



JETSHOP24 | SHARED SUPPORT CENTER



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SERVICE CATALOGUE - GMD PRICING EDITION

Supporting Franchisees. Strengthening Independent Grocery Operators.

Built from JetShop24 retail operating experience and the continuing franchise operation in The Gambia.

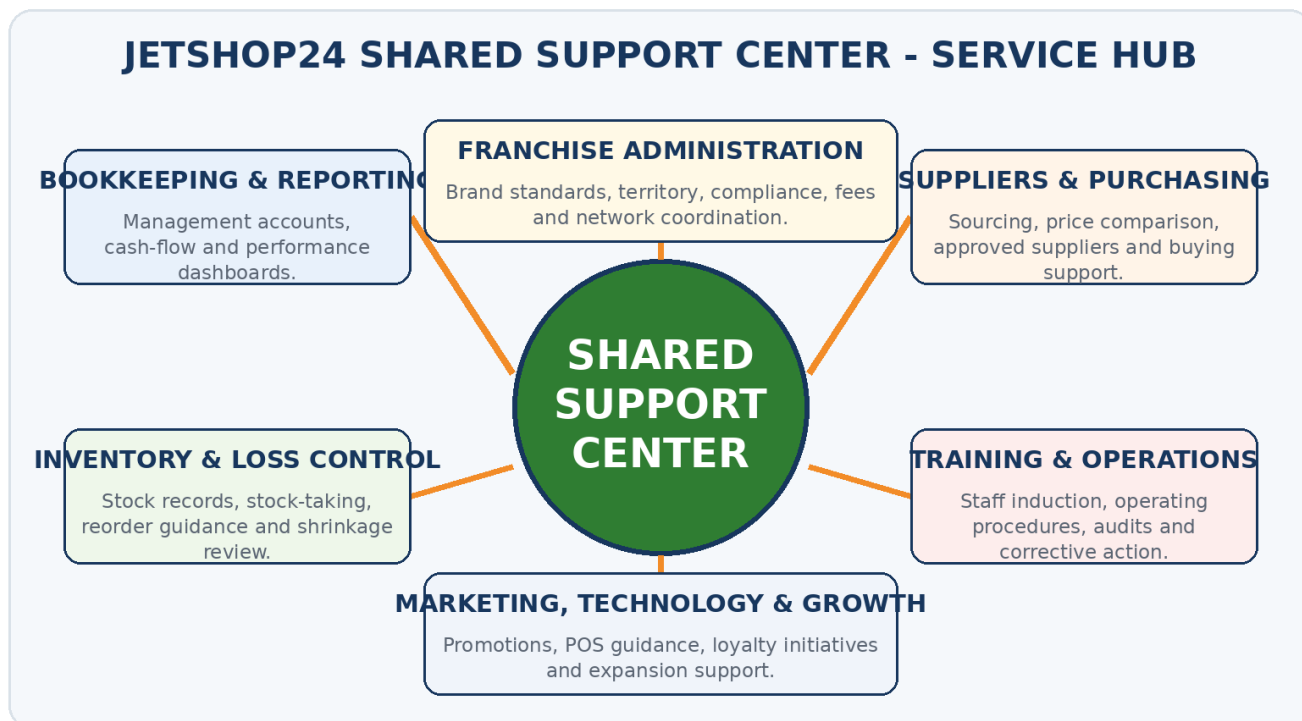
ARINA LLC / JetShop24



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1. The SSC Service Model at a Glance

The Shared Support Center brings specialist support, operating discipline and network coordination into one practical platform. Franchise clients receive the complete JetShop24 business system. Independent operators may purchase selected modules while retaining their own business identity.



The store owner remains responsible for daily execution, staffing, legal compliance, cash discipline and local business performance.

2. Two Ways to Work with the JetShop24 SSC

FULL JETSHOP24 FRANCHISE	INDEPENDENT OPERATOR SSC SERVICES
Operate under the JetShop24 brand and full business system. Includes the core SSC services, operating standards, network identity and continuing franchise support under the Franchise Agreement.	Retain your existing business name and ownership while purchasing selected SSC modules under a separate commercial services agreement. No JetShop24 brand or territorial rights are granted.

Key distinction: Services marked FRANCHISE ONLY are available exclusively to clients operating under the full JetShop24 Franchise Agreement. Independent operators may select only the services marked INDEPENDENT / OPTIONAL.



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3. Detailed Service Catalogue and Fees

All charges are indicative campaign prices for management approval and are subject to assessment, final proposal and signed agreement.

Service Title and Description	Service Charge / Fee	Client Access	Other Relevant Information
Initial Franchise Onboarding Package Entry into the JetShop24 system, opening guidance, core manuals, launch preparation and initial SSC onboarding.	GMD 250,000 one-time initial franchise fee	FRANCHISE ONLY	Store fit-out, opening stock, premises, licences and local operating costs are separate.
Monthly SSC and Operational Support Continuing SSC coordination, management review, core reporting and operational guidance.	5% of monthly gross sales, minimum GMD 12,500 per month	FRANCHISE ONLY	Charged monthly under the Franchise Agreement.
Brand and Marketing Contribution Shared contribution toward network promotions, brand development and coordinated campaigns.	1% of monthly gross sales or approved equivalent contribution	FRANCHISE ONLY	Use and governance are defined in the applicable agreement or campaign plan.
Operations Manual and System Access Access to the approved JetShop24 operating format, procedures, forms and standards.	Included in franchise fees	FRANCHISE ONLY	Compliance is mandatory for franchise clients.
Territory and Approved-Site Rights Right to operate under the JetShop24 brand from the approved location and territory stated in the agreement.	Included under the Franchise Agreement	FRANCHISE ONLY	Non-transferable except as permitted by the agreement.
Coordinated Purchasing Access Participation in approved purchasing arrangements, supply coordination and eligible negotiated terms.	Included; product purchases charged separately	FRANCHISE ONLY	A core benefit of network buying power.
Quarterly Operational Audit and Compliance Review Scheduled review of store performance, controls, operating standards and corrective actions.	Included in monthly SSC support fee	FRANCHISE ONLY	Additional or special audits may be quoted separately.

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Service Title and Description	Service Charge / Fee	Client Access	Other Relevant Information
Inter-store Stock Support and Rebalancing Support with shortages, excess stock and practical stock movement across the franchise network.	Included; transport or handling costs may apply	FRANCHISE ONLY	Dependent on network size and practical logistics.
Refresher Training and New Staff Induction Coaching or onboarding for replacement staff after the initial opening period.	GMD 4,500 per staff member or included in scheduled network sessions	FRANCHISE ONLY	Extended on-site training may be quoted separately.
Business and Store Assessment Structured review of operations, records, inventory, staffing, customer flow and priority improvements.	GMD 12,500 one-time	INDEPENDENT / OPTIONAL	Normally the starting point for independent operators.
Bookkeeping Setup and Monthly Reporting Basic accounting templates, store records and continuing monthly performance reporting support.	GMD 18,000 setup + GMD 7,500 per month	INDEPENDENT / OPTIONAL	May be bundled into a broader SSC package.
Inventory Control Module Stock records, reorder guidance, stock-taking support, shrinkage monitoring and expiry controls.	GMD 15,000 setup + GMD 6,500 per month	INDEPENDENT / OPTIONAL	Suitable for stores needing stronger stock discipline.
Supplier and Purchasing Support Supplier sourcing, price comparison, order planning and supplier-performance guidance.	From GMD 8,500 per month or project quotation	INDEPENDENT / OPTIONAL	Third-party purchasing costs remain the client's responsibility.
Staff Training Workshop Practical training in customer service, stock handling, POS discipline and store operations.	GMD 15,000 half-day or GMD 25,000 full-day per store	INDEPENDENT / OPTIONAL	Participant numbers and travel assumptions should be stated in the proposal.
Marketing and Promotion Calendar Support in planning promotions, price campaigns and simple local marketing communication.	GMD 10,000 setup + GMD 4,500 per month	INDEPENDENT / OPTIONAL	Can be aligned to festive seasons, month-end demand and local events.

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Service Title and Description	Service Charge / Fee	Client Access	Other Relevant Information
Operational Audit and Compliance Visit Formal review visit with findings, risk notes and corrective-action guidance.	GMD 9,000 per visit	INDEPENDENT / OPTIONAL	Useful for periodic control reviews without franchise conversion.
New Store Opening Support Practical support for an operator opening a new grocery outlet under its own brand.	Typically GMD 40,000-75,000 project fee	INDEPENDENT / OPTIONAL	Depends on store size, opening scope and required support intensity.
Managed SSC Partnership Broader continuing back-office and management-support package combining selected modules.	From GMD 20,000 per month	INDEPENDENT / OPTIONAL	Tailored under one commercial services agreement.
Technology and POS Advisory Advice on POS selection, records design, reporting flow and basic systems integration.	From GMD 10,000 project fee or quotation	INDEPENDENT / OPTIONAL	Hardware, software and subscriptions are separate.
Stock-Taking Supervision and Reconciliation Hands-on support during stock count, reconciliation and discrepancy review.	From GMD 7,500 per session	INDEPENDENT / OPTIONAL	Large stores or full-store counts may require separate pricing.

Legend: Gold = exclusive to full JetShop24 franchise clients. Green = available to independent operators and may also be added to a franchise engagement where appropriate.

4. Suggested Independent Operator Packages

Package	What It Covers	Indicative Price
ESSENTIAL CONTROL For owners who need stronger records and stock discipline.	Store assessment; bookkeeping setup; monthly reporting; inventory-control templates; one management review each month.	From GMD 18,000 setup + GMD 12,500 per month
GROWTH SUPPORT For established stores seeking stronger performance, staff and supplier systems.	Everything in Essential Control plus supplier support, staff training, marketing calendar and quarterly operational audit.	From GMD 25,000 setup + GMD 20,000 per month

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MANAGED SSC PARTNERSHIP For owners seeking broader continuing back-office and management support.	Tailored combination of reporting, inventory analysis, supplier coordination, staff development, marketing, audits and management coaching.	From GMD 20,000 per month, following assessment
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5. Engagement and Onboarding Process

Step	Stage	Purpose
1	Initial Discussion	Understand the owner, store, current challenges and objectives.
2	Store Assessment	Review records, stock, staff, suppliers, systems and management controls.
3	Engagement Route	Confirm full franchise or independent SSC service route.
4	Commercial Proposal	Define scope, timetable, fees, responsibilities and exclusions.
5	Agreement and Onboarding	Sign the applicable agreement and establish baseline data, access and training needs.
6	Implementation	Introduce procedures, templates, training, technology and support routines.
7	Performance Review	Review results, problems and corrective actions at scheduled intervals.

7. Contact and Important Notice

Campaign Contact	[INSERT NAME]
Telephone / WhatsApp	[INSERT NUMBER]
Email	[INSERT EMAIL]
The Gambia Office	[INSERT ADDRESS]
Website / Information Page	[INSERT WEB ADDRESS]

Document notice: This catalogue is a commercial information document. It is not, by itself, a franchise offer, franchise agreement, licence, guarantee of results or legal opinion. Services, rights, fees and obligations arise only under the applicable signed agreement and remain subject to local legal, tax, licensing and regulatory requirements. Prices are indicative and require management approval before public issue.