



DELIVERY ADMIN

MANAGING DELIVERIES ON THE WEB

2020

Login to the Deliverree Web Portal

The Driver Station will be used to browse the Deliverree Admin portal.

To log onto the Deliverree portal on an internet browser, you will need to type in the Deliverree web address in the web browser search bar. The address is <https://www.deliverree.co.za>. Your Deliverree Portal can be accessed by any internet connected device with a modern browser.

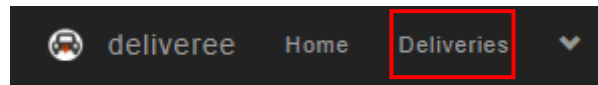
This will take you to the Deliverree main page, from here you will log on with your login details provided by Cosoft.



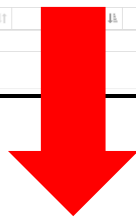
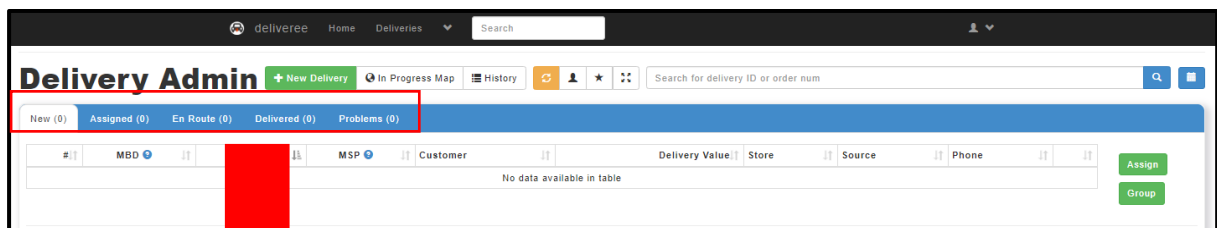
This will take you to the Deliverree main page, from here you will log on with your login details provided by Delivery Tribe

Delivery Admin

On the top left, select "Deliveries"

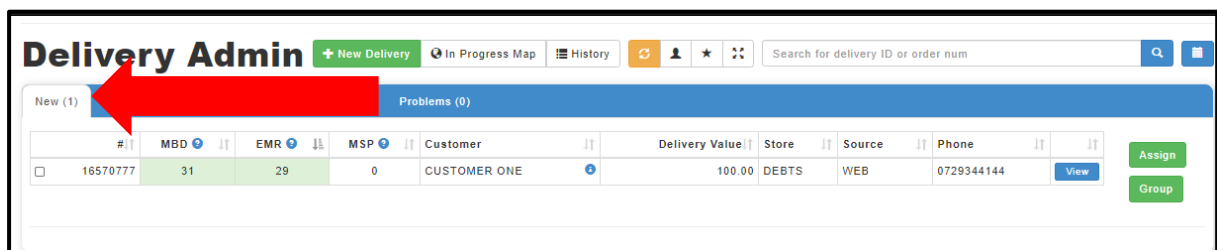


As delivery orders are placed, they appear in the Admin portal. As an order changes state, it moves across the tabs from "New" to "Assigned" to "In Progress" to "Delivered".

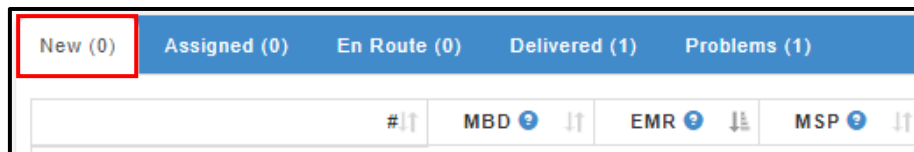



Selecting any of these tabs will show the orders in each of their delivery State.

"New" = An order was just placed.



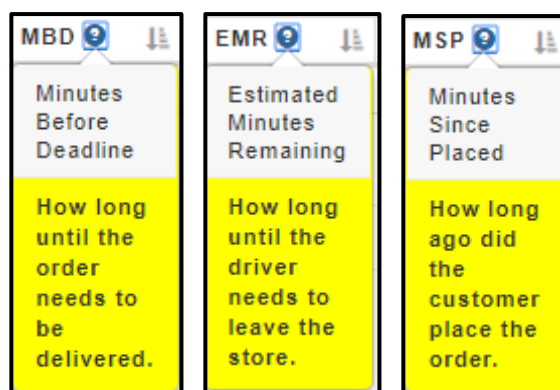
In the New orders tab, you will see 3 columns with the abbreviations MBD, EMR and MSP.



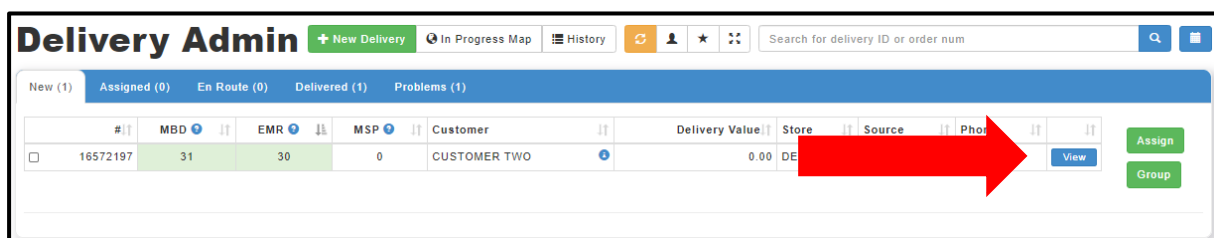
By Selecting  next to each abbreviation, a definition will appear:

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.



To see the details of the new order, click  on the right-side of the order.



Order details will be shown like this:

The screenshot shows the Deliveroo delivery details interface. At the top, there are fields for 'Delivery' (16572197), 'External ID', and 'Order Num'. Below this, the status is 'Unassigned' with a 'Mark As Problem' button. A progress bar shows stages: Placed (17:18), Assigned, Dispatched, Geofence, and Delivered. The store is 'Deliveroo Training store (Pizza)' and the sales channel is 'WEB'. Delivery details include 'Delivery Value' (0.00) and 'Delivery Charge' (0.00). The status 'Not Paid' is shown. On the right, the customer is 'CUSTOMER TWO' with a map showing the delivery location at 'Pharmaceutical road' and a 'Deliveroo Training store (Pizza)' nearby. A copyright notice '© 2020 deliveroo.co.za' is at the bottom.

At the top, you will see:

The Delivery ID: This is from Deliveroo

The External ID: Where AURA/Yumbi integration applies

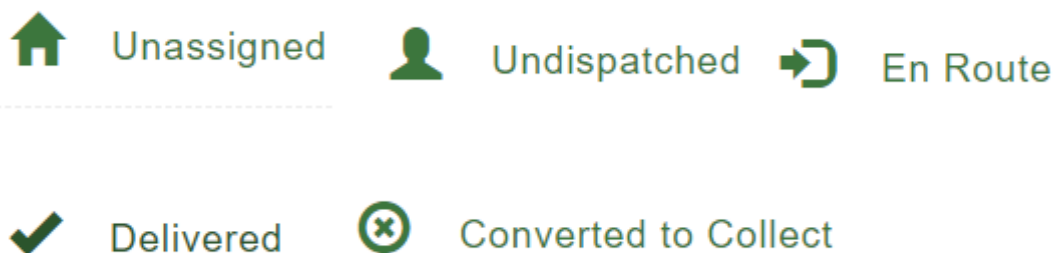
Order Number: This will match the number sequence on the AURA POS.

Delivery	External ID	Order Num
12022812	aura-66	4
Audit		

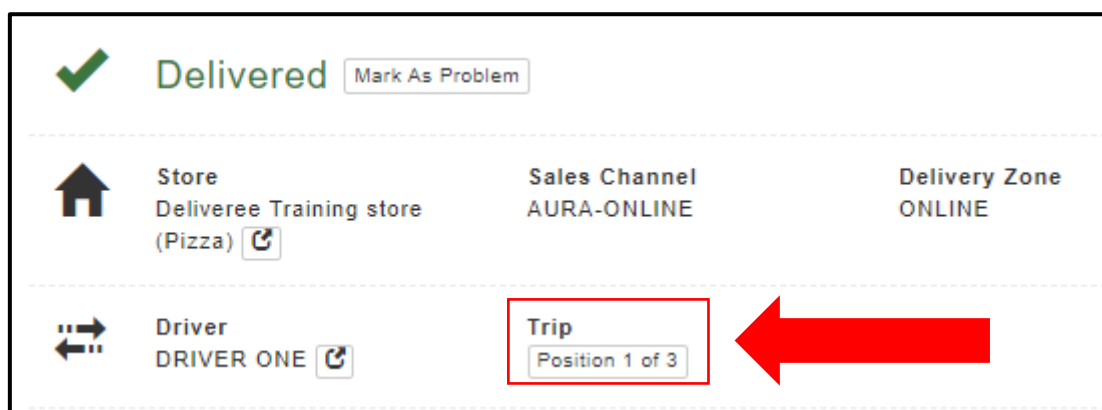
Next you will see if the order is “Unassigned”, “Undispatched”, “En Route”, “Delivered” or a Problem order.

The screenshot shows the Deliveroo delivery details interface for a 'Delivered' order. The status 'Delivered' is highlighted with a green checkmark and a red arrow. The store is 'Deliveroo Training store (Pizza)' and the sales channel is 'AURA-ONLINE'. The delivery zone is 'ONLINE'. The driver is 'DRIVER ONE' and the trip is 'Position 1 of 3'. Delivery details include 'Delivery Value' (667.70) and 'Delivery Charge' (500.00). The delivery details list includes: 1.00 x 3 Cheese, 1.00 x Large (30cm), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Classic Margherita, 1.00 x Large (30cm), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Buddy, and 1.00 x Coke.

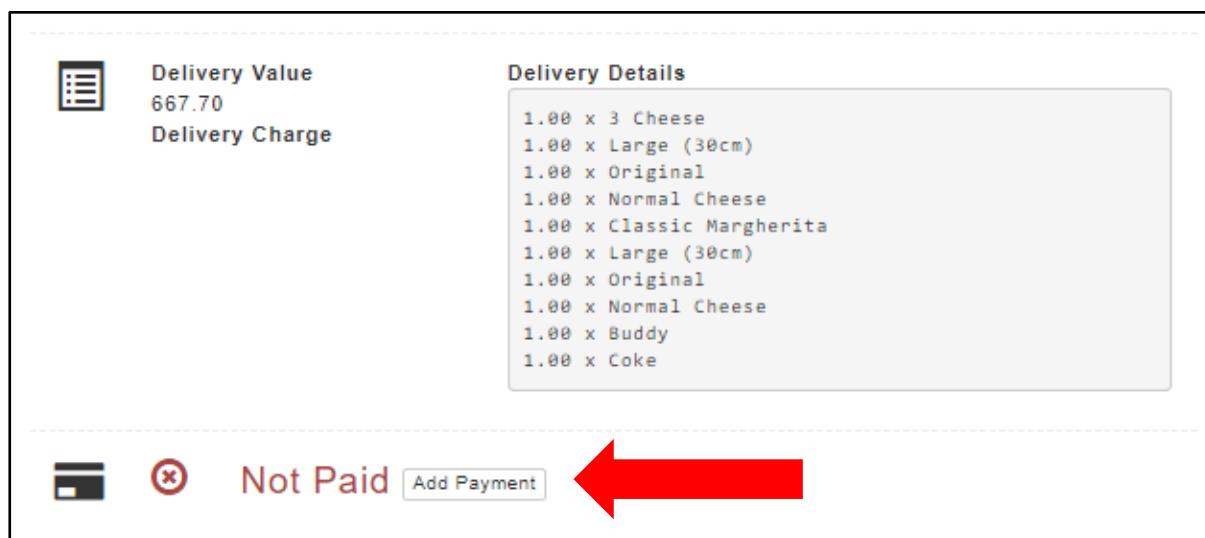
Below are a few examples of what you will see depending on the status of the delivery.



You will also see the store details and the driver who took the order and if the order was part of a group, you will see the position it was in the trip.



Delivery details will be shown on the left below that as well as if the order is “paid” or “not paid”: Managers can click the “Add Payment Method” to change this to Paid.



Delivery Times; actuals and estimates are on the bottom left.

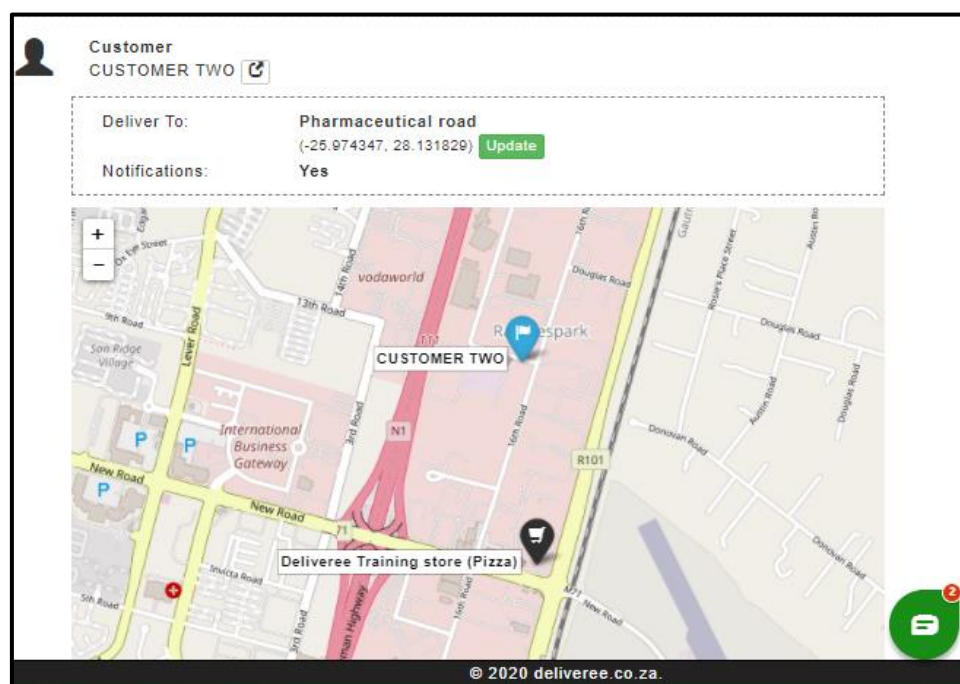
	Delivered 16:42	Target 16:47	Estimated 16:37
		-5 min	+5 min
Travel Times		Estimated 4 mins	Actual 8 mins

On the right, you will see the status time stamps.



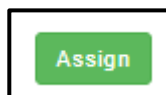
- Placed= When the customer ordered
- Assigned= when the driver /manager assigned the order
- Dispatched= when the driver marked “Leave” in the app.
- Geofence= when the driver arrived at the customer
- Delivered= when the driver marked the order as delivered.

Below are the customer Details, their address and G.P.S information as well as a view of how far they are from the store.

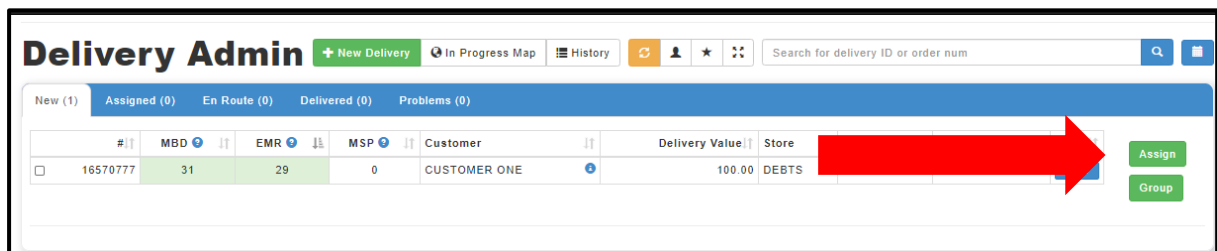


"Assigned" = An order that was assigned to a driver.

To assign an order, click on the block next to the order number on the left.

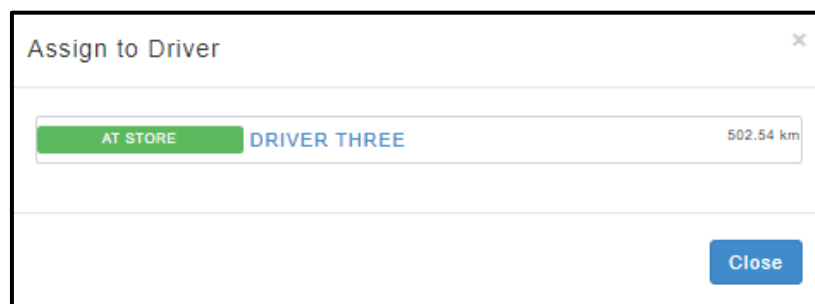


Then click on the right hand side.



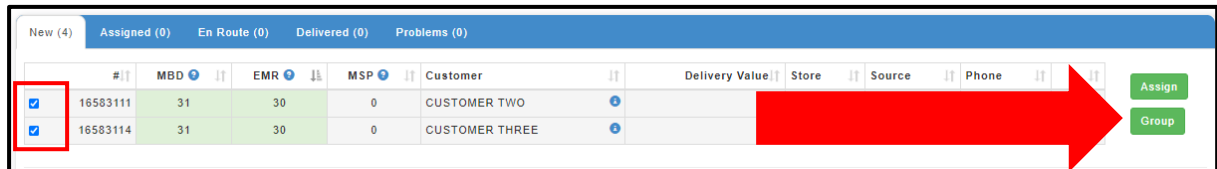
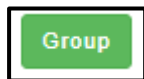
You will then see your list of drivers who are logged in.

"At store" means they are available for you to assign a new order to them.

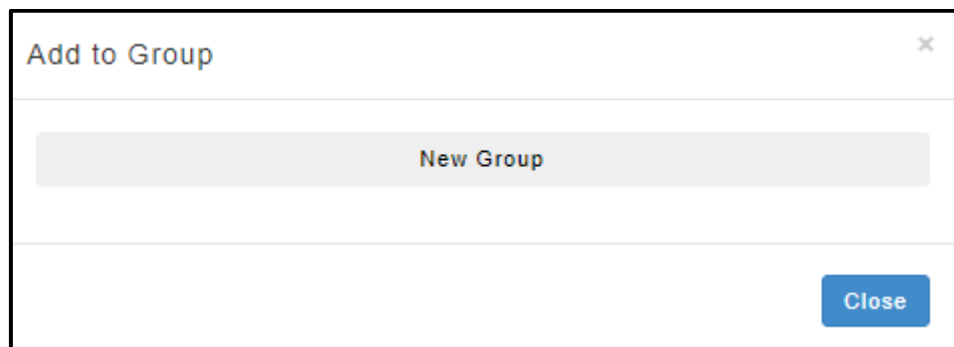


Click the driver's name and the order will assign.

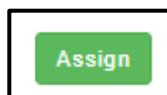
Grouping multiple orders: If there is more than one order, select multiple orders then click



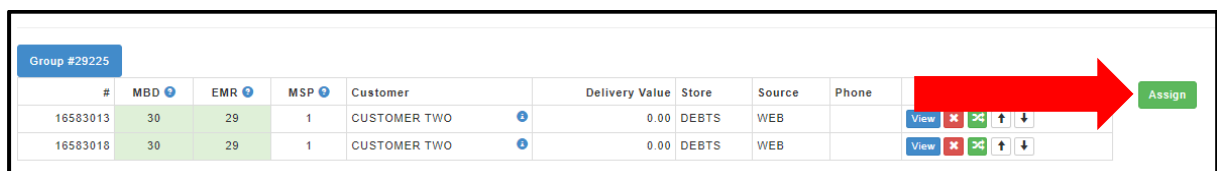
Click on "New Group"



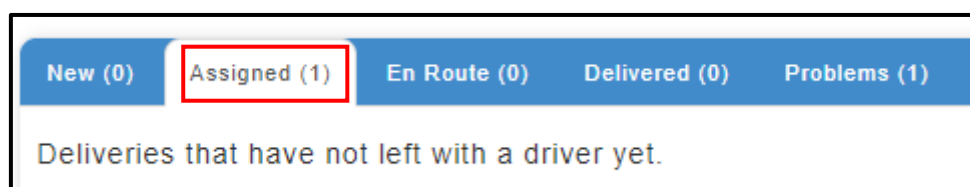
The Group number will now show at the bottom of the page with the details of all the individual orders in the group.



Then click on the right hand side.



The order will show in the "Assigned" tab.



Here you will notice a new abbreviation; MSA (Minutes since assigned).

Delivery Admin + New Delivery In Progress Map His

New (0) Assigned (0) En Route (0) Delivered (1) Problems (1)

Deliveries that have not left with a driver yet.

#	MBD	EMR	MSA
No data available in table			

Move Selected to Another Driver Dispatch Selected

MSA tooltip: Minutes Since Assigned. How long ago was the order assigned to the driver.

"En Route"= The driver has left the store and is on the way to the customer.

When the driver selects "Leave" on the Deliveree Driver App, the status will change to "en-route"

New (0) Assigned (0) **En Route (1)** Delivered (0) Problems (1)

Deliveries currently being delivered by a driver.

Here you will notice the abbreviation ETA (Estimated time of arrival).

New (0) Assigned (0) En Route (0) Delivered (1) Problems (1)

Deliveries currently being delivered by a driver.

#	MBD	ETA	Driver
---	-----	-----	--------

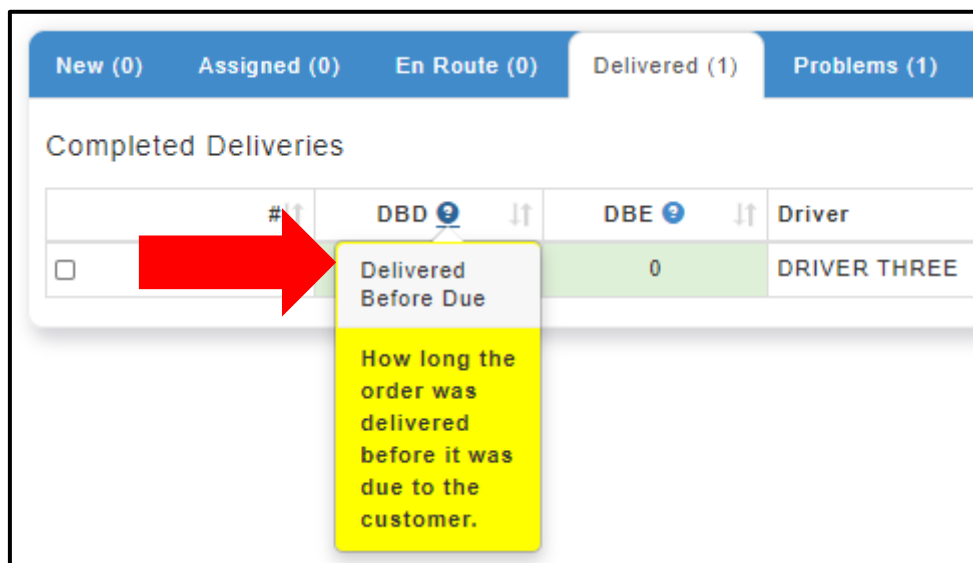
Mark Selected as Delivered

ETA tooltip: Estimated Time of Arrival. When the order should be delivered based on the dispatch time and travel time.

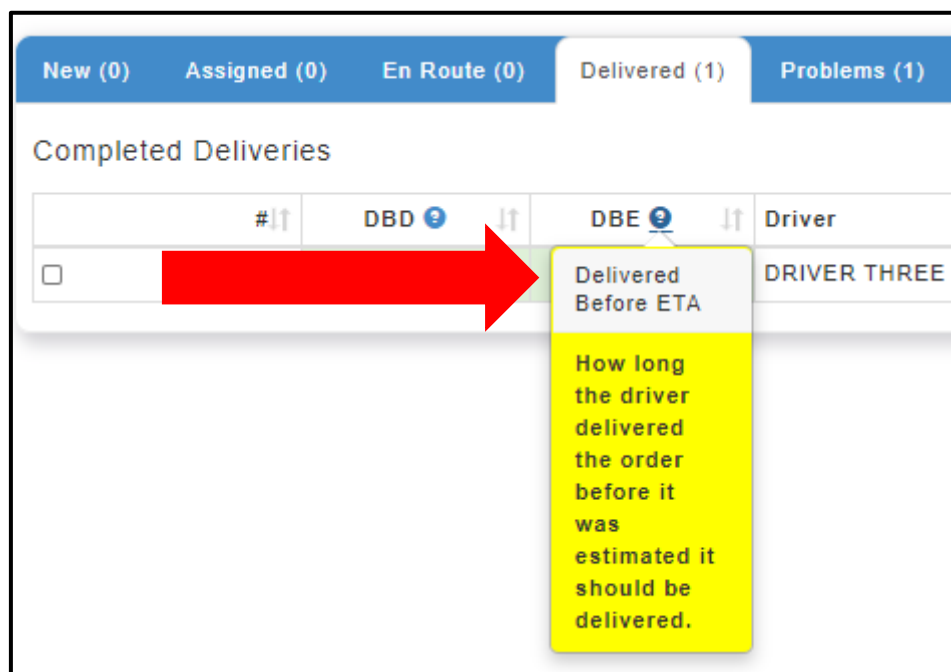
"Delivered" = The Driver has marked the order as delivered.



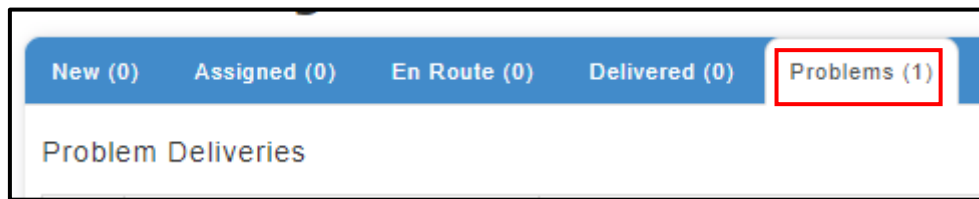
Here you will see DBD (Delivered before due)



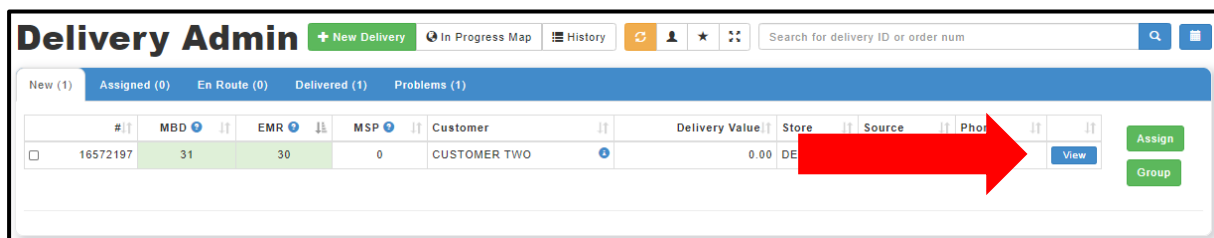
You will also see DBE (Delivered before ETA)



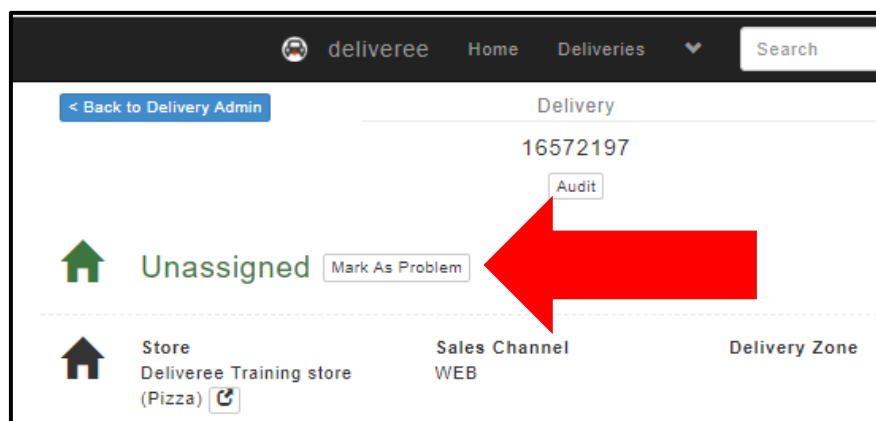
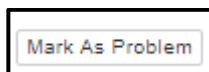
"Problem"= Any orders that have not been delivered – such as being unable to locate a customer, or a hoax order will appear in the Problems tab.



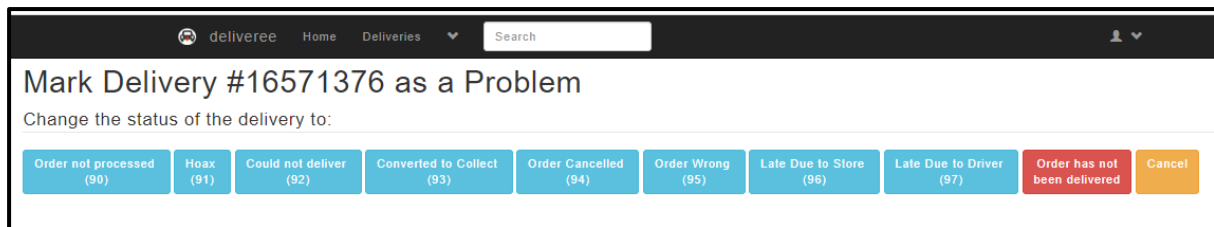
From Delivery Admin, click  on the right-side of the order.



Then click

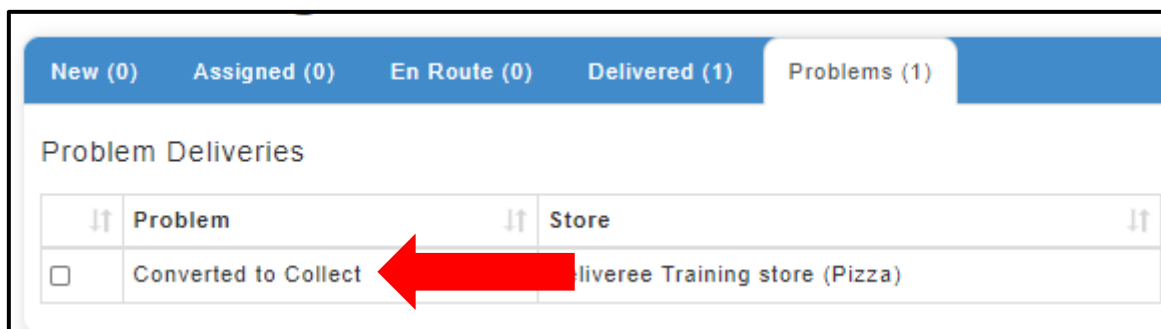


The operator will change the status of the delivery (based on operational protocols).



The screenshot shows a web interface for marking a delivery as a problem. At the top, there's a navigation bar with 'deliveriee', 'Home', 'Deliveries', and a search bar. Below this, the title 'Mark Delivery #16571376 as a Problem' is displayed. Underneath the title, it says 'Change the status of the delivery to:'. A row of buttons follows, each representing a different status: '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)', 'Order has not been delivered', and 'Cancel'.

The order will now move to the “Problem” tab. The type of problem will be in the first column.



The screenshot shows a table titled 'Problem Deliveries'. The table has two main columns: 'Problem' and 'Store'. The 'Problem' column contains the text 'Converted to Collect', and the 'Store' column contains the text 'Deliveriee Training store (Pizza)'. A red arrow points to the 'Converted to Collect' text in the 'Problem' column. The table is part of a larger interface with tabs at the top: 'New (0)', 'Assigned (0)', 'En Route (0)', 'Delivered (1)', and 'Problems (1)'.

	Problem	Store
<input type="checkbox"/>	Converted to Collect	Deliveriee Training store (Pizza)

For any further training on using the Delivery Admin portal, please email Training@deliverytribe.co.za.