

How do I make a delivery expert unavailable/available?

Tap the three dots next to the delivery expert's name, tap *Move to Unavailable*, and *Confirm*. The DE will now appear under the Unavailable Tab. To move a DE to available, go to the Unavailable tab, select *+Available*, and *Confirm*. The DE will now appear under the Up Next tab.

How do I see recommended route lines and estimated times?

Select the order(s) you want to assign, and the lines and estimated times will appear on the map.

How do I stage orders? And how do I undo it?

In the Orders column, select all orders you want to send on one run. Once the group is selected, select the three dots on one of the selected order's tiles. Select *Stage Order*. To unassign from a run, tap the three dots again and select *Remove Staging*.

How do I unassign an order from a delivery expert after I already dispatched the order?

Select the delivery expert's tile from the On The Road section. Select the three dots and select *Unassign Order*.

How do I mark an order as a bad order?

In the Orders column, select the order tile for the bad order and tap the three dots. Select the *Mark as Bad Order*. You can also select a driver from the *On the Road* section and mark dispatched orders as bad from the three-dot menu.

How do I turn on/off the dispatching feature in the delivery dashboard?

Go into OSIM and down to the Operations section. The toggle is labeled as "Dispatching on Delivery Dashboard". This is pre-toggled "On". Either way, Pulse Dispatch will remain working.

What is the recommended screen set-up?

The new dispatching feature is recommended to be used in full screen. It is not recommended to run a split screen with Pulse Dispatch. It is unnecessary to run both Pulse Dispatch and Dispatching on Delivery Dashboard at the same time and doing so can potentially cause you to experience technical issue.

How do I make the Delivery Dashboard screen print from the correct printer?

Go into Pulse Back Office and select *Master Settings*. Go into the "Store" section and select *Station Settings*. First use the station dropdown to select "PULSEBOSXXXX" (XXXX represents your store number). Then use the Receipt Printer dropdown to select the correct printer. Detailed instructions are located on PieNet.

The Delivery Dashboard is frozen or down, and I am unable to dispatch delivery experts, how do I correct this?

First attempt to restart the dashboard screen. If that doesn't work, try restarting the flex client. If neither options work, leave the screen running and pull up Pulse Dispatch on a separate screen for temporary usage. If Pulse Dispatch is also down, then call GlobalCare.

If the screen is not frozen, but orders or driver data is not correct, tap into Settings from the top left menu and tap the red "Reconnect" button.

Makeline orders automatically now show on the delivery dashboard. How do I hide them if I don't want them?

Visit the dashboard settings page, which can be accessed in the dashboard's upper left corner, and de-select Makeline Orders from the Order Visibility section. Dashboard settings are now persistent on each flex client.

Actions taken on Pulse Dispatch do not always display on the delivery dashboard's dispatching features or vice versa.

It is not recommended that a store use these two dispatch experiences simultaneously. While they were built to be generally compatible, issues can potentially arise when both are being used interchangeably during operations. It is recommended that delivery experts only use the delivery dashboard for actual dispatching. If you notice order/driver discrepancies, tap into Settings from the top left menu and tap the red "Reconnect" button.

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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.