



JETSHOP24 | SHARED SUPPORT CENTER



# JETSHOP24

## SHARED SUPPORT CENTER

### SERVICE CATALOGUE - GMD + USD REFERENCE EDITION

**Supporting Franchisees. Strengthening Independent Grocery Operators.**

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

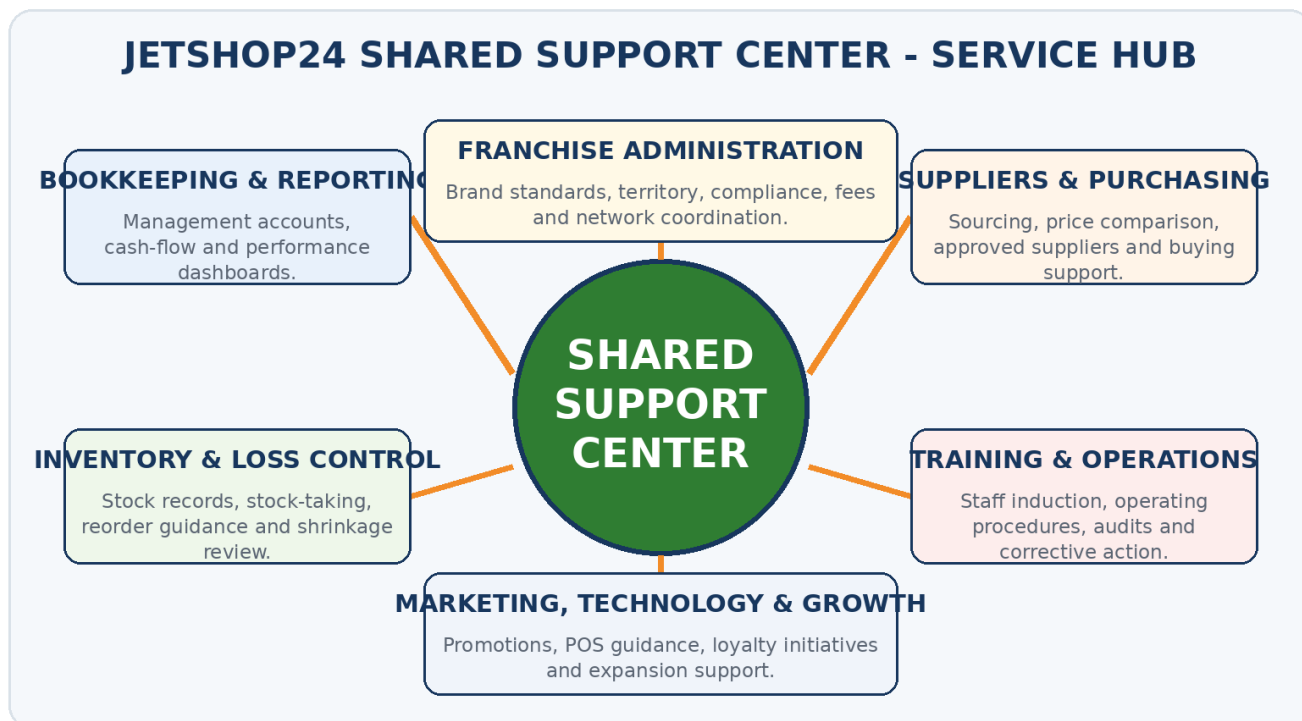
**ARINA LLC / JetShop24**



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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. USD figures are approximate, using 1 USD = GMD 72.55 (24 July 2026); update before circulation.

| Service Title and Description                                                                                                                                  | Service Charge / Fee                                                      | Client Access         | Other Relevant Information                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------------|
| <b>Initial Franchise Onboarding Package</b><br>Entry into the JetShop24 system, opening guidance, core manuals, launch preparation and initial SSC onboarding. | GMD 250,000 / approx. USD 3,446                                           | <b>FRANCHISE ONLY</b> | Store fit-out, opening stock, premises, licences and local operating costs are separate. |
| <b>Monthly SSC and Operational Support</b><br>Continuing SSC coordination, management review, core reporting and operational guidance.                         | 5% of monthly gross sales; minimum GMD 12,500 / approx. USD 172 per month | <b>FRANCHISE ONLY</b> | Charged monthly under the Franchise Agreement.                                           |
| <b>Brand and Marketing Contribution</b><br>Shared contribution toward network promotions, brand development and coordinated campaigns.                         | 1% of monthly gross sales or approved equivalent contribution             | <b>FRANCHISE ONLY</b> | Use and governance are defined in the applicable agreement or campaign plan.             |
| <b>Operations Manual and System Access</b><br>Access to the approved JetShop24 operating format, procedures, forms and standards.                              | Included in franchise fees                                                | <b>FRANCHISE ONLY</b> | Compliance is mandatory for franchise clients.                                           |
| <b>Territory and Approved-Site Rights</b><br>Right to operate under the JetShop24 brand from the approved location and territory stated in the agreement.      | Included under the Franchise Agreement                                    | <b>FRANCHISE ONLY</b> | Non-transferable except as permitted by the agreement.                                   |
| <b>Coordinated Purchasing Access</b><br>Participation in approved purchasing arrangements, supply coordination and eligible negotiated terms.                  | Included; product purchases charged separately                            | <b>FRANCHISE ONLY</b> | A core benefit of network buying power.                                                  |
| <b>Quarterly Operational Audit and Compliance Review</b><br>Scheduled review of store performance, controls, operating standards and corrective actions.       | Included in monthly SSC support fee                                       | <b>FRANCHISE ONLY</b> | Additional or special audits may be quoted separately.                                   |

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| Service Title and Description                                                                                                                       | Service Charge / Fee                                                                   | Client Access                 | Other Relevant Information                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------|------------------------------------------------------------------------------|
| <b>Inter-store Stock Support and Rebalancing</b><br>Support with shortages, excess stock and practical stock movement across the franchise network. | Included; transport or handling costs may apply                                        | <b>FRANCHISE ONLY</b>         | Dependent on network size and practical logistics.                           |
| <b>Refresher Training and New Staff Induction</b><br>Coaching or onboarding for replacement staff after the initial opening period.                 | GMD 4,500 / approx. USD 62 per staff member, or included in scheduled network sessions | <b>FRANCHISE ONLY</b>         | Extended on-site training may be quoted separately.                          |
| <b>Business and Store Assessment</b><br>Structured review of operations, records, inventory, staffing, customer flow and priority improvements.     | GMD 12,500 / approx. USD 172 one-time                                                  | <b>INDEPENDENT / OPTIONAL</b> | Normally the starting point for independent operators.                       |
| <b>Bookkeeping Setup and Monthly Reporting</b><br>Basic accounting templates, store records and continuing monthly performance reporting support.   | GMD 18,000 / approx. USD 248 setup + GMD 7,500 / approx. USD 103 per month             | <b>INDEPENDENT / OPTIONAL</b> | May be bundled into a broader SSC package.                                   |
| <b>Inventory Control Module</b><br>Stock records, reorder guidance, stock-taking support, shrinkage monitoring and expiry controls.                 | GMD 15,000 / approx. USD 207 setup + GMD 6,500 / approx. USD 90 per month              | <b>INDEPENDENT / OPTIONAL</b> | Suitable for stores needing stronger stock discipline.                       |
| <b>Supplier and Purchasing Support</b><br>Supplier sourcing, price comparison, order planning and supplier-performance guidance.                    | From GMD 8,500 / approx. USD 117 per month or project quotation                        | <b>INDEPENDENT / OPTIONAL</b> | Third-party purchasing costs remain the client's responsibility.             |
| <b>Staff Training Workshop</b><br>Practical training in customer service, stock handling, POS discipline and store operations.                      | GMD 15,000 / approx. USD 207 half-day; GMD 25,000 / approx. USD 345 full-day           | <b>INDEPENDENT / OPTIONAL</b> | Participant numbers and travel assumptions should be stated in the proposal. |
| <b>Marketing and Promotion Calendar</b><br>Support in planning promotions, price campaigns and simple local marketing communication.                | GMD 10,000 / approx. USD 138 setup + GMD 4,500 / approx. USD 62 per month              | <b>INDEPENDENT / OPTIONAL</b> | 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                                           |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------|----------------------------------------------------------------------|
| <b>Operational Audit and Compliance Visit</b><br>Formal review visit with findings, risk notes and corrective-action guidance.    | GMD 9,000 / approx. USD 124 per visit                      | INDEPENDENT / OPTIONAL | Useful for periodic control reviews without franchise conversion.    |
| <b>New Store Opening Support</b><br>Practical support for an operator opening a new grocery outlet under its own brand.           | Typically GMD 40,000-75,000 / approx. USD 551-1,034        | INDEPENDENT / OPTIONAL | Depends on store size, opening scope and required support intensity. |
| <b>Managed SSC Partnership</b><br>Broader continuing back-office and management-support package combining selected modules.       | From GMD 20,000 / approx. USD 276 per month                | INDEPENDENT / OPTIONAL | Tailored under one commercial services agreement.                    |
| <b>Technology and POS Advisory</b><br>Advice on POS selection, records design, reporting flow and basic systems integration.      | From GMD 10,000 / approx. USD 138 project fee or quotation | INDEPENDENT / OPTIONAL | Hardware, software and subscriptions are separate.                   |
| <b>Stock-Taking Supervision and Reconciliation</b><br>Hands-on support during stock count, reconciliation and discrepancy review. | From GMD 7,500 / approx. USD 103 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                                                                                                           |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>ESSENTIAL CONTROL</b><br>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<br>(USD equivalent provided in the detailed table; update at quotation date.) |
| <b>GROWTH SUPPORT</b><br>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<br>(USD equivalent provided in the detailed table; update at quotation date.) |

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|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>MANAGED SSC PARTNERSHIP</b><br><b>For owners seeking broader continuing back-office and management support.</b> | Tailored combination of reporting, inventory analysis, supplier coordination, staff development, marketing, audits and management coaching. | From GMD 20,000 per month, following assessment (USD equivalent provided in the detailed table; update at quotation date.) |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|

## 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

|                                   |                      |
|-----------------------------------|----------------------|
| <b>Campaign Contact</b>           | [INSERT NAME]        |
| <b>Telephone / WhatsApp</b>       | [INSERT NUMBER]      |
| <b>Email</b>                      | [INSERT EMAIL]       |
| <b>The Gambia Office</b>          | [INSERT ADDRESS]     |
| <b>Website / Information Page</b> | [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.