



# ORDER MANAGEMENT

DRIVERS INSTRUCTIONS

by

TRAVELHORSE

Dear Driver,

A very warm welcome to the Travelhorse Team! Below are a set of instructions that we have prepared to help smoothen your integration towards our operations! Please read through carefully and get back to us if you have any doubts or clarifications.

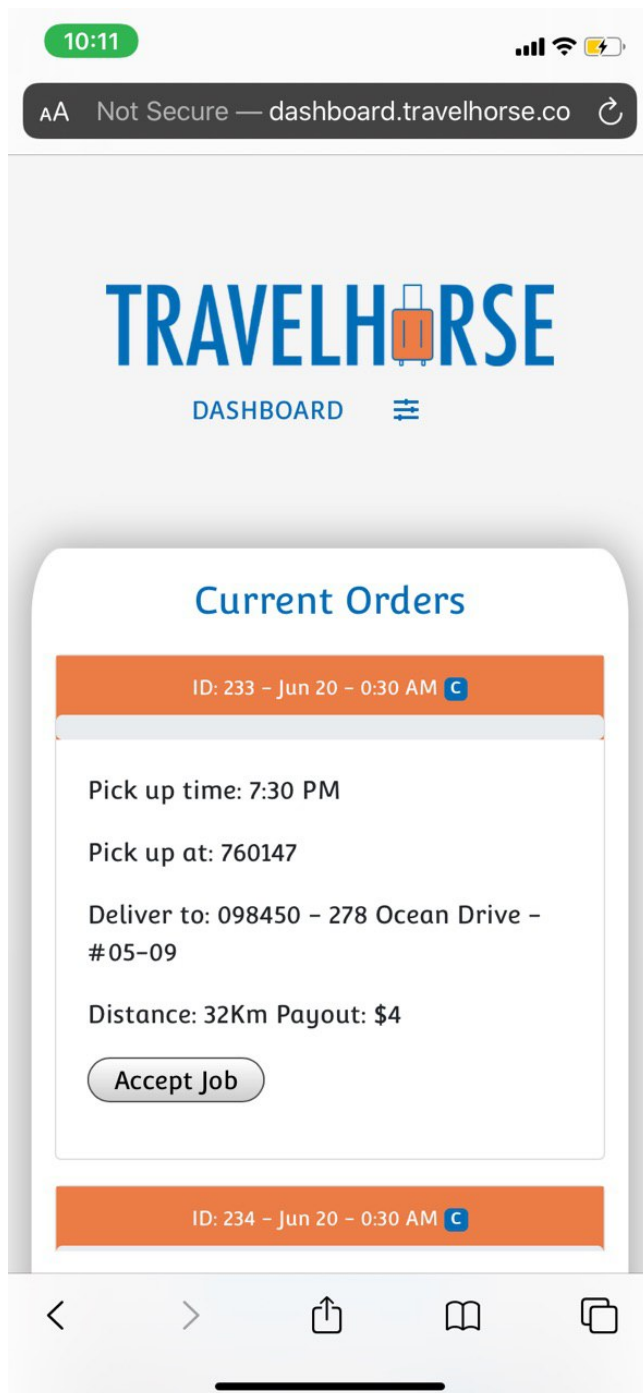
## Instructions

For all orders refer to the Dashboard on [dashboard.travelhorse.co](https://dashboard.travelhorse.co).

The screenshot shows the Travelhorse Dashboard app interface. At the top, the status bar displays the time 3:41, 'Not Secure', and the URL 'goodfortravel.co'. The app header features the 'TRAVELHORSE' logo and a 'DASHBOARD' button. The main content area is divided into two sections: 'Current Orders' and 'Order History'. The 'Current Orders' section lists several orders with details like ID, date, time, and a zonal marking. The 'Order History' section lists completed orders. Callouts provide explanations for these elements:

- ORDER ID**: Shows the order Reference number. (Points to ID: 196 in the Current Orders list)
- DATE**: Shows the order date. (Points to Jun 20 in the Current Orders list)
- Current Orders**: Represent orders for the **present** day and **future** days. (Points to the Current Orders section header)
- Zonal Marking**:
  - N-> NORTH
  - NE-> NORTH-EAST
  - NW-> NORTH-WEST
  - W-> WEST
  - S-> SOUTH
  - SE-> SOUTH-EAST
  - SW-> SOUTH-WEST(Points to the 'N' marking in the Current Orders list)
- Order History**: Represent orders that you have **completed**. (Points to the Order History section header)

Order ID	Date	Time	Zonal Marking	Status
ID: 193	Jun 20	0:30 AM	W	Current
ID: 196	Jun 20	0:30 AM	N	Current
ID: 198	Jun 20	0:30 AM	NE	Current
ID: 201	Jun 20	0:30 AM	W	Current
ID: 202	Jun 20	0:30 AM	W	Current
ID: 204	Jun 20	0:30 AM	NE	Current
ID: 187	Jun 20	0:30 AM	W	History
ID: 191	Jun 20	0:30 AM	W	History

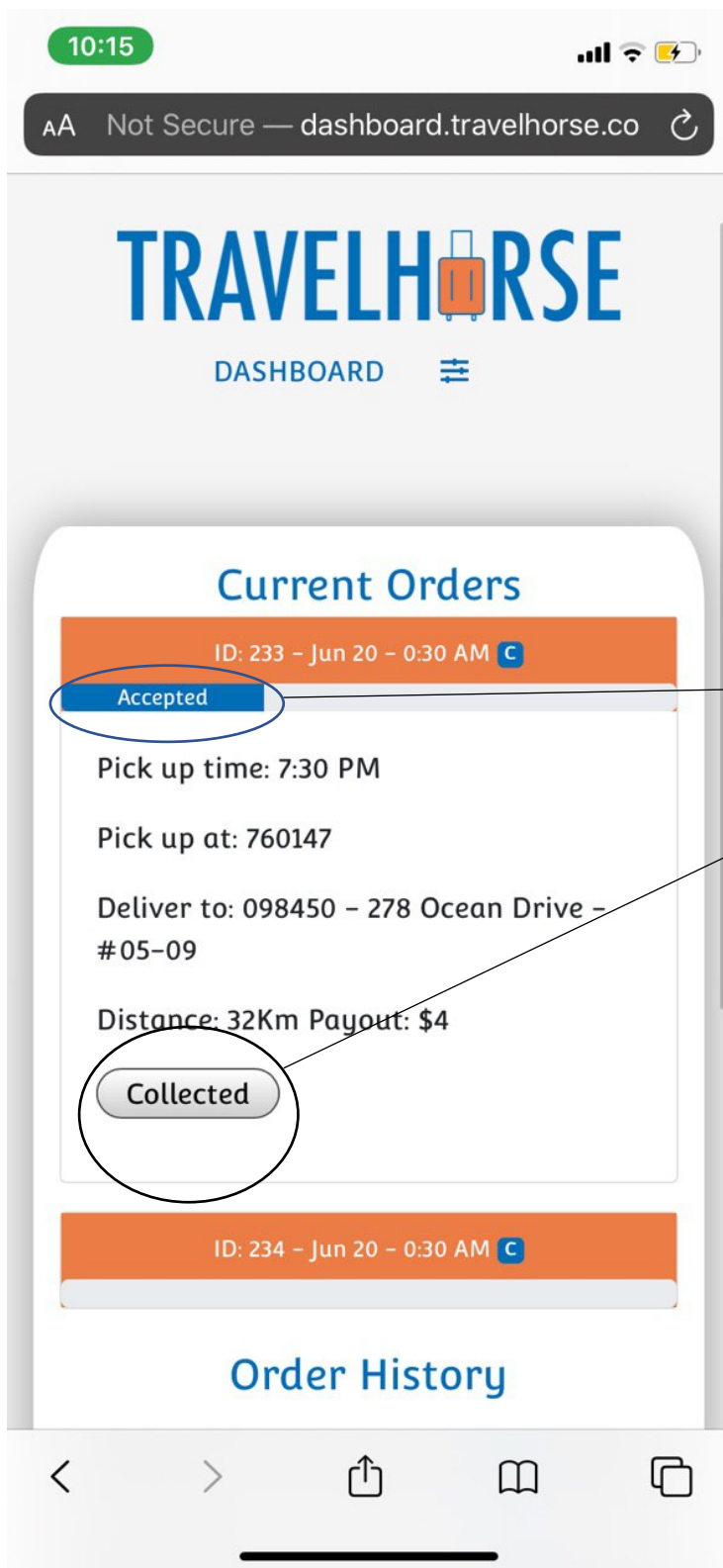


### STEP 1

View order details, check if you can take up the order assignment. If you can proceed to click **accept** job.

Orders will come in the above format, please **always check if address is complete** with **unit number and block number** if it is not please ask staff at the merchant to provide you with the **necessary information immediately upon collection at the pick-up venue.**

If Staff are not responsive proceed to call customer to clarify. Notify them that you are their delivery rider from **Travelhorse** and you need the details that are missing. Always be **polite and courteous.**



### STEP 2

Upon clicking "Accept job", check to see if the order status bar shows "Accepted".

### STEP 3

Then, **ONLY PROCEED TO CLICK COLLECTED** when you have reached the pick-up location.

10:15



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## Current Orders

ID: 233 – Jun 20 – 0:30 AM **C**

Collected

Pick up time: 7:30 PM

Pick up at: 760147

Deliver to: 098450 – 278 Ocean Drive –  
#05-09

Distance: 32Km Payout: \$4

Delivered

ID: 234 – Jun 20 – 0:30 AM **C**

## Order History

ID: 187 – Jun 20 – 0:30 AM **W**

ID: 191 – Jun 20 – 0:30 AM **W**

ID: 193 – Jun 20 – 0:30 AM **W**

### STEP 5

Upon clicking ,“Collected”,  
check to see if the order  
status bar displays,  
“Collected”.

### STEP 6

Only proceed to click,  
“Delivered” upon passing goods  
to customers!

10:15



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ID: 313 – Jun 20 – 0:30 AM **W**

ID: 258 – Jun 20 – 0:30 AM **X**

ID: 303 – Jun 20 – 0:30 AM **X**

## Order History

ID: 199 – Jun 20 – 0:30 AM **NE**

ID: 233 – Jun 20 – 0:30 AM **C**

Pick up time: 7:30 PM

Pick up at: undefined

Deliver to: 098450 – 278 Ocean Drive –  
#05-09

Distance: 32Km Payout: \$4

Details

ID: 237 – Jun 20 – 0:30 AM **C**

### STEP 7

Upon clicking, “Completed”, your order will be classified under **Order History**.

## **RULES**

1. Once an order is only click, **"Accept Job"**, if you can take it on!
2. **All orders** have to reach destination **before the stated delivered by timing!**
3. **Arrive 5 MINUTES before pick-up timing!**

**Please do comply with the above instructions, failure to comply will result in suspension. We hope that you have a great time working with us! Looking forward to seeing you! Happy Working!**