



delivery tribe

2024

Deliverree

User Manual  
Driver Application with  
Auto Assign

1/19/2024

## CONTENTS

Deliveriee with Auto Assign .....	2
Device requirements for Deliveriee.....	2
Driver Deliveriee Application .....	2
Help Function.....	4
Device registration and Login .....	6
Privacy Policy .....	7
Summary Page .....	8
At store .....	9
Delivery time.....	10
Deliveries in progress.....	10
Tell customer im here .....	11
Payment process.....	12
delivery History .....	13
Account Page .....	14
Change language.....	15
Log upload process .....	15
Support .....	16
Settings .....	17
Application checklist .....	18
Logout .....	19
CONTACT US .....	19

## DELIVEREE WITH AUTO ASSIGN

Deliverree with Auto Assign is a delivery software that has 2 sections. One for the drivers who do the deliveries and the other section for the managers who will be managing all aspects of the delivery process.

Deliverree with Auto Assign has added functions that contribute to promoting valid deliveries and improve performance for deliveries at various stores.

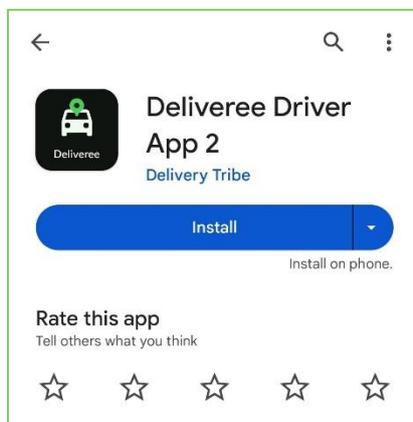
## DEVICE REQUIREMENTS FOR DELIVEREE

- Android 8 or Higher
- GPS
- Battery Above 3000mAh
- Dual SIM capability
- Play Store

## DRIVER DELIVEREE APPLICATION

### APPLICATION DOWNLOAD AND INSTALLATION

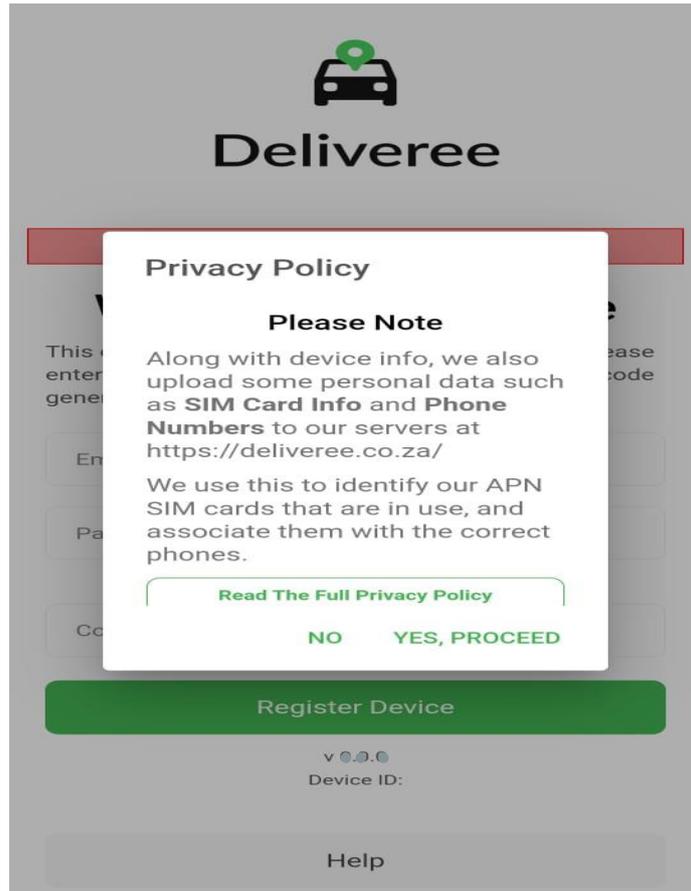
The **driver Deliverree** application can be downloaded from the google play store  on your android device.



Locate and install the driver Deliverree application and agree to the piracy policy, driver's checklist and allow all permissions as follows:

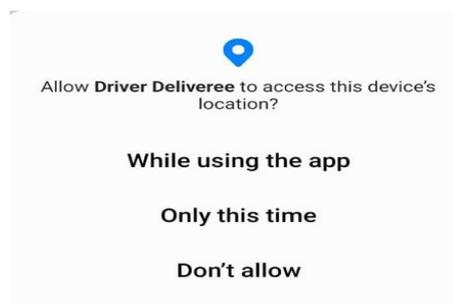
### PRIVACY POLICY:

The driver is required to read the privacy policy which can be accessed in the application or online.



#### LOCATION PERMISSIONS:

Deliverree uses location data in the background to allow route tracking on deliveries and to allow store operators to track drivers' locations. Location Access must be allowed all the time for the driver's application to function properly.



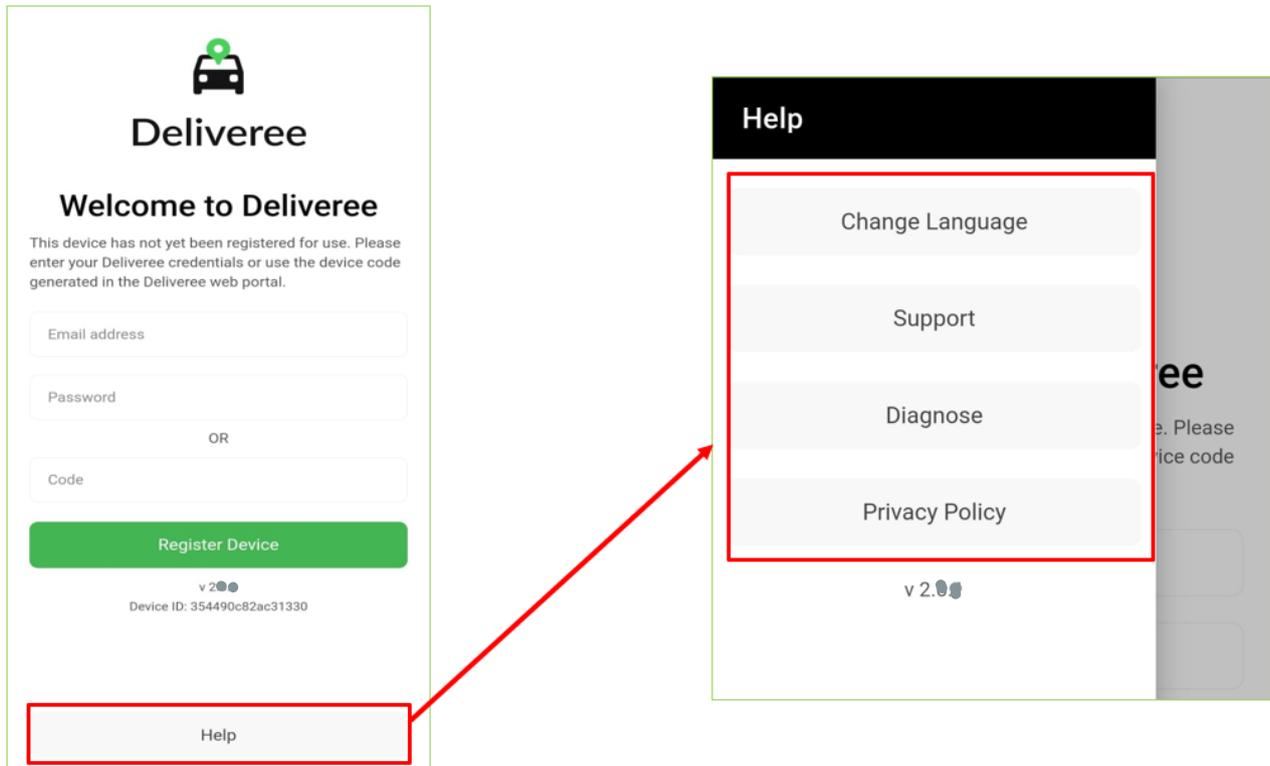
#### ALLOW DELIVERREE TO MAKE AND MANAGE CALLS:

Drivers will be able to call the customer and to call the store in the application with regards to the deliveries.



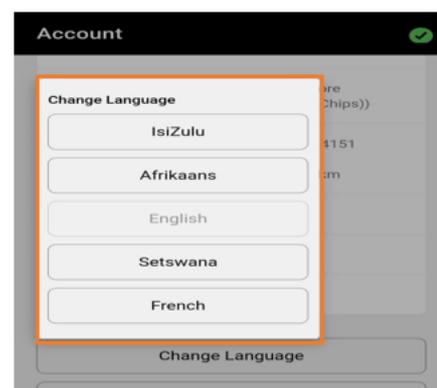
## HELP FUNCTION

Help can be accessed on the login page. The Help function provides access to change language, Support, diagnostics, and the privacy policy.



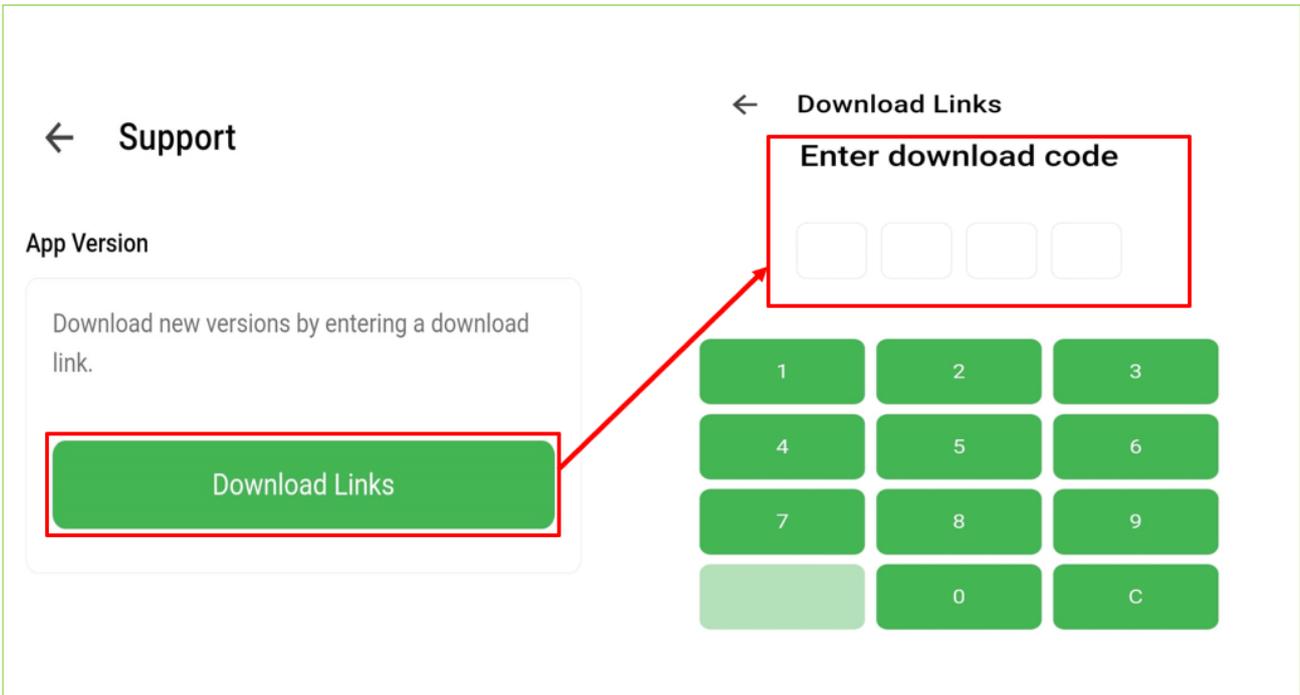
## CHANGE LANGUAGE:

The driver will be able to choose a language they are comfortable with from the 5 different languages provided in the application.



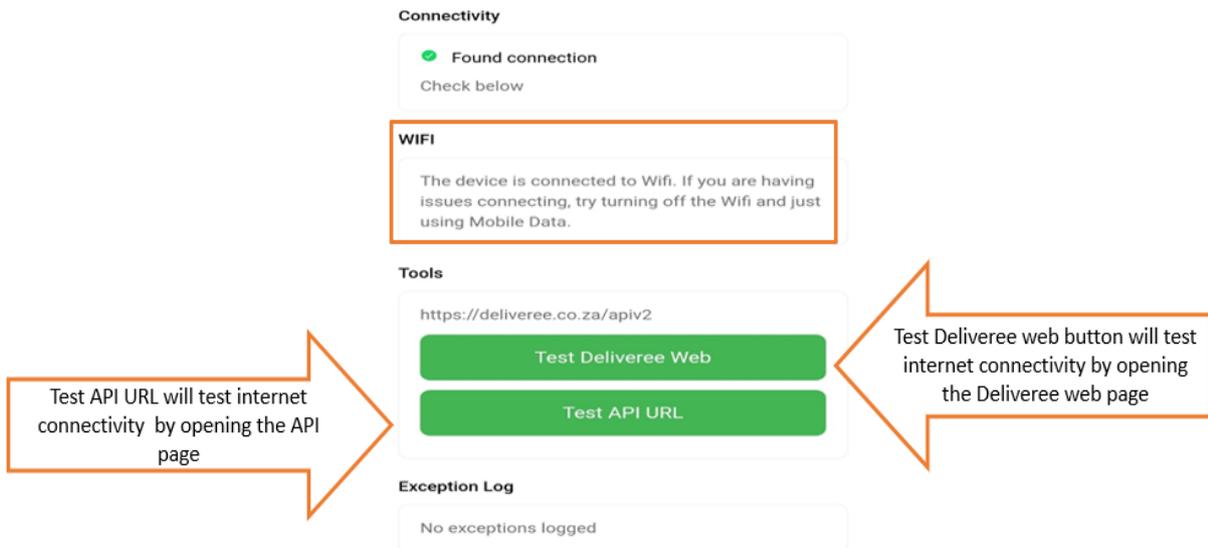
## SUPPORT:

Support will give access to drivers to download updated versions of the Driver Deliverree application by clicking the download links button and using a four-pin code for that version of Deliverree.



## NET DIAGNOSTICS

The Network diagnostics function is used to diagnose if the driver Deliverree App is set up properly and if the device is connected to a network/ internet. The function will also check mobile data connectivity and Wi-Fi connectivity and report which connection the device is using, as shown below.



When there is no internet connectivity the page will show the following:

**Connectivity**

 **No Internet**

This device doesn't seem to have a working internet connection. Check that the mobile data or wifi is connected.

**Mobile Data**

The device is connected to 3G. If you are having issues connecting, try connecting to the WiFi.

**DEVICE REGISTRATION AND LOGIN**

Devices can be registered using an email and password or a code that is generated from the Deliverree management system. However, we recommend that driver's devices be registered using a code.



**Deliverree**

**Welcome to Deliverree**

This device has not yet been registered for use. Please enter your Deliverree credentials or use the device code generated in the Deliverree web portal.

Email address

Password

OR

Code

**Register Device**

v 2.0.0

Device ID: 354490e82ac31330

Help

After registering the device, the driver will log -in using a unique password.



Every driver will have a unique password to use when logging into the application. The same aura password can be used to login to Deliverree.

Device registered to:  
**Deliverree Training store**

v 2 ●●●  
Device ID: 354490c82ac31330

## PRIVACY POLICY

The privacy policy is also available in the Help section.

← **Privacy Policy**

**Please Note**

Along with device info, we also upload some personal data such as **SIM Card Info** and **Phone Numbers** to our servers at <https://deliverree.co.za/>

We use this to identify our APN SIM cards that are in use, and associate them with the correct phones.

**What data do we collect?**

If you choose to upload device information, we will collect device information such as:

- Platform, OS Version
- Battery Level
- Location Settings
- Network Settings
- SIM Card Info (including phone number)

**How do we collect data?**

We only collect data when you choose to upload device information.

**How do we store your data?**

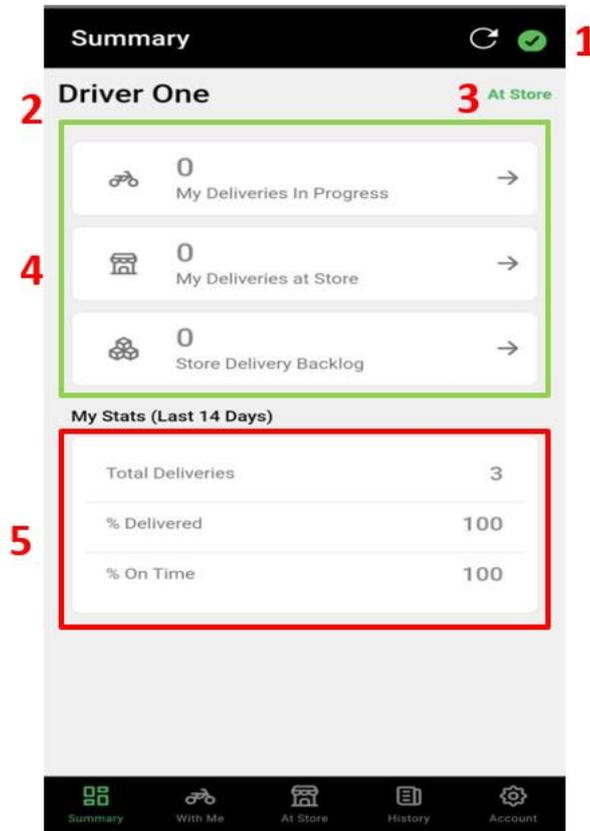
We store device info securely in our database in our hosted environment (<https://deliverree.co.za/>). Only our internal team has access to the data.

Once our support staff have completed assisting you, your device data will be removed.

## SUMMARY PAGE

The Summary page will show:

1. Connectivity status to the server/ internet.
2. The driver's name on the top left side of the page.
3. The driver's status
4. The category of deliveries
5. Delivery statistics for the past 14 days

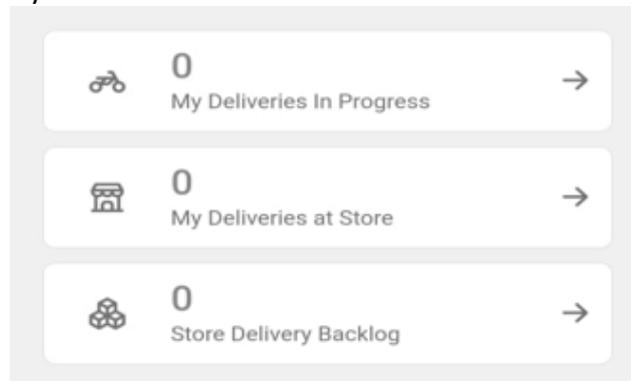


The connectivity status shows whether the device is connected to the internet or not. When it shows a green tick (picture A) it means the device is connected and when it shows a red cross (picture B) it means the device is not connected

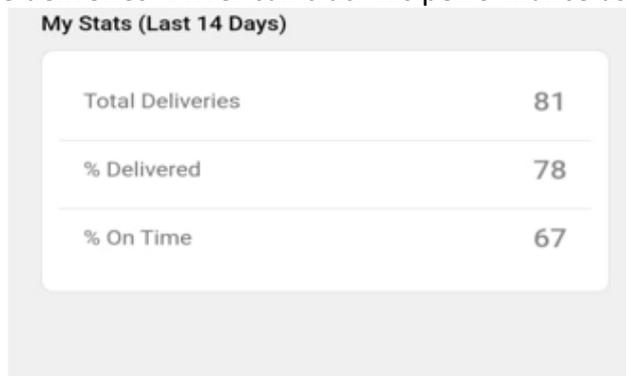


The categories of the deliveries will show:

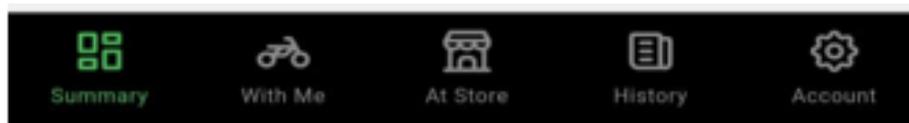
- Deliveries in progress, that is the number of orders the driver is delivering.
- My deliveries at store, shows how many orders have been assigned to a driver.
- Store delivery backlog shows the number of new orders at the store that have not been assigned to a driver yet.



My delivery stats for the past 14 days will show total number of deliveries, percentage delivered and percentage of on time deliveries. Driver can track his performance using the statistics provided.

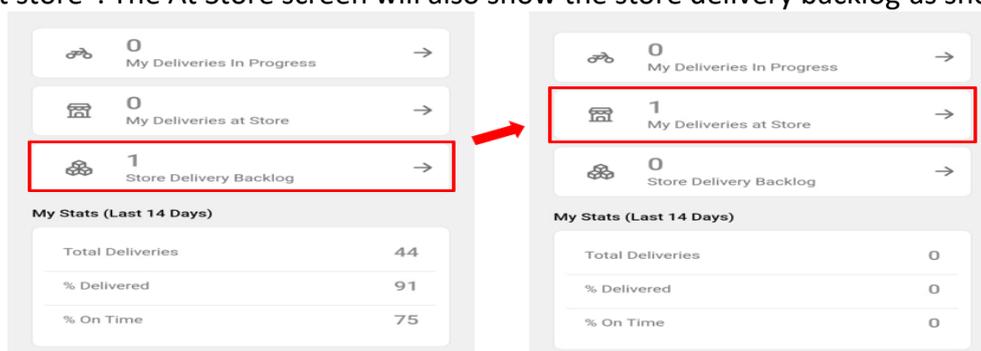


At the bottom of the screen the driver can navigate through the screens using the buttons provided.



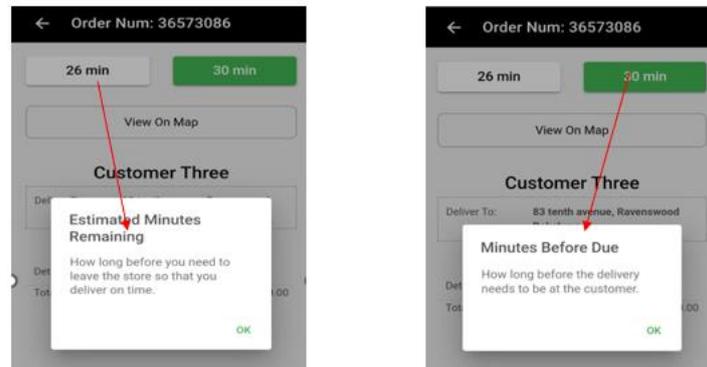
## AT STORE

When the driver has logged in to the application and his status reads "I Am At Store", deliveries will be automatically assigned to the driver. The driver will receive a notification on his device to let him know that deliveries have been assigned to him. The assigned deliveries will be recorded as "my deliveries at store". The At Store screen will also show the store delivery backlog as shown below.



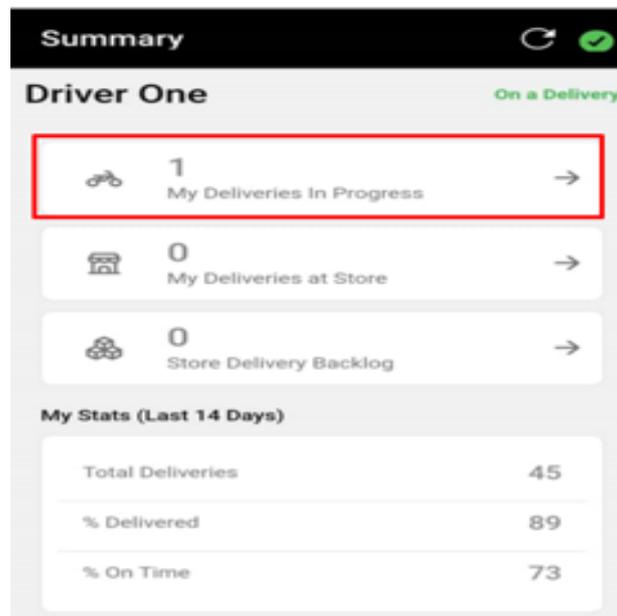
## DELIVERY TIME

The driver can check how much time he has until he can leave the store and the time left until he can deliver to the customer by clicking on an order and viewing the time provided at the top right and left side respectively.

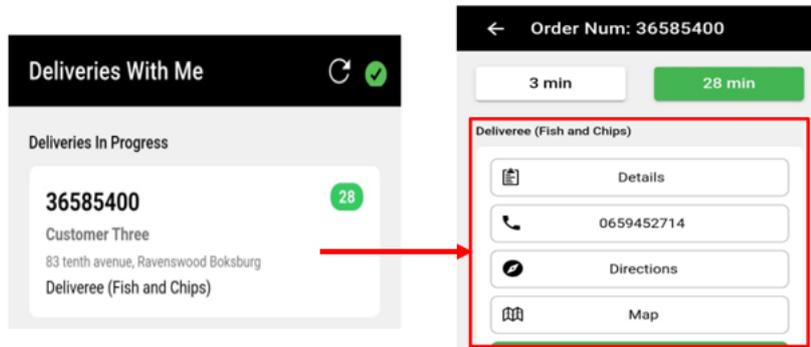


## DELIVERIES IN PROGRESS

When the driver presses “leave” on his device, the deliveries will be moved to “my deliveries in progress”.



The driver can view order details by clicking on an order. He will now be able to view the details of the delivery, the customer's phone number, directions to the customer's location and the map.



- By clicking on the details, the driver can view the details of the delivery ( what the customer ordered).
- The customer's phone number is provided to allow the driver to communicate with the customer.
- Directions to the customer's location are provided here.
- The delivery can also be viewed on the map.

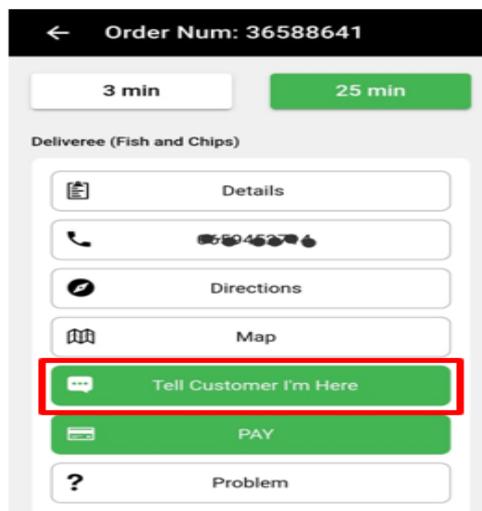
### TELL CUSTOMER IM HERE

When the tell customer I'm here button appears on the driver's device, the driver will have to press that button to send a message to the customer to let them know their delivery has arrived.



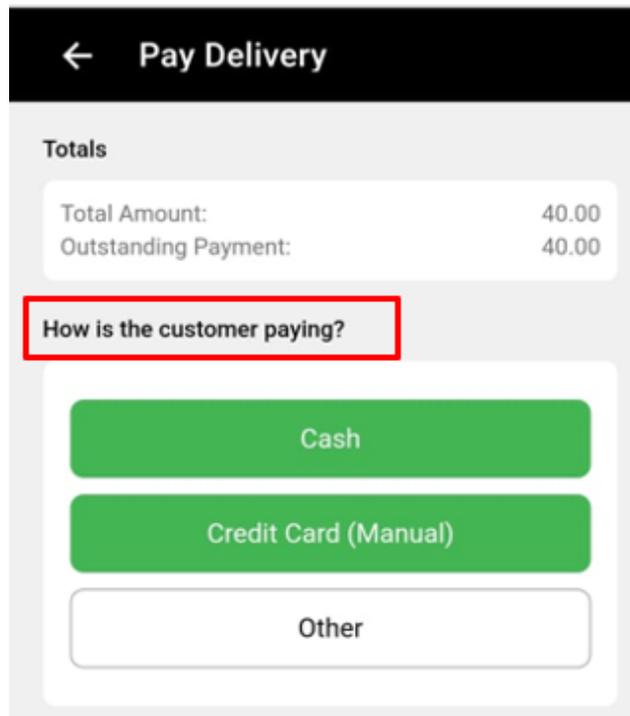
For the "Tell Customer I'm Here" button to appear on the driver's device:

- Location must be on all the time.
- Mobile data must be on.
- The driver must be travelling at 15km/hr or more.



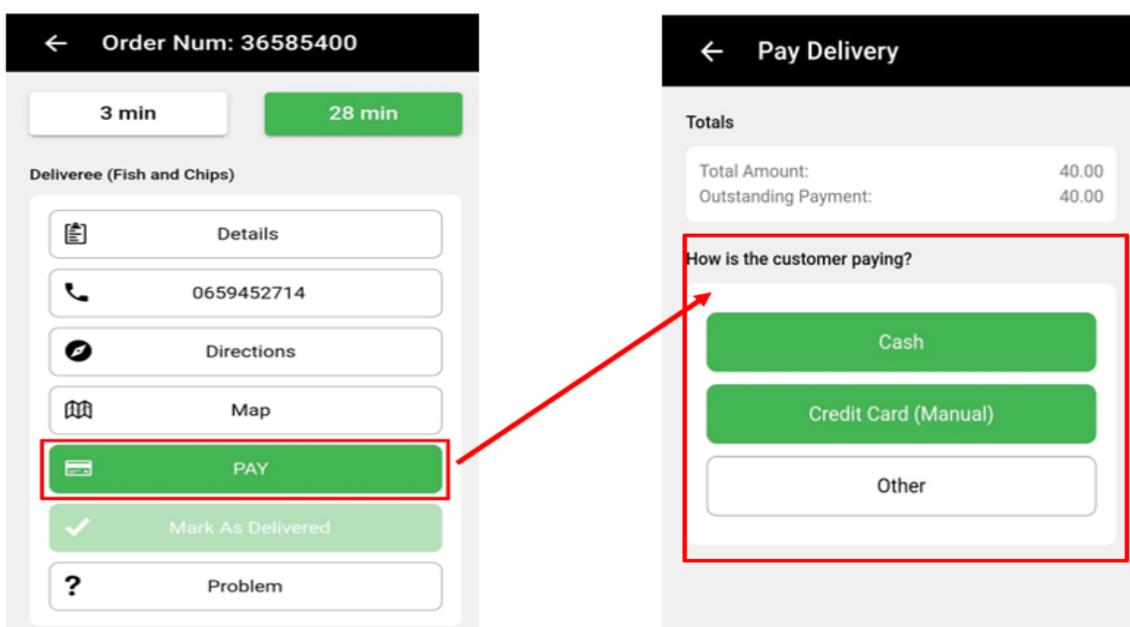
## PAYMENT PROCESS

The payment page appears soon after pressing the Tell customer I'm here button. Choosing a payment method can only be done after confirming with the customer how they want to pay for the delivery. A customer can pay for a delivery using Cash, Credit card or other method of payment.

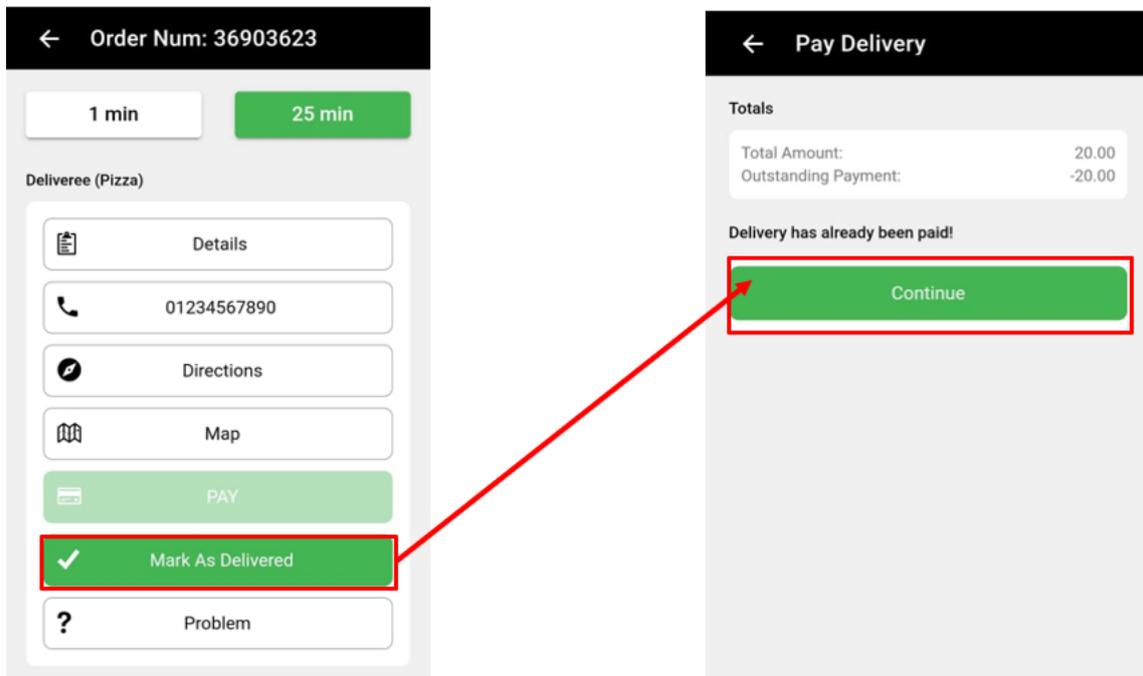


Trips that have been marked as delivered using the tell customer I'm here (**customer notify**) are automatically marked as completed.

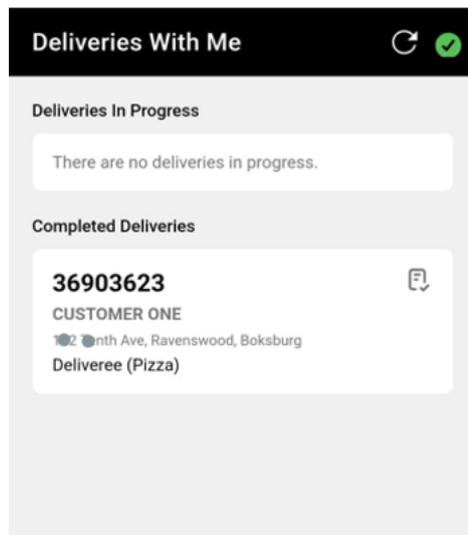
In the case that the Tell Customer I'm here button does not appear on the driver's device; the driver can press the pay button and choose a payment method as shown below.



After selecting a payment method, the driver must mark the delivery as delivered manually by pressing the mark as delivered button. He will then need to mark the trip as completed manually by pressing the continue button as well as shown below.



The trip will then be marked as completed, as illustrated by the picture below.



## DELIVERY HISTORY

The history page will show 3 segments which are: the driver cash-up, the payment breakdown and my deliveries today (All deliveries assigned to the driver).

### DRIVER CASH -UP

The driver cash-up calculates the cash owed to the store by the driver. It will subtract pre-payments (which are usually done online), credit card payments, pocket POS payments and pebble payments.

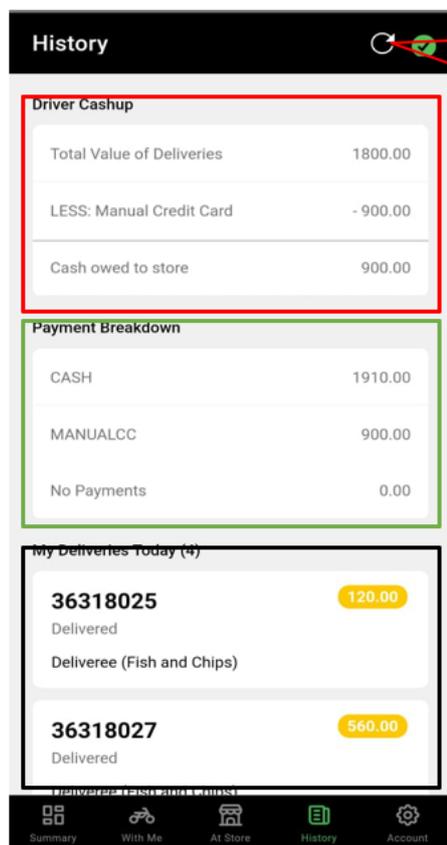
## THE PAYMENT BREAKDOWN

It will indicate the methods of payment used by the customer to pay for the deliveries and how much was paid using each method.

My deliveries today

Will list all the deliveries assigned to the driver and their statuses that is, whether a delivery was delivered, enroute or could not be delivered.

The history page is shown below.



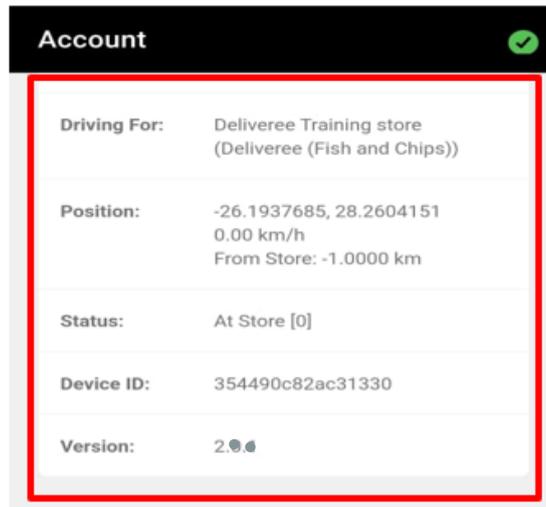
Use the refresh button to keep the page up to date.

## ACCOUNT PAGE

The driver can access the account page by clicking the icon at the bottom right of the screen. 

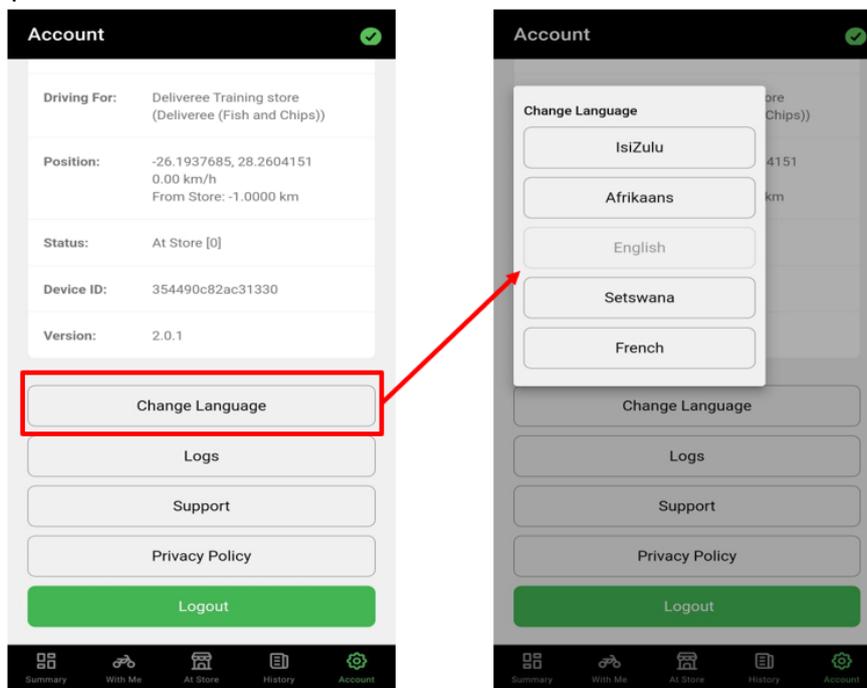
In the account page, the driver

Can view his details which includes his name, the store he is driving for, his GPS location and distance from the store, his status, device ID and the version of Deliverree installed on the device, as shown below.



## CHANGE LANGUAGE

The change language button allows the driver to change the language used in the application to any of the languages provided in the list as show below.

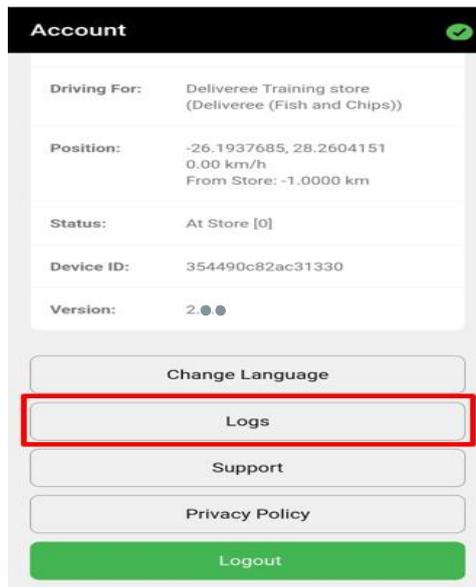


When you change the language everything in the application will be translated to the language selected.

## LOG UPLOAD PROCESS

Updating logs will assist the support team at Delivery Tribe to diagnose any issues with the application. For this to be possible the driver must upload the logs while he is signed into the application. Logs are recorded under the name of the driver that is logged in and using the application.

To upload logs, press the logs button on the account page as illustrated below.



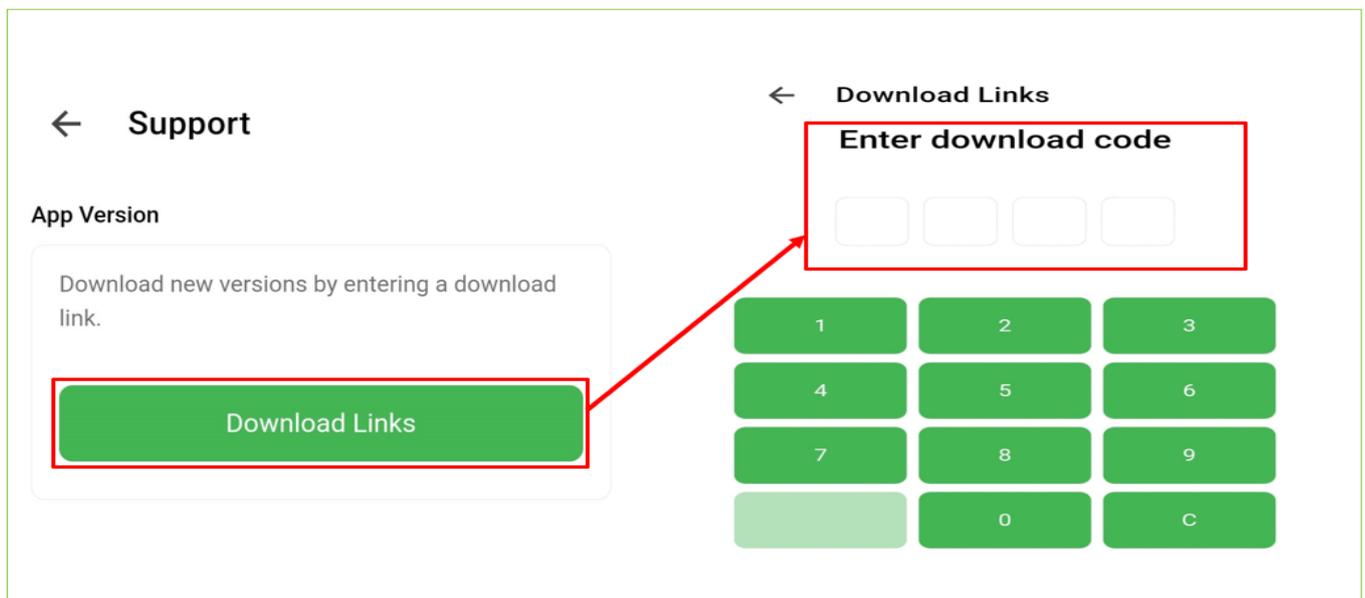
### LOG UPLOAD PROCESS



### SUPPORT

The support page will give you access to download updated versions of the driver Deliverree app and upload your device information.

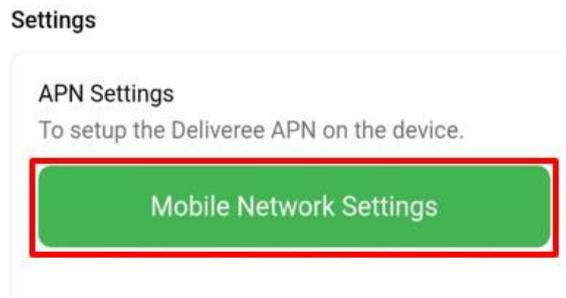
To download an updated version of the driver Deliverree App, (**only on private smartphones**) press the download links button and enter the four-pin code you get from Delivery Tribe as shown below.



## SETTINGS

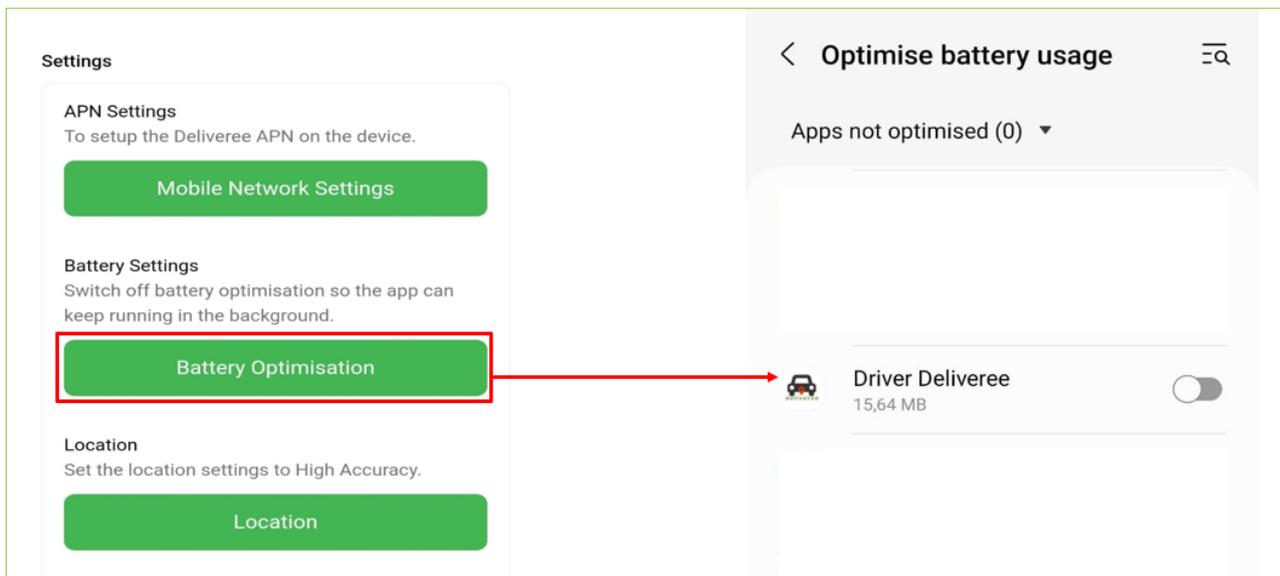
### APN SETTINGS

APN settings can be accessed to check if the correct APN settings are setup properly. For flickswitch sim cards make sure the correct APN settings have been used.



### BATTERY OPTIMISATION

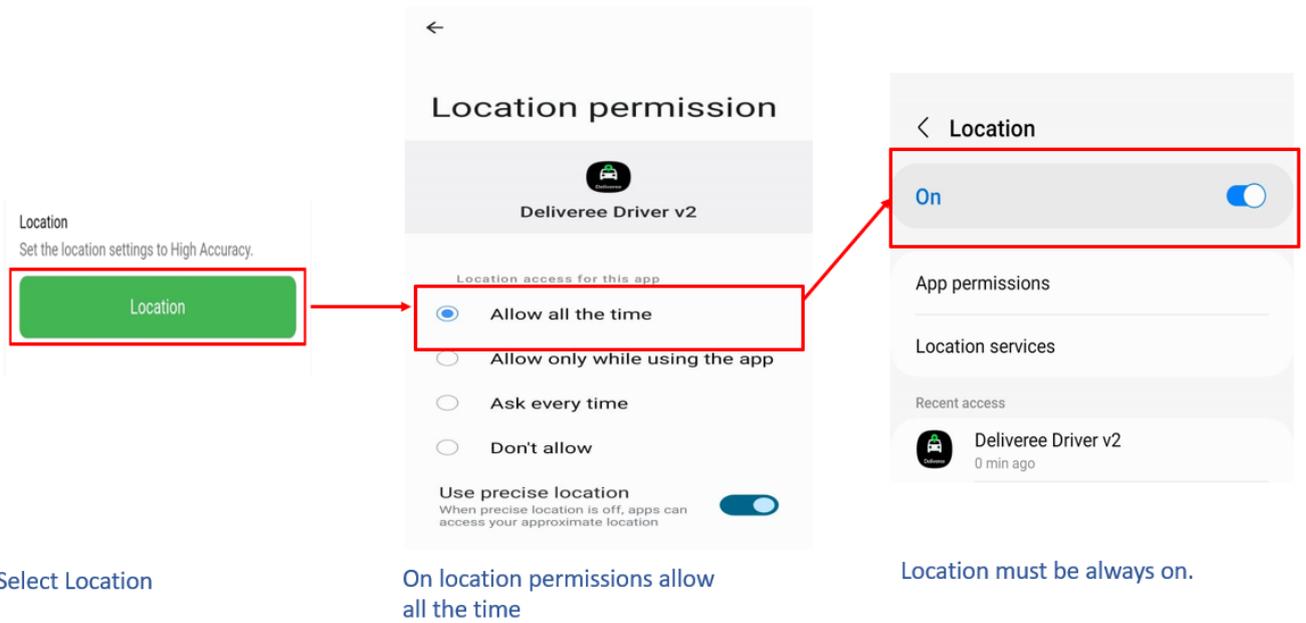
Switch off battery optimisation for the driver Deliverree application so the app can continue to run in the background even when the device is on battery save.



### LOCATION

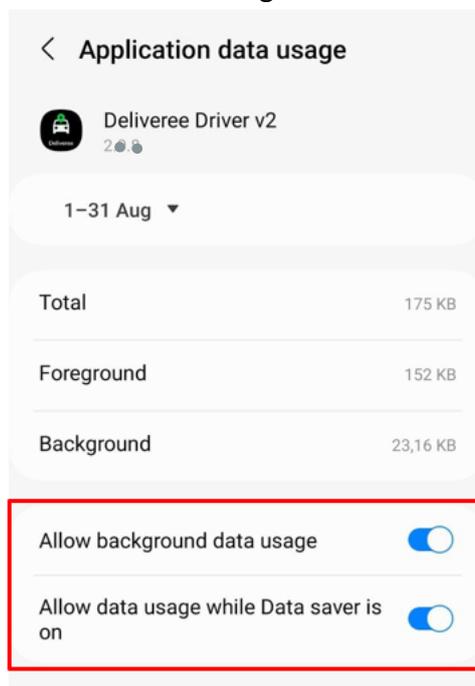
Location must be on all the time. The application will not function properly is location is not set to accurate or switched off.

To check if location is switched on follow the steps below:



## APPLICATION SETTINGS

The application setting will open settings for the driver Deliverree application, here the driver can uninstall the application, access file permissions, clear cache for storage. The driver can allow background data usage and allow data usage while data saver is on as shown below.



## APPLICATION CHECKLIST

1. Make sure you are using an updated version of the driver Deliverree Application, run updates whilst connected to Wi-Fi.
2. Check that the application is configured properly in “support”.
3. Test network connectivity using mobile data by using the “Diagnose” function in Help.

## LOGOUT

At the end of every shift, Logout of the application and charge your device in preparation for your next shift.



## CONTACT US

For support contact us by phone, via email or through the chat function provided in the Delivery management system.



0318801602



support@deliverytribe.co.za



Chat

