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.

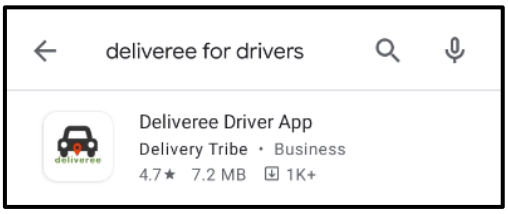
The list is then ordered by (driver within 500m of the store) and the (time their status was last changed). (Basically, this means, choose the driver that has been idle longest and is within 500m of the store, otherwise choose the driver that has been idle longest, but is further than 500m from the store)

Downloading and Installing the Deliveree App

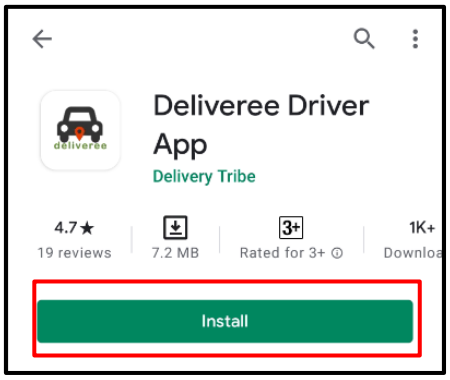
(This only applies once DCS is live, currently we use an APK that is manually loaded to a device).

Please follow the steps below to download and Install/ Update the Deliveree App.
Please ensure that you search for the application by the name **Deliveree Driver App.**

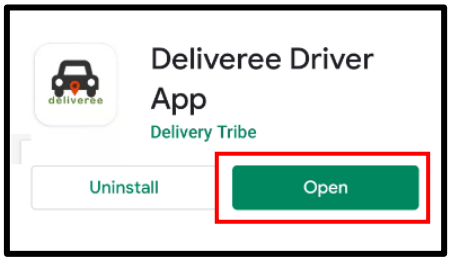
1. Locate and open the **Google Play Store** on your Smartphone.
2. Use the **Search box** to search for the **Deliveree app.**
3. Select the **Deliveree App.**



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 Click **Install or** when a newer version of the app is available, simply select UPDATE in Google Play and the new version will install.)



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

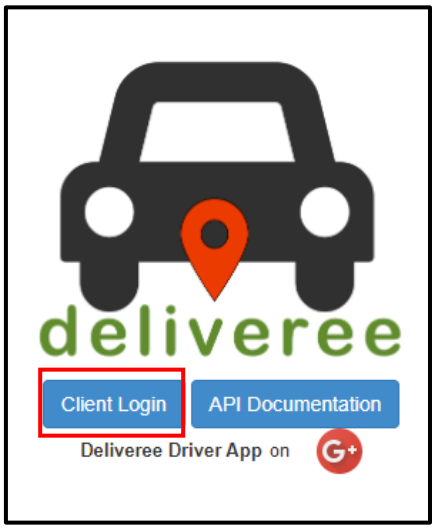


6. Once the **Deliveree app** is running you will need to register the device and sign in.

Registering the device

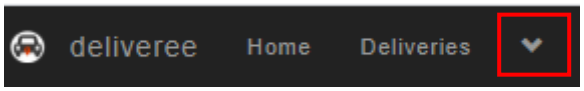
Devices can be registered by using a one-time code:

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

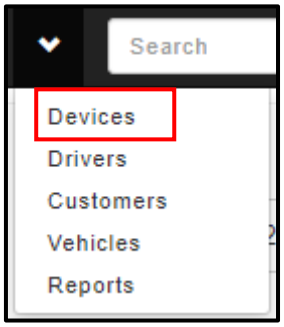


Enter your login details and click

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

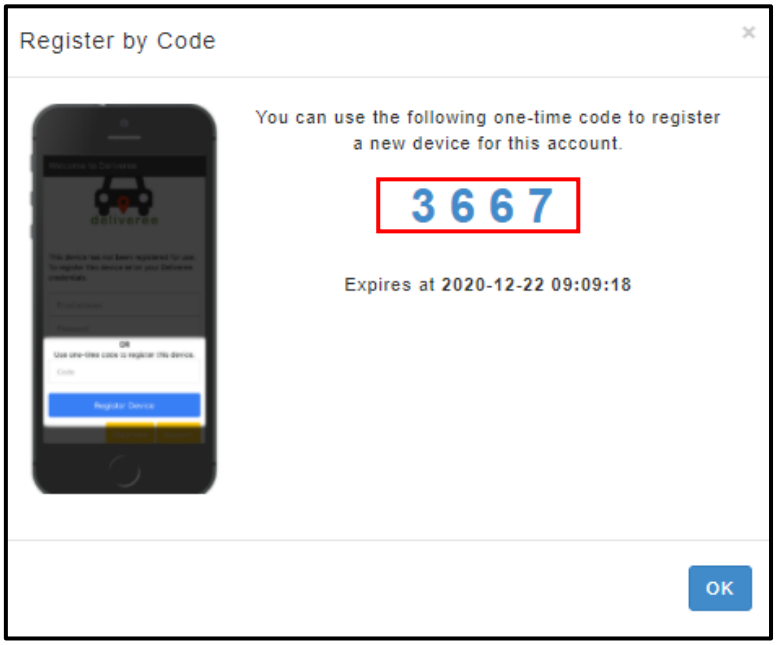


Click on “devices:



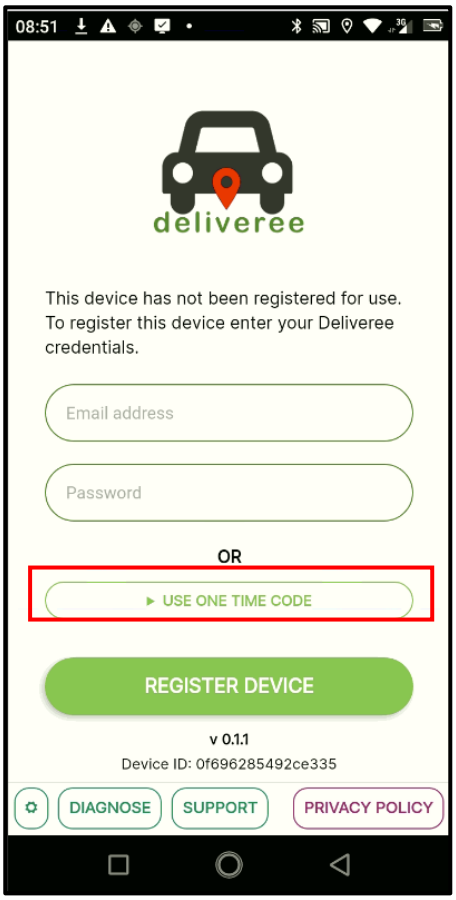
On the top left, click on

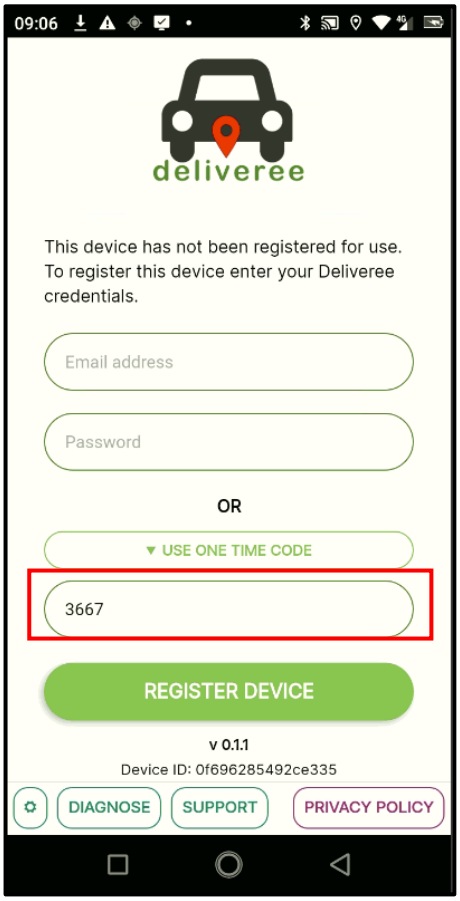
Type this four-digit code into the field marked “code” on You app.



*Each device will need a new code for registration.

Type in the one-time code, then click

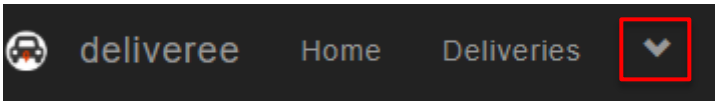




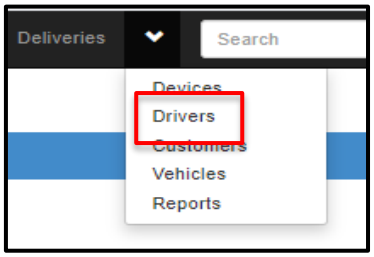
Driver Admin

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.



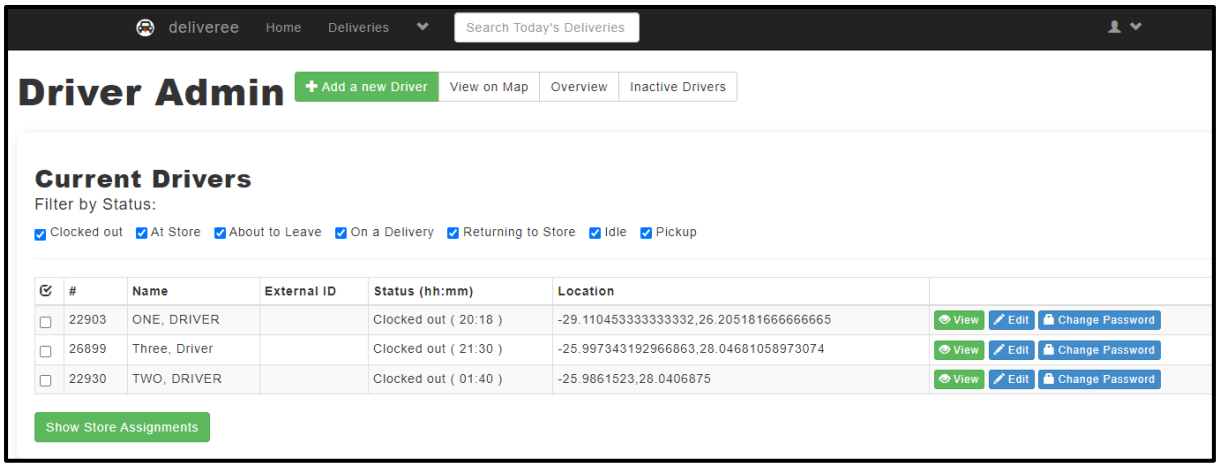
Then click on "Drivers"



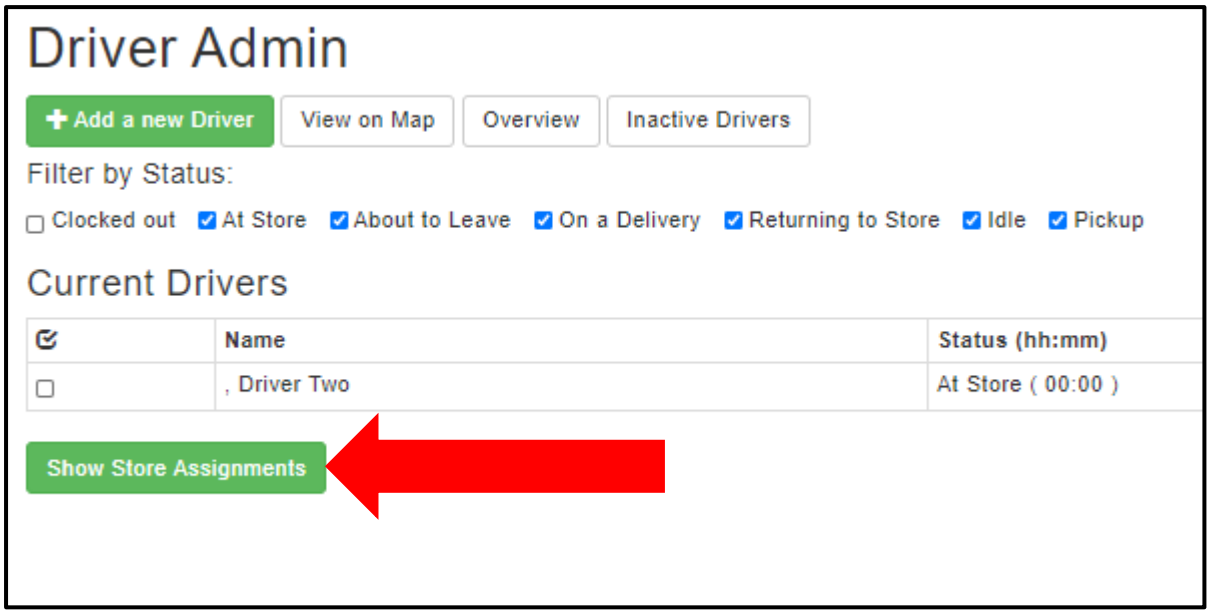
You will then see be taken to the "Driver Admin" page.

Here you will see (from left to right):

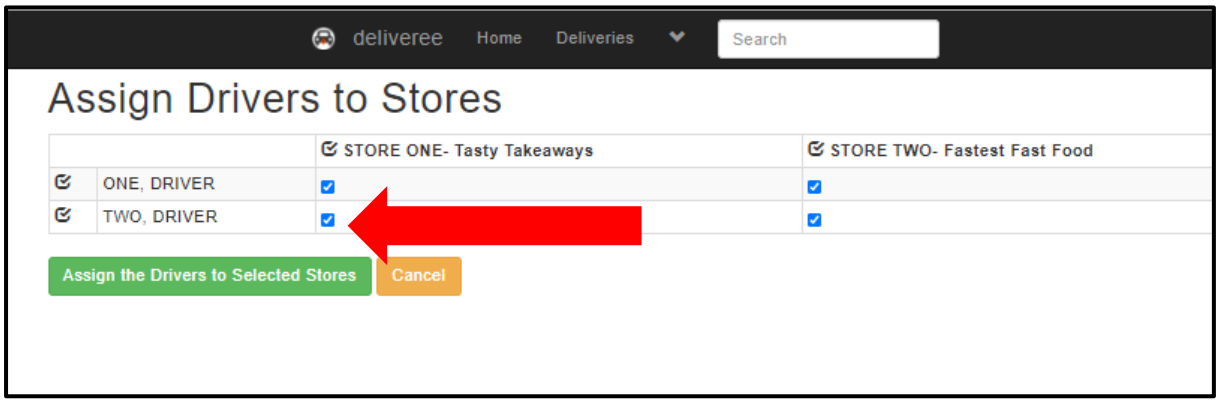
- Driver ID (Deliveree)
- Driver Name
- External ID (If linked to Aura)
- Status of the driver (example: clocked out/idle)
- Location- vital for the allocation of orders
- View
- Edit
- Change Password (If non-aura)



Click “Show Store Assignments”

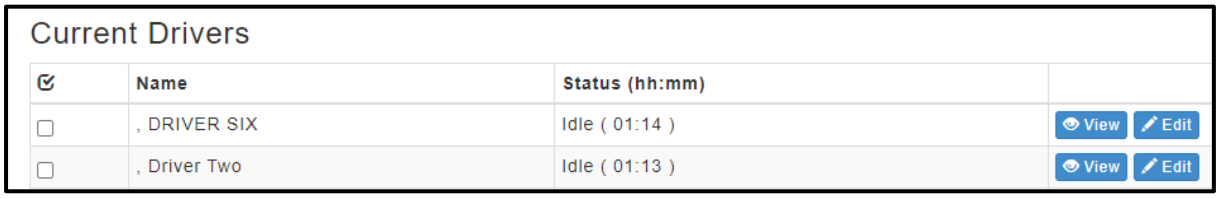


Tick the restaurants that the driver will be delivering for.

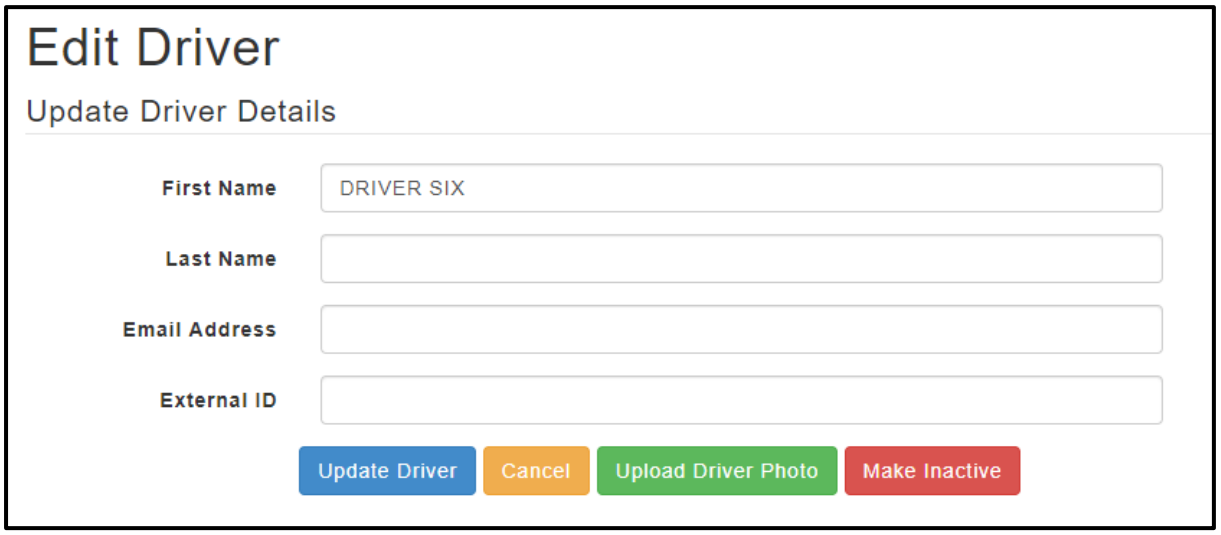


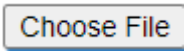
Then click

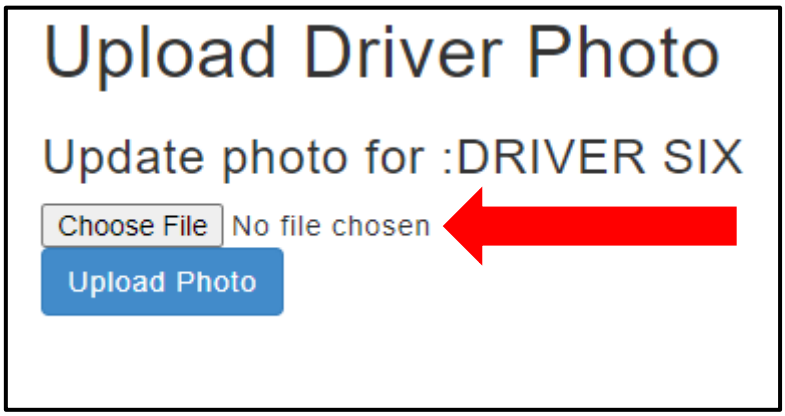
To further edit Driver details, click



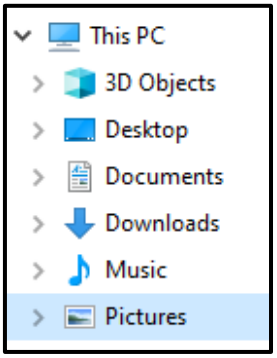
To add a photo of the driver, click



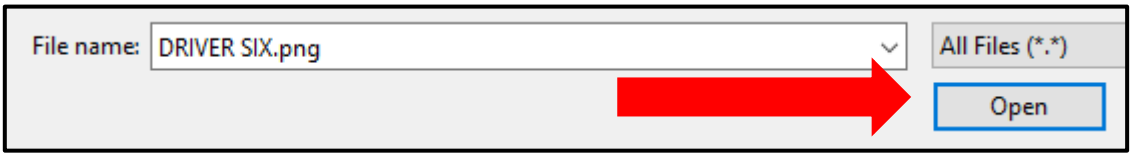
You can then take a picture of the driver, save it onto the PC and click 



Choose from the pictures saved on your PC.



Click “Open”

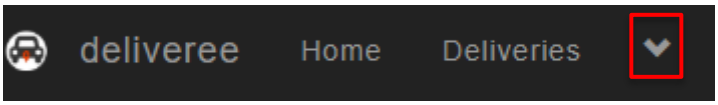


Click “Upload”

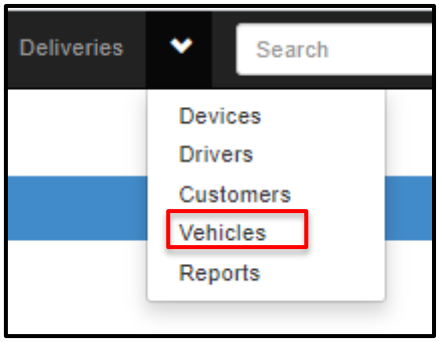
Vehicle Admin

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

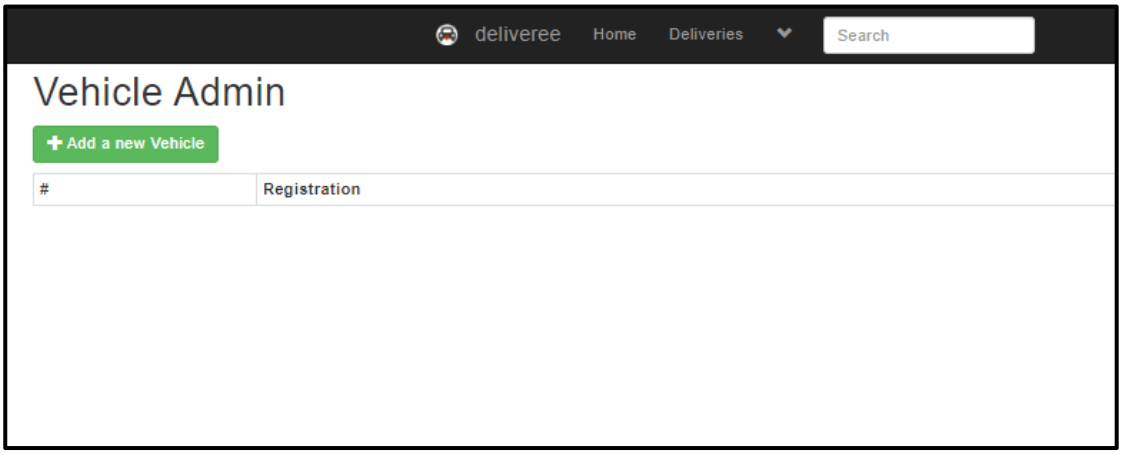
To manage the Vehicles, Click the arrow on the top left-hand side.

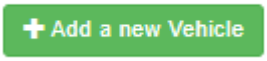


Then click on “Vehicles”

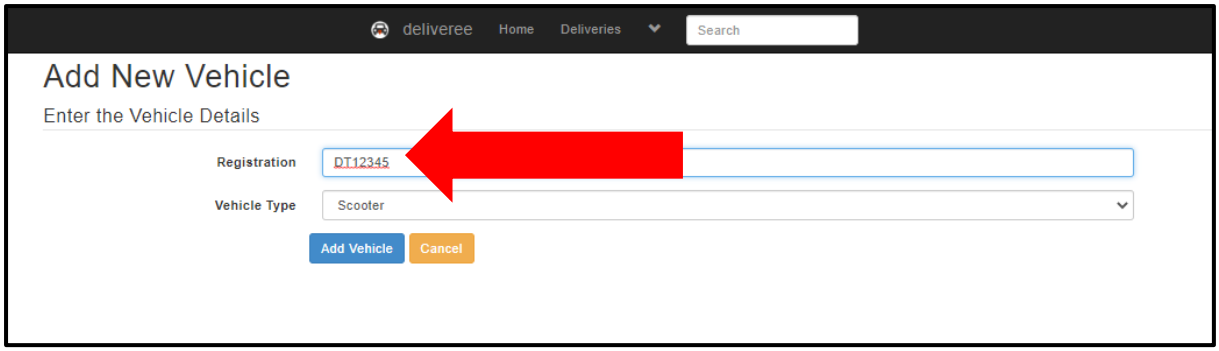


You will be taken to the “Vehicle Admin” page.

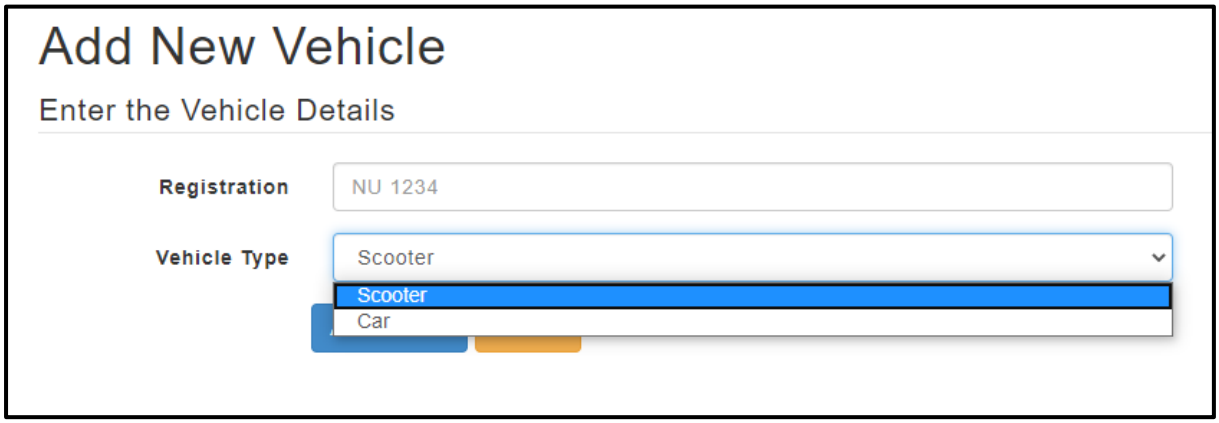


Click 

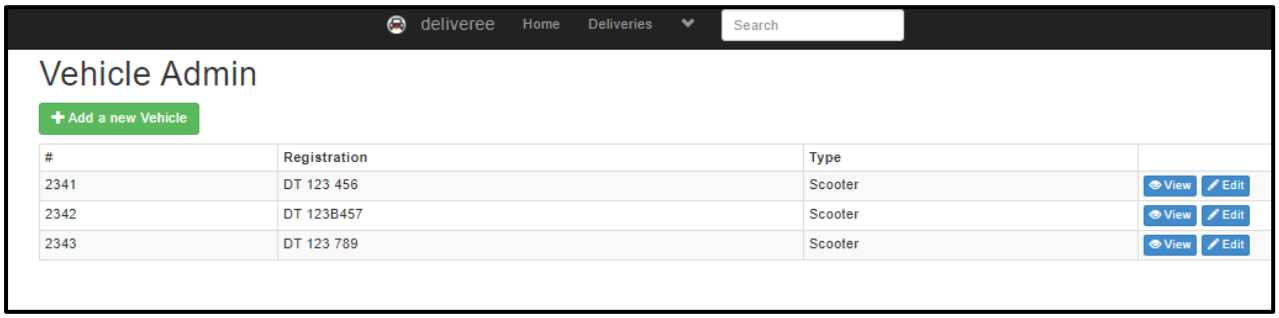
Type in the Vehicle Registration number.



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



Click

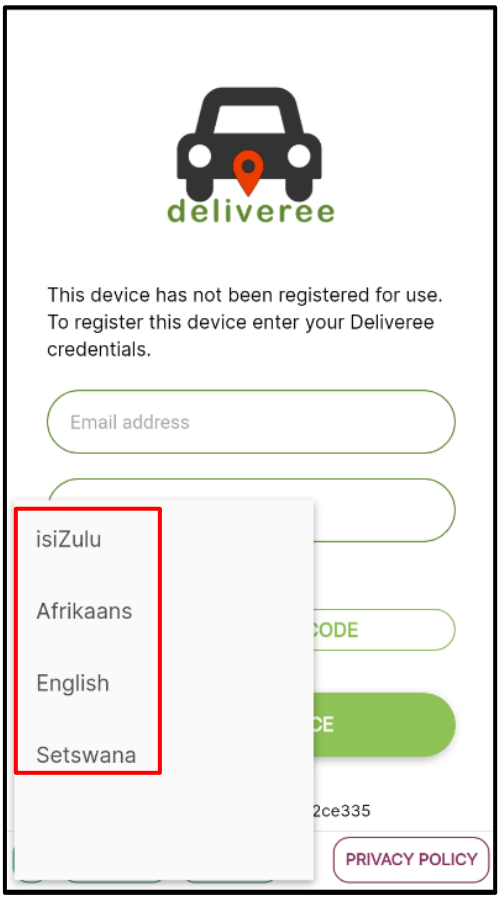


When the driver logs in to their phone, they can now choose their vehicle.

Language settings (from the login screen)

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

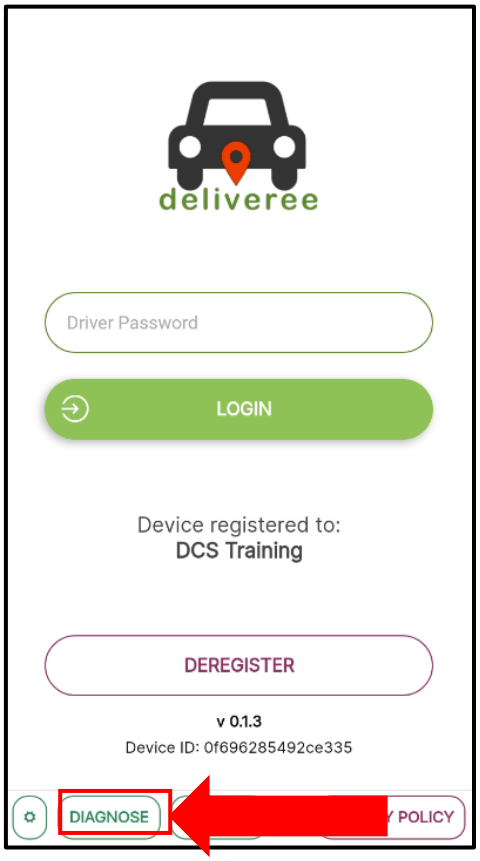
This Icon allows you to change the langage of the App. Currently You can choose isiZulu, Afrikaans, Setswana or English.



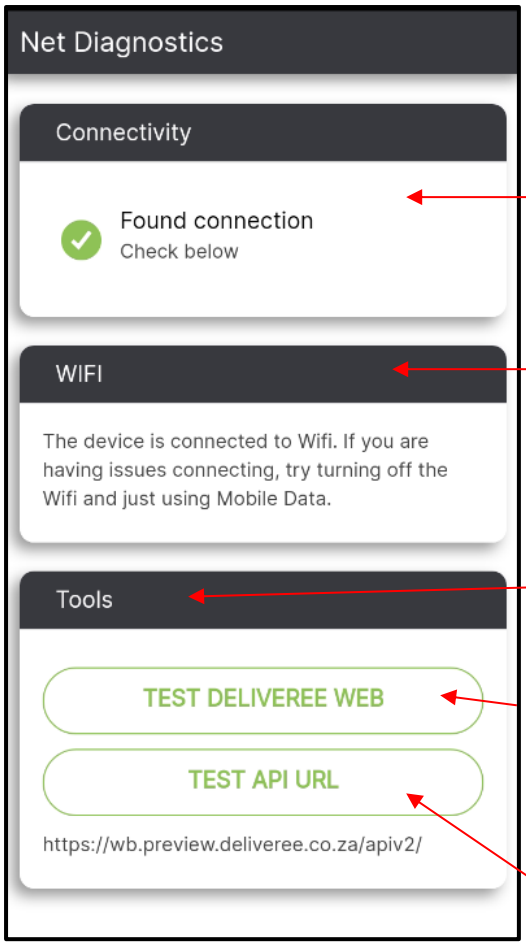
Diagnosis (from the login screen)

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.



Connectivity will indicate if there is a connection or not.

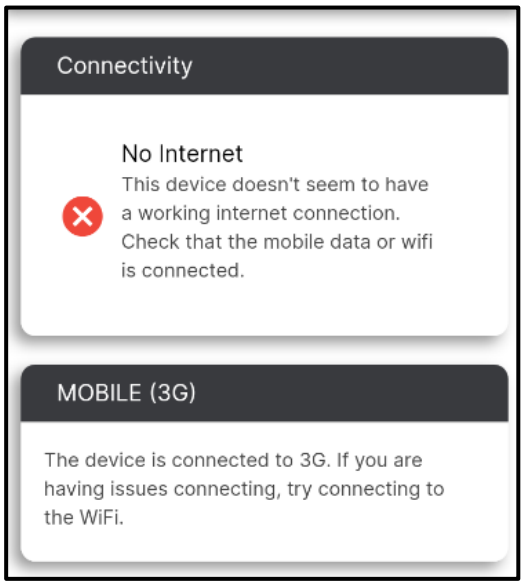
WIFI /MOBILE will show the connection status.

Tools allow you to further test connection to a Network.

Test Deliveree Web. This will test the internet connectivity/ sim network by taking You to the Deliveree Web page

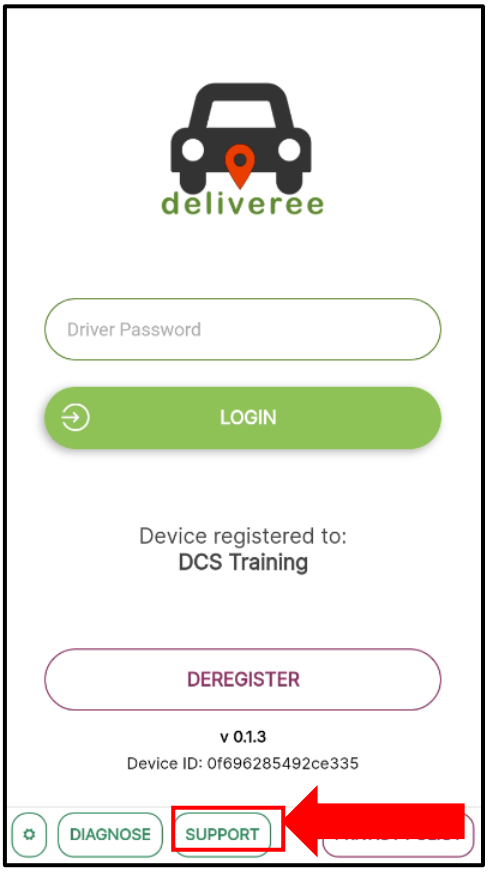
Test API URL. This will test the internet connectivity/ sim network by taking You to the API.

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



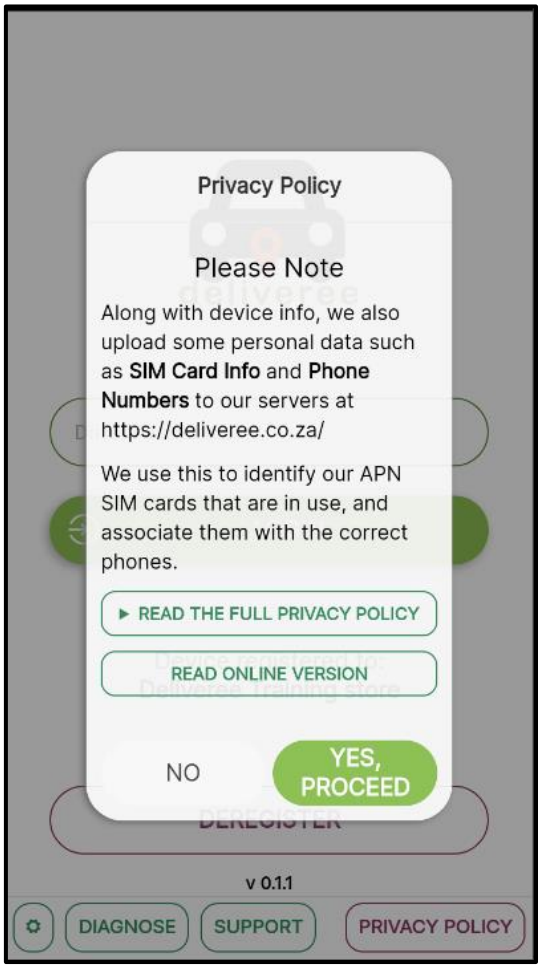
It will then open the support features in the app.

Privacy Policy

We have added in a button where you can read our

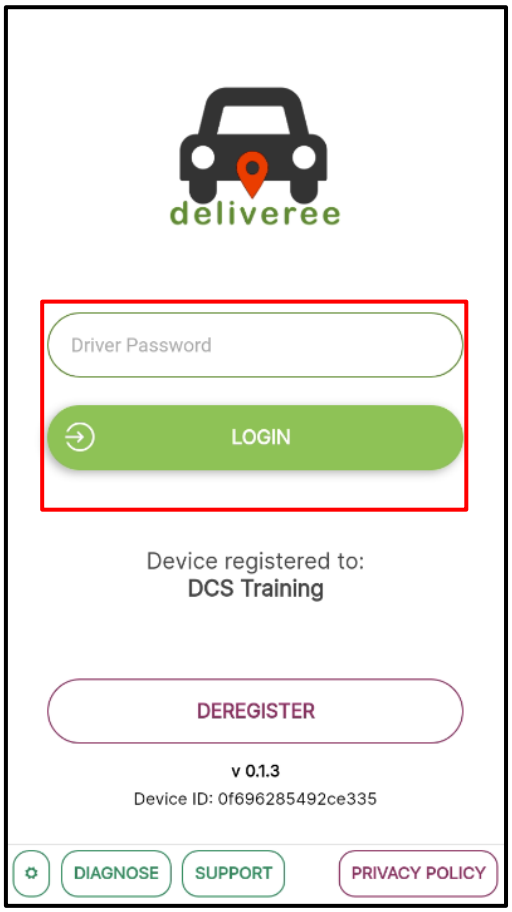
Here you will be able to

or



Device Login

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



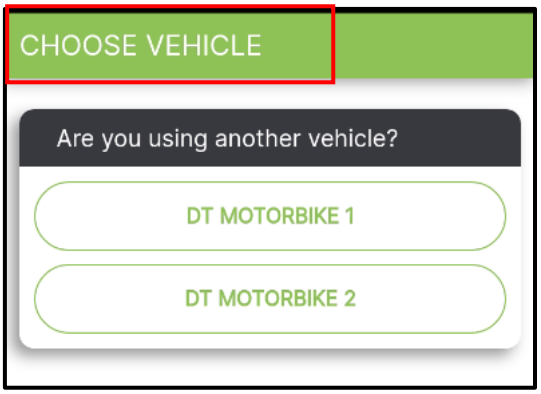
Drivers will type their unique password in and select

Choosing a Vehicle

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

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

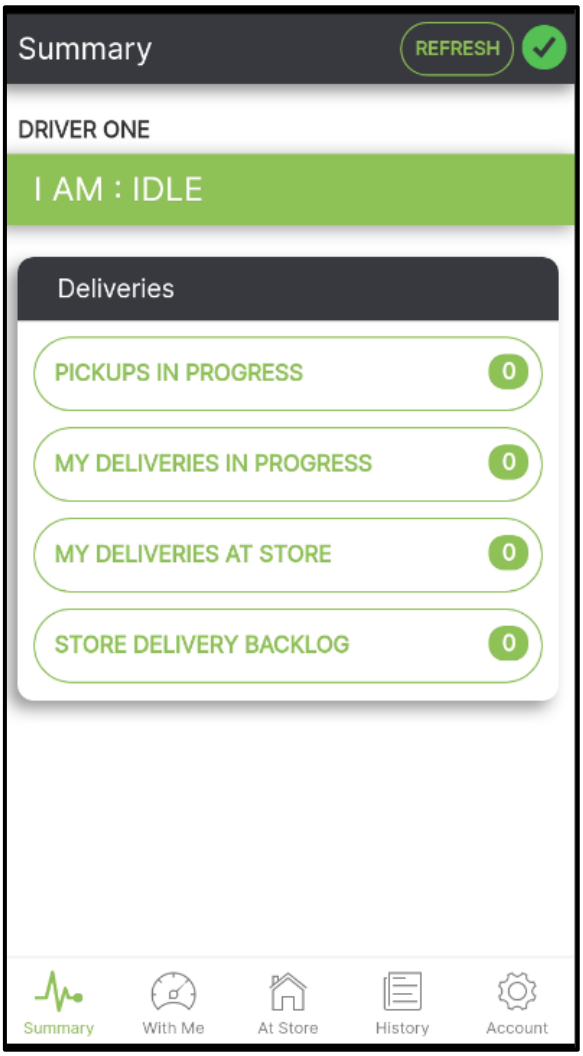
You will be prompted to choose a vehicle from the vehicles list.



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.

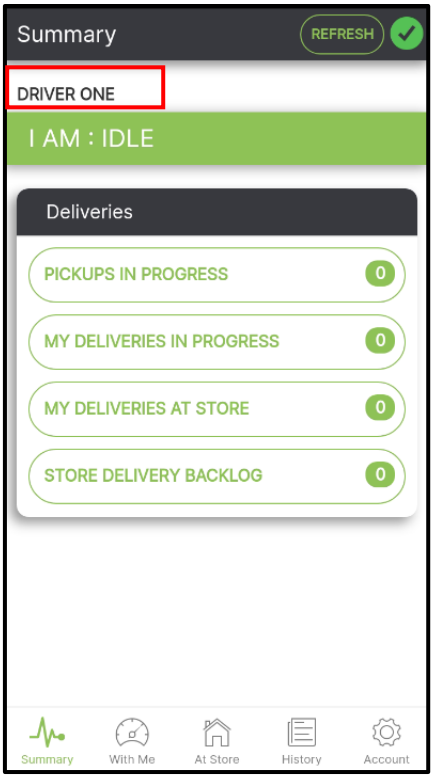


Using the Driver App- Basics

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.

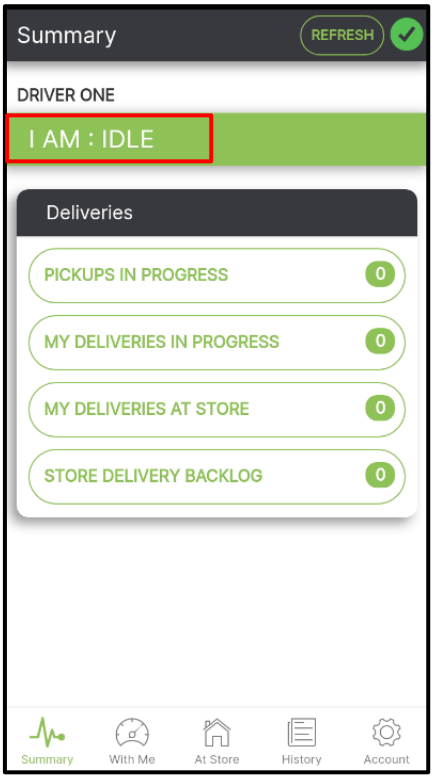
On the top left, it will show the name of the driver currently logged in to this device.



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.

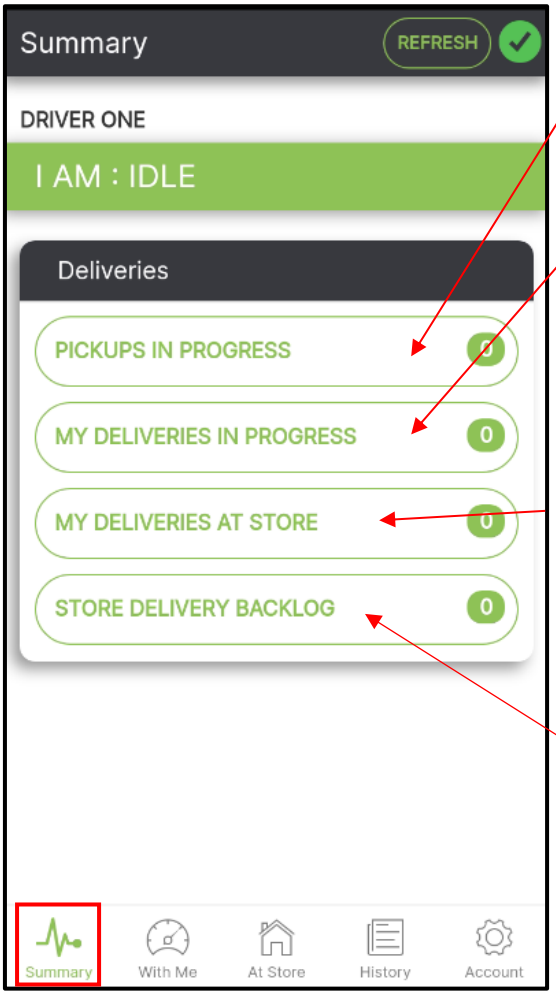
This is the actual connection to the server. If it is green, there is a connection. If it is RED, the device has lost connection. (as seen below).

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.

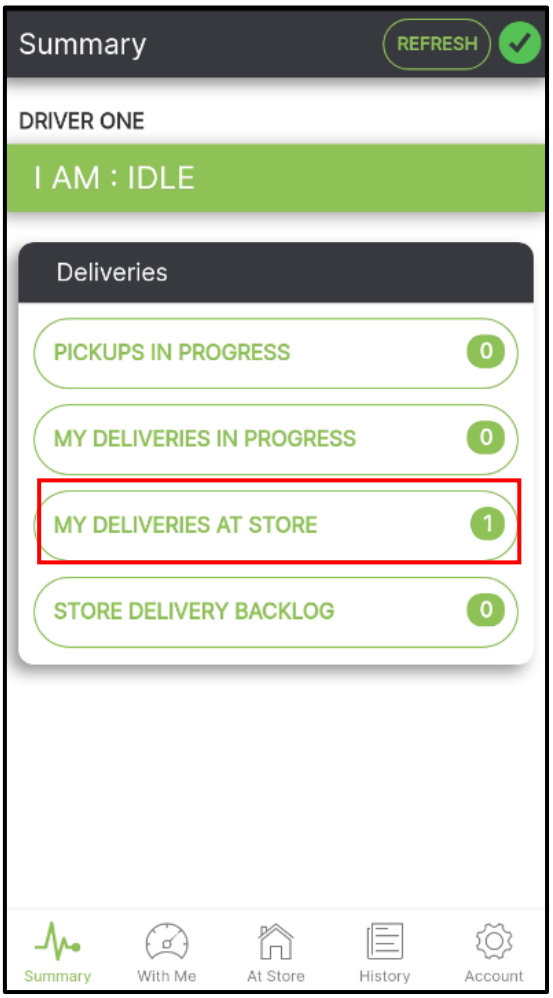
Auto-Assign Screen (on the driver's device)

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.

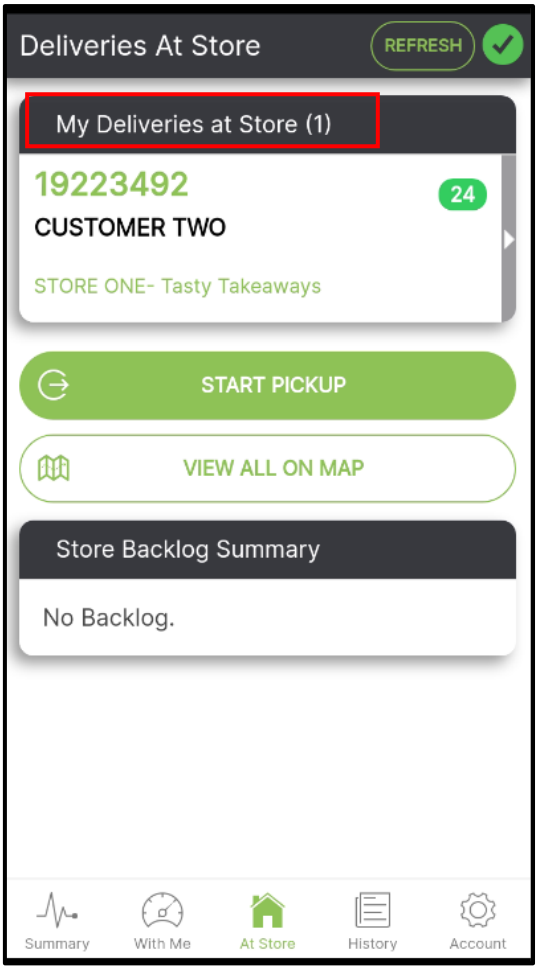
My deliveries at Store

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

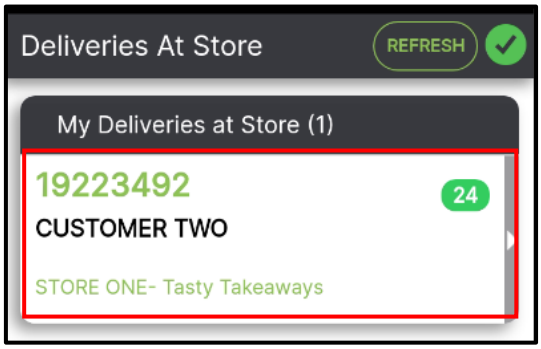
These are the deliveries assigned to the driver that need to be collected.



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



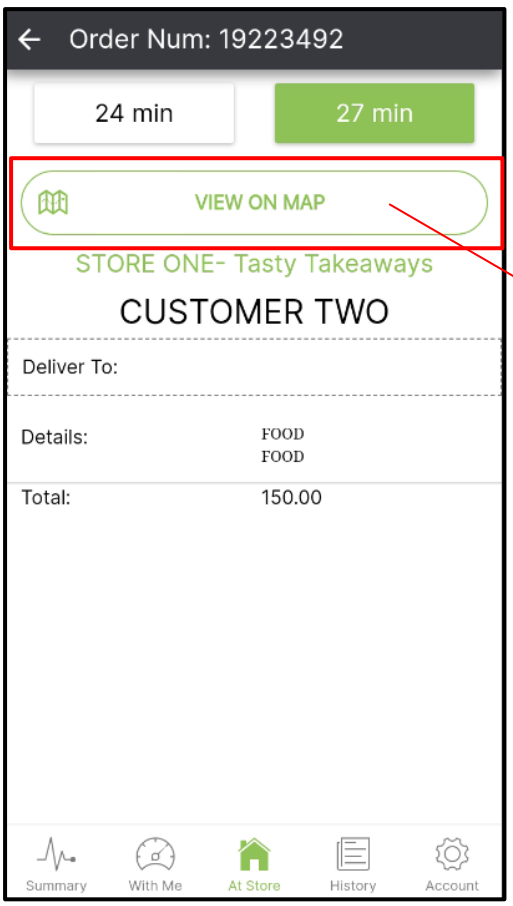
To view order details, click on the order:

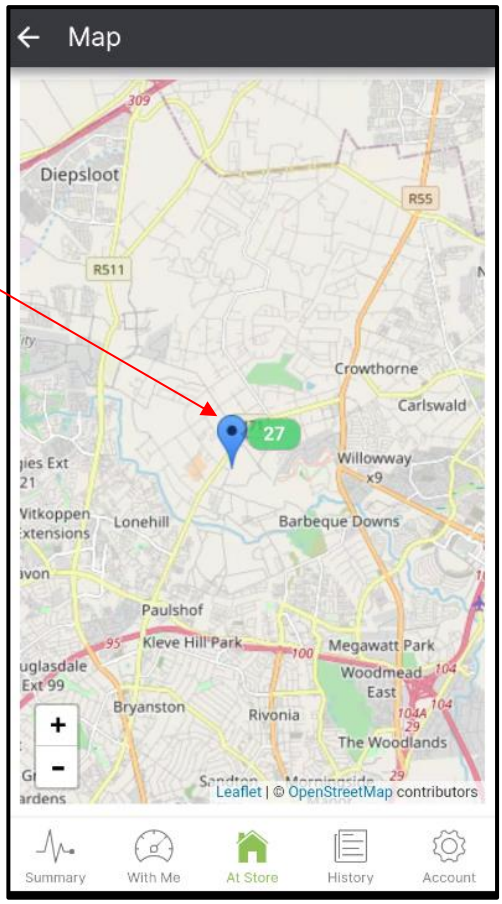


You can now view order details:

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

Click

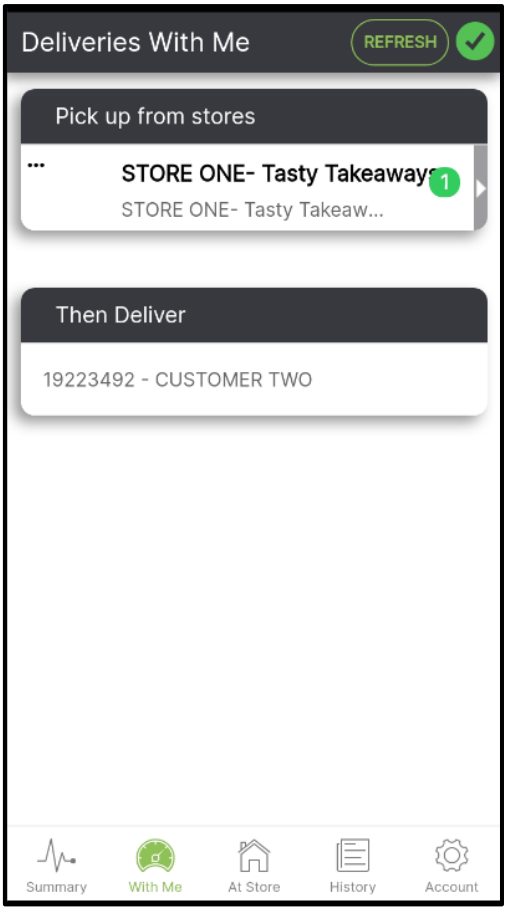




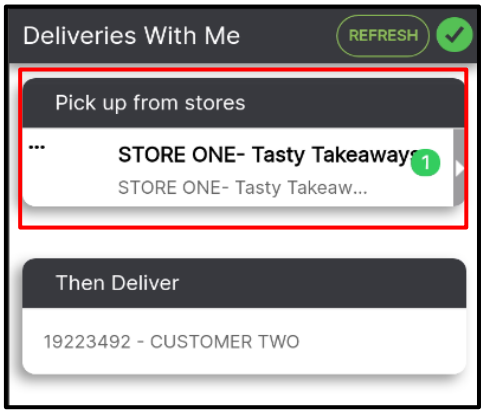
Click

once you are on your way to collect the order.

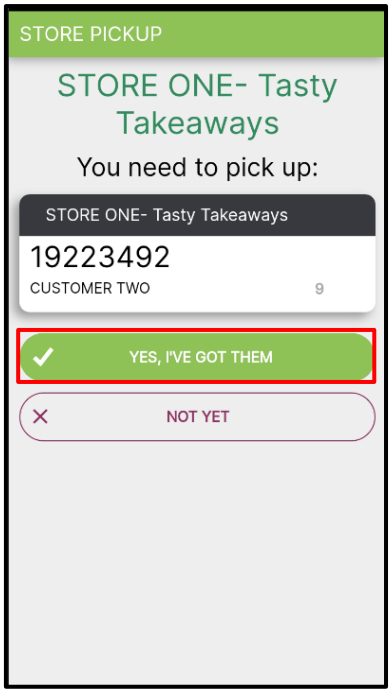
The order is now “With Me”



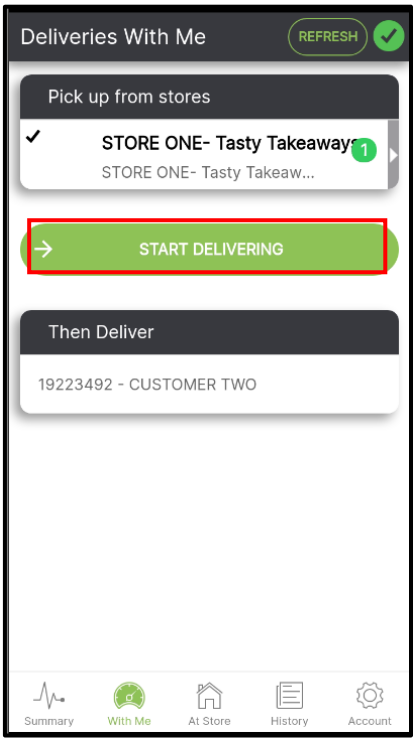
Once you have collected the food, click on the store you need to collect from:



Once you have the food, click



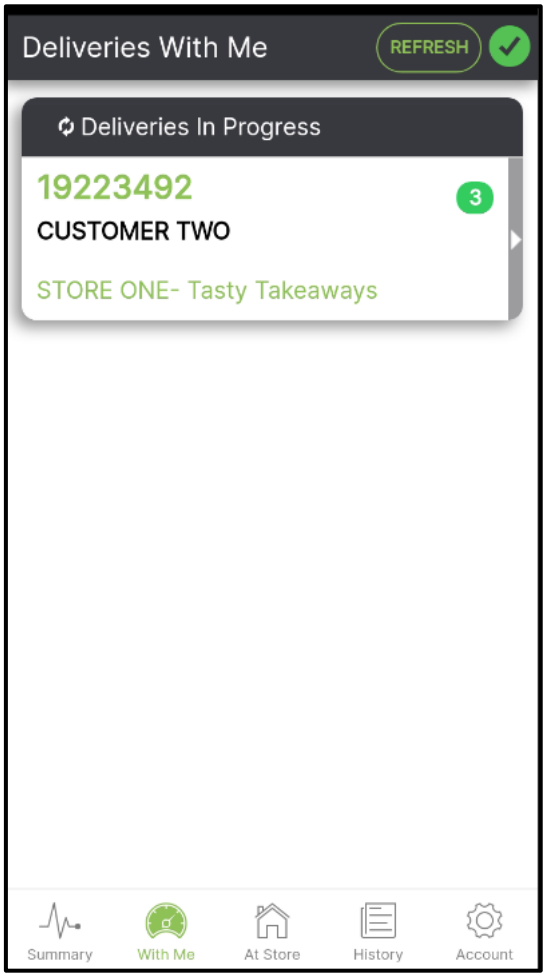
Now that you have collected the order, click



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.

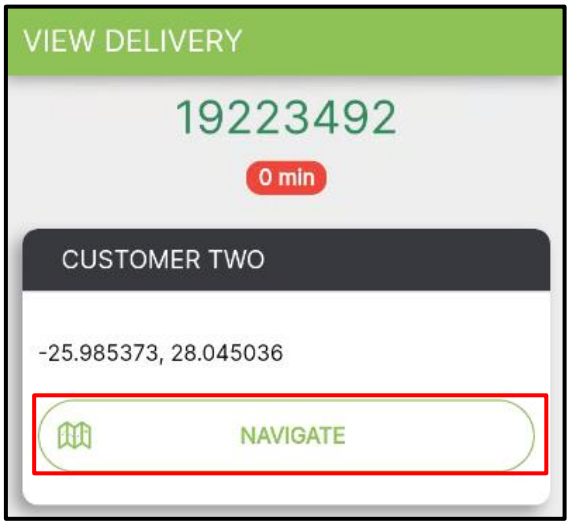
Deliveries In Progress

The order will now show as a delivery in progress.



View Delivery

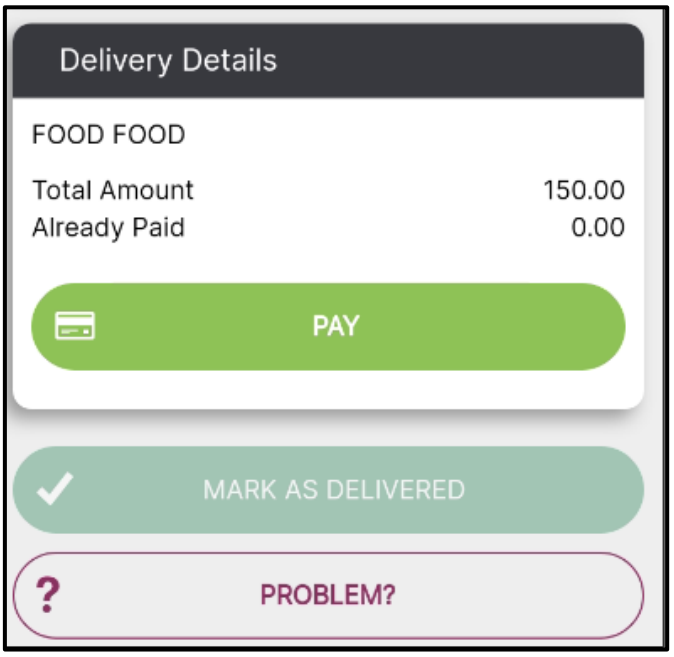
At the top of the screen, you will see the order number, total time left to deliver and the Customer's name and Address. If the customer has used a Delivery to Pin function, you will only see G.P.S information.



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.

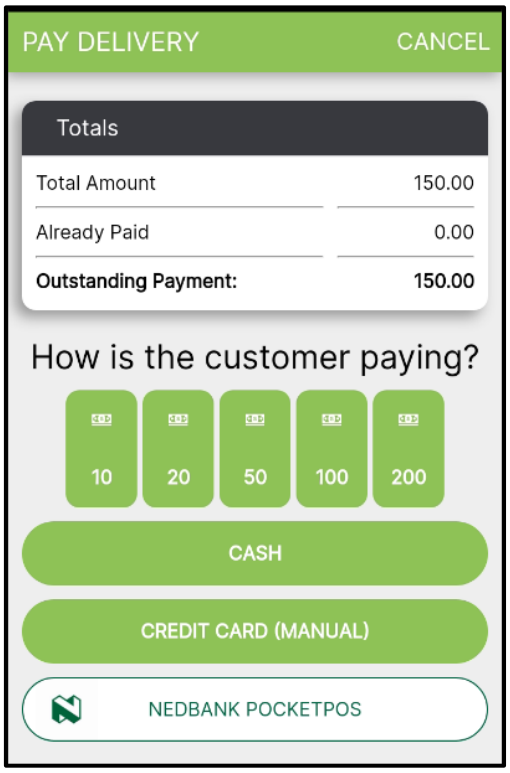


Processing Payment

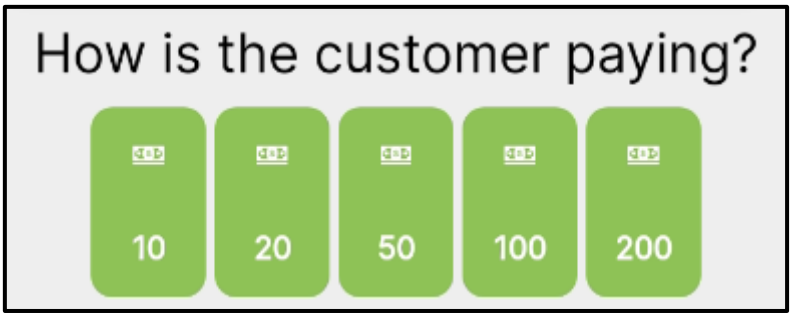
Click

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.

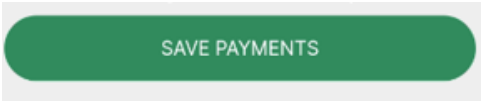


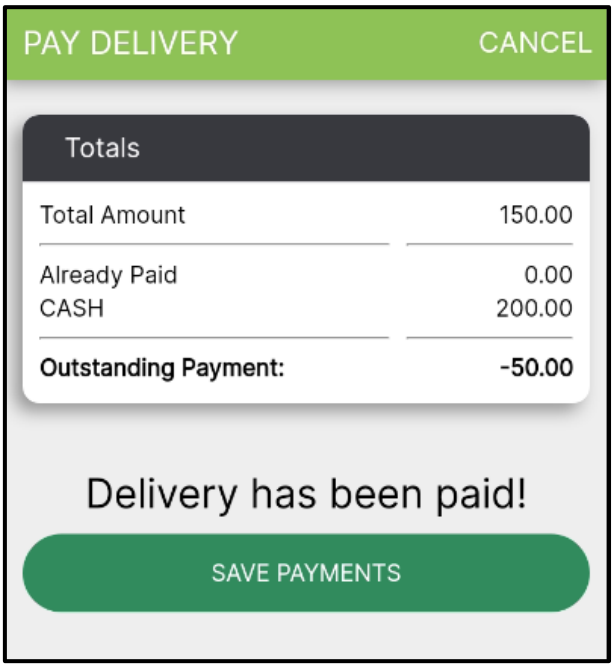
There are Icons you can use to help you calculate change and tip amounts:



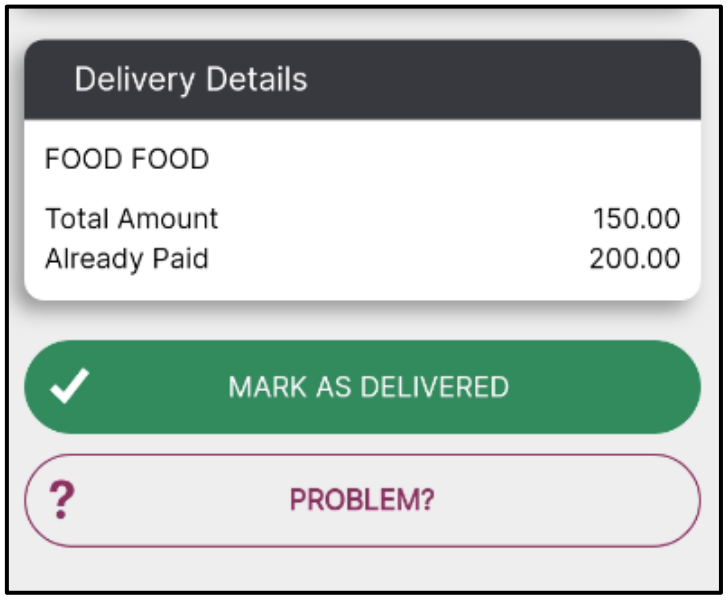
In the example below, the total amount owed to the driver is 150, the customer gave the driver 200.

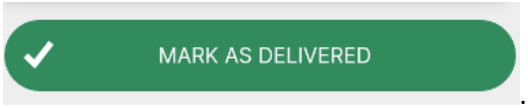
Under “outstanding amount”, this is either the customer’s change or the driver tip.

Once you have given the customer change, click 



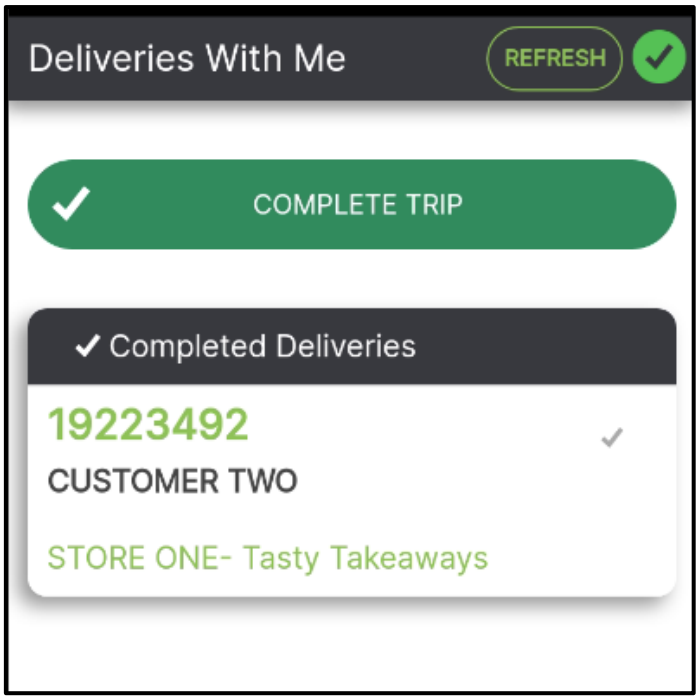
Once payment has been processed, you can now mark the order delivered.



Click 

.

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



Click

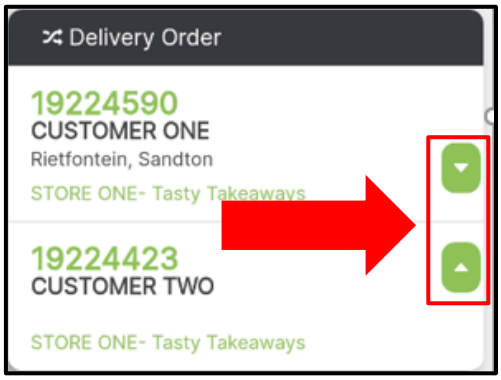
, you will then be marked Idle again and can be assigned more orders.

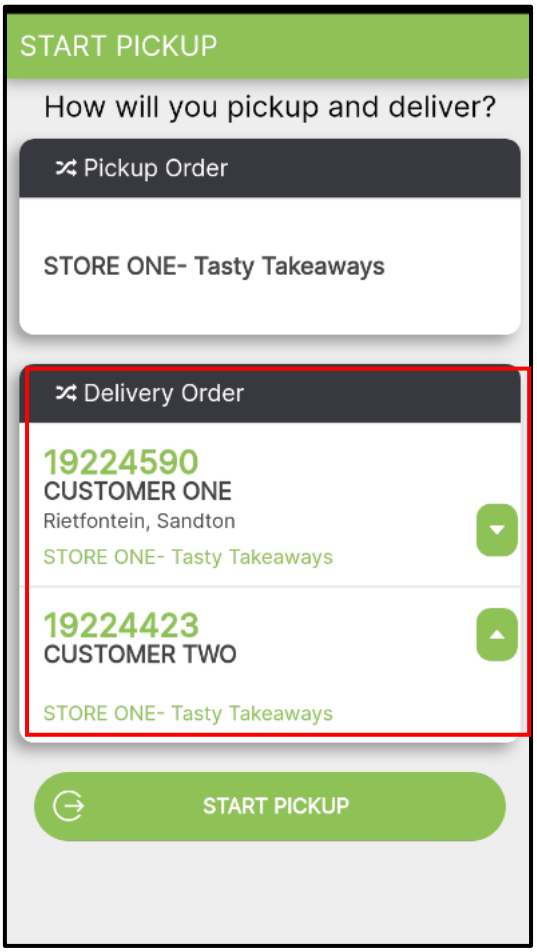
Reordering deliveries and Pick Up points

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.

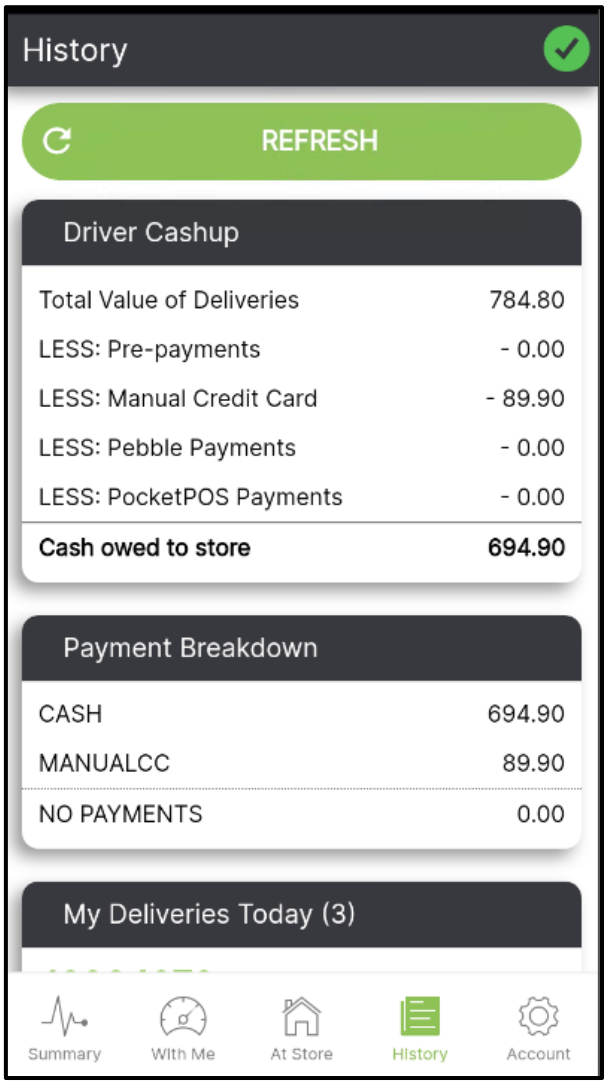




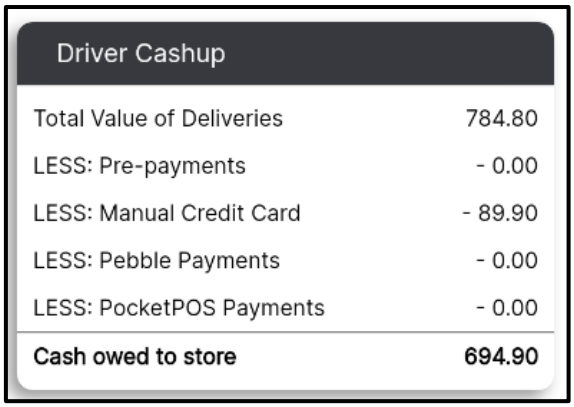
History- Driver Cash up

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

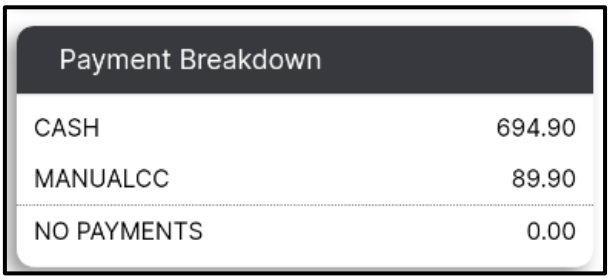
At the top of the screen click to make sure you are looking at today's orders.



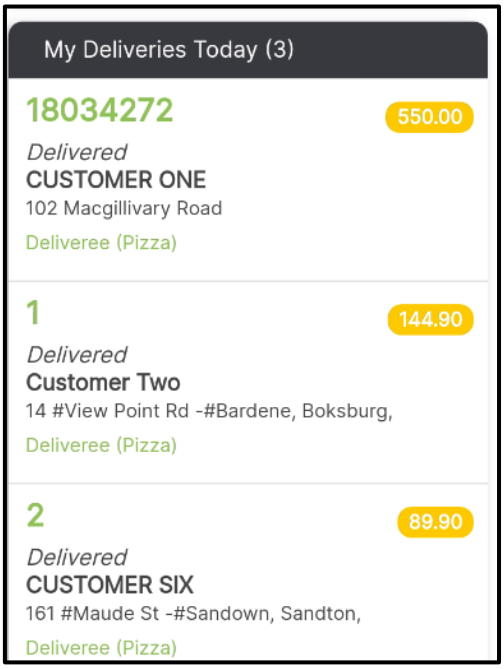
Driver Cahup will calculate the total Cash owed to the store by subtracting pre-payments, card payments and any other payment types such as the Pebble/PocketPOS.



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



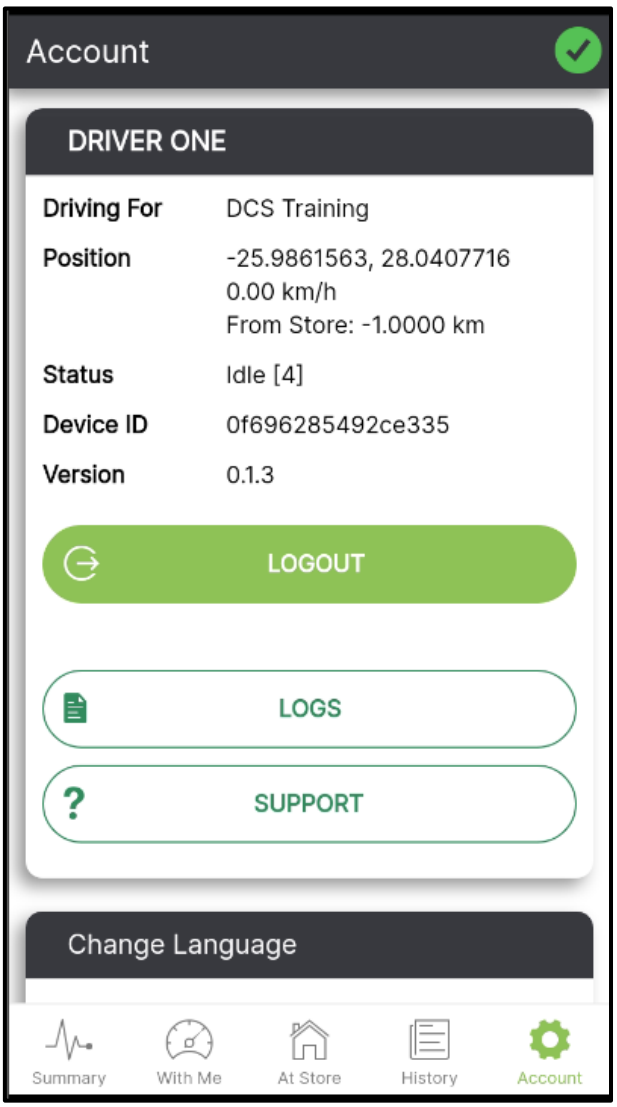
Scroll down to see the details of all “My Deliveries Today”.



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 deliveree app on the specific device.

To upload the Logs:

Select

the select

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

To upload All **logs**: Select

then

then select

To upload **Exception logs**: Select

then

then select

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.

To upload **Payment logs**: Select

then

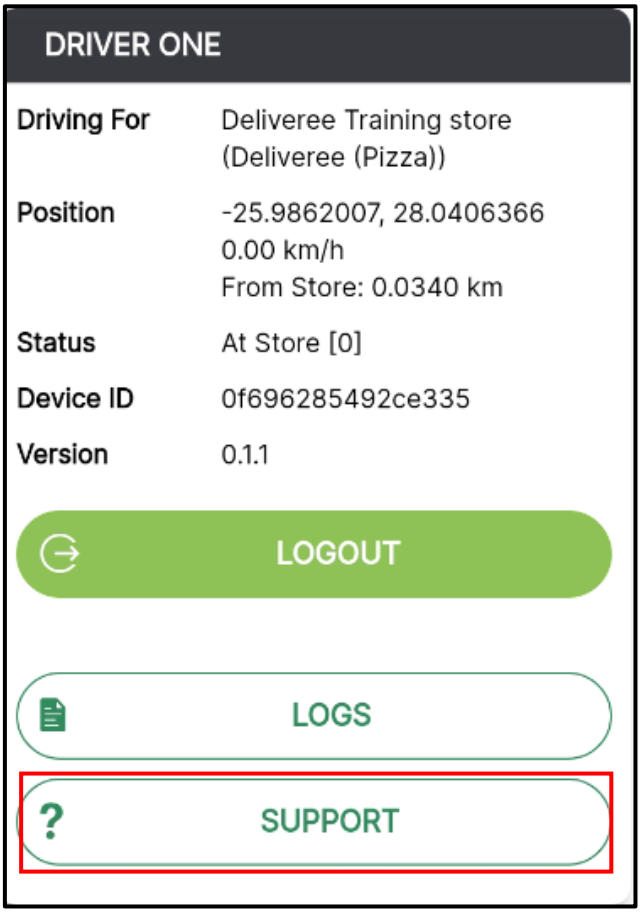
then select

Support and Settings

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

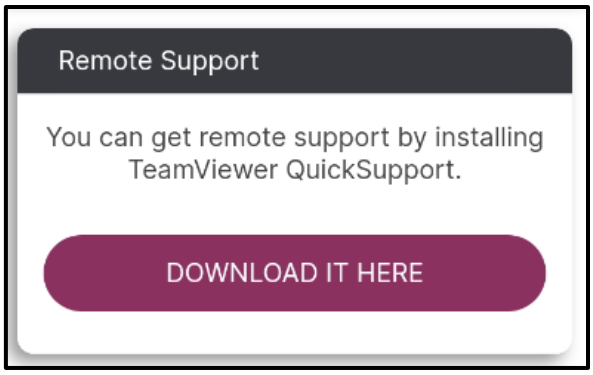
Select

then select



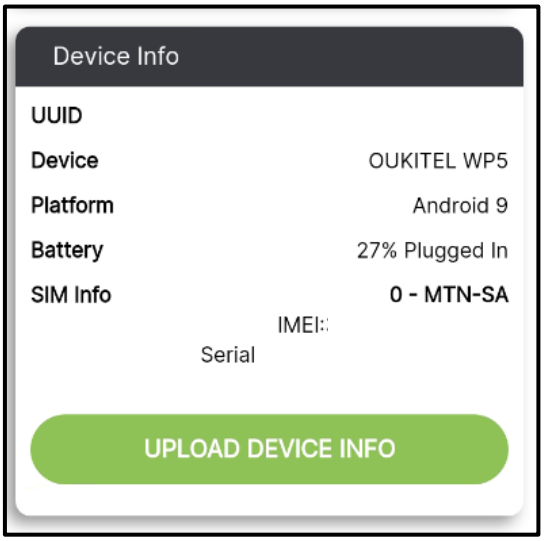
You will be given a few options:

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

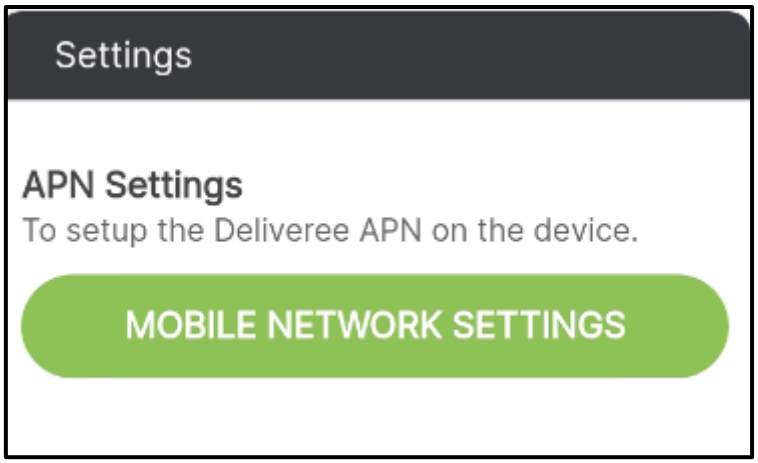


2. App Version

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

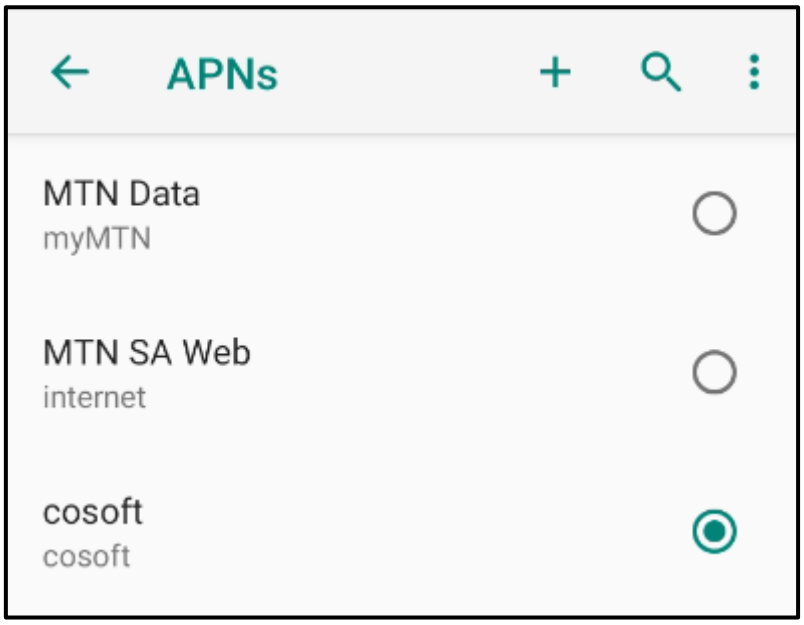


4. **APN Settings** - This will show the APN settings where we can check whether the correct APN has been set up and is active.

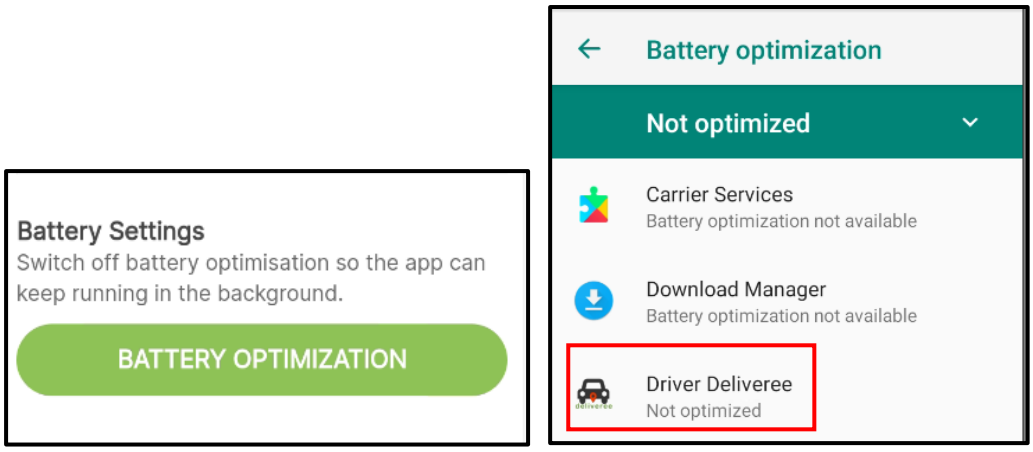


Make sure the APN is correctly set if you are using a Cosoft SIM.

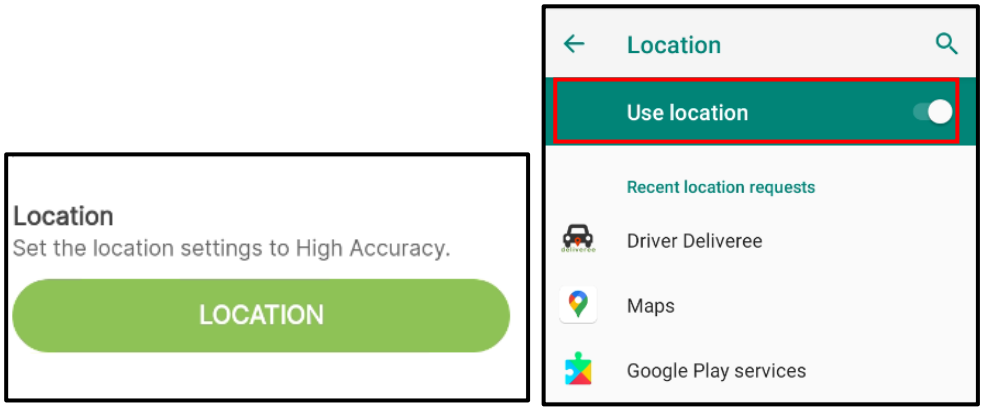
http://support.deliverytribe.co.za/support/solutions/articles/44001921372--setting-the-apn-for-smartphones-



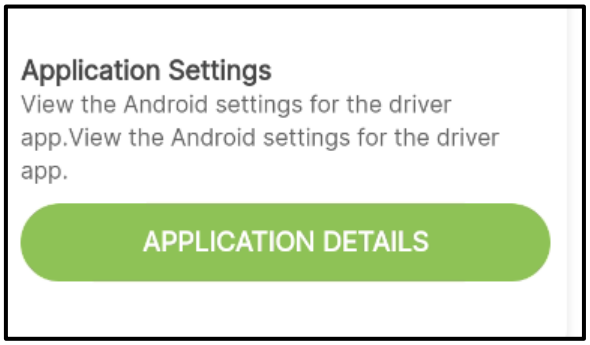
5. **Battery Settings** – Set to not optimize.



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

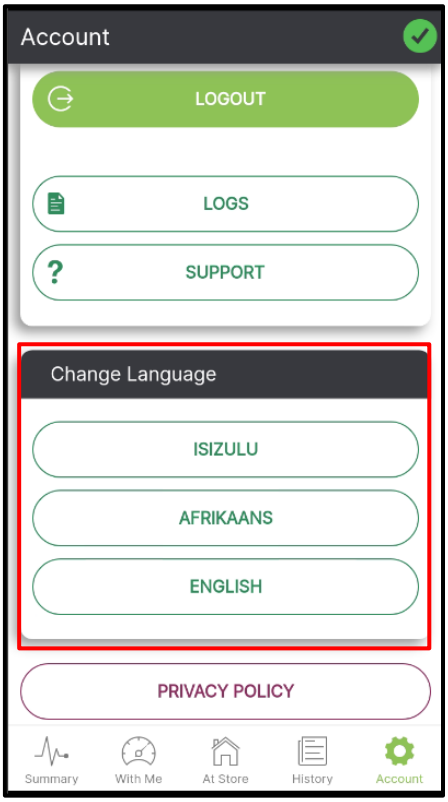


7. **Application Settings** - This opens the Android application settings for The Driver app. From here we can uninstall it, clear cache/data/storage to "reset" the app, check permissions, turn on notifications for the app etc.

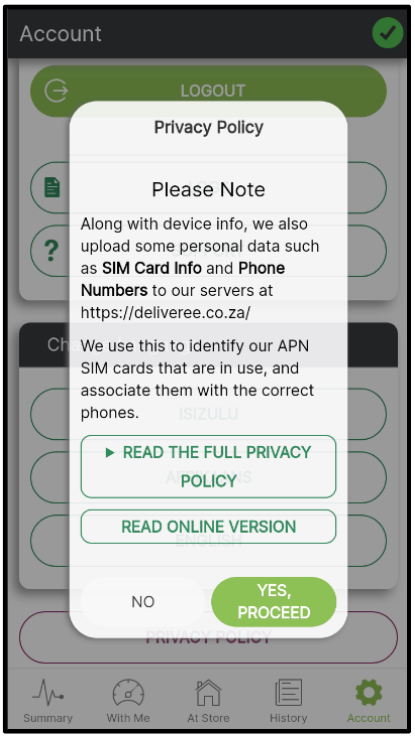


Change Language

To change the language, scroll up:



Here you can also access the privacy policy.



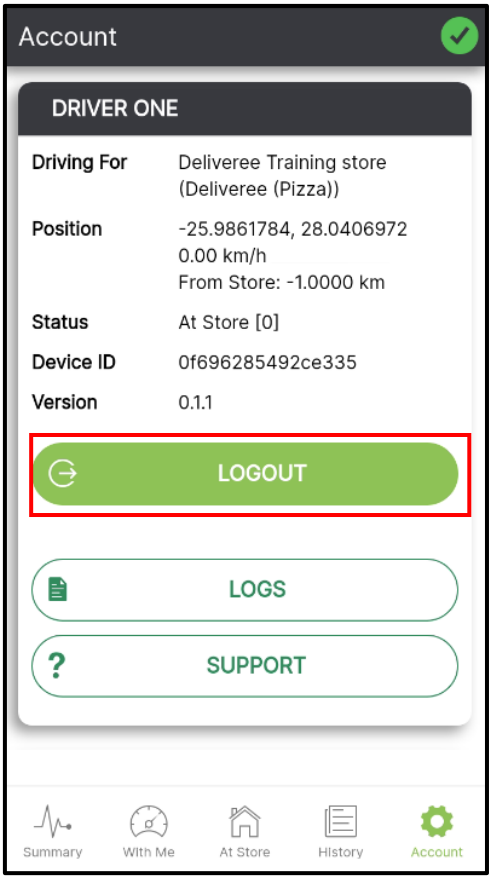
Application checklist

- Install/update new version of The Deliveree 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://deliveree.co.za/

This will take you to the Deliveree 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/Deliveree Operators and Franchisees to have a quick, concise, and color-coded overview of:

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

Total Deliveries.

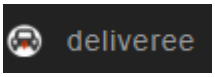
The Percentage of orders Delivered.

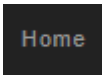
How many Drivers are logged in today?

Outstanding Deliveries.

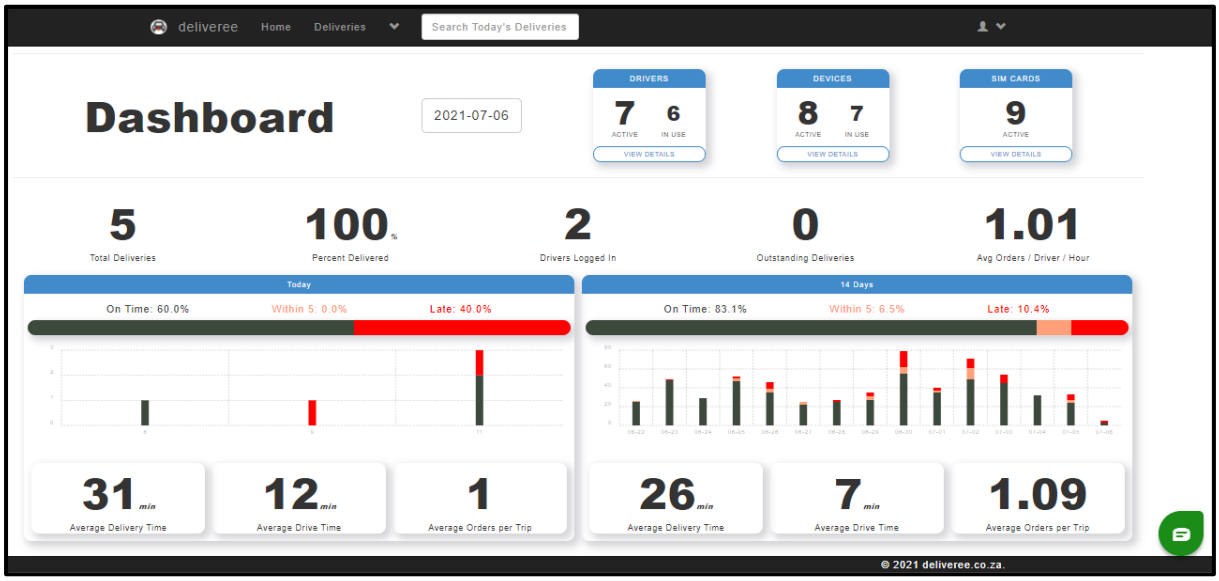
The average number of orders being taken by the driver every trip.

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

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

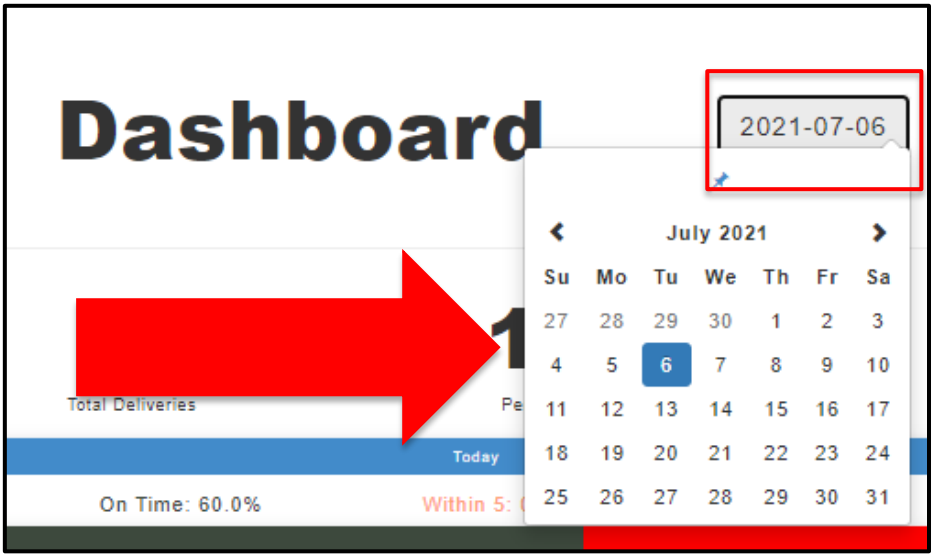
or you can click 

on the top left-hand side.



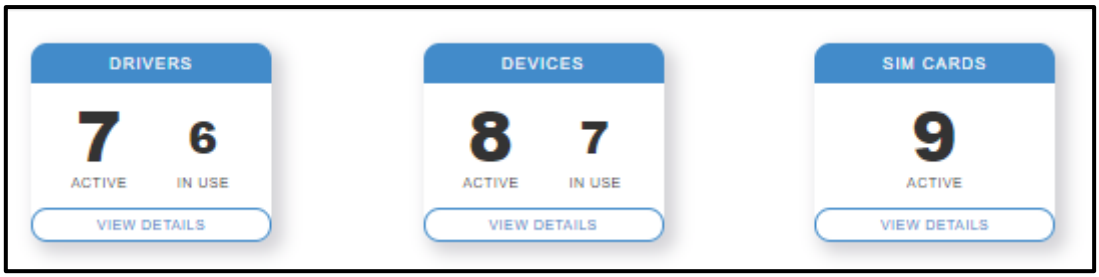
Filter by date:

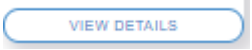
On the top left of the dashboard, there is a date displayed, the default is set to today's date. You can filter by date and go back in time to assess trends.



Active and In-use:

On the top right- hand side of the Dashboard, you will see Drivers, Devices and SIM cards. In each block you will see the labels- "Active" and "in use"
"Active"- The number of drivers/devices/ SIM cards that are registered to the restaurant and are marked as active.
"In Use" - The number of drivers/devices/ SIM cards used/logged in in the last 14 days.

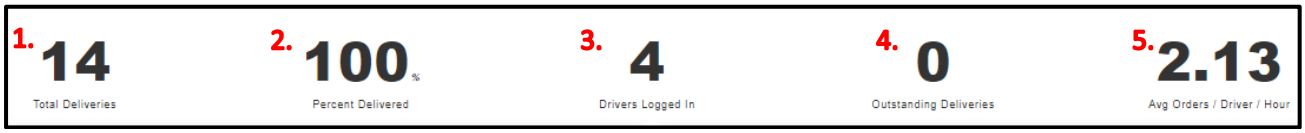


To view the details, click 

and you will be taken to the admin page for the Driver/Devices/SIM Cards.

Deliveries today:

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



From left to right you will see:

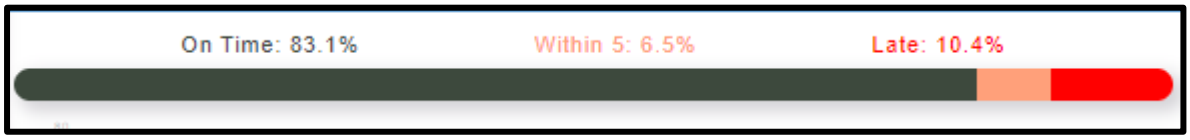
1. Total Deliveries for the day
2. Of the total deliveries, the Percentage Delivered.
3. The number of drivers logged in (to the Deliveree Driver App).
4. How many outstanding orders there are (orders NOT delivered).
5. The average number of orders being taken by driver every hour.

Delivery Time:

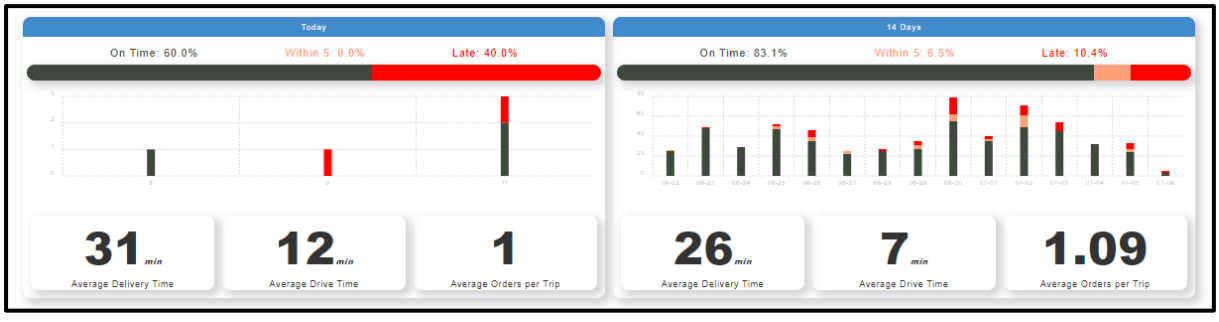
Because the dashboard is being compared to the reports, the dashboard chart matches the reports and uses the same on time/within 5/late metrics that the report uses.

On time colour coding is as follows:

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.



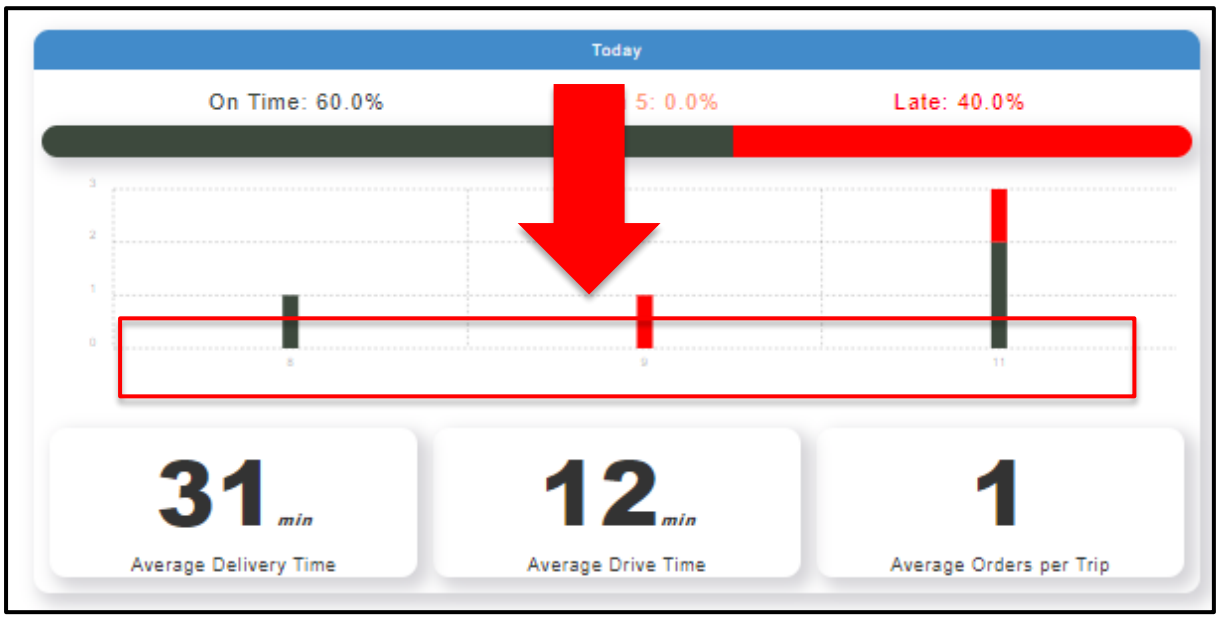
On the left-hand side, you will see the delivery timing for **today.**
On the right-hand side, you will see the delivery timing over **the last 14 days**.



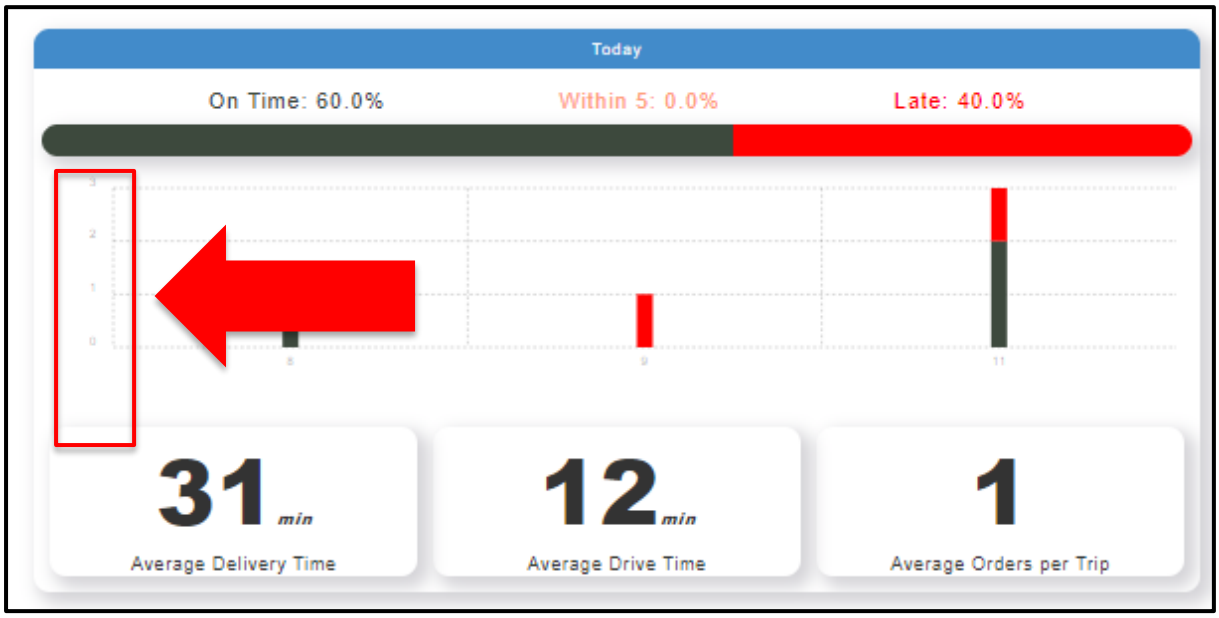
Averages Today:

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.

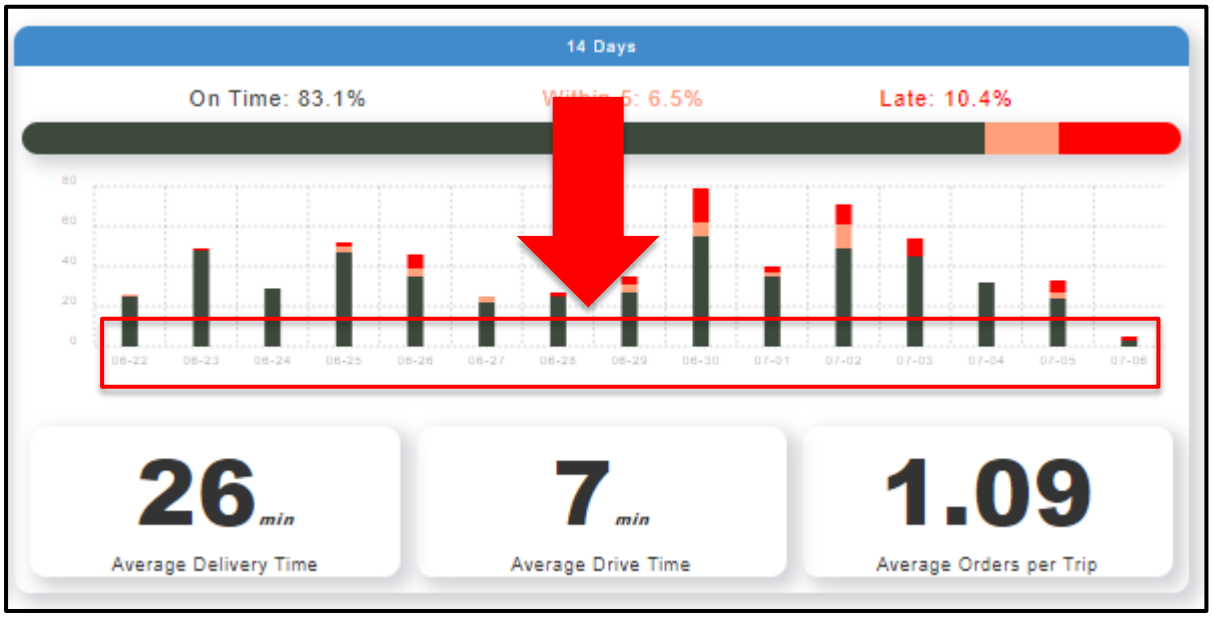


At the bottom of the block labelled “today” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip.

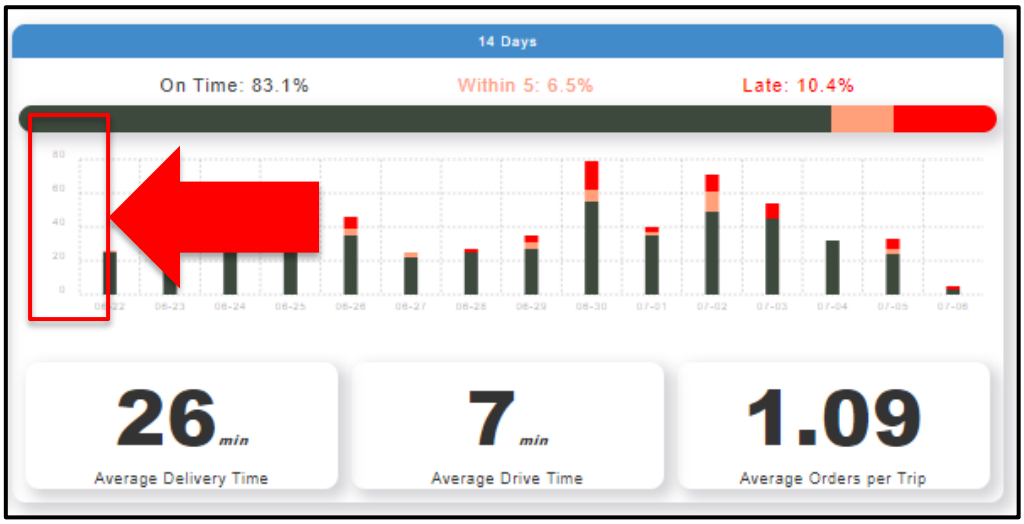
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip*.

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.

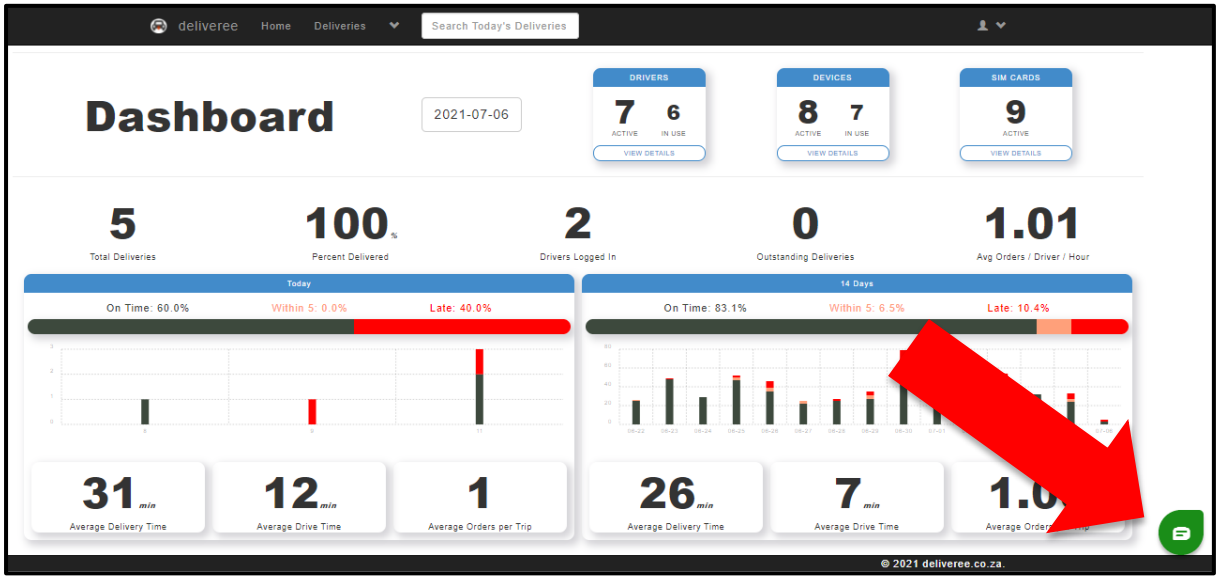


At the bottom of the block labelled “14 days” you will see (from the left) Average delivery time, Average drive time and the average number of orders taken per trip (all over the last 2 weeks).

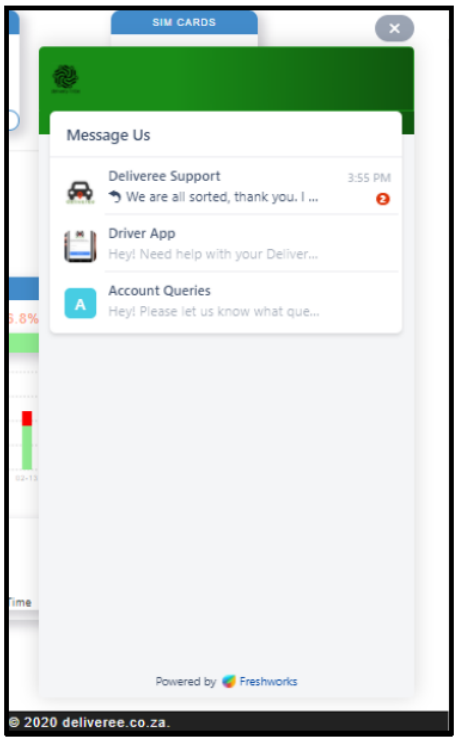
**A trip is from when a driver leaves the restaurant, to when they return, there can be multiple orders taken in one trip*.

Support Chat from the Dashboard:

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

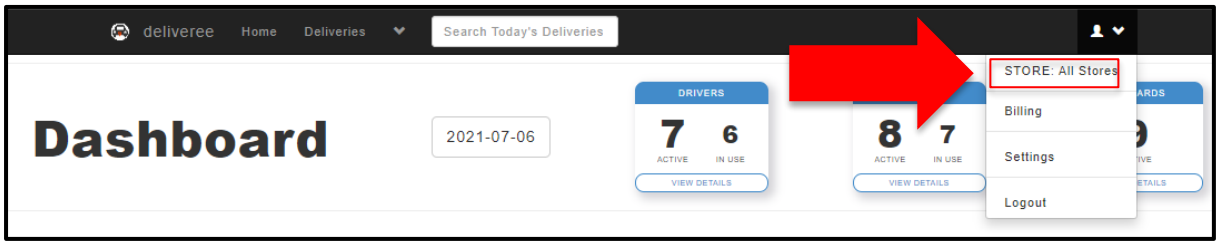


By clicking on this icon, you will open a list of help options that will give you access to chat to our support team.



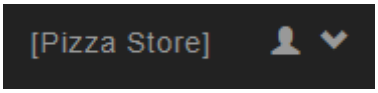
Selecting a store

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

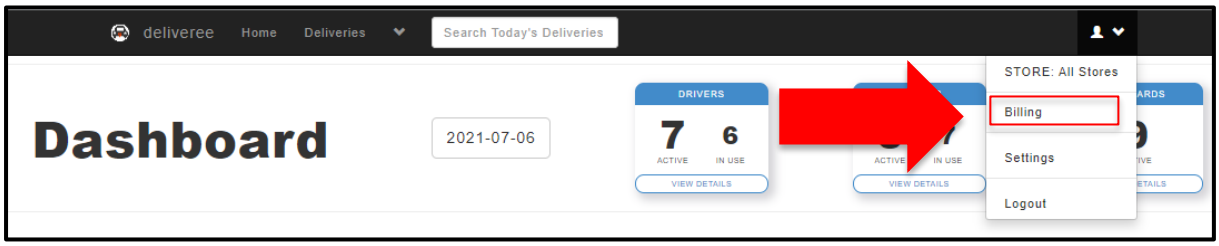


Clicking on the store line will show all the stores for the client and an option for Show **All Stores.**

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



Billing



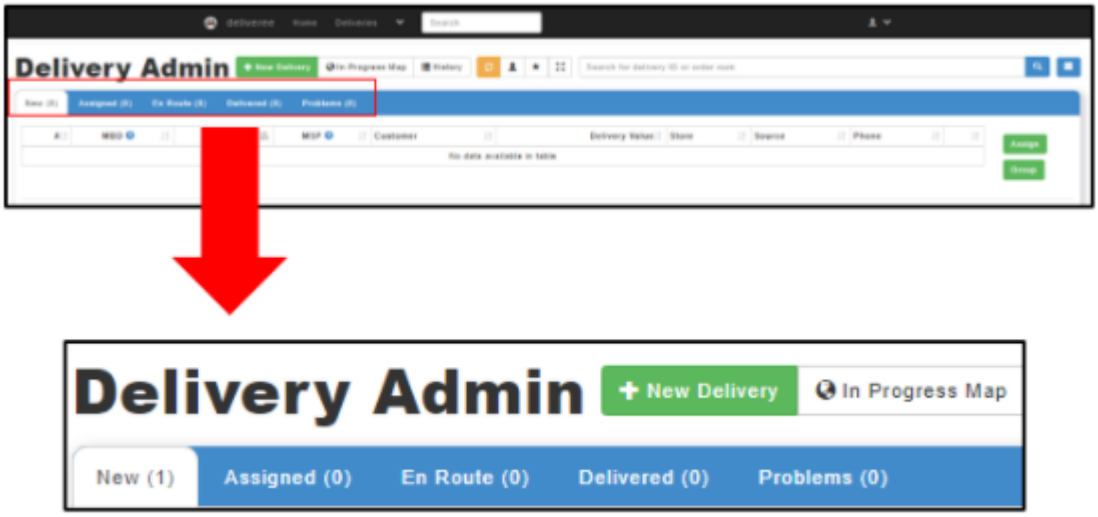
Here you will see the bill for the month that shows each line item and the total cost.

Delivery Admin

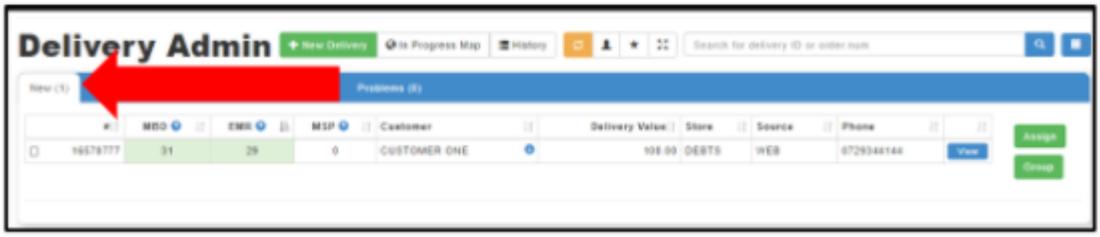
Login to www.deliveree.co.za.

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.

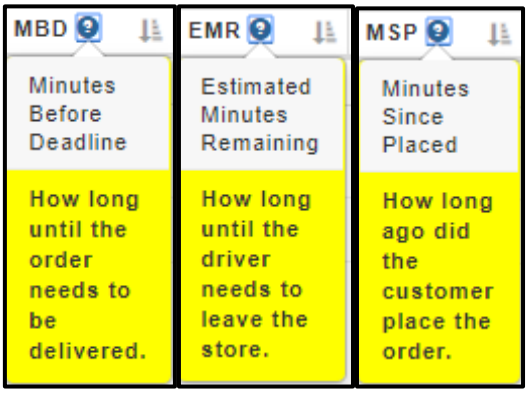
By Selecting next to each abbreviation, a definition will appear:

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

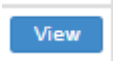
1. MBD - number of minutes before the order needs to be delivered,

2. EMR- The time the driver has left at the store before he must leave, taking travel time into consideration, to deliver on time.

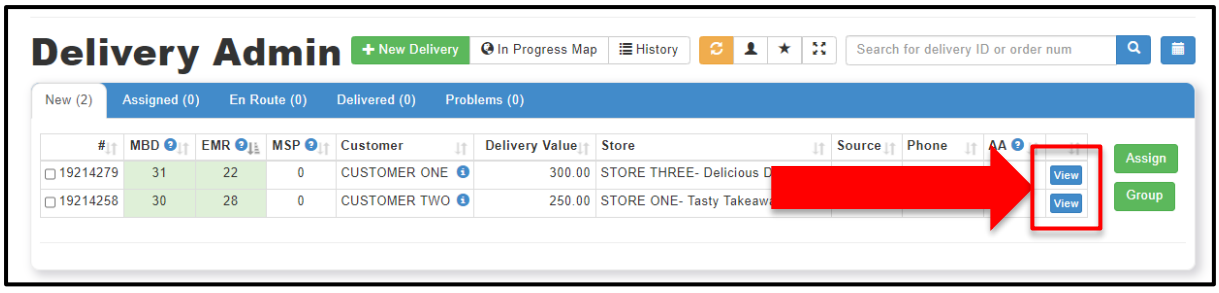
3. MSP- This indicates how long ago the client placed the order.



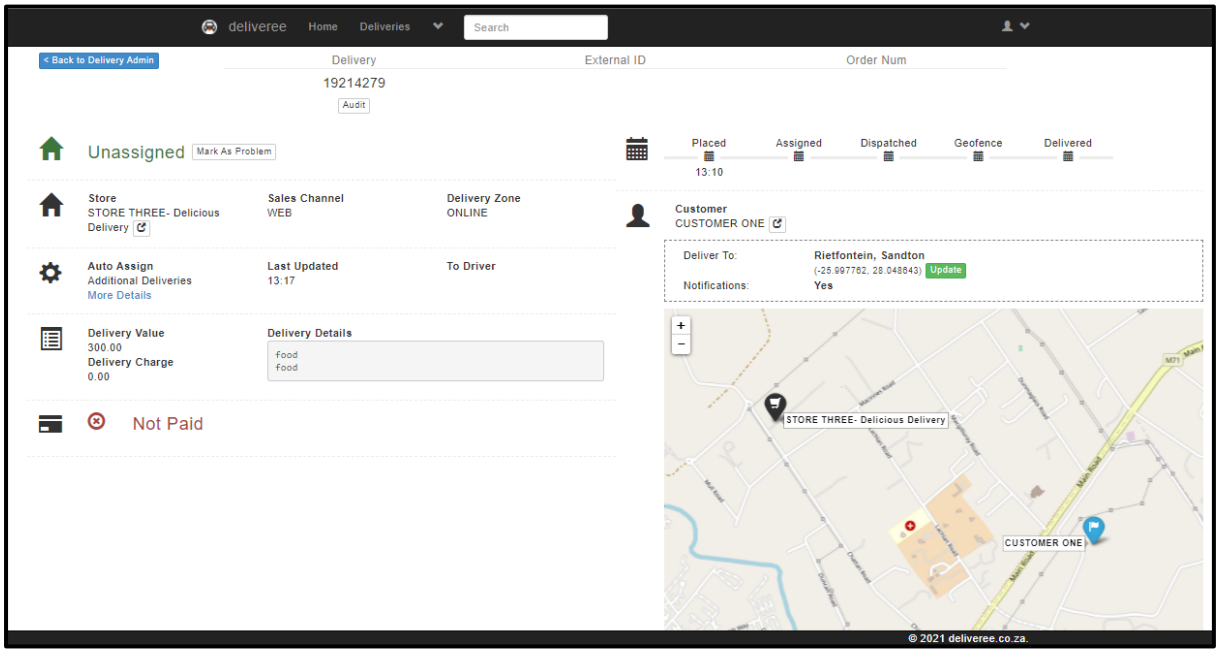
To see the details of the new order, click



on the right side of the order.

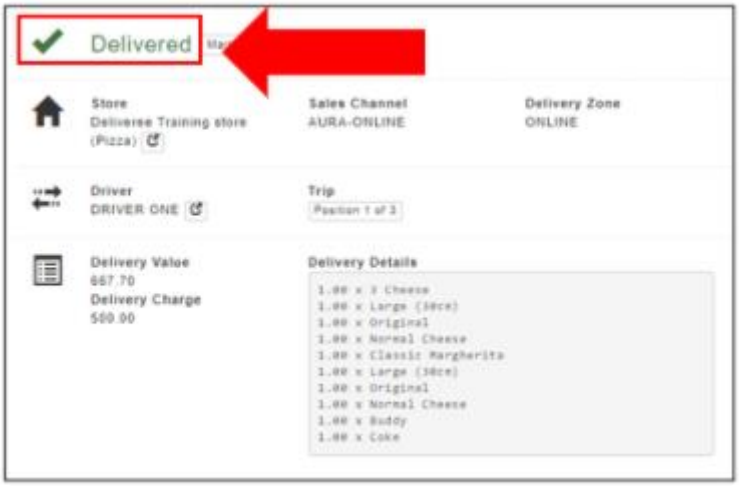


Order details will be shown like this:



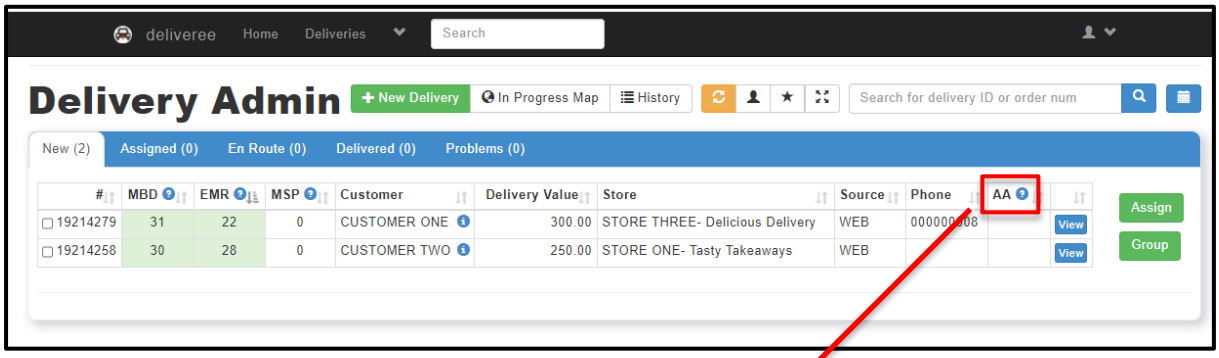
At the top, you will see:
The Delivery ID: This is from Deliveree
The External ID: Where AURA/Yumbi integration applies.
Order Number: This will match the number sequence on the AURA POS.

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

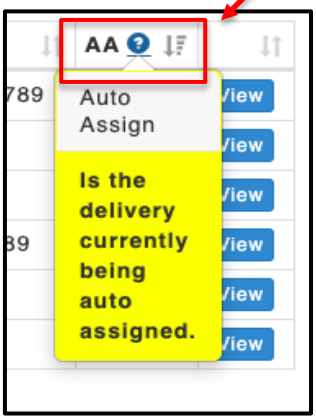


Below are a few examples of what you will see depending on the status of the delivery.

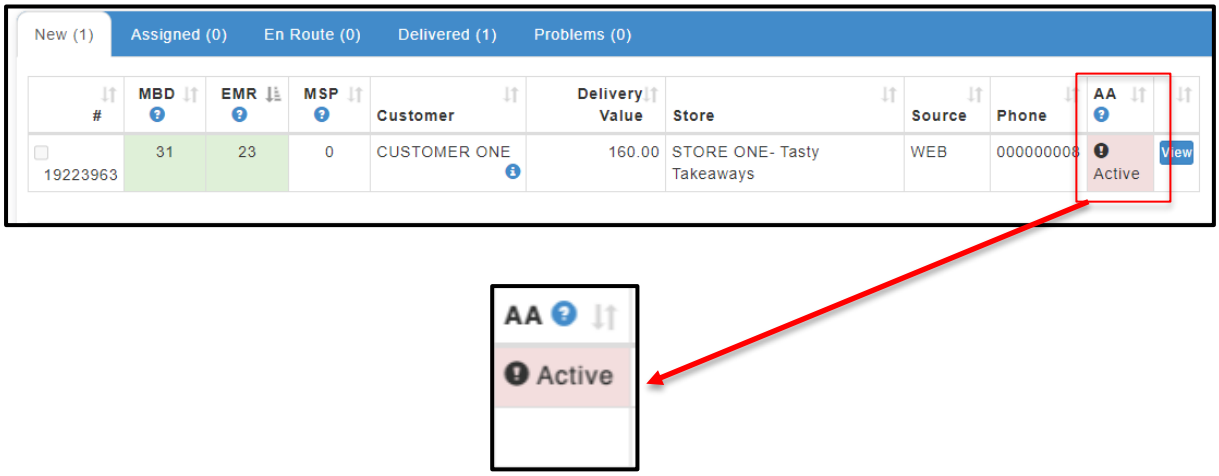
The Auto Assign column has been added, to show the operator/manager when orders are being Auto Assigned.



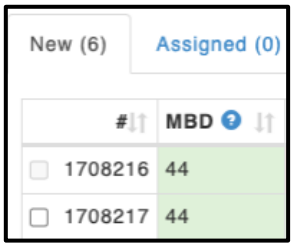
The “AA” column



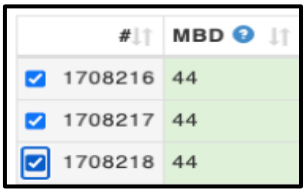
When auto assign is **active**, the column indicates that the order is currently being assigned.



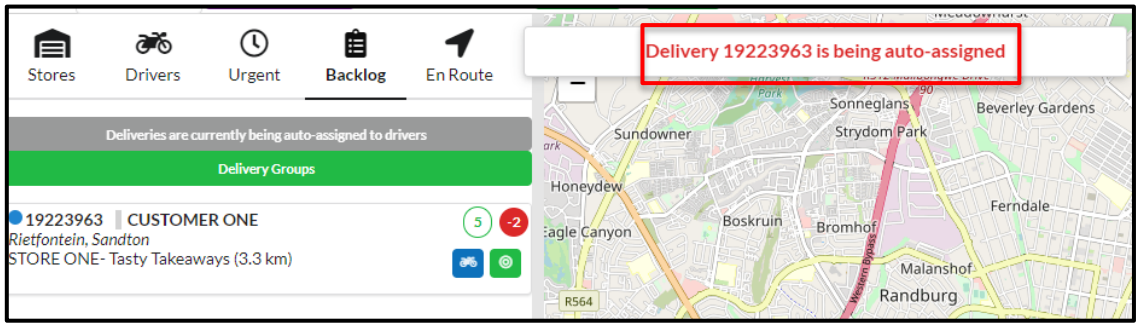
The operator is also not able to select the order as the checkbox has been temporarily disabled.



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.

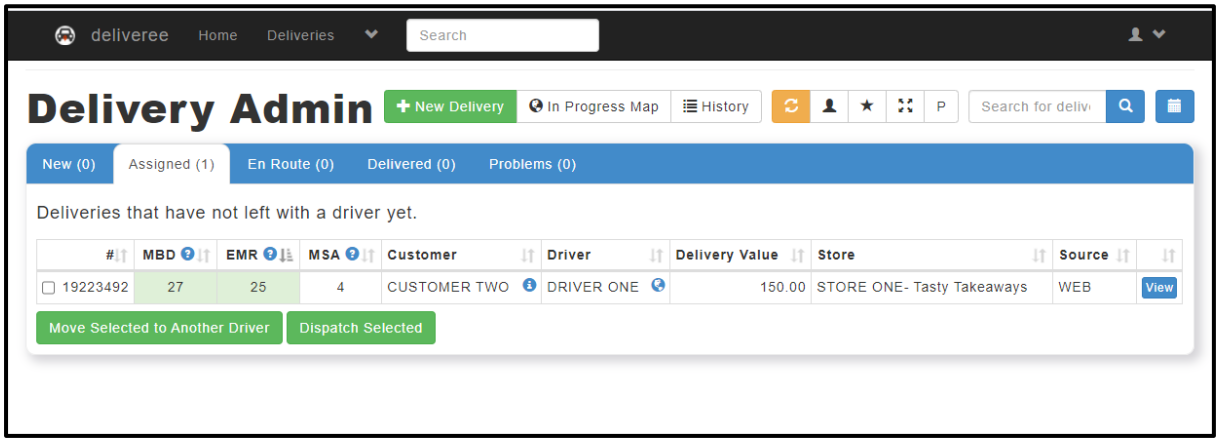


From the map, if you try to manually assign an order in the AA queue, the following pop-up will appear:



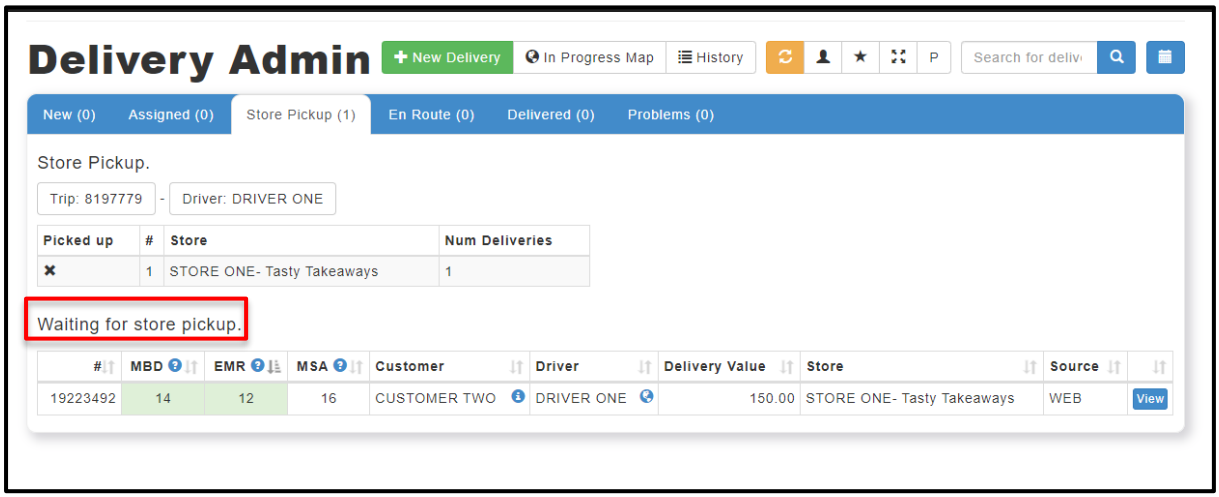
Assigned orders.

All Assigned orders will show here:

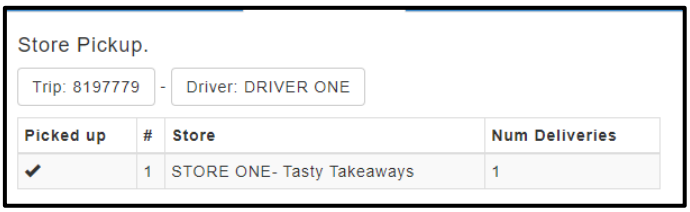


Store Pickup:

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.



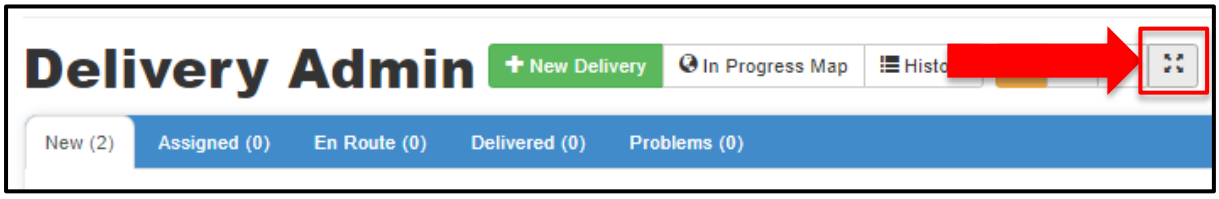
Once the driver has collected the order, you will see ✔ indicating the order has been picked up.

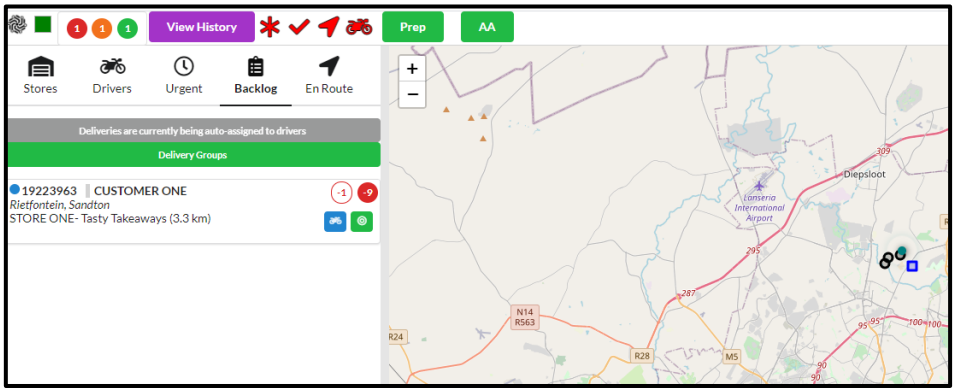


In Progress Map- Hub Map

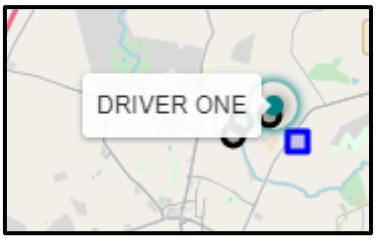
The main operational screen is the “In-Progress Map” which shows all orders that are currently in progress as well as store and driver location. The “In-Progress Map” is paramount, orders can be allocated from this screen by the Manager.

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



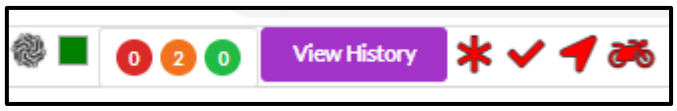


All drivers can be viewed on this map.

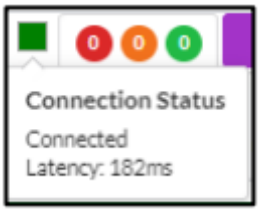


Status Bar

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.

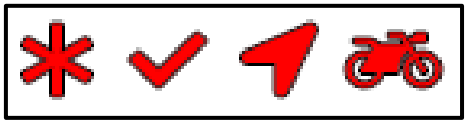
- Red= Total Late
- Orange= Total Backlog (still at the store/unassigned)
- Green= Total Complete

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

Filter the Map View

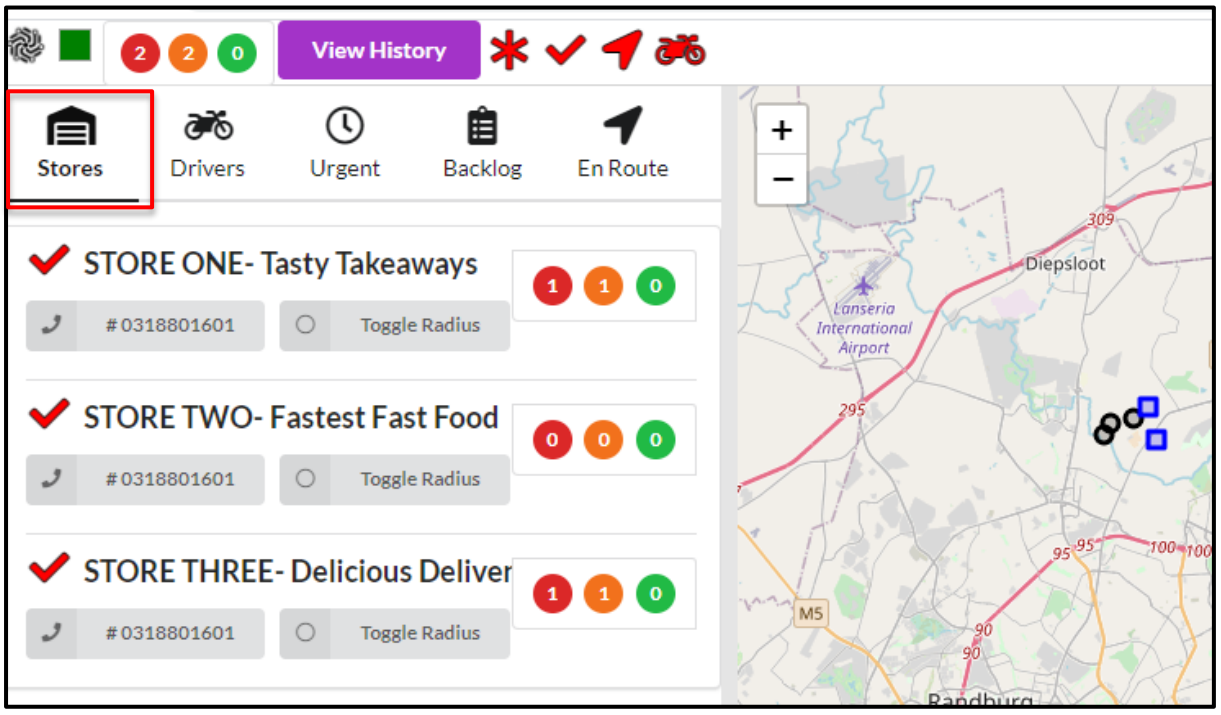
At the top Left next to the status icons are four icons indicating the filter status.

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



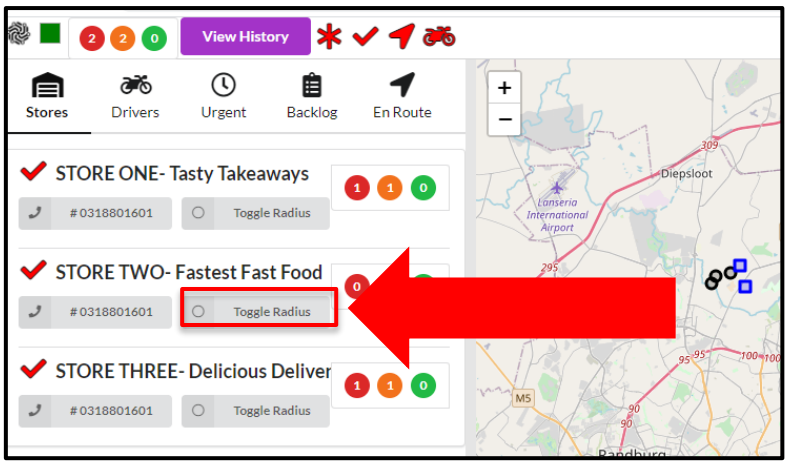
On this screen we will see the status bar.

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

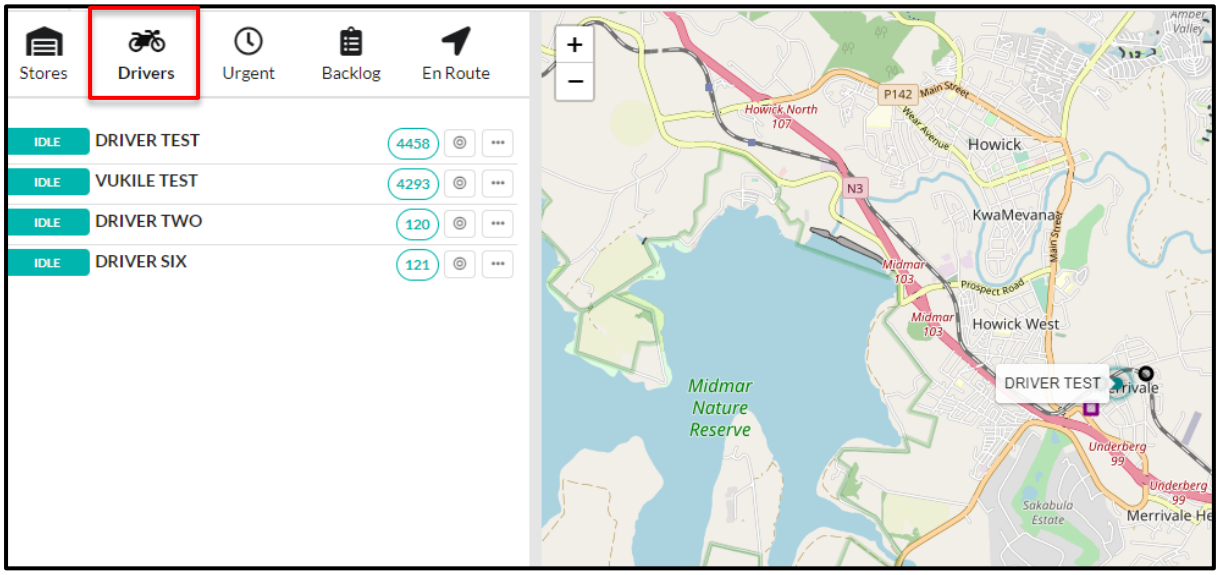


When selecting

it will show the 5km radius around the store.



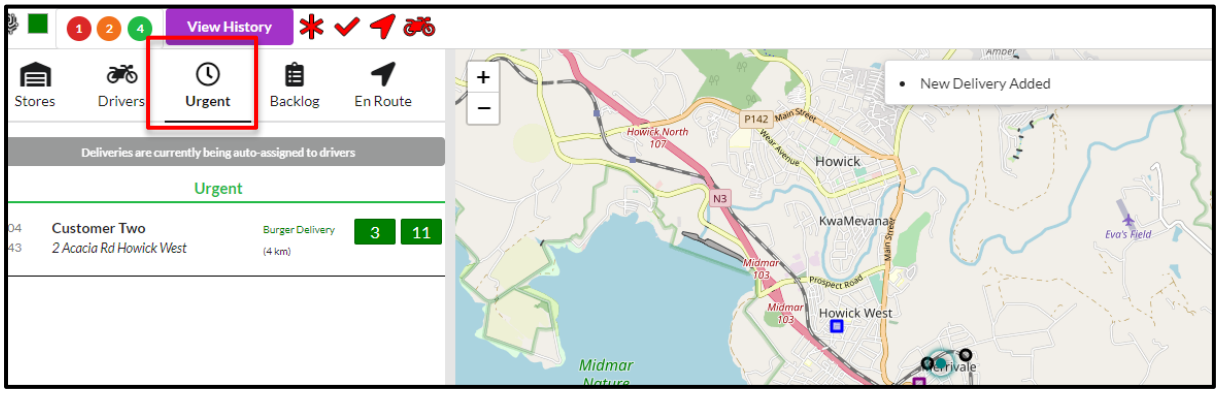
Drivers: shows the list of currently logged in drivers. It shows the status, the driver's name, the number of minutes they have been at that status, a button to locate them on the map.



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

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

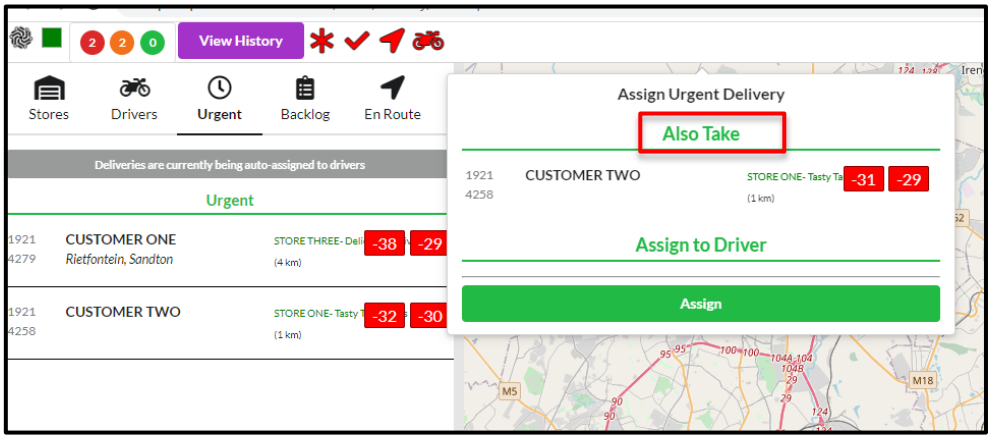
Urgent Tab shows all deliveries:



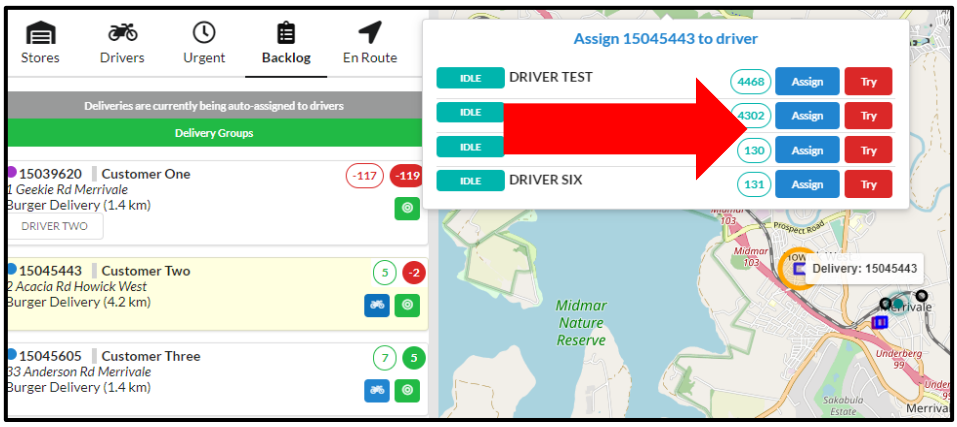
Assigning an order manually

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.

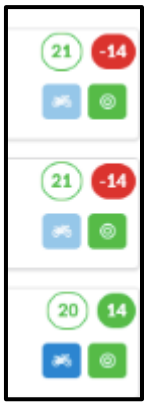
If there is more than one order, the system will suggest that you “also take” a second order with a similar EMR.



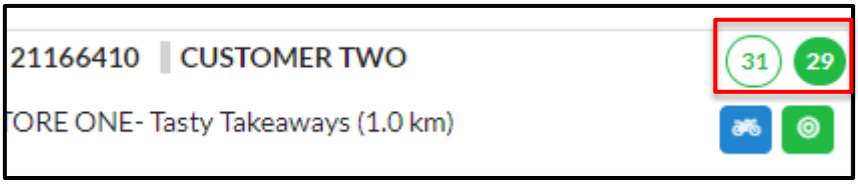
Assign and the Try Assign actions are available on unassigned orders. Try assign is meant for drivers that are not at a store (Idle drivers).



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.

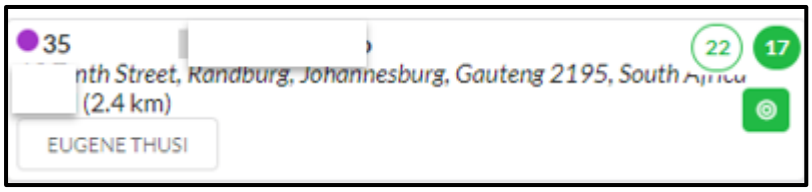
All buttons return to normal once AA is complete.

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.

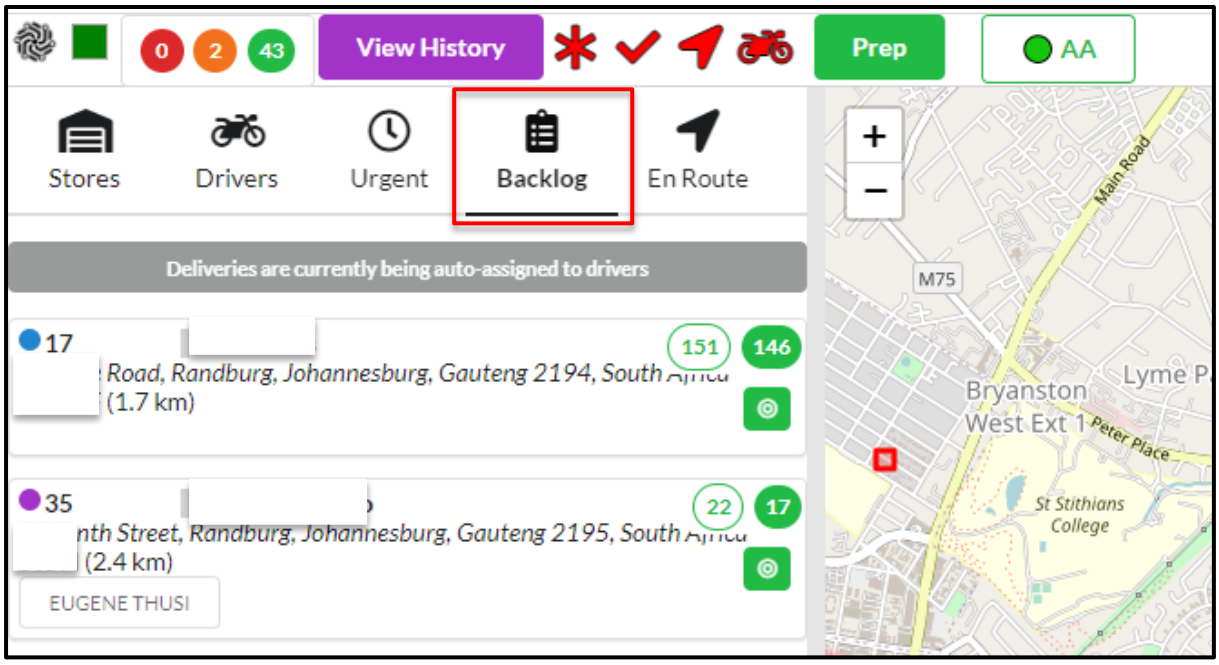
Unassigned orders (blue) will be at the top of the list.

Assigned orders (purple) will go to the bottom.

Assigned orders will also show the name of the driver.

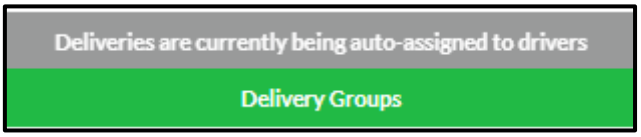


Below is a view of on assigned and one unassigned order in the backlog.



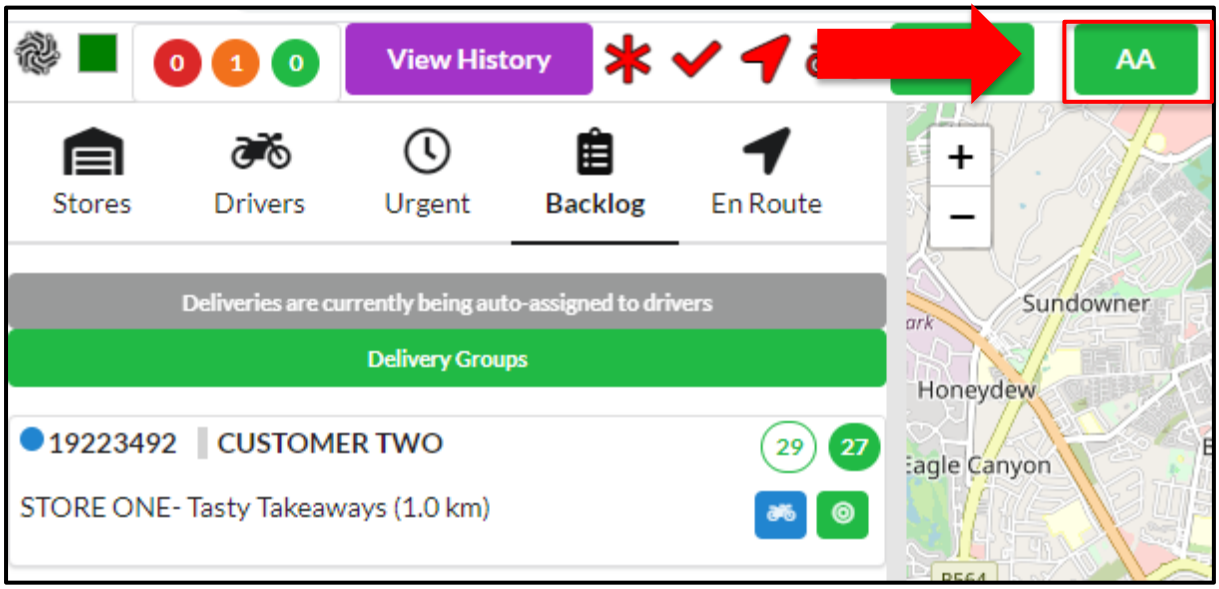
In the Backlog tab, there is a Delivery Groups button which will show the current delivery groups and

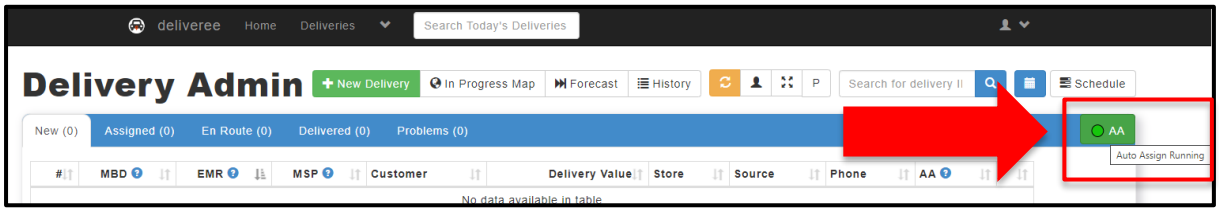
allow the group to be assigned to a driver.



Turn Auto Assign Off

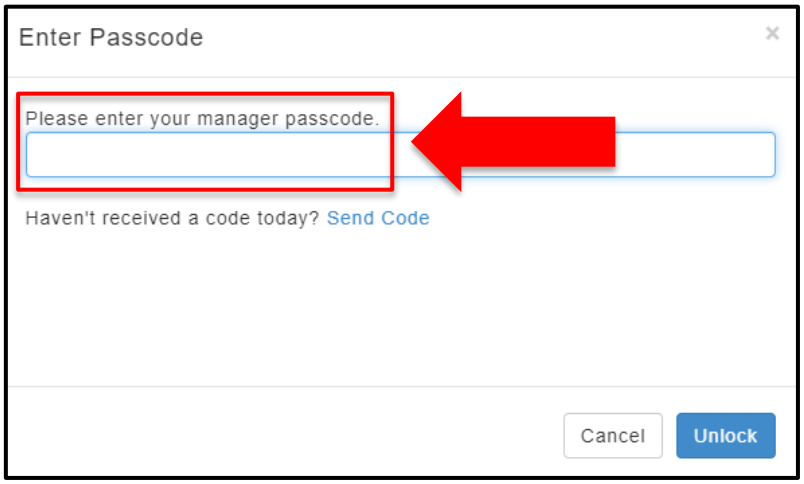
On a busy evening, when there are too many deliveries, or things are too hectic, you are able to turn Auto Assign off. An AA button has been added to the new map interface and is visible in Delivery Admin:



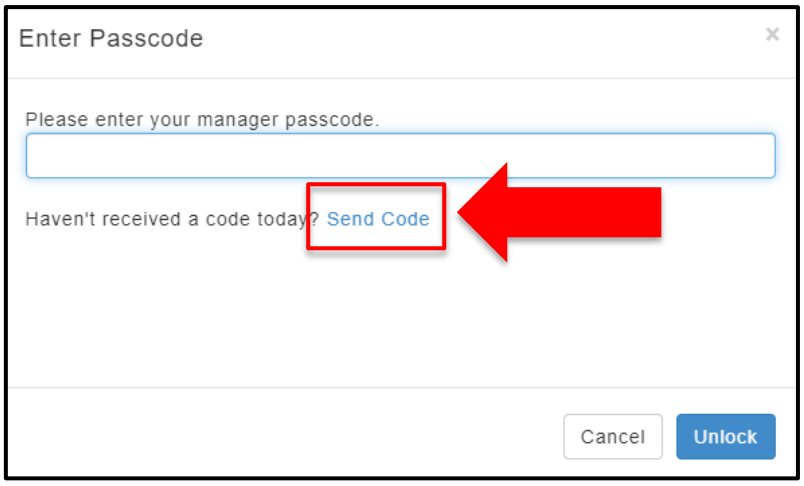


Clicking on this button, will show whether Auto Assign is currently on. You will be able to turn Auto Assign off:

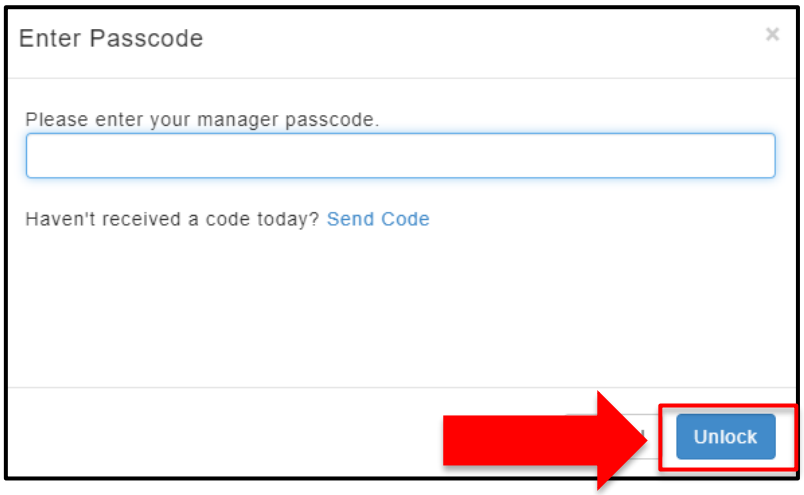
You will be asked to enter a one-time code. The Franchisee/Operator's cell number will be stored (only one number will get a code SMSed to them). The code is valid for ONE day.



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



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



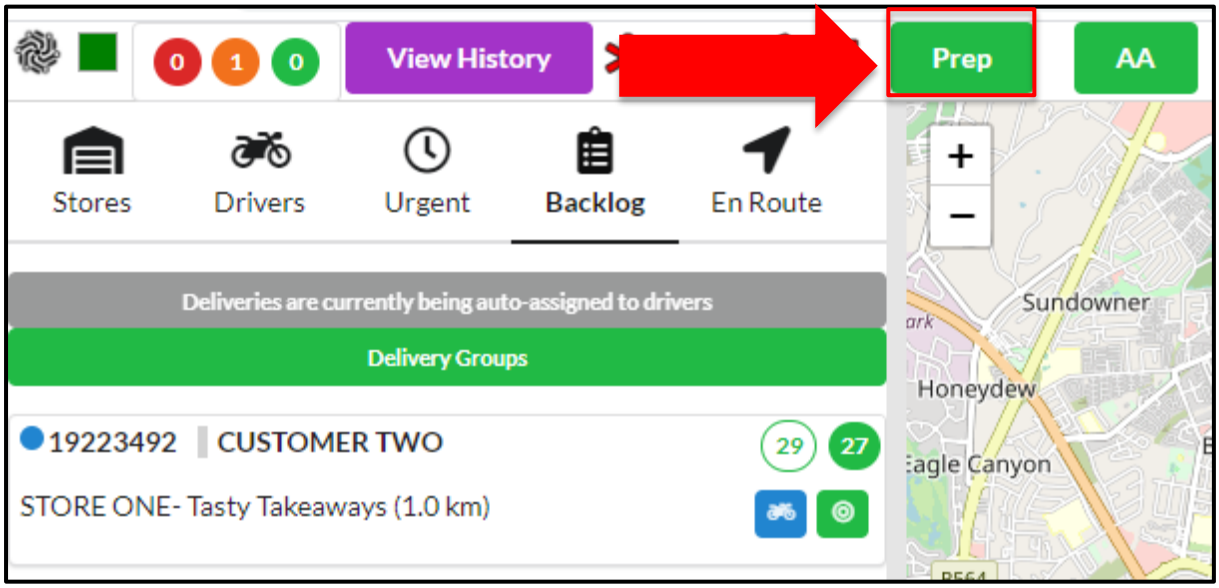
Here you will have 10 minutes to work on the system manually to assign orders etc before requiring to re-ender the code.

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

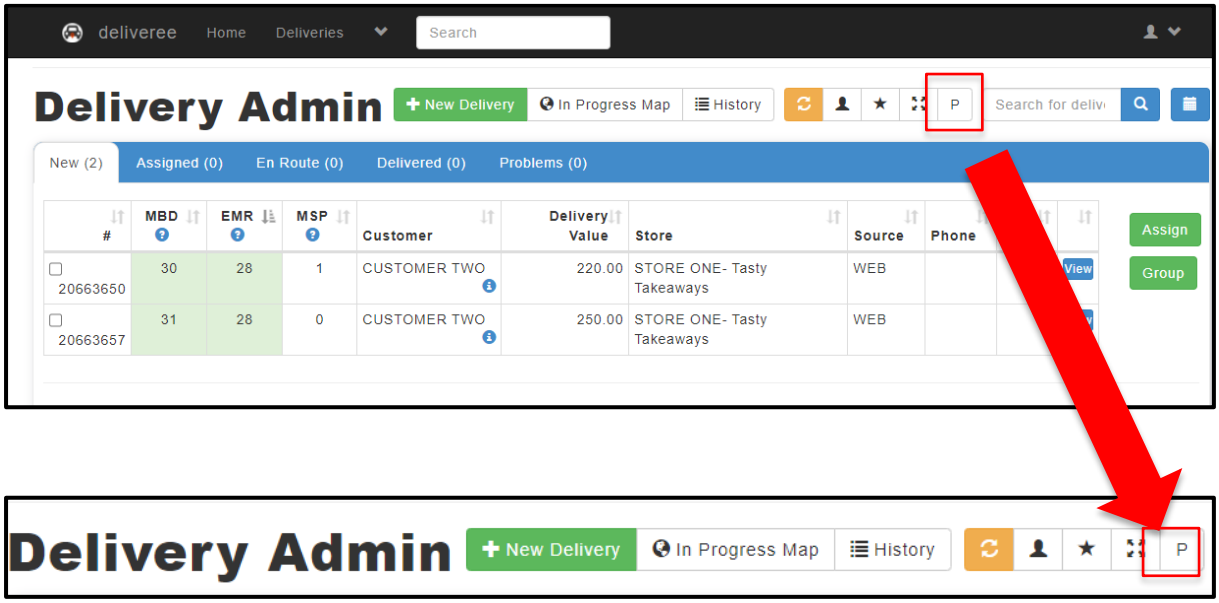
Prep Management

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.

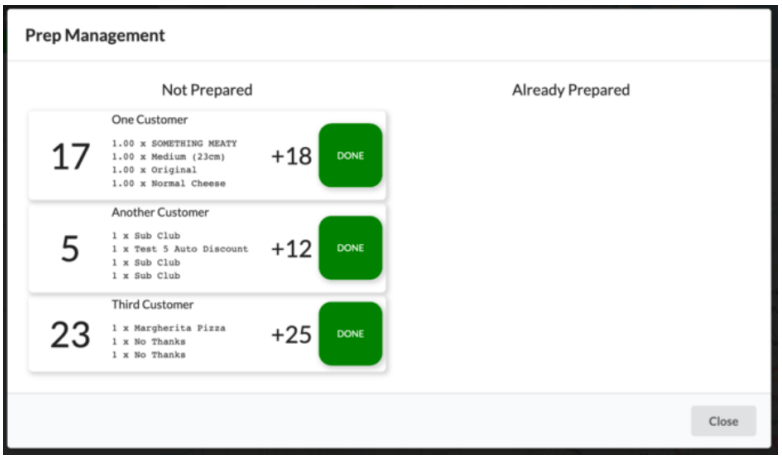
To be able to mark a delivery as prepared, you can click on the **Prep** button in the new map interface:



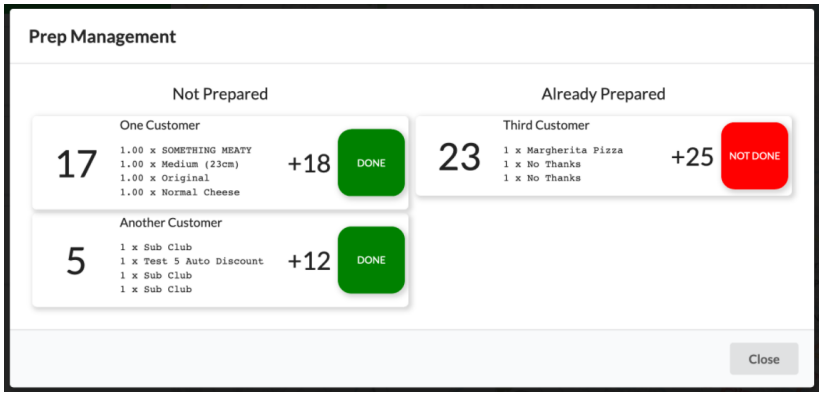
You also can select the Prep option in Delivery Admin: Click “P”.



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.

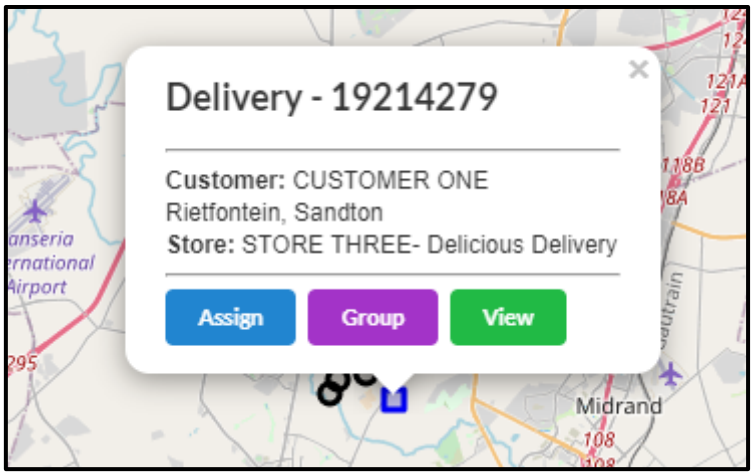


Clicking on the **DONE** button, will move the delivery into the **Already Prepared** column, and it means that it can be pushed up the Auto Assign queue.

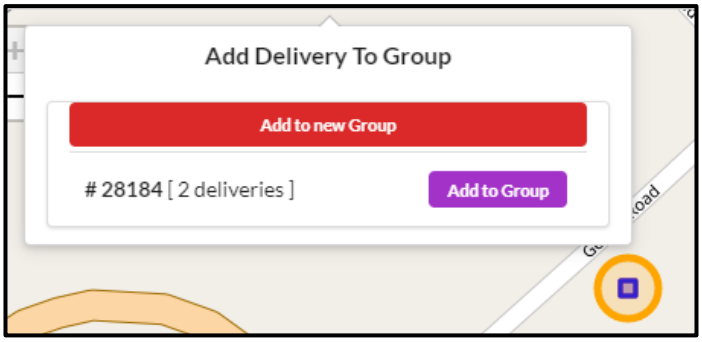


Grouping orders in the Map (Manual Grouping)

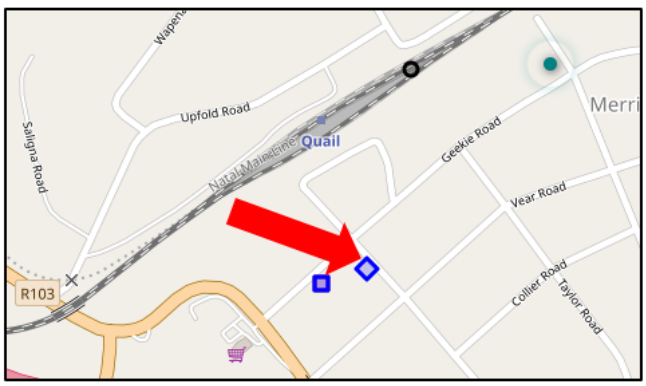
Clicking on a delivery allows the delivery to be grouped.



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

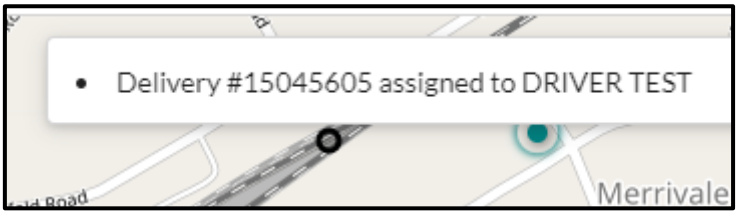


When a delivery is added to a group, the marker will be a diamond shape rather than a square.

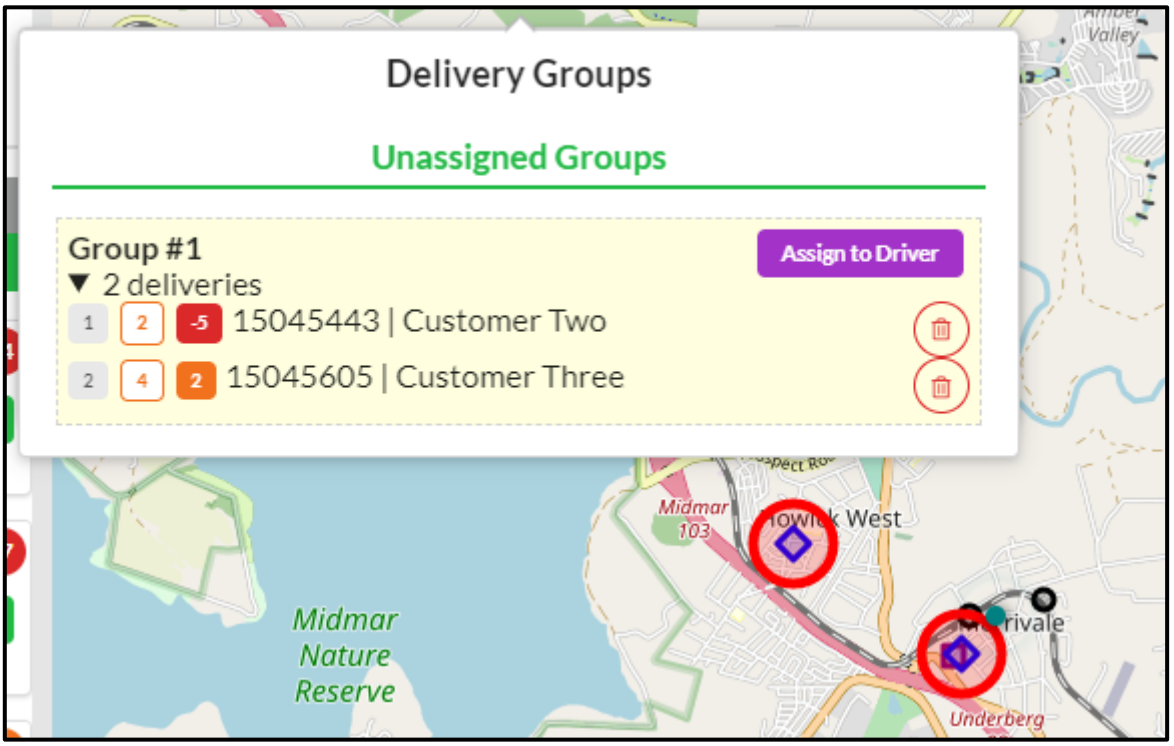


As real time events are sent through notification popups appear on the top right-hand corner.

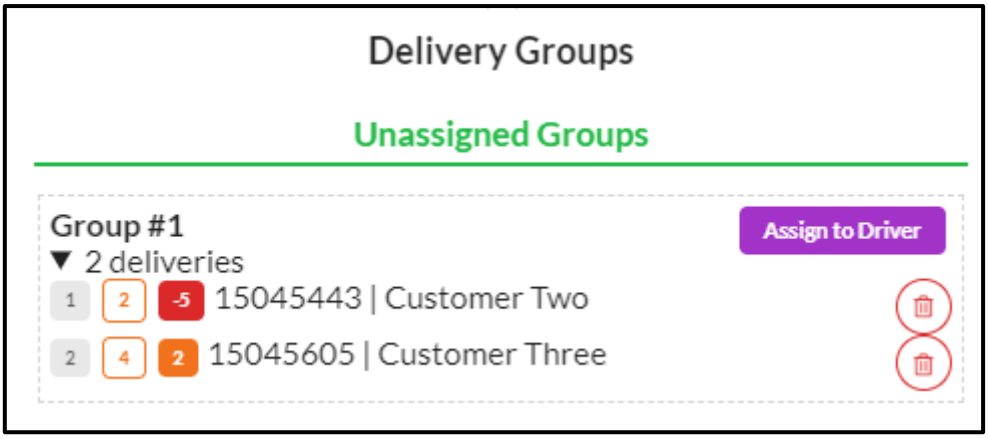
These will be shown when for delivery events, driver events etc.



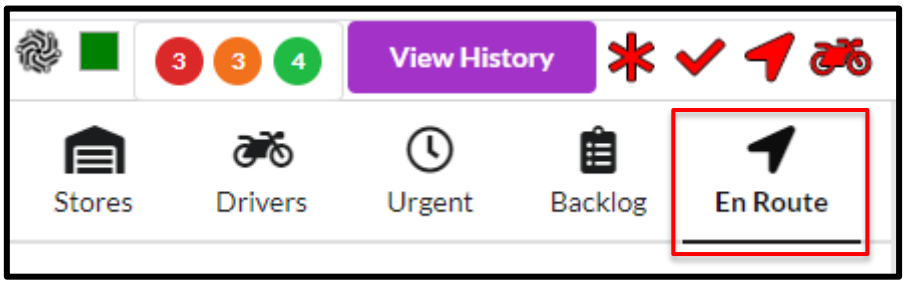
When hovering over a group it will also highlight all the deliveries in the group on the map



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



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.

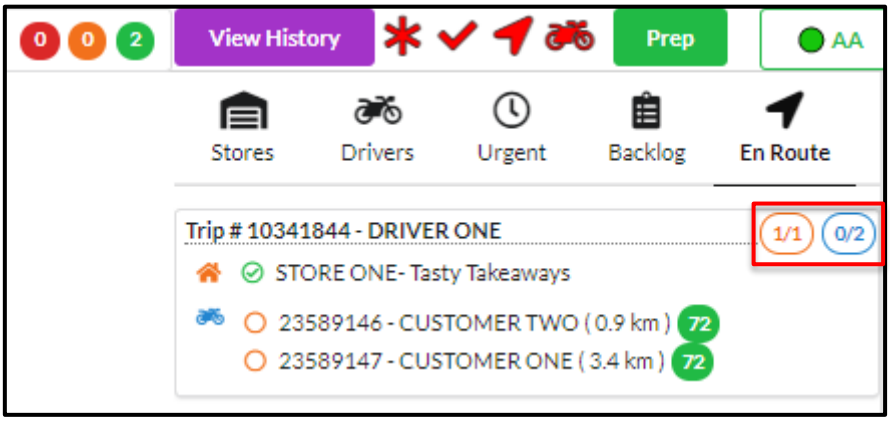


The Enroute tab shows the currently active trips. Deliveries are grouped into their trips.

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

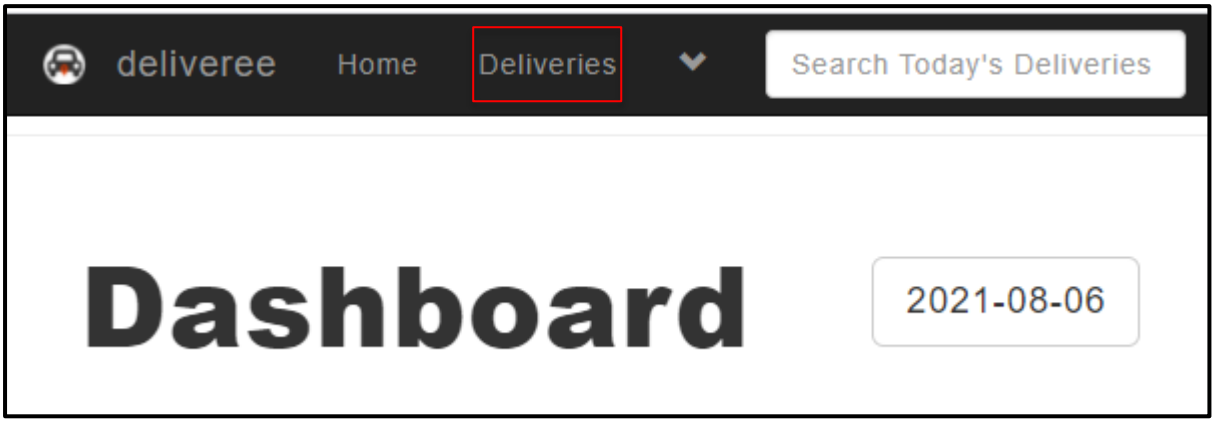
Orange (1/1 in this example) is showing the overall number of pickups complete (if there is more than one store to pick up from, this number will indicate more than one pickup) .

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



Delivery Admin- Schedule

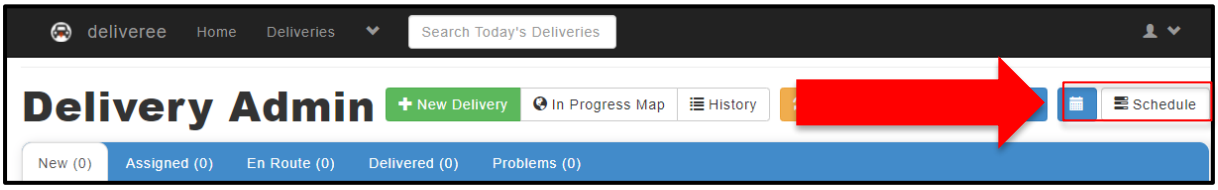
The ability to view future-dated timed orders exists in Delivery Admin.
From the home screen >select “deliveries” on the top left-hand side.



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.



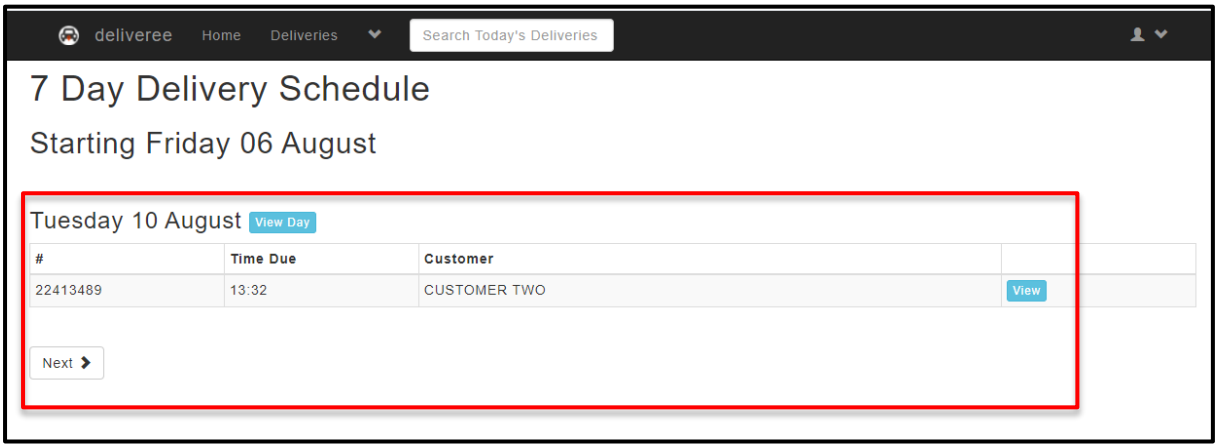
This function was to assist the operator/manager in planning ahead.

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



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

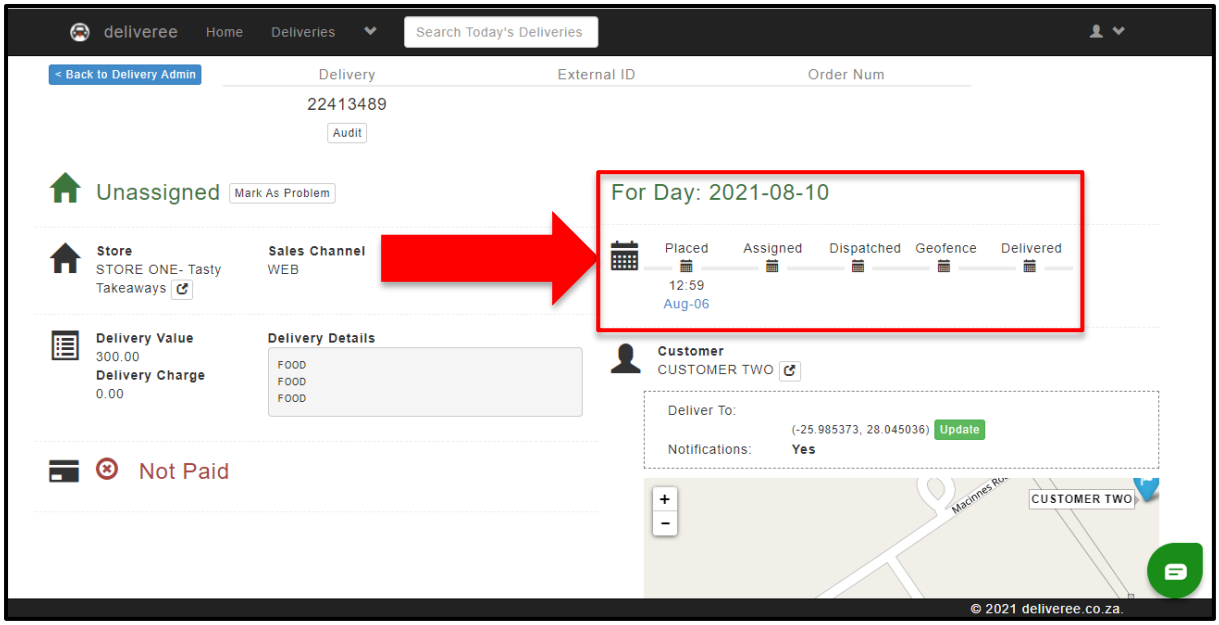
The operator/manager can page to the following day by selecting Next

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.

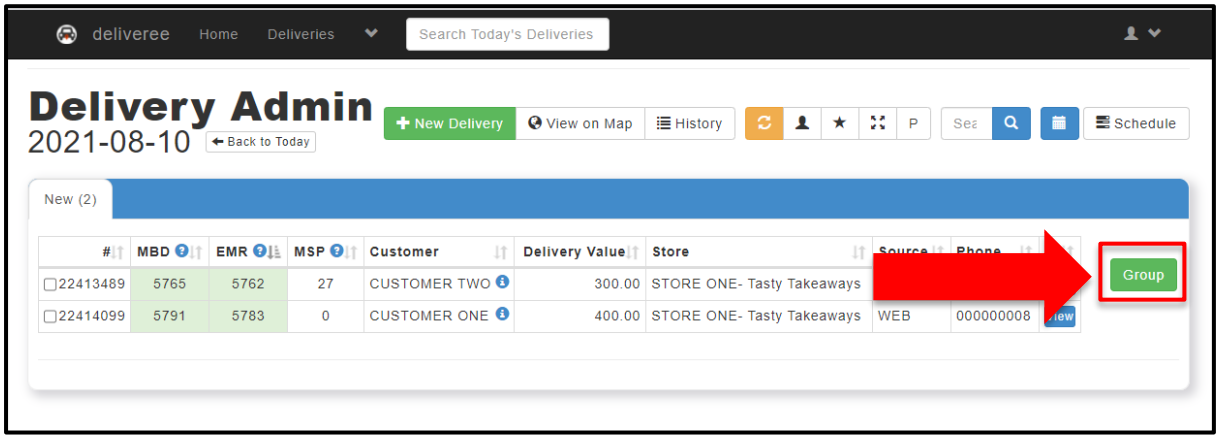
Here the operator will see at the top on the left, the date the order was placed for and the day the order was placed.



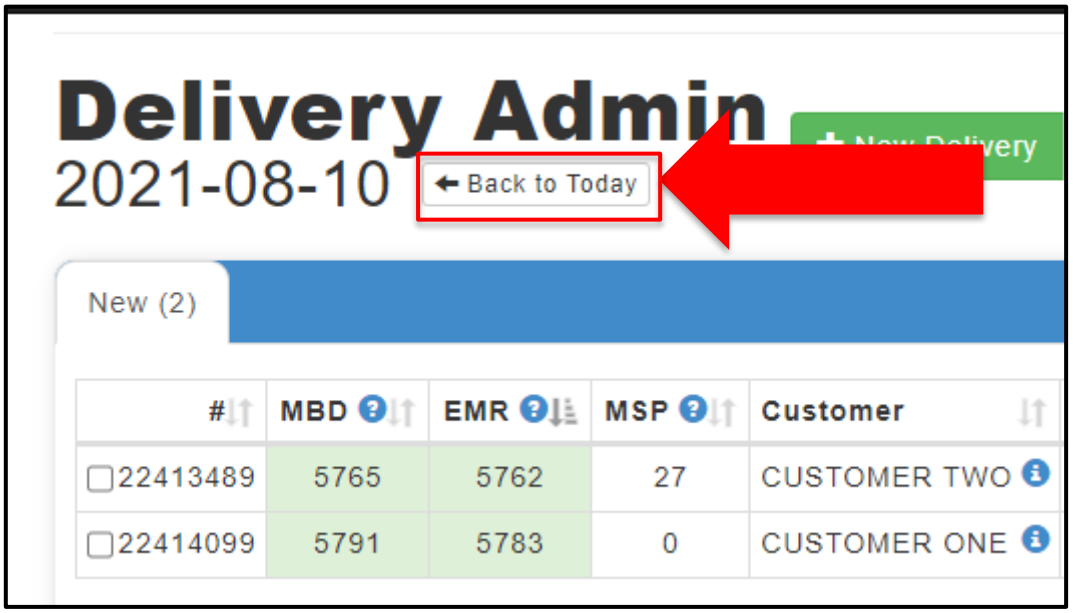
These future-dated orders can be pre-grouped but NOT pre-assigned.

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.



To return to today's orders, click on ← Back to Today



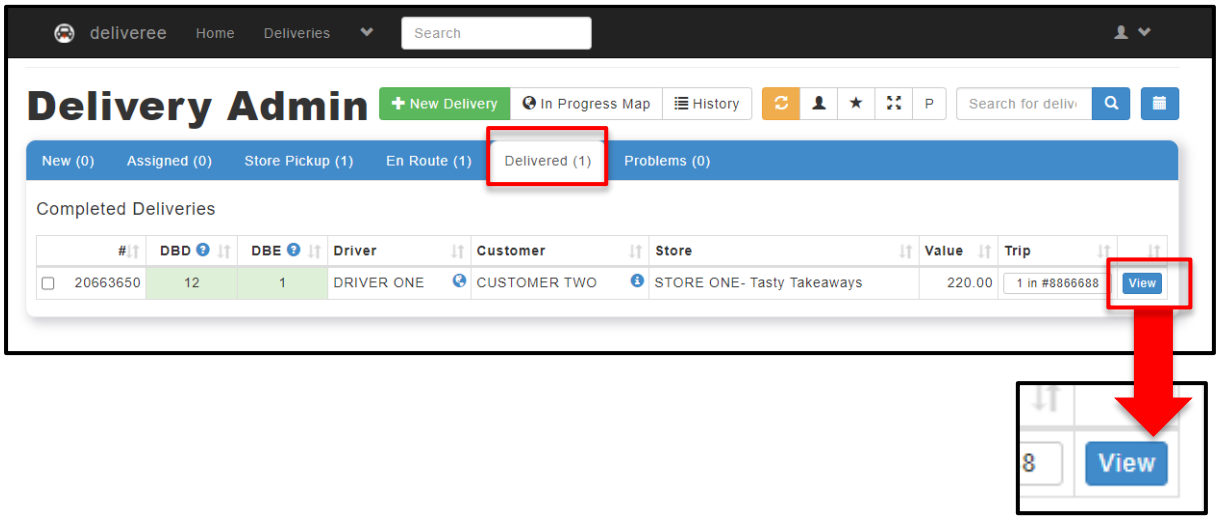
Change Payment Type on completed deliveries.

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.

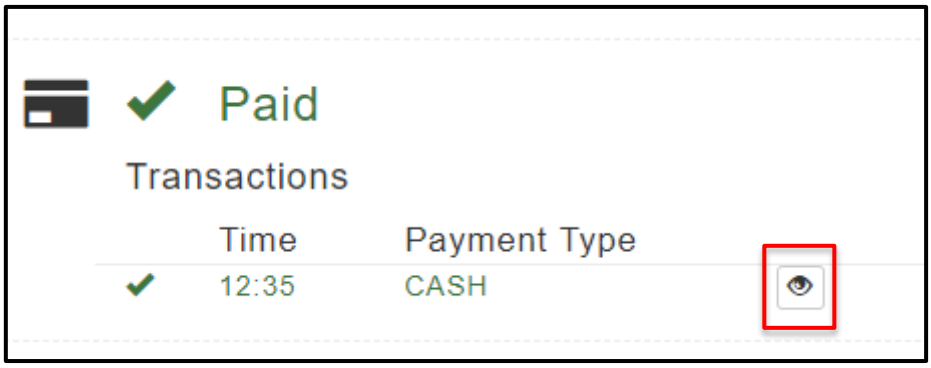
Only cash and manual CC can be changed, as the other payment types cannot be done in error i.e. Pocketpos/PaymentPebble.

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

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



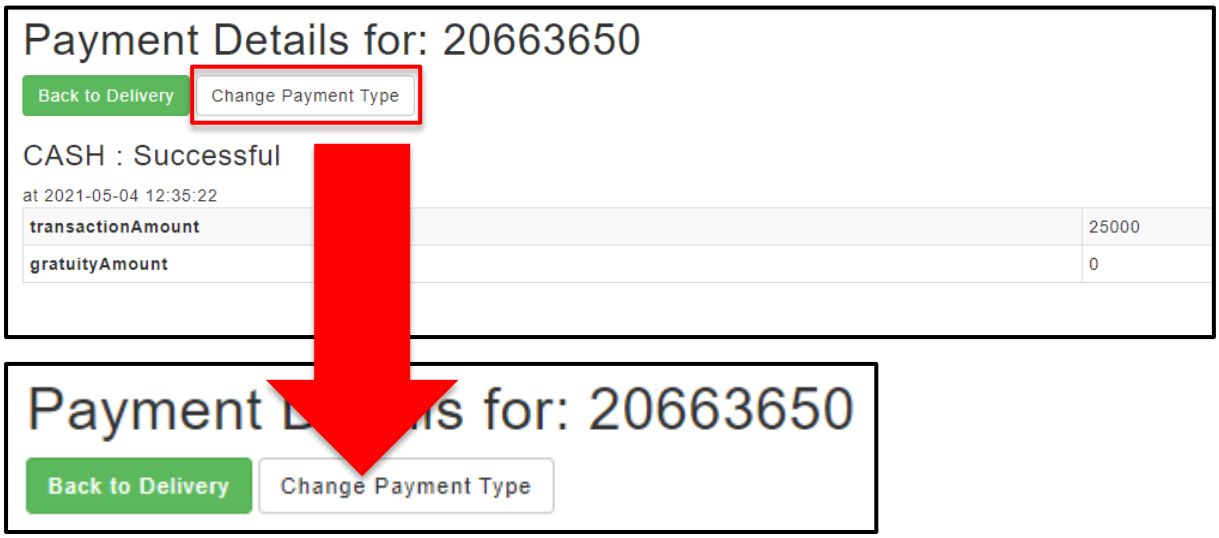
Scroll down to where you can see the delivery was paid.



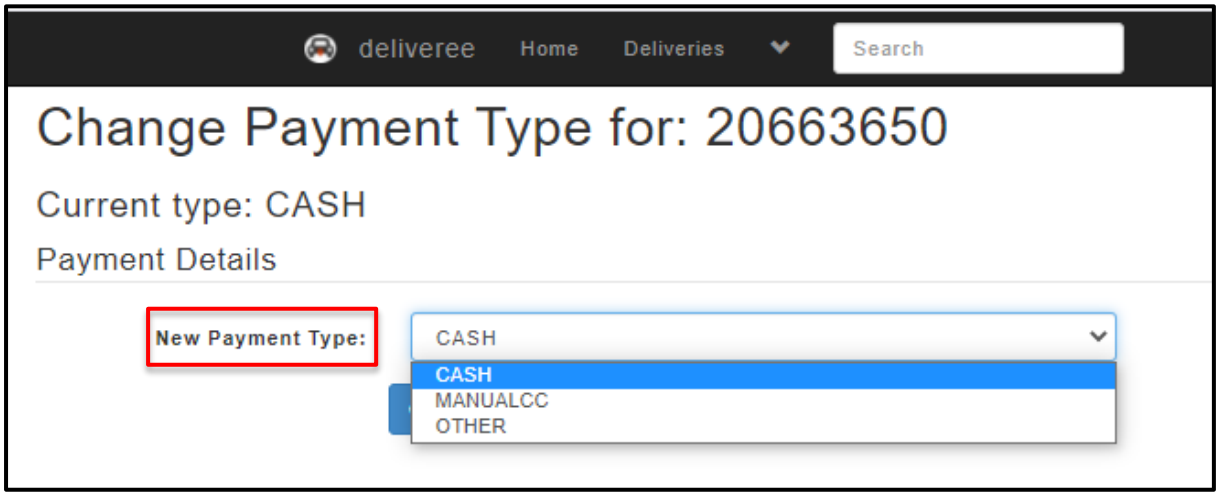
Click on the to view and edit.

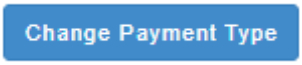
Here you will see the payment details as captured by the driver in the Deliveree app.

Click on “Change Payment Type”



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

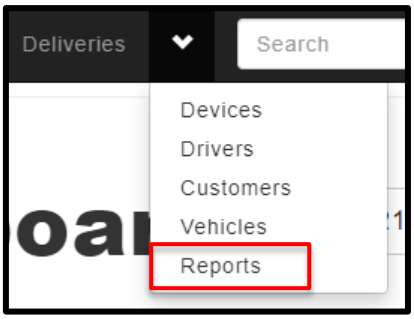


Then click 

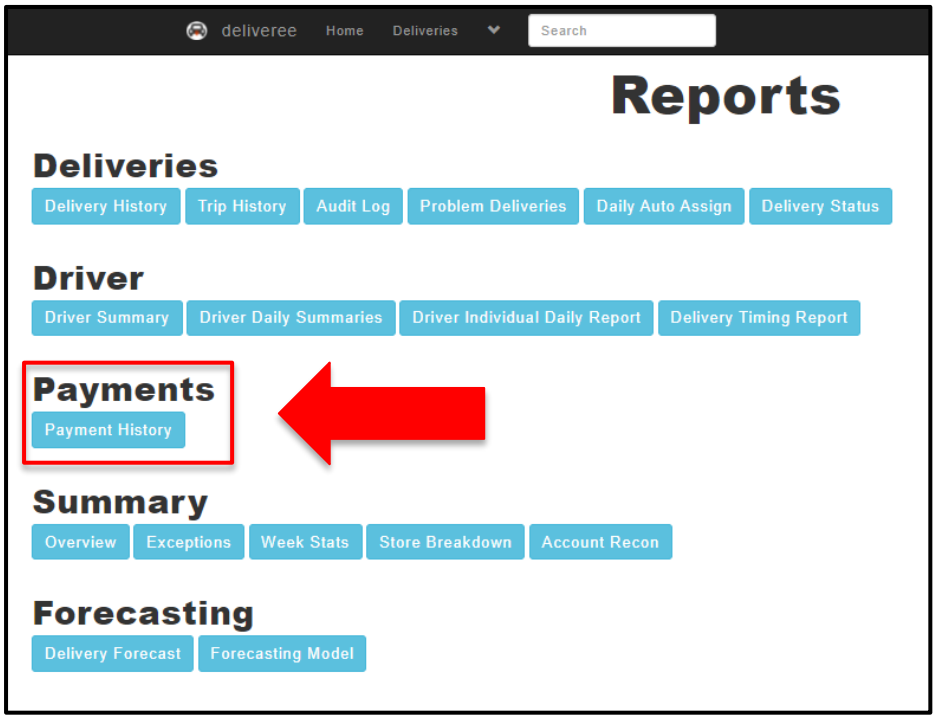
You will then see the update under “Audit Logs”.

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:

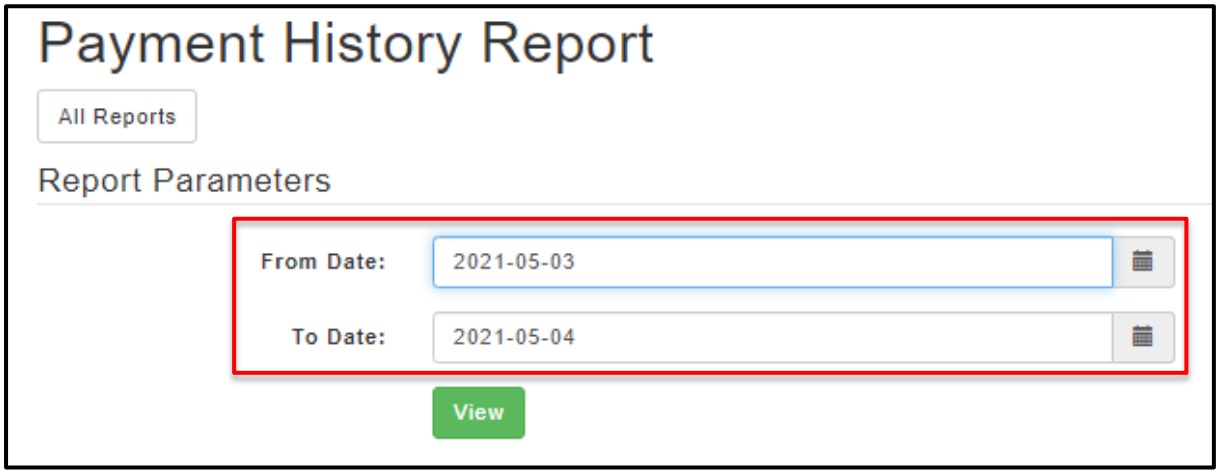
Go to reports:



Go to "Payment History"



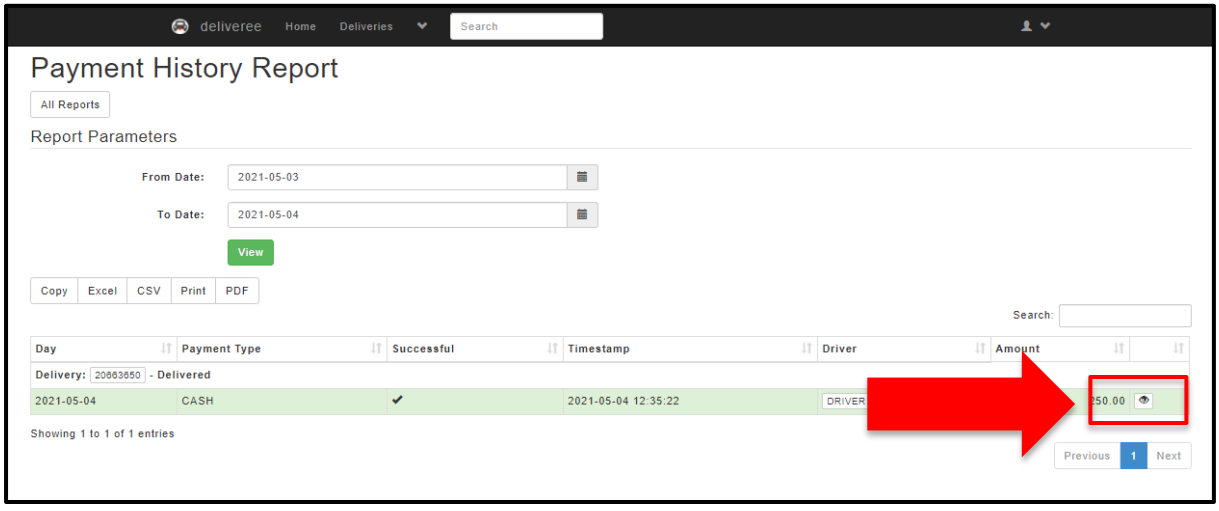
Filter the dates by choosing yesterday's date as the "from date" and todays date as the "to date":



Click

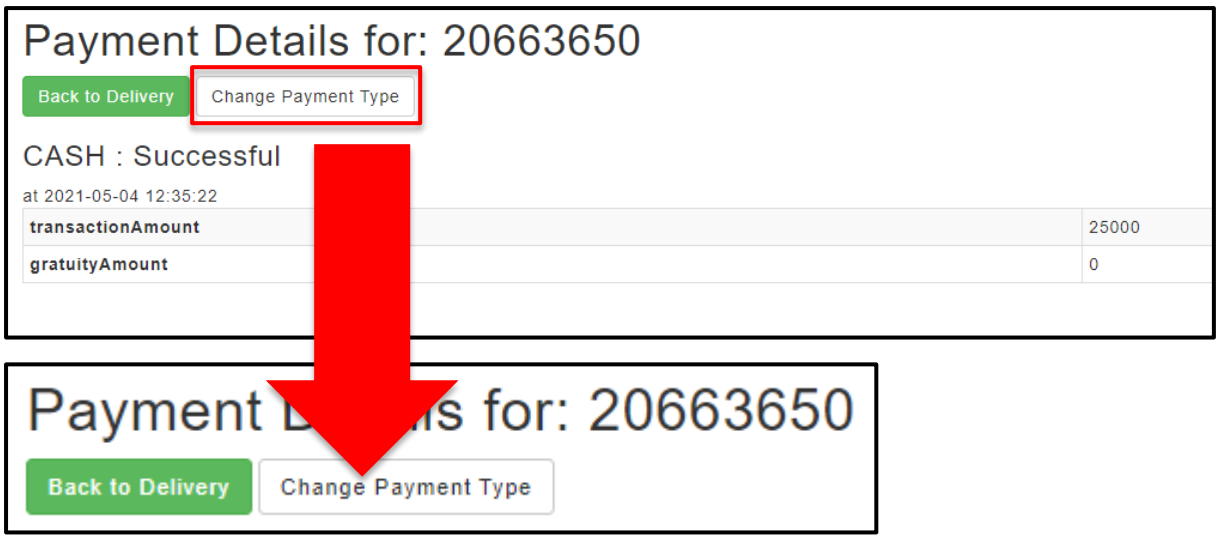
You will then see all deliveries that were completed yesterday.

On the far-right hand side, click

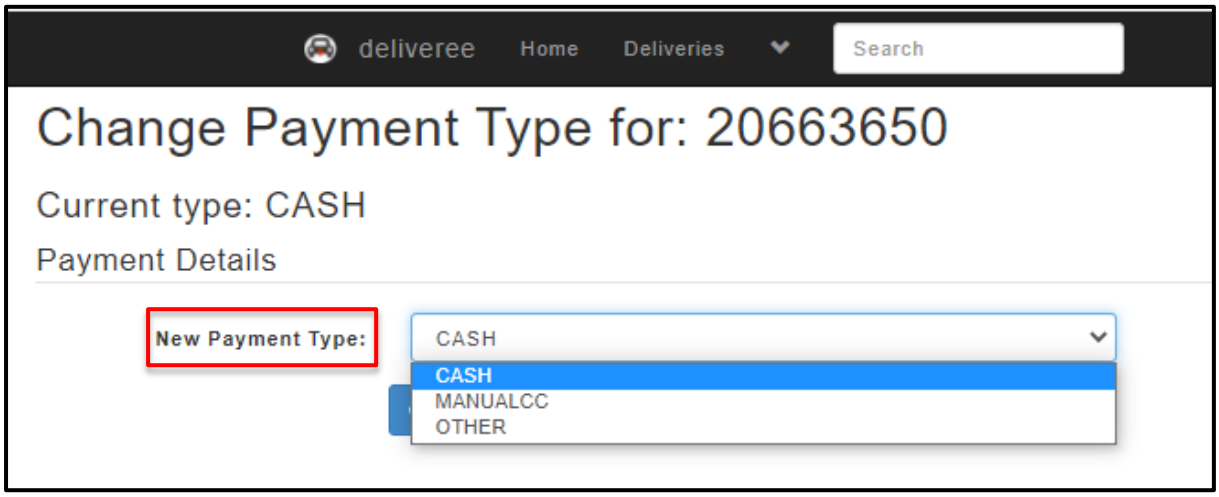


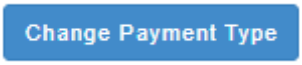
Here you will see the payment details as captured by the driver in the Deliveree app.

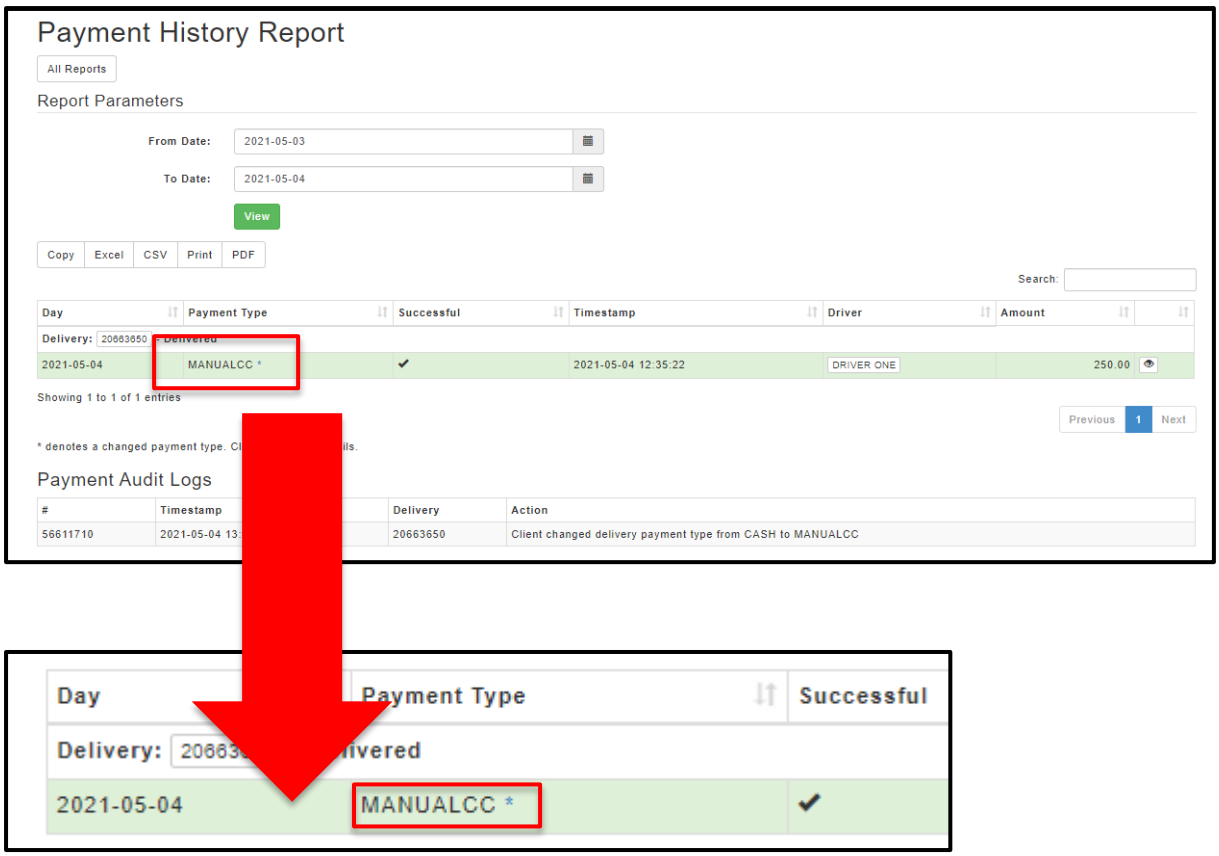
Click on "Change Payment Type"



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



Then click 



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

Reports

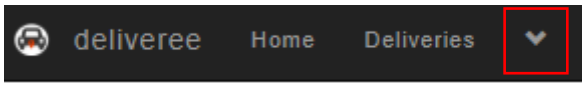
Reports are vital as they assist the Administrators/Managers/Operators in gathering information that will assist them in better managing their Drivers and Delivery services.

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

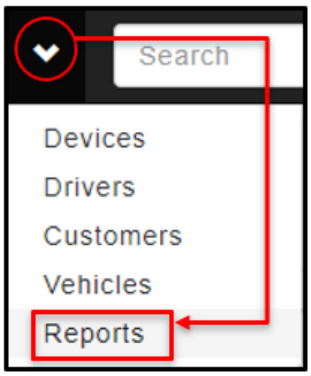
From the driver station, you will be able to logon and view all reports.

Follow the steps below:

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

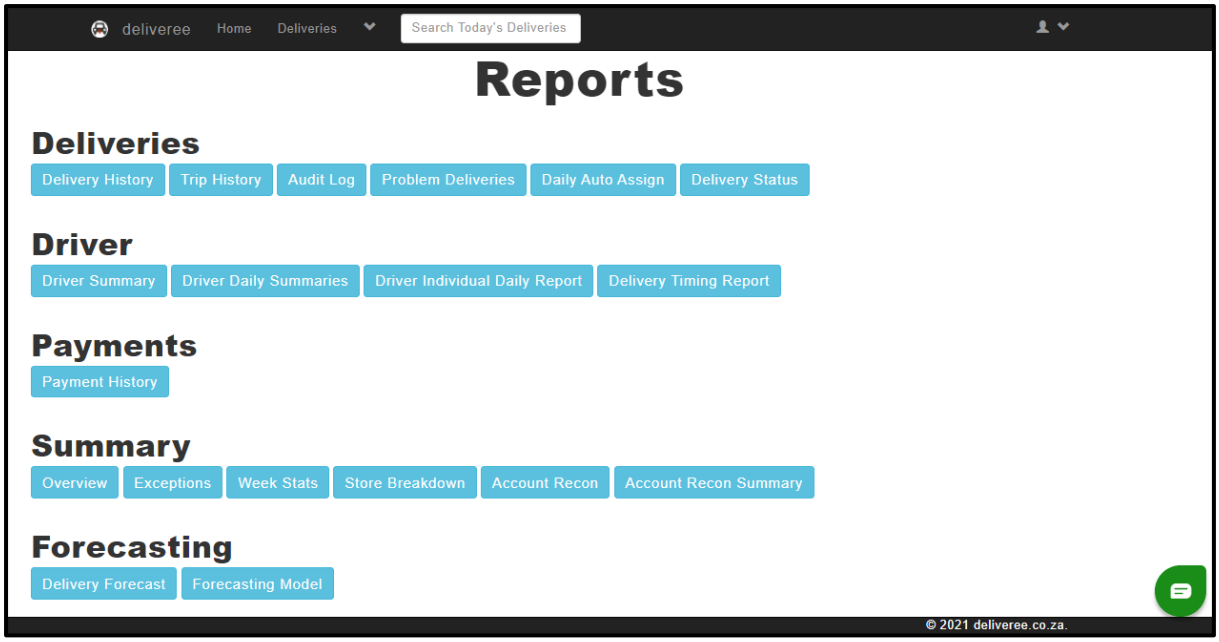


From the dropdown menu select REPORTS.

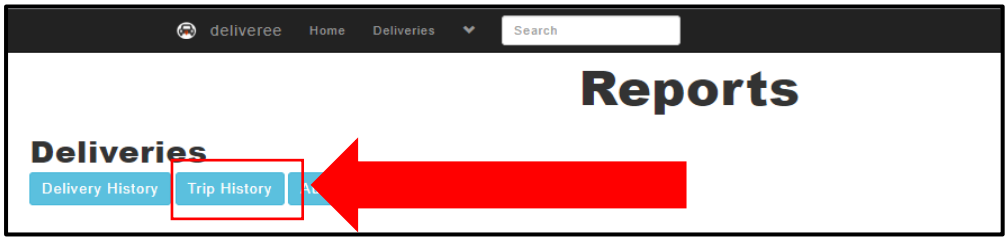


There are five report categories on Deliveree:

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



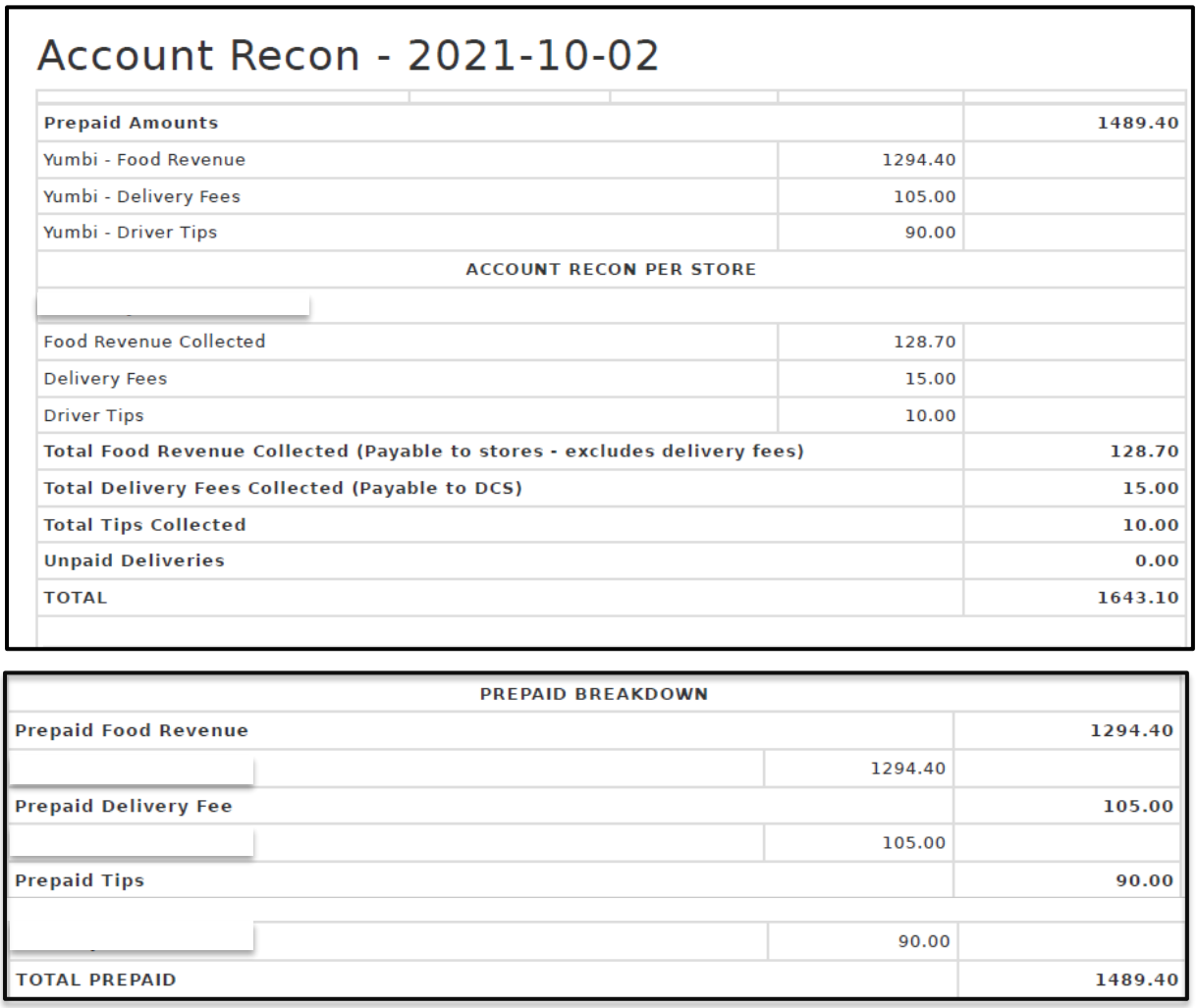
To select any report, you will click on the report name (the blue block).



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:

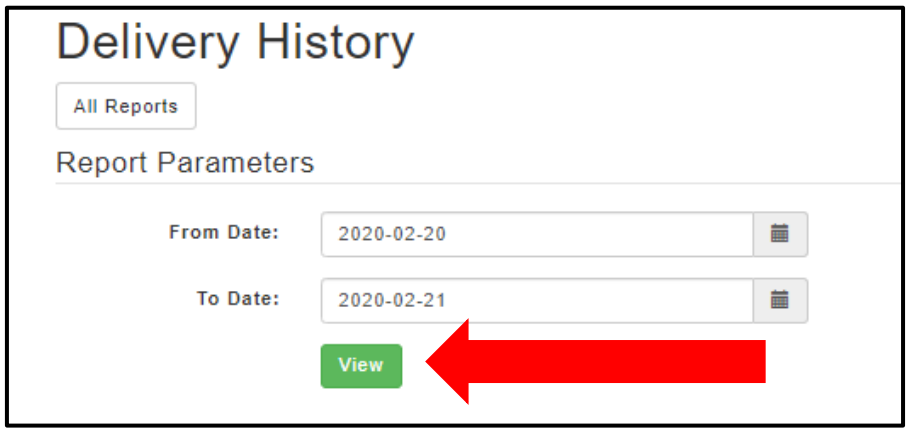
Report Category one: Deliveries Reports

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

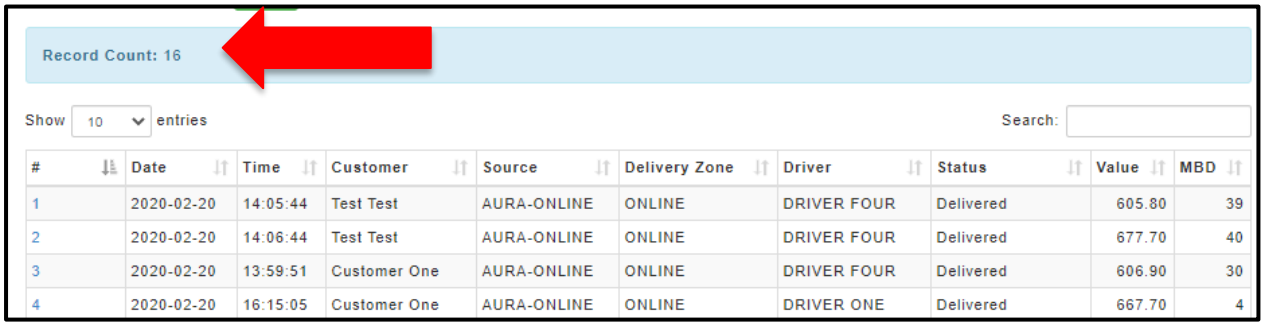
Select the date range and click “View”.



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).

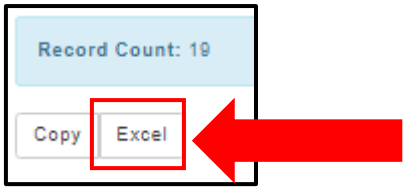
At the top on the left you will see the number of deliveries for that day



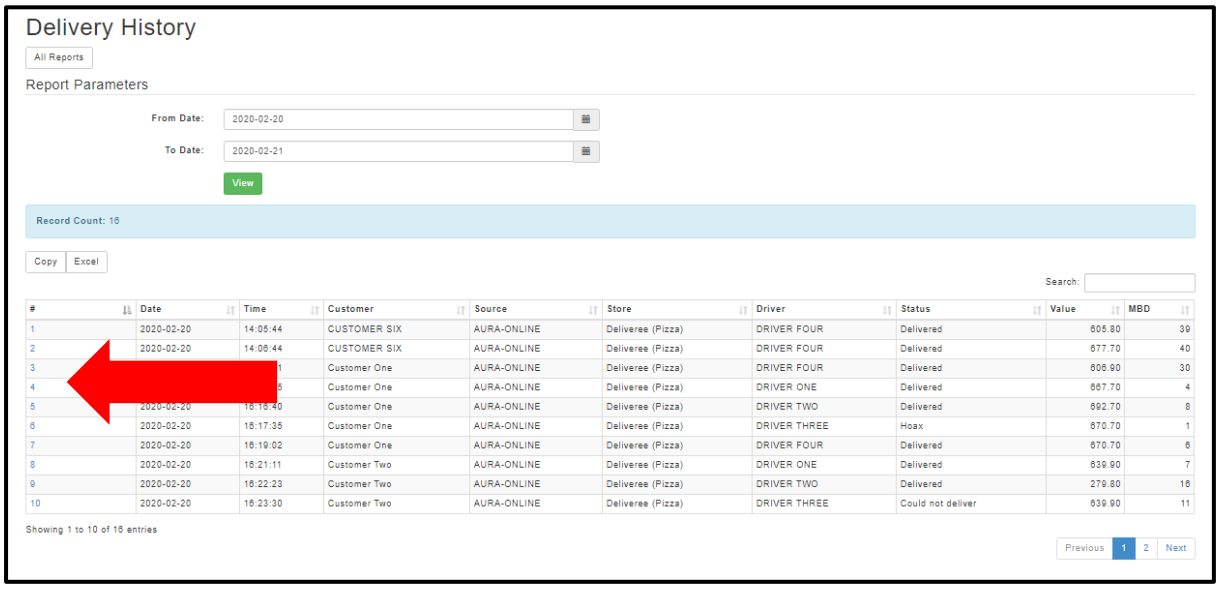
#	Date	Time	Customer	Source	Delivery Zone	Driver	Status	Value	MBD
1	2020-02-20	14:05:44	Test Test	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered	605.80	39
2	2020-02-20	14:06:44	Test Test	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered	677.70	40
3	2020-02-20	13:59:51	Customer One	AURA-ONLINE	ONLINE	DRIVER FOUR	Delivered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



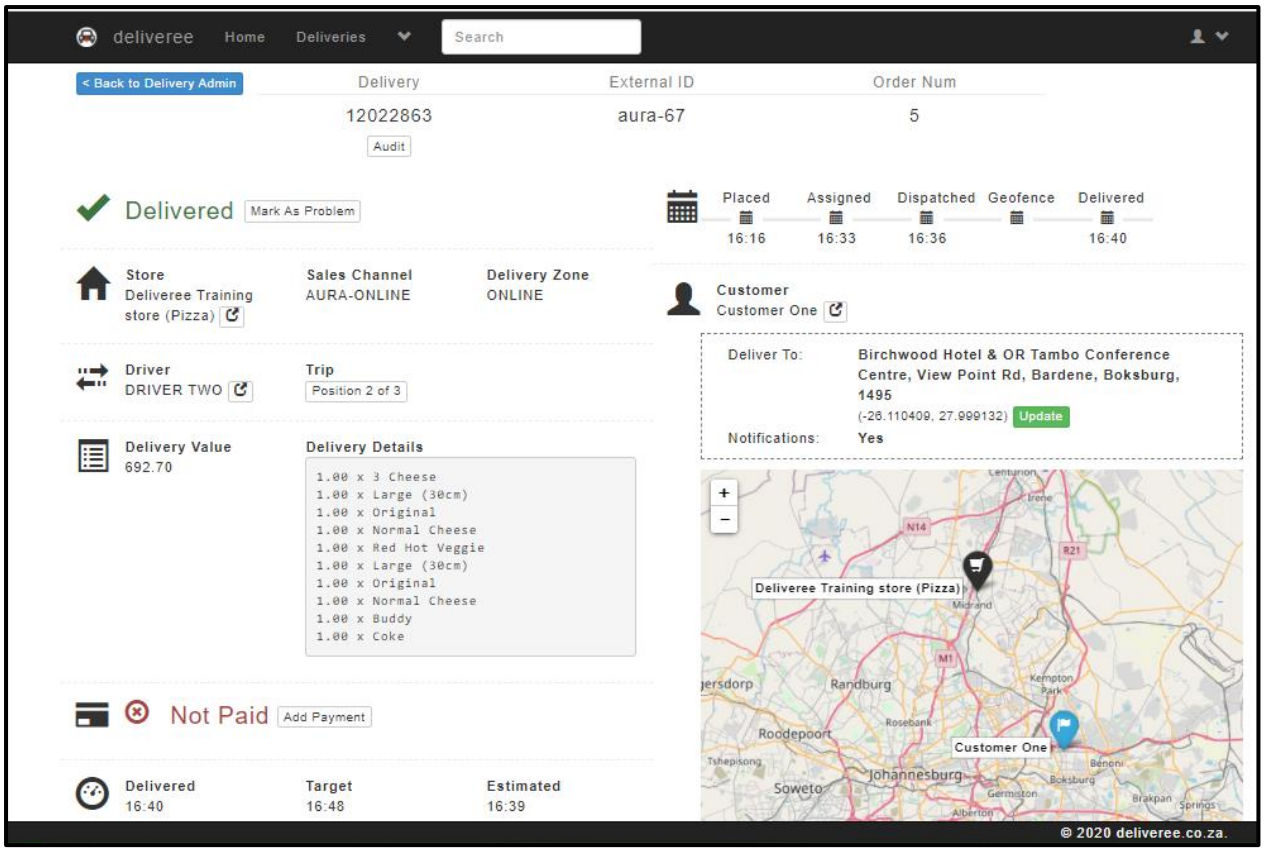
Details of the delivery can be viewed by clicking the order number on the left.



Column definitions:

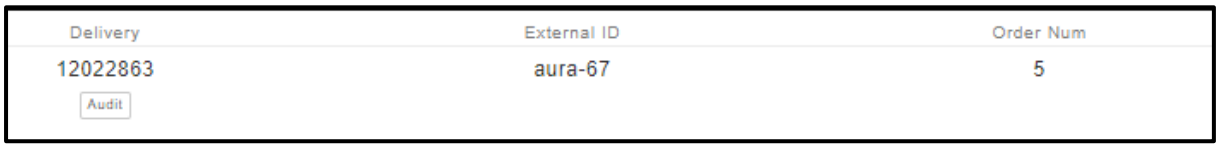
- #- Order number
- Date
- Time
- Customer- Name and Surname
- Source- from online ordering or through the call centre
- Store
- Drive
- Status- Delivered, un-dispatched or the name of the problem will show here.
- Value- Amount owed to the store.
- MBD- Minutes before due (on time)

Details will be shown as below:

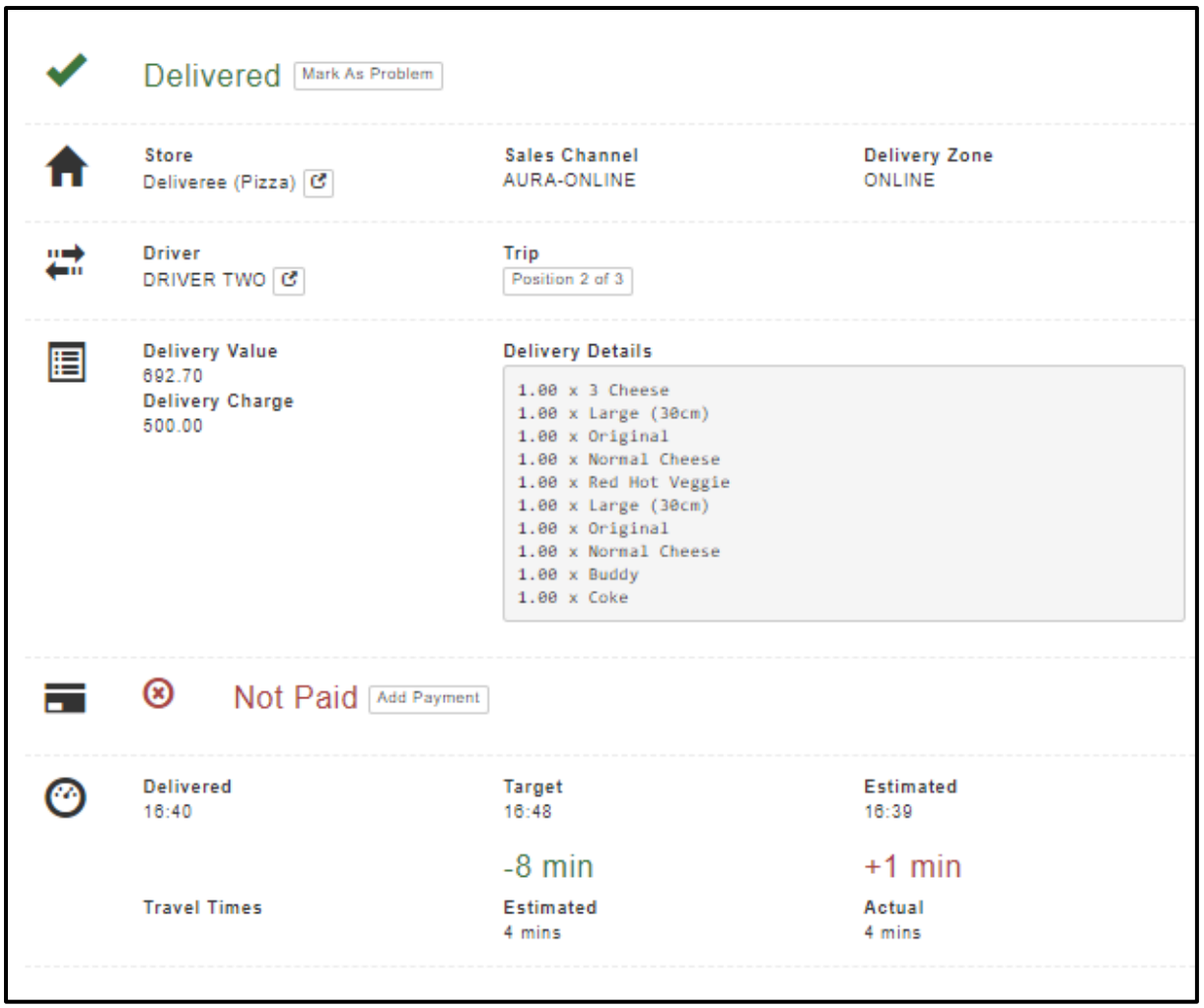


At the top of the screen in the middle, you will see the Delivery ID on the left.

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



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.



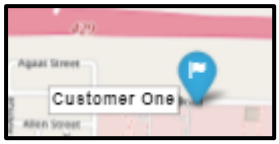
On the right-hand ride, you will see trip details that look at the time stamps of:

- 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

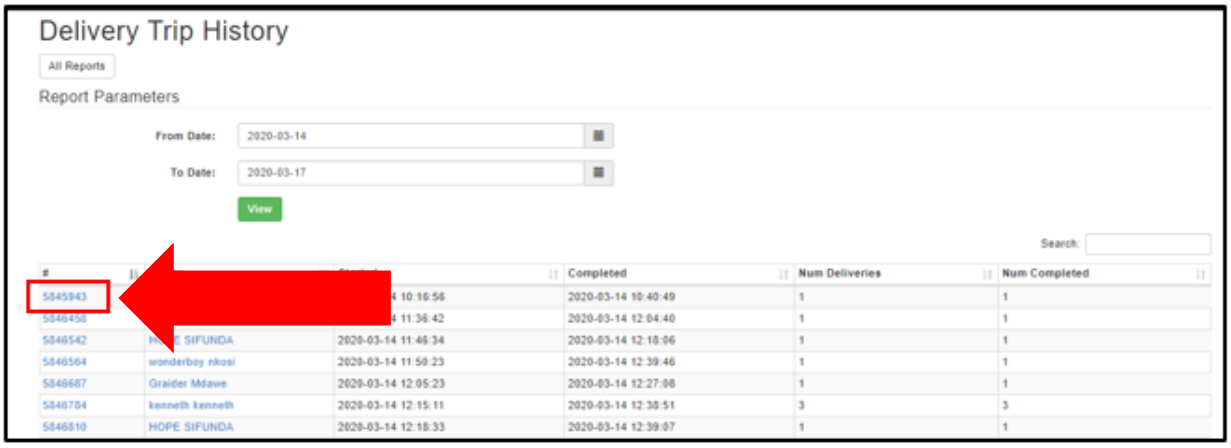
The store symbol on the map is a black pin with a trolley icon.

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

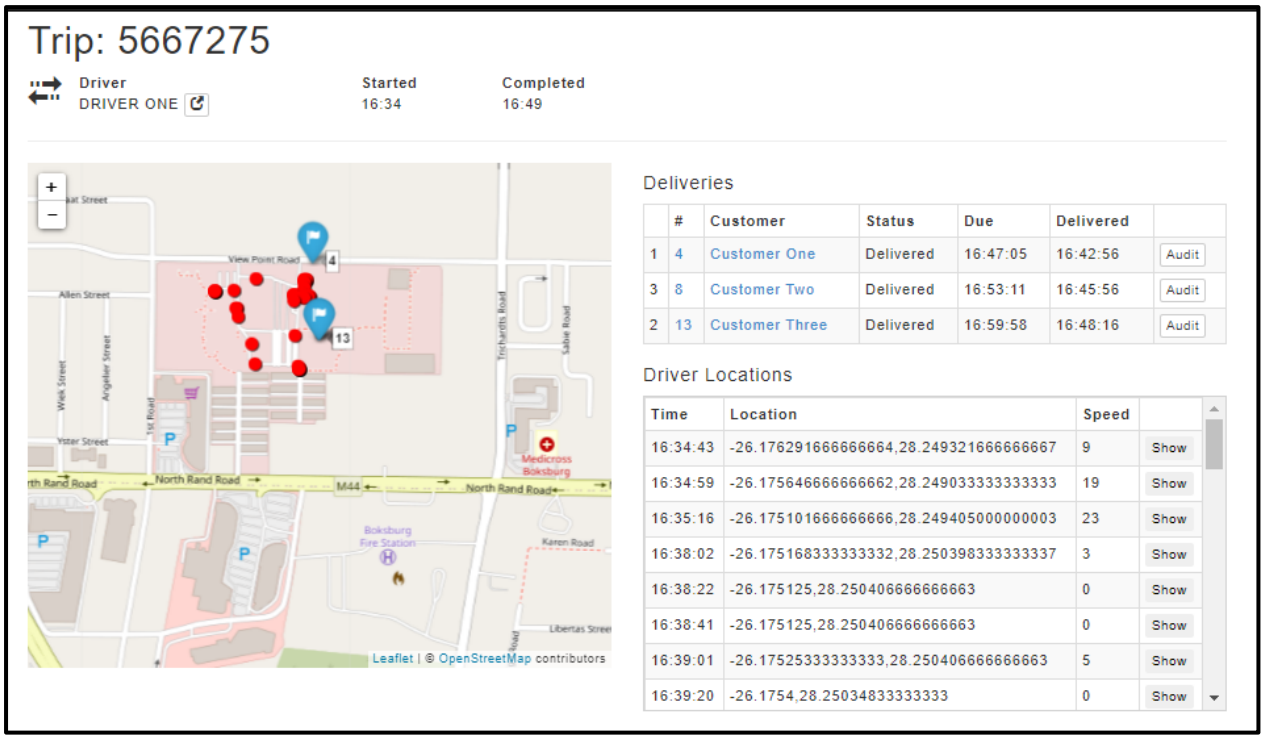
Trip History Report

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.



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.



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

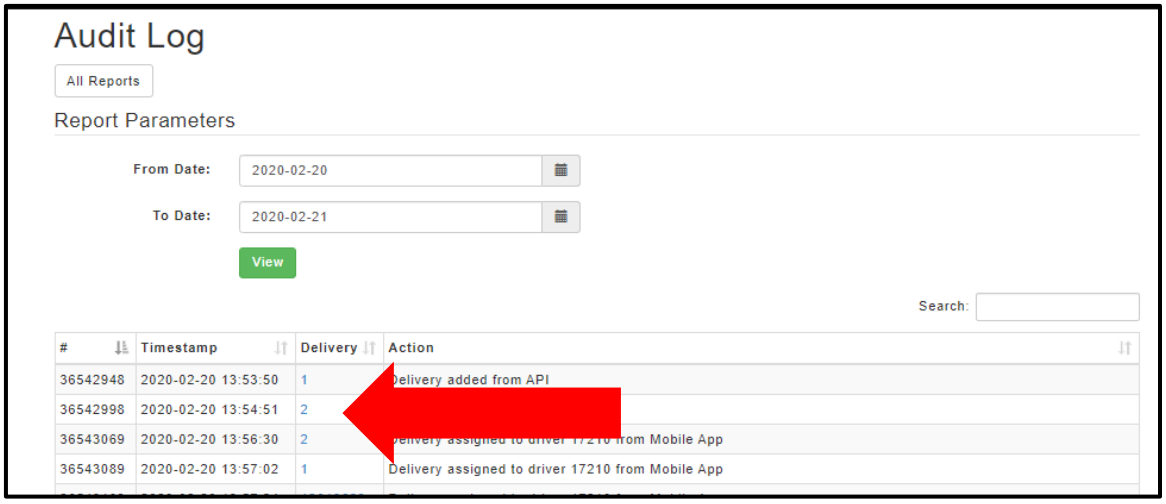
Audit Log Report

The Audit Log reports give you a breakdown of activity on the Deliveree system.

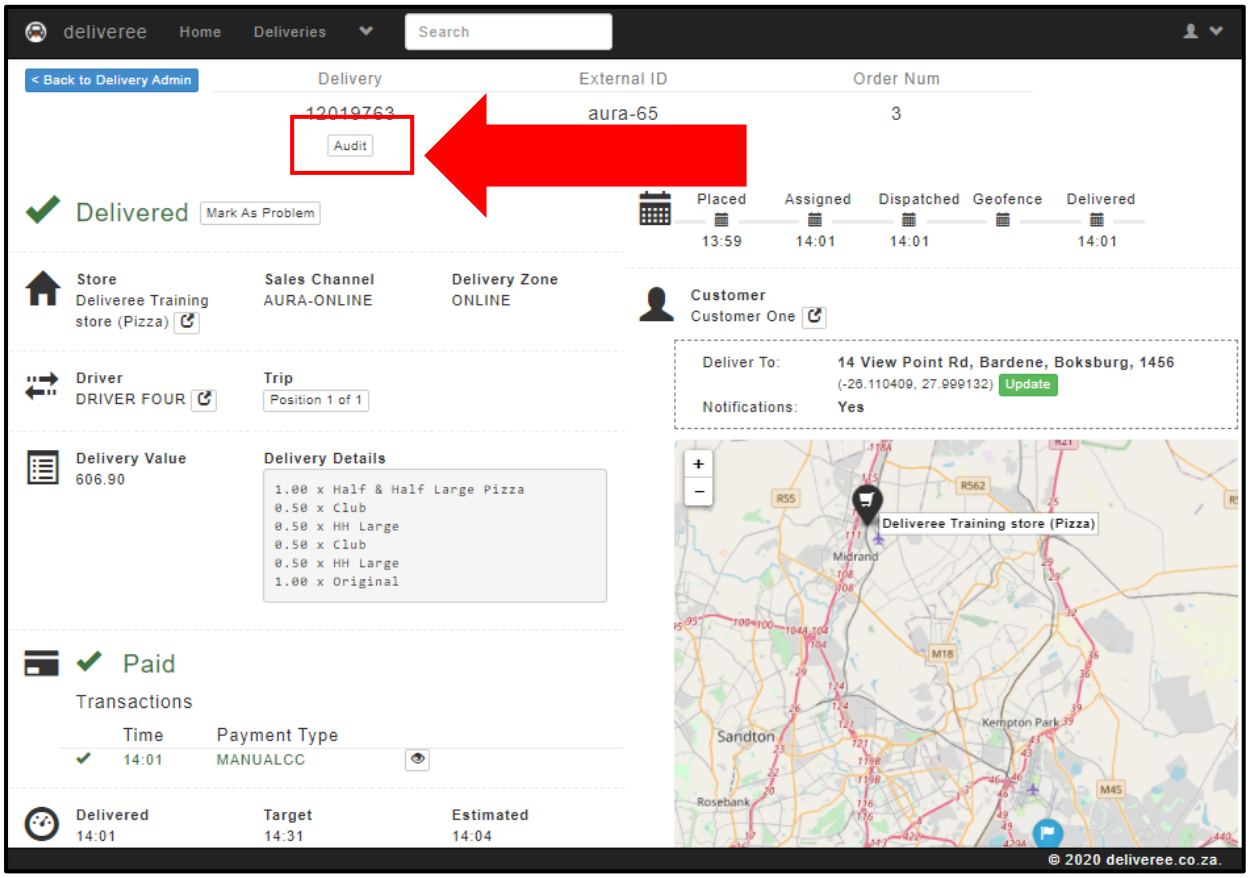
Both user actions and automatic system actions can be viewed.

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.

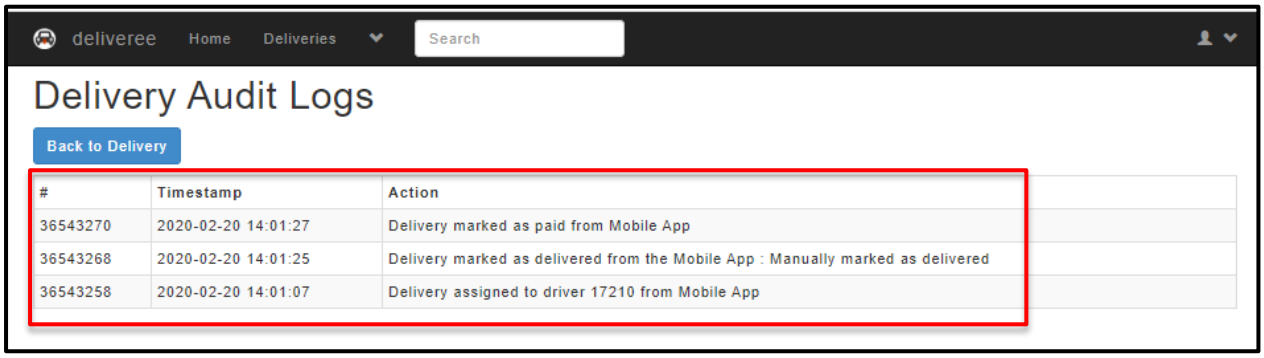


On the order detail page there is an Audit option to view the audit log for that single order.



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.



Any Action where it refers to the “Mobile App” means the action was done from the Deliveree driver app by a driver.

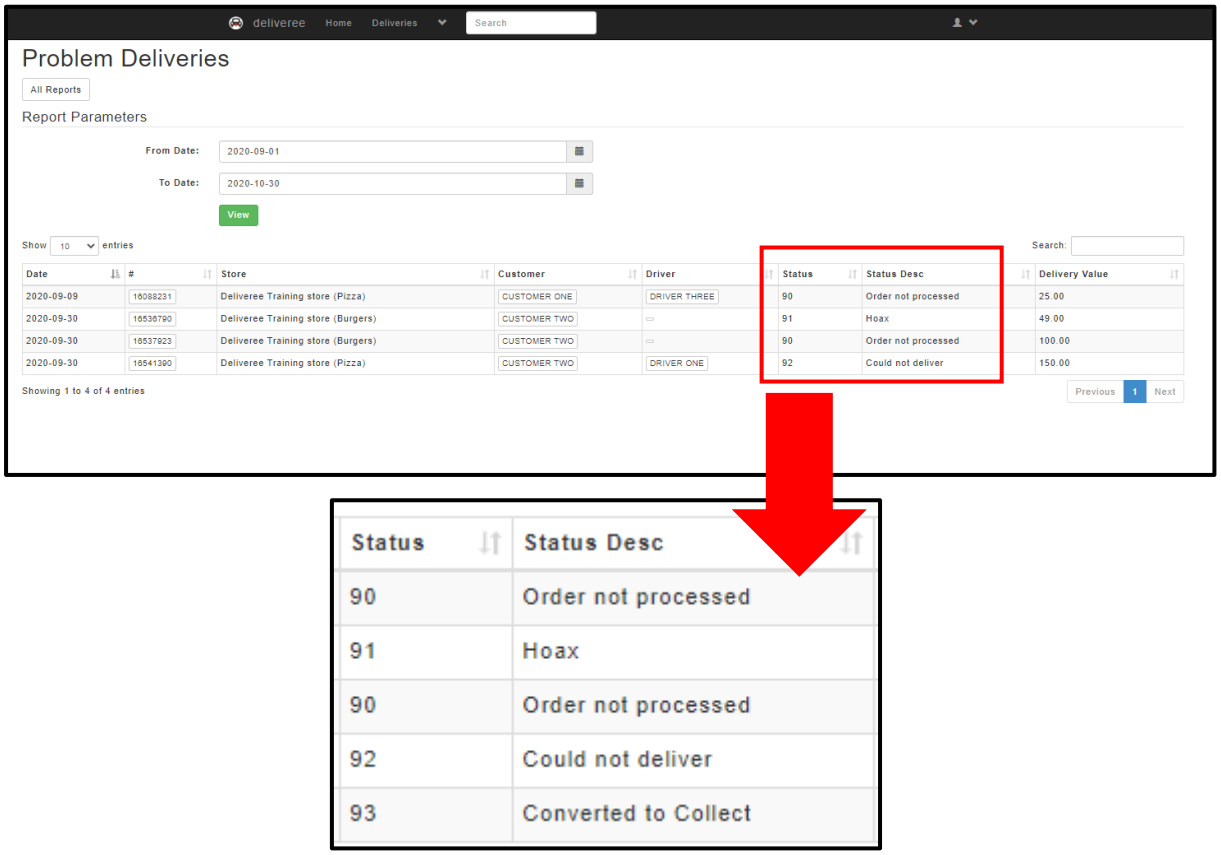
Any Action where is refers to “Client Admin” refers to an action taken on www.deliveree.co.ca by the Hub operator/ managers on the web page.

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.



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:

- 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.

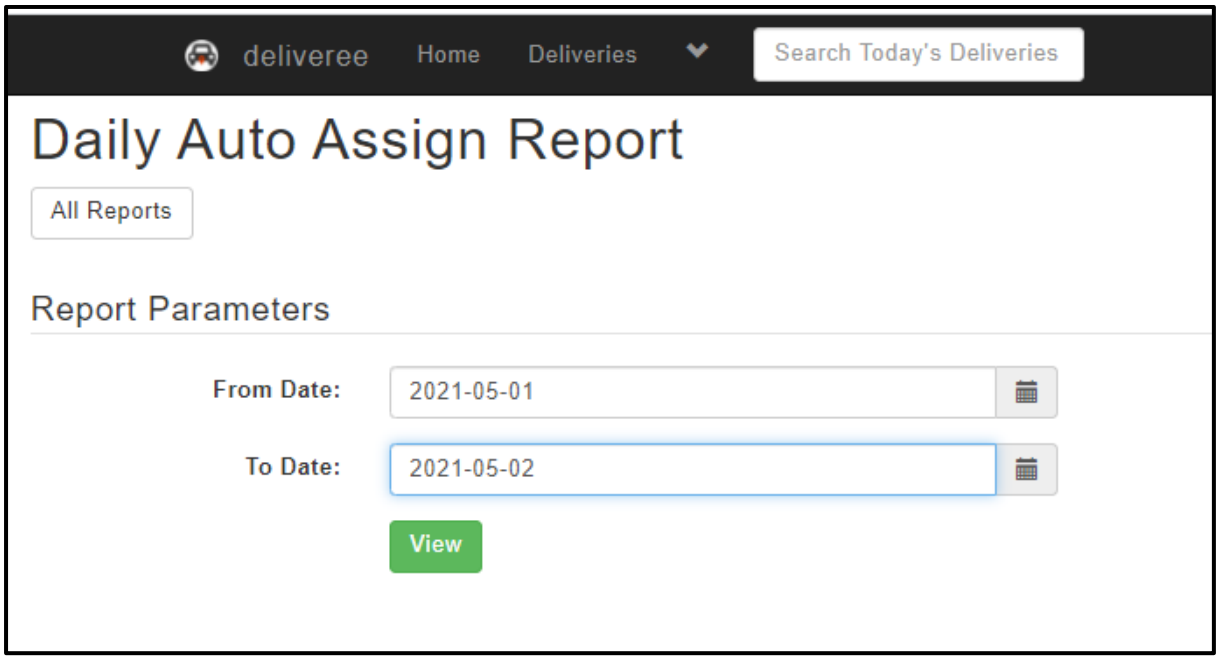
Here is a guideline for the use of codes between HUB stores and the HUB operator:

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 my manually typing in a date.

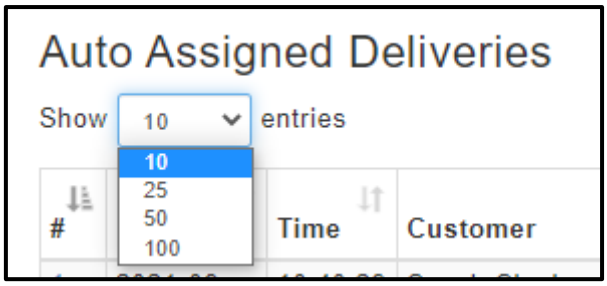


At the top of the report, you will see: *(from left to right).*

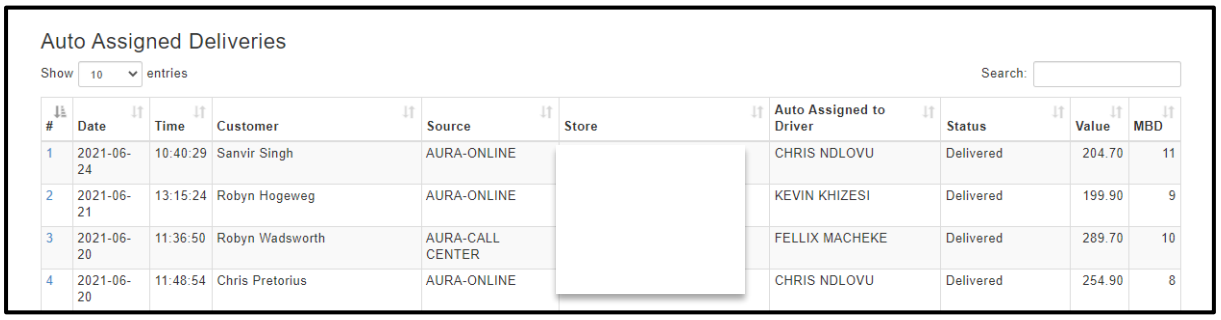
- Total Deliveries Auto Assigned (%)
- On-time Deliveries Auto Assigned (%)
- Average pickup time (mm:ss)
- Average Auto Assign Attempts per delivery. (This looks at the driver's responsiveness to the AA prompts).

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.



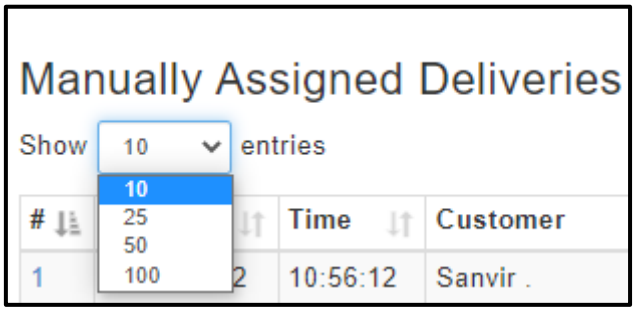
Auto Assigned Deliveries columns from left to right are as follows:

- #- 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.

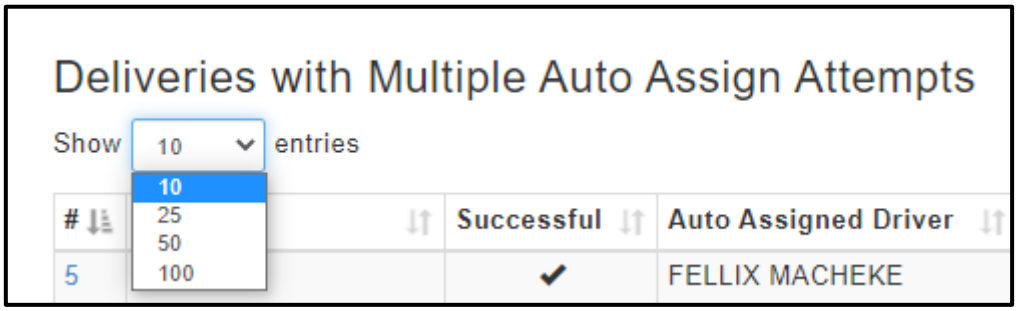
Manually Assigned Deliveries columns from left to right are as follows:

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

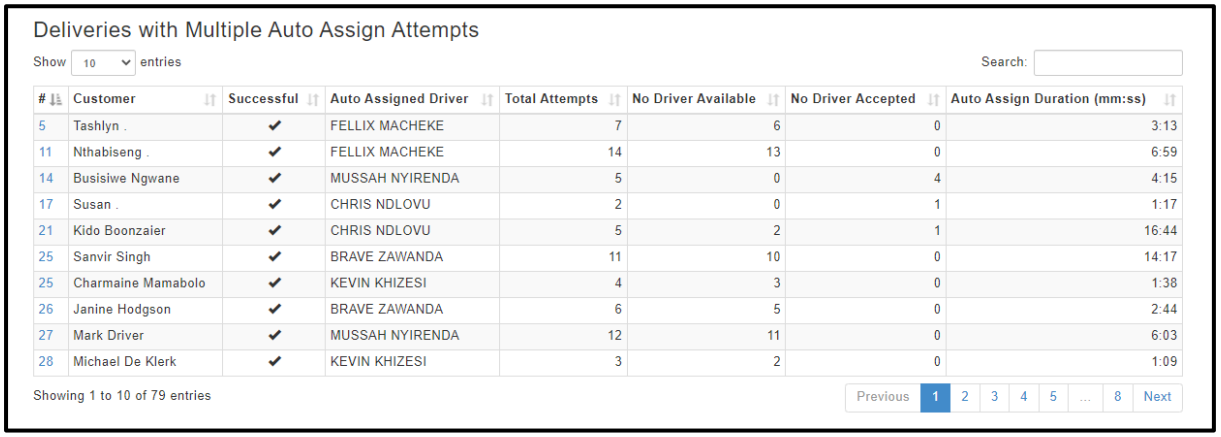
Below that, you will see the list of **Deliveries with multiple Auto Assign Attempts**:

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.



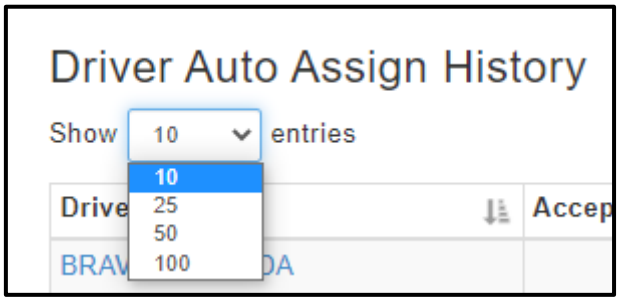
Deliveries with Multiple Auto Assign Attempts columns from left to right are as follows:

- #- 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)

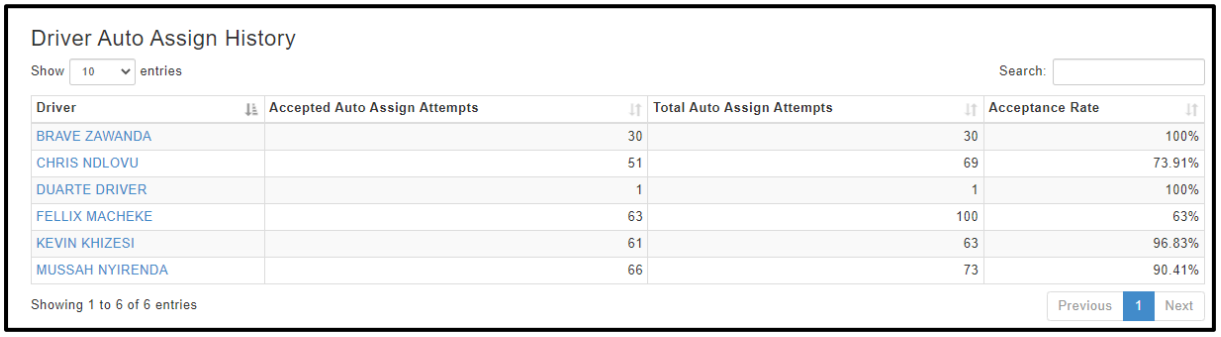
Below that, you will see the **Driver Auto Assign History**:

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.



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

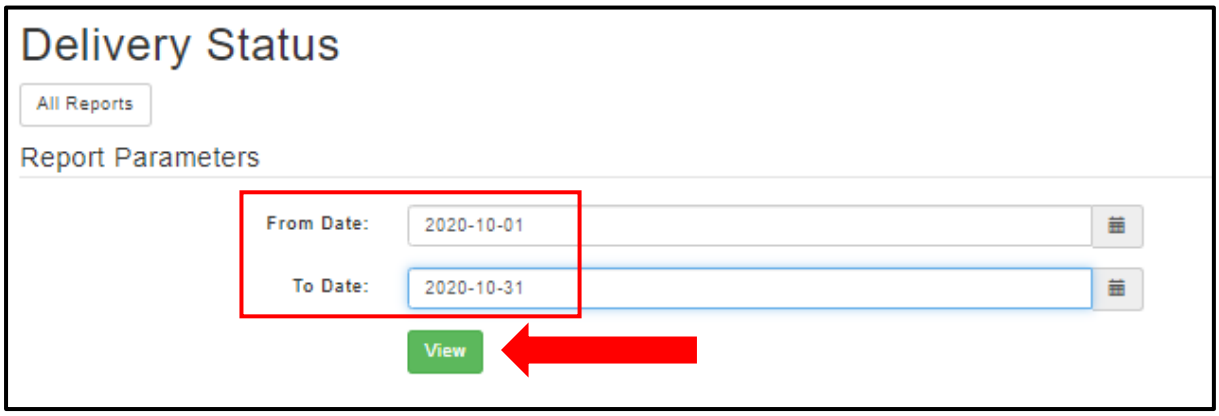
- Driver
- Accepted Auto Assign Attempts
- Total Auto Assign Attempts
- Acceptance Rate (%)

Delivery Status Report:

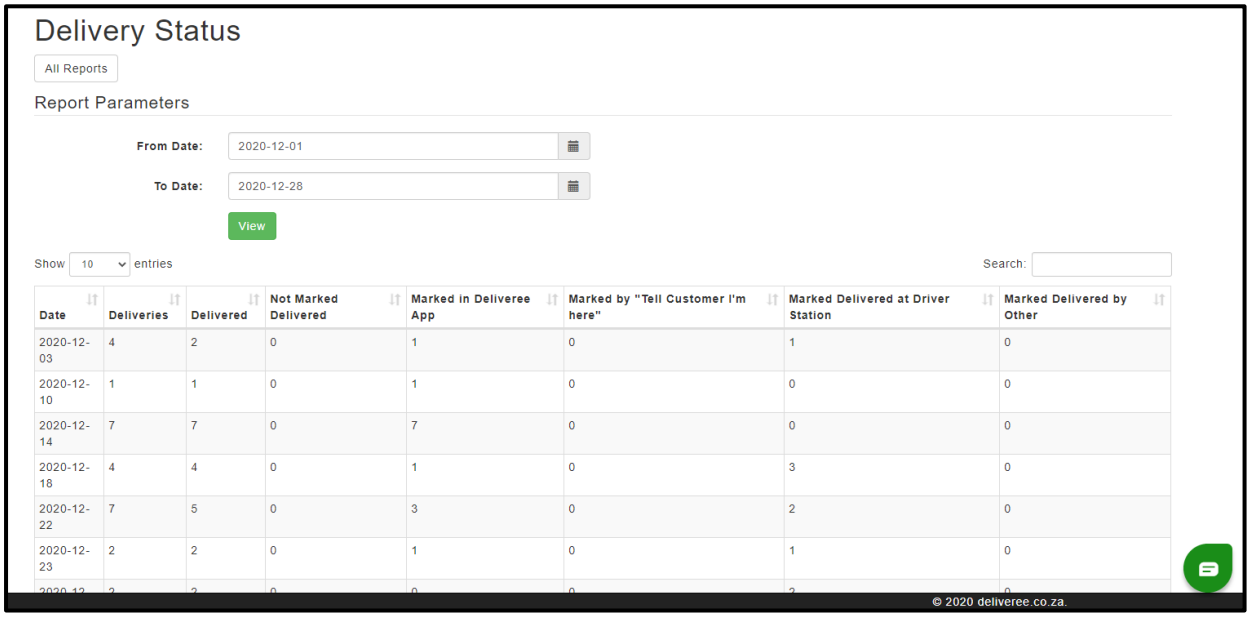
The Delivery Status is at the top of the reports page under the report category “Deliveries”.

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

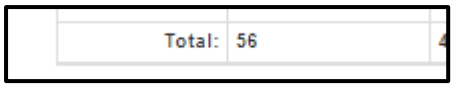
This allows the operator/manager to see information for a day/week/month/year if needed.



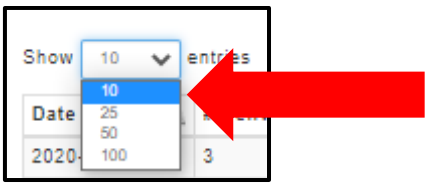
Once the operator/manager selects the date range, click



At the bottom on the left it says, “Total”



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

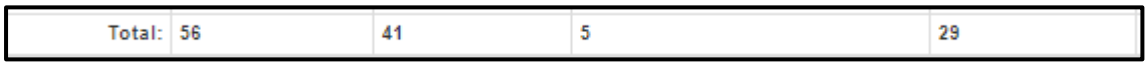
Marked in Deliveree App: “marked delivered” in the driver app

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:



Report Category two: Driver Reports

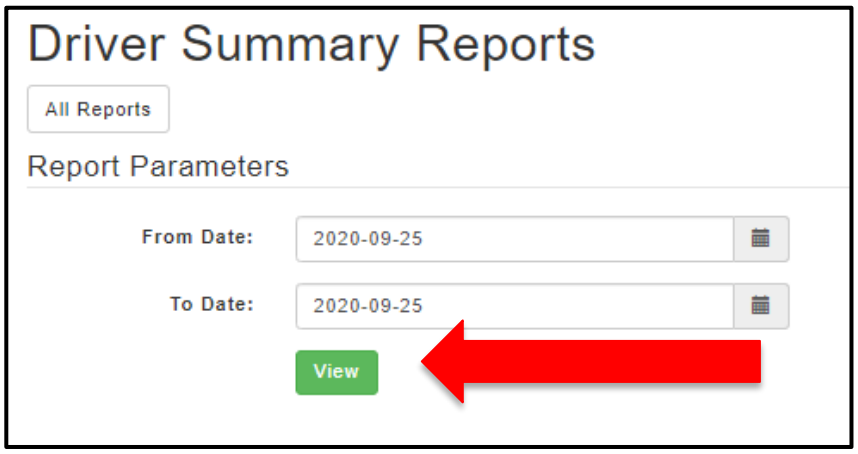
In this report category, there are 4 different reports that specifically relate to Drivers.

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

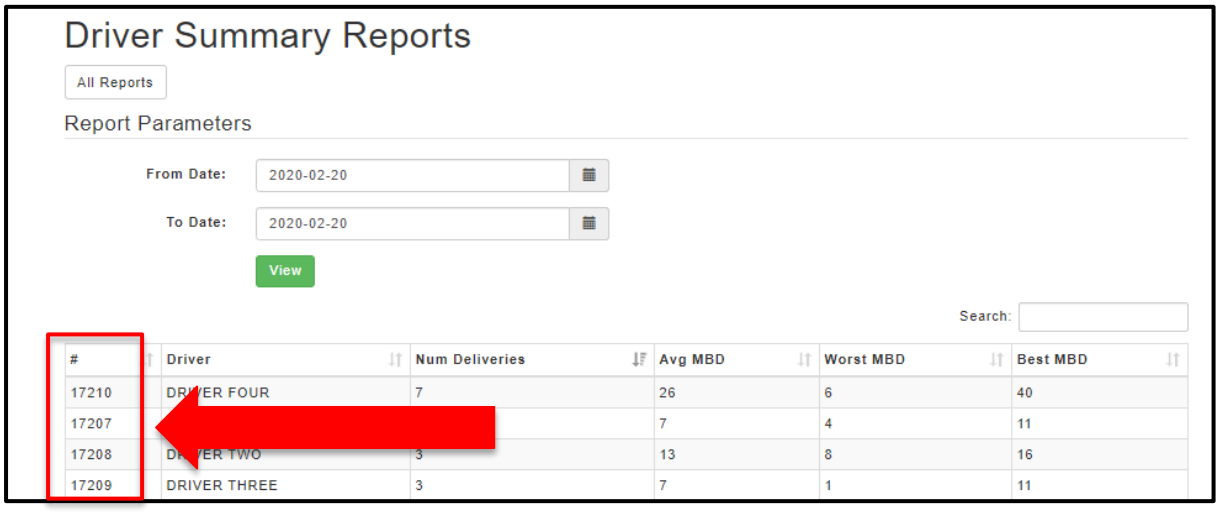
Driver Summary Report

Select the date range and click “View”

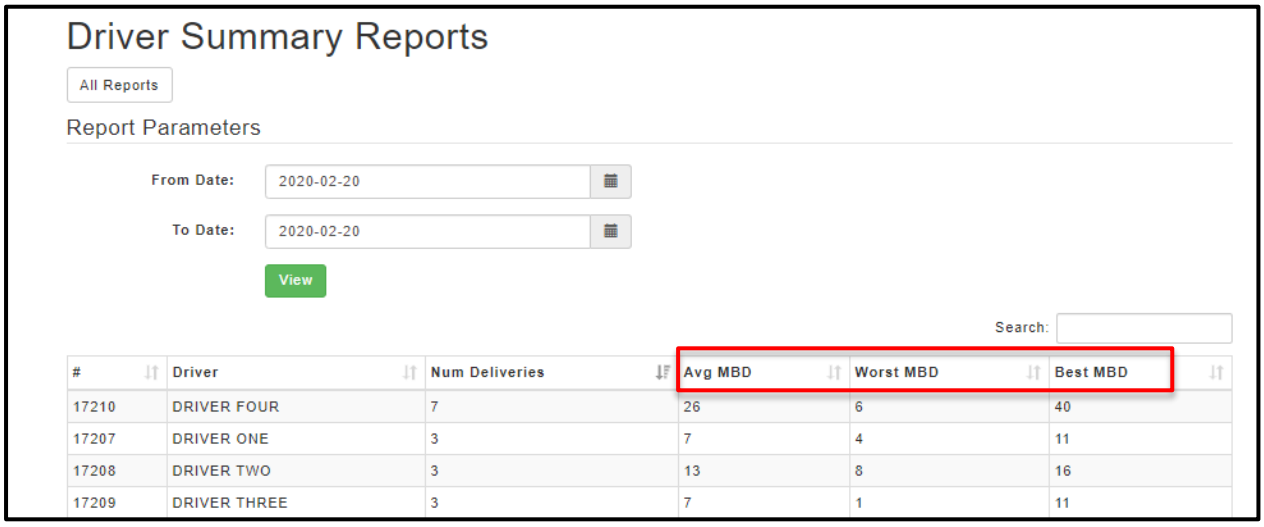
This report allows you to review past driver efficiency over a given date range.



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



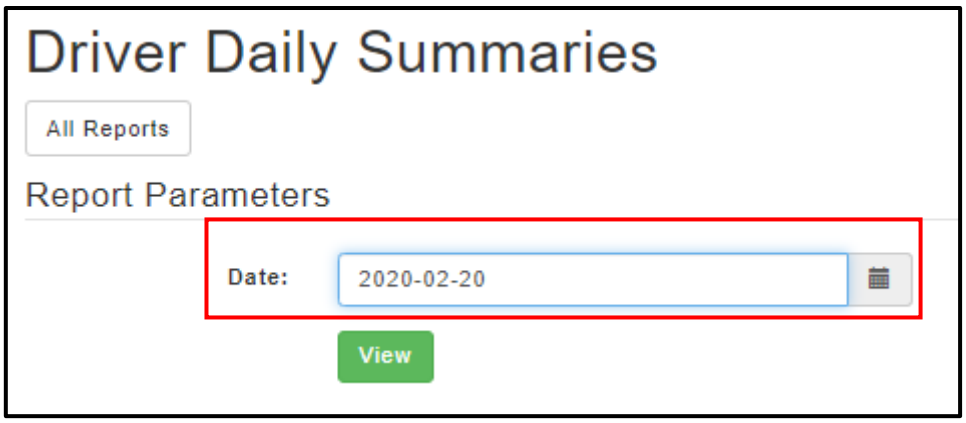
The number of deliveries they took, and their Average, worst and best MBD Minutes Before Due (MBD).



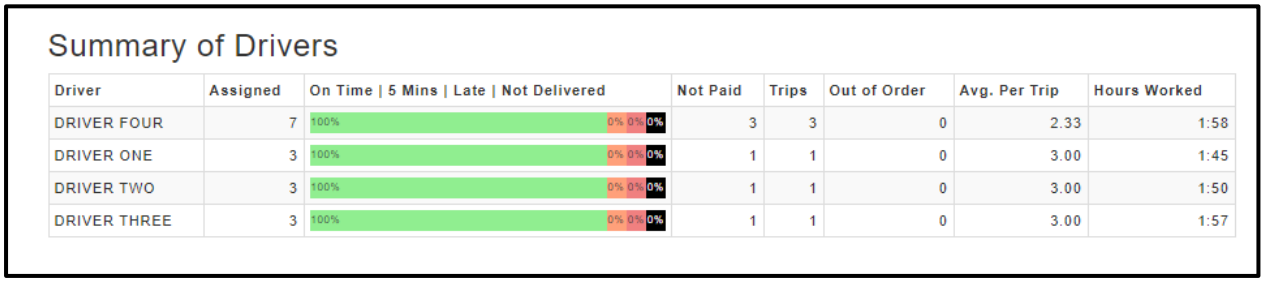
Driver Daily Summaries Report

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).



Click View and the summary will be shown.



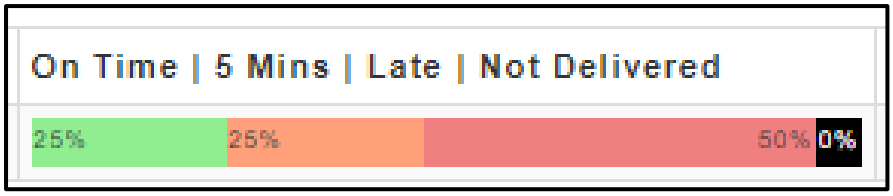
The same colour coding applies to all reports:

GREEN: On time- delivered within the 32 minutes.

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

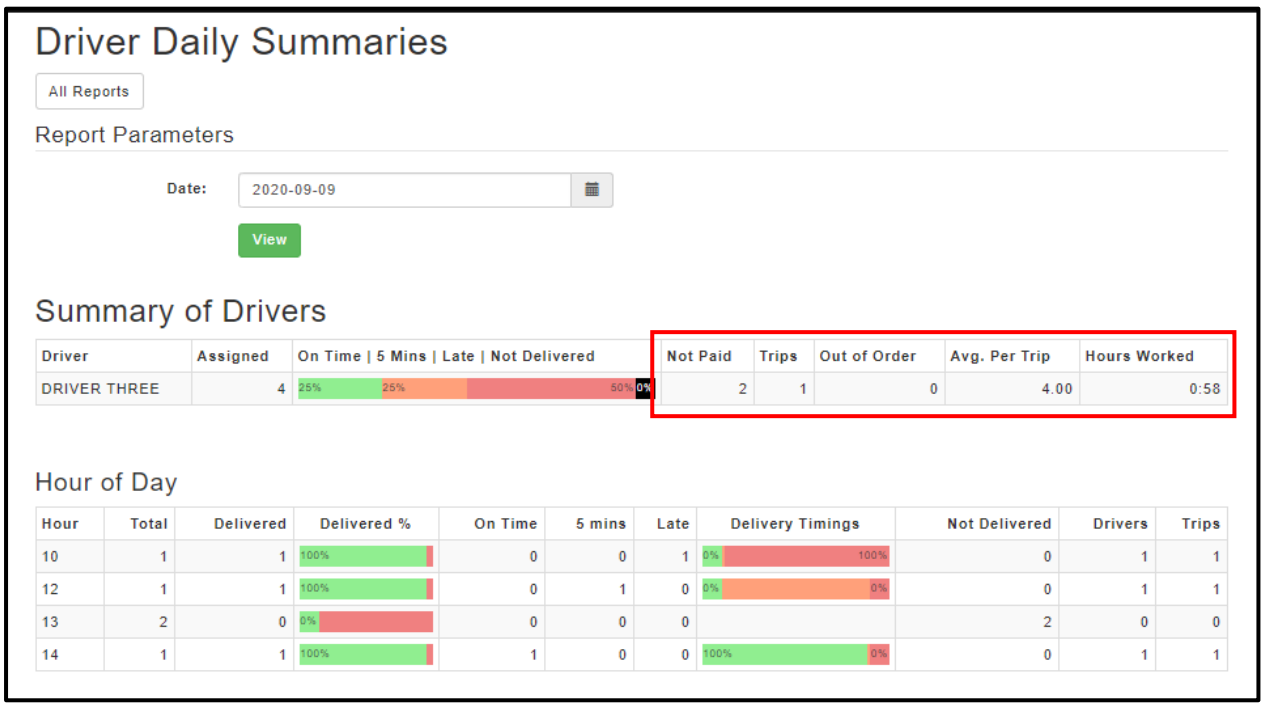
RED: Late- delivered later than 5 minutes after the 32 minutes.

BLACK: Not delivered

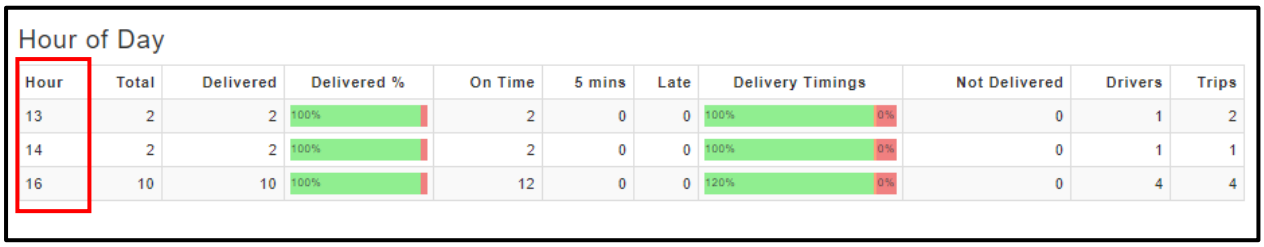


From the left- We can also see how many orders were assigned to the driver, we can then see the percentage on on-time vs late and not delivered orders.

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%	0	1	2
14	2	2	100%	2	0	0	100% 0%	0	1	1
16	10	10	100%	12	0	0	120% 0%	0	4	4

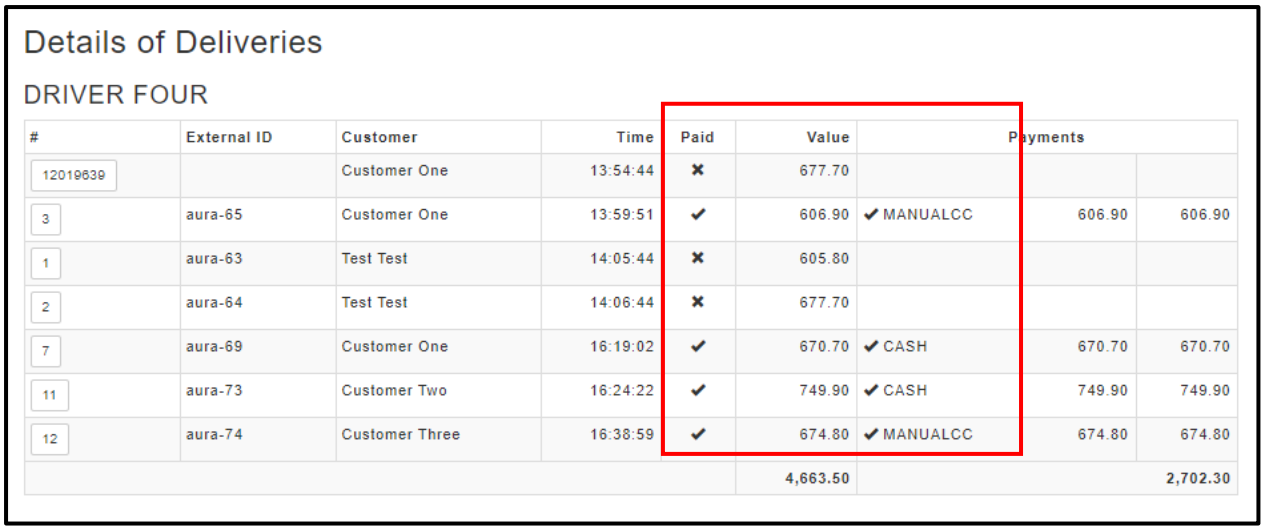
Scroll down to see the Details of Deliveries:

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

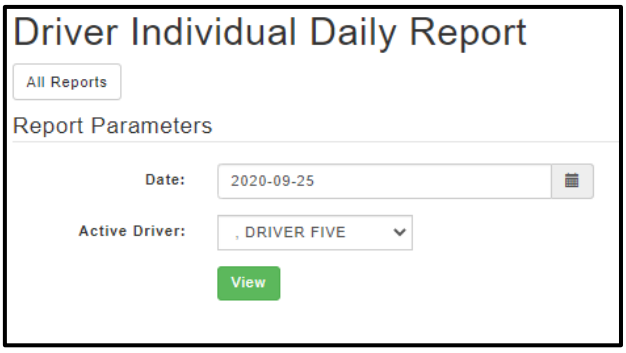
DRIVER FOUR

#	External ID	Customer	Time	Paid	Value	Payments		
12019639		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

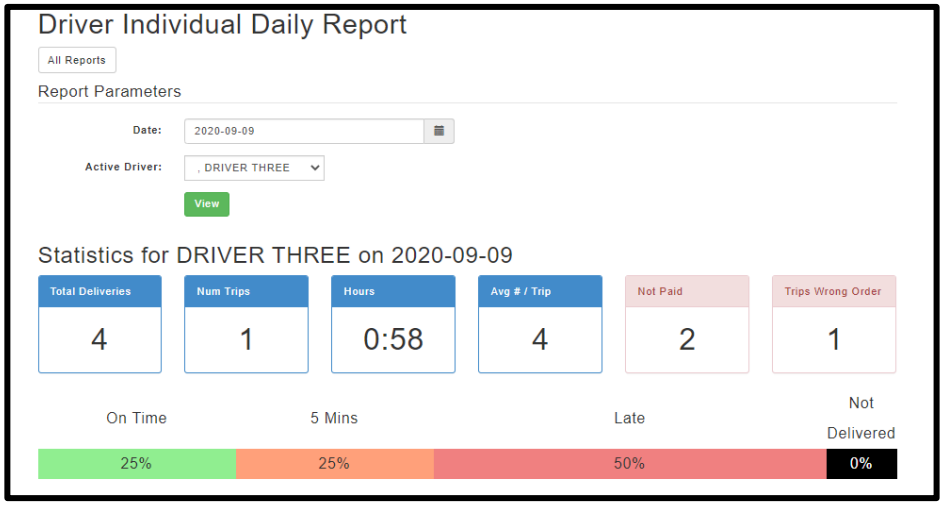
Driver Individual Daily Report

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.



Choose your date and the name of the driver, click



Details for the day will be shown in blocks below the driver's name.

From left to right, you will see:

1. Total deliveries for the driver for that date
2. The number of trips they did
3. The number of hours the driver worked that day (This is based on the logins to Deliveree).
4. The average number of orders the driver took per trip
5. How many orders were not paid
6. How many trips were in the wrong order

The same colour coding applies with all reports:

GREEN: On time- delivered within the 32 minutes.

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

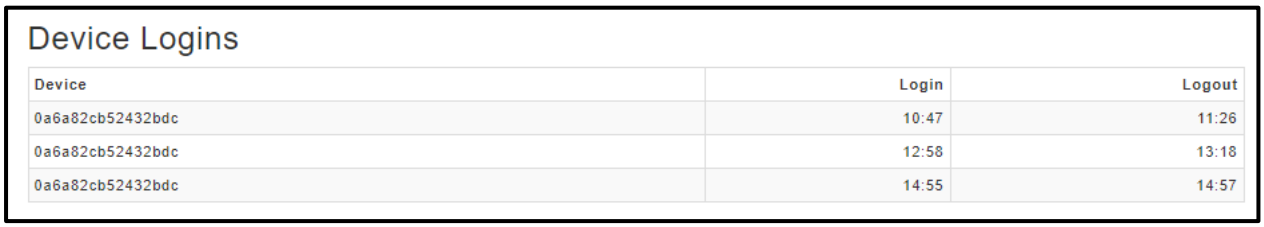
RED: Late- delivered later than 5 minutes after the 32 minutes.

BLACK: Not delivered

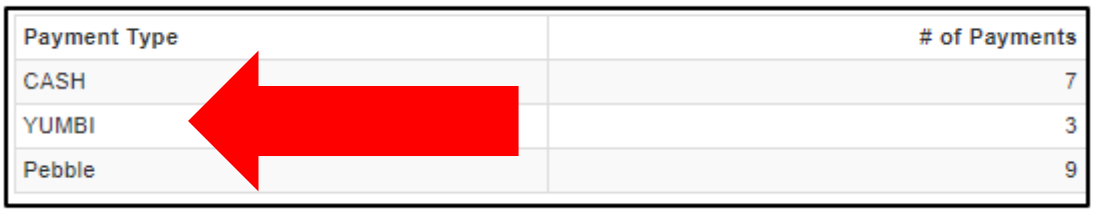
Scroll down to see driver exceptions:

This information allows the manager to address issues with the drivers. It will show any exceptions such as orders delivered out of order and unpaid orders.

Scroll down to see which device a driver logged into during the day and at what time.



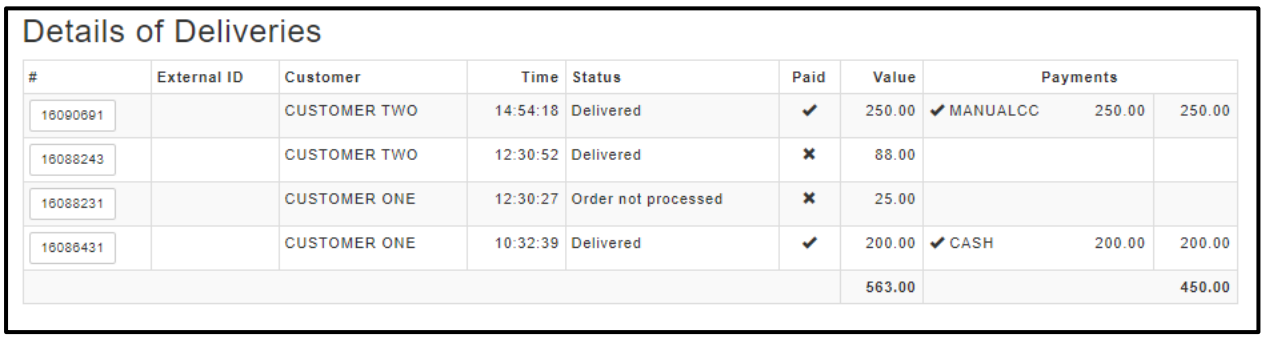
Scroll down to see the summary of the payments by type. Cash, Online, with a Card or with a payment device such as a Pebble or PocketPos.



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.



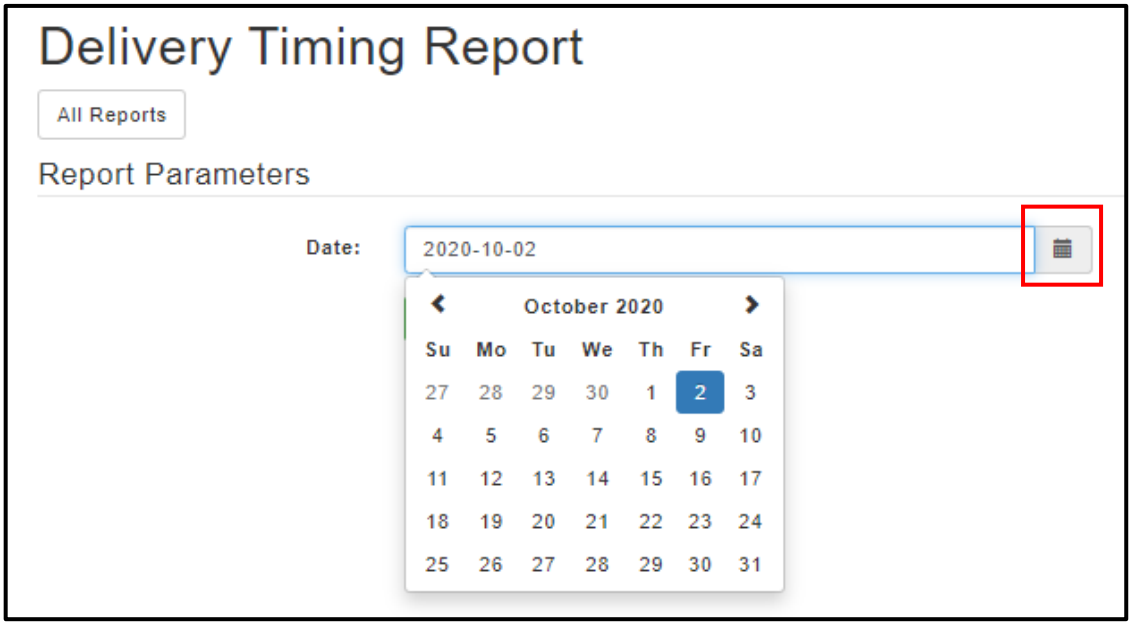
Details of Deliveries

#	External ID	Customer	Time	Status	Paid	Value	Payments		
16090691		CUSTOMER TWO	14:54:18	Delivered	✔	250.00	✔ MANUALCC	250.00	250.00
16088243		CUSTOMER TWO	12:30:52	Delivered	✖	88.00			
16088231		CUSTOMER ONE	12:30:27	Order not processed	✖	25.00			
16086431		CUSTOMER ONE	10:32:39	Delivered	✔	200.00	✔ CASH	200.00	200.00
						563.00			450.00

Delivery Timing Report

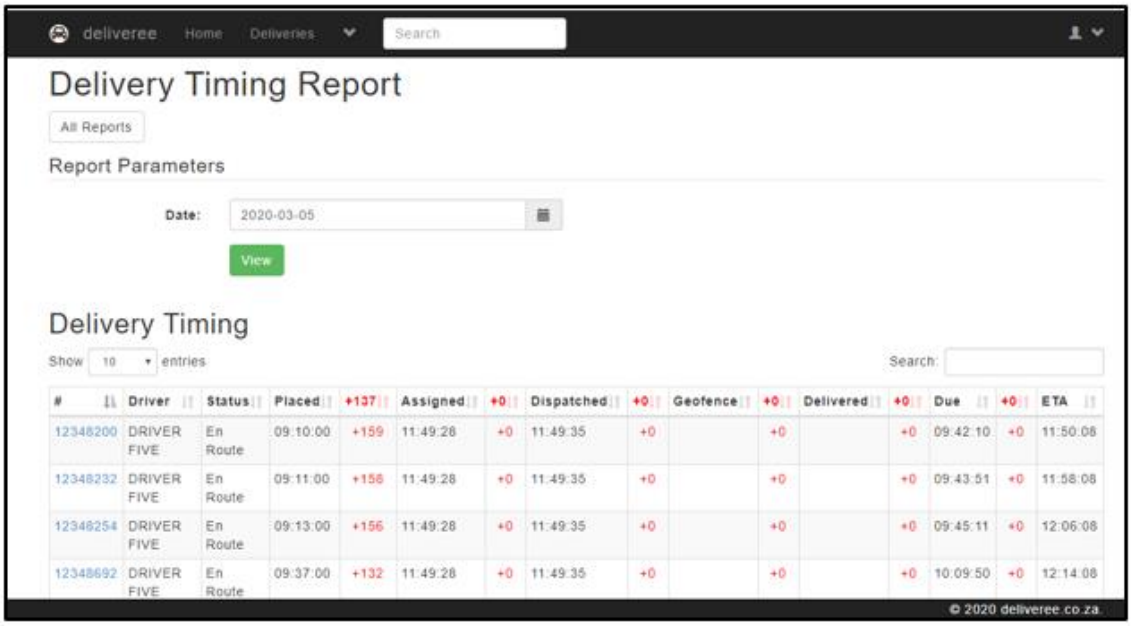
The purpose of the report is to show an overview of the time differences between the different stages of a delivery. Each value is the difference in minutes between the stages (status).

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



The 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.



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".

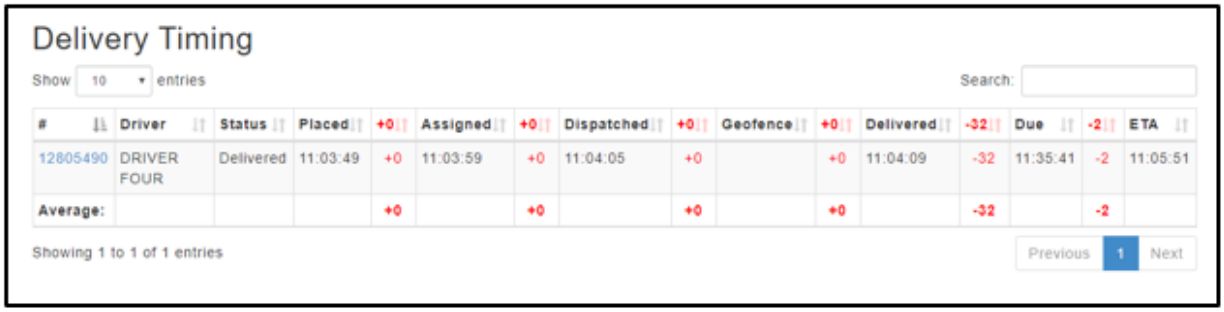
This is so that orders not properly tracked as seen below, do not skew the average times.

Delivery Timing

Show 10 entries Search:

#	Driver	Status	Placed	+32	Assigned	+7	Dispatched	+6	Geofence	+1	Delivered	+12	Due	-7	ETA
18	Coetzen Kambezo	Delivered	11:13:00	+11	11:24:40	+8	11:32:45	+11	11:43:50	+2	11:46:11	+0	11:45:23	+9	11:36:26
35	Coetzen Kambezo	Delivered	11:13:51	+10	11:24:32	+8	11:32:45	+17	11:50:04	+1	11:51:31	-7	11:57:33	-8	11:59:26
39	Coetzen Kambezo	Delivered	11:20:37	+4	11:24:46	+7	11:32:45	+25	11:57:49	+2	11:59:52	-5	12:04:21	-6	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 Previous 1 Next

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:

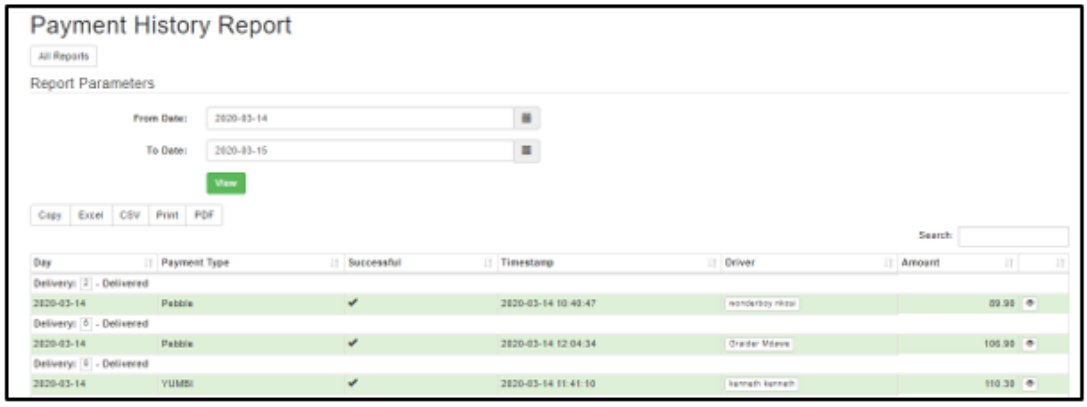
#	Driver	Status	Placed	+137	Assigned	+0	Dispatched	+0	Geofence	+0	Delivered	+0	Due	+0	ETA
12348200	DRIVER FIVE	En Route	09:10:00	+159	11:49:28	+0	11:49:35	+0		+0		+0	09:42:10	+0	11:50:08

Report Category three: Payment History Report

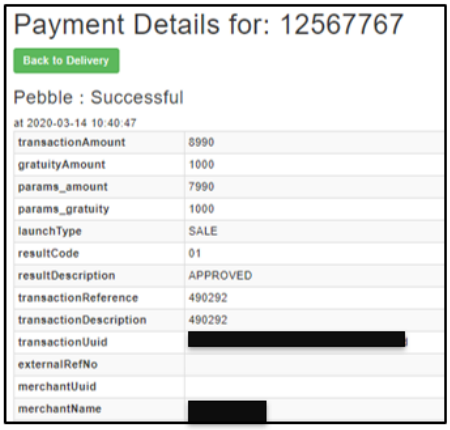
In this category there is one report.

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).



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



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

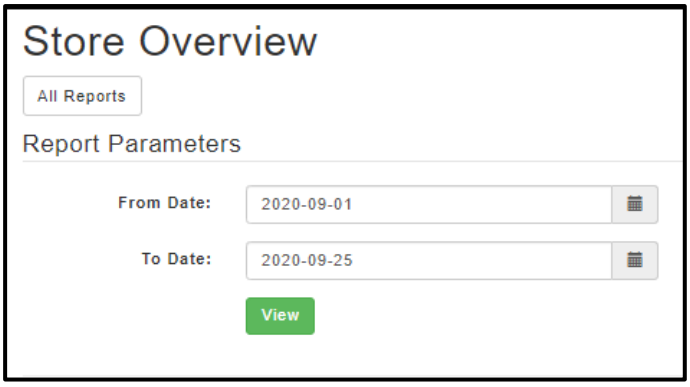
In this category, there are 2 report types:

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.

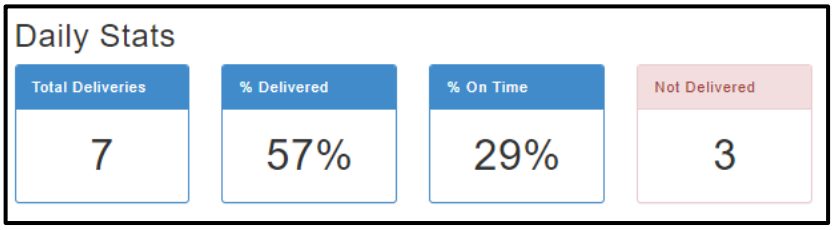
This report is for a manager to weekly and monthly.



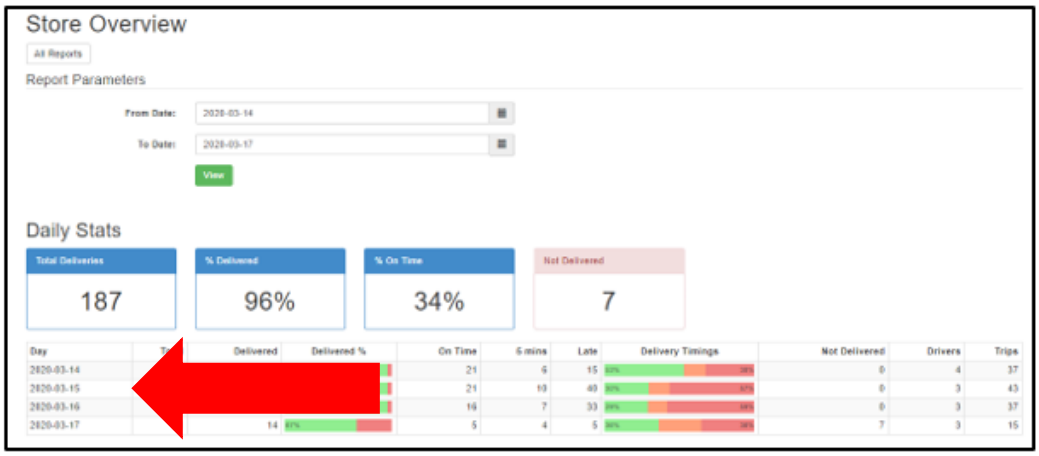
Choose your date and the name of the driver, click

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.

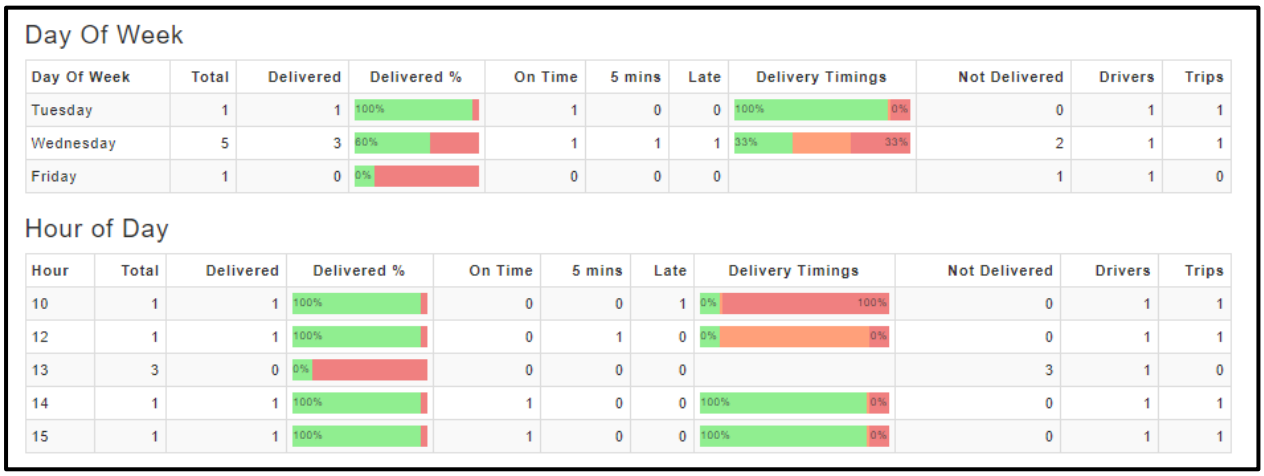


Below that, you will see information by date:



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%	0	1	1
Wednesday	5	3	60%	1	1	1	33% 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% 100%	0	1	1
12	1	1	100%	0	1	0	0% 0%	0	1	1
13	3	0	0%	0	0	0		3	1	0
14	1	1	100%	1	0	0	100% 0%	0	1	1
15	1	1	100%	1	0	0	100% 0%	0	1	1

The same colour coding applies with all reports:

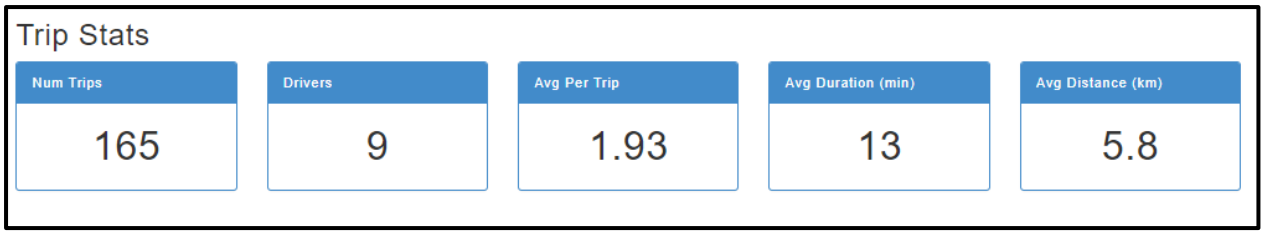
GREEN: On time- delivered within the 32 minutes.

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

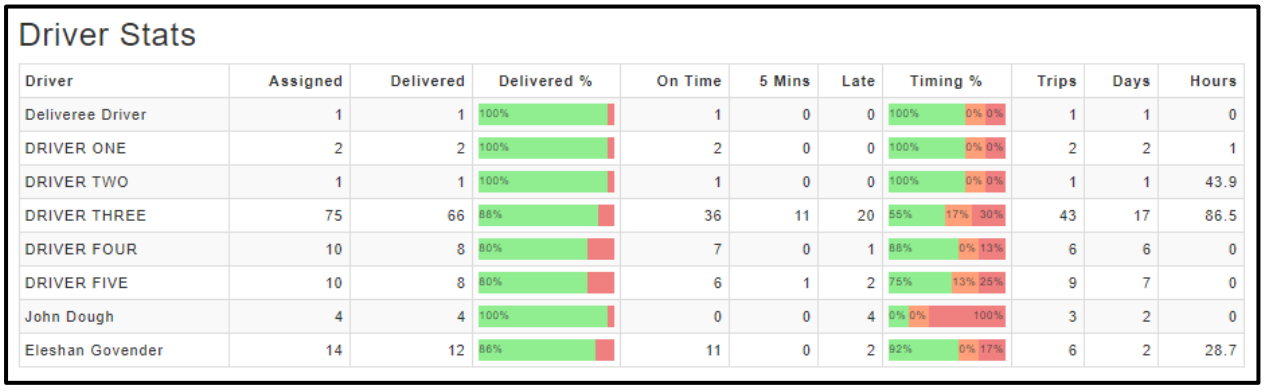
Scroll down to see the trip information:



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:

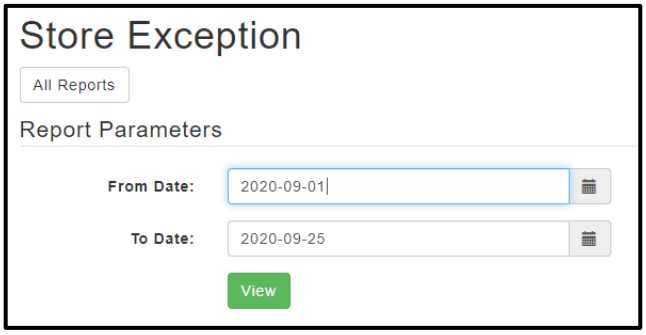


Driver	Assigned	Delivered	Delivered %	On Time	5 Mins	Late	Timing %	Trips	Days	Hours
Deliveree Driver	1	1	100%	1	0	0	100% 0% 0%	1	1	0
DRIVER ONE	2	2	100%	2	0	0	100% 0% 0%	2	2	1
DRIVER TWO	1	1	100%	1	0	0	100% 0% 0%	1	1	43.9
DRIVER THREE	75	66	88%	36	11	20	55% 17% 30%	43	17	86.5
DRIVER FOUR	10	8	80%	7	0	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

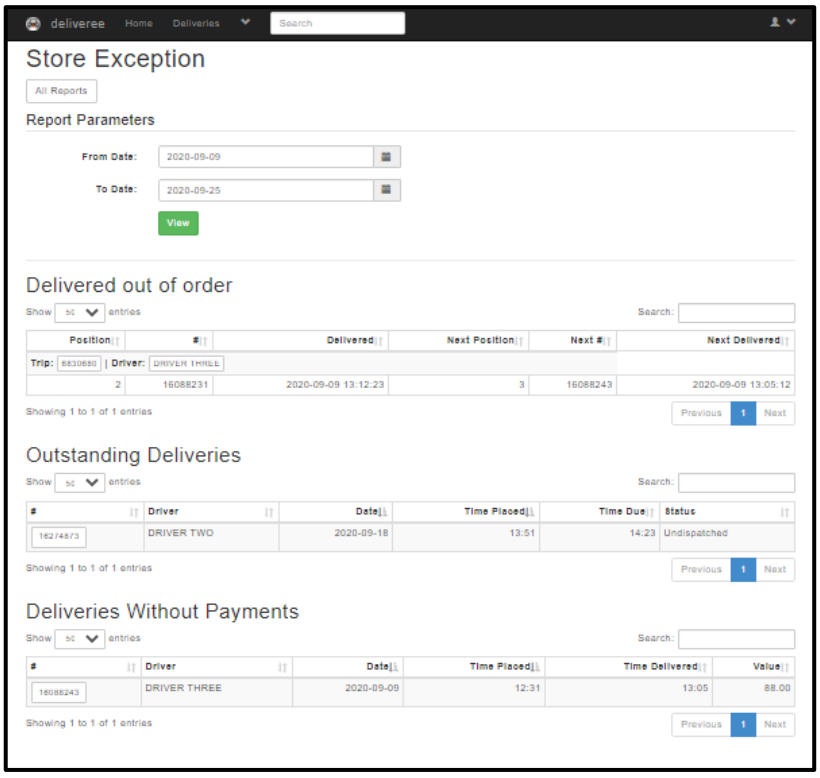
This is a report for the store owner and/or manager. The report is run over any specified period - so it can show weekly/monthly exceptions.

This report is for a manager to weekly and monthly.



Choose your date and the name of the driver, click

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

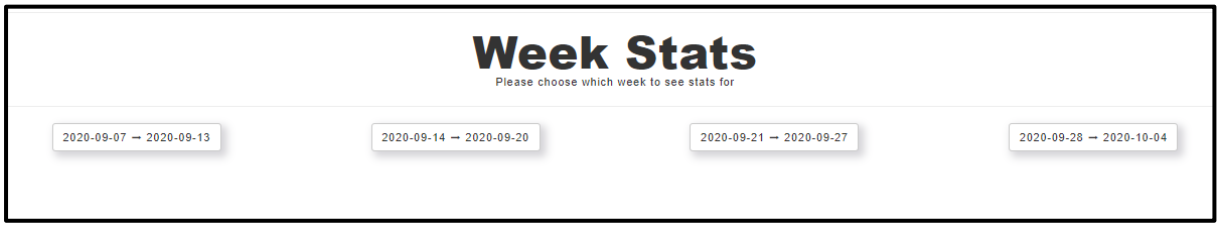


Week Stats Report

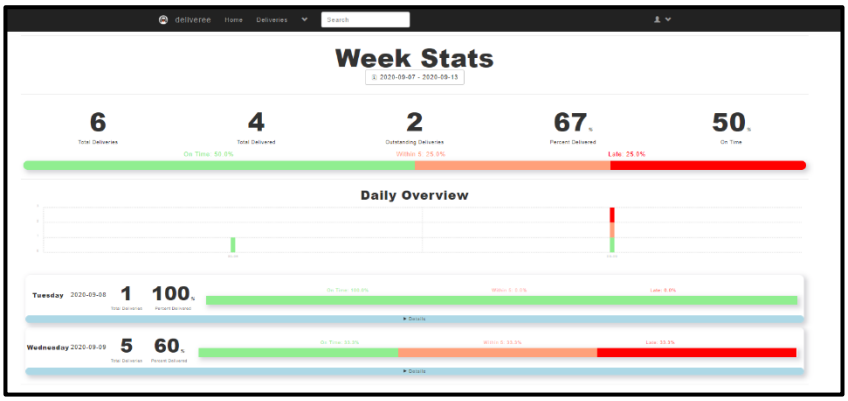
This report will allow you to look at a weeks' worth of information at a time. You can only see as far back as four weeks.

Click on the date:

Then select the week you want to view.



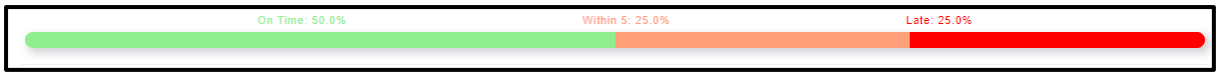
The report will then show information for the selected week. And it will look something like the image below:



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.

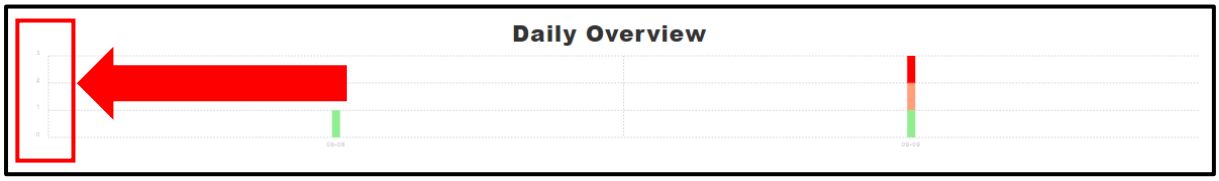
ORANGE: 5 minutes late- delivered 5 minutes after the 32 minutes.

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

BLACK: Not delivered

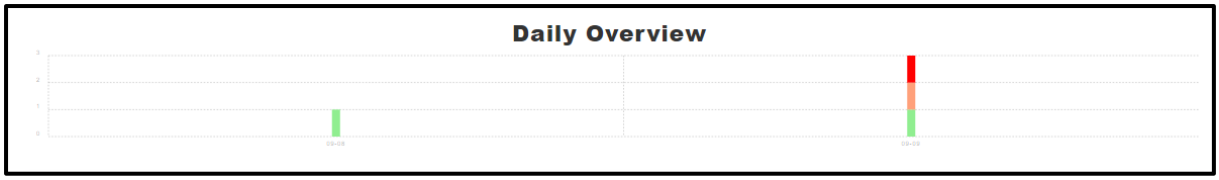
Below that you will see the Daily overview:

The number of orders will be shown on the left.



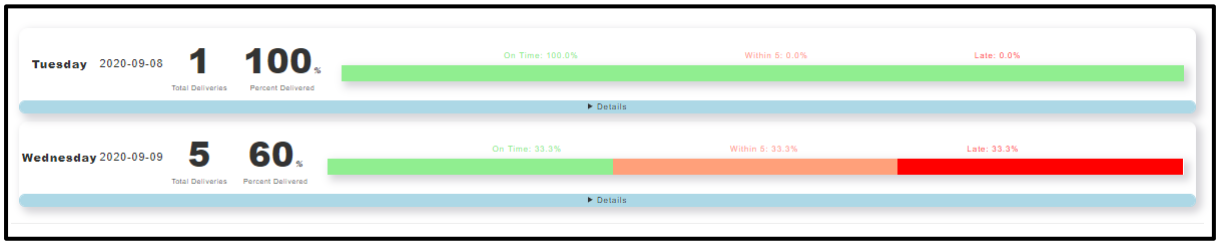
The day of the week will be shown at the bottom

In the example below, we see information for two days

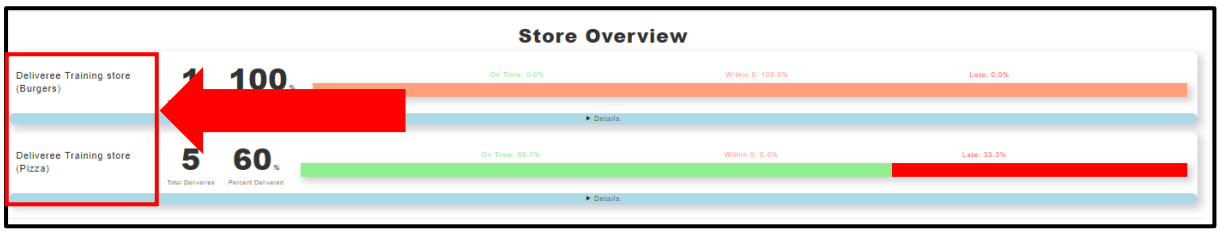


Details are then shown for each day of the week where there is available data:

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.

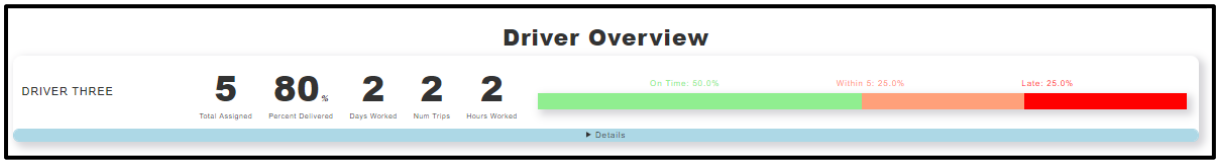


Below that you will see a store overview. On the left you will see the names of the stores where the orders were placed (*this applies only in a compo setup).*

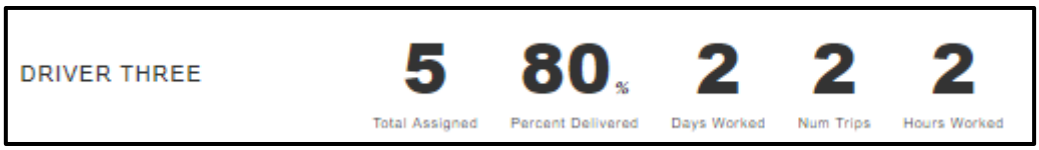


From the left to right, you will see the total number of deliveries, the % marked delivered and then a bar showing the % of orders that were on time vs late.

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



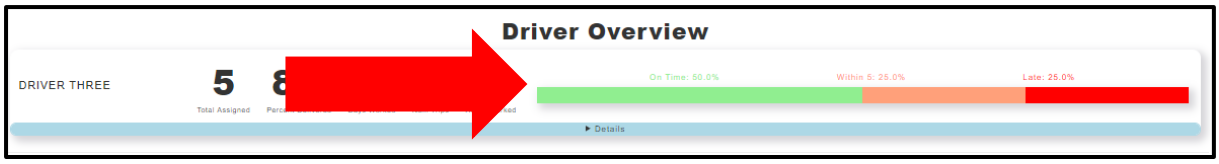
From the left, you will see the names of all drivers who worked and did deliveries that week:



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.

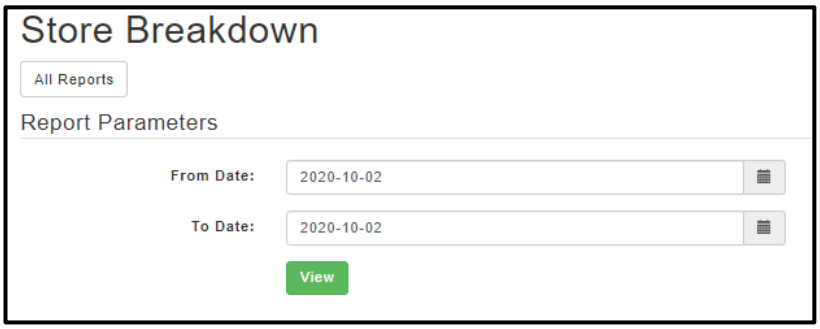
RED: Late- delivered later than 5 minutes after the 32 minutes.

BLACK: Not delivered

Store Breakdown Report

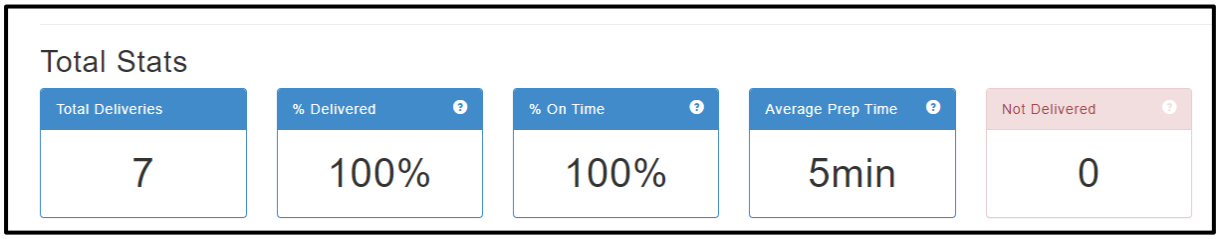
If your store is a combo (more than one restaurant/store) you will see this report.

You can filter by day, week, and month.



Choose your date range and click “View”.

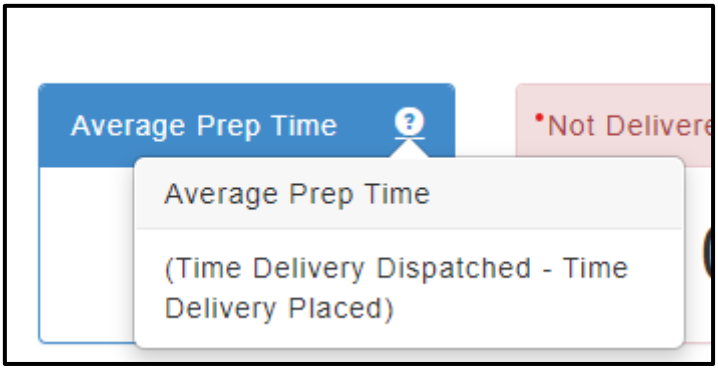
You will then see the stats below:



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

- Total Deliveries
- % Delivered
- % on Time
- 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
Deliveree Training store (Burgers)	1	1	100%	1	0	0	100% 0%	0	1	1
Deliveree Training store (Pizza)	6	5	83%	1	0	4	20% 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

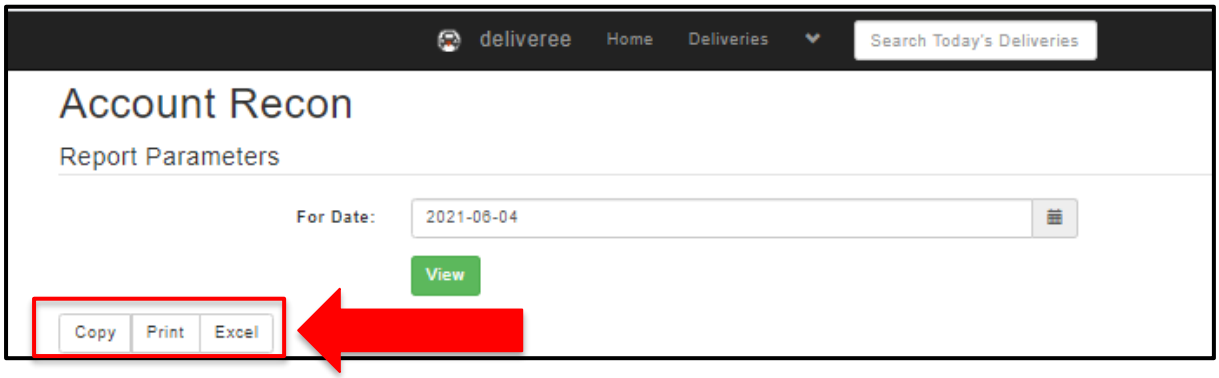
Account Recon Report

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:

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

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

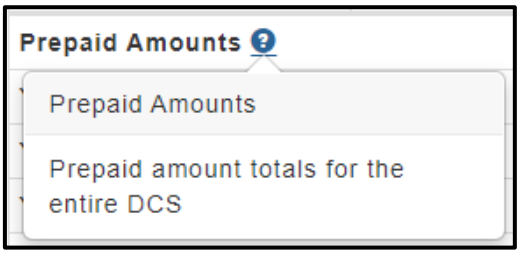


At the top of the report, you will see Prepaid amount totals (Where Yumbi applies), scroll down to see the Account recon per store:

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:



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.*

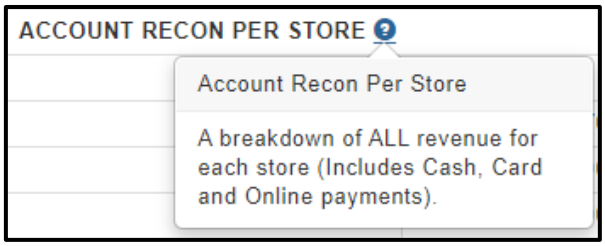
Each restaurant's food revenue, delivery fees and driver tips are broken down.

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

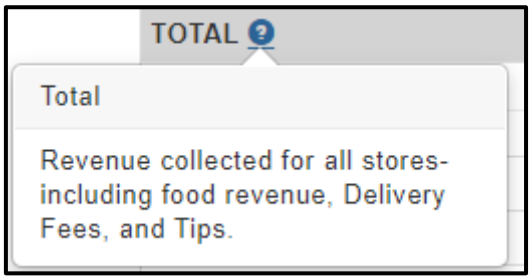
Haver over the (?) for more information:



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

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

Hover over the (?) for mor information.



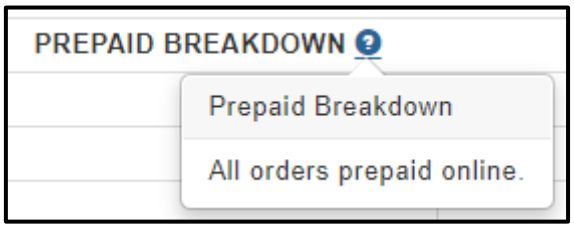
Currently, all Prepaid food orders (where Yumbi applies) are reconciled into the restaurant's account, the Hub needs to keep track of this.

The Prepaid breakdown highlights the following per restaurant:

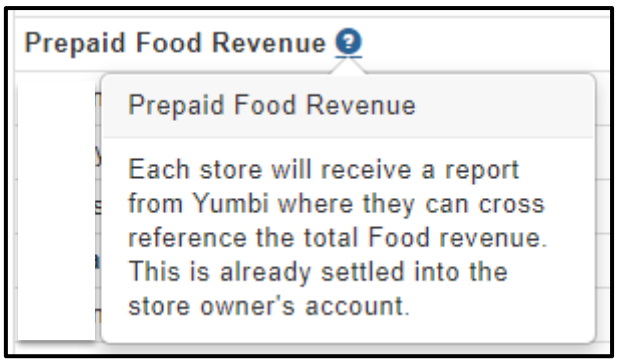
1. Prepaid Food Revenue
2. Prepaid delivery fees
3. Prepaid tips

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

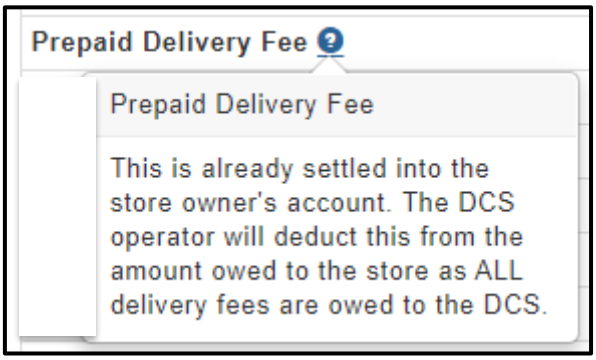
Hover over the (?) for more information:



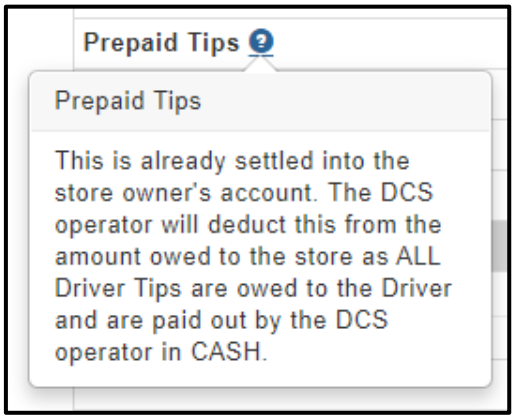
In this instance, the Account Recon Report has been built to minus any pre-paid food revenue from what is owed by the Hub to the store as that amount has already been settled into the restaurant owner's account by Yumbi.



In addition to this, the delivery fees have also been worked out in a similar fashion; the Account Recon Report has been built to minus any delivery fees from what is owed by the Hub to the store as that amount has already been settled into the restaurant owner's account by Yumbi.



Tips are paid out by the Hub operator to drivers, so the account recon report will also work out any prepaid tips for drivers and minus that which is owed to the store by the Hub operator as that amount has already been settled into the restaurant owner's account by Yumbi.



This report should match up with what the Hub operator sees on their bank statements and balance with what the store sees on their POS cashup.

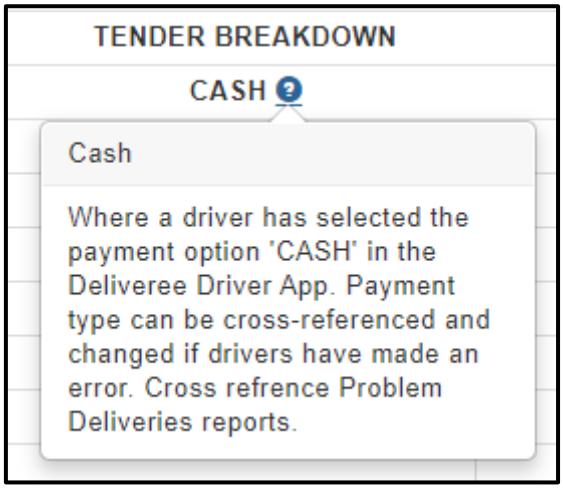
Below this, the Account recon specifically highlights the CASH tender splits.

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:



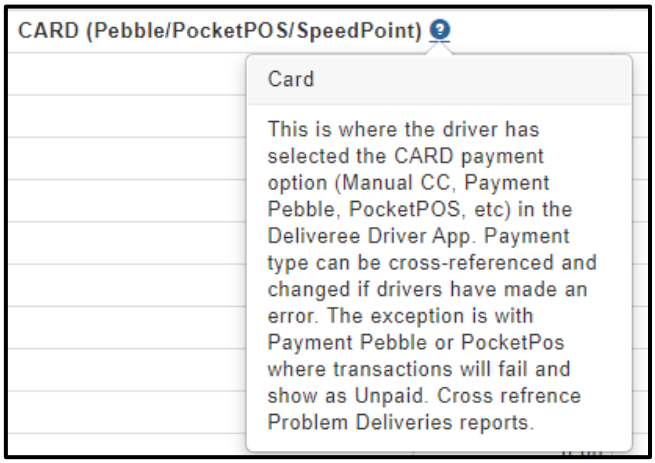
Below this, the Account recon specifically highlights the CARD tender splits.

Here we see:

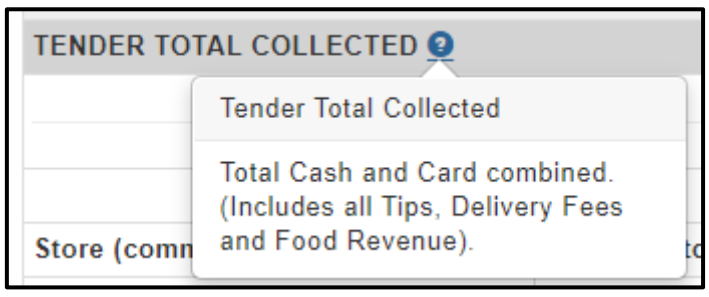
1. Card Food Revenue (payable to each restaurant)
2. Card Delivery Fees (payable to the Hub)
3. Card Tips (payable to the drivers by the Hub operator)
4. Card Totals

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:



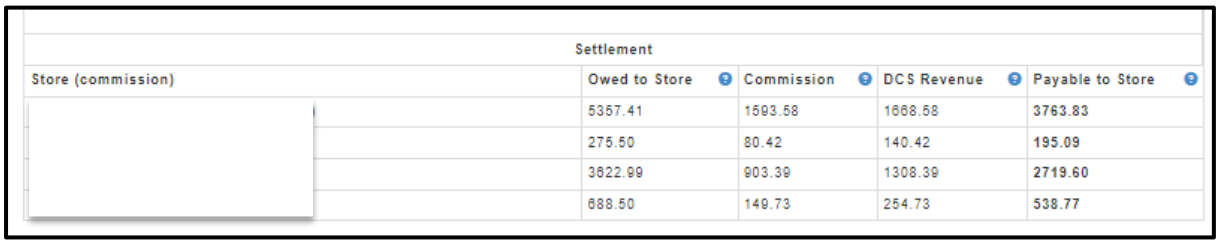
The report then clearly states the combines CASH and CARD revenue TOTAL.



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

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

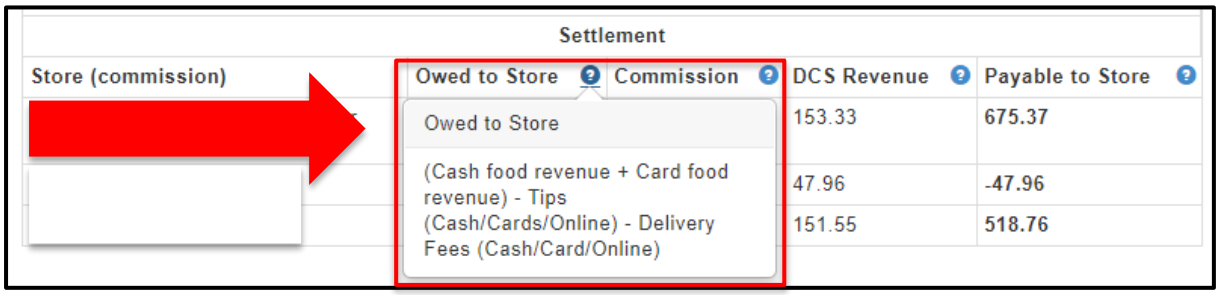
**In brackets next to each restaurant name, you will see the Brand based commission fees.*



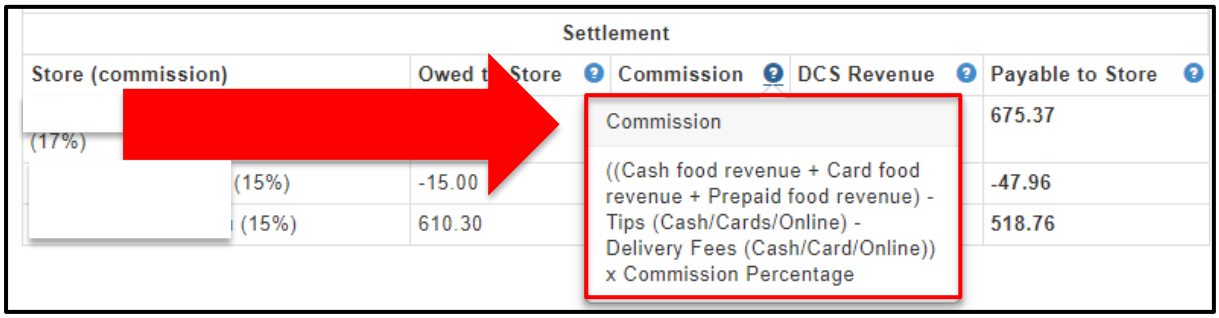
Settlement				
Store (commission)	Owed to Store	Commission	DCS Revenue	Payable to Store
	5357.41	1593.58	1668.58	3763.83
	275.50	80.42	140.42	195.09
	3822.99	903.39	1308.39	2719.60
	688.50	149.73	254.73	538.77

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:



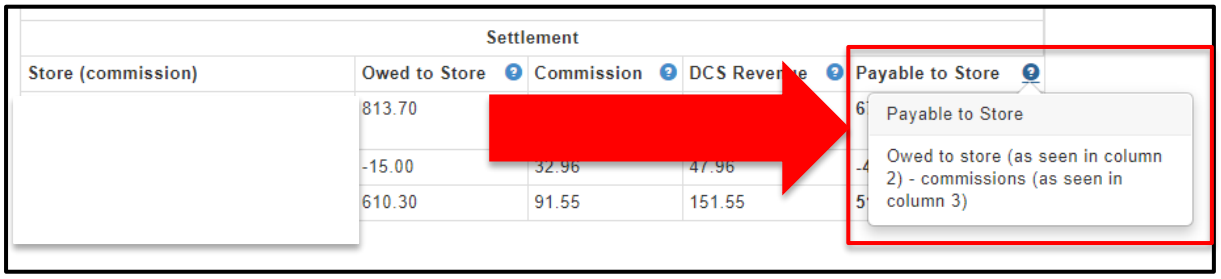
2. The Commission amounts that the Hub operator will get is worked out as shown below:



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

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.*



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

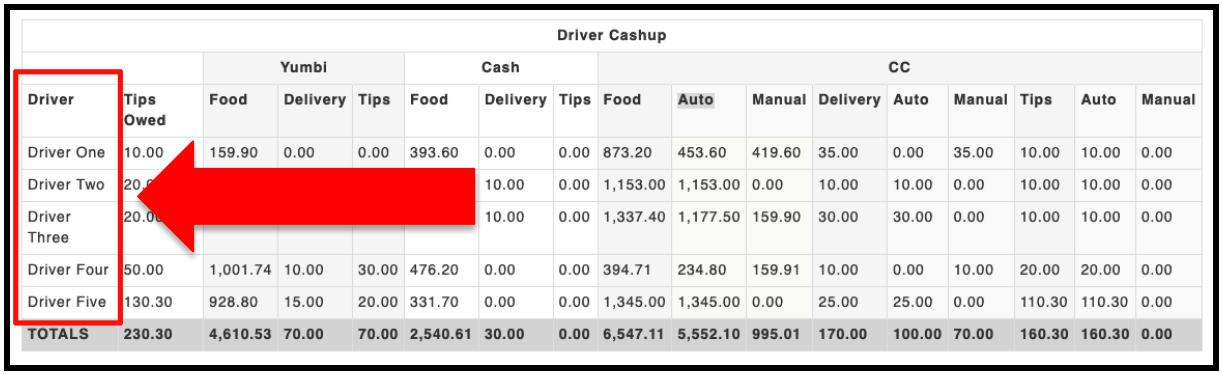
Driver's names will be in column 1, tip amounts will be shown in column 2.

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

Driver Cashup

		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	674.20	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:

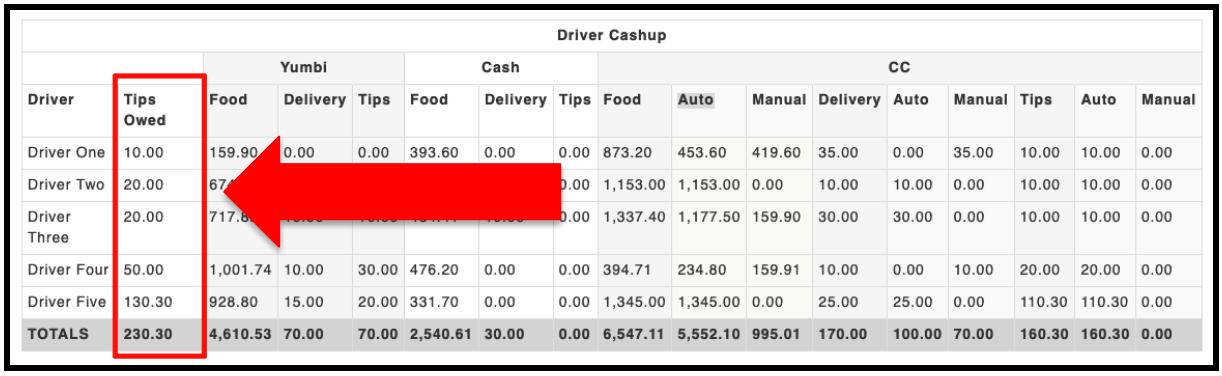


Driver Cashup

		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					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					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

The second column will show the driver tip total.

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



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						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						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

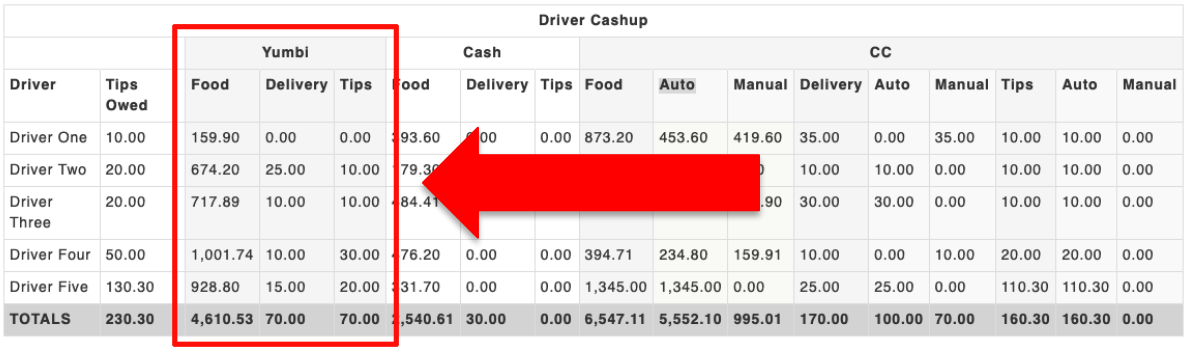
Then you will see all Yumbi related revenue (Online or call centre orders)

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

		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	674.20	25.00	10.00	79.30					0	10.00	10.00	0.00	10.00	10.00	0.00
Driver Three	20.00	717.89	10.00	10.00	84.41					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.

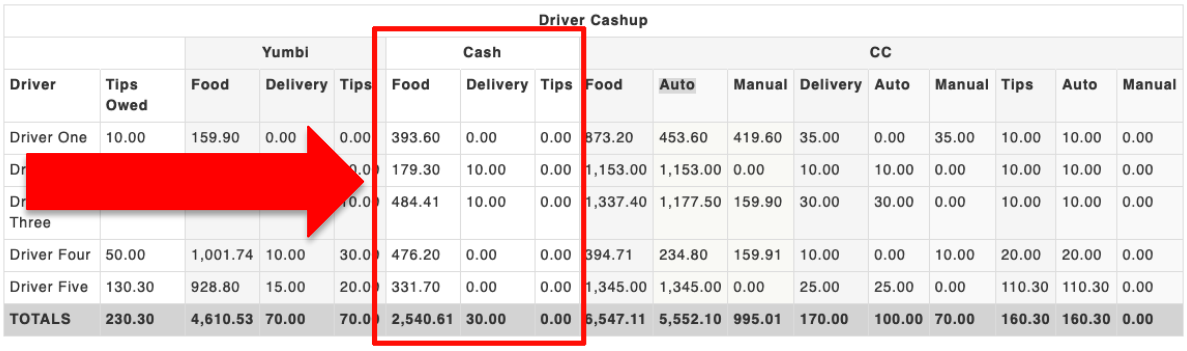
This is broken down into:

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
Dr				0.0	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
Dr Three				10.0	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	30.0	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	20.0	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**	**70.0**	**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)

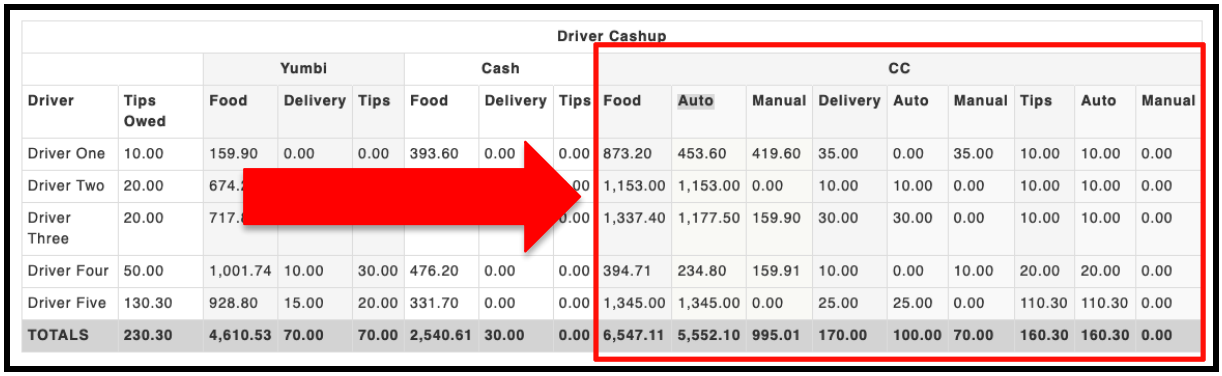
CC (tip to driver only)

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.

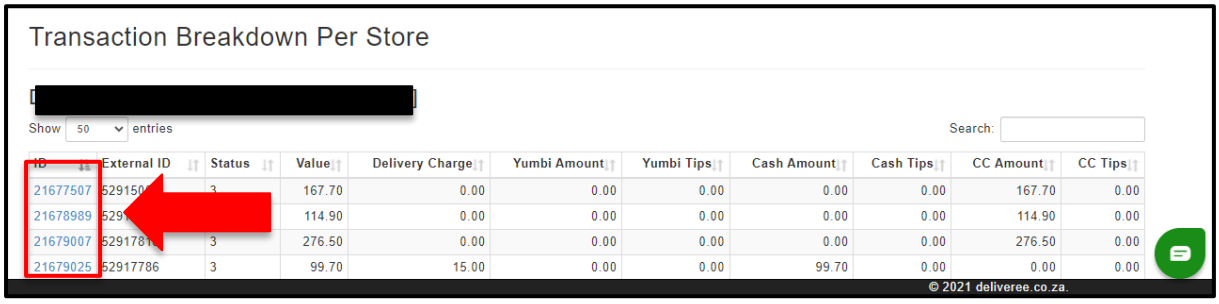


Driver Cashup

		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	674.2					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	717.8					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

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]

Show 50 entries Search:

ID	External ID	Status	Value	Delivery Charge	Yumbi Amount	Yumbi Tips	Cash Amount	Cash Tips	CC Amount	CC Tips
21677507	529150	3	167.70	0.00	0.00	0.00	0.00	0.00	167.70	0.00
21678989	529		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

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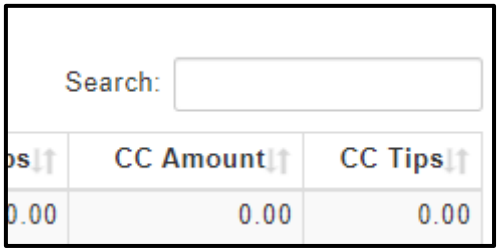
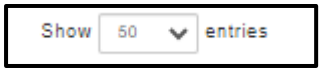
At the top right above each store, there is a search bar.



Search:

ps	CC Amount	CC Tips
0.00	0.00	0.00

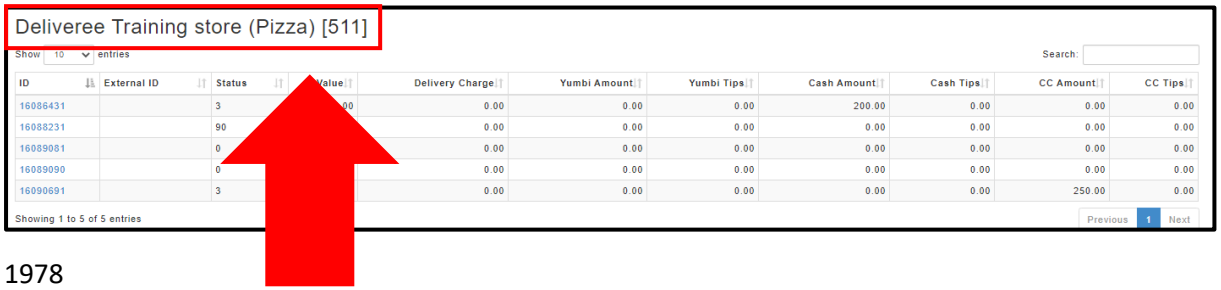
Below each restaurant name, there is an option to show either more or less entries:



Show 50 entries

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

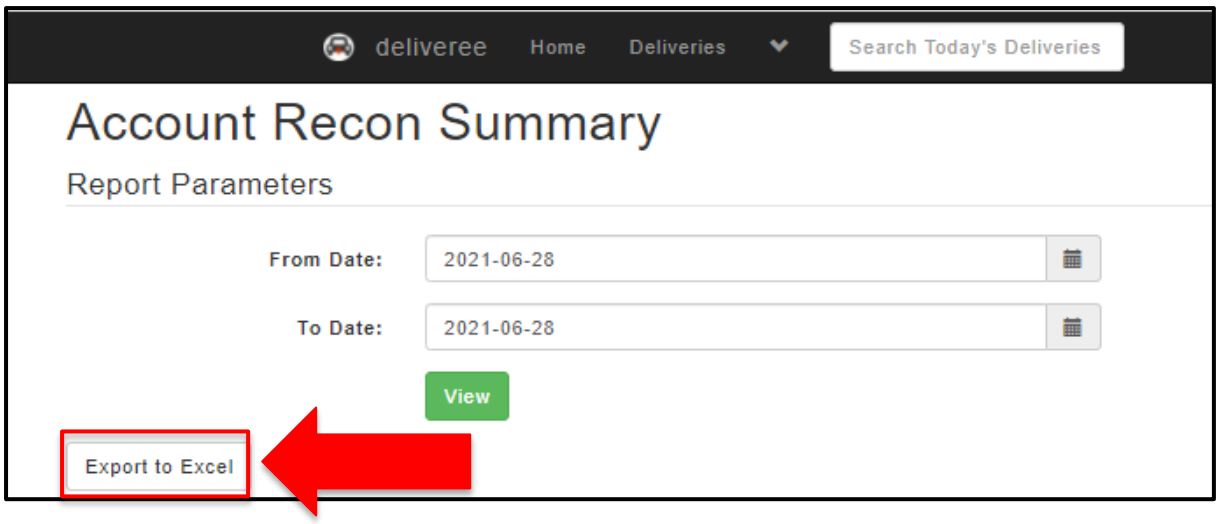
All order details will be below that.



1978

Account Recon Summary Report

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

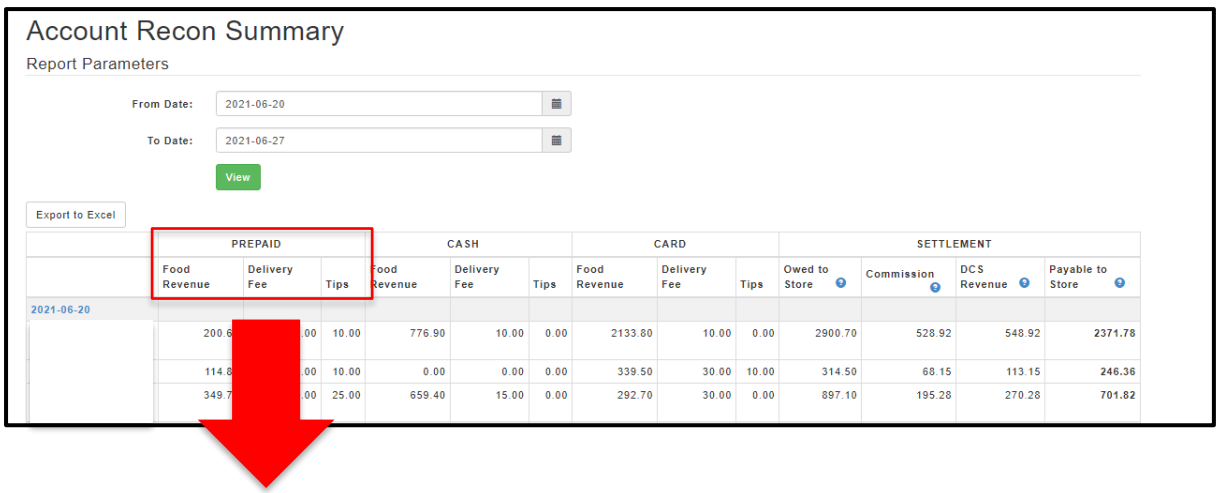


The data can be exported to excel as well for external use.

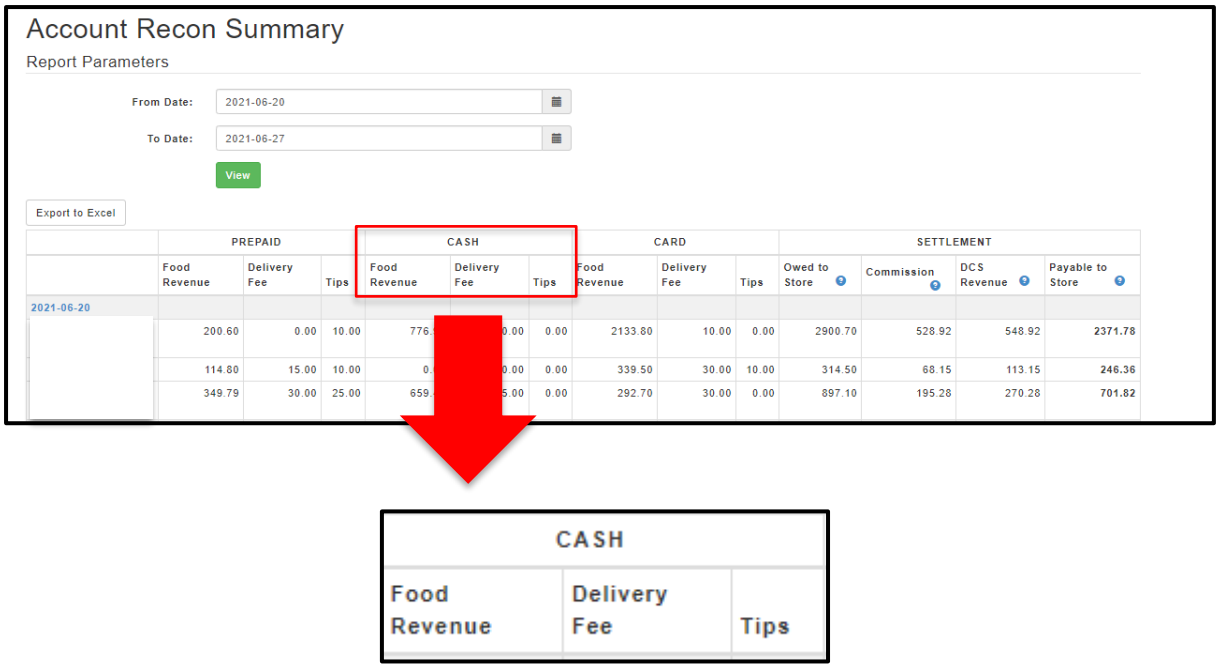
The report lists prepaid, cash and card amounts, as well as the settlement amounts for each store, per day.

From left to right:

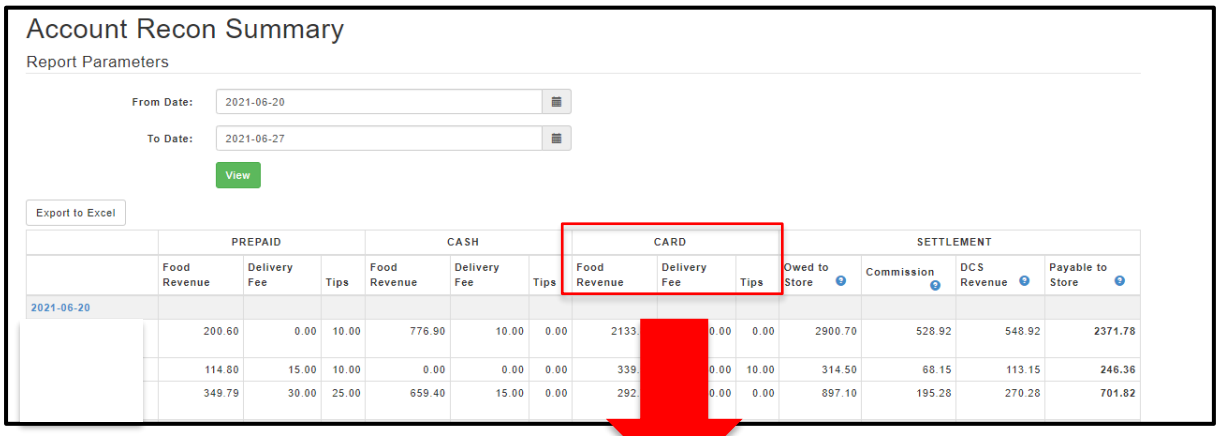
Prepaid:

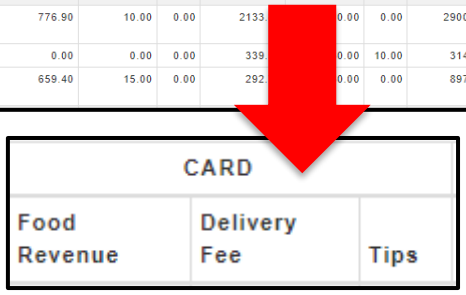


Cash:

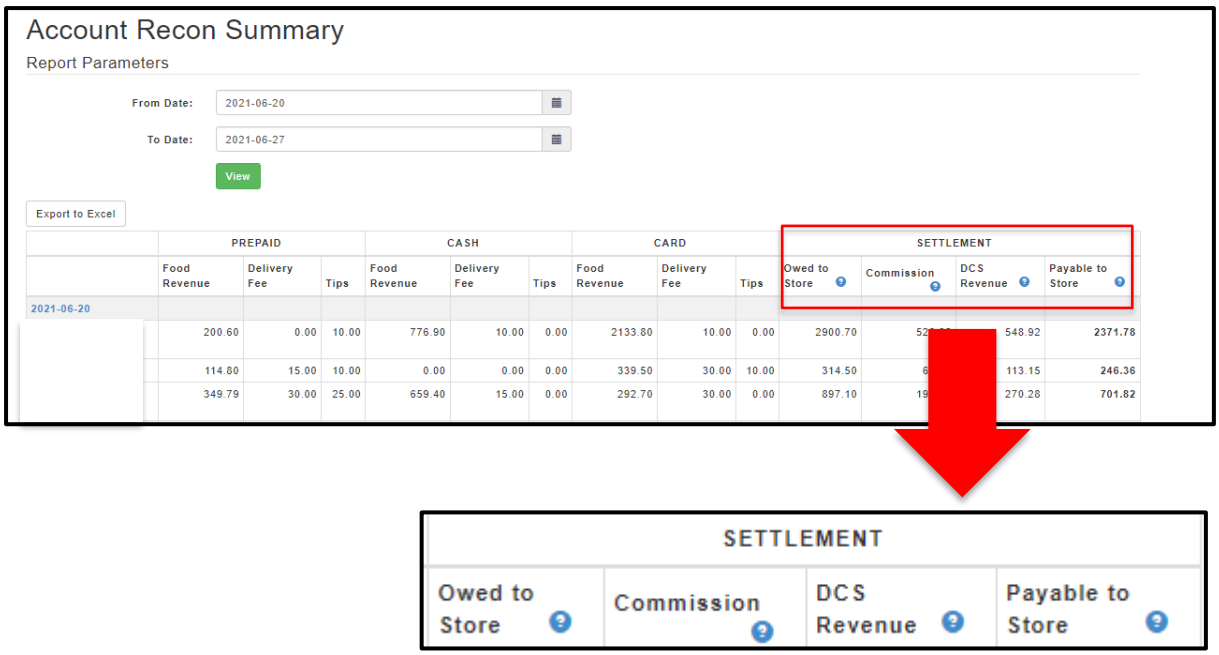


Card:





Settlement:

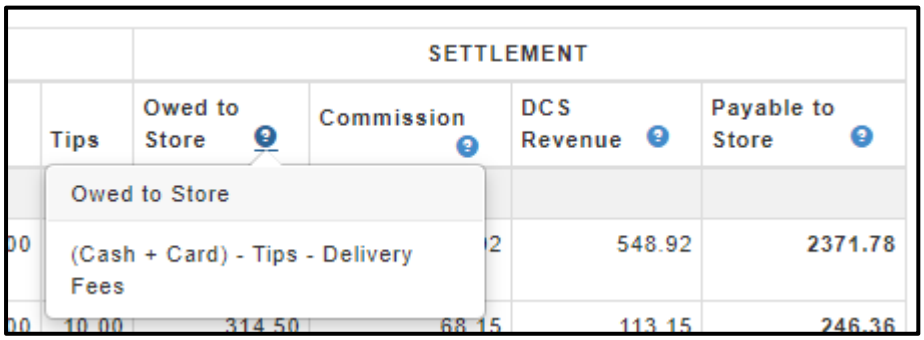


All settlement calculations are in line with the Account recon report.

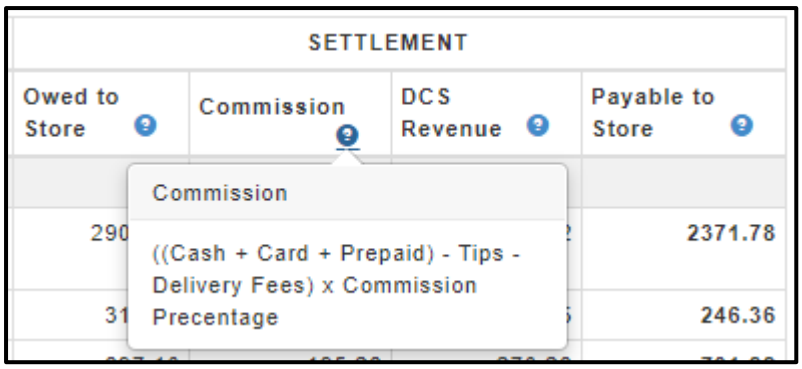
All sums apply even wen filtering for a day/week/month etc. Calculations will pull through.

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

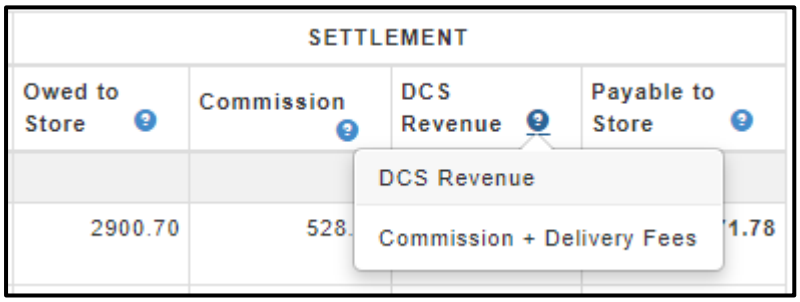
Owed to store:



Commissions:

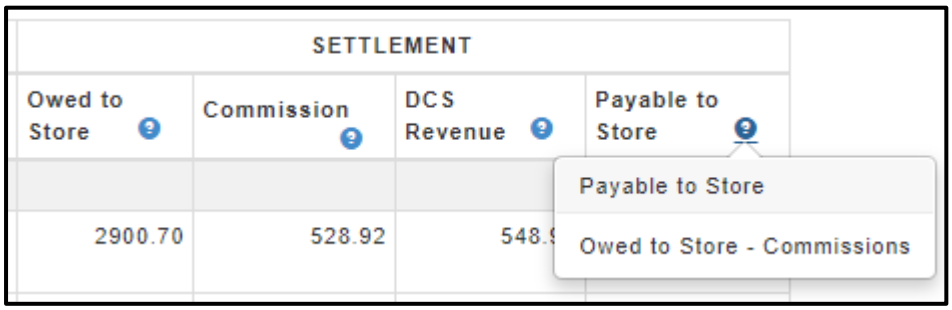


Hub Revenue:

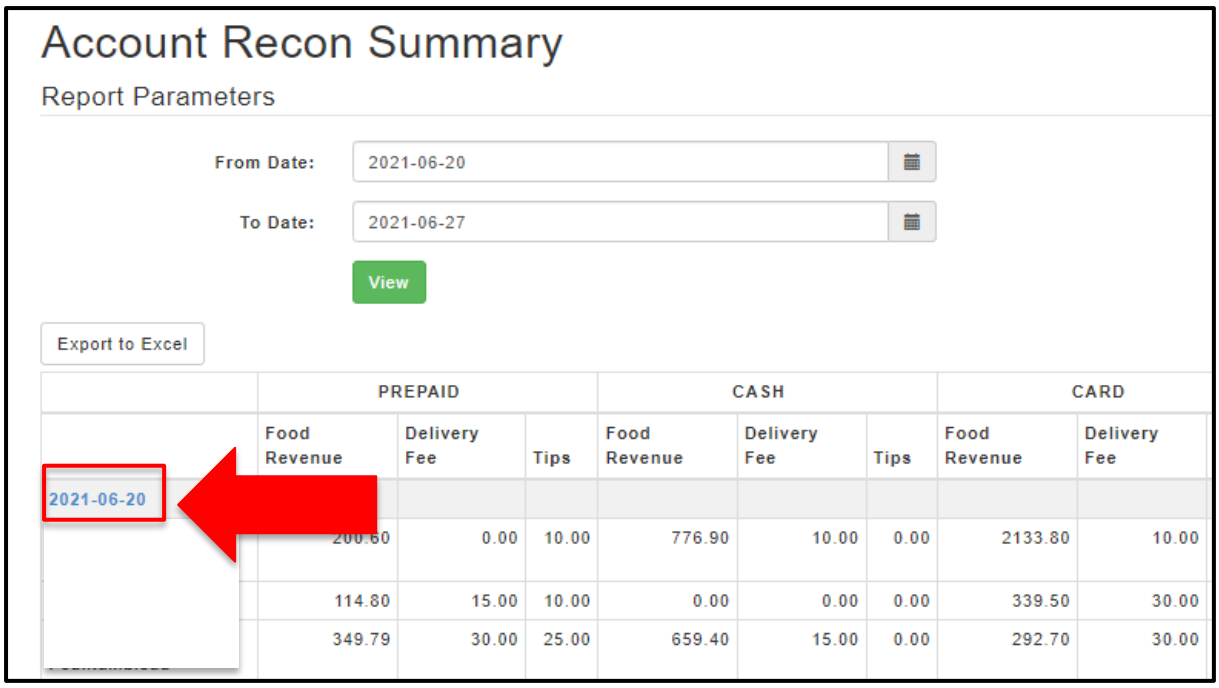


Payable to Store:

**As seen on all accounting invoices.*

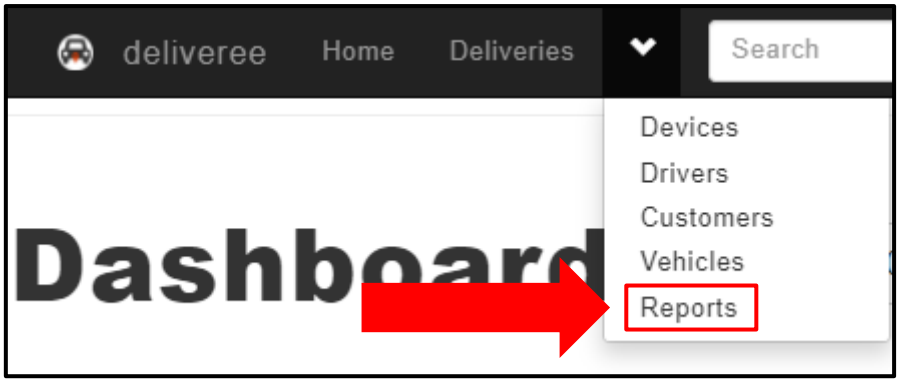


No breakdown on the daily transactions is shown, click the relevant date, to view the detailed Account Recon for that day.

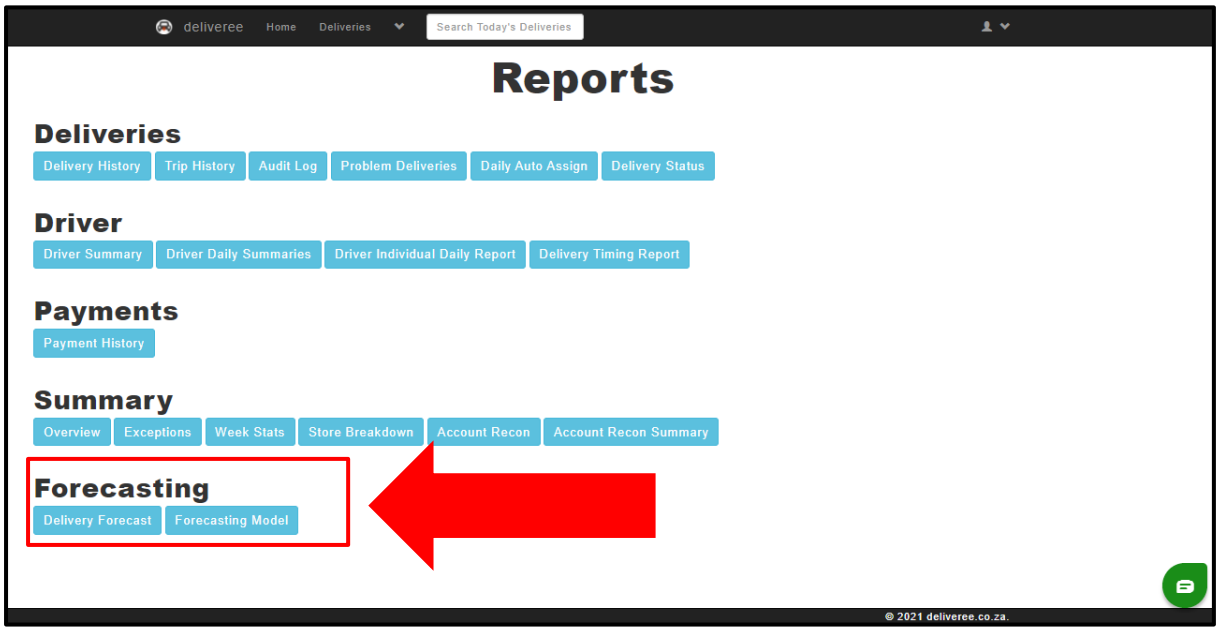


Report Category Five: Forecasting Reports

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

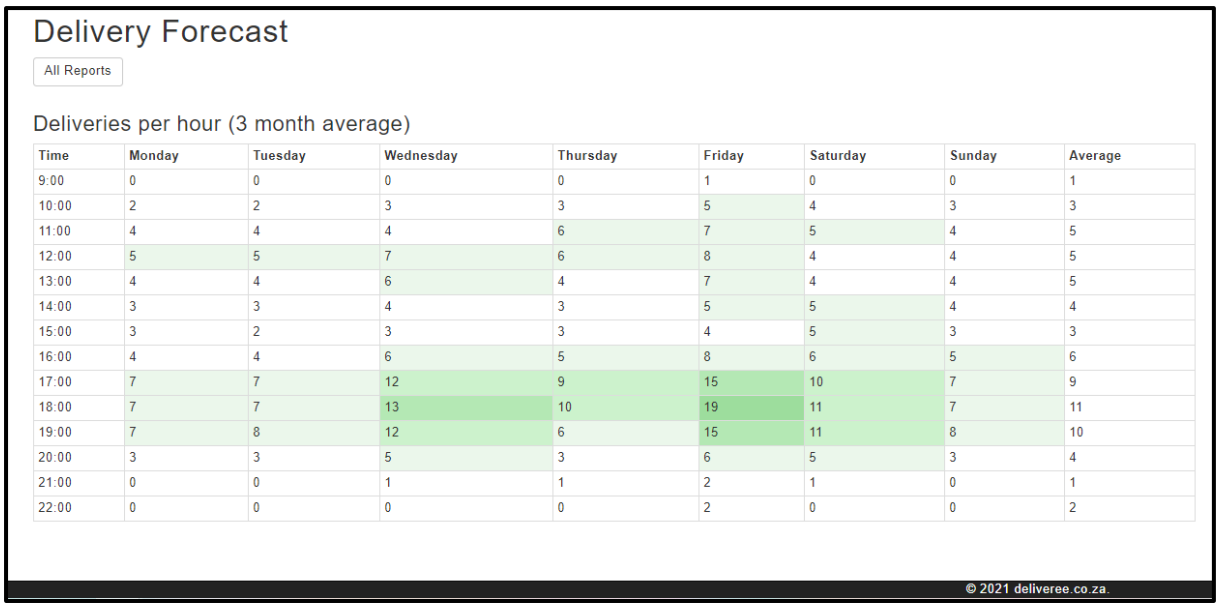


There are two forecasting reports available:



The first forcasting 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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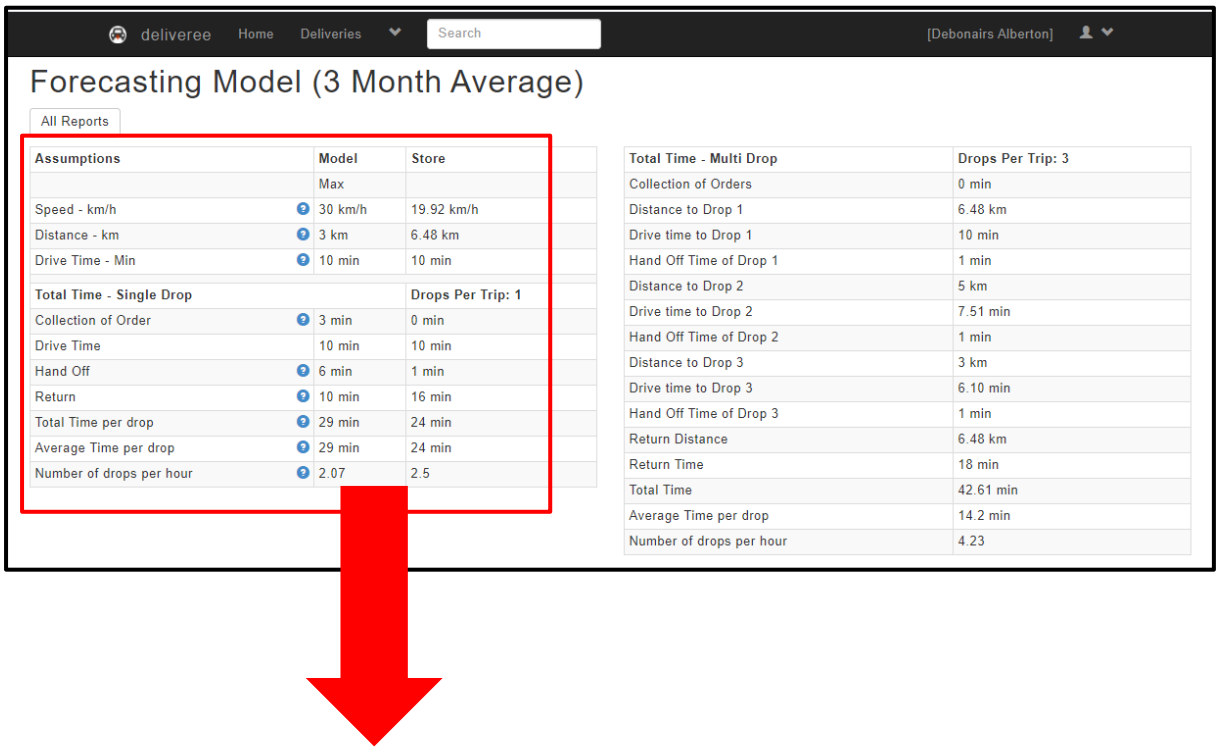
The second forcasting report is the

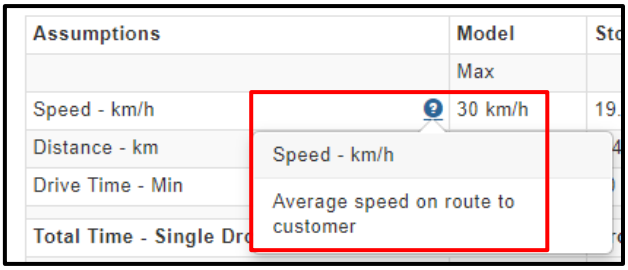
This report gives the Manager/Operator the data that will help them in planning for the days/weeks/month to come.

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



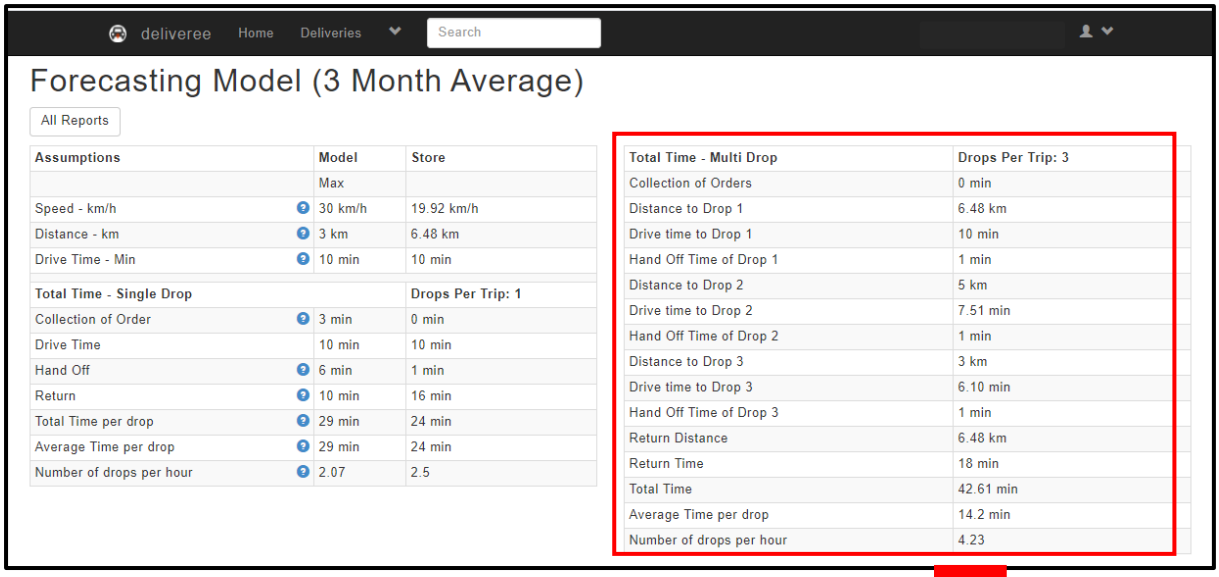
Assumptions	Model	Store
	Max	
Speed - km/h	30 km/h	19.92 km/h
Distance - km	3 km	6.48 km
Drive Time - Min	10 min	10 min
Total Time - Single Drop		**Drops Per Trip: 1**
Collection of Order	3 min	0 min
Drive Time	10 min	10 min
Hand Off	6 min	1 min
Return	10 min	16 min
Total Time per drop	29 min	24 min
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**
Speed - km/h *(Average speed on route to customer)*	30 km/h
Distance – km *(Total distance to customer)*	3 km
Drive Time – Min *(Time to drive to customer)*	10 min
Total Time - Single Drop	
Collection of Order (*Minutes to load order)*	3 min
Drive Time	10 min
Hand Off (*Total time to hand over food and Pay)*	6 min
Return *(Time to Return to Store)*	10 min
Total Time per drop *(Collection +Drive Time+ Hand Off +Return)*	29 min
Average Time per drop *(Collection +Drive Time+ Hand Off +Return) /Drops Per Trip*	29 min
Number of drops per hour 60/*(Collection +Drive Time+ Hand Off +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.



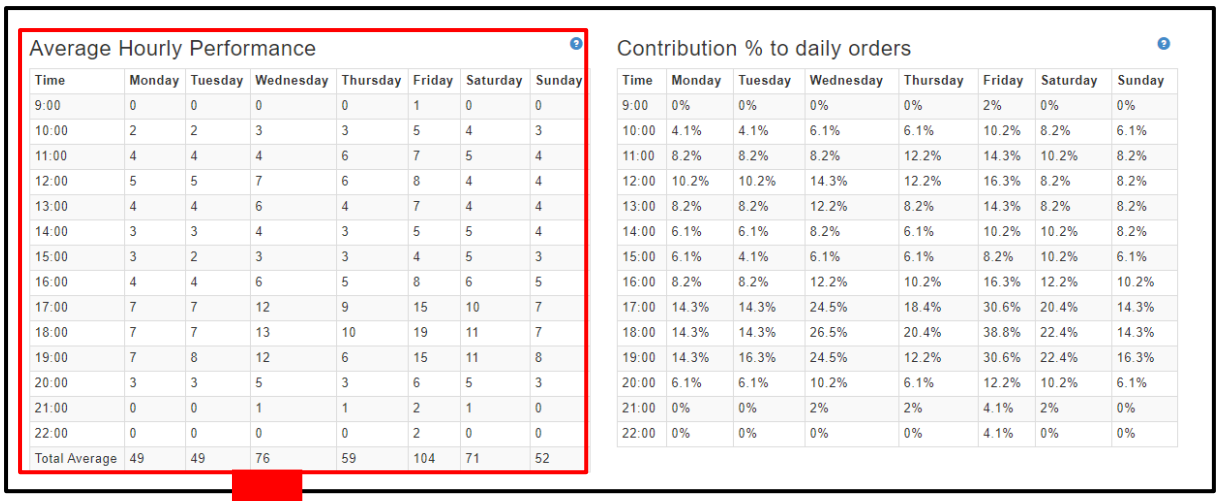
Assumptions	Model	Store
	Max	
Speed - km/h	30 km/h	19.92 km/h
Distance - km	3 km	6.48 km
Drive Time - Min	10 min	10 min
Total Time - Single Drop		**Drops Per Trip: 1**
Collection of Order	3 min	0 min
Drive Time	10 min	10 min
Hand Off	6 min	1 min
Return	10 min	16 min
Total Time per drop	29 min	24 min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



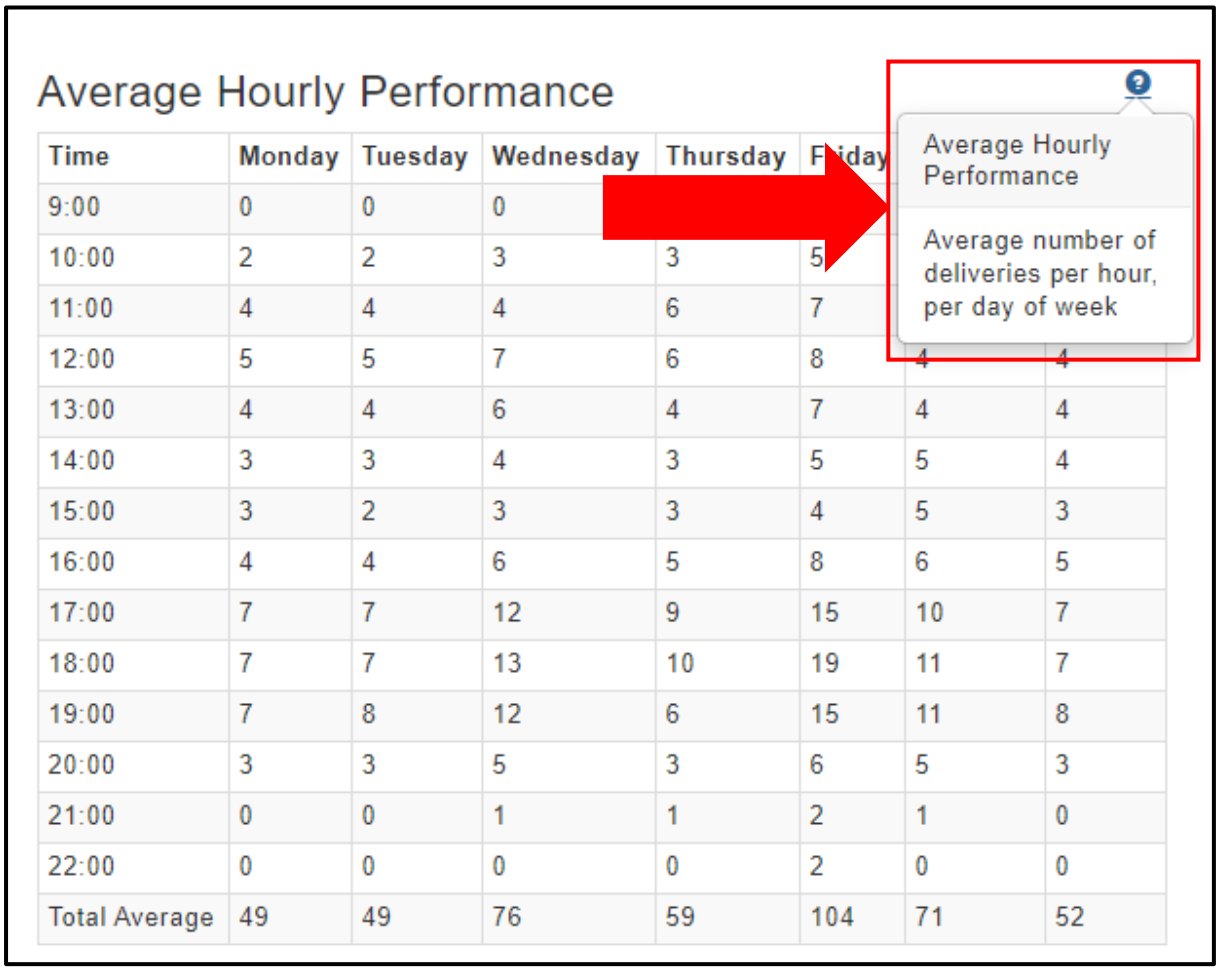
Average Hourly Performance

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 Average Hourly Performance.



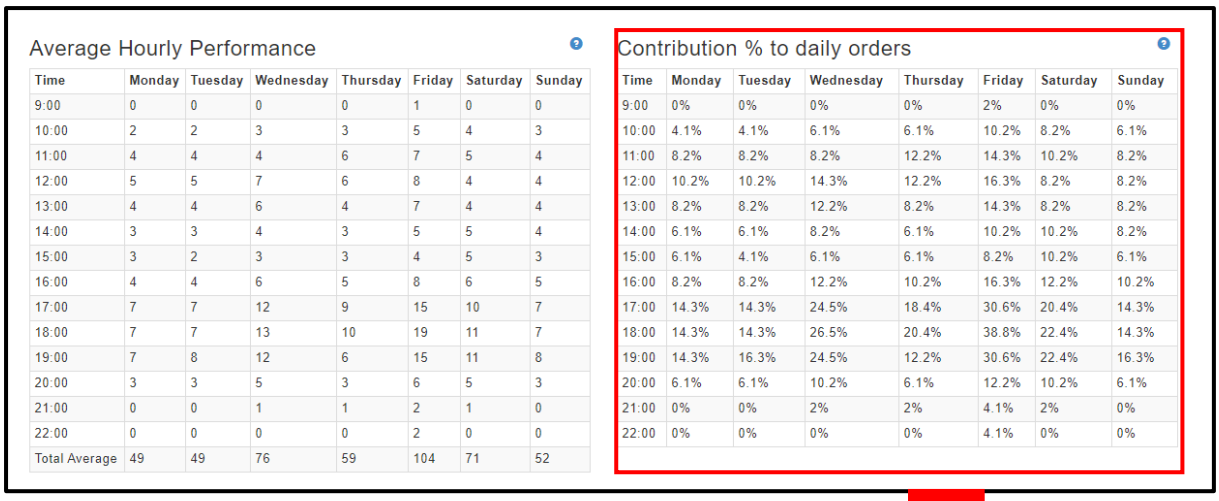
Average Hourly Performance

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.



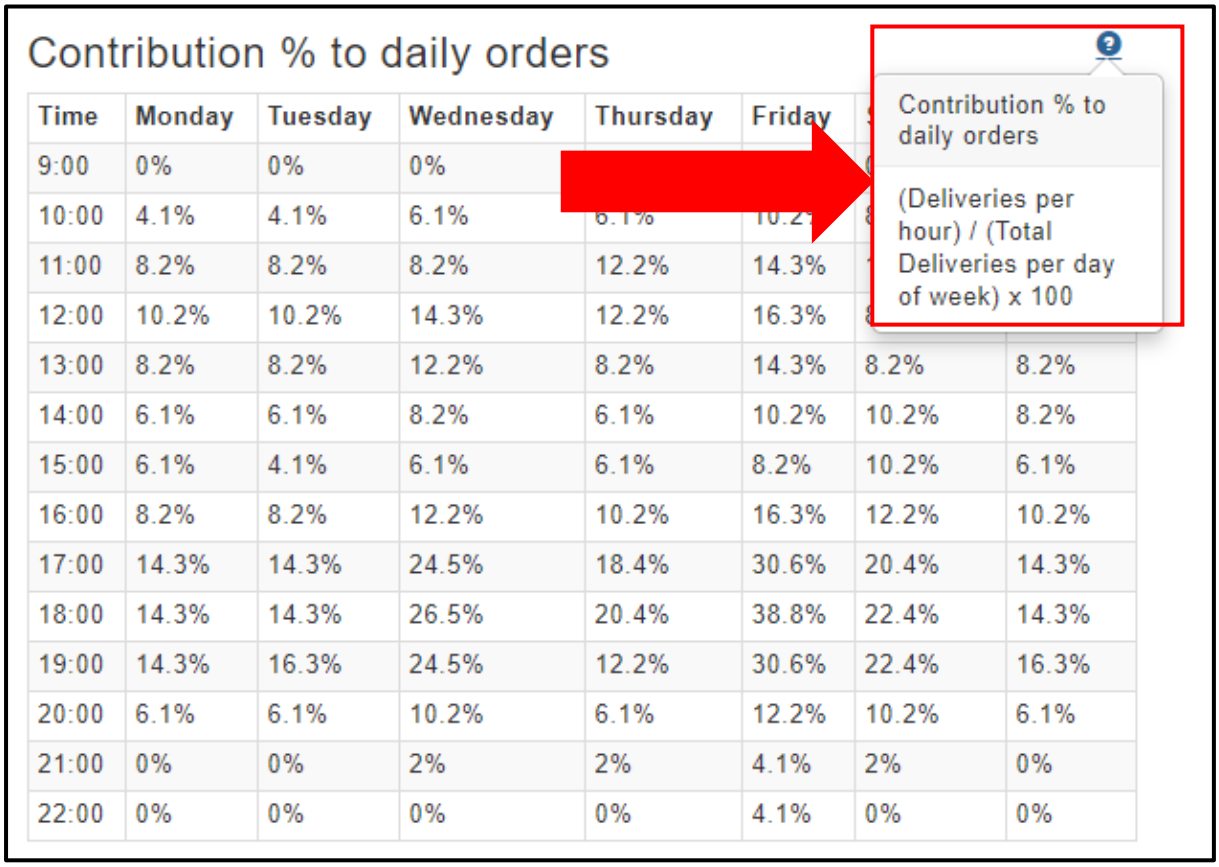
Average Hourly Performance

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

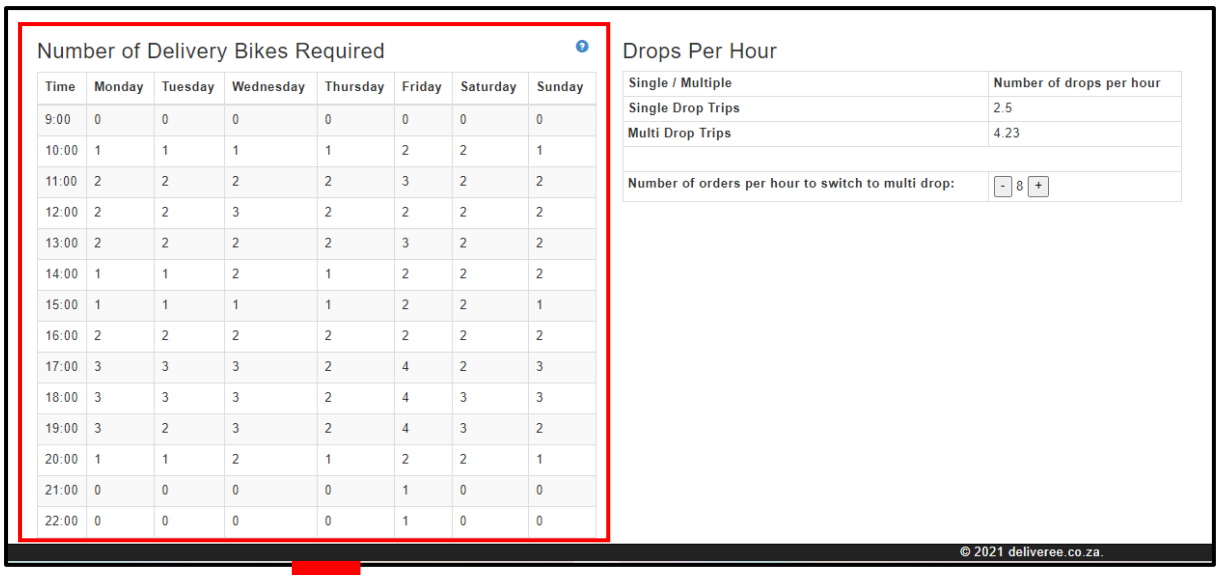
Time	Monday	Tuesday	Wednesday	Thursday	Friday		
9:00	0%	0%	0%				
10:00	4.1%	4.1%	6.1%	6.1%	10.2		
11:00	8.2%	8.2%	8.2%	12.2%	14.3%		
12:00	10.2%	10.2%	14.3%	12.2%	16.3%		
13:00	8.2%	8.2%	12.2%	8.2%	14.3%	8.2%	8.2%
14:00	6.1%	6.1%	8.2%	6.1%	10.2%	10.2%	8.2%
15:00	6.1%	4.1%	6.1%	6.1%	8.2%	10.2%	6.1%
16:00	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

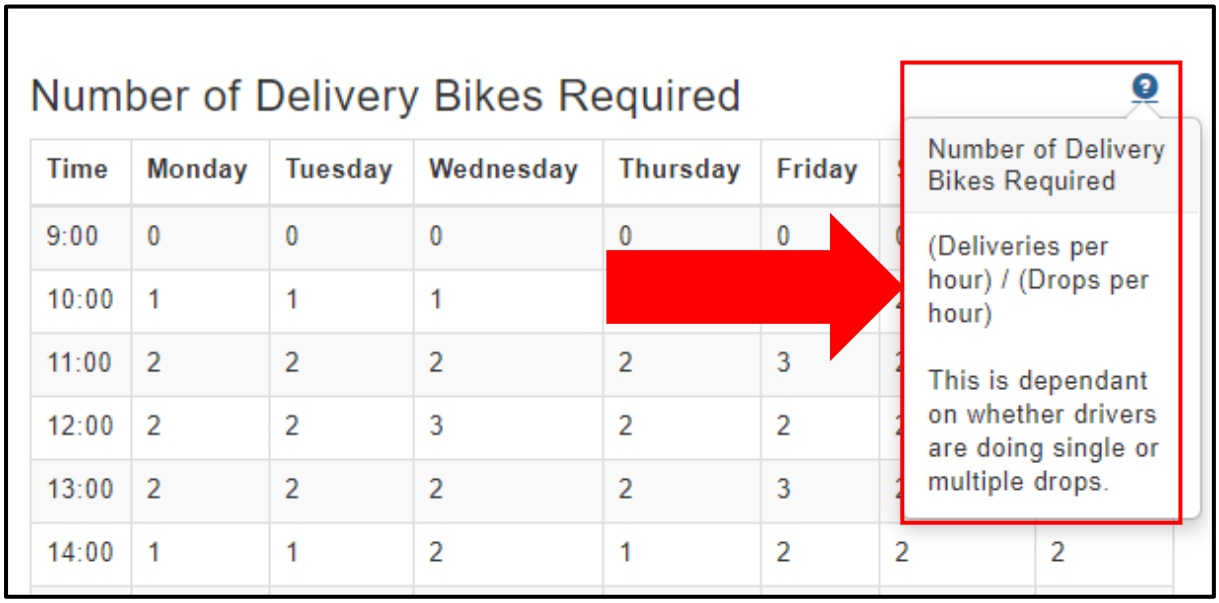
(Deliveries per hour) / (Total Deliveries per day of week) x 100

Scroll down:

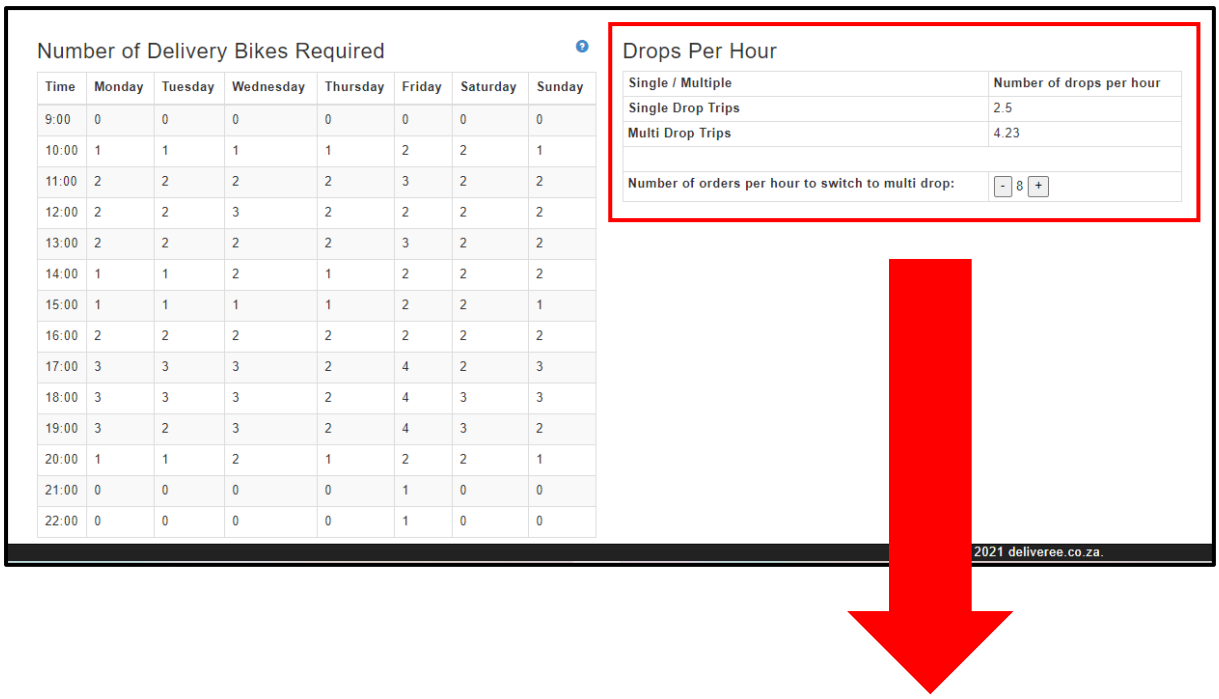
On the left-hand side, you can see the Number of Delivery Bikes Required.



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



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:	- 8 +

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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:	- 8 +

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