



Delivery Suite Driver

User Guide

by Nology Solutions



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deliverysuite.com

by Nology Solutions



INSTALLATION

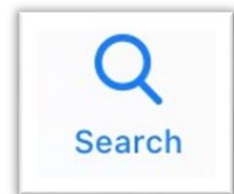


APPLE – IOS

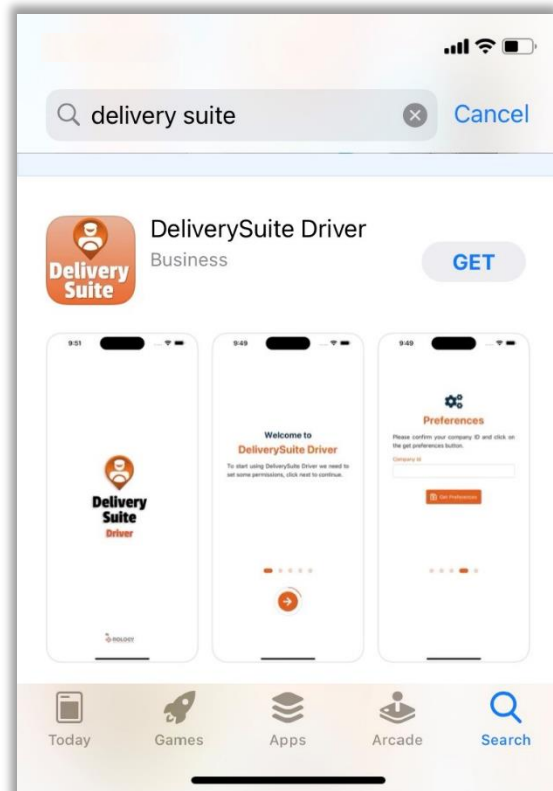
For the devices running IOS 13.0 or newer, iPhones and iPads.

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



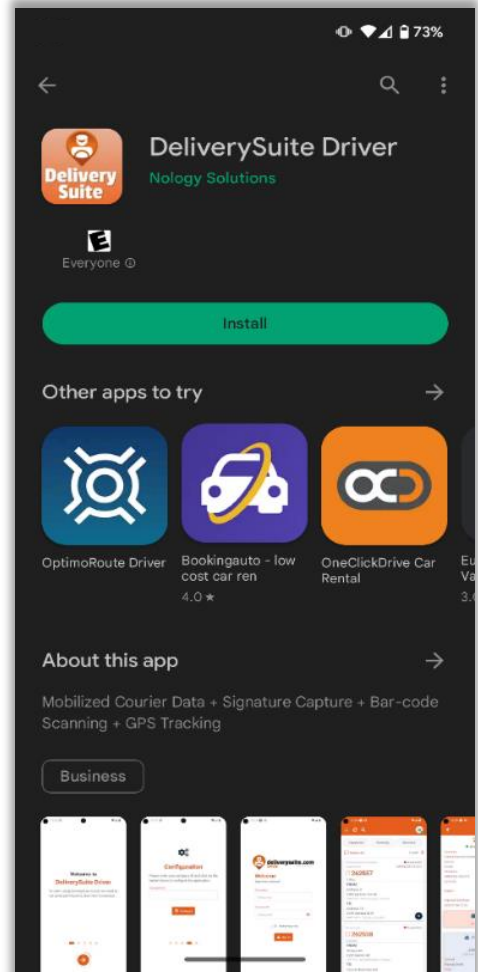
ANDROID

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



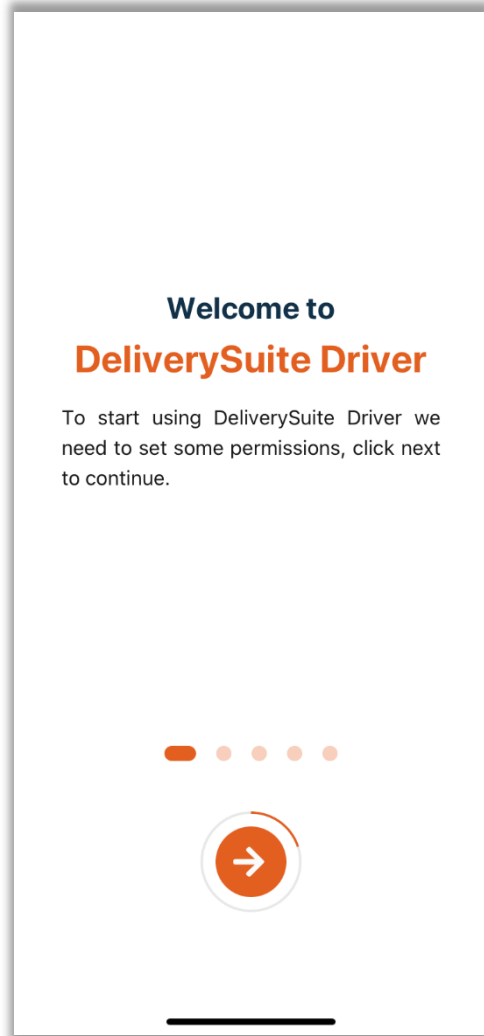
ACCOUNT SETUP

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:



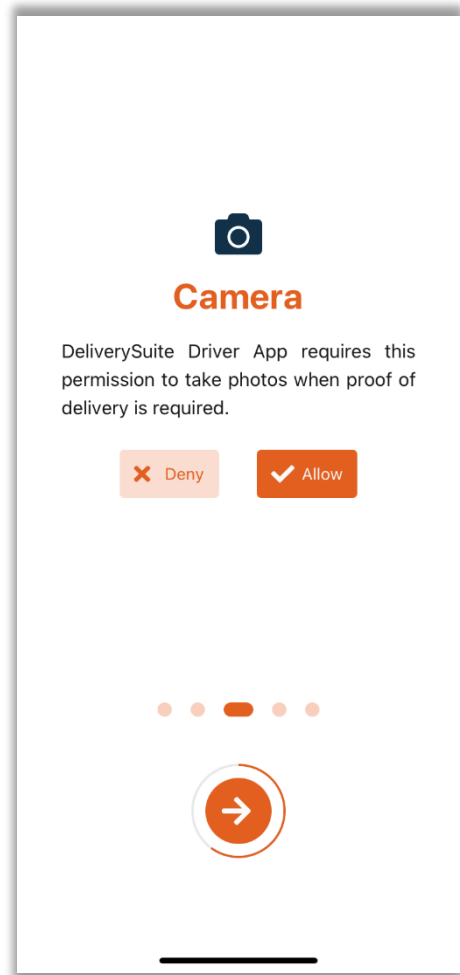
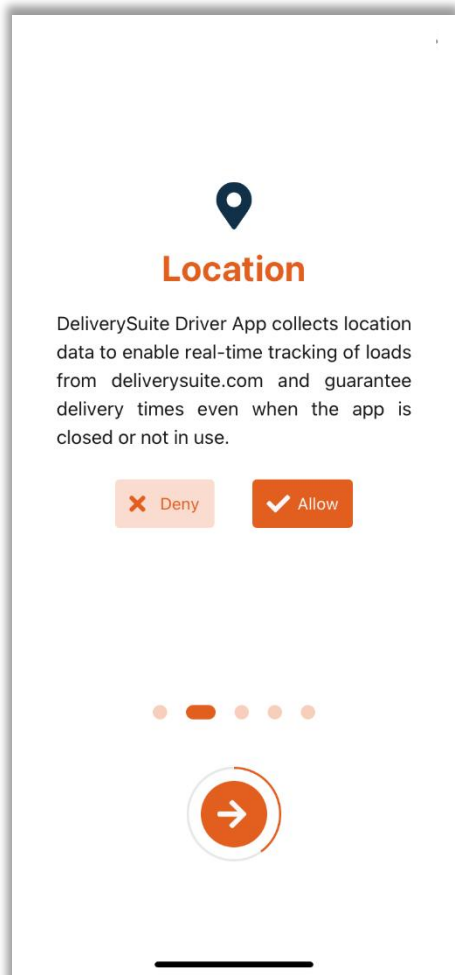
Please tap  to continue

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.

The configuration screen features a gear icon at the top, followed by the title 'Configuration'. Below this, a message instructs the user to enter their company ID and click the 'Configure' button. A text input field is provided for the 'Company Id'. The 'Configure' button is orange with a gear icon. At the bottom, there is a progress indicator with five dots, the fourth of which is filled, and a home indicator bar.

The 'ready to use' screen displays a large green checkmark and the text 'The app is ready to use'. Below this, it says 'Click on the next button to start.' A progress indicator at the bottom shows five dots, with the last one filled. A large circular button with a right-pointing arrow is positioned above the progress indicator. A home indicator bar is at the very bottom.

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



APPLICATION




LOGIN SCREEN

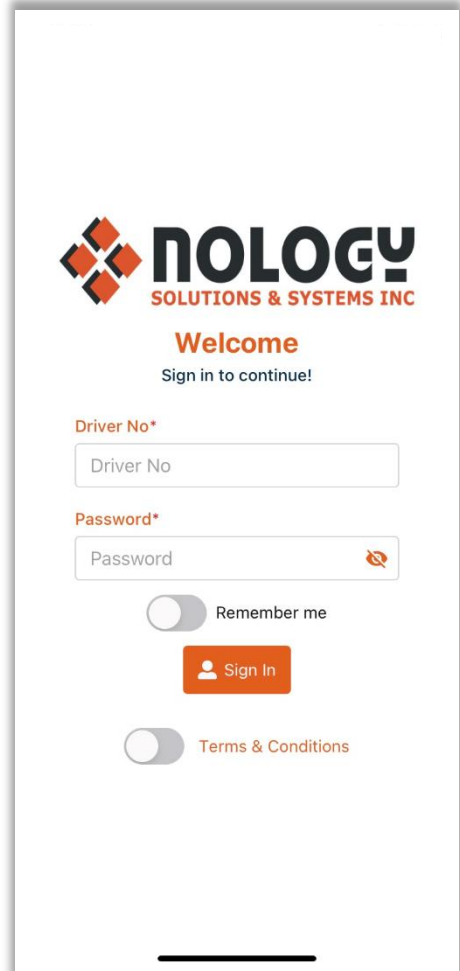
Type in Driver Number and Password. Both should be provided by the dispatch.

☐ **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.





MAIN MENU

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

Top, **orange part** of the screen allows:



Access the side panel menu.



Refresh (reload) orders on your dispatch screen.



Creates additional menu (see picture 2).
Allows manually scanning of waybills and parcels for processing.

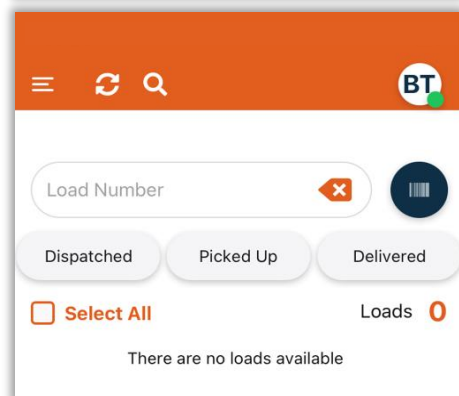
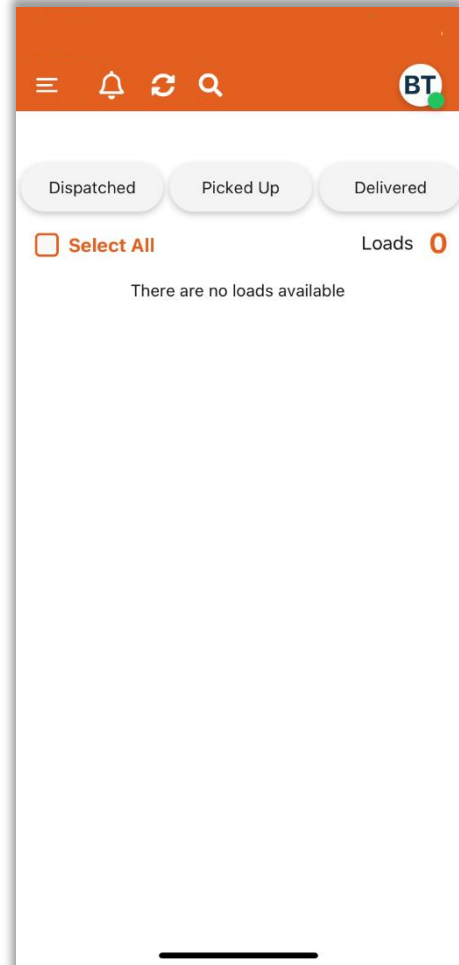


Displays drivers initials. Colour of the circle specifies driver status. Tap to change if needed.



View notifications sent to the drivers from the dispatch office.

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




Picture2. Barcode scanner via magnifying glass.

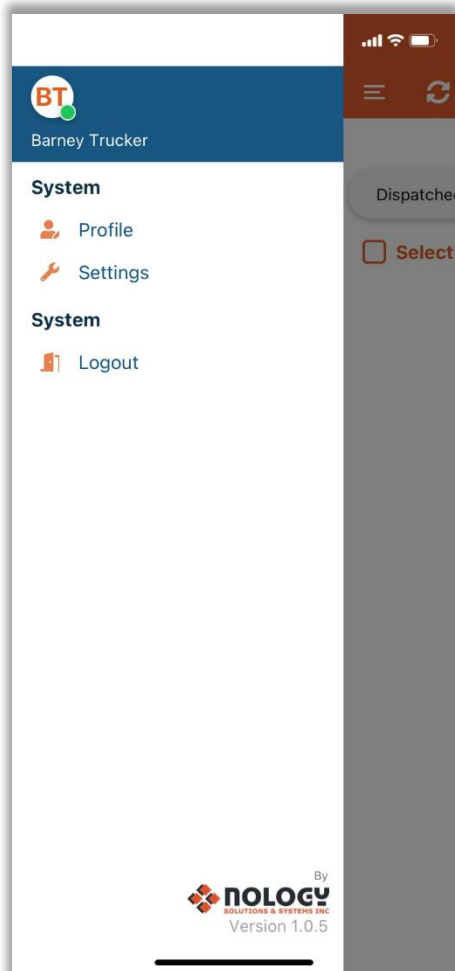


Side Note: User can scan a package that belongs to a different load. By scanning label shipment will be reassigned to the scanning person.

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.



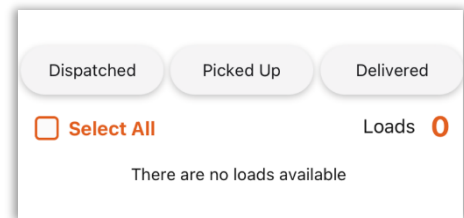
Side Note: Content of this menu will change. User will be given additional options during the dispatch process, if one or more loads are selected.

The processing screen.

Central part of the menu will contain list of orders.

Dispatched, Picked Up and Delivered buttons allow filter functionality.

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





ORDER DISPATCHED

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

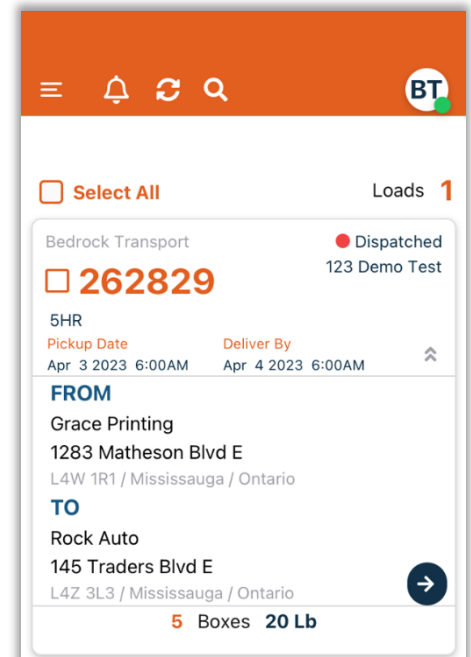
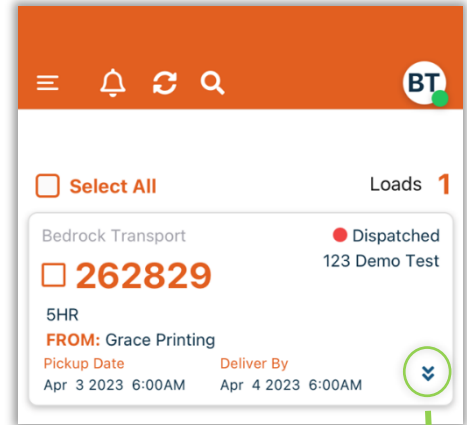


Icon, on the bottom right, will bring up more details. About the load

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

☐ **262829** Shows order id. By selecting multiple checkboxes, it is possible to process multiple orders at one time.

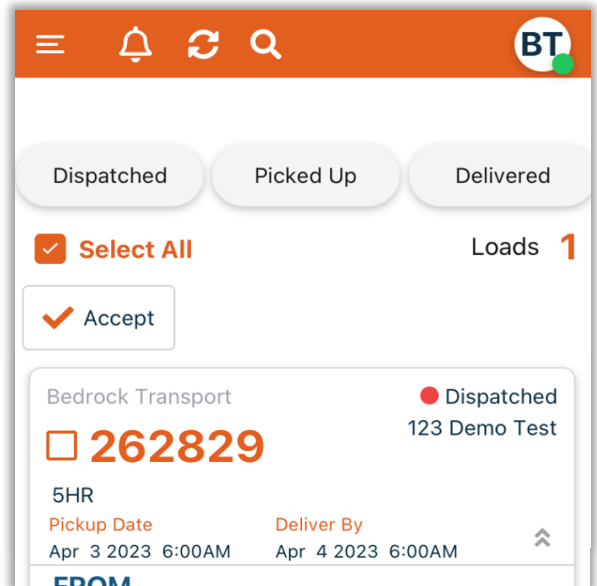
Once order is reviewed, proceed to the next step.




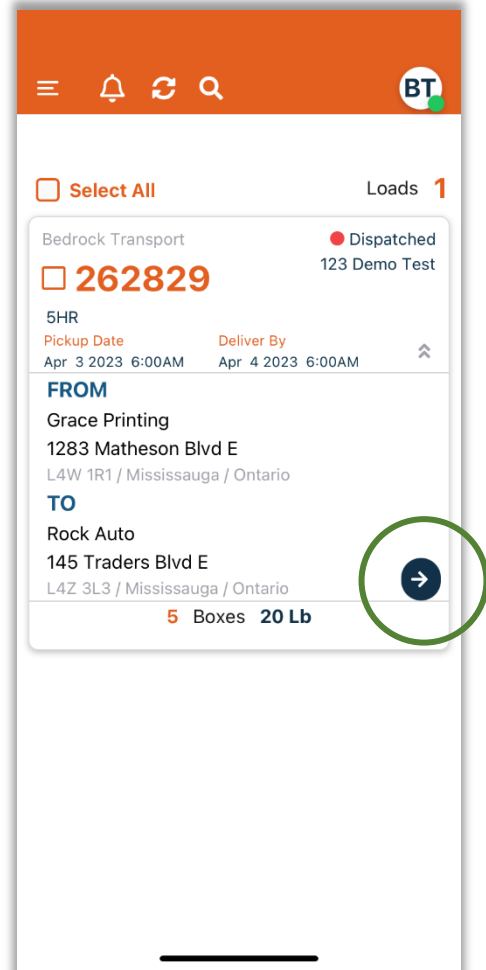


ACCEPTING AN ORDER


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



To **review and accept** , tap on the  button .

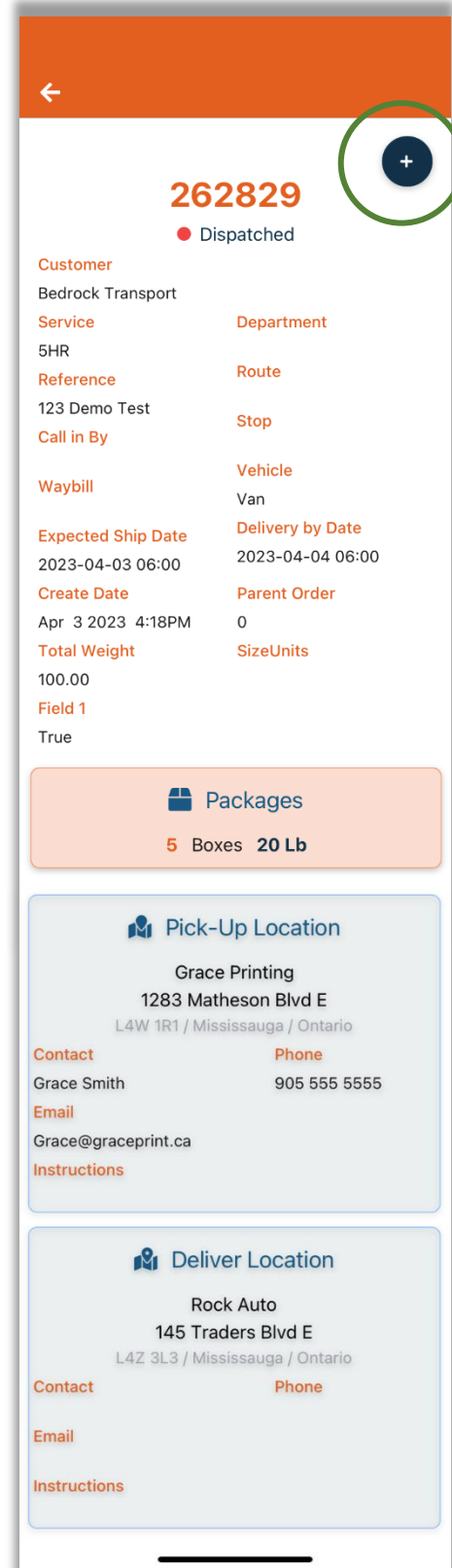




On the Full order menu, tap  to accept.



Accepting an order....



Full Order view





PICKING UP AN ORDER

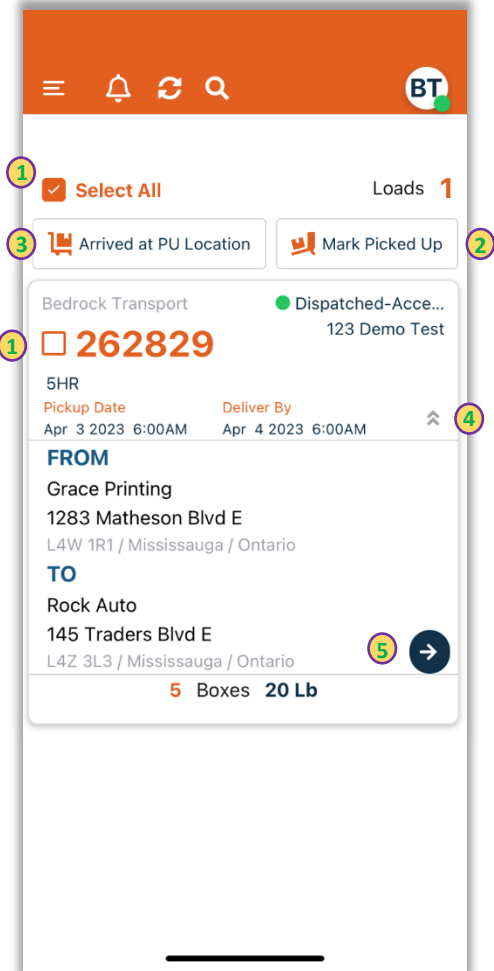
The App will go back to the main menu. Status of an order will change from • **Dispatched** to • **Dispatched – Accepted**.

Side Note: For Quick pick up, tap on the orange checkbox (1) and select **Mark Picked Up** option (2). You can pick up multiple orders at once.



(3) Alerts dispatch about order status.

For detailed info on pickup tap first on  (4) and then tap  (5)





262829

● Dispatched-Accepted

Customer

Bedrock Transport

Service

5HR

Reference

123 Demo Test

Call in By

Waybill

Expected Ship Date

2023-04-03 06:00

Create Date

Apr 3 2023 4:18PM

Total Weight

100.00

Field 1

True

Department

Route

Stop

Vehicle

Van

Delivery by Date

2023-04-04 06:00

Parent Order

0

SizeUnits

Packages

5 Boxes 20 Lb

Pick-Up Location

Grace Printing

1283 Matheson Blvd E

L4W 1R1 / Mississauga / Ontario

Contact

Grace Smith

Phone

905 555 5555

Email

Grace@graceprint.ca

Instructions

1

Deliver Location

Rock Auto

145 Traders Blvd E

L4Z 3L3 / Mississauga / Ontario

Contact

Phone

Email

Instructions

➕ Menu has changed giving additional options. See list on the next page for more details .

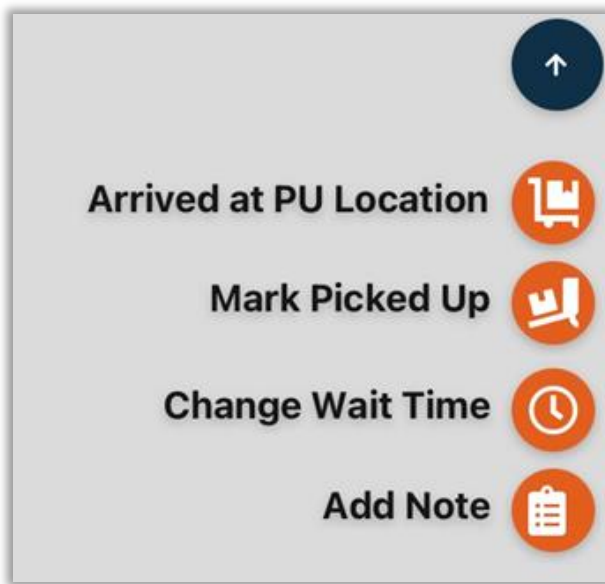
📍 Tap to open default map application on the phone, preloading pick up address.

✎ Allows modifications of pickup items. Their type, quantity, and dimensions.

PACKAGES

5 Boxes 20 Lb 12 X 12 X 12

+ Add Package



Closes the menu.

Alerts head office of the driver's arrival at the location

Marks order picked up. This is the next step in processing the load.

Adds a waiting time to the order.

Adds a note to the load. It will be visible by the dispatch office.



Mark Picked Up, prompts for the name and signature of person signing out the order.



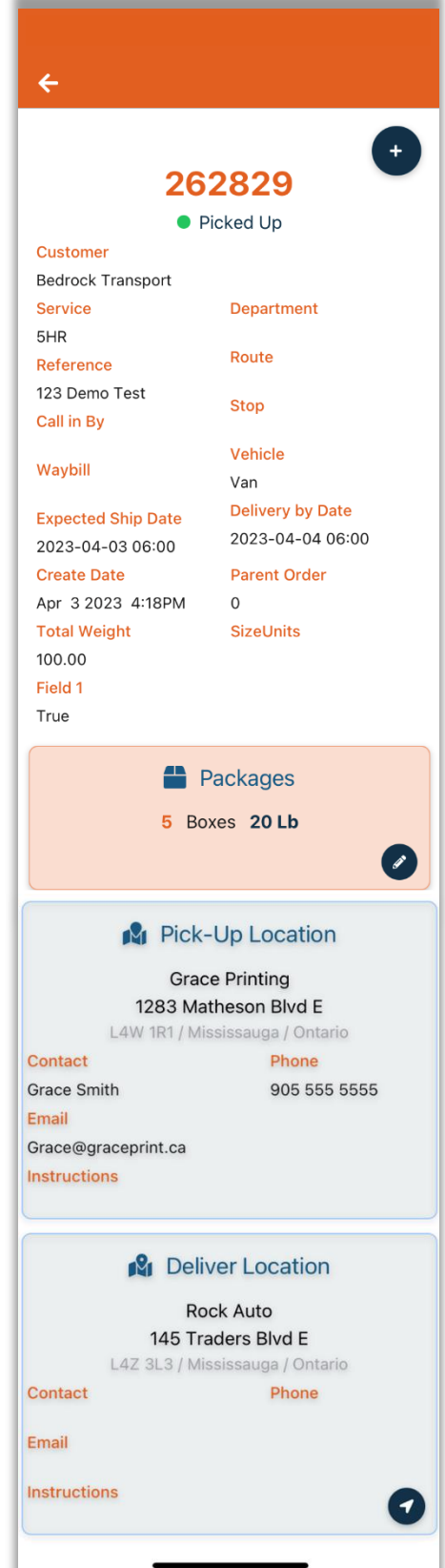
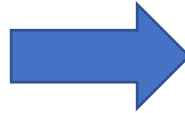
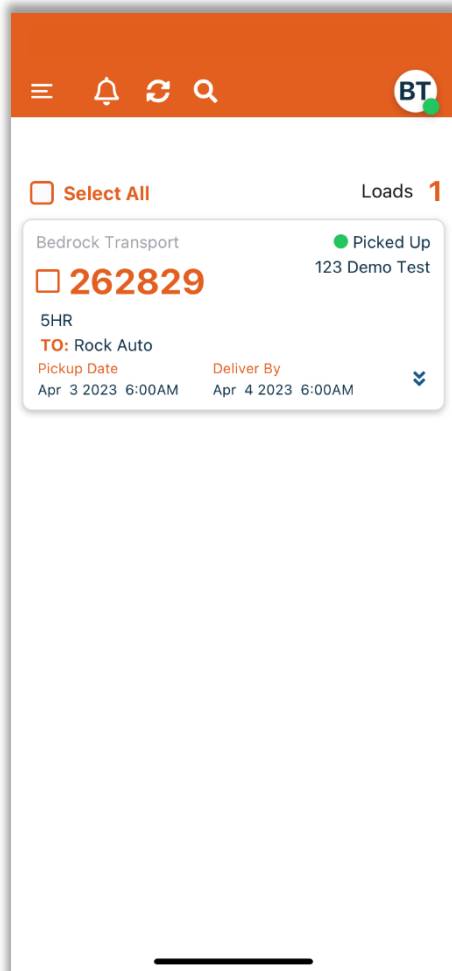
After signing, tap on **save** to continue.




DELIVERING AN ORDER

When the status is set to ● **Picked up**, tap the 
and then select  to proceed to detail screen.

Side Note: For Quick Delivery, tap on the orange checkbox and select **mark Delivered** option.





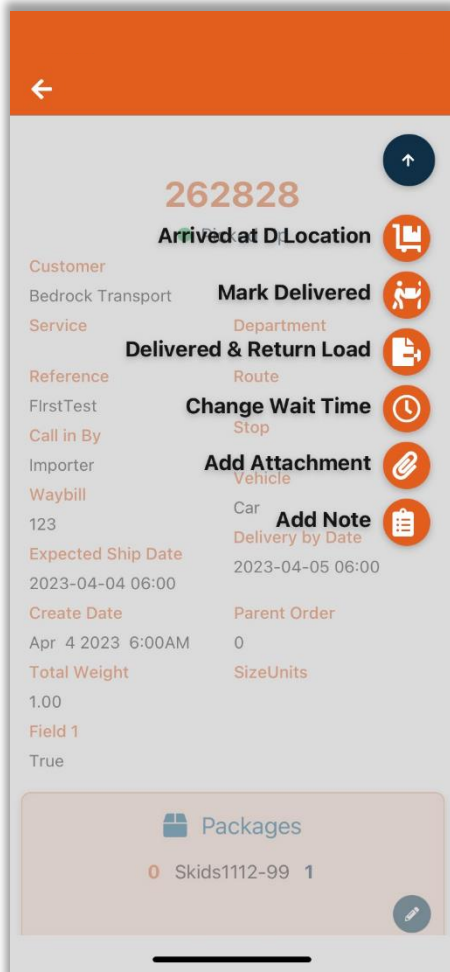
Tap  to open default map application on the phone, preloading pick up address.



Allows modifications of pickup items. Their type, quantity, and dimensions.



Menu has changed giving additional options. See list below for more details.



Arrow up - closes the menu.

Arrive at D location - informs dispatch team about arrival.

Mark delivered - This is the next step in processing the load. Closes and finalized the order.

Delivered & Return Load – Cancels existing order and creates return load. Can be used when the cargo is damaged, refused, or undeliverable. **Contact your dispatch before using.**

Change Wait Time - Adds billable wait time to the order.

Add Attachment - Allows adding a photo or a document to the load.

Add Note – adds a note to the shipment, visible by the dispatch team.

Select **Mark Delivered** to continue.



Application will prompt for:

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.

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.



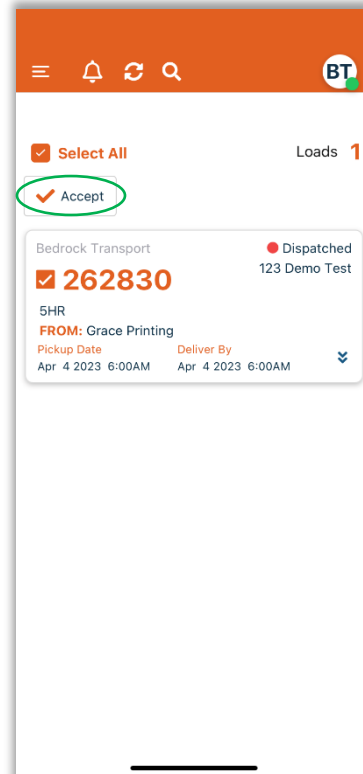
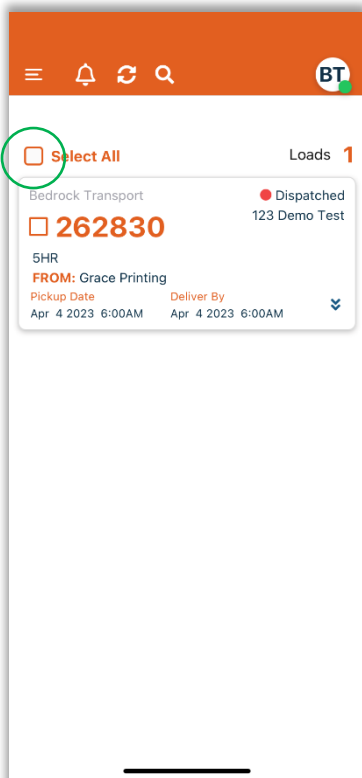
QUICK TIPS



QUICK OVERVIEW

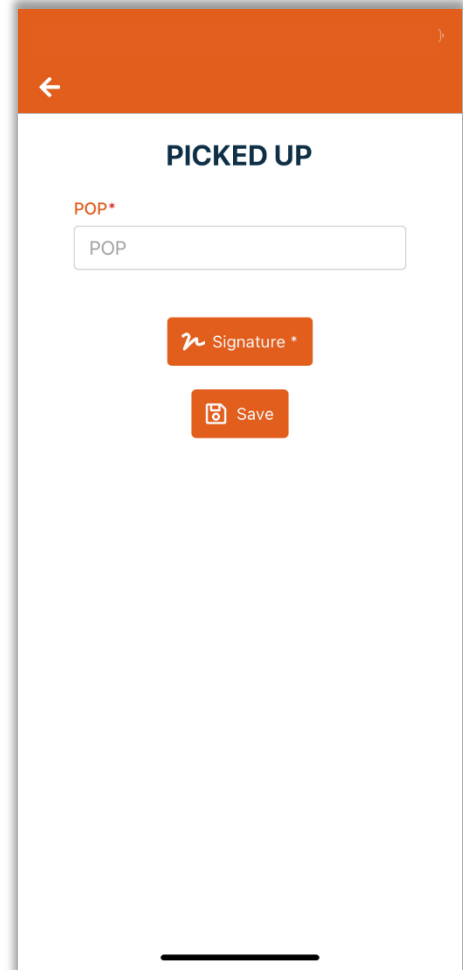
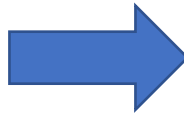
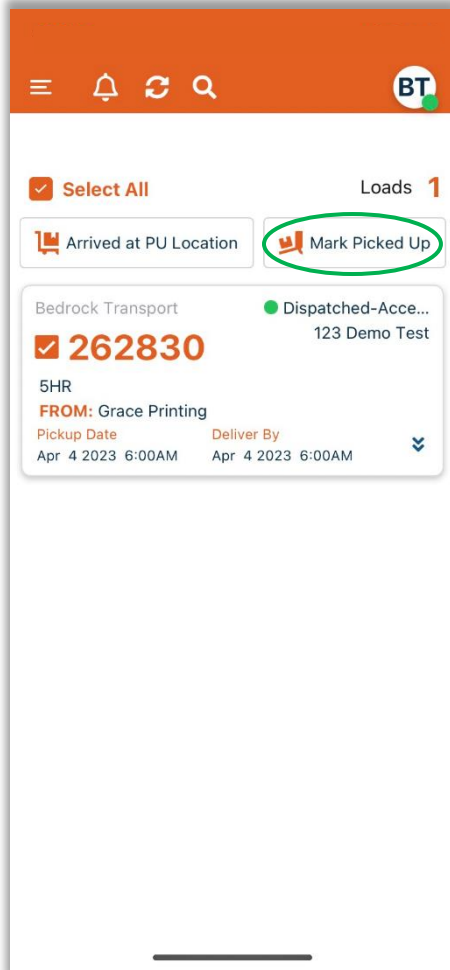
As a review, here is a step through on how to **quickly** process a shipment.

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**.



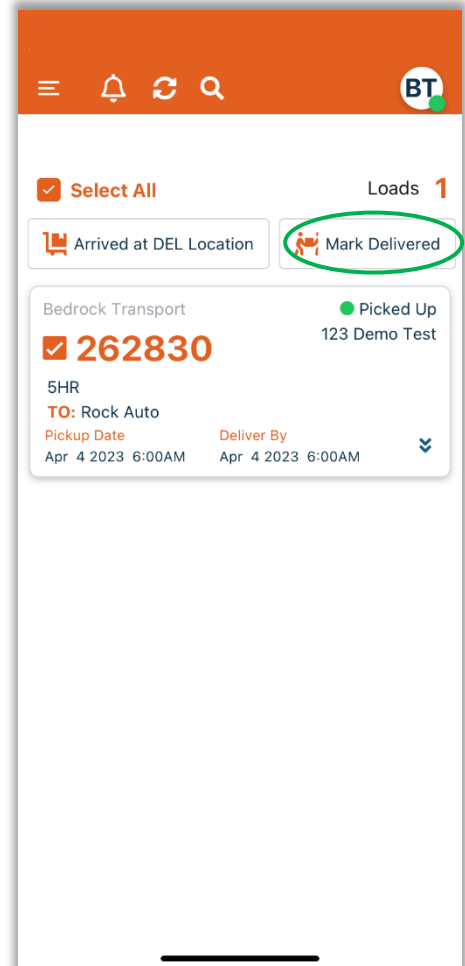
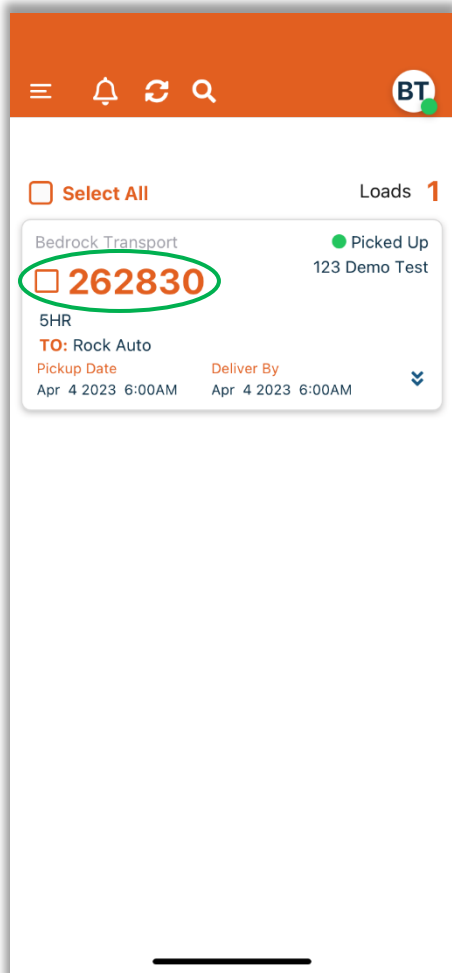
Type Proof of pickup (name of the shipping person). Tap on signature to capture it. Hit




to complete pickup process.



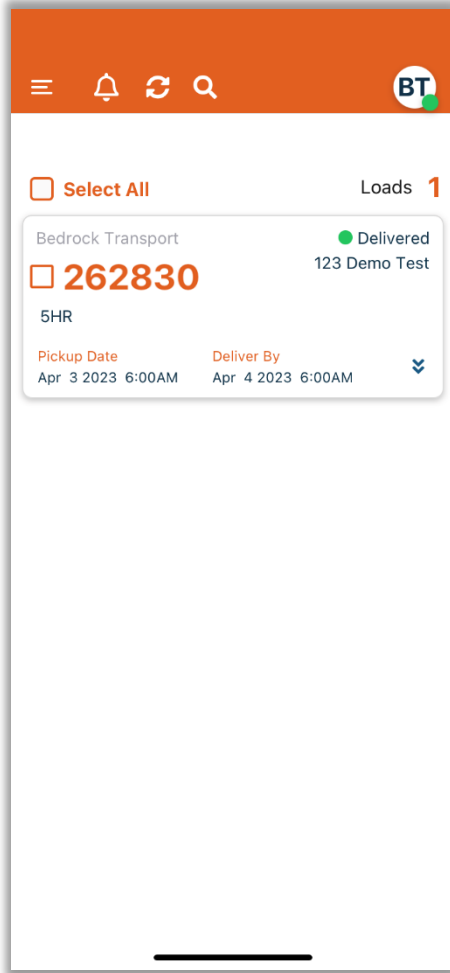
- At the Delivery location, pick the load you want to finalize. Tap on the orange checkbox next to the order number.



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.

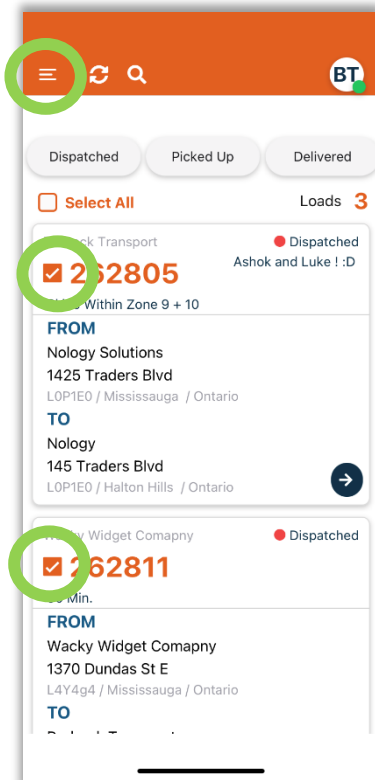





PROCESSING MULTIPLE ORDERS

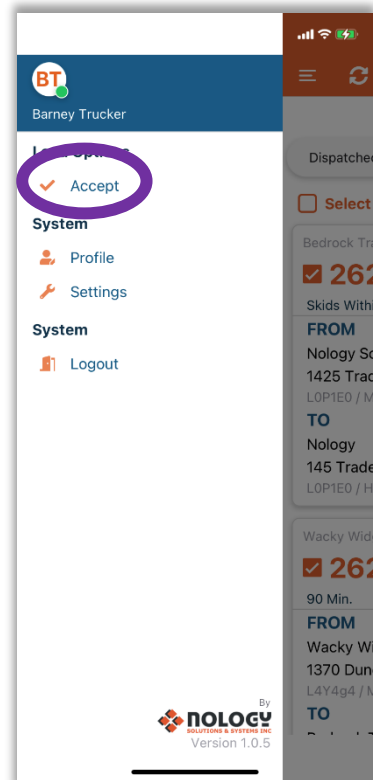
If needed be, the app can handle processing multiple loads at the same time. This can happen when two or more shipments are originating or being destined for the same location.

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 .

