



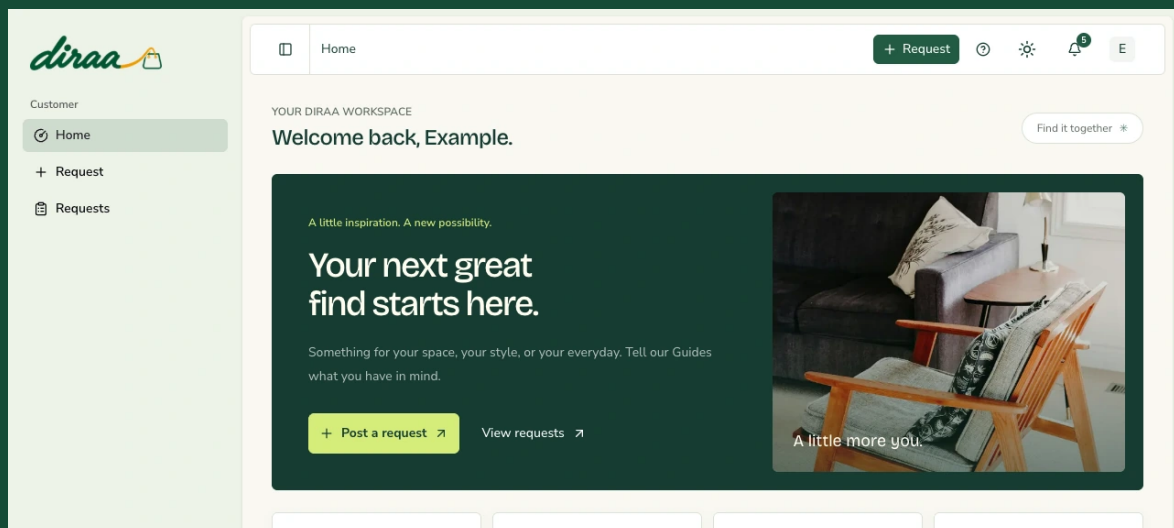
USER MANUAL / CUSTOMER

Customer manual

From your first idea to a confirmed delivery

English edition 1.3 | 12 October 2026

[Describe](#) > [Compare](#) > [Pay](#) > [Receive](#) > [Confirm](#)



Illustrated with demonstration records from the Diraa interface.

Read the matching online guide: diraa.africa/en/manuals/customer

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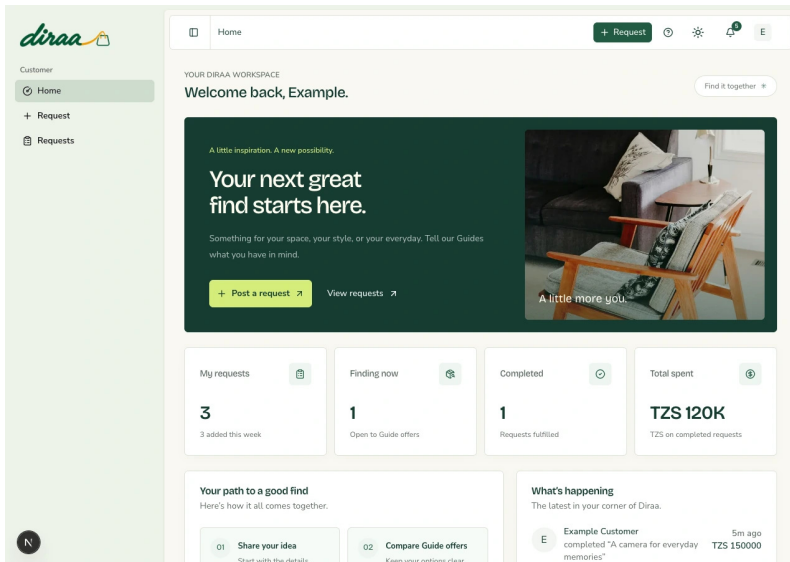
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About the examples. Screenshots use demonstration accounts and records captured from the Diraa interface. They do not show real customer information. Amounts and business details are examples.

CHAPTER 01

Your role and the buying journey

You explain what you need, choose a suitable offer, pay through Diraa, and confirm the real delivery. Guides source items; Diraa does not operate a courier fleet.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View full-size screenshot online.

Understand the process

Before you start. Prepare a clear idea of the item, your budget and destination.

1. Create a request with the item details and a delivery point.
2. Compare Guide offers and choose one using the payment flow.
3. Agree on delivery with the selected Guide and follow the request.
4. Inspect the received item, then record your completion review.

What happens next. The request completes when both the customer and Guide have confirmed.

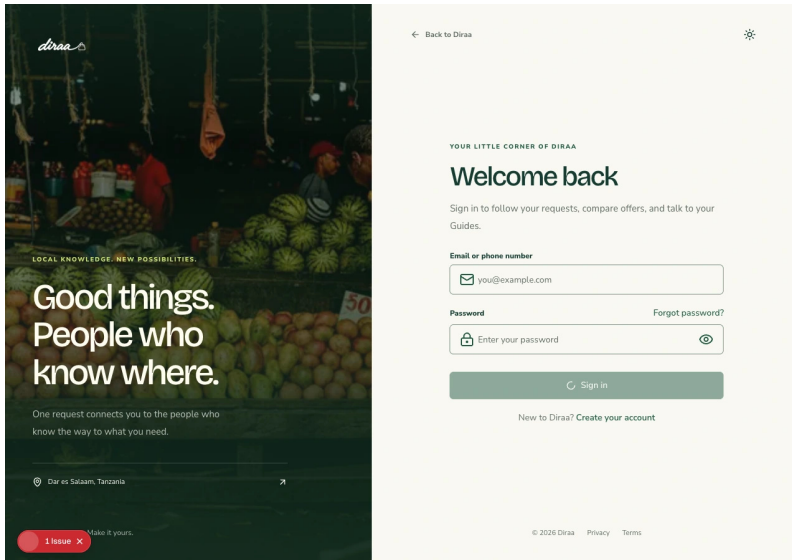
Keep in mind

A route is an estimate. The Guide's promised delivery time includes arrangements beyond driving. Contact details appear after an offer is accepted.

CHAPTER 02

Start with your account

Your account decides which workspace you can use. Keep your sign-in details private.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Create your account

Before you start. Use an email address you can open and a phone number you control.

1. Open [diraa.africa](#) and choose the sign-up option.
2. Choose Find something. Enter your personal details and create a password with at least eight characters.
3. Request the email verification code, open your inbox, and enter the code on Diraa. Use Resend code if it expires.
4. Read the terms, accept them if you agree, and finish registration.

What happens next. You have a Customer account.

Keep in mind

Never send your password, verification code, card PIN or mobile-money PIN to a Guide or administrator.

Sign in or recover access

Before you start. Have your registered email or phone number ready.

1. Open Sign in. Use Continue with Google, or your registered email or phone and password.
2. If you forgot the password, use the password-reset option and follow the link sent to your email.
3. Open your dashboard. On a phone, use the menu button to see navigation.
4. Use the profile icon in the top bar to open Profile or Log out. Use the sun/moon icon to change the theme.

What happens next. Your workspace shows the options available to your role.

Keep in mind

A deactivated account needs help from Diraa support; resetting a password does not reactivate it.

Keep your profile details current

Before you start. Sign in using your own account.

1. Use the top-bar profile icon to open Profile.
2. Open Personal details, choose Edit Profile, and update the permitted personal or contact fields.
3. Choose Save Changes and wait for confirmation. Use Cancel to abandon an edit.
4. Use the profile-photo control to choose an appropriate image, and wait until its upload finishes.

What happens next. Your saved details and photo are available for the permitted account and delivery uses.

Keep in mind

Changing profile details does not change your role or complete Guide verification. Keep contact details useful for fulfilment.

Request to become a Guide

Before you start. You are signed in as a Customer.

1. Choose Profile in the sidebar, then open the Become a Guide tab.
2. Choose Request to become a Guide. Read the confirmation and select Yes, send request. No licence number or TIN is needed at this stage.
3. Continue using your Customer account while the Superadmin reviews the request.
4. After approval, open your Guide dashboard and complete identity verification on its KYC page. An approval email follows the review. Approved KYC and an active bundle are required to receive requests.

What happens next. Your account stays a Customer until approved.

Keep in mind

If the request is returned, read the remark and send it again when ready.

CHAPTER 03

Describe the item you want

A clear request helps Guides quote the same thing instead of guessing.

The screenshot shows the 'New request' form in the Diraa+ application. The form is titled 'New request' and includes a progress bar with three steps: Product, Delivery, and Review. The 'Product' step is currently active. The form fields include: 'What do you need?' (text input), 'Category' (dropdown), 'Extra details (Optional)' (text area), 'Size or specification (Optional)' (text input), 'Quantity' (text input), and 'Maximum budget' (text input with a currency dropdown). The sidebar on the left shows navigation options: Home, Request, Requests, Payments, and Profile.

Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Complete the Product step

Before you start. Have a product name, category, budget and optional reference photo ready.

1. Choose Request in the sidebar. The website and Diraa+ both use Product, Delivery and Review.
2. On Product, enter the product name, category, quantity and budget. Add useful size or specifications and optional extra details.
3. Add a reference photo and source link if available. Wait for any upload to finish.
4. Choose Continue to set the delivery point.

What happens next. Diraa moves to the Delivery step.

Keep in mind

Website reference photos are optional, but useful. A screenshot or product link is a reference, not proof that the item is in stock.

CHAPTER 04

Set the delivery point and review

Choose a map pin for the place where you can safely receive the item.

The screenshot shows the 'New request' form in the DIRAA app. The form is titled 'New request' and has a progress bar showing 'Step 2 of 3'. The 'Delivery' section is active, showing a map with a green pin. The form includes fields for 'Maximum budget', 'Deliver to', 'Reference image', and 'Where did you see it?'. There are 'Back' and 'Continue' buttons at the bottom.

Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Complete Delivery and Review

Before you start. Confirm your maximum budget and exact receiving point.

1. On Delivery, enter the neighbourhood or landmark in Deliver to. Move and zoom the map, then tap or click the intended receiving point.
2. Use your current location only when you are at the desired receiving point and agree to the browser permission.
3. Adjust the pin if needed, then choose Continue.
4. Check the Product, Delivery and Review summary, including quantity, budget and photo. Choose Post request once.

What happens next. The request is saved and becomes available for offers.

Keep in mind

A place name without a chosen map point is not enough to continue. Prices and currencies must be checked before posting.

Change a saved delivery point

Before you start. Open one of your requests; delivery locations can be updated later.

1. Select Delivery, then Edit delivery point.
2. Choose the new map point and save it.
3. Tell the selected Guide about the change and reconfirm timing or any additional arrangement.

What happens next. The saved point and route preview update, and the change appears in request history.

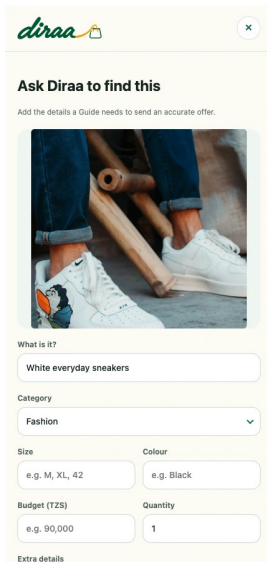
Keep in mind

Changing a pin does not automatically change the agreed price or Guide's delivery promise.

CHAPTER 05

Create a request from an online image

Diraa+ helps you capture an item while browsing. Availability and updates depend on the Chrome Web Store release.



The screenshot shows the Diraa+ web interface. At the top is the Diraa+ logo and a close button. Below is the heading "Ask Diraa to find this" with a subtext "Add the details a Guide needs to send an accurate offer:". A sample image of white sneakers is displayed. Below the image is a form with the following fields: "What is it?" (text input with "White everyday sneakers" entered), "Category" (dropdown menu with "Fashion" selected), "Size" (text input with "e.g. M, XL, 42" entered), "Colour" (text input with "e.g. Black" entered), "Budget (TZS)" (text input with "e.g. 90,000" entered), and "Quantity" (text input with "1" entered). At the bottom is a link for "Extra details".

Screen example. The Diraa+ composer, shown locally with a sample captured image. No request was submitted. [View full-size screenshot online.](#)

Capture with Diraa+

Before you start. Install the official Diraa+ release and open its side panel. Only Customer accounts can connect; Guides and administrators must use the website.

1. Choose Continue with Google and confirm Connect on Diraa, or enter your Customer email or phone and password.
2. Open a shopping page and use the Diraa+ image-capture control on the item.
3. Complete Product details and budget, then Delivery with its map point, and check Review.
4. Choose Send request to Diraa once and wait for confirmation. The captured image must finish uploading before the request can be saved.
5. Open the request on Diraa to compare offers and manage payment and delivery.

What happens next. A request with the captured image and page source is saved.

Keep in mind

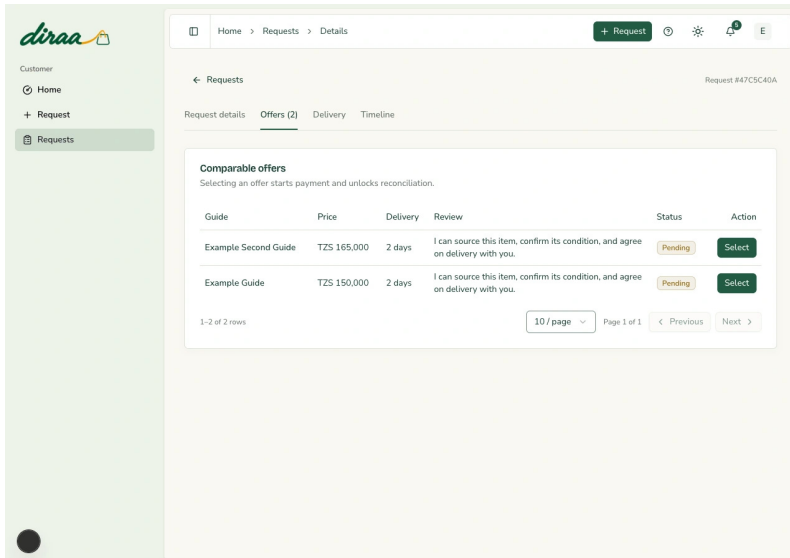
Diraa+ requests require an attached image. Do not repeatedly send the same request while a photo is uploading. Store review may mean the installed extension is behind the website.

Choose Enable notifications in the side panel to open Diraa's device setup. Sign in to the same Customer account and allow notifications. This is optional and does not change the request process.

CHAPTER 06

Compare the offers

Compare the price, promised time and written explanation, not only the lowest number.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Review proposals

Before you start. Open Requests and select the relevant request.

1. Select Offers in the request tabs.
2. Read each Guide's price, currency, delivery time, review or remark, and status.
3. Use the table page controls if there are many offers.
4. Choose Select beside a pending offer when you are ready to use its payment flow.

What happens next. The payment dialog opens for that offer.

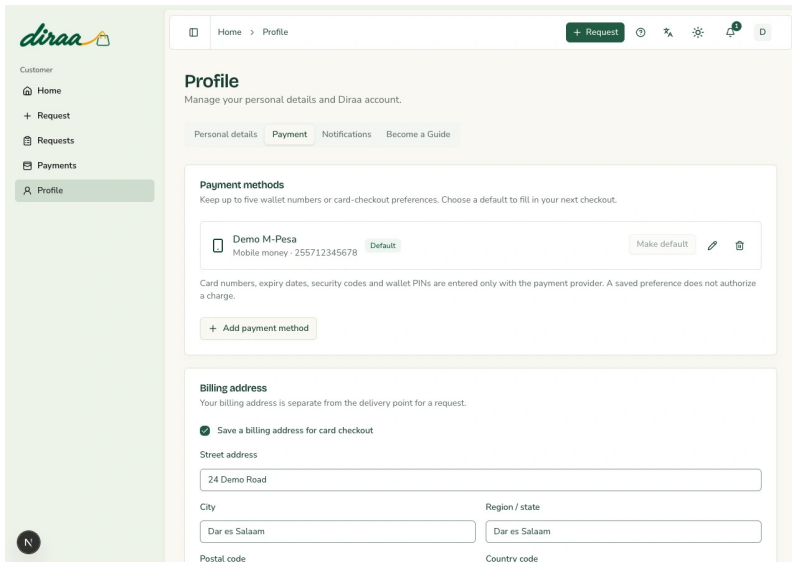
Keep in mind

Selecting is not a separate reservation. The confirmed payment result determines which offer is accepted. Other offers cannot be changed freely while payment is in progress.

CHAPTER 07

Save billing details and payment preferences

Set up reusable payment details once, then check them each time you pay. Saving a preference does not charge you or authorise automatic payments.



Screen example. Demonstration settings. The phone and address are examples. [View full-size screenshot online.](#)

Add a wallet or card checkout preference

Before you start. Sign in to your own account. Have a Tanzanian phone number ready.

1. Open Profile and choose Payment, or open Payments and choose Payment methods. Both pages manage the same saved details.
2. Choose Add payment method. Choose Mobile money or Card checkout, give it a useful name and enter the phone number.
3. Choose Add to payment settings. Make your preferred method the default if you want checkout to use it first.
4. Choose Save payment settings. You can edit or remove a method later; save those changes too.

What happens next. The next checkout offers your saved methods and uses the default preference.

Keep in mind

Card checkout preferences save a label and contact number. Enter card numbers and bank verification only on Snippe's secure hosted checkout. Diraa does not store your card number, expiry date, CVV or PIN.

A saved wallet number still requires approval of the actual payment prompt.

Save and reuse a billing address

Before you start. Use the billing address expected by your card provider. It can differ from the delivery point.

1. On Profile Payment or Payments Payment methods, enable Save a billing address for card checkout.
2. Enter the street address, city, region, postal code and two-letter country code; Tanzania is TZ.
3. Choose Save payment settings.
4. At checkout, choose Card and check the filled billing address. Edit it for that payment if needed, then review the total before confirming.

What happens next. Your billing address is private to your account and ready for card checkout.

Keep in mind

Changing details during checkout applies to that payment. Return to the saved settings page to change your reusable details.

If another tab changes your saved settings at the same time, reload the latest details before saving again.

CHAPTER 08

Pay through the secure payment flow

Diraa supports Snippe mobile-money and card collection. Never give another user your wallet PIN or card security details. Checkout adds a 3% platform fee to the offer price and shows the total before you pay. For example, TZS 10,000 plus TZS 300 is TZS 10,300.

The screenshot shows a 'Checkout' modal window with a progress bar at the top indicating two steps: '1. Payment details' and '2. Review & confirm'. The 'Review & confirm' step is active. The modal contains the following information:

- Review your payment**: Check the details below before confirming. No payment has been started yet.
- Everyday trainers**:
 - Payment method: Card - secure hosted checkout
 - Contact phone number: 255712345678
 - Account: Test Customer - growth-8f410433aadae862fbc259cc@example.invalid
 - Billing address: 24 Demo Road, Dar es Salaam, Dar es Salaam, 14112, TZ
 - Selection remark: Please confirm size 42 and the agreed delivery time.
- Price summary**:
 - Price: TZS 45,000
 - Platform fee (3%): TZS 1,350
 - Total to pay**: TZS 46,350
- Footer text: Confirming opens Snippe, where you enter your card details and complete any bank verification.
- Buttons: 'Edit details' and 'Confirm & pay TZS 46,350'.

Screen example. Demonstration checkout: TZS 45,000 plus TZS 1,350 platform fee. No real payment was made. [View full-size screenshot online.](#)

Use mobile money

Before you start. Confirm the selected offer amount and have a supported Tanzanian wallet ready.

1. In the payment dialog, choose Mobile money and enter the correct Tanzanian phone number.
2. Choose saved wallet details or check the entered number. Write your selection remark and choose Review payment.
3. Check the request, wallet number, price, 3% platform fee and total. Choose Edit details to make corrections, or Confirm & pay when everything is correct.
4. Approve the prompt on your own phone using the wallet's normal secure process.
5. Return to Diraa and check payment status until a confirmed result appears.

What happens next. A confirmed payment accepts the offer and moves the request into progress.

Keep in mind

Pending is not paid. If a prompt or network response is delayed, check status before retrying. Do not make a second unrelated payment to force completion.

Snippe checkout currently accepts whole amounts in TZS. Ask Diraa support before agreeing an offer in another currency.

Use a card

Before you start. Have the card, its correct billing details, and a Tanzanian contact phone number ready.

1. Choose Card, check the amount, and enter your Tanzanian contact phone number and the required billing address.
2. Use your saved billing address or enter it for this checkout. Add the selection remark and choose Review payment.
3. Check the request, billing address, contact number, price, 3% fee and total. Choose Edit details to make corrections, or Confirm & pay to open the secure card checkout.
4. Enter card details and finish any bank verification on the hosted secure checkout page.
5. Return to Diraa and check the payment result. If you cancel checkout, check status before starting again.

What happens next. Only the confirmed provider result accepts the offer.

Keep in mind

Refunds are handled by authorised operators through the approved payment process. Closing checkout or reporting an issue does not automatically refund a charge.

Track a payment

Before you start. You are signed in to your Customer account.

1. Choose Payments in the sidebar, then open Payment history.
2. Find the request and check its amount, platform fee, total, method and status.
3. Use the request link to open its details. Use the page controls to see more payments.
4. If a payment is pending or under review, check its status before starting another attempt.

What happens next. You have a private list of your request payments.

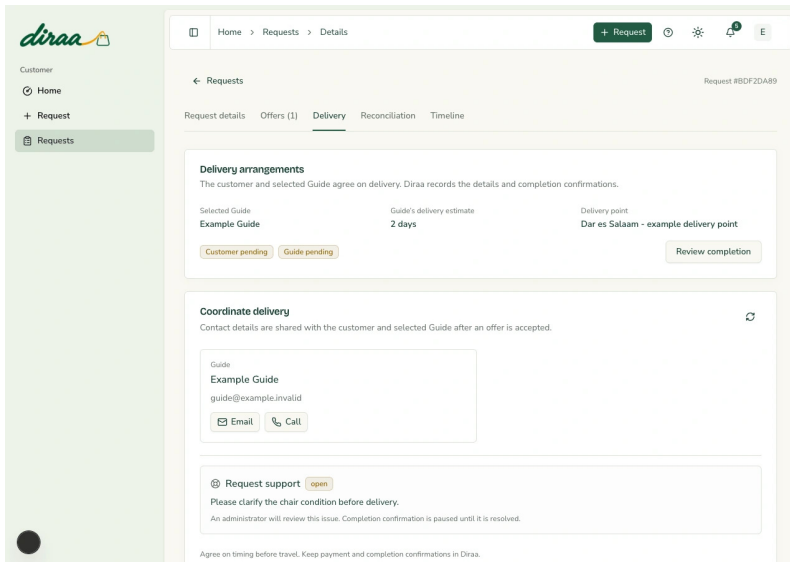
Keep in mind

Historical payments retain their original charged amount; the new fee is not added to old receipts.

CHAPTER 09

Arrange delivery and use the route

The customer and selected Guide agree on physical delivery. Diraa records the terms and helps display the route.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Contact the selected Guide

Before you start. The offer has been accepted after confirmed payment.

1. Open Delivery and read the selected Guide and delivery estimate.
2. Use the email or call option under Coordinate delivery to agree on the receiving time and item condition.
3. Check the delivery point and route. The start uses the Guide's saved business point where available.
4. If a starting point is missing, use the provided location option; only allow device location if you agree.

What happens next. Both parties have a practical delivery arrangement.

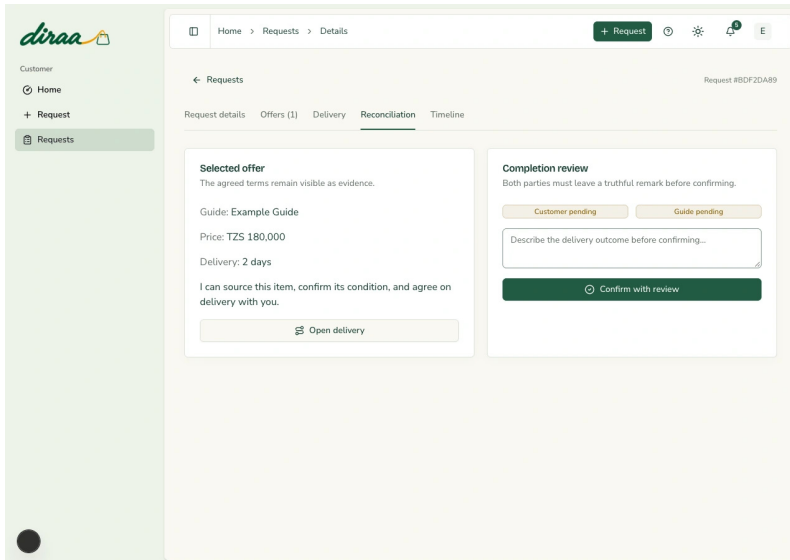
Keep in mind

Distance and driving time are approximate and exclude traffic or sourcing time. This is not live courier tracking. Diraa has no separate chat inbox.

CHAPTER 10

Inspect the item and confirm completion

Confirm the real outcome only after checking the received item.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Leave your completion review

Before you start. The accepted offer and delivery outcome are ready for review.

1. Open Reconciliation, or choose Review completion in Delivery.
2. Check the selected offer and the customer/Guide confirmation statuses.
3. Write a truthful remark about the item and delivery, then choose Confirm with review.
4. Wait for the Guide's confirmation if it is still pending. Check the completed status afterward.

What happens next. Both confirmations complete the request once and preserve the written history.

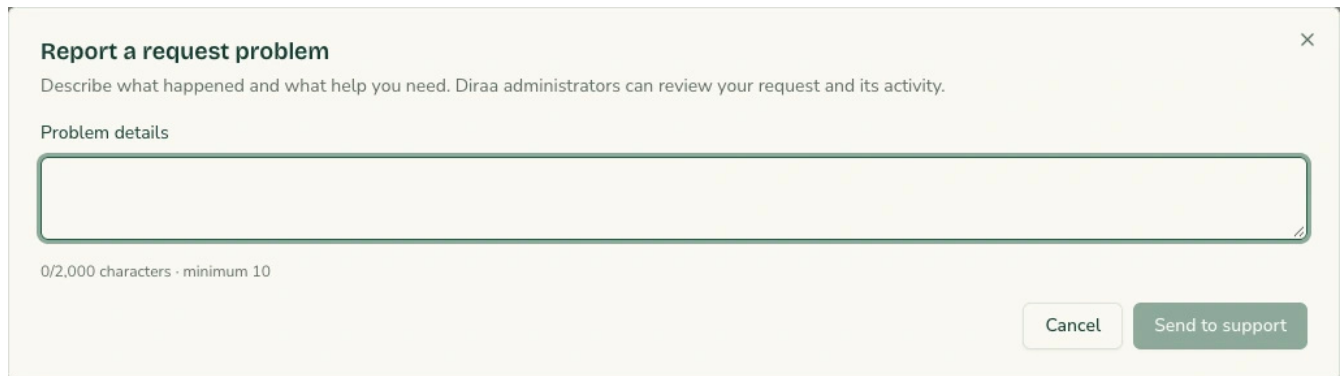
Keep in mind

If the item is wrong, missing or damaged, report a problem instead. Open issues pause completion. Completing a request does not prove that a Guide payout has happened.

CHAPTER 11

Report a problem and follow its resolution

Support belongs to the affected request, so the administrator can review the agreed terms and history.



Report a request problem ×

Describe what happened and what help you need. Diraa administrators can review your request and its activity.

Problem details

0/2,000 characters - minimum 10

Cancel Send to support

Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Report a request problem

Before you start. Customers can report their own requests. Guides can report requests where their offer was accepted.

1. Open the request and select Delivery.
2. Choose Report a problem. Describe what happened, what was agreed, and the help you need in 10 to 2,000 characters.
3. Choose Send to support. The request shows an open issue and administrators can review it.
4. Watch the request and your notifications for the administrator's resolution.

What happens next. An open support case is saved with the request.

Keep in mind

An open issue pauses completion and prevents a new payment attempt. Do not confirm delivery simply to close a dispute.

Check the recorded outcome

Before you start. An administrator has reviewed the issue.

1. Return to Delivery and read the resolution text and status.
2. Open Timeline to see the supporting history and remarks.
3. If the problem returns, use Report a problem again after the previous issue has been resolved.

What happens next. You can see the recorded decision and any next action.

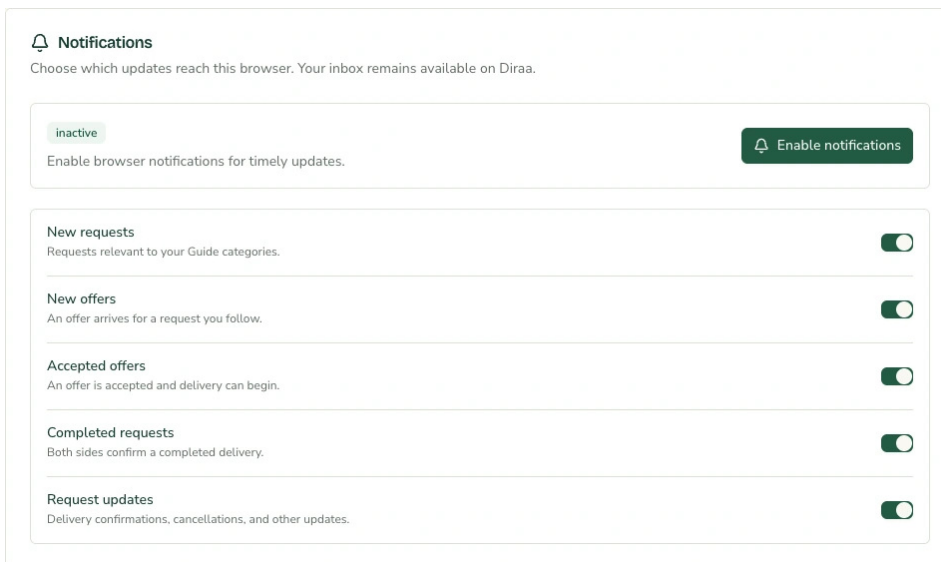
Keep in mind

A resolution entry does not automatically send a refund. Ask support for the confirmed payment-provider reference when money must be returned.

CHAPTER 12

Stay informed and keep your account current

The bell shows updates inside Diraa. Browser notifications are optional and must be enabled on each device.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Read and clear notifications

Before you start. Sign in to your workspace.

1. Select the bell in the top bar. Open an update to visit its request or account page.
2. Use Mark as read for a single update, or Mark all as read to clear the current unread list.
3. Refresh the page if needed. Read updates should stay read; a genuinely new event may add another unread update.

What happens next. Your notification inbox reflects what you have already read.

Enable notifications on a device

Before you start. Use a supported browser and open Diraa over HTTPS.

1. Open the profile menu, choose Profile, then open the Notifications tab.
2. Choose Enable notifications and allow the browser permission when prompted.
3. Choose the types of updates you want. Changes are saved as you change the controls.
4. Repeat on every phone or laptop you use. If permission is blocked, allow it in that browser's site settings and try again.

What happens next. The device is registered to receive eligible updates.

Keep in mind

Permissions, browser support, device settings and connectivity affect delivery. On an iPhone or iPad, use a supported Home Screen web app where required. Do not rely only on a push alert; check your Diraa inbox.

These are device notifications, which can appear when Diraa is in the background or its tab is closed. A completely closed browser, blocked operating-system notifications or an offline device can prevent alerts.

CHAPTER 13

Common questions and safe habits

Use the request status and saved history to decide what to do next.

Recover from a delay or error

Before you start. Keep the request page available.

1. For a loading error, choose Try again or refresh after checking connectivity.
2. For a slow photo, wait for its upload stage to finish; use a smaller clear image and retry if an error appears.
3. For delayed payment, check payment status and your provider before trying again.
4. For fulfilment problems, report the issue from Delivery and explain the facts.

What happens next. You avoid duplicate requests, duplicate payments and inaccurate confirmations.

Keep in mind

Keep passwords and PINs private. Keep delivery and payment decisions in the saved request history wherever possible.

Glossary and edition notes

Request

A description of something a customer wants a Guide to find.

Guide

A verified sourcing person or business that sends offers and arranges fulfilment.

Offer

A Guide's proposed price, delivery time and explanation.

KYC

Identity verification using a valid document, its number, two photos and residence details.

Delivery point

The place where the customer wants to receive the item.

Reconciliation

The completion-review tab where the customer and Guide confirm what happened.

Settlement

The actual movement of collected money to its intended recipient. A completed request is not proof of a payout.

Audit log

A dated record of an action, who performed it, and its result.

About this edition

This English edition describes the Diraa MVP as of 12 October 2026. The web and PDF manuals share the same source content. Screens and operating processes may change in later releases.

If you cannot sign in or open a request, use the published Diraa contact number: +255 676 907 776. Have your request ID ready when relevant.

Documentation design references

Atlassian how-to article template

GitBook documentation structure guidance