

How to open a seller account

Create a shop account, complete seller setup, and send your application for review.

Photos are training samples - not live seller applications. Numbers on each photo match the callouts.

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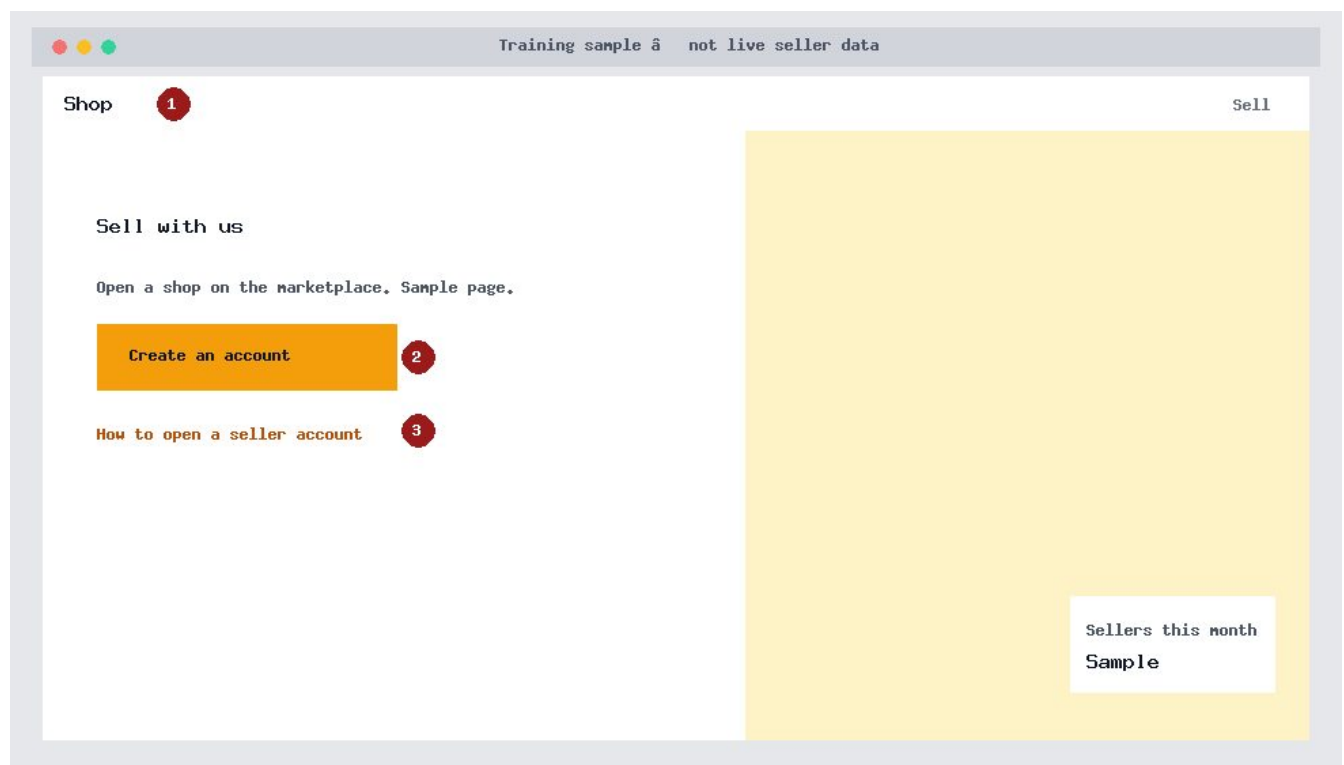
What to prepare

- A working email you can open on this device.
- Your Ghana Card nearby so you can type the legal name and card number exactly as printed. Do not photograph or upload the card.
- A mobile number that can receive SMS.
- A shop name you want buyers to see.
- Proof of address: a recent utility bill, bank statement, or similar PDF or photo. Ghana Card images are not accepted.
- Payout details: mobile money number, or a bank account whose name matches your Ghana Card legal name.
- Optional: business registration number and TIN.

Path to seller setup

Open the Sell page

On the shop, open Sell with us. Guests see a button to create an account. If you already shop with us, sign in first - the same button becomes Continue seller setup.



Sell with us. Guests start here. Signed-in buyers use the same page to continue seller setup. 1) Open Sell with us from the shop 2) Create an account, or continue setup if you already signed in 3) How to open a seller account is the step-by-step guide

Create a shop account (new sellers)

There is no separate "seller register" form. Use Create an account: name, email, password, and the privacy and terms checkboxes. Phone is optional here - you will verify a number later in seller setup.

Training sample â not live seller data

Shop Sell

Create an account

Join to shop, sell, and track orders.

Name

Ana Mensah (sample)

Email

ana.sample@example.com

Password

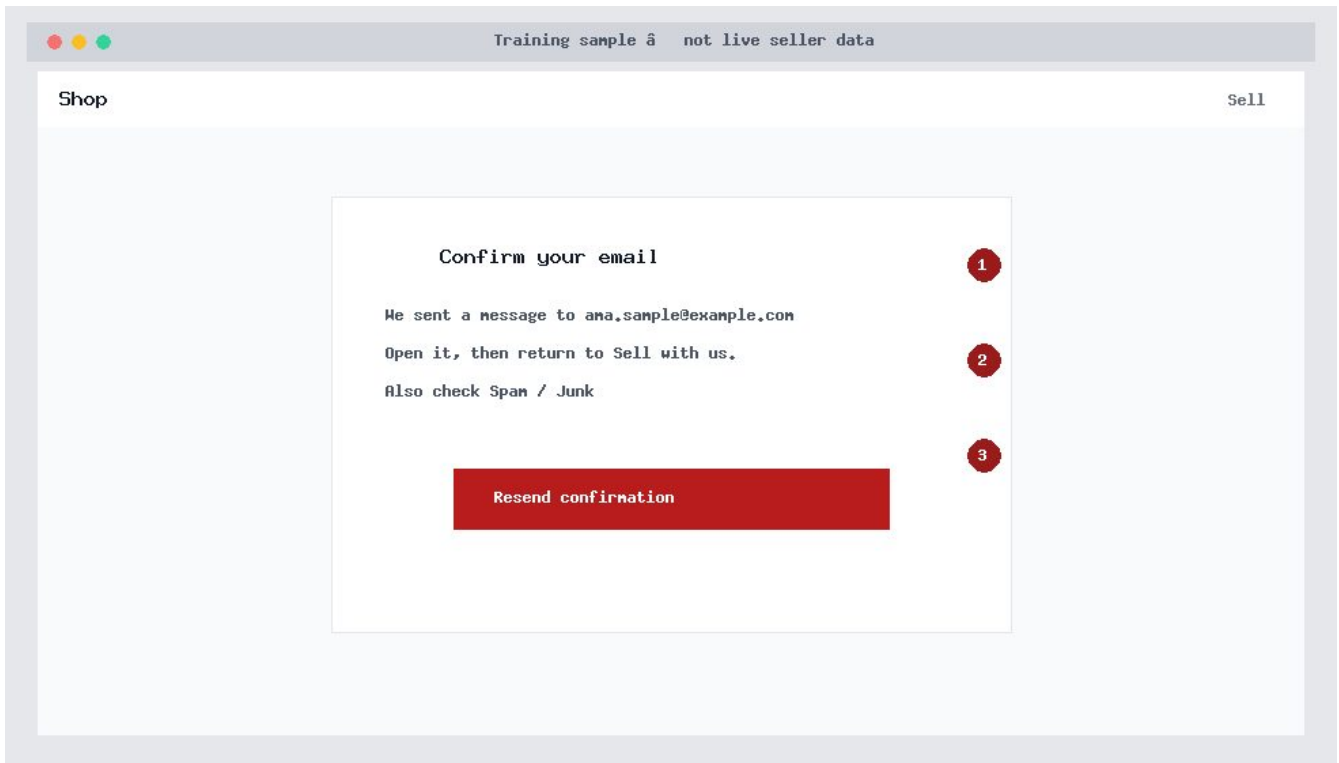
Privacy Policy and Terms checked

Register

Create an account. One account is used to shop and to apply as a seller. Sample names only. 1) Name and email you can access
2) Password, then privacy and terms 3) Register - then confirm the email we send

Confirm your email

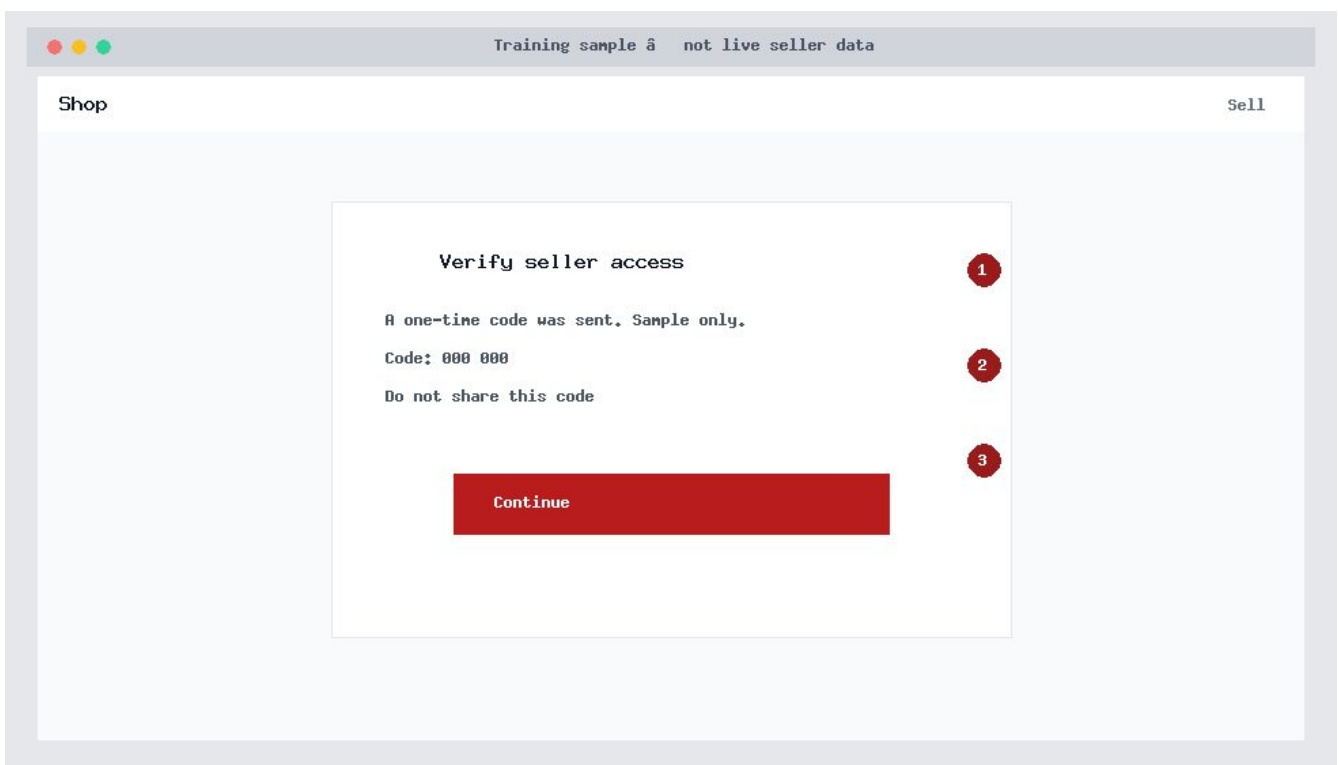
After you register, open the confirmation message and verify your email. Check Spam or Junk if it is missing. You cannot open seller setup until the email is confirmed.



Confirm your email. Seller setup stays locked until the email is confirmed. Check Spam if needed. 1) Open the message from the shop 2) Confirm the email address 3) Then return to Sell with us

Enter the seller access code

The first time you open seller setup, we send a one-time code to confirm it is you. Enter the code, then the seller setup wizard starts.



Seller access code. A one-time code protects the seller area. Sample code only - never a live OTP. 1) We send a code to you 2) Type the six digits 3) Continue into seller setup

Seller setup wizard

After email confirmation and the seller access code, complete each step in order.

Your identity

Enter your account display name, then your full legal name and Ghana Card number exactly as printed. Confirm the name matches. We do not ask you to upload a photo of the card.

- Spelling and name order must match the card.
- Display name can be different - that is how you appear in messages.

The screenshot shows a web application window titled 'Training sample â not live seller data'. Inside, there's a 'Shop' header and a 'Sell' button. The main section is 'SELLER APPLICATION' with a progress bar showing 8 steps: ID, Biz, Phone, Shop, Addr, Pay, Tax, and Rev. Step 1, 'ID', is highlighted. Below the progress bar, the title 'Step 1 of 8 Your identity' is shown. The form contains three input fields: 'Account display name' with the value 'Ana (sample)', 'Full legal name' with the value 'Ana Mensah (sample)', and 'Ghana Card number' with the value 'GHA-000000000-0'. A red 'Continue' button is at the bottom. Red circles with numbers 1, 2, and 3 are overlaid on the form: 1 on the progress bar, 2 on the account display name field, and 3 on the full legal name field.

Identity step. Type the Ghana Card number. Do not upload a photo of the card. 1) Progress shows which step you are on 2)

Legal name exactly as printed 3) Ghana Card number in the GHA format

Business details

Say how you trade, for example sole trader or registered company. Registration number is optional if you have one.

- Use the same registration number you would put on an invoice.

Training sample â not live seller data

Shop Sell

SELLER APPLICATION

1 2 3 4 5 6 7 8
ID Biz Phone Shop Addr Pay Tax Rev

Step 2 of 8 Business details 1

Business type
Sole trader (sample) 2

Registration number
â 3

Continue

Business details. How you trade. Registration number is optional. 1) Business type 2) Registration number if you have one 3) Continue to phone verification

Verify your phone

Enter a Ghana mobile number and request the SMS code. Type the six-digit code to continue.

- Use a number you can reach now.
- If the SMS is slow, wait before requesting another code.

Training sample â not live seller data

Shop Sell

SELLER APPLICATION

1 2 3 4 5 6 7 8
ID Biz Phone Shop Addr Pay Tax Rev

Step 3 of 8 Verify your phone 1

Mobile number
0244â ~â ~â ~000 2

Verification code
â ~â ~â ~â ~â ~ 3

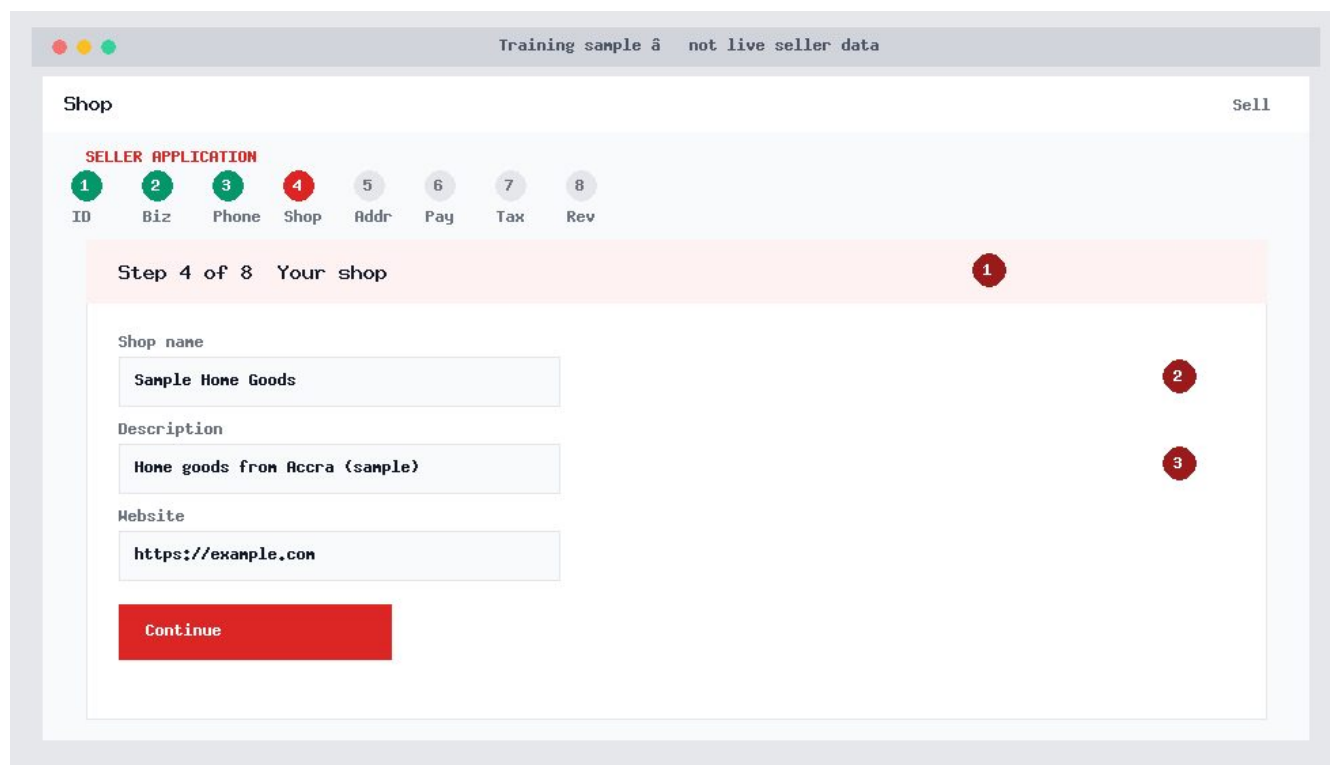
Verify and continue

Phone verification. SMS code on the number you will use for the shop. Sample number only. 1) Ghana mobile number 2) Send code, then enter six digits 3) Check Spam only if the code is emailed as a fallback

Your shop

Choose the shop name buyers will see. Add a short description and a website or social link if you have one.

- Pick a unique name. If it is already taken, choose another.



The screenshot shows a web browser window with the title "Training sample â not live seller data". The page is titled "Shop" and has a "Sell" button in the top right corner. Below the title is a progress bar for the "SELLER APPLICATION" with 8 steps: 1 (ID), 2 (Biz), 3 (Phone), 4 (Shop), 5 (Addr), 6 (Pay), 7 (Tax), and 8 (Rev). Step 4, "Your shop", is highlighted in red. The form for Step 4 contains three input fields: "Shop name" with the value "Sample Home Goods", "Description" with the value "Home goods from Accra (sample)", and "Website" with the value "https://example.com". Each input field has a red circle with a number (1, 2, and 3 respectively) next to it. A red "Continue" button is at the bottom of the form.

Shop name. This name is what buyers see. Sample shop only. 1) Unique shop name 2) Optional description 3) Optional website or social link

Proof of address

Upload a clear utility bill, bank statement, or similar document. JPEG, PNG, or PDF, up to 5 MB. Ghana Card photos are rejected.

- The address should be readable. Crop or retake if it is blurry.

Training sample â not live seller data

Shop Sell

SELLER APPLICATION

1 2 3 4 5 6 7 8
ID Biz Phone Shop Addr Pay Tax Rev

Step 5 of 8 Proof of address 1

Upload

utility-bill-sample.pdf 2

Accepted

JPG, PNG, or PDF ~ max 5 MB 3

Upload and continue

Proof of address. Utility bill or bank statement. Ghana Card images are not accepted. 1) JPEG, PNG, or PDF 2) Up to 5 MB 3)

Must show a readable address

Payout method

Choose bank transfer or mobile money. For bank, the account name must match your Ghana Card legal name. For mobile money, enter the wallet number.

- A mismatched bank name delays or blocks payouts.
- Tax ID / TIN is optional on the next step and can be added later if allowed.

Training sample â not live seller data

Shop Sell

SELLER APPLICATION

1 2 3 4 5 6 7 8
ID Biz Phone Shop Addr Pay Tax Rev

Step 6 of 8 Payout method 1

Method

Bank transfer 2

Account name

Ana Mensah (sample) 3

Account number

â ~â ~â ~â ~ 4412

Continue

Payout method. Bank name must match the Ghana Card legal name. Sample details only. 1) Bank transfer or mobile money 2)

Account name matches legal name 3) Mobile money number if you choose that method

Review and submit

Check every step, accept the seller terms, and send the application. After submit, the shop is under review until the team decides.

- You can set up your storefront while you wait.
- You will get an email when a decision is ready.

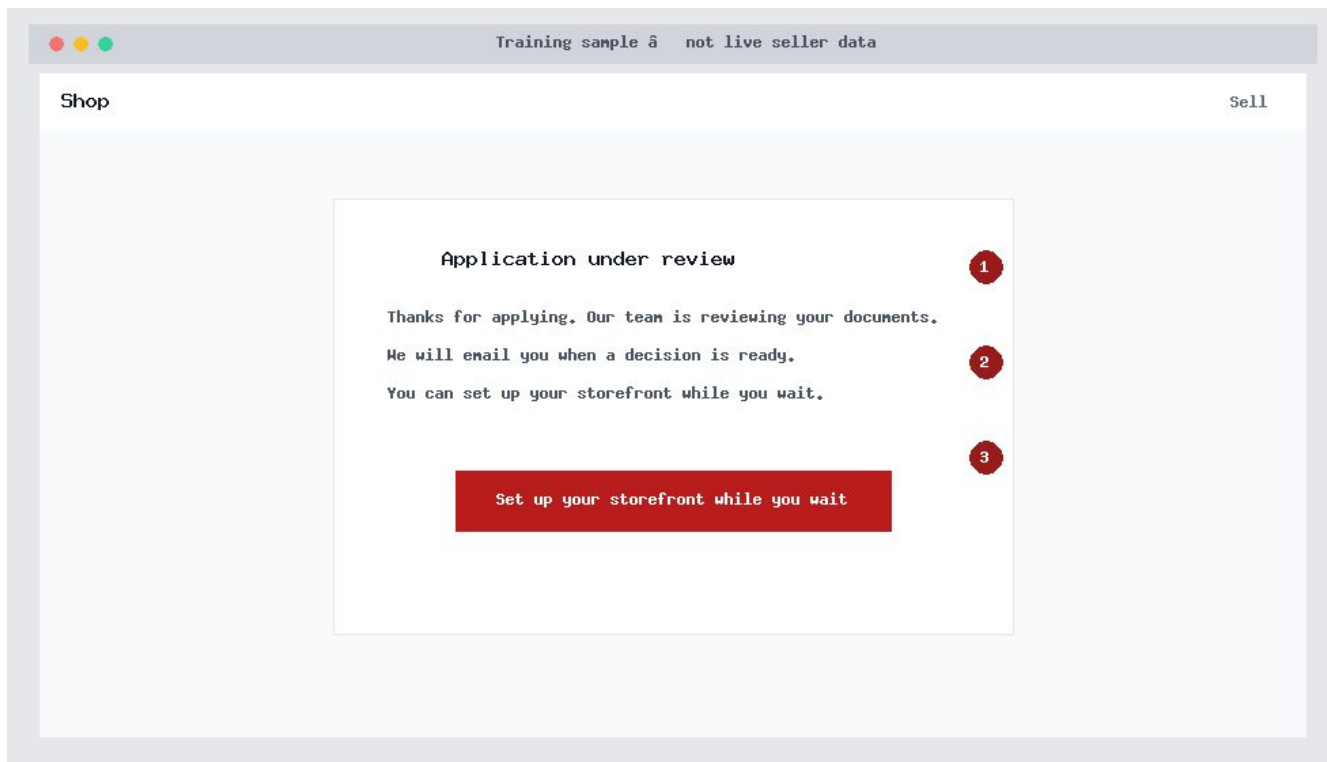
The screenshot shows a web browser window with the title "Training sample â not live seller data". The page is titled "Shop" in the top left and "Sell" in the top right. Below the title is a progress bar for the "SELLER APPLICATION" with 8 steps: 1. ID, 2. Biz, 3. Phone, 4. Shop, 5. Addr, 6. Pay, 7. Tax, and 8. Rev. Step 8 is highlighted in red. The main content area is titled "Step 8 of 8 Review & submit" and contains three numbered red circles: 1. Read the seller terms, 2. Accept and submit, and 3. Wait for the decision email. The form includes a "Seller terms" section with a text input field containing "I accept the seller terms", a "Next" section with a text input field containing "Application goes to review", and a red "Submit application" button.

Review and submit. Accept seller terms and send. After this, the application is under review. 1) Read the seller terms 2)

Accept and submit 3) Wait for the decision email

After you submit

- The status page shows Application under review until a decision is made.
- You can open storefront setup while you wait. Listing products for sale still needs approval.
- If the application is not approved, you will see the reason. Fix the details and submit again from seller setup.
- When approved, the same Sell button becomes Open seller hub.



Application under review. You can dress the storefront while you wait. Selling still needs approval. 1) Status is under review 2) Storefront setup is allowed while you wait 3) A decision arrives by email

Common mistakes

- Uploading a Ghana Card photo as proof of address.
- Legal name that does not match the card, or a bank account in a different name.
- Skipping email confirmation, then wondering why seller setup will not open.
- Using someone else's phone number for the SMS code.
- Asking staff to "just approve" before documents are complete.