



# 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' (orange background) and 'Order History' (grey background). Each section contains a list of orders with details like ID, date, time, and status. Callouts provide explanations for specific elements:

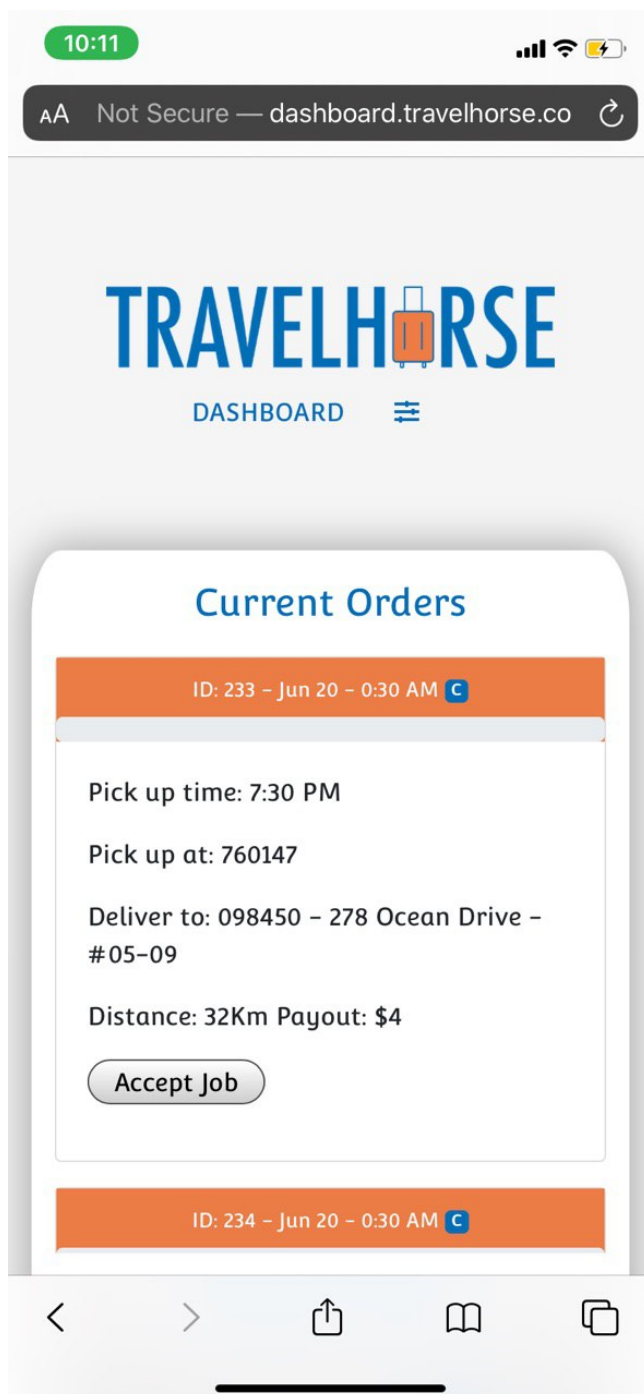
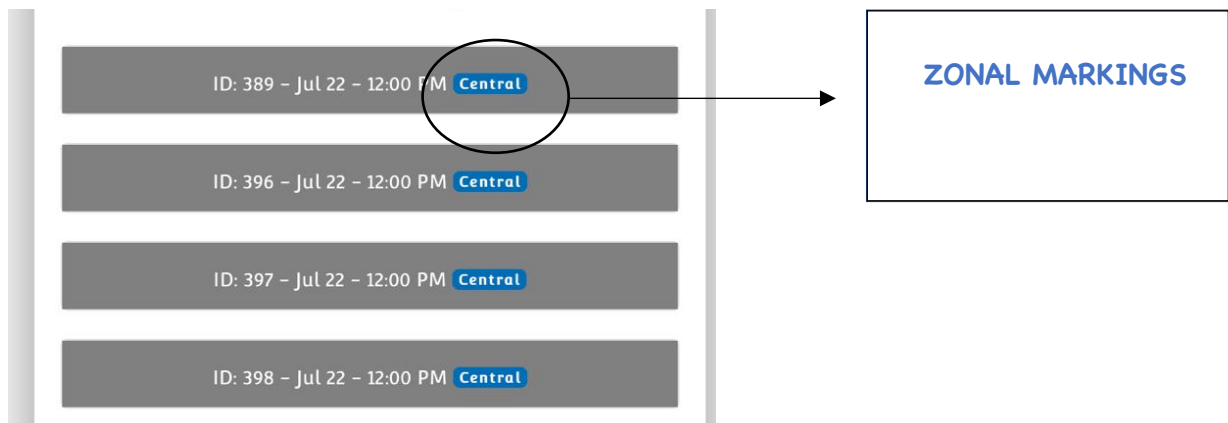
- ORDER ID**: Shows the order Reference number. (Points to ID: 196 in the Current Orders list)
- DATE**: Shows the order date. (Points to Jun 20 in the Current Orders list)
- Current Orders**: Represent orders for the **present** day and **future** days. (Points to the Current Orders section header)
- Order History**: Represent orders that you have **completed**. (Points to the Order History section header)

The 'Current Orders' list includes:

- ID: 193 - Jun 20 - 0:30 AM W
- ID: 196 - Jun 20 - 0:30 AM N
- ID: 198 - Jun 20 - 0:30 AM NE
- ID: 201 - Jun 20 - 0:30 AM W
- ID: 202 - Jun 20 - 0:30 AM W
- ID: 204 - Jun 20 - 0:30 AM NE

The 'Order History' list includes:

- ID: 187 - Jun 20 - 0:30 AM W
- ID: 191 - Jun 20 - 0:30 AM W

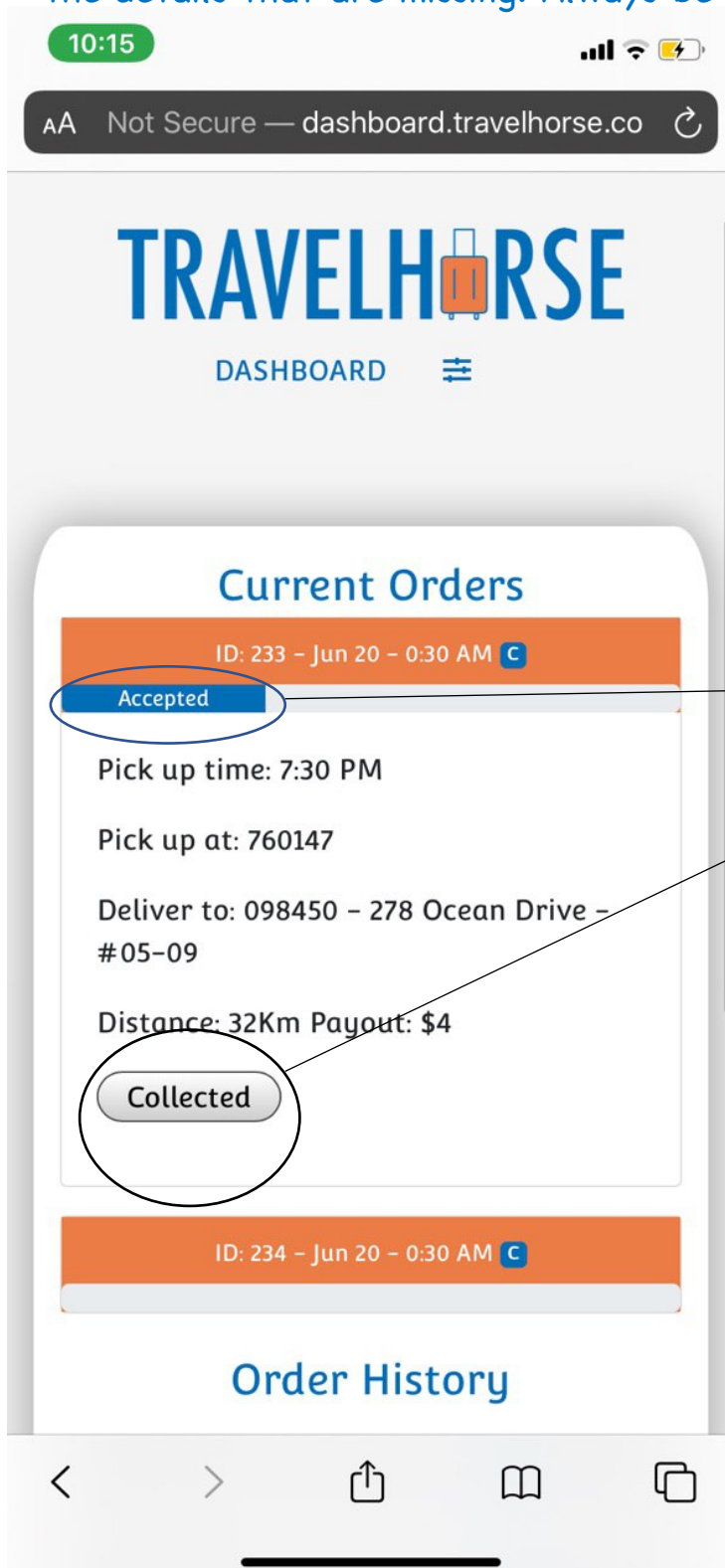


### STEP 1

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



AA Not Secure — dashboard.travelhorse.co

## 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 4

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

12:16

4G

dashboard.travelhorse.co



# TRAVELHORSE

DASHBOARD



## Photo Upload



Upload a photo of the delivery for verification!

Choose your file:

Choose File

no file selected

Submit

Collected

Pick up time: 12:00 PM

Pick up at: 139 Tyrwhitt Road #01-03

Deliver to: 331038 - 38A Bendemeer



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### STEP 5

Upon reaching the location of the delivery, take a picture of the delivery as proof and upload it onto our dashboard!

## 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

### **STEP 6**

After uploading the photo  
proceed to click delivered!

## 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!**