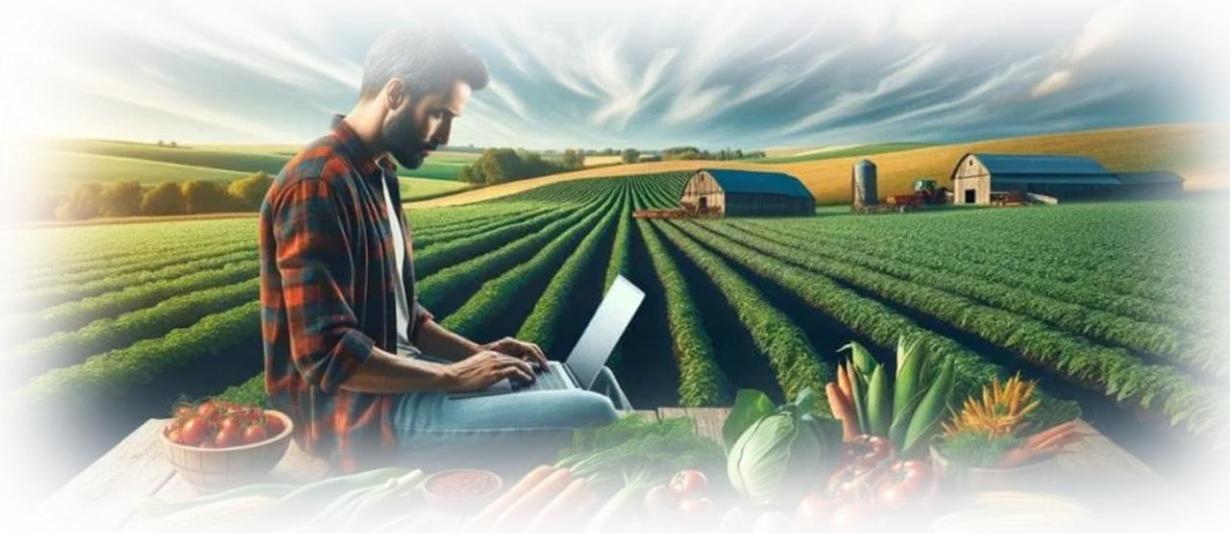


User Guide for

“Chena” Web-Based

Agricultural Supply Chain

Management System



Version 1.0

Last Updated January 2026

“Chena” Web-Based Agricultural Supply Chain Management System

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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

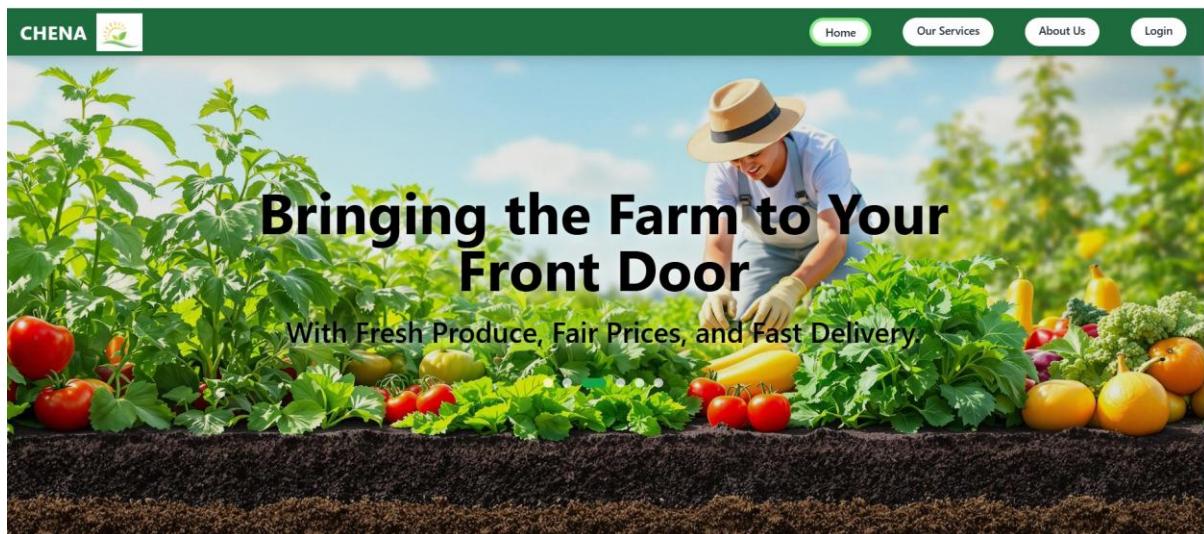


Figure 1- Home page

Creating an Account

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

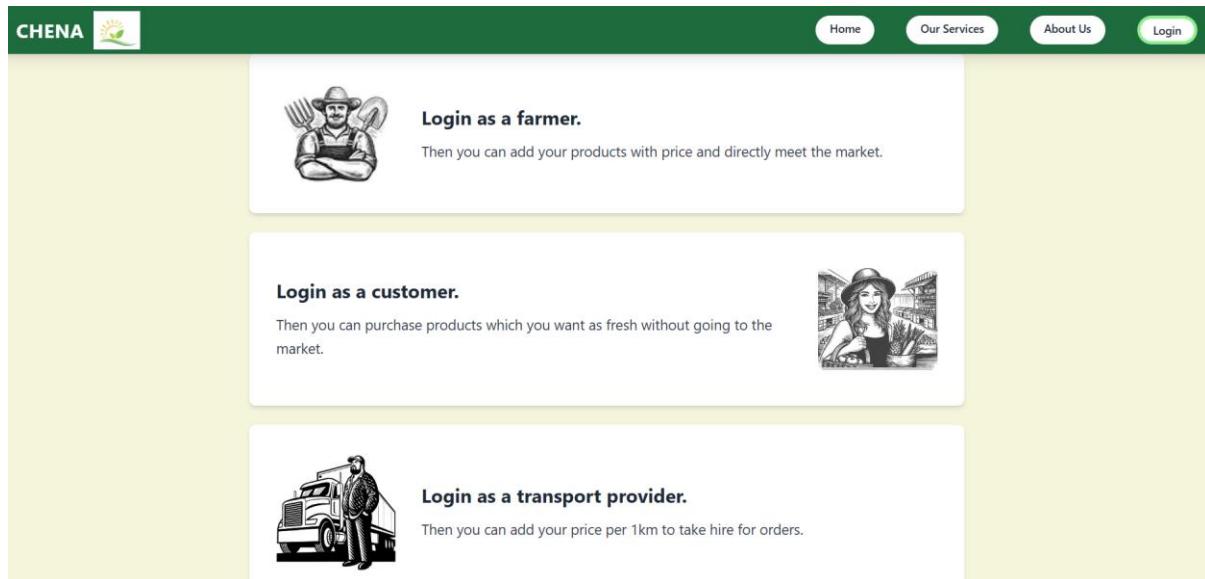


Figure 2 -Login page

- Choose the sign up option

The screenshot shows the CHENA sign up page for farmers. The header is identical to Figure 2. The main content area has a title 'Sign In as a Farmer' and a large form box with a green border. The form includes fields for '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). There are two buttons at the top right of the form: 'Sign In' (disabled) and 'Sign Up' (highlighted in blue).

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](#)

Full Name

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

Phone Number (10 digits)

NIC Number (9 digits+V or 12 digits)

Address

Farm Information



Farm Name

Farm Size

Unit

Farm Type

Bank Information

Bank Name

Branch

Account Number

Password

Confirm 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 sign-in page for farmers. At the top, there is a dark green header bar with the CHENA logo on the left and navigation links for Home, Our Services, About Us, and Login on the right. Below the header, the main content area has a light gray background. It features a title "Sign In as a Farmer" centered at the top. Below the title is a large rectangular form with a thin green border. The form contains fields for "Email Address" (with the value "sunil@gmail.com") and "Password" (represented by a series of dots). There is also a "Remember me" checkbox and a "Forgot Password?" link. A "Sign In" button is located at the bottom of the form. Below the form, there is a section titled "Or continue with" followed by three social media icons for Google, Apple, and Facebook.

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

CHENA

Home Our Services About Us Login

Reset Farmer Password

Reset Password

Enter your email and NIC to reset your password

Email Address
sunil@gmail.com

NIC Number
Enter your NIC

New Password

Confirm Password
Confirm new password

Reset Password

[← Back to Login](#)

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

Sign In as a Farmer

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

Full Name

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

Phone Number (10 digits)

NIC Number (9 digits+V or 12 digits)

Address

Farm Information

Farm Name

Farm Size Unit

Farm Type

Bank Information

Bank Name

Branch

Account Number

Password

Confirm Password

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

Figure 7 - Farmer Sign Up page

Farmer Dashboard

The farmer dashboard provides access to

- Profile information and farm details

The screenshot shows the CHENA Farmer Portal Profile page. At the top, there's a green header bar with the CHENA logo and navigation links for Home, Our Services, About Us, and Login. A user profile icon indicates 'Logged in as sunil@gmail.com'. On the left, a sidebar menu includes 'Farmer Portal' (selected), 'Profile' (selected), 'Products' (highlighted in green), 'Orders', and 'Reports'. The main content area is titled 'Profile' with a sub-section 'Personal Information'. It displays the user's name 'Sunil Perera', farm name 'Sunil Organic Farm', and status 'Verified Farmer' (with a green checkmark icon) and 'Organic Vegetables' (with a red leaf icon). Below this, there are fields for 'Full Name' (Sunil Perera), 'Email Address' (sunil@gmail.com), 'Phone Number (10 digits)' (0777038465), and 'NIC Number (9 digits+V or 12 digits)' (197512345678). A green 'Edit Profile' button is located on the right.

Figure 8 - Farmer Dashboard

- Product management features

The screenshot shows the CHENA Farmer Portal Products page. The layout is similar to Figure 8, with a green header, user login info, and a sidebar with 'Farmer Portal' (selected), 'Profile', 'Products' (selected and highlighted in green), 'Orders', and 'Reports'. The main content area is titled 'Products' with a sub-section 'Add Product' (a green button) and 'View Products' (a grey button). Below this, there's a section for 'Add Product to Your Inventory' with instructions to 'Select a product from our catalog and set your price and available quantity.' A dropdown menu for 'Select Product *' contains the placeholder 'Choose a product --'. At the bottom right are 'Clear Form' and 'Add to Inventory' buttons.

Figure 9 - Farmer Product Management page

- Order tracking

The screenshot shows the CHENA Farmer Portal Orders page. The top navigation bar includes links for Home, Our Services, About Us, and Login. A user is logged in as sunil@gmail.com. The left sidebar has links for Profile, Products, Orders (which is highlighted in green), and Reports. The main content area displays 'Current Orders' with a total of 5 orders. One order is shown in detail:

- Order ID:** ORD1769314002797
- Date:** 1/25/2026
- Pending**
- Customer Details:**
 - Name: Surani Alas
 - Phone: 0245689369
 - Delivery Address: 123, Nawala Rd., Colombo
- Your Products in this Order:**

Banana Blossom	500g × 1	Rs. 100.00
----------------	----------	------------
- Delivery Status:** PENDING

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

The screenshot shows the CHENA platform's interface for adding a product. The top navigation bar includes links for Home, Our Services, About Us, and Login. On the left, a sidebar menu offers options for Products, Orders, and Reports. The main content area is titled "Add Product to Your Inventory" and contains a sub-section for "Add Product". A dropdown menu under "Select Product" shows "Passion Fruit". Below this, a "Product Details" box displays information for "Passion Fruit", including its category (Fruits), standard weight (500g), and suggested price (Rs. 300.00). The form fields for adding the product include "Available Quantity (units)*" (e.g., 50) and "Your Price (Rs. per 500g)*" (300.00). There are two sets of these fields for different units. A note at the bottom right says, "You can adjust the price based on quality". At the bottom right of the form are "Clear Form" and "Add to Inventory" buttons. A red "Logout" button is located at the bottom left of the sidebar.

Figure 11 - Farmer Add Product page

Managing Products

Editing products

- Open the View Products section

Welcome to your farmer dashboard

- Banana Blossom**
ID: #8
Category: Vegetables - Low Country
Weight: 500g
Rs. 100.00
Available: 6 units
- Tomato**
ID: #1
Category: Vegetables - Low Country
Weight: 500g
Rs. 180.00
Available: 50 units
- Papaya**
ID: #2
Category: Fruits
Weight: 1kg
Rs. 180.00
Available: 30 units
- Cauliflower**
ID: #3
Category: Vegetables - Up Country
Weight: 500g
Rs. 200.00
Available: 40 units

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

CHENA

Current Orders

Total Orders: 5

ORD1769314002797
Date: 1/25/2026

PENDING

Customer Details
Name: Surani Alias
Phone: 0245689369
Delivery Address: 123, Nawala Rd, Colombo

Your Products in this Order
Banana Blossom
500g × 1

Rs. 100.00

Delivery Status
ASSIGNED

Payment Method
Online Payment

Your Portion
Rs. 100.00

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

CHENA

Farmer Portal
Chena Platform

Reports
Welcome to your farmer dashboard

Logged in as sunil@gmail.com

Sales Reports & Analytics

Total Revenue
Rs. 0.00
From 0 completed orders

Total Orders
0
Completed successfully

Avg Order Value
Rs. 0.00
Per order

Sales Trend
No sales data available yet

Product Performance
No product sales data available yet

Figure 14 - Farmer Report Page

Updating Profile

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

Organic Vegetables

Bank Information

Bank Name: Bank of Ceylon

Branch: Anuradhapura

Account Number: 1234567891

Logout Cancel 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

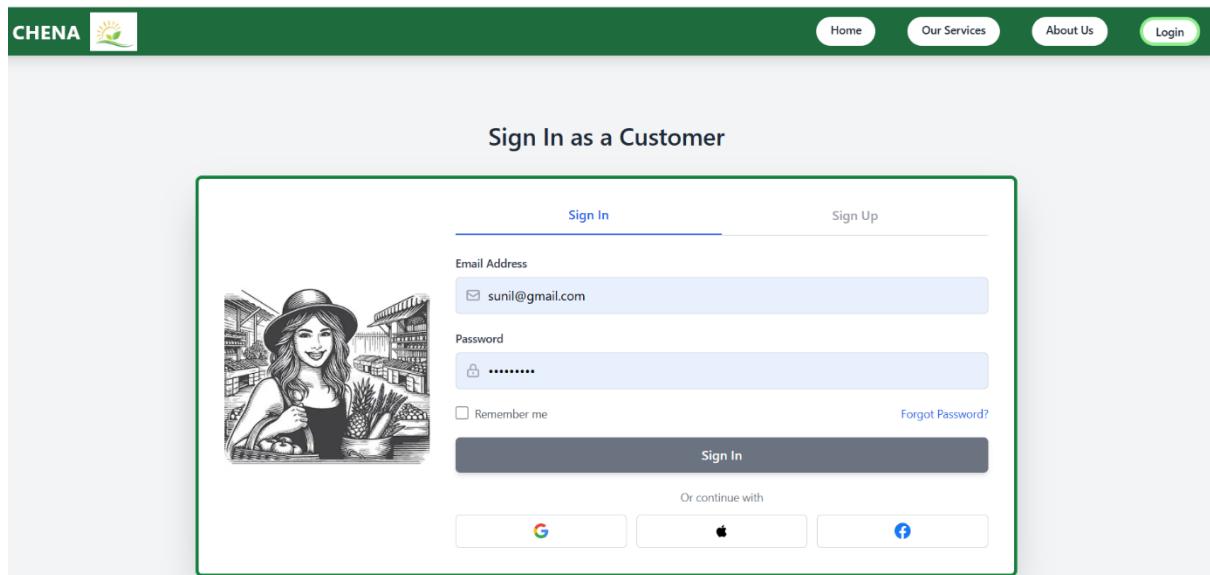


Figure 17 - Customer Sign In page

Customer Dashboard

The customer dashboard includes

A screenshot of the CHENA customer dashboard. The header is identical to the sign-in page. The left sidebar shows navigation links for Customer Portal, Profile (selected), View Products, Cart (with 1 item), and Orders. The main content area is titled "Profile" and displays a welcome message "Welcome to your customer dashboard". It shows a profile card for "Surani Alas" (surani@gmail.com), labeled as a "Verified Customer" and "Active Account", with an "Edit Profile" button. Below this is a "Personal Information" section with fields for Full Name (Surani Alas), Email Address (surani@gmail.com), Phone Number (0245689369), and NIC Number (997937861v).

Figure 18 - Customer Dashboard

- Shopping cart
- Order history and tracking
- Profile management

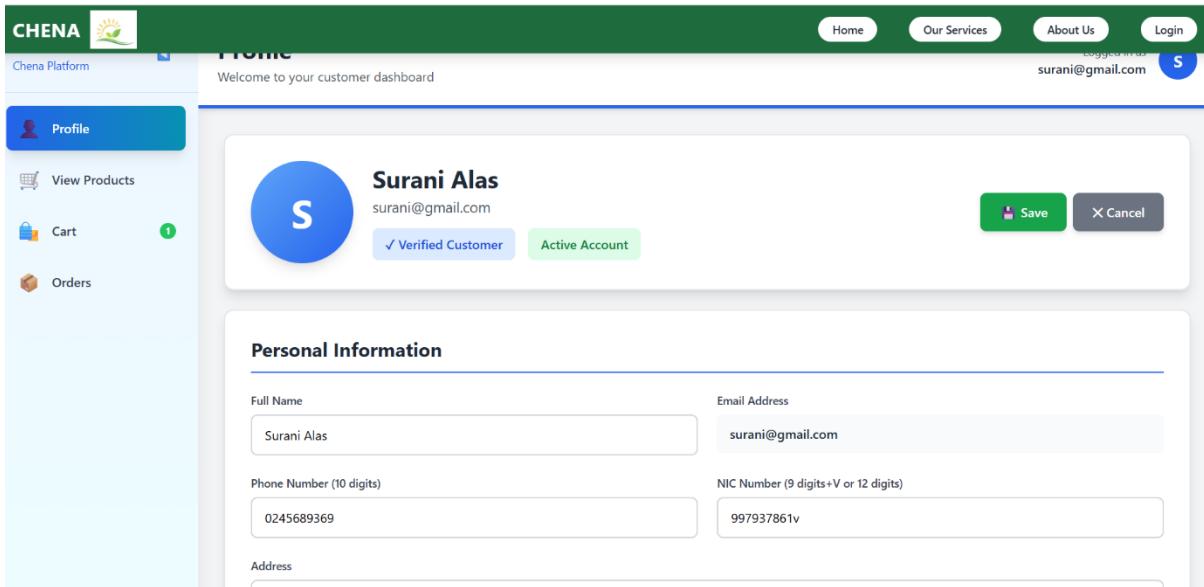


Figure 19 - Customer Profile page

Browsing Products

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

The screenshot shows the CHENA Customer View Product page. The top navigation bar includes links for Home, Our Services, About Us, and Login. A sidebar on the left provides access to Profile, View Products (selected), Cart (with a notification of 1 item), and Orders. The main content area features a header "View Products" and a sub-header "Browse Fresh Products" with a sub-instruction "Discover fresh fruits and vegetables from local farmers". It displays 12 of 45 products. The first product is Avocado (250g, Rs. 150.00). The second is Grapes Red (500g, Rs. 350.00). The third is Mandarin (1kg, Rs. 280.00). Each product card includes a green shopping cart icon and quantity selection buttons (-, 1, +).

Product	Weight	Price
Avocado	250g	Rs. 150.00
Grapes Red	500g	Rs. 350.00
Mandarin	1kg	Rs. 280.00

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

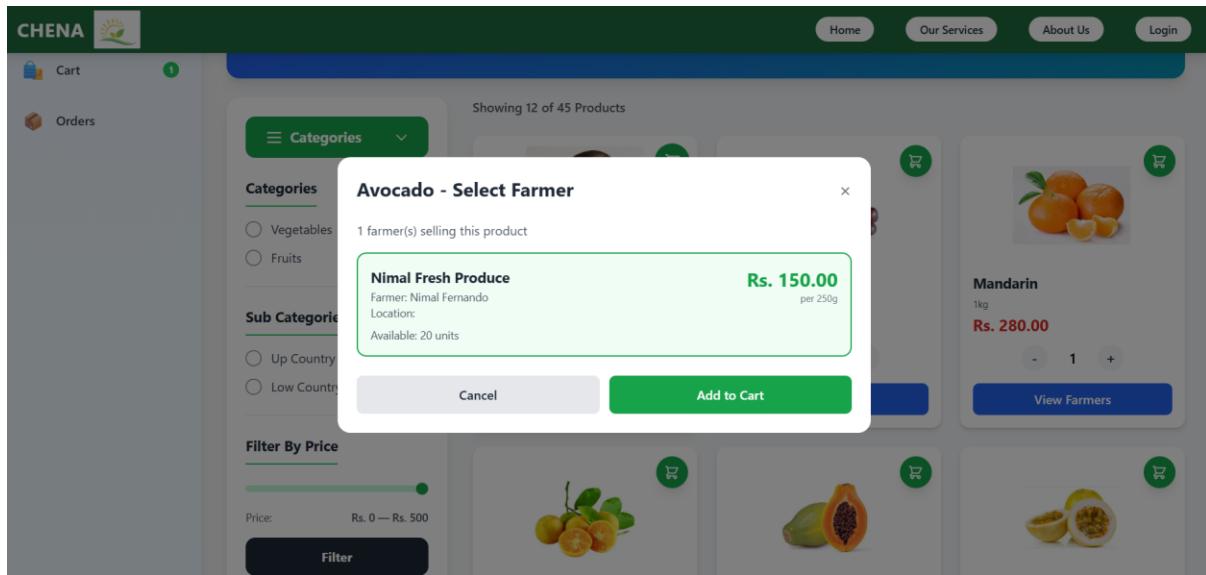


Figure 21 - Add to Cart page

Managing Cart

- Review all cart items

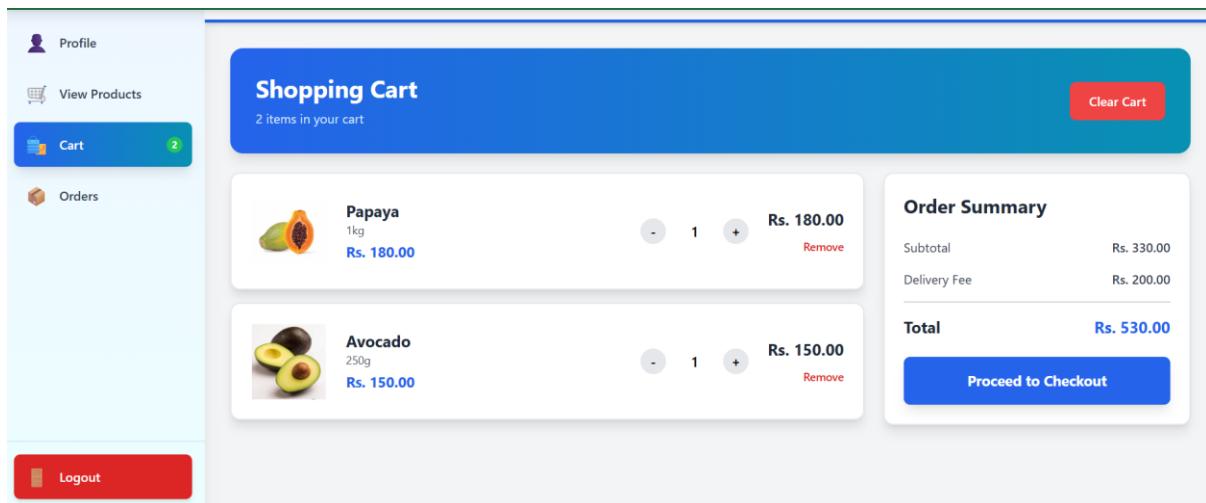


Figure 22 - Reviewing Cart page

- Update quantities
- Remove unwanted items

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

The screenshot displays two pages of the CHENA website:

Checkout Page:

- Header:** CHENA logo, Home, Our Services, About Us, Login.
- Section:** **Checkout** (Complete your order)
- Delivery Information:**
 - Delivery Address *: Enter your full delivery address
 - City: _____ Postal Code: _____
 - Distance from Colombo (KM) *: Enter distance in kilometers
 - A note: This will be used to calculate your delivery fee
- Order Summary:**

Order Summary	
Papaya	Rs. 180.00
Avocado	Rs. 150.00
Subtotal	Rs. 330.00
Delivery Fee	Rs. 0.00
Total	Rs. 330.00
- [← Back to Cart](#)

Select Transport Provider Page:

- Section:** Select Transport Provider
- Dulan Anjana:**
 - Contact: 0762387047
 - Location: N/A
 - Available Vehicles:

Van	Rs. 100.00/km	Van	Rs. 100.00/km
AE-4568		AE-4545	
- Kamal Transport Services:**
 - Contact: +94 77 345 6789
 - Location: Colombo
 - Available Vehicles:

Van	Rs. 50.00/km
CAB-1234	
- Kulan Bandara:**
 - Contact: 0778596324
 - Location: N/A
 - No vehicles available
- Order Summary:**

Order Summary	
Papaya	Rs. 180.00
Avocado	Rs. 150.00
Subtotal	Rs. 330.00
Delivery Fee	Rs. 0.00
Total	Rs. 330.00
- [← Back to Cart](#)

Payment Method Page:

- Section:** Payment Method
- Options:**
 - 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
- Note:** Please fill in all delivery information before proceeding with payment

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

CHENA

Sign In as a Transport Provider

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

Figure 24 - Transport Provider Sign Up page

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

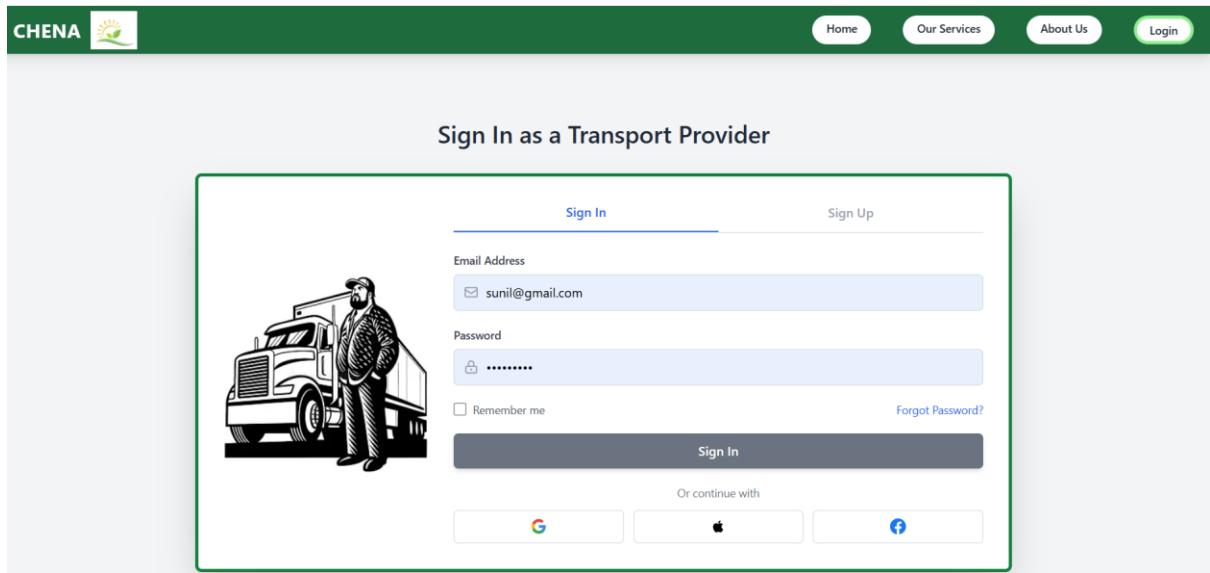


Figure 25 - Transport Provider Sign In page

Transport Dashboard

The transport dashboard includes

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

The screenshot shows the CHENA Transport Portal dashboard. At the top, there's a navigation bar with links for Home, Our Services, About Us, and Login. A user profile is logged in as 'dulan@123'. On the left sidebar, there are two main categories: 'Profile' and 'Deliveries'. The 'Profile' section is currently active, displaying the user's name 'Dulan Anjana', email 'dulan@123', and status 'Active Account'. It also indicates that the provider is 'Verified'. Below this, the 'Personal Information' section contains fields for Business/Full Name ('Dulan Anjana'), Email Address ('dulan@123'), Phone Number ('0762387047'), and NIC Number ('2000369854').

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

This screenshot shows the 'Delivery Management' section of the transport provider dashboard. It features a large orange header bar with the title 'Delivery Management' and the sub-instruction 'Manage your deliveries and track progress'. Below this, there are three buttons for filtering deliveries: 'Assigned (0)', 'Pending (0)', and 'Completed (0)'. A specific delivery order is highlighted with the tracking number 'DEL1769737447057'. The order details include the customer information ('Surani Alas', phone '0245689369') and vehicle information ('Van', 'AE-4545'). The pickup location is listed as 'Colombo' and the delivery location as 'No.83 , Anuradhapura'. A blue button labeled 'ASSIGNED' is visible on the right side of the order details.

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

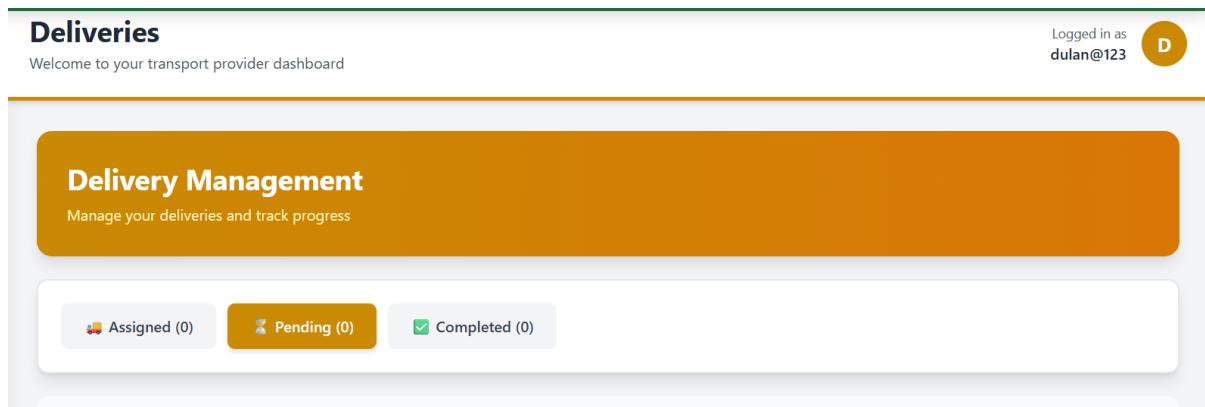


Figure 28 - Transport Provider Delivery Status

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

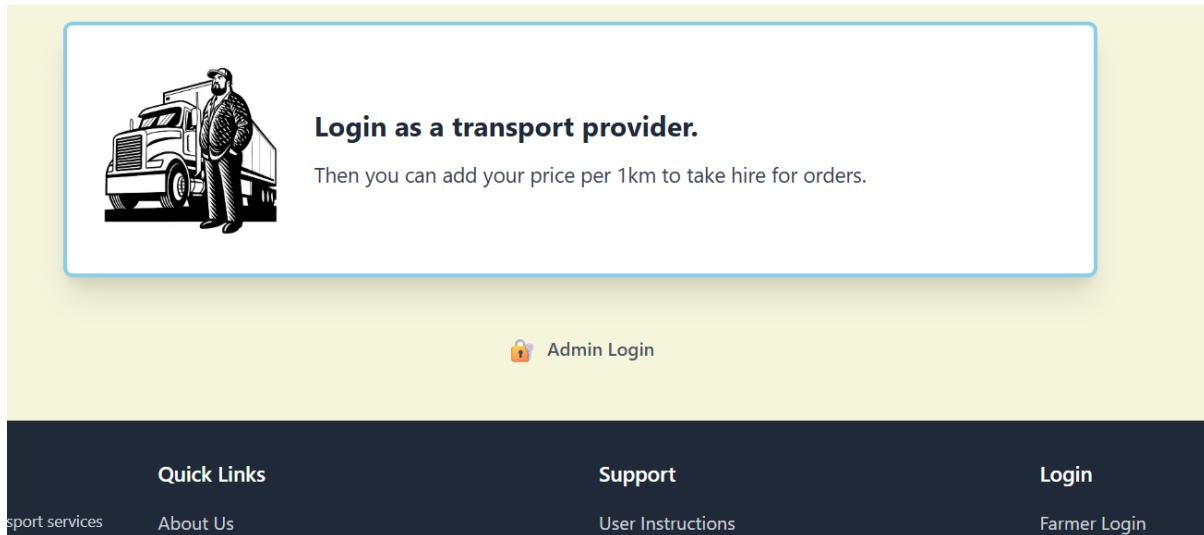


Figure 29 - Admin Login button

- Enter admin credentials

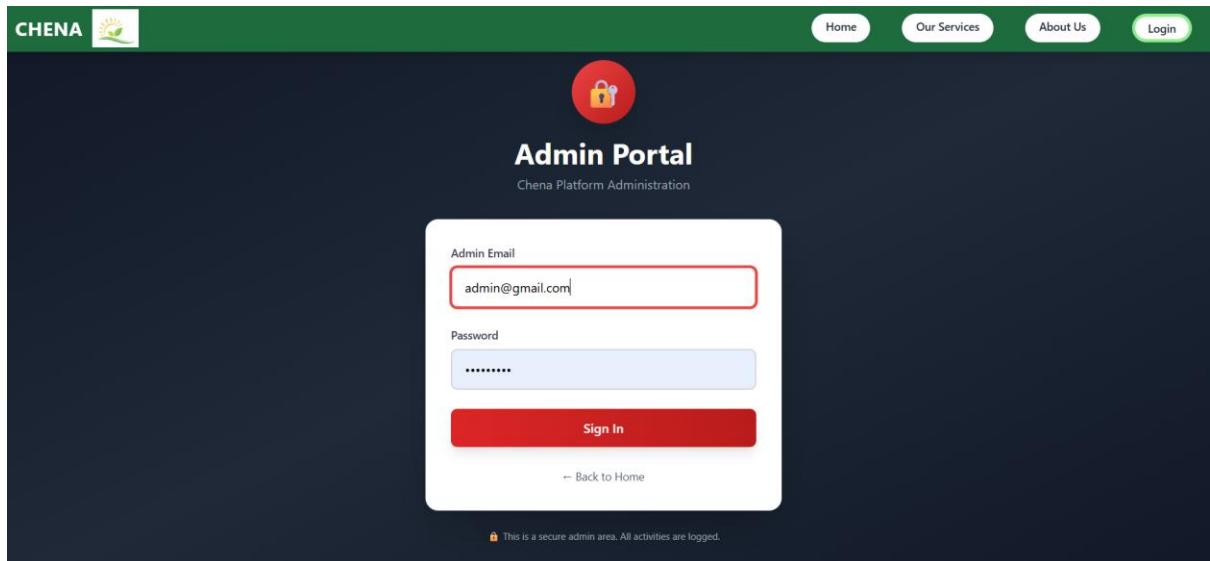


Figure 30 - Admin Login page

- Access admin dashboard

Admin Dashboard

The admin dashboard includes

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

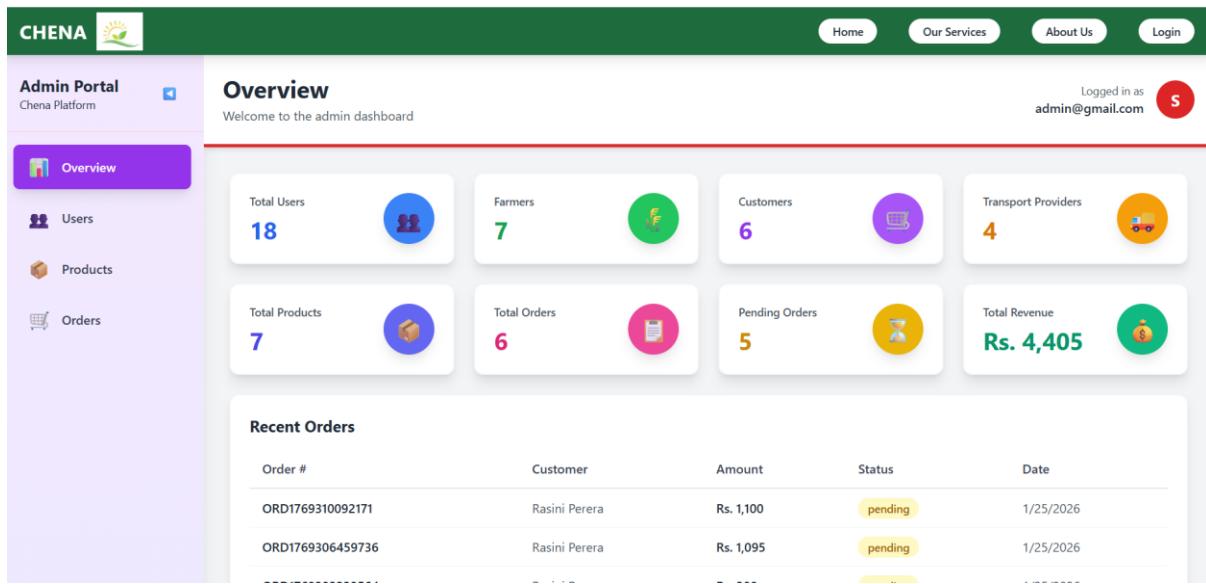


Figure 31 - Admin Dashboard

Managing Users

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

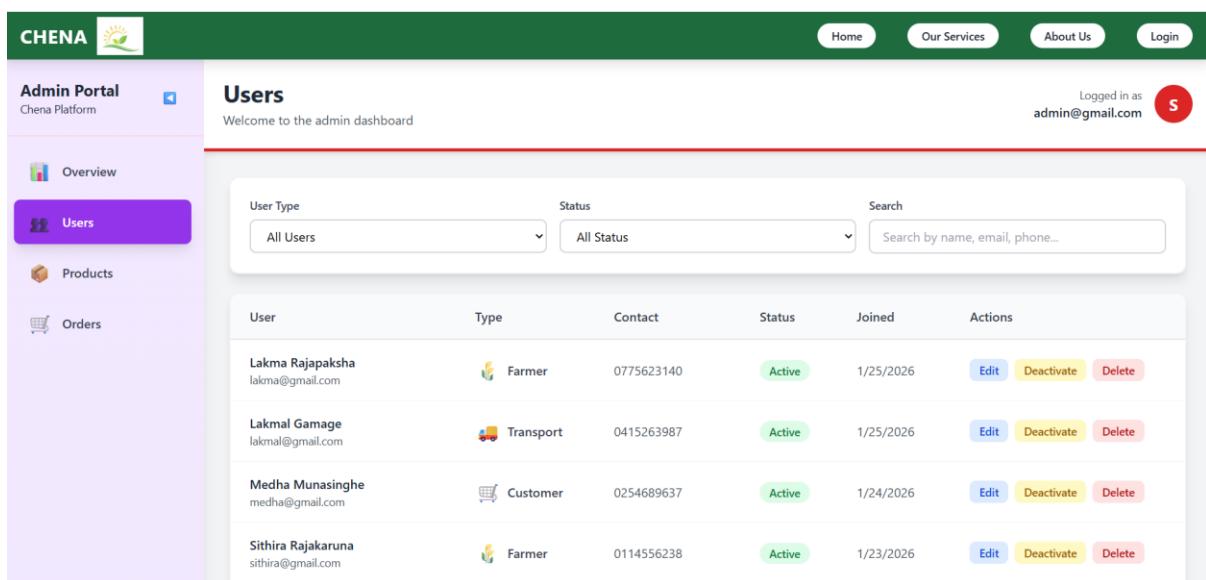


Figure 32- Admin User Management page

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

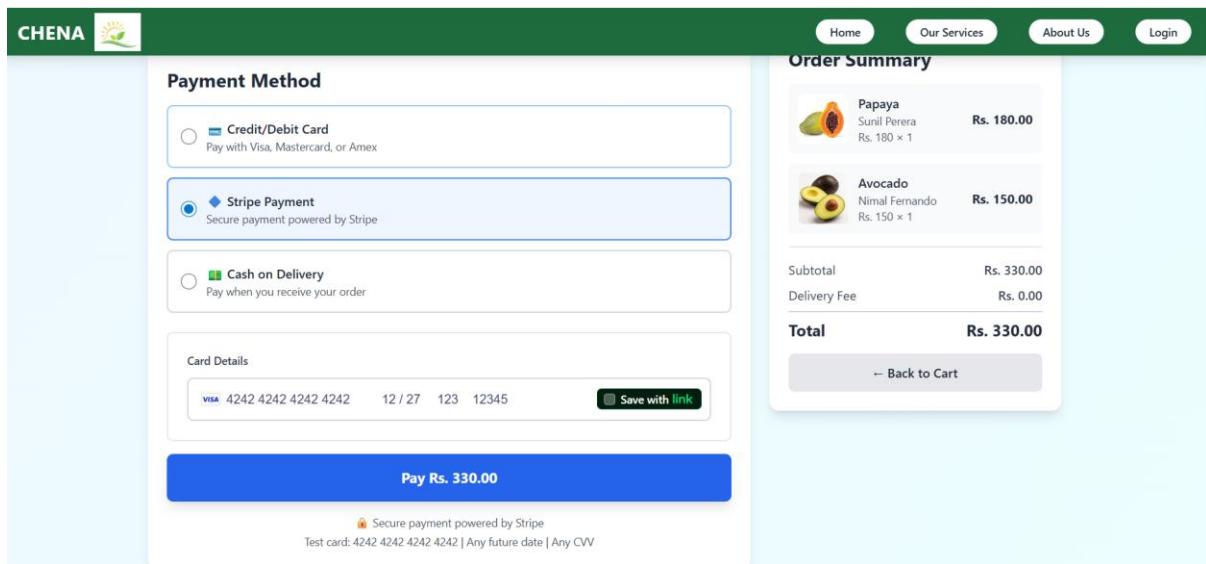


Figure 33 - Payment Gateway

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 page. At the top, there is a green header bar with the CHENA logo on the left and navigation links for Home, Our Services, About Us, and Login on the right. Below the header, there is a section titled "Why CHENA" with 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 this text is a small image of a person holding a basket of fruit. The main content area has a title "Contact Us" and a sub-instruction "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 sections: "Send us a Message" containing input fields for Full Name (John Doe) and Email Address (john@example.com), and "Contact Information" containing address (123 Agricultural Road, Colombo, Sri Lanka), phone number (+94 XX XXX XXXX), and email (john@example.com).

Figure 34 - Contact Us page

- End -