



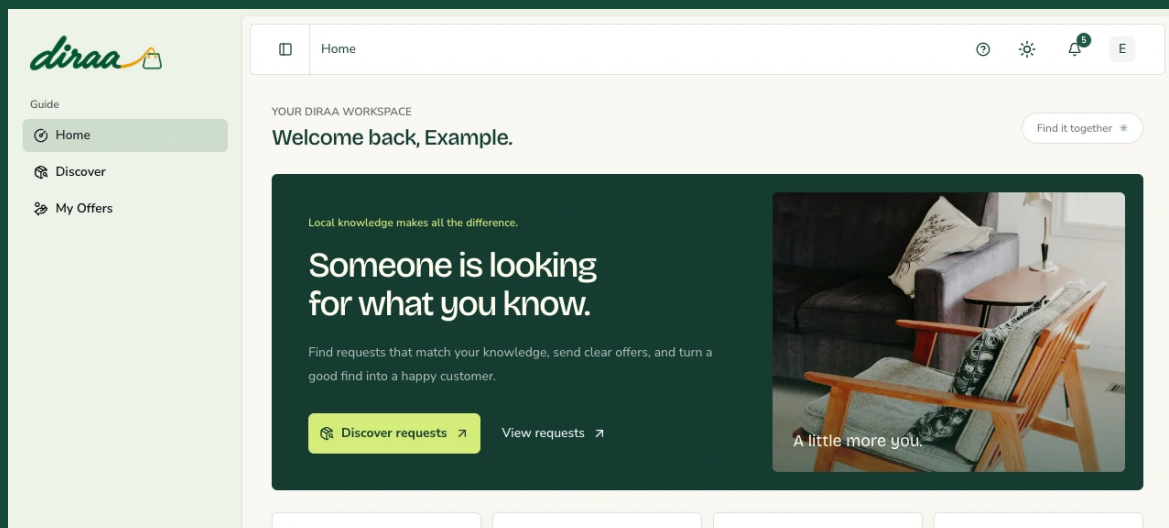
USER MANUAL / GUIDE

Guide manual

Find the right item. Keep every promise clear.

English edition 1.4 | 12 October 2026

[Identity verification](#) > [Sourcing](#) > [Offers](#) > [Delivery](#)



Illustrated with demonstration records from the Diraa interface.

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

Contents

Choose a chapter below, or use the PDF bookmarks. On the website, the same contents and chapter headings let you jump directly to a process.

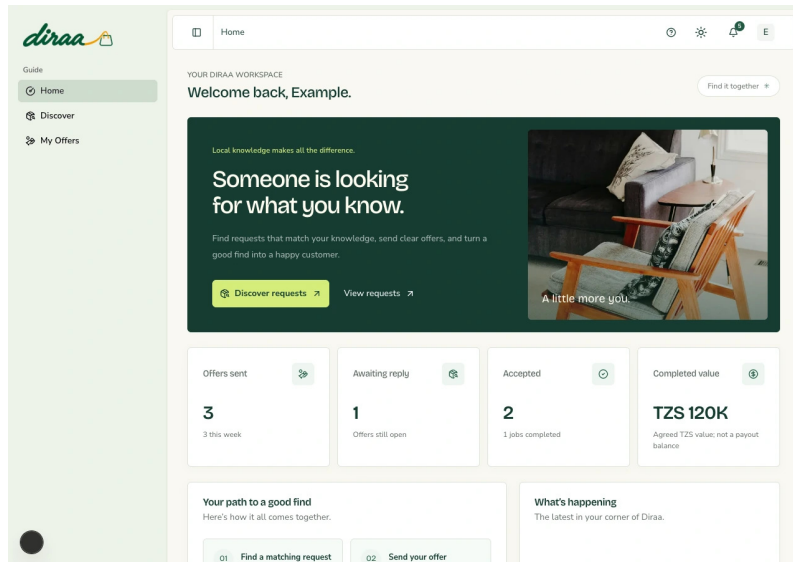
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About the examples. Screenshots use demonstration accounts and records captured from the Diraa interface. They do not show real customer information. Amounts and business details are examples.

CHAPTER 01

Your role and the sourcing journey

A Guide finds suitable items, explains the offer and arranges fulfilment. New opportunities require approved KYC and an active paid bundle.



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

Understand your responsibilities

Before you start. Know which products you can source and where you can serve customers.

1. Request Guide access from your Customer Profile, wait for approval, complete KYC and purchase a bundle. Direct Guide sign-up still requires KYC and payment.
2. Discover requests, check the specifications, and send a realistic offer.
3. When selected, coordinate sourcing and delivery with the customer.
4. Deliver the agreed item, leave your completion review, and follow the agreed settlement process.

What happens next. You can manage the job from one request and My Offers.

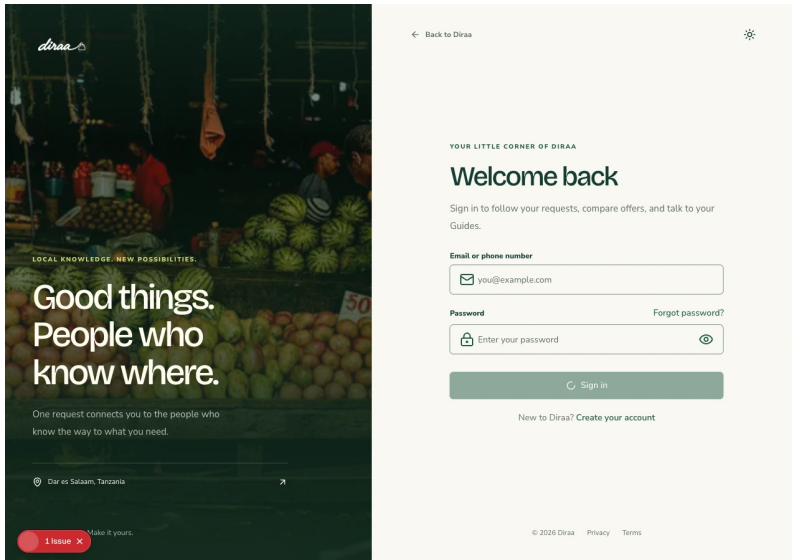
Keep in mind

Diraa does not provide a courier fleet or an automatic Guide payout balance. Accepted work and completed value do not prove money was paid to you.

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 Become a Guide. 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 Guide account. KYC approval and an active paid bundle are required before discovering requests.

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.

CHAPTER 03

Complete identity verification

KYC checks your identity. Complete it on the KYC page inside your Guide dashboard. Your dashboard remains available while the review is pending.

Screen example. Demonstration identity form. No real identity documents are shown. [View full-size screenshot online.](#)

Submit your identity documents

Before you start. Have a National ID, Passport or Driver's Licence, the identity number, and clear photos of both sides ready.

1. Open KYC from the Guide dashboard sidebar.
2. Choose your country of residence, enter your spoken languages, and select sourcing categories. A trading name is optional.
3. Choose your identity document and enter its matching number. Upload clear front and back photos under 3 MB each. For a passport, use the identity page and cover.
4. Review the details and choose Submit KYC. Your documents are private to you and the Superadmin reviewer.
5. Continue using your dashboard while review is pending. You will receive an email when your KYC is approved or returned.

What happens next. Your submission is saved for administrator review.

Keep in mind

Approved KYC and an active bundle are access rules for receiving new requests. Buying a bundle is not a KYC step.

Correct a returned submission

Before you start. An administrator has requested changes.

1. Open KYC and read the reviewer's reason.
2. Correct your details and upload both document photos again. Review and resubmit.
3. Wait for the approval email. An active bundle is also required to discover new requests.

What happens next. The corrected submission returns to review.

Keep in mind

Submit genuine, readable identity documents. Approval requires a Superadmin review.

CHAPTER 04

Choose and renew a Guide bundle

Guide access is prepaid. KYC approval alone does not unlock new requests. Your bundle must still be active.

Payments
Your payments, fees and receipts.

Payment history | **Payment methods**

Your payment history

Payment	Type	Total	Method
weekly bundle Awaiting provider reference	Bundle Platform fee (3%)	TZS 3,090 Fee: TZS 90	Card
weekly bundle Awaiting provider reference	Bundle Platform fee (3%)	TZS 3,090 Fee: TZS 90	Card
Fixture shoes Awaiting provider reference	Request Platform fee (3%)	TZS 10,300 Fee: TZS 300	Mobile m

11-13 of 13 rows

New payment
Choose a bundle and payment details.

Choose a bundle

- ☐ Daily
24 hours
TZS 1,000
- ☒ Weekly
7 days
TZS 3,000
- ☐ Monthly
30 days
TZS 12,000

Saved payment method
Demo wallet - 0712345678

Payment method
☒ Mobile money ☐ Card

Wallet phone number
0712345678

Use the number of the wallet you want to pay from. You'll approve its prompt on your phone.

[Manage saved payment details](#)

Price TZS 3,000
Platform fee (3%) TZS 90
Total to pay TZS 3,090

[Proceed to checkout](#)

Screen example. Choose a bundle and payment method, then review the total including the 3% fee before checkout. Demonstration only; no real charge. [View full-size screenshot online.](#)

Pay for a bundle

Before you start. Your KYC is verified.

1. Open Payments in the sidebar, then choose New payment. View bundles on Discover opens the same drawer.
2. Choose Daily (TZS 1,000), Weekly (TZS 3,000) or Monthly (TZS 12,000). The 3% fee makes checkout totals TZS 1,030, TZS 3,090 and TZS 12,360.
3. Choose mobile money or card. Saved preferences and billing details from Profile Payment can fill the form; check or edit them.
4. The drawer shows the price, 3% fee and total. Choose Proceed to checkout, check the summary, then choose Confirm & pay. Use Edit details for corrections.
5. Approve the wallet prompt on your phone, or enter your card details on the secure hosted checkout and complete the provider process.
6. Check the result. Access starts only after the provider confirms payment. Read the expiry date on Payments.

What happens next. You can discover requests and send offers while the bundle is active.

Keep in mind

Daily lasts 24 hours, weekly 7 days and monthly 30 days. Buying again before expiry extends the remaining time. These are prepaid bundles; Diraa does not automatically charge a renewal.

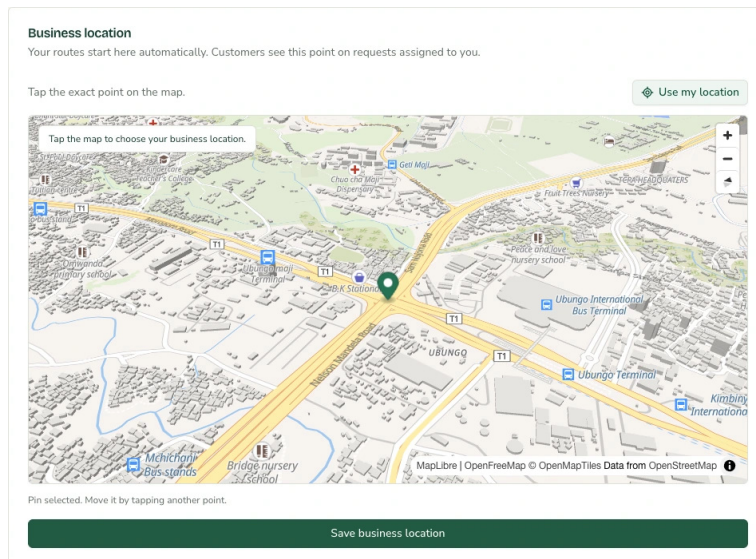
When a bundle expires, renew to receive new opportunities. You can still manage accepted deliveries.

If interrupted, use Check payment or Retry the same payment. Diraa reuses the recorded attempt. After a confirmed failure, Retry payment opens a fresh drawer and summary. Payments lists bundle and request receipts with their fees. Contact support for payments under review instead of paying again.

CHAPTER 05

Set your normal starting point

Saving your business point makes route previews easier for customers and avoids repeatedly asking for device location.



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

Save or update the business location

Before you start. Use the place where you normally start sourcing or delivery.

1. Open the profile menu, choose Profile, then open Business and find Business location.
2. Choose Set business location, or Change location if a point already exists.
3. Choose the correct point on the map and select Save business location.
4. Update it when the business moves, and reconfirm delivery arrangements on active requests.

What happens next. Assigned requests can use your saved point as the route start.

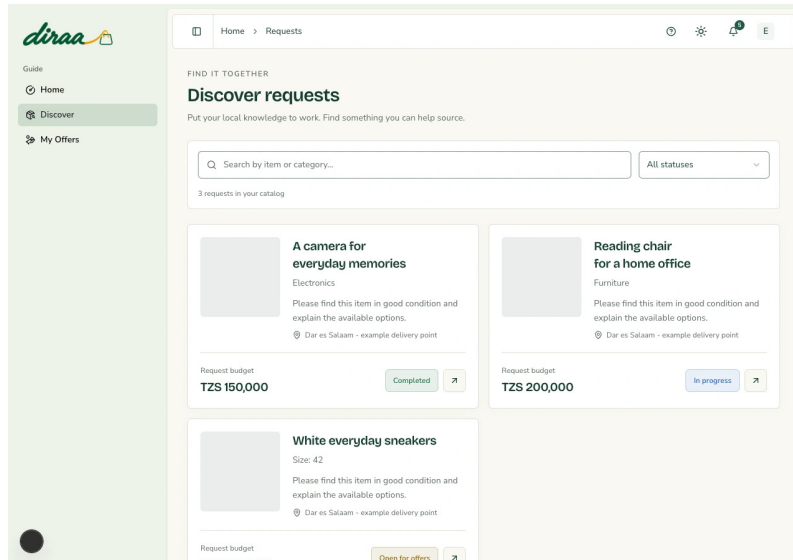
Keep in mind

Customers see this business point on requests assigned to you. Without a saved point, the route may need device location or a manually chosen starting point.

CHAPTER 06

Find a request you can fulfil

Choose requests that match your product knowledge, budget and practical delivery area.



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

Review an opportunity

Before you start. Your Guide account has approved KYC and an active paid bundle.

1. Choose Discover in the sidebar and use the available search or filters.
2. Open a request and read its description, photographs, budget, category and specifications.
3. Check the delivery destination and consider sourcing and travel time.
4. Open Offers only when you can propose the requested item and an achievable time.

What happens next. You have enough information to send a useful proposal.

Keep in mind

Do not offer on your own request. Reference photos are not proof of stock or product condition. A category helps classification; it does not guarantee that a request is suitable for you.

CHAPTER 07

Send a clear offer

The customer compares your price, time and explanation against other proposals.

The screenshot shows the Diraa web application interface. On the left is a sidebar with navigation links: Home, Discover, and My Offers. The main content area is titled 'Request details' and shows the 'Offers (2)' tab selected. The 'Send an offer' form includes fields for Price, Currency (set to TZS), Delivery time, and a text area for Offer review / remark. Below the form is a 'Submit offer' button. A section titled 'Comparable offers' displays a table with two example offers, both with a 'Pending' status.

Guide	Price	Delivery	Review	Status
Example Second Guide	TZS 165,000	2 days	I can source this item, confirm its condition, and agree on delivery with you.	Pending
Example Guide	TZS 150,000	2 days	I can source this item, confirm its condition, and agree on delivery with you.	Pending

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

Submit the proposal

Before you start. The request is open for offers.

1. On the request, choose Offers and find Send an offer.
2. Enter your price, currency and delivery time. TZS is required for the supported Snippe checkout.
3. Write an Offer review / remark explaining the item, condition, availability and any important delivery detail.
4. Choose Submit offer and wait for confirmation.

What happens next. The proposal appears in your My Offers list.

Keep in mind

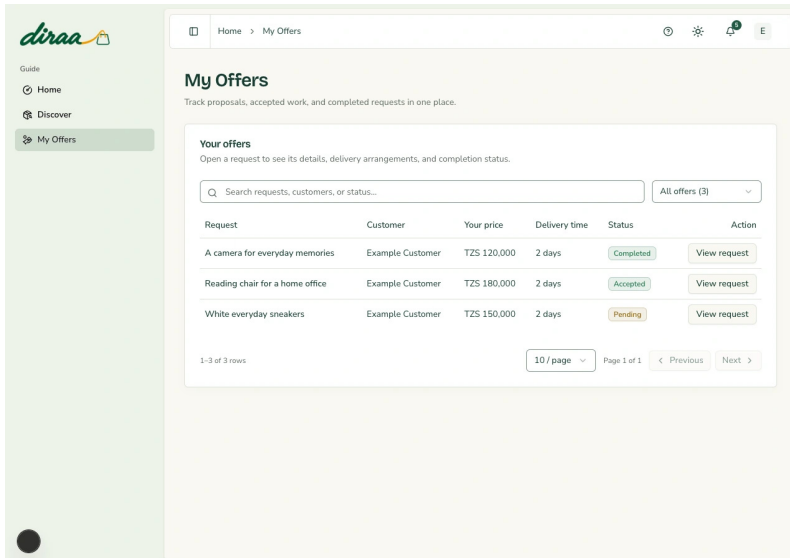
Do not promise stock, conditions or delivery dates you have not checked. Offers cannot be changed while payment is in progress. Submitting again for the same open request updates your existing proposal where allowed.

Snippe checkout currently accepts whole amounts in TZS. Clarify currency with the customer and Diraa support before agreeing work in another currency.

CHAPTER 08

Manage proposals and accepted jobs

My Offers replaces a separate Work page. It is the main list for your sourcing work.



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

Find the right work status

Before you start. Open My Offers in the sidebar.

1. Choose Pending to follow proposals awaiting a customer decision.
2. Choose Accepted to see selected jobs that still need fulfilment, or Completed for finished jobs.
3. Use the search box and page controls to find an item or customer.
4. Choose View request to open the associated offer or Delivery tab.

What happens next. You can reach each active or completed job from one list.

Keep in mind

Declined lists offers that were not selected. A rejected proposal does not mean your account is blocked.

Check whether a customer selected you

Before you start. The customer has used the payment flow.

1. Open the relevant request and check the offer status.
2. Treat accepted as the confirmed selection signal; a customer saying they started payment is not enough.
3. Use Delivery to check the agreed price and timing and the contact options.

What happens next. You know which requests are assigned to you.

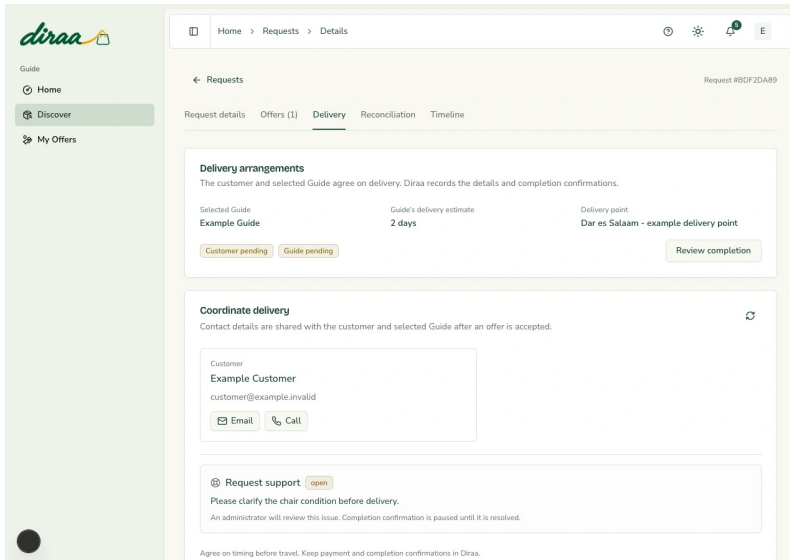
Keep in mind

Do not mark delivery complete merely because payment was collected. Completed request value is not a payout balance.

CHAPTER 09

Source and deliver the agreed item

The selected Guide and customer organise physical transport and agree on the receiving time.



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

Coordinate fulfilment

Before you start. Your offer is accepted and the request is assigned to you.

1. Open Delivery and read the customer's confirmed destination and your agreed time.
2. Use the email or call option to confirm item details, receiving time and delivery arrangements.
3. Source the agreed item and check its condition before travelling.
4. Use the route preview for approximate distance and driving time; reconfirm any changed delivery point with the customer.

What happens next. You have a practical plan to deliver the agreed item.

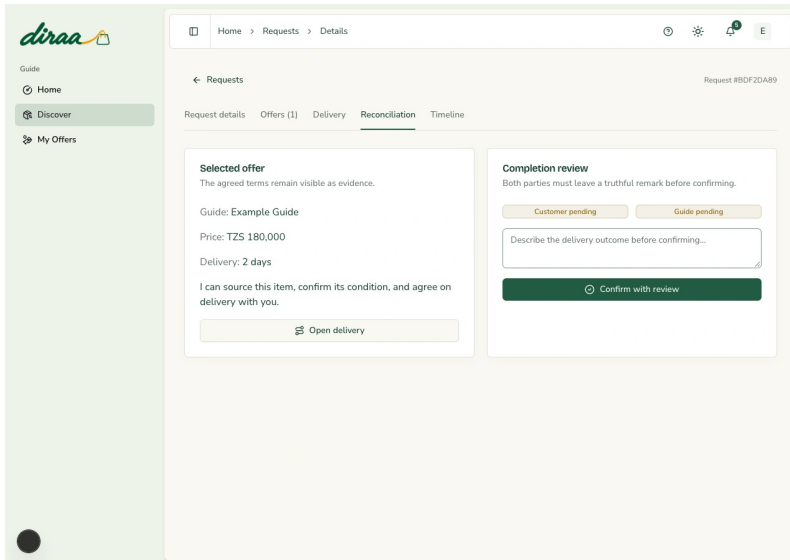
Keep in mind

The map does not track a live courier. Driving estimates exclude sourcing time and traffic. Do not request passwords, wallet PINs or card information from customers.

CHAPTER 10

Confirm fulfilment honestly

The customer and selected Guide each leave a completion review. Both confirmations are needed.



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

Confirm your part of the delivery

Before you start. The item was delivered, and you can describe the real outcome.

1. Open Reconciliation or choose Review completion from Delivery.
2. Check the accepted terms and customer/Guide confirmation statuses.
3. Write a clear remark about what was delivered and choose Confirm with review.
4. Wait for the other party if their confirmation is pending, then check the Completed filter in My Offers.

What happens next. Both confirmations complete the request once.

Keep in mind

If an issue is open, completion remains paused until an administrator resolves it. Do not pressure a customer to confirm before inspecting the item.

Follow up on your actual payment

Before you start. The fulfilment outcome and any dispute are clear.

1. Check the agreed offer value and request ID.
2. Follow the settlement arrangement approved by Diraa's authorised operator.
3. Ask for the actual transfer reference and verify receipt in the payment account you agreed to use.
4. Contact support if the recorded request value and the actual payment do not match.

What happens next. You can distinguish completed work from money actually received.

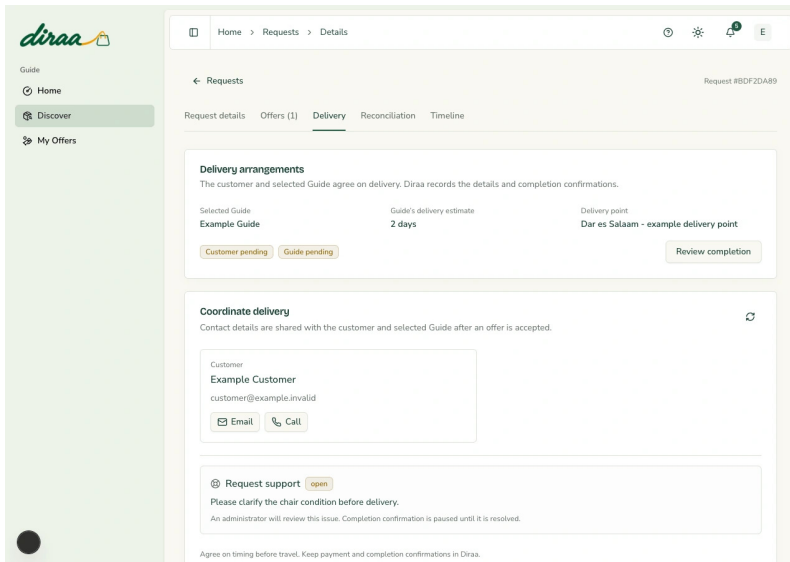
Keep in mind

There is no automatic payout ledger or Earnings page in this MVP. Refunds and Guide settlement are managed separately by authorised operators.

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.



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.

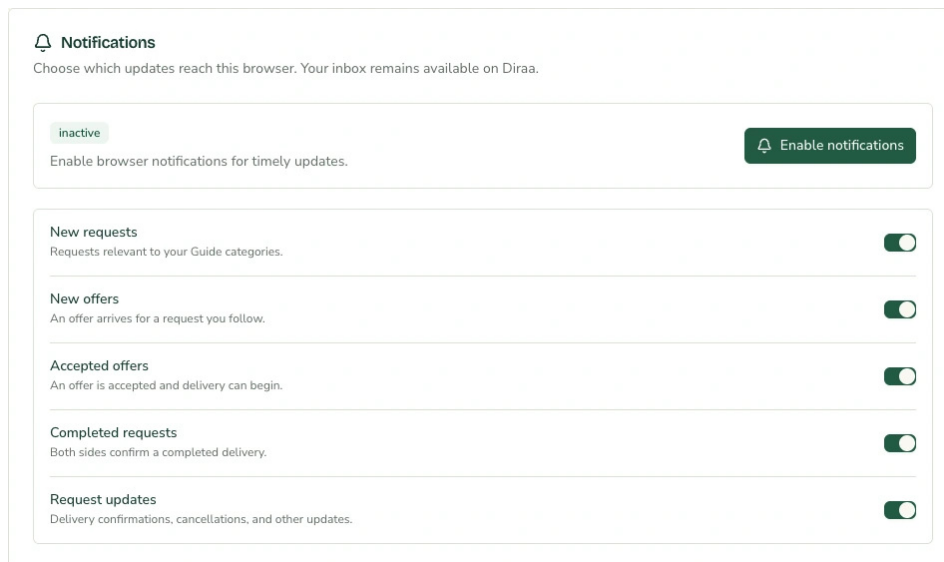
Keep in mind

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

Use a daily working routine

Keep your offers, delivery commitments and account details current.

Run a simple daily check

Before you start. Sign in at the start of your working day.

1. Review notifications and your Accepted offers first.
2. Confirm sourcing and delivery plans for active requests before sending more proposals.
3. Check Pending offers and discover suitable new requests.
4. Review open support issues and update your business point when it changes.

What happens next. You stay focused on accepted commitments and genuine opportunities.

Keep in mind

If a page fails to load, use Try again. If your account loses verification, resolve that with the Diraa team before continuing.

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