What is the project and who is it for?

Suv kerak — for businesses engaged in the delivery of drinking water a1>designed for businesses involved in the delivery of drinking water.

Goal:
Accept orders → Assign to courier → Deliver a1>monitoring the process → accounting and managing cash bookkeeping.

The main purpose of this guide — simple, in a simple, clear, and precise manner. Each section contains only the information needed in practice..

Suv kerak about the project's structure

There is an application organized by roles, and each user, based on their role, works only through the applications that apply to them.

Boss application— A management app for a water delivery business owner (or manager).

In this application:

- Supervising the activities of the manager and couriers;
- to appoint or dismiss them;
- Setting workdays;
- Managing the system account and the cash register account
  such functions exist.

The boss can work with couriers through a manager or directly (without a manager). If the business is small, the boss can even serve as a courier themselves.

The procedure for using the Boss application is explained in detail below..

Manager application

Manager of application— Intended for the user appointed by the boss.

Manager:

- is attached to a specific business point;
- the cash account of this point;
- Account of water and empty barrels with the couriers;
- Settles scores with the boss..

If a business has multiple locations, this system ensures that each location's accounts are managed separately and prevents confusion in calculations.

The manager can assign or dismiss a courier. They can also carry out courier tasks themselves through the manager app.

Courier app

Courier add-on— Intended for a user appointed by the boss or manager.

In this application:

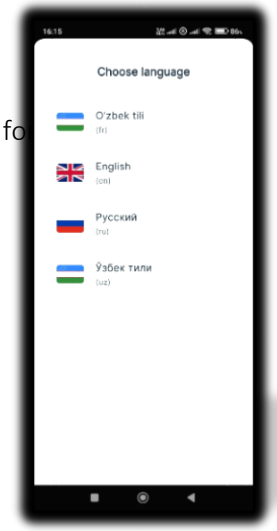
- Orders combined for courier;
- Account of delivered and undelivered orders;
- cash register;
- Water and tariffs are calculated..

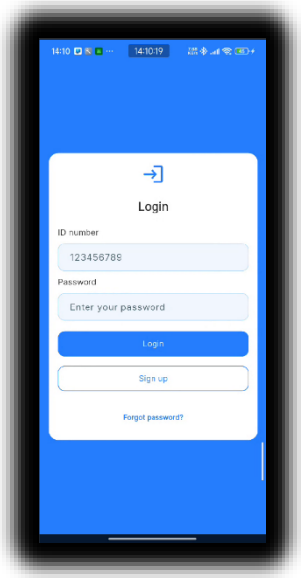
The procedure for using the Courier application is described in detail below..

Boss appendix

Register:

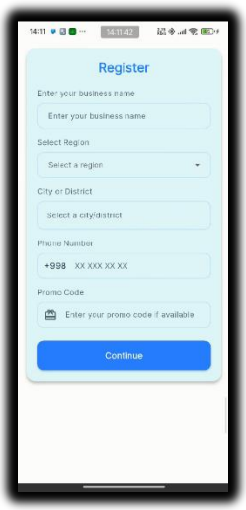
Language selection: On this page, choose the language that is most convenient fo





Log in or register: If you have already registered and have an ID and password, fill in the appropriate fields and click the "Log in" button..

If you haven't registered yet, click the "Register" button to go to the next page.



Data Entry:

On this page, the business owner enters their information..

Enter your business In the ***name*** section, you have been given for your business

You can enter your name or brand name.

For example: "Zilol Suv," "Obi Zam-Zam," or the name registered with the state.

you can enter.

Select a region the province operating in

Choose.

City or district Select the city or region where you live..

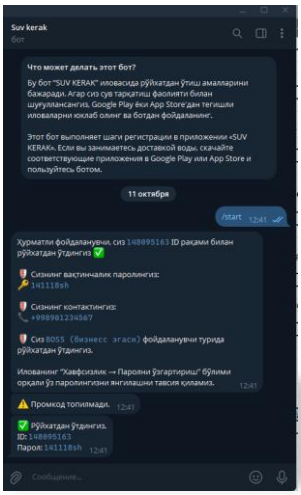
Phone number Enter your phone number in the section..

Promo code The agent promo code (optional) is entered in this section.

Fill in the information and press the "Continue" button.

Get ID and password:

«When the "Continue" button is pressed, the @suv_kerak_bot bot will send you a message as follows::

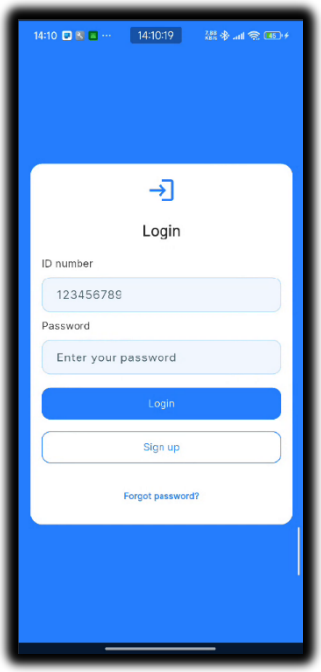


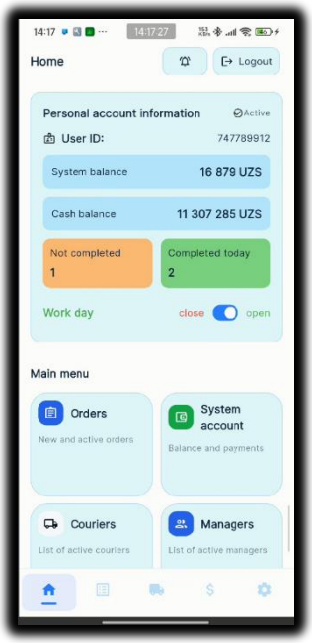
The message provides an ID and password to log in to the system. This ID and password

Copy and log in to the system with a single click on the password.

Go to the page and enter the ID and password into the appropriate fields and

Press the "Login" button to log in to the system..





Main menu

Personal account information at the top of the main menu.

Account in the system - is your business in the system

Shows the account balance amount.

Cash on hand – this is the amount of your business's cash on hand.

indicates.

Unfulfilled – the yellow indicator on the rand shows that it was not fulfilled today.

This indicates the number of orders that have not yet been fulfilled.

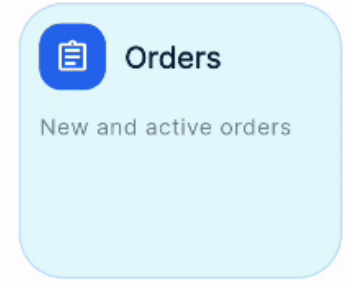
That is, there are orders, but the number of unfulfilled orders.

Completed today – the green indicator shows that it was completed today

It means the number of orders.

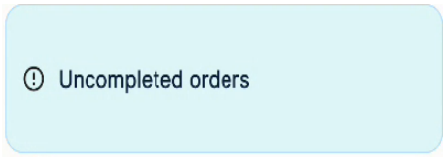
Workday - related closed and open indicators / a3> is the primary parameter that indicates whether your water delivery business's workday operations are closed or open, meaning whether your workday operations are running or not on that particular day.

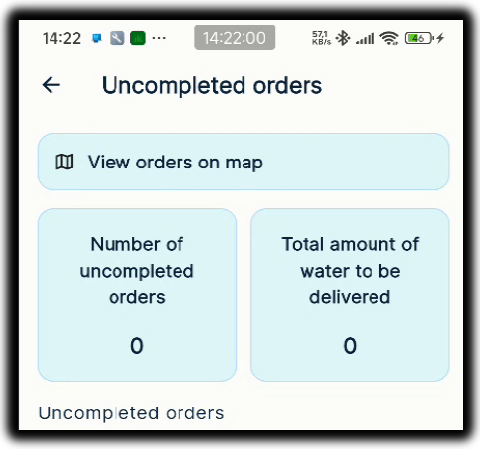
!!! *Please note, if you leave this parameter closed, you will not be visible in the system and you will not be able to accept orders from customers. The system will simply understand that you are not active on that day. You may leave this parameter closed on days off or holidays. On all other workdays, this parameter must be open!!!*



Orders

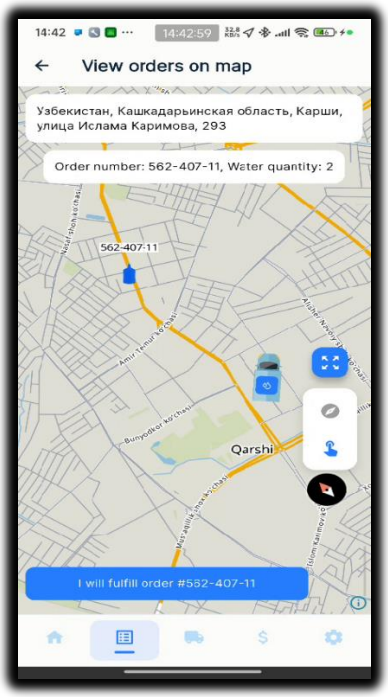
In the Orders section, you can access information on unfulfilled orders, orders fulfilled today, order creation, periodic reports of fulfilled orders, and periodic reports of shipments assigned to couriers..





Uncompleted orders:

When you click on the " **Uncompleted Orders**" entry, the number of unfulfilled orders and the total number of waters that need to be delivered are displayed..

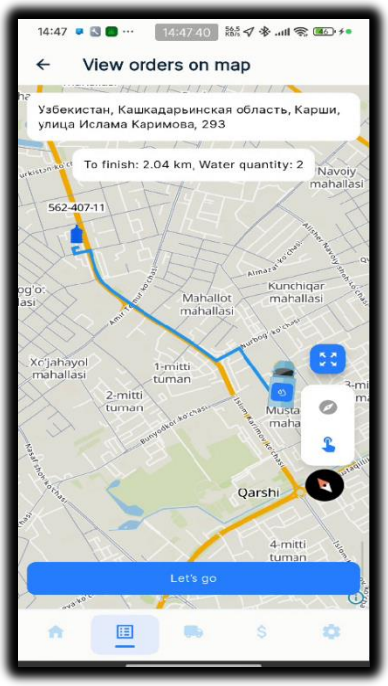


View orders on the map:

"When you click on the "View Orders on Map" text, a map opens in the interface, and the orders you need to fulfill appear as icons on the map, with the order number displayed at the top. When you click this icon, the delivery address, distance, and number of water deliveries are displayed at the top of the map. This feature is primarily intended for couriers, making it convenient for small-scale water delivery providers who plan to handle courier duties themselves, as it allows them to carry out water distribution (courier service) within the app without assigning a separate courier.

Accepting an order for fulfillment:

The courier clicks on the nearest order icon and retrieves the delivery distance, water volume, and address.



This means that the order has not yet been accepted.

will be. Press the "Let's Go" button.

In this case, the order is considered accepted.

Di, this order is on a different map.

It is not visible to couriers. At that moment, to the customer

Order accepted by courier

what was done and the courier's route movement

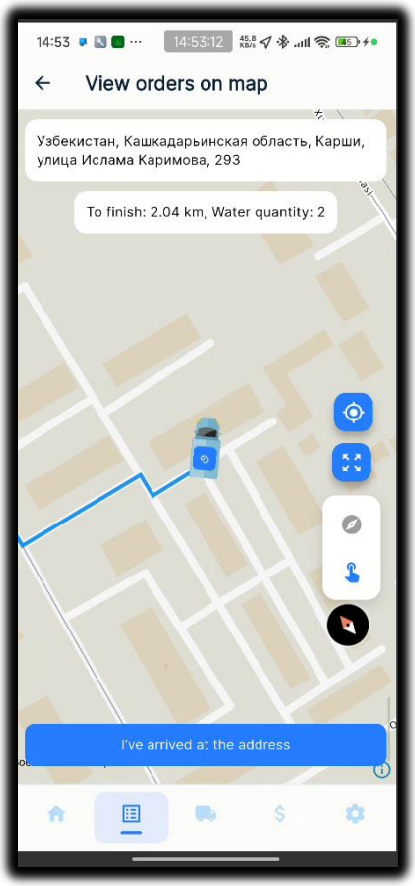
The online translocation begins to appear.

This order will remain in effect until it is completed.

The courier cannot accept new orders and

The order is in the "in transit" status with the courier.

is considered attached.



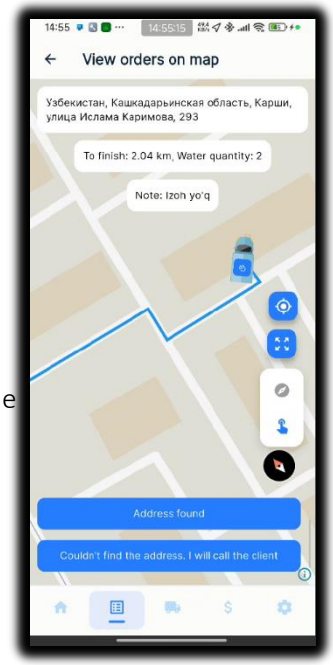
Arrival at the destination

When you arrive at the destination, the interface in this picture automatically...

will be displayed. If automatic this

If the interface doesn't appear, in the image below

“Press the "I've arrived" button.!



Finding the water discharge point:

The water discharge point in the picture

To find the exact answer, look for the exact one in the explanation.

It can be found via instructions. If

If it's still not possible to find, then

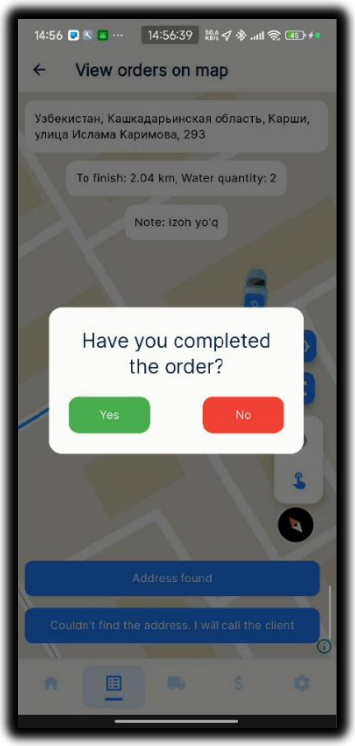
I couldn't find the address, to the client

The "I'll call" button is pressed and

Automatically to the customer's phone number

The bell rings.

Accepting order payments:



When the "I've found the address" button is pressed, the system

Courier's "Did you place an order?" inquiry

sends. In this case, the courier delivers the water or

The absence is taken into account. The water has been delivered.

If so, the "Yes" button is pressed and in the interface

Payment information will be displayed.

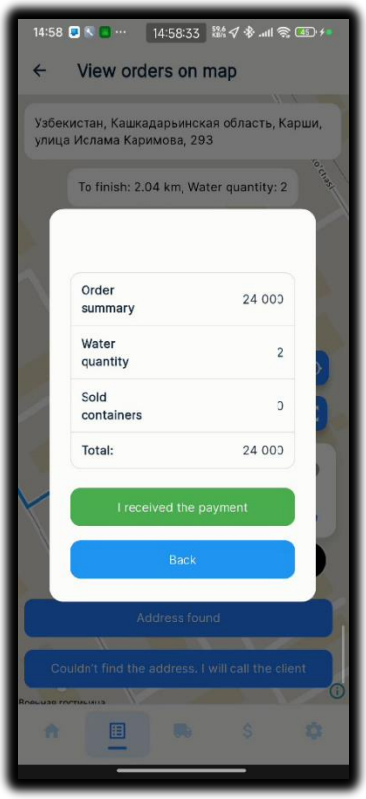
If the payment was made online by card

"Total:" The payment amount will be "0" zero som.

If the courier placed the order with cash payment.

"Total:" displays the payment amount on the payment page. Courier

Upon receiving the specified amount from the customer

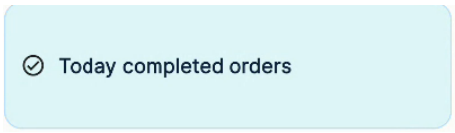


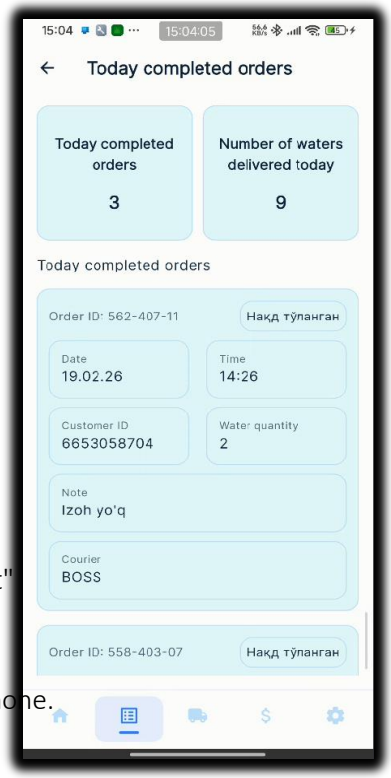
gets and the "I have received the payment" button

will be delivered. The order delivery process is thus complete.

will be completed. The courier will take the next order from the map.

may accept for execution. +





Orders completed today:

Over the "Today's completed orders" text

When clicked, today's completed orders

The quantity of water and the quantity of delivered water is shown.

The continuation (below) of these orders in detail.

Information will be displayed..



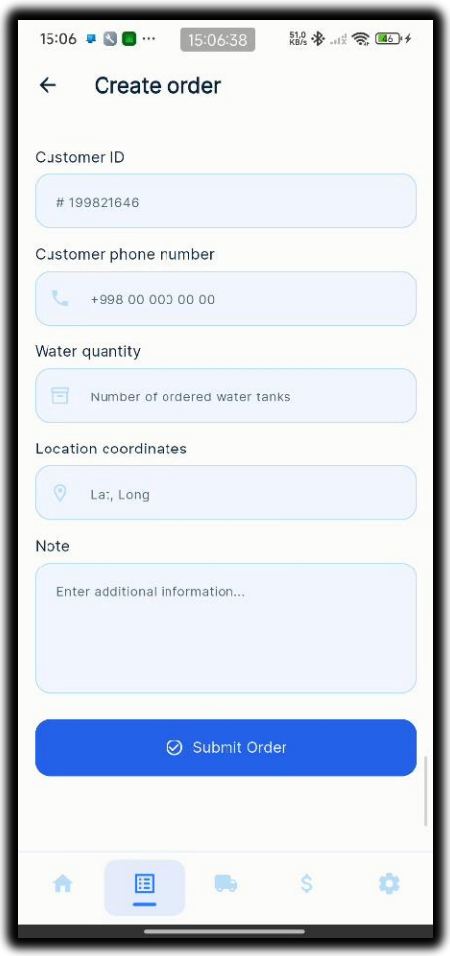
Create an order:

In my list, the order is automatically "@suv_kerak_bot"

via a bot or through the Suv kerak client application

can be obtained. But usually the order is placed by phone.

Or orders are also taken in special Telegram groups.



It can be accepted. Like this.

There is a special "Create Order" button for these cases, which allows the boss or manager to manually create an order. To do this, they enter the following requested information.:

Orderer ID number - Enter the client's Telegram ID here. If the order is placed in a Telegram group, the "@geo_codebot" bot must be added to that group. This bot will return any user's Telegram ID and location coordinates in numeric form whenever someone posts a location in the group. If the order is received by phone, you can simply enter the numbers here.

Orderer ID number – enter the orderer's phone number here. This may be needed for the courier to contact them when verifying the address.

Water quantity – enter the quantity of water to be delivered for the order.

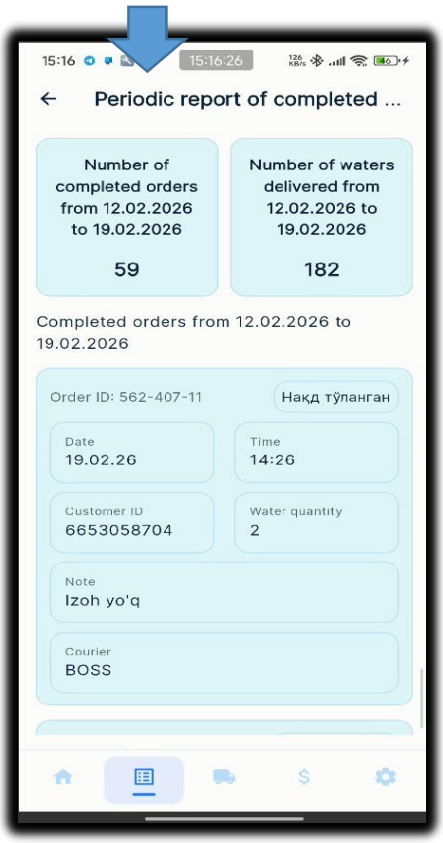
Location coordinates – The coordinate values returned by the "@geo_codebot" bot are placed here. From these coordinate values, the system automatically determines the address and enters it as the order's delivery address. If the location coordinates are not provided, then the next field "Note" must be filled in.!

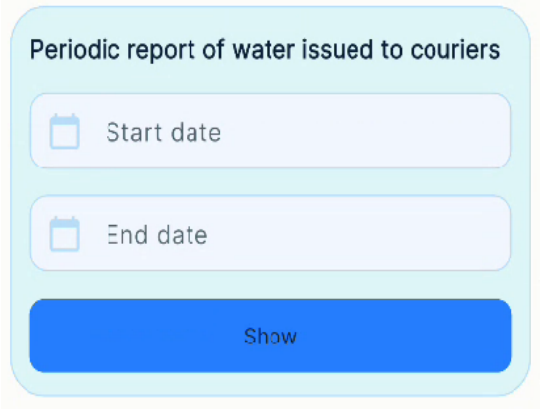
Note – The address and any other information needed to confirm it and deliver the order are provided here in text form. For example, the address, landmarks for finding it, signs, warnings, or any other information necessary for the order, all provided in text form. is written
After all the information has been fully entered, pressing the "Process Order" button submits the order to the system, and it appears in the courier app for execution.



Periodic reports on completed orders:

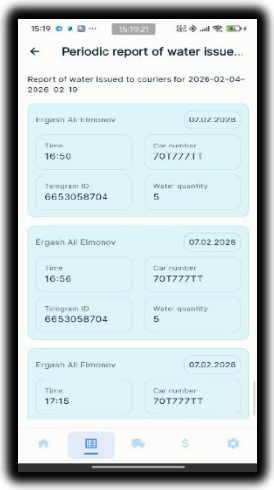
“ In the "Completed Orders Periodic Reports," you can view detailed information on completed orders for the periods between the start and end dates specified..





Periodic report on the waters provided to couriers:

“In the "Periodic Reports on Water Supplied to Couriers," you can view detailed information on the water supplied to couriers during the periods between the start and end dates specified in .





Account of Waters and Streams





In this section, the waters and the shores.

and managers' income and expenses

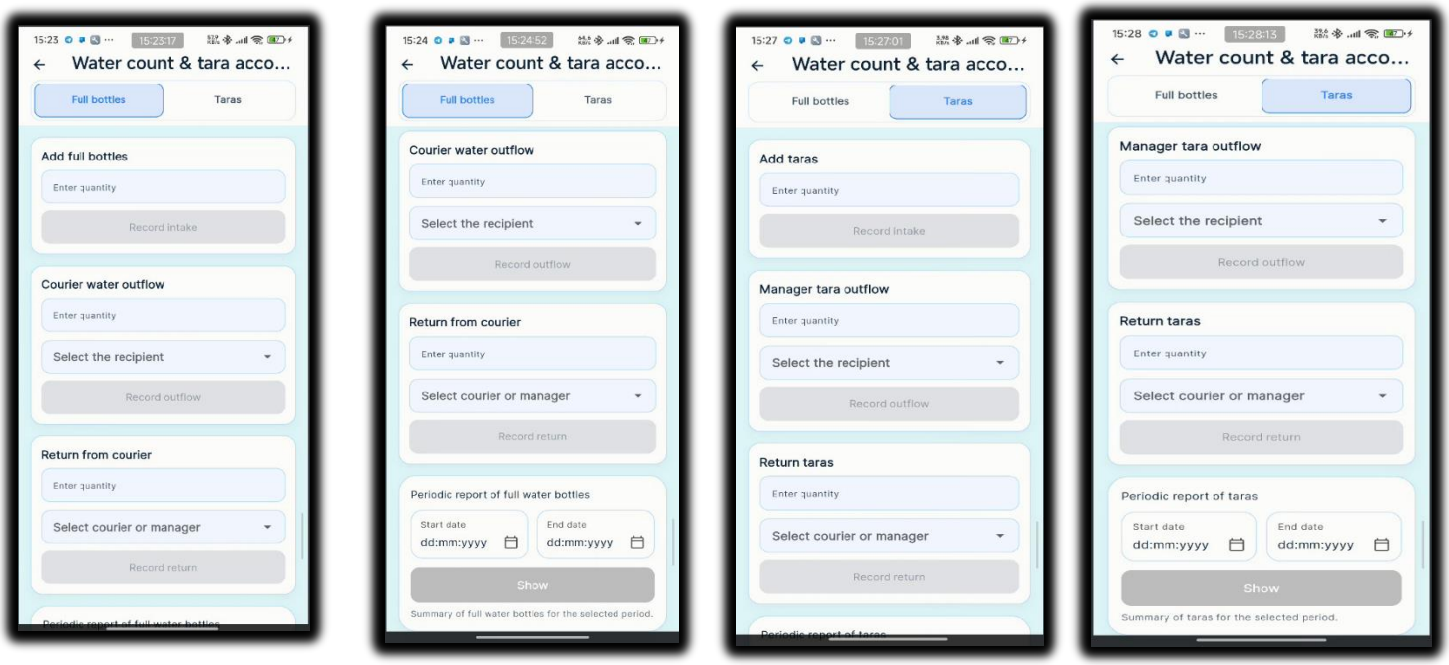
and you can view their accounts. This

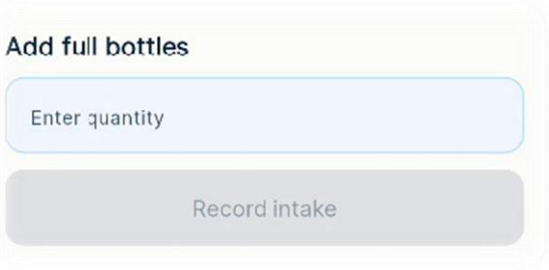
When entering the section, the following interface

You can see.

Water-filled tank accounting interface

Tara's account



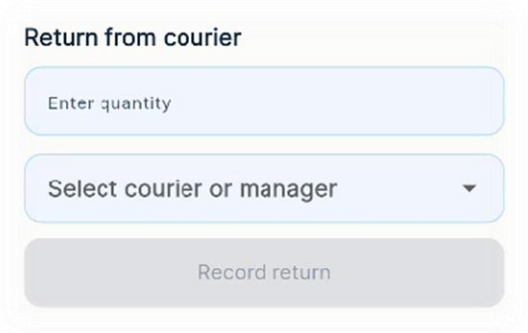


Filling water tanks:

In this section, when the boss or manager refills the water, the number of refills is recorded as an expense on their personal account. Please note that if the water balance shows zero, you cannot charge water to couriers, so this action must be performed immediately after refilling. Enter the water quantity and press the "Post" button..



In this section, water is billed to the courier. Enter the amount, select the courier's name from the "Select Recipient" dropdown below, and click the "Make Payment" button. After the payment, the courier is notified, and the payment details and balances are displayed in detail in the application interface.



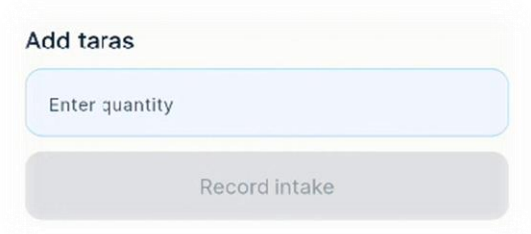
Return water from the courier

In this section, you can re-enter water returned from the courier at the end of the workday. Enter the water quantity, select the courier's name from the list, and click the "Enter" button.. As a result, the program interface displays detailed input information along with the opening and closing balances, and the courier is also notified via a bot.



Periodic accounting of water-filled tanks

In this section, you can find detailed information about the inflow and outflow calculations and the opening and closing balances for the period between the beginning and the end..



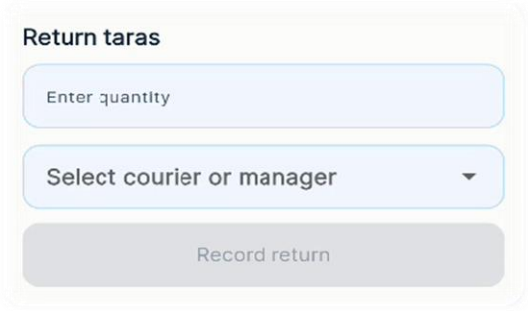
Inputting the tar files

In this section, the boss can register new barrels purchased for the water circulation system. To do this, enter the number of barrels and press the "Register" button. After registration, the registered count and barrel balances are displayed in detail on the program interface..



To spend money on behalf of the manager.

In this section, the boss can charge the manager for water circulation. Please note that the boss's and manager's warehouse accounts are separate; this is done to ensure account accuracy for a business owner (boss) with multiple business locations. Enter the number of waters, select the recipient from the list, and press the "Make Expense" button. After the expense, the party balance and expense details are displayed in detail in the program interface..



Invoice returned goods

In this section, the boss manager or courier can receive returned items. Enter the number of pallets, select the courier from the list, and click

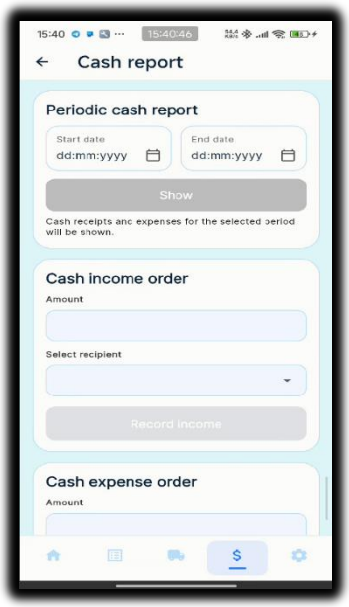
the "Receive" button. After receipt, the program interface displays detailed information on the balance and the received items, and this information is sent to the courier via a bot message..

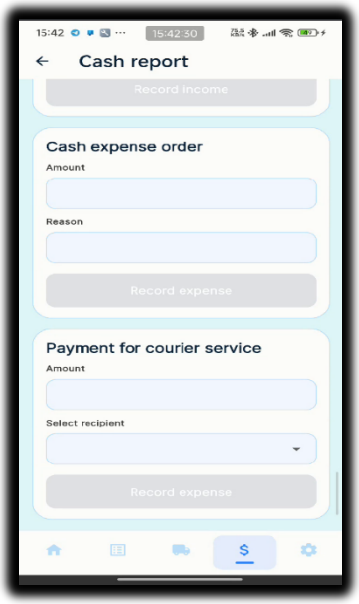


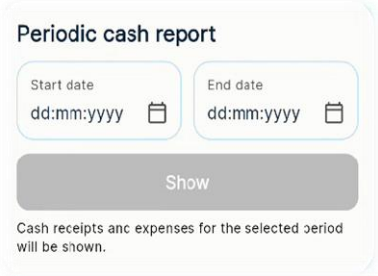
Tara's periodic report

In this section, you can find detailed information about the income and expense calculations for the periods between the beginning and the end, as well as the opening and closing balances..

Cash register







Periodic cash report

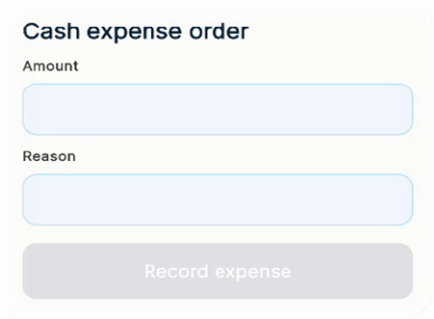
In this section, you can find detailed information about the cash income and expenditure accounting between the beginning and ending periods, as well as the opening and closing balances..



Cash Receipt Order

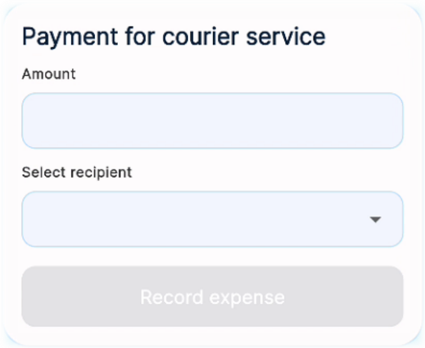
In this section, you can accept sales funds from couriers or revenue from the manager. Enter the amount, select either courier or manager from the list, and press the "Receive" button.

After the deposit, the cash balance and deposit details are displayed on the application interface, and the submitter also receives, via a bot, detailed information on that courier's initial and final cash balances and deposit details..



Cash Disbursement Voucher

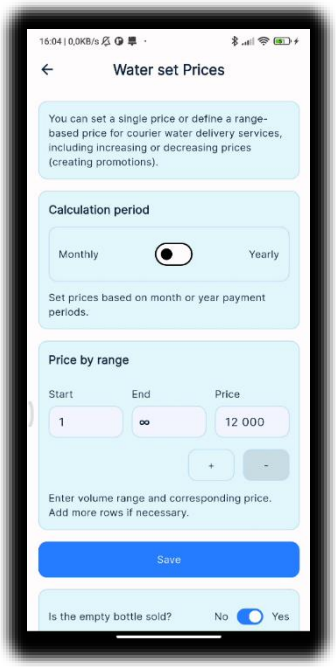
This section is for creating a cash disbursement order, and any cash expenditures are recorded here. Enter the expense amount in the field, write the reason for the expense below, and click the "Make Expense" button. As a result, the cash balance and expense details are displayed in the program interface.

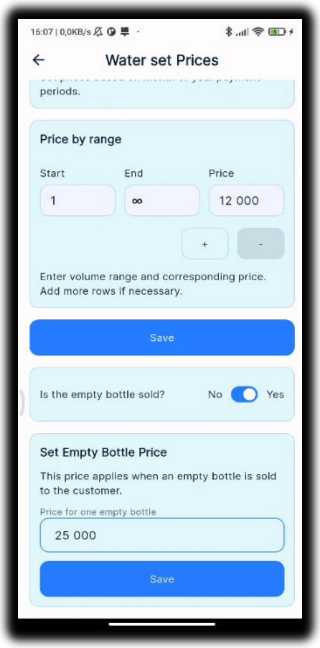


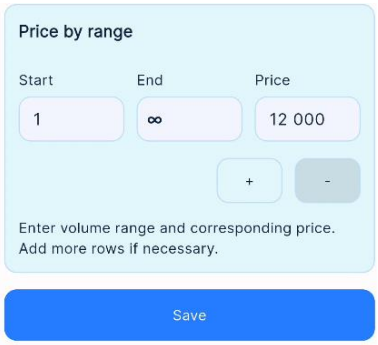
“Payment for courier service" (Cash expense))

This section is for a cash expense, namely payment for courier water delivery (courier) service, and you can make the payment to the courier or to the manager who performed the courier service. Enter the amount in the field, select the recipient courier or manager below, and click the "Make Payment" button. You will then receive a notification that the payment has been completed..

Setting water prices







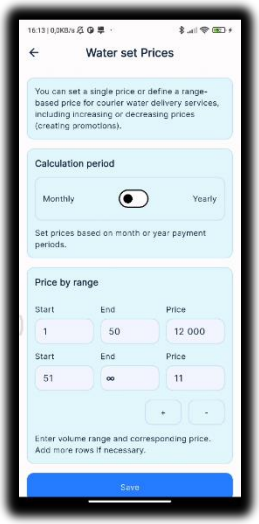
General pricing

In this section, water prices are set. When setting water prices, you can define a single price, in which case water is sold to each customer at the specified price regardless of how much is purchased. If you want to set a general price this way, in the "Price by Range" section enter "1" in the "Start" field and "∞" (infinity) in the "End" field, Enter the specified water price in the "Price" field. Click the "Save" button to save the prices.



Price range setting

If you want to set water prices by ranges using the second method, you must first configure the "Calculation Period" to "Per Month" or "Per Year." This means that the same price range applies in a month or in a year.



For example, you set it up in one month and set the price as follows.

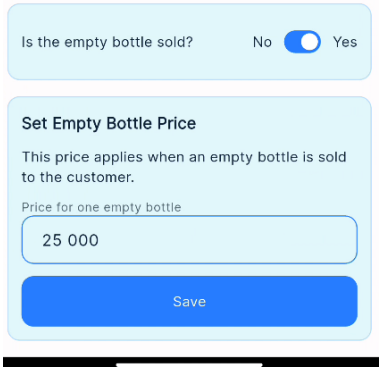
This means the following price range:

The prices of water change as follows based on the number of units sold in a month:

From 1 to 50, from = 12 000sums,

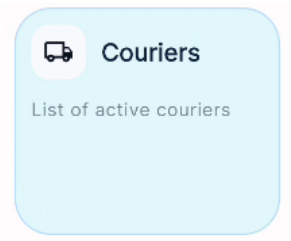
Over 51 pieces = 11,000 som.

Range pricing is convenient for creating promotions in water delivery. You can also set up the same periodic range to run for a year and apply range pricing.



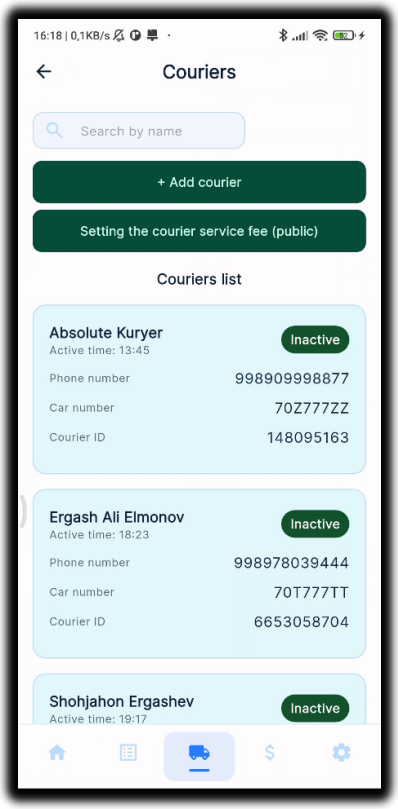
Tara's String

In this section, the business owner (boss) specifies whether or not to sell tara. If "Tara is for sale" is set to "No," then in the customer bot and app, when water is sold, the customer will not be asked, "Will you return the tara or purchase it?" If "Sell Tara?" is set to "No," then in the customer bot and app, when the customer selects "I won't return the tara, I'll buy it," it calculates the tara payment amount using the tara price you specified in the tara settings. Therefore, if you select "Yes" in the "Is the tarra for sale?" setting, be sure to specify the tarra price in the "Set tarra price" section below..



Couriers

In this section, you can add couriers to the system, remove them from the system, perform accounting for the water delivery service, generate the courier cash periodic report, generate the courier



periodic sales report, and execute water dispensing operations for the courier. When you enter this section, the courier list interface appears first.

Courier service

A boss or manager can add a courier to their system by clicking **"+Add Courier"** button, then read the "Instructions for Adding a Courier" and click "Send" to send the generated link to the courier via Telegram or by SMS to their phone number.

"Public setting of courier service fees"

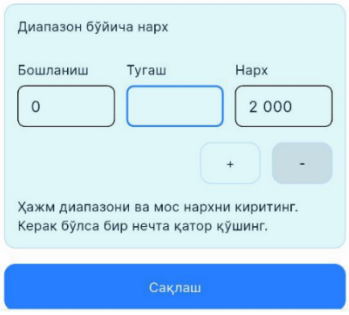
When setting fees for water delivery services for couriers, you can apply a universal rate that applies to all couriers, or you can set an individual rate for each courier. After adding couriers to the list, click the "Bulk Set Courier Service Fee" button. Here, just as you set the water price, you can enter a single general rate or a range as part of a promotion. For example, a general rate. When setting a single price, you can set the price as follows:

The water delivered here is zero.

one total from the beginning to infinity

Fee for courier service

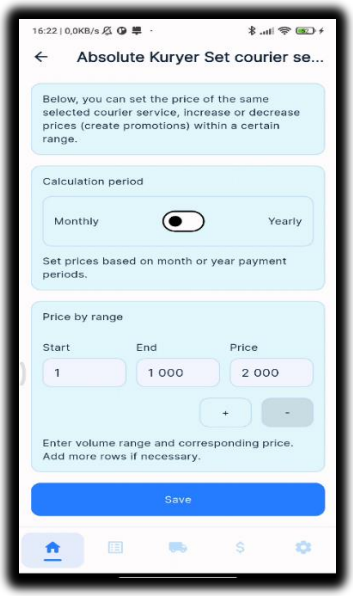
calculates.



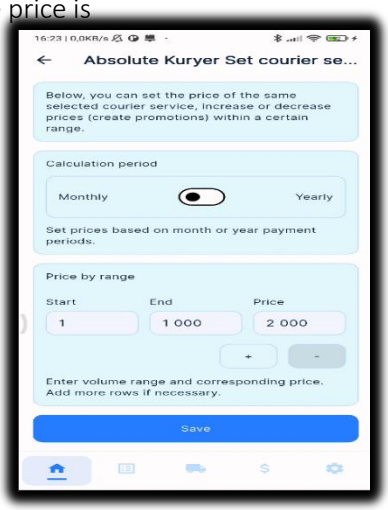


Setting the courier service fee (individual)"

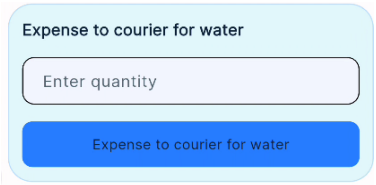
After clicking on a specific courier's name and entering the courier card, click the "Set Courier Service Fee (Individual)" button. The following interface will appear. In this way, you can set the price for a specific courier service just as you set the price for water deliveries. For example, in the following interface, a flat rate of 3,000 so'm has been set for the courier service named "Eldor Karimov" to deliver one unit of water. This price can be set to increase in a range format based on the number of delivered waters. In this case, it is important to specify the frequency of the water delivery as "Per Month" or "Per Year." For example, in the following image, the price is set as follows.:



For a month, if the courier delivers up to 2,500 liters of water at 2,000 soums per 1,000 liters, from 2,501 to 3,000 liters at 3,000 soums per 1,000 liters, and above 3,001 liters at 4,000 soums per 1,000 liters..



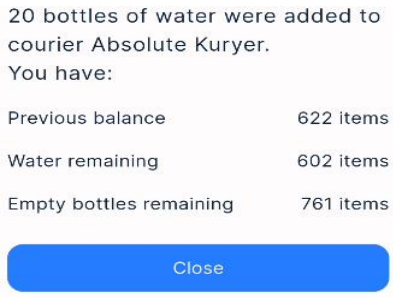
These prices are for illustrative purposes only; you can announce promotions by widening the price range, raising or lowering prices.

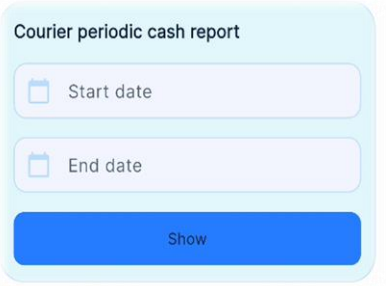




Flushing water into the sewer

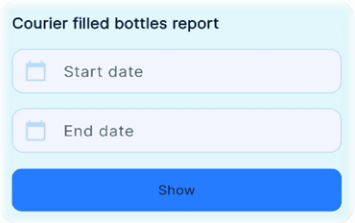
Water discharge to the kettle is performed via this button. In the "Enter quantity" field, enter the amount of water to be discharged to the kettle, then press the "Discharge water to kettle" button. In the confirmation window, click the "Yes" button. As a result, a transaction information message is displayed, showing the number of water units dispensed and the final remaining balance after the transaction.





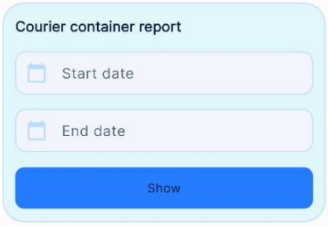
Courier "Cash Daily Report""

In this section, you can view courier cash register's income and expense transactions and balances for a specific period. Select the start and end dates and click the "Show" button. The report results will then be displayed..



Courier water-filled tanks report

In this section, you can view the water revenue and expenditure movements and balances for a specific period. Select the start and end dates and click the "Show" button. As a result, the report on water tank movements will be displayed..



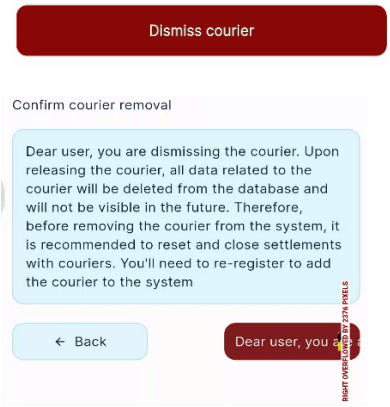
Courier tariff report

In this section, you can view the courier account's income and expense transactions and balances for a specific period. Select the start and end dates and click the "Show" button. The results of the account movement report will then be displayed..



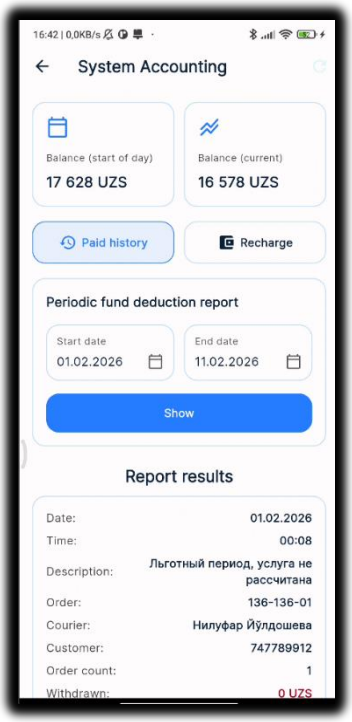
Billing for courier and water delivery service

In this section, you can view detailed calculations and balances for courier water delivery (courier) service over a specific period. Select the start and end dates and click the "Show" button. The results of the mutual calculations will be returned.



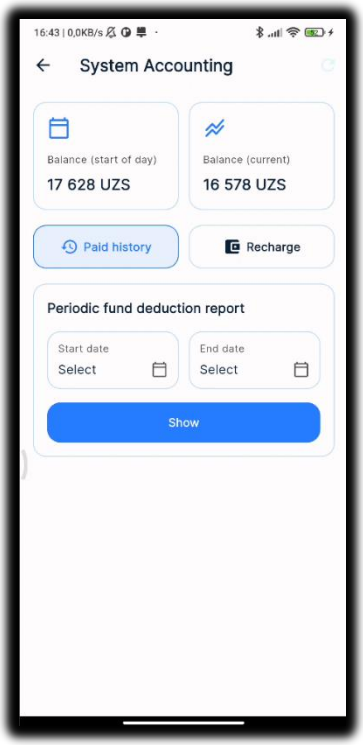
Firing the courier

When dismissing a courier, the primary focus is to settle all accounts with the courier, zero out the cash, courier service, water, and tare accounts. Because once the "Dismiss Courier" button is pressed, the courier's data is deleted from the database and cannot be restored. Select the desired courier and click the "Fire Courier" button. After reading the warning message and clicking "Fire," the courier will be terminated..

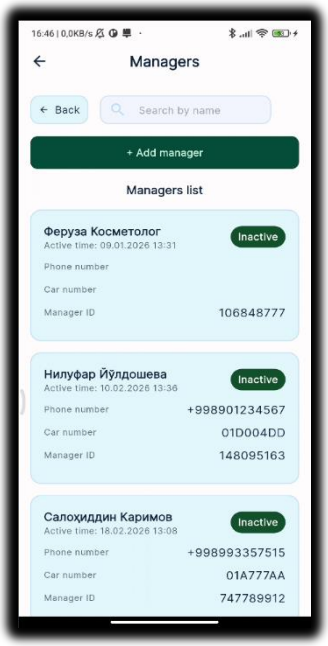


System Account

In this section, the boss can view mutual settlement information with the system. They can view the system account top-up (payment) history and the periodic report of fund withdrawals from the system. As shown in the figure, clicking the "Payment History" and "Fund Withdrawal" buttons toggles between them. Select the desired report, choose the start and end dates, and click the "Show" button. As a result, the report data for the specified period will be returned..



Managers



Managers are the supervisors of each business location, and in this section you can add or remove a manager, and review and manage the cash register, water, tar, and courier service accounts..

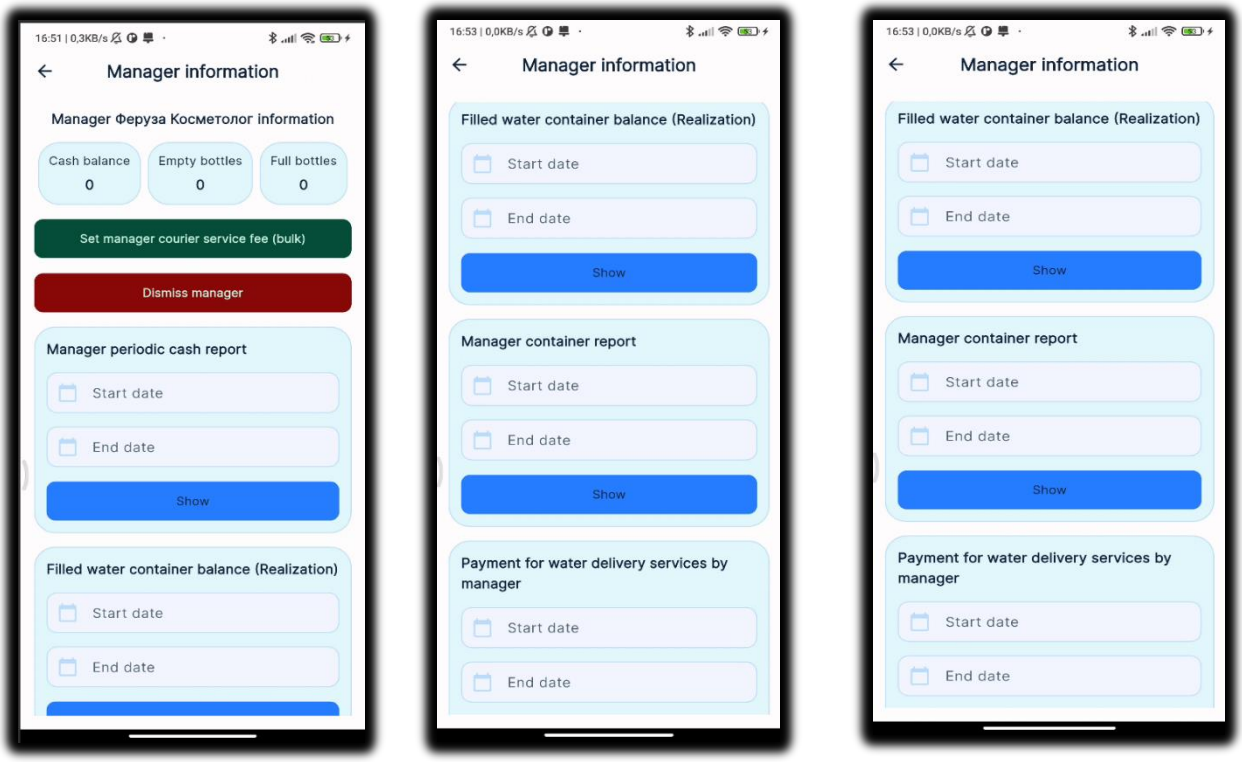
Add manager

To add a manager, click the "+Add Manager" button, copy the generated link, and send it via SMS or Telegram to the manager who needs to accept it. Via this link, the prospective manager is directed to the system bot. The bot obtains the system ID and password and logs into the system using those credentials..

Managers' page

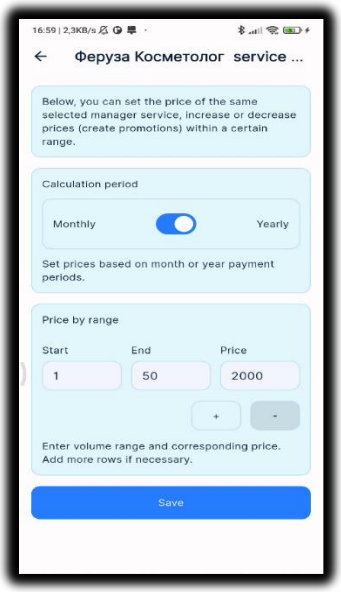
When you go to the Managers page in the main menu, a list of managers appears. From that list, clicking on the desired manager's card takes you to that manager's reports and management..

Manager's information (card))



Manager to set the individual courier service fee.





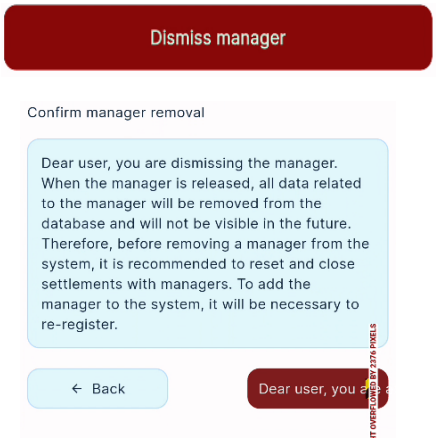
Managers can also handle courier services if the opportunity and time allow. In this section, managers can set individual prices for courier services. To do this, click the "Set Manager Courier Service Fee (Individual)" button, and prices can be specified as a single rate or as a range. In the image below, prices are shown as a range.:

Less than 4000 som

These prices are for illustrative purposes and indicate a price range: for example, if you deliver between 0 and 1,000 liters of water in one month, the rate is 2,000 soms per liter.

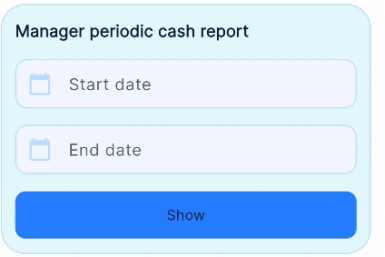
For delivering 1,001 to 3,000 liters of water, from 2,000 som.

You can announce promotions for quantities above 3001 by increasing or decreasing prices..



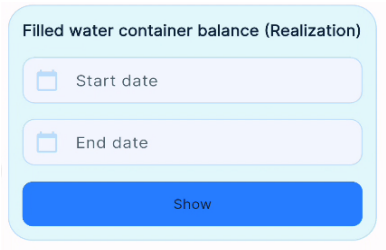
Firing the manager

When dismissing a manager, the primary focus is to close all accounts with that manager, settle the cash register and courier service accounts, and zero out the balances for water and tar. Because once the "Fire Manager" button is pressed, that manager's data is deleted from the database and cannot be restored. Select the desired manager and click the "Fire Manager" button. After reading the warning message and clicking "Fire," the courier will be dismissed..



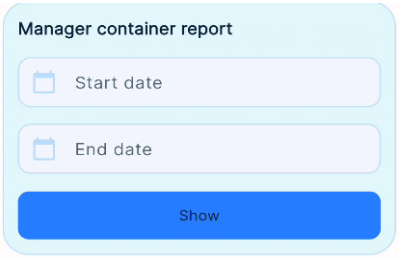
Manager's periodic cash register report

In this section, you can view a manager's cash receipts and disbursements and balances for a specific period. Select the start and end dates and click the "Show" button. The report results will then be displayed..



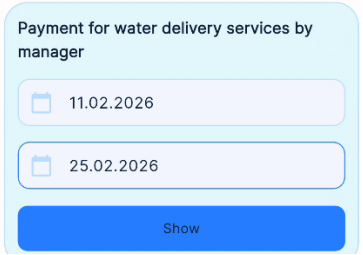
Manager's Water Tank Report

In this section, you can view a manager's water income and expenditure movements and balances over a specific period. Select the start and end dates and click the "Show" button. As a result, the water-filled tank movement report results are returned..



Manager's side-by-side report

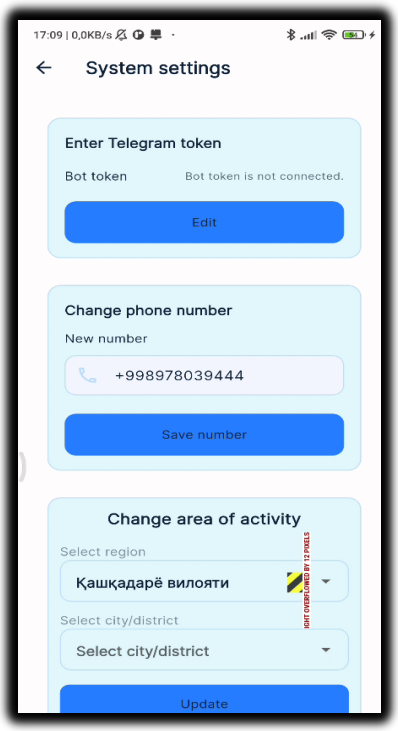
In this section, you can view a manager's income and expense transactions and balances for a specific period. Select the start and end dates and click the "Show" button. The results will display the account transaction report.

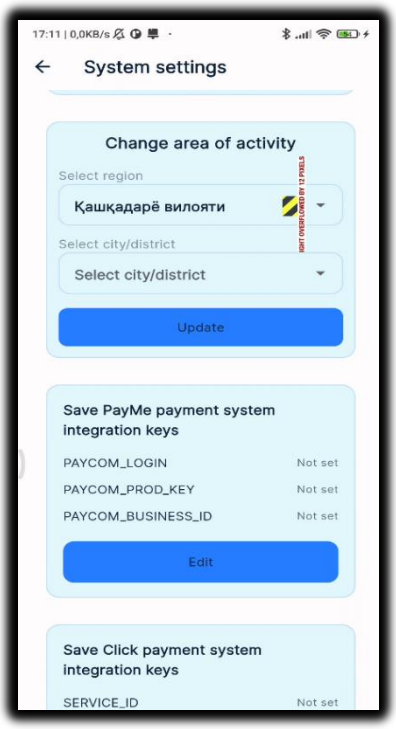


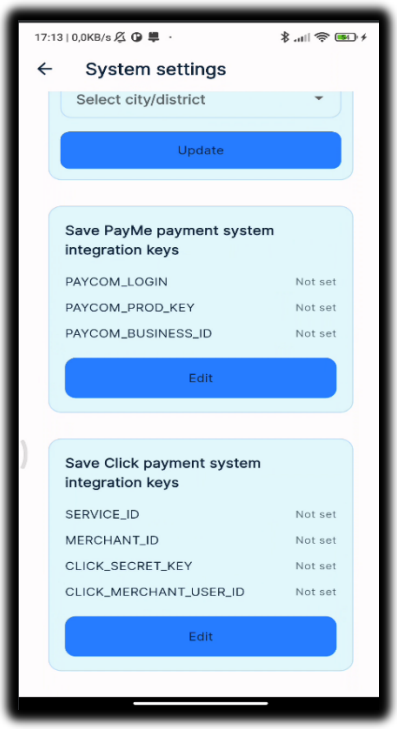
Calculation of water delivery with the manager

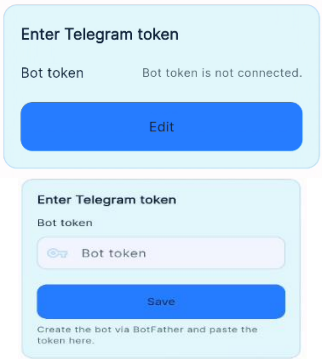
In this section, you can view in detail the calculations and balances for water delivery (courier) service with the manager for a specific period. Select the start and end dates and click the "Show" button. The results of the mutual calculations will then be displayed.

System settings







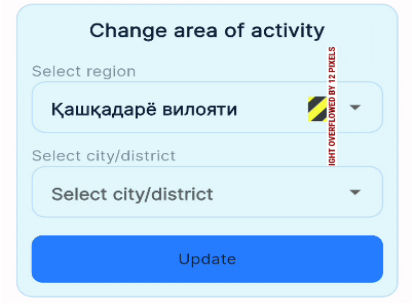


Telegram tokens

If you want to run your own business with a dedicated Telegram bot and brand, open the @BotFather bot on Telegram, and as a result this bot will only take orders for you. расмийлаштиради. You can find a video tutorial on YouTube or on our website on how to create a bot and get a token from @BotFather on Telegram.

Store Telegram token

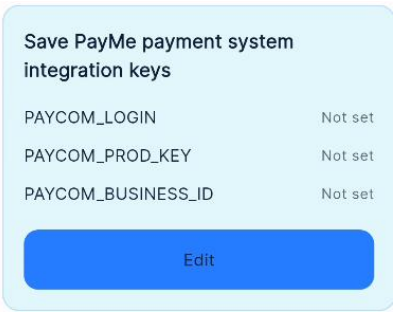
In Telegram, press the "Edit" button to save the bot token received from @BotFather. Enter the bot token you received in the "Bot token" field and click "Save." This token will only allow your business to start accepting orders.



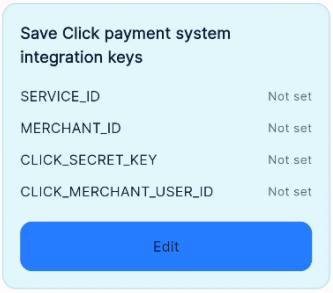
Change of area of operation

The area of operation is the geographic boundary of the business, within which orders are accepted in the selected province and territory (district/city). Therefore, selecting the service area is of great importance. To do so, first choose the region, then select the city or district within that region, click the "Update" button, and the new area will be saved.

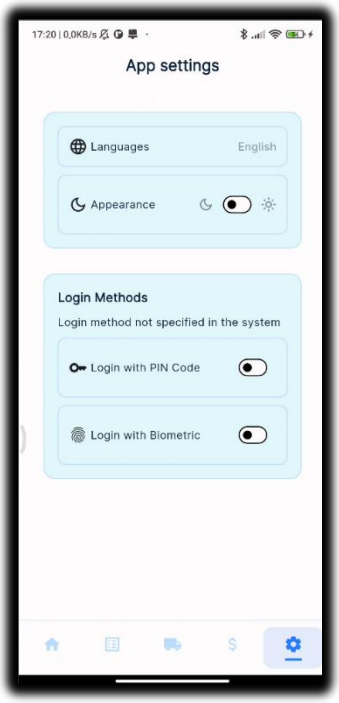
Integration with the PayMe and Click payment organization systems.



To integrate with the PayMe and Click payment organization systems, you must have a contract with these payment organizations and have obtained the merchant account login password. In this account, the secret token and keys for technical integration are available. These secret tokens and keys, as shown in the image, must be stored in the appropriate payment organization fields. This allows customers to pay their water bills online by card..

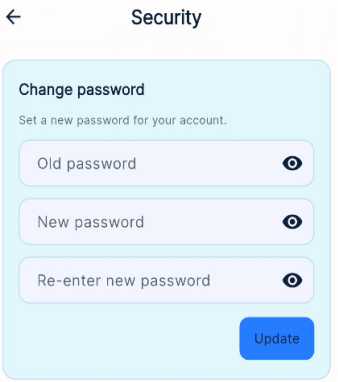


App Settings



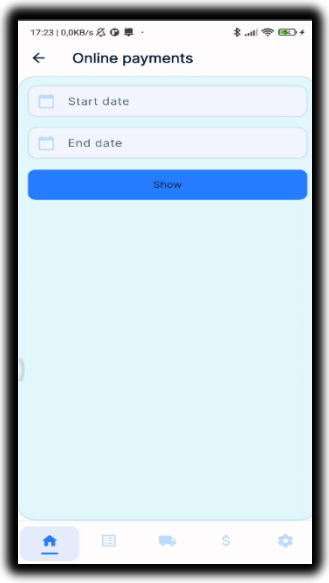
In this section, you can change the app's language and switch the interface to dark or light mode. You can also configure access methods for the app, such as via PIN code or biometric data.

Security

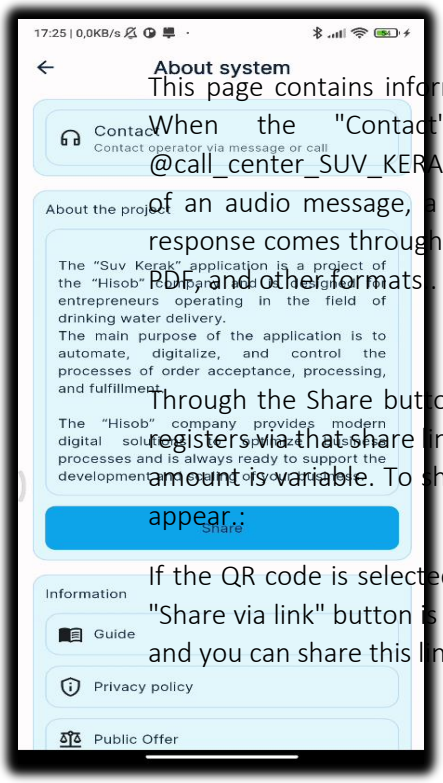


In this section, you can change the application's login password. When the "Update" button is pressed, the confirmation message "Password updated successfully" should appear.

List of online payments



On the Online Payments list page, if the business is integrated with payment organizations to pay for delivered water and a payment has been made, you can view those payments within the specified date range. To do this, select start and end dates and click the "Show" button. If any payments exist, the online payments list will be displayed.



About the system

This page contains information about the system, the app version, and an "Contact" button. When the "Contact" button is pressed, the user is redirected to the @call_center_SUV_KERAK_bot. And through this bot, the user can send their question in the form of an audio message, a short video, or text. Support staff respond to inquiries in turn. The response comes through this bot. You can also upload files and documents to the bot in video, PDF, and other formats.

Share

Through the Share button, a user can share their client app. For each client who successfully registers via that share link, a bonus is credited to the boss (business) system account. The bonus amount is variable. To share, click the "Share" button, and the following selection message will appear.:

If the QR code is selected, the QR link will be returned. If the "Share via link" button is pressed, the app link will be returned and you can share this link via SMS or Telegram.

Information

In the Information section, you can review the app's user guide, privacy policy, and public offer. To view any document, click on it and download.

