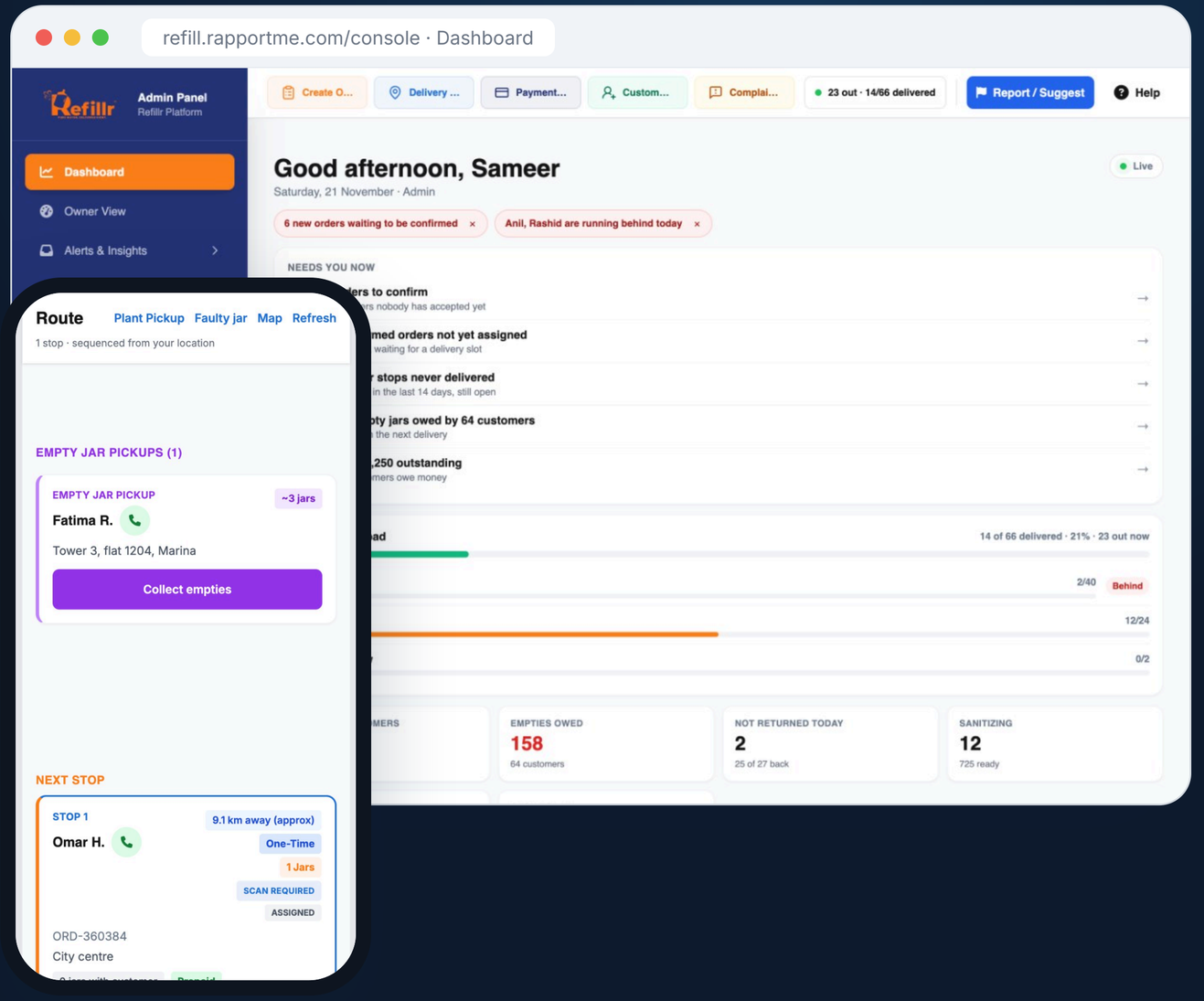
Rapport Group
RESONATING RELATIONSHIPS

RAPPORT REFILL · FOR WATER DELIVERY COMPANIES

Water delivery, run from one platform

Orders, subscriptions, drivers, bottles, plants and cash, from the first order to the last empty bottle collected.

Web console | Driver app | Customer app | Plant app



THE EVERYDAY REALITY

A water business runs two operations every day. Most run them on phone calls, notebooks and WhatsApp.

On the road

- Customers call the office: **"When is my water coming?"**
- No proof of what was delivered, or how many empties came back
- Bottles go out and never come back; deposits are a guess
- Drivers hand over cash with no clean count at the end of the day

In the office and the plant

- Orders written in a book or buried in a WhatsApp chat
- Subscriptions and prepaid coupons tracked on paper
- Plant fills argued over at the end of the month
- Per-delivery pay, advances and fines worked out by hand

ONE PLATFORM

One system, four apps. Turn on only the modules your business needs.

Console

Web · any browser

Owner, office, dispatch, accounts and HR. Everything by permission.

Driver

Phone app

Routes, delivery with OTP and photo, empties, cash and salary.

Customer

Phone · no install needed

Order, subscribe, track the driver live, refill balance, refer friends.

Plant

Phone app

Scan bottles in and out, the day's fills and the plant's billing.

Modules

- Orders & subscriptions
- Dispatch & routes
- Live tracking
- Bottle tracking
- Plants
- Cash & accounts
- CRM & WhatsApp campaigns
- Staff & payroll
- Reports

Built on Refillr, which runs every day on a live water delivery business. Most screens here are its real screens. Your logo and colours on the customer app.

01

Orders & customers

Every order, subscription and prepaid refill in one place, wherever it came from.

ORDERS & SUBSCRIPTIONS

Every way a customer orders, in one list

- **One-time orders and subscriptions**, weekly or monthly, on the days the customer chooses
- **Refill bundles:** customers prepay a set of refills and use them as they go; unused refills can move to another customer
- **Bottle deposits** recorded per bottle and refunded when the bottle comes back
- Orders from the customer app, WhatsApp, the driver's phone or the office **all land in one place**

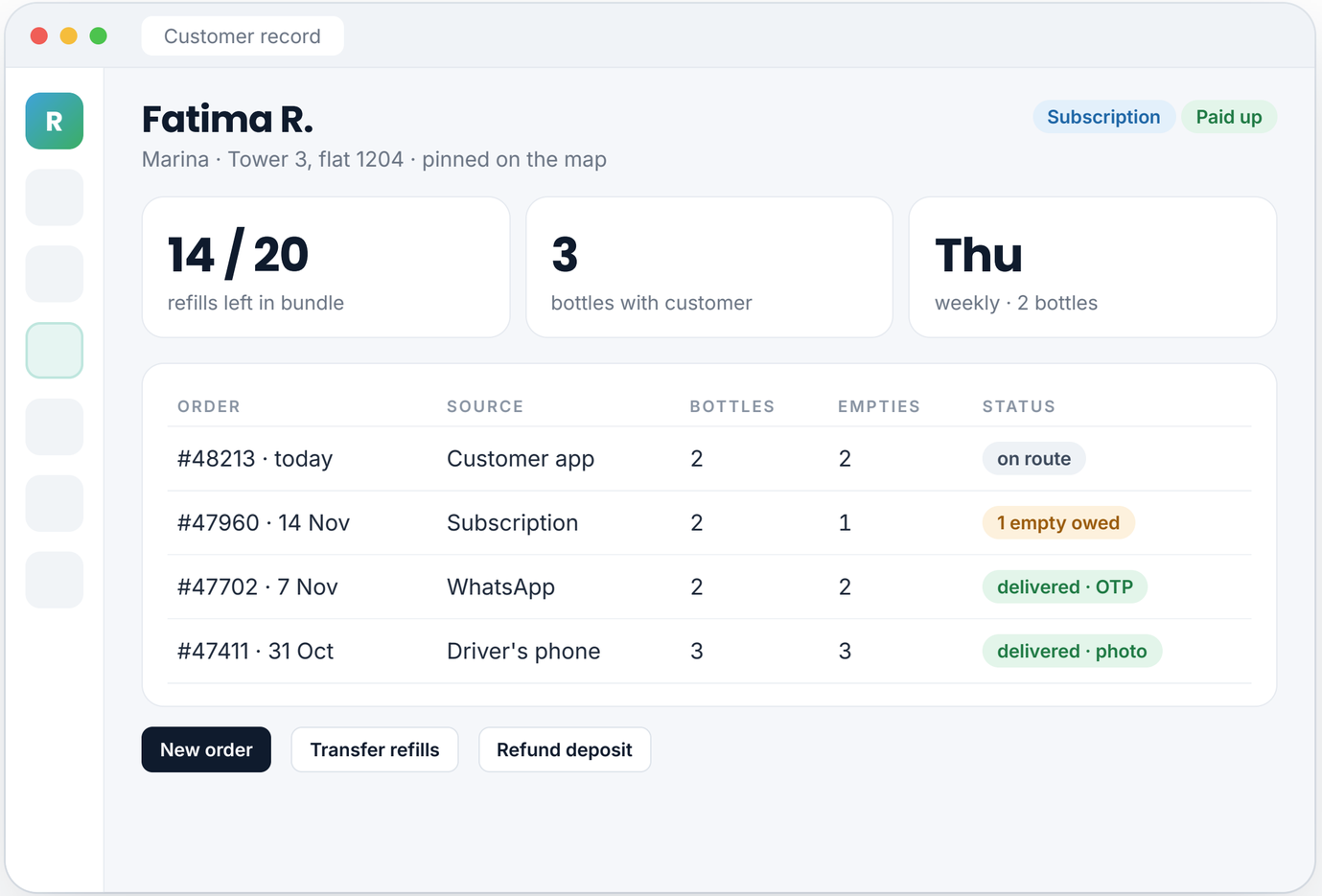
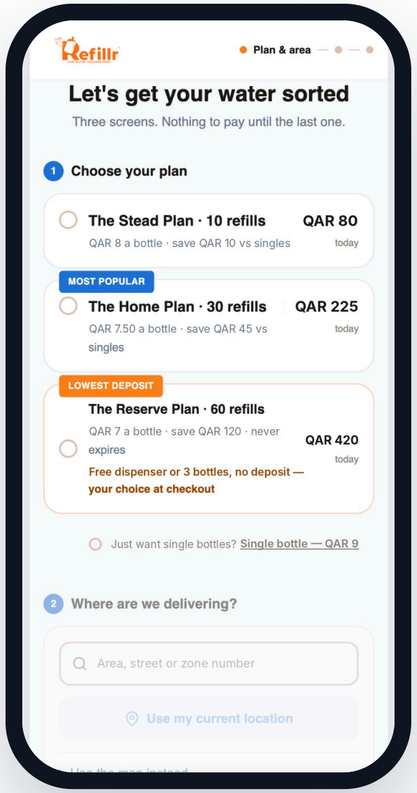


Illustration · drawn to show the screen, with sample data

THE CUSTOMER SIDE

Customers pick a plan and order from their phone

- **Plans and refill bundles** laid out with the price per bottle, and a single-bottle option
- **Their area or pin** sets the route and the delivery day automatically
- **Sign-in by a code on WhatsApp**, nothing to install
- Then they **track the driver live**, see their refill balance and bottles, refer friends and share a bundle

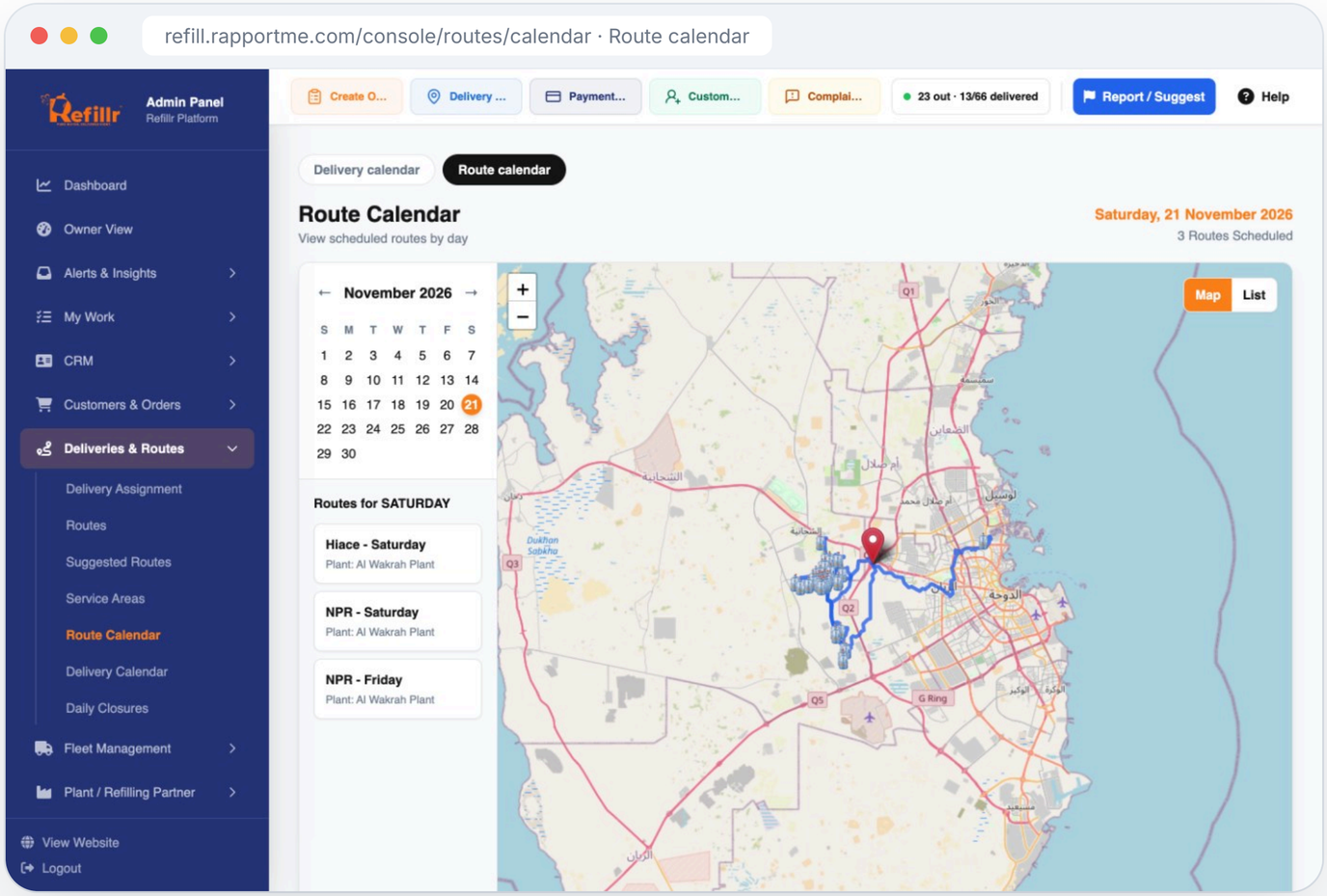


Actual Refillr screen · names, figures and locations changed for privacy

02

Delivery & fleet

The right bottles to the right door, with proof at every stop and the van on the map.



Actual Refillr screen · names, figures and locations changed for privacy

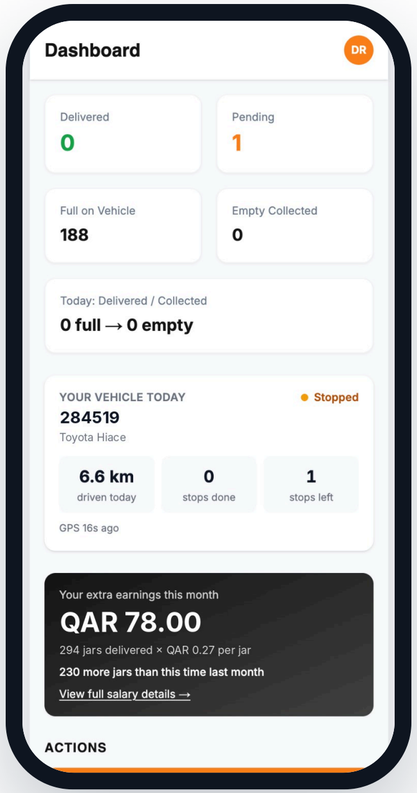
DISPATCH & ROUTES

Plan the week once. Send each driver the right list.

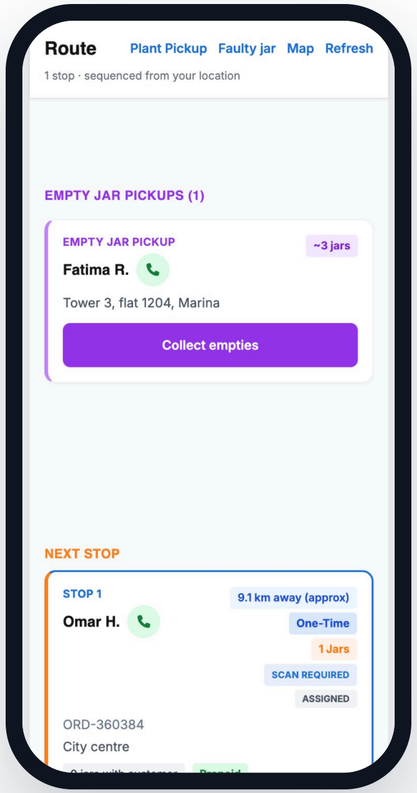
- **Areas and delivery locations** pinned on the map, so every address is a real point
- **Routes on a calendar** by day; orders are assigned to a driver and van in a few clicks
- **Route confirmation on WhatsApp** tells each customer the day before
- **Capacity alerts** when an area or a route carries more than it should

THE DRIVER APP

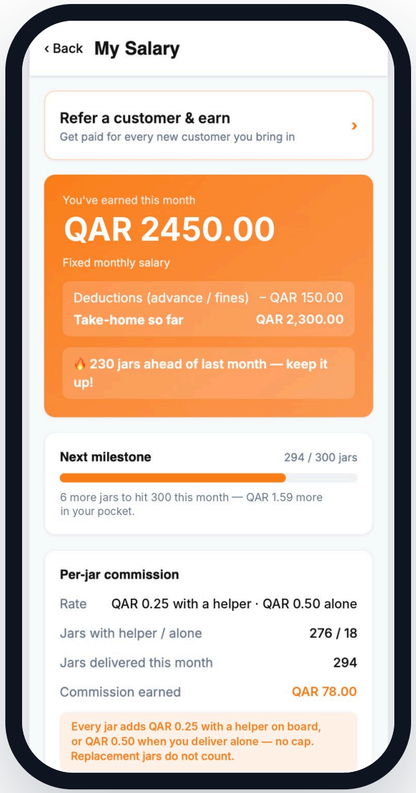
Proof at every door, and a driver who knows what he earns



Today
vehicle, jars and earnings



Route
stops and empty pickups



Salary
pay, commission, deductions

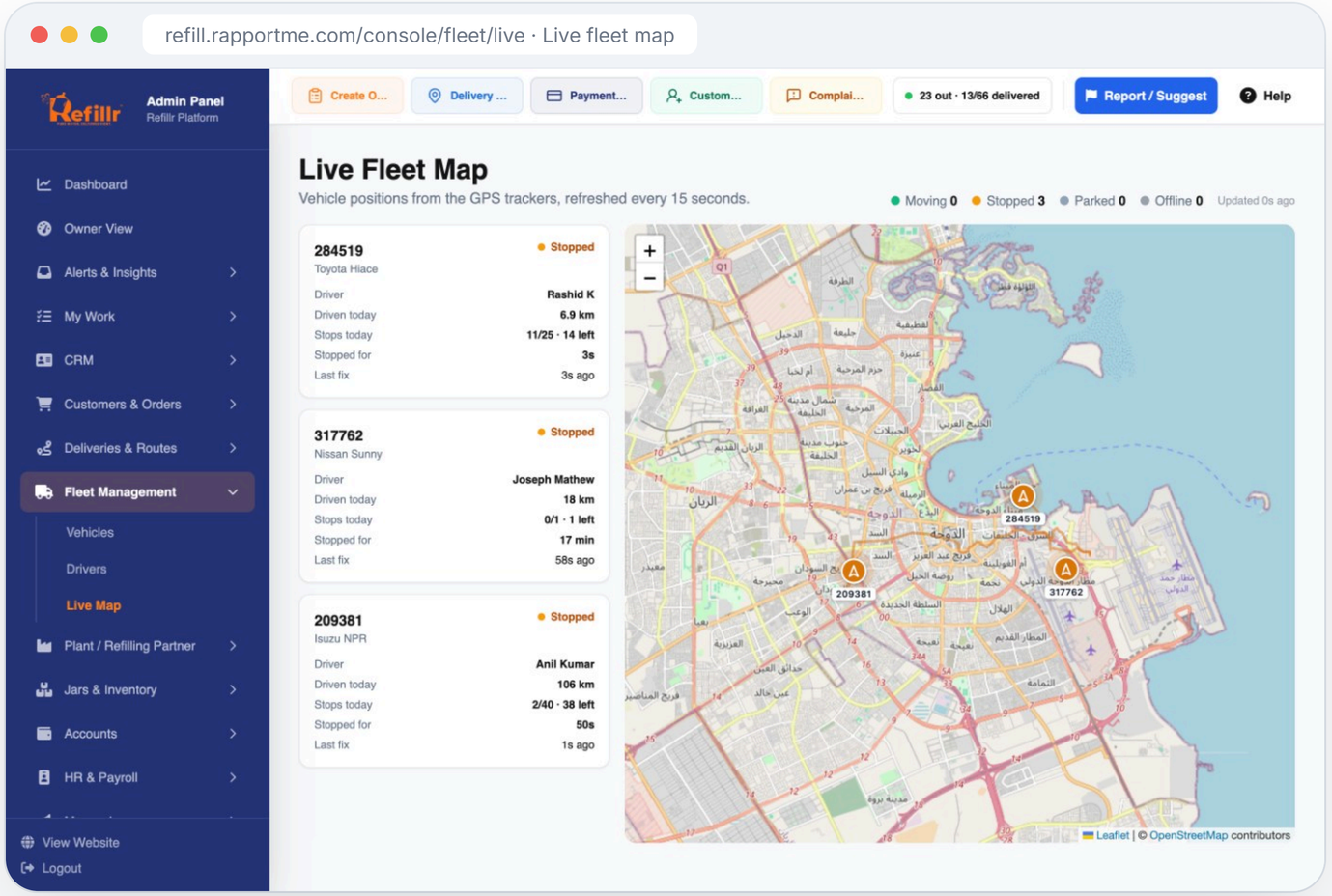
- **Stops in order** from where the driver is, with a call button
- **Scan each bottle**, take the customer's OTP and a photo at the door
- **Empty pickups** listed as their own stops
- **Pay he can see:** salary, per-bottle commission, advances and fines

Actual Refillr screen · names, figures and locations changed for privacy

LIVE TRACKING

Every van on one map. Every customer sees their driver coming.

- **Live fleet map** from the driver's phone, or a GPS tracker through Trackntraces
- **A tracking link** goes to the customer, and you can see who opened it
- **Delivery acknowledgement** with OTP, photo and the bottles scanned
- **Reviews after delivery**, and complaints turned into replacement orders



Actual Refillr screen · names, figures and locations changed for privacy

03

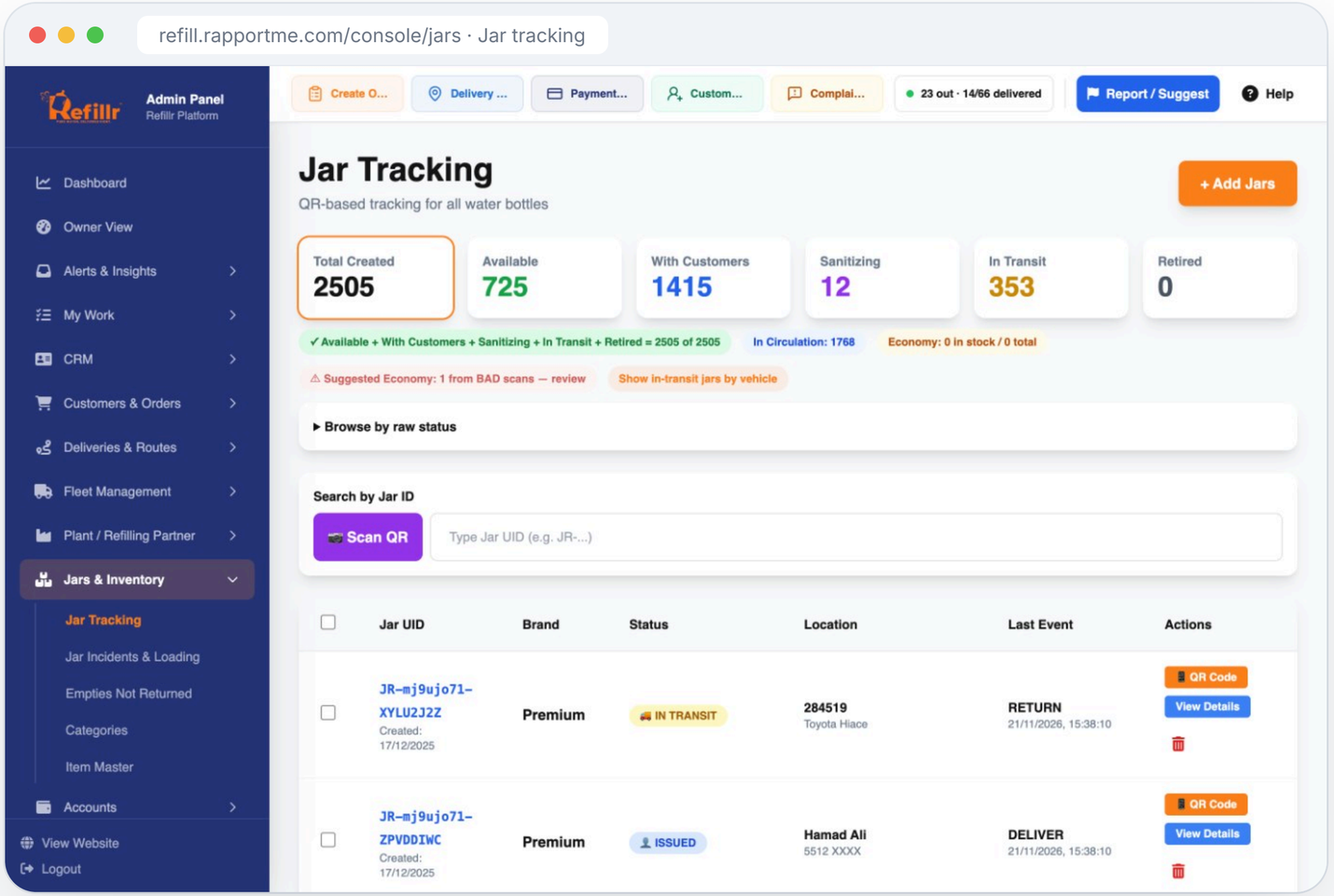
Bottles & plants

Know where every bottle is, and what every plant filled, today and at month end.

BOTTLE TRACKING

Every bottle has a QR code and a history

- **Scanned at every step:** filled, handed out, delivered, collected, cleaned
- **Empties are matched** against bottles given at every delivery; the driver collects what is owed on the next stop
- **Deposits follow the bottle**, so refunds are exact
- Works with **5-gallon bottles** or any size you sell

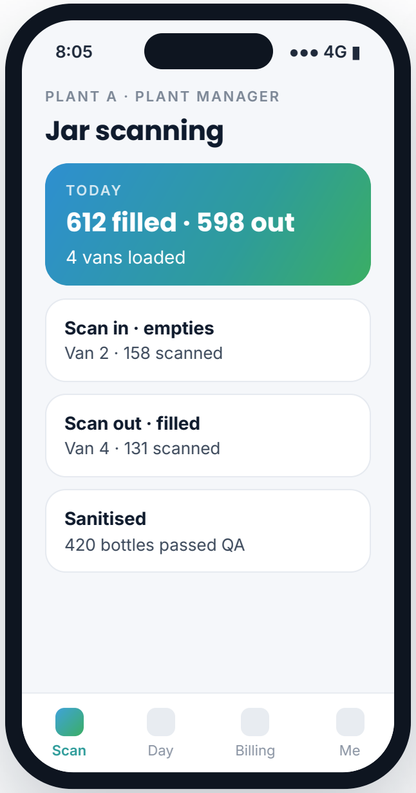


Actual Refillr screen · names, figures and locations changed for privacy

PLANTS

Your plants and your partners, on the same count

- **Own plants or partner plants**, each assigned to its areas and routes
- **Filling agreements signed by OTP** on WhatsApp, with water test reports kept on file
- **The plant scans** bottles in and out, so fills match deliveries
- **Plant bills** are built from confirmed dispatches every day



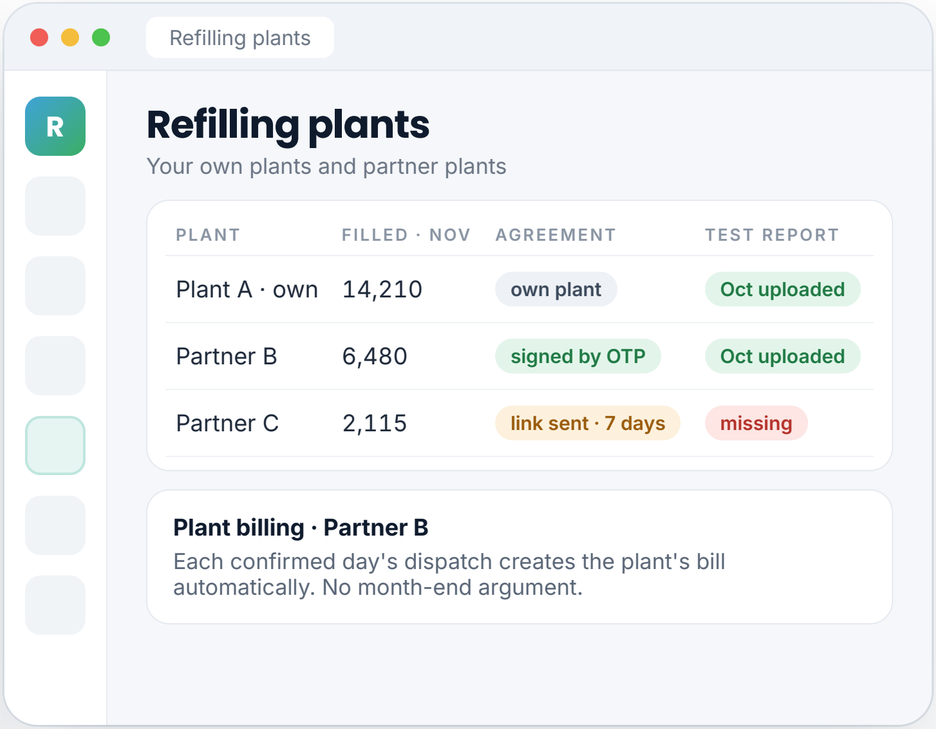
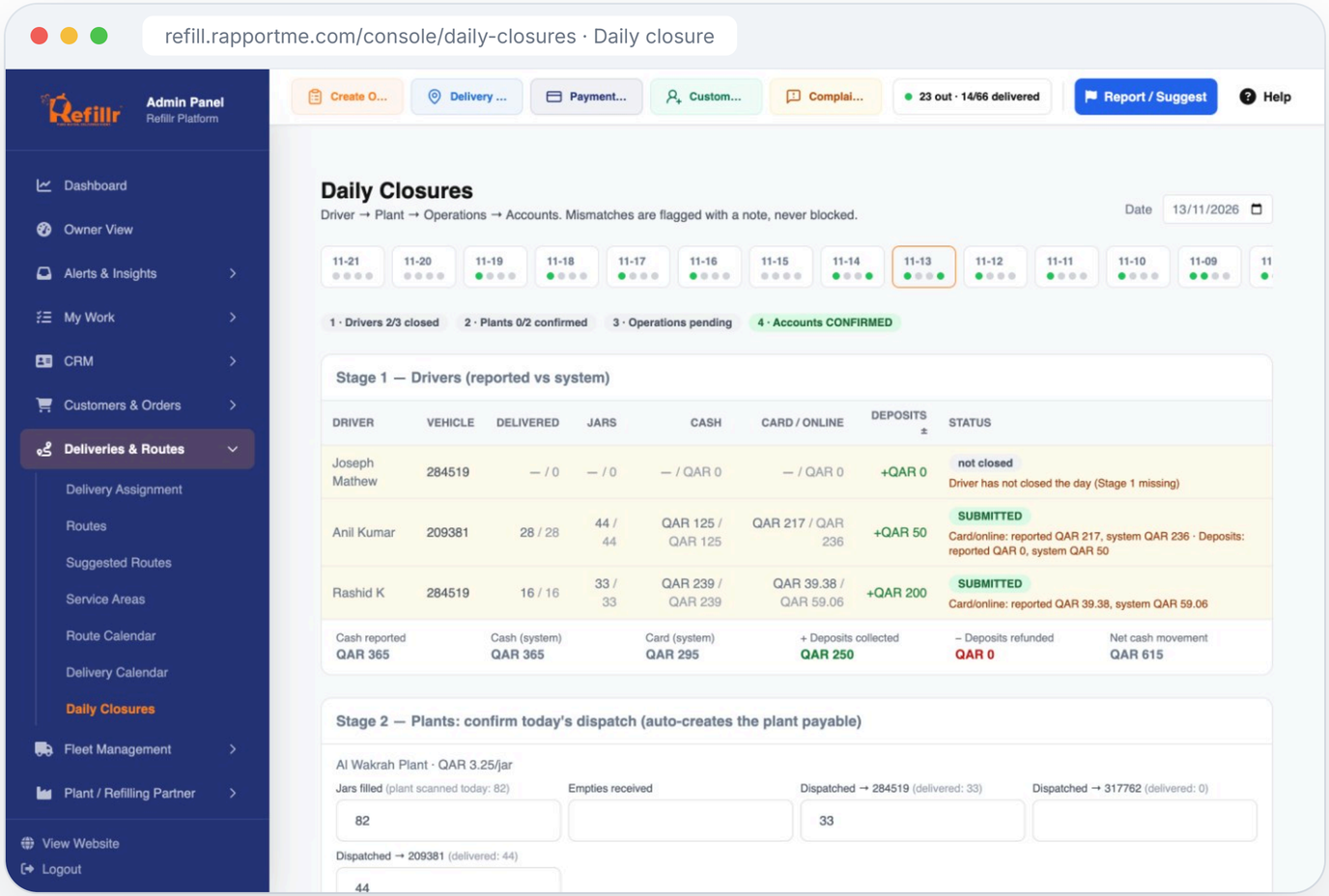


Illustration · drawn to show the screen, with sample data

04

Money, team & growth

Every riyal counted, every person paid right, and more customers every month.



Actual Refillr screen · names, figures and locations changed for privacy

CASH & ACCOUNTS

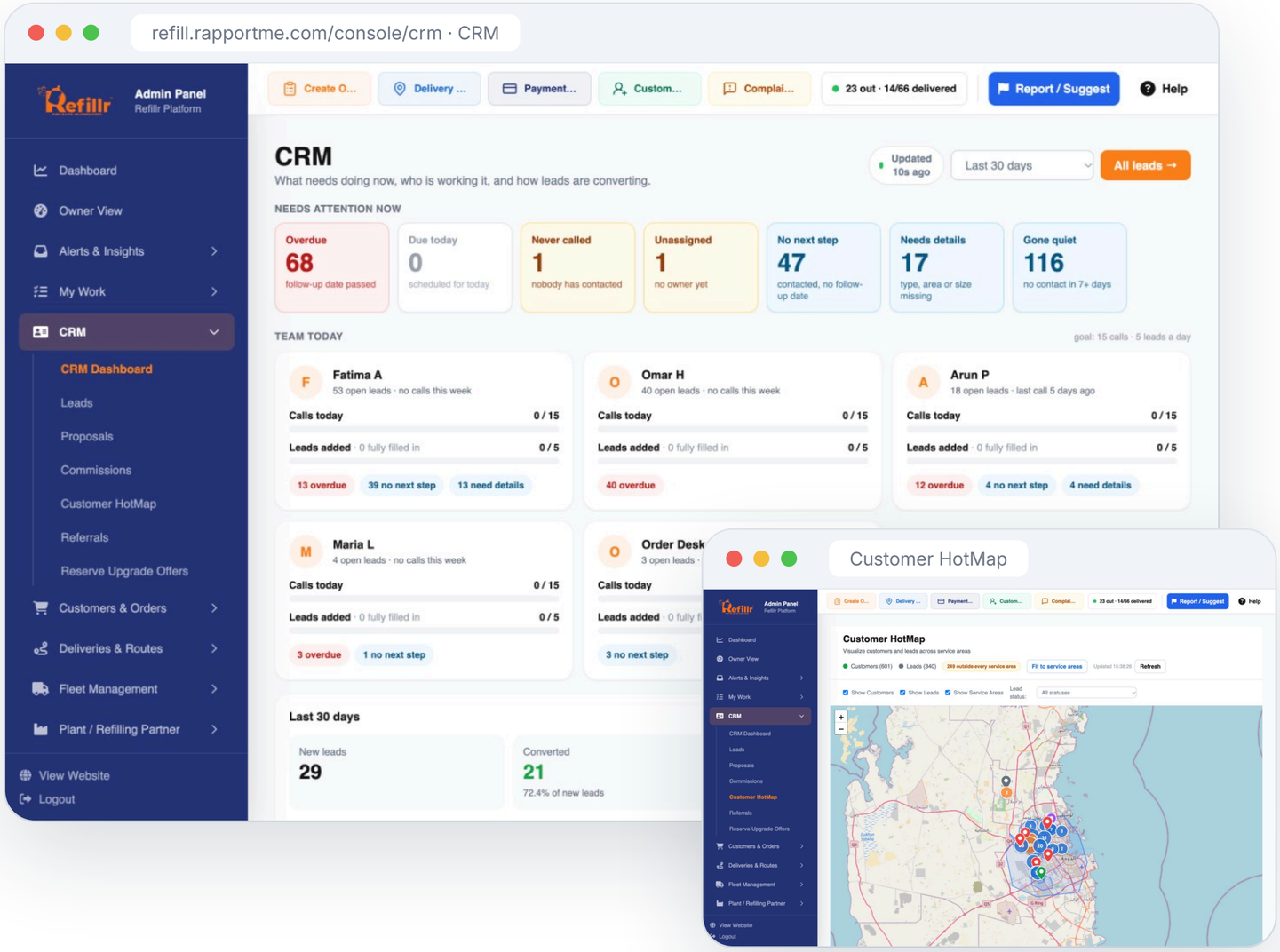
Close every day in four steps, not at month end

- **Daily closure** walks drivers, plants, operations and accounts through the same numbers
- **Driver cash reconciliation** per driver, per day
- **Accounts:** driver settlements, plant bills, expenses and journal entries
- **Purchasing** with suppliers and vendor statements

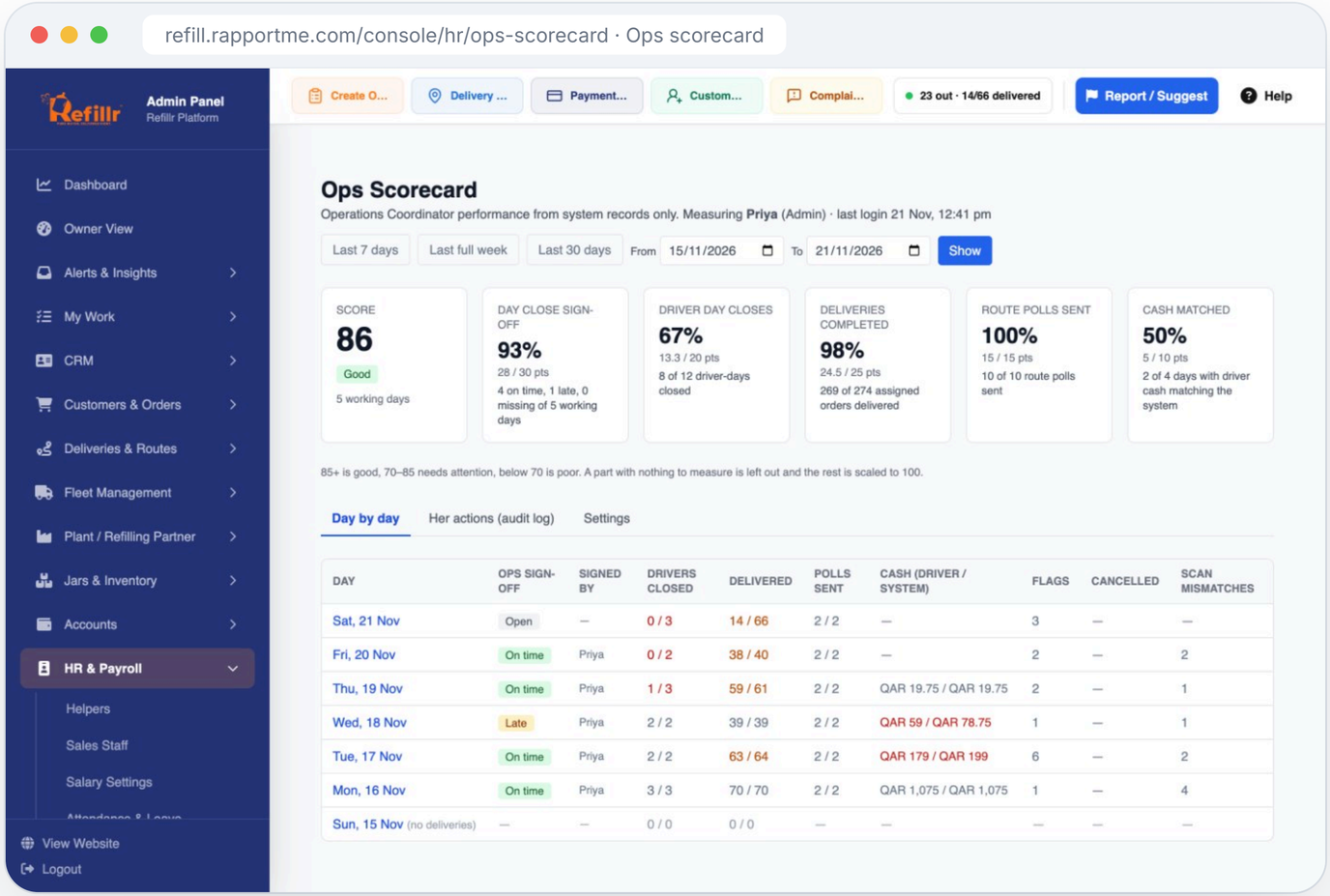
CRM & GROWTH

Win customers, keep them, and grow by referral

- **Leads and CRM** with queues for overdue, due today, never called and gone quiet
- **WhatsApp campaigns** to chosen areas or customers, from your own number
- **Referral schemes** with a code for every customer
- **Customer HotMap, reviews and complaints** in the same place



Actual Refillr screens · names, figures and locations changed for privacy



Actual Refillr screen · names, figures and locations changed for privacy

STAFF & PAYROLL

Pay drivers and staff on what they actually did

- **Rate cards** for per-delivery pay, per-bottle commission and sales commission
- **Advances and traffic fines** recovered from salary, with the driver seeing it in his app
- **Ops scorecard** grades the operations team from system records: day closes, deliveries, route messages and cash matched
- **Roles and permissions** for every login, and an activity log of every change

BUILT FOR TRUST

Numbers your whole team can stand behind

Proof at the door

OTP, photo and bottle scans on every delivery, so there is no argument later.

Access by role

Owner, office, dispatch, accounts, drivers and plants each see only their part.

Every change logged

Who changed what and when, in the activity log.

Honest message status

A WhatsApp that was only sent is never shown as delivered.

Your brand, your data

Your logo and colours on the customer app and messages. Your customers stay yours.

Looked after by Rapport

Hosted, updated and supported by the Rapport team in Qatar.

GETTING STARTED

Live in days, not months

1

Set up

Your logo and colours, areas, prices, bundles and the modules you want

2

Customers

Add them one by one or import your list from a file

3

Bottles & plants

QR labels on your bottles; your plants and partner plants

4

Drivers & routes

Vans, drivers and routes on the calendar

5

Go live

Customers get their link, drivers their app; deliveries start the next morning

What you need

A computer for the office, an Android phone per driver and QR labels for your bottles. GPS trackers are optional.

Start small

Many begin with orders, customers and drivers, then add bottles, plants and accounts. Your data carries over.

We set it up with you

We load your customers, areas and routes, and train your office, drivers and plant staff.

Rapport Group
RESONATING RELATIONSHIPS

Let's run a day of your deliveries on it

A 30-minute demo with your own areas, routes and customers.

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