# DELIVERRY USER GUIDE



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# 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.
  - o Default
  - o Light Grey
  - o Grey
  - o Dark
  - o Satellite
  - o 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".

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#### 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 "  $\stackrel{\circ}{\simeq}$ ".
- 3. Select on "Add Delivery Driver" icon " at "
- 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".

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**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.

e Driver App allows drivers to access Cartrack ivers can sign in with a PIN, which can be set u	features to manage work and improve driving beha p in driver details or self-registered via the app.
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on your preferred platform	COPY

## DRIVER MANAGEMENT

- 1. Select the Driver List.
- 2. Click on the menu icon "i" then "Edit Delivery Details".
- 3. Here there are 3 different categories of information:
  - Driver Info
  - $\circ \quad \text{Vehicle Info} \\$
  - o 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.

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#### 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 Route.
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 <u>Address</u> <u>Book.</u>
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.
	Photo: The driver will be required to take a picture to complete the job.
Stop To-dos/POD	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.
	<b>Tracking Number:</b> Open-ended field to input the item's tracking number if applicable
	Weight and Dimension: Indicate the item's weight and dimension to ensure that the driver is able to take the job based on their capacity.
Items	Quantity: Indicate the amount of the same item, service or person
Assign Sub-user Reference Number Optimisation Priority Labels Special Equipment Stops Address Time Window Duration Notes Stop To-dos/POD Send job to driver at Driver can start job at Items Package/Service/Person	SKU: Open-ended field to input the Stock Keeping Unit if applicable.
	UPC: Open-ended field to input the Universal Product Code if applicable.
	Code: 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 " 1 ".
- 2. Browse for your excel file or simply drag and drop the file to begin importing.



#### 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 <u>Import Guide</u> 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**".

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- 4. If there are any errors, it will show under Validation.
- 5. Select "Next" if there are no errors.

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- 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".

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

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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 <u>Delivery</u> <u>Settings.</u>

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.							
	Type in a template name							
	SKIP & IMPORT SAVE & IMPORT							

#### API / INTEGRATION

- 1. Select the Fleet Settings icon "<sup>‡</sup>".
- 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.

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## 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.

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## 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.

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#### 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".



Multiple Route Optimisation:

- 1. Select multiple jobs from the job panel.
- 2. Click on "Optimise".
- 3. From here, you can select multiple drivers for the system to determine which drivers are best suited to complete the jobs. You can manage how the system assigns the jobs to the drivers by managing the <u>Optimisation Settings</u>.
- 4. Once you have selected the drivers to assign to, 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 " $\equiv$ " 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.
  - o 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".

CONTRACTOR OF ALL OF AL	<ul> <li>← To-dos</li> <li>Crest Secondary School</li> <li>Crest Secondary School, 561 Jurong East St 24, 609561</li> <li>⑥ 5 minutes</li> </ul>	(L)
CHOA CHU KAND BENEKANO ANO TO D HOUGANG	To-dos/POD Take Photo	⊘ :
ROWNERST TOADE CREMENTI TOADE CREMENTI CONTRACTOR CREMENTI CREMENT	tem	⊘ :
Stop 1 of 17 119 Kim tian	No Items	
#School bus A Started at 13:16	To day Completed	To dog 2/2
I HAVE ARRIVED	COMPLETE STOP	10-dos: 2/2

#### 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 " <sup>‡</sup> " icon to access the menu.
- 3. Select "Reject".
- 4. Drivers need to indicate the reason for rejecting the job.
- 5. Select "Reject".







#### 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 " CH " icon.
- 2. Tap and drag the jobs to rearrange.
- 3. Tap on "**Save**" once done.

=	Delivery		+ Link Ve	hicle			Delivery	
7.47	UI 05 JUI 06 SAT SUN	Jul 07 TODAY	Jul 08 TUE	Jul 09 WED	1	1	Not started +; 18:35	
Job s	stops: 0/18			0% č		13 †↓	858 woodlands 822 Woodlands Street 82	
1	9 Kranji Loop S Sungei Kadut St 729226 9 Kranji Loop	ingapore 73 reet 2 Singa	9544No 4 apore	:			#School bus A Not started +; 19:23	-
	#20250707380384	START		Α	2.	15 11	Bishan 9 Bishan Place #School bus A	
2	Abdol Rahman M 576 Woodlands Driv #20250707790867 Not started	Mohd Shariff ve 16		-		14	Not started Crest Secondary School Crest Secondary School, 561 Jurong East St 24 #School bus A	
3	Adam Start 3 Maritime Square			I		16	Crest Secondary School	
	#20250707998465 Not started	i		-		Reorde	#School bus A	1
	Expand all detail	Is	E.	Online 🧨		×	CANCEL 3. SAVE	

# **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 "  $^{\mbox{\tiny $\varpi$}}$  " 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.

JOB SETTINGS	Job Settings ×							
VEHICLE SETTINGS	LE SETTINGS General							
ADDRESS BOOK SUBSCRIPTIONS	1. Roll over 'not started' jobs to the next day's schedule and stop after 30 days 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							
APPEARANCE	Allow sub-users to manage their own drivers and lobs							
NOTIFICATIONS								
OPTIMISATION SETTINGS	Default job form							
IMPORT JOB TEMPLATES	Preset how you want your default job form looks when creating a new job. This allows you to customise your job form to fit your business needs.							
	Add New Job × SAVE CHANGES							
	Job Details Cr RESET TO ORIGINAL							
	Date follows calendar view							
	Assign to driver/route 👻							
	😥 Assign Sub-user 👻							
	# Reference Number							
	ς∃ Low → ③ ×							
	+ LABEL + SPECIAL EQUIPMENT							
	Stops 1 11							

## 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.

JOB SETTINGS	Driver Settings ×
DRIVER SETTINGS 1.	General
ADDRESS BOOK	Rename driver as
SUBSCRIPTIONS 2.	Set the driver's status to 'Busy' if the route assigned to this driver has more than 10 👻 remaining stops
APPEARANCE 3.	Set the driver's status to 'not active' after mobile device inactivity for 10 👻 mins
NOTIFICATIONS 4.	Allow drivers to reorder job stops on the mobile app
OPTIMISATION SETTINGS 5.	Allow drivers to create new items on the mobile app
IMPORT JOB TEMPLATES	Prevent drivers from rejecting jobs on the mobile app
7.	Advanced         Inable custom navigation app for driver ()         Display name_         egewgw         Navigation Deeplink.         Examples https://waze.com/ul?II=\${latitude},\${longitude}&navigate=yes         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".

JOB SETTINGS	Address Book		
DRIVER SETTINGS		2	T IMPORT CUSTOMERS
ADDRESS BOOK	156 customers + NEW RECORD	New record	CAN2. SAVE
SUBSCRIPTIONS	Search Q		
APPEARANCE	() 110 Kim tian		
NOTIFICATIONS	<ul> <li>788D Woodlands</li> </ul>		
OPTIMISATION SETTINGS	858 woodlands		
IMPORT JOB TEMPLATES	<ul> <li>9 Kranji Loop Singapore 73954</li> <li>9 Sungei Kadut Crescent Singa</li> </ul>	Googla Keyba	pard shortcuts Map Data @2025 Google Terms Report a map error
	Abdol Rahman Mohd Shariff	Karooooo Head Office	
	Acecook Factory	_ GPS*	
	🧭 Adam Start	1.313780, 103.865599	Ø 6+
	<ul> <li>Airport International Drop Off 1</li> </ul>	Address	
	Airport terminal 3	17 Kallang Jot	
	🧭 aljunied	Address line 2	339274
	⊘ alric	Country*	
	AMK 8	Singapore	▼ Email
	Angelo	+65 - 6255 4151	
	Bedok North		
	Bedok Reservoir		
	Bidfood Warehouse		
	🧭 Bishan 👻		

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.

JOB SETTINGS	Batch Import Customers		×
DRIVER SETTINGS			
ADDRESS BOOK			CANCEL
SUBSCRIPTIONS			
APPEARANCE			
NOTIFICATIONS	3		
OPTIMISATION SETTIN			
IMPORT JOB TEMPLAT			
		Drag & Drag file have	025 Google   Terms Report a map error
		Constant of the new of	
		Or	Ø 🖓
		★ SELECT FILE	
	2	DOWNLOAD TEMPLATE	de
	Support CSV, XLS, XLSX		MAPPING PROFILE

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

IOB SETTINGS	Ad	dress	Book				×
4.	Data Mapping	g For C	customers Impor	t		C Reset(0) Reset All	ERS 1MPORT CUSTOMERS
ADDRESS BOOK		IN Y	OUR FILE			IN THE DELIVERY	CANCEL SAVE
SUBSCRIPTIONS	Import fields (14/1	140					
APPEARANCE	import news (14)						
NOTIFICATIONS	0	use	Customer ID	$\times$ -	85	Customer ID	
OPTIMISATION SETTINGS	•	use	GPS	× •	as	GPS	
IMPORT JOB TEMPLATES		use	Lat	× •	as	Lat	02025 Google Terms Report a map error
	, The second sec						
	0	use	Lng	× •	as	Lng	
	•	use	Customer Na	× •	as	Customer Name	Ø € <sup>*</sup>
	•	use	Email	× •	as	Email	
	•	use	Phone Countr	× •	as	Phone Country Code	r4
	ø	use	Phone	× •	as	Phone	
		use	Address Line 1	× •	as	Address Line 1	
						CANCEL SAVE	
	6	Bis	han				

JOB SETTINGS	Address Book	×
DRIVER SETTINGS 5.	Data Validation	IERS 1 IMPORT CUSTOMERS
ADDRESS BOOK	Invalid Data(1)	CANCEL
SUBSCRIPTIONS		
APPEARANCE	Cell a,2 :	The selected customerid is invalid.
NOTIFICATIONS		
OPTIMISATION SETTINGS		
IMPORT JOB TEMPLATES		2013 Goods Tarms Report a manager
		Code
	Some data are not correct CANCE	IMPORT 1/2
	🧭 Bishan	
	- v	

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

6. Select "Import".

JOB SETTINGS	Address Book		×
DRIVER SETTINGS	Batch Import Customers	×	
ADDRESS BOOK			CANCEL
SUBSCRIPTIONS			
APPEARANCE			
NOTIFICATIONS			
OPTIMISATION SETTINGS			
IMPORT JOB TEMPLATES		File Prepared	02025 Google Terms Report a map error
		Sile Mapped	
	राष	Sile Uploaded	Ø ¢*
			Code
	Ready to Import	C RES 6. IMPORT 2	
	⊘ Bishan		

## SUBSCRIPTIONS

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

JOB SETTINGS	Subscriptions	×
DRIVER SETTINGS	Active	
ADDRESS BOOK	Delivery Plus Plus	17/25 drivers used
SUBSCRIPTIONS	Standalone: never expired	
APPEARANCE		
NOTIFICATIONS		
OPTIMISATION SETTINGS		
IMPORT JOB TEMPLATES		

## 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.

JOB SETTINGS	Appearance	×
DRIVER SETTINGS	Layout preferences	
ADDRESS BOOK	DEFAULT VIEW	Т
SUBSCRIPTIONS	Map O Table	
APPEARANCE 2	TABLE VIEW DEFAULT DENSITY	
NOTIFICATIONS	Compact      Standard      Comfortable	
OPTIMISATION SETTINGS		_
IMPORT JOB TEMPLATES		

## 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.

JOB SETTINGS	Notifications ×	
DRIVER SETTINGS 1 ADDRESS BOOK SUBSCRIPTIONS APPEARANCE	Email         Image: Send emails to your customers on job progress         Image: Send a copy of the email to the following email address         Email *	
NOTIFICATIONS OPTIMISATION SETTINGS IMPORT JOB TEMPLATES	SMS Send SMS to your customers on job progress Send a copy of the SMS to the following mobile number Mobile number* Mobile number* 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 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.

JOB SETTINGS	(	Optimisation Settings		×
DRIVER SETTINGS	1.	Optimisation settings	ROUTING OPTIMISATION PRIORITY	
ADDRESS BOOK		O Default (recommended)	O Minimum total time       Shortest total distance	
SUBSCRIPTIONS		Oustom	SIMULATED TRAFFIC SPEED	
APPEARANCE			Normal	
NOTIFICATIONS		2	Slower Faster	
OPTIMISATION SETTINGS			OVERTIME AND LATENESS	
IMPORT JOB TEMPLATES			Allow drivers overtime up to 120 (min)	
			Stops can be late up to 20 (min)	
			FLEET UTILISATION	
			Minimise the number of vehicles in use	
			Control how to spread jobs across vehicles	
			O Dynamic equalise      O Minimum stops per vehicle	
			Balance driving shifts across your fleet	
			OTHERS	
			Squash overlapping stop duration into 2 (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.

JOB SETTINGS	Import Job Temp	lates			×
DRIVER SETTINGS	1. IMPORT JOBS TEMPL	ATES OTHER SETTINGS			
ADDRESS BOOK	Daliment				1
SUBSCRIPTIONS	Denvery	Delivery 🧷		D	ELETE
APPEARANCE	NHT Oct 1	MAPPING JOB SETUP			
NOTIFICATIONS	Add Item				
OPTIMISATION SETTINGS	CTSG	35 fields mapped DELIVERY FIELDS	YOUR EXCEL FILE COLUMNS		
IMPORT JOB TEMPLATES		Job Reference Number	Select column Job Reference Number	*	$\odot$
		Customer Name 🕕	Select column Customer Name	*	$\oslash$
		Phone ()	Phone	•	$\odot$
		Customer ID ()	Select column Customer ID	•	$\odot$
		GPS 🕐	- Select column	*	$\oslash$
		Lat 🕕	Select column	•	$\oslash$
		Lng 🕥	Select column	•	$\odot$
		Country Code ()	Select column Country Code	*	$\oslash$
		Postal Code ()	Select column Postal Code	*	$\oslash$
	+ ADD NEW TEMPLA	ATE	_ Select column		

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

JOB SETTINGS	Import Job Templates ×
DRIVER SETTINGS	IMPORT JOBS TEMPLAT 2. OTHER SETTINGS
ADDRESS BOOK	
SUBSCRIPTIONS	Default country code (country) during import process to     SG (Singapore)     When enabled any addresses imported without a specified country code will default to this country, and addresses belonging to other
APPEARANCE	countries will result in errors.
NOTIFICATIONS	
OPTIMISATION SETTINGS	
IMPORT JOB TEMPLATES	
IMPORT JOB TEMPLATES	

# 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.

2025/07/07         >         Image: The second secon	TABLE     C     +       Status:     All ~       Status:     All ~       r     Plan/Route       ti.     Unassigne       Unassigne     Unassigne       Unassigne     Unassigne       Unassigne     Unassigne       Unassigne     Unassigne       Unassigne     Unassigne	a         →         A           Schwidzied Delivery Dat         30254/07/07 00.00           30254/07/07 00.00         30254/07/07 00.00           30254/07/07 00.00         30254/07/07 00.00           30254/07/07 00.00         30254/07/07 00.00           30254/07/07 00.00         30254/07/07 00.00	Status Not surred Not surred Not surred Not surred Not surred Not surred	Driver Name	Todos - - - - - -	Items and Todos	Address Block 7880 HOB Woo. Orest Becondary Sch. 822 Woodlands Stree. Orest Secondary Sch. 9 Bishan Place Orest Secondary Sch.	Creation Time 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00	Scheduled Anytime Anytime Anytime Anytime Anytime Anytime	IMPORT     O     Unassigned     Actual Arrival Time     -     .     .     .     .	MANAGE RECU	RRING & • 5. ± (16) Items Trac	) \$
ASSIGNED         Driver:         All +           pp         Reference _         Custom           To         School bus.         119 kim           To         School bus.         Crest Se           School bus.         Crest Se         School bus.           To         School bus.         Crest Se           School bus.         Crest Se         School bus.           To         School bus.         Crest Se           School bus.         Crest Se         Crest Se           School bus.         Crest Se         Crest Se           School bus.         Crest Se         Carriers           To         20250625.         Carrent Se	Status: All v r. Plan/Route ti Unassigne dl Unassigne U	Q         〒         ④         ●	Status Not started Not started Not started Not started Not started Not started Not started	Driver Name           7         Fadhi K	Todos	Items and Todos	Address Block 7880 HDB Woo Crest Secondary Sch 822 Woodlands Stree Crest Secondary Sch 9 Bishan Place Crest Secondary Sch	creation Time           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00	Scheduled Anytime Anytime Anytime Anytime Anytime Anytime	0 Unassigned Actual Arrival Time - - -	0 4 Rejected Comp	5. ± (16)	
Reference         Custom           School bus.         119 kim           School bus.         Crest Se           20250625.         Carmen           To         20250625.	r_ Plan/Route Unasigne Unasigne Unasigne Unasigne Unasigne Unasigne Unasigne Unasigne Unasigne	Scheduled Delivery Dat           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00           2025/07/07 00.00	Status Not started	Driver Name	Todos	Items and Todos	Address Block 7880 HDB Woo Crest Secondary Sch 822 Woodlands Stree Crest Secondary Sch 9 Bishan Place Crest Secondary Sch	Creation Time           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00           2025/07/04 01:00	Scheduled Anytime Anytime Anytime Anytime Anytime Anytime	Actual Arrival Time	Actual Dur	Items Trac	1
School bus         119 Kim           To         School bus         Crest Se           School bus         858 woo           To         School bus         Rest Se           To         School bus         Crest Se           School bus         Crest Se           School bus         Bishan           To         School bus         Crest Se           20250625         Carmen           To         20250625         Crest Se	ti Unassigne co Unassigne Unassigne Unassigne Unassigne Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00	Not started	F.         Fadhi K	• • • • •		Block 788D HDB Woo Orest Secondary Sch 822 Woodlands Stree Orest Secondary Sch 9 Bishan Place Orest Secondary Sch	2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00	Anytime Anytime Anytime Anytime Anytime	• • • •	· · ·	· · ·	
To         School bus         Crest Se           School bus         858 woo           To         School bus         6rest Se           School bus         Crest Se           School bus         Bishan           To         School bus         Crest Se           To         20250625         Crest Se	Co Unassigne Unassigne Unassigne Unassigne Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00	Not snarted Not snarted Not snarted Not snarted Not snarted Not snarted	F.         Fadhi K	• • • •		Crest Secondary Sch 822 Woodlands Stree Crest Secondary Sch 9 Bishan Place Crest Secondary Sch	2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00	Anytime Anytime Anytime Anytime Anytime	• • •	•	· · · ·	
School bus         858 wor           To         School bus         Crest Se           School bus         Bishan           To         School bus         Crest Se           20250625         Carmen           To         20250625         Crest Se	dl Unassigne Unassigne Unassigne Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00	Not started Not started Not started Not started Not started	Fadhli K     v	• • •		822 Woodlands Stree Creat Secondary Sch 9 Bishan Place Creat Secondary Sch	2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00	Anytime Anytime Anytime Anytime	•	•	· ·	1
To School bus Crest Se School bus Bishan To School bus Crest Se 20250625 Carmen To 20250625 Crest Se	Co Unassigne Unassigne Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00	Not started Not started Not started Not started	F.     Fadhii K     ✓       F.     Fadhii K     ✓       F.     Fadhii K     ✓       F.     Fadhii K     ✓	•		Crest Secondary Sch 9 Bishan Place Crest Secondary Sch	2025/07/04 01:00 2025/07/04 01:00 2025/07/04 01:00	Anytime Anytime Anytime	•			:
School bus         Bishan           To         School bus         Crest Se           20250625         Carmen           To         20250625         Crest Se	Unassigne Co Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00 2025/07/07 00:00	Not started Not started Not started	Fadhii K     ✓       Fadhii K     ✓       Fadhii K     ✓	•		9 Bishan Place Crest Secondary Sch	2025/07/04 01:00 2025/07/04 01:00	Anytime Anytime	•			:
To         School bus         Crest Se           20250625         Carmen           To         20250625         Crest Se	Unassigne Unassigne	2025/07/07 00:00 2025/07/07 00:00	Not started	F. Fadhli K 🗸			Crest Secondary Sch	2025/07/04 01:00	Anytime				•
20250625 Carmen To 20250625 Crest Se	Unassigne	2025/07/07 00:00	Not started	📕 Fadhli K 🗸									:
To 20250625 Crest Se	o Unassigne						Cartrack Technologie	2025/07/04 01:00	Anytime				:
	ion onoongrien	2025/07/07 00:00	Not started	📕 Fədhii K 🗸			Creat Secondary Sch	2025/07/04 01:00	Anytime				:
To 20250707 9 Kranji	.o Unassigne	2025/07/07 00:00	Not started	📔 Fadhli K 🗸			9 Kranji Loop	2025/07/07 12:27	Anytime				:
To 20250707 Adam St	art Unassigne	2025/07/07 00:00	Not started	📔 Fadhli K 🗸			3 Maritime Square	2025/07/07 12:31	Anytime				1
To 20250707 Abdol Ri	h Unassigne	2025/07/07 00:00	Not started	Fadhii K 🗸 🗸			576 Woodlands Drive	2025/07/07 12:49	Anytime				1
To 20250707 Hoi Cher	g Unassigne	2025/07/07 00:00	Not started	📕 Fadhli K 🗸 🗸			Opp Kallang Pl	2025/07/07 12:49	Anytime				1
School bus 119 Kim	ti Unassigne	2025/07/07 13:16	Picked-up at 13:38	Fadhli K			Block 788D HDB Woo	2025/07/04 01:00	Anytime	2025/07/07 13:38:5	4 <u>22</u> m	n -	1
To School bus Crest Se	co Unassigne	2025/07/07 13:16	Completed at 13:39 @	Fadhli K			Crest Secondary Sch	2025/07/04 01:00	Anytime	2025/07/07 13:39:3	0 <u>22</u> m	n -	:
School bus Adam St	art Unassigne	2025/07/07 13:40	Picked-up at 13:40 @4	4 📴 Fədhli K			3 Maritime Square	2025/07/04 01:00	Anytime	2025/07/07 13:40:1	0 4m	ı -	:
To School bus Crest Se	co Unassigne	2025/07/07 13:40	Completed at 13:44 @	🖡 Fadhli K	10 le		Crest Secondary Sch	2025/07/04 01:00	Anytime	2025/07/07 13:40:1	9 4m	n -	:
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# 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 "  $\stackrel{\text{\tiny D}}{=}$  " 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 " <sup>4</sup>/<sub>2</sub>" icon.
- 2. Indicate the date range that you require.
- 3. Select "Download".



# **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
- o Service
- o 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:

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

#### Note:

The other fields are optional.

## IMPORT FIELDS

Fields	Definition
	A unique number that used to group rows into one job.
Job Reference Number	Leaving this empty will use a system-generated order number instead.
	Inputting a similar Job Reference Number and indicating 'P' on Stop Type will combine the two rows into one job.
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	Input a scheduled delivery date for your job.
Allowed Start	Format: yyyy-mm-dd hh:mm
Priority	Can set priority for jobs.
T Honey	Format: regular (by default if empty), high, low.
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.)
	A valid Customer ID is all it needs to create a single-type job with a system-generated Job number.
Customer ID	The system will get all customer information based on the existing customer ID record.
	You can find this number by web app > address book > select address > on the top right corner
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
	The Address Line 1 will be used to retrieve geolocation.
Address Line 1	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.

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
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