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| Cost By Driver Report    |  |
| , <b>i</b>               |  |



# eDelivery Tracking System Overview

The eDelivery Tracking System was developed to:

- Increase customer service by instantly viewing when the invoice was printed, when the driver was dispatched, what parts were on the invoice and the approximate time of the delivery
- Decrease time and costly fuel on misguided deliveries
- Increase driver productivity and accountability with technology

## eDelivery Access

• To access the eDelivery Tracking System, enter the following URL within your internet browser: <u>http://edelivery.epartconnection.com</u> and the following screen will be displayed:

| Location   |
|--|
| Password   |
| Save Password  |
| Log In   |
| View Demo  |
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|  |
|  |
|  |
|  |
|  |

- Left click within the *Location* field and enter your store's ID.
- Left click within the *Password* field, enter your store's ID password and then left click on the *Log In* button.



The user will now be logged into the eDeliver Tracking System *Undispatched Delivery Items* screen as shown:

| Map View Drivers Undispatched Items Current Dispatched Unreturned Items Reports | 🗘 Setup 🛛 🕒 Log                             |
|---|---|
| No undispatched invoices.   |   |
|   | Controls                                    |
|   | Invoice From eOffice Invoice                |
|   | Find a Delivery Item Invoice                |
|   | Add To + New Dispatch                       |
|   | Selected Dispatch:                          |
|   | Change Priority to:<br>0                    |
|   | Show Tomorrow's Invoices                    |
|   | Delete Selected Rems Set Rems to "Tomorrow" |
|   |   |
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# **Setup Menu Options**

• To access the *Setup* screen, left click on the *Setup* menu option displayed on the menu bar at the top of the screen.

The screen now will display the *Drivers Setup* page option screen as shown:

| Map View Drivers U            | ndispatched Items Current Dispatch      | d Unreturned Items Reports | Ø Setup               | > Logoff |
|-------------------------------|---|----------------------------|-----------------------|----------|
| Drivers  Trucks  Alerts       | Drivers Setup                           | _                          |                       |          |
| i Options                     | Add New Driver Print Ban<br>Driver Name | des                        |                       |          |
| \$ Commission                 | Alan Adams                              | Edit a Delete              |                       |          |
|                               | Bob Smith                               | Zedit 🖀 Delete             |                       |          |
|                               | Brandon Com                             | ✓ Edit                     |                       |          |
|                               | Craig Smith<br>John Doe                 | Zedit aleete               |                       |          |
|                               | Kyle Bloom                              | <ul> <li>✓ Edit</li></ul>  |                       |          |
|                               | Paul Williams                           | ✓ Edit                     |                       |          |
|                               | Tom Wilson                              | ✓ Edit 🗍 🕮 Delete          |                       |          |
|                               | Zack Thomas                             | Zedit 🗯 Delete             |                       |          |
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#### Drivers

• To add a new delivery driver, left click on the blue *Add New Driver* button.

The screen now will display the *Drivers Setup* page option screen as shown:

|                               | NY ROYSTEST3   |                              |
|-------------------------------|--|------------------------------|
| Map View Drivers U            | ndispatched Items Current Dispatched Unreturned Items Reports                          | Setup C+Logoff               |
| Map Vew Drivers U             | Drivers Setup          Name         Phone         Radio #         Generate         Add | • Setup<br>• Cogott          |
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- To add a new delivery driver, left click within the *Name* field and enter the driver's name.
- Left click within the *Phone* field and enter the driver's cellular phone number (if one).
- Left click within the *Radio* # field and enter the driver's radio number (if one).
- Left click within the *Barcode* field and enter the driver's barcode number (if one) or click on the *Generate* button to automatically generate a barcode number.
- Left click on the *Add* button and the entered driver information will be saved and the driver will now be listed under the *Drivers Setup* list.

Continue these steps until all your drivers have been entered.

#### Trucks

• To view/add a new delivery truck, left click on the blue *Trucks* menu link.



The screen now will display the *Trucks Setup – Add/Update a New Truck* page option screen as shown:

| Deliver                          | ROYSTEST3                          |                         |                   |                              |
|----------------------------------|------------------------------------|-------------------------|-------------------|------------------------------|
| TRACKING SYSTEM                  | <b>F</b>                           |                         |                   |                              |
| Map View Drivers Undis           | patched Items Current Dispatched   | Unreturned Items Report | 5                 | Setup 🕞 Logoff               |
| 1 Drivers                        |                                    |                         |                   |                              |
| II Trucks                        | Truck Setup - Add                  | a New Truck             |                   |                              |
| Alerts                           | Vehicle Name                       | Driver Name             |                   |                              |
| Commission                       | 2005 GMC Sierra                    | John Doe                | 🖍 Edit 🕺 🏥 Delete |                              |
| Commission                       | Add New Truck                      |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
|                                  |                                    |                         |                   |                              |
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• To add a new delivery truck, left click on the *Add New Truck* button.

The screen now will display the *Truck Setup – Add a New Truck* screen as shown:

|                                | Y ROYSTEST3  |   |     |               |            |
|--------------------------------|--|---|-----|---------------|------------|
| Map View Drivers Undi          | spatched Items Current Dispatched Unreturned Items Reports | 5 |     | Setup         | G+ Logoff  |
| Drivers     Trucks             | Truck Setup - Add a New Truck                              |   |     |               |            |
| Alerts     Options             | Vehicle Name   |   |     |               |            |
| \$ Commission                  | Driver   |   |     |               |            |
|                                | Vehicle Vin#   |   |     |               |            |
|                                | Add Cancel   |   |     |               |            |
|                                |  |   |     |               |            |
|                                |  |   |     |               |            |
|                                |  |   |     |               |            |
|                                |  |   |     |               |            |
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- Left click within the *Vehicle Name* field and enter the vehicle name.
- Left click within the *Driver* field and enter the driver's name.
- Left click within the *Vehicle Vin*# field and enter the vehicle's vin number.



• Left click on the *Add* button and the entered truck information will be saved and the truck will now be listed under the *Truck Setup – Add a New Truck* list.

Continue these steps until all your trucks have been entered.

- To edit an existing delivery truck, left click on the *Cdit* button on the row of the listed truck and change any of the existing fields and then click on the *Update* button to save the changes.
- To delete an existing delivery truck, left click on the *Delete* button on the row of the listed truck.

#### Alerts

- To view the various alerts that can be setup, left click on the *Alerts* menu link.
- The screen now will display the *Alerts Setup* screen as shown:

|                             | ROYSTEST3  |                            |
|-----------------------------|--|----------------------------|
| Map View Drivers Un         | dispatched Items Current Dispatched Unreturned Items Reports | Setup C+ Logo              |
| Drivers     Trucks          | Alerts Setup   |                            |
| Alerts     Options          | Minutes before changing old involces red                     |                            |
| \$ Commission               | Minutes before changing old involces yellow 5 Upstate        |                            |
|                             | _  |                            |
|                             |  |                            |
|                             |  |                            |
|                             |  |                            |
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- To set the number of minutes before changing undispatched invoices into a "red" alert state within the *Undispatched Invoices* screen, left click within the *Minutes before changing old invoices red* field and enter the number of minutes.
- To set the number of minutes before changing undispatched invoices into a "yellow" alert state within the *Undispatched Invoices* screen, left click within the *Minutes before changing old invoices yellow* field and enter the number of minutes.
- Left click on the *Update* button to save the entered minutes.

## Options

• To access the *Options* setup screen, left click on the blue *Options* menu link and the following screen will now be displayed:

|    | Map View Drivers Undisp        | patched Items Current Dispatched Unreturned Items Reports   | 🌣 Setu          | p C+Logoff    |
|----|--------------------------------|---|-----------------|---------------|
|    | Drivers                        | Options   |                 |               |
| _  | Alerts                         | Store Location (for map view)   |                 |               |
|    | Options                        | Latitude  |                 |               |
| \$ | Commission                     | 33.86951400   |                 |               |
|    |                                | Longitude:  |                 |               |
|    |                                | -117.98540900   |                 |               |
|    |                                | Time Zone   |                 |               |
|    |                                | (GMT-08:00) Pacific Time,Los Angeles $\qquad \qquad \qquad$ |                 |               |
|    |                                | ☑ Use Day Light Savings Time  |                 |               |
|    |                                | Dispatching Options   |                 |               |
|    |                                | Can Edit Closed Dispatches  |                 |               |
|    |                                | Password for Counterman Mode:   |                 |               |
|    |                                | counter   |                 |               |
|    |                                | Named Driver Routes (separate each with a comma):   |                 |               |
|    |                                | 10 O'Clock, 1 O'Clock, 3 O'Clock, Urgent  |                 |               |
|    |                                | Zones (separate each with a comma):   |                 |               |
|    |                                | North, South, East, West  |                 |               |
|    |                                | Driver Cost per Hour  |                 |               |
|    |                                | 10.7500   |                 |               |
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# Store Location (For Map View)

• To setup your store location (for map view), left click within the *Latitude:* field, enter in the value, then left click within the *Longitude:* field, enter in the value and then left click on the *Save Options* button.

To find out the latitude & longitude values for your store location for free, see the following URL: <u>https://geocoder.ca</u>

# Time Zone

- To setup your time zone, left click on the down arrow button under the Time Zone heading and select your specific time zone.
- If your area uses day light savings time, left click on the check box next to the *Use Day Light Savings Time* field. A check mark designates that your area uses day light savings time.



|                                    | 111.0000000  |                 |
|------------------------------------|--|-----------------|
|                                    | Time Zone  |                 |
|                                    | (GMT-08:00) Pacific Time;Los Angeles V   |                 |
|                                    | ☑ Use Day Light Savings Time   |                 |
|                                    | Dispatching Options  |                 |
|                                    | Can Edit Closed Dispatches   |                 |
|                                    | Password for Counterman Mode:  |                 |
|                                    | counter  |                 |
|                                    | Named Driver Routes (separate each with a comma):  |                 |
|                                    | 10 O'Clock, 1 O'Clock, 3 O'Clock, Urgent   |                 |
|                                    | Zones (separate each with a comma):  |                 |
|                                    | North,South,East,West  |                 |
|                                    | Driver Cost per Hour   |                 |
|                                    | 10.7500  |                 |
|                                    | Truck Cost per Mile  |                 |
|                                    | 0.3600   |                 |
|                                    | Average MPH  |                 |
|                                    | 30   |                 |
|                                    | Save Options   |                 |
|                                    | Changing the driver mode password will invalidate any links your drivers have made to their driver mode URL. You can find each driver's URL in the driver edit screen.           |                 |
|                                    | If you log in using your counterman password, most options to save or after dispatches will be disabled. The counterman<br>mode is disabled if the counterman password is blank. |                 |
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#### **Dispatching Options**

- If you want to allow users to edit closed dispatches, left click on the check box next to the *Can Edit Closed Dispatches* field. A check mark designates that closed dispatches can be edited.
- To set a password for counterman mode, left click within the *Password for Counterman Mode:* field, enter in a password and then left click on the *Save Options* button.

When logged in with this password, the user has limited functionality. This includes searching for invoices, viewing undispatched items, current dispatches, adding to a current dispatch, editing the delivered date/time for items on a dispatch, viewing the map, unreturned items and reports. They are restricted from creating and closing dispatches (buttons are grayed out) as well as having no access to the *Setup Options* menu link.

- To setup some standard driver routes, left click within the *Named Driver Routes* (*separate each with a comma*): field, enter in the names of the driver routes (with each separated with a comma) and then left click on the *Save Options* button.
- To setup some standard zones, left click within the *Zones (separate each with a comma):* field, enter in the names of the zones (with each separated with a comma) and then left click on the *Save Options* button.
- To setup a driver cost per hour, left click within the *Driver Cost per Hour:* field, enter in a dollar amount and then left click on the *Save Options* button.
- To setup a truck cost per mile, left click within the *Truck Cost per Mile:* field, enter in a dollar amount and then left click on the *Save Options* button.
- To setup an average miles per hour, left click within the *Average MPH:* field, enter in a whole numerical value and then left click on the *Save Options* button.



#### Commission

• To access the *Driver Commission for Customer* setup screen, left click on the blue *Commission* menu link and the following screen will now be displayed:

| Map View Drivers Undis | apatched Items Current Dispatched       | Unreturned Items Repo | ts      |        | Setup | C+ Logo |
|------------------------|---|-----------------------|---------|--------|-------|---------|
| Drivers                | Driver Commission                       | for Customer          |         |        |       |         |
| Alerts<br>Options      | Show Commission Informati               | on in Dispatch Screen | Search: |        |       |         |
| Commission             | Customer#1 11 Comm<br>Number Name Amour |                       |         |        |       |         |
|                        | 1 EPART TES                             | T RETAIL CUSTOMER     | \$1.00  | ± Save |       |         |
|                        | 2 *** CASH SA                           | LE ***                | \$0.00  | ± Save |       |         |
|                        | 25 *** CASH SA                          | LE ***                | \$0.00  | ± Save |       |         |
|                        | 100 BIG BOBS                            |                       | \$1.50  | ± Save |       |         |
|                        | 150 ABC WAREI                           | HOUSE INC.            | \$1.10  | ± Save |       |         |
|                        | 248 ENTERPRIS                           | E RENT-A-CAR          | \$0.00  | ± Save |       |         |
|                        | 250 AMERICAN                            | ACRYLIC               | \$1.75  | ± Save |       |         |
|                        | 251 CERTIFIED                           | APPLIANCE             | \$2.00  | ± Save |       |         |
|                        | 252 CHUCK AND                           | SAMS AUTOMOTIVE       | \$2.00  | ± Save |       |         |
|                        | 253 CONE CHEY                           | ROLET                 | \$1.50  | ± Save |       |         |
|                        | 254 CONTINENT                           |                       |         |        |       |         |

The screen will display a list of customer number and names for customers that have information stored within *ePaperless Office*.

- If you want to display commission amounts within the dispatch screen, left click on the check box next to the *Show Commission Information in Dispatch Screen* field. A check mark designates that commission amounts will be displayed.
- To setup specific commission dollar amounts to pay drivers, left click within the *Commission Amount* field besides each customer name. Enter in the dollar amount that will be paid for each delivery to that customer and then left click on the *Save* button at the end of the line to save the entry. Continue this process for each customer in which deliveries will pay a commission amount to the drivers.

#### **Undispatched Items**

• To view a list of undispatched invoices/pick tickets, left click on the *Undispatched Items* menu tab displayed on the menu bar at the top of the screen.



If there are pick ticket/invoice items to be dispatched, the screen will display a listing of all undispatched invoices as shown:

| Ma | ap View Drivers           | Undispatched Items | Current Disp | oatched Unreturned Items     | R  | eports |          |                       |              |        |    |        | Setup C+ L                                      |
|----|---------------------------|--------------------|--------------|------------------------------|----|--------|----------|-----------------------|--------------|--------|----|--------|---|
|    | Pick<br>Priority 🏨 Ticket | 1] Invoice 1]      | Origin 1     | Customer                     | 11 | Туре 💵 | Amount 1 | Invoice Print 1       | Pick<br>Date | Action | 11 | Zone 1 | Controls  |
| 0  | 9                         | 749                | ROYSTEST3    | AMERICAN ACRYLIC             |    | CHARGE | 31.89    | 11/22/2016 9:03<br>AM |              |        |    | West   | Invoice From eOffice Invoice + Ad               |
|    | 9                         | 750                | ROYSTEST3    | CHUCK AND SAMS<br>AUTOMOTIVE |    | CHARGE | 17.79    | 11/22/2016 9:05<br>AM |              |        |    | East   | Find a Delivery Item Invoice                    |
|    | 9                         | 751                | ROYSTEST3    | DATSUN CAR SERVICE           |    | CHARGE | 10.80    | 11/22/2016 9:05<br>AM |              |        |    | South  | Add To • New Dispatch                           |
|    | 9                         | 752                | ROYSTEST3    | DUNCAN'S AUTOMOTIVE          |    | COD    | 16.45    | 11/22/2016 9:06<br>AM |              |        |    | East   | Selected Dispatch: Add to Dispatch              |
|    |                           |                    |              |                              |    |        |          |                       |              |        |    |        | Change Priority to:<br>0                        |
|    |                           |                    |              |                              |    |        |          |                       |              |        |    |        | Delete Selected Items<br>Set Items to "Tomonow" |
|    |                           |                    |              |                              |    |        |          |                       |              |        |    |        |   |

Invoices, by default, are normally set to a priority number of 9 and have a background color of white. When set to 0, this denotes that it needs to be urgently delivered and is denoted by having a light blue background. Once specific alert times has elapsed, the foreground color will turn from black to red. All entries with priority codes of 1 thru 9 will turn have their background turn yellow or red once the alert times has elapsed. The alert times are setup within the *Setup – Alerts* screen.

## Selecting Items

• When items are listed within the *Undispatched Items* screen, they can be selected by either left clicking on the blank check box (□) field displayed to the left of the *Priority* column heading to automatically select all of the available delivery items or clicking anywhere on the row or check box of the specific items to select. When zones have been setup, clicking on a specific zone link will automatically select all the invoices for that zone. Clicking on a zone again will toggle or uncheck all the invoices for that zone. This allows for multiple zone selection.

## **Changing Priorities For Items**

• To change priorities for items that have been selected, left click within the *Change Priority to:* field. From the drop down selection list, left click on the priority number to assign and then left click on the blue *Change Priority* button.

## Adding An Invoice From eOffice

• To add an invoice that is not listed within the *Undispatched Items* screen, left click within the *Invoice From eOffice Invoice* field under the *Controls* heading section. Enter an invoice number and then left click on the blue +*Add* button to the right of the field. If the invoice number was valid, it will now be listed on the screen.



## Finding A Delivery Item

• To find out what dispatch number a specific invoice/delivery item is on, left click within the *Find a Delivery Item Invoice* field under the *Controls* heading section. Enter the invoice number to search for and then left click on the blue *P Find* button to the right of the field. If the invoice was found, the screen will now display the whole dispatch that the invoice is currently on.

## Assigning Invoices To Be Delivered Tomorrow

• To assign invoice items that have been selected (check marked) for tomorrow delivery, left click on the blue *Set Items to "Tomorrow"* button.

The selected invoices will no longer be shown within the Undispatched Items screen.

#### View Invoices Assigned For Tomorrow

• To view the invoices that have been assigned for tomorrow, left click on the check box field displayed to the left of the *Show Tomorrow's Invoices* field under the *Controls* heading section.

## Sorting The List Of Undispatched Items

• The list of undispatched items can be sorted by priority, pick ticket number, invoice number, origin, customer name, invoice type, amount, printed invoice time, pick date, action item or zone. Simply left click on a column heading to resort the list. The sort will usually be from ascending to decending. Click on the heading again to toggle the sort to descending to ascending.

#### **Open Dispatches From Other Store**

• When an eDelivery chain ID has been setup for multiple stores, an *Open Dispatches From Other Store:* field prompt screen section will be displayed within the *Undispatched Items* tab screen. Users can select a store from a drop down selection list by clicking on the down arrow at the end of *Open Dispatches From Other Store:* field, select an open dispatch number by clicking on the down arrow at the end of *Dispatch #:* field and then left click on the blue *Add* button to add all the invoice items from that stores dispatch into the current store's *Undispatched Items* screen. The *Origin* column heading displays the store ID for each invoice or action item which shows where they were generated from.

# Creating A New Dispatch

• To create a new dispatch within the *Undispatched Items* screen, select the specific invoice items as previously described in the *Selecting Items* section and then left click on the blue *New Dispatch* button.



The screen will now display a *New Dispatch* screen as shown:

| Map View       | Drive    | rs Undisp | atched Items C | urrent Dispatched U | nreturned Item  | s Reports       |                         |             |              |       | 🌣 Setup 🕞 Log |
|----------------|----------|-----------|----------------|---------------------|-----------------|-----------------|-------------------------|-------------|--------------|-------|---------------|
| lew Dispat     | ch       |           |                |                     |                 |                 |                         |             |              |       |               |
| river for Disp | batch:   |           | Invoid         | e Number:           |                 | Dispatch La     | bel:                    |             |              |       |               |
|                |          |           |                |                     |                 |                 |                         |             |              |       | Search:       |
| Priority 🏭     | Invoice  | PckTkt [] | Customer # 💵   | Customer Name       | Invoice<br>Type | Amount 💵        | Printed                 | Action Item | Commission 1 | Zone  |               |
| 9 ~            | 852      | 852       | 253            | CONE<br>CHEVROLET   | CHARGE          | 90.90           | 2/20/2017 7:00:00<br>AM |             | 1.5000       | South |               |
| 9 ~            | 853      | 853       | 268            | F & R PAINT         | CHARGE          | 18.90           | 2/20/2017 7:01:00<br>AM |             | 1.5000       | South |               |
| lew Action:    | :        | 20<br>    |                |                     |                 | 0.              | (s)                     |             | ÷            |       |               |
| ction          |          | c         | ustomer #      | Amount              | In              | voice Type      | Commissio               | on:         |              |       |               |
|                | Add      |           | Create         | New Dispatch        | Ca              | ncel New Dispat | ich                     |             |              |       |               |
| Not all Items  | sortable |           |                |                     |                 |                 |                         |             |              |       |               |
| dd Invoice     |          | 0.5       |                |                     |                 |                 |                         |             |              |       |               |
| idd invoice    | FIOME    | Once      |                |                     |                 |                 |                         |             |              |       |               |
|                |          |           |                | + Add               |                 |                 |                         |             |              |       |               |

## Selecting A Driver For The New Dispatch

• Left click within the *Driver for Dispatch:* field and a drop down selection list will be displayed. The user has the option to enter a portion of the driver name to narrow down the selection list of driver names and then left click on the driver to be assigned.

#### Adding To An Existing Dispatch

- To add selected invoice items to an existing dispatch within the *Undispatched Items* screen, left click on the down arrow displayed below the *Selected Dispatch:* heading.
- With the screen now displaying a drop down selection list of existing dispatches listed, left click on the existing dispatch number and then left click on the blue *Add to Dispatch* button.

#### Adding An Action Item

- To add an action item to the new dispatch being created, left click within the *Action* field and enter the action that you want the driver to perform (i.e. pick up a check, lunch, etc).
- Left click within the *Customer*# field and enter the customer number in which the action is to be performed if needed.
- Left click within the *Amount* field and enter an amount if needed.
- Left click within the *Invoice Type* field and enter an invoice type if needed (i.e. COD/CASH).
- Left click on the blue *Add* button just below the action item line to complete the action item.



#### **Setting Priority Numbers For Invoices**

• Each invoice is defaulted to a priority value of 9. Left click on the down arrow button displayed to the left of each invoice number listed and left click on the desired priority number to assign. Dispatches are sorted by priority number.

Continue this process for each of the invoices listed.

• Once the driver has been selected and priority numbers have been set, left click on the blue *Create New Dispatch* button.

|   |  |                      |        |                |              |                       |                    |                     |         |         | AL                  | L              | 0.00  |
|---|--|----------------------|--------|----------------|--------------|-----------------------|--------------------|---------------------|---------|---------|---------------------|----------------|-------|
|   |  |                      |        |                |              |                       |                    |                     |         |         | СН                  | ARGE           | 63.42 |
|   |  |                      |        |                |              |                       |                    |                     |         |         | AL                  | L              | 63.42 |
| Open D  | ispatch # 2  | 210 -                |        |                |              |                       |                    |                     |         |         |                     |                |       |
| Pick<br>Ticket  |  | Customer             | Туре   | Action<br>Item | Pick<br>Date | Printed               | Started            | Delivered           | Inv Ret | Zone    | Amount              | Notes/Problems |       |
|   | 774  | AMERICAN<br>ACRYLIC  | CHARGE |                |              | 12/12/2016<br>7:35 AM | 12/12/2016 9:07 AM | 12/12/2016 11:46 AM |         | West    | 16.92               |                | â     |
|   | 775  | ANTHONY<br>ROMO      | CHARGE |                |              | 12/12/2016<br>8:59 AM | 12/12/2016 9:07 AM | 12/12/2016 11:46 AM |         | North   | 46.50               |                |       |
| 8   |  |                      |        |                |              |                       |                    |                     |         |         |                     |                |       |
| Driver:   | Williams (C  | n Route)             |        | ~              | _            |                       |                    |                     |         | Add Inv | roice Fron          | 1 eOffice      |       |
| Driver:<br>Paul<br>Dispate                              |  | At                   |        | ~              |              |                       |                    |                     |         |         | roice From<br>+ Add | n eOffice      |       |
| Driver:<br>Paul<br>Dispato<br>12/12<br>Dispato          | Williams (C<br>ch Started J<br>2/2016 9:07<br>ch Complet | At:<br>AM<br>ted At: |        | ~              |              |                       |                    |                     |         |         |                     | n eOffice      |       |
| Driver:<br>Paul<br>Dispate<br>12/12<br>Dispate<br>12/12 | Williams (O<br>ch Started )<br>//2016 9:07<br>ch Complet | At:<br>AM<br>ted At: |        | ~              |              |                       |                    |                     |         |         |                     | n eOffice      |       |

The screen will now display an *Open Dispatch* **#** screen as shown:

The *Dispatch Started At* time will be automatically be set to the current date and time it was created.

## Add Invoice From eOffice

• Within the *Open Dispatch* # screen, the user can add an invoice from eOffice by left clicking within the field below the *Add Invoice From eOffice* heading, entering an invoice number and then left clicking on the blue +*Add* button. If the invoice was found, it will be automatically added to the current open dispatch.

## Changing The Dispatch Start Time

• Within the *Open Dispatch* # screen, the user can change the dispatch start time by left clicking within the date and time fields below the *Dispatch Started At:* heading, selecting new values and then left clicking on the blue  $\pm Save$  button.

## **Printing The Dispatch**

• Within the *Open Dispatch* # screen, the user can print a report by left clicking on the blue *Print* button.

The print dialog window will be displayed and the user can left click on the *OK* button to begin printing.



#### Unassigning Invoices

• Within the *Open Dispatch* # screen, the user can unassign all the invoices within the current dispatch by left clicking on the gold *Unassign Invoices* button or specific invoices by left clicking on the red trash can (1) button on the row of the specific invoice. All of the invoices will be removed from the dispatch and will again be shown within the *Undispatched Items* screen.

# Current Dispatched

• Left click on the *Current Dispatched* menu option displayed on the menu bar at the top of the screen.

The screen will now display an *Open Dispatches* heading section on the screen. If there are no open dispatches, the screen will display a *No Dispatches* message. Otherwise the screen will display a listing of all open dispatch numbers as shown:

|                                    | ROYSTEST3   |         |                 |                     |
|------------------------------------|---|---------|-----------------|---------------------|
| Map View Drivers Undispat          | ched Items Current Dispatched Unreturned Items  | Reports |                 | Setup 🕞 Logoff      |
|                                    | Open Dispatches<br>Show Today's Closed Dispatches Expanded<br>Dispatch # 213 Bam Run<br>Dispatch # 214 Bam South<br>Find a Dispatch<br>Dispatch #:<br>Customer #: | _       | IF Completed IT |                     |
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## **Expanded View Of Open Dispatches**

• Within the *Current Dispatches* screen, the user has the option to view an "expanded" screen version of all the currently opened dispatches by left clicking on the blue *Expanded View* button displayed to the right of the *Show Today's Closed Dispatches* heading.



The screen will now display an expanded view listing of all open dispatches as shown:

| Map View Drivers Undispatched Iter  | ns Current Dispatched Unreturned Items Reports  |   |   | Setup 🕞 Lo |
|---|---|---|---|------------|
| en Dispatches   |   |   |   |            |
| Dispatch#213<br>Driver Bob Smith<br>Started 7:28 AM<br>777 CONE CHEVROLET   | Dispatch#214<br>Driver Paul Williams<br>Started 7.28 AM<br>778 DATSUN CAR SERVICE<br>779 FORD ELECTRONICS | Dispatch#215<br>Driver Craig Smith<br>Started 7:41 AM<br>780 AMERICAN ACRYLIC | Dispatch#216<br>Driver Tom Wilson<br>Started 7:42 AM<br>781 STEED AUTO REPAIR |            |
| No. of the second |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |
|   |   |   |   |            |

The screen will display a sub-window of each open dispatch that contains the dispatch number, driver assigned, started time, and each invoice/action item listed by priority with the customer name.

## Show Today's Closed Dispatches

• Within the *Current Dispatches* screen, the user has the option to display all closed dispatches from today by simply left clicking on the check box to the left of the *Show Today's Closed Dispatches* heading.





The screen will now display a *Closed Dispatches* heading section on the screen and a listing of all closed dispatch numbers from today as shown:

|   | YSTEST3  |                              |
|---|--|------------------------------|
|   | 1012010  |                              |
| Map View Drivers Undispatched I           | Items Current Dispatched Unreturned Items Reports                        | Setup C+ Logoff              |
|   |  | tony the                     |
|   |  |                              |
|   | Closed Dispatches  |                              |
|   | Show Today's Closed Dispatches Expanded View                             |                              |
|   | Dispatch II Named Route II Driver II Started II Completed II             |                              |
|   | Dispatch # 213 8am Run Bob Smith 2016/12/13 07:28 AM 2016/12/13 07:48 AM |                              |
|   |  |                              |
|   | Find a Dispatch  |                              |
|   | Dispatch #:  |                              |
|   | Find   |                              |
|   | Customer #:  |                              |
|   | Find   |                              |
|   |  |                              |
|   |  |                              |
|   |  |                              |
|   |  |                              |
|   |  |                              |
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## Viewing A Specific Dispatch Number

• Within the *Current Dispatches* screen, the user has the option to view all invoices assigned to a dispatch number. Simply left click on the blue dispatch number link displayed below the *Dispatch* column to view its information.

# Closing A Dispatch

- Within the *Open Dispatch* # screen, left click within the *Delivered* column next to each invoice listed and update the delivery dates and times.
- Left click on the *Inv Returned* check box if the invoice has also been returned.
- Once all the invoice fields have been updated, left click within the *Dispatch Completed At:* field and update the date and time the dispatch was closed.
- Left click on the red *Close Dispatch* button and the dispatch will now be considered closed.

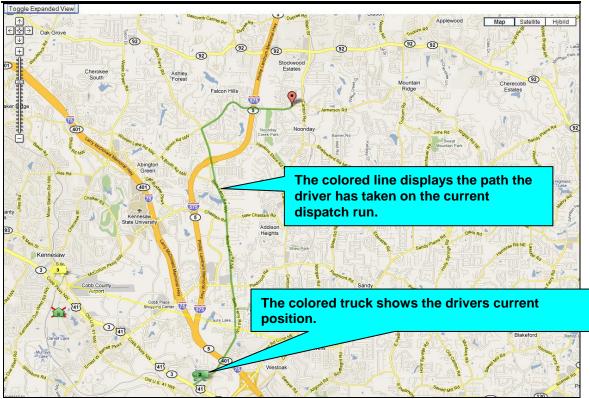
# Viewing A Driver's Run On The Map

When a driver is equipped with a Windows<sup>™</sup> Mobile 6 cellular telephone with GPS/Internet capabilities and it's loaded with a piece of eDelivery software, the map view screen will display the drivers' actual path taken (represented by a colored line) and their current position on the map in real time.

• When a specific closed dispatched is being view on the screen, the dispatcher view the actual path taken by simply clicking on the blue *View Run on Map* button.

A map view will now be displayed as shown:





## Finding A Specific Dispatch Number

• Within the *Current Dispatches* screen, the user has the option to search for a specific dispatch number. Under the *Find a Dispatch* heading, left click within the *Dispatch* #: field, enter in a specific dispatch number and then left click on the blue *Find* button to the right of the field.

If the dispatch number was found, the screen will display all the information for the entered dispatch.

#### Finding Dispatches For A Specific Customer Number

• Within the *Current Dispatches* screen, the user has the option to search for all dispatches for a specific customer number. Under the *Find a Dispatch* heading, left click within the *Customer* #: field, enter in a specific customer number and then left click on the blue *Find* button to the right of the field.



The screen will display all the dispatches for the entered customer number as shown:

| Map View Drivers | Undispatched Items | Current Dispate | ched Unreturn | ed Items Repo | irts          |    |                     |    |                     |    | Setup 🕏 | C+ Log |
|------------------|--------------------|-----------------|---------------|---------------|---------------|----|---------------------|----|---------------------|----|---------|--------|
|                  | Dispa              | atches for Cus  | tomer 251     |               |               |    |                     |    |                     |    |         |        |
|                  | Exp                | anded View      | 1 Named Rou   | ite           | Driver        | 11 | Started             | 17 | Completed           | 11 |         |        |
|                  | Dispa              | atch # 201      |               |               | Paul Williams |    | 2016-12-01 08:48 AM |    | 2016-12-01 08:54 AM |    |         |        |
|                  | Dispa              | atch # 177      |               |               | Paul Williams |    | 2015-10-29 03:23 PM |    | 2015-10-29 03:35 PM |    |         |        |
|                  | Dispa              | atch # 170      |               |               | Paul Williams |    | 2015-04-10 09:32 AM |    | 2015-04-10 10:18 AM |    |         |        |
|                  |                    | atch # 169      |               |               | Paul Williams |    | 2015-03-30 10:53 AM |    | 2015-03-30 10:56 AM |    |         |        |
|                  |                    | atch # 163      |               |               | Paul Williams |    | 2015-03-08 09:05 AM |    | 2015-03-08 10:15 AM |    |         |        |
|                  | Dispa              | atch # 163      |               |               | Paul Williams |    | 2015-03-08 09:05 AM |    | 2015-03-08 10:15 AM |    |         |        |
|                  | Find               | a Dispatch      |               |               |               |    |                     |    |                     |    |         |        |
|                  | Dispat             | tch #:          |               | Find          |               |    |                     |    |                     |    |         |        |
|                  | Custo              | mer#:           |               |               |               |    |                     |    |                     |    |         |        |
|                  | 251                |                 |               | Find          |               |    |                     |    |                     |    |         |        |

User's can left click on any of the listed dispatch numbers to view all the invoices for the dispatch number.

# **Unreturned Items**

• To access the *Unreturned Delivery Items* screen, left click on the *Unreturned Items* menu option displayed on the menu bar at the top of the screen.

| Map View Drivers Undispatched Items Current Dispatched            | Unreturned Items Reports               |  | 🌣 Setup 🛛 🕞 Logoff           |
|---|--|--|------------------------------|
| Unreturned Delivery Items   |  |  |                              |
|   | Filter Unreturned Delivery Items       | Filter By Date                               |                              |
|   | Start Date 12/14/2016 End              | Date 12/14/2016 Filter                       |                              |
|   |  |  | Search:                      |
| PckTkt 11 Invoice 11 Dispatch 11 Customer                         |  | elivered 🔄 Action Item 📳 Driver Notes/Proble |                              |
| 782 217 AMERICAN  | ACRYLIC CHARGE 12/14/2016 8:56:00 AM 1 | 2/14/2016 9:55:00 AM                         | 16.75                        |
|   |  |  | ARGE (16.75)                 |
|   |  |  | Save Changes                 |
|   |  |  |                              |
|   |  |  |                              |
|   |  |  |                              |
|   |  |  |                              |
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The following screen will now be displayed:



This screen will display all invoices that have not been checked marked as returned under the *Inv Returned* column for the data range selected.

The screen will default the date range filter to the past 24 hour period. User's can left click within the *Start Date* or *End Date* fields to change the selected date range. They would then have to left click on the blue *Filter* button to refresh the screen with any new invoices.

Users have the option to left click on the *Inv Returned* check box field for any of the invoice numbers listed. They would then left click on the blue *Save Changes* button.

# Map View

• Left click on the *Map View* menu option displayed on the menu bar at the top of the screen.

The screen will now display a map view of delivery location and driver icons plotted on the screen. It will also display any open dispatches, the driver assigned and their respective invoices assigned to the dispatch as shown:



The map can also show any driver equipped with a Windows  $\mathbb{T}$  mobile 6 cellular phone equipped with GPS. Each delivery driver will be displayed as a truck icon and have its own unique driver number and color. Each delivery invoice location with a valid address will be displayed as a colored building. Red building icons signify the specific delivery invoice locations that are not yet assigned. Building icons of any other color than red signify that the delivery invoice has been assigned to a driver with the matching color. Once an invoice has been delivered, the building icon will have a red "X" through it which signifies the delivery has been completed.



Left clicking on any of the building or delivery truck icons will display a pop up window with more information about the driver or delivery.

#### Expanding The Map View

- Within the *Map View* screen, the user has the option to view an "expanded" map view of the drivers and their plotted map points by left clicking on the grey *Toggle Expanded View* button displayed in the top left corner of the screen. This in essence removes the open dispatch, driver and invoices summary that is normally displayed below the map.
- Left clicking on the grey *Toggle Expanded View* button again will again display the open dispatch information below the map.

#### Drivers

• To access the *Drivers* screen, left click on the *Drivers* menu option displayed on the menu bar at the top of the screen.

The following screen will now be displayed showing each driver, their radio number, and whether they are currently on a route (*On Route*):

| lap View | Drivers Undispatch | ed Items Current Dispatched U | Inreturned Items Repo | rts      | 🔅 Setup 🛛 🕞 L |
|----------|--------------------|-------------------------------|-----------------------|----------|---------------|
|          | Select A Driver to | View Routes                   |                       |          |               |
|          | Driver             | Name                          | Radio                 | On Route |               |
|          | Select             | Alan Adams                    | 5                     | Ø        |               |
|          | Select             | Bob Smith                     | 1                     |          |               |
|          | Select             | Brandon Corn                  | 7                     |          |               |
|          | Select             | Craig Smith                   | 4                     |          |               |
|          | Select             | John Doe                      | 8                     |          |               |
|          | Select             | Kyle Bloom                    | 6                     |          |               |
|          | Select             | Paul Williams                 | 3                     |          |               |
|          | Select             | Tom Wilson                    | 9                     |          |               |
|          | Select             | Zack Thomas                   | 2                     |          |               |

If a driver is currently assigned to an open dispatch, their *On Route* check box will be check marked denoting this.

## Viewing What Dispatches A Driver Is Currently Assigned To

• Within the *Drivers* screen, when a driver's *On Route* check box is checked (which means they are currently on a route), the user can view what dispatches they are currently assigned to by left clicking on the blue *Select* button displayed to the left of the driver name.



The screen will now display a table list of current dispatch numbers along with their started and completed times for the selected driver as shown:

| Drivers Undispatch | hed Items Current Dispatched | Unreturned Items | Reports    |          |                        |                     |           | Setu |
|--------------------|------------------------------|------------------|------------|----------|------------------------|---------------------|-----------|------|
| Select A Driver t  | o View Routes                |                  |            |          | Tom Wilson's current d | ispatches           |           |      |
| Driver             | Name 🕸                       | Radio 🏦          | Assignable | On Route | Dispatch Number        | Started             | Completed |      |
| Select             | Alan Adams                   | 5                |            |          | 238                    | 12/20/2016 08:54 AM |           |      |
| Select             | Bob Smith                    | 1                |            |          |                        |                     |           |      |
| Select             | Brandon Corn                 | 7                | 2          |          |                        |                     |           |      |
| Select             | Craig Smith                  | 4                | Ø          |          |                        |                     |           |      |
| Select             | John Doe                     | 8                | Ø          |          |                        |                     |           |      |
| Select             | Kyle Bloom                   | 6                | Ø          |          |                        |                     |           |      |
| Select             | Paul Williams                | 3                | Ø          |          |                        |                     |           |      |
| Select             | Tom Wilson                   | 9                | 2          |          |                        |                     |           |      |
| Select             | Zack Thomas                  | 2                |            |          |                        |                     |           |      |
| Search:            |                              |                  |            |          |                        |                     |           |      |

# Reports

• To access the *Reports* screen, left click on the *Reports* menu option displayed on the menu bar at the top of the screen.

| ap View Drivers Undispatched Items | Current Dispatched Unreturned Items Reports | 🗘 Setup 🛛 🕞 Lo |
|------------------------------------|---|----------------|
|                                    | Reports:                                    |                |
|                                    | Driver Activity Report v Run Report         |                |
|                                    | Report Filter: ⊡Filter By Date              |                |
|                                    | Start of Date Range:                        |                |
|                                    | 12/15/2016                                  |                |
|                                    | End of Date Range:                          |                |
|                                    | 12/15/2016                                  |                |
|                                    | Bob Smith                                   |                |
|                                    |   |                |
|                                    | Filter By Customer Number                   |                |
|                                    |   |                |
|                                    |   |                |
|                                    |   |                |
|                                    |   |                |
|                                    |   |                |
|                                    |   |                |

Under the *Reports:* heading, there is drop down selection list of the available reports. Under the *Report Filter:* heading, there are various filtering options that can be set



when running a report. By default, all reports are set to only print the current days information.

#### **Driver Activity Report**

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Driver Activity Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.

The report will be displayed on the screen as shown:

|                              | ROYSTEST3  |                       |                          |                              |
|------------------------------|--|-----------------------|--------------------------|------------------------------|
| Map View Drivers             | Undispatched Items Current Dispatched Unreturned Items | Reports               |                          | Setup C+ Logoff              |
| Driver Activity Report       |  |                       |                          |                              |
| Name                         | Number Of Dispatches                                   |                       | Avg Minutes Per Dispatch |                              |
| Bob Smith                    | 1  |                       | 20                       |                              |
| Paul Williams                | 6  |                       | 29                       |                              |
| Totals<br>Number Of Dispat   | tches  | Avg Minutes Per Disp. | atch                     |                              |
| 7                            |  | 28                    |                          |                              |
| Back                         |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
|                              |  |                       |                          |                              |
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The report will display by driver name, the number of individual dispatches that were closed, the average minutes per dispatch (dispatch start/end time) and summary totals for all the dispatches.

#### Customer Activity Report

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Customer Activity Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.



| ustomer Activity Report |                      |                                  |                          |  |
|-------------------------|----------------------|----------------------------------|--------------------------|--|
| Customer Number         | Name                 | Number Of Deliveries             | Avg Minutes Per Delivery |  |
| 250                     | AMERICAN ACRYLIC     | 3                                | 4729                     |  |
| 251                     | CERTIFIED APPLIANCE  | 1                                | 6                        |  |
| 253                     | CONE CHEVROLET       | 1                                | 20                       |  |
| 254                     | CONTINENTAL RADIATOR | 2                                | 7084                     |  |
| 255                     | DATSUN CAR SERVICE   | 1                                | 32                       |  |
| 256                     | DIETERS V W REPAIR   | ĩ                                | 23                       |  |
| 257                     | DUNCAN'S AUTOMOTIVE  | 1                                | 14146                    |  |
| 258                     | FORD ELECTRONICS     | 1                                | 32                       |  |
| 264                     | KENS MOTORS          | 2                                | 71                       |  |
| 272                     | ANTHONY ROMO         | 2                                | 42                       |  |
| otals                   |                      |                                  |                          |  |
|                         | eries                |                                  |                          |  |
|                         |                      | 2856                             |                          |  |
| Back                    |                      |                                  |                          |  |
| Number Of Deliv         | eries                | Avg Minutes Per Delivery<br>2855 |                          |  |

The report will display by customer number, the customer name, the number of invoices delivered, the average minutes per delivery (dispatch start/end time) and summary totals for all the customers.

#### **Delivery Item Report**

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Delivery Item Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.



The report will be displayed on the screen as shown:

|                | fiew Drivers      | Undispat | ched Items 0       | Current Dispatch | ed Unreti   | imed Items   | Reports            |                |                          |                          |                          |                          |                     | Setup C+ Logo           |
|----------------|-------------------|----------|--------------------|------------------|-------------|--------------|--------------------|----------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------|-------------------------|
| elivery it     | em Activity Repo  | rt       |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |
| Pick<br>ficket | Invoice<br>Number | Priority | Customer<br>Number | Customer         | ł           | Driver       | Dispatch<br>Number | Pick<br>Time   | Invoice Time             | Dispatch Time            | Signed Time              | Completed Time           | Pick/Inv To<br>Sign | Dispatch To<br>Complete |
|                | 783               | 9        | 251                | CERTIFIE         |             | Bob<br>Smith | 219                |                | 12/15/2016 8:37:00<br>AM | 12/15/2016 9:14:00<br>AM | 12/15/2016 9:20:00<br>AM | 12/15/2016 9:40:00<br>AM | 43                  | 26                      |
|                | 784               | 9        | 262                | VICKS AL         | TOMOTIVE    | Bob<br>Smith | 219                |                | 12/15/2016 8:38:00<br>AM | 12/15/2016 9:14:00<br>AM | 12/15/2016 9:30:00<br>AM | 12/15/2016 9:40:00<br>AM | 52                  | 26                      |
|                | 785               | 9        | 262                | VICKS AL         | TOMOTIVE    | Bob<br>Smith | 219                |                | 12/15/2016 9:13:00<br>AM | 12/15/2016 9:14:00<br>AM | 12/15/2016 9:30:00<br>AM | 12/15/2016 9:40:00<br>AM | 17                  | 26                      |
| otals          | Number Of Deliv   | veries A | vg Minutes Pick    | k to Invoice     | Avg Minutes | Invoice to D | Dispatch           | Avg Minutes Di | spatch to Signed A       | vg Minutes Signed to     | Complete Avg Min         | utes Picked to Signed    | Avg Minute          | s Picked to Complete    |
|                | 3                 |          |                    |                  | 24          |              |                    | 12             | 1:                       | 3                        |                          |                          |                     |                         |
| lack           |                   |          |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |
|                |                   |          |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |
|                |                   |          |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |
|                |                   |          |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |
|                |                   |          |                    |                  |             |              |                    |                |                          |                          |                          |                          |                     |                         |

The report will display by pick ticket/invoice number, priority number, customer number, customer name, driver, dispatch number, pick time, invoice time, dispatch (start) time, signed/delivered time, completed (dispatch) time, the number of minutes from pick/invoice to delivered/signed time, the number of minutes from dispatch (start) to (dispatch) complete time and summary totals for all the invoices.

#### **Commission Report**

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Commission Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.



The report will be displayed on the screen as shown:

| Map View Drivers          | Undispatched Items | Current Dispatched | Unreturned Items | Reports              |             |        |             | 🕸 Setup 🛛 🕞 Logoff |
|---------------------------|--------------------|--------------------|------------------|----------------------|-------------|--------|-------------|--------------------|
| ommission Report          |                    |                    |                  |                      |             |        |             |                    |
| Driver Name: Paul Willian | ms                 |                    |                  |                      |             |        |             |                    |
| Date                      | Inv #              | Dispatch #         | Cust#            | Name                 | Action Item | C.O.D. | Charge      | Commissio          |
| 2/1/2016 8:48:48 AM       | 762                | 201                | 250              | AMERICAN ACRYLIC     |             |        | ×           | \$1.7              |
| 2/1/2016 8:48:48 AM       | 763                | 201                | 251              | CERTIFIED APPLIANCE  |             |        | ×           | \$2.0              |
| 2/1/2016 9:01:00 AM       | 764                | 202                | 254              | CONTINENTAL RADIATOR |             |        | ×           | \$3.0              |
| 2/1/2016 9:01:16 AM       | 765                | 202                | 256              | DIETERS V W REPAIR   |             |        | х           | \$1.8              |
| 12/2/2016 10:38:54 AM     | 770                | 205                | 272              | ANTHONY ROMO         |             |        | ×           | \$1.0              |
| 12/5/2016 8:20:00 AM      | 773                | 206                | 272              | ANTHONY ROMO         |             |        | ×           | \$1.0              |
| 12/13/2016 7:28:00 AM     | 778                | 214                | 255              | DATSUN CAR SERVICE   |             |        | х           | \$3.5              |
| 12/13/2016 7:28:00 AM     | 779                | 214                | 258              | FORD ELECTRONICS     |             |        | x           | \$1.8              |
| 12/14/2016 9:20:00 AM     | 782                | 217                | 250              | AMERICAN ACRYLIC     |             |        | x           | \$1.7              |
| Fotal Dispatches:         | 6                  |                    |                  |                      |             | Total  | Commission: | \$17.7             |

The report will display by driver, the invoice date and time, the invoice number, dispatch number, customer number, customer name, action item, an X denoting whether it was a C.O.D. or charge, the commission amount paid and summary totals for the total number of dispatches and commission amount for all the invoices listed.

#### **Cost By Customer Report**

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Cost By Customer Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.



|                             |                |                   |       | orts  |                 |                |         |               | <b>W</b> 000  | ap 🕞 Logoff  |
|-----------------------------|----------------|-------------------|-------|-------|-----------------|----------------|---------|---------------|---------------|--------------|
| st Analysis By Customer Rep |                |                   |       |       |                 |                |         |               |               |              |
| ustomer: 250 - AMERICAN AC  | Inv # Dispatch | # Driver          | Sell  | Cost  | Gross Profit \$ | Gross Profit % | Minutee | Delivery Cost | Net Profit \$ | Net Profit 9 |
| /23/2017 1:52:57 PM         | 809            | 243 Paul Williams | 41.31 | 26.68 | 14.63           | 35.42          | 7       | 2.43          | 12.20         | 29.5         |
| /23/2017 1:52:57 PM         | 811            | 243 Paul Williams | 20.07 | 13.32 | 6.75            | 33.63          | 7       | 2.43          | 4.32          | 21.5         |
| otals                       |                |                   | 61.38 | 40.00 | 21.38           | 34.83          | 14      | 4.85          | 16.53         | 26.9         |
|                             |                |                   |       |       |                 |                |         |               |               |              |

The report will display by customer, the invoice date and time, the invoice number, dispatch number, driver name, sell amount of the items on the invoice, cost amount of the items on the invoice, gross profit dollar amount, gross profit percentage, minutes it took to deliver (dispatch start to delivered/signed), delivery cost, net profit dollar amount, net profit percentage and summary totals for all the amounts and their percentages.

The calculated delivery cost is based upon the number of delivery minutes (DM), driver cost per hour (DCH), truck cost per mile (TCM) and average miles per hour (AMPH). Below is the algorithm for calculating the delivery cost:

```
Delivery Cost = ((DM / 60) x (DCH)) + (((DM / 60) x (AMPH)) x TCM)
```

#### Cost By Driver Report

- Within the *Reports* screen, left click on the down arrow selection list displayed below the *Reports*: section of the screen.
- Left click on the *Cost By Driver Report* menu option.
- When all the filtering option have been set, left click on the blue *Run Report* button.



The report will be displayed on the screen as shown:

| Map View Drivers                             | Undispatched Ite | ems Current Di | spatched Unreturned Items | Reports |        |                 |                |         |               | 🌣 Setu        | p 🕒 Logoff   |
|--|------------------|----------------|---------------------------|---------|--------|-----------------|----------------|---------|---------------|---------------|--------------|
| st Analysis By Driver R<br>Priver: Bob Smith | leport           |                |                           |         |        |                 |                |         |               |               |              |
| late   | Dispatch         | Customer #     | Name                      | Sell    | Cost   | Gross Profit \$ | Gross Profit % | Minutes | Delivery Cost | Net Profit \$ | Net Profit * |
| 2/13/2016 7:28:00 AM                         | 213              | 253            | CONE CHEVROLET            | 20.80   | 15.65  | 5.15            | 24.76          | 20      | 6.93          | -1.78         | -8.5         |
| 2/15/2016 9:14:00 AM                         | 219              | 251            | CERTIFIED APPLIANCE       | 443.19  | 344.00 | 99.19           | 22.38          | 26      | 9.01          | 90.18         | 20.3         |
| 2/15/2016 9:14:00 AM                         | 219              | 262            | VICKS AUTOMOTIVE          | 14.62   | 10.26  | 4.36            | 29.82          | 52      | 18.03         | -13.67        | -93.4        |
| otals  |                  |                |                           | 478.61  | 369.91 | 108.70          | 22.71          | 98      | 33.97         | 74.73         | 15.6         |
| Back   |                  |                |                           |         |        |                 |                |         |               |               |              |

The report will display by driver, the dispatch date and starting time, dispatch number, customer number, customer name, sell amount of the items on the dispatch, cost amount of the items on the dispatch, gross profit dollar amount, gross profit percentage, minutes it took to deliver (dispatch start to closed), delivery cost, net profit dollar amount, net profit percentage and summary totals for all the amounts and their percentages.

The calculated delivery cost is based upon the number of delivery minutes (DM), driver cost per hour (DCH), truck cost per mile (TCM) and average miles per hour (AMPH). Below is the algorithm for calculating the delivery cost:

Delivery Cost = ((DM / 60) x (DCH)) + (((DM / 60) x (AMPH)) x TCM)