

FOS365

Delivery App

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Purpose of the Document

User who will be using the FOS365 Delivery Application for delivering food.

❖ Customer

In addition, the sole purpose of this User Manual is to help the users traverse the application on their own without much help from a third party technical support.

The Manual provides an overview of the flow of Delivery application.

INTRODUCTION

Delivery person who is going to deliver the food on doorstep of the customer will handle the app. This delivery app will have integration with admin portal and customer portal. In admin portal, Order detail page will get its status updated when a food is delivered. In customer portal, track order, my order will have implication with the following actions:

- Change the status of the order once the order is delivered.
- Change the status of the order if the order has cancelled.

Users for the app

Admin and Delivery person. How to know a person is a delivery person? When the user is saved as a delivery person in 'Delivery Person Page' (Master page), that user will be considered as delivery person. All the CURRENT orders will be shown in the home page of both Admin and Delivery Person.

Features for both users

Features for Admin

When the CURRENT Order is shown in the home of the admin, allocation of the order(s) will be possible by Admin. For allocating the order, outlet and delivery person should be selected.

Outlets: Landing page after login in as admin. The location to which admin is linked; those locations will be shown in the outlets page. Click on the location to see the orders in new allocation page. Lists all the new orders, for the current day. Button click: Click of New allocation will show the outlet page, from where the location will be selected, and orders related to that location will be shown to the admin.

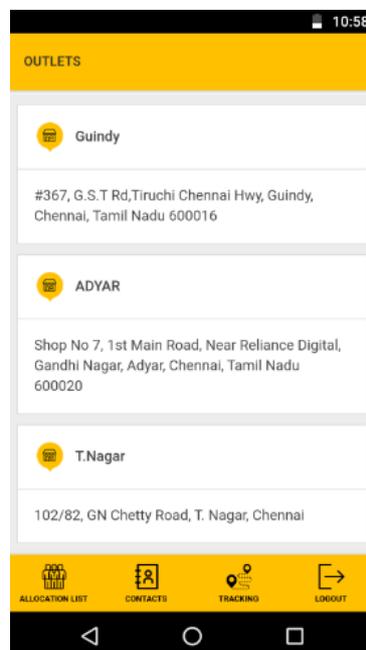


Figure 1 Outlets-Admin Login

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Outlet: orders of the selected location will be viewed by admin, hence the outlet will be by default the selected location and the delivery persons linked to that location will be shown in the delivery person dropdown. Select the available delivery person for the job.

Delivery person: Based on the selected outlet the delivery person should be shown. (While listing these delivery persons, application will check the active flag in master and availability of the person i.e. attendance of delivery person).

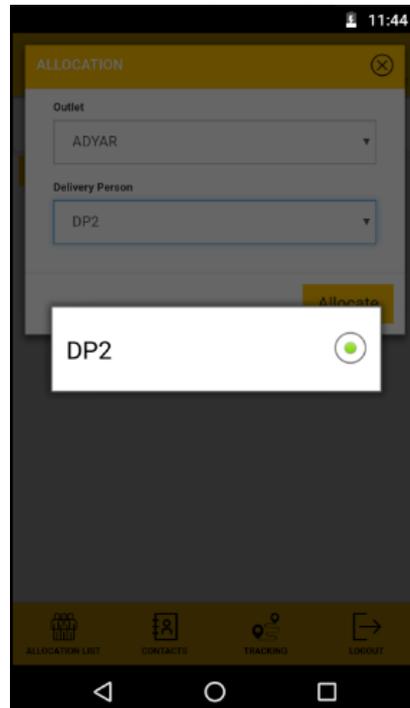


Figure 2 Assigning order to delivery person

New Allocation: Select one order or multiple orders and allocate to a delivery person. This will show the order number, pick up location-delivery location and the time the order need to be delivered.



Figure 3 New allocation-Multiple order selection

Unattended orders: Orders that are not yet allocated and time have been lapsed for the order. Two functionalities are added for each order: CANCEL and DELIVERED: click of cancel means the order has not yet delivered and will get removed from the new allocation page. The status of the order will be changed to Submitted&Delivered. Click of delivered will show a dropdown to select the delivery person, who has delivered the order, and the status of the order will be changed to Delivered.



Figure 4 Orders not yet allocated

Allocation List: This list shows the allocated orders. The priority is shown in allocation list (priority is set based in the delivery time of the order). This list can be edited and priority can be changed.

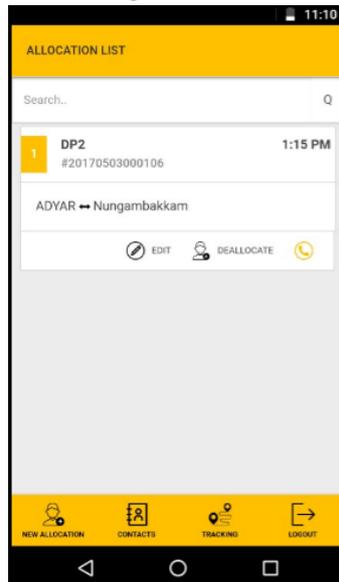


Figure 5 Allocation List

Edit: Click of edit  EDIT will show the payment info, where the admin can change the amount, phone number, customer feedback and click Submit. Status of the order will be changed to deliver when Submit is clicked.

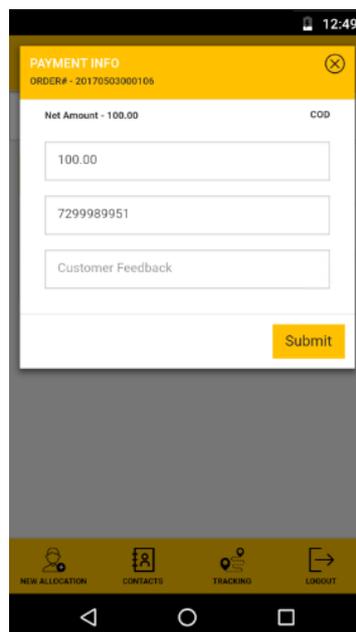


Figure 6 Edit-Payment info

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Deallocate: an allocated order will be deallocated with the click of this icon

 **DEALLOCATE**. All deallocated orders will be shown in the dashboard of the admin. If time has been lapsed that will not be shown in the admin's allocation list, but it will be shown in failed orders in delivery history of delivery person.

Contacts: Number and Name of the delivery person will be shown to the admin. This is only for information purpose, any change in contact need to be done in the masters. History for each delivery person will be shown, today's orders, yesterdays, past 1 week's orders, and the total collection made by individual delivery person.

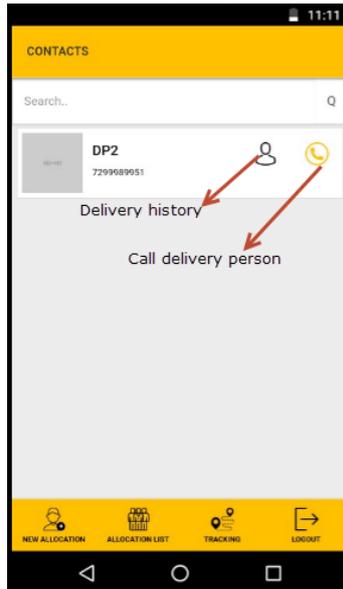


Figure 7 Contact of delivery person

Delivery history: in admin login too admin user can view the history of the selected delivery person.

Click on the icon  to view the details.

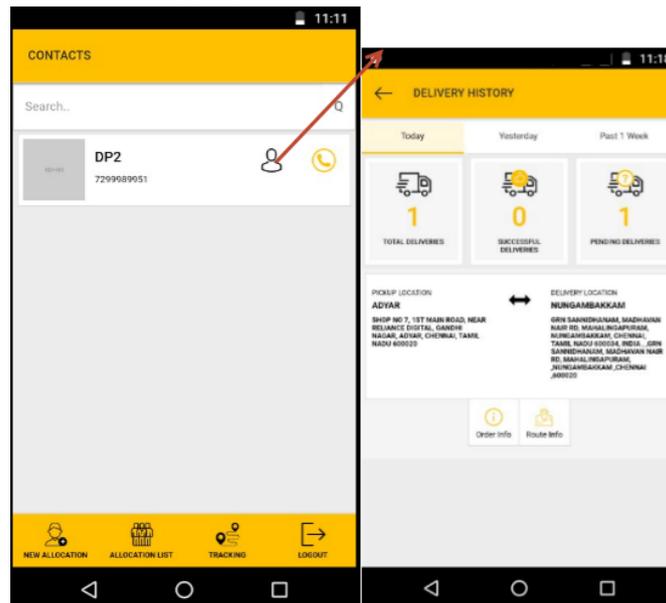


Figure 8 Delivery history in Admin Login

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Call delivery person: User (admin) can call the delivery person by clicking the icon 📞.

Tracking: To track the delivery person's location. When the delivery person logs in, his/her geo location will be stored, and based on that the map will show for tracking.



Figure 9 Tracking

Features for Delivery Person

When an order is made through customer portal that will be shown in the Notifications. If the allocation is done to delivery person, that will be shown in the homepage of delivery person.

Home: User's already allotted orders are listed in the home page.



Figure 10 Home Page of Delivery Person

Profile: History of orders done. Delivery history will show the past, current and the remaining order that need to be placed by the delivery person.

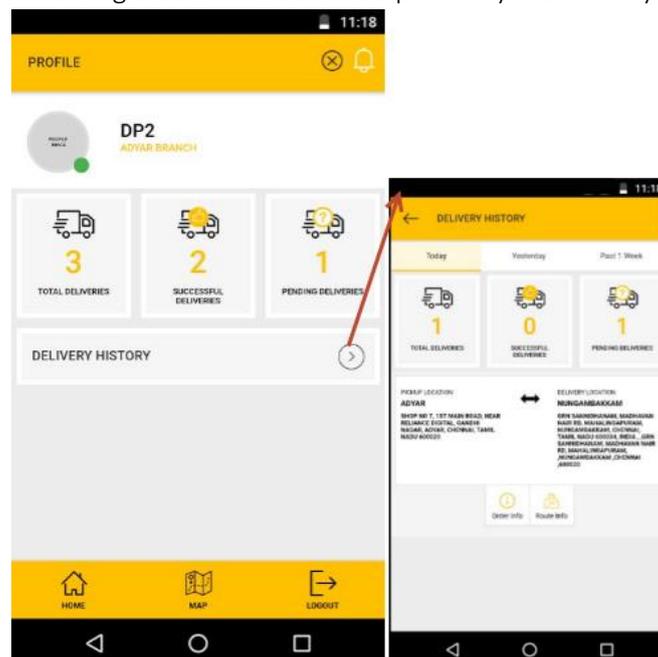


Figure 11 Profile and delivery history

Map: show the location(s) where order need to be placed. Two points will be shown here Pickup point and Delivery point. If there is change in the out.

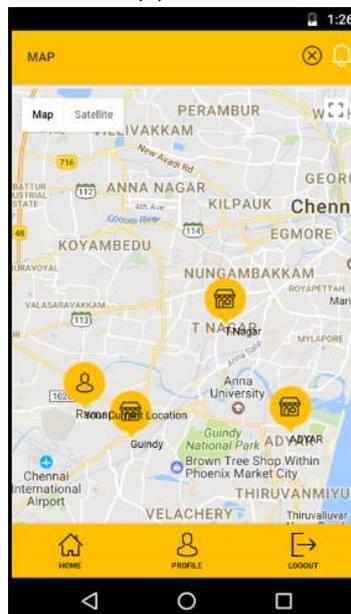


Figure 12 Maps

Notification: if the delivery person has no orders assigned, notifications will show the non-assigned orders. (Current and future orders)

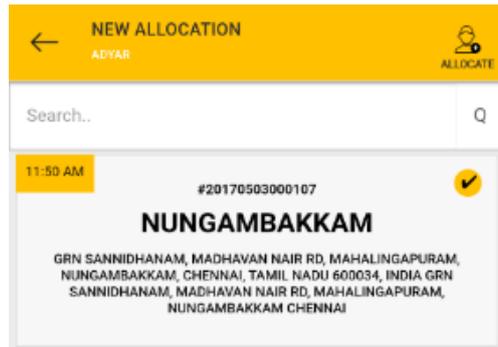
Functionalities:

Log in to the delivery app: Users: admin and delivery person.

- Credentials: User name: admin, Password: admin.
- Credentials: User name: TestUser, Password: TestUser.

Logged in as admin

New allocation will be the home page of the admin; in that the orders need to be allocated will be shown.



Single click on the order will show the details of the order.

Long press on the order will select the order for allocation.

By clicking the radio button too, the orders can be selected for allocating.

Search: enter number or location to get the list filtered.

Allocation List: allocated orders are shown here:

Edit: if the delivery person is not able to login or enter the delivery details after delivery, admin can make the entry by editing this row. Details recorded here are collected amount, customer's mobile no., and customer's feedback. Click of submit will remove the record from the allocation list as well as the home page of the delivery person.

Cancel: for some reason if the delivery person could not make the delivery, which can be cancelled by the admin. When this function is used, the cancelled order will automatically shows in the new allocation of admin login. In addition, in the notification of those delivery persons who does not have any allocation.

Search: it's common in all the pages.

Logged in as delivery person

Home: Home will have all the pending orders of the delivery person. This will show the pickup location, delivery location, time of delivery, distance. Click of Order info will show the order number, customer details like address and mobile number, pickup and delivery address, item ordered and the net cost to be collected.

Payment Info will show the order number, net amount (as an information to the delivery person), cash to be collected, mobile number (by default the number given in the order, which is editable), customer feedback, and signature. Click of Submit will save the order as delivered. Integration with order detail (the status of this order will get updated to delivered). From the home page of the delivery person, this order will be removed. Route info will show the route for the delivery person.



Figure 13 Home- delivery person

User Manual for Delivery App

1. Order info: the details of the customer, pickup location, delivery location, payment details will be shown here.

ORDER INFO	
ORDER# - 20170503000109	
Customer Name sowmya ram	Mobile No. 7299989951
PickUp Location ADYAR Shop No 7, 1st Main Road, Near Reliance Digital, Gandhi Nagar, Adyar, Chennai, Tamil Nadu 600020	Delivery Location Nungambakkam GRN Sannidhanam, Madhavan Nair Rd, Mahalingapuram, Nungambakkam, Chennai, Tamil Nadu 600034, India, .GRN Sannidhanam, Madhavan Nair Rd, Mahalingapuram, Nungambakkam ,CHENNAI ,600034
Delivery Items	
Malai Beda 2	
Payment Details	
Payment Mode CashOnDelivery	Net Amount 100.000

Figure 14 Order info

2. Payment (COD): Amount, phone number will be shown by default from the order details. Customer feedback and signature is option. Click of Submit means the order has successfully delivered and the status of the order has been changed from confirmed to delivered.

PAYMENT INFO	
ORDER# - 20170503000109	
Net Amount - 100.00	COD
<input type="text" value="100.00"/>	
<input type="text" value="7299989951"/>	
<input type="text" value="Customer Feedback"/>	
<input type="text"/>	
<input type="button" value="Submit"/>	

Figure 15 Payment info

3. Route: From the pickup location to delivery location what is the route? That route will be shown in the map.

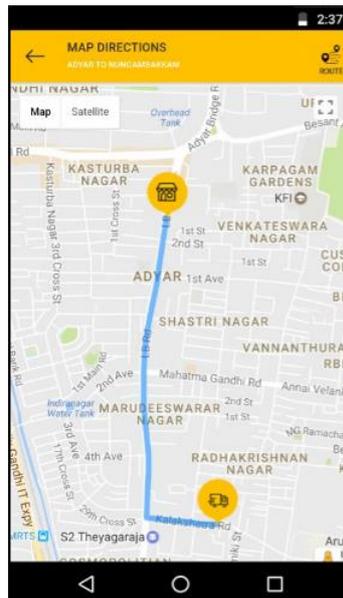


Figure 16 Route

4. Call: to make a call to the delivery person click the icon and call will be made.

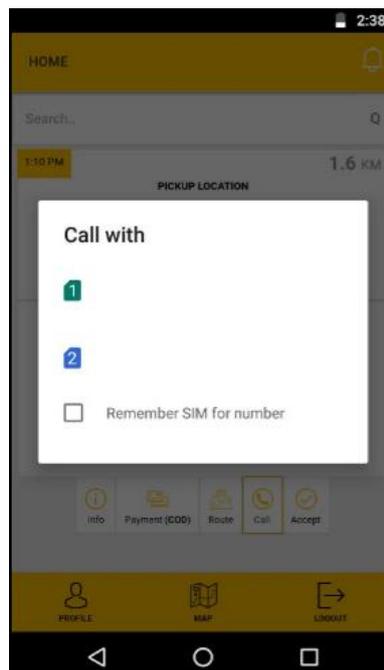


Figure 17 Call made to the delivery person

5. Accept: the initial status will be confirmed, when accept is clicked, the status will be changed as accept, and when the order is delivered the status will be changed to delivered. Once accepted order cannot be accepted again. That order can be delivered or cancelled. In the below image the accept icon will not be there.



Figure 18 After accepting the order

Notification: This feature is available only for delivery person. If there is no allocation made, notification will show current orders. Through this notification page, order can be allocated to the logged in user. Once the allocation is done, that order will be shown in the home page of the logged in delivery person. The notification will not have any orders.

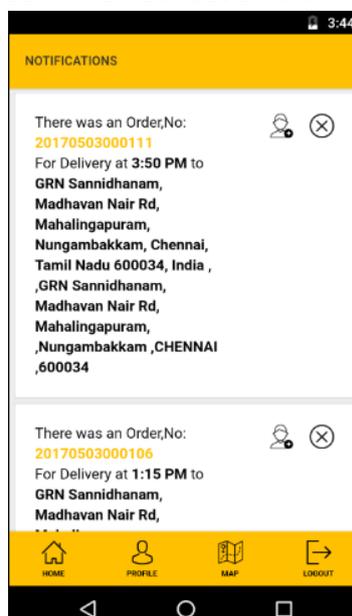


Figure 19 Notification

User Manual for Delivery App

Allocate this order: click  icon to allocate the order to the logged in delivery person. Each delivery person is linked to a location, based on the location orders will be displayed in the notification.

Delete the order: click on  to remove the order from the notification.

Profile: This will show the delivery history of the logged in delivery person. There will be three tabs; each tab will tell the user the total count of allocation, success delivery count, failure count and others (cancelled count will be shown here). Tabs: Today, Yesterday and Past 1 week.

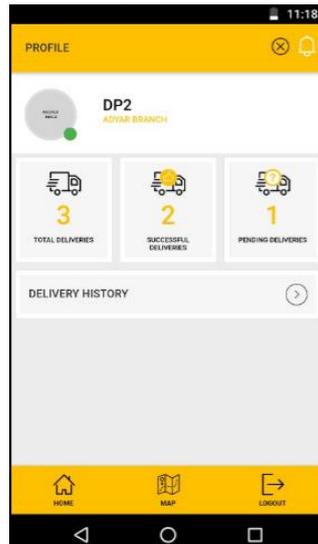


Figure 20 Profile

User Manual for Delivery App

For Today's Tab, Total deliveries: Count of all the allocations made for the logged in delivery person. *Success deliveries:* count of all the success delivery made by the delivery person. *Pending deliveries:* count of orders that is allocated, but not yet delivered, which will be shown in the home page of the logged in user. *Failed deliveries:* allocated order not delivered. (This will affect his performance aspect). *Total collection:* for the day what is the total amount collected in hand.



Figure 21 History of today's sales

For Yesterday's Tab, Total allocation: Count of all the allocations made for the logged in delivery person. *Success delivery:* count of all the success delivery made by the delivery person. *Others:* allocation made but for some reason that allocation is changed to other user. With mandatory remarks. *Failed delivery:* allocated order not delivered. *Total collection:* for yesterday what's the total amount collected in hand.



Figure 22 Yesterday's sales

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For Past 1 week's Tab, Total allocation: Count of all the allocations made for the logged in delivery person. *Success delivery:* count of all the success delivery made by the delivery person. *Others:* allocation made but for some reason that allocation is changed to other user. *With mandatory remarks.* *Failed delivery:* allocated order not delivered. *Total collection:* for 1 week what is the total amount collected in hand.



Figure 23 Past week sales