

The Dispatch Screen

The Dispatch Screen

System recommendation
on pairing orders

Driver's
locations
on the map

Location
of the
restaurant

The orders
with their
location
on the map

DRAGONTAIL SYSTEMS Dispatch System
Sun 01.10.17 14:33

Delivery Orders
Up to 12 min: 9
Up to 20 min: 0
Up to 30 min: 0
Over 30 min: 0

Drive Conditions
Active: 8
Performance: 0
Notifications: 0

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

Assign (5) **En Route (4)** **Delivered (1)**

<input type="checkbox"/>	2018 Seeley's Bay , OTTAWA ,K2J 5P5	CHK 101
<input type="checkbox"/>	Daniel Feller	Duration: 2 Min
<input type="checkbox"/>	6135552222	Time Ordered: 14:31
<input type="checkbox"/>	185 Calaveras Ave , Nepean ,ON K2J	CHK 102
<input type="checkbox"/>	Mark Brown	Duration: 2 Min
<input type="checkbox"/>	6132402423	Time Ordered: 14:31
<input type="checkbox"/>	7 Golfinks Dr , Nepean ,ON K2J	CHK 104
<input type="checkbox"/>	Sean King	Duration: 1 Min
<input type="checkbox"/>	6135556666	Time Ordered: 14:32
<input type="checkbox"/>	60 Appledale Dr , Nepean ,ON K2J 4W6	CHK 105
<input type="checkbox"/>	Stephan Morrisson	Duration: 1 Min
<input type="checkbox"/>	6135556666	Time Ordered: 14:32
<input type="checkbox"/>	1 Lor , Toa Payoh ,10400	CHK 275
<input type="checkbox"/>	Dragontail Test 1	Duration: 0 Min
<input type="checkbox"/>	6135559999	Time Ordered: 14:32

Pizza Hut

Map

Color Coding on the Dispatch Screen

Frame of
the order is
color coded

Orders	Carriers	Take Away
Assign (4) En Route (0) Delivered (0)		
2 Sarrazin Way , Nepean ,K2J 3Z5 Dragonail Test 6 6135554444	Duration: 36 Min Time Ordered: 15:58	CHK 104 [0] New Order
12 Bajan St , Nepean ,K2J 2E6 Adam Baker 6135552222	Duration: 28 Min Time Ordered: 16:06	CHK 102 [0] Make
50 claridge drive , Nepean ,K2J 1H Dragonail Test 7 6135553333	Duration: 18 Min Time Ordered: 16:16	CHK 103 [0] Make
7 Wolfgang Dr , Nepean ,ON K2J Adam Baker 6135556666	Duration: 8 Min Time Ordered: 16:26	CHK 105 [0] New Order

The map on the right shows the locations of the orders. Markers are color-coded: green for 0-12 min, yellow for 13-20 min, orange for 21-30 min, and red for over 30 min. A red arrow points from the text 'Order marker on the map is color coded' to the yellow marker for order 103.

Order marker
on the map is
color coded

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

The screenshot displays the Dispatch Screen interface. At the top, there are three tabs: 'Orders', 'Carriers', and 'Pick Up'. Below these, there are three status filters: 'Assign (6)', 'En Route (0)', and 'Delivered (1)'. The main area shows a list of orders, each with a checkbox, address, customer name, duration, time ordered, and status. A map on the right shows the delivery area with markers for each order. Red boxes and arrows highlight specific details: the first order's customer name and phone number, the duration and time ordered for the last order, and the status icon for the last order.

Order ID	Address	Customer Name	Duration	Time Ordered	Status
CHK 109	11 Beckstead Road , Nepean , ON K2C 3H1	Daniel Collins 6135556666	1 Min	14:03	Ready
CHK 107	5 Valencia Street , Nepean , ON K2G 6T1	Stephan Morrisson 6135556666	1 Min	14:03	Ready
CHK 108	3700 Prince of Wales Drive , Nepean , O...	Sean King 6135556666	1 Min	14:04	Ready
CHK 103	3500 Cambrian Road , Nepean , ON K2J ...	Joel Makny 6135551111	0 Min	14:05	Ready
CHK 101	2018 Seeley's Bay , OTTAWA .K2J 5P5	Daniel Feller 6135552222	0 Min	14:04	Ready

Payment method types:



Cash

Credit

Other

The time since the order was taken

Order status
(Make/Oven/Pack/Ready)

Payment method
icon

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

The screenshot displays the left section of the Dispatch Screen. At the top, there are three main tabs: 'Orders', 'Carriers', and 'Pick Up'. The 'Orders' tab is selected, indicated by a red arrow. Below the main tabs, there are three secondary tabs: 'Assign (6)', 'En Route (0)', and 'Delivered (1)'. The 'Assign (6)' tab is selected, indicated by a red arrow. The main content area shows a list of orders, each with a checkbox, address, name, duration, time ordered, and a 'Ready' button. The orders are as follows:

Order ID	Address	Name	Duration	Time Ordered	Status
CHK 109	11 Beckstead Road, Nepean, ON K2C 3H1	Daniel Collins	1 Min	14:03	Ready
CHK 107	5 Valencia Street, Nepean, ON K2G 6T1	Stephan Morrisson	1 Min	14:03	Ready
CHK 108	3700 Prince of Wales Drive, Nepean, O...	Sean King	1 Min	14:04	Ready
CHK 103	3500 Cambrian Road, Nepean, ON K2J ...	Joel Makny	0 Min	14:05	Ready
CHK 101	2018 Seeley's Bay, OTTAWA, K2J 5P5	Daniel Feller	0 Min	14:04	Ready

The right side of the screen shows a map of the area, with several green location pins labeled 103, 107, and 108. The map includes labels for various locations such as MacRitchie Reservoir, Mount Alvernia Hospital, and Bukit Brown Cemetery.

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

DRAGONTAIL
SYSTEMS

Dispatch System
Sun 01.10.17 14:04

Orders

Carriers

Pick Up

Assign (4)

En Route (0)

Delivered (0)

☐

3440 Woodroffe Avenue , Nepean ,ON K...
Jim Harris
6135556666

Duration: 0 Min
Time Ordered: 14:03

CHK 106
9
Ready

☐

11 Beckstead Road , Nepean ,ON K2C 3H1
Daniel Collins
6135556666

Duration: 0 Min
Time Ordered: 14:03

CHK 109
9
Ready

☐

5 Valencia Street , Nepean ,ON K2G 6T1
Stephan Morrisson
6135556666

Duration: 0 Min
Time Ordered: 14:03

CHK 107
9
Ready

☐

3700 Prince of Wales Drive , Nepean ,O...
Sean King
6135556666

Duration: 0 Min
Time Ordered: 14:04

CHK 108
9
Ready

Orders – En Route Tab

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

The screenshot displays the 'Dispatch System' interface for DragonTail Systems, dated Sun 01.10.17 at 14:06. The 'Orders' tab is active, showing a list of four deliveries in the 'En Route' status. The interface includes a top navigation bar with 'Orders', 'Carriers', and 'Pick Up' tabs. Below this is a filter bar with 'Assign (5)', 'En Route (4)', and 'Delivered (1)' buttons. The main list shows four orders, each with a checkbox, address, duration, expected time, driver name, and order number. A map on the right shows the delivery locations. Red boxes and arrows highlight specific fields: Customer Address, Driver name, Order number, Time passed since order placed, and Expected time to customer.

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

Customer Address

Driver name

Order number

The time passed since the order was placed

Expected time to the customer

Orders – Delivered Tab

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

The screenshot shows the 'DRAGONTAIL SYSTEMS Dispatch System' interface. At the top, it displays 'Sun 01.10.17 14:09' and a 'Delivery Orders' status bar with 7 orders 'Up to 12 min', 0 'Up to 20 min', 0 'Up to 30 min', and 0 'Over 30 min'. The main interface has three tabs: 'Orders', 'Carriers', and 'Pick Up'. Below these are three buttons: 'Assign (4)', 'En Route (3)', and 'Delivered (4)'. The 'Delivered' tab is active, showing a list of four delivered orders. Each order entry includes a checkbox, address, customer name, delivery time, delivery time at door, and a 'Delivered' button. To the right of the list is a map of Singapore showing the delivery locations. Red arrows point from the 'Delivered At' times in the list to specific locations on the map.

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

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

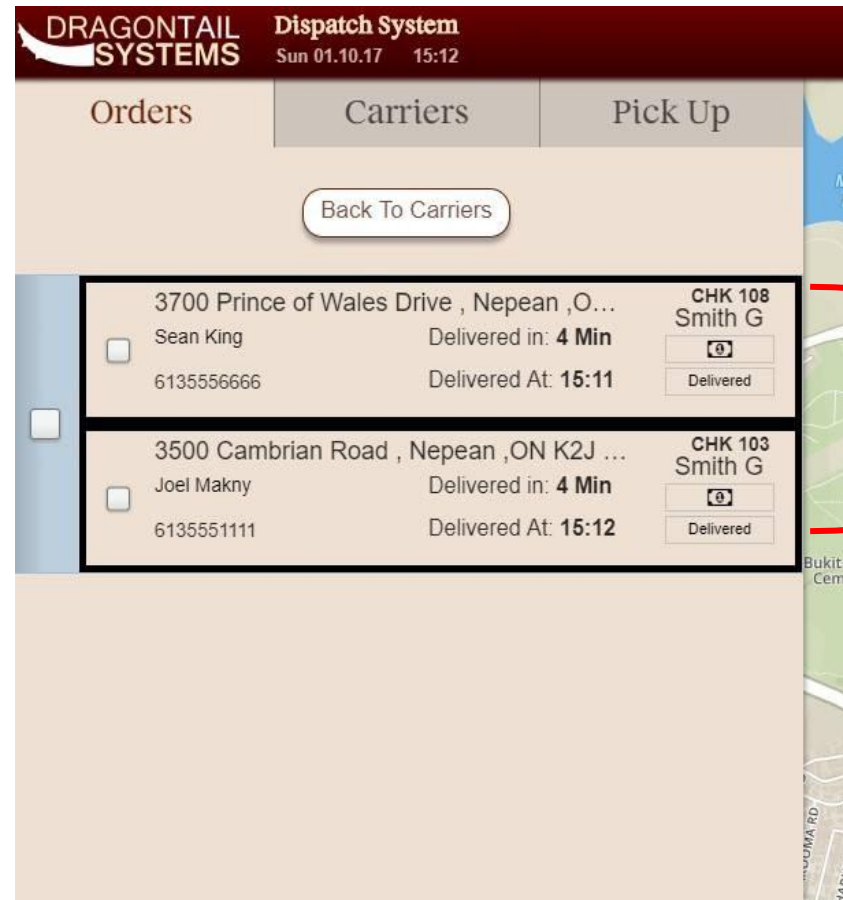
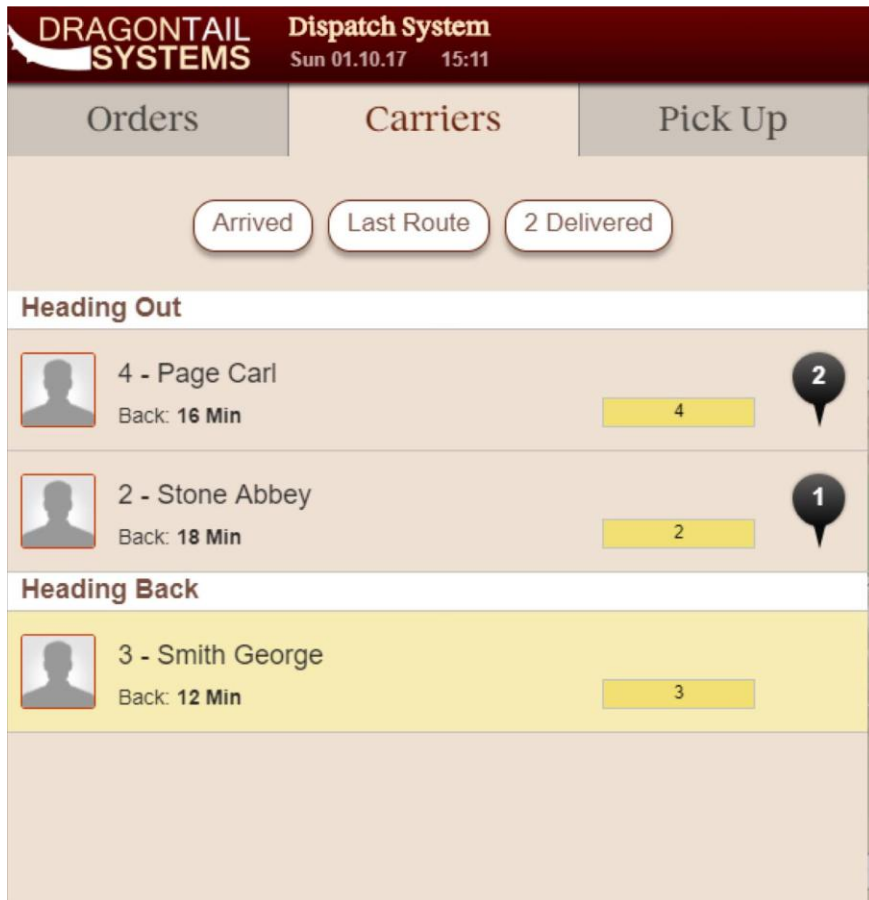
The time the order was delivered at

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

3. This will display the delivered orders for the chosen driver, also displaying which orders were taken as singles, doubles or triplets



Carriers – Available Tab

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

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

DRAGONTAIL SYSTEMS Dispatch System
Sun 01.10.17 14:09

Orders Carriers Pick Up

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

Recommended Assignments

1 - Tyler Jordan
In Store: 4 Min

1

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

The screenshot displays the 'DRAGONTAIL SYSTEMS Dispatch System' interface. At the top, it shows the date 'Sun 01.10.17' and time '14:09'. Below this are three tabs: 'Orders', 'Carriers', and 'Pick Up'. The 'Carriers' tab is active, showing two sub-tabs: 'Available (2)' and 'En Route (3)'. The 'En Route' sub-tab is selected, displaying a list of drivers. The list is divided into two sections: 'Heading Out' and 'Heading Back'. Each driver entry includes a profile icon, name, back time, and a yellow bar indicating the number of orders. A red circle highlights the number '1' in a speech bubble icon next to the 'Heading Out' section.

Section	Driver	Back Time	Orders
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

Pick Up Tab

This Tab has 2 secondary tabs:

“Not collected” – Waiting to be picked up

The screenshot shows the 'Pick Up' tab in the DRAGONTAIL Dispatch System. The header bar is dark red with the logo and 'Dispatch System' text. Below it, there are three tabs: 'Orders', 'Carriers', and 'Pick Up'. The 'Pick Up' tab is active. Below the tabs, there are two buttons: 'Not Collected (3)' (highlighted in red) and 'Collected (2)' (white). The main content area shows a list of three orders, each with a checkbox, name, phone number, duration, time ordered, and a 'Ready' button. The orders are highlighted with a green border.

Order ID	Name	Duration	Time Ordered	Status
6139999942	John Smith	1 Min	15:55	Not Collected
6135556666	Stephan Morris...	1 Min	15:55	Not Collected
6135551111	Joel Makny	1 Min	15:56	Not Collected

“Collected” – Order has been picked up

The screenshot shows the 'Pick Up' tab in the DRAGONTAIL Dispatch System. The header bar is dark red with the logo and 'Dispatch System' text. Below it, there are three tabs: 'Orders', 'Carriers', and 'Pick Up'. The 'Pick Up' tab is active. Below the tabs, there are two buttons: 'Not Collected (3)' (white) and 'Collected (2)' (highlighted in red). The main content area shows a list of two orders, each with a checkbox, name, phone number, delivered in time, time ordered, and a 'Collected' button. The orders are highlighted with a black border.

Order ID	Name	Delivered in	Time Ordered	Status
6139999942	Brice Jhon	0 Min	15:55	Collected
6139999942	Barak Orr	0 Min	15:55	Collected

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



Clicking the bike icon opens the pop-up below:

The address the driver is heading to

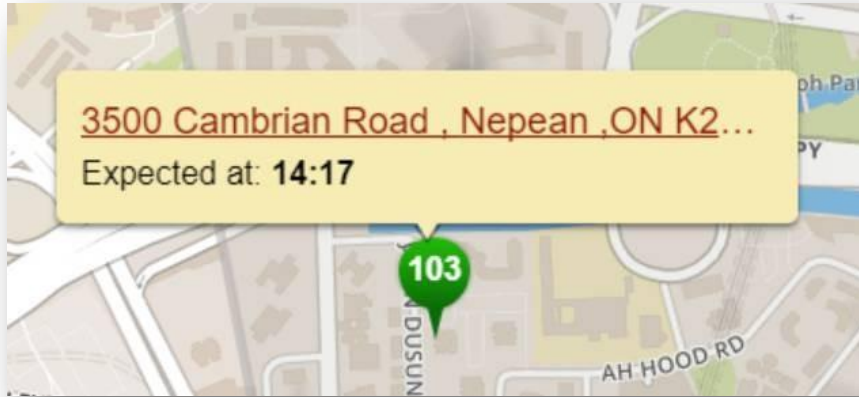
Expected arrival time to the delivery



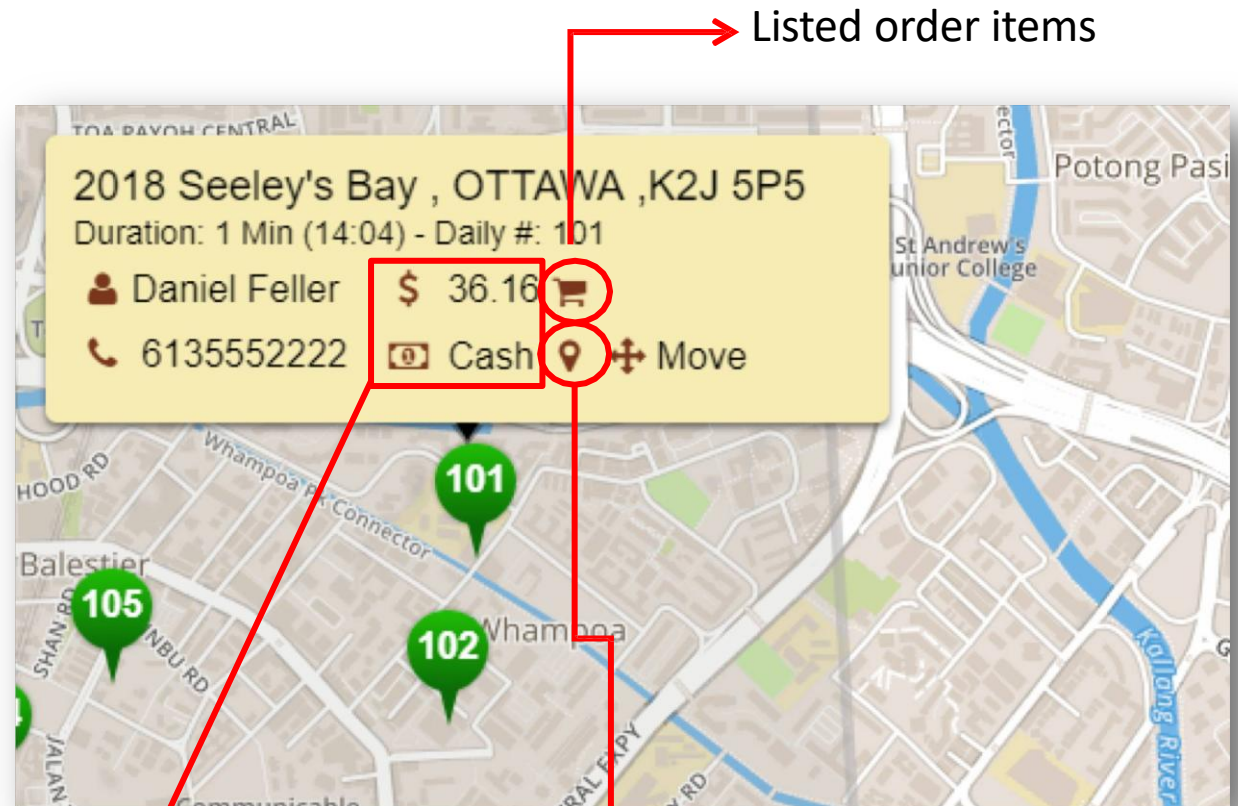
Estimated arrival back to the store time

Dispatch Features – Order marker popup

Hovering over the order marker shows the order address



Upon clicking an order marker the popup below will appear:



Listed order items

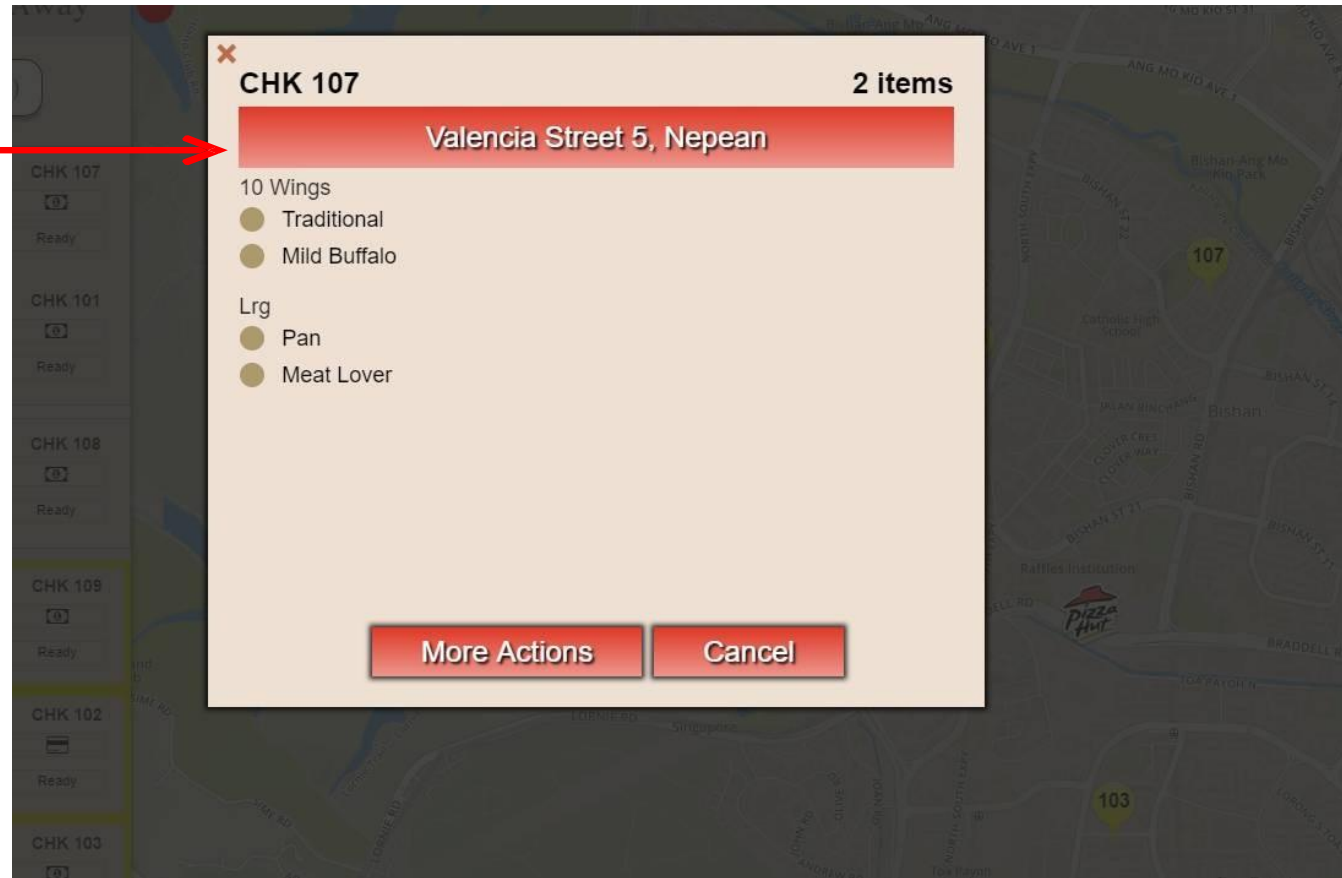
Payment method

Route icon
(Shows the fastest
route to the
address)

Dispatch Features – Order items box

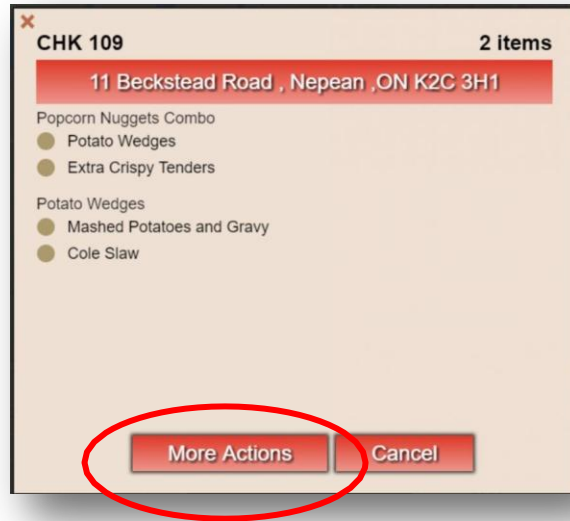
Clicking an order status will open the order items box

<input type="checkbox"/>	Valencia Street 5, Nepean	CHK 107
<input type="checkbox"/>	Stephan Morrisson	Duration: 14 Min
	6135556666	Time Ordered: 13:50 Ready
<input type="checkbox"/>	Cambrian Road 3500, Nepean	CHK 101
<input type="checkbox"/>	Joel Makny	Duration: 14 Min
	6135551111	Time Ordered: 13:50 Ready
<input type="checkbox"/>	Prince of Wales Drive 3700, Nepean	CHK 108
<input type="checkbox"/>	Sean King	Duration: 14 Min
	6135556666	Time Ordered: 13:50 Ready
<input type="checkbox"/>	Rideau Glen Dr 27, Nepean	CHK 103
<input type="checkbox"/>	Taylor Jackson	Duration: 14 Min
	6135556666	Time Ordered: 13:50 Ready
<input type="checkbox"/>	Beckstead Road 11, Nepean	CHK 109



Dispatch Features – Order items box

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



Print the order slip

Prioritize the order

Cancel the order

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:

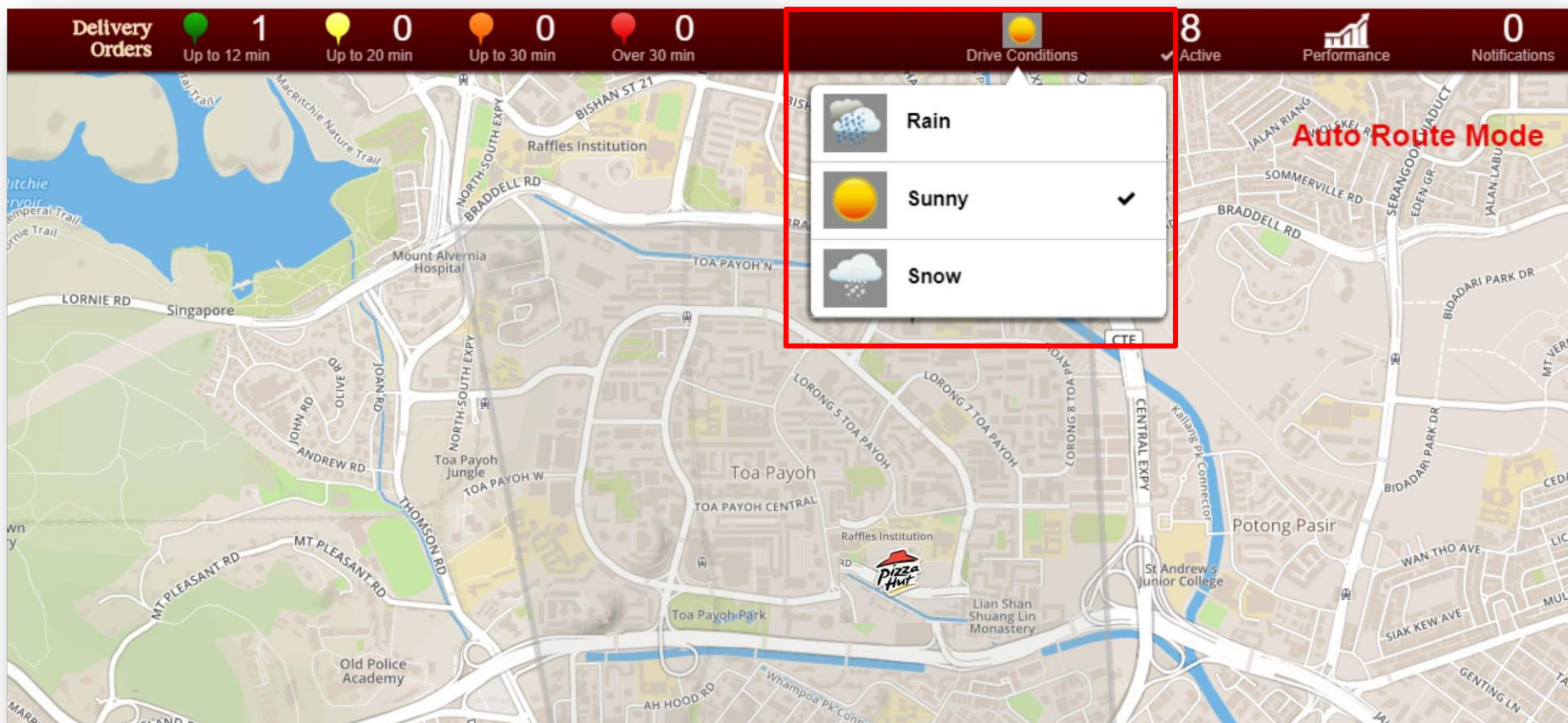
Highest driving speed

1. Sunny

2. Rain

3. Snow

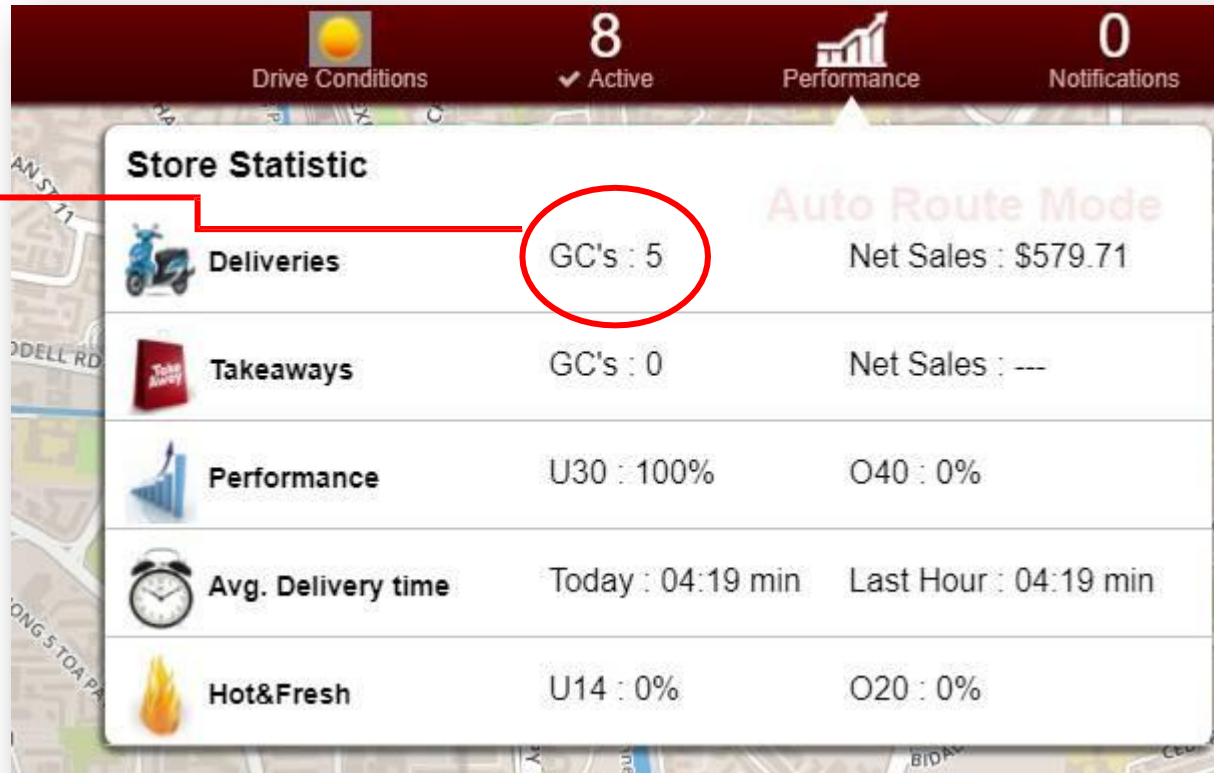
Lowest driving speed



Dispatch Features – Performance bar

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

GC = Guest check
(How many
checks/orders)



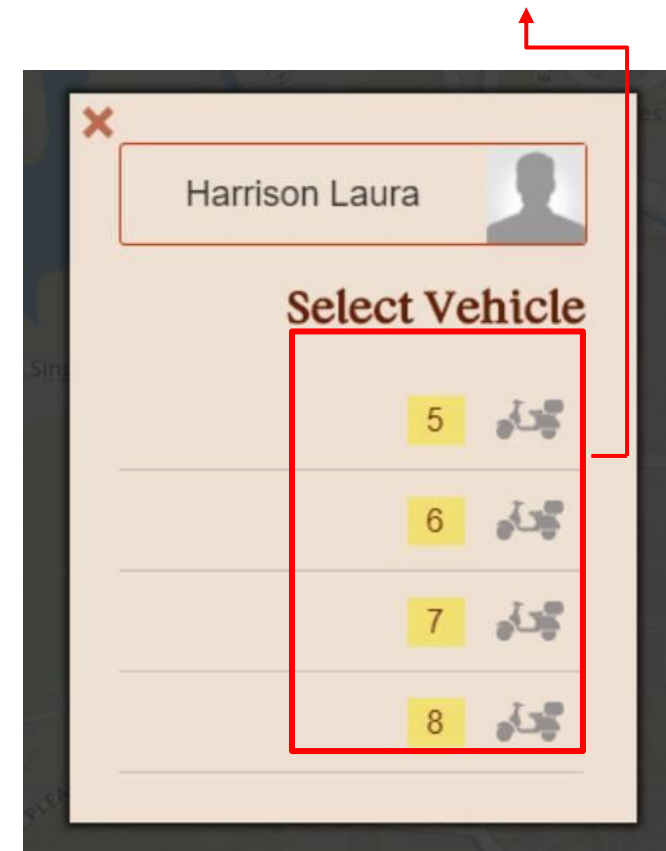
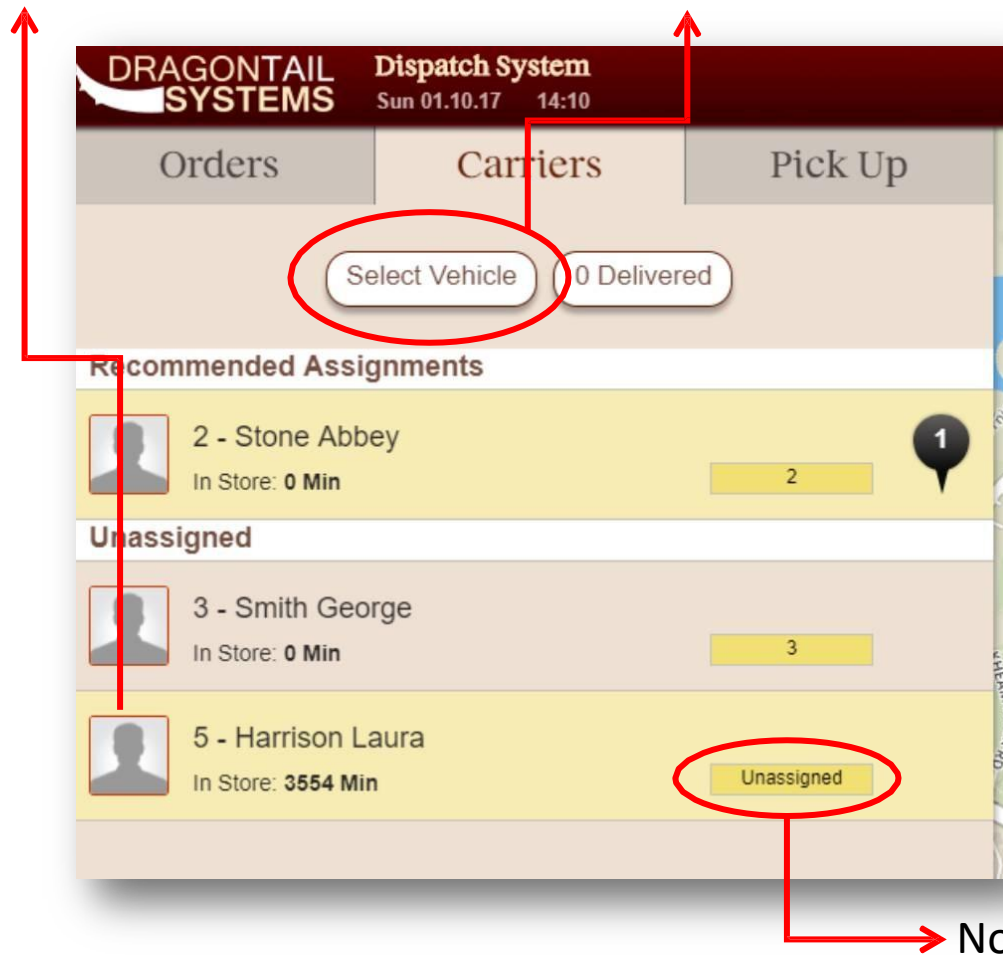
Assigning a driver to a vehicle

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"

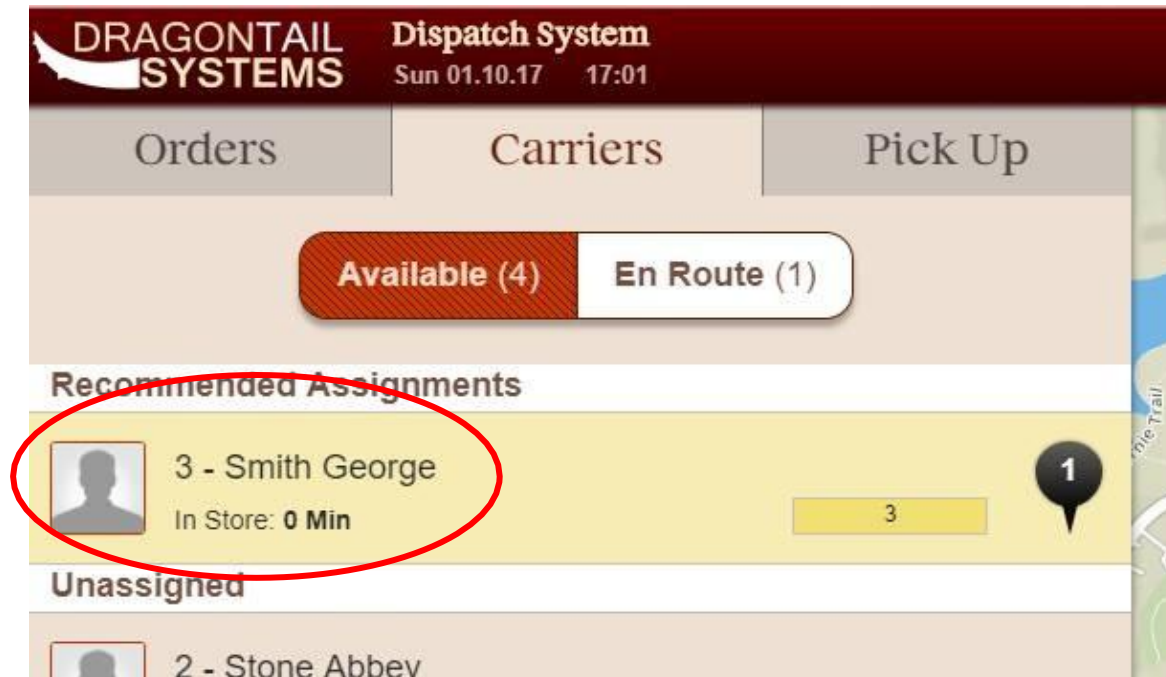
3. Choose a number from the list



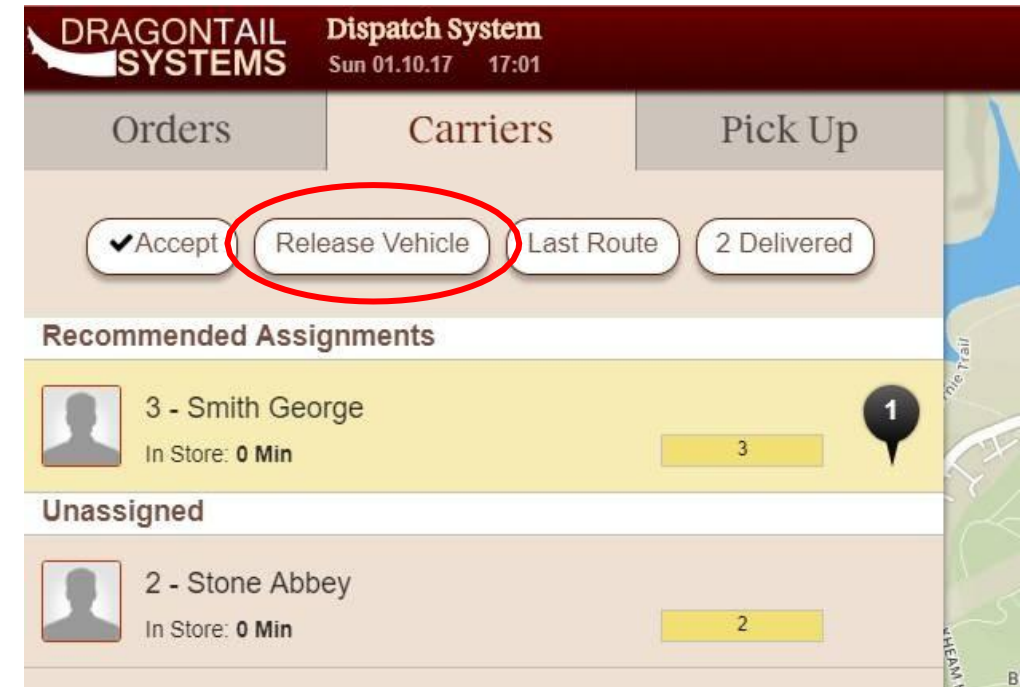
Un-assigning a driver from a vehicle

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

The screenshot shows the 'Dispatch System' interface with a dark red header. Below the header are three tabs: 'Orders' (selected), 'Carriers', and 'Pick Up'. A toolbar contains four buttons: 'Assign To...' (with a person icon), 'Invoice' (with a printer icon), 'Make Urgent' (with a checkmark icon), and 'Clear All' (with an 'X' icon). A dropdown menu for 'Assign To...' is open, showing a 'Recommended' driver: '1 - Tyler Jordan' with 'In Store: 3 Min'. Below the toolbar, a list of orders is displayed. The first order is highlighted in green and has a green checkmark in a box on the left. The second order is also highlighted in green and has a green checkmark in a box on the left. The third order is not highlighted and has no checkmark. Each order entry includes a phone number (6135556666), a duration (3 Min), and a 'Time Ordered' (17:04 or 17:05). To the right of each order is a 'Ready' button with a '0' in a box. The background shows a map with 'PLEASANT RD' visible.

Order ID	Customer	Address	Duration	Time Ordered	Status
6135556666			3 Min	17:04	Ready
6135556666	Stephan Morrisson	60 Appledale Dr , Nepean ,ON K2J 4W6	3 Min	17:05	Ready
6135556666					

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

The screenshot displays the 'Dispatch System' interface for 'DRAGONTAIL SYSTEMS' on 'Sun 01.10.17' at '17:22'. The interface is divided into three main sections: 'Orders', 'Carriers', and 'Pick Up'. Below these sections, there are buttons for 'Assign To...', 'Invoice', 'Make Urgent', and 'Clear All'. A 'Recommended' order is highlighted with a red oval, showing '2 - Stone Abbey' with 'In Store: 2 Min'. Below this, a 'More Carriers' button is highlighted with a red box. A red arrow points from this button to a text box on the right. The main list of orders shows '2018 Seeley's Bay , OTTAWA ,K2J 5P5' with 'CHK 101' and 'Daniel Feller' as the driver. Below this, another order is shown for '5 Valencia Street , Nepean ,ON K2G 6T1' with 'CHK 107' and 'Stephan Morrisson' as the driver. A map is visible on the right side of the interface.

Order ID	Address	Driver	Duration	Status
2 - Stone Abbey			In Store: 2 Min	Recommended
2018 Seeley's Bay , OTTAWA ,K2J 5P5		Daniel Feller	Duration: 0 Min	Ready
5 Valencia Street , Nepean ,ON K2G 6T1		Stephan Morrisson	Duration: 1 Min	

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)

Assign To... Invoice Make Urgent Clear All

<input type="checkbox"/>	50 claridge drive , Nepean ,K2J 1H Dragontail Test 7 6135553333	Duration: 1 Min Time Ordered: 14:27	CHK 103 <input type="checkbox"/> Ready
<input checked="" type="checkbox"/>	49 Knoll Ter , Ottawa ,ON K2J Dragontail Test 2 6135558888	Duration: 1 Min Time Ordered: 14:27	CHK 106 <input type="checkbox"/> Ready
<input checked="" type="checkbox"/>	7 Wolfgang Dr , Nepean ,ON K2J Adam Baker 6135556666	Duration: 1 Min Time Ordered: 14:27	CHK 105 <input type="checkbox"/> Ready
<input checked="" type="checkbox"/>	12 Bajan St , Nepean ,K2J 2E6 Adam Baker 6135552222	Duration: 1 Min Time Ordered: 14:27	CHK 102 <input type="checkbox"/> Ready
<input type="checkbox"/>	2 Sarrazin Way , Nepean ,K2J 3Z5 Dragontail Test 6 6135554444	Duration: 1 Min Time Ordered: 14:27	CHK 104 <input type="checkbox"/> Ready

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

The Dispatch Process – Un assigning orders

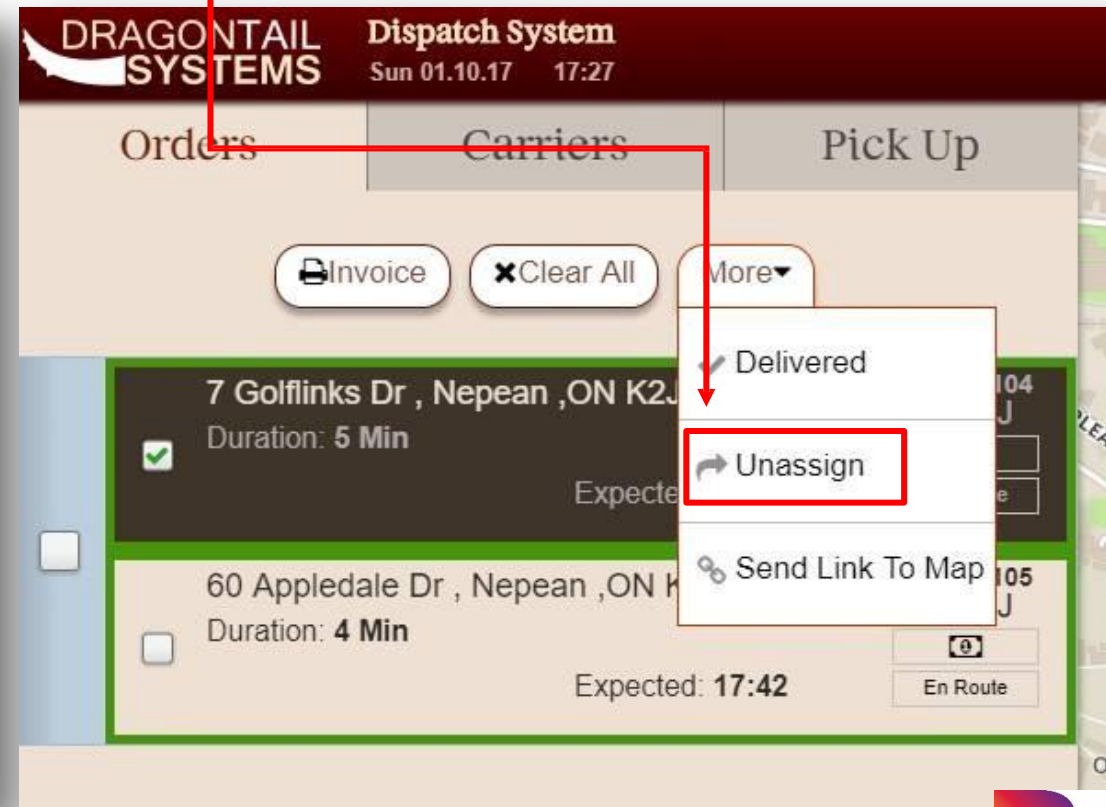
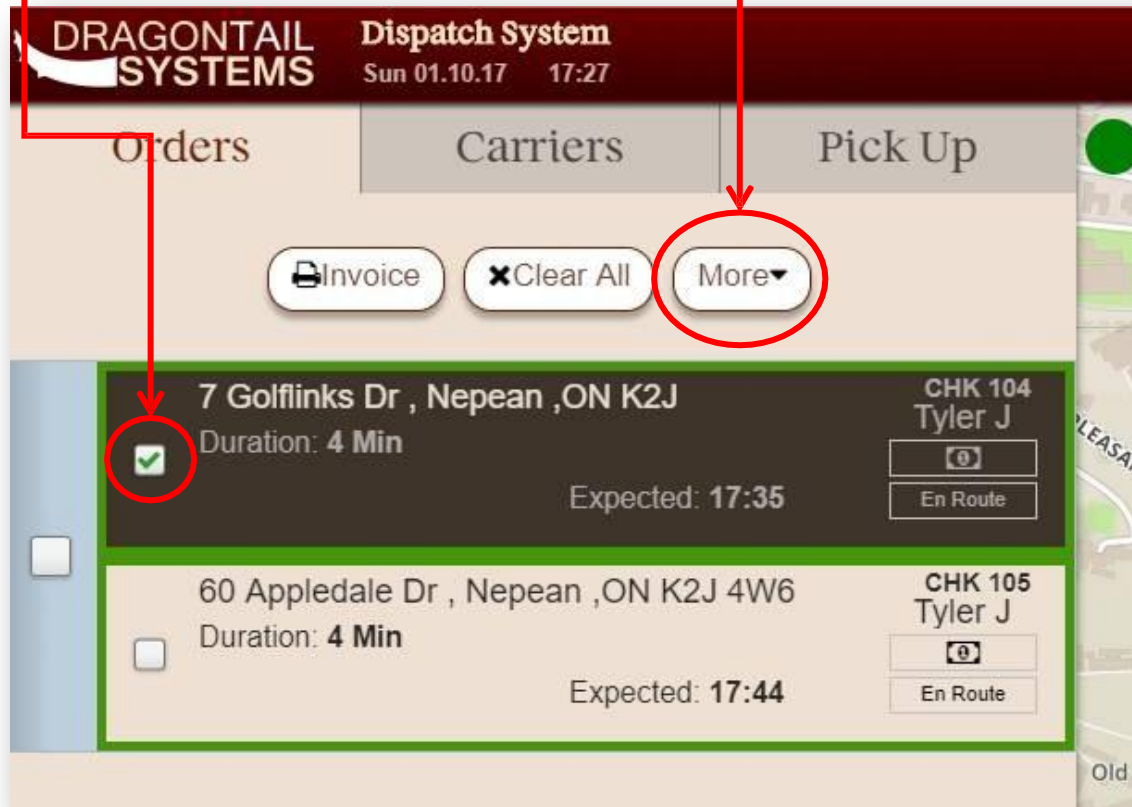
To un assign an order from a driver:

Go to Orders tab – En Route:

1. Mark the checkbox of the relevant order(s)

2. Click “More”

3. Click “un-assign”



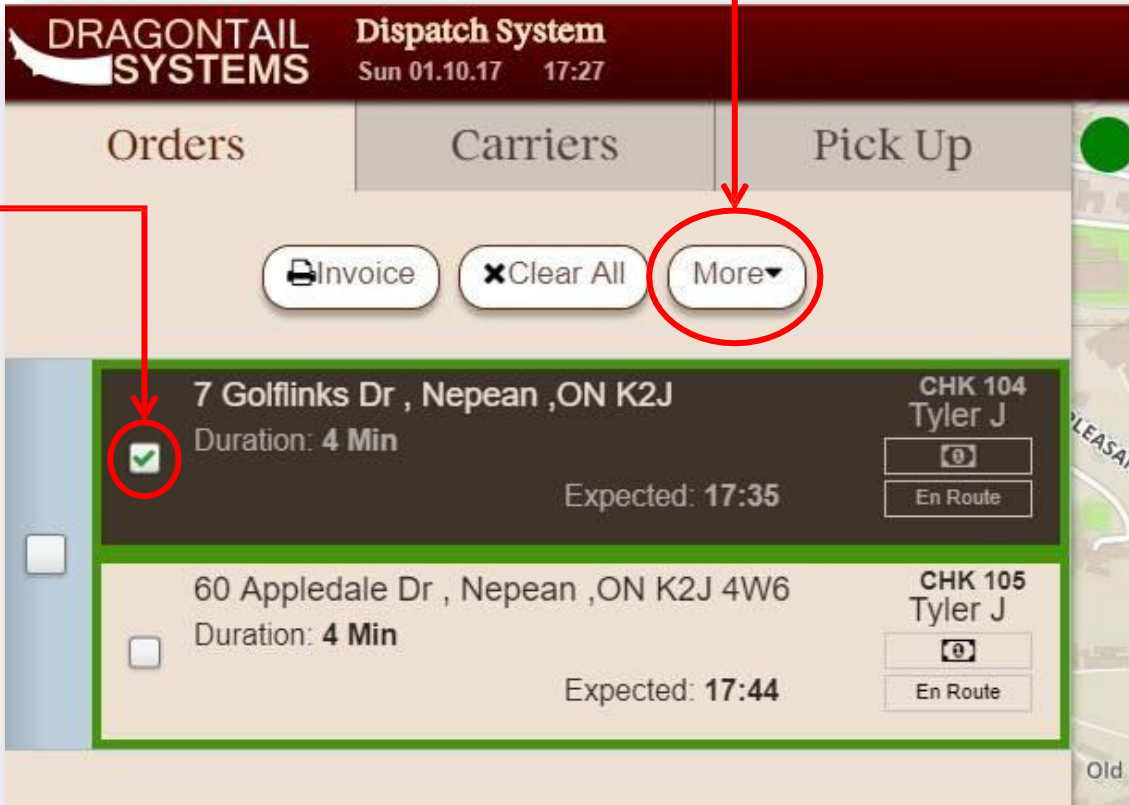
The Dispatch Process – Marking an order as “delivered”

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”

