



USER GUIDE

DELIVEREE DRIVER APPLICATION- AUTO ASSIGN

2022

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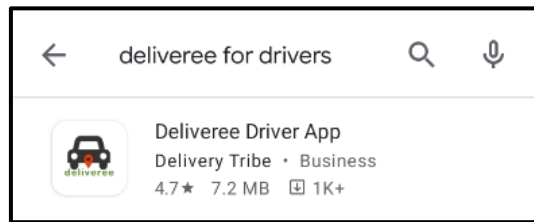
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Downloading and Installing the New Deliveree App

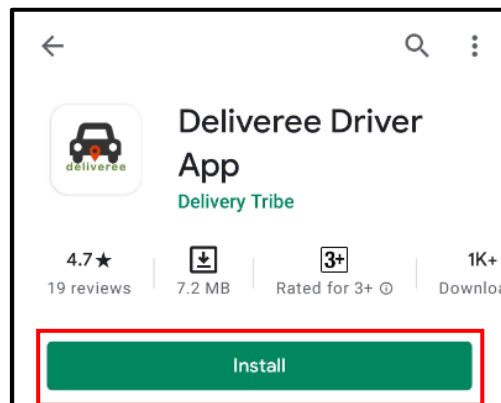
Please follow the steps below to download and Install/ Update the Deliveree App.

Please ensure that you search for the application by the name **Deliveree Driver App**.

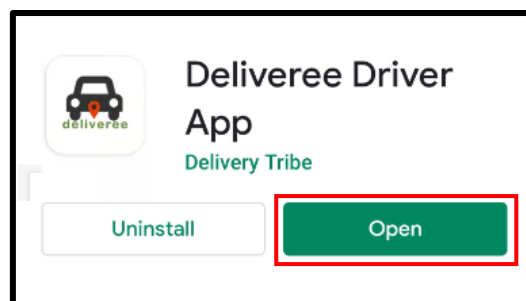
1. Locate and open the **Google Play Store** on your Smartphone.
2. Use the **Search box** to search for the **Deliveree app**.
3. Select the **Deliveree App**.



4. Click **Install** or when a newer version of the app is available, simply select UPDATE in Google Play and the new version will install.)



5. Wait for the installation to complete, once complete **Click Open**



6. Once the **Deliverree app** is running you will need to register the device and sign in.

Registering the device

Devices can be registered by using a one-time code. Follow this link for details:

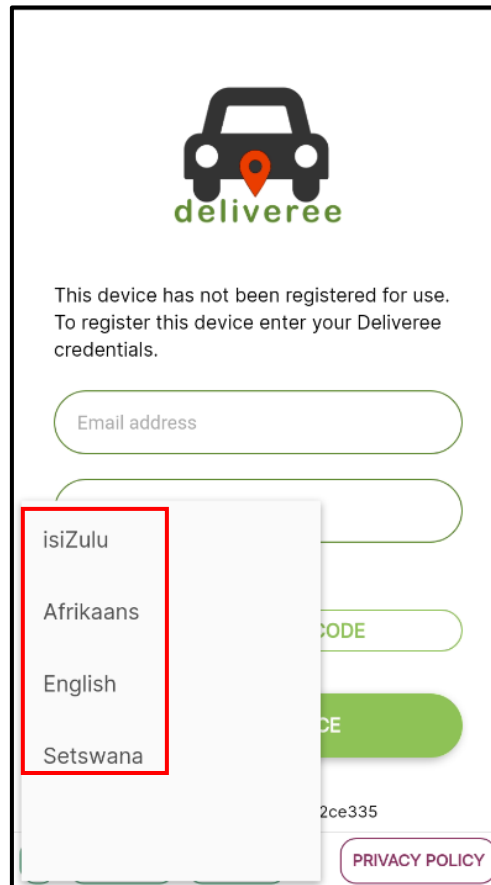
<http://support.deliverytribe.co.za/support/solutions/articles/44002070790-registering-a-device-using-a-one-time-code->

Language settings (from the login screen)



On the bottom left corner of the app, there is a settings icon.

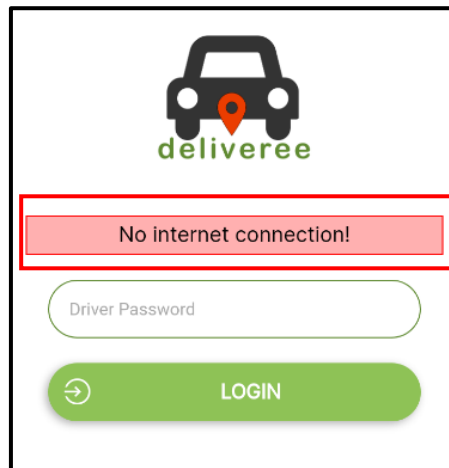
This Icon allows you to change the language of the App. Currently You can choose isiZulu, Afrikaans, Setswana or English.



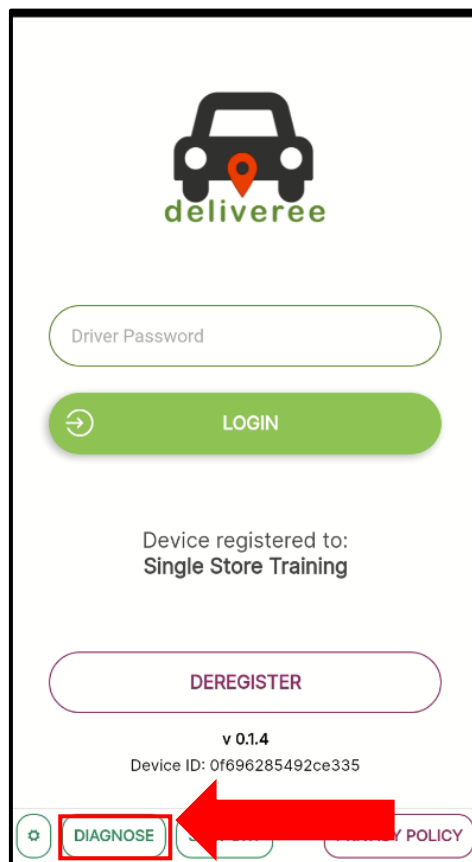
The screenshot shows the Deliverree login screen. At the top is the Deliverree logo, which consists of a black car icon with a red location pin on its front and the word "deliverree" in green below it. Below the logo, a message states: "This device has not been registered for use. To register this device enter your Deliverree credentials." There are two input fields: "Email address" and "One-time code". Below these fields is a green "Log in" button. A language selection menu is open, showing four options: "isiZulu", "Afrikaans", "English", and "Setswana". The "isiZulu" option is highlighted with a red border. At the bottom right, there is a "PRIVACY POLICY" link.

Diagnosis (from the login screen)

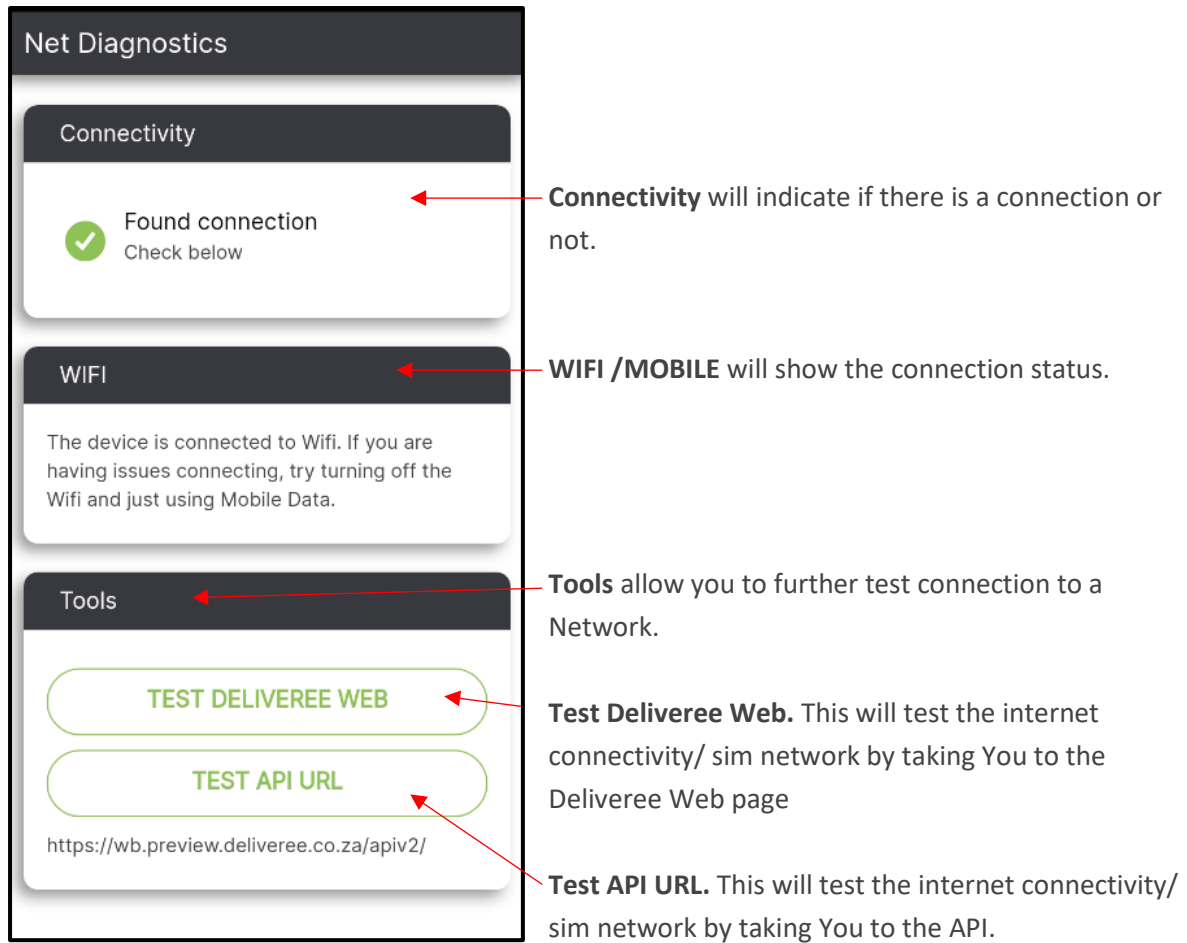
An error message may show on the **Login** screen when there is no internet connection/ Network connection. Check your APN settings or make sure there is enough data on the device



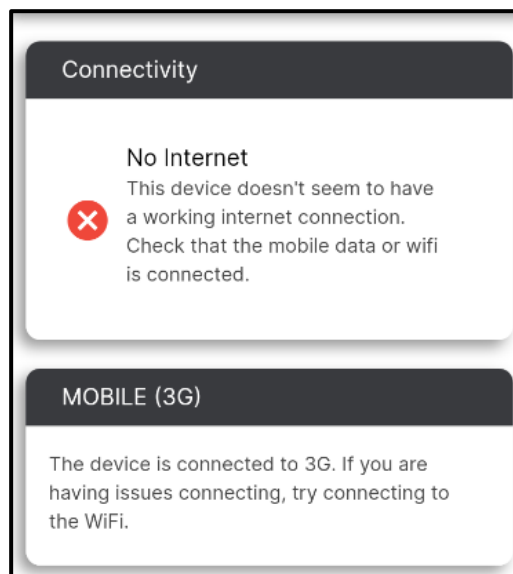
From the login screen, select **DIAGNOSE** on the bottom left corner



You will be taken to the Net Diagnostics Screen where you can check a few things.



If there is no internet connectivity, you will see something like the image below:

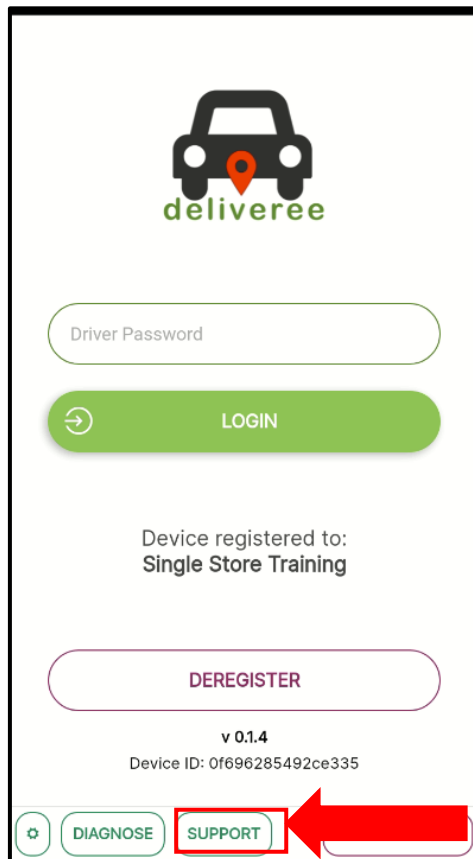


App Support (from the login screen)

A support function is accessible from the Login screen or the Account tab, on the bottom left from the

login screen, click

SUPPORT



It will then open the support features in the app.

Privacy Policy

We have added in a button where you can read our

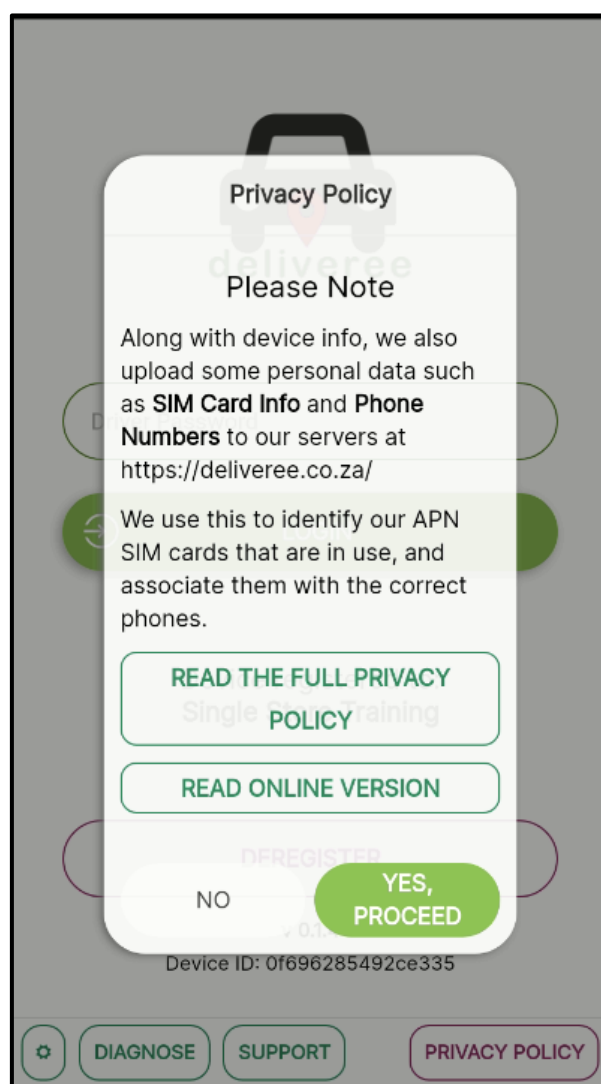
PRIVACY POLICY

Here you will be able to

► READ THE FULL PRIVACY POLICY

or

READ ONLINE VERSION

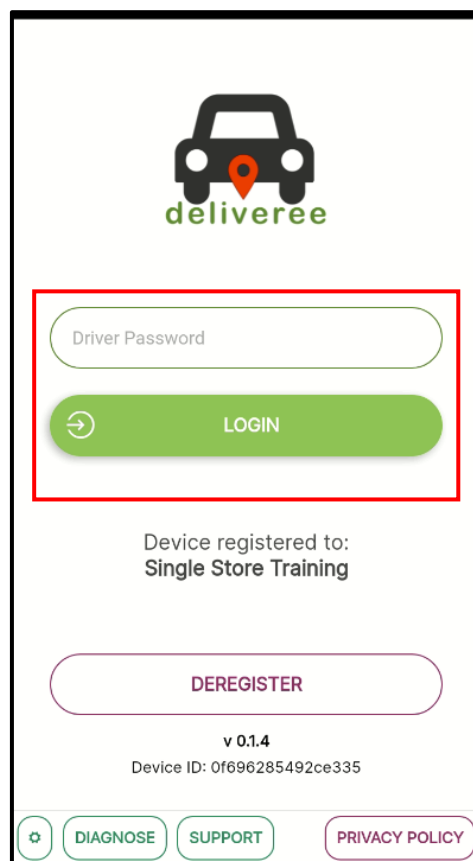


For more details on our Privacy Policy, follow this link:

<http://support.deliverytribe.co.za/support/solutions/articles/44002256309-privacy-policy>

Login

Using the same AURA password, you can log in. Remote drivers that are created in Deliverree will also need to create a password that will allow them to login to the app.



Drivers will type their unique password in and select

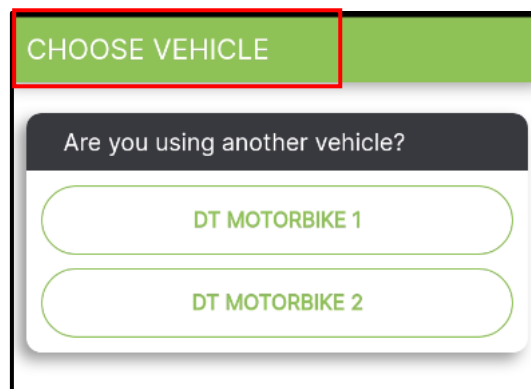


Choosing a Vehicle

Before being taken to the summary screen, you will be prompted to select the vehicle they will be using for the day. This will help managers/ store owners keep track of who is using which vehicle for the day.

Drivers default vehicle can be set from the Web interface. (Refer to the Web user guide section on Vehicles). <http://support.deliverytribe.co.za/support/solutions/articles/44002137306-vehicle-admin-adding-and-editing-vehicles>

You will be prompted to choose a vehicle from the vehicles list.



CHOOSE VEHICLE

Are you using another vehicle?

DT MOTORBIKE 1

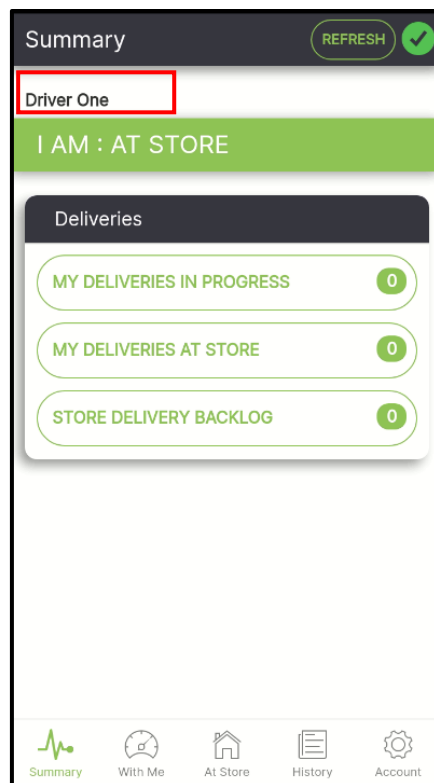
DT MOTORBIKE 2

Using the Driver App- Basics

After You have selected the vehicle you are using, you will see the Summary screen.

Th summary screen is an overview of deliveries/orders, the status of the driver as well as the connectivity to the server.

On the top left, it will show the name of the driver currently logged in to this device.



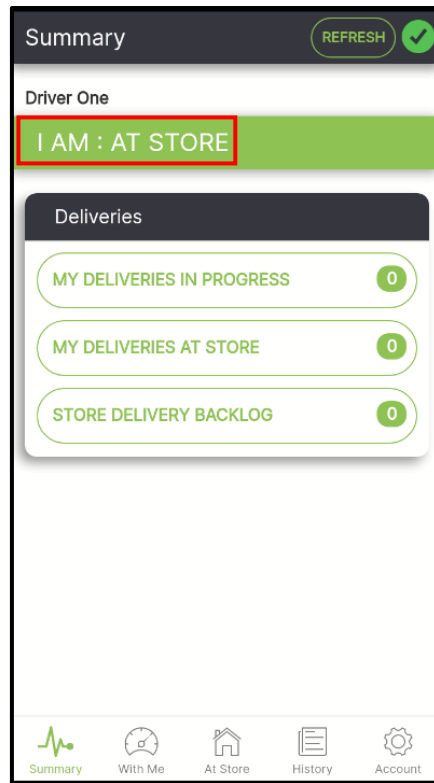
On the top right, there is a REFRESH button as well as a colour indicator that will let You know if they have connection or not.



This is the actual connection to the server. If it is green, there is a connection. If it is RED, the device has lost connection. (as seen below).



At the top of the screen in the centre, it will show the current driver status.



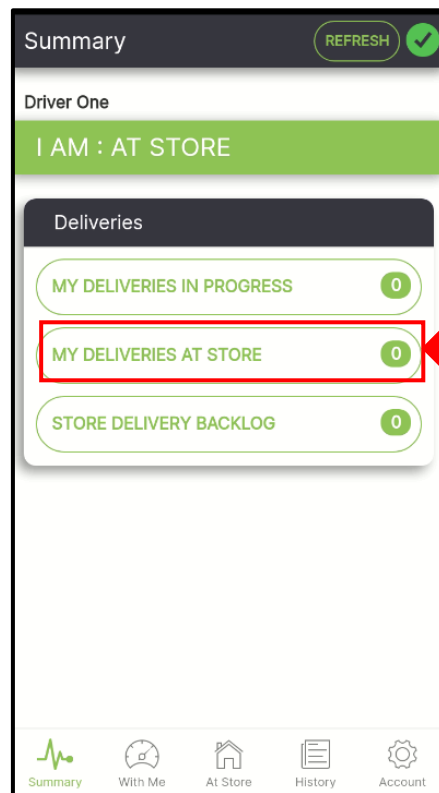
To navigate between each screen, click the buttons at the bottom of the screen:



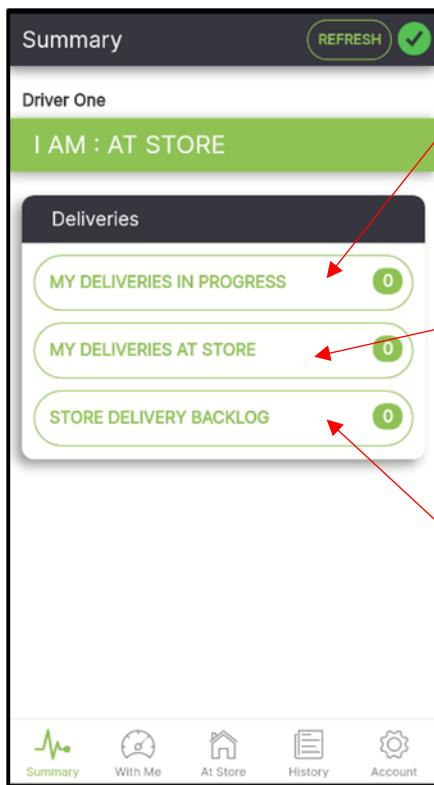
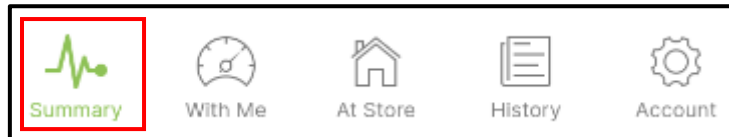
At Store

When a driver logs in, they will be logged in “At store”. orders will be auto assigned to them.

Orders will show in “my deliveries at store”.



The Summary Screen



My Deliveries in Progress

Shows the number of orders that are assigned to You. This shows that a driver is busy with the delivery.

My Deliveries at Store

This shows the number of deliveries that are waiting at the store that have been assigned to You.

Store Delivery Backlog

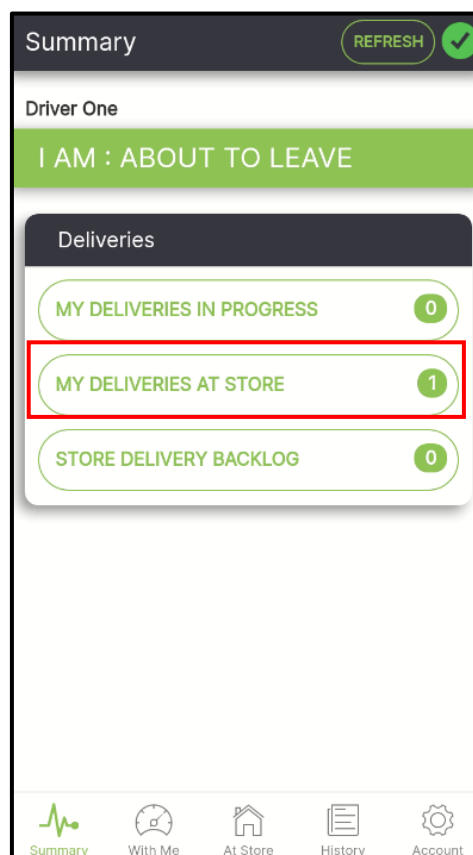
This shows the number of deliveries that are waiting at the store that have not yet been assigned to a driver. ***Drivers will not be able to see Backlog orders or assign them.**

My deliveries at Store

From the Summary screen, click “My deliveries at store”.



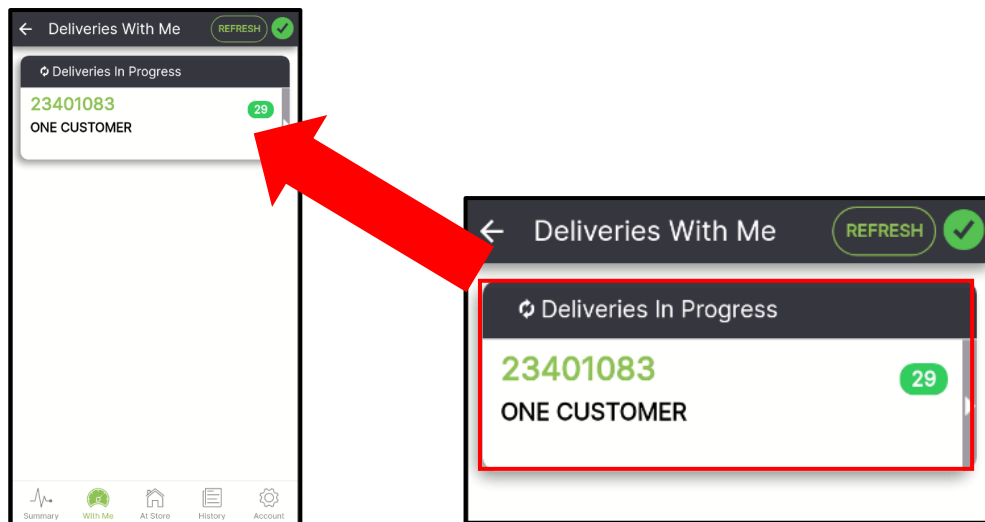
These are the deliveries assigned to the driver that need to be collected.



This will show all deliveries assigned to a driver. ***Both manually assigned (from the web), and Auto-Assigned orders will show here.**

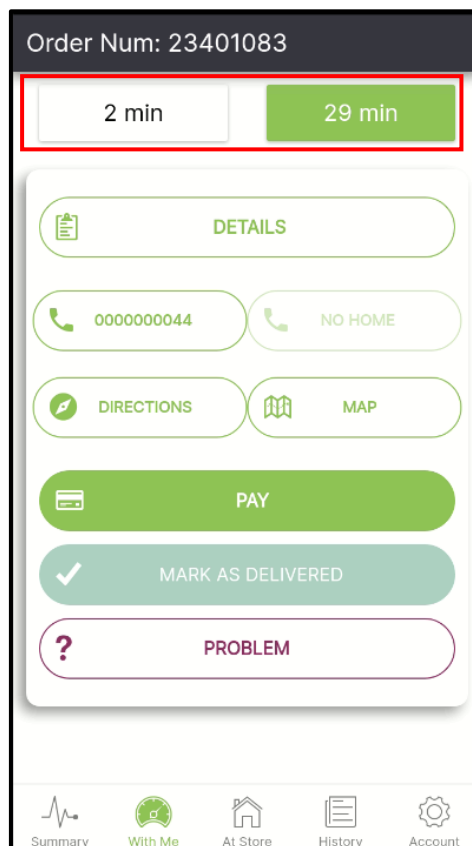
Once the driver presses “leave” the order will show as “deliveries with me”.

To view order details, click on the order:

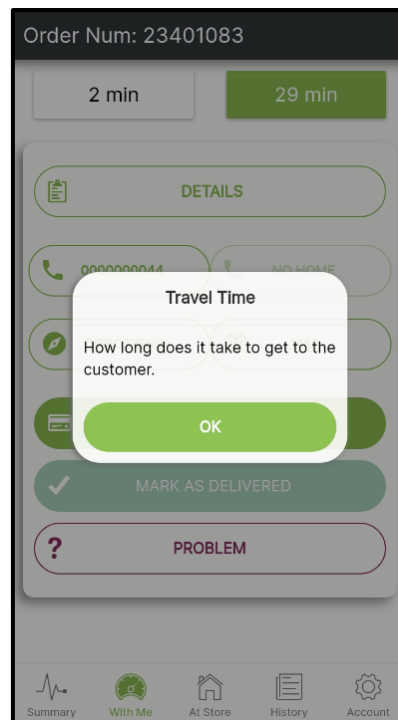


While at the store, drivers can assess the amount of time they have left for delivery.

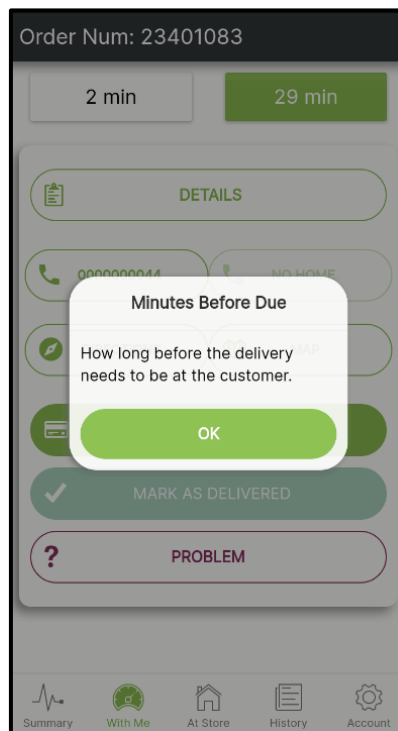
At the top of the screen, there are 2 time stamps.



If you tap on the time on the left, it will show you the travel time.



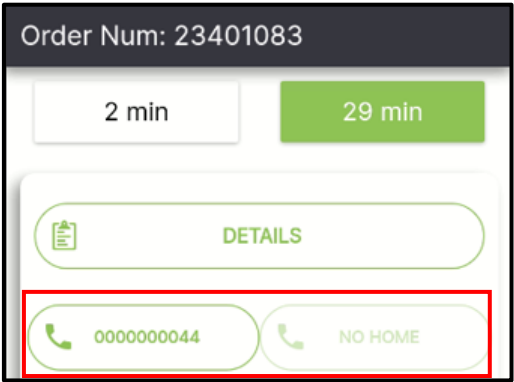
If you tap on the time on the right, it shows you MBD (Minutes before Due).



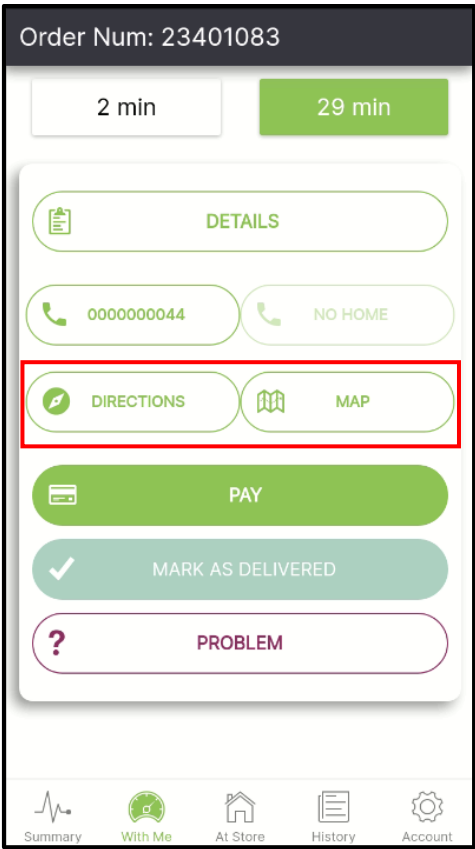
Drivers can see the order details by clicking on



Customer Cell phone numbers are shown.



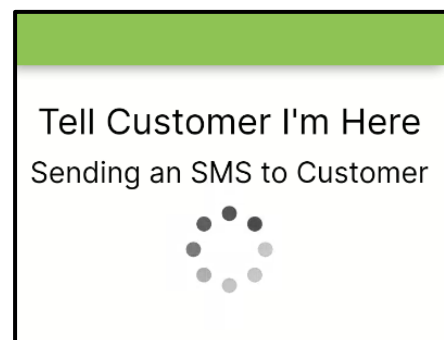
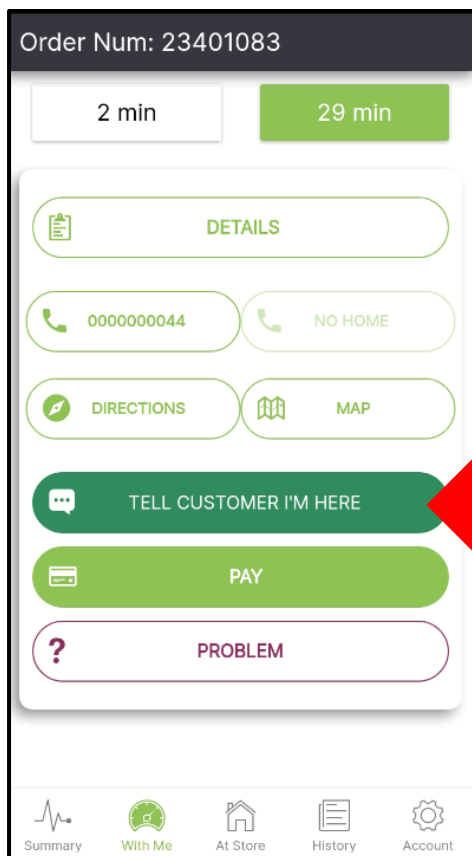
Here the driver can also select directions or view the order on the map to get an idea of the delivery route.



Tell Customer I'm Here

When the driver leaves the store, the tell customer I'm here button will appear.

This button needs to be pressed by the driver when arriving at a customer as it notifies the customer that the driver has arrived.

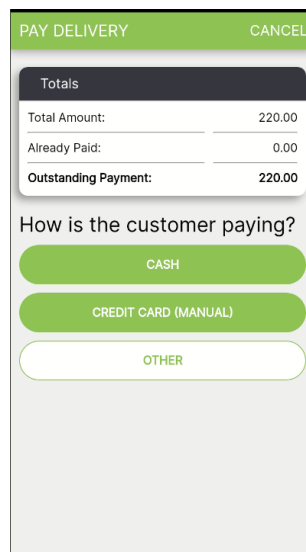


Processing Payment



Here you have the option of choosing “Cash” or “Credit card (manual)” or “other” payment types.

***Where applicable, you will see options to select linked Banking apps such as the Nedbank Pocket Pos or ABSA Pebble.**



The screenshot shows a mobile app interface for processing a payment. At the top, there is a green header bar with 'PAY DELIVERY' on the left and 'CANCEL' on the right. Below the header is a 'Totals' section with a dark background. It contains three rows: 'Total Amount: 220.00', 'Already Paid: 0.00', and 'Outstanding Payment: 220.00'. Below the totals is the question 'How is the customer paying?'. There are three green buttons: 'CASH', 'CREDIT CARD (MANUAL)', and 'OTHER'. The 'OTHER' button is currently selected, indicated by a green outline. Below the buttons is a large, empty light gray rectangular area.

Totals	
Total Amount:	220.00
Already Paid:	0.00
Outstanding Payment:	220.00

How is the customer paying?

CASH

CREDIT CARD (MANUAL)

OTHER

Once you have chosen the payment type, the order will automatically be marked by notify (because you pressed “Tell customer I’m here”). Press continue to head back to the store.

PAY DELIVERY
CANCEL

Totals

Total Amount:	220.00
Already Paid:	220.00
Outstanding Payment:	0.00

Delivery has already been paid!

CONTINUE

Reordering deliveries

If multiple orders are assigned to a driver it is important to note the following:

1. Manually grouped orders will NOT go to the AA queue
2. Orders need to be re-ordered to match the intended delivery route.

Using the Arrows, you can move Delivery orders up or down. The Delivery at the top is the one you plan on delivering to first.

Delivery Order

19224590
CUSTOMER ONE
Rietfontein, Sandton
STORE ONE- Tasty Takeaways

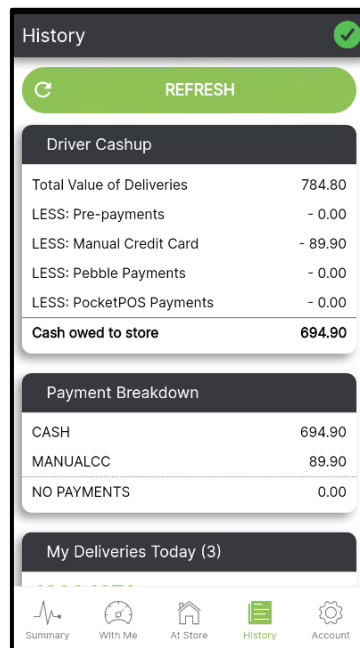
19224423
CUSTOMER TWO
STORE ONE- Tasty Takeaways

History- Driver Cash up

At the end of the shift, click on History to do the driver Cash up.



At the top of the screen click  REFRESH to make sure you are looking at today's orders.



Driver Cashup will calculate the total Cash owed to the store by subtracting pre-payments, card payments and any other payment types such as the Pebble/PocketPOS.

Driver Cashup	
Total Value of Deliveries	784.80
LESS: Pre-payments	- 0.00
LESS: Manual Credit Card	- 89.90
LESS: Pebble Payments	- 0.00
LESS: PocketPOS Payments	- 0.00
Cash owed to store	694.90

The Payment Breakdown will show the breakdown of all payment types:

Payment Breakdown	
CASH	694.90
MANUALCC	89.90
NO PAYMENTS	0.00

Scroll down to see the details of all “My Deliveries Today”.

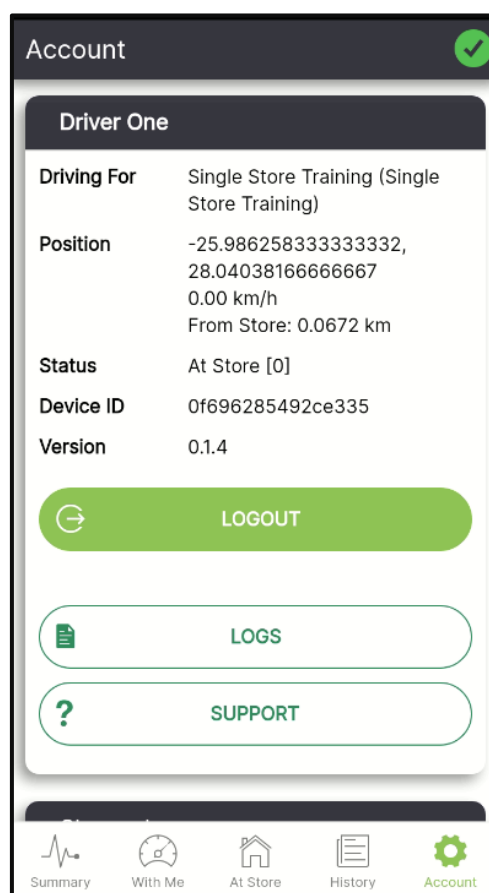
My Deliveries Today (3)	
18034272 <i>Delivered</i> CUSTOMER ONE 102 Macgillivray Road <i>Deliverree (Pizza)</i>	550.00
1 <i>Delivered</i> Customer Two 14 #View Point Rd -#Bardene, Boksburg, <i>Deliverree (Pizza)</i>	144.90
2 <i>Delivered</i> CUSTOMER SIX 161 #Maude St -#Sandown, Sandton, <i>Deliverree (Pizza)</i>	89.90

This can then be compared to the POS Cash up reports.

Account



The Account icon on the bottom right is where you can log out, upload logs, and get support. The added feature of changing the app language is available here as well.



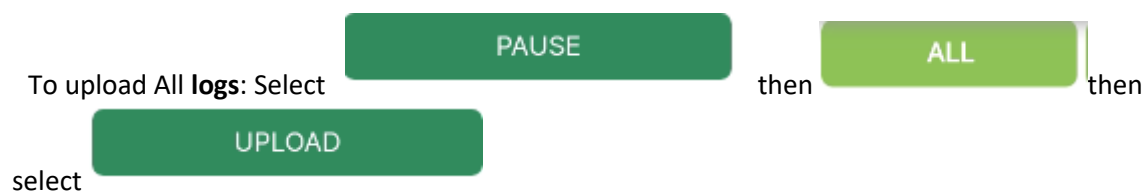
Uploading Logs

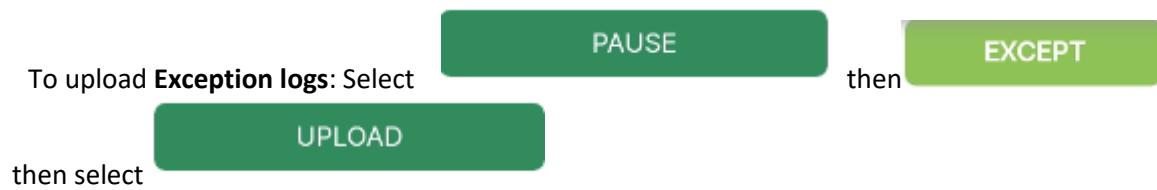
The logs go to the Delivery Tribe server and we can see the logs under the name of The Driver who is currently logged in. We need logs for diagnosing problems with the deliverer app on the specific device.

To upload the Logs:



If there were no *location updates* during the trip, upload the **All** and **Exception** log as soon as possible, while You are logged in.





If there were no location updates during some part of the trip, drive to the area where the location updates stopped. Stop there and check the signal and see if an accurate GPS location can be sent through.

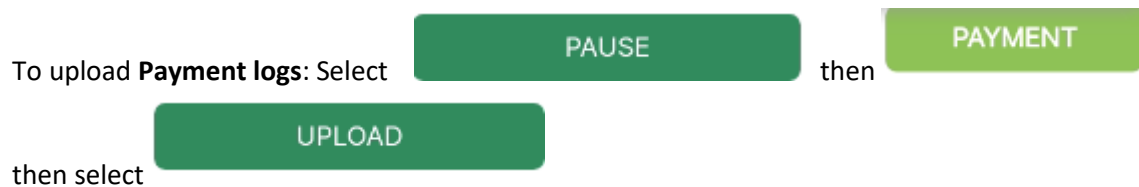
Perhaps the issue is placement of phone on the bike/driver etc.

There could be several issues affecting driver locations not updating,

- a. No mobile data signal to send new location through.
- b. No new GPS locations picked up.
- c. Driver app is not running.

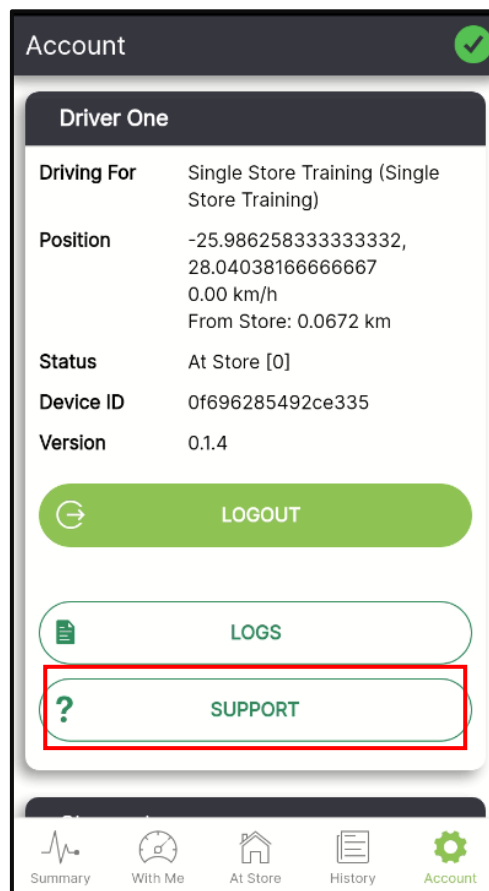
When uploading logs, please log a ticket and mention your store name as well as the time of each upload.

Once you have uploaded the logs, you will see a screen like this one below.



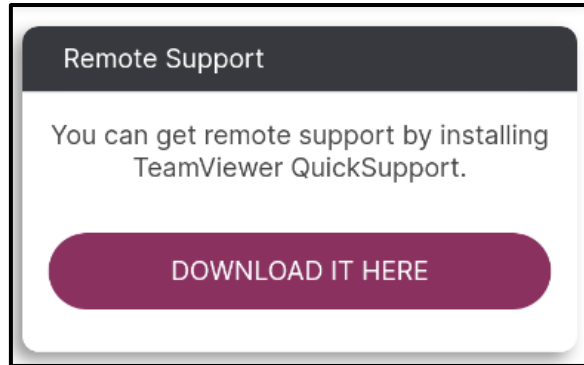
Support and Settings

Under the account Tab there is a support button where You/the manager will have access to these support options again.

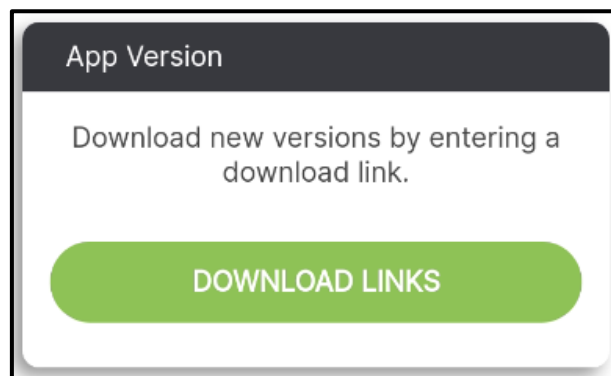


You will be given a few options:

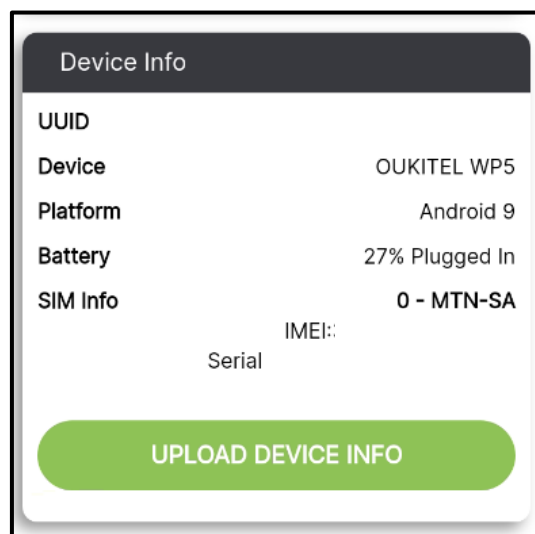
1. **Get remote support**- Allows our Support team to remotely connect to your device. Here you can also download TeamViewer Quick Support.



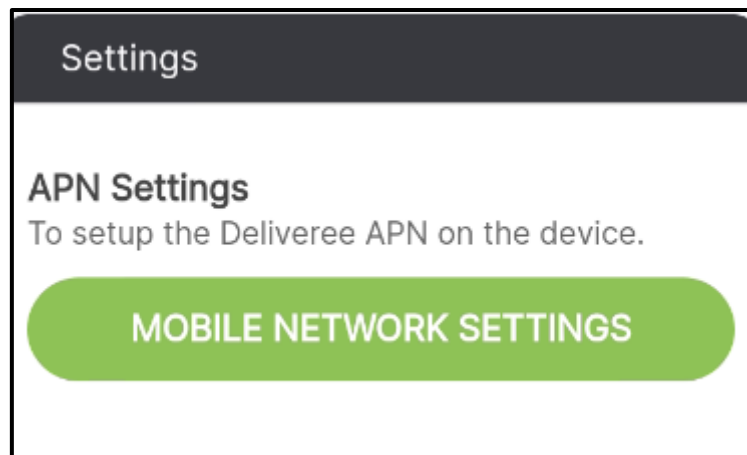
2. App Version



3. **Upload device info**- Here will be able to see which SIMs are enabled in the device.

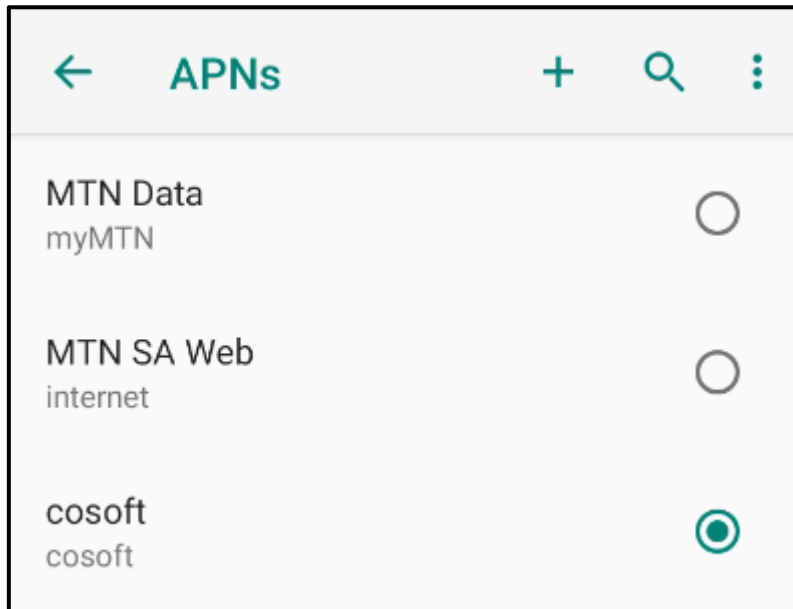


4. **APN Settings** - This will show the APN settings where we can check whether the correct APN has been set up and is active.

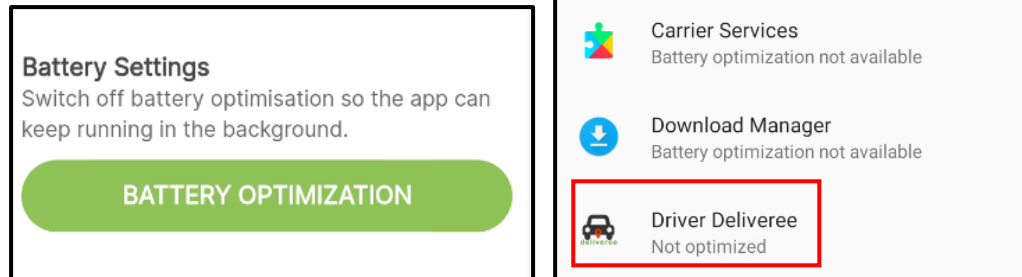


Make sure the APN is correctly set if you are using a Cosoft SIM.

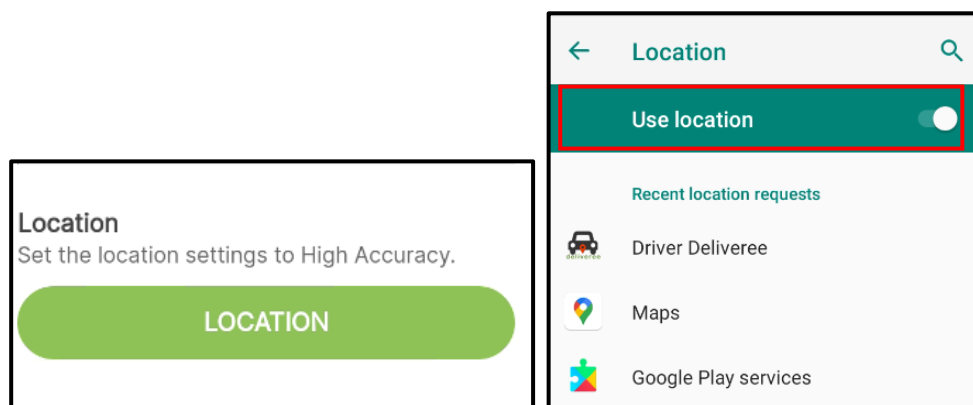
<http://support.deliverytribe.co.za/support/solutions/articles/44001921372--setting-the-apn-for-smartphones->



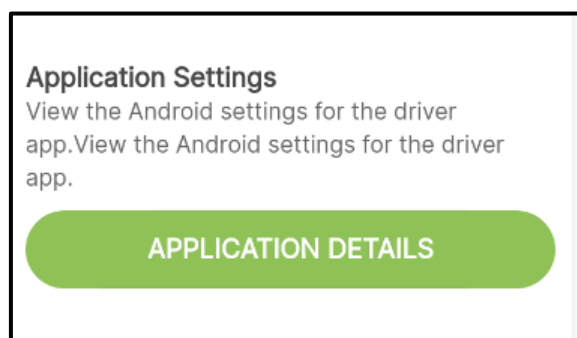
5. **Battery Settings** – Set to not optimize.



6. **Location** - If the location has not been set to *High Accuracy*, we might not get correct or any location updates.

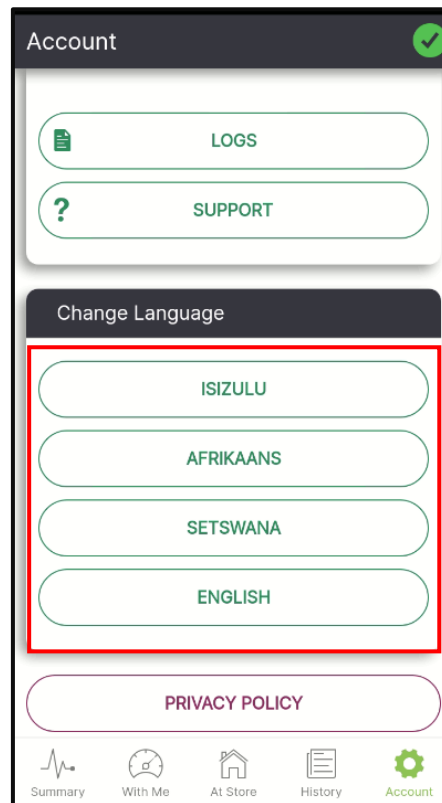


7. **Application Settings** - This opens the Android application settings for The Driver app. From here we can uninstall it, clear cache/data/storage to "reset" the app, check permissions, turn on notifications for the app etc.

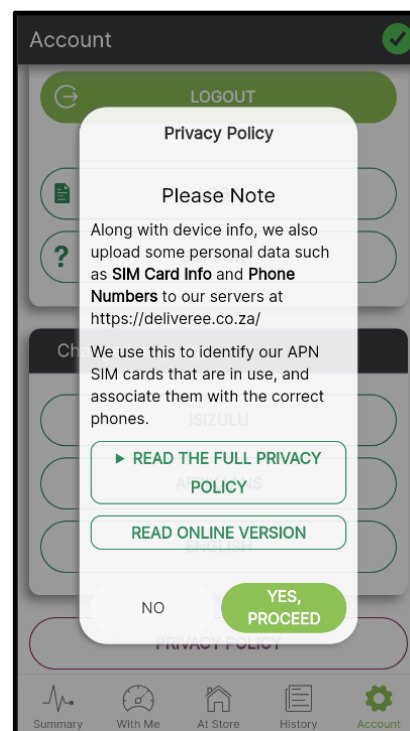


Change Language

To change the language, scroll up:



Here you can also access the privacy policy.



Application checklist

- Install/update new version of The Deliverree Driver app whilst connected to Wi-Fi.
- Check all settings under “support”.
- Switch off Wi-Fi and test using the diagnose option on the login page.

Log out

At the end of every shift. Click  **LOGOUT** and then put the phone on charge and switch it off.

