BUSINESS TRAINING

RealDeal business training

A practical guide for owners, managers, and staff who use RealDeal to publish local deals, manage daily operations, redeem purchases, and follow payouts.

Before you start

- Install and sign in to the RealDeal app with the account connected to your business.
- Make sure the business profile, location, opening routines, and team access are correct.
- Keep one owner responsible for payouts, business settings, and role changes.
- Use clear photos or short videos so customers understand exactly what they can buy.

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01

Set up the business profile

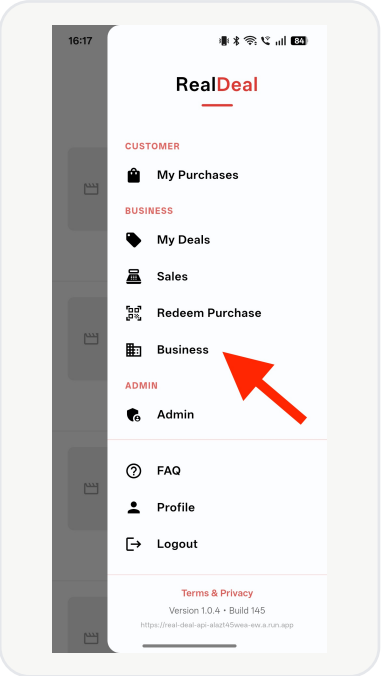
Confirm that the business details customers see are accurate before publishing deals.

Steps

1. Open the business area in the RealDeal app and choose the business you want to manage.
2. Review the business name, address, contact details, and logo.
3. Check that the location is correct so nearby customers can discover the deal in map and list views.
4. Save changes before creating or editing live deals.

Tips

- Use the public business name customers recognize at the location.
- Keep contact details current so RealDeal can reach the right person when support is needed.



business-profile-setup.jpg

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02

Add people and choose roles

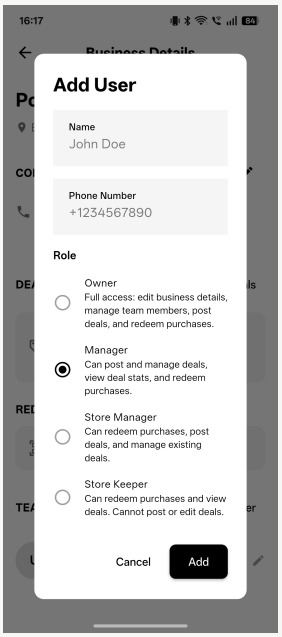
Give each staff member access that matches their responsibility in the business.

Steps

1. Open the business profile and go to the team or people area.
2. Add the team member using the phone number or account details requested in the app.
3. Choose the right role: Owner, Manager, Store Manager, or Store Keeper.
4. Confirm the invitation or access change, then ask the team member to sign in and verify access.

Tips

- Owners should keep full control of business details, team roles, payouts, and payout requests.
- Store Keepers are best for staff who only need to view live deals and redeem purchases.



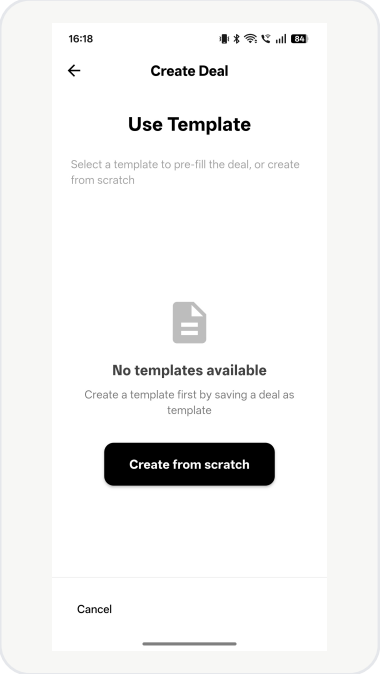
add-team-member.jpg

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03

Create a live deal

Publish a clear, time-sensitive offer with price, quantity, expiry, MVA category, and media.



create-deal-basics.jpg

Steps

1. Choose create deal from the business area.
2. Add a short title that tells customers what they can buy.
3. Set the customer price, quantity, expiry time, and MVA category where applicable.
4. Add a photo or reel that shows the real product, service, table, appointment, or inventory.
5. Review the offer from the customer's point of view, then publish it when everything is correct.

Tips

- Make expiry times realistic for pickup, service, or appointment availability.
- Only publish quantities the team can actually fulfill.

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04

Edit or stop a deal

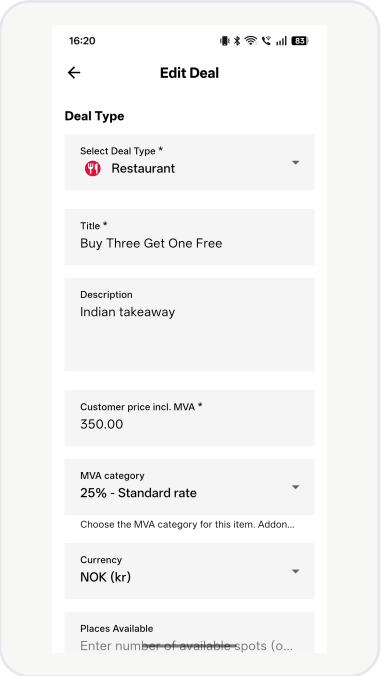
Keep live deals accurate when stock, timing, or availability changes during the day.

Steps

1. Open the active deal from the business deal list.
2. Update fields that have changed, such as quantity, expiry time, description, or media.
3. Save the update and check the deal list again to confirm the live version is correct.
4. Stop or let the deal expire when it should no longer be available to customers.

Tips

- Update quantity quickly when the business sells items outside RealDeal.
- Do not leave expired or unavailable offers looking active.



edit-live-deal.jpg

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05

Redeem a customer purchase

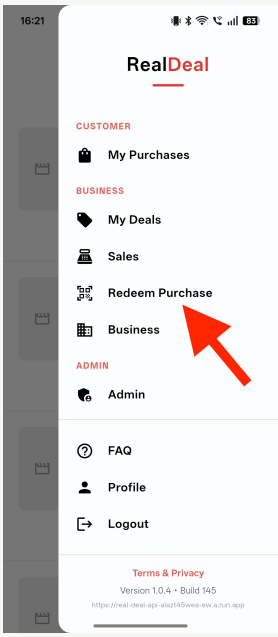
Confirm purchases in store so customers receive what they bought and the sale moves into reporting.

Steps

1. Ask the customer to open the purchase details in their RealDeal app.
2. Check the deal name, quantity, and redemption details before handing over the item or service.
3. Use the business app to scan or confirm the redemption.
4. Make sure the purchase status changes to redeemed before the customer leaves.

Tips

- Train front-counter staff to check the app status, not only a screenshot.
- Handle questions before redemption if the customer is unsure about the offer terms.



redeem-purchase.jpg

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06

Review sales and request payout

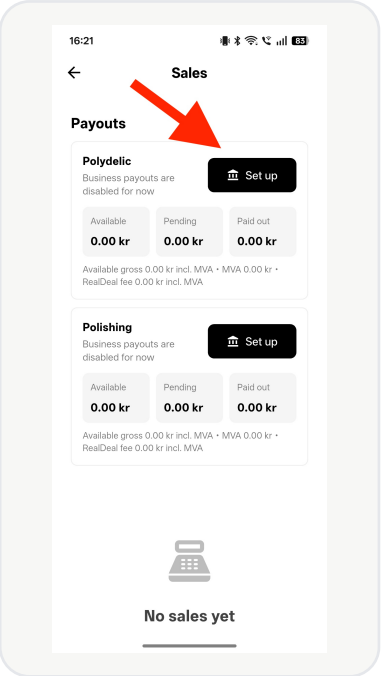
Track redeemed sales, payout totals, statements, and Stripe Connect setup from the business side of the app.

Steps

1. Open sales or payouts from the business area.
2. Review available, pending, and paid-out totals.
3. Complete Stripe Connect setup if the business has not done this yet.
4. Request payout when funds are available and the business is ready to move them.
5. Download or share statements with the person who handles accounting.

Tips

- Payout statements separate customer sales, MVA details, RealDeal fees, and net payout.
- Keep payout responsibility with an owner or finance lead.



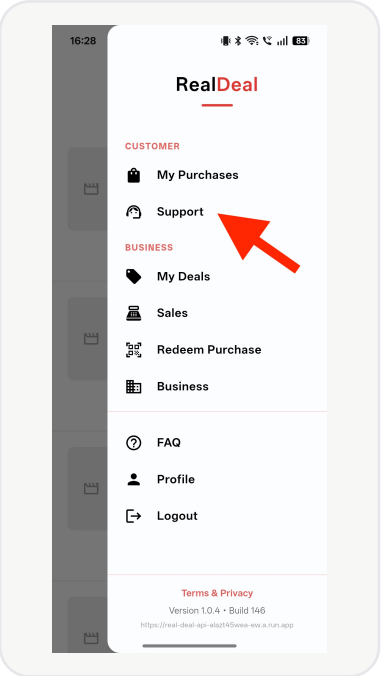
request-payout.jpg

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07

Get help when something is unclear

Use support with the right details so RealDeal can help quickly.



business-support.jpg

Steps

1. Collect the business name, deal name, purchase details, customer context, and screenshots if relevant.
2. Contact RealDeal support from the app if available, or email info@realdeal.bz.
3. Describe what happened, what you expected, and whether the customer is waiting.
4. Keep the purchase or deal unchanged until support has the information needed, unless the live offer must be stopped.

Tips

- Include exact deal or purchase details instead of only a general description.
- For urgent live-deal issues, stop the deal first if continuing to sell it would create customer problems.

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