

FREQUENTLY ASKED QUESTIONS

What is PRAGMATIC?

PRAGMATIC is an online marketplace, providing business-to-consumer sales services and products for precision agriculture.

Who is PRAGMATIC for?

PRAGMATIC is aimed at agricultural consultants/PA solution providers, PA equipment vendors, and farmers interested in applying PA technologies within their holdings.

How can I benefit from Pragmatic?

PRAGMATIC offers a convenient online way for farmers to find what they are looking for about precision agriculture. This platform offers a fast service and variety of choices. Everything from smart irrigation to yield estimations can be found with an easy click of a button.

Moreover, PA service/solution providers and PA equipment vendors can put all their services and offers in the spotlight with ease. In addition, PRAGMATIC offers the choice of bidding, which ensures the delivery of the best value for money.

How much does it cost to use PRAGMATIC?

Nothing. There are no subscription or transaction fees.

Do I have a contract with PRAGMATIC?

No, you are not tied into any formal contract.

How to set up an account?

To set up you're a buyers account, click on the first small icon at top right-hand corner of the page. A small option will appear "log in" from there you will be redirected to another page where on the right side it will read "register". To register enter your email address, password and that is it.

To set up a sellers account at the top right-hand side of the screen there is the option to click on the same icon and a small menu will drop. Click on dashboard, then a new page will open, scroll down on the left-hand side there is an option to click on "become a seller". Follow the simple steps by filling in the details.

How does PRAGMATIC ensure safe payments and protection of my account/information?



PRAGMATIC uses all appropriate data collection, storage, processing practices and strong security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, organization information, users' logs, products and services logs, reports and organization location.

username, password, transaction information and data stored on our site. Sensitive and private data exchange between the PRAGMATIC site and users occurs over a secured communication channel and is encrypted and protected with digital signatures.

For more information, please visit PRAGMATIC's Privacy Policy.

Buyer

If I forget my password, what should I do?

If the password has been misplaced or forgotten, at the bottom there is an option called "Lost your password?". When this option is clicked on, PRAGMATIC will then take you to the next page where the password can be re-typed. Upon re-typing the password, a reset email will be sent for your information to be confirmed however, this may take several minutes to show up in your inbox. Please wait at least 10 minutes before attempting another reset.

How does the payment process work?

The payment process is strait forward and you can easily enter additional information about the delivery. Simply, login to your account, add one or more products/services to your cart. In your shopping cart, when you're ready to pay, click the "Proceed to checkout" button. Select one of the payment options to pay for your products and/or services.

Currently, PRAGMATIC supports direct bank transfer, check payments, and cash-on-delivery.

How Do I Place an Order?

To order from PRAGMATIC:

1. Visit the product detail page for an item you wish to buy.
2. Tap **Add to Cart**.
3. When you've finished adding items to your cart, tap the Shopping Cart icon.
4. If you need to edit the items in your Cart, click on "View Cart" .
5. Tap "**checkout**" and follow the on-screen instructions.
6. Review your order information and tap **Place your order** to complete your purchase.

How Can I Cancel Or Change My Order?



1. Go to View Cart
2. Click the **Update Cart** link for the order you wish to change or cancel.
 - To edit orders purchased through PRAGMATIC, click **Change** next to each item you wish to modify (billing address, shipping address, payment method, etc.).

Note: Sellers can't change the shipping address after order has been submitted. To update the shipping address, request a cancellation and order again.

Do I need an account to place an order?

To place an order over PRAGMATIC it is required for you to create a PRAGMATIC account. Additionally, as all transactions are conducted online and a bank account will too be required in order to make any type of payment.

I need more information about the product. Can I contact the seller directly?

PRAGMATIC offers a Support Ticket where you can type a message and directly communicate with the seller.

Seller

Who should I contact if I have any queries?

To receive assistance please contact PRAGMATIC customer support team at our email address support-pragmatic@inosens.rs

How do I open my store?

When becoming a seller on PRAGMATIC a store is immediately created all that needs to be done is for the products and services to be listed in your store. This is done by clicking on the first icon at the top right-hand corner of the page, click Dashboard and on the left-hand side there is a list of options. Please click on "Items" and there the option to add new products or services will be available. There you can update your list as many times as you like.

What type of product/services can I list?

Many products can be listed from crop protection, to fertilizers, seeds, as well as sensors and gateways. In addition, many services can also be listed such as; climate services, drones, robots and general machinery, farm management software, satellite/sensor based agronomic advisory services.

How to add to my listing?

To change your listings, go to the first icon at the top right-hand corner. Click on Dashboard. Then on the side bar click on "items". From there you will be able to "add new services" or "add new products".



How does PRAGMATIC ensure safe payments and protection of my account/information? PRAGMATIC will follow standard security practices. This includes all services being hosted behind application layer firewalls, internet services will ban IPs that show malicious signs, sensitive data of users (email, passwords) will be in encrypted state using strong algorithms.

I am a seller. Can I increase the visibility of my profile?

No. Buyers can search products based on product/service characteristics. So, make sure your product/service descriptions are up-to-date!

How do I view support tickets?

To view a support ticket, click on the first icon at the top right-hand side of the screen and select “dashboard”. Scroll down the page and there it will read “View Support Tickets”.

