

DELIVERY **COMMAND**

1.2.1 Manager Training 20180707



Contents

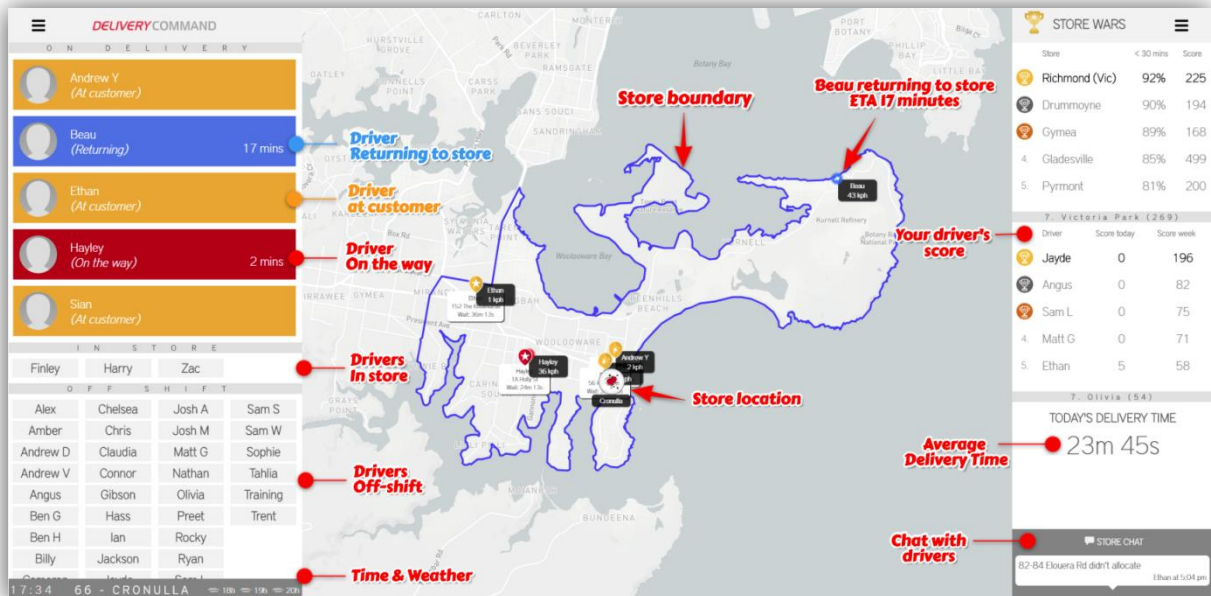
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1. Overview

This document teaches you (the manager) how to get the most out of Delivery Command.

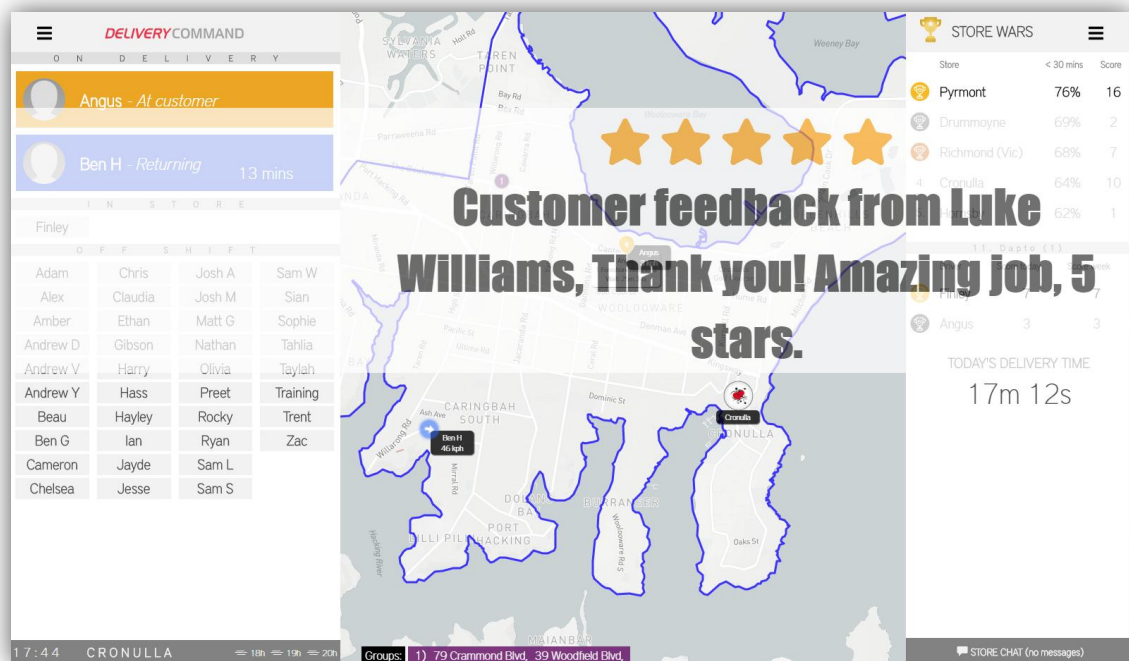
2. Delivery Command screen

The delivery command screen gives the kitchen visibility over their delivery fleet. Knowing when drivers will be back in the store is important for timing the make line, so that pizzas will be ready only when drivers are about to return to the store. This avoids Pizzas sitting on the rack getting cold, or drivers waiting around for Pizzas to come out of the oven.



The Delivery Command screen also displays alerts which are played over the inbuilt speaker in the store. The following list of alerts are available:

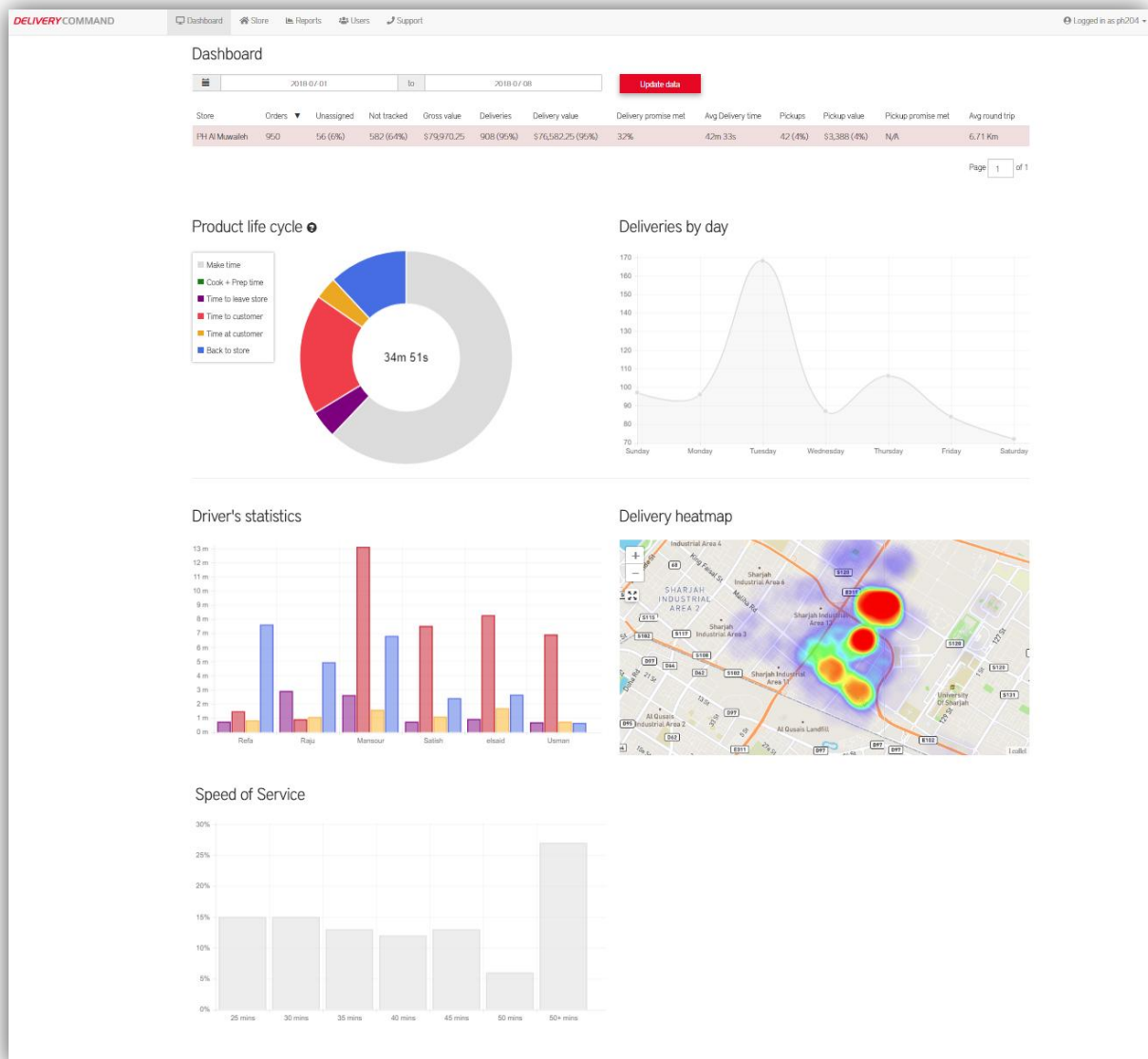
1. Congratulate staff for delivering any order in less than 30 minutes.
2. Notify staff that a driver is returning to store.
3. Provide real time customer feedback.



3. Managers Interface

You will be given a username and password in order to access the Delivery Command backend. The backend provides a dashboard and reports which you can use to analyse the performance of your store.

To login visit: <https://deliverycommand.com/live/management/login>



a. Store statistics

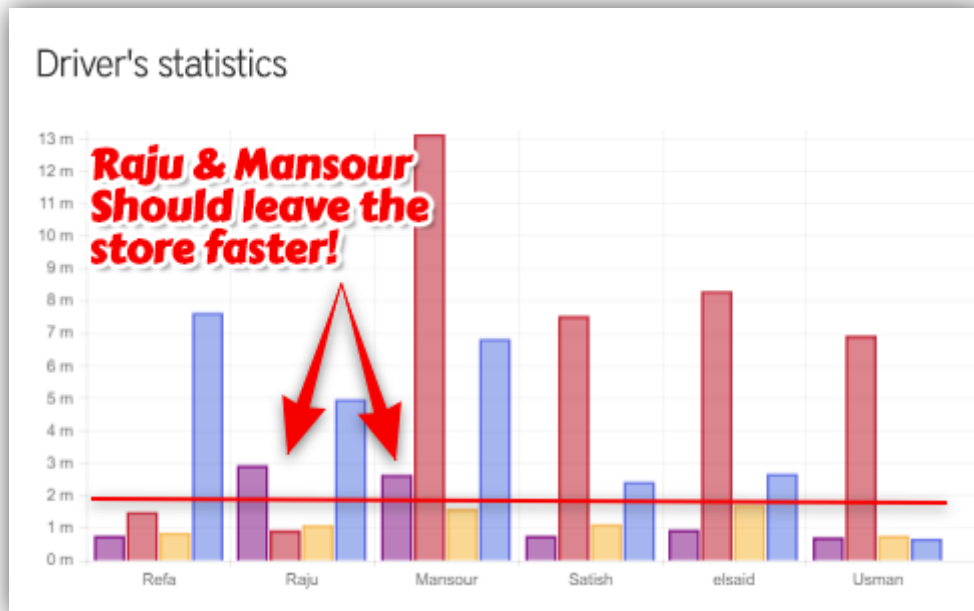
The table shows a number of key metrics such as the breakdown between pickups and deliveries, the average delivery time and the percentage of untracked orders. Your untracked order percentage should be less than 5% and will be highlighted in red if you do not meet an acceptable threshold.

b. Product life cycle

This pie chart shows you where on average time is being spent on each order so corrective action can be taken.

c. Driver's statistics

This bar chart shows four key driver metrics (time to leave the store, time to and from the customer and time spent with the customer) for each driver. Try setting goals for drivers, for example, all drivers should try to achieve a time to leave the store of less than 2 minutes!



4. Store Page

The store page allows you to perform a number of management tasks.

DELIVERYCOMMAND

Dashboard Store Reports Users Support

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Manage stores Live Tracking Dump Screen Edit store details

Live

Store chat

Orders

Delivery Pickup

Delivery Orders

New order Launch dispatch

Order id	Customer	Created at	State	Est. delivery time	Driver assigned	Scanned out at	Customer	Address	Phone	Manage
30025		05:35 PM	1	06:05 PM	Indrajit	05:45 PM	henna hassan	...	521322251	Manage
30026		05:36 PM	1	06:03 PM	Mansour	05:45 PM	Mt. Jaydeep (505685062)	Shargh United Ara...	505685062	Manage

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Drivers

Add driver Driver app download

Driver name (as shown on interface)	POS id	User name	Last name	OS	App version	Battery %	Charging	In store	On shift	Location enabled	App in background	Last updated	Accuracy	Last message	Manage
Mansour	5883	2045883		Android M	101	79	0	1	1	1	1	00h:00m:16s	5	Location update	Manage

a. Chat with drivers

You can chat with individual drivers or broadcast a message to all drivers. These messages also appear in the chat window on the Delivery Command screen.

Store chat

Great work team! Lets aim for all deliveries under 30 minutes today!
11:49 pm - Store manager

- All-

Send

b. Orders table

This table gives you an overview of the orders that are currently in the system and which drivers they are assigned too. You can also launch the DC Dispatch screen from here by clicking **Launch dispatch**.

Orders

[Delivery](#)
[Pickup](#)

Delivery Orders

[+ New order](#)
[Launch dispatch](#)

Order Id	Customer	Created at	State	Est. delivery time	Driver assigned	Scanned out at	Customer	Address	Phone	Manage
30040		05:03 PM	1	05:33 PM	Ismail	05:16 PM	hussein mohammed	zahker tower 1 al la...	555597709	Manage
30042		05:18 PM	2	05:45 PM	Mostafa	05:33 PM	Ahmed .	Sharjah - United Ara...	501082677	Manage
30043		05:30 PM	1	06:00 PM	Sandun	05:42 PM	JMS REEM 65366857	unknown address...	507760913	Manage
30044		05:30 PM	2	06:00 PM	Sandun	05:42 PM	haleem ali .	Sharjah - United Ara...	562726022	Manage
30045		05:36 PM	1	06:06 PM	THARAK	05:49 PM	Shaimaa .	al baker 5 tower al...	527095217	Manage
30046		05:39 PM	1	06:15 PM	THARAK	05:49 PM	Ahmed dabboussi	al saada al taawun s...	503089383	Manage
30047		05:41 PM	1	06:11 PM	-		talal ismail	dada bay behind gulf...	503002015	Manage
30048		05:46 PM	1	06:22 PM	-		MS. NIMO .	Al Jawoun Street, AL...	527277674	Manage
30049		05:49 PM	1	06:25 PM	-		Ahmed Essam	Khalidia St, Al Khan...	544009894	Manage

c. Drivers table

The drivers table allows you to manage your drivers. You can see which drivers are currently on-shift (Green) and other details about their mobile phone. You can also re-name drivers, take drivers on/off shift and change driver's usernames or password by clicking **Manage** → **Edit Driver**.

Drivers

+ Add driver

Driver app download

Driver name (as shown on interface)	POS id	User name	Last name	OS	App version	Battery %	Charging	In store	On shift ▼	Location enabled	App in background	Last updated	Accuracy	Last message	Manage
Arun	21268	17921268		Android M	101	81	0	1	1	1	1	00h 00m 15s	5	Heartbeat	⚙ Manage ▼
Kandil	10877	17910877		Android M	107	88	1	0	1	1	1	00h 00m 06s	18.59	Location update	⚙ Manage ▼
Ismail	10551	17910551		Android M	107	83	0	1	1	1	1	00h 00m 15s	5	Heartbeat	⚙ Manage ▼
Mostafa	15960	17915960		Android M	101	85	0	0	1	1	1	00h 00m 02s	10	Location update	⚙ Manage ▼
Saddam	16585	17916585		Android M	107	34	0	1	1	1	1	00h 00m 15s	5	Location update	⚙ Manage ▼
Sandun	23520	17923520		Android M	101	90	0	0	1	1	1	00h 00m 22s	23.2	Location update	⚙ Manage ▼
THARAK	25592	17925592		Android M	107	82	0	1	1	1	1	00h 00m 15s	5	Location update	⚙ Manage ▼
Hussain	25450	17925450		Android M	107	100	1	0	0	1	1	00h 00m 01s	10	Location update	⚙ Manage ▼

5. DC Dispatch

The DC dispatch screen combines the live tracking store map with the orders table to allow you to allocate your drivers to their deliveries. It is comprised of three main tabs.

The screenshot shows the DC Dispatch interface. At the top, there are tabs for 'Live orders', 'History orders', and 'Drivers'. Below the tabs is a table of orders with columns: Orderid, Transaction Id, Created at, Est. delivery time, Driver assigned, Assigned at, Amount, Payment type, Status, Customer, Address, Phone, and Manage. The table contains several rows of orders, some with drivers assigned (e.g., THARAK, Sandun, Mostafa) and others without. Below the table, there is a map showing the location of the orders and the store. The map includes labels for 'On Delivery: 2' and 'In Kitchen: 2'.

a. Live Orders

These are orders which have not yet been completed. You can assign an order to a driver by selecting the drivers name in the **Driver assigned** drop down box. Any order assigned to a driver on the **Live Orders** page will also appear in that driver's Delivery Command App.

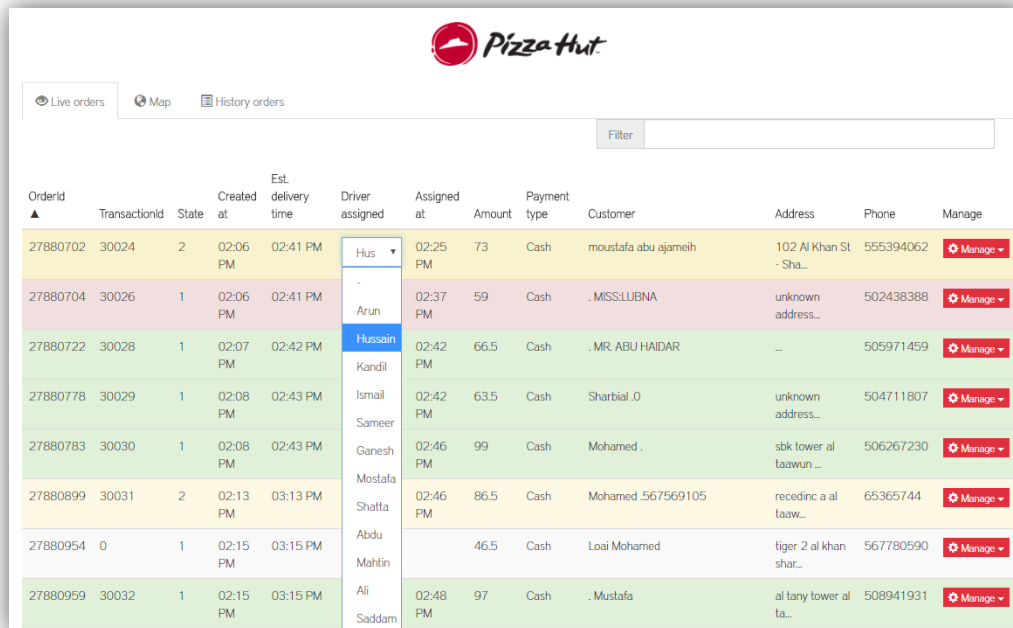
This screenshot is similar to the one above, but with a red arrow pointing to the 'Live orders' tab. The text 'Live Orders' is written in large red letters above the arrow. The table below shows a different set of orders, including one with a driver assigned (Saddam) and others without. The map at the bottom shows the same location as the previous screenshot.

b. Assigning a driver to an order

To assign a driver to an order, select the driver's name in the **Driver assigned** column. The order will then instantly appear in the driver's phone.

You can change the assigned driver at any time by simply selecting another driver in the dropdown column.

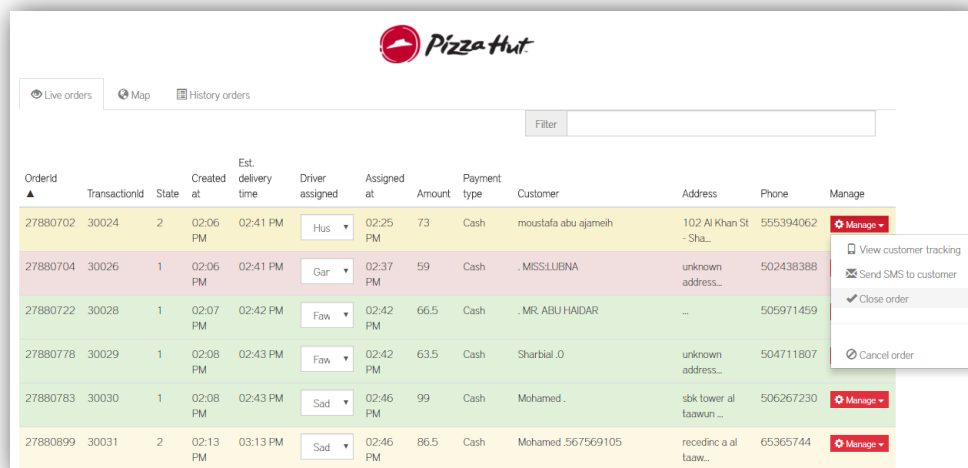
You can also **Unassign** a driver from an order by selecting "-" in the dropdown column.



Orderid	Transactionid	State	Created at	Est. delivery time	Driver assigned	Assigned at	Amount	Payment type	Customer	Address	Phone	Manage
27880702	30024	2	02:06 PM	02:41 PM	Hus	02:25 PM	73	Cash	moustafa abu ajameih	102 Al Khan St - Sha...	555394062	Manage
27880704	30026	1	02:06 PM	02:41 PM	-	02:37 PM	59	Cash	. MISS:LUENA	unknown address...	502438388	Manage
27880722	30028	1	02:07 PM	02:42 PM	Hussain	02:42 PM	66.5	Cash	. MR. ABU HAIDAR	...	505971459	Manage
27880778	30029	1	02:08 PM	02:43 PM	Kandil	02:42 PM	63.5	Cash	Sharbial.0	unknown address...	504711807	Manage
27880783	30030	1	02:08 PM	02:43 PM	Ismail	02:46 PM	99	Cash	Mohamed.	sbk tower al taawun ...	506267230	Manage
27880899	30031	2	02:13 PM	03:13 PM	Sameer	02:46 PM	86.5	Cash	Mohamed.567569105	recedinc a al taaw...	65365744	Manage
27880954	0	1	02:15 PM	03:15 PM	Ganesh		46.5	Cash	Loai Mohamed	tiger 2 al khan shar...	567780590	Manage
27880959	30032	1	02:15 PM	03:15 PM	Mostafa	02:48 PM	97	Cash	. Mustafa	al tany tower al ta...	508941931	Manage

c. Closing an order

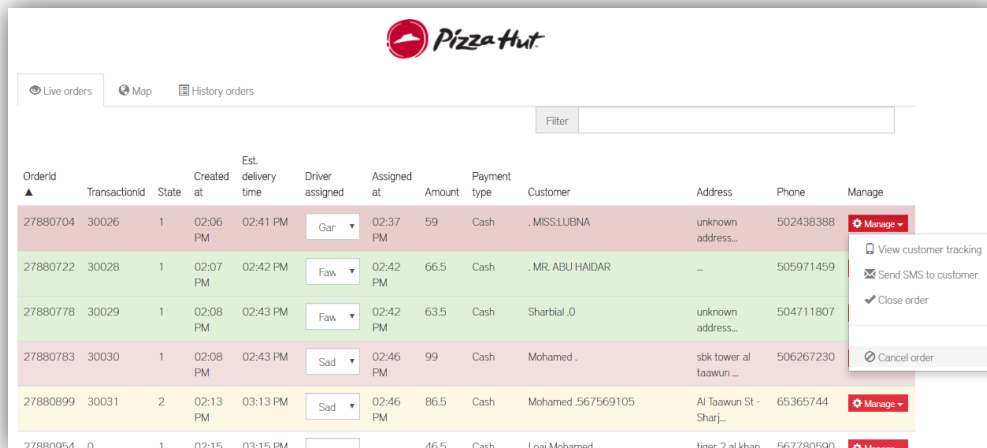
Delivery Command will automatically close an order when it detects a driver arriving at the customer. However, sometimes we do not have good customer address data, or the drivers phone has bad GPS signal. In these cases you can manually close the order by selecting **Manage → Close Order**.



Orderid	Transactionid	State	Created at	Est. delivery time	Driver assigned	Assigned at	Amount	Payment type	Customer	Address	Phone	Manage
27880702	30024	2	02:06 PM	02:41 PM	Hus	02:25 PM	73	Cash	moustafa abu ajameih	102 Al Khan St - Sha...	555394062	Manage
27880704	30026	1	02:06 PM	02:41 PM	Gar	02:37 PM	59	Cash	. MISS:LUENA	unknown address...	502438388	Manage
27880722	30028	1	02:07 PM	02:42 PM	Faw	02:42 PM	66.5	Cash	. MR. ABU HAIDAR	...	505971459	Manage
27880778	30029	1	02:08 PM	02:43 PM	Faw	02:42 PM	63.5	Cash	Sharbial.0	unknown address...	504711807	Manage
27880783	30030	1	02:08 PM	02:43 PM	Sad	02:46 PM	99	Cash	Mohamed.	sbk tower al taawun ...	506267230	Manage
27880899	30031	2	02:13 PM	03:13 PM	Sad	02:46 PM	86.5	Cash	Mohamed.567569105	recedinc a al taaw...	65365744	Manage

d. Cancelling an order

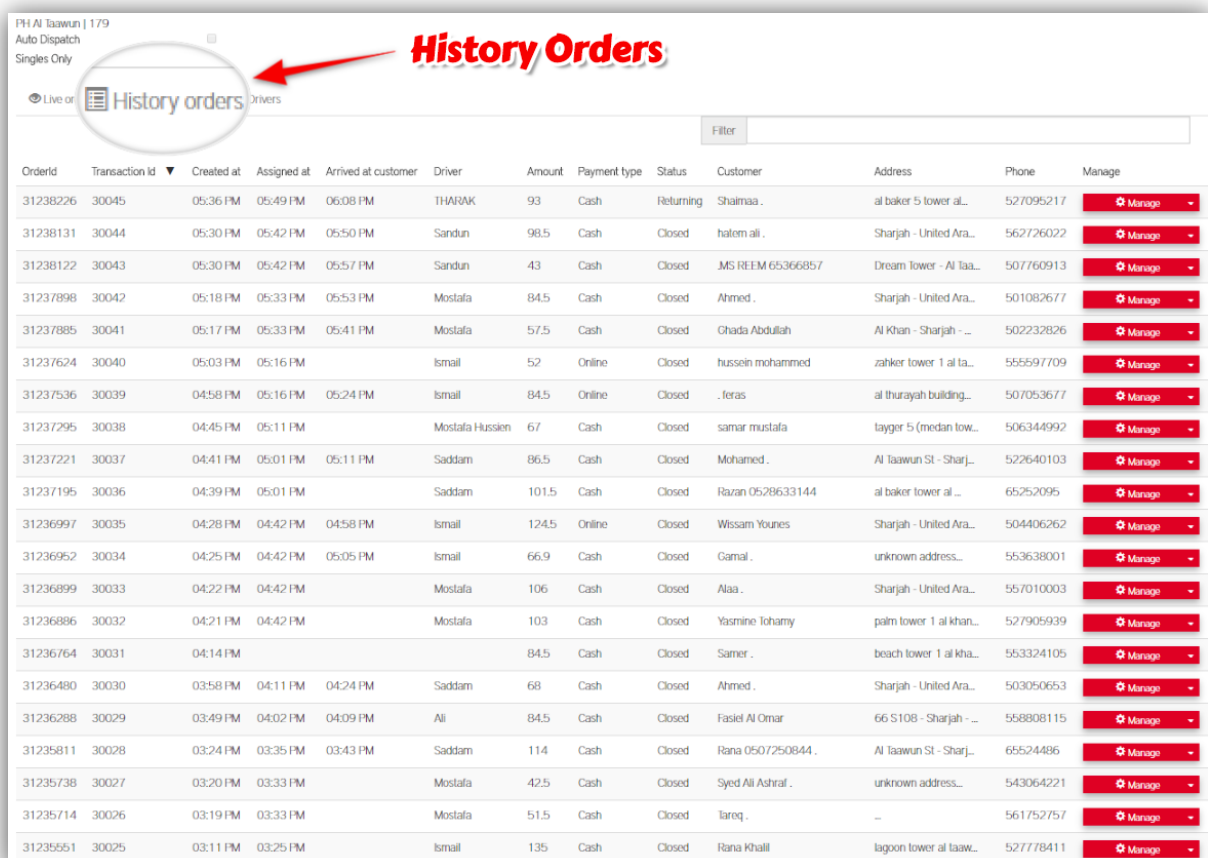
If an order is cancelled, you should cancel it in the Dispatch system by going to **Manage** → **Cancel Order**.



Orderid	Transactionid	State	Created at	Est. delivery time	Driver assigned	Assigned at	Amount	Payment type	Customer	Address	Phone	Manage
27880704	30026	1	02:06 PM	02:41 PM	Gar	02:37 PM	59	Cash	. MISSLUBNA	unknown address...	502438388	Manage
27880722	30028	1	02:07 PM	02:42 PM	Faw	02:42 PM	66.5	Cash	. MR. ABU HAIDAR	--	505971459	View customer tracking Send SMS to customer Close order
27880778	30029	1	02:08 PM	02:43 PM	Faw	02:42 PM	63.5	Cash	Sharbi al .	unknown address...	504711807	Cancel order
27880783	30030	1	02:08 PM	02:43 PM	Sad	02:46 PM	99	Cash	Mohamed .	sbk tower al taawun ...	506267230	Manage
27880899	30031	2	02:13 PM	03:13 PM	Sad	02:46 PM	86.5	Cash	Mohamed .567569105	Al Taawun St - Sharj...	65365744	Manage
27880954	0	1	02:15	03:15 PM			46.5	Cash	Loai Mohamed	tiger 2 al khan	567780590	Manage

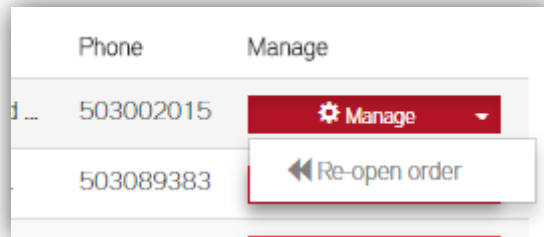
e. History Orders

The history orders tab shows all of today's that have been **closed or cancelled**. An order is marked as completed when a driver arrives at the customer. When an order is completed it will disappear from the driver's Delivery Command app.



Orderid	Transaction id	Created at	Assigned at	Arrived at customer	Driver	Amount	Payment type	Status	Customer	Address	Phone	Manage
31238226	30045	05:36 PM	05:49 PM	06:08 PM	THARAK	93	Cash	Returning	Shaimaa .	al baker 5 tower al...	527095217	Manage
31238131	30044	05:30 PM	05:42 PM	05:50 PM	Sandun	98.5	Cash	Closed	haltem all .	Sharjah - United Ara...	562726022	Manage
31238122	30043	05:30 PM	05:42 PM	05:57 PM	Sandun	43	Cash	Closed	MS REEM 65366857	Dream tower - Al Taa...	507760913	Manage
31237898	30042	05:18 PM	05:33 PM	05:53 PM	Mostafa	84.5	Cash	Closed	Ahmed .	Sharjah - United Ara...	501082677	Manage
31237885	30041	05:17 PM	05:33 PM	05:41 PM	Mostafa	57.5	Cash	Closed	Ghada Abdullah	Al Khan - Sharjah - ...	502232826	Manage
31237624	30040	05:03 PM	05:16 PM		Ismail	52	Online	Closed	husein mohammed	zahker tower 1 al ta...	555597709	Manage
31237536	30039	04:58 PM	05:16 PM	05:24 PM	Ismail	84.5	Online	Closed	. feras	al thurayah building...	507053677	Manage
31237295	30038	04:45 PM	05:11 PM		Mostafa Hussein	67	Cash	Closed	samar mustafa	tayger 5 (median tow...	506344992	Manage
31237221	30037	04:41 PM	05:01 PM	05:11 PM	Saddam	86.5	Cash	Closed	Mohamed .	Al Taawun St - Sharj...	522640103	Manage
31237195	30036	04:39 PM	05:01 PM		Saddam	101.5	Cash	Closed	Razan 0528633144	al baker tower al ...	65252095	Manage
31236997	30035	04:28 PM	04:42 PM	04:58 PM	Ismail	124.5	Online	Closed	Wissam Younes	Sharjah - United Ara...	504406262	Manage
31236952	30034	04:25 PM	04:42 PM	05:05 PM	Ismail	66.9	Cash	Closed	Gamal .	unknown address...	553638001	Manage
31236899	30033	04:22 PM	04:42 PM		Mostafa	106	Cash	Closed	Alaa .	Sharjah - United Ara...	557010003	Manage
31236886	30032	04:21 PM	04:42 PM		Mostafa	103	Cash	Closed	Yasmine Tohamy	palm tower 1 al kha...	527905939	Manage
31236764	30031	04:14 PM				84.5	Cash	Closed	Samer .	beach tower 1 al kha...	553324105	Manage
31236480	30030	03:58 PM	04:11 PM	04:24 PM	Saddam	68	Cash	Closed	Ahmed .	Sharjah - United Ara...	503050653	Manage
31236288	30029	03:49 PM	04:02 PM	04:09 PM	Ali	84.5	Cash	Closed	Fasid Al Omar	66 S108 - Sharjah - ...	558808115	Manage
31235811	30028	03:24 PM	03:35 PM	03:43 PM	Saddam	114	Cash	Closed	Rana 0507250844 .	Al Taawun St - Sharj...	65524486	Manage
31235738	30027	03:20 PM	03:33 PM		Mostafa	42.5	Cash	Closed	Syed Ali Ashraf .	unknown address...	543064221	Manage
31235714	30026	03:19 PM	03:33 PM		Mostafa	51.5	Cash	Closed	Iareq .	--	561752757	Manage
31235551	30025	03:11 PM	03:25 PM		Ismail	135	Cash	Closed	Rana Khalil	lagoon tower al taaw...	527778411	Manage

If you wish to **re-open** an order select **Manage** → **Re-open order**. The order will then appear back on the Live Orders page



f. Drivers

The drivers tab shows which drivers are in-store and who has been waiting in the store for the longest period of time. It is useful for knowing which driver should get the next order (whoever has been waiting in the store for the longest!)

