

REBTA GEBEYA USER MANUAL

Prepared by: Abdulmejid Fedlu

Version: 1.0.0

Date: 2026

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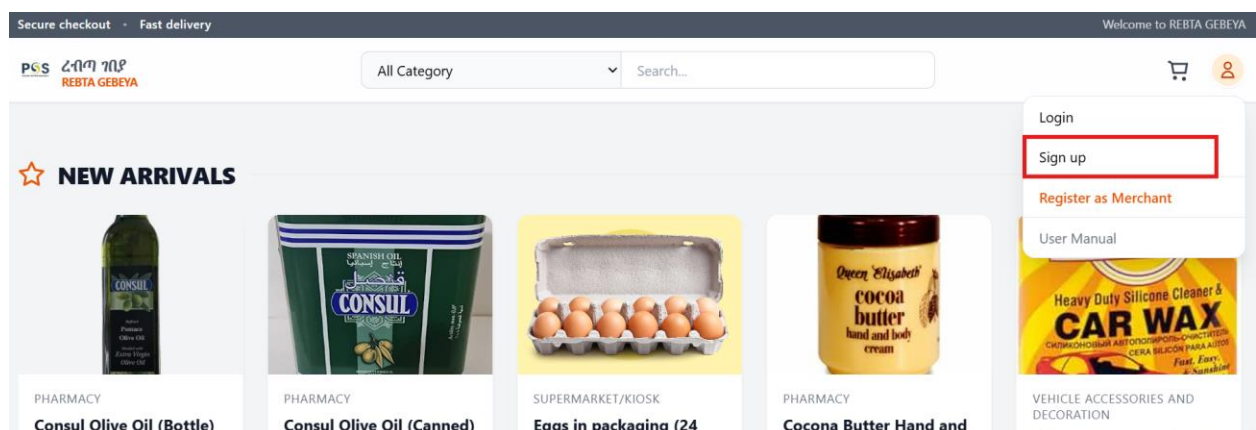
1. Introduction

Welcome to our PSS multi-vendor e-commerce platform. Our mission is to provide a seamless and secure shopping experience, connecting you with a wide range of merchants and high-quality products.

This manual is designed to help you navigate the platform with ease—from setting up your personal account and completing your first purchase using our secure **PSS** gateway and **Mastercard (MPGS)** to tracking your orders and sharing your feedback. Whether you are shopping for daily essentials or unique finds, this guide ensures you have all the tools necessary for a smooth journey.

2. Account Setup

- Registration: Click the Account or User icon in the top navigation bar and click signup.
Enter your detail.





Create Account

Join REBTA GEBEYA today

FULL NAME

Your name

EMAIL

Email address

PASSWORD

Password

CITY

City

SUB CITY / ZONE

Sub city/zone

WEREDA

Wereda

KEBELE

Kebele

HOUSE NUMBER

House Number

CONTACT NUMBER

09*****

POST CODE

Post code

Create My Account



OTP Verification

Enter the code sent to your email to continue.

OTP sent to your email. Please verify to continue.

• • • • •

CODE IS VALID FOR 5 MINUTES

Verify Account

3. Purchase Flow

Follow these steps to complete your transaction securely:

1. Login: Sign in to your account using the User/Account icon .



Welcome

Login to your REBTA GEBEYA account

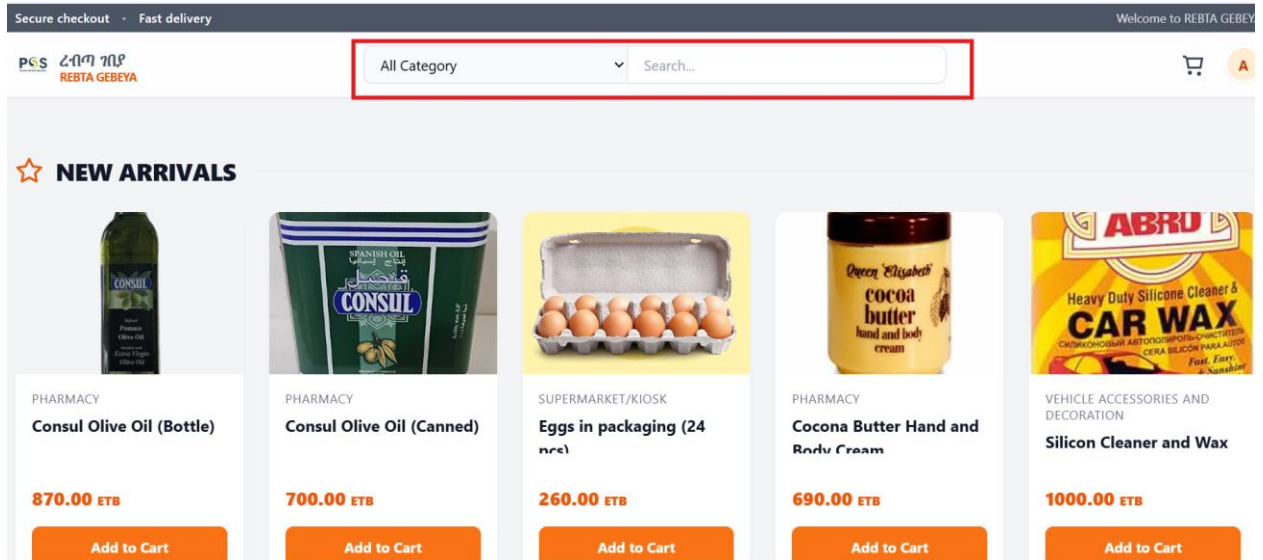
EMAIL ADDRESS

PASSWORD

Login

Don't have an account? [Sign up](#)

2. Selection: Browse through categories or use the search bar. Click on any product to view the price , specific merchant details, and item descriptions.

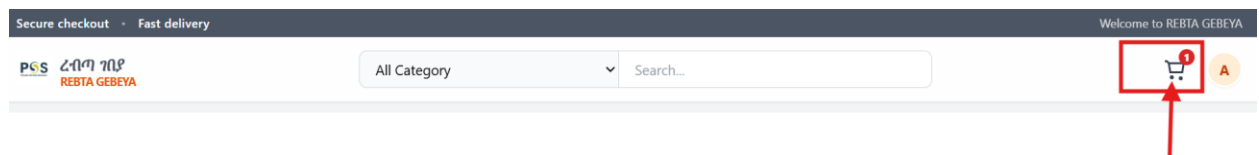


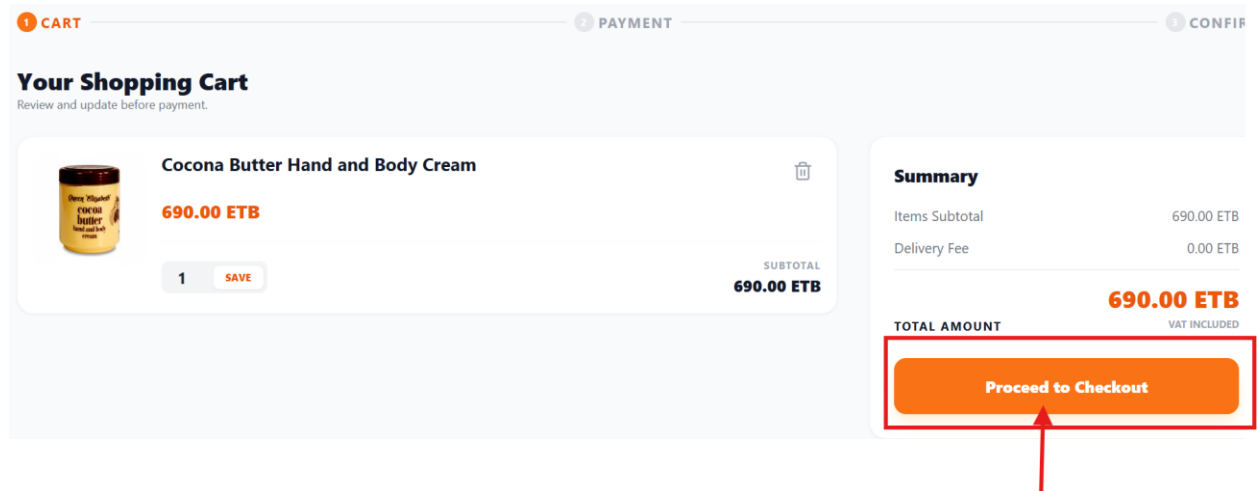
3. Add to Cart: Once you've made your choice, click the "Add to Cart" button.



4. Cart Review: * Click the Cart icon at the top right to verify your selections.

- You can update the quantity of any item or remove products here.
- When satisfied, click "Proceed to Check out."





- Delivery Address:** Enter the address where you would like your order to be delivered.

Delivery Address

PIN DELIVERY LOCATION

Search area, tap map, or drag pin to confirm point

Abdulmejid Fedlu

0934848510 **addis abeba**

Kolfe **098**

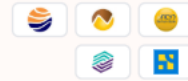
TOTAL TO PAY
690.0 ETB

Continue to Payment →

- Payment Method:** Select your preferred payment option from the list (e.g., Credit/Debit card or local integrated options).

Payment Method

☐ **Bank Card**



pay with Awash, NIB, Birhan, Hibret, or Addis Bank card.

☐ **Mastercard**
INTERNATIONAL



☐ **Telebirr**



Continue to Payment

6. Secure Payment: * You will be redirected to the PSS payment gateway



Secure Payment

You are about to be redirected to our PSS payment gateway.

ORDER TOTAL

690.00 ETB

CURRENCY

ETB (Ethiopian Birr)

☒ I agree with the [terms and conditions](#)

Proceed to pay



Payment details

23/03/2026 10:19:59

Method of payment

☒ Bank card

POS

Payment Card Number

[Redacted]

Expiry date

01

27

Verification Code

455 (?)

☒ Approval for use terms

Order Detail

Reference : aa874597-e8a

Amount : 12.00 ETB

Merchant Detail

Merchant Name : Adib Brabch POS

Customer Information

Phone : None

E-mail : abdelmejd34@gmail.com

Cancel

Confirm



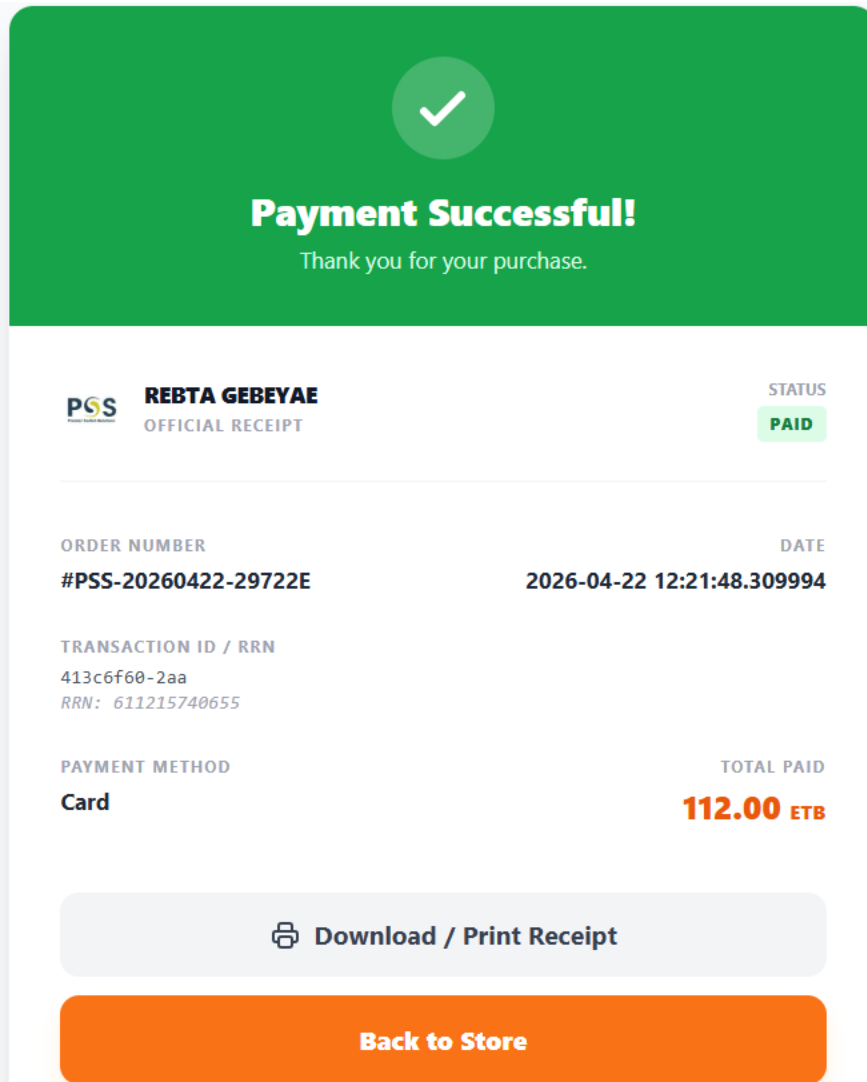
Authentication page

Please enter the security code you just received on your mobile phone.

Merchant: Adib Brabeh POS
Amount: 12.00 ETB
Date: 23/03/2026 10:25:28
Card number: XXXXXXXXXXXX0571
Phone number: *****8510

Enter your OTP:

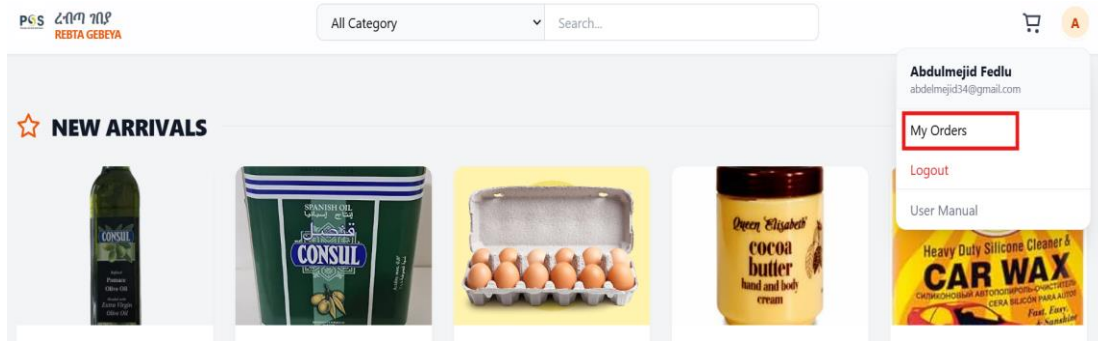
- Enter your card details accurately and click "confirm"
 - Note: To ensure the transaction completes, do not close or refresh the window until the "Order Confirmed" message appears on your screen.
7. Confirmation: Once the payment is finished, you will automatically receive a confirmation via your registered email, including your unique **Order ID**



4. Order Tracking

Follow these steps to monitor your purchase from the merchant to your doorstep:

1. Access Orders: Click the User or Account icon in the navigation bar and select "**My Orders**" from the menu.



2. Locate Order ID: Find your specific Order ID in the list to view its current progress.

Common statuses include:

- **Paid:** The order has been placed and payment has been successfully completed.
- **Delivered:** The package has been successfully delivered to your registered address.
- **Pending:** The order is not yet completed and payment has not been completed

My Orders

Track, manage and return your orders.

Q PSS-20260422-29722E

Search

ORDER ID

#148

PAID

PLACED ON
Apr 22, 2026

TOTAL AMOUNT
112.00 ETB

Details

3. **Status Notifications:** Whenever your order status changes (to Delivered), you will automatically receive a notification via your email.
4. **Order Completion & Verification:** * **Mark as Received:** Once the package arrives, inspect the item. If it matches the specifications and is in good condition, click "Mark as Received" to complete the transaction.

- Star Rating: Choose from 1 to 5 stars based on the product's quality and accuracy to the description. You will also have the option to rate the **Merchant's service**.
- Return Request: If the item does not meet the description or is damaged, you may submit a Return Request directly from this page.

My Orders

Track, manage and return your orders.

ORDER ID
#148

DELIVERED

PLACED ON
Apr 22, 2026

TOTAL AMOUNT
112.00 ETB

Rate your order

iPhone 17
Rating
--

Abdulmejid
Rating
--

5. Tracking Details: Click "View Details" on any order to see specific tracking numbers and detailed merchant notes regarding your delivery.

5 . Return Requests

1. Go to "My Orders" in your profile.

2. For any "Delivered" item, click "Request Return."
3. Select a reason (e.g., "Damaged" or "Incorrect Item") and submit.
- 4 Monitor your email for the merchant's approval and refund confirmation.

My Orders

Track, manage and return your orders.

Q PSS-20260422-29722E

Search

ORDER ID

#148

DELIVERED

PLACED ON

Apr 22, 2026

TOTAL AMOUNT

112.00 ETB

Details

Confirm

Return

ORDER NUMBER

#PSS-20260422-29722E

CURRENT STATUS

Delivered

ORDER TOTAL

112.00 ETB

Why are you returning this?

Select a reason

Select a reason

Not received

Product damaged

Other

Evidence Image (optional)

Choose File

No file chosen

Accepted formats: PNG, JPG, JPEG, WEBP

Submit Return Request