

delivery tribe

## REPORTS

2021  
DELIVERY TRIBE

## Contents

<b>Reports</b>	2
<b>Report Category one: Deliveries Reports</b>	4
<b>Delivery History Report</b>	4
<b>Trip History Report</b>	9
<b>Audit Log Report</b>	10
<b>Problem deliveries Report:</b>	12
<b>Delivery Status Report:</b>	13
<b>Report Category two: Driver Reports</b>	16
<b>Driver Summary Report</b>	16
<b>Driver Daily Summaries Report</b>	17
<b>Driver Individual Daily Report</b>	20
<b>Delivery Timing Report</b>	23
<b>Report Category three: Payment History Report</b>	26
<b>Report Category four: Summary Reports</b>	27
<b>Store overview Report</b>	27
<b>Store Exceptions Report</b>	30
<b>Week Stats Report</b>	31
<b>Store Breakdown Report</b>	35
<b>Account Recon Report</b>	37
<b>To book additional training on Reports:</b>	39

## Reports

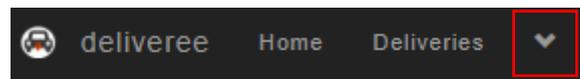
Reports are vital as they assist the Administrators/Managers/Operators in gathering information that will assist them in better managing their Drivers and Delivery services.

By understanding the information that the system provides, Administrators/Managers/Operators can make the necessary operational changes that will improve the customer's experience.

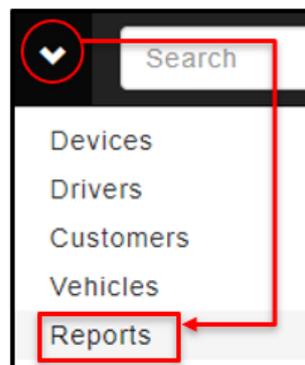
From the driver station, you will be able to logon and view all reports.

Follow the steps below:

Click the dropdown arrow on the upper left-hand side of the screen.

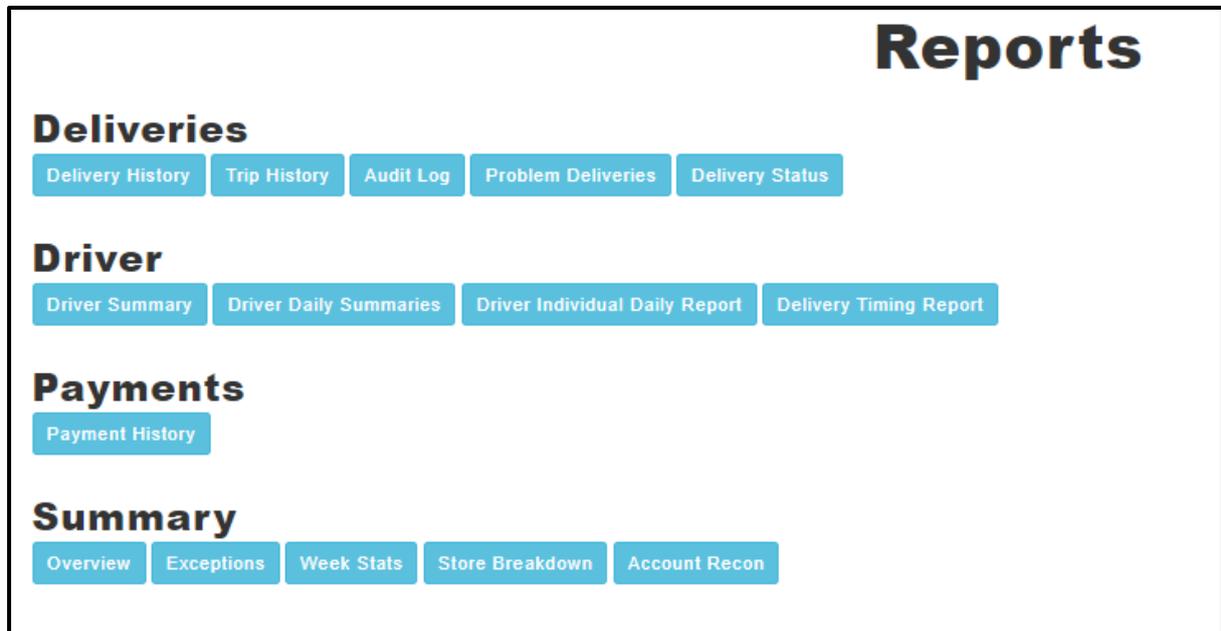


From the dropdown menu select REPORTS.

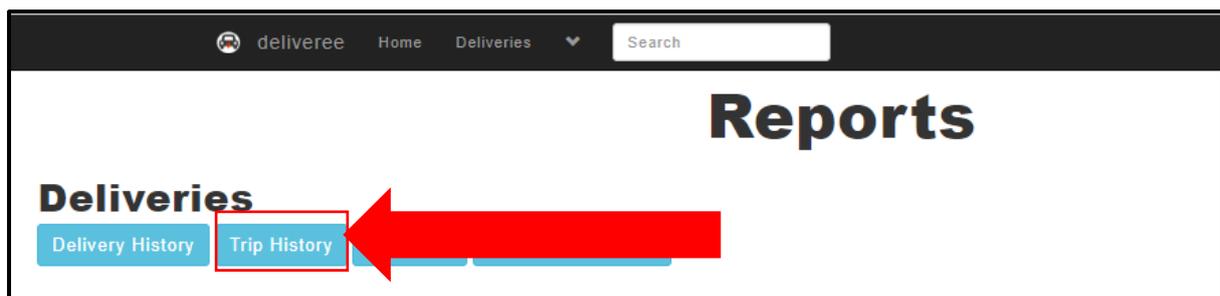


There are four report categories on Deliveree:

1. Deliveries reports
2. Driver Reports
3. Payments Reports
4. Summary Reports



To select any report, you will click on the blue block.



Below is a detailed explanation of each report:

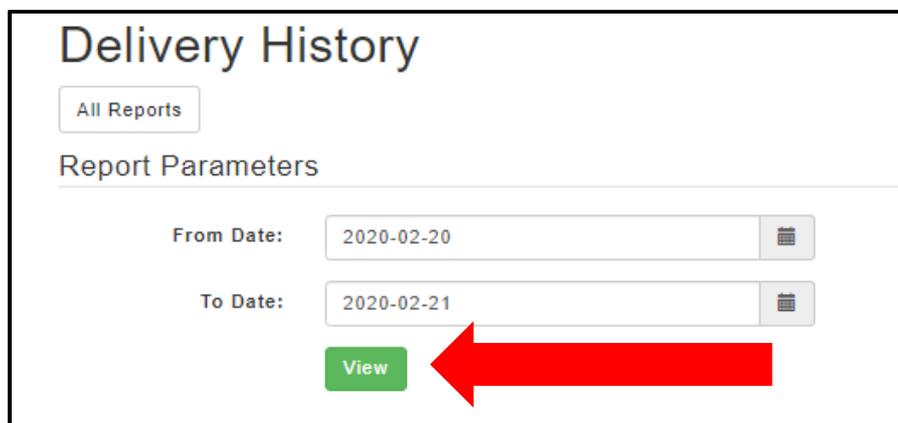
## Report Category one: Deliveries Reports

In this report category, there are 3 different reports that specifically relate to Deliveries.

1. Delivery History
2. Trip History
3. Audit Log
4. Problem Deliveries
5. Delivery Status

### Delivery History Report

Select the date range and click “View”



**Delivery History**

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-21

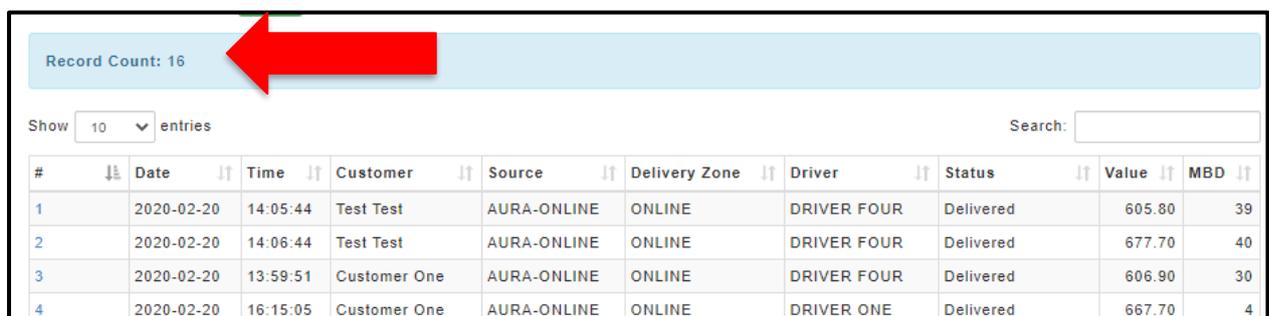
View

This report allows you to review past deliveries over a given date range.

The report is organized into sortable columns that include information (from the left) that will show: Date, Time, Customer, Source, Delivery Zone, Driver, Status, Value and Minutes Before Due (MBD).

Record Count: 16

At the top on the left you will see the number of deliveries for that day



Record Count: 16

Show 10 entries Search:

#	Date	Time	Customer	Source	Delivery Zone	Driver	Status	Value	MBD
1	2020-02-20	14:05:44	Test Test	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered	605.80	39
2	2020-02-20	14:06:44	Test Test	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered	677.70	40
3	2020-02-20	13:59:51	Customer One	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered	606.90	30
4	2020-02-20	16:15:05	Customer One	AURA-ONLINE	ONLINE	DRIVER ONE	Delivered	667.70	4

This report can also be exported to excel.

Below the Record count on the top left, you will see “copy” and “excel”



Details of the delivery can be viewed by clicking the order number on the left.

Delivery History

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-21

View

Record Count: 10

Copy Excel

Search:

#	Date	Time	Customer	Source	Store	Driver	Status	Value	MBD
1	2020-02-20	14:05:44	CUSTOMER SIX	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	605.80	39
2	2020-02-20	14:06:44	CUSTOMER SIX	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	677.70	40
3			Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	608.90	30
4			Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER ONE	Delivered	667.70	4
5	2020-02-20	16:16:40	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER TWO	Delivered	662.70	8
6	2020-02-20	16:17:35	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER THREE	Hoax	670.70	1
7	2020-02-20	16:19:02	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	670.70	6
8	2020-02-20	16:21:11	Customer Two	AURA-ONLINE	Deliverree (Pizza)	DRIVER ONE	Delivered	639.90	7
9	2020-02-20	16:22:23	Customer Two	AURA-ONLINE	Deliverree (Pizza)	DRIVER TWO	Delivered	279.80	16
10	2020-02-20	16:23:30	Customer Two	AURA-ONLINE	Deliverree (Pizza)	DRIVER THREE	Could not deliver	639.90	11

Showing 1 to 10 of 16 entries

Previous 1 2 Next

### Column definitions:

- #- Order number
- Date
- Time
- Customer- Name and Surname
- Source- from online ordering or through the call centre
- Store
- Drive
- Status- Delivered, undispatched or the name of the problem will show here
- Value- Amount owed to the store
- MBD- Minutes before due (on time)

Details will be shown as below:

The screenshot displays the Deliveriee web interface for a specific delivery. At the top, there is a navigation bar with 'deliveriee', 'Home', 'Deliveries', and a search bar. Below this, a summary table shows the Delivery ID (12022863), External ID (aura-67), and Order Num (5). The delivery status is 'Delivered' with a green checkmark and a 'Mark As Problem' button. A progress timeline shows the stages: Placed (16:16), Assigned (16:33), Dispatched (16:36), Geofence, and Delivered (16:40). Key information includes the store 'Deliveriee Training store (Pizza)', sales channel 'AURA-ONLINE', delivery zone 'ONLINE', driver 'DRIVER TWO', and trip 'Position 2 of 3'. The delivery value is 692.70. Delivery details list items such as 3 Cheeses, Large (30cm) pizzas, Original pizzas, Normal Cheeses, Red Hot Veggie, Buddy, and Coke. The destination is 'Birchwood Hotel & OR Tambo Conference Centre, View Point Rd, Bardene, Boksburg, 1495'. The payment status is 'Not Paid'. A map shows the store and customer locations in Johannesburg. The footer includes '© 2020 deliveriee.co.za'.

At the top of the screen in the middle, you will see the Delivery ID on the left.

If the store is AURA integrated, you will see the External ID as well as the order number.

Delivery	External ID	Order Num
12022863	aura-67	5

On the Right, you will see all details of the delivery including the current status, store name, sales channel, driver, Trip info, Delivery Value and Delivery Charges as well as menu item details.

✓
Delivered
Mark As Problem

---

🏠
**Store**  
 Deliveree (Pizza) ↗

**Sales Channel**  
 AURA-ONLINE

**Delivery Zone**  
 ONLINE

---

👤
**Driver**  
 DRIVER TWO ↗

**Trip**  
Position 2 of 3

---

📄
**Delivery Value**  
 692.70  
**Delivery Charge**  
 500.00

**Delivery Details**

1.00 x 3 Cheese  
 1.00 x Large (30cm)  
 1.00 x Original  
 1.00 x Normal Cheese  
 1.00 x Red Hot Veggie  
 1.00 x Large (30cm)  
 1.00 x Original  
 1.00 x Normal Cheese  
 1.00 x Buddy  
 1.00 x Coke

---

💳
⊗
Not Paid
Add Payment

---

<span style="font-size: 24px; margin-bottom: 5px;">🕒</span> <b>Delivered</b> 18:40	<b>Target</b> 18:48  <span style="font-size: 24px; font-weight: bold; color: green;">-8 min</span>	<b>Estimated</b> 18:39  <span style="font-size: 24px; font-weight: bold; color: red;">+1 min</span>
<b>Travel Times</b>	<b>Estimated</b> 4 mins	<b>Actual</b> 4 mins

---

On the right-hand side, you will see trip details that look at the time stamps of:

- When the order was placed
- When the order was assigned to a driver
- When the order was dispatched; the driver selected “Leave”
- When the driver broke the Geofence (came within 50 meters of the customer’s pin on the map)
- When the order was marked delivered

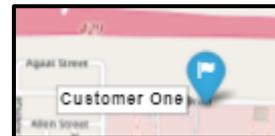


Below that you will see all customer details:

- The customer's name
- The customer's address
- The G.P.S info
- A view on the map of where the customer is in relation to the store



The store symbol on the map is a black pin with a trolley icon.



The customer symbol on the map is a blue pin with a white flag.

## Trip History Report

This report allows you to review a driver's trips, with each instance counted every time a driver leaves and then returns to the store with one or more orders.

Any of the trip's ID numbers (#- first column) can be clicked to get a detailed breakdown of that trip.

**Delivery Trip History**

All Reports

Report Parameters

From Date: 2020-03-14

To Date: 2020-03-17

View

Search:

#	Driver	Start Time	Completed	Num Deliveries	Num Completed
5845943		2020-03-14 10:16:56	2020-03-14 10:40:49	1	1
5845458		2020-03-14 11:38:42	2020-03-14 12:04:40	1	1
5846542	HOPE SIFUNDA	2020-03-14 11:46:34	2020-03-14 12:18:06	1	1
5846564	wonderboy nkosi	2020-03-14 11:50:23	2020-03-14 12:39:46	1	1
5846687	Graider Mdawe	2020-03-14 12:05:23	2020-03-14 12:27:08	1	1
5846784	kenneth kenneth	2020-03-14 12:15:11	2020-03-14 12:38:51	3	3
5846810	HOPE SIFUNDA	2020-03-14 12:18:33	2020-03-14 12:39:07	1	1

The trip history will detail each GPS ping recorded during the trip, with GPS coordinates and speed at the time of the ping. Each delivery address is displayed on the map with a blue icon.

**Trip: 5667275**

Driver: DRIVER ONE

Started: 16:34      Completed: 16:49

**Deliveries**

#	Customer	Status	Due	Delivered	
1	4 Customer One	Delivered	16:47:05	16:42:56	<a href="#">Audit</a>
3	8 Customer Two	Delivered	16:53:11	16:45:56	<a href="#">Audit</a>
2	13 Customer Three	Delivered	16:59:58	16:48:16	<a href="#">Audit</a>

**Driver Locations**

Time	Location	Speed	
16:34:43	-26.176291666666664,28.249321666666667	9	<a href="#">Show</a>
16:34:59	-26.175646666666662,28.249033333333333	19	<a href="#">Show</a>
16:35:16	-26.175101666666666,28.249405000000003	23	<a href="#">Show</a>
16:38:02	-26.175168333333332,28.250398333333337	3	<a href="#">Show</a>
16:38:22	-26.175125,28.250406666666663	0	<a href="#">Show</a>
16:38:41	-26.175125,28.250406666666663	0	<a href="#">Show</a>
16:39:01	-26.175253333333333,28.250406666666663	5	<a href="#">Show</a>
16:39:20	-26.1754,28.250348333333333	0	<a href="#">Show</a>

Driver GPS locations and a Trip timeline are also available on the right.

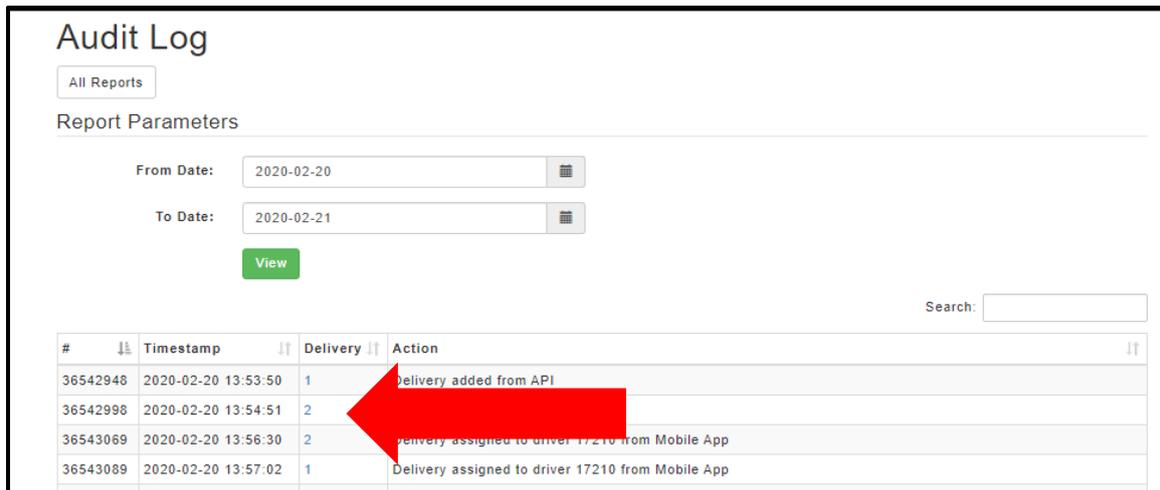
## Audit Log Report

The Audit Log reports give you a breakdown of activity on the Deliverree system.

Both user actions and automatic system actions can be viewed.

The reports also show when they were changed on the web interface (Client Admin) or on the Mobile App.

Order numbers can be selected to get order details.



### Audit Log

All Reports

Report Parameters

From Date: 2020-02-20

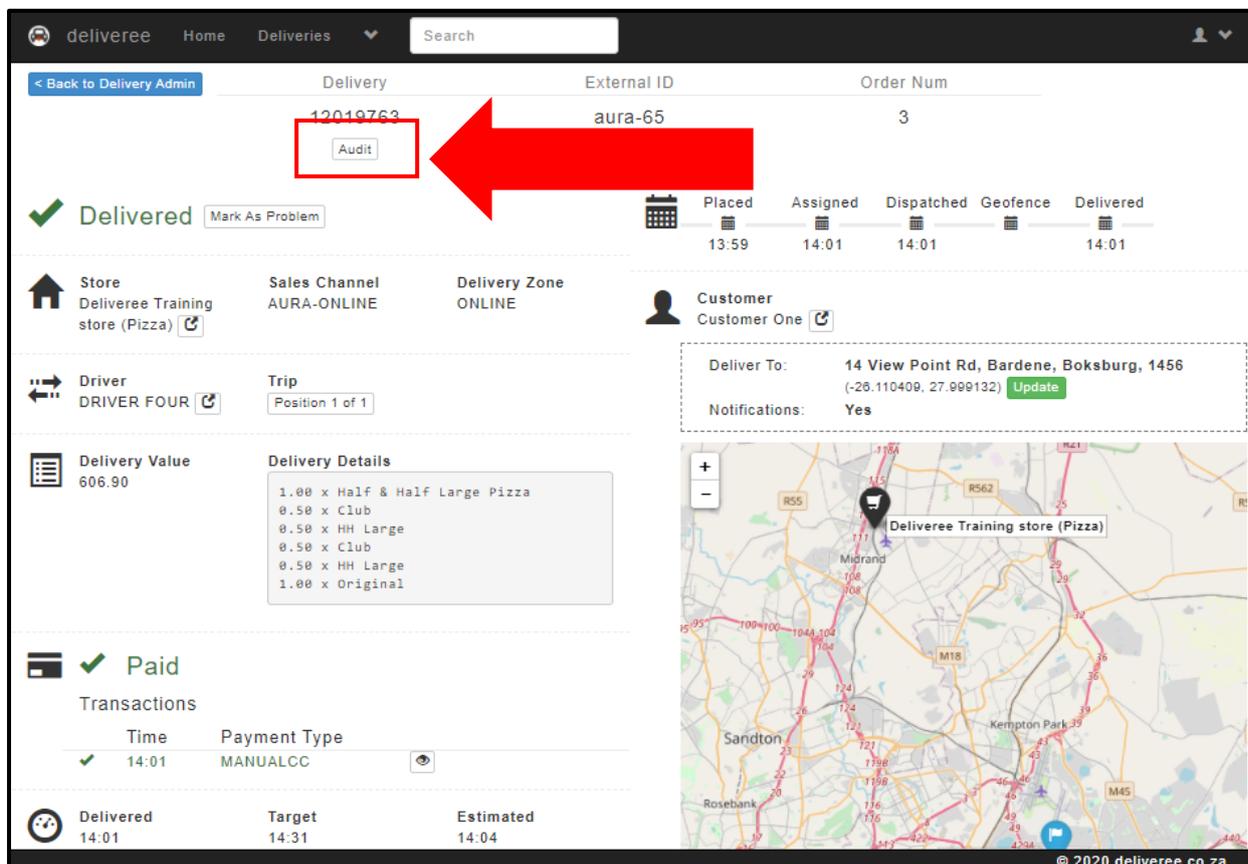
To Date: 2020-02-21

View

Search:

#	Timestamp	Delivery	Action
36542948	2020-02-20 13:53:50	1	Delivery added from API
36542998	2020-02-20 13:54:51	2	
36543069	2020-02-20 13:56:30	2	Delivery assigned to driver 17210 from Mobile App
36543089	2020-02-20 13:57:02	1	Delivery assigned to driver 17210 from Mobile App

On the order detail page there is an Audit option to view the audit log for that single order.



deliverree Home Deliveries Search

< Back to Delivery Admin

Delivery	External ID	Order Num
12019763	aura-65	3

Audit

Delivered

Placed 13:59 Assigned 14:01 Dispatched 14:01 Geofence Delivered 14:01

Store Deliverree Training store (Pizza) Sales Channel AURA-ONLINE Delivery Zone ONLINE Customer Customer One

Driver DRIVER FOUR Trip Position 1 of 1

Deliver To: 14 View Point Rd, Bardene, Boksburg, 1456 (-26.110400, 27.999132)

Notifications: Yes

Delivery Value 606.90

Delivery Details

- 1.00 x Half & Half Large Pizza
- 0.50 x Club
- 0.50 x HH Large
- 0.50 x Club
- 0.50 x HH Large
- 1.00 x Original

Paid Transactions

Time	Payment Type
14:01	MANUALCC

Delivered 14:01 Target 14:31 Estimated 14:04

© 2020 deliverree.co.za

You can now see each action taken for that specific order:

In the example below, the order was assigned, marked delivered and payment was processed on the Mobile App- This means that the driver completed each action.

#	Timestamp	Action
36543270	2020-02-20 14:01:27	Delivery marked as paid from Mobile App
36543268	2020-02-20 14:01:25	Delivery marked as delivered from the Mobile App : Manually marked as delivered
36543258	2020-02-20 14:01:07	Delivery assigned to driver 17210 from Mobile App

## Problem deliveries Report:

This report allows you to search by day, week, or month.

All orders over the chosen period that were marked as a problem will show here.

You will see the status code of the problem and in the column next to that, you will see the status description

Date	#	Store	Customer	Driver	Status	Status Desc	Delivery Value
2020-09-09	10088231	Deliveree Training store (Pizza)	CUSTOMER ONE	DRIVER THREE	90	Order not processed	25.00
2020-09-30	10530790	Deliveree Training store (Burgers)	CUSTOMER TWO		91	Hoax	49.00
2020-09-30	10537623	Deliveree Training store (Burgers)	CUSTOMER TWO		90	Order not processed	100.00
2020-09-30	10541390	Deliveree Training store (Pizza)	CUSTOMER TWO	DRIVER ONE	92	Could not deliver	150.00

Status	Status Desc
90	Order not processed
91	Hoax
90	Order not processed
92	Could not deliver
93	Converted to Collect

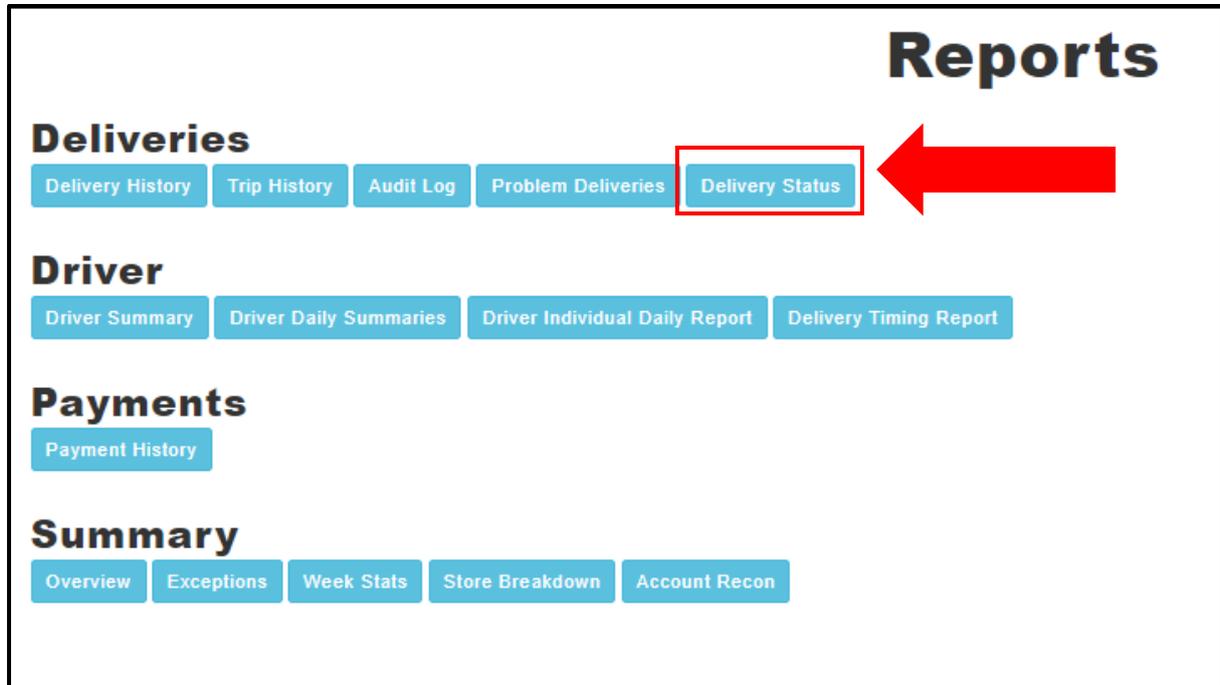
Below are the status codes and their descriptions:

Order not processed (90)	Hoax (91)	Could not deliver (92)	Converted to Collect (93)	Order Cancelled (94)	Order Wrong (95)	Late Due to Store (96)	Late Due to Driver (97)
-----------------------------	--------------	---------------------------	------------------------------	-------------------------	---------------------	---------------------------	----------------------------

- 90 Order not processed
- 91 Hoax
- 92 Could not deliver
- 94 Order cancelled
- 95 Order Wrong
- 96 Late due to store
- 97 Late due to driver

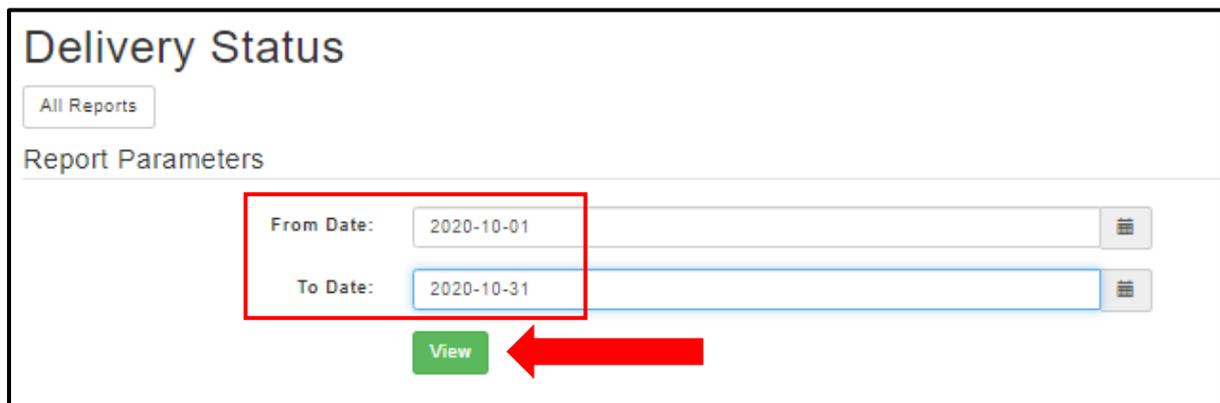
## Delivery Status Report:

The Delivery Status is at the top of the reports page under the report category “Deliveries”



The operator/manager can then filter or search on a start and end date range.

This allows the operator/manager to see information for a day/week/month/year if needed.



Once the operator/manager selects the date range, click

[View](#)

### Delivery Status

All Reports

Report Parameters

From Date: 2020-12-01

To Date: 2020-12-28

View

Show 10 entries

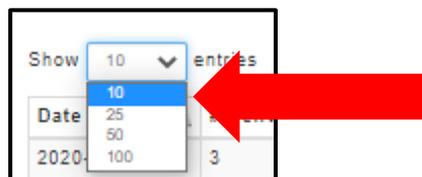
Date	Deliveries	Delivered	Not Marked Delivered	Marked in Deliveree App	Marked by "Tell Customer I'm here"	Marked Delivered at Driver Station	Marked Delivered by Other
2020-12-03	4	2	0	1	0	1	0
2020-12-10	1	1	0	1	0	0	0
2020-12-14	7	7	0	7	0	0	0
2020-12-18	4	4	0	1	0	3	0
2020-12-22	7	5	0	3	0	2	0
2020-12-23	2	2	0	1	0	1	0
2020-12-24	2	2	0	0	0	2	0

© 2020 deliveree.co.za

At the bottom on the left it says, "Total"

Total: 56
-----------

To see more entries on one page, at the top on the left click the dropdown arrow that says "Show" to see 10, 20, 25, 50 or 100 entries.



The Operator/manager can also move from page to page on the bottom right-hand side.



**The report column definitions are as follows:**

Date: The date

# Deliveries : Total deliveries excluding orders marked as a problem

# Delivered : Total deliveries marked delivered

# Not marked delivered: Total not marked delivered

# Marked in Deliveree App: "marked delivered" in the driver app

# Marked by "Tell Customer I'm here": The driver clicking "tell customer im here"

# Marked delivered at Driver Station: Marked delivered from Client Admin (The Web).

# Marked delivered by Other: Marked delivered in the POS etc

**All totals will show at the bottom:**

Total:	56	41	5	29
--------	----	----	---	----

## Report Category two: Driver Reports

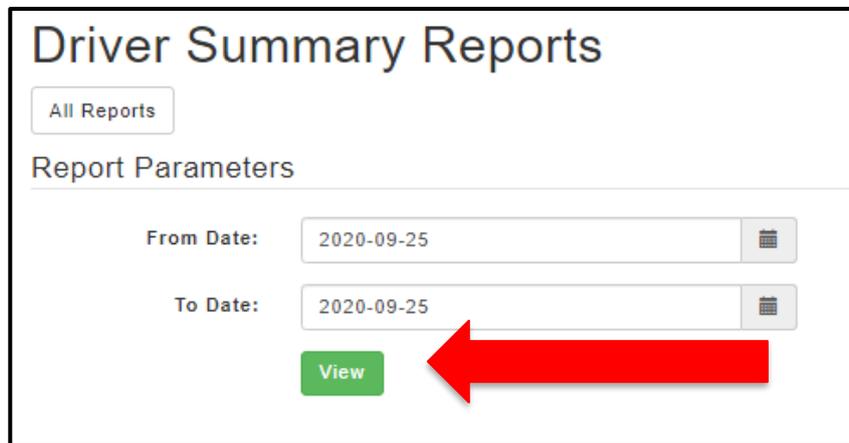
In this report category, there are 4 different reports that specifically relate to Drivers.

1. Driver Summary
2. Driver Daily Summaries
3. Driver Individual Daily Report
4. Delivery Timing report

### Driver Summary Report

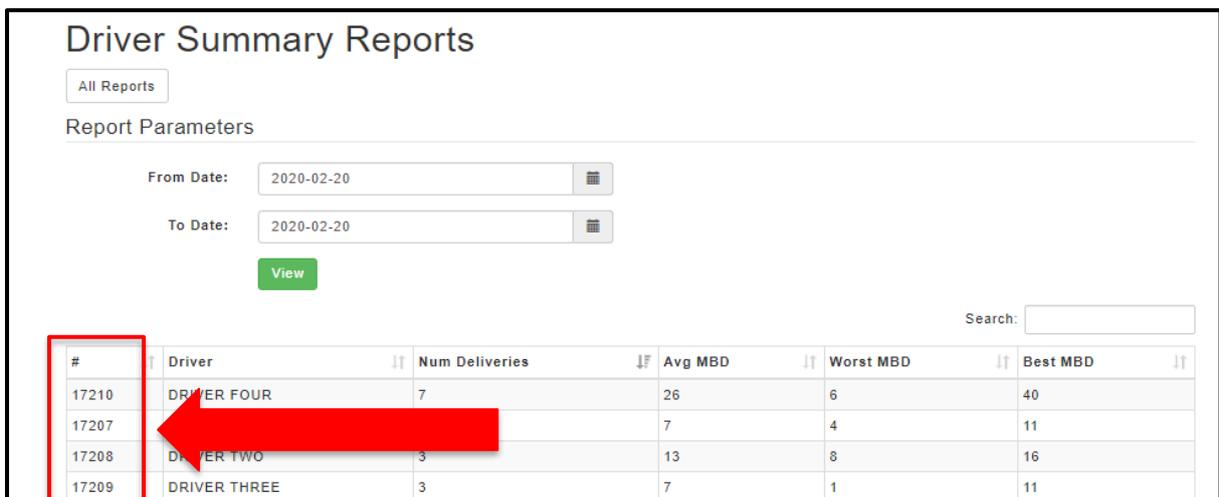
Select the date range and click “View”

This report allows you to review past driver efficiency over a given date range.



The screenshot shows the 'Driver Summary Reports' interface. At the top, there is a button labeled 'All Reports'. Below it, the 'Report Parameters' section contains two date input fields: 'From Date' and 'To Date', both set to '2020-09-25'. Each date field has a calendar icon to its right. Below the date fields is a green 'View' button. A large red arrow points from the right towards the 'View' button.

This report shows information per driver: Driver codes that have been created by Deliverree show on the left.



The screenshot shows the 'Driver Summary Reports' interface with a table of driver data. The 'Report Parameters' section is at the top, with 'From Date' and 'To Date' both set to '2020-02-20' and a green 'View' button. Below the parameters is a search bar. The table has the following columns: '#', 'Driver', 'Num Deliveries', 'Avg MBD', 'Worst MBD', and 'Best MBD'. The data rows are:

#	Driver	Num Deliveries	Avg MBD	Worst MBD	Best MBD
17210	DRIVER FOUR	7	26	6	40
17207	DRIVER TWO	3	7	4	11
17208	DRIVER TWO	3	13	8	16
17209	DRIVER THREE	3	7	1	11

A red box highlights the first column (IDs) and a red arrow points from the right towards the first row of data.

The number of deliveries they took, and their Average, worst and best MBD Minutes Before Due (MBD).

### Driver Summary Reports

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-20

View

Search:

#	Driver	Num Deliveries	Avg MBD	Worst MBD	Best MBD
17210	DRIVER FOUR	7	26	6	40
17207	DRIVER ONE	3	7	4	11
17208	DRIVER TWO	3	13	8	16
17209	DRIVER THREE	3	7	1	11

### Driver Daily Summaries Report

This is a report for the manager to run at the end of the day.

It is run for a specified day only and can only show one day at a time. (to see more days in one report, select the store overview report).

### Driver Daily Summaries

All Reports

Report Parameters

Date: 2020-02-20

View

Click View and the summary will be shown.

### Summary of Drivers

Driver	Assigned	On Time   5 Mins   Late   Not Delivered	Not Paid	Trips	Out of Order	Avg. Per Trip	Hours Worked
DRIVER FOUR	7	100% 0% 0% 0%	3	3	0	2.33	1:58
DRIVER ONE	3	100% 0% 0% 0%	1	1	0	3.00	1:45
DRIVER TWO	3	100% 0% 0% 0%	1	1	0	3.00	1:50
DRIVER THREE	3	100% 0% 0% 0%	1	1	0	3.00	1:57

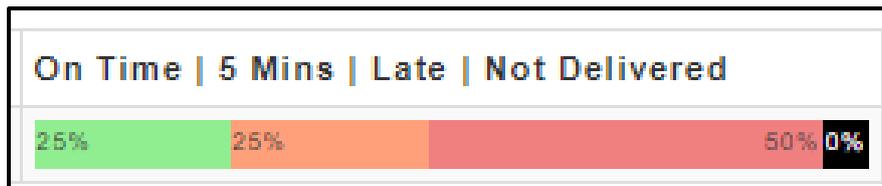
The same colour coding applies to all reports:

**GREEN:** On time- delivered within the 32 minutes.

**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered



From the left- We can also see how many orders were assigned to the driver, we can then see the percentage on on-time vs late and not delivered orders.

The report will show how many orders of the total delivered are NOT paid, how many trips were done, how many orders were done out of order as well as the hours the driver worked for that day.

### Driver Daily Summaries

All Reports

Report Parameters

Date: 2020-09-09

View

#### Summary of Drivers

Driver	Assigned	On Time   5 Mins   Late   Not Delivered	Not Paid	Trips	Out of Order	Avg. Per Trip	Hours Worked
DRIVER THREE	4	25% 25% 50% 0%	2	1	0	4.00	0:58

#### Hour of Day

Hour	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
10	1	1	100%	0	0	1	0% 100%	0	1	1
12	1	1	100%	0	1	0	0% 0%	0	1	1
13	2	0	0%	0	0	0		2	0	0
14	1	1	100%	1	0	0	100% 0%	0	1	1

Information per driver is then broken down by Hour of day. The report uses 24 hour times, so in the example below, Hour 13 is 13h00 (1pm) etc.

Hour of Day										
Hour	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
13	2	2	100%	2	0	0	100% 0%	0	1	2
14	2	2	100%	2	0	0	100% 0%	0	1	1
16	10	10	100%	12	0	0	120% 0%	0	4	4

Scroll down to see the Details of Deliveries:

From the left you will see:

1. #- the order numbers.
2. External ID- The number that will reflect on the AURA POS as well.
3. Customer- The customer's name.
4. Time- the time the order was placed.
5. Paid-  means not paid and  means the order is paid.
6. Value- The amount paid.
7. Payments- will show the payment type.

Underneath the "Value" column you will see a total- this is the VALUE of the orders.

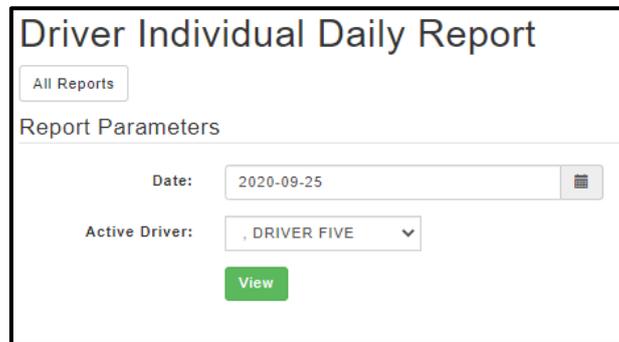
Underneath the Payments column you will see a total- this is the amount collected by the driver.

Details of Deliveries								
DRIVER FOUR								
#	External ID	Customer	Time	Paid	Value	Payments		
12019839		Customer One	13:54:44	<input type="checkbox"/>	677.70			
3	aura-65	Customer One	13:59:51	<input checked="" type="checkbox"/>	606.90	<input checked="" type="checkbox"/> MANUALCC	606.90	606.90
1	aura-63	Test Test	14:05:44	<input type="checkbox"/>	605.80			
2	aura-64	Test Test	14:06:44	<input type="checkbox"/>	677.70			
7	aura-69	Customer One	16:19:02	<input checked="" type="checkbox"/>	670.70	<input checked="" type="checkbox"/> CASH	670.70	670.70
11	aura-73	Customer Two	16:24:22	<input checked="" type="checkbox"/>	749.90	<input checked="" type="checkbox"/> CASH	749.90	749.90
12	aura-74	Customer Three	16:38:59	<input checked="" type="checkbox"/>	674.80	<input checked="" type="checkbox"/> MANUALCC	674.80	674.80
					4,663.50			2,702.30

## Driver Individual Daily Report

This report is for a manager to run at the end of a driver's shift.

It is for a specific day and a specific driver.

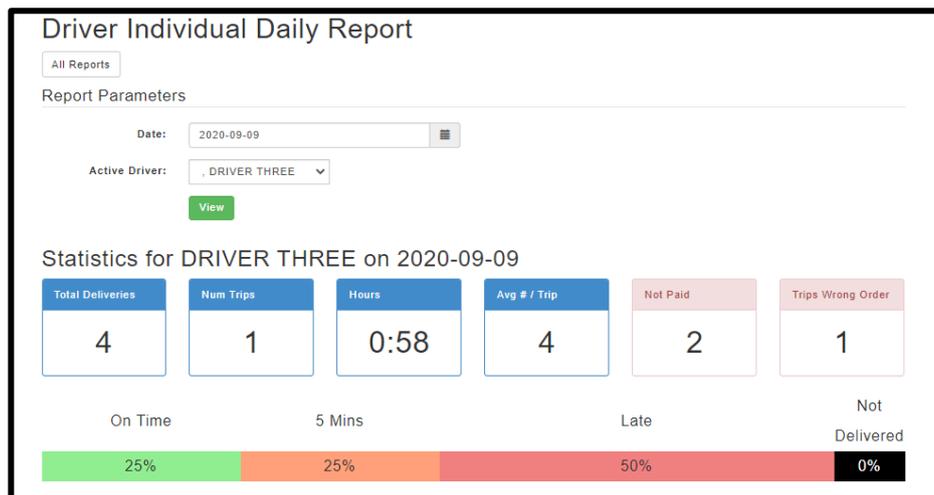


The screenshot shows the 'Driver Individual Daily Report' interface. At the top, there is a button labeled 'All Reports'. Below it, the 'Report Parameters' section contains a 'Date' field set to '2020-09-25' and an 'Active Driver' dropdown menu set to 'DRIVER FIVE'. A green 'View' button is positioned below these fields.

Choose your date and the name of the driver, click



View



Details for the day will be shown in blocks below the driver's name.

From left to right, you will see:

1. Total deliveries for the driver for that date
2. The number of trips they did
3. The number of hours the driver worked that day (This is based on the logins to Deliveree).
4. The average number of orders the driver took per trip
5. How many orders were not paid
6. How many trips were in the wrong order

The same colour coding applies with all reports:

**GREEN:** On time- delivered within the 32 minutes.

**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered

Scroll down to see driver exceptions:

This information allows the manager to address issues with the drivers. It will show any exceptions such as orders delivered out of order and unpaid orders.

Driver Exceptions	
<b>Delivered out of order</b>	
Trip ID	Deliveries out of Order
6830680	1

Deliveries Without Payments	
#	Value
16088243	88.00

Scroll down to see which device a driver logged into during the day and at what time.

Device Logins			
Device		Login	Logout
0a6a82cb52432bdc		10:47	11:26
0a6a82cb52432bdc		12:58	13:18
0a6a82cb52432bdc		14:55	14:57

Scroll down to see the summary of the payments by type. Cash, Online, with a Card or with a payment device such as a Pebble or PocketPos.

Payment Type	# of Payments
CASH	7
YUMBI	3
Pebble	9



Scroll down to see the details of the deliveries.

Details include: the order number, external identifier, customer, time of delivery, status of delivery, whether the delivery was paid, and details of the payments.

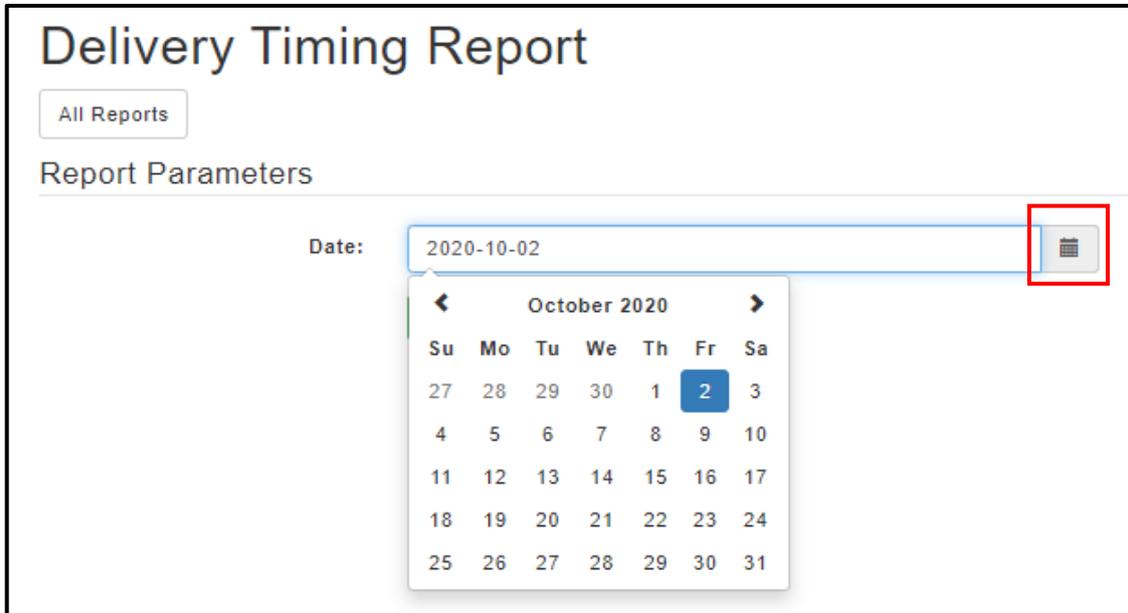
All problem orders or orders not assigned will still show here, the status detail will show “order not processed” or “unassigned” for example.

Details of Deliveries									
#	External ID	Customer	Time	Status	Paid	Value	Payments		
16090691		CUSTOMER TWO	14:54:18	Delivered	✓	250.00	✓ MANUALCC	250.00	250.00
16088243		CUSTOMER TWO	12:30:52	Delivered	✗	88.00			
16088231		CUSTOMER ONE	12:30:27	Order not processed	✗	25.00			
16088431		CUSTOMER ONE	10:32:39	Delivered	✓	200.00	✓ CASH	200.00	200.00
						563.00	450.00		

## Delivery Timing Report

The purpose of the report is to show an overview of the time differences between the different stages of a delivery. Each value is the difference in minutes between the stages (status).

Users will filter by date. Select the Date filter to choose a date. (one day at a time can be viewed).



The report will show 2 tables: Delivery Timing showing all deliveries for the day as well as Average Driver Times for an overview of driver average times between each step, for the same day.

**Delivery Timing** Information is displayed in a row, it indicates the order number, the drivers name and the various relevant time stamps linked to each status in the delivery.

The screenshot shows the 'Delivery Timing Report' interface with the date filter set to '2020-03-05'. A 'View' button is visible. Below the 'Report Parameters' section, there is a 'Delivery Timing' section with a search bar and a table of delivery data. The table has columns for #, Driver, Status, Placed, +137, Assigned, +0, Dispatched, +0, Geofence, +0, Delivered, +0, Due, +0, and ETA. The data rows show delivery details for driver 'DRIVER FIVE' on 'En Route' status.

#	Driver	Status	Placed	+137	Assigned	+0	Dispatched	+0	Geofence	+0	Delivered	+0	Due	+0	ETA
12348200	DRIVER FIVE	En Route	09:10:00	+159	11:49:28	+0	11:49:35	+0		+0		+0	09:42:10	+0	11:50:08
12348232	DRIVER FIVE	En Route	09:11:00	+158	11:49:28	+0	11:49:35	+0		+0		+0	09:43:51	+0	11:58:08
12348254	DRIVER FIVE	En Route	09:13:00	+156	11:49:28	+0	11:49:35	+0		+0		+0	09:45:11	+0	12:06:08
12348692	DRIVER FIVE	En Route	09:37:00	+132	11:49:28	+0	11:49:35	+0		+0		+0	10:09:50	+0	12:14:08

Each column for the **Delivery Timing** is explained below:

1. #: Order Number
2. Driver: Driver Name as it shows in Deliveree
3. Status: The status of the delivery at the time the report was generated
4. Placed: The time the order was placed by the customer
5. Assigned: The time the order was assigned to a Driver
6. Dispatched: When the driver selected "Leave" on the Deliveree Driver App.
7. Geofence: When the driver broke the Geofence
8. Delivered: When the driver marked the order as "Delivered" from the Deliveree Driver App.
9. Due: The time the customer expected the food to be delivered.
10. ETA: The estimated time of arrival.

Scroll down to see the **Average Time per Driver**.

The first 4 numbers (placed to assigned, assigned to dispatched, dispatched to geofence, geofence to delivered) should always be + because they run sequentially.

In the last two columns Delivered before due and Delivered before ETA, the numbers can be either negative (arrived before) or positive (arrived after).

Driver	Placed to Assigned	Assigned to Dispatched	Dispatched to Geofence	Placed to Delivered	Dispatched to Delivered	Geofence to Delivered	Delivered before Due	Delivered before ETA
DRIVER THREE	+3	+0	+0	-4	-1	+0	-29	-2

This shows the difference in time that it took the driver to move from one status to the other.

For Example, placed to assigned (how long it took for the store to assign the order to a driver after it was placed).

The report does NOT show late or early, it just gives an indication how long each stage takes.

The averages in the header row and the footer row are the average number of minutes across all drivers for orders set as "Delivered".

This is so that orders not properly tracked as seen below, do not skew the average times.

#	Driver	Status	Placed	Assigned	Dispatched	Geofence	Delivered	Due	ETA
18	Coetzen Kambezo	Delivered	11:13:00	11:24:40	11:32:45	11:43:50	11:46:11	11:45:23	11:36:26
35	Coetzen Kambezo	Delivered	11:13:51	11:24:32	11:32:45	11:50:04	11:51:31	11:57:33	11:59:26
39	Coetzen Kambezo	Delivered	11:20:37	11:24:46	11:32:45	11:57:49	11:59:52	12:04:21	12:05:09

Example one: (Order Assigned, dispatched, and delivered within a few minutes- this report shows the order was assigned, dispatched, and marked delivered in 2 minutes. No time stamp is given for the Geofence)

Delivery Timing															
Show	10	▼	entries	Search:											
#	Driver	Status	Placed	+0	Assigned	+0	Dispatched	+0	Geofence	+0	Delivered	-32	Due	-2	ETA
12805490	DRIVER FOUR	Delivered	11:03:49	+0	11:03:59	+0	11:04:05	+0		+0	11:04:09	-32	11:35:41	-2	11:05:51
Average:				+0		+0		+0		+0		-32		-2	

Showing 1 to 1 of 1 entries

Previous 1 Next

In this case the delivery was delivered 32 before it was due, and 2 minutes before it was expected to be delivered (based on when it was dispatched).

Example Two: (order placed, assigned, and dispatched but not marked as delivered)

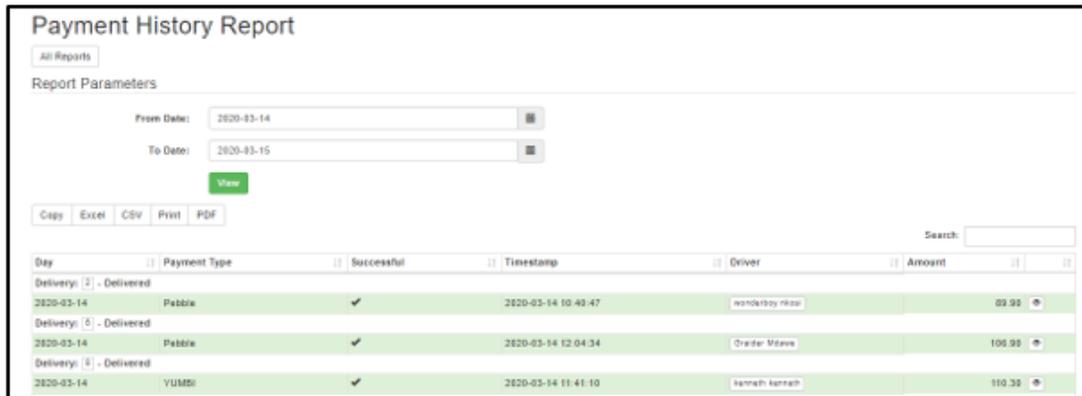
Delivery Timing															
Show	10	▼	entries	Search:											
#	Driver	Status	Placed	+137	Assigned	+0	Dispatched	+0	Geofence	+0	Delivered	+0	Due	+0	ETA
12348200	DRIVER FIVE	En Route	09:10:00	+159	11:49:28	+0	11:49:35	+0		+0		+0	09:42:10	+0	11:50:08

## Report Category three: Payment History Report

In this category there is one report.

### Payment History

The Payment History Report reviews every transaction recorded via the Delivery Tribe mobile application over the given time period. Payments are colour coded for successful (green) or failed (red).



Day	Payment Type	Successful	Timestamp	Driver	Amount
2020-03-14	Pebble	✓	2020-03-14 10:40:47	wonderboy nisar	89.90
2020-03-14	Pebble	✓	2020-03-14 12:04:34	Orlander Mawa	106.90
2020-03-14	YUMBI	✓	2020-03-14 11:41:10	hanmah kannah	110.30

By selecting  the operator can view each payment and the details as shown below:



Field	Value
transactionAmount	8990
gratuityAmount	1000
params_amount	7990
params_gratuity	1000
launchType	SALE
resultCode	01
resultDescription	APPROVED
transactionReference	490292
transactionDescription	490292
transactionUuid	[REDACTED]
externalRefNo	
merchantUuid	
merchantName	[REDACTED]

This report can also be copied or exported to Excel, CSV and PDF or you can select “print” to print a copy.



## Report Category four: Summary Reports

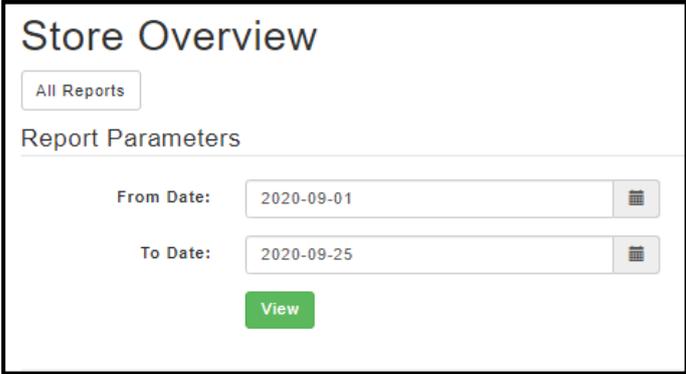
In this category, there are 2 report types:

1. Overview
2. Exceptions
3. Week Stats
4. Store Breakdown
5. Account recon

### Store overview Report

This is a report for the store owner and/or manager. The report is run over any specified period - so it can show weekly/monthly stats.

This report is for a manager to weekly and monthly.



Store Overview

All Reports

Report Parameters

From Date: 2020-09-01

To Date: 2020-09-25

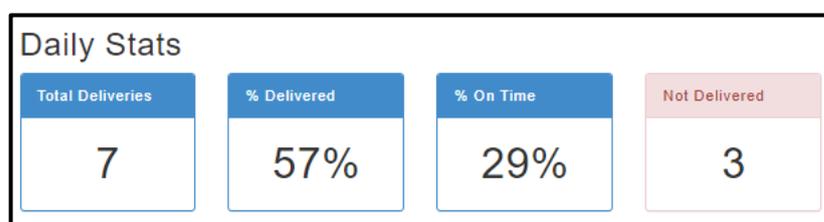
View



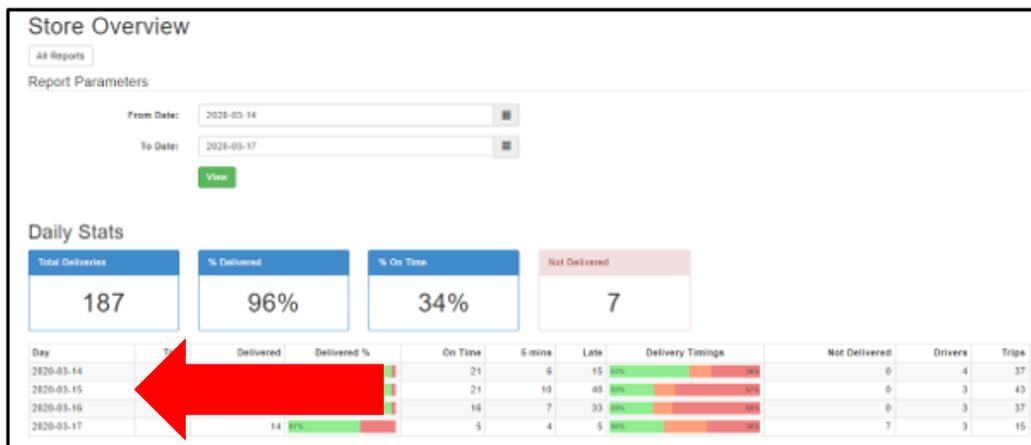
Choose your date and the name of the driver, click

From the left to right you will see:

1. Total deliveries.
2. The percentage delivered.
3. The percentage on time.
4. Number of orders not delivered.



Below that, you will see information by date:



Scroll down to see information for Day of the week and hour of the day.

This information will help you see what day of the week and hour of the day you are the busiest.

**Day Of Week**

Day Of Week	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
Tuesday	1	1	100%	1	0	0	100% On Time, 0% Late	0	1	1
Wednesday	5	3	60%	1	1	1	33% On Time, 33% Late	2	1	1
Friday	1	0	0%	0	0	0		1	1	0

**Hour of Day**

Hour	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
10	1	1	100%	0	0	1	0% On Time, 100% Late	0	1	1
12	1	1	100%	0	1	0	0% On Time, 0% Late	0	1	1
13	3	0	0%	0	0	0		3	1	0
14	1	1	100%	1	0	0	100% On Time, 0% Late	0	1	1
15	1	1	100%	1	0	0	100% On Time, 0% Late	0	1	1

The same colour coding applies with all reports:

**GREEN:** On time- delivered within the 32 minutes.

**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered

Scroll down to see the trip information:



From the left to right, you will see:

1. The number of trips.
2. The number of drivers logged in during the chosen dates.
3. Average orders taken per trip.
4. Average duration an order takes from start to finish.
5. Average distance travelled (in km).

Scroll down to see the driver stats for that chosen date:

### Driver Stats

Driver	Assigned	Delivered	Delivered %	On Time	5 Mins	Late	Timing %	Trips	Days	Hours
Deliverer Driver	1	1	100%	1	0	0	100% 0% 0%	1	1	0
DRIVER ONE	2	2	100%	2	0	0	100% 0% 0%	2	2	1
DRIVER TWO	1	1	100%	1	0	0	100% 0% 0%	1	1	43.9
DRIVER THREE	75	66	88%	36	11	20	55% 17% 30%	43	17	86.5
DRIVER FOUR	10	8	80%	7	0	1	88% 0% 13%	6	6	0
DRIVER FIVE	10	8	80%	6	1	2	75% 13% 25%	9	7	0
John Dough	4	4	100%	0	0	4	0% 0% 100%	3	2	0
Eleshan Govender	14	12	86%	11	0	2	92% 0% 17%	6	2	28.7

## Store Exceptions Report

This is a report for the store owner and/or manager. The report is run over any specified period - so it can show weekly/monthly exceptions.

This report is for a manager to weekly and monthly.

### Store Exception

All Reports

#### Report Parameters

From Date:

To Date:

[View](#)



Choose your date and the name of the driver, click

*\*Ideally all these sections would be blank - so it is important for the store owner/manager to monitor these regularly.*

**Delivered out of order**

Position	#	Delivered	Next Position	Next #	Next Delivered
Trip: 8530880	Driver: DRIVER THREE				
2	16088231	2020-09-09 13:12:23	3	16088243	2020-09-09 13:05:12

**Outstanding Deliveries**

#	Driver	Date	Time Placed	Time Due	Status
16274873	DRIVER TWO	2020-09-18	13:51	14:23	Undispatched

**Deliveries Without Payments**

#	Driver	Date	Time Placed	Time Delivered	Value
16088243	DRIVER THREE	2020-09-09	12:31	13:05	88.00

## Week Stats Report

This report will allow you to look at a weeks' worth of information at a time. You can only see as far back as four weeks.

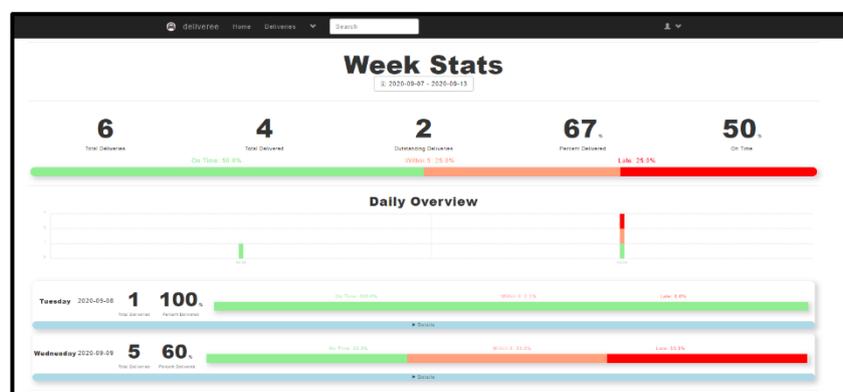
Click on the date:



Then select the week you want to view.



The report will then show information for the selected week. And it will look something like the image below:



From the top you will see (From left to right):

- Total number of deliveries that week
- Total number of orders delivered
- All outstanding deliveries (orders not marked delivered)
- The % of orders delivered
- The % of orders delivered on time



Below that you will see the on time % for the week at the top:



The same colour coding applies with all reports:

**GREEN:** On time- delivered within the 32 minutes.

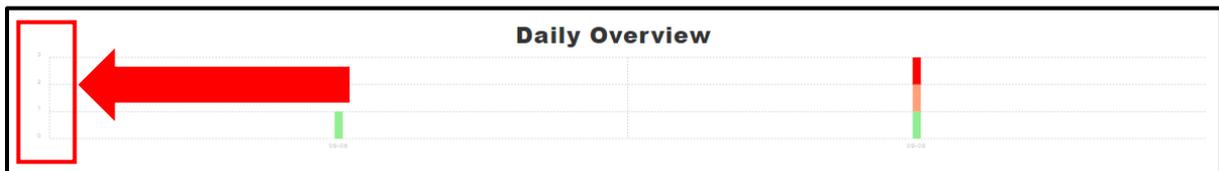
**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered

Below that you will see the Daily overview:

The number of orders will be shown on the left.



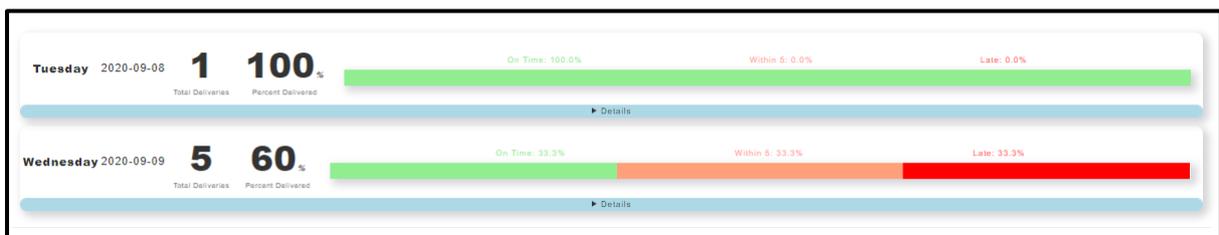
The day of the week will be shown at the bottom

*In the example below, we see information for two days*



Details are then shown for each day of the week where there is available data:

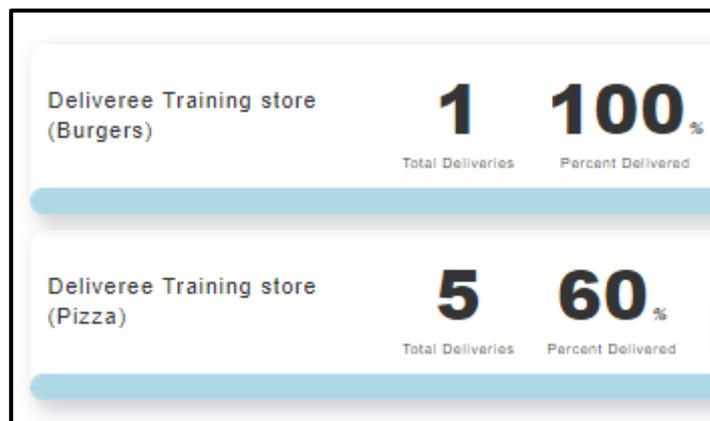
From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.



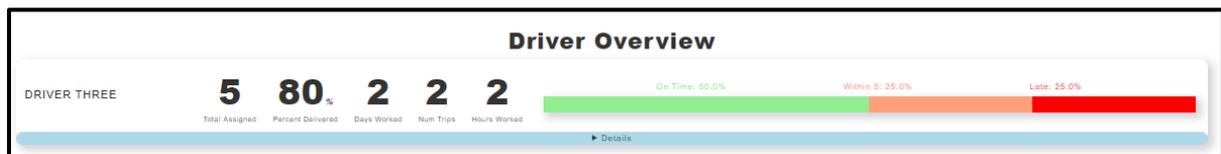
Below that you will see a store overview. On the left you will see the names of the stores where the orders were placed (*this applies only in a compo setup*).



From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.



Below that, you will see the driver overview for the chosen week:



From the left, you will see the names of all drivers who worked and did deliveries that week:



You will see:

- Total orders assigned to the driver that week
- % Delivered
- Days worked
- Number of Trips
- Hours worked for that week.

Below that you will see the on time % for the individual drivers for the week:



The same colour coding applies with all reports:

**GREEN:** On time- delivered within the 32 minutes.

**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered

## Store Breakdown Report

If your store is a combo (more than one restaurant/store) you will see this report.

You can filter by day, week, and month.

### Store Breakdown

All Reports

Report Parameters

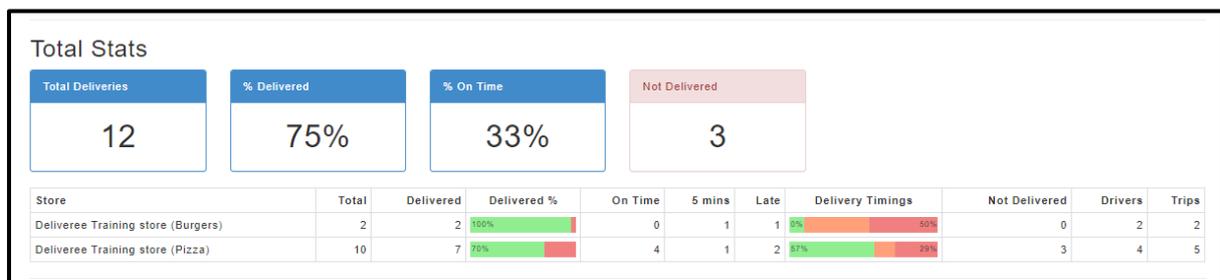
From Date:

To Date:

View

Choose your date range and click “View”.

You will then see the stats below:



At the top (from left to right), you will see”

- Total Deliveries
- % Delivered
- % on Time
- Number of orders not delivered.

Below that you will see the breakdown for all stores:

Store	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
Deliveree Training store (Burgers)	1	1	<div style="width: 100%; background-color: #28a745;"></div> 100%	1	0	0	<div style="width: 100%; background-color: #28a745;"></div> 0%	0	1	1
Deliveree Training store (Pizza)	6	5	<div style="width: 83%; background-color: #28a745;"></div> 83%	1	0	4	<div style="width: 20%; background-color: #28a745;"></div> 20% <div style="width: 80%; background-color: #dc3545;"></div> 80%	1	3	3

From left to right, you will see:

- Total number of orders
- Number of orders delivered
- % Delivered
- Delivery Timings
- Number of orders not delivered
- Number of Drivers
- Number of trips

Below that you will see the details for each store.

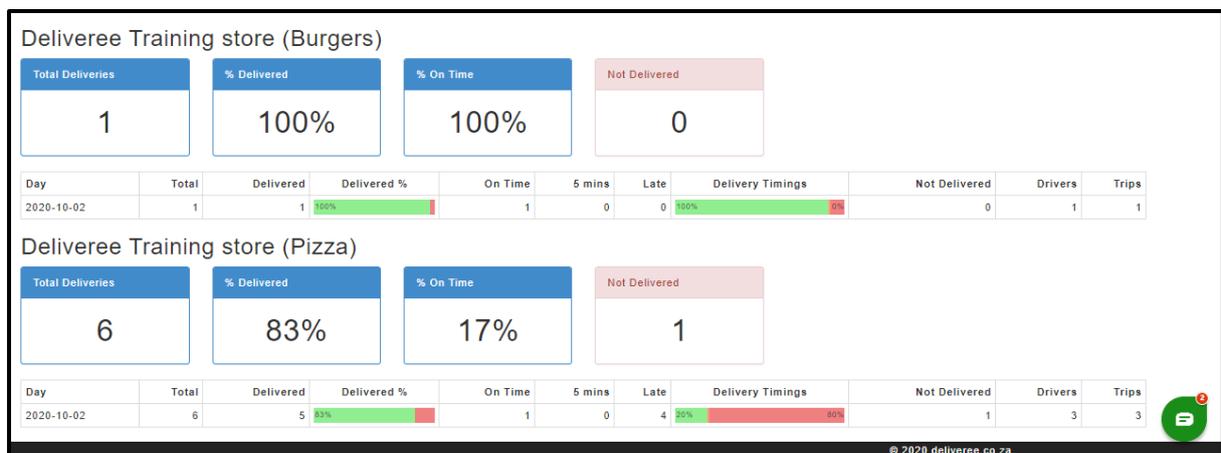
The same colour coding applies with all reports:

**GREEN:** On time- delivered within the 32 minutes.

**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**RED:** Late- delivered later than 5 minutes after the 32 minutes.

**BLACK:** Not delivered



## Account Recon Report

This report shows a breakdown of all revenue coming into the restaurant.

This includes: Prepaid amounts, food revenue and delivery fees collected, Unpaid Deliveries and Tips collected.

**Account Recon**  
Report Parameters

For Date: 2020-09-09

<b>Prepaid Amounts</b>			0.00
Yumbi - Food Revenue		0.00	
Yumbi - Delivery Fees		0.00	
Yumbi - Driver Tips		0.00	
<b>Food Revenue Collected</b>			538.00
Deliverree Training store (Pizza)		450.00	
Deliverree Training store (Burgers)		88.00	
<b>Delivery Fees Collected</b>			0.00
Deliverree Training store (Pizza)		0.00	
Deliverree Training store (Burgers)		0.00	
<b>Unpaid Deliveries</b>			575.00
<b>Tips Collected</b>			0.00
<b>TOTAL</b>			<b>1 113.00</b>

Below that you will see a breakdown of all prepaid orders.

This includes:

- Prepaid Food Revenue
- Prepaid Tips
- Prepaid Delivery Fees

**Prepaid Breakdown**

<b>Prepaid Food Revenue</b>			0.00
Deliverree Training store (Pizza)		0.00	
Deliverree Training store (Burgers)		0.00	
<b>Prepaid Tips</b>			0.00
Deliverree Training store (Pizza)		0.00	
Deliverree Training store (Burgers)		0.00	
<b>Prepaid Delivery Fee</b>			0.00
Deliverree Training store (Pizza)		0.00	
Deliverree Training store (Burgers)		0.00	
<b>TOTAL</b>			<b>0.00</b>

Below that you will see a Tender Breakdown- This is for all other orders where the customer paid with cash or card.

Tender Breakdown		
Cash Amount Collected		288.00
Deliverree Training store (Pizza)	200.00	
Deliverree Training store (Burgers)	88.00	
Card Amount Collected		250.00
Deliverree Training store (Pizza)	250.00	
Deliverree Training store (Burgers)	0.00	
<b>TOTAL</b>		<b>538.00</b>

Below that is a breakdown for each store (*in a combo environment*).

You will see the store ID and Name at the top.  
All order details will be below that.

Deliverree Training store (Pizza) [511]

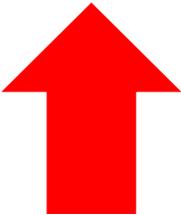
Show 10 entries Search:

ID	External ID	Status	Value	Delivery Charge	Yumbi Amount	Yumbi Tips	Cash Amount	Cash Tips	CC Amount	CC Tips
16086431		3	200.00	0.00	0.00	0.00	200.00	0.00	0.00	0.00
16088231		90	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16089081		0	250.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16089090		0	300.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16090691		3	250.00	0.00	0.00	0.00	0.00	0.00	250.00	0.00

Showing 1 to 5 of 5 entries

Previous 1 Next

Total Revenue		1 025.00
Yumbi Processed	-	0.00
Delivery Fees	-	0.00
Unpaid	-	575.00
Food Revenue	=	450.00
Yumbi Processed		0.00
Yumbi Tips		0.00
Yumbi Delivery Charge		0.00
Outstanding		550.00
Problem		25.00
Unpaid		575.00
Cash Amount		200.00
Card Amount		250.00
Tips		0.00



Below that, for each store, on the left, you will see, prepaid totals, cash totals, card totals and tips.

Deliverree Training store (Burgers) [529]

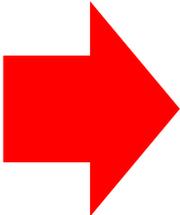
Show 10 entries Search:

ID	External ID	Status	Value	Delivery Charge	Yumbi Amount	Yumbi Tips	Cash Amount	Cash Tips	CC Amount	CC Tips
16088243		3	88.00	0.00	0.00	0.00	88.00	0.00	0.00	0.00

Showing 1 to 1 of 1 entries

Previous 1 Next

Total Revenue		88.00
Yumbi Processed	-	0.00
Delivery Fees	-	0.00
Unpaid	-	0.00
Food Revenue	=	88.00
Yumbi Processed		0.00
Yumbi Tips		0.00
Yumbi Delivery Charge		0.00
Outstanding		0.00
Problem		0.00
Unpaid		0.00
Cash Amount		88.00
Card Amount		0.00
Tips		0.00



**To book additional training on Reports:**

Contact [Training@deliverytribe.co.za](mailto:Training@deliverytribe.co.za)