SMART WATER VENDOR

CUSTOMER USER MANUAL

VERSION 1.0

PREPARED BY

SMS ONE (U) LIMITED

PREPARED FOR

KOKEN BORING MACHINE CO., LTD

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1. Introduction

Welcome to the Smart Water Vendor Mobile Application.

The Smart Water Vendor App enables customers to conveniently order safe and clean water from their mobile phones and have it delivered to their preferred location.

Using the application, customers can:

- Create and manage their account.
- Order water for delivery.
- Save frequently used delivery locations.
- Track the delivery rider in real time.
- View order status updates.
- Contact the assigned rider.
- View previous orders and delivery history.

This guide provides step-by-step instructions on how to use the application.

2. System Requirements

To use the Smart Water Vendor Mobile Application, you need:

Smartphone Requirements

- Android smartphone
- Internet connection (Mobile Data or Wi-Fi)
- GPS/Location Services enabled

User Requirements

- Valid mobile phone number
- Active SIM card capable of receiving OTP verification messages

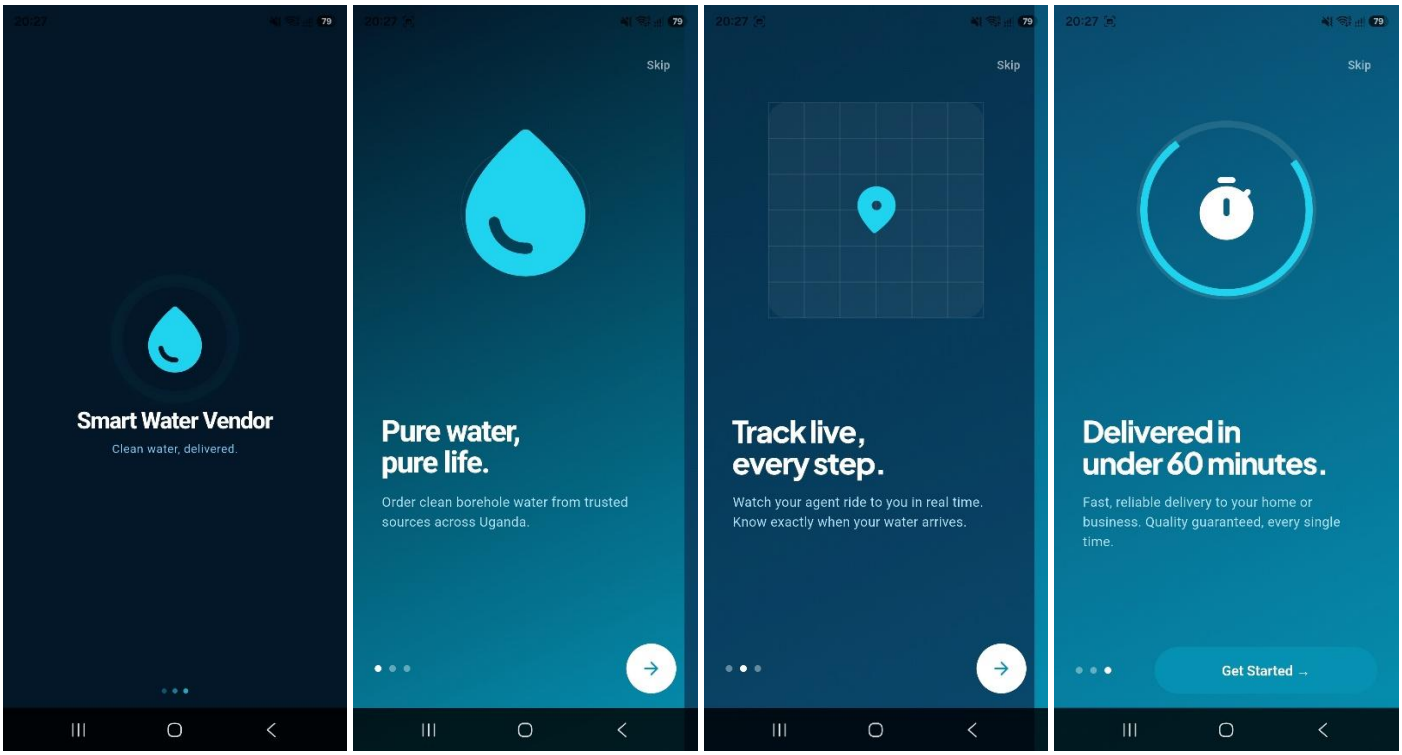
Recommended Settings

- Enable Location Services (GPS)
- Allow app notifications
- Allow the application to access your location when placing orders

3. Getting Started

When you launch the Smart Water Vendor App for the first time, you will be presented with introductory screens highlighting the key features of the service.

- **Welcome Screen -** The application displays the Smart Water Vendor logo and slogan.
- **Feature Introduction Screens -** Swipe left or tap the arrow button to navigate through the introduction screens.
- **Pure Water, Pure Life -** This screen introduces the Smart Water Vendor service and its purpose of delivering clean borehole water from trusted sources.
- **Live Delivery Tracking -** This screen explains that customers can track deliveries in real-time.
- **Fast Delivery -** This screen highlights the expected delivery timelines.
- **Proceed to Login -** Tap **Get Started** to continue to the login screen.

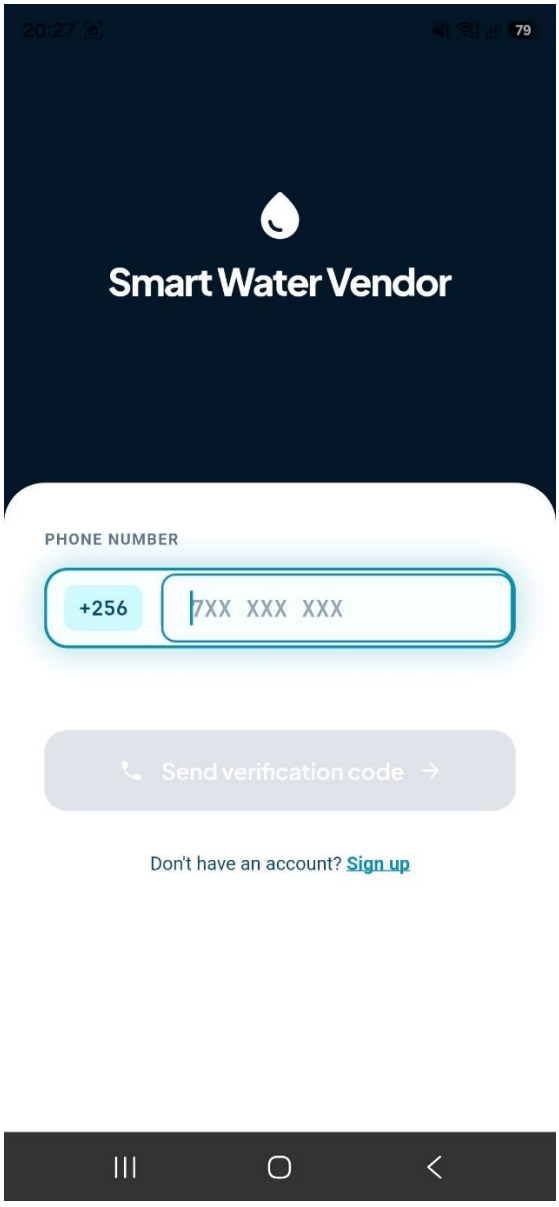


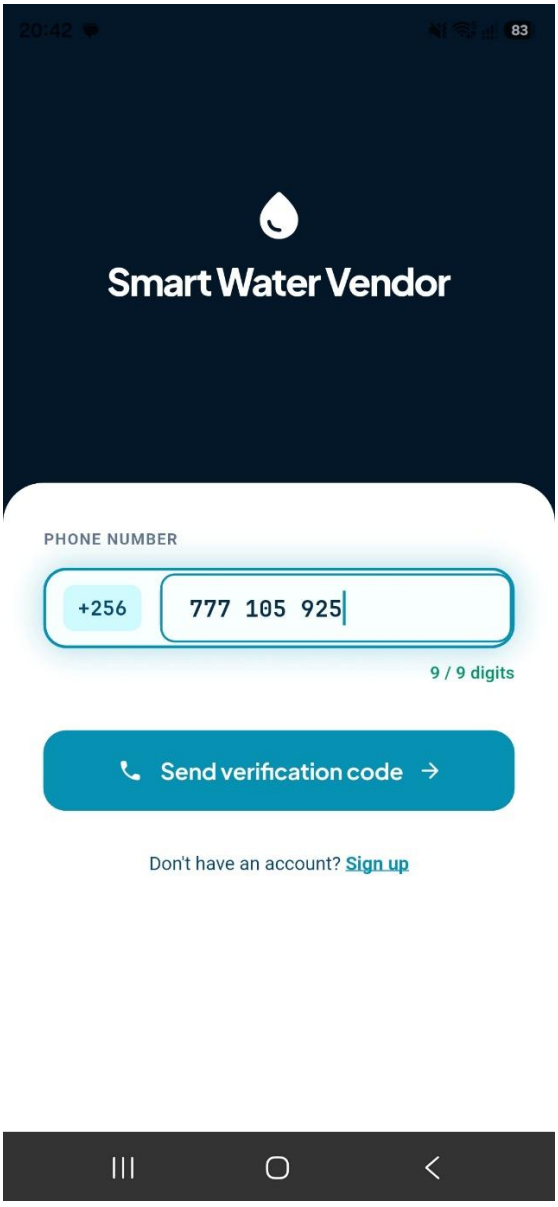
4. Logging In

Existing customers can access their accounts using their registered phone numbers.

Step 1: Enter Phone Number

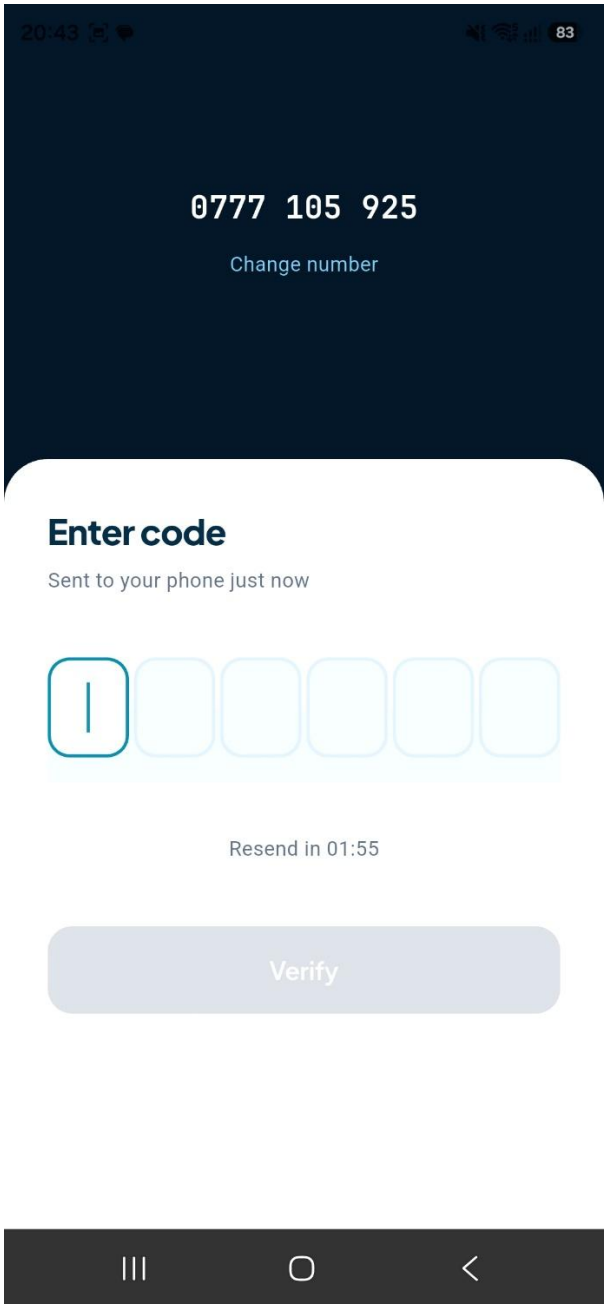
- Enter your registered mobile phone number.
- Tap **Send Verification Code**.





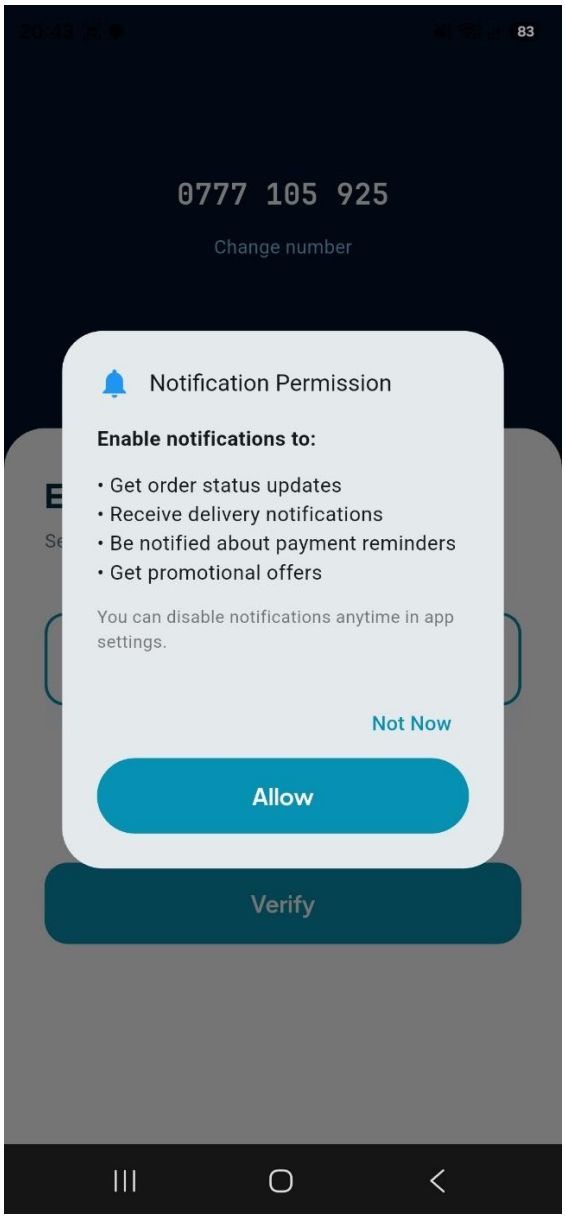
Step 2: OTP Verification

- An OTP (One-Time Password) will be sent to your mobile phone.
- Enter the OTP received via SMS.
- Tap **Verify**.



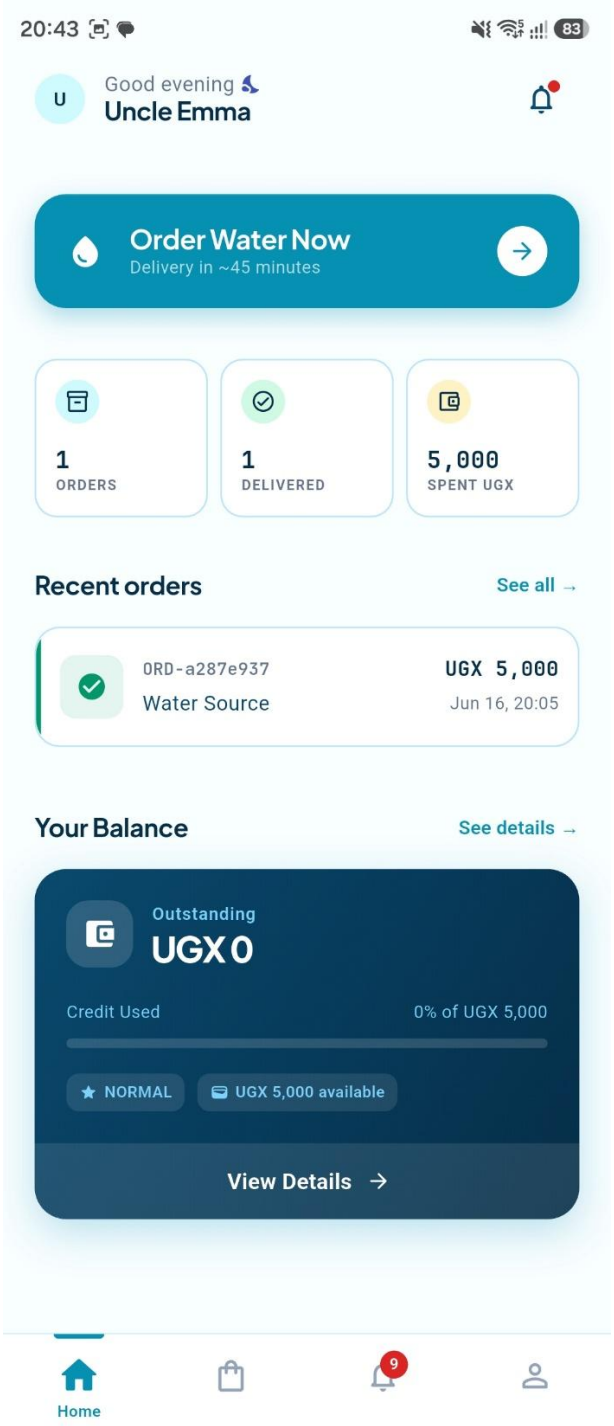
Step 3: Notification Permissions

- The application may request permission to send notifications.
- Notifications help you receive:
  - Order status updates
  - Delivery updates
  - Payment reminders
  - Promotional offers
- Select:
  - **Allow** – Enable notifications.
  - **Not Now** – Continue without notifications.



Step 4: Successful Login

After successful verification, you will be redirected to the Customer Dashboard.

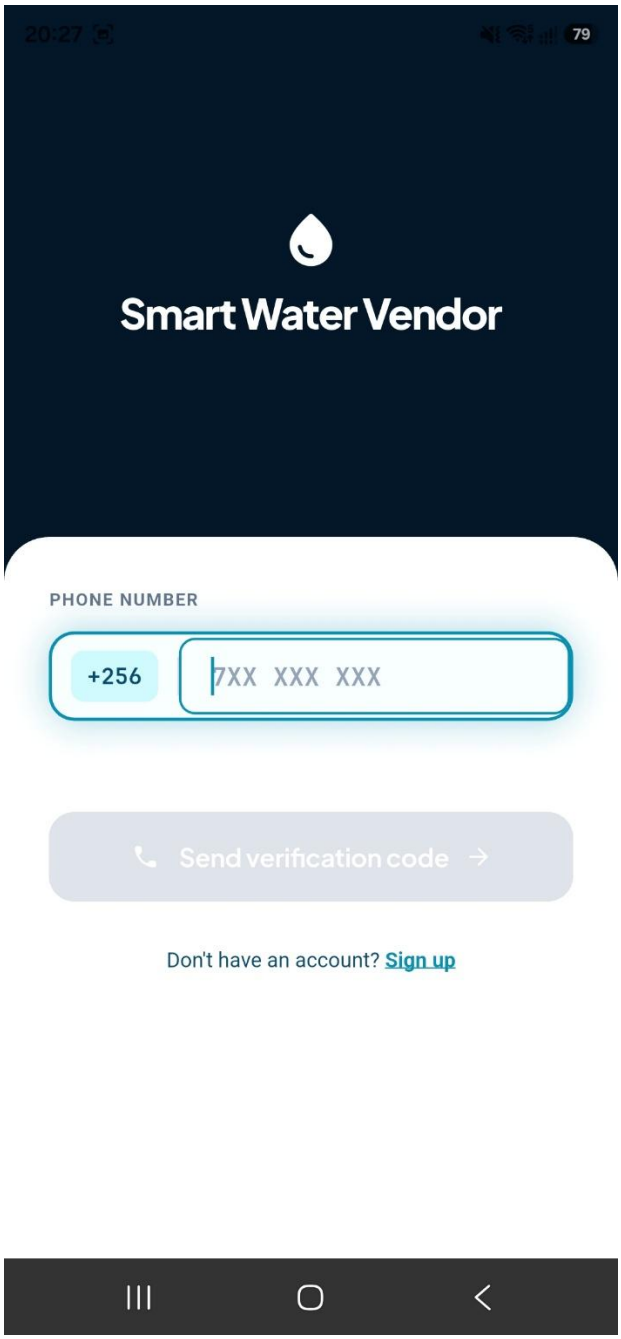


5. Creating a New Account

New users must create an account before placing orders.

Step 1: Open Registration

- On the Login Screen, tap **Sign Up**.



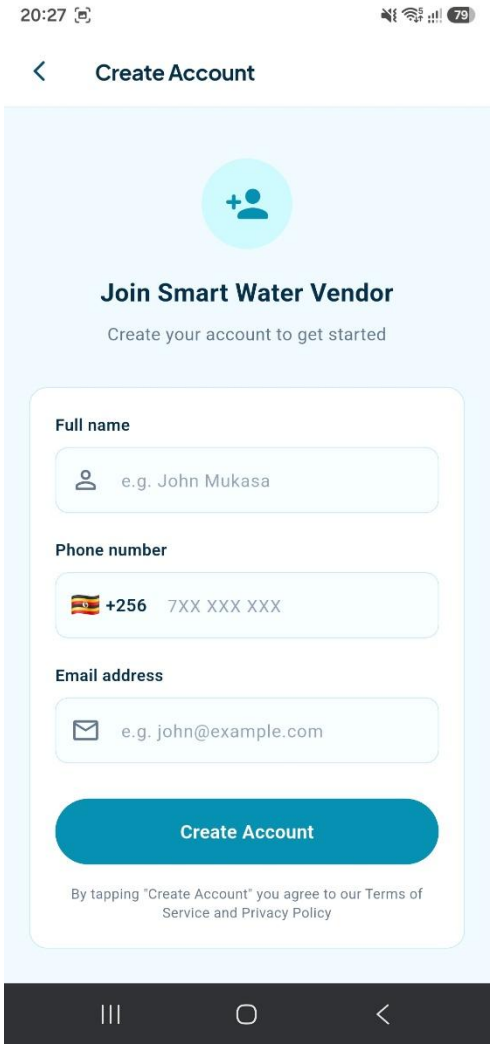
Step 2: Enter Personal Information

Provide the following details:

Field	Description
Full Name	Customer's full name
Phone Number	Active mobile phone number
Email Address	Valid email address

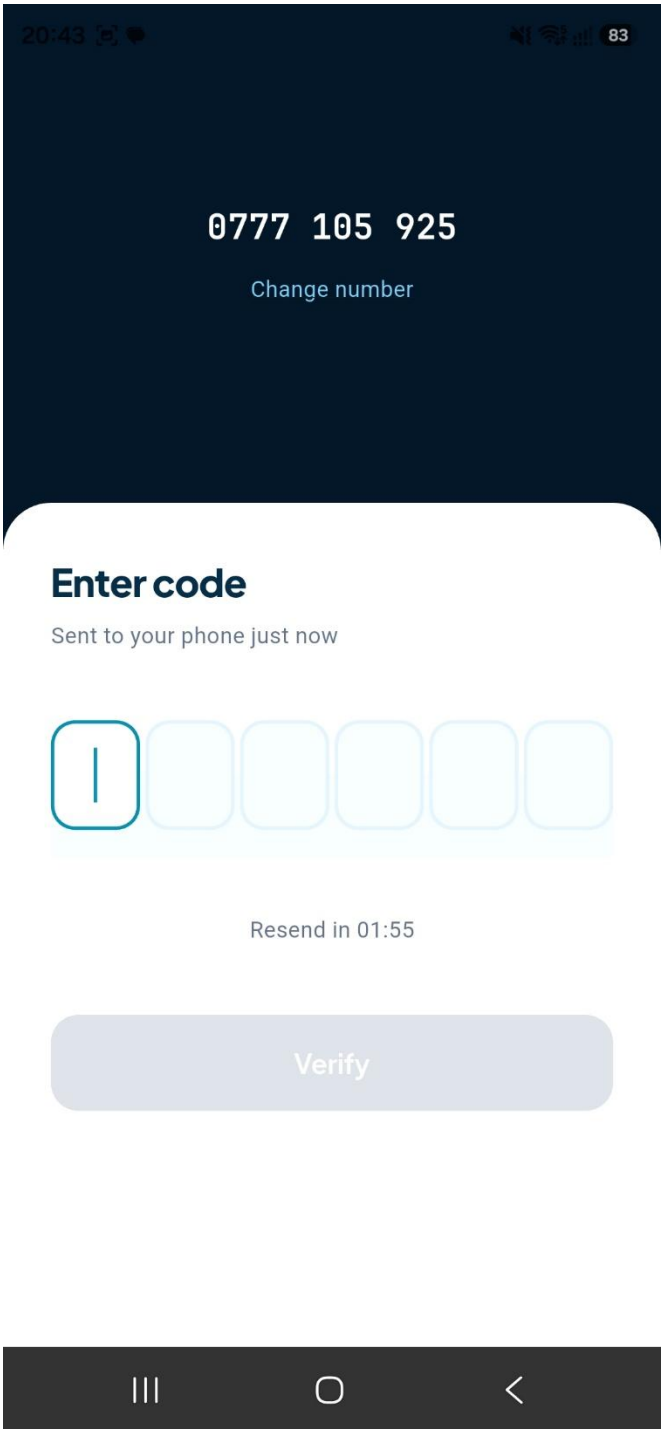
Step 3: Submit Registration

- Tap **Create Account**.
- The system will create your account and send an OTP verification code.



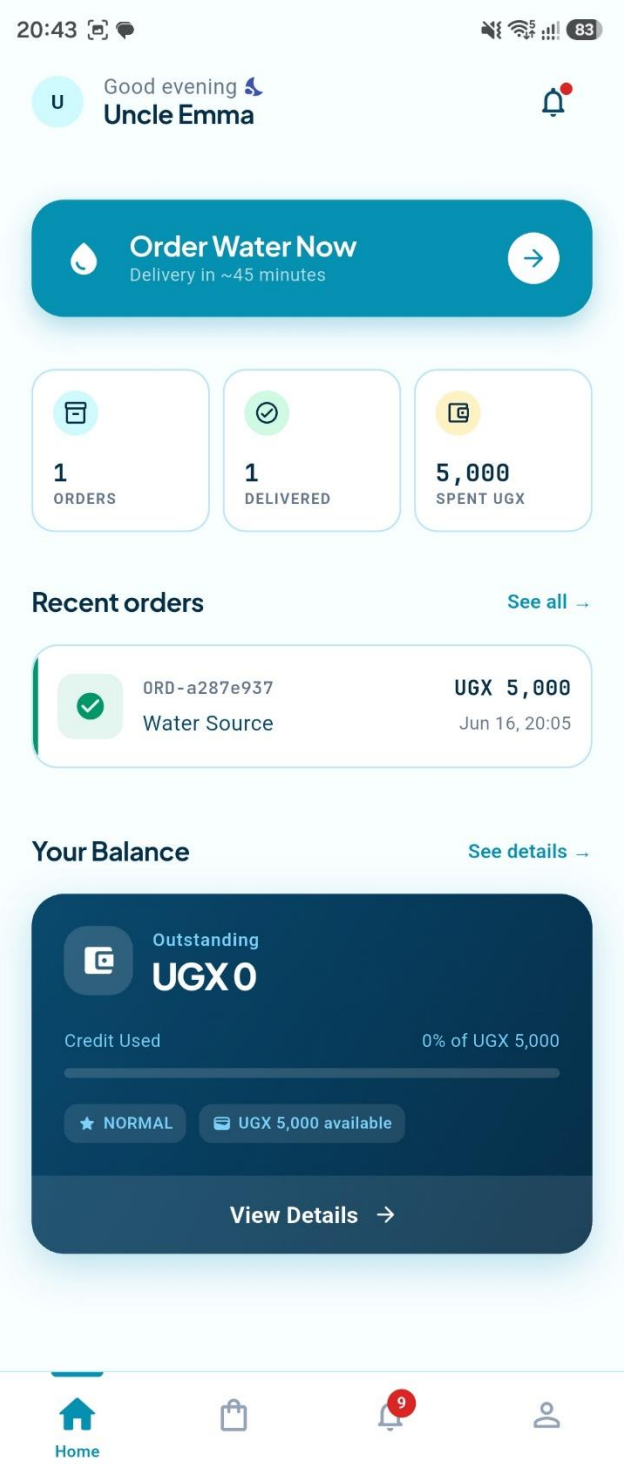
Step 4: Verify Phone Number

- Enter the OTP sent to your mobile number and tap **Verify**.
- Once verified, your account will be activated.



6. Customer Dashboard

The Dashboard is the main screen used to access all customer services.



The Dashboard contains:

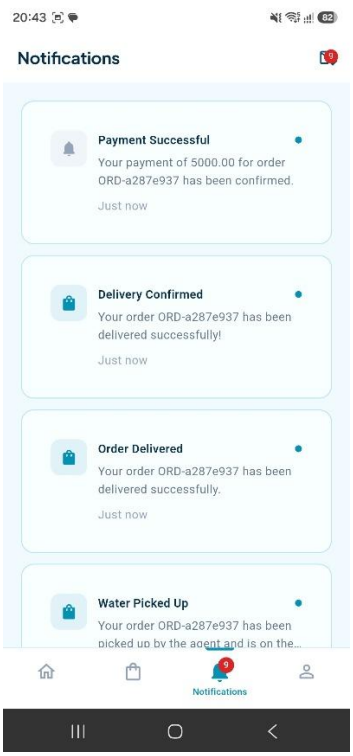
- **Order Water Now -** Allows customers to start a new water order.
- **Orders Summary -** Displays:
  - Total orders made
  - Orders delivered
  - Total amount spent
- **Recent Orders -** Shows recently completed and pending orders.
- **Outstanding Balance -** Displays:
  - Current balance
  - Credit limit
  - Available balance
- **Notifications -** Displays delivery updates and payment alerts.

7. Viewing Notifications

Customers receive automatic notifications regarding order progress.

To view notifications:

1. Tap the **Notifications** icon.
2. Review recent updates.



Typical notifications include:

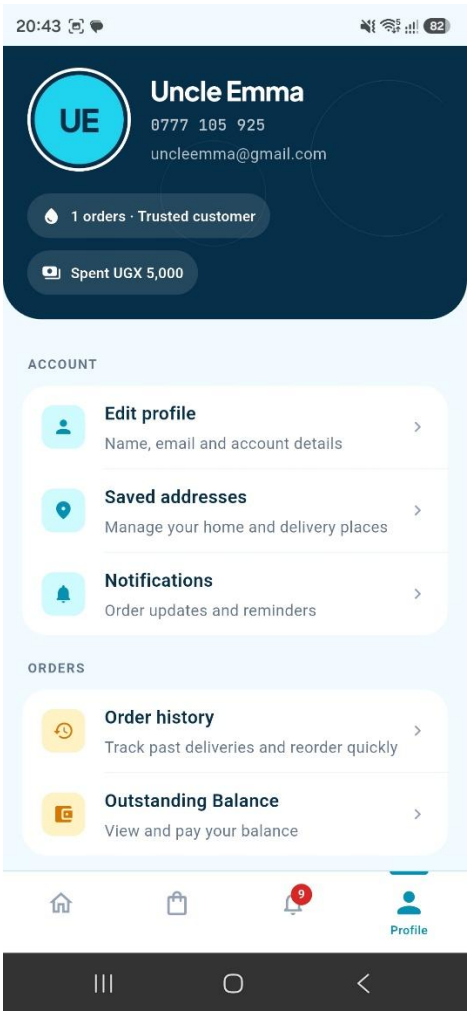
- Order received
- Rider assigned
- Water picked up
- Order delivered
- Payment confirmed

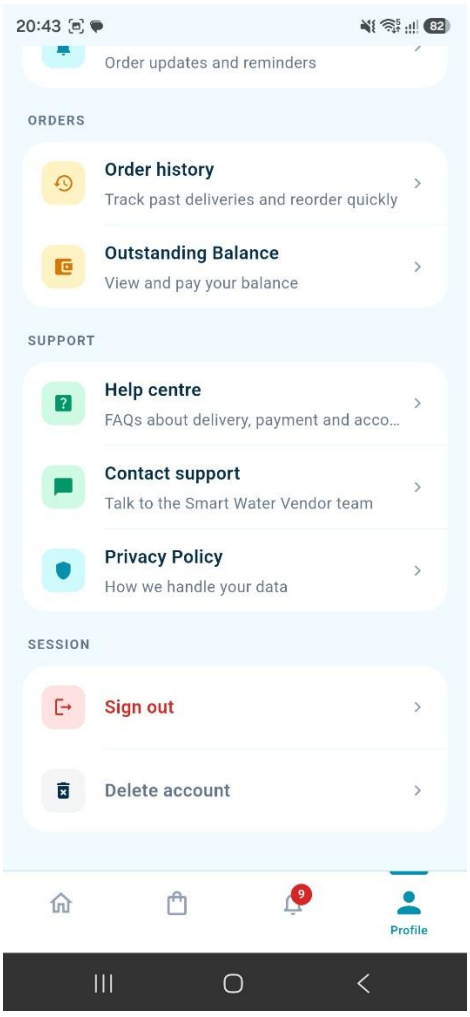
8. Managing Your Profile

The Profile section allows customers to manage account information.

To access:

1. Tap **Profile** from the bottom menu.





Profile Features

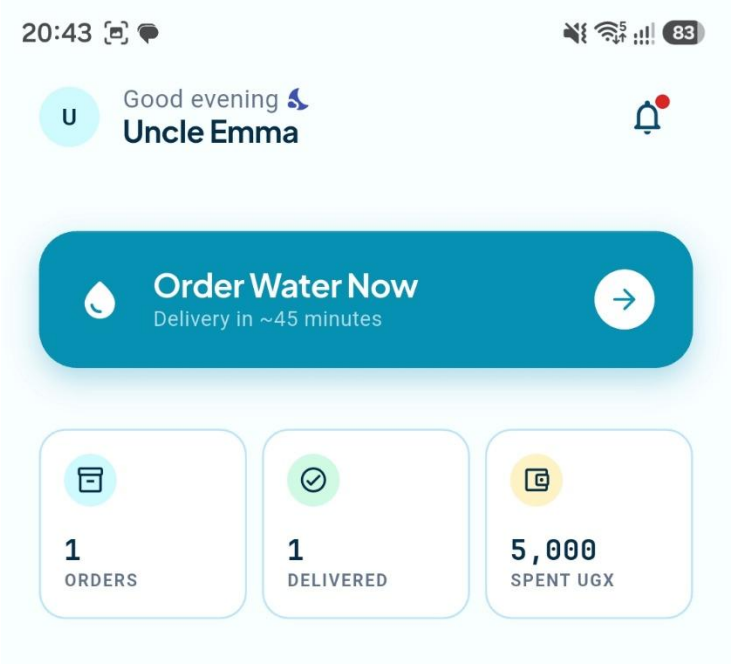
- **Edit Profile -** Update:
  - Name
  - Email Address
  - Contact Information
- **Saved Addresses -** Manage frequently used delivery locations.
- **Order History -** Review previous deliveries.
- **Outstanding Balance -** View unpaid balances and payment information.
- **Help Centre -** Access frequently asked questions.
- **Contact Support -** Contact the Smart Water Vendor support team.
- **Privacy Policy -** Review how customer information is managed and protected.
- **Sign Out -** Log out of the application.
- **Delete Account -** Request permanent account deletion.

9. Placing a Water Order

The Smart Water Vendor App allows customers to order clean water directly from approved water sources and have it delivered to their preferred location.

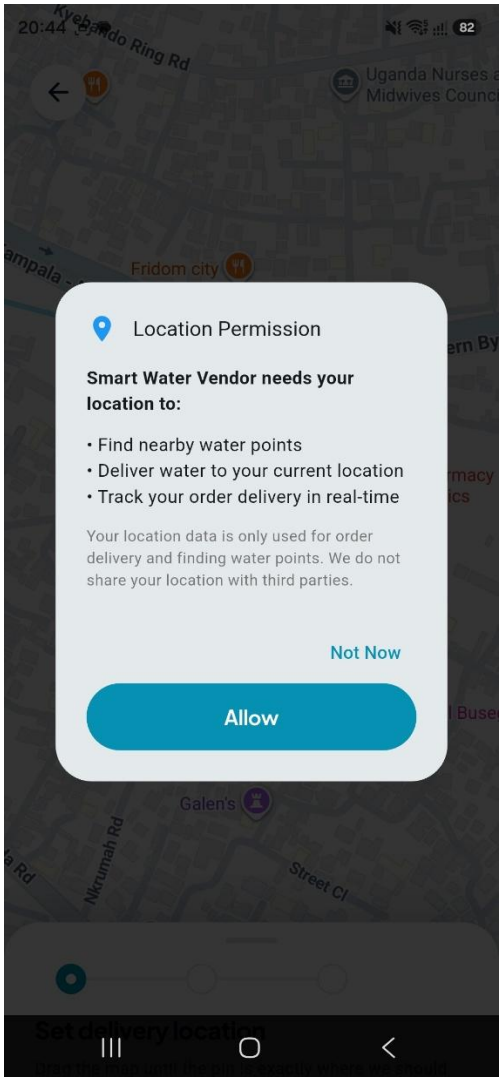
Step 1: Start a New Order

- From the Dashboard, tap **Order Water Now**.
- The system will begin the order process.



Step 2: Allow Location Access

- To accurately identify your delivery location, the application will request access to your device location.

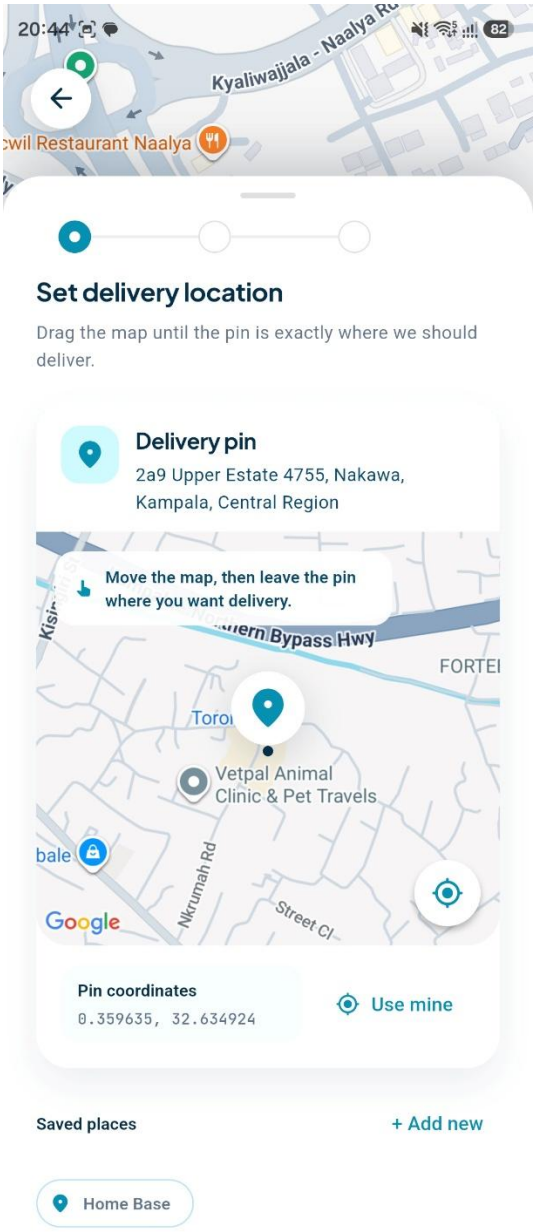


Options

- **Allow**
  - Enables GPS location services.
  - Helps the system identify nearby water points.
  - Supports real-time delivery tracking.
- **Not Now**
  - Allows you to continue manually selecting a location.
- **NOTE:** For the best experience, customers are encouraged to allow location access.

Step 3: Set Delivery Location

The application will display a map where you can select the exact delivery point.

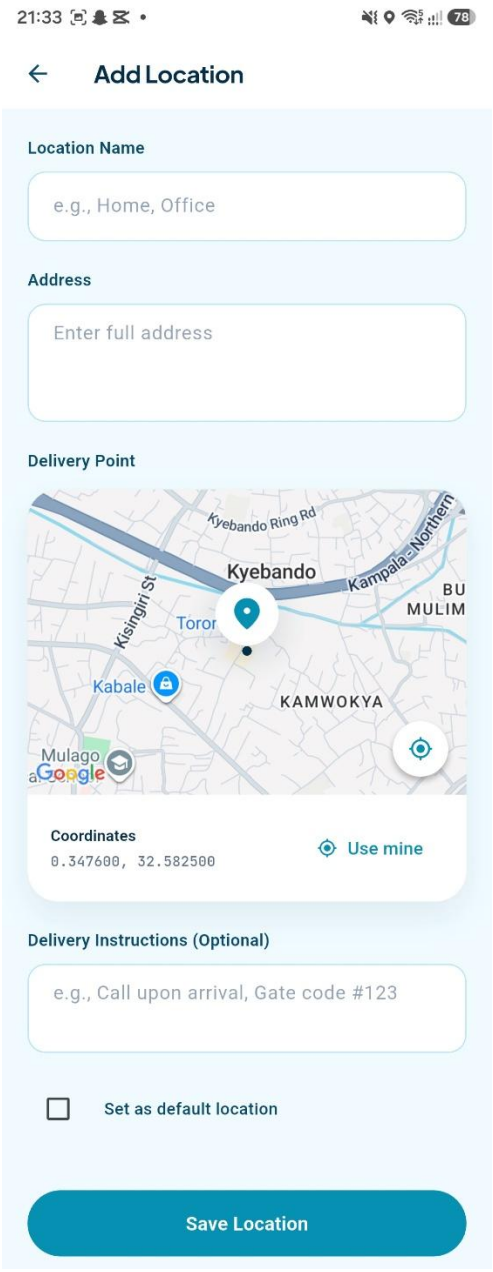


- **To Select a Location**
    1. Move the map until the delivery pin is positioned at your preferred location.
    2. Review the generated address.
    3. Confirm the displayed coordinates.
    4. Tap **Use Mine** to automatically use your current location.

Step 4: Select or Save Delivery Address

The system allows customers to use previously saved locations.

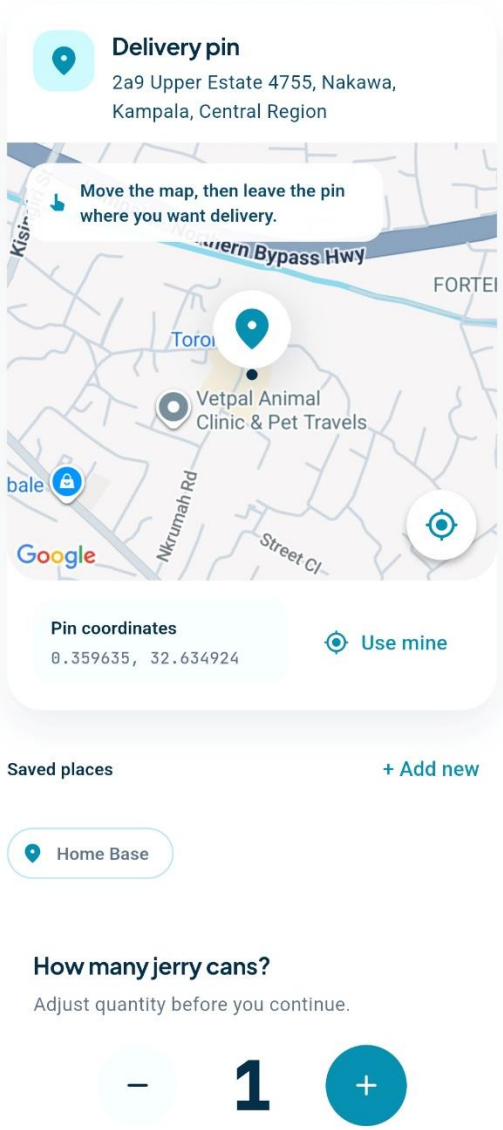
Saved Places - Examples include: Home, Office, Shop & School



- To add a new location:
    1. Tap **+ Add New**.
    2. Enter the location details.
    3. Save the address for future orders.

Step 5: Specify Quantity

- Select the number of jerrycans required.

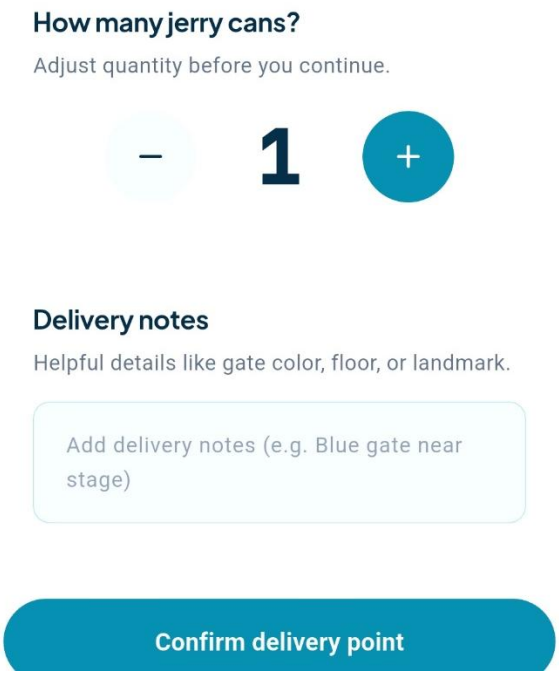


- **Adjust Quantity**
  Tap:
  + *Increase quantity*.
  – *Reduce quantity*.

The total order amount will automatically update based on the quantity selected.

Step 6: Enter Delivery Notes

Customers may provide additional instructions to help the delivery agent locate them.



Examples:

- Blue gate near the main road.
- Third floor, Apartment B4.
- Ask for the security guard.
- Deliver behind the supermarket.

Providing accurate notes helps ensure faster delivery.

Step 7: Confirm Delivery Point

After reviewing the location and quantity:

- Tap **Confirm Delivery Point**.
- The system proceeds to the Order Summary screen.

10. Reviewing Order Summary

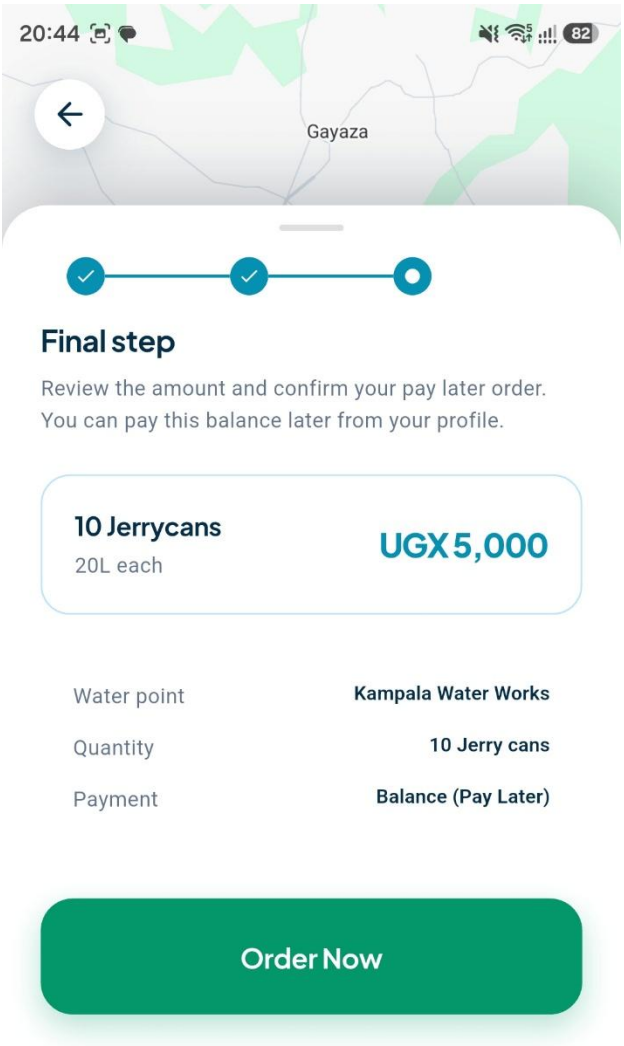
The Order Summary screen provides a complete overview of the order before submission.

Review:

- **Water Source -** Example: Kampala Water Works
- **Quantity -** Example: 10 Jerrycans
- **Container Size -** Example: 20 Litres per Jerrycan
- **Delivery Address -** Review the selected delivery location.
- **Order Amount -** Review the total cost displayed.
- **Checkout -** If all information is correct:
    - Tap **Checkout**.

11. Confirming the Order

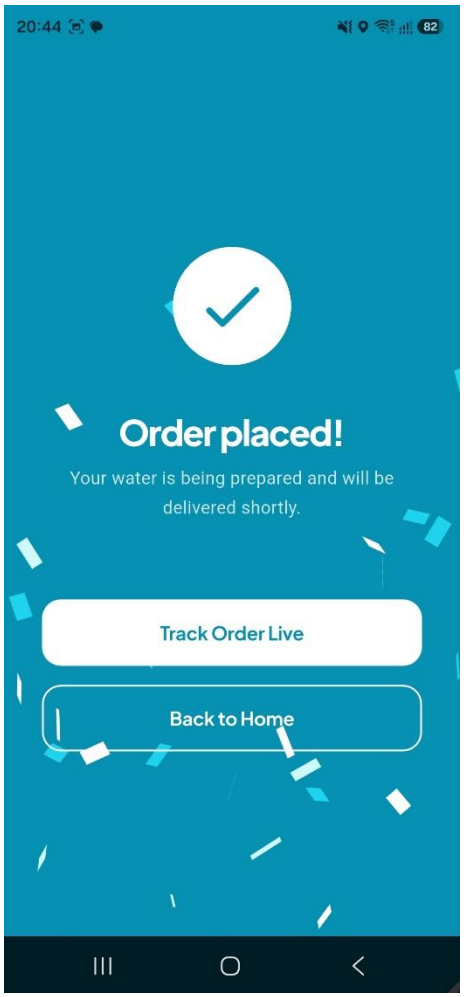
The Final Confirmation screen displays the payment method and complete order details.



- **Payment Option -** In this example:
  - **Balance (Pay Later)** - The customer can place the order immediately and settle the outstanding balance later through their account.
- **Submit Order**
  - Tap **Order Now**.
  - The system will:
    - Create the order.
    - Assign a delivery agent.
    - Notify the customer.
    - Begin delivery processing.

12. Order Successfully Submitted

After tapping **Order Now**, the system successfully creates the order and displays a confirmation message.



Available Options

- **Track Order Live -** Tap **Track Order Live** to monitor the delivery process in real time.
- This option allows customers to:
  - View delivery progress
  - Monitor order status updates
  - See assigned delivery agent information
  - Follow the delivery route
- **Back to Home -** Tap **Back to Home** to return to the dashboard.

The order will continue being processed in the background.

13. Tracking Your Order

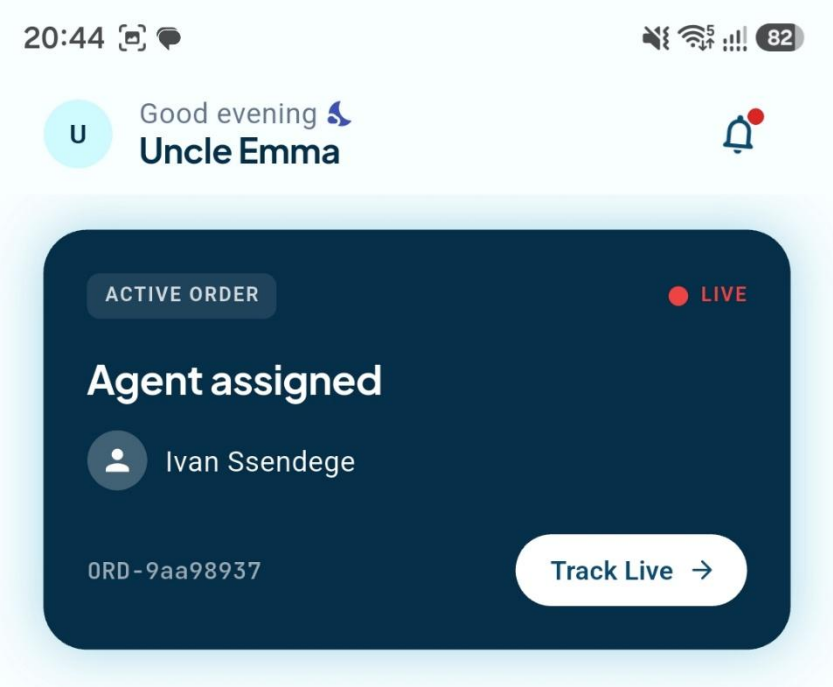
Once the order is successfully submitted, customers can monitor the delivery process in real time.

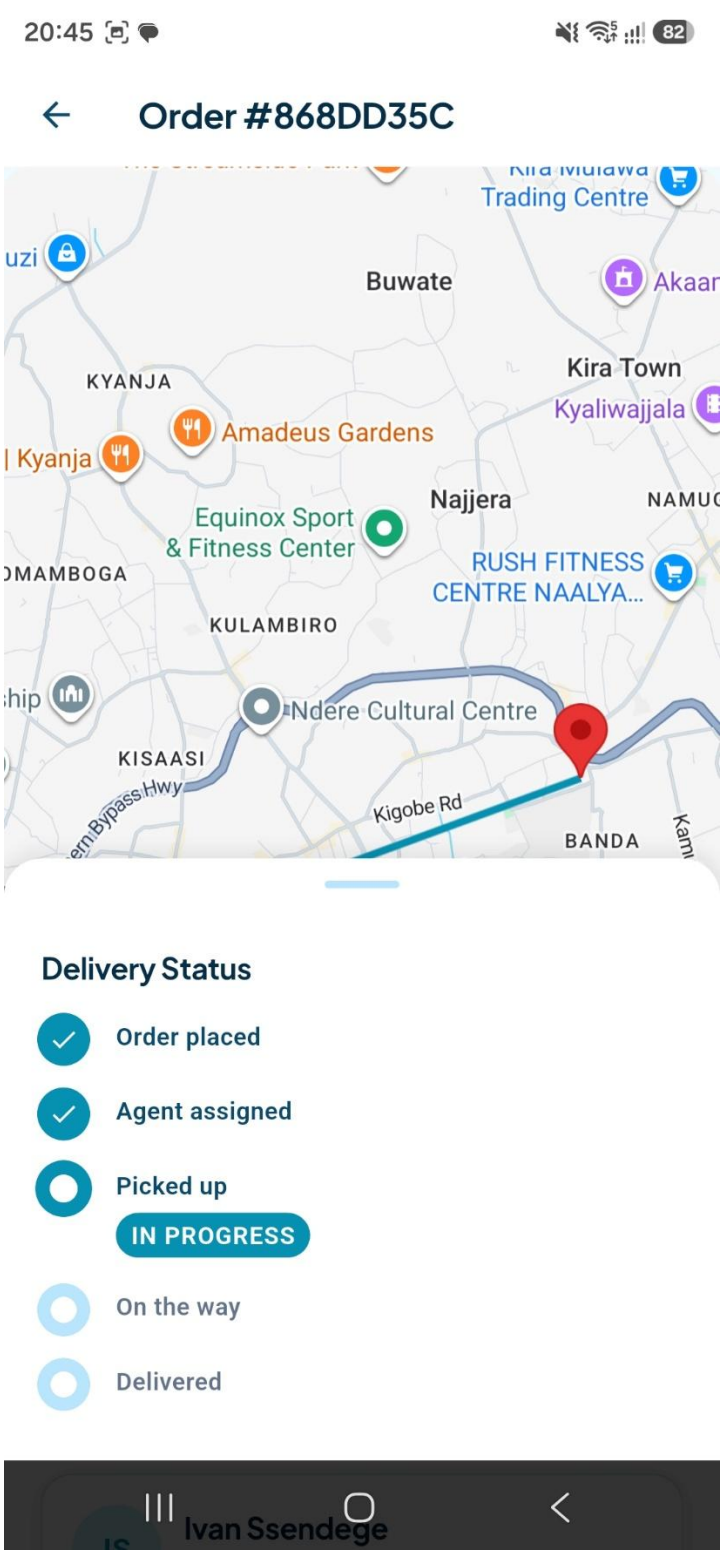
The Smart Water Vendor system updates order status automatically.

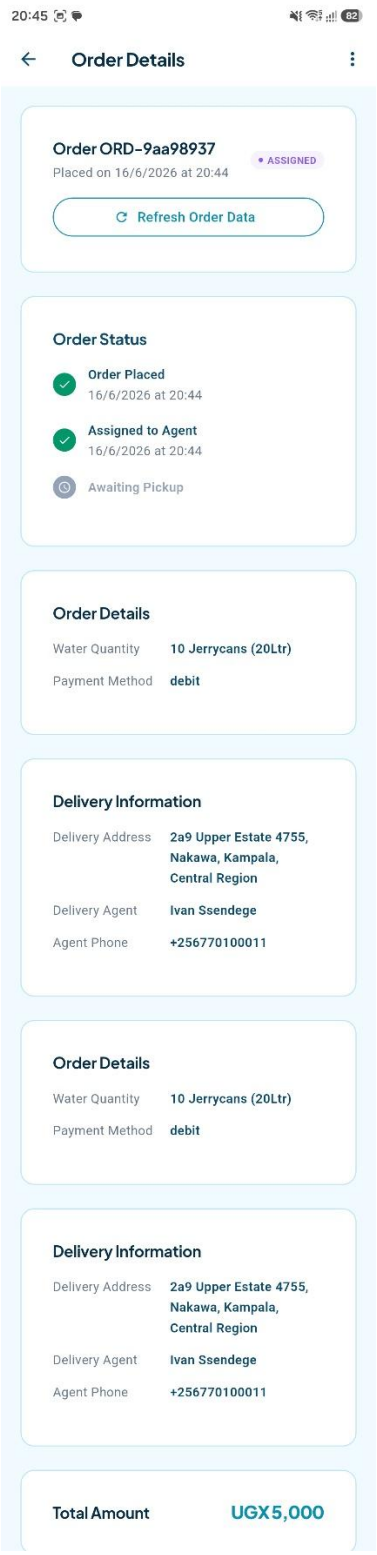
Typical statuses include:

Status	Meaning
Order Received	Order successfully submitted
Order Confirmed	Order approved for processing
Water Picked Up	Delivery agent has collected the water
On Delivery	Agent is travelling to customer
Delivered	Order successfully delivered
Payment Confirmed	Payment successfully received

Customers will receive notifications whenever the order status changes.



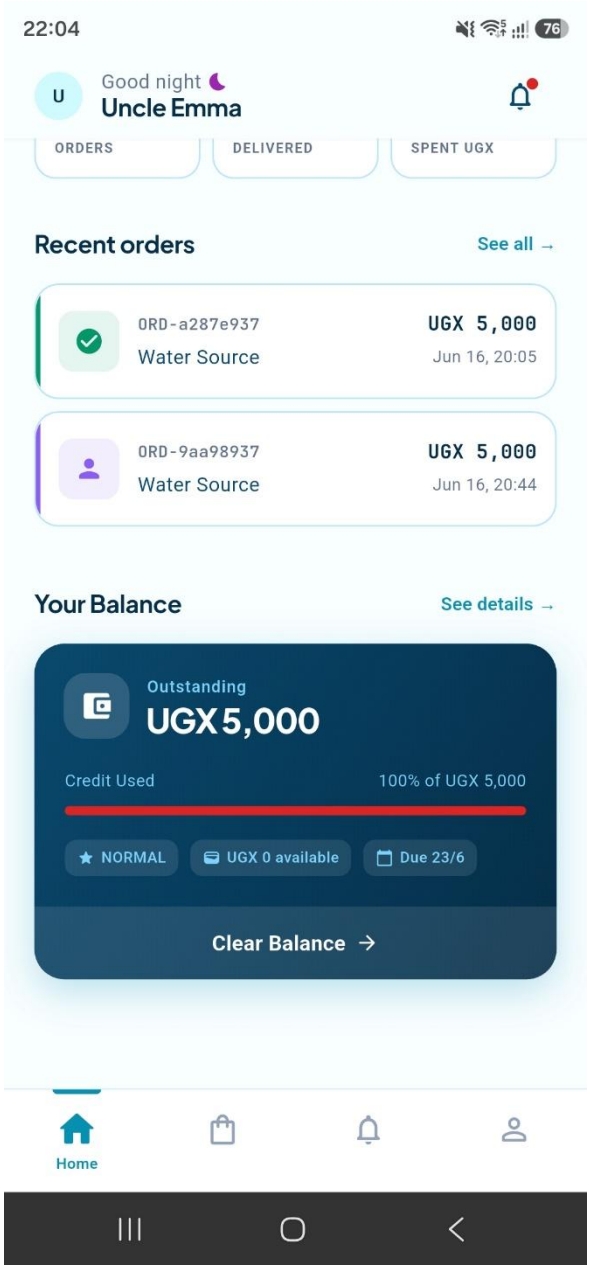

20:45
82
Order #868DD35C
Trading Centre
Buwate
Akaar
KYANJA
Kira Town
Kyaliwajjala
Amadeus Gardens
Kyanja
Najjera
Equinox Sport
& Fitness Center
RUSH FITNESS
CENTRE NAALYA...
KULAMBIRO
Ndere Cultural Centre
KISAASI
Kigobe Rd
BANDA
Delivery Status
Order placed
Agent assigned
Picked up
IN PROGRESS
On the way
Delivered
Ivan Ssendege


Order Details
Order ORD-9aa98937
ASSIGNED
Placed on 16/6/2026 at 20:44
Refresh Order Data
Order Status
Order Placed
16/6/2026 at 20:44
Assigned to Agent
16/6/2026 at 20:44
Awaiting Pickup
Order Details
Water Quantity
10 Jerrycans (20Ltr)
Payment Method
debit
Delivery Information
Delivery Address
2a9 Upper Estate 4755, Nakawa, Kampala, Central Region
Delivery Agent
Ivan Ssendege
Agent Phone
+256770100011
Order Details
Water Quantity
10 Jerrycans (20Ltr)
Payment Method
debit
Delivery Information
Delivery Address
2a9 Upper Estate 4755, Nakawa, Kampala, Central Region
Delivery Agent
Ivan Ssendege
Agent Phone
+256770100011
Total Amount
UGX 5,000

14. Managing Outstanding Balances

The Smart Water Vendor system allows approved customers to purchase water on credit and settle outstanding balances later.

When a customer has an unpaid balance, the balance information is displayed on the dashboard.

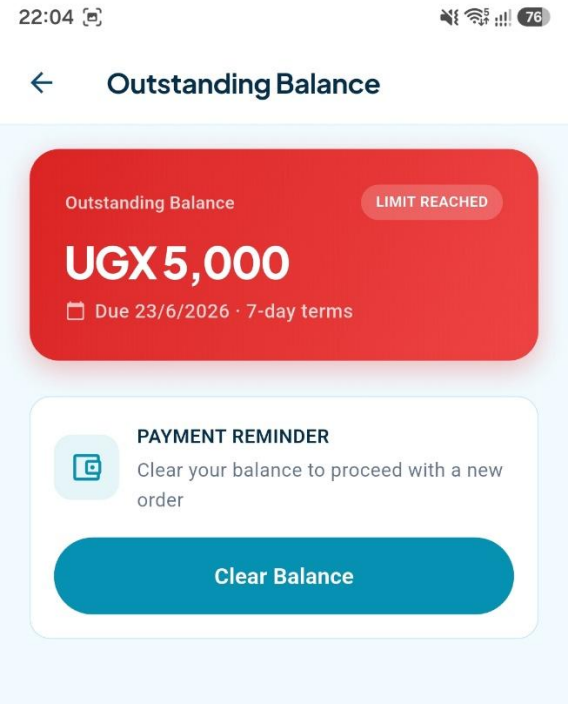


Accessing Balance Details

To view more information:

1. Navigate to the Home Screen.
2. Locate the **Your Balance** section.
3. Tap **See Details**.

The Outstanding Balance page opens.



Outstanding Balance Information

The page displays:

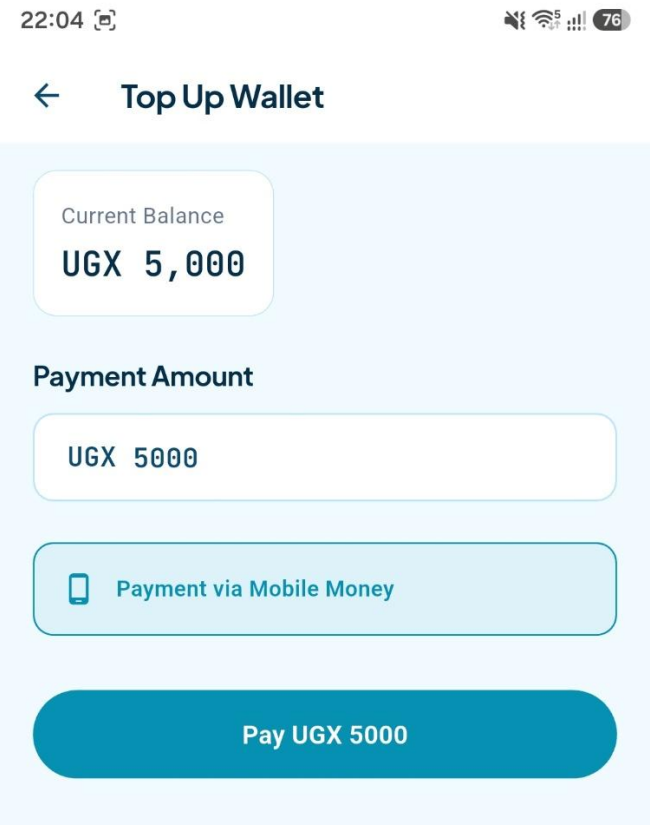
- Outstanding balance amount
- Credit status
- Payment terms
- Due date
- Payment reminder message

15. Clearing an Outstanding Balance

Customers can clear outstanding balances directly from the application using Mobile Money.

Initiating Payment

- To make a payment:
  - Open the Outstanding Balance page.
  - Tap **Clear Balance**.
- The payment screen opens.

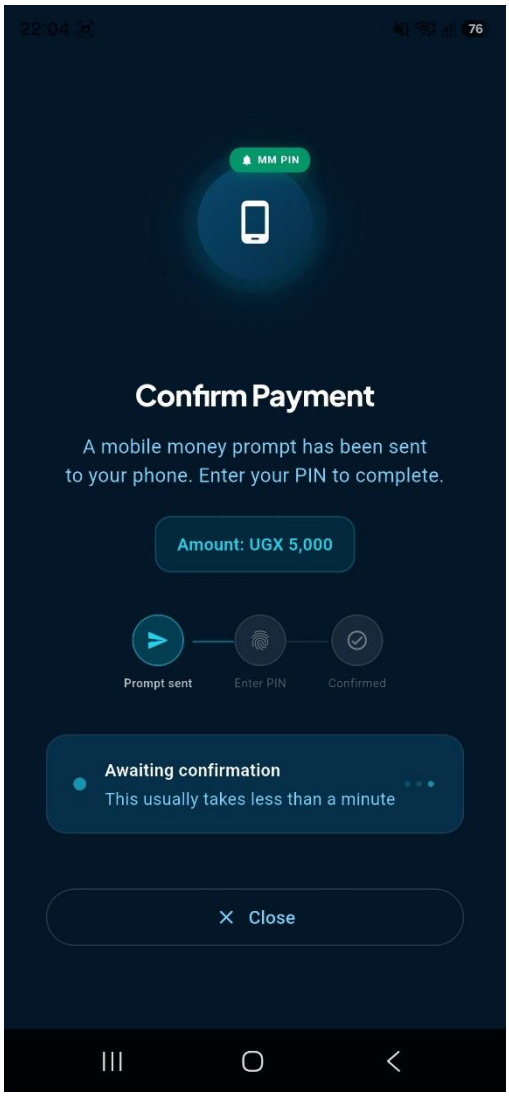


Proceeding with Payment

- To continue:
  1. Verify the payment amount.
  2. Confirm the Mobile Money payment method.
  3. Tap **Pay UGX 5,000**.
- The system initiates the Mobile Money payment request.

16. Mobile Money Payment Confirmation

After payment initiation, the system sends a Mobile Money collection request to the customer's phone.

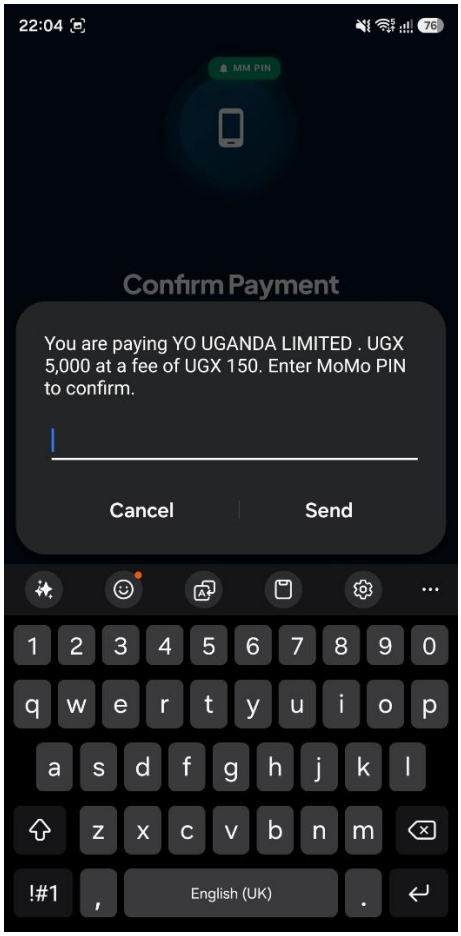


Payment Processing

- The application displays:
  - Payment amount
  - Payment status
  - Processing progress
  - Confirmation instructions

17. Authorizing Mobile Money Payment

The customer receives a Mobile Money PIN prompt on their phone.



Completing the Transaction

- To authorize payment:
  - Review the payment details.
  - Confirm the recipient name.
  - Verify the amount.
  - Enter your Mobile Money PIN.
  - Tap **Send**.

Successful Payment

- Upon successful authorization:
  - The outstanding balance is cleared.
  - Available credit is restored.
  - The customer can continue placing new orders.

- The transaction is recorded in the system.

Note:

Customers should ensure that:

- Their Mobile Money account has sufficient funds.
- The phone number registered on the Smart Water Vendor platform matches the Mobile Money number used for payment.
- They do not close the application until payment confirmation is received.

18. Ordering Water Using USSD

18.1 Overview

The Smart Water Vendor USSD service allows customers to order water using any mobile phone without requiring internet access.

The service is available through the following USSD code:

***217*571#**

USSD ordering is suitable for customers who:

- Do not have smartphones.
- Have limited internet access.
- Prefer using USSD services.
- Need a quick and simple ordering process.

18.2 Accessing the USSD Service

To begin:

1. Open the Phone Dialer.
2. Dial: ***217*571#**
3. Press the Call button.

The system displays the main menu:

18.3 Placing a Water Order

The system will display two options

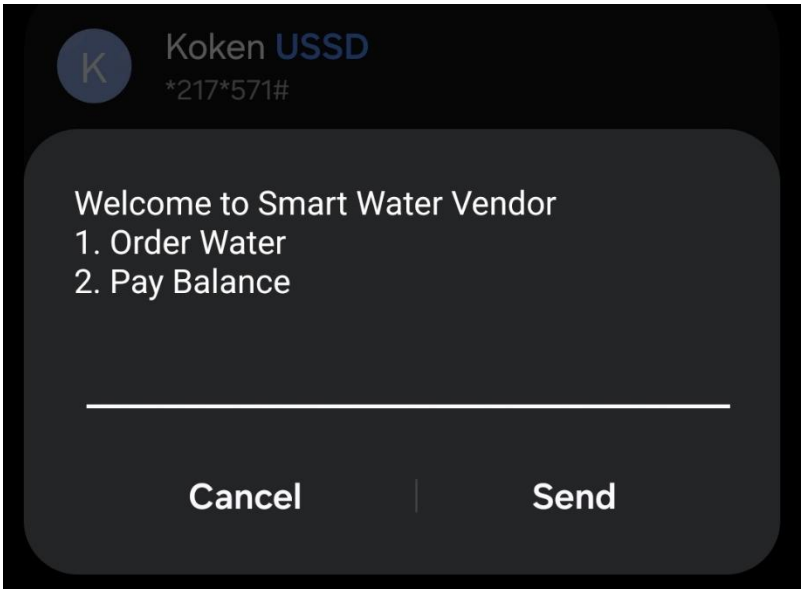
1. Order Water
2. Pay Balance

To place an order:

1. Select **Option 1 – Order Water**.

2. Press **Send**.

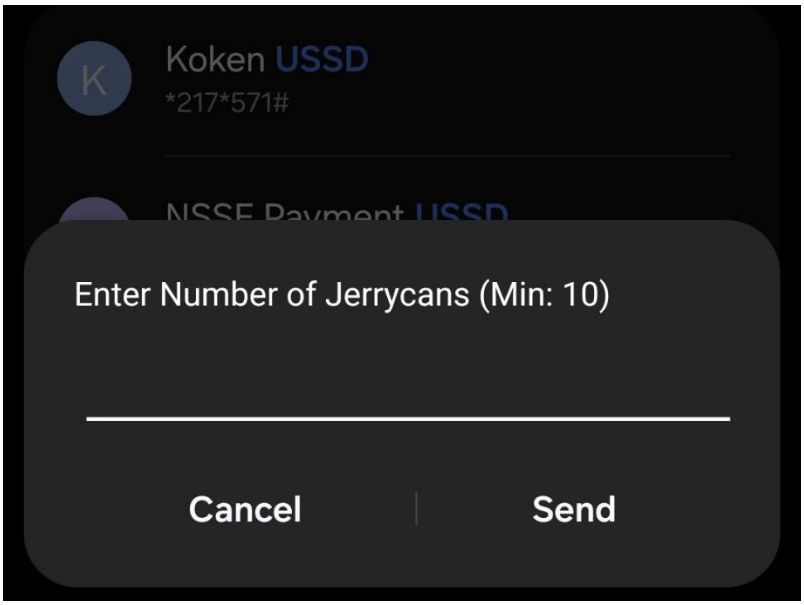
The system will request the quantity of water required.



18.4 Entering Quantity

Enter the number of jerrycans required.

- **Note:** A customer may order a maximum of **10 jerrycans per transaction** through the USSD channel.



18.5 Outstanding Balance Verification

Before processing the order, the system verifies whether the customer has any outstanding balance.

If Outstanding Balance Exists

- The customer is required to clear the balance before placing a new order.

If No Outstanding Balance Exists

- The ordering process continues automatically.

18.6 Selecting Delivery Location

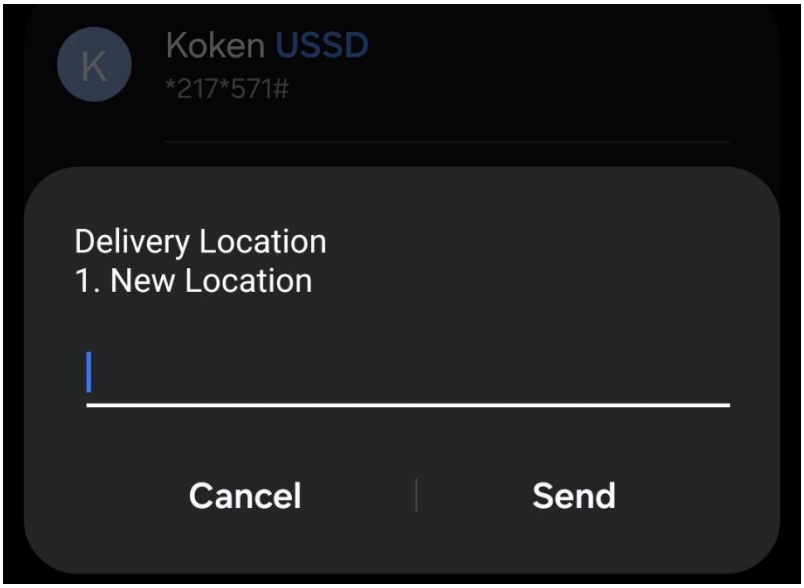
The system requests the delivery location.

First-Time Customers

- Select: New Location
- Then provide the delivery address details.

Existing Customers

- Select one of the previously saved delivery locations.



18.7 Reviewing the Order Summary

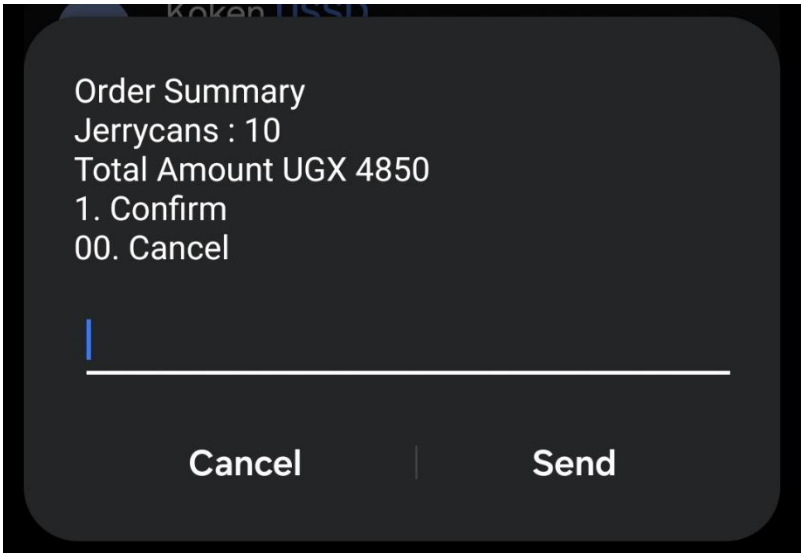
The system displays an order summary containing:

- Number of jerrycans ordered
- Total amount payable
- Selected delivery location

Review the information carefully.

To proceed:

- Confirm



18.8 Mobile Money Payment

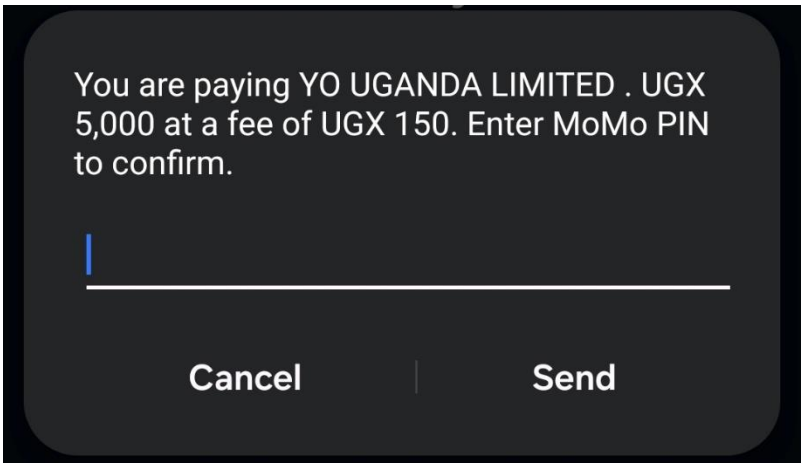
- After confirming the order, the system initiates Mobile Money payment.
- The payment method depends on the customer's mobile network.

MTN Customers

- Enter your MTN Mobile Money PIN.

Airtel Customers

- Enter your Airtel Money PIN.



18.9 Order Processing

After successful payment:

- The order is created automatically.
- The order is received by the Smart Water Vendor platform.
- The order becomes available for assignment to a delivery agent.

18.10 Water Delivery

Once assigned:

- The delivery agent receives the order.
- The agent may contact the customer for clarification if necessary.
- Water is delivered to the specified location.

18.11 Order Completion

After successful delivery:

- The delivery agent confirms completion.
- The order status is updated to **Delivered**.
- The transaction is completed.

19. Support and Escalation

The Smart Water Vendor platform is supported by a dedicated customer support team to assist users with account issues, order tracking, payment challenges, and other service-related inquiries.

When to Contact Support

Customers should contact support if they experience:

- Difficulty creating or accessing an account.
- Failed or delayed order deliveries.
- Mobile Money payment issues.
- Incorrect billing or outstanding balance discrepancies.
- Problems tracking an order.
- Application errors or unexpected behavior.
- Any other service-related concerns.

Support Channels

Channel	Contact Details
Phone Support	+256 708722689
Email Support	nabende_innocent@yahoo.com