



# USER GUIDE

## DELIVEREE DASHBOARD

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## Login

Using Google Chrome; Users will use the URL <https://deliveree.co.za/>



deliverree

Delivery Management System

Please sign in

Email address

Password

Sign in

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

## 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/Deliverree 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?

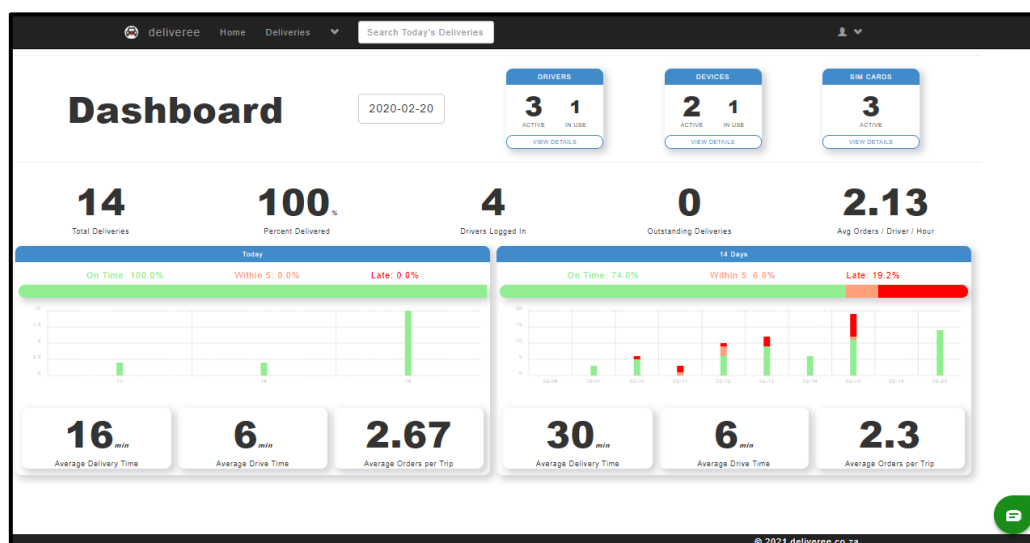
Outstanding Deliveries.

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.

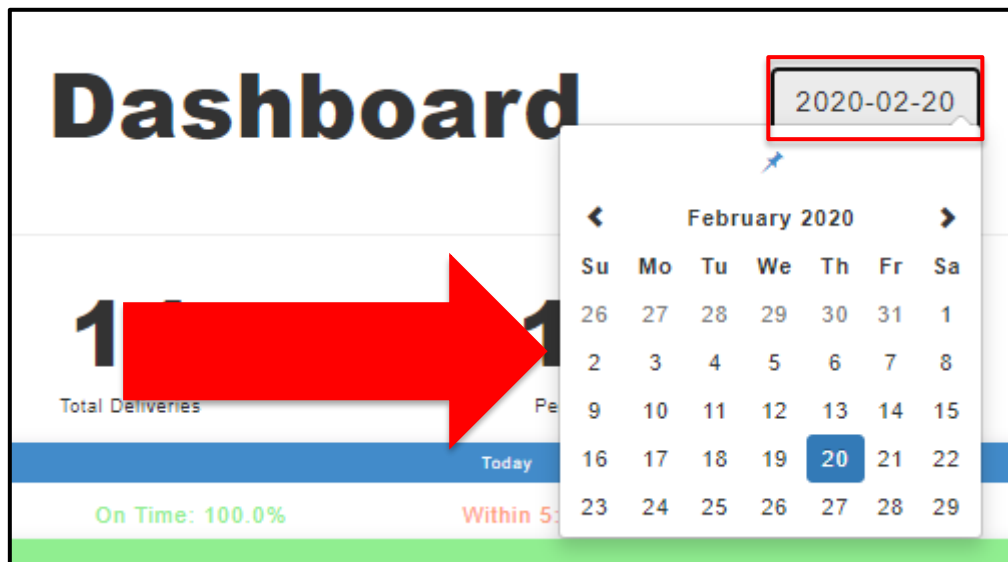
From any other page, to go back to this screen, you can either click  or

you can click  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.

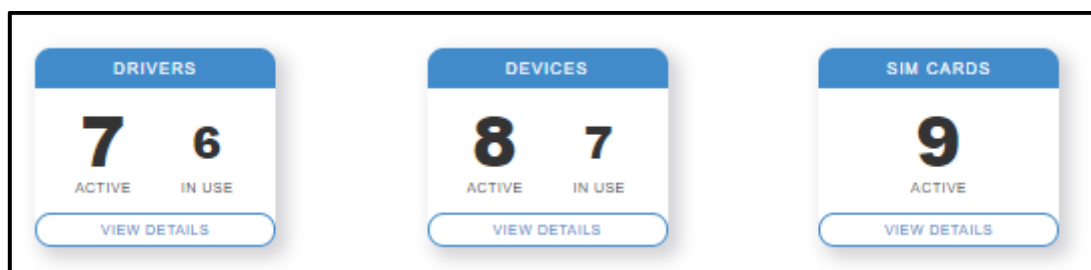



### Active and In-use:

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.

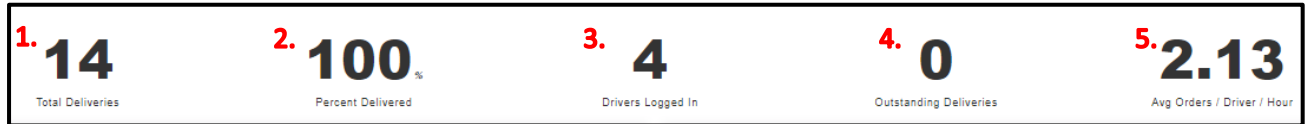
**"In Use"** - The number of drivers/devices/ SIM cards used/logged in in the last 14 days.



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 Deliveree 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:

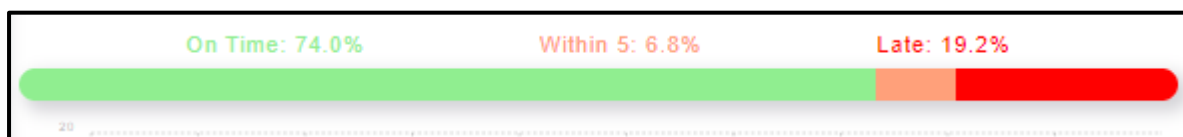
Because the dashboard is being compared to the reports, the dashboard chart matches the reports and uses the same on time/within 5/late metrics that the report uses.

On time colour coding is as follows:

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

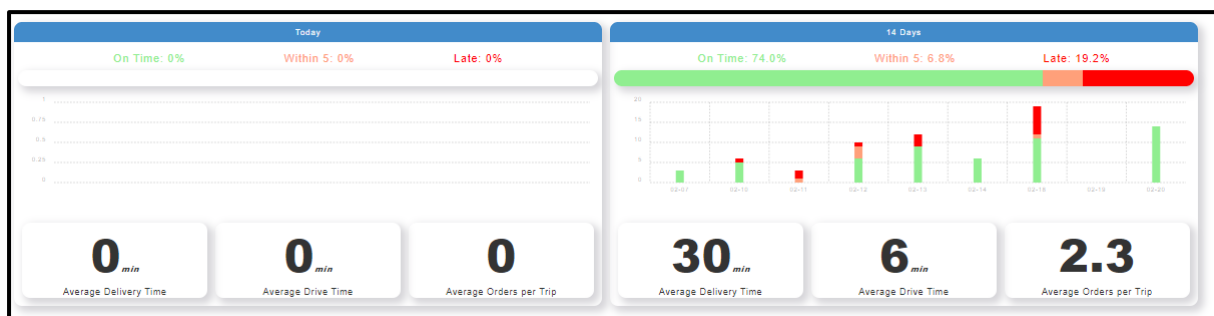
**ORANGE:** 5 minutes late- delivered 5 minutes after the 32 minutes.

**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**.

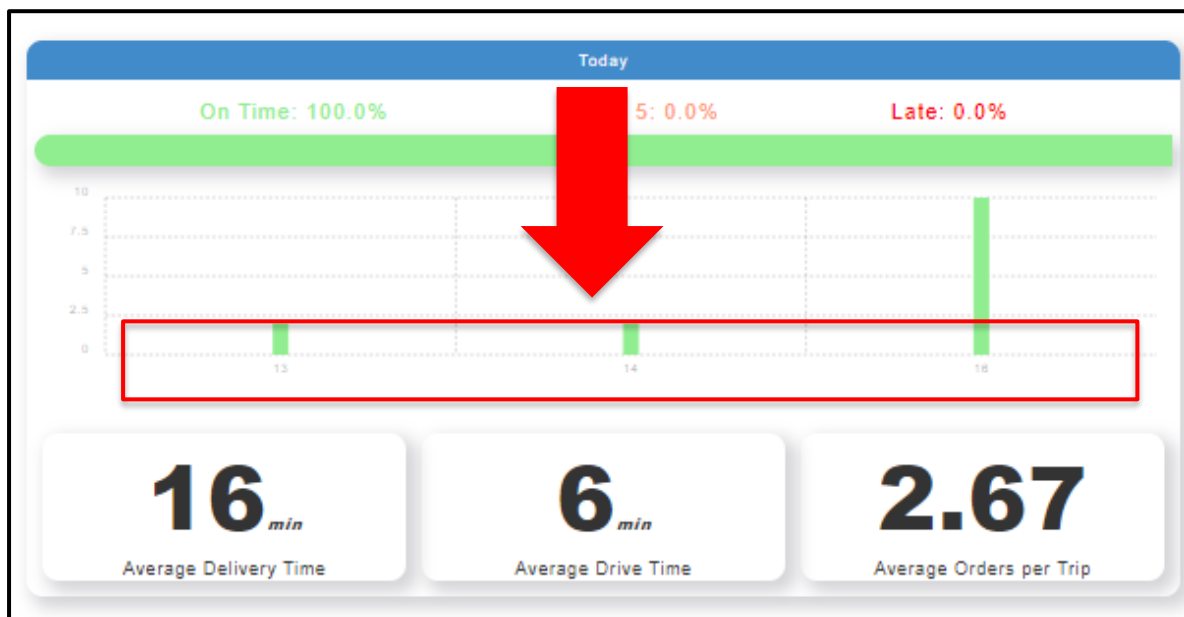


### Averages Today:

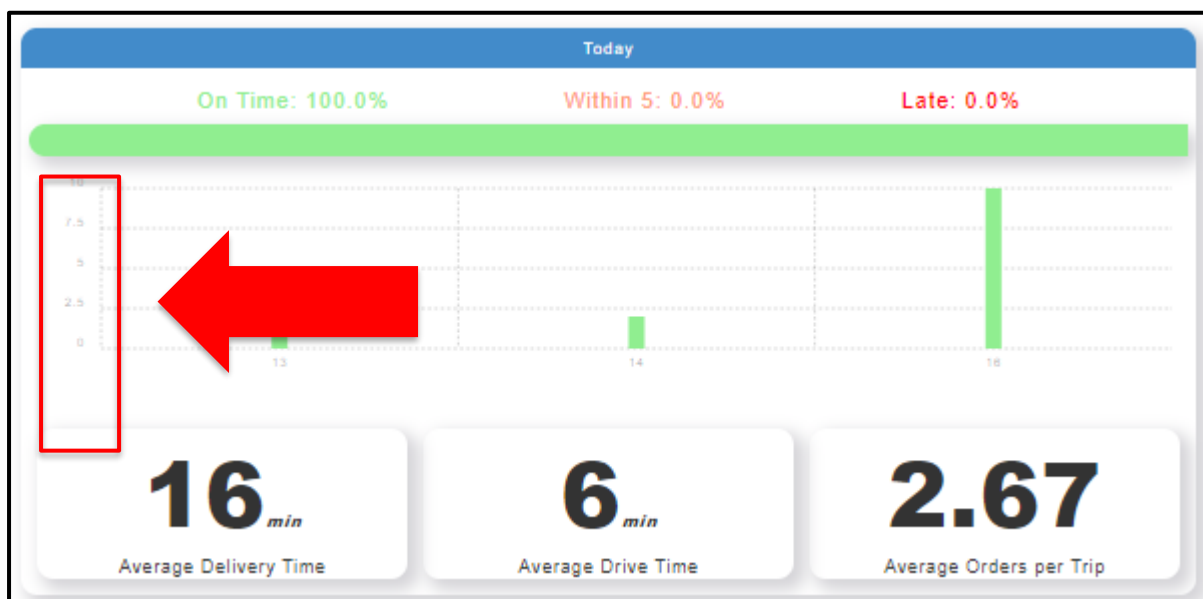
On the left-hand side, you will see the delivery timing for today.

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 6<sup>th</sup> of February; 02-07 is the 7<sup>th</sup> of January, etc.



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



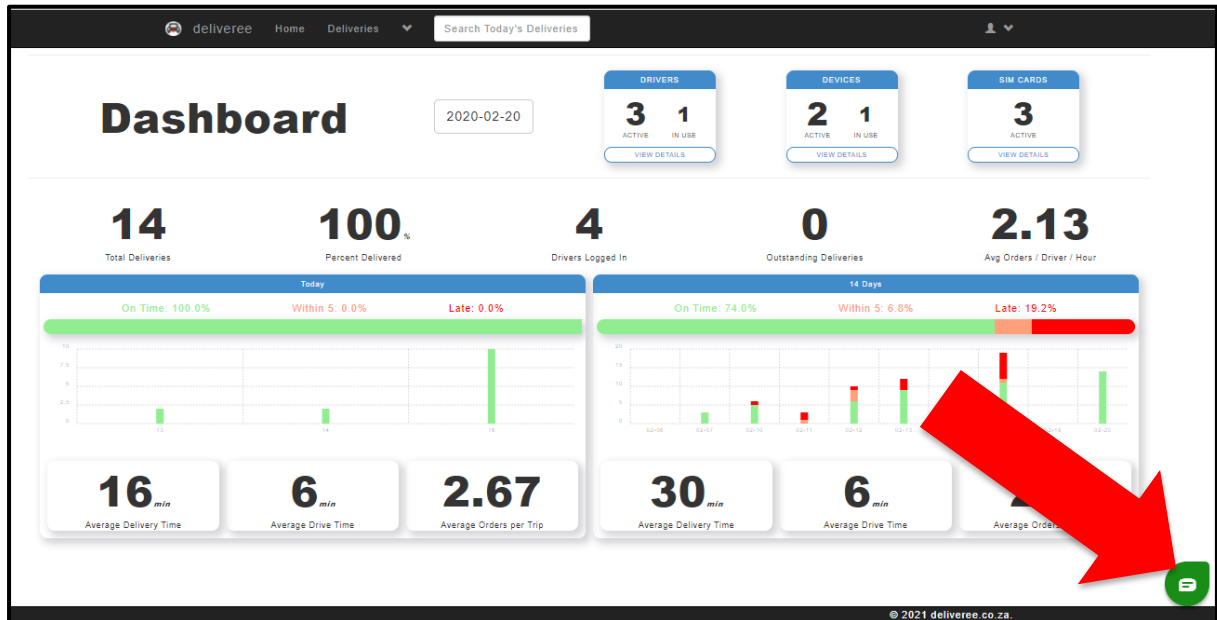
At the bottom of the block labelled “14 days” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip (all over the last 2 weeks).

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

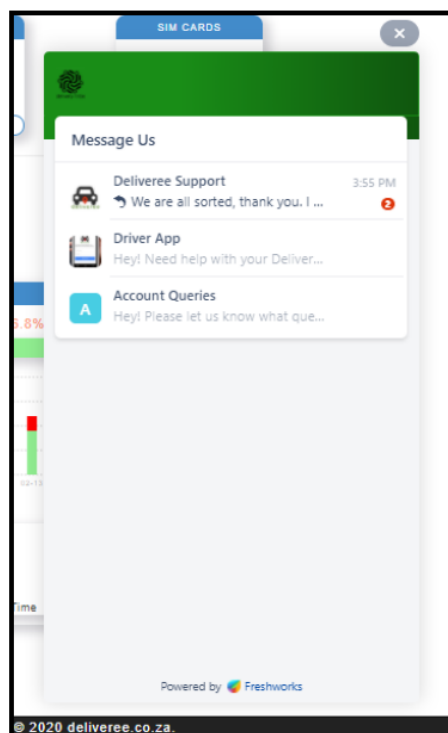


## Support Chat from the Dashboard:

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

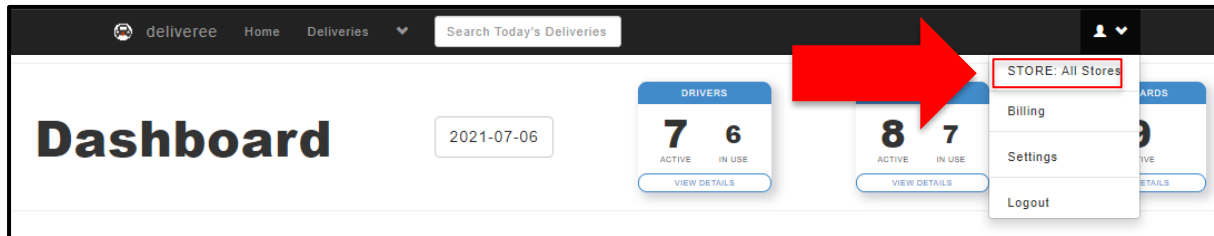


By clicking on this icon, you will open a list of help options that will give you access to chat to our support team.



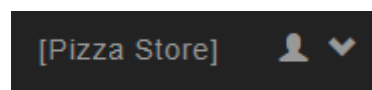
## Selecting a store

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

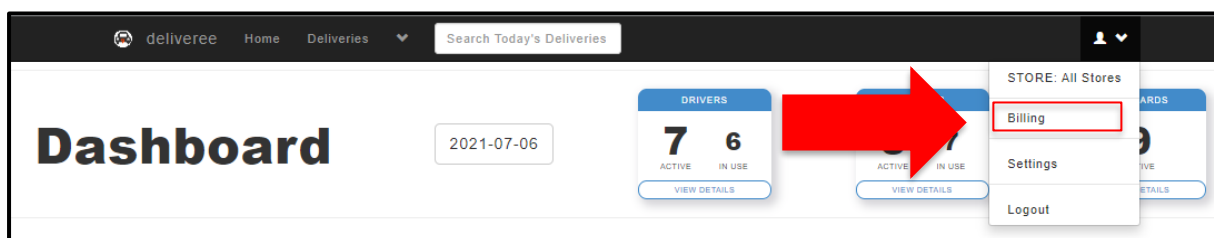


Clicking on the store line will show all the stores for the client and an option for Show **All Stores**.

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



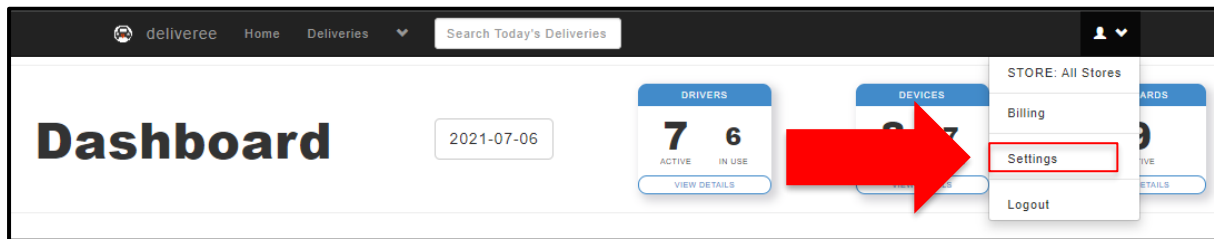
## Billing



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

This month's billing (2021-07)		
This is the month to date charges for July. All figures are VAT exclusive. If there any queries about the charges for this month, please <a href="http://support.deliverytribe.co.za/">http://support.deliverytribe.co.za/</a> <a href="#">Contact Support</a>		
Name		
Deliveroo Platform Fee		
Per device costs		
APN SIM Data		
Per SIM card cost		
SMS Costs		
SMS Costs are charged per SMS		
Device:		
Device License Fee		

## Settings



Here you can remove the driver's ability to assign an order to themselves.

By ticking the box, you prevent drivers from assigning an order to themselves and only the manager can then assign orders.

