

# Your Mahali

## We have a dream

We aspire to become your biggest supporter and champion and to help you grow your business and reach your goals. We hope that Mahali will give you the kickstart you need to succeed and realize your dreams.

We dream that your business will prosper and in turn you will be able to contribute to creating a strong local community full of people able to achieve the dreams they have for themselves and their families.

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## Our promise

### Business Support



We will help you grow your business and give you the right support and tools to kick start your growth.

### What can you expect?

- Weekly payment processing
- Financial reconciliation and account management support
- One-stop, hassle-free on-boarding with guaranteed 7 days go-live once production is complete
- Access to noon's best in class, in-house production capabilities
- 3 month introductory commission free offer
- Turnover based discounts

### Marketing Support



We will help you understand what can be done to grow your business by using different marketing strategies and tools.

### What can you expect?

- Dedicated Mahali landing page and sale days on noon.com
- Dedicated slots on noon's social media channels to drive awareness
- Influencer-led marketing support to drive sales and create brand awareness
- Support with content writing, creation and translation services
- Support with sales analytics and pricing strategies

### Customer Service Support



We're always here to help. We will appoint your own account manager who will guide you through the Mahali programme and be your point of contact to answer your questions and manage any challenges you might have.

### What can you expect?

- Dedicated support hotline and e-mail to help you with your queries
- Dedicated customer support for Mahali customers
- Access to our expert network to help you with specific business related dilemmas

### Education & Mentoring Support



In addition to our Mahali Academy, that will help you grow personally and professionally, we will hold monthly events to discuss your goals and current reality. We will review all of your data and chart the best path ahead for the following month. These reviews will be critical for us to ensure your success.

### What can you expect?

- Tailor-made courses and personalized 6 month mentoring programme, developed in conjunction with noon in-house experts
- Comprehensive business plan with detailed goals and an action plan on how to achieve them. Monthly reviews of progress
- Access to relevant functional leaders to support with specific business-related dilemmas, be it business strategy, P&L management, product positioning, pricing strategy or help with marketing
- 90-minutes onboarding training on e-commerce and seller toolkit

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