USER GUIDE

DELIVEREE DRIVER APPLICATION- AUTO ASSIGN

2022

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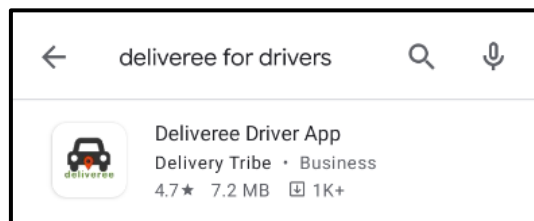
# Downloading and Installing the New Deliveree App

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

Please ensure that you search for the application by the name **Deliveree Driver App.**
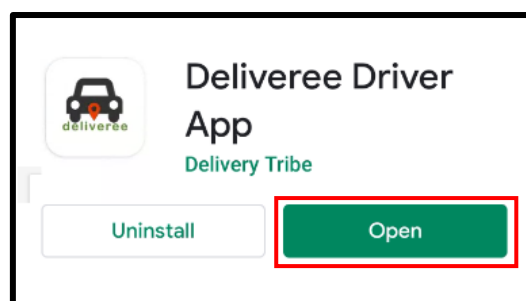
1. Locate and open the **Google Play Store** on your Smartphone.
2. Use the **Search box** to search for the **Deliveree app.**
3. Select the **Deliveree App.**

4. Click **Install or** when a newer version of the app is available, simply select UPDATE in Google Play and the new version will install.)
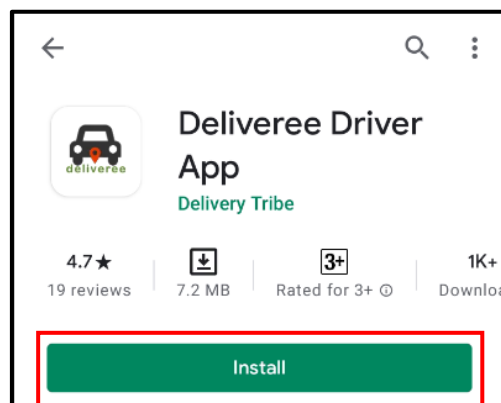
5. Wait for the installation to complete, once complete **Click Open**
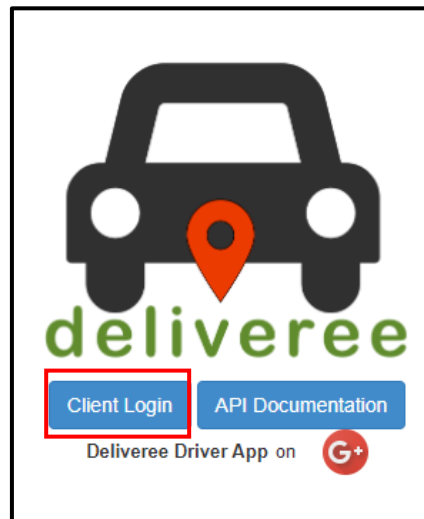

6. Once the **Deliveree app** is running you will need to register the device and sign in.

Registering the device

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

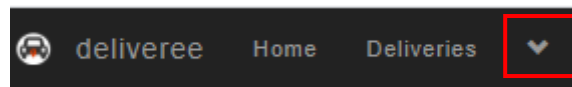To get a device registration code, logon to www.Deliveree.co.za. Click **Client Login**

Enter your login details and click **Sign in**

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

Click on "devices:
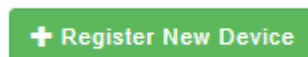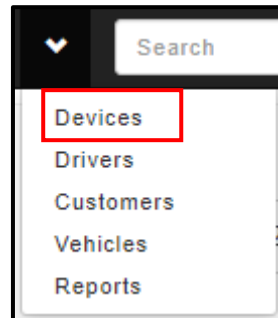
On the top left, click on

Type this four-digit code into the field marked "code" on You app.
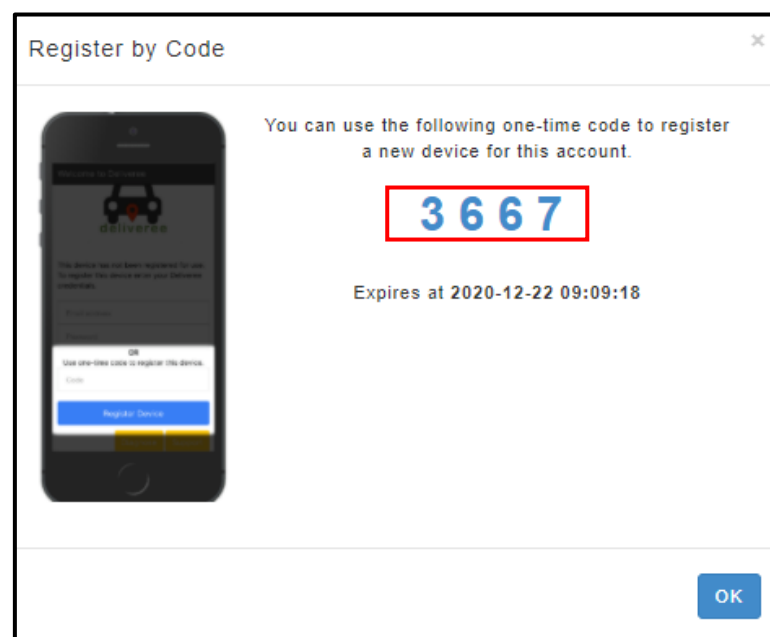
*Each device will need a new code for registration.

Type in the one-time code, then click **REGISTER DEVICE**

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
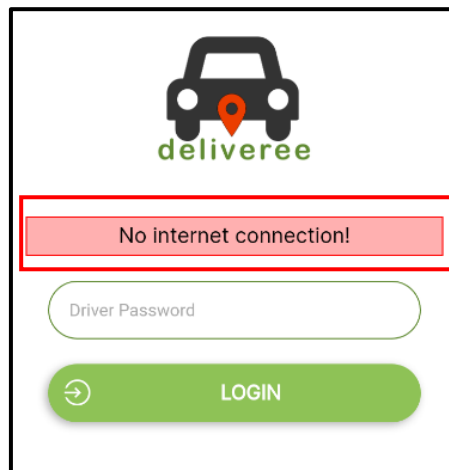
From the login screen, select on the bottom left corner
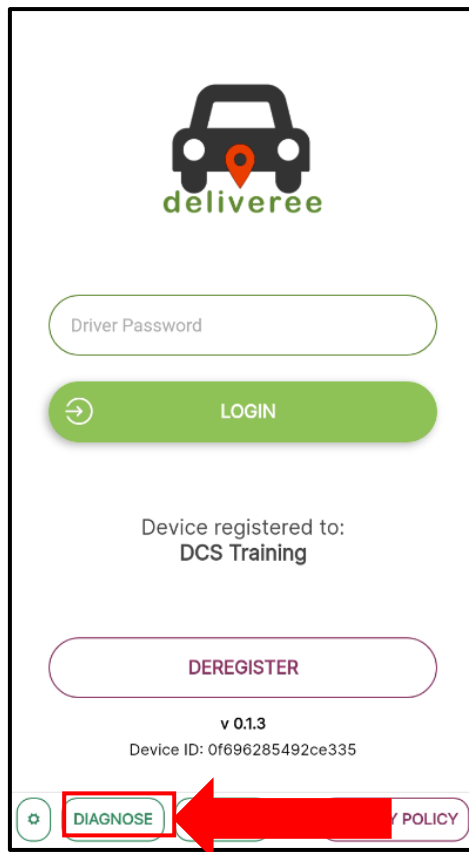
You will be taken to the Net Diagnostics Screen where you can check a few things.
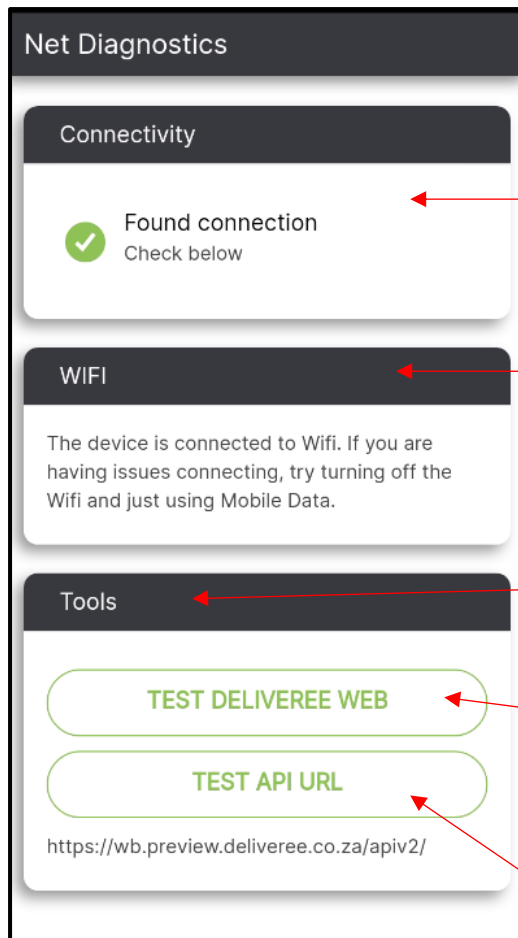
Connectivity will indicate if there is a connection or not.

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**
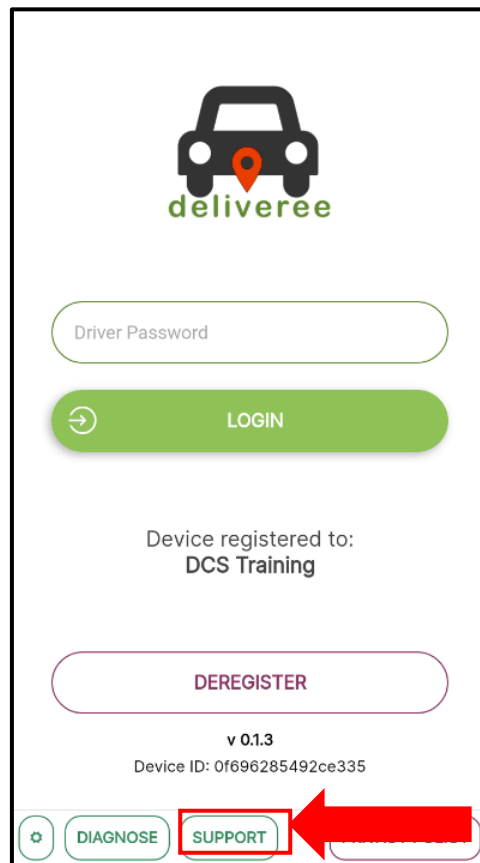
It will then open the support features in the app.

Privacy Policy

We have added in a button where you can read our **PRIVACY POLICY**

Here you will be able to ▶ READ THE FULL PRIVACY POLICY or READ ONLINE VERSION
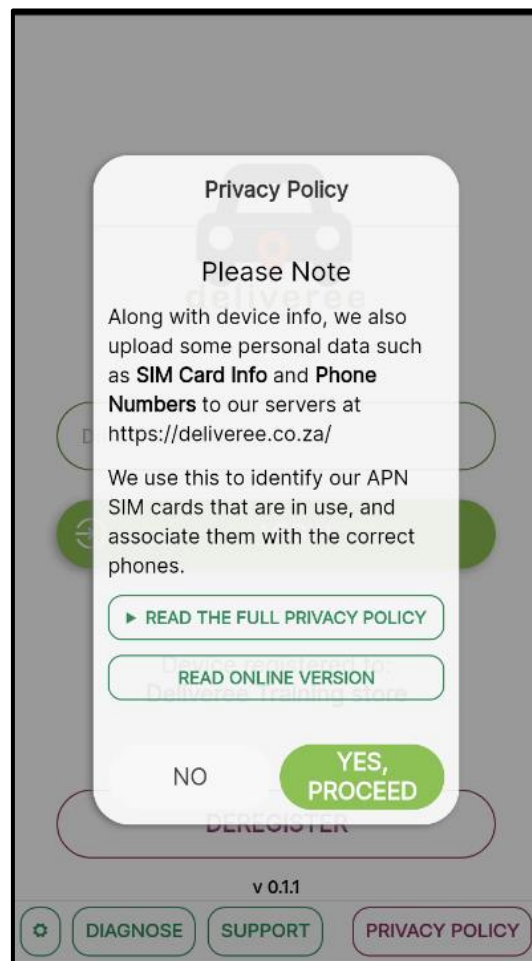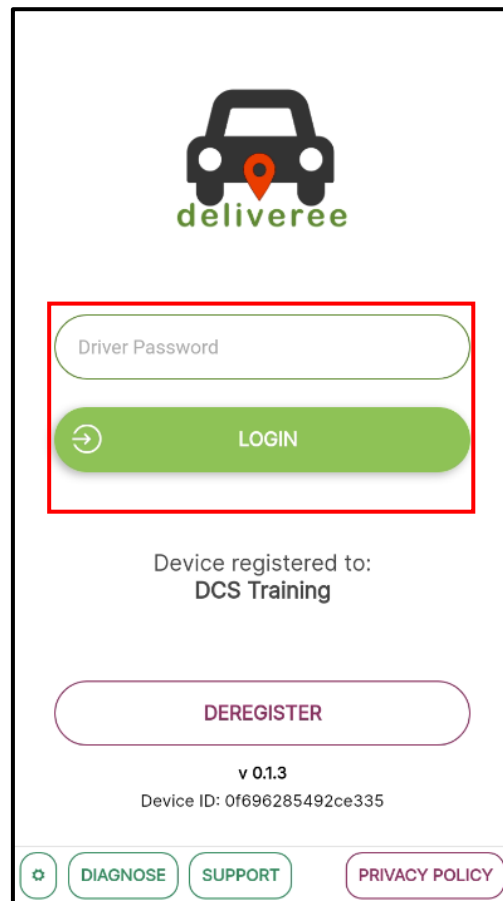
Login

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
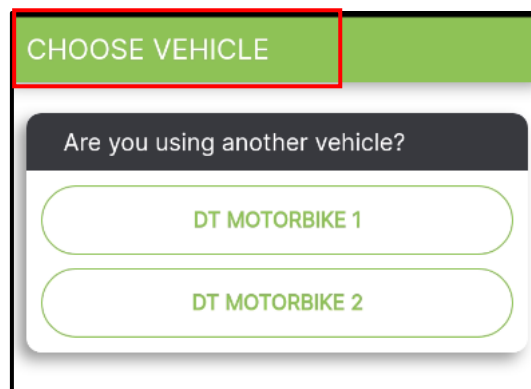
Choosing a Vehicle

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.
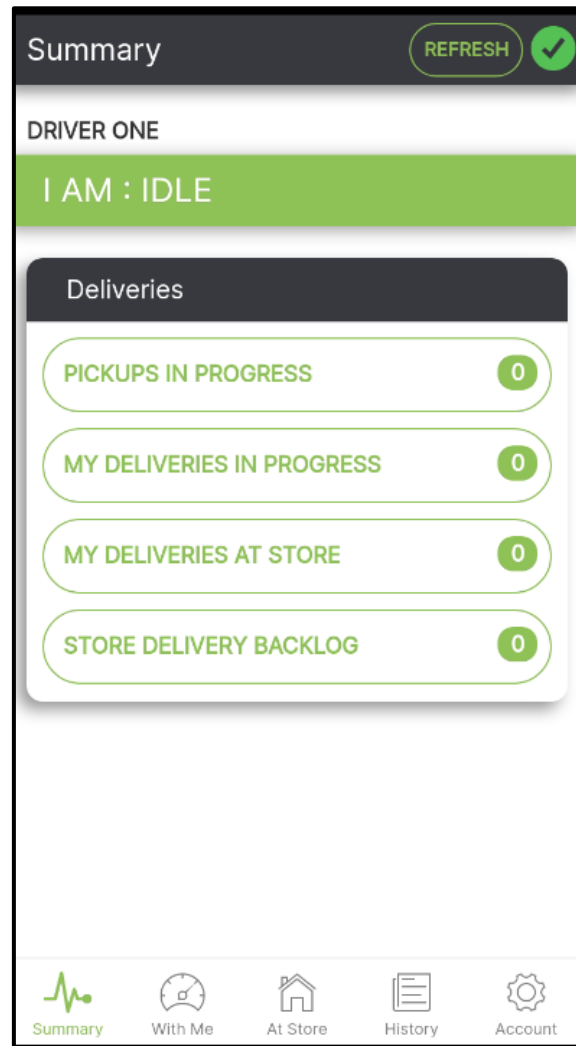
Using the Driver App- Basics

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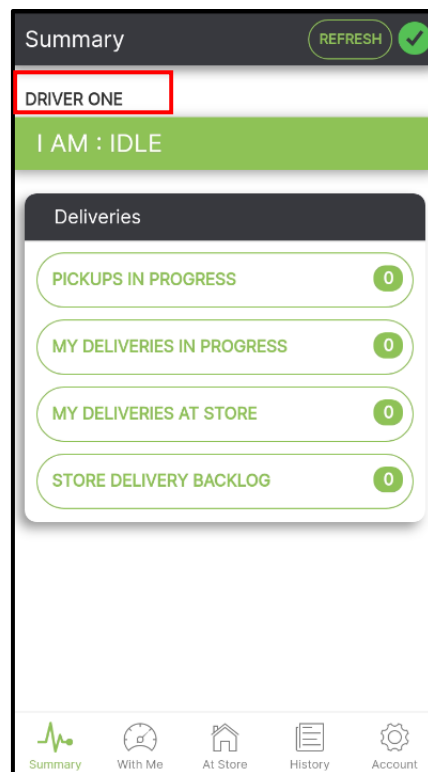
On the top right, there is a REFRESH button as well as a colour indicator that will let You know if they have connection or not.

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).
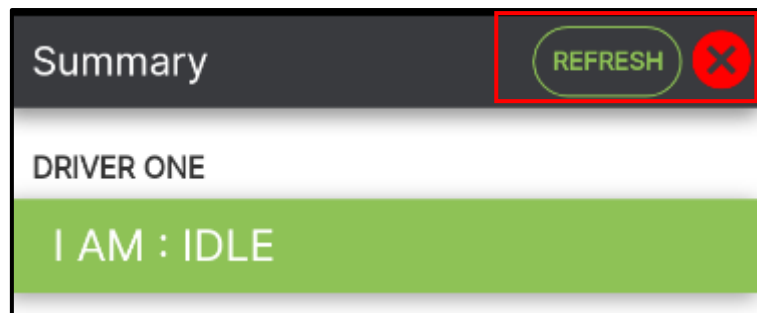
At the top of the screen in the centre, it will show the current driver status.
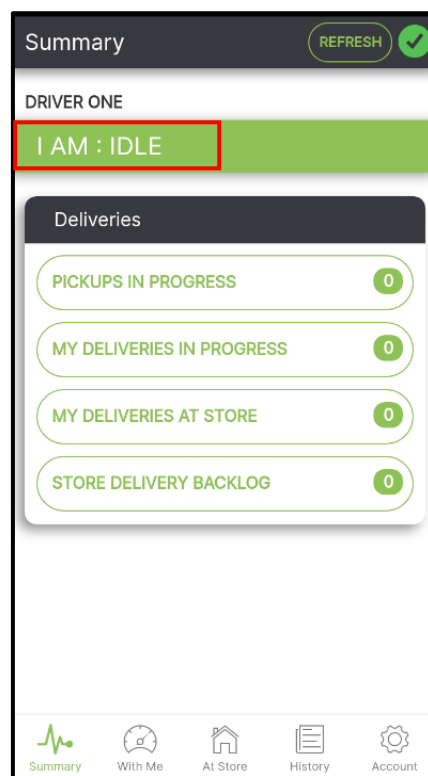
To navigate between each screen, click the buttons at the bottom of the screen:

The Summary Screen
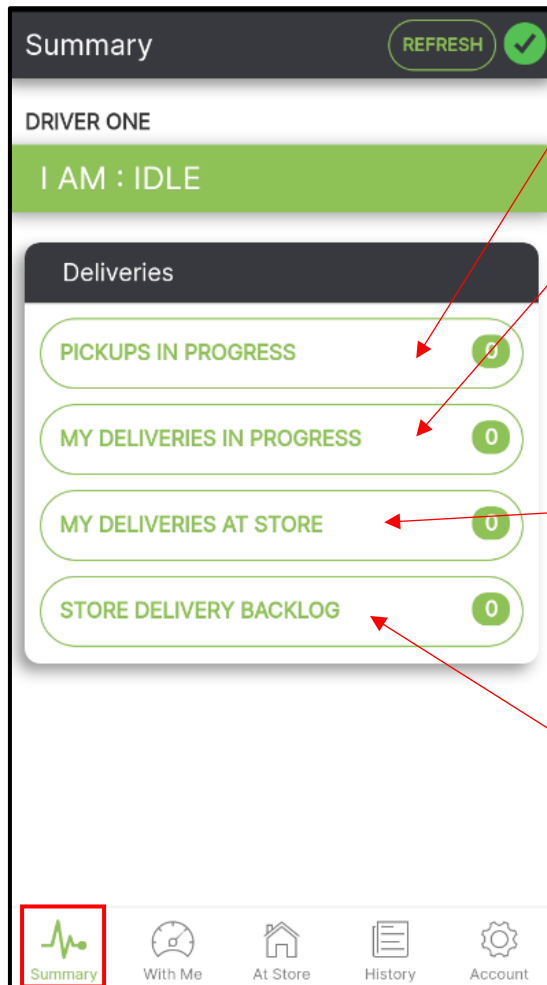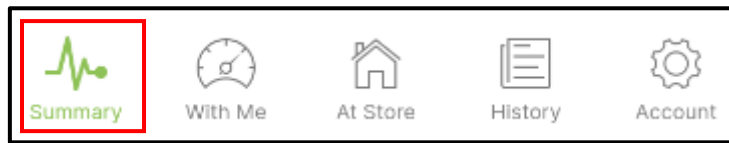
Pickups in Progress

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

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.
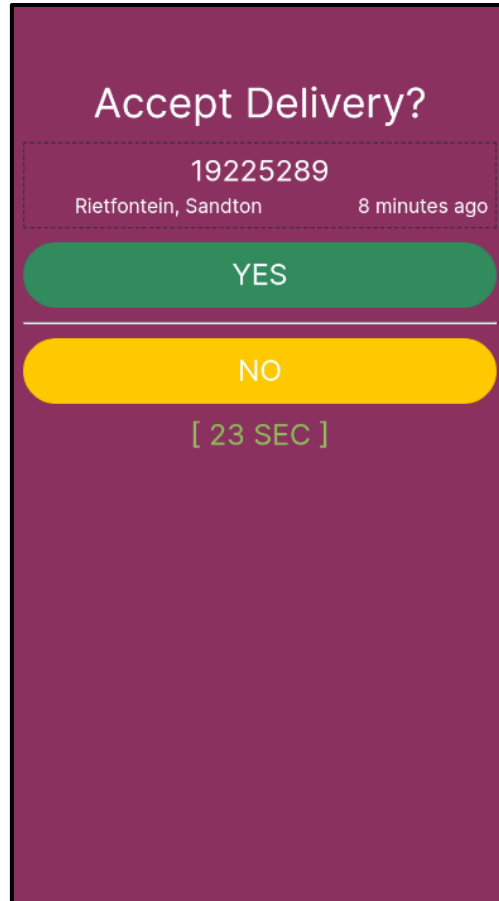
My deliveries at Store

From the Summary screen, click "My deliveries at store".

These are the deliveries assigned to the driver that need to be collected.
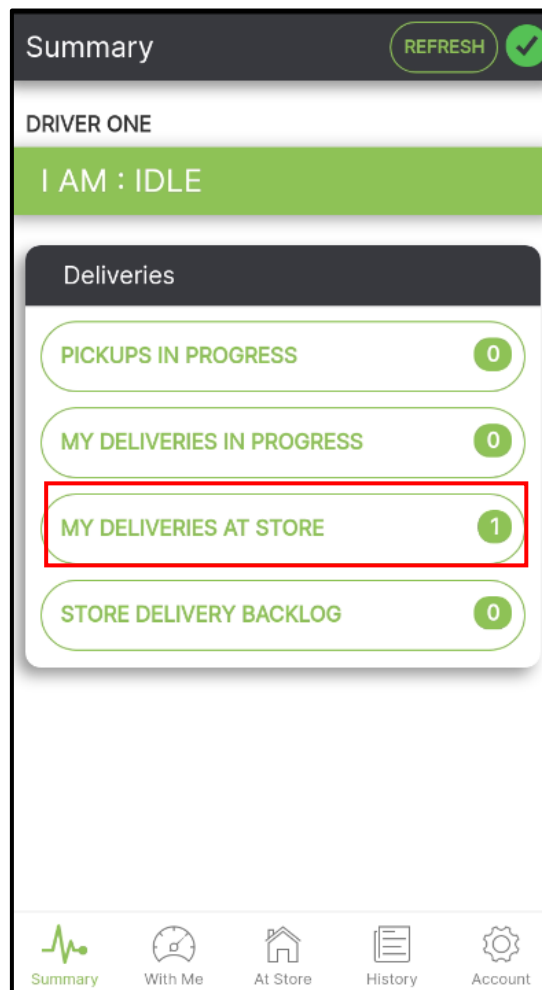
This will show all deliveries assigned to a driver. (Both manually assigned, and Auto-Assigned orders will show here).
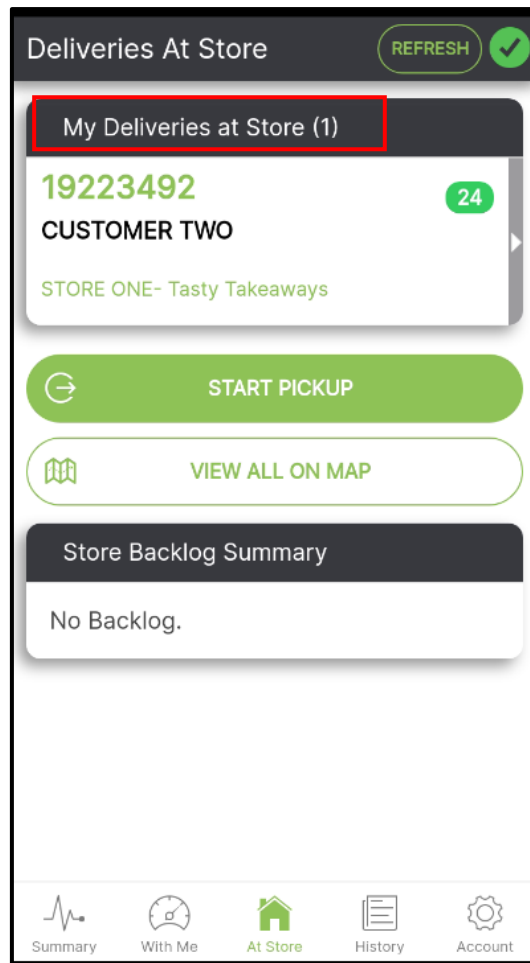
To view order details, click on the order:
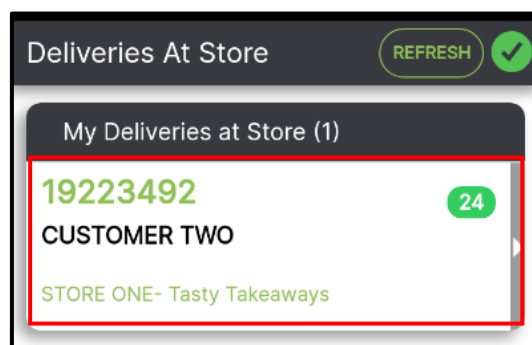
You can now view order details:

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

Click

.
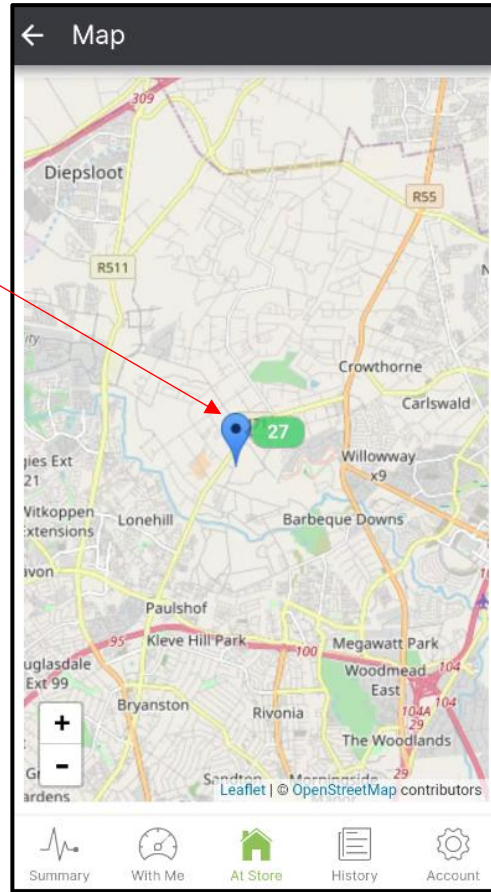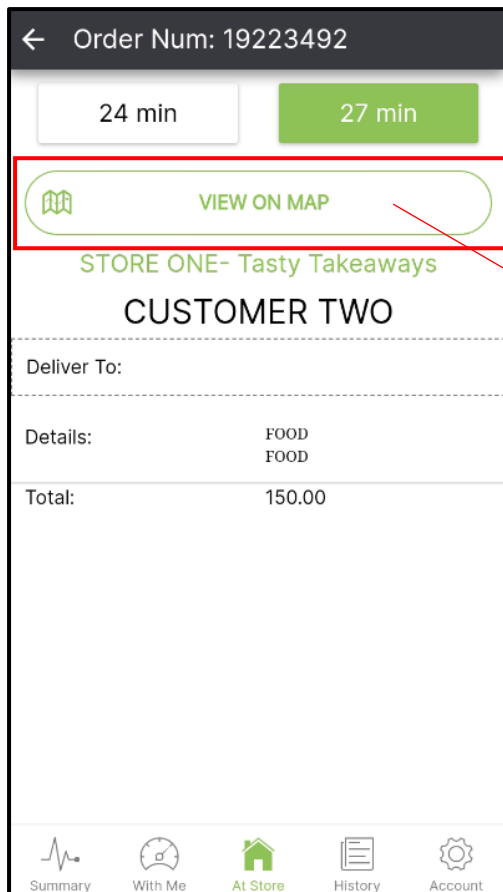
Click once you are on your way to collect the order.

The order is now "With Me"
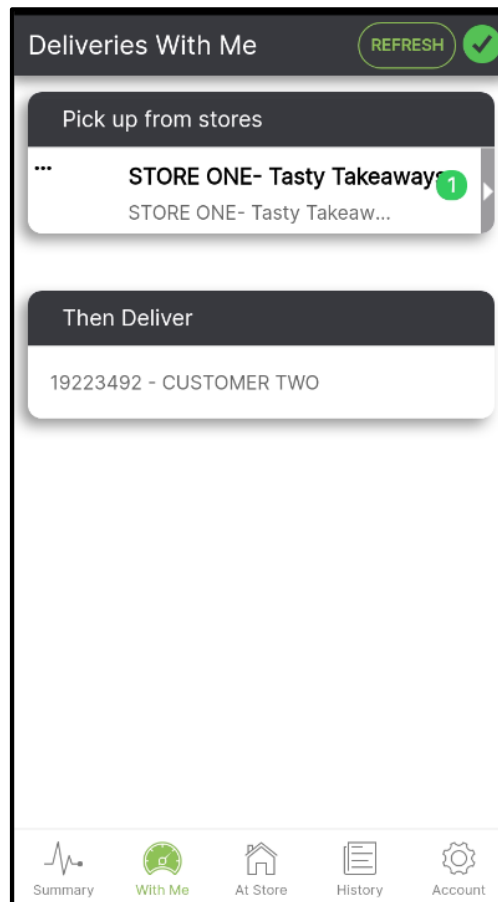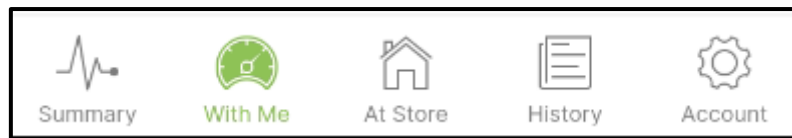
Once you have collected the food, click on the store you need to collect from:
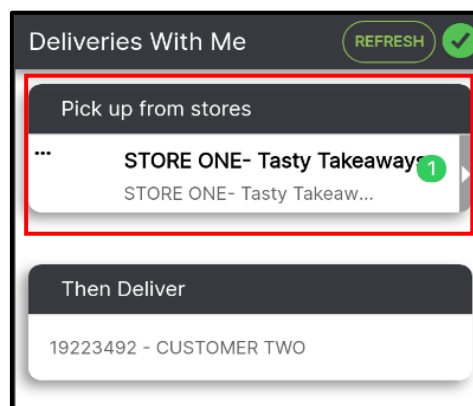
Once you have the food, click **YES, I'VE GOT THEM**

STORE PICKUP

STORE ONE- Tasty Takeaways

You need to pick up:

STORE ONE- Tasty Takeaways

19223492

CUSTOMER TWO   9

✓ YES, I'VE GOT THEM

✗ NOT YET
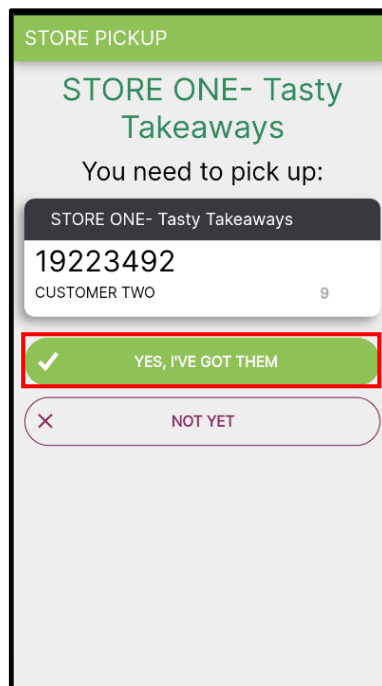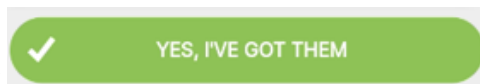
Now that you have collected the order, click → **START DELIVERING**

Deliveries With Me   REFRESH ✓

Pick up from stores

✓   **STORE ONE- Tasty Takeaways** 1
      STORE ONE- Tasty Takeaw...   ▶

→   START DELIVERING

Then Deliver

19223492 - CUSTOMER TWO

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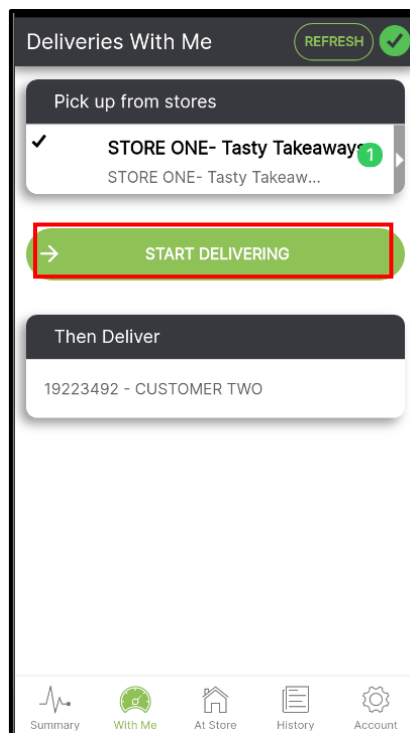
The app will show the driver where they need to pick up and where that order needs to go.
"Pick up from stores" will show all pickup points and "Then deliver" will show all customer locations.

Deliveries In Progress

The order will now show as a delivery in progress.
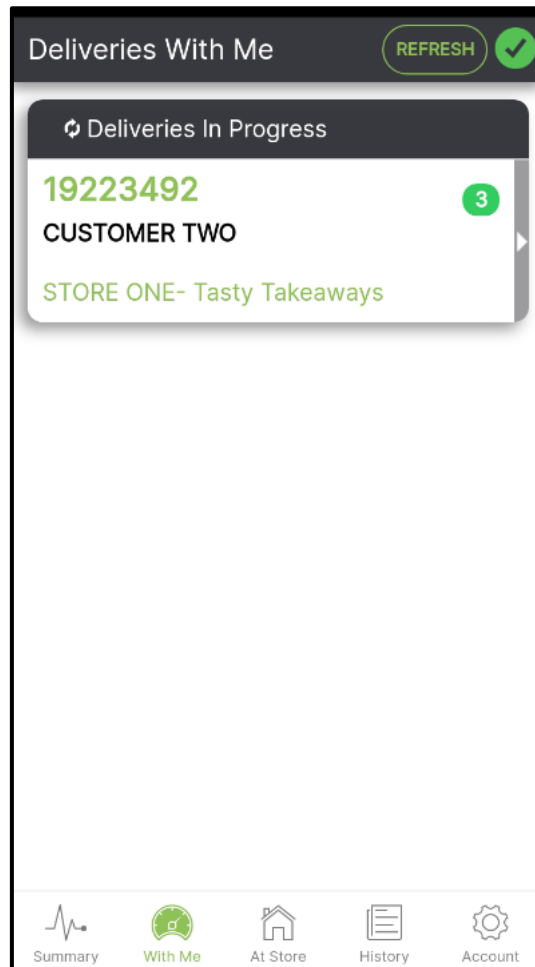
View Delivery

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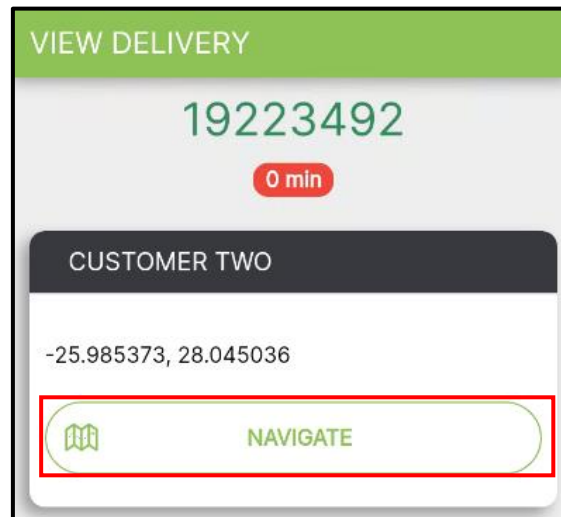
If you Click "Navigate", you will be given directions from where you are to the customer, using G.P.S information.

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.
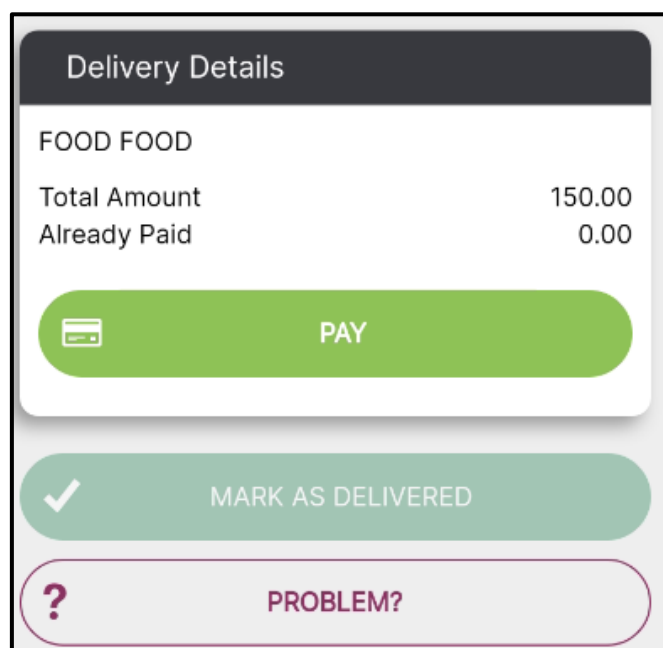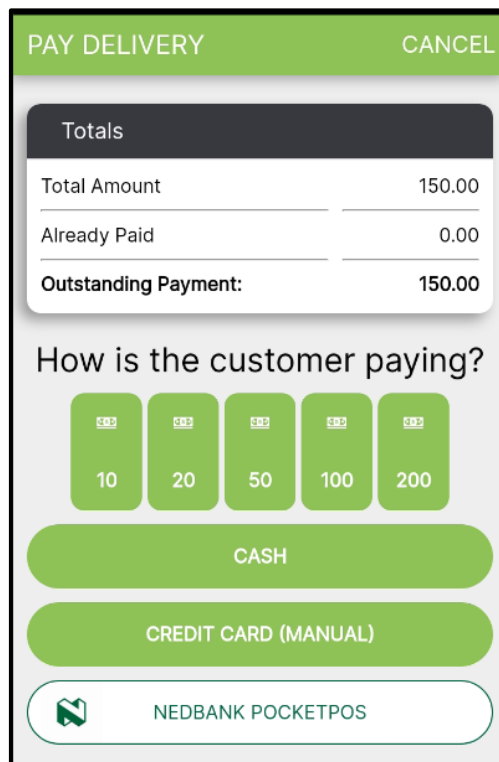
Processing Payment

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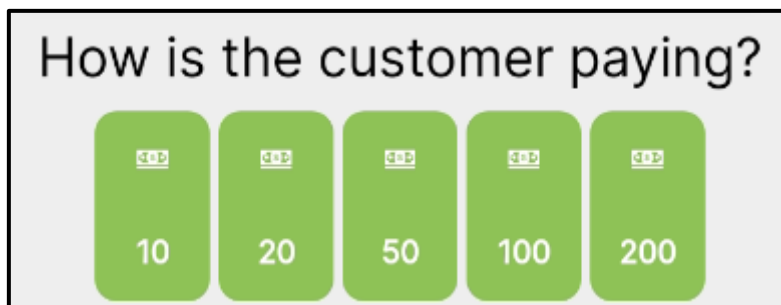
There are Icons you can use to help you calculate change and tip amounts:

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 **SAVE PAYMENTS**

PAY DELIVERY · CANCEL

Totals

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

Delivery has been paid!

SAVE PAYMENTS

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

Delivery Details

FOOD FOOD

Total Amount	150.00
Already Paid	200.00

✔ MARK AS DELIVERED

? PROBLEM?

Click .

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

Click , you will then be marked Idle again and can be assigned more orders.
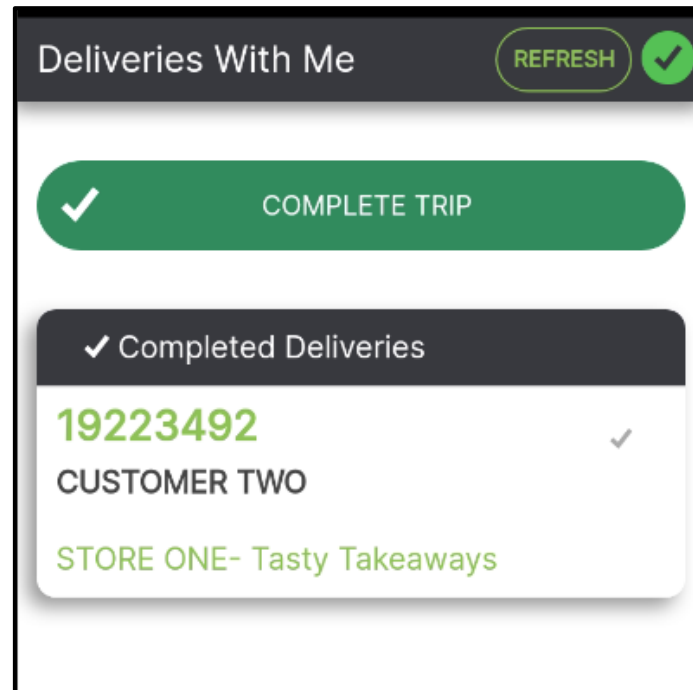
Reordering deliveries and Pick Up points

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

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

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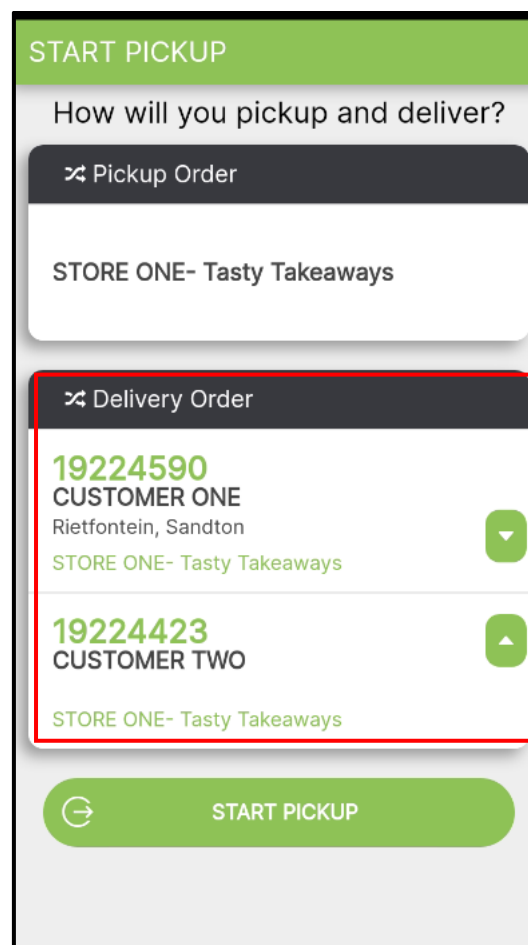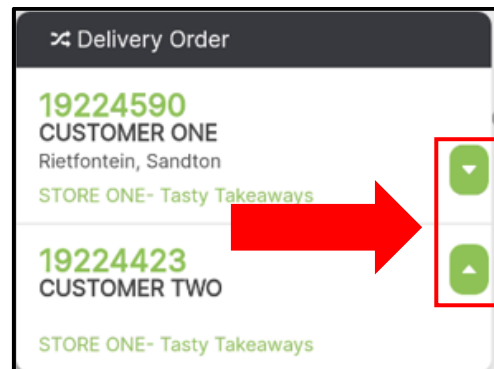
History- Driver Cash up

At the end of the shift, click on History to do the driver Cash up.
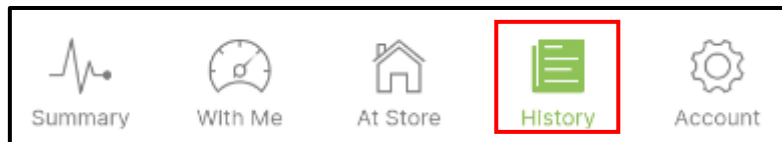
At the top of the screen click [REFRESH] to make sure you are looking at today's orders.
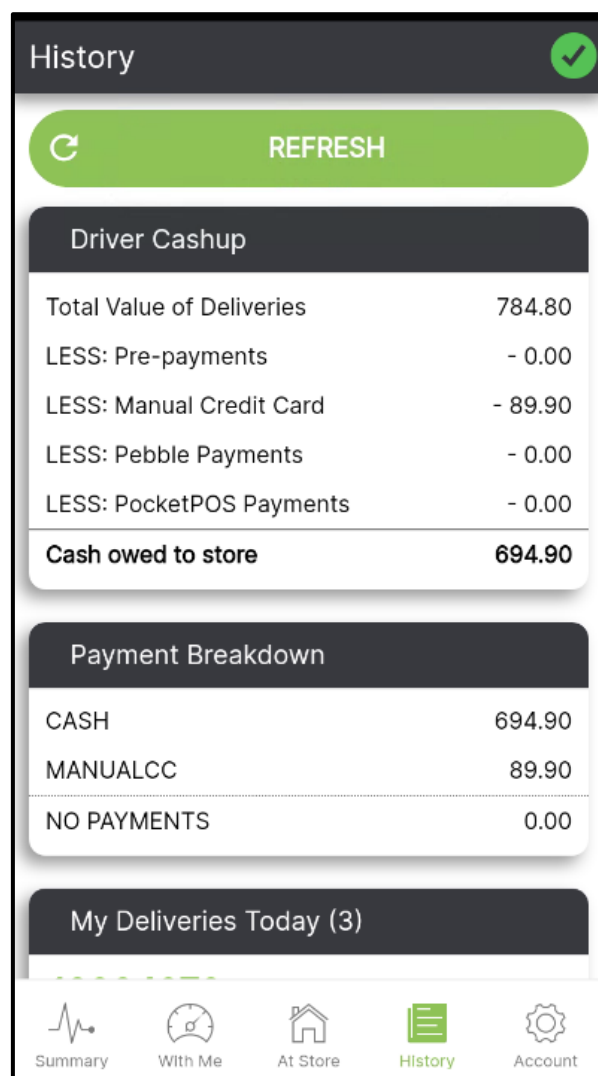
Driver Cahup will calculate the total Cash owed to the store by subtracting pre-payments, card payments and any other payment types such as the Pebble/PocketPOS.

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

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

Payment Breakdown	
CASH	694.90
MANUALCC	89.90
NO PAYMENTS	0.00

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

My Deliveries Today (3)

18034272 — 550.00
Delivered
CUSTOMER ONE
102 Macgillivary Road
Deliveree (Pizza)

1 — 144.90
Delivered
Customer Two
14 #View Point Rd -#Bardene, Boksburg,
Deliveree (Pizza)

2 — 89.90
Delivered
CUSTOMER SIX
161 #Maude St -#Sandown, Sandton,
Deliveree (Pizza)

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

Account

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

© 2022 Delivery Tribe
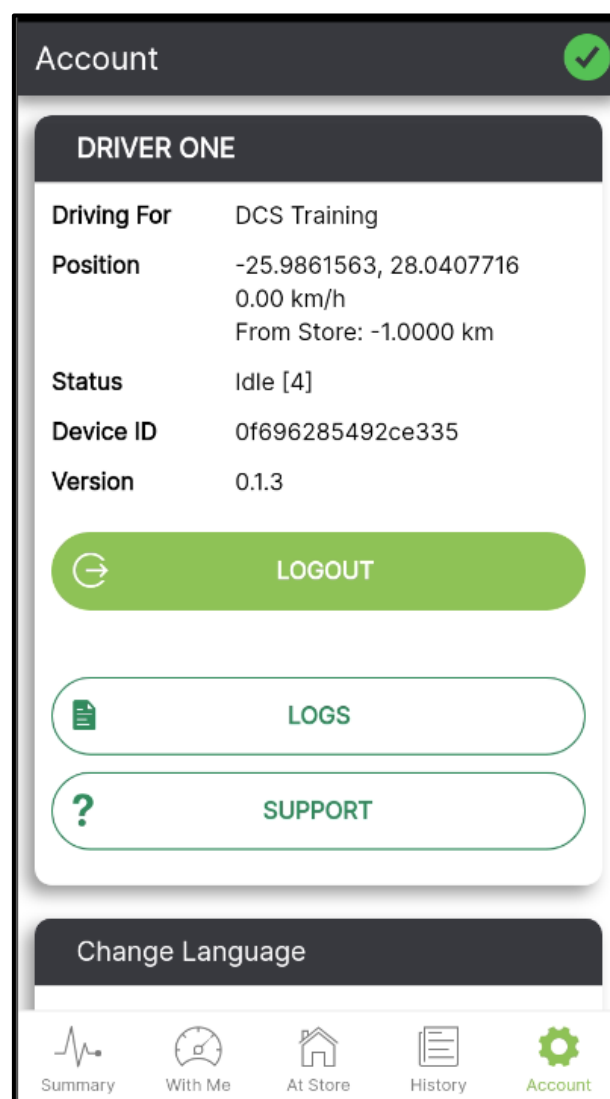
Uploading Logs

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 **Account** the select **LOGS**

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

To upload All **logs**: Select **PAUSE** then **ALL** then

select **UPLOAD**

To upload **Exception logs**: Select

PAUSE

then

EXCEPT

then select

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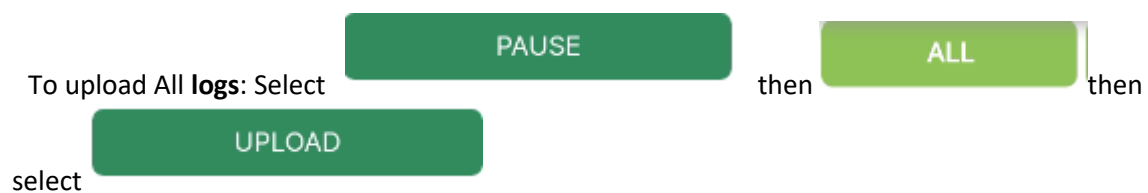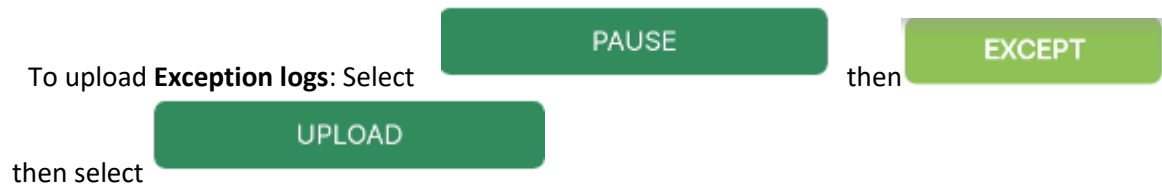
If there were no location updates during some part of the trip, drive to the area where the location updates stopped. Stop there and check the signal and see if an accurate GPS location can be sent through.

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

PAUSE

then

PAYMENT

then select

UPLOAD
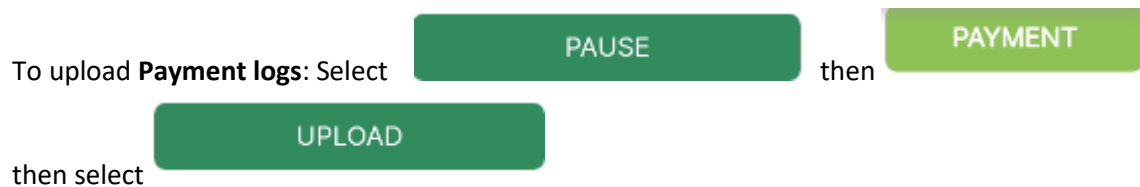
Support and Settings

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

Select ⚙ Account then select (? SUPPORT)
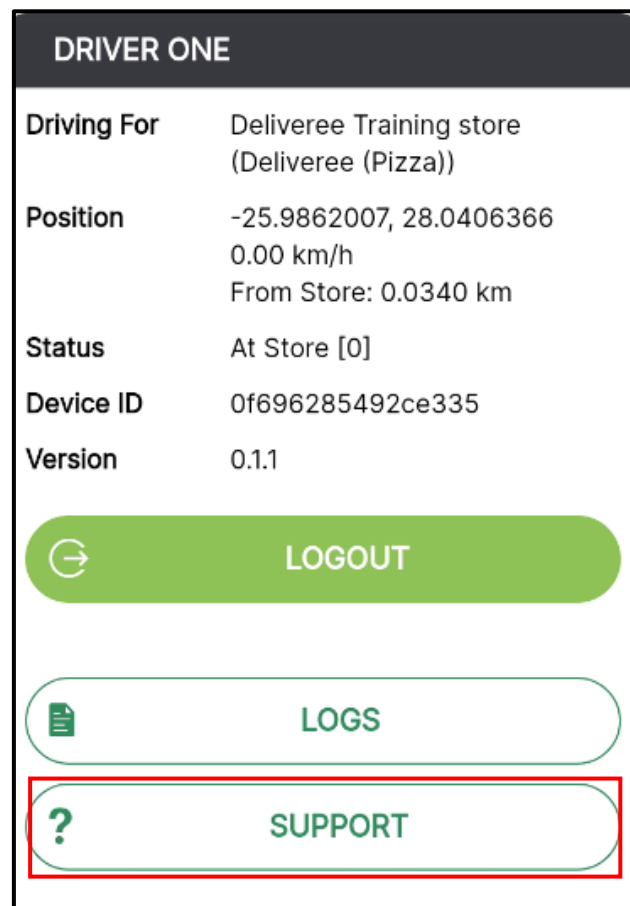
You will be given a few options:

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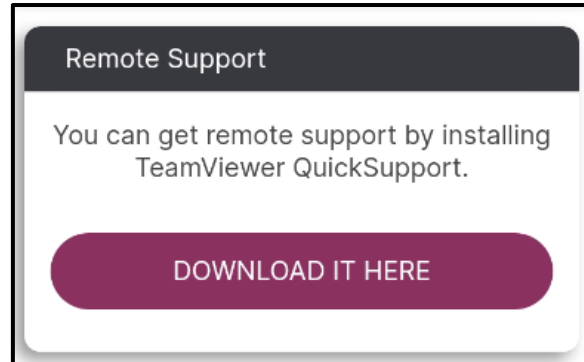
2. App Version

3. **Upload device info**- Here will be able to see which SIMs are enabled in the device.
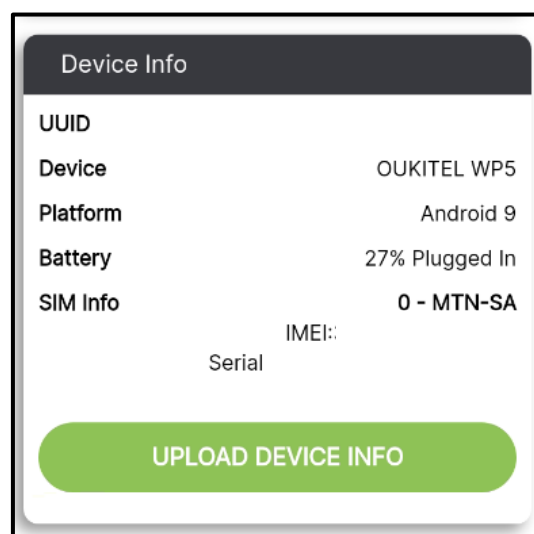
4. **APN Settings** - This will show the APN settings where we can check whether the correct APN has been set up and is active.
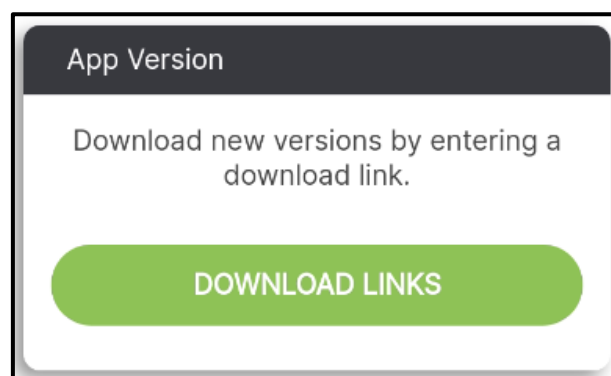

Make sure the APN is correctly set if you are using a Cosoft SIM.

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

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

Battery Settings
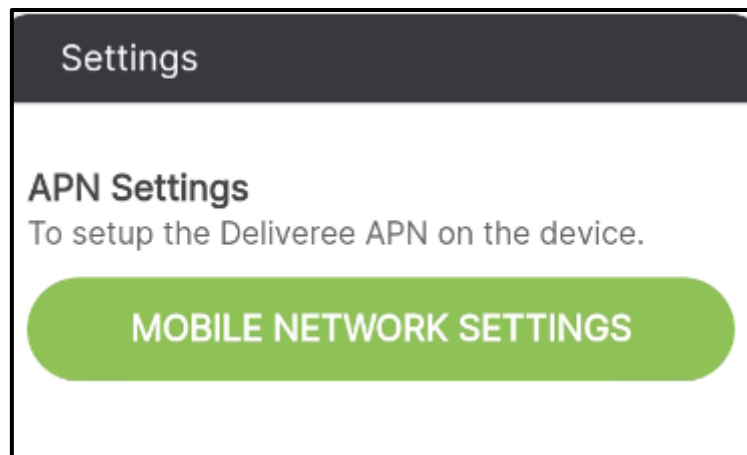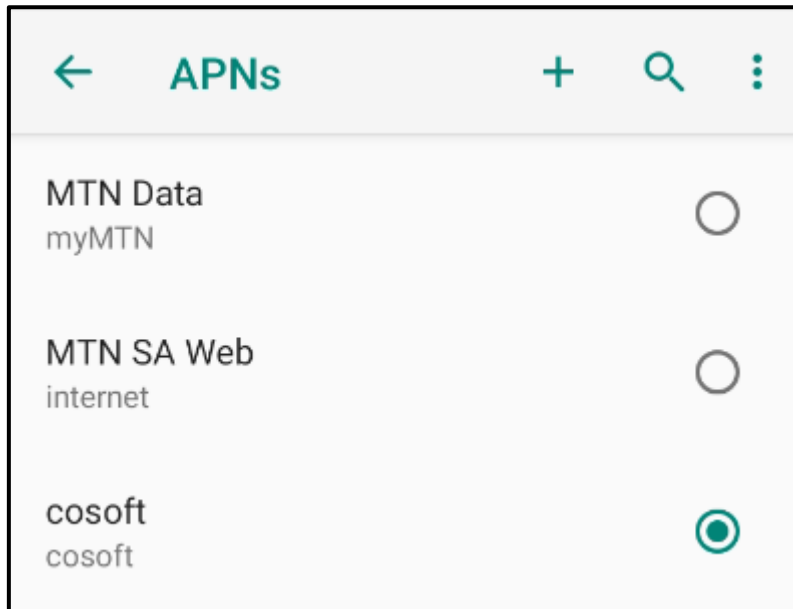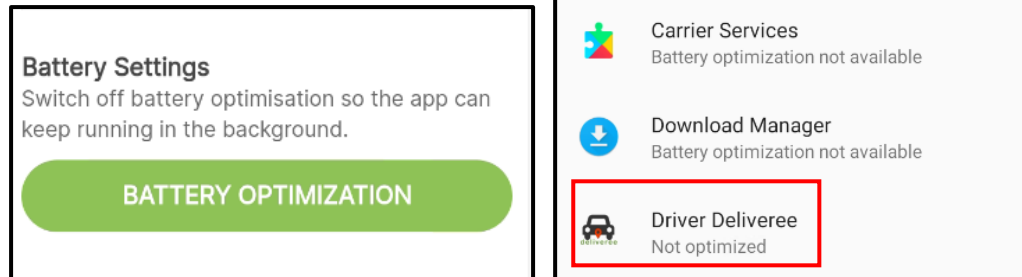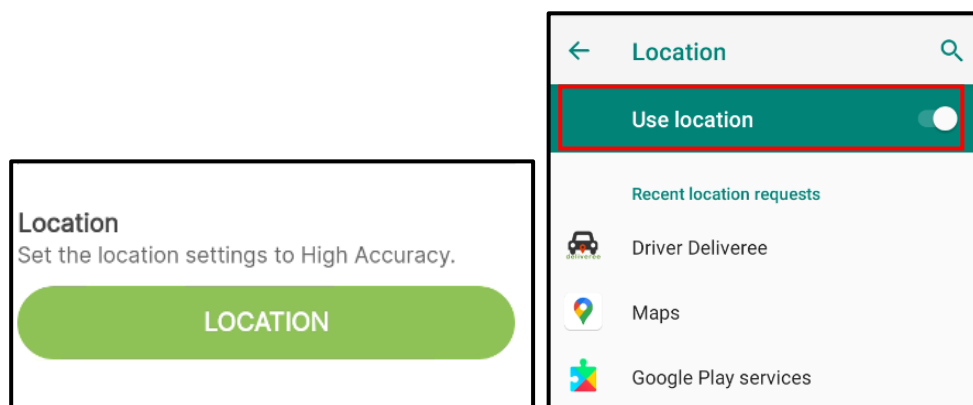Switch off battery optimisation so the app can keep running in the background.

BATTERY OPTIMIZATION

← **Battery optimization**

Not optimized ⌄

Carrier Services
Battery optimization not available

Download Manager
Battery optimization not available

Driver Deliveree
Not optimized

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

Location
Set the location settings to High Accuracy.

LOCATION

← Location 🔍

Use location ⬤

Recent location requests

Driver Deliveree

Maps

Google Play services

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.
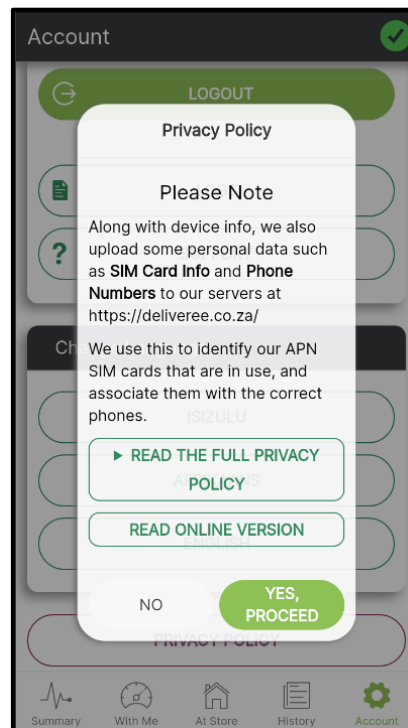
Application Settings
View the Android settings for the driver app.View the Android settings for the driver app.

APPLICATION DETAILS
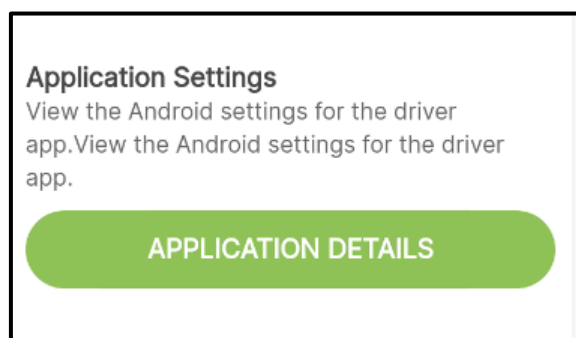
Change Language

To change the language, scroll up:
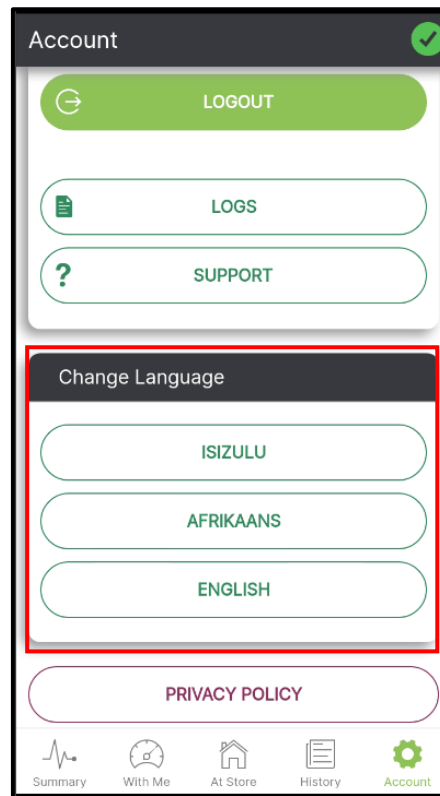
Here you can also access the privacy policy.

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.

For any further assistance, contact Software Support:

Support@deliverytribe.co.za or call 031 880 1602

To book additional training, email training@deliverytribe.co.za

Log out

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