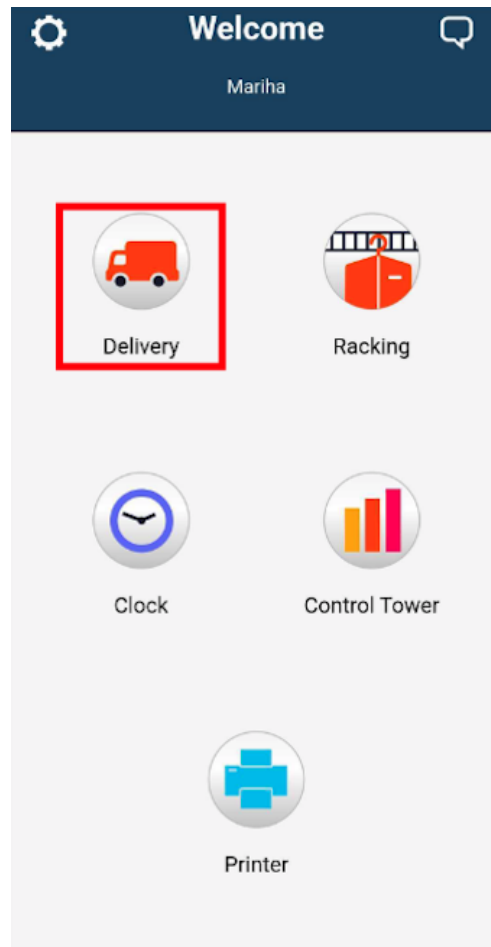


Delivery App Walk Through

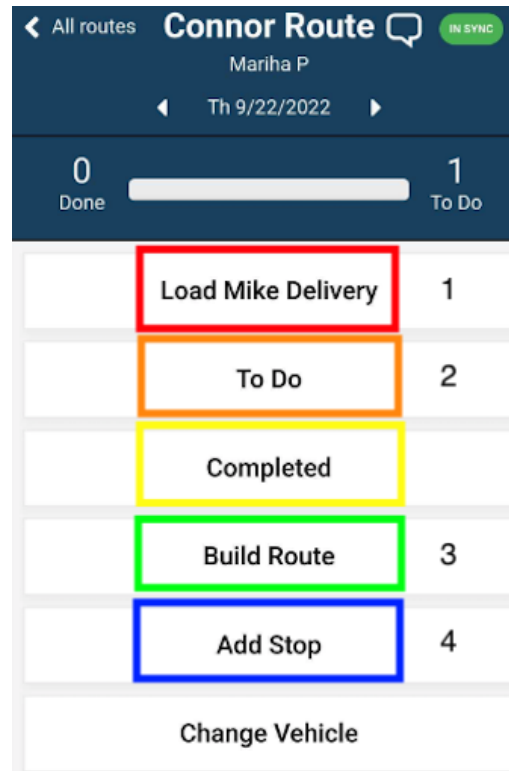
After you have downloaded the SMRT Mobile app and gone through the station set up, your home screen will look like this (picture below):



Step 1) Select the Delivery module.

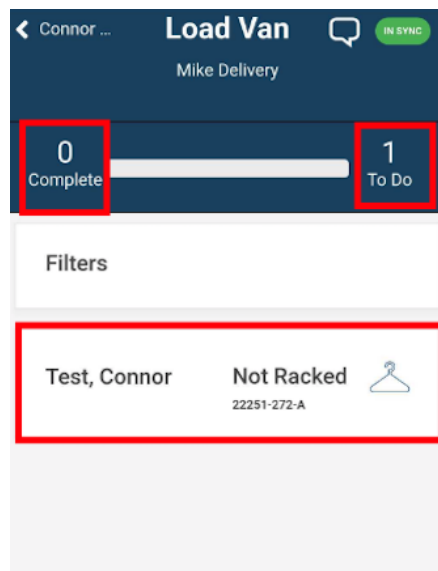
Step 2) Select your Van then select your Route.

Step 3) After your van and route have been selected, this is the main delivery app screen that your drivers will use:



Step 4) Before your driver leaves, the first step they need to complete is to load the van. Click on Load "Van name". In the example above, the van name is "Mike Delivery".

a) After clicking on Load Van, your drivers will be taken to this screen:



b) From here, your driver will see how many orders they have to load (top right hand corner that says "To Do").

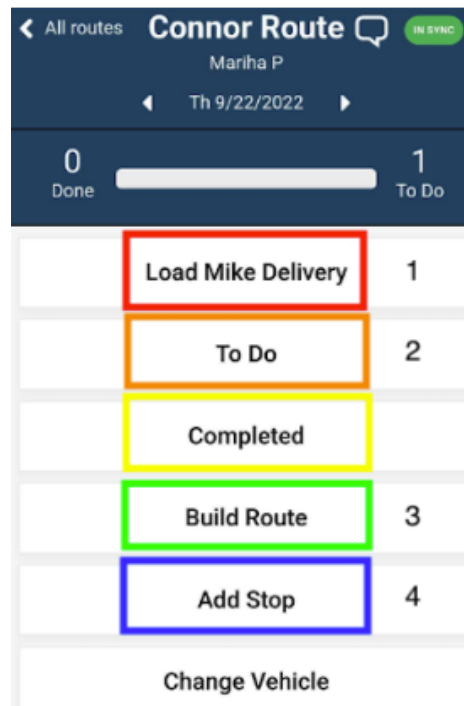
c) Click on the first order on the manifest to load it to the van and work your way down. Once you click on an order you will be prompted to scan the barcode on the

invoice you are trying to load. While it is not recommended, you can also click in the empty hanger to manually load that order to the van.

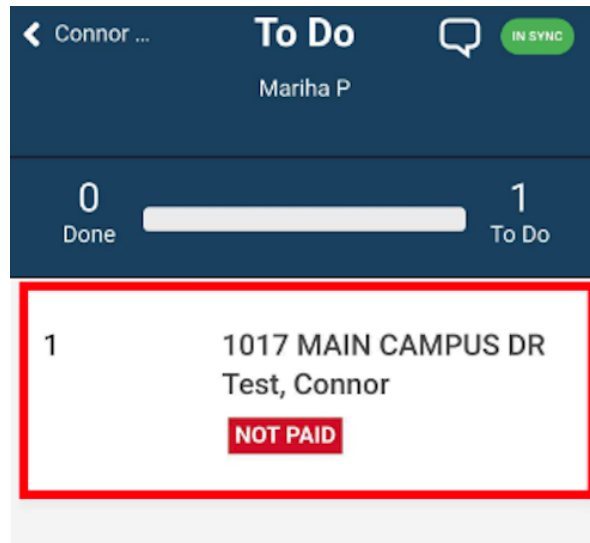
d) After you have loaded all orders to your van, the number above “Complete” should be the number you started with above the “To Do”. “To Do” should have a 0 above it when all orders have been loaded.

e) When all orders have been loaded, click the back arrow in the top left corner.

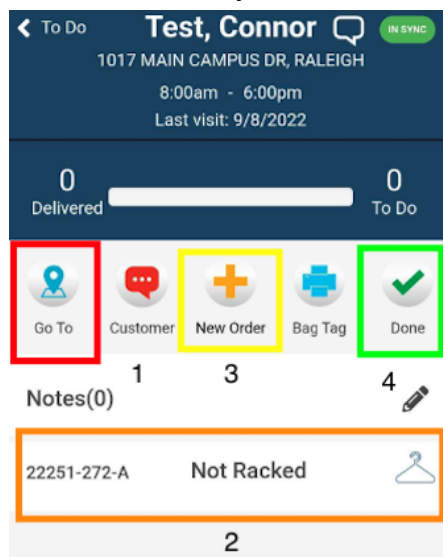
Step 5) After clicking the back button you will be directed back to the main delivery page:



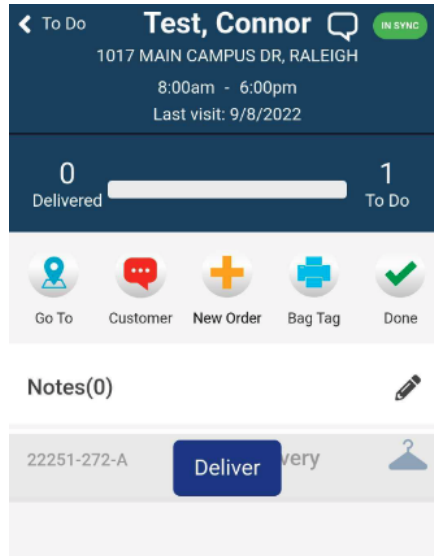
Step 6) When all orders are loaded, the next step is to go to the “To Do” list. Once on the “To Do” list, you will see this screen:



- a) To begin your “To Do” list and start your route, click on the top order of your delivery app manifest.
- b) After clicking on the customer, it will take you to the mobile customer account:



- 1) First step is to click “Go To”. After clicking “Go To” your navigation app will direct you to the customers residence.
- 2) For a delivery: you need to “deliver” this order the same way that you loaded it to the van. After clicking on the order, scan the barcode on the invoice to put it in the delivered status. While it is not recommended, you can also click on the hanger on the right right hand side to manually deliver the order. After clicking on the hanger you will see a button that says “Deliver”.



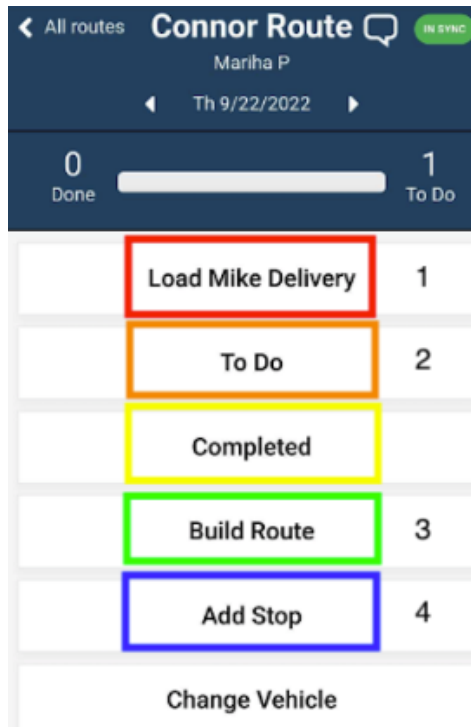
- 3) For a pick up: there will be no orders listed under the customer account. Once at the customer's residence, click on "New Order". Once you click on "New order" you will be redirected to choose the type of order. Typically, these options are "Cleaning" and "Wash and Fold". After choosing the type of order, you will be directed to click "Create" on the bottom of the screen.
- 4) Only after ALL orders have been delivered and/or an order has been created, THEN your driver can click the done button.
- 5) For a pick up and delivery: you will complete both steps listed above.

**** Please be aware: if your drivers do not complete all steps listed above, orders will not be reported in SMRT correctly and this will have a snowball effect on your manifests moving forward****

Step 7) Repeat for all customers in the "To Do" list.

Step 8) After the "To Do" module is empty and there are no more customers in the list, they are done for the day!

Extras:



Build Route: This button allows you to manually add orders to the driver manifest. By clicking on “Build Route”, you will be prompted to scan the barcode on the invoice that you are wanting to add to the manifest. **THIS IS NOT FOR ADDING A STOP.** This is **ONLY** for adding an existing ready order to the van. Think of “Build Route”=For delivery.

Add Stop: This button allows you to manually add someone to the driver's route as pick up. After clicking “Add Stop” you will be prompted to search for the customer name from your customer database. **THIS IS NOT FOR DELIVERING AND ORDER.** This is **ONLY** for adding a pick up to the manifest. This of “Add Stop”=For pick up. Also, customers cannot be added to the database using the mobile app. Your drivers will only be able to search for existing customers.

To summarize daily practices:

- 1) Click on load van
- 2) Scan all orders to the van
- 3) Click the back arrow to get to the main screen and click on to do
- 4) Click on the first customer name at the top of the list
- 5) Once on the customer account, click go to.
- 6) After you are at the customer's residence: for a delivery, click on the orders you need to deliver and scan the barcode on the invoice. Then click done. For a pick up, click on new order, define the order type, then click create. Then click done.
You must scan all barcodes on all invoices to deliver them. Only after all orders

have been delivered and/or an order has been created, THEN your driver can click DONE.

- 7) After the to do list has been completed you will see a notification on your to do module that says "All done for the day"
- 8) Your driver has completed their route and can come back to the plant.