



ADDENDUM A

HUB OPERATOR CASHUP

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Cash Up overview

Driver Cash up and account recon is all managed by one operator on behalf of all HUB contracted stores.

The cash up at the HUB is facilitated by using a series of Deliverree reports to troubleshoot when the recon does not balance.

At the store level, the same applies, the managers at each store will need to align the cash up on the POS to what is reported by the HUB and RAiN Accounting.

This document pertains to the full ecosystem (where the POS software for each onboarded store integrates with BOTH Yumbi and Deliverree), this is made up of solutions provided by the following companies:

1. Yumbi – Online and call centre orders.
2. Cosoft- Aura Point of sale (POS).
3. Delivery Tribe- Deliverree Hub software.
4. RAiN Accounting- Accounting services for the HUB.

Initial setup (Full Ecosystem):

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 applies to each step for the HUB as a whole).

This includes:

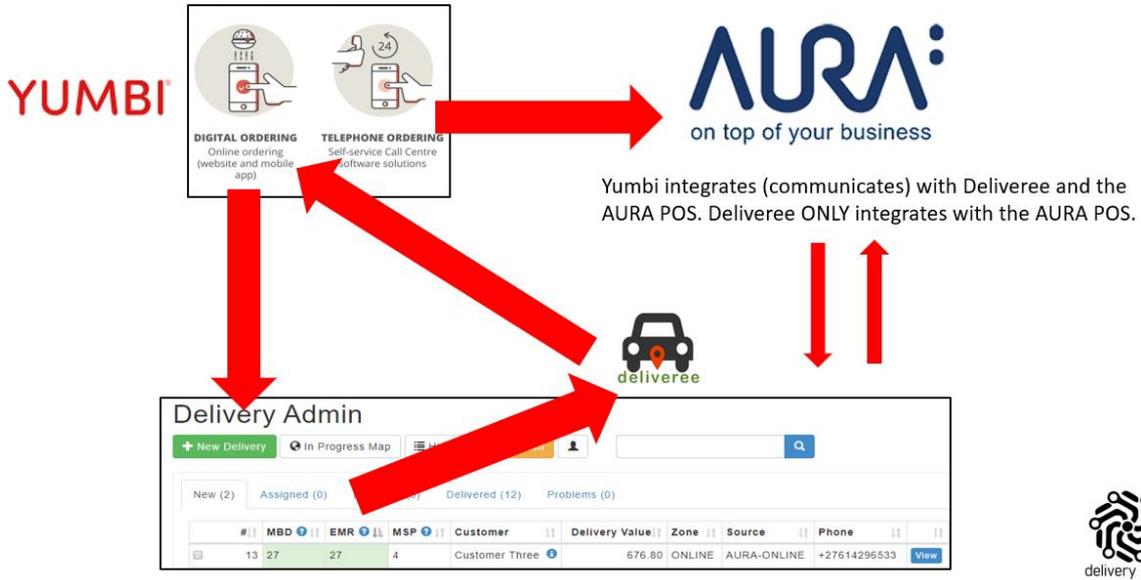
1. Ensuring all orders are coming through from Yumbi for BOTH call in orders and online orders. At ALL onboarded stores.
2. All Drivers have been Trained on how to select the correct payment options on the device in app as well as all other app functionality.
3. Ensure all stores have been Trained on how to load overring codes as well as how to do a cash up in AURA (The POS supplied by Cosoft).
4. Ensuring the HUB operator knows how to use the Deliverree Hub software and where to find the reports.
5. Ensuring that set up with RAiN accounting is complete. (The HUB Operator).
**RAiN Accounting services are only applicable when the Operator and onboarded franchisees differ. Commissions and fees then apply.*

Each Yumbi order for all stores integrates into the HUB Operator's Deliverree Instance.

All orders manually captured in AURA will also pull through to the HUB Operator's Deliverree Instance. Full integration here shows that when an order comes through from Yumbi, both the AURA POS at the store is notified (so the kitchen knows what to prepare) and the HUB will also see the orders (so that AA can run, and drivers can be effectively dispatched to pick up deliveries).

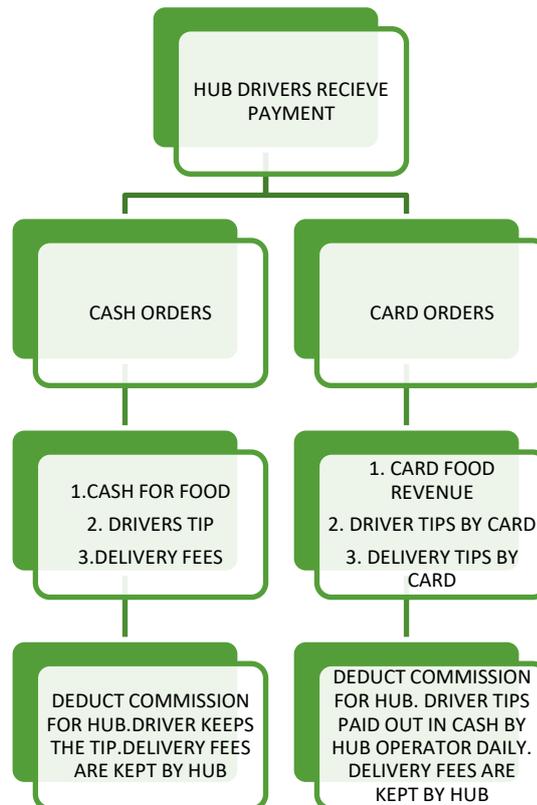
The diagram below outlines the flow/process in an integrated (full ecosystem) environment.

Deliverree integrates with the AURA POS and Yumbi.

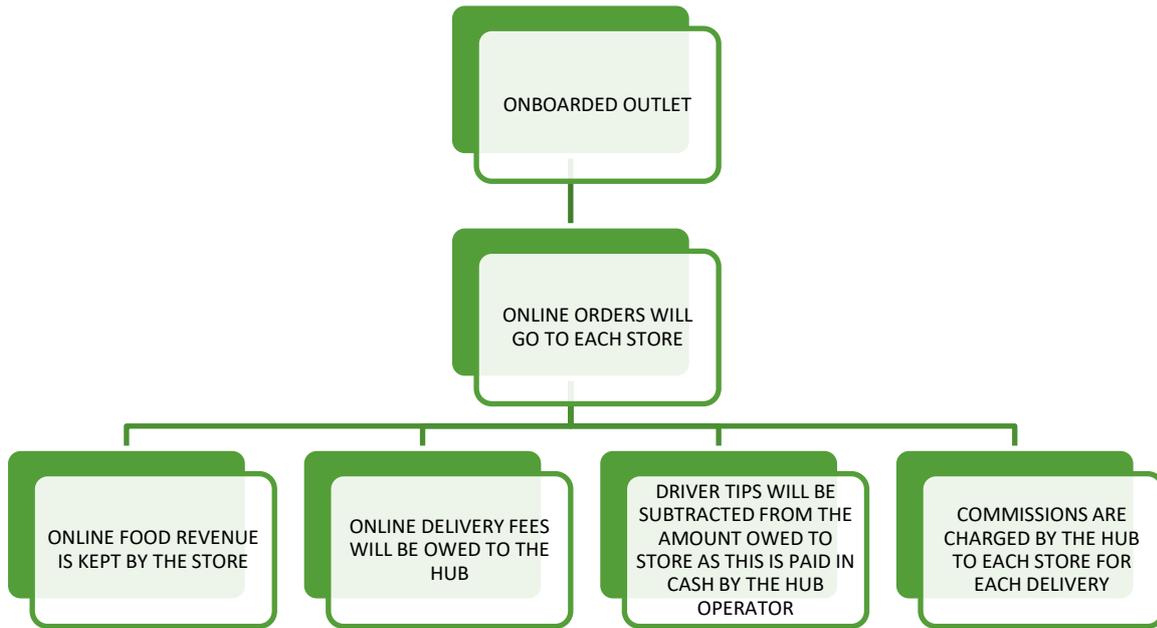


Cashflow Process- Money in and out of the HUB:

Below is a reference on how Driver's manage Cash and Card orders and how those transactions impact recon.



Below is a reference on how all online orders are managed. Bearing in mind that Yumbi will reconcile these payments directly into the onboarded Franchisee's account.



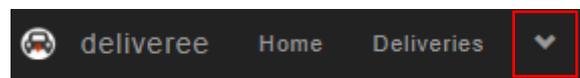
HUB Operator Cash Up and Account recon:

The first step when doing a cash up at the close of the business day is to go to the account recon report. 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.

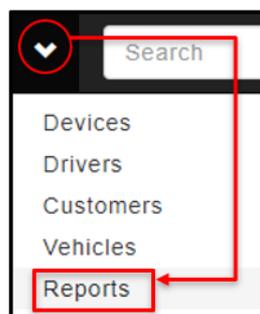
By understanding the information that the system provides, Operators can make the necessary operational changes that will improve the customer’s experience. From the HUB U.I (User interface) screen, you will be able to logon and view all reports.

Follow the steps below:

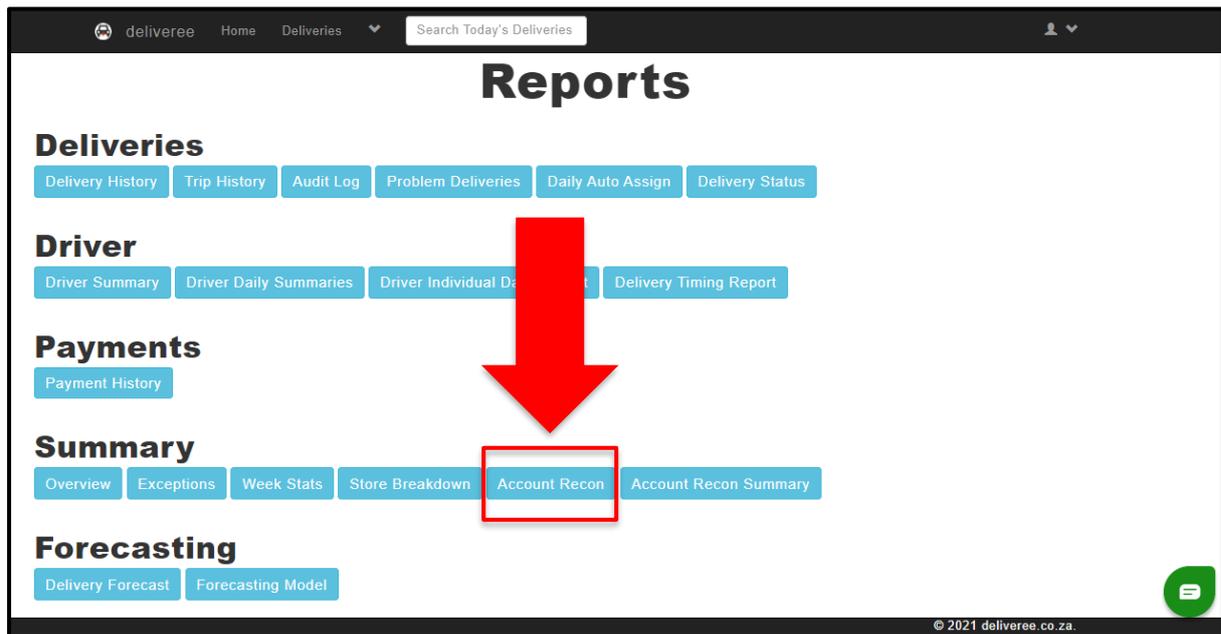
Click the dropdown arrow on the upper left-hand side of the screen.



From the dropdown menu select REPORTS.



Select Account Recon report, you will click on the report name (the blue block).



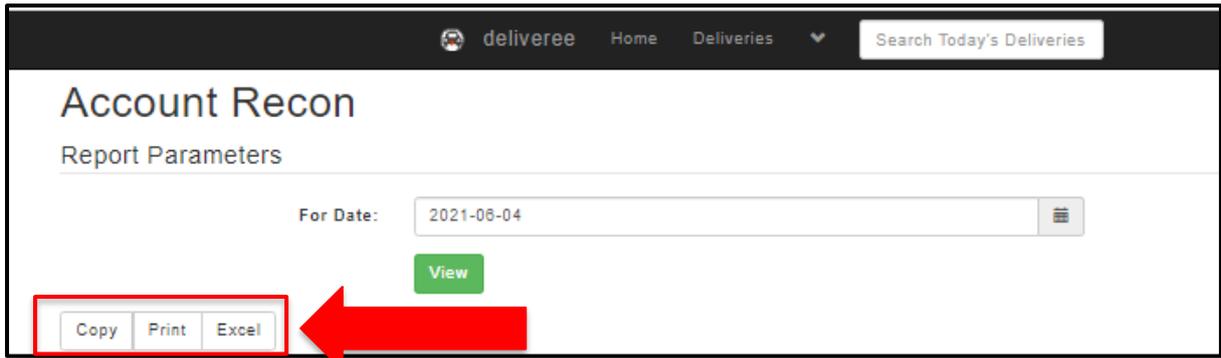
Account Recon Report

This report shows a breakdown of all revenue coming into the HUB. Delivery Tribe has automated many of the calculations to assist the HUB operator in eliminating manual work.

Data can be filtered for *one day* at a time:

To look at a previous day's recon, choose the date by clicking  then click 

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 ?		234.70
Yumbi - Food Revenue	219.70	
Yumbi - Delivery Fees	15.00	
Yumbi - Driver Tips	0.00	

Hover over the (?) for more information:



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 HUB restaurants is added up.
2. Total delivery fees (payable to HUB) 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 ?		
[REDACTED]		
Food Revenue Collected	813.70	
Delivery Fees	15.00	
Driver Tips	0.00	
[REDACTED]		
Food Revenue Collected	0.00	
Delivery Fees	0.00	
Driver Tips	0.00	
[REDACTED]		
Food Revenue Collected	610.30	
Delivery Fees	60.00	
Driver Tips	0.00	
Total Food Revenue Collected (Payable to stores - excludes delivery fees)		1424.00
Total Delivery Fees Collected (Payable to DCS)		75.00
Total Tips Collected		0.00
Unpaid Deliveries ?		199.90
TOTAL ?		1933.60

Hover over the (?) for more information:

ACCOUNT RECON PER STORE ?

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.

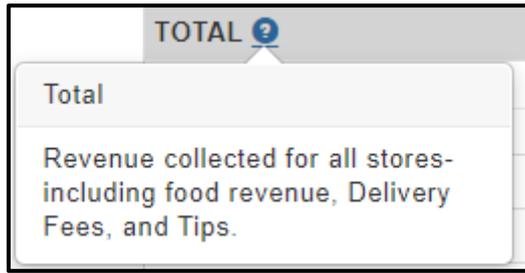
Unpaid Deliveries ?

Unpaid Deliveries

Cross-reference to the Problem History report.

The report will also tally up all revenue so that the HUB can see the total income.

Hover over the (?) for mor information.



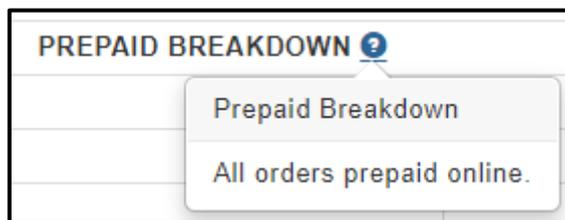
Currently, all Prepaid food orders (where Yumbi applies) are reconciled into the restaurant’s account, the HUB needs to keep track of this.

The Prepaid breakdown highlights the following per restaurant:

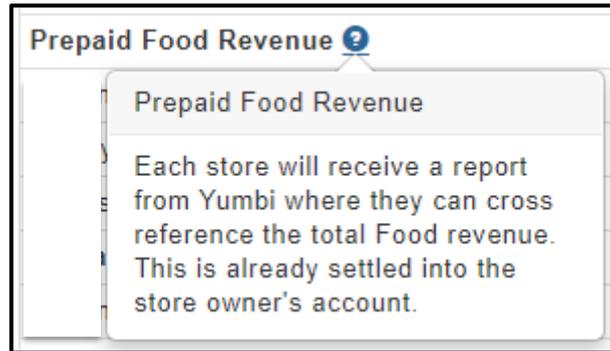
1. Prepaid Food Revenue
2. Prepaid delivery fees
3. Prepaid tips

PREPAID BREAKDOWN ?			
Prepaid Food Revenue ?			219.70
		0.00	
		219.70	
		0.00	
Prepaid Delivery Fee ?			15.00
		0.00	
		15.00	
		0.00	
Prepaid Tips ?			0.00
		0.00	
		0.00	
		0.00	
TOTAL PREPAID			234.70

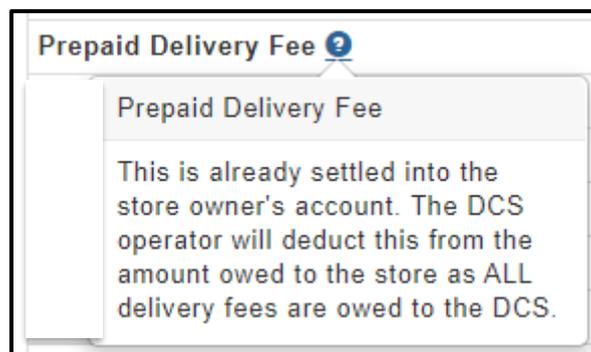
Hover over the (?) for more information:



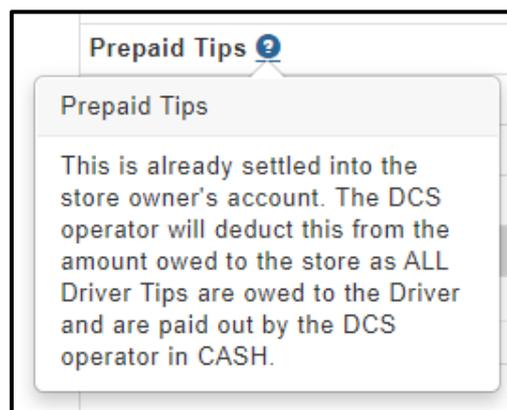
In this instance, the Account Recon Report has been built to minus any pre-paid food revenue from what is owed by the HUB to the store as that amount has already been settled into the restaurant owner’s account by Yumbi.



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 HUB to the store as that amount has already been settled into the restaurant owner's account by Yumbi.



Tips are paid out by the HUB 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 HUB operator as that amount has already been settled into the restaurant owner's account by Yumbi.



This report should match up with what the HUB operator 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

Steers Fontainebleau

Date	Time	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:

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, Operators will see the CASH tender splits.

Here we see:

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

CASH ?			
Cash Food Revenue			404.50
		254.60	
		0.00	
		149.90	
Cash Delivery Fee			30.00
		15.00	
		0.00	
		15.00	
Cash Tips			0.00
		0.00	
		0.00	
		0.00	
CASH TOTAL COLLECTED			434.50

Hover over the (?) for more information:

TENDER BREAKDOWN

CASH ?

Cash

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

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 HUB)
3. Card Tips (payable to the drivers by the HUB operator daily- paid in cash)
4. Card Totals

CARD (Pebble/PocketPOS/SpeedPoint) ?			
Card Food Revenue			1019.50
		559.10	
		0.00	
		460.40	
Card Delivery Fee			45.00
		0.00	
		0.00	
		45.00	
Card Tips			0.00
		0.00	
		0.00	
		0.00	
CARD TOTAL COLLECTED			1064.50
TENDER TOTAL COLLECTED ?			1499.00

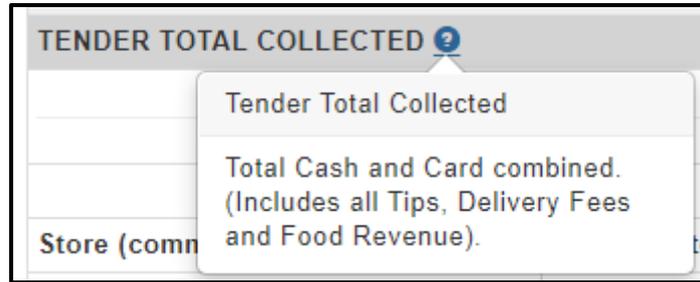
Haver over the (?) for more information:

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 reference Problem Deliveries reports.

The report then clearly states the combines CASH and CARD revenue TOTAL.



The Settlement block on the report provides guidance to a HUB operator the following elements:

1. Amounts owed to the Store.
2. Commission.
3. HUB Revenue.
4. Payable to store. **Where there is a pre-paid amount (credit) to the HUB – the HUB 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.

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
	5357.41	1593.58	1888.58	3763.83
	275.50	80.42	140.42	195.09
	3622.99	903.39	1308.39	2719.60
	688.50	149.73	254.73	538.77

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 HUB cash-up.

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

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
			153.33	675.37
			47.96	-47.96
			151.55	518.76

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

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
(17%)				675.37
	(15%)	-15.00		-47.96
	(15%)	610.30		518.76

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

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
	-15.00	32.96		
	610.30	91.55		

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

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

Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
	813.70			610.30
	-15.00	32.96	47.96	-47.96
	610.30	91.55	151.55	518.76

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.

Problem Deliveries

All Reports

Report Parameters

From Date: 2020-09-01

To Date: 2020-10-30

View

Show 10 entries

Date	#	Store	Customer	Driver	Status	Status Desc	Delivery Value
2020-09-09	15088231	Deliveree Training store (Pizza)	CUSTOMER ONE	DRIVER THREE	90	Order not processed	25.00
2020-09-30	15536790	Deliveree Training store (Burgers)	CUSTOMER TWO		91	Hoax	49.00
2020-09-30	15537623	Deliveree Training store (Burgers)	CUSTOMER TWO		90	Order not processed	100.00
2020-09-30	15541390	Deliveree Training store (Pizza)	CUSTOMER TWO	DRIVER ONE	92	Could not deliver	150.00

Showing 1 to 4 of 4 entries

Previous 1 Next

Status	Status Desc
90	Order not processed
91	Hoax
90	Order not processed
92	Could not deliver
93	Converted to Collect

Here the HUB operator is looking for missing money. Where an order is marked as paid and then later marked as a problem, for example the cash up will not balance.

Below are the status codes and their descriptions:

The HUB operator should be the only person marking orders off as problems essentially, this way they have the full story from the driver and can use the correct problem code to mark an order off as a problem.

With all these problem codes, the key is that the driver is returning to the store with wasted food and NO payment. (With the exception of code 93 converted to collect).

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)
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- 90 Order not processed. (The food was not made at the store)
- 91 Hoax (a false order).
- 92 Could not deliver.
- 93 Concerted to collect.
- 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.*

If anything comes up as untoward/strange, you can further investigate by using the audit log report.

Type of problem order:	Problem code	Delivery to DCS	Commission on food revenue	Who pays the delivery fee to DCS:	PrePaid	Food
Order not processed	90	No	No	0	Yes/No	
Could not deliver	92	Yes	No	Store to be invoiced R10	Yes/No	Food Wasted
Converted to collect	93	No	No	N/A	Yes/No	
Order wrong	95	Yes	Yes	Store to be invoiced R10	Yes/No	Food Waste

Audit Log Report

Where there are discrepancies on the Account Recon 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.

#	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

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

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

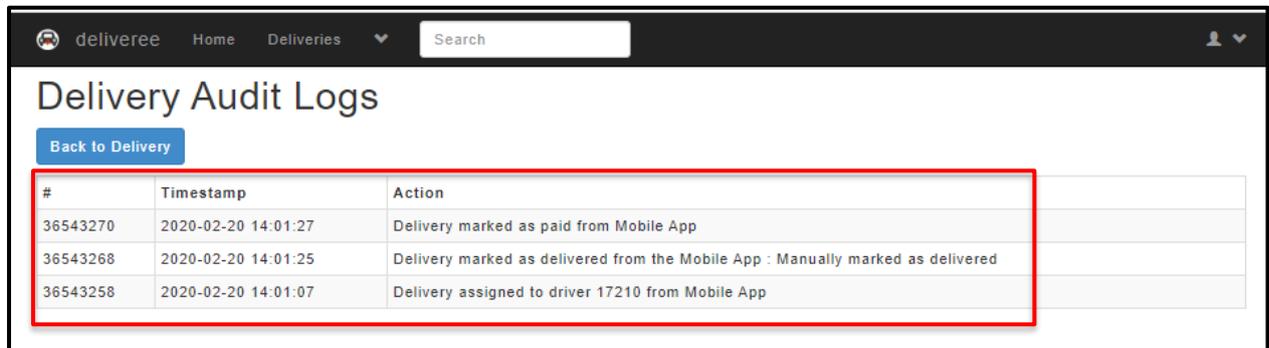
Deliver To: 14 View Point Rd, Bardene, Boksburg, 1456 (-26.110400, 27.999132) Update

Notifications: Yes

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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 is referring to “Client Admin” refers to an action taken on www.deliverree.co.ca by the HUB operator/ managers on the web page.

Where payment types have been incorrectly captured by a driver following the initial audit, there is an option to correct this to ensure that the correct amount of CASH and CARD transactions reflect.

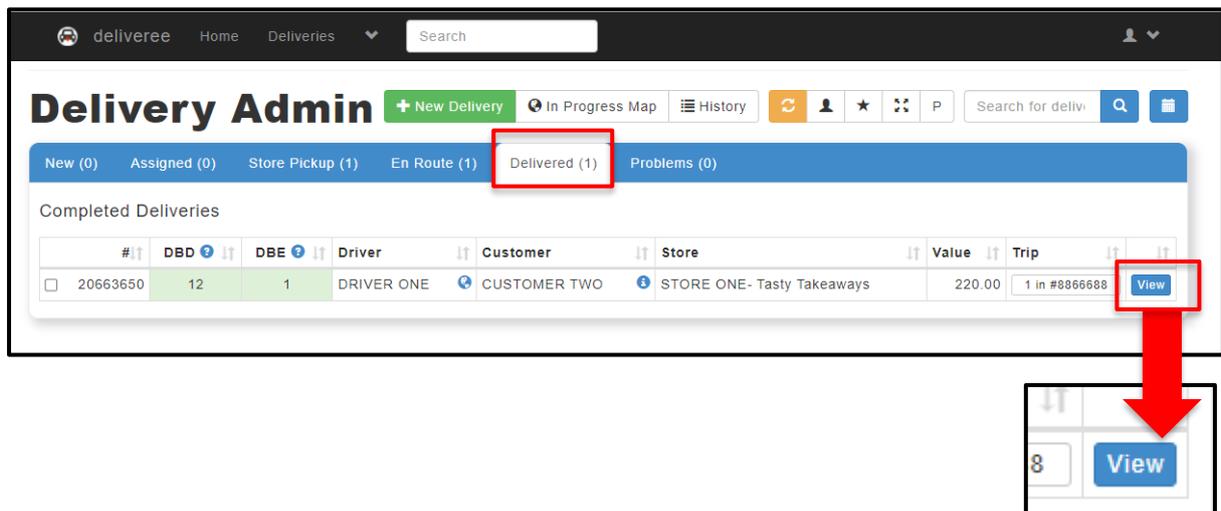
Change Payment Type on completed deliveries.

There are situations where payment types are captured incorrectly by drivers in the app. The ability to change the payment type after a delivery has been marked completed is available on the web interface.

Only cash and manual CC can be changed, as the other payment types (where integration to a Banking App applies) cannot be done in error i.e., PocketPOS/Payment Pebble.

To change an incorrectly captured payment type for today's orders:

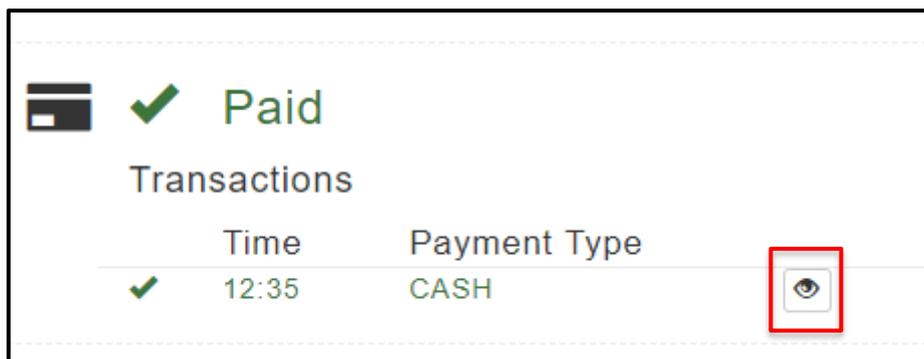
Go to Delivery Admin, Click the "Delivered" tab.



The screenshot shows the 'Delivery Admin' interface. At the top, there are navigation tabs: 'New (0)', 'Assigned (0)', 'Store Pickup (1)', 'En Route (1)', 'Delivered (1)', and 'Problems (0)'. The 'Delivered (1)' tab is highlighted with a red box. Below the tabs is a table of 'Completed Deliveries'. The table has columns for '#', 'DBD', 'DBE', 'Driver', 'Customer', 'Store', 'Value', and 'Trip'. A red box highlights the 'View' button at the end of the first row. A red arrow points from this button to a magnified view of the 'View' button, which is also highlighted with a red box.

#	DBD	DBE	Driver	Customer	Store	Value	Trip	
20663650	12	1	DRIVER ONE	CUSTOMER TWO	STORE ONE- Tasty Takeaways	220.00	1 in #8866688	View

Scroll down to where you can see the delivery was paid.



The screenshot shows the 'Paid Transactions' section. It features a table with columns for 'Time' and 'Payment Type'. The first row shows '12:35' and 'CASH'. A red box highlights an eye icon in the right column of the first row.

Time	Payment Type	
12:35	CASH	View

Click on the  to view and edit.

Here you will see the payment details as captured by the driver in the Deliverree app.

Click on “Change Payment Type”

Payment Details for: 20663650

Back to Delivery Change Payment Type

CASH : Successful
at 2021-05-04 12:35:22

transactionAmount	25000
gratuityAmount	0

Change Payment Type for: 20663650

Back to Delivery Change Payment Type

Here you can select the actual payment type (new payment type) from a dropdown as shown below:

CASH= Physical money tendered (coins and paper notes)

MANUAL CC= Tap to pay or swiped debit/credit card

OTHER= Yumbi vouchers *where applicable*.

deliveree Home Deliveries Search

Change Payment Type for: 20663650

Current type: CASH

Payment Details

New Payment Type: CASH
CASH
MANUALCC
OTHER

Then click 

You will then see the update under “Audit Logs”.

Payment Details for: 20663650

[Back to Delivery](#) [Change Payment Type](#)

MANUALCC : Successful
at 2021-05-04 12:35:22

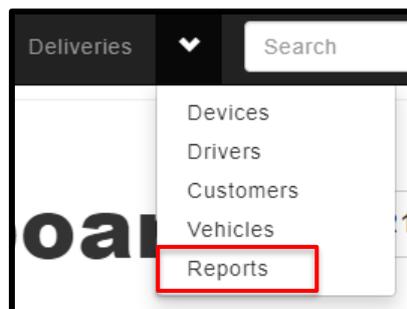
transactionAmount	25000
gratuityAmount	0

Audit Logs

#	Timestamp	Action
56611710	2021-05-04 13:08:57	Client changed delivery payment type from CASH to MANUALCC

Alternatively, to change a payment type that is incorrect on the previous day’s cash up, you can amend the payment type from the payment history report:

Go to reports:



Go to “Payment History”

deliveree Home Deliveries Search

Reports

Deliveries

[Delivery History](#) [Trip History](#) [Audit Log](#) [Problem Deliveries](#) [Daily Auto Assign](#) [Delivery Status](#)

Driver

[Driver Summary](#) [Driver Daily Summaries](#) [Driver Individual Daily Report](#) [Delivery Timing Report](#)

Payments

[Payment History](#)

Summary

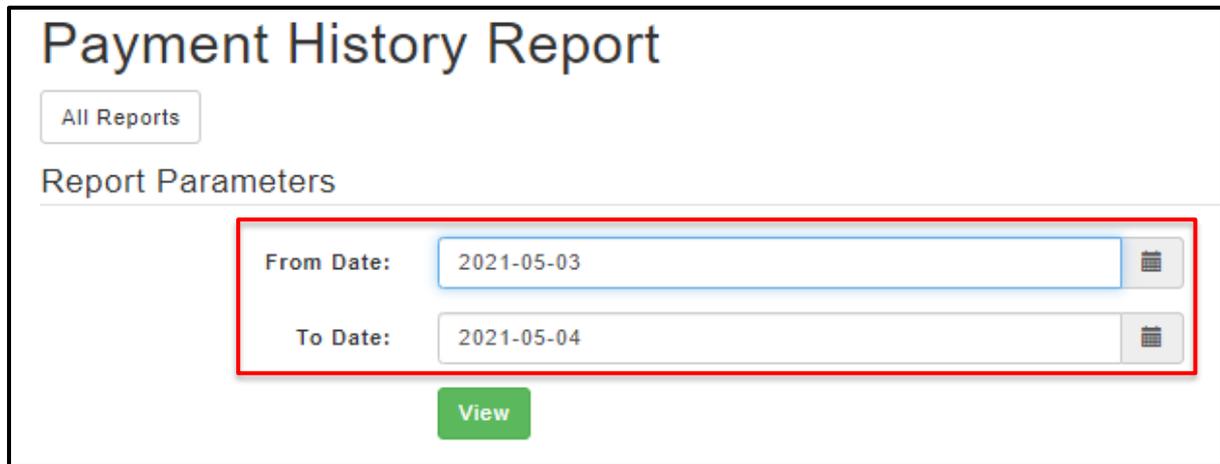
[Overview](#) [Exceptions](#) [Week Stats](#) [Store Breakdown](#) [Account Recon](#)

Forecasting

[Delivery Forecast](#) [Forecasting Model](#)

A large red arrow points from the right towards the 'Payment History' button, which is highlighted with a red box.

Filter the dates by choosing yesterday's date as the "from date" and today's date as the "to date":

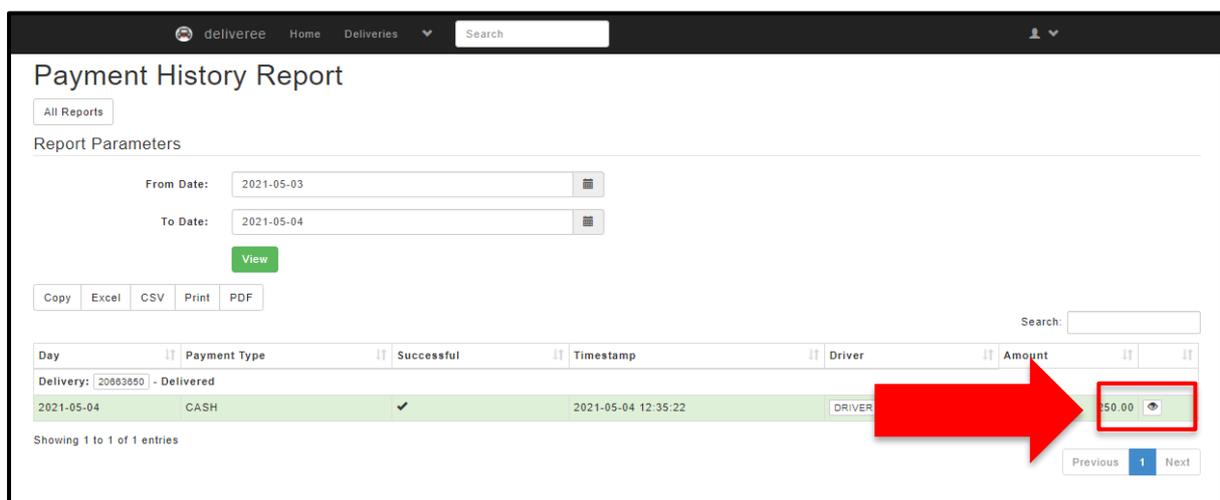


The screenshot shows the "Payment History Report" interface. At the top, there is a button labeled "All Reports". Below it, the "Report Parameters" section contains two date input fields: "From Date" with the value "2021-05-03" and "To Date" with the value "2021-05-04". Each date field has a calendar icon on its right. A green "View" button is positioned below the date fields.

Click 

You will then see all deliveries that were completed yesterday.

On the far-right hand side, click 



The screenshot shows the full "Payment History Report" page. The "Report Parameters" section is visible at the top. Below it, there are buttons for "Copy", "Excel", "CSV", "Print", and "PDF". A table displays the payment details. The table has columns for "Day", "Payment Type", "Successful", "Timestamp", "Driver", and "Amount". The first row shows a payment on "2021-05-04" for "CASH" with a status of "Successful" (indicated by a checkmark), a timestamp of "2021-05-04 12:35:22", a driver named "DRIVER", and an amount of "50.00". A red arrow points to the "50.00" amount field, which has a small eye icon next to it. At the bottom of the table, there are "Previous", "1", and "Next" navigation buttons.

Day	Payment Type	Successful	Timestamp	Driver	Amount
2021-05-04	CASH	✓	2021-05-04 12:35:22	DRIVER	50.00

Here you will see the payment details as captured by the driver in the Deliverree app.

Click on "Change Payment Type"

Payment Details for: 20663650

[Back to Delivery](#) [Change Payment Type](#)

CASH : Successful
at 2021-05-04 12:35:22

transactionAmount	25000
gratuityAmount	0

Payment Details for: 20663650

[Back to Delivery](#) [Change Payment Type](#)

Here you can select the actual payment type (new payment type) from a dropdown as shown below:

deliveree Home Deliveries

Change Payment Type for: 20663650

Current type: CASH

Payment Details

New Payment Type:

- CASH
- CASH
- MANUALCC
- OTHER

Then click [Change Payment Type](#)

Payment History Report

All Reports

Report Parameters

From Date: 2021-05-03

To Date: 2021-05-04

View

Copy Excel CSV Print PDF

Search:

Day	Payment Type	Successful	Timestamp	Driver	Amount
Delivery: 20663650 Delivered					
2021-05-04	MANUALCC *	✓	2021-05-04 12:35:22	DRIVER ONE	250.00

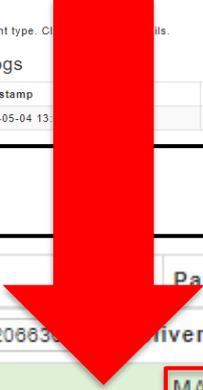
Showing 1 to 1 of 1 entries

Previous 1 Next

* denotes a changed payment type. Click it for more details.

Payment Audit Logs

#	Timestamp	Delivery	Action
56611710	2021-05-04 13:...	20663650	Client changed delivery payment type from CASH to MANUALCC



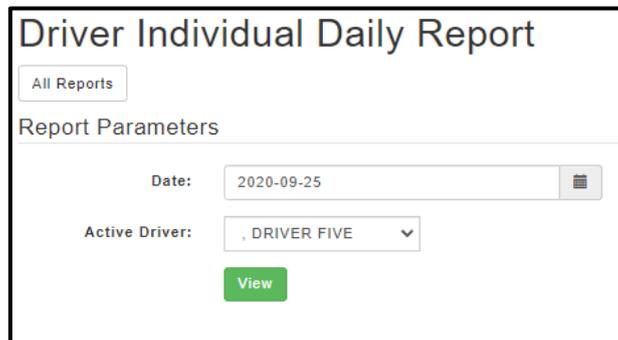
Day	Payment Type	Successful
Delivery: 20663650 Delivered		
2021-05-04	MANUALCC *	✓

* Denotes a changed payment type. Click it for more details.

Driver Individual Daily Report

If a driver's individual cash up is incorrect. This report is for a manager to run at the end of a driver's shift and can cross reference payments to actual cash and card transactions.

It is for a specific day and a specific driver.



Driver Individual Daily Report

All Reports

Report Parameters

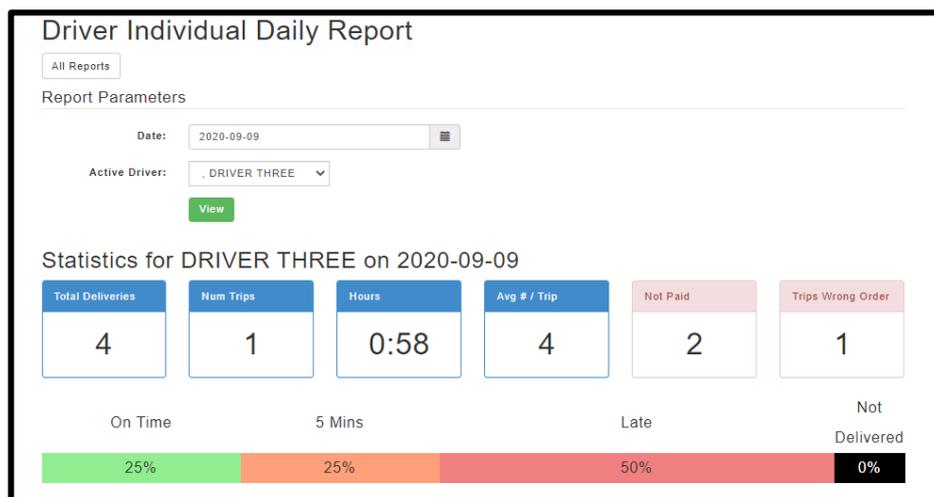
Date: 2020-09-25

Active Driver: DRIVER FIVE

View



Choose your date and the name of the driver, click



Driver Individual Daily Report

All Reports

Report Parameters

Date: 2020-09-09

Active Driver: DRIVER THREE

View

Statistics for DRIVER THREE on 2020-09-09

Total Deliveries	Num Trips	Hours	Avg # / Trip	Not Paid	Trips Wrong Order
4	1	0:58	4	2	1

On Time 25% | 5 Mins 25% | Late 50% | Not Delivered 0%

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.

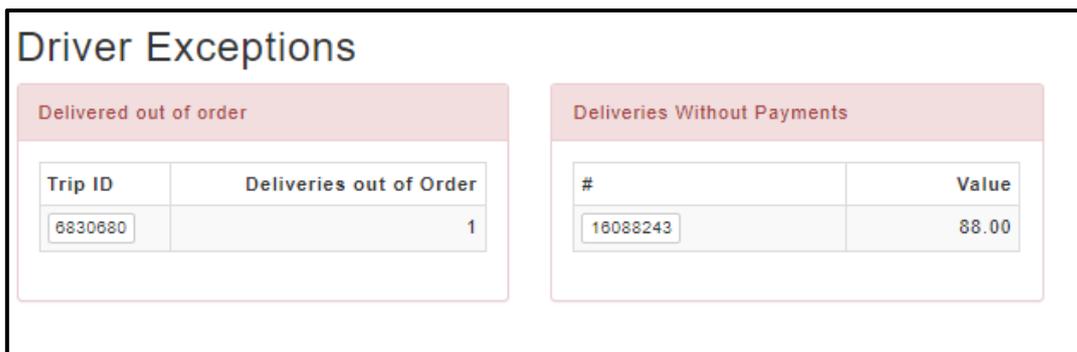
ORANGE: 5 minutes late- delivered 5 minutes after the 32 minutes.

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.

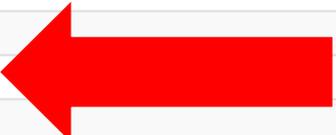
Device Logins

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 (where applicable).

**If a specific payment type was NOT used, it will not show on the report.*

Payment Type	# of Payments
CASH	7
YUMBI	3
Pebble	9



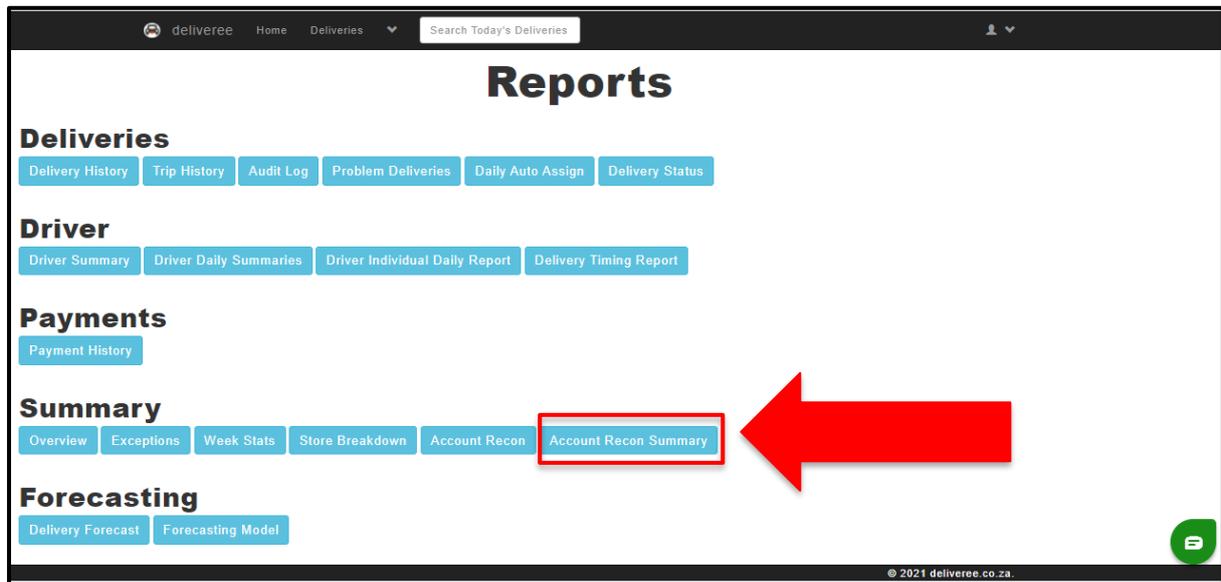
Scroll down to see the details of the deliveries.

Details include: the order number, external identifier, customer, time of delivery, status of delivery, whether the delivery was paid, and details of the payments.

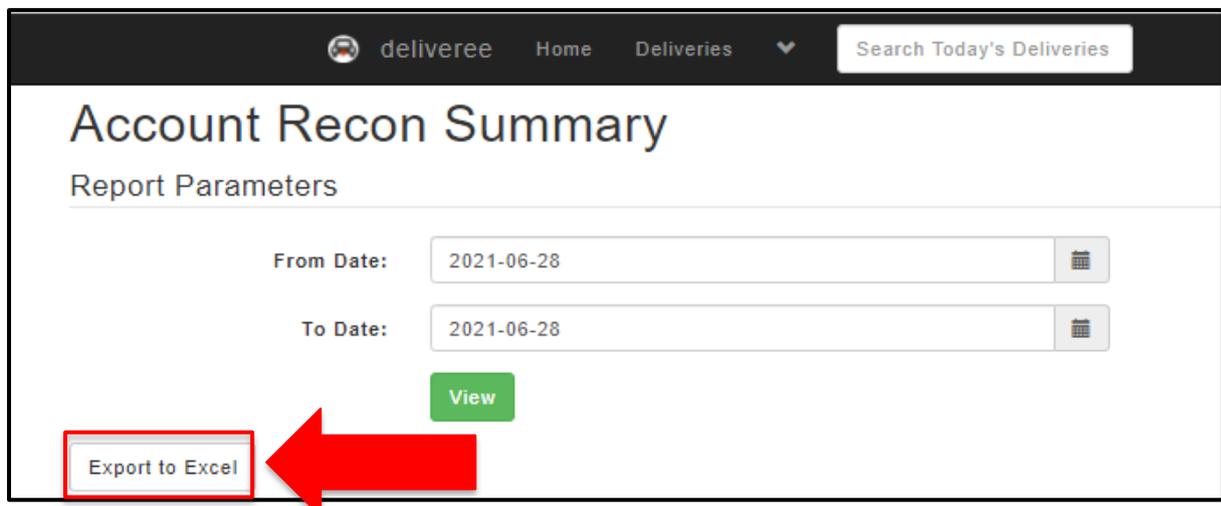
All problem orders or orders not assigned will still show here, the status detail will show “order not processed” or “unassigned” for example.

#	External ID	Customer	Time	Status	Paid	Value	Payments	
16090691		CUSTOMER TWO	14:54:18	Delivered	✓	250.00	✓ MANUALCC	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
						563.00		450.00

Account Recon Summary Report



The report parameters can be changed so the HUB operator can search for information for a day/week and month.



The data can be exported to excel as well for external use.

The report lists prepaid, cash and card amounts, as well as the settlement amounts for each store, per day.

From left to right:

Prepaid:

Account Recon Summary

Report Parameters

From Date: 2021-06-20

To Date: 2021-06-27

View

Export to Excel

	PREPAID			CASH			CARD			SETTLEMENT			
	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Owed to Store	Commission	DCS Revenue	Payable to Store
2021-06-20	200.60	0.00	10.00	776.90	10.00	0.00	2133.80	10.00	0.00	2900.70	528.92	548.92	2371.78
	114.80	15.00	10.00	0.00	0.00	0.00	339.50	30.00	10.00	314.50	68.15	113.15	246.36
	349.79	30.00	25.00	659.40	15.00	0.00	292.70	30.00	0.00	897.10	195.28	270.28	701.82



PREPAID		
Food Revenue	Delivery Fee	Tips

Cash:

Account Recon Summary

Report Parameters

From Date: 2021-06-20

To Date: 2021-06-27

View

Export to Excel

	PREPAID			CASH			CARD			SETTLEMENT			
	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Owed to Store	Commission	DCS Revenue	Payable to Store
2021-06-20	200.60	0.00	10.00	776.90	10.00	0.00	2133.80	10.00	0.00	2900.70	528.92	548.92	2371.78
	114.80	15.00	10.00	0.00	0.00	0.00	339.50	30.00	10.00	314.50	68.15	113.15	246.36
	349.79	30.00	25.00	659.40	15.00	0.00	292.70	30.00	0.00	897.10	195.28	270.28	701.82



CASH		
Food Revenue	Delivery Fee	Tips

Card:

Account Recon Summary
Report Parameters

From Date: 2021-06-20
To Date: 2021-06-27
[View](#)

[Export to Excel](#)

	PREPAID			CASH			CARD			Owed to Store	Commission	DCS Revenue	Payable to Store
	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips				
2021-06-20	200.60	0.00	10.00	776.90	10.00	0.00	2133.80	10.00	0.00	2900.70	528.92	548.92	2371.78
	114.80	15.00	10.00	0.00	0.00	0.00	339.50	30.00	10.00	314.50	68.15	113.15	246.36
	349.79	30.00	25.00	659.40	15.00	0.00	292.70	30.00	0.00	897.10	195.28	270.28	701.82

CARD

Food Revenue	Delivery Fee	Tips
--------------	--------------	------

Settlement:

Account Recon Summary
Report Parameters

From Date: 2021-06-20
To Date: 2021-06-27
[View](#)

[Export to Excel](#)

	PREPAID			CASH			CARD			SETTLEMENT			
	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Owed to Store	Commission	DCS Revenue	Payable to Store
2021-06-20	200.60	0.00	10.00	776.90	10.00	0.00	2133.80	10.00	0.00	2900.70	528.92	548.92	2371.78
	114.80	15.00	10.00	0.00	0.00	0.00	339.50	30.00	10.00	314.50	68.15	113.15	246.36
	349.79	30.00	25.00	659.40	15.00	0.00	292.70	30.00	0.00	897.10	195.28	270.28	701.82

SETTLEMENT

Owed to Store	Commission	DCS Revenue	Payable to Store
---------------	------------	-------------	------------------

All settlement calculations are in line with the Account recon report.

All sums apply even when filtering for a day/week/month etc. Calculations will pull through.

Hover over the (?) to see the calculations for each settlement figure:

Owed to store:

SETTLEMENT				
Tips	Owed to Store	Commission	DCS Revenue	Payable to Store
			548.92	2371.78
10.00	314.50	68.15	113.15	246.36

Owed to Store

(Cash + Card) - Tips - Delivery Fees

Commissions:

SETTLEMENT			
Owed to Store	Commission	DCS Revenue	Payable to Store
2900.70			2371.78
314.50			246.36

Commission

((Cash + Card + Prepaid) - Tips - Delivery Fees) x Commission Percentage

HUB Revenue:

SETTLEMENT			
Owed to Store	Commission	DCS Revenue	Payable to Store
2900.70	528.00		1.78

DCS Revenue

Commission + Delivery Fees

Payable to Store:

**As seen on all RAIN accounting invoices.*

SETTLEMENT			
Owed to Store	Commission	DCS Revenue	Payable to Store
2900.70	528.92	548.92	

Payable to Store

Owed to Store - Commissions

No breakdown on the daily transactions is shown, click the relevant date, to view the detailed Account Recon for that day.

Account Recon Summary

Report Parameters

From Date: 2021-06-20

To Date: 2021-06-27

[View](#)

[Export to Excel](#)

	PREPAID			CASH			CARD	
	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee	Tips	Food Revenue	Delivery Fee
2021-06-20	200.60	0.00	10.00	776.90	10.00	0.00	2133.80	10.00
	114.80	15.00	10.00	0.00	0.00	0.00	339.50	30.00
	349.79	30.00	25.00	659.40	15.00	0.00	292.70	30.00

Accounting services provided by RAIN

*Only applicable when the Hub operator differs from the onboarded store owner.

RAIN Chartered Accountants (RAIN) provides independent accounting service to record daily transactions reported through the HUB. This service ensures the valid, accurate and complete reporting between the HUB and onboarded franchisees.

RAIN has simplified the financial reporting, providing the Operator with daily reports with insight into the HUB transactions from the previous day's transactions. The daily process recalculates and reconciles the HUB transactions to the Deliverree Account Recon Report. Discrepancies will be reported to the HUB operator daily for further investigation.

Financial Reporting Process

There are key RAIN reports the HUB Operator will frequently use, which includes General Ledger and Accounts Payable reports.

The General **Ledger Summary** details the daily transactions recorded into the financial records, that agrees the information to the Deliverree Account Recon Report. Daily transactions are completely and accurately recorded at this point.

General Ledger Summary			
[Redacted] (Pty) Ltd			
From 1 July 2021 to 1 July 2021			
Add Summary			
Account	Debit	Credit	Net Movement
Accounts Payable (800)	0.00	2,095.30	(2,095.30)
Commission (201)	0.00	1,261.90	(1,261.90)
Commission Control Account (8001)	1,451.18	1,438.37	12.81
Delivery Fee (202)	0.00	156.52	(156.52)
FOOD REVENUE CONTROL ACCOUNT (8005)	3,633.67	3,633.67	0.00
Gratuities / Driver Tips (851)	0.00	95.00	(95.00)
POS Tender Type - CASH (6121)	1,026.12	0.00	1,026.12
POS Tender Type - CRCARDS (6122)	2,767.55	0.00	2,767.55
VAT (820)	0.00	212.76	(212.76)
Yumbi Control Account (8000)	3,491.89	3,476.89	15.00
Total	12,370.41	12,370.41	0.00

The weekly **Accounts Payable Report** shows the summary of separate bills (**payable invoice**) to upload payments on the bank for weekly transfer to onboarded franchisees. The **payable invoice** records the NET amount of Food Revenue payable to Stores in the HUB.

Accounts Payable Transactions									
[Redacted] (Pty) Ltd									
For the period 5 July 2021 to 11 July 2021									
Stores is [Redacted]									
Date	Source	Description	Reference	Debit	Credit	Running Balance	Gross	Tax	
Accounts Payable									
Opening Balance				-	119,454.24	119,454.24	-	-	
5 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,332.06	120,786.30	1,332.06	-	
6 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,075.29	121,861.59	1,075.29	-	
7 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,280.09	123,141.68	1,280.09	-	
8 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,598.27	124,739.95	1,598.27	-	
9 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,897.40	126,637.35	1,897.40	-	
10 Jul 2021	Payable Invoice	[Redacted]	PO	-	1,918.61	128,555.96	1,918.61	-	
11 Jul 2021	Payable Invoice	[Redacted]	PO	-	476.12	129,032.08	476.12	-	
Total Accounts Payable				-	9,577.84	129,032.08	9,577.84	-	
Closing Balance				-	129,032.08	129,032.08	-	-	
Total				-	9,577.84	(9,577.84)	9,577.84	-	

As a measure of control, the account should have a zero opening balance once all prior period payments have been finalised. An opening balance indicates that there are unpaid NET Food Revenue amounts due to Stores in the HUB at a point in time. The closing balance is the total of the current period and the opening balance of the next period.

A summary of the amount receivable/payable to/from each store for the week will be uploaded onto the Onboarded Franchisee's OneDrive:

Accounts Payable Transactions				
[Redacted] (Pty) Ltd				
For the period 25 October 2021 to 31 October 2021				
Stores is [Redacted]				
Date	Description	Reference	Debit	Credit
Accounts Payable				
29 Oct 2021	[Redacted]	PO29102021MLF	79.30	0.00
29 Oct 2021	[Redacted]	PO29102021MLF	0.00	79.30
31 Oct 2021	[Redacted]	PO31102021MLF	71.21	0.00
31 Oct 2021	[Redacted]	PO31102021MLF	0.00	71.21
Total Accounts Payable			150.51	150.51
Store Direct Deposit				
27 Oct 2021	[Redacted]	Direct Deposit - Payable to DCS PO27102021MLF	53.76	0.00
Total Store Direct Deposit			53.76	0.00
Total Payable/Receivable			(53.76)	
			Owed to DCS	

Payable Invoice

RAiN sends the daily **payable invoice** with the **Deliveree Account Recon report** to the onboarded franchisees from the HUB. The onboarded franchisee can agree the food revenue on the payable invoice to their own daily cash up summary. Any discrepancies can be raised and clarified with the HUB Operator.

To: [Redacted] (Pty) Ltd	Invoice Date 17 Apr 2021	Attention: [Redacted]
Attention: [Redacted] Shop 3	Reference Number PO: [Redacted]	[Redacted]
[Redacted] SOUTH AFRICA		SOUTH AFRICA VAT Number: [Redacted]

Description	Quantity	Unit Price	VAT	Amount ZAR
Food Revenue	1.00	1,594.20	No VAT	1,594.20
Commission Due [Redacted]	1.00	(435.92)	No VAT	(435.92)
Yumbi Delivery Fee	1.00	(30.00)	No VAT	(30.00)
Yumbi Driver Tip	1.00	(20.00)	No VAT	(20.00)
			Subtotal	1,108.28
			TOTAL ZAR	1,108.28
			DUE DATE	17 Apr 2021

By the end of the day, if there is no food revenue, the onboarded franchisee would have to settle the commission due to the HUB as per the agreed terms in the operational agreements (MOU and SLA). For all stores with no food revenue a Store Direct Deposit ledger will be uploaded daily to indicate the amount payable to the HUB by the onboarded franchisee for that day. The Store Direct Deposit ledger for the week will also be uploaded. The onboarded franchisee will process a direct payment to the HUB with a reference to the relevant invoices.

Store Direct Deposit

Below is an Example of a bill with amount payable to the HUB indicated in line item "Store direct deposit"

Store Direct Deposit Transactions			
[Redacted] (Pty) Ltd			
For the period 26 July 2021 to 26 July 2021			
Stores is [Redacted]			
DATE	REFERENCE	DEBIT	CREDIT
Store Direct Deposit			
Opening Balance		-	-
26 Jul 2021	Test	27.25	-
Total Store Direct Deposit		27.25	-
Closing Balance		27.25	-
Total		27.25	-

To: [Redacted] (Pty) Ltd	Invoice Date	[Redacted]
Attention: [Redacted]	26 Jul 2021	Attention: [Redacted]
Shop 3 [Redacted]	Reference Number	[Redacted]
[Redacted]	Test	SOUTH AFRICA
SOUTH AFRICA		VAT Number: [Redacted]

Description	Quantity	Unit Price	VAT	Amount ZAR
Food Revenue	1.00	177.70	No VAT	177.70
Commission Due INV-0487	1.00	(149.95)	No VAT	(149.95)
Yumbi Delivery Fee	1.00	(30.00)	No VAT	(30.00)
Yumbi Driver Tip	1.00	(25.00)	No VAT	(25.00)
Store Direct Deposit - Payable to DCS	1.00	27.25	No VAT	27.25
			Subtotal	0.00
			TOTAL ZAR	0.00
			DUE DATE	26 Jul 2021

Receivable Invoice

The monthly **receivable commission invoices** are calculated, based on the daily food revenue collected by the HUB with a month summary sent to the onboarded franchisee. This enables the franchisee to record the commission expenses paid to the HUB.

This invoice is a valid VAT invoice that the Onboarded Franchisee can use to claim back VAT on commission. The commission is calculated daily and included on the bill that is being uploaded, but only one commission invoice will be issued at month end.

Commission Transactions						
(Pty) Ltd						
From 5 Jul 2021 to 11 Jul 2021						
Add Summary						
Date	Type	Transaction	Reference	Debit	Credit	
5 Jul 2021	INV	- Commission @ 18% of Food Revenue R2122.00 + Yumbi Food Revenue R1549.20 T...			660.82	
6 Jul 2021	INV	- Commission @ 18% of Food Revenue R1627.06 + Yumbi Food Revenue R941.89 To...			462.41	
7 Jul 2021	INV	- Commission @ 18% of Food Revenue R1877.60 + Yumbi Food Revenue R960.60 To...			510.88	
8 Jul 2021	INV	- Commission @ 18% of Food Revenue R2331.70 + Yumbi Food Revenue R1187.29 T...			633.42	
9 Jul 2021	INV	- Commission @ 18% of Food Revenue R2892.50 + Yumbi Food Revenue R1769.85 T...			839.22	
10 Jul 2021	INV	- Commission @ 18% of Food Revenue R2829.40 + Yumbi Food Revenue R1546.40 T...			787.64	
11 Jul 2021	INV	- Commission @ 18% of Food Revenue R1357.40 + Yumbi Food Revenue R2465.20 T...			688.07	
Total					4,582.46	
11 Jul 2021	Balance					4,582.46

TAX INVOICE		Invoice Date	Attention	
Attention: Mark		30 Sep 2021	Shop 3	
SOUTH AFRICA		Invoice Number		
VAT Number		INV-0711		
		Reference		
		Commission 30		
		September		
		VAT Number		
			SOUTH AFRICA	
Description	Quantity	Unit Price	VAT	Amount ZAR
Commission @ 18% of Food Revenue for month of September (Cash & crcards)	1.00	3,722.73	15%	3,722.73
Commission @ 18% of Food Revenue for month of September (Yumbi)	1.00	1,926.41	15%	1,926.41
			Subtotal	5,649.14
			TOTAL VAT	847.37
			TOTAL ZAR	6,496.51
Due Date: 30 Sep 2021				

Service Fees

A Monthly service fee is charged on the first of the month and will be supplied as a valid VAT invoice for the onboarded franchisee to claim VAT on this expense.

The service fee amount is deducted from the amount payable to the franchisee in the last week of the month. If there are not enough food revenue to cover this fee, the balance is carried over until it is fully paid.

Example of service fee invoice:

TAX INVOICE		Invoice Date	1 Dec 2021	
[Redacted] Attention: Mark		Invoice Number	Service Fee Steers - Dec	
[Redacted] SOUTH AFRICA VAT Number: [Redacted]		VAT Number	[Redacted] SOUTH AFRICA	
Description	Quantity	Unit Price	VAT	Amount ZAR
Service Fee	1.00	300.00	15%	300.00
			Subtotal	300.00
			TOTAL VAT	45.00
			TOTAL ZAR	345.00
Due Date: 31 Dec 2021				

Bank Reconciliation

RAiN performs daily **bank reconciliations for the HUB Operator** to verify credit card and cash deposits. (Tender breakdown).

Reconciliations are updated from the bank statement, and outstanding deposit detail is made available to the HUB Operator for further investigation on a weekly basis.

Bank Reconciliation Summary			
[Redacted] - Credit Cards [Redacted] (Pty) Ltd As at 30 June 2021			
Date	Description	Reference	Amount
30 Jun 2021	Balance in Xero		270,149.65
30 Jun 2021	Statement Balance		270,149.65

Bank Reconciliation Summary			
[Redacted] Cash [Redacted] (Pty) Ltd As at 22 July 2021			
Add Summary			
Date	Description	Reference	Amount
22 Jul 2021	Balance in Xero		(1,765.09)
Plus Un-Reconciled Bank Statement Lines			
1 May 2021	Banking App Tran		(2,500.00)
4 May 2021	Internet Banking I		(5,701.26)
4 May 2021	Internet Banking I		(293.86)
4 May 2021	Internet Banking I		(2,125.13)
4 May 2021	Internet Banking I		(960.80)
5 May 2021	Banking App Paym		(600.00)
5 May 2021	Banking App Paym		(450.00)
5 May 2021	Cash Deposit 352		350.00
5 May 2021	Cash Deposit 252		1,850.00
5 May 2021	Cash Deposit 452		680.00
8 May 2021	Cash Deposit Dcs		3,140.00
9 May 2021	Cash Deposit Dcs		950.00
11 May 2021	Cash Deposit Dcs		1,950.00
11 May 2021	Internet Banking I		(1,706.95)
13 May 2021	Cash Deposit Dcs		2,510.00
15 May 2021	Cash Deposit 14 M		1,930.00
17 May 2021	Cash Deposit Dcs		1,230.00
18 May 2021	Cash Deposit Dcs		970.00
19 May 2021	Cash Deposit Dcs		1,540.00
19 May 2021	Banking App Tran		1,000.00
19 May 2021	Banking App Imm		(1,866.36)
20 May 2021	Cash Deposit Cas		1,450.00
20 May 2021	Banking App Paym		(165.00)
21 May 2021	Cash Deposit Cas		700.00
25 May 2021	Cash Deposit Dcs		3,200.00
25 May 2021	Internet Banking I		(5,315.00)
Total Un-Reconciled Statement Lines			1,765.64
22 Jul 2021	Statement Balance		0.55

Profit and Loss Statement

The monthly **Profit and Loss Statement** gives the Operator financial information on the HUB for purposes of monitoring their target operational expenses and net profits.

The financial reports are made available on a weekly basis to the HUB Operator. The HUB operator provides all the monthly expense tax invoices and other business-related expense item detail e.g. salaries, that need to be expensed to the HUB. The expense items can be managed by categorising for example bike expenses to each unit. These expenses are recorded to the monthly management accounts.

Profit and Loss	
(Pty) Ltd	
For the month ended 30 June 2021	
	JUN 2021
Trading Income	
Commission	35,606.95
Delivery Fee	8,165.10
Service Fee	3,913.04
Total Trading Income	47,685.09
Gross Profit	47,685.09
Operating Expenses	
ABSA Pebble Rental	346.09
APN Sim Cards	1,025.22
Bank Charges	829.24
Bike Maintenance	2,871.89
Bike Repayments	5,560.00
Consulting & Accounting	3,130.43
Credit Card Commission Fee	363.59
Delivery Tribe - Platform Fee	158.26
Depreciation	3,761.00
Incentives	950.00
Insurance	960.87
Interest Expense	970.95
License Fee	534.13
Petrol	4,424.00
SMS Costs	78.00
Thumzup Blade Cost	745.00
Wages	23,116.00
Total Operating Expenses	49,824.67
Net Profit	(2,139.58)

Communication

The most efficient way to communicate and provide access to reports between the HUB and RAIN, is to upload documents to OneDrive.

These include:

- Daily Tax Invoice
- Monthly Commission Invoice
- Daily General Ledger Report
- Daily Deliverree Account Recon
- Weekly Accounts Payable report
- Weekly Commission Report
- Weekly and Monthly Profit and Loss Statement
- Daily Direct deposits account report- if applicable

The processing starts at 11h00 daily to allow the HUB operator to make necessary adjustments to the previous day's cash up.

RAIN will send the HUB operator a daily email to confirm information has been processed and uploads are complete.

By the end of the week, if there is no food revenue, the onboarded franchisee would have to settle the commission due to the HUB as per the agreed terms in the operational agreements (MOU and SLA).

RAIN sends daily bills (payable invoice) with the Deliverree report to the onboarded franchisees from the HUB. The onboarded franchisee can agree the food revenue on the bill to their daily cash up summary. Any discrepancies can be raised and clarified with the HUB Operator.

Below is an example of an email the HUB operator will receive.

Good Day [redacted]

I hope you are well.

Please note that the reports for 20 July have been uploaded.
*[redacted] still in a negative therefore carried over as well as [redacted]

Kind regards

Below is an example of an Invoice of NET amount of Food Revenue payable to Stores in the HUB:

To:	(Pty) Ltd	Invoice Date		Attention:	
	Attention:	17 Apr 2021		Shop 3	
	Shop 3	Reference Number			
		PO			
				SOUTH AFRICA	
	SOUTH AFRICA			VAT Number:	

Description	Quantity	Unit Price	VAT	Amount ZAR
Food Revenue	1.00	1,594.20	No VAT	1,594.20
Commission Due	1.00	(435.92)	No VAT	(435.92)
Yumbi Delivery Fee	1.00	(30.00)	No VAT	(30.00)
Yumbi Driver Tip	1.00	(20.00)	No VAT	(20.00)
			Subtotal	1,108.28
			TOTAL ZAR	1,108.28
			DUE DATE	17 Apr 2021