

Catalog  
ServicesMarketing  
ServicesAccount  
Management  
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Services

## Droom E-commerce Services

## SELLER &amp; DROOM RESPONSIBILITY MATRIX

Responsibilities	Seller	Droom
Sign Up and Create Account	✓	✗
Update Seller Settings	✓	✗
Upload Listings	✓	✗
Update Listings	✓	✗
Bulk Upload Listings	✗	✓
Price an Item to Sell	✓	Droom recommends optimal pricing based on market rate. You can use Droom's Orange Book Value to get the price recommendation for a vehicle
Score Well in Droom Full Circle Trust Score	✓	Droom can only help you with best practices to get higher score, but it's a seller's responsibility to improve their score
Close Transaction within Transaction Closure Period	✓	✗
Handle Customer Support	✗	Droom offers customer support to help you sell more
Answer to Customer Queries	All queries related to condition and paperwork must be answered by the seller	Droom takes care of all queries related to our transactional platform, buyer protection, commitment fee and more
Marketing and Promotions	Seller can also participate in promotional programs only after consent from Droom	✓
Coupons and Deals	You can contact Droom to include your listings under Droom coupons to sell more and seller faster	Droom creates various coupons and deals to promote your listings and online showroom
Delete Listing(s) If Not Available	✓	✗
Create Quality Listing - More Pictures, Seller Declaration, Accurate Listing Details	✓	✗
Provide Excellent Service During Transaction Closure	✓	✗
Offer OBV Premium Report	✓	✗
Offer Droom History Premium Report	✓	✗
Offer 121 Checkpoint Eco inspection report	✓	✗

Learn More at: [www.droom-university/droom-vs-seller](http://www.droom-university/droom-vs-seller)To Signup  
[droom.in/sell](http://droom.in/sell)To Access Store Manager  
[droom.in/storemanager](http://droom.in/storemanager)To Learn How to Sell  
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