

Buyer Guide

(English)

Use this guide to manage your buyer account: dashboard, deposits, opportunities, purchases, returns, transactions, withdrawal accounts, and settings. Step-by-step instructions include screenshots from the test environment; some interface labels in the screenshots appear in Spanish. For account registration and sign-in, see [Getting Started with GapStation](#).

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01. Your Personal Dashboard

[Español](#)

The Personal Dashboard is the starting point for reviewing your purchases, settlements, and account activity. Open **Home** from the side menu.

1. Your dashboard with activity

Personal dashboard showing a Leche en polvo purchase, settlement, and recent activity

This screenshot shows the complete test example: a USD 5,000 deposit, a USD 4,000 purchase, a USD 5,000 return, and an approved USD 1,000 withdrawal. All figures belong to the test environment.

2. How to read the indicators

Indicator	Example value	What it means
Available balance	USD 5,000	Money you can use after the approved withdrawal.
Total purchased	USD 4,000	Amount of the purchase; it is not your current balance.
Active purchases	1	Count shown by the dashboard. Open the purchase details to check its status.
Settlements received	USD 1,000	This test shows the recorded profit. The wallet received a USD 5,000 return: USD 4,000 principal plus USD 1,000 profit.
Pending settlements	0 settlements	No pending settlements appear in the summary.

Do not add all indicators together: they represent different concepts. Use Transactions to reconstruct the balance: $5,000 - 4,000 + 5,000 - 1,000 = \text{USD } 5,000$.

3. Open a purchase from the dashboard

My Purchases shows the Leche en polvo card as CONFIRMED, with a purchase value of USD 4,000 and estimated commercial return of USD 1,000. Select **View purchase** for details or **View all purchases** to open the full list.

The 100% purchased indicator is the progress shown for the operation purchase; it is not a profit percentage.

Observed issue in this version: the card shows –75.0% beside the estimated commercial return. That percentage does not match the example profit and should not be interpreted as a confirmed loss. USD 1,000 profit on a USD 4,000 purchase is 25%. Check the amounts in the details and Transactions.

4. Review the settlement summary

The block shows USD 1,000 received and one financial settlement: 100% financial and 0% product. This distribution indicates the settlement type, not the return rate. Select **View my sales** and review Sales and returns to understand the result.

5. Review recent activity and notifications

Recent Activity lists the USD 5,000 deposit, the USD 5,000 return transfer, and the confirmed USD 1,000 withdrawal. These are notifications from the example flow; use the Transactions history to verify actual wallet inflows and outflows.

Select **View all** or the bell icon in the top bar to open notifications. The counter shows unread notifications; there are three in the screenshot.

6. Continue from the quick links

- **Explore opportunities:** browse opportunities and open their details.

- **My purchases:** review your recorded purchases.
- **My sales:** review returns and settlements.
- **Make a payment:** open Make deposit to add balance. Follow the deposit guide.

The side menu also includes Transactions, Request withdrawal, Payment and withdrawal accounts, and Settings.

Is your account still empty?

A new account normally has no purchases or activity. You can browse opportunities; before buying, make a deposit and wait for approval. After completing an action, refresh the page and wait for it to finish loading.

02. Make a deposit before buying

[Español](#)

Before buying, you need available funds in your wallet. This guide shows how to create a manual deposit, attach proof of payment, and submit it for review.

Test example: USD 5,000, reference GAP-9UN24O. The bank details shown are fictitious and the receipt is a simulation with no banking validity. Do not use these details to make real payments.

1. Open Make deposit

From **Payments and withdrawals**, select **Make deposit**. Review your balance, held balance, and available amount. Select **Create deposit**.

2. Choose a payment method and enter the amount

[Deposit creation popup with the manual test gateway selected](#)

[Amount set to 5000 and Create deposit button](#)

In the popup, select an available payment method. This example uses Banco España USD, a manual test method. Review the beneficiary, destination details, and instructions.

Enter **5000** in Amount. Check it and select **Create deposit** once.

3. Review the draft and keep the reference

Deposit draft showing USD 5000 and reference GAP-9UN24O

The popup changes to Confirm deposit. This draft has reference **GAP-9UN24O** and an amount of USD 5,000. Keep the reference so you can identify it in your history or when contacting support.

You can adjust the draft amount before confirming. If you close the popup, use **Continue deposit** to resume it; you do not need to create another one. **Cancel draft** is a separate action from closing the window.

4. Attach proof of payment

Simulated receipt selected and Confirm deposit enabled

For a real deposit, make the payment following the payment method instructions and keep a readable receipt showing the account holder, amount, date, and transfer reference. Then select **Select deposit receipt** and choose the file.

PDF, JPG, and PNG files up to 10 MiB are accepted. This demonstration used comprobante-simulado-GAP-9UN24O.pdf, clearly marked as a simulation; no real transfer was made.

5. Confirm and check the pending status

Deposit history showing the USD 5000 deposit awaiting approval

Check the amount, reference, and selected file. Select **Confirm deposit**. This example entered PENDING status and appears in the history with its amount and reference.

Confirming is not the same as approval. At this point the available balance is still USD 0.00: the deposit is waiting for administrative review.

6. Check approval and credited balance

Approved USD 5000 deposit and available balance, with one bell notification

After the team approves the deposit, check its status in the history. In this example, reference GAP-9UN24O changed from PENDING to APPROVED.

Select **Refresh** to update the history. If the status changed but the balance still shows the old amount, reload the full page. In this test the page had to be reloaded for the balances to update as well.

After approval, the balance and available amount show USD 5,000.00, with USD 0.00 held.

Transactions also shows a completed **Funds received** entry for +USD 5,000.00.

7. Check the notification bell

[Deposit confirmed notification and bell showing one unread alert](#)

When the deposit is approved, you receive a notification in the bell in the top bar. The number indicates unread alerts. Select the bell to open Notifications.

This demonstration received “Deposit confirmed — GapStation” with the message “Your 5000 deposit has been confirmed.” Select **View details** to open the alert or **Mark as read** after reviewing it.

The example completed the flow: DRAFT → PENDING → APPROVED. The screenshots and receipt are for testing only.

If you need help

Give support the reference and status shown in the history. Do not post real receipts or personal banking details in public channels.

03. Browse and review opportunities

[Español](#)

Before buying, find an opportunity and review its products, terms, and availability. This guide uses Leche en polvo in the test environment.

1. Find the opportunity

[Marketplace search filtered for Leche en polvo and View opportunity button](#)

Open **Explore opportunities** and enter Leche en polvo in Search opportunities. You can filter by status or type, sort the results, and change the view.

The card summarizes total value, confirmed purchases, availability, number of buyers, and estimated time frame. Opportunity totals apply to all buyers; they are not your personal balance. This marketplace screenshot was taken after our test purchase, so its figures differ from earlier screenshots of the details.

2. Select View opportunity

[Leche en polvo details with commercial status and Buy now button](#)

Check the name, status, current stage, type, category, and country. The opportunity must allow purchases to continue.

3. Review the terms

- **Commercial status:** total value, amount purchased, and availability.
- **Opportunity information:** responsible company, origin, destination, and estimated dates.
- **Description and participating companies:** what is proposed and who is involved.

- **Commercial details:** estimated prices, margin, and time frame.
- **Products:** what is actually being purchased.

4. Open View products

Opportunity product list and prices popup

Under Opportunity products, select **View products** to check each product name, quantity, and price.

Test example detail: although the opportunity is named Leche en polvo, its only test product is Carne de Res en Bistec Los Saavedra. The purchase price is USD 2,000 per unit and the published commercial value is USD 2,500. Always check the products; the opportunity name does not replace the product details.

5. Continue to the purchase

Close the product list and select **Buy now**. See [How to buy in an opportunity](#) to choose a purchase mode, calculate a budget, and confirm. You need available funds first: [Make a deposit](#).

Estimated margins, commercial values, and dates do not guarantee an outcome or payment. All screenshots are from the test environment.

04. Buy in an opportunity

[Español](#)

Learn how to select products, use the automatic budget, and confirm a purchase. This example uses Leche en polvo, the Buy for Resale mode, and a test starting balance of USD 5,000.

First, review how to find and inspect an opportunity. If you need funds, follow the deposit guide and wait for the balance to be credited.

1. Select Buy now and review the summary

USD 6000 budget and Buy for Resale selected

From the opportunity details, select **Buy now**. The page is titled Buy in the opportunity; its URL may contain `/invest`. Check the name, responsible company, availability, estimated margin, and dates.

Opportunity-wide availability is not your balance. An opportunity showing USD 198,000 available for purchase does not mean your account has that amount.

2. Set a purchase budget

This step is optional. Enter your limit in **Maximum purchase amount** and select **Calculate purchase**.

What does it do? The system proposes quantities of available products to maximize estimated commercial profit without exceeding the budget. Always review the selection and summary. With multiple products, the proposal may distribute the budget across them.

- **Budget:** the maximum amount you want to spend.
- **Available balance:** the money your wallet lets you use.
- **Calculated total:** the cost of the selected quantities.

The total may be lower than the budget because of prices, quantities, and availability. Calculation does not add funds or confirm the purchase. You can also set or adjust quantities manually; review the total after each change. Quantities set to zero are excluded.

3. Choose the purchase mode

- **Buy for Resale:** products are intended for resale through GapStation's associated sales channels. This is the mode used in the demonstration.
- **Buy for Delivery:** products are prepared for delivery to the buyer under the opportunity terms.

Choose the mode that matches your goal. This test completed the resale flow; no second delivery purchase was made.

4. Insufficient balance example: USD 6,000 budget

[Insufficient balance error: USD 6000 purchase versus USD 5000 balance](#)

With USD 5,000 available, we entered USD 6,000 and selected **Calculate purchase**. The system selected 3 units × USD 2,000 = USD 6,000. The budget was respected, but the total exceeded the account balance.

Selecting **CONFIRM PURCHASE** showed an Insufficient balance error, stating that USD 5,000 was available and a deposit was needed. This attempt did not create a confirmed purchase.

To resolve it, lower the budget or quantities, or make a deposit using this guide. If you deposit, wait for approval and check the new balance before confirming again.

5. Adjust the purchase to the USD 5,000 balance

[Corrected purchase budget set to USD 5000](#)

[Two units selected, USD 4000 purchase and USD 5000 estimated commercial value](#)

We changed the budget to USD 5,000 and selected **Calculate purchase** again.

The test product costs USD 2,000 per unit. The calculation selected 2 units for USD 4,000. A third unit would cost USD 6,000 and exceed the limit, leaving USD 1,000 unused.

Item	Failed attempt	Adjusted purchase
Starting balance	USD 5,000	USD 5,000
Budget	USD 6,000	USD 5,000
Quantity selected	3 units	2 units
Purchase total	USD 6,000	USD 4,000
Result	Insufficient balance	Confirmed

Important: The opportunity is called Leche en polvo, but its only registered product is Carne de Res en Bistec Los Saavedra. These are test data. This demonstration checks the calculation for one product; it does not test combinations of multiple products.

6. Review quantities and the summary before confirming

Under **Define quantities**, check the products and subtotals. Under **Confirm your purchase**, review the opportunity, company, mode, purchase value, commercial value, and estimated date.

Purchase confirmed for USD 4000 with USD 1000 remaining

This test summary showed a USD 4,000 purchase, estimated commercial value of USD 5,000, and estimated margin of 25%. The estimated difference is USD 1,000; it is not a payment received and is not added to your balance immediately.

SAVE DRAFT keeps a purchase without confirming it. To complete the purchase, select **CONFIRM PURCHASE** after reviewing everything. Do not click repeatedly while it is processing.

7. Check the confirmed purchase

After confirmation, the app opened My Purchases. Leche en polvo appeared as CONFIRMED for USD 4,000 in Buy for Resale mode. The available balance decreased from USD 5,000 to USD 1,000.

8. Open View details

My Purchase popup showing mode, status, and tracking

In the purchase row, select **View details**. The My Purchase popup shows the opportunity reference, mode, date, status, summary, tracking, and products. This example showed two units with RESERVED status.

How to interpret the amounts: Some labels in the test environment say “Profit earned,” “Total sales,” or “Amount to receive” even while products are still reserved. Do not treat those labels as proof of a completed sale or paid funds. Check the sales status and actual wallet transactions.

This full flow used simulated funds in the test environment. Prices, statuses, availability, and dates may change.

05. View my purchases

[Español](#)

Under **My activity** → **My purchases**, you can review and track your purchases in business opportunities.

1. Review and filter the list

[Confirmed Leche en polvo purchase for USD 4000](#)

Filter by opportunity or status, and use **Clear filters** to reset the search. The table shows the opportunity, status, amount, mode, commercial result, and date.

In this example, Leche en polvo is CONFIRMED for USD 4,000 in Buy for Resale mode. After starting with USD 5,000, USD 1,000 remains available.

2. Select View details

[My Purchase popup with details and tracking for the confirmed purchase](#)

The My Purchase popup shows the opportunity reference, mode, purchase date and status, summary, tracking, and product details.

The example purchase has two units in RESERVED status. Check the statuses to distinguish a confirmed purchase from delivery or resale progress.

3. Interpret the amounts

The available balance in the top bar belongs to your wallet. Figures for the commercial result, sales, or amount to receive belong to the purchase and do not automatically mean money has been paid. In this test environment, some labels say “Profit earned” while products remain reserved. Check sales and actual transactions before considering a payment complete.

If a purchase is missing

Clear the filters and check that you are using the right account. To make a new purchase, see [Buy in an opportunity](#). If you need funds, use the [deposit guide](#).

The Cancel action is different from opening the details; do not use it just to close the popup. Screenshots are from the test environment.

06. View my sales and deliveries

[Español](#)

My Sales lets you review returns or settlements linked to your purchases: product sales for resale and, when applicable, product deliveries.

1. Review the confirmed return

[My Sales showing a confirmed Leche en polvo return and USD 6000 balance](#)

Open **My activity** → **My sales**. Filter by opportunity, status, type, or mode. You can search and use **Clear filters** or **Refresh**.

The Leche en polvo example has a Confirmed entry of type Product sale in Buy for Resale mode. The row and confirmed-sales card show USD 1,000, corresponding to the example's commercial profit. That amount alone does not represent all the money returned to the wallet.

2. Open View details

[Return details popup showing USD 4000 purchase, two units, and settled process](#)

In the row, select **View details**. The popup is titled Purchase details and shows the opportunity, status, confirmation date, purchase amount, products, and process progress.

It shows a USD 4,000 purchase, two units, and a process through Delivered / Settled. Some labels in this test view say "Product delivery" or "Delivery value" even for a resale purchase. Always check the mode and compare amounts with Transactions.

3. How the balance changed from USD 1,000 to USD 6,000

Step	Amount
Balance remaining after purchase	USD 1,000
Purchase amount returned	USD 4,000
Profit in the example	USD 1,000
Total return credited	USD 5,000
Balance after settlement	USD 1,000 + 5,000 = USD 6,000

The USD 6,000 includes the money you already had; it is not USD 6,000 of profit. Transactions shows a completed Return entry of +USD 5,000. In this case, the balance confirms the return was credited; an estimated figure before settlement would not.

4. Withdraw to a destination account

The credited balance stays in your wallet. To request a withdrawal, first register a payment and withdrawal account, then use **Request withdrawal**. A confirmed return and a withdrawal request are separate processes.

These screenshots are from the test environment and were taken before the later USD 1,000 withdrawal request.

07. Review account transactions

[Español](#)

Under **Payments and withdrawals** → **Transactions**, you can track wallet inflows and outflows and see how your balance is calculated.

1. Review your balance, held funds, and available amount

- **Balance:** total amount shown in the wallet.
- **Held balance:** reserved funds you cannot use yet.
- **Available:** amount you can use; in this example, balance minus held funds.

2. Read the example history

[Completed deposit, purchase, and return transactions](#)

The history is sorted with the newest transaction first. To reconstruct the flow, read these three entries from oldest to newest:

Type shown	Transaction	What happened	Resulting balance
Funds received	+USD 5,000	The approved deposit was credited.	USD 5,000
Purchase	−USD 4,000	Purchase of two units in Leche en polvo was confirmed.	USD 1,000
Return	+USD 5,000	The return was credited: USD 4,000 purchase amount plus USD 1,000 profit.	USD 6,000

All three records show COMPLETED. A plus sign means money entered the wallet; a minus sign means money left it. Here, the Return label refers to the settlement return; it does not mean the purchase was cancelled.

Calculation: $5,000 - 4,000 + 5,000 = \text{USD } 6,000$. Keep the transaction ID, type, status, and date if you need to ask support about it.

3. What happens when you request a withdrawal

After this screenshot, a USD 1,000 withdrawal was requested. While it was pending, the following was verified:

Pending withdrawal with USD 6000 balance, USD 1000 held, and USD 5000 available

Balance	Held	Available
USD 6,000	USD 1,000	USD 5,000

Held funds do not mean the payment has been completed. Check its status under Request withdrawal. The approved result is shown in the next step.

4. Check the approved withdrawal

Final transactions history showing completed USD 1000 withdrawal

After approval and a page refresh, a new transaction appears: Withdrawal –USD 1,000, COMPLETED.

Full flow	Amount	Resulting balance
Funds received	+USD 5,000	USD 5,000
Purchase	–USD 4,000	USD 1,000
Return / settlement	+USD 5,000	USD 6,000
Withdrawal	–USD 1,000	USD 5,000

Final calculation: $5,000 - 4,000 + 5,000 - 1,000 = \text{USD } 5,000$. The balance is USD 5,000, held funds are USD 0, and available funds are USD 5,000. The USD 1,000 reserve disappears when the withdrawal is posted; it is not a second deduction.

The bell also receives the alert **Withdrawal confirmed — GapStation**. See [Request a withdrawal](#) for the screenshot and its status change from PENDING to APPROVED.

5. Refresh the information

Select **Refresh** to check the history and use **Next page** if available. If the balance still shows the old amount after a change, reload the full page and wait for it to finish loading. Check the specific deposit or withdrawal history if a transaction is missing.

All amounts and accounts in this demonstration belong to the test environment.

08. Register payment and withdrawal accounts

[Español](#)

To request a withdrawal, you need a destination account. Under **Payments and withdrawals** → **Payment and withdrawal accounts**, open the Withdrawal accounts screen.

1. Open Register account

Completed form with an entirely fictitious bank account

Select **Register account**. The form says the new account is available immediately for withdrawal requests.

2. Enter the details

- **Alias:** a name to identify the account.
- **Account type:** Bank, Crypto, PayPal, or Other / unspecified.
- **Account holder and country:** details of the destination account.
- Complete the relevant fields, such as bank, SWIFT, account number, email, address, or network.

Carefully verify the information before selecting **Register account**.

3. Example of a registered account

A fictitious account was created to document this flow:

Field	Test value
Alias	DEMO - Test withdrawal
Type	Bank

Field	Test value
Account holder	Test Individual - SIMULATION
Country	Cuba
Bank	Fictitious Bank DEMO
SWIFT	DEMOXXXX
Account number	0000000000

DEMO account listed under Withdrawal accounts

Do not use these values for real withdrawals. They are fictitious data from the test environment.

The account card shows the alias, account holder, bank, and account number. **Delete** is a management action; you do not need to select it to use the account.

4. Continue to Request withdrawal

The account now appears as a destination in the withdrawal request form. Registering an account does not move money or create a withdrawal automatically.

To add funds before buying, use **Make deposit**, which is a separate process. In real use, destination account details must be accurate and must not be published in the help documentation.

09. Request a withdrawal

[Español](#)

Request withdrawal lets you request a transfer of wallet funds to a registered destination account. The screen is titled Withdraw and its main button says Request withdrawal.

1. Check the requirements

You need available funds and a registered payment and withdrawal account. In this test, the Leche en polvo return left USD 6,000 available and we used the fictitious account DEMO - Test withdrawal.

2. Submit the request

[Withdrawal popup with USD 1000 amount and DEMO account selected](#)

1. Open **Payments and withdrawals** → **Request withdrawal**.
2. Select **Request withdrawal**.
3. Enter the amount. In this example: USD 1,000.
4. Select the withdrawal account and verify the destination.
5. Add a description that helps identify the request.
6. Review the details and select **Request withdrawal** to submit.

The example description is marked SIMULATION and makes clear that the account is fictitious and no real transfer exists.

3. Verify the Pending status

[Pending withdrawal request and USD 1000 held from the balance](#)

After submitting the request, the history shows:

Detail	Verified value
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Withdrawal ID	5ae27d4e-0288-424b-9a0c-f2daa8f1f241
Amount	USD 1,000
Status	PENDING
Destination	DEMO - Test withdrawal / Fictitious Bank DEMO

4. Understand the held balance

After refreshing the full page, the following was confirmed:

Balance	Held	Available
USD 6,000	USD 1,000	USD 5,000

The requested amount is reserved while under review. Submitting a request is not the same as receiving payment. Pending status does not confirm a completed withdrawal.

5. Refresh and check approval

Approved USD 1000 withdrawal, USD 5000 balance, and no held funds

After review, select **Refresh** or reload the page. The same USD 1,000 request changed from PENDING to APPROVED. You do not need to submit another request.

Status	Balance	Held	Available
PENDING	USD 6,000	USD 1,000	USD 5,000
APPROVED	USD 5,000	USD 0	USD 5,000

After approval, the reserved USD 1,000 is deducted from the balance and held funds return to zero. Available funds remain USD 5,000 because that amount was already reserved; it is not charged twice.

6. Verify the withdrawal in Transactions

Final history showing a completed USD 1000 withdrawal

Transactions shows a Withdrawal of –USD 1,000 with COMPLETED status. The example’s final balance is USD 5,000.

7. Check the notification bell

Bell showing a Withdrawal confirmed notification for USD 1000

A notification also arrives in the bell. When opened, it shows **Withdrawal confirmed — GapStation** with the message “Your 1000 withdrawal has been confirmed.”

This demonstration uses simulated funds and a fictitious account. The approval and transaction show the result in the test app; they do not confirm a real bank transfer.

If you need help

Give support the withdrawal ID, status, and amount. Do not post real account details in public channels. This example used only simulated funds and a fictitious destination.

10. Basic account settings

[Español](#)

Under **Settings**, the **My account** screen contains your individual profile details and options.

[Account settings page from the test environment, cropped to hide email and phone](#)

Review your profile

- Open **System** → **Settings** or select the gear icon in the top bar.
- Review your personal details: full name, email, phone, and country of residence.
- To update your photo, select **Choose photo**. The screen accepts JPG, PNG, or WebP files up to 10 MiB.

Security and access

The **Security and access** section includes **Change password**. Follow the form instructions when you need to update it, and keep the new password private.

Personal and business accounts

Convert to business account enables business features. It is not required to review purchases as a personal buyer. Check the requirements before starting this process.

Select **Back to dashboard** to return to the home screen. You can also change the language using the selector in the top bar.

This screenshot is cropped from the test environment to hide email and phone details. No account details were changed during the review.