



# **Delivery Suite Driver**

# **User Guide**

by Nology Solutions



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**deliverysuite.com**

by Nology Solutions



# INSTALLATION

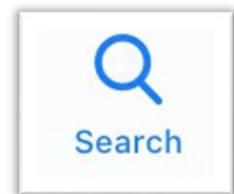


## APPLE – IOS

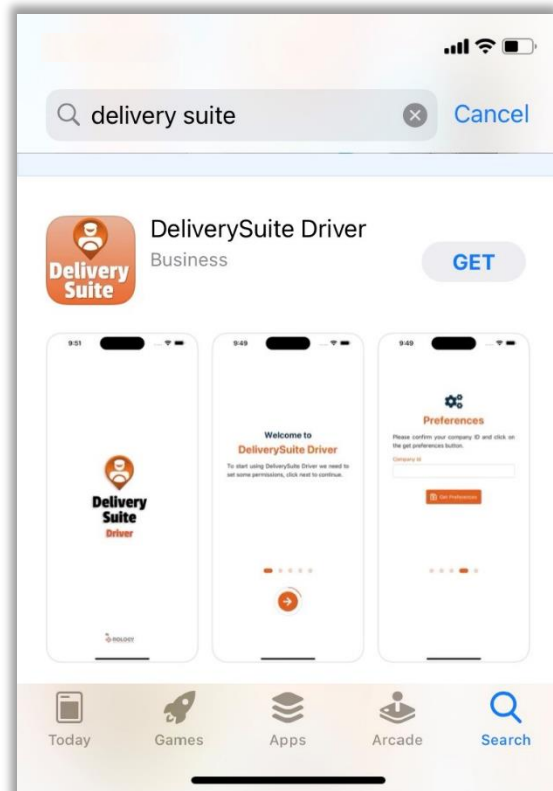
For the devices running IOS 13.0 or newer, iPhones and iPads.

**Important Note:** It's a good idea to connect to the WIFI for the download process.

1. Go to Apple App Store.
2. On the bottom right side of the screen, tap on the search icon.
3. Search for: **Delivery Suite** then select “**GET.**” (You may be asked to provide Username and Password for Apple ID). Download will begin after this.
4. When download is completed, select “**OPEN**” to open the app, or you will find it on your home screen.



You are ready for the next step!



Sample download screen for Delivery Suite Driver



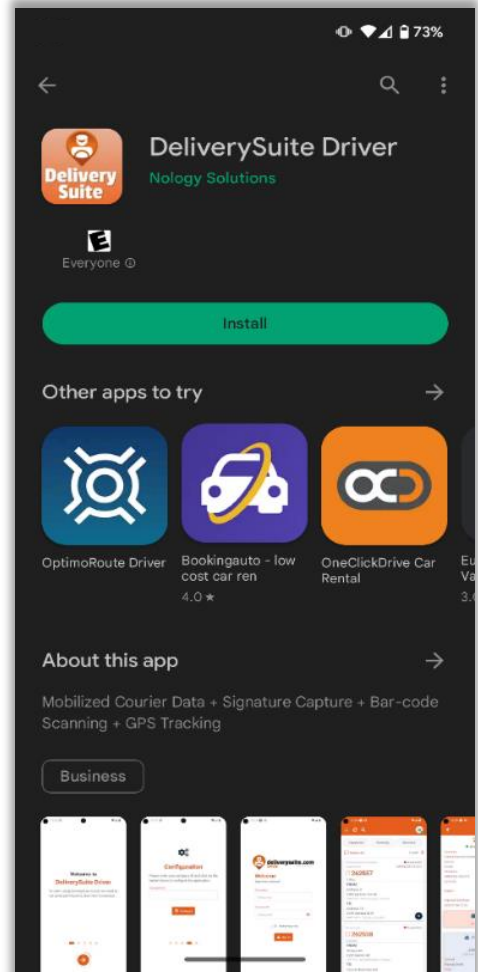
## ANDROID

For devices running on Android v5.0 or newer, both phones and tablets

**Important Note:** It's a good idea to connect to the WIFI for the download process.

1. Open Google Play Store
2. On the top search bar, type in: **Delivery Suite**
3. Once found, tap **Install** (You may be prompted for your Google account credentials).
4. When completed, you can click Open, or search for the app in your app list.

You are ready for the next step!



Sample download screen for Delivery Suite Driver



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# APPLICATION SETUP



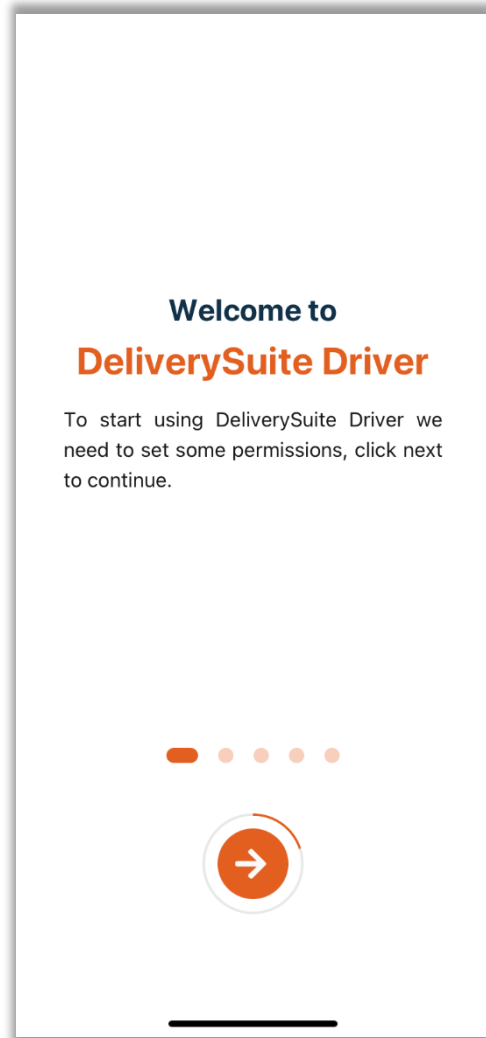
## ACCOUNT SETUP

Setup process is identical across all platforms.

Open the installed app. You will need to synchronize it with your Dispatch system.

### INITIAL SCREEN

When you open the application for a first time, you should be greeted by the following screen:



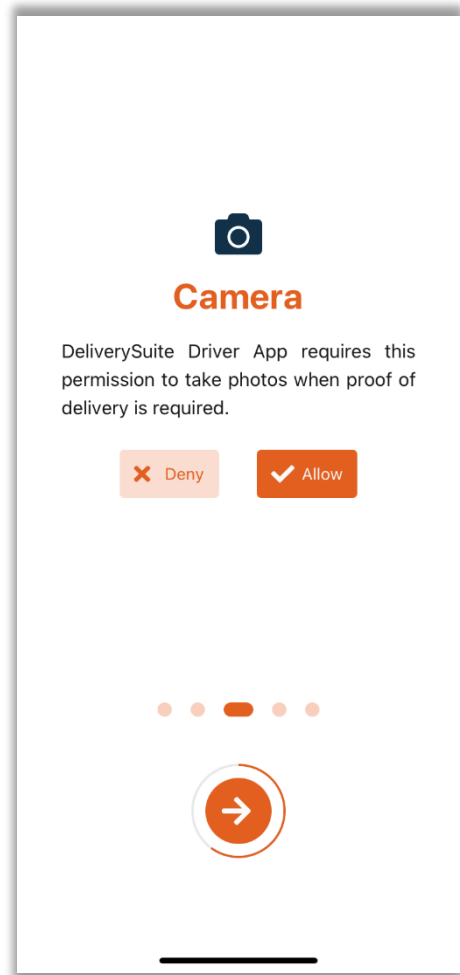
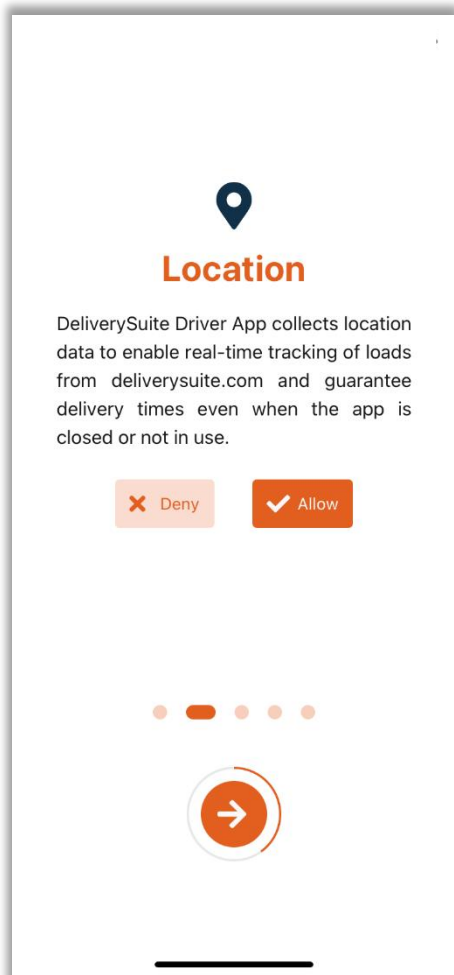
Please tap  to continue

**Side Note:** You might be asked about receiving notifications. Select **allow** when prompted.




## APPLICATION PERMISSIONS

You will need to accept location, camera, and notification permissions.



Location will permit dispatch team to track you on the map and will provide you with access to the map feature.

Camera will let user take photos of delivered / picked up loads.

In both cases, select **allow** and tap to  continue.





## APPLICATION CONFIGURATION


Finalizing setup requires Company ID, which can be obtained from your dispatch team.

Type it to the box below and select



Configure


to continue.




### Configuration

Please enter your company ID and click on the button below to configure the application.

Company Id


 Configure

Progress indicator: 5 dots, 4th dot filled.




### The app is ready to use

Click on the next button to start.



Progress indicator: 5 dots, 5th dot filled.

**Side Note:** If for some reason, given company id is not correct,  will not appear.



# APPLICATION




## LOGIN SCREEN

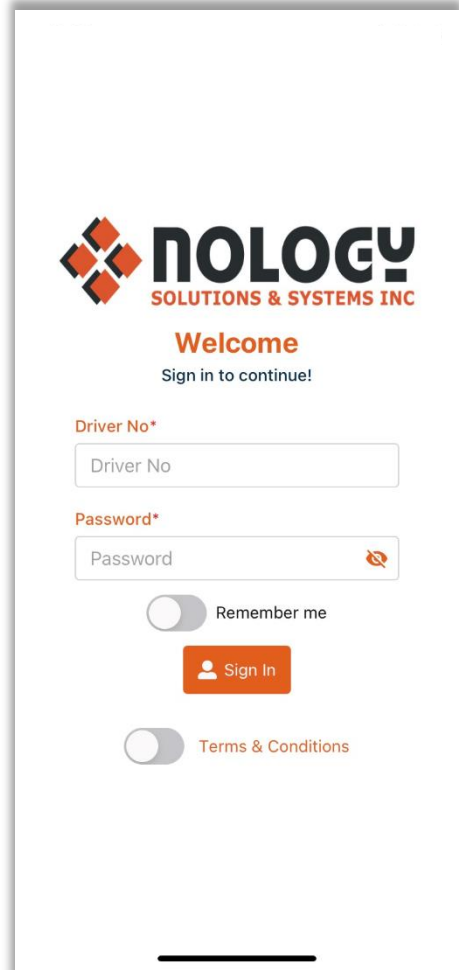
Type in Driver Number and Password. Both should be provided by the dispatch.

☐ **Terms & Conditions** must be checked. Tap on the orange text to see all terms.

☐ **Remember me** allows to save driver number and password for future use.

 Symbol will allow to see previously entered password.

Tap on  to continue.



The screenshot shows the login interface for NOLOGY SOLUTIONS & SYSTEMS INC. At the top is the company logo. Below it, the text 'Welcome' is followed by 'Sign in to continue!'. There are two input fields: 'Driver No\*' and 'Password\*'. The 'Password\*' field has an eye icon to its right. Below the fields are two toggle switches: 'Remember me' and 'Terms & Conditions'. At the bottom is an orange 'Sign In' button with a user icon.



## MAIN MENU

After login, you will be brought to the main menu. It can divide it to 3 separate sections.

### Orange top menu



Access the side panel menu.



View notifications sent to the drivers from the dispatch office.



Refresh (reload) orders on your dispatch screen.



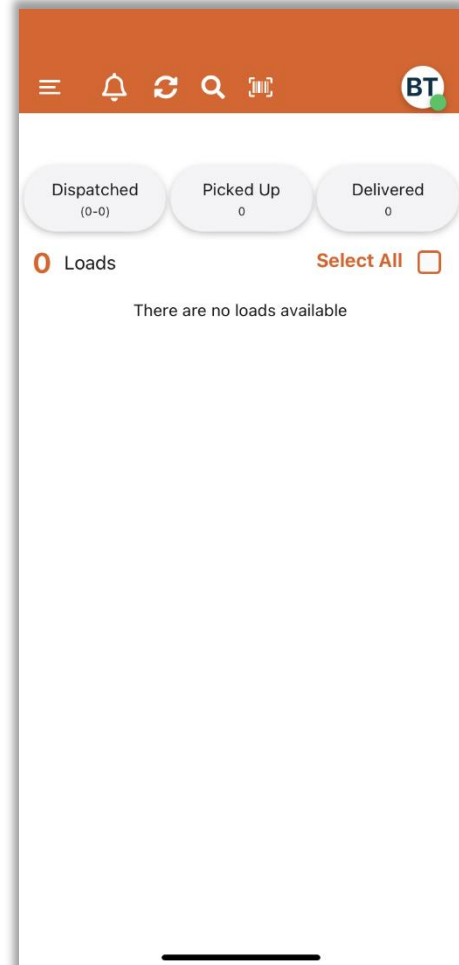
Creates additional search menu, allows to find a specific order from the list.



Allows Scanning a waybill or a parcel barcode, and marks it picked up / delivered.



Displays drivers' initials. Colour of the circle specifies driver status. Tap to change if needed.



**Side Note:** While scanning, press on the lightbulb to turn the flashlight feature off/on.

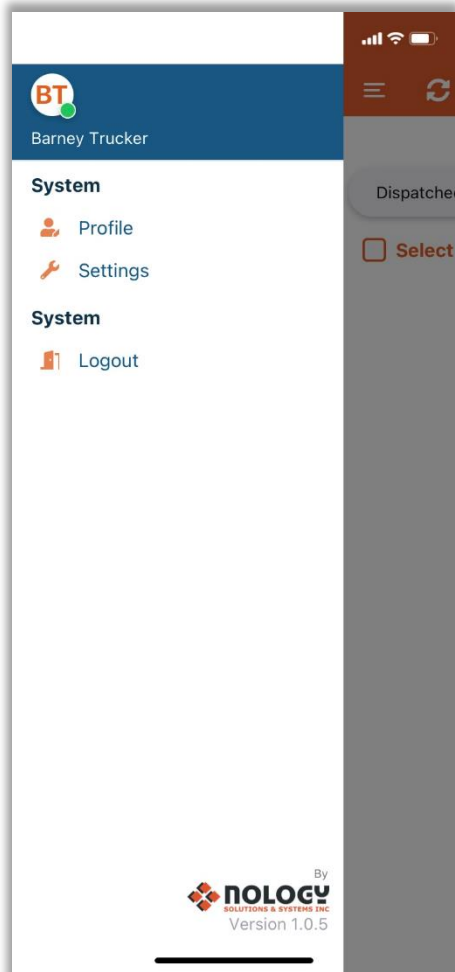


**Side Note:** Driver can scan a package that belongs to a different load.  
By scanning label shipment will be reassigned to the scanning person.

**Contact dispatch before using this feature.**

### The side menu.

Can be accessed by tapping on  **OR** by swiping right on the main menu.



Displays Driver name, Driver status and grants access to system settings.

**Profile** allows adjustment of username login and password.

**Settings** permits to view and change tracking options of the app. Allows for switching between phone camera and **external barcode** scanner.

**Logout** will disconnect user from the program.



### The processing screen.

The central part of the menu will contain a list of orders.

Dispatched, Picked Up and Delivered buttons allow filter functionality.

**Select all** checkbox allows selection and processing multiple loads at once.

The screenshot displays the 'processing screen' of the Delivery Suite application. At the top, there are three filter buttons: 'Dispatched (3-0)', 'Picked Up 0', and 'Delivered 0'. Below these, it shows '3 Loads' and a 'Select All' checkbox. The main area contains a list of three orders, each from 'The Ganga technologies (A c...' and marked as 'Dispatched'. Each order entry includes a checkbox, a large orange load number (263007, 263009, and 263010), and a status icon. Below the load number, it says 'Express' and 'FROM: Wholesale Food'. At the bottom of each entry, there are 'Pickup Date' and 'Deliver By' fields, both showing 'Oct 4 2023 6:00AM' and 'Oct 5 2023 6:00AM' respectively. A dropdown arrow is visible on the right of each entry. The interface is clean with a white background and orange accents.

**Side Note:** Content of this menu **will change**. User will be given additional options during the dispatch process, if one or more loads are selected.

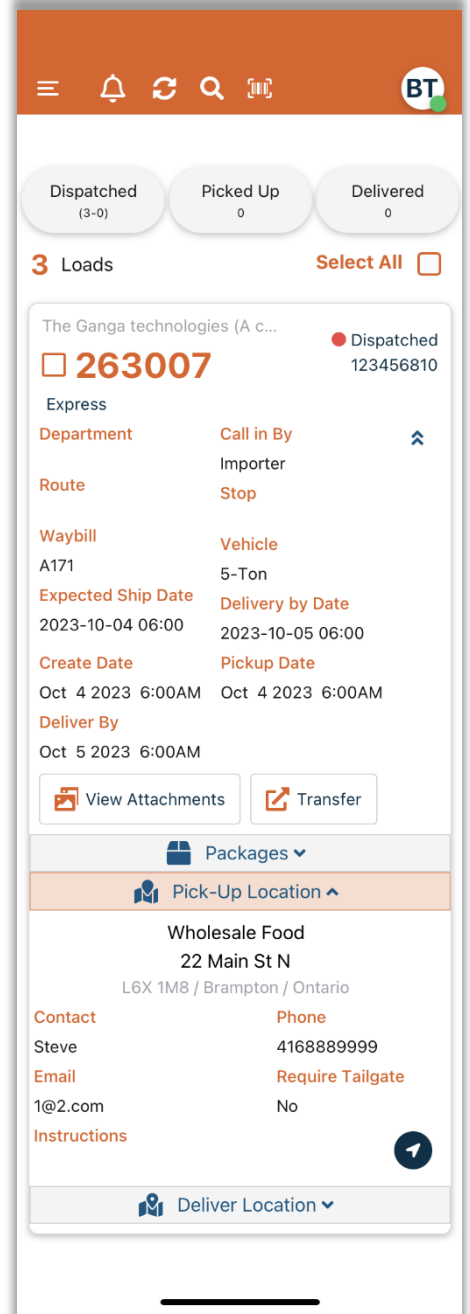
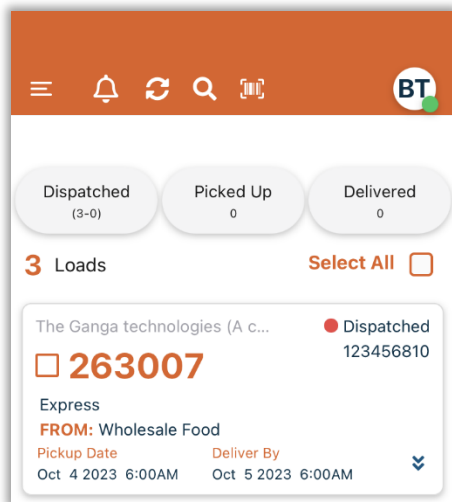


## ORDER DISPATCHED

Once the order is sent to the driver, the user needs to review it, then accept it.



Icon, on the bottom right, will bring up more details.  
About the load



● **Dispatched** Signalizes status of the load. It will change.  
throughout the delivery process

□ **263007** Shows order id. By selecting multiple checkboxes, it  
is possible to process multiple orders at one time.


Once the order is reviewed, proceed to the next step.

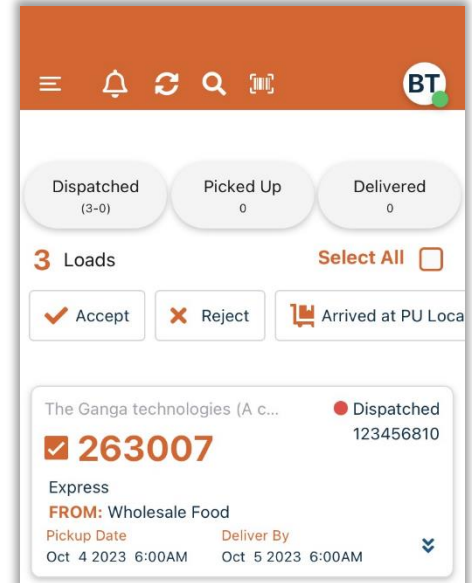


## MARKING ORDER "ACCEPTED"

To **Quick Accept**, tap on the orange checkbox next to the order number , and select **Accept** option on the top part of the menu

You also have an option to select multiple ( All ) shipments at the same time and mass accept or reject them .

Its always a good idea to expand the order using  button , and reviewing it before accepting / rejecting.



**Side Note:** There are a lot more options than accept and reject. Slide to the left to get access to Arrive at Pickup/Drop off locations.






## PICKING UP AN ORDER

The App will go back to the main menu. Status of an order will change from **Dispatched** to **Dispatched – Accepted**.

Find the order you would like to pick up and expand its details.

### Arrive Orders menu overview

**Side Note:** Tap  Arrived at PU Location , and it will automatically transfer you to pickup screen. It is covered in next section of the tutorial. Select **Mark Picked up** to skip arrival process completely.

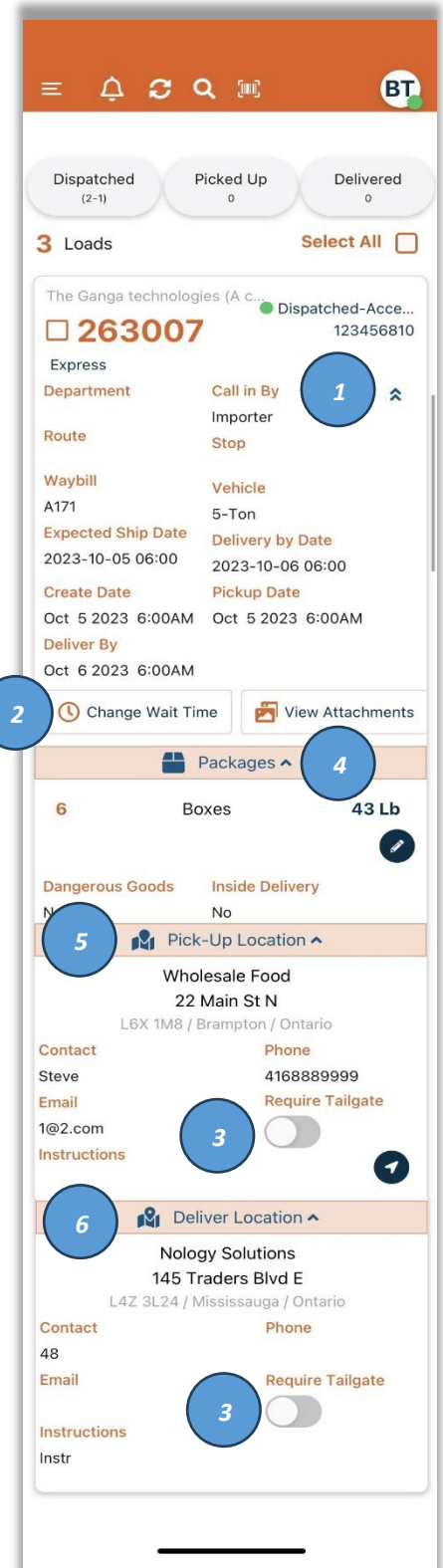
1. As mentioned before, the double chevron arrow will. Expand and shrink (depending on direction) entire section of the screen.
2. Middle ribbon will give you several tools to adjust your Shipment. **To see all, you need to swipe to the right.**

Change wait time – Will add wait time to the load.  
on the pickup side (identical functionality  
is available on drop-off location)

View Attachments- will allow the driver to preview any  
documentation associated with the shipment.



Add note – as name suggests, adds a note to the pickup

Transfer – Allows to pass a load to a different carrier  
within company.







- Require Tailgate – Allows Driver marking tailgate requirements. If the button is missing , please contact dispatch team, as it needs to be enabled beforehand.

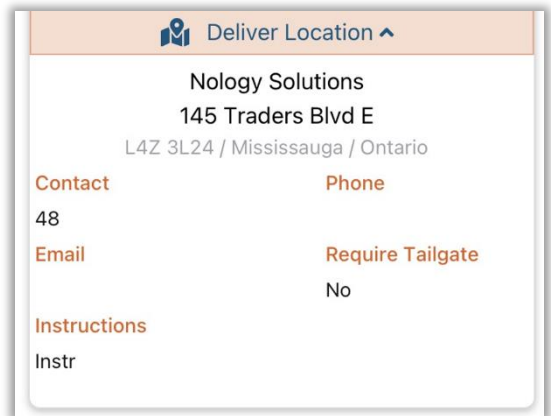
- Packages - Tap on the little arrow down to expand showing this submenu. From here you can view and  edit the parcels you intend t send by tapping on the  button.



- Pick up location will provide address and contact information of a place where delivery needs to be picked up. Tapping on  will link the address to the default mapping app, providing the driver with directions.

- Delivery Location will display the address of where the delivery would need to take place.

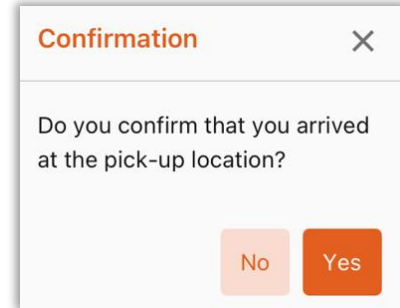
**Side Note:** Notice that the delivery location subsection is missing  button. You wont need to quick access it until the delivery is picked up first.






### Selecting arrive at pickup.

Driver will get a notification to confirm whether they arrived at pickup. It will automatically change the status of the shipment to **Arrived at pickup location** within the main system, and the app itself.

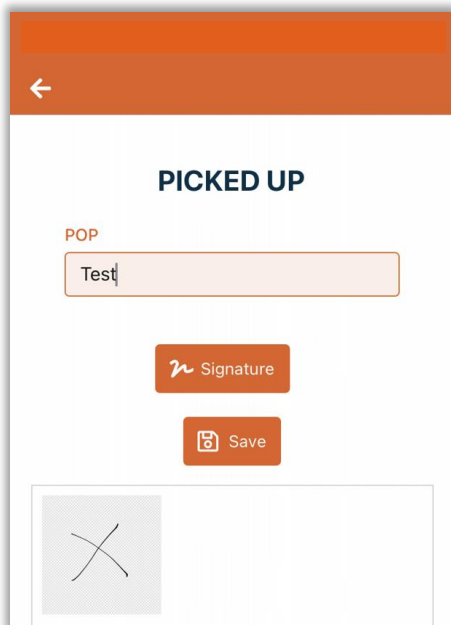


A confirmation dialog box with a title bar 'Confirmation' and a close button 'X'. The main text asks 'Do you confirm that you arrived at the pick-up location?'. At the bottom, there are two buttons: 'No' and 'Yes'.

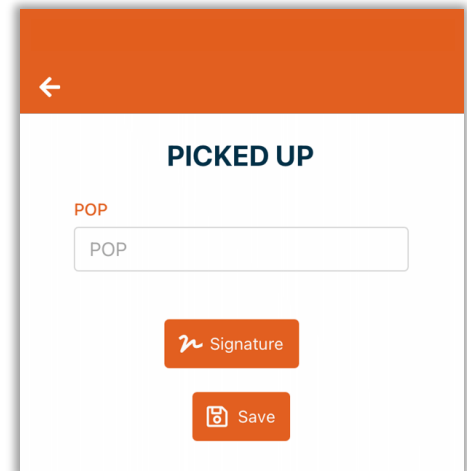
### Marking Order Picked up .

Final step for pickup is requiring selecting a checkbox ☒ **263007** next to the order and selecting 

Following window will appear. At the very least, it will require. To capture name of the person releasing the shipment, And their signature.



A mobile app screen titled 'PICKED UP'. It has a back arrow in the top left. Below the title, there is a label 'POP' and a text input field containing 'Test'. Below the input field are two buttons: 'Signature' with a signature icon and 'Save' with a save icon. At the bottom, there is a large rectangular area with a signature icon and a blank space for a signature.




A mobile app screen titled 'PICKED UP'. It has a back arrow in the top left. Below the title, there is a label 'POP' and a text input field containing 'POP'. Below the input field are two buttons: 'Signature' with a signature icon and 'Save' with a save icon.

After filling all out, tap  to finalize pick up. process



## DELIVERING AN ORDER

### Deliver Order Menu Overview

When the status is set to • **Picked up**, tap  the to expand order to the full page. It contains identical information to Arrive Orders menu with few minor exceptions.

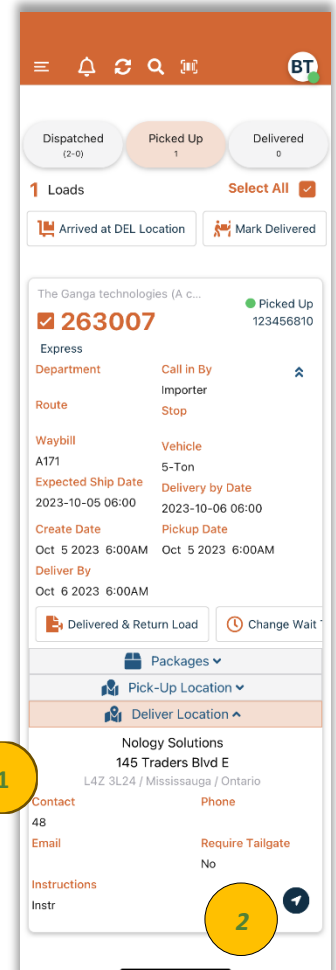
**Side Note:** Just like in a previous screen, Select **Mark Delivered** to skip arrival procedure.

- Options on the sliding menu has changed.


**Delivered and return** load allows to mark shipment as delivered and Creates a return shipment to the pickup address. **Contact your dispatch before using.**

**Add Attachment** will allow creation of a photo linked to this shipment.

- Delivery location is now in focus, allowing picking a delivery address. Default mapping application of the device will create a route for the destination.



### Selecting Arrive at Delivery Location

Similar to “Arrive at Pickup section”,  will change the status of the shipment to arrived within the app, and provide more feedback to the dispatch office.

Analogously, system will create a popup asking whether you are ready to change it to Arrived. Please confirm.



## Marking Order Delivered

←

**DELIVERED**

POD

POD

Signature Take a Picture

Save

**POD** – Proof of delivery, or name of a person receiving the pickup.

**Signature** – Customer will need to sign to receive.

**Take a picture** – allows to take a photo of delivered load.

**Save** – saves and finalizes the process.

←



**DELIVERED**

POD\*

Test2

Signature Take a Picture

Save

Press Save button to go finalize load and move back to the main menu, finishing the process.

**Side Note:** POD, Signature, photos alongside with any notes are transferred back to dispatch in real time.



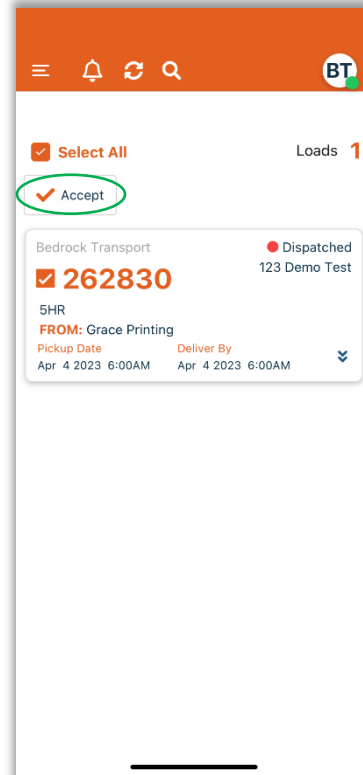
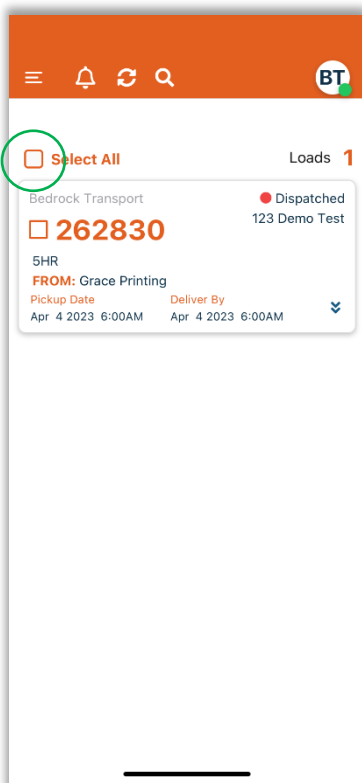
# QUICK TIPS



## QUICK OVERVIEW

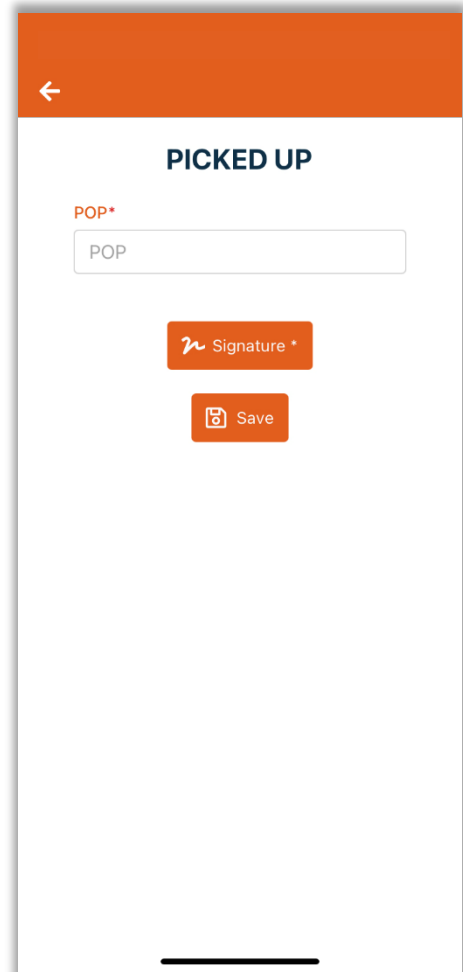
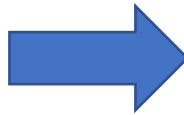
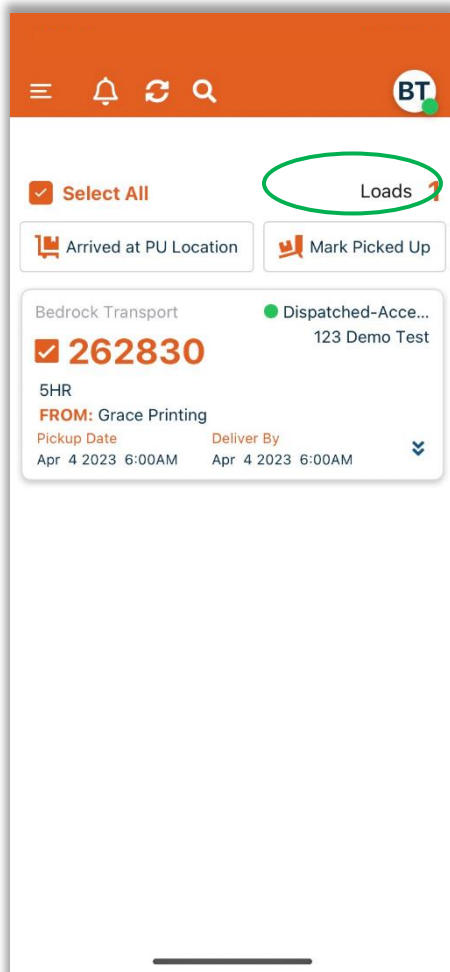
As a review, here is a step through on how to **quickly** process a shipment.

1. You will start with a basic order in your main menu. Expand it , then tap on the orange checkbox and accept the shipment.





2. Tap on the load you want to process and again tap on the orange checkbox next to the load number. Select **Mark Picked Up**.



Type Proof of pickup (name of the shipping person). Tap on signature to capture it. Hit

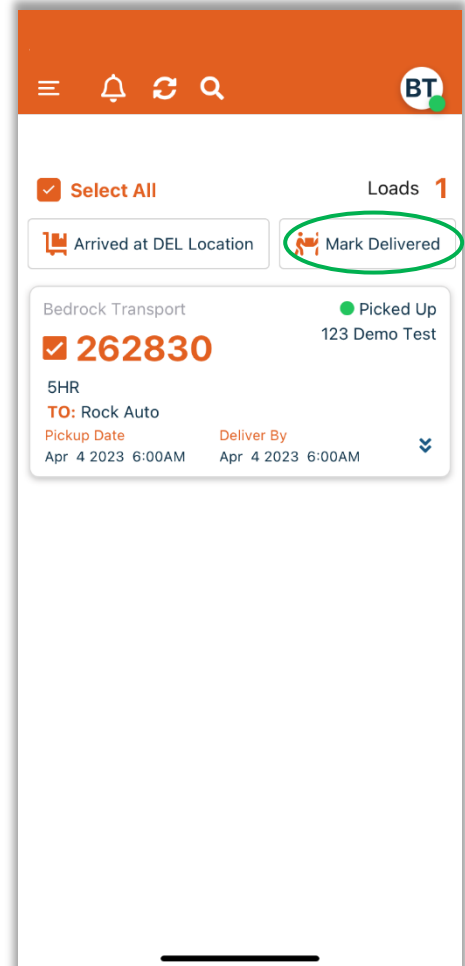
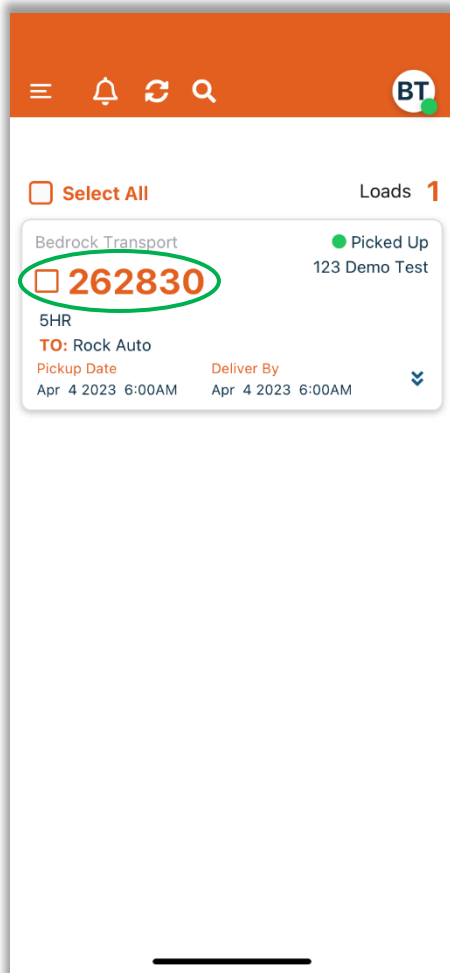



to complete pickup process.





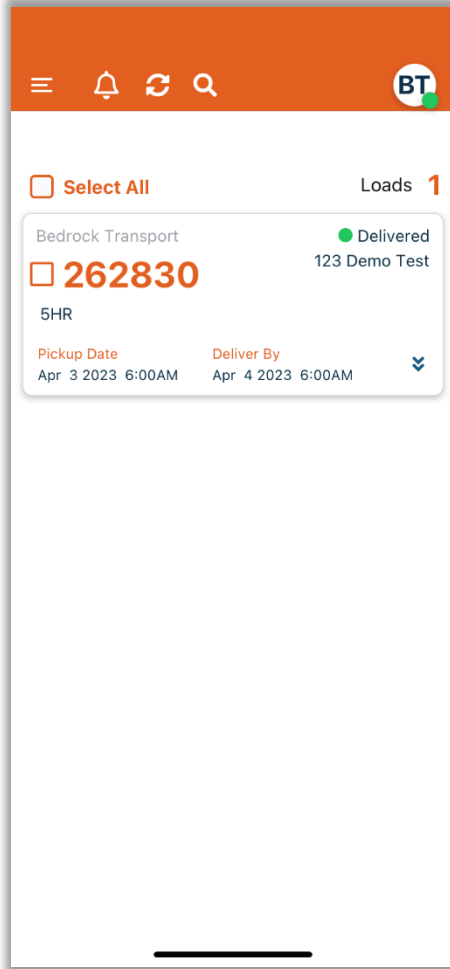
- At the Delivery location, pick the load you want to finalize. Tap on the orange checkbox next to the order number.



Put in the name of the person receiving the shipment, capture signature, take a photo of delivered shipment and select  Save to finalize order.




4. Shipment has been finished! You will see it in your main menu till the end of the day. You may continue to the next shipment.

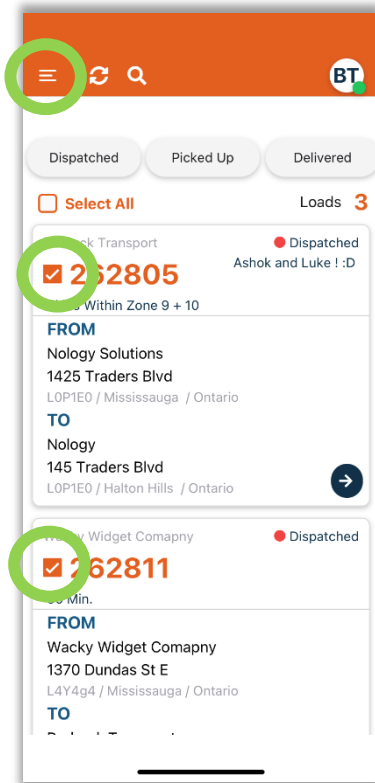




## PROCESSING MULTIPLE ORDERS


If needed be, the app can handle processing multiple loads at the same time. This can happen when two or more shipments are originating or being destined for the same location.

We can see that within the main menu, orders have an orange checkbox next to them. Once dispatched, select orders you would like to accept, and once selected, either tap on the  button OR swipe on the screen from left to right. From the side menu select Accept.



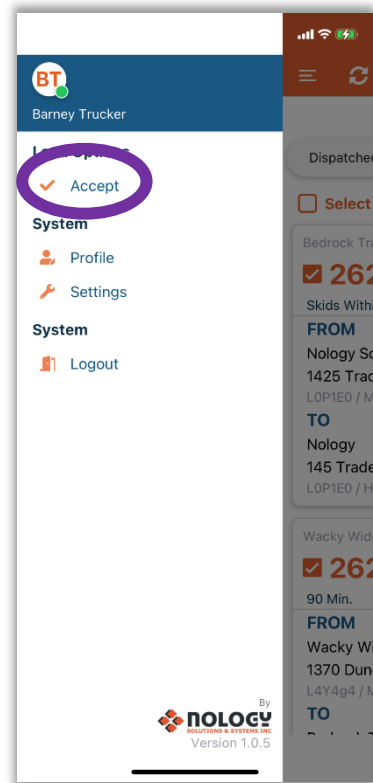
Select orange checkboxes.

Swipe from left to right.

Or select. 

Select Accept from the side menu

To continue





Once accepted , mark multiple orders as picked up and later on as delivered. In both cases, app will prompt to put in the signature of the person respectively releasing and accepting the order .

