



UNIVERSITY OF SARAJEVO  
FACULTY OF ELECTRICAL ENGINEERING  
DEPARTMENT FOR COMPUTING AND INFORMATICS

## User Manual

Bazaar Marketplace  
- The Shop -



Sarajevo, June 2025.

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## 1. Registration

Creating an account in the application can be done in three ways: via email and password, or using a Google or Facebook account. If you choose to register using an email address, the procedure is as follows:

The image consists of four sequential screenshots of a mobile application's registration screen. The top navigation bar features a logo with a storefront icon and the text 'TheShop'. Below it, the title 'Kreiraj nalog' is displayed. The registration form contains four required fields: 'Ime\*' (First Name), 'Prezime\*' (Last Name), 'Email adresa\*' (Email Address), and 'Lozinka\*' (Password). Each field is highlighted with a yellow box and connected by arrows to show the progression of data entry. At the bottom of the screen, there are two registration methods: 'Prijava putem Google-a' (Google sign-in) and 'Prijava putem Facebook-a' (Facebook sign-in). A link 'Već imate nalog? Prijavi se' (Already have an account? Sign in) is also present.

Image 1: Registration with Email and Password

First, enter your personal information, including your first name, last name, email address, and a password. Then, click the **Continue** button to complete the registration.

This screenshot shows the final step of the registration process. The 'Lozinka\*' (Password) field is highlighted with a yellow box and an arrow points to the 'Nastavi' (Continue) button below it. The 'Nastavi' button is highlighted with a green box and features a user icon. The rest of the registration form and background elements are visible.

Image 2: Continue Button

A message will appear confirming that your registration is complete, and you will be redirected to the login page.

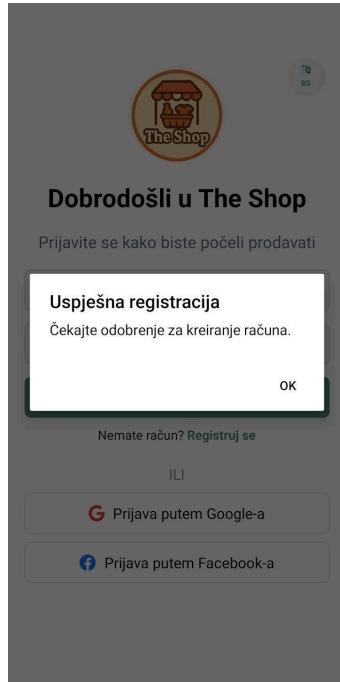


Image 3: Successful Registration

Additionally, registration is possible with your Google or Facebook account by pressing one of the buttons highlighted in the bottom pictures.

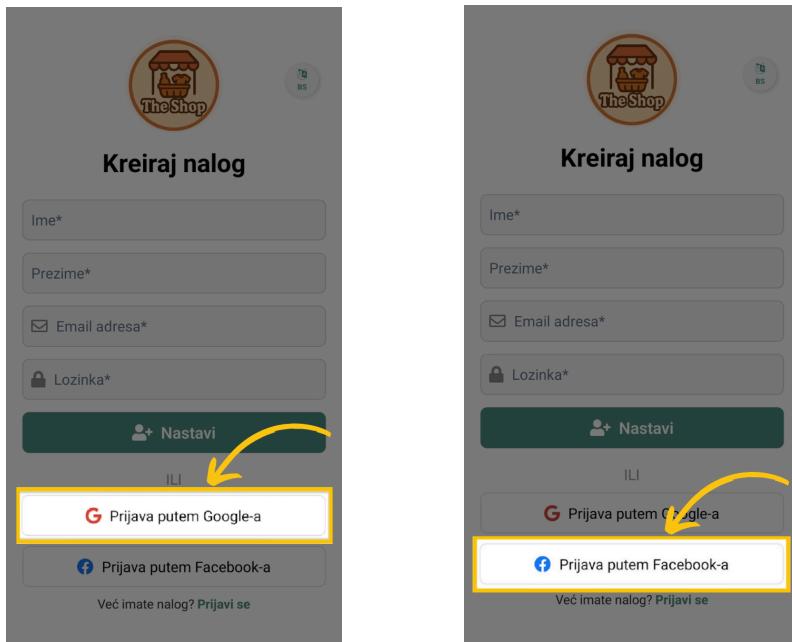


Image 4: Registration with a Google or Facebook account

When you choose to register with a Google account, a window will appear allowing you to select which account to use.

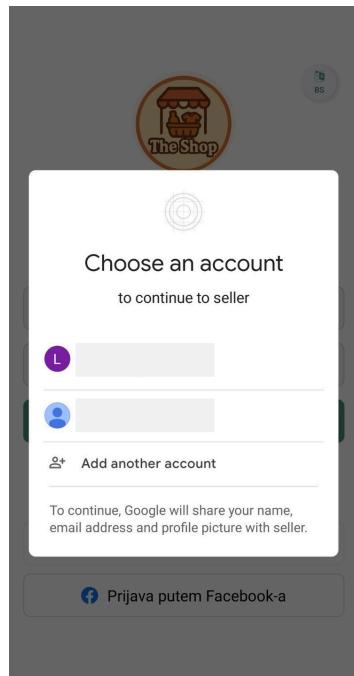


Image 5: Steps to Google Registration

Should you choose to register using a Facebook account, a window will open allowing you to enter your login credentials.

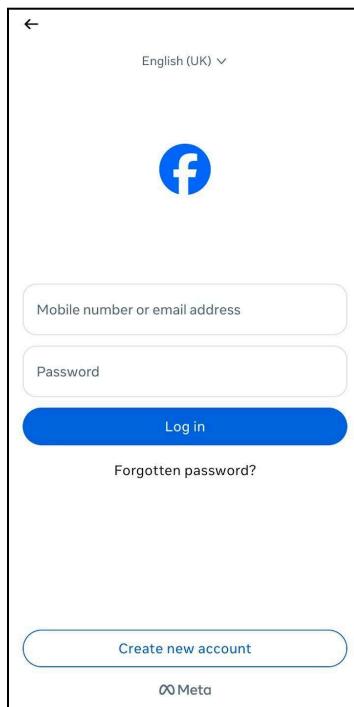


Image 6: Steps to Facebook Registration

## 2. Login

The login procedure closely mirrors the registration process and is presented as the initial screen upon launching the application. As with registration, users may choose from three available login methods. If you choose to login via Email, the following information is required:

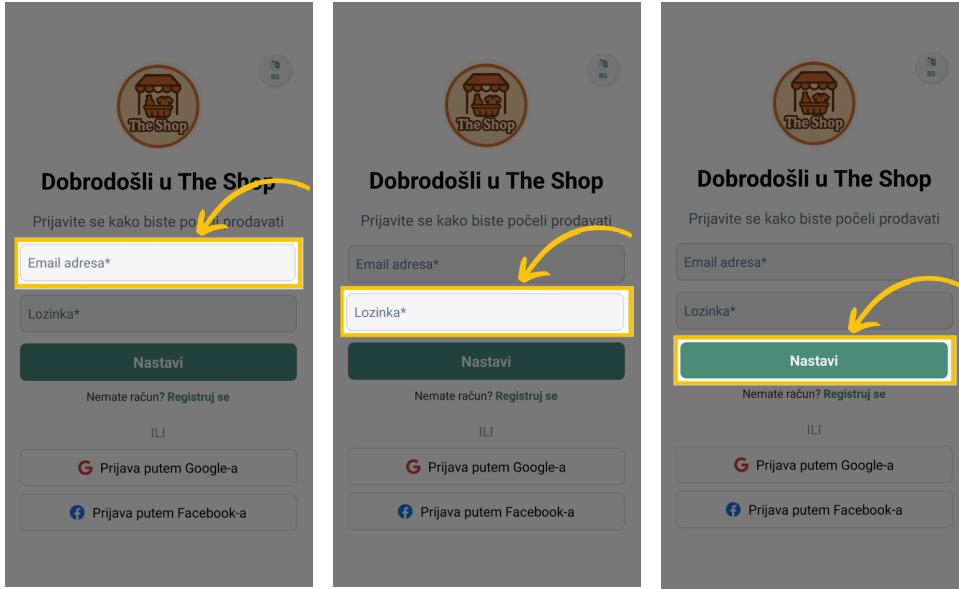


Image 7: Login with Email and Password

And in case of Google or Facebook login, the procedure is the same as for the registration.

As your account needs to be approved before being able to start using the app, if you attempt to login before this is completed the following error message will be displayed:



Image 8: Forbidden Access Message

And if your account is approved, but you have entered wrong information, you will receive the following message:

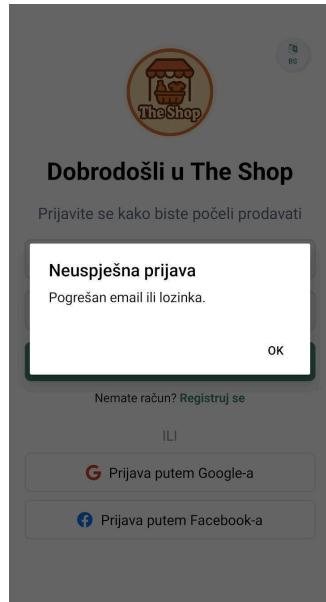


Image 9: Wrong Credentials Message

Once all the provided information is verified and your account has been approved by the administrators, you will be granted access to your account.

### 3. Logout

To securely exit your account, click the **Logout** button at the top left corner of the screen.

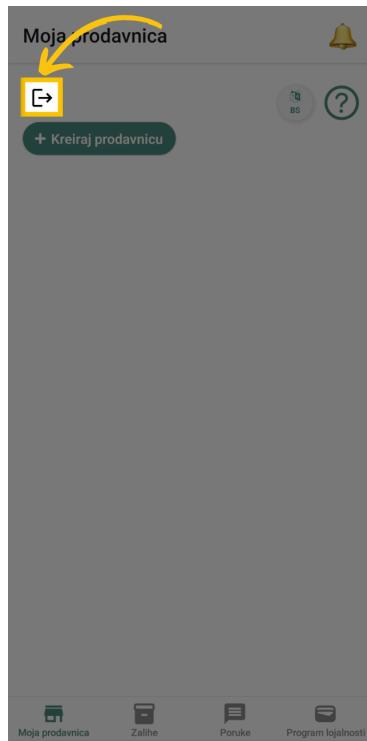


Image 10: Logout Button

## 4. Language Selection

To change the app language, click the **Language** button. Select your preferred language. The interface will reload automatically. The default language of the app is Bosnian, but you can change this to English, German or Spanish.

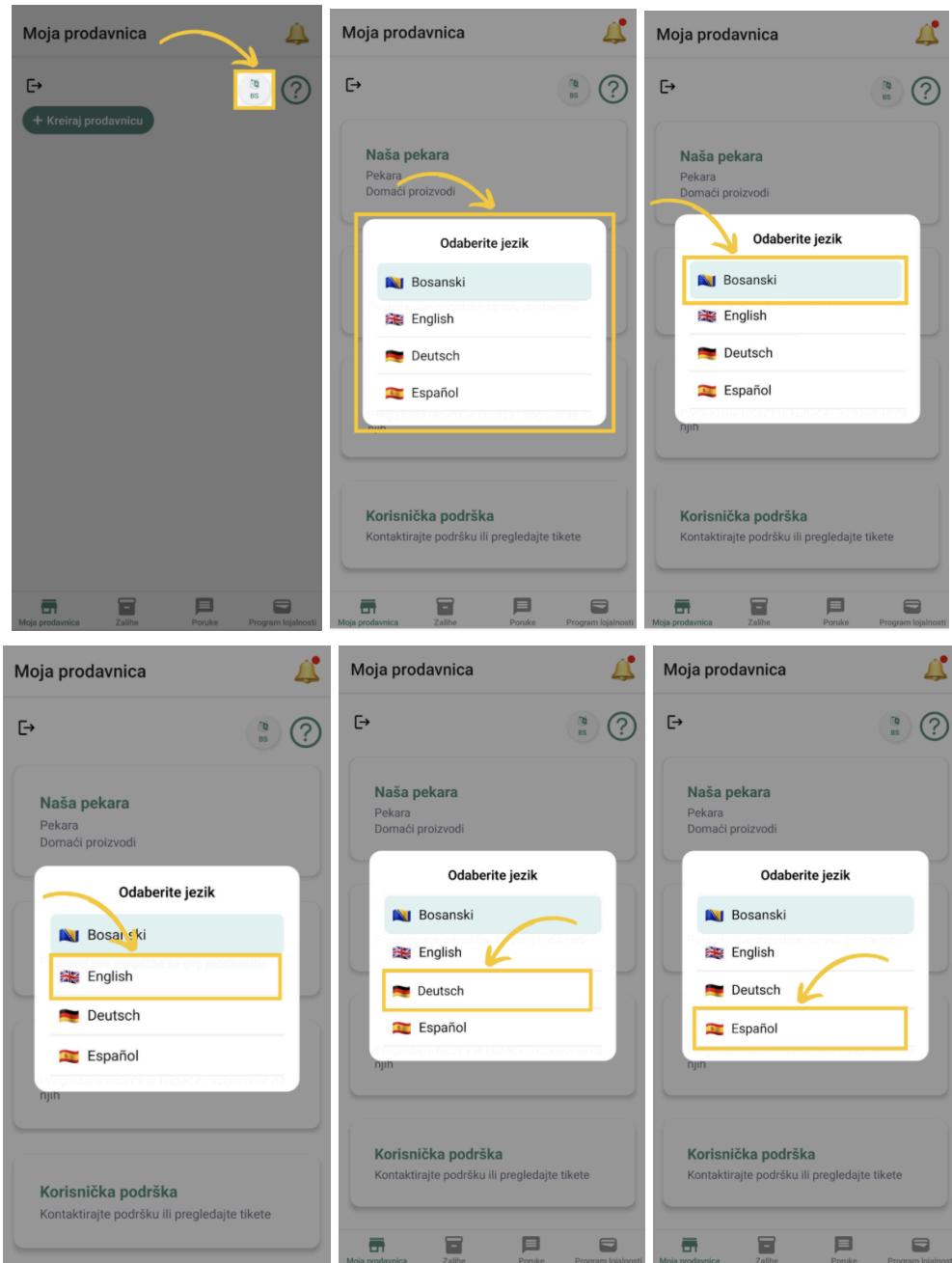


Image 11: Language Selection Button

## 5. Help Button (Tutorial Launch)

Click the **Help** button to open a tutorial. It gives step-by-step instructions for using the app.

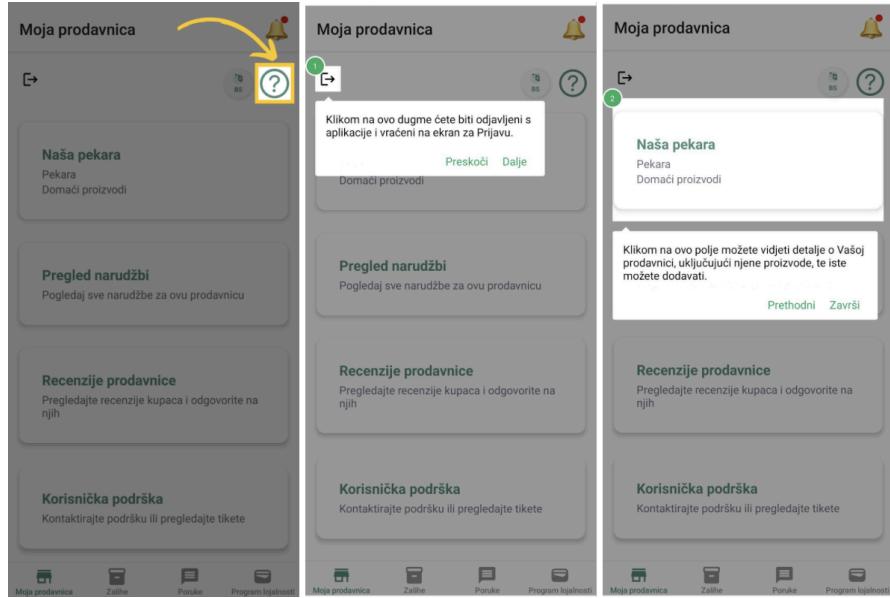


Image 12: Help Button for Tutorial

## 6. Creating a Store

To create a new store, click the **Create Store** button. You will be guided through the Store Settings form.

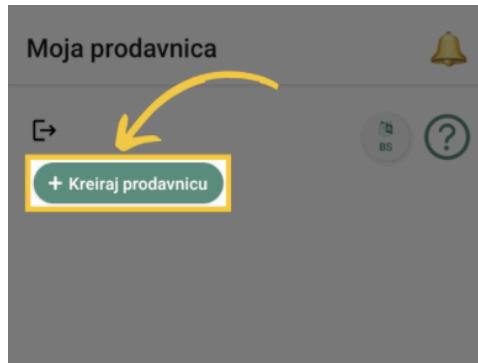


Image 13: Create Store Button

The procedure is as follows: first, you will enter the **name of your store** in the designated input field (Image 14). Then, type the full **street address**, including the building or unit number (Image 15). For location selection, use the dropdown menu to select your **region** from the available list (Image 16), and after selecting the region, choose the corresponding **city** from the

next dropdown menu (Image 17). Next, pick the **store category** (e.g., snacks, meals, supplements) from the predefined list provided by the platform (Image 18). Finally, write a short **description of your store** to let customers know what you offer (Image 19). After completing all fields, tap the **Save Changes** button (Image 20) to submit your store settings.

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. At the top, the title 'Postavke prodavnice' is displayed. Below it are several input fields: 'Naziv prodavnice' (Store Name), 'Ulica i broj' (Street), 'Odaberite region' (Select Region), 'Odaberite mjesto' (Select City), 'Odaberite kategoriju' (Select Category), and 'Opis' (Description). A large green button at the bottom right says 'Sačuvaj promjene' (Save changes).

Image 14: Store Name Input Field

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. The 'Ulica i broj' (Street) input field is highlighted with a yellow box and a yellow arrow pointing to it. Other fields include 'Naziv prodavnice', 'Odaberite region', 'Odaberite mjesto', 'Odaberite kategoriju', and 'Opis'. A green 'Sačuvaj promjene' (Save changes) button is at the bottom.

Image 15: Street Input Field

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. The 'Odaberite region' (Select Region) dropdown menu is highlighted with a yellow box and a yellow arrow pointing to it. Other fields include 'Naziv prodavnice', 'Ulica i broj', 'Odaberite mjesto', 'Odaberite kategoriju', and 'Opis'. A green 'Sačuvaj promjene' (Save changes) button is at the bottom.

Image 16: Region Selection

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. The 'Odaberite mjesto' (Select City) dropdown menu is highlighted with a yellow box and a yellow arrow pointing to it. Other fields include 'Naziv prodavnice', 'Ulica i broj', 'Odaberite region', 'Odaberite kategoriju', and 'Opis'. A green 'Sačuvaj promjene' (Save changes) button is at the bottom.

Image 17: City Selection Dropdown

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. The 'Odaberite kategoriju' (Select Category) dropdown menu is highlighted with a yellow box and a yellow arrow pointing to it. Other fields include 'Naziv prodavnice', 'Ulica i broj', 'Odaberite region', 'Odaberite mjesto', and 'Opis'. A green 'Sačuvaj promjene' (Save changes) button is at the bottom.

Image 18: Store Category Selection

The screenshot shows the 'Postavke prodavnice' (Store Settings) screen. The 'Opis' (Description) input field is highlighted with a yellow box and a yellow arrow pointing to it. Other fields include 'Naziv prodavnice', 'Ulica i broj', 'Odaberite region', 'Odaberite mjesto', 'Odaberite kategoriju', and a green 'Sačuvaj promjene' (Save changes) button at the bottom.

Image 19: Store Description

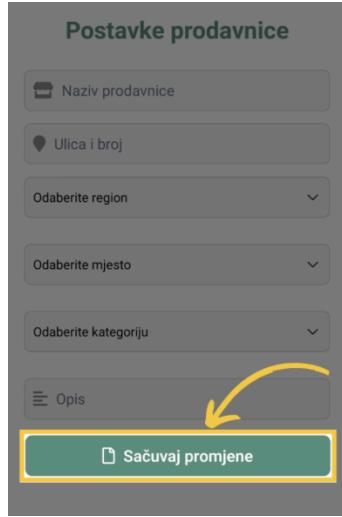


Image 20: Save Store Settings Button

## 7. Home Page

### a. Store Details

On the home screen, you'll see a **Store Details** card that shows your store's name, category, and description. To view more detailed information about the store, simply click on the highlighted store card. This action will open a separate screen with additional store details.

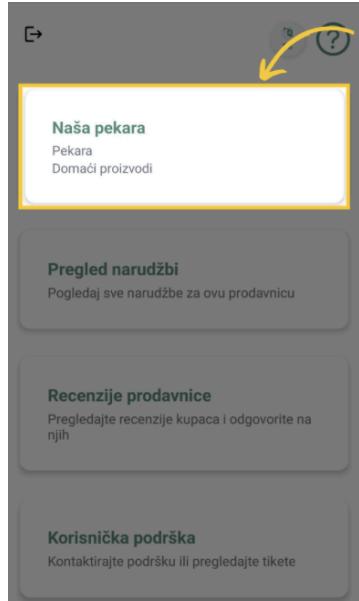


Image 21: Store Details Card on Home Screen

## b. Orders Overview

Click the **Orders Overview** card on the home screen to open the full order management page. There, you can filter orders by status, sort by creation time, view details, update statuses, and send orders.



Image 22: Order Overview Card

## c. Store Reviews

Click the **Store Reviews** card to see customer feedback. You can read all reviews and reply to each one individually.

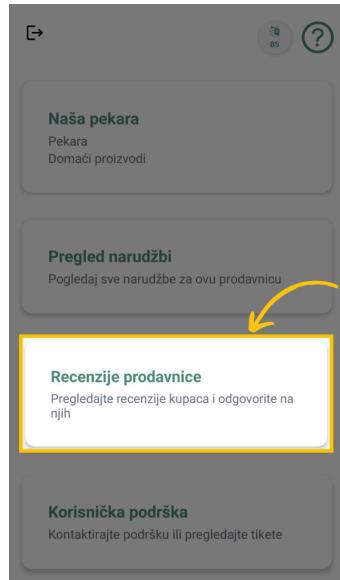


Image 23: Customer Review Details

## d. Customer Support

Click the **Customer Support** card to open the support page. You can chat with platform admins to get help or report issues related to your store or orders.

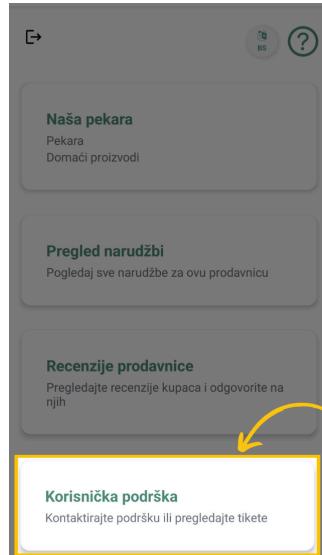


Image 24: Customer Support

## 8. Viewing Existing Store Details

If your store is already created, tapping the store's card from the home screen (as shown in Image 21) takes you to the **Store Details** page. Here, you can view the store name displayed at the top of the page (Image 25), the full street and number (Image 26), the category you selected during setup (Image 27), and your store's overview or description (Image 28). At the bottom of the page, there is a **View All Products** button. Tapping this button will take you to the product management page (Image 29).

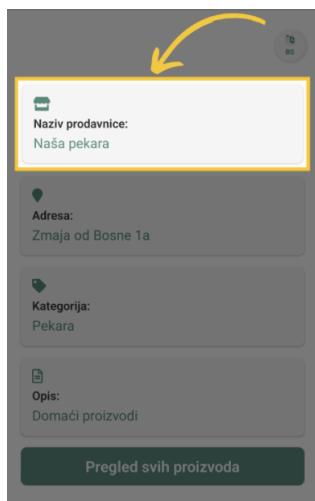


Image 25: Store Name

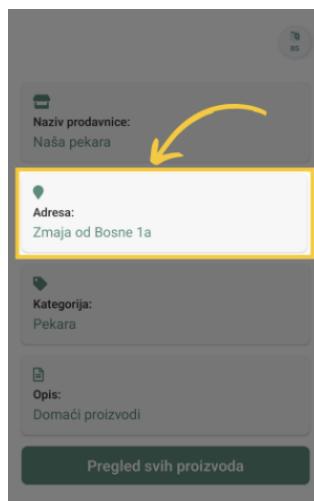


Image 26: Store Address

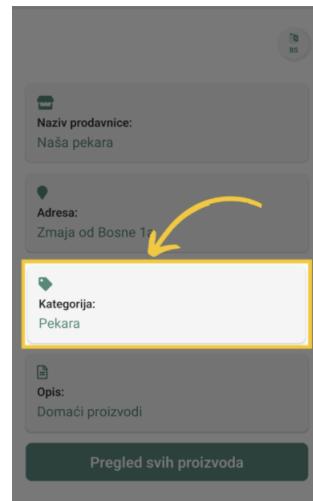


Image 27: Store Category

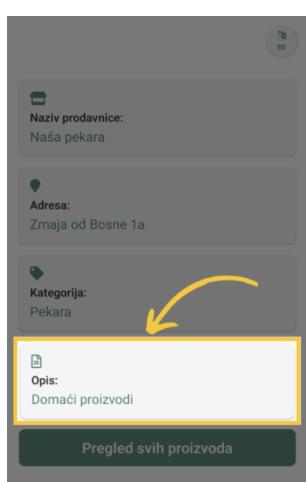


Image 28: Display of Store Description

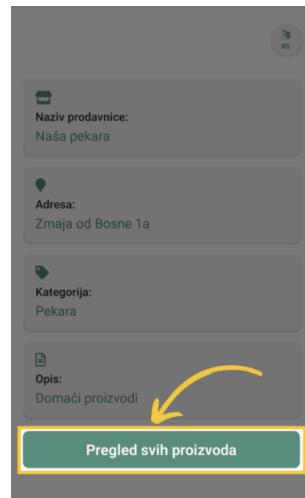


Image 29: View All Products Button

## 9. Product Overview

After tapping the **View All Products** button (Image 29) from the **Store Details** page, you are taken to the **Product Overview** screen. Here, you can see a list of all products currently available in your store. For each product, the following information is shown: **Product Name**, **Price**, **Category**, and **Weight or Volume**, giving you a quick summary of your entire inventory (Image 30). To view or edit more details for a specific product, simply tap on the product card. This will open the detailed product screen.

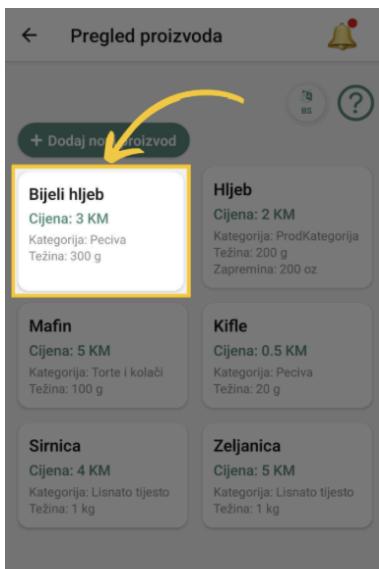


Image 30: Product Overview List

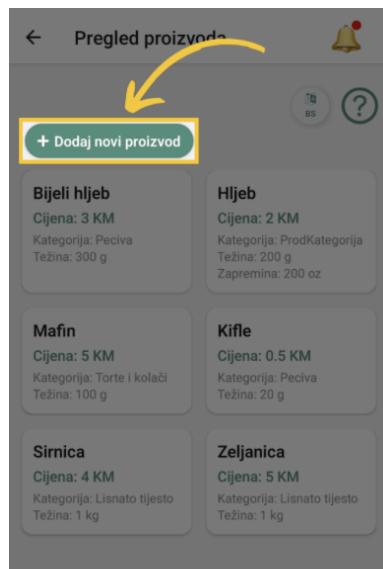


Image 31: Add New Product Button

## 10. New Product Form

After tapping the **Add New Product** button (Image 31), the Add Product form will open. You will need to enter the **product name**, making sure it clearly reflects what you are selling (Image 32). Then, type in the **retail price** for single-unit purchases (Image 33). If you offer wholesale pricing, enter the price that applies for **wholesale** (Image 34) and set the **minimum quantity that qualifies for the wholesale price** (Image 35). Optionally, you can enter the **product's weight** if applicable (Image 36) and select the appropriate **weight unit** (kg, g, mg) from the dropdown menu (Image 37). If the product is measured by volume, enter the **volume** here instead of weight (Image 38) and choose the correct **volume unit** (L, ml, etc.) (Image 39); you can fill in either weight or volume, depending on the product type. Next, select a **product category** from the predefined list (Image 40) and use the toggle to mark the product as **available or unavailable** (Image 41). To add images, tap the image area (Image 42), after which a menu will appear from the bottom where you choose the **image source** (Image 43). You can use **image filter options** by 'All' or 'Albums' to make selection easier (Image 44), and the system will show **how many images you have selected** (Image 45). When you're done entering the information and selecting images, tap the **Save Changes** button to add the product (Image 46).

Dodaj novi proizvod

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

Image 32: Product Name

Dodaj novi proizvod

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

Image 33: Retail Price

Dodaj novi proizvod

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

Image 34: Wholesale Price

**Dodaj novi proizvod**

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

**Prag za veleprodaju (količina)**  
Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

Image 35: Wholesale Threshold

**Dodaj novi proizvod**

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

**Težina**  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

Image 36: Product Weight

**Dodaj novi proizvod**

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

Težina  
Unesite težinu

**kg**

Zapremina  
Unesite zapreminu

Image 37: Weight Unit

**Dodaj novi proizvod**

Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

**L**

Odaberite kategoriju

Dostupno

Slike  
Odaberite slike

No Images Selected

Sačuvaj promjene

Image 38: Product Volume

**Dodaj novi proizvod**

Ime proizvoda  
Unesite ime proizvoda

Maloprodajna cijena  
Unesite maloprodajnu cijenu

Veleprodajna cijena  
Unesite veleprodajnu cijenu

Prag za veleprodaju (količina)  
Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

**Zapremina**  
Unesite zapreminu

Image 39: Volume Unit

**Dodaj novi proizvod**

Unesite prag za veleprodaju

Težina  
Unesite težinu

kg

Zapremina  
Unesite zapreminu

**Odaberite kategoriju**

Dostupno

Slike  
Odaberite slike

No Images Selected

Sačuvaj promjene

Image 40: Product Category

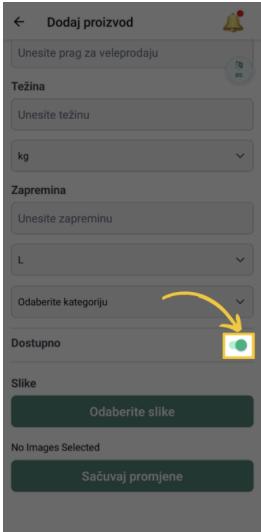


Image 41: Toggle Product Availability

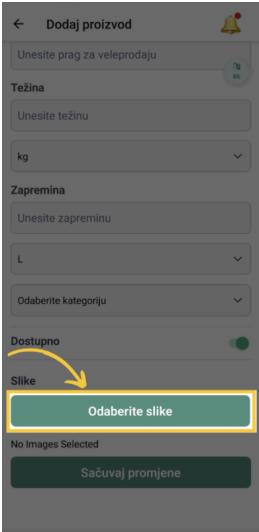


Image 42: Upload Product Photos

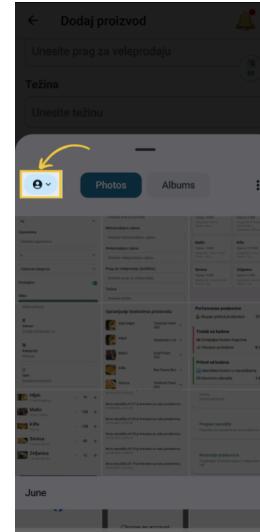


Image 43: Choose Image Source

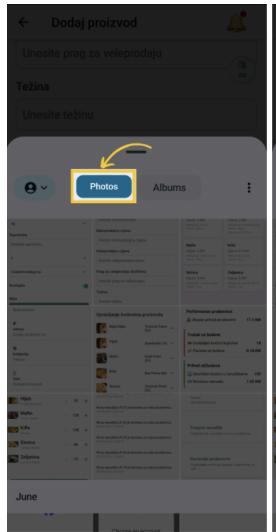


Image 44: Image Filter Options

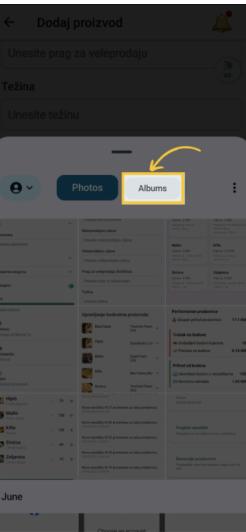


Image 45: Number of Selected Images

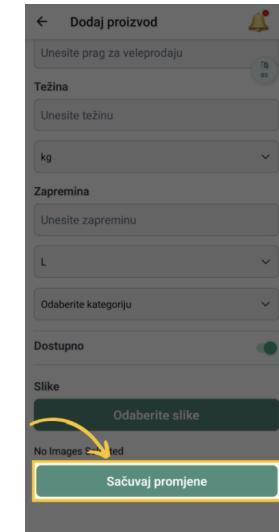
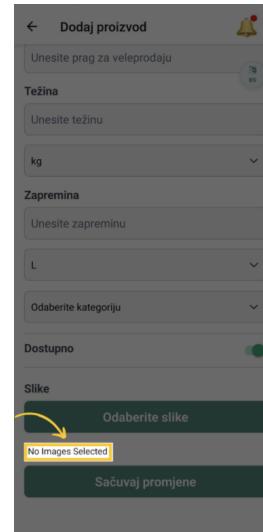


Image 46: Save Product Changes Button

## 11. Product Details

When you tap on a product from the Product Overview screen (Image 30), you are taken to the Product Details page. Here you can view all information related to the product and update certain fields if needed. At the top of the screen, you'll see the **product images** that were uploaded when the product was created (Image 47), and if there are multiple images, you can swipe left or right to navigate between them (Image 48). The product's **retail price** is displayed, which is initially read-only (Image 49), but by tapping on the retail price field, you can edit it if needed (Image 50). Below the retail price, the **wholesale quantity threshold** is shown, which you can also edit (Image 51), as well as the current **wholesale price** (Image 52). The **product**

**category** is shown for reference and cannot be changed (Image 53), and depending on how the product was originally created, either the **weight or volume** will be displayed, which is also not editable (Image 54). Use the switch to mark the product as **available or unavailable** (Image 55). If you make any edits to the product, tap the **Save Changes** button to apply and store your updates (Image 56), after which a confirmation message will appear on the screen (Image 57).



Image 47: Product Images Display



Image 48: Image Navigation for Product



Image 49: Retail Price Display



Image 50: Edit Retail Price Field



Image 51: Wholesale Threshold Display and Edit



Image 52: Wholesale Price Display and Edit



Image 53: Product Category Display



Image 54: Weight or Volume Display

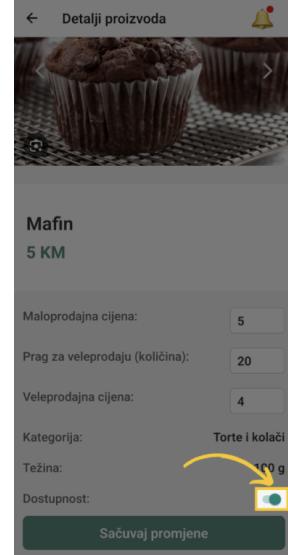


Image 55: Availability Toggle Switch

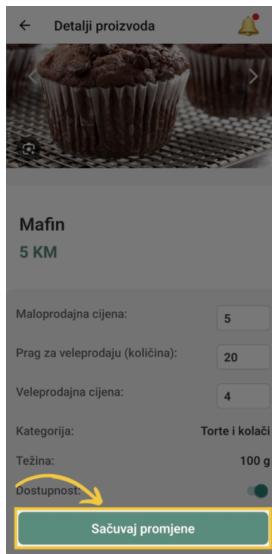


Image 56: Save Changes Button

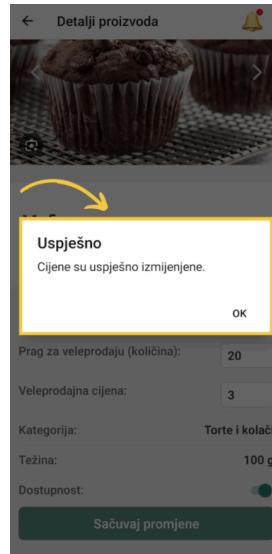


Image 57: Product Update Confirmation Message

## 12. Orders Page

After selecting the Orders Overview card from the home screen (Image 22), the full list of customer orders is displayed. The main part of the screen shows a **list of all orders** placed by customers (Image 58). Each order entry displays the **Order ID, Status (e.g., Requested, Ready, Delivered), Delivery Address, Total Price, and Creation Time** (Image 59); tap on an order to manage it. You can **filter orders by status** by tapping the Filter button (Image 60), for example, to display only orders currently marked as 'Requested' (Image 61). After selecting a

filter, only orders with the selected status will appear in the list (Image 62). You can also **sort the order list by the time they were created**, choosing between 'Oldest First' and 'Newest First' (Image 63). To begin preparing selected orders for delivery, tap the **Send Orders** option (Image 64). Check the boxes next to the orders you want to send (only orders marked as '**Ready**' and set for seller delivery can be selected) (Image 65), and checked boxes indicate selected orders (Image 66). At the top, you'll see the **total number of orders currently selected for delivery** (Image 67). Tap the **Create Route** button to generate a delivery route for the selected orders (Image 68). If needed, you can tap **Cancel** to stop the sending process (Image 69). From this screen, you can also view your most recently generated route by tapping **Last Route** (Image 70).

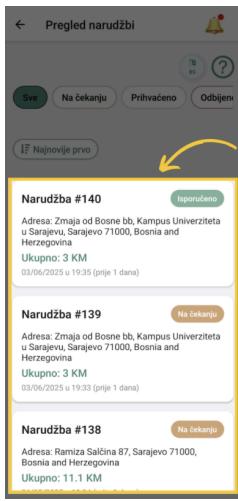


Image 58: Customer Orders List

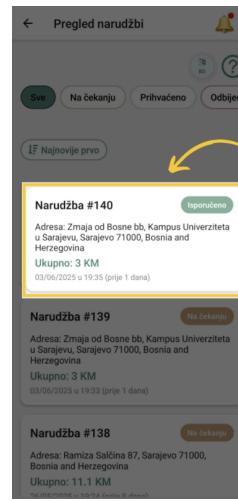


Image 59: Order Summary Information

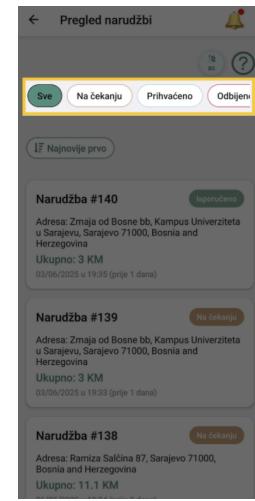


Image 60: Filter Orders by Status

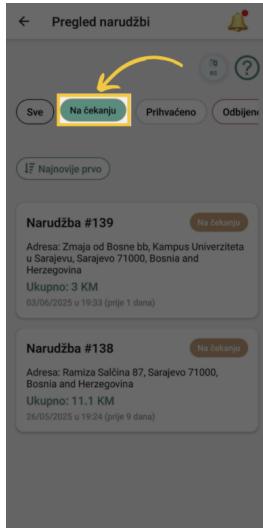


Image 61: Example of Requested Status Filter

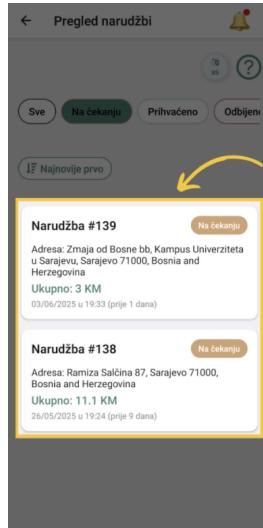


Image 62: Filtered Orders View

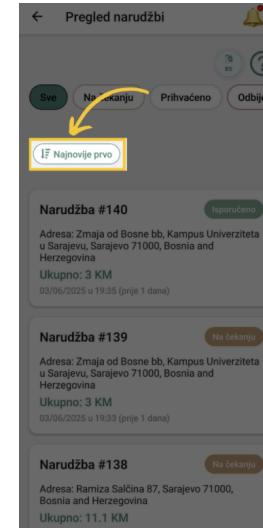


Image 63: Sort Orders by Creation Time

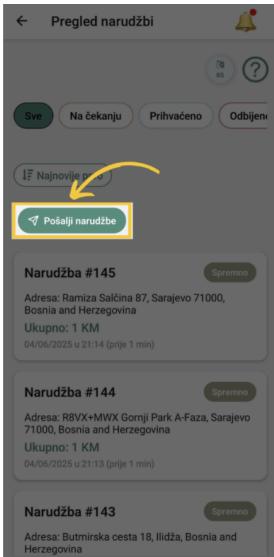


Image 64: Send Orders Button

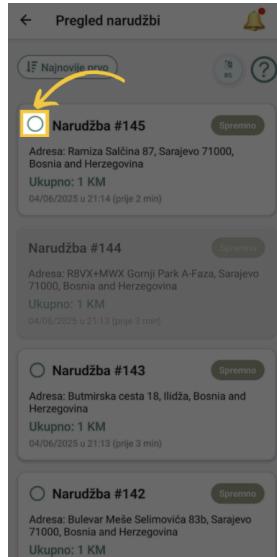


Image 65: Order Selection Checkboxes

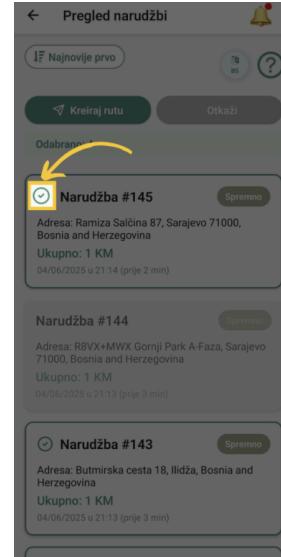


Image 66: Checkbox View

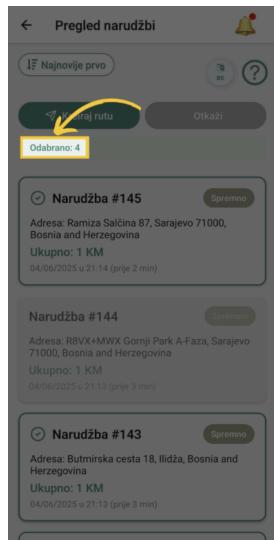


Image 67: Display of Selected Order Count

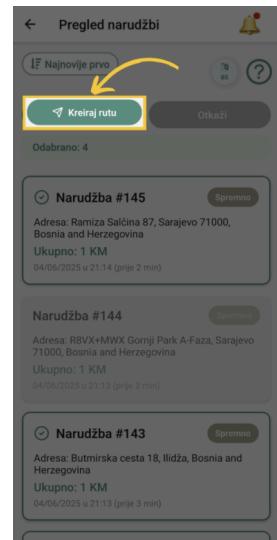


Image 68: Create Delivery Route Button

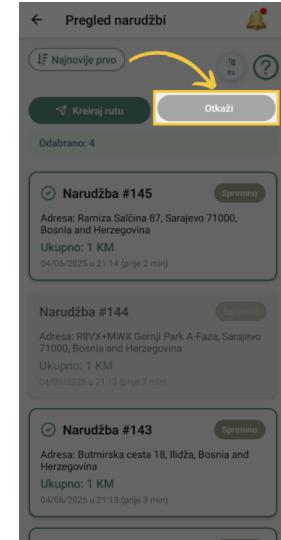


Image 69: Cancel Sending Orders Button



Image 70: Last Generated Delivery Route Display

### 13. Order Details

After opening the Orders Overview screen and selecting a specific order (as described in section 16), you are taken to the Order Details page. Here, you can view all relevant information about the selected order and take action depending on its current status. The **unique ID of the order** is displayed at the top of the screen (Image 71). An option to delete the order is available, which should be used with caution as it permanently removes the order (Image 72). The current **status of the order** is shown clearly near the top of the page (Image 73), as is the **buyer's username** for reference (Image 74). Tapping the **Send Message** button allows you to directly contact the customer through the in-app messaging system (Image 75). The **date and time** when the order was placed are shown (Image 76), and the **full delivery address** provided by the customer is visible in this section (Image 77). Below the delivery details is a **full list of all items included in the order** (Image 78), and the **total cost of the order** is shown at the bottom of the product list (Image 79). If the current status is '**Requested**', you can change it to either '**Confirmed**' or '**Rejected**' (Image 80). When confirming an order, you'll be asked to select the **delivery method (In-person or Schedule Delivery)** and enter the **expected preparation time**; if Schedule Delivery is selected, the admin will take over delivery responsibilities (Image 81). After choosing a new status, a **confirmation message** will appear asking if you're sure you want to proceed (Image 82). Once an order is '**Confirmed**', you can then update the status to '**Ready**' or '**Rejected**' (Image 83). When you select and send orders from the Orders Overview screen, their status is automatically changed to '**Sent**'; at this point, the only available next step is '**Delivered**' (Image 84). After an order is marked as '**Delivered**', the status becomes final and can no longer be changed (Image 85).

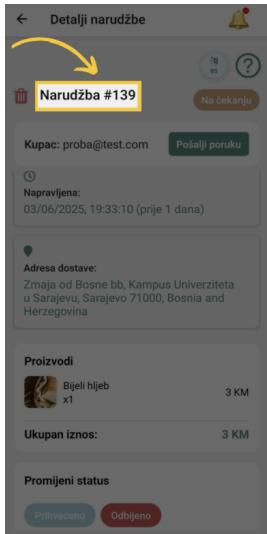


Image 71: Order ID Display

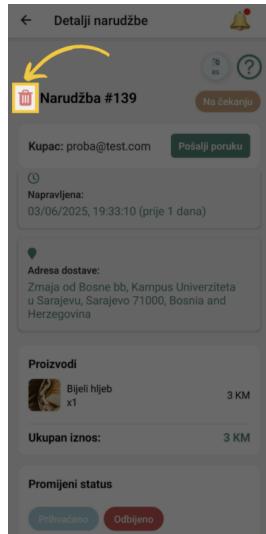


Image 72: Delete Order Option

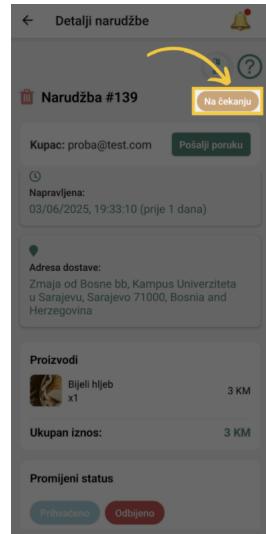


Image 73: Order Status Display

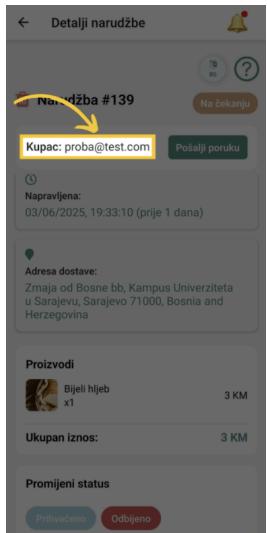


Image 74: Customer Email Display

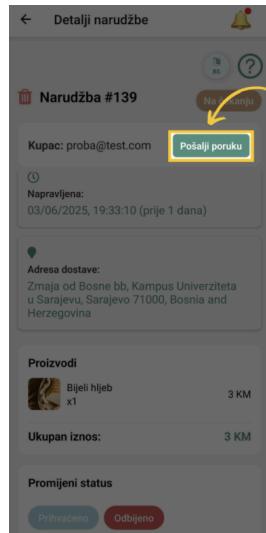


Image 75: Send Message to Customer Button

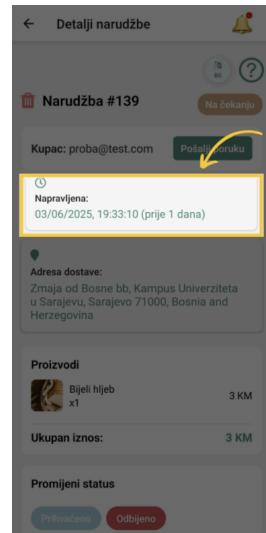


Image 76: Order Creation Timestamp

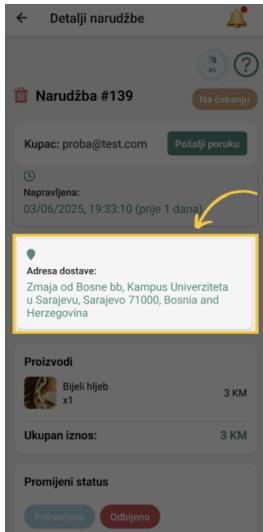


Image 77: Customer Delivery Address

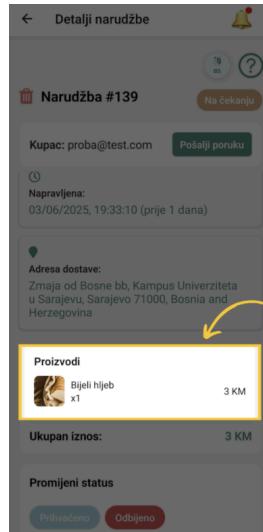


Image 78: List of Products in the Order

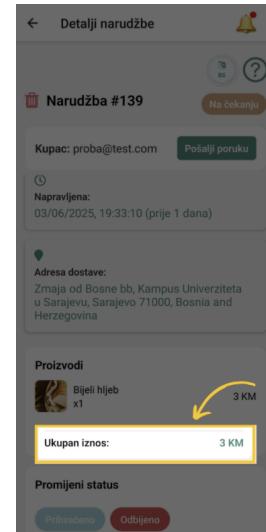


Image 79: Order Total Price Display

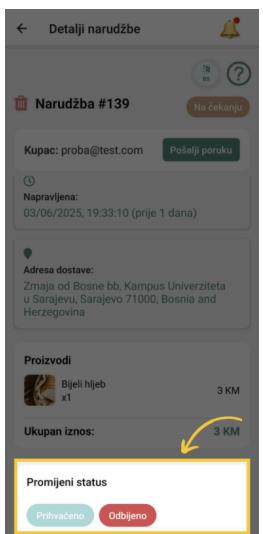


Image 80: Change Order Status from Requested

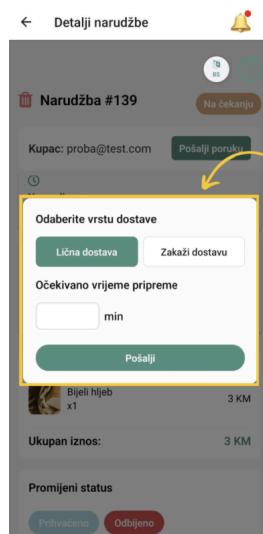


Image 81: Set Delivery Method and Preparation Time

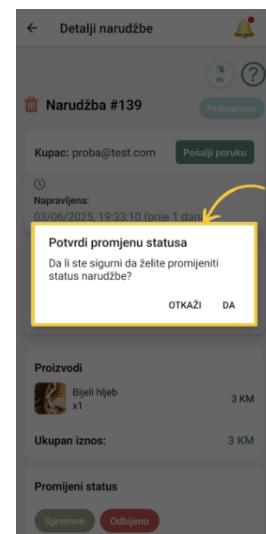


Image 82: Status Change Confirmation Message

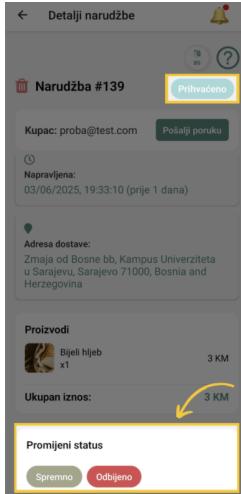


Image 83: Change Order Status from Confirmed

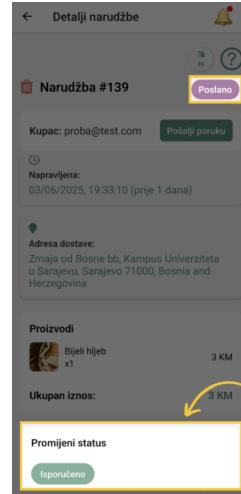


Image 84: Sent Order Status Display

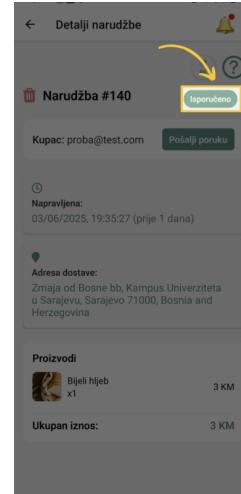


Image 85: Delivered Order Final Status Display

## 14. Create Delivery Route

For orders where you have chosen to arrange delivery independently, the application provides the option to generate an optimal route and display it on Google Maps, as previously explained in the **Orders Page** section. After selecting the orders you wish to generate a delivery route for the following example screen will open up:

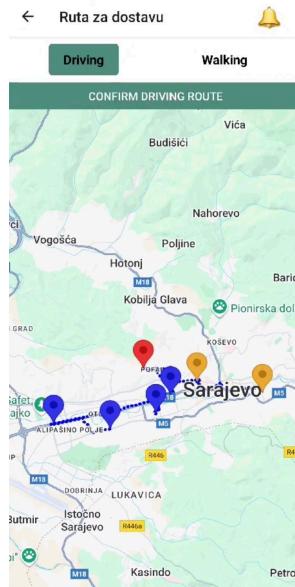


Image 86: Generated Route

The screen displays a map with the optimal route highlighted and order addresses marked with pins. A future update will integrate GPS functionality into the app, allowing users to navigate the

route directly. In this update, delivered and visited orders will appear as yellow pins, the next destination will be marked in red, and all remaining stops will be shown in blue.

By clicking on a pin, you can view the exact address, its position in the delivery sequence, and the estimated time of arrival.

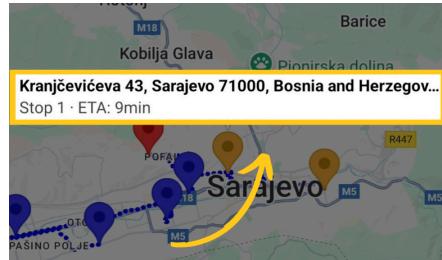


Image 87: Stop Details

The starting address (your store's address) and the final destination are labeled as Start and End of Route, respectively.

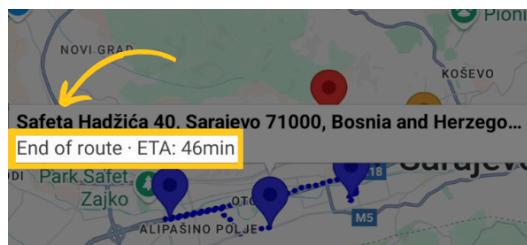


Image 88: End of Route Tag

Users can also choose whether to calculate a driving or walking route, depending on the distance between the delivery addresses, in the header of the screen:

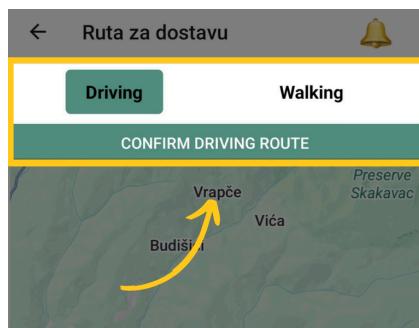


Image 89: Route Selection

After selecting the preferred route (the driving route is calculated by default) and tapping the **Confirm Route** button, the following message appears:

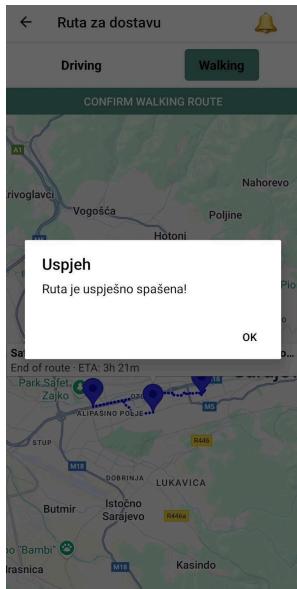


Image 90: Route Saved Successfully Message

## 15. Delivery Route Overview

Once a route has been generated and confirmed, it is saved for future reference. As described in the **Orders Page** section, clicking the **Last Route** button will display this route on the map again, with all previously mentioned functionalities preserved, except for the option to switch between walking and driving modes.

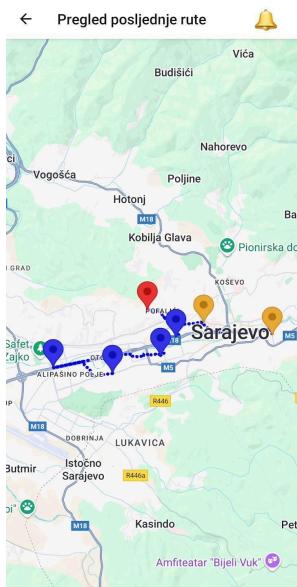


Image 91: Last Generated Route Overview

## 16. Store Reviews

On the **Store Reviews** screen, each customer review is displayed with key information: the buyer's identifier (**username**), the **star rating** they provided, and their **written comment** or **feedback** about your store or their experience.

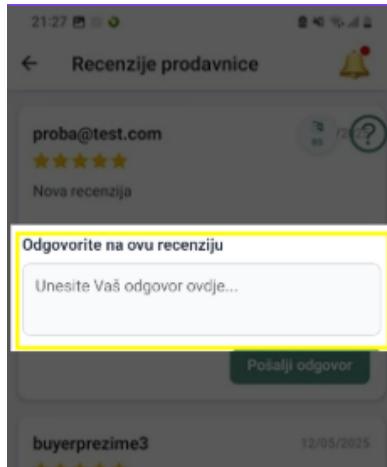


Image 92: Replying to a Customer Review

For reviews that you haven't responded to yet, a section **Reply to this review** will be available. Tap into the text field labeled **Enter your response...** here to type your reply to the customer's feedback.

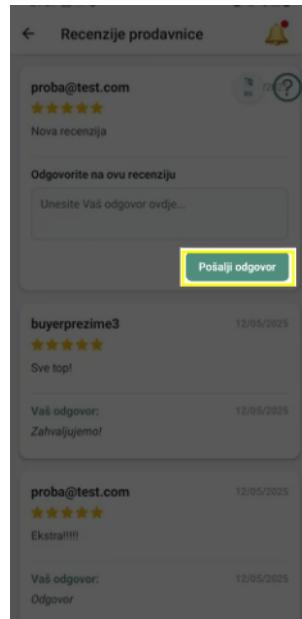


Image 93: Submitting Your Response

Once you have composed your reply in the text field, tap the **Submit Response** button. Your response will then be saved and will become visible to the customer and other users viewing the review.

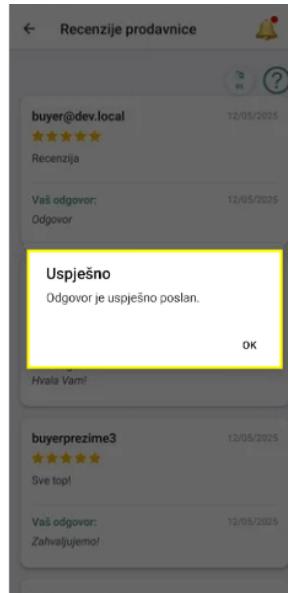


Image 94: Successful Response Submission Confirmation

After you tap the **Submit Response** button, and your reply is successfully saved, a confirmation dialog the one shown will appear. Tap the **OK** button to close this confirmation message. Your submitted response will then be visible under the customer's original review.

## 17. Customer Support

To create a new request or inquiry for Customer Support on the '**My Support Tickets**' screen, click on the '+' icon located in the upper left part of the screen.

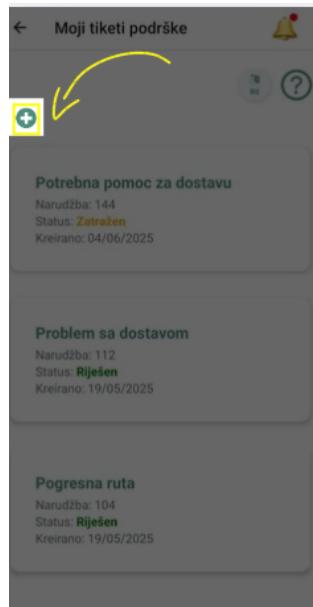


Image 95: Adding a New Support Ticket

All your previously created support tickets are displayed as individual cards. Each card contains key information: the **ticket title**, the **associated order number**, the **current ticket status** (e.g., Requested, Resolved), and the **creation date**.

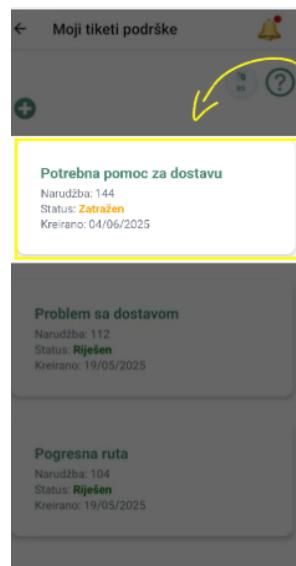


Image 96 : Viewing the Ticket List

The first step when creating a new ticket is to select an existing order to which your inquiry or problem relates. Click on this field to open a dropdown menu with a **list of your orders**, and then select the appropriate one.

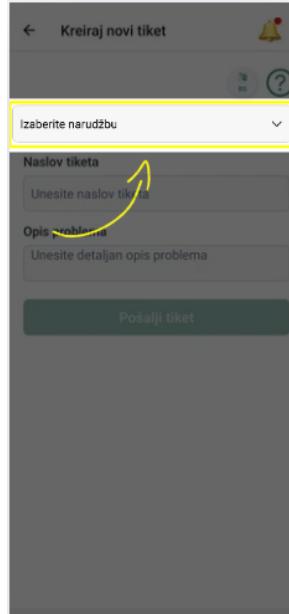


Image 97: Selecting the Associated Order

In the **Ticket Title** field, enter a short and clear title that concisely describes your problem or question. A good title helps in quicker understanding and resolution of your request.

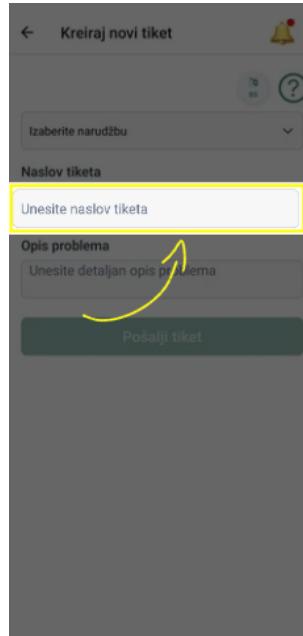


Image 98: Entering the Ticket Title

In the **Description** field, describe in detail the problem you are facing or ask your question. Please be as precise as possible and provide all relevant information (e.g., what happened, when, what steps you have already taken). The more details you provide, the easier it will be for the Customer Support to assist you.

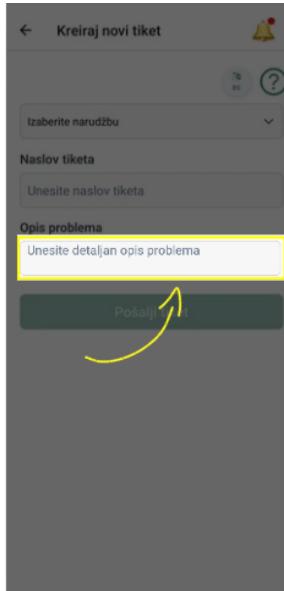


Image 99: Entering a Detailed Description of the Problem

After selecting an order and filling in the fields for the title and description of the problem, click the **Send Ticket** button to forward your request to customer support. You will be notified of the status of your ticket after sending. *Since not all fields are filled in this image, sending the ticket is currently disabled.*

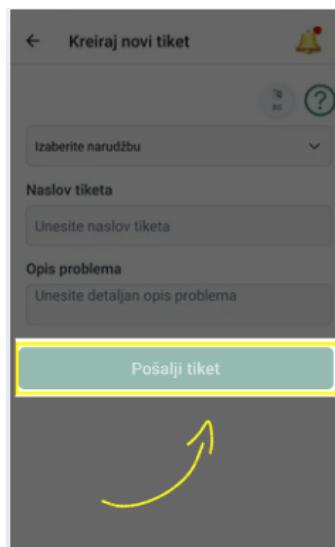


Image 100: Sending the Created Ticket (Form not yet complete)

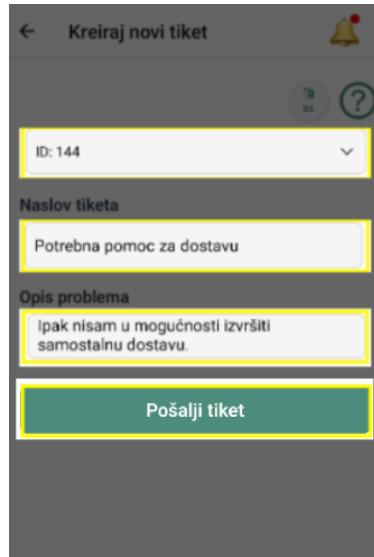


Image 101: Sending the Created Ticket (Form complete)

After successfully sending the ticket, you will be redirected to the '**Ticket Details**' page where you can track its status and communicate with support.

## 18. Ticket Details

Each created ticket receives a **unique identification number (ID)**. This number is used for easier tracking and referencing of your request in communication with Customer Support.

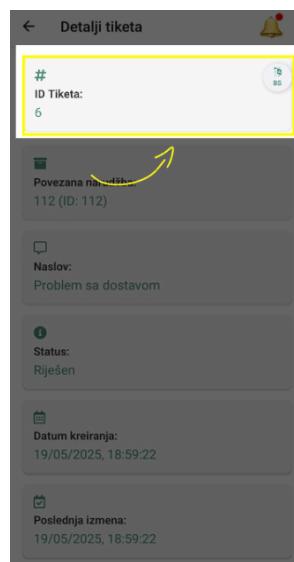


Image 102: Ticket Identification Number

This shows the **ID** of the order for which the ticket was originally created. This helps customer support to quickly identify the context of your problem or inquiry.

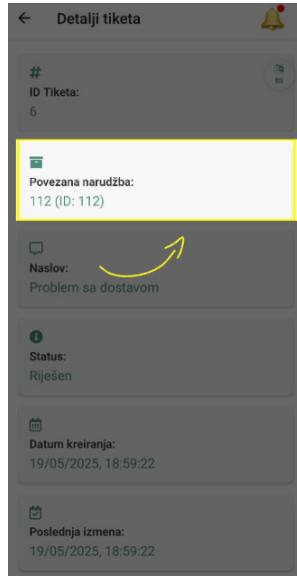


Image 103: Information about the Associated Order

The **title** you entered when creating the ticket is displayed here. It concisely describes the nature of your request.

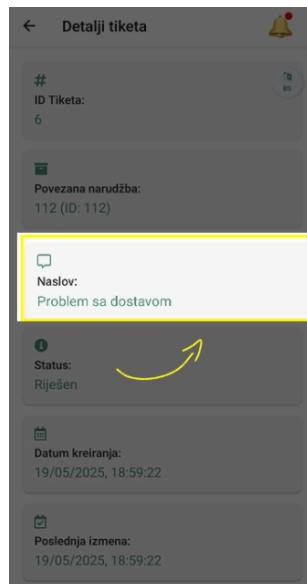


Image 104: Ticket Title

This field displays the current **status** of your ticket. Possible statuses are '**Requested**' (the ticket has been sent and is awaiting processing), '**Open**' (customer support is actively working

on your request and communication via chat is possible), or '**Resolved**' (your request has been processed and the ticket is closed).

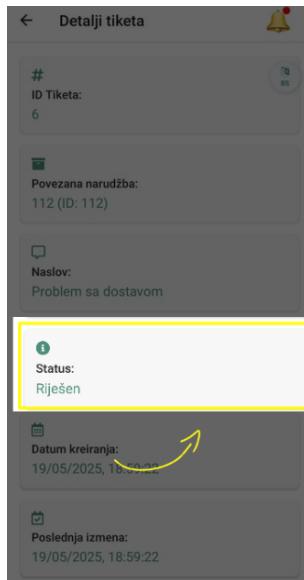


Image 105: Current Ticket Status

The exact **date and time when the ticket was originally created** and sent to Customer Support can also be found on this screen.

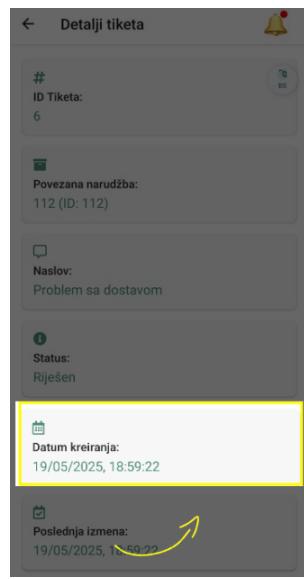


Image 106: Ticket Creation Date and Time

This field records the **date and time when the last modification was made** to the ticket, either by you or by Customer Support (e.g., status change, adding a response).

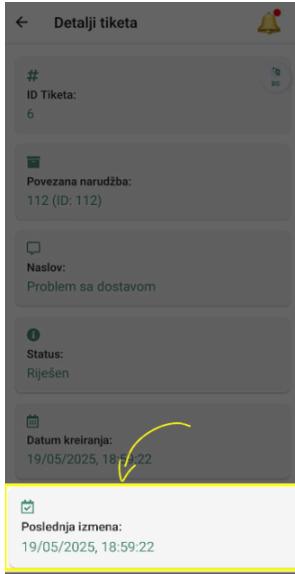


Image 107: Date and Time of Last Modification

The full text of the **problem description or inquiry** you provided when creating the ticket is displayed here.

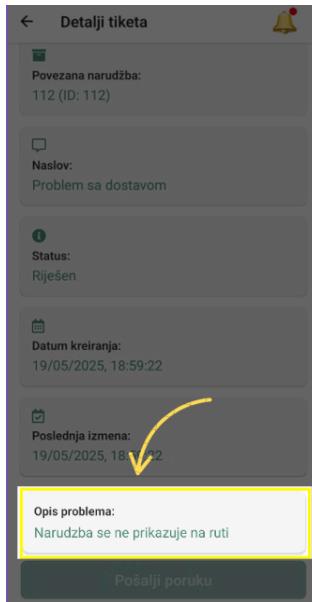


Image 108: Detailed Description of the Problem

If your ticket status is 'Open', you can start or continue communication with customer support by clicking the **Send Message** button. This will redirect you to the chat screen related to this

specific ticket. If the ticket is not in 'Open' status (e.g., 'Resolved' or 'Requested'), this button will be disabled (as shown in the image).

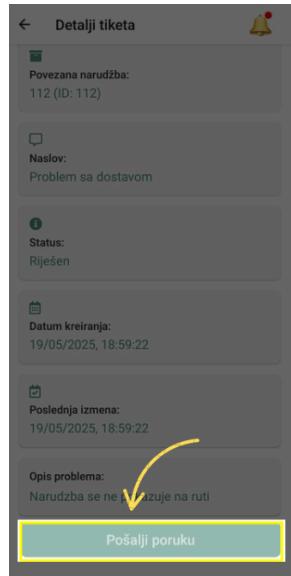


Image 109: Initiating Chat for the Ticket

## 19. Inventory

Go to the **Inventory** section to manage your products. Here you can view the stock levels of your products and update them if needed.

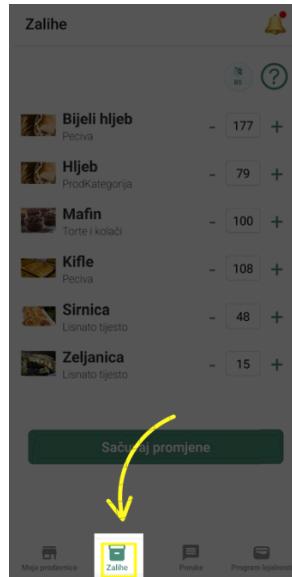


Image 110: Accessing Inventory Screen

Each product in your inventory is displayed as a separate row on the **Inventory** screen.

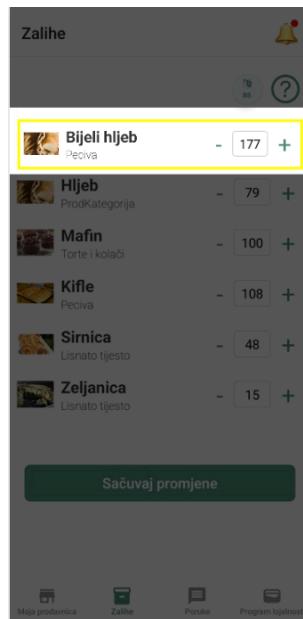


Image 111: Product Row in Inventory List

This row includes the **product image**, **name**, its **category**, the **current stock quantity**, and **controls** to adjust this quantity.

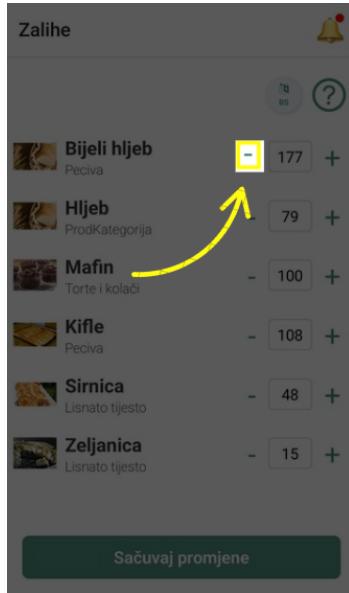


Image 112: Decreasing Product Stock

To decrease the stock quantity for a product, tap the “-” (minus) button located to the left of the current quantity. Each tap will reduce the quantity by one unit.

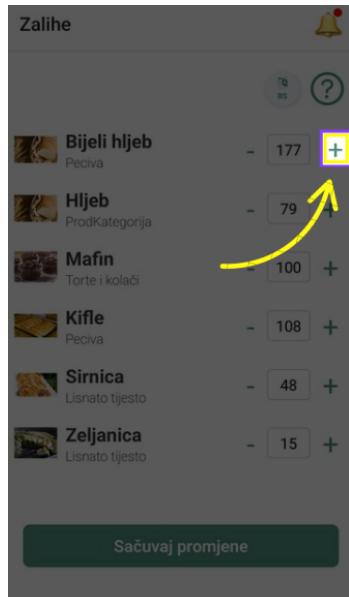


Image 113: Increasing Product Stock

To increase the stock quantity for a product, tap the ‘+’ (plus) button located to the right of the current quantity. Each tap will typically increase the quantity by one unit.

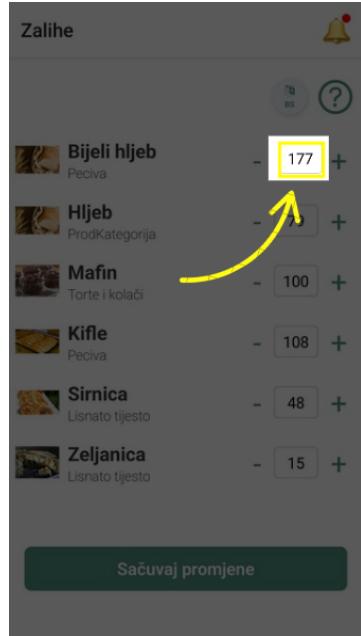


Image 114: Manually Entering Stock Quantity

For a more direct way to set the stock quantity, you can tap directly on the number representing the current stock (e.g., '177'). This will usually allow you to open the keyboard and type in the desired new quantity for the product.

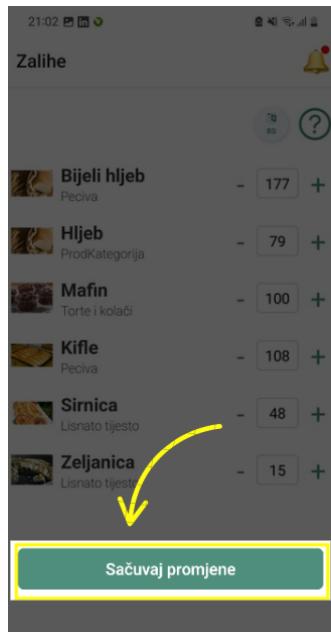


Image 115: Saving Stock Changes

After you have made all the desired adjustments to your product stock levels, tap the **Save Changes** button located at the bottom of the screen. This will update the inventory quantities for all modified products in the system.

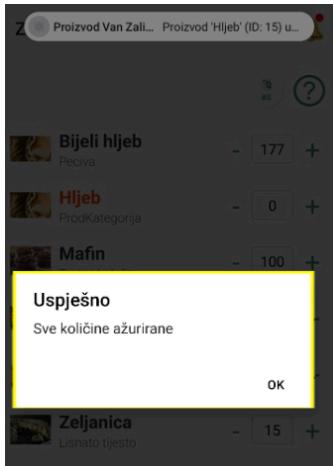


Image 116: Stock Update Confirmation

Once you tap **Save Changes** and the system successfully updates your inventory, a confirmation message as shown above will appear. Tap **OK** to dismiss this message and continue.

## 20. Communicate with Buyers

Click the **Messages** card to view chats with customers.

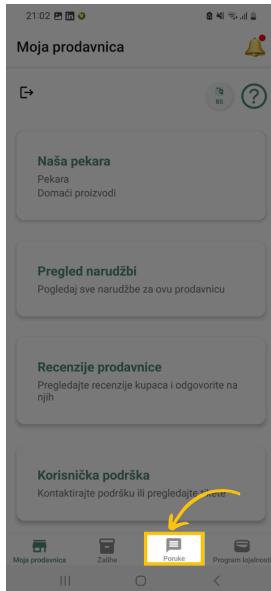


Image 117: Accessing messages

Here you can communicate directly with buyers, whether it's about their orders, your store's products, or any general questions they may have about your services. Upon opening the tab, the following screen will appear:

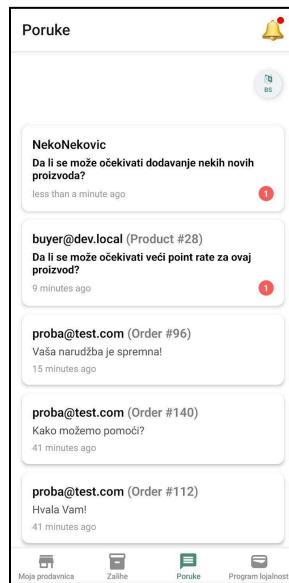


Image 118: Chat List

Here, you can scroll through previous conversations and open unread chats, which are highlighted in bold and marked with a red circle indicating the number of unread messages.

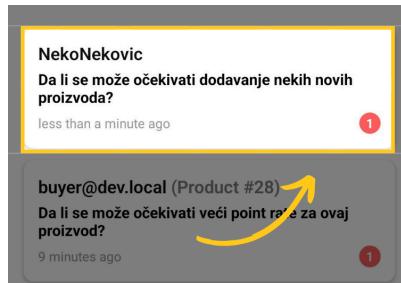


Image 119: Unread Messages

Clicking on a chat opens the conversation history, where you can continue the exchange by sending new messages.

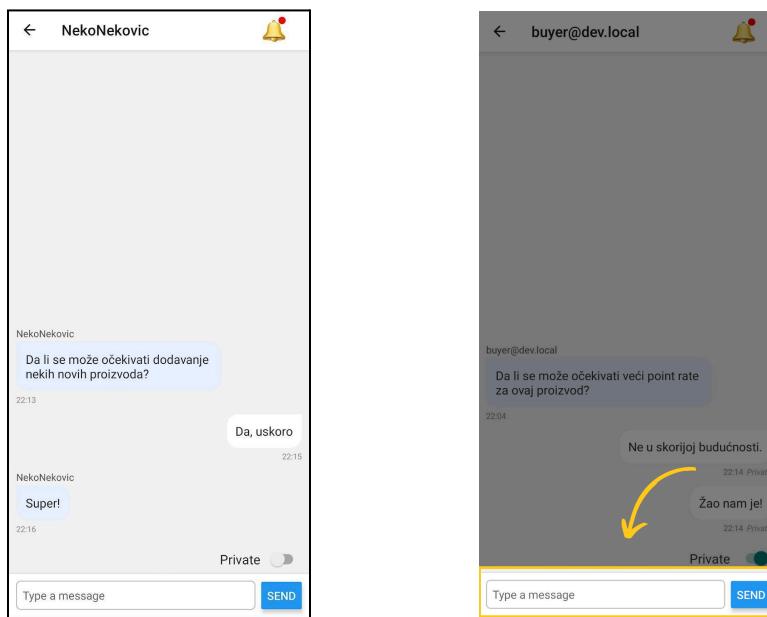


Image 120: Chat Screen

Additionally, if you wish to keep the conversation private, i.e., prevent administrators from accessing the exchanged messages, you can enable the **Private** toggle.

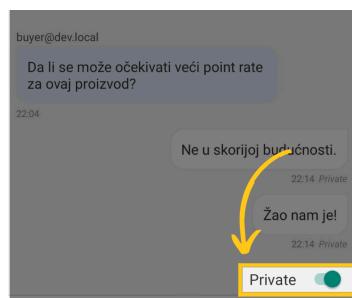


Image 121: Private Conversation Toggle

If a message was marked as private, its status is displayed below the message next to the timestamp. If not, no status is shown.

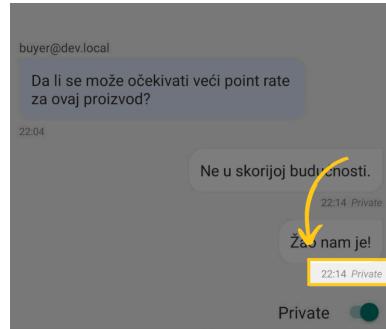


Image 122: Private Message Tag

## 21. Loyalty Program

Click the **Loyalty Program** card to set up or manage rewards for loyal customers. You can create custom loyalty offers to encourage repeat purchases.

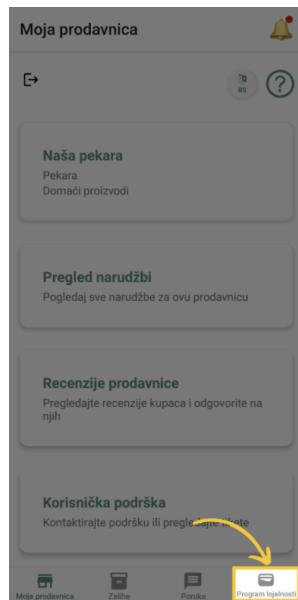


Image 123: Loyalty Program Overview

The last tab on the home page leads to details about the Loyalty Program, which you, as a seller, are automatically enrolled in.

**Program lojalnosti**

**Izvještaj programa lojalnosti**

04/06/2025 to 04/06/2025 Primijeni

**Performanse prodavnice**  
Ukupan prihod prodavnice 17.1 KM

**Trošak na bodove**  
Dodijeljeni bodovi kupcima 18  
Plaćeno za bodove 0.18 KM

**Prihod od bodova**  
Iskorišteni bodovi u narudžbama 150  
Novčana naknada 1.05 KM

**Upravljanje bodovima proizvoda**

Bijeli hljeb	Trostruki Poeni (3x)
Hljeb	Standardni (1x)
Mafin	Dupli Poeni (2x)
Kifle	Bez Poena (0x)
Sirnica	Trostruki Poeni (3x)
Zeljanica	Standardni (1x)

Sačuvaj izmjene

Moja prodavnica Zalihu Ponuke Program lojalnosti

Image 124: Loyalty Program Screen

Here, you can view a detailed report, showing your store's total profit, the number of loyalty points generated (i.e., points awarded to buyers for purchases), the amount paid to the loyalty program for those points, as well as the number of points returned to the module through your store and the corresponding compensation you received.

**Performanse prodavnice**  
Ukupan prihod prodavnice 17.1 KM

**Trošak na bodove**  
Dodijeljeni bodovi kupcima 18  
Plaćeno za bodove 0.18 KM

**Prihod od bodova**  
Iskorišteni bodovi u narudžbama 150  
Novčana naknada 1.05 KM

Image 125: Details of the Report

The report can also be filtered by date. To do this, select the desired time period using the date picker above the report and confirm by clicking the **Apply** button.

Izvještaj programa lojalnosti

04/06/2025 to 04/06/2025 Primijeni

**Performanse prodavnice**  
Ukupan prihod prodavnice 17.1 KM

Image 126: Filter for the Time Period of the Report

Below the report, you can adjust the **Point Rates** for each product in your store. By default, all products use the **Standard** point rate, where every 1 BAM spent earns the buyer 1 point. You can change this by selecting from a dropdown menu to assign 0 points, double points (2x), or triple points (3x) per 1 BAM spent. When changes have been made, you can save them by clicking the **Save changes** button.

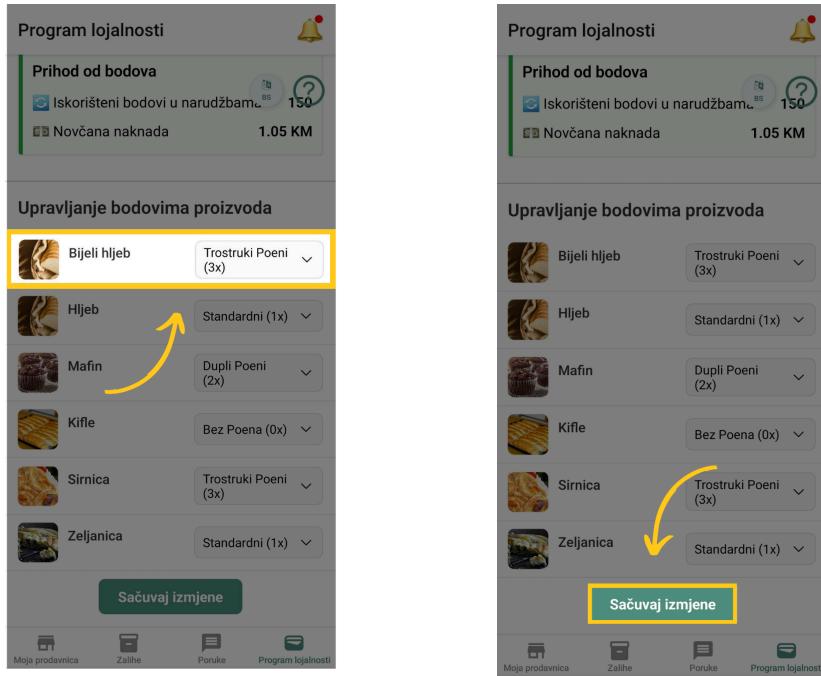


Image 127: Point Rate Change

## 22. Notifications and Inbox

The application provides real-time push notifications to keep you instantly informed about important events related to your store. These notifications typically appear as banners at the top of your screen, regardless of which part of the app you are currently using or if the app is active

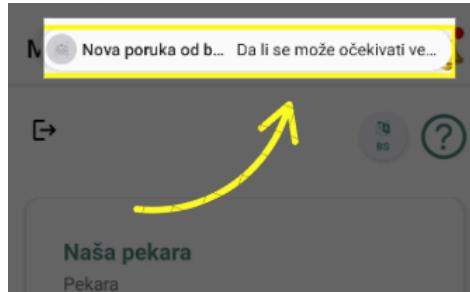


Image 128: New Message Banner Notification

When you receive a **new message from a buyer**, a banner notification will briefly appear at the top of your screen, showing the sender and a preview of the message, as in the Image 128.

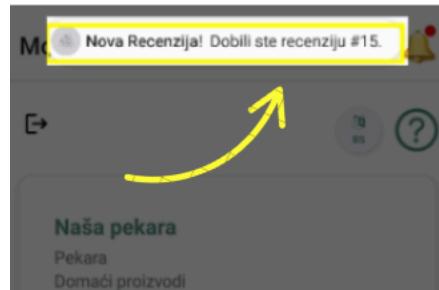


Image 129: New Review Banner Notification

You will be alerted by a push notification at the top of your screen when a customer posts a **new review for your store** as well (Image 129).

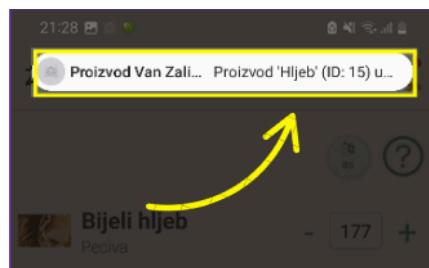


Image 130: Out of Stock Banner Notification

A push notification will appear to inform you immediately when a **product runs out of stock**. This enables quick inventory management (Image 130).

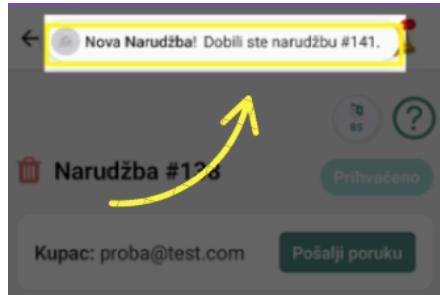


Image 131: New Order Banner Notification

Lastly, upon **receiving a new order**, a push notification will be displayed at the top of your screen. This ensures you are promptly aware of new sales (Image 131).

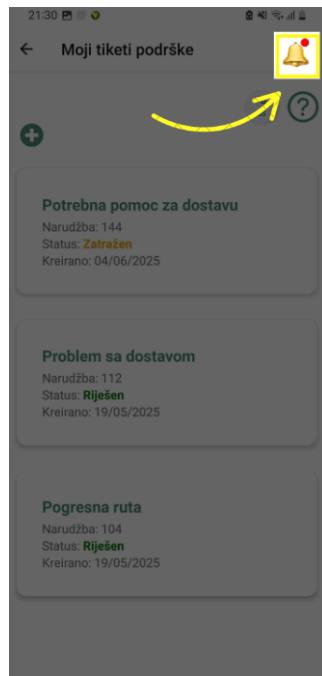


Image 132: Accessing Notifications

To view all your current notifications, tap the bell icon (🔔) located in the top right corner of most screens. A red dot on the bell indicates that you have new, unread notifications. Tapping the bell will open your **Inbox / Notification Center**. Tapping on every notification will mark it as read and you will be redirected to a screen in the app where you can see more information about what the notification was about (specific order details, Inventory screen, Chat screen or Reviews screen).

The notification for a new message will show the sender and a preview of the message content.

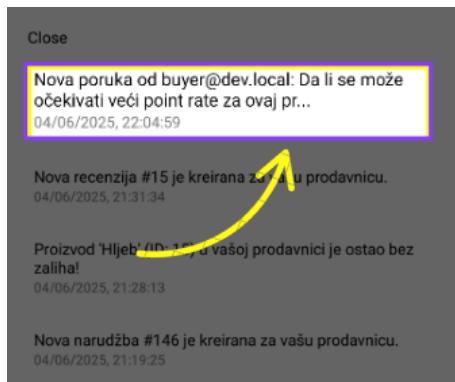


Image 133: New Message Notification

The notification for a new Review will show the **ID** of the Review.

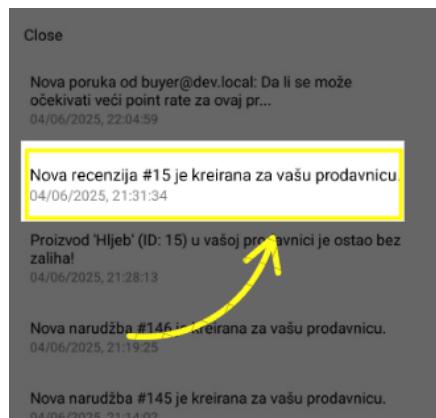


Image 134: New Review Notification

The notification for running out of stock shows the **ID** and the **name** of the product you have run out of.

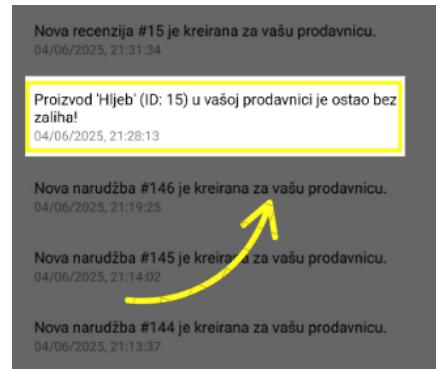


Image 135: Out of Stock Notification

The notification for receiving a new order shows the **ID** of the order.



Image 136: New Order Notification