MANUEL D’UTILISATION

DE L’APPLICATION

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À rendre à Monsieur

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User Manual: Logistics & Transport Management System

This guide is designed for end-users to help them navigate and use the transport management platform effectively.

1. Installation and Configuration

To launch the application on a local workstation, follow these technical prerequisites:

- **Prerequisites**: Ensure that **Python 3.x** is installed on the system.
- **Environment**: Open a terminal in the `SI Project/` root directory.
- **Dependencies**: Install the required libraries using the command: `pip install -r requirements.txt`.
- **Database Setup**: Initialize the system by running: `python manage.py migrate`.
- **Launch**: Start the server with the command: `python manage.py runserver`.
- **Access**: Open a web browser and go to `http://127.0.0.1:8000/`.

2. Authentication and Access Control

The system follows a centralized management approach where **the Administrator is responsible for creating and managing all user accounts**.

- **Pre-existing Accounts**: Users do not need to register or sign up themselves.
- **Simplified Access**: All credentials (usernames and passwords) are generated by the Administrator via the `manager` application.
- **Role Assignment**: Each account is pre-assigned a specific role (Agent, Driver, Client, or Manager) by the admin before the user ever logs in.
- **Direct Login**: Users simply navigate to the landing page, select their assigned role, and enter the credentials provided to them.
- **Automatic Redirection**: Once the provided credentials are verified, the system automatically redirects the user to their designated dashboard based on the profile created by the admin.

3. Step-by-Step Functional Guide

A. Shipment Management: Creating a New Shipping Order

This task is performed by the **Agent**.

1. Log in as an **Agent** and navigate to the **"Shipments"** section.
2. Click on **"Create Shipment"** (`create_shipment.html`).
3. **Fill in the Form**: Select the **Client**, the **Destination** (City/Country), and the **Service Type**.
4. Enter the **Weight** and **Volume** of the package.
5. Submit the form to automatically generate a unique **Shipment Number** and calculate the **Amount**.

B. Assigning a Driver to a Vehicule

The coordination of deliveries is managed by the **Agent**.

1. Go to the **"Tours"** tab in the Agent dashboard.
2. Select **"Create Delivery Tour"**.
3. **Assignment**: Select an available **Vehicle** and an available **Driver** from the provided lists.
4. Link the existing **Shipments** to this specific tour.
5. Confirm the assignment so the Driver can see the route on their mobile dashboard.

C. Viewing Reports: Delivery History and Analytics

The **Manager** oversees the entire operation through analytics.

1. Access the **Manager Dashboard**.
2. Select **"Operational Analytics"** to view the history of routes and completed deliveries.
3. Use **"Commercial Analytics"** to review client management and financial data.
4. Detailed records can be found in the **"System Reports"** section.

D. Client Portal: Tracking and Claims

The **Client** uses a dedicated interface to monitor their logistics activity in real-time.

1. **Dashboard Overview**: Upon login, the client sees a summary of their current balance and active shipments.
2. **Shipment Tracking**:
    a. Navigate to the **"Shipment List"** to see all orders.
    b. Click on a specific shipment to view its **Tracking Events** (e.g., "Picked up", "In Transit", "Delivered").
3. **Billing**: Access the **"Invoices"** section to view, download, or check the payment status of any bill.
4. **Support**: If a problem occurs, the client can use the **"Submit Claim"** form to notify the Agent and Manager immediately.

E. Driver Application: Field Operations

The **Driver** uses the app on the go to manage their daily assignments and report field data.

1. **Consulting Tours**:
    a. The driver accesses the **"Tour List"** to see their assigned route for the day.
    b. By clicking on a **"Tour Detail"**, they see the list of packages to deliver and the optimized sequence.
2. **Updating Status**:
    a. The driver must click **"Start Tour"** when leaving the warehouse.
    b. For each delivery, they update the shipment status (e.g., "Delivered") to trigger a real-time notification for the client.
3. **Reporting Incidents**:
    a. In case of a breakdown or a blocked road, the driver uses the **"Report Incident"** button.
    b. They select the incident type and provide a brief description to alert the Agent.

F. Manager Interface: Supervision & Analytics

The **Manager** has a global oversight role. Unlike the Agent who handles daily tasks, the Manager focuses on monitoring performance, analyzing data, and resolving critical issues.

1. System Overview (Dashboard)

Upon logging in, the Manager sees a high-level summary of the entire operation:

- **Real-time Statistics**: View the total number of shipments, active drivers, and vehicles.
- **Alert Monitoring**: Quickly identify pending **Incidents** reported from the field or new **Claims** submitted by clients.

2. Global Management

The Manager has the authority to supervise all entities within the system:

- **Fleet & Personnel Oversight**: Access detailed lists of all **Drivers**, **Vehicles**, and **Clients** to ensure everything is running smoothly.
- **Issue Resolution**: Oversee and update the status of **Incidents** (technical problems) and **Claims** (customer complaints) to ensure they are resolved

4. FAQ / Troubleshooting

- **What if I make a data entry error in a shipment?**
  - The Agent can use the `ShipmentUpdateView` to modify details as long as the shipment has not been finalized in a tour.
- **Why can't a Driver see their assigned Tour?**
  - Ensure the Tour status is set to "Planned" or "In Progress" in the Agent's management view.
- **How to report a damaged package or a vehicle breakdown?**
  - Drivers or Agents must use the **"Report Incident"** feature, providing the incident type, date, and description.
- **How do I handle a customer dispute?**
  - Clients can submit a **Claim** via their portal, which Agents or Managers can then review and update.