



CONNECTING YOU TO NEARBY STORES

ShopsAroundU



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ShopsAroundU

SHOP OWNER GUIDE & BUSINESS INTRODUCTION

Take Your Local Shop Online. Reach More Nearby Customers.

A practical guide for grocery, kirana, dairy, fruit, vegetable and local retail shops.



Built for neighbourhood shops that want a simple digital presence — without marketplace noise.

DOCUMENT USE

- Shop onboarding and training
- Sales meetings with shop owners
- WhatsApp / email sharing
- Print and keep at the shop counter

CONTACT

Website: shopsaroundu.com

Admin:

shopsaroundu.com/admin

Support:

support@shopsaroundu.com

Phone / WhatsApp: +91

77700 30604

Hours: 10 AM to 7 PM



ShopsAroundU is a product of BitSprint AI Solutions (OPC) Pvt Ltd

WHY SHOPSAROUNDU?

ShopsAroundU helps local shops show products, manage prices and receive orders from customers nearby — from one Admin application.

Who it is for

- Grocery and kirana stores
- Dairy shops
- Fruit and vegetable shops
- General stores and local retailers

What your shop gets

- A digital shop profile customers can find nearby
- Your products, prices and stock in one place
- Orders you can confirm, pack and complete
- Offers, combos and milk-style subscriptions
- Choose a Basic or Premium plan in Plan & Billing

Simple idea: customers already look for shops on their phone. ShopsAroundU puts your shop on that phone — for people around your store, not for the whole city.

1**Join**

Share shop details with the ShopsAroundU team. Your Admin login is created after setup.

2**Set up**

Add photos, location, prices, stock and delivery slots.

3**Serve**

Customers discover your shop, place orders, and you fulfil them.

What we do not promise

We do not guarantee a number of customers, sales or income. Results depend on your products, prices, service area, order fulfilment and how regularly you keep the shop updated.

Talk to us

Email: support@shopsaroundu.com

Website: shopsaroundu.com

Admin:

<https://www.shopsaroundu.com/admin/>

Phone / WhatsApp: **+91 77700 30604**

Hours: **10 AM to 7 PM**

One-time setup **₹1,500**. Then choose a Basic or Premium plan. Approval usually takes **2 days**.

Customer app: scan the QR on the cover, or search **ShopsAroundU** on Google Play. Shop owners log in at **<https://www.shopsaroundu.com/admin/>** after the shop is set up.

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How to use this document

The first pages explain why a shop should join. The later pages show how to use the Admin application after your shop is live.

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Accuracy note. This guide describes features in the ShopsAroundU Admin application. Delivery Boys and Live Delivery Map need a Premium plan. Other items may depend on your shop setup. Screens shown are from a live Admin shop and are for training only.

SECTION 2

Welcome to ShopsAroundU

ShopsAroundU helps local shops become digitally visible to customers nearby.

Customers open the ShopsAroundU app, find shops around them, browse products and place orders. You run the shop from the **ShopsAroundU Admin** application: products, prices, offers, orders, delivery slots and more.

The platform is built to bring **local customers and local shops** closer. It is not a giant national marketplace. It is a neighbourhood commerce tool for stores people already know — kirana, dairy, fruit, vegetable and general retail.

Customers

Discover nearby shops, add items to cart, place orders, follow delivery and subscribe to regular items such as milk.

Shop Admin

You manage catalogue, prices, orders, combos, slots and invoices from one desk.

Delivery partners

Where enabled, riders collect packed orders and take them to the customer.

SECTION 3

Why should your shop join?

Joining gives your shop a modern way to be found and served. It does not replace your counter. It adds a digital counter for nearby customers.

01

Reach nearby customers

Your shop and products can appear to customers in your service area.

02

Online product catalogue

Show products, units, prices and availability on the phone.

03

Manage the shop in one place

Update stock, prices, offers and orders from Admin.

04

Promote offers

Run a price offer or Buy 1 Get 1 on a product. Request shop promotions separately.

05

Manage orders

06

Customer convenience

See new orders, confirm them, pack them and mark them complete.

People can check products and order without first visiting the shop.

07

Build a digital presence

Photos, address, location and hours help customers trust your shop.

08

Grow with repeat customers

Clear prices, reliable fulfilment and subscriptions help customers come back.

ShopsAroundU does **not** guarantee sales, extra income or a fixed number of customers. Keep products, prices and slots accurate. Fulfil orders on time. That is how a shop earns trust.

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Welcome

ShopsAroundU

How it works

SECTION 4

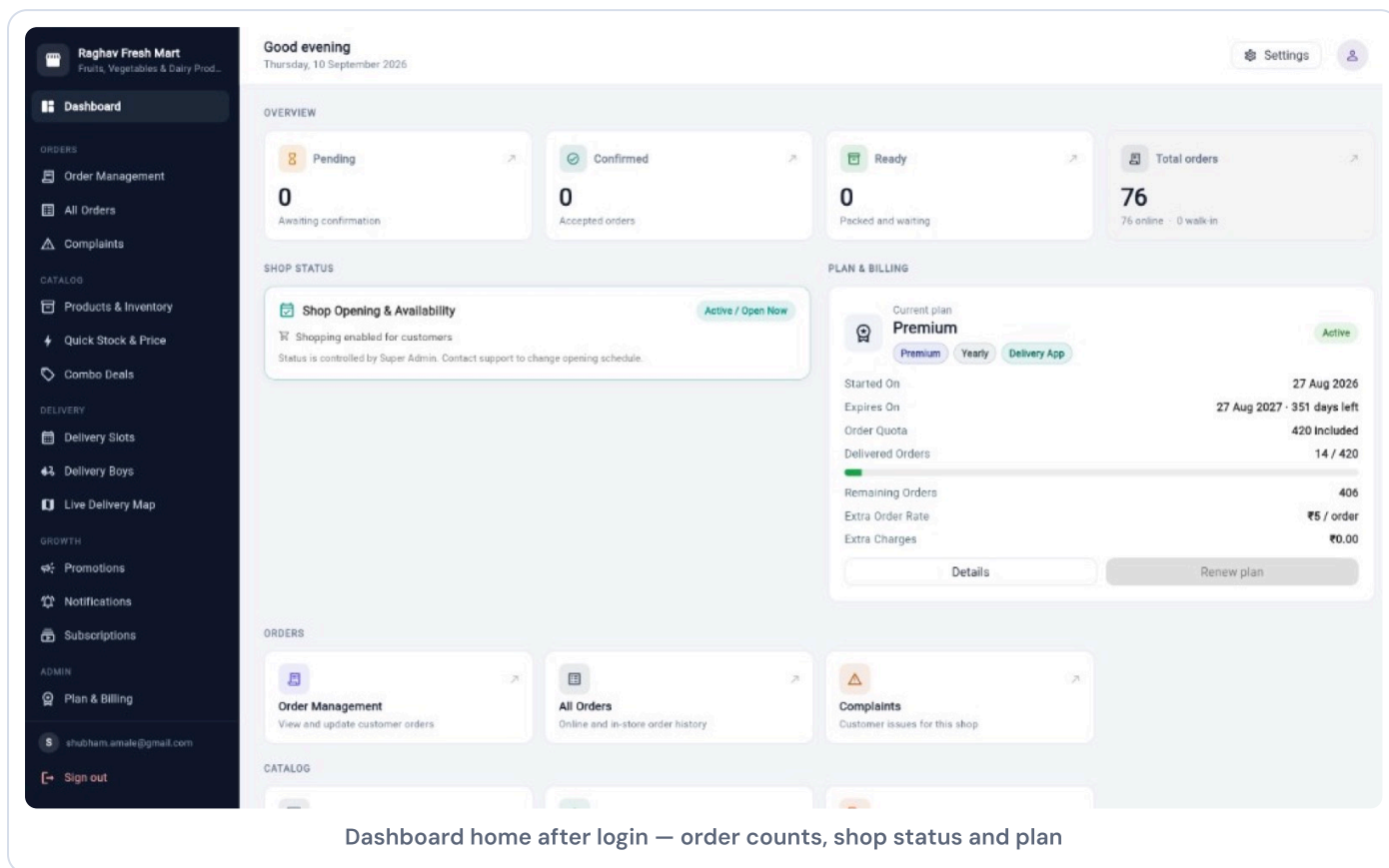
How ShopsAroundU works

From joining to completed order, the flow is simple.



- 1. Shop joins.** You share shop details with the ShopsAroundU team. An Admin login is created for you. The Admin app does not have public self-signup.
- 2. Shop set up and opened.** Profile, photos, location and service radius are completed. Shop opening status (for example Coming Soon or Active) is controlled by the platform team.
- 3. Prices and stock.** Products from your assigned categories appear in Admin. You set your shop price, stock and whether an item is available.
- 4. Delivery slots.** You add date and time windows with a maximum number of orders. If there is no slot today, customers cannot book delivery.
- 5. Offers and combos.** Optional. You can put a product on offer, or bundle items as a combo at a special price.
- 6. Customers discover the shop.** Nearby customers see your shop in the customer app, within your delivery area.

7. **Customers place orders.** They add products, combos or subscription items and check out.
8. **You manage the order.** Pending → Confirmed → Preparing → Ready → Out for Delivery → Delivered. You can cancel if needed.
9. **Order completed.** When marked Delivered, an invoice can be generated. Walk-in counter sales can also be recorded with the Weight Calculator.



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How it works

ShopsAroundU

Getting started

SECTION 5

Getting started — what you need

Have these ready before the team creates your shop. Some items are needed on day one. Some can be completed after login.

Needed to create the shop

- Owner name
- Shop name and shop type
- Shop address
- Active mobile number
- Login email (this is how you sign in)

Needed after login (can be later)

- Shop photos / storefront images
- Exact map location (latitude and longitude)
- Service radius in kilometres
- Product prices and current stock

- A password you will remember
- Shop Act licence details, where applicable
- FSSAI number for food items, where applicable
- GST number, if your shop has GST

- Delivery slot timings and capacity
- Urgent delivery settings, if you use them
- Delivery charge rules, if configured
- Plan & Billing confirmation (active plan)

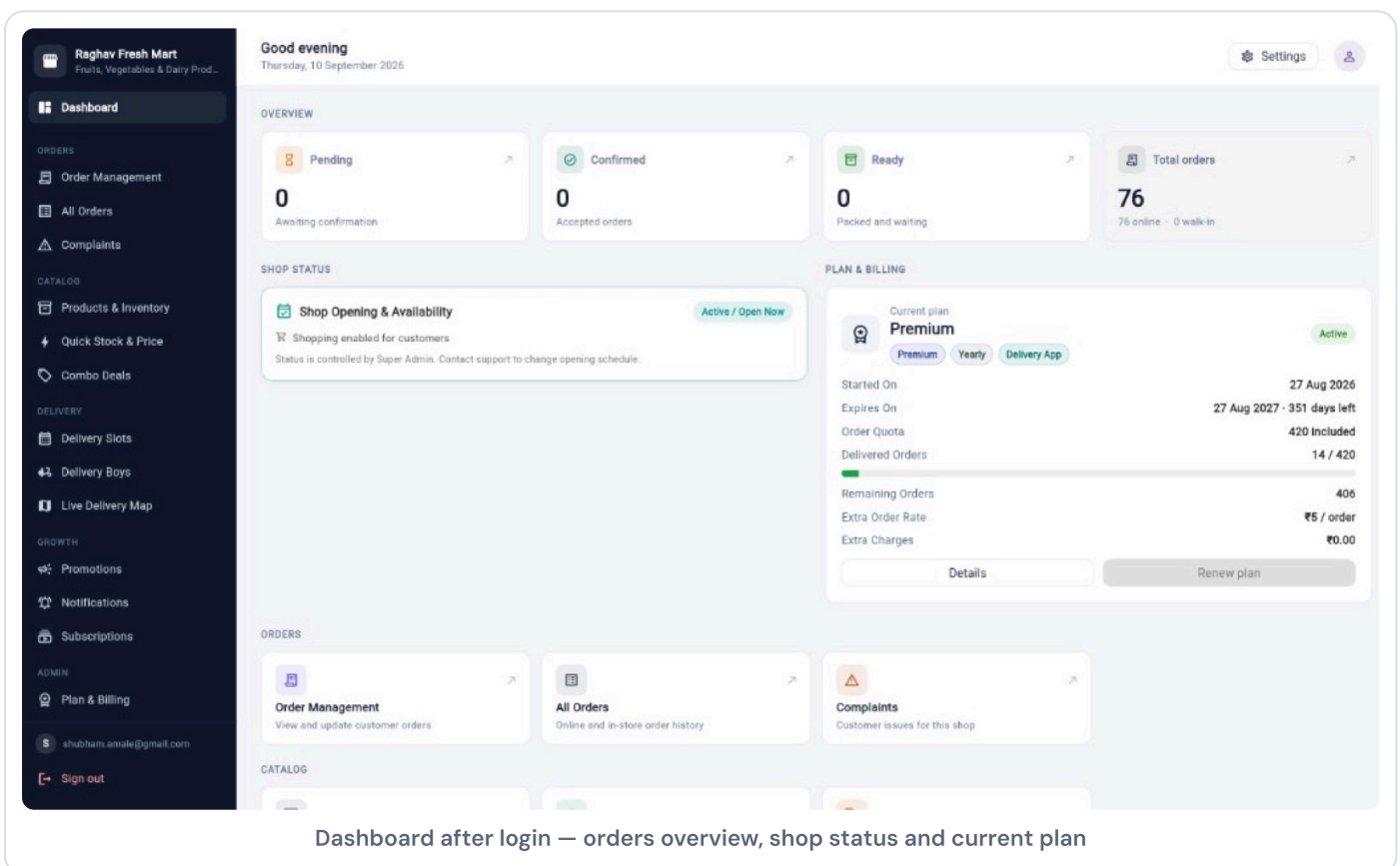
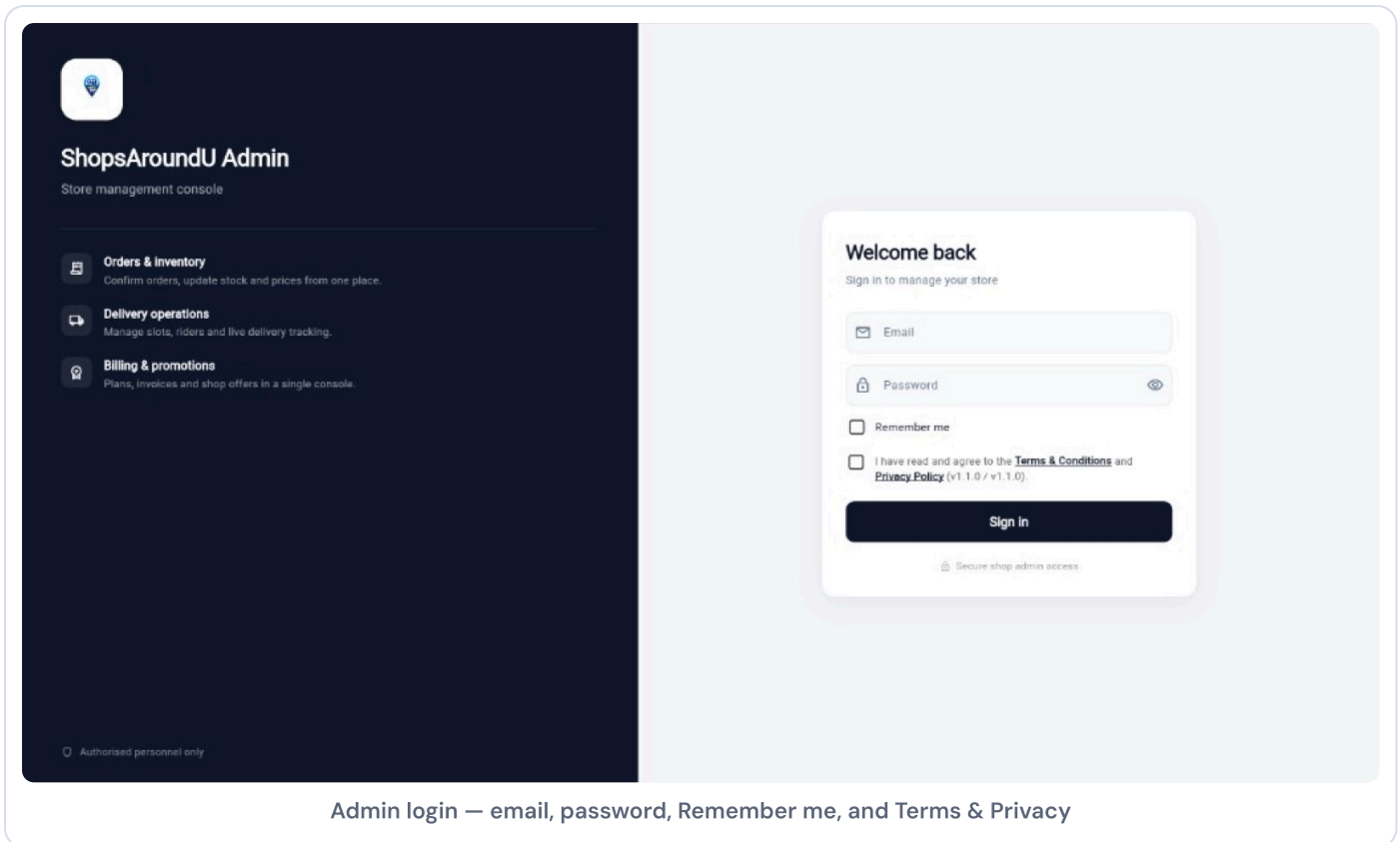
Bank details are not required to join or run the shop on ShopsAroundU.

SECTION 6

How to join and log in

Shop owner accounts are created by the ShopsAroundU team. You do not register yourself inside the Admin application.

- 1 Contact ShopsAroundU.** Call or WhatsApp **+91 77700 30604** (10 AM to 7 PM), or email support@shopsaroundu.com. Share shop name, address, type and owner contact.
- 2 Share documents.** Shop Act, FSSAI (for food) and GST if you have it. The team records these during setup. Approval usually takes **2 days** after the required details are received.
- 3 Receive login details.** You get an email and password for ShopsAroundU Admin. Keep them private.
- 4 Open Admin.** On a computer or tablet browser, go to <https://www.shopsaroundu.com/admin/>
- 5 Sign in.** Enter email and password. Tick Remember me if you use a trusted computer. Accept Terms & Conditions and Privacy Policy when asked.
- 6 Reach the Dashboard.** After a valid login, you see your shop name and the Admin home screen. Choose Basic or Premium in Plan & Billing. If the shop is still Draft or Coming Soon, customers may not yet be able to order. Opening status is set by the platform team.



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Getting started

ShopsAroundU

Plans & charges

SETUP AND PLANS

Setup charge and subscription plans

After your shop details are received, the team reviews and usually approves the shop in **2 days**. Bank details are **not required**.

Go live. After approval, add products, prices, slots and fulfil orders. The Basic or Premium plan you choose is charged as per the prices below.

One-time setup charge: ₹1,500. This is paid once when the shop is onboarded. It is separate from the monthly, half-yearly or yearly plan.

Choose a plan in line with how you fulfil orders. Open **Plan & Billing** in Admin to see your current plan, included orders and renewal.

Basic

For shops that manage orders without the Delivery App.

Duration	Price	Included orders
Monthly	₹549	20 · extra ₹3 / order
Half-Yearly	₹2,999	140 · extra ₹3 / order
Yearly	₹5,999	280 · extra ₹3 / order

Includes Customer App, Admin App, products, inventory, offers, subscriptions, order management, notifications and reports.

Premium

For shops using the Delivery App (Delivery Boys and Live Delivery Map).

Duration	Price	Included orders
Monthly	₹749	30 · extra ₹5 / order
Half-Yearly	₹3,999	210 · extra ₹5 / order
Yearly	₹8,199	420 · extra ₹5 / order

Includes Basic features plus Delivery App tools. Extra orders above the quota are charged at the extra-order rate on your plan.

Basic

Basic Enabled No Delivery App ID: basic

Suitable for shops that manage orders without the Delivery App.

Pricing & quotas

Monthly

₹549

20 included orders
₹3 / extra order
1 month

Half-Yearly

₹2,999

140 included orders
₹3 / extra order
6 months

Yearly

₹5,999

280 included orders
₹3 / extra order
12 months

Included features (13)

✓ Customer App ✓ Admin App ✓ Unlimited Products ✓ Unlimited Categories ✓ Inventory Management ✓ Product Variants ✓ Offers & Discounts ✓ Subscription Products ✓ Order Management

✓ Customer Management ✓ Reports & Analytics ✓ Push Notifications

+1 more features — open full details

View full details

Basic plan — monthly, half-yearly and yearly prices

Premium

PremiumEnabledDelivery AppID: premium

Suitable for shops using the Delivery App.

Pricing & quotas

Monthly
₹749
30 included orders
₹5 / extra order
1 month

Half-Yearly
₹3,999
210 included orders
₹5 / extra order
6 months

Yearly
₹8,199
420 included orders
₹5 / extra order
12 months

Included features (22)

✓ Customer App

✓ Admin App

✓ Unlimited Products

✓ Unlimited Categories

✓ Inventory Management

✓ Product Variants

✓ Offers & Discounts

✓ Subscription Products

✓ Order Management

✓ Customer Management

✓ Reports & Analytics

✓ Push Notifications

+10 more features — open full details

View full details

Premium plan — required if you use Delivery Boys and Live Delivery Map

These are the published Basic and Premium plan prices. They do not guarantee a number of customers or sales. GST, if applicable, will be as shown on your invoice.

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Plans & charges

ShopsAroundU

Admin Dashboard

SECTION 7

Admin Dashboard guide

The left menu (or the menu button on a phone) is how you move around. The home screen shows order counts and shortcuts. If there are no delivery slots for today, you will see a warning. If the shop plan is inactive, you will see a lock message.

Menu	What it is for
Dashboard	Today's picture: pending, confirmed, ready orders and shortcuts.
Order Management	Open live customer orders and update status.
All Orders	History of online orders and walk-in (counter) orders.
Complaints	Customer issues raised against this shop. Update and resolve them.
Products & Inventory	Browse assigned products, categories, stock, price and offers.
Quick Stock & Price	Fast daily updates to stock and selling price.
Combo Deals	Bundle products at a special combo price.
Delivery Slots	Date and time windows customers can book.
Delivery Boys	Add and manage riders. <i>Premium plan required.</i>

Menu	What it is for
Live Delivery Map	See rider routes for the day. <i>Premium plan required.</i>
Promotions	Request shop or product advertising. Price is set by the platform.
Notifications	Send a message to customers in your shop area.
Subscriptions	Recurring products such as milk: plans, slots and deliveries.
Plan & Billing	See your shop plan, usage, renewals and invoices.
Weight Calculator	Counter billing: scan, weigh or pick items for walk-in sales.
Settings	Profile, shop details, location, delivery rules and photos.

Availability of Delivery Boys and Live Delivery Map depends on an operable Premium plan. Other items depend on your shop configuration. If a menu shows a lock, open Plan & Billing.

Frutas, Vegetables & Dairy Prod...

Dashboard

ORDERS

Order Management

All Orders

Complaints

CATALOG

Products & Inventory

Quick Stock & Price

Combo Deals

DELIVERY

Delivery Slots

Delivery Boys

Live Delivery Map

GROWTH

Promotions

Notifications

Subscriptions

ADMIN

Plan & Billing

Weight Calculator

Settings

shubham.amale@gmail.com

Sign out

Good evening

Thursday, 10 September 2025

Settings

ORDERS

Order Management

All Orders

Complaints

CATALOG

Products & Inventory

Quick Stock & Price

Combo Deals

DELIVERY

Delivery Slots

Delivery Boys

Live Delivery Map

GROWTH

Promotions

Notifications

Subscriptions

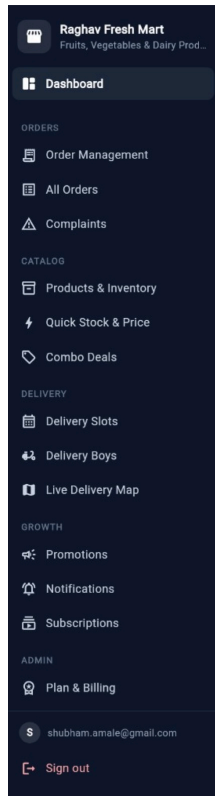
ADMIN

Plan & Billing

Weight Calculator

Settings

Dashboard shortcuts — tap a card to open that section



Left menu — Orders, Catalog, Delivery, Growth and Admin

SECTION 8

Managing products

Open **Products & Inventory**. You see products from the categories assigned to your shop. Product name, image, category and unit come from the platform catalogue. You control **your shop's** price, stock and offer.

You can search by name, filter by category, and hide a whole category from customers if you do not sell it.

What you maintain for each product

- **Product image and name** — from the catalogue. Use the image customers will see.
- **Category** — for example Dairy, Grocery, Vegetables.
- **Unit and size** — for example Packet, 1 Litre. This must match what you actually sell.
- **MRP and selling price** — your shop's prices. Selling price cannot be higher than MRP.
- **Stock** — current quantity. Set a minimum alert so you notice low stock.
- **In stock / available** — turn off when the item is finished. Customers should not order what you cannot give.

- **Active offer** — optional price offer or Buy X Get Y, with start and end dates.

Example
Product: Milk · Unit: Packet · Unit size: 1 Litre
Price: ₹60 · Availability: In stock / Active

Accurate product information is important. Wrong price, wrong unit or “available” when the crate is empty leads to cancelled orders and unhappy customers.

If a product you sell is missing from the list, contact support. Shop Admin does not create the master catalogue. The team assigns categories and products to your shop.

Products & Inventory

Pricing, stock, and category visibility

3 categories

Search products by name...

All

Atta, Flour & Sooji

Baby Care

Baking

Biscuits

Bread & Bakery

Breakfast

Chocolates & Confectionery

Cold Drinks

Cooking Oils

Dairy

Del & Pulses

Detergent & Laundry

Allowed & active

Allowed but hidden

Not assigned

Round Gourd (गोल लौकी)

₹10

₹100-₹15

gm - 250

Stock: 53

In Stock

Sweet Lime (मीरबो)

₹20

₹100-₹40

gm - 500

Stock: 38

In Stock

Pomegranate(आम्रिब)

₹60

₹100-₹80

gm - 500

Stock: 27

In Stock

Malta Orange (माल्टा संख)

₹120

gm - 500

Stock: 31

In Stock

Amul Cheese (अमूल चीज)

₹20

gm - 20

Stock: 0

Out of Stock

Pear (पाशपाती)

₹60

gm - 250

Stock: 54

Out of Stock

Indian Dragon Fruit (हीन फ्रूट)

₹150

kg - 1

Stock: 7

In Stock

Soft Pear (मऊ पाशपाती)

₹60

₹100-₹80

gm - 250

Stock: 56

In Stock

New Zealand Apple (न्यूज़ीलैंड सफरचंद)

₹80

₹100-₹60

gm - 250

Stock: 38

Out of Stock

Cow Milk (गायीचे दूध)

₹30

₹100-₹20

ml - 500

Stock: 9

milx In Stock

Chitale Paneer (चिखे पनीर)

₹145

₹100-₹100

gm - 250

Stock: 10

Out of Stock

Malai Dahi (मलाई दही)

₹30

gm - 250

Stock: 12

In Stock

Haldiram Milk (3.5% Fat) हलदीराम दूध (3.5% फॅट)

₹30

ml - 500

Stock: 1

In Stock

Chitale Shrikhand

₹165

gm - 500

Stock: 1

Out of Stock

Cowpea (काजीया सॅण)

₹10

₹100-₹5

gm - 250

Stock: 25

In Stock

Products & Inventory — search, categories, price, stock and In stock / Inactive

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Products

ShopsAroundU

Prices & offers

SECTION 9

Managing prices

The catalogue (name, image, unit) is shared. **Your selling price is shop-specific.** Two shops on ShopsAroundU can sell the same milk packet at different prices.

Daily method — Quick Stock & Price

1. Open **Quick Stock & Price**.

2. Search the product or filter by category / low stock / out of stock.
3. Type the new stock number and selling price in the row.
4. Save that row, or use Save All after several changes.
5. Turn a product off when it is not for sale.

Full method — Products & Inventory

Open a product to set MRP, selling price, cost price (for your own margin view), stock, minimum alert and offer. Changes appear on the customer app for your shop.

Quick stock & price

Online edits for daily inventory

Save all

Search products...

All

Fruits

Vegetables

Dairy

All

Low stock

Out of stock

PRODUCT	STOCK	SELLING PRICE	AVAILABLE
Amul Butter (अमूल बटर) 100 gm - Dairy - Low stock	— 3	+ ₹ 60	☒
Amul Cheese (अमूल चीज) 20 gm - Dairy - Out of stock	— 0	+ ₹ 20	☐
Banana (केला) 6 piece - Fruits	— 18	+ ₹ 25	☒
Beetroot (बीटरूट) 250 gm - Vegetables	— 28	+ ₹ 20	☒
Bitter Gourd (कारले) 250 gm - Vegetables	— 31	+ ₹ 10	☒
Bottle Gourd (बुधी भोपळा) 250 gm - Vegetables	— 23	+ ₹ 10	☒
Button Mushroom (बटन मशरूम) 1 box - Vegetables - Low stock	— 4	+ ₹ 60	☒
Cabbage (कोबी) 250 gm - Vegetables	— 18	+ ₹ 10	☒
Capsicum (जोबकी मिरची) 250 gm - Vegetables	— 23	+ ₹ 15	☒
Carrot (गाजर) 250 gm - Vegetables	— 14	+ ₹ 20	☒
Cauliflower (फुलकोबी) 250 gm - Vegetables	— 26	+ ₹ 15	☒

Quick Stock & Price — change stock, selling price and availability, then save

SECTION 10

Creating product offers

A **product offer** is a discount on one product in your shop. Open the product in Products & Inventory and turn Offer on.

Flow: Product → Offer on → Type → Discount → Start & end dates → Save.

Flat price offer

Set a lower offer price than the selling price. The app can show the discount percentage. Example: selling ₹60, offer ₹50 (about ₹10 off).

Buy X Get Y (BOGO)

Example: Buy 1 Get 1. Enter buy quantity and get quantity. Dates must be set. Offer price is not used for BOGO.

You can add a short offer tag and a validity window. The offer is visible to customers only while it is switched on *and* today's date is inside the start–end dates.

Examples you can run: ₹10 off · 10% shown from a lower offer price · Buy 1 Get 1 · Weekend or festival dates on the offer calendar.

Edit: Amul Butter (अमूल बटर)

₹ Pricing

MRP * ₹ 60

Selling Price * ₹ 60

Cost Price ₹ 55

Margin (auto) ₹5.00

Stock

Current Stock * 3

Min Alert Qty 10

Offer Setup

Enable Offer
Offer is active for this product

Offer Type
Flat offer price

Offer Price * ₹ 60

Discount % (auto)

☒ SALE ☐ FESTIVAL ☐ HOT ☐ NEW ☐ CLEARANCE ☐ BOGO

Start Date
Pick date

End Date
Pick date

Cancel Save Changes

Product editor — MRP, selling price, stock, Enable Offer, flat price or BOGO, start and end dates

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Prices & offers

ShopsAroundU

Combos & subscriptions

SECTION 11

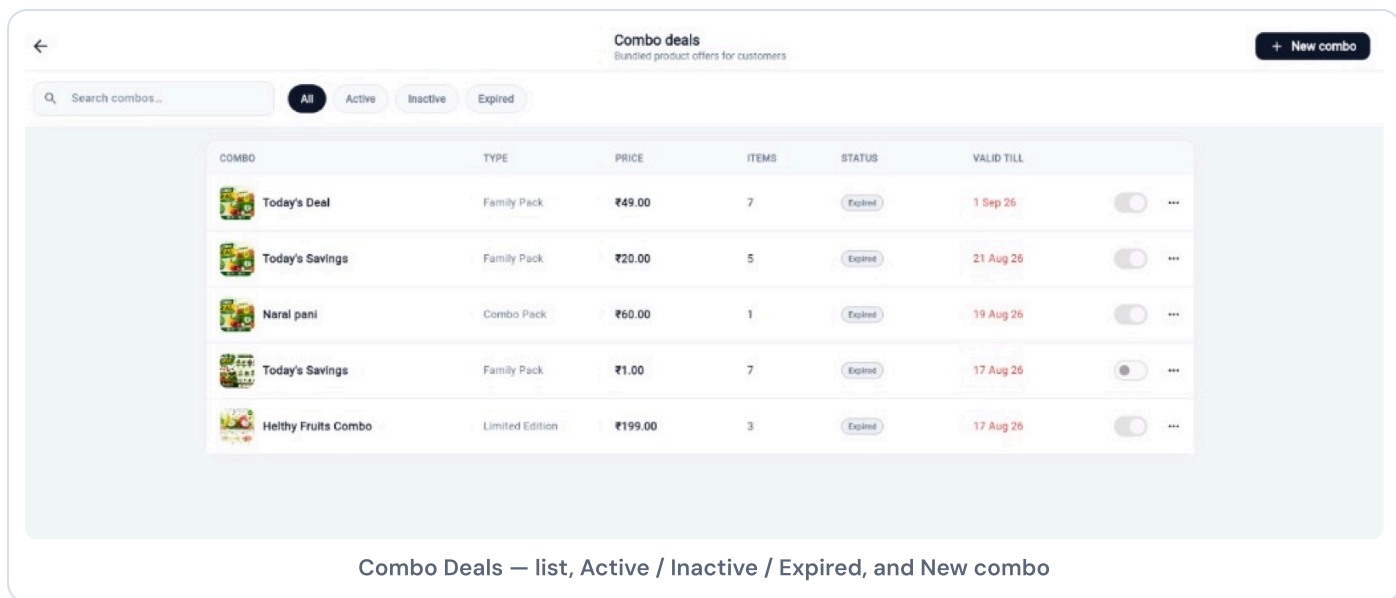
Combo deals

A combo is a bundle sold as one item at a special price. Combos help customers buy a set together — for example breakfast items.

Breakfast Combo: Milk + Bread + Butter, sold at one combo price lower than buying each item separately.

1. Open **Combo Deals**.
2. Create a combo: title, image, products in the bundle, combo price, valid from and valid to.
3. Combo price must be less than the total selling price of the items.
4. Keep the combo Active while you can fulfil every item in it.
5. Turn it off or delete it when stock of any item is short.

Customers see active combos in the shop and can add them to the cart like a product.



SECTION 12

Subscriptions are for items customers want regularly — most often milk. In Admin, open **Subscriptions**.

Weekly plan

Monthly plan

Quarterly plan

Inside Subscriptions you can see:

Your responsibilities

Customers subscribe from the customer app. Admin helps you run the list and deliveries. Do not tell customers that delivery will “happen by itself” without your packing and dispatch work.

SECTION 13

Managing orders

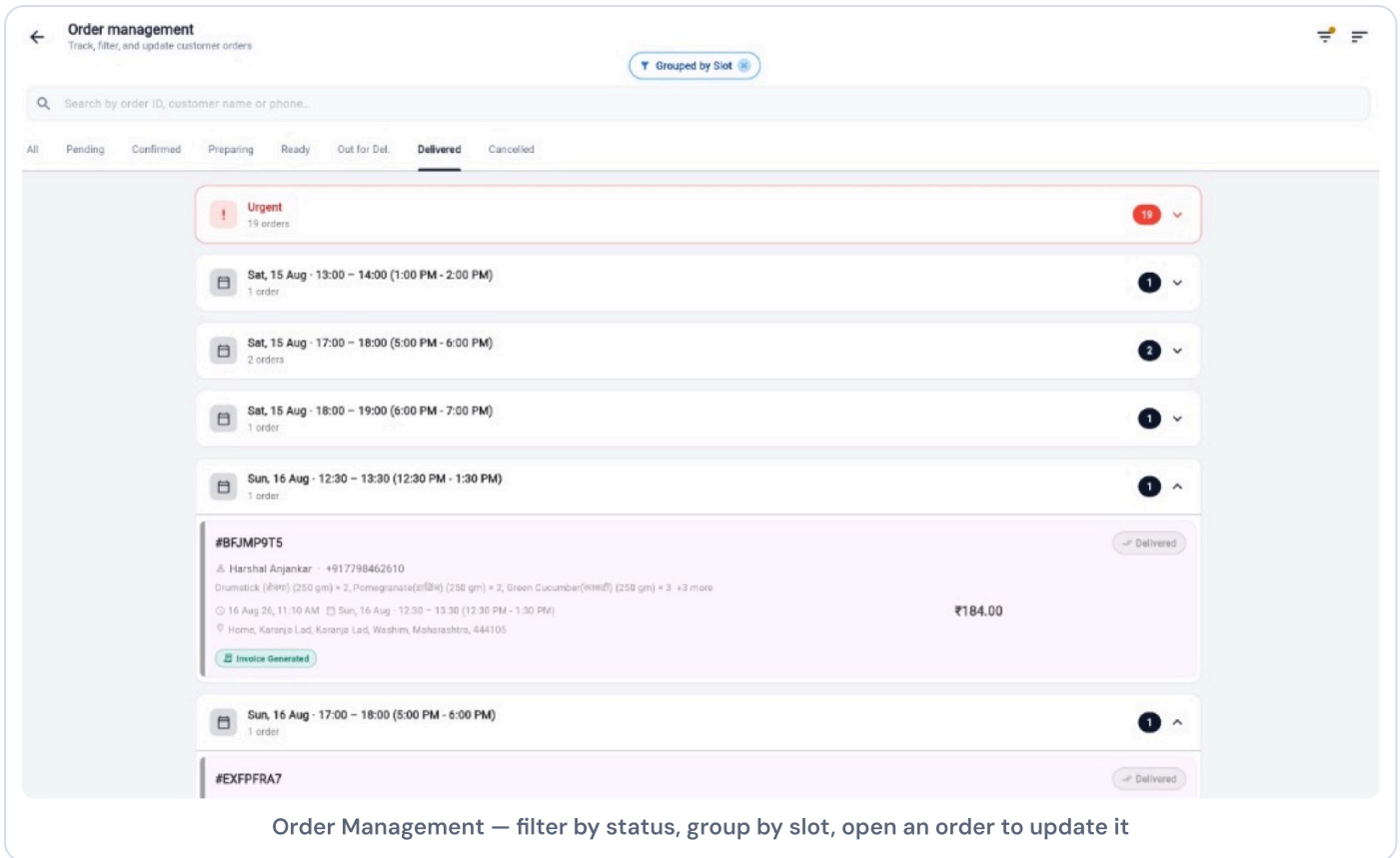
Open **Order Management** for live orders. Use **All Orders** for history, including walk-in sales from the Weight Calculator.



Status	What you do
Pending	New order. Check items and quantities. Move to Confirmed, or Cancel if you cannot fulfil.
Confirmed	You have accepted the order. Start gathering items.
Preparing	Packing in progress.
Ready	Packed and ready for pickup or rider. If barcode pick is switched on in Settings, every line may need a scan before Ready.
Out for Delivery	Assigned and on the way (when delivery is used).
Delivered	Completed. Invoice can be generated.
Cancelled	Stopped. Use only when needed. This cannot be undone.

Good habits for every order

- Read customer name, address and slot before you confirm.
- Check each product and quantity against stock.
- If an item is unavailable, do not confirm blindly — cancel or contact the customer as your shop practice allows, and update stock so the next customer does not order it.
- Update status as you work, so the customer app stays truthful.
- Assign a delivery partner when the order is Ready, if you use riders. This feature needs Premium for Delivery Boys / map.



Walk-in customers at the counter can be billed with **Weight Calculator** (scan barcode, weigh, or pick a ready item). Those sales appear under All Orders as walk-in orders.

shopsaroundu.com	Orders
ShopsAroundU	Delivery

SECTION 14–15

Delivery management

Delivery options depend on your shop setup and plan. Typical tools:

- **Delivery slot** on each order — the window the customer booked.
- **Order status** — Ready, Out for Delivery, Delivered.
- **Delivery Boys** — register riders (name, mobile, vehicle, documents) and set them active. *Premium.*
- **Assign rider** from the order when it is Ready.
- **Live Delivery Map** — shop pin to customer routes for the day. Routes start from the shop location saved in Settings. *Premium.*
- **Urgent delivery** — optional in Settings: on/off, extra charge, time in minutes, and a daily schedule.

You can handle more than one order in the same slot if your capacity allows. Do not accept more than you can pack and send.

Delivery slots

Open **Delivery Slots**. Pick a date. Add time windows and a **maximum number of orders** for each window.

Examples: 10:00 AM – 12:00 PM · 12:00 PM – 2:00 PM · 5:00 PM – 7:00 PM

- Set capacity you can actually pack. If the slot is full, further bookings for that window stop.
- If **no active slot exists for today**, customers cannot book delivery. The Dashboard warns you.
- Settings also has a **slot cutoff** (hours before the slot starts). After cutoff, that slot is no longer offered.
- You can set a normal delivery charge and a minimum order value for free delivery in Settings. Use figures that match your shop. Do not copy another shop’s charges.

←

Delivery slots

Manage delivery schedules and capacity

September 2026

Sun

Mon

Tue

Wed

Thu

Fri

Sat

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

Viewing: 11/09/2026

Has slots

Today

Past

5 slots · 11/09/2026

+ Add Another

Open

08:00 – 10:00

08:00 – 10:00

Capacity: 10

Closes: 11/09/2026 07:00 · 7h 58m remaining

Slot is active

Open

10:00 – 12:00

10:00 – 12:00

Capacity: 10

Closes: 11/09/2026 09:00 · 9h 58m remaining

Slot is active

Open

12:00 – 14:00

12:00 – 14:00

Capacity: 10

Closes: 11/09/2026 11:00 · 11h 58m remaining

Slot is active

Open

16:00 – 18:00

16:00 – 18:00

Capacity: 10

Closes: 11/09/2026 15:00 · 15h 58m remaining

Slot is active

Delivery Slots — pick a date, add time windows, set capacity, keep slots active

Pickup versus home delivery, rider availability and urgent delivery all depend on how your shop is configured. If a control is missing, ask support — do not assume every shop has every option.

Shop offers and promotions

These are two different tools.

Product offer

Set on a product in Products & Inventory. Changes the price or adds Buy X Get Y while dates are valid. You control this yourself.

Shop promotion

A request to advertise the shop, a product, a featured banner or a category. Open **Promotions**, choose type, plan and dates. The **price is set by Super Admin. You cannot change it.** Track status under My Requests.

Promotions can help nearby customers notice your shop. They do not guarantee extra sales. Create a **Shop Promotion**, **Product Offer** or **Featured Banner**. The promotion price is set by Super Admin.

You can also send a **Notification** to customers in your shop radius (title, message, optional image). You need a saved shop location and radius in Settings. Target screens include General, Products, Offers, Subscriptions and Combos.

SECTION 17

Shop profile and settings

Open **Settings**. Accurate information builds trust.

- **Admin profile** — display name, email, phone.
- **Shop details** — shop name, type, address, map pin (latitude / longitude), service radius.
- **Shop images** — clear storefront and interior photos.
- **Urgent delivery** — enable, charge, time and daily schedule, if you offer it.
- **Delivery rules** — slot cutoff hours, delivery charge, free-delivery minimum.
- **Barcode pick** — if switched on, staff must scan lines before marking an order Ready.

Shop opening status (Draft, Coming Soon, Active, Temporarily Closed, Permanently Closed) is shown on the Dashboard. The platform team controls those status changes.

Wrong location or radius means the wrong customers see you — or nearby customers do not see you at all. Check the pin on the map after you save.

Settings

Raghav Fresh Mart

CONFIGURATION

Admin profile

Name, email and phone

Shop details

Name, address and location

Urgent delivery

Charges, toggle and schedule

Delivery rules

Cutoff and charges

Shop images

Storefront photos

Shop details

Name, address and location

Store identity

Customers see this name, type and location.

Shop name

Raghav Fresh Mart

Shop type (e.g. Grocery, Dairy, Bakery)

Fruits, Vegetables & Dairy Products

Shop address

Zhashi Rani Chauk Manora Road, Karanja Lad

Shop Act license no.

37467364785

Latitude

↓ 20.479065349657528

Longitude

→ 77.47854590307102

Radius

○ 4 km

Use my location

Save

Raghav Fresh Mart · Fruits, Vegetables & Dairy Products · 20.47907, 77.47855 · 4.00 km radius

Warehouse picking

Require barcode scans before an order can be marked Ready

Require barcode pick

Staff can mark Ready without scanning

Settings — shop name, address, map pin, service radius and barcode-pick option

shopsaroundu.com

Promotions & profile

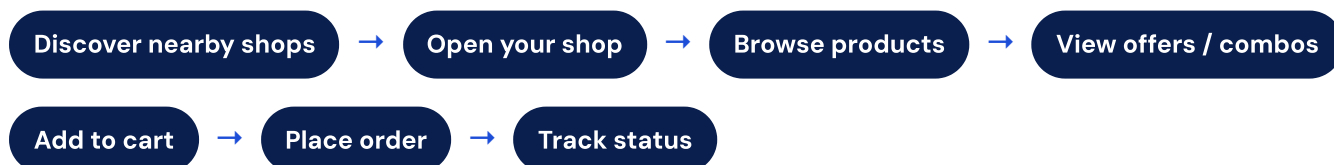
ShopsAroundU

Customers & habits

SECTION 18

What customers see

On the ShopsAroundU **customer application** (Google Play: ShopsAroundU), a nearby customer typically:



Customers can also save items on a **wishlist** for your shop, subscribe to regular products, and follow the order from Confirmed to Delivered. You do not manage the wishlist inside Admin — you simply keep those products available and correctly priced.

The better your product information, pricing, photos and availability are maintained, the easier it is for customers to shop from your store.

SECTION 19–20

Shop owner best practices

Daily

- Check new / pending orders
- Update finished products to out of stock
- Confirm today's delivery slots exist
- Check delivery and complaints
- Pack subscription deliveries

Weekly

- Review what sold well
- Refresh offers and combos
- Check selling prices against your cost
- Review shop photos and address
- Ask support if a product is missing

Monthly

- Review order activity in All Orders
- Plan festival or weekend offers
- Check subscription products
- Review slot capacity vs. packing staff
- Check Plan & Billing / renewal

How to get more customers — realistic steps

- **Keep information updated.** Wrong prices send customers away.
- **Run relevant offers.** Discount items people already buy from you.
- **Use clear photos.** Shop photos and combo images should look like the real shop.
- **Keep the shop Active** with correct slots when you are open.
- **Fulfil reliably.** On-time, complete orders bring repeat customers.
- **Promote in the physical shop.** Put the customer-app QR or Play Store link on the counter, bills, bags and local WhatsApp status. Do not claim a guaranteed jump in sales.

SECTION 21

Common problems and what to check

Problem	What to check
Product not visible to customers	In stock / active flags, category not hidden, shop status Active, product in an assigned category.
Wrong price	Your shop price in Products & Inventory or Quick Stock & Price — not another shop's price.
Offer not visible	Offer toggle on, today's date between start and end, offer price below selling price (for flat offers).
Combo not visible	Combo is Active, not expired, all items still available.
Order not appearing	Refresh Order Management; check filters; confirm you are logged into the correct shop.
Customers cannot book delivery	Add active slots for today; check cutoff hours; check shop is Active.

Problem	What to check
Delivery / map locked	Plan & Billing — Premium may be required. Delivery Boys and Live Map show a lock without it.
Cannot send notifications	Save shop latitude, longitude and radius in Settings.
Login issue	Use the registered email (not mobile) and password. Reset via support if needed.
Location issue	Re-save shop pin and radius in Settings.
Subscription inactive / shop locked	Open Plan & Billing. Request renewal if the plan has ended. Contact support.
Complaint from a customer	Open Complaints, read the issue, update status, resolve when done.

SECTION 22

Shop owner FAQ

1. How do I register my shop?

Contact the ShopsAroundU team. They create your Admin account. There is no public self-registration screen in Admin.

2. How long does approval take?

Usually **2 days** after the required shop details and documents are received. Opening status is then set by the platform team.

3. Can I update my shop information?

Yes. Settings → Shop details, images, location and delivery rules. Opening status is changed by the platform team.

4. Can I change product prices?

Yes. Your shop's selling price is yours. Use Quick Stock & Price or the product editor. Selling price cannot be above MRP.

5. Can I deactivate a product?

Yes. Mark it out of stock / inactive so customers cannot order it.

6. Can I create offers?

Yes, on each product: flat offer price or Buy X Get Y, with dates.

7. Can I create combo deals?

Yes, in Combo Deals, while you can supply every item in the bundle.

8. Can I offer subscriptions?

Yes, for products you enable under Subscriptions (weekly, monthly, quarterly as configured).

9. How do I accept an order?

Open Order Management. Move Pending to Confirmed after you check stock.

10. How do I cancel an order?

Choose Cancelled on that order and confirm. It cannot be undone. Use only when you cannot fulfil.

11. How do I manage delivery?

Use slots, status updates, and (on Premium) Delivery Boys plus Live Map. Assign a rider from the order when Ready.

12. How do I update delivery slots?

Delivery Slots → select date → add or edit windows and max orders.

13. Can I add brand-new products myself?

You work from the catalogue assigned to your shop. Ask support to add a missing product or category.

14. How can customers find my shop?

They use the customer app near your location, inside your radius, while the shop is Active and has products and slots.

15. Is there a fee or commission?

There is a one-time setup charge of ₹1,500. You pay a Basic or Premium plan (monthly, half-yearly or yearly) as shown under Setup charge and plans. Extra orders above the included quota are charged at the extra-order rate on that plan (₹3 on Basic, ₹5 on Premium). Bank details are not required. We do not list any other commission here.

16. What is Premium?

Premium is the plan for shops using the Delivery App. Delivery Boys and Live Delivery Map need an active Premium plan. Basic is for shops that manage orders without the Delivery App.

17. Who do I contact for technical support?

support@shopsaroundu.com, or call / WhatsApp +91 77700 30604 (10 AM to 7 PM).

18. Do I need to share bank details?

No. Bank details are not required to join or run the shop.

19. Is there a free trial?

No. There is a one-time setup charge of ₹1,500, then the Basic or Premium plan you choose.

Shop owner support

Contact us for login problems, product or pricing issues, orders, delivery and technical problems.

ShopsAroundU Shop Owner Support

Support phone: **+91 77700 30604**

Support email:

support@shopsaroundu.com

Website: **<https://shopsaroundu.com>**

WhatsApp: **+91 77700 30604**

Support hours: **10 AM to 7 PM**

Admin application:

<https://www.shopsaroundu.com/admin/>

Customer app: Google Play —

ShopsAroundU, or scan the QR on the cover

Have this ready when you call

- Shop name
- Login email
- Order number, if the issue is an order
- Screenshot of the error



Scan to Download ShopsAroundU
Customer app
download

First actions after your shop is Active

- 1 Log in and accept Terms if asked.
- 2 Complete Settings: address, map pin, radius, photos, phone.
- 3 Add delivery slots for the next several days, with honest capacity.
- 4 In Quick Stock & Price, set selling prices and stock for everything you sell. Turn off what you do not sell.
- 5 Optional: add one product offer or one combo you can really pack.
- 6 If you sell milk or similar, check Subscription products and morning/evening slots.
- 7 Confirm Plan & Billing is active. Request Premium only if you need riders and the live map.
- 8 Place a test understanding of Order Management (Pending → Delivered).
- 9 Put the customer-app QR or Play Store link at the counter.
- 10 Check the Dashboard every morning for slots, new orders and complaints.

JOIN SHOPSAROUNDU

Bring your local shop online

Your customers already use digital services. Make it easier for them to discover your shop, see products and place orders.

Connect with nearby customers.
Manage your shop digitally.
Grow your local presence.

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support@shopsaroundu.com



Document for grocery, kirana, dairy, fruit, vegetable and local retail shop owners. Features and prices match the ShopsAroundU Admin application and published Basic / Premium plans. Do not promise guaranteed sales.