

Apptique eCommerce Platform



Frequently Asked Questions

Where can I see an example of what the platform looks like?

Go to: ecommerce.apptique.co.za

On which devices does the platform work?

The apps can be used on any internet enabled device like a PC, notebook, phone or tablet as it is mobile enabled and responsive to various screen sizes.

How is the platform accessed by users?

Each deployment is set up on a unique URL for a specific business and based on their requirements. This URL can be e-mailed, sent via SMS, scanned through a QR code, embedded in a website and shared on social media.

How is the content (images, descriptions, prices, documents, videos etc.) managed by an administrator?

The platform is managed through an admin console. This is where all the content can be uploaded, customised and set up according to your specific needs.

How do I monitor usage, sales and orders?

This is also done through the admin console.

Do we need a support person to help with the administration?

No. The platform is very easy to use and simple. But we do offer support personnel to assist as well as training on managing the platform in-house.

How secure is the online payment mechanism?

Credit card transactions for Apptique are handled by PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Paygate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy. Customer details will be stored by Apptique separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za

How much does it cost users to use the platform?

The platform is light in terms of data usage. A few cents per interaction, comparable to using Facebook or Twitter and browsing the internet.

What are the factors that determine the cost of using the platform?

Cost is basically driven by the number of users, time frames, functional modules required and level of customisation. The payment gateway has a transactional fee associated.

How do our customers or staff recognise the platform?

We customise the platform with your company's logo and colours (white label). This helps with brand recognition.

Still unsure about something?

Contact us on any of these channels:

www.apptique.co.za

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