

ON RELAY

Welcome. ■

Your fulfillment center just upgraded how you do
orders.
Here's what changes for you.

A guide from your fulfillment center.

When will this be delivered?

You don't need to ask anymore.

Your fulfillment center is now on Relay — a system that tracks every order live, from the moment you create it to your customer's door.

Here's what changes for you:

1

Your customers always get their orders.

Your fulfillment center sees the order the second you create it. No more orders disappearing into WhatsApp chats.

2

Sell only what's actually in stock.

Your inventory updates the moment a customer orders. You never accidentally promise something you've run out of.

3

Know exactly how much you've made.

Daily, weekly, monthly — every order, every naira, totaled in one place.

4

No more 'when will this arrive?'

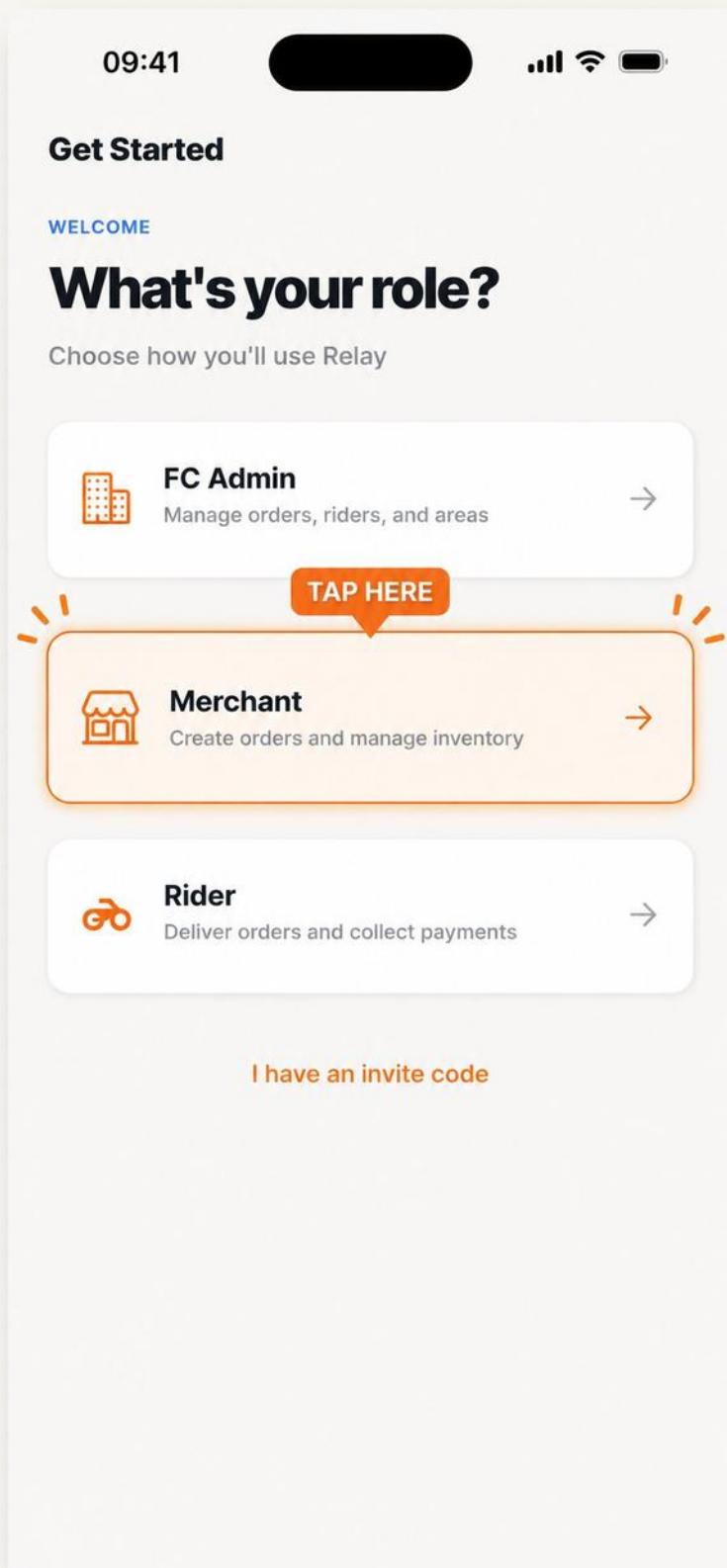
Your customers get a live tracking link. They watch the rider on a map.

Let's get you started.

Pick Merchant.

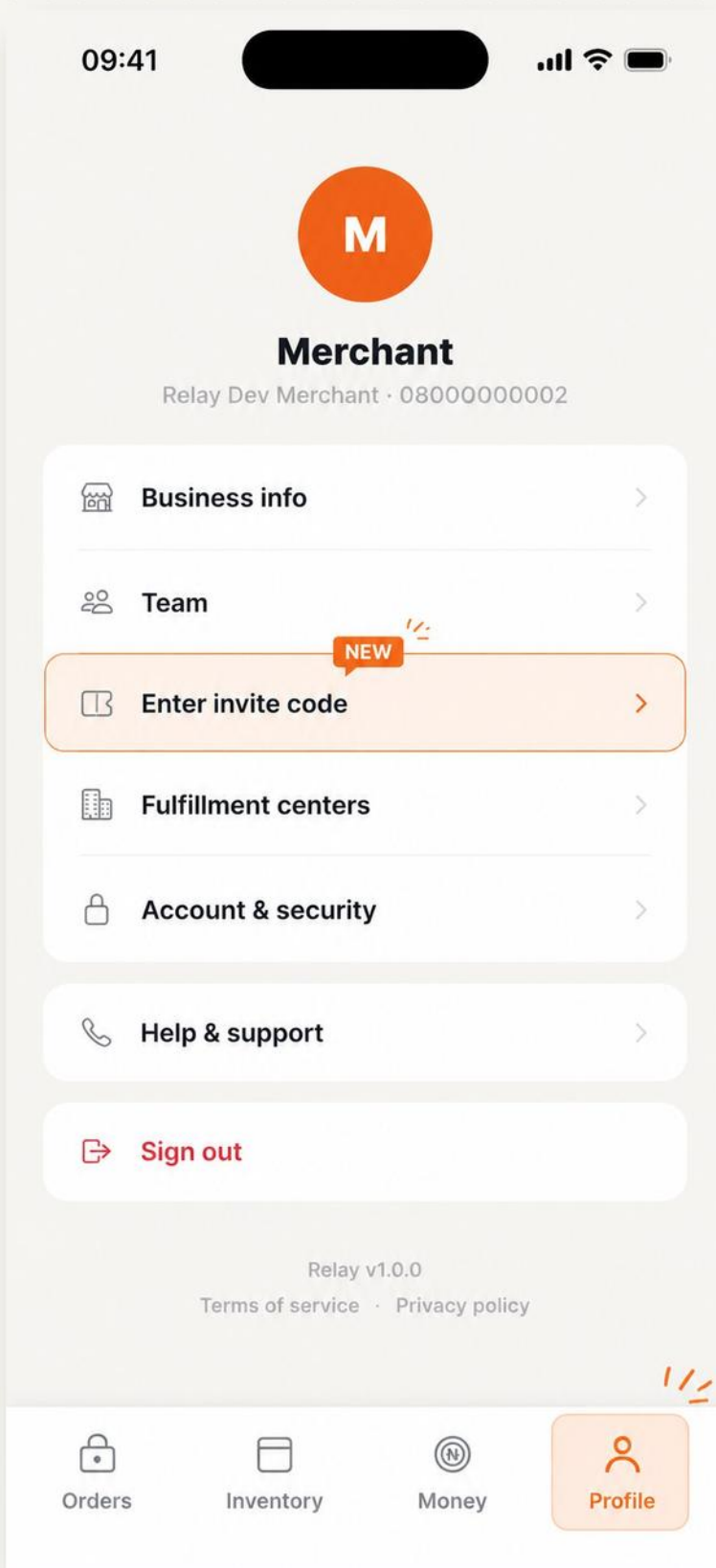
Download Relay. When you open the app, pick Merchant to set up your account.

Already have an invite code? Tap 'I have an invite code' to skip ahead.



Find **Enter invite code.**

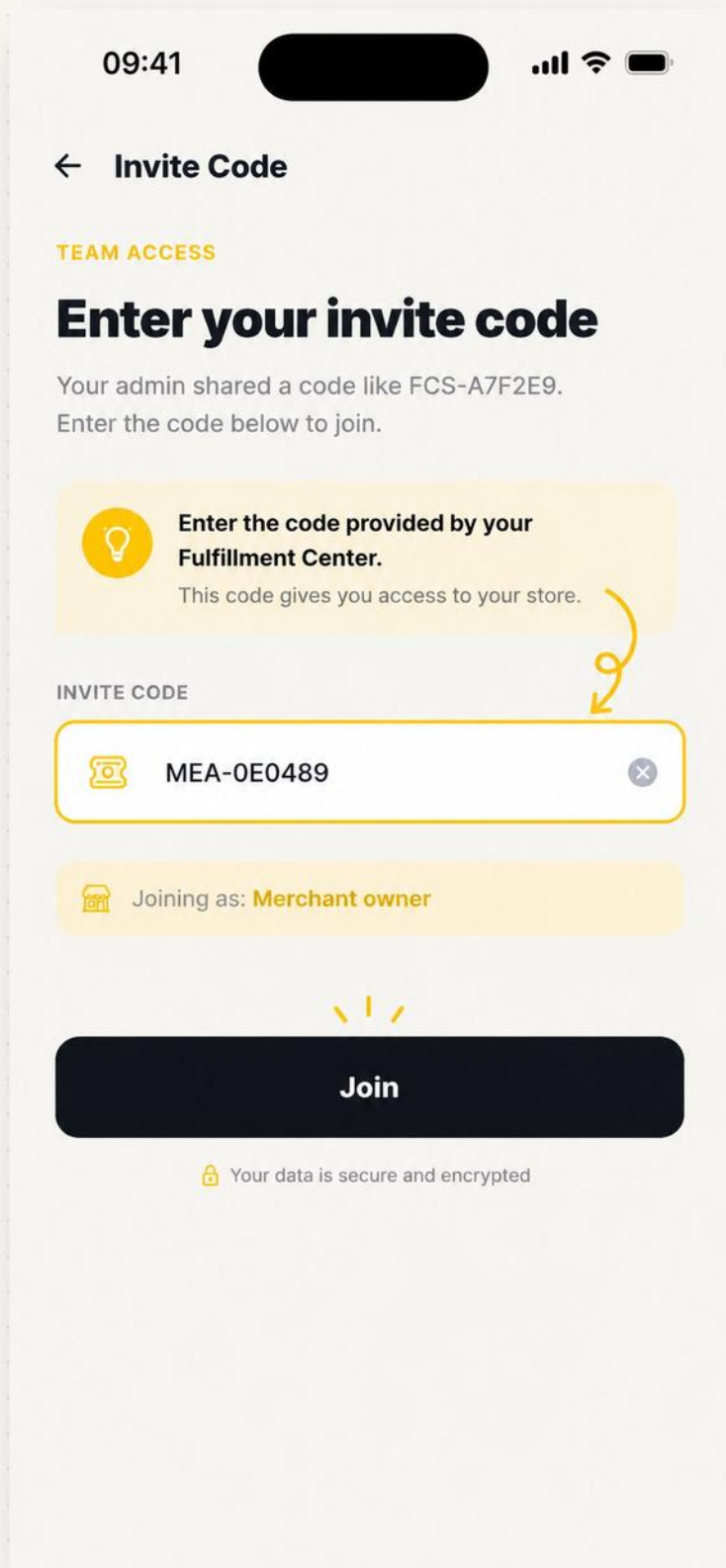
Open Profile. Tap 'Enter invite code' — it's the third item from the top.



Paste the code.

Paste the code your FC sent you. Tap Join.

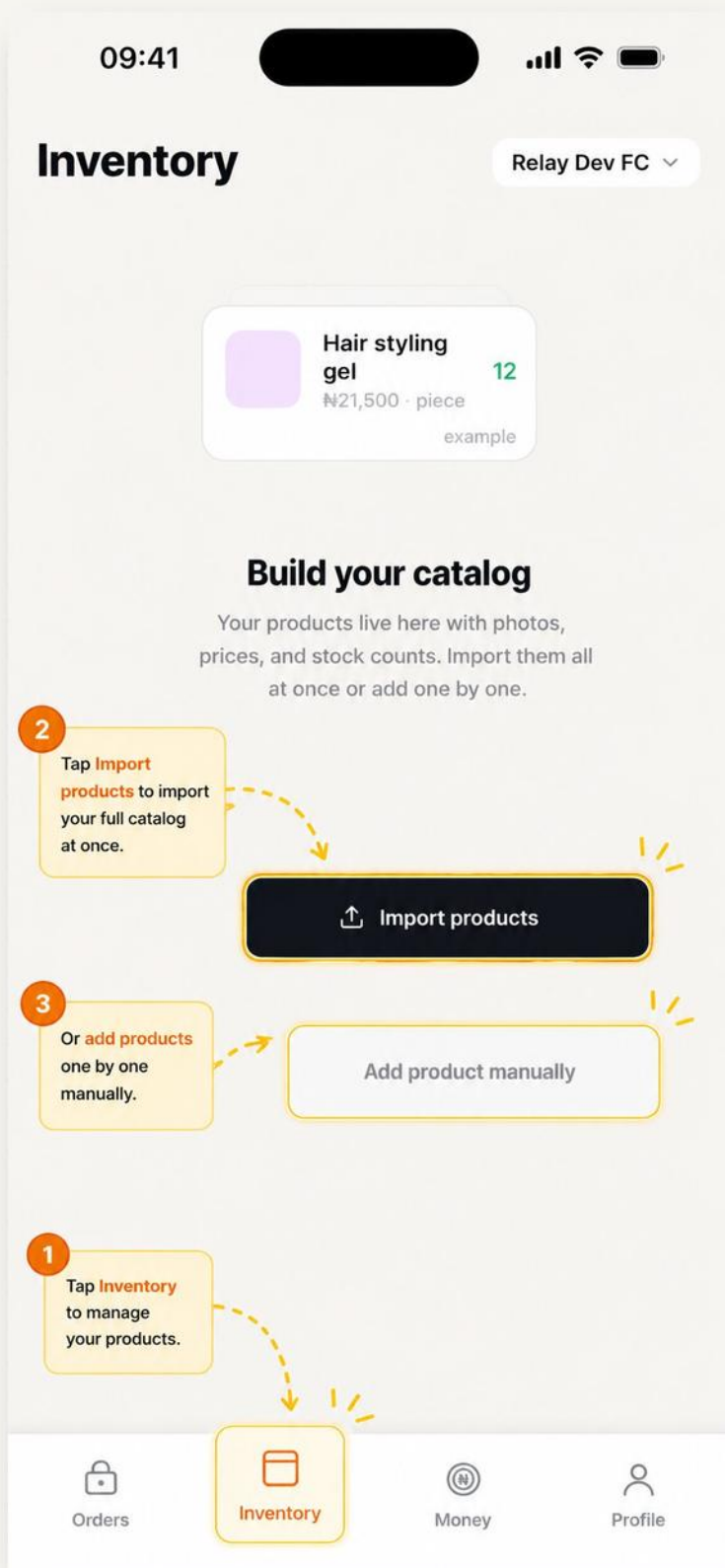
You're linked instantly. Every order goes straight to them.



Add your **products.**

Tap Inventory. Your products live here with photos, prices, and stock counts.

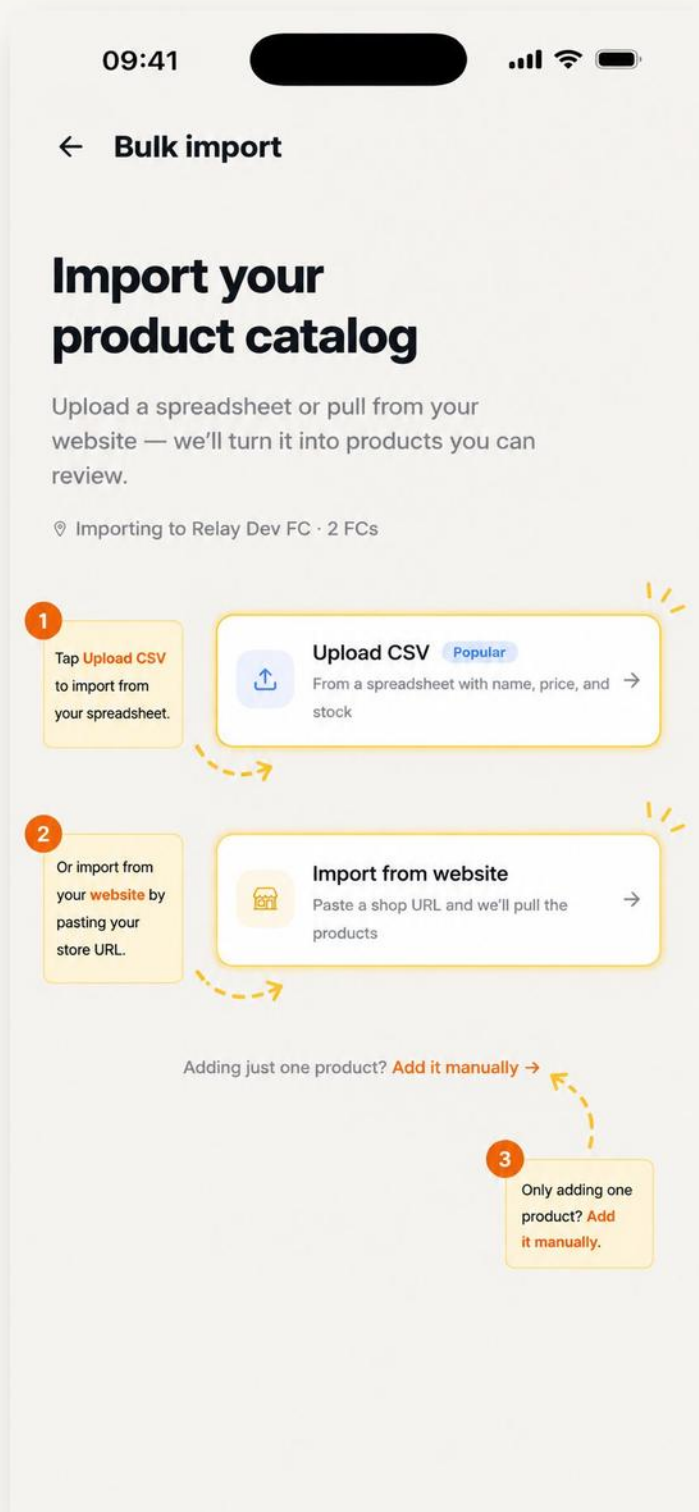
Tap Import products to load them all at once.



Upload or paste your **catalog**.

Upload a CSV from a spreadsheet, or paste your store URL.

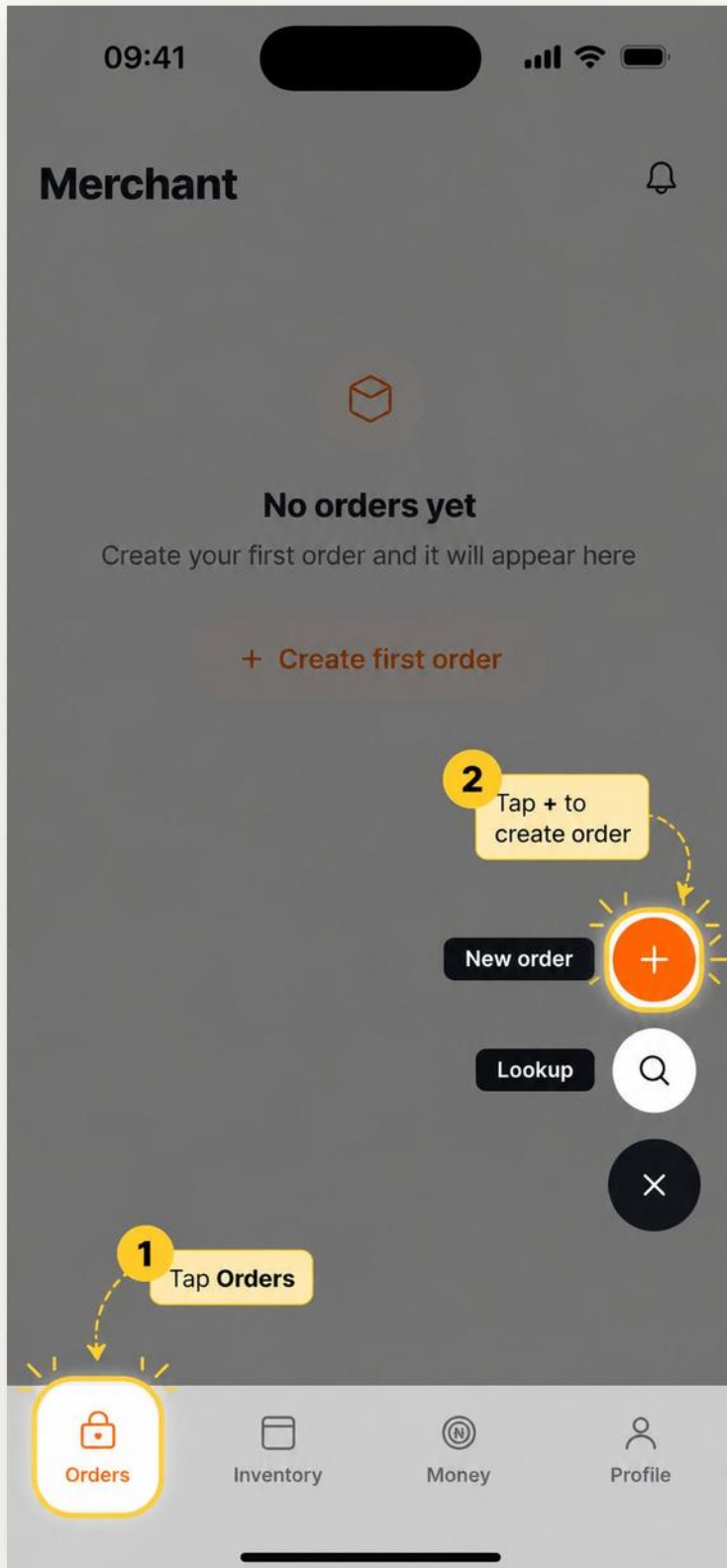
Stock updates as you sell. You always know what's available.



Create your first order.

You're on the Orders tab — every order will appear here.

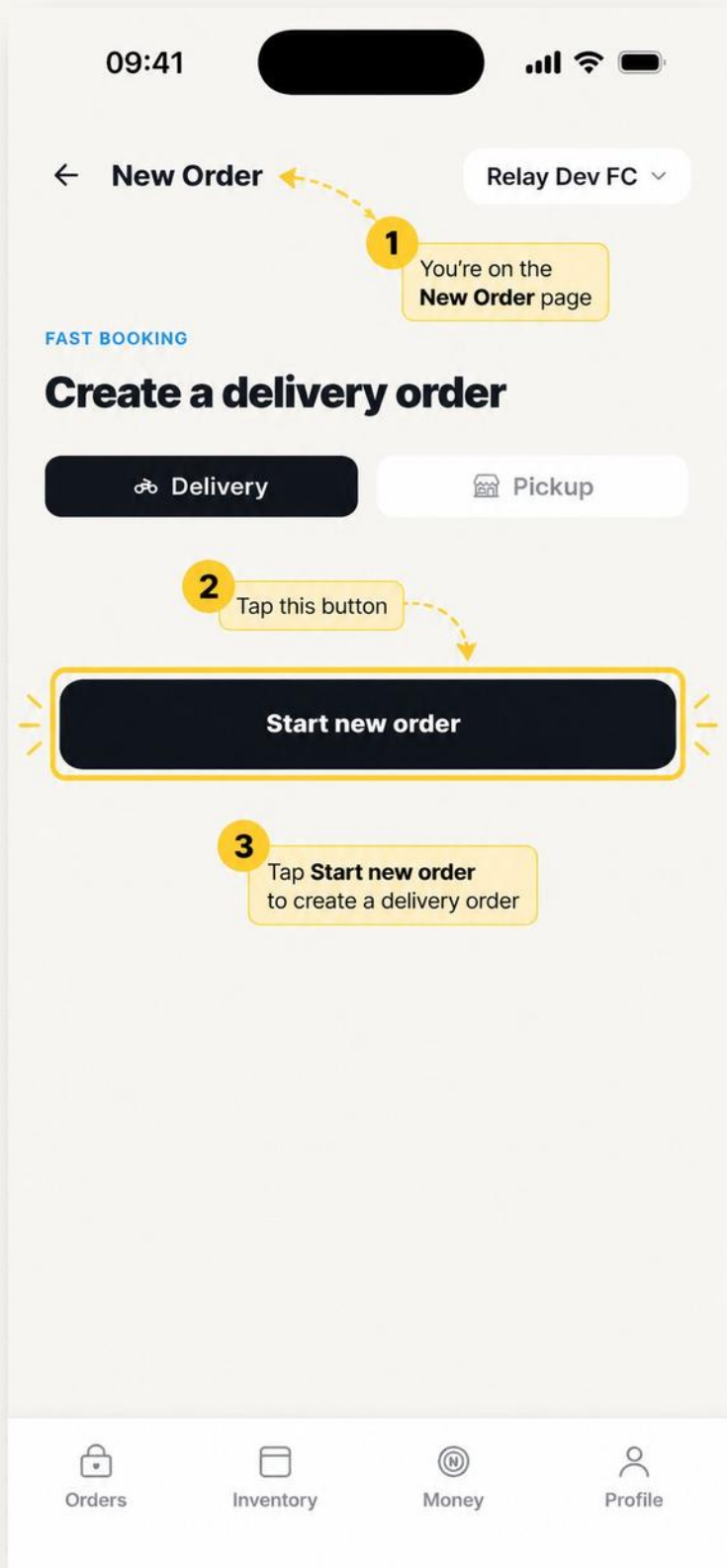
Tap the + button to create one.



Start your order.

Delivery is selected by default. Switch to Pickup if your customer's collecting it.

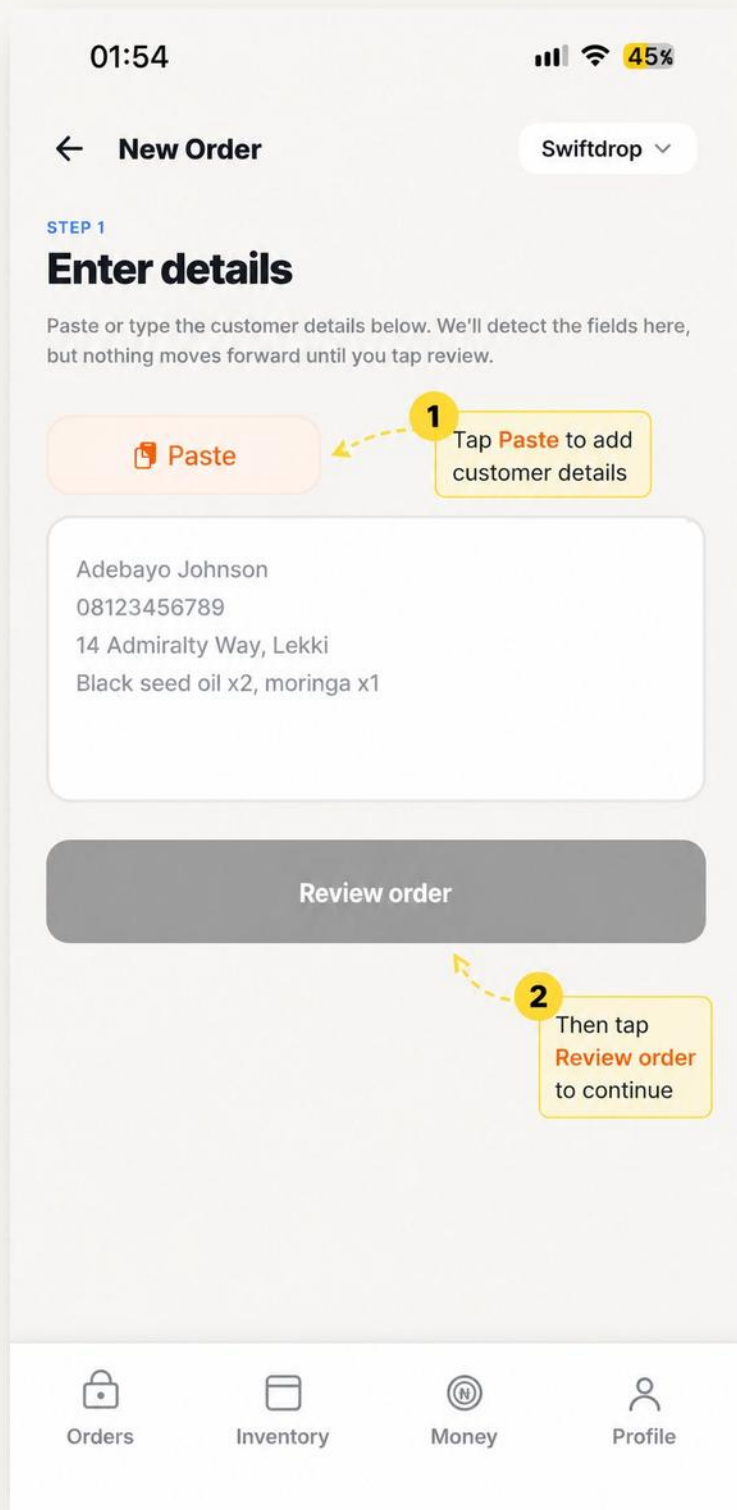
Then tap Start new order.



Enter your **customer's** details.

Paste the message your customer sent — name, phone, address, items.

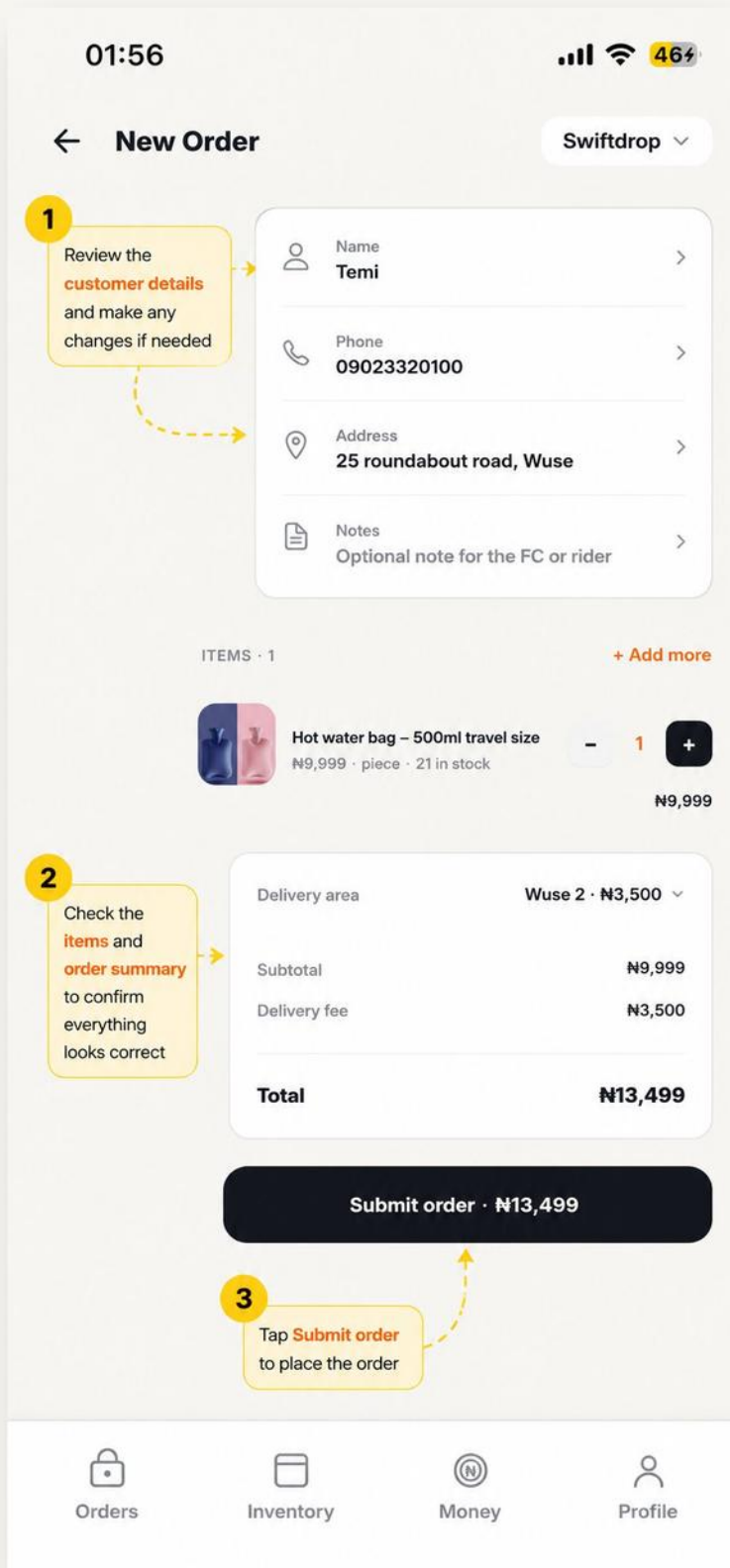
Relay detects the fields. Then tap Review order.



One last check.

Make sure the customer details, the items, and the total all look right.

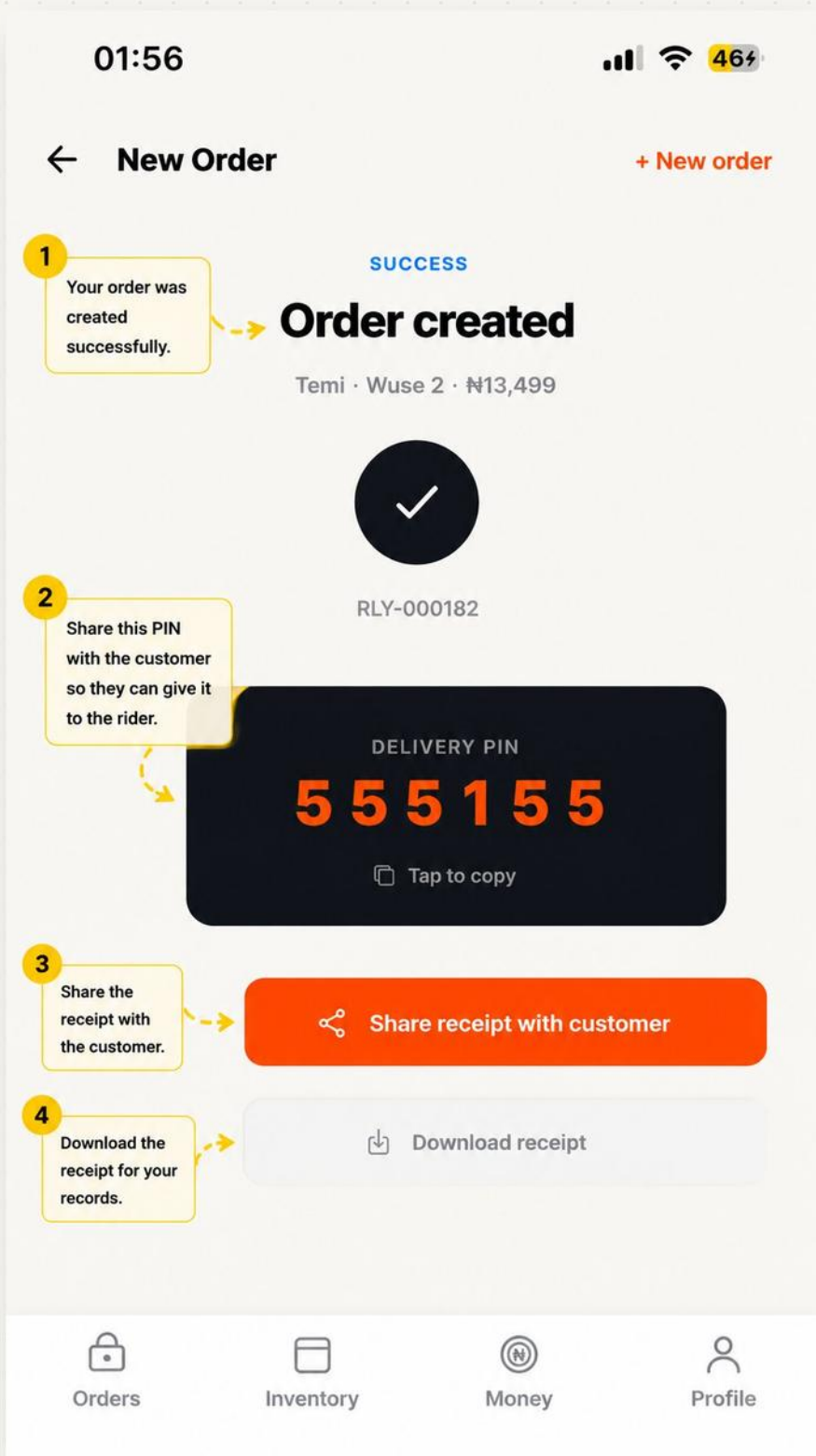
Then tap Submit order.



Order created.

Send the PIN and the receipt to your customer.

They hand the PIN to the rider on delivery — that's how everyone confirms it made it.



relay

It's completely free.

You'll never be charged to use Relay.

Place as many orders as you want. All fees are handled between your
FC and Relay.

FOR MERCHANTS WITH A WEBSITE

Auto-send orders from your site.

Every order from your website lands
in your fulfillment center automatically.

relayapp.ng/developers

Happy selling.