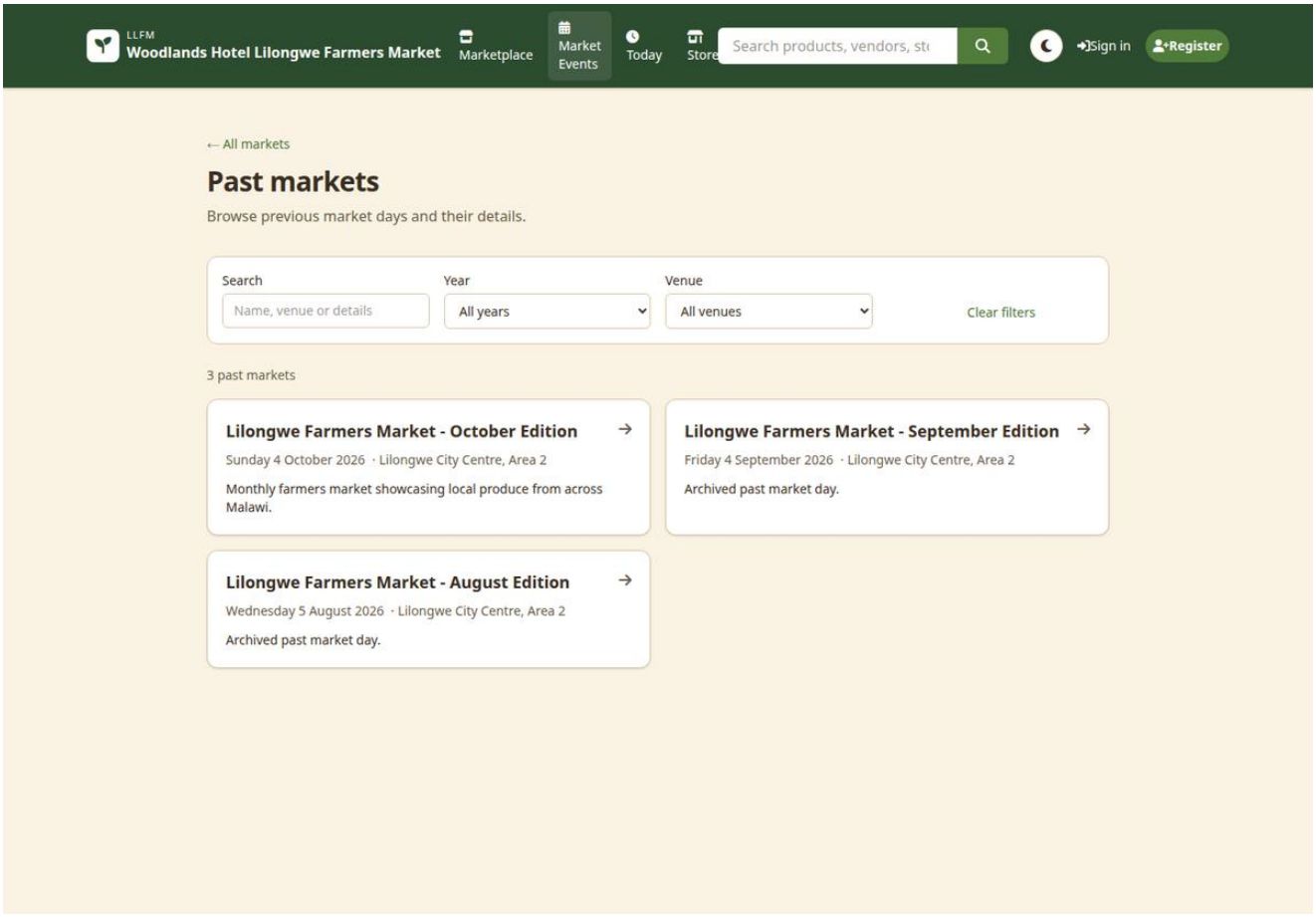


Figure 5.3 — Past markets — the public archive of completed events.

5.4 An event page

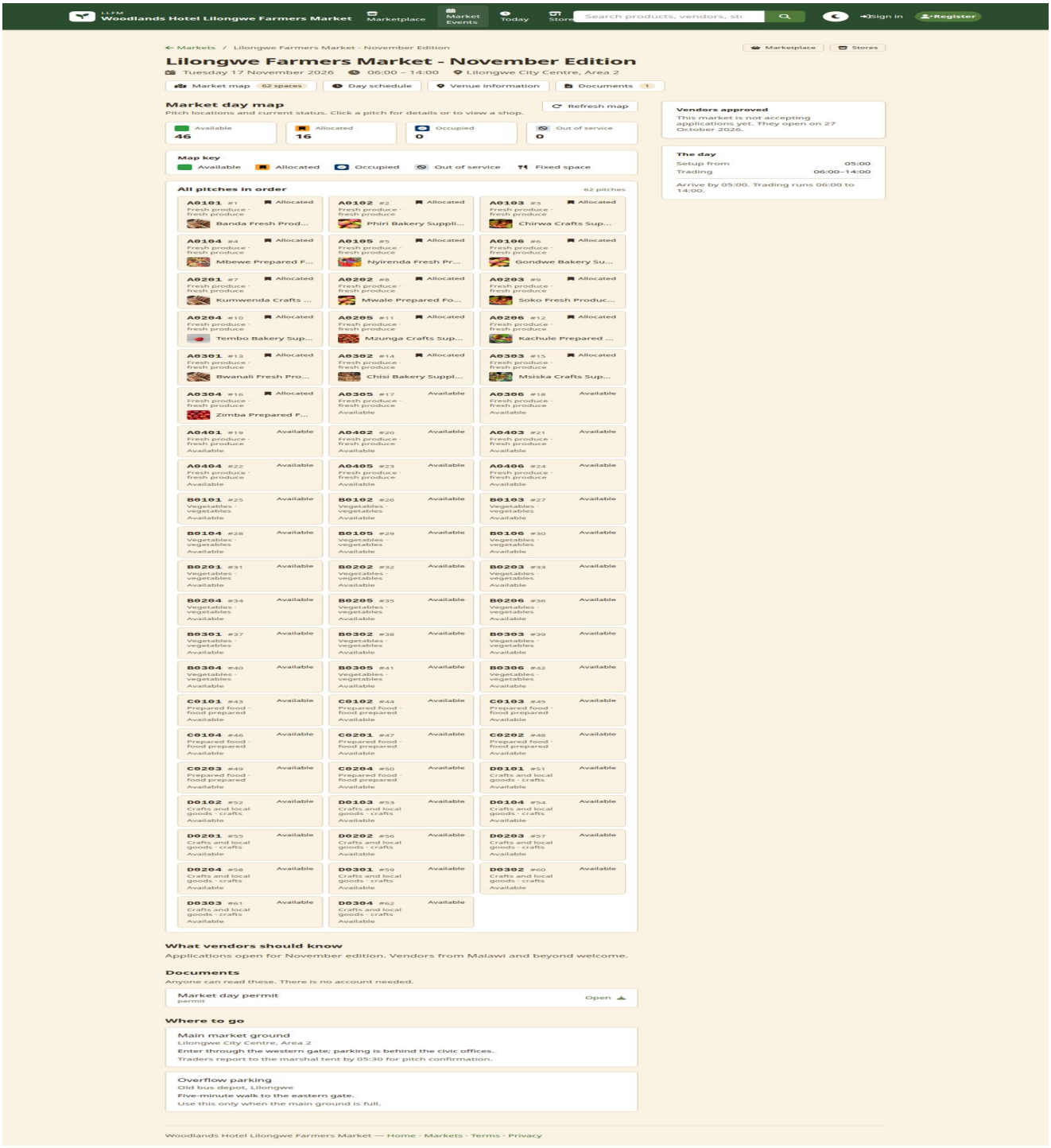


Figure 5.4 — An event page — the live pitch map with shop logos on occupied pitches.

5.5 A pitch's page

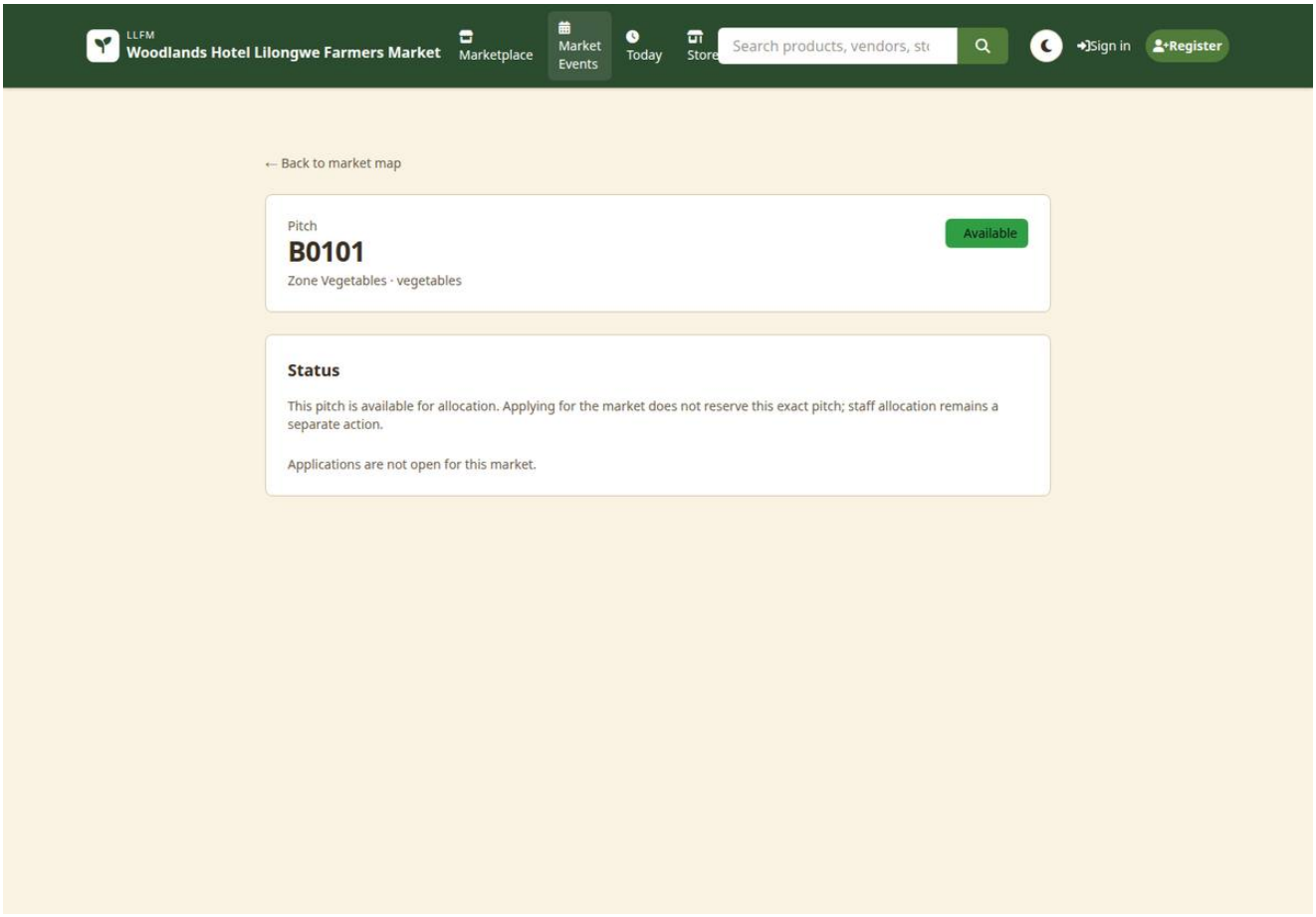


Figure 5.5 — A pitch's page — space, category and allocation status.

MARKET EVENTS

5.6 Today

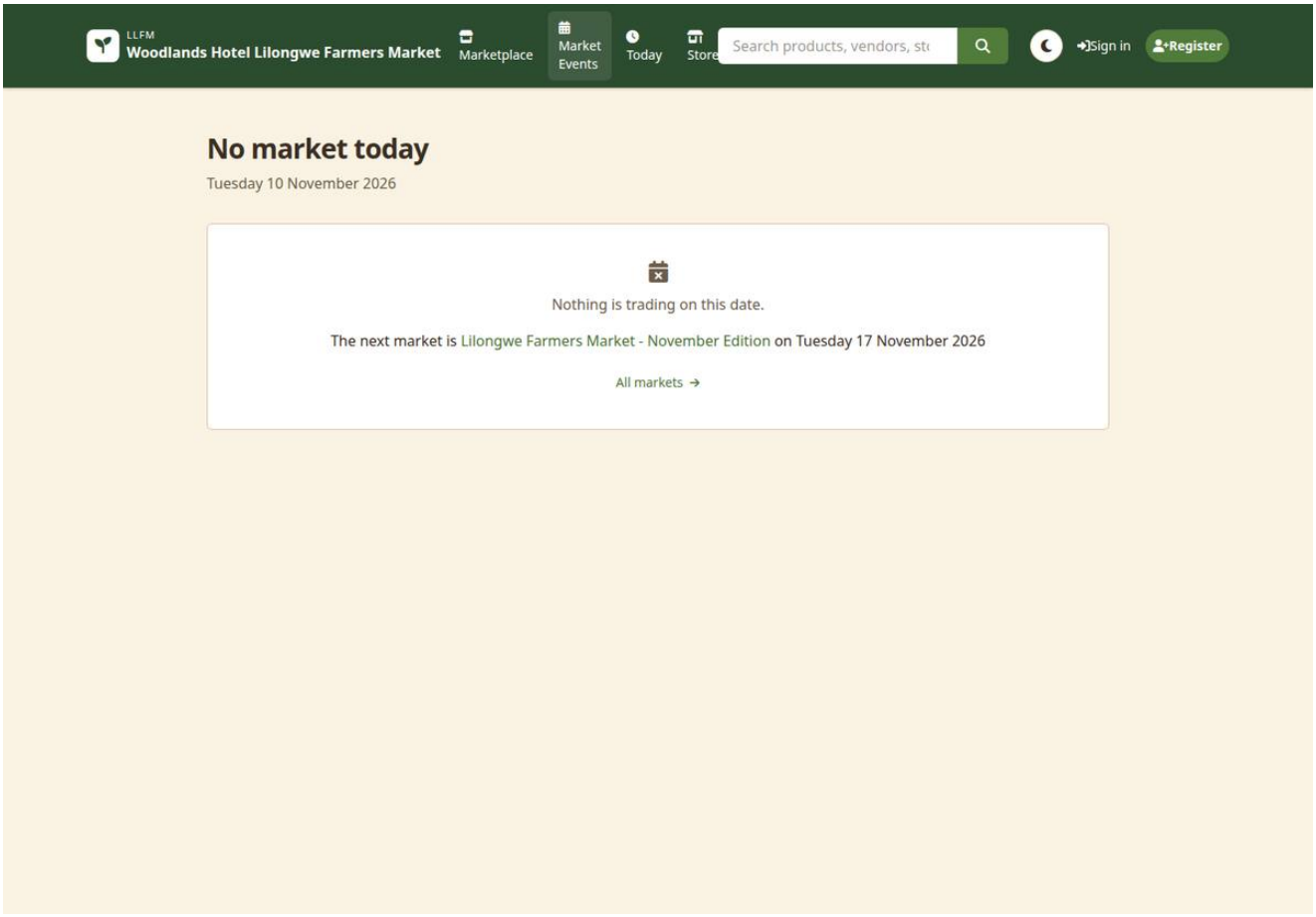


Figure 5.6 — Today — which market is trading now, and the shops that are in.

5.7 A past event's record

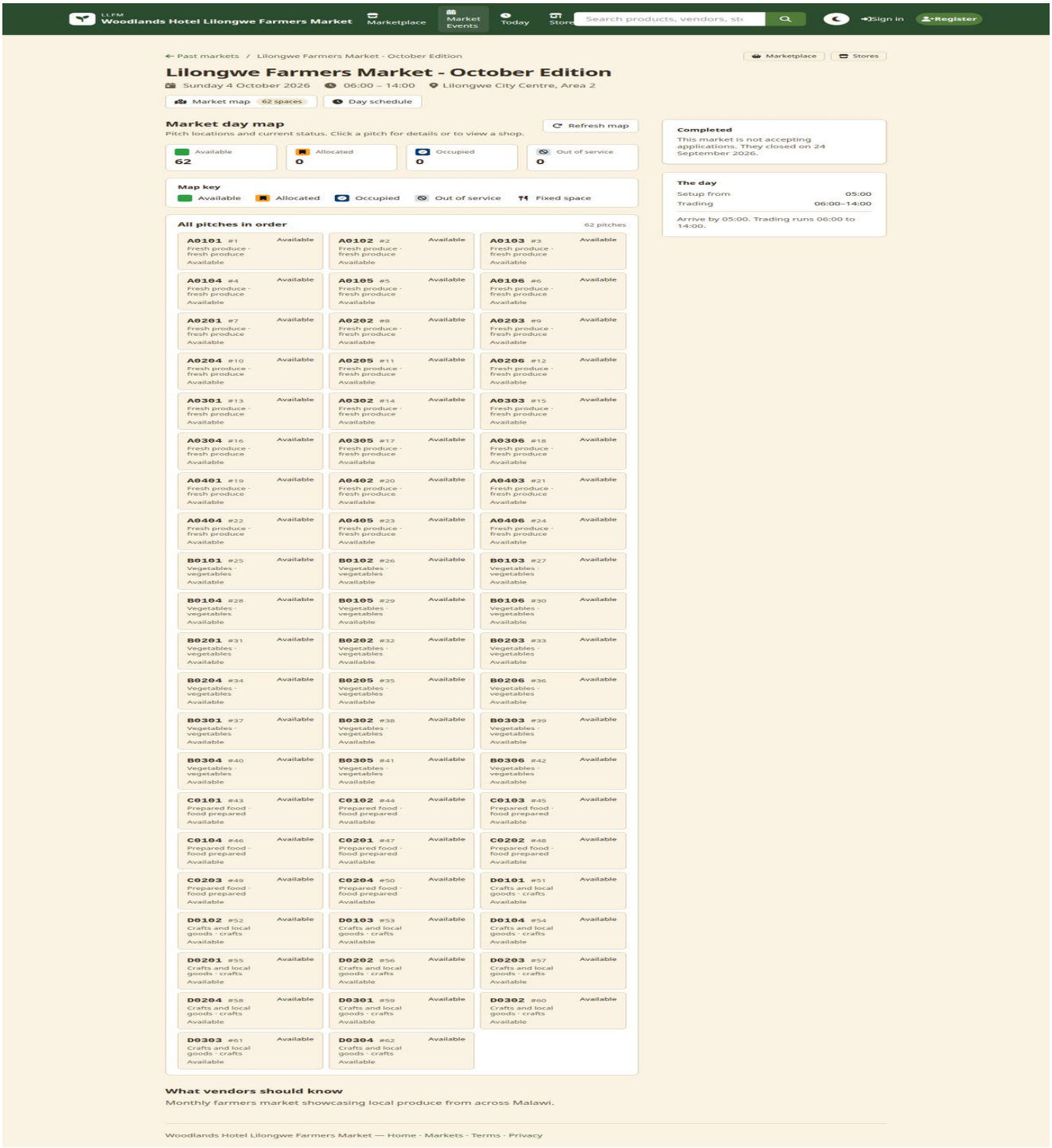


Figure 5.7 — A past event's record — retained layout and occupancy history.

CHAPTER 6

Running a market (staff)

The administration back office: events, applications, layouts, market-day operations, gate check-in, and the audit trail.

6.1 The admin dashboard

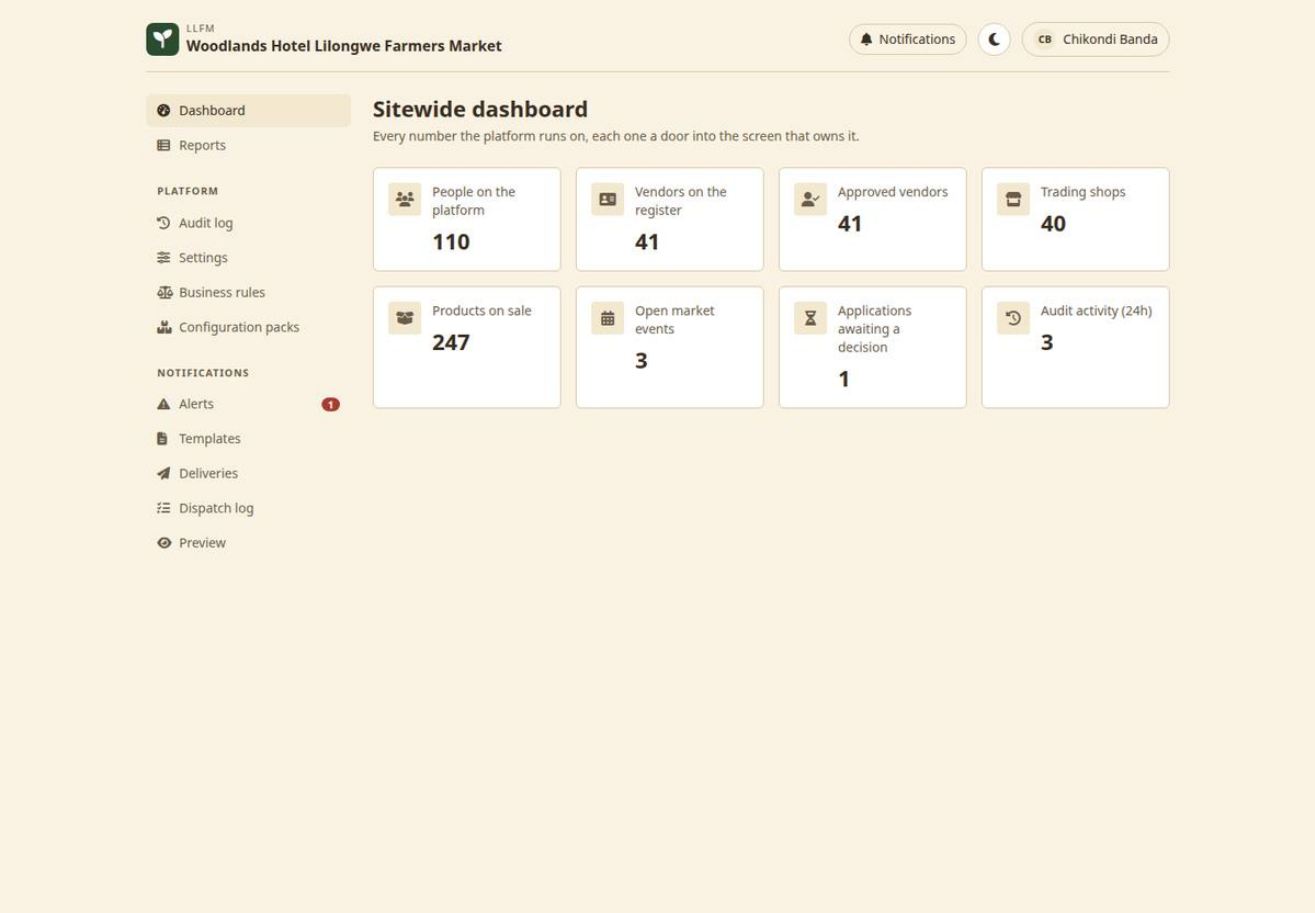


Figure 6.1 — The admin dashboard — market status, applications and alerts.

6.2 Events management

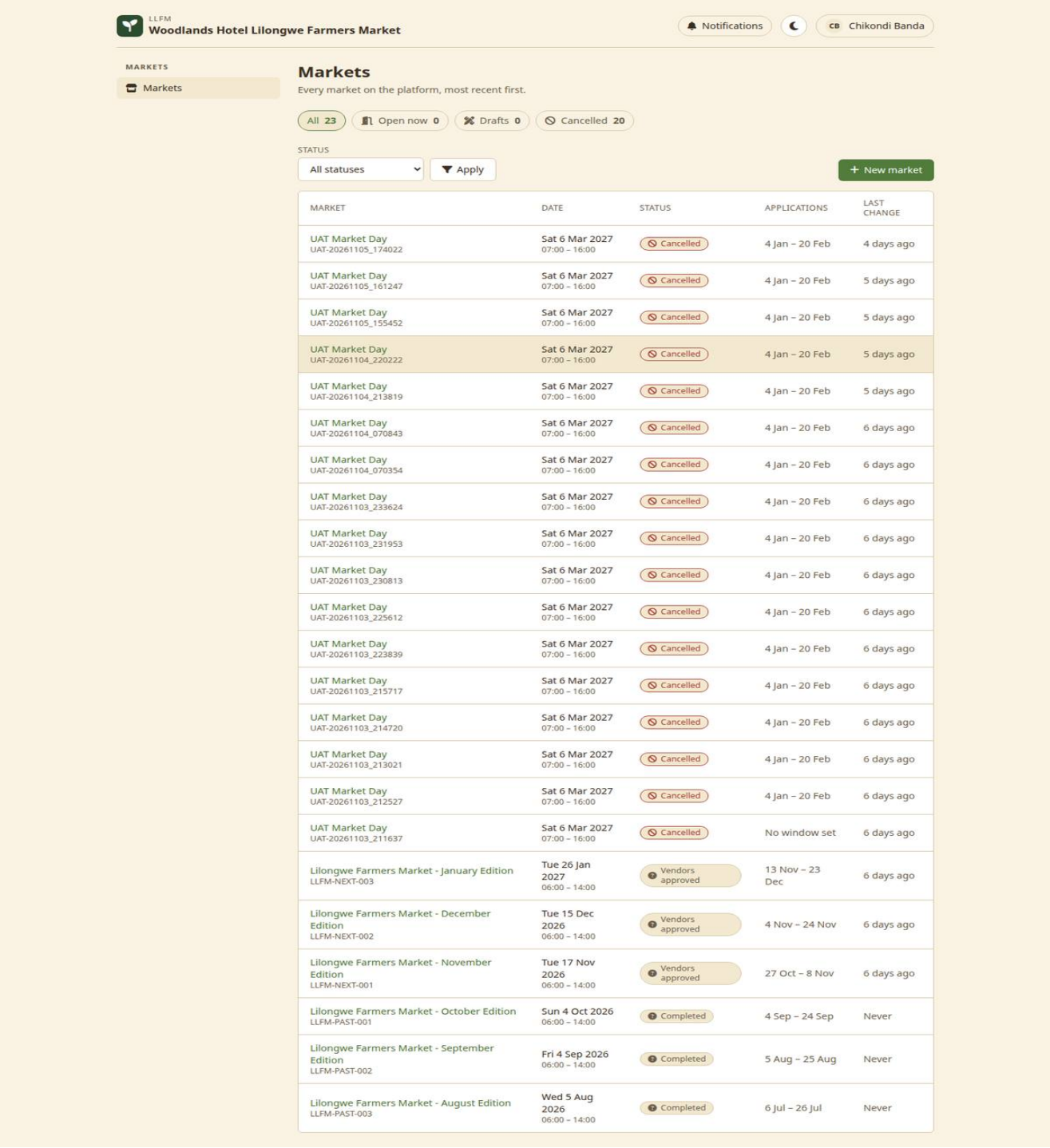


Figure 6.2 — Events management — the calendar and application windows.

6.3 An event's control page

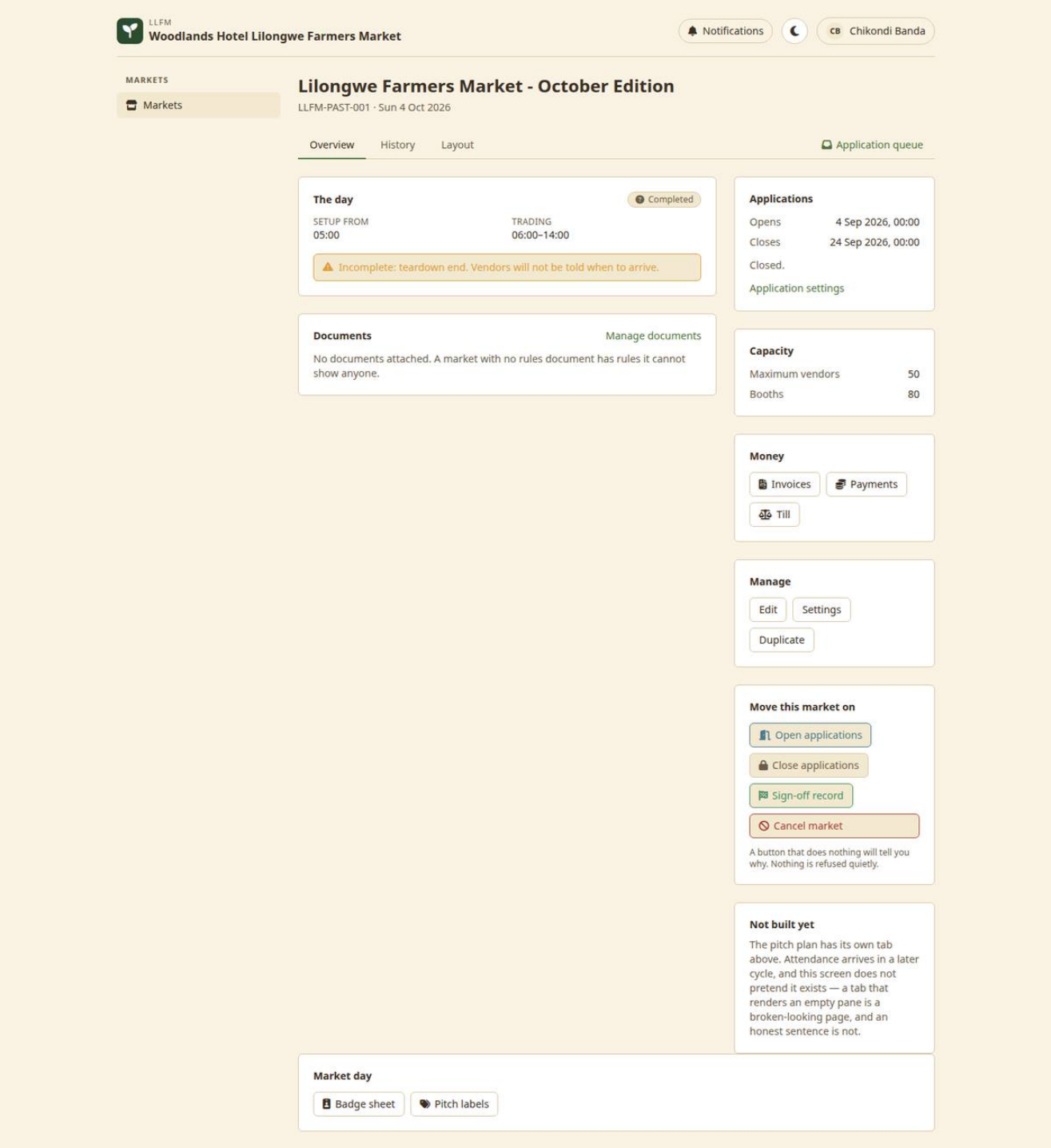


Figure 6.3 — An event's control page — schedule, status and linked operations.

6.4 The application queue

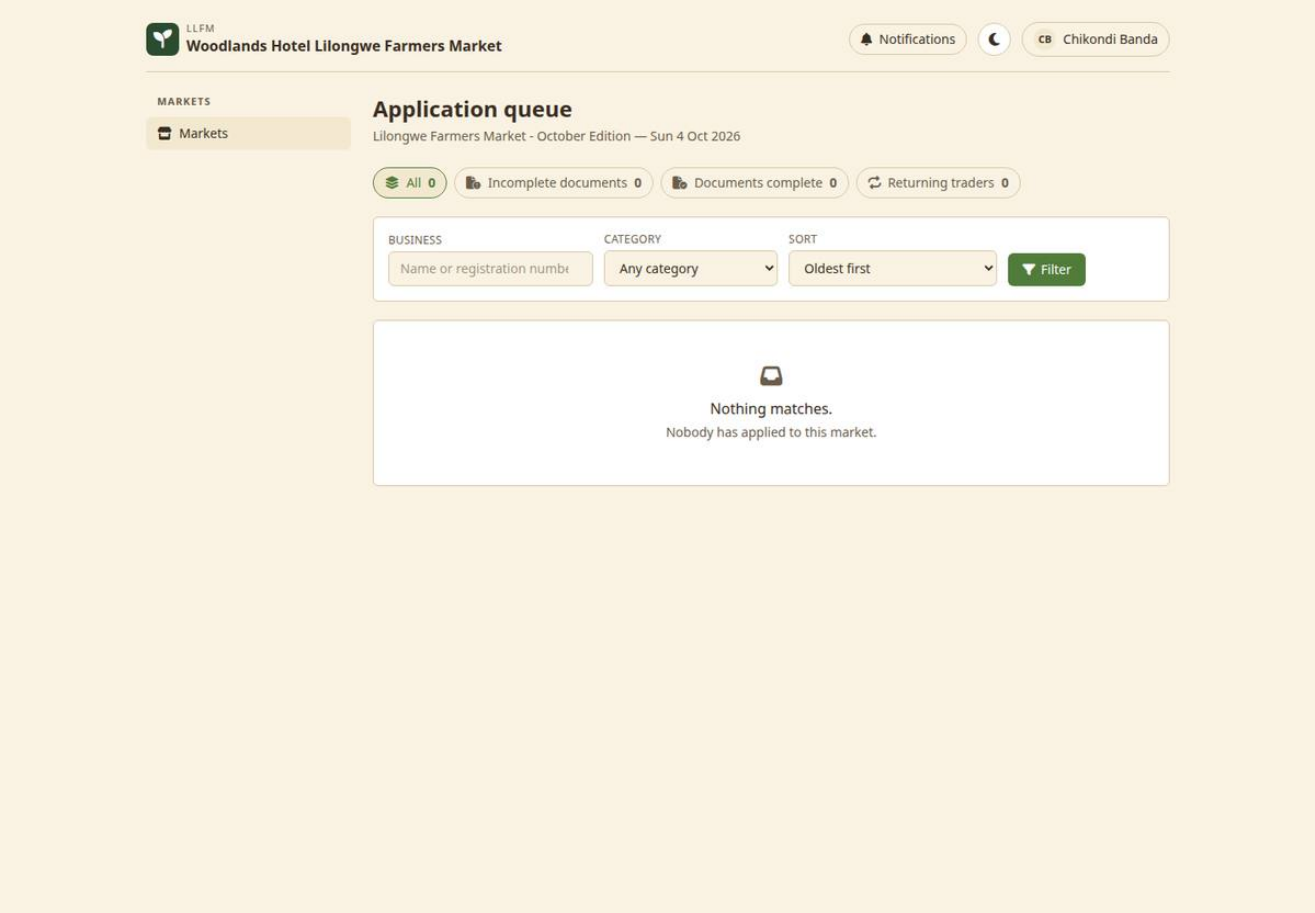


Figure 6.4 — The application queue — review, approve, decline or ask for more information.

6.5 The layout designer

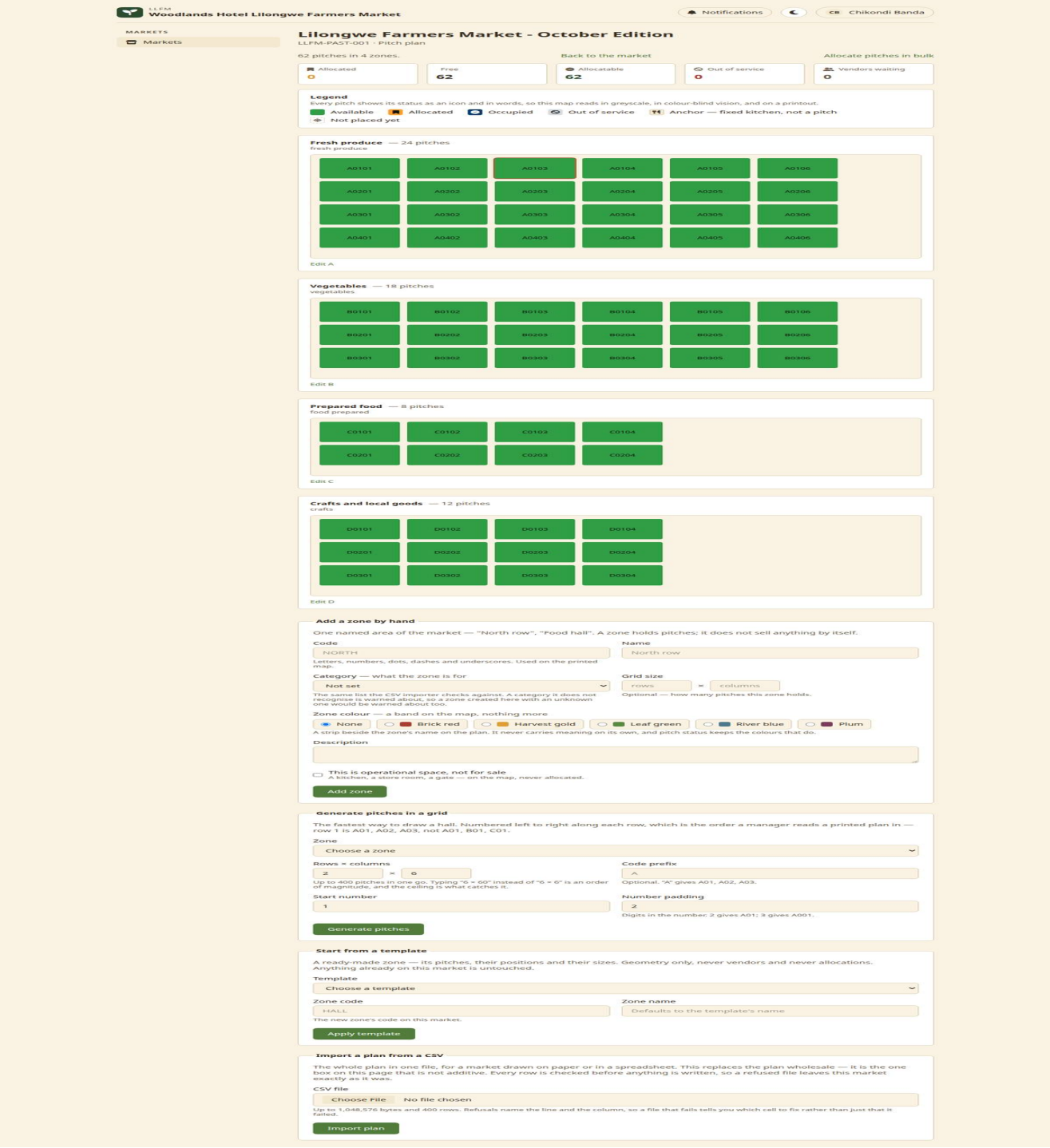


Figure 6.5 — The layout designer — zones, stalls, templates and import.

6.6 The market-day board

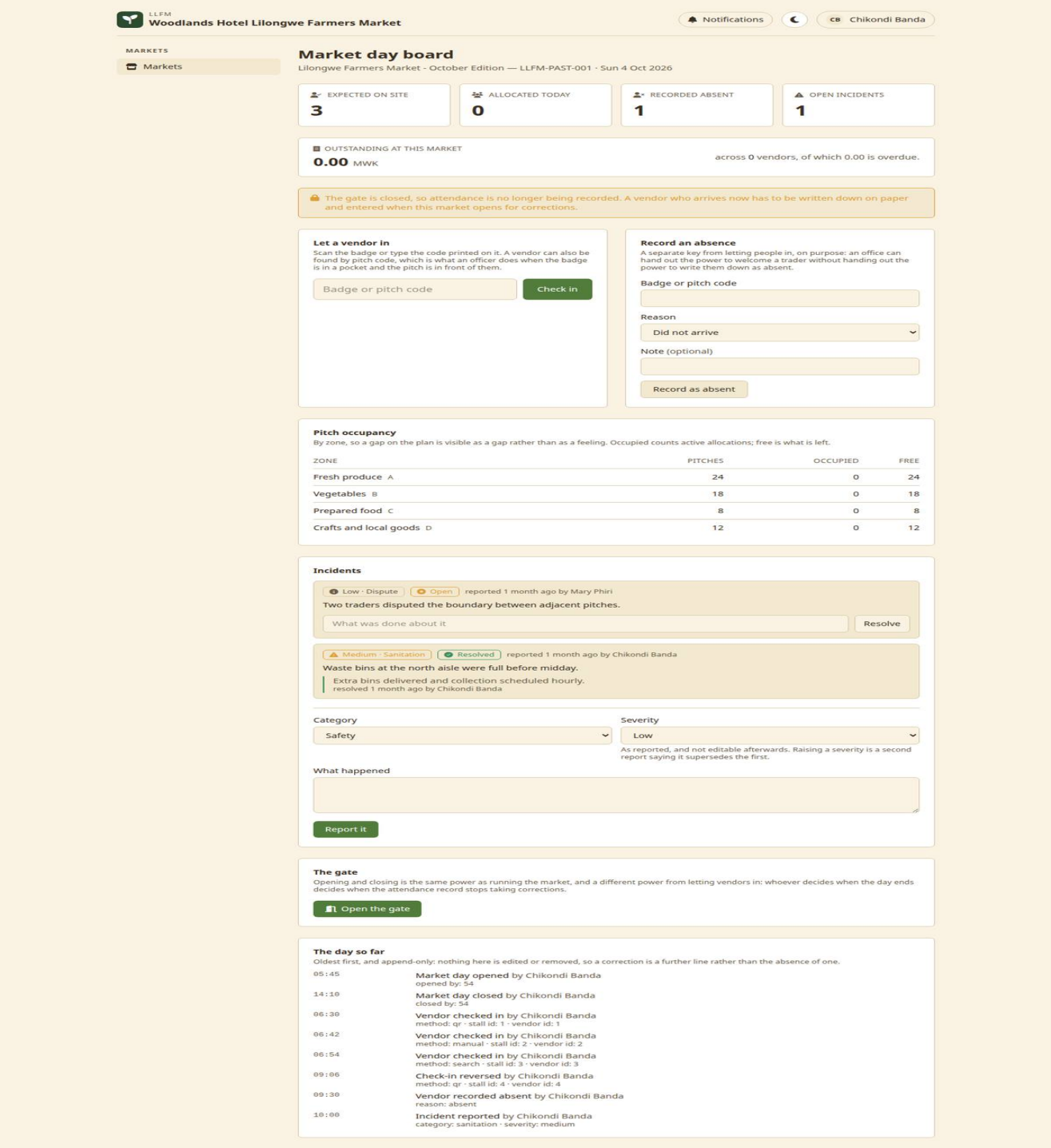


Figure 6.6 — The market-day board — allocations, no-shows and incidents.

6.7 Gate check-in

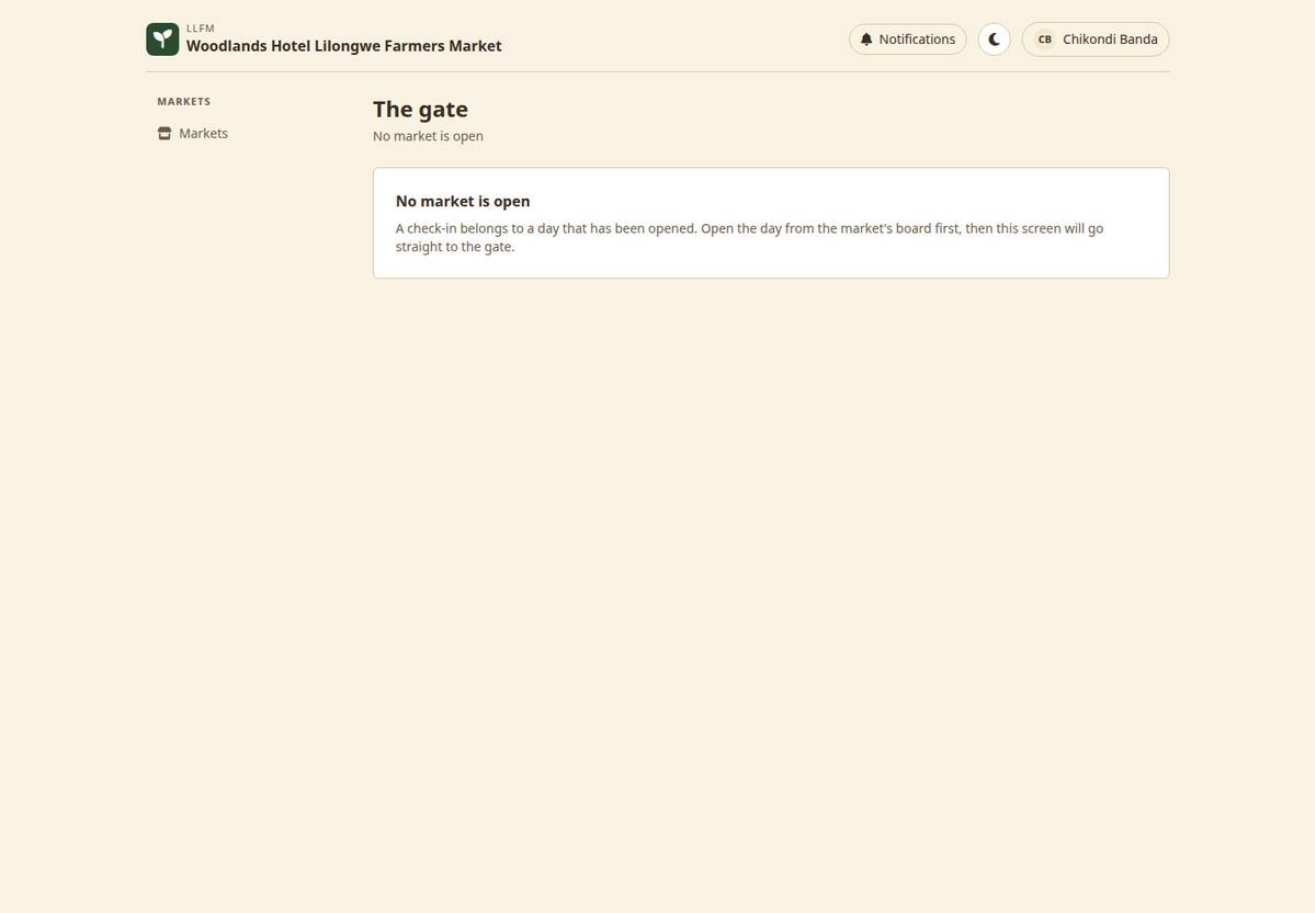


Figure 6.7 — Gate check-in — vendors are found by name on market day.

CHAPTER 7

Accounts, access and audit (staff)

Fine-grained roles, one user register, and a complete trail of who did what.

7.1 Role management

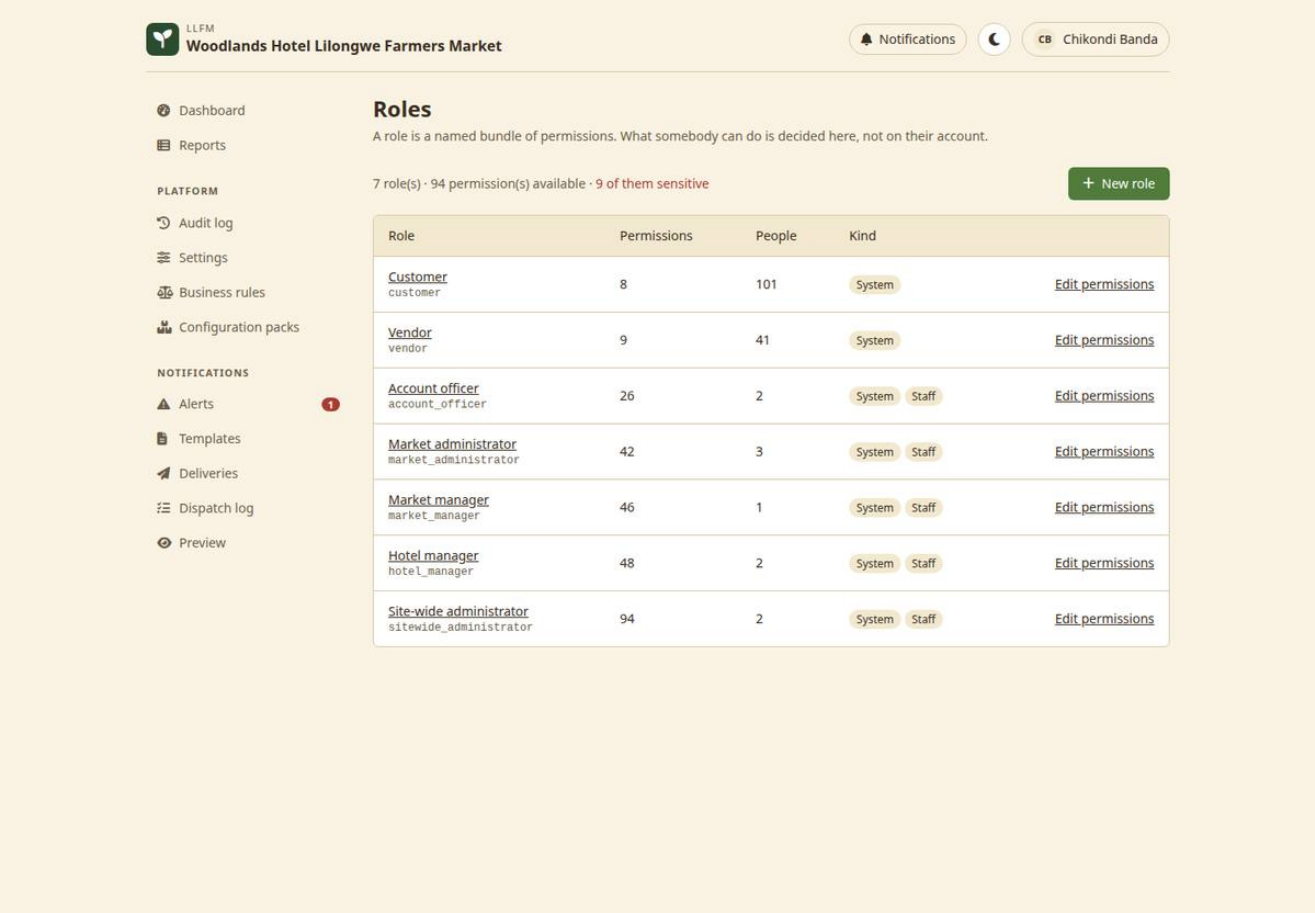


Figure 7.1 — Role management — each role sees only what its job requires.

7.2 User management

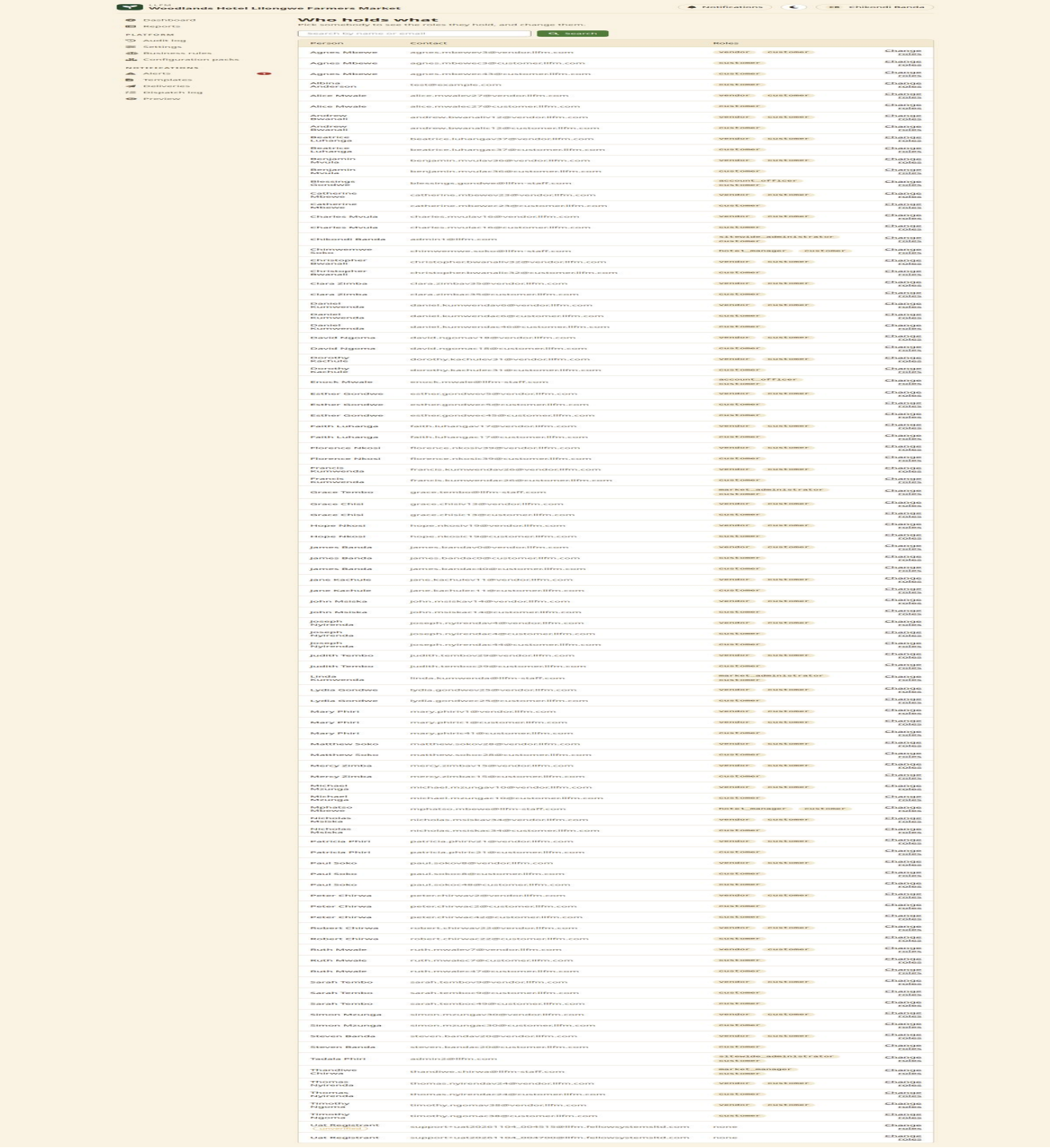


Figure 7.2 — User management — every account, its roles and status.

7.3 The audit log

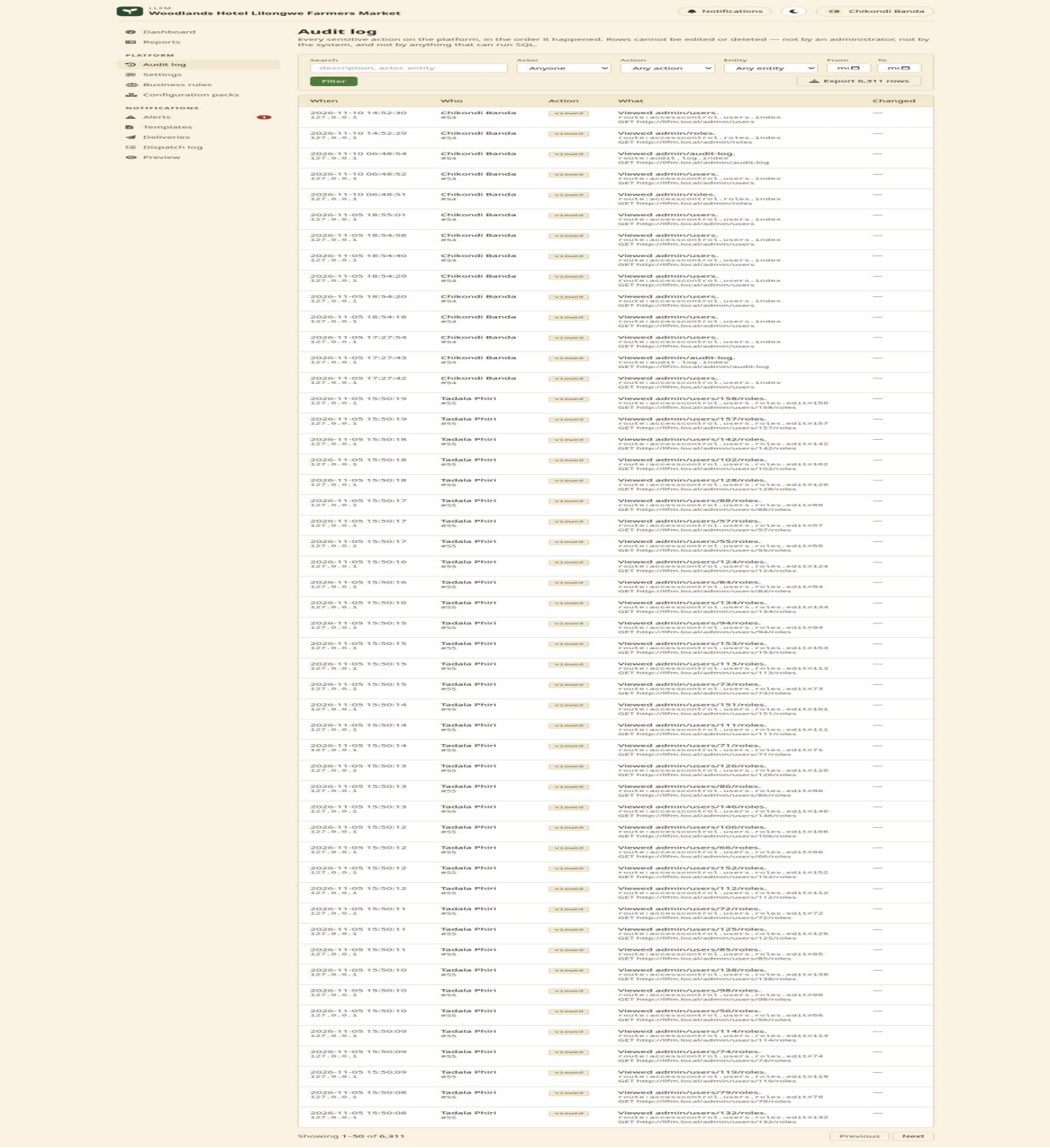


Figure 7.3 — The audit log — every administrative action, exportable.

GETTING MORE HELP

Where to go from here

- **The Help Centre** — the online version of this manual, linked from the home page.
- **Terms & conditions** and the **privacy policy** — linked from the registration form and the footer.
- **Market staff** — for anything about your application, allocation or an order, the market team is reachable through the contact details published on the event page.

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