OPTIONAL RESOURCE GUIDE

DELIVERY DASHBOARD USER GUIDE



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.

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



STEP 2



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

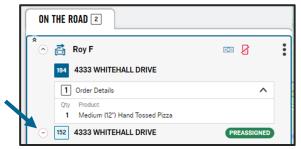
Step 1: Tap the 3 dots next to the order that was pre-assigned.

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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REMEMBER: Estimated Average Delivery Time ("eADT") and estimated Extreme Deliveries use a third-party web mapping service to estimate the time it should take to complete a delivery. Actual time on the road has no impact and there is nothing personnel making a delivery can do on the road to impair or improve these estimates. Personnel making a delivery should always operate a vehicle/bicycle safely and observe all applicable traffic laws when on the road.