



Buiss9 User Guide

Shop, sell and stay safe

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Developed by AELAMA Technologies

Welcome to Buiss9

Buiss9 is a Pakistani online marketplace. You can buy from many trusted local shops in one cart, pay cash on delivery, and shop in English or Urdu. This guide shows you how to shop, how to sell, and how to stay safe.

1. Finding products

- Type in the search box at the top. Roman Urdu works too, for example atta, sarya or kurta.
- Suggestions appear as you type; on a keyboard use the up and down arrow keys to pick one, then Enter to open it.
- Open Categories to browse departments such as Fashion, Groceries, Solar and Home.
- On search results, narrow by price, size, colour and more.
- Press the camera in the search bar to search by photo: snap or upload a picture of something you like and Buiss9 finds similar products. The photo is used once and never stored.
- If nothing is found, use Tell us what you're looking for to ask the Buiss9 team to find a shop that stocks it.
- Choose your city on the home page to see delivery dates for where you live.

2. A product page

- The price, any discount and the lowest price in the last 30 days.
- Whether it is in stock, and the expected delivery date.
- The shop selling it, its city, verified badge and score. Press Message shop to ask a question.
- Add to cart or Buy now. Buying many? Use Ask for a price. Need it regularly? Use Repeat this order.
- The heart saves it to your wishlist. If it is sold out, ask to be told when it is back.
- The Compare button (also on every product card) adds it to a side-by-side list. Add up to 4 products, then open the tray at the bottom to compare prices, shops and stock. The lowest price is marked.
- On a shop page press Follow to see that shop's newest products in New from shops you follow on the home page. The Follow button also shows how many shoppers follow that shop.
- Your points balance appears next to your account in the top bar when you're signed in — tap it to open your wallet.
- Time-limited collections show a live countdown, so you know exactly when an offer ends.
- X sold shows how many were really delivered to buyers (shown from 5 sold).
- Clothing and shoe pages have a Size guide button with a general size chart.

3. Cart and checkout

- Your cart can hold items from several shops. Each shop sends its own parcel.
- At checkout enter your name, phone and address, or pick a saved address.
- Pick a payment method: cash on delivery, or a bank / mobile-wallet transfer where shown.
- Prices and stock are checked again just before you place the order, so you never pay an old price.

- Open Vouchers in the footer to see discount codes. Press Collect to save one, then tap it at checkout to apply it. Collected vouchers are kept on your device.
- Checkout is available in Urdu too.
- Left items in your cart for over a day? You get one reminder under the bell icon.

Cash on delivery

After you order, you may be asked to Confirm my order. This helps shops send parcels only to real buyers.

Please only refuse a parcel if there is a real problem. Repeated refusals can stop cash on delivery for that phone number.

4. Your account

- Sign-in security (Account page): turn on two-step sign-in with an authenticator app, or press Sign out on all devices if you lose a phone.
- My orders: see every order, its timeline and tracking, and press Buy again.
- Returns: ask for a return from the order page, within the return time shown on the product. Each return shows a progress bar — Requested, Approved, On its way back, With the shop, Done — so you always know where it stands.
- Buyer Protection (linked in the footer and on every product page): if an order never arrives or is clearly not as described, message the shop first — if it is not solved, press Ask Buiss9 to step in on the order page and our team reviews it. Approved refunds go back the same way you paid.
- Wishlist, saved addresses, messages and notifications (the bell).
- Your assistant: the chat bubble at the bottom right helps you find products and track orders. It always asks before changing anything and cannot pay or cancel for you.
- AI settings: choose what the assistant may do for you, see its history, or turn it off.
- Wallet on your account page holds store credit and gift cards. You also earn points on every delivered order; turn points into credit there and spend it at checkout.
- Daily check-in on your account page gives a few points once a day — check in every day to grow your streak.
- Share and earn: share any product while signed in. When a friend's order from your link is delivered, you get points worth 1% of it (up to 500 per shop order).

5. Selling on Buiss9

- Sign in and press Start selling. Fill in your business and shop details and send them for review.
- Once approved, open My Store to add products. You can type them, upload a photo and let AI suggest the title, description and category, or upload a spreadsheet of up to 200 products.
- Photos are shrunk automatically so pages stay fast. You can also add one short video (MP4 or WEBM, up to 15 MB) to a product — it plays first on the product page and helps buyers see the real item.
- Pre-orders: for items not released yet, set a pre-order release date when editing the product. Shoppers see “Pre-order · ships from ...” and cannot order before that date.
- Bundles: when editing a product you can list what's inside a bundle (up to 10 of your own products). Shoppers see the full contents on the product page.
- Group deals: when editing a product you can start a group deal — you choose the discount (1-90%), how many people must join (2-1000) and how long it stays open (1-30 days). When the group fills up, every member automatically gets a single-use discount code for that product, valid for 7 days.
- Breaks: on your store's Setup tab you can pause your shop when you're away — shoppers can still browse but cannot order until you resume. Shoppers can also add a note to their order from the cart (e.g. “call before delivery”); you see it on the order.
- Combining offers: when creating a promotion you can allow it to combine with one other offer — then one automatic promotion and one code promotion add together at checkout. By default shoppers get the single biggest discount.

- Manage orders, print shipping labels and packing slips, track cash-on-delivery parcels and confirm cash received.
- See product views, cart additions and sales, reply to shoppers, run promotions and handle returns. The numbers card also gives plain tips — for example when a product is viewed a lot but never added to cart, it suggests improving the photo or price.
- Add team members with their own roles. Each shop is fully separate: nobody can see another business's data.

6. Use Buiss9 as an app

- Android or laptop (Chrome / Edge): open Buiss9, then press Install Buiss9 app in the footer or on your account page.
- iPhone / iPad: in Safari press Share, then Add to Home Screen.
- Sellers can also install the seller phone app from My Store.
- Registered businesses can add their NTN and STRN in My Store (Tax details on invoices) so they print on invoices.
- With a weak connection, pages you've already seen can still open. Orders and payments wait until you're back online, so you never place a double order.
- On phones, a bottom bar keeps Home, Categories, Cart and Account within thumb reach on every page.
- The top bar has Back and Forward arrows on phone, tablet and computer, including the installed app. They revisit pages opened during your current visit without re-submitting orders or payments. An arrow is greyed out when there is no known page in that direction; a fresh page load starts a new trail. Your browser's own arrows still work normally.
- The circular-arrows Refresh button in the top bar reloads the page's data — prices, stock, orders and notifications — without leaving where you are. It works on phone, tablet and computer, including the installed app.

7. Language and display

- Press **وڊرا** at the top to switch help pages, categories and checkout to Urdu. Category pages have full Urdu versions with Urdu titles and descriptions, readable right-to-left.
- Press the circle icon to pick a display: Standard light, Standard dark, White stark, Black or Black stark. The stark options give extra-strong contrast for easier reading.

8. Staying safe

- Pay only through Buiss9 checkout. Never send money to a phone number someone gives you in a chat.
- Buiss9 staff will never ask for your password or a one-time code.
- Check the verified badge and shop score before buying.
- Use Report this listing at the bottom of a product page, or Report on a review, if anything looks fake or wrong. Our team reviews every report.

9. Getting help

Open Help or Contact us in the footer. Signed-in shoppers and sellers can also message the Buiss9 team directly from their account.

- Every order page has a Need help with this order? box with quick links to Returns, Delivery questions and Contact Buiss9.
- After your order is delivered, you get a note inviting you to rate your items. You can add up to 3 photos to a review; they are shrunk automatically and shown on the product page.
- On a product page, the WhatsApp button sends the product link straight to a WhatsApp chat or group.
- In your cart, a bar under each shop shows how much more to add for free delivery from that shop (when free delivery is offered).

10. Tools for sellers

- Download spreadsheet on your Orders, Products and Reports pages saves a file you can open in Excel or Google Sheets.
- If your shop is ever suspended, use Appeal this suspension on your shop page. Our team reviews it and replies in the same chat.