



USER GUIDE

DELIVEREE WEB WITH AUTO ASSIGN

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What is Auto Allocation/Auto Assign?

Deliverree with Auto Assign is an extension of Deliverree with the added benefit of automatically allocated/Assigned orders to the driver based on an algorithm.

Auto Assign can be added to a standalone or a combo set up.

Drivers “At store” (marked as such in the app as available for delivery) can be Auto-Assigned orders.

Key Features:

- Toggle feature on and off.
- Increase numbers of deliveries per driver (efficiency).
- Route optimization for multiple deliveries.
- Limited staff required to dispatch orders.
- Max # of orders per allocation batch.

Initial setup:

Before you get started with processing orders, there are a few important steps that need to be done to make sure the interface is set up correctly.

This includes:

1. Downloading the App
2. Registering all devices
3. Ensuring Drivers are assigned to each store in Combo environments*
4. Adding all drivers and vehicles

The Auto Allocation Model:

Currently, the following 4 Options are required for the - Single/Combo model:

- Time needed by the driver to prepare for delivery, the higher this number, the quicker deliveries are assigned.
- Prep time increased slightly for extra deliveries.
- The Number of extra deliveries that may be grouped with the first.
- The Maximum distance [km] between customer A and customer B when grouping deliveries.

Once AA is enabled, deliveries should be assigned almost immediately if the conditions are matched for existing deliveries. (Refer to the Brand specific Addendums).

The Auto Assign models are broken down into 3 parts, and run in the following order:

1. Select the delivery
2. Select additional deliveries to group with the first delivery
3. Select the driver

Part 1: Select the Delivery

The deliveries are chosen based on the following criteria:

(time due - time to get to the customer)

Part 2: Select Additional Deliveries

The additional deliveries are chosen based on the following criteria:

Is the additional delivery within 1km of the 1st delivery

These are then ordered by prepared, and then (time due - time to get to the customer), and then the distance between deliveries.

The delivery at the top of the list is then chosen as the delivery group with the 1st.

Part 3: Select Driver

The driver is chosen based on the following criteria:

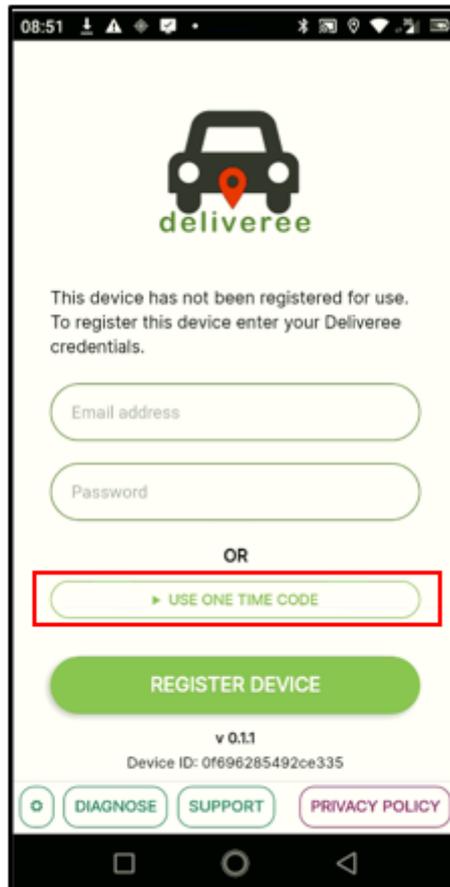
Closest to the customer/store.

Driver status must be "At Store"

Current location must be set. The driver priority is based on the driver that has been at the store the longest.

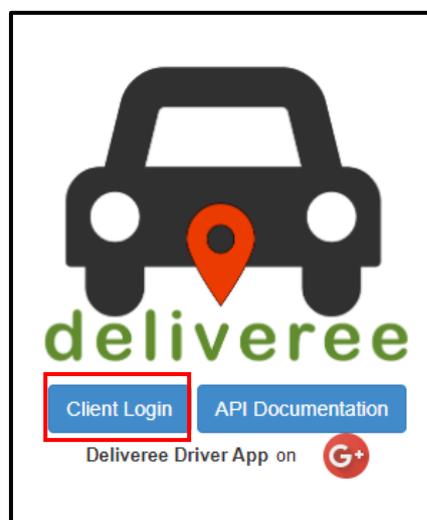
Registering the device

Devices can be registered by using a one-time code:



[Client Login](#)

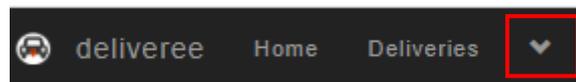
To get a device registration code, logon to www.Deliverree.co.za. Click



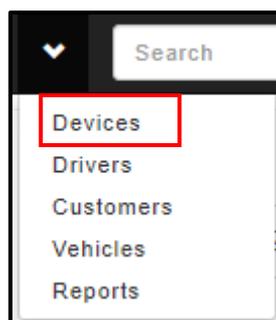
Enter your login details and click

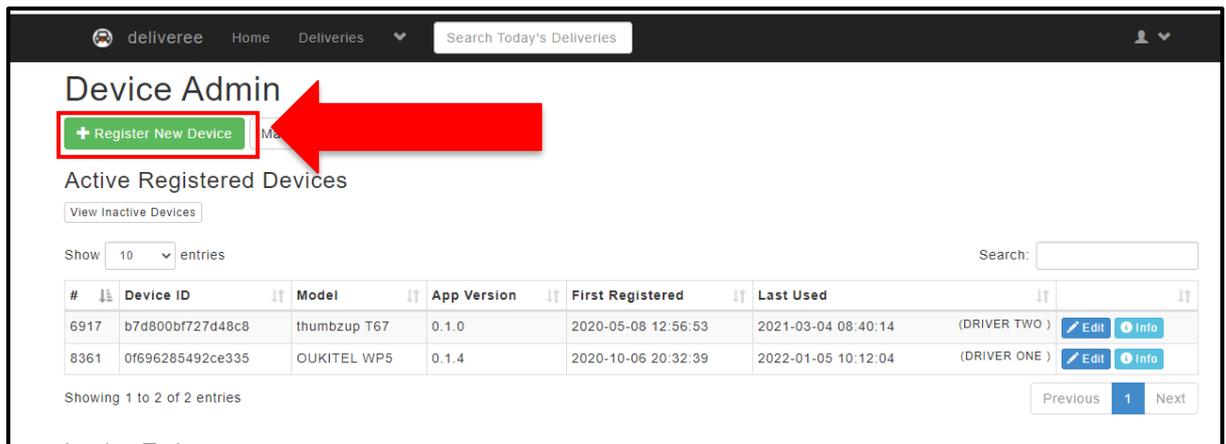


On the top left, click the drop-down arrow.



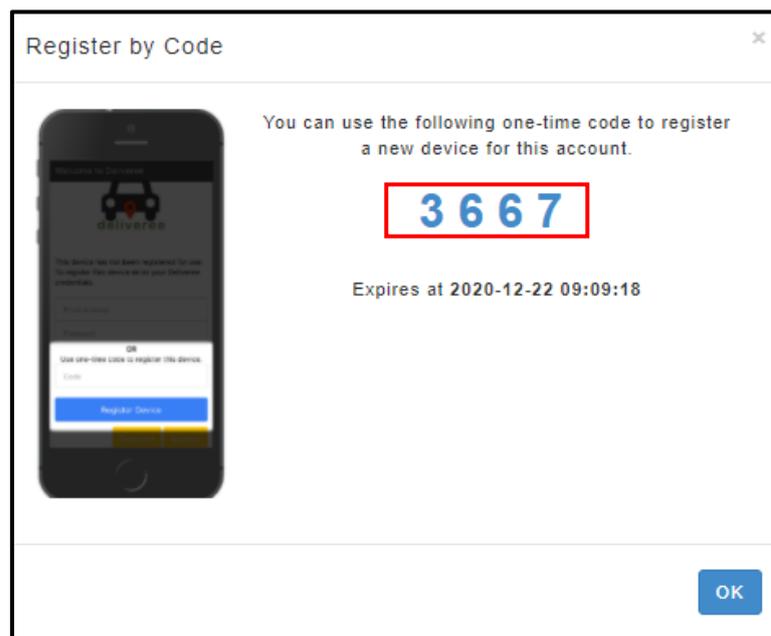
Click on "devices":





On the top left, click on

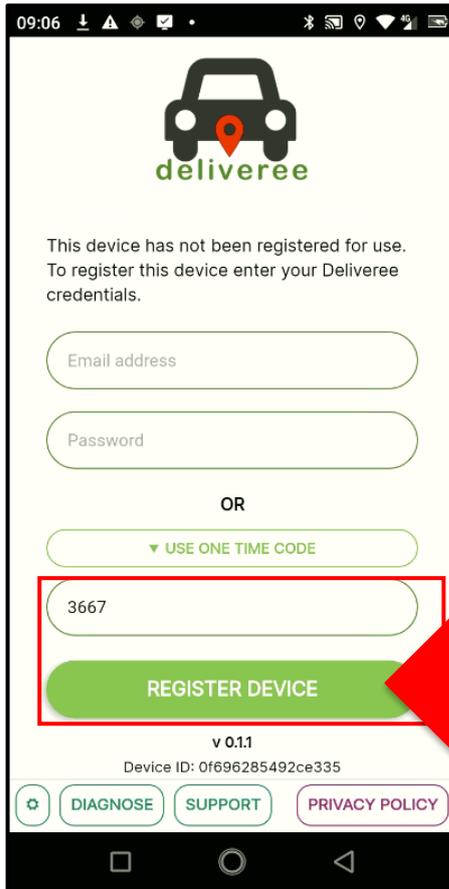
Type this four-digit code into the field marked “code” on You app.



*Each device will need a new code for registration.



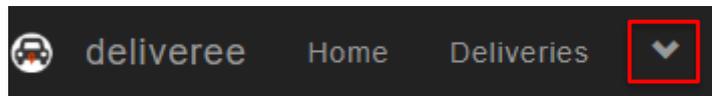
Type in the one-time code, then click



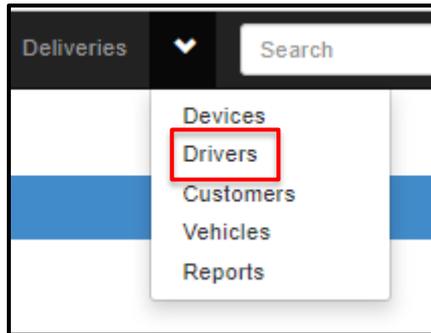
For Combo Stores:

1. Drivers will need to be able to see all the orders from all the different restaurants.
The operator/ Manager will need to change the driver's store assignments.

To manage the driver's, Click the arrow on the top left-hand side.

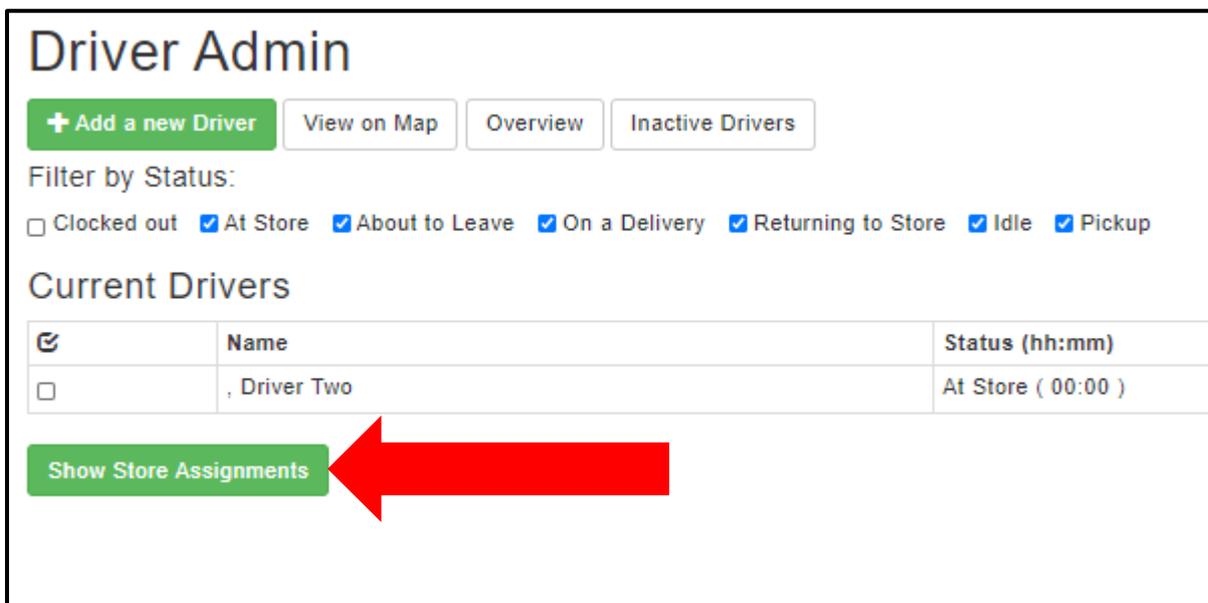


Then click on "Drivers"

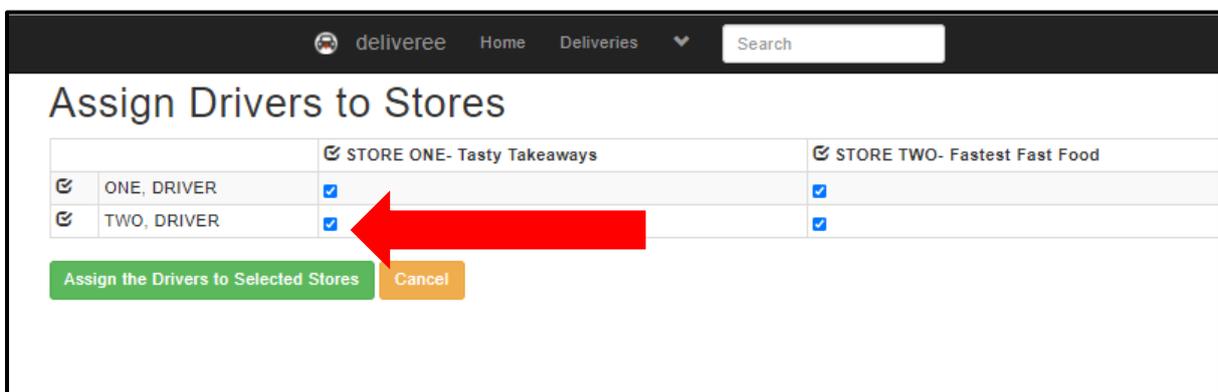


You will then see be taken to the “Driver Admin” page.

Click “Show Store Assignments”



Tick the restaurants that the driver will be delivering for.



Assign the Drivers to Selected Stores

Then click

Edit

To further edit Driver details, click

Current Drivers			
<input checked="" type="checkbox"/>	Name	Status (hh:mm)	
<input type="checkbox"/>	, DRIVER SIX	Idle (01:14)	View Edit
<input type="checkbox"/>	, Driver Two	Idle (01:13)	View Edit

Upload Driver Photo

To add a photo of the driver, click

Edit Driver

Update Driver Details

First Name

Last Name

Email Address

External ID

[Update Driver](#) [Cancel](#) [Upload Driver Photo](#) [Make Inactive](#)

You can then take a picture of the driver, save it onto the PC and click

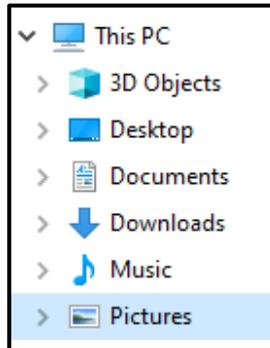
Choose File

Upload Driver Photo

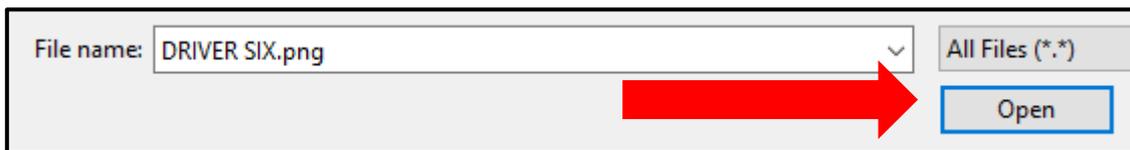
Update photo for :DRIVER SIX

No file chosen 

Choose from the pictures saved on your PC.



Click "Open"

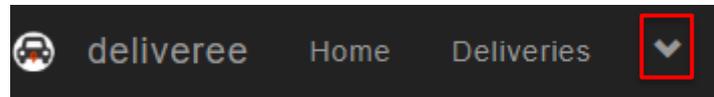


Click "Upload"

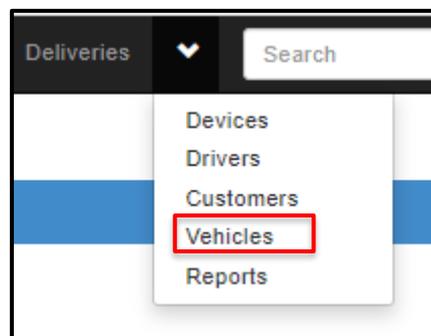


2. All the Vehicles being used by the Store should be added to Deliverree.

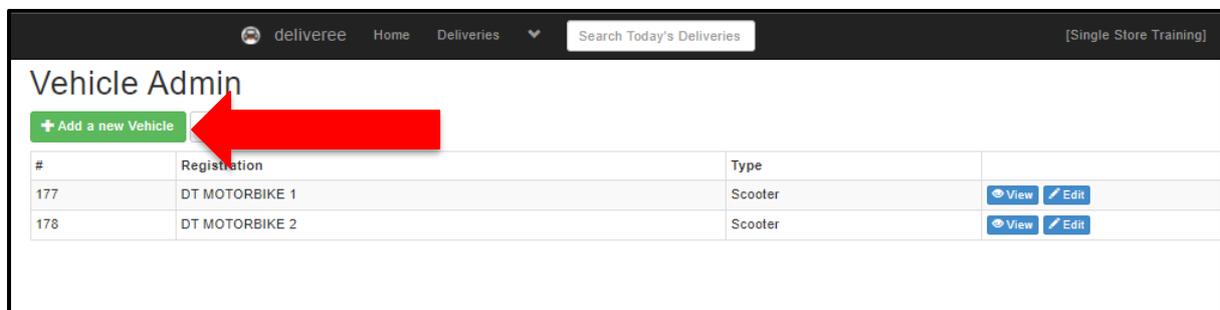
To manage the Vehicles, Click the arrow on the top left-hand side.



Then click on "Vehicles"



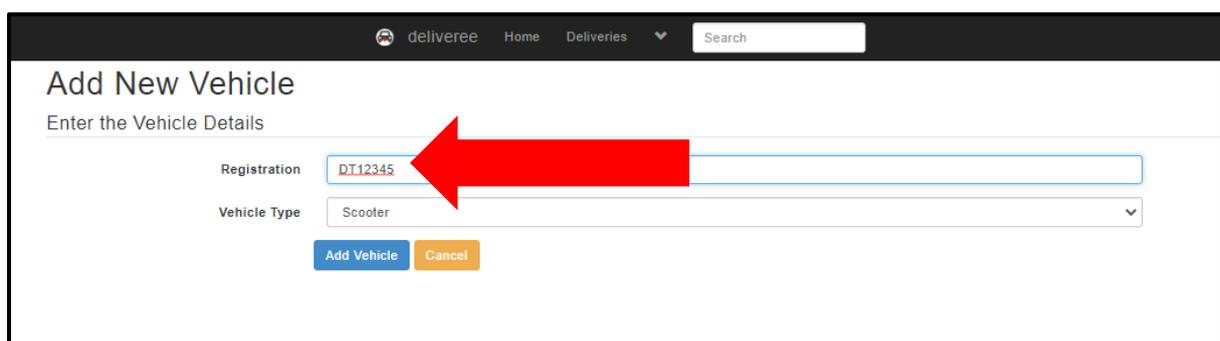
You will be taken to the "Vehicle Admin" page.



Click

+ Add a new Vehicle

Type in the Vehicle Registration number.



Choose from the drop-down if it is a car or a scooter.

Add New Vehicle

Enter the Vehicle Details

Registration

Vehicle Type

- Scooter
- Car

Click [Add Vehicle](#)

deliveee Home Deliveries Search

Vehicle Admin

[+ Add a new Vehicle](#)

#	Registration	Type	
2341	DT 123 456	Scooter	View Edit
2342	DT 123B457	Scooter	View Edit
2343	DT 123 789	Scooter	View Edit

When the driver logs in to their phone, they can now choose their vehicle.

By clicking "Edit" vehicles can also be marked inactive when they are no longer being used at a store.

Edit Vehicle

Enter the Vehicle Details

Registration

Vehicle Type

[Update Vehicle](#) [Cancel](#) [Make Vehicle Inactive](#)

The Dashboard

There is value in having an overview of the restaurant's performance on a comprehensive Dashboard.

The idea for the dashboard is to answer 2 important questions:

- How are we doing today?
- Is that better or worse than we usually do?

Improvements have been made to the dashboard that will allow Managers/Deliveree Operators and Franchisees to have a quick, concise, and color-coded overview of:

The number of SIM Cards- Active and part of the monthly billing.

Total Deliveries.

The Percentage of orders Delivered.

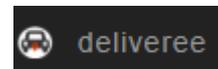
How many Drivers are logged in today?

Outstanding Deliveries.

The average number of orders being taken by the driver every trip.

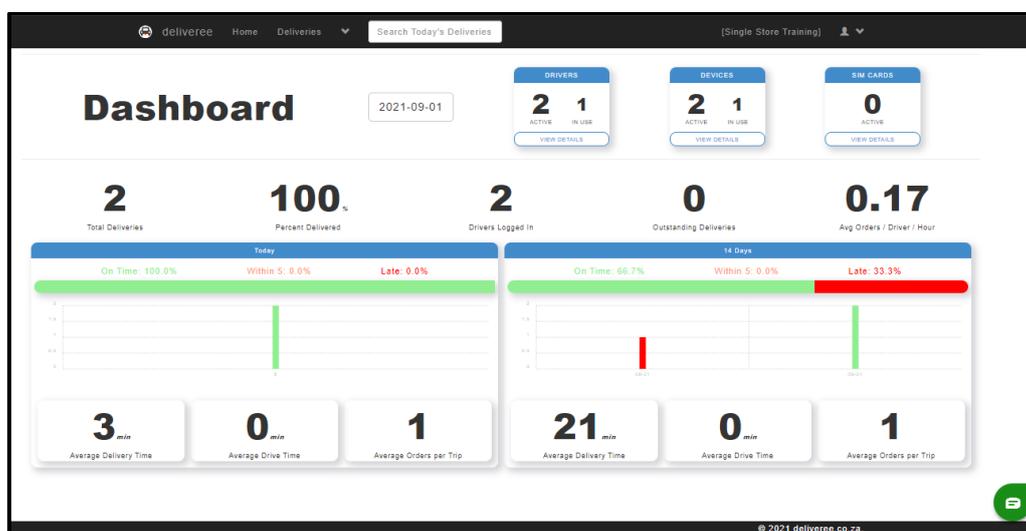
Below is the full-screen view of the new dashboard. When you log in, this will be your home screen.

From any other page, to go back to this screen, you can either click



or

you can click **Home** on the top left-hand side.



Filter by date:

On the top left of the dashboard, there is a date displayed, the default is set to today's date. You can filter by date and go back in time to assess trends.



Active and In-use:

On the top right-hand side of the Dashboard, you will see Drivers, Devices and SIM cards. In each block you will see the labels- "Active" and "in use"

"Active"- The number of drivers/devices/ SIM cards that are registered to the restaurant and are marked as active.

"In Use" - The number of drivers/devices/ SIM cards used/logged in in the last 14 days.



To view the details, click  and you will be taken to the admin page for the Driver/Devices/SIM Cards.

Deliveries today:

In the middle of the dashboard at the top, you will see details about the deliveries today.



From left to right you will see:

1. Total Deliveries for the day
2. Of the total deliveries, the Percentage Delivered.
3. The number of drivers logged in (to the Deliverree Driver App).
4. How many outstanding orders there are (orders NOT delivered).
5. The average number of orders being taken by driver every hour.

Delivery Time:

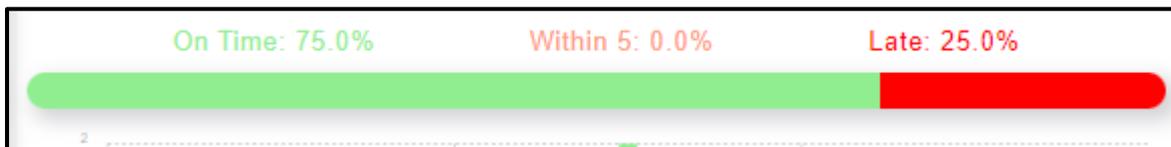
Because the dashboard is being compared to the reports, the dashboard chart matches the reports and uses the same on time/within 5/late metrics that the report uses.

On time colour coding is as follows:

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.



On the left-hand side, you will see the delivery timing for **today**.

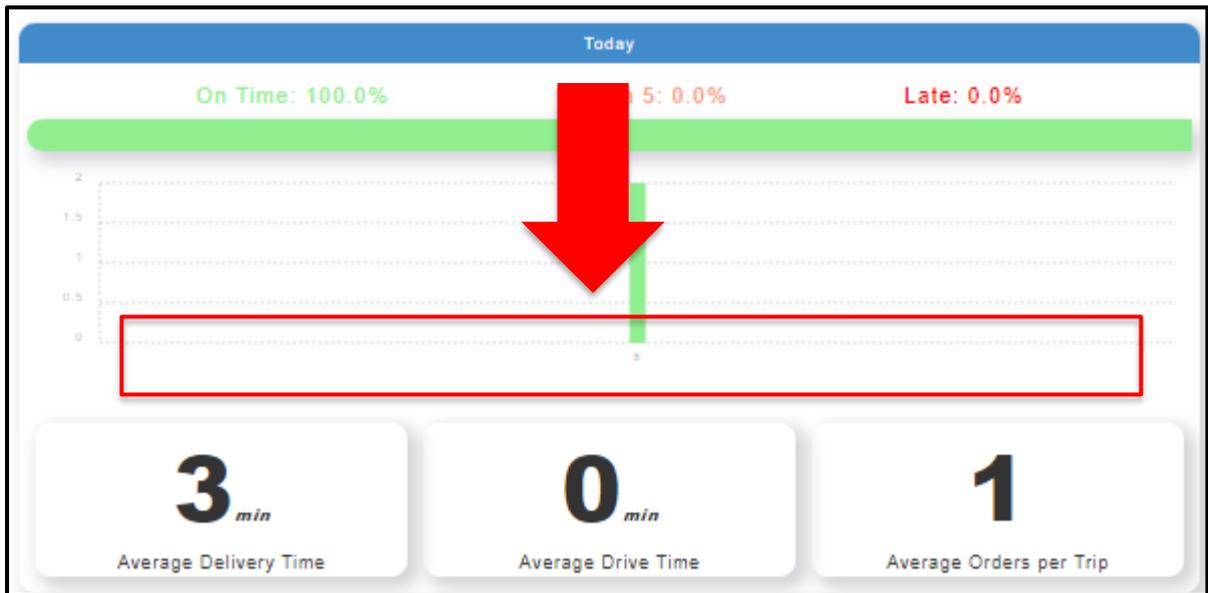
On the right-hand side, you will see the delivery timing over **the last 14 days**.



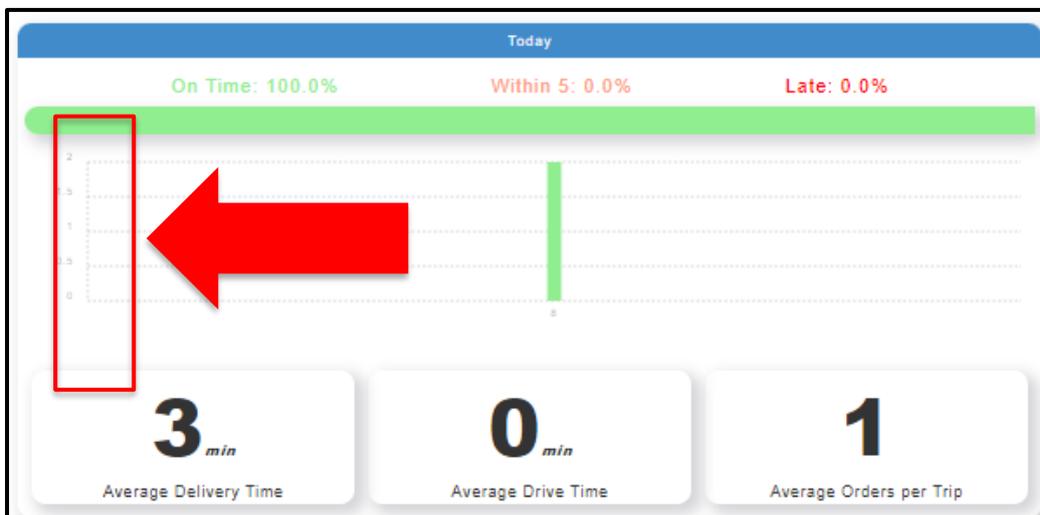
Averages Today:

On the left-hand side, you will see the delivery timing for today. At the top of the block marked "Today" you will see the timing bar (refer to the previous page for detail on the colour-coding).

The bar-graph will show orders by time (at the bottom of the bar graph). This is using 24 hour timing, so in the example below (from the left) ; 13 is 13h00 (1pm); 14 is 14h00 (2pm); 15 is 15h00 (3pm).



On the left side of the bar graph, it shows the number of orders.



At the bottom of the block labelled “today” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip.

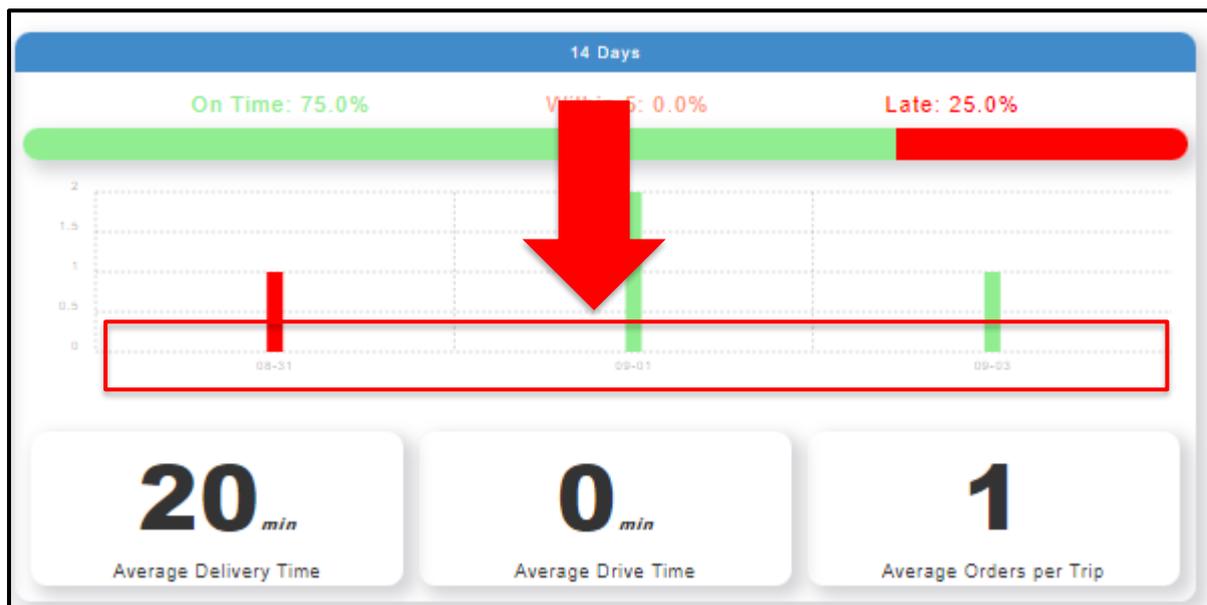
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip.*

Averages over the last 14 days:

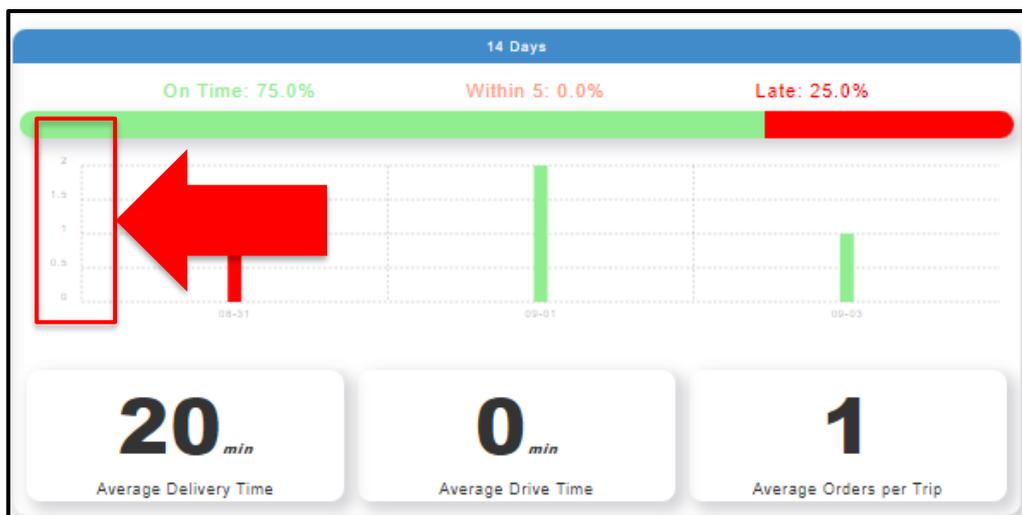
On the right-hand side, you will see the delivery timing over the last 14 days.

The bar-graph will show orders by date (at the bottom of the bar graph).

The format shows the month first and then the day, so in the example below (from the left) ; 02-06 is the 6th of February; 02-07 is the 7th of January, etc.



On the left side of the bar graph, it shows the number of orders.

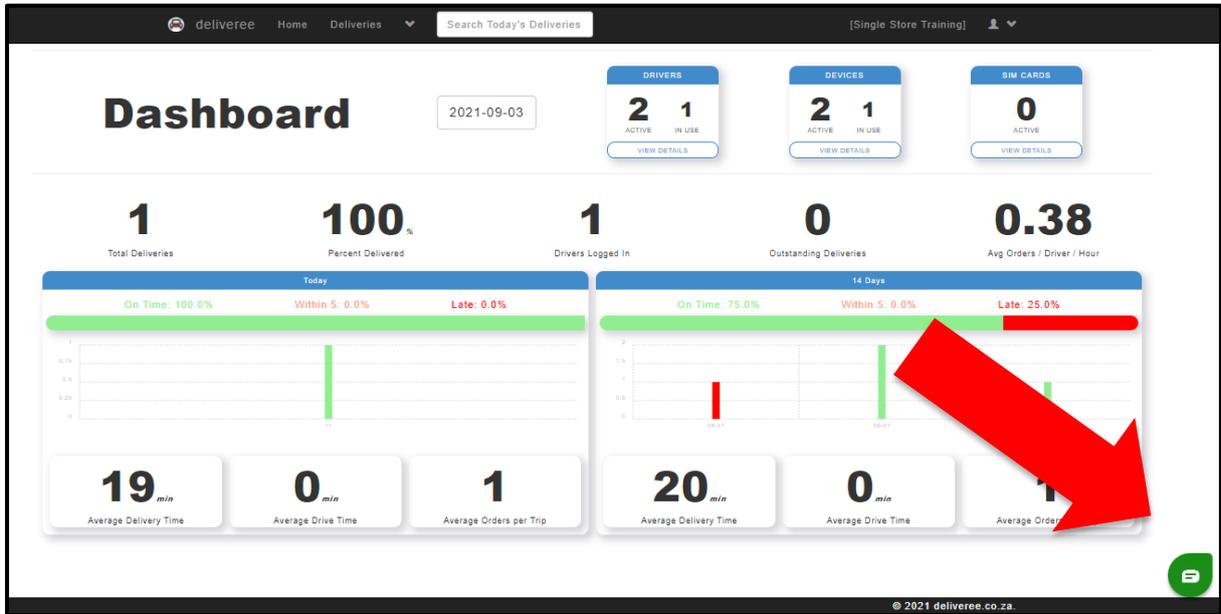


At the bottom of the block labelled “14 days” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip (all over the last 2 weeks).

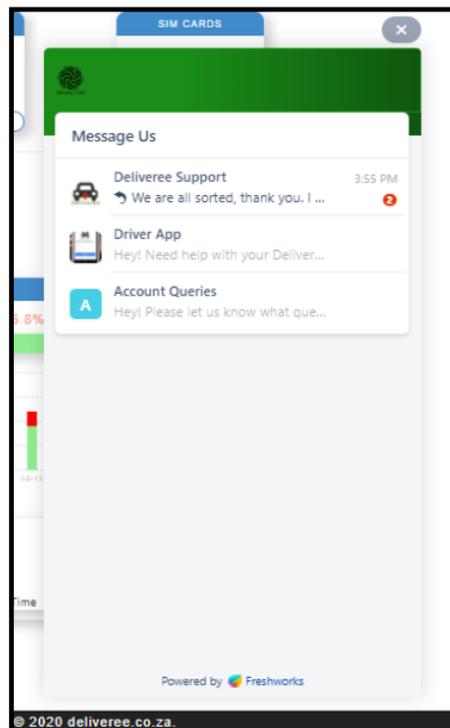
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip.*

Support Chat from the Dashboard:

On the bottom right-hand side, you will see the chat option.



By clicking on this icon, you will open a list of help options that will give you access to chat to our support team.



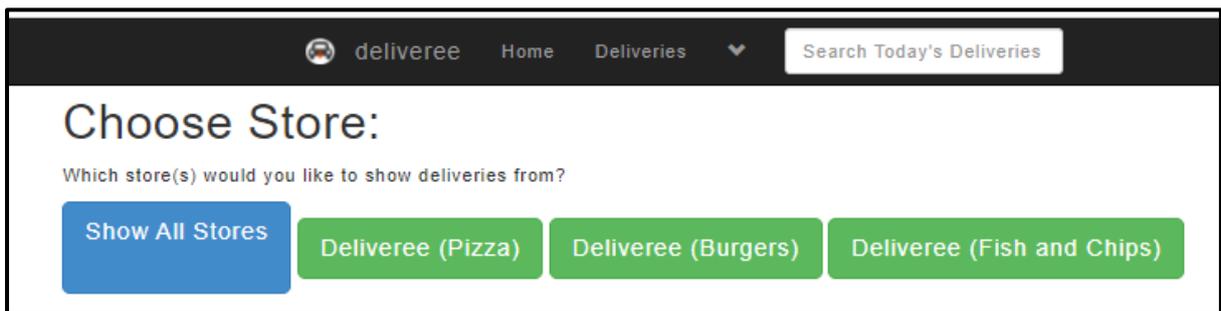
Selecting a store

The store/brand can be chosen by clicking on the user drop down in the header. This will show the current selection:

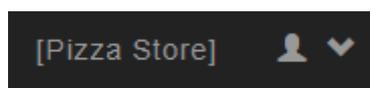


Clicking on the store line will show all the stores for the client and an option for Show **All Stores**.

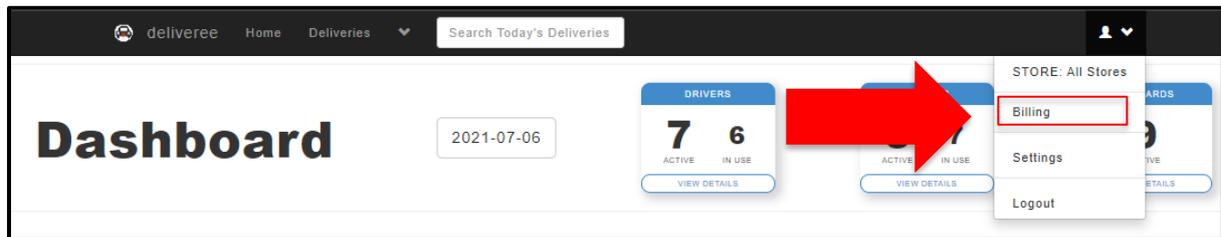
Here you can also change the settings to see the orders from one store only (in a combo environment).



When a brand has been chosen, the brand is displayed in the header:



Billing



Here you will see the bill for the month that shows each line item and the total cost.

This month's billing (2021-10)

This is the month to date charges for October. All figures are VAT exclusive. If there any queries about the charges for this month, please [Contact Support](#) or phone on 031 880 1802 or go to <http://support.deliveriee.co.za/>.

Name	Price	Quantity	Subtotal
Deliveriee Platform Fee			
Per device costs		7	
APN SIM Data			
Per SIM card cost		8	
SMS Costs			
SMS Costs are charged per SMS		84	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 4)		4	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 1)		1	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 6)		6	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 4)		4	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 6)		6	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 1)		1	
Device: [redacted]			
Device License Fee (capped at R [redacted] Actual Logins: 2)		2	
Total:			

To see your active devices and SIM cards, [click here](#).

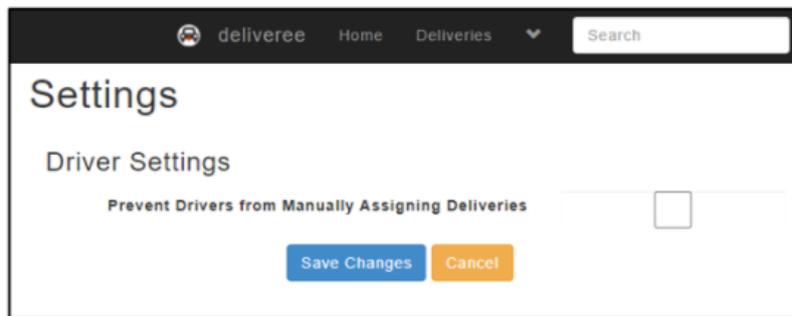
[Contact Support to query charges](#)

*APN SIM cards are available in SA only

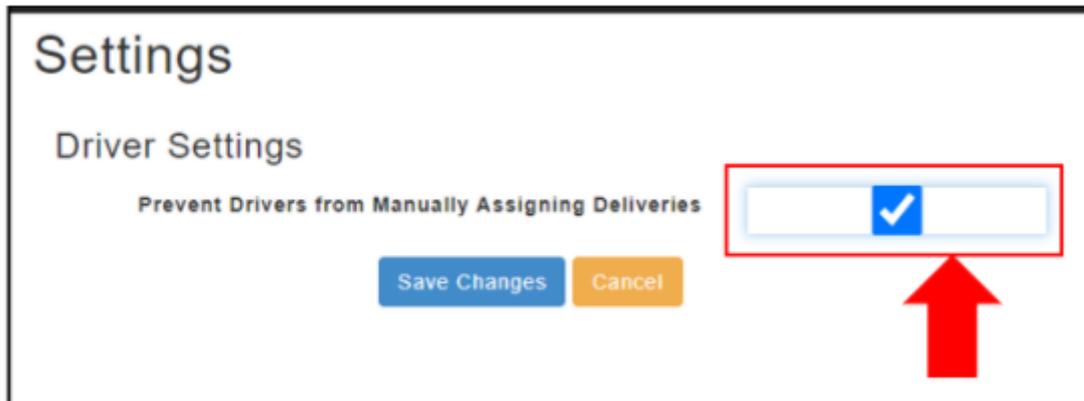
Settings



You will be taken to the settings page.



Click on the box next to "Prevent drivers from Manually Assigning Deliveries". Click "Save Changes" and now orders can no longer be assigned by a driver to themselves from the app.

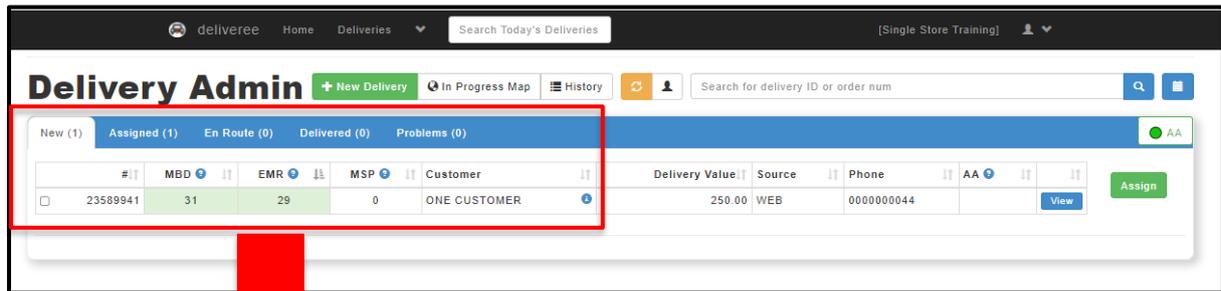


Delivery Admin

Login to www.deliverree.co.za.

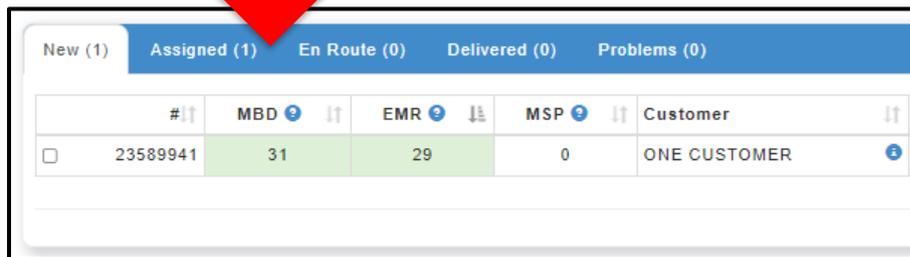
On the top left, select "Deliveries"

As delivery orders are placed, they appear in the Admin portal. As an order changes state, it moves across the tabs from "New" to "Assigned" to "Pickup" to "In Progress" to "Delivered".



The screenshot shows the Delivery Admin interface. At the top, there's a navigation bar with "Home", "Deliveries", and a search bar. Below that, the "Delivery Admin" title is followed by buttons for "+ New Delivery", "In Progress Map", "History", and a user profile icon. A search bar for "delivery ID or order num" is on the right. The main content area has a tabbed interface with "New (1)", "Assigned (1)", "En Route (0)", "Delivered (0)", and "Problems (0)". A red box highlights the "New (1)" tab and the first row of the table below it. The table has columns for "#", "MBD", "EMR", "MSP", "Customer", "Delivery Value", "Source", "Phone", "AA", and "Assign".

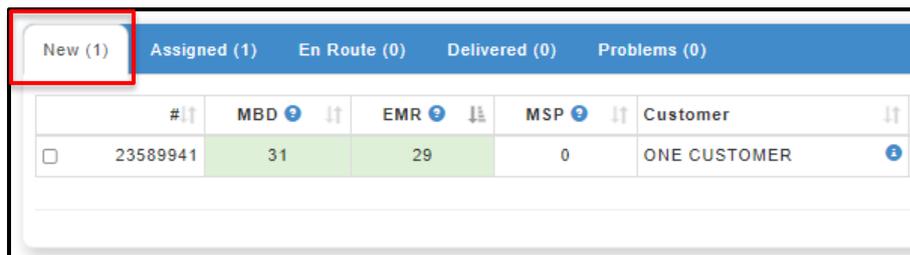
#	MBD	EMR	MSP	Customer	Delivery Value	Source	Phone	AA	Assign
23589941	31	29	0	ONE CUSTOMER	250.00	WEB	0000000044		View



This screenshot shows the same Delivery Admin interface, but with a red arrow pointing from the "New (1)" tab in the previous screenshot to this one. The "New (1)" tab is now selected, and the table below it shows the same data as in the previous screenshot.

#	MBD	EMR	MSP	Customer
23589941	31	29	0	ONE CUSTOMER

Selecting any of these tabs will show the orders in each of their delivery State.
"New" = An unassigned order.



This screenshot shows the same Delivery Admin interface, but with a red box highlighting the "New (1)" tab. The table below it shows the same data as in the previous screenshots.

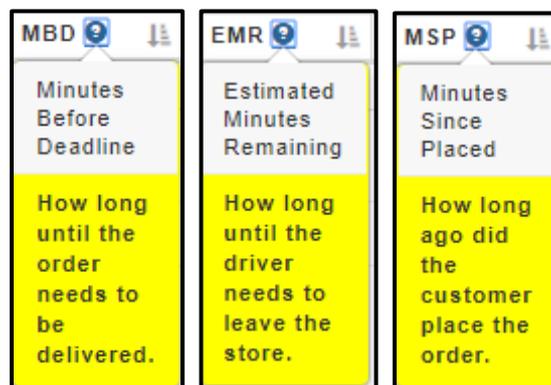
#	MBD	EMR	MSP	Customer
23589941	31	29	0	ONE CUSTOMER

In the New orders tab, you will see 3 columns with the abbreviations MBD, EMR and MSP

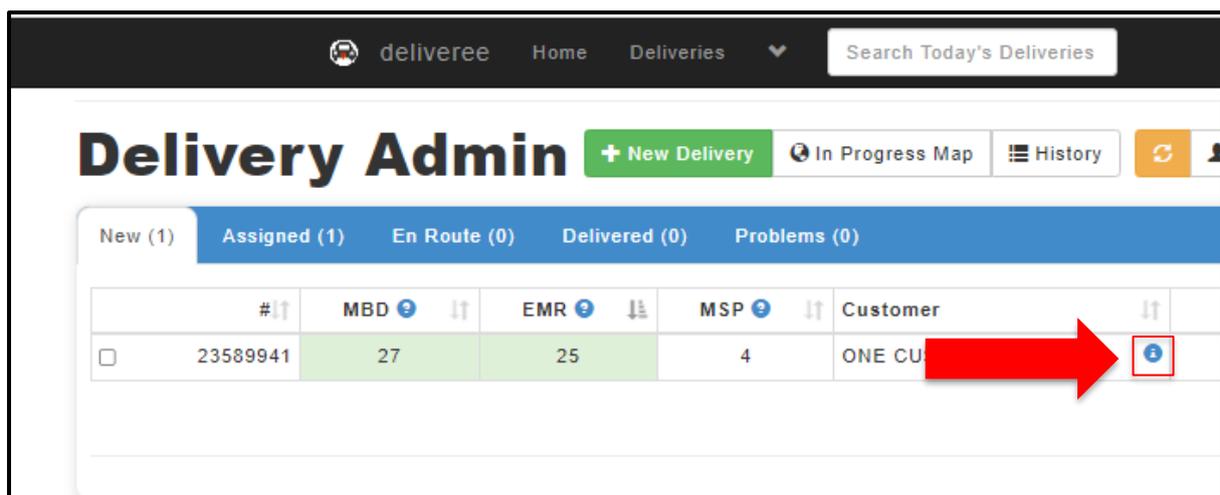
By Selecting  next to each abbreviation, a definition will appear:

There are various indicators in each tab showing real time, relevant information, such as:

1. MBD - number of minutes before the order needs to be delivered,
2. EMR- The time the driver has left at the store before he must leave, taking travel time into consideration, to deliver on time.
3. MSP- This indicates how long ago the client placed the order.



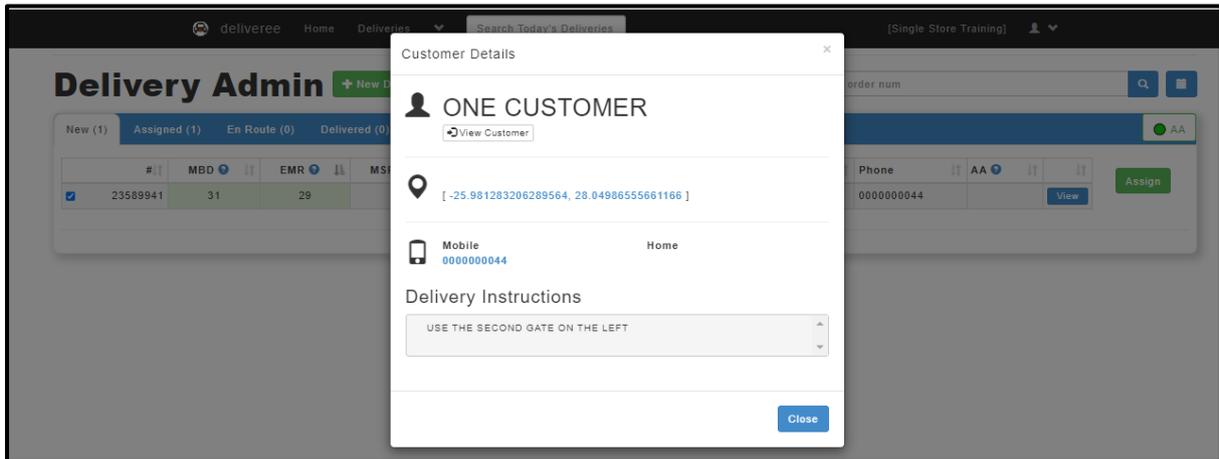
Customer details can be seen by clicking  (information).



Here you will see:

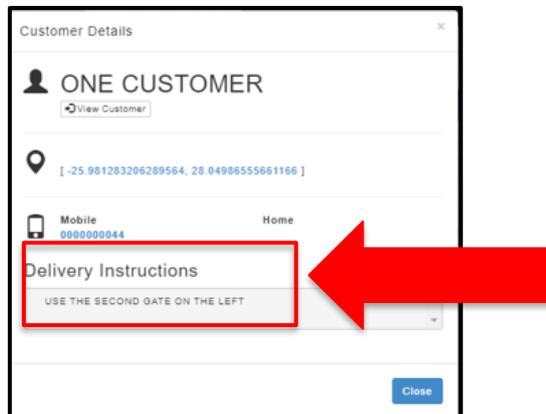
- Customer's name
- G.P.S information
- Phone numbers
- Delivery Instructions

These details will be provided to the store via the online ordering platforms and call centres.



Delivery Instructions as seen here come from the Customer via the online ordering app and call centre notes.

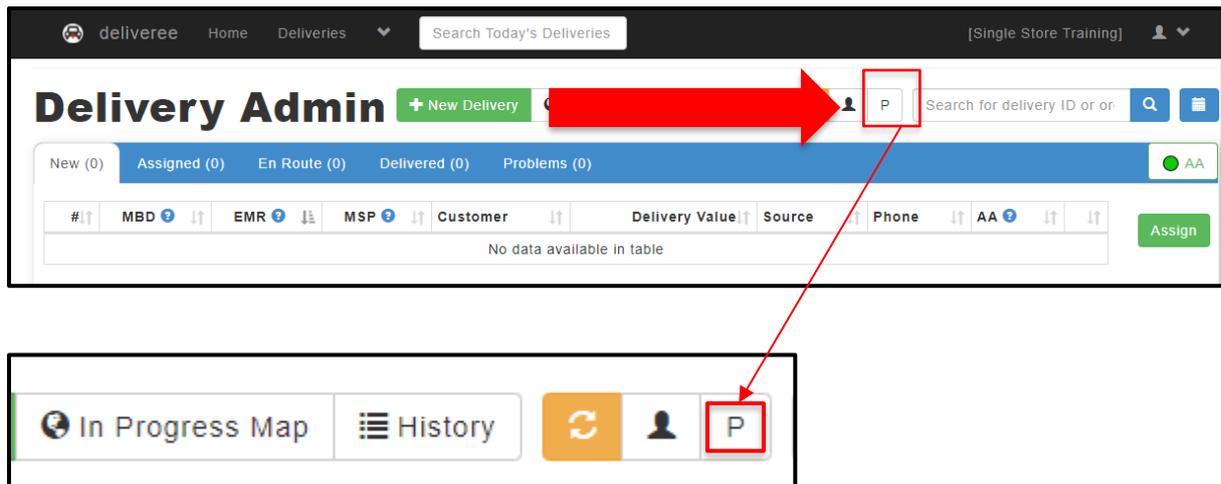
***Delivery notes about times to deliver will NOT influence MBD, EMR or MSP.**



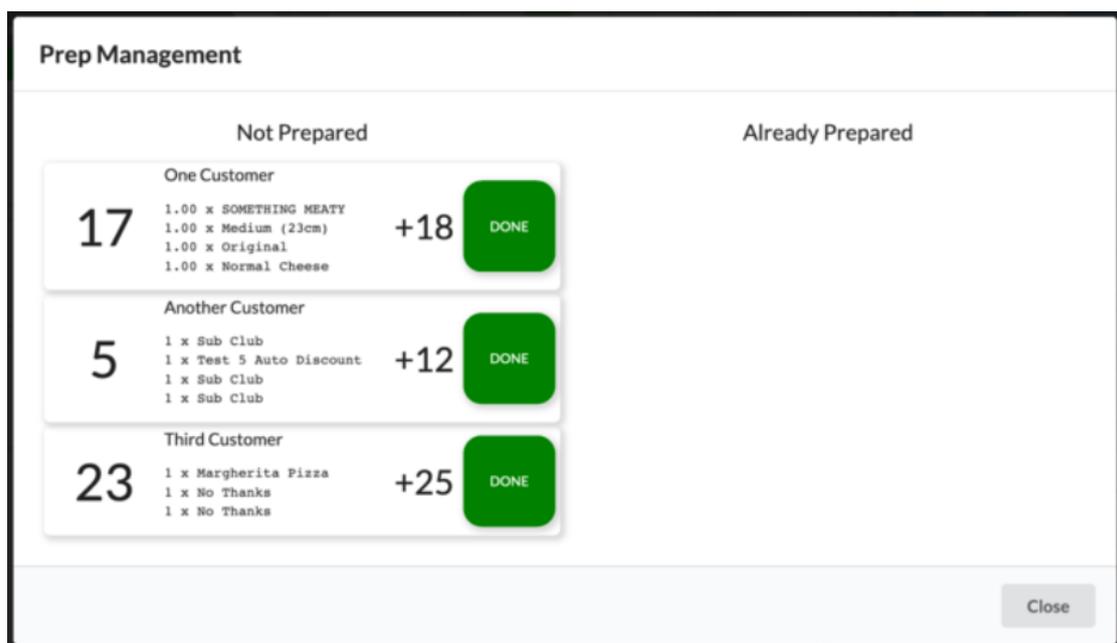
Prep Management

We know that not all food items are prepared at the same speed. In many cases, some of the food has been prep-prepped or par-cooked and will come out of the kitchen quicker. To be able to push out faster deliveries, we have added a **Prep Management** tool. This means that you will be able to mark a delivery as **prepared** and this can allow it to be bumped up to the top of the Auto Assign queue.

To be able to mark a delivery as prepared, you can click on the **Prep** button in delivery admin: Click "P". on the top left.



This will show a list of the deliveries that are in your backlog. It shows the order number, the customer's name, and the details of the delivery, so that you can make sure all the items are there.



Clicking on the **DONE** button, will move the delivery into the **Already Prepared** column, and it means that it can be pushed up the Auto Assign queue.

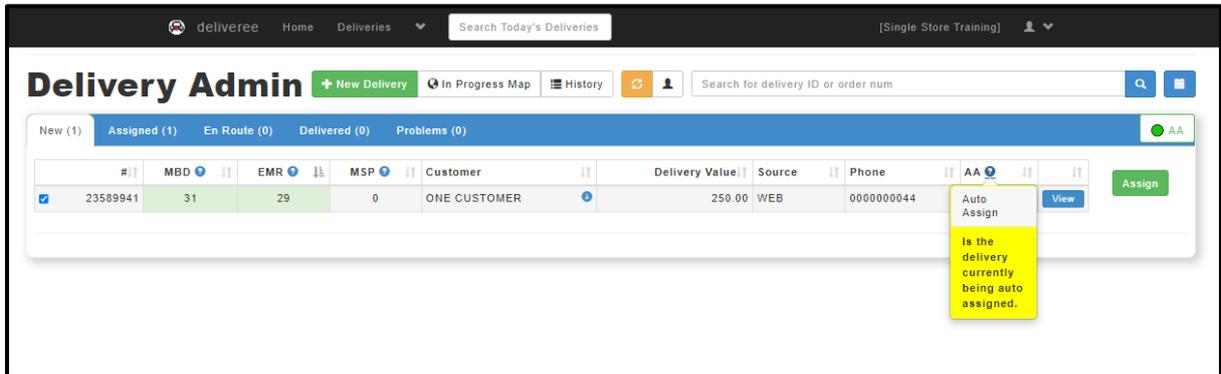
Prep Management

Not Prepared		Already Prepared	
17	One Customer 1.00 x SOMETHING MEATY 1.00 x Medium (23cm) 1.00 x Original 1.00 x Normal Cheese	+18	DONE
5	Another Customer 1 x Sub Club 1 x Test 5 Auto Discount 1 x Sub Club 1 x Sub Club	+12	DONE
23	Third Customer 1 x Margherita Pizza 1 x No Thanks 1 x No Thanks	+25	NOT DONE

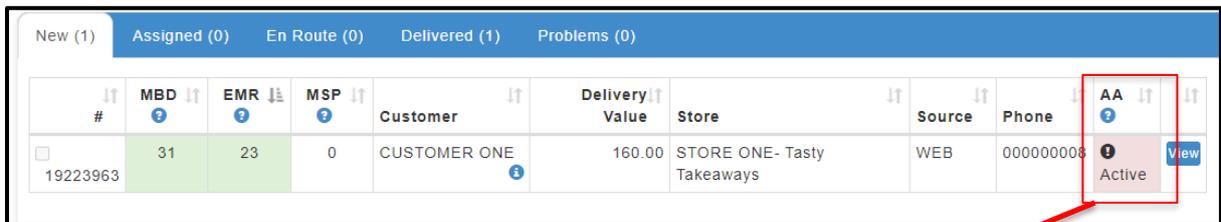
Close

Auto Assign in Delivery Admin

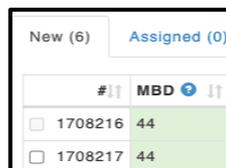
On the right side of the screen, you will see the Auto-Assign Icon.



When auto assign is **active**, the column indicates that the order is currently being assigned.



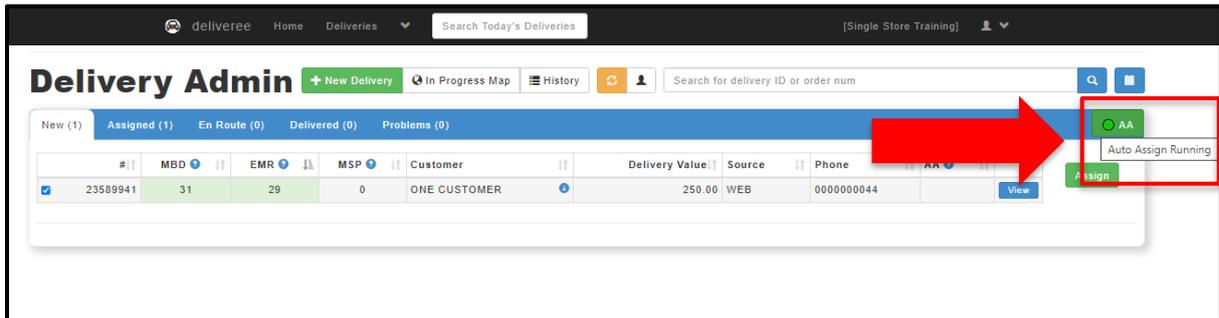
The operator is also not able to select the order as the checkbox has been temporarily disabled.



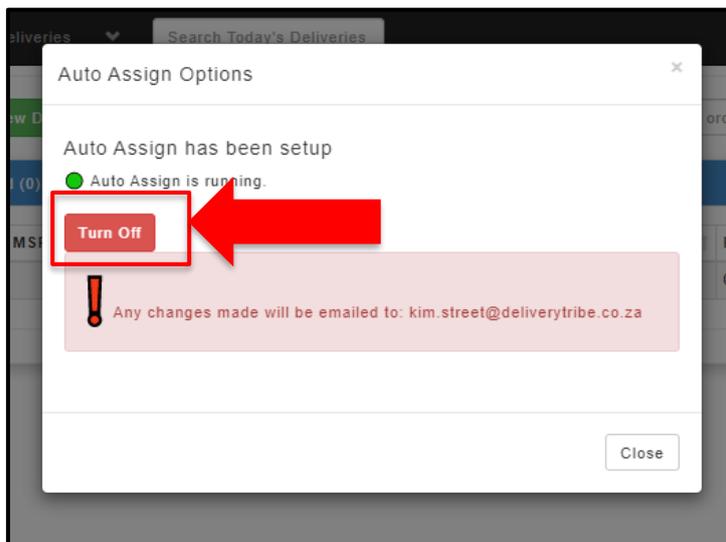
If an operator was in the process of selecting deliveries to assign, the auto assigned deliveries are unchecked before disabling the checkbox, ensuring that they do not accidentally manually assign them.

#	MBD
1708216	44
1708217	44
1708218	44

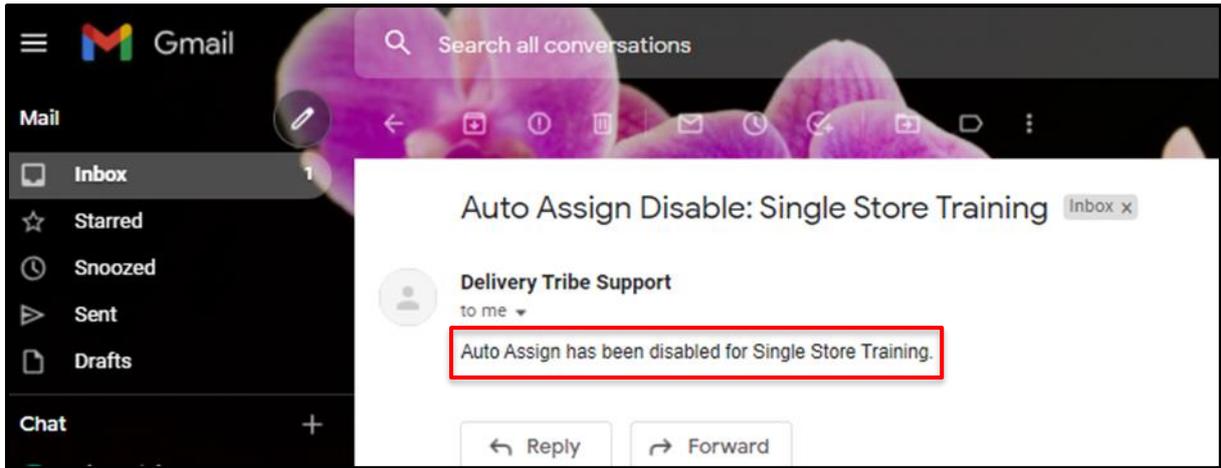
To the right of the screen, you will see an AA button. If the button is green, it means Auto Assign is running.



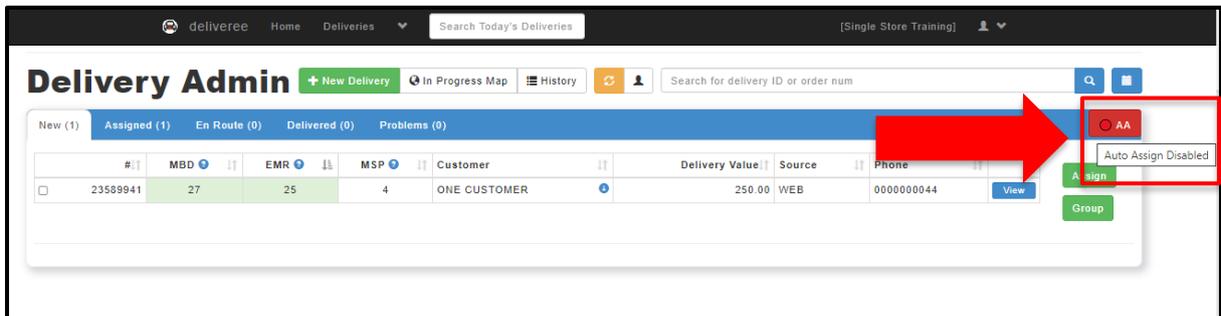
Here the operator can toggle the feature OFF. By clicking



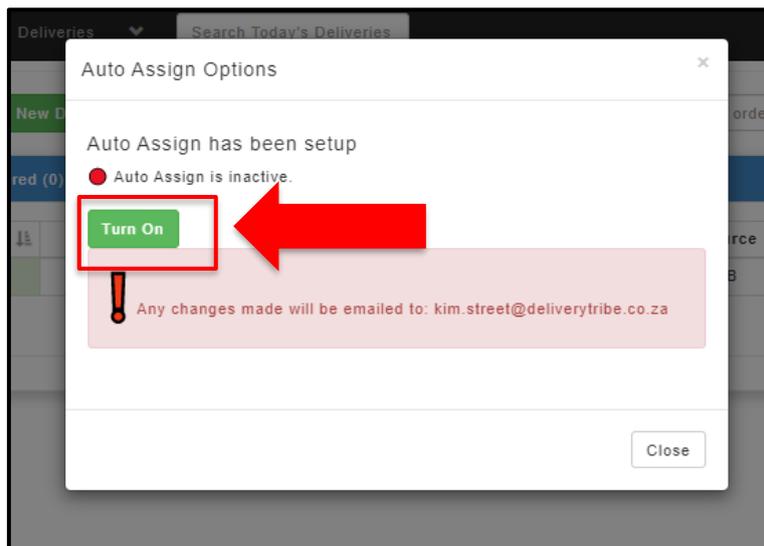
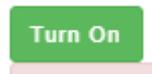
If the store has chosen to receive emails when this feature is turned OFF/ON, an email can be sent.



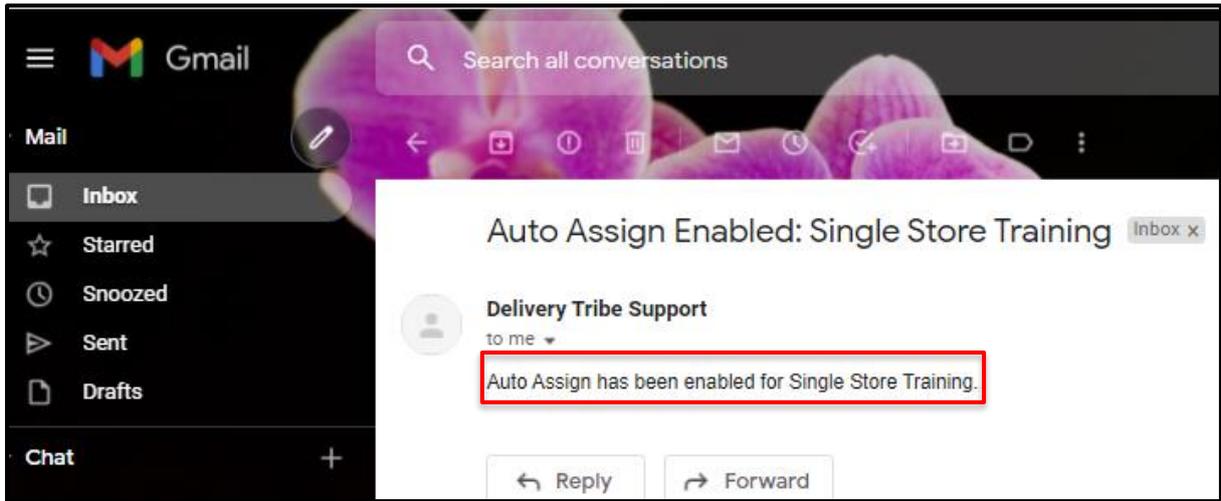
To the right of the screen, you will see an AA button. If the button is red, it means Auto Assign is disabled



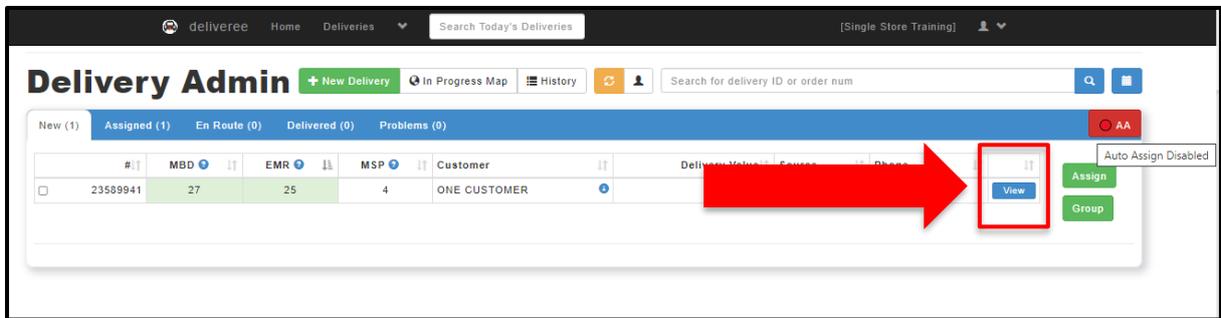
Here the operator can toggle the feature ON. By clicking



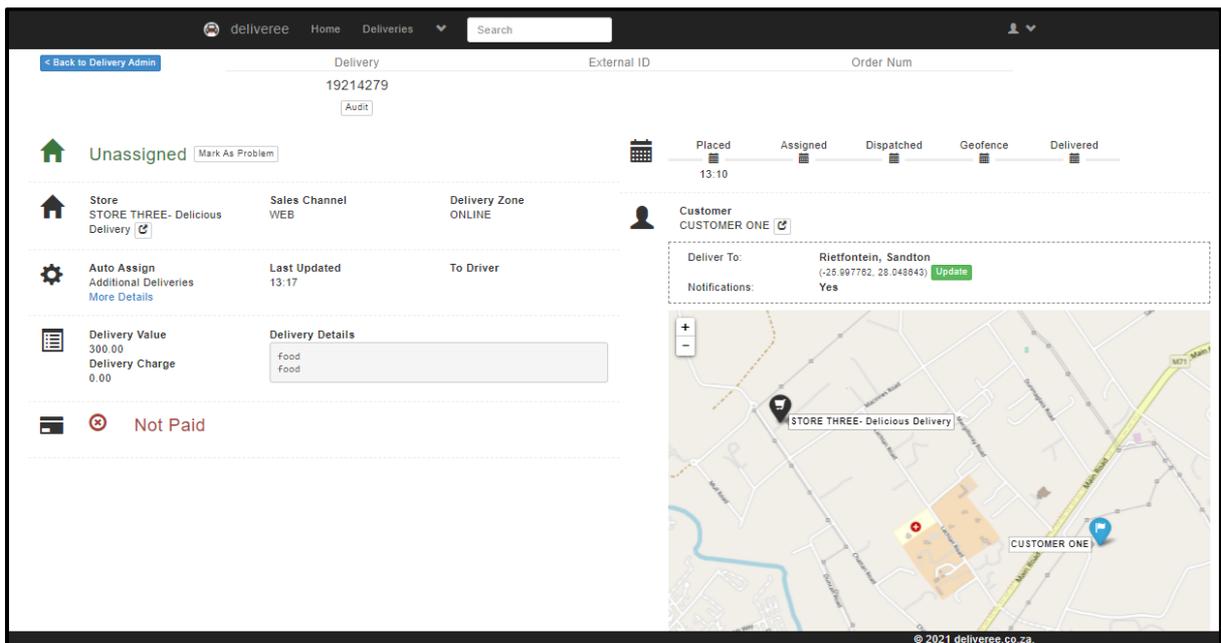
If the store has chosen to receive emails when this feature is turned OFF/ON, an email can be sent.



Order Details



To see the details of the new order, click  on the right side of the order. Order details will be shown like this:



At the top, you will see:

The Delivery ID: This is from Deliverree

The External ID: Where AURA/Yumbi integration applies.

Order Number: This will match the number sequence on the AURA POS.

Delivery	External ID	Order Num
23590513	aura-1050982	14
Audit		

Next you will see if the order is “Unassigned”, “Undispatched”, “En Route”, “Delivered” or a Problem order.

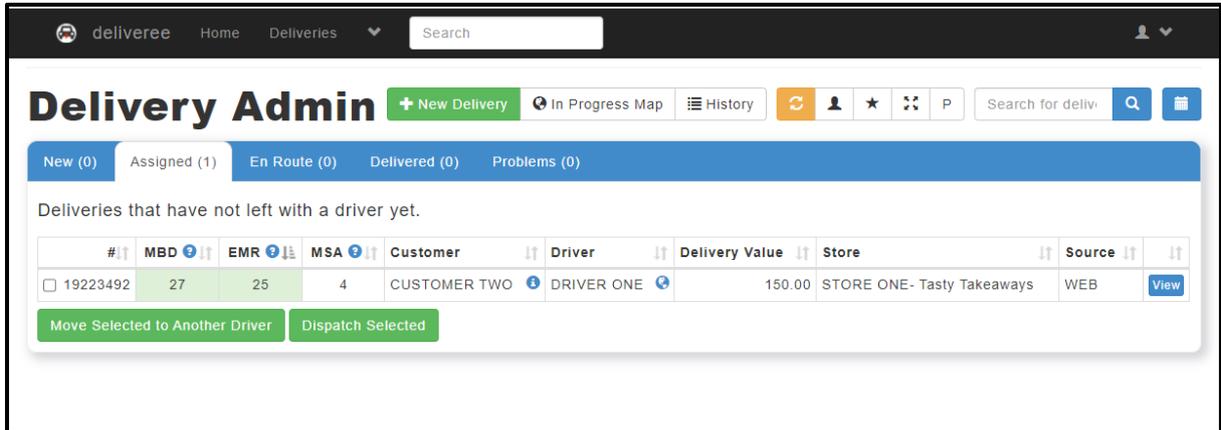
The screenshot shows a delivery status page for ID 23589941. The status is 'Unassigned', which is highlighted with a red box and a red arrow. Other details include: Store: Single Store Training; Sales Channel: WEB; Delivery Zone: ONLINE; Last Updated: 11:35; Delivery Value: 250.00; Delivery Charge: 0.00; and a 'Not Paid' status.

Below are a few examples of what you will see depending on the status of the delivery.



Assigned orders.

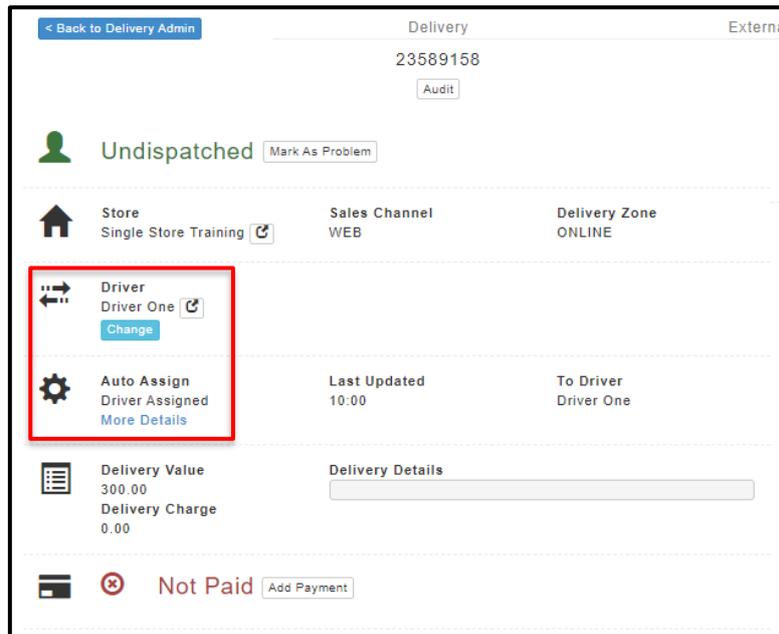
All Assigned orders will show here:



The screenshot shows the 'Delivery Admin' dashboard. At the top, there's a navigation bar with 'delivee', 'Home', 'Deliveries', and a search bar. Below that, the main header includes 'Delivery Admin', '+ New Delivery', 'In Progress Map', 'History', and a search for deliveries. A status bar shows 'New (0)', 'Assigned (1)', 'En Route (0)', 'Delivered (0)', and 'Problems (0)'. The main content area displays 'Deliveries that have not left with a driver yet.' and a table with columns: #, MBD, EMR, MSA, Customer, Driver, Delivery Value, Store, and Source. A single row is visible with values: 19223492, 27, 25, 4, CUSTOMER TWO, DRIVER ONE, 150.00, STORE ONE- Tasty Takeaways, WEB. Below the table are buttons for 'Move Selected to Another Driver' and 'Dispatch Selected'.

#	MBD	EMR	MSA	Customer	Driver	Delivery Value	Store	Source
19223492	27	25	4	CUSTOMER TWO	DRIVER ONE	150.00	STORE ONE- Tasty Takeaways	WEB

By clicking View, the operator can see the details of the delivery and which driver was Auto Assigned the order.



The screenshot shows the 'Delivery' details page for order 23589158. The status is 'Undispatched'. Key information includes: Store: Single Store Training; Sales Channel: WEB; Delivery Zone: ONLINE; Driver: Driver One; Auto Assign: Driver Assigned; Last Updated: 10:00; To Driver: Driver One; Delivery Value: 300.00; Delivery Charge: 0.00; Payment Status: Not Paid. A red box highlights the 'Driver' and 'Auto Assign' sections.

Delivery
23589158
Audit

Undispatched Mark As Problem

Store: Single Store Training Sales Channel: WEB Delivery Zone: ONLINE

Driver: Driver One Change

Auto Assign: Driver Assigned More Details

Last Updated: 10:00 To Driver: Driver One

Delivery Value: 300.00 Delivery Details
Delivery Charge: 0.00

Not Paid Add Payment

Click "more details" to see Auto Assign History for this order.

delivee Home Deliveries Search Today's Deliveries [Single Store Training]

Auto Assign History for Delivery #23589158

< Back to Delivery

Show 10 entries Search:

#	Time Started	Last Updated	Status	Driver
158216	2021-10-07 10:00:51	2021-10-07 10:00:51	Driver Assigned	Driver One

Showing 1 to 1 of 1 entries

Previous 1 Next

Delivered orders that are unpaid can be updated by the operator so that cashup is aligned.
Click "Add payment"

Audit

Delivered [Mark As Problem](#)

Store
Single Store Training [Share](#)

Sales Channel
WEB

Delivery Zone
ONLINE

Driver
Driver One [Share](#)

Trip
Position 1 of 1

Auto Assign
Additional Deliveries
[More Details](#)

Last Updated
11:35

To Driver

Delivery Value
250.00

Delivery Charge
0.00

Delivery Details
FOOD
FOOD
FOOD

Not Paid [Add Payment](#)



Choose the Payment Type

delivee Home Deliveries Search Today's Deliveries

Add Payment to Delivery #23589941

Outstanding Amount: 250.00

Payment Details

Transaction Amount:

Payment Type: CASH

- CASH
- MANUALCC
- OTHER

[Add Payment](#) [Cancel](#)



Add the amount where it says "transaction amount".

Add Payment to Delivery #23589941

Outstanding Amount: 250.00

Payment Details

Payment Type: CASH

Transaction Amount: 300

Add Payment Cancel

Add Payment

Click

Reports

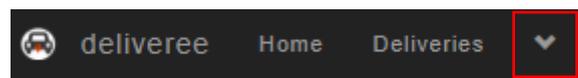
Reports are vital as they assist the Administrators/Managers/Operators in gathering information that will assist them in better managing their Drivers and Delivery services.

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

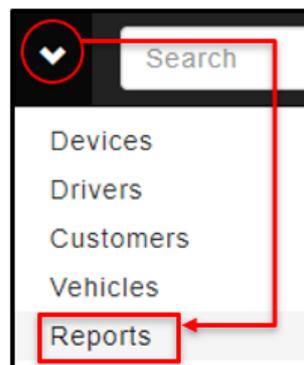
From the driver station, you will be able to logon and view all reports.

Follow the steps below:

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

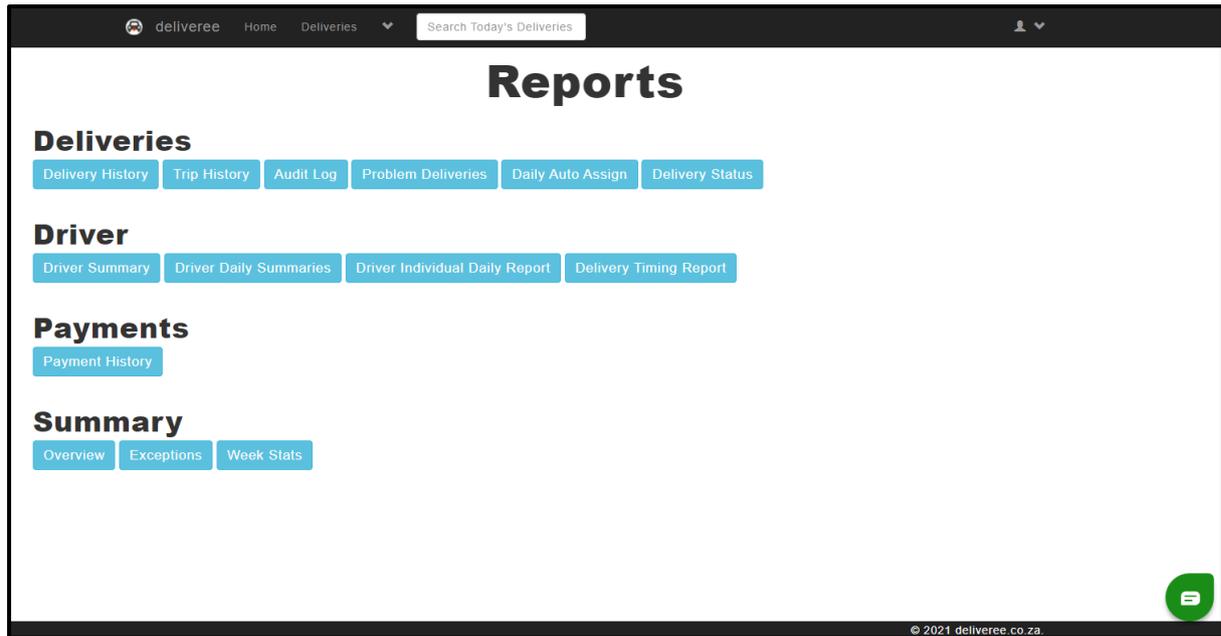


From the dropdown menu select REPORTS.

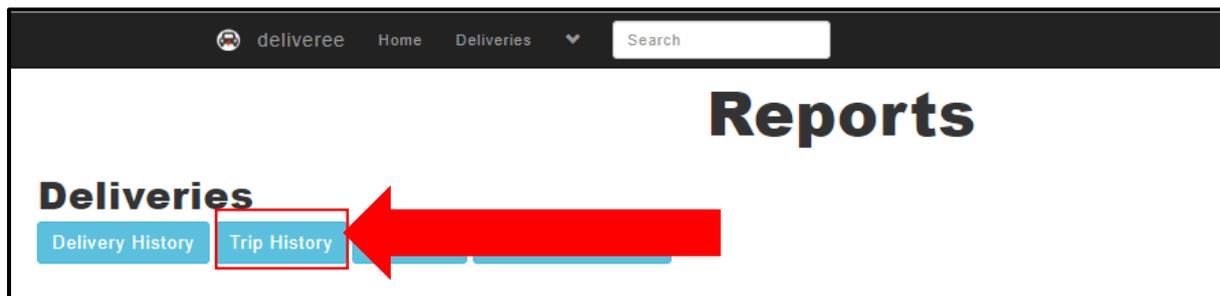


There are four report categories on Deliveree:

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



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



Below is a detailed explanation of each report:

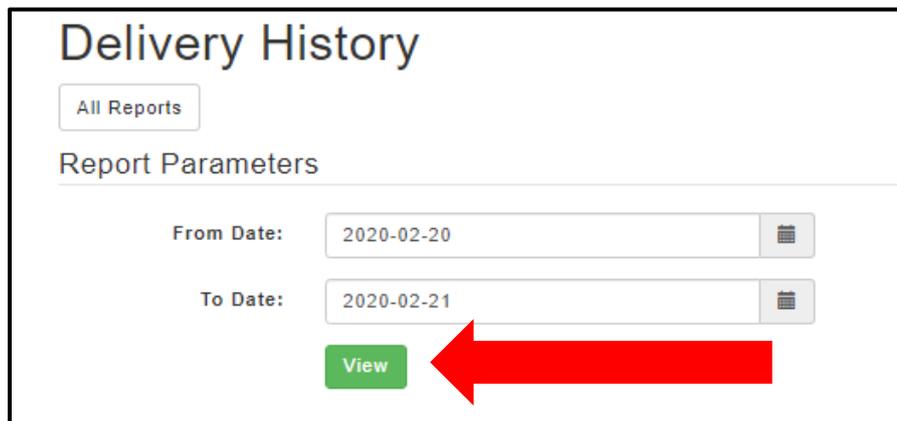
Report Category one: Deliveries Reports

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. Daily Auto Assign
6. 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

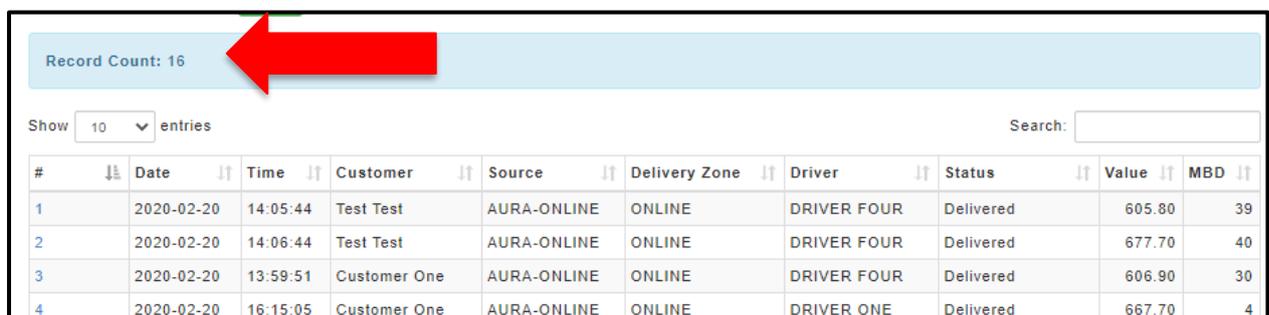
View

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).

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

Record Count: 16



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: 19

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	14:05:44	CUSTOMER SIX	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	677.70	40
3	2020-02-20	16:19:02	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER FOUR	Delivered	605.60	30
4	2020-02-20	16:19:02	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER ONE	Delivered	657.70	4
5	2020-02-20	16:16:40	Customer One	AURA-ONLINE	Deliverree (Pizza)	DRIVER TWO	Delivered	692.70	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	16:22:33	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 19 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, un-dispatched 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 delivery management interface. At the top, there is a navigation bar with 'deliveriee', 'Home', 'Deliveries', and a search bar. Below this, a table shows the delivery details:

Delivery	External ID	Order Num
12022863	aura-67	5

Below the table, there is an 'Audit' button. The main content area is divided into several sections:

- Status:** A green checkmark indicates the delivery is 'Delivered'. There is a 'Mark As Problem' button.
- Timeline:** A progress bar shows the stages: Placed (16:16), Assigned (16:33), Dispatched (16:36), Geofence, and Delivered (16:40).
- Store Information:** Store: Deliveriee Training store (Pizza), Sales Channel: AURA-ONLINE, Delivery Zone: ONLINE.
- Customer Information:** Customer: Customer One.
- Driver and Trip:** Driver: DRIVER TWO, Trip: Position 2 of 3.
- Delivery Value:** 692.70.
- 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
- Delivery Address:** Deliver To: Birchwood Hotel & OR Tambo Conference Centre, View Point Rd, Bardene, Boksburg, 1495. (-26.110409, 27.999132). There is an 'Update' button.
- Notifications:** Yes.
- Map:** A map showing the delivery route from the store to the customer location.
- Payment Status:** A red 'X' icon indicates 'Not Paid'. There is an 'Add Payment' button.
- Performance Metrics:**

Delivered	Target	Estimated
16:40	16:48	16:39

At the bottom right, there is a copyright notice: © 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

Audit

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

🕒
Delivered
 18:40

Target
 18:48

-8 min

Estimated
 18:39

+1 min

Travel Times

Estimated
 4 mins

Actual
 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

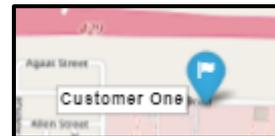


Below that you will see all customer details:

- 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	Started	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	Audit
3 8	Customer Two	Delivered	16:53:11	16:45:56	Audit
2 13	Customer Three	Delivered	16:59:58	16:48:16	Audit

Driver Locations

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

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

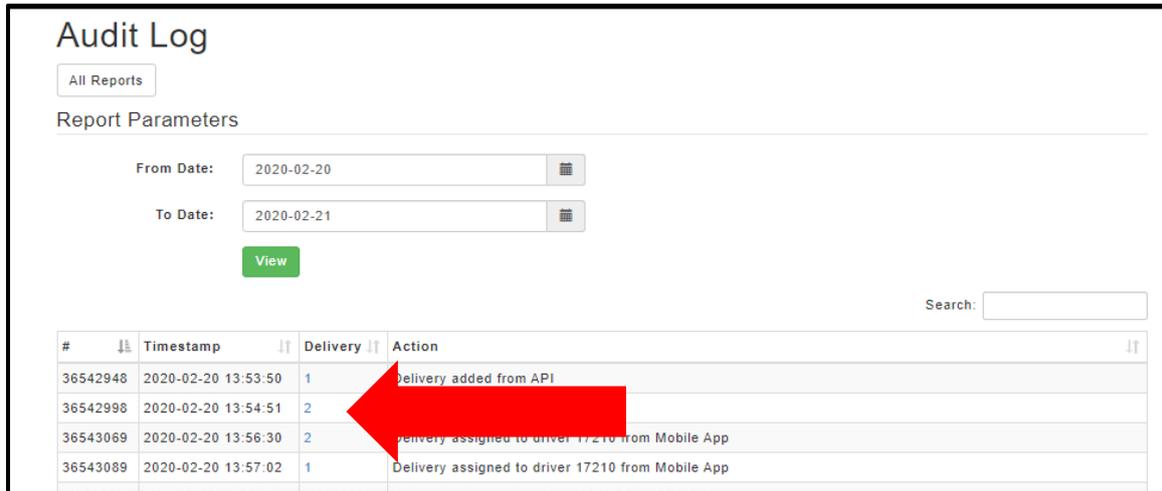
Audit Log Report

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

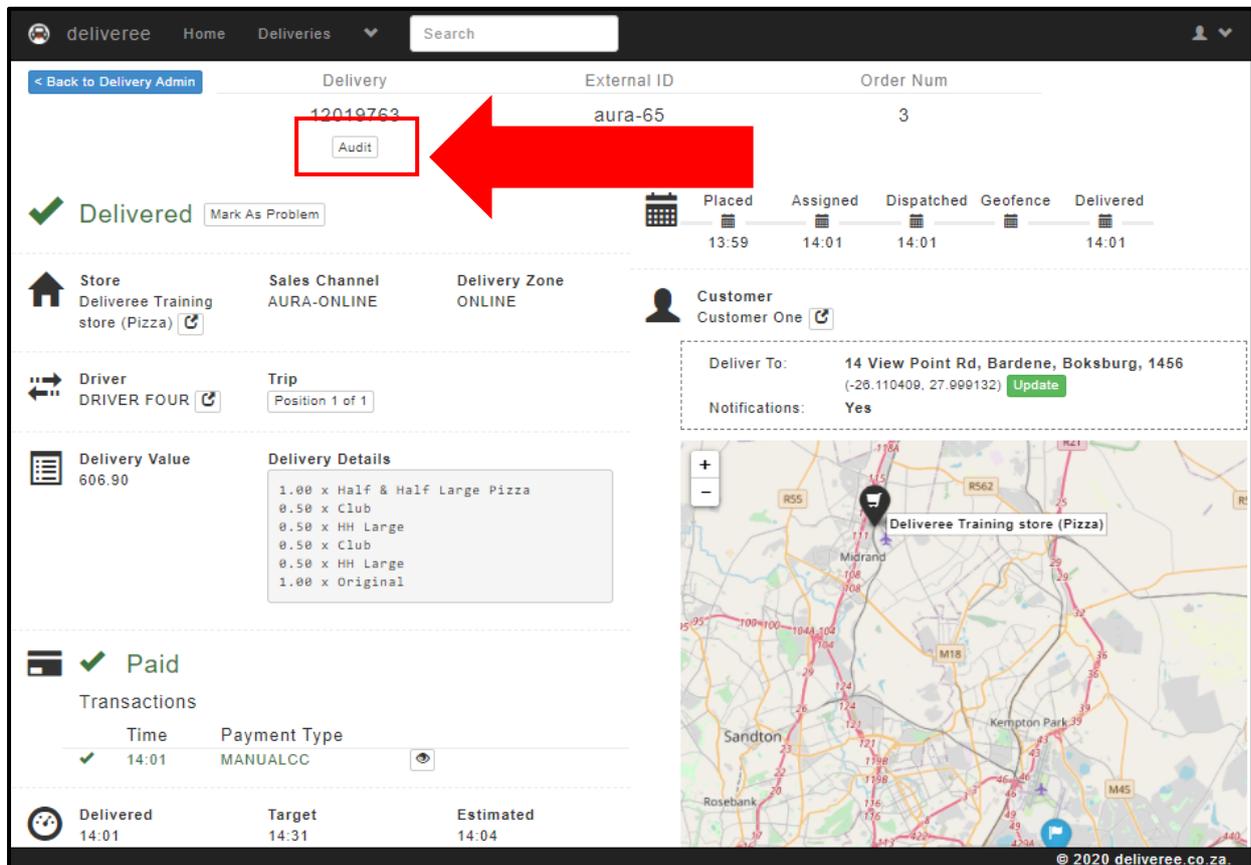
To Date: 2020-02-21

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: 12019763 External ID: aura-65 Order Num: 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

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

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

Notifications: Yes

Map: Deliverree Training store (Pizza)

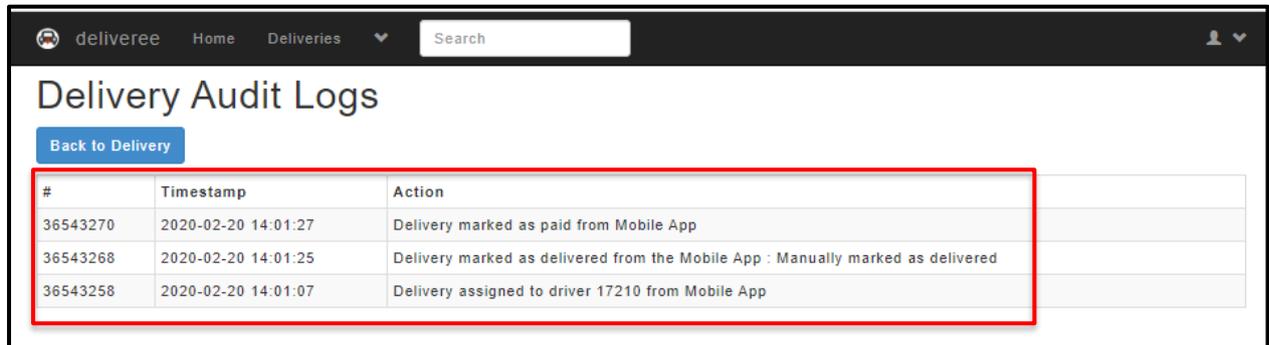
Transactions: Paid 14:01 Payment Type: MANUALCC

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

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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

Any Action where it refers to the “Mobile App” means the action was done from the Deliverree driver app by a driver.

Any Action where it refers to “Client Admin” refers to an action taken on www.deliverree.co.ca by the DELIVEREE HUB operator/ managers on the web page.

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	Deliverree Training store (Pizza)	CUSTOMER ONE	DRIVER THREE	90	Order not processed	25.00
2020-09-30	10530790	Deliverree Training store (Burgers)	CUSTOMER TWO		91	Hoax	49.00
2020-09-30	10537623	Deliverree Training store (Burgers)	CUSTOMER TWO		90	Order not processed	100.00
2020-09-30	10541390	Deliverree 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)
-----------------------------	--------------	---------------------------	------------------------------	-------------------------	---------------------	---------------------------	----------------------------

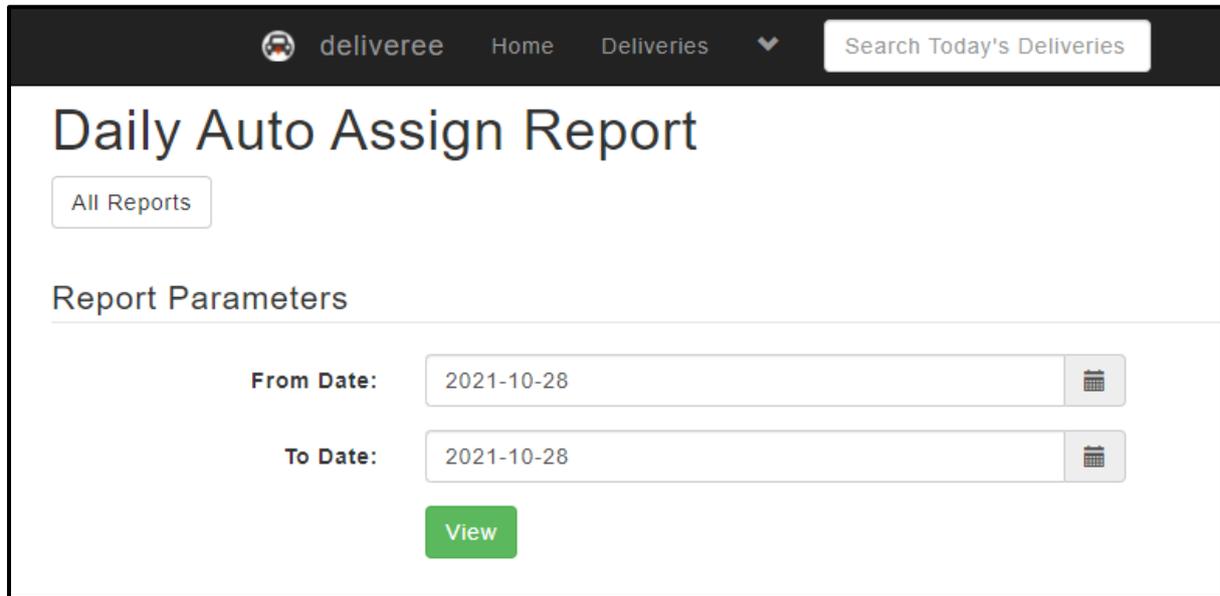
- 90 Order not processed.
- 91 Hoax
- 92 Could not deliver.
- 94 Order cancelled.
- 95 Order Wrong
- 96 Late due to store
- 97 Late due to driver

*These codes should be created as overring codes on the POS so that they correlate.

Daily Auto Assign

The Daily Auto Assign Report Parameters can be filtered to see a day, week, month etc.

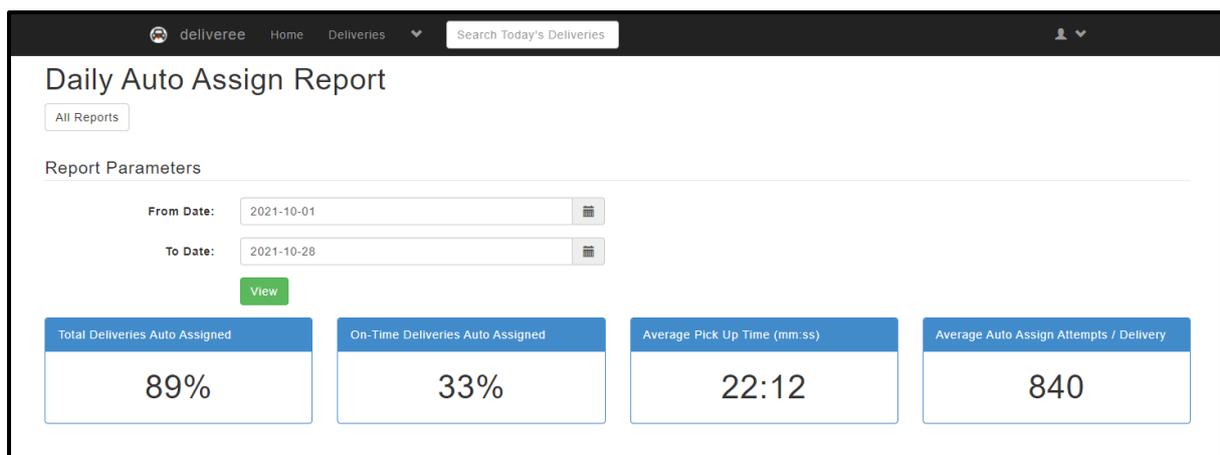
*If AA is turned OFF in Delivery Admin, this report will disappear.



The screenshot shows the 'Daily Auto Assign Report' page in the Deliverree system. At the top, there is a navigation bar with the Deliverree logo, 'Home', 'Deliveries', and a search bar labeled 'Search Today's Deliveries'. Below the navigation bar, the title 'Daily Auto Assign Report' is displayed. A button labeled 'All Reports' is visible. Under the heading 'Report Parameters', there are two date selection fields: 'From Date' and 'To Date', both set to '2021-10-28'. A green 'View' button is positioned below the date fields.

Here the operator can see (from left to right):

1. Total Deliveries Auto-Assigned
2. On time Deliveries Auto-Assigned
3. Average pick up time (mm:ss)
4. Average Auto Assign attempts per delivery



The screenshot shows the results of the 'Daily Auto Assign Report'. The navigation bar and report title are the same as in the previous screenshot. The 'Report Parameters' section shows 'From Date' as '2021-10-01' and 'To Date' as '2021-10-28'. Below the parameters, there are four summary cards:

Total Deliveries Auto Assigned	On-Time Deliveries Auto Assigned	Average Pick Up Time (mm:ss)	Average Auto Assign Attempts / Delivery
89%	33%	22:12	840

Scroll down to see: Auto Assigned deliveries

Auto Assigned Deliveries

Show 10 entries Search:

#	Date	Time	Customer	Source	Delivery Zone	Auto Assigned to Driver	Status	Value	MBD
23572875	2021-10-06	10:40:11	ONE CUSTOMER	WEB	ONLINE	Driver One	Could not deliver	300.00	22
23573054	2021-10-06	10:55:01	ONE CUSTOMER	WEB	ONLINE	Driver One	Hoax	220.00	-2
23589158	2021-10-07	00:00:10	ONE CUSTOMER	WEB	ONLINE	Driver One	Delivered	300.00	-78
23692396	2021-10-13	08:09:29	ONE CUSTOMER	WEB		Driver One	Delivered	220.00	29
23692397	2021-10-13	08:11:36	ONE CUSTOMER	WEB		Driver One	Delivered	220.00	24
23692400	2021-10-13	08:19:00	ONE CUSTOMER	WEB		Driver One	Delivered	220.00	-11
23692408	2021-10-13	08:57:55	ONE CUSTOMER	WEB		Driver One	Delivered	0.00	10
23692466	2021-10-13	09:19:03	ONE CUSTOMER	WEB		Driver One	Undispatched	0.00	0

Showing 1 to 8 of 8 entries Previous 1 Next

Manually assigned Deliveries: where Auto Assign was turned off and the manual operator manually assigned orders from the web.

Manually Assigned Deliveries

Show 10 entries Search:

#	Date	Time	Customer	Source	Delivery Zone	Manually Assigned to Driver	Status	Value	MBD
23589941	2021-10-07	10:41:30	ONE CUSTOMER	WEB	ONLINE	Driver One	Delivered	250.00	-38

Showing 1 to 1 of 1 entries Previous 1 Next

Deliveries with multiple Auto Assign attempts:

Here the operator can see if the attempt was successful or not.

Deliveries with Multiple Auto Assign Attempts

Show 10 entries Search:

#	Customer	Successful	Auto Assigned Driver	Total Attempts	No Driver Available	No Driver Accepted	Auto Assign Duration (mm:ss)
23589941	ONE CUSTOMER	✘	-	17	17	0	52:45
23692400	ONE CUSTOMER	✔	Driver One	26	25	0	19:46
23692408	ONE CUSTOMER	✔	Driver One	8	7	0	3:39
23693398	ONE CUSTOMER	✘	-	1481	1481	0	770:04
23790895	ONE CUSTOMER	✘	-	4689	9378	0	816:33
23790903	ONE CUSTOMER	✘	-	4689	9378	0	1:03

Showing 1 to 6 of 6 entries Previous 1 Next

Driver Auto Assign History:

Here we can see how many assign attempts were followed by a completed delivery.

Driver Auto Assign History

Show 10 entries Search:

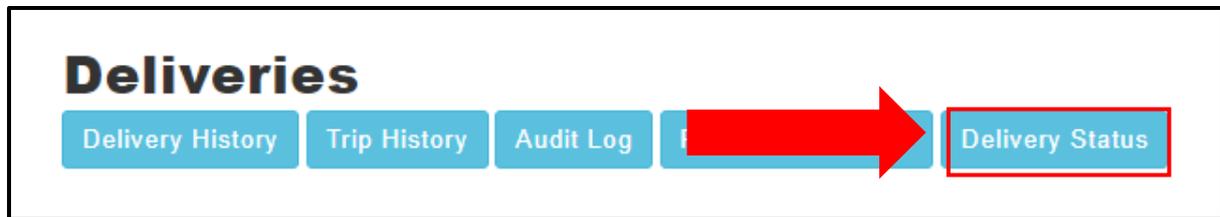
Driver	Accepted Auto Assign Attempts	Total Auto Assign Attempts	Acceptance Rate
DRIVER ONE	8	8	100%

Showing 1 to 1 of 1 entries Previous 1 Next

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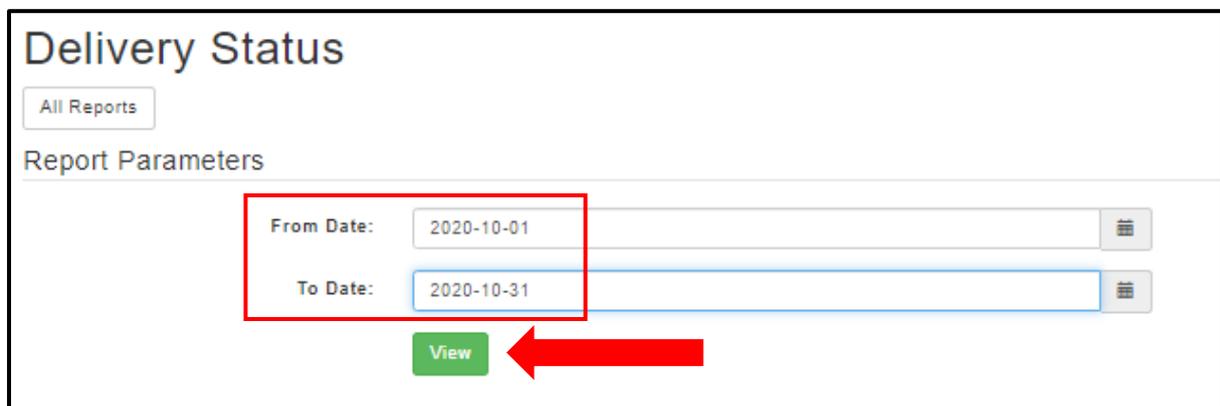
Delivery Status Report:

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



A screenshot of the "Delivery Status" report table. The table has columns for Date, Deliveries, Delivered, Not Marked Delivered, Marked in Deliveree App, Marked by "Tell Customer I'm here", Marked Delivered at Driver Station, and Marked Delivered by Other. The data is as follows:

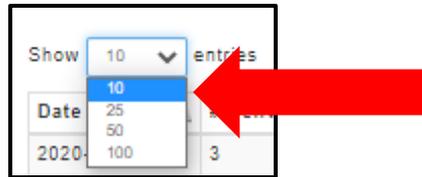
Date	Deliveries	Delivered	Not Marked Delivered	Marked in Deliveree App	Marked by "Tell Customer I'm here"	Marked Delivered at Driver Station	Marked Delivered by Other
2020-12-03	4	2	0	1	0	1	0
2020-12-10	1	1	0	1	0	0	0
2020-12-14	7	7	0	7	0	0	0
2020-12-18	4	4	0	1	0	3	0
2020-12-22	7	5	0	3	0	2	0
2020-12-23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

At the bottom of the page, there is a copyright notice: © 2020 deliverer.co.za.

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

Total: 56	4
-----------	---

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

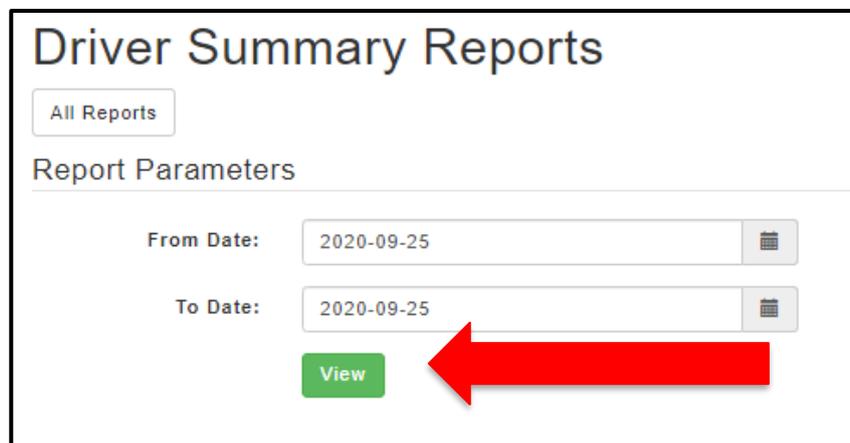
In this report category, there are 4 different reports that specifically relate to Drivers.

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

Driver Summary Report

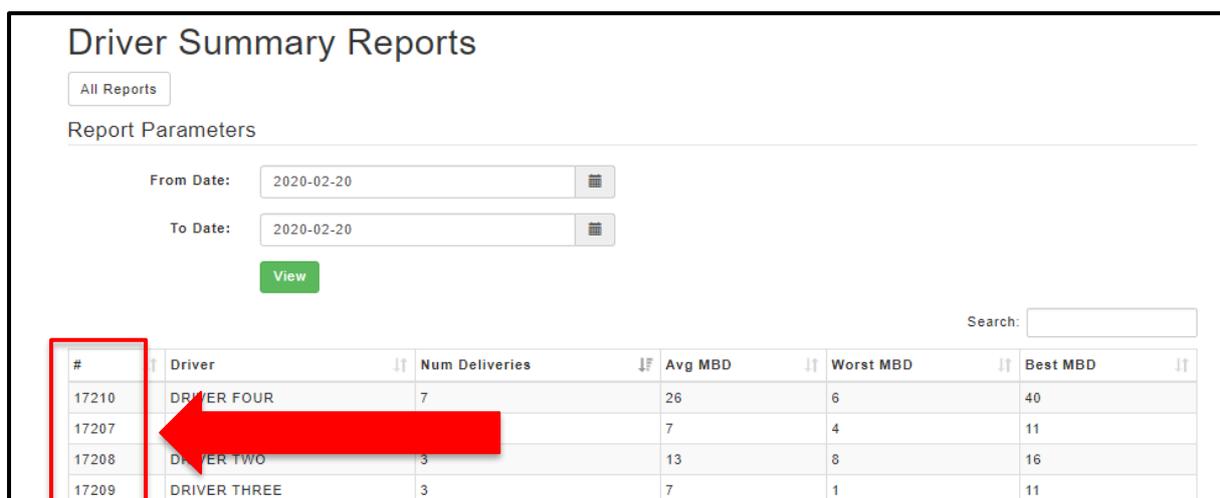
Select the date range and click “View”

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 table has columns for '#', 'Driver', 'Num Deliveries', 'Avg MBD', 'Worst MBD', and 'Best MBD'. A search bar is located to the right of the table. A red box highlights the first column, and a red arrow points from the right towards the first row of data.

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

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

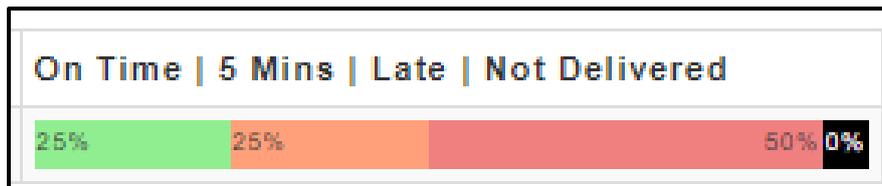
The same colour coding applies to all reports:

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% 100%	0	1	1
13	2	0	0% 100%	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

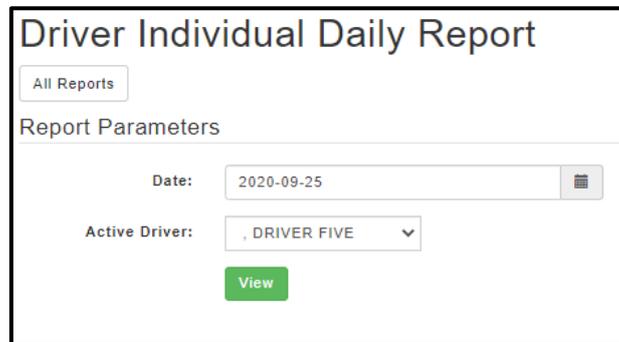
DRIVER FOUR

#	External ID	Customer	Time	Paid	Value	Payments		
12019839		Customer One	13:54:44	✘	677.70			
3	aura-65	Customer One	13:59:51	✔	606.90	✔ MANUALCC	606.90	606.90
1	aura-63	Test Test	14:05:44	✘	605.80			
2	aura-64	Test Test	14:06:44	✘	677.70			
7	aura-69	Customer One	16:19:02	✔	670.70	✔ CASH	670.70	670.70
11	aura-73	Customer Two	16:24:22	✔	749.90	✔ CASH	749.90	749.90
12	aura-74	Customer Three	16:38:59	✔	674.80	✔ 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.



Driver Individual Daily Report

All Reports

Report Parameters

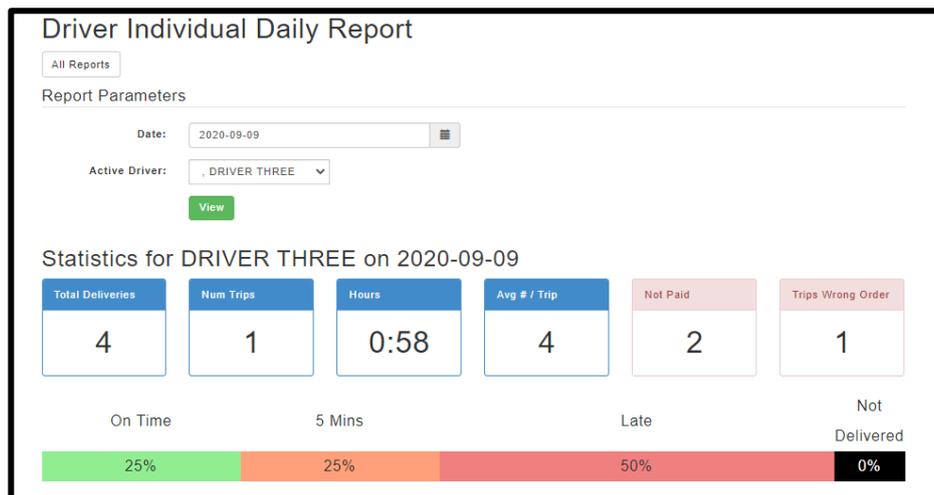
Date: 2020-09-25

Active Driver: DRIVER FIVE

View



Choose your date and the name of the driver, click



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	
Delivered out of order	
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.

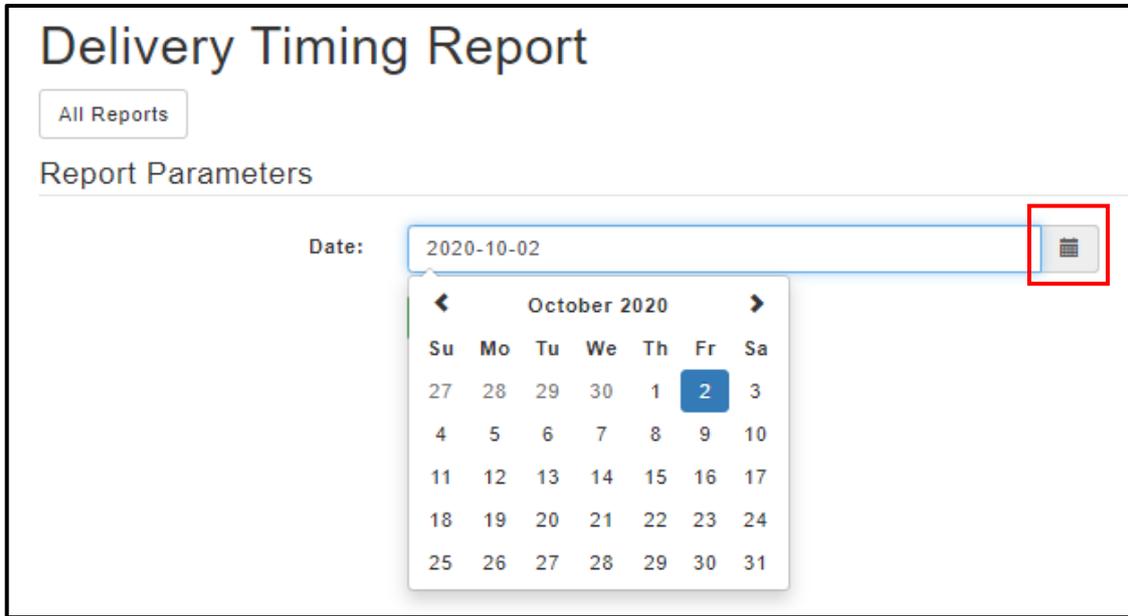
All problem orders or orders not assigned will still show here, the status detail will show “order not processed” or “unassigned” for example.

Details of Deliveries									
#	External ID	Customer	Time	Status	Paid	Value	Payments		
16090891		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 a table of delivery timing data. The table has columns for #, Driver, Status, Placed, +137, Assigned, +0, Dispatched, +0, Geofence, +0, Delivered, +0, Due, +0, and ETA. The data is as follows:

#	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

The interface also includes a search bar, a 'View' button, and a footer with the text '© 2020 deliveroo.co.za'.

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	+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 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	wonderboy1950	89.90
2020-03-14	Pebble	✓	2020-03-14 12:04:34	Orlander Mwanza	100.95
2020-03-14	YUMBI	✓	2020-03-14 11:41:10	Samuel Kenneth	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

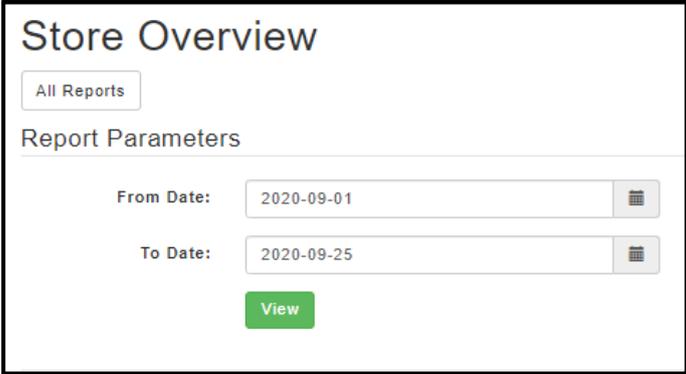
In this category, there are 2 report types:

1. Overview
2. Exceptions
3. Week Stats
4. Store Breakdown

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

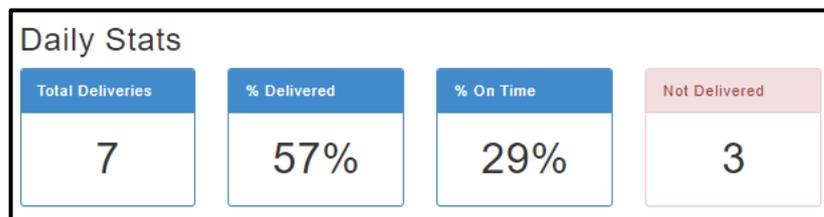
View



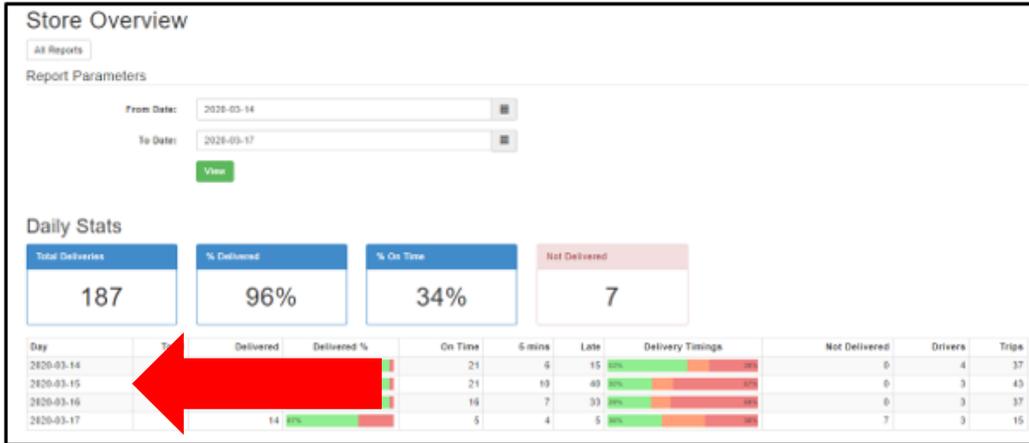
Choose your date and the name of the driver, click

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% 0%	0	1	1
Wednesday	5	3	60%	1	1	1	33% 33%	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% 100%	0	1	1
12	1	1	100%	0	1	0	0% 0%	0	1	1
13	3	0	0%	0	0	0		3	1	0
14	1	1	100%	1	0	0	100% 0%	0	1	1
15	1	1	100%	1	0	0	100% 0%	0	1	1

The same colour coding applies with all reports:

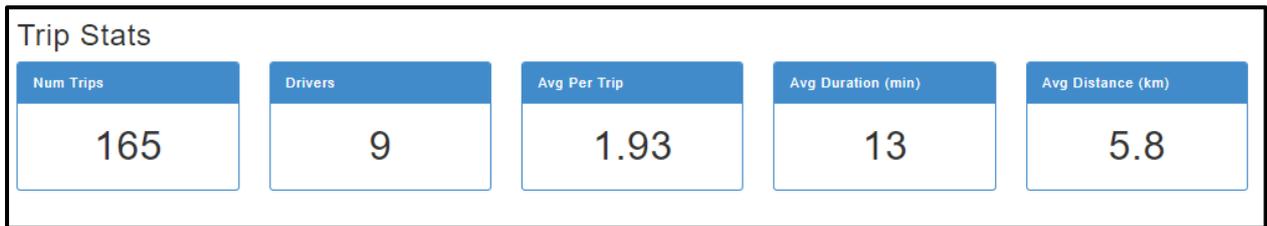
GREEN: On time- delivered within the 32 minutes.

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	Assigned	Delivered	Delivered %	On Time	5 Mins	Late	Timing %	Trips	Days	Hours
Deliveree 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

Show 50 entries Search:

Position	#	Delivered	Next Position	Next #	Next Delivered
Trip: 8530880 Driver: DRIVER 1 HRLE					
2	16088231	2020-09-09 13:12:23	3	16088243	2020-09-09 13:05:12

Showing 1 to 1 of 1 entries Previous 1 Next

Outstanding Deliveries

Show 50 entries Search:

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

Showing 1 to 1 of 1 entries Previous 1 Next

Deliveries Without Payments

Show 50 entries Search:

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

Showing 1 to 1 of 1 entries Previous 1 Next

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.

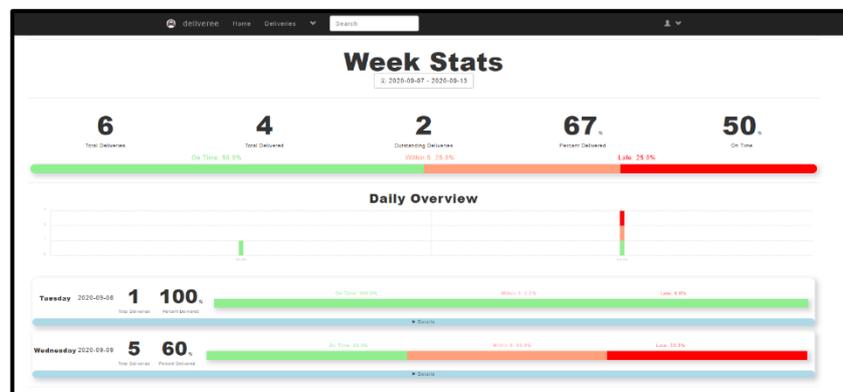
Click on the date:



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:

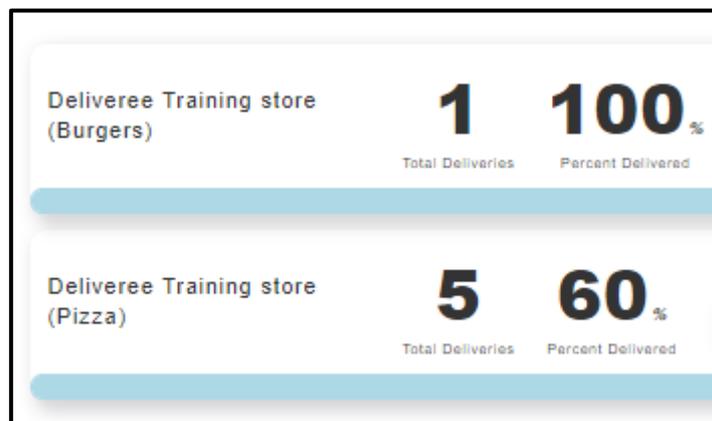
From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.



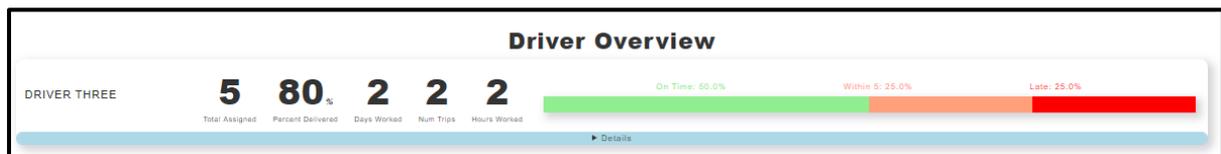
Below that you will see a store overview. On the left you will see the names of the stores where the orders were placed (*this applies only in a compo setup*).



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

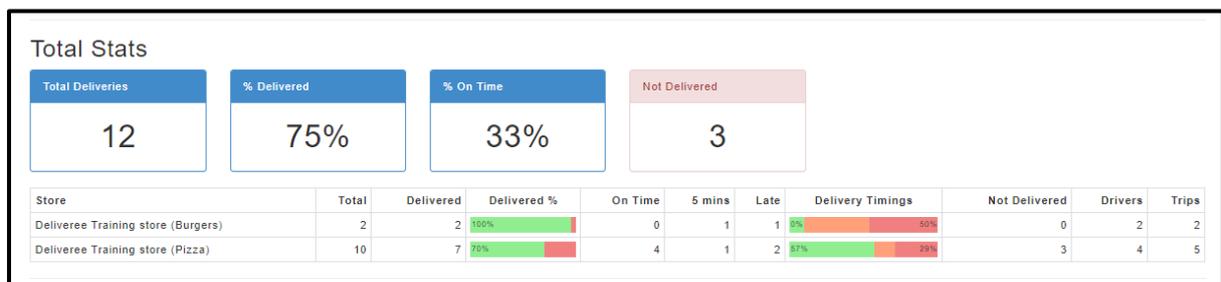
From Date:

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%; height: 10px; background-color: green;"></div> 100%	1	0	0	<div style="width: 100%; height: 10px; background-color: green; position: relative;"> 100% 0% </div>	0	1	1
Deliveree Training store (Pizza)	6	5	<div style="width: 83%; height: 10px; background-color: green;"></div> 83%	1	0	4	<div style="width: 100%; height: 10px; background-color: green; position: relative;"> 20% 80% </div>	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

