

Grocery Delivery Service Checklist (Free 2025 Edition – Nigeria)

Use our grocery delivery checklist to plan, set up, and launch your grocery delivery business smoothly and successfully.

SECTION 1: Define Your Business

- ☐ Decide on your grocery delivery niche:
 - Fresh foodstuff (rice, garri, beans, yam, etc.)
 - Packaged groceries (oil, seasoning, noodles)
 - Beverages and household supplies
 - Toiletries and baby products
- ☐ Choose your service area:
 - Neighborhoods or cities you will cover
 - Delivery radius (e.g. 5km, same city)
- ☐ Define your target customers:
 - Households
 - Busy professionals
 - Small shops/hotels

SECTION 2: Register and Legalize Your Business

- ☐ Register your business name with the Corporate Affairs Commission (CAC)
- ☐ Obtain your Tax Identification Number (TIN)
- ☐ Open a corporate bank account
- ☐ If using bikes, get a rider's permit or logistics license (as required locally)
- ☐ Print receipt booklets or use digital receipts

With ~~N~~20,000–~~N~~60,000, you can complete CAC registration and get your TIN.

SECTION 3: Set Up Ordering System

- ☐ Choose your preferred ordering channels:
 - WhatsApp Business
 - Facebook/Instagram DM
 - Delivery mobile app
 - Google Forms or website plugin

- ☐ Prepare your product catalog/menu
- ☐ Set up automated order replies or messages
- ☐ Display your contact number clearly

SECTION 4: Delivery Logistics Setup

- ☐ Choose how deliveries will be made:
 - Hire your own dispatch rider
 - Partner with logistics companies (e.g. Gokada, Kwik)
 - Use public transport (if starting small)
- ☐ Set up delivery process:
 - Pickup time, delivery time, confirmation
- ☐ Buy or customize delivery packaging
- ☐ Make sure goods are delivered intact and neatly packed

SECTION 5: Inventory & Stock Management

- ☐ Create a list of products you offer
- ☐ Track inventory daily (especially perishables)
- ☐ Use tools like Google Sheets, Loyverse, or SabiPOS
- ☐ Replace finished stock quickly
- ☐ Avoid accepting orders for out-of-stock items

SECTION 6: Pricing & Delivery Fees

- ☐ Set clear product prices (include profit margin)
- ☐ Determine delivery fees:
 - Flat rate or distance-based (~~₦500–₦2,000~~)
- ☐ Consider discounts for:
 - Bulk buyers
 - Loyal or returning customers
- ☐ Communicate all prices upfront

SECTION 7: Marketing & Promotion

- ☐ Create flyers, banners, and posters in your area
- ☐ Run WhatsApp Status updates and broadcasts
- ☐ Set up Google My Business for local search visibility
- ☐ Promote on Facebook/Instagram Ads
- ☐ Offer referral bonuses to customers

SECTION 8: Top-Notch Customer Service

- ☐ Respond quickly to inquiries and complaints
- ☐ Package products professionally
- ☐ Always follow up with customers after delivery
- ☐ Build trust and long-term relationships
- ☐ Track feedback and reviews

BONUS: Tools You May Need

- I. Google Forms (order form)
- II. WhatsApp Business
- III. Inventory App (e.g., Loyverse, SabiPOS)
- IV. Canva (for product graphics and flyers)
- V. Power Bank (for delivery rider phone)

Final Tip

Start small, but think long-term. Don't rush. Focus on consistency, happy customers, and trust.

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