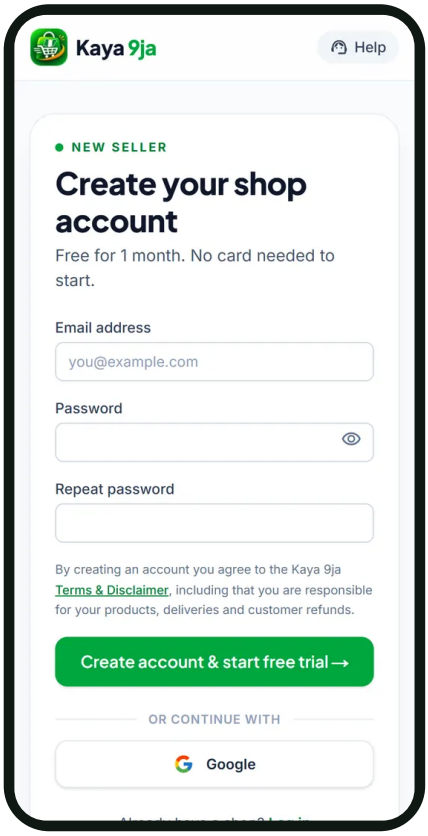
# Kaya 9ja Retails

# How to run your shop on Kaya 9ja

Large-screen quick guide. Full instructions: kaya9ja.ng/help.

Screens show examples; follow captions for current prices and plan limits.



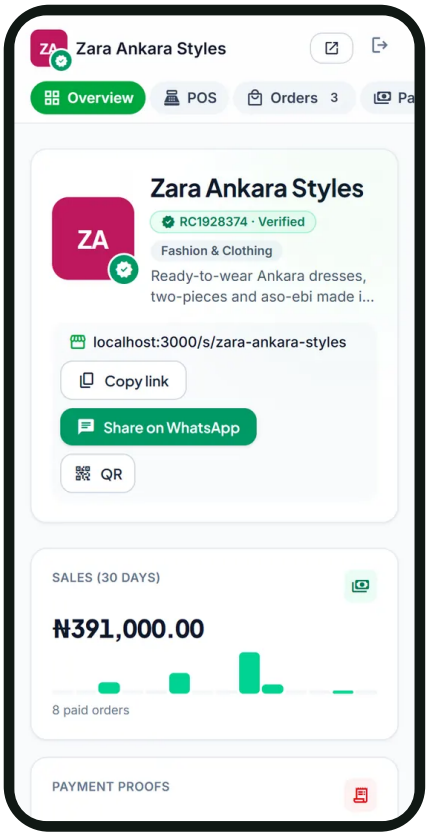
Example screen

STEP 1

## Sign up

Open your shop: 1 month of Pro free, no card

Sign up at kaya9ja.ng/sell with email, Google or Facebook when available. Confirm your email with the code sent to you. A valid referral code adds extra free time.



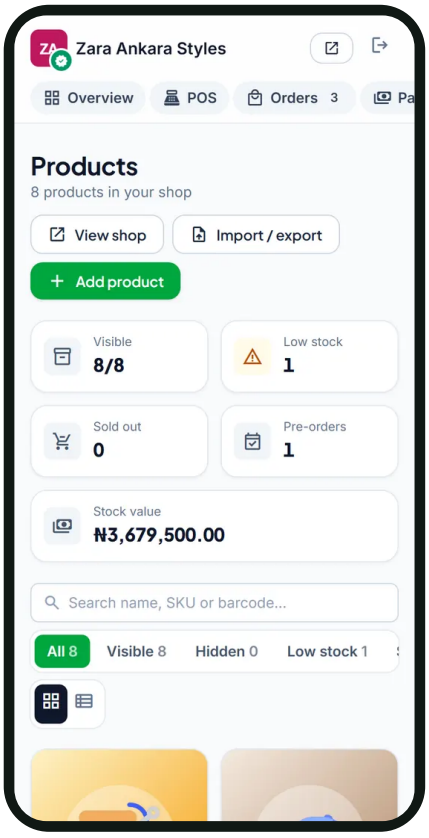

Example screen

STEP 2

## Your dashboard

Share your shop link everywhere

Copy your shop link or share it on WhatsApp, Instagram and TikTok. Download your QR code for your counter. Your dashboard shows recent sales and orders.



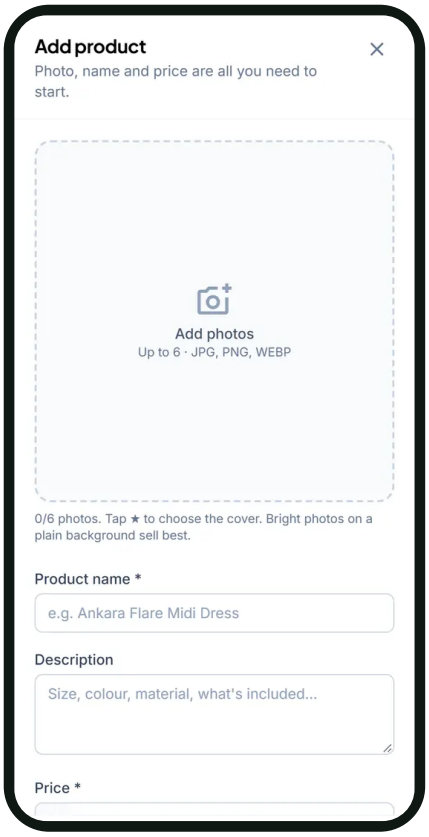

Example screen

STEP 3

## Products

Add and manage your products

Add photos, prices, stock, colours, sizes and options. Import many products from a CSV spreadsheet. Pro and Business include unlimited products; Free keeps 10 active products.



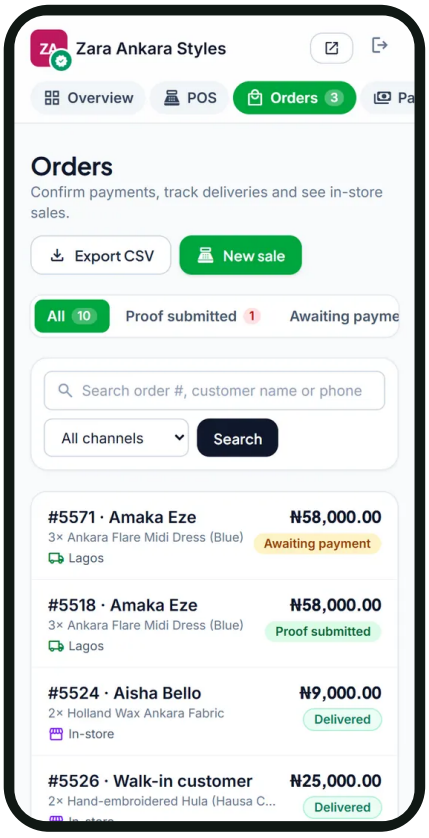
Example screen

STEP 4

## Add a product

Add a product from your phone

Choose clear photos, name your product, set the price and stock, then save. Hide items without deleting them. On Free, visible name, description or photo changes use a replacement per save.



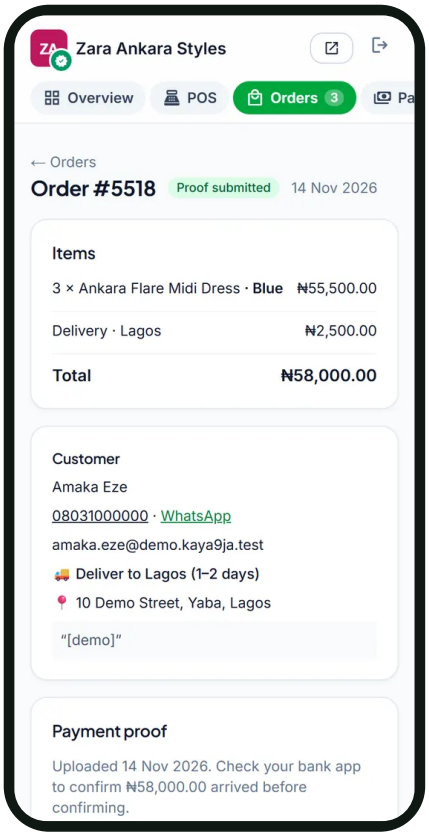
Example screen

STEP 5

## Orders

Every order and receipt in one place

Open Orders to see new orders, payment proofs, deliveries and in-store sales. Search by order number, name or phone, then open an order for its details.



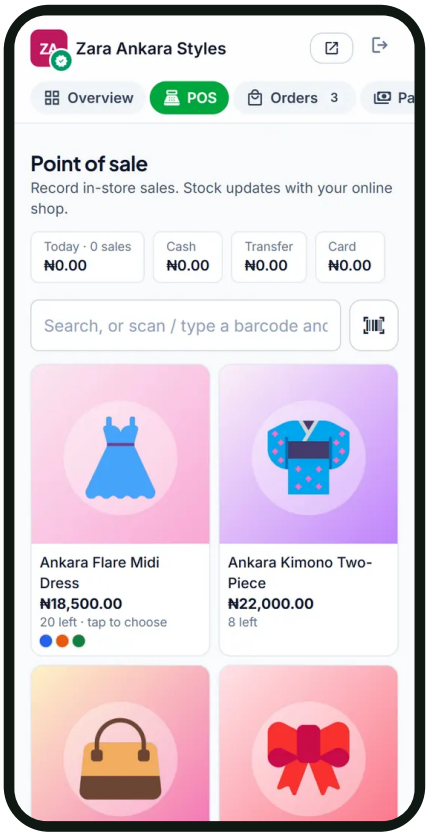

Example screen

STEP 6

## Confirm and dispatch

Check your bank before sending goods

Check that money arrived in your bank account; a receipt screenshot alone is not proof. Confirm the order, then mark it dispatched or ready for pickup. Update it again when delivered.



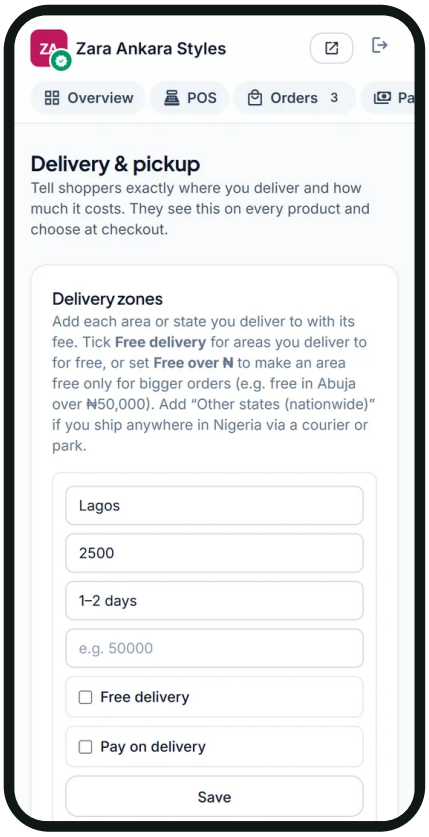

Example screen

STEP 7

## POS for walk-ins

Sell in-store on Pro or Business

Tap products or scan barcodes, record cash, transfer or terminal payment, and print or share a receipt. Confirm payment before completing the sale. Stock updates online too.



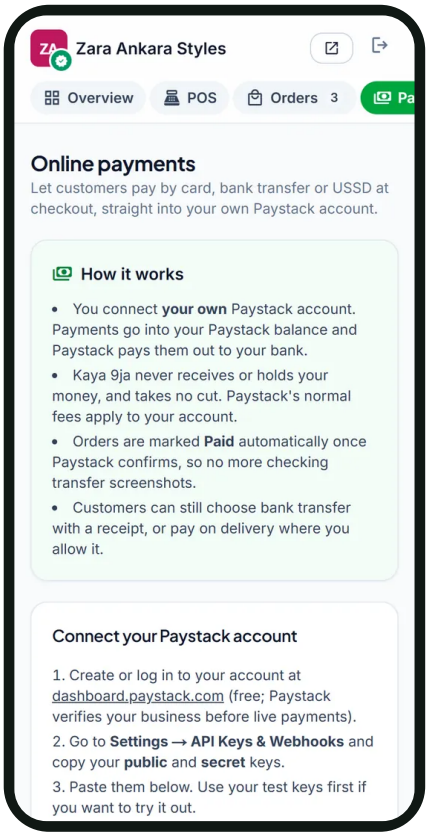

Example screen

STEP 8

## Delivery

Set delivery areas, fees and pickup

Add delivery zones with fees and times, free delivery above an amount, pickup and pay on delivery where offered. Set delivery days and time slots for customers.



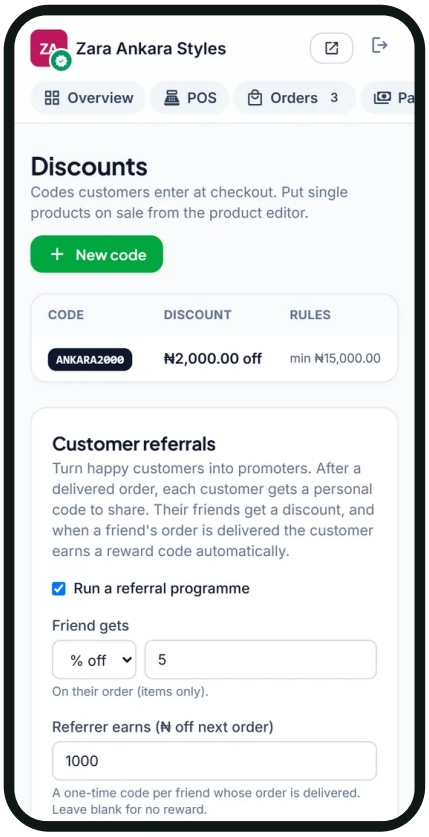

Example screen

STEP 9

## Card payments

Connect your Paystack on Pro or Business

In Payments, connect your own Paystack account for online card or USSD payments. Kaya 9ja Retails takes 0% sales commission. Paystack processing fees may apply.



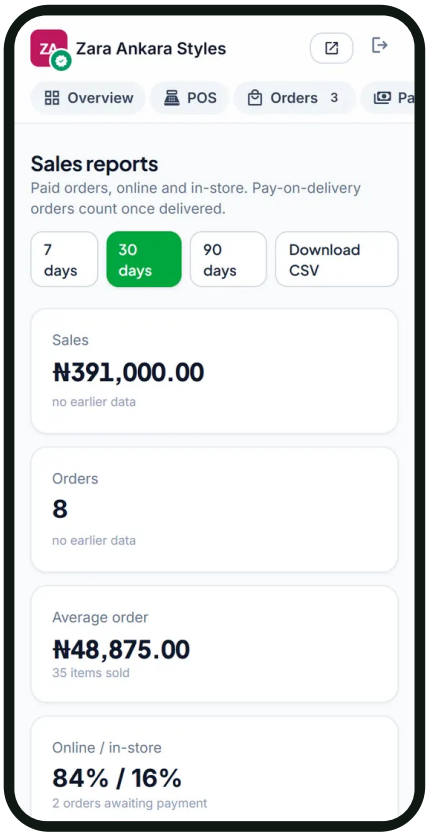

Example screen

STEP 10

## Discounts

Run sales and discount codes

Create discount codes, set sale prices and dates, and reward customer referrals. Check the minimum order, usage limit and expiry before sharing a code.



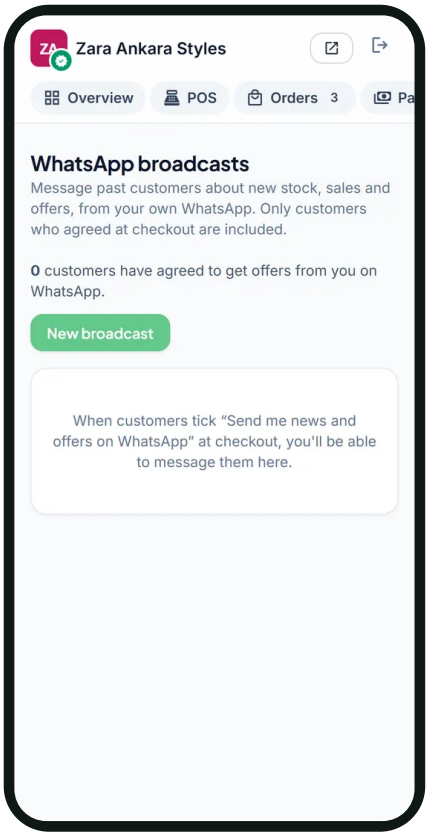

Example screen

STEP 11

## Sales reports

See what is selling

See daily sales, best sellers and how customers paid. Export the report to a spreadsheet when you need a copy for your records.



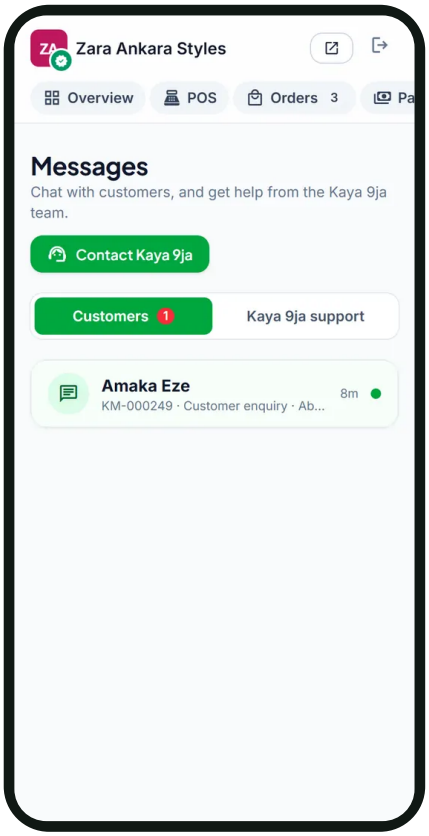

Example screen

STEP 12

## WhatsApp broadcasts

Business: message customers who opted in

Write an offer in Broadcasts. Tap each opted-in customer to open your WhatsApp with the message ready, then send it yourself. Respect requests to stop offers.



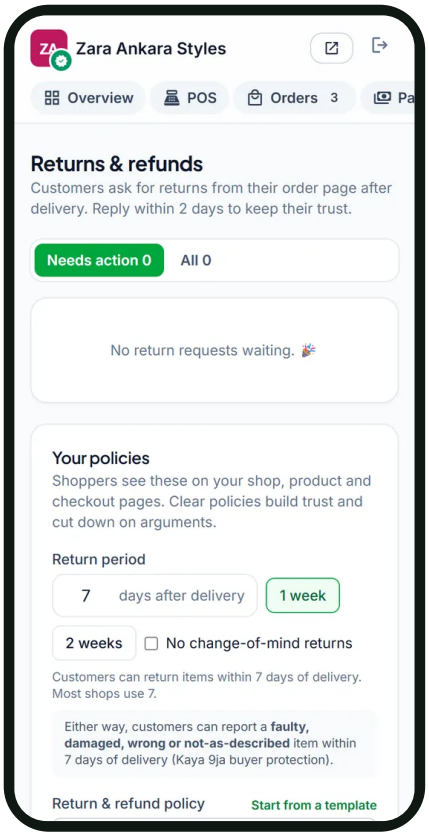

Example screen

STEP 13

## Messages

Answer customer questions

Open Messages to reply to questions about products or orders. Keep private order and message links private. Use Contact us if you need help from Kaya 9ja Retails.



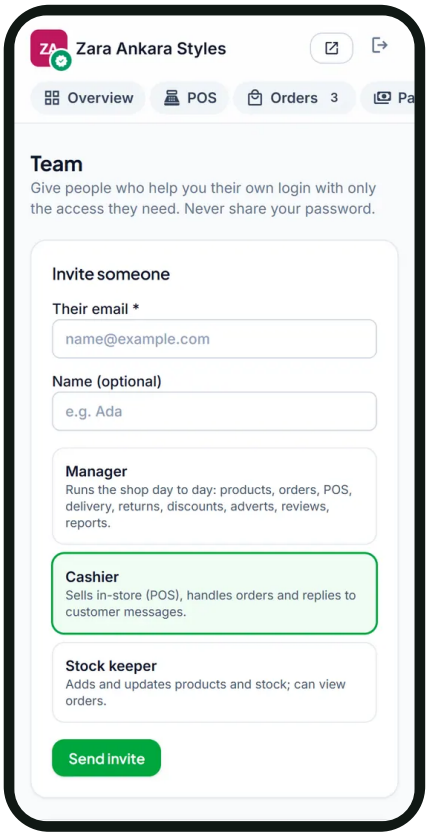

Example screen

STEP 14

# Returns

Handle returns and refunds

Set your return period and policy. Review each request, approve or decline with a reason, and record when an item is received and refunded, exchanged or repaired.



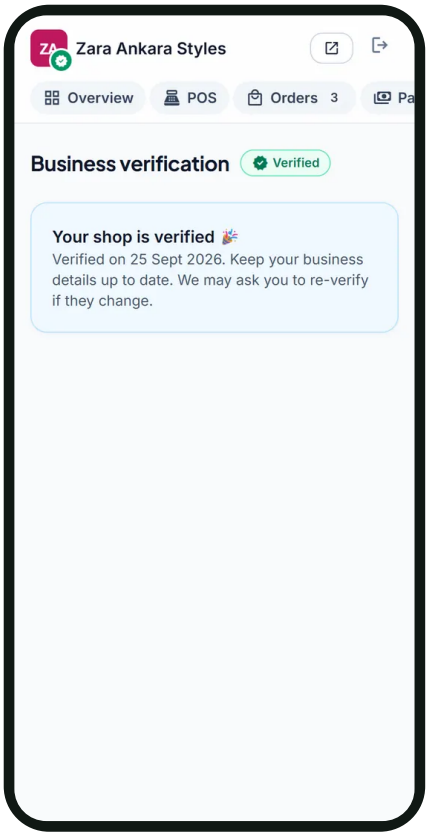

Example screen

STEP 15

# Your team

Pro: 2 staff accounts. Business: 10.

Invite staff by email and choose a manager, cashier or stock-keeper role. Each role has different access. Free does not include staff access; remove members when they no longer need access.



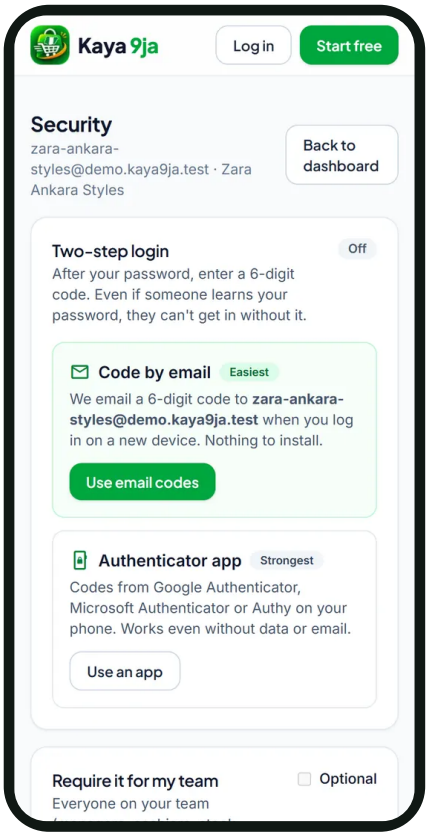

Example screen

STEP 16

## Get verified

Help customers recognise your shop

When verification is available, upload your CAC certificate or government ID in Verification. Our team reviews the documents. Verification is not a guarantee of every transaction.



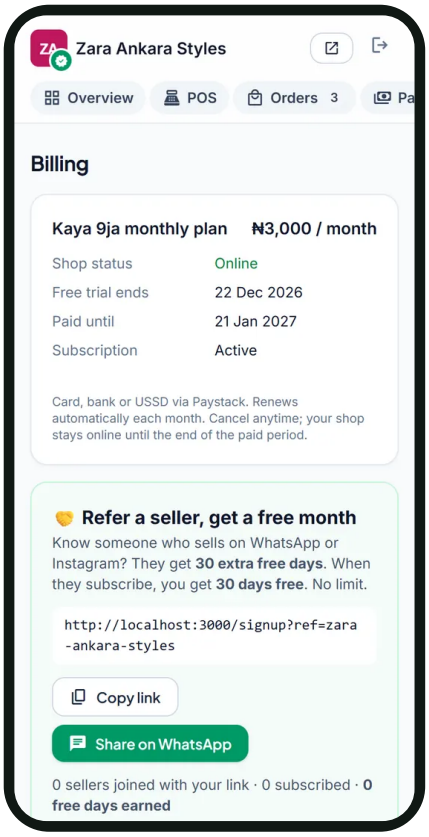

Example screen

STEP 17

## Security

Protect your account with two-step login

Turn on email codes or an authenticator app in Security. You can require two-step login for your team. Only remember devices you own and trust.



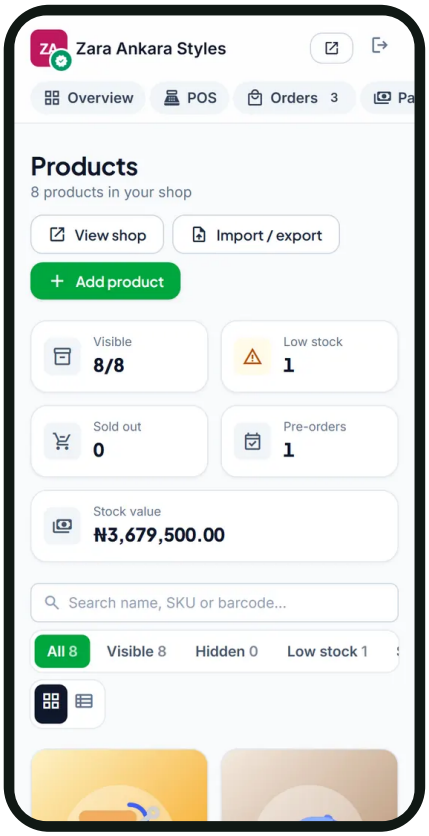

Example screen

STEP 18

## Subscription

Free, Pro ₦3,000/month or Business ₦7,500/month

Start with 1 month of Pro free. Your first subscription payment covers 2 months. Business adds 10 staff, broadcasts and 7 Featured Shop days per calendar month, subject to availability. When paid access ends, your shop continues on Free.



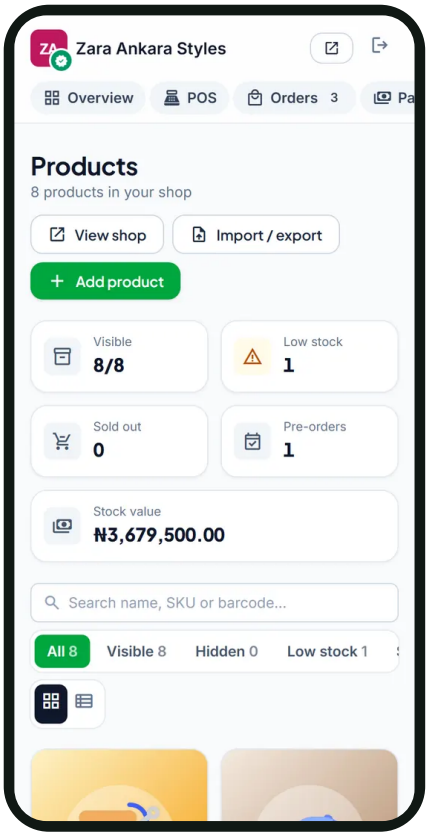

Example screen

STEP 19

## Free catalogue

10 active products; 2 replacements in 7 days

Hide an item, then show its replacement. The allowance counts the previous 7 days, not a fixed weekday. Visible name, description or photo edits count once per save. Price, stock and hiding remain available.



Example screen

STEP 20

## Share a price card

Send a product photo, price and QR code

In Products, tap Share price card on a visible product. Check the price and message, then Share card + message or Download PNG. Refresh after a price change before sharing.

Need help? Visit kaya9ja.ng/contact. Compare plans at kaya9ja.ng/pricing. For a missing shop link, check the spelling and ask the seller for their current link.