

PerfectExpress Admin Onboarding Guide

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System Overview

PerfectExpress is a premium logistics management platform designed for tracking and managing courier shipments globally. As an administrator, you have full access to:

- Shipment Management** — Create, update, track, and close shipments
- User Management** — Manage client and staff accounts, assign roles
- Support Center** — Handle customer inquiries and support tickets
- Analytics** — View revenue, active shipments, and operational metrics

Tech Stack: React + Vite frontend, Supabase backend, Leaflet maps, Resend email notifications

Accessing the Admin Console

Login Process

- Navigate to `https://perfectexpress-courier.vercel.app/login`
- Enter your admin credentials (email + password)
- Click **Secure Login**
- You will be redirected to the **Command Center** dashboard

Note: Admin accounts are distinguished by the `role: Admin` field in your profile. If you see a client dashboard instead, contact a system administrator to update your role.

Command Center Dashboard

Upon login, you'll see the **Command Center** — your operational headquarters.

Key Metrics Display

Metric	Description
Total Active	Number of shipments currently in transit
Revenue	Total value of all quoted/paid shipments

Navigation Tabs

The dashboard has four primary tabs:

Tab	Purpose
Analytics	Revenue charts, shipment volume trends
Shipments	Full list of all shipments with quick actions
Users	Client and staff account management
Support	Customer inquiries and ticket management

Shipment Lifecycle: Complete Flow

This section covers the entire journey of a shipment from creation to delivery.

Step 1: Creating a New Shipment

Navigation: Dashboard → Shipments Tab → Click + New Shipment

Required Information:

Sender Information:

- Full Name (required)
- Email Address
- Street Address (required) — *Include city name for auto-location*

Receiver Information:

- Full Name (required)
- Email Address
- Street Address (required)

Parcel Details:

- Description (e.g., "Electronics", "Documents")
- Weight (kg)
- Service Type:
 - Standard Freight — Economy shipping
 - Express Air — Priority delivery
 - Secure / Luxury — High-value items with enhanced handling

Administrative Details:

- Quoted Price (\$) — Optional, set when providing quote to customer
- Created Date — Defaults to now, can backdate if needed

What Happens on Creation:

1. System generates a unique tracking number (format: PX-#####)
2. Initial location is auto-extracted from sender address (e.g., "Lagos" → "Lagos Logistics Center")
3. Status is set to pending
4. First history entry is logged: *"Shipment created and processing at origin facility."*

5. Customer receives notification if notifications are enabled

Step 2: Understanding Shipment Statuses

Shipments progress through the following statuses:

Status	Description	Typical Action
pending	Order created, awaiting processing	Review shipment details
quoted	Price has been quoted to customer	Wait for customer payment
confirmed	Payment received and verified	Prepare for dispatch
dispatched	Left origin facility	Update location to transit hub
in-transit	Moving between locations	Update location as it moves
arrived_hub	At regional distribution hub	Process for local delivery
out-for-delivery	With local courier for final delivery	Mark delivered when complete
delivered	Successfully delivered to recipient	Close shipment

Special Statuses:

- `held` — Shipment detained (customs, payment issue, etc.)
 - `cancelled` — Order cancelled by customer or admin
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Step 3: Updating Shipment Status & Location

Navigation: Dashboard → Shipments Tab → Click `Update Location` on any shipment row

Status Updater Modal Features:

Quick Actions (One-Click Buttons):

- Quick Dispatch** — Sets status to `dispatched`, location to sender's city + "Logistics Center"
- Out for Delivery** — Sets status to `out-for-delivery`, location to receiver's city + "Delivery Hub"

Manual Fields:

Field	Purpose
Status	Dropdown with all status options
Current Location	Free-text for city/facility (e.g., "Berlin Distribution Hub")
Payment Status	Toggle between Paid / Unpaid

How to Update:

- Click `Update Location` on the shipment row
- Use a Quick Action OR manually select status and enter location
- Click `Update Status`
- System logs the change in shipment history with timestamp

5. Customer receives notification of the update

Step 4: Setting Map Coordinates for Live Tracking

The tracking page displays a live map showing the shipment's current location. Coordinates can be set two ways:

Method 1: Manual Entry

- Enter **Latitude** (e.g., 51.505)
- Enter **Longitude** (e.g., -0.09)

Method 2: Google Maps Link (Recommended)

1. Open Google Maps and find the location
2. Copy the URL from your browser
3. Paste into the **Google Maps Link** field
4. System auto-extracts coordinates from URL patterns:
 - @lat,lng format: ...@51.505,-0.09,15z
 - ?q=lat,lng format: ...?q=51.505,-0.09

Important: If no coordinates are set, the map defaults to London. Always set coordinates for accurate customer tracking display.

Step 5: Editing Full Shipment Details

Navigation: Dashboard → Shipments Tab → Click the **pencil icon** on any shipment row

The **Shipment Editor** allows modification of:

- Sender name, email, address
- Receiver name, email, address
- Parcel description, weight, service type
- Quoted price
- Created date

Note: For status and location changes, use the **Update Location** button instead for proper history logging.

Step 6: Marking a Shipment as Delivered

Final Steps:

1. Click **Update Location** on the shipment
2. Set **Status** to **Delivered**
3. Set **Current Location** to delivery address or "Delivered to Recipient"
4. Ensure **Payment Status** is set to **Paid**
5. Click **Update Status**

System Actions on Delivery:

- Final history entry logged with timestamp
 - Customer receives delivery confirmation notification
 - Shipment counts toward "Delivered" analytics
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Step 7: Viewing Shipment History

Each shipment maintains a complete audit trail. Every status or location change is logged with:

- Status at time of update
- Location at time of update
- Note describing the change
- Timestamp

Deduplication: The system automatically prevents duplicate entries if status and location haven't changed.

User Management

Navigation: Dashboard → Users Tab

User List Display

Column	Description
Name	User's full name
Email	Account email address
Role	Client Or Admin
Joined	Account creation date
Actions	Role toggle, edit options

Changing User Roles

1. Find the user in the list
2. Click **Make Admin** or **Make Client** button
3. Confirm the role change
4. User's access level updates immediately

Inviting New Users

1. Click **+ Invite User** button
 2. Enter email address
 3. Select role (**Client** or **Admin**)
 4. Click **Send Invite**
 5. User receives email with signup link
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Support & Communication Center

Navigation: Dashboard → Support Tab

Viewing Support Tickets

Tickets display with:

- Ticket ID
- User name and email
- Subject/Category

- Status (Open , In Progress , Resolved)
- Date created

Managing Tickets

1. Click on a ticket to view full details
2. Read customer message and any attachments
3. Respond via the reply field
4. Update ticket status as needed
5. Customer receives notification of your response

Mobile Management

The PerfectExpress Admin Console is fully responsive and works on mobile devices.

Mobile Navigation

- Access global menu via the **hamburger icon** (≡) in the top header
- All dashboard tabs are accessible via swipe or menu selection
- Forms are optimized for touch input

Mobile-Specific Tips

- Use Quick Actions for faster status updates on the go
- The shipment list scrolls vertically with essential info visible
- Tap any row to expand options

Recommended Mobile Workflow

1. Open Dashboard on mobile browser
2. Navigate to Shipments tab
3. Search for shipment by tracking number
4. Use Quick Dispatch / Out for Delivery buttons
5. Confirm update

Quick Reference: Tracking Number Formats

Prefix	Source	Example
PX-	Client-created shipment	PX-74177696
PFX-	Admin-created shipment	PFX-GDWJCBZE

Troubleshooting

Issue	Solution
Map not showing location	Ensure coordinates are set (use Google Maps link method)
Customer not receiving notifications	Verify email in their profile, check Resend API key
Cannot access admin features	Confirm your role is set to Admin in profiles table
Shipment not appearing	Check filter/search, verify shipment was saved successfully

End of Admin Onboarding Guide

For technical support, contact the development team or refer to the codebase documentation.