

TenBasket Buyer User Guide

TENBASKET.COM | BUYER HANDOVER | AUGUST 2026

1. Product overview

TenBasket is an online grocery storefront for a single store or delivery operator. Shoppers can browse products, manage a basket, choose delivery details, pay by card or cash on delivery, and review order progress. Account holders can also earn rewards, use eligible points at checkout, and share a referral link.

The business currently reports \$0 monthly revenue. No verified traffic, customer base, or operating history is included. Treat TenBasket as a starter asset that needs the buyer's real catalogue, suppliers, delivery plan, service accounts, legal settings, and marketing before commercial operation.

2. What the buyer receives

- The TenBasket.com domain through the normal registrar transfer process.
- The complete website source package and current visual design.
- The customer storefront, checkout, accounts, rewards, order history, contact, and policy areas.
- The protected store-owner administration area.
- This user guide and the separate technical handover guide.
- Up to 30 days of reasonable technical handover support after transfer.

Third-party service fees, grocery inventory, suppliers, delivery staff, legal services, marketing, and ongoing development are not included.

3. User roles

Guest shopper

A guest can browse products, use the basket, complete checkout, and review recent orders using the same browser session and the phone number supplied at checkout. Guest tracking is intentionally limited for privacy.

Customer account holder

A signed-in customer receives account-linked order history, reward points, member-tier information, referral tools, and eligible points redemption at checkout.

Store owner or administrator

An authorised administrator manages products, orders, delivery configuration, payment instructions, feedback, customer rewards, and optional customer announcements. TenBasket is a single-store product. It does not include a separate supplier or multi-vendor self-service portal.

4. Customer workflow

- 1 Open the storefront and browse featured items or product categories.
- 2 Open a product to review its description, price, selling unit, and availability.
- 3 Add the product to the basket and adjust quantities as needed.
- 4 Open checkout and review the basket total.

- 5 Enter the customer's name, international-format phone number, region, delivery address, and an available delivery slot.
- 6 Choose card payment or cash on delivery. Card payment sends the shopper to a secure hosted checkout; cash on delivery records an unpaid order for the operator to fulfil and collect.
- 7 Submit the order and open Order History to view its status, items, delivery slot, and total.
- 8 Signed-in customers can open Rewards to view points, tier progress, referral details, and redemption eligibility.

Order statuses are Pending, Confirmed, In Progress, Delivered, and Cancelled. The store owner updates these as fulfilment moves forward. Signed-in customers see their account orders. Guests can see recent matching orders from the same browser session after entering their checkout phone number.

5. Store-owner workflow

Products

- Add a product with a name, description, price, selling unit, category, and image.
- Edit product details and replace its image.
- Mark a product featured, in stock or out of stock, visible or hidden.
- Remove products that should no longer be offered.

Use accurate product images and descriptions. Confirm allergens, weights, origins, availability, and local labelling obligations before launch.

Orders

- Review recent orders and open an order to see the customer, items, payment method, delivery address, delivery slot, rewards usage, and total.
- Filter orders by fulfilment status.
- Move an order through the correct status as it is accepted, prepared, delivered, or cancelled.
- Create a manual order for a phone or offline customer when needed.

Before changing an order to Delivered, confirm fulfilment and payment. Before cancelling, check whether payment or customer communication needs separate handling.

Store configuration

- Add or remove delivery regions.
- Add or remove delivery days and time slots.
- Update the instructions shown for card payment and cash on delivery.
- Review submitted feedback by type.
- Review customer reward balances and redemption history, and make authorised corrections when required.
- Use optional announcement tools only after the buyer has connected an approved messaging account and obtained any required customer consent.

6. Rewards and referrals

The supplied configuration awards one point for each eligible USD 1 spent on fruits and vegetables. Points are added when an eligible order is completed. The default redemption rules require at least 500 points and an order of at least USD 25. One hundred points equal USD 1, and rewards can cover up to 10 percent of an eligible order. Points are configured to expire after 90 days. The buyer should review these rules before launch and make sure customer-facing terms match the chosen commercial policy.

Customers receive a referral link from their rewards area. The current interface presents a referral reward of 100 points after the referred customer's first order. The buyer should test the full referral condition before promoting it and clearly publish the final terms.

7. Revenue model

The built-in revenue path is direct grocery sales through the checkout. The buyer controls product selection, retail pricing, margin, delivery area, and fulfilment. Delivery or service fees, subscriptions, curated baskets, wholesale accounts, and additional categories are possible future business choices, but they are not represented as current revenue or included results.

8. First-week launch checklist

- 1 Complete the domain and source-package handover.
- 2 Create buyer-owned service accounts and rotate every credential.
- 3 Set the real administrator accounts and remove any demonstration access.
- 4 Replace demonstration products and orders with the buyer's approved catalogue and operating data.
- 5 Confirm prices, units, stock visibility, product images, and product descriptions.
- 6 Configure delivery regions, slots, cash-on-delivery rules, card checkout, taxes, and refund handling.
- 7 Update contact, delivery, return, privacy, and trading terms for the launch location.
- 8 Place test guest and account orders using both payment choices.
- 9 Confirm order-status updates, rewards, emails, optional messaging, and mobile layouts.
- 10 Start marketing only after fulfilment, customer support, monitoring, and backups are ready.

9. Status and boundaries

TenBasket.com is a starter business asset with current monthly revenue of \$0. No verified traffic, customers, supplier agreements, inventory, delivery workforce, licences, rankings, or earnings are included. Demonstration content must not be treated as commercial history. The buyer is responsible for local food rules, consumer law, privacy, taxes, payments, refunds, delivery operations, and all commercial decisions.

10. Handover and support

The seller will provide the domain-transfer process, the website source package, these guides, and up to 30 days of reasonable technical handover support. Support is for questions about the supplied product and initial setup. It does not include unlimited custom development, business operations, marketing, legal advice, third-party fees, or guaranteed results.