

# **User Guide for “Chena” Web-Based Agricultural Supply Chain Management System**



Version 1.0

Last Updated January 2026

“Chena” Web-Based Agricultural Supply Chain Management System

## Table of Contents

1. Introduction.....	4
2. Getting Started.....	5
3. Farmer Guide .....	9
4. Customer Guide .....	17
5. Transport Provider Guide .....	24
6. Admin Guide.....	28
7. Payment Guide.....	32
8. FAQs .....	34
9. Support.....	35

## List of Figures

Figure 1 - Home page.....	5
Figure 2 -Login page.....	6
Figure 3 - Sign up page .....	6
Figure 4 - Sign Up form.....	7
Figure 5 - Sign In page.....	8
Figure 6 - Forget password page .....	9
Figure 7 - Farmer Sign Up page.....	10
Figure 8 - Farmer Dashboard .....	11
Figure 9 - Farmer Product Management page .....	11
Figure 10 - Farmer Order Tracking page .....	12
Figure 11 - Farmer Add Product page.....	13
Figure 12 - Farmer View Product Page.....	14
Figure 13 – Manage Order page .....	16
Figure 14 - Farmer Report Page.....	16
Figure 15 -Edit Profile page.....	17
Figure 16 - Customer Sign Up page.....	17
Figure 17 - Customer Sign In page .....	18
Figure 18 - Customer Dashboard .....	18
Figure 19 - Customer Profile page .....	19
Figure 20 - Customer View Product page .....	20
Figure 21 - Add to Cart page.....	21
Figure 22 - Reviewing Cart page .....	21
Figure 23 - Payment page .....	22

Figure 24 - Transport Provider Sign Up page .....	24
Figure 25 - Transport Provider Sign In page.....	25
Figure 26 - Transport Provider Dashboard .....	26
Figure 27 - Transport Provider Delivery Management page .....	26
Figure 28 - Transport Provider Delivery Status .....	27
Figure 29 - Admin Login button .....	28
Figure 30 - Admin Login page.....	29
Figure 31 - Admin Dashboard.....	30
Figure 32- Admin User Management page .....	30
Figure 33 - Payment Gateway .....	33
Figure 34 - Contact Us page .....	35

## **1. Introduction**

### **Welcome to Chena**

- Chena is an agricultural marketplace platform that connects farmers directly with customers
- The platform eliminates middlemen and helps ensure fair pricing for all parties

### **Who Can Use Chena**

- Farmers who sell agricultural products
- Customers who buy fresh produce directly from farmers
- Transport providers who deliver products
- Administrators who manage the platform

### **Key Benefits**

#### **For farmers**

- Sell directly to customers
- Better profit margins
- Easy product management
- Secure payments
- Real time order tracking

#### **For customers**

- Fresh produce from local farmers
- Transparent pricing
- Multiple payment options
- Home delivery service

For transport providers

- Flexible delivery schedules
- Additional income opportunities
- Automated delivery assignments
- Payment tracking

## 2. Getting Started

### Accessing the Platform

- Open a web browser such as Chrome Firefox Safari or Edge
- Navigate to the Chena platform URL
- View the homepage containing navigation menu services product listings and contact details

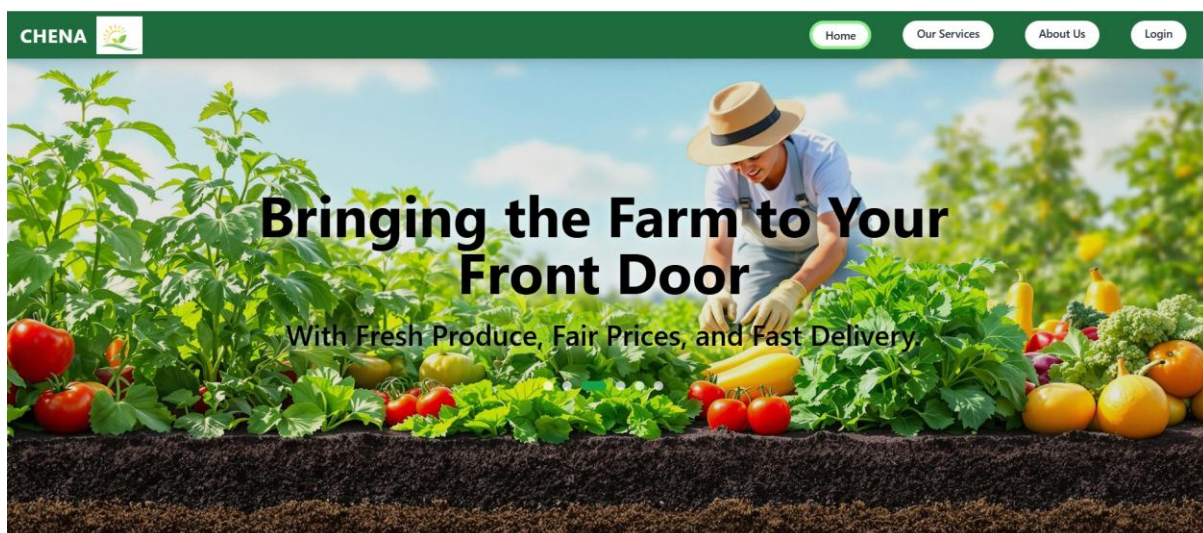


Figure 1- Home page

## Creating an Account

- Click Login from the top navigation menu
- Select the appropriate user type

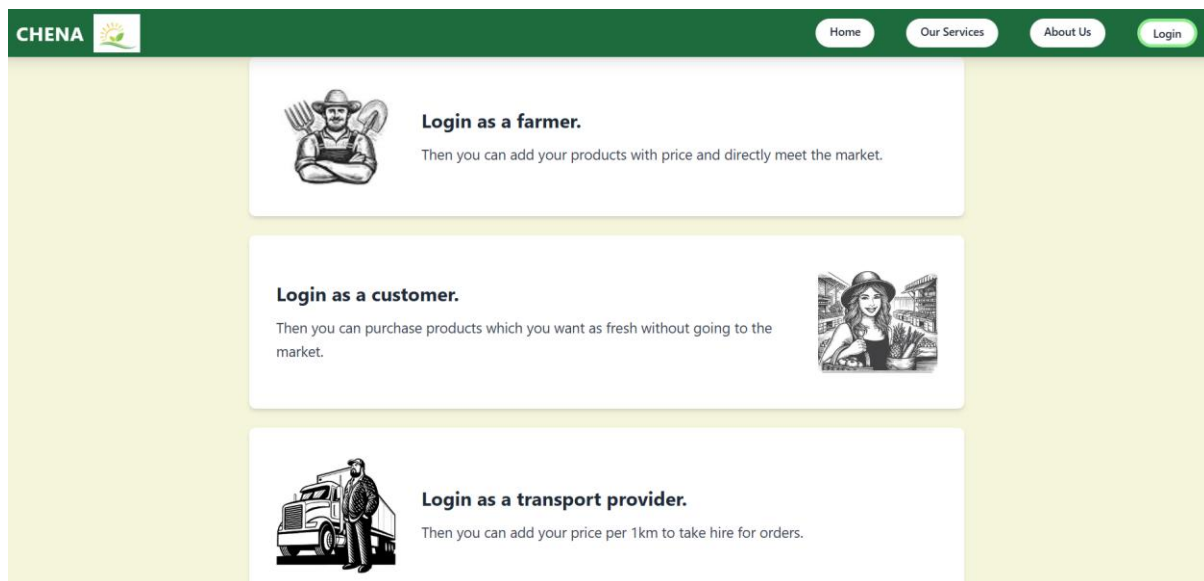



Figure 2 -Login page

- Choose the sign up option

The screenshot shows the 'Sign In as a Farmer' page on the CHENA website. The navigation bar is identical to the previous image. The page title is 'Sign In as a Farmer'. Below the title, there are two tabs: 'Sign In' and 'Sign Up', with 'Sign Up' being the active tab. The form contains several input fields: 'Full Name' with placeholder text 'Enter your full name'; 'Email Address (@gmail.com or @yahoo.com)' with the example 'sunil@gmail.com'; 'Phone Number (10 digits)' with placeholder text 'Enter 10 digit phone number'; 'NIC Number (9 digits+V or 12 digits)' with the example 'e.g., 911042754V or 199110402757'; and 'Address' with placeholder text 'Enter your address'.

Figure 3 - Sign up page

- Fill in the registration form with accurate information
- Submit the form to create an account
- Login using newly created credentials

**CHENA**  [Home](#) [Our Services](#) [About Us](#) [Login](#)

### Sign In as a Farmer

[Sign In](#)
[Sign Up](#)

**Personal Information**

Full Name  
Enter your full name


Email Address (@gmail.com or @yahoo.com)  
sunil@gmail.com

Phone Number (10 digits)  
Enter 10 digit phone number

NIC Number (9 digits+V or 12 digits)  
e.g., 911042754V or 199110402757

Address  
Enter your address

**Farm Information**

 Farm Name  
Enter your farm name

Farm Size  
Enter size

Unit  
Acre

Farm Type  
Select farm type

**Bank Information**

Bank Name  
Select bank

Branch  
Select branch

Account Number  
Enter account number

Password  
\*\*\*\*\*

Confirm Password  
Confirm your password

☐ I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

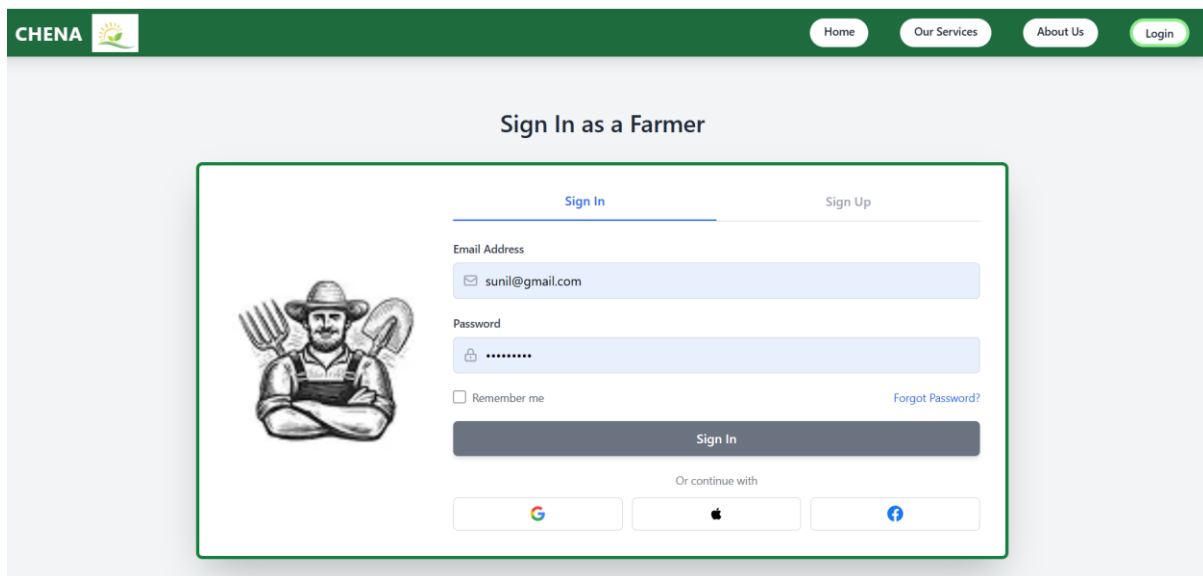
**Sign Up**

Figure 4 - Sign Up form



## Logging In

- Open the login page for your user type
- Enter registered email address and password
- Click the Sign In button
- Access your dashboard



The screenshot shows the CHENA website's login interface. At the top, a green navigation bar contains the CHENA logo and links for Home, Our Services, About Us, and Login. The main heading is "Sign In as a Farmer". Below this, there are two tabs: "Sign In" (active) and "Sign Up". The "Sign In" tab contains a form with an "Email Address" field (pre-filled with "sunil@gmail.com"), a "Password" field (masked with dots), a "Remember me" checkbox, and a "Sign In" button. A "Forgot Password?" link is located to the right of the password field. Below the form, there is a section "Or continue with" with buttons for Google, Apple, and Facebook. To the left of the form is an illustration of a farmer with a hat, overalls, and a pitchfork.

Figure 5 - Sign In page

## Forgot Password

- Click the forgot password option on the login page
- Enter registered email address and NIC number
- Set a new password
- Login using the updated password

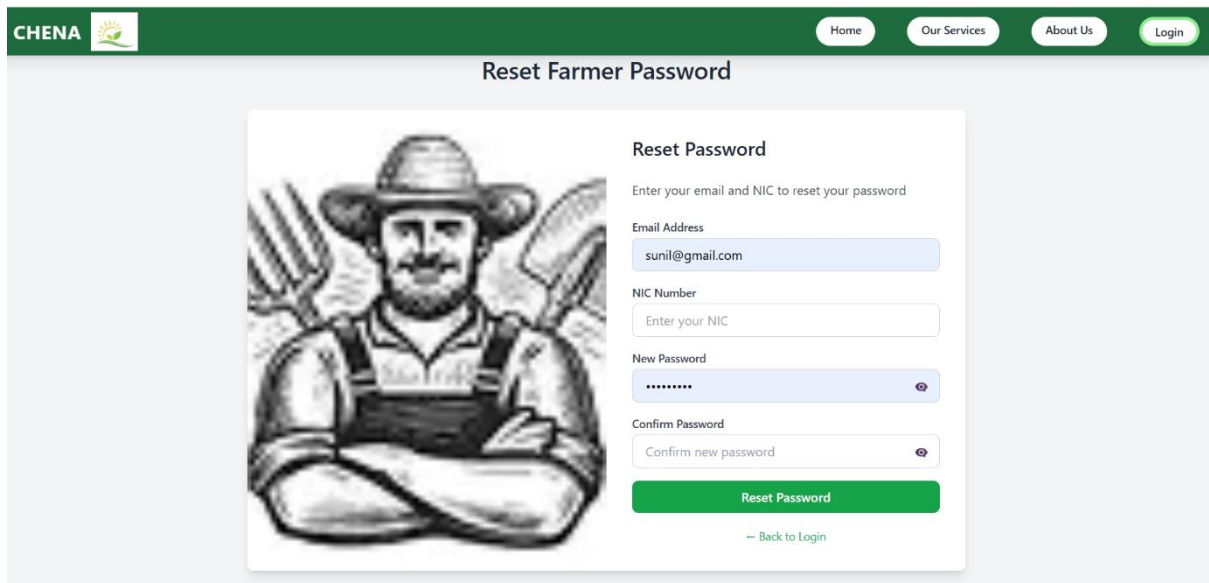


Figure 6 - Forget password page

### 3. Farmer Guide

#### Farmer Registration

- Navigate to the farmer login page
- Select the sign up option
- Enter personal farm and bank information
- Submit the registration form
- Login after receiving confirmation

CHENA

Home

Our Services

About Us

Login

Sign In as a Farmer

Sign In

Sign Up

Full Name

Enter your full name

Email Address (@gmail.com or @yahoo.com)

sunil@gmail.com

Phone Number (10 digits)


Enter 10 digit phone number

NIC Number (9 digits+V or 12 digits)

e.g., 911042754V or 199110402757

Address

Enter your address



Farm Information

Farm Name

Enter your farm name

Farm Size

Enter size

Unit

Acre

Farm Type

Select farm type

Bank Information

Bank Name

Select bank

Branch

Select branch

Account Number

Enter account number

Password

\*\*\*\*\*

Confirm Password

Confirm your password

☐ I agree to the Terms and Conditions and Privacy Policy

Sign Up

Figure 7 - Farmer Sign Up page

10

## Farmer Dashboard

The farmer dashboard provides access to

- Profile information and farm details

The screenshot shows the 'Profile' page of the Farmer Dashboard. The top navigation bar is green with the CHENA logo and links for Home, Our Services, About Us, and Login. The left sidebar is light green and contains links for Profile, Products, Orders, and Reports. The main content area is white and features a profile card for 'Sunil Perera' with a green circular avatar containing the letter 'S'. The card includes the text 'Sunil Organic Farm', a 'Verified Farmer' badge, and an 'Organic Vegetables' tag. An 'Edit Profile' button is located to the right of the card. Below the profile card is a 'Personal Information' section with a table of user details.

Personal Information	
Full Name	Email Address (@gmail.com or @yahoo.com)
Sunil Perera	sunil@gmail.com
Phone Number (10 digits)	NIC Number (9 digits+V or 12 digits)
0777038465	197512345678

Figure 8 - Farmer Dashboard

- Product management features

The screenshot shows the 'Products' page of the Farmer Dashboard. The top navigation bar is green with the CHENA logo and links for Home, Our Services, About Us, and Login. The left sidebar is light green and contains links for Profile, Products, Orders, and Reports. The main content area is white and features a 'Products' section with a 'Welcome to your farmer dashboard' message. Below this is a green button labeled '+ Add Product' and a grey button labeled 'View Products'. The 'Add Product to Your Inventory' section includes a form with a dropdown menu for 'Select Product \*' and a 'Clear Form' button.

Select a product from our catalog and set your price and available quantity.

Select Product \*

-- Choose a product --

Clear Form Add to Inventory

Figure 9 - Farmer Product Management page

- Order tracking

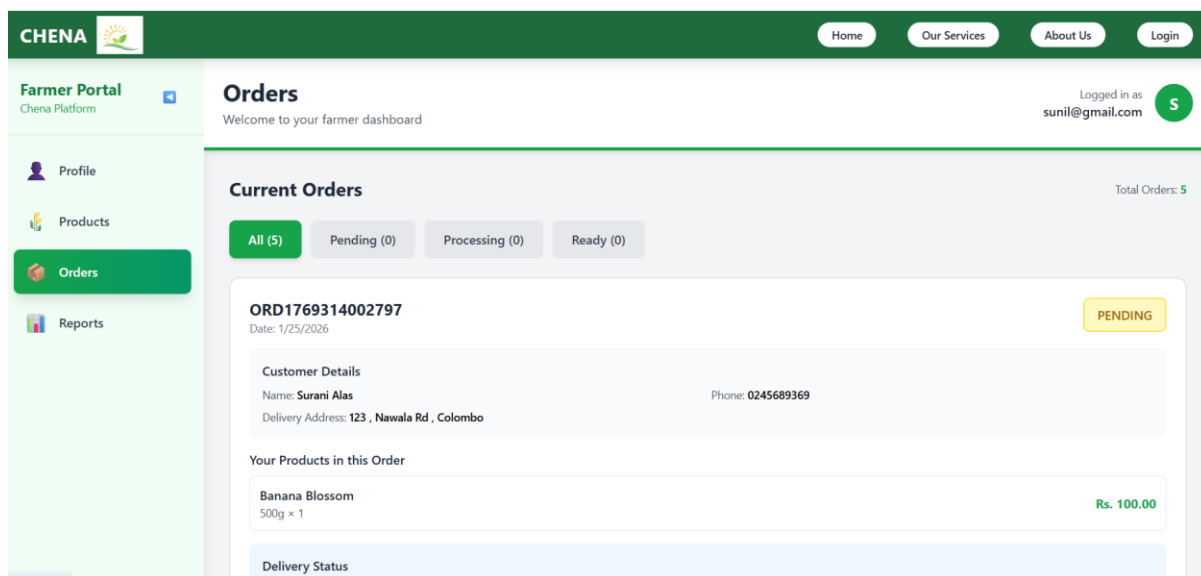


Figure 10 - Farmer Order Tracking page

- Earnings and payout requests
- Account settings

### Adding Products

- Go to the Products section
- Select the option to add a new product
- Choose product category and product name
- Enter quantity available and unit price
- Select weight unit
- Add product description
- Product image will be update automatically.
- Save the product by clicking Add to Inventory button

**CHENA**

Home Our Services About Us Login

Products Orders Reports Logout

**Add Product** View Products

### Add Product to Your Inventory

Select a product from our catalog and set your price and available quantity.

Select Product \*

Passion Fruit

**Product Details**

**Passion Fruit**  
 Category: Fruits  
 Standard Weight: 500g  
 Suggested Price: Rs. 300.00

Available Quantity (units) \* Your Price (Rs. per 500g) \*

e.g., 50 300.00

Available Quantity (units) \* Your Price (Rs. per 500g) \*

e.g., 50 300.00

How many units do you have available? You can adjust the price based on quality

Clear Form Add to Inventory

Figure 11 - Farmer Add Product page

## Managing Products

### Editing products

- Open the View Products section

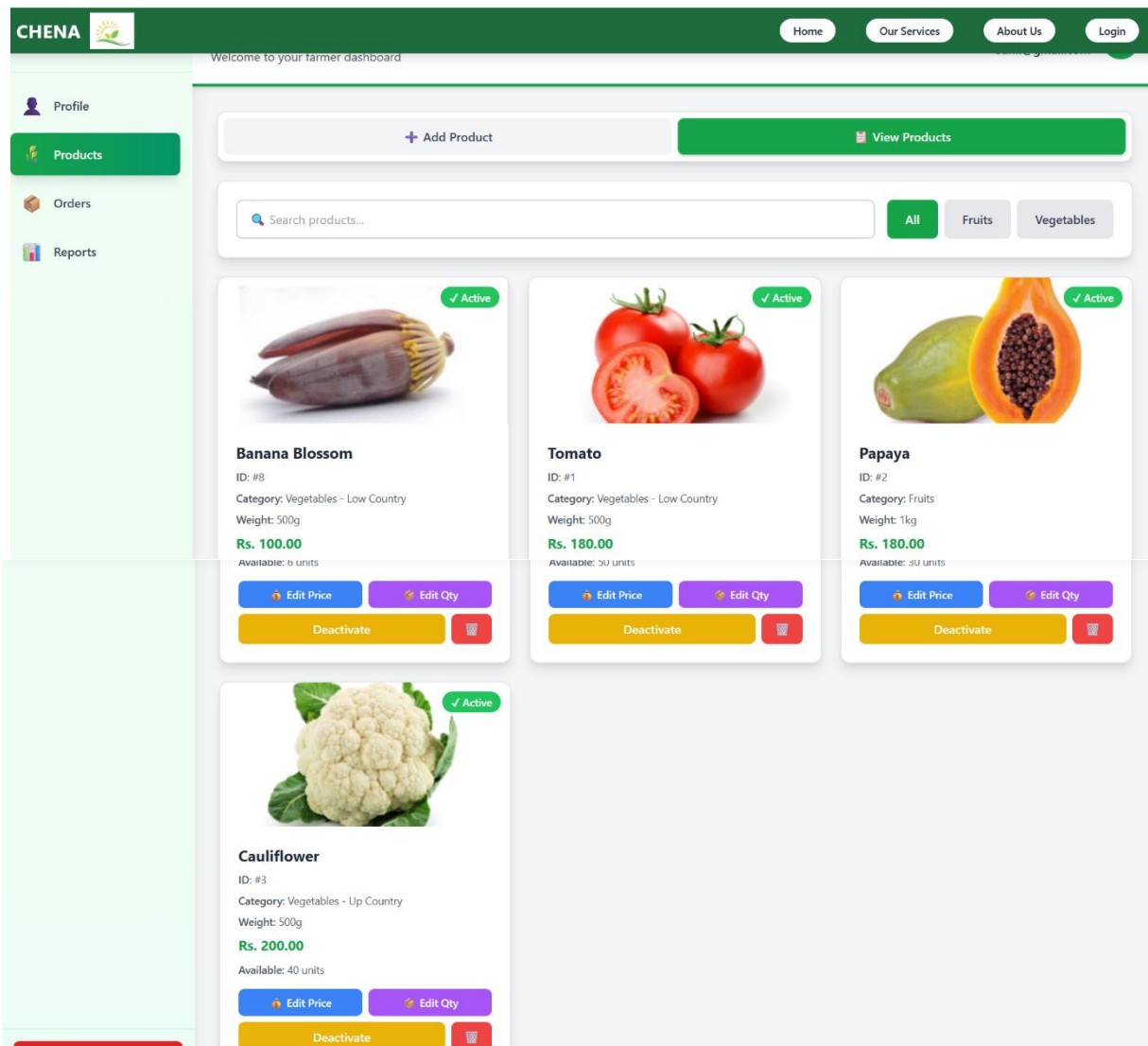


Figure 12 - Farmer View Product Page

- Update price quantity description or image
- Save changes

#### Updating stock

- Select the product
- Enter the updated quantity
- Save stock changes

#### Deleting products

- Select the product
- Confirm deletion
- Product is removed from listings

#### **Managing Orders**

- Open the Orders section
- View all customer orders related to your products
- Review order details including customer information payment status and delivery status
- Prepare products and hand over to transport provider

#### Order statuses include

- Pending
- Processing
- Ready
- Delivered
- Cancelled



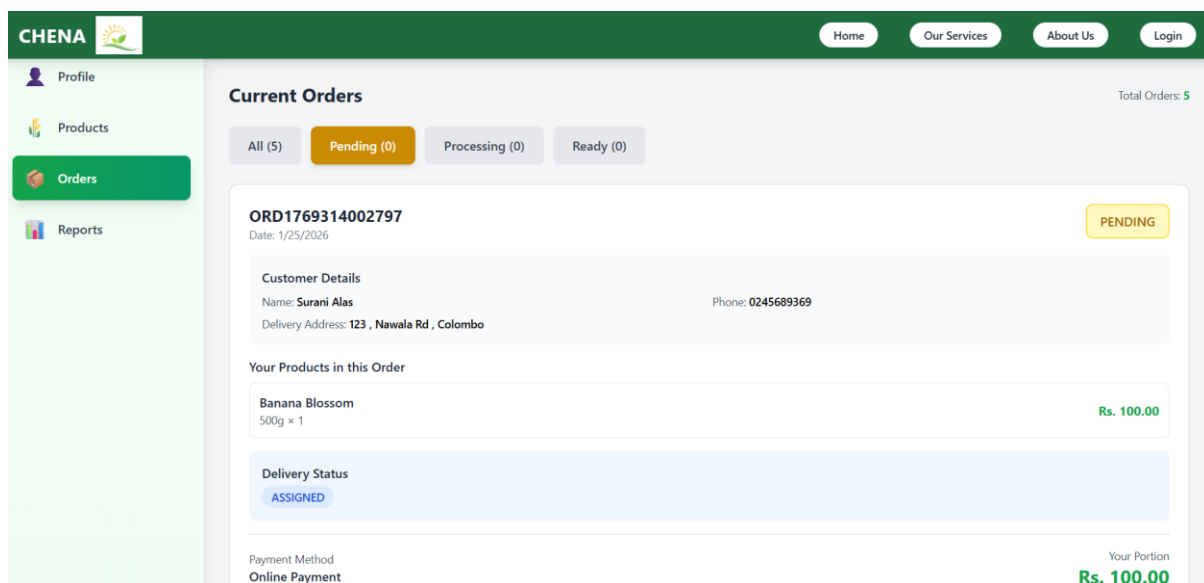


Figure 13 – Manage Order page

## Tracking Earnings

- Open the Earnings section
- View total earnings monthly earnings and pending payouts
- Review platform commission and net earnings
- Request payout to registered bank account

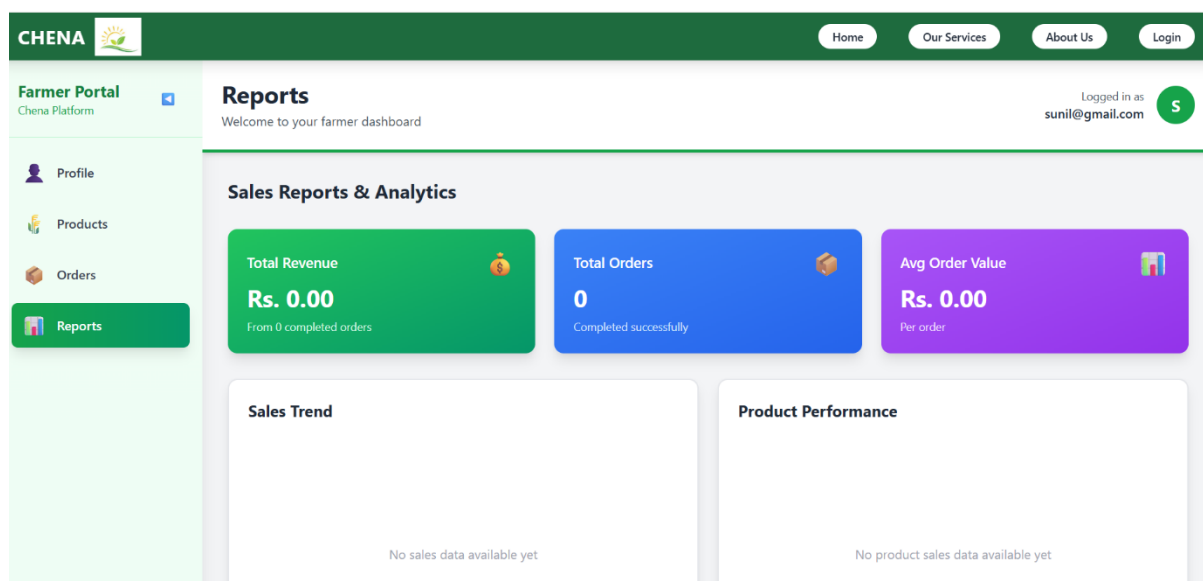


Figure 14 - Farmer Report Page

## Updating Profile

- Open the Profile section
- Edit farm details contact information and bank account information
- Save changes

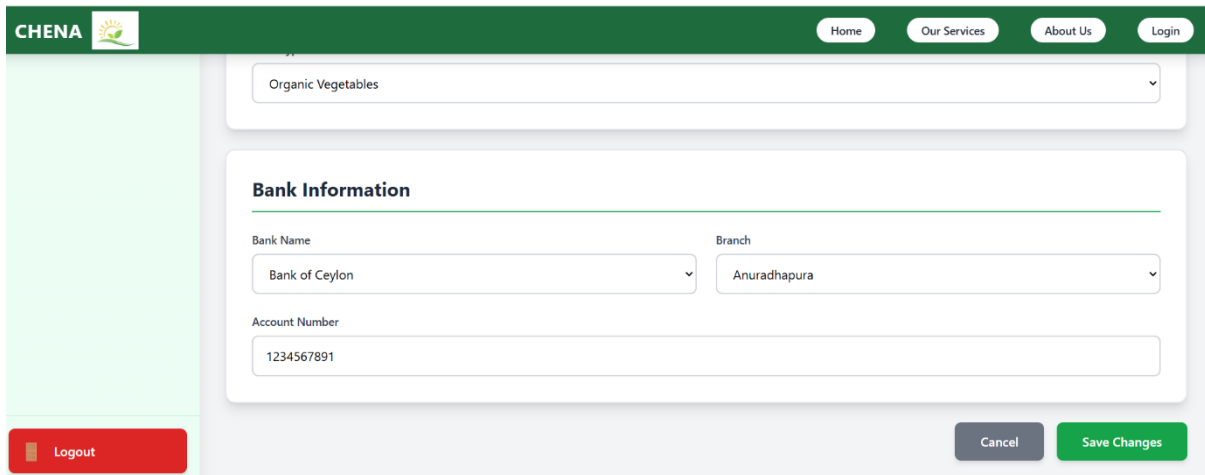


Figure 15 -Edit Profile page

## 4. Customer Guide

### Customer Registration

- Navigate to the customer login page
- Select the sign up option

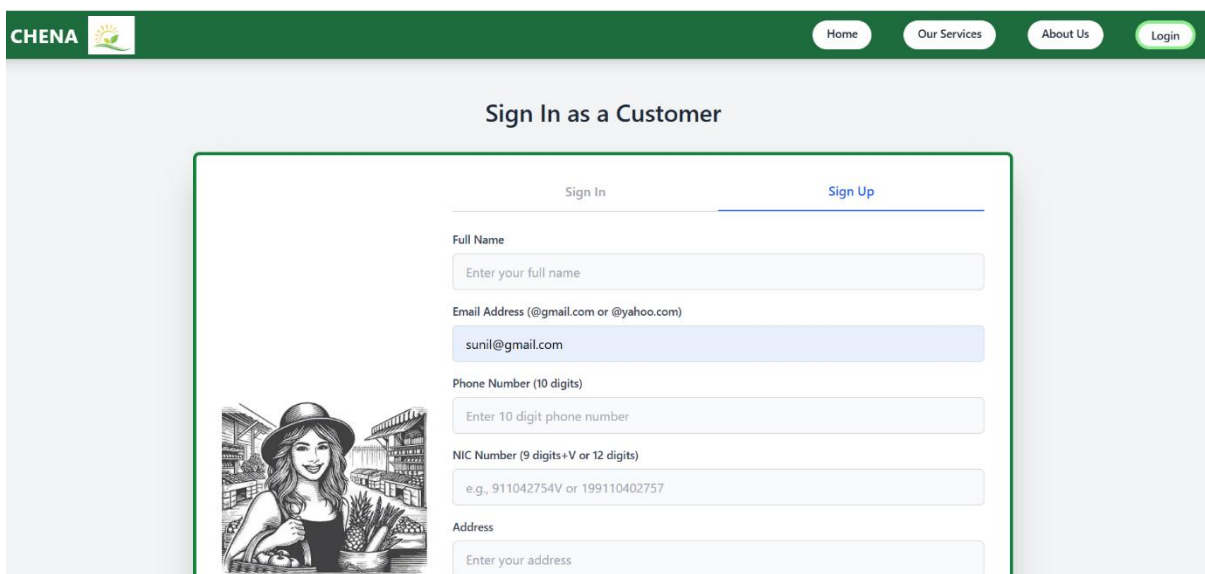


Figure 16 - Customer Sign Up page

- Enter personal and address information
- Create the account
- Login using credentials

Figure 17 - Customer Sign In page

## Customer Dashboard

The customer dashboard includes

Figure 18 - Customer Dashboard

- Shopping cart
- Order history and tracking
- Profile management

**CHENA** Home Our Services About Us Login

Welcome to your customer dashboard

**Profile**

View Products

Cart 1

Orders

**Surani Alas**  
surani@gmail.com

Save Cancel

✓ Verified Customer Active Account

**Personal Information**

Full Name: Surani Alas

Email Address: surani@gmail.com

Phone Number (10 digits): 0245689369

NIC Number (9 digits+V or 12 digits): 997937861v

Address:

Figure 19 - Customer Profile page

## Browsing Products

- Open the Browse Products section
- View available products
- Filter by category price or rating
- Search by product name
- Compare farmers and prices

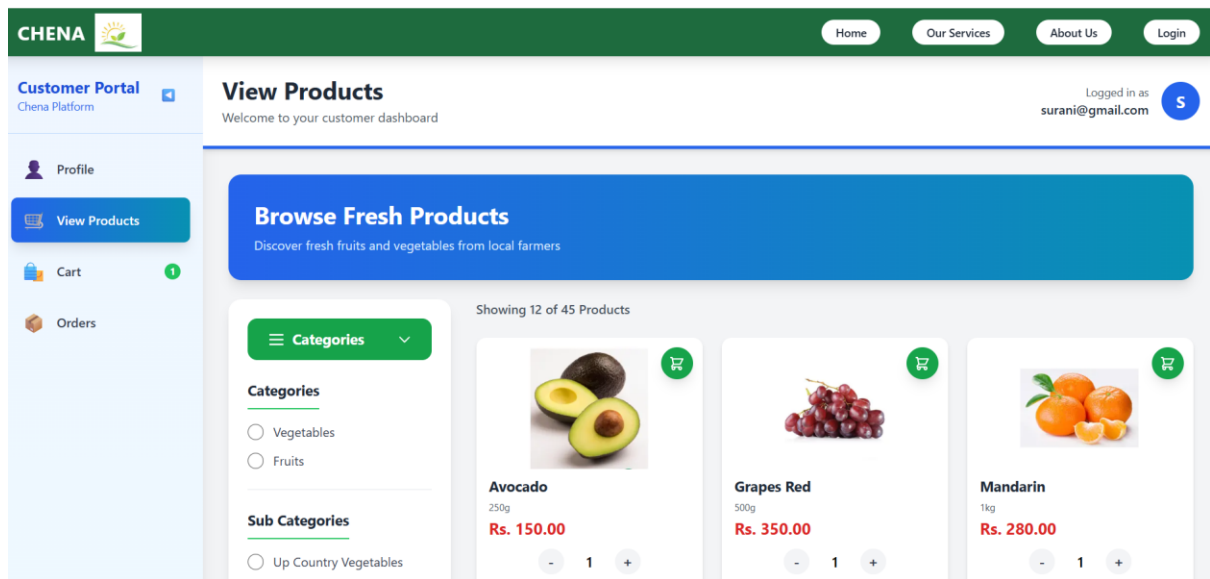


Figure 20 - Customer View Product page

### Adding to Cart

- Select a product
- Choose a farmer if multiple options are available
- Enter required quantity
- Add product to cart

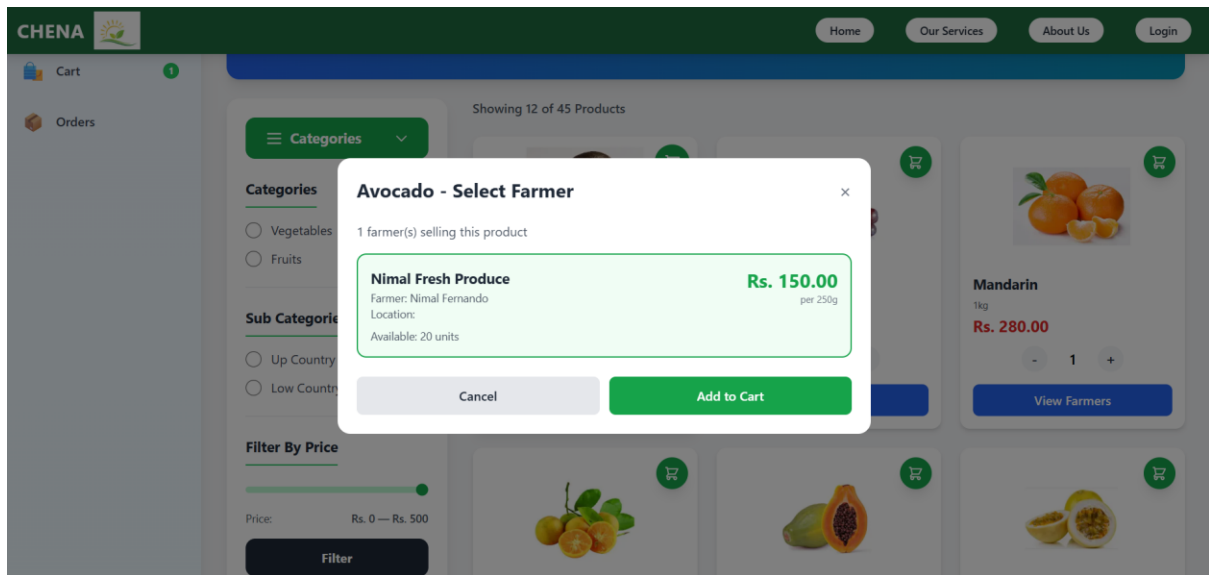


Figure 21 - Add to Cart page

## Managing Cart

- Review all cart items

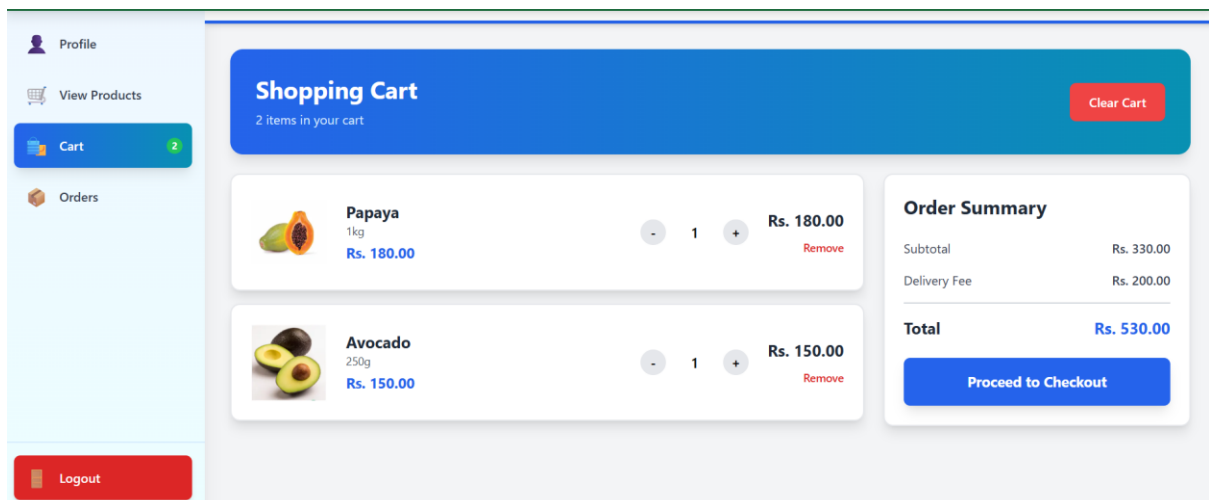



Figure 22 - Reviewing Cart page

- Update quantities
- Remove unwanted items

- View subtotal delivery fee and total amount
- Proceed to checkout

CHENA


Home
Our Services
About Us
Login

## Checkout

Complete your order

### Delivery Information

Delivery Address \*


City

Postal Code

Distance from Colombo (KM) \*


⚡ This will be used to calculate your delivery fee

### Order Summary



**Papaya**  
Sunil Perera  
Rs. 180 × 1

Rs. 180.00



**Avocado**  
Nimal Fernando  
Rs. 150 × 1

Rs. 150.00

Subtotal

Rs. 330.00

Delivery Fee

Rs. 0.00

**Total**

**Rs. 330.00**

Back to Cart

### Select Transport Provider

Dulan Anjana
0762387047
N/A

Available Vehicles:

Van
AE-4568
Rs. 100.00/km

Van
AE-4545
Rs. 100.00/km

Kamal Transport Services
+94 77 345 6789
Colombo

Available Vehicles:

Van
CAB-1234
Rs. 50.00/km

Kulan Bandara
0778596324
N/A

No vehicles available

### Payment Method


☒
**Credit/Debit Card**  
Pay with Visa, Mastercard, or Amex

☐
**Stripe Payment**  
Secure payment powered by Stripe

☐
**Cash on Delivery**  
Pay when you receive your order


⚠ Please fill in all delivery information before proceeding with payment

### Order Summary



**Papaya**  
Sunil Perera  
Rs. 180 × 1

Rs. 180.00



**Avocado**  
Nimal Fernando  
Rs. 150 × 1

Rs. 150.00

Subtotal

Rs. 330.00

Delivery Fee

Rs. 0.00

**Total**

**Rs. 330.00**

Back to Cart

Figure 23 - Payment page

### **Checkout Process**

- Review cart items
- Enter delivery address and contact information
- Select payment method
- Confirm order details
- Place order
- Complete payment if required

### **Tracking Orders**

- Open the Orders section
- View current and past orders
- Track order and delivery status
- View order details and transaction information

Order statuses include

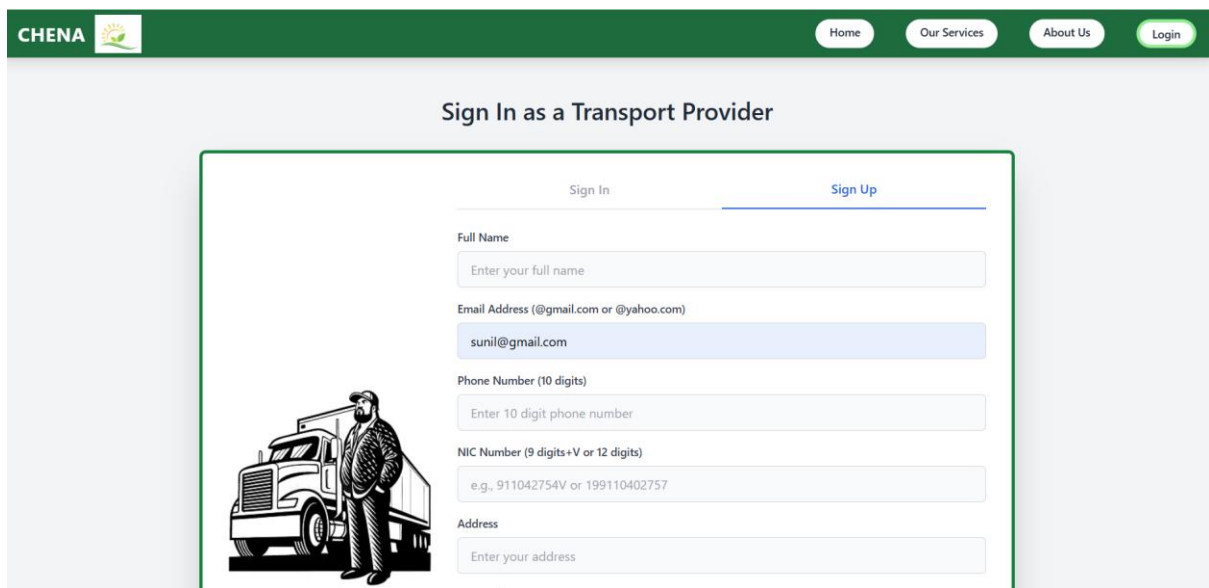
- Pending
- Processing
- Shipped
- Delivered
- Cancelled



## 5. Transport Provider Guide

### Transport Registration

- Navigate to the transport login page
- Select sign up option



The screenshot shows the CHENA website's 'Sign In as a Transport Provider' page. The header is green with the CHENA logo and navigation links: Home, Our Services, About Us, and a green 'Login' button. The main heading is 'Sign In as a Transport Provider'. Below this is a registration form with two tabs: 'Sign In' and 'Sign Up'. The 'Sign Up' tab is active. The form includes the following fields: 'Full Name' (placeholder: 'Enter your full name'), 'Email Address (@gmail.com or @yahoo.com)' (placeholder: 'sunil@gmail.com'), 'Phone Number (10 digits)' (placeholder: 'Enter 10 digit phone number'), 'NIC Number (9 digits+V or 12 digits)' (placeholder: 'e.g., 911042754V or 199110402757'), and 'Address' (placeholder: 'Enter your address'). To the left of the form is an illustration of a man in a suit standing next to a white truck.

Figure 24 - Transport Provider Sign Up page


- Enter personal vehicle and license information
- Submit registration
- Login after admin approval

CHENA

Home Our Services About Us Login

### Sign In as a Transport Provider

Sign In Sign Up



Email Address

Password

☐ Remember me [Forgot Password?](#)

Sign In

Or continue with




  

Figure 25 - Transport Provider Sign In page

## Transport Dashboard

The transport dashboard includes

- Available deliveries
- Accepted deliveries
- Earnings overview
- Vehicle management
- Profile information

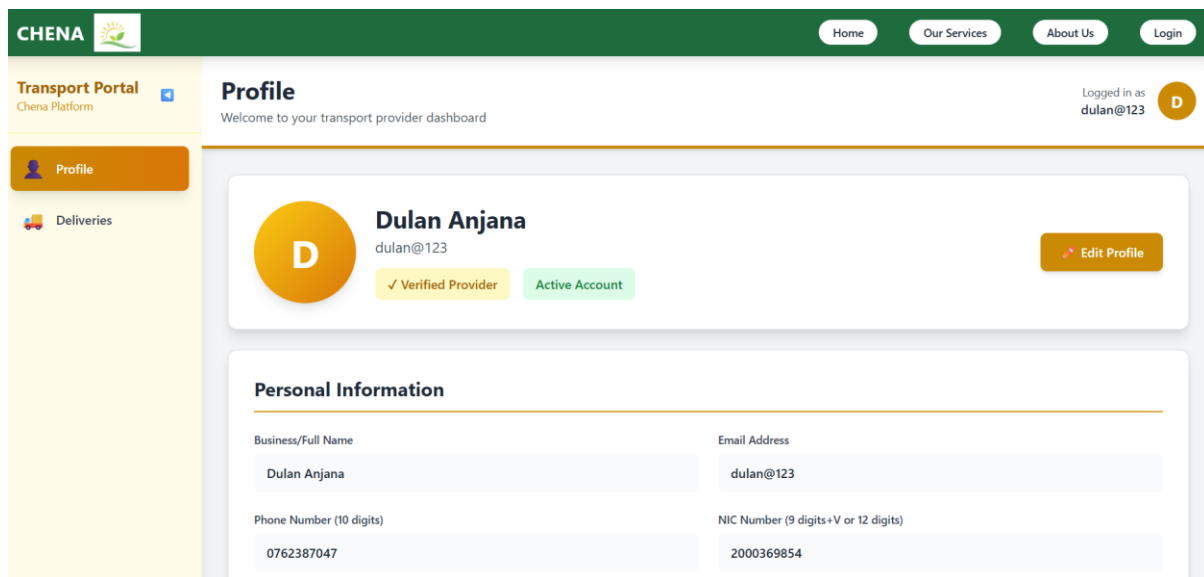


Figure 26 - Transport Provider Dashboard

## Accepting Deliveries

- View delivery requests
- Review pickup and delivery locations distance and fee
- Accept suitable deliveries
- Contact farmer to arrange pickup

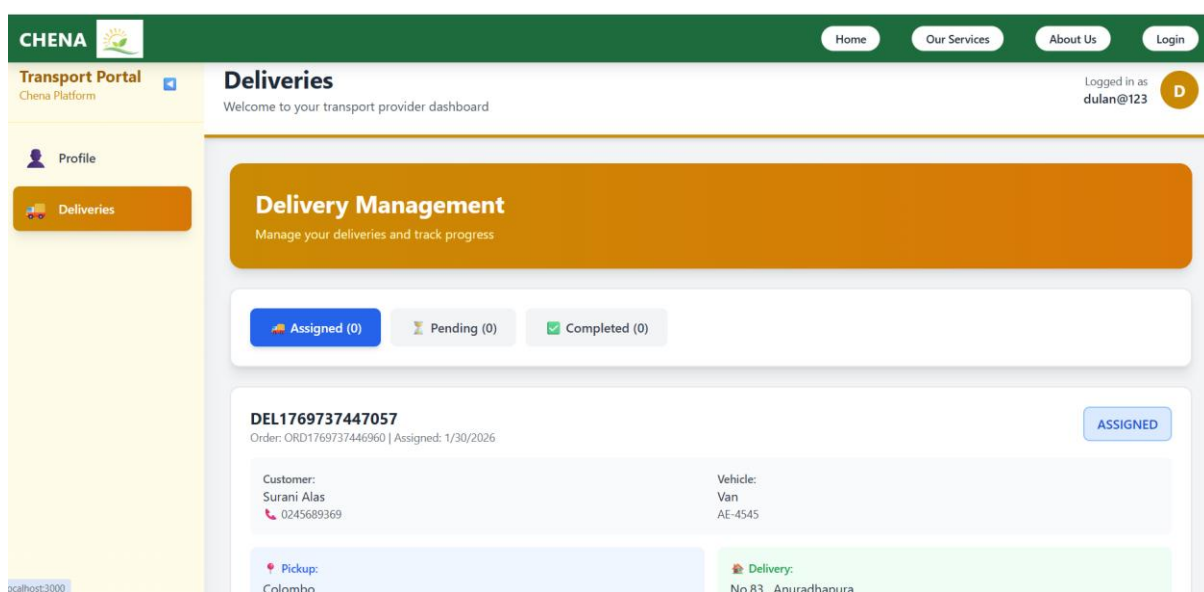


Figure 27 - Transport Provider Delivery Management page

## Managing Deliveries

- Update delivery status during pickup transit and delivery
- Confirm successful delivery
- Complete delivery process

Delivery statuses include

- Accepted
- Picked up
- In transit
- Delivered
- Failed

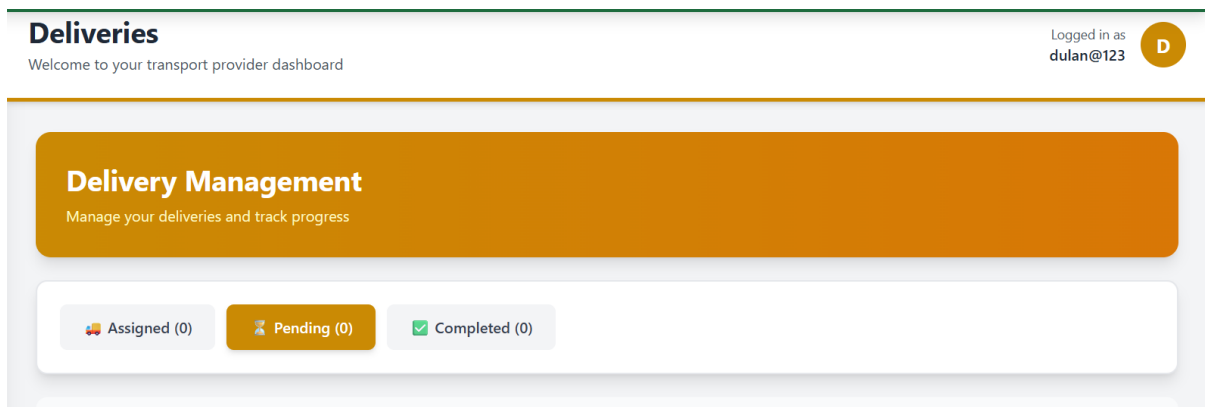


Figure 28 - Transport Provider Delivery Status

## Tracking Earnings

- View completed deliveries
- Check total earnings and pending payouts
- Request payout when available

## Managing Vehicles

- Add new vehicles
- Update vehicle details
- Remove vehicles if required

## 6. Admin Guide

### Admin Login

- Navigate to admin login page

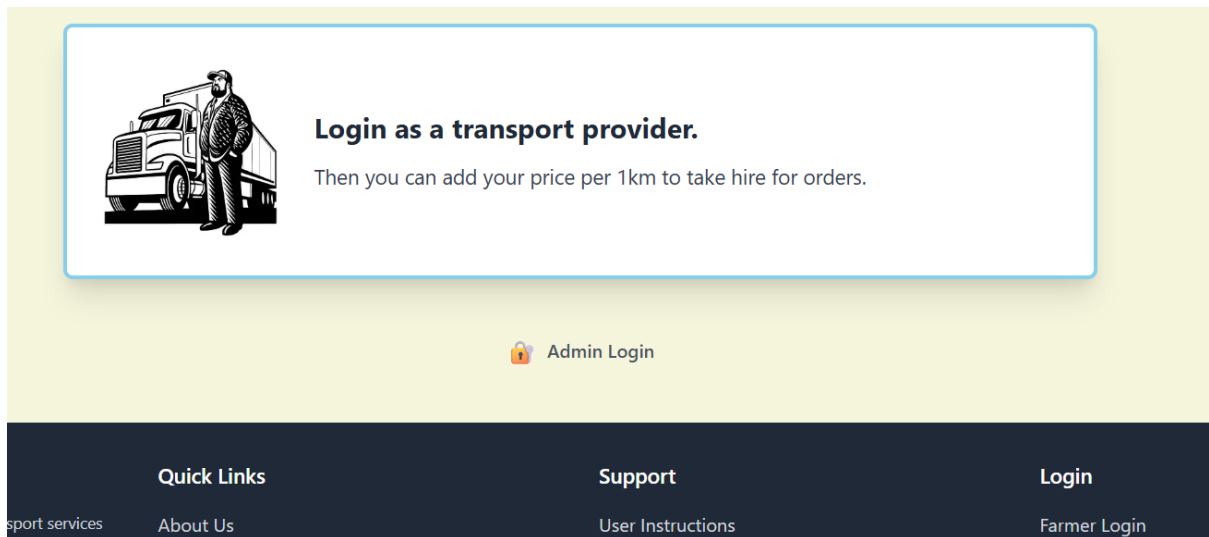


Figure 29 - Admin Login button

- Enter admin credentials

Figure 30 - Admin Login page

- Access admin dashboard

## Admin Dashboard

The admin dashboard includes

- Platform overview and statistics
- User management
- Product management
- Order management
- Transaction monitoring
- System settings

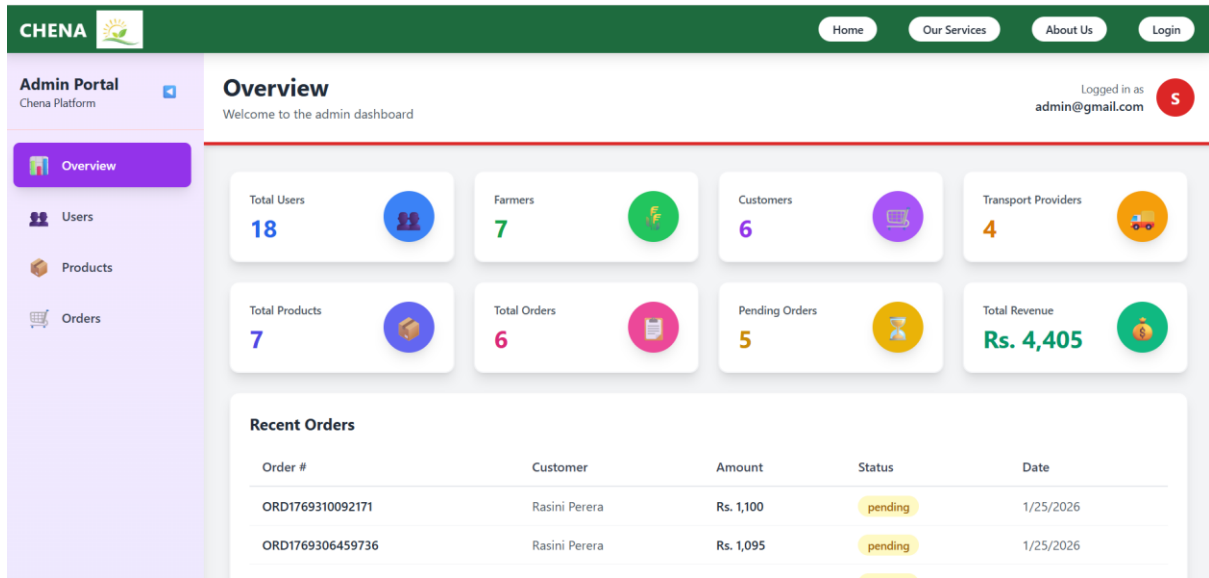


Figure 31 - Admin Dashboard

## Managing Users

- View users by role
- Activate or deactivate user accounts
- Edit user information
- Delete user accounts when necessary

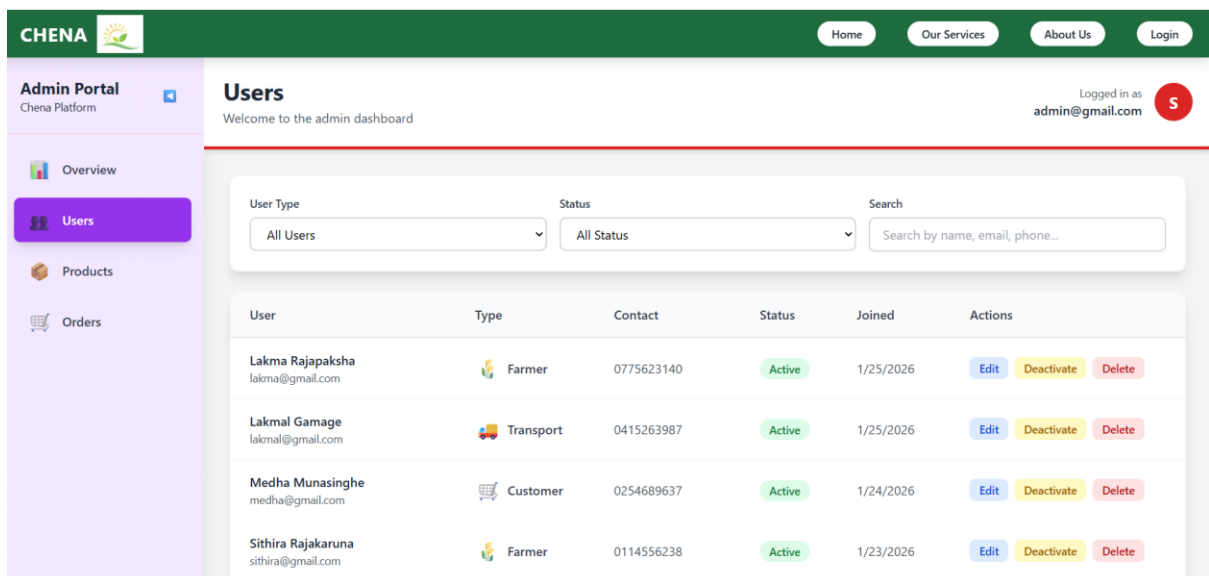


Figure 32- Admin User Management page

**Managing Products**

- Review all listed products
- Approve or reject product listings
- Remove inappropriate products
- Update product catalog

**Managing Orders**

- View all platform orders
- Update order status
- Cancel orders when required
- Process refunds and resolve disputes

**Viewing Statistics**

- Monitor user growth product activity and sales trends
- Analyze revenue and commission data
- Export reports for selected periods

**Transaction Management**

- View all payment transactions
- Process refunds
- Handle payment disputes
- Generate financial reports



## **7. Payment Guide**

### **Supported Payment Methods**

- Credit and debit cards
- PayPal
- PayHere
- Cash on delivery

### **Payment Security**

- All transactions are encrypted
- Payment gateways follow industry security standards
- Card details are not stored on the platform

### **Payment Process**

- Customer places an order
- Payment method is selected
- Payment is processed securely
- Payment is split automatically between farmers transport providers and the platform
- Order is confirmed

**CHENA**

Home Our Services About Us Login

### Payment Method

☐ **Credit/Debit Card**  
Pay with Visa, Mastercard, or Amex

☒ **Stripe Payment**  
Secure payment powered by Stripe

☐ **Cash on Delivery**  
Pay when you receive your order

Card Details

VISA 4242 4242 4242 4242 12 / 27 123 12345 [Save with link](#)

**Pay Rs. 330.00**

Secure payment powered by Stripe  
Test card: 4242 4242 4242 4242 | Any future date | Any CVV

### Order Summary

	Papaya Sunil Perera Rs. 180 × 1	<b>Rs. 180.00</b>
	Avocado Nimal Fernando Rs. 150 × 1	<b>Rs. 150.00</b>
Subtotal		Rs. 330.00
Delivery Fee		Rs. 0.00
<b>Total</b>		<b>Rs. 330.00</b>

[Back to Cart](#)

Figure 33 - Payment Gateway

## Refund Policy

Refunds are applicable for

- Undelivered orders
- Wrong or damaged items
- Cancelled orders before processing

## Payout Process

- Farmers and transport providers complete deliveries
- Earnings accumulate in the system
- Payout request is submitted
- Admin approval is completed
- Funds transferred to bank account

## **8. FAQs**

### **General Questions**

- Registration is free for all users
- No software installation is required
- Platform supports modern web browsers
- Personal data is protected
- Mobile access is supported

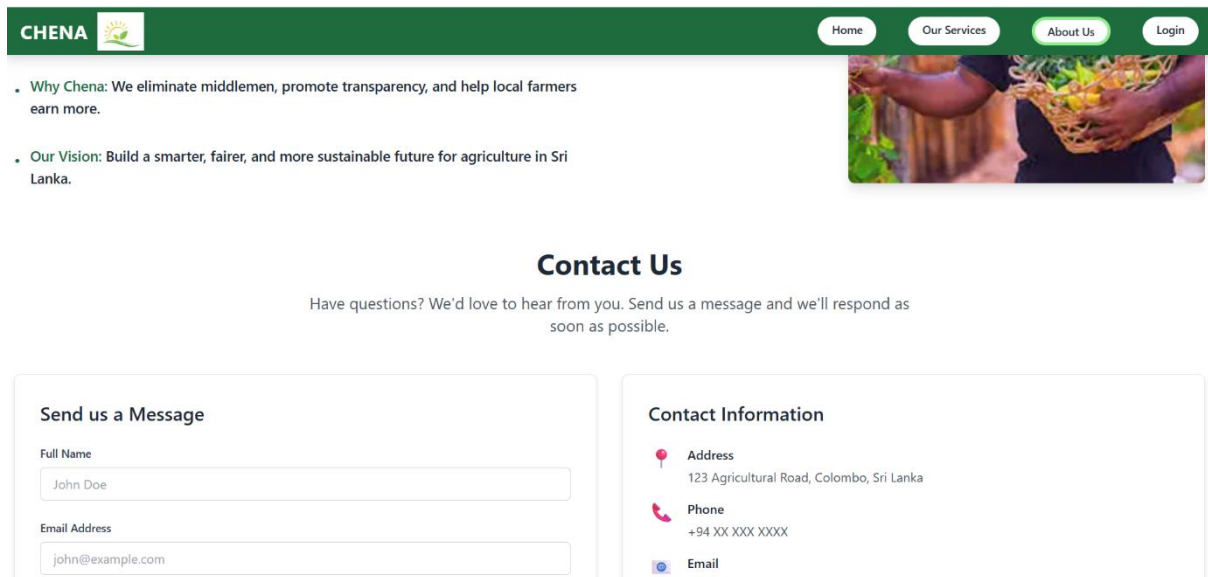
### **Farmer Questions**

- Platform commission
- Payments are processed after delivery
- Only catalog approved products can be sold
- Product prices and stock can be updated anytime

## 9. Support

### Contact Support

- Email support is available through the platform
- Phone support is available during working hours



The screenshot shows the CHENA website's 'Contact Us' page. At the top is a dark green navigation bar with the CHENA logo and icons, and links for Home, Our Services, About Us, and Login. Below the navigation bar, there are two bullet points: 'Why Chena: We eliminate middlemen, promote transparency, and help local farmers earn more.' and 'Our Vision: Build a smarter, fairer, and more sustainable future for agriculture in Sri Lanka.' To the right of these points is a photograph of a person holding a basket of green produce. The main heading 'Contact Us' is centered, followed by the text 'Have questions? We'd love to hear from you. Send us a message and we'll respond as soon as possible.' Below this, there are two side-by-side white boxes. The left box, titled 'Send us a Message', contains two input fields: 'Full Name' with the placeholder 'John Doe' and 'Email Address' with the placeholder 'john@example.com'. The right box, titled 'Contact Information', contains three fields: 'Address' with the placeholder '123 Agricultural Road, Colombo, Sri Lanka', 'Phone' with the placeholder '+94 XX XXX XXXX', and 'Email' with a placeholder.

**CHENA**

Home Our Services About Us Login

- **Why Chena:** We eliminate middlemen, promote transparency, and help local farmers earn more.
- **Our Vision:** Build a smarter, fairer, and more sustainable future for agriculture in Sri Lanka.

### Contact Us

Have questions? We'd love to hear from you. Send us a message and we'll respond as soon as possible.

#### Send us a Message

Full Name

Email Address

#### Contact Information

Address

123 Agricultural Road, Colombo, Sri Lanka

Phone

+94 XX XXX XXXX

Email

Figure 34 - Contact Us page

- End -