

📄 GST & TAX COMPLIANCE

Since you have IEC and operate in India:

For Workolo Products:

- Workolo collects GST (18% on most merchandise)
- Workolo files GST returns

For Talent Products:

- If Talent has GSTIN: Invoice in Talent's name, Talent files GST
- If Talent doesn't have GSTIN:
 - Option A: Workolo acts as aggregator, collects GST under Workolo's GSTIN
 - Option B: Only allow GST-registered Talents to sell

Question: Do you want to restrict selling to GST-registered Talents only, or handle GST on their behalf?

📄 INVOICE GENERATION

From the Shiprocket screenshot, I see they support detailed invoice generation with:

- HSN codes
- Taxable amounts
- Platform fee line item
- Shipping charges

Invoice Types Needed:

1. Customer Invoice — Shows product price + GST + shipping + platform fee
2. Talent Settlement Statement — Shows sales - platform fee - GST - payout charges

Questions:

1. Should invoices be auto-generated or manually triggered?
2. PDF download + email, or just email?

📄 SELLER DASHBOARD (TALENT)

What Talents should see:

Section	Features
My Products	List, add, edit, pause, view stats
Orders	Incoming orders, mark as shipped, view delivery status
Earnings	Total sales, pending payouts, completed payouts, fee breakdown
Analytics	Views, conversion rate, top products, revenue charts
Settings	Pickup address, payout details, store banner/description

📄 EDGE CASES TO HANDLE

Scenario	Proposed Solution
Customer orders from 3 Talents + Workolo in one cart	Split into 4 shipments, single checkout, 4 tracking numbers
Talent deletes product after customer ordered	Order still fulfills, product marked as "discontinued"
Talent account suspended mid-order	Admin manually fulfills or refunds
COD customer rejects at door	RTO triggered, no payout to Talent
International order stuck in customs	Customer handles customs duty (mention in T&C)
Partial order delivery (1 of 3 items damaged)	Partial refund for damaged item only

📄 REMAINING QUESTIONS FOR YOU

1. Payout fee bearer: Workolo or Talent?
2. Return window: 7 / 14 / 30 days?
3. Return shipping (customer-fault): Customer or seller pays?
4. RTO cost for Talent products: Workolo absorbs or Talent pays?
5. Digital file size limit: 500MB? 1GB? 2GB?
6. GST handling for non-registered Talents: Allow selling or require GSTIN?
7. Talent product rejection: Permanent or appealable?
8. Can Admin edit Talent products directly?

Let me know your thoughts on these, and I'll finalize the complete specification document before we proceed to implementation phases!

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Answer Remaining Questions Remove Cashfree Integration Show Database Schema Design

Security 2 Errors (outdated) Review

Back to Preview

Diagram

Should Talents add their payout details (bank/UPI/PayPal) during KYC or separately? - separately but 'Bank & UPI details' becomes mandatory to Activate to start their own Merchandise Store in Workolo.com. || Who bears the payout fee — Workolo or deducted from Talent's earnings? - deducted from Talent's earnings. || Can customer cancel after payment but before shipping? (Suggest: Yes, full refund) - Yes, but platform-fee retained Can customer cancel after shipped? (Suggest: No, must wait for delivery then return) - Yes Can Talent cancel an order? Yes, with admin approval + reason || Return window: 7 days? 14 days? 30 days? - 7-14 days (domestic) & 30-45 days (international) [Also while creating the product let the creator also determine if the product is salable domestic and/or international.] || Return shipping cost: Who pays? - Customer-fault (changed mind) → Customer pays - correct Seller-fault (defective/wrong item) → Seller pays - correct || Refund method: Original payment method only? Or wallet credit option? - No wallets its too complex. Return to the original payment method only. || Non-returnable items: Digital products, customized items, innerwear, etc.? - correct must be defined at the time of creation. || Question: Should RTO shipping cost be deducted from Talent's payout, or does Workolo absorb it? - no the Talent must bear the shipping cost. It is the risk that we as a platform cannot bear, im sure no one does. || Should digital products have preview/samples? yes, it can be an audio, video, pdf, zip file. For audio or video we can show a trimmed version. For pdf and zip file only the watermarked preview/illustrations can be displayed but no samples to give away. - || Can customers re-download after link expires? (Suggest: Yes, from order history) - yes, three attempts allowed after that expires. || File size limits? (Suggest: 500MB max per file, 2GB max per product) - Since Admin alone controls the Digital goods lets keep the max size to 1GB. || Can customers re-download after link expires? (Suggest: Yes, from order history) -

Visual edits

Chat

