

ROUTE TRAINING: SMRT GUIDE

1. Introduce yourself - Learn who you are talking to, and what the names are of the drivers and the routes they run. (Gather just a little information about the route specifically for the point below)
 - a. While they are telling you about the routes they run, make sure to check on your side if the routes are in SMRT Delivery Module for that day
 - i. That way if the route's aren't in or something looks off, you can report it to someone while you train. This gives the implementation team time to find the issues and fix without the drivers noticing.
2. Make sure they have Delivery App (SMRT Mobile) downloaded from the App Store/Play Store, and make sure they have the Delivery Cheat Sheet printout guide so they have a reference to look at while running the route.
 - a. Make sure their phones are assigned to the correct delivery stations and named after the drivers if that is possible.
 - b. If anything, make sure they are at least signed into the Delivery App and we can edit the naming of the stations later.
3. Teamviewer into their computer
4. Open up the Youtube video on their computer screen and watch together <https://www.youtube.com/watch?v=pDaUTDQ9spY>
 - a. Explain that this is a real route being run by one of our drivers in our San Francisco business.
 - b. Play/Pause through the video as you go over each point.
5. Have the Drivers Sign In to the app
6. Click Delivery
7. Click the correct route that that driver is running today
8. Click Load Delivery
9. Explain how to load the van with the camera on the phone
 - a. They may get warning sounds when scanning- that could be due to double scans or orders aren't on the manifest for that day
 - i. If the orders don't scan go to that customers profile:

1. Make sure there is a stop scheduled for that customer on the correct route
 2. Make sure there are orders listed going back on that route and are in ready status
 3. If there are no orders - or the customer doesn't exist in SMRT - get that information and forward to the Slack Channel for data to look at.
 - a. In the meantime potentially make an import order to rack to the van
 - b. Explain the Incomplete Orders button and how to find if an order is incomplete.
10. Once everything is loaded to the van, click the Back arrow in the Top Left of the screen to get them back to the "Load Delivery, To Do, Completed etc." Screen.
 11. Click To Do (this is their manifest)
 12. Explain the different buttons (Go To, Communication, New+, etc.)
 13. Explain how to "Deliver the Orders" by scanning them out by clicking the camera button in the bottom center of the screen like they would have scanned in from loading
 14. Explain how to do a pickup by clicking the New+ button
 15. Make sure the Notes/Gate Codes etc. are accurate and they know how to add them if needed.
 16. **Lastly, Make sure they click the Done button after each stop**, even if they have nothing to pickup or deliver, the Done button needs to be pressed so we can measure the efficiency of each stop.