What is the project and who is it for?

Suv kerak — A management system designed for businesses involved in the supply of drinking water..

Objective:
Receiving orders → assigning to courier → monitoring the delivery process → managing accounts and the cash register.

The primary aim of this guide is to explain the operations performed via the system interface in a simple, clear and precise manner. All sections contain only the information that is actually required in practice..

About the structure of theWater Needed project

There is an application structured by roles, and each user works only with the applications relevant to their role.

Boss application— A management application for the owner (or manager) of a water supply business.

In this application:

- Supervising the manager and couriers' activities;
- to appoint or dismiss them;
- Setting the working days;
- Features such as managing the system account and the cash account are available..

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

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

Manager application

Manager application— Intended for the user designated by the boss..

Manager:

- is assigned to a specific business point;
- the cash account for this item;
- Account of water and empty tarpaulins with the couriers;
- boss settles mutual accounts.

If a business has multiple locations, this system ensures that each location's accounts are kept separate, preventing confusion in calculations.

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

Courier app

Courier app— Intended for a user appointed by the boss or manager..

In this application:

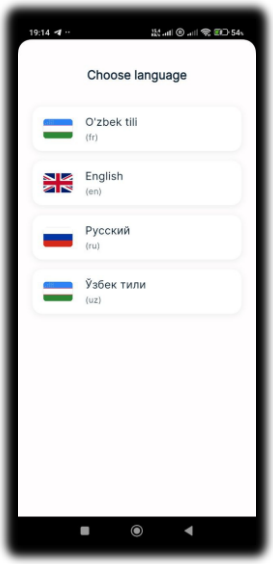
- Orders assigned to the courier;
- Account of delivered and undelivered orders;
- Cash account;
- Water and tariffs are calculated..

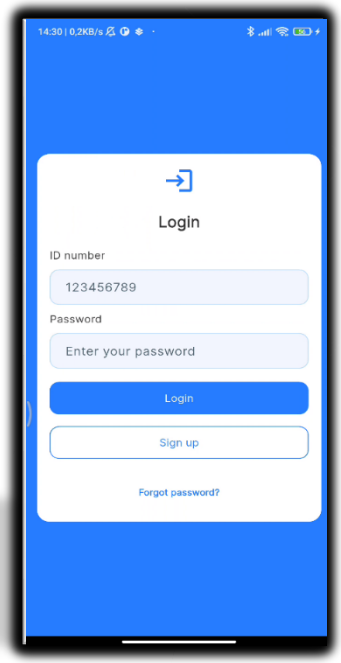
The procedure for using the courier app is detailed below..

Manager ilovasi

Register:

Language selection:
Select your preferred language on this page.



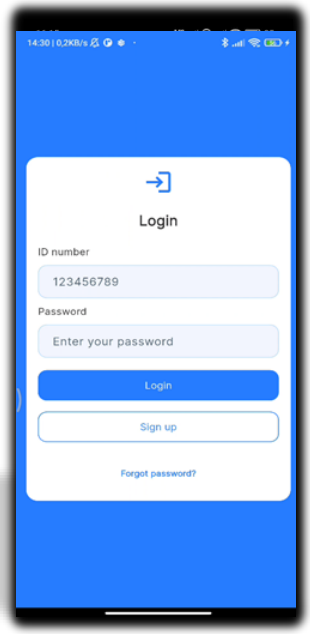


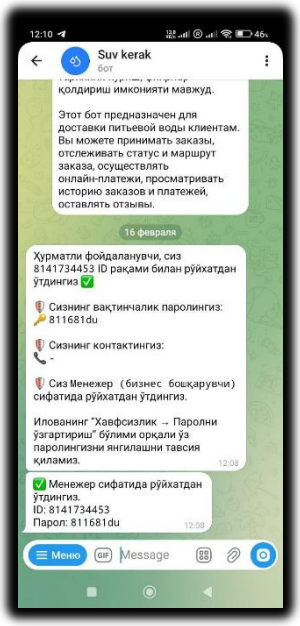
Log in or register:
If you have previously registered and have an ID and password, please fill in the relevant fields and click the **"Log in"** button.

If you haven't yet registered, you need to register by obtaining the registration link from your business owner boss and using this link. When you click the link, the "Suv kerak" bot will send you an ID and password in this format. You will need to log in to the system using this password.

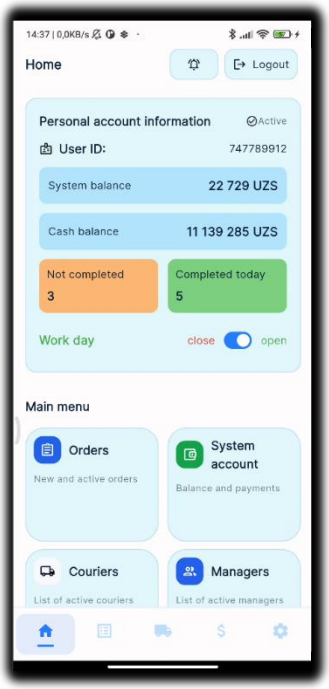
Log in:

The message provides an ID and password to log in to the system. With a single click on this ID and password, you will be taken to the login page. Enter the ID and password in the appropriate fields and click the "Log In" button to access the system.





Main menu



Personal account information at the top of the main menu.

into:

Account in the system- this is in your business system

Shows the amount of the account balance.

Cash balance – this is the amount of your business's cash balance

states.

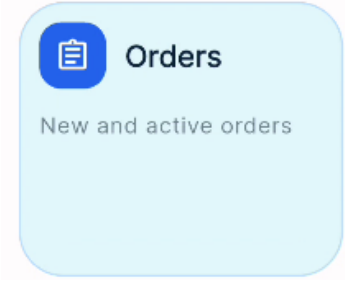
Not done – The yellow rand indicator was not met today.

(represents the number of orders that have yet to be fulfilled)

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

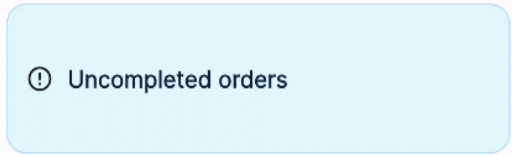
Completed today – The green indicator has been completed today.

denotes the number of orders.



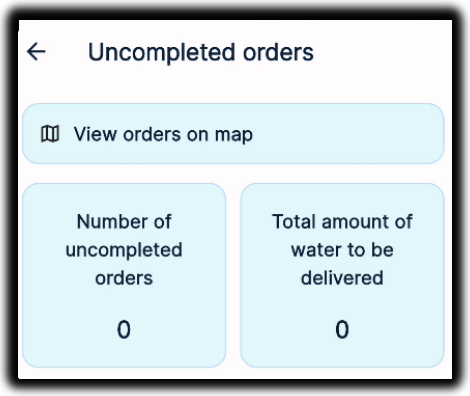
Orders

In the Orders section, you can access information on outstanding orders, orders completed today, order creation, completed orders' periodic reports and the periodic report of consignments handed over to couriers.



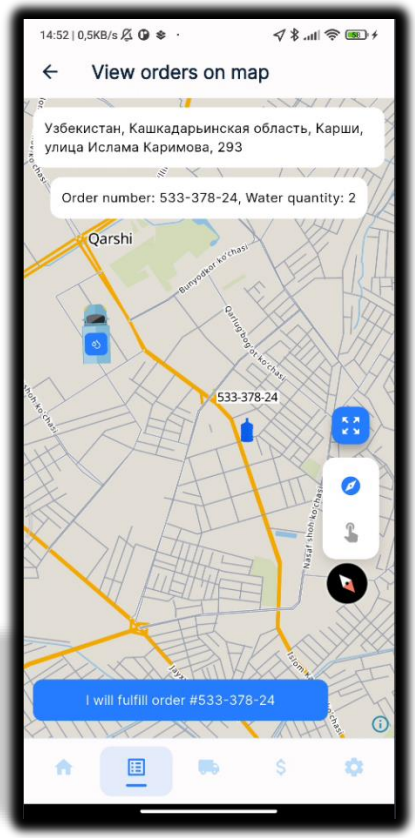
Unfulfilled orders:

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



View orders on a map:

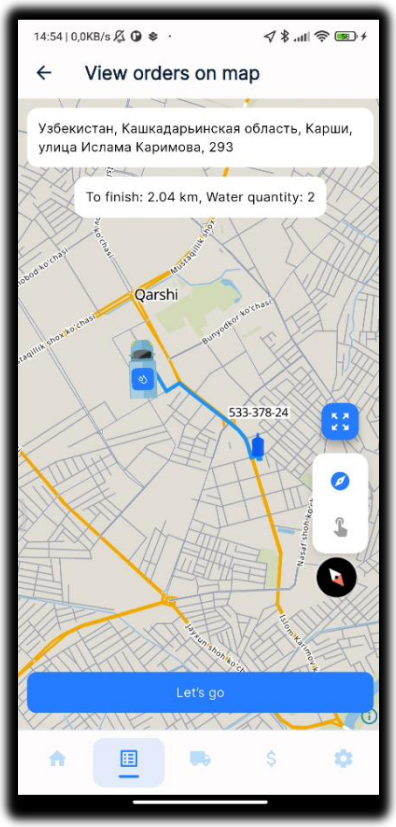
“When you click on the "View Orders on Map" text, a map opens in the interface, and the orders you need to fulfill appear as icons on the map, with the order number displayed at the top. **When this icon is clicked, the map will display the water delivery destination, the distance, and the amount of water to be delivered at the top.**. This feature is primarily intended for water delivery providers with a small business volume who plan to handle deliveries themselves. It allows them to carry out water distribution (courier service) within the app without assigning a courier..

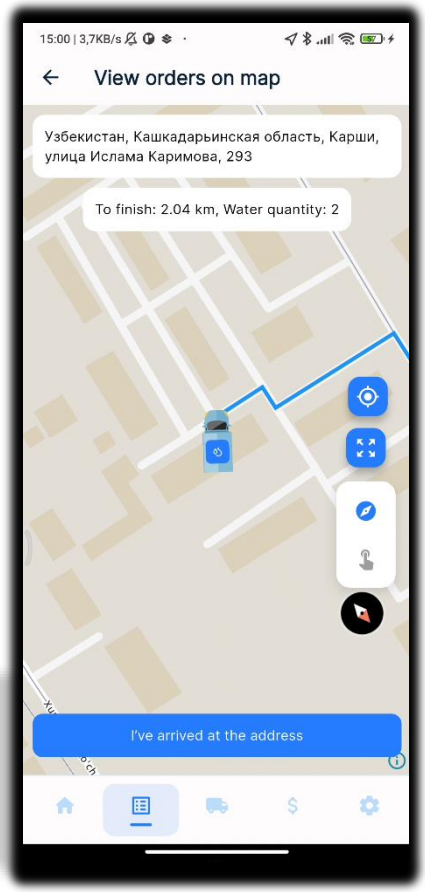


Accepting an order for fulfillment:

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

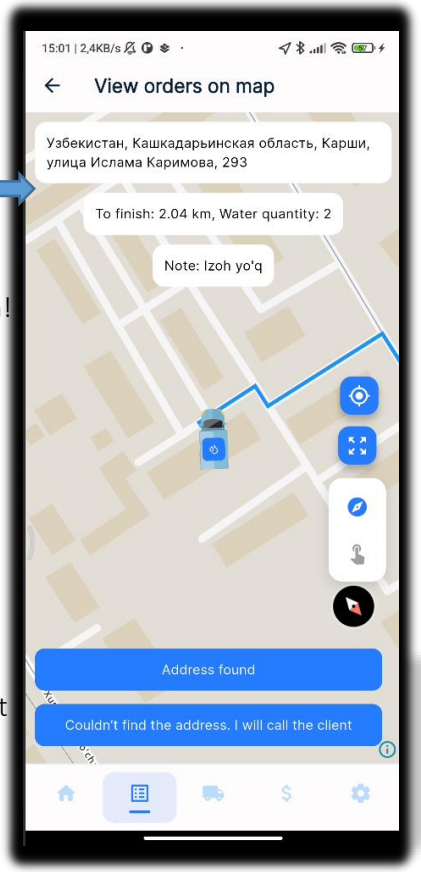
This means they have not yet accepted the order. will be. Press the "Let's go" button. is considered to have been accepted says, this order is on the map elsewhere is not visible to the couriers. At that moment, to the customer Order accepted by courier what was done and the courier's route h movement Online translocation begins to appear. This order will remain in effect until it is completed.The courier cannot accept new orders and Order is with the courier in "on the way" status is considered sealed.





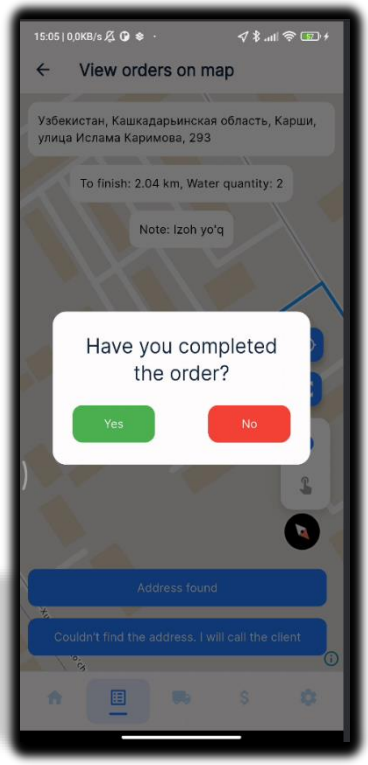
Arrival at the destination

When you arrive at the destination, the interface in this picture automatically will be revealed. If automatic this If the interface doesn't appear, in the image below Press the "I've arrived" button!



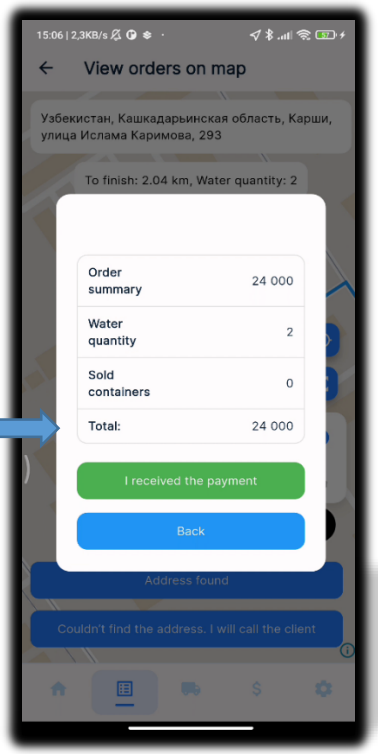
Finding the water discharge point:

The water discharge point in the picture The exact one that came in the comment for a precise find. can be found by instruction. If If it's still not possible to find, thenI couldn't find the address, to the client the "I'll call" button is pressed and Automatically to the customer's phone number The SIM card is inserted.



Accepting order payments:

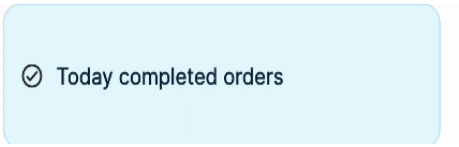
«When the "Found Address" button is pressed, the system Inquiry from the courier: "Did you fulfill the order?" sends. In this case, the courier has delivere d the water or means the absence of. Water has been delivered. If the "Yes" button is pressed, the button is pressed and in the interface Payment information will be displayed. If the payment was made online by card "Total:" The payment amount is "0" zero som. If the courier placed the order for cash on delivery "Total:" shows the payment amount on the payment page. CourierUpon receiving the specified



amount from the client gets and the "I have received payment" button presses
The order delivery process is complete.

ends. The courier takes the next order from the map.

may accept to carry out. +



Orders completed today:

“On the "Orders Fulfilled Today" text

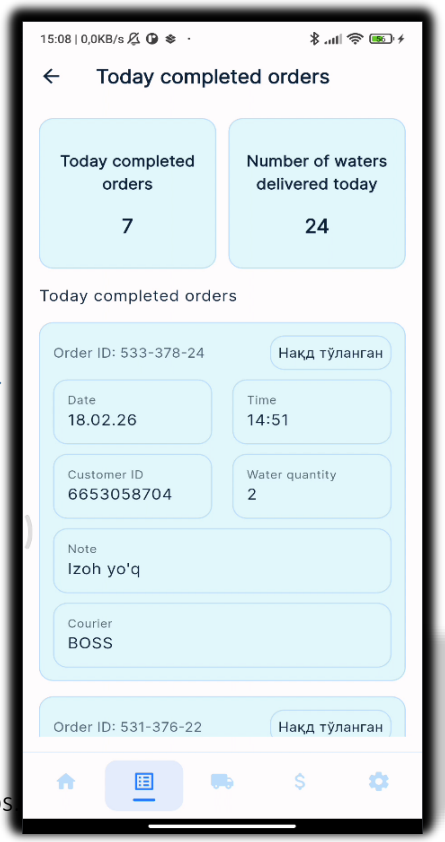
When pressed, today's completed orders

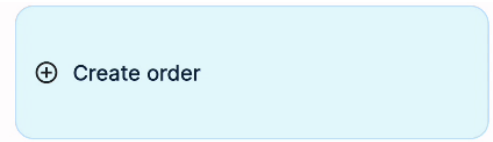
The number and quantity of water deliveries

is shown.

The continuation (below) of these orders in detail.

The information is displayed..





Create an order:

In the system, the order is automatically sent to

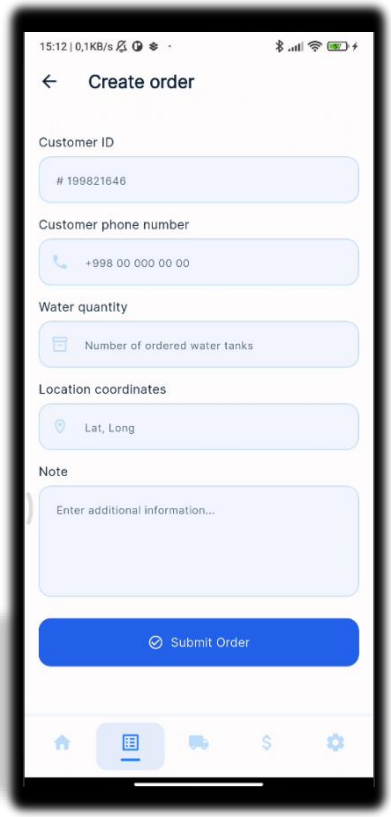
"@suv_kerak_bot" via bot or through the

Suv Kerak client application is taken.

But usually the order is taken by phone.

Orders are also accepted in special Telegram groups.

It can be accepted. Like this.



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

Orderer ID number - Enter the customer's Telegram ID here. If the Telegram ID is obtained via a Telegram group, the "@geo_codebot" bot must be added to the group. This bot will return any user who posts a location in the group, providing their Telegram ID and the location coordinates in numeric form. If the order is taken by phone, you can simply write the numbers here..

Orderer ID number – The customer's phone number is entered here. This may be needed for the courier to contact them to confirm the address.

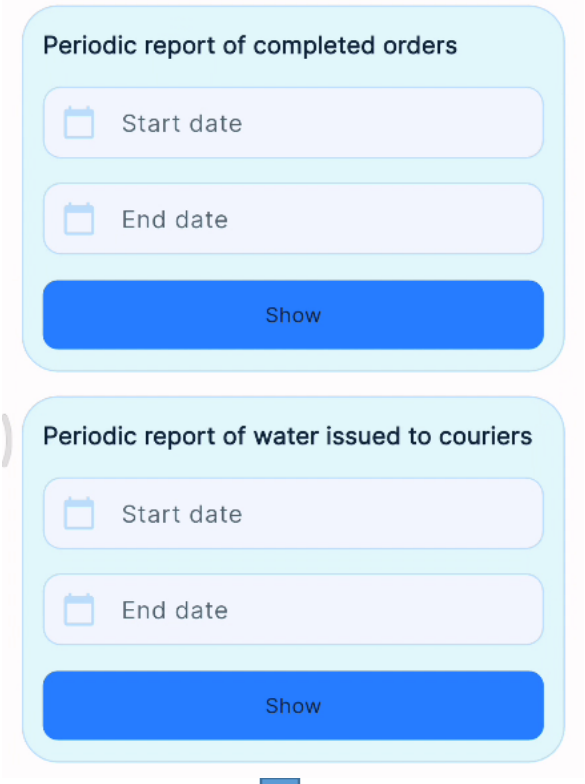
Number of water – Enter the required amount of water to be delivered for the order.

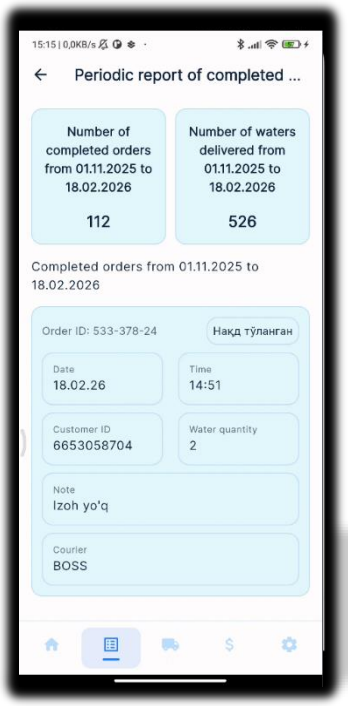
Location coordinates – The coordinate values returned by the "@geo_codebot" bot are placed here. From these coordinate values, the system automatically determines the address and enters it as the order's delivery address. If the location coordinates are not provided, then the next piece of information,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

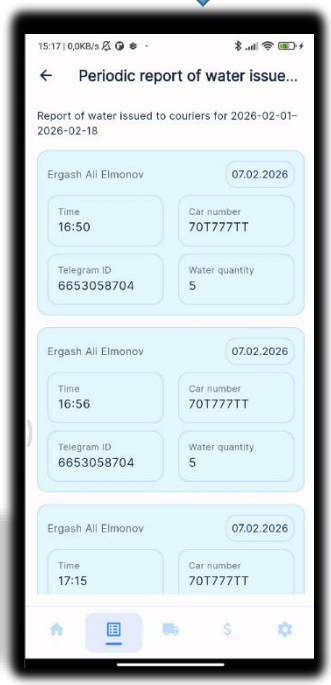
Note – The necessary information for address verification and order delivery is provided here in text form. For example, the address, landmarks for finding it, signs, warnings, or any other information necessary for the order is written in text form. Once this information is fully entered, the order is submitted to the system by clicking the **"Place Order"** button, and this order will appear in the courier's 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 entered.





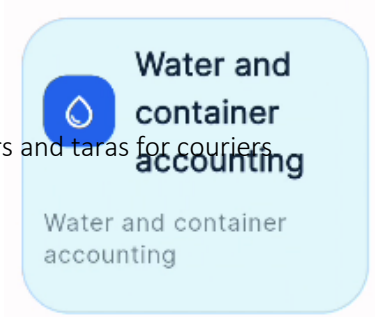


Periodic report on the waters provided to the couriers:

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



Account of Waters and Tariffs

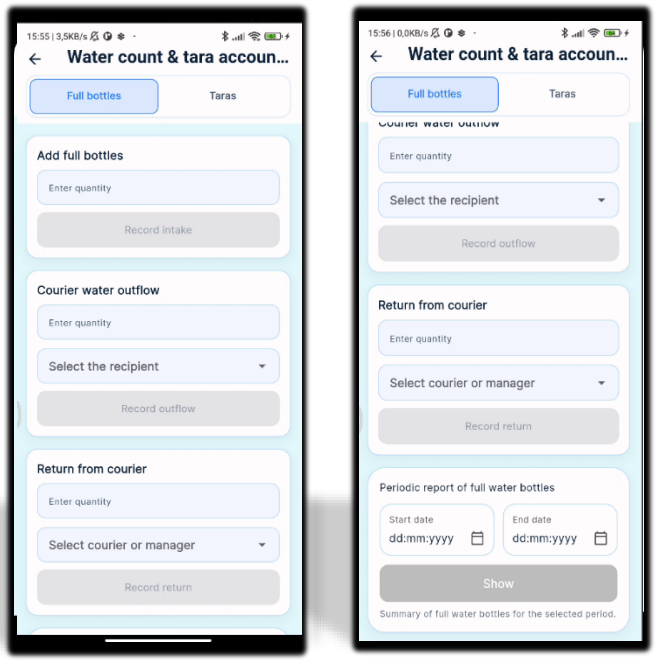


In this section, entering and exiting waters and taras for couriers and managers.

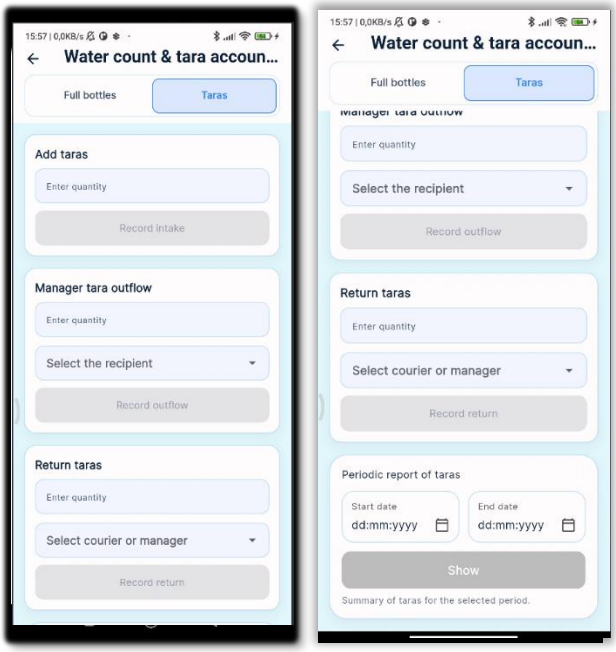
and you can view their account. When you enter this section, you will see the following interface

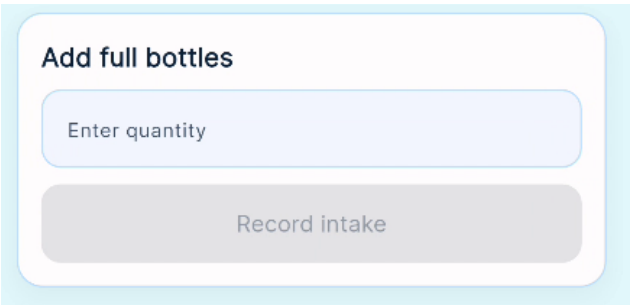
you can see

Water-filled tanks accounting interface



Tariff Account Interface





Filling water tanks:

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

Recording water returned from the courier

In this section, you can re-enter water returned by the courier at the end of the workday. Enter the water quantity,

select the courier from the list, and click the "Post" button. As a result, the program interface displays detailed posting information along with the initial and final balances, and the courier is also notified via a bot..



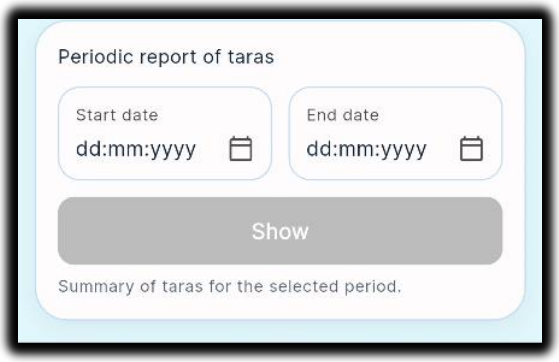
Periodic accounting of water-filled tanks

This section provides detailed information on the income and expenditure accounting for the waters between the beginning and ending periods, as well as the opening and closing balances..



Enter returned items

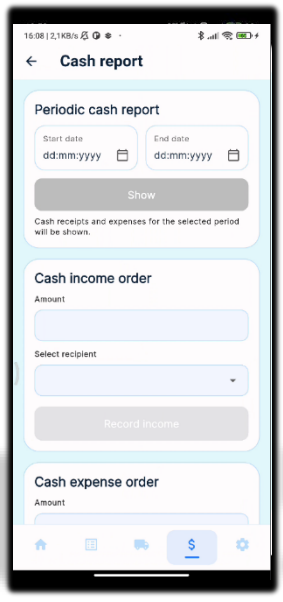
In this section, the boss can receive returns from the manager or courier. Enter the number of packages, select the courier from the list, and click the "Invoice" button. After invoicing, the program interface displays detailed information on the balance and the invoice, and this information is sent to the courier via a bot message.

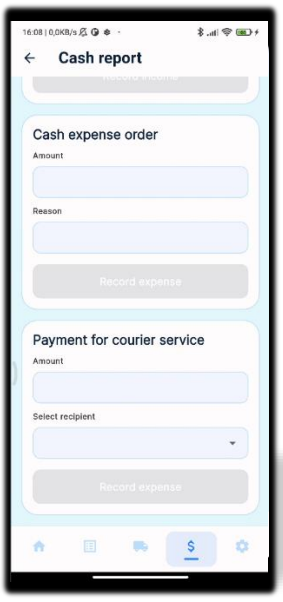


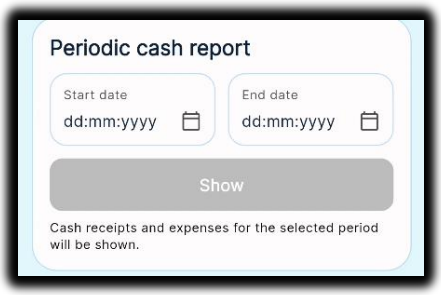
Periodic report on tariffs

This section provides detailed information about the income and expense accounting of tariffs during the period between inception and termination, as well as the opening and closing balances..

Account balance

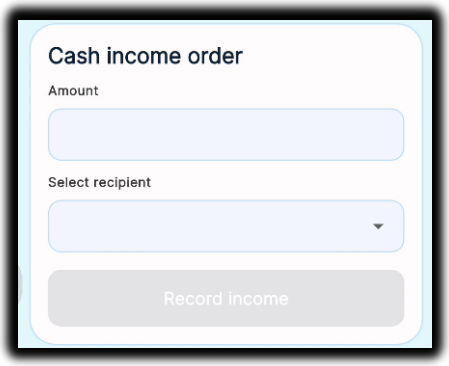






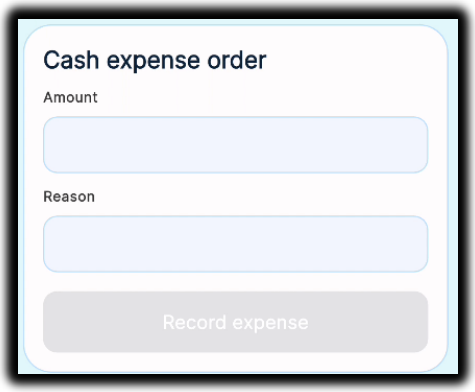
Periodic cash report

This section provides detailed information about the cash receipts and disbursements account and the opening and closing balances for the period between the beginning and end..



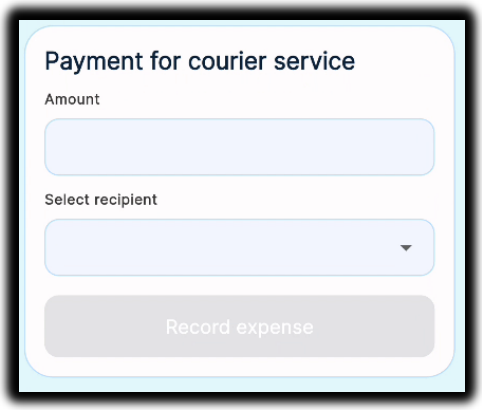
Cash Receipt Order

In this section, you can accept sales proceeds from couriers or revenue from the manager. Enter the amount, select the courier or manager from the list, and click the "Receive" button. After the deposit, the cash balance and deposit details are displayed on the application interface, and the submitter also receives a detailed report via bot of this courier's initial and final cash balances and deposit information.



Cash disbursement order

This section is for creating a cash disbursement order, formalizing any disbursements from the cash register. Enter the amount in the "Amount" field, write the reason for the expense below, and press 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 the courier's water delivery service. Payment for the courier service can be made to the courier or the manager who performed the delivery. Enter the amount in the field, select the recipient courier or manager below, and click the "Make Expense" button. A message confirming that the payment has been processed will appear..



Couriers

In this section, you can add couriers to the system, remove them from the system, perform calculations for the water delivery service, generate the courier cash periodic report, the courier periodic sales report, and execute water release operations for the courier. When you enter this section, the courier list interface appears first.

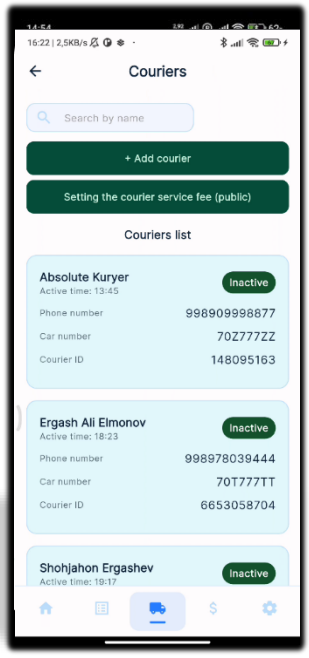
Add Courier

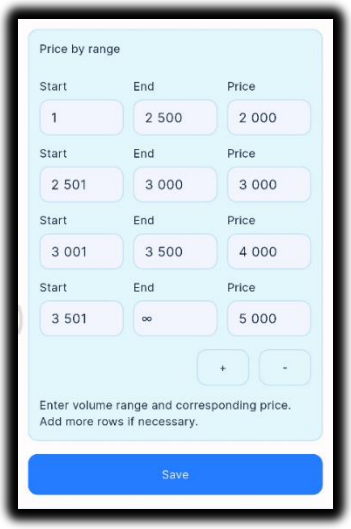


A boss or manager can add a courier to their system by clicking **"+Add Courier"** button. After reading the "Instructions for adding a courier," click the "Send" button to send the generated link to the courier's Telegram or to their phone number via SMS..

"Setting the (mass) courier service fee"

When setting the fee for the water delivery service for couriers, you can set a general price that applies to all couriers, or you can set an individual price 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 set a single general price or a range in the form of a promotion. For example, when setting a single general price, you can set the price as follows:



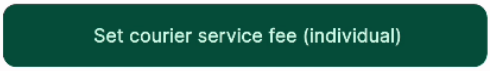


The water delivered here is from 0

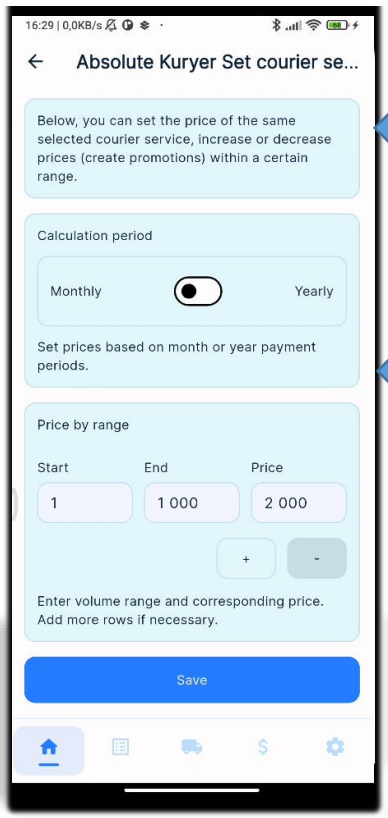
one general from the start to infinity

Fee for courier service

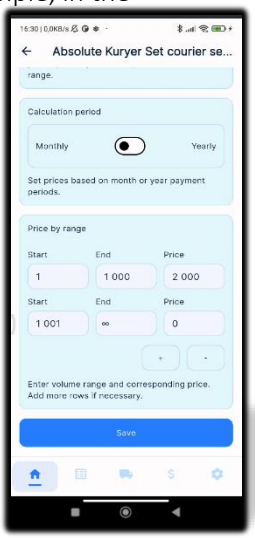
calculates.



“Setting the individual courier service fee”

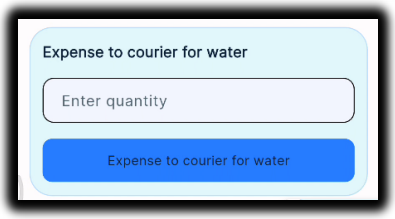


After clicking on a specific courier's name and entering the courier card, click the "Set Courier Service Fee (Individual)" button. The following interface will appear. Here, you can set the price for a single courier service, just as you would set the price for water. For example, in the following interface, a flat rate of 3,000 soms per one-unit water delivery has been set for the courier service named "Eldor Karimov." This rate can be made to increase in a range format based on the number of waters delivered. 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.:



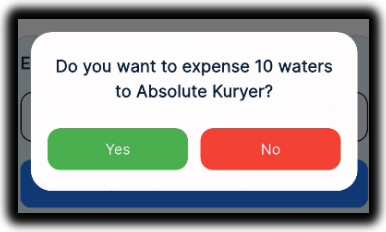
For a month, the courier charges 2,000 som for delivering up to 2,500 bottles of water, 3,000 som for delivering 2,501 to 3,000 bottles, and 4,000 som for delivering over 3,001 bottles..

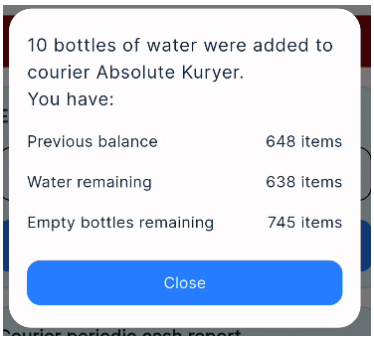
These prices are for illustrative purposes only, and the price range can be expanded by announcing promotions to raise or lower prices..



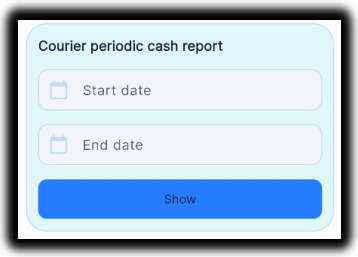
Leaking water to the courier

Water is discharged to theBurier via this button. In the "Enter quantity" field, the amount of water to be discharged to the burier is entered, and the "Discharge water to burier" button is pressed. In the confirmation window, click the "Yes" button. As a result, an output information message is returned. It shows the number of water outputs and the final remaining balance after the output.n.

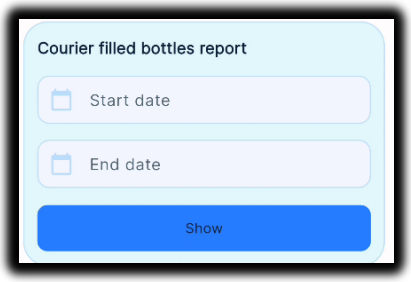




Courier "Cash Period Report"

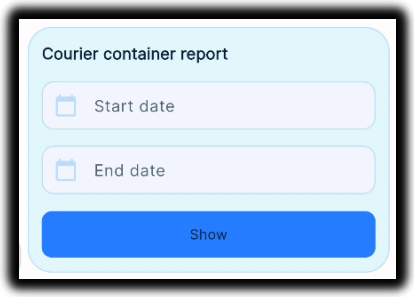


In this section, you can view courier cash register's income and expense transactions and balances for a specific period. Select the start and end dates and click the "Show" button. The report results will then be displayed..



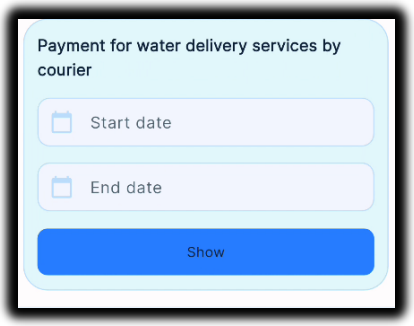
Courier water-filled tanks report

In this section, you can view the courier's water income and expense transactions and balances for a specific period. Select the start and end dates and click the "Show" button. The results are the movement report for full water tanks..



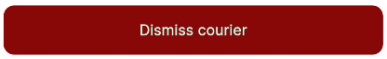
Courier Tariff Report

In this section, you can view the revenue and expense movements and balances for a specific period. Select the start and end dates and click the "Show" button. The results will display the report of tarer income and expense movements..



Calculation for courier water delivery service

This section provides a detailed view of the accounts and balances for the water delivery (courier) service within a specific period. Start and end dates are selected and the "Show" button is pressed. The resulting intercompany settlement results are returned.

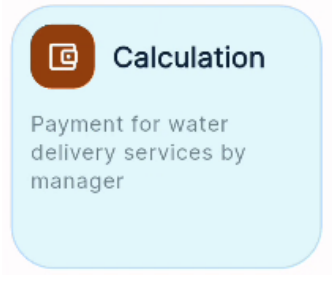


Firing the courier

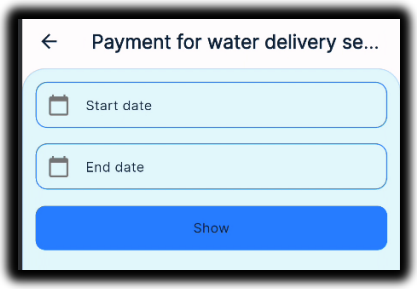


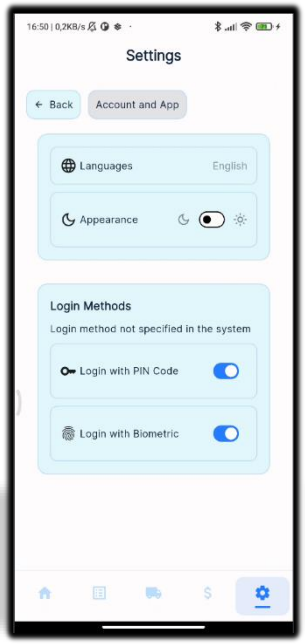
When dismissing a courier, the main focus is to close all accounts with the courier, zeroing out the balances for the cash, courier service, water, and tariffs. Because once the "Dismiss Courier" button is pressed, the courier's data is deleted from the database and cannot be restored. Select the desired courier and click the "Fire Courier" button. After reading the warning message, click the "Fire" button to fire the courier..

Courier service calculation



In this section, if the manager has performed courier services, the business owner will see the periodic data for the courier service account with the boss. To do this, select start and end dates and click the "Show" button. As a result, periodic data for the courier account will be displayed..



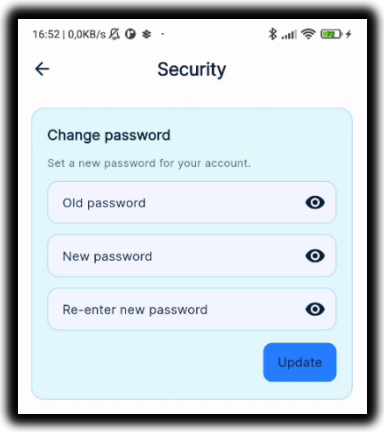


App Settings

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 to the app, choosing between a PIN code or biometric data.

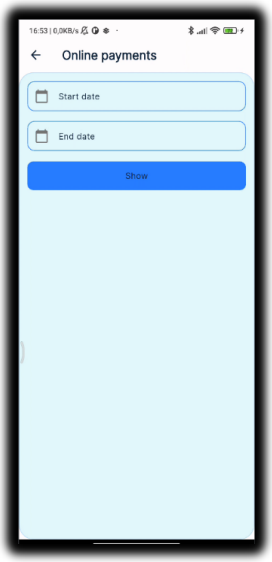
Security

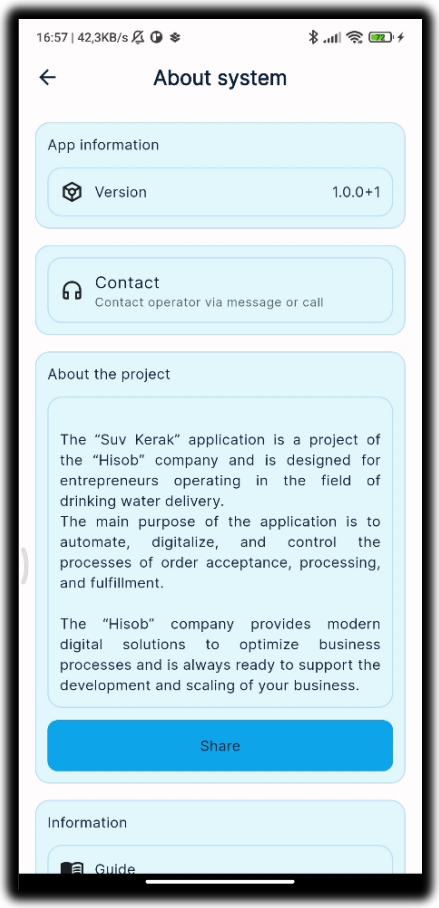
In this section, you can change the application's login password. To do this, enter the current password and then enter the new password twice in the lower fields. When the "Update" button is pressed, the confirmation message "Password successfully updated" should appear..



List of online payments

On the online payments list page, if the business is integrated with payment organizations to pay delivered water charges and a payment has been made, those payments can be viewed within a specified date range. To do this, select start and end dates and click the "Show" button. If there are payments, the online payments list will be returned.





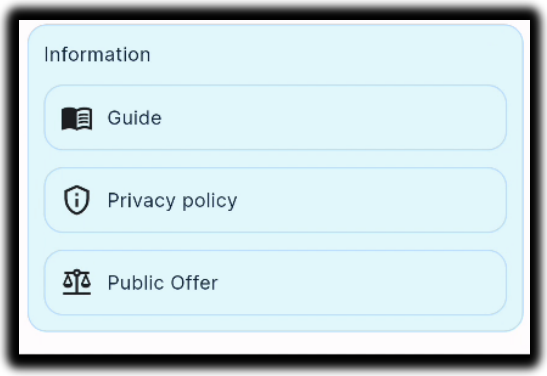
About the system

On this page, there is information about the system, the app version, and a n "Contact" button. When the "Contact" button is pressed, the user is redirected to the @call_center_SUV_KERAK_bot bot. And in this bot, the user... They can send their question of interest in the form of a voice message, a short video, or text. Support staff take turns responding to inquiries. The reply 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 the client app. A bonus is credited to the boss (business) system account for each client who successfully registers via that share link. The bonus amount is variable. To share, the "Share" button is pressed, and the following selection message appears.:

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



Information

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

