



Fastwaka

Vendor Guide

How to set up, manage, and grow your store on Fastwaka

10+

Modules
Supported

24/7

Order
Tracking

15%

Max
Commission

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01 Introduction & Why Fastwaka

What is Fastwaka?

Fastwaka is a fast-growing multi-module delivery marketplace in the Philippines. We connect local merchants - restaurants, grocery stores, pharmacies, and retailers - with customers in their zone through our platform and delivery network. Whether you serve food, daily essentials, or retail goods, Fastwaka gives your store a digital presence and a delivery fleet without the overhead of building one yourself.

Your Advantage as a Fastwaka Partner

What Fastwaka Provides	Why Vendors Choose Fastwaka
✓ Your own storefront on fastwaka.com and the app ✓ Fastwaka rider network + Lalamove integration for delivery coverage ✓ Built-in customer payment processing ✓ Promotional tools: coupons, flash sales, banners ✓ Real-time order notifications ✓ Earnings dashboard and settlement reports ✓ Vendor portal - menu, orders, reports in one place	✓ Lower commission than Foodpanda and GrabFood ✓ No need to build or manage your own delivery fleet ✓ Orders come in 24/7 with no offline hours constraint ✓ Customer reviews build your store reputation automatically ✓ Flexible plans - commission or flat subscription ✓ Free 7-day trial before any fees apply ✓ Dedicated vendor support via chat and email

Available Store Modules

Module	Types of Stores
Food	Restaurants, cafes, carinderias, cloud kitchens, bakeries
Grocery	Supermarkets, convenience stores, wet market stalls, palengke shops
Pharmacy	Drugstores, health supplements, wellness shops
Parcel	Package pickup, drop-off, and same-day courier services
Ecommerce	General retail, local products, clothing, electronics accessories



Note: Your store is assigned to one module during registration. Module assignment determines which customers can find your store and which order flow applies. Contact Fastwaka to discuss module changes after registration.

02 Registration Requirements

How to Apply

Apply to become a Fastwaka vendor at fastwaka.com or by contacting the partnerships team directly. Availability depends on your zone - not all areas are open to new stores at all times. Confirm with Fastwaka before completing your application.

Step-by-Step Registration

1	Visit fastwaka.com Go to the vendor registration page and click "Become a Partner" or contact the Fastwaka partnerships team at partners@fastwaka.com .
2	Complete your store profile Fill in your store name, description, address, module, and delivery zone. Upload your store logo and cover photo.
3	Create your vendor account Enter your name, email address, and phone number. Set a strong password (minimum 8 characters including uppercase, lowercase, numbers, and symbols).
4	Select your business plan Choose commission-based or subscription-based. A 7-day free trial is available - you do not need to choose a paid plan immediately.
5	Submit for review Your application is reviewed by the Fastwaka admin team. Approval typically takes 1-2 business days.
6	Receive your credentials Once approved, you will receive a confirmation email. Log in to the vendor portal and complete your menu setup.
7	Go live After menu setup is complete, your store becomes visible to customers in your zone. You can receive orders immediately.

What You Need to Prepare

Requirement	Details
Store name	Your trading name as customers will see it on the platform
Store description	A short, welcoming description (max 500 characters)
Store logo	Square image, JPG/PNG/WEBP, recommended 400x400 px, max 2 MB
Cover photo	Wide banner image, recommended 1200x400 px, max 2 MB
Store address	Physical address within an active Fastwaka delivery zone
Delivery zone	Which zone you serve - confirmed with Fastwaka during registration
Tax rate	Your applicable VAT or local tax rate (e.g. 12% for VAT-registered stores)
Minimum order	The minimum cart value a customer must reach to place an order
Min/max delivery time	Estimated fulfillment time in minutes under normal conditions
Vendor name	Your legal first and last name as account owner
Email address	Unique email address for your vendor account (used for login)
Phone number	PH-format mobile number (unique across all vendor accounts)
Password	Minimum 8 characters with uppercase, lowercase, numbers, and symbols

Important: Your store will not appear to customers until: (1) the Fastwaka admin approves your application, and (2) a business plan (commission or subscription) is active on your account. Keep your contact details updated so the review team can reach you promptly.

After Submission

During the review period, the Fastwaka team may contact you via email or phone to verify your store details or request additional documentation. Once approved, log in to the vendor portal and complete your store setup before going live.

03 Setting Up Your Store

Store Profile

Your store profile is the first impression customers get. A professional profile with a clear logo, attractive cover photo, and a descriptive bio significantly increases conversion. Go to Vendor Portal > My Store > Edit Profile.

Setting	Description
Store Name	Your trading name (required)
Description	Short store description visible on your storefront (max 500 chars)
Logo	Square logo image - recommended 400x400 px, JPG/PNG/WEBP, max 2 MB
Cover Photo	Wide banner image - recommended 1200x400 px, max 2 MB
Address	Physical store or pickup address
Tax Rate	Percentage charged on all orders (e.g. 12 for 12% VAT)
Minimum Order	Minimum cart value before customers can check out
Delivery Charge	Flat delivery fee (if using self-delivery)

Operating Hours

Set your store hours per day under My Store > Schedule. Fastwaka uses your schedule to automatically show your store as Open or Closed. Customers cannot place orders outside your set hours.

- ✓ Set individual open and close times for each day of the week
- ✓ Mark specific days as Closed (e.g. public holidays, rest days)
- ✓ Use the "Toggle Open" switch to temporarily pause your store without removing your schedule
- ✓ Orders placed before your closing time will remain in your queue and must still be fulfilled
- ✓ Update your hours as needed - changes take effect immediately

Delivery Settings

Setting	Description
Min Delivery Time	Fastest time you can fulfill an order (minutes)
Max Delivery Time	Longest expected time under busy conditions (minutes)

Setting	Description
Free Delivery Toggle	Offer free delivery to boost visibility in search results
Delivery Zone	The zone your store serves - set at registration, contact admin to change
Self-Delivery	Enable if you use your own riders (requires eligible subscription plan)

Notification Preferences

Configure how you receive order alerts under My Store > Notifications.

- Sound alerts in the vendor portal (browser-based, keep the portal tab open)
- Email notifications for new orders and order status changes
- In-app push notifications if you are using the Fastwaka Vendor mobile app (subscription plan required)
- Set a notification sound volume that works for your kitchen environment

04 Managing Your Menu

Creating Categories

Categories group your items so customers can browse quickly. Good category names improve discovery and conversion. Go to Menu > Categories > Add Category.

- Use clear, familiar names: "Burgers", "Rice Meals", "Drinks", "Desserts"
- Assign a priority number - lower numbers appear first in the list
- Categories can have sub-categories for stores with large menus
- Toggle a category inactive to hide it temporarily without deleting
- Inactive categories and their items do not appear to customers

Adding Menu Items

Add each item under Menu > Items > Add Item. Complete item details - especially photos - increase order rates significantly.

Field	Description
Item Name	Product name as customers see it (required)
Description	Short product description - ingredients, size, or key details
Price	Base price in PHP (required)
Discount	Optional: flat PHP amount or percentage off the base price
Category	Which menu category this item belongs to (required)
Image	Product photo - JPG/PNG/WEBP, max 2 MB; square or landscape recommended
Available	Toggle off for sold-out or seasonal items - does not delete the item
Recommended	Mark to appear in "Popular" and "Recommended" sections on the homepage
Veg/Non-Veg	Flag for food module stores - helps customers filter by diet

Add-Ons and Variations

Add-Ons	Variations
✓ Extra sauce, toppings, sides ✓ Set a name and additional price per add-on ✓ Mark as optional or required ✓ Set min and max selection limits ✓ Customers choose at checkout	✓ Size options (S / M / L / XL) ✓ Flavour or protein choices ✓ Each variation has its own price ✓ Required variations must be chosen before adding to cart ✓ Item price shown is the lowest variation price

Item Availability Management

Keep item availability accurate to avoid cancellations and customer complaints.

1	Mark items unavailable when sold out Go to Menu > Items, find the item, and toggle the "Available" switch off. The item disappears from your storefront instantly.
2	Restore availability when restocked Toggle the "Available" switch back on. Customers can order immediately.
3	Use category toggles for seasonal menus Toggle an entire category inactive if a section of your menu is not available (e.g. breakfast menu during dinner hours).
4	Review your menu regularly Check your menu weekly to remove discontinued items and update prices. Stale menus reduce customer trust.

Tip: Items marked as "Recommended" appear in the Fastwaka homepage item feed. Mark your best-selling and highest-margin items to drive more visibility.

05 Receiving and Managing Orders

Order Notification Flow

When a customer places an order, you receive an alert in the vendor portal. You must accept or reject within the configured time window. Unanswered orders past the timeout may be automatically cancelled by the system.

Order Statuses Explained

Status	What it means for you
Pending	Customer has placed the order and paid. Awaiting your acceptance.
Accepted	You confirmed the order. Start preparation. Rider will be notified when ready.
Processing	Order is being prepared in your kitchen or store.
Ready for Pickup	Order is complete. Rider has been assigned and is on the way to your store.
On the Way	Rider has picked up the order and is delivering to the customer.
Delivered	Order successfully handed to customer. Payment settled.
Cancelled	Order was cancelled before delivery (by you, the customer, or system timeout).
Returned	Customer declined or returned the order after the rider arrived.

Accepting and Processing Orders

1	Receive the alert A sound plays and a notification appears in the vendor portal. Keep the portal open in a browser tab or use the vendor mobile app.
2	Review the order Check the items, quantities, customer notes, and delivery address before accepting.
3	Accept or reject Click Accept to confirm. Only reject if you genuinely cannot fulfill the order (item unavailable, store closing). Repeated rejections affect your store rating.

4	Prepare the order Process the order according to the items listed. Mark the order as "Processing" if your portal supports this status.
5	Mark as Ready Click "Ready for Pickup" when the order is packaged and ready. This triggers rider dispatch automatically.
6	Hand off to rider The assigned rider arrives. Verify the order ID with the rider before handing over.

Communicating with Customers

In some cases you may need to contact a customer about their order (e.g. an item is out of stock). Use the in-app chat on the order detail screen if available, or contact Fastwaka support who can relay messages to the customer on your behalf.

Cancellations

Type	Process
Vendor-initiated	You can cancel before a rider is assigned. Go to order detail > Cancel Order. Provide a reason.
Customer-initiated	Customers can cancel within a short window after placing. You will be notified.
System timeout	If you do not accept within the configured window, the system auto-cancels. Keep notifications on.
Post-pickup	Contact Fastwaka support. Cancellation after rider pickup affects your metrics and may incur a charge.

Important: Frequent cancellations lower your store rating and reduce your visibility in search results. Mark items unavailable when sold out rather than accepting and then cancelling.

06 Delivery Options

Option 1: Fastwaka Rider Network (Default)

By default, Fastwaka assigns one of its registered riders to pick up and deliver your orders. You do not manage rider assignment - Fastwaka handles dispatch and tracking automatically.

- ✓ Rider is automatically assigned when you mark the order as "Ready for Pickup"
- ✓ Live GPS tracking is visible to customers via the Fastwaka app throughout delivery
- ✓ Delivery fee is set by Fastwaka based on distance and zone - displayed to customers at checkout
- ✓ Fastwaka handles rider pay, compliance, and customer delivery communication
- ✓ No additional setup required on your end

Option 2: Self-Delivery (Subscription Required)

If your store has its own delivery staff, you can enable self-delivery on eligible subscription plans. You manage your own riders and assign them to orders from within the vendor portal.

1	Enable self-delivery Confirm your subscription plan includes self-delivery. Contact Fastwaka if you are unsure which plan you are on.
2	Register your riders Go to Delivery > My Riders > Add Rider. Enter the rider's name, phone, and vehicle details.
3	Assign riders to orders When an order is ready, go to the order detail and assign one of your registered riders from the dropdown.
4	Track the delivery Your rider's location is tracked by the Fastwaka app. Customers see live updates.
5	Manage rider performance Review delivery times and customer ratings per rider in the Delivery > Reports section.

Option 3: Lalamove (Third-Party On-Demand Delivery)

Fastwaka is integrated with Lalamove, one of the Philippines' leading on-demand delivery platforms. When Fastwaka's own rider network is busy or unavailable in your area, Lalamove vehicles can be dispatched to

fulfill orders. This provides an additional layer of coverage, especially during peak hours.

- ✓ Lalamove dispatch is managed by Fastwaka - you do not need a separate Lalamove account
- ✓ Available vehicle types include motorcycles and cars depending on order size and zone
- ✓ Live tracking works the same way for customers regardless of whether a Fastwaka or Lalamove rider is assigned
- ✓ Delivery fees for Lalamove-fulfilled orders are displayed to customers at checkout the same as standard delivery
- ✓ No additional setup or integration steps are required on your end

Note: Lalamove dispatch is triggered automatically by Fastwaka. You will see the assigned rider type in the order detail screen. Contact Fastwaka support if you have concerns about a specific Lalamove-fulfilled delivery.

Delivery Options Summary

Option	When Used	Plan Required	How Assigned	Setup Required
Fastwaka Riders	Default	All plans	Automatic assignment by Fastwaka	No setup
Lalamove	Overflow / peak coverage	All plans	Automatic via Fastwaka integration	No setup
Self-Delivery	Your own riders	Standard and Premium only	Manual assignment in vendor portal	Register riders in Delivery > My Riders

Delivery Zones

Your store serves customers within the zone assigned at registration. Customers outside your zone will not see your store in search results. Zone boundaries are set by the Fastwaka admin.

- You cannot change your delivery zone from the vendor portal - contact Fastwaka support
- Multi-zone delivery may be available for high-volume stores on premium subscription plans
- During peak hours, both Fastwaka riders and Lalamove vehicles may be dispatched to handle demand

07 Promotions and Visibility

Item Discounts

Apply a discount directly to any menu item. Go to Menu > Items > [select item] > Edit and set the Discount field.

Note: Example: An item priced at PHP 200 with a 25% discount shows as PHP 150 with the original price struck through. Customers can see the saving clearly at a glance.

Coupons

Create discount codes customers enter at checkout. Go to Promotions > Coupons > Add Coupon.

Field	Description
Code	The alphanumeric code customers type at checkout (e.g. WELCOME20)
Discount Type	Flat PHP amount off the subtotal, or percentage off the subtotal
Minimum Purchase	Minimum order subtotal required to use the coupon
Maximum Discount	Cap on total discount for percentage coupons (e.g. max PHP 100 off)
Validity Period	Start date and end date for the coupon
Limit Uses	Optionally cap how many times the coupon can be used in total
Per-User Limit	Limit how many times one customer can use the same coupon

Flash Sales

Flash sales run time-limited promotions on selected items. They appear in the Fastwaka homepage "Deals" section during the sale window, driving extra traffic to your store at no additional cost. Set up at Promotions > Flash Sales.

How Fastwaka Ranks Your Store

Fastwaka uses several signals to determine which stores appear first in customer search results.

Signal	How to improve it
Order Acceptance Rate	Accept orders promptly and consistently. High acceptance rate = better rank.

Signal	How to improve it
Customer Rating	Maintain a high average rating across delivered orders.
Delivery Speed	Stores with faster preparation and delivery times rank higher.
Active Promotions	Stores with running discounts or coupons get a visibility boost.
Menu Completeness	Stores with photos on all items and complete descriptions rank higher.
Order Volume	Higher historical order volume signals popularity to the algorithm.

Tip: Stores offering at least 20% off on one or more items are eligible for the "Best Deals" homepage section - this is free visibility with no additional cost. Set a discount on your most popular item and maintain it consistently.

08 Earnings and Analytics

Your Dashboard Overview

The vendor portal dashboard gives you a real-time view of your store's performance. Access it at Dashboard > Overview. The dashboard refreshes automatically.

- ✓ Total orders for today, this week, and this month
- ✓ Pending, processing, and completed order counts at a glance
- ✓ Gross earnings for the current period before fees
- ✓ Net earnings after commission or subscription deductions
- ✓ Current store rating (average across all rated deliveries)
- ✓ Average preparation time - use this to fine-tune your delivery time settings

Transaction History

Every completed order generates a transaction record. Go to Reports > Transaction History to view, filter, and export records.

Column	What it shows
Order ID	Unique reference number for the order
Order Date	Date and time the order was placed
Order Amount	Total amount paid by the customer
Delivery Charge	Delivery fee component (if applicable)
Tax	Tax collected on the order
Commission	Platform commission deducted (commission plan only)
Net Earnings	Amount credited to your account after deductions
Payment Method	Cash on delivery, GCash, card, or digital wallet
Status	Completed, cancelled, or refunded

Net Earnings Calculation

Plan Type	Earnings Formula
Commission Model	Net = Order Total - Platform Commission

Plan Type	Earnings Formula
Subscription Model	Net = Order Total (no commission deducted per order)
Both models	Net = (above) - any applicable taxes on the order

Note: Your subscription fee (if on a subscription plan) is billed separately and is not deducted from individual order earnings. It is billed on your plan renewal date.

Exporting Reports

Go to Reports > Transaction History, apply your date filter, and click Export CSV. Exported files include all columns shown in the transaction table. Use these for your own accounting, BIR filing, or reconciliation.

09 Getting Paid

How Payouts Work

Fastwaka accumulates your net earnings from completed orders throughout each payout cycle. At the end of the cycle, the accumulated amount is transferred to your configured withdrawal account, provided your balance meets the minimum payout threshold.

Payout Schedule

Frequency	How it works
Daily	Net earnings processed each calendar day. Transfer initiated if balance meets minimum threshold.
Weekly	Processed on a fixed day each week (e.g. every Friday). All earnings from Mon-Sun of that week are batched.
Monthly	Processed once per month on a configured date. Full month's earnings disbursed in one transfer.

Note: Your specific payout schedule is confirmed during onboarding and displayed in My Wallet > Settings. Contact Fastwaka to request a schedule change.

Withdrawal Methods

- ✓ Bank transfer to a BSP-accredited bank in the Philippines (BDO, BPI, UnionBank, Metrobank, etc.)
- ✓ GCash and other registered e-wallets where enabled by the Fastwaka admin
- ✓ Fastwaka wallet credit (instant credit, usable for subscription renewals)
- ✓ Add and manage your payout accounts under My Wallet > Withdrawal Methods
- ✓ Set one method as your default for automatic disbursement
- ✓ Payout method changes take effect on the next cycle after the change is saved

Minimum Payout Threshold

A minimum balance must be accumulated before a payout is triggered. This threshold is set by the Fastwaka admin and is shown in My Wallet > Settings. If your earnings are below the threshold at the end of a cycle, they roll over to the next cycle.

What If a Payout Fails?

Issue	What to do
Incorrect bank details	Update your bank account in My Wallet > Withdrawal Methods. Failed transfers are retried on the next payout cycle.
Account closed or frozen	Contact your bank to resolve, then update your payout details in the vendor portal.
Payout not received after 3 business days	Contact Fastwaka support with your payout ID (shown in My Wallet > Payout History) for investigation.

10 Account Management

Updating Store and Account Details

Most store settings can be updated from the vendor portal at any time. Some changes (like zone or module) require contacting Fastwaka support.

What to change	Where to find it
Store name, description, address	My Store > Edit Profile
Logo and cover photo	My Store > Edit Profile > Upload
Operating hours	My Store > Schedule
Tax rate and minimum order	My Store > Edit Profile
Delivery settings	My Store > Delivery Settings
Payout bank/e-wallet	My Wallet > Withdrawal Methods
Email address	My Account > Security Settings
Password	My Account > Security Settings > Change Password
Module or zone change	Contact Fastwaka support

Changing Your Password

1	Log in to the vendor portal Visit fastwaka.com/vendor and sign in with your current credentials.
2	Go to Security Settings Navigate to My Account > Security Settings.
3	Enter your current password Type your existing password in the "Current Password" field.
4	Set a new password Enter and confirm your new password. Minimum 8 characters with uppercase, lowercase, numbers, and symbols.

5**Save changes**

Click Save. You will be logged out and must sign in again with your new password.

Forgotten Password

If you cannot log in, use the Forgot Password link on the vendor portal login page. A password reset link will be sent to your registered email address. If you no longer have access to that email, contact Fastwaka support.

POS Integration

If your store uses a Point-of-Sale system and your subscription plan includes POS access, contact Fastwaka support for integration setup instructions specific to your POS provider.

11 Troubleshooting and Support

Common Issues and Solutions

Issue	What to check / What to do
Cannot receive orders	Check: (1) Store is toggled Open in My Store, (2) operating hours are set for today, (3) your business plan is active, (4) vendor portal tab is open.
Store not visible to customers	Check: (1) admin approval is confirmed, (2) business plan is active (not expired), (3) store is within an active delivery zone.
Items not showing on storefront	Check: (1) item is toggled Available, (2) item is assigned to an active category, (3) category is toggled active.
Payout not received	Check: (1) minimum payout threshold is met, (2) bank details in My Wallet are correct, (3) it has been more than 3 business days - then contact support.
Wrong commission deducted	Contact support with the Order ID and your expected calculation. Allow 3 business days for investigation.
Customer rating seems wrong	Ratings are the average of all completed, rated orders. You cannot remove individual ratings. Focus on service quality to improve over time.
Password reset email not received	Check your spam/junk folder. If still not found, contact support with your registered email to verify account status.
Cannot add items to menu	Check your subscription plan's max product limit. If you have reached the limit, upgrade your plan or remove unused items.

Contact Channels

Channel	Address/Location	Best Used For	Response Time
Email	partners@fastwaka.com	Account, billing, plan changes, registration	1 business day
In-portal Chat	Vendor portal sidebar	Live order issues, urgent queries	During support hours (8 AM - 8 PM PHT)
WhatsApp	Shown in your welcome email	Escalated issues requiring real-time response	During support hours
Vendor Portal	fastwaka.com/vendor	Self-service: menu, orders, reports, wallet	24/7 availability

Tip: For urgent issues affecting live orders (e.g. cannot accept orders, rider not arriving), use the in-portal chat or WhatsApp for the fastest response. Email is best for non-urgent account and billing matters.

Thank you for partnering with Fastwaka. We are here to help your business grow and succeed. This guide is updated regularly - check fastwaka.com for the latest version.