

USER GUIDE

STARS

We count every tanker

SMART TANKER ACTIVITY RECORDING SYSTEM

v3.0.0 · Vega

by Simplify Planet Labs LLP

Complete guide for consumers, suppliers & administrators

Version

v3.0.0 · Vega

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1 Welcome — what is STARS?

STARS — the **Smart Tanker Activity Recording System** — is a simple way to record, verify and reconcile every water-tanker delivery, for the organisations that **buy** water and the businesses that **supply** it.

The problem STARS solves

Many housing societies, factories, hotels and hospitals in India rely on water delivered by tanker. Counting those tankers by hand — a register at the gate, a diary in the guard's pocket, a WhatsApp message to the manager — is easy to lose, easy to dispute, and hard to reconcile against a supplier's monthly bill. Was it a 10,000-litre tanker or a 20,000-litre one? Did it actually arrive? Who approved it?

STARS replaces the paper register with a shared, tamper-evident record. A guard photographs each tanker **live at the gate**; the delivery is stamped with the time, the vehicle, the quantity and who recorded it; the organisation's admin approves it; and at month-end the supplier's bill can be reconciled against the exact deliveries everyone agreed on. Nobody argues about a number that both sides watched being recorded.

Two sides: Consumers and Suppliers

Everyone on STARS belongs to one of two kinds of organisation:

Consumer

The organisation that **receives** water — a society, factory, hotel, hospital, commercial site and so on. (You will see the word "**Consumer**" throughout the app; internally a consumer is still called a "society", which is why some codes and older labels read that way.)

Supplier

The business that **supplies** water. A supplier's type is either a **Vendor** (supplies water directly to consumers) or a **Distributor** (supplies water to vendors). The two are only a label — both use the same supplier console.

Behind both sits **Simplify Planet Labs LLP**, which runs STARS — it verifies new organisations and looks after platform billing.

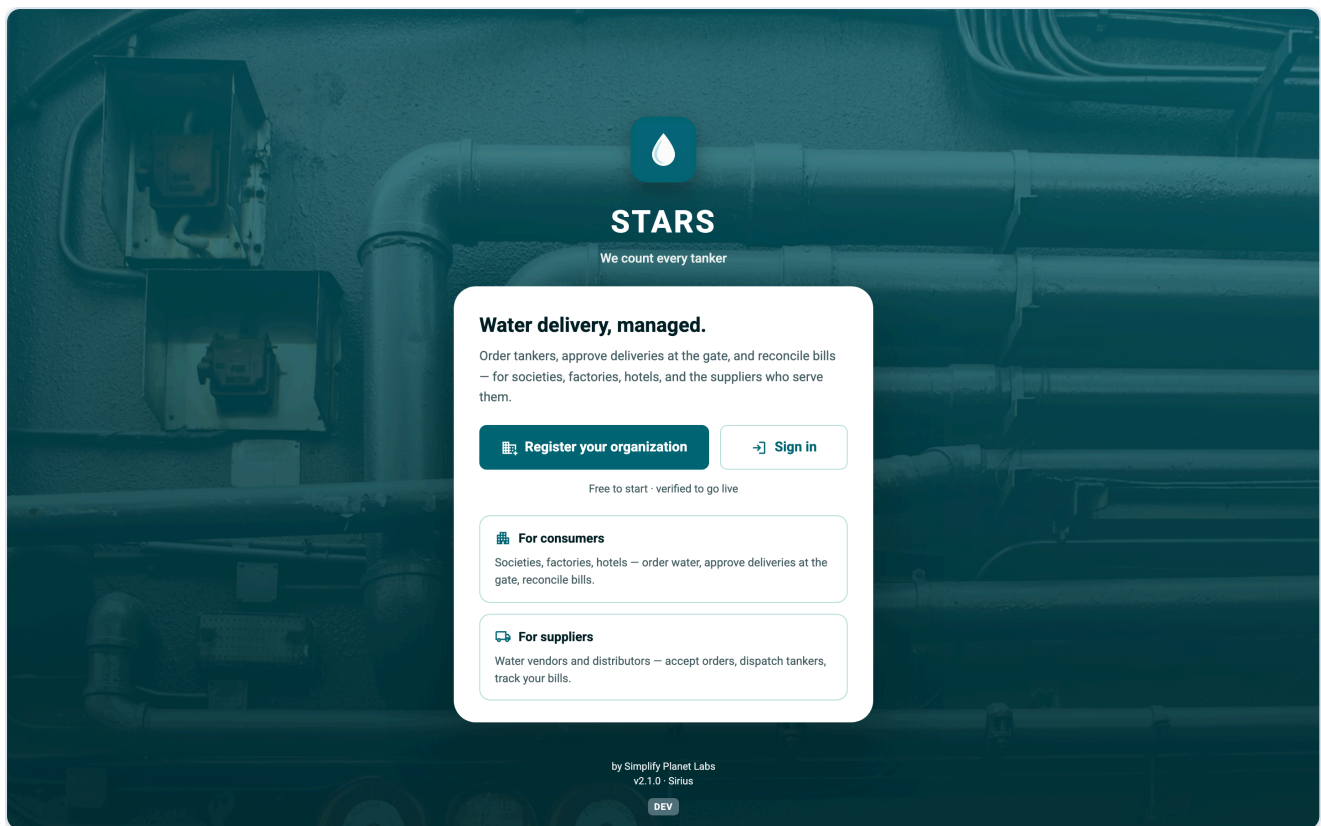


Fig 1 — STARS serves both sides of every tanker delivery: the consumer who orders and receives, and the supplier who dispatches.

Your Code

Every organisation on STARS has a short **Code** — for example `PGCHS` or `OCEAN`. Your Code identifies your organisation when you sign in: on the login screen you type your Code in the “**Your Code**” field, then your username and password. Everyone in your organisation shares the same Code but has their own username.

TIP

You never have to invent a Code. STARS generates it for you automatically from your organisation's name when you register (for instance, "Maple Court CHS" becomes something like `MAPLEC`). Keep it handy — your whole team needs it to sign in.

How billing & verification work — in brief

STARS carries two separate money conversations, and it helps to know they are different:

- **Supplier ↔ Consumer (water):** the supplier proposes a **rate** (for example ₹500 per 10,000 litres); the consumer approves it; deliveries are counted; at month-end each side reconciles the bill against the agreed deliveries.
- **Platform ↔ Organisation (the STARS service):** Simplify Planet Labs LLP bills each organisation for using STARS. This is **Platform Billing**, and is entirely separate from the water bill above.

"Verification" refers to a delivery being **approved** — confirmed as genuine by the consumer's admin — and to your **organisation** being verified by Simplify Planet Labs LLP (moving from a free pilot to a live account, explained next).

TEST vs REAL — pilots & SAMPLE invoices

When you first register, your organisation starts as a **TEST** (pilot) account. It is fully functional — you can invite your team, record real deliveries and explore every feature — but it is understood to be a trial while Simplify Planet Labs LLP gets you set up.

The one visible difference is billing: **while you are a pilot, every invoice is stamped** **SAMPLE**. A SAMPLE bill is a preview that shows you exactly how billing will look — it is **never a real amount to pay**, and it is watermarked "not a demand for payment". Once Simplify Planet Labs LLP verifies your organisation and switches it to **REAL**, invoices become live.

IN SHORT

TEST = free pilot, non-binding SAMPLE invoices, can be removed cleanly. **REAL** = a verified, live organisation with real bills. You do not switch this yourself; Simplify Planet Labs LLP does it when you are ready to go live.

2 Getting started

STARS is a paid product with one simple promise: **recording water is never behind a paywall** — every plan logs deliveries with a gate photo; what grows with your plan is the billing and insight around it. To get started you **choose a plan, pay by UPI**, and **register your organisation** — or you are **onboarded by a supplier** who already uses STARS. Either way, you sign in with your Code and get to work.

2.1 Choosing a plan

Both sides of STARS — consumers (who buy water) and suppliers (who sell it) — pick a plan that matches how much they lean on STARS. Plans are **prepaid**: an annual plan is a flat fee for a locked 12-month term, or you can pay **pay-as-you-use** and be charged only in the months you actually buy water.

Consumer plans — every plan includes gate-photo delivery logging.

Plan	Best for	Adds
Starter	A trustworthy delivery record	Delivery logging + photo, Overview, off-app suppliers, approvals, team management
Standard	Watching the money too	Everything in Starter, plus spend & cost, bill reconciliation, and export to CSV
Pro	Ordering & the full picture	Everything in Standard, plus placing orders, inviting on-app suppliers, bill history, and the full report suite

Suppliers choose between **Starter** (one user) and **Pro** (many users), both with the full supplier console. The live plans page always shows current pricing and exactly what each plan includes.

FOR CONSUMERS

Three plans, one clean record

For anywhere water arrives by tanker — societies, factories, hospitals and more. Start by tracking deliveries, add bill reconciliation when you want to watch the money, and go Pro for ordering and the full report suite. Every plan is **prepaid** for a locked 12-month term — or pay only when you buy water.

LIMITED-TIME

1 extra month free

Pay annually

Pay-as-you-use

Starter

For buyers with local, off-app suppliers who want a trustworthy delivery record.

₹699/year

≈ ₹58/month · prepaid, locked for 12 months

or pay-as-you-use — **1%** of each tanker's cost

- ✓ Delivery logging with gate photo
- ✓ Overview — water received & deliveries
- ✓ Off-app suppliers, rates & tankers
- ✓ Approvals & delivery report
- ✓ Team management

Get started

Standard MOST CHOSEN

For teams that also want to reconcile what they pay — the money layer switches on.

₹999/year

≈ ₹83/month · prepaid, locked for 12 months

or pay-as-you-use — **2%** of each tanker's cost

- ✓ Everything in Starter
- ✓ Spend & cost on your overview
- ✓ Bill reconciliation
- ✓ Export deliveries to CSV

Get started

Pro

For operations running the full loop — ordering, on-app suppliers, and reporting for the whole team.

₹1,199/year

≈ ₹100/month · prepaid, locked for 12 months

or pay-as-you-use — **3%** of each tanker's cost

- ✓ Everything in Standard
- ✓ Place orders with suppliers
- ✓ Invite on-app suppliers by code
- ✓ Full bill history
- ✓ The full report suite (6 reports)

Get started

Fig 2 — The plans page. Pay annually for a flat 12-month fee, or switch to pay-as-you-use.

ALREADY USING STARS?

Existing pilot organisations keep working exactly as before — you will simply be told your plan once one is applied to your account. Nothing you record, reconcile or approve changes.

2.2 Paying by UPI

When you sign up (or add a plan), STARS shows a payment step: the exact amount for your plan as a **UPI QR**. Pay with any UPI app, then paste the transaction reference to finish. For now, payment is by UPI and confirmed by our team; STARS is **onboarding a payment gateway**, after which more payment options will be available and faster validation of payment.

- 1 Scan the QR (or use the UPI ID shown) and pay the exact amount with any UPI app.
- 2 Copy the **UPI reference / UTR** from your payment app and paste it into **"UPI transaction ID"**.
- 3 Tap **"I've paid — finish"**. You can **start using STARS right away** — there is no wait.

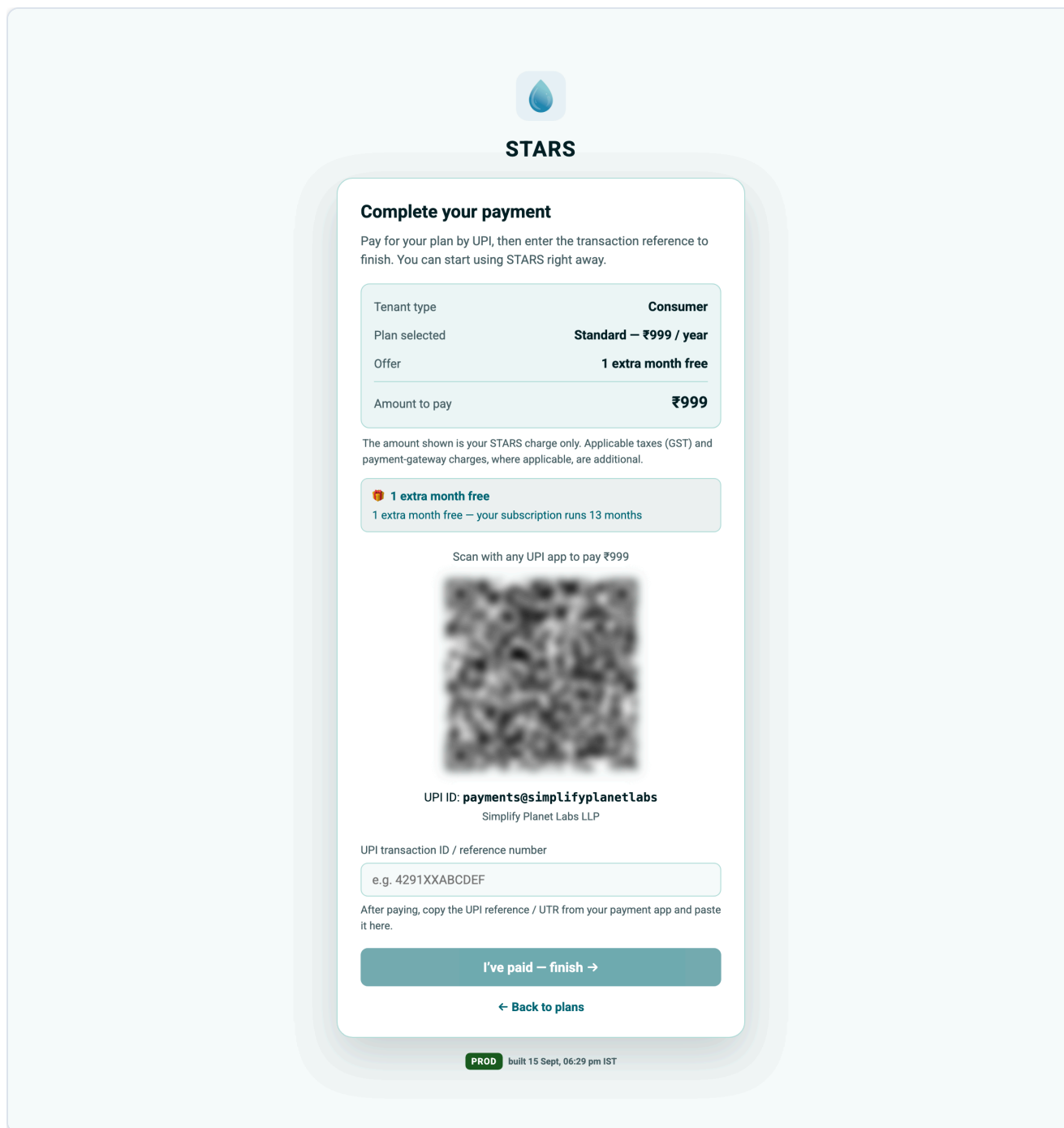


Fig 3 — The payment step. Scan, pay, paste the reference — then straight into STARS.

WHAT HAPPENS AFTER YOU PAY

Our team verifies your payment, usually within **24–72 hours**. Once it checks out, your account is made permanent — and you can keep using STARS in the meantime, no restriction. If a payment is never received or does not match the plan, we email you before anything changes. Paid but hit a snag? Email support@simplifyplanetlabs.app with a screenshot and we will sort it out.

2.3 Register your organisation

Open the STARS home page in a web browser. You will see two choices: **“Register your organization”** and **“Sign in”**. Choose to register.

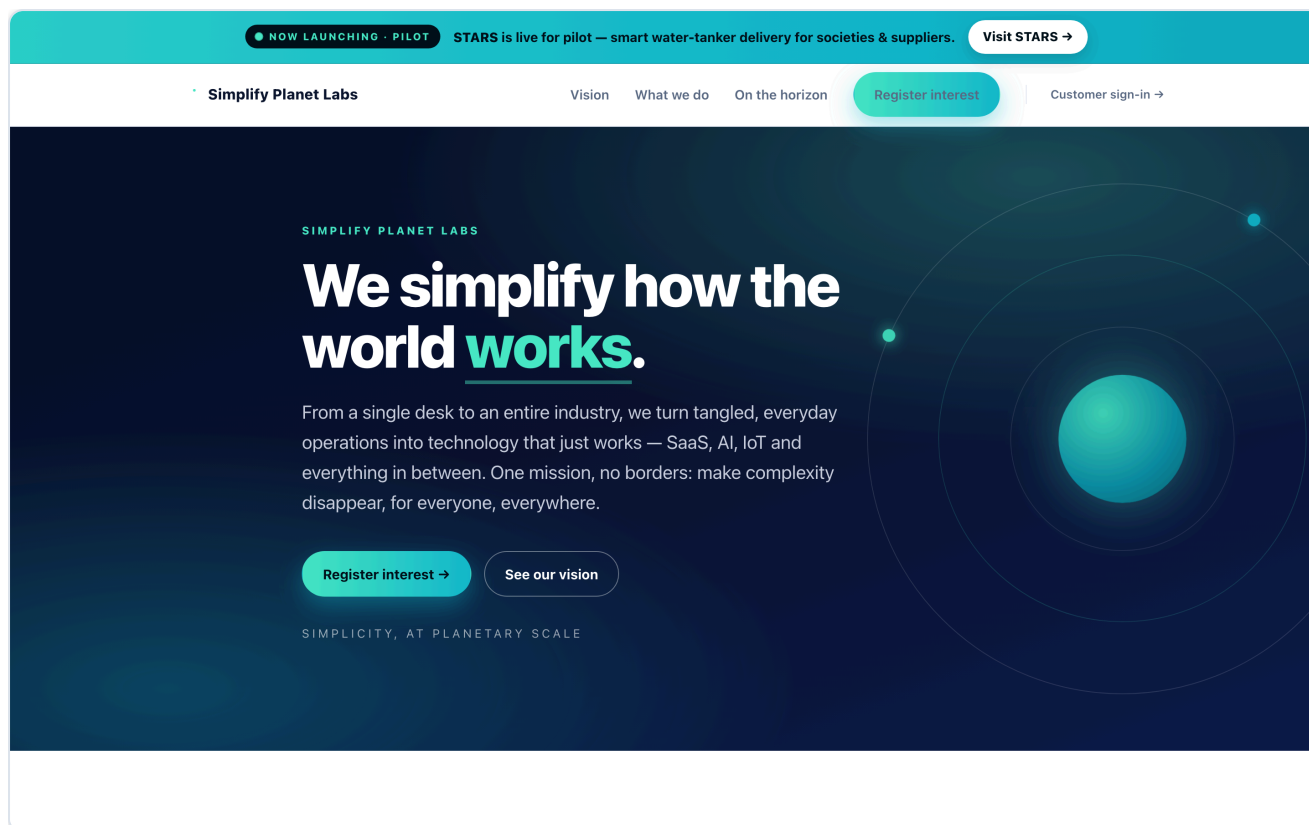


Fig 4 — The STARS home page. New organisations start with **“Register your organization”**; returning users choose **“Sign in”**.

- 1 Under **“I’m registering as”**, choose **“Consumer”** (a society, factory, hotel, hospital...) or **“Supplier”** (a water vendor or distributor).
- 2 Fill in your organisation details: **“Organization name”**, **“Type”** (for a consumer: Society, Factory, Hotel, Hospital, Commercial or Other; for a supplier: Vendor or Distributor), **“City / area”**, and a **“Contact number”** (a valid 10-digit mobile).
- 3 Under **“Owner account”**, enter your **“Full name”**, choose a **“Username”**, give a **“Work email”** (a 6-digit code is sent here to verify it), and set a **“Create password” / “Confirm password”** (at least 8 characters).
- 4 Tick **“I agree to the Terms and Conditions and Privacy Policy”**, then choose **“Create account”**.

TIP

You do not enter a Code here — STARS creates one for you. The form checks your entries as you go (a red hint appears under any field that needs fixing), and you can pinpoint your exact location later with GPS in the mobile app.



STARS

Create your organization account

I'm registering as

Consumer
Society, factory, hotel...

Supplier
Water vendor / distributor

Organization name Type

Society ▼

City / area Contact number

📍 Pinpoint your exact location with GPS on the mobile app.

Owner account

Full name Username

Work email

📧 We'll email a 6-digit code to verify this address.

Create password Confirm password

☐ I agree to the [Terms and Conditions](#) and [Privacy Policy](#).

Create account

Fig 5 — The registration form. Pick Consumer or Supplier, add your organisation and owner details, accept the Terms, and create the account.

2.4 Verify your email

STARS emails a **6-character verification code** to the address you gave. On the next screen:

- 1 Note your new **organisation code**, shown on screen (also remembered for the sign-in page).
- 2 Type the code from your email into **"Verification code"** and choose **"Verify & continue"**.
- 3 If it does not arrive within a minute or two, check spam, then use **"Resend code"**.

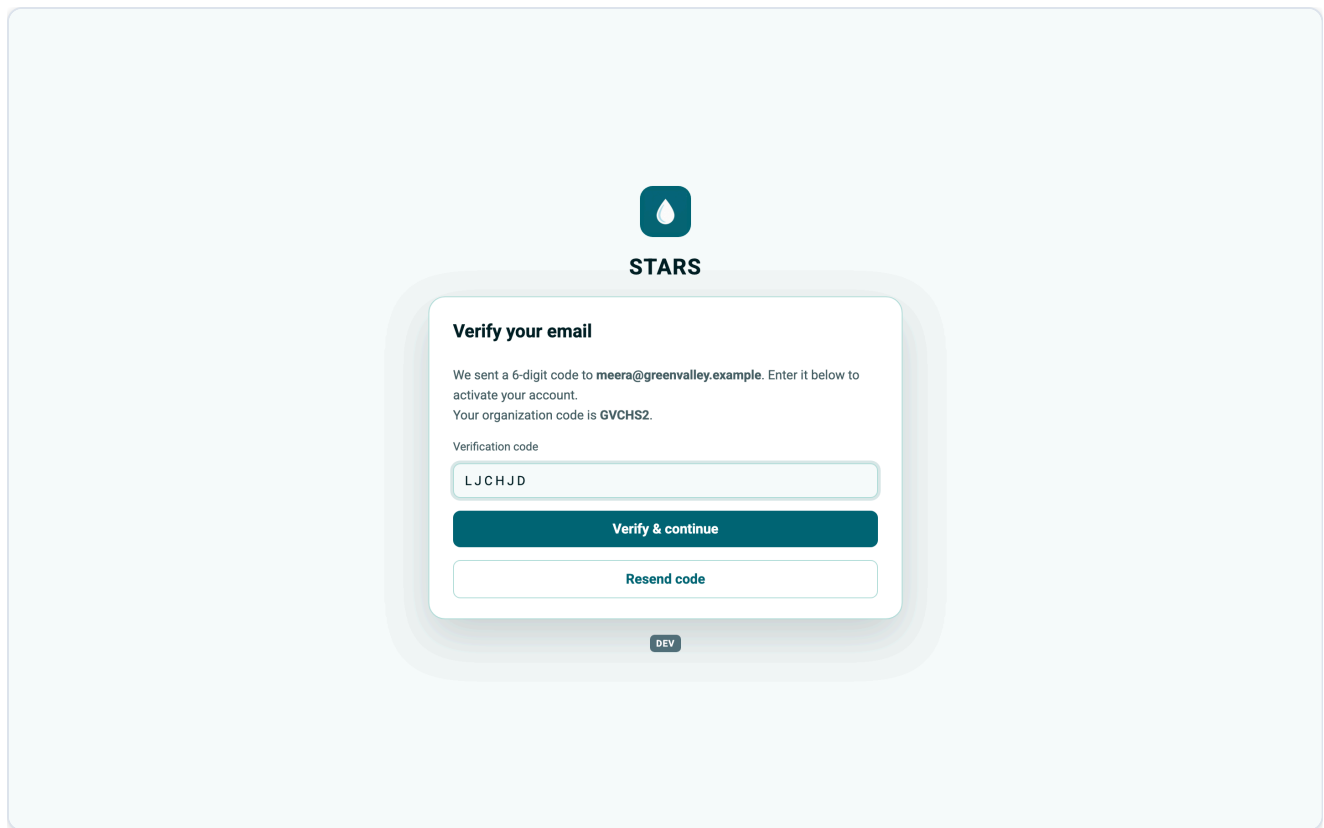


Fig 6 — Email verification. Enter the 6-character code; your organisation code is shown here too.

When the code is accepted you see **"You're all set"**: your email is verified, your organisation code is confirmed, and your account starts as a **free pilot** that our team will verify to go live. Choose **"Sign in"** to continue.

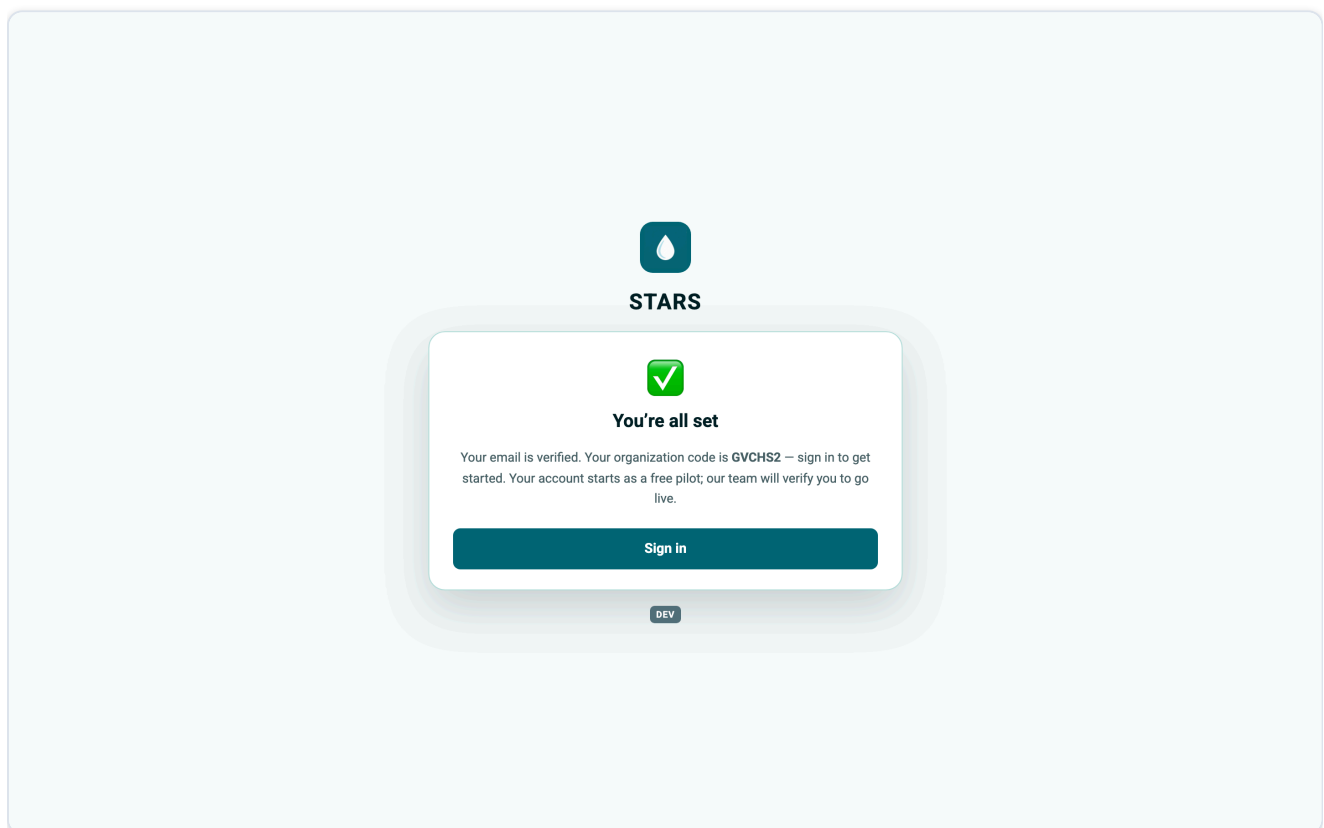


Fig 7 — Registration complete. Your organisation is created as a pilot; sign in to begin.

2.5 Accept the Terms

The first time you sign in — and again only if our Terms or Privacy Policy later change — STARS asks you to review and accept them before you reach the app.

- 1 Open **"Read the Terms and Conditions"** and **"Read the Privacy Policy"** (each opens in a new tab).
- 2 Tick **"I have read and agree to the Terms and Conditions and Privacy Policy"**.
- 3 Choose **"Agree and continue"**. (Choosing **"Not now — sign out"** returns you to the login screen without entering the app.)



Please review our Terms

To continue using STARS, please read and accept our Terms and Privacy Policy.

☐

I have read and agree to the Terms & Privacy Policy

Please tick the box to confirm you accept the Terms and Privacy Policy.

Agree and continue

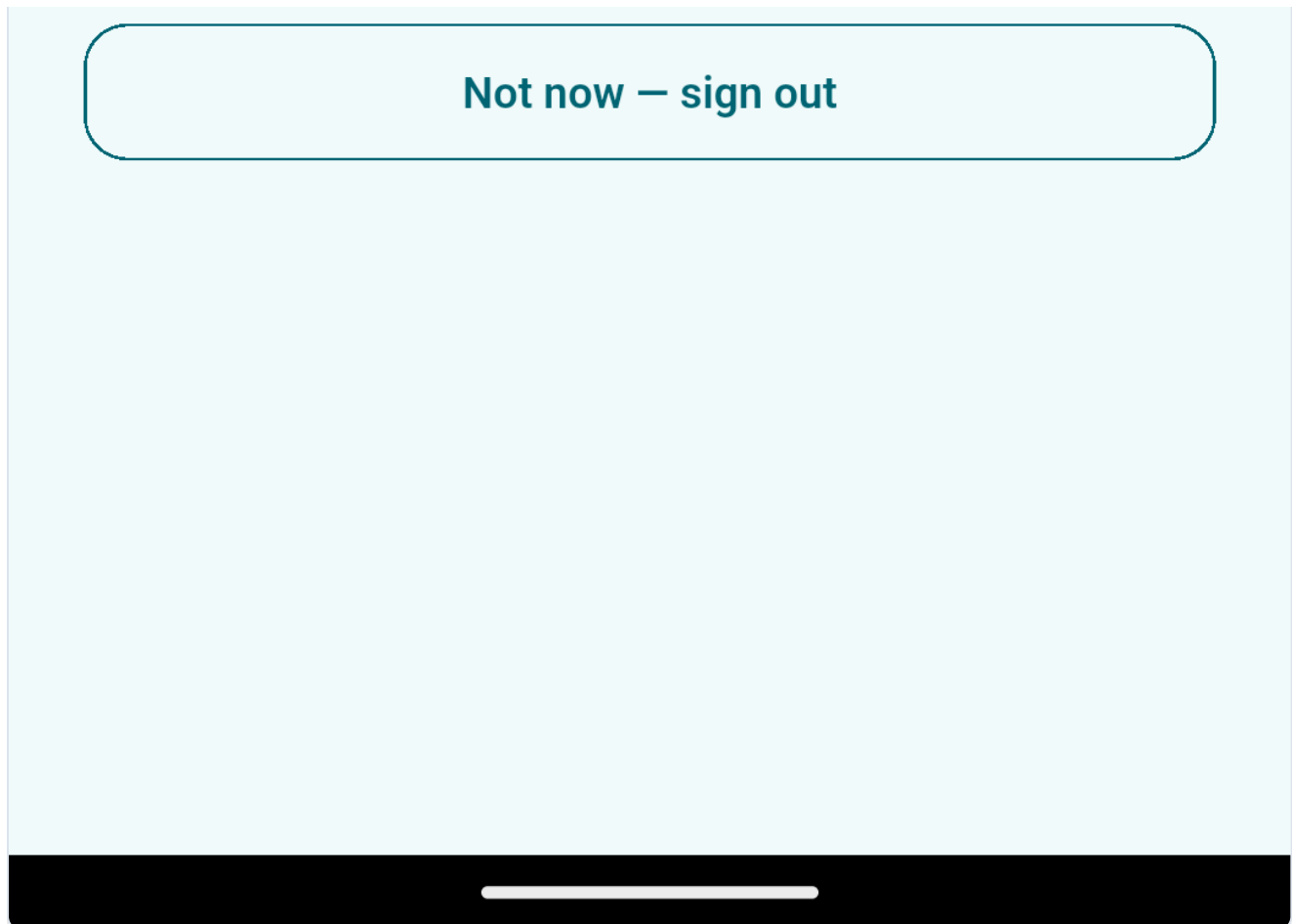


Fig 8 — The one-time Terms gate. You must accept to continue; it reappears only when the Terms version changes.

2.6 Sign in with your Code

On the sign-in screen, enter three things:

- 1 **"Your Code"** — your organisation's code (remembered on this device after the first time).
- 2 **"Username"** — your personal username.
- 3 **"Password"** — use **"Show"** to check what you typed, then choose **"Sign in"**.

After signing in you land on your home screen automatically — the **"Overview"** dashboard for consumer roles, or the supplier **"Dashboard"** for supplier roles.

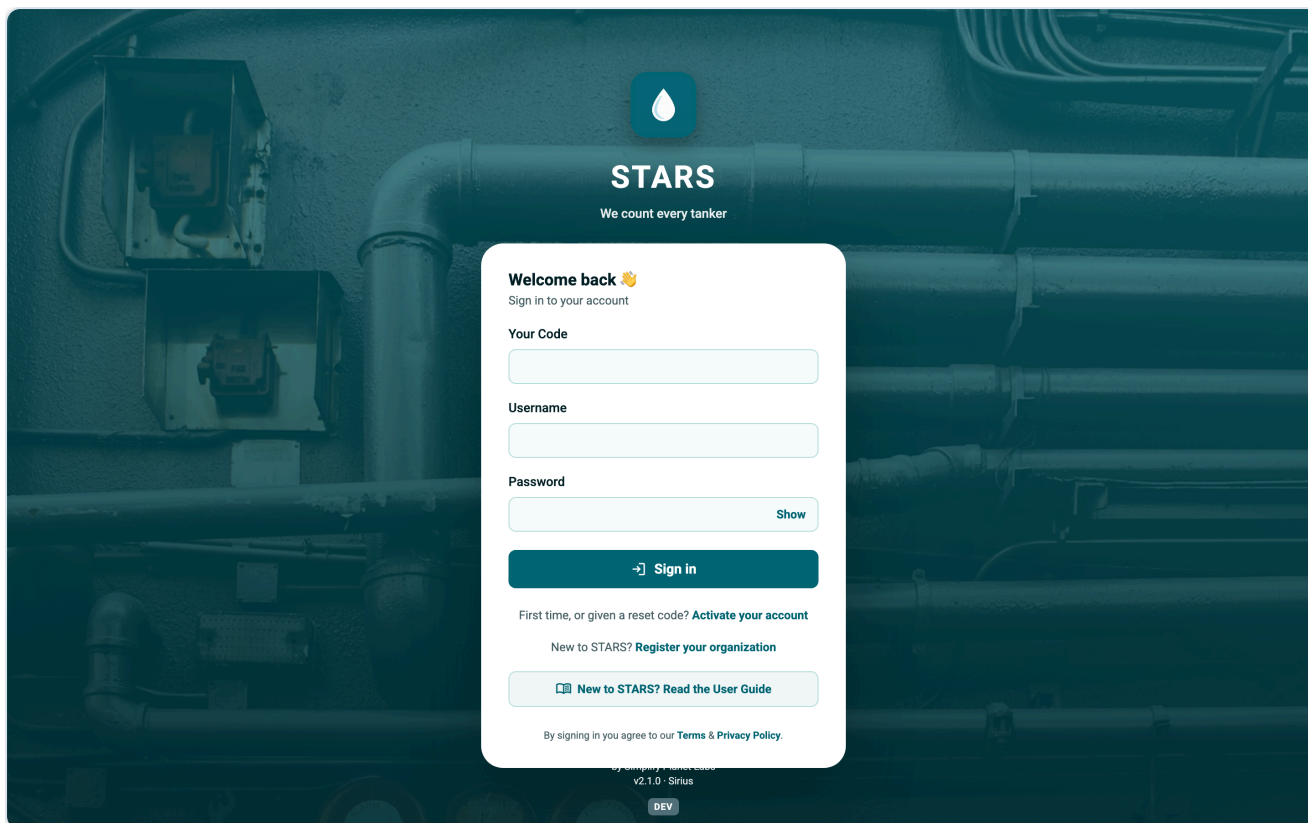


Fig 9 — The sign-in screen. Note the coloured environment badge in the footer (see §2.10).

NOTE

If your device remembers the wrong Code from a previous login, simply clear the **“Your Code”** field and type the correct one. A wrong Code is the most common reason a correct username and password are rejected.

2.7 Being onboarded by a supplier

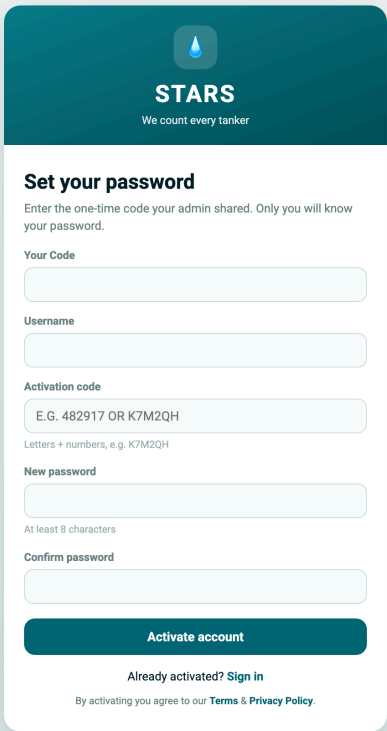
You do not have to register yourself. A supplier who already uses STARS can **add your organisation** for you (see §5.7). When they do:

- Your organisation is created with its own auto-generated Code.
- The owner/admin you nominated receives a **one-time activation code** (by email, or shared by the supplier) to set their own password.
- A supplier can also send a **request to connect** to an organisation that is already on STARS; your admin approves it from the **“Approvals”** screen, after which your deliveries for that supplier sync to them (from a date you agree). Your bills, payments and residents are never shared.

2.8 Activate your account (first-time users & reset codes)

Team members who are added by an admin — and anyone given a reset code — set their own secret through **“Activate your account”** (linked from the sign-in screen as **“First time, or given a reset code?”**).

- 1 Enter **"Your Code"**, your **"Username"**, and the **"Activation code"** you were given.
- 2 STARS shows the right fields automatically: office staff set a **password** (at least 8 characters); security guards set a **6-digit PIN**.
- 3 Confirm it and choose **"Activate account"** — you are taken to sign in.



The screenshot shows a mobile app interface for STARS. At the top is a dark teal header with the STARS logo (a blue flame icon) and the text 'STARS' and 'We count every tanker'. Below the header is a white card titled 'Set your password'. The card contains the following text and fields: 'Enter the one-time code your admin shared. Only you will know your password.' followed by a 'Your Code' input field; 'Username' followed by a 'Username' input field; 'Activation code' followed by an 'Activation code' input field with the example 'E.G. 482917 OR K7M2QH' and a note 'Letters + numbers, e.g. K7M2QH'; 'New password' followed by a 'New password' input field with a note 'At least 8 characters'; and 'Confirm password' followed by a 'Confirm password' input field. At the bottom of the card is a blue button labeled 'Activate account'. Below the button is the text 'Already activated? Sign in' and a link to 'Terms & Privacy Policy'.

Fig 10 — Activation. Guards set a 6-digit PIN; other staff set a password. Only you know your secret.

2.9 Install the mobile app

Guards, caretakers and field staff run STARS on their phones. Once signed in on the web, open **"Get the mobile app"** from the bottom of the sidebar.

- **Android:** choose **"Download for Android"** to get the app file (APK), then follow the on-screen install steps. You will need to let your browser or Files app "install from this source" once — this is normal for a direct install and it is the same signed STARS app.
- **iPhone / iPad:** the iOS app is distributed through Apple **TestFlight**; an invite link will be shared on this page when it is open.

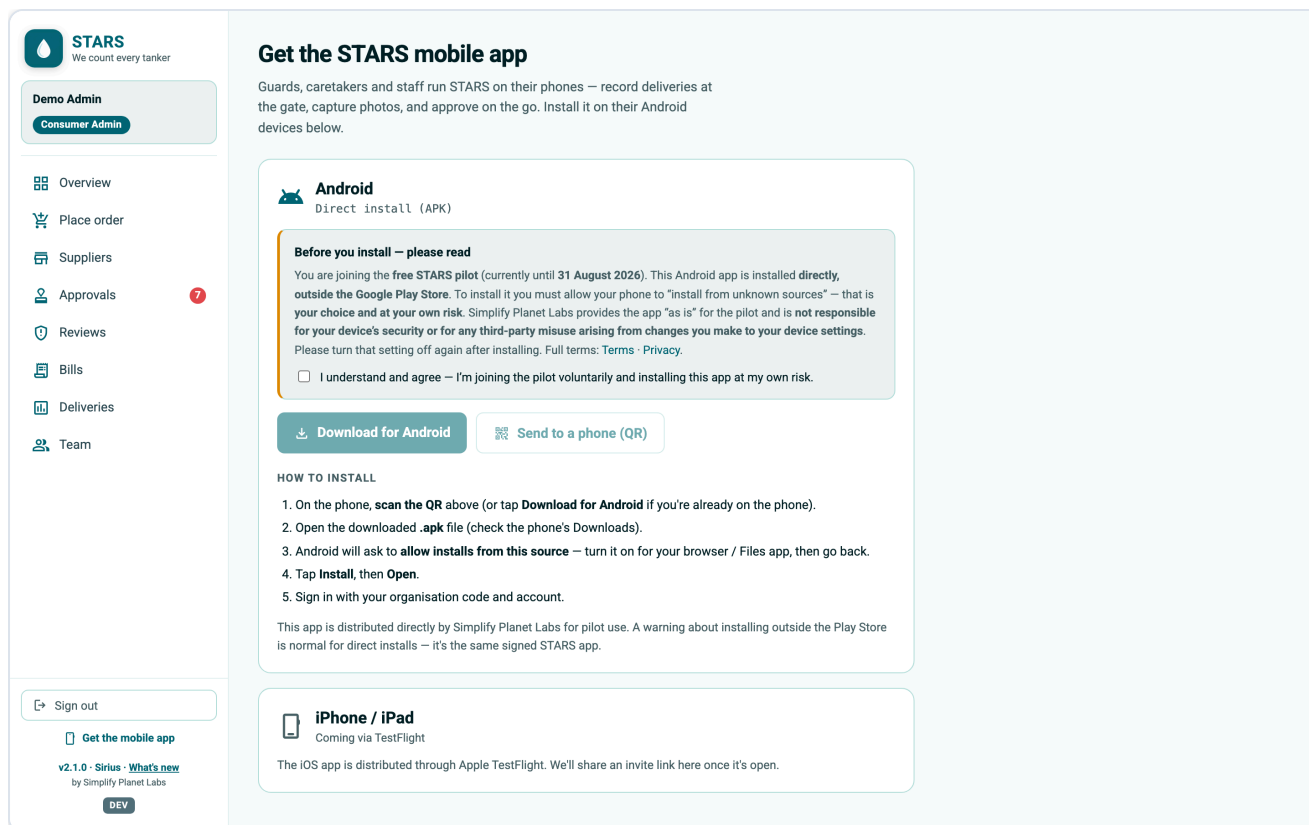


Fig 11 — The in-app download page. Android installs directly today; iOS arrives via TestFlight.

ANDROID INSTALL NOTE

When you open the downloaded `.apk`, Android may warn about installing outside the Play Store and ask you to **allow installs from this source**. Turn it on for your browser or Files app, go back, and tap **“Install”**. This warning is expected for pilot (direct) installs.

2.10 The environment badge

Near the version label — on the login screen, and in the sidebar once you are signed in — STARS shows a small coloured **environment badge** so it is always obvious which system you are using:

The environment badge tells you which STARS you are looking at.

Badge	Colour	Meaning
PROD	Deep green	The real, live STARS. Your everyday app.
UAT	Orange	A pre-production test system used for rehearsals.
LOCAL / DEV	Blue / grey	A developer's machine. Not for real data.

STARS sets this badge **automatically** from the web address you are on (and, on the app, the server it is connected to), so everyday users on the live app should always see `PROD`. If you ever see orange or blue where you expect your live app, you are on a test build — check the link you used to sign in.

3 Understanding roles & permissions

What you can see and do in STARS depends on your **role**. Each person has exactly one role in their organisation. STARS shows only the screens your role is allowed to use — so two people in the same organisation may see different menus.

3.1 Consumer roles

A consumer organisation has up to four roles. The display names adapt to your organisation type — a housing society sees society wording, while a factory or hospital sees wording that fits it (for example **Factory Admin** instead of Society Admin, **Supervisor** instead of Care Taker, **Gatekeeper** instead of Security Guard, **Management Reviewer** instead of Committee Viewer). The permissions are identical; only the label changes.

Consumer roles and what each one does. Society-style labels shown; equivalents in brackets.

Role	What they do	Where
Security Guard (Gatekeeper)	Records tanker deliveries at the gate with a live photo; confirms incoming (ordered) tankers as they arrive. A field role.	Mobile only
Care Taker (Supervisor)	Day-to-day operations: records deliveries, manages suppliers, tankers and rates, confirms incoming deliveries, reconciles supplier bills, views reports.	Web Mobile
Consumer Admin (Society / Factory / Hotel Admin)	Everything the Care Taker can do, plus approval authority — approves deliveries, rate changes, removals and supplier links — plus Reviews, Team management and STARS-bill approval.	Web Mobile
Committee (view-only) (Management Reviewer)	Read-only transparency: watches the Overview dashboard, Deliveries & Reports, and Bills. Cannot change anything.	Web Mobile

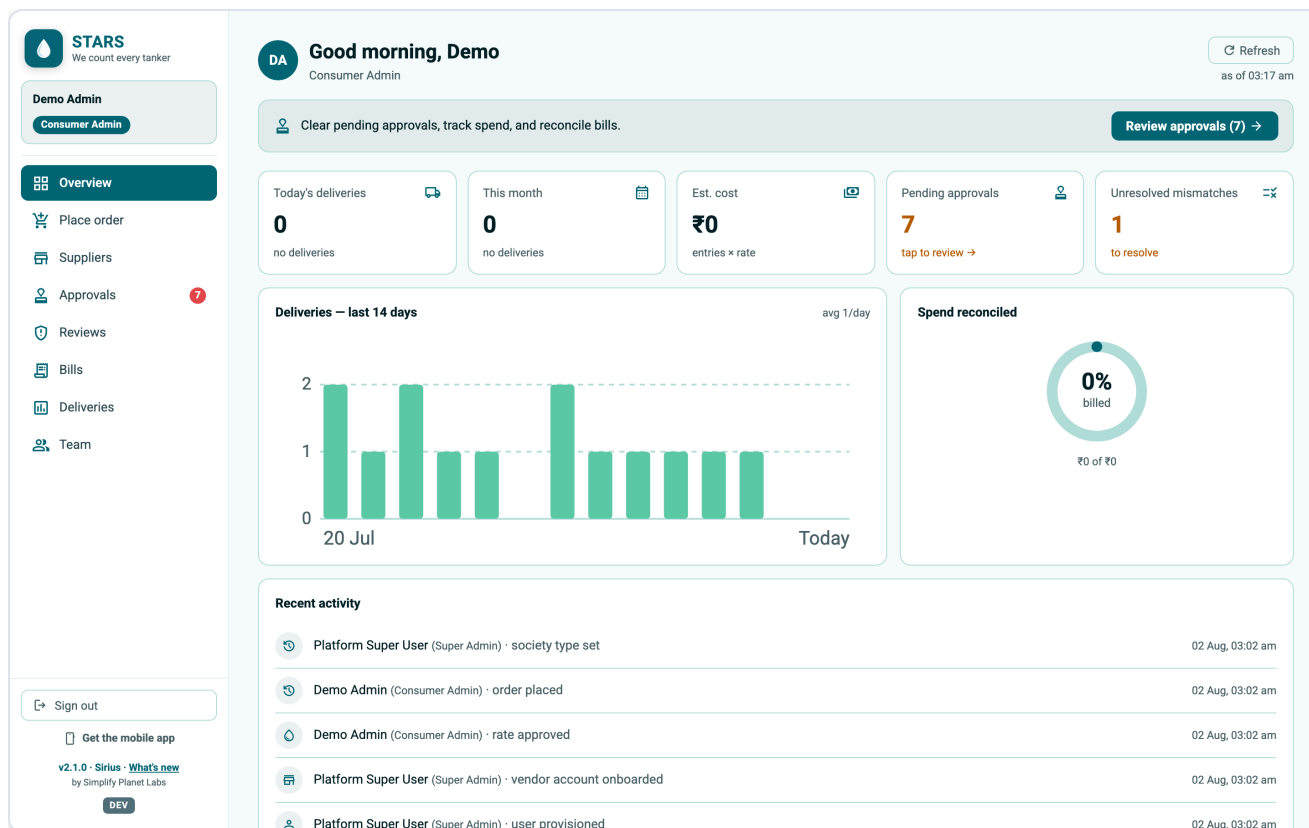


Fig 12 — A Consumer Admin's sidebar. The menu is filtered to the screens the role may use; a red badge counts pending approvals.

3.2 Supplier roles

A supplier organisation has two roles. Both use the same web **supplier console**; the difference is approval authority.

Supplier roles.

Role	What they do	Where
Supplier Supervisor	Runs day-to-day supply: acts on orders, accepts & allocates tankers, manages the fleet and rates, onboards customers, and reconciles the STARS bill.	Web console
Supplier Owner	Everything the Supervisor can do, plus edit rights over the supplier account and approval of the STARS bill. A one-person supplier is never blocked — a lone supervisor can approve too.	Web console

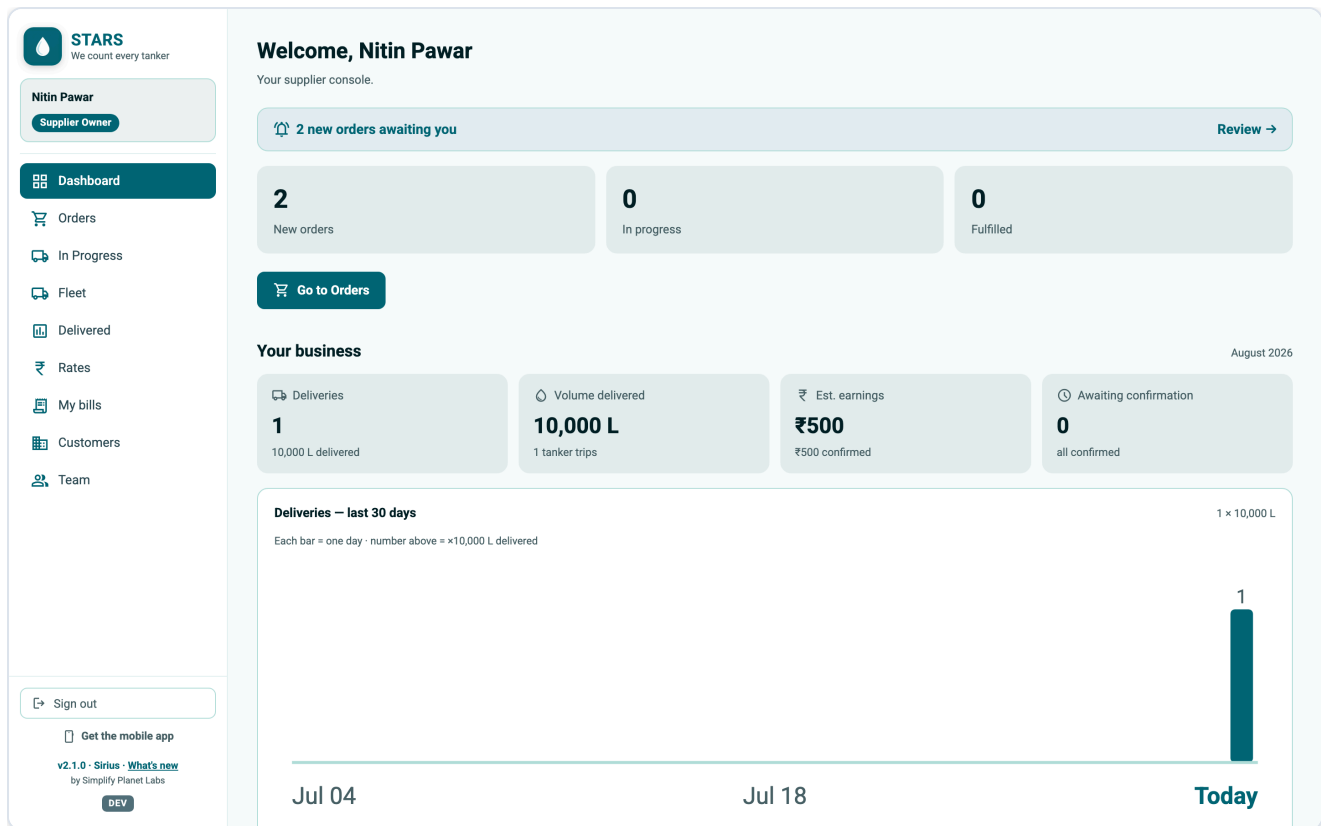


Fig 13 — The supplier console sidebar. Supplier staff work entirely on the web.

3.3 Web vs mobile at a glance

STARS is one product on two screens. As a rule of thumb:

- **The gate happens on the phone.** Recording a delivery and confirming an incoming tanker (both need a live photo) are done in the mobile app. Security Guards work **only** on mobile.
- **Office work happens on either.** Care Takers, Consumer Admins and Committee viewers can use the web or the mobile app.
- **The supplier console runs on both.** Supplier staff get the full console on the web and in the mobile app — signing in as a supplier takes you straight to the supplier **"Dashboard"** on either device.

IF YOUR MENU LOOKS EMPTY

If you sign in on the web and see "No web screens for your role. Use the STARS mobile app.", your role (for example Security Guard) is a mobile-only role — install the app (\$2.9) and sign in there.

4 For Consumers

This section is for the people who **receive** water — societies, factories, hotels, hospitals and commercial sites. Your menu depends on your role (Section 3); the tasks below note who can do each one.

4.1 Your Overview dashboard

After signing in you land on **"Overview"**. It greets you by name, shows your organisation and role, and gives one clear next action for your role — for example **"Review approvals"** for a Consumer Admin, or **"Log a delivery"** for a Security Guard. Below sit your key numbers: **"Today's deliveries"**, **"This month"**, and (for admins and care takers) **"Est. cost"**, **"Pending approvals"**, **"Unresolved mismatches"**, a 14-day deliveries chart, spend reconciled, and top suppliers.

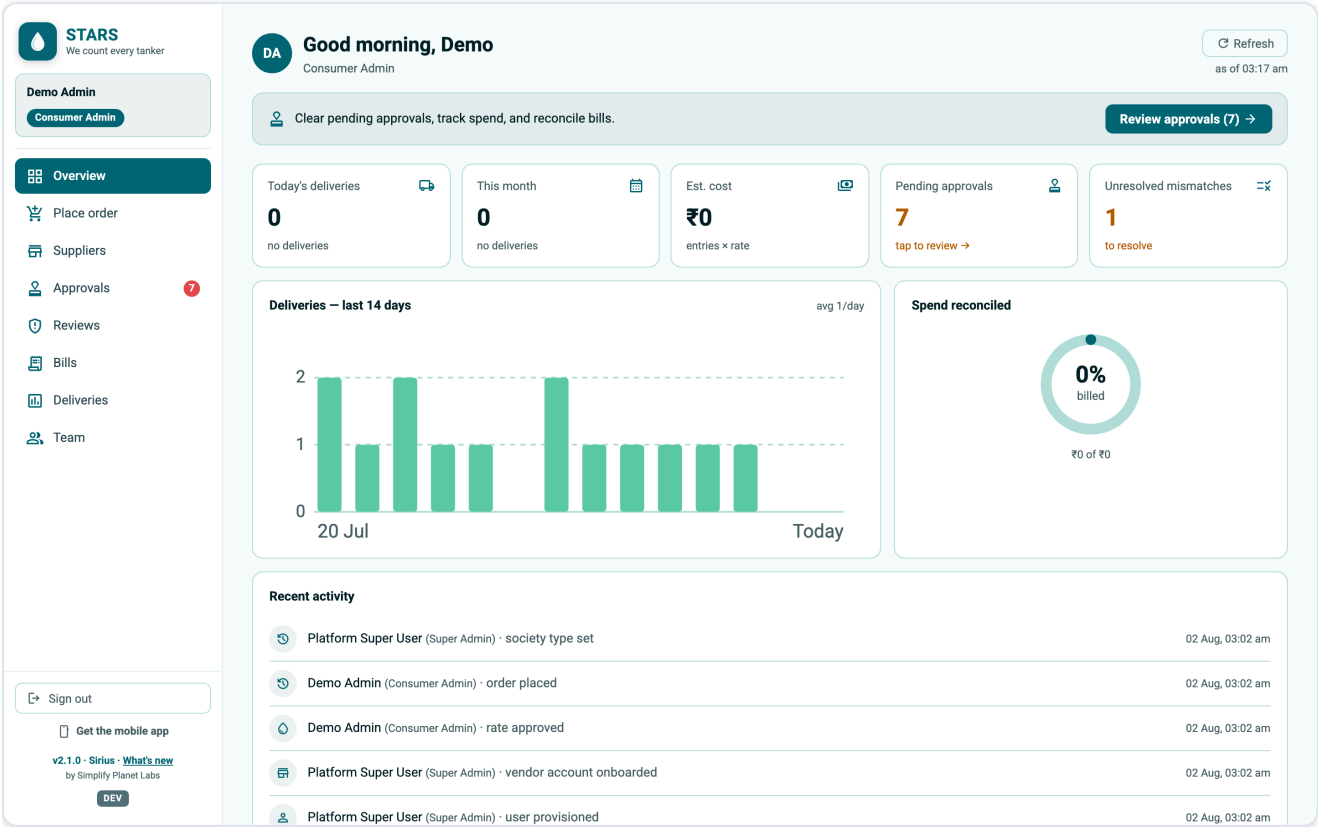


Fig 14 — The Overview dashboard adapts to your role. A committee (view-only) member sees the numbers but no action buttons.

TIP

Use **"Refresh"** (top-right) to pull the latest figures; the "as of" time tells you how fresh they are.

4.2 Place an order Care Taker · Consumer Admin

Order water from a supplier you are connected to. Open **"Place order"**.

- 1 **Choose the supplier.** If you are connected to just one, it is shown for you. If you have more than one, pick who this order goes to from the dropdown.
- 2 **Set the quantity** with the “–” / “+” steppers — water is ordered in steps of 10,000 litres.
- 3 Add an optional **“Note”** for the supplier (for example, “Fill both underground tanks”).
- 4 Choose **“Send to supplier”**. A green confirmation shows your order code, and the order appears under **“Your orders”** with its status.

Order statuses read **“Placed”** → **“Accepted”** → **“Partly delivered”** → **“Fulfilled”** (or **“Declined”** / **“Cancelled”**).

CAN'T SEND AN ORDER?

If the supplier has no approved rate for today, the send button is disabled with the note: “This supplier has no approved rate for today — set & approve a rate before ordering.” Approve a rate first (§4.8), then order.

The screenshot displays the STARS application interface for placing an order. On the left is a sidebar with the STARS logo and navigation menu. The main area is titled 'Place order' and contains a form for creating a new order. The form includes a supplier selection dropdown (currently showing 'AquaFlow Logistics'), a water quantity stepper (set to 10,000 L), and an optional note field (containing 'Fill both underground tanks'). A 'Send to supplier' button is visible, accompanied by a warning message indicating that the supplier does not have an approved rate for today. Below the form, the 'Your orders' section shows a list of existing orders, with one order (AQUAFLOW003) for 20,000 L marked as 'Placed'.

Fig 15 — Placing an order. Multi-supplier consumers pick the recipient first.

4.3 Incoming — confirm a delivery at the gate

Security Guard · Care Taker · Consumer Admin

When a supplier dispatches a tanker for one of your orders, it appears under **“Incoming”**. This is the gate hand-off: someone confirms each tanker as it arrives, **with a live photo as proof**.

Two lists are shown: **“Arriving now”** (tankers already in transit — these can be confirmed) and **“Assigned”** (queued; “Attached — the supplier will dispatch it shortly”).

- 1 On an **"Arriving now"** card, choose **"Confirm delivered"**.
- 2 In **"Confirm delivery"**, check or edit **"Litres received"** (pre-filled with the tanker's capacity).
- 3 Take the **"Gate photo"** — on a phone this opens the rear camera. **A gate photo of the tanker is required as proof of delivery.**
- 4 Choose **"Confirm delivered"**. The tanker moves off Incoming and into your Deliveries report, marked **"Delivered"**.

WHY THE PHOTO MATTERS

The gate photo is the evidence that this exact tanker arrived. Confirming an ordered delivery marks it **"Delivered"** straight away — no separate approval step — precisely because the photo was taken at the gate.

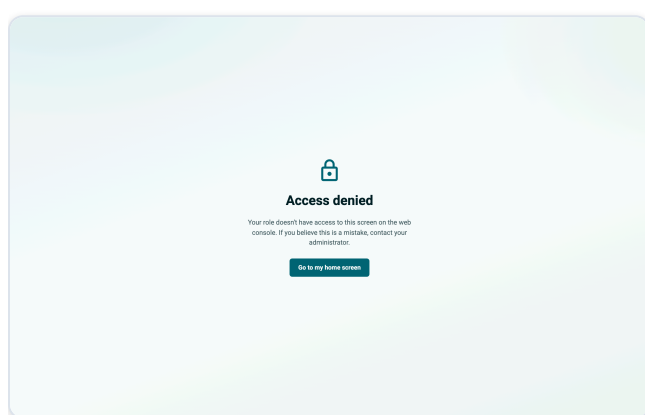


Fig 16 — Incoming deliveries waiting to be confirmed.

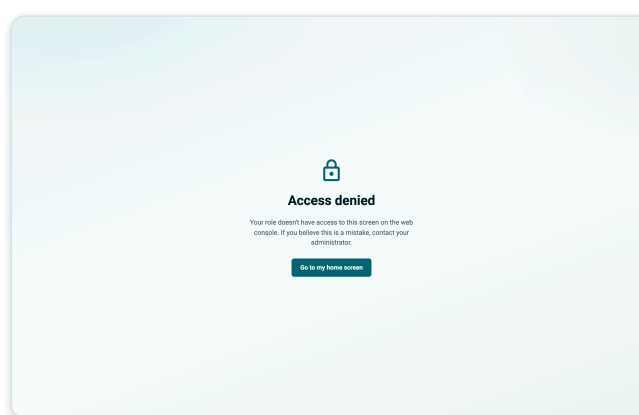


Fig 17 — Confirming with the mandatory gate photo.

4.4 Approvals Consumer Admin (Care Taker: limited)

"Approvals" is one queue for everything that needs a yes/no decision: a new **supplier**, a new **tanker**, a **rate** change, and **deliveries** that need sign-off. (The pending count also shows as a red badge on the menu.)

Which deliveries need approving?

A delivery recorded with the **live camera** by a Care Taker or Consumer Admin is approved automatically. Deliveries recorded by a **Security Guard**, and any delivery added from an **uploaded (gallery) photo**, wait here for a Consumer Admin to sign off. Because the web has no live camera, deliveries logged on the web are uploads and follow the same rule.

Approve or reject

- 1 On the **"Pending"** tab, review each row: its **"Type"** (VENDOR / TANKER / RATE / TANKER_DELIVERY), who raised it, and any photo.
- 2 For a delivery, click its photo to open the review window — enlarge the picture, check the tanker, quantity and whether the photo was **"Camera"** or **"Library (upload)"**, then choose **"Approve"** or **"Reject"**. Use **"Prev"** / **"Next"** to work through the queue.

3 To act on many at once, tick the rows and use **"Approve selected"** or **"Reject selected"**.

A suspected duplicate is flagged with a **"⚠ Possible duplicate"** badge and held for the admin's decision. The **"Past Approvals"** tab shows what was decided, by whom and when, with a date filter.

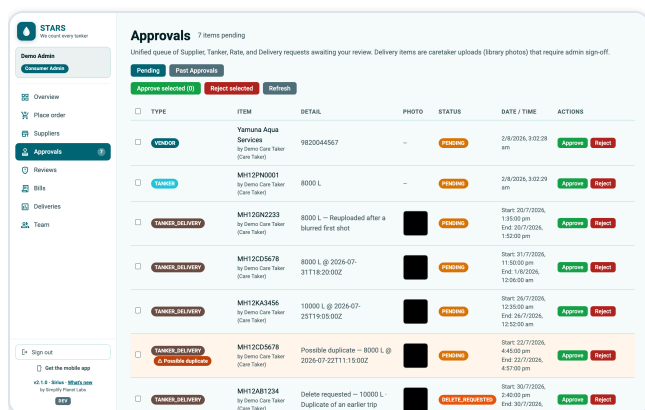


Fig 18 — The unified Approvals queue.

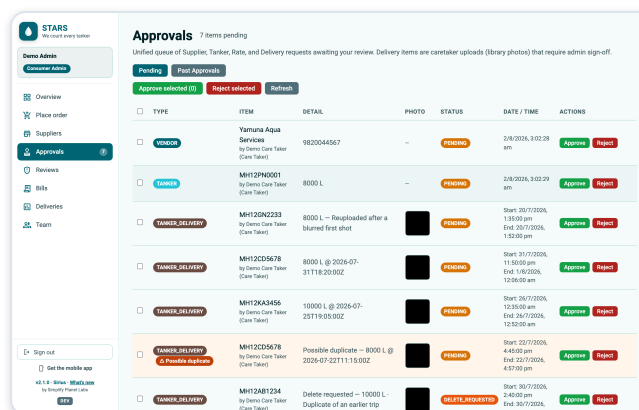


Fig 19 — Reviewing a delivery's photo before deciding.

4.5 Reviews — catching duplicates & odd entries Consumer Admin

Where **"Approvals"** handles requests people raise, **"Reviews"** handles problems STARS spots on its own — the same tanker logged twice within a few minutes, or a cost that looks out of pattern. Each review shows the flagged entry next to the one it clashes with, side by side with their photos.

- 1 Open a review under the **"Open"** tab and compare the two entries and photos.
- 2 Choose **"Delete wrong entry"** to remove the mistaken one (pick a reason — duplicate, wrong tanker, wrong volume, or Other with a note), or **"Dismiss (legitimate)"** if it was a genuine separate trip.
- 3 Use **"🔄 Re-scan (90 days)"** to check recent deliveries again at any time.

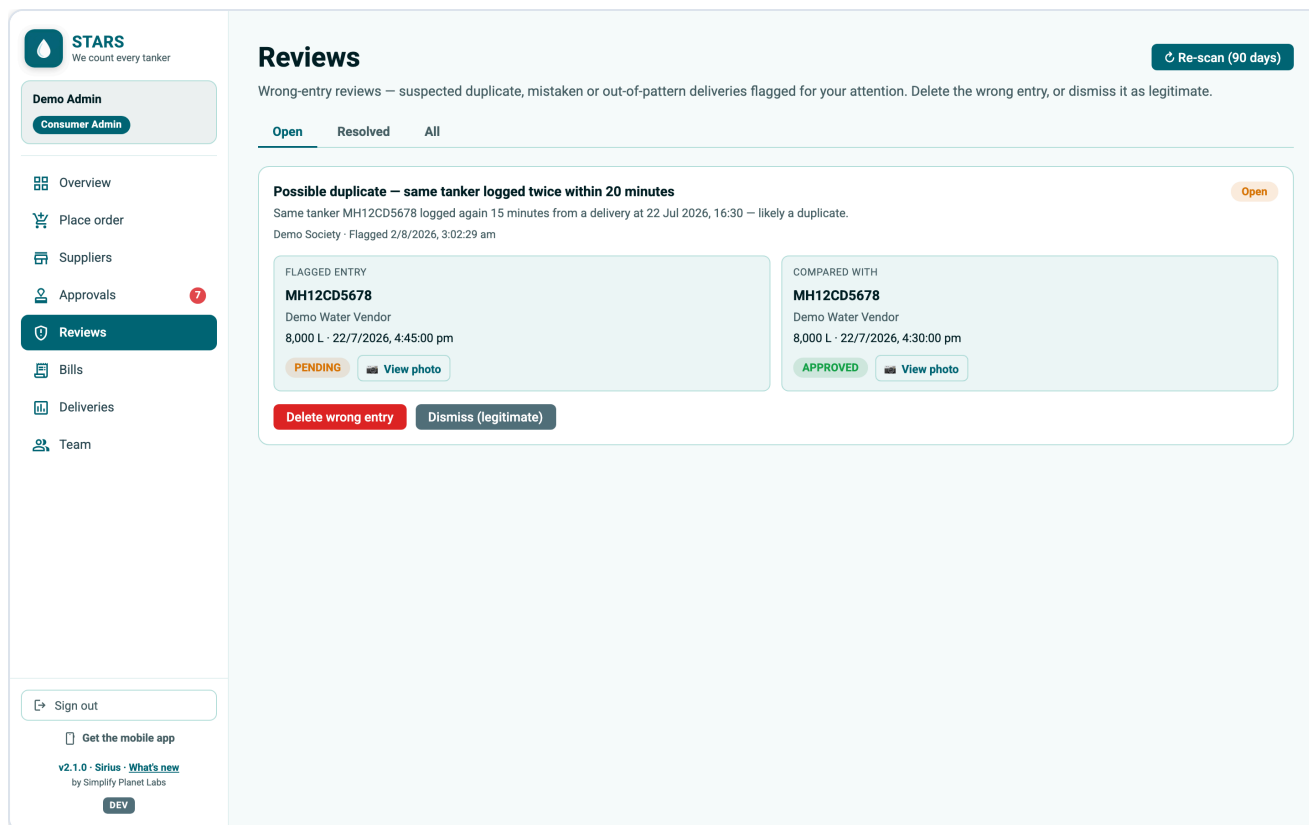


Fig 20 — A duplicate held for review, shown side by side.

4.6 Deliveries & Reports

"**Deliveries**" is your delivery register — every tanker, with quantity, rate, amount, how it was captured ("**Live**" or "**Upload**"), its approval status and photos. It opens on the current month.

- 1 Set the "**From**" / "**To**" dates and, if you wish, filter by "**Supplier**" or "**Tanker**", then choose "**Run report**".
- 2 Choose "**Download CSV**" to export the rows (for example, to share with your committee or accountant).
- 3 Click "**View**" on any row to see the delivery's photos and details.

A completed delivery shows as "**Delivered**"; in-flight order tankers read "**In Queue**" or "**In-Transit**".

Removing a wrong delivery (Care Taker → Consumer Admin approves)

A Care Taker can select rows and choose "**Request deletion**", pick a reason, and send them to a Consumer Admin. Flagged rows show "**Delete pending**" and stay in the totals until the admin approves. Admins can also "**Show deleted**" and "**Restore**" a delivery.

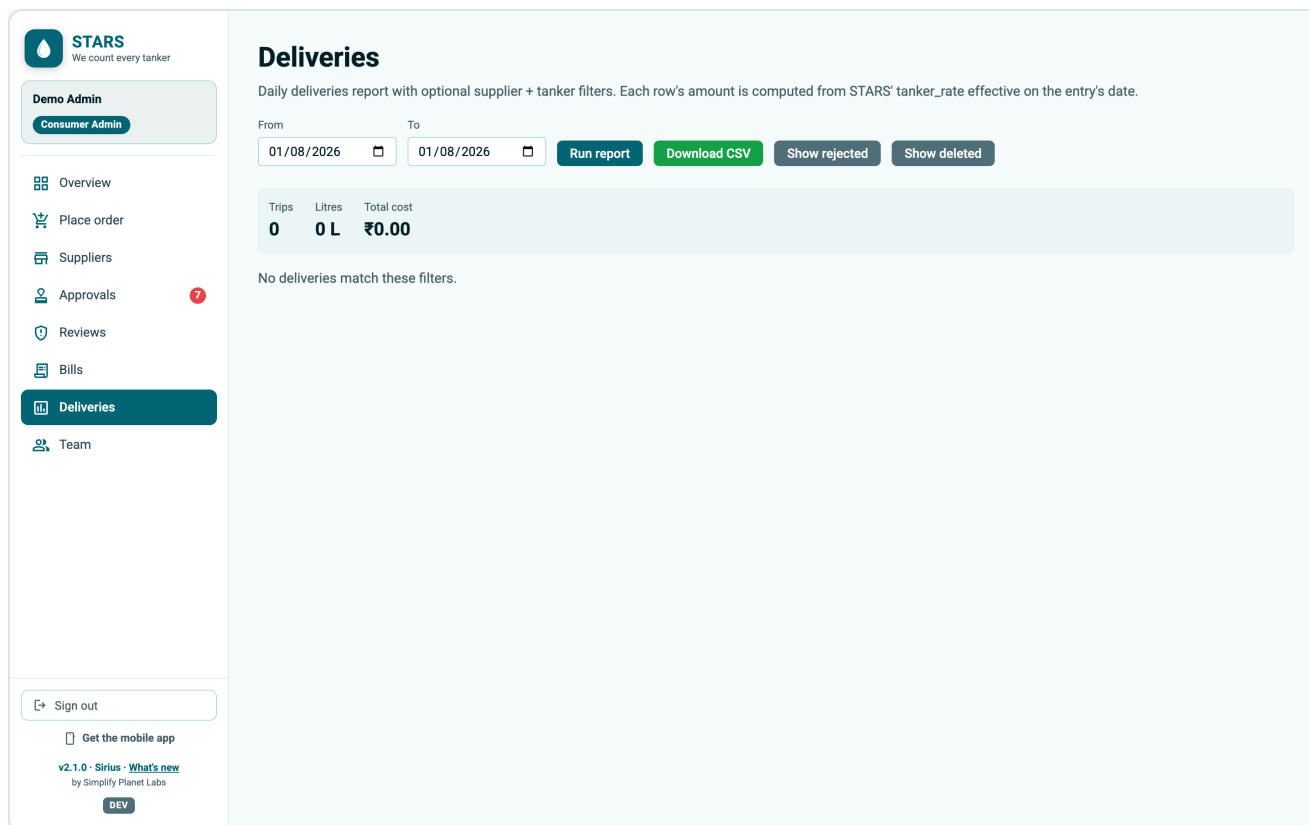


Fig 21 — The Deliveries report, filtered and ready to export.

4.7 Bills & reconciliation

At month-end you match each supplier's paper/PDF bill against what STARS recorded, then get it approved and paid. Open **"Bills"**. There are two money conversations here: your **supplier's water bill**, and (if applicable) your **STARS platform bill** from Simplify Planet Labs LLP — each handled the same maker-and-checker way.

Reconcile a supplier bill (Care Taker prepares)

- 1 Under **"Bills to Reconcile"**, either open a bill **"In process"** or choose **"Create bill"** for a past month that is **"Still to bill"**.
- 2 **"Browse..."** to attach the supplier's actual bill (PDF or photo), then **"Upload"**.
- 3 For each material, STARS shows its own subtotal (trips, quantity, cost). Enter the figures **"From physical bill"** — the app highlights any mismatch and notes it for the approver.
- 4 Tick the per-material confirmations and the final "I confirm this is the correct bill", then choose **"Send for Approval"**.

Approve a bill (Consumer Admin)

Under **"Bills awaiting action"**, choose **"Review"**, read the comparison, then either **"Approve Bill"** (a comment is required) or **"Resend for correction"**. Once approved, the Care Taker uploads the payment proof to complete the cycle. Completed bills live under **"Historical Bills"**.

COMMITTEE (VIEW-ONLY)

Committee members can open **"Bills"** to see what was billed and reconciled, but cannot create, approve or pay anything.

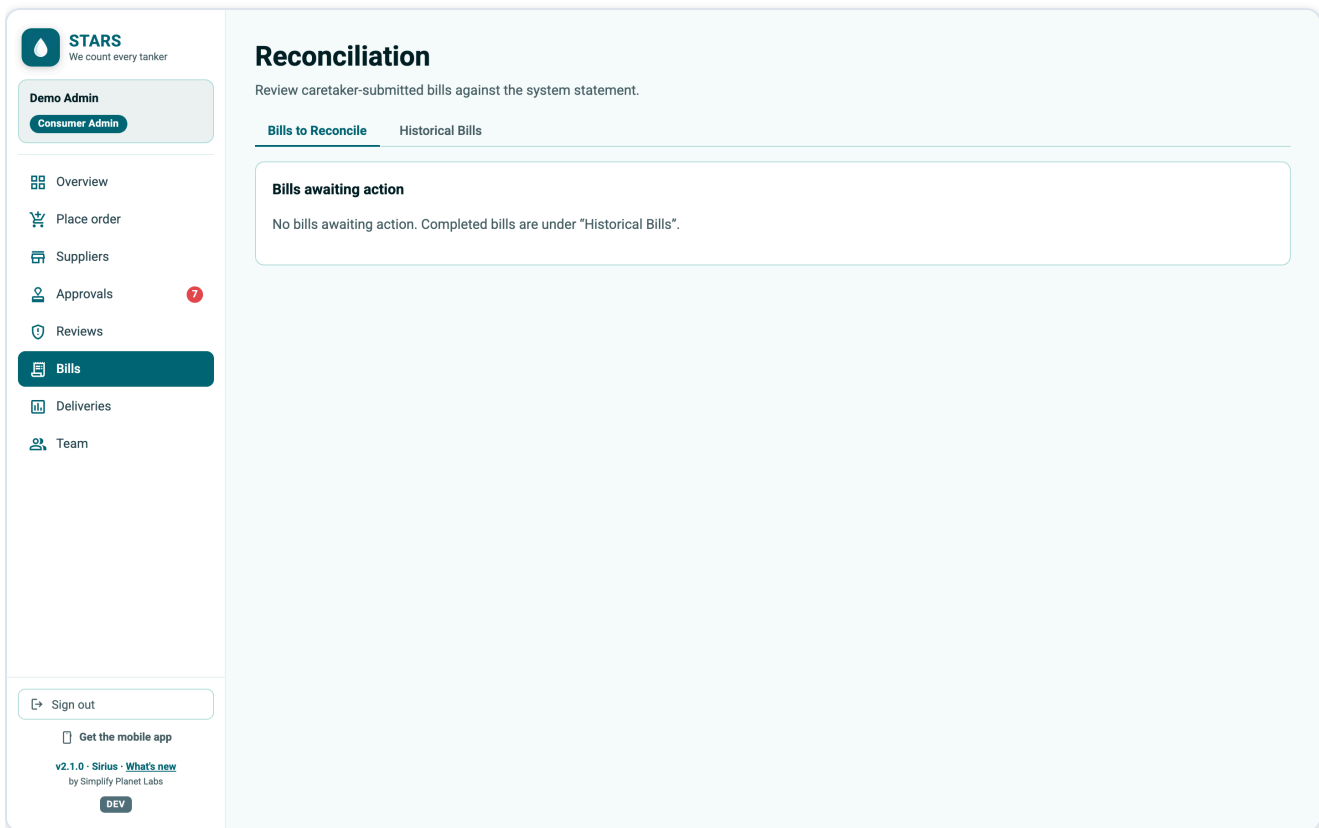


Fig 22 — Reconciling a supplier bill against the STARS statement.

When your supplier sends the bill (new — Care Taker confirms, Consumer Admin approves)

Some suppliers now raise the monthly bill **for** you, straight from the deliveries they recorded. Instead of typing figures off a paper bill, you receive it **already itemised** — every delivery with its date, tanker and litres, plus the totals for **"Litres"**, **"Trips"** and **"Cost"** — and **automatically matched** against the deliveries in your own records.

- 1 Care Taker — review & forward.** Open the bill under **"Bills"**. The supplier's figures sit beside your own records with a green **"✓ Matches your records"** line (litres, trips and cost) and the month's deliveries listed below. Give it a glance, then choose **"Confirm & Forward"** to mark it reviewed and send it to your admin.
- 2 Consumer Admin — approve.** Review the confirmed bill and choose **"Approve"** (or **"Resend for correction"** with a note). If a supplier bill has **not** been reviewed by the care taker yet, STARS asks you to confirm before you approve it — a safe fallback, never a silent skip.
- 3 Keep the invoice.** Every supplier bill comes with a proper **"PDF invoice"** you can view, download and keep — handy when someone needs the bill but would rather not sign in.

TWO WAYS A SUPPLIER BILL REACHES YOU

You can still reconcile a bill yourself from your own records (above), **or** receive one your supplier raised and matched for you. Both end the same way — approved by your admin, with a PDF invoice on file.

4.8 Suppliers — and their tankers & rates

Care Taker · Consumer Admin

Open **"Suppliers"** to manage who supplies your water. You can add a supplier of your own, or connect to a supplier that already uses STARS.

Add a supplier

- 1 Choose **" + New Vendor "** and enter the name, contact person and 10-digit mobile.
- 2 Set an **"Initial Rate"** (₹ per 10,000 litres — enter 0 for free) and a start date, then choose **"Create Vendor"**.

View a supplier's tankers & rates

Each supplier row has **"View tankers"** and **"View rates"**. From there you can add tankers, and add or edit rates (rate history is kept, with statuses such as Approved, Pending, or locked when a rate has been used in a bill).

Connect an existing STARS supplier (Consumer Admin)

Two things can happen here:

- **They ask you:** when a supplier requests to serve you, it appears as "wants to connect their STARS account" — pick which supplier in your list it maps to and choose **"Connect & share"** (or **"Decline"**).
- **You ask them:** choose **" + Invite a supplier by code "**, enter their supplier code and a start date, and **"Send invite"**. Once they accept, their deliveries show up here from that date.

SUPPLIER-MANAGED SUPPLIERS

When you are connected to a supplier's STARS account, that supplier manages its own tankers and rates — those rows show  **Vendor-managed** / **"Set by supplier"** and you approve rate changes rather than editing them. You can still add and record from **other** suppliers as usual — only the water you shared is shared, never your bills or residents.

STARS

We count every tanker

Demo Admin

Consumer Admin

Overview

Place order

Suppliers

Approvals

Reviews

Bills

Deliveries

Team

Sign out

Get the mobile app

v2.1.0 - Sirius - What's new

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DEV

Vendors

+ New Vendor

+ Invite a supplier by code

NAME	CONTACT	MOBILE	STATUS	ACTIONS
AquaFlow Logistics	—	—	APPROVED	View tankers View rates Vendor-managed
Demo Water Vendor	Ramesh Kumar	9876543210	APPROVED	View tankers View rates Edit In use
Ganesh Aqua	Rohan Patil	9820033456	APPROVED	View tankers View rates Edit In use
Krishna Water Suppliers	Mahesh Kulkarni	9820011234	APPROVED	View tankers View rates Edit In use
Sai Tanker Services	Deepa Iyer	9820022345	APPROVED	View tankers View rates Edit In use
Yamuna Aqua Services	Imran Shaikh	9820044567	PENDING	View tankers View rates Edit Awaiting approval Delete

Fig 23 — Managing suppliers and connecting an existing STARS supplier.

4.9 Team Consumer Admin (Care Taker: guards only)

Open **“Team”** to add members and issue one-time sign-in codes. **Nobody — not even you — ever sees a member's password or PIN.**

- 1 Choose **“+ Add member”** and pick the **“Role”** (a Security Guard sets a 6-digit PIN; other staff set a password).
- 2 Enter the name and username; add an email or mobile if you want the code sent there too.
- 3 Choose **“Create & get code”**, then share the one-time code once — the member sets their own secret with it (see §2.8).

Per member you can also **“Reset PIN”** / **“Reset password”** (issues a fresh code), **“Deactivate”** / **“Reactivate”**, and add or edit an email.

ADMIN HANDOVER

Adding a new admin is a **handover**: the moment the new person activates their account, the current admin is automatically deactivated — an organisation has exactly one active admin. STARS warns you before you do this.



STARS

We count every tanker

Demo Admin

Consumer Admin

Overview

Place order

Suppliers

Approvals

Reviews

Bills

Deliveries

Team

Sign out

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DEV

Team

+ Add member

Add caretakers and guards, and issue one-time codes. Nobody — not even you — ever sees a member's password or PIN.

NAME	USERNAME	ROLE	SIGN-IN	EMAIL	STATUS	
Anjali Deshpande	anjali	Care Taker	Password	 no email	Active	Add email Reset password Deactivate
Demo Care Taker	caretaker	Care Taker	Password	 no email	Active	Add email Reset password Deactivate
Demo Guard	guard1	Security Guard	6-digit PIN	—	Active	Reset PIN Deactivate
Prakash Joshi	prakash	Security Guard	6-digit PIN	—	Active	Reset PIN Deactivate
Ravi More	ravi	Security Guard	6-digit PIN	—	Active	Reset PIN Deactivate
Demo Admin	admin	Admin	6-digit PIN	—	Active	
Sunita Rao	sunita	Security Guard	6-digit PIN	—	Active	Add email Reset password Deactivate



What's new in STARS

v2.1.0 · Sirius

STARS opens its doors. From this release a society can sign itself up online — no more waiting for our team to set you up. Here's a quick tour of what's new for you, shown next to the features you already use. Items tagged New arrived in this release; Existing ones you already know. Have a look, then take them for a spin.

Got it

See everything new

Fig 24 — Adding a team member and issuing their one-time activation code.

5 For Suppliers

This section is for water **suppliers** — vendors and distributors — and their staff. Signing in as a supplier opens the **supplier console**, available on both the web and the mobile app. Both supplier roles run day-to-day operations; a few actions are reserved for the **Supplier Supervisor** (adding a tanker, proposing a rate), and the **Supplier Owner** additionally approves your STARS bill.

5.1 Dashboard

The supplier “**Dashboard**” greets you and surfaces orders that need attention, then shows this month's business: “**New orders**”, “**In progress**” and “**Fulfilled**” counts, plus “**Deliveries**”, “**Volume delivered**”, “**Est. earnings**” and “**Awaiting confirmation**”. Charts include “**Deliveries — last 30 days**” (each bar is a day; the number above is in units of 10,000 litres), an earnings trend, earnings by customer, and a confirmed-vs-awaiting split. Choose “**Go to Orders**” to act.

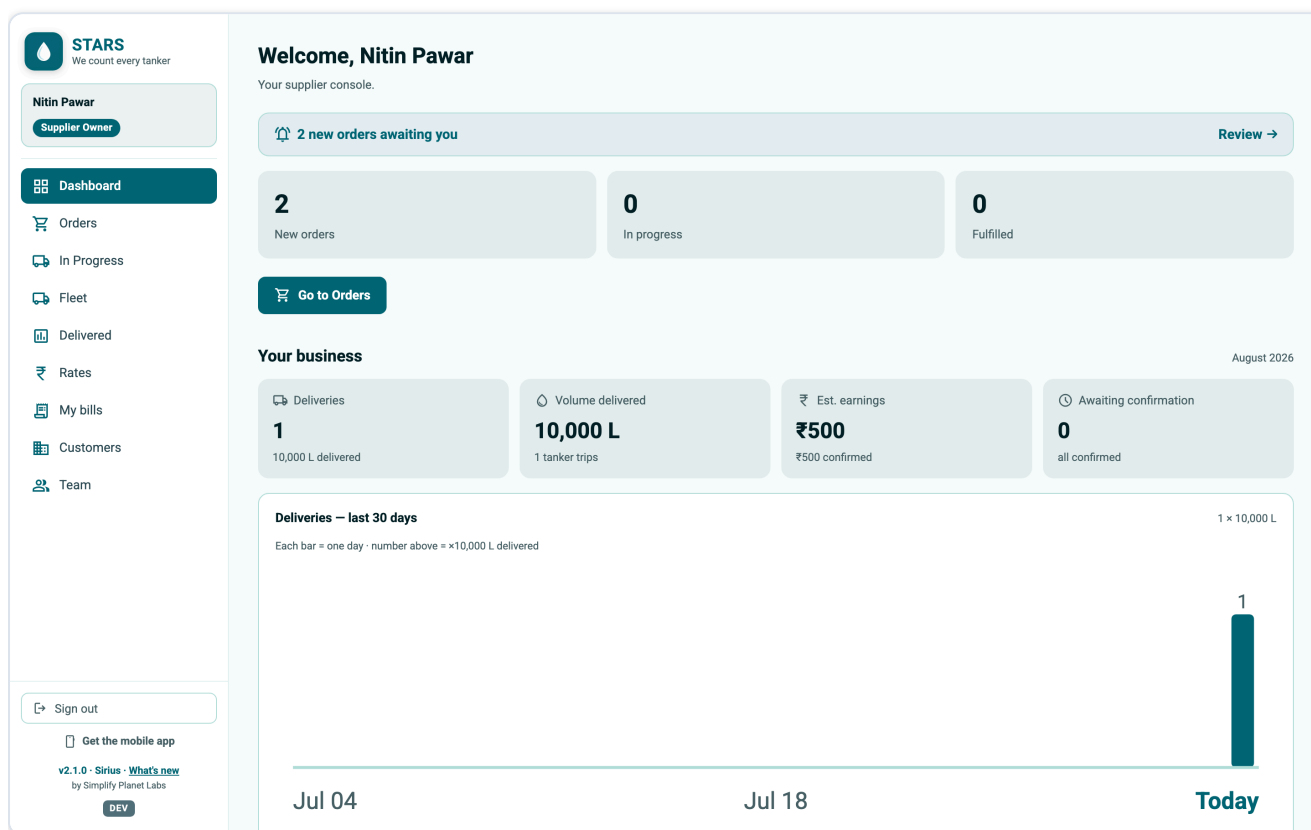


Fig 25 — The supplier Dashboard. A banner appears when new orders await you.

5.2 Orders — Accept & allocate

Open “**Orders**” to see orders from the customers you serve. By default the “**Status**” filter shows “**Active**” orders; you can also filter by “**Customer**” and date. Order status reads “**Placed**” → “**Accepted**” → “**In Progress**” → “**Delivered**”.

- 1 On a “**Placed**” order, choose “**Accept & allocate**” (or “**Decline**” with an optional reason).

- 2 In **"Allocate tankers"**, pick a ready-made option under **"Suggested combinations (fewest trips first)"** — for example a 20,000 L order might suggest one 20K tanker, or 10K + 10K.
- 3 Or **"Pick tankers manually"**: add a tanker once or several times ("**xN**") until the running total exactly fills the order. STARS only lists tankers that fit and stops you exceeding the order.
- 4 Choose **"Attach & accept"**. The tankers are attached as **trips** and the order moves to **"Accepted"**.

NO APPROVED RATE?

If there is no approved rate for the period, STARS blocks acceptance: "No approved rate for this period — propose a rate to this customer first, then accept." Propose a rate (\$5.6) and let the customer approve it.

WHAT IS A "TRIP"?

A trip is one tanker-load against an order. A large order becomes several trips (shown as 1/3, 2/3, 3/3). Each trip travels through **"In Queue"** → **"In-Transit"** → **"Delivered"**.

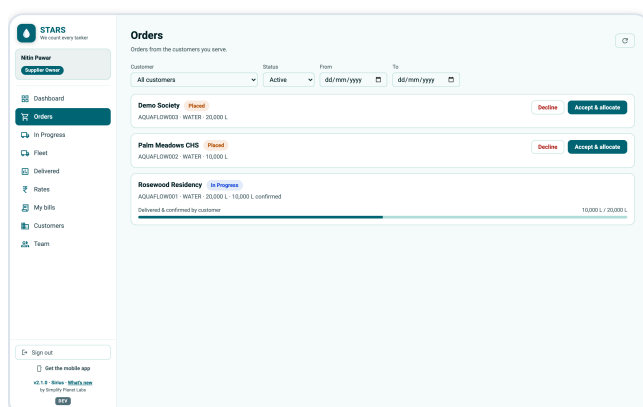


Fig 26 — Orders from your customers.

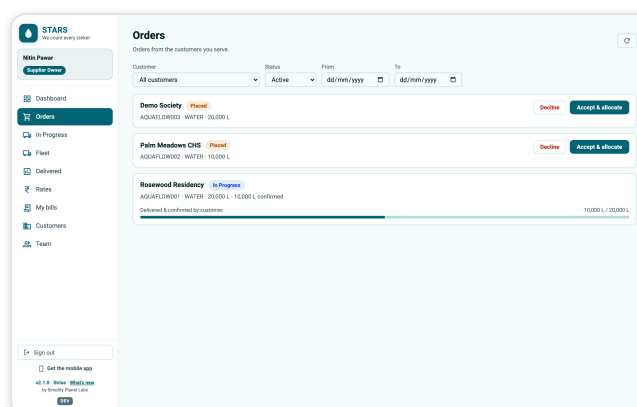


Fig 27 — Allocating tankers to fill an order.

5.3 In Progress — dispatch your tankers

"In Progress" lists every delivery still on the move: queued and in-transit trips, plus gate captures awaiting the customer's confirmation. When a queued tanker leaves your yard, choose **"Mark for Transit"** on it — the customer then sees it under **"Incoming"** as **"Arriving now"** and confirms it at their gate.

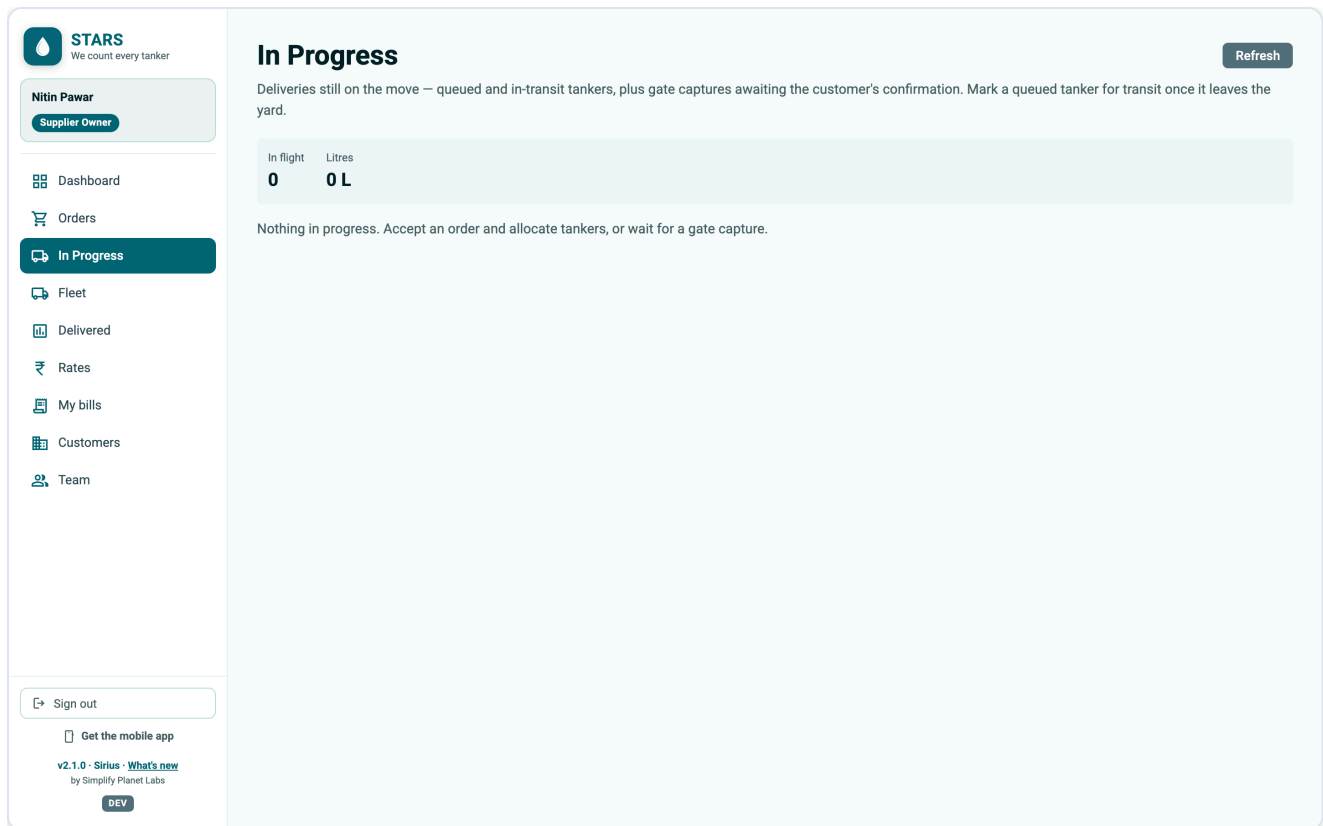


Fig 28 — Dispatching a queued tanker with **“Mark for Transit”**.

5.4 Delivered

“Delivered” is your completed-deliveries report across every customer you serve, confirmed by the customer. Rows are grouped by order (with a "Direct deliveries" group for gate captures with no order); each amount is computed from the rate that was effective on the delivery's date. Filter by date, customer, tanker or material; see the **“Trips”** / **“Litres”** / **“Total cost”** summary; and **“Download CSV”**. The **“All”** toggle widens the view to full history including rejected rows; click **“View”** to see any delivery's photos.

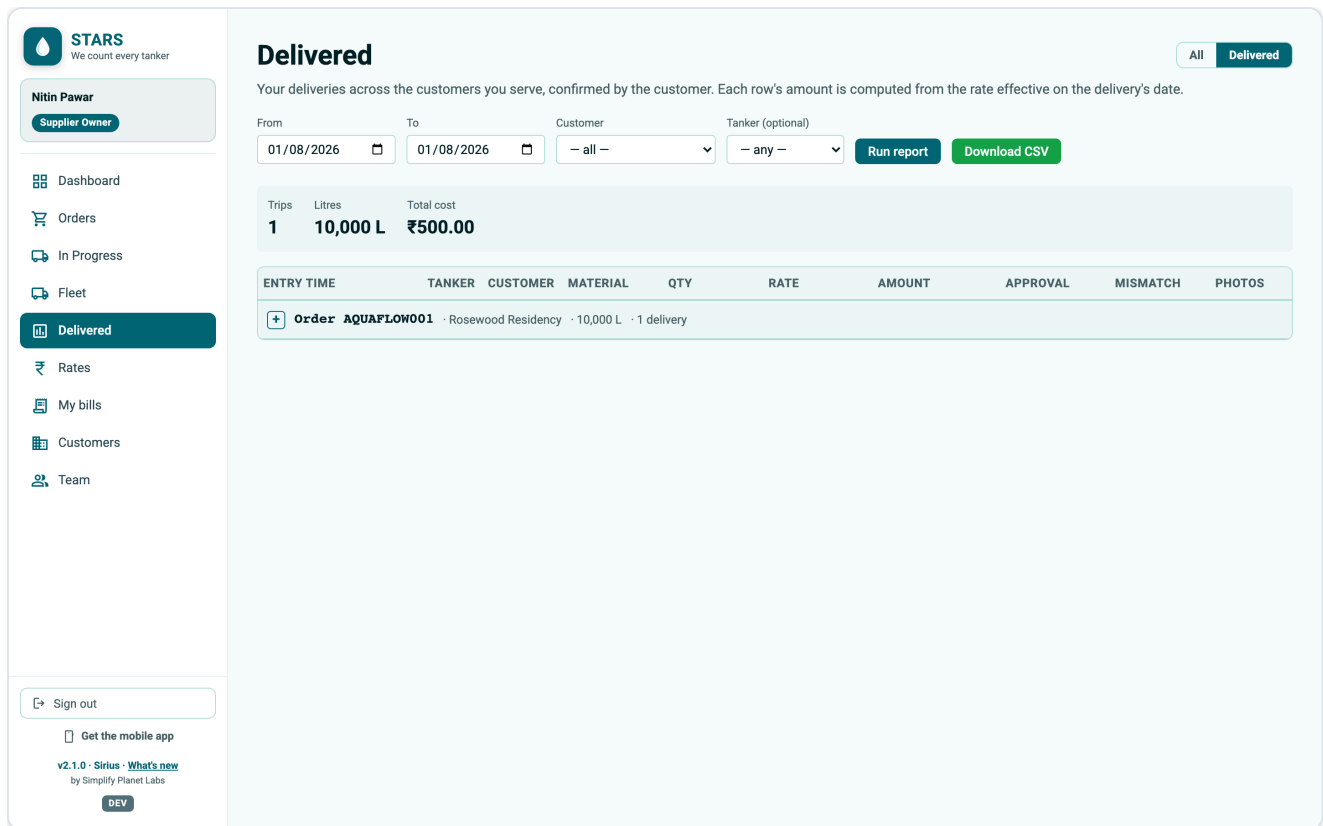


Fig 29 — Confirmed deliveries, grouped by order.

5.5 Fleet Add: Supervisor

"Fleet" is your list of tankers. A **Supplier Supervisor** can "+ Add tanker" (enter the tanker number and a capacity in multiples of 10,000 L). Either role can "Edit" a tanker, or "Disconnect" / "Reconnect" it — a disconnected tanker drops out of the customer's gate picker.

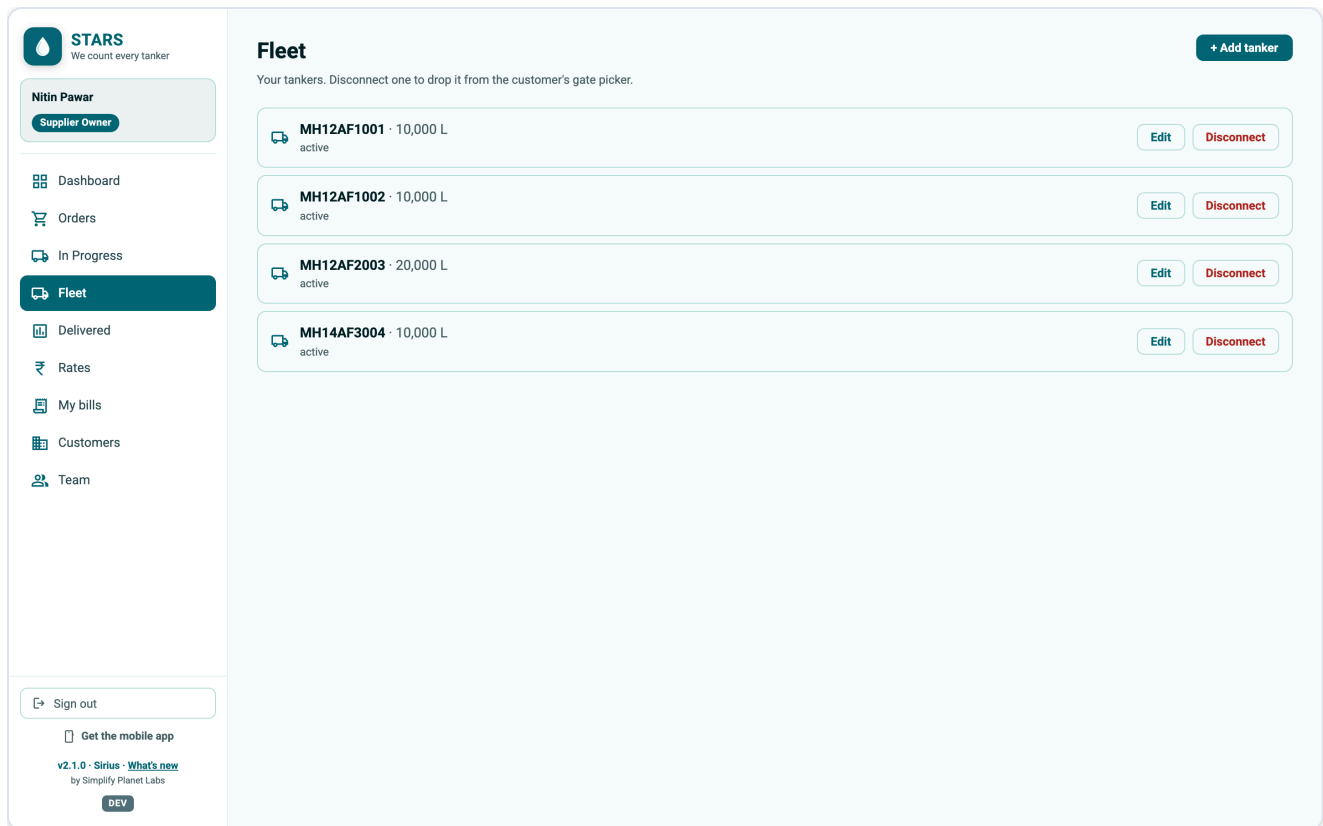


Fig 30 — Registering a tanker in your fleet.

5.6 Rates Propose: Supervisor

"Rates" shows what each customer pays. A **Supplier Supervisor** can "+ Propose rate":

- 1 Pick the "**Customer**", enter the "**Rate ₹ per 10,000 L**", and set "**Effective from**".
- 2 Choose "**Propose**". The customer approves it before it applies — you will see "Rate proposed — awaiting the customer's approval."

EFFECTIVE-DATE RULE

A rate cannot start before the date the customer connected with you. If you type an earlier date, STARS shows: "The rate can't start before you linked with this customer." The "**Effective from**" field is capped to that link date for you.

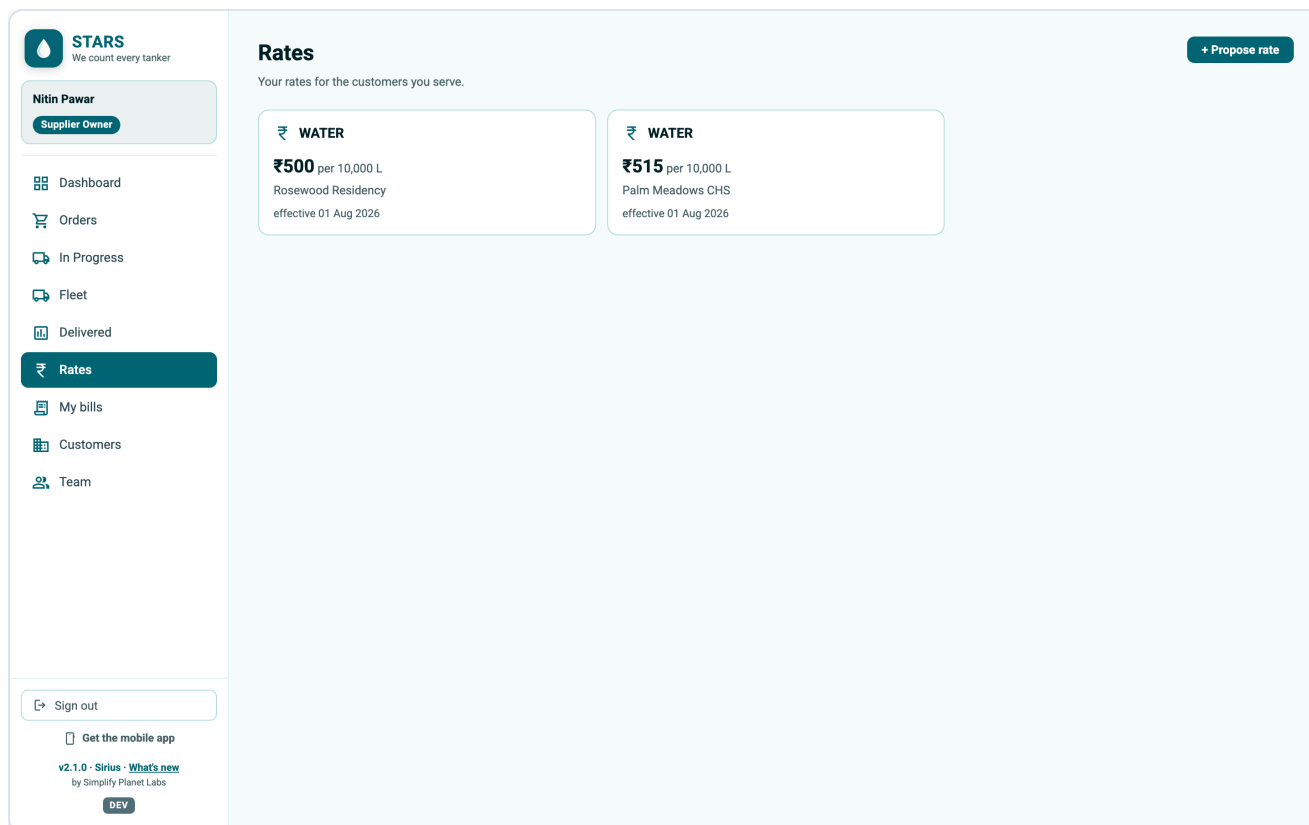


Fig 31 — Proposing a per-customer rate for approval.

5.7 Customers — add or connect

“**Customers**” lists the organisations you serve, with a “{used} of {max} used” limit. **You need at least one active tanker in your fleet before you can add customers.** You can bring a brand-new customer on board, or connect to one already on STARS.

Onboard a new customer

- 1 Choose “**Add customer**”, enter the customer name and type (Society, Factory, Hotel, Hospital, Commercial), and the admin's username (add their name, email and mobile if you have them).
- 2 Choose “**Create customer**”. STARS creates the organisation with its own code and gives you a **one-time activation code** to pass to the customer's admin (also emailed if you added an email).

New customers start as a **pilot** — they get SAMPLE invoices only — until Simplify Planet Labs LLP verifies them.

Request to serve an existing STARS society

Under “**Already using STARS?**”, enter the society's “**Society code**” and the “**Share data from**” date, then “**Send request**”. Their admin must approve before any data reaches you — and only tanker/delivery data is shared, never their bills. You will also see “**Invitations from consumers**” (accept or decline) and the status of “**My requests**”.

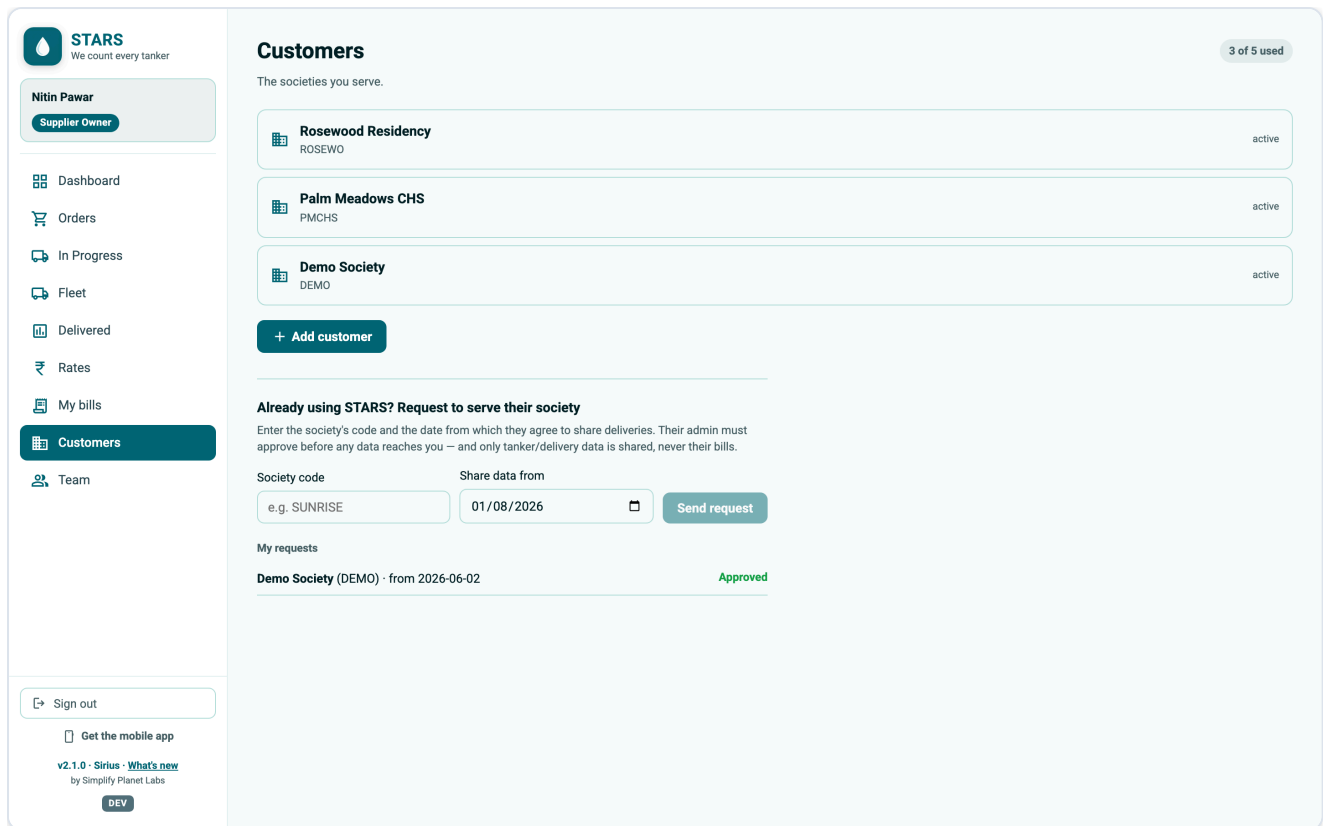


Fig 32 — Onboarding a new customer or requesting to serve an existing one.

5.8 My bills Approve: Owner

“My bills” holds your own invoices from Simplify Planet Labs LLP for using STARS — processed exactly like a customer bill, in a maker-then-checker flow. The **Supervisor** reconciles each invoice (“Reconcile” → confirm the figures → “Send for approval”); the **Owner** reviews and chooses “Approve bill” or “Resend for correction”; then the Supervisor records payment by attaching the transaction screenshot. Status chips run from “To reconcile” through “Approved — pay” to “Completed”.

A ONE-PERSON SUPPLIER IS NEVER STUCK

If you have no separate owner, a lone Supervisor can approve too — so a single-person supply business is never blocked.

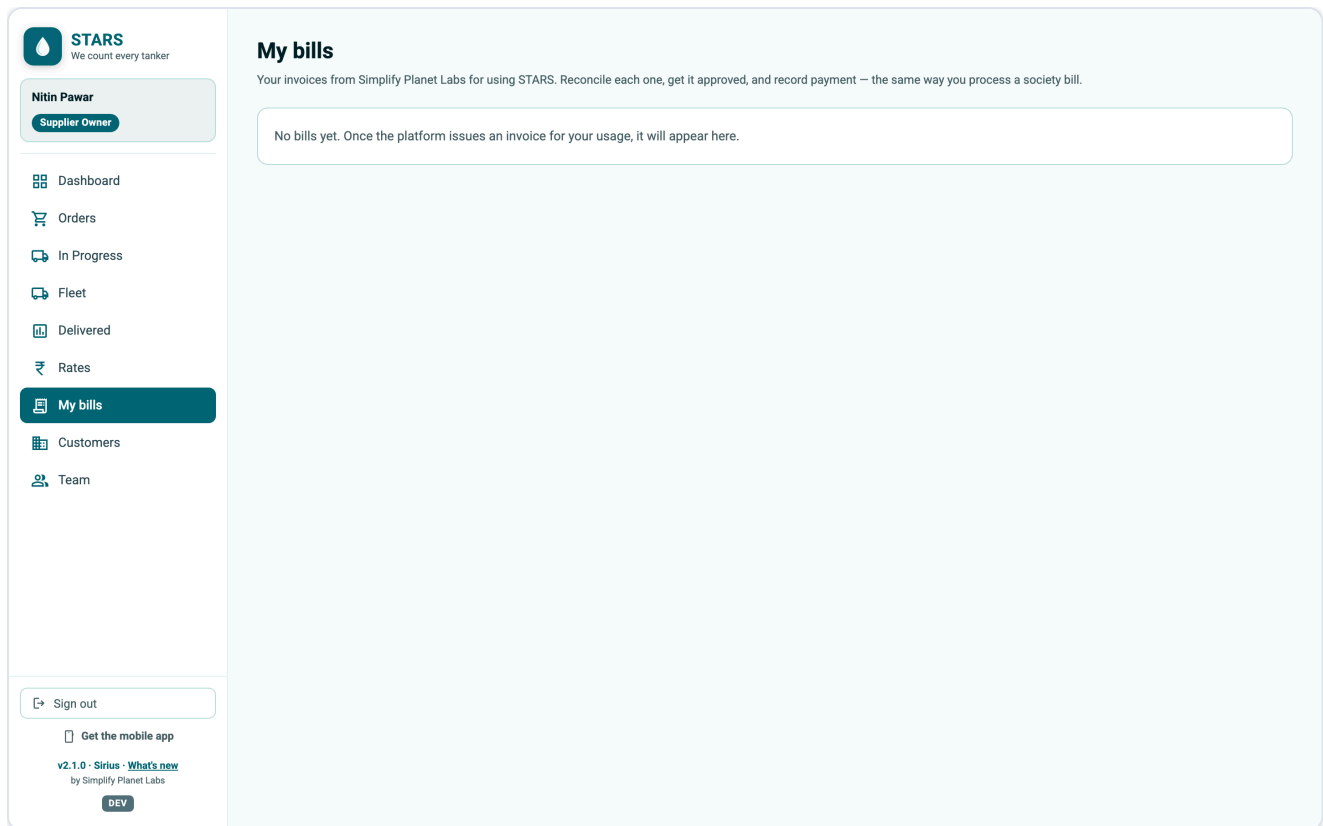


Fig 33 — Your STARS platform bills, reconciled and approved. During a pilot these are stamped **SAMPLE**.

5.9 Customer Bills — bill your customers Raise: Supervisor · Owner

Once your deliveries for a customer are confirmed (\$5.4), turn them into that customer's monthly bill — no spreadsheets, no re-typing. Open **"Customer Bills"**.

- 1 **Generate the bill.** Pick a **"Customer"** and a **"Month"** and choose **"Generate"**. STARS builds the bill from the deliveries you recorded that month — every trip, its litres and its cost, with the totals worked out — as a **"Draft"** only you can see.
- 2 **Send for approval.** Review the draft and choose **"Send"**. The bill reaches the customer itemised and **auto-matched against their own records**, so approvals are faster and disagreements rarer.
- 3 **Track & resend.** Every bill you raise shows its status — **"Draft"**, **"Pending approval"**, **"Approved"**, **"Needs correction"** or **"Completed"**. If a customer asks for a change, choose **"Resend for correction"**, fix it, and send again.

Each bill also generates a clean **"PDF invoice"** your customer can download and keep. The mobile supplier console has the same **"Customer Bills"** tile, so you can raise and track bills from your phone too.

PILOT BILLS ARE SAMPLE

While a customer is on a pilot, the bills you raise are stamped **SAMPLE** — a preview of how billing will look, never a real amount due — until Simplify Planet Labs LLP verifies the account.

5.10 Off-app customers — record & invoice deliveries for customers not on STARS

Raise: Supervisor · Owner

Some customers you supply are not on STARS at all. You can still keep their deliveries and bill them — one-sided — from **“Off-app billing”** (on the web supplier console, and the **“Off-app”** tile in the mobile app). Everything is per-customer: add the customer, set a price, record each supply, then raise an invoice from all the un-billed deliveries.

- 1 **Add the off-app customer.** Choose **“Add off-app customer”** and give their name. They get no login — you record and bill on their behalf.
- 2 **Set the rate.** Open the customer and set the **“Rate”** (₹ per 10,000 L). Because there is no consumer to confirm it, an off-app rate is approved straight away and applies to the deliveries you record.
- 3 **Record each delivery.** Choose **“Record”**, pick one of your fleet tankers (its capacity sets the litres), and capture the **“Tanker”** and/or **“Challan”** photo. The entry time is read from the photo and can be back-dated to a missed delivery within the allowed window. Each delivery is self-attested and saved approved immediately.
- 4 **Generate the invoice.** When it is time to get paid, choose **“Generate”**. STARS gathers **all the customer's un-billed deliveries** into one invoice — every trip, its litres and cost, with the total — issued approved on the spot (no approval round-trip, because the customer is not on STARS). It comes with a clean **“PDF invoice”** to hand over.
- 5 **Mark it paid.** Once the customer settles up, choose **“Mark paid”**. The invoice also appears in your **“Customer Bills”** list alongside your on-app bills.

RECORD ON THE PHONE, IN THE FIELD

The mobile **“Off-app”** tile runs the whole flow — add a customer, set the rate, capture deliveries with the camera, generate the invoice — so a supervisor can record and bill an off-app customer right at the point of delivery.

6 The mobile app

The gate is where STARS earns its keep, and the gate is a phone. This section covers what is special about the mobile app: recording deliveries with a live photo, working with no signal, and syncing safely. Everything in Sections 4–5 that your role can do is also here; the tasks below are the ones that are **best** (or only) done on the phone.

6.1 Signing in on the phone

The mobile sign-in is the same three fields as the web — **"Your Code"**, **"Username"**, and one **"Password or PIN"** field (staff type a password; guards type their 6-digit PIN). Two things to know:

- **Guards are not remembered** on a shared gate phone — the session drops after use, so the next guard signs in with their own PIN. Office staff stay signed in for weeks.
- There is **no "Forgot password"** link. If you are locked out, your admin or caretaker issues you a one-time code and you set a new secret through **"Set your password / PIN"** (Activate).

6:34



Welcome,

Ravi More



R



Security Guard · DEMO

LOCAL



New delivery



Incoming



Log each delivery as the vehicle arrives at the gate.

Log a delivery



All synced

Pending: 0 · Failed: 0 · Synced: 0



RM

Good morning, Ravi



Today's deliveries



0

0 L

This month



0

0 L

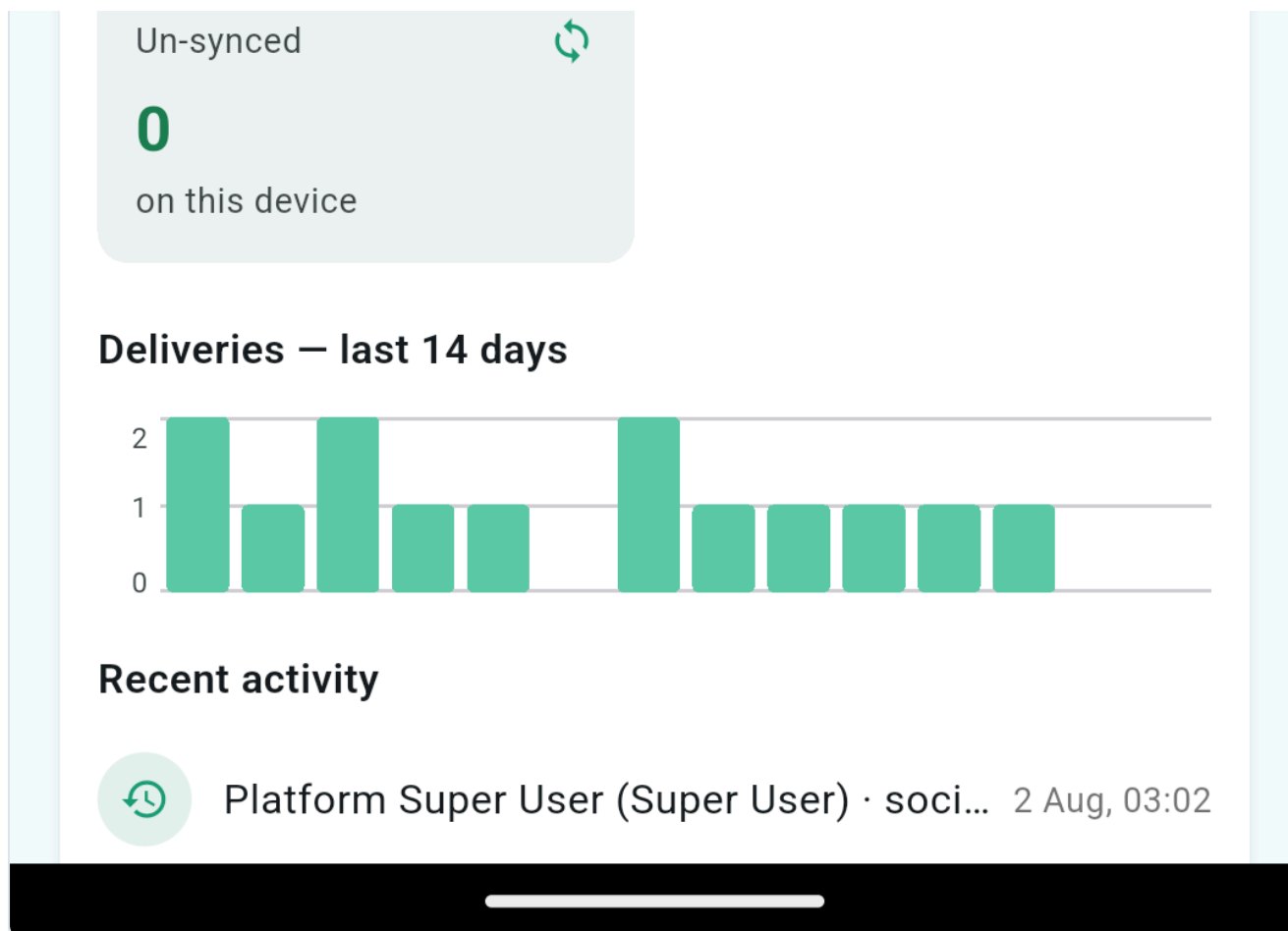


Fig 34 — The mobile home screen. The chip strip is filtered to your role; the version card at the bottom links to "What's new".

6.2 Recording a delivery at the gate

Open **"New delivery"** (also called **"Log a delivery"**). Capture is **vehicle-first** — you choose the tanker and STARS fills in its supplier, material and capacity — and a **photo is required**.

- 1 In the **"Tanker"** field, search your fleet and pick the vehicle. If the number is not listed, tap **"Tap to register a new tanker"** to add it (it lands pending approval). A green card confirms the material, vendor and quantity.
- 2 Under **"Entry Photo"**, choose **"Live Camera"** to photograph the tanker at the gate. The moment you press the shutter becomes the delivery's **entry time**.
- 3 Review the preview (it carries a **"Camera"** badge) and tap **"Submit Entry"**. You will see "delivery saved — will sync shortly".

NEW — THE TANKER MUST BE FREE FIRST

When you pick a tanker, STARS now checks whether it already has a **delivery in progress** — for example an **"Incoming"** order that hasn't been confirmed at the gate yet. If it does, a message asks you to clear that delivery first and **"Submit Entry"** stays disabled until it is — so a capture never quietly fails to record later. Once the earlier delivery is confirmed (or removed), the same tanker records normally.

NEW — PHOTOS RECORD TIME & LOCATION

Every gate photo now carries its own **capture time** and, where your device allows it, the **location** it was taken. This is stored with the delivery to help confirm it happened where and when it should, and to strengthen the duplicate and anomaly checks. Our Privacy Policy & Terms were updated to **v1.1** to describe this.

Live camera vs Upload

If you cannot take a live photo, **"Upload Photo"** lets you pick one from the gallery — but an uploaded photo carries an orange "requires Consumer Admin approval" banner, and a caretaker must add a **"Justification"** for why a live photo was not taken. In short: a live-camera delivery by a caretaker or admin is trusted immediately; a guard's delivery and any uploaded photo go to **"Approvals"** first.

TIP — DON'T USE "STAMP CAMERA" APPS

Upload a normal photo. STARS stamps its own date/time and reads the photo's capture time. Avoid GPS/stamp-camera apps: their burned-in location becomes part of the image and cannot be removed.

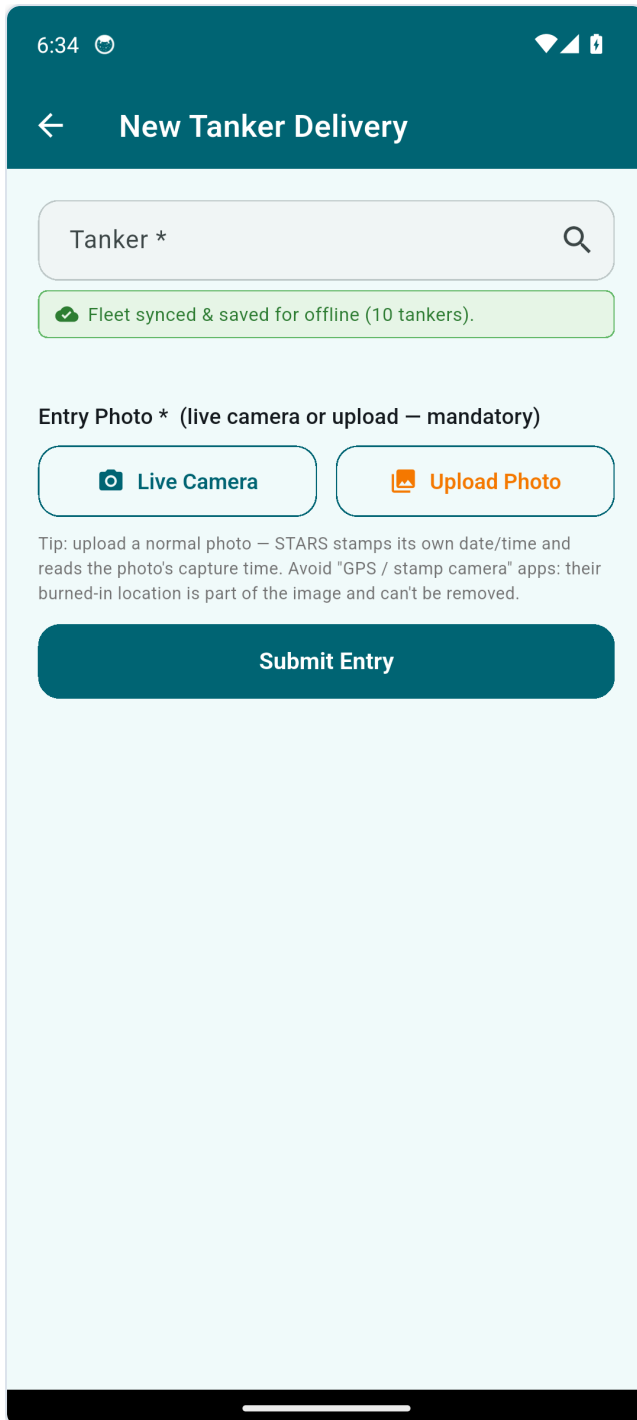


Fig 35 — Recording a delivery, vehicle-first.

6.3 Offline capture & sync

STARS is built to work where the signal isn't. Deliveries are saved on the phone first, then uploaded — so capture never fails at the gate. Your fleet list is cached too, so you can pick vehicles offline (a banner tells you whether it is synced or using the saved copy).

STARS syncs on its own — every 30 seconds while the app is open, the moment connectivity returns, and periodically in the background. A synced delivery is removed from the phone. The **"Sync status"** card shows **"All synced"** or **"Sync in progress"** with **"Pending"** / **"Failed"** /

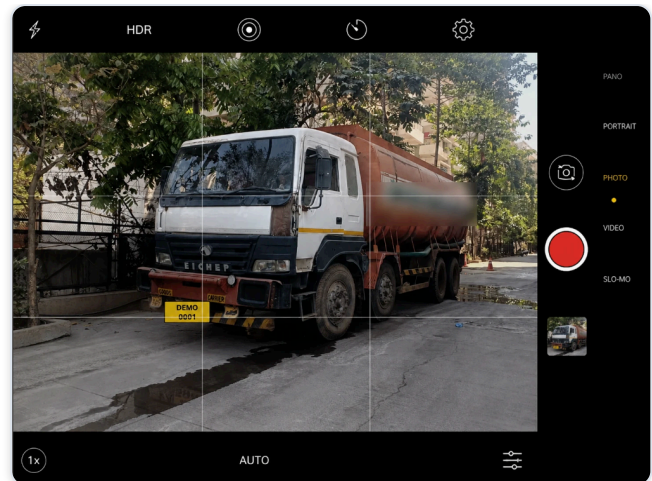


Fig 36 — The live camera. The shutter moment is the entry time.

"Synced" counts and a "Sync now" button; the dashboard also has an "Un-synced" tile for this device.

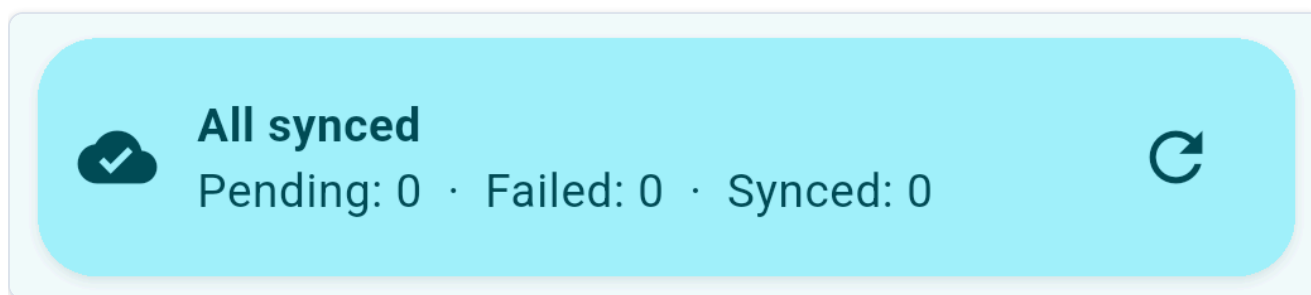


Fig 37 — The sync card. Deliveries wait safely on the phone until they upload.

6.4 Signing out safely while syncing

Signing out asks you to confirm ("Sign out?"). Crucially, if any deliveries on the phone have **not yet uploaded**, STARS refuses to sign out and shows "**Finish syncing first**" — "You have N unsynced deliveries on this device. Please reconnect and let them finish syncing before signing out." This protects a shared gate phone from losing records when the next person signs in.

BEFORE YOU HAND OVER THE PHONE

Wait for the sync card to read "**All synced**" (or tap "**Sync now**" on a good connection) before signing out or passing the phone to the next guard.

 Screenshot: the "Finish syncing first" dialog blocking sign-out while deliveries are unsynced

Fig 38 — STARS blocks sign-out until the outbox is empty.

6.5 Notifications

STARS can notify approvers when something needs their sign-off; tapping the notification opens the "**Approvals**" screen. Push notifications are currently available on **Android**; the app asks permission after you first sign in. On iPhone, and any time, the pending-approval badge on your dashboard keeps you current.

6.6 Prepaid balance on the mobile app

If your organisation pays **pay-as-you-use** — a prepaid wallet that a small percentage of each tanker's cost is drawn from (see §7 Your wallet & account) — the mobile app now keeps everyone aware of the balance, so a delivery is never lost to an empty wallet.

- **Everyone sees the balance.** Caretakers and guards see the current prepaid balance on the phone — healthy, running low, or empty — so there are no surprises mid-shift.
- **Submit is protected.** When the balance is used up, **“Submit Entry”** is **disabled** with a clear message. This matters most on the gate phone: because deliveries sync later, a capture made against an empty wallet could otherwise get stuck unsynced — so STARS stops it up front instead.
- **Only admins & owners recharge.** STARS is a business account, so staff can't pay from the app — a guard or caretaker is asked to **contact their administrator**, while an admin or owner gets a **“Recharge”** prompt that opens the top-up page. Recharging is covered in §7.1.

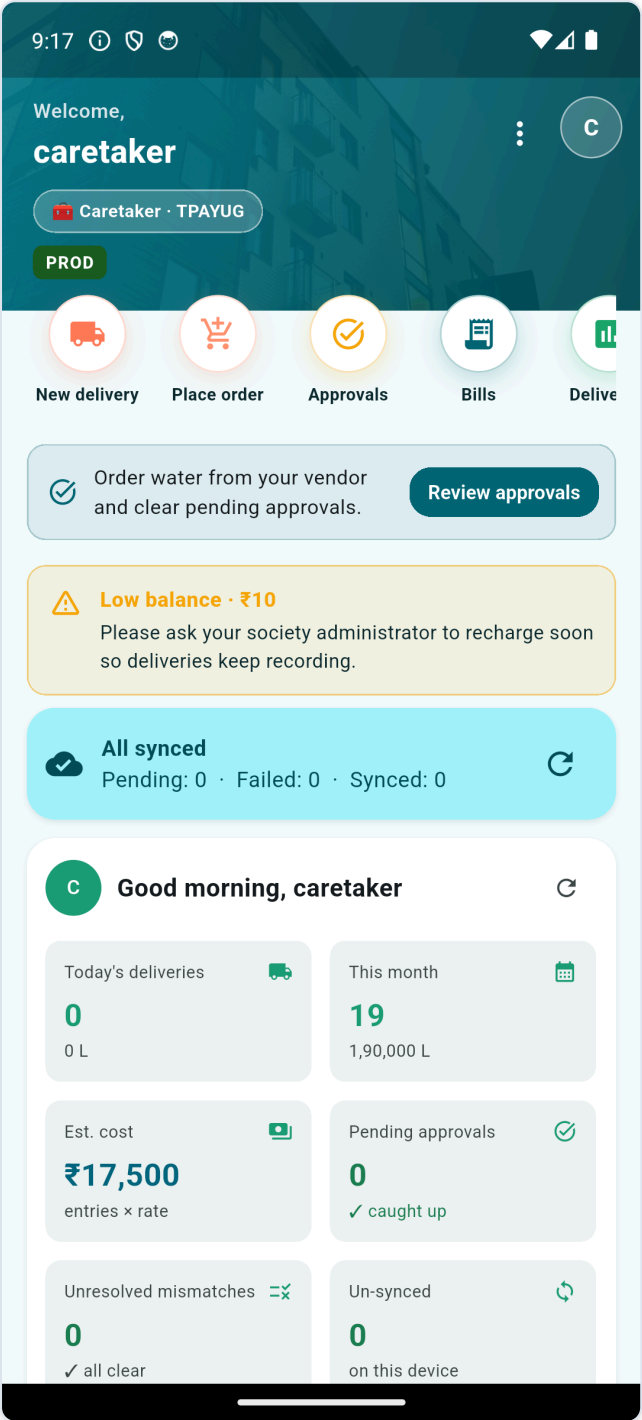


Fig 39 — The prepaid balance, shown to caretakers and guards on the phone.

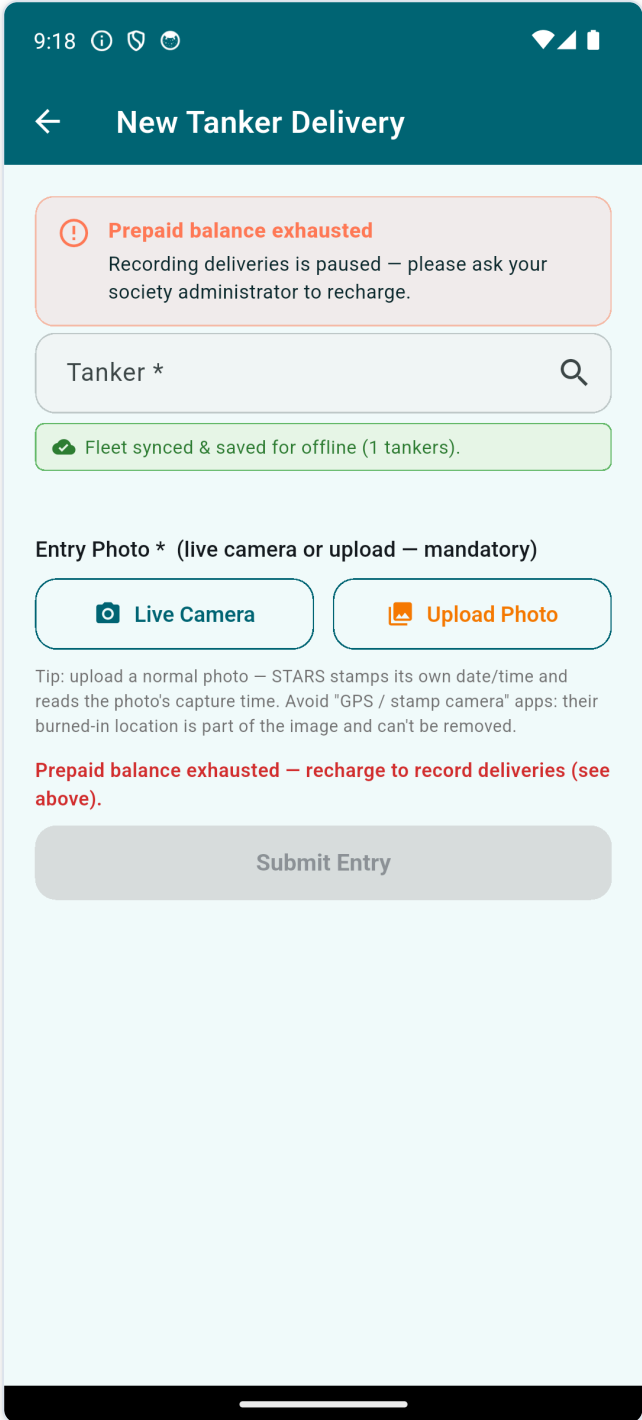


Fig 40 — When the wallet is empty, Submit is disabled — the delivery can't get stuck unsynced.

9:27 ⓘ 🔒 🌐



STARS

We count every tanker

Welcome back 🙌

Sign in to your account

Your Code

TPAYUG

Username

pertanker

Password or PIN

.....



Your organisation's pay-as-you-use balance is exhausted. Recharge to restore access.

→] Sign in

First time, or given a code? Set your password
/ PIN

New here? Register your organization

 New to STARS? Read the User Guide

By signing in you agree to our [Terms](#) & [Privacy Policy](#)

Smart Tanker Activity Recording System

Fig 41 — When the balance is exhausted, an admin or owner is prompted to recharge; staff are told to contact them.

7 Your wallet & account

Two controls keep a live account running: your **pay-as-you-use wallet** — the prepaid balance each tanker is drawn from — and the **settings** for your organisation's account. Choosing a plan and paying are covered earlier, in **§2 Getting started**.

7.1 Pay-as-you-use — the prepaid wallet

Prefer to pay only when you buy water? **Pay-as-you-use** keeps a **prepaid balance** and draws a small percentage of each tanker's cost from it (1% / 2% / 3% on Starter / Standard / Pro) — and nothing in the months you do not buy. It suits seasonal buyers; year-round buyers usually save more on an annual plan.

- Your **Overview** shows the current balance, and a banner warns you when it is running low.
- **Recharge** tops it up by UPI — the same scan-and-paste flow as above — from ₹1,000 up.
- Recharging is limited to **admins and owners**; staff are guided to contact them (see **§6.6** for the gate view).

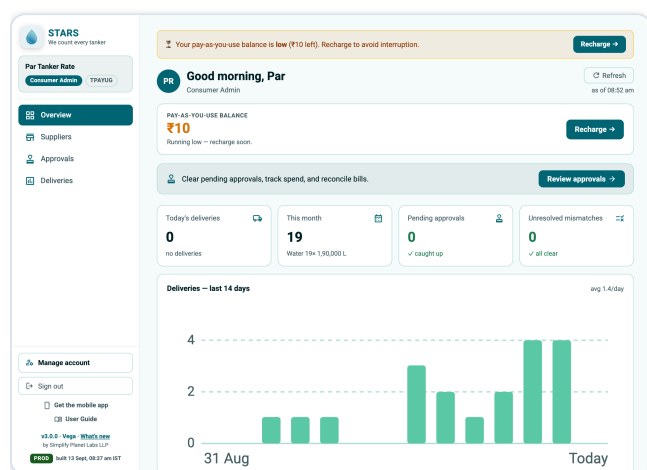


Fig 42 — The prepaid balance on your Overview, with a Recharge button.

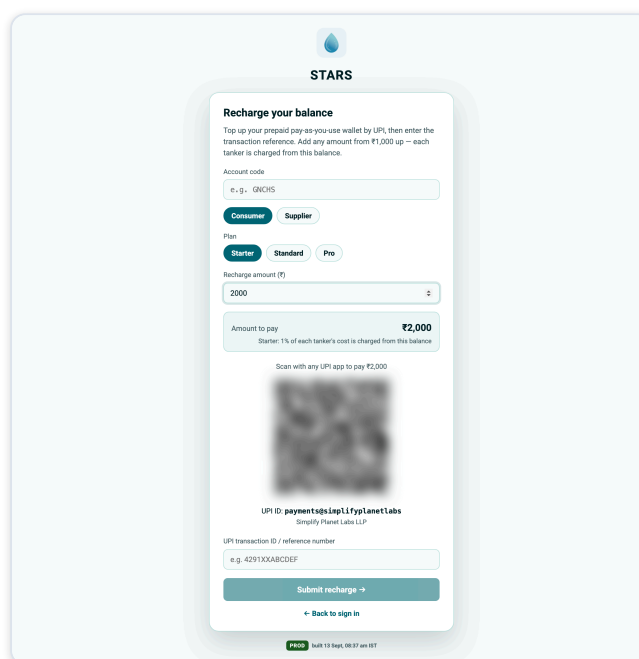


Fig 43 — Recharging the wallet by UPI, from ₹1,000 up.

IF ACCESS IS PAUSED

An annual subscription that lapses, or a prepaid wallet that empties, **pauses access** until you renew or recharge. STARS tells you exactly what is happening — and, for staff, to contact an administrator. Nothing you have recorded is ever lost.

7.2 Managing your account

Everything about your own account and membership lives in one place — **“Manage account”**, at the bottom of the menu. What you see there depends on your role.

- **Download my data (ZIP)** — keep a copy of your organisation's records: deliveries, a bills summary, and every bill's document (uploaded files and supplier PDFs).
- **Manage team members** — admins and owners add, remove or hand over to team members here (this folds in what used to be the separate Team page).
- **Hand over** — an admin or owner can hand leadership to a successor, choosing whether to leave afterwards or stay on in a lesser role.
- **Delete my account** — staff can delete their own account themselves. An organisation's sole leader cannot simply vanish — instead they hand over, or request closure.
- **Request organisation closure** — winds the whole organisation down. A platform reviewer confirms it, every linked supplier or customer is moved to off-app, and there is a short retention window before anything is removed.

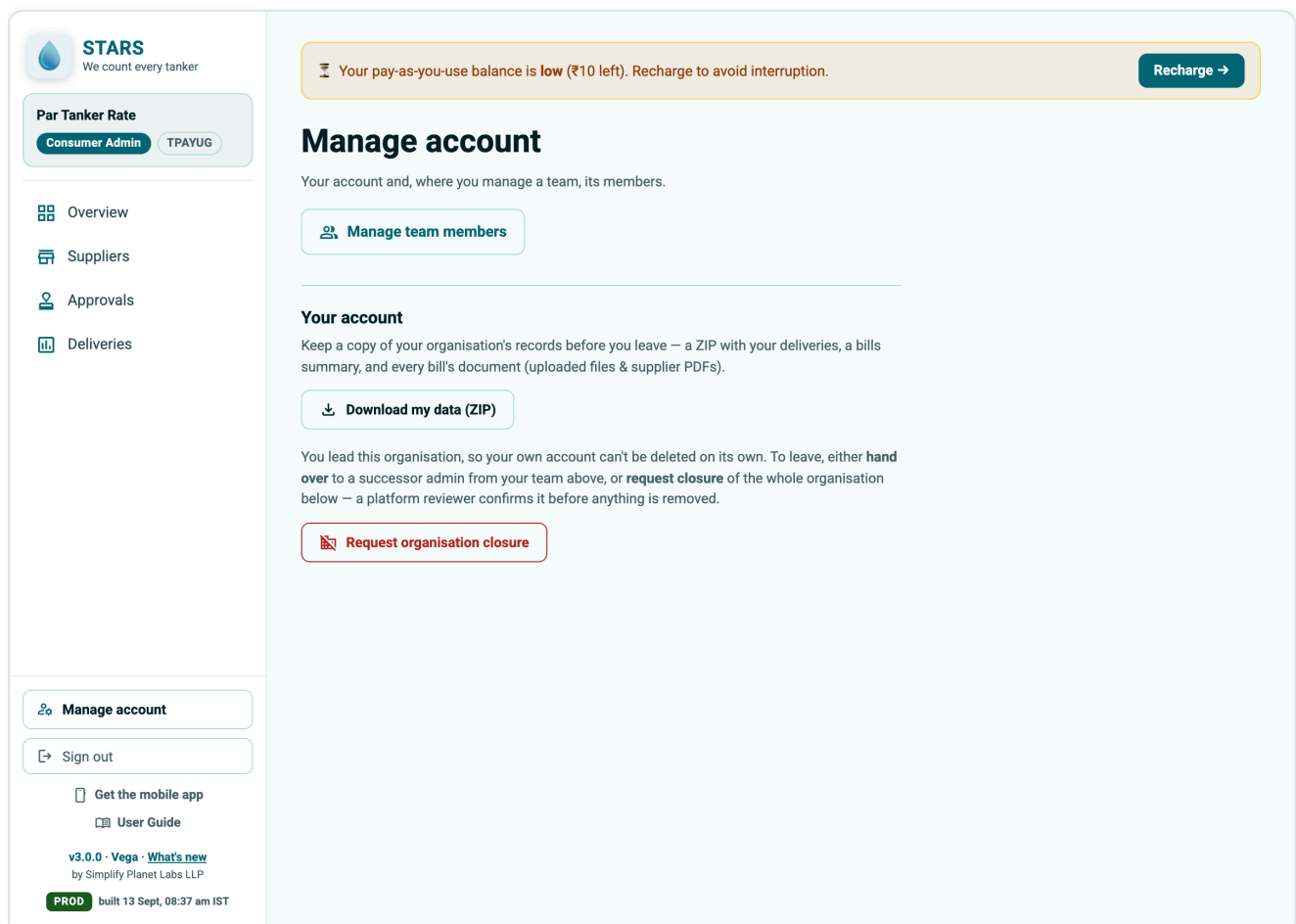


Fig 44 — Manage account: export your data, hand over, or close the organisation — yourself.

YOUR DATA, YOUR CONTROL

These self-service controls mean you are never locked in: export everything, pass the baton, or leave — on your own, whenever you need to. When you delink or close, a counterparty's shared records are preserved for them, not destroyed.

8 FAQ & troubleshooting

I forgot my password / PIN. How do I reset it?

STARS has no self-service "forgot password". Ask your admin or caretaker (for a supplier, your owner or supervisor) to issue you a **one-time reset code** from the **"Team"** screen. Then open **"Activate your account"** / **"Set your password / PIN"**, enter your Code, username and the reset code, and set a new secret. Guards set a 6-digit PIN; staff set a password.

My one-time or verification code doesn't work.

One-time codes are **single-use and expire after a short time**. If yours has expired or been used, request a fresh one — on the registration screen use **"Resend code"**; for an activation/reset code, ask whoever issued it to re-issue. Type the code exactly (they are not case-sensitive but spaces matter).

I didn't receive the email verification code.

Give it a minute, then check your spam/junk folder. Make sure the email address you entered is correct. Use **"Resend code"** to send a new one. If it still doesn't arrive, the address may be mistyped — start the step again with the correct email.

My username and password are correct but I can't sign in.

The usual cause is the wrong **"Your Code"**. Your device remembers the last Code used, which may not be yours. Clear the **"Your Code"** field and type your own organisation's Code, then sign in.

The web shows "No web screens for your role."

Your role is mobile-only (Security Guards work at the gate on the phone). Install the STARS mobile app from the **"Get the mobile app"** page (§2.9) and sign in there.

Android warns about "installing from unknown sources".

That warning is expected for a direct (pilot) install. When you open the downloaded **.apk**, allow installs from your browser or Files app, then tap **"Install"**. It is the same signed STARS app distributed by Simplify Planet Labs LLP; the Play Store listing comes later.

I can't sign out of the app.

If you see **"Finish syncing first"**, some deliveries on the phone haven't uploaded yet. Reconnect to the internet, wait for the sync card to read **"All synced"** (or tap **"Sync now"**), then sign out. This prevents lost records on a shared phone.

What is the difference between TEST and REAL?

A **TEST** organisation is a free pilot: fully usable, but its invoices are non-binding samples and it can be removed cleanly. A **REAL** organisation is verified and live, with real billing. Simplify Planet Labs LLP moves you from TEST to REAL when you're ready; you don't do it yourself.

My invoice says **SAMPLE**. Do I have to pay it?

No. A **SAMPLE** invoice is a **preview** shown while your organisation is a pilot — it demonstrates how billing will look and is explicitly "not a demand for payment". Real invoices appear only after your organisation is verified as **REAL**.

A tanker I recorded isn't showing as "Delivered".

Deliveries that need sign-off wait in "**Approvals**" — this includes anything a guard recorded and any uploaded (gallery) photo. Ask your Consumer Admin to approve it. Ordered tankers become "**Delivered**" only once confirmed at the gate with a photo (§4.3).

How do I pay for STARS?

You pick a plan and pay by **UPI** — scan the QR for the exact amount, then paste the transaction reference to finish (§2.2). Our team confirms the payment, and you can use STARS right away in the meantime. STARS is in the process of **onboarding a payment gateway**, after which more payment options will be available and faster validation of payment.

What is "pay-as-you-use"?

It's an alternative to an annual plan: instead of a flat yearly fee, you keep a **prepaid wallet** and STARS draws a small percentage of each tanker's cost from it — and nothing in the months you don't buy water (§7.1). Top it up by UPI from the "**Recharge**" page. It suits seasonal buyers.

My balance ran out (or my subscription expired). What now?

Access is paused until you **recharge** (pay-as-you-use) or **renew** (annual). STARS shows exactly what's needed; admins and owners can pay from the link shown, and staff are asked to contact an administrator. Nothing you recorded is lost — everything is there again the moment payment is confirmed.

How do I export my data, hand over, or leave STARS?

All of that is under "**Manage account**" at the bottom of the menu (§7.2). You can download a ZIP of your records, hand leadership to a successor, delete your own account, or (for an organisation's leader) request the whole organisation be closed. A counterparty's shared records are always preserved for them.

9 Glossary

Consumer

An organisation that receives water — a society, factory, hotel, hospital or commercial site. (Internally still called a "society".)

Supplier

A business that supplies water. Its type is either a **Vendor** (supplies consumers) or a **Distributor** (supplies vendors) — a label only, with no difference in how the app works.

Your Code / Tenant Code

The short code that identifies your organisation at sign-in (for example `PGCHS`). Auto-generated when the organisation is created.

Order

A request for water that a consumer places on a supplier. Runs Placed → Accepted → In Progress → Delivered.

Delivery

One physical tanker arriving. It may belong to an order, or be recorded directly at the gate.

Trip

One tanker-load allocated against an order. A big order is filled by several trips, numbered like 1/3, 2/3, 3/3.

Allocation

The supplier's step of choosing which tankers (and how many trips) will fill an order.

In Queue / In-Transit / Delivered

The lifecycle of an ordered tanker: attached (In Queue) → dispatched (In-Transit) → confirmed at the gate (Delivered). "Delivered" is how an approved delivery is shown.

Gate photo

The live photo of a tanker taken at the gate as proof of delivery. Required when recording a delivery and when confirming an incoming ordered tanker.

Live vs Upload capture

A photo taken with the in-app camera (Live) versus one picked from the gallery (Upload). Uploads always need admin approval.

Approval

A human yes/no decision — on a delivery, a new supplier or tanker, a rate change, a team member, or a supplier link.

Review

A problem STARS flags automatically — a suspected duplicate or an out-of-pattern delivery — for an admin to clear or dismiss.

Reconciliation

Matching a paper/PDF bill against what STARS recorded, then approving and paying it.

Rate

What a supplier charges a customer (for example ₹500 per 10,000 litres), effective from a chosen date; the customer approves it.

TEST / REAL

A pilot organisation (TEST, sample invoices, removable) versus a verified live one (REAL, real billing).

SAMPLE invoice

A non-binding preview invoice raised for a pilot (TEST) organisation — "not a demand for payment".

Outbox / Sync

Deliveries captured on the phone are held in an outbox and uploaded ("synced") automatically when there's a connection.

Activation code

A single-use code that lets a new or reset user set their own password or PIN.

Platform Billing

Simplify Planet Labs LLP billing each organisation for using STARS — separate from the water bill between supplier and consumer.

10 Support

We're here to help you count every tanker.

GETTING HELP

Simplify Planet Labs LLP

Support email: support@simplifyplanetlabs.app

Website: simplifyplanetlabs.app

A few things that solve most questions quickly:

- **What's new** — tap the version label (**v3.0.0** · Vega) in the sidebar or on your mobile dashboard to see the latest features for your role.
- **Check your environment badge** — make sure you're on the live app (deep-green **PROD**) before reporting a problem (§2.10).
- **Note your Code and username** — quoting your organisation's Code helps support find you fast. Never share your password or PIN with anyone, including support — STARS staff never need it.