Partner guide

Practical steps for your account and workspace

In this guide

01 Start using Partner

02 Documents and verification

03 Profile, products and portfolio

04 Membership, payments and expiry

05 Opportunities, messages and proposals

06 Team, working hours and vacation

Use the latest information shown in the application. Prices, package entitlements and company status can change through configuration or review.

Protect personal information

Never share passwords, OTPs, recovery codes or private documents with unrelated people. This guide does not indicate that an agent is online or promise a response time.

01 Start using Partner

Begin with a complete user account and email verification where required by the application.

1. Open company registration and follow its steps. Choose your business category and enter legal and contact details that match your documents.

2. Complete the required profile and media, select a package and review the details before following the displayed payment instructions.

3. Submit the requested documents and content for review. Follow progress in the dashboard and address any rejection reasons.

Good to know: A draft company or an uploaded payment slip does not mean the company has been approved or published.

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02 Documents and verification

Identity verification is separate from approval of public profile content.

1. Prepare company registration, tax or VAT documents and authorised contact identification for the required slots shown by the system.

2. Upload each file to the correct slot. Read its review status and reason before replacing it, and check that the document is legible.

3. Use Additional Documents for relevant supporting material. Staff review individual documents and show their outcome.

Good to know: Verification and supporting documents are private. Do not put them in the public media gallery.

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03 Profile, products and portfolio

Public edits require approval unless staff grant a specific company an exemption for a specific section.

1. Open Company Profile to edit names, descriptions, services and contact details. Thai and English are available by default; extra languages follow package entitlements.

2. Add products and projects with accurate details and images you may use. Respect the media count, type and size limits shown by the application.

3. Preview the draft and submit changes for review. Wait for approval before assuming the new content is publicly visible.

Good to know: Saving a draft is not publication. Keep important profile information consistent with the company's documents.

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04 Membership, payments and expiry

Read the package currently in effect and its expiration date on Membership.

1. Compare current benefits. Check the calculated amount due and expiration date before confirming an order.

2. Follow the displayed payment channel, upload supporting proof and track its review. Approval may still be pending.

3. Renew or upgrade within the administrator's policy. Review any price difference, remaining-value credit and resulting expiration date in the order summary.

Good to know: Vacation mode does not pause or extend membership. A transfer slip is not a platform-issued receipt or tax invoice.

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05 Opportunities, messages and proposals

New opportunities depend on package access, availability and company status.

1. Open Opportunities to read and track assigned work. Use Messages to clarify requirements with the customer.

2. Send a proposal with scope, amount and supporting documents. Check its recipient and project before sending, then follow the decision in the application.

3. Respond within the business schedule applicable to that conversation. Staff configure holidays and penalty rules. Reading a message is not a reply.

Good to know: Vacation or restrictions may stop new work. Check dashboard status and keep customer information within the authorised team.

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06 Team, working hours and vacation

Manage your company's team and availability in Settings.

1. Owners or authorised team managers can add members and assign the roles allowed by the application. Check the selected people before saving.

2. Set company workdays and hours in Thailand time. After saving, wait seven days before the next change, as shown by the application.

3. Enable vacation with an end date or indefinitely when unavailable for new work. Turn it off on return; choose personal language, theme and date preferences in Display settings.

Good to know: Existing work and chats still follow any suspension level. Personal display preferences do not change the company's business schedule.

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