User Manual for Personal Account

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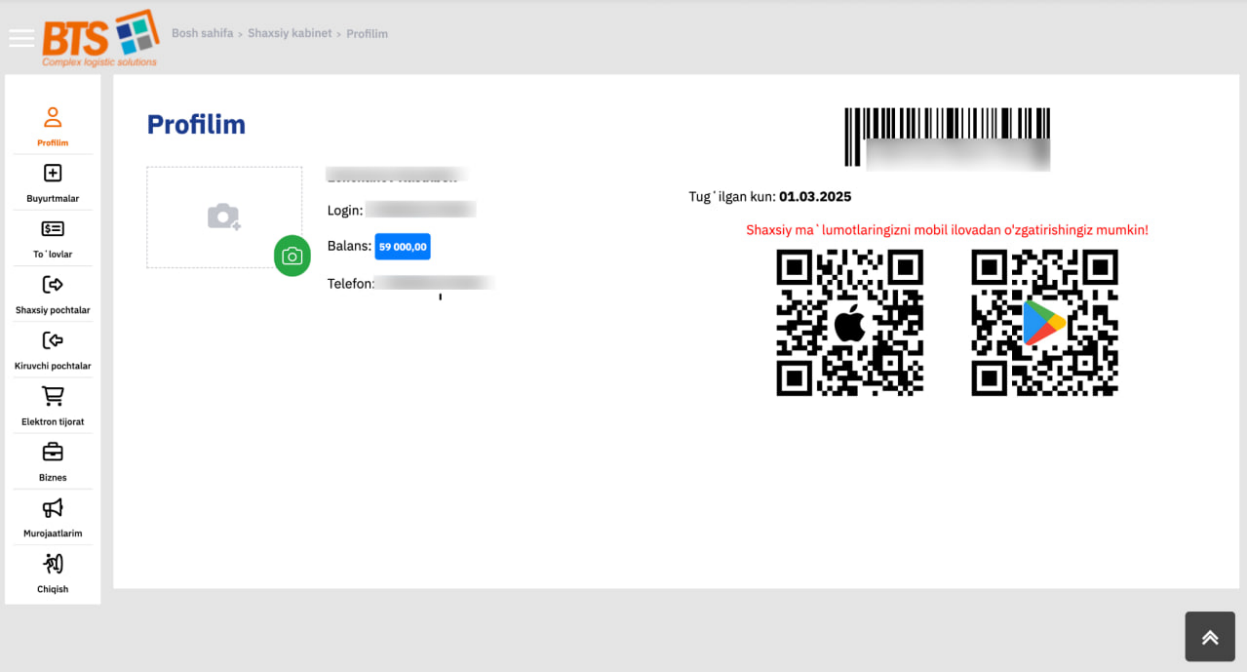
👤 Profile Information



Profile Picture -- The user can upload or change their profile picture here.

User Name -- The account holder's first and last name are displayed.

Login -- The login used to access the system (usually a phone number).

Balance -- The user's current account balance is displayed.

This balance is used when using BTS Express Cargo services.

Phone Number -- The contact number linked to the user's account.

Additional Information (Right Side)

The following information is located on the right side of the profile page:

Date of Birth -- The user's date of birth as indicated in their personal information.

Barcode -- The identification code associated with the user's account.

It is used to quickly identify the user within the system.

📱 Managing via Mobile App

The profile page allows the user to:

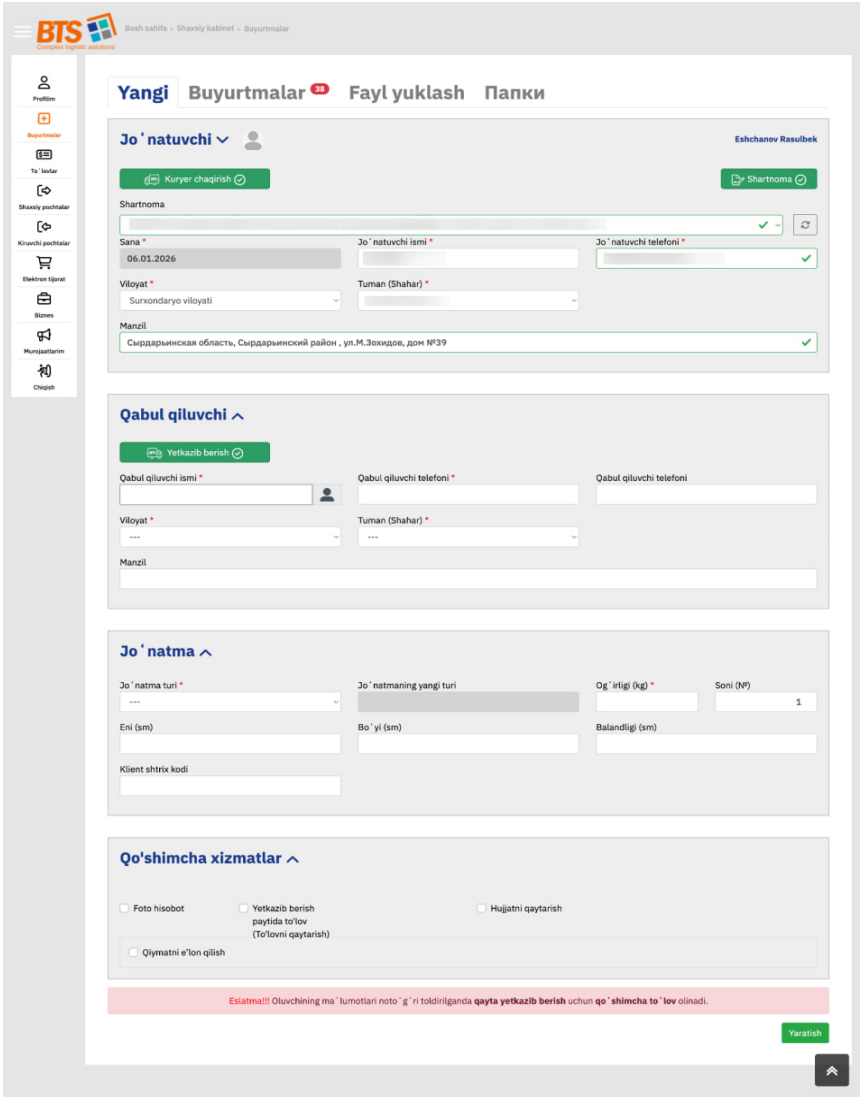
Edit your personal information through the mobile app.

📲 QR code for App Store (iOS)

🤖 QR code for Google Play (Android)

By scanning the QR codes, the user can download the BTS Express Cargo mobile app

Orders menu



🆕 1. **“New” — Create a New Order**

Through this page, the user can manually create a new shipment.

Sender Information

In this section, information about the person sending the shipment is entered:

- Date
- Sender’s Name
- Phone Number
- Region
- District (City)
- Address

- If needed, the courier request function can also be used.

Recipient Information
In this section, information about the person receiving the shipment is entered:

- Recipient's Name
- Phone Number
- Region
- District (City)
- Address

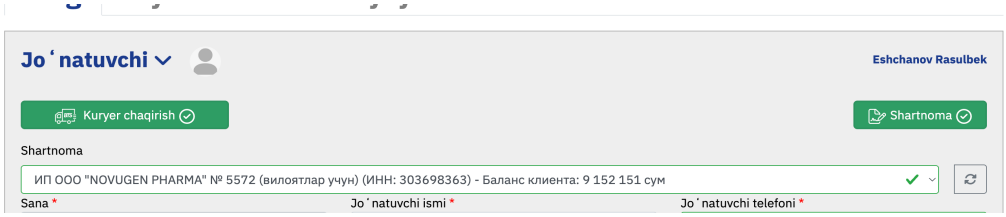
Shipment Details
In this section, the technical details of the shipment are specified:

- Type of Shipment
- Weight (kg)
- Quantity
- Dimensions (width, length, height)
- Customer Barcode (if available)

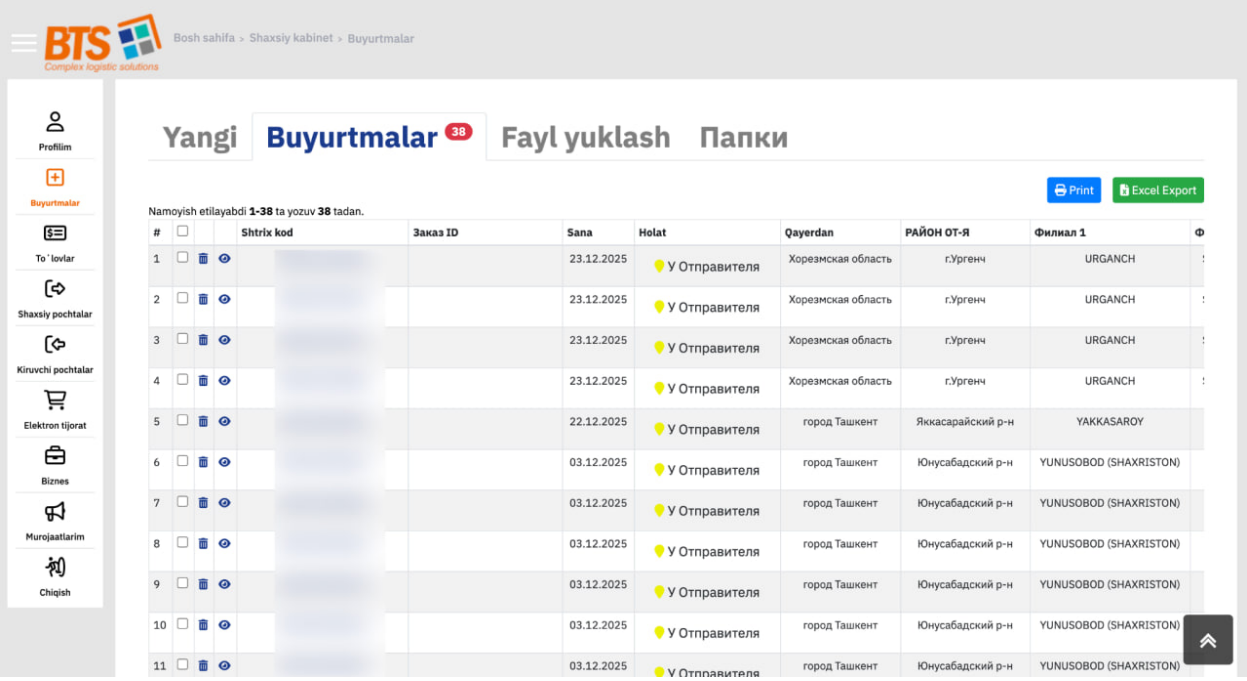
Additional Services
If needed, the user can select the following additional services:

- Photo Report
- Cash on Delivery
- Return of Documents
- Declared Value

There is also a **Refresh** button, meaning if you don't see the latest information, you can refresh to get the most up-to-date data.



Once all the information is filled in, the order is saved by clicking the 'Create' button



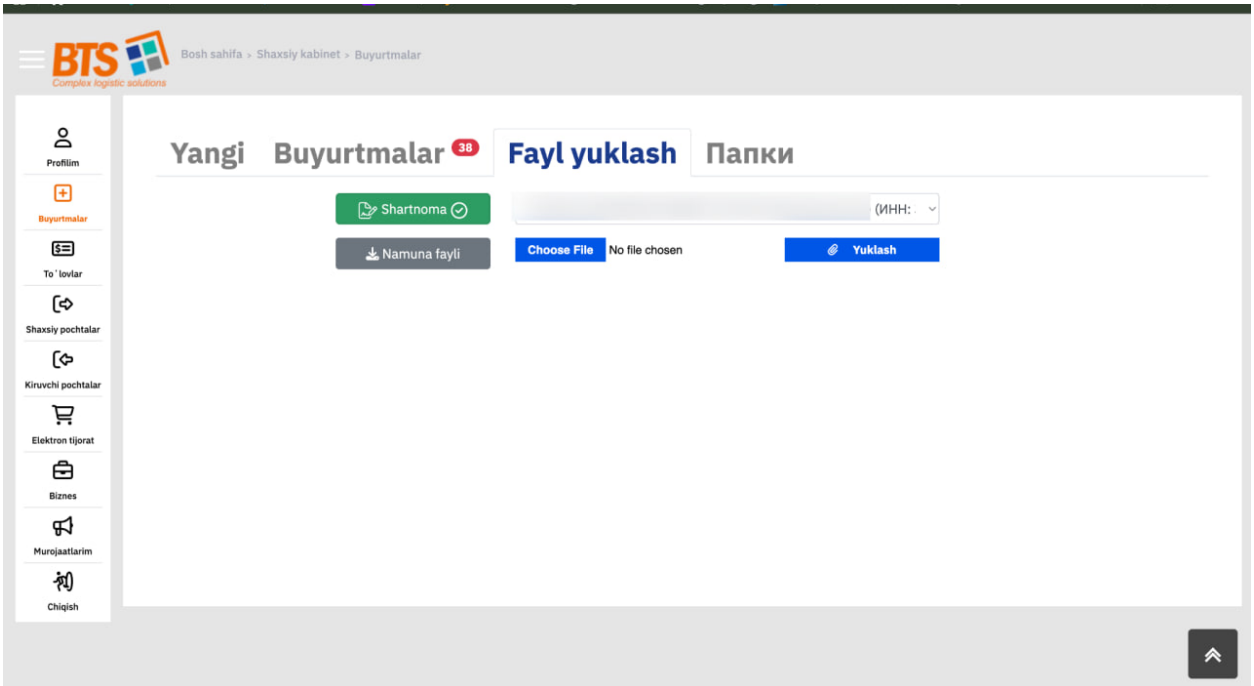
📦 2. **“Orders” — List of Orders**

On this page, all orders created by the user are displayed in a table format.
The table shows the following information:

- Barcode
- Order ID
- Date
- Status
- Origin (Where it was sent from)
- Recipient Region
- Branch

Additional Options:

- View Order
- Delete Order
- Print Orders
- Download Orders in Excel Format

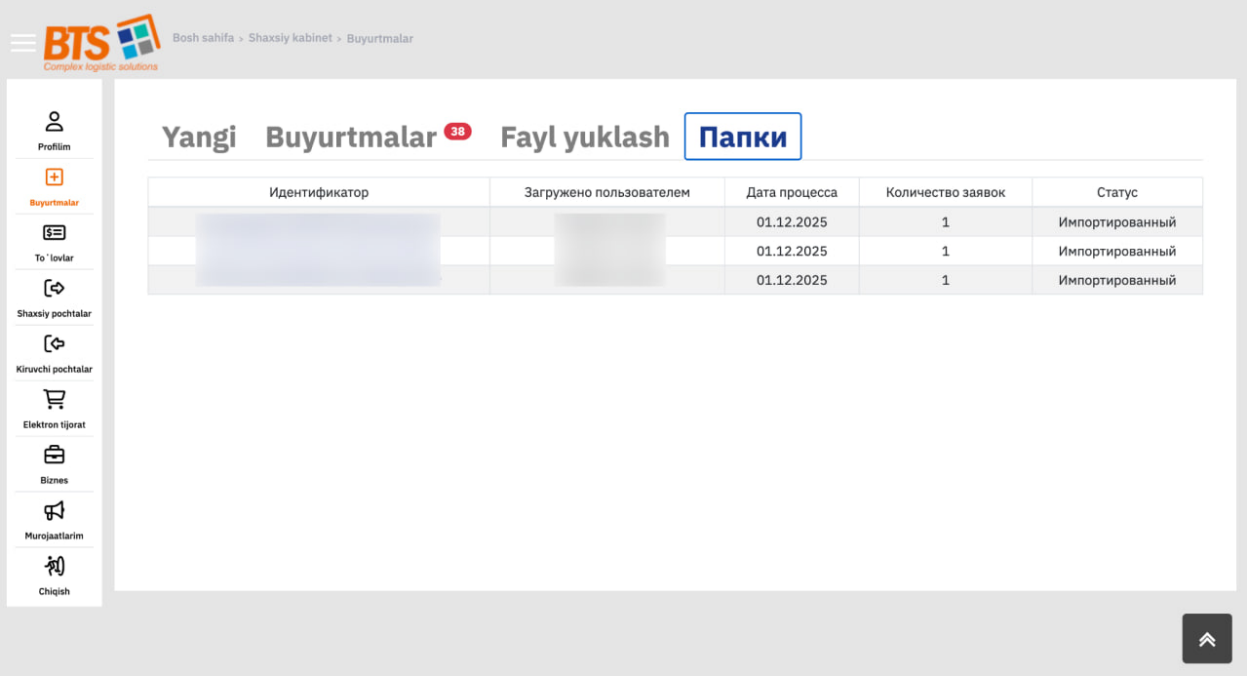


📂 3. **“Upload File” — Adding Orders via File**

This section is designed for uploading a large number of orders at once using a file.
Here, the user can:

- Download a sample file
- Select the prepared file
- Upload it to the system using the **“Upload”** button

This method significantly speeds up working with a large volume of orders.

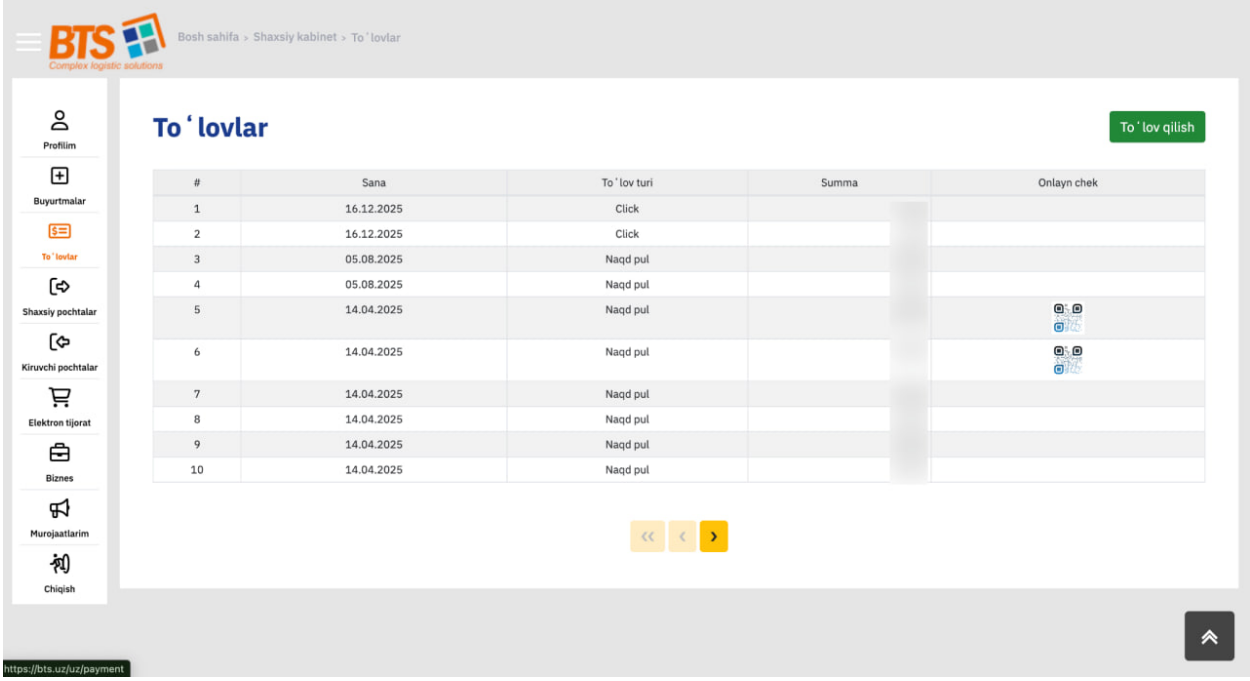


4. **“Folders” — History of Uploaded Files**

On this page, previously uploaded files are stored in folder format.
For each folder, the following information is displayed:

- Identifier
- User who uploaded the file
- Date of the process
- Number of orders
- Status (e.g., imported)

Through this section, the user can monitor previous uploads.



BTS Express Cargo — Payments Section

The Payments section allows the user to enter, view, and monitor payments made for orders.

💳 1. Make a Payment

Through this page, the user can make a payment for an existing order.

Fields to be filled:

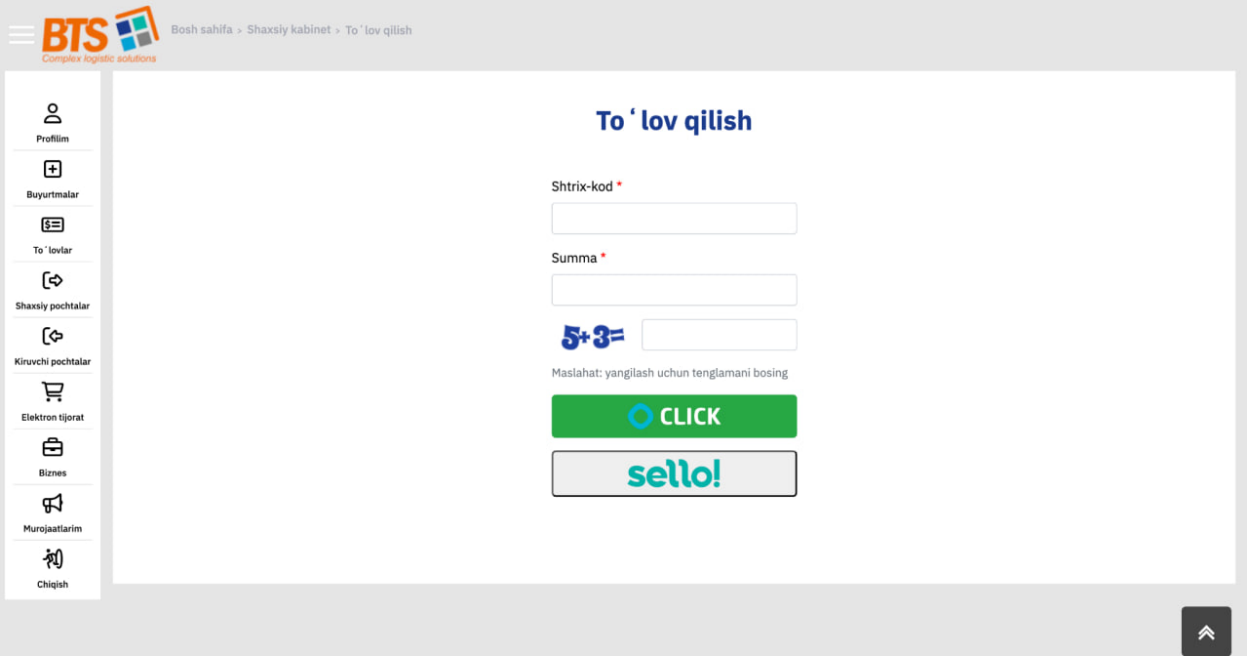
- **Barcode**
  Enter the order's barcode to identify which order the payment belongs to.
- **Amount**
  Enter the amount to be paid.
- **Verification (simple example)**
  Solve a simple mathematical problem provided by the system.
  This is used to protect against automated requests (bots).

Payment Methods:

The user can make a payment through one of the following payment systems:

- Click
- Sello

After selecting the desired payment system, the user continues the payment process using the corresponding button.



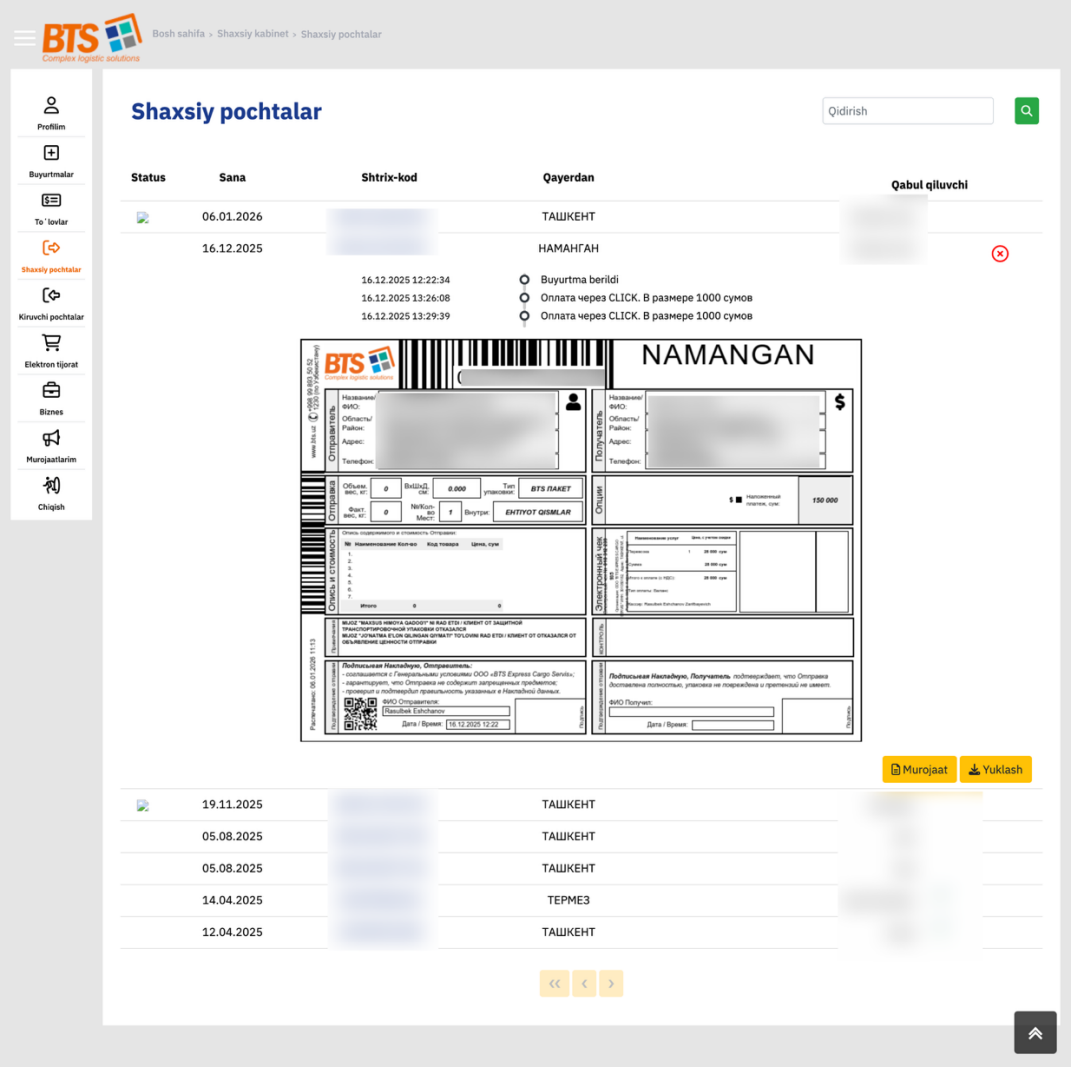
📄 2. List of Payments

On this page, the history of all payments made by the user is displayed in a table format.
The table includes the following information:

- Serial Number
- Payment Date
- Payment Type (e.g., Click, Cash)
- Amount Paid
- Online Receipt (if available)

🔍 Additional Options

- View each payment individually
- View or scan the online receipt
- Navigate through older payments using pagination
- Add a new payment via the **“Make Payment”** button



BTS Express Cargo — Personal Shipments Section

The Personal Shipments section allows the user to track their own shipments, view details, and manage associated documents.

📋 List of Personal Shipments

The main part of the page displays all personal shipments in a table format.
Each row represents a separate shipment.
The table includes the following columns:

- **Status** — the current status of the shipment (e.g., received, sent, etc.)
- **Date** — the date the shipment was created
- **Barcode** — the unique identification number assigned to the shipment

- **Origin** — the region from which the shipment was sent
- **Recipient** — the person receiving the shipment

You can quickly find the desired shipment using the search field at the top of the page.

🔽 Opening Shipment Details

When the user clicks on any shipment, the row expands downward to display additional information.
This feature is available for every shipment.

In the expanded view, the user can see:

- History of actions related to the shipment
- Order creation time
- Payment completion time
- Barcode and label associated with the shipment
- Visual representation of the shipment document (waybill)

This document is usually used for:

- Printing
- Verification
- During the delivery process

📄 Working with Documents

In the expanded details section, the user can:

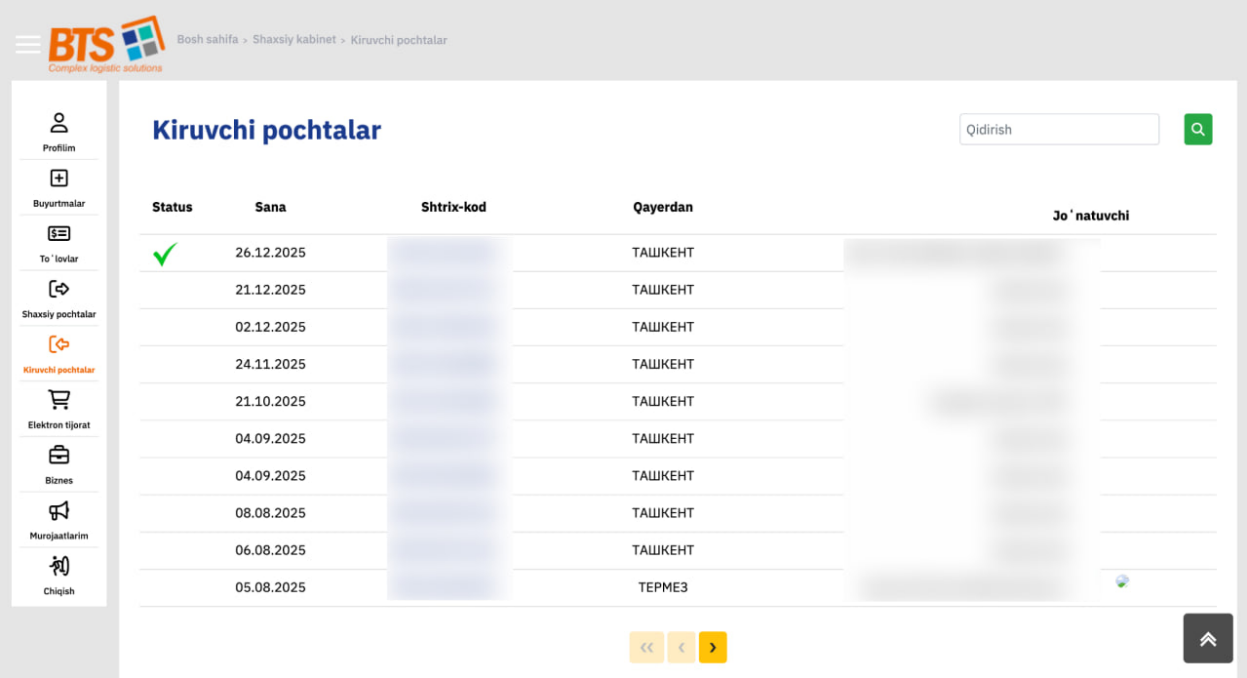
- View the shipment document
- Download the document
- Submit a request related to the shipment

This allows the user to manage the entire process from a single place.

🔁 Pagination

If there are many personal shipments, the buttons at the bottom of the page allow the user to navigate to:

- Previous shipment pages
- Next shipment pages



BTS Express Cargo — Incoming Shipments Section

The Incoming Shipments section allows the user to view shipments sent to their address, track their status, and review their details.

📩 List of Incoming Shipments

The main part of the page displays all incoming shipments in a table format.
The table shows the following information:

- **Status** — the current status of the shipment (e.g., delivered or received)
- **Date** — the date the shipment was recorded
- **Barcode** — the unique identifier assigned to the shipment
- **Origin** — the region from which the shipment was sent
- **Sender** — the person who sent the shipment

You can quickly find the desired shipment using the search field at the top of the page.

🔽 Opening Shipment Details

When the user clicks on any incoming shipment, the row expands downward to display additional information.
This feature is available for every incoming shipment.

In the expanded view, the user can see:

- **Shipment Action History**

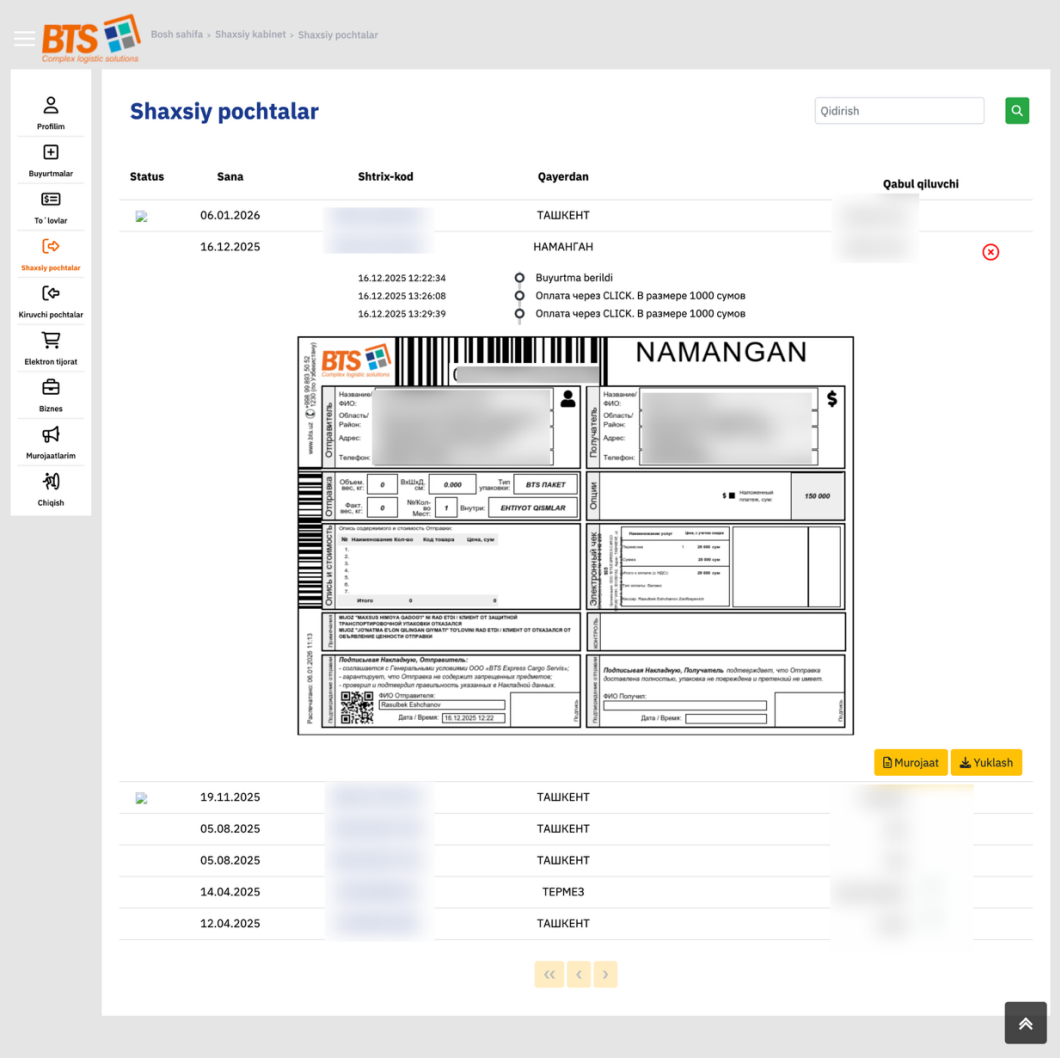
- Information related to delivery or receipt
- Barcode and documents associated with the shipment
- Visual representation of the shipment document (waybill)

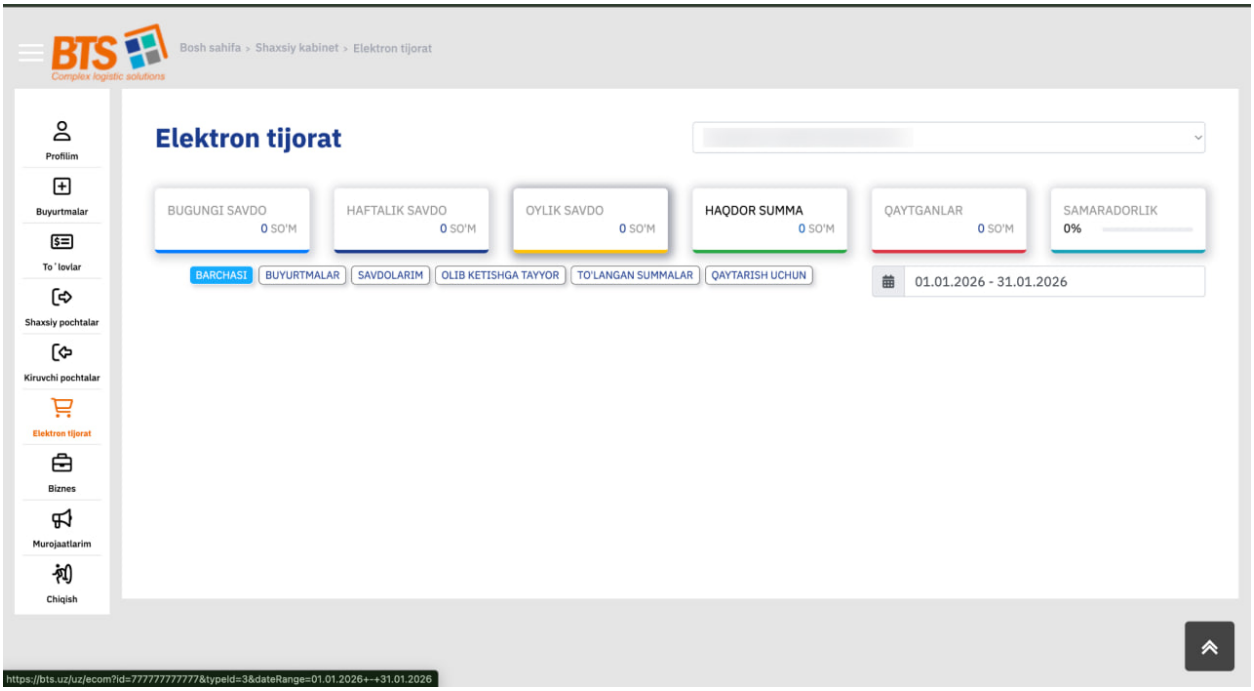
This information helps the user quickly and clearly understand which stage the shipment is at.

Working with Documents

In the expanded details section, the user can:

- View the shipment document
- Verify the document
- Submit a request if needed





BTS Express Cargo — E-Commerce Section

The E-Commerce section is designed for users engaged in online sales. It allows them to track sales processes, analyze financial metrics, and manage the status of orders.

🔽 Selecting an Office

At the top of the page, there is a selection (dropdown) field.
Here, the user selects their respective office.
Once an office is selected, all sales and financial data related to that office are automatically displayed on the page.

📊 Key Metrics (Statistics Blocks)

After selecting an office, the following statistical blocks appear at the top of the page:

- **Today's Sales** — total sales amount for the current day
- **Weekly Sales** — sales volume over the last 7 days
- **Monthly Sales** — sales total for the current month
- **Amount Due** — total amount attributable to the user
- **Returns** — total value of returned orders
- **Efficiency** — sales process efficiency as a percentage

These blocks allow the user to quickly assess the office's performance at a glance.

🗂️ Filtering Section

Below the statistics blocks, filtering buttons are available.
The user can view data based on the following categories:

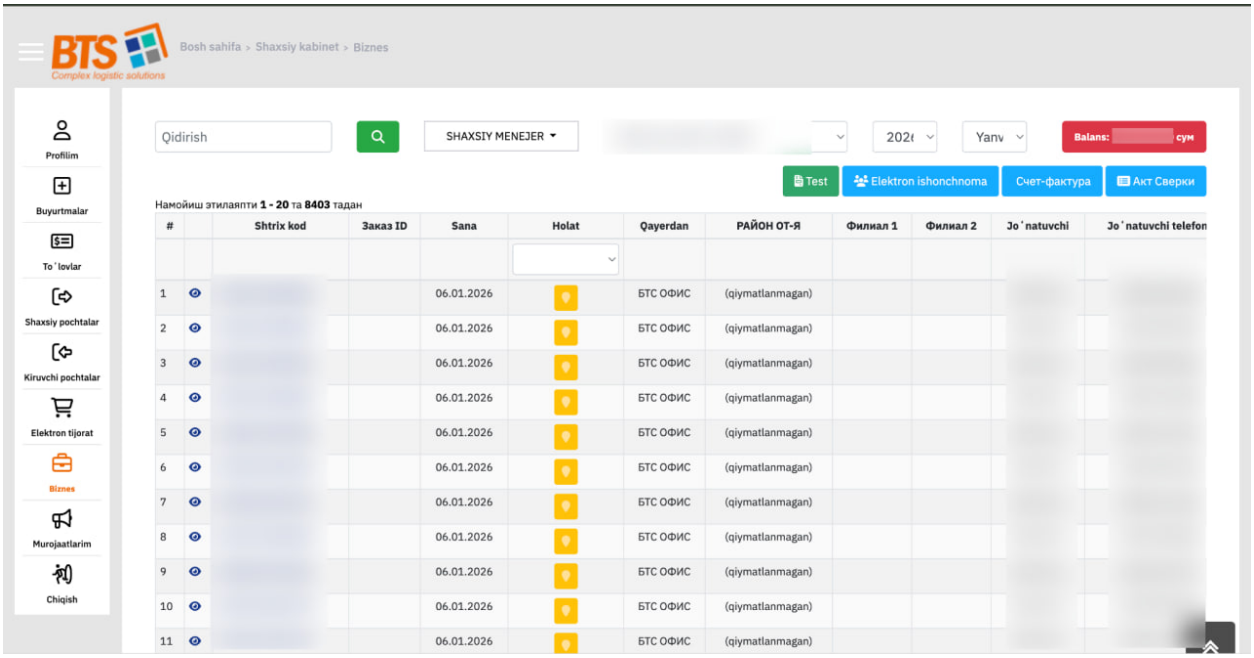
- All
- Orders
- My Sales
- Ready for Pickup
- Paid Amounts
- For Return

Date Sorting
On the right side, a date selection field allows the user to:
Set a start and end date, and view data for the selected office within the chosen date range.

Viewing Data
Once all filters and the date range are selected:

- The statistics blocks and table data automatically update according to the selected office.

This allows the user to manage their sales activities accurately and conveniently.



Business (Office) Section

The Business (Office) section is designed for corporate clients, allowing centralized management of orders, monitoring of financial status, and handling of documents.

1. Main Page (Upon Entering the Business Section)
When a user enters the Business section, they follow this workflow:

- At the top, the contract (office) is selected.
- A personal manager corresponding to the selected contract is automatically displayed.
- Below the manager, all orders appear in a table format.

The table provides the following features:

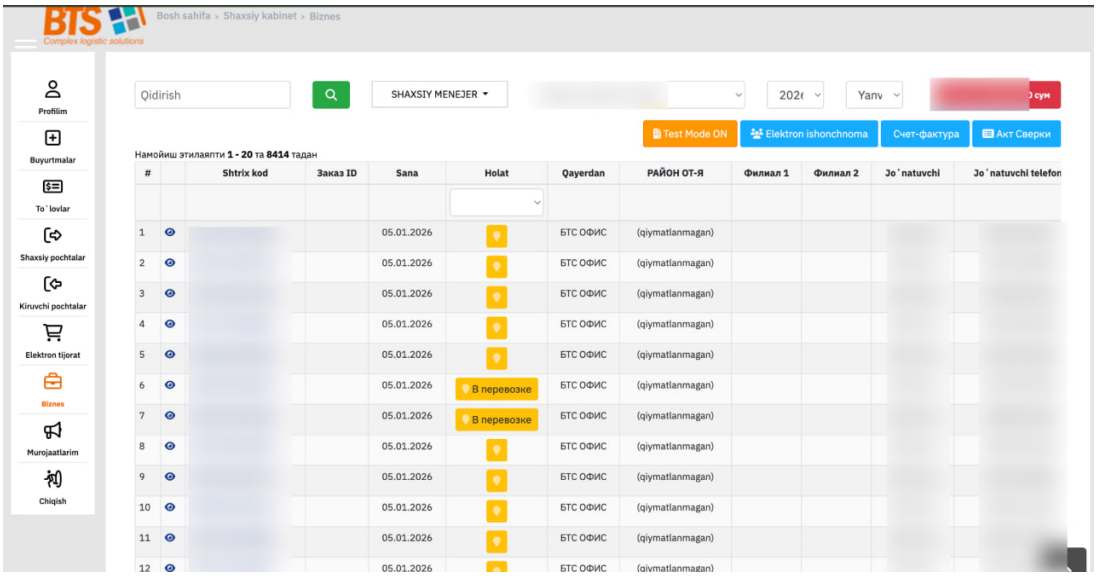
- Order date, barcode, status, origin, and destination
- The status of each order is displayed using color-coded indicators
- Clicking on a barcode opens a separate window with the order status tracking page

2. Automatic Date Filtering
At the top of the table:

- Year and month filters are available
- When the user selects a year or month, the table automatically reloads
- Only orders corresponding to the selected period are displayed
- No additional button clicks are required

3. Balance Indicator
At the top right of the page:

- The current balance for the selected contract (office) is displayed
- The balance updates in near real-time



4. Test Mode

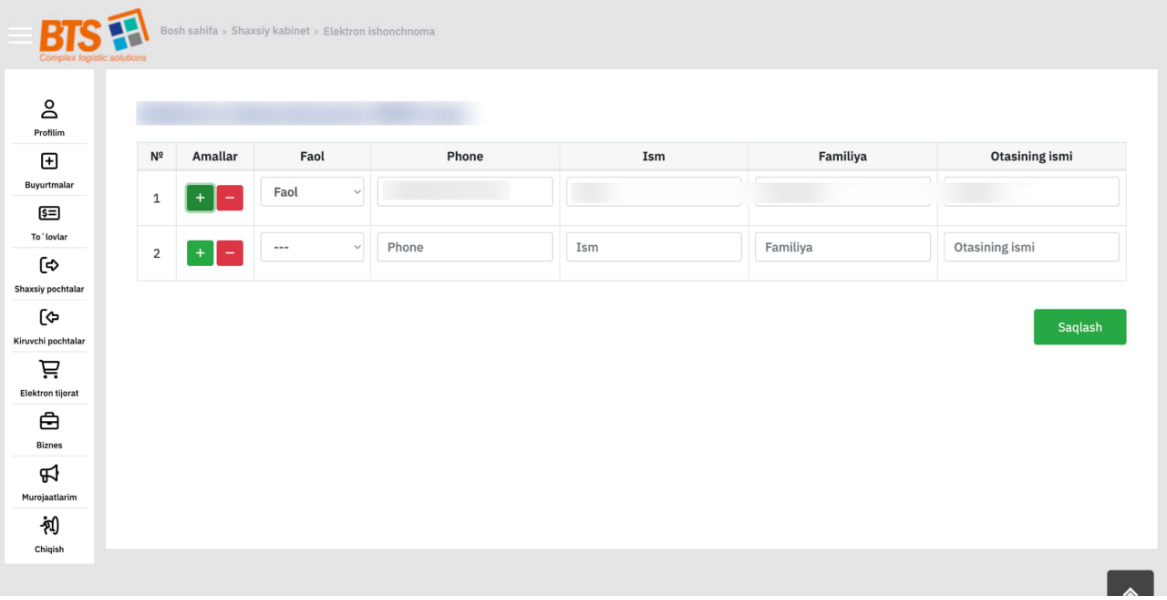
When the **Test** button is clicked:

- Data is retrieved from the test server
- The page displays **Test Mode ON**. This mode is intended for testing and verification purposes

When the **Test** button is clicked again:

- Test mode is turned off
- The system returns to the real (main) server

5. Electronic Certificate



When the **Electronic Certificate** button is clicked, a dynamic form opens in a separate window.
Through this form, the user can:

- Assign employees
- Enter information for each employee
- Add or remove employees in new rows

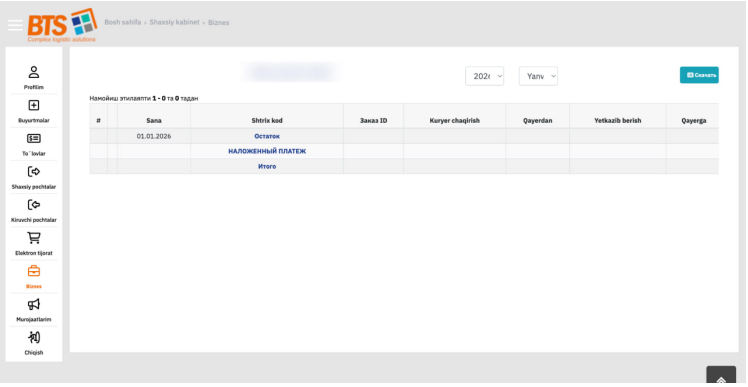
Once the form is filled out, the information is saved to the system using the **Save** button.
The electronic certificate is generated automatically.

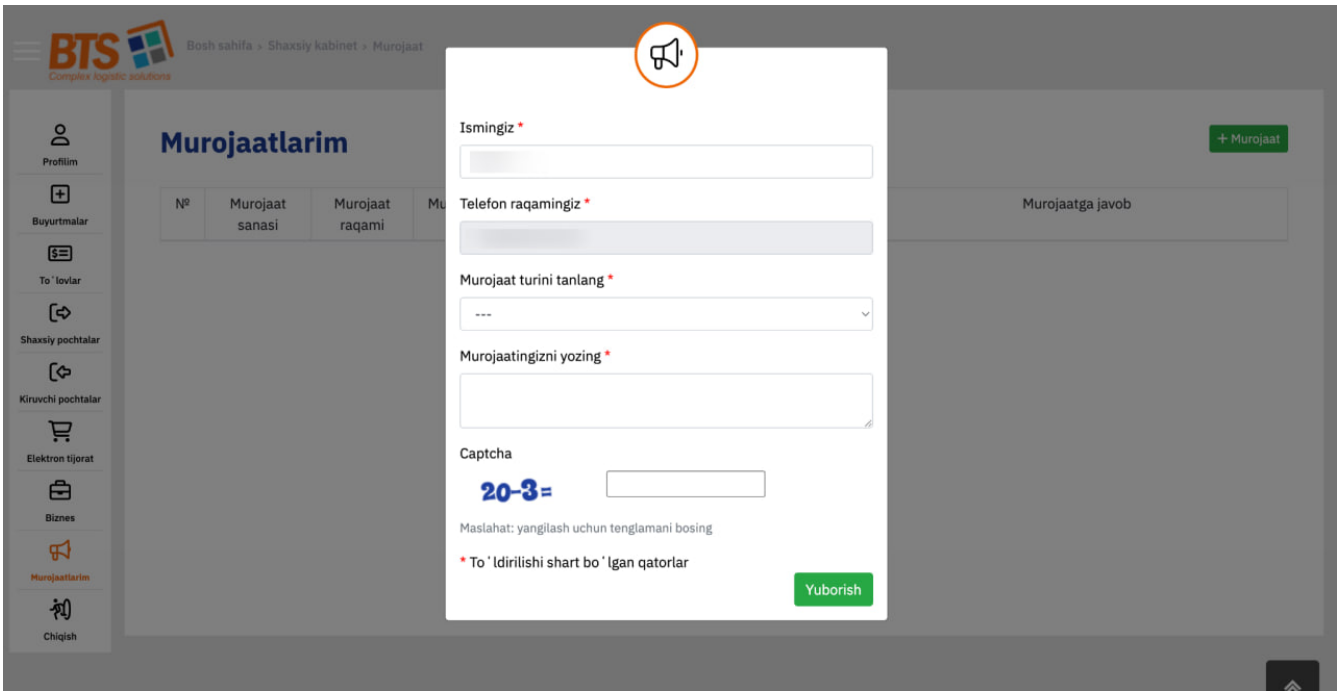
6. Accounting Documents

In the Business section, the following documents can be managed:

- Electronic Certificate
- Invoice (Schyot-Faktura)
- Reconciliation Act (Akt Sverki)

These documents are generated based on the selected contract and period.





BTS Express Cargo — My Requests Section

The *My Requests* section allows users to submit questions, suggestions, or issues through the BTS Express Cargo system and to view the history of their previous requests.

📋 Request History

When entering this section, the user sees a table listing all previously submitted requests.
The table includes the following information:

- Request Number
- Request Date
- Request Subject or Type
- Request Status
- Response to the Request (if available)

This page allows the user to track the current status of their requests.

➕ Submit a New Request

If the user wants to submit a new request, they click the **"+ Request"** button at the top of the page.
When this button is clicked, a separate popup window opens.

🪟 Request Submission Window (Popup)

In the popup window, the user fills in the following information:

- **Your Name**
  The name of the user submitting the request.
- **Your Phone Number**
  A contact phone number for communication.
- **Select Request Type**
  Choose the category of the request (e.g., question, complaint, suggestion, etc.).
- **Write Your Request**
  The content of the request is entered as detailed text.
- **Captcha**
  The request is confirmed by solving a simple mathematical operation.
  This is used to prevent automated submissions.

Required fields are marked with a special symbol.

📩 Submitting the Request

After all fields are filled in, the user clicks the **“Submit”** button.
The request is then sent to the system and appears in the request history.