DRIVEBY AFRICA

Collaborator Guide

Order Management

and Delivery Tracking

Version 2.0 - February 2026

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1. Logging into the Portal

The collaborator portal is accessible at **/collaborator/login**. Only users with the **collaborator**, **admin** or **super_admin** role can access it.

1. **Go to the login page**
   Navigate to https://drivebyafrica.com/collaborator/login
2. **Enter your credentials**
   Type in the email address and password provided by the administrator.
3. **Choose your language**
   At the top of the page, select your language: English, French or Chinese.
4. **Access the dashboard**
   After logging in, you will be redirected to the collaborator dashboard.

TIP: Your session stays active as long as you do not log out. Use the "Logout" button in the sidebar to sign out properly.

2. Dashboard

The dashboard gives you an overview of current activity. It updates in real time.

Displayed Statistics

Indicator	Description
New orders (today)	Number of orders received today
Processed orders	Orders whose status was updated today
Completed orders	Orders moved to "Delivered" status today
Pending actions	Orders requiring intervention (early statuses)
In progress	Orders between deposit paid and export customs
In transit	Orders in transit or at port
Shipping	Orders shipping, docs ready, or in customs
Completed	Orders ready for pickup or delivered

Recent Orders

The 5 most recently updated orders are displayed with their current status, associated vehicle, and time elapsed since the last change. Click on an order to go directly to its detail view.

Notifications

The notification panel shows the last 10 events. Unread notifications are highlighted. Click on a notification to mark it as read and navigate to the relevant order.

3. Order Management

The Orders page is the core of your daily activity. It allows you to track, update, and manage all orders.

Orders List

The list displays all orders with the following information:

- **Order number** and last update date
- **Vehicle**: photo, make, model, year and price
- **Client**: name and WhatsApp button to contact them
- **Destination**: country flag and destination name
- **Progress**: progress bar and current status
- **ETA**: estimated arrival date

Search and Filters

Use the **search bar** to find an order by number, vehicle make or model. The **status filter** lets you show only orders at a specific stage of the process.

Order Detail

Click on an order to open its detail view. You will find:

- **Visual timeline** of the 14 steps with progress
- **Status update form** with note and ETA fields
- **Documents section** for uploading required files
- **Activity history** showing who changed what and when
- **Shipping partner** assigned (if applicable)
- **Client information** and destination

4. The 14-Step Workflow

Each order follows a 14-step process, from deposit receipt to final delivery. Some steps require specific documents or actions.

Step	Status	Required Documents	Collaborator Action
1	Deposit Paid	None	Confirm payment receipt
2	Vehicle Locked	Vehicle photos	Upload current photos
3	Inspection Sent	Inspection report	Upload report (PDF/photos)
4	Full Payment Received	Driveby invoice (auto)	Confirm full payment
5	Vehicle Purchased	Purchase invoice (internal)	Enter actual purchase price
6	Vehicle Received	Reception photos (internal)	Assign shipping partner
7	Export Customs	Export customs docs (internal)	Upload export documents
8	In Transit	None	Update status
9	At Port	Seal + loading photos	Upload container photos
10	Shipping	Tracking URL	Add tracking link
11	Documents Ready	BL, Packing list, Release	Upload all documents
12	Customs	None	Follow up on clearance
13	Ready for Pickup	None	Notify the client
14	Delivered	None	Confirm delivery

TIP: Documents marked "(internal)" are **not visible to the client**. They are reserved for the admin and collaborator team for internal tracking.

IMPORTANT: Step 6 "Vehicle Received" is **invisible to the client** in their tracking view. It is an internal step used to assign a shipping partner to the order.

5. Updating an Order Status

To move an order forward in the workflow, you need to update its status. Here is the step-by-step procedure:

1. **Open the order**
   From the list, click the "View" button or click on the order row.
2. **Select the new status**
   In the "Update Status" dropdown, choose the next step in the workflow.
3. **Add a note (recommended)**
   Type an explanatory note in the text field. It will be visible in the activity history.
4. **Set the ETA if needed**
   Use the date picker to indicate the estimated arrival date.
5. **Click "Update"**
   The status is updated immediately. A notification is sent to the client (except for internal steps).

> **INFO:** The "Update" button is disabled if you have not changed the status. You must select a status different from the current one.

Automatic Notifications

When you update an order status, the system automatically sends a WhatsApp notification to the client for visible steps. **Exception**: the "Vehicle Received" step (step 6) does **not trigger any notification** as it is a purely internal step.

6. Uploading Documents

Each workflow step may require specific documents (photos, PDFs, links). The "Documents" section in the order detail shows you what is expected.

Document Types

Type	Accepted Formats	Example
Images	JPG, PNG	Vehicle photos, container seal
Documents	PDF, DOC, DOCX	Invoices, reports, BL
URL Links	Full URL	Container tracking link

Upload Procedure

1. **Open the Documents section**
   In the order detail, locate the "Documents" section below the status form.
2. **Identify the required document**
   Each expected document type is listed with its name and description.
3. **Click Upload**
   Select the file from your computer. Progress is displayed in real time.
4. **Verify the upload**
   The document appears in the list with a download link.

Document Visibility

Each document has a visibility indicator:

- **Visible to client**: the client can download this document from their dashboard
- **Admin only**: reserved for the internal team, the client cannot see it
- **Auto**: automatically generated by the system (e.g., Driveby invoice)

7. Special Steps

Step 5: Vehicle Purchased

When you move an order to **"Vehicle Purchased"** status, an additional field appears to enter the **actual purchase price** in USD.

Actual Purchase Price (USD)
This field is **required**. It allows calculating the actual margin on the order.
This information is strictly confidential and is only visible to administrators and collaborators.

Step 6: Vehicle Received

The **"Vehicle Received"** step is an internal step, invisible to the client. It allows assigning a **shipping partner** (freight forwarder) to the order.

1. **Select the "Vehicle Received" status**
   The shipping partner dropdown appears automatically.
2. **Choose the freight forwarder**
   Partners are grouped by destination country. Those covering the order's destination country appear first.
3. **Confirm the update**
   The freight forwarder is saved and displayed in the order detail.

IMPORTANT: If no partner covers the destination country, a warning message is displayed. You can still select a partner from the "Other partners" list.

TIP: The freight forwarder assignment is recorded in the activity history with the partner name and assignment date. No WhatsApp notification is sent for this step.

8. Contacting a Client

You can contact a client directly via WhatsApp from the application. The message is pre-filled with the client's name and order number.

From the orders list

Click the WhatsApp icon (green) next to the client's name in the "Customer" column.

From the order detail

A "Contact" button is available in the "Customer" section at the bottom of the detail view.

INFO: The WhatsApp number is formatted automatically. If the client does not have a WhatsApp number on file, the button will not appear.

9. Vehicle Management

The "Vehicles" section lets you manage the vehicles you offer. You can add, edit and delete vehicles.

Adding a vehicle

Fill in the form with the vehicle information: make, model, year, price, mileage, fuel type, transmission and photos. The vehicle will be submitted for approval by the administrator.

Vehicle Statuses

Status	Meaning
Pending	Awaiting admin approval
Approved	Approved and visible on the website
Rejected	Rejected by admin (reason displayed)

10. Batch Management

The "Batches" section lets you manage batches of identical vehicles (same make, model, year) for wholesale.

You can create a batch by specifying the available quantity, unit price, and vehicle details. The batch status follows the same workflow as individual vehicles (pending, approved, rejected).

11. Notifications and Real-Time Updates

The application works in **real time**. When another collaborator or an administrator updates an order, your screen refreshes automatically.

Notification Bell

In the top right corner, the bell shows the number of unread notifications. Click on it to open the panel:

- Unread notifications have a blue background
- Click a notification to mark it as read
- Click "Mark all as read" to clear all at once
- Each notification may contain a link to the relevant order

Collaborator Badges

Each change is identified by a unique color badge assigned to each collaborator. This lets you see who made the last update on an order.

12. Quick Reference

Action	How to do it
Contact a client	Click the WhatsApp icon in the list or detail view
Change status	Open order > Status dropdown > Update
Upload a document	Open order > Documents section > Click Upload
Add a note	"Note" field in the status update form
Set the ETA	Date picker in the status update form
Search	Search bar at the top of the orders list
Filter by status	Filter dropdown next to the search bar
View history	"Activity History" section in the order detail
Refresh	"Refresh" button in the top right corner

Recommended Daily Routine

1. **Check the dashboard**
   Review daily statistics and orders awaiting action.
2. **Handle priority orders**
   Start with orders at early stages (deposit paid, vehicle locked).
3. **Upload missing documents**
   Verify that all required documents are uploaded for each step.
4. **Update statuses**
   Move orders forward when conditions are met.
5. **Contact clients if needed**
   Use WhatsApp to answer questions or inform of a change.
6. **Check notifications**
   Make sure no important notification was missed.

Need help?

Contact the Driveby Africa administrator for any technical questions or access requests. For urgent issues, use the internal communication channel.