
eMunimJi · Business Workspace

Bill from the counter, track stock, know your margins,
file GST — all by WhatsApp or Telegram message.

SAS Business · Bengaluru

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Run your shop's books from the chat you already use. Build a bill item-by-item, keep a HotList of your fast movers, watch your margins, and file GST — every command is a plain message to eMunimJi on WhatsApp or Telegram.

Last updated · June 2026 · Built from live code at commit 3f65c08. Every command below is wired and working.

How to read this guide

- Each command is a message you send to eMunimJi. Type it; the part in `<angle brackets>` is yours to fill in.
 - **Typos are forgiven.** `print lebel`s auto-runs `print labels` (with a small “samjha” note); a fuzzier typo offers tappable **Did you mean?** buttons; risky commands (`bill banao`, `generate bills`, `delete`s) always ask you to confirm first. Instant, free, on every plan.
 - Most commands accept **Hindi / Hinglish** too — the Hindi form is shown where it helps.
 - `□` = works on the Free plan (logging) · `□` = Paid feature.
 - Numbers in lists (customers, suppliers, HotList) are **stable** — you act on them by their number: change 2 ..., delete 3.
 - **Voice or type?** Typing always works for every command here. Voice notes work great for everyday logging and the common verbs (`sales`, `bill banao`, `expenses`). Some of the newer admin/payment verbs (e.g. `utr`, `auto reconcile`, `token system on`) land best when **typed** — by voice they're routed through the AI helper, which needs a Paid plan.
-

Plans — Free & Paid

Two simple plans, no jargon:

- `□ Free` — **log your money, forever.** Record your income & expenses and see your balances and monthly totals. Examples: `500 chai`, `+5000 sale`, `-200 rent`. Always free, no limits on logging.
- `□ Paid` — **run the whole shop.** Everything else a Business needs: billing & POS (`start bill` / `bill banao` / camera barcode), customers, inventory / HotList & barcode stock, recurring entries & reminders, UPI collection (QR bills + auto-reconcile), GST tools, reports & Excel export, and the voice / photo / AI helper.

`□ 60-day free trial.` Your **first** workspace gets all Paid features free for 60 days — no card needed. **Everything** is unlocked during the trial — including `set upi` and UPI bill collection — so you can run the whole shop from day one. When the trial ends, that workspace stays on Free (logging) until you upgrade.

One free workspace per number. Your first shop is free; additional shops are Paid (up to 10 per number).

Price: a Business workspace is **₹250/month**. If a paid plan's payment lapses, the Paid features pause (your data stays safe) until you renew.

You want	Send
This shop's plan, trial days left + price	my plan
All your shops, one line each	my shops
Compare Free vs Paid + the price, then pay	upgrade plan

1 · Get started

You want	Send	Notes
Begin / see the menu	hi · namaste	First message sets up your workspace + language (auto-detected from your script). ☐
Open the setup wizard anytime	setup	Re-runnable. Sections for inventory, money, identity. ☐
Set your shop type	set category Kirana (Restaurant / Pharmacy / Retail / Salon / ...)	Picks the right GST HSN defaults + starter packs. ☐
Create another shop	add business <Name>	Each shop is its own workspace with its own books. ☐
Switch shops	select <shop name>	When you run more than one. ☐
See everything you can do	help · madad	Workspace-aware. help business for the deep dive. ☐

2 · HotList — your inventory & speed-dial ☐

Your HotList is the heart of the Business workspace: the items you buy and sell, each in a **slot (1–99)**. The slot number is your speed-dial for billing. (Inventory / HotList is a Paid feature.)

Add items

You want	Send
One item (just a price)	add hotlist chai 10
With cost + sell	add hotlist chai 8 15
Full form (cost, sell, stock, reorder)	add hotlist samosa 12 20 50 10

You want	Send
Tag a category / rack while adding	add hotlist samosa 12 20 cat=snacks rack=A3
Sold by weight / volume (unit)	add hotlist Tomato 40 kg · add Milk 60/litre (also per kg, unit=kg)
Name only (price it later)	add hotlist namkeen
Many at once	bulk hotlist then one item per line (see below)

The trailing numbers are positional and **all optional**: **1** = sell · **2** = cost, sell · **3** = + stock · **4** = + reorder level. Tags cat= and rack= can go anywhere on the line (aliases: category=, shelf=, loc=).

Units (kg / litre / etc.): add a unit and you can sell a **fractional** quantity — 1 2.5 sells 2.5 kg of slot 1. Set it while adding (add hotlist Tomato 40 kg, add Milk 60/litre, unit=kg) or later with change <slot> unit kg.

Bulk upload — paste your whole list, slots auto-assign:

```
bulk hotlist
Chai 8 15
Samosa 12 20 50 10
Coffee 30
Paracetamol 18 cat=medicine rack=B2
```

Copy-paste from Excel works (commas, tabs, newlines; a price like Laptop 45,000 stays intact). For a spreadsheet to fill, send template hotlist — it has columns for category, reorder and shelf — fill it and send the file back.

See & sell from the board

You want	Send
Show the board (numbered by slot)	hotlist · inventory · items · stock
Sell 5 of slot 1	1 5 (voice: “ek panch”)
Sell from slot 10+ (no # needed)	10 2
Filter by category	hotlist snacks
Items on a rack	rack A3

The board shows price, stock (with □ when low), category and □rack per item. Set a category with change <slot> category <name> and hotlist groups the items under their categories so a long board stays navigable.

Edit by slot number

You want	Send
Change price	change 1 price 50 (or just change 1 50)
Cost / stock / reorder	change 1 buy 35 · change 1 stock 40 · change 1 reorder 10
Rename · unit	change 1 name Masala Chai · change 1 unit cup
Category · rack	change 1 category beverages · change 1 rack A2
Remove (asks to confirm)	delete 1 — the slots below shift up so the board stays 1, 2, 3... with no gap

Rearrange the speed-dial — swap / move / replace

The slot number is your muscle memory, so you can re-order the board:

You want	Send
Swap two slots	swap 2 5 — slot 2 and slot 5 trade places
Move an item to a new position	move 5 2 — slot 5's item goes to position 2; the rest shift to make room
Repurpose a slot with a new item	replace 2 Kachori 8 12 — slot 2 becomes Kachori (cost 8, sell 12; stock/category reset)

Stock keeping

You want	Send	Effect
Set the count (stock-take)	stock chai 40 · change 1 stock 40	sets to exactly 40
Restock (delivery arrived)	received chai 100	adds 100
See what's low	restock list · low stock	board filtered to items at/under reorder line

Every finalized bill decrements stock automatically, and you get a low-stock alert when an item crosses its reorder line.

3 · Categories & racks — keep a big HotList navigable □

As your list grows, group items by **category** and record where each is kept with a **rack / shelf**. Both are optional.

You want	Send
Tag an item's category	item category chai beverages · category chai beverages · change 1 category beverages
Set a rack	rack chai A2 (by name) · change 1 rack A2 (by slot) · rack=A2 when adding
Set a reorder level by name	set reorder chai 10 (by slot: change 1 reorder 10)
List categories (with counts)	categories
List racks	racks
Items in a category	hotlist snacks
Items on a rack	rack A3
Rename / delete a category	rename category old to new · delete category snacks

rack chai A2 sets chai's rack; rack A3 (a bare code) filters the board to that rack — eMunimJi tells them apart by whether the first word is one of your items.

Categories and racks are real, navigable groupings — set one on two items and categories shows the count; ask rack A3 to see everything stored there.

4 · Billing (POS cart)

Build a bill one line at a time, then cut it. □

Step	Send
Open a bill	start bill (or just start adding)
Add items	4 chai · 1 5 (slot 1 × 5) · do chai teen samosa
New item not in HotList	2 cold drink 40 — adds it inline and bills it
Remove / change qty / undo	chai hatao · paracetamol 3 kar do · undo
See the running cart	cart · bill dikhao
Cut the bill	bill banao · end bill
Discount (within 5 min of the bill)	discount 50 · 5% off
Cancel without saving	cancel bill

Billing-terminal feedback. Each add — whether you type 1 5 or scan the item's QR (below) — replies with a compact one-liner so rapid billing stays clean: □ 2× Chai □ □ 240 (1). Type cart (or bill dikhao) any time for the full itemized bill with the □ **Bill banao** / □ **Undo** / □ **Cancel** buttons — the same full bill also appears after bill banao. Finalizing creates one invoice, decrements stock, and

records the sale (the entry lists the items: ☐ INV-... · 4×Chai · 2×Paracetamol). Voice works throughout (“char chai”, “bill banao”).

☐ Pay by mode — Cash · UPI · Card in one line ☐

Ring up **and** bill in a single message by leading with the pay mode — the fastest way to cut a bill:

You want	Send
Sell slot 1 × 3 as Cash	cash 1 3
...as UPI	upi 2 1
...as Card	card 1 3
Many lines, one bill	cash 1 3, 2 4, 5 2
No mode at all (bills as UPI)	1 3 · 1 3, 2 4

- **Instant bill — no start bill.** A mode-line opens the bill for you and adds the item(s) in one shot.
- **The first mode locks the bill.** Whatever mode you lead with decides the *whole* bill: a later upi 2 4 on a cash bill still adds the item, but the bill stays **Cash**. To override at the very end, cut it with *bill banao upi*.
- **UPI is the default.** A bare 1 3 with no mode finalises as **UPI**; type cash 1 3 when it's cash. A sale to a **named** customer with no mode stays **credit (udhar)**, as before.
- **Finalise with a tap.** The running-bill reply carries [☐ Paid — Cash] or [☐ Bill banao (UPI)] plus [☐ Cancel bill] — one tap, no typing.
- **Auto scan-to-pay QR — no UTR step.** When a bill finalises as **UPI**, eMunimJi DMs you a **unique, tracked QR** with the amount already baked in: show it, the customer scans, and the money lands **straight in your own UPI**. The bill **auto-marks Paid** the moment your **bank credit SMS** reaches eMunimJi (forward it, or set up SMS auto-forward). The customer is **never asked for a UTR** (off by default) — [☐ Received] is the manual fallback. *Honest caveat: direct-UPI has no aggregator callback, so auto-settle relies on that bank SMS landing.*

Scan to bill — build the bill by scanning ☐

You or your cashier can **scan your shop's own item QR stickers** — the ones you print with *item qr <slot>* or print labels — to ring up a bill at the counter, instead of typing 1 3. It behaves like a supermarket barcode scanner:

- A **packaged** item (packet / bottle / piece) adds **+1 per scan** — scan the same packet 3x and the line shows qty 3.
- A **weighed** item (kg / litre / gram) asks “**kitne kg?**” — reply the amount (e.g. 1.5) and it's added.
- Re-scan an item already on the bill and it **adds to the same line** — never a duplicate.
- The **first scan auto-starts the bill** — no start bill needed.
- A scan **merges into whatever bill is open** — a start bill cart, or a claimed customer scan-order (#N) you're reviewing.

This works **whether counter mode is on or off** — what matters is *who* scans: when you or your staff scan, it's *your* counter bill; a real customer scanning the same sticker still gets their own self-order (Section 9). Stock is guarded, so you can't oversell.

Bill to a customer:

- bill banao to Ramesh — links/creates the customer.

Send the bill to the customer — opt-in ☐

bill banao works exactly as before; **nothing is sent to the customer automatically**. This feature is **OFF by default** — turn it on per shop:

Toggle	Send
Turn on	send bill on
Turn off	send bill off
Check	send bill status

Once **ON**, every finalised bill shows a ☐ **Send to customer** button right under the receipt — one tap and you're sending. (You can also type `send bill <number>` any time.) Works on WhatsApp **and** Telegram.

What you type	What you get back
<code>send bill 9876543210</code> (new number)	<i>"This number isn't a saved customer — reply with a name to save them."</i> Reply a name ☐ saved ☐ bill goes out. (skip cancels.)
<code>send bill 9876543210</code> (known number)	Sends straight away.
<code>send bill Ramesh</code>	Sends to saved customer Ramesh.
<code>send bill</code> (customer on the bill has a number)	Sends to that customer.
<code>send bill</code> (no number on file)	<i>"No number saved — send send bill <number>."</i>

What the customer gets — a scan-to-pay bill image. The bill goes out as an **image** with your **UPI QR embedded** right on it. The customer opens it on any phone, scans the QR with any UPI app (GPay / PhonePe / Paytm), and pays you directly — **no app to install, no PDF reader needed**. UPI is the primary rail; a Razorpay pay-link is only a **fallback** if you've set Razorpay up. (Delivery uses a one-tap `wa.me` link so the bill can go from your own WhatsApp to any customer — they don't need eMunimJi.)

Set up your UPI once so every bill carries the QR:

You want	Send
Set your UPI ID (owner-only — a cashier can't change it)	<code>set upi yourname@bank</code>
Check it's set	<code>upi status</code>
Hands-free bank-SMS auto-forward	<code>auto reconcile</code> — explains the one-time setup so a forwarded bank-credit SMS confirms payment automatically
Ask the customer for a UTR? (off by default)	<code>utr check on · utr check off · utr check status</code>

A payment confirms FOUR ways — all deduped by the UPI reference, so the same payment can never count twice:

1. **Forward the bank-credit SMS** to eMunimJi (or paste it). The amount + UPI ref auto-match the bill ☐ marked paid. ☐ The hands-free path.
2. **Tap ☐ Received** on the bill — you’ve eyeballed the money in your account.
3. **Type utr <ref>** — record the UPI/UTR reference yourself.
4. **Customer taps ☐ I’ve paid** (only when utr ☐ check on) ☐ they send a UTR or a screenshot. This is recorded as a **claim, not proof** — it stays pending until *you* confirm it (the bank SMS auto-matches it, or you tap ☐). Off by default the customer is never asked, and eMunimJi never trusts a customer’s word alone.

Discount + send work together, in any order. discount 50 (or 5% off) adjusts the bill; send bill <number> always sends the **latest** total — re-send and the QR reflects the new amount. The number is always part of the command, so it’s never mistaken for an expense.

Paid plans only. Free tier doesn’t see the send option.

Payments at a glance ☐

You want	Send
All payments (paid / unpaid / rejected)	payments
Just what’s still unpaid	pending payments
One customer’s payments	payments Ramesh
Status of one UPI reference	payment status <ref>

Each line shows the state and the **UPI reference** it’s tied to, so you can match it against your bank statement.

If utr <ref> is **ambiguous** (two unpaid bills near the same amount), eMunimJi shows buttons to pick the right bill. If the **amount doesn’t match**, confirm it with utr <ref> <amount>.

Pickup tokens — optional ☐

Turn this on and every paid order gets a short **pickup token** the customer can quote at the counter:

You want	Send
Turn tokens on	token system on
Mark an order ready	tap [☐ Mark Ready] on the order card, or type ready <code>
See / hand over an order	token <code> (shows it + a Mark delivered button)
Close it out	tap [☐ Delivered], or type deliver <code>

On payment, the customer is sent their token automatically, and **you** get an order card with [☐ **Mark Ready**] and [☐ **Delivered**] buttons. The customer can check progress any time with track or my order.

5 · Margins — never sell at a loss ☐

change 1 buy 1 ← cost price (20 samosas for ₹ 20 = ₹ 1 each)
 set margin samosa 40% ← target margin → eMunimJi suggests a sell price
 change 1 price 2 ← sell price (margin = $(2-1)/2 = 50\%$)
 margin samosa ← cost / sell / actual % / target / suggestion
 margins ← table of all items: ✓ on-target / ▲ below / ☐ below-cost

Every bill line is margin-checked live: ☐ **BELOW COST** if you're losing money, ☐ below your target. Target cascade: per-item ☐ shop default (set default margin 30%) ☐ 25%. Profit reports use real cost (COGS), so profit is true profit.

6 · Customers ☐

You want	Send
Add	add customer Ramesh 9876543210
List (numbered)	customers
Edit by number	change 2 phone 9876500011 · change 2 name Ramesh Kumar
Detail + recent bills	customer Ramesh
Remove	customer remove Ramesh
Register their GSTIN (B2B)	set customer gstin Ramesh 27AABCT1234Z1Z0
Quick credit note (amount only)	credit note to Ramesh 500

Returns & exchanges — against the original bill ☐

When a customer comes back to return or swap an item (Reliance-Mart style), pull up the bill and pick the exact items — eMunimJi issues a proper **credit note**, **restocks** the returned units, and settles the **net difference**.

Step	Send
Start from a specific bill	return bill INV-2026-0616-0042
...or the last bill	return last bill (or just return)
Return an item (full qty)	return 2
Return part of an item	return 2 x1 (1 unit of line #2)
Exchange — add new items	add 1 coffee · add 2 coffee 40 (qty name price)

Step	Send
Review	show
Finish	done
Abort	cancel

On done: a credit note is booked for the returned value, any exchange items are booked as a fresh sale, returned units go back into stock, and eMunimJi tells you the **net** — “Collect ₹20” (new items cost more) or “Refund ₹20” (return is bigger). A credit-note PDF is generated for your records.

Win-back & marketing: customers lapsed (not seen in a while), bring back Ramesh (drafts a “we miss you” share message), promo chai -10% (price-cut announcement), new arrival cold drink 40.

Udhar — credit you gave, got back & settled □

Udhar is tracked **per person** and kept **separate from your sales/expenses**, so credit never skews your profit. Direction follows the words — **ko diya** = you gave (they owe you); **ne diya / wapas** = they paid you back.

You want	Send
Lend / give on credit	Ramesh ko 500 udhar diya □ expense; Ramesh owes you ₹500
Borrow / take on credit	Sharma se 2000 udhar liya □ you owe Sharma ₹2,000
They repaid you	Ramesh ne 300 wapas kiya · Ramesh ne 300 diya
Settle a balance	settle udhar Ramesh 300 · settle Ramesh 300
Opening — they owe you	opening udhar Ramesh 5000
Opening — you owe them	opening payable Sharma 3000
Full outstanding summary	udhar · baaki · outstanding
One party's balance	udhar Ramesh · Ramesh ka baaki
Collection route near you (Paid)	share location □ □ nearby udhar (closest first, with call links)

Works in English, Hinglish & Hindi — e.g. □□□ □□ □□□ □□□□, □□□ □□□□ □□□□ □□□□.

□ Customer retention — passes, wallets & subscriptions (Paid)

Lock in regular customers by taking money up front (prepaid) or running a monthly tab (postpaid). Start with **setup passes** — eMunimJi recommends the best model for *your* business type. Every offer is

sent to the customer to **accept** before it activates; balances then draw down automatically when you bill them.

Pick the model for your shop:

Your business	Model	Set it up
☐ Kirana / grocery / medical	Wallet (advance ₹, deducts per bill)	propose Ramesh 9876500001 wallet 2000
☐ Restaurant / café	Value Pack (bonus — pay less, get more)	propose Sita 9876500002 wallet 4500 bonus 500
☐ Salon / spa / gym / clinic	Service Pack (N visits, counts down)	propose Asha 9876500003 pack 10 Haircut 2000
☐ Dairy / milk / tiffin	Coupon Book (used per delivery)	propose Verma 9876500004 coupons 30 Milk 1500
☐ Newspaper / milk-on-credit	Postpaid Subscription (deliver daily, bill monthly)	subscribe 9876500004 ToI @5 sun 8 daily

Everyday commands

You want	Send
See the recommended model	setup passes · loyalty
Offer a wallet / value pack	propose <name> wallet <amt> [bonus]
Offer a service pack	propose <name> pack <count> <item> <price>
Offer milk/delivery coupons	propose <name> coupons <count> <item> <price>
Recharge a wallet (UPI link)	topup <name> <amt>
Load a wallet by cash	pass cash <name> <amt>
See a customer's account	account <name>
All passes / pending offers	passes · proposals
Start a delivery subscription	subscribe <name> <item> @<rate> [sun <rate>] [daily\weekly]
Morning procurement plan	delivery plan — how many of each item to carry + which homes are on hold (skip)
Today's deliveries	delivery round ☐ all delivered (or delivered <name> / skip <name>)
Vacation hold	hold <name> <days>
Pause / resume	pause sub <name> · resume sub <name>
Bill the month (newspaper/milk)	run monthly billing

Customer side (their WhatsApp) — self-service, one message each:

Customer sends	Effect
my balance · my deliveries	Prepaid balance / delivery passbook
qty 2 tomorrow · qty milk 3 on 15	Change quantity for a date (works for guests/extra)
qty ToI 0 on 18	Skip just that date
switch to The Hindu · switch ToI to The Hindu @6	Change the subscribed item going forward
no one home from 15 to 20 · vacation 15–20 · ghar pe koi nahi 15 se 20	Pauses ALL their subscriptions across every shop for those dates — one message
I'm back	Resumes everything from today

Each delivery + monthly bill also carries ☐ **Agree & Pay** / ☐ **Dispute** buttons — a missed delivery can be flagged anytime and isn't charged. Every customer change pings the affected shop owner automatically.

At the counter: when a customer with a pass is billed (bill banao to <name>), the wallet/pass is used automatically — the bill shows “₹120 from wallet · ₹2,180 to pay” and only the remainder is collected by UPI. Your books stay correct (income counted at top-up, not again at use).

Voice & Hindi work throughout — e.g. “Ramesh ko 2000 ka wallet do”, “Asha ko 10 haircut pack do”, “aaj ki delivery”, “sab deliver ho gaya”, “mahine ka bill banao”, “mera balance”.

7 · Suppliers & purchase orders ☐

You want	Send
Add a supplier	add supplier Sharma 9876543210 chai sugar
List	suppliers
Detail	supplier Sharma
Link an item to its supplier	link chai to Sharma
Reorder (logs a purchase)	reorder chai 100 (qty optional — auto from velocity)
Quick purchase with pay-mode	buy 10 litre doodh 600 cash — captures how you paid (default Cash); auto-files as a resale item or ingredient
Place a PO	order 50 chai from Sharma
Mark a PO received	received P0–1234
List POs	orders
Draft POs for everything low	auto po

You want	Send
Rate a supplier	rate supplier Sharma 4/5/3 (price/quality/promptness)

8 · Reports, entries & daily close

You want	Send
Recent bills/transactions (with items)	entries · history
Today / week / month / year sales	aaj ki bikri · hafte ki bikri · mahine ki bikri · saal ki bikri
Profit	mahine ka profit
Last period	pichhle mahine ki bikri
Today's cash summary (Z-report)	aaj ka hisaab · daily close
Live money position — cash drawer · UPI wallet · bank	cash · money position
Excel + dashboard report	report (this month) · saal ka report · report all (lifetime)
Best/worst rated products	item ratings ☐
Auto end-of-day DM at 9 PM	day close on ☐
Daily status image at 9 AM	status card on ☐

Money split by mode. Every income/sales report (aaj ki bikri, mahine ki bikri, aaj ka hisaab...) now breaks the takings into their own lines — ☐ **Cash** · ☐ **UPI** · ☐ **Card** · ☐ **Bank** · ☐ **Udhaar** — so you see exactly how the money came in, not just the total. There's also a live ☐ **Cash** · **UPI** · **Bank** · **Card** drawer footer, and the Excel report carries a **Payment Mode** column.

Reports combine a **period** (aaj, kal, is hafte, pichhle hafte, mahine, pichhle mahine, saal, pichhle saal, lifetime) with a **metric** (bikri, profit, kharcha, top items, margin). report accepts the same periods so the Excel total matches the entries you see.

Full charts + date-range exports: **/dashboard/business**.

Customer feedback, ratings & loyalty ☐

After a customer pays, eMunimJi keeps the relationship going — automatically, no setup:

- **First-time shopper ☐ invite.** A brand-new customer who paid gets one warm “Join eMunimJi Community” message (with a QR to the [Grow page](#)), turning a happy buyer into a possible new shop-owner. Sent **once per customer, ever**.
- **Returning customer ☐ a 1-tap rating.** Instead of re-inviting, a returning customer is asked “Aapka order kaisa raha?” with one-tap ☐ **5** / ☐ **3** / ☐ **1** buttons (works on WhatsApp **and** Telegram). A low score quietly alerts you so you can follow up.

- **See what sells well — and what doesn't.** item ratings ranks your HotList items by their average order rating, so you know which products customers love.
- **Reward feedback (optional).** feedback reward 10 ☐ every customer who rates their order earns **10 % off their next purchase**, applied automatically the next time you bill them. Turn off with feedback reward off; check it with feedback reward.
- Owner-typed capture (feedback <name> 5 4 5), the list (customer feedback) and the average (ratings summary) still work for walk-ins.

9 · Catalog — your web shop + let customers self-order

Two ways customers buy from you — both **in WhatsApp, ₹0 fees, no app for them**:

A · Your web shop (like Blinkit). A browsable catalog page with product **photos, prices & categories** that customers scroll, **add to cart**, and **Order on WhatsApp** in one message. Share the link or print its QR.

B · Chat self-order. They send shop <token> (or scan a QR) ☐ your menu opens in their chat ☐ order by number ☐ pay.

You want	Send
Add a photo to an item (shows on the bill <i>and</i> your web shop)	add photo <slot> · or send a photo captioned image <item>
Your web shop link (photos, cart, order)	catalog link
A printable A4 QR poster for the web shop	print shop qr (or shop qr)
Push the QR/link to one customer	send qr 9876543210
A quick photo-menu image to forward	catalog card
Plain text catalog	catalog · menu
Set your UPI for checkout	set upi yourname@bank (then upi status)
Set a tagline	set tagline Fresh daily since 1998

On your web shop, customers can: tap ☐ **Add** on any item ☐ adjust quantity ☐ **Order N items** (the whole basket arrives to you as one WhatsApp message — no per-item questions); **tap a photo to zoom, rotate & pan**; and see **% OFF** when you've set an MRP. Each shop wears its own brand colour + monogram, and items show **Out of stock** automatically when a tracked item hits 0.

☐ **Tap to Pay.** Every bill and pay-QR now carries a **Tap to Pay** link. The customer taps it on their **own phone** and their UPI app (GPay / PhonePe / Paytm) opens pre-filled — no more needing a second phone to scan a QR.

How the self-order flow runs: 1. Customer scans your shop qr (or taps the link you sent with send qr <number>). 2. Your menu opens on their WhatsApp, **grouped by category**. 3. They order **by number** — 1 2, 3 means item 1 × 2 and item 3 × 1. 4. They pay against the **UPI QR** shown at checkout. 5. The order **auto-becomes a paid sale**, stock decrements, and a **pickup token** is issued — both you and the customer get it. No re-typing on your side.

Out of stock is automatic. When a tracked item hits **0**, it shows “**Out of stock**” in this catalog, customers **can’t add it to a cart**, and you get a ☐ **Out of stock** alert. Restocking clears it.

Scan-to-bill — customers self-bill, your cashiers finalise ☐

Give every item its **own QR sticker**. A customer scans an item, the bot asks **kitne kg / litre / piece** (in that item’s unit), they scan the next, then send **done**. By **default** they then **pay your UPI QR and you just see the order** (great for a cafe). Want to verify/adjust first (weigh produce, fix a price)? Turn on the counter step: **counter mode on** — now orders land at a cashier queue to bill. It’s opt-in, off by default (like send-bill / token).

You want	Send
Print a sheet of small product stickers (every item)	print labels (or one category: print labels vegetables)
Full-page A4 QR poster for one item (big QR)	item qr <slot> (also print item qr <slot>)
A “Pay here” UPI poster	print upi qr
The whole print menu	print center
Add a cashier (their own phone)	invite cashier ☐ they send join <CODE>
Add a billing cashier by name	add member <name> <phone> cashier ☐ they reply join <code>
Remove a cashier (revokes billing now; history kept)	remove member <name>
See open orders	queue
Bill a submitted order	tap [☐ Bill #3] or type order 3
Finalise	[☐ Billing done] (counter sale) · [☐ Send bill] (UPI to pay)
Turn the counter step on / off	counter mode on · self checkout on (default)

- **Parallel counters.** Every cashier has their own cart, so several bill at once — one cashier can even juggle multiple orders (switch #3). Two cashiers tapping one token ☐ only one wins.
- **Cash or UPI — customer’s call.** The cashier’s order card leads with [☐ **UPI**] then [☐ **Cash**], so a customer who’d rather pay cash is one tap away.
- **Weighed goods.** Quantities are decimal — 1.5 kg, 0.5 litre all work.
- ☐ **Send bill** on a claimed order pushes the bill **straight to the scanner’s phone** as an image with a UPI pay-QR (an unsaved number is auto-saved — reply a name to label them, or skip). Tapping ☐ **Cancel** on a claimed order now **tells the customer it was cancelled — no charge**.
- **Own-shop scanning too.** You or your staff can scan these same stickers at your counter to build a bill (see *Scan to bill* in Section 4). Every hotlist row also shows its item qr <slot> shortcut, so you can print any single item’s poster on the spot.
- **Grows your customers.** After a shopper pays, they’re offered their **own free Household** in one tap — so every sale can add a lifelong customer.

Subscriptions & home delivery — newspaper, milk, tiffin □

Same idea, but **recurring**: the customer subscribes once and you deliver on a schedule — like BigBasket, in WhatsApp, with **zero fees**.

Define your plans once (instead of typing rates every time):

You want	Send
Add a plan (weekday/Sat/Sun rates can differ)	plan add ToI @5 sun 7 sat 6 daily credit cat NewsPaper
Add a prepaid (coupon) plan	plan add Milk @50 daily prepaid
See / remove plans	plans · plan delete ToI
Send the plan menu to a customer	send plans 9876500004

The customer gets a numbered list and **subscribes to one or more** by replying subscribe 1,2. Plans also appear in your public shop (shop <token> □ plans), so walk-up customers can subscribe themselves.

- **Credit plan** = postpaid: deliver all month, one consolidated bill at month-end (run monthly billing).
- **Prepaid plan** = the milk-coupon model: the customer pre-buys a coupon book; each delivery draws one.

The customer manages it themselves — one message covers every shop they buy from:

Customer sends	What happens
my subscriptions □ then pause 2 / cancel 3 / update 2 qty 5	A numbered list of every subscription across every shop they buy from; manage any one by its number
vacation □ taps [□ 1 week][□ 2 weeks][□ Pick dates]	Pauses all their deliveries; or types away for 7 days, away 2026-07-10 to 2026-07-20, till 20, 15 to 20
I'm back	Resumes early — otherwise it auto-resumes the day after the range
update ToI qty 2 · update ToI @6	Change standing quantity / rate
cancel ToI · unsubscribe	Cancel one / all
shares □ Location	Saved as their delivery point — your delivery route then shows a Google-Maps link per stop

You're notified of every change, and delivery round / delivery route list who to deliver to today (auto-skipping anyone on vacation) with tap-to-navigate map links.

10 · GST ☐

GST turns on the moment you set your GSTIN — it works for Business and Society.

You want	Send
Register your GSTIN	set gstin 29ABCDE1234F1Z5
Per-item HSN / rate	set hsn chai 0902 · set gst rate chai 5%
Goods vs services	set business type goods
Scheme	set scheme composition (or regular)
This month's GST	gst · gst status
Pre-filing health check	gst verify 042026 — tax tally, missing HSN, invalid GSTINs, duplicate purchases, ITC risks, GSTR-1☐3B match, + late-fee/interest if overdue. Tells you ☐ ready / ☐ fix first
Trend vs last month	gst review 042026
Download a return	gst download gstr9 2026 · gst download cmp08 Q1-2026 · gst download 042026
Mark filed on the portal	gst filed 042026 <ARN>
What is GST?	gst help ☐

The monthly close (1st of month) now also runs the health check automatically and flags anything to fix before you file.

Logistics: ewb done EWB-123 INV-45 records an e-way bill against an invoice; ewb pending lists eligible ones.

11 · Handy extras

You want	Send
Barcode lookup / scan-to-sell	barcode 8901234567890 · barcode 8901234567890 add ☐
Link a barcode to an item	set sku chai 8901234567890 ☐
Move stock between locations	transfer 5 chai shop to godown · stock at godown · locations
Staff attendance	add staff Raju 98765... cashier · in/out (staff punch) · attendance · payroll csv ☐
Move staff between outlets	transfer staff Raju to Indiranagar · staff transfers (history) — needs ≥2 Business outlets ☐
Party ledger PDF	statement Ramesh · Ramesh ka khata

You want	Send
Customer trust score	credit score Ramesh · risky customers
Recurring collections (e.g. monthly tiffin)	recurring income Tiffin 1500 monthly from Flat 804, then received Tiffin when paid ☐
Share read-only books with your CA	share with ca · ca status · revoke ca token
Forward a bank UPI/NEFT SMS	(just forward it) — auto-matches & settles dues ☐
Change language	language hindi · ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Tips	tips ☐

A typical day

1. Morning: received chai 100 as deliveries arrive.
2. Each sale: 1 5 or start bill ☐ 4 chai ☐ 2 samosa ☐ bill banao.
3. A new face buys on credit: add customer Sita 98765..., then bill banao to Sita.
4. Stock running low: restock list ☐ auto po.
5. Evening: aaj ka hisaab (or let the 9 PM auto-close DM do it).
6. Month-end: mahine ka profit, report, gst.

Everything is a message. If you can chat, you can run your shop's books with eMunimJi.