



USER GUIDE

DELIVEREE HUB SOFTWARE

DELIVERY TRIBE

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What is Deliveree Hub Software?

The concept is to assist restaurants within a clearly defined delivery area to manage deliveries from one central point.

Restaurants owned by one or more Franchisee can be loaded on to one central system where orders can be monitored, grouped, and allocated to be delivered by one pool of drivers.

Idle drivers (marked as such in the app as available for delivery) can be Auto-Assigned orders from anywhere on the map.

Driver Cashup and account recon is all managed by one operator.

**The Hub operator may also be the owner of all onboarded stores.*

User guide Objective:

Web Operation: The user guide will assist the operators/store managers in navigating the changes on the web interface in a store where Auto Assign/Auto-Allocation enabled in a Hub.

Outcomes:

- Navigating the Deliveree driver App.
- Navigating the web interface.
- Understanding the new driver status changes.
- Understanding how Auto-Assign works.
- Assisting Operators in facilitating the auto assign process.

Initial setup:

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 includes:

1. Downloading the App
2. Registering all devices
3. Ensuring Driver's are assigned to each store in Combo and DCS environments
4. Adding all drivers and vehicles

Software support processes to follow:

1. Freshdesk chat, (the green chat icon in the web platform in delivery admin/dashboard)
2. Support calls on 031 880 1602
3. Emails to support@deliverytribe.co.za

The support manager has access to all channels, and we have after-hour support teams who escalate to the development team where needed.

The Delivery Tribe Whatsapp account is only my number- DT Whatsapp is only for outbound coms for training only.

The Auto Assign Model.

The Auto Assign models are broken down into 3 parts, and run in the following order:

1. Select the delivery
2. Select additional deliveries to group with the first delivery
3. Select the driver

Part 1: Select the Delivery

The deliveries are chosen based on the following criteria:

Is the delivery marked as "prepared"

OR

Is the (time due - time to get to the customer) less than 28min

These are then ordered by prepared, and then (time due - time to get to the customer)

The delivery at the top of the list is then chosen as the delivery to use.

Part 2: Select Additional Deliveries

The additional deliveries are chosen based on the following criteria:

Is the additional delivery within 1km of the 1st delivery

AND

(is the 2nd store within 100m of the 1st store OR is the 2nd customer within 100m of the 1st customer)

AND

(Is the delivery marked as "prepared") OR Is the (time due - time to get to the customer) less than 33min)

These are then ordered by prepared, and then (time due - time to get to the customer), and then the distance between deliveries.

The delivery at the top of the list is then chosen as the delivery group with the 1st.

A maximum of 3 orders will be auto-assigned based on the above criteria.

Part 3: Select Driver

The driver is chosen based on the following criteria:

Closest to the customer/store.

Driver status must be either "Idle" or "At Store".

AND

Current location must be set.

AND

No deliveries assigned to them.

The list is then ordered by (driver within 500m of the store) and the (time their status was last changed). (Basically, this means, choose the driver that has been idle longest and is within 500m of the store, otherwise choose the driver that has been idle longest, but is further than 500m from the store)

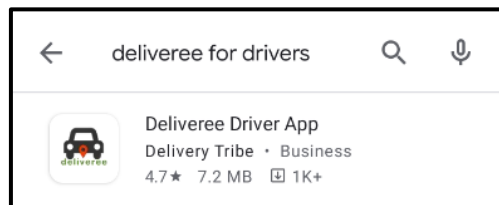
Downloading and Installing the Deliverree App

(This only applies once DCS is live, currently we use an APK that is manually loaded to a device).

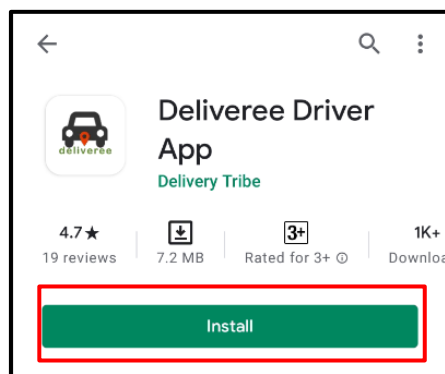
Please follow the steps below to download and Install/ Update the Deliverree App.

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

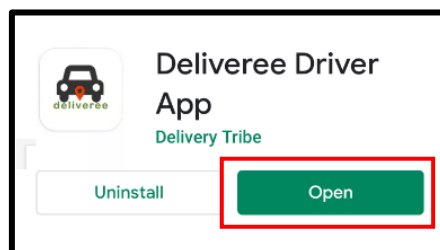
1. Locate and open the **Google Play Store** on your Smartphone.
2. Use the **Search box** to search for the **Deliverree app**.
3. Select the **Deliverree App**.



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**



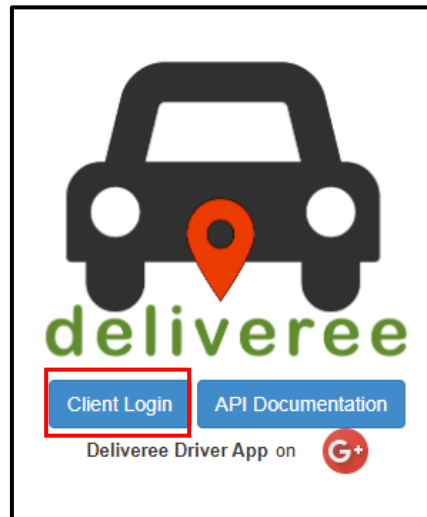
6. Once the **Deliverree app** is running you will need to register the device and sign in.

Registering the device

Devices can be registered by using a one-time code:

To get a device registration code, logon to www.Deliverree.co.za. Click

Client Login

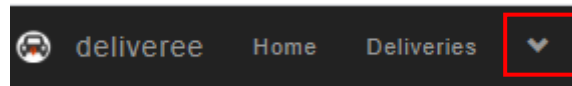


Enter your login details and click

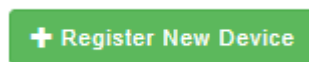
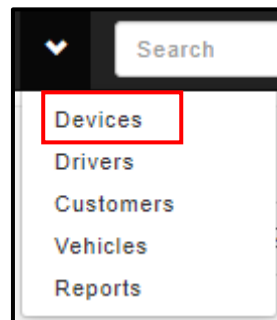
Sign in →

A screenshot of the Deliverree login form. At the top is the Deliverree logo (a car with a location pin) and the word "deliverree" in bold. Below this is the text "Delivery Management System". The main heading is "Please sign in". There are two input fields: the first contains the email "kim.street@deliverytribe.co.za" and the second contains a series of dots representing a password. Both input fields are highlighted with a red rectangular border. Below the input fields is a blue button with the text "Sign in →".

On the top left, click the drop-down arrow.

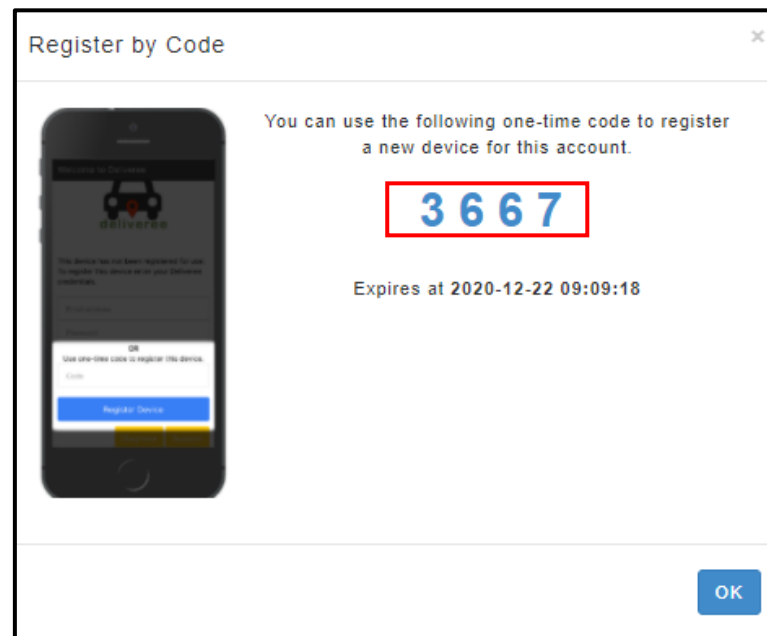


Click on “devices”:



On the top left, click on

Type this four-digit code into the field marked “code” on You app.




*Each device will need a new code for registration.

REGISTER DEVICE

Type in the one-time code, then click

08:51



This device has not been registered for use.
To register this device enter your Deliverree credentials.

Email address

Password

OR


▶ USE ONE TIME CODE

REGISTER DEVICE

v 0.1.1
Device ID: 0f696285492ce335

⚙️ DIAGNOSE SUPPORT PRIVACY POLICY

09:06



This device has not been registered for use.
To register this device enter your Deliverree credentials.

Email address

Password

OR

▼ USE ONE TIME CODE

3667

REGISTER DEVICE

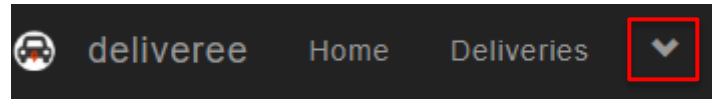
v 0.1.1
Device ID: 0f696285492ce335

⚙️ DIAGNOSE SUPPORT PRIVACY POLICY

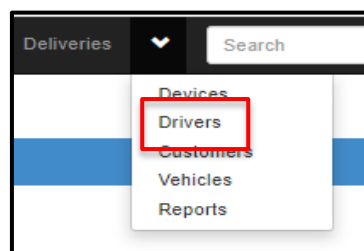
Driver Admin

Drivers will need to be able to see all the orders from all the different restaurants. The operator/ Manager will need to change the driver's store assignments.

To manage the driver's, Click the arrow on the top left-hand side.



Then click on "Drivers"



You will then see be taken to the "Driver Admin" page.

Here you will see (from left to right):

- Driver ID (Deliverree)
- Driver Name
- External ID (If linked to Aura)
- Status of the driver (example: clocked out/idle)
- Location- vital for the allocation of orders
- View
- Edit
- Change Password (If non-aura)

Driver Admin + Add a new Driver View on Map Overview Inactive Drivers

Current Drivers

Filter by Status:

☒ Clocked out ☒ At Store ☒ About to Leave ☒ On a Delivery ☒ Returning to Store ☒ Idle ☒ Pickup

| <input checked="" type="checkbox"/> | # | Name | External ID | Status (hh:mm) | Location | |
|-------------------------------------|-------|---------------|-------------|-----------------------|---------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> | 22903 | ONE, DRIVER | | Clocked out (20:18) | -29.11045333333332,26.205181666666665 | View Edit Change Password |
| <input type="checkbox"/> | 26899 | Three, Driver | | Clocked out (21:30) | -25.997343192966863,28.04681058973074 | View Edit Change Password |
| <input type="checkbox"/> | 22930 | TWO, DRIVER | | Clocked out (01:40) | -25.9861523,28.0406875 | View Edit Change Password |

[Show Store Assignments](#)

Click “Show Store Assignments”

Driver Admin

[+ Add a new Driver](#)[View on Map](#)[Overview](#)[Inactive Drivers](#)

Filter by Status:

☐ Clock out ☒ At Store ☒ About to Leave ☒ On a Delivery ☒ Returning to Store ☒ Idle ☒ Pickup

Current Drivers

| <input checked="" type="checkbox"/> | Name | Status (hh:mm) |
|-------------------------------------|--------------|--------------------|
| <input type="checkbox"/> | , Driver Two | At Store (00:00) |

[Show Store Assignments](#)

Tick the restaurants that the driver will be delivering for.

deliverree Home Deliveries Search

Assign Drivers to Stores

| | <input checked="" type="checkbox"/> STORE ONE- Tasty Takeaways | <input checked="" type="checkbox"/> STORE TWO- Fastest Fast Food |
|-------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="checkbox"/> ONE, DRIVER | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> TWO, DRIVER | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

[Assign the Drivers to Selected Stores](#)[Cancel](#)

[Assign the Drivers to Selected Stores](#)

Then click

[Edit](#)

To further edit Driver details, click

Current Drivers

| <input checked="" type="checkbox"/> | Name | Status (hh:mm) | |
|-------------------------------------|--------------|----------------|-------------------------------------------|
| <input type="checkbox"/> | , DRIVER SIX | Idle (01:14) | View Edit |
| <input type="checkbox"/> | , Driver Two | Idle (01:13) | View Edit |

Upload Driver Photo

To add a photo of the driver, click

Edit Driver

Update Driver Details

| | |
|---------------|-----------------------------------------|
| First Name | <input type="text" value="DRIVER SIX"/> |
| Last Name | <input type="text"/> |
| Email Address | <input type="text"/> |
| External ID | <input type="text"/> |

Update DriverCancelUpload Driver PhotoMake Inactive

You can then take a picture of the driver, save it onto the PC and click

Choose File

Upload Driver Photo

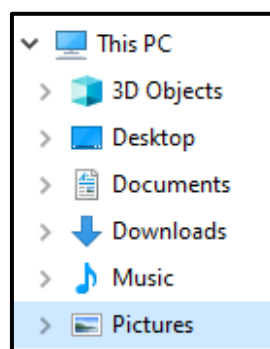
Update photo for :DRIVER SIX

Choose File

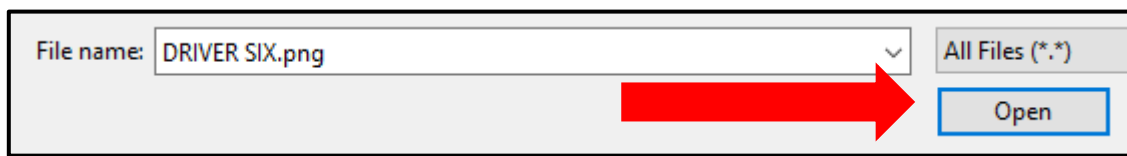
No file chosen

Upload Photo

Choose from the pictures saved on your PC.

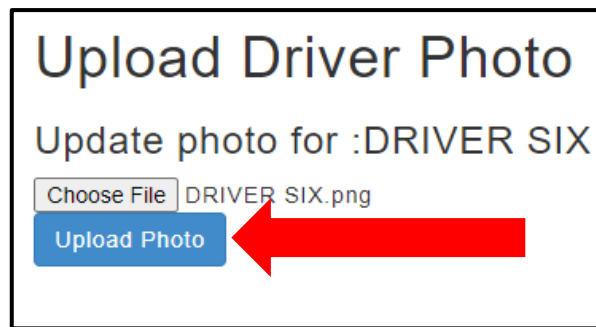


Click "Open"



A file selection dialog box with a text input field labeled "File name:" containing "DRIVER SIX.png". To the right of the input field is a dropdown arrow. Further right is a button labeled "All Files (*.*)". Below these is a blue button labeled "Open". A large red arrow points from the "All Files (*.*)" button towards the "Open" button.

Click "Upload"

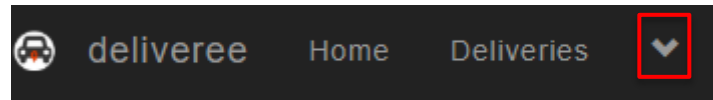


A form titled "Upload Driver Photo" with the subtitle "Update photo for :DRIVER SIX". It contains a "Choose File" button followed by the text "DRIVER SIX.png". Below this is a blue button labeled "Upload Photo". A large red arrow points from the right side of the form towards the "Upload Photo" button.

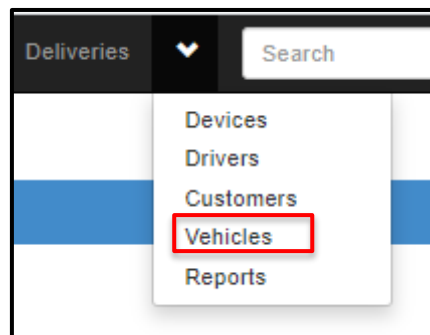
Vehicle Admin

All the Vehicles being used by the Store should be added to Deliverree.

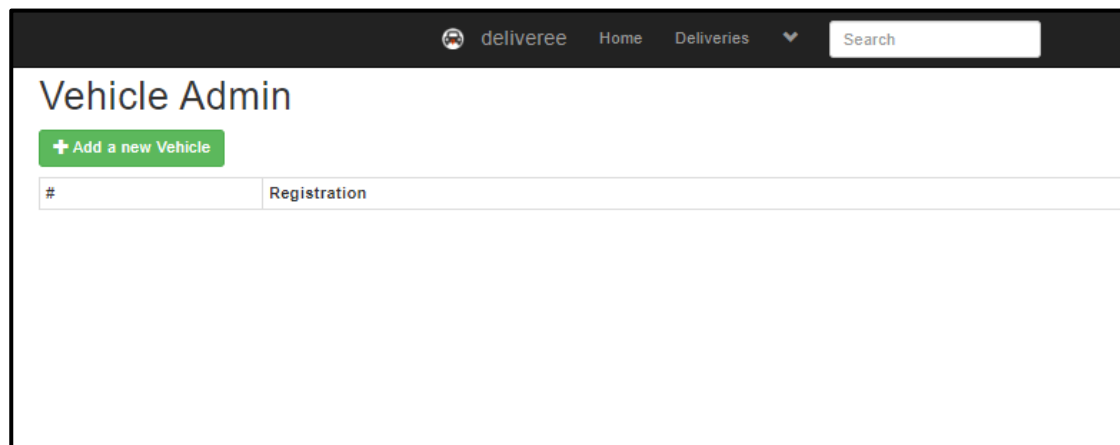
To manage the Vehicles, Click the arrow on the top left-hand side.




Then click on “Vehicles”



You will be taken to the “Vehicle Admin” page.



Click 

Type in the Vehicle Registration number.

deliveeree Home Deliveries Search

Add New Vehicle

Enter the Vehicle Details

Registration

Vehicle Type

[Add Vehicle](#) [Cancel](#)

Choose from the drop-down if it is a car or a scooter.

Add New Vehicle

Enter the Vehicle Details

Registration

Vehicle Type

[Add Vehicle](#) [Cancel](#)

[Add Vehicle](#)

Click

Vehicle Admin

[+ Add a new Vehicle](#)

| # | Registration | Type | |
|------|--------------|---------|-------------------------------------------|
| 2341 | DT 123 456 | Scooter | View Edit |
| 2342 | DT 123B457 | Scooter | View Edit |
| 2343 | DT 123 789 | Scooter | View Edit |

When the driver logs in to their phone, they can now choose their vehicle.

Language settings (from the login screen)



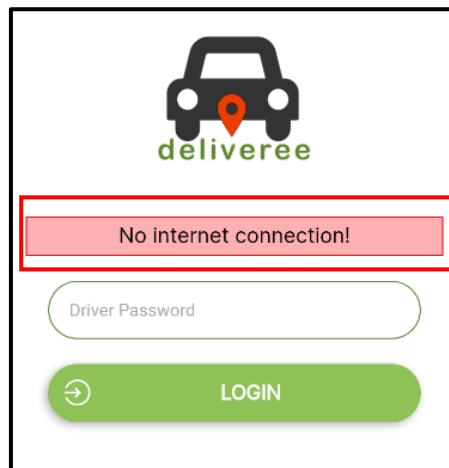
On the bottom left corner of the app, there is a settings icon.

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 an orange location pin on its front and the word "deliverree" in green below it. Below the logo, there is a message: "This device has not been registered for use. To register this device enter your Deliverree credentials." Underneath this message are two input fields: "Email address" and "Password". To the right of the "Password" field, there is a "CODE" label. Below the input fields, there is a green button labeled "LOG IN" and a smaller green button labeled "CE". At the bottom of the screen, there is a "PRIVACY POLICY" link. A language selection dropdown menu is open on the left side of the screen, showing four options: "isiZulu", "Afrikaans", "English", and "Setswana". The "isiZulu" option is highlighted with a red border.

Diagnosis (from the login screen)

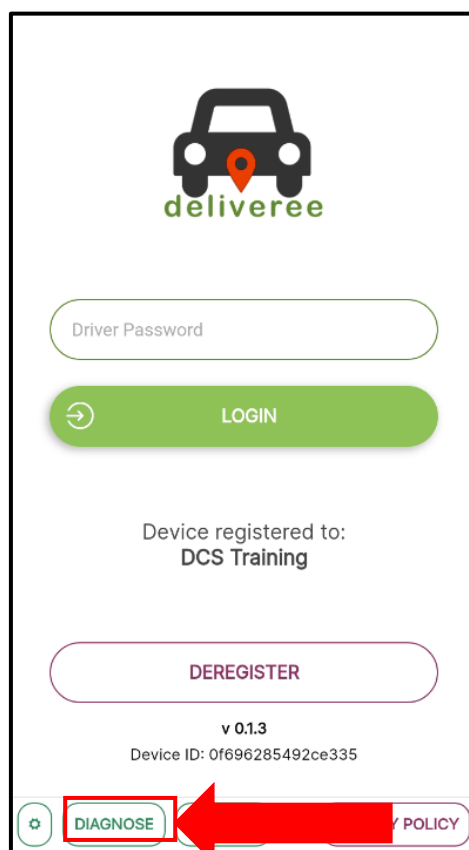
An error message may show on the **Login** screen when there is no internet connection/ Network connection. Check your APN settings or make sure there is enough data on the device



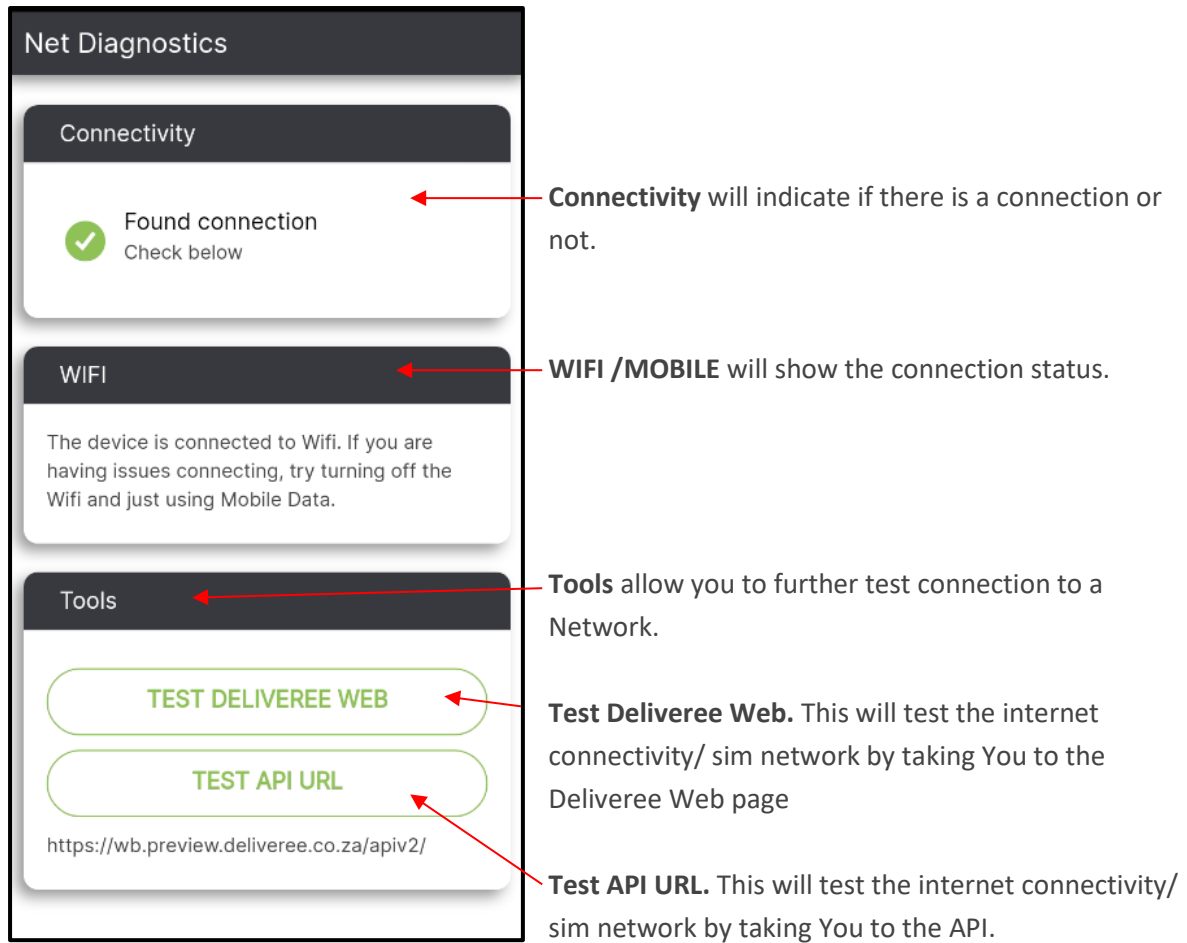
From the login screen, select

DIAGNOSE

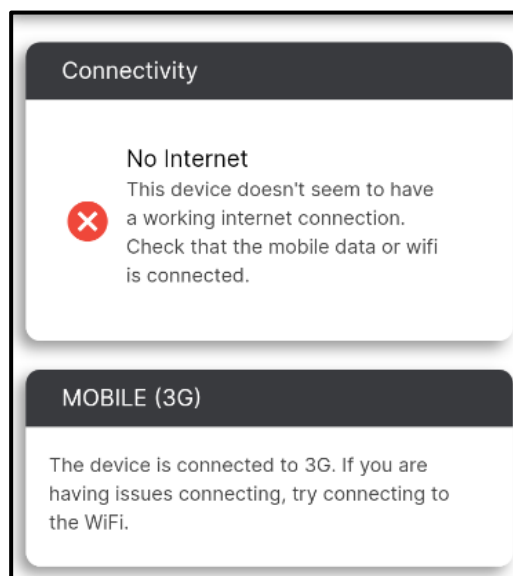
on the bottom left corner



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:

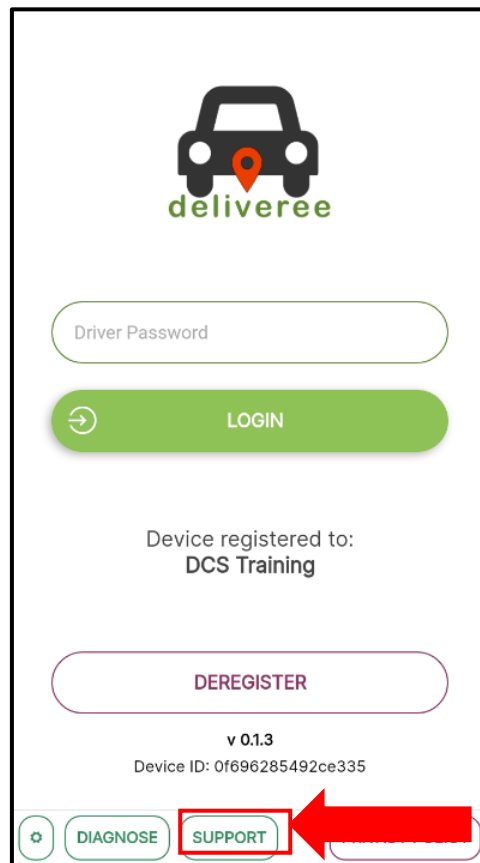


App Support (from the login screen)

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

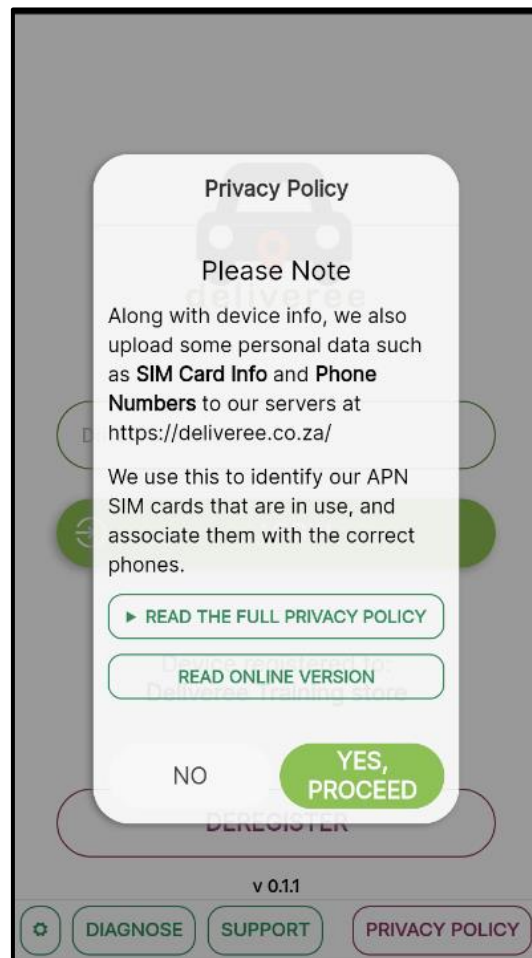
PRIVACY POLICY

Here you will be able to

► READ THE FULL PRIVACY POLICY

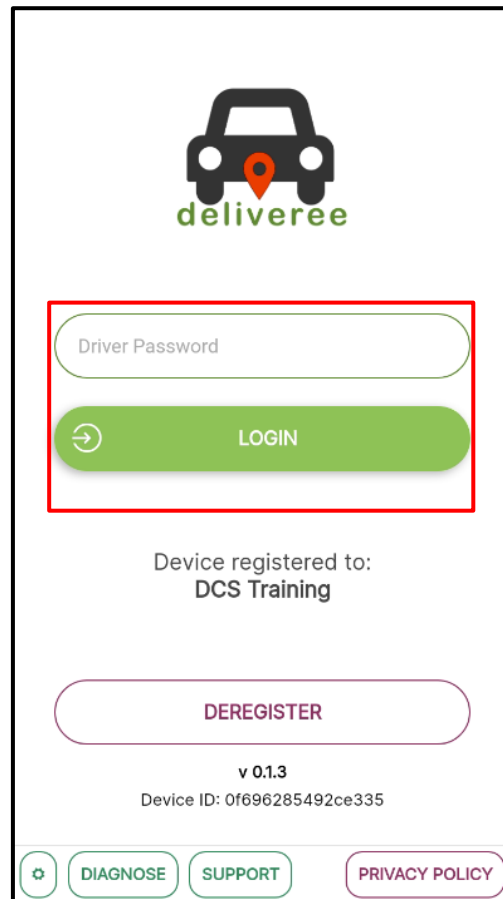
or

READ ONLINE VERSION



Device 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.



The image shows the Deliverree app 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 is a red rectangular box containing a white rounded rectangle with the placeholder text "Driver Password". Below this is a green rounded rectangle with a white circular arrow icon on the left and the word "LOGIN" in white capital letters on the right. Below the red box, the text "Device registered to:" is followed by "DCS Training" in bold. Below this is a purple rounded rectangle with the word "DEREGISTER" in purple capital letters. Below that, the text "v 0.1.3" and "Device ID: 0f696285492ce335" are displayed. At the bottom, there is a row of four buttons: a green gear icon, a green button labeled "DIAGNOSE", a green button labeled "SUPPORT", and a purple button labeled "PRIVACY POLICY".

Drivers will type their unique password in and select

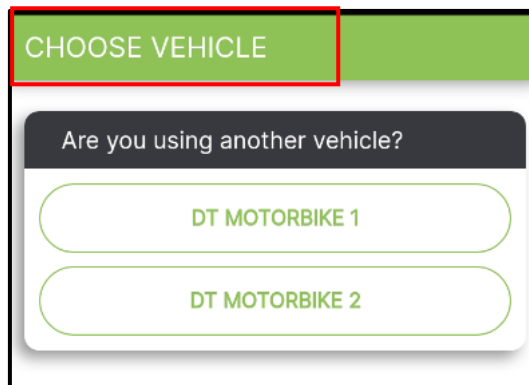


Choosing a Vehicle

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>

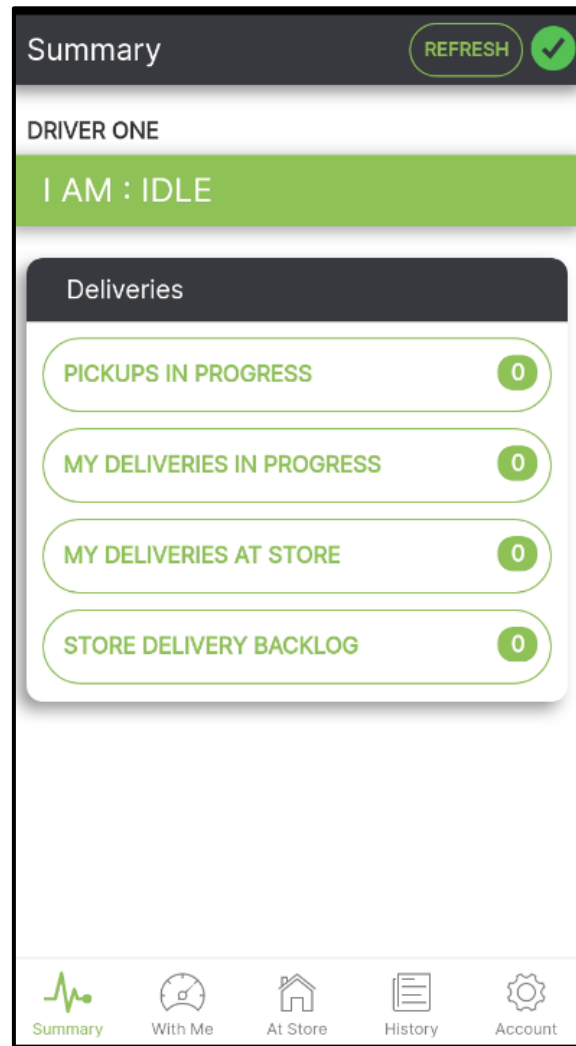
You will be prompted to choose a vehicle from the vehicles list.

A screenshot of a mobile application dialog box titled "CHOOSE VEHICLE" in a green header bar. Below the header, a dark grey bar contains the question "Are you using another vehicle?". Underneath, there are two white rounded rectangular buttons with green borders. The first button is labeled "DT MOTORBIKE 1" and the second button is labeled "DT MOTORBIKE 2". The entire dialog box is outlined with a black border, and the top-left corner of the header bar is highlighted with a red border.

Idle

When a driver logs in, they will not be logged in to a store and will show as “Idle”.

Idle drivers can accept Auto Allocated orders from anywhere within the delivery zone.

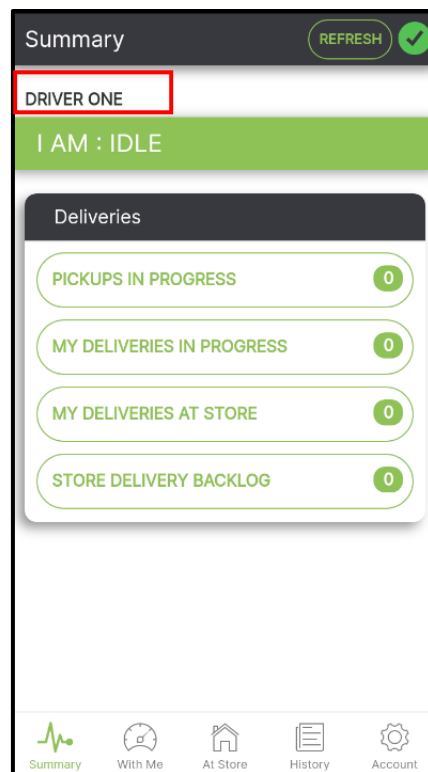


Using the Driver App- Basics

After You have selected the vehicle they are using, they 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.

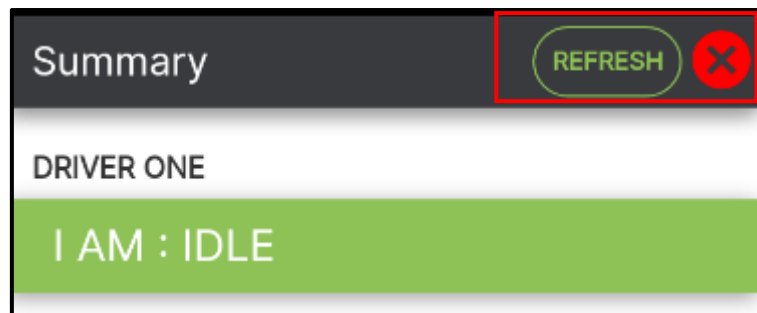
On the top left, it will show the name of the driver currently logged in to this device.



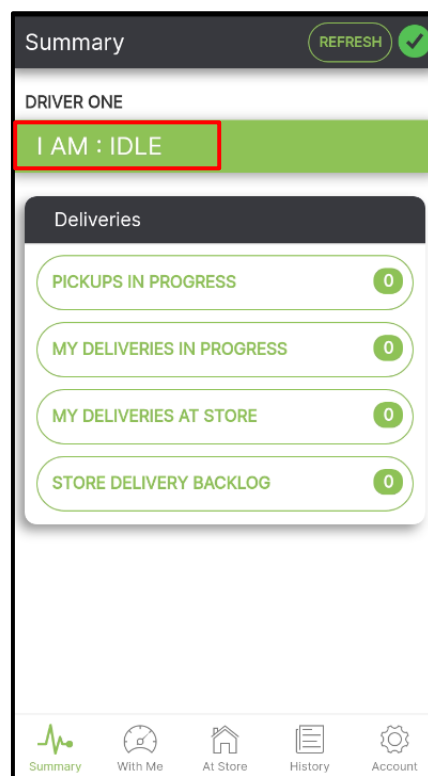
On the top right, there is a REFRESH button as well as a colour indicator that will let You know if they have connection or not.



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).



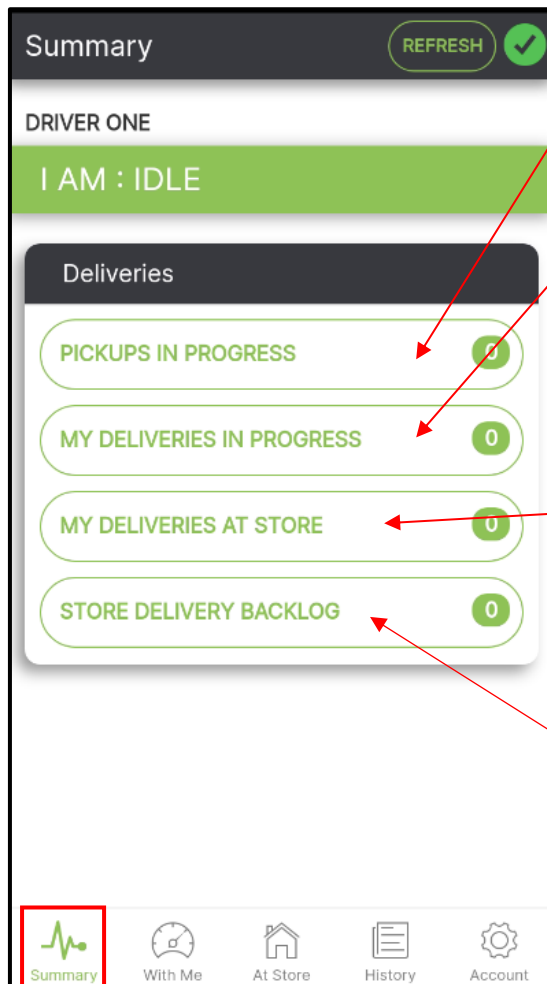
At the top of the screen in the centre, it will show the current driver status.



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



The Summary Screen



Pickups in Progress

This shows all orders that need to be collected.

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

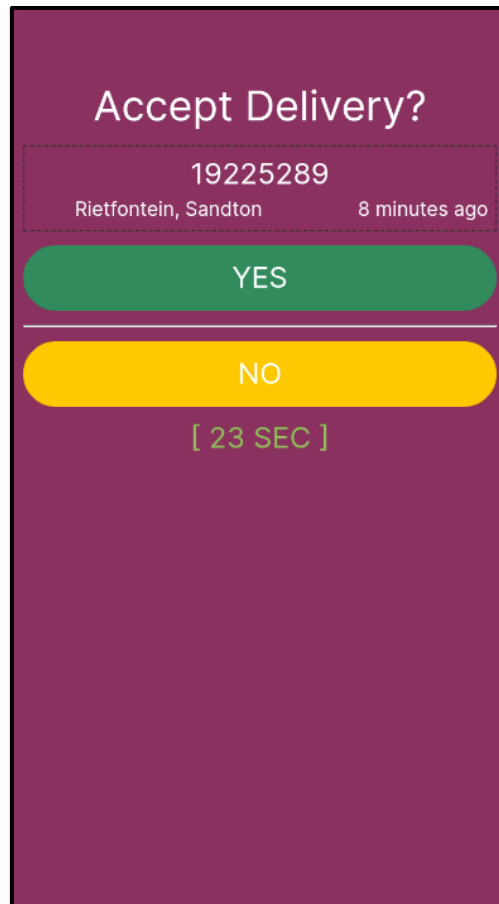
This shows the number of deliveries that are waiting at the store that have been assigned to You.

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 only be able to see the Backlog of the stores they deliver for.

Auto-Assign Screen (on the driver's device)

When Auto Assign is on, orders will be automatically assigned to the driver. When an order is being Auto Assigned, this screen will pop up giving you the option to accept an order.

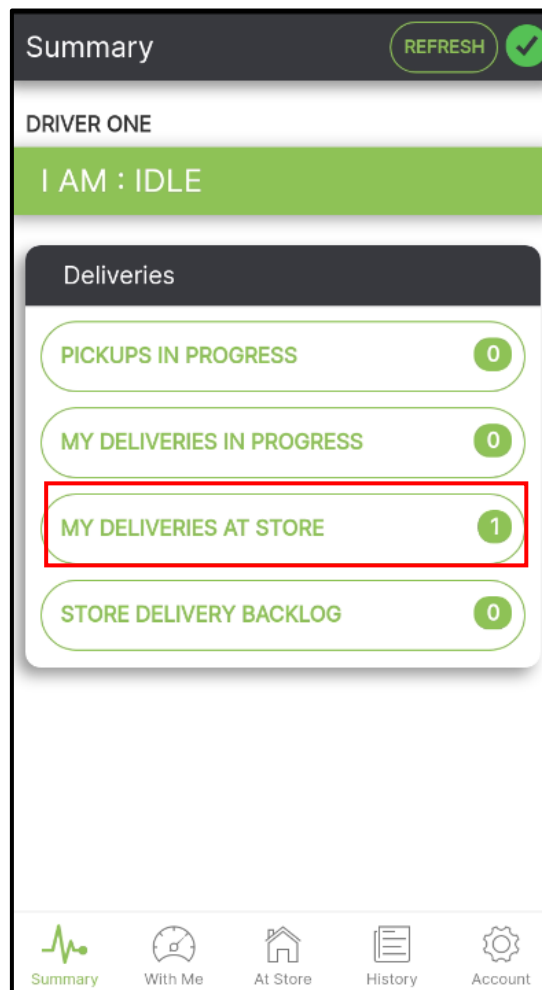


My deliveries at Store

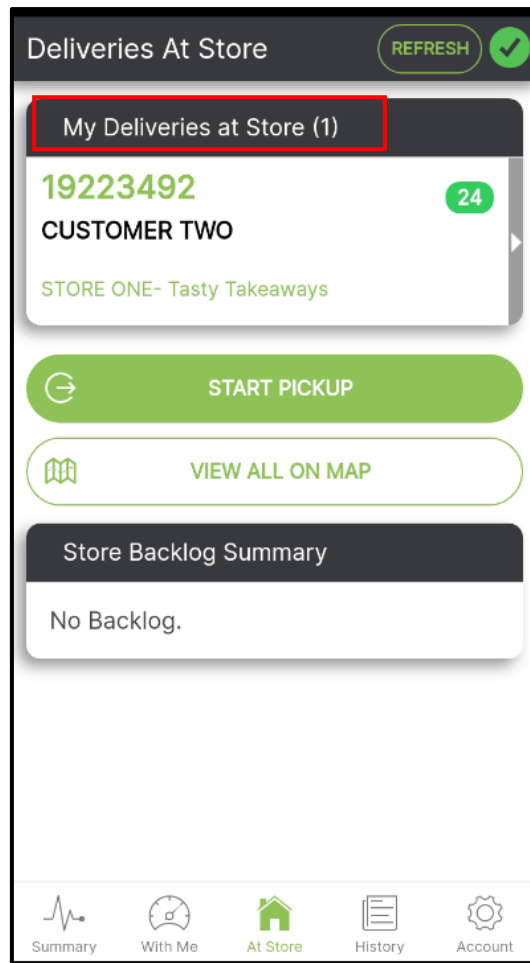
From the Summary screen, click “My deliveries at store”.



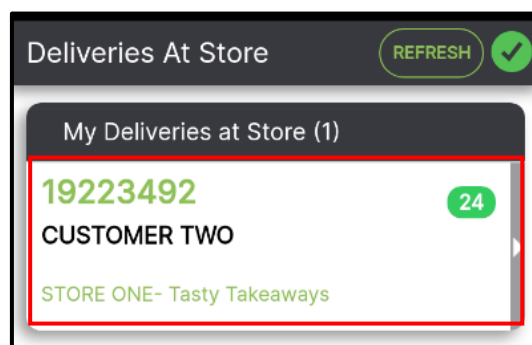
These are the deliveries assigned to the driver that need to be collected.



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



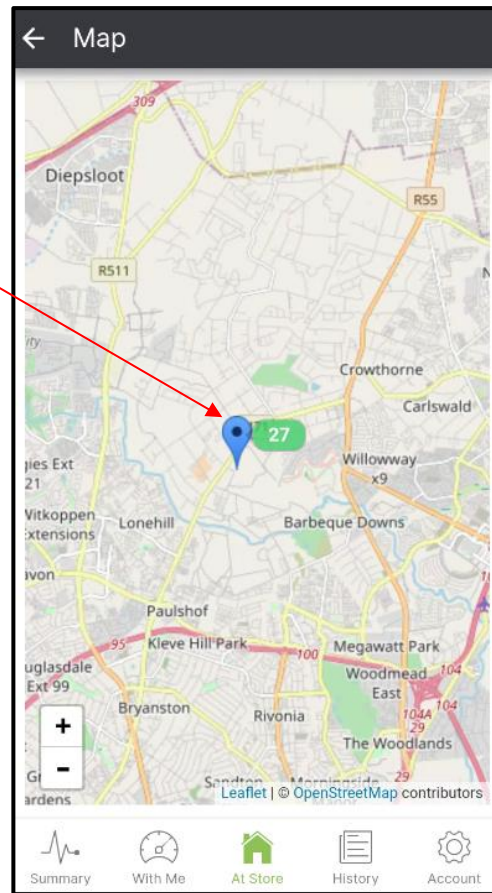
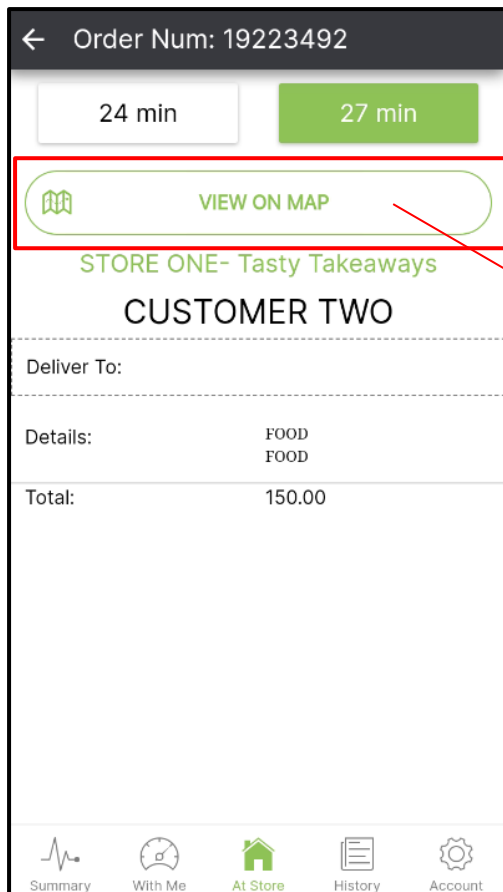
To view order details, click on the order:



You can now view order details:

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

Click 

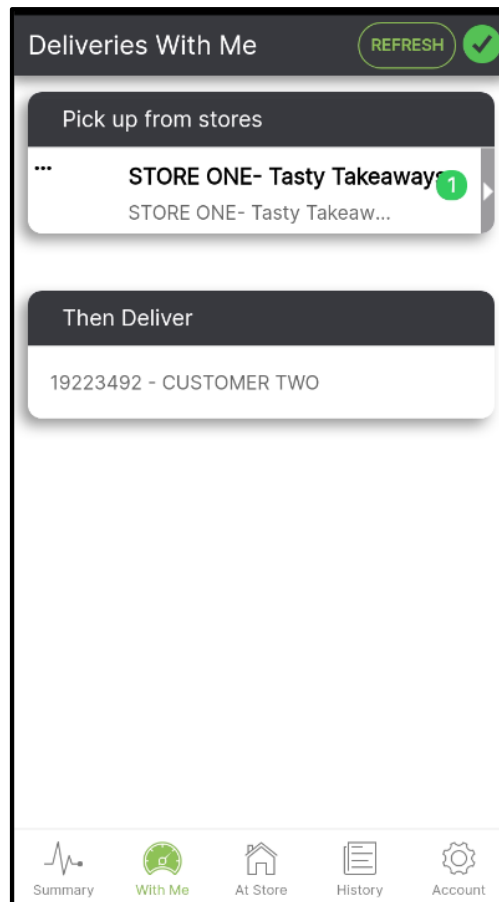


Click 

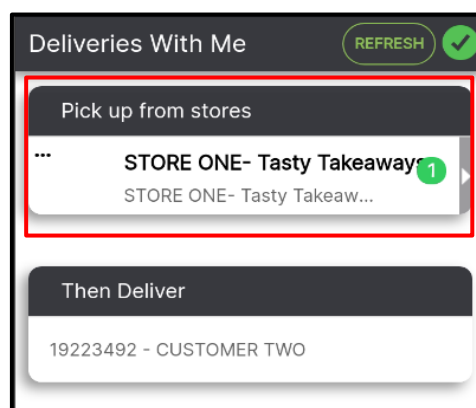
once you are on your way to collect the order.

The order is now “With Me”

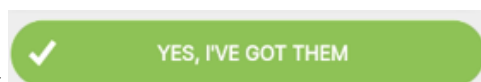


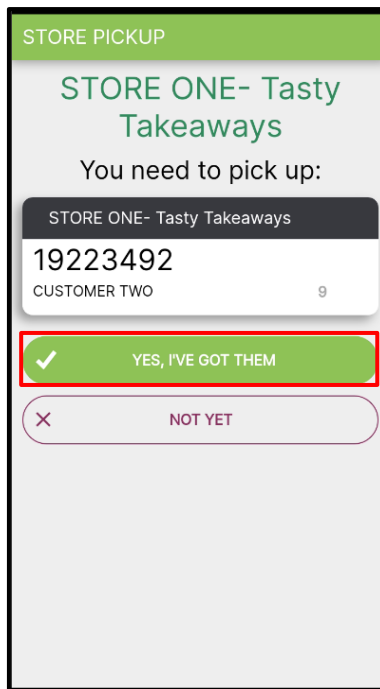


Once you have collected the food, click on the store you need to collect from:

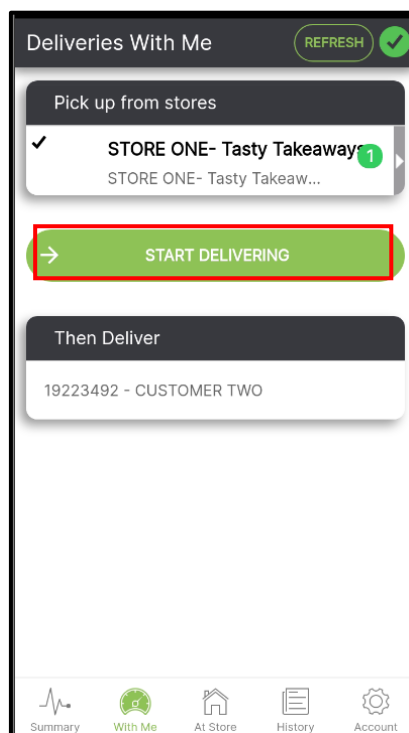


Once you have the food, click





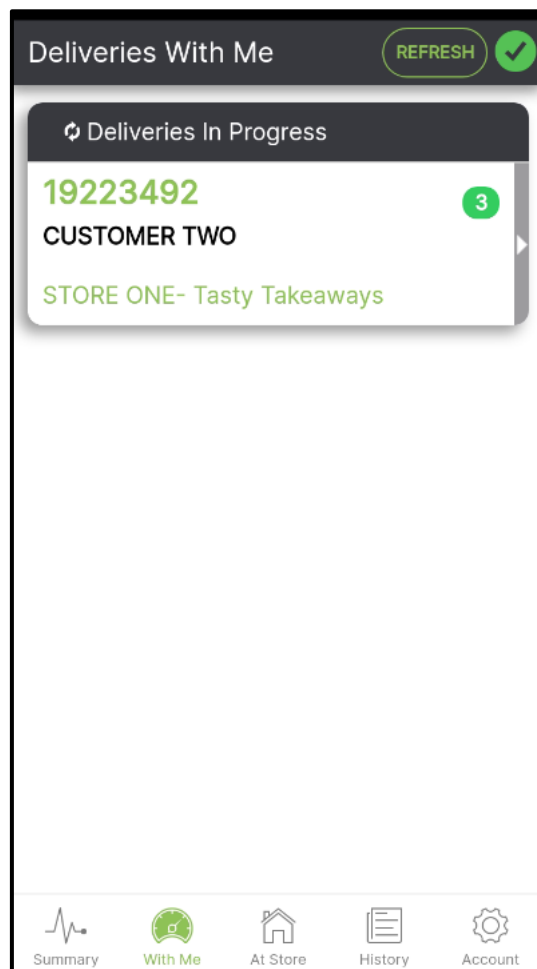
Now that you have collected the order, click



The app will show the driver where they need to pick up and where that order needs to go. "Pick up from stores" will show all pickup points and "Then deliver" will show all customer locations.

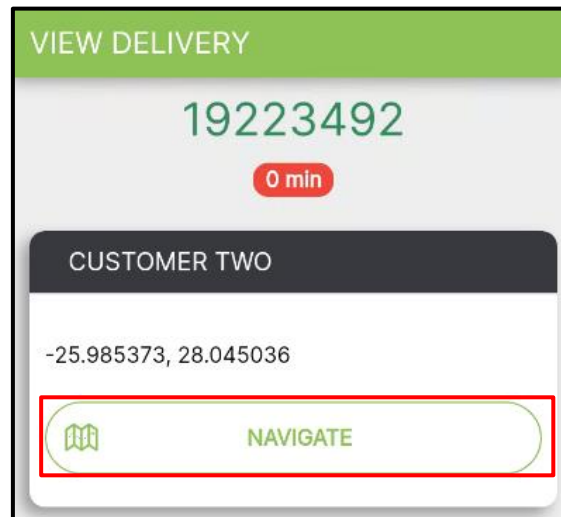
Deliveries In Progress

The order will now show as a delivery in progress.



View Delivery

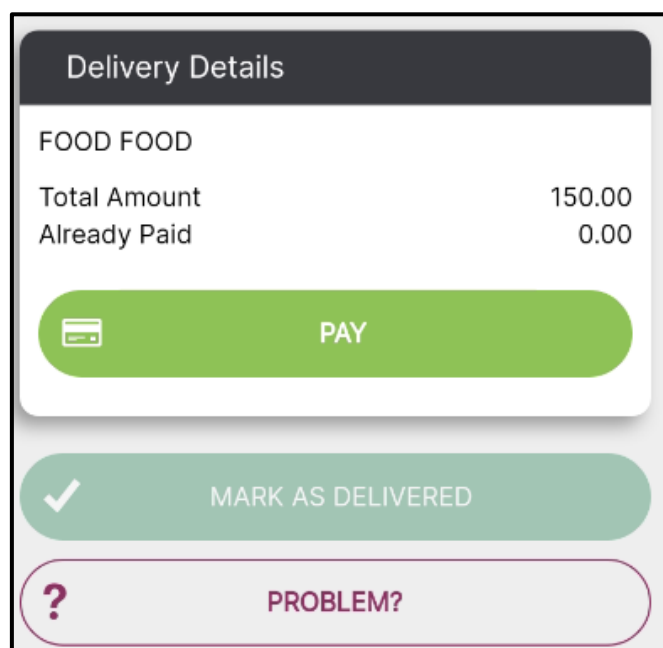
At the top of the screen, you will see the order number, total time left to deliver and the Customer's name and Address. If the customer has used a Delivery to Pin function, you will only see G.P.S information.



If you Click "Navigate", you will be given directions from where you are to the customer, using G.P.S information.

Below this, you will see the Delivery Details.

Order items will be shown as well as the total value of the goods. "Mark as delivered" is greyed out. You cannot mark an order as delivered until you have processed the payment.

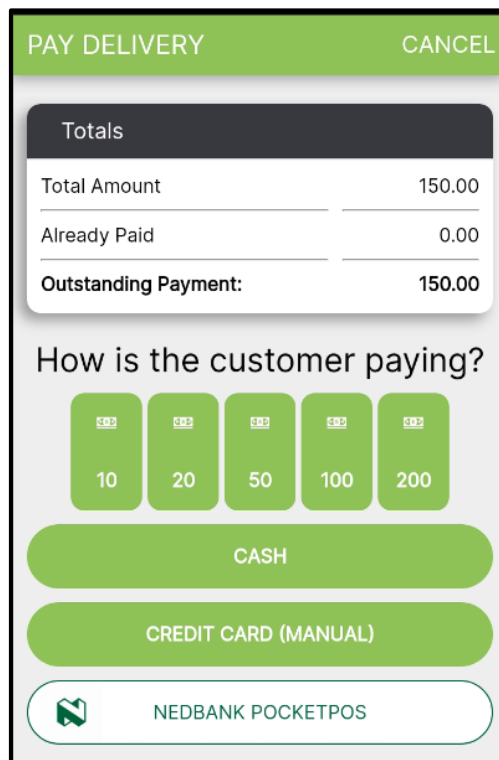


Processing Payment



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

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

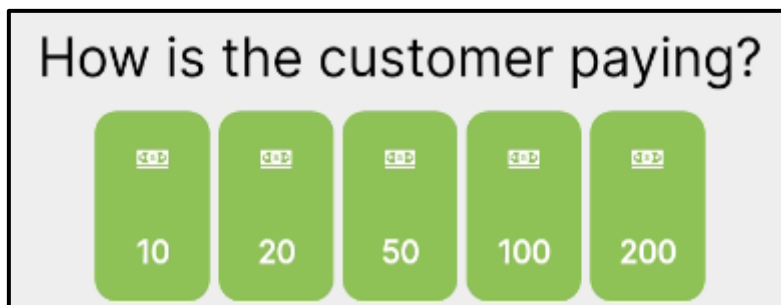


The screen displays a 'PAY DELIVERY' interface with a 'CANCEL' button in the top right. Below the header is a 'Totals' section with a table:

| Totals | |
|----------------------|--------|
| Total Amount | 150.00 |
| Already Paid | 0.00 |
| Outstanding Payment: | 150.00 |

Below the totals, the question 'How is the customer paying?' is followed by five green buttons with 'CASH' icons and values: 10, 20, 50, 100, and 200. Below these are three large green buttons labeled 'CASH', 'CREDIT CARD (MANUAL)', and 'NEDBANK POCKETPOS' (which includes a Nedbank logo icon).

There are Icons you can use to help you calculate change and tip amounts:

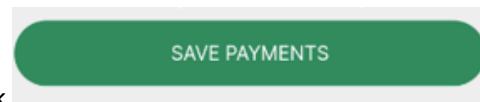


The screen shows the question 'How is the customer paying?' followed by five green buttons with 'CASH' icons and values: 10, 20, 50, 100, and 200.

In the example below, the total amount owed to the driver is 150, the customer gave the driver 200.

Under “outstanding amount”, this is either the customer’s change or the driver tip.

Once you have given the customer change, click



PAY DELIVERY**CANCEL**

Totals

| | |
|-----------------------------|---------------|
| Total Amount | 150.00 |
| Already Paid | 0.00 |
| CASH | 200.00 |
| Outstanding Payment: | -50.00 |

Delivery has been paid!


SAVE PAYMENTS


Once payment has been processed, you can now mark the order delivered.

Delivery Details

FOOD FOOD

| | |
|--------------|--------|
| Total Amount | 150.00 |
| Already Paid | 200.00 |

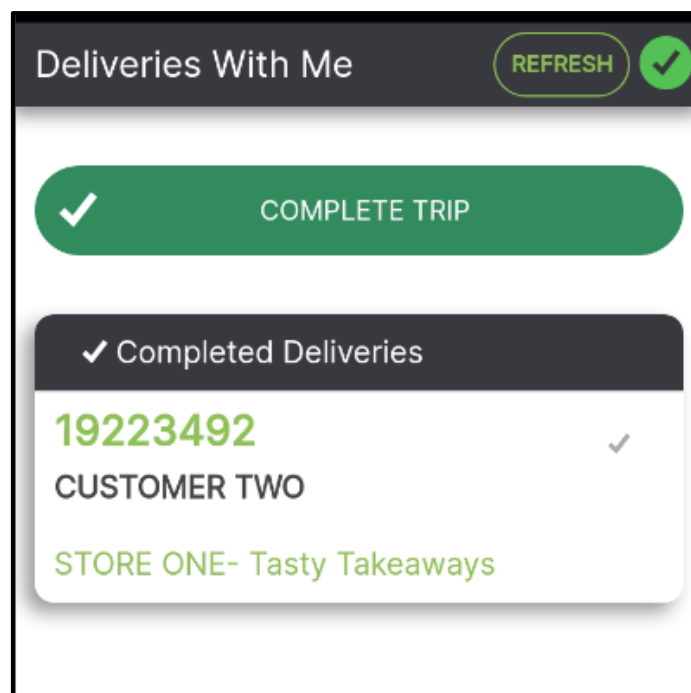
 **MARK AS DELIVERED**

 **PROBLEM?**

Click



The app will now show you a list of all completed deliveries.



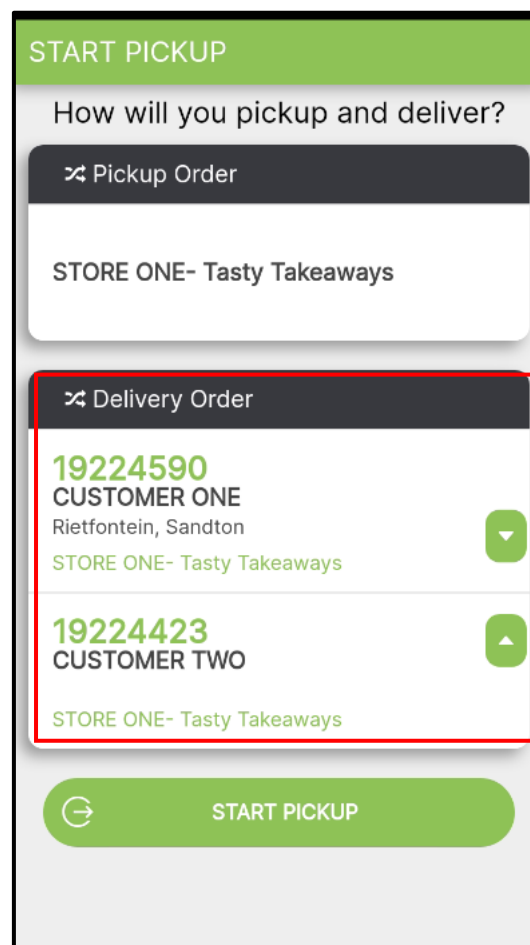
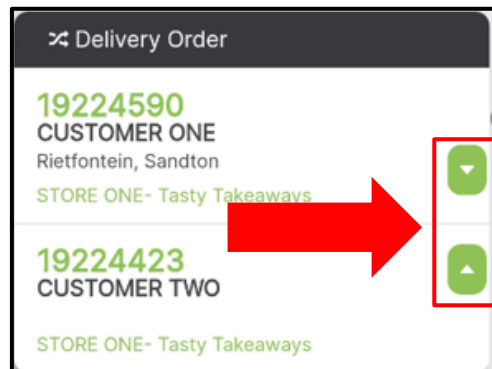
Click  , you will then be marked Idle again and can be assigned more orders.

Reordering deliveries and Pick Up points

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

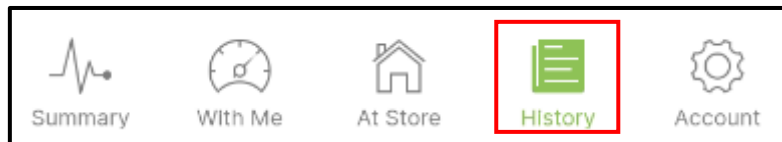
1. The Pickup order may need to be changed.
2. Orders need to be re-ordered to match the intended delivery route.

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.



History- Driver Cash up

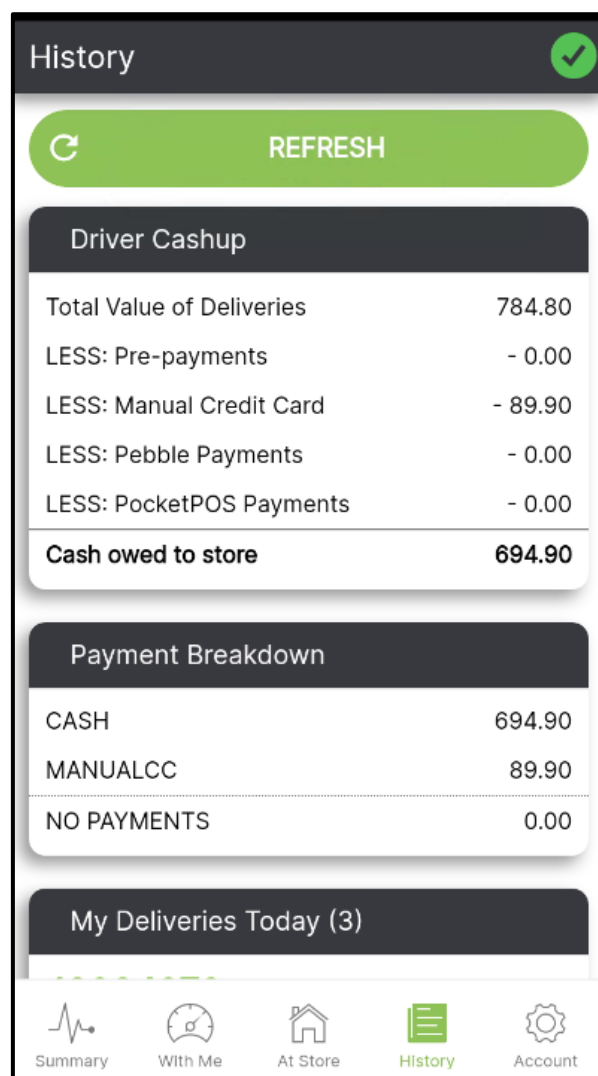
At the end of the shift, click on History to do the driver Cash up.



At the top of the screen click



to make sure you are looking at today's orders.



Driver Cahup 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:

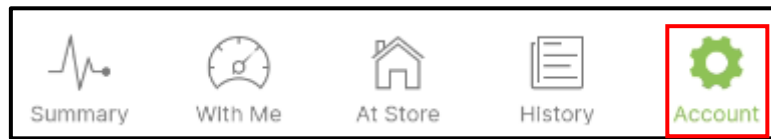
| Payment Breakdown | |
|-------------------|--------|
| CASH | 694.90 |
| MANUALCC | 89.90 |
| NO PAYMENTS | 0.00 |

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

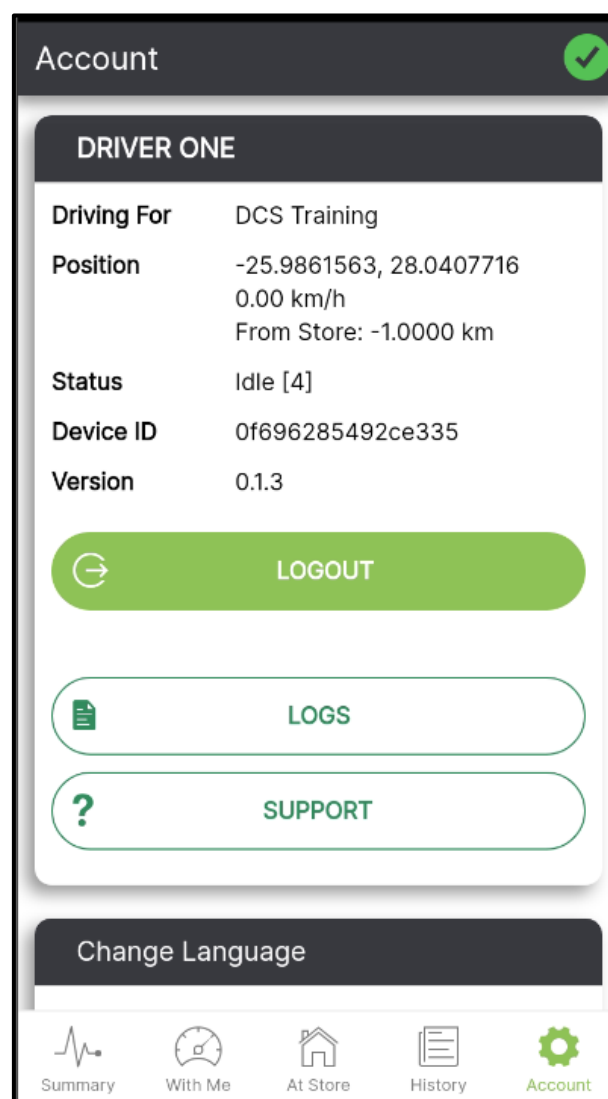
| My Deliveries Today (3) | |
|--------------------------------------------------------------------------------------------------------|---------------|
| 18034272 | 550.00 |
| <i>Delivered</i> CUSTOMER ONE 102 Macgillivray Road Deliveree (Pizza) | |
| 1 | 144.90 |
| <i>Delivered</i> Customer Two 14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

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.



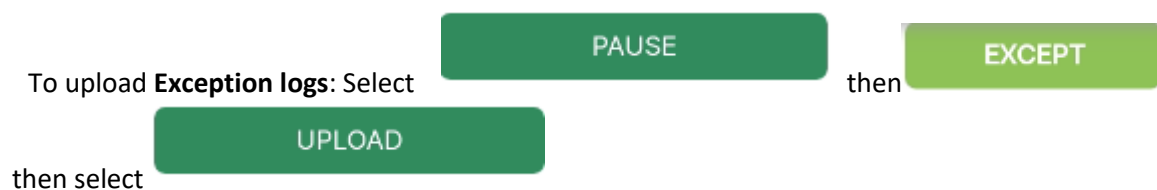
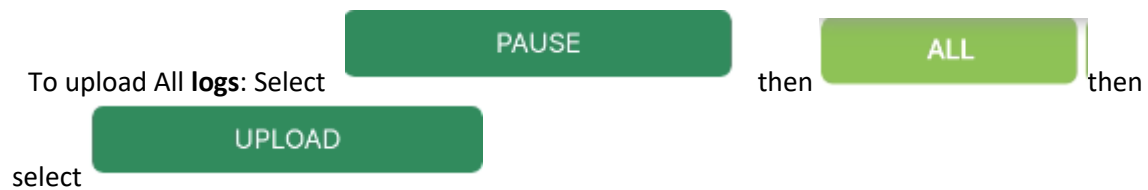
Uploading Logs

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.

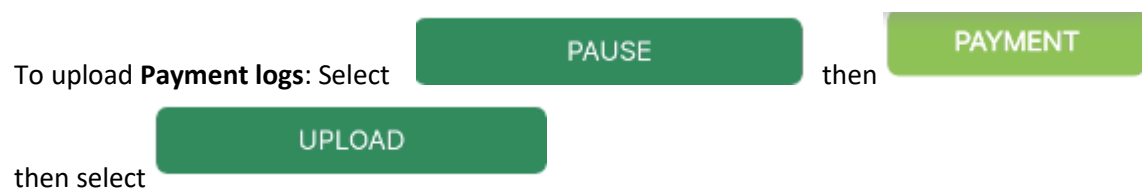
Perhaps the issue is placement of phone on the bike/driver etc.

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.

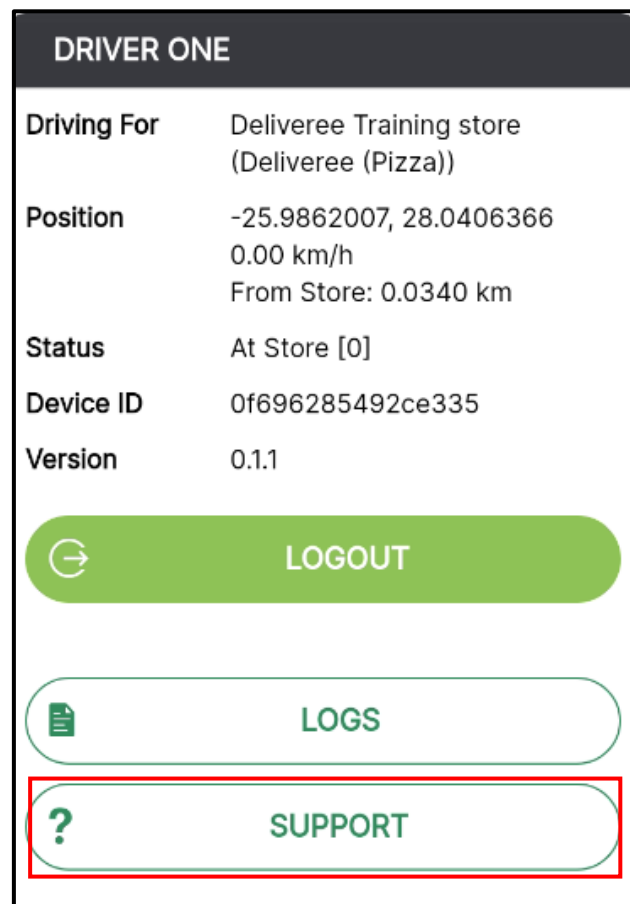
When uploading logs, please log a ticket and mention your store name as well as the time of each upload.

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



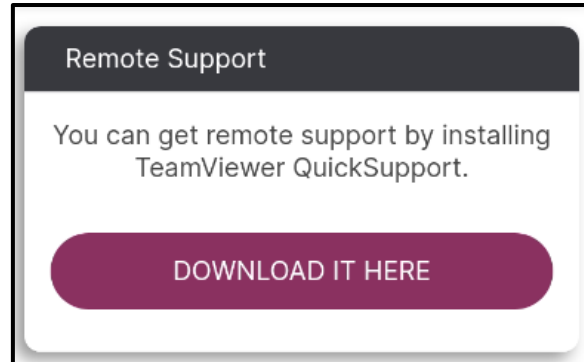
Support and Settings

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

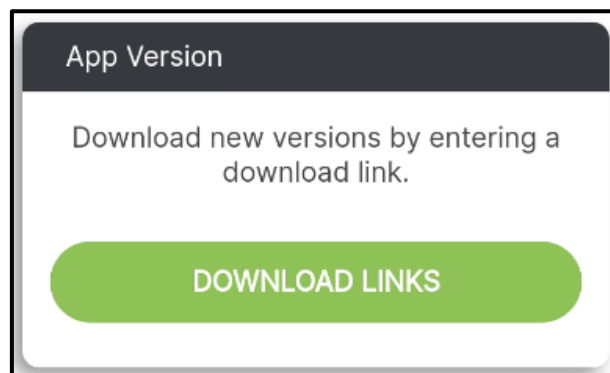


You will be given a few options:

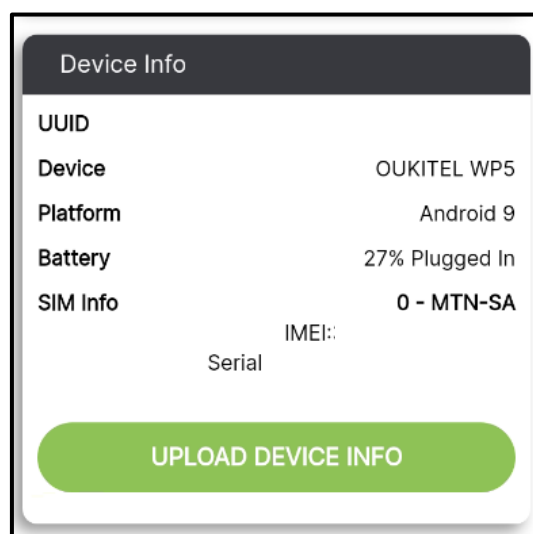
1. **Get remote support-** Allows our Support team to remotely connect to your device. Here you can also download TeamViewer Quick Support.



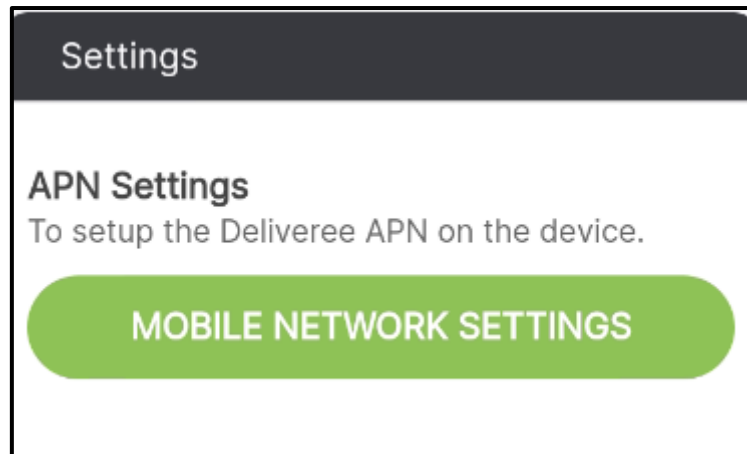
2. App Version



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

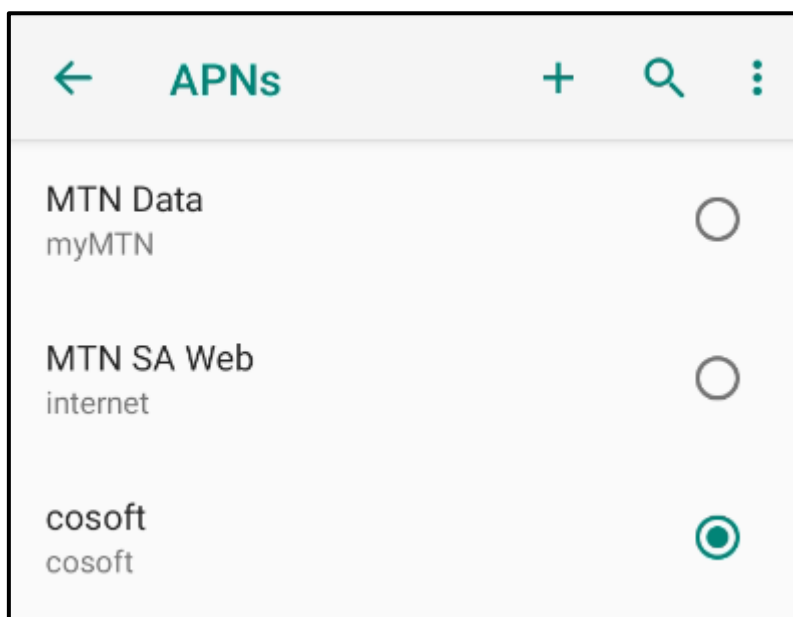


4. **APN Settings** - This will show the APN settings where we can check whether the correct APN has been set up and is active.

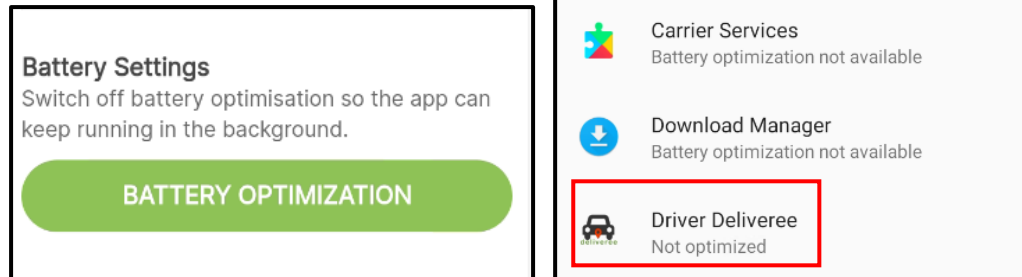


Make sure the APN is correctly set if you are using a Cosoft SIM.

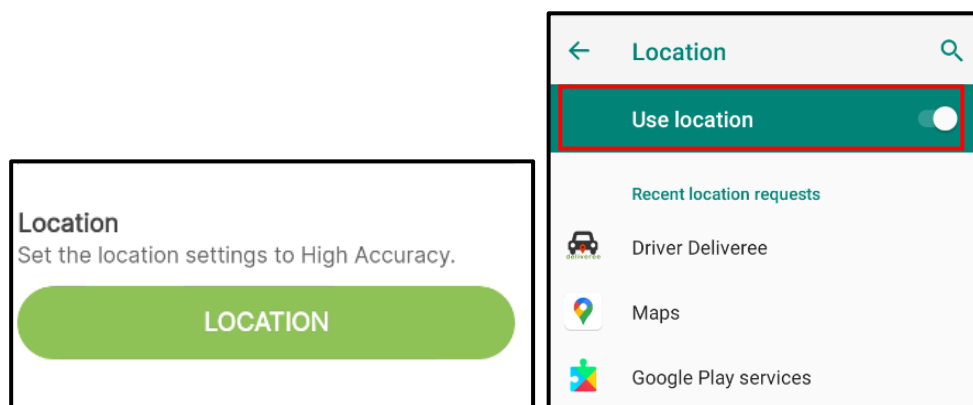
<http://support.deliverytribe.co.za/support/solutions/articles/44001921372--setting-the-apn-for-smartphones->



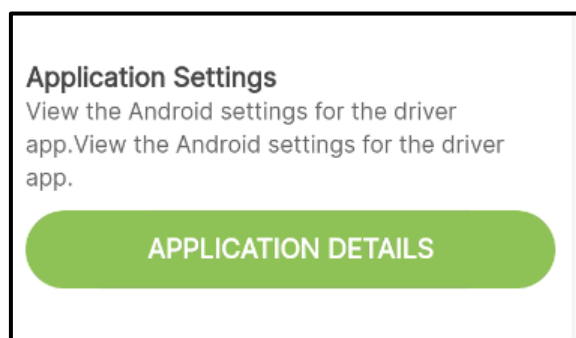
5. **Battery Settings** – Set to not optimize.



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

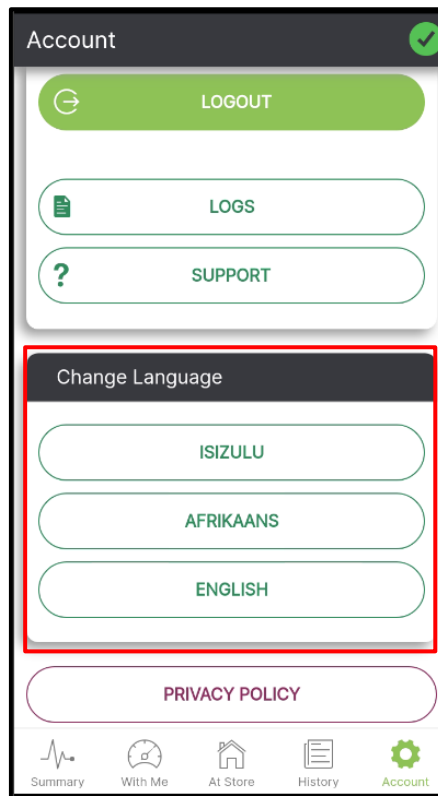


7. **Application Settings** - This opens the Android application settings for The Driver app. From here we can uninstall it, clear cache/data/storage to "reset" the app, check permissions, turn on notifications for the app etc.

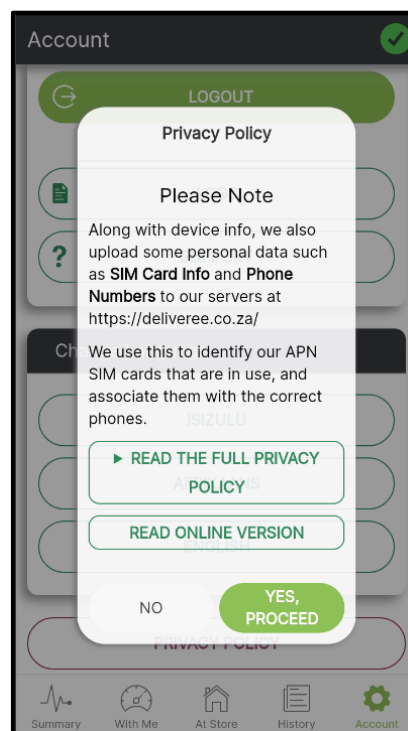


Change Language

To change the language, scroll up:



Here you can also access the privacy policy.



Application checklist

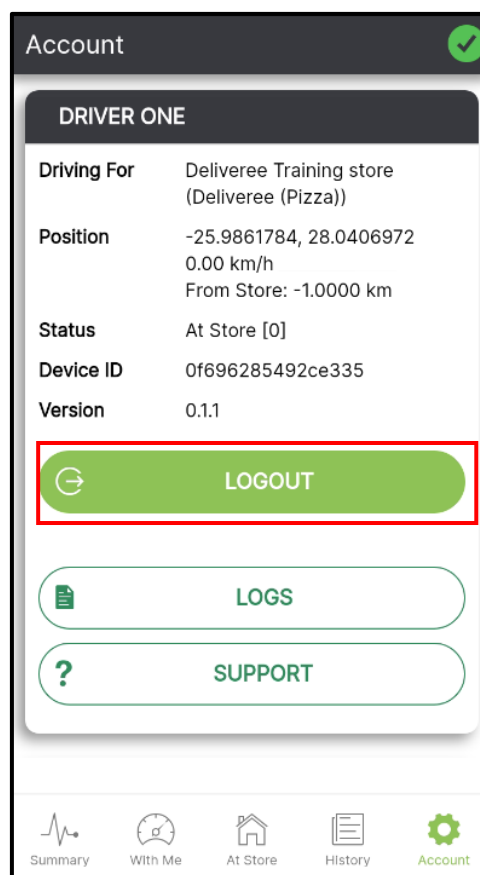
- Install/update new version of The Deliverer Driver app whilst connected to Wi-Fi.
- Check all settings under “support”.
- Switch off Wi-Fi and test using the diagnose option on the login page.

Log out

At the end of every shift. Click

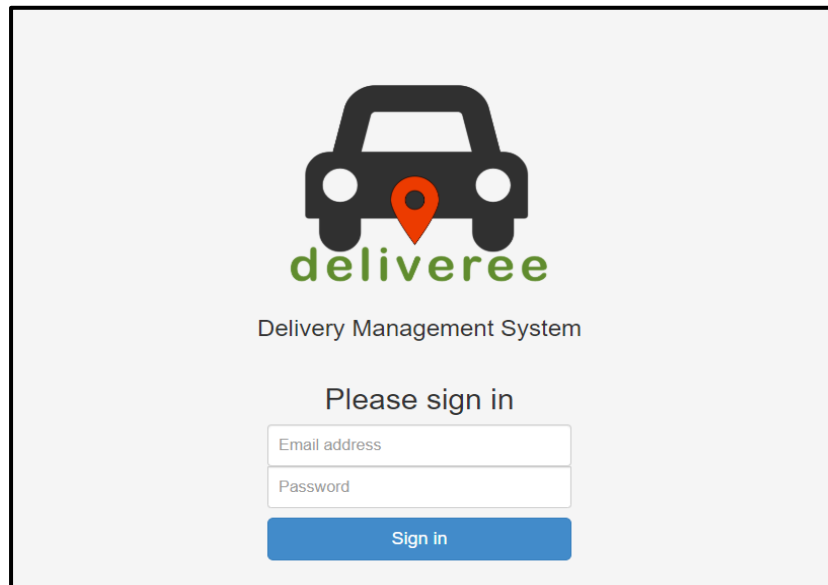


and then put the phone on charge and switch it off.



Login to the web

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



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

The Dashboard

There is value in having an overview of the restaurant's performance on a comprehensive Dashboard.

The idea for the dashboard is to answer 2 important questions:

- How we are doing today?
- Is that better or worse than we usually do?

Improvements have been made to the dashboard that will allow Managers/Deliverree Operators and Franchisees to have a quick, concise, and color-coded overview of:

The number of SIM Cards- Active and part of the monthly billing.

Total Deliveries.

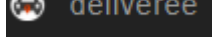

The Percentage of orders Delivered.

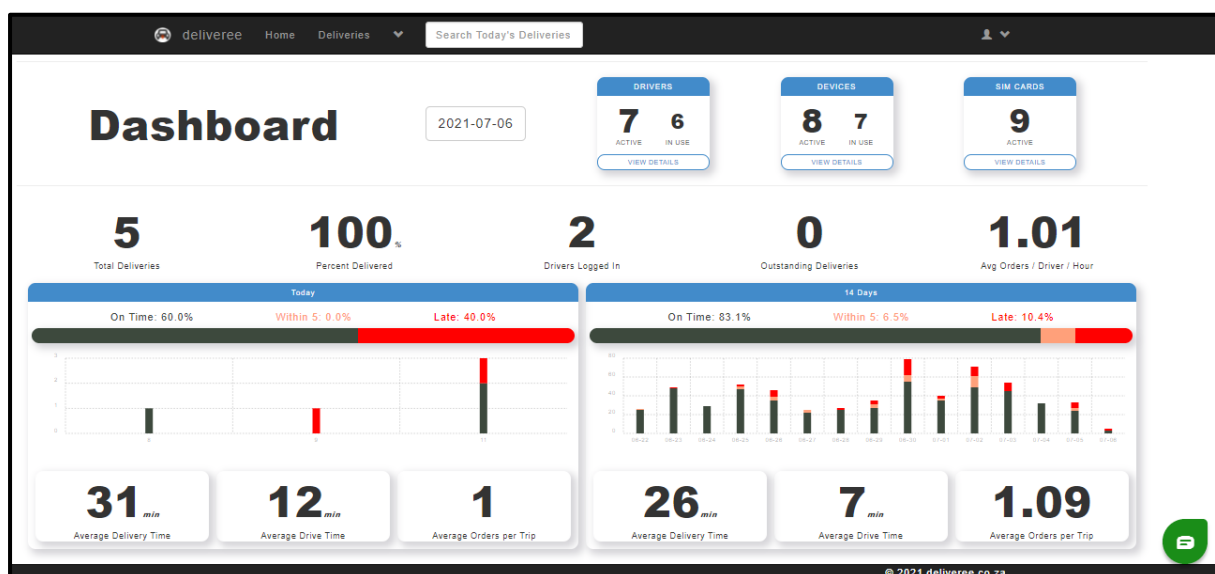
How many Drivers are logged in today?

Outstanding Deliveries.

The average number of orders being taken by the driver every trip.

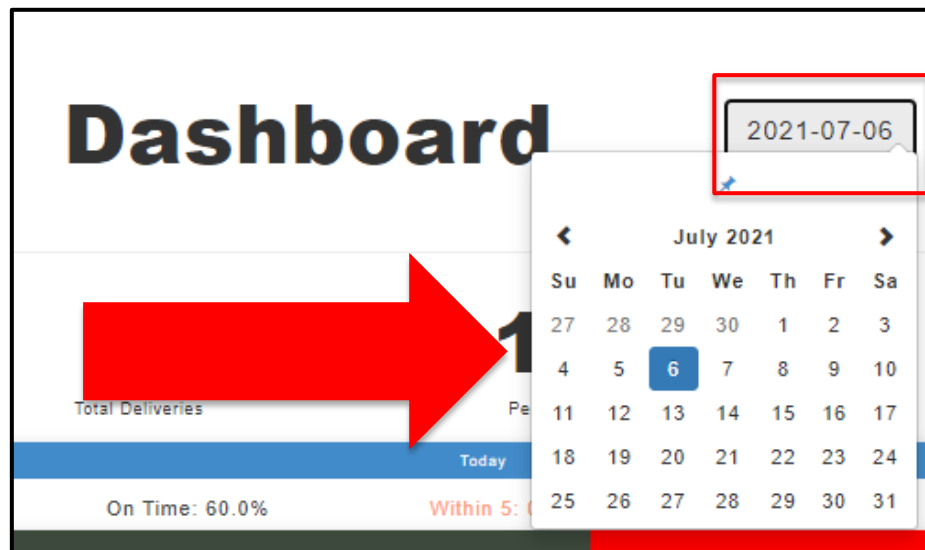
Below is the full-screen view of the new dashboard. When you log in, this will be your home screen.

From any other page, to go back to this screen, you can either click  or you can click  on the top left-hand side.



Filter by date:

On the top left of the dashboard, there is a date displayed, the default is set to today's date. You can filter by date and go back in time to assess trends.



Active and In-use:

On the top right- hand side of the Dashboard, you will see Drivers, Devices and SIM cards. In each block you will see the labels- "Active" and "in use"

"Active"- The number of drivers/devices/ SIM cards that are registered to the restaurant and are marked as active.

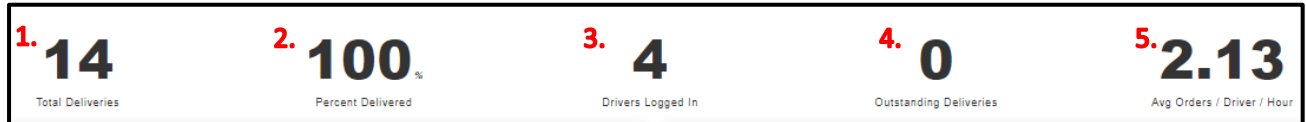
"In Use" - The number of drivers/devices/ SIM cards used/logged in in the last 14 days.



To view the details, click [VIEW DETAILS](#) and you will be taken to the admin page for the Driver/Devices/SIM Cards.

Deliveries today:

In the middle of the dashboard at the top, you will see details about the deliveries today.



From left to right you will see:

1. Total Deliveries for the day
2. Of the total deliveries, the Percentage Delivered.
3. The number of drivers logged in (to the Deliveree Driver App).
4. How many outstanding orders there are (orders NOT delivered).
5. The average number of orders being taken by driver every hour.

Delivery Time:

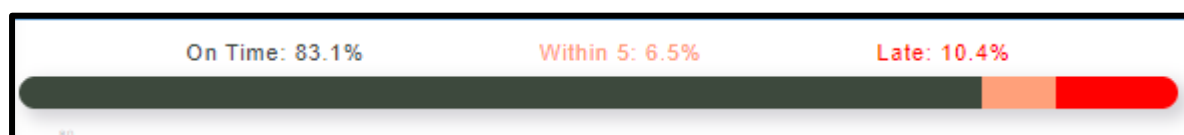
Because the dashboard is being compared to the reports, the dashboard chart matches the reports and uses the same on time/within 5/late metrics that the report uses.

On time colour coding is as follows:

GREY: On time- delivered within the 32 minutes.

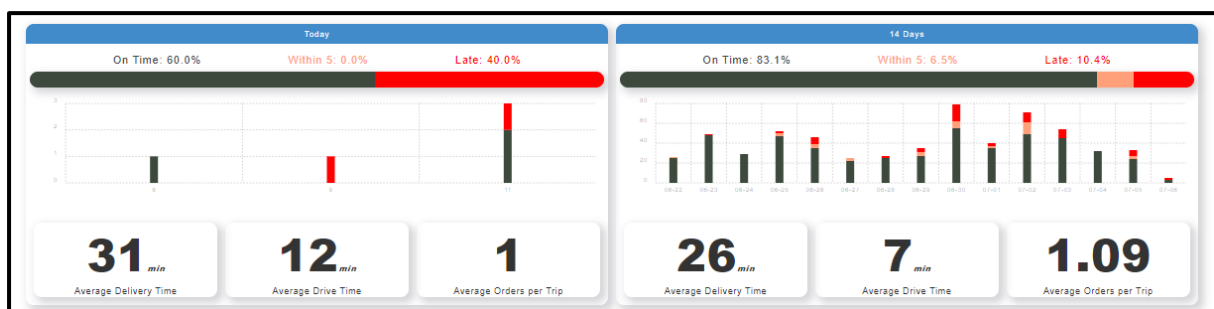
ORANGE: 5 minutes late- delivered 5 minutes after the 32 minutes.

RED: Late- delivered later than 5 minutes after the 32 minutes.



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

On the right-hand side, you will see the delivery timing over **the last 14 days**.

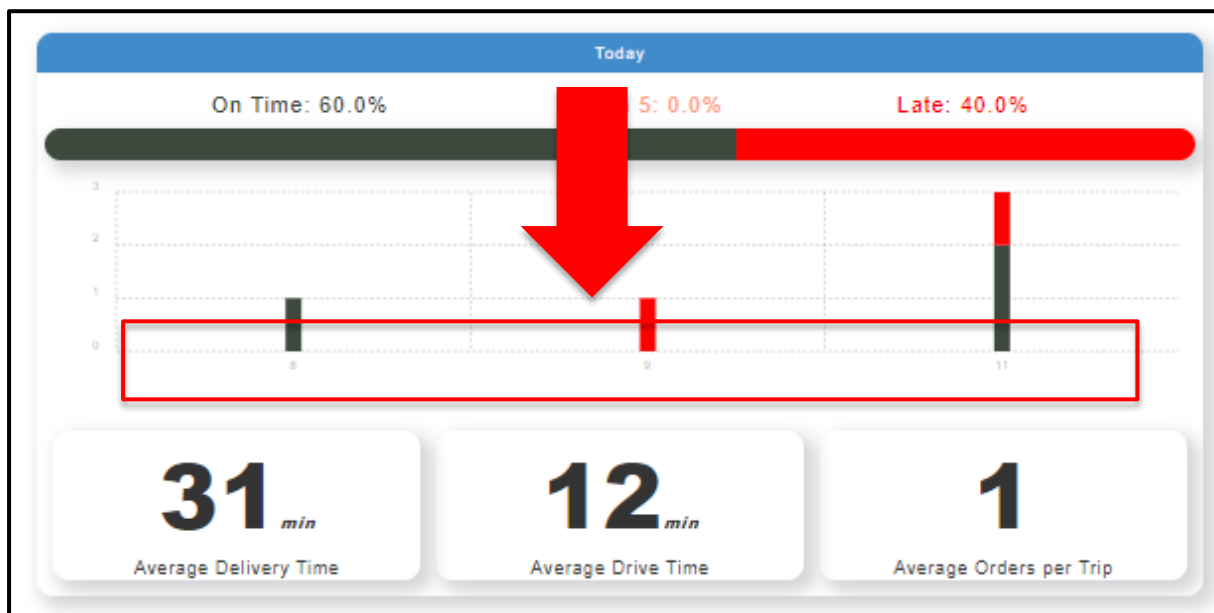


Averages Today:

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

At the top of the block marked “Today” you will see the timing bar (refer to the previous page for detail on the colour-coding).

The bar-graph will show orders by time (at the bottom of the bar graph). This is using 24 hour timing, so in the example below (from the left) ; 13 is 13h00 (1pm); 14 is 14h00 (2pm); 15 is 15h00 (3pm).



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



At the bottom of the block labelled “today” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip.

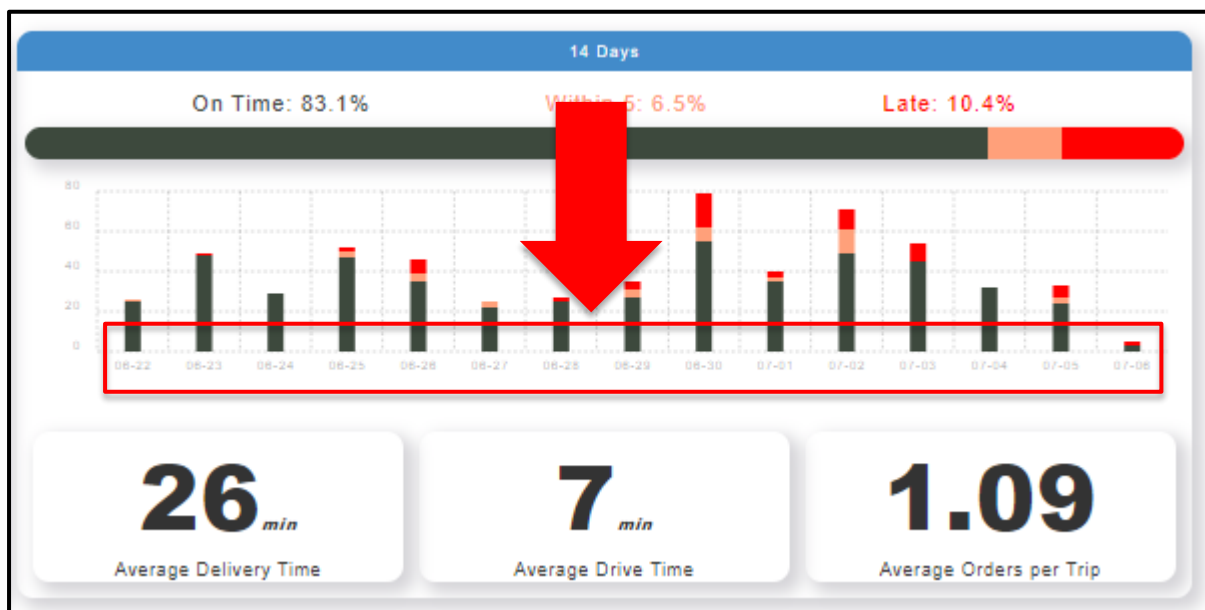
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip.*

Averages over the last 14 days:

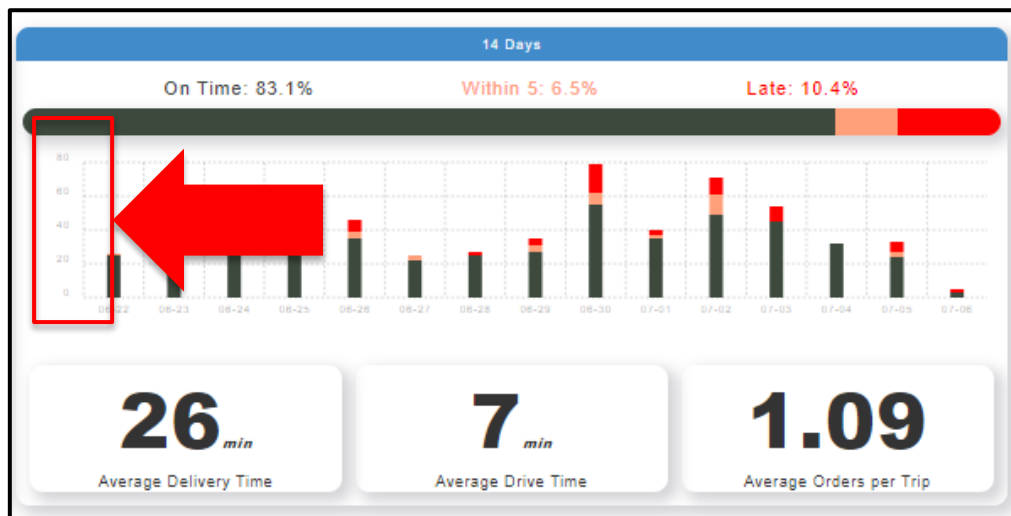
On the right-hand side, you will see the delivery timing over the last 14 days.

The bar-graph will show orders by date (at the bottom of the bar graph).

The format shows the month first and then the day, so in the example below (from the left) ; 02-06 is the 6th of February; 02-07 is the 7th of January, etc.



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

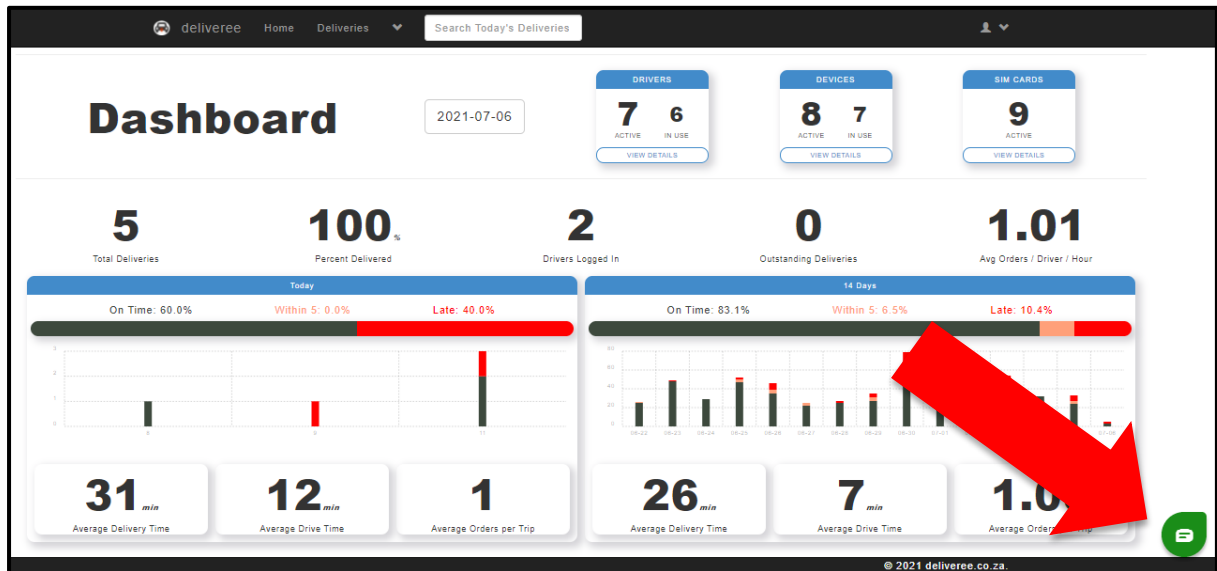


At the bottom of the block labelled “14 days” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip (all over the last 2 weeks).

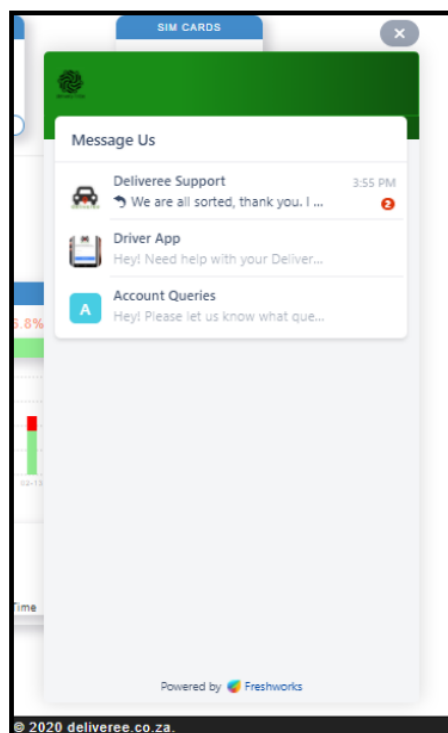
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip.*

Support Chat from the Dashboard:

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

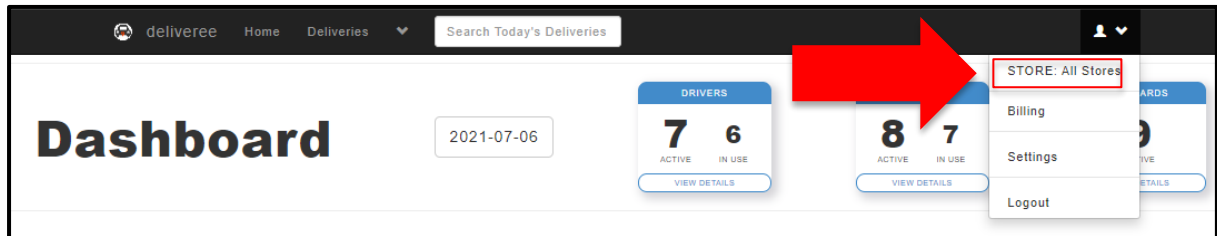


By clicking on this icon, you will open a list of help options that will give you access to chat to our support team.



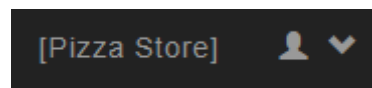
Selecting a store

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

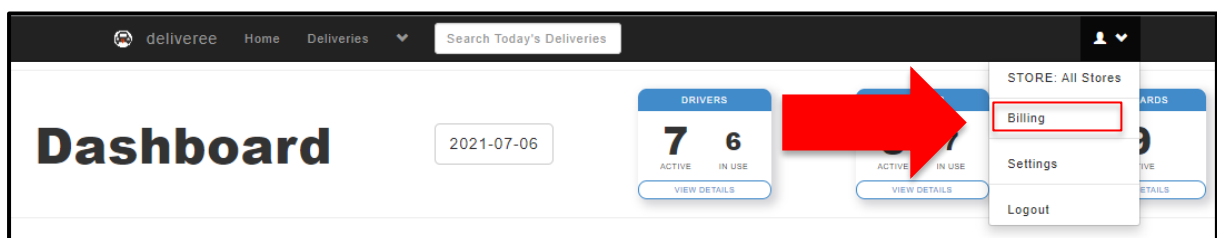


Clicking on the store line will show all the stores for the client and an option for Show **All Stores**.

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



Billing



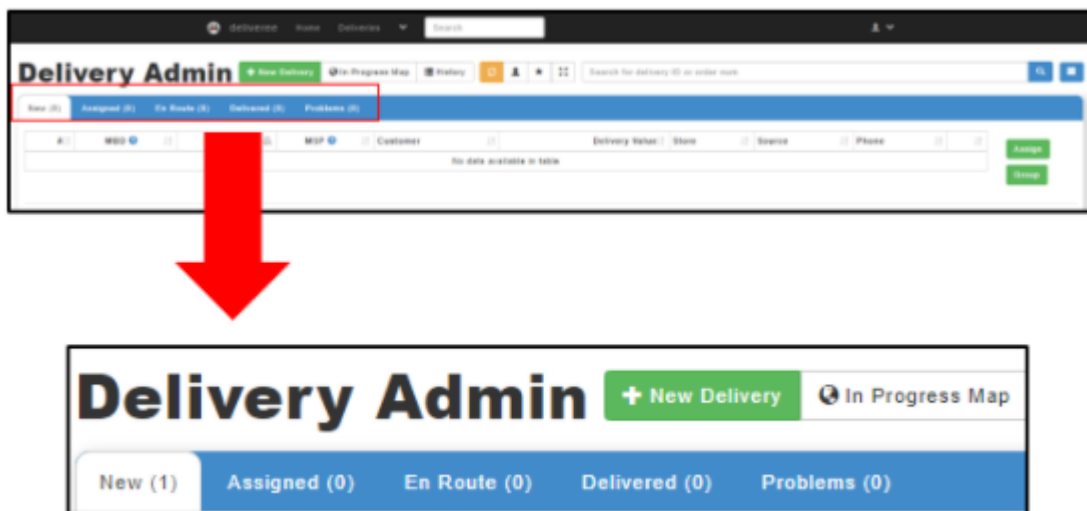
Here you will see the bill for the month that shows each line item and the total cost.

Delivery Admin

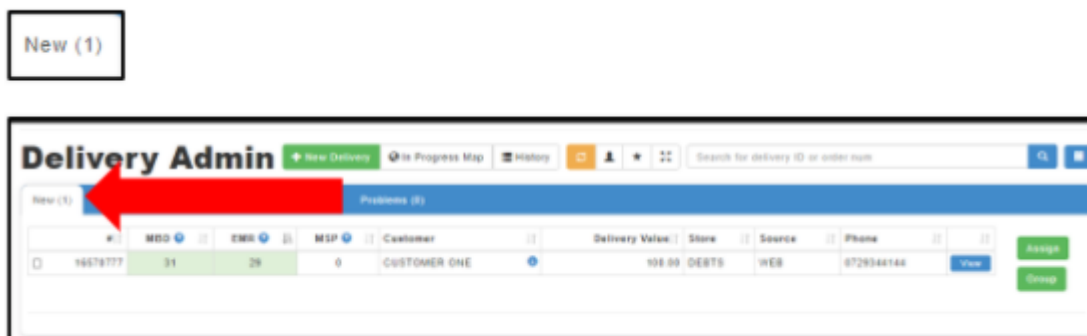
Login to www.deliverree.co.za.

On the top left, select “Deliveries”

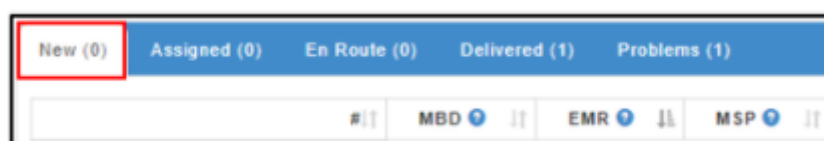
As delivery orders are placed, they appear in the Admin portal. As an order changes state, it moves across the tabs from “New” to “Assigned” to “Pickup” to “In Progress” to “Delivered”.




Selecting any of these tabs will show the orders in each of their delivery State.
"New" = An order was just placed.






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



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

There are various indicators in each tab showing real time, relevant information, such as:

1. MBD - number of minutes before the order needs to be delivered,
2. EMR- The time the driver has left at the store before he must leave, taking travel time into consideration, to deliver on time.
3. MSP- This indicates how long ago the client placed the order.

| MBD  | EMR  | MSP  |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Minutes Before Deadline | Estimated Minutes Remaining | Minutes Since Placed |
| How long until the order needs to be delivered. | How long until the driver needs to leave the store. | How long ago did the customer place the order. |







To see the details of the new order, click

[View](#)

on the right side of the order.

Delivery Admin [+ New Delivery](#) [In Progress Map](#) [History](#) [Refresh](#) [User](#) [Star](#) [Fullscreen](#) [Search](#) [Menu](#)

New (2) Assigned (0) En Route (0) Delivered (0) Problems (0)

| # | MBD  | EMR  | MSP  | Customer | Delivery Value | Store | Source | Phone | AA  | | |
|-----------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------|--------------------------|--------|-------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------|
| <input type="checkbox"/> 19214279 | 31 | 22 | 0 | CUSTOMER ONE  | 300.00 | STORE THREE- Delicious D | | | | <div>View</div> <div>View</div> | Assign |
| <input type="checkbox"/> 19214258 | 30 | 28 | 0 | CUSTOMER TWO  | 250.00 | STORE ONE- Tasty Takeaw | | | | <div>View</div> <div>View</div> | Group |

Order details will be shown like this:

The screenshot shows the Deliverree interface for an order with ID 19214279. The order is currently 'Unassigned'. The page includes a navigation bar with 'Home' and 'Deliveries' tabs, a search bar, and a user profile icon. Below the navigation bar, there's a section for 'Delivery' details (19214279) and 'Order Num'. A status bar shows the order's progress: Placed (13:10), Assigned, Dispatched, Geofence, and Delivered. The main content area is divided into several sections: 'Store' (STORE THREE- Delicious Delivery), 'Sales Channel' (WEB), 'Delivery Zone' (ONLINE), 'Auto Assign' (Additional Deliveries, Last Updated 13:17, To Driver), 'Delivery Value' (300.00), 'Delivery Charge' (0.00), and 'Delivery Details' (Food, Food). A 'Not Paid' status is shown at the bottom left. On the right, there's a 'Customer' section (CUSTOMER ONE) and a map showing the delivery location (Rietfontein, Sandton) and the customer's location (CUSTOMER ONE). A timeline at the top right shows the order's progress: Placed (13:10), Assigned, Dispatched, Geofence, and Delivered.

At the top, you will see:

The Delivery ID: This is from Deliverree

The External ID: Where AURA/Yumbi integration applies.

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

| Delivery | External ID | Order Num |
|-----------------------|-------------|-----------|
| 12022812 | aura-66 | 4 |
| Audit | | |

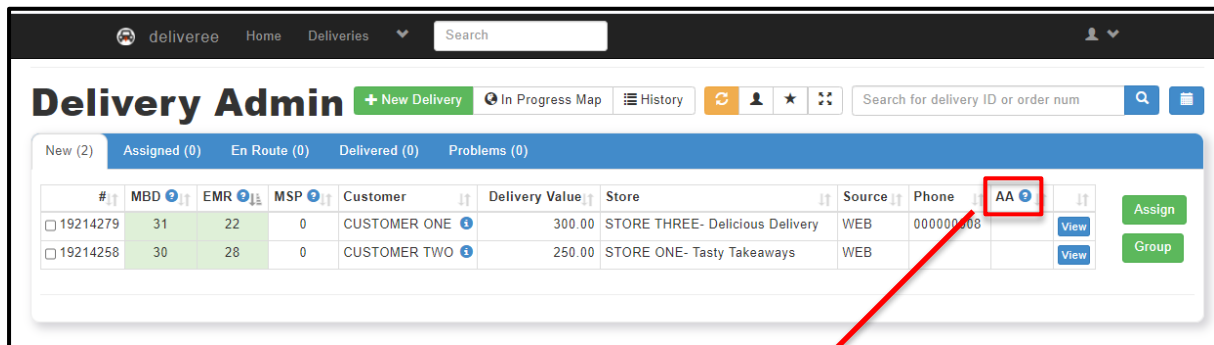
Next you will see if the order is “Unassigned”, “Undispatched”, “En Route”, “Delivered” or a Problem order.

The screenshot shows the Deliverree interface for an order that has been 'Delivered'. A red arrow points to the 'Delivered' status. The page includes a navigation bar with 'Home' and 'Deliveries' tabs, a search bar, and a user profile icon. Below the navigation bar, there's a section for 'Delivery' details (12022812) and 'Order Num' (4). The main content area is divided into several sections: 'Store' (Deliverree Training store (Pizza)), 'Sales Channel' (AURA-ONLINE), 'Delivery Zone' (ONLINE), 'Driver' (DRIVER ONE), 'Trip' (Partion 1 of 3), 'Delivery Value' (667.70), 'Delivery Charge' (500.00), and 'Delivery Details' (1.00 x 2 Cheese, 1.00 x Large (10pc), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Classic Margherita, 1.00 x Large (10pc), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Buddy, 1.00 x Coke). A 'Not Paid' status is shown at the bottom left.

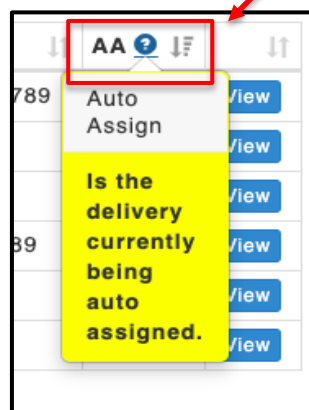
Below are a few examples of what you will see depending on the status of the delivery.



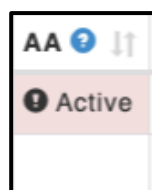
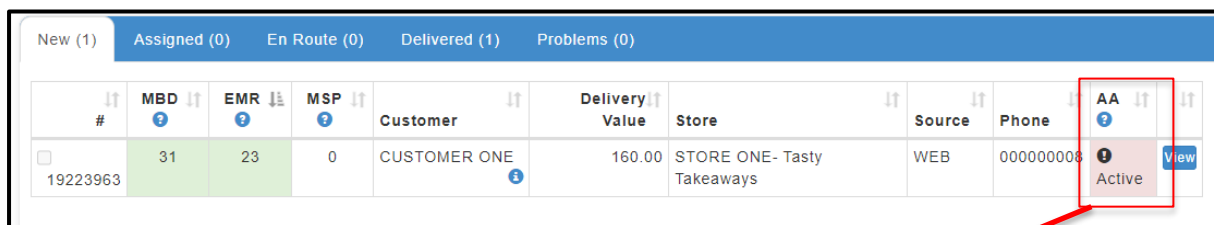
The Auto Assign column has been added, to show the operator/manager when orders are being Auto Assigned.



The “AA” column



When auto assign is **active**, the column indicates that the order is currently being assigned.



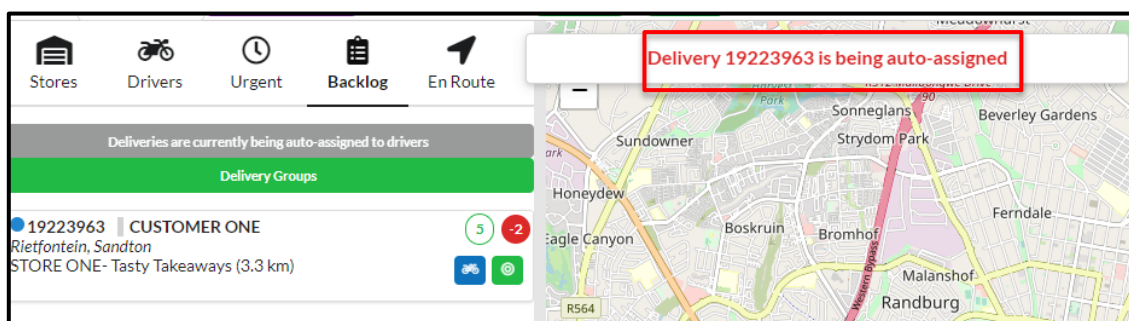
The operator is also not able to select the order as the checkbox has been temporarily disabled.

| New (6) | | Assigned (0) | |
|--------------------------|---------|--------------|--|
| | # | MBD | |
| <input type="checkbox"/> | 1708216 | 44 | |
| <input type="checkbox"/> | 1708217 | 44 | |

If an operator was in the process of selecting deliveries to assign, the auto assigned deliveries are unchecked before disabling the checkbox, ensuring that they do not accidentally manually assign them.

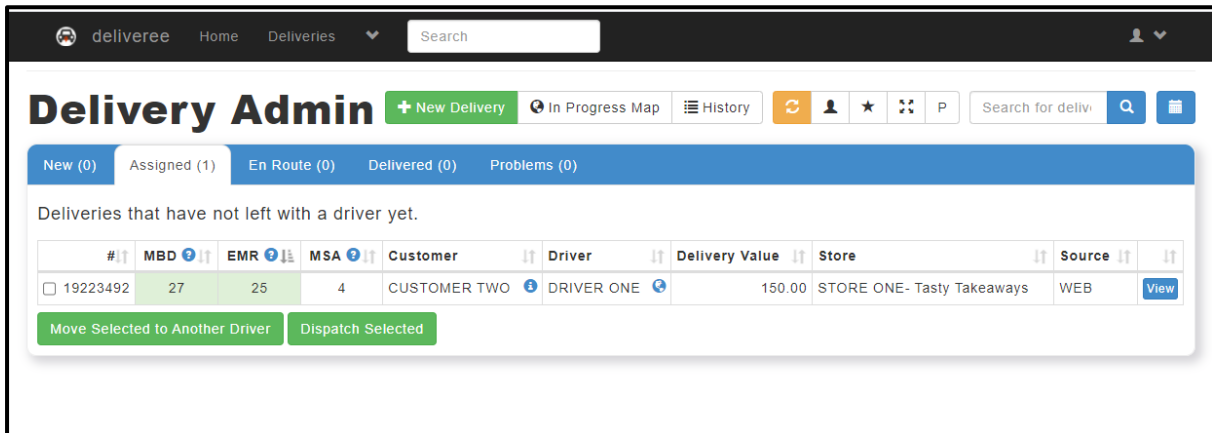
| | # | MBD | |
|-------------------------------------|---------|-----|--|
| <input checked="" type="checkbox"/> | 1708216 | 44 | |
| <input checked="" type="checkbox"/> | 1708217 | 44 | |
| <input checked="" type="checkbox"/> | 1708218 | 44 | |

From the map, if you try to manually assign an order in the AA queue, the following pop-up will appear:



Assigned orders.

All Assigned orders will show here:

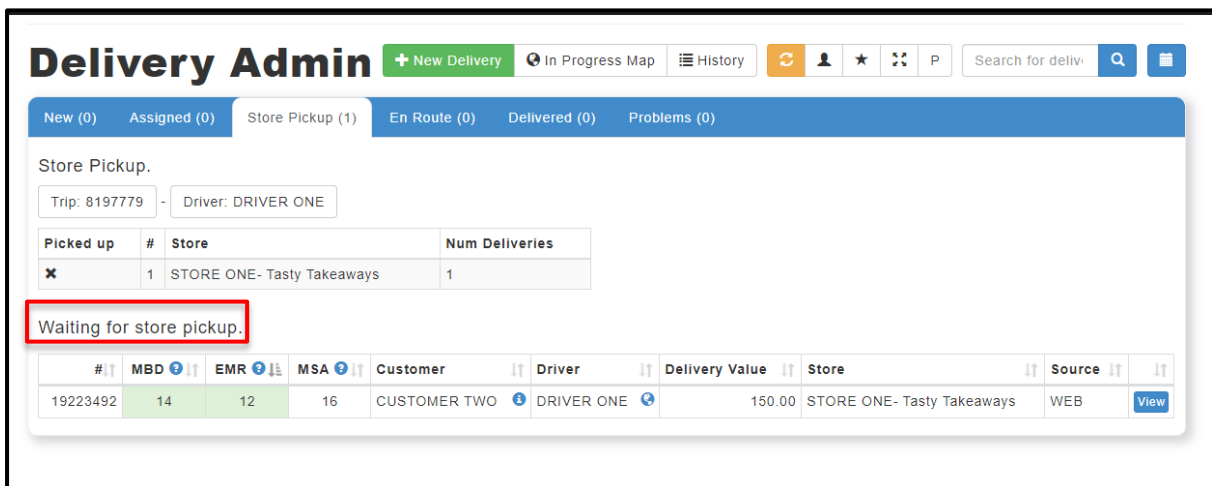


The screenshot shows the 'Delivery Admin' interface. The top navigation bar includes 'Home', 'Deliveries', and a search bar. The main header has 'Delivery Admin' and buttons for '+ New Delivery', 'In Progress Map', 'History', and a search bar. Below the header, there are tabs for 'New (0)', 'Assigned (1)', 'En Route (0)', 'Delivered (0)', and 'Problems (0)'. The 'Assigned (1)' tab is selected, showing a message: 'Deliveries that have not left with a driver yet.' Below this is a table with columns: #, MBD, EMR, MSA, Customer, Driver, Delivery Value, Store, and Source. A single row is shown with ID 19223492, MBD 27, EMR 25, MSA 4, Customer 'CUSTOMER TWO', Driver 'DRIVER ONE', Delivery Value 150.00, Store 'STORE ONE- Tasty Takeaways', and Source 'WEB'. Below the table are two buttons: 'Move Selected to Another Driver' and 'Dispatch Selected'.

| # | MBD | EMR | MSA | Customer | Driver | Delivery Value | Store | Source |
|----------|-----|-----|-----|--------------|------------|----------------|----------------------------|--------|
| 19223492 | 27 | 25 | 4 | CUSTOMER TWO | DRIVER ONE | 150.00 | STORE ONE- Tasty Takeaways | WEB |

Store Pickup:

Once a driver has started the store pickup, the pickups will appear in a new Store Pickup tab. This lists the different trips, as well as all the deliveries that are waiting for store pickup.




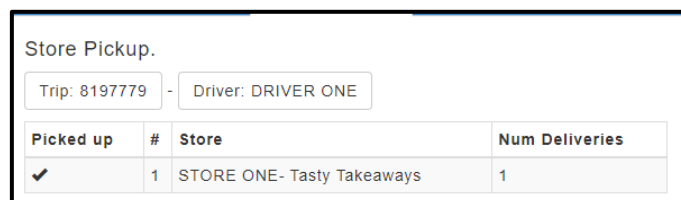
The screenshot shows the 'Delivery Admin' interface with the 'Store Pickup (1)' tab selected. It displays a 'Store Pickup' section with a trip ID '8197779' and driver 'DRIVER ONE'. Below this is a table with columns: Picked up, #, Store, and Num Deliveries. A single row is shown with a checkmark in the 'Picked up' column, # 1, Store 'STORE ONE- Tasty Takeaways', and Num Deliveries 1. Below this table is a red box containing the text 'Waiting for store pickup.' Below the red box is a table with columns: #, MBD, EMR, MSA, Customer, Driver, Delivery Value, Store, and Source. A single row is shown with ID 19223492, MBD 14, EMR 12, MSA 16, Customer 'CUSTOMER TWO', Driver 'DRIVER ONE', Delivery Value 150.00, Store 'STORE ONE- Tasty Takeaways', and Source 'WEB'.

| Picked up | # | Store | Num Deliveries |
|-----------|---|----------------------------|----------------|
| ✓ | 1 | STORE ONE- Tasty Takeaways | 1 |

Waiting for store pickup.

| # | MBD | EMR | MSA | Customer | Driver | Delivery Value | Store | Source |
|----------|-----|-----|-----|--------------|------------|----------------|----------------------------|--------|
| 19223492 | 14 | 12 | 16 | CUSTOMER TWO | DRIVER ONE | 150.00 | STORE ONE- Tasty Takeaways | WEB |

Once the driver has collected the order, you will see  indicating the order has been picked up.



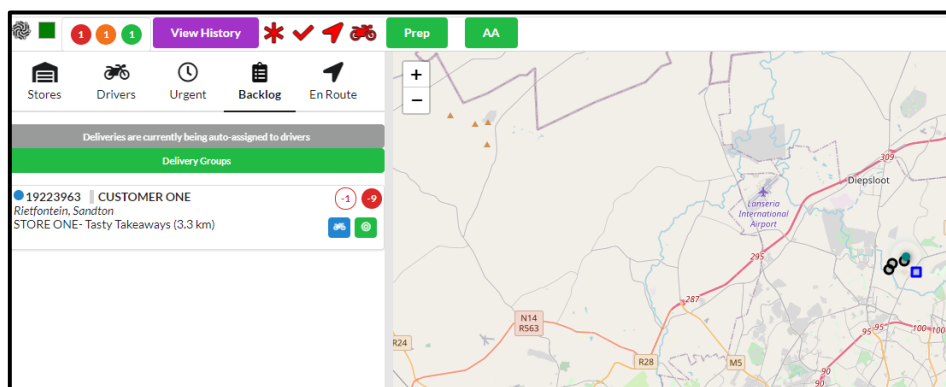
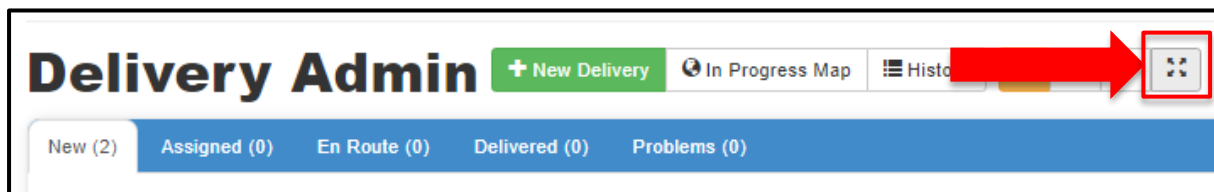
The screenshot shows the 'Store Pickup' section with the trip ID '8197779' and driver 'DRIVER ONE'. The table below shows the order as picked up, with a checkmark in the 'Picked up' column.

| Picked up | # | Store | Num Deliveries |
|-----------|---|----------------------------|----------------|
| ✓ | 1 | STORE ONE- Tasty Takeaways | 1 |

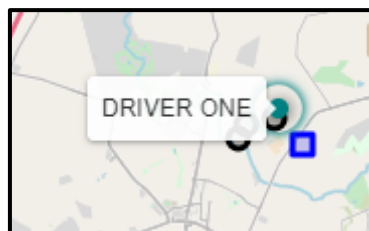
In Progress Map- Hub Map

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” is paramount, orders can be allocated from this screen by the Manager.

On the Delivery Admin screen, there are icons that allow users to access interface developments.

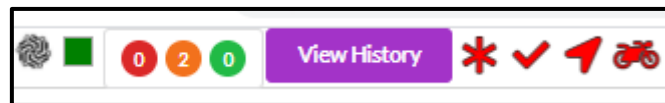


All drivers can be viewed on this map.

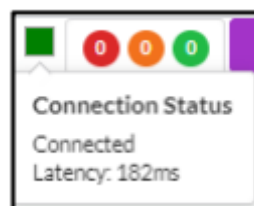


Status Bar

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).



Next to the connection status are the colour coded delivery counts. This shows the total late,

backlog and complete deliveries across all the stores.

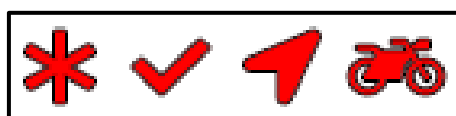
- **Red**= Total Late
- **Orange**= Total Backlog (still at the store/unassigned)
- **Green**= Total Complete

The Purple “View History” button shows the current day’s deliveries.

Filter the Map View

At the top Left next to the status icons are four icons indicating the filter status.

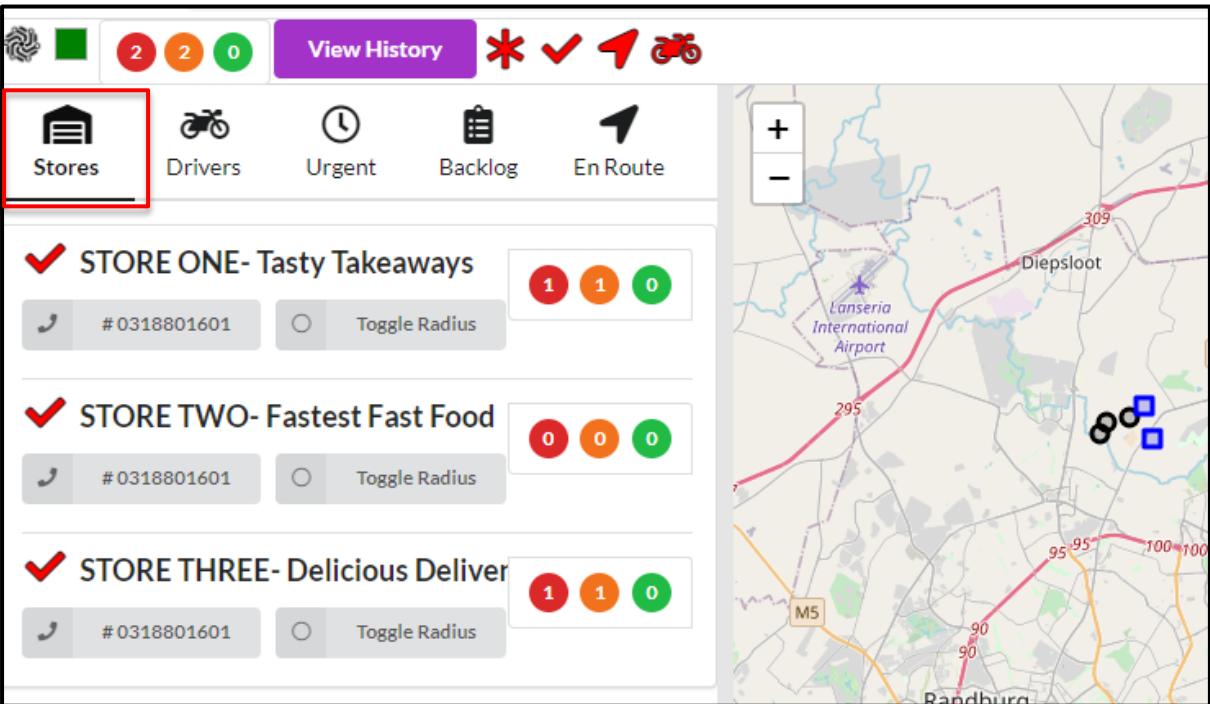
The four icons (from the left) are: Unassigned, Assigned, En Route and Driver markers.



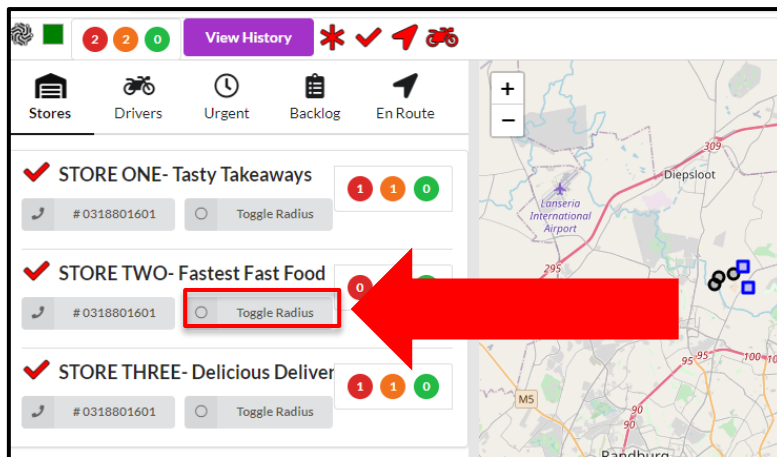
On this screen we will see the status bar.



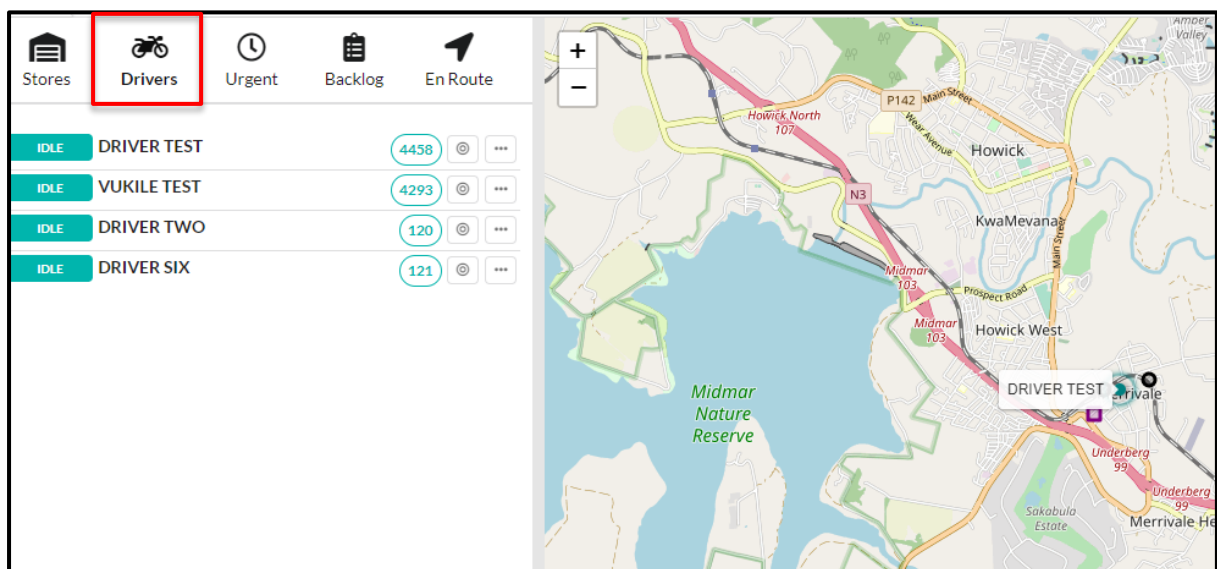
Stores: Shows all the stores for the client and the delivery count for each store.



When selecting  it will show the 5km radius around the store.



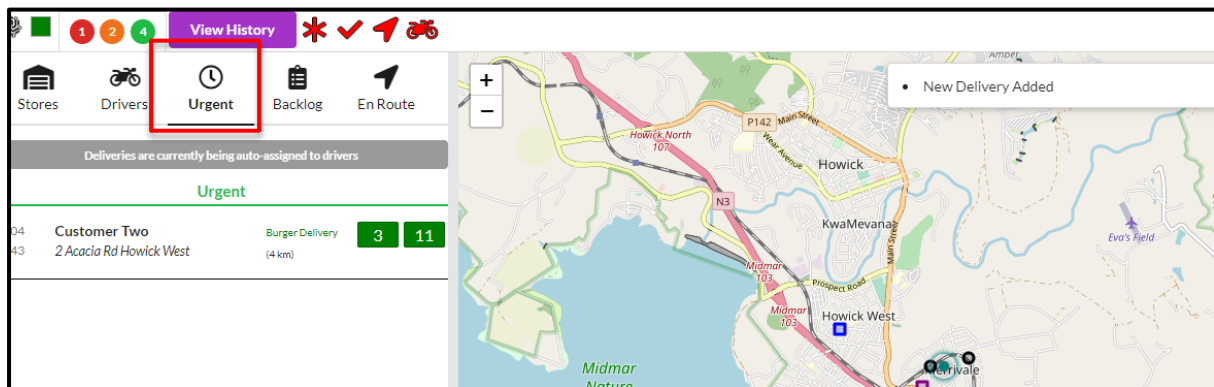
Drivers: shows the list of currently logged in drivers. It shows the status, the driver's name, the number of minutes they have been at that status, a button to locate them on the map.



The “more” button will give the manager additional information about the driver

It shows today's deliveries as well the logins for the driver.

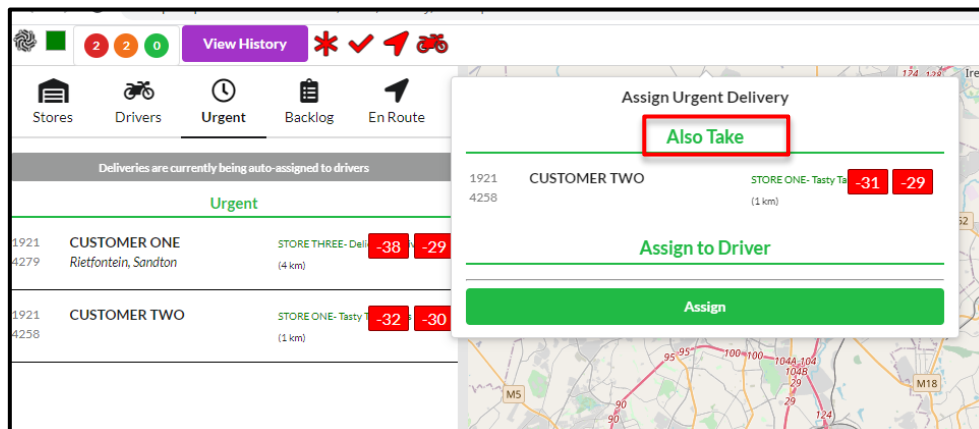
Urgent Tab shows all deliveries:



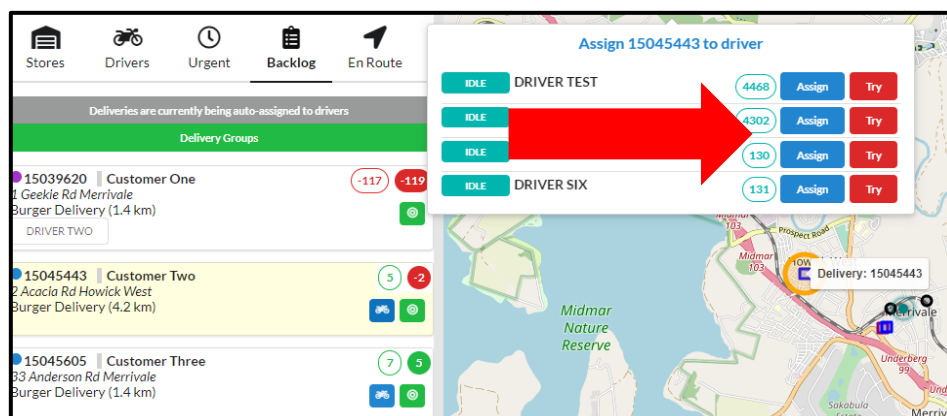
Assigning an order manually

Click on the order, it will then show a pop up and the manager can assign an order to a driver. *This can only be done is Auto assign is OFF.

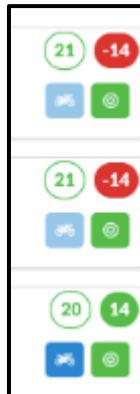
If there is more than one order, the system will suggest that you “also take” a second order with a similar EMR.



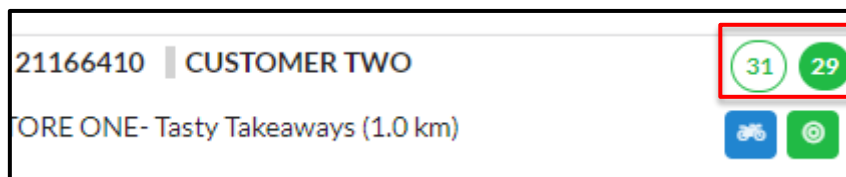
Assign and the Try Assign actions are available on unassigned orders. Try assign is meant for drivers that are not at a store (Idle drivers).



Whilst deliveries are being auto assigned, the assign button will change to a lighter blue.



Here you can see the MBD (Minutes before Due) on the left and the EMR (Estimated Minutes Remaining) when the driver needs to leave, on the right.



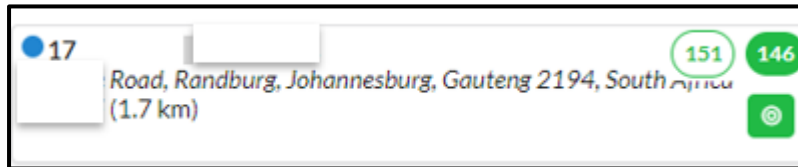
A pop up also appears to let the operator know Auto-assign is active.



All buttons return to normal once AA is complete.

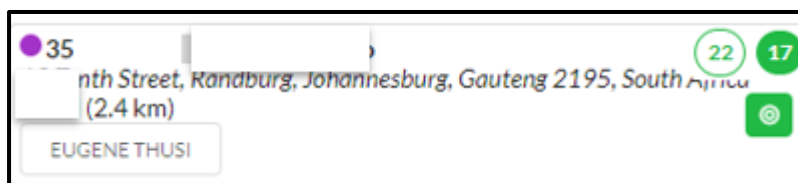
Backlog: shows the list of deliveries that have not left the stores yet. This includes unassigned and assigned deliveries. The backlog shows the customer details, EMR, MDB, Store, distance from store, assigned driver and a button to locate the delivery on the map.

Unassigned orders (blue) will be at the top of the list.

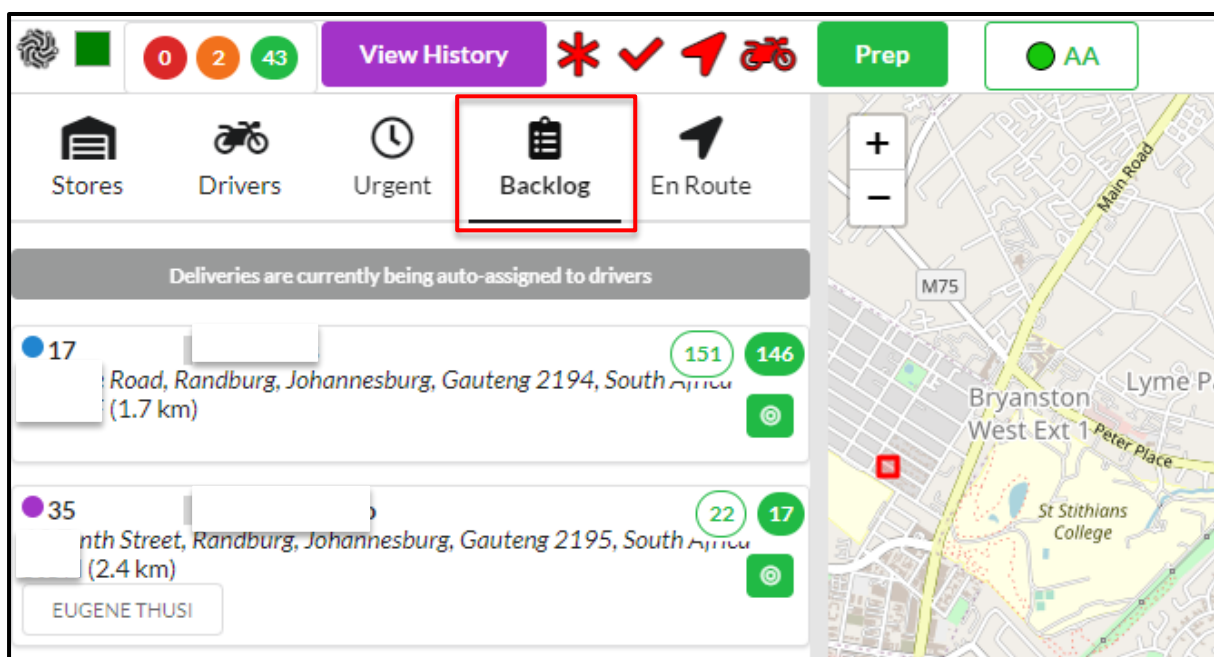


Assigned orders (purple) will go to the bottom.

Assigned orders will also show the name of the driver.

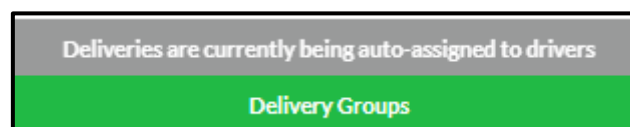


Below is a view of on assigned and one unassigned order in the backlog.



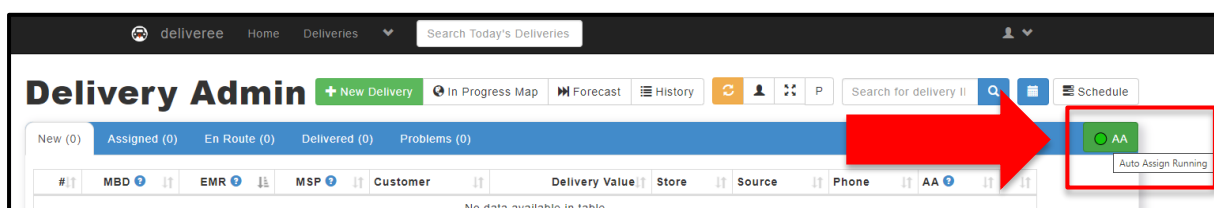
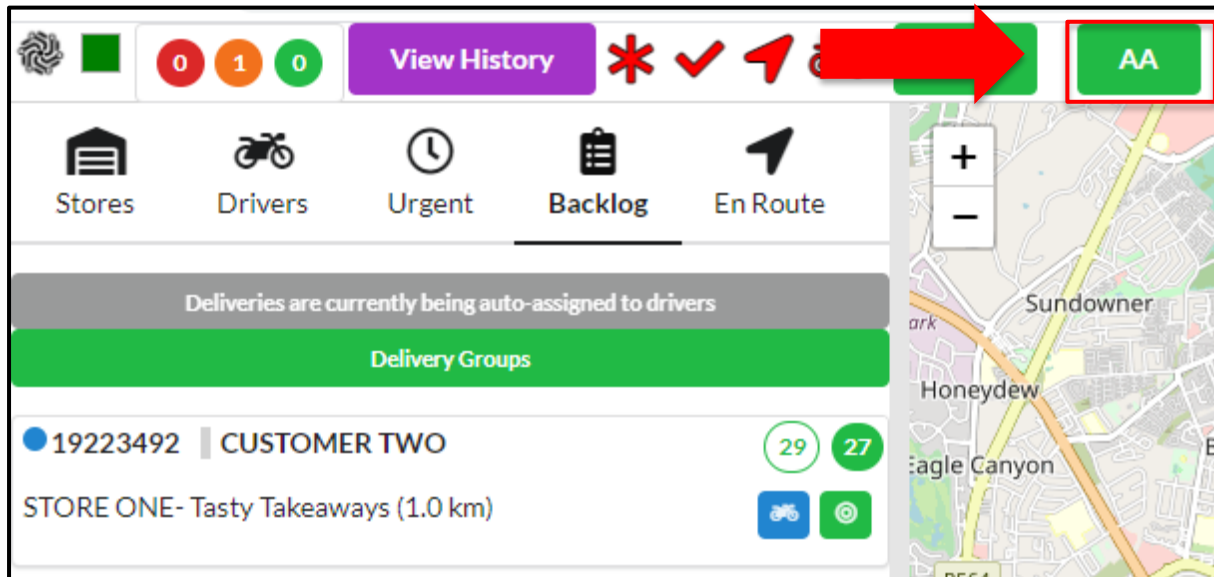
In the Backlog tab, there is a Delivery Groups button which will show the current delivery groups and

allow the group to be assigned to a driver.



Turn Auto Assign Off

On a busy evening, when there are too many deliveries, or things are too hectic, you are able to turn Auto Assign off. An AA button has been added to the new map interface and is visible in Delivery Admin:

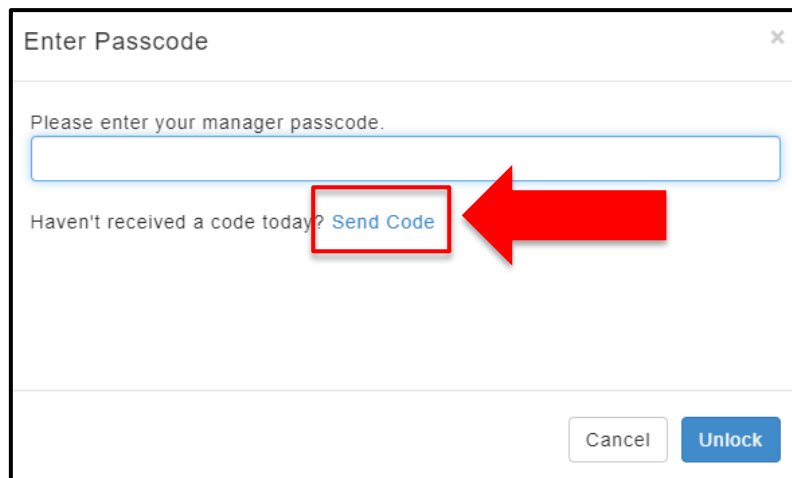


Clicking on this button, will show whether Auto Assign is currently on. You will be able to turn Auto Assign off:

You will be asked to enter a one-time code. The Franchisee/Operator's cell number will be stored (only one number will get a code SMSed to them). The code is valid for ONE day.

A screenshot of a 'Enter Passcode' dialog box. The title bar says 'Enter Passcode' with a close button. The main text says 'Please enter your manager passcode.' followed by a text input field. A red arrow points from the right side of the input field to the left. Below the input field is a link that says 'Haven't received a code today? Send Code'. At the bottom are two buttons: 'Cancel' and 'Unlock'.

If you have not received a code for the day, click “Send Code”.



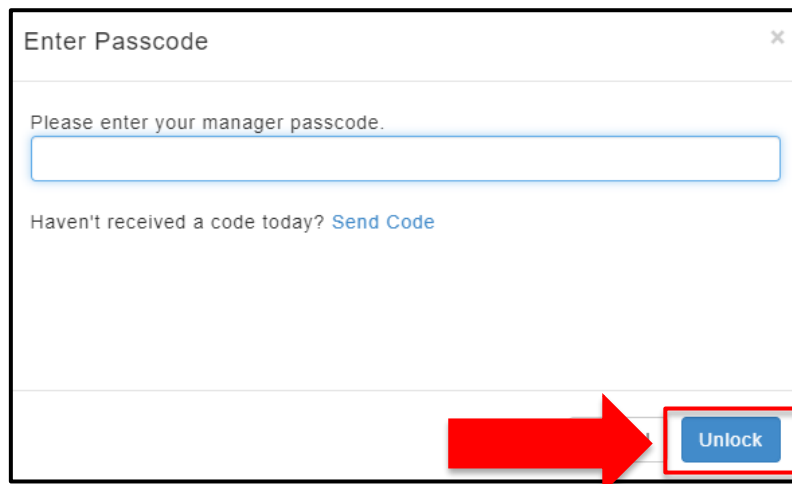
Enter Passcode

Please enter your manager passcode.

Haven't received a code today? [Send Code](#)

Cancel **Unlock**

Once you have typed in the code, click “unlock”



Enter Passcode

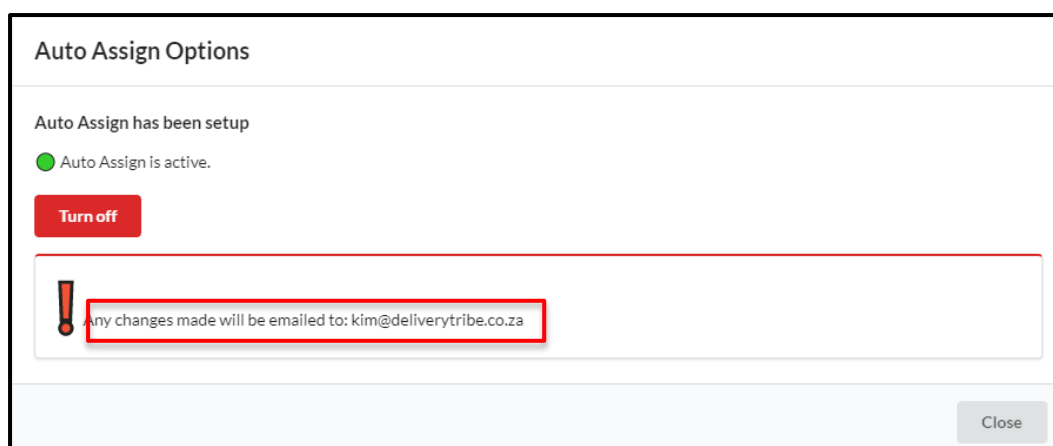
Please enter your manager passcode.

Haven't received a code today? [Send Code](#)

Unlock

Here you will have 10 minutes to work on the system manually to assign orders etc before requiring to re-enter the code.

Any changes will be emailed to the mail address aligned to the store.



Auto Assign Options

Auto Assign has been setup

● Auto Assign is active.

Turn off

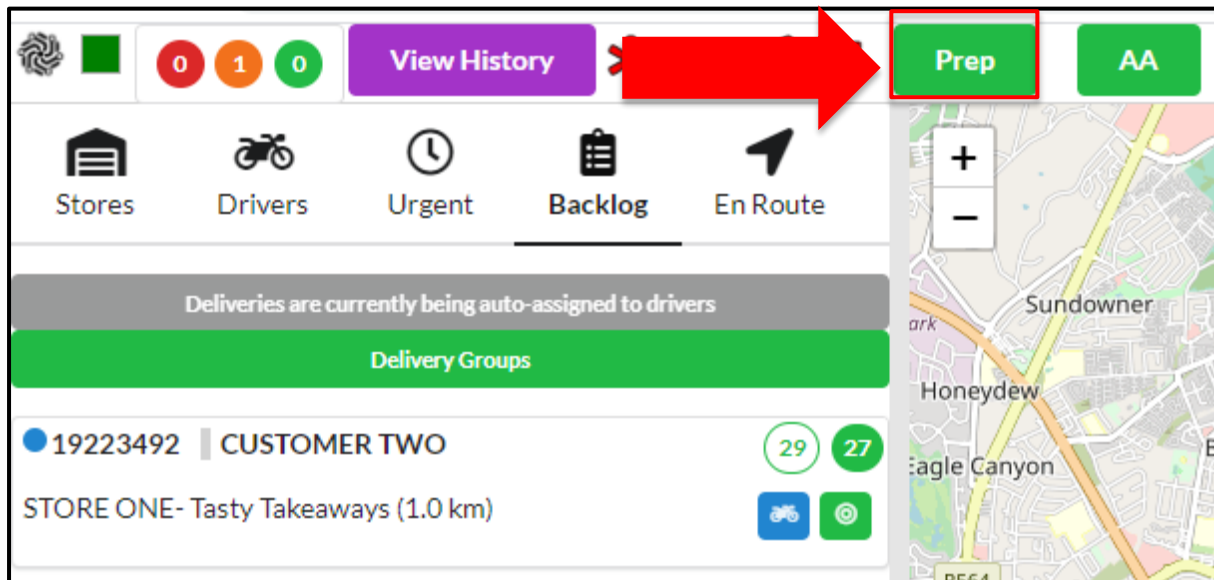
! Any changes made will be emailed to: kim@deliverytribe.co.za

Close

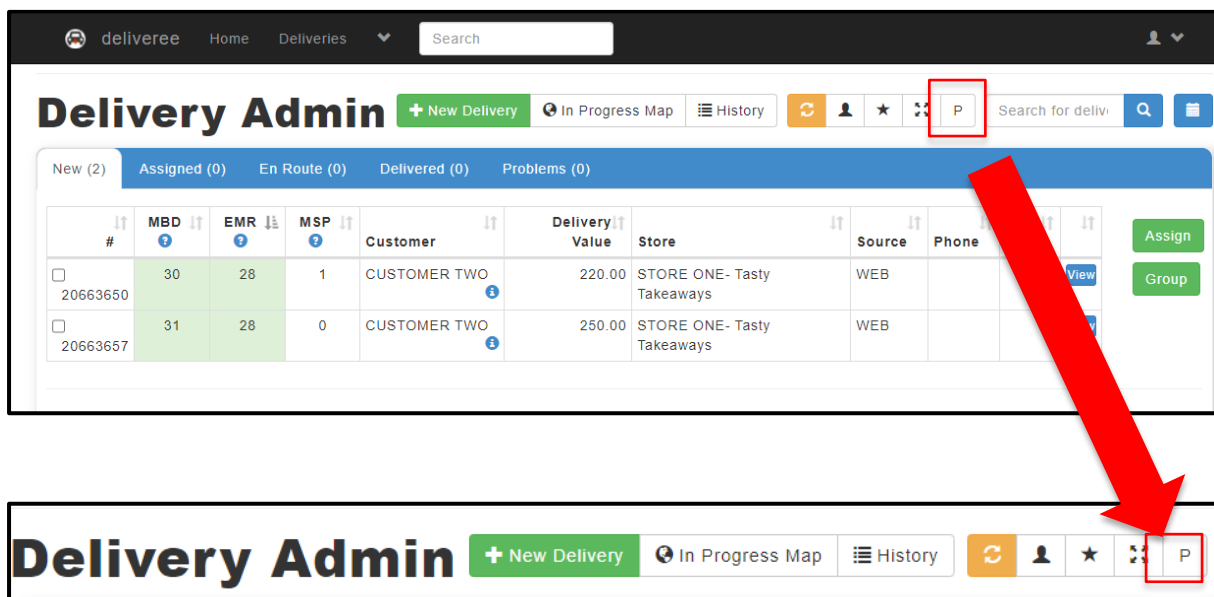
Prep Management

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.

To be able to mark a delivery as prepared, you can click on the **Prep** button in the new map interface:



You also can select the Prep option in Delivery Admin: Click "P".



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.

Prep Management

Not Prepared

Already Prepared

One Customer

17

1.00 x SOMETHING MEATY
1.00 x Medium (23cm)
1.00 x Original
1.00 x Normal Cheese

+18

DONE

Another Customer

5

1 x Sub Club
1 x Test 5 Auto Discount
1 x Sub Club
1 x Sub Club

+12

DONE

Third Customer

23

1 x Margherita Pizza
1 x No Thanks
1 x No Thanks

+25

DONE

Close

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.

Prep Management

Not Prepared

Already Prepared

One Customer

17

1.00 x SOMETHING MEATY
1.00 x Medium (23cm)
1.00 x Original
1.00 x Normal Cheese

+18

DONE

Another Customer

5

1 x Sub Club
1 x Test 5 Auto Discount
1 x Sub Club
1 x Sub Club

+12

DONE

Third Customer

23

1 x Margherita Pizza
1 x No Thanks
1 x No Thanks

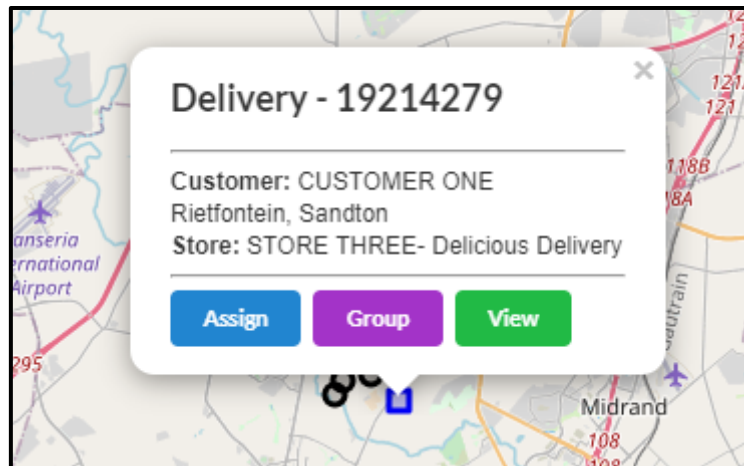
+25

NOT DONE

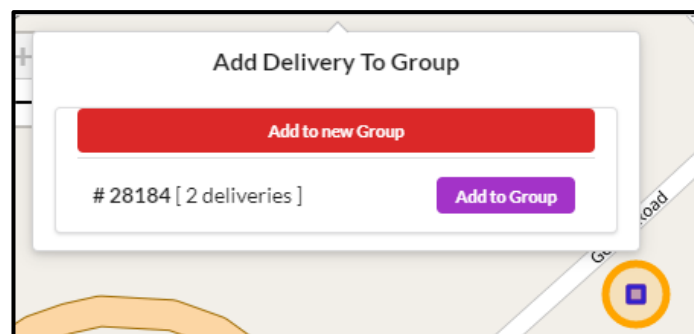
Close

Grouping orders in the Map (Manual Grouping)

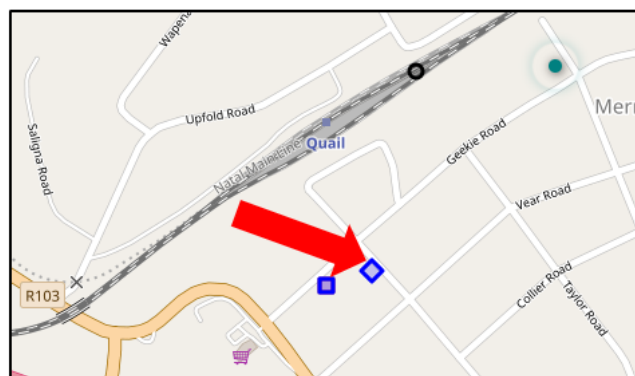
Clicking on a delivery allows the delivery to be grouped.



This will show a list of current groups or allow a new group to be added.

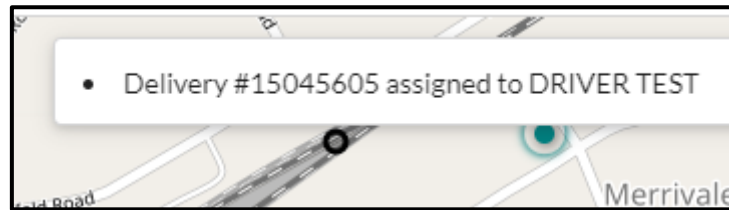


When a delivery is added to a group, the marker will be a diamond shape rather than a square.

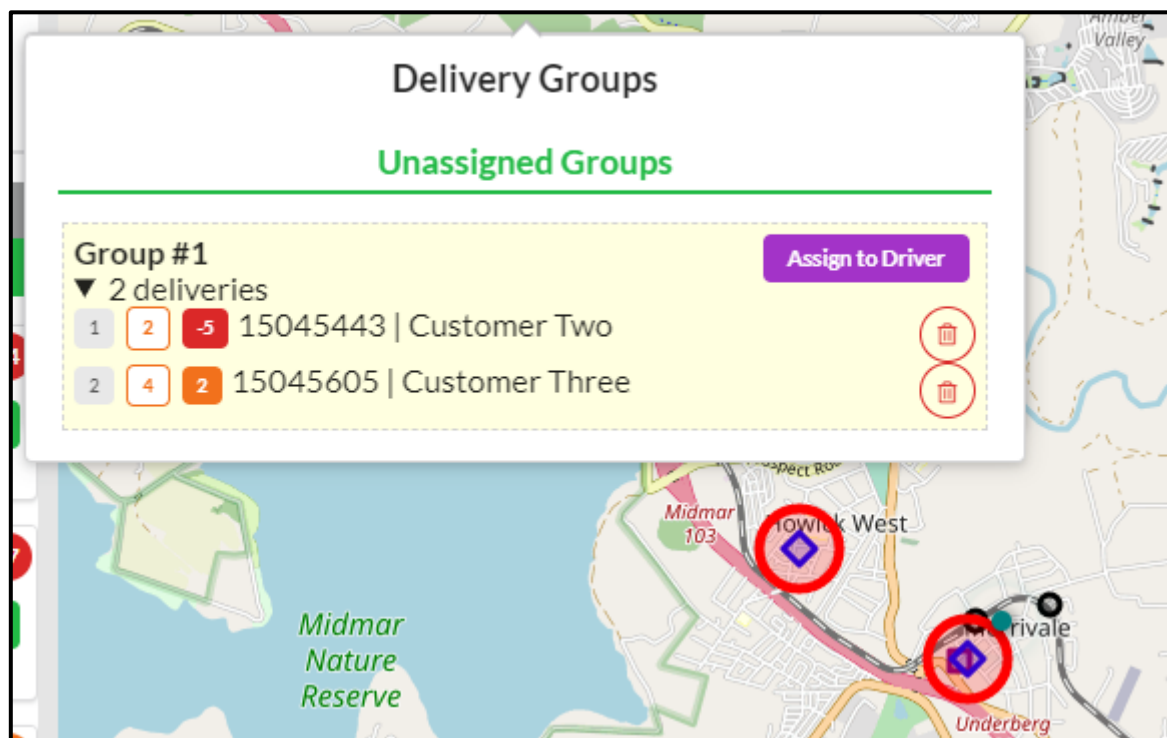
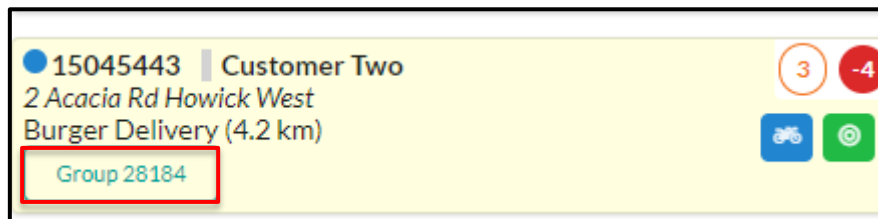


As real time events are sent through notification popups appear on the top right-hand corner.

These will be shown when for delivery events, driver events etc.

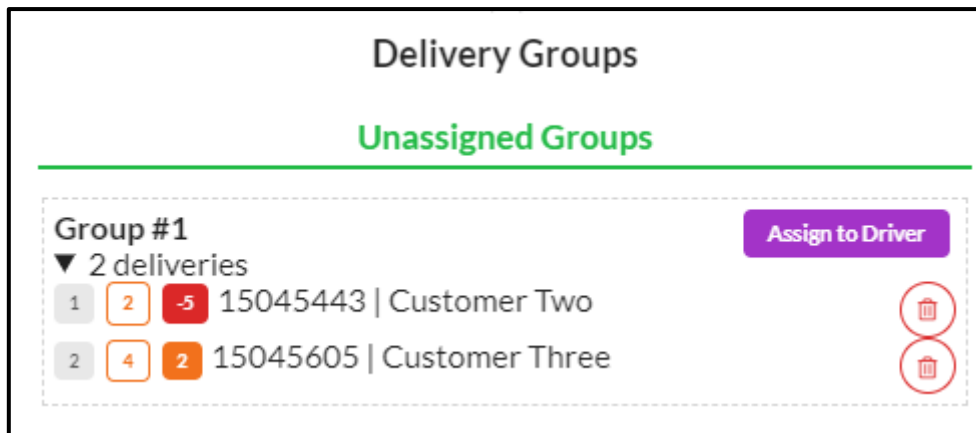


When hovering over a group it will also highlight all the deliveries in the group on the map

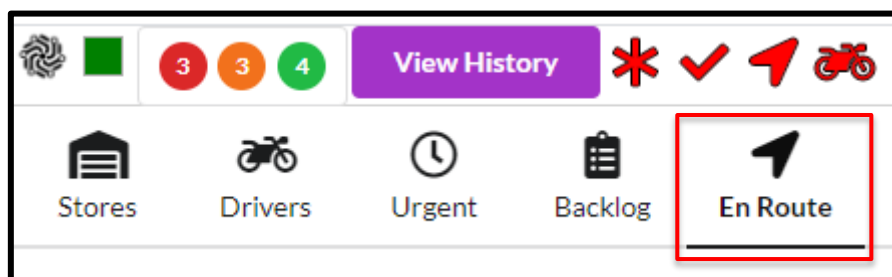


The Unassigned group can then be assigned to the driver. Click

Assign to Driver



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.

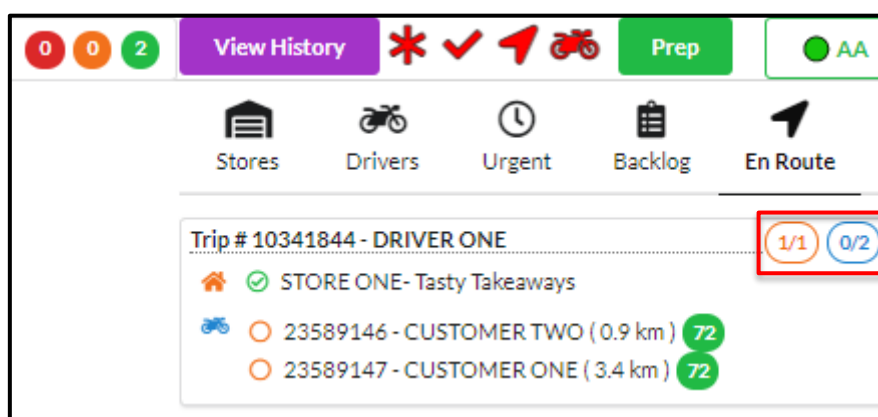


The Enroute tab shows the currently active trips. Deliveries are grouped into their trips.

The trip shows the current status and counts of pickups and deliveries. The list of deliveries also shows the MBD of the deliveries.

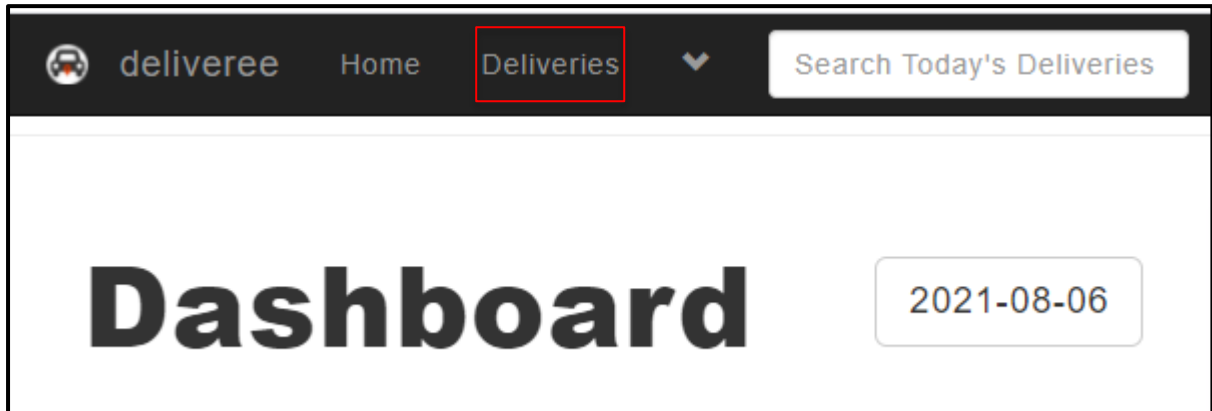
Orange (1/1 in this example) is showing the overall number of pickups complete (if there is more than one store to pick up from, this number will indicate more than one pickup) .

Blue (0/2 in this example) shows how many orders have been completed (delivered) within the trip.



Delivery Admin- Schedule

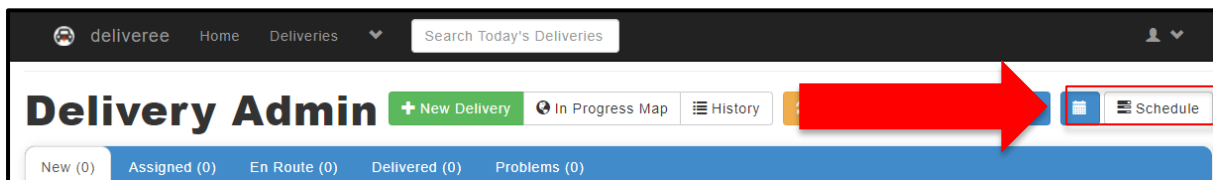
The ability to view future-dated timed orders exists in Delivery Admin.
From the home screen >select "deliveries" on the top left-hand side.



From the Delivery Admin page, a "Schedule" button has been added next to the calendar icon on the top right-hand corner.

To review the schedule for the next seven days, the operator will select:

Deliveries> Schedule.



This function was to assist the operator/manager in planning ahead.

If there are no orders for the next seven days, the operator/manager will see the message below:



As orders come in, they will populate on the Schedule page.

The operator/manager will see:

- Order Number
- Time Due
- Customer

The screenshot shows the '7 Day Delivery Schedule' interface. The header includes the 'deliverree' logo, navigation links for 'Home' and 'Deliveries', a search bar for 'Search Today's Deliveries', and a user profile icon. The main content area is titled '7 Day Delivery Schedule' with a subtitle 'Starting Friday 06 August'. A red box highlights the section for 'Tuesday 10 August', which contains a 'View Day' button, a table with one order, and a 'Next' button.

| # | Time Due | Customer | |
|----------|----------|--------------|----------------------|
| 22413489 | 13:32 | CUSTOMER TWO | View |

[Next >](#)

If the operator wishes to see the order details, they will select

[View](#)

[Next >](#)

The operator/manager can page to the following day by selecting

Once the order is marked as delivered by the driver, it will still show on the schedule as reference for the operator/manager.

Orders are added by the customer ordering platform (these are timed orders) and will show on the schedule in Delivery Admin

The order information will appear, and all the details can be seen.

This includes, Store, Delivery Value, Delivery Details and for which day the delivery has been scheduled.

Here the operator will see at the top on the left, the date the order was placed for and the day the order was placed.

The screenshot shows the Deliveroo delivery details page for order 22413489. The page is titled 'Unassigned' with a 'Mark As Problem' button. The order is for 'STORE ONE- Tasty Takeaways' with a 'Delivery Value' of 300.00 and a 'Delivery Charge' of 0.00. The status is 'Not Paid'. A red arrow points to a timeline for 'For Day: 2021-08-10' with stages: Placed (12:59 Aug-06), Assigned, Dispatched, Geofence, and Delivered. The customer is 'CUSTOMER TWO' and the delivery address is 'Deliver To: (-25.985373, 28.045036)'. The page also shows a map of the delivery location.

These future-dated orders can be pre-grouped but NOT pre-assigned.

Below is an example of two future dated orders. The operator can select both orders and group accordingly.

The group will then either be auto assigned on the day to a driver or can be manually assigned.

The screenshot shows the Deliveroo Delivery Admin interface for the date 2021-08-10. The page has a header with 'Delivery Admin' and a date selector. Below the header is a table of orders. A red arrow points to a 'Group' button next to the order list.

| # | MBD | EMR | MSP | Customer | Delivery Value | Store | Source | Phone |
|-----------------------------------|------|------|-----|--------------|----------------|----------------------------|--------|-----------|
| <input type="checkbox"/> 22413489 | 5765 | 5762 | 27 | CUSTOMER TWO | 300.00 | STORE ONE- Tasty Takeaways | | |
| <input type="checkbox"/> 22414099 | 5791 | 5783 | 0 | CUSTOMER ONE | 400.00 | STORE ONE- Tasty Takeaways | WEB | 000000008 |

To return to today's orders, click on [← Back to Today](#)

Delivery Admin

2021-08-10

[← Back to Today](#)

[+ New Delivery](#)

New (2)

| # ↑↓ | MBD ? ↑↓ | EMR ? ↑↓ | MSP ? ↑↓ | Customer ↑↓ |
|-----------------------------------|----------------|----------------|----------------|--------------------------------|
| <input type="checkbox"/> 22413489 | 5765 | 5762 | 27 | CUSTOMER TWO i |
| <input type="checkbox"/> 22414099 | 5791 | 5783 | 0 | CUSTOMER ONE i |

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 cannot be done in error i.e. Pocketpos/PaymentPebble.

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's a navigation bar with 'Home' and 'Deliveries' tabs. Below this, a blue bar contains tabs for '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, a table lists 'Completed Deliveries'. The table has columns for '#', 'DBD', 'DBE', 'Driver', 'Customer', 'Store', 'Value', and 'Trip'. A single row is visible with the following data: '# 20663650', 'DBD 12', 'DBE 1', 'Driver DRIVER ONE', 'Customer CUSTOMER TWO', 'Store STORE ONE- Tasty Takeaways', 'Value 220.00', and 'Trip 1 in #8866688'. A red box highlights the 'View' button next to the 'Trip' column. A red arrow points from this button to a magnified view of the button, which is also labeled 'View'.

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

The screenshot shows the 'Paid Transactions' section. It features a table with two columns: 'Time' and 'Payment Type'. The 'Time' column shows '12:35' with a green checkmark icon. The 'Payment Type' column shows 'CASH'. To the right of the table, there is a red box highlighting an eye icon, which is used to view and edit the transaction details.

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 |
| gratuuityAmount | 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:

deliverree Home Deliveries Search

Change Payment Type for: 20663650

Current type: CASH

Payment Details

New Payment Type:

CASH

CASH

MANUALCC

OTHER

Then click

Change Payment Type

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

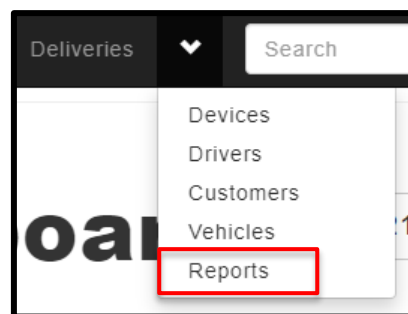
| | |
|-------------------|-------|
| transactionAmount | 25000 |
| gratuityAmount | 0 |

Audit Logs

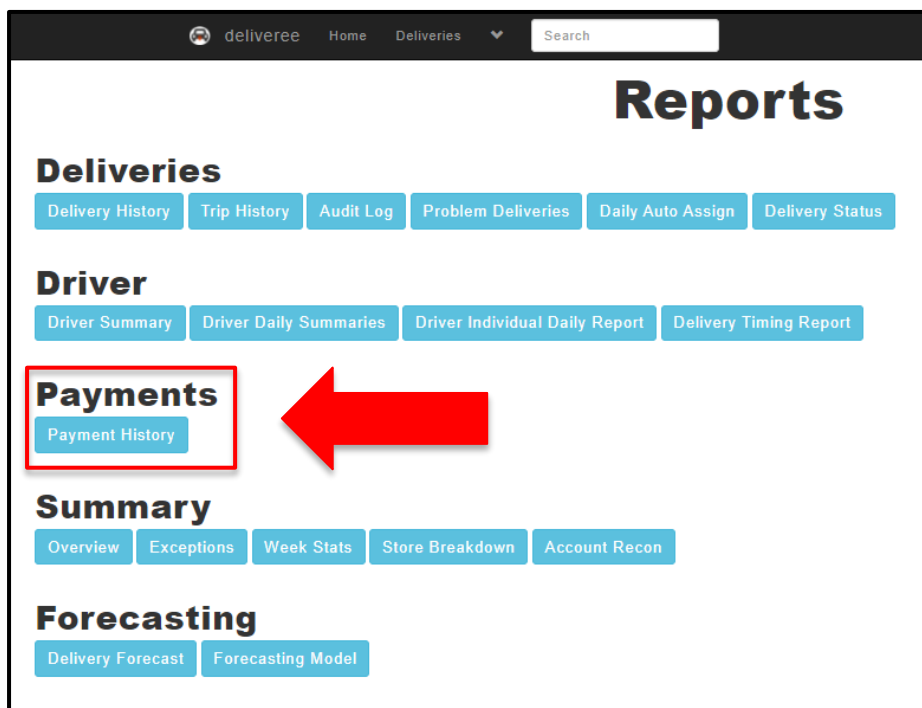
| # | Timestamp | Action |
|----------|---------------------|------------------------------------------------------------|
| 56611710 | 2021-05-04 13:08:57 | Client changed delivery payment type from CASH to MANUALCC |

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:

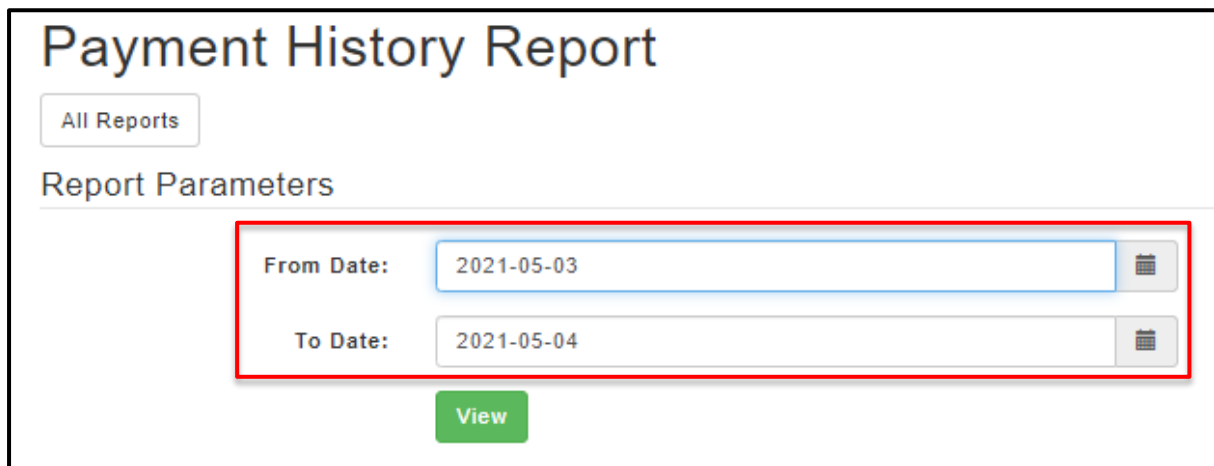
Go to reports:



Go to "Payment History"




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

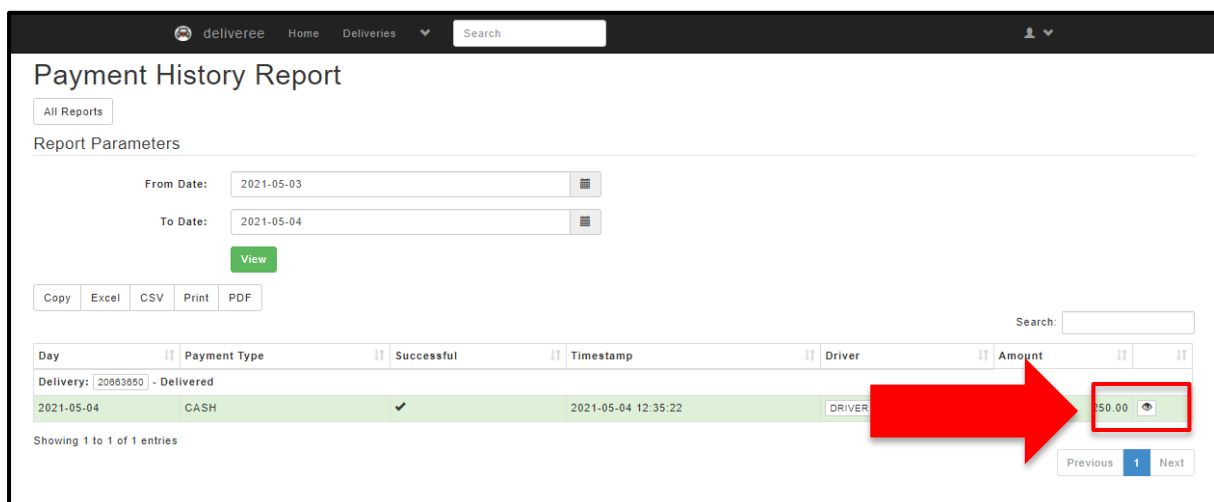


The image shows a 'Payment History Report' form. At the top, there is a button labeled 'All Reports'. Below it, the section 'Report Parameters' contains two date input fields: 'From Date' with the value '2021-05-03' and 'To Date' with the value '2021-05-04'. Each date field has a calendar icon to its right. A green 'View' button is positioned below the date fields. A red rectangular box highlights the two date input fields and their associated calendar icons.

Click 

You will then see all deliveries that were completed yesterday.

On the far-right hand side, click 



The image shows the 'Payment History Report' table. The table has columns: Day, Payment Type, Successful, Timestamp, Driver, and Amount. A single entry is shown for '2021-05-04' with 'CASH' payment type, 'Successful' status (checked), timestamp '2021-05-04 12:35:22', and driver 'DRIVER'. The amount is '50.00'. A red arrow points to the '50.00' amount field, which has an eye icon to its right. The table is part of a larger interface with a top navigation bar, a search bar, and buttons for 'Copy', 'Excel', 'CSV', 'Print', and 'PDF'. A 'View' button is also present above the table.

| 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 Deliveree 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:

deliverreeHomeDeliveriesSearch

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 |

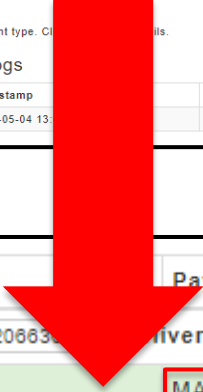
Showing 1 to 1 of 1 entries

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.

Reports

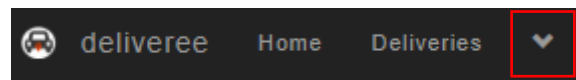
Reports are vital as they assist the Administrators/Managers/Operators in gathering information that will assist them in better managing their Drivers and Delivery services.

By understanding the information that the system provides, Administrators/Managers/Operators can make the necessary operational changes that will improve the customer's experience.

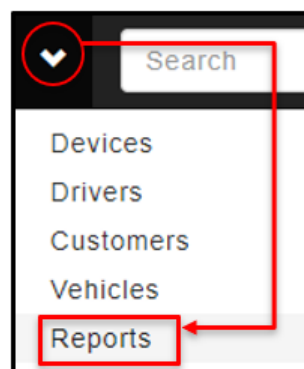
From the driver station, you will be able to logon and view all reports.

Follow the steps below:

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

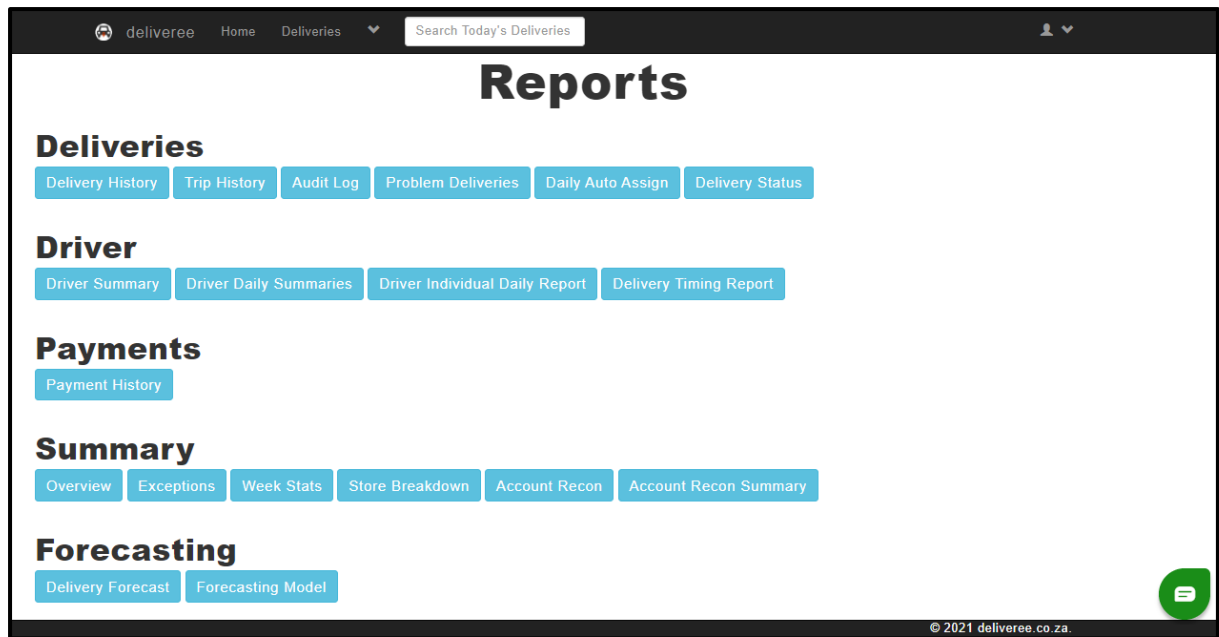


From the dropdown menu select REPORTS.

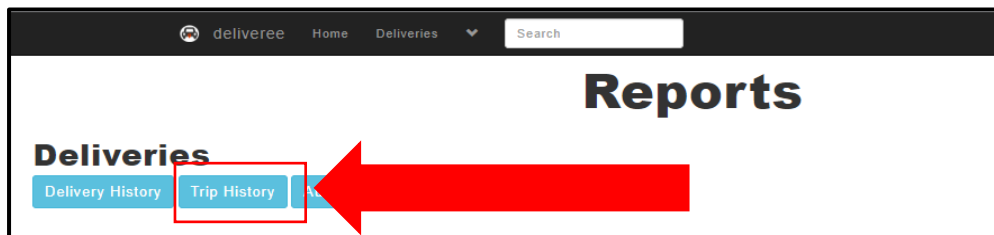


There are five report categories on Deliverree:

1. Deliveries reports
2. Driver Reports
3. Payments Reports
4. Summary Reports
5. Forecasting



To select any report, you will click on the report name (the blue block).



Automated Reports

Onboarded Franchisees will be emailed a summary of the Account recon report for their store daily.

They will be sent the report in PDF format with a breakdown of Yumbi Revenue, including pre-paid orders. Here the Franchisee can see the Food revenue, Delivery Fees, and tips.

| Account Recon - 2021-10-02 | | |
|---------------------------------------------------------------------------|---------|---------|
| Prepaid Amounts | | 1489.40 |
| Yumbi - Food Revenue | 1294.40 | |
| Yumbi - Delivery Fees | 105.00 | |
| Yumbi - Driver Tips | 90.00 | |
| ACCOUNT RECON PER STORE | | |
| Food Revenue Collected | 128.70 | |
| Delivery Fees | 15.00 | |
| Driver Tips | 10.00 | |
| Total Food Revenue Collected (Payable to stores - excludes delivery fees) | | 128.70 |
| Total Delivery Fees Collected (Payable to DCS) | | 15.00 |
| Total Tips Collected | | 10.00 |
| Unpaid Deliveries | | 0.00 |
| TOTAL | | 1643.10 |

| PREPAID BREAKDOWN | | |
|----------------------|---------|---------|
| Prepaid Food Revenue | | 1294.40 |
| | 1294.40 | |
| Prepaid Delivery Fee | | 105.00 |
| | 105.00 | |
| Prepaid Tips | | 90.00 |
| | 90.00 | |
| TOTAL PREPAID | | 1489.40 |

In addition to the above information, the onboarded Franchisee will also see Cash and card transactions made. (Cash and card as selected in app by the driver).

| TENDER BREAKDOWN | | |
|------------------------------------|--------|--------|
| CASH | | |
| Cash Food Revenue | | 0.00 |
| | 0.00 | |
| Cash Delivery Fee | | 0.00 |
| | 0.00 | |
| Cash Tips | | 0.00 |
| | 0.00 | |
| CASH TOTAL COLLECTED | | 0.00 |
| CARD (Pebble/PocketPOS/SpeedPoint) | | |
| Card Food Revenue | | 128.69 |
| | 128.69 | |
| Card Delivery Fee | | 15.00 |
| | 15.00 | |
| Card Tips | | 10.00 |
| | 10.00 | |
| CARD TOTAL COLLECTED | | 153.69 |
| TENDER TOTAL COLLECTED | | 153.69 |

Settlement amounts are also shown so the onboarded Franchisee can see how much they must pay the Hub operator or how much should be paid to them. **When stores are all owned by one Franchisee, commission does not apply.*

| Settlement | | | | |
|--------------------|---------------|------------|-------------|------------------|
| Store (commission) | Owed to Store | Commission | DCS Revenue | Payable to Store |
| (18%) | -66.31 | 294.58 | 414.58 | -360.89 |

All individual transactions are shown as well.

| Transaction Breakdown Per Store | | | | | | | | | | |
|---------------------------------|-------------|---------------------|--------|-----------------|--------------|------------|-------------|-----------|-----------|---------|
| ID | External ID | Status | Value | Delivery Charge | Yumbi Amount | Yumbi Tips | Cash Amount | Cash Tips | CC Amount | CC Tips |
| 23492914 | 56532794 | Delivered | 190.60 | 15.00 | 190.60 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23505640 | 56555874 | Order not processed | 313.20 | 15.00 | 353.20 | 40.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23507393 | 56558794 | Delivered | 170.60 | 15.00 | 170.60 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23508791 | 56560877 | Delivered | 392.40 | 15.00 | 417.40 | 25.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23508819 | 56561827 | Delivered | 104.90 | 15.00 | 104.90 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23514465 | 56571261 | Delivered | 124.90 | 15.00 | 134.90 | 10.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 23516264 | 56575182 | Delivered | 143.70 | 15.00 | 0.00 | 0.00 | 0.00 | 0.00 | 153.69 | 10.00 |
| 23520587 | 56582410 | Delivered | 102.80 | 15.00 | 117.80 | 15.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Below is a detailed explanation of each report:

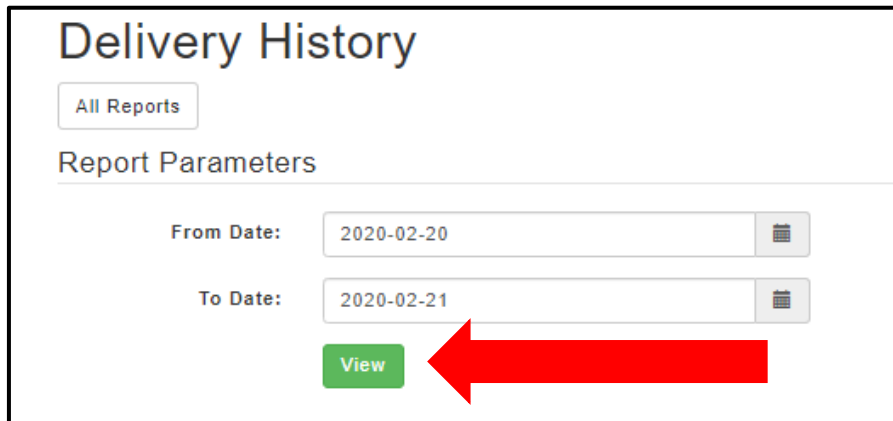
Report Category one: Deliveries Reports

In this report category, there are 3 different reports that specifically relate to Deliveries.

1. Delivery History
2. Trip History
3. Audit Log
4. Problem Deliveries
5. Daily Auto Assign
6. Delivery Status

Delivery History Report

Select the date range and click “View”.



Delivery History

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-21

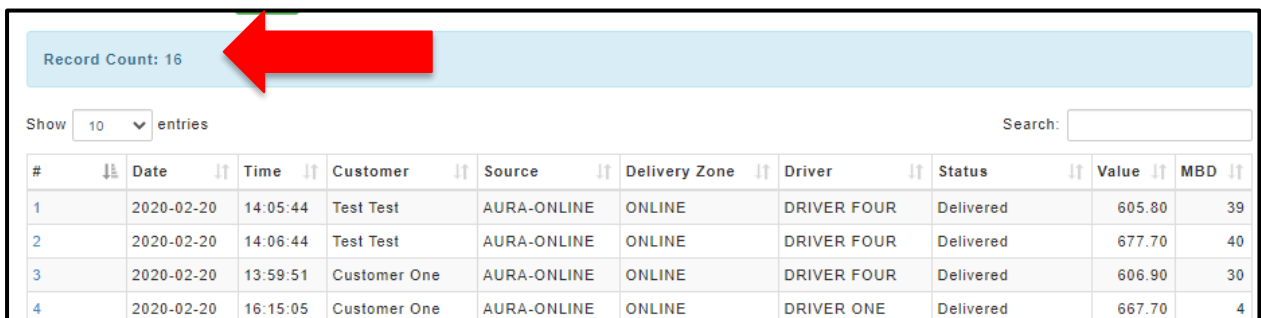
View

This report allows you to review past deliveries over a given date range.

The report is organized into sortable columns that include information (from the left) that will show: Date, Time, Customer, Source, Delivery Zone, Driver, Status, Value and Minutes Before Due (MBD).

At the top on the left you will see the number of deliveries for that day

Record Count: 16



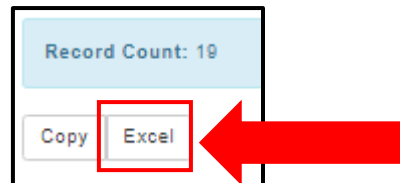
Record Count: 16

Show 10 entries Search:

| # | Date | Time | Customer | Source | Delivery Zone | Driver | Status | Value | MBD |
|---|------------|----------|--------------|-------------|---------------|-------------|-----------|--------|-----|
| 1 | 2020-02-20 | 14:05:44 | Test Test | AURA-ONLINE | ONLINE | DRIVER FOUR | Delivered | 605.80 | 39 |
| 2 | 2020-02-20 | 14:06:44 | Test Test | AURA-ONLINE | ONLINE | DRIVER FOUR | Delivered | 677.70 | 40 |
| 3 | 2020-02-20 | 13:59:51 | Customer One | AURA-ONLINE | ONLINE | DRIVER FOUR | Delivered | 606.90 | 30 |
| 4 | 2020-02-20 | 16:15:05 | Customer One | AURA-ONLINE | ONLINE | DRIVER ONE | Delivered | 667.70 | 4 |

This report can also be exported to excel.

Below the Record count on the top left, you will see “copy” and “excel”



Details of the delivery can be viewed by clicking the order number on the left.

Delivery History

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-21

View

Record Count: 19

Copy Excel

Search:

| # | Date | Time | Customer | Source | Store | Driver | Status | Value | MBD |
|----|------------|----------|--------------|-------------|--------------------|--------------|-------------------|--------|-----|
| 1 | 2020-02-20 | 14:05:44 | CUSTOMER SIX | AURA-ONLINE | Deliverree (Pizza) | DRIVER FOUR | Delivered | 605.80 | 39 |
| 2 | 2020-02-20 | 14:05:44 | CUSTOMER SIX | AURA-ONLINE | Deliverree (Pizza) | DRIVER FOUR | Delivered | 677.70 | 40 |
| 3 | 2020-02-20 | 14:05:44 | Customer One | AURA-ONLINE | Deliverree (Pizza) | DRIVER FOUR | Delivered | 605.60 | 30 |
| 4 | 2020-02-20 | 14:05:44 | Customer One | AURA-ONLINE | Deliverree (Pizza) | DRIVER ONE | Delivered | 657.70 | 4 |
| 5 | 2020-02-20 | 16:16:40 | Customer One | AURA-ONLINE | Deliverree (Pizza) | DRIVER TWO | Delivered | 692.70 | 8 |
| 6 | 2020-02-20 | 16:17:35 | Customer One | AURA-ONLINE | Deliverree (Pizza) | DRIVER THREE | Hoax | 670.70 | 1 |
| 7 | 2020-02-20 | 16:19:02 | Customer One | AURA-ONLINE | Deliverree (Pizza) | DRIVER FOUR | Delivered | 670.70 | 6 |
| 8 | 2020-02-20 | 16:21:11 | Customer Two | AURA-ONLINE | Deliverree (Pizza) | DRIVER ONE | Delivered | 639.60 | 7 |
| 9 | 2020-02-20 | 16:22:33 | Customer Two | AURA-ONLINE | Deliverree (Pizza) | DRIVER TWO | Delivered | 279.80 | 16 |
| 10 | 2020-02-20 | 16:23:30 | Customer Two | AURA-ONLINE | Deliverree (Pizza) | DRIVER THREE | Could not deliver | 639.60 | 11 |

Showing 1 to 10 of 19 entries

Previous 1 2 Next

Column definitions:

- #- Order number
- Date
- Time
- Customer- Name and Surname
- Source- from online ordering or through the call centre
- Store
- Drive
- Status- Delivered, un-dispatched or the name of the problem will show here.
- Value- Amount owed to the store.
- MBD- Minutes before due (on time)

Details will be shown as below:

The screenshot displays the Deliveriee web application interface for a specific delivery. At the top, there's a navigation bar with 'deliveriee', 'Home', 'Deliveries', and a search bar. Below this, a header section shows the delivery ID '12022863', External ID 'aura-67', and Order Num '5'. A 'Back to Delivery Admin' button is on the left, and an 'Audit' button is below the delivery ID.

The main content area is divided into several sections:

- Status:** A green checkmark and 'Delivered' status are shown, along with a 'Mark As Problem' button.
- Timeline:** A horizontal timeline shows the delivery stages: Placed (16:16), Assigned (16:33), Dispatched (16:36), Geofence, and Delivered (16:40).
- Store Information:** Store name 'Deliveriee Training store (Pizza)', Sales Channel 'AURA-ONLINE', and Delivery Zone 'ONLINE'.
- Driver Information:** Driver 'DRIVER TWO' and Trip 'Position 2 of 3'.
- Delivery Value:** 692.70.
- Delivery Details:** A list of items: 1.00 x 3 Cheese, 1.00 x Large (30cm), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Red Hot Veggie, 1.00 x Large (30cm), 1.00 x Original, 1.00 x Normal Cheese, 1.00 x Buddy, and 1.00 x Coke.
- Customer Information:** Customer 'Customer One' and delivery address 'Birchwood Hotel & OR Tambo Conference Centre, View Point Rd, Bardene, Boksburg, 1495'.
- Map:** A map showing the delivery route from the store to the customer location.
- Payment Status:** A red 'X' icon and 'Not Paid' status with an 'Add Payment' button.
- Delivery Schedule:** A table showing 'Delivered' at 16:40, 'Target' at 16:48, and 'Estimated' at 16:39.

The footer of the interface shows the copyright notice '© 2020 deliveriee.co.za'.

At the top of the screen in the middle, you will see the Delivery ID on the left.

If the store is AURA integrated, you will see the External ID as well as the order number.

| Delivery | External ID | Order Num |
|-----------------------|-------------|-----------|
| 12022863 | aura-67 | 5 |
| Audit | | |

On the Right, you will see all details of the delivery including the current status, store name, sales channel, driver, Trip info, Delivery Value and Delivery Charges as well as menu item details.

Delivered
Mark As Problem

Store
Deliverer (Pizza)

Sales Channel
AURA-ONLINE

Delivery Zone
ONLINE

Driver
DRIVER TWO

Trip
Position 2 of 3

Delivery Value
692.70
Delivery Charge
500.00

Delivery Details

1.00 x 3 Cheese
1.00 x Large (30cm)
1.00 x Original
1.00 x Normal Cheese
1.00 x Red Hot Veggie
1.00 x Large (30cm)
1.00 x Original
1.00 x Normal Cheese
1.00 x Buddy
1.00 x Coke

Not Paid
Add Payment

Delivered
16:40

Target
16:48

-8 min

Estimated
4 mins

Estimated
16:39

+1 min

Actual
4 mins

Travel Times

On the right-hand side, you will see trip details that look at the time stamps of:

- When the order was placed
- When the order was assigned to a driver
- When the order was dispatched; the driver selected "Leave"
- When the driver broke the Geofence (came within 50 meters of the customer's pin on the map)
- When the order was marked delivered

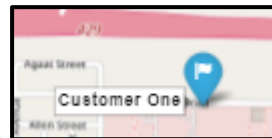


Below that you will see all customer details:

- The customer's name
- The customer's address
- The G.P.S info
- A view on the map of where the customer is in relation to the store



The store symbol on the map is a black pin with a trolley icon.



The customer symbol on the map is a blue pin with a white flag.

Trip History Report

This report allows you to review a driver's trips, with each instance counted every time a driver leaves and then returns to the store with one or more orders.

Any of the trip's ID numbers (#- first column) can be clicked to get a detailed breakdown of that trip.

Delivery Trip History

All Reports

Report Parameters

From Date: 2020-03-14

To Date: 2020-03-17

View

Search:

| # | Driver | Start Time | Completed | Num Deliveries | Num Completed |
|---------|-----------------|---------------------|---------------------|----------------|---------------|
| 5645943 | HOPE SIFUNDA | 2020-03-14 10:16:56 | 2020-03-14 10:40:49 | 1 | 1 |
| 5646458 | HOPE SIFUNDA | 2020-03-14 11:38:42 | 2020-03-14 12:04:40 | 1 | 1 |
| 5646542 | HOPE SIFUNDA | 2020-03-14 11:48:34 | 2020-03-14 12:18:06 | 1 | 1 |
| 5646564 | wonderboy nkosi | 2020-03-14 11:50:23 | 2020-03-14 12:39:46 | 1 | 1 |
| 5646687 | Graider Mdawe | 2020-03-14 12:05:23 | 2020-03-14 12:27:08 | 1 | 1 |
| 5646784 | kenneth kenneth | 2020-03-14 12:15:11 | 2020-03-14 12:38:51 | 3 | 3 |
| 5646810 | HOPE SIFUNDA | 2020-03-14 12:18:33 | 2020-03-14 12:39:07 | 1 | 1 |

The trip history will detail each GPS ping recorded during the trip, with GPS coordinates and speed at the time of the ping. Each delivery address is displayed on the map with a blue icon.

Trip: 5667275

Driver
DRIVER ONE

Started
16:34

Completed
16:49

Deliveries

| # | Customer | Status | Due | Delivered | |
|------|----------------|-----------|----------|-----------|-------|
| 1 4 | Customer One | Delivered | 16:47:05 | 16:42:56 | Audit |
| 3 8 | Customer Two | Delivered | 16:53:11 | 16:45:56 | Audit |
| 2 13 | Customer Three | Delivered | 16:59:58 | 16:48:16 | Audit |

Driver Locations

| Time | Location | Speed | |
|----------|----------------------------------------|-------|------|
| 16:34:43 | -26.176291666666664,28.249321666666667 | 9 | Show |
| 16:34:59 | -26.175646666666662,28.249033333333333 | 19 | Show |
| 16:35:16 | -26.175101666666666,28.249405000000003 | 23 | Show |
| 16:38:02 | -26.175168333333332,28.250398333333337 | 3 | Show |
| 16:38:22 | -26.175125,28.250406666666663 | 0 | Show |
| 16:38:41 | -26.175125,28.250406666666663 | 0 | Show |
| 16:39:01 | -26.175253333333333,28.250406666666663 | 5 | Show |
| 16:39:20 | -26.1754,28.250348333333333 | 0 | Show |

Driver GPS locations and a Trip timeline are also available on the right.

98 | Page

Audit Log 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.

Audit Log

All Reports

Report Parameters

From Date:2020-02-20

To Date:2020-02-21

View

Search:

| # | 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](#)

Delivery12019763External IDaura-65Order Num3

Audit

Delivered

Mark As Problem

Placed

Assigned

Dispatched

Geofence

Delivered

13:59

14:01

14:01

14:01

Store

Deliverree Training store (Pizza)

Sales Channel

AURA-ONLINE

Delivery Zone

ONLINE

Driver

DRIVER FOUR

Trip

Position 1 of 1

Deliver To:

14 View Point Rd, Bardene, Boksburg, 1456

(-26.110400, 27.999132)

Update

Notifications:

Yes

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

Paid

Transactions

Time

14:01

Payment Type

MANUALCC

Delivered

14:01

Target

14:31

Estimated

14:04

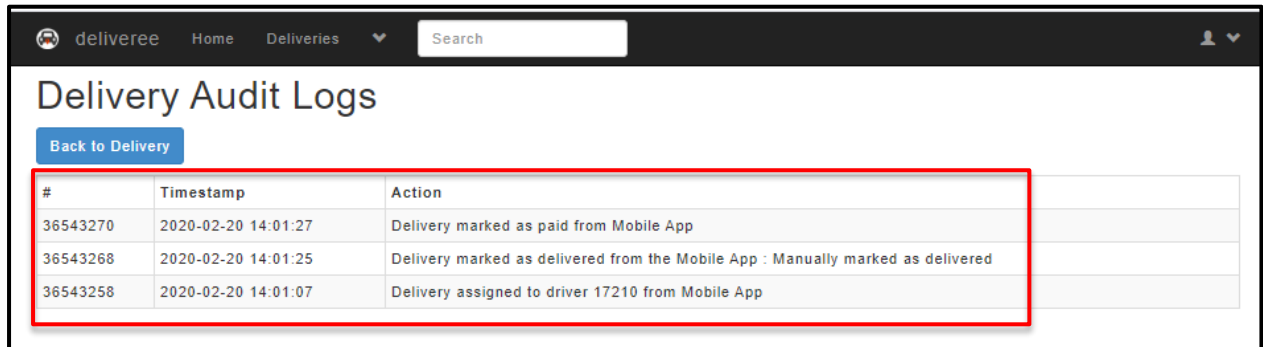
Map

Deliverree Training store (Pizza)

© 2020 deliverree.co.za.

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.



| Delivery Audit Logs | | |
|----------------------------------|---------------------|---------------------------------------------------------------------------------|
| Back to Delivery | | |
| # | 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.

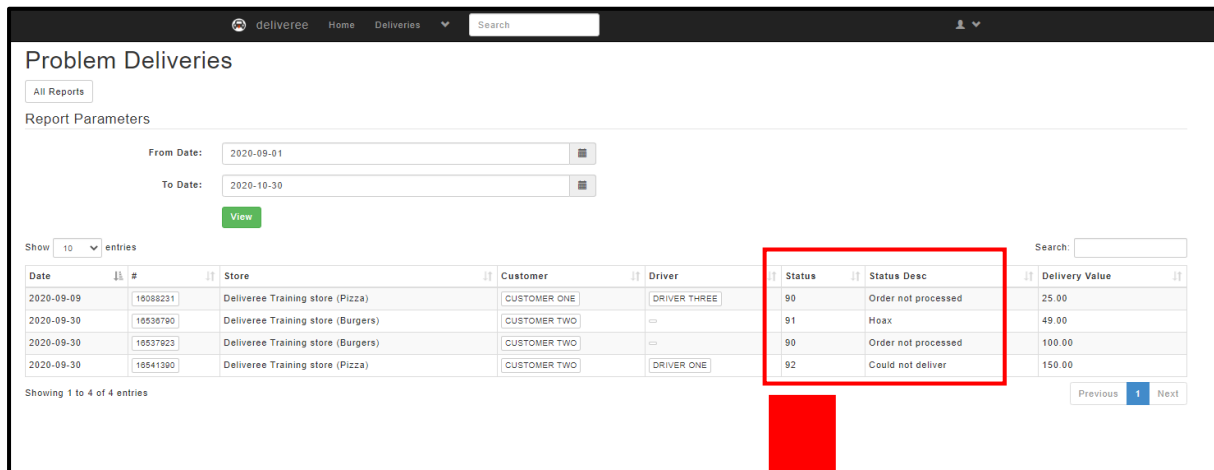
Any Action where is refers to “Client Admin” refers to an action taken on www.deliverree.co.ca by the Hub operator/ managers on the web page.

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

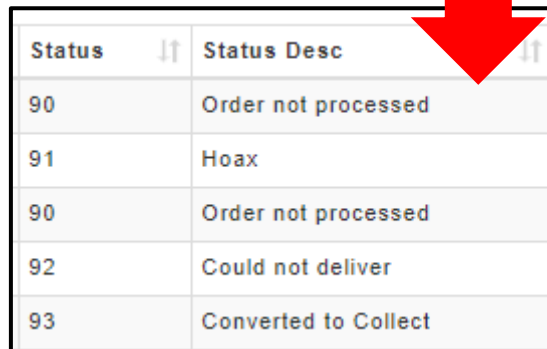
From Date: 2020-09-01 To Date: 2020-10-30 View

Show 10 entries

| Date | # | Store | Customer | Driver | Status | Status Desc | Delivery Value |
|------------|----------|------------------------------------|--------------|--------------|--------|---------------------|----------------|
| 2020-09-09 | 10088231 | Deliveree Training store (Pizza) | CUSTOMER ONE | DRIVER THREE | 90 | Order not processed | 25.00 |
| 2020-09-30 | 10530790 | Deliveree Training store (Burgers) | CUSTOMER TWO | | 91 | Hoax | 49.00 |
| 2020-09-30 | 10537623 | Deliveree Training store (Burgers) | CUSTOMER TWO | | 90 | Order not processed | 100.00 |
| 2020-09-30 | 10541390 | 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 |

Below are the status codes and their descriptions:

| | | | | | | | |
|-----------------------------|--------------|---------------------------|------------------------------|-------------------------|---------------------|---------------------------|----------------------------|
| 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) |
|-----------------------------|--------------|---------------------------|------------------------------|-------------------------|---------------------|---------------------------|----------------------------|

- 90 Order not processed.
- 91 Hoax
- 92 Could not deliver.
- 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.

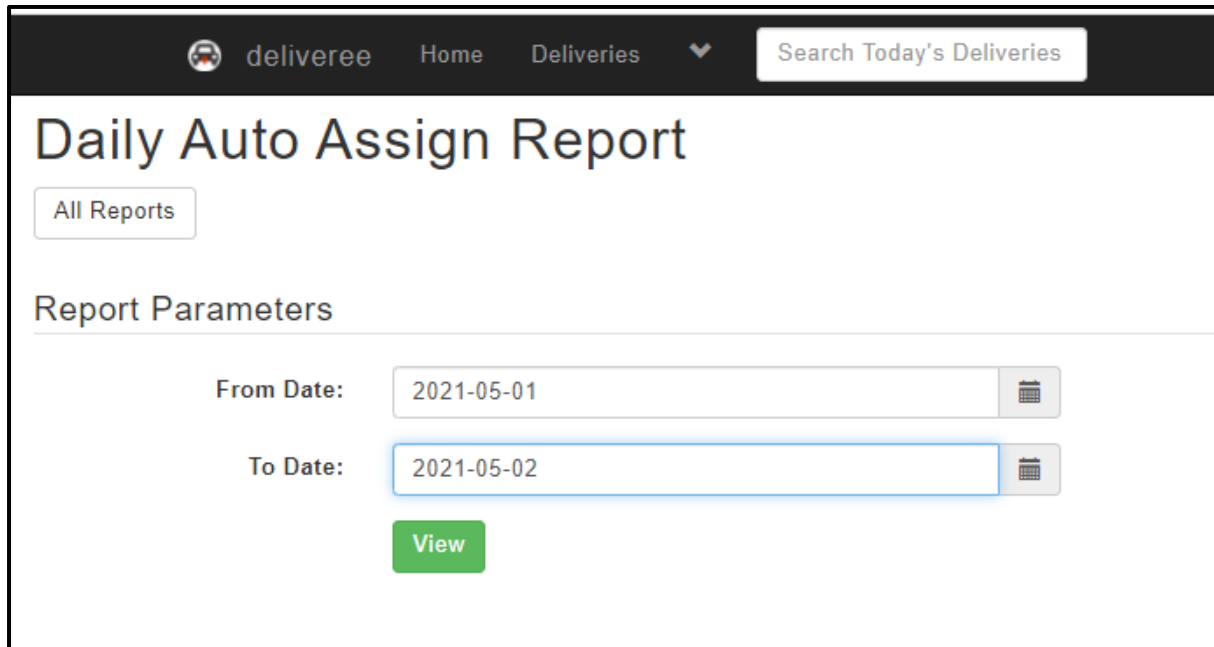
Here is a guideline for the use of codes between HUB stores and the HUB operator:

| 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 |

Daily Auto Assign Report

This report can be filtered for a Day/Week/Month etc.

Report parameters can be adjusted by selecting the date using the calendar icon or manually typing in a date.



deliverree Home Deliveries Search Today's Deliveries

Daily Auto Assign Report

All Reports

Report Parameters

From Date: 2021-05-01

To Date: 2021-05-02

View

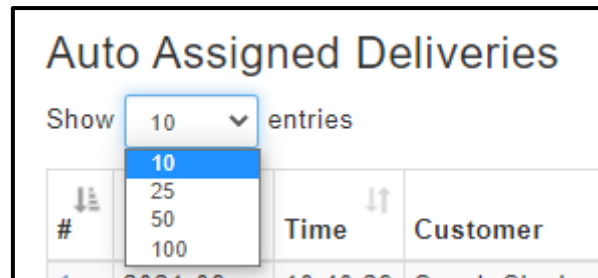
At the top of the report, you will see: *(from left to right)*.

- Total Deliveries Auto Assigned (%)
- On-time Deliveries Auto Assigned (%)
- Average pickup time (mm:ss)
- Average Auto Assign Attempts per delivery. (This looks at the driver's responsiveness to the AA prompts).

| Total Deliveries Auto Assigned | On-Time Deliveries Auto Assigned | Average Pick Up Time (mm:ss) | Average Auto Assign Attempts / Delivery |
|--------------------------------|----------------------------------|------------------------------|-----------------------------------------|
| 99% | 92% | 11:10 | 4 |

Below is a breakdown of all **Auto-Assigned Deliveries** and their details.

You will be able to filter how many entries you wish to see on the top left:



Just above the details of all auto assigned Deliveries, there is a search box on the top right.

Search:

| Auto Assigned Deliveries | | | | | | | | | | |
|--------------------------|------------|------------------------------|-----------------|------------------|-------|-------------------------|-----------|--------|-----|--|
| Show 10 entries | | Search: <input type="text"/> | | | | | | | | |
| # | Date | Time | Customer | Source | Store | Auto Assigned to Driver | Status | Value | MBD | |
| 1 | 2021-06-24 | 10:40:29 | Sanvir Singh | AURA-ONLINE | | CHRIS NDLOVU | Delivered | 204.70 | 11 | |
| 2 | 2021-06-21 | 13:15:24 | Robyn Hogeweg | AURA-ONLINE | | KEVIN KHIZESI | Delivered | 199.90 | 9 | |
| 3 | 2021-06-20 | 11:36:50 | Robyn Wadsworth | AURA-CALL CENTER | | FELLIX MACHEKE | Delivered | 289.70 | 10 | |
| 4 | 2021-06-20 | 11:48:54 | Chris Pretorius | AURA-ONLINE | | CHRIS NDLOVU | Delivered | 254.90 | 8 | |

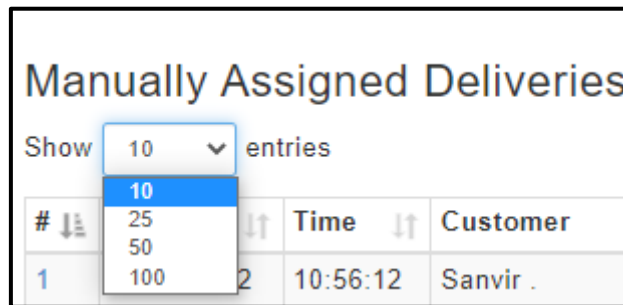
Auto Assigned Deliveries columns from left to right are as follows:

- #- Order number
- Date
- Time
- Customer
- Source
- Store
- Auto Assigned to Driver
- Status
- Value
- MBD- Minutes Before Due

Below that, you will see the list of **Manually assigned deliveries**:

This is often where the Hub operator will need to manually intervene and change grouping or allocations to drivers who are not available.

You will be able to filter how many entries you wish to see on the top left:



Just above the details of all auto assigned Deliveries, there is a search box on the top right.

Search:

| Manually Assigned Deliveries | | | | | | | | | | |
|------------------------------|------------|------------------------------|---------------|----------------|-------|-----------------------------|-----------|--------|-----|--|
| Show 10 entries | | Search: <input type="text"/> | | | | | | | | |
| # | Date | Time | Customer | Source | Store | Manually Assigned to Driver | Status | Value | MBD | |
| 1 | 2021-06-22 | 10:56:12 | Sanvir . | AURA-ONLINE | | KEVIN KHIZESI | Delivered | 209.70 | 26 | |
| 131 | 2021-06-25 | 19:36:11 | BRENDON BOWER | AURA-Invoicing | | MUSSAH NYIRENDA | Delivered | 314.70 | 20 | |
| 148 | 2021-06-25 | 18:42:22 | sherazin miss | AURA-Invoicing | | MUSSAH NYIRENDA | Delivered | 394.30 | 23 | |
| Showing 1 to 3 of 3 entries | | | | | | | | | | |
| | | Previous 1 Next | | | | | | | | |

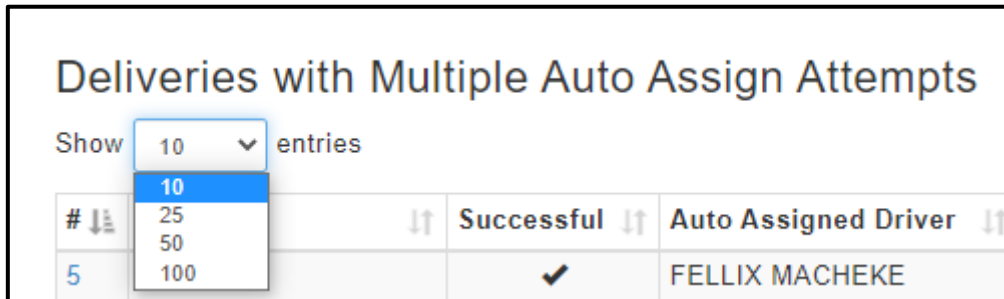
Manually Assigned Deliveries columns from left to right are as follows:

- #- Order number
- Date
- Time
- Customer
- Source
- Store
- Manually Assigned to Driver
- Status
- Value
- MBD- Minutes Before Due

Below that, you will see the list of **Deliveries with multiple Auto Assign Attempts**:

This will indicate where there is a delay on a particular delivery where the driver has taken a while longer to accept an order assigned to them.

You will be able to filter how many entries you wish to see on the top left:



Just above the details of all auto assigned Deliveries, there is a search box on the top right.

Search:

| Deliveries with Multiple Auto Assign Attempts | | | | | | | | |
|-----------------------------------------------|--------------------|------------------------------|----------------------|----------------|---------------------|--------------------|------------------------------|--|
| Show 10 entries | | Search: <input type="text"/> | | | | | | |
| # | Customer | Successful | Auto Assigned Driver | Total Attempts | No Driver Available | No Driver Accepted | Auto Assign Duration (mm:ss) | |
| 5 | Tashlyn . | ✓ | FELLIX MACHEKE | 7 | 6 | 0 | 3:13 | |
| 11 | Nthabiseng . | ✓ | FELLIX MACHEKE | 14 | 13 | 0 | 6:59 | |
| 14 | Busisiwe Ngwane | ✓ | MUSSAH NYIRENDA | 5 | 0 | 4 | 4:15 | |
| 17 | Susan . | ✓ | CHRIS NDLOVU | 2 | 0 | 1 | 1:17 | |
| 21 | Kido Boonzaier | ✓ | CHRIS NDLOVU | 5 | 2 | 1 | 16:44 | |
| 25 | Sanvir Singh | ✓ | BRAVE ZAWANDA | 11 | 10 | 0 | 14:17 | |
| 25 | Charmaine Mamabolo | ✓ | KEVIN KHIZESI | 4 | 3 | 0 | 1:38 | |
| 26 | Janine Hodgson | ✓ | BRAVE ZAWANDA | 6 | 5 | 0 | 2:44 | |
| 27 | Mark Driver | ✓ | MUSSAH NYIRENDA | 12 | 11 | 0 | 6:03 | |
| 28 | Michael De Klerk | ✓ | KEVIN KHIZESI | 3 | 2 | 0 | 1:09 | |

Showing 1 to 10 of 79 entries

Previous 1 2 3 4 5 ... 8 Next

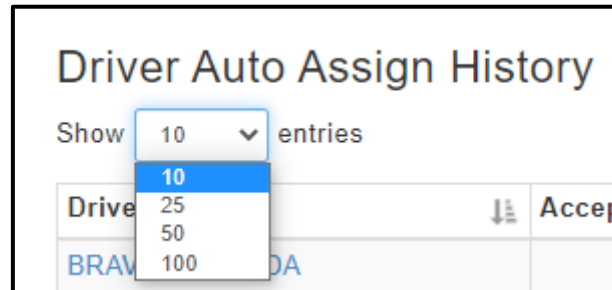
Deliveries with Multiple Auto Assign Attempts columns from left to right are as follows:

- #- Order number
- Customer
- Successful- a tick will show successful and a cross will show unsuccessful.
- Auto Assigned to Driver
- Total Attempts
- No driver Available
- No driver Accepted.
- Auto Assign duration (mm:ss)

Below that, you will see the **Driver Auto Assign History**:

This will indicate the acceptance rate per driver and give the Hub a clue on their inefficiencies in reaction time to assigned orders may lie.

You will be able to filter how many entries you wish to see on the top left:



Just above the details of all auto assigned Deliveries, there is a search box on the top right.

Search:

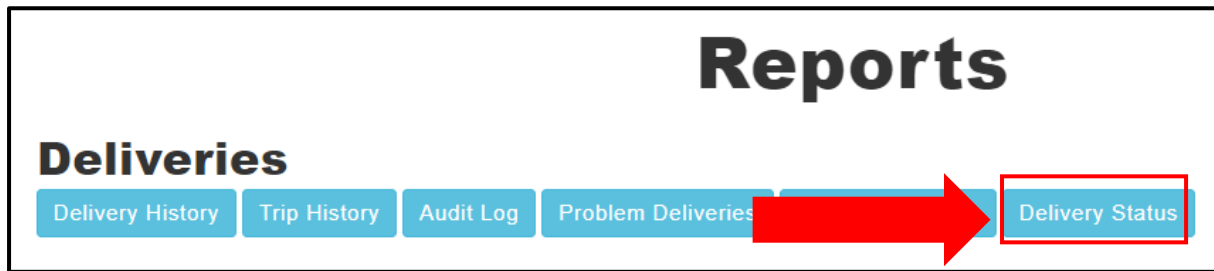
| Driver Auto Assign History | | | | |
|-----------------------------|-------------------------------|----------------------------|-----------------|------------------------------|
| Show | 10 | ▼ | entries | Search: <input type="text"/> |
| Driver | Accepted Auto Assign Attempts | Total Auto Assign Attempts | Acceptance Rate | |
| BRAVE ZAWANDA | 30 | 30 | 100% | |
| CHRIS NDLOVU | 51 | 69 | 73.91% | |
| DUARTE DRIVER | 1 | 1 | 100% | |
| FELLIX MACHEKE | 63 | 100 | 63% | |
| KEVIN KHIZESI | 61 | 63 | 96.83% | |
| MUSSAH NYIRENDA | 66 | 73 | 90.41% | |
| Showing 1 to 6 of 6 entries | | | | Previous 1 Next |

Driver Auto Assign columns from left to right are as follows:

- Driver
- Accepted Auto Assign Attempts
- Total Auto Assign Attempts
- Acceptance Rate (%)

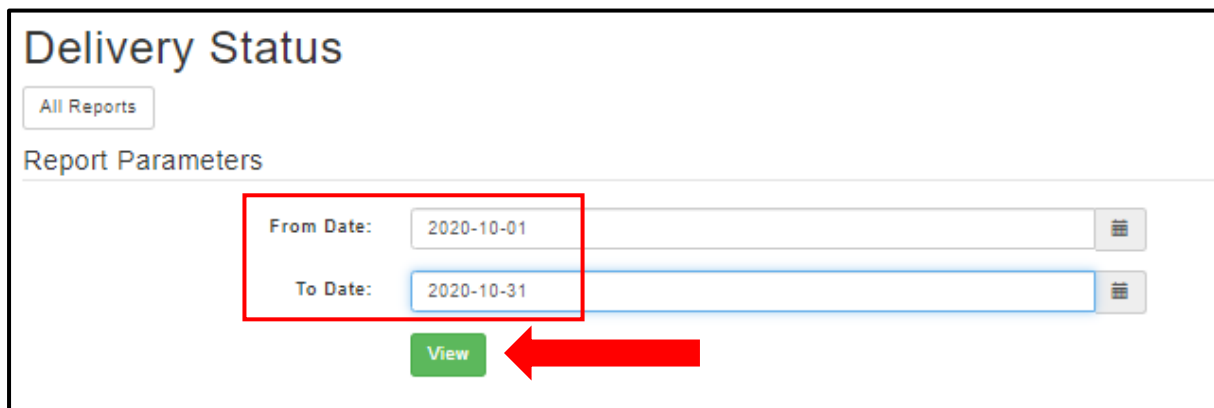
Delivery Status Report:

The Delivery Status is at the top of the reports page under the report category "Deliveries".



The operator/manager can then filter or search on a start and end date range.

This allows the operator/manager to see information for a day/week/month/year if needed.



Once the operator/manager selects the date range, click



The screenshot shows the 'Delivery Status' report with the date range 2020-12-01 to 2020-12-28. The table displays delivery data for each day, including the number of deliveries, delivered status, and various markers.

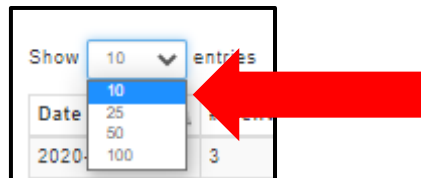
| Date | Deliveries | Delivered | Not Marked Delivered | Marked in Deliverer App | Marked by "Tell Customer I'm here" | Marked Delivered at Driver Station | Marked Delivered by Other |
|------------|------------|-----------|----------------------|-------------------------|------------------------------------|------------------------------------|---------------------------|
| 2020-12-03 | 4 | 2 | 0 | 1 | 0 | 1 | 0 |
| 2020-12-10 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 2020-12-14 | 7 | 7 | 0 | 7 | 0 | 0 | 0 |
| 2020-12-18 | 4 | 4 | 0 | 1 | 0 | 3 | 0 |
| 2020-12-22 | 7 | 5 | 0 | 3 | 0 | 2 | 0 |
| 2020-12-23 | 2 | 2 | 0 | 1 | 0 | 1 | 0 |
| 2020-12-28 | 2 | 2 | 0 | 0 | 0 | 2 | 0 |

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At the bottom on the left it says, "Total"

| | |
|--------|----|
| Total: | 56 |
|--------|----|

To see more entries on one page, at the top on the left click the dropdown arrow that says "Show" to see 10, 20, 25, 50 or 100 entries.



The Operator/manager can also move from page to page on the bottom right-hand side.



The report column definitions are as follows:

Date: The date

Deliveries : Total deliveries excluding orders marked as a problem

Delivered : Total deliveries marked delivered

Not marked delivered: Total not marked delivered

Marked in Deliveree App: "marked delivered" in the driver app

Marked by "Tell Customer I'm here": The driver clicking "tell customer im here"

Marked delivered at Driver Station: Marked delivered from Client Admin (The Web).

Marked delivered by Other: Marked delivered in the POS etc

All totals will show at the bottom:

| | | | | |
|--------|----|----|---|----|
| Total: | 56 | 41 | 5 | 29 |
|--------|----|----|---|----|

Report Category two: Driver Reports

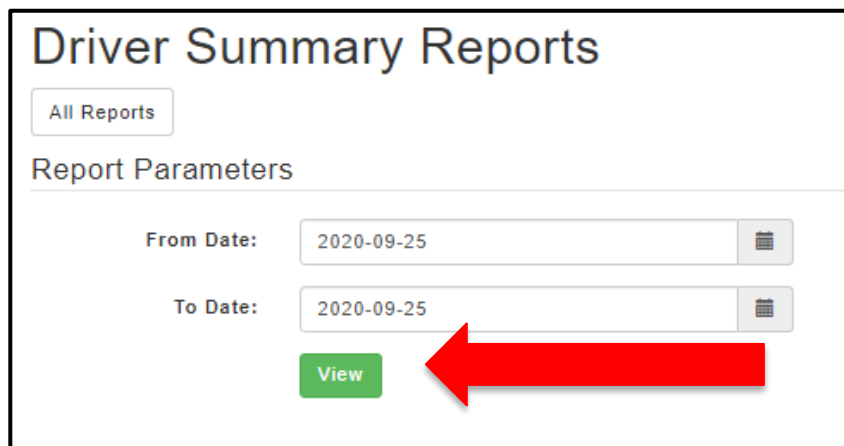
In this report category, there are 4 different reports that specifically relate to Drivers.

1. Driver Summary
2. Driver Daily Summaries
3. Driver Individual Daily Report
4. Delivery Timing report

Driver Summary Report

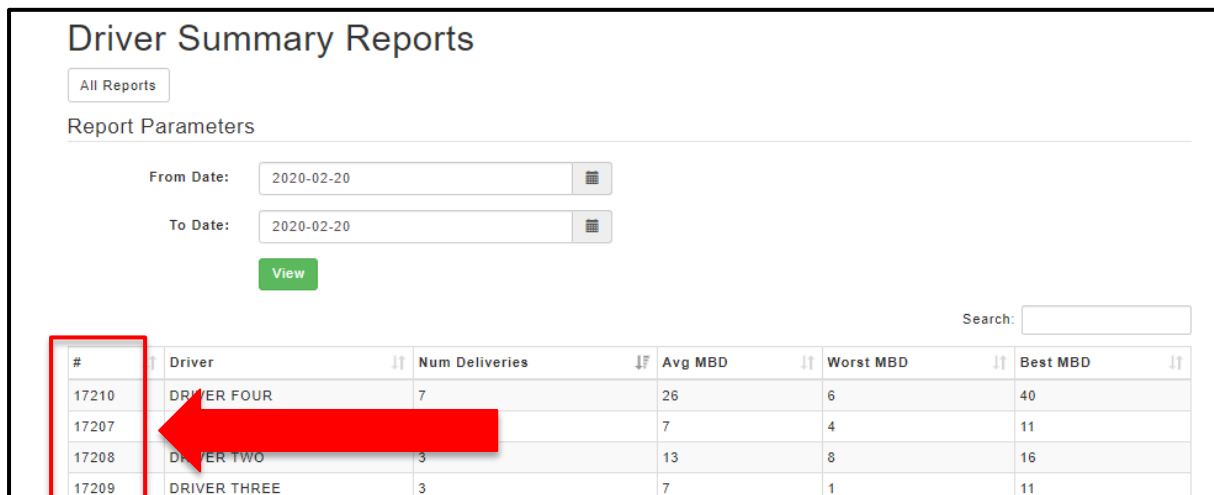
Select the date range and click “View”

This report allows you to review past driver efficiency over a given date range.



The screenshot shows the 'Driver Summary Reports' interface. At the top is a button labeled 'All Reports'. Below it is the 'Report Parameters' section, which contains two date pickers: 'From Date' and 'To Date', both set to '2020-09-25'. Below the date pickers is a green 'View' button. A large red arrow points from the right towards the 'View' button.

This report shows information per driver: Driver codes that have been created by Deliverree show on the left.



The screenshot shows the 'Driver Summary Reports' interface with the 'View' button clicked. The 'Report Parameters' section shows 'From Date' and 'To Date' both set to '2020-02-20'. Below this is a table with columns: '#', 'Driver', 'Num Deliveries', 'Avg MBD', 'Worst MBD', and 'Best MBD'. A red box highlights the first column containing driver codes. A large red arrow points from the right towards the first row of the table.

| # | Driver | Num Deliveries | Avg MBD | Worst MBD | Best MBD |
|-------|--------------|----------------|---------|-----------|----------|
| 17210 | DRIVER FOUR | 7 | 26 | 6 | 40 |
| 17207 | DRIVER TWO | 3 | 7 | 4 | 11 |
| 17208 | DRIVER TWO | 3 | 13 | 8 | 16 |
| 17209 | DRIVER THREE | 3 | 7 | 1 | 11 |

The number of deliveries they took, and their Average, worst and best MBD Minutes Before Due (MBD).

Driver Summary Reports

All Reports

Report Parameters

From Date: 2020-02-20

To Date: 2020-02-20

View

Search:

| # | Driver | Num Deliveries | Avg MBD | Worst MBD | Best MBD |
|-------|--------------|----------------|---------|-----------|----------|
| 17210 | DRIVER FOUR | 7 | 26 | 6 | 40 |
| 17207 | DRIVER ONE | 3 | 7 | 4 | 11 |
| 17208 | DRIVER TWO | 3 | 13 | 8 | 16 |
| 17209 | DRIVER THREE | 3 | 7 | 1 | 11 |

Driver Daily Summaries Report

This is a report for the manager to run at the end of the day.

It is run for a specified day only and can only show one day at a time. (to see more days in one report, select the store overview report).

Driver Daily Summaries

All Reports

Report Parameters

Date: 2020-02-20

View

Click View and the summary will be shown.

Summary of Drivers

| Driver | Assigned | On Time 5 Mins Late Not Delivered | Not Paid | Trips | Out of Order | Avg. Per Trip | Hours Worked |
|--------------|----------|-----------------------------------------|----------|-------|--------------|---------------|--------------|
| DRIVER FOUR | 7 | 100% 0% 0% 0% | 3 | 3 | 0 | 2.33 | 1:58 |
| DRIVER ONE | 3 | 100% 0% 0% 0% | 1 | 1 | 0 | 3.00 | 1:45 |
| DRIVER TWO | 3 | 100% 0% 0% 0% | 1 | 1 | 0 | 3.00 | 1:50 |
| DRIVER THREE | 3 | 100% 0% 0% 0% | 1 | 1 | 0 | 3.00 | 1:57 |

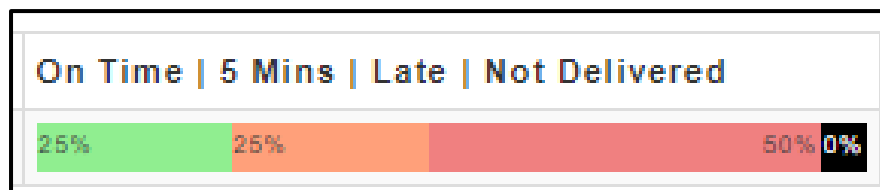
The same colour coding applies to all reports:

GREEN: On time- delivered within the 32 minutes.

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

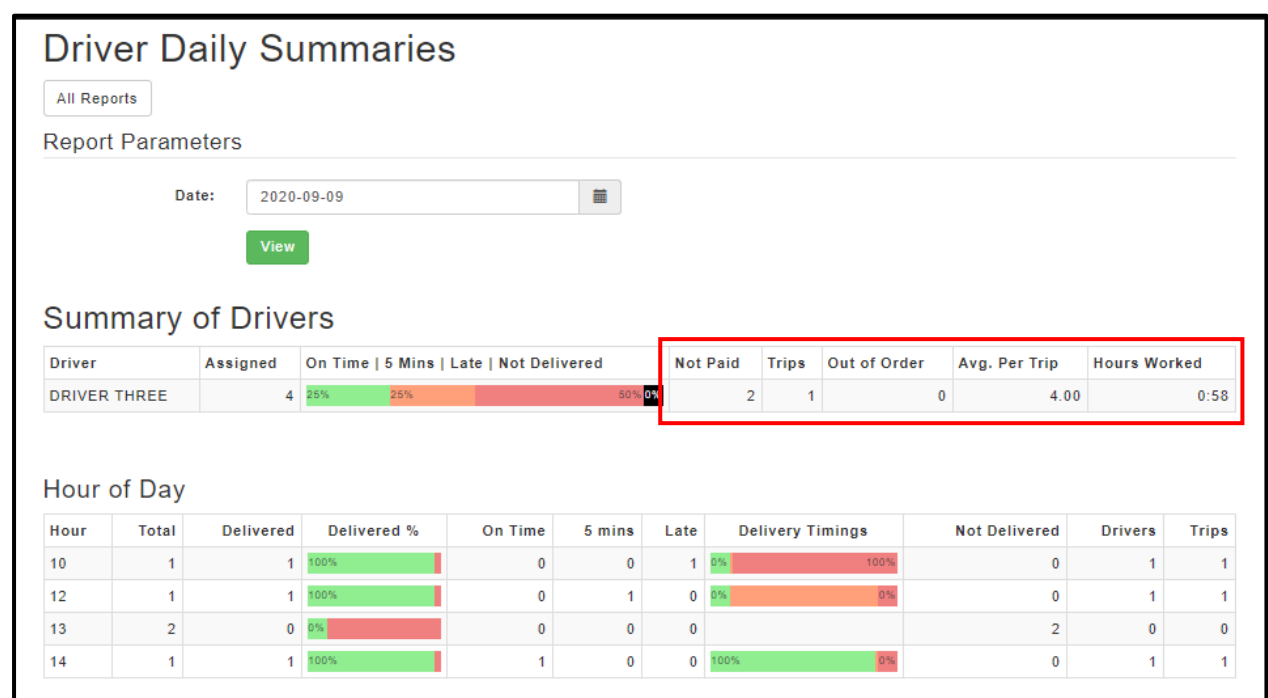
RED: Late- delivered later than 5 minutes after the 32 minutes.

BLACK: Not delivered



From the left- We can also see how many orders were assigned to the driver, we can then see the percentage on on-time vs late and not delivered orders.

The report will show how many orders of the total delivered are NOT paid, how many trips were done, how many orders were done out of order as well as the hours the driver worked for that day.





Information per driver is then broken down by Hour of day. The report uses 24 hour times, so in the example below, Hour 13 is 13h00 (1pm) etc.

| Hour of Day | | | | | | | | | | | |
|-------------|-------|-----------|-------------|---------|--------|------|------------------|---------------|---------|-------|--|
| Hour | Total | Delivered | Delivered % | On Time | 5 mins | Late | Delivery Timings | Not Delivered | Drivers | Trips | |
| 13 | 2 | 2 | 100% | 2 | 0 | 0 | 100% | 0 | 1 | 2 | |
| 14 | 2 | 2 | 100% | 2 | 0 | 0 | 100% | 0 | 1 | 1 | |
| 16 | 10 | 10 | 100% | 12 | 0 | 0 | 120% | 0 | 4 | 4 | |












Scroll down to see the Details of Deliveries:

From the left you will see:

1. #- the order numbers.
2. External ID- The number that will reflect on the AURA POS as well.
3. Customer- The customer's name.
4. Time- the time the order was placed.
5. Paid-  means not paid and  means the order is paid.
6. Value- The amount paid.
7. Payments- will show the payment type.

Underneath the "Value" column you will see a total- this is the VALUE of the orders.

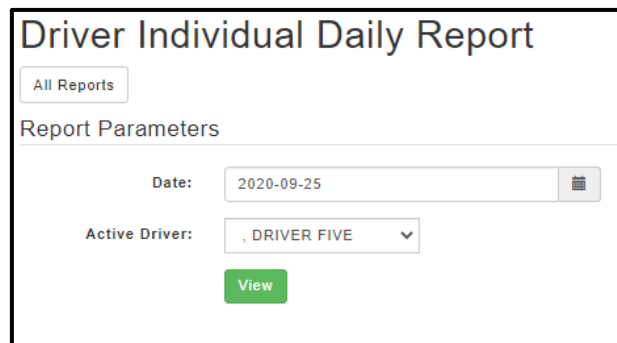
Underneath the Payments column you will see a total- this is the amount collected by the driver.

| Details of Deliveries | | | | | | | | |
|-----------------------|-------------|----------------|----------|-------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------|--------|--------|
| DRIVER FOUR | | | | | | | | |
| # | External ID | Customer | Time | Paid | Value | Payments | | |
| 12019039 | | Customer One | 13:54:44 |  | 677.70 | | | |
| 3 | aura-65 | Customer One | 13:59:51 |  | 606.90 |  MANUALCC | 606.90 | 606.90 |
| 1 | aura-63 | Test Test | 14:05:44 |  | 605.80 | | | |
| 2 | aura-64 | Test Test | 14:06:44 |  | 677.70 | | | |
| 7 | aura-69 | Customer One | 16:19:02 |  | 670.70 |  CASH | 670.70 | 670.70 |
| 11 | aura-73 | Customer Two | 16:24:22 |  | 749.90 |  CASH | 749.90 | 749.90 |
| 12 | aura-74 | Customer Three | 16:38:59 |  | 674.80 |  MANUALCC | 674.80 | 674.80 |
| | | | | | 4,663.50 | 2,702.30 | | |

Driver Individual Daily Report

This report is for a manager to run at the end of a driver's shift.

It is for a specific day and a specific driver.



Driver Individual Daily Report

All Reports

Report Parameters

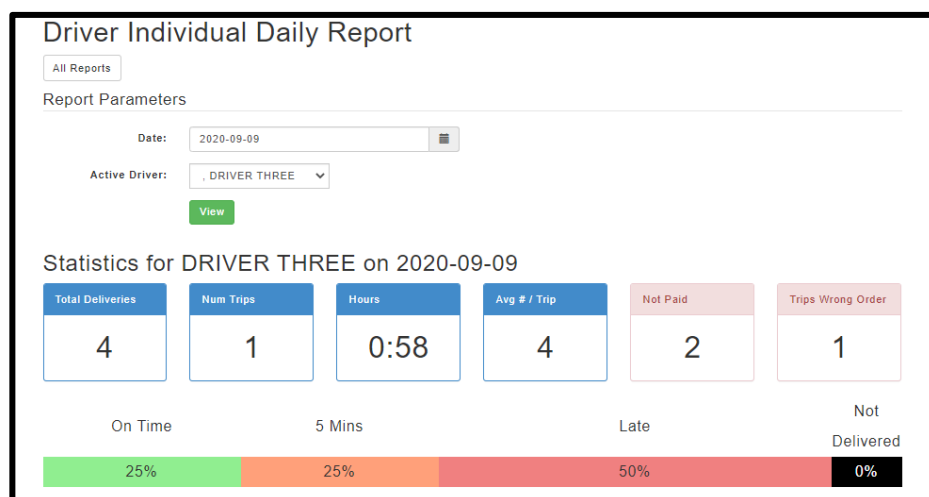
Date: 2020-09-25

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 Deliverree).
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.

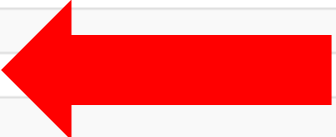
| Driver Exceptions | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------|---------|---|------------------------------------------------------------------------------------------|---|-------|----------|-------|
| Delivered out of order | Deliveries Without Payments | | | | | | | | |
| <table><tr><th>Trip ID</th><th>Deliveries out of Order</th></tr><tr><td>6830680</td><td>1</td></tr></table> | Trip ID | Deliveries out of Order | 6830680 | 1 | <table><tr><th>#</th><th>Value</th></tr><tr><td>18088243</td><td>88.00</td></tr></table> | # | Value | 18088243 | 88.00 |
| Trip ID | Deliveries out of Order | | | | | | | | |
| 6830680 | 1 | | | | | | | | |
| # | Value | | | | | | | | |
| 18088243 | 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.

| 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.

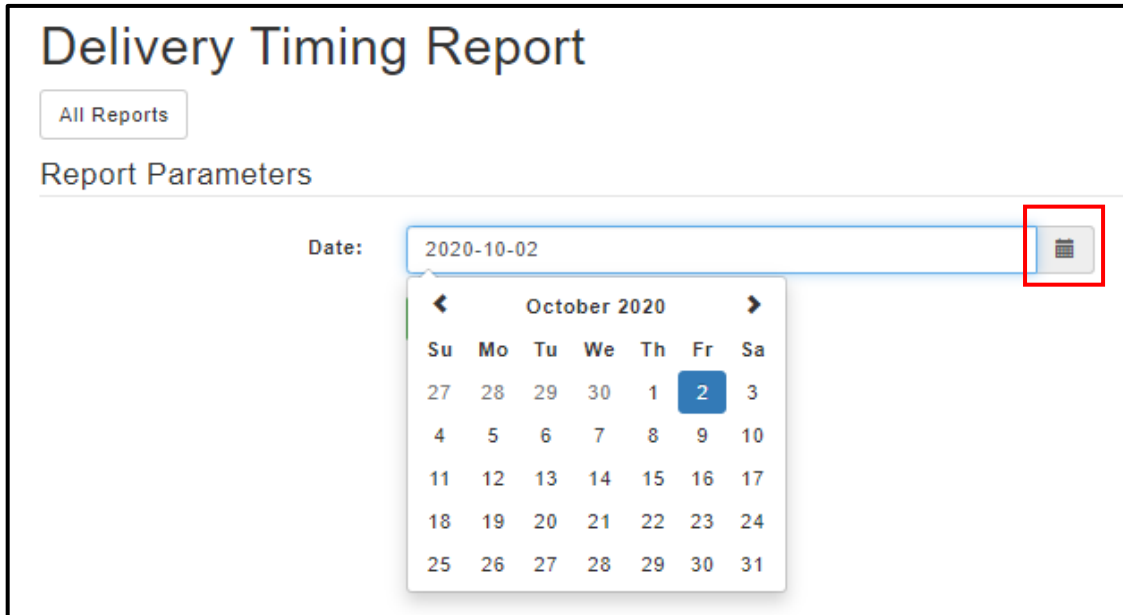
All problem orders or orders not assigned will still show here, the status detail will show “order not processed” or “unassigned” for example.

| Details of Deliveries | | | | | | | | |
|-----------------------|-------------|--------------|----------|---------------------|------|--------|------------|--------|
| # | 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 |

Delivery Timing Report

The purpose of the report is to show an overview of the time differences between the different stages of a delivery. Each value is the difference in minutes between the stages (status).

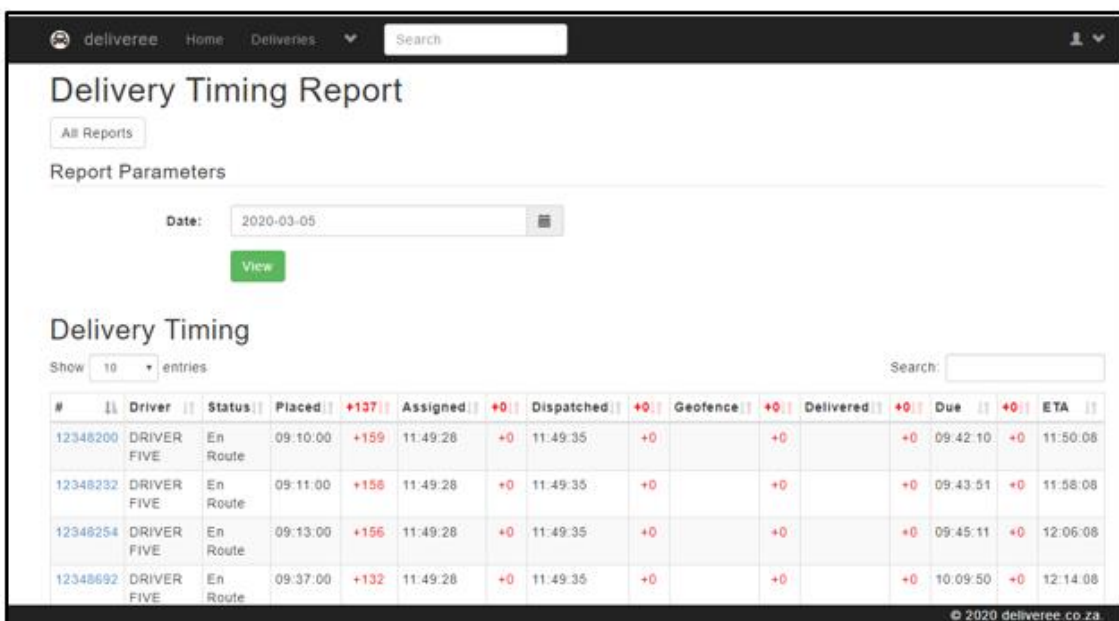
Users will filter by date. Select the Date filter to choose a date. (one day at a time can be viewed).



The screenshot shows the 'Delivery Timing Report' interface. At the top, there is a button labeled 'All Reports'. Below it, the 'Report Parameters' section contains a 'Date:' label followed by a text input field showing '2020-10-02'. To the right of the input field is a calendar icon, which is highlighted with a red rectangle. A calendar dropdown is open, showing 'October 2020' with the date '2' selected.

The report will show 2 tables: Delivery Timing showing all deliveries for the day as well as Average Driver Times for an overview of driver average times between each step, for the same day.

Delivery Timing Information is displayed in a row, it indicates the order number, the drivers name and the various relevant time stamps linked to each status in the delivery.



The screenshot shows the 'Delivery Timing Report' interface with the 'Delivery Timing' table displayed. The table has 13 columns: #, Driver, Status, Placed, +137, Assigned, +0, Dispatched, +0, Geofence, +0, Delivered, +0, Due, +0, and ETA. The table contains 4 rows of data for driver 'FIVE'.

| # | Driver | Status | Placed | +137 | Assigned | +0 | Dispatched | +0 | Geofence | +0 | Delivered | +0 | Due | +0 | ETA |
|----------|-------------|----------|----------|------|----------|----|------------|----|----------|----|-----------|----|----------|----|----------|
| 12348200 | DRIVER FIVE | En Route | 09:10:00 | +159 | 11:49:28 | +0 | 11:49:35 | +0 | | +0 | | +0 | 09:42:10 | +0 | 11:50:08 |
| 12348232 | DRIVER FIVE | En Route | 09:11:00 | +156 | 11:49:28 | +0 | 11:49:35 | +0 | | +0 | | +0 | 09:43:51 | +0 | 11:58:08 |
| 12348254 | DRIVER FIVE | En Route | 09:13:00 | +156 | 11:49:28 | +0 | 11:49:35 | +0 | | +0 | | +0 | 09:45:11 | +0 | 12:06:08 |
| 12348692 | DRIVER FIVE | En Route | 09:37:00 | +132 | 11:49:28 | +0 | 11:49:35 | +0 | | +0 | | +0 | 10:09:50 | +0 | 12:14:08 |

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Each column for the **Delivery Timing** is explained below:

1. #: Order Number
2. Driver: Driver Name as it shows in Deliveree
3. Status: The status of the delivery at the time the report was generated
4. Placed: The time the order was placed by the customer
5. Assigned: The time the order was assigned to a Driver
6. Dispatched: When the driver selected "Leave" on the Deliveree Driver App.
7. Geofence: When the driver broke the Geofence
8. Delivered: When the driver marked the order as "Delivered" from the Deliveree Driver App.
9. Due: The time the customer expected the food to be delivered.
10. ETA: The estimated time of arrival.

Scroll down to see the **Average Time per Driver**.

The first 4 numbers (placed to assigned, assigned to dispatched, dispatched to geofence, geofence to delivered) should always be + because they run sequentially.

In the last two columns Delivered before due and Delivered before ETA, the numbers can be either negative (arrived before) or positive (arrived after).

| Driver | Placed to Assigned | Assigned to Dispatched | Dispatched to Geofence | Placed to Delivered | Dispatched to Delivered | Geofence to Delivered | Delivered before Due | Delivered before ETA |
|--------------|--------------------|------------------------|------------------------|---------------------|-------------------------|-----------------------|----------------------|----------------------|
| DRIVER THREE | +3 | +0 | +0 | -4 | -1 | +0 | -29 | -2 |

This shows the difference in time that it took the driver to move from one status to the other.

For Example, placed to assigned (how long it took for the store to assign the order to a driver after it was placed).

The report does NOT show late or early, it just gives an indication how long each stage takes.

The averages in the header row and the footer row are the average number of minutes across all drivers for orders set as "Delivered".

This is so that orders not properly tracked as seen below, do not skew the average times.

| Delivery Timing | | | | | | | | | | | | |
|-----------------|-----------------|-----------|----------|----------|------------|----------|-----------|----------|----------|--|--|--|
| Show 10 entries | | Search: | | | | | | | | | | |
| # | Driver | Status | Placed | Assigned | Dispatched | Geofence | Delivered | Due | ETA | | | |
| 18 | Coetzen Kambezo | Delivered | 11:13:00 | 11:24:40 | 11:32:45 | 11:43:50 | 11:46:11 | 11:45:23 | 11:36:26 | | | |
| 35 | Coetzen Kambezo | Delivered | 11:13:51 | 11:24:32 | 11:32:45 | 11:50:04 | 11:51:31 | 11:57:33 | 11:59:26 | | | |
| 39 | Coetzen Kambezo | Delivered | 11:20:37 | 11:24:46 | 11:32:45 | 11:57:49 | 11:59:52 | 12:04:21 | 12:05:09 | | | |

Example one: (Order Assigned, dispatched, and delivered within a few minutes- this report shows the order was assigned, dispatched, and marked delivered in 2 minutes. No time stamp is given for the Geofence)

Delivery Timing

Show 10 entries

Search:

| # | Driver | Status | Placed | +0 | Assigned | +0 | Dispatched | +0 | Geofence | +0 | Delivered | -32 | Due | -2 | ETA |
|----------|-------------|-----------|----------|----|----------|----|------------|----|----------|----|-----------|-----|----------|----|----------|
| 12805490 | DRIVER FOUR | Delivered | 11:03:49 | +0 | 11:03:59 | +0 | 11:04:05 | +0 | | +0 | 11:04:09 | -32 | 11:35:41 | -2 | 11:05:51 |
| Average: | | | | +0 | | +0 | | +0 | | +0 | | -32 | | -2 | |

Showing 1 to 1 of 1 entries

Previous1Next

In this case the delivery was delivered 32 before it was due, and 2 minutes before it was expected to be delivered (based on when it was dispatched).

Example Two: (order placed, assigned, and dispatched but not marked as delivered)

Delivery Timing

Show 10 entries

Search:

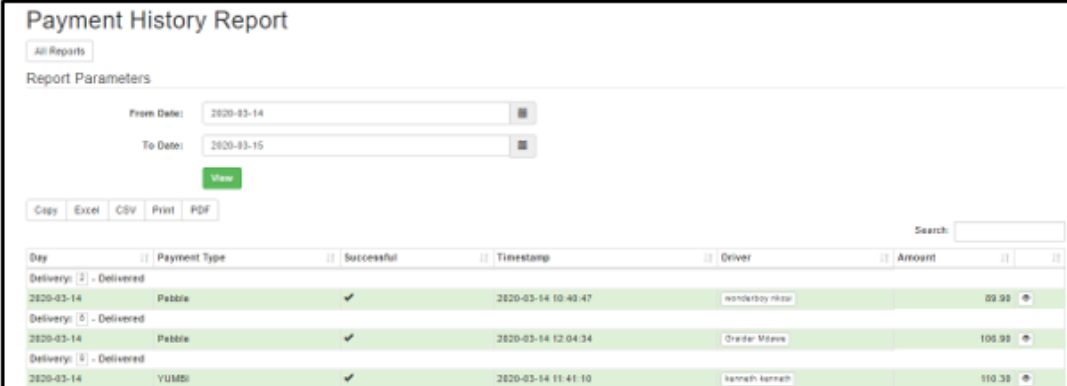
| # | Driver | Status | Placed | +137 | Assigned | +0 | Dispatched | +0 | Geofence | +0 | Delivered | +0 | Due | +0 | ETA |
|----------|-------------|----------|----------|------|----------|----|------------|----|----------|----|-----------|----|----------|----|----------|
| 12348200 | DRIVER FIVE | En Route | 09:10:00 | +159 | 11:49:28 | +0 | 11:49:35 | +0 | | +0 | | +0 | 09:42:10 | +0 | 11:50:08 |

Report Category three: Payment History Report

In this category there is one report.


Payment History

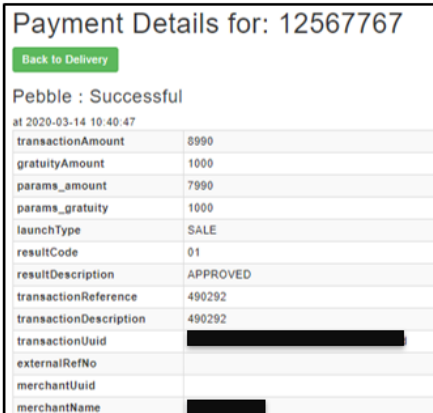
The Payment History Report reviews every transaction recorded via the Delivery Tribe mobile application over the given period. Payments are colour coded for successful (green) or failed (red).



The screenshot shows the 'Payment History Report' interface. It includes a filter for 'All Reports', a 'Report Parameters' section with 'From Date' (2020-03-14) and 'To Date' (2020-03-15), and a 'View' button. Below are buttons for 'Copy', 'Excel', 'CSV', 'Print', and 'PDF'. A search bar is on the right. The table below lists transactions with columns for Day, Payment Type, Successful status, Timestamp, Driver, and Amount.

| Day | Payment Type | Successful | Timestamp | Driver | Amount |
|-------------------------|--------------|------------|---------------------|-----------------|--------|
| Delivery: 2 - Delivered | Pebble | ✓ | 2020-03-14 10:40:47 | wonderboy1980 | 89.98 |
| Delivery: 5 - Delivered | Pebble | ✓ | 2020-03-14 12:04:34 | Orlander Mfawa | 105.98 |
| Delivery: 8 - Delivered | YUMSI | ✓ | 2020-03-14 11:41:10 | kenneth kenneth | 110.38 |

By selecting  the operator can view each payment and the details as shown below:



The screenshot shows the 'Payment Details for: 12567767' page. It includes a 'Back to Delivery' button and a section titled 'Pebble : Successful' with the timestamp 'at 2020-03-14 10:40:47'. Below is a table of transaction details.

| Field | Value |
|------------------------|------------|
| transactionAmount | 8990 |
| gratuityAmount | 1000 |
| params_amount | 7990 |
| params_gratuity | 1000 |
| launchType | SALE |
| resultCode | 01 |
| resultDescription | APPROVED |
| transactionReference | 490292 |
| transactionDescription | 490292 |
| transactionUuid | [REDACTED] |
| externalRefNo | |
| merchantUuid | |
| merchantName | [REDACTED] |

This report can also be copied or exported to Excel, CSV and PDF or you can select “print” to print a copy.



Report Category four: Summary Reports

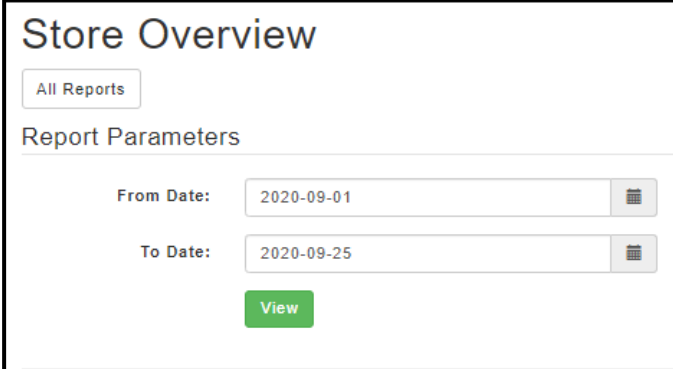
In this category, there are 2 report types:

1. Overview
2. Exceptions
3. Week Stats
4. Store Breakdown
5. Account recon
6. Account Recon Summary

Store overview Report

This is a report for the store owner and/or manager. The report is run over any specified period - so it can show weekly/monthly stats.

This report is for a manager to weekly and monthly.



The screenshot shows a web interface for the 'Store Overview' report. At the top, there is a button labeled 'All Reports'. Below it, the section 'Report Parameters' contains two date pickers: 'From Date' set to '2020-09-01' and 'To Date' set to '2020-09-25'. A green 'View' button is positioned below the date pickers.



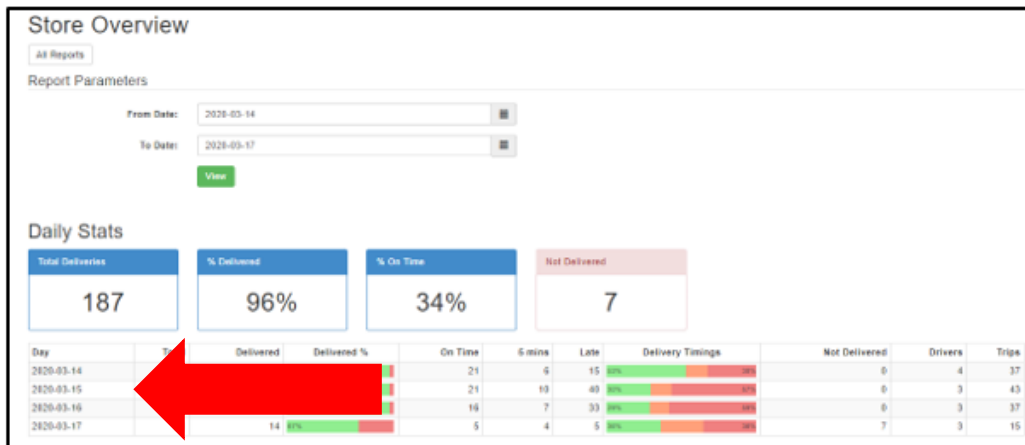
Choose your date and the name of the driver, click

From the left to right you will see:

1. Total deliveries.
2. The percentage delivered.
3. The percentage on time.
4. Number of orders not delivered.

| Daily Stats | | | |
|------------------|-------------|-----------|---------------|
| Total Deliveries | % Delivered | % On Time | Not Delivered |
| 7 | 57% | 29% | 3 |

Below that, you will see information by date:



Scroll down to see information for Day of the week and hour of the day.

This information will help you see what day of the week and hour of the day you are the busiest.

Day Of Week

| Day Of Week | Total | Delivered | Delivered % | On Time | 5 mins | Late | Delivery Timings | Not Delivered | Drivers | Trips |
|-------------|-------|-----------|-------------|---------|--------|------|------------------|---------------|---------|-------|
| Tuesday | 1 | 1 | 100% | 1 | 0 | 0 | 100% | 0 | 1 | 1 |
| Wednesday | 5 | 3 | 60% | 1 | 1 | 1 | 33% | 2 | 1 | 1 |
| Friday | 1 | 0 | 0% | 0 | 0 | 0 | | 1 | 1 | 0 |

Hour of Day

| Hour | Total | Delivered | Delivered % | On Time | 5 mins | Late | Delivery Timings | Not Delivered | Drivers | Trips |
|------|-------|-----------|-------------|---------|--------|------|------------------|---------------|---------|-------|
| 10 | 1 | 1 | 100% | 0 | 0 | 1 | 0% | 0 | 1 | 1 |
| 12 | 1 | 1 | 100% | 0 | 1 | 0 | 0% | 0 | 1 | 1 |
| 13 | 3 | 0 | 0% | 0 | 0 | 0 | | 3 | 1 | 0 |
| 14 | 1 | 1 | 100% | 1 | 0 | 0 | 100% | 0 | 1 | 1 |
| 15 | 1 | 1 | 100% | 1 | 0 | 0 | 100% | 0 | 1 | 1 |

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 the trip information:

| Trip Stats | | | | |
|------------|---------|--------------|--------------------|-------------------|
| Num Trips | Drivers | Avg Per Trip | Avg Duration (min) | Avg Distance (km) |
| 165 | 9 | 1.93 | 13 | 5.8 |

From the left to right, you will see:

1. The number of trips.
2. The number of drivers logged in during the chosen dates.
3. Average orders taken per trip.
4. Average duration an order takes from start to finish.
5. Average distance travelled (in km).

Scroll down to see the driver stats for that chosen date:

| Driver Stats | | | | | | | | | | |
|------------------|----------|-----------|-------------|---------|--------|------|-------------|-------|------|-------|
| Driver | Assigned | Delivered | Delivered % | On Time | 5 Mins | Late | Timing % | Trips | Days | Hours |
| Deliveree Driver | 1 | 1 | 100% | 1 | 0 | 0 | 100% 0% 0% | 1 | 1 | 0 |
| DRIVER ONE | 2 | 2 | 100% | 2 | 0 | 0 | 100% 0% 0% | 2 | 2 | 1 |
| DRIVER TWO | 1 | 1 | 100% | 1 | 0 | 0 | 100% 0% 0% | 1 | 1 | 43.9 |
| DRIVER THREE | 75 | 66 | 88% | 36 | 11 | 20 | 55% 17% 30% | 43 | 17 | 86.5 |
| DRIVER FOUR | 10 | 8 | 80% | 7 | 0 | 1 | 88% 0% 13% | 6 | 6 | 0 |
| DRIVER FIVE | 10 | 8 | 80% | 6 | 1 | 2 | 75% 13% 25% | 9 | 7 | 0 |
| John Dough | 4 | 4 | 100% | 0 | 0 | 4 | 0% 0% 100% | 3 | 2 | 0 |
| Eleshan Govender | 14 | 12 | 86% | 11 | 0 | 2 | 92% 0% 17% | 6 | 2 | 28.7 |

Store Exceptions Report

This is a report for the store owner and/or manager. The report is run over any specified period - so it can show weekly/monthly exceptions.

This report is for a manager to weekly and monthly.

Store Exception

All Reports

Report Parameters

From Date:

2020-09-01

To Date:

2020-09-25

View

Choose your date and the name of the driver, click

View

**Ideally all these sections would be blank - so it is important for the store owner/manager to monitor these regularly.*

deliverree Home Deliveries Search

Store Exception

All Reports

Report Parameters

From Date:

2020-09-09

To Date:

2020-09-25

View

Delivered out of order

Show 50 entries Search:

| Position | # | Delivered | Next Position | Next # | Next Delivered |
|------------------------------------|---|-----------|---------------------|--------|---------------------|
| Trip: 8630880 Driver: DRIVER THREE | 2 | 16088231 | 2020-09-09 13:12:23 | 3 | 16088243 |
| | | | | | 2020-09-09 13:05:12 |

Showing 1 to 1 of 1 entries Previous 1 Next

Outstanding Deliveries

Show 50 entries Search:

| # | Driver | Date | Time Placed | Time Due | Status |
|----------|------------|------------|-------------|----------|--------------|
| 16274873 | DRIVER TWO | 2020-09-18 | 13:51 | 14:23 | Undispatched |

Showing 1 to 1 of 1 entries Previous 1 Next

Deliveries Without Payments

Show 50 entries Search:

| # | Driver | Date | Time Placed | Time Delivered | Value |
|----------|--------------|------------|-------------|----------------|-------|
| 16088243 | DRIVER THREE | 2020-09-09 | 12:31 | 13:05 | 88.00 |

Showing 1 to 1 of 1 entries Previous 1 Next

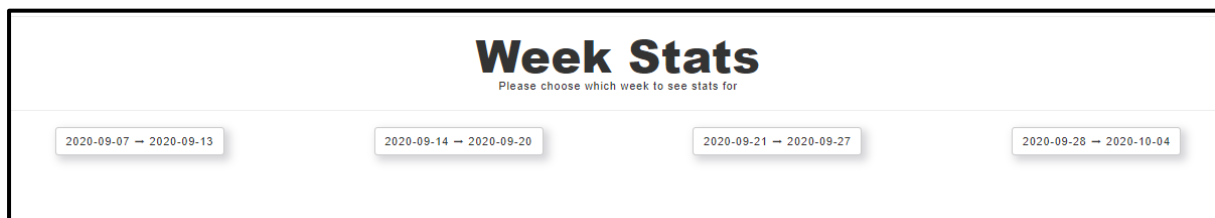
Week Stats Report

This report will allow you to look at a weeks' worth of information at a time. You can only see as far back as four weeks.

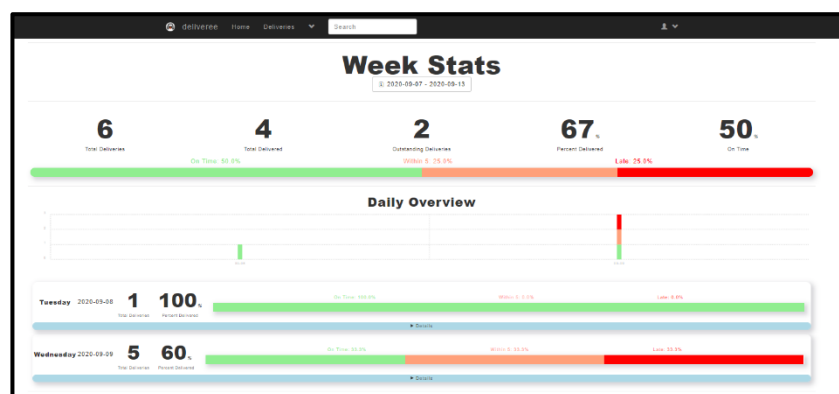
Click on the date:



Then select the week you want to view.



The report will then show information for the selected week. And it will look something like the image below:

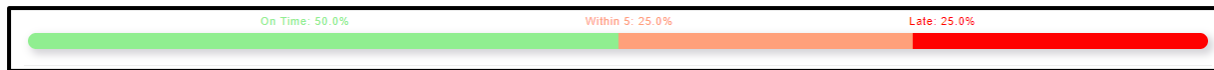


From the top you will see (From left to right):

- Total number of deliveries that week
- Total number of orders delivered
- All outstanding deliveries (orders not marked delivered)
- The % of orders delivered
- The % of orders delivered on time



Below that you will see the on time % for the week at the top:



The same colour coding applies with all reports:

GREEN: On time- delivered within the 32 minutes.

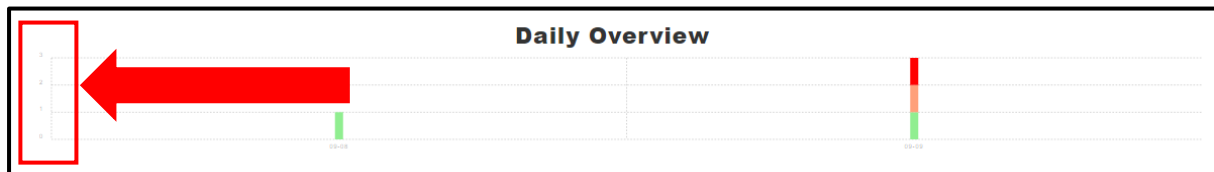
ORANGE: 5 minutes late- delivered 5 minutes after the 32 minutes.

RED: Late- delivered later than 5 minutes after the 32 minutes.

BLACK: Not delivered

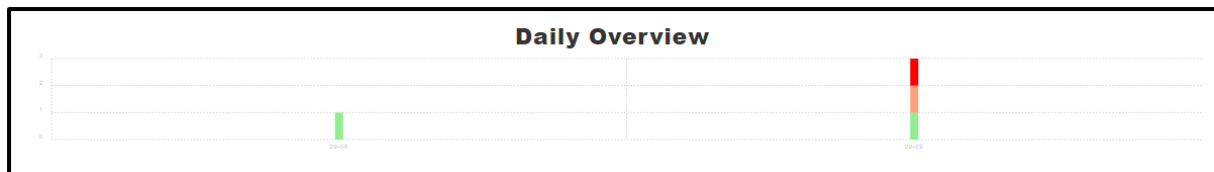
Below that you will see the Daily overview:

The number of orders will be shown on the left.



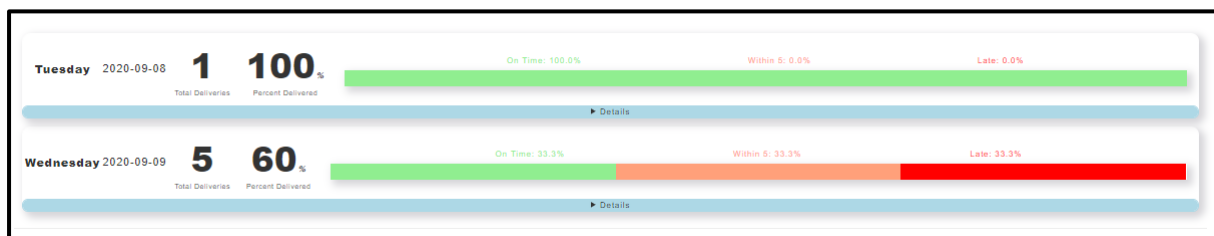
The day of the week will be shown at the bottom

In the example below, we see information for two days

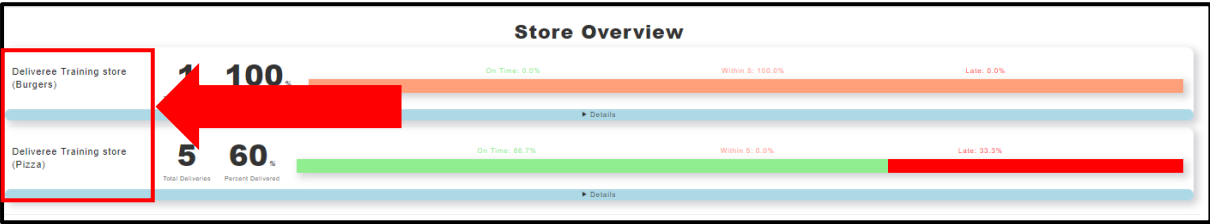


Details are then shown for each day of the week where there is available data:

From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.



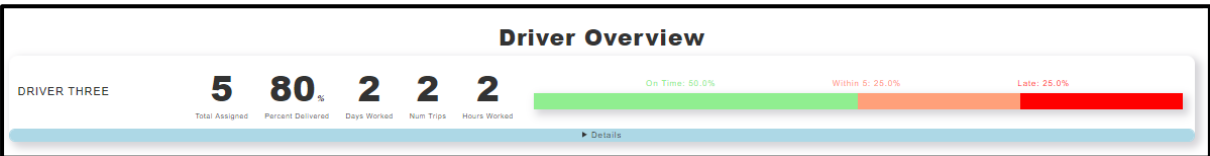
Below that you will see a store overview. On the left you will see the names of the stores where the orders were placed (*this applies only in a compo setup*).



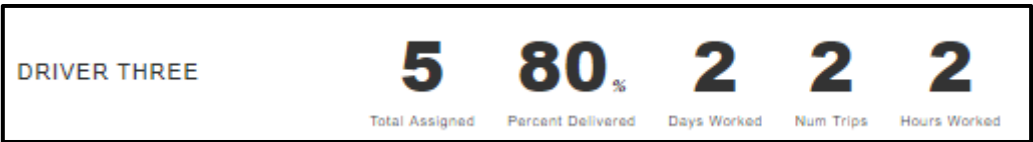
From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.



Below that, you will see the driver overview for the chosen week:



From the left, you will see the names of all drivers who worked and did deliveries that week:



You will see:

- Total orders assigned to the driver that week
- % Delivered
- Days worked
- Number of Trips
- Hours worked for that week.

Below that you will see the on time % for the individual drivers for the week:



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

Store Breakdown Report

If your store is a combo (more than one restaurant/store) you will see this report.

You can filter by day, week, and month.

Store Breakdown

All Reports

Report Parameters

From Date:

2020-10-02

To Date:

2020-10-02

View

Choose your date range and click “View”.

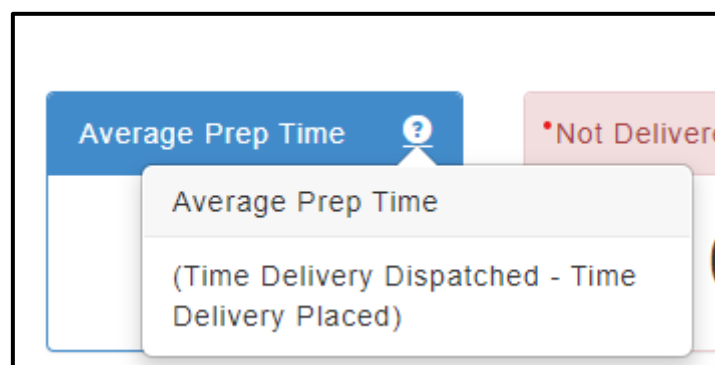
You will then see the stats below:

| Total Stats | | | | |
|------------------|-------------|-----------|-------------------|---------------|
| Total Deliveries | % Delivered | % On Time | Average Prep Time | Not Delivered |
| 7 | 100% | 100% | 5min | 0 |

At the top (from left to right), you will see:

- Total Deliveries
- % Delivered
- % on Time
- Average Prep time
- Number of orders not delivered.

Hover over the (?) for more information (as in the example below):



Below that you will see the breakdown for all stores:

| Store | Total | Delivered | Delivered % | On Time | 5 mins | Late | Delivery Timings | Not Delivered | Drivers | Trips |
|-------------------------------------|-------|-----------|-------------|---------|--------|------|------------------|---------------|---------|-------|
| Deliverree Training store (Burgers) | 1 | 1 | 100% | 1 | 0 | 0 | 100% 0% | 0 | 1 | 1 |
| Deliverree Training store (Pizza) | 6 | 5 | 83% | 1 | 0 | 4 | 25% 80% | 1 | 3 | 3 |

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.

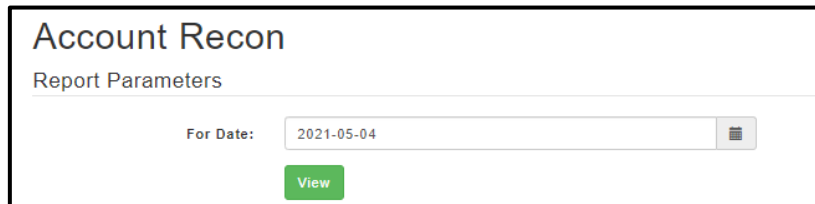
BLACK: Not delivered




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:



The image shows a screenshot of the 'Account Recon' report parameters form. It has a title 'Account Recon' and a subtitle 'Report Parameters'. Below this, there is a 'For Date:' label followed by a date input field containing '2021-05-04' and a calendar icon. At the bottom of the form is a green 'View' button.

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.



The image shows a screenshot of the 'Account Recon' report interface. At the top, there is a navigation bar with the 'deliverree' logo and links for 'Home' and 'Deliveries'. A search bar is also present. Below the navigation bar, the title 'Account Recon' and subtitle 'Report Parameters' are displayed. The 'For Date:' field now shows '2021-06-04'. Below the date field is a green 'View' button. At the bottom left, there are three buttons: 'Copy', 'Print', and 'Excel'. These buttons are highlighted with a red box, and a large red arrow points to them from the right.

At the top of the report, you will see Prepaid amount totals (Where Yumbi applies), 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:

Prepaid Amounts ?

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 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 ? | |
|---------------------------------------------------------------------------|------|
| 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 ? | 0.00 |
| TOTAL ? | 0.00 |

Haver 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 DCS can see the total income.

Hover over the (?) for mor information.

TOTAL ?

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 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 |

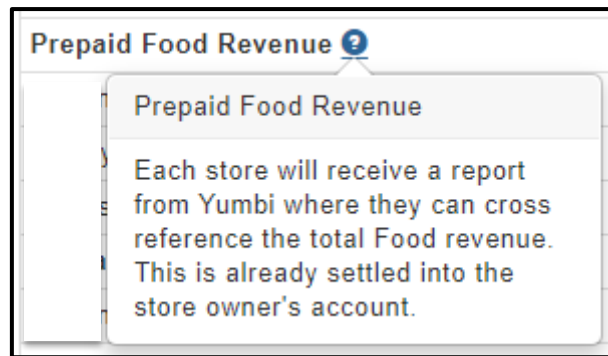
Hover over the (?) for more information:

PREPAID BREAKDOWN ?

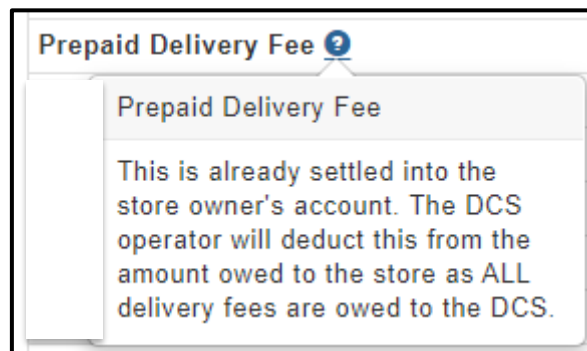
Prepaid Breakdown

All orders prepaid online.

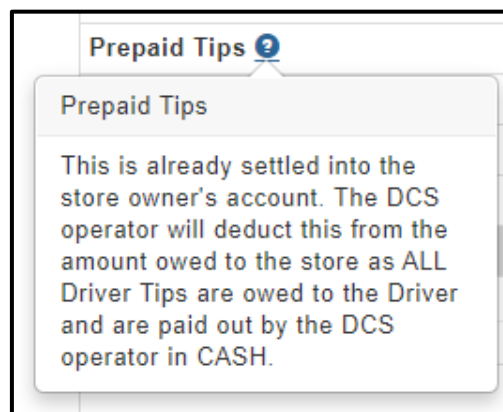
In this instance, the Account Recon Report has been built to minus any pre-paid food revenue from what is owed by the Hub to the store as that amount has already been settled into the restaurant owner’s account by Yumbi.



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.

Below this, the Account recon specifically highlights 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)
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 refrence Problem Deliveries reports.

Below this, the Account recon specifically 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)
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 Deliverer 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.

TENDER TOTAL COLLECTED ?

Tender Total Collected


Total Cash and Card combined. (Includes all Tips, Delivery Fees and Food Revenue).

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

1. Amounts owed to the Store.
2. Commission. (This only applies if the Hub is owned by a different Franchisee)
3. Hub Revenue.
4. Payable to store.

**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 | 1668.58 | 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 | | |

DCS Revenue
Commission + Delivery Fees
(Cash/Card/Online)

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 | | | |
| | -15.00 | 32.96 | 47.96 | |
| | 610.30 | 91.55 | 151.55 | |

Payable to Store
Owed to store (as seen in column 2) - commissions (as seen in column 3)

Below the settlement columns, you will see a **Driver Cashup** table, outlining all tips owed to drivers.

Driver's names will be in column 1, tip amounts will be shown in column 2.

A breakdown per **revenue type** is also available per driver where Yumbi, Cash and CC (Card) payments are shown.

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|---------------|-----------------|--------------|--------------|-----------------|--------------|-------------|-----------------|-----------------|---------------|---------------|---------------|--------------|---------------|---------------|-------------|
| Driver | Tips Owed | Yumbi | | | Cash | | | CC | | | | | | | | |
| | | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 20.00 | 674.20 | 25.00 | 10.00 | 179.30 | 10.00 | 0.00 | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 20.00 | 717.89 | 10.00 | 10.00 | 484.41 | 10.00 | 0.00 | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

Each driver's name will be on the Left side of the Driver Cashup table:

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|-----------|----------|----------|-------|----------|----------|------|----------|----------|--------|----------|--------|--------|--------|--------|--------|
| Driver | Tips Owed | Yumbi | | | Cash | | | CC | | | | | | | | |
| | | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 20.00 | 674.20 | 25.00 | 10.00 | 79.30 | 0.00 | 0.00 | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 20.00 | 717.89 | 10.00 | 10.00 | 484.41 | 0.00 | 0.00 | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

The second column will show the driver tip total.

SUM (Yumbi Tips+Cash Tips+ cc Tips= Total driver tip)

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|-----------|----------|----------|-------|----------|----------|------|----------|----------|--------|----------|--------|--------|--------|--------|--------|
| Driver | Tips Owed | Yumbi | | | Cash | | | CC | | | | | | | | |
| | | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 20.00 | 674.20 | 25.00 | 10.00 | 79.30 | 0.00 | 0.00 | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 20.00 | 717.89 | 10.00 | 10.00 | 484.41 | 0.00 | 0.00 | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

Then you will see all Yumbi related revenue (Online or call centre orders)

This is broken down into:

Yumbi Food (the food revenue- excluding the delivery fee and tip)

Yumbi Delivery (the delivery fee only)

Yumbi Tips (tip to driver only)

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|-----------|----------|----------|-------|----------|----------|------|----------|----------|--------|----------|--------|--------|--------|--------|--------|
| Driver | Tips Owed | Yumbi | | | Cash | | | CC | | | | | | | | |
| | | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 20.00 | 674.20 | 25.00 | 10.00 | 79.30 | 0.00 | 0.00 | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 20.00 | 717.89 | 10.00 | 10.00 | 484.41 | 0.00 | 0.00 | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

Next to Yumbi details, you will see Cash details.

This is broken down into:

Cash Food (the food revenue- excluding the delivery fee and tip)

Cash Delivery (the delivery fee only)

Cash Tips (tip to driver only)

Here is where you see cash owed to the store by the driver. Look at “Cash Food” and this is the amount the driver should have at cashup.

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|---------------|-----------------|--------------|--------------|-----------------|--------------|-------------|-----------------|-----------------|---------------|---------------|---------------|--------------|---------------|---------------|-------------|
| | | Yumbi | | | Cash | | | CC | | | | | | | | |
| Driver | Tips Owed | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 10.00 | 179.30 | 10.00 | 0.00 | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 0.00 | 10.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 10.00 | 484.41 | 10.00 | 0.00 | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

Next to Cash details, you will see CC details (Credit Card).

***Currently this consists of Pebble/Pocket Pos and Speed Point transactions.**

All card transactions where a consumer has paid via card on a payment device of ANY kind.

This is broken down into:

CC Food (the food revenue- excluding the delivery fee and tip)

CC Delivery (the delivery fee only)

CC (tip to driver only)

Each section has Auto and Manual columns. These relate to card payments made manually (not initiated by driver app), or automatic (initiated by driver app, eg. Thumbzup/PocketPos)

Here is where you see card slips owed to the store by the driver.

Look at “CC Food” and this is the amount the driver should have at cash up.

Cross reference this to any bank statements for Payment devices.

| Driver Cashup | | | | | | | | | | | | | | | | |
|---------------|---------------|-----------------|--------------|--------------|-----------------|--------------|-------------|-----------------|-----------------|---------------|---------------|---------------|--------------|---------------|---------------|-------------|
| | | Yumbi | | | Cash | | | CC | | | | | | | | |
| Driver | Tips Owed | Food | Delivery | Tips | Food | Delivery | Tips | Food | Auto | Manual | Delivery | Auto | Manual | Tips | Auto | Manual |
| Driver One | 10.00 | 159.90 | 0.00 | 0.00 | 393.60 | 0.00 | 0.00 | 873.20 | 453.60 | 419.60 | 35.00 | 0.00 | 35.00 | 10.00 | 10.00 | 0.00 |
| Driver Two | 20.00 | 674.30 | | | | | | 1,153.00 | 1,153.00 | 0.00 | 10.00 | 10.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Three | 20.00 | 717.30 | | | | | | 1,337.40 | 1,177.50 | 159.90 | 30.00 | 30.00 | 0.00 | 10.00 | 10.00 | 0.00 |
| Driver Four | 50.00 | 1,001.74 | 10.00 | 30.00 | 476.20 | 0.00 | 0.00 | 394.71 | 234.80 | 159.91 | 10.00 | 0.00 | 10.00 | 20.00 | 20.00 | 0.00 |
| Driver Five | 130.30 | 928.80 | 15.00 | 20.00 | 331.70 | 0.00 | 0.00 | 1,345.00 | 1,345.00 | 0.00 | 25.00 | 25.00 | 0.00 | 110.30 | 110.30 | 0.00 |
| TOTALS | 230.30 | 4,610.53 | 70.00 | 70.00 | 2,540.61 | 30.00 | 0.00 | 6,547.11 | 5,552.10 | 995.01 | 170.00 | 100.00 | 70.00 | 160.30 | 160.30 | 0.00 |

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

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

| Transaction Breakdown Per Store | | | | | | | | | | | |
|---------------------------------|-------------|------------------------------|--------|-----------------|--------------|------------|-------------|-----------|-----------|---------|--|
| [Redacted Store Name] | | | | | | | | | | | |
| Show 50 entries | | Search: <input type="text"/> | | | | | | | | | |
| ID | External ID | Status | Value | Delivery Charge | Yumbi Amount | Yumbi Tips | Cash Amount | Cash Tips | CC Amount | CC Tips | |
| 21677507 | 5291500 | 3 | 167.70 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 167.70 | 0.00 | |
| 21678989 | 5291500 | 3 | 114.90 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 114.90 | 0.00 | |
| 21679007 | 5291781 | 3 | 276.50 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 276.50 | 0.00 | |
| 21679025 | 52917786 | 3 | 99.70 | 15.00 | 0.00 | 0.00 | 99.70 | 0.00 | 0.00 | 0.00 | |

At the top right above each store, there is a search bar.

| Search: <input type="text"/> | | |
|------------------------------|-----------|---------|
| ps | CC Amount | CC Tips |
| 0.00 | 0.00 | 0.00 |

Below each restaurant name, there is an option to show either more or less entries:

Show 50 entries

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.

Deliverree Training store (Pizza) [511]

Show 10 entries

| ID | External ID | Status | Value | Delivery Charge | Yumbi Amount | Yumbi Tips | Cash Amount | Cash Tips | CC Amount | CC Tips |
|----------|-------------|--------|-------|-----------------|--------------|------------|-------------|-----------|-----------|---------|
| 16085431 | | 3 | 0.00 | 0.00 | 0.00 | 0.00 | 200.00 | 0.00 | 0.00 | 0.00 |
| 16088231 | | 90 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 16089081 | | 0 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 16089090 | | 0 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 16090691 | | 3 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 250.00 | 0.00 |

Showing 1 to 5 of 5 entries

Previous 1 Next

1978

Account Recon Summary Report

deliverree Home Deliveries Search Today's Deliveries

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 Account Recon Summary

Forecasting

Delivery Forecast Forecasting Model

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

[Home](#)
[Deliveries](#)

Account Recon Summary

Report Parameters

From Date:

To Date:

View

Export to Excel

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 | | | | | | | | | | | | | |
| | 200.6 | | 10.00 | 776.90 | 10.00 | 0.00 | 2133.80 | 10.00 | 0.00 | 2900.70 | 528.92 | 548.92 | 2371.78 |
| | 114.0 | | 10.00 | 0.00 | 0.00 | 0.00 | 339.50 | 30.00 | 10.00 | 314.50 | 68.15 | 113.15 | 246.36 |
| | 349.7 | | 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 | 15.00 | 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 | | | | 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 | 0.00 | 0.00 | 2900.70 | 528.92 | 548.92 | 2371.78 |
| | 114.80 | 15.00 | 10.00 | 0.00 | 0.00 | 0.00 | 339.50 | 0.00 | 10.00 | 314.50 | 68.15 | 113.15 | 246.36 |
| | 349.79 | 30.00 | 25.00 | 659.40 | 15.00 | 0.00 | 292.70 | 0.00 | 0.00 | 897.10 | 195.28 | 270.28 | 701.82 |

CARD

Food Revenue

Delivery Fee

Tips

| 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 | 520.00 | 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 | 198.15 | 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 wen 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 ? |
| | <div>Owed to Store</div> <div>(Cash + Card) - Tips - Delivery Fees</div> | | | |
| 00 | | 2 | 548.92 | 2371.78 |
| 00 10.00 | 314.50 | 68.15 | 113.15 | 246.36 |

Commissions:

| SETTLEMENT | | | |
|---------------|------------|-------------|------------------|
| Owed to Store | Commission | DCS Revenue | Payable to Store |
| 2900.70 | | | 2371.78 |
| 311.92 | | | 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 | 528.92 | | 1.78 |

DCS Revenue

Commission + Delivery Fees

Payable to Store:

**As seen on all 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

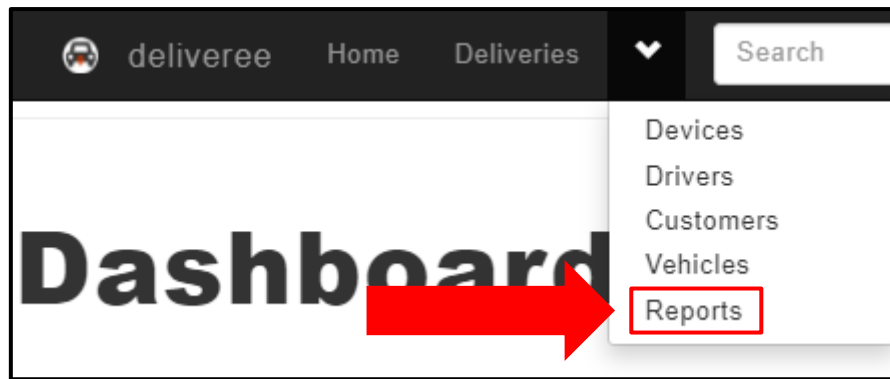
View

Export to Excel

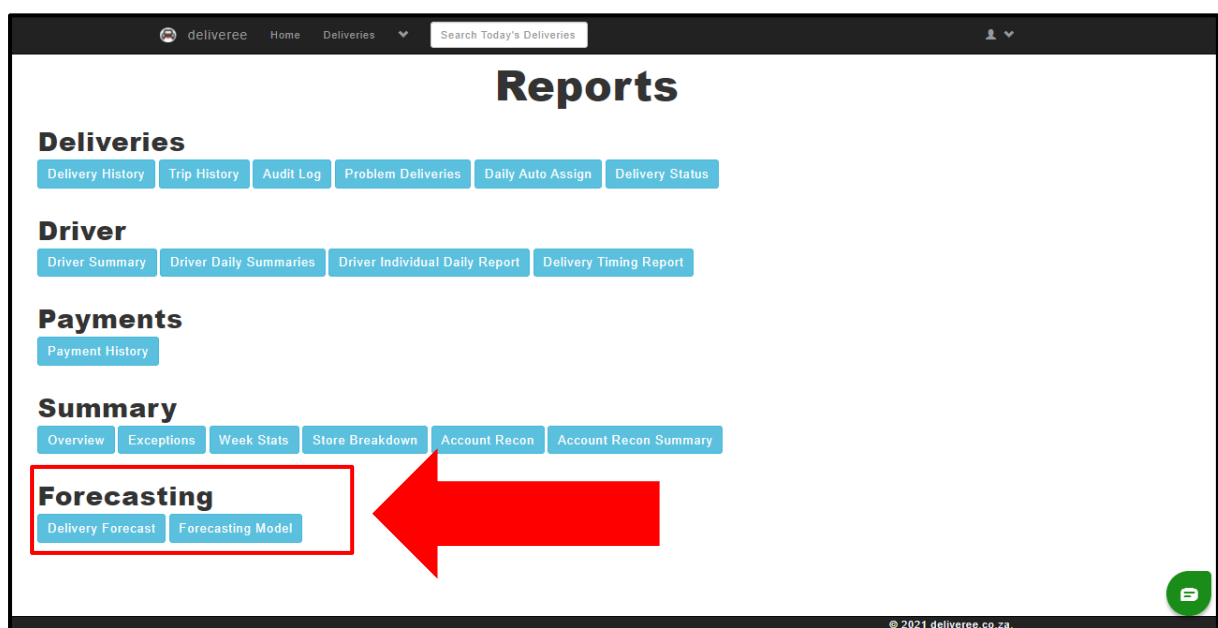
| | PREPAID | | | CASH | | | CARD | |
|------------|--------------|--------------|-------|--------------|--------------|------|--------------|--------------|
| | Food Revenue | Delivery Fee | Tips | Food Revenue | Delivery Fee | Tips | Food Revenue | Delivery Fee |
| 2021-06-20 | 200.60 | 0.00 | 10.00 | 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 |

Report Category Five: Forecasting Reports

To access the reports, from the home screen, click the dropdown arrow () and then click "Reports".



There are two forecasting reports available:



The first forecasting report is the



This report shows the trends over the last 3 months.

Delivery Forecast

All Reports

Deliveries per hour (3 month average)

| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Average |
|-------|--------|---------|-----------|----------|--------|----------|--------|---------|
| 9:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 10:00 | 2 | 2 | 3 | 3 | 5 | 4 | 3 | 3 |
| 11:00 | 4 | 4 | 4 | 6 | 7 | 5 | 4 | 5 |
| 12:00 | 5 | 5 | 7 | 6 | 8 | 4 | 4 | 5 |
| 13:00 | 4 | 4 | 6 | 4 | 7 | 4 | 4 | 5 |
| 14:00 | 3 | 3 | 4 | 3 | 5 | 5 | 4 | 4 |
| 15:00 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 3 |
| 16:00 | 4 | 4 | 6 | 5 | 8 | 6 | 5 | 6 |
| 17:00 | 7 | 7 | 12 | 9 | 15 | 10 | 7 | 9 |
| 18:00 | 7 | 7 | 13 | 10 | 19 | 11 | 7 | 11 |
| 19:00 | 7 | 8 | 12 | 6 | 15 | 11 | 8 | 10 |
| 20:00 | 3 | 3 | 5 | 3 | 6 | 5 | 3 | 4 |
| 21:00 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 1 |
| 22:00 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |

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Forecasting Model

The second forecasting report is the


This report gives the Manager/Operator the data that will help them in planning for the days/weeks/month to come.

On the left-hand side of the report, you will see the Assumptions as well as the total time for a single drop.

| | | |
|-------------------------------------------------------|---------|-------------------|
| deliveree Home Deliveries Search [Debonairs Alberton] | | |
| Forecasting Model (3 Month Average) | | |
| All Reports | | |
| Assumptions | Model | Store |
| | Max | |
| Speed - km/h | 30 km/h | 19.92 km/h |
| Distance - km | 3 km | 6.48 km |
| Drive Time - Min | 10 min | 10 min |
| Total Time - Single Drop | | Drops Per Trip: 1 |
| Collection of Order | 3 min | 0 min |
| Drive Time | 10 min | 10 min |
| Hand Off | 6 min | 1 min |
| Return | 10 min | 16 min |
| Total Time per drop | 29 min | 24 min |
| Average Time per drop | 29 min | 24 min |
| Number of drops per hour | 2.07 | 2.5 |
| Total Time - Multi Drop | | Drops Per Trip: 3 |
| Collection of Orders | | 0 min |
| Distance to Drop 1 | | 6.48 km |
| Drive time to Drop 1 | | 10 min |
| Hand Off Time of Drop 1 | | 1 min |
| Distance to Drop 2 | | 5 km |
| Drive time to Drop 2 | | 7.51 min |
| Hand Off Time of Drop 2 | | 1 min |
| Distance to Drop 3 | | 3 km |
| Drive time to Drop 3 | | 6.10 min |
| Hand Off Time of Drop 3 | | 1 min |
| Return Distance | | 6.48 km |
| Return Time | | 18 min |
| Total Time | | 42.61 min |
| Average Time per drop | | 14.2 min |
| Number of drops per hour | | 4.23 |



| Assumptions | Model | Store |
|--------------------------|---------|-------------------|
| | Max | |
| Speed - km/h | 30 km/h | 19.92 km/h |
| Distance - km | 3 km | 6.48 km |
| Drive Time - Min | 10 min | 10 min |
| Total Time - Single Drop | | Drops Per Trip: 1 |
| Collection of Order | 3 min | 0 min |
| Drive Time | 10 min | 10 min |
| Hand Off | 6 min | 1 min |
| Return | 10 min | 16 min |
| Total Time per drop | 29 min | 24 min |
| Average Time per drop | 29 min | 24 min |
| Number of drops per hour | 2.07 | 2.5 |

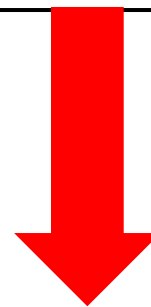
Each  reveals information about the Assumptions and Total Time variables:

| Assumptions | Model | Std |
|--------------------------|------------------------------------|-----|
| | Max | |
| Speed - km/h | 30 km/h | 19 |
| Distance - km | Speed - km/h | 4 |
| Drive Time - Min | Average speed on route to customer | |
| Total Time - Single Drop | | |

| Assumptions | Model |
|-----------------------------------------------------------------------------------------------------------|---------|
| Speed - km/h (<i>Average speed on route to customer</i>) | 30 km/h |
| Distance – km (<i>Total distance to customer</i>) | 3 km |
| Drive Time – Min (<i>Time to drive to customer</i>) | 10 min |
| Total Time - Single Drop | |
| Collection of Order (<i>Minutes to load order</i>) | 3 min |
| Drive Time | 10 min |
| Hand Off (<i>Total time to hand over food and Pay</i>) | 6 min |
| Return (<i>Time to Return to Store</i>) | 10 min |
| Total Time per drop (<i>Collection +Drive Time+ Hand Off +Return</i>) | 29 min |
| Average Time per drop (<i>Collection +Drive Time+ Hand Off +Return</i>) /Drops Per Trip | 29 min |
| Number of drops per hour $60 / (\text{Collection} + \text{Drive Time} + \text{Hand Off} + \text{Return})$ | 2.07 |

On the right-hand side of the report, you will see Total Time on multiple drops, and this works off of the average of (3) drops per trip.

| | | |
|----------------------------------------------------------------------------------------------------------------------------|-----------|-------------------|
| <div> <div> Home Deliveries </div> <div> <input type="text" value="Search"/> </div> </div> | | |
| Forecasting Model (3 Month Average) | | |
| All Reports | | |
| Assumptions | Model | Store |
| | Max | |
| Speed - km/h | 30 km/h | 19.92 km/h |
| Distance - km | 3 km | 6.48 km |
| Drive Time - Min | 10 min | 10 min |
| Total Time - Single Drop | | Drops Per Trip: 1 |
| Collection of Order | 3 min | 0 min |
| Drive Time | 10 min | 10 min |
| Hand Off | 6 min | 1 min |
| Return | 10 min | 16 min |
| Total Time per drop | 29 min | 24 min |
| Average Time per drop | 29 min | 24 min |
| Number of drops per hour | 2.07 | 2.5 |
| Total Time - Multi Drop | | Drops Per Trip: 3 |
| Collection of Orders | 0 min | |
| Distance to Drop 1 | 6.48 km | |
| Drive time to Drop 1 | 10 min | |
| Hand Off Time of Drop 1 | 1 min | |
| Distance to Drop 2 | 5 km | |
| Drive time to Drop 2 | 7.51 min | |
| Hand Off Time of Drop 2 | 1 min | |
| Distance to Drop 3 | 3 km | |
| Drive time to Drop 3 | 6.10 min | |
| Hand Off Time of Drop 3 | 1 min | |
| Return Distance | 6.48 km | |
| Return Time | 18 min | |
| Total Time | 42.61 min | |
| Average Time per drop | 14.2 min | |
| Number of drops per hour | 4.23 | |



| | |
|--------------------------|-------------------|
| Total Time - Multi Drop | Drops Per Trip: 3 |
| Collection of Orders | 0 min |
| Distance to Drop 1 | 6.48 km |
| Drive time to Drop 1 | 10 min |
| Hand Off Time of Drop 1 | 1 min |
| Distance to Drop 2 | 5 km |
| Drive time to Drop 2 | 7.51 min |
| Hand Off Time of Drop 2 | 1 min |
| Distance to Drop 3 | 3 km |
| Drive time to Drop 3 | 6.10 min |
| Hand Off Time of Drop 3 | 1 min |
| Return Distance | 6.48 km |
| Return Time | 18 min |
| Total Time | 42.61 min |
| Average Time per drop | 14.2 min |
| Number of drops per hour | 4.23 |

Scroll down:


On the left-hand side, you can see the Average Hourly Performance.

| Average Hourly Performance | | | | | | | | Contribution % to daily orders | | | | | | | |
|----------------------------|--------|---------|-----------|----------|--------|----------|--------|--------------------------------|--------|---------|-----------|----------|--------|----------|--------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 9:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 9:00 | 0% | 0% | 0% | 0% | 2% | 0% | 0% |
| 10:00 | 2 | 2 | 3 | 3 | 5 | 4 | 3 | 10:00 | 4.1% | 4.1% | 6.1% | 6.1% | 10.2% | 8.2% | 6.1% |
| 11:00 | 4 | 4 | 4 | 6 | 7 | 5 | 4 | 11:00 | 8.2% | 8.2% | 8.2% | 12.2% | 14.3% | 10.2% | 8.2% |
| 12:00 | 5 | 5 | 7 | 6 | 8 | 4 | 4 | 12:00 | 10.2% | 10.2% | 14.3% | 12.2% | 16.3% | 8.2% | 8.2% |
| 13:00 | 4 | 4 | 6 | 4 | 7 | 4 | 4 | 13:00 | 8.2% | 8.2% | 12.2% | 8.2% | 14.3% | 8.2% | 8.2% |
| 14:00 | 3 | 3 | 4 | 3 | 5 | 5 | 4 | 14:00 | 6.1% | 6.1% | 8.2% | 6.1% | 10.2% | 10.2% | 8.2% |
| 15:00 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 15:00 | 6.1% | 4.1% | 6.1% | 6.1% | 8.2% | 10.2% | 6.1% |
| 16:00 | 4 | 4 | 6 | 5 | 8 | 6 | 5 | 16:00 | 8.2% | 8.2% | 12.2% | 10.2% | 16.3% | 12.2% | 10.2% |
| 17:00 | 7 | 7 | 12 | 9 | 15 | 10 | 7 | 17:00 | 14.3% | 14.3% | 24.5% | 18.4% | 30.6% | 20.4% | 14.3% |
| 18:00 | 7 | 7 | 13 | 10 | 19 | 11 | 7 | 18:00 | 14.3% | 14.3% | 26.5% | 20.4% | 38.8% | 22.4% | 14.3% |
| 19:00 | 7 | 8 | 12 | 6 | 15 | 11 | 8 | 19:00 | 14.3% | 16.3% | 24.5% | 12.2% | 30.6% | 22.4% | 16.3% |
| 20:00 | 3 | 3 | 5 | 3 | 6 | 5 | 3 | 20:00 | 6.1% | 6.1% | 10.2% | 6.1% | 12.2% | 10.2% | 6.1% |
| 21:00 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 21:00 | 0% | 0% | 2% | 2% | 4.1% | 2% | 0% |
| 22:00 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 22:00 | 0% | 0% | 0% | 0% | 4.1% | 0% | 0% |
| Total Average | 49 | 49 | 76 | 59 | 104 | 71 | 52 | | | | | | | | |



The  defines the Average Hourly Performance.

| Average Hourly Performance | | | | | | | |
|----------------------------|--------|---------|-----------|----------|--------|----------|--------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 9:00 | 0 | 0 | 0 | | | | |
| 10:00 | 2 | 2 | 3 | 3 | 5 | | |
| 11:00 | 4 | 4 | 4 | 6 | 7 | | |
| 12:00 | 5 | 5 | 7 | 6 | 8 | 4 | 4 |
| 13:00 | 4 | 4 | 6 | 4 | 7 | 4 | 4 |
| 14:00 | 3 | 3 | 4 | 3 | 5 | 5 | 4 |
| 15:00 | 3 | 2 | 3 | 3 | 4 | 5 | 3 |
| 16:00 | 4 | 4 | 6 | 5 | 8 | 6 | 5 |
| 17:00 | 7 | 7 | 12 | 9 | 15 | 10 | 7 |
| 18:00 | 7 | 7 | 13 | 10 | 19 | 11 | 7 |
| 19:00 | 7 | 8 | 12 | 6 | 15 | 11 | 8 |
| 20:00 | 3 | 3 | 5 | 3 | 6 | 5 | 3 |
| 21:00 | 0 | 0 | 1 | 1 | 2 | 1 | 0 |
| 22:00 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| Total Average | 49 | 49 | 76 | 59 | 104 | 71 | 52 |



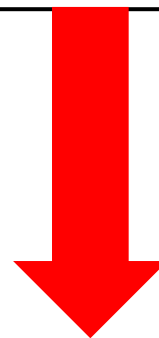
Average Hourly Performance

Average number of deliveries per hour, per day of week

On the right-hand side, you can see the Contribution % to daily orders.


| Average Hourly Performance | | | | | | | |
|----------------------------|--------|---------|-----------|----------|--------|----------|--------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 9:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 10:00 | 2 | 2 | 3 | 3 | 5 | 4 | 3 |
| 11:00 | 4 | 4 | 4 | 6 | 7 | 5 | 4 |
| 12:00 | 5 | 5 | 7 | 6 | 8 | 4 | 4 |
| 13:00 | 4 | 4 | 6 | 4 | 7 | 4 | 4 |
| 14:00 | 3 | 3 | 4 | 3 | 5 | 5 | 4 |
| 15:00 | 3 | 2 | 3 | 3 | 4 | 5 | 3 |
| 16:00 | 4 | 4 | 6 | 5 | 8 | 6 | 5 |
| 17:00 | 7 | 7 | 12 | 9 | 15 | 10 | 7 |
| 18:00 | 7 | 7 | 13 | 10 | 19 | 11 | 7 |
| 19:00 | 7 | 8 | 12 | 6 | 15 | 11 | 8 |
| 20:00 | 3 | 3 | 5 | 3 | 6 | 5 | 3 |
| 21:00 | 0 | 0 | 1 | 1 | 2 | 1 | 0 |
| 22:00 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| Total Average | 49 | 49 | 76 | 59 | 104 | 71 | 52 |

| Contribution % to daily orders | | | | | | | |
|--------------------------------|--------|---------|-----------|----------|--------|----------|--------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 9:00 | 0% | 0% | 0% | 0% | 2% | 0% | 0% |
| 10:00 | 4.1% | 4.1% | 6.1% | 6.1% | 10.2% | 8.2% | 6.1% |
| 11:00 | 8.2% | 8.2% | 8.2% | 12.2% | 14.3% | 10.2% | 8.2% |
| 12:00 | 10.2% | 10.2% | 14.3% | 12.2% | 16.3% | 8.2% | 8.2% |
| 13:00 | 8.2% | 8.2% | 12.2% | 8.2% | 14.3% | 8.2% | 8.2% |
| 14:00 | 6.1% | 6.1% | 8.2% | 6.1% | 10.2% | 10.2% | 8.2% |
| 15:00 | 6.1% | 4.1% | 6.1% | 6.1% | 8.2% | 10.2% | 6.1% |
| 16:00 | 8.2% | 8.2% | 12.2% | 10.2% | 16.3% | 12.2% | 10.2% |
| 17:00 | 14.3% | 14.3% | 24.5% | 18.4% | 30.6% | 20.4% | 14.3% |
| 18:00 | 14.3% | 14.3% | 26.5% | 20.4% | 38.8% | 22.4% | 14.3% |
| 19:00 | 14.3% | 16.3% | 24.5% | 12.2% | 30.6% | 22.4% | 16.3% |
| 20:00 | 6.1% | 6.1% | 10.2% | 6.1% | 12.2% | 10.2% | 6.1% |
| 21:00 | 0% | 0% | 2% | 2% | 4.1% | 2% | 0% |
| 22:00 | 0% | 0% | 0% | 0% | 4.1% | 0% | 0% |



The  defines the Contribution % to daily orders.

| Contribution % to daily orders | | | | | | | |
|--------------------------------|--------|---------|-----------|----------|--------|----------|--------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 9:00 | 0% | 0% | 0% | 0% | 2% | 0% | 0% |
| 10:00 | 4.1% | 4.1% | 6.1% | 6.1% | 10.2% | 8.2% | 6.1% |
| 11:00 | 8.2% | 8.2% | 8.2% | 12.2% | 14.3% | 10.2% | 8.2% |
| 12:00 | 10.2% | 10.2% | 14.3% | 12.2% | 16.3% | 8.2% | 8.2% |
| 13:00 | 8.2% | 8.2% | 12.2% | 8.2% | 14.3% | 8.2% | 8.2% |
| 14:00 | 6.1% | 6.1% | 8.2% | 6.1% | 10.2% | 10.2% | 8.2% |
| 15:00 | 6.1% | 4.1% | 6.1% | 6.1% | 8.2% | 10.2% | 6.1% |
| 16:00 | 8.2% | 8.2% | 12.2% | 10.2% | 16.3% | 12.2% | 10.2% |
| 17:00 | 14.3% | 14.3% | 24.5% | 18.4% | 30.6% | 20.4% | 14.3% |
| 18:00 | 14.3% | 14.3% | 26.5% | 20.4% | 38.8% | 22.4% | 14.3% |
| 19:00 | 14.3% | 16.3% | 24.5% | 12.2% | 30.6% | 22.4% | 16.3% |
| 20:00 | 6.1% | 6.1% | 10.2% | 6.1% | 12.2% | 10.2% | 6.1% |
| 21:00 | 0% | 0% | 2% | 2% | 4.1% | 2% | 0% |
| 22:00 | 0% | 0% | 0% | 0% | 4.1% | 0% | 0% |



Contribution % to daily orders

(Deliveries per hour) / (Total Deliveries per day of week) x 100


Scroll down:

On the left-hand side, you can see the Number of Delivery Bikes Required.

| Number of Delivery Bikes Required | | | | | | | | Drops Per Hour | |
|-----------------------------------|--------|---------|-----------|----------|--------|----------|--------|-----------------------------------------------------------------------------------|--------------------------|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Single / Multiple | Number of drops per hour |
| 9:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Single Drop Trips | 2.5 |
| 10:00 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | Multi Drop Trips | 4.23 |
| 11:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | Number of orders per hour to switch to multi drop: <input type="text" value="8"/> | |
| 12:00 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | | |
| 13:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | | |
| 14:00 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | | |
| 15:00 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | | |
| 16:00 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | |
| 17:00 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | | |
| 18:00 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | | |
| 19:00 | 3 | 2 | 3 | 2 | 4 | 3 | 2 | | |
| 20:00 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | | |
| 21:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | |
| 22:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | |



The  defines the Number of Delivery Bikes Required passed on the deliveries per hour.

| Number of Delivery Bikes Required | | | | | | | | <div>  <div> Number of Delivery Bikes Required (Deliveries per hour) / (Drops per hour) This is dependant on whether drivers are doing single or multiple drops. </div> </div> | |
|-----------------------------------|--------|---------|-----------|----------|--------|----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | | |
| 9:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 10:00 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | | |
| 11:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | | |
| 12:00 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | | |
| 13:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | | |
| 14:00 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | | |

On the right-hand side, you can see the Drops Per Hour.

Number of Delivery Bikes Required

| Time | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------|--------|---------|-----------|----------|--------|----------|--------|
| 9:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10:00 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| 11:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |
| 12:00 | 2 | 2 | 3 | 2 | 2 | 2 | 2 |
| 13:00 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |
| 14:00 | 1 | 1 | 2 | 1 | 2 | 2 | 2 |
| 15:00 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| 16:00 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 17:00 | 3 | 3 | 3 | 2 | 4 | 2 | 3 |
| 18:00 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
| 19:00 | 3 | 2 | 3 | 2 | 4 | 3 | 2 |
| 20:00 | 1 | 1 | 2 | 1 | 2 | 2 | 1 |
| 21:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 22:00 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

Drops Per Hour

| Single / Multiple | Number of drops per hour |
|------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Single Drop Trips | 2.5 |
| Multi Drop Trips | 4.23 |
| Number of orders per hour to switch to multi drop: <input type="button" value="-"/> 8 <input type="button" value="+"/> | |

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Drops Per Hour

| Single / Multiple | Number of drops per hour |
|------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Single Drop Trips | 2.5 |
| Multi Drop Trips | 4.23 |
| Number of orders per hour to switch to multi drop: <input type="button" value="-"/> 8 <input type="button" value="+"/> | |

Number of orders per hour to switch to multi drop: 8