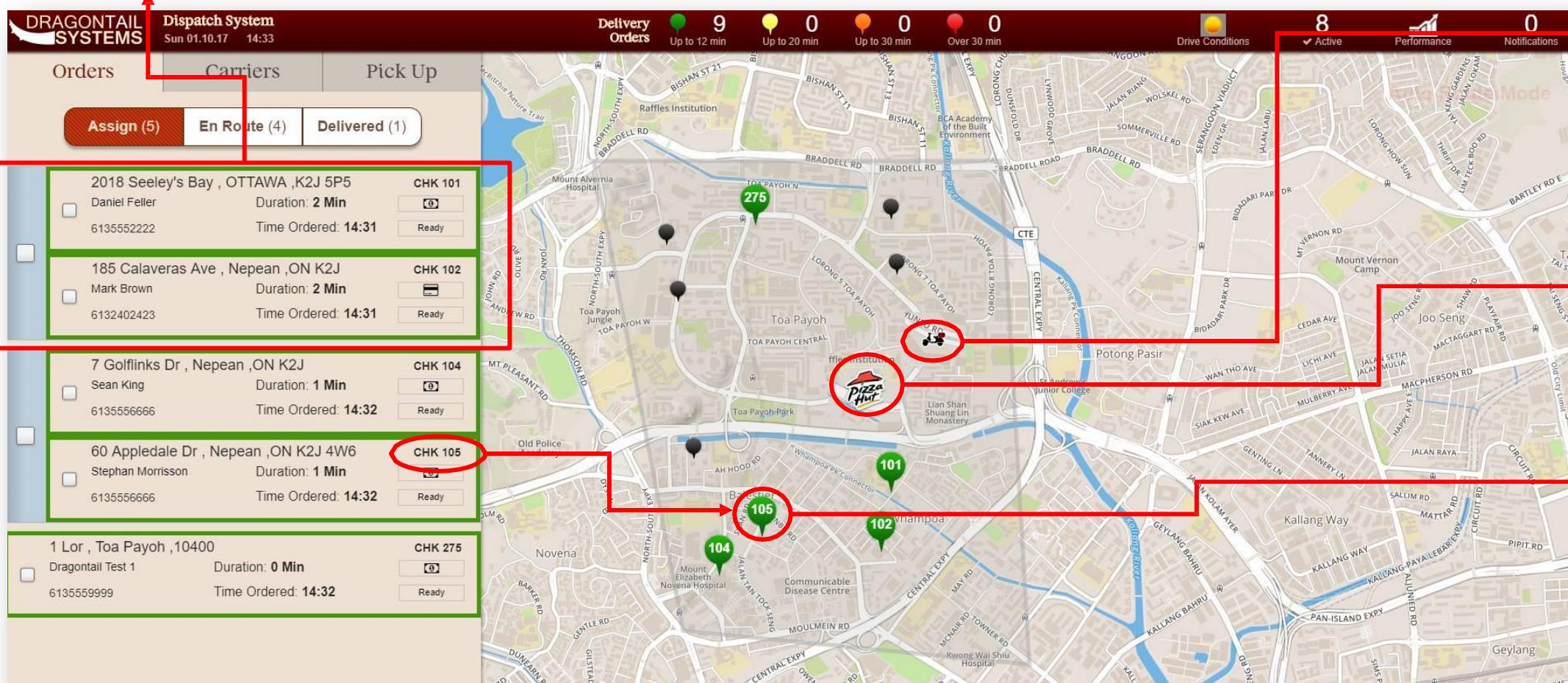


The Dispatch Screen

The Dispatch Screen

System recommendation
on pairing orders



Color Coding on the Dispatch Screen

Frame of the order is color coded

Order Details	Marker Color
2 Sarrazin Way, Nepean, K2J 3Z5 Duration: 36 Min Time Ordered: 15:58	Green
12 Bajan St, Nepean, K2J 2E6 Duration: 28 Min Time Ordered: 16:06	Yellow
50 claridge drive, Nepean, K2J 1H Duration: 18 Min Time Ordered: 16:16	Yellow
7 Wolfgang Dr, Nepean, ON K2J Duration: 8 Min Time Ordered: 16:26	Green
Order 102 (Details not visible)	Orange
Order 103 (Details not visible)	Yellow
Order 104 (Details not visible)	Red
Order 105 (Details not visible)	Green

All orders that are on “Assign” or “En route” are color coded according to their duration (time since the order was placed) with the color codes shown below:

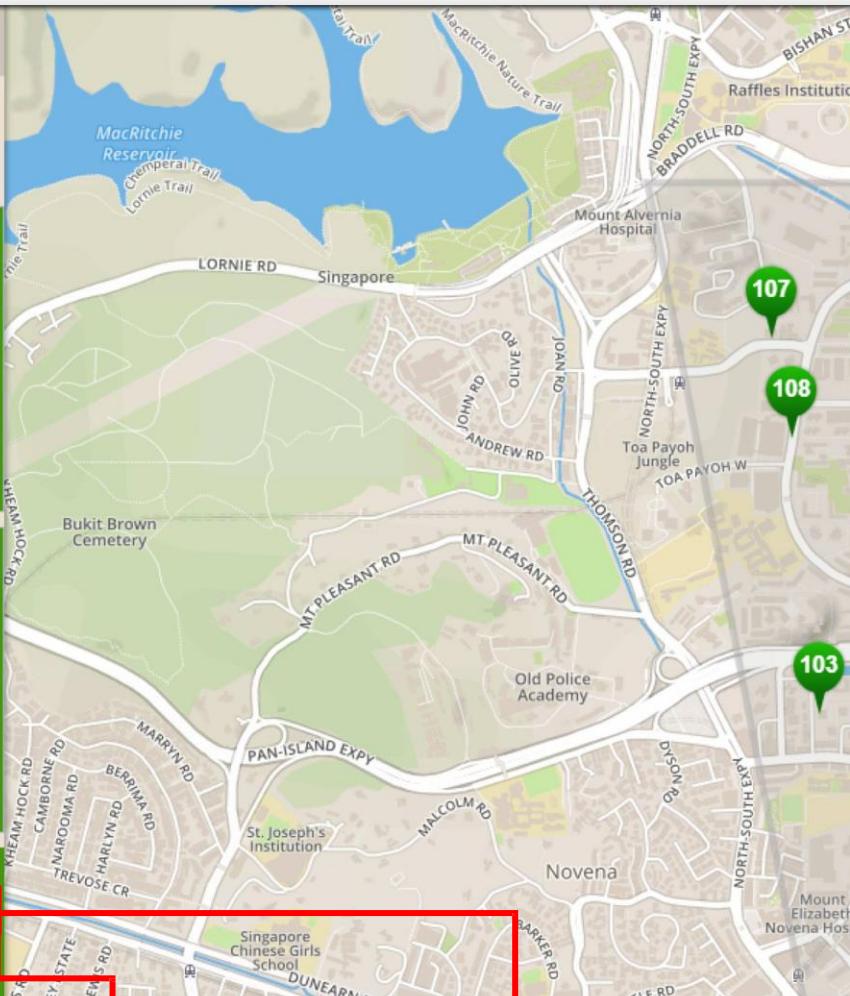


Order details on the Dispatch Screen

Customer details

Orders	Carriers	Pick Up
Assign (6)	En Route (0)	Delivered (1)
11 Beckstead Road , Nepean ,ON K2C 3H1	CHK 109	
<input type="checkbox"/> Daniel Collins	Duration: 1 Min	
6135556666	Time Ordered: 14:03	Ready
5 Valencia Street , Nepean ,ON K2G 6T1	CHK 107	
<input type="checkbox"/> Stephan Morrison	Duration: 1 Min	
6135556666	Time Ordered: 14:03	Ready
3700 Prince of Wales Drive , Nepean ,O...	CHK 108	
<input type="checkbox"/> Sean King	Duration: 1 Min	
6135556666	Time Ordered: 14:04	Ready
3500 Cambrian Road , Nepean ,ON K2J ...	CHK 103	
<input type="checkbox"/> Joel Makny	Duration: 0 Min	
6135551111	Time Ordered: 14:05	Ready
2018 Seeley's Bay , OTTAWA .K2J 5P5	CHK 101	
<input type="checkbox"/> Daniel Feller	Duration: 0 Min	
6135552222	Time Ordered: 14:04	Ready

The time since the order was taken



Order status
(Make/Oven/Pack/Ready)

Payment method icon

Payment method types:



Cash

Credit

Other

The left section of the Dispatch Screen

The left section of the dispatch screen has 3 main tabs: **Orders**, **Carriers**, **Pick-up**

Within each tab there are secondary tabs

Main tab



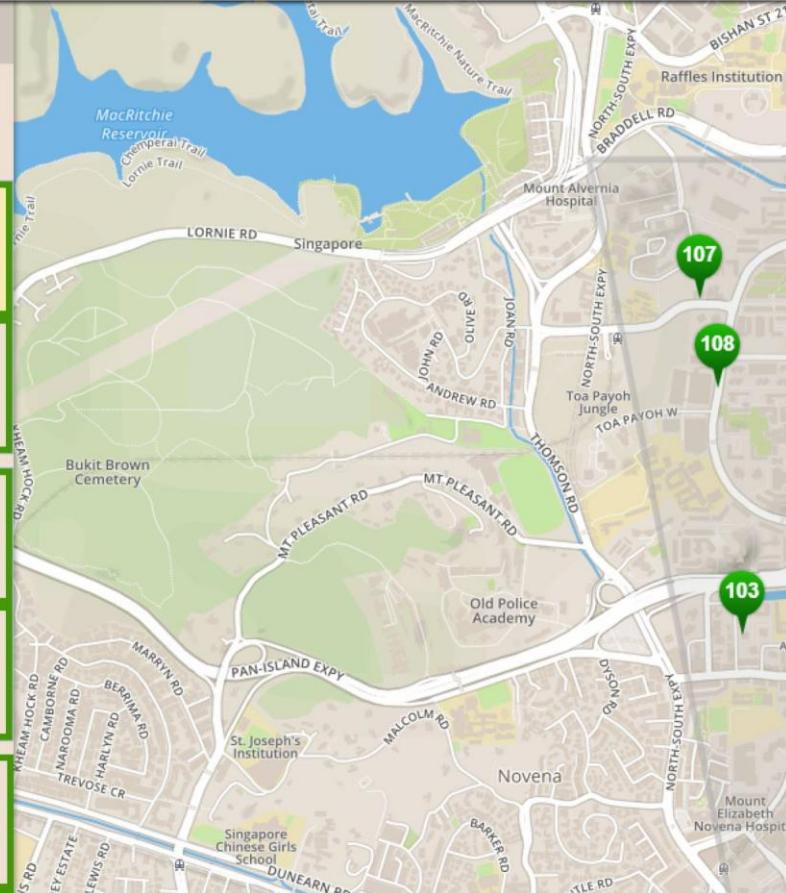
Secondary tab



Orders Carriers Pick Up

Assign (6) En Route (0) Delivered (1)

11 Beckstead Road , Nepean ,ON K2C 3H1 Daniel Collins Duration: 1 Min 6135556666 Time Ordered: 14:03 CHK 109	<input type="checkbox"/>	
5 Valencia Street , Nepean ,ON K2G 6T1 Stephan Morrison Duration: 1 Min 6135556666 Time Ordered: 14:03 CHK 107	<input type="checkbox"/>	
3700 Prince of Wales Drive , Nepean ,O... Sean King Duration: 1 Min 6135556666 Time Ordered: 14:04 CHK 108	<input type="checkbox"/>	
3500 Cambrian Road , Nepean ,ON K2J ... Joel Makny Duration: 0 Min 6135551111 Time Ordered: 14:05 CHK 103	<input type="checkbox"/>	
2018 Seeley's Bay , OTTAWA ,K2J 5P5 Daniel Feller Duration: 0 Min 6135552222 Time Ordered: 14:04 CHK 101	<input type="checkbox"/>	



Orders – Assign Tab

This tab displays deliveries that have not been assigned to a driver yet, the deliveries are displayed in their recommendations

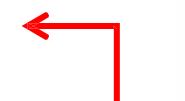
Recommendation
for a single



Recommendation
for a double



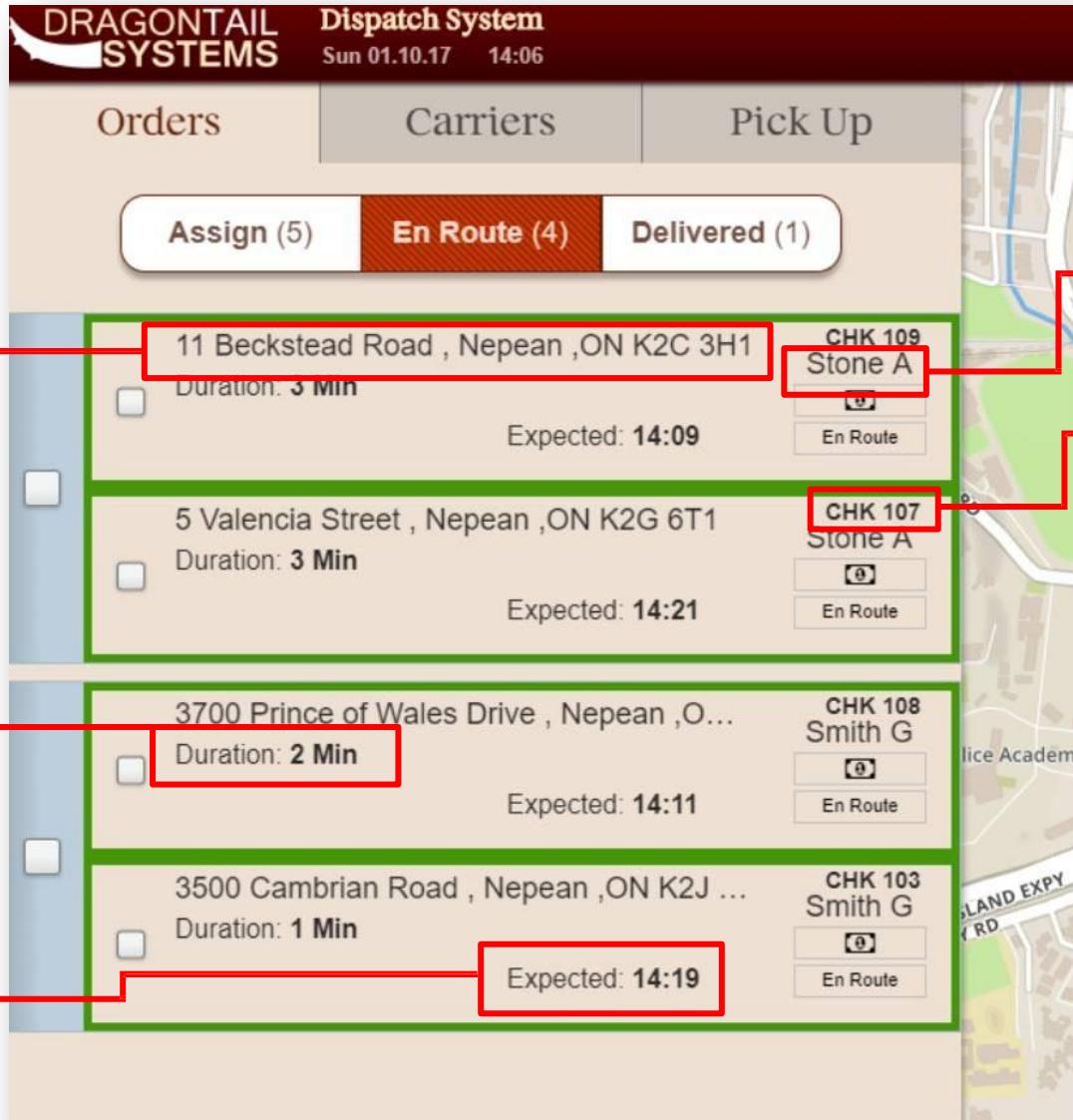
Not recommended
yet



Address	Driver	Duration	Time Ordered	Status
3440 Woodroffe Avenue, Nepean, ON K...	Jim Harris	0 Min	14:03	Ready
11 Beckstead Road, Nepean, ON K2C 3H1	Daniel Collins	0 Min	14:03	Ready
5 Valencia Street, Nepean, ON K2G 6T1	Stephan Morrison	0 Min	14:03	Ready
3700 Prince of Wales Drive, Nepean, O...	Sean King	0 Min	14:04	Ready

Orders – En Route Tab

This tab shows the deliveries that are on their way to the customer



Customer Address

The time passed since the order was placed

Expected time to the customer

Driver name

Order number

Order Details	Driver	Order Number
11 Beckstead Road, Nepean, ON K2C 3H1 Duration: 3 MIN Expected: 14:09	Stone A	CHK 109
5 Valencia Street, Nepean, ON K2G 6T1 Duration: 3 Min Expected: 14:21	Stone A	CHK 107
3700 Prince of Wales Drive, Nepean, ON K2C 3H1 Duration: 2 Min Expected: 14:11	Smith G	CHK 108
3500 Cambrian Road, Nepean, ON K2J 2Z8 Duration: 1 Min Expected: 14:19	Smith G	CHK 103

Orders – Delivered Tab

This tab lists the deliveries that have already been delivered to the customers, since the beginning of the day

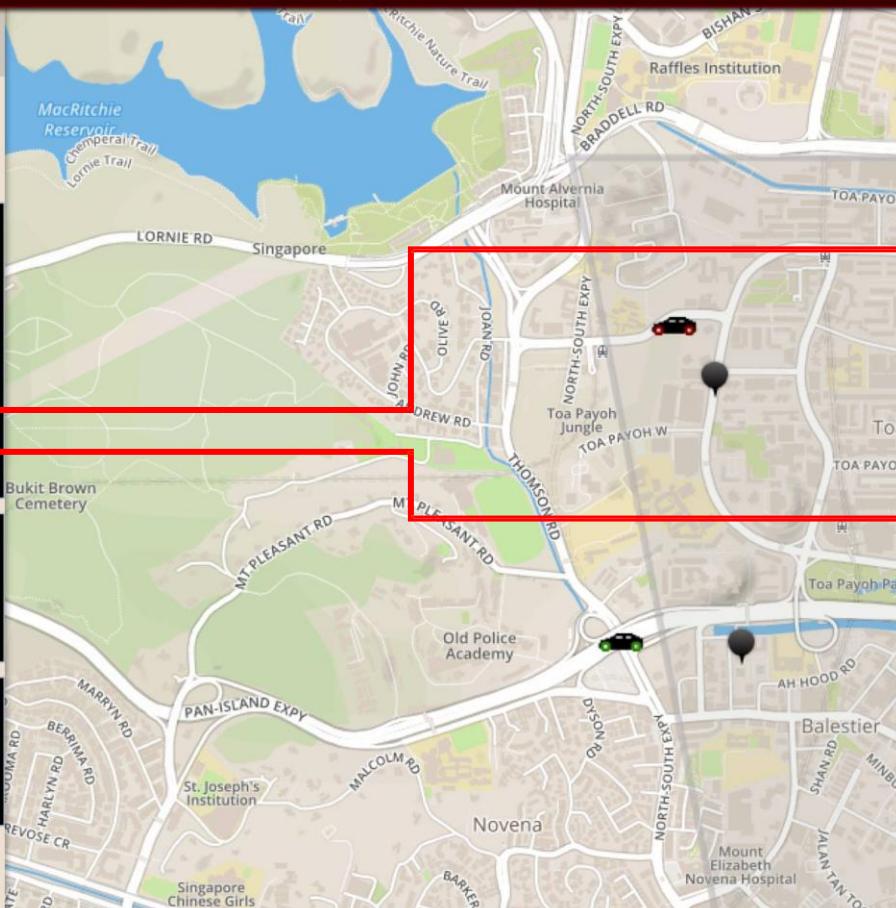
DRAGONTAIL SYSTEMS Dispatch System Sun 01.10.17 14:09

Delivery Orders 7 Up to 12 min 0 Up to 20 min 0 Up to 30 min 0 Over 30 min

Orders **Carriers** **Pick Up**

Assign (4) **En Route (3)** **Delivered (4)**

3700 Prince of Wales Drive , Nepean ,ON K2C 3H1 Sean King 6135556666	CHK 108 Smith G Delivered in: 4 Min Delivered At: 14:08
3500 Cambrian Road , Nepean ,ON K2J ... Joel Makny 6135551111	CHK 103 Smith G Delivered in: 4 Min Delivered At: 14:09
11 Beckstead Road , Nepean ,ON K2C 3H1 Daniel Collins 6135556666	CHK 109 Stone A Delivered in: 4 Min Delivered At: 14:07
3440 Woodroffe Avenue , Nepean ,ON K... Jim Harris 6135556666	CHK 106 Tyler J Delivered in: 2 Min Delivered At: 14:05



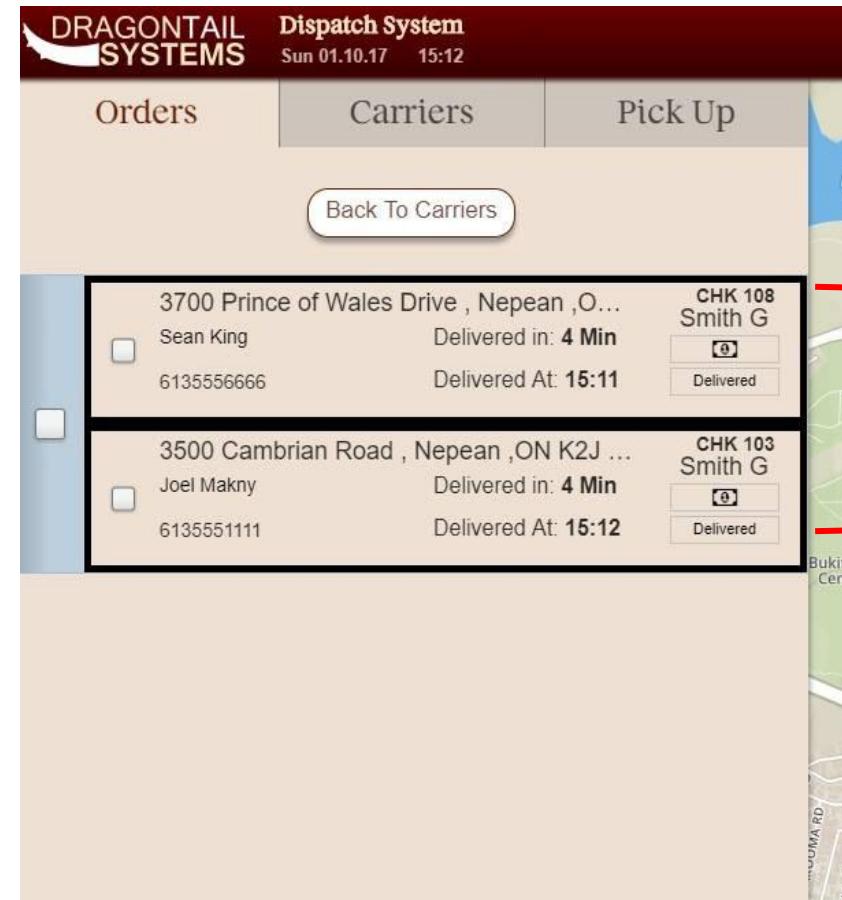
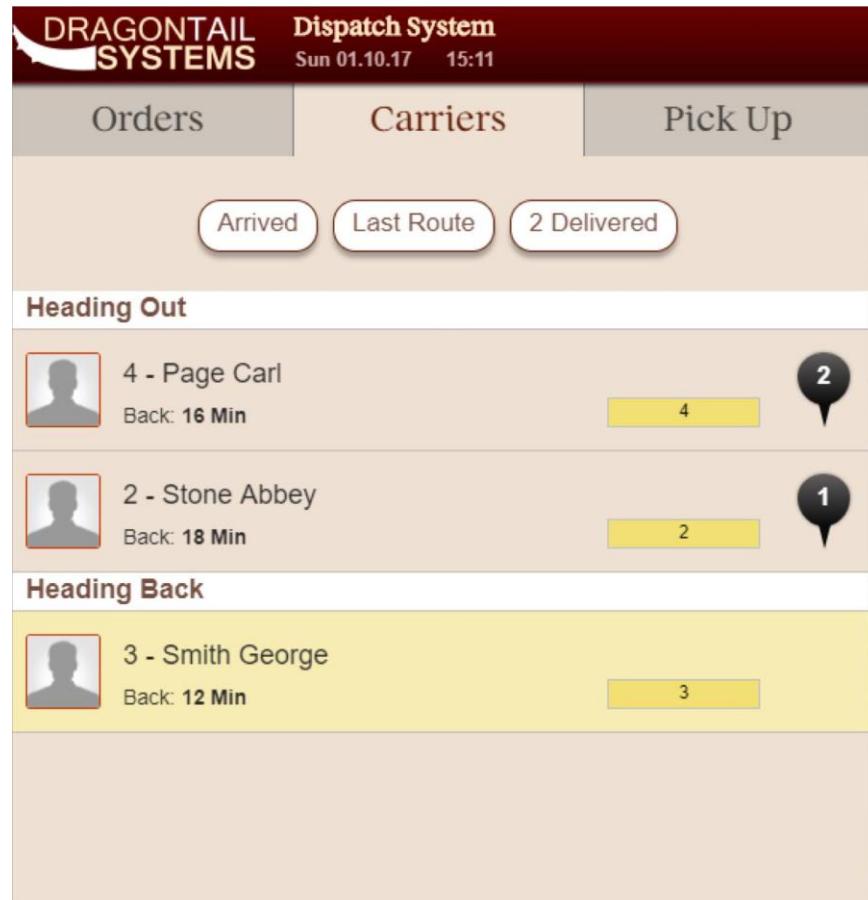
The time the order was delivered in, this is your actual **At The Door time**

The time the order was delivered at

Delivered orders for a specific driver

To view delivered orders for a specific driver:

1. Click the driver's name under "Carriers" tab
2. Click "X delivered" at the top



Carriers – Available Tab

This tab shows information about the drivers who are available at the store

DRAGONTAIL SYSTEMS Dispatch System Sun 01.10.17 14:09

Orders Carriers Pick Up

Available (2) – number of drivers available in store

En route (3) – number of drivers who are on their way to deliveries or back to the store

Employee number

Amount of time the driver is “available” at the store

Vehicle number

Available (2) **En Route (3)**

Recommended Assignments

1 - Tyler Jordan
In Store: 4 Min

2

Unassigned

5 - Harrison Laura
In Store: 4 Min

Unassigned

Carriers – En Route Tab

This shows information about the drivers who are out of the store - delivering

DRAGONTAIL SYSTEMS Dispatch System Sun 01.10.17 14:09

Orders Carriers Pick Up

Available (2) En Route (3)

Heading Out

- 4 - Page Carl
Back: 8 Min
- 4

Heading Back

- 3 - Smith George
Back: 3 Min
- 3

- 2 - Stone Abbey
Back: 5 Min
- 2

Driver information is split into 2 sections:

- Drivers who are on their way to deliveries
- Drivers who are on their way back to the store

Amount of orders to be delivered by this driver

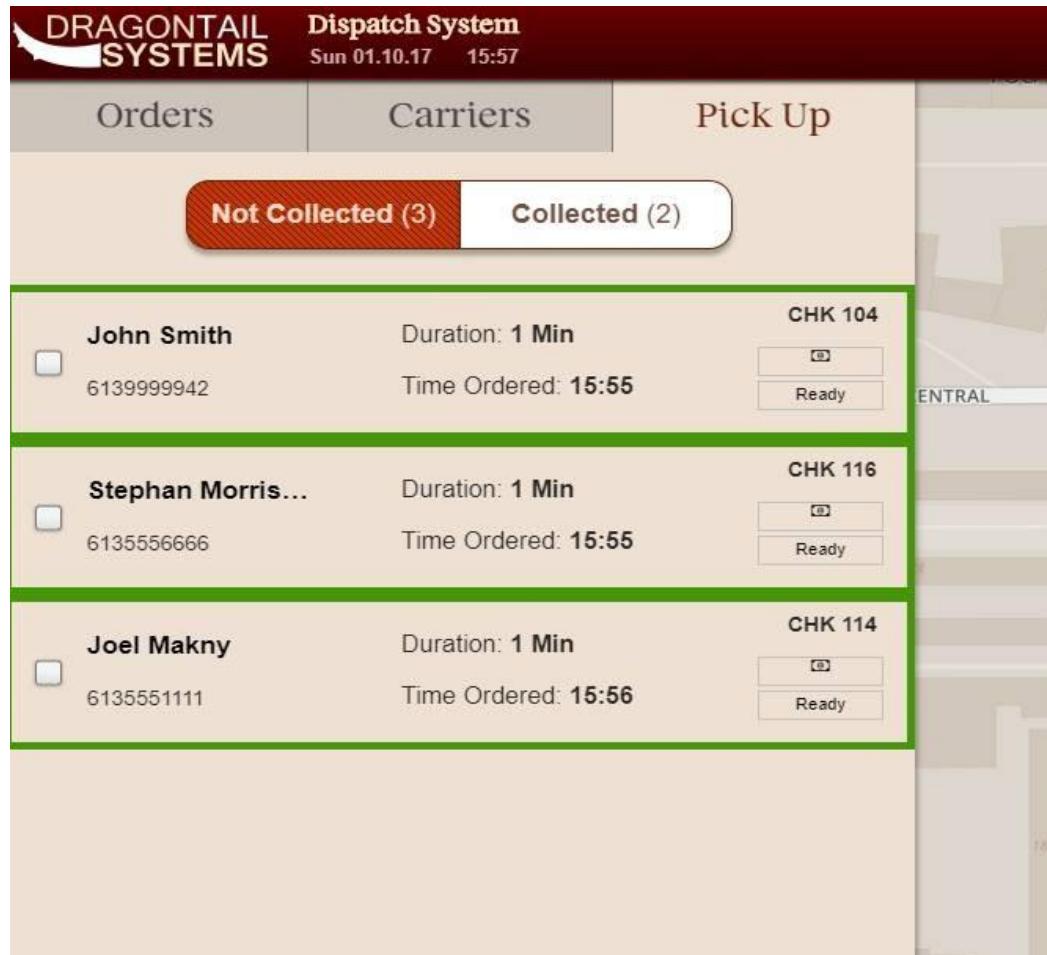
Estimated coming back to the store time

Driver	Status	Estimated Back Time	Orders
4 - Page Carl	Heading Out	8 Min	4
3 - Smith George	Heading Back	3 Min	3
2 - Stone Abbey	Heading Back	5 Min	2

Pick Up Tab

This Tab has 2 secondary tabs:

“Not collected” – Waiting to be picked up



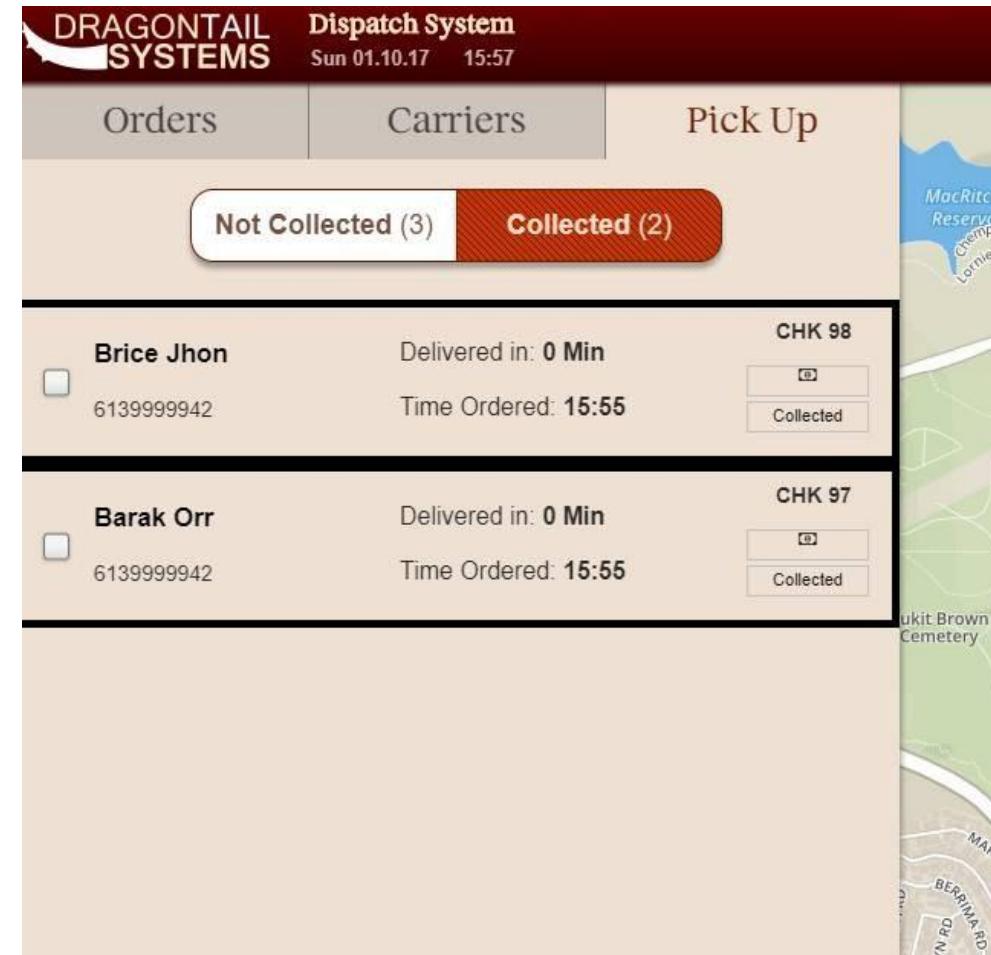
DRAGONTAIL SYSTEMS Dispatch System Sun 01.10.17 15:57

Orders Carriers Pick Up

Not Collected (3) Collected (2)

Customer	Duration	Time Ordered	Checklist
John Smith	1 Min	15:55	CHK 104
Stephan Morris...	1 Min	15:55	CHK 116
Joel Makny	1 Min	15:56	CHK 114

“Collected” – Order has been picked up



DRAGONTAIL SYSTEMS Dispatch System Sun 01.10.17 15:57

Orders Carriers Pick Up

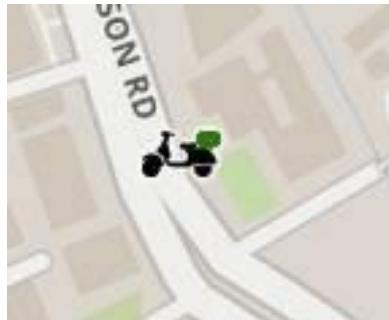
Not Collected (3) Collected (2)

Customer	Duration	Time Ordered	Checklist
Brice Jhon	0 Min	15:55	CHK 98
Barak Orr	0 Min	15:55	CHK 97

Dispatch Features - Bike icon



Red color wheels - the driver is on the way to delivery



Green color wheels - the driver is on the way back to the store



The driver's device has a **temporary loss of GPS connection**
(Temporary GPS loss is normal and usually does not effect performance)

Dispatch Features - Bike icon popup

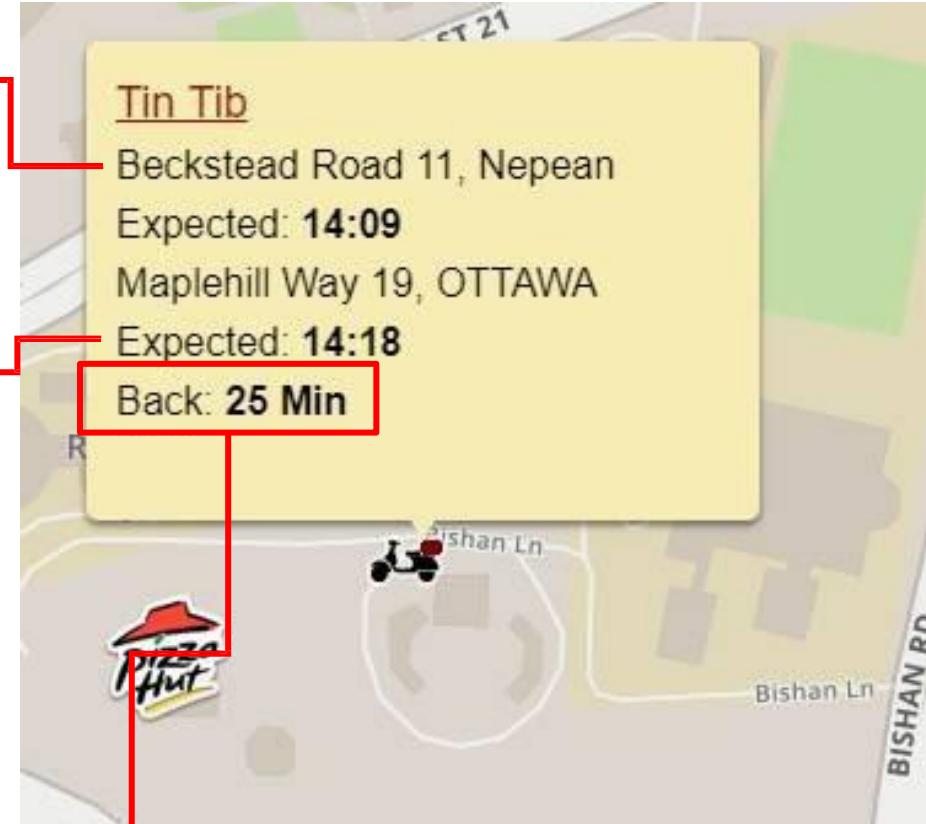
Hovering over the bike icon shows the driver's name



The address the driver is heading to

Expected arrival time to the delivery

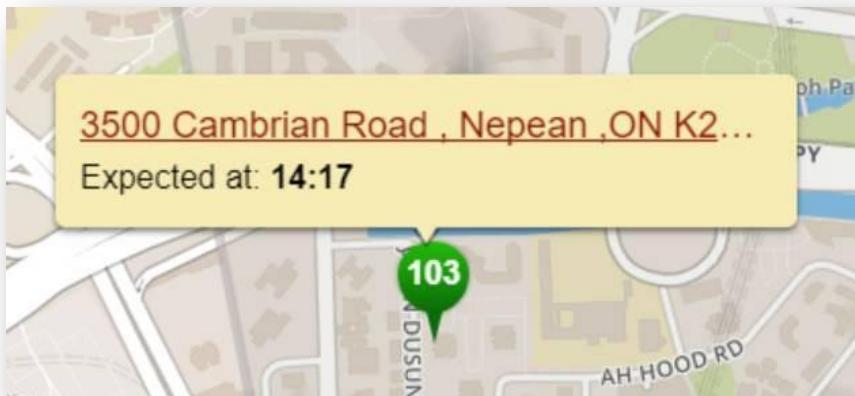
Clicking the bike icon opens the pop-up below:



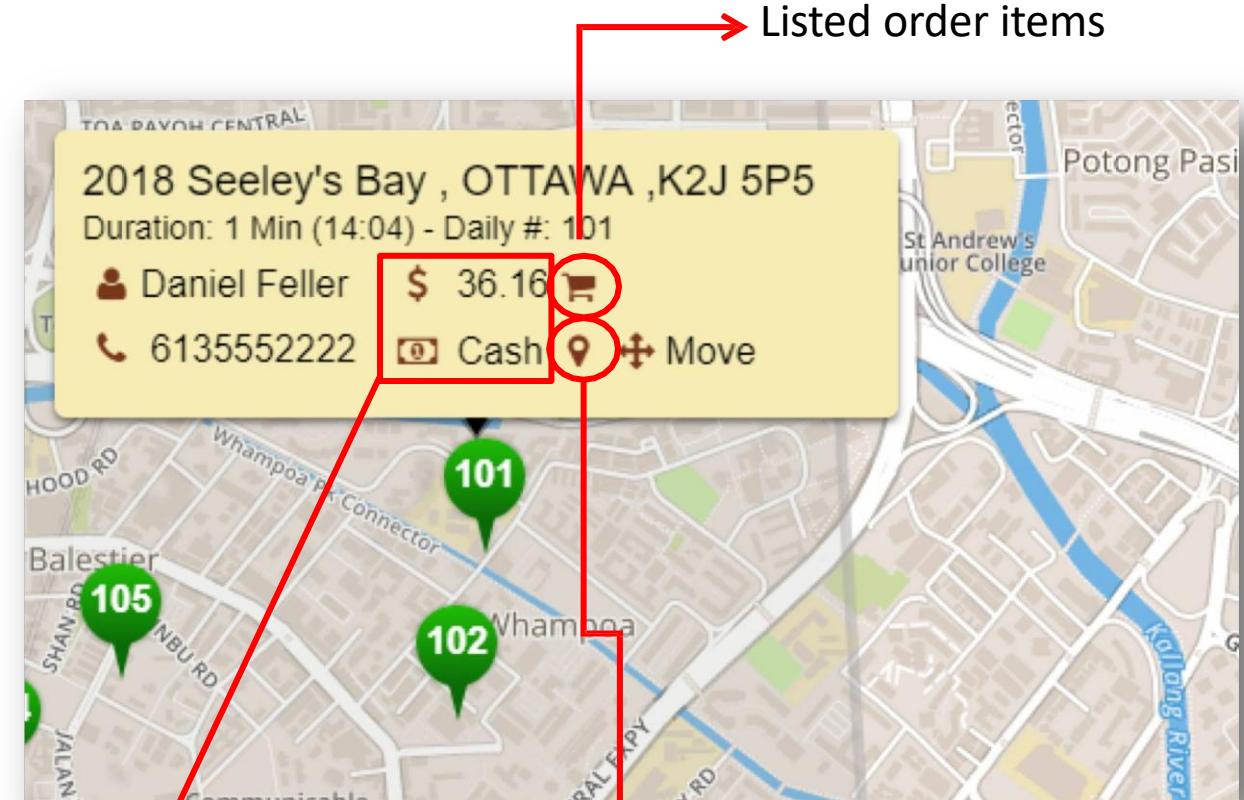
Estimated arrival back to the store time

Dispatch Features – Order marker popup

Hovering over the order marker shows the order address



Upon clicking an order marker the popup below will appear:

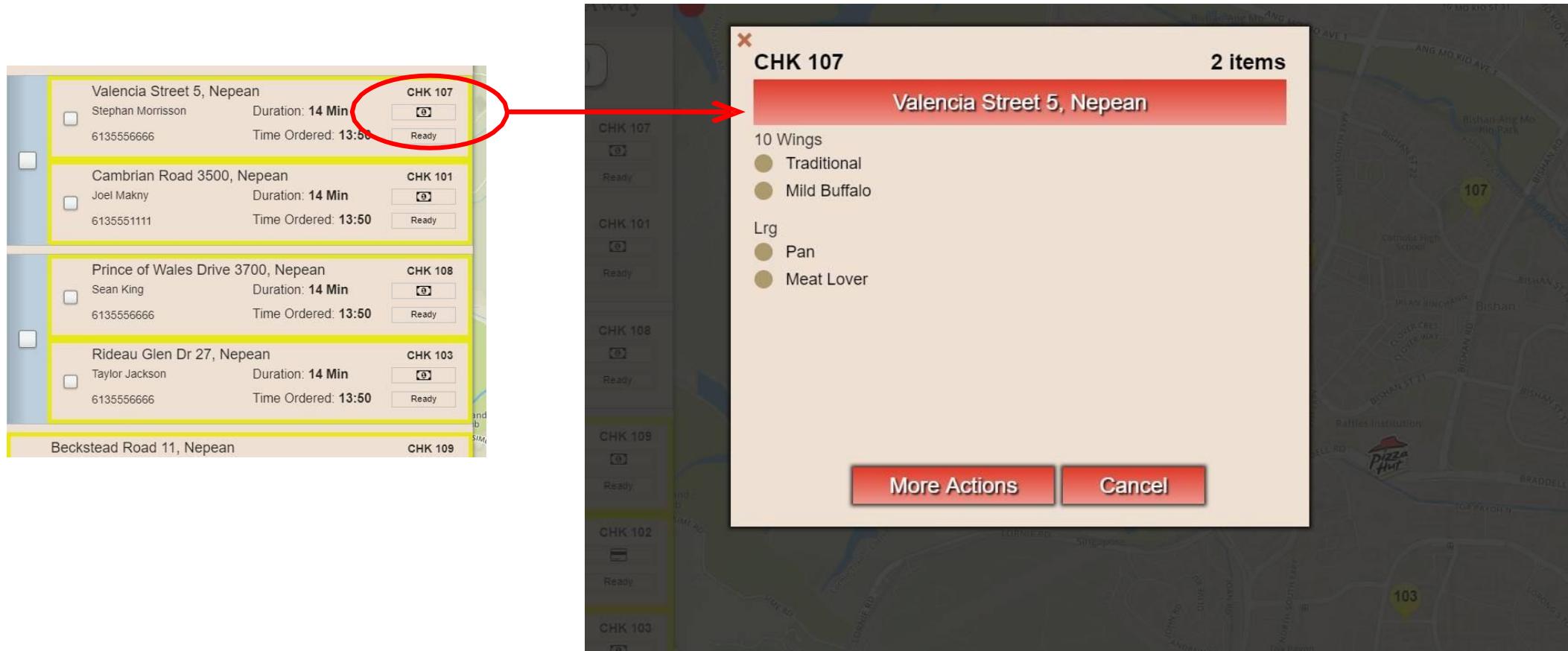


Payment method

Route icon
(Shows the fastest
route to the
address)

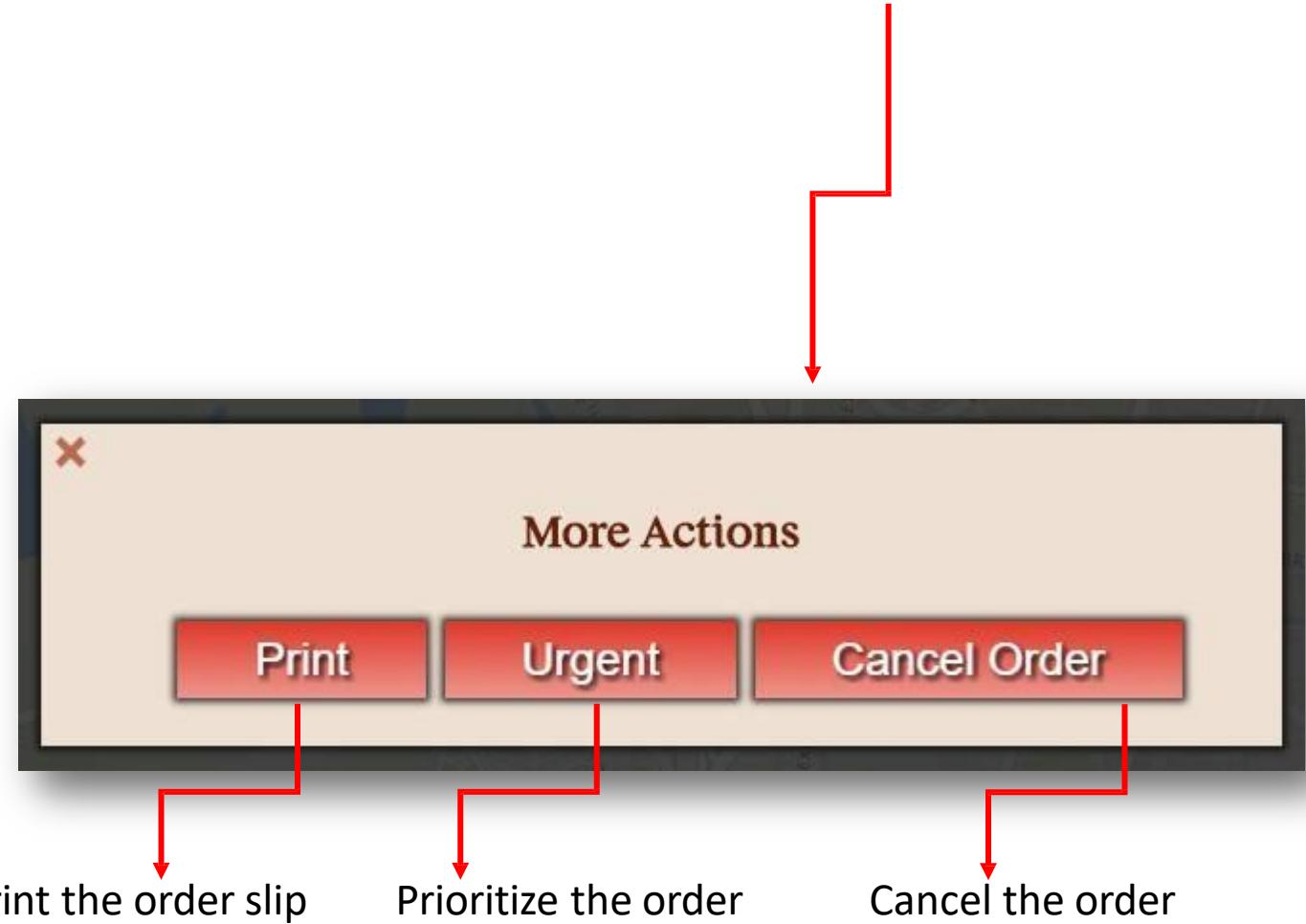
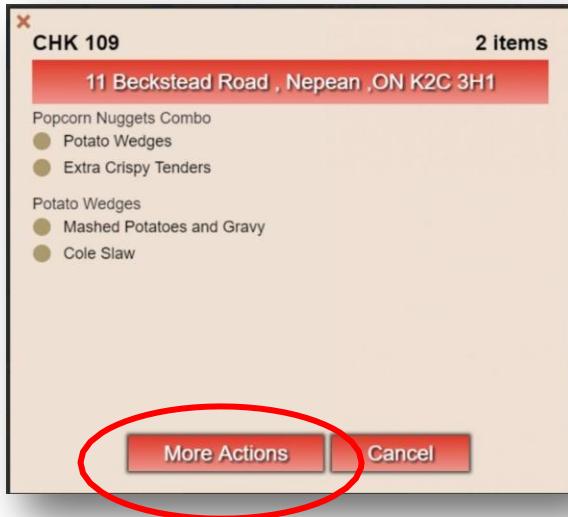
Dispatch Features – Order items box

Clicking an order status will open the order items box



Dispatch Features – Order items box

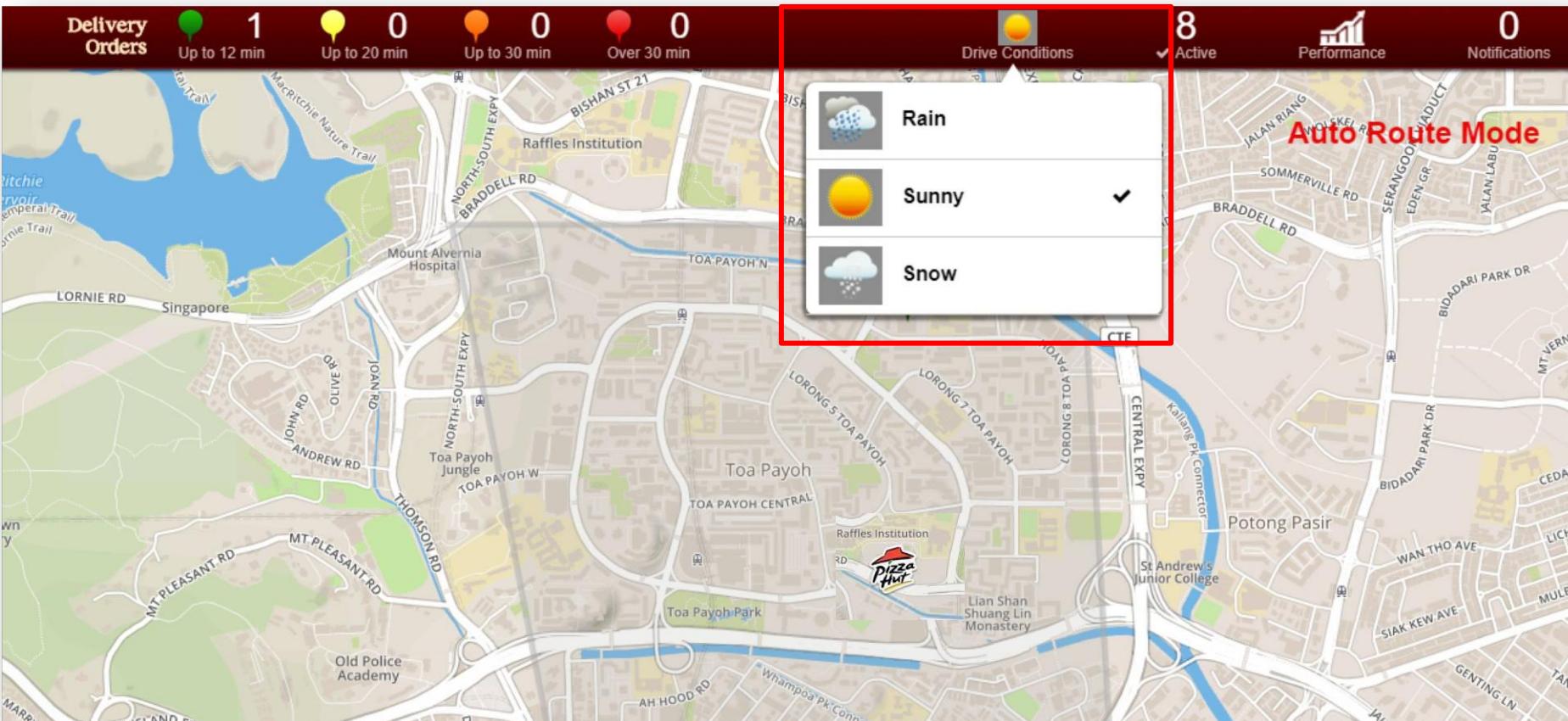
In the order items box, there is an option “More Actions”, clicking will open the pop up below:



Dispatch Features – Weather icon

Click the weather icon to select the current weather condition

The system includes driving speed in it's calculations, by having the correct weather condition selected the system can calculate the driving speed more accurately



Example:

Weather changes from Sunny to Rain, driver's driving speed will be reduced by x% and the system will calculate accordingly

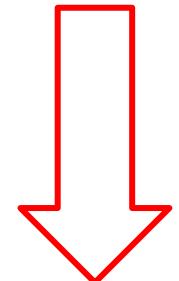
Driving speed from highest to lowest according to weather condition:

Highest driving speed

1. Sunny

2. Rain

3. Snow

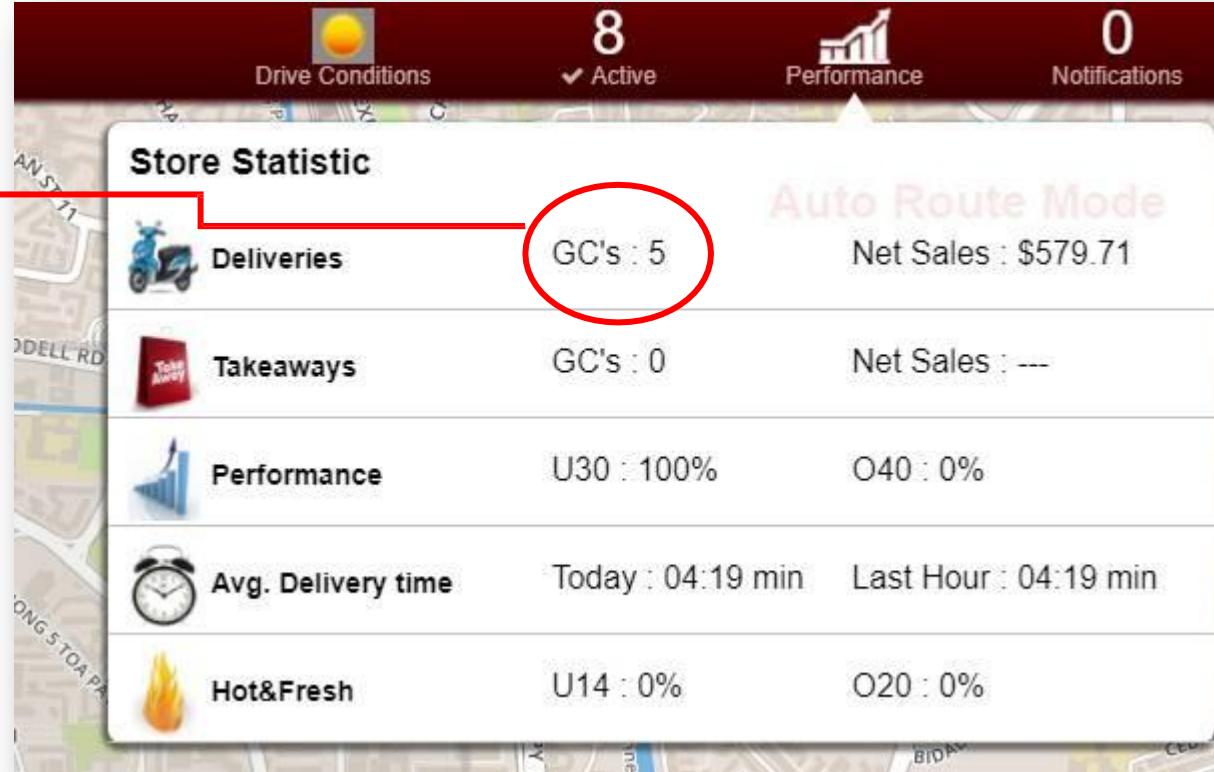


Lowest driving speed

Dispatch Features – Performance bar

Clicking the Performance bar icon reveals key statistics for the current day

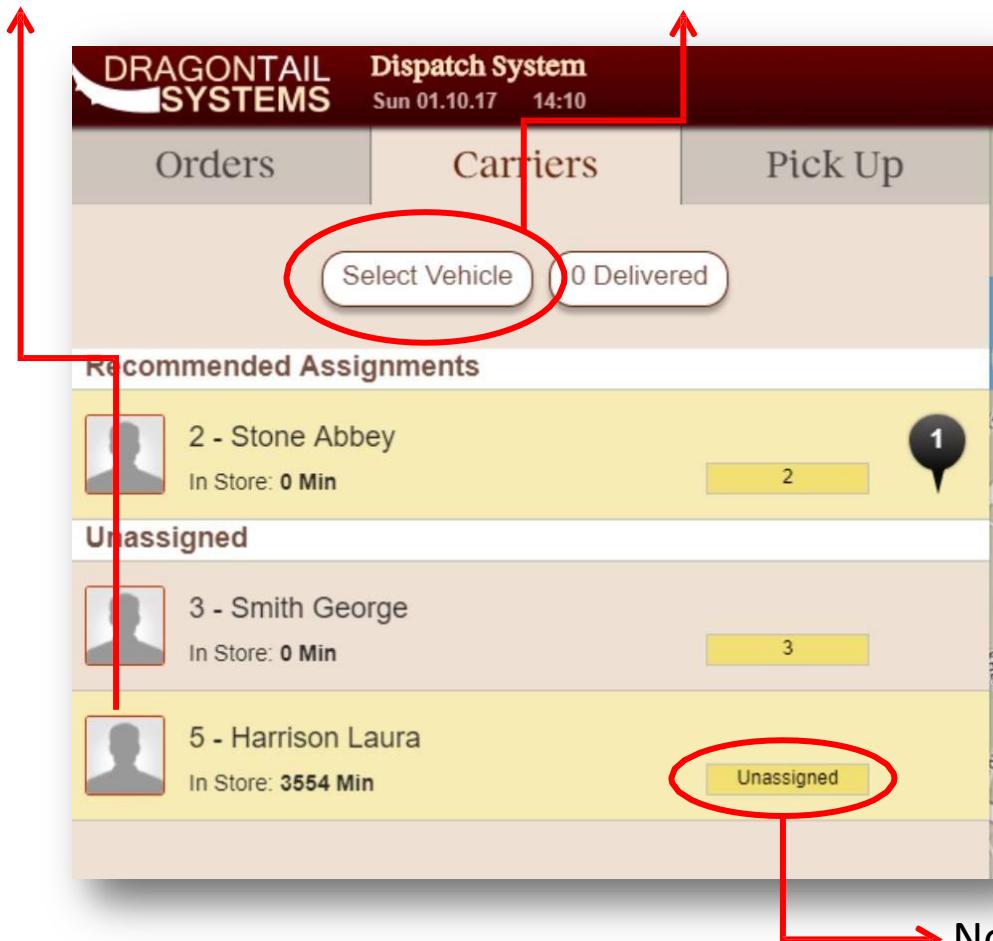
GC = Guest check
(How many checks/orders)



Assigning a driver to a vehicle

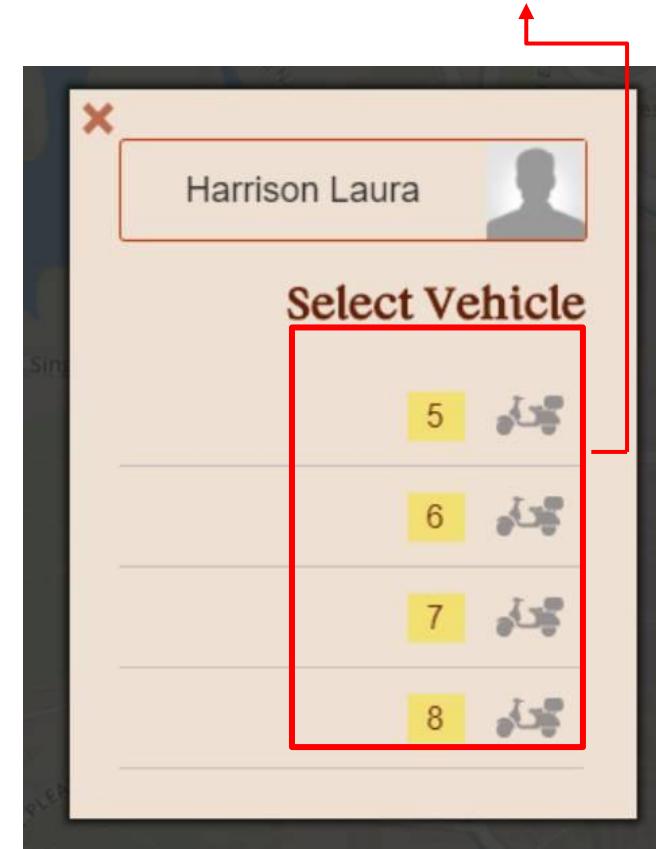
Upon starting the shift, each driver must assign them selves to a vehicle number
In order for the system to take him/her into consideration as available

1. Click the relevant driver



2. Click "select vehicle"

3. Choose a number from the list



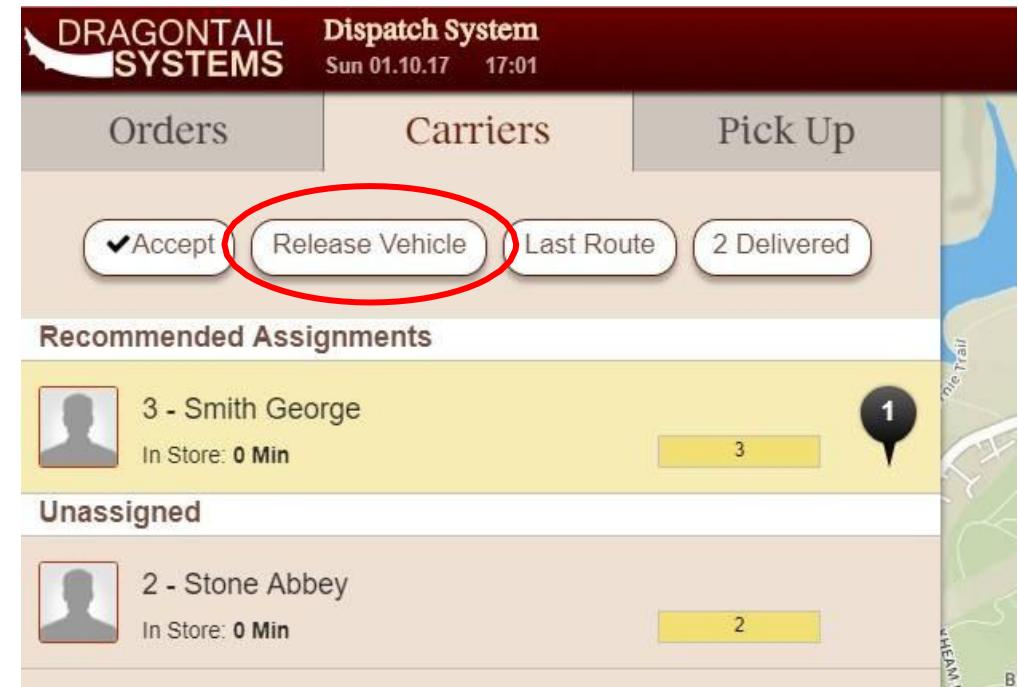
Un-assigning a driver from a vehicle

When a driver is not available for deliveries he/she must un-assign themselves

1. Click the relevant driver



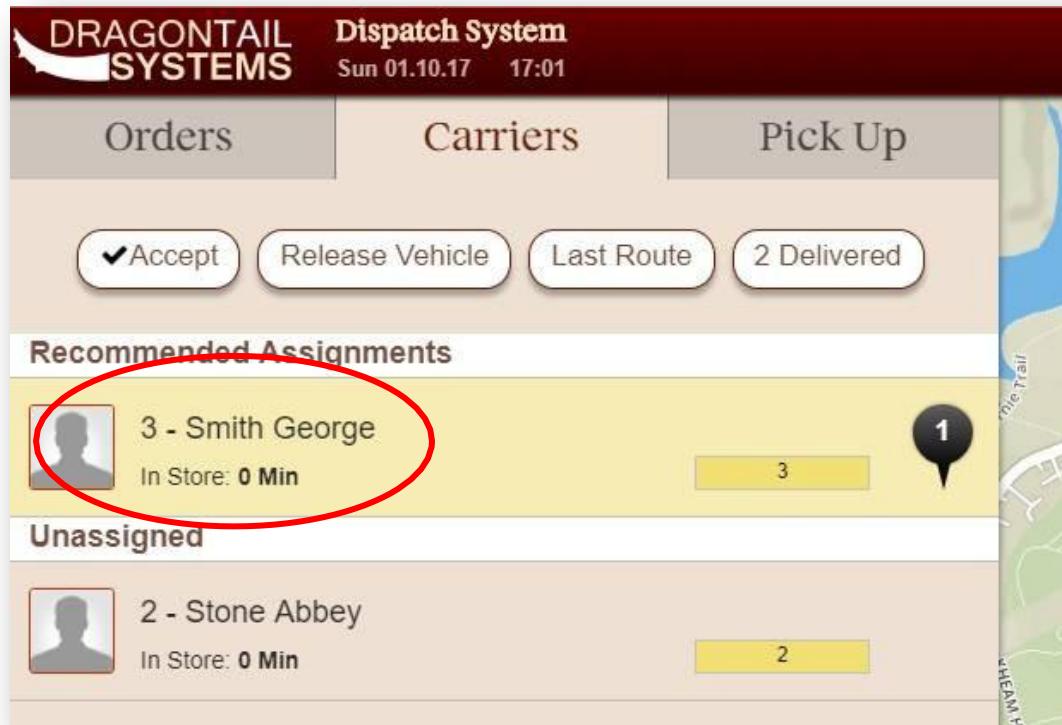
2. Click “Release vehicle”



The Last route button

When a driver is about to end his/her shift they must mark them selves on “last route”
They should do this before dispatching themselves to their last delivery/ies

1. Click on the driver's name under “Carriers” tab
2. Click “last route”



3. Click “Confirm”



The Dispatch Process – marking the order(s)

When marking an order(s) check box the following options will appear:

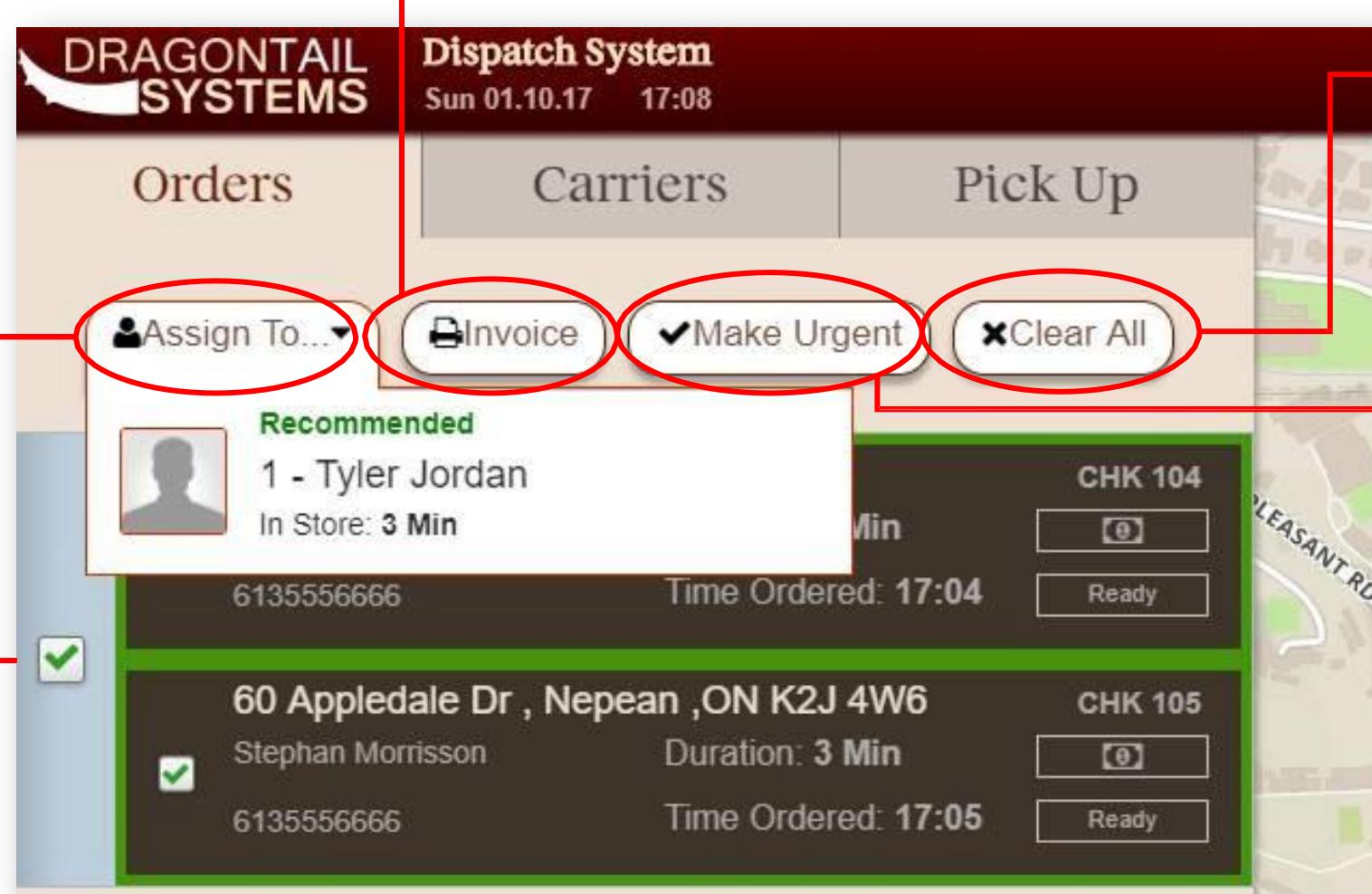
To print the order(s) invoice/slip

To assign the marked order(s) to a driver

Mark the Check box

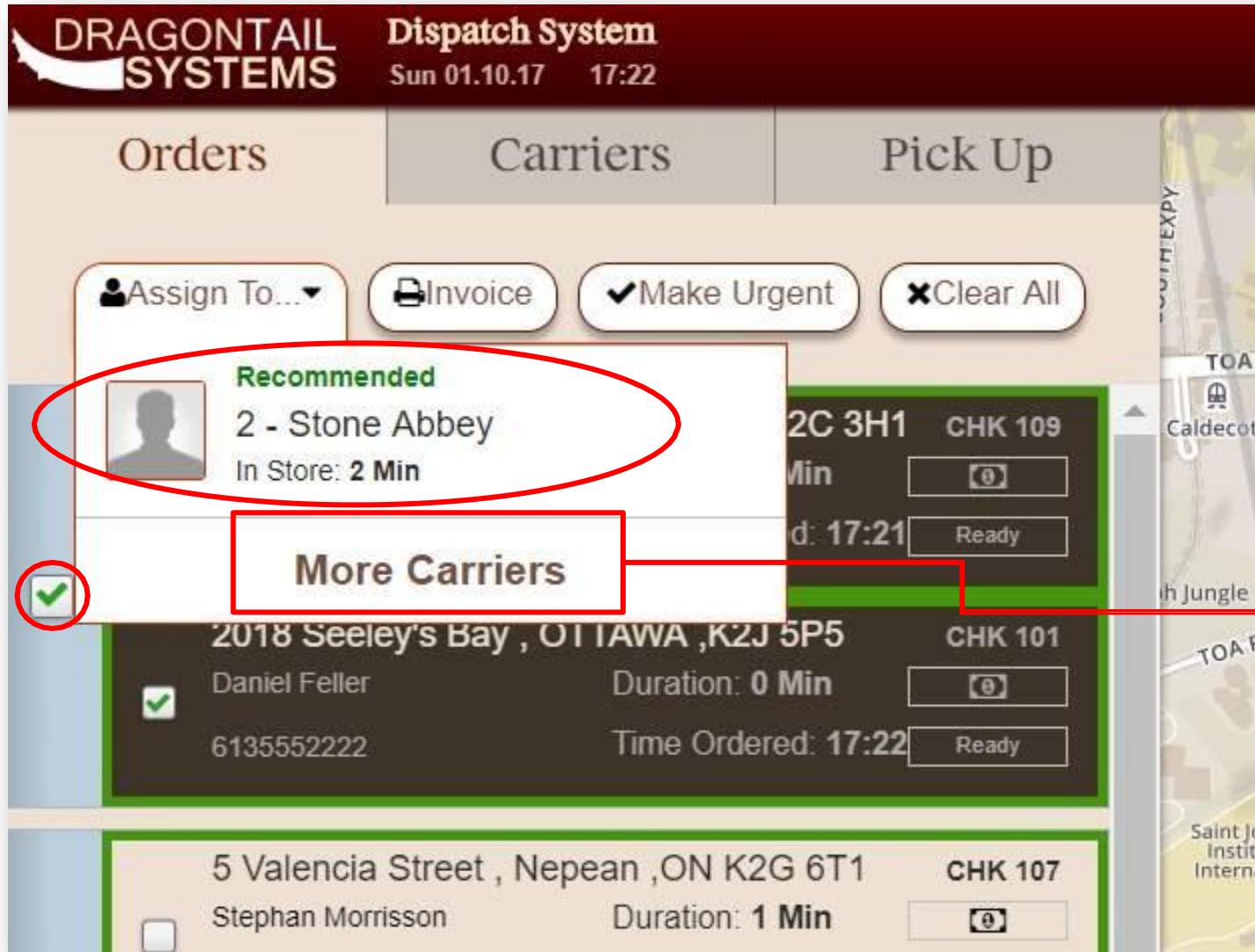
To unmark all the selected orders check box(s)

To prioritize the order



The Dispatch Process – assigning a driver to delivery

After clicking the checkbox of the recommended order(s) click the recommended driver's name



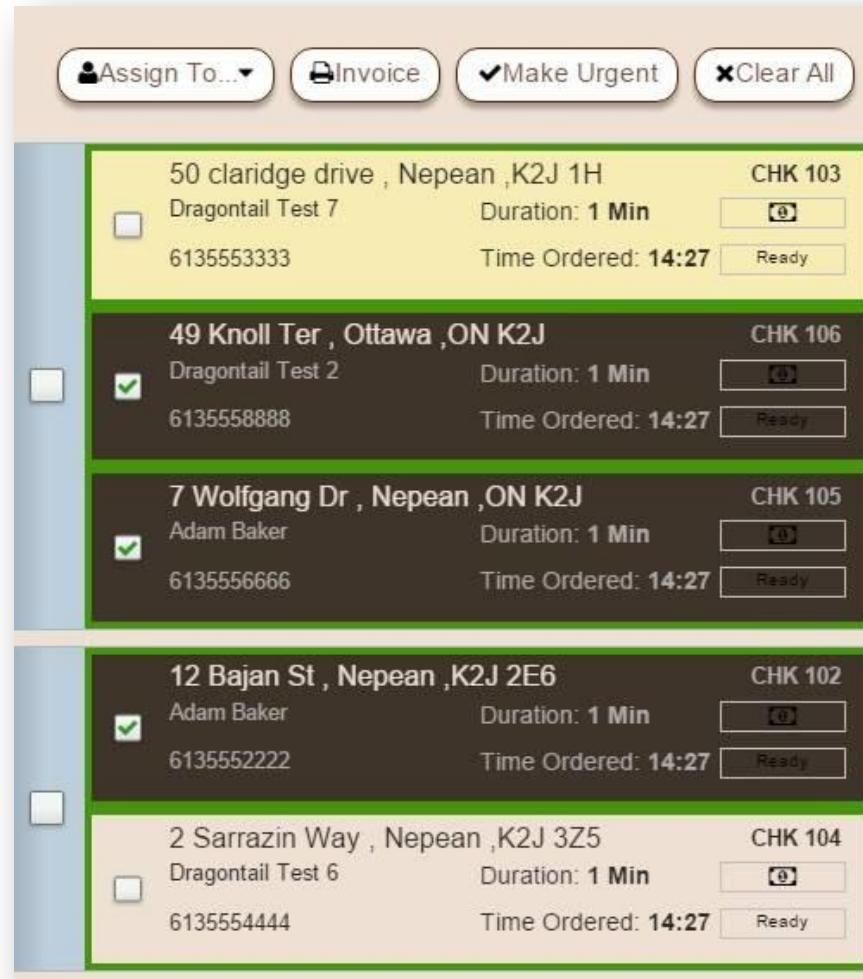
To assign a different driver (not the recommended)
Click "more carriers" and then click the drivers name

The Dispatch Process – assigning a driver to delivery

Dispatching not per system recommendations

Although this is not recommended, there are rare cases where the manager may decide to make a different dispatching decision than the system's recommendations

Mark the relevant order(s) check box(s) – each one separately, and then assign the driver (as explained on previous page)



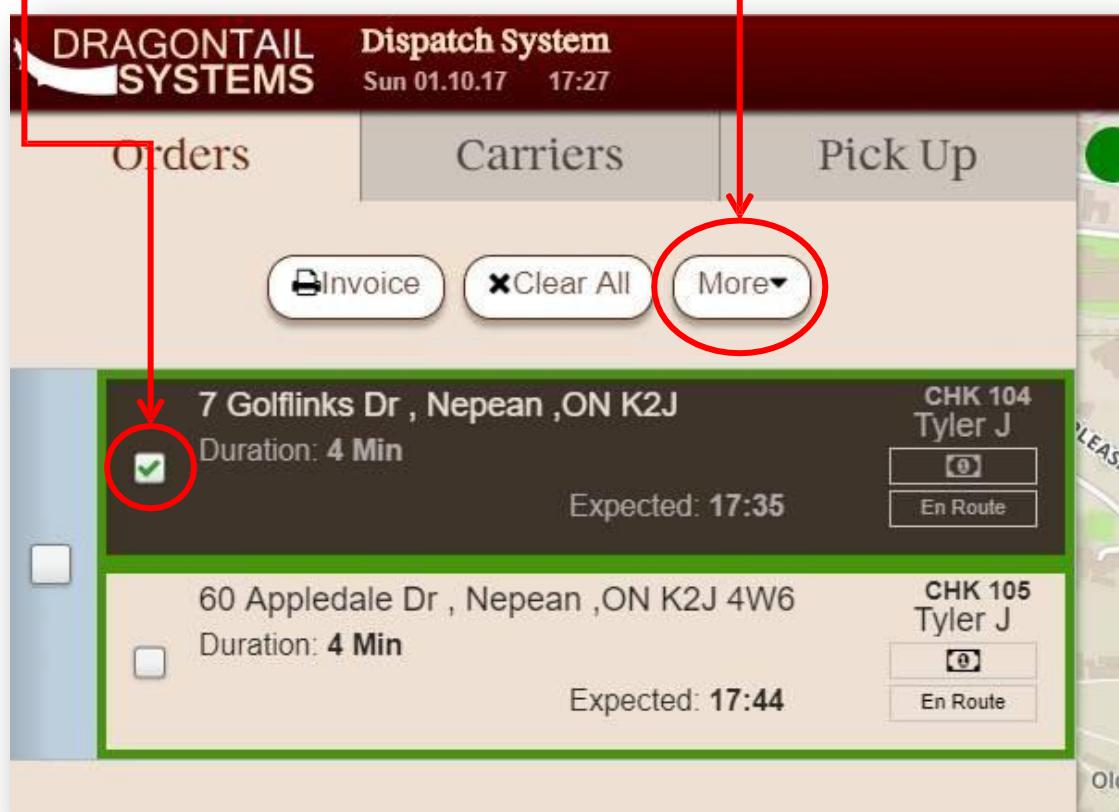
Please note:
You can not assign orders
before they reach status "Ready"

The Dispatch Process – Un assigning orders

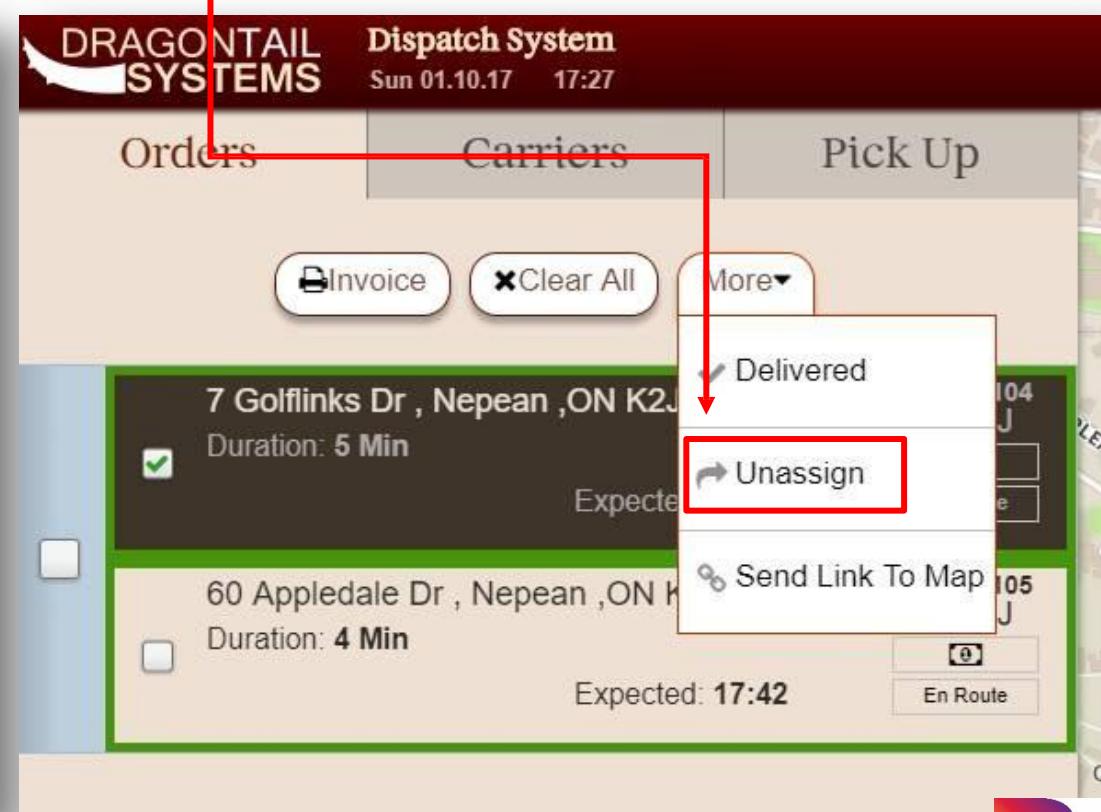
To un assign an order from a driver:

Go to Orders tab – En Route:

1. Mark the checkbox of the relevant order(s)
2. Click “More”



3. Click “un-assign”

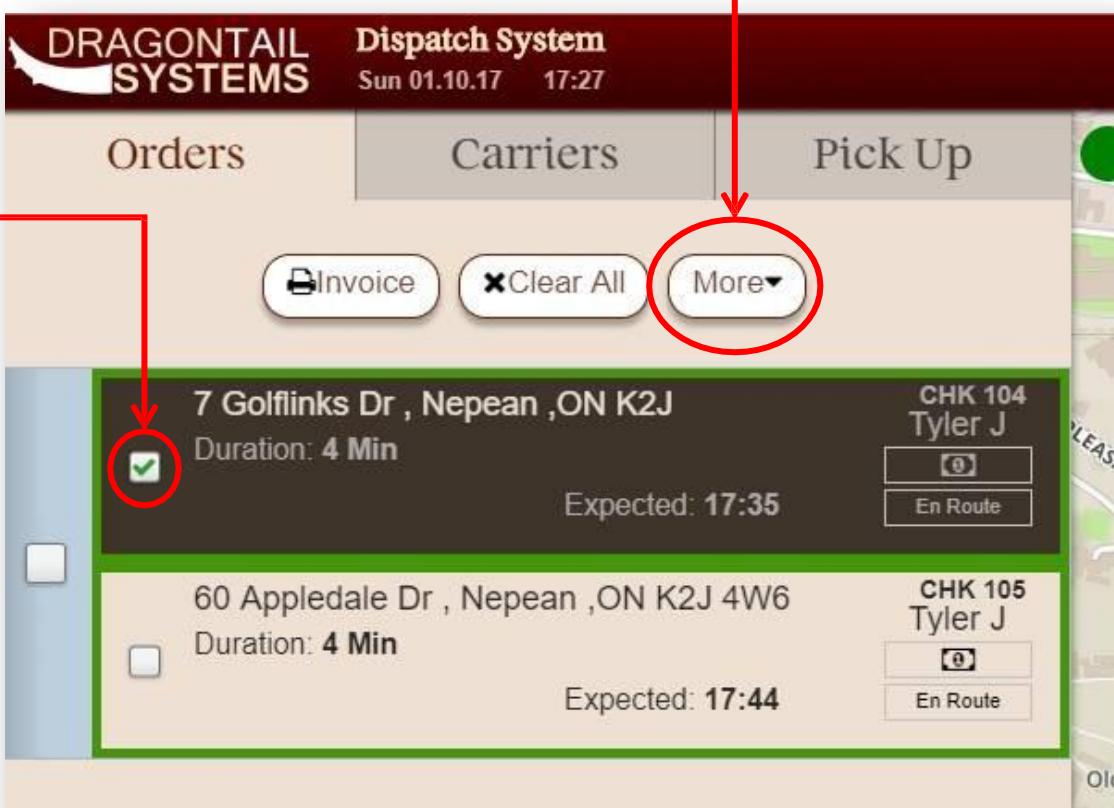


The Dispatch Process – Marking an order as “delivered”

In the rare cases where a driver forgot or couldn't click “delivered” on the mobile unit there is an option to do this manually on the dispatch:

Go to Orders tab – En Route:

1. Mark the checkbox of the relevant order(s)
2. Click “More”



3. Click “Delivered”

