

# DELIVERY

USER GUIDE



# TABLE OF CONTENTS

TABLE OF CONTENTS

INTRODUCTION

WHAT YOU NEED TO USE DELIVERY

MAP

MAP OVERVIEW

DRIVERS

CREATING A DRIVER

DRIVER MANAGEMENT

DRIVER STATUS

JOBS

CREATING JOBS

JOB FIELDS

MANUAL CREATION

IMPORTING JOBS

API / INTEGRATION

JOB ASSIGNMENT

DRAG AND DROP

ASSIGN

Draw to Select

ROUTES

ROUTE CREATION

OPTIMISE

ROUTE MANAGEMENT

DRIVER APP

SIGN IN

DRIVER APP OVERVIEW

STARTING A JOB

COMPLETING JOBS

JOB MANAGEMENT

REJECTING A JOB

REARRANGING JOBS

DELIVERY SETTINGS

JOB SETTINGS

DRIVER SETTINGS

ADDRESS BOOK

SUBSCRIPTIONS

APPEARANCE

NOTIFICATIONS

OPTIMISATION SETTINGS

IMPORT JOB TEMPLATES

TABLE OVERVIEW

REPORTS

JOB REPORT

DRIVER REPORT

IMPORT GUIDE

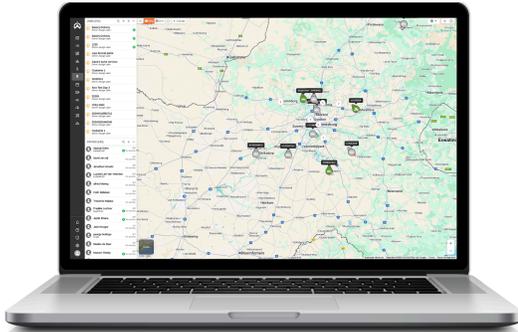
REQUIRED FIELDS

IMPORT FIELDS

# INTRODUCTION

## WHAT YOU NEED TO USE DELIVERY

### 1. PC or laptop with browser



Administrator and back-office teams assign and monitor the progress of jobs via a web-based browser connected to the internet.

### 2. Android or iOS smartphone



Workers receive all of their jobs via our mobile app that connects to the internet. Search “**Cartrack Driver App**” on the app store or use the links below.

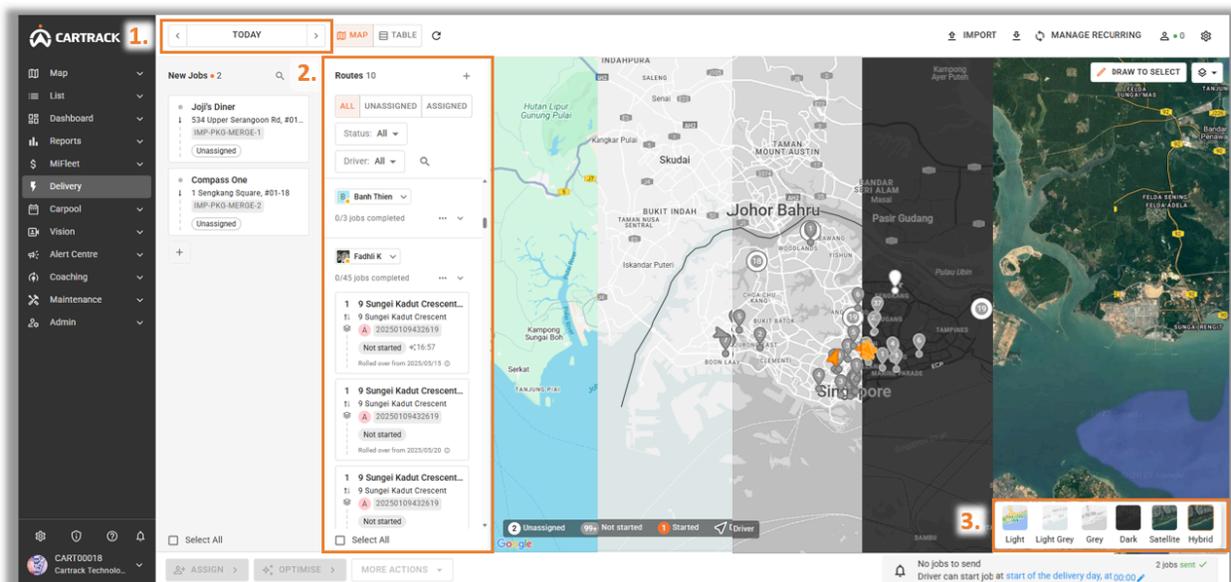
- a. [Apple](#)
- b. [Android](#)

# MAP

## MAP OVERVIEW

This page displays information on all jobs based on a unified calendar view.

1. Toggle between the different days to view jobs that are created but not assigned to a driver.
2. Shows created routes. These are either a driver's job list or a custom route plan that can be assigned to a driver.
3. The Map displays location of Vehicles, Drivers, Geofences and POI. Select **"Style"** to choose different Map styles for the preferred view.
  - Default
  - Light Grey
  - Grey
  - Dark
  - Satellite
  - Hybrid



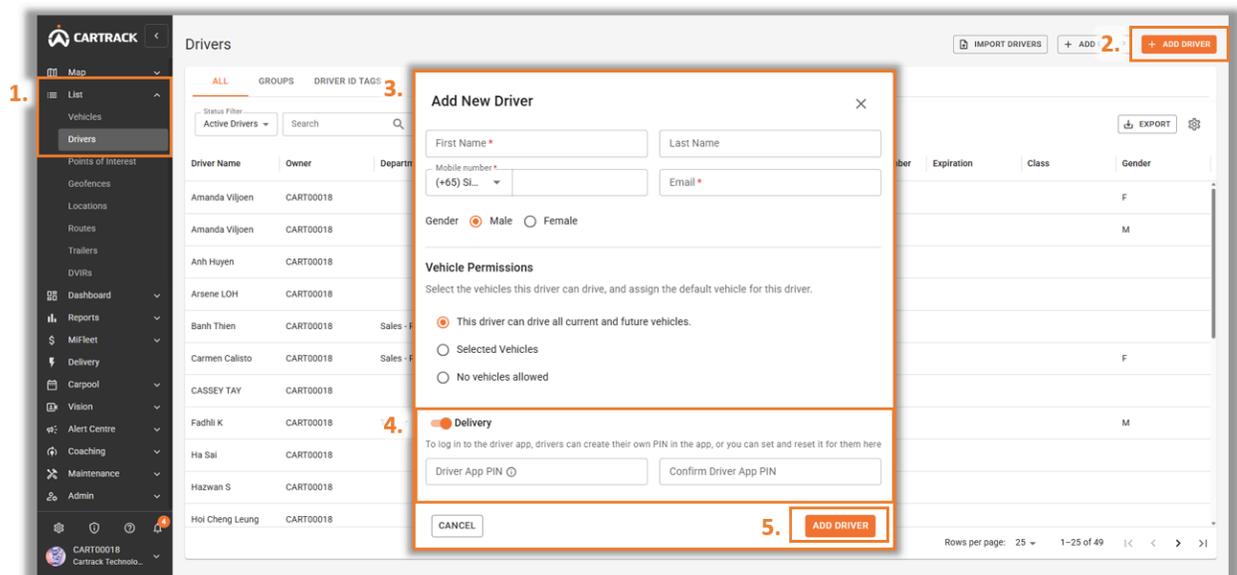
# DRIVERS

## CREATING A DRIVER

There are two ways that you can create a driver in Delivery. Users can create either through “Fleet List” or “Delivery”.

### FLEET LIST

1. In Fleet Map, go to “List” then Drivers.
2. On the top right select “Add Driver”.
3. Input the necessary details. Toggle Delivery to be enabled to have the driver access to Driver App.
4. Driver needs to input a Driver App PIN. This will be used for the Driver to access on the Driver App.
5. Select “Add Driver”.

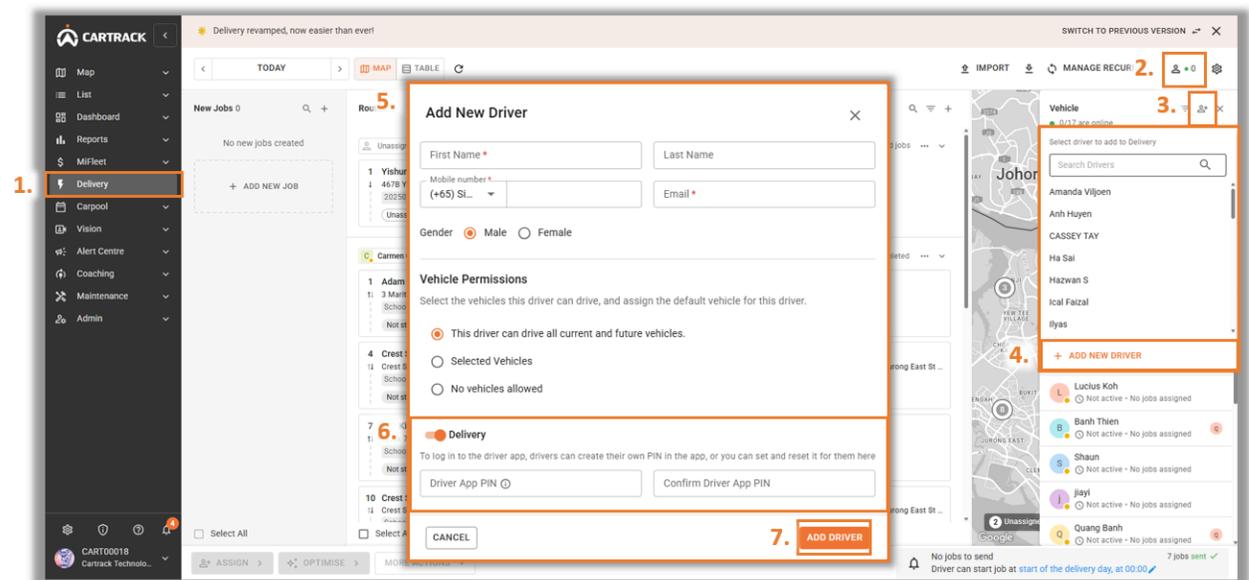


### Note:

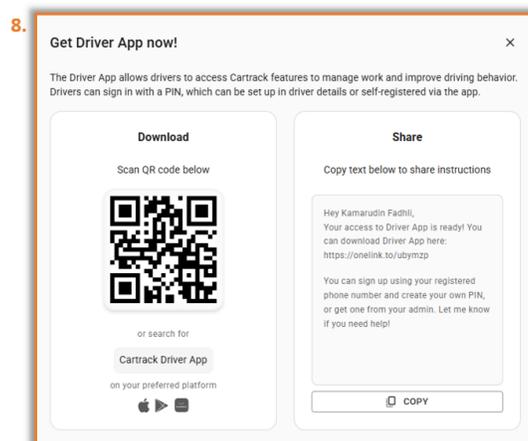
*If the driver has already been created, you can just select the driver and toggle the Delivery option to be enabled in the Delivery tab in List > Drivers.*

# DELIVERY

1. Go to your “**Delivery**” tab.
2. On the top right, select the “Driver List” icon “ 👤 ”.
3. Select on “Add Delivery Driver” icon “ 👤+ ”
4. Then select “**Add New Driver**”.
5. Input the necessary details. Toggle Delivery to be enabled to have the driver access to Driver App.
6. Driver needs to input a Driver App PIN. This will be used for the Driver to access on the Driver App.
7. Select “**Add Driver**”.

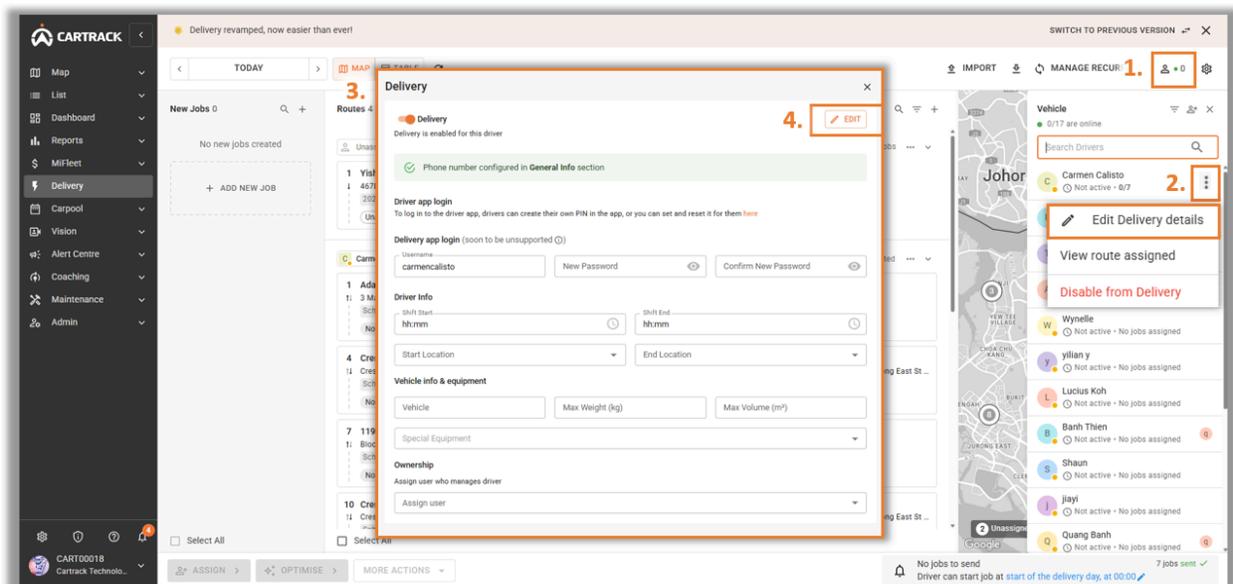


8. Users can then either scan the QR code to download the Driver App or send the URL provided to the driver to download the Driver App.



## DRIVER MANAGEMENT

1. Select the Driver List.
2. Click on the menu icon “⋮” then “**Edit Delivery Details**”.
3. Here there are 3 different categories of information:
  - Driver Info
  - Vehicle Info
  - Ownership
4. Click on “Edit” to update details for the driver.
  - **Shift Start and End:** Indicates the driver’s shift time. Used to assign jobs that fit within their working hours.
  - **Start Location and End Location:** Shows where the driver starts and ends their day. The system uses this to optimise job scheduling.
  - **Vehicle:** Indicate the vehicle that the driver is using.
  - **Max Weight and Volume:** Users can set the vehicle's maximum capacity. This ensures jobs assigned to the driver don't exceed what the vehicle can handle.
  - **Special Equipment:** Shows if the vehicle has any special equipment. Used to check if the driver can take jobs that need specific equipment.
  - **Assign User:** Choose a user to manage the driver. An admin can assign jobs to this user, who will then be responsible for assigning those jobs to their drivers.



### Note:

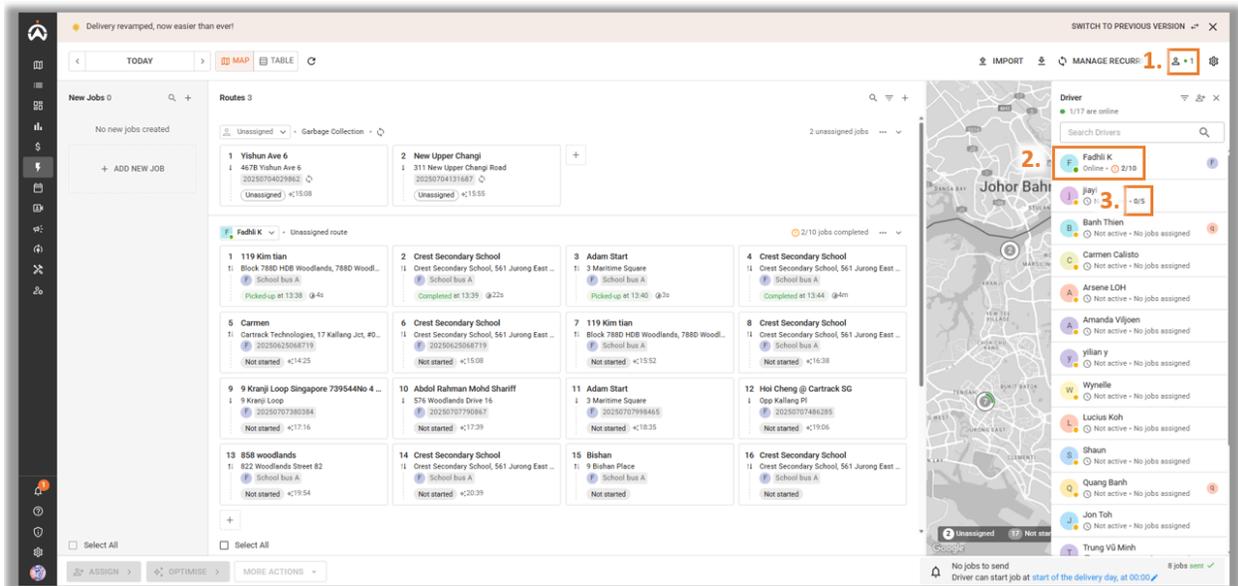
*Users can only see unassigned jobs and jobs assigned to them. They can't view jobs assigned to other users.*

# DRIVER STATUS

1. Select Driver List.
2. Driver statuses are identified as:
  - **Offline:** Driver has completely logged out of the app.
  - **Online:** Driver is online and is available.
  - **On Break:** Indicated on their app that they are taking a break and temporarily unable to complete jobs.
  - **Not active within x minutes:** Driver has been inactive from the app for the specified duration.

Workers will receive notifications in all statuses except when “offline”.

3. The “**Stop completion**” status indicates how many jobs have been completed/how many jobs have been assigned.



# JOBS

## CREATING JOBS

There are three ways you can create jobs in Delivery:

- Manual Creation
- Importing
- API or Integration

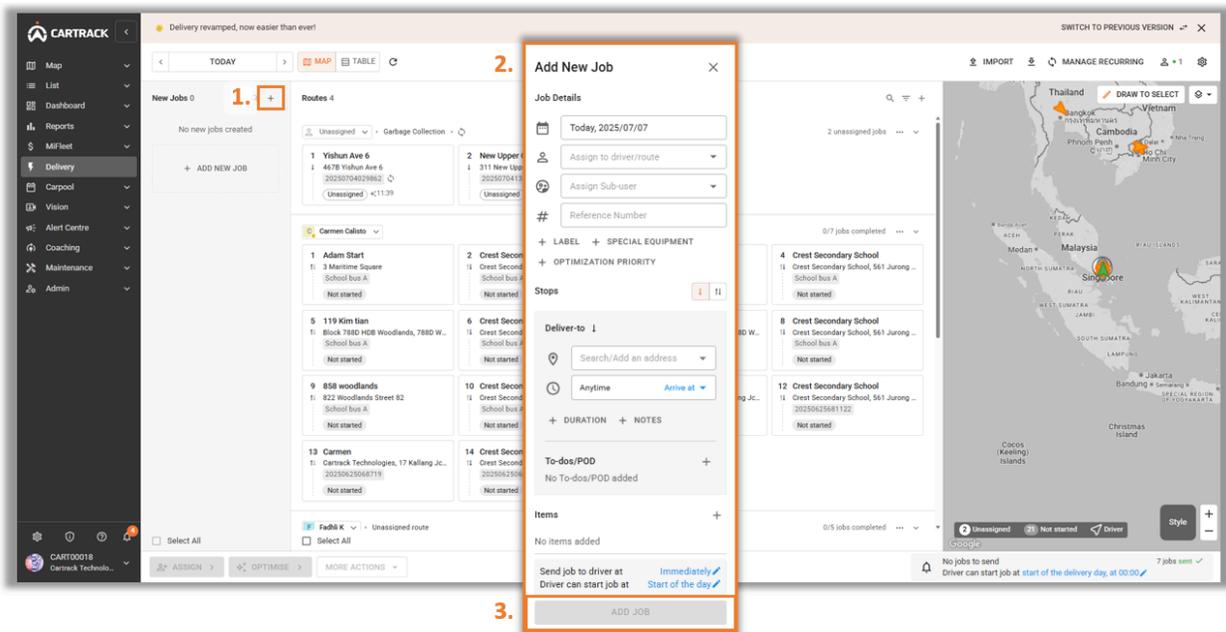
## JOB FIELDS

Fields	Definition
Scheduled Delivery Date	Indicate the date that this job needs to be completed on.
Assign to Driver/Route	Select the driver to assign the job to or assign it to a <a href="#">Route</a> .
Assign Sub-user	Assign a job to a sub-user so they can allocate it to drivers within their assigned group.
Reference Number	Indicate the unique number identifier for the job. This can be your Delivery Order (DO) number, Reference Number, Invoice, etc.
Optimisation Priority	Set between Regular, High, Low, Custom. High priority ensures that the job will be prioritised.
Labels	Use this field to tag a job for easy reference. Just type your label and click "Add" to create a custom tag.
Special Equipment	Shows if the job needs specific equipment. Type the equipment needed and click "Add" to create a custom entry.
Stops	Choose between a single location or pick up and drop off location.
Address	Either type out the address for the stop or select from the list from an <a href="#">Address Book</a> .
Time Window	Select between 'Arrive At' and 'Arrive Between' and then indicate the time or range of time that the driver needs to be at the location.
Duration	Indicate how long the driver will need to complete the job at the location.
Notes	Input other information that is required for the driver through this field.
Stop To-dos/POD	Photo: The driver will be required to take a picture to complete the job.
	Signature: Your client will need to sign for the job to be completed.
	Note: Gives an option for the driver to indicate any information for the job.
Send job to driver at	Indicates when the job will be released to the driver through the Driver App.
Driver can start job at	Indicates when the driver will be able to start the job.
Items Package/Service/Person	<b>Tracking Number:</b> Open-ended field to input the item's tracking number if applicable
	<b>Weight and Dimension:</b> Indicate the item's weight and dimension to ensure that the driver is able to take the job based on their capacity.
	<b>Quantity:</b> Indicate the amount of the same item, service or person
	<b>SKU:</b> Open-ended field to input the Stock Keeping Unit if applicable.
	<b>UPC:</b> Open-ended field to input the Universal Product Code if applicable.
	<b>Code:</b> Open-ended field to input any Code if applicable.

**Scan Tracking Code:** The driver is able to scan a barcode to be recorded into the job.

## MANUAL CREATION

1. Click the “+” icon to add a new job.
2. Input the necessary information for your job. Below are the minimum required fields:
  - Scheduled Delivery Date
  - Address
3. Once done, select “Add Job”.



**Note:**

You can refer to the [Job Fields](#) to understand the definition of each individual field.

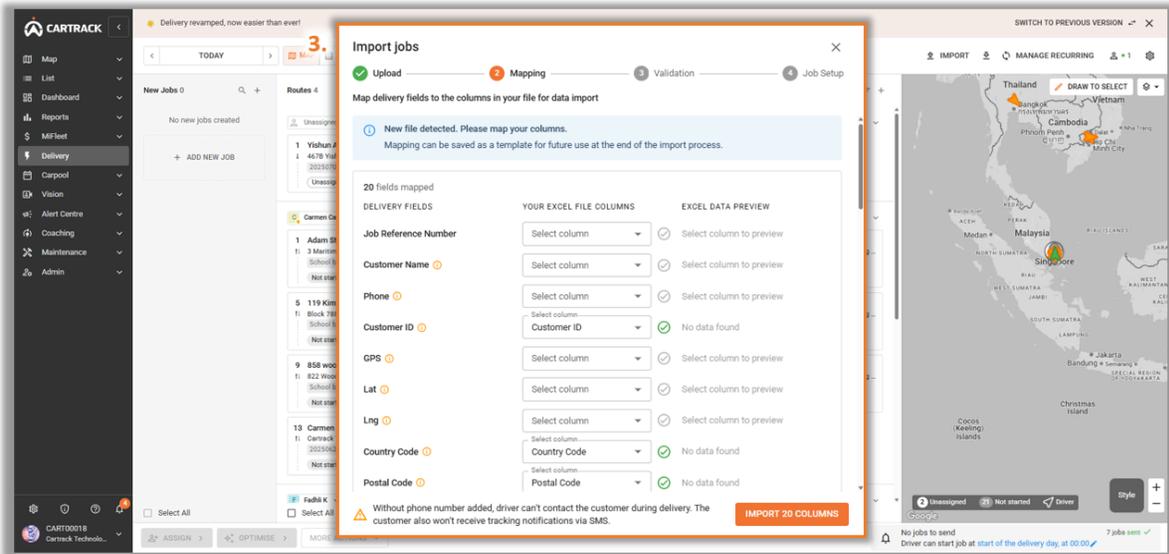
## IMPORTING JOBS

1. Select the Import icon “

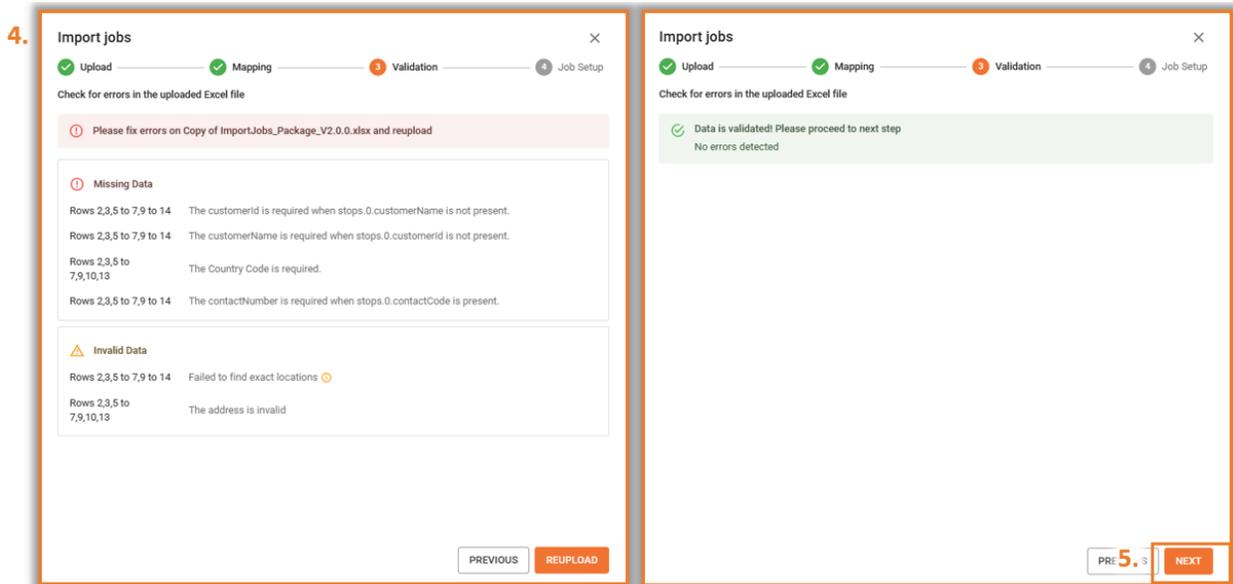
### Note:

You can either use our template by clicking on “Download Template” or use your own excel file and map the columns to the Delivery fields. You can refer to the [Import Guide](#) for detailed information on the template file.

3. Under Mapping, users are to map the columns that they wish to import the data from the Excel file. Any columns in the Excel file that are not mapped will be ignored. Once done, select “**Import Columns**”.



4. If there are any errors, it will show under Validation.
5. Select “**Next**” if there are no errors.



6. Finally, users can indicate under Job Setup up if they wish to standardise all jobs to have any To-dos and if the user wants to set a scheduled date and time.
7. Once done, select “**Complete Import**”.

6.

### Import jobs ✕

✓ Upload — ✓ Mapping — ✓ Validation — 4 Job Setup

**Specify required to-dos and item deliveries at each job stop for drivers to complete**  
This setup will serve as a default, but any specifics included in the uploaded Excel sheet will always take precedence

**📍 At deliver-to job, the driver must complete**

**To-dos** (Take photo, get signature or note)  
No to-dos added + ADD TO-DO

**Items** (Package, service or a person)  
No items added + ADD ITEM

**📍📍 At pick-up & deliver-to job, the driver must complete**

**To-dos** (Take photo, get signature or note)  
No to-dos added + ADD TO-DO

**Items** (Package, service or a person)  
No items added + ADD ITEM

PRE 7 3 COMPLETE IMPORT

8. You can indicate the schedule delivery dates for all jobs before confirmation of import.

8. **Add scheduled delivery dates** ×

2 jobs do not have delivery dates indicated. Please specify:

Leave jobs as unscheduled (no delivery dates)

Schedule jobs for delivery **Today, 2025/07/07**

Specify a delivery date



9. You can save the Excel file as a template so that future imports do not require any mapping. You can save multiple templates and this can be viewed from [Delivery Settings](#).

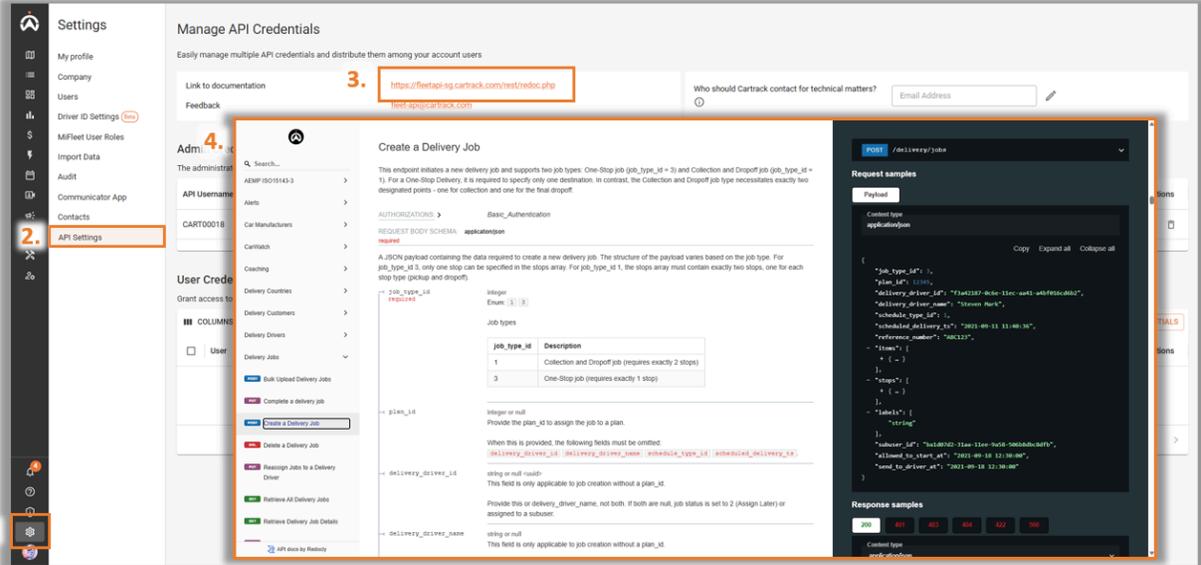
9. **Save as new template?**

Save the mapping and job setup as a new template for future imports.

Access your template in settings once it is saved.

## API / INTEGRATION

1. Select the Fleet Settings icon “”.
2. Go to “API Settings”.
3. Open up the URL “Link to documentation”.
4. From this page, you can use Cartrack’s Rest API to create jobs automatically or retrieve completed jobs from our Delivery solution.



The screenshot shows the 'Manage API Credentials' page in the Cartrack settings. A sidebar on the left contains a 'Settings' menu with 'API Settings' highlighted (callout 2). A gear icon in the bottom-left corner of the sidebar is also highlighted (callout 1). The main content area is titled 'Manage API Credentials' and includes a 'Link to documentation' field with the URL 'https://fleetapi-sg.cartrack.com/rest/edoc.php' highlighted (callout 3). Below this is a 'Create a Delivery Job' section with a 'REQUEST BODY SCHEMA' table. The table lists fields like 'job\_type\_id', 'plan\_id', 'delivery\_driver\_id', and 'delivery\_driver\_name'. A 'Response samples' section on the right shows a JSON payload for a POST request to '/delivry/job'.

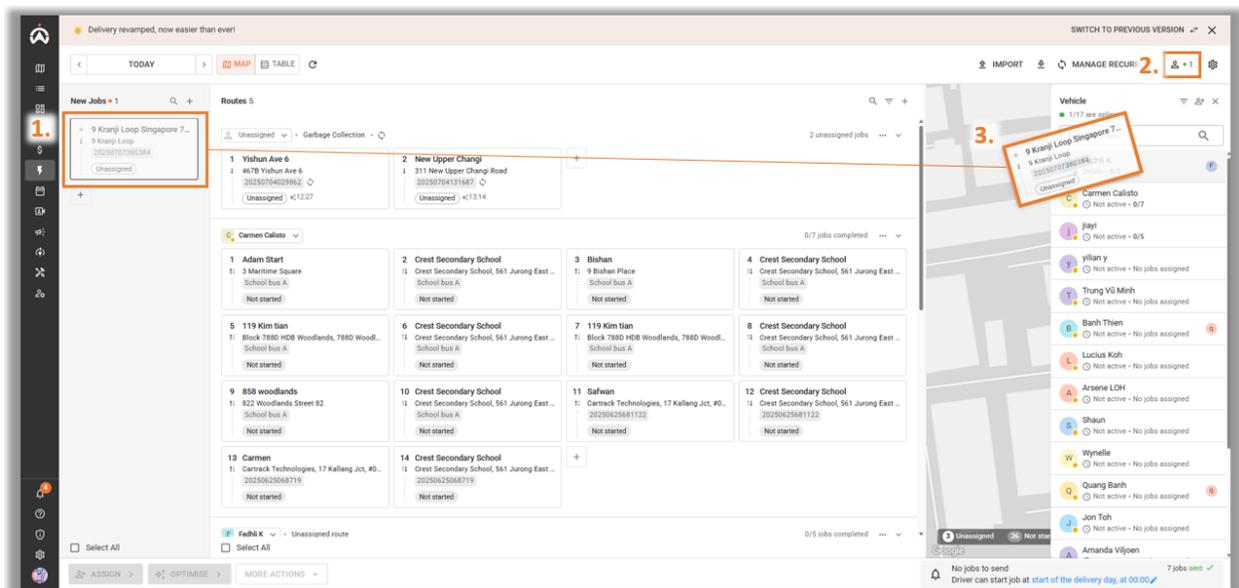
Field	Description
job_type_id	Integer Enum: 1, 3
plan_id	Integer or null. Provide the plan_id to assign the job to a plan.
delivery_driver_id	Integer or null. This field is only applicable to job creation without a plan_id.
delivery_driver_name	String or null. Provide this or delivery_driver_name, not both. If both are null, job status is set to 2 (Assign LATER) or assigned to a subuser.

## JOB ASSIGNMENT

Once the jobs have been created, users can start to assign jobs to their drivers. There are several ways users can assign jobs.

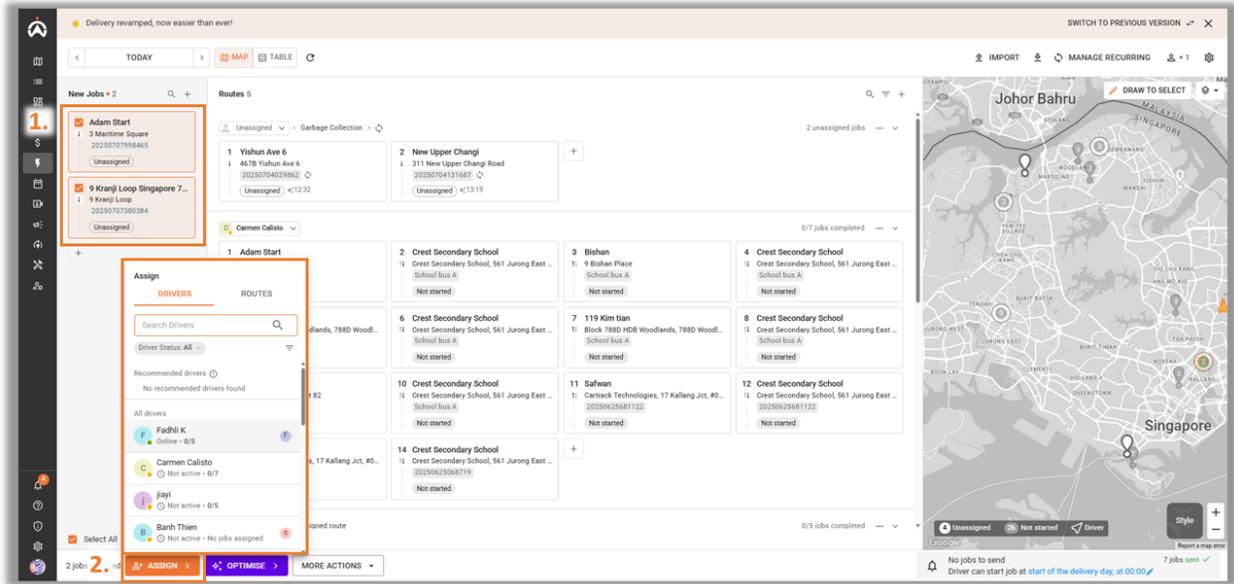
### DRAG AND DROP

1. Select a single or multiple jobs that you wish to assign.
2. Open up the “**Driver List**” menu.
3. Drag the jobs that you have selected and drop it on any of the drivers in the Driver List.



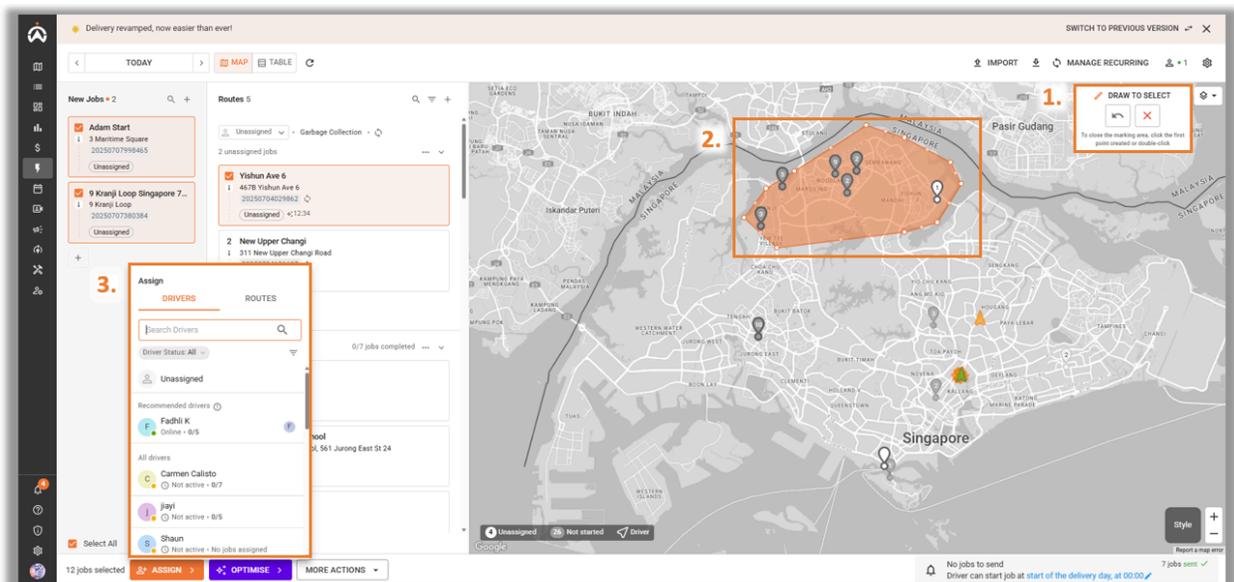
## ASSIGN

1. Select a single or multiple jobs that you wish to assign.
2. Go to **“Assign”** and select the driver that you wish to give the jobs to.



## Draw to Select

1. Go to **“Draw to Select”**.
2. From the map, draw a parameter to select all the jobs within those parameters.
3. You can then either ‘drag and drop’ or ‘assign’ the selected jobs to be given to the driver.



## ROUTES

In the new Delivery interface, a route is automatically created whenever a job is assigned to a driver. Any additional jobs assigned to the same driver will be added to that route.

Users can also create routes in advance before assigning them to a driver. This provides flexibility to reassign the entire route to another driver if needed.

Routes can be set to recur, so users don't have to recreate the same set of jobs each time. When a route recurs, the job order remains unchanged, ensuring drivers follow the same sequence of tasks.

## ROUTE CREATION

1. Click on the Add Route icon “+”.
2. You can then either create a new job in the route or drag and drop existing job to the route.
3. Rename the route if needed.

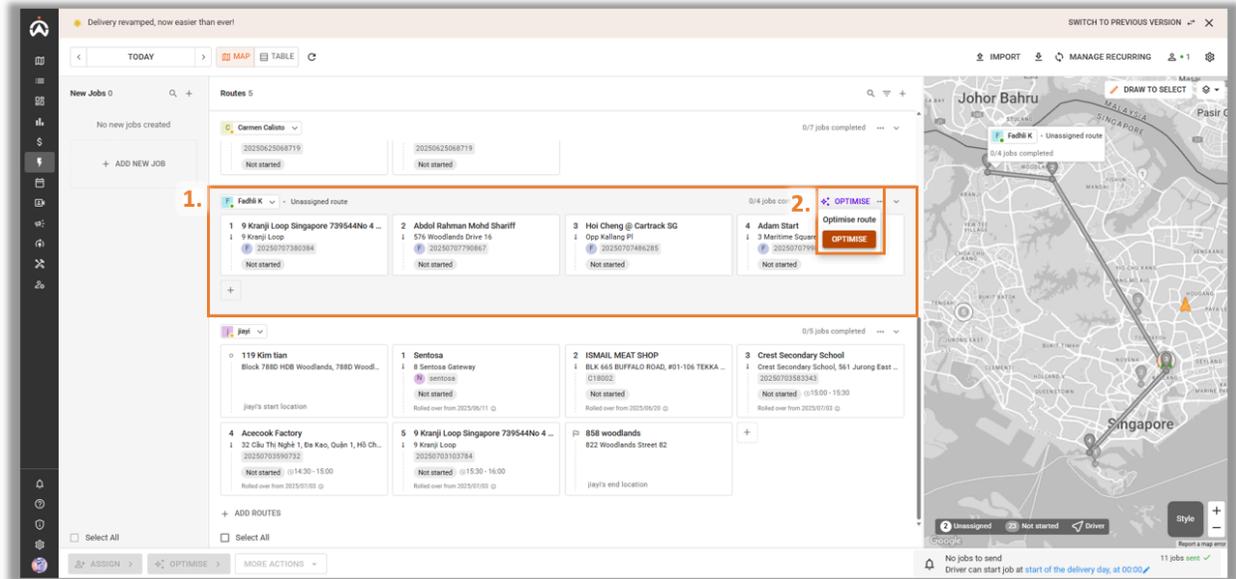
The screenshot shows the Delivery User Guide interface. At the top, there's a navigation bar with 'TODAY', 'MAP', and 'TABLE' tabs. Below that, there's a 'New Jobs + 2' section with a search bar and a list of jobs. A red box labeled '2.' highlights the 'Add Route' icon (+) in the top right corner. Below the 'New Jobs' section, there's a 'Routes 6' section with a list of routes. A red box labeled '1.' highlights the 'Add Route' icon (+) in the top right corner of the 'Routes 6' section. Below the 'Routes 6' section, there's a 'Unassigned route' section with a red box labeled '3.' highlighting the 'Unassigned route' text. Below the 'Unassigned route' section, there's a red box labeled '2.' highlighting the '+ ADD JOB STOPS or drag here' button. At the bottom of the interface, there's a list of jobs with columns for job ID, location, and status. A map on the right side shows the location of the jobs. At the bottom right, there's a status bar with 'No jobs to send' and 'Driver can start job at start of the delivery day, at 00:00'.

## OPTIMISE

The Optimise function allows customers to automatically rearrange the order of jobs within a single route or multiple routes to improve efficiency.

Single Route Optimisation:

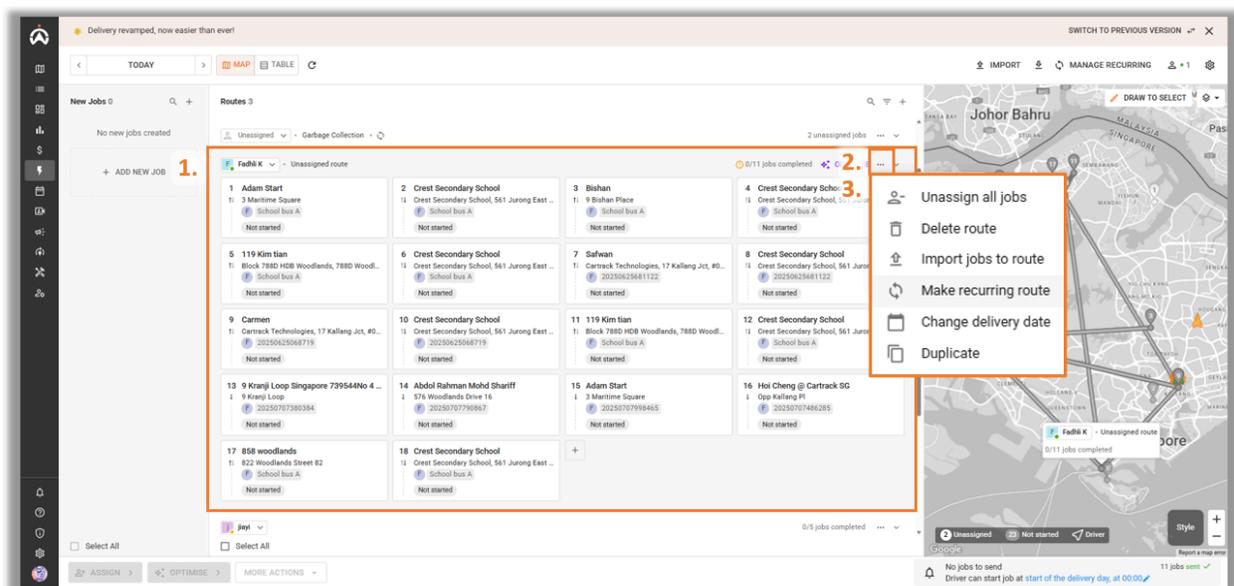
1. Select a single route.
2. Click on **“Optimise”**.





## ROUTE MANAGEMENT

1. Select the route that you wish to manage. Users are able to view the list of jobs within the route and their details here.
2. Click on the menu icon “...”.
3. Depending on your intended action for the route or jobs, you can select from the available options in the menu.
  - **Unassign All Jobs:** Removes all the jobs within this route and move it over to unassigned jobs.
  - **Delete Route:** Deletes the entire route, along with any jobs within the route.
  - **Import Jobs to Route:** Traverse to the import jobs page to start the importing jobs process.
  - **Make Recurring Route:** Jobs within this route will be set to recur. The set of jobs will be recreated based on the frequency that you set.
  - **Change Delivery Date:** Change the date by which the job must be completed.
  - **Duplicate:** Duplicates the entire set of jobs within the route.

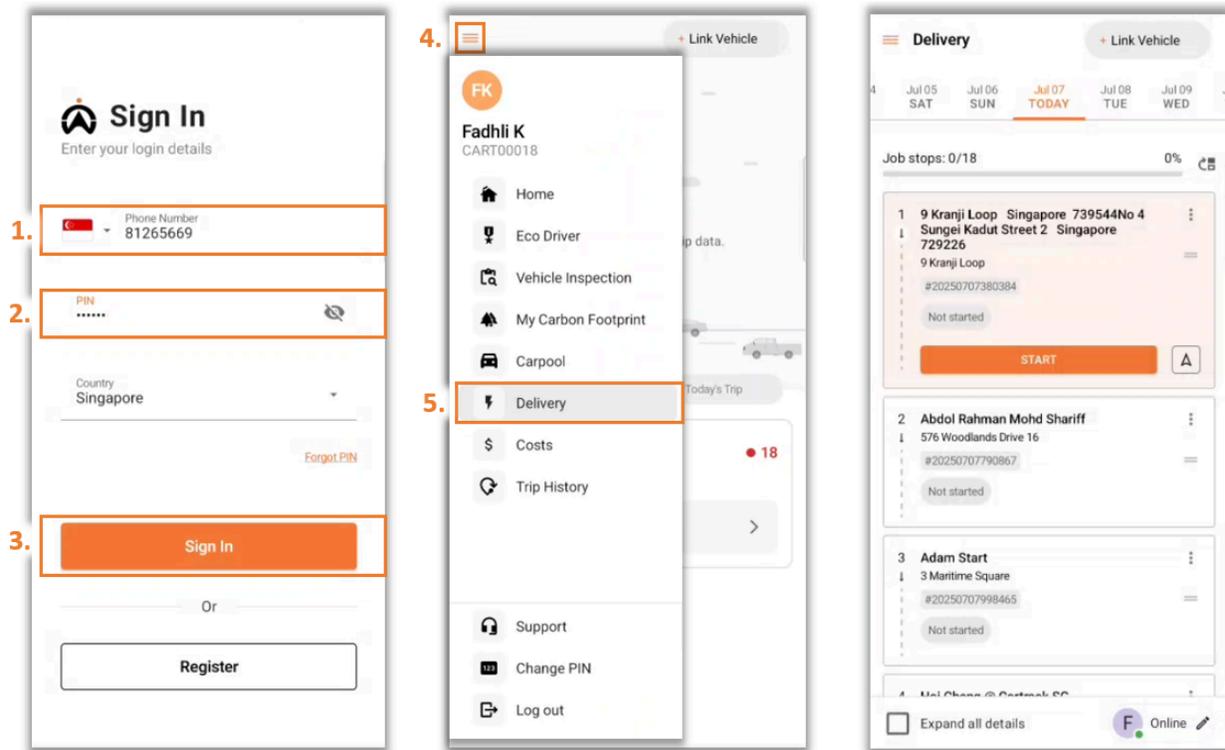


# DRIVER APP



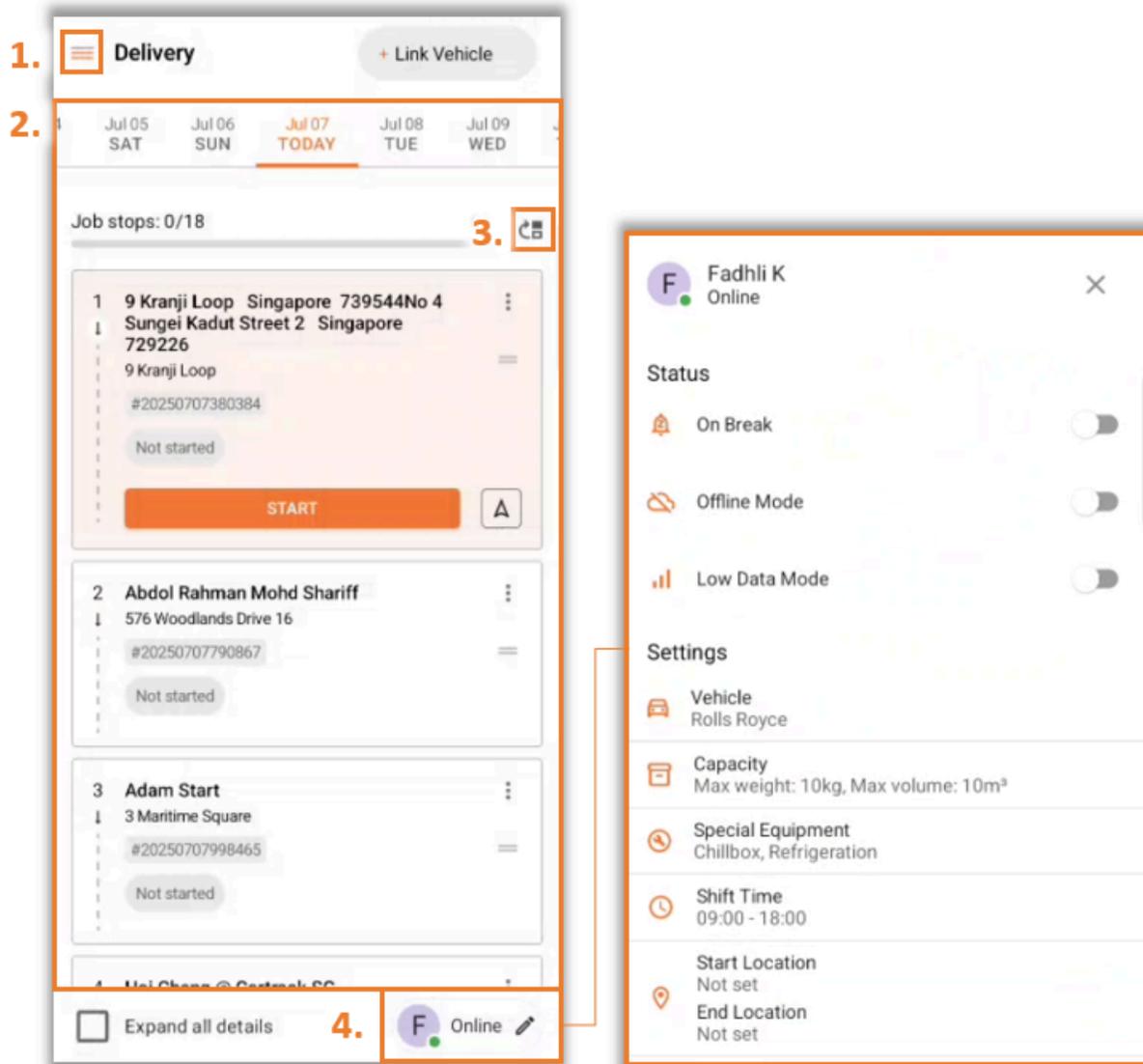
## SIGN IN

1. Input the driver's phone number.
2. Key in the PIN that has been created when creating a driver on the webpage.
3. Select **"Sign In"**.
4. Click on the menu **"☰"** icon.
5. Select **"Delivery"**.



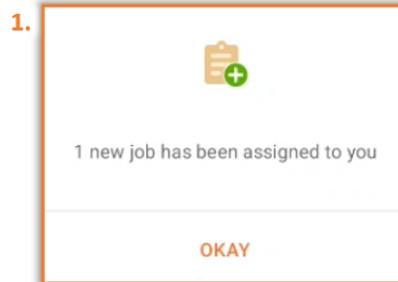
## DRIVER APP OVERVIEW

1. Toggles to other different features that are available on the Driver App.
2. Displays jobs assigned to drivers based on a Daily Calendar format.
3. Rearranges the order of the jobs if the setting has been set to allow drivers to rearrange.
4. Indicate the status of the driver and their information.
  - **On Break:** Driver is on break.
  - **Offline Mode:** When there is low or not data connectivity, drivers can go to offline mode and continue completing their jobs. Once connection is reestablished. All saved data will be uploaded to the server.
  - **Low Data Mode:** Pictures taken on this mode will be at a lower quality.

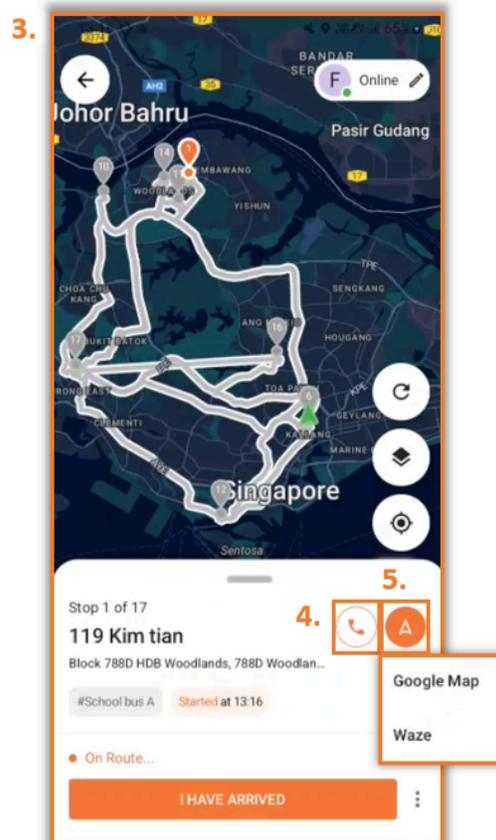
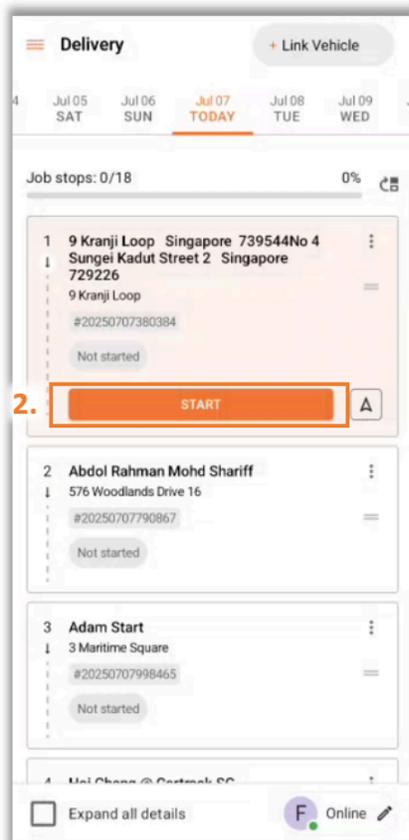


## STARTING A JOB

1. Once a job has been assigned to a driver, a notification is received notifying them of the new job assignment.



2. Click on “**Start**” to start the job.
3. A new page will appear where drivers can view the map and job details.
4. Drivers can give a call to the customer.
5. Navigation using Google Maps or Waze can be used.

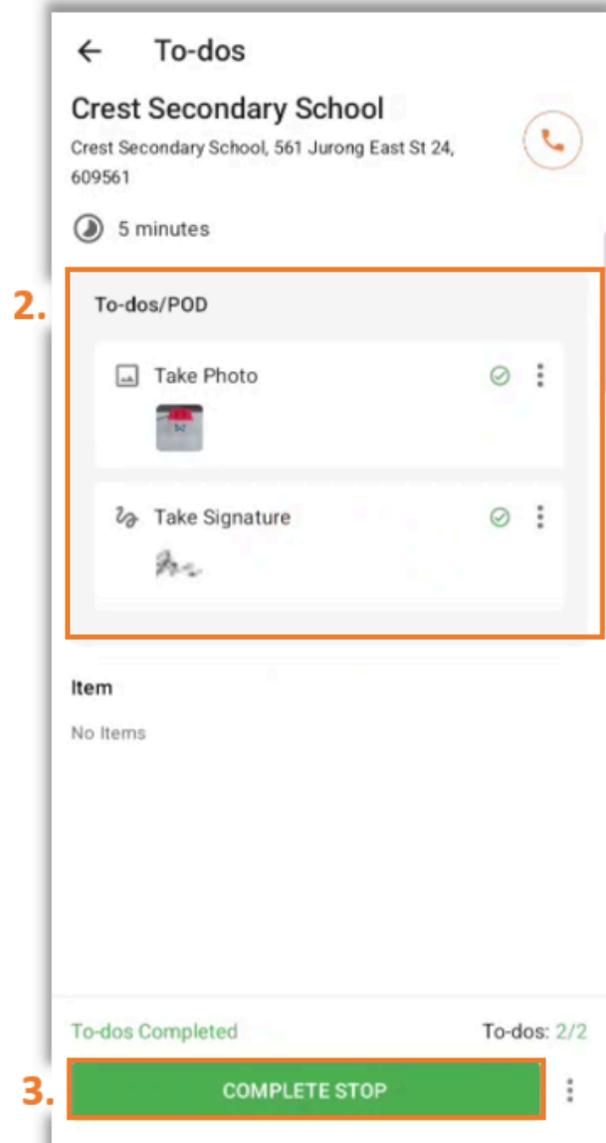
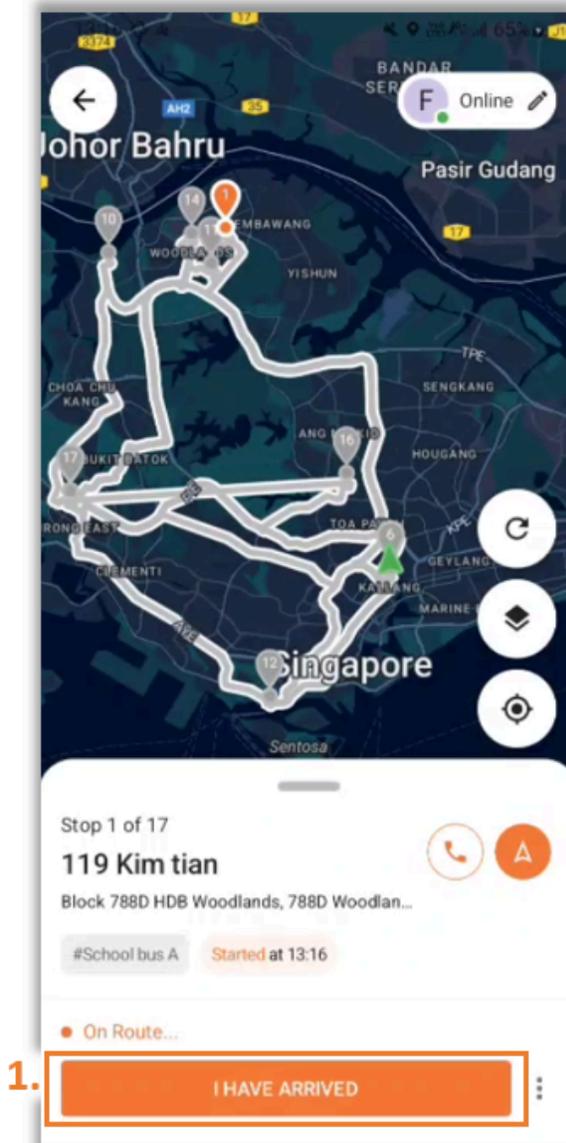


**Note:**

*If notification to customers is switched on, customers will receive a notification when drivers are on their way to the location and when the job is completed.*

## COMPLETING JOBS

1. Once drivers have arrived at their location, select **“I Have Arrived”**.
2. If the job requires a proof of delivery (POD) by taking a picture or signature, drivers would need to capture them before completing the job.
3. Once all PODs are done, drivers are to select **“Complete Stop”**.



**Note:**

A notification will be prompted if drivers are too far from the job location as the app will record the driver's location by using the phone's GPS.

# JOB MANAGEMENT

## REJECTING A JOB

Drivers can reject a job that has been assigned to them if the admin has enabled this feature.

1. In the main jobs list menu, select the job you wish to reject.
2. Click on the “

1. In the main jobs list menu, select the job you wish to reject.

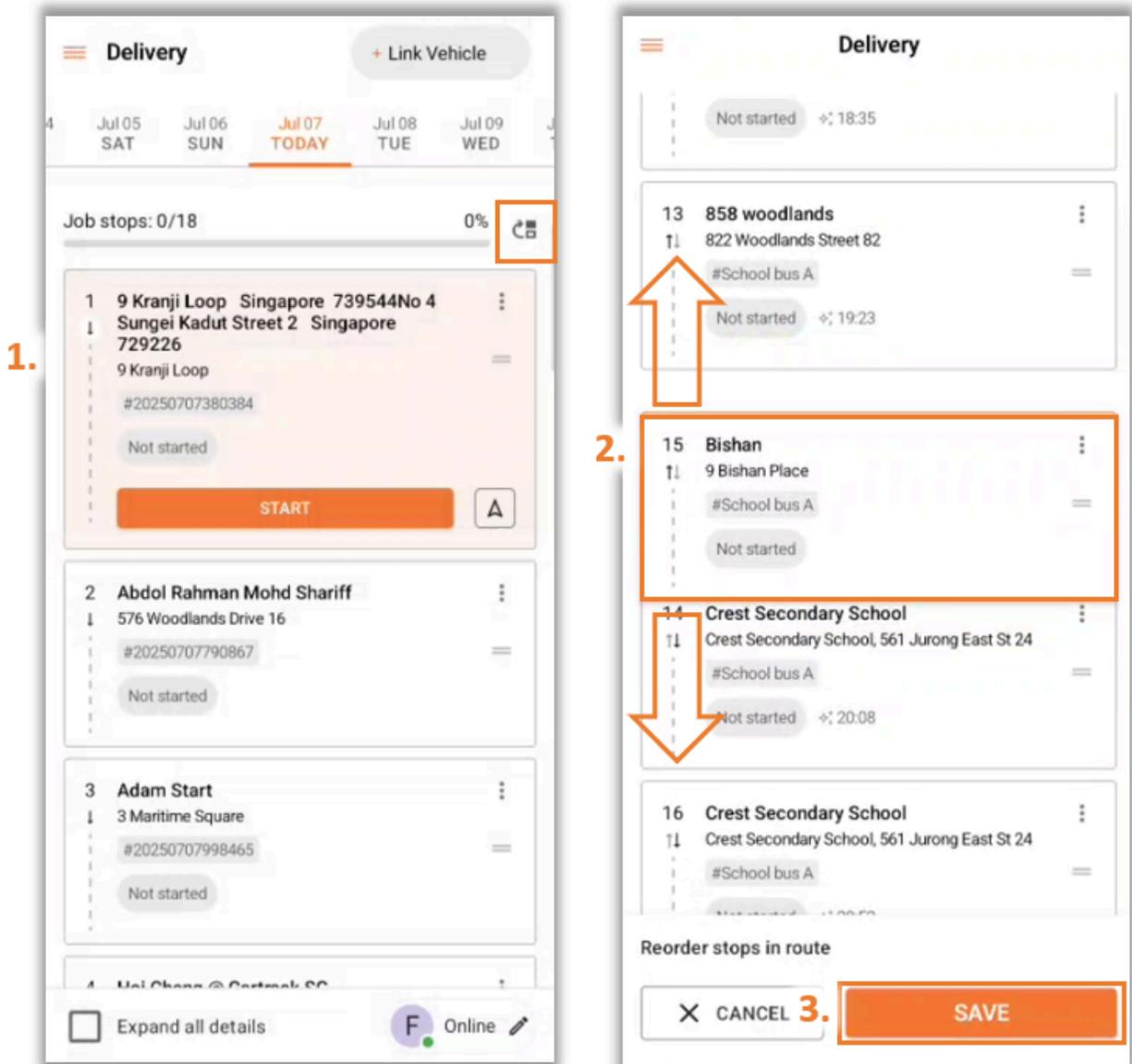
2. Click on the “

July 2025

## REARRANGING JOBS

If the rearranging jobs feature has been enabled by the admin, drivers can rearrange the order of their jobs according to their preference.

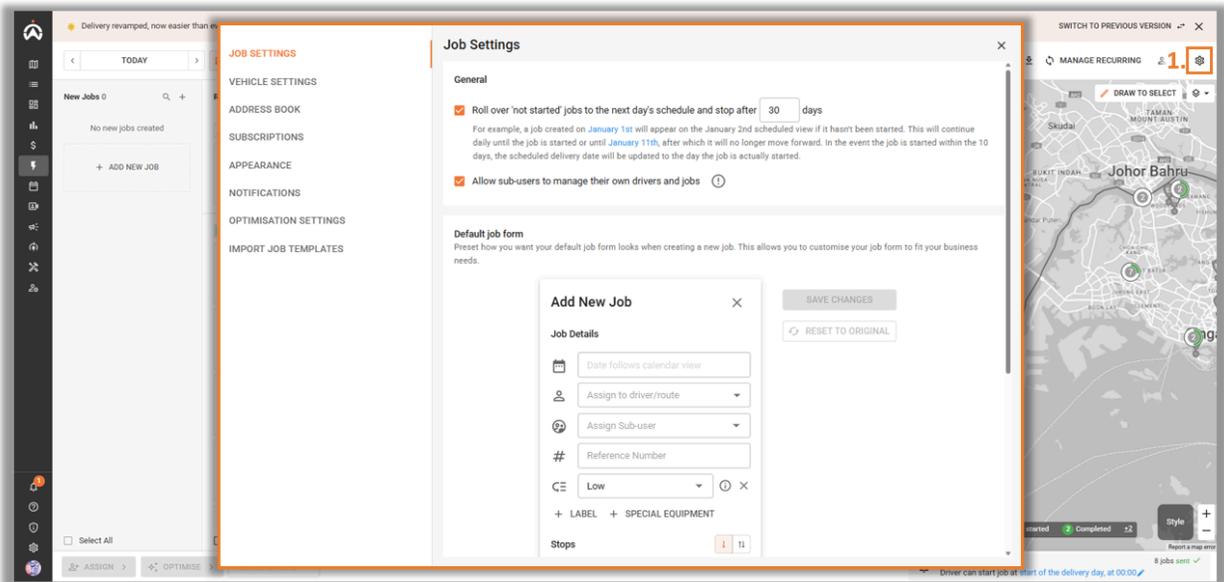
1. Click on the rearrange “” icon.
2. Tap and drag the jobs to rearrange.
3. Tap on “**Save**” once done.



# DELIVERY SETTINGS

Delivery settings allows users to customise certain settings in Delivery to accommodate their preference.

1. To Access the Delivery settings, users can select the settings “⚙️” icon.



## JOB SETTINGS

Job settings allows users to customise certain job criteria such as sub user allocations and job templates.

1. Users can set how long an incomplete job remains visible on the Delivery page before it is automatically hidden.
2. Allows users to assign jobs to a sub-user instead of directly to a driver. Sub-users can view jobs assigned to them, as well as unassigned jobs, and then allocate these jobs to the drivers under their care.
3. Customise a default job form so that every new job created contains a consistent set of predefined fields.

The screenshot displays the 'Job Settings' configuration window. On the left is a sidebar menu with options: JOB SETTINGS (highlighted), VEHICLE SETTINGS, ADDRESS BOOK, SUBSCRIPTIONS, APPEARANCE, NOTIFICATIONS, OPTIMISATION SETTINGS, and IMPORT JOB TEMPLATES. The main panel is titled 'Job Settings' and contains a 'General' section. Three numbered callouts are present:

- 1.** Points to a checkbox labeled 'Roll over 'not started' jobs to the next day's schedule and stop after 30 days'. Below it is explanatory text: 'For example, a job created on January 1st will appear on the January 2nd scheduled view if it hasn't been started. This will continue daily until the job is started or until January 11th, after which it will no longer move forward. In the event the job is started within the 10 days, the scheduled delivery date will be updated to the day the job is actually started.'
- 2.** Points to a checkbox labeled 'Allow sub-users to manage their own drivers and jobs' with an information icon.
- 3.** Points to the 'Default job form' section, which includes a preview of the 'Add New Job' form. The preview shows fields for 'Date follows calendar view', 'Assign to driver/route', 'Assign Sub-user', 'Reference Number', and 'Priority' (set to 'Low'). It also includes '+ LABEL' and '+ SPECIAL EQUIPMENT' options, and a 'Stops' counter showing '11'.

Buttons for 'SAVE CHANGES' and 'RESET TO ORIGINAL' are visible on the right side of the 'Default job form' preview.

## DRIVER SETTINGS

1. Rename your drivers to workers or vehicles.
2. Determine how many stops a driver would need in order for their status to turn to busy.
3. Set the duration of time before a driver's status turns to not active.
4. Enables drivers to rearrange the order of their jobs through the Driver App.
5. Toggle this to allow drivers to add additional items at locations through the Driver App.
6. Prevents drivers from rejecting jobs through the Driver App.
7. This option allows users to include their own custom navigation app to be included in the Driver App.

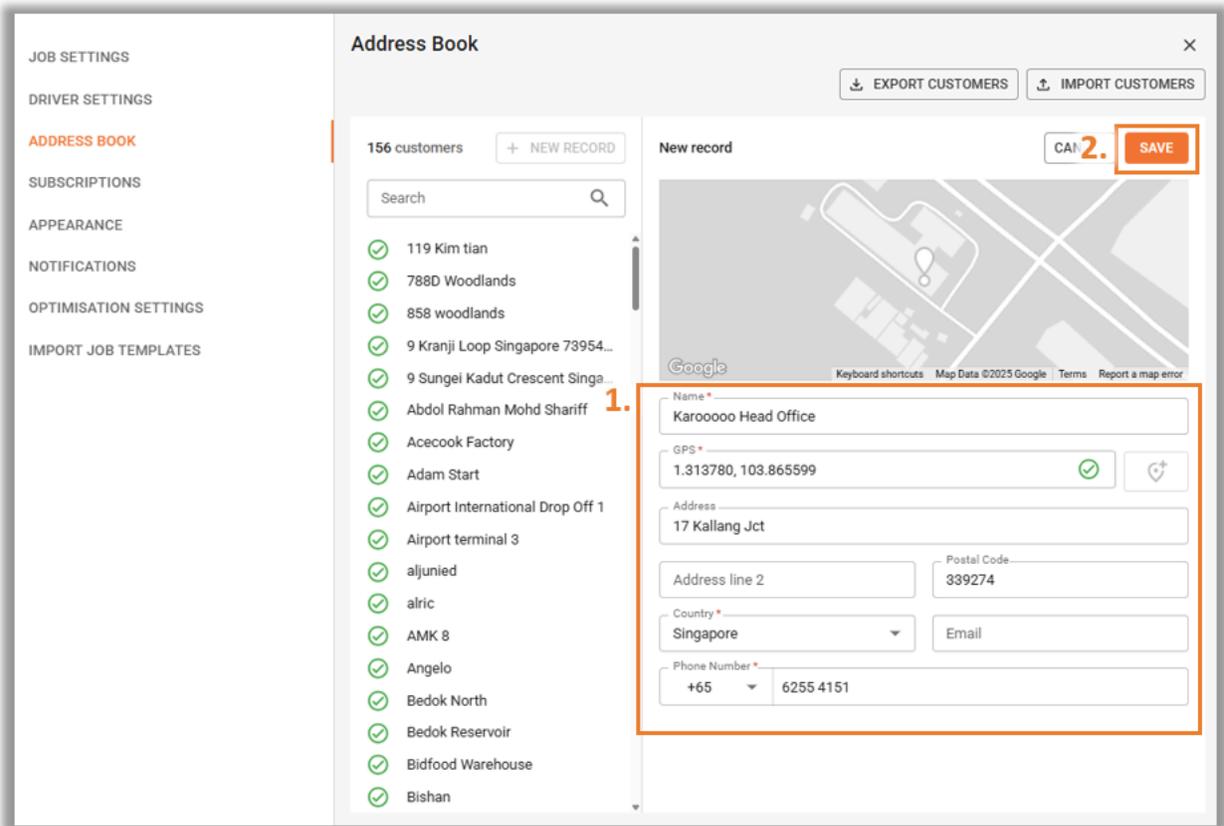
The screenshot shows the 'Driver Settings' window with a sidebar on the left containing the following menu items: JOB SETTINGS, DRIVER SETTINGS (highlighted in red), ADDRESS BOOK, SUBSCRIPTIONS, APPEARANCE, NOTIFICATIONS, OPTIMISATION SETTINGS, and IMPORT JOB TEMPLATES. The main content area is titled 'Driver Settings' and is divided into two sections: 'General' and 'Advanced'. The 'General' section contains: 1. A text input field for 'Rename driver as' with the value 'Driver'. 2. A setting for 'Set the driver's status to 'Busy' if the route assigned to this driver has more than 10 remaining stops'. 3. A setting for 'Set the driver's status to 'not active' after mobile device inactivity for 10 mins'. 4. A checked checkbox for 'Allow drivers to reorder job stops on the mobile app'. 5. A checked checkbox for 'Allow drivers to create new items on the mobile app'. 6. An unchecked checkbox for 'Prevent drivers from rejecting jobs on the mobile app'. The 'Advanced' section contains: 7. An unchecked checkbox for 'Enable custom navigation app for driver'. Below this are two text input fields: 'Display name' (value: egewgw) and 'Navigation Deeplink'. At the bottom, there are two example URLs: 'https://waze.com/ul?ll=\${latitude},\${longitude}&navigate=yes' and 'https://www.google.com/maps/dir/?api=1&destination=\${latitude},\${longitude}'.

# ADDRESS BOOK

Users can create a contact list of the clients by manually creating it or importing the file.

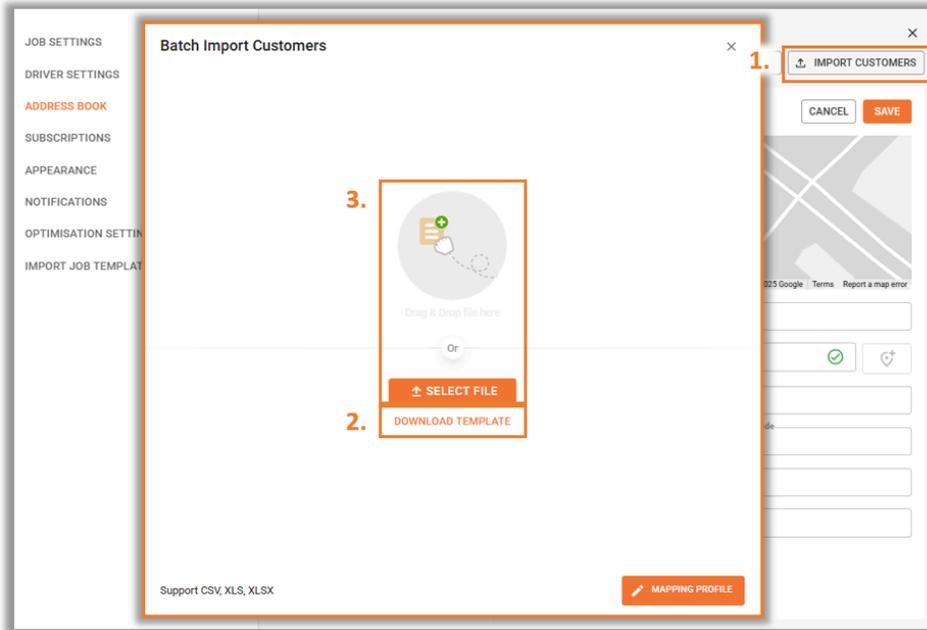
Manual Creation:

1. Input required fields. (GPS can be replaced with Address)
2. Click **“Save”**.

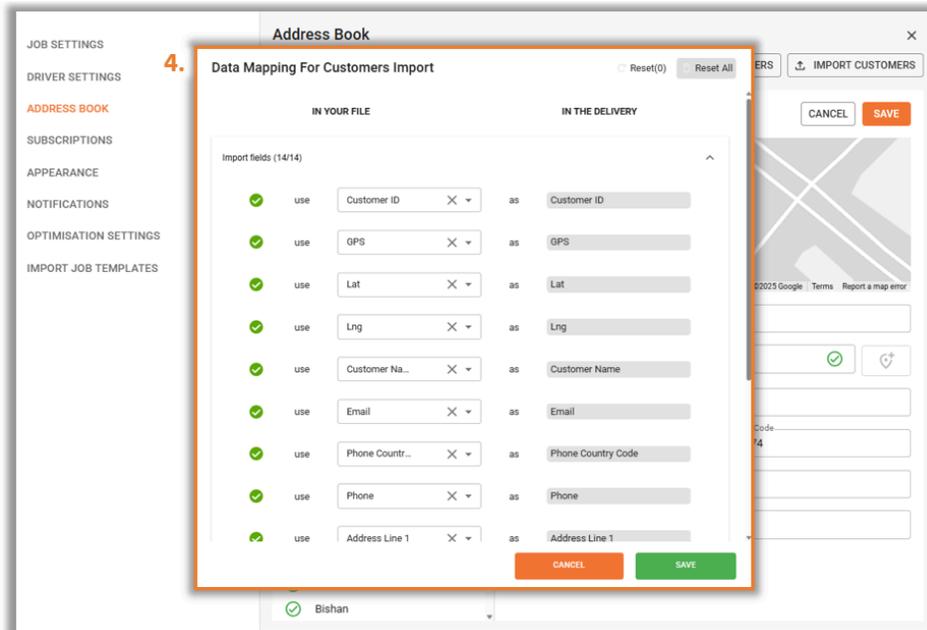


Import:

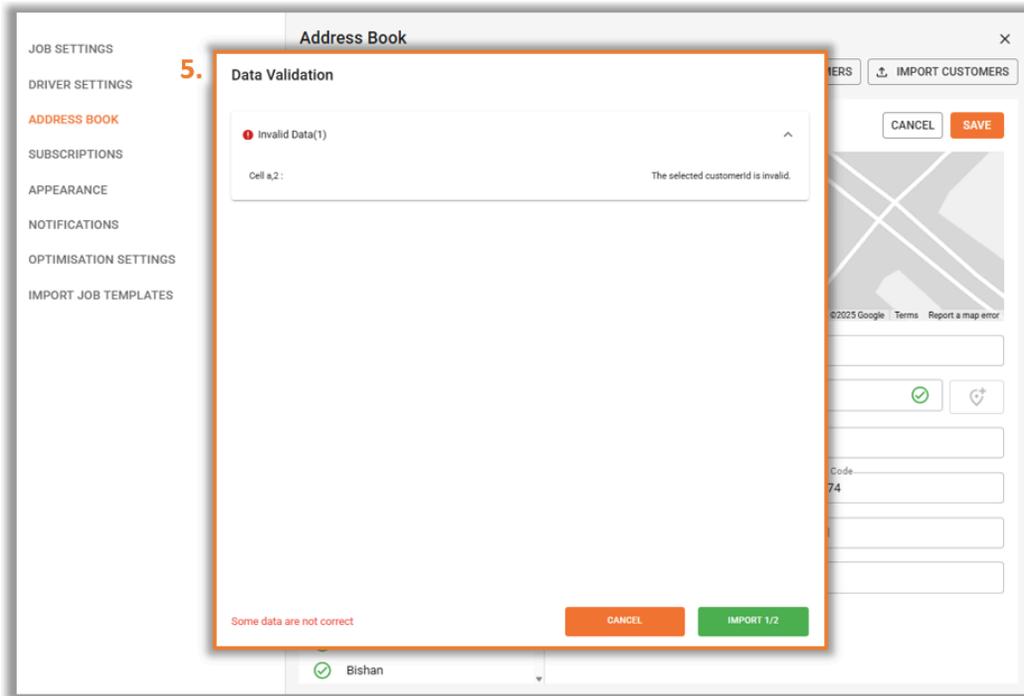
1. Select **“Import Customers”**.
2. Users can either use the Delivery Template or use their own template.
3. Select or ‘drag and drop’ the file.



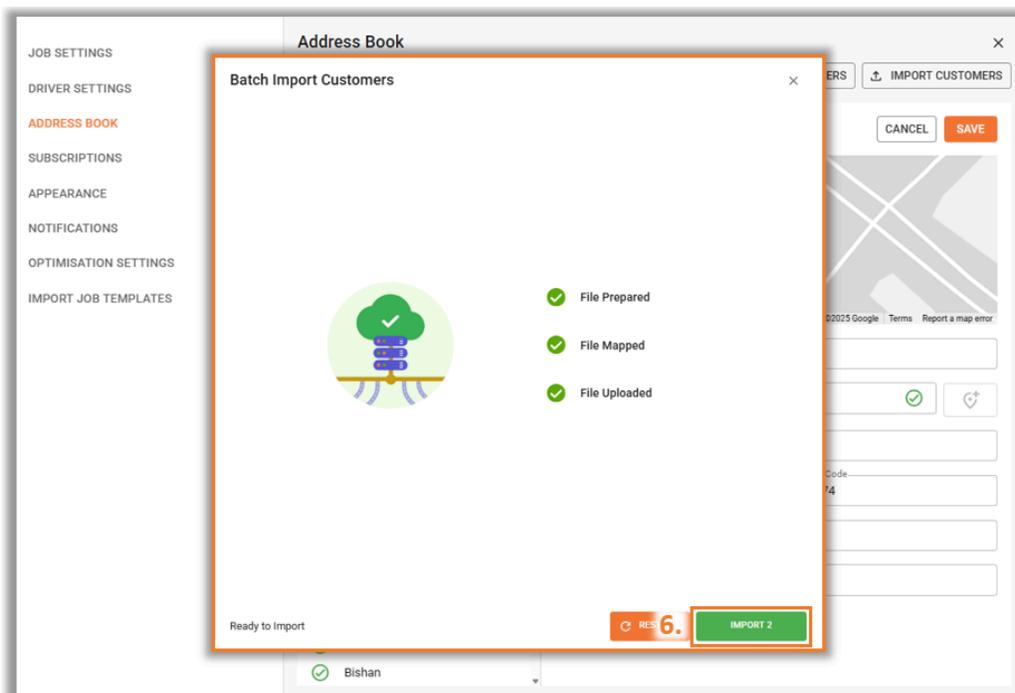
4. If the user is using their own template, they are required to map the Excel file.



5. If there are any errors, the system will highlight the issue.

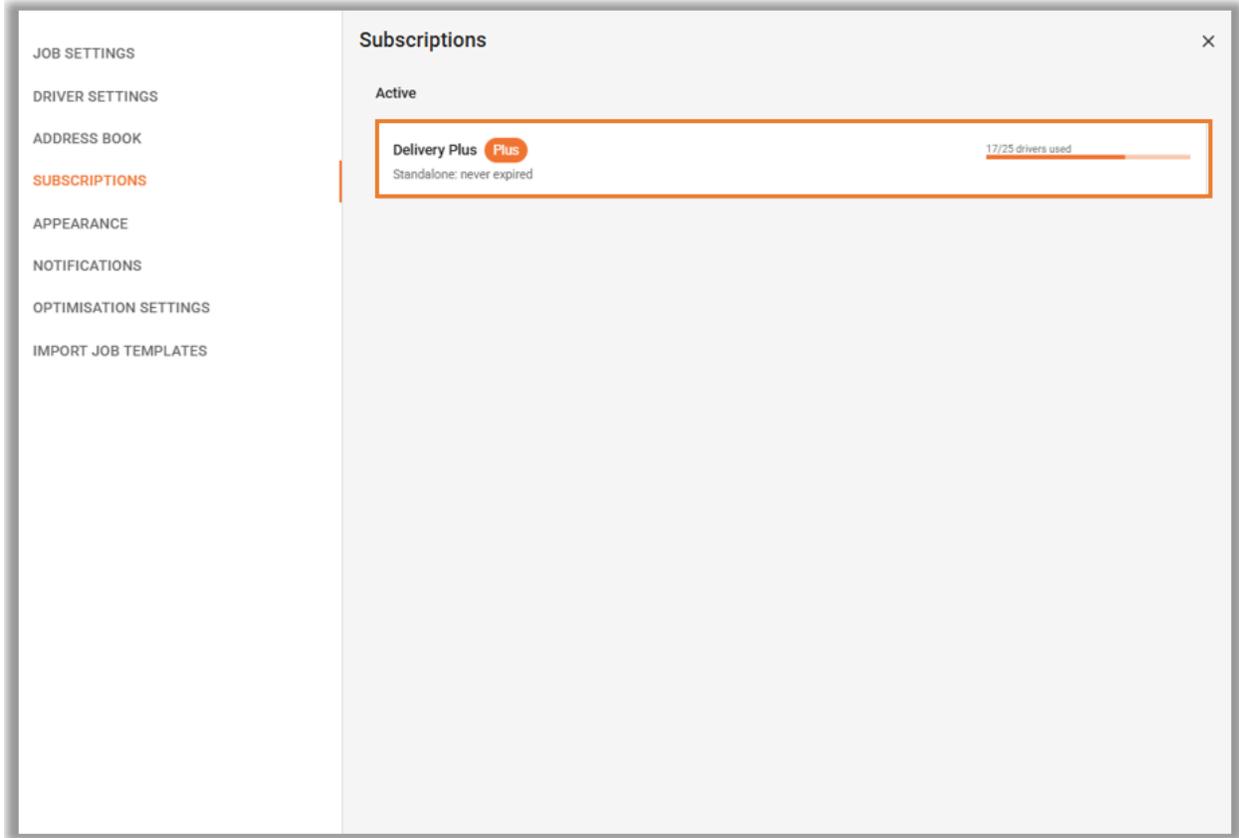


6. Select "Import".



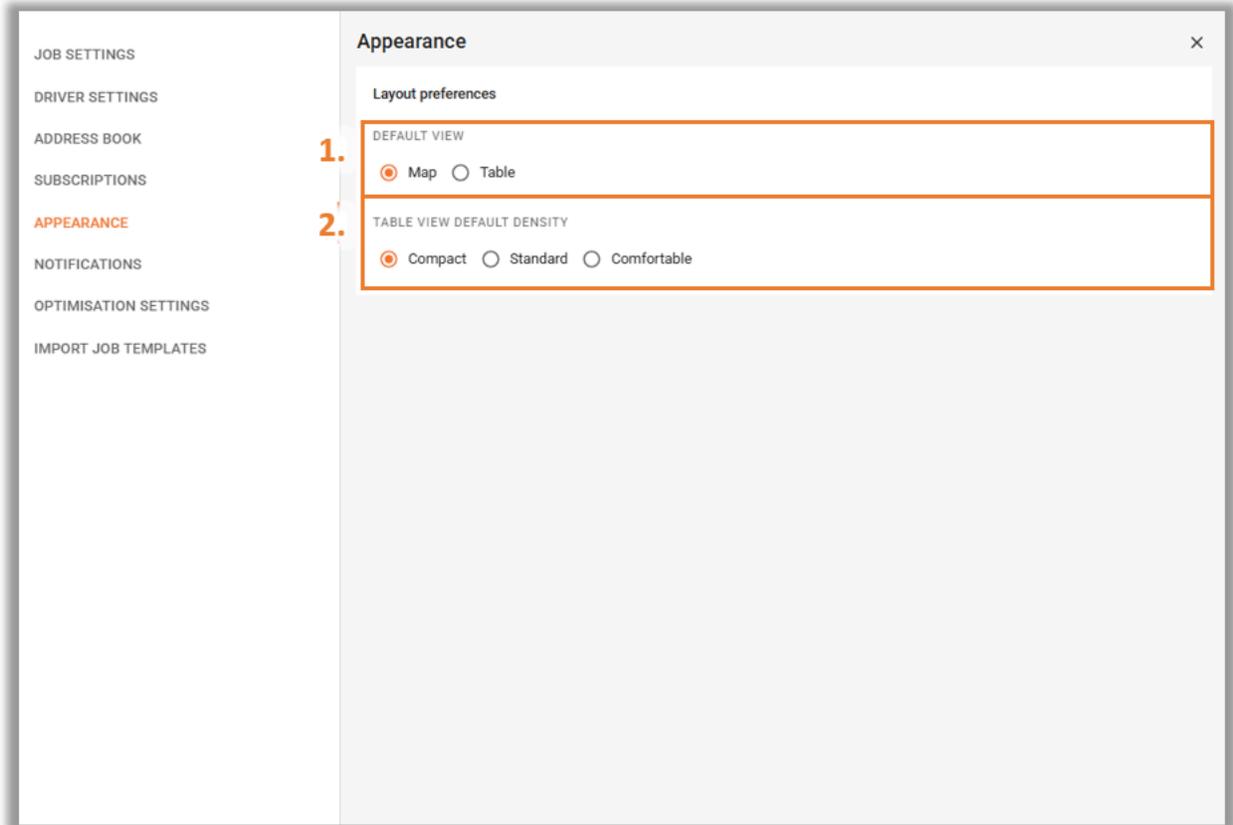
# SUBSCRIPTIONS

Displays the total number of subscriptions the user has and the remaining number of active drivers available for use.



# APPEARANCE

1. Sets as a default on which page will Delivery land on every time you log in to the page.
2. Determine the density of the table view to accommodate each user preference.



## NOTIFICATIONS

1. Notifications can be sent to customers when a job has started and has been completed through email. Users can also request for additional emails to be sent to on the job progress.
2. SMS notifications to customers can also be sent but will consume credits.

**Notifications** ×

**1. Email**

- Send emails to your customers on job progress
- Send a copy of the email to the following email address

Email \*

**2. SMS**

- Send SMS to your customers on job progress
- Send a copy of the SMS to the following mobile number

Mobile number \*  
+65 Mobile number

Please provide a valid phone number

## OPTIMISATION SETTINGS

Users are able to customise the Optimisation feature settings.

1. Choose between Default or Custom.
2. In custom, users are able to customise a variety of options that best suit their needs.
  - **Routing Optimisation Priority:** Specify whether the optimisation should prioritise distance or time.
  - **Simulated Traffic Speed:** Indicate whether traffic conditions are slow or fast to improve ETA accuracy.
  - **Overtime or Lateness:** Overtime allows the system to assign jobs beyond drivers' shift times, providing greater flexibility. Enabling 'Stops Lateness' allows the optimiser to include potentially late jobs to ensure the most efficient route is taken.
  - **Fleet Utilisation:** Determine how the optimisation should be applied — whether to minimise the number of vehicles used where possible, or to ensure that jobs are distributed to meet a minimum workload per driver.
  - **Others:** If jobs are located at the same location, the system will reduce the time duration spent accordingly.

**1.** Optimisation settings

- Default (recommended)
- Custom

**2.**

**ROUTING OPTIMISATION PRIORITY**

- Minimum total time
- Shortest total distance

**SIMULATED TRAFFIC SPEED**

Slower Normal Faster

**OVERTIME AND LATENESS**

- Allow drivers overtime up to  (min)
- Stops can be late up to  (min)

**FLEET UTILISATION**

- Minimise the number of vehicles in use
- Control how to spread jobs across vehicles
  - Dynamic equalise
  - Minimum stops per vehicle
- Balance driving shifts across your fleet

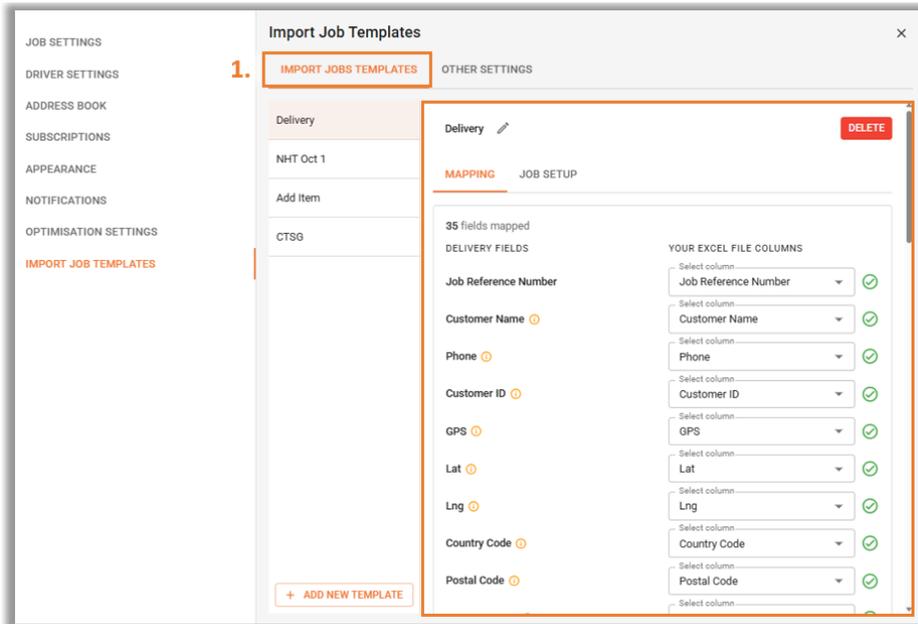
**OTHERS**

- Squash overlapping stop duration into  (min)
- Avoid toll roads

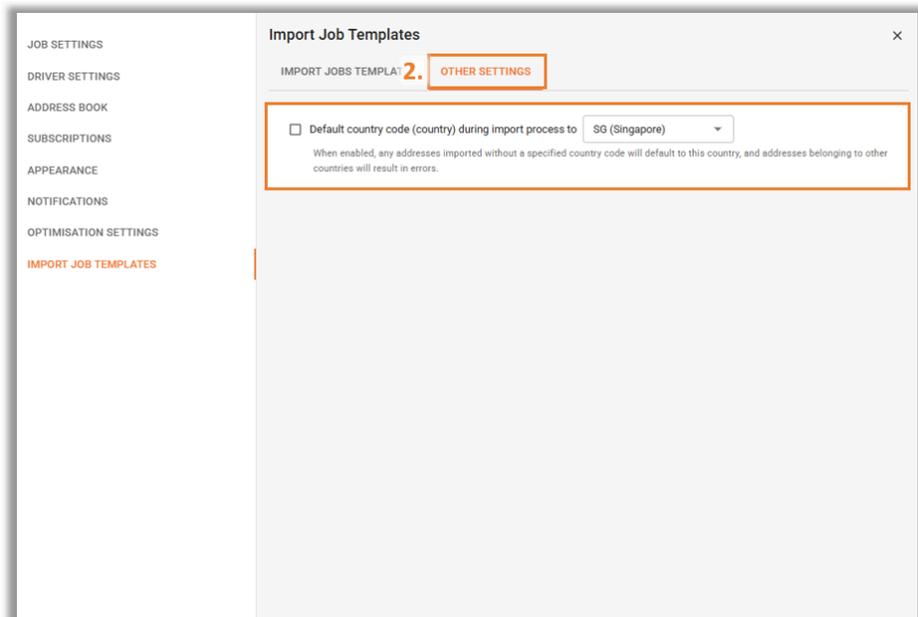
# IMPORT JOB TEMPLATES

If customers use their own job import templates, they can manage different templates through this menu.

1. Delete, Edit or change any templates that have been saved.



2. Indicates all jobs are located in a specified country for easier address extraction.



# TABLE OVERVIEW

The table menu displays all created jobs. From here, users can view their statuses and manage them as needed.

1. Select the “**Table**” menu.
2. Filter jobs based on the scheduled delivery date.
3. Search through jobs based on ‘Driver’, ‘Statuses’ or through a search field.
4. Groups jobs that have pick up and drop off stops together for easier referencing.
5. Export the filtered list into an Excel file.
6. Remove unwanted columns through this setting.

The screenshot shows the 'Table' view of the delivery management system. The interface includes a top navigation bar with a date filter (2025/07/07 - 2025/07/07) and a 'TABLE' menu button. Below the navigation bar, there are tabs for 'ALL', 'UNASSIGNED', and 'ASSIGNED', along with dropdown menus for 'Driver' and 'Status'. A search bar is also present. The main area contains a table of jobs with columns for 'Stop Type', 'Reference', 'Customer', 'Plan/Route', 'Scheduled Delivery Dat...', 'Status', 'Driver Name', 'Todos', 'Items and Todos', 'Address', 'Creation Time', 'Scheduled ...', 'Actual Arrival Time', 'Actual Dur...', and 'Items Trac...'. The table lists various jobs with their respective details. At the bottom right, there are settings for 'Rows per page' (50) and '1-16 of 16'.

Stop Type	Reference	Customer	Plan/Route	Scheduled Delivery Dat...	Status	Driver Name	Todos	Items and Todos	Address	Creation Time	Scheduled ...	Actual Arrival Time	Actual Dur...	Items Trac...
Pick up	School bus...	119 Kim B...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Block 788D HDB Woo...	2025/07/04 01:00	Anytime	-	-	-
Deliver To	School bus...	Crest Seco...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	-	-	-
Pick up	School bus...	858 wood...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	822 Woodlands Stree...	2025/07/04 01:00	Anytime	-	-	-
Deliver To	School bus...	Crest Seco...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	-	-	-
Pick up	School bus...	Bishan	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	9 Bishan Place	2025/07/04 01:00	Anytime	-	-	-
Deliver To	School bus...	Crest Seco...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	-	-	-
Pick up	20250625...	Carmen	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Cartrack Technologi...	2025/07/04 01:00	Anytime	-	-	-
Deliver To	20250625...	Crest Seco...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	-	-	-
Deliver To	20250707...	9 Kranji Lo...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	9 Kranji Loop	2025/07/07 12:27	Anytime	-	-	-
Deliver To	20250707...	Adam Start	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	3 Maritime Square	2025/07/07 12:31	Anytime	-	-	-
Deliver To	20250707...	Abdul Rah...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	576 Woodlands Drive...	2025/07/07 12:49	Anytime	-	-	-
Deliver To	20250707...	Hoi Cheng ...	Unassigne...	2025/07/07 00:00	Not started	FaBil K	-	-	Opp Kallang PI	2025/07/07 12:49	Anytime	-	-	-
Pick up	School bus...	119 Kim B...	Unassigne...	2025/07/07 13:16	Picked-up at 13:38	FaBil K	-	-	Block 788D HDB Woo...	2025/07/04 01:00	Anytime	2025/07/07 13:38:54	22m	-
Deliver To	School bus...	Crest Seco...	Unassigne...	2025/07/07 13:16	Completed at 13:39	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	2025/07/07 13:39:30	22m	-
Pick up	School bus...	Adam Start	Unassigne...	2025/07/07 13:40	Picked-up at 13:40	FaBil K	-	-	3 Maritime Square	2025/07/04 01:00	Anytime	2025/07/07 13:40:10	4m	-
Deliver To	School bus...	Crest Seco...	Unassigne...	2025/07/07 13:40	Completed at 13:44	FaBil K	-	-	Crest Secondary Sch...	2025/07/04 01:00	Anytime	2025/07/07 13:40:19	4m	-

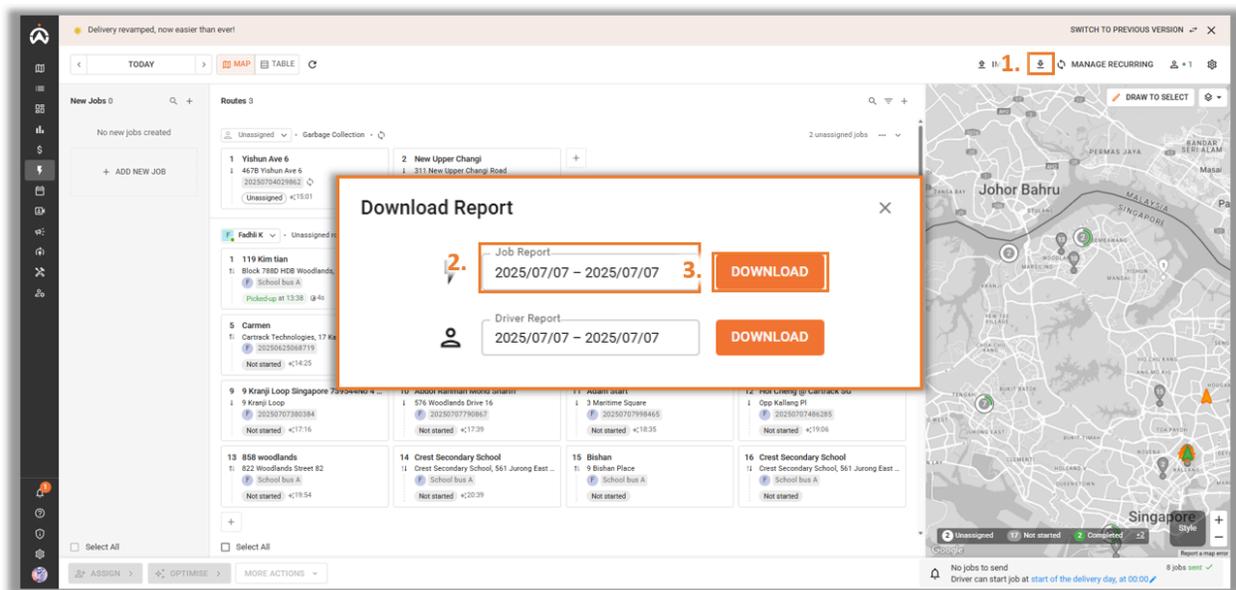
# REPORTS

Delivery is equipped with two types of reports to help customers manage their jobs and drivers.

## JOB REPORT

The Job Report displays a list of all jobs based on the selected date range at the time of download.

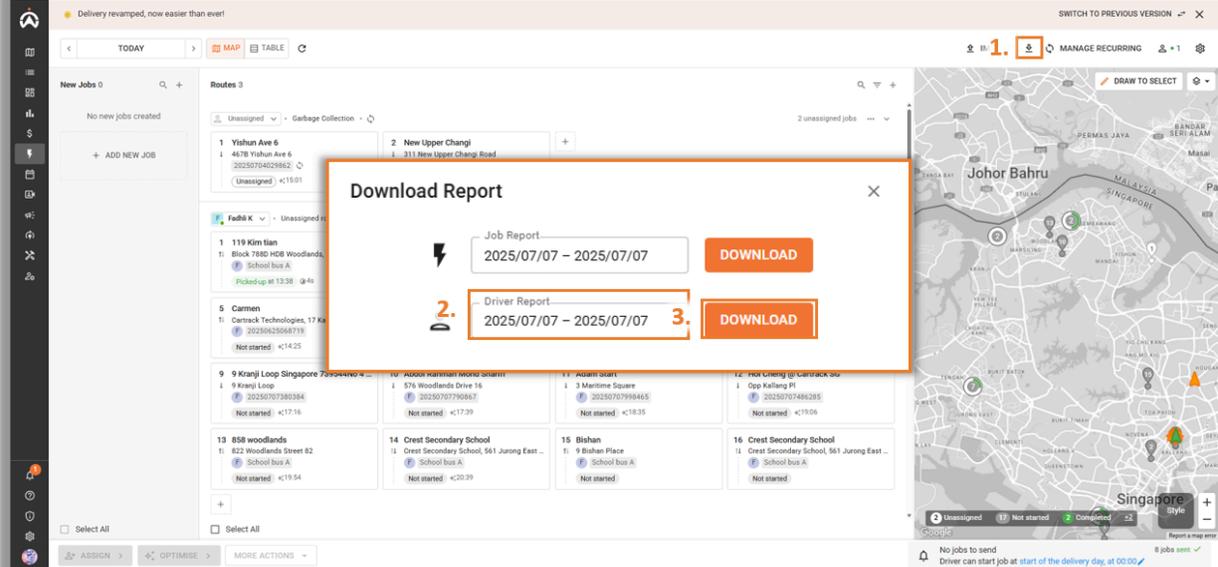
1. Click on the download “” icon.
2. Indicate the date range that you require.
3. Select “**Download**”.



# DRIVER REPORT

The Driver Report shows the list of all your drivers and the number of completed jobs or stops that they have completed based on the selected date range at the time of download.

1. Click on download “” icon.
2. Indicate the date range that you require.
3. Select “**Download**”.



The screenshot displays the Delivery User Guide interface. A modal dialog titled "Download Report" is open, showing two options: "Job Report" and "Driver Report". Both options have a date range input field set to "2025/07/07 - 2025/07/07" and a "DOWNLOAD" button. The "Driver Report" option is highlighted with a red box and a red "2." next to it. The "Job Report" option has a red "1." next to it. The "Driver Report" option also has a red "3." next to it. The background shows a map of Singapore and a list of routes with job details.

# IMPORT GUIDE

Users are able to use our Delivery Template for importing or use their own template.

Our Delivery template will give you three sample templates.

- Package
- Service
- Person

Depending on your business needs, selecting the appropriate file for job import will determine the columns available under the item category.

## REQUIRED FIELDS

To successfully import the Excel file, fill in the minimum required fields:

- Customer Name
- Phone Country Code
- Phone
- Country Code
- Address Line 1

**Note:**

*The other fields are optional.*

## IMPORT FIELDS

Fields	Definition
Job Reference Number	<p>A unique number that used to group rows into one job.</p> <p>Leaving this empty will use a system-generated order number instead.</p> <p>Inputting a similar Job Reference Number and indicating 'P' on Stop Type will combine the two rows into one job.</p>
Stop Type	Mark as 'P' if the job is a 2-stop location. 'P' will signify that the row is the pick-up point.
Stop No	Merging rows into one stop if there are multiple items in one location.
Driver Name	Indicate the driver for the job to be assigned to. (Driver needs to be already created for this to function.)
Route Name	Indicates the route for the job to be assigned to. (Route needs to be already created for this to function.)
Scheduled Delivery Date and Allowed Start	<p>Input a scheduled delivery date for your job.</p> <p>Format: yyyy-mm-dd hh:mm</p>
Priority	<p>Can set priority for jobs.</p> <p>Format: regular (by default if empty), high, low.</p>
Job Labels	Indicate a label for your job. (Label needs to be already created for this to function.)
Special Requirement	Indicate a Special Requirement for the job. (Special Requirement needs to be already created for this to function.)
Customer ID	<p>A valid Customer ID is all it needs to create a single-type job with a system-generated Job number.</p> <p>The system will get all customer information based on the existing customer ID record.</p> <p>You can find this number by web app &gt; address book &gt; select address &gt; on the top right corner</p>
Customer Name	Indicate the name of your customer for your job.
Phone Country Code	Country Code for phone number.
Phone	Indicate the phone number for the customer.
Email	Indicate the email for the customer.
GPS	Input a valid GPS coordinate for customer address. (If Address Line 1 is indicated, this column is not necessary.)
Lat	Latitude of the job location.
Lng	Longitude of the job location.
Country Code	Enter the country code abbreviation to ensure accurate location mapping. E.g. SG, MY, ZA
Address Line 1	<p>The Address Line 1 will be used to retrieve geolocation.</p> <p>Although this normally should be sufficient to provide a valid geolocation to use. But due to duplication addresses might exist in multiple different countries, a valid Country Code is highly recommended.</p>

Fields	Definition
Address Line 2	Additional address information like Building name or Unit number
City	Input the City of the location
State	Input the State of the location
Postal Code	Input the Postal Code of the location.
Note	Any Additional notes to inform the driver.
Scheduled Arrival Time	Set a specific arrival time or time window if needed to inform the driver of the expected arrival time or to track job lateness.  For example: Single time: 8:30 AM Time window: 8:30 AM, 9:40 AM (separated by a comma)
Scheduled Duration	How long the job will take on each stop. Default to 5 (min).
Stop Todos	This value represents a series of stop-level to dos in sequence. 1. signature 2. POD 5. note
Item Type	Specify one of the three item types: 'Package,' 'Person,' or 'Service.'
Item Name	Indicate the Item Name.
Item Quantity	Indicate the quantity of the specific item.
Item Weight	Indicate the weight of the specific item.
Item Weight Unit	Define the unit of measurement. E.g. kg or lb
Item Dimensions	Indicate the Length, Width and Height of the item.
Item Dimensions Unit	Define the unit of measurement. E.g. cm or inch
Tracking Code	Indicate the string of Tracking Code number
SKU	Indicate the SKU Code
UPC	Indicate the UPC Code
Item Todos	This value represents a series of item-level to dos in sequence. 1. signature 2. POD 3. scan to attach 5. note