



EKIME FOR FOOD BUSINESSES

Everything your business does. One place.

What Ekime is, how it helps your business, and every step from opening your shop to every menu of your dashboard. For restaurants, bars, kitchens, bakeries and small chops.

Free to open, and free to keep. No monthly fee, no yearly fee, and nothing to renew.

What Ekime is

Open your shop

Serve and sell

Get paid

Grow

WHAT IS EKIME?

An online shop, a till and a back office. **In one.**

Customers find you and order from your own link. Your team serves them from one list. You see the money, the stock and the numbers as they happen, on your phone or a laptop.

1

Your shop online

Your own link and QR codes, in your colours.
Customers order on their phone, with no app to download.

2

Your counter

A till for the people in front of you. Cash, a transfer or your own POS, and every sale counted the same way.

3

Your back office

Stock, money, staff and reports in one dashboard, for you and the team you trust.

- ~~£~~0 to open

- No subscription

- Nothing to renew

- You pay per order, and to withdraw

MADE FOR YOUR KIND OF BUSINESS

Ekime speaks your trade's language.

Choose what you do when you sign up, and your dashboard shows your own screens and your own words.

THIS GUIDE

Food

Restaurants, bars, kitchens, bakeries, cakes and small chops

- ✓ QR codes on your tables
- ✓ A kitchen ticket screen
- ✓ Recipes and what each dish costs
- ✓ Table bookings
- ✓ Orders for a date, with a deposit

Shops

Supermarkets, fashion, beauty, phones and gadgets, pharmacies, cooking gas

- ✓ Barcode scanning at the till
- ✓ Sizes and colours, each with its own stock
- ✓ Sell by the kg, litre or mudu
- ✓ Shelf labels
- ✓ Orders for a date, with a deposit

Services

Salons, spas, barbers, laundries, car washes, clinics

- ✓ Appointments booked online
- ✓ Each person's own diary
- ✓ Check-in when they arrive
- ✓ Your own booking rules
- ✓ Their work on My Shift

HOW EKIME HELPS YOUR BUSINESS

Sell more. Lose less. **Know where you stand.**

SELL MORE**Open all day**

Your shop takes orders online even when you are busy or closed: from Instagram, WhatsApp, a QR code at your door and the Ekime marketplace.

GET PAID**And know it**

A customer paying online sends a transfer to an account made for the order. It marks itself paid when the money lands. No screenshots to check.

STOP THE LEAKS**Nothing goes missing**

Stock counts itself down with every sale. Every change is recorded with who made it. Refunds and withdrawals stay with you.

SAVE TIME**One list, not five**

Every order, online, by phone or in person, lands in one place your whole team works from. No notebook, no re-typing.

KNOW YOUR NUMBERS**Every day**

What sold, what you made and your busiest hours, emailed to you. Reports and VAT ready for your accountant.

KEEP THEM COMING**Regulars return**

Offers that come off by themselves, coupon codes, reward points, and reviews you can answer.

WHAT YOUR CUSTOMERS GET

Easy for them. Good for you.

- ✓ **No app, no account.** They open your link or scan your QR code.
- ✓ They order from their phone or their table, or book a table, on their own phone.
- ✓ They **pay by bank transfer** from their own banking app, or pay you in person.
- ✓ They **follow it live**, get a **receipt by email**, and earn your reward points.

From your link to done

What a customer does, start to finish.

- 1 **Opens your link**
From Instagram, WhatsApp, a QR code or the marketplace
- 2 **Orders, or books a table**
Pickup, delivery or at their table
- 3 **Pays by transfer, or in person**
The order marks itself paid when the money lands
- 4 **Follows it live**
And gets a receipt by email
- 5 **Comes back**
For your offers and their reward points

WHY EKIME

You are already running all of this. Just not in one place.

Nothing to install. Your customers need no app and no account.

~~The order notebook~~



One queue for every order

Online, from a table, or at your counter: they all land in the same place.

~~The WhatsApp catalogue~~



A shop with your own link

Your menu, ready to search and order from, in your colours.

~~The stock list on the wall~~



Stock that counts itself

Your shop stops selling what you have run out of.

~~The calculator at closing~~



Takings you can read

What came in, how it was paid, and what you made today.



WHAT IT COSTS

₦0

to open your shop.
No subscription.

- ✓ Every tool in this guide is included: menu, orders, stock, team, wallet.
- ✓ Ekime earns a **small service fee your customer pays** on what they pay through Ekime, shown to them before they pay.
- ✓ Your own cost is a **small fee when you withdraw** to your bank.
- ✓ **No VAT is added** unless your business is registered for VAT and switches it on. Filing it is then yours.

Service fee, paid by your customer **₦60 – ₦350**

By the size of the order: ₦60 up to ₦2,500 · ₦100 up to ₦5,000 · ₦150 up to ₦20,000 · ₦250 up to ₦100,000 · ₦350 above. On every order paid through Ekime, however small.

Paid at your counter **No fee**

Cash, a transfer straight to you, or a card on your own POS. Ekime charges nothing on money you take yourself.

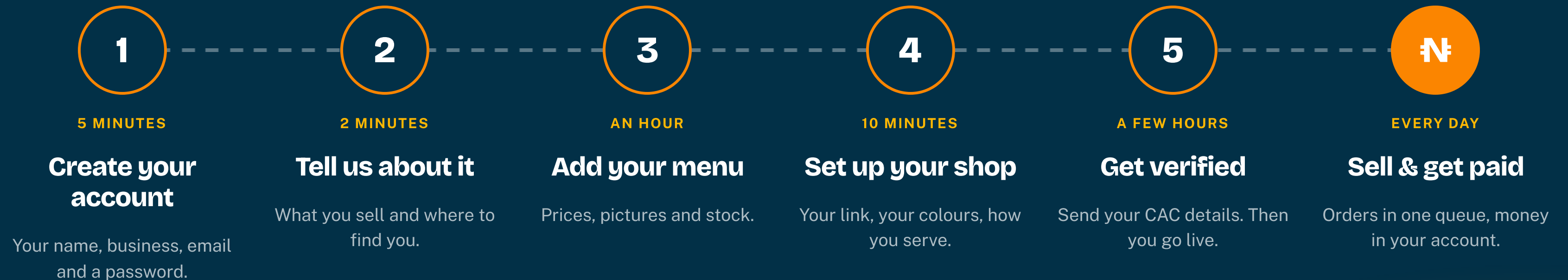
Withdrawing to your bank **₦0 · ₦10 · ₦20**

₦0 up to ₦5,000 · ₦10 up to ₦49,999 · ₦20 from ₦50,000. The smallest withdrawal is ₦100.

Setup fee or monthly fee **None**

OPEN BY THIS AFTERNOON

Six steps from sign-up to your first order.



PART 1

Getting started

From sign-up to a verified shop that customers can order from.

[Sign up](#)[Your business](#)[Your menu](#)[Your shop](#)[How you get paid](#)[Verification](#)

STEP 1

Sign up at ekime.app

- ✓ Tap **Create your shop**. Give your name, your business name, email and phone.
- ✓ Choose a **password**, then type the **6-digit code** we email you.
- ✓ For extra safety, turn on **two-step sign-in** in Settings: a code from an authenticator app, so a stolen password is not enough. It is your choice.

i A partner introduced you? Their **referral code** goes in during the next step, or their link fills it in for you.



Get Started

Welcome to Ekime! Let's get you started by creating your account

Full Name

Business Name

Email Address

Phone Number

Create Account

Have an Account? [Login](#)

STEP 2

Tell us about your business

- ✓ Business name, address, phone, and **what kind of business** it is: a restaurant, a bakery, a supermarket, a fashion or phone shop, a pharmacy, a salon, a laundry, a clinic, and more.
- ✓ That choice sets your screens and words: Menu, Kitchen, Tables and Reservations.
- ✓ Tap **Create my store**. Everything can be changed later.
- ✓ Your **Setup Guide** then walks you through the rest, and ticks each step off as you go.

i Run more than one branch? Add another store from the same account.

Get your store ready

Six steps to go from signed up to taking orders.

2 of 6 done



Add your business details

Tell customers who you are and where to find you.

Done



Build your menu

Add the categories and items you sell.

Done

3

Set up your storefront

Choose your link and publish your shop.

Set up storefront

4

Add a payout account

Tell us where to send your money.

Add payout account

5

Invite your team

Give your staff the access they need.

Invite team

6

Verify your business

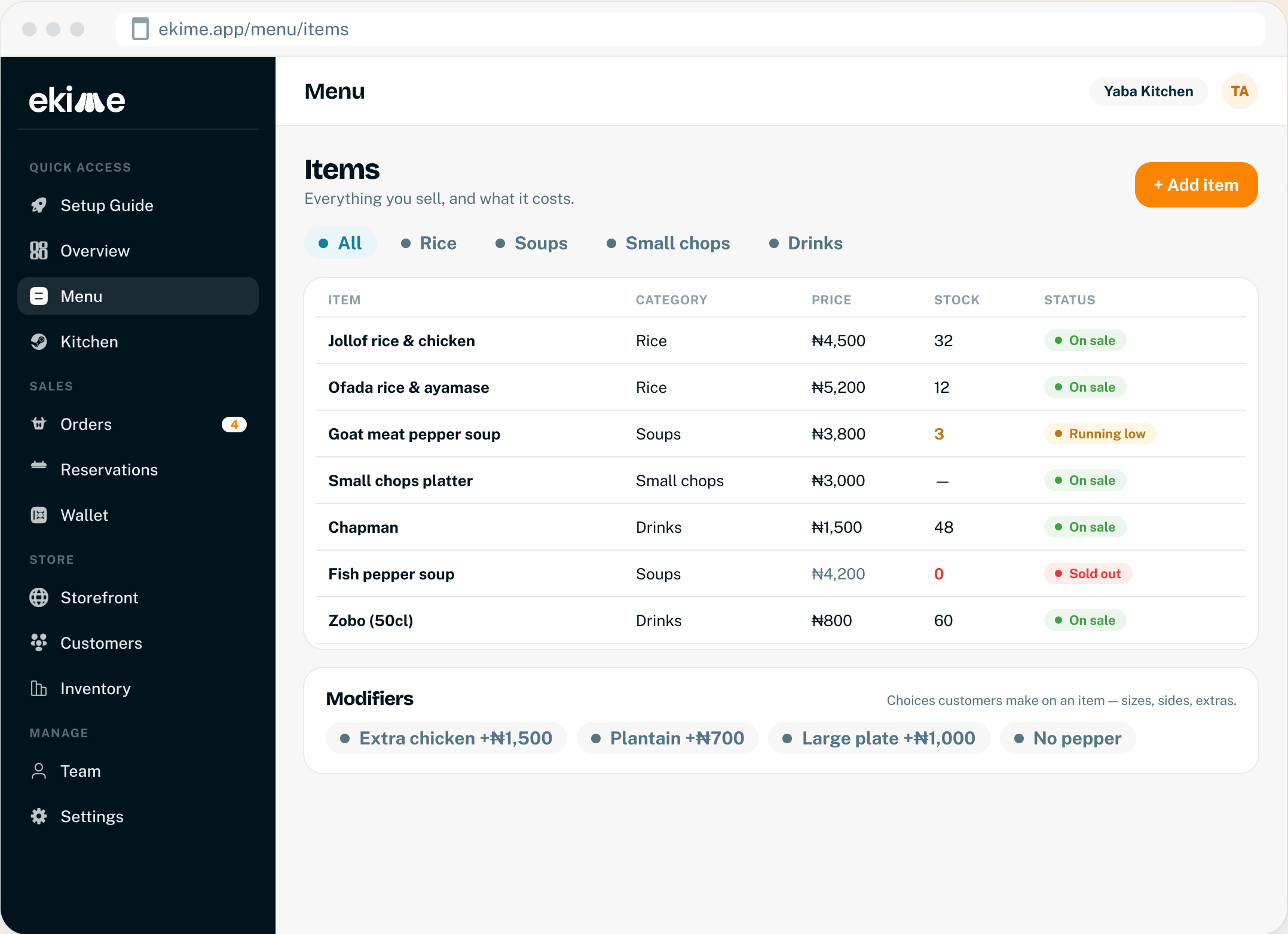
Send your CAC registration so Ekime can confirm your business.

Send details

STEP 3

Put your menu in.

- ✓ **Items and categories**, with prices and up to **five photos** each: the first is the cover. Customers can search, so sixty dishes are not one long scroll.
- ✓ **Modifiers** for the choices customers make: sizes, sides, extras.
- ✓ Each item can carry **allergens and dietary tags**, a stock count, and **serving times** such as breakfast only.
- ✓ Already have a list? **Import** it from a spreadsheet, or **Export** yours.



MENU · CATEGORIES & MODIFIERS

Group it, and let customers choose.

- ✓ **Categories** organise the menu, in the order your shop shows them. Give one serving times for a breakfast or lunch menu. Two icons on each open its items, or add one straight into it.
- ✓ **Modifiers** are the choices on an item: pick one or several, required or not, each with its own price.
- ✓ Mark an item **Featured** and it shows as the shop’s pick.

Categories

Your shop shows categories in this order.

Breakfast

6 items · 7:00–11:00

● Serving times

Rice

8 items · whenever you are open

Soups

5 items

Drinks

12 items

Choose a side

Pick one · choose 1–1

Required

Plantain

+~~₦~~700

● Default

Coleslaw

+~~₦~~500

Moi moi

+~~₦~~900



STEP 4

A shop that looks like yours, not like a form.

- ✓ Choose your link: **ekime.app/s/yaba-kitchen**. Add a headline, a banner, up to **12 photos** of your place and your **theme colour**.
- ✓ Choose how you serve: **dine in, pickup or delivery**. Name your **delivery areas**, each with its own fee, minimum and time.
- ✓ Tap **Save & publish**, then share one link on Instagram, WhatsApp, a card or a QR code.

Storefront

Your link

ekime.app/s/yaba-kitchen

Headline

Home cooking, done properly.

Theme colour

 #C2410C

How customers receive their orders

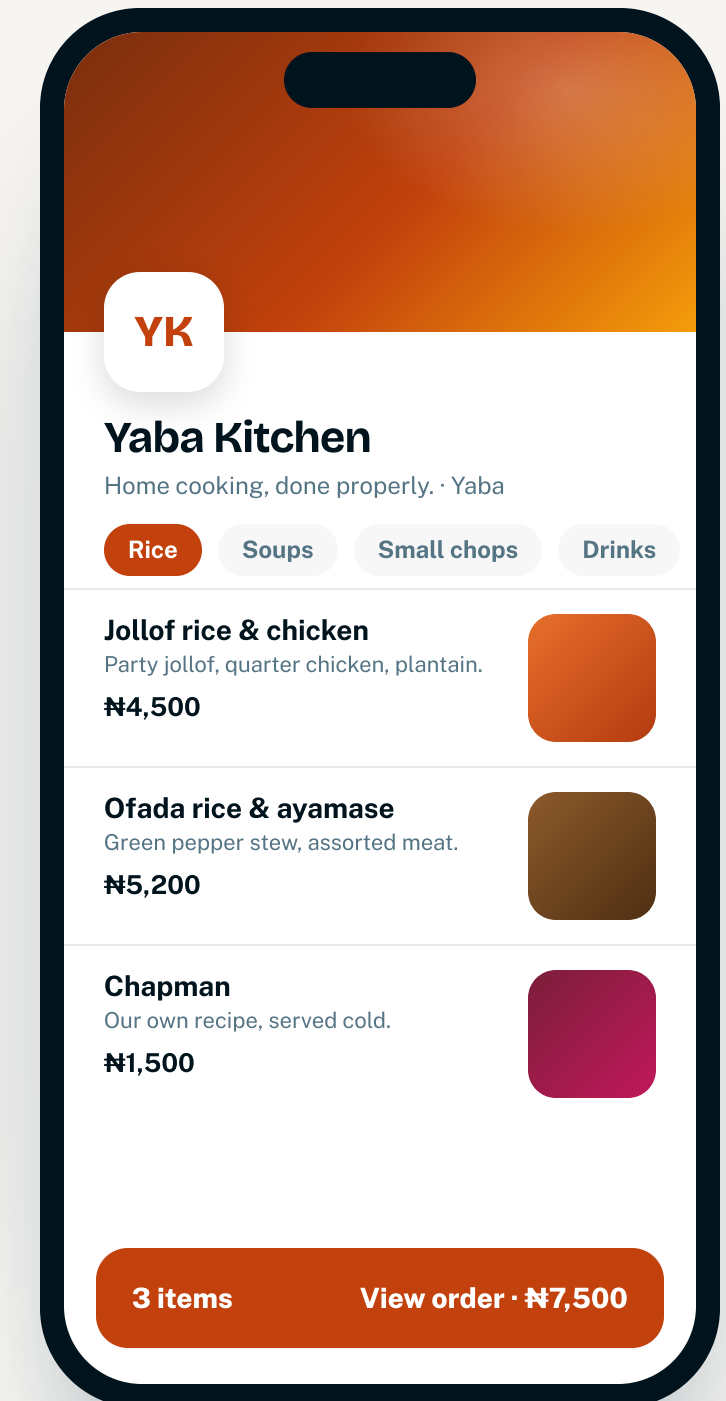
☒ Dine in ☒ Pickup ☒ Delivery

Publish — make the shop visible to everyone



Save & publish

STEP 4 · SET UP YOUR SHOP



SETTINGS · PAYMENTS & TAX

Decide how customers pay, and when.

- ✓ **How customers can pay:** online by bank transfer on their own phone, cash, card on your POS, or a transfer to you. Turn on any you take. There is no card payment online.
- ✓ **When they pay:** after they eat, before you cook (the kitchen waits for the money), or let the customer choose.
- ✓ A dine-in **service charge**, and your **TIN, VAT and CAC numbers** for bills and receipts.
- ✓ **VAT is off** until you switch it on. Registered for VAT? Switch it on with your **TIN**, mark each dish **standard, zero-rated or exempt**, and every order gets a **numbered VAT invoice**.
- ✓ Opening hours are under **Business**; your own riders under **Orders**.

Settings

Payments & tax

Business

Orders

Payments & tax

Your account

Data & connections

How customers can pay

Online

Cash

Card on your POS

Transfer to you

When customers pay

Before we cook: the kitchen waits for the money

Service charge

Dine-in orders only

5%

Tax identification number (TIN)

Printed on your bills and receipts

12345678-0001

VAT

Off: your orders carry no VAT

Switch VAT on

Save

STEP 5

Verify your business, and go live.

- ✓ Send your **CAC registration** (BN, RC or IT number) and the ID of a director, proprietor or trustee. A pharmacy, a gas refill or a clinic adds its **licence**.
- ✓ Ekime checks it, **usually within a few hours**. A banner on your dashboard shows where it stands.
- ✓ Until then your shop stays **hidden**, it **takes no orders**, even at your till, and **withdrawals wait**. Build everything else meanwhile.

🔒 ID numbers are stored encrypted. Ekime staff see only the last four digits, and the pictures are deleted 90 days after a decision.

ekime.app/settings/verification

Business verification

• Being checked

THE BUSINESS

Registered name

Yaba Kitchen Enterprises

Registered as

Business name (BN)

Registration number

BN 3184426

WHO ANSWERS FOR IT

Full name

Tolu Adeyemi

ID type

NIN

ID number

.....4417

Pictures

CAC certificate

NIN slip

Ekime is checking your business. Your shop goes live as soon as it is verified, usually within a few hours.

PART 2

Running the day

Orders from every door, the kitchen, the floor, tables, bookings, pre-orders and deliveries.

[Overview](#)[Orders](#)[The till](#)[Kitchen](#)[Tables](#)[Reservations](#)[Pre-orders](#)[Deliveries](#)[My Shift](#)



YOUR DASHBOARD, MENU BY MENU

Thirty menus in five groups. Each person sees what their job needs.

QUICK ACCESS

Setup Guide
What is left to do

Overview
Today at a glance

My Shift
Staff: clock in, pick up

Menu
Items, categories, modifiers

Recipes
What a dish costs you

Kitchen
The ticket board

Floor
Tables, live

SALES

Orders
Every order, one queue

Reservations
Tables booked ahead

Deliveries
Riders on the road

Wallet
Your money and payouts

Disputes
Payments a bank queries

INSIGHT

Analytics
How you are doing

Reports
Figures for your accountant

STORE

Customers
Everyone who bought

Storefront
Your shop page

Tables
QR code per table

Reviews
What they said

Discounts
Offers and coupons

Rewards
Points and tiers

Marketing
Posts, offers, emails

Promotions
Top of the marketplace

Inventory
Ingredients and suppliers

MANAGE

Team
People, access, hours

Rota
Who works when

Settings
Your store and account

Payroll
Pay, PAYE, pension and leave

Activity Logs
Who changed what

Help & support
Ask Ekime

OVERVIEW

Today, at a glance.

- ✓ Today’s **orders, revenue, open orders** and customers, and your revenue over 7, 30 or 90 days.
- ✓ The latest orders, and anything **running low** on stock.
- ✓ Whether your shop is **live**, with a button to share it, or what is left to set up.

Good to see you, Tolu

Here is how Yaba Kitchen is doing.

Orders today	Revenue today	Open orders	Customers
46	₦212,400	7	1,284



Running low

Goat meat pepper soup · 3 left

Update stock

Your shop is live

ekime.app/s/yaba-kitchen

Share shop



YOUR CUSTOMERS

They tap your link and order. No app, no account.

- ✓ They choose **dine in, pickup or delivery**, add a note, a discount code or a tip for your team. Your offers come off by themselves, before they pay.
- ✓ They **pay online** straight away, or **pay at your counter** when they collect.
- ✓ They follow the order live, get a **receipt by email**, and rate it when it is done.

12:41

Checkout

How would you like it?

Your name

Delivery address

Subtotal	₦7,500
Lunch deal	-₦750
Delivery	₦1,000
Service fee	₦150

Estimated total **₦7,900**

12:58

YABA KITCHEN · ORDER 1042

Confirmed

☒ Placed

☒ **Confirmed**

☐ Ready

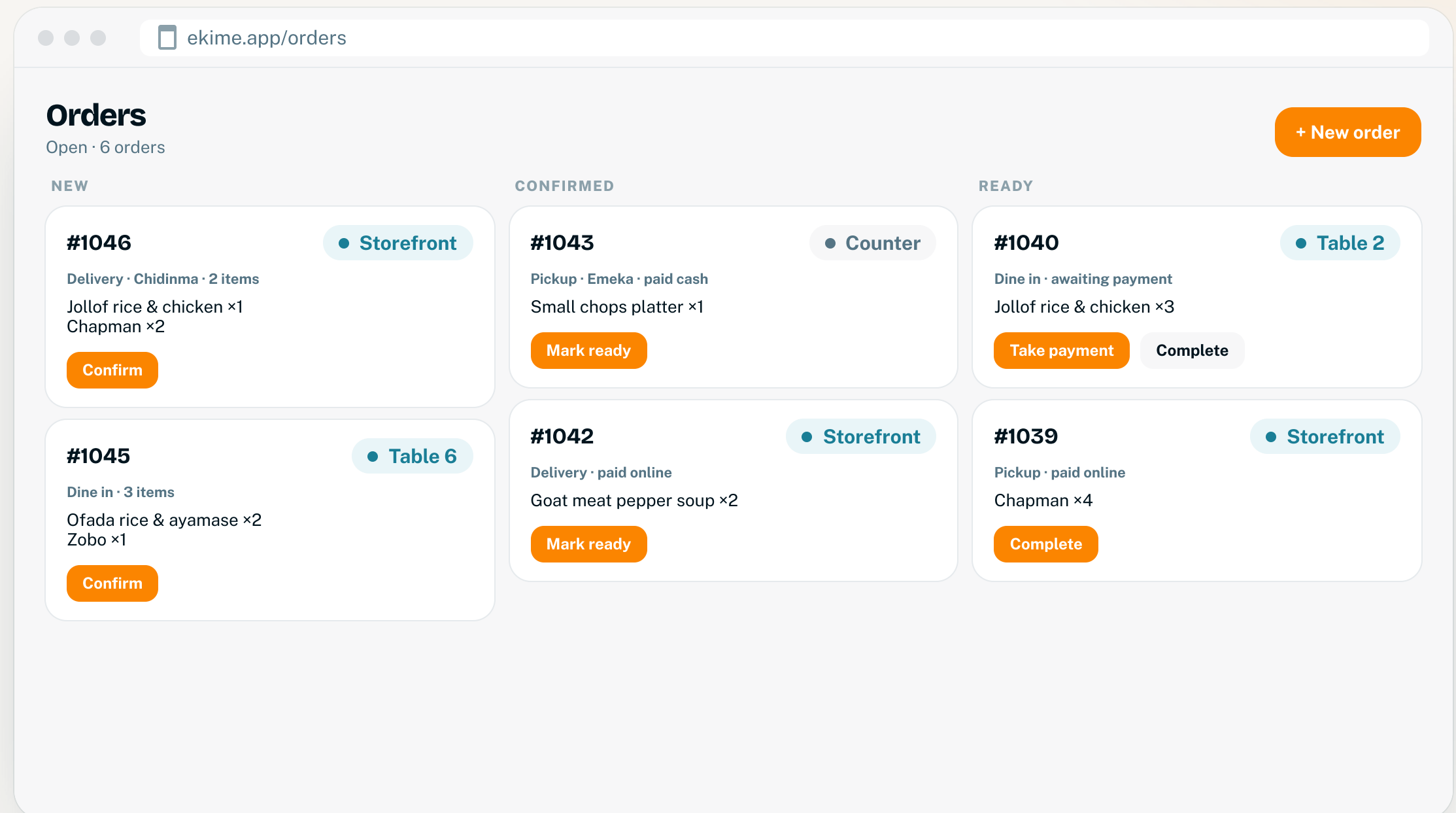
☐ Done

Or pay the shop when you collect.

THE COUNTER

Every order
in one queue,
whatever door
it came through.

- ✓ Online, from a table, or rung up at the counter with **+ New order**: they all land here.
- ✓ Three taps move each one on: **Confirm**, **Mark ready**, **Complete**. A team that passes orders between people can turn on **every step** in Settings.
- ✓ Open an order to add or take off items, mark it a **rush**, give it to somebody, add a note, or print a ticket, bill or receipt.



THE TILL

Ring up a sale at the counter.

- ✓ **New order** opens the till: **scan a barcode** or tap items, choose dine in, takeaway or delivery, add a discount code or a note for the kitchen. Your offers come off by themselves.
- ✓ **Place order**, then **take payment** by cash, card or transfer, with a tip if they leave one, or let them pay later. A regular can **spend their points** on the bill.
- ✓ **Refund** all of an order, or part of it for a dish that came out wrong. The owner decides who may refund.

Take payment

#1047 · ₦9,200

How are they paying?

☒ Cash
 ☐ Card
 ☐ Bank transfer

Ngozi has 640 points

Up to 460 on this bill, worth ₦4,600

Spend points

Tip (₦, optional)

500

Money taken at the counter stays with you, so it is not added to your wallet. Your wallet holds what customers paid online.

Cancel

Record payment

SPLIT THE BILL

One table, one bill,
everyone pays their share.

- ✓ **Split the bill** equally, by who had what, or by amounts you type, for 2 to 20 people.
- ✓ Each share gets its own **link and QR code**. Diners pay on their own phone, or at the till.
- ✓ Add a **tip** for whoever is serving, or a named colleague. You receive exactly the bill.

Bill
₦18,000 paid · ₦12,500 left

Ada Jollof rice & chicken, Chapman	₦6,000	<div>● Paid</div>
Kunle Ofada rice & ayamase ×2	₦12,000	<div>● Paid</div>
Ifeoma Goat meat pepper soup, Zobo	₦4,600	<div>Their link</div>
Tobi Small chops platter, Chapman ×2	₦7,900	<div>Take payment</div>

Somebody has paid their share, so this split stays as it is.

KITCHEN

The pass, on a screen.

- ✓ Confirmed orders appear as **tickets**, the rush and the late ones first. **Start**, then **Ready**.
- ✓ Colours tell the cook what matters: **rush**, nearly due, **late**, ready. Allergens are flagged on every line.
- ✓ **Mark sold out** from a ticket, and **Print** it for the line on an 80mm or 58mm roll, or A4.

#1048

Rush

Table 6 · 4m2 Jollof rice & chicken1 Chapman

Start

#1044

6m over

Delivery · 23m2 Goat meat pepper soup

Shellfish

Mark sold out

Ready

#1046

Print

Takeaway · 11m1 Small chops platter

Ready

#1049Table 2 · 1m2 Ofada rice & ayamase1 Zobo

Start

#1041Table 4 · ready3 Jollof rice & chicken

Waiting to go out

#1050

Items added

Table 1 · 2m1 Fish pepper soup

Start

FLOOR

Who is sitting where, and who is waiting.

- ✓ Every table, live: **free, occupied, reserved, cleaning**, and how long each has been sitting.
- ✓ When a diner taps **Call a waiter** on their phone, the table lights up and staff are told straight away.
- ✓ Tap **Been** when somebody has gone over. **Push tables together** for a bigger party.

Table 4 is calling · “The bill, please” · 2m

Been

<div>1</div> <div>Seats 4 · 38m 2 orders · ₦18,400</div>	<div>2</div> <div>Seats 2 · 12m 1 order · ₦6,800</div>	<div>3</div> <div>Seats 4 · free</div>	<div>4</div> <div>Seats 6 · calling</div>
<div>5</div> <div>Seats 4 · reserved 7:30</div>	<div>6</div> <div>Seats 8 · 54m + table 7</div>	<div>8</div> <div>Seats 2 · cleaning</div>	<div>9</div> <div>Seats 2 · free</div>

TABLES

Table six doesn't have to say it's table six.

- ✓ Add your tables and each gets a **table card**: your colours and logo, its number and its QR code. Print them all at once, four to a page.
- ✓ A diner scans, orders from their seat, and the order arrives marked with **their table**.
- ✓ Diners can also tap **Call a waiter**: the bill, ready to order, more water.



Table 1



Table 2

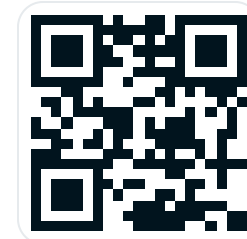


Table 6

Print every code as one sheet to cut along, or a single table's card.

[Print all codes](#)

RESERVATIONS

Tables booked ahead, and the waitlist when you are full.

- ✓ Guests **book a table** from your shop page; you can add bookings yourself too. See them as a list or a day.
- ✓ When you are full, guests join a **waitlist**. When a table frees up, the longest-waiting party that fits moves up and is emailed.
- ✓ Guests can ask for a **favourite waiter** by first name. That person answers **Yes** or **Cannot**.
- ✓ A guest who never came is a **No show**: one tap, and their table goes to whoever is waiting.

Reservations

Tables booked ahead of time.

+ New reservation

7:00 · Bola 4 guests · birthday, a cake at 8	● Confirmed
7:30 · Ifeanyi 2 guests · asked for Chidi	● Pending
8:00 · Sade 6 guests	● Confirmed
8:30 · Musa 3 guests	● No show

A guest has asked for you · Ifeanyi, 7:30

Yes
Cannot

SETTINGS · PRE-ORDERS

Orders for a date, with a deposit.

- ✓ Switch on **Take orders for a date**. Each dish can ask for days of notice, or be made to order only.
- ✓ The customer picks the day. You **Accept** or **Decline**.
- ✓ Take the deposit **after you accept**, or **with the order**: Ekime holds it until you accept, and gives it all back if you decline or do not answer.
- ✓ Half the bill by default. **Free to cancel** until 3 days before; after that, the deposit is yours.

Pre-orders

Settings

When the deposit is paid

With the order, held until you accept

Deposit

Of the bill

50%

Free to cancel until

3 days before

Orders per day

A full day cannot be chosen

10

Birthday cake, 3 tiers

Saturday 18 Oct · collect at 14:00

Waiting for you

Deposit ₦15,000

Held by Ekime until you accept

Accept

Decline

DELIVERIES · MY SHIFT

Riders on the road, and staff on the clock.

- ✓ **Deliveries**, once you switch it on, keeps your riders: name, phone, vehicle and fee per drop. Every delivery order you confirm **waits for a rider**, and is tracked: picked up, delivered, or failed with a reason.
- ✓ **My Shift** is where staff start: **Clock in**, pick up waiting orders, and see their own orders, hours and tips.
- ✓ Owners land on the Overview; everyone else lands on My Shift.

On the road (2)

#1039 · Emeka
Motorcycle · out 18m · 4 Commercial Ave

Delivered

Failed

#1042 · Sani
Bike · out 6m · 12 Herbert Macaulay Way

Delivered

Failed

My Shift · Chidi

Clocked in at 9:02 · 3h 14m so far

Orders today

14

Completed

11

Average time

16m

Tips today

₦4,500

Clock out

Waiting to be picked up

#1051 · Table 3 · 2 items

Pick up

PART 3

Stock and money

What you have, what it costs you, and getting paid.

[Menu stock](#)[Inventory](#)[Suppliers](#)[Recipes](#)[Wallet](#)[Withdrawals](#)[Disputes](#)

STOCK

12 left. 3 left. Sold out.

Find out before your customer does, not when they order the last fish.

- ✓ Every order counts stock down. At zero, the item stops selling **by itself**.
- ✓ At five left it shows as **Running low** on your Overview. Anyone on shift can mark an item out, or back on.
- ✓ Sold-out dishes stay on your shop, greyed and marked **Sold out**, and cannot be ordered.



Jollof rice & chicken

Rice · ₦4,500

12 left



Goat meat pepper soup

Soups · ₦3,800

3 left



Fish pepper soup

Soups · ₦4,200 · stopped selling

Sold out



Running low: Goat meat pepper soup has 3 left. [Update stock](#)

INVENTORY

What you buy, what is left, and what to order.

- ✓ Add your **ingredients**: rice, tomatoes, bottles. Set a level to warn you, and how much you usually order.
- ✓ **Count** what is really there, and record **waste** with a reason. Ekime keeps the stock value.
- ✓ Keep your **suppliers**, then **Draft from what is low**: one purchase order per supplier, ready to check and send.

Inventory

Stock value ₦486,200

2 need ordering

Long grain rice Reorder at 25 kg · Mama Ngozi Foods	8 kg	● Low
Goat meat Reorder at 5 kg · Oko-Oba Abattoir	0 kg	● Out
Tomatoes (basket) Reorder at 2 · Mile 12 Market	6	
Chapman syrup Reorder at 3 bottles	9 bottles	

Count

Waste

Draft from what is low (2)

RECIPES

What each dish is made of, and what it costs you.

- ✓ Write a recipe from your ingredients, for the whole batch. Ekime works out the **cost per portion**.
- ✓ See every dish's **margin**: red when you lose money, amber below 30%.
- ✓ Once a recipe is right, turn on **Deducts stock** and selling the dish takes its ingredients out of your inventory.

Recipes	
Costed 14 of 18 · average margin 58%	
Jollof rice & chicken Sells for ₦4,500 · costs ₦1,820	60%
Ofada rice & ayamase Sells for ₦5,200 · costs ₦2,340	55% • deducts stock
Goat meat pepper soup Sells for ₦3,800 · costs ₦2,950	22%
Small chops platter Sells for ₦3,000 · costs ₦3,150	-5%

GETTING PAID

Money you can read, in an account of your own.

- ✓ Your shop gets **its own account number**. Print a **sign for your counter** so walk-ins can transfer to it.
- ✓ **Online payments** are split as they arrive: the bill and the tip are yours, the service fee is Ekime's.
- ✓ A transfer is in your balance **the moment it lands**. Link it to an order and the order is marked paid.

Your account number

Active

90 2215 6083

CBPAY Microfinance Bank
Yaba Kitchen

Show it on my shop page



Available balance

₦184,350

Withdraw

Transfers into your account

• ₦8,600 from CHIDINMA OKEKE

• Order 1042

• ₦12,000 from EMEKA NWOSU

Link to an order

• ₦4,500 from BOLA ADE

Link to an order

WITHDRAW TO YOUR BANK

Your money, to your bank, when you want it.

Up to ₦5,000

~~₦0~~

₦5,001 – ₦49,999

~~₦10~~

₦50,000 and above

~~₦20~~

- ✓ The smallest withdrawal is **₦100**. Add your **payout account**: pick your bank from the list, type the ten digits, and the account name fills itself in. A new one can receive money after **24 hours**.
- ✓ Only the owner withdraws, with a **4-digit transaction PIN**, after confirming it is them: an authenticator code, or one we email. Five wrong PINs lock it for 15 minutes.

Withdraw funds

₦184,350 available

To account

Access Bank · 0698123344 · YABA KITCHEN ENT.

Amount

150,000

Withdrawal fee ₦20 · ₦150,020 leaves your balance

Transaction PIN

• • • •

Withdraw

The smallest withdrawal is ₦100, and up to ₦2,000,000 in 24 hours. Your business must be verified before you withdraw.

DISPUTES

When a shopper's bank asks for a payment back.

- ✓ The amount is **held** while it is decided. You see what the bank says, the order, and the deadline.
- ✓ **Answer** with what happened and up to 10 photos as proof: the receipt, the delivery, the message.
- ✓ Win and the money is yours. The owner can also **accept and refund**.

Disputes

1 waiting on your answer · ₦8,600 held until decided

Order 1042 · ₦8,600

"The customer says they did not receive the order."

● Needs your answer

● 2 days left

Order 0977 · ₦4,500

Closed 12 Sep

● Won

What happened

Delivered by our rider Sani at 1:10pm; the customer signed and messaged to say thanks (photo attached).

Add photo

Send answer

PART 4

Know and grow

How you are doing, and bringing customers back.

[Analytics](#)[Reports](#)[Customers](#)[Reviews](#)[Discounts](#)[Rewards](#)[Marketing](#)[Promotions](#)

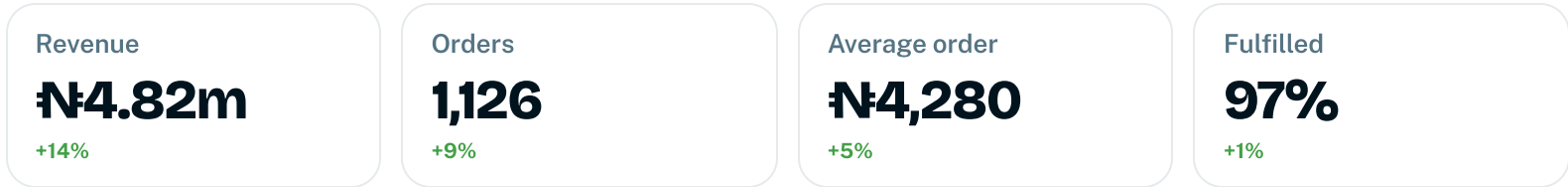
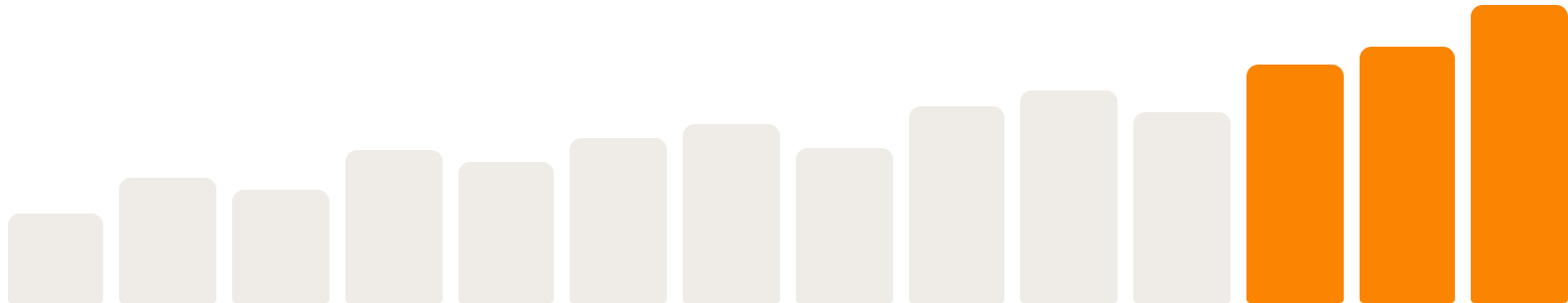
ANALYTICS

How the shop is doing, against how it was doing.

- ✓ Revenue, orders, average order and more for **7, 30 or 90 days**, each against the period before.
- ✓ **Best sellers**, what is **not moving**, busiest hours, how people pay, and revenue by category.
- ✓ Customers new and lapsed, abandoned checkouts, how bookings turned out, table turns and **QR scans**.

Analytics

Last 30 days



Best seller
Jollof rice & chicken · 412 sold

Busiest hour
1pm–2pm

Not moving
Fish pepper soup · 2 sold

REPORTS

Take the figures away in whatever your accountant reads.

- ✓ Sales, orders, financial, products, customers, staff, inventory, VAT and withholding tax, as **CSV, Excel or PDF**.
- ✓ A **journal** and **trial balance** to import into QuickBooks, Sage or Excel.
- ✓ Daily, weekly and monthly summaries are **emailed** to you. With several stores, **All locations** ranks them.

Reports

1 Oct – 31 Oct

Sales What sold, by day and by item	CSV	Excel	PDF
Financial Takings, refunds, charges and what reached the bank	CSV	Excel	PDF
Tax (VAT) Month by month, for the accountant	CSV	Excel	PDF
Staff Who handled what, and their tips	CSV	Excel	PDF
Inventory As it stands today	CSV	Excel	PDF

CUSTOMERS · REVIEWS

Know your regulars, and what they thought.

- ✓ **Customers:** everyone who has bought from you, with their orders and spend. Sort by spend or by last order.
- ✓ **Reviews:** stars for **food, service and ambiance**, comments and photos. Reply, and feature the best one on your shop.
- ✓ Photo reviews wait for you to **approve** them. Staff see the feedback about orders they looked after.

Customers

Everyone who has bought from you.

Chidinma Okeke

23 orders · last order today

₦142,800

Emeka Nwosu

11 orders · 3 days ago

₦61,300

★★★★★ Bola A.

Featured

Food 5 · Service 5 · Ambiance 4 · served by Chidi

“Best jollof in Yaba, and the small chops were still warm when they got here.”

Your reply: Thank you, Bola! See you on Friday.

DISCOUNTS · REWARDS

Offers that bring them in, and points that bring them back.

- ✓ **Offers** that come off by themselves, or **coupon codes** customers type: a percentage or an amount off, on everything or certain items, with a minimum, dates and limits.
- ✓ **Rewards:** turn on a points scheme. By default every ₦1,000 spent earns a point worth ₦10, and **tiers** earn faster.
- ✓ Regulars **spend their points** on a bill when they pay, and see them on their account.

Discounts

A discount with a code is a coupon.

Lunch deal 10% off everything · no code needed	Automatic ● Active
Friday Treat 10% off · minimum ₦5,000 · until 31 Dec	FRIDAY10 ● Active
Free Chapman ₦1,500 off · once per customer	CHAPMAN ● Active

Rewards

Points, tiers, and what they are costing you.

Spend for one point	₦1,000
A point is worth	₦10
Gold tier Spent at least ₦100,000	Earns ×1.5

MARKETING

Drafts written from what your shop is actually selling.

- ✓ Ready-to-post **drafts**: your best sellers, a new dish, a great review, scan-to-order. Copy, or share to WhatsApp, X, Facebook or Telegram.
- ✓ **Send an offer** to the phones of customers who asked for your offers: one a day.
- ✓ **Email your regulars** who opted in: preview it, send yourself a test, then see who opened it.

What people are ordering

A draft from this week's best sellers

This week at Yaba Kitchen, everyone's ordering our Jollof rice & chicken and the Ofada rice & ayamase. Order from your phone: ekime.app/s/yaba-kitchen
[#YabaFood](#) [#LagosEats](#) [#Jollof](#)

Copy

WhatsApp

X

Facebook

Telegram

Send an offer to customers' phones

"Free Chapman with any rice, today only"

Send offer

Email your regulars

Sent 2 Oct · 412 delivered · 188 opened

PROMOTIONS · MARKETPLACE

Be found by people who have never heard of you.

- ✓ Once your shop is **published and verified**, it appears in the **Ekime marketplace**, ranked by its reviews.
- ✓ A **promotion** puts your shop, or one item, at the top of the marketplace, marked Sponsored, and shows what it brought in.
- ✓ While the marketplace grows, **Ekime is giving promoted places free**. If you get one, it appears here with its results.

Promotions

Free from Ekime · Yaba Kitchen, whole shop

Seen

8,240

Tapped

612

Orders

74

Order value

₦318k

Sponsored · Yaba Kitchen

Top of “Shops on Ekime” until 14 Oct

● Running

PART 5

Your team and settings

The people who work with you, and everything about your account.

- Team
- Permissions
- Rota
- Hours
- Payroll
- Leave
- My pay & leave
- Activity Logs
- Help & support
- Settings

YOUR TEAM

Everyone sees their job. Refunds and withdrawals stay with you.

- ✓ Invite people from **Team** by email. Each one signs in with their own account.
- ✓ Change exactly what one person can do with **Permissions**, and let guests ask for them by name when they book.
- ✓ Everyone can turn on **two-step sign-in** for their own account, in Settings.

Manager

Runs the shop, payments and reports.
Refunds and withdrawals stay with you.

Cashier

Takes orders and payments.

Waiter

Takes orders, and payment at the table.

Chef

Runs the kitchen board and the stock.

Owner (you)

Everything, including withdrawals, refunds and payroll. Give one person refunds if you trust them with it.

ROTA · HOURS · PAYROLL

Who works when, the hours they did, and what they are owed.

- ✓ **Rota:** plan the week’s shifts. Orders that assign themselves go to whoever is on and least busy.
- ✓ **Hours:** staff clock in and out on My Shift. Managers correct an entry with a reason, and download it as CSV.
- ✓ **Payroll:** start a run and Ekime fills in salaries, clocked hours, tips, **PAYE and pension**. More on the next pages.

Rota

Week of 6 October

Chidi

Mon–Fri · 9:00–17:00

● On now

Amaka

Wed–Sun · 16:00–23:00

Pay run · September

Approved · 6 people

Chidi

Monthly ₦120,000 · tips ₦18,500

₦138,500

Amaka

142 hours × ₦800 · tips ₦12,300

₦125,900

Pay from your balance

Bank file

PAYROLL

Everybody paid right, tax and pension included.

- ✓ **Their pay:** a salary split into basic, housing and transport, or hours and shifts from My Shift, plus tips.
- ✓ **Worked out for you:** PAYE, pension and NHF on the current Nigeria Tax Act rates, which Ekime keeps up to date. Loans and unpaid leave come off too. You can change any figure on a draft.
- ✓ **Pay from your balance** with your PIN, each salary a transfer with the usual fee, or download **the file for your bank**. A salary account changed today waits a day, and its owner is told.
- ✓ **Payslips:** each person sees theirs under **My pay & leave**.

Pay run · October

Draft

Draft · 2 people

Chidi

₦300,000 · PAYE ₦32,180 · pension ₦24,000

₦243,820

Amaka

₦150,000 · PAYE ₦10,700 · pension ₦12,000

₦127,300

Approve

Pay from your balance

Chidi · October payslip

Paid to GTBank ending 7891

Gross pay

₦300,000

PAYE and pension

-₦56,180

Net pay

₦243,820

TAX · PENSION · LEAVE

Every return ready, every deadline remembered.

- ✓ **Tax & pension:** PAYE to each state by the 10th, pension to each fund within seven working days, and the annual return by 31 January.
- ✓ **Returns made for you** as PDFs with your numbers on them, and a reminder before each is due. You pay through Remita or your bank, file on the office’s site, and mark it done.
- ✓ **Leave:** staff ask on their phones, and you or a manager answer. Unpaid days come off pay.
- ✓ **Leave starts afresh in January:** what is not taken by 31 December is gone.

Tax & pension · 2026

What you owe, and by when

PAYE to Lagos · October

Due 10 November

● Due

Pension to the PFAs · October

Paid and filed

● Done

Annual return to Lagos · 2026

Due 31 January

● Upcoming

Amaka · leave

Ends 31 December

Annual leave

15 days a year

11 left

Sick leave

12 days a year

12 left

ACTIVITY LOGS · HELP & SUPPORT

A record of who did what, and a person to ask.

- ✓ **Activity Logs:** orders taken and moved, payments and refunds, menu and price changes, team changes, withdrawals. Kept for three years.
- ✓ **Help & support:** ask Ekime about a payment, a payout, an order or anything else, with screenshots.
- ✓ A person at Ekime replies there, and by email.

Activity Logs

Who changed what, and when.

Refunded an order

Tolu · #1036 · 10 minutes ago

Changed an item

Amaka · Chapman · 1 hour ago

Clocked in

Chidi · 9:02

Payout on 3 Oct

EK-2214 · Payout

Ekime

It reached your Access Bank account at 11:42. The reference is on your wallet receipt.

● Resolved

SETTINGS

Everything about your store, in five tabs.

- ✓ Five tabs: **Business** (name, logo, address, hours), **Orders** (how orders move, your own riders), **Payments & tax**, **Your account** (two-step sign-in) and **Data & connections**.
- ✓ Turn on **notifications** on each device: new orders and table calls, even with the tab closed. A **New order, paid** email comes once an order from your link or a table is paid.
- ✓ Run another branch? **Add a store** from the store menu at the top; **All locations** compares them.
- ✓ **Download everything** as spreadsheets. Deleting a business can be undone for **30 days**.

Notifications

Get told when a table calls or an order comes in, on this browser.

Two-step sign-in

A code from your phone as well as your password, and recovery codes.

Shop code

A QR code for your shop: PNG for WhatsApp, SVG for a sign-maker, PDF to print.

Business verification

Your CAC registration, checked by Ekime.

Your data

Download everything: orders, items and customers, as spreadsheets.

API keys & webhooks

Let your website or a delivery partner read your menu and orders.

How orders move

Simple: Confirm, Mark ready, Complete. Or every step, for a team that passes orders on.

Delete this business

Goes offline at once; you can restore it for 30 days.

READY?

Put your shop online this afternoon.

START

ekime.app

Tap Create your shop. It takes about five minutes.

ALREADY STARTED?

Setup Guide

In your dashboard: the next step, and this guide again.

QUESTIONS

hello@ekime.app

Or Help & support in your dashboard. A person answers.