



HAYTI BON SÈVIS SHIPPING

Official Documentation Compendium

User Manual · Administrator Manual · Hardware & Label Guides · RBAC Reference ·
Troubleshooting

— LIBERTÉ OU LA MORT —

Edition 2026 · Version 1.0

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HAYTI BON SÈVIS SHIPPING (HBS) — Documentation

Welcome to the official documentation set for the **HAYTI BON SÈVIS SHIPPING (HBS)** logistics platform.

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QUICK_START.md	Everyone	URLs, login credentials, first steps
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Platform at a Glance

- **Live URL:** <https://bonsevis-platform.preview.emergentagent.com>
- **Brand:** HAYTI BON SÈVIS SHIPPING (HBS)
- **Motto:** *Liberté ou la Mort*
- **Default language:** Kreyòl Ayisyen (ht) — switchable to EN / FR / ES / PT
- **Tracking format:** **HBS** + 12 digits (e.g., **HBS000000000001**)
- **Support phone:** +1-305-999-1292
- **Support email:** email@bonsevis.com

Trading Posts

Post	Country	Role
Miami	USA	Sea/Air origin (diaspora hub)
Montréal	Canada	Air origin (diaspora hub)
Santiago	Dominican Republic	Regional overland hub
Port-au-Prince	Haiti	Final destination + customs

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HBS — Quick Start Guide

Get up and running in **5 minutes**. This document covers URLs, credentials, and first-time login.

1. Access URLs

Purpose	URL
Public landing / tracking	<code>https://bonsevis-platform.preview.emergentagent.com/</code>
Track a package	<code>/track/HBS000000000001</code>
Commission a shipment	<code>/commission</code>
Contact / Support	<code>/contact</code>
Admin login	<code>/login</code>
Admin dashboard	<code>/admin</code>
Scanner (warehouse)	<code>/scan</code>
Thermal label	<code>/label/<tracking_id></code>

Backend API is prefixed with `/api` (e.g. `/api/auth/login`). You do **not** need to call APIs directly — the UI handles it.

2. Default Administrator Credentials

The system auto-seeds **one root administrator** on first boot. Use these to log in the first time:

Field	Value
Email	<code>admin@bonsevis.com</code>
Password	<code>HBS@dmin2026!</code>
Role	<code>admin</code> (full access)

*Change this password immediately after your first login (see **ADMIN_MANUAL.md** → **Managing Users**).*

3. First-Time Login — Step by Step

- 1. Open the platform in Chrome, Edge, or Firefox.
- 2. Click the **globe icon** (top-right) → pick your language (Kreyòl by default).
- 3. Click **Login** in the navbar, or go directly to `/login`.
- 4. Enter the credentials above → click **Sign In**.
- 5. You'll land on `/admin` — the dashboard.

Landmark checks on first login: - Navbar shows the HBS golden-lion logo. - Sidebar shows: Dashboard, Shipments, New Shipment, Scanner, Roles, Users, Audit Log. - Bottom-right shows two floating buttons: **Call** and **WhatsApp**.

4. Seeded Demo Data

The platform ships with three demo shipments so you can immediately test tracking, labels, and status flows:

Tracking ID	Route	Method	Status
HBS000000000001	Miami → Port-au-Prince	Sea Freight	Out for Delivery
HBS000000000002	Montréal → Port-au-Prince	Air Freight	Delivered
HBS000000000003	Santiago → Port-au-Prince	Air Freight	In Transit

Try tracking one now: `/track/HBS000000000001`

5. Roles Overview

Role	Best for	Key capabilities
admin	Owner / IT lead	Everything (immutable role)
warehouse_agent	Depot staff	Create shipments, receive packages, print labels
courier	Delivery drivers	Update transit status, mark delivered
customer_service	Support desk	View/edit client info, reprint labels

Full matrix → `RBAC_MATRIX.md`

6. Multi-Language

Click the **globe** icon in the navbar to switch UI language.

Code	Language	Native name
<code>ht</code> (default)	Kreyòl	Kreyòl Ayisyen
<code>en</code>	English	English
<code>fr</code>	French	Français
<code>es</code>	Spanish	Español
<code>pt</code>	Portuguese	Português

Your choice is remembered per browser (localStorage).

7. Next Steps

- **Customers:** read `USER_MANUAL.md`
- **Admins / Staff:** read `ADMIN_MANUAL.md`
- **Warehouse operators:** read `PRINTING_LABELS.md` + `HARDWARE_SCANNER.md`

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HBS — User Manual (Customers)

For **senders** (diaspora), **receivers** (family in Haiti), and any public visitor. No account is required to track or contact HBS.

1. Choosing Your Language

The site opens in **Kreyòl Ayisyen** by default.

- Click the **globe** icon in the top-right of the navbar.
- Pick one of: Kreyòl · English · Français · Español · Português.
- The site remembers your choice on this device.

2. Tracking a Package

From the homepage

1. Scroll to the **"Ledger" / "Royal Charter"** section.
2. Type your tracking ID into the search field. Format: **HBS** followed by **12 digits**, e.g.
HBS000000000001.
3. Click **"Konsilte Rejis la" / "Verify Manifest"**.

Direct link

- Share this URL pattern with anyone: <https://bonsevis-platform.preview.emergentagent.com/track/HBS000000000001>

What you'll see

- Current status (Requested → In Transit → Out for Delivery → Delivered)
- Origin & destination trading posts
- Freight method (Sea / Air)
- **Milestone history** — every scan, checkpoint, and note (localized)
- Estimated arrival window

HBS never displays the sender's / receiver's phone or email publicly. Personal info is only visible to authorized staff.

3. Commissioning a New Shipment (Diaspora Senders)

1. Click "**Kòmisyòn**" / "**Commission**" in the navbar, or visit </commission>.
2. Fill in the multi-step form: - **Step 1 — Sender**: your full name, email, phone, city. - **Step 2 — Receiver**: recipient's full name, phone, city in Haiti. - **Step 3 — Cargo**: type (barrel / box / documents / custom), freight method (Sea or Air), rough weight or volume.
3. Review the estimated toll (calculated live).
4. Click "**Konfime Kòmisyòn an**" / "**Confirm Commission**".
5. You will receive a **tracking ID** (**HBS...**) — save it.
6. A confirmation email is sent to the sender's address (if SendGrid is configured).

4. Toll Calculator

Estimate cost before commissioning:

Cargo type	Rate
Small Box	\$25 flat
Standard Barrel	\$150 flat
Custom Air Freight	\$4.50 / lb
Custom Sea Freight	\$18 / cu.ft

Available inline on the home page ("**Kalkilatè Frè**" section).

5. Contacting HBS Support

Three ways to reach us — the floating buttons appear on **every page**:

Channel	How	When
Call	Tap the green phone FAB (bottom-right) → dials +1-305-999-1292	Urgent issues, delivery coordination
WhatsApp	Tap the WhatsApp FAB (bottom-right) → opens chat with +1-305-999-1292	General questions, photo of receipt, status confirmations
Email	email@bonsevis.com	Documentation, formal requests, complaints
Contact page	/contact	All channels in one place, business hours, trading-post addresses

Support hours (Eastern Time): Mon–Fri 8:00–18:00 · Sat 9:00–14:00 · Sun closed.

6. Understanding Statuses

Icon	Status (EN)	Kreyòl	What it means
	Requested	Kòmisyone	Commission received, awaiting pickup
	In Transit (Sea)	Sou Lanmè	On the sea route
	In Transit (Air)	Nan Syèl	On the air route
	Out for Delivery	Sou Wout Livrezon	Local courier has it
	Delivered	Livrezon Akonpli	Package handed to receiver

If your package sits >7 days in one status, contact support.

7. Privacy & Safety

- HBS does not sell your data.
- Tracking pages are **public but sanitized** — only status + route + notes are visible.
- Sensitive details (email, phone, exact address) are visible **only to authenticated staff** and audited.

8. FAQ

Q: I lost my tracking ID. A: Email email@bonsevis.com with the sender's name + commission date. Support can look it up.

Q: The receiver in Haiti has no email/smartphone. Can they still track? A: Yes. They just need the tracking ID (send it via SMS/WhatsApp). Any browser works.

Q: Which languages can the receiver see? A: All 5 (ht/en/fr/es/pt). Language switcher works on every page.

Q: Can I change the delivery address after commissioning? A: Only while the package status is still **Requested**. Once it's **In Transit**, the address is locked (contact support for exceptions).

Q: Do you ship to cities outside Port-au-Prince? A: Yes — the final courier leg is handled from Port-au-Prince trading post. Add the exact address in the commission form.

9. Need More Help?

- Read [TROUBLESHOOTING.md](#)
- Call [+1-305-999-1292](#)
- Email email@bonsevis.com

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HBS — Administrator Manual

*For **admins**, **warehouse agents**, **couriers**, and **customer service** staff. Covers dashboard usage, permissions, day-to-day operations.*

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1. Logging In

URL

<https://bonsevis-platform.preview.emergentagent.com/login>

Steps

1. Enter your **email** and **password**.
2. Click **Sign In**.
3. You are redirected to [/admin](#) (Dashboard).

First-time / seeded root credentials

Email	Password	Notes
admin@bonsevis.com	HBS@dmin2026!	Change immediately after first login

Forgot your password?

Contact the root admin — they can reset it in **Users** → click the user → **Reset Password**.

Session behavior

- JWT stored in `localStorage.hbs_token` (browser).
- Expires after **24 hours** of inactivity.
- If you get a 401, log in again.

2. Dashboard Overview

Sidebar (visible items depend on your permissions):

Item	Route	Required Permission
Dashboard	<code>/admin</code>	(any authenticated user)
Shipments	<code>/admin/shipments</code>	<code>can_view_client_info</code> or higher
New Shipment	<code>/admin/new</code>	<code>can_create_shipments</code>
Scanner	<code>/scan</code>	<code>can_update_transit_status</code>
Roles	<code>/admin/roles</code>	<code>can_edit_roles</code>
Users	<code>/admin/users</code>	<code>can_manage_users</code>
Audit Log	<code>/admin/audit</code>	<code>can_view_audit_log</code>

The dashboard homepage displays: - Total shipments (last 30 days) - Status breakdown (Requested / In Transit / Out for Delivery / Delivered) - Recent scans / activity feed - Quick actions (New shipment, Scan, Reprint label)

3. Managing Shipments

Navigate: `/admin/shipments`

What you see

- Sortable table of all shipments (paginated).
- Columns: Tracking ID · Sender · Receiver · Route · Method · Status · Actions.
- **Search** by tracking ID, sender name, or receiver name.
- **Filter** by status / method / origin city.

Row actions (permission-gated)

Action	Permission required
View details	<code>can_view_client_info</code>
Edit client info	<code>can_update_client_info</code>
Change delivery address	<code>can_modify_delivery_address</code> (blocked once In Transit)
Reprint label	<code>can_reprint_labels</code>
Override status	<code>can_override_status</code>
Void shipment	<code>can_void_shipment</code>

Status timeline

Each shipment page shows the full **milestone log** with location, timestamp, staff member, and notes.

4. Creating a New Shipment

Route: `/admin/new` · **Permission:** `can_create_shipments`

Steps

1. Click **New Shipment** in the sidebar.
2. Fill the form: - **Sender:** full name, email, phone, origin city (pick from 4 trading posts). - **Receiver:** full name, phone, destination city. - **Cargo:** type (Barrel / Box / Documents / Custom), method (Sea / Air), weight or volume.
3. Confirm the toll (auto-calculated).
4. Click **Create Shipment**.

5. The system: - Atomically assigns the next `HBS...` tracking ID. - Creates the shipment (status: `Requested`). - **Redirects you to the thermal label** at `/label/<tracking_id>` for immediate printing. - Fires a confirmation email to the sender (SendGrid).

5. Printing Labels

Full guide → `PRINTING_LABELS.md`

Quick version

1. Go to `/label/<tracking_id>` (or click **Reprint** from Shipments table).
2. Load 4×6" thermal paper in your printer (Zebra ZD410 / Rollo / DYMO 4XL — anything that accepts 4×6").
3. Press `Ctrl+P` (or `Cmd+P`).
4. In the print dialog: - **Paper size:** 4 × 6 in - **Margins:** None - **Scale:** 100% - **Background graphics:** On
5. Click **Print**.

The label includes: - HBS logo header + postage zone - FROM / SHIP TO blocks (with phone) - **Code 128 barcode** + tracking digits - Method icon (Sea / Air) - Motto footer

*Reprints are **audited** — every reprint writes a `label.reprint` entry in the audit log with the operator's name.*

6. Scanning Packages

Full guide → `HARDWARE_SCANNER.md`

Route: `/scan` • **Permission:** `can_update_transit_status` (minimum)

How it works

- **Zebra TC56 / any barcode scanner in keyboard-wedge mode:** just scan — the page listens for fast keystrokes ending in `Enter` and auto-submits.
- **Native Android DataWedge intent:** the app registers a broadcast receiver at `com.hbs.SCAN`, capturing native scan events without focus tricks.
- **Manual entry:** type the tracking ID and press Enter.

The `event` field

The API auto-detects what the scan means based on the current status: | Current status | Scan event |
 Permission | |---|---|---| | Requested | `receive_package` | `can_receive_package` | | In Transit |
`update_transit` | `can_update_transit_status` | | Out for Delivery | `mark_delivered` |
`can_mark_as_delivered` |

After a successful scan

- Toast: "HBS000... → In Transit ✓"
- Milestone written (location, timestamp, device_id, operator)
- Audit entry: `shipment.scan`
- If final leg → status auto-advances to `Delivered` and receiver gets an email (SendGrid).

7. Managing Users

Route: `/admin/users` • **Permission:** `can_manage_users`

Create a user

1. Click **+ New User**.
2. Enter: full name, email, temporary password, role (dropdown).
3. Click **Create**.
4. Communicate credentials to the new user via a secure channel (WhatsApp / SMS / in-person).
5. Ask them to change their password on first login.

Edit / disable

- Click a row → **Edit** to change role or reset password.
- Click **Disable** to revoke access (soft delete; audit-preserved).

Root admin protection

The initial `admin@bonsevis.com` account **cannot be deleted or demoted** by other admins. It can only be renamed/repassworded by itself.

8. Managing Roles & Permissions

Route: `/admin/roles` · **Permission:** `can_edit_roles`

Seeded roles (cannot be deleted, but permissions can be tweaked — except `admin`)

Role	Description
admin	Immutable — all 14 permissions
warehouse_agent	Depot floor operator
courier	Delivery driver
customer_service	Support desk

Create a custom role

1. Click **+ New Role**.
2. Name it (e.g., `regional_manager`).
3. Toggle each permission on the matrix.
4. **Save**.

Full permission matrix

See `RBAC_MATRIX.md` for all 14 permissions grouped into 4 categories: - **Shipment Modification** (create / edit / void / override) - **Status Management** (receive / transit / deliver / reprint) - **Client Data** (view / edit / change address) - **System** (users / roles / audit)

9. Audit Log

Route: `/admin/audit` · **Permission:** `can_view_audit_log`

Every mutation is logged **immutablely**:

Field	Example
Timestamp	2026-02-14T14:22:07Z
Executing user	warehouse_ops_1@hbs.com
Action	shipment.scan
Target	HBS000000000042
Field altered	status
Previous value	Requested
New value	In Transit
Device	TC56-serial-A9F32

Filters

- By date range · by user · by action type · by tracking ID.

Export

Click **Export CSV** to download the full filtered log for compliance / accounting.

10. Voiding / Overriding Shipments

Use with caution — these are audited and visible to the root admin.

Void a shipment (`can_void_shipment`)

- From Shipments table → row menu → **Void**.
- Provide a reason (required).
- Status becomes `Voided` ; label is stamped `VOID` ; no further scans allowed.

Override status (`can_override_status`)

- Row menu → **Override Status** → pick new status → reason (required).
- Use when a scanner missed a step or you need to correct a mistake.
- All overrides appear in the audit log.

11. Client Data Rules

Privacy tiers

1. **Public** (tracking page): status, route, method, milestone notes.
2. **Staff-only** (dashboard): full sender/receiver info, phone, email.
3. **Admin-only**: internal notes, financial records.

Address modification lock

- Once status = **In Transit**, delivery address **cannot be modified** by anyone (even admins).
- Reason: the package is already routed on physical manifest.
- Workaround: void the shipment and re-commission.

GDPR / data-subject requests

Route via **email@bonsevis.com**. Root admin can extract or purge a client's records from the Users / Shipments tables (writes audit entries).

12. Security Best Practices

* **DO** - Change your password every 90 days. - Use unique passwords (min 12 chars, mixed case + numbers + symbols). - Lock your device when stepping away from the warehouse terminal. - Report suspicious login alerts to the root admin immediately. - Log out at the end of your shift (top-right menu → **Log Out**).

DON'T - Share credentials with coworkers — every operator needs their own account. - Take screenshots of client PII. - Leave the scanner unattended in an unlocked state. - Use the admin account for daily operations — create yourself a lower-privilege account.

Rate-limits & abuse protection

- 5 failed logins in 15 min → account locked 30 min (auto-unlock).
- All **/api/auth/*** calls are logged with IP.

Appendix — Common Workflows Cheat Sheet

Workflow	Sidebar path	Time
Onboard a new package	New Shipment → auto-label → print	~90 s
Reprint a lost label	Shipments → search → row menu → Reprint	~15 s
Update status on the floor	Scanner → scan barcode	~2 s
Add a new courier user	Users → + New User → role: courier	~30 s
Investigate a customer complaint	Shipments → search → view milestones → Audit Log	~2 min
Export month-end report	Audit Log → filter by date → Export CSV	~30 s

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HBS — Printing Thermal Labels (4×6")

Step-by-step guide for warehouse operators. Compatible with any 4×6" thermal printer (Zebra ZD410 / ZD420, Rollo, DYMO 4XL, MUNBYN, etc.).

1. Anatomy of the HBS Label

[HBS LOGO]	POSTAGE ZONE	<- Header
Hayti Bon Sèvis Shipping	PAID \$\$\$	
FROM:		
Marie Joseph		
123 NW 2nd Ave, Miami FL 33127		
+1 305 555 0100		
SHIP TO:		
Jean-Baptiste Louis		
Delmas 32, Port-au-Prince, Haiti		
+509 3400 0000		
Method: SEA Weight: 45 lb		
■■ ■■ ■■ ■■ ■■ ■■ (128)		<- Code 128 barcode
HBS 0000 0000 0001		
"Liberté ou la Mort" – HBS © 2026		<- Footer

(4 in × 6 in, portrait orientation)

2. Accessing a Label

Method A — Right after creating a shipment

Creating a new shipment (`/admin/new` → **Create**) **auto-redirects** you to the label page. Just press `Ctrl+P`.

Method B — Reprint an existing label

- 1. Go to `/admin/shipments`.
- 2. Search by tracking ID or receiver name.
- 3. Row menu → **Reprint Label**.
- 4. The label page opens at `/label/HBS000000000042`.
- 5. A `label.reprint` entry is written to the audit log (with your name + timestamp).

Method C — Direct URL

Type `/label/<tracking_id>` in the browser bar. Example: `/label/HBS000000000001`.

Permission required for reprint: `can_reprint_labels`

3. Print Settings — Chrome / Edge

- 1. On the label page, press `Ctrl+P` (Windows/Linux) or `Cmd+P` (Mac).
- 2. In the print dialog set:

Setting	Value
Destination	Your thermal printer (e.g., "ZDesigner ZD410")
Pages	All
Copies	1
Layout	Portrait
Paper size	4 × 6 in (or "Custom: 4in × 6in")
Margins	None
Scale	100% (Default / Actual size — NOT "Fit to page")
Options → Background graphics	On (critical for logo & barcode)
Options → Headers & footers	Off

- 1. Click **Print**.

The CSS uses `@page { size: 4in 6in; margin: 0 }`, so if margins are set to *None* you should get pixel-perfect output.

4. Print Settings — Safari / Firefox

- **Safari:**  → Show Details → paper size **4x6 Label** → margins **None** → **Print backgrounds**
- **Firefox:** **Ctrl+P** → *More settings* → Scale 100% → Margins **None** → **Print backgrounds**

5. Zebra ZD410 / ZD420 One-Time Setup

1. Install the **Zebra Setup Utility** (free from zebra.com).
2. Connect the printer via USB.
3. In the utility → **Configure Printer Settings** → Media: - **Media type:** Thermal Transfer or Direct Thermal (match your ribbon) - **Width:** 4.00 in - **Length:** 6.00 in - **Print speed:** 4 ips - **Darkness:** 15 (adjust for barcode contrast)
4. In Windows **Printer Preferences:** - Paper size = **4 x 6** - Orientation = Portrait - Scaling = 100%
5. Print a test label from **/label/HBS000000000001** and scan the barcode with your Zebra TC56 to confirm readability.

6. Rollo / DYMO 4XL

- **Rollo:** Set paper size in the driver to **4 x 6**. Speed *Fast*. No extra config in browser needed.
- **DYMO 4XL:** In DYMO Label preferences pick **Shipping (4 in x 6 in)**. Ensure "Actual size" in the browser dialog.

7. Batch Printing (Multiple Labels)

Currently one label per print job. For batching: 1. Open multiple label URLs in tabs. 2. Print each one, or use browser extensions like **Print Friendly** to combine. 3. **Recommended:** use **Ctrl+Click** → open in new window → hit print in each — keeps the audit log tidy.

Planned enhancement (P2): server-side PDF batch generator (**/api/labels/batch?ids=HBS...**).

8. Troubleshooting Print Issues

Problem	Cause	Fix
Barcode blurry / won't scan	Print scale <100% or wrong DPI	Set scale to 100% (Actual size). Ensure printer set to 203+ dpi.
Logo missing	Background graphics disabled	Enable "Background graphics" in the print dialog.
Label runs onto two pages	Wrong paper size	Explicitly set 4×6 in dialog and printer driver.
Cut off at edges	Margins not set to None	Set margins to None in the print dialog.
Font too small on Zebra	Wrong DPI	Use Zebra Setup Utility → Media → Density = 15, dpi = 203.
Colors printed grey	Direct thermal ignores color anyway	The template is black-only. Ignore the "grey preview".
<code>/label/...</code> returns 404	Tracking ID typo	Copy exact <code>HBS...</code> from shipments table.
Reprint fails "Permission denied"	Missing <code>can_reprint_labels</code>	Ask an admin to add the permission to your role.

9. Barcode Details (For Nerds)

- Symbology: **Code 128** (Auto — subset B for ASCII).
- Encoded payload: the raw 15-char tracking ID (`HBS0000000000001`).
- Bar height: 60 px (~1.5 cm) — well above minimum scan height.
- Quiet zone: 10 modules on either side (auto-calculated by JsBarcode).
- Verified against **Zebra TC56 default DataWedge profile**.

10. Compliance Notes

- Every reprint is **logged to the audit trail** — you can see who printed what, and when.
- If a label is lost / damaged, always **reprint** (never write the tracking ID by hand).
- **VOID** labels are watermarked automatically once a shipment is voided.

Need help? Contact `email@bonsevis.com` or read `ADMIN_MANUAL.md`.

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HBS — Hardware Scanner Setup (Zebra TC56 & Generic)

Configure Zebra TC56 (and any DataWedge-compatible Android device) or a plain USB barcode gun to scan into the HBS platform.

1. Supported Devices

Device	Mode	Setup difficulty
Zebra TC56 / TC57 / TC77	DataWedge intent broadcast	Medium (guided below)
Zebra TC56 (keyboard wedge)	Simulated keystrokes	Very easy (default)
Generic USB barcode gun (Symbol, Honeywell, Netum, Tera)	Keyboard emulation	Plug & play
Bluetooth Sled scanners (Socket Mobile, Zebra RS5100)	HID / SPP profile	Plug & play (HID)

2. Fastest Path — Keyboard Wedge (works with 100% of scanners)

The HBS `/scan` page listens for **fast keystrokes ending in Enter** (<80 ms between keys — impossible for a human, unmistakable for a scanner).

Steps

1. Plug in or pair your scanner (Windows / Android / Chrome OS all work).
2. Open the HBS platform, log in with a role that has `can_update_transit_status` (e.g., `warehouse_agent`).
3. Go to `/scan`.
4. **Scan a package.** The tracking ID enters the field, then Enter fires — the API is called automatically.
5. Toast confirms: **"HBS0000000000042 → In Transit ✓"**

No configuration needed. This works with: - USB scanners in default HID mode - Bluetooth scanners paired as keyboard - Zebra TC56 running default DataWedge profile

3. Zebra TC56 — Native DataWedge Intent (Preferred)

For a smoother experience (works even when the input field isn't focused), use the DataWedge intent bridge that HBS already registers.

3.1 Create a DataWedge profile for HBS

1. On the TC56, launch **DataWedge** (Zebra app).
2. Tap **:** → **New profile** → name it `HBS_Scanner`.
3. Tap the profile → **Applications** → **Associated apps** → add: - **Chrome** (or your kiosk browser) → package `com.android.chrome`, activity `*` - **HBS PWA** (if installed) → package `com.hbs.pwa`, activity `*`.
4. Enable **Profile: enabled**.

3.2 Configure the barcode input

Under **Barcode Input**: - **Enabled**: - **Scanner selection**: Auto (uses the built-in imager) - **Decoders**: enable at minimum **Code 128** (required for HBS labels). Enable **Code 39**, **QR**, **UPC-A/E**, **EAN-13** if you also scan other codes. - **Illumination mode**: Auto

3.3 Configure the intent output (this is the key step)

Under **Intent Output**: - **Enabled**: - **Intent action**: `com.hbs.SCAN` - **Intent category**: (leave blank) - **Intent delivery**: Broadcast intent

3.4 Disable keystroke output (to avoid double-scanning)

Under **Keystroke Output**: - **Enabled**: (off)

Alternatively keep keystroke ON and skip Intent — HBS handles both.

3.5 Save

Back out of DataWedge. The profile is now active whenever Chrome/PWA is in the foreground.

4. Verifying the Intent Bridge

1. Open the HBS `/scan` page on the TC56.
2. Point the scanner at any Code 128 barcode.
3. You should see: - Instant toast: "Scanned: HBS..." - The scan record appears in the "Recent scans" list on the page - A new milestone entry on that shipment (`/admin/shipments/HBS...`)

If nothing happens

- Confirm DataWedge profile is **enabled** and **associated with Chrome**.
- In DataWedge → your profile → check **Intent action** spelling: must be exactly `com.hbs.SCAN`.
- Test with the DataWedge test app: **Diagnostics** → **Scanner Test**. If that fails, the imager needs cleaning or a firmware update.

5. Zebra RS5100 (Bluetooth Ring Scanner)

1. Pair the RS5100 to the TC56 (Zebra Scanner Control app).
2. In DataWedge → your `HBS_Scanner` profile → Scanner selection → set to **RS5100 Bluetooth SSI**.
3. Follow **section 3.3** for intent output as above.

6. Sled Scanners (Socket Mobile CHS 7Ci, iOS)

iOS doesn't support DataWedge. Use HID mode: 1. Pair the sled in **HID mode** (Socket App → Basic Mode). 2. Open HBS in Safari/Chrome on iOS. 3. Focus the input field on `/scan` → scan.

7. Locking the TC56 into "Scan Kiosk" Mode

To prevent operators from opening other apps: 1. Install **Zebra Enterprise Home Screen (EHS)** or **Ivanti Velocity Kiosk**. 2. Whitelist Chrome + HBS PWA. 3. Set the launcher to open `https://bonsevis-platform.preview.emergentagent.com/scan` on boot. 4. Auto-login: pre-store the JWT via Chrome policy or use a hardware SSO flow.

8. Battery & Ergonomics Tips

- Use a **hot-swap battery** on TC56 to avoid mid-shift outages.
 - Enable **Wake on scan trigger** in Zebra Settings → Battery (extends idle life).
 - Assign the scan trigger to the **side button** for one-handed operation.
 - For heavy scanning (>200 packages/shift) prefer the **RS5100 Bluetooth ring** — lighter on the wrist than TC56.
-

9. Multi-Device Deployment Checklist

For rolling out to a warehouse of 10+ TC56s:

- [] Same DataWedge profile file on every device (**Export** → **Import**).
- [] Each device has a **unique operator account** in HBS Users.
- [] Login token persisted (Chrome sign-in) to avoid daily re-login.
- [] `device_id` populated on each device (see 9.1).
- [] Kiosk mode enabled.

9.1 Setting device_id

On the TC56 (Settings → About phone → Serial number), copy the serial. In HBS → `/admin/users` → the operator's profile → **Assigned device** field → paste. All scans from that operator will tag the milestone with the device serial, visible in the audit log.

10. Barcode Symbology Reference

Symbology	Enabled by default in HBS labels	Notes
Code 128		Primary — HBS tracking IDs
Code 39	Optional	For legacy partner barcodes
QR	Optional	Future — for customer scanner apps
DataMatrix	Optional	Future — insurance carriers
UPC-A/E, EAN-13	Not used	Retail — unrelated to HBS

11. Troubleshooting

Symptom	Likely cause	Fix
Scanner does nothing	DataWedge profile disabled	Enable profile & re-associate with Chrome
Scan produces gibberish	Wrong symbology decoded	Enable Code 128; disable QR if it's grabbing decoy codes
Double-scanned (Enter x2)	Both keystroke + intent output enabled	Disable one (usually keystroke)
"Permission denied" toast	User lacks <code>can_update_transit_status</code>	Ask admin to update role
Wrong operator on milestone	Shared device, browser cached wrong session	Log out at shift end
Intent works in Chrome but not PWA	PWA not associated in DataWedge profile	Add PWA package name to Associated Apps

12. API Reference (For Integrators)

If you're building a custom scanner client, POST directly:

```
POST /api/scan
Authorization: Bearer <jwt>
Content-Type: application/json

{
  "tracking_id": "HBS0000000000042",
  "event": "update_transit",          // optional, auto-detected
  "location": "Miami Depot Gate 3",
  "device_id": "TC56-A9F32-014",
  "notes": "Loaded onto container 88B"
}
```

Response 200

```
{
  "tracking_id": "HBS0000000000042",
  "new_status": "In Transit",
  "milestone_id": "...",
  "audit_id": "..."
}
```

Permission required per event: - `receive_package` → `can_receive_package` - `update_transit` → `can_update_transit_status` - `mark_delivered` → `can_mark_as_delivered`

More help? Read `ADMIN_MANUAL.md` or contact `email@bonsevis.com`.

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HBS — RBAC Permission Matrix

Full reference of the 14 granular permissions in Hayti Bon Sèvis Shipping. Use this to design custom roles at `/admin/roles`.

Permission Groups

Shipment Modification

Key	Description
<code>can_create_shipments</code>	Create new shipments (allocates a new <code>HBS...</code> tracking ID)
<code>can_void_shipment</code>	Void a shipment (requires reason, audit-logged)
<code>can_override_status</code>	Manually set any status (requires reason, audit-logged)
<code>can_reprint_labels</code>	Regenerate & print thermal labels

Status Management (Scanner Events)

Key	Description
<code>can_receive_package</code>	Scan event: <code>Requested</code> → <code>In Transit</code> (received at warehouse)
<code>can_update_transit_status</code>	Scan event: transit hop / customs / arrival at destination hub
<code>can_mark_as_delivered</code>	Scan event: final leg → <code>Delivered</code>

Client Data

Key	Description
<code>can_view_client_info</code>	See sender/receiver name, phone, email in dashboard
<code>can_update_client_info</code>	Edit sender/receiver name, phone, email
<code>can_modify_delivery_address</code>	Change receiver's destination address (locked once In Transit)

System

Key	Description
can_manage_users	Create / edit / disable user accounts
can_edit_roles	Create / edit custom roles & permissions
can_view_audit_log	Access <code>/admin/audit</code> , filter & export
can_configure_system	Change global settings (branding, mail templates, integrations)

Default Role Matrix

Permission	admin	warehouse_agent	courier	customer_service
can_create_shipments				
can_void_shipment				
can_override_status				
can_reprint_labels				
can_receive_package				
can_update_transit_status				
can_mark_as_delivered				
can_view_client_info				
can_update_client_info				
can_modify_delivery_address				
can_manage_users				
can_edit_roles				
can_view_audit_log				
can_configure_system				

Rules & Guardrails

- `admin` is **immutable** — the role's permission set cannot be edited and the role cannot be deleted.
- Root admin account cannot be demoted or deleted** by other admins.

3. **Address modification blocked once** `In Transit` — even for `admin` (business rule, returns HTTP 403 with reason).
4. **Void / Override require a reason string** (min 5 chars) — stored in the audit log.
5. **All permission checks happen server-side** via the `require_perm("...")` FastAPI dependency; frontend gating is purely UX.
6. **Custom roles can be renamed** but the permission keys are fixed (no custom permission keys — for security review simplicity).

Designing a Custom Role — Examples.

`regional_manager` (Miami hub lead)

Should see everything, edit clients, but not touch user/role admin: - `can_view_client_info`, `can_update_client_info`, `can_modify_delivery_address` - `can_create_shipments`, `can_reprint_labels` - `can_receive_package`, `can_update_transit_status`, `can_mark_as_delivered` - `can_view_audit_log` - `can_void_shipment`, `can_override_status` (escalate to admin) - `can_manage_users`, `can_edit_roles`, `can_configure_system`

`driver_apprentice`

Read-only courier — can see routes but not update statuses yet: - `can_view_client_info` - everything else

`read_only_auditor` (external accountant)

- `can_view_client_info`, `can_view_audit_log`
- everything else

API Reference

Every mutating endpoint declares its required permission via:

```
@router.post("/shipments/{tracking_id}/void")
async def void_shipment(
    tracking_id: str,
    user = Depends(require_perm("can_void_shipment")),
    body: VoidRequest,
):
    ...
```

If the caller's role lacks the permission, the endpoint returns:

```
{  
  "detail": "Permission denied: can_void_shipment"  
}
```

with **HTTP 403**.

See also: [ADMIN_MANUAL.md](#) for how to apply this in the dashboard.

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HBS — Troubleshooting Guide

Common issues and their fixes, ordered by frequency.

Login & Access

"Invalid credentials"

- Verify email spelling (case-insensitive) and password (case-sensitive).
- Root admin default: `admin@bonsevis.com` / `HBS@dmin2026!`.
- After 5 failed attempts in 15 min, the account is locked for 30 min — wait or ask the root admin to unlock via **Users** → **Reset logout**.

"Session expired" or auto-logout

- JWT expires after 24 h. Log in again.
- Do not share a browser session across users — each staff member needs their own account.

Sidebar items are missing after login

- Your role lacks the required permission. Ask an admin to grant it via **Roles**.
- Refresh the page after a role change — permissions cache for 60 seconds.

Tracking Page

"No shipment found"

- Confirm tracking ID format: `HBS` + **exactly 12 digits** (case-sensitive, no spaces).
- Example valid: `HBS0000000000042`. Example invalid: `hbs00042`, `HBS-0000000000042`, `HBS 000 000 000 042`.
- Very new commissions may take up to 60 s to sync — wait and retry.

Milestone text is in wrong language

- Change the language via the  icon in the navbar. Choice is saved per browser (`localStorage.hbs_lang`).

x

Creating / Editing Shipments

x

"Cannot change delivery address"

- The shipment status is `In Transit` or later. **Business rule** — void the shipment and re-commission, or ask root admin for a manual override.

x

Toll calculator shows \$0 or NaN

- Refresh the page. If persistent, check weight / volume fields are numeric and >0.

Sender didn't receive commission email

- Check spam folder.
- Verify SendGrid `SENDGRID_API_KEY` is set in `/app/backend/.env`.
- Backend logs: `tail -f /var/log/supervisor/backend.err.log` — look for `SendGrid delivery status`.

x

Scanning

Scanner beeps but nothing happens on screen

x

- The **input field must be focused** (or DataWedge intent must be configured — see `HARDWARE_SCANNER.md §3`).
- Click anywhere in the `/scan` page, then re-scan.

"Permission denied" toast after scan

x

- Your role lacks the scan-event permission (`can_receive_package` / `can_update_transit_status` / `can_mark_as_delivered`).
- Fix in **Roles** or **Users**.

Scan advances status incorrectly

x

- The API auto-detects the next event based on current status. To manually pick an event, add `?event=update_transit` to the scan submission (advanced — usually not needed).
- Use **Override Status** (admin only) to correct.

Same package scanned twice registers twice

- Each scan writes a milestone (by design — creates an accurate audit trail). Only status transitions between distinct states.

Printing Labels

Full section in `PRINTING_LABELS.md §8`.

Quick fixes

- Barcode blurry → set print **Scale to 100%**.
- Label runs onto 2 pages → **Paper size 4×6 in, Margins: None**.
- Logo missing → enable **Background graphics** in the print dialog.

×

Contact & Support Widgets

×

WhatsApp button opens wrong number

- Bug: report to `email@bonsevis.com`. Default target: `+1-305-999-1292`.

Phone FAB does nothing on desktop

- Desktop browsers only support `tel:` links if a phone app is registered (e.g., Skype). Copy the number instead: `+1-305-999-1292`.

×

Language Switcher

×

UI is stuck in one language

- Open browser DevTools → Application → Local Storage → clear `hbs_lang` → refresh.
- If still stuck, try incognito to rule out extensions.

Some labels are still English (e.g., statuses)

- Report the missing key at `email@bonsevis.com` — the i18n dictionary is at `/app/frontend/src/i18n/translations.js`.

×

Backend / Server Errors

500 errors, "MongoDB timeout"

- Backend can't reach MongoDB. Check `MONGO_URL` in `/app/backend/.env` and MongoDB service status.

- Restart backend: `sudo supervisorctl restart backend`.

502 Bad Gateway from /api/...

- Backend not running. `sudo supervisorctl status backend` → if not RUNNING → `sudo supervisorctl restart backend`.
- Check logs: `tail -n 100 /var/log/supervisor/backend.err.log`.

401 Unauthorized on every call

- JWT expired or missing. Log out & back in.
- If persistent: browser cleared localStorage; log in fresh.

Data Recovery

Accidentally voided a shipment

- Ask an admin to open the shipment in Shipments → **Un-void** (writes an `override_status` audit entry with reason).

Deleted a user

- Users are **disabled**, not hard-deleted. Root admin can re-enable via **Users** → **Show disabled** → **Re-enable**.

Lost the root admin password

- SSH to the server → run `python /app/backend/reset_admin.py` (utility script) — resets to default and forces password change on next login. **NOTE:** currently must be executed manually by system operator with server access.

Getting More Help

- **Call:** `+1-305-999-1292`
- **WhatsApp:** same number
- **Email:** `email@bonsevis.com`
- Read the full docs at `/app/docs/`