

This optional guide provides you with advice and guidance on how you and your organization can more effectively use the dispatching feature on the Delivery Dashboard and tips on navigating through dashboard features.

DASHBOARD ICONS

	The Delivery Expert is on a cash delivery.
	The Delivery Expert has enabled Power Save Mode.
	The Delivery Expert has enabled invisible mode.
	The Delivery Expert (DE) is not logged into the Driver App.
	PRO TIP Knowing when a DE is returning to the store is beneficial when routing and dispatching their next order. If they are logged in, you'll see when they are returning and can use the messaging feature to tell them their next order is ready and to stay in their vehicle. A Runner can then run the order out to their vehicle, which could potentially result in lower eADT.

The screenshot shows the dashboard layout with several callouts:

- ORDERS Tab:** Displays all Delivery and DCD orders. The list shows orders with columns for status (e.g., Ready, Oven, Load), address, and driver name.
- UP NEXT Tab:** Displays all available Delivery Experts. Shows names like Astrid W, Alexa D, and Shyann N.
- UNAVAILABLE Tab:** Displays all unavailable Delivery Experts.
- ON THE ROAD Tab:** Shows drivers currently on the road with their estimated return times (e.g., 14 min, 13 min).
- Map:** A map view showing the geographic distribution of drivers and their estimated return times.

Orders Tab - Orders are arranged by order status and time within the status:

- Age** - Total time from when the order hits to makeline to when it is dispatched
- Load** - How long the order has been on the makeline
- Oven** - Counts down the time until the order should exit the oven
- Ready** - Corresponds with Wait time and indicates that an order has exited the oven and can be dispatched

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DISPATCHING A DELIVERY EXPERT ON A DELIVERY ORDER

STEP 1: Select order(s) to dispatch

STEP 2: Select Delivery Expert to assign order(s) to

STEP 3: Tap the blue **OUT** icon, then tap **NEXT** on the Delivery Order Summary Pop-up

Delivery Order Summary Pop-Up

1603 Oxford Road #1034
Jared V (517) 342-4032
READY 8:31 ORDER AGE 10:31
NEW CUSTOMER - CALLBACK REQUIRED

Qty Product
2 Ranch Dip Cups
2 10 Pc Boneless Wings
2 Medium (12") Thin Pizza
6 Items Total

DELIVERY INSTRUCTIONS
Extra napkins and utensils please.
Ring the back door bell

NEXT
CANCEL

If a security callback was conducted, select the individual that the store assigned to complete the callback. Tap **OUT**.

Some customers require a callback. Select, from the following customer list, the team member who completed the call back.

4030 Ford Road, #260
Jared V (517) 345-4003
USER ID: Rodger B

OUT
CANCEL

CHECK IN A DELIVERY EXPERT: Select the Delivery Expert and tap **CHECK IN**

CHECKING IN A DELIVERY EXPERT: Select the Delivery Expert's name from the ON THE ROAD section and tap **CHECK IN**. This will add them to the UP NEXT rotation.

Note: For stores using the 'Auto Check-In' feature, returning Delivery Experts will automatically appear in the UP NEXT section once they have completed all their Delivery orders and entered the store's geofence.

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MAKING A DELIVERY EXPERT UNAVAILABLE

In the event a Delivery Expert is working on non-driving related in-store activities or a Manager is listed in the Up Next section and is not driving a shift, you can move them to: Unavailable.

STEP 1: Select the 3 dots next to the Delivery Expert's name then tap **Move to Unavailable**

STEP 2: Tap **CONFIRM**. The DE will now appear in the UNAVAILABLE Tab

MAKING A DELIVERY EXPERT AVAILABLE

STEP 1: From the Unavailable tab, select **+AVAILABLE**

STEP 2: Tap **CONFIRM** to move DE to Up Next tab

MESSAGING DELIVERY EXPERTS

Easily communicate with Delivery Experts by using the messaging feature. Some Franchisees have used this feature to shorten turnaround times in their stores.

Select the **three dots** next to the Delivery Expert's name and choose the message you wish to send

Note: Messages cannot be sent or received by the Driver App while in Safe Mode, which activates when the App is moving faster than five miles an hour. Once the DE is under 5 MPH, they will receive messages sent from the dashboard.

PRO TIP Once your Delivery Expert has returned to your store and safely parked their vehicle have your them check the App for messages before exiting their vehicle!

UNASSIGNING AN ORDER OR MARKING AS A BAD ORDER

STEP 1: Tap the 3 dots and select **Unassign Orders** or **Mark a Bad Order**

STEP 2: Select a reason for Bad Order then tap **Approve**

STEP 3: Enter Manager Credentials

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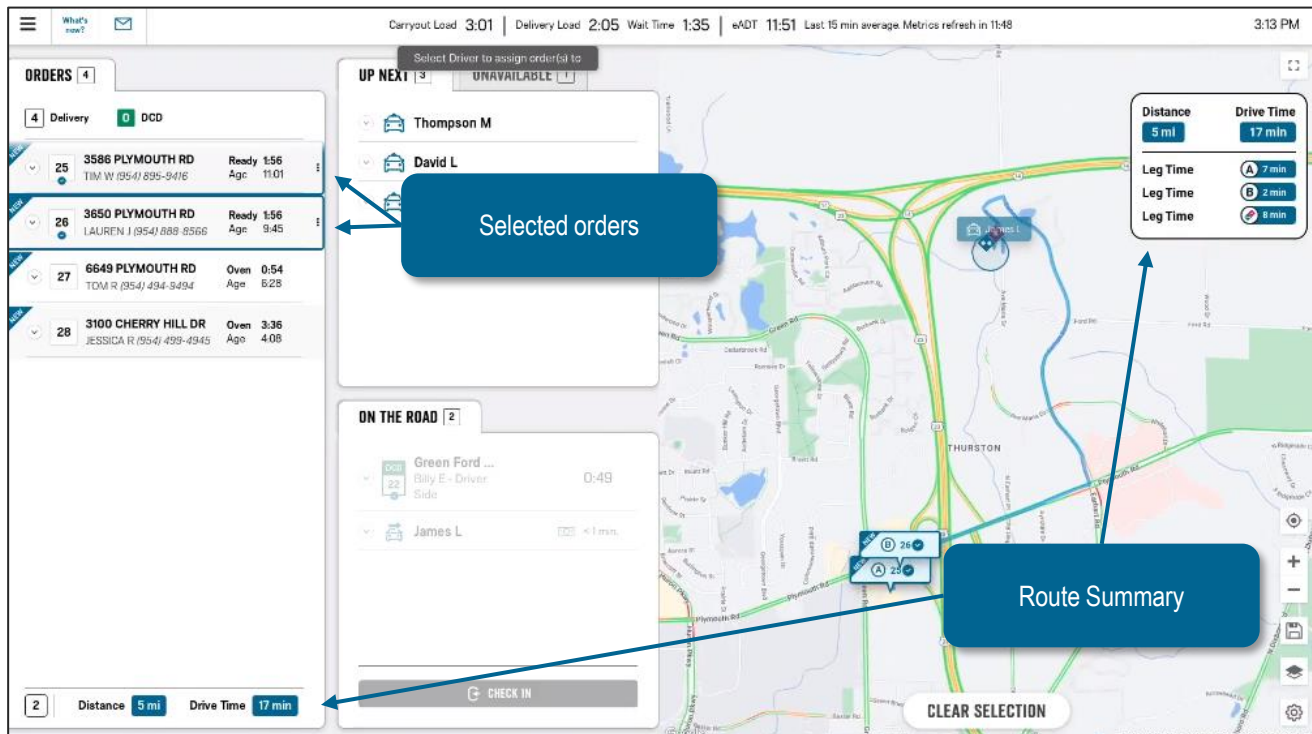
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ESTIMATED ROUTE TIMES AND LINES

Lines display on the map to reflect time estimates and routes for various delivery orders.

Example: If orders 25 and 26 are dispatched together, a Route Summary displays a total of 5 miles and is estimated to take 17 minutes to complete. Included in the Summary is the estimated leg time for each delivery order and the estimated return time to the store. This allows the manager to plan ahead and dispatch orders according to customer location. Once a route is determined, the orders can be dispatched, added to the Staging Area, or Pre-Assigned to a Delivery Expert.

- Select the order(s) or DE to view estimated route times.
- Deselect the order(s) or DE to hide estimated route times.



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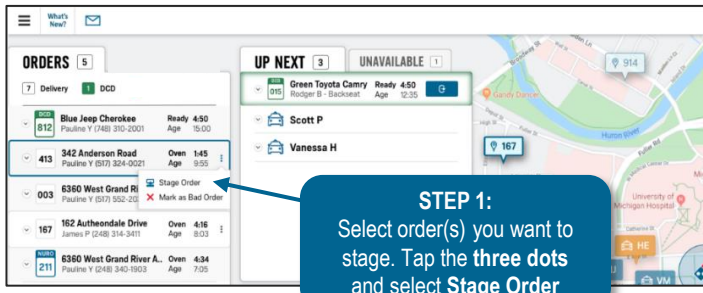
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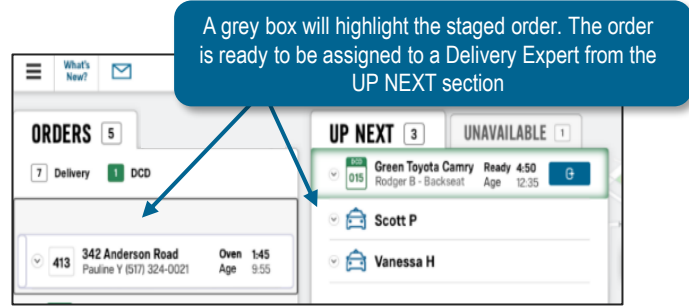
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ORDER STAGING / ORDER GROUPING

Order Staging allows the manager to group delivery orders before assigning them to a Delivery Expert. This feature can help plan routes and coordinate Smart Doubles before Delivery Experts even return to the store.



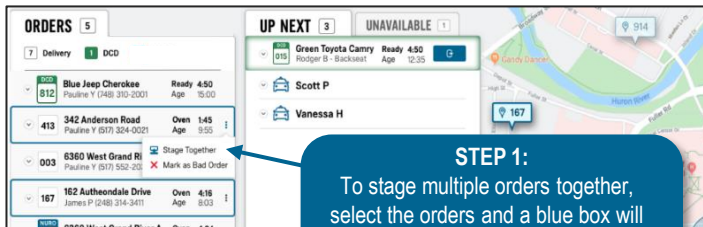
STEP 1:
Select order(s) you want to stage. Tap the three dots and select **Stage Order**



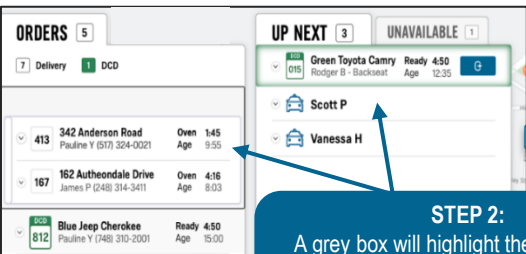
A grey box will highlight the staged order. The order is ready to be assigned to a Delivery Expert from the UP NEXT section

If you'd like to remove an order from the Staging Area, tap the three dots and tap **Unstage Order**

STAGING / GROUPING SMART DOUBLES

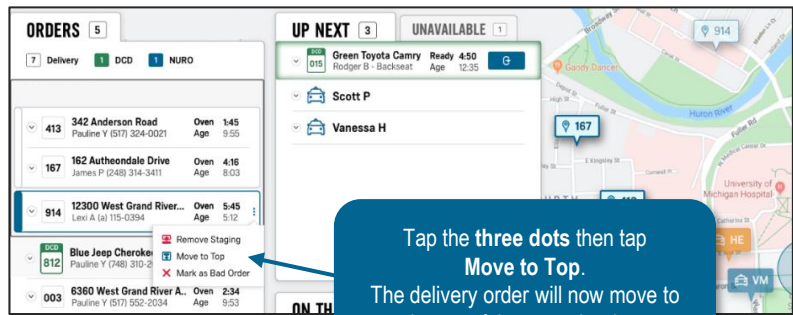


STEP 1:
To stage multiple orders together, select the orders and a blue box will highlight each order. Tap the 3 dots then tap **Stage Together**



STEP 2:
A grey box will highlight the orders that were staged together. Both orders are now ready to be assigned to a Delivery Expert from the UP NEXT section

REARRANGING STAGED / GROUPED ORDERS



Tap the three dots then tap **Move to Top**. The delivery order will now move to the top of the staged orders

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PRE-ASSIGNING DELIVERY ORDERS

This feature allows the manager to Pre-Assign delivery orders to their Delivery Experts before they are checked back in from their previous run. This provides the dispatcher the ability to expedite deliveries and make proactive routing decisions. Credit card receipts for delivery orders will now print when delivery orders are Pre-Assigned, so you don't have to wait until dispatching.



Pre-Assign Orders to Delivery Experts when you are certain which Delivery Expert will return first.

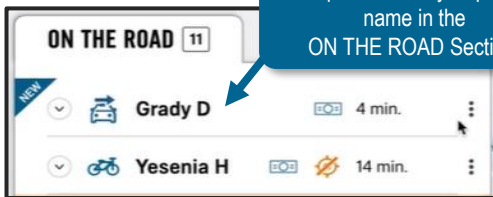
STEP 1

Tap the order(s) you wish you pre-assign to a Delivery Expert.



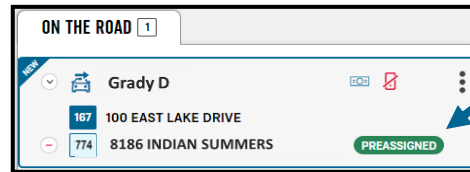
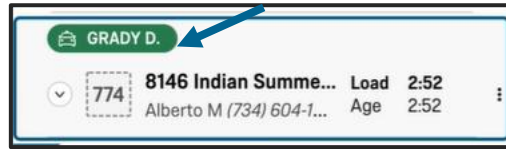
STEP 2

Tap the Delivery Expert's name in the ON THE ROAD Section.

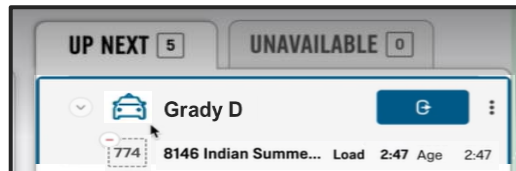


STEP 3

The order is now pre-assigned to this Delivery Expert. Once pre-assigned, you will see the Delivery Expert's name above the delivery order in the ORDER section and the pre-assigned order will appear under the Delivery Expert's name in the ON THE ROAD section. The delivery credit card receipt will print.



Once the Delivery Expert returns and is checked-in, you will see the pre-assigned orders under the Delivery Expert's name in the UP NEXT section. Dispatch as usual.



For stores using the 'Auto-Check In' feature: Returning Delivery Experts who have Pre-Assigned order(s) will automatically appear in the UP NEXT Section with their Pre-Assigned order(s) once:

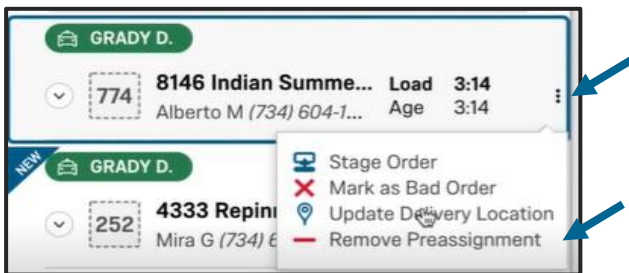
- They've completed all their Delivery orders AND
- Entered the store's geofence.

Dispatch as usual.

REMOVING PRE-ASSIGNED ORDERS

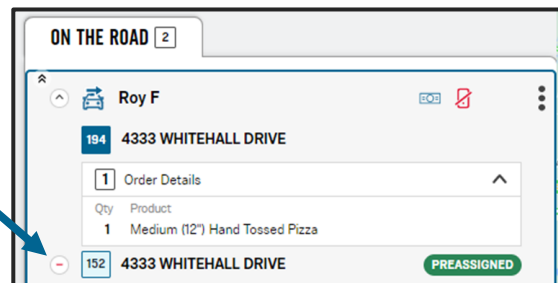
OPTION 1

Step 1: Tap the 3 dots next to the order that was pre-assigned.
Step 2: Tap **Remove Pre-assignment** from the drop-down menu.



OPTION 2

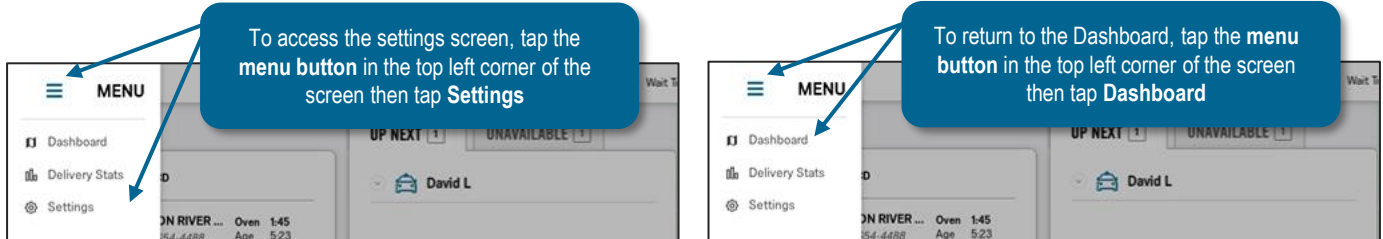
Tap the under the Delivery Expert's name in the ON THE ROAD Section.



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NAVIGATION OF THE SETTINGS TAB



To access the settings screen, tap the **menu button** in the top left corner of the screen then tap **Settings**

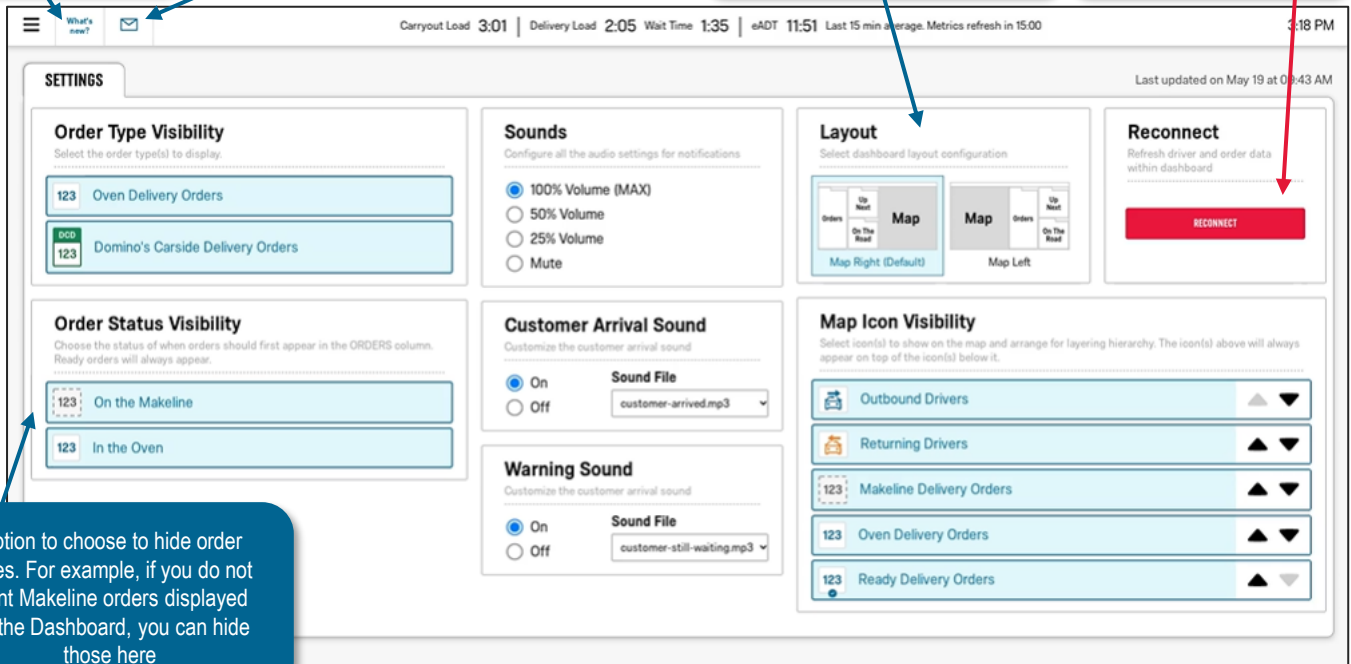
To return to the Dashboard, tap the **menu button** in the top left corner of the screen then tap **Dashboard**

View summarized release notes regarding the Dashboard. This will display any new updates and available features

Message Center (view and send messages to Delivery Experts)

Change layout configuration from Map Right to Map Left (Map Right is default)

Tap **RECONNECT** to refresh the Dashboard



Option to choose to hide order types. For example, if you do not want Makeline orders displayed on the Dashboard, you can hide those here

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DISPLAY AND MAP SETTINGS

Delivery Area boundary

Geofence – You will hear a chime when your Delivery Experts enter the Geofence

eBikes delivery area boundary

NOTE - Map Marker Settings: If Show All Drivers or Show Orders are tapped/unselected, all Drivers and/or Orders will be hidden from the map view

Select to view your store's Geofence, deselect to hide

Turn off or change the size of the eBikes delivery area boundary

View additional layers and map view styles

View traffic on the map

Change the style of the map view

View Map Marker Settings, Store Settings, and Bike Boundary Settings

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