delivery tribe

ADDENDUM D
DCS – WEB ACCESS FOR ONBOARDED FRANCHISEE

Contents

OVERVIEW

In the Hub/ Centralised Delivery environment, Satellite(onboarded) stores will have access to Deliveree.

A simplified Deliveree portal will allow these store owners and their managers at the store to:
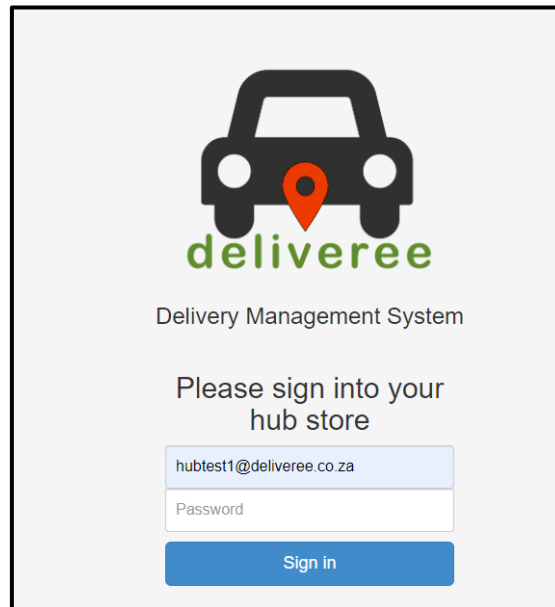
- view reports specific to their stores,
- as well as mark their own deliveries as prepared,
- and to even see their deliveries and drivers on a map, thus enhancing the management of driver dispatch from the Central Hub and limiting driver wait time.

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LOGIN

Each store will be provided a username and password to access this view.

*For now, the hub will only be available on: https://wb.preview.deliveree.co.za/hub
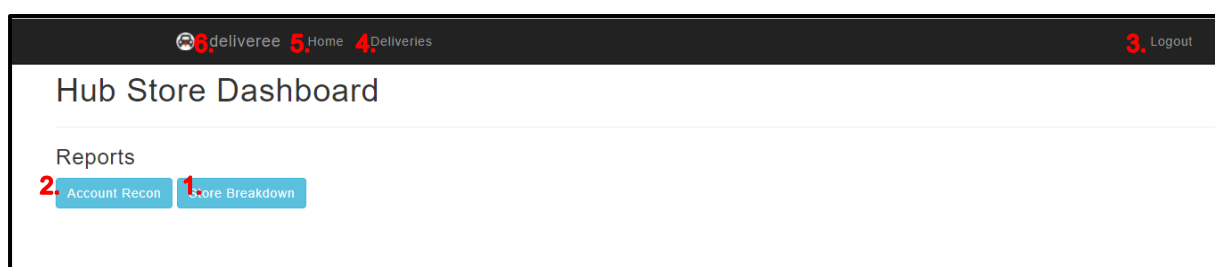
Using your Chrome Browser, type in the URL https://deliveree.co.za/hub

HOME SCREEN (Hub Store Dashboard)

Once logged in, you will see the hub store dashboard.

1. Deliveree- by clicking on this button, you will return to the home screen/dashboard.
2. Home- by clicking on this button, you will return to the home screen/dashboard.
3. Deliveries- this will take you to the Hub Map view where you can see the drivers and orders as well as the prep management tool.
4. Log out.
5. Account Recon Report.
6. Store Breakdown Report.

REPORTS

There are currently two reports available. Here you can monitor the revenue coming into your store as well as money owed to the DCS based on commissions and delivery fees etc.

This can then be cross referenced with Yumbi reporting and RAiN invoicing sent to the store.

Account Recon Report

This report shows a breakdown of all revenue coming into your store. Delivery Tribe has automated many of the calculations to assist the operators and reduce the number of hours working on manual recon.
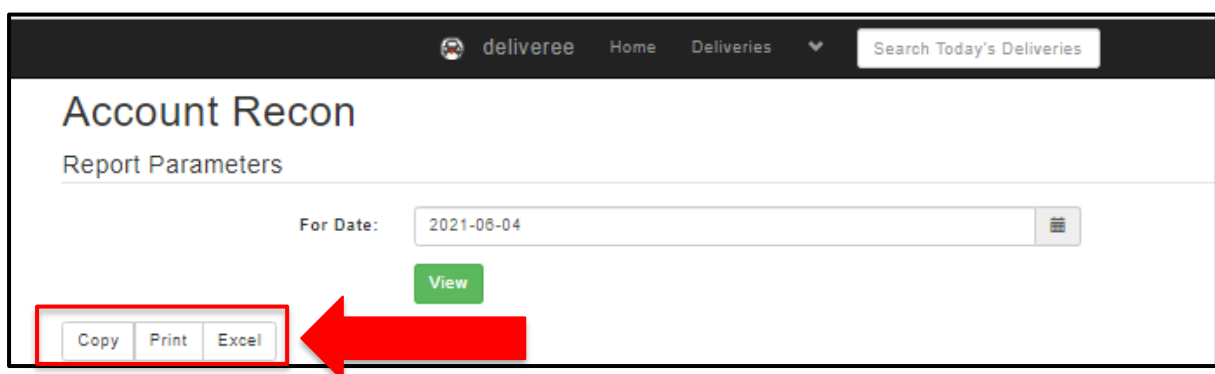
Data can be filtered for *one day* at a time:

To look at a previous day's recon, choose the date by clicking [calendar icon] then click [View]

This report can be copied, Printed, and exported to Excel.

At the top of the report, you will see Prepaid amount totals, scroll down to see the Account recon per store:

This includes prepaid food revenue and delivery fees collected, and tips collected.

Prepaid Amounts ❷		234.70
Yumbi - Food Revenue	219.70	
Yumbi - Delivery Fees	15.00	
Yumbi - Driver Tips	0.00	

Hover over the (?) for more information:

Prepaid Amounts ❷
Prepaid Amounts
Prepaid amount totals for the entire DCS
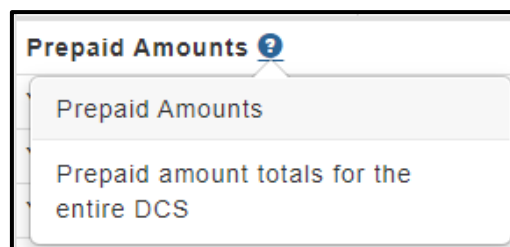
Below this, the Account Recon report breaks down revenue per store (totals).

The report will only show restaurants that have brought in revenue for the specific day.
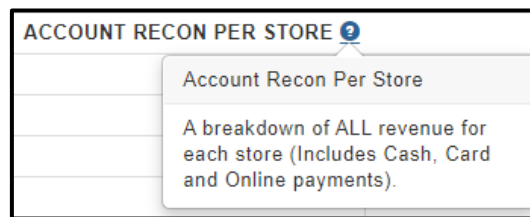
Each restaurant's food revenue, delivery fees and driver tips are broken down.

1. Total food revenue (payable to stores excluding delivery fees) for all DCS restaurants is added up.
2. Total delivery fees (payable to DCS) and
3. Driver tips (payable to the driver).

This can be correlated by each store using their POS-specific cash-up documents.

ACCOUNT RECON PER STORE ❷	
Total Food Revenue Collected (Payable to stores - excludes delivery fees)	0.00
Total Delivery Fees Collected (Payable to DCS)	0.00
Total Tips Collected	0.00
Unpaid Deliveries ❷	0.00
TOTAL ❷	0.00

Hover over the (?) for more information:

ACCOUNT RECON PER STORE ❷

> Account Recon Per Store
>
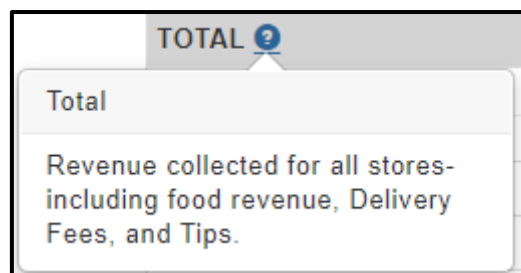> A breakdown of ALL revenue for each store (Includes Cash, Card and Online payments).

Hover over the (?) for more information on how to look for details on unpaid deliveries.

The problem History report can be accessed by the main HUB operator.

Unpaid Deliveries ❷

> Unpaid Deliveries
>
> Cross-reference to the Problem History report.
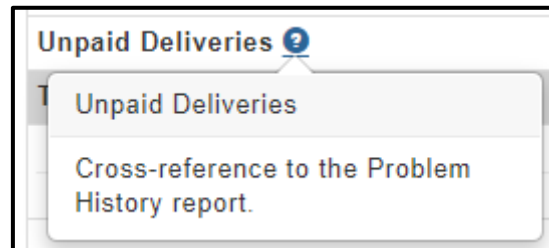
The report will also tally up all revenue so that you can see the total income.

Hover over the (?) for mor information.

TOTAL ❷

> Total
>
> Revenue collected for all stores- including food revenue, Delivery Fees, and Tips.

Currently, all Prepaid food orders (where Yumbi applies) are reconciled into the restaurant's account, the DCS needs to keep track of this.

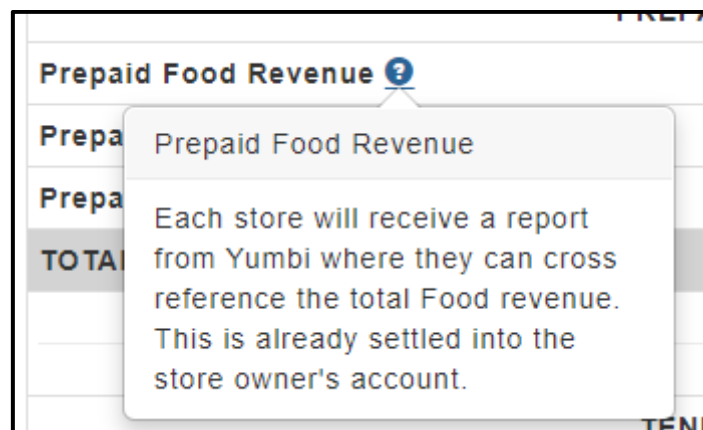The Prepaid breakdown highlights the following per restaurant:

1. Prepaid Food Revenue
2. Prepaid delivery fees
3. Prepaid tips

| PREPAID BREAKDOWN ❷	
Prepaid Food Revenue ❷	0.00
Prepaid Delivery Fee ❷	0.00
Prepaid Tips ❷	0.00
TOTAL PREPAID	0.00

Hover over the (?) for more information:

PREPAID BREAKDOWN ❷

Prepaid Breakdown

All orders prepaid online.
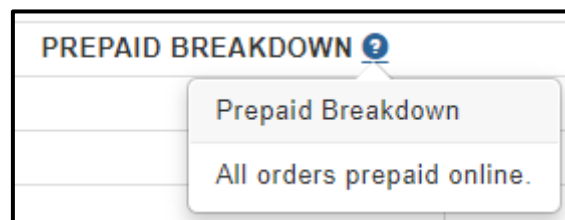
In this instance, the Account Recon Report has been built to minus any pre-paid food revenue from what is owed by the DCS to the store as that amount has already been settled into the restaurant owner's account by Yumbi.

Prepaid Food Revenue ❷

Prepaid Food Revenue

Each store will receive a report from Yumbi where they can cross reference the total Food revenue. This is already settled into the store owner's account.

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In addition to this, the delivery fees have also been worked out in a similar fashion; the Account Recon Report has been built to minus any delivery fees from what is owed by the DCS to the store as that amount has already been settled into the restaurant owner's account by Yumbi.
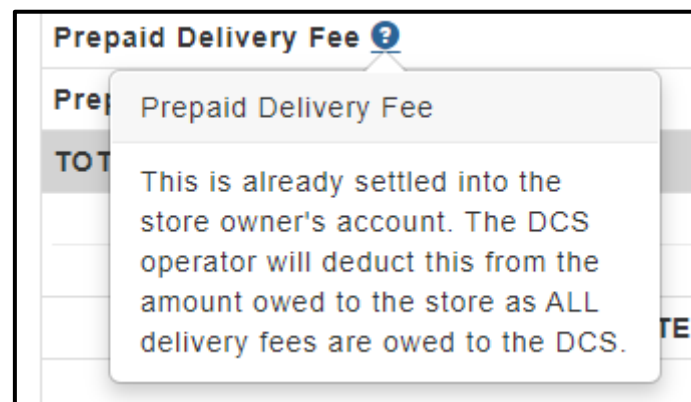
Tips are paid out by the DCS operator to drivers, so the account recon report will also work out any prepaid tips for drivers and minus that which is owed to the store by the DCS operator as that amount has already been settled into the restaurant owner's account by Yumbi.
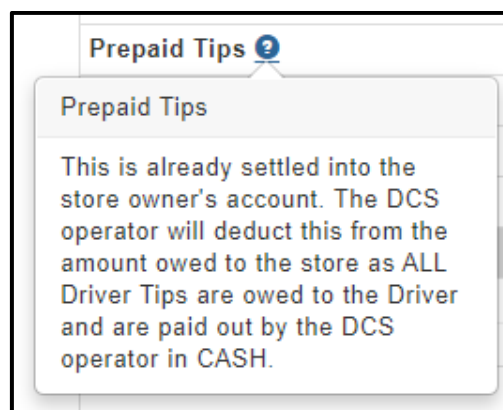
This report should match up with what the Store sees on their bank statements and balance with what the store sees on their POS cashup.

Yumbi sends a daily cash up report to each onboarded Franchisee daily. (Below is a mail sent to the Store Daily).

YUMBI

R 1,289.50 YUMBI Payments

Daily Cashup Report

From: 2021-07-19 19:50
To: 2021-07-20 19:50

Pre-Paid Orders

Order#	Yumbi#	Date	Time	Customer	Contact	Sales	Discounts	Delivery Fee	Gratuity	Total Paid
		2021-07-20	13:07			R 109.80	R 0.00	R 15.00	R 0.00	R 124.80
		2021-07-20	13:35			R 158.70	R 0.00	R 15.00	R 10.00	R 183.70
		2021-07-20	14:14			R 266.80	R 0.00	R 0.00	R 0.00	R 266.80
		2021-07-20	17:29			R 172.60	R 0.00	R 0.00	R 0.00	R 172.60
		2021-07-20	17:51			R 314.40	R 0.00	R 0.00	R 0.00	R 314.40
		2021-07-20	19:16			R 212.20	R 0.00	R 15.00	R 0.00	R 227.20
Total						**R 1,234.50**	**R 0.00**	**R 45.00**	**R 10.00**	**R 1,289.50**

Scroll down to see Yumbi Payment Vouchers and Online payments for the day:

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In-Store YUMBI Payment Vouchers

There were no vouchers redeemed during this period

Online Payment Refunds

There were no online payment refunds during this period

Settled to your account by YUMBI

Week Day	Date	Type	Amount
Thursday	2021-07-15	Credit	R 1,203.20
Friday	2021-07-16	Credit	R 3,228.10
Total			**R 4,431.30**

Payment for the above amount has been made to your bank account number

Amount: R 4,431.30 Reference:

Details of Discount Vouchers, YoYo Vouchers and Printer orders will be shown:

In-Store YUMBI Discount Vouchers

There were no YUMBI discount vouchers redeemed during this period

YoYo (formerly WiGroup) Online Vouchers

There were no YoYo vouchers redeemed during this period

YUMBI Printer Orders

The following orders were accepted via your YUMBI printer

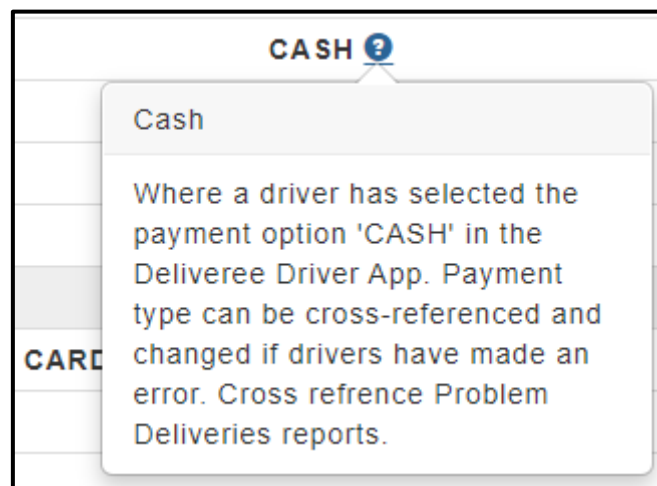| Order#	Yumbi#	Time	Customer	Contact	Total
		10:43			69.90
		11:32			104.90
		12:24			149.60
		13:35			158.70
Total Number of YUMBI Printer Orders					**4**
Total					**R 483.10**

On the Account recon Report, you will see the CASH tender splits.

Here we see:

1. Cash Food Revenue (payable to each restaurant)
2. Cash Delivery Fees (payable to the DCS)
3. Cash Tips (payable to the drivers by the DCS operator daily in cash)
4. Cash Totals

TENDER BREAKDOWN	
CASH ❓	
Cash Food Revenue	0.00
Cash Delivery Fee	0.00
Cash Tips	0.00
CASH TOTAL COLLECTED	0.00

Hover over the (?) for more information:

CASH ❓

Cash

Where a driver has selected the payment option 'CASH' in the Deliveree Driver App. Payment type can be cross-referenced and changed if drivers have made an error. Cross refrence Problem Deliveries reports.

CARD

Below this, the Account recon report highlights the CARD tender splits.

Here we see:

1. Card Food Revenue (payable to each restaurant)
2. Card Delivery Fees (payable to the DCS)
3. Card Tips (payable to the drivers by the DCS operator daily- paid in cash)
4. Card Totals

CARD (Pebble/PocketPOS/SpeedPoint) ❓	
Card Food Revenue	0.00
Card Delivery Fee	0.00
Card Tips	0.00
CARD TOTAL COLLECTED	0.00
TENDER TOTAL COLLECTED ❓	0.00

Haver over the (?) for more information:

CARD (Pebble/PocketPOS/SpeedPoint) ❓

Card

This is where the driver has selected the CARD payment option (Manual CC, Payment Pebble, PocketPOS, etc) in the Deliveree Driver App. Payment type can be cross-referenced and changed if drivers have made an error. The exception is with Payment Pebble or PocketPos where transactions will fail and show as Unpaid. Cross refrence Problem Deliveries reports.

The report then clearly states the combines CASH and CARD revenue TOTAL.
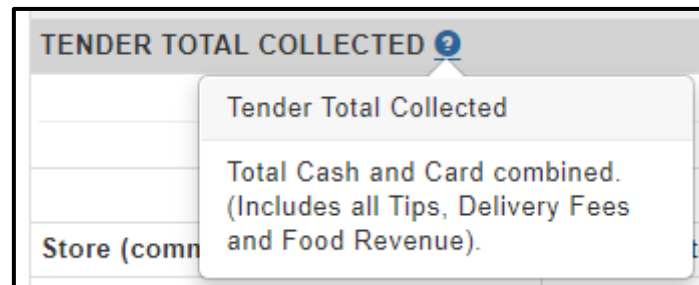
The Settlement block on the report provides guidance to the onboarded franchisee to further understand the following elements:
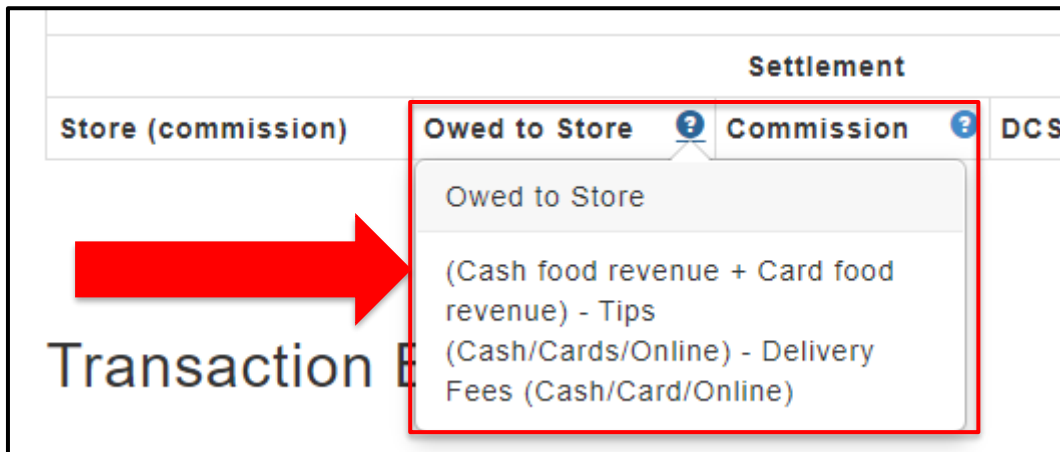
1. Amounts owed to the Store.
2. Commission.
3. DCS Revenue.
4. Payable to store. *Where there is a pre-paid amount (credit) to the DCS – the DCS will accrue (carry it forward) and settle this amount less the accrued (amount carried forward) weekly to the relevant onboarded Franchisee's restaurant.*

On the Account recon report- In brackets next to each restaurant name, you will see the Brand based commission fees.
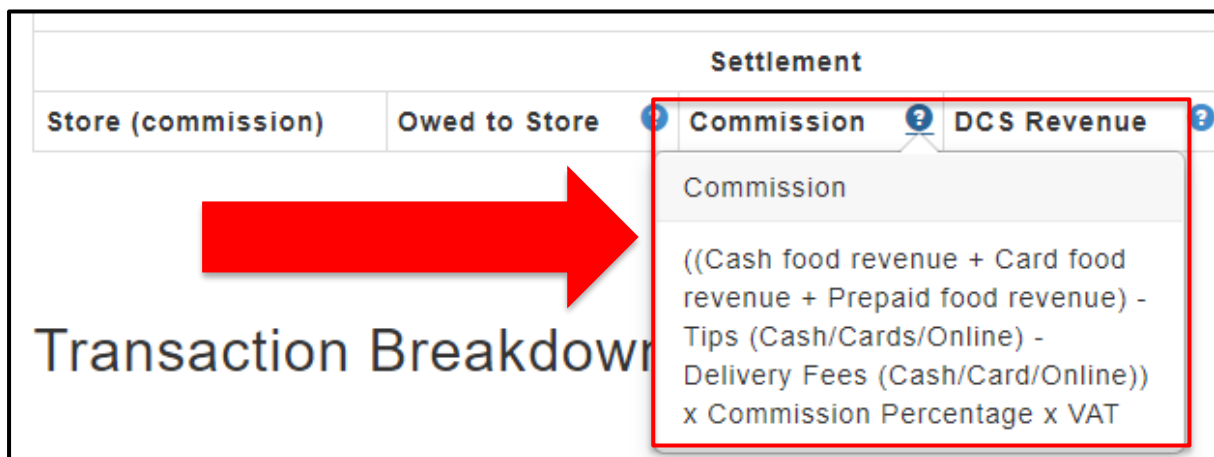
When hovering over the 🔵 icon, a dropdown will appear that explains how the report is calculating the revenue and essentially removing the manual labour element from the DCS cash-up.

1. The amount owed to the stores/ restaurants by the DCS operator is worked out as shown below:

2. The Commission amounts that the DCS operator will get is worked out as shown below:

3. The DCS Revenue is worked out as shown below:

4. The amount payable to the Store/Restaurant by the DCS operator is worked out as shown below:

Where there is a minus, the Store/Restaurant will need to settle that amount into the DCS operator's account.

If you scroll down further, you will see a detailed breakdown per store with each delivery line item.

Click on the delivery number to see delivery/order detail.

You will see the store ID and Name at the top. (this is useful information when dealing with software support).

All order details will be below that.

When something does not balance on the Account recon, The first cross reference that needs to be done is to look at the Problem deliveries report*.

The main Hub operator has access to this.

Store Breakdown Report:

Here you will see all information for your store's deliveries.

You can filter by day, week, and month. Choose your date range and click "View".

You will then see the stats below:
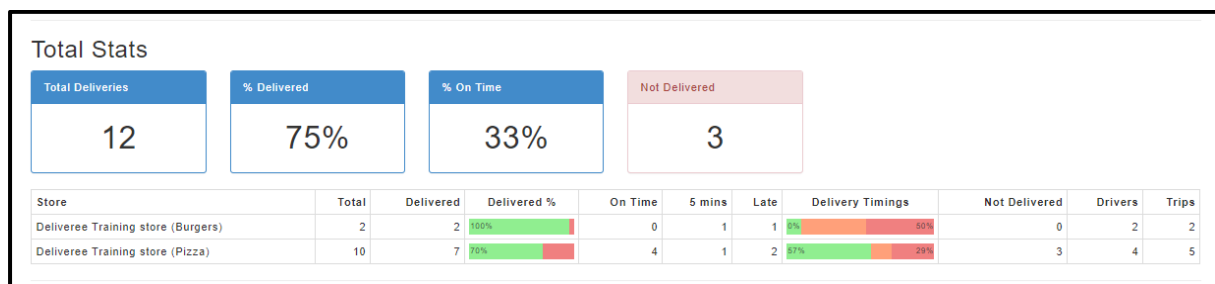
At the top (from left to right), you will see:
- Total Deliveries
- % Delivered
- % on Time
- Number of orders not delivered.

Below that you will see the breakdown for all stores:

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

Deliveree Training store (Burgers)

Total Deliveries	% Delivered	% On Time	Not Delivered
1	100%	100%	0

Day	Total	Delivered	Delivered %	On Time	5 mins	Late	Delivery Timings	Not Delivered	Drivers	Trips
2020-10-02	1	1	100%	1	0	0	100% 0%	0	1	1

Deliveree Training store (Pizza)

| Total Deliveries	% Delivered	% On Time	Not Delivered
6	83%	17%	1

DELIVERIES

At the top left, to view all deliveries for your store that are in progress, click "Deliveries".
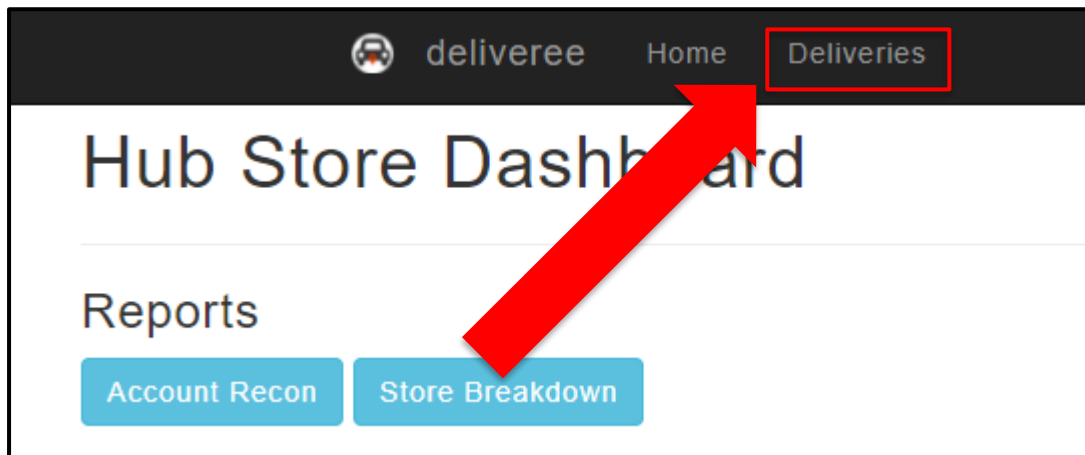
You will be taken to the Hub map view.

The main operational screen is the "In-Progress Map" which shows all orders that are currently in progress as well as store and driver location. The "In-Progress Map" or "hub map" is paramount, orders can be allocated from this screen by the Manager.
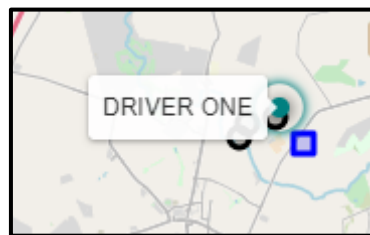
HUB MAP VIEW
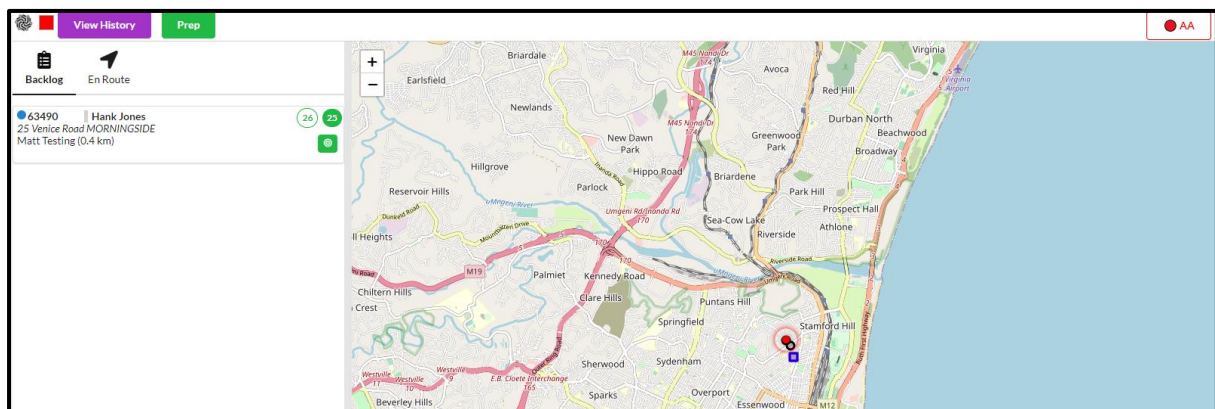
You only see your orders, but you see all the stores on the map, as well as the drivers
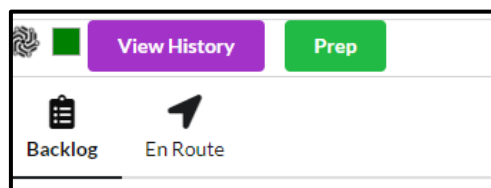
You'll see other orders (no details) in the "enroute" tab, if they're grouped (same trip) with orders from your store.

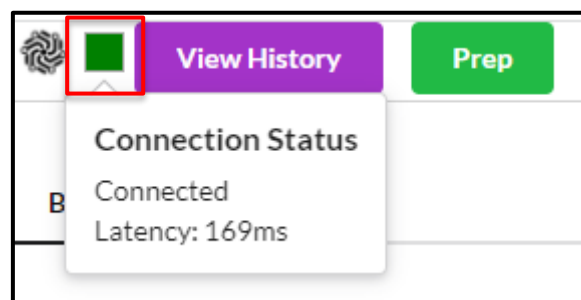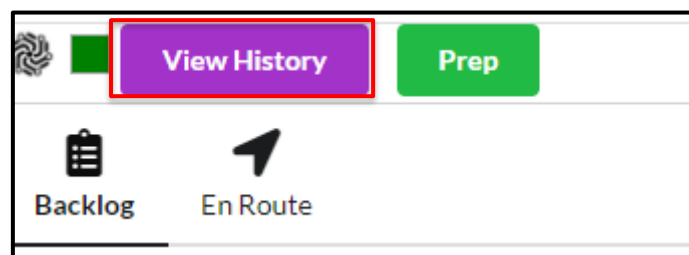All drivers can be viewed on this map.

STATUS BAR

On the top left-hand side of the screen there are several tabs that will assist the Manager in navigating the system:

From the left, the first symbol is the connection status: This will show whether the page is connected to receive real time events. It also shows the latency (delays and network connectivity).

The Purple "View History" button shows the current day's deliveries.

Here you will see a history of all orders TODAY.

Prep Management

To be able to push out faster deliveries, we have added a **Prep Management** option. This means that you will be able to mark a delivery as **prepared** and this can allow it to be pushed up the Auto Assign queue at the main HUB.

To be able to mark a delivery as prepared from your store, you can click on the **Prep** button at the top left:
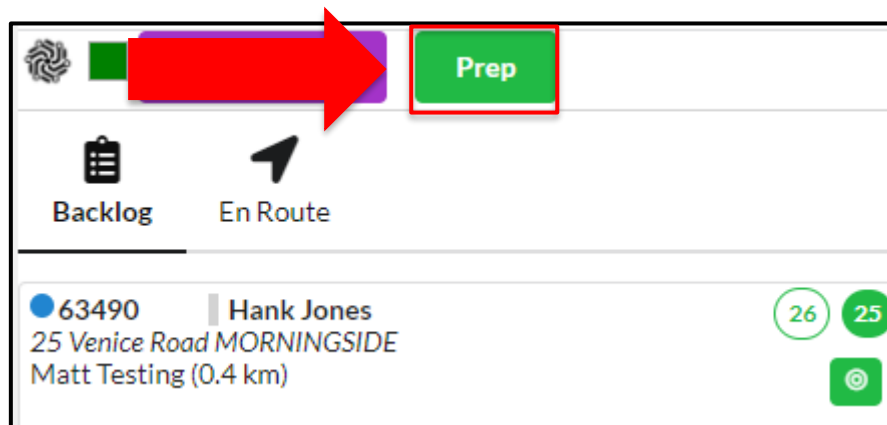
This will show a list of the deliveries that are in your backlog. It shows the order number, the customer's name, and the details of the delivery, so that you can make sure all the items are there.

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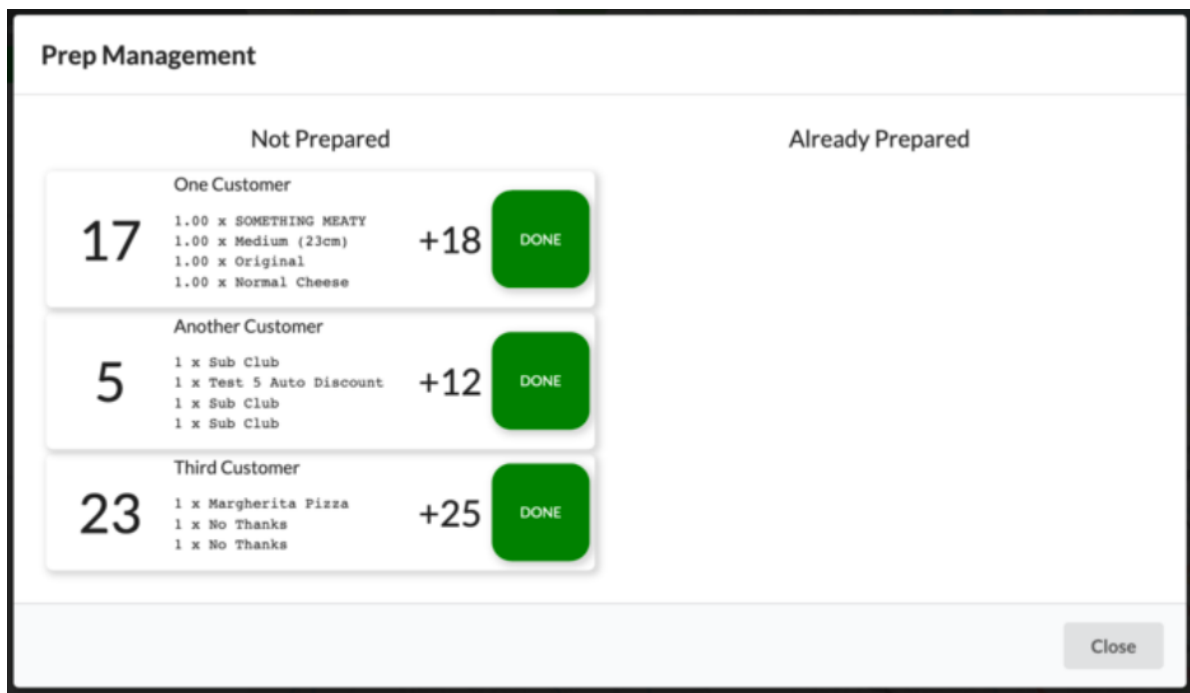
Clicking on the **DONE** button, will move the delivery into the **Already Prepared** column, and it means that it can be pushed up the Auto Assign queue.
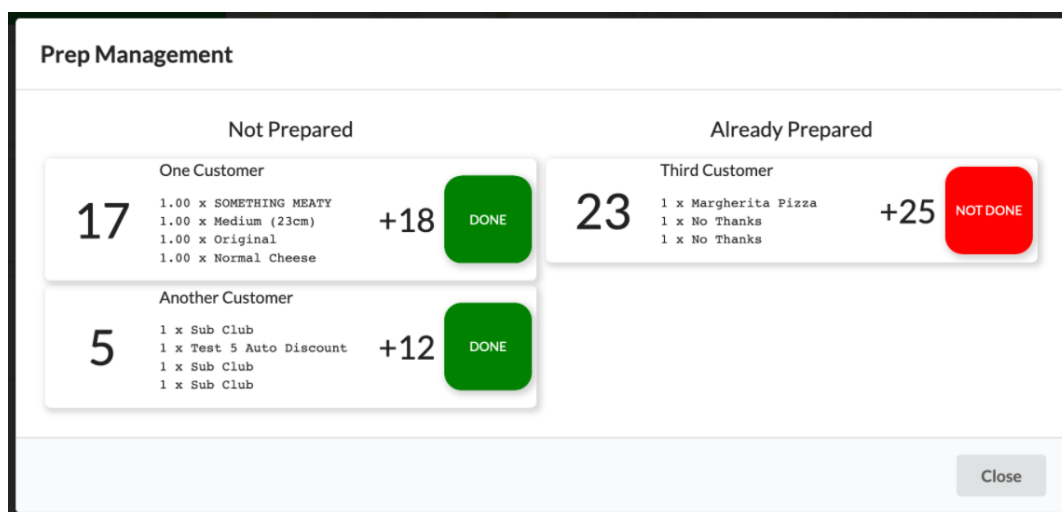

Backlog

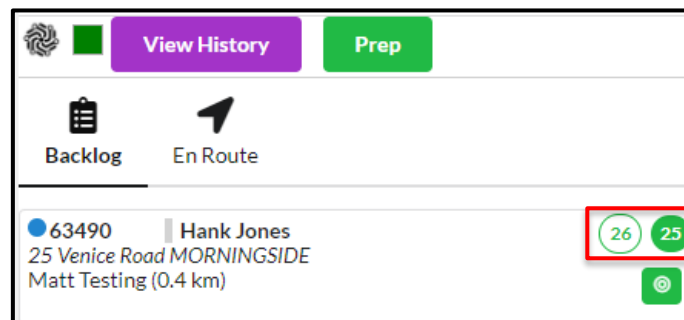This shows the list of deliveries that have not left the stores yet. (This includes unassigned and assigned deliveries.)

The backlog shows:

1. Order Number
2. The customer details
3. EMR (Estimated minutes remaining)
4. MDB,
5. Store,

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6. Distance from store,
7. Assigned driver (*the example below is an unassigned order)*
8. A button to locate the delivery on the map.
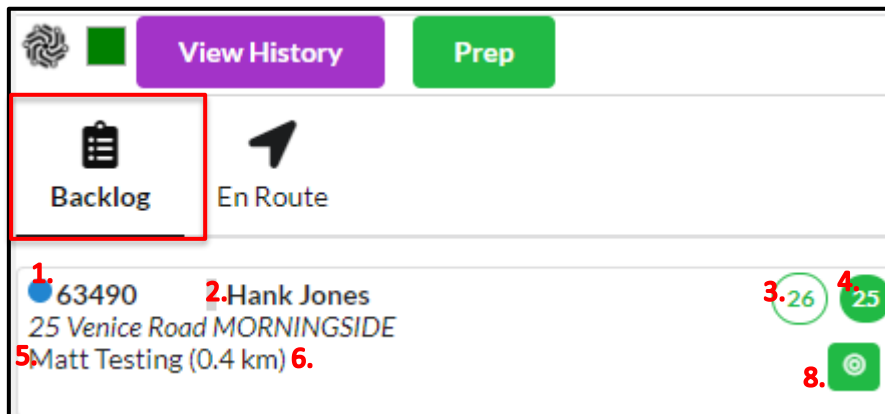
Here you can see the MBD (Minutes before Due) on the left and the EMR (Estimated Minutes Remaining) when the driver needs to leave your store to get to the customer, on the right.
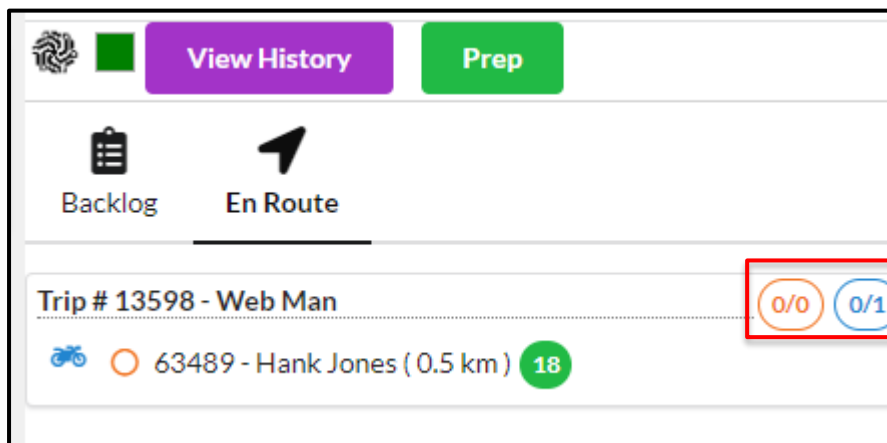

EN ROUTE

Enroute: shows the currently active trips. Deliveries are grouped into their trips. The trip shows the status and counts of pickups and deliveries. The list of deliveries also shows the MBD of the deliveries.

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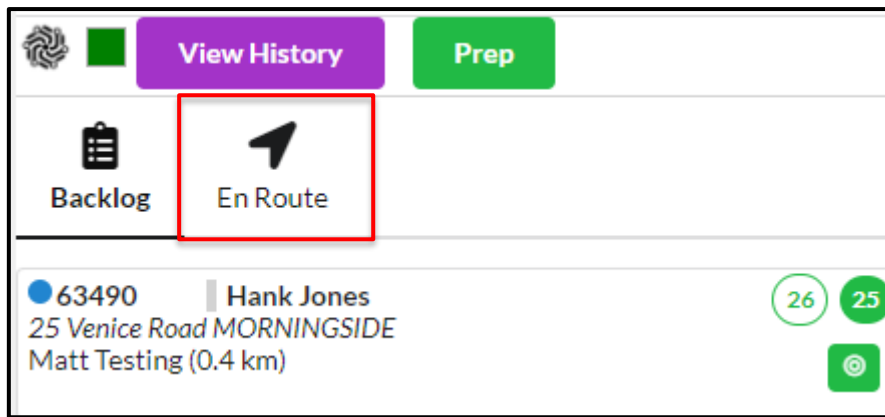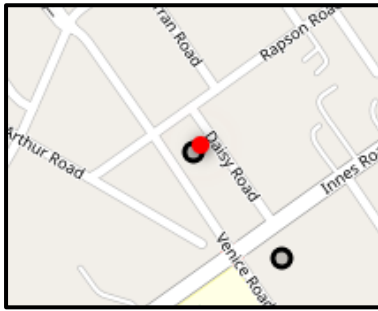
Pickups and Trips

Orange (0/0 in this example) is showing the overall number of pickups complete (if there is more than one store to pick up from, this number will indicate more than one pickup) .

Blue (0/1 in this example) shows how many orders have been completed (delivered) within the trip.
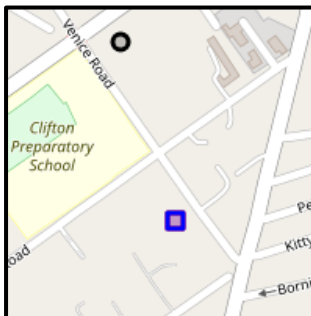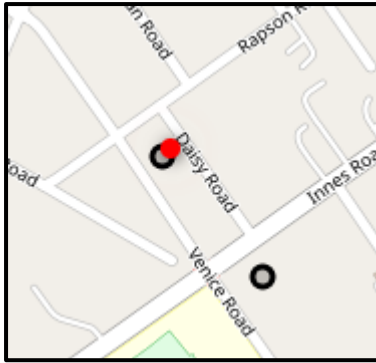
MAP SYMBOLS (Basics)

Black Circles= Stores

Blue Blocks= Deliveries

Drivers Idle-= Blue

Drivers en-route =red

AUTO ASSIGN

Here at the top on the right side of the hub map, you can see if the Auto Allocation is currently turned on or off at the main HUB.

Only the Hub operator can turn this feature on and off.

Red = Auto Allocation is off

Green-= Auto Allocation is on

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