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RapidReach User Technical Manual

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Introduction

Welcome to RapidReach, a comprehensive order management and delivery platform designed to streamline your business operations. This technical manual provides detailed instructions on how to use the system effectively.

RapidReach connects customers, warehouse workers, and delivery drivers through an intuitive interface that enables seamless product ordering, inventory management, and delivery tracking.

 RapidReach Platform Overview

Getting Started

System Requirements

To use RapidReach effectively, ensure your system meets the following requirements:

- **Web Browser:** Chrome (v88+), Firefox (v85+), Safari (v14+), or Edge (v88+)
- **Internet Connection:** Broadband connection with minimum 5 Mbps download speed
- **Device:** Desktop, laptop, tablet, or smartphone
- **Operating System:** Windows 10+, macOS 10.14+, iOS 13+, or Android 9+

Installation

RapidReach is a web-based application that doesn't require installation. However, for optimal mobile experience, you can add the web app to your home screen:

For iOS devices:

1. Open RapidReach in Safari
2. Tap the Share button
3. Select "Add to Home Screen"

For Android devices:

1. Open RapidReach in Chrome
2. Tap the menu button (three dots)
3. Select "Add to Home Screen"

Logging In

To access RapidReach:

1. Open your web browser and navigate to <https://rapidreach.example.com>
2. Click on "Login" in the top-right corner
3. Enter your email address and password
4. Click "Sign In"

If you've forgotten your password:

1. Click "Forgot Password?" on the login screen
2. Enter your email address
3. Follow the instructions sent to your email to reset your password



RR

Rapid Reach

Sign In

Email Address *

Password *

Sign In

[Forgot
password?](#)

Don't have an account? [Sign
Up](#)

User Roles

RapidReach has four primary user roles, each with specific functionalities:

Customer

- Browse and purchase products
- Track order status and delivery
- Manage personal profile and addresses
- View order history

Warehouse Worker

- Manage product inventory
- Process incoming orders
- Prepare orders for delivery
- Update product information

Driver

- View available orders for delivery
- Claim orders for delivery
- Update delivery status
- Navigate to delivery locations

Administrator

- Manage user accounts
- Configure system settings
- View comprehensive reports
- Manage warehouse and driver assignments

Customer Guide

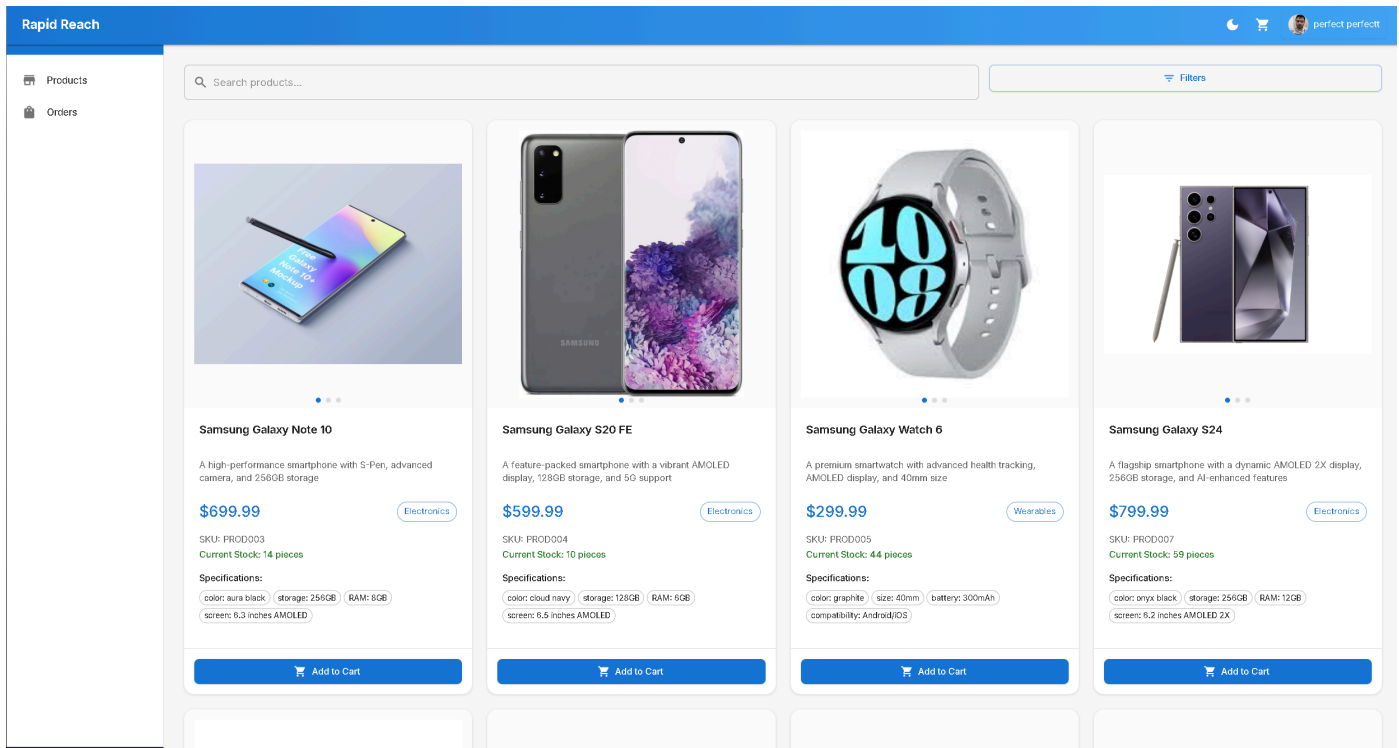
Browsing Products

To browse products:

1. Click on "Products" in the main navigation menu
2. Use the search bar to find specific products
3. Filter products by category using the dropdown menu

4. Sort products by price, popularity, or newest additions

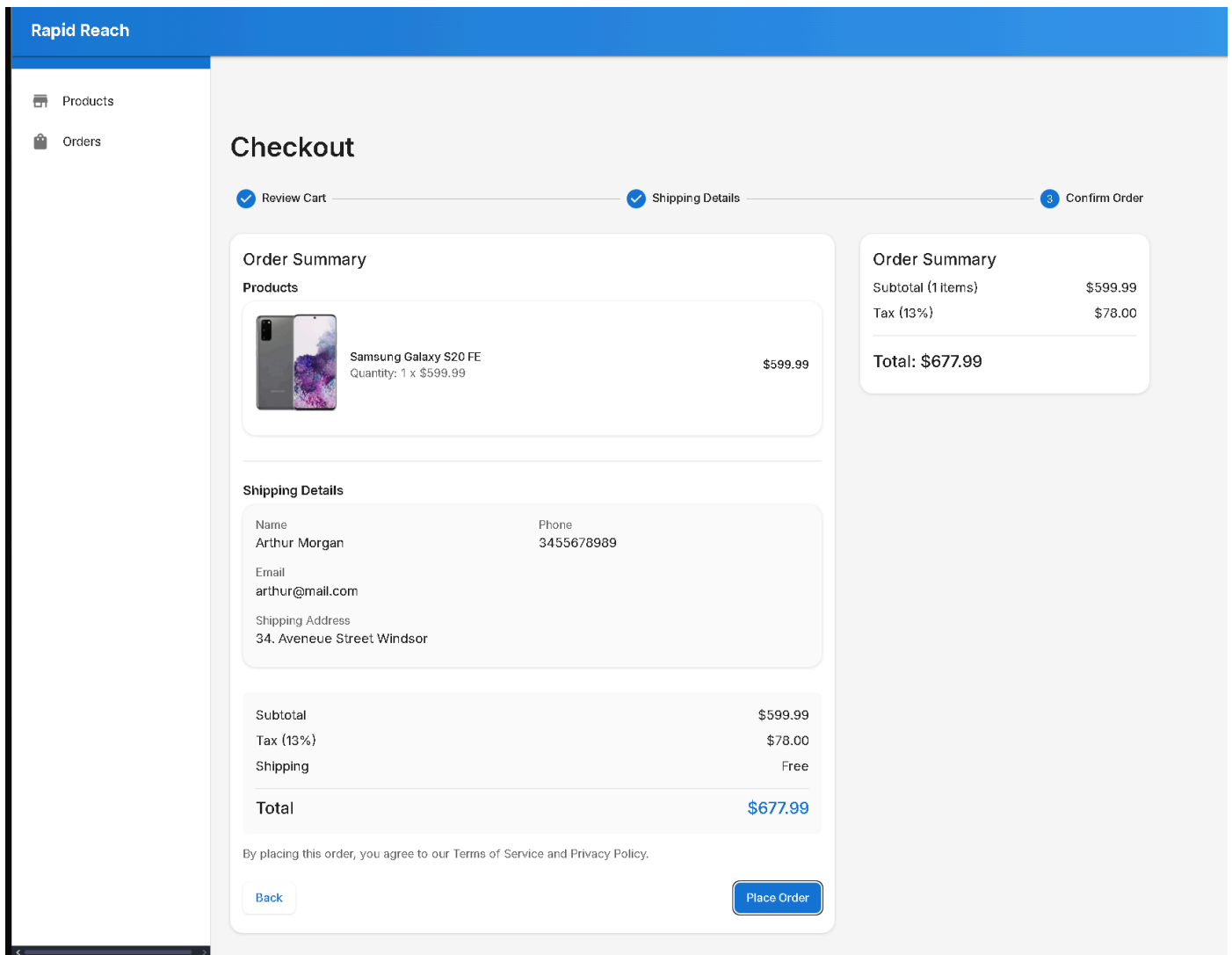
5. Click on a product to view detailed information



Placing Orders

To place an order:

1. Find the product you want to purchase
2. Click "Add to Cart"
3. Continue shopping or click on the cart icon to proceed to checkout
4. Review your order items
5. Select or add a delivery address
6. Click "Place Order" to complete your purchase



Tracking Deliveries

To track your order:

1. Click on "Orders" in the navigation menu
2. Select the order you want to track
3. View the current status of your order
4. For orders in transit, you may see the real-time location of your delivery

Order statuses include:

- Pending: Order received but not yet processed
- Prepared: Order has been prepared and is ready for pickup
- Out for Delivery: Order is with a driver and on its way
- Delivered: Order has been successfully delivered
- Not Delivered: Delivery was attempted but unsuccessful

Latest Order

Order ID
#B3F46692

Latest



Order Date
April 3, 2025 at
05:04 PM

Total Amount
\$677.99



Pending

Previous Orders

Order ID
#F5442E2D



Order Date
April 2, 2025 at
08:19 PM

Total Amount
\$677.99



Delivered

Order ID
#FE6ACF0E



Order Date
April 1, 2025 at
03:03 AM

Total Amount
\$299.99

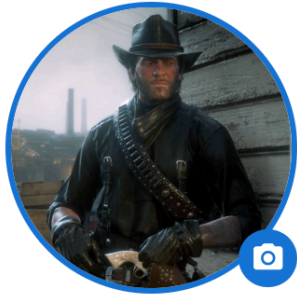


Pending

Managing Profile

To update your profile information:

1. Click on your profile icon in the top-right corner
2. Select "Profile" from the dropdown menu
3. Update your personal information, including:
 - Profile picture
 - Contact information
 - Password
 - Saved addresses
4. Click "Save Changes" when finished



Arthur Morgan

Role not assigned

Profile Details

Save

Cancel

Full Name

Arthur Morgan

Email

perfect@gmail.com

Phone Number

5483339398

Address Details

Street

Avenue Street

Unit Number

23

Province

ON

Country

Canada

Zip Code

N2L 5C7

Date of Birth

11/11/2001

Danger Zone

Delete Account

Warehouse Worker Guide



















Product Management

As a warehouse worker, you can manage products through the Product Management interface:

1. Navigate to "Products" in the sidebar menu
2. View existing products in a tabular format
3. To add a new product:
 - Click "Add Product"
 - Fill in product details (name, description, price, etc.)
 - Add product specifications as key-value pairs
 - Upload product images and an optional video
 - Set the warehouse code
 - Click "Save"

4. To edit an existing product:
 - Click the "Edit" icon next to the product
 - Update product information as needed
 - Click "Save"
5. To delete a product:
 - Click the "Delete" icon next to the product
 - Confirm the deletion when prompted

Note: When adding product specifications, provide clear and concise information that helps customers understand the product features.


Product Management						
			Search Products		+ Add Product	
ID	Image	Name	Category	Price	Stock	Actions
67c0ac9f116c86ea87e48a67		Samsung Galaxy Note 10	Electronics	\$699.99	14 pieces	 
67c0ae59116c86ea87e48a74		Samsung Galaxy S20 FE	Electronics	\$599.99	9 pieces	 
67c0ae72116c86ea87e48a7f		Samsung Galaxy Watch 6	Wearables	\$299.99	44 pieces	 
67c0ae9d116c86ea87e48a95		Samsung Galaxy S24	Electronics	\$799.99	59 pieces	 
67c496419805ebe3efd7c062		ASUS ROG Strix G16 (2025)	Gaming Laptops	\$1999.99	50 piece	 
67c60df0ba473ff62a233e23		Elden Ring	Video Games	\$60.00	50 copies	 


Order Processing


To process customer orders:

1. Navigate to "Orders" in the sidebar
2. View pending orders in the "Pending" tab
3. Select an order to view details
4. Verify the items in the order
5. Click "Mark Prepared" when the order is ready for pickup
6. The order will move to the "Ready for Pickup" tab

Tip: Process orders in the sequence they were received to ensure fair delivery times.









PENDING ORDERS

READY FOR PICKUP

INVENTORY

Orders to Process

Refresh

Order ID	Customer	Items	Date	Status	Action
67e7391f8793348503dff9a7	John Doe	1 items	28/03/2025, 20:04:47	<div> Pending</div>	<div> Mark Prepared</div>
67e73e185d4f4112a6f4ea08	Kirtirajsinh Solanki	1 items	28/03/2025, 20:26:00	<div> Pending</div>	<div> Mark Prepared</div>
67e74bb471b97c81c05fe144	Kirtirajsinh Solanki	3 items	28/03/2025, 21:24:04	<div> Pending</div>	<div> Mark Prepared</div>
67e76c4ed9abd686eb0203cc	Tanmay Patel	1 items	28/03/2025, 23:43:10	<div> Pending</div>	<div> Mark Prepared</div>

Driver Guide

Viewing Available Orders

As a driver, you can view orders that are ready for delivery:

1. Navigate to "Available Orders" in the sidebar

2. Browse the list of orders ready for pickup

3. View order details, including:

Pickup location

Delivery address

Items in the order

Customer contact information

Welcome, New Driver Drive!

You can view and manage your deliveries here.

 Available Orders

 My Deliveries

Refresh

 #F46692

New

Customer

Arthur Morgan

Placed

Items

03/04/2025, 1
17:04

Total Amount

\$677.99

Delivery Address

No address provided

Claim Order

Claiming Orders

To claim an order for delivery:

1. Find an order you want to deliver
2. Click "Claim Order"
3. The order status will update to "Out for Delivery"
4. The order will move to your "My Deliveries" list

Note: Once you claim an order, you are responsible for its delivery. Only claim orders that you can deliver in a timely manner.

Available Orders

My Deliveries

Refresh

#F46692 Out for Delivery

Customer
Arthur Morgan

Placed Items
03/04/2025, 1
17:04

Total Amount
\$677.99

Delivery Address
No address provided

Update Status

#442E2D Delivered

Customer
TEMP USER

Placed Items
02/04/2025, 1
20:19

Total Amount
\$677.99

Delivery Address
No address provided

#58D1DD Delivered

Customer
John Doe

Placed Items
27/03/2025, 0
02:50

Total Amount
\$300.00

Delivery Address
No address provided

#EE011C Not Delivered

Customer
John Doe

Placed Items
27/03/2025, 0
02:41

Total Amount
\$300.00

Delivery Address
No address provided

Delivery Notes
Will be a little late

Updating Delivery Status

To update the status of an order during delivery:

1. Navigate to "My Deliveries" in the sidebar
2. Select the order you are currently delivering
3. Click "Update Delivery Status"
4. Select the appropriate status:
 - Out for Delivery (default when claimed)
 - Delivered (when successfully delivered to the customer)
 - Not Delivered (if delivery attempt was unsuccessful)
5. Add notes if necessary (especially for unsuccessful deliveries)
6. Click "Save" to update the status

Important: For "Not Delivered" status, always provide a detailed reason to help customer service follow up.

Update Delivery Status

Order #F46692

Customer: Arthur Morgan

Delivery Status

Delivered

Delivery Notes

The Package is dropped at the backdoor.

Cancel

Update Status

Administrator Guide

User Management

As an administrator, you can manage user accounts:

1. Navigate to "User Management" in the sidebar
2. View all users in the system
3. Create new user accounts
4. Edit existing user information
5. Assign or change user roles
6. Disable or enable user accounts



User Management

Manage system users and their access

+ Add New



Q Search Users...

Search

<input type="checkbox"/>	ID	Name	Email	Phone	Role	Verified	Actions
<input type="checkbox"/>	USER-4583A9	Jhon2 Doe	john.doe@example.com	416-555-1234	customer	No	
<input type="checkbox"/>	USER-E83413	Tanmay Patel	john_admin@example.com		Super Admin	No	
<input type="checkbox"/>	USER-BC3DE7	Jhonny Silverhand	john@example.com	5483339398	driver	No	
<input type="checkbox"/>	USER-1E173F	Brandshy Phelone	pateltann56@gmail.com		customer	No	
<input type="checkbox"/>	USER-627CA9	Random Patel	random123@gmail.com	05483339398	customer	No	
<input type="checkbox"/>	USER-627CBB	TANMAY PATEL	pateltan79@gmail.com		customer	Yes	
<input type="checkbox"/>	USER-647D9E	Arthur Morgan	perfect@gmail.com	5483339398	customer	No	

Reports & Analytics

To access reports and analytics:

1. Navigate to "Reports" in the sidebar
2. Select available Monthly report :
3. Set date ranges and filters as needed
4. View reports as charts or export as PDF

Monthly Orders Report

Month

April

Year

2025

Download PDF

Summary

Total Orders: 3
Total Amount: \$1655.97

Order ID	Date	Customer	Amount	Status
6ACF0E	Apr 01, 2025	Order Details	\$299.99	Pending
442E2D	Apr 02, 2025	TEMP USER	\$677.99	Delivered
F46692	Apr 03, 2025	Arthur Morgan	\$677.99	Out for Delivery

Troubleshooting

Common Issues

Login Problems

- **Issue:** Cannot log in despite correct credentials
- **Solution:** Clear browser cookies and cache, then try again

Slow Application Performance

- **Issue:** Application is loading slowly
- **Solution:** Check your internet connection speed
- **Alternative:** Try using a different browser or device

Image Upload Failures

- **Issue:** Cannot upload product images

- **Solution:** Ensure images are under 2MB in size and in JPG, PNG, or WebP format
- **Alternative:** Resize the image using an image editing tool before uploading

Error Messages

Error Code	Description	Resolution
E1001	Session expired	Log in again to continue
E1002	Connection error	Check your internet connection and try again
E1003	Permission denied	Contact your administrator for access
E1004	File too large	Reduce file size and try again
E1005	Invalid format	Ensure the file is in a supported format

FAQ

- Q: Can I change my user role?** A: No, user roles can only be changed by system administrators. Contact your administrator if you need a role change.
- Q: How do I update my profile picture?** A: Go to Profile settings, click on the profile picture, select a new image (under 2MB), and save changes.
- Q: What happens if I claim an order but cannot deliver it?** A: Contact your supervisor immediately. They can reassign the order to another driver.
- Q: Why can't I see certain products as a customer?** A: Products might be out of stock, discontinued, or not available in your region.
- Q: Can I use RapidReach on my mobile device?** A: Yes, RapidReach is fully responsive and works on smartphones and tablets. For the best experience, add it to your home screen.

Thank you for using RapidReach. This manual will be updated regularly as new features are added. For the latest version, please visit our documentation portal at docs.rapidreach.example.com.

