

Borizago staff guide

A plain-language operations guide for Boriza and future staff - updated 27 September 2026

This guide is for Boriza and any future staff member. No technical knowledge is needed.

Start here

1. Open the Borizago website and select **Admin** in the footer.
2. Sign in with the staff email and password supplied by Boriza.
3. Start on **Notifications**. New bookings and service requests appear here.
4. Never share the admin password in a message, screenshot or public document.
5. Sign out when using a shared computer.

Enter every phone number as exactly **10 digits starting with 0** (for example 0817314947). Use the calendar and clock fields for dates and times; do not type dates or times into notes.

Daily routine

1. Check unread notifications.
2. Open **Bookings** and confirm passenger details, both contact numbers, exact pickup/drop-off descriptions, map pins and payment.
3. Open **Service requests** and follow up on tours, transfers and parcels.
4. Open **Trips** and confirm that upcoming departures, vehicles and capacities are correct.
5. Send customers the prepared WhatsApp update when a status changes.

Prices and locations

Open **Setup** to manage these without changing the website code.

- **Directional fares:** a fare applies to one direction. Windhoek → Walvis Bay and Walvis Bay → Windhoek can have different prices.
- Enter Adult, Pensioner, Student and Child fares in Namibia dollars.
- If every passenger type has the same fare, use **Use Adult fare for everyone**.
- Disable an old fare to let the trip's normal fallback price work. This does not delete history.
- Add as many pickup or drop-off points as needed. Set one active point as the default for each town and type.

- A disabled point stays in old bookings but is no longer offered to new customers.

The amber notices are friendly checks, not errors. They highlight missing confirmed fares, towns without drop-off points, or possible duplicate departures. Bookings continue to work. Review the notice and only change something when needed.

Trips

- Create a trip with its date, vehicle, capacity, route and actual stop times.
- Keep a trip as a draft until it is ready for customers.
- Do not lower capacity below already reserved seats.
- Two departures on the same route and date may be intentional. If the warning appears, compare the times and vehicles before editing anything.
- Use **Passenger manifest** before departure. It includes passenger names, both required phone numbers, exact written pickup/drop-off instructions and map links.
- Select **Copy for WhatsApp** to copy the plain-text manifest directly into a driver or staff group. Review it before sending.
- Use **Download CSV** for a spreadsheet copy or **Print** for a clean paper/PDF copy.

Bookings and payments

- Search by reference, passenger or phone number.
- Confirm payment only after checking the actual payment or proof.
- Update journey status as operations progress: Scheduled, Boarding, Departed, Delayed, Arrived or Cancelled.
- Check the passenger name, primary mobile, named alternative/emergency contact, exact pickup and exact drop-off before saving an edit. The two phone numbers must be different.
- The **pickup/drop-off zone** is Boriza's operational meeting point. The **exact address** is the customer's street, erf, building, gate or landmark detail. Keep both.
- A customer can use **Find this address** for Namibian street/place suggestions or **Use my current location** for a GPS pin. A pin supplements the written instructions; it does not replace them.
- Cancellation releases the reserved seat. A cancelled booking cannot be reopened; create a new booking if the passenger travels later.

Service requests

- Review the requested date, route and notes before quoting.
- Check both contact numbers and open the pickup/drop-off map links before assigning the work.
- Add the confirmed quote and internal notes, then update the request, journey and payment statuses.
- A request is not a confirmed vehicle or parcel space until staff marks it confirmed.

Reports and financials

Open **Reports**, choose the month, and use the dashboard before downloading anything.

- **Revenue received** includes shuttle bookings marked Paid and quoted services marked Paid.
- **Awaiting payment** is expected value, not money already received.
- **Trip performance** shows customers, passengers, booked value and paid value per departure.
- **Route performance** ranks active shuttle bookings by route.
- **Booking ledger** includes the full monthly record, including cancellations for audit history.
- **Trip customer list** gives staff a practical passenger and contact list for the month's active bookings.
- **Financial ledger** combines shuttle sales and quoted services in a spreadsheet-ready CSV.
- **Print report** creates a clean monthly snapshot for filing or PDF printing.

Always reconcile Paid totals against Boriza's bank, wallet and cash records. Borizago does not yet record expenses, tax, bank fees or refunds, so it is an operations report rather than a replacement for formal accounting.

When something looks wrong

1. Read the message shown on screen; it usually explains what needs attention.
2. Refresh once and try again.
3. Do not create repeated copies if a save appears slow. Search first.
4. Keep the booking reference and take a screenshot without exposing passwords or ID numbers.
5. Contact the website maintainer if the issue continues.

The same short instructions are available inside the admin dashboard under **Help**. Customer answers are available at **Help & FAQ** on the public site.