UniMart – Grocery E-Commerce Platform

Citizen / Customer User Manual
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1. Welcome to UniMart

UniMart is a modern online grocery shopping platform designed to make everyday essentials easily accessible to everyone. From fresh fruits and vegetables to household and personal care products, UniMart brings an entire supermarket to your fingertips.

The platform offers:

- Fast search and filtering

- Easy category navigation

- Secure checkout and payment

- Order tracking

- Offers and discounts

- Smooth mobile and web experience

This manual will help new users understand how to use UniMart, browse items, add products to cart, apply offers, place orders, and manage their account with ease.

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2. Platform Overview

UniMart is a complete digital solution for grocery shopping, ensuring a simple, fast, and secure shopping experience.

Key Features

- Wide range of grocery products

- Smart search and category-based navigation

- Add to cart, wishlist, and compare features

- Secure payment gateway integration

- Fast checkout process

- Order tracking and notifications

- Offer management (coupons, discounts, membership offers)

- Mobile-friendly responsive design

UniMart does **not** store sensitive financial data. All payment processing is handled securely by authorized payment gateways.

3. Getting Started

UniMart can be accessed directly from your browser or mobile device.

Steps to Begin

1. Open your preferred browser (Chrome, Safari, Firefox, Edge).

2. Enter the UniMart website URL (or open the mobile app).

3. The homepage loads with product categories, deals, banners, and search options.

Supported Devices

- Mobile phones

- Tablets

- Laptops

- Desktop computers

UniMart is optimized for all screen sizes.

4. Navigating the Dashboard

The **Homepage Dashboard** displays everything a customer needs to start shopping.

A. Featured Products & Latest Offers

This auto-updated section shows:

- New arrivals

- Trending grocery items

- Limited-time offers

- Seasonal deals

Example:

- Fresh Vegetables – UP TO 20% OFF

- Weekly Essentials Combo – SAVE ₹100

- New: Organic Products Section

B. Search Bar

Users can search for products such as:

- "Basmati rice"

- "Toor dal"

- "Bread"

- "Soap"

- "Baby care products"

Search results instantly show matching products with filters.

C. Grocery Categories

UniMart divides products into clear, simple categories.

Main Categories:

1. Fruits & Vegetables

2. Food Grains & Pulses

3. Edible Oils & Ghee

4. Snacks & Beverages

5. Dairy & Bakery

6. Cleaning & Household Supplies

7. Personal Care

8. Baby Care

9. Frozen & Instant Foods

10. Kitchen & Home Essentials

Each category includes subcategories for better navigation.

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5. Using the Platform (Shopping Process)

Every product page includes:

- Product image

- Price & discount

- Weight/size options

- Add to Cart / Buy Now buttons

- Product description

- Delivery/availability details

A. Add to Cart

1. Browse or search a product

2. Select quantity/variant

3. Click **Add to Cart**

4. Cart updates instantly

B. Wishlist

Users can save items to buy later.

C. Checkout

1. Open your cart

2. Review products

3. Apply available coupons

4. Enter delivery address

5. Choose payment method

6. Confirm order

D. Payment Methods

- UPI

- Credit/Debit Cards

- Net Banking

- Cash on Delivery (optional based on region)

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6. Example – Ordering Fresh Vegetables

1. Open **Fruits & Vegetables** category

2. Choose **Tomatoes, Onions, Potatoes, etc.**

3. Select quantity (e.g., 1kg, 500g)

4. Click **Add to Cart**

5. Go to the cart and click **Proceed to Checkout**

6. Add address → Select payment method → Place Order

7. Track your order from the **Orders** section

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7. Example – Using Offers & Discounts

1. Go to **Offers** section

2. Choose an active coupon (e.g., "SAVE50 – Get ₹50 off above ₹499")

3. Add eligible products to cart

4. Apply code at checkout

5. Discount is automatically applied

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8. Safety & Security Notes

UniMart follows strict security guidelines:

- Payment details are processed securely via certified gateways

- UniMart does **not** store card numbers, CVV, or banking data

- User accounts are protected with encrypted authentication

- All customer addresses and contact details remain private

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9. Help & Support

Users can get help via:

- **FAQ Section**

- **Chat Support or Contact Form**

- **Customer Care Email/Phone** (your actual support info can be added)

Support includes:

- Order-related issues

- Payment failures

- Refund queries

- Incorrect or missing items

- App/website bugs

Support does **not** include:

- Grocery recommendations or medical advice

- External delivery services not linked with UniMart

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10. Future Enhancements

UniMart aims to expand with:

- Subscription-based monthly grocery plans

- AI-based product recommendations

- Voice search for shopping

- Multi-language support

- Same-day express delivery

- Digital receipts and invoices

- Loyalty rewards & points system

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          │    User Visits      │
          │    UniMart App      │
          └─────────────────────┘
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          ┌─────────────────────┐
          │     Homepage        │
          │ Categories, Offers, │
          │  Search, Banners    │
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│  Search  │  │    Browse    │  │ Product Detail Page│
│          │  │   Category   │  │   ┌──────────────┐ │
└──────────┘  └──────────────┘  │   │ Add to Cart  │ │
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     │        ┌──────────────┐           │
     └───────▶│  Cart Page   │◀──────────┘
              │  Review / Qty│
              │   Update     │
              └──────────────┘
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              ┌──────────────┐
              │ Apply Offers/│
              │   Coupons    │
              └──────────────┘
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              ┌──────────────────┐
              │ Order Tracking   │
              │      Page        │
              └──────────────────┘
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       ┌────────────────────────────────┐
       │ Checkout: Delivery Address     │
       │ Choose Payment Method          │
       │ (UPI / Card / Netbanking / COD)│
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              ┌──────────────┐
              │ Place Order  │
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       ┌────────────────────────────┐
       │   Order Confirmation       │
       │   Packed → Shipped         │
       │   Out for Delivery         │
       │   → Delivered              │
       └────────────────────────────┘
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              ┌──────────────────┐
              │ Delivery Completed│
              └──────────────────┘
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