USER GUIDE

Sabziyar

AI sales assistant for greengrocers and fruit shops

Sabziyar is two Android apps: one for the customer and one for the seller. The customer asks for today's price and places an order. The seller sees the order, confirms it, and sorts out the courier and the payment with the customer in the same place. This guide shows what each side does, step by step and with an example. Read "One complete example" once and you will know the rest.

You write today's price
every day, per kilo or pack

Courier fee for that day
the customer approves it before paying

Delivery place on a map
the courier finds the door easily

App version 1.27.0 / 1.19.1 · Guide date November 2026 · Android 7.0 or later; customers on iPhone: web app in Safari

SoloCodeLab

Questions this guide answers

1. How do I install the apps and sign in?
2. How does one order go from start to finish?
3. How do I get an answer to “what happened to my order?”
4. How do I enter a product and today’s price?
5. How do I see and confirm a new order?
6. How does a customer place an order?
7. Who writes the courier fee, and how do I show the delivery place?
8. How does the money reach me, and where do I see the account of each order?
9. How does the assistant answer, and where does it stay quiet?
10. How do I send today’s prices to my customers?
11. How do the customer club, stars and reviews work?
12. How does the app help me sell more?
13. How do notifications work?
14. How do I delete my account?
15. What should I do if something goes wrong?
16. How is my information used?

17 Where do I get support?

> The app’s screens are in Persian. Button names are shown in Persian as they appear in the app, with the English meaning in brackets.

Before you start: The apps need the internet. A seller can sign in only with a phone number we have registered; send your shop’s number from the contact page.
Every shop tries it free for 14 days. A customer signs up with a name and a mobile number. Both apps sign in with an SMS code.

1 Install and sign in

How do I install the apps and sign in?

1. The seller downloads the app called “Seller” and the customer downloads the app called “Customer” from the Sabziyar page at solocodelab.com/en/products/sabziyar/ (about 20 MB each).
2. If your phone asks “install from an unknown source?”, allow it. The app is officially signed, but because it does not come from a store Android shows an ordinary warning.
3. Seller: type the mobile number that was registered, tap «ارسال کد پیامکی» (send SMS code) and type the code. The account works on that one phone only.
4. Customer: type your name, surname and mobile number, tick «قوانین و حریم خصوصی را می‌پذیرم» (I accept the terms and privacy) and tap «دریافت کد پیامکی» (get SMS code).
5. Customer on iPhone: on the Sabziyar page tap “Install the iPhone version” (or open sabzi.solocodelab.com/web/ in Safari). Tap Share, then «Add to Home Screen», and sign in from the “Sabziyar” icon; you sign up just like in the Android app.

Tip: A number gets only three codes an hour. If the code is late, wait a few minutes instead of tapping again and again.

Tip: The iPhone version is for customers only (sellers have the Android app for now) and has no instant notifications; open the app to see the seller's reply and the order's state. If you open an ad link from Telegram or Bale, you first choose your phone (Android or iPhone), and once it is installed the shop's AI assistant opens.

Tip: A customer can sign in with one number on several phones (for example the Android app and the iPhone web app); each sign-in uses an SMS code. Sellers sign in on one phone only.

2 One complete example

How does one order go from start to finish?

Say Mr Ahmadi owns the shop "Fresh Greens" and Ms Rezaei wants to buy herbs for ghormeh sabzi and a little sabzi khordan (fresh herbs) for dinner. Today's prices: ghormeh herbs 100,000 toman a kilo, fresh herbs 60,000 toman a kilo. The pictures in this section are this very example, taken from the real apps.

1. In the morning Mr Ahmadi opens the seller app, tab «محصولات» (Products), and writes today's prices: 100,000 and 60,000 toman.
2. Ms Rezaei opens the shop link in the customer app, taps «محصولات» (Products), adds the ghormeh herbs with «افزودن» (Add) (it becomes 1 kilo) and the fresh herbs too (half a kilo). Total: 130,000 toman.
3. In «سبد خرید» (Basket) she chooses «پیک» (Courier), types the address and taps «محل تحویل را روی نقشه مشخص کنید» (Pick the place on the map). She puts the red pin on her door and taps «ثبت سفارش» (Place order). At once the app gives her a tracking code (156-042-988) and says "the seller's turn".

4. Mr Ahmadi gets a notification, sees the order and taps «تأیید همه» (Confirm all). The app asks what today's courier fee is. He types 40,000 toman, sees the total (170,000 toman) and taps «ثبت و ارسال برای مشتری» (Save and send to the customer).

5. Ms Rezaei gets a notification: "the courier fee is 40,000 toman". She opens the order page and sees items 130,000, courier 40,000, total 170,000 and her address. All fine, so she taps «تأیید قیمت و آدرس» (Approve price and address). If she did not like it she could tap «لغو سفارش» (Cancel order).

6. Now she transfers 170,000 toman card to card to Mr Ahmadi's card (she copies the number from the same page), taps «پرداخت کردم؛ ثبت اطلاعات پرداخت» (I paid; record the payment) and, if she wants, sends a photo of the receipt.

7. Mr Ahmadi gets a notification and sees in his bank app that the money arrived, so he taps «پرداخت دریافت شد» (Payment received). Ms Rezaei gets "your payment is confirmed".

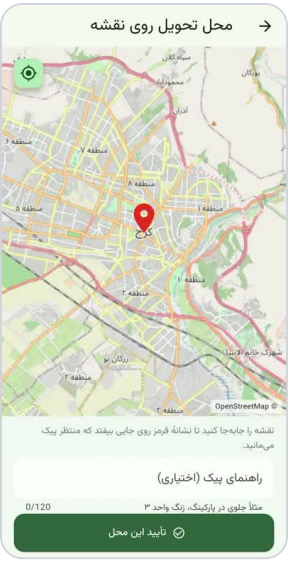
8. Mr Ahmadi prepares the order and taps «آماده شد» (Ready). At delivery he taps «محل روی نقشه» (Place on the map) on the order card; Neshan, Balad or Google Maps opens with the route to Ms Rezaei's door.



The customer sees today's prices



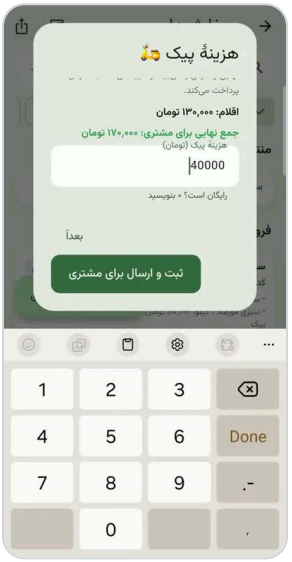
The basket



Pinning the delivery place on the map



The seller sees the new order



Writing today's courier fee



The customer approves price and address



The customer records the payment



The seller confirms the payment



The order in “My orders”

Tip: Why this way? The courier fee changes from day to day. Here the final amount and the address become firm with the customer’s own approval before payment, so nobody can say later “I never agreed to that number”.

3 The order tracking code

How do I get an answer to “what happened to my order?”

Every order has a 9-digit “tracking code”, such as 156-042-988. It belongs to that order only; no other order, not even in another shop, has the same code. With it nobody has to search through orders.

1. Customer: the code is at the top of the order page (and under each order in «سفارش‌های من», My orders). «کپی کد» (Copy code) or «ارسال کد» (Share code) sends it to the seller.

2. The customer also sees whose turn it is: «نوبت شماست» (your turn, for example to approve the courier fee or record a payment) or «نوبت فروشنده است» (the seller's turn, for example to check the payment), in one plain sentence saying exactly what is going on.
3. Still worried? The customer taps «پیگیری سفارش از فروشنده» (Ask the seller about this order). The answer comes at once, and if it is the seller's turn the seller gets a notification that this order is waiting.
4. Seller: when a customer says "I paid order 156-042-988", type the code in the search box of «سفارش‌ها» (Orders). The app opens that very order with no searching: items, payment, receipt photo and account. Persian or English digits, with dashes or without, make no difference.



Customer: the code and "whose turn"



Seller: the order opened by its code



After the payment is confirmed

- If you mistype one digit, the app says the code is not right; the last digit of the code is there to catch such mistakes.

- A seller opens only the orders of their own shop by code. The code of another shop's order answers "not found".
- If the customer writes the code in the shop chat (for example "order 156-042-988 has not arrived"), the system answers with the order's state at once.

Tip: Example: Ms Rezaei writes "what happened to order 156-042-988?" and gets "Your payment is recorded and waits for the seller to confirm it". Mr Ahmadi gets a notification, types the code in «سفارش‌ها», sees the transfer in his bank and taps «پرداخت دریافت شد». That is all.

4 Seller: products and today's price

How do I enter a product and today's price?

1. In the seller app open the «محصولات» (Products) tab and tap «+».
2. Type the product name and its price (in toman) and pick a category; for example "fresh herbs › herbs for sabzi polo and ghormeh".
3. Tap «ذخیره و ادامه» (Save and continue) to open the product page.
4. Under «واحد فروش» (Selling unit) choose kilo, pack, piece or bunch and tap «ذخیره» (Save). The customer sees the price with this unit.



Products and today's prices



Adding a product

- On the product page you can write «روش نگهداری و مصرف» (storage and use), «مناسب چه غذایی» (what dish it suits), «وزن یا بسته‌بندی» (weight or packaging) and «نکته» (a note), set a discount, switch on «فعلاً ناموجود است» (currently unavailable) and even record a voice note.
- A customer sees only products that have a price, so do not forget the price.
- Prices change every day. It is a good habit to update them each morning.

Tip: Product photo and voice: in the product form tap «افزودن عکس» (Add a photo) and «ضبط ویس» (Record a voice note). A customer sees the photo, your notes and a headphones button (to hear the voice note) in the product list and on the product page. The photo is shown to customers, so do not use one that shows personal details or a password. «حذف عکس» (Remove photo) takes it down.

5 Seller: orders

How do I see and confirm a new order?

1. When a new order or question comes, the phone shows a notification: within about 20 seconds if the app is open, and about every 15 minutes if it is closed (Android allows no more). Allow notifications and take the app out of “battery optimisation”.
2. On the «خانه» (Home) tab, under «سفارش منتظر تأیید» (orders waiting for confirmation), each order shows the amount, preparation, delivery type, address and the customer’s note.
3. Tap «تأیید» (Confirm) or «رد» (Reject). For a courier order, the courier-fee window opens right after you confirm.
4. When the order is ready tap «آماده شد» (Ready), and if you like add a note (for example “the courier arrives at 5”). The customer gets a notification.



The seller's home page



An order waiting for confirmation



After the courier fee: waiting for the customer

Important: Confirm an order only when you are sure you can deliver. Freshness, the real weight and the delivery are your responsibility.

6 Customer: placing an order

How does a customer place an order?

1. Open the shop with the link it sent you: you see the products with photos and prices first. If you have a question, tap the orange «بپرس» (Ask) button and chat with the shop's assistant.
2. Tap «افزودن» (Add) on a product and adjust the amount with «+» and «-» (half a kilo at a time for herbs and fruit, one at a time for the rest). You can put several products in one basket.

3. In «سبد خرید» (Basket) choose the preparation (cleaned, chopped, packed), say whether you will come to the shop («در مغازه») or want a courier («پیک»), add a time and a note, and check the total. Tap «ثبت سفارش» (Place order).

4. After placing the order you see the shop's card number (if the shop has registered one) and can pay card to card.



Chat with the shop's assistant



The product list



The basket bar at the bottom

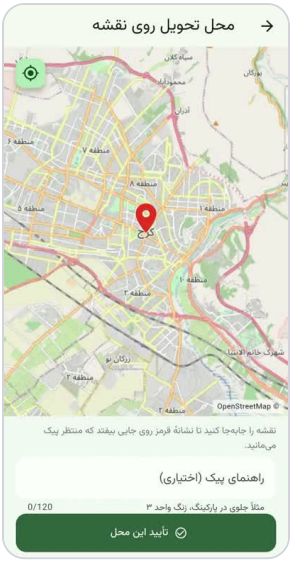
Tip: In «سفارش‌های من» (My orders) the «سفارش مجدد» (Order again) button brings back your last choices with today's prices; great for repeat orders.

Tip: In the product list tap «جزئیات» (Details) to see the photo, the seller's notes and the voice note. The «افزودن به سبد» (Add to basket) button stays at the bottom of the product page, and the shop's other products are offered there too.

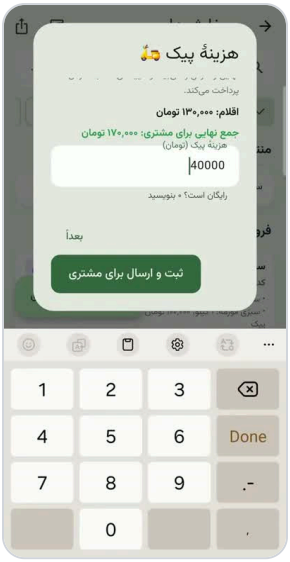
7 Courier: fee, address and map

Who writes the courier fee, and how do I show the delivery place?

1. In the basket the customer chooses «پیک» (Courier) and types the address. Then they tap «محل تحویل را روی نقشه مشخص کنید» (Pick the place on the map): the map opens on Karaj, they move it until the red pin is where they will wait (or tap «موقعیت من», My location) and, if needed, write a hint such as “at the car-park door”. The map is optional.
2. The seller confirms the order and, in the «هزینهٔ پیک» (Courier fee) window, writes that day’s fee (0 if it is free). If the number looks odd the app asks “are you sure?” once.
3. On the order page the customer sees «پیک و قیمت نهایی» (Courier and final price): items, courier, total and address. All right? «تأیید قیمت و آدرس» (Approve price and address). Not right? «لغو سفارش» (Cancel order).
4. A payment can be recorded only after the customer’s approval. The time of approval and the approved address stay with the order for the seller too.



The map opens on Karaj



The seller writes the courier fee



The customer approves before paying

- On the order card the seller sees «محل روی نقشه» (Place on the map). It opens the route in Neshan, Balad, Google Maps or any map app on the phone, so the motorbike courier does not have to hunt for the address.
- If the seller changes the courier fee later, the customer's earlier approval is cancelled and they must approve again. Once a payment is recorded the courier fee can no longer change.
- The courier fee is not the shop's income; in the sales statistics it is shown separately, for information only.
- Before paying, the customer can cancel the order; points they spent come back and the seller is told.

Tip: If a shop has not installed the new app yet, its courier orders work the old way, paid without this step. Both sides should keep their apps up to date.

8 Payment, receipt and the books

How does the money reach me, and where do I see the account of each order?

Payment is card to card, directly between the customer and the shop. Sabziyar does not move money and is not a financial intermediary. The app is only a “note and follow-up” so that nobody forgets anything.

1. Seller: tab «حساب» (Account) › «افزودن کارت» (Add a card): register the card you want the money to go to. After every order the card number goes to the customer.
2. After transferring, the customer taps «پرداخت کردم؛ ثبت اطلاعات پرداخت» (I paid; record the payment). The form is already filled in (method, card, amount, time). Instead of typing a reference number they can tap «عکس گرفتن» (Take a photo) or «انتخاب از گالری» (Choose from gallery) and send a photo of the receipt.
3. The seller gets a notification and sees the order in «سفارش‌ها» (Orders) marked «منتظر تأیید پرداخت» (waiting for payment check). They enlarge the photo and, if the money reached their account, tap «پرداخت دریافت شد» (Payment received).
4. If the amount or the number is wrong the seller taps «مشکل دارد» (There is a problem); if the photo is unreadable, «عکس خوانا نیست؛ دوباره بفرستد» (Unreadable; send again). The customer is notified and corrects it.
5. For cash, or a payment the customer never recorded, the seller records it with «پول نقد گرفتم» (I took cash) or «ثبت پرداخت کارتی» (Record a card payment).



The payment form and receipt photo



The seller: “Payment received”

- On each order page the «حساب این سفارش» (Account of this order) card shows the order amount, how much has been received (confirmed), how much is recorded and waiting, and what remains. The customer and the seller see exactly the same number.
- In «سفارش‌ها» the wallet icon shows every customer’s account: who owes how much and who paid more.
- A payment that does not match the order (too little, too much, or a repeated reference number) is marked «problem» or «partial» so it is not overlooked. Every payment has a history: who changed what, and when.

- In «سفارش‌ها» you can search by order number, customer name or mobile, product, reference number or amount. «ارسال رسید» (Share receipt) on an order sends a text receipt (only the last 4 digits of the card and the customer's first name) to Telegram, Bale or WhatsApp. The share button at the top of «سفارش‌ها» sends the same list as an Excel (CSV) file.

Important: Always take the card number from the app itself, never from a message someone sent you. Sabziyar does not ask for a second password, CVV2 or a bank SMS code; do not give them to anyone who asks in its name. And the seller should see the deposit in their own bank app before confirming.

9 The AI assistant

How does the assistant answer, and where does it stay quiet?

- The AI is switched on for a shop only with our permission, so a seller never enters a key or anything. Until it is switched on, the assistant gives only simple answers from the product data.
- Once on, the assistant uses the prices and notes you wrote to answer. It can be wrong, so check the important questions yourself.
- If it does not know the answer, the question waits for you in the «سؤال‌ها» (Questions) tab. Type or speak the answer and it goes to the customer.
- It declines questions that have nothing to do with shopping.



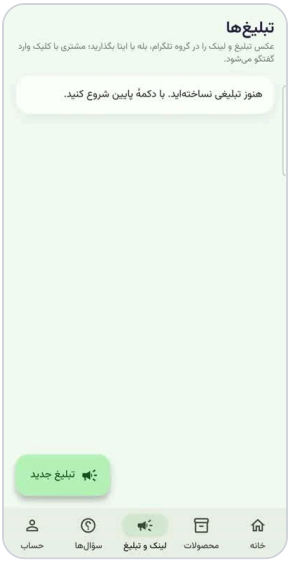
Questions the assistant could not answer

Important: The assistant does not answer about freshness, stock at this very moment, food allergies or medical matters, and never says “organic” or “pesticide-free”. It can occasionally be wrong; answer the important questions yourself.

10 Today’s price list for customers

How do I send today’s prices to my customers?

1. In «حساب» (Account) or «لینک و تبلیغ» (Link and ads), open «ارسال تخفیف و پیشنهاد به مشتریان» (Send discount and offer to customers).
2. Tap «لیست قیمت امروز» (Today’s price list); the title and text are filled in from your priced products.
3. Read the text, edit it if you like, and tap «ارسال» (Send).



The «لینک و تبلیغ» tab

Tip: Only customers who said they want offers receive it, and you can send at most three offers a day, so nobody is annoyed.

Tip: Shop QR poster: in the seller app open the «لینک و تبلیغ» (Link and ads) tab and tap «پوستر QR مغازه» (Shop QR poster). The poster page opens with your shop's name; print it and hang it in the shop. A customer scans it with the phone camera, picks Android or iPhone, and after installing reaches your shop's assistant. A general poster (without a shop name) is also on the Sabziyar page of the website.

11 Club, points and reviews

How do the customer club, stars and reviews work?

- Points: 1 point for every 10,000 toman of confirmed purchases. Each point is a 500 toman discount, and at most 30% of each line can be paid with points. These are the defaults and may change.
- Inviting a friend: you see your invite code on the «باشگاه» (Club) page. If your friend enters it before their first purchase and that first order is confirmed, you both get 20 points.
- The bronze, silver and gold levels follow the total points you have earned.
- After an order is confirmed, the customer can give the product 1 to 5 stars and write a review of the shop. Links and phone numbers are not accepted in a review, and only the first name and the first letter of the surname are shown.
- In «مغازه و نظرها» (Shop and reviews) the seller writes the shop name and a short text, reads the reviews, and sees the best sellers and slow sellers of the last 30 days. A best seller gets a «پرفروش» (Best seller) badge.
- On a product page you can also write «ارزش و فایده» (Value and benefit). This is general information, not medical advice; do not write treatment claims.

> **Tip:** If an order that used points is rejected, the points go back to the customer.

12 Seller: know your customers

How does the app help me sell more?

An example: Ms Rezaei usually buys ghormeh herbs every three or four days, but she has not bought for ten days. The app shows you this, and with one button you can write “Hello Ms Rezaei, we miss you; we have fresh ghormeh herbs”.

1. On the seller app's home page open the «شناخت مشتری» (Know your customers) card.
2. «در آستانهٔ رفتن» (About to leave): customers who always bought and have now gone longer than their usual gap. «ارسال پیام» (Send message) gives a ready text you can change and sends it in the shop chat.
3. «سلیقهٔ مشتری‌ها» (Customers' taste): what each customer buys most, the usual hour and the average order.
4. «منطقه‌های پیک» (Courier areas): which neighbourhood sends the most orders, the average courier fee and the share of cancelled orders (for Karaj and around). «روزها و ساعت‌های شلوغ» (Busy days and hours) tells you when to be ready and when to send an ad.



Sales by channel; the courier fee is shown apart from income

- A reminder is sent only to a customer who agreed to receive messages, and each customer gets at most one a week.

Important: The area comes from the pin the customer put on the map. Without a pin it is only a guess from the typed address and is less accurate.

13 Notifications

How do notifications work?

- When you open an app, that app's notifications disappear from the top of the phone, because opening it means you have seen them. A message you read inside the app also removes its notification.
- If the app is open in front of you and a new message arrives, the notification stays only a few seconds and goes away by itself.
- If the app is closed, the notification stays until you open the app.

14 Account and data

How do I delete my account?

- Customer: in settings tap «حذف حساب» (Delete account). Your account and information (chats, orders, address and map pin) are deleted.
- Seller: to delete the account or change the phone, contact support; each seller account is tied to one phone.
- A customer can switch off offers and messages in settings at any time.

15 If something goes wrong

What should I do if something goes wrong?

Problem	What to do
The SMS code does not arrive	Wait a few minutes. A number gets only three codes an hour. Check the number, including the leading zero.
«ارتباط با سرور برقرار نشد» (cannot reach the server)	Check the phone's internet and tap «تلاش دوباره» (try again).
Order notifications arrive late	Allow notifications and take the app out of "battery optimisation". When the app is closed Android allows only about one check every 15 minutes.
«دورهٔ رایگان تمام شده» (the free trial has ended)	Contact support. Your data and products stay, and the account reopens once a subscription is agreed.
A customer cannot see a product	The product must have a price, and «فعلاً ناموجود است» (currently unavailable) must be off.
The map does not open or is empty	Check the internet. If «موقعیت من» (My location) does not work, switch on the phone's GPS or just move the map yourself; the map is optional and you can type only the address.

16 Privacy

How is my information used?

- To make the apps work, information such as your name, mobile number, messages, orders, address and (if you place one) the map pin is recorded and used.
- The seller of an order sees the information needed to carry it out. The sign-in code is sent through an SMS service.
- If the AI assistant is on for a shop, the text of the chat is passed to an AI service to write the answers. So do not write card numbers, passwords or other sensitive details in messages.
- The full, current terms and privacy text: solocodelab.com/en/privacy/sabziyar/ ; please read it.

Support

Website	solocodelab.com/en/
Sabziyar page	solocodelab.com/en/products/sabziyar/
Contact support	solocodelab.com/en/contact/

To set up your shop or for any question, message us from the contact page. Please include your phone model, Android version and the app version so we can help faster.

Scan this code with your phone camera to open the Sabziyar page and support.

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