Yojee
Dispatcher User Guide

June 2020

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Introduction to Yojee Software

Yojee software provides you a one-stop platform to manage and optimise your daily operations as never before. Before you get started, make yourself familiar with our terminology to help you get the best out of our software!

Terminology We Use

Sender:
A Sender is a person or an entity that places Orders for delivery. Senders can be categorised as an “Individual” sender or a “Corporate” sender.

***Order*:**
An Order can contain one or many Items for delivery. An Order can be placed via a Yojee Booking Page or API integration with a Senders Booking Page, or the Yojee Dispatch Interface.

Item:
An Item is the physical unit requiring delivery e.g. package, pallet, container etc. Yojee software allows dispatchers to view, manage and dispatch items on an individual basis or in bulk. Each item will have a pick up task and a drop off task.

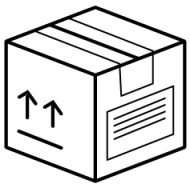


Figure 1. Dispatcher Interface Login Page.

What Cool Things Can You Do?

When successfully logged in to the Dispatcher Interface, the following menu items will be available:

- Dashboard
- Items
- Orders
- Drivers
- Senders
- Reports
- Manage

- Network

Dashboard

Overview

The dashboard is a visual tool that tracks, analyses and displays key performance indicators (KPI), metrics and key data points to monitor the progress of today's deliveries.

Figure 2. Dispatcher Interface Dashboard

Items

Overview

The Items page provides an overview of all items (tasks) that have been entered into the system.

This section is comprised of 2 different views for the dispatcher to work with:

- ❏ Explore View
- ❏ List View

Important Note: Explore View is the first screen a user sees after he logs in to the interface.

Items (Tasks) - *Explore View*

Take a brief moment to familiarize yourself with the main elements of the “Explore View” page.

It’s a map based view for all the tasks associated with the items of a single order or a group.

It assists the dispatchers in locating their drivers and checking the performance. Using many filters available at hand, users can easily find the needed information.

Figure 3. Explore View, Default

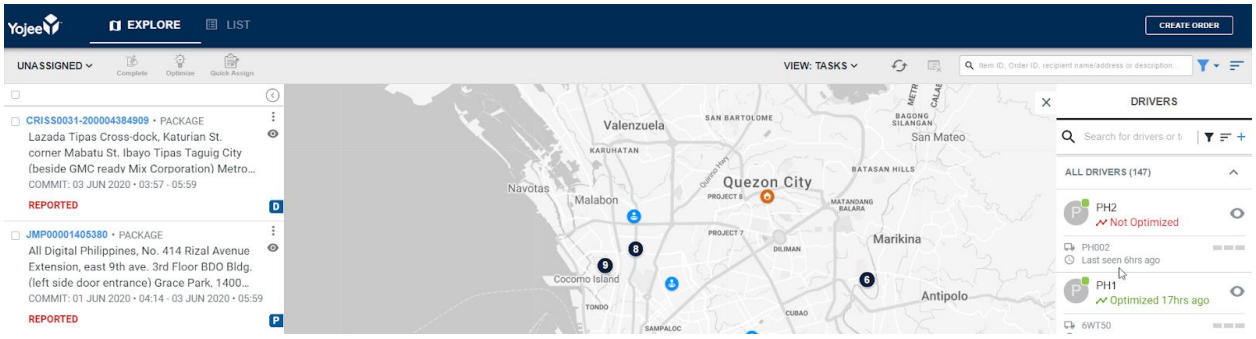
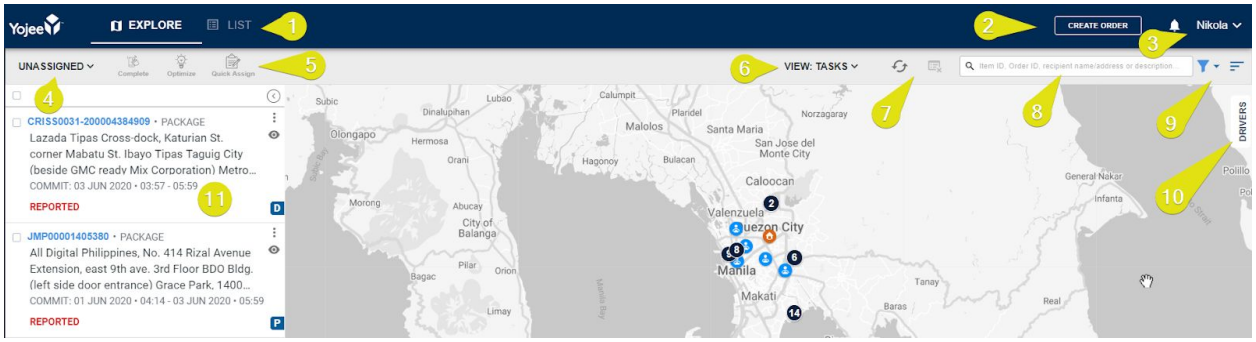


Figure 4. Explore View, Default (explained)



1. Easily switch between Explore & List Views
2. Run the “manual order” creation wizard
3. Check notifications or log out of the platform
4. General filter of tasks (items):
    a. *Unassigned* - Lists all tasks that do not have a driver assigned to them.
    b. *Assigned* - Lists all items that have a driver assigned for the pick up or drop off.
    c. *All* - Lists all items created on the system to-date.
    d. *Completed* - Lists all items that have already been delivered.
5. Actions
    a. *Complete* - only when tasks (items) are filtered as “assigned” you can complete an order on behalf of the driver. It also supports “bulk completion”.
    b. *Optimize* - leave the work to our algorithm to find the best route for your driver(s).
    c. *Quick Assign* - manually assign one or multiple tasks to a driver or a group.
6. View Selection - applies to the list on the left
    a. *View → Tasks (default)* - shows all orders as respective tasks (e.g. pickup, drop-off)
    b. *View → Locations* - shows all tasks group by location (e.g. multiple pickups from the same address)
7. Refresh the list or cancel a “selected task”
8. Search Bar - lookup a specific task by extensive criteria e.g. Tracking Number, Address, Assigned Driver, etc.
9. Use “filter widget” or “sort widget”
10. Drivers - opens a list of all the drivers ever created in the system that can be further filtered based on the need.

Item(s) Assignment - *Explore View*

Allows the dispatcher to select one or more Items, and assign to the available driver(s). The drivers will be shown in both explore view (right) and map view (center), based on the nearest driver location relative to the first sequenced stop.

Figure 5. Items - Explore View, Unassigned Tab

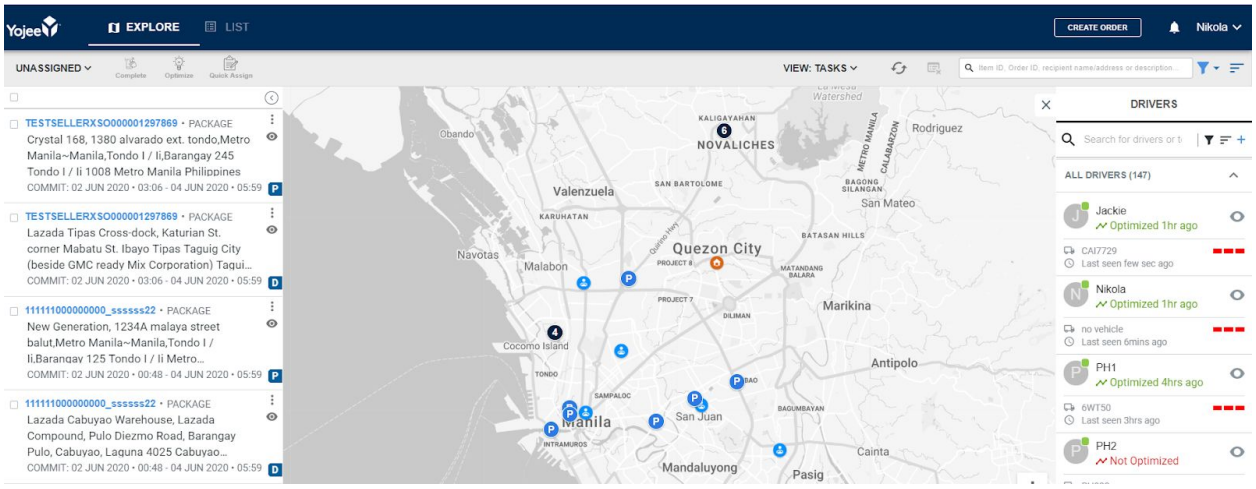
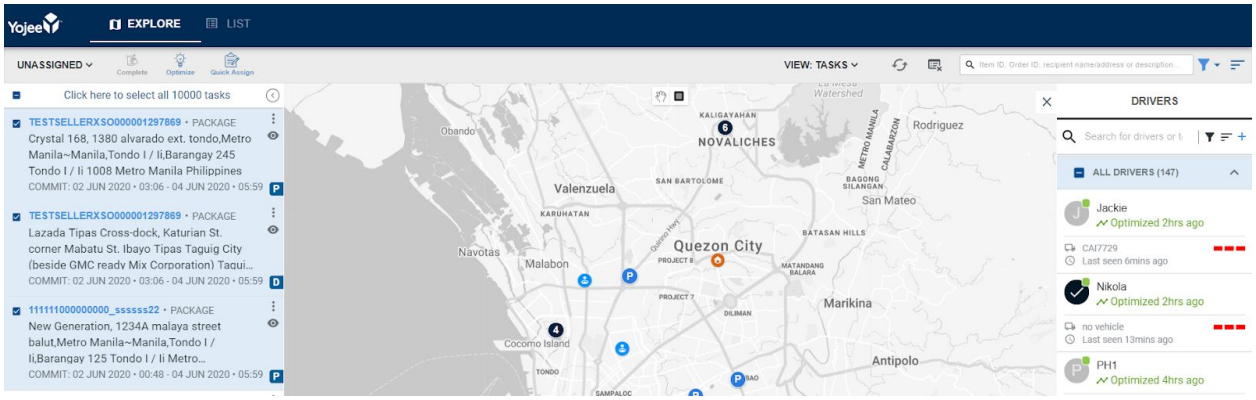


Figure 6. Items - Explore View, Unassigned Tab, Selecting Item(s) on the left & Driver(s) on the right for Assignment



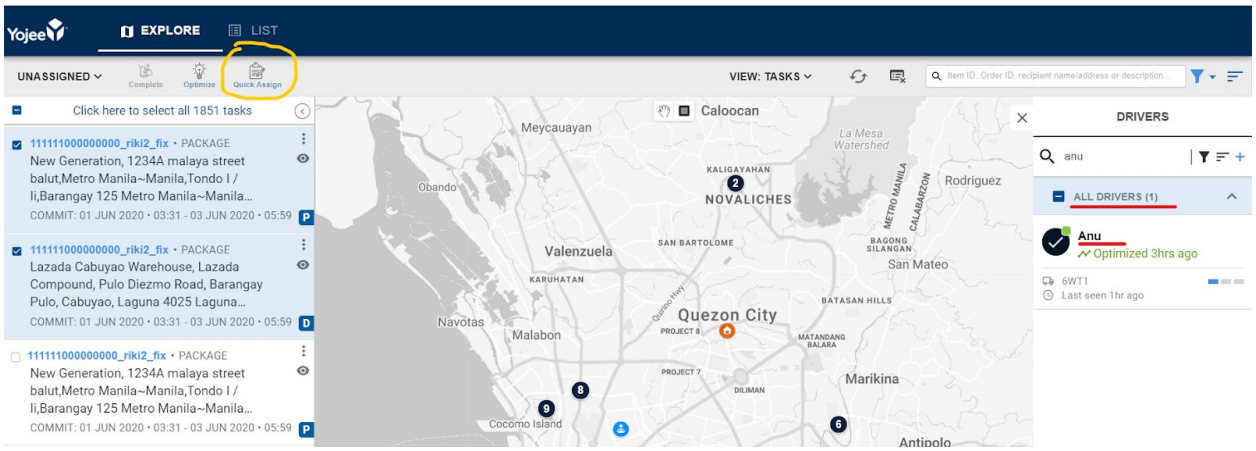
There are two ways you can assign item(s) aka tasks on the Explore View page:

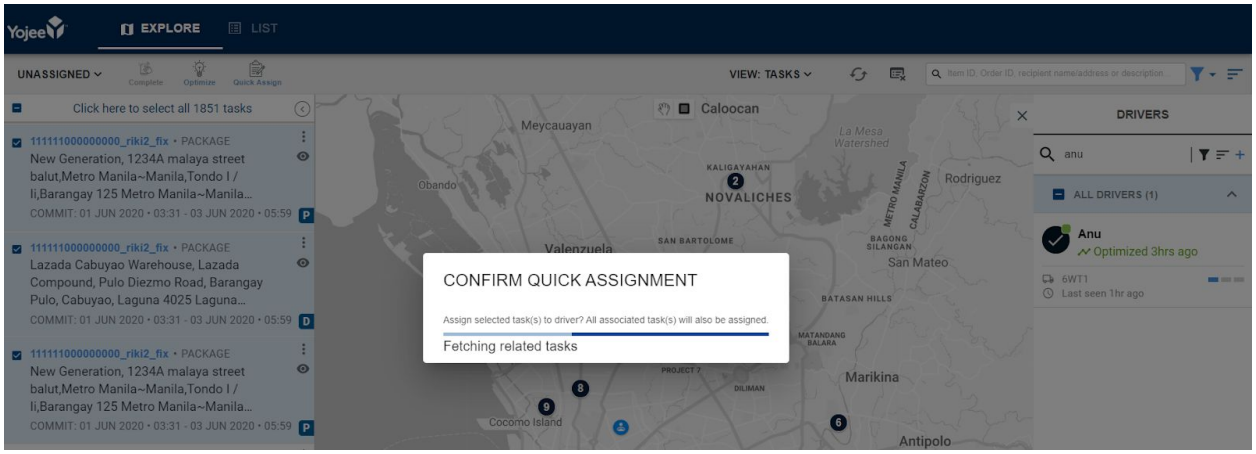
- **Optimize** - system-based optimization
- **Quick Assign** - manual-based optimization

Assign Item(s) – *Explore View* - Quick Assign

You need to select the “unassigned” filter from the drop-down listfirst, to show only those tasks (items) that are ready to be assigned to the driver(s).

Then you need to choose a driver or the group from the floating list on the right hand side to which those tasks will be assigned to.



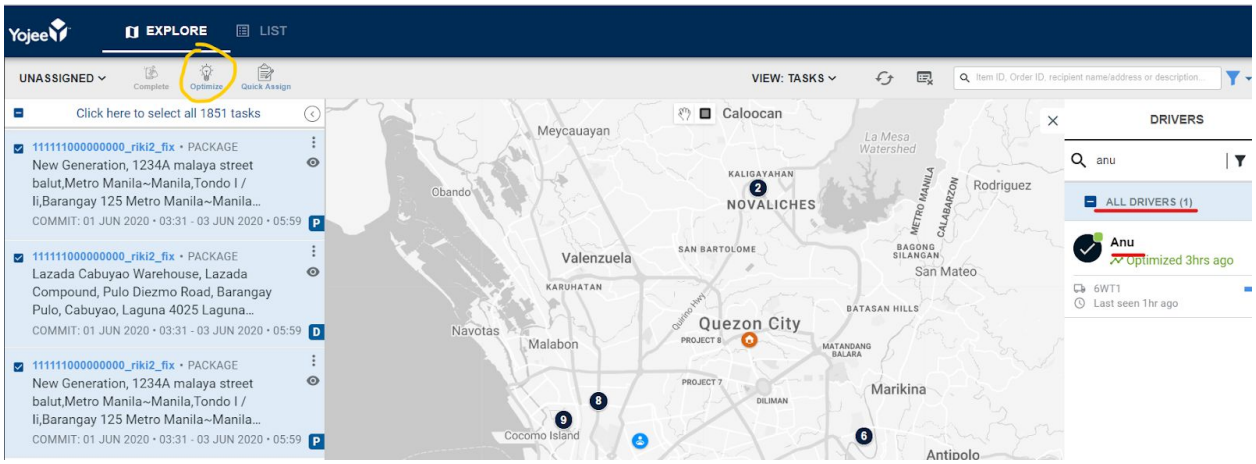


Once done, *Quick Assign* button in the upper left corner will be clickable.

Assign Item(s) - Explore View – Optimise

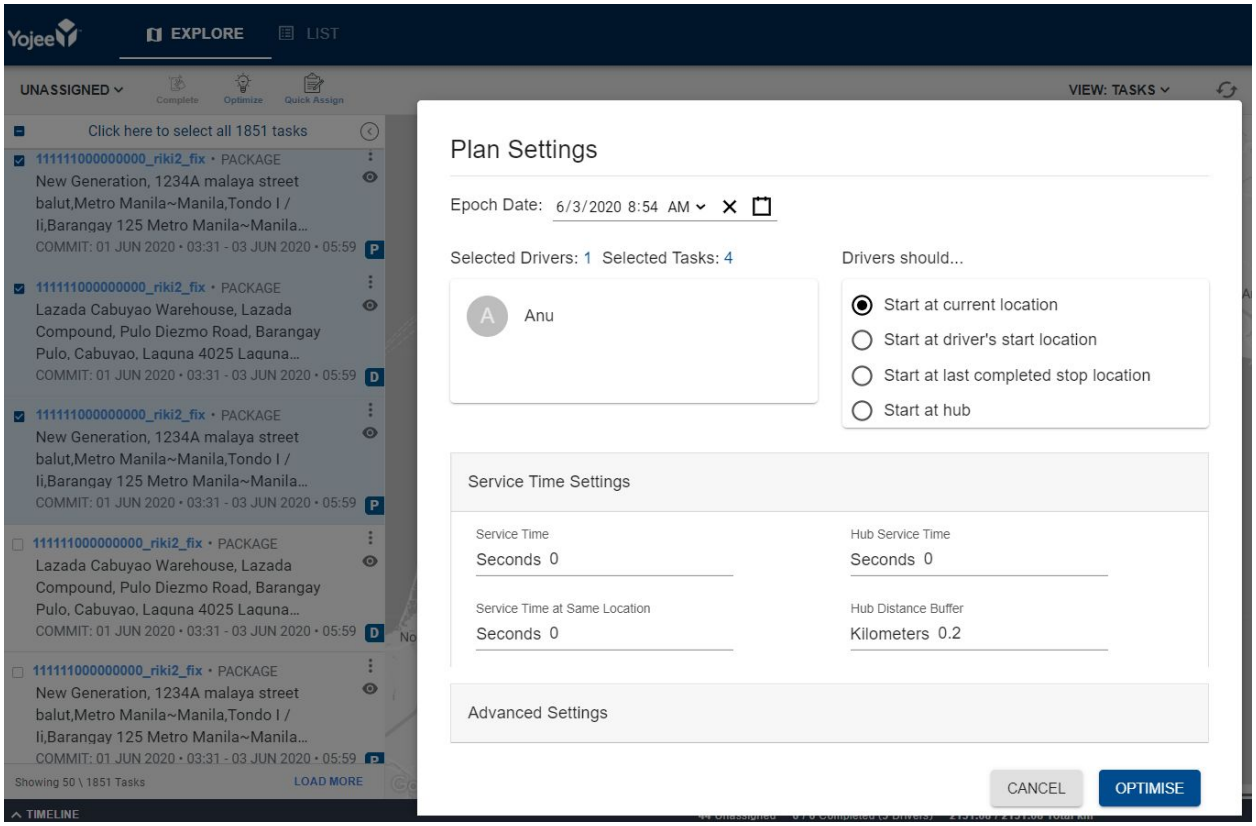
You need to select the “unassigned” filter from the drop-down list first, to show only those tasks (items) that are ready to be assigned to the driver(s).

Then you need to choose a driver or the group from the floating list on the right hand side to which those tasks will be assigned to.



Once done, *Optimize* button in the upper left corner will be clickable.

Figure 5. Items - Explore View, Configuring Plan settings For Optimisation



The selected Items will be consolidated according to stop location and automatically sequenced in the most optimal route.

For example: If 50 Items were selected from the previous Unassigned tab, and all were being picked up from the same location but scheduled for delivery to three separate locations (e.g. 20 Items, 10 Items, 20 Items), the optimised sequence may be as follows:

- Stop 1 (Pick Up x 50 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 2 (Drop Off x 20 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 3 (Drop Off x 10 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 4 (Drop Off x 20 Items); Commit Time HH:MM to HH:MM, ETA HH:MM

The stops would be sequenced based on the optimal route to meet the commit times in the least possible time.

Figure 6. Items - Explore View, Optimisation Successful

[Image Placeholder]

Based on the output of the auto-optimisation, if stops are unable to meet commit times, these stops will be dropped and not included in the optimised sequence.

Figure 7. Items - Explore View, Optimisation Successful With Dropped Tasks

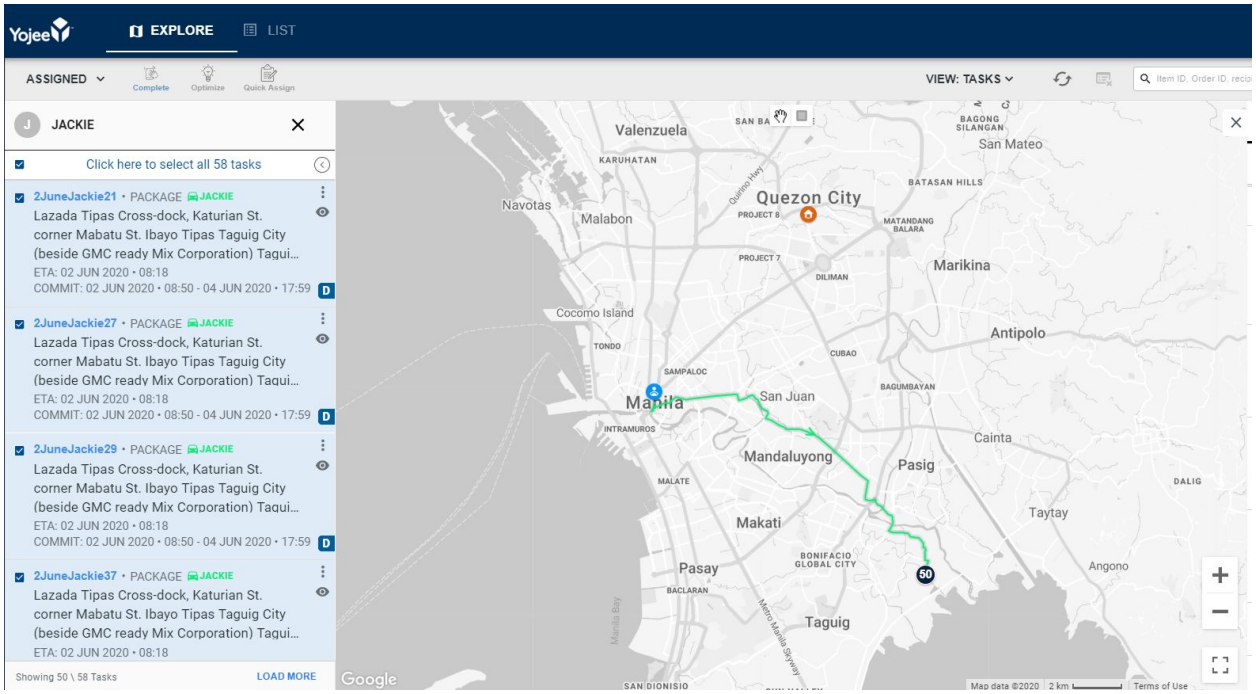
[Image Placeholder]

Clicking “Assign” will assign the pick-up and drop-off to the selected driver(s)

Track Driver(s)

Allows the dispatcher to select one or more drivers and track them as they do the deliveries

Figure 8. Items - Explore View, Track Drivers and Tasks

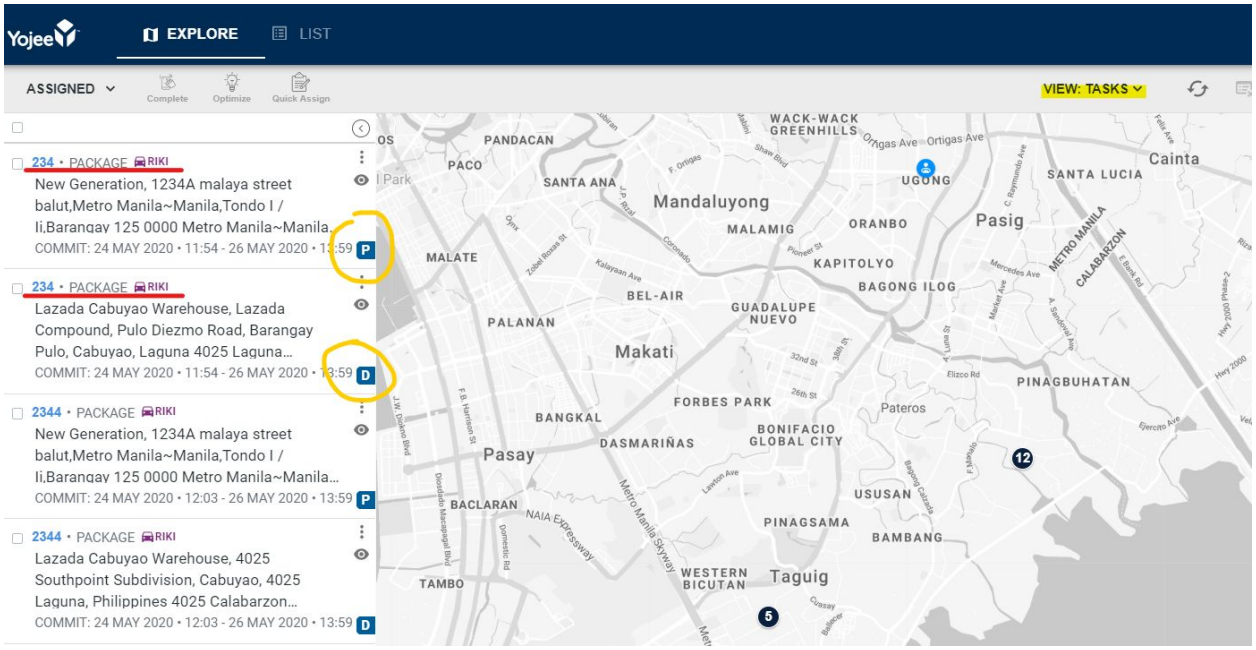


Item Filters - Explore View

Aside from filtering the tasks (items) by STATUS (unassigned, assigned, completed, all), there are a handful of other useful filters that you can use to further focus only on those tasks or drivers which are in your interest.

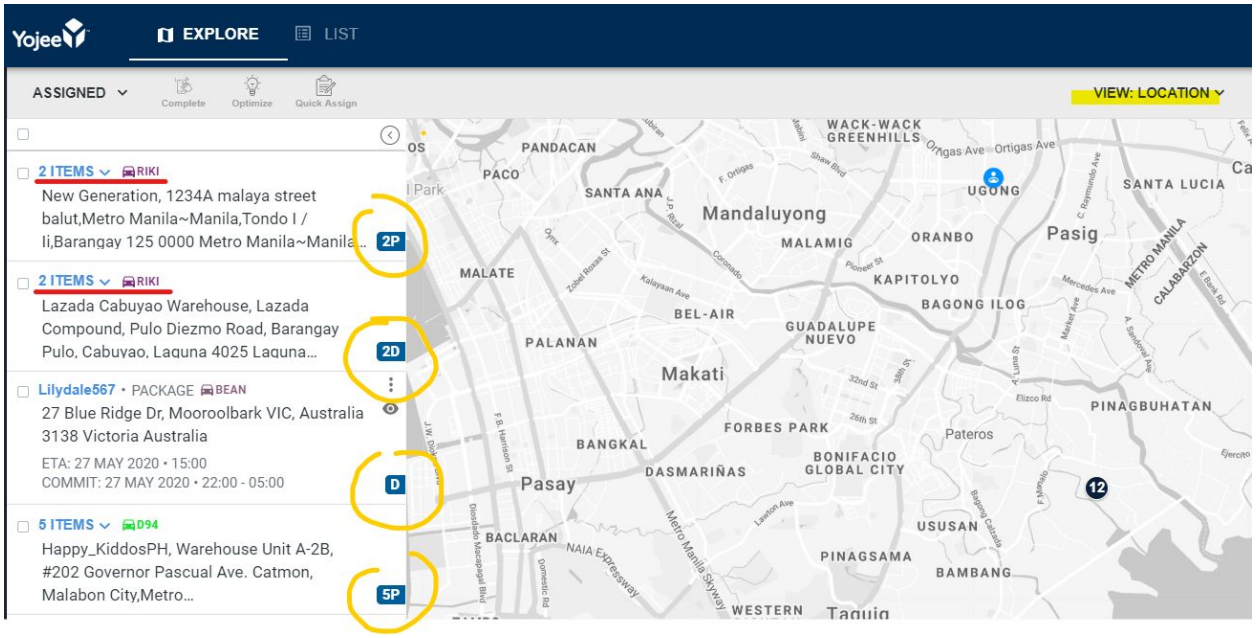
Item Filters - View Tasks

This filter if combined with any of the STATUS ones will show you the tasks by pickup & drop-off location separately, where if multiple tasks are present each pickup will correspond to respective drop-off.


Yojee
EXPLORE
LIST
ASSIGNED
Complete
Optimize
Quick Assign
VIEW: TASKS
234 • PACKAGE RIKI
New Generation, 1234A malaya street balut,Metro Manila~Manila,Tondo I / Ii,Barangay 125 0000 Metro Manila~Manila...
COMMIT: 24 MAY 2020 • 11:54 - 26 MAY 2020 • 11:59
P
234 • PACKAGE RIKI
Lazada Cabuyao Warehouse, Lazada Compound, Pulo Diezmo Road, Barangay Pulo, Cabuyao, Laguna 4025 Laguna...
COMMIT: 24 MAY 2020 • 11:54 - 26 MAY 2020 • 13:59
D
2344 • PACKAGE RIKI
New Generation, 1234A malaya street balut,Metro Manila~Manila,Tondo I / Ii,Barangay 125 0000 Metro Manila~Manila...
COMMIT: 24 MAY 2020 • 12:03 - 26 MAY 2020 • 13:59
P
2344 • PACKAGE RIKI
Lazada Cabuyao Warehouse, 4025 Southpoint Subdivision, Cabuyao, 4025 Laguna, Philippines 4025 Calabarzon...
COMMIT: 24 MAY 2020 • 12:03 - 26 MAY 2020 • 13:59
D
PANDACAN
PACO
SANTA ANA
Mandaluyong
MALAMIG
ORANBO
UGONG
Pasig
SANTA LUCIA
Cainta
MALATE
KAPITOLYO
BAGONG ILOG
BEL-AIR
GUADALUPE NUEVO
PALANAN
Makati
PINAGBUHATAN
FORBES PARK
Pateros
BANGKAL
BONIFACIO GLOBAL CITY
DASMARIÑAS
Pasay
USUSAN
BACLARAN
PINAGSAMA
BAMBANG
WESTERN BICUTAN
Taguig
TAMBO
12
5

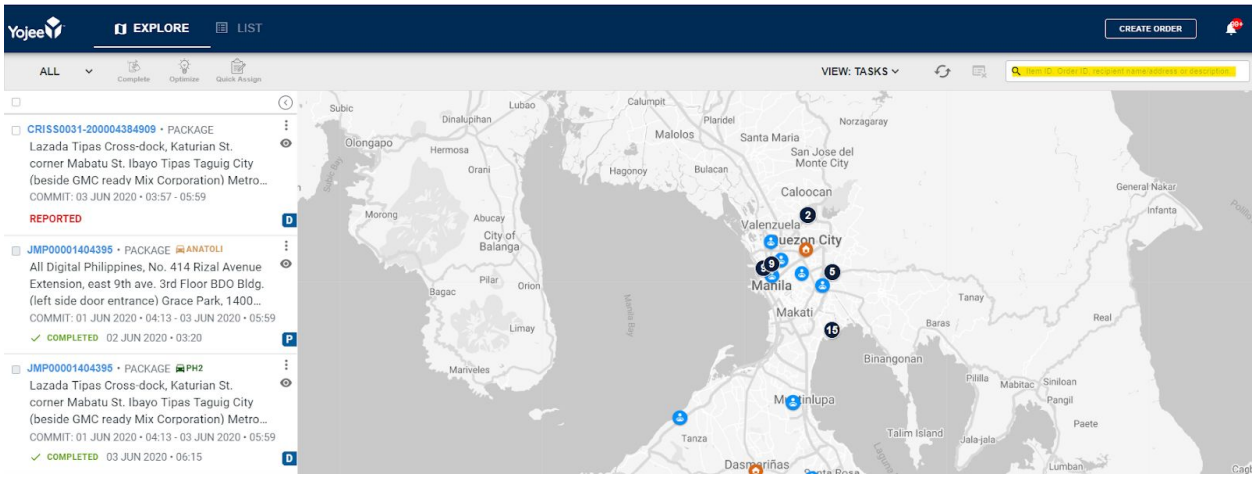
Item Filters - View Location

This filter if combined with any of the STATUS ones will show you the tasks aggregated in groups based on the location of each pick-up & drop-off, where if the same address is tied to multiple tasks (items) those will be visually represented.

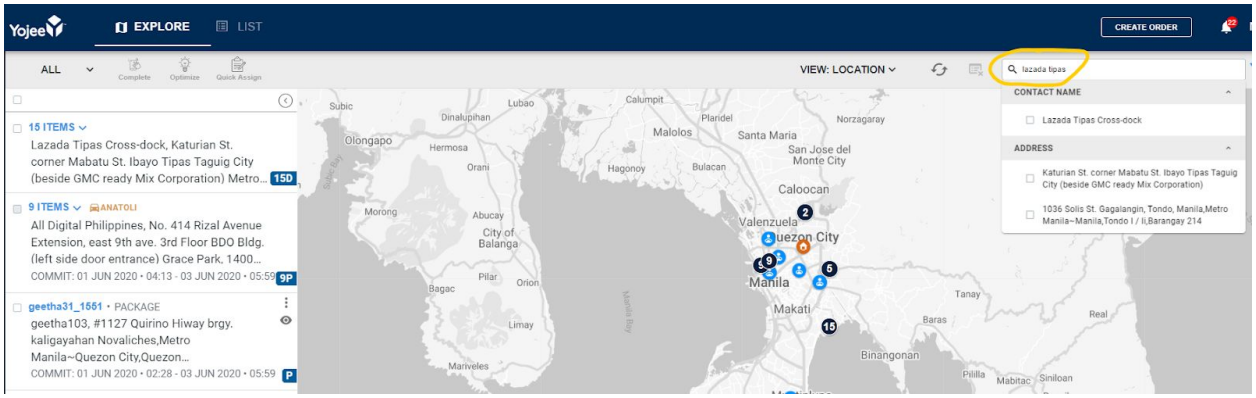


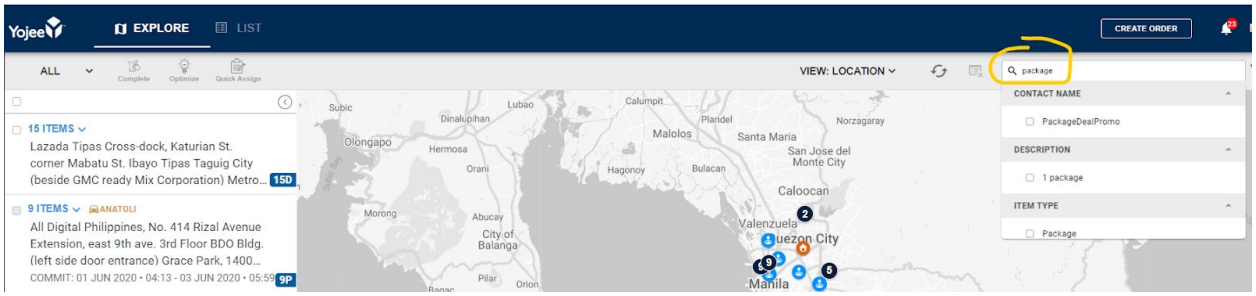
Item Filters - Search

With search you can easily look up for tasks (items) based on the specific criteria like the ItemID, Address of the Pick-up & Drop-off, Assigned Driver, Package Type etc.



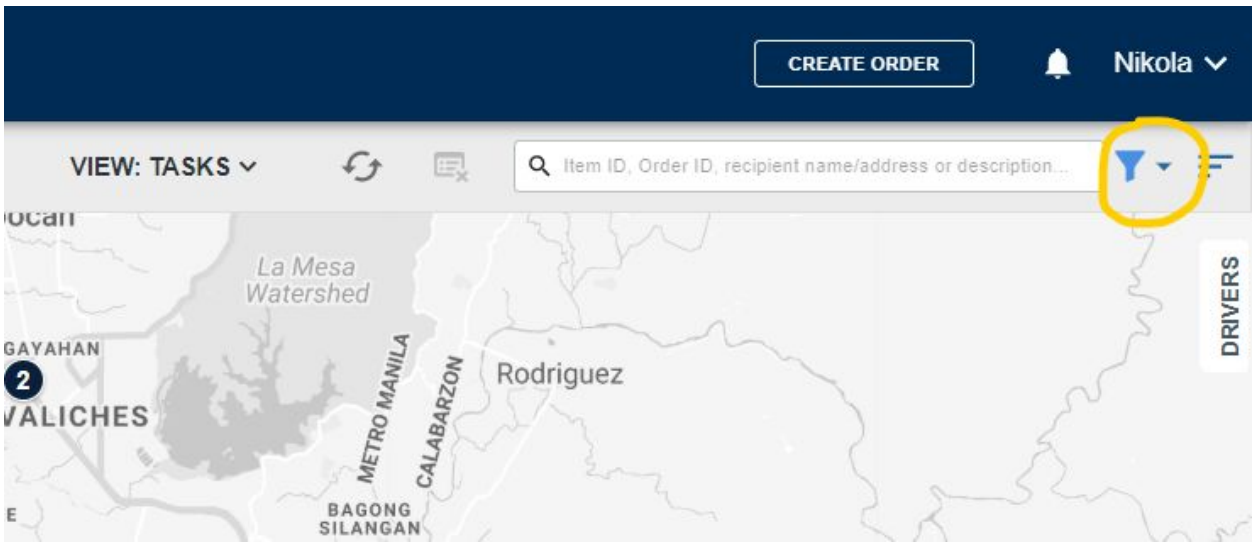
When you start typing, the system will almost immediately show the “suggested results” based on the category which those keywords potentially belong to.



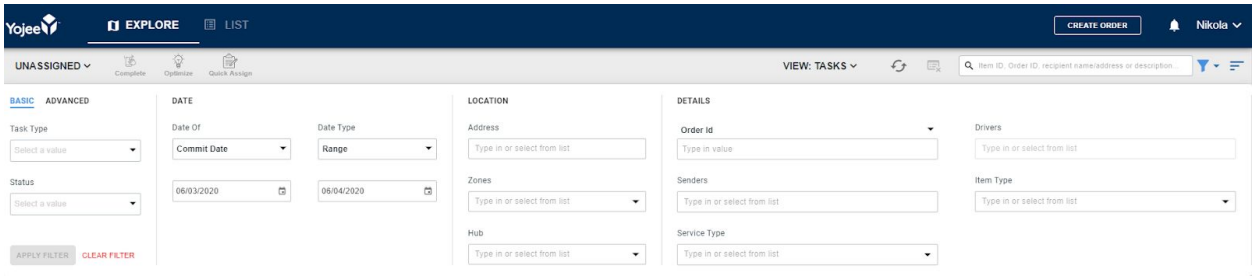


Item Filters Widget

Further down the road, you can use “Filters Widget” to enhance your search results within the Explore View in which you’ll mainly be residing during day-to-day operations.



The widget is composed of two tabs - Basic & Advanced each with the list of fields available under BASIC, DATE, LOCATION, and DETAILS that you can combine to get the needed data.



Basic Tab

Task Type

- Pickup
- Dropoff

Status

- Missing Info

- Reported
- Unassigned

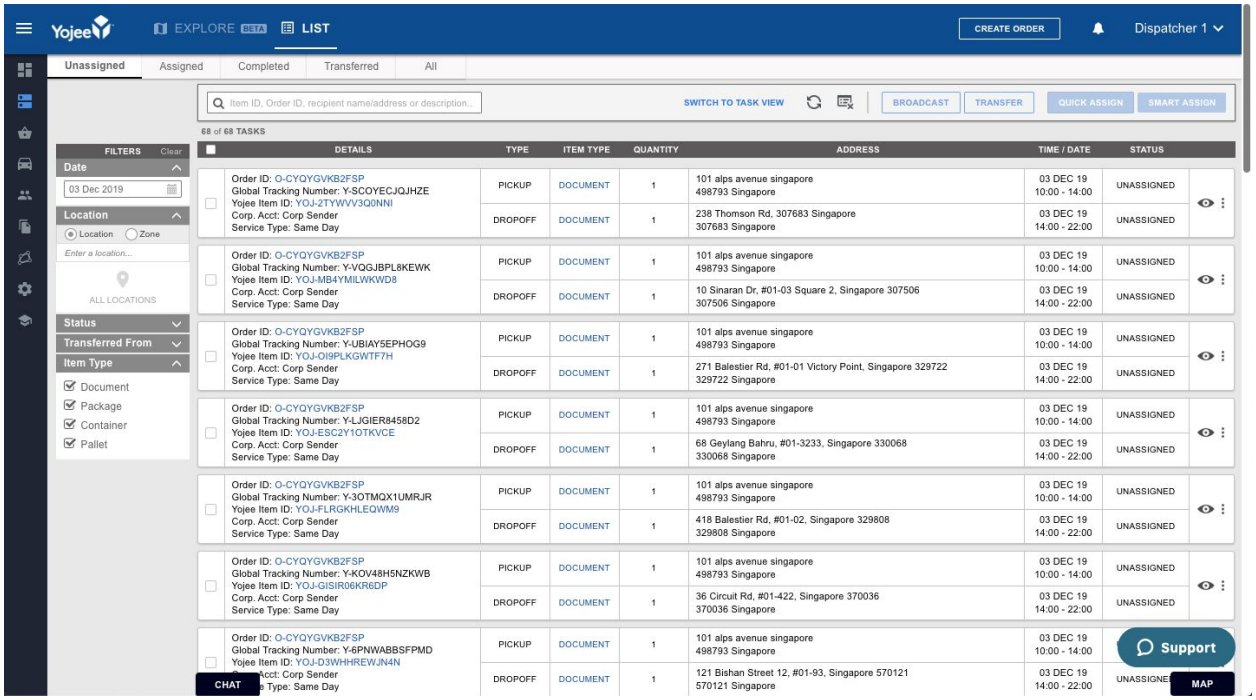
Items - List View

It's a tabular view for all the tasks associated with the items. Provides easy access to all the associated information upfront. Like in *Explore View*, you have the ability to filter tasks (items) by:

- **Unassigned** - Lists all items that do not have a driver assigned for pick up or drop off.
- **Assigned** - Lists all items that have a driver assigned for pick up or drop off.
- **Completed** - Lists all items that have already been delivered.
- **Transferred** - Lists all items that have been transferred to logistics partners, for delivery fulfillment.
- **All** - Lists all items created on the system to-date.

Each tab offers its own filter criteria.

Figure 9. Items List Page, Default View

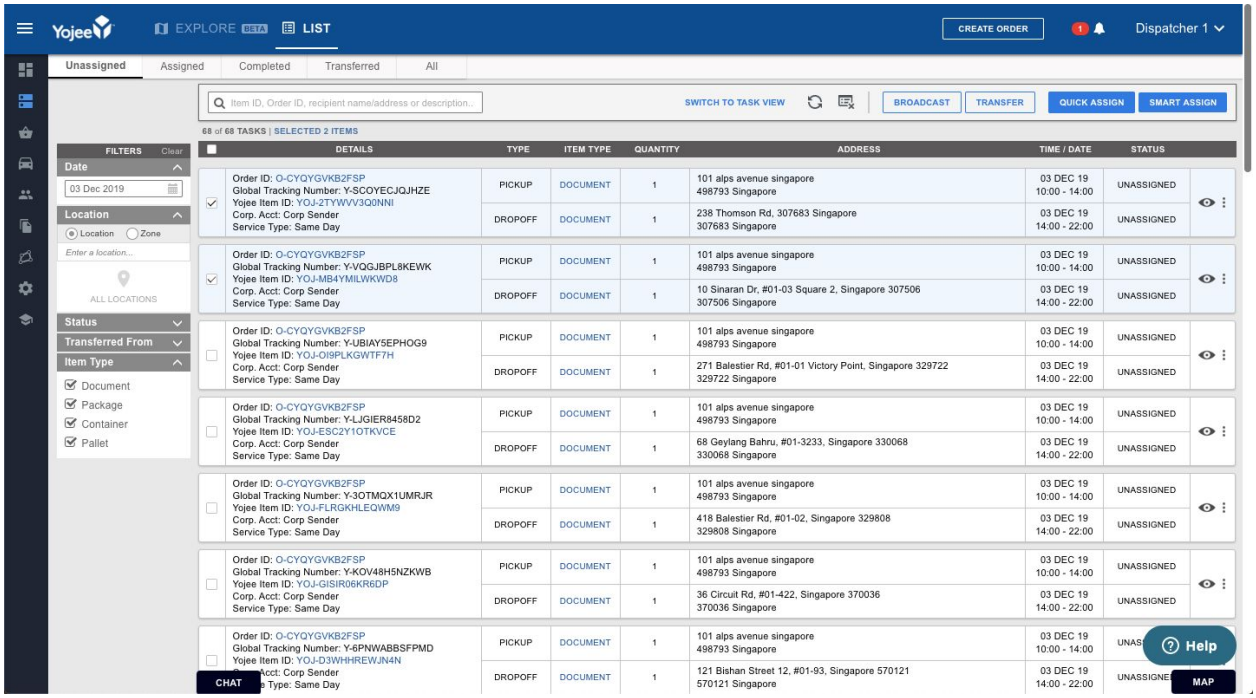


The dispatcher is able to perform the following primary actions, from the Unassigned tab:

Assign Item(s)

Allows the dispatcher to select one or more Items, and assign to an available driver.

Figure 10. Items Page, Unassigned Tab, Selecting Item for Assignment



Assign Item(s) – Auto Plan

Upon clicking the Assign button, an overlay window will appear and display the suggested drivers for assignment. The drivers will be shown in both list view (left) and map view (right), based on the nearest driver location relative to the first sequenced stop.

Figure 11. Assign Overlay, Select Driver for Assignment

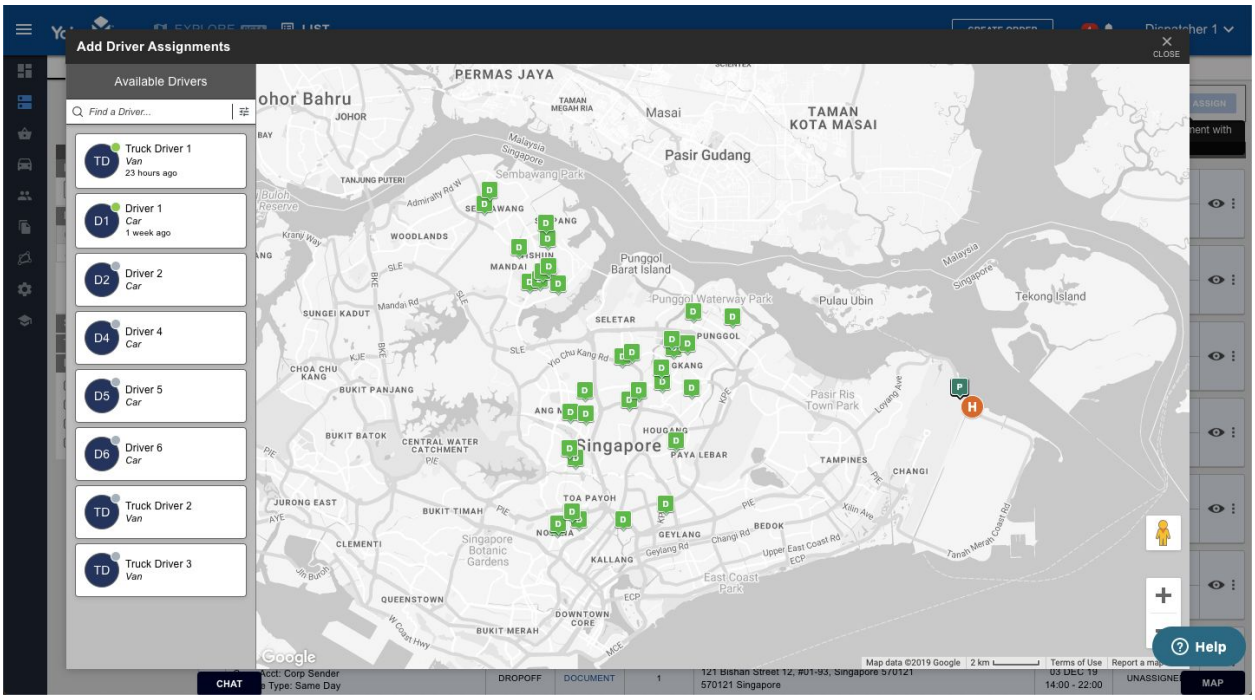
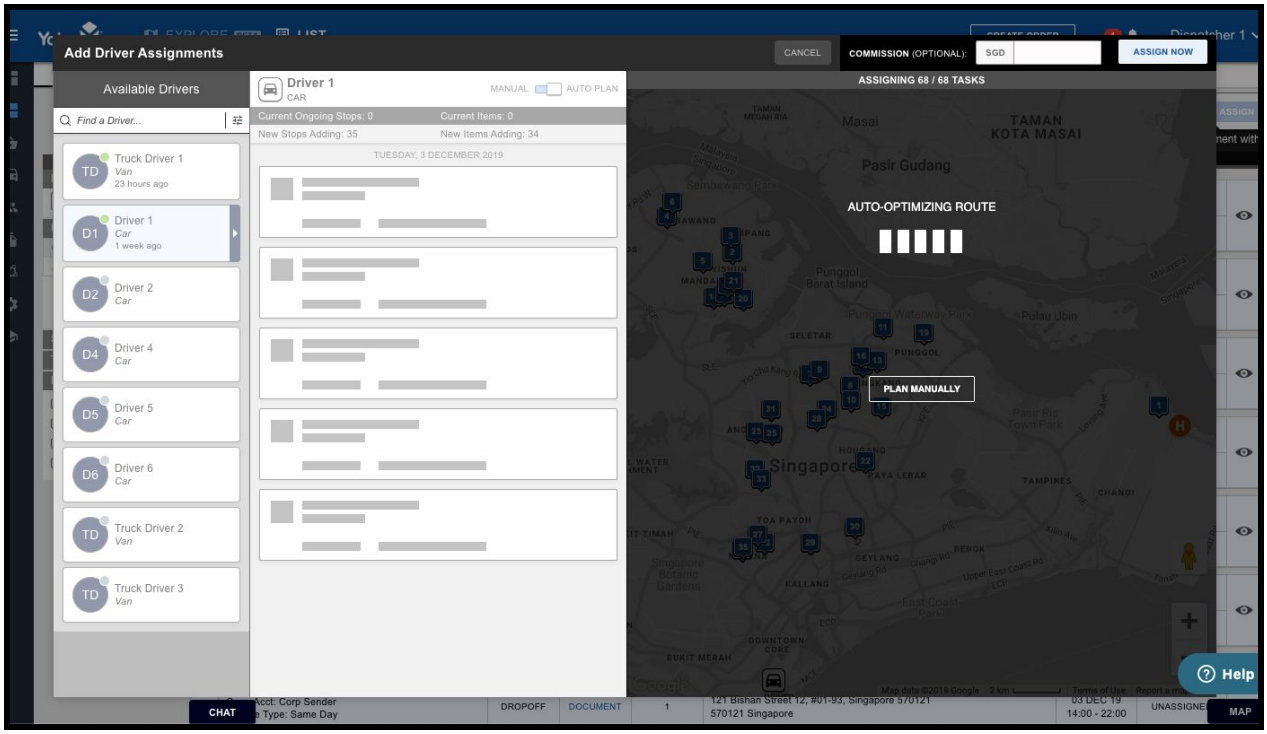


Figure 12. Assign Overlay, Trigger Auto-Plan After Driver Selection



After selecting a driver, the selected Items will be consolidated according to stop location and automatically sequenced in the most optimal route. Auto-Optimisation will only occur when the dispatcher is in “Auto-Plan” mode.

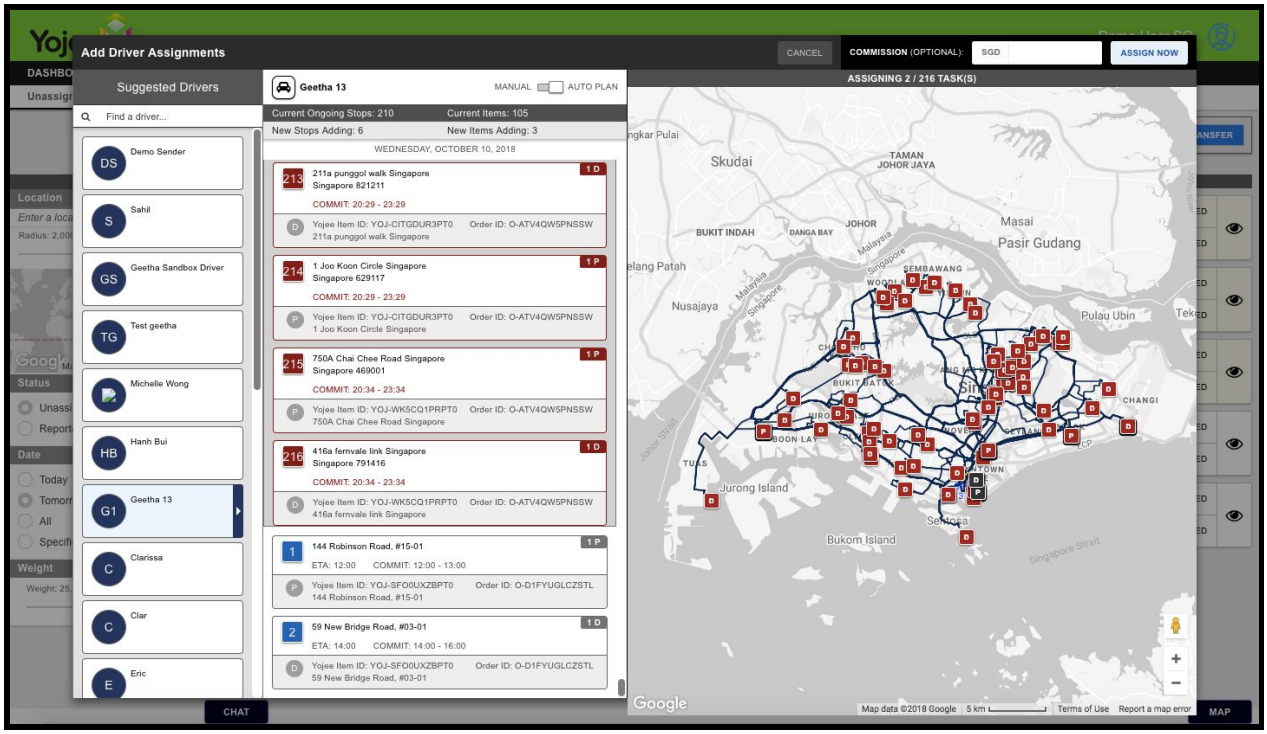
For example: If 50 Items were selected from the previous Unassigned tab, and all were being picked up from the same location but scheduled for delivery to three separate locations (e.g. 20 Items, 10 Items, 20 Items), the optimised sequence may be as follows:

- Stop 1 (Pick Up x 50 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 2 (Drop Off x 20 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 3 (Drop Off x 10 Items); Commit Time HH:MM to HH:MM, ETA HH:MM
- Stop 4 (Drop Off x 20 Items); Commit Time HH:MM to HH:MM, ETA HH:MM

The stops would be sequenced based on the optimal route to meet the commit times in the least possible time.

Based on the output of the auto-optimisation, if stops are unable to meet commit times, these stops will be highlighted in red and not included in the optimised sequence. If the Dispatcher wishes to include these stops in the sequence, the Dispatcher must switch to Manual mode before assignment.

Figure 13. Assign Overlay, Dropped Tasks in Auto-Plan Mode.



Assign Item(s) – Manual

If the Dispatcher does not wish to use Auto-Plan, the Dispatcher can choose to enter "Manual" mode to manually sequence the stops before executing assignment. Once in Manual mode, the Dispatcher can drag-and-drop stops to create a sequence they prefer.

Note: A stop that contains an incomplete drop off task cannot be moved above/ahead of a stop containing its respective pick up task.

Figure 14. Assign Overlay, Manual Mode

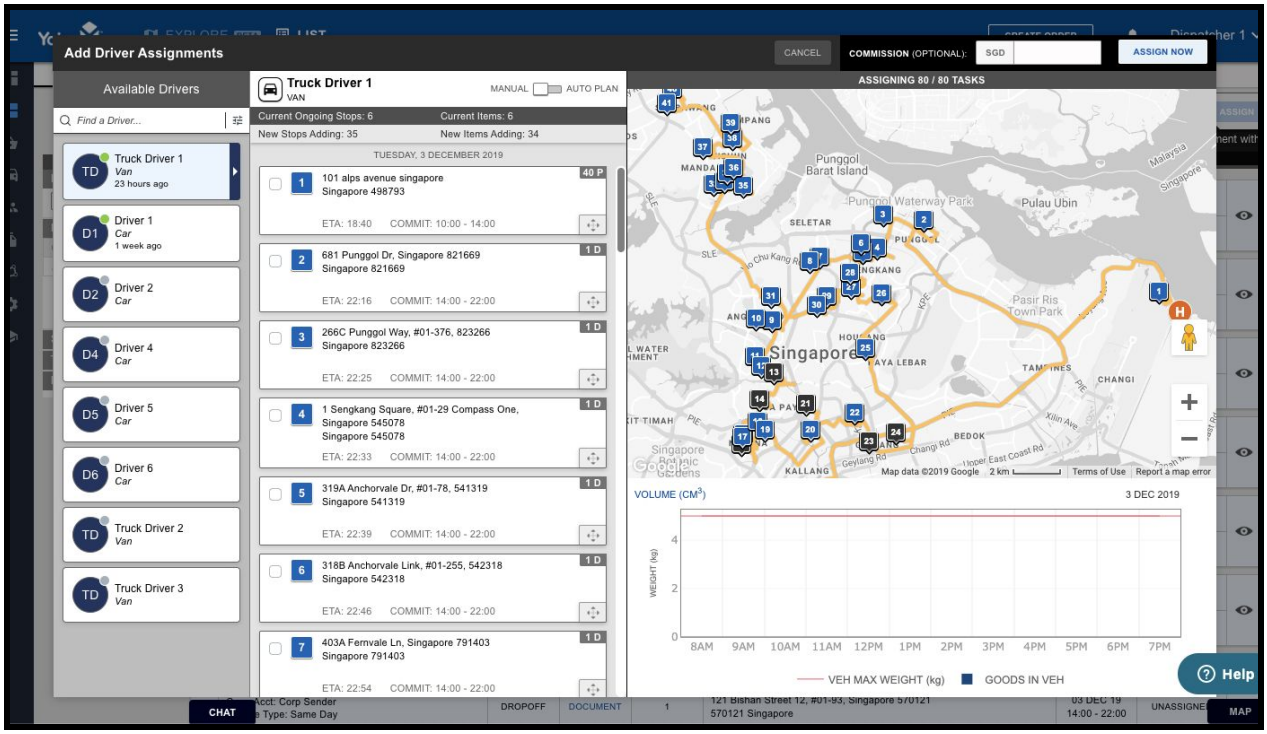
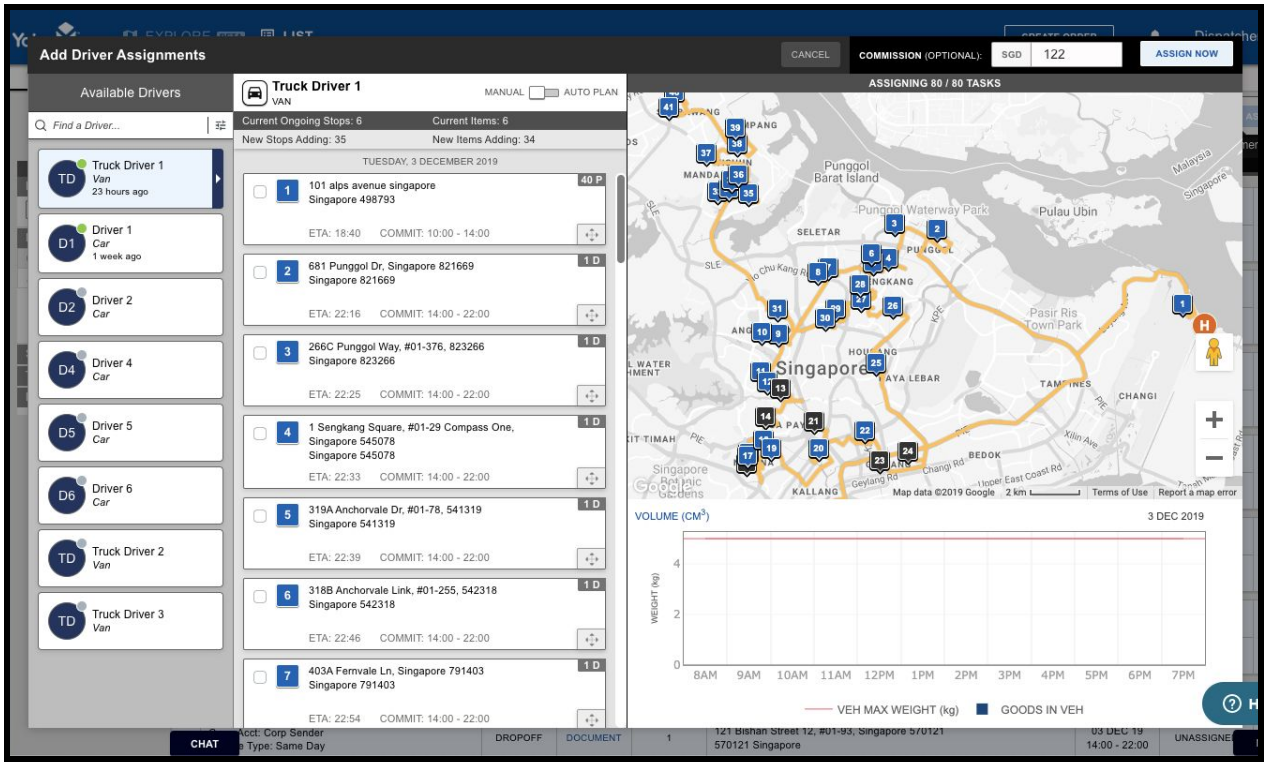


Figure 15. Assign Overlay, Enter Driver Commission



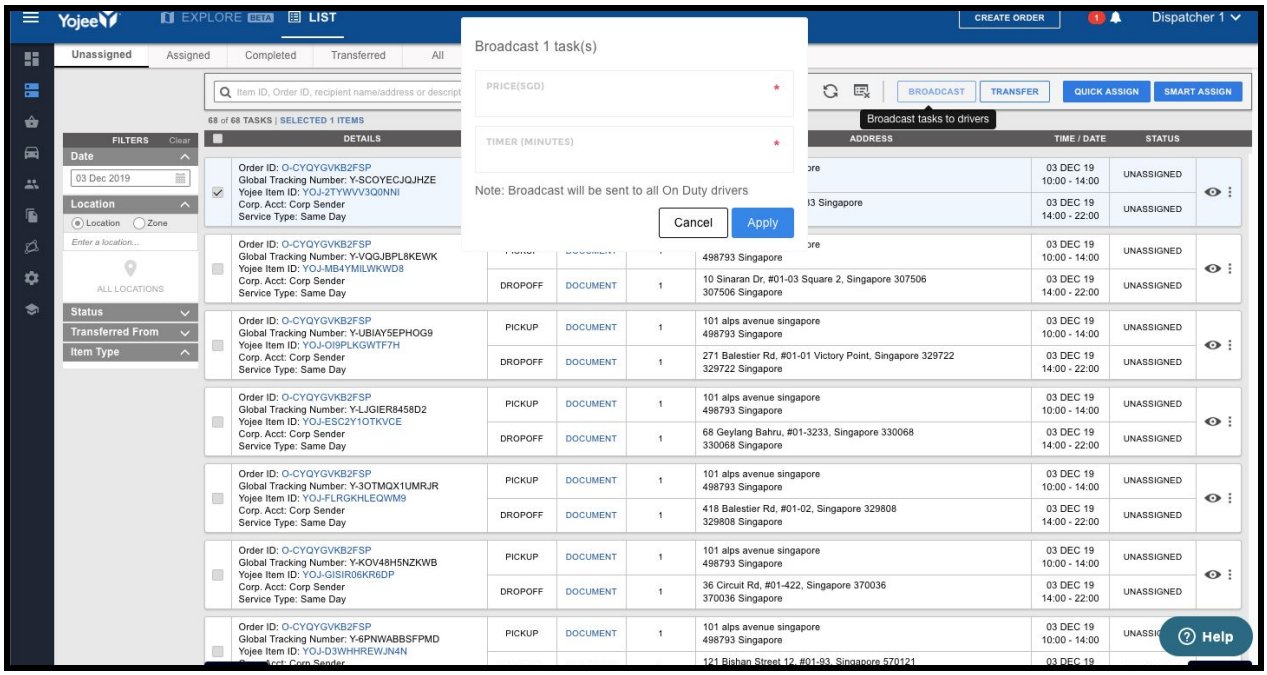
The dispatcher has the option to set a driver commission before completing assignment (top right). Display of Driver Commissions can be configured from the Settings tab.

Broadcast Item(s)

The Broadcast feature allows the dispatcher to select an item(s) and broadcast to all available drivers at once similar to other crowdsourced models. This feature is supplemented by allowing the Dispatcher to enter a price to be paid to the driver as well as a 'timed out' countdown that will expire the offer if no driver accepts the broadcast within the given time.

1. Select one or more items via check-box
2. Click on the "Broadcast" button and enter Price and Timer value in minutes.
3. Click "Apply" to confirm broadcast to all on-duty drivers.

Figure 16. Items Page, Unassigned Tab, Item Broadcast

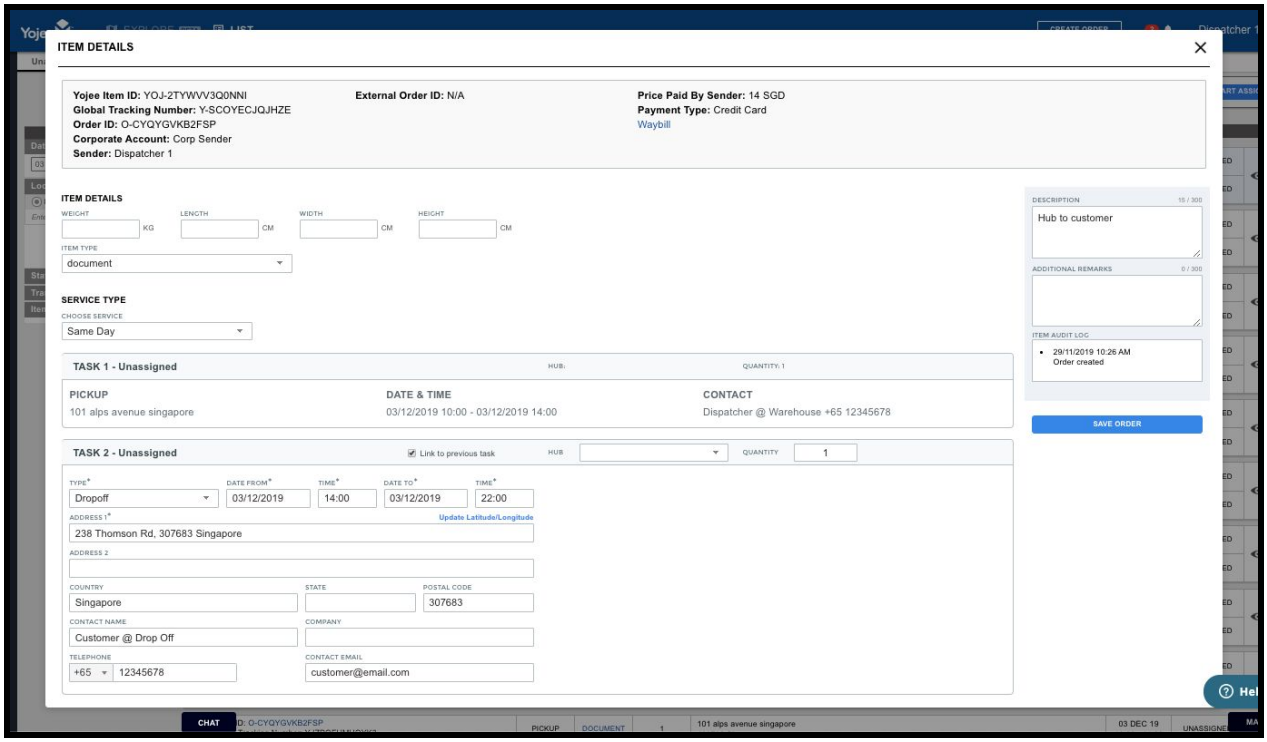


View and Edit Item Details

The “View” icon allows the dispatcher to view and edit item details. Editing is enabled up until assignment has taken palace. Editable fields include Pick Up and Drop Off Details, Description and Additional Remarks.

Figure 18. Items Page, View/Edit Details.

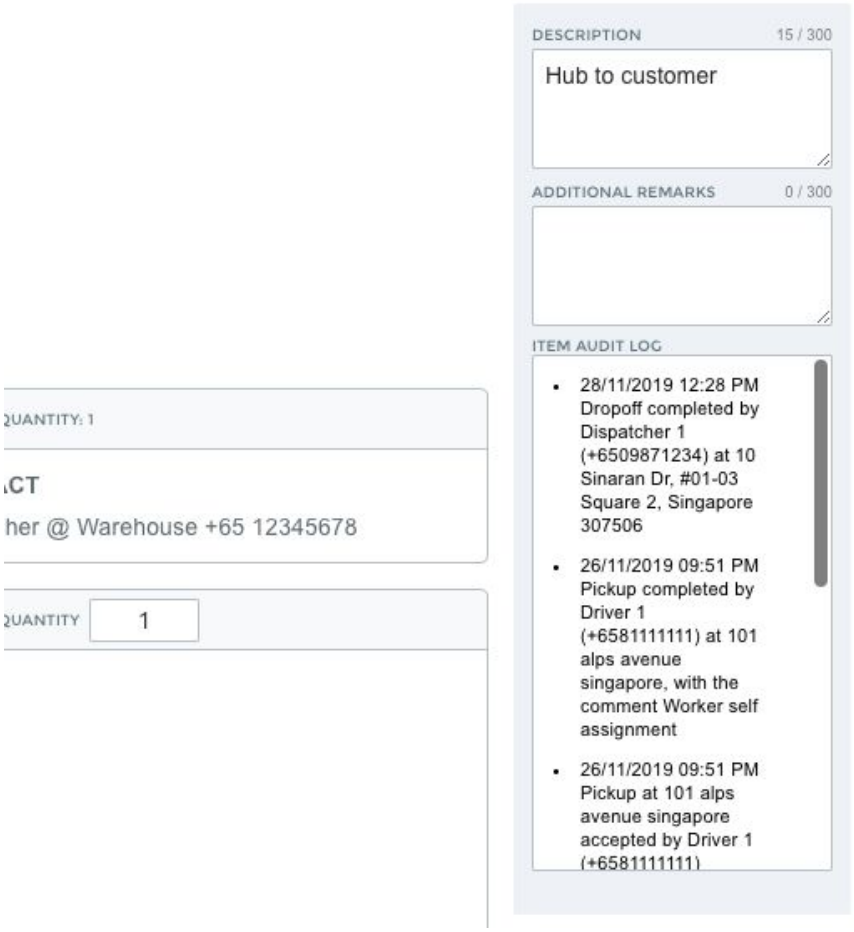
Figure 19. Items Page, View/Edit Details Form



Item Audit Log

The Item Audit Log provides the history of items’ delivery lifecycle. This log reflects all (Yojee platform specific) activity e.g. delivery status and is visible in the item secondary view.

Figure 20. Items Page, View Item Audit Log



Electronic Proof

Photo and/or signature proof of delivery is electronic proof that is visible for completed items and downloadable in PDF form.

Please note that electronic proof of delivery can be configured on/off per company via the Manage page; App Actions section.

Figure 21. Items Page, Completed Items Tab.

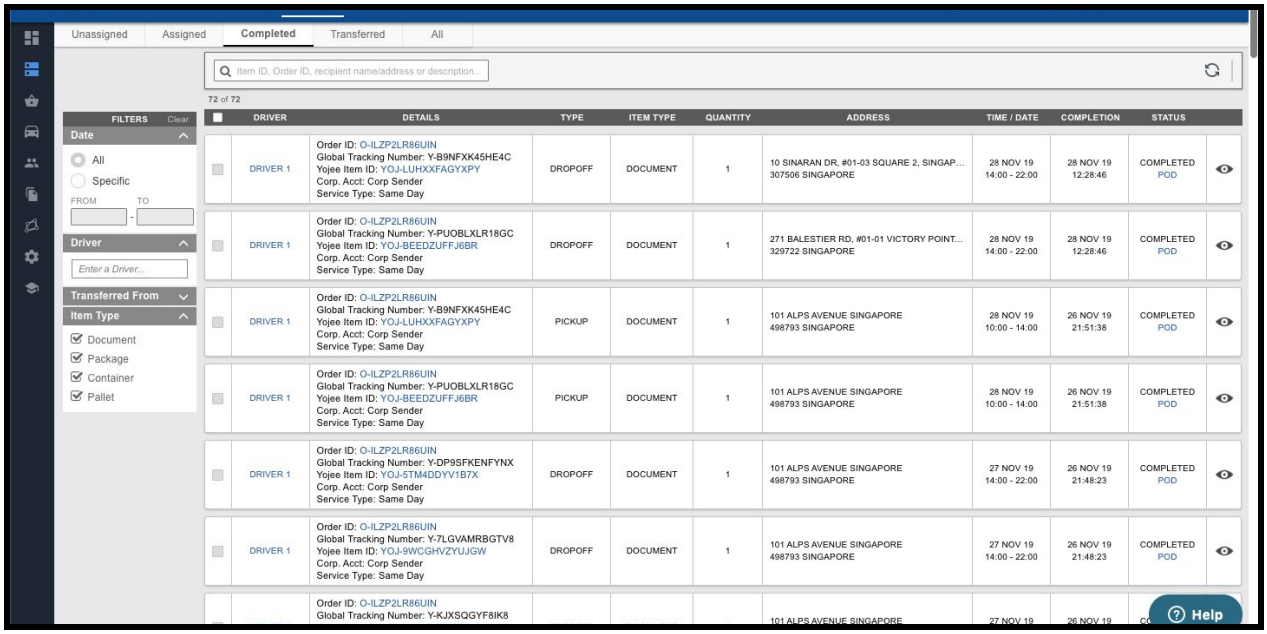
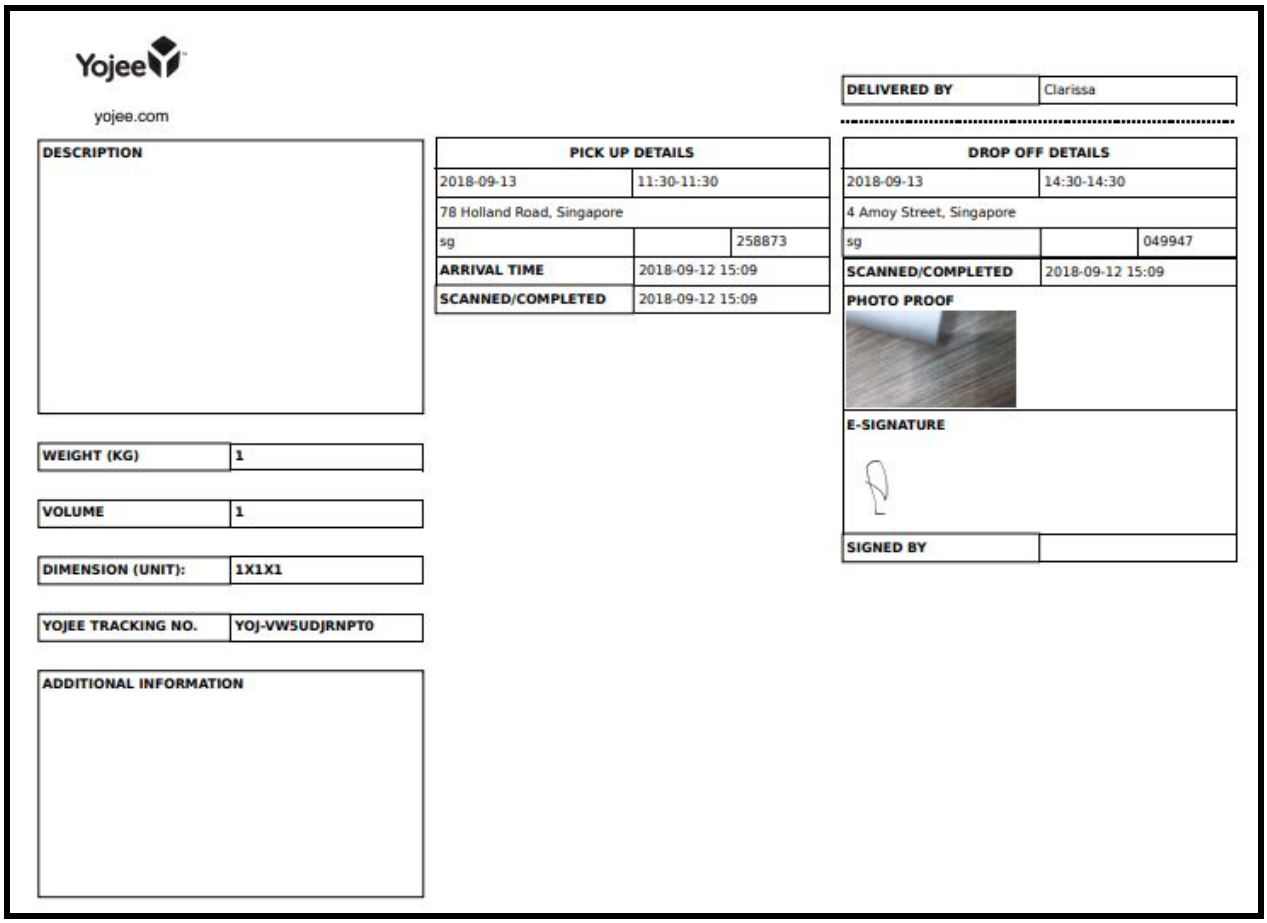


Figure 22. Items Page, POD Document in PDF Format.



Yojee

yojee.com

DELIVERED BY	Clarissa

DESCRIPTION

PICK UP DETAILS		
2018-09-13	11:30-11:30	
78 Holland Road, Singapore		
sg		258873
ARRIVAL TIME	2018-09-12 15:09	
SCANNED/COMPLETED	2018-09-12 15:09	

DROP OFF DETAILS		
2018-09-13	14:30-14:30	
4 Amoy Street, Singapore		
sg		049947
SCANNED/COMPLETED	2018-09-12 15:09	

PHOTO PROOF

E-SIGNATURE

SIGNED BY	

WEIGHT (KG)	1

VOLUME	1

DIMENSION (UNIT):	1X1X1

YOJEE TRACKING NO.	YOJ-VW5UDJRNPT0

ADDITIONAL INFORMATION

Orders

Overview

An Order is an entry into the Dispatcher Interface, which contains the information required to complete a delivery. The Orders page allows the dispatcher to create and manage single and batch orders.

Note: Orders can only be cancelled before assignment or transferred to a partner.

Figure 23. Orders Page, Default View

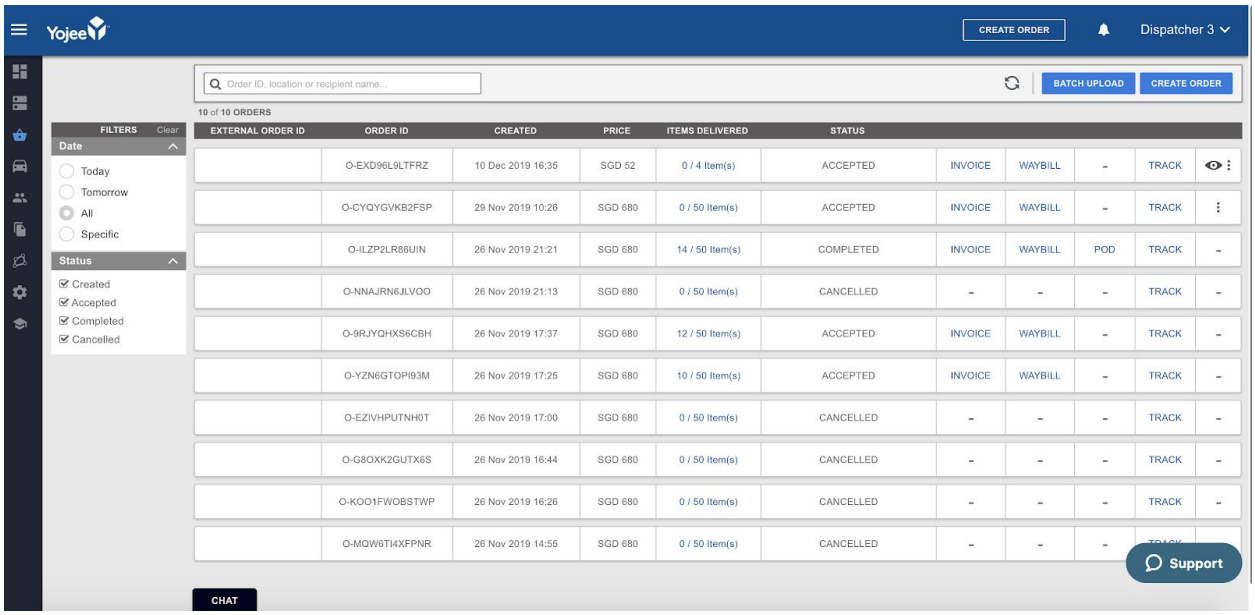


Figure 24. Orders Page, View Details

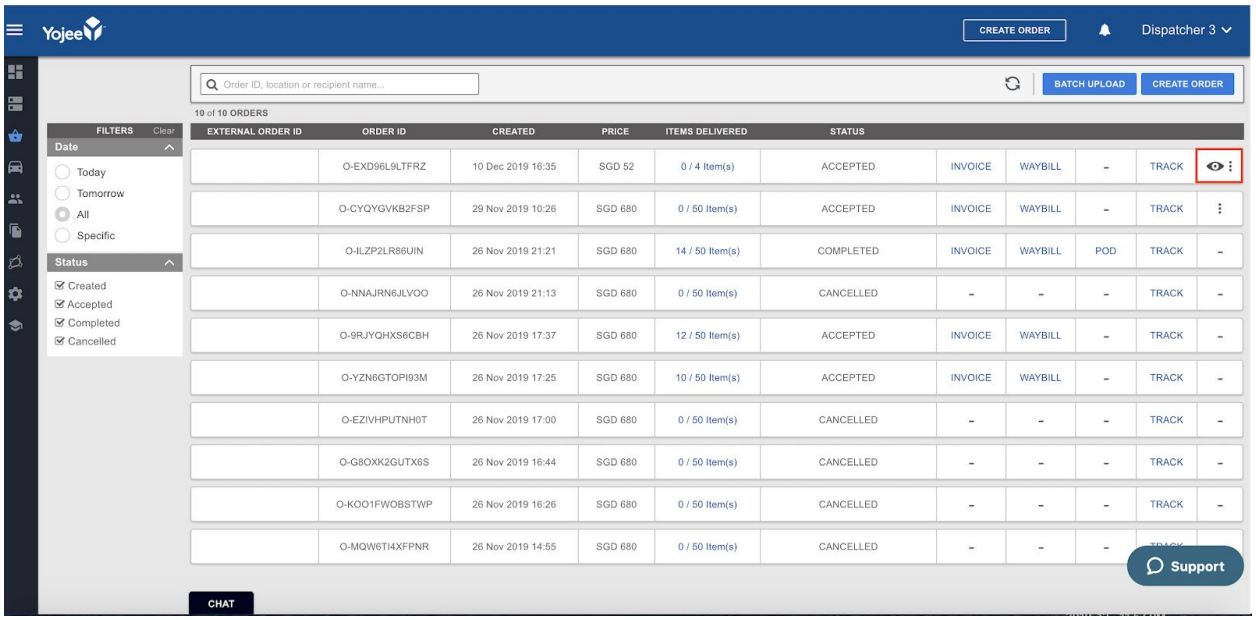


Figure 25. Orders Page, Cancel Order

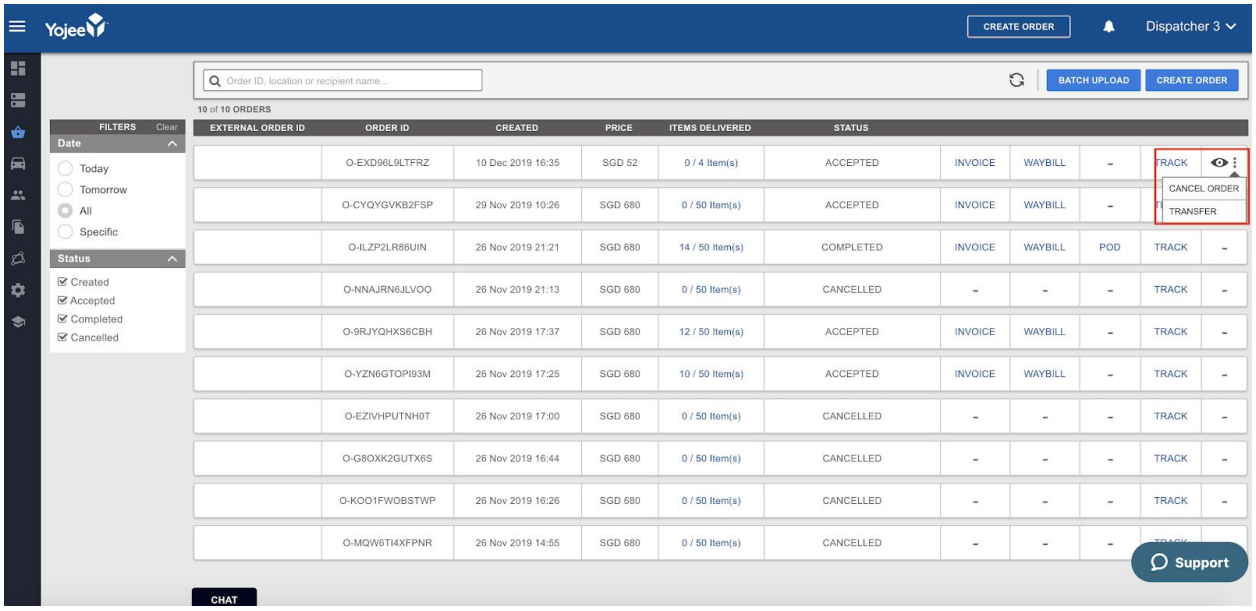
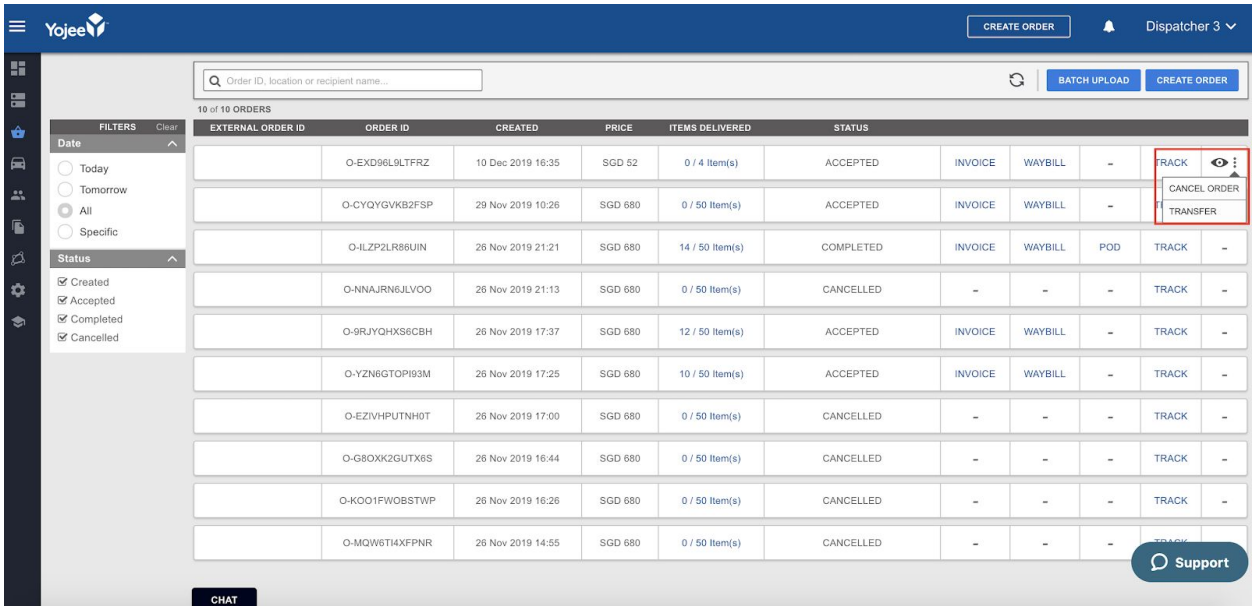


Figure 26. Orders Page, Transfer Order



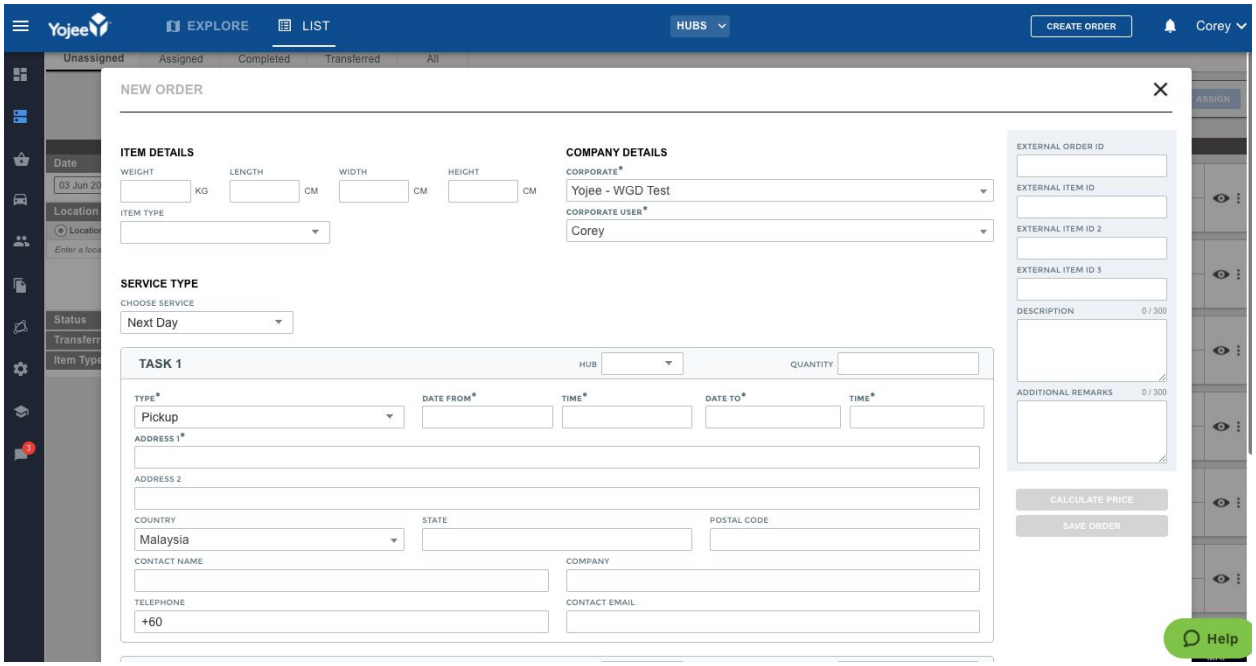
Create an Order

Click on the “Create Order” button available at the top-right of the Orders or Item Page to create a new order for the delivery of a single item. There is an option to create a Manually order or Upload CSV File.

Create an Order – Single Item

Click on the “Create Order” button available at the top-right of the Orders Page, to create a new order for the delivery of a single item.

Figure 27. Orders Page, Create an Order

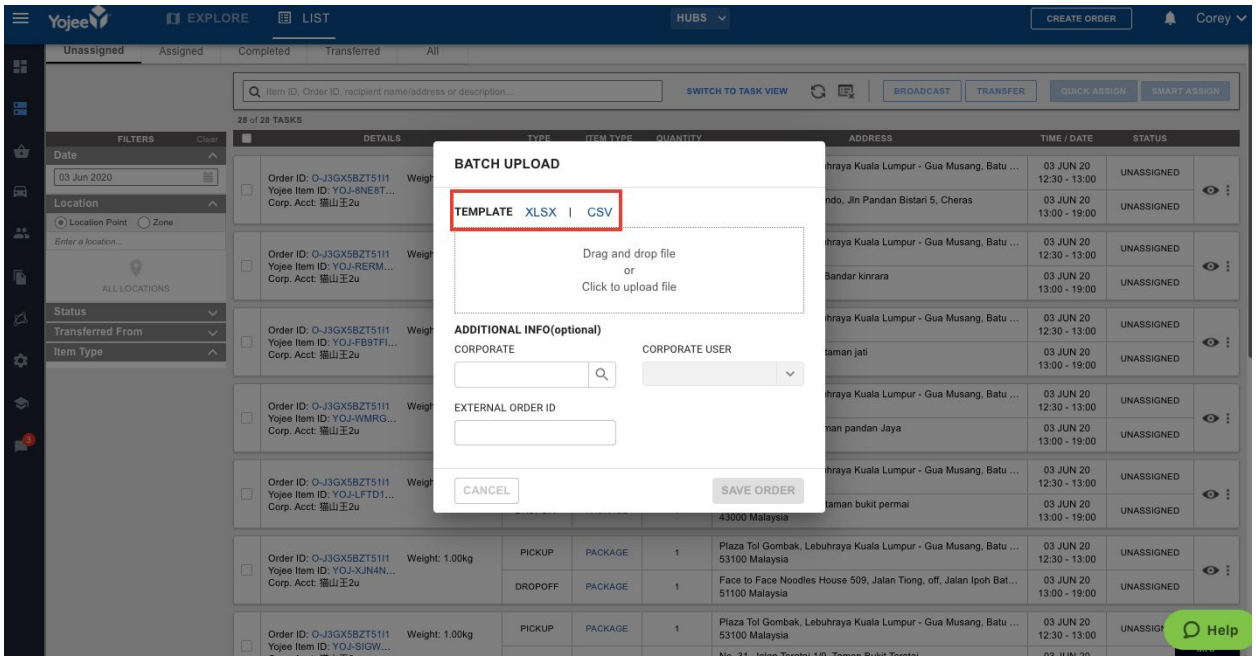


Batch Upload – Multiple Items

Click on the “Batch Upload” button in the top-right of the Orders Page to create a new order for multiple items.

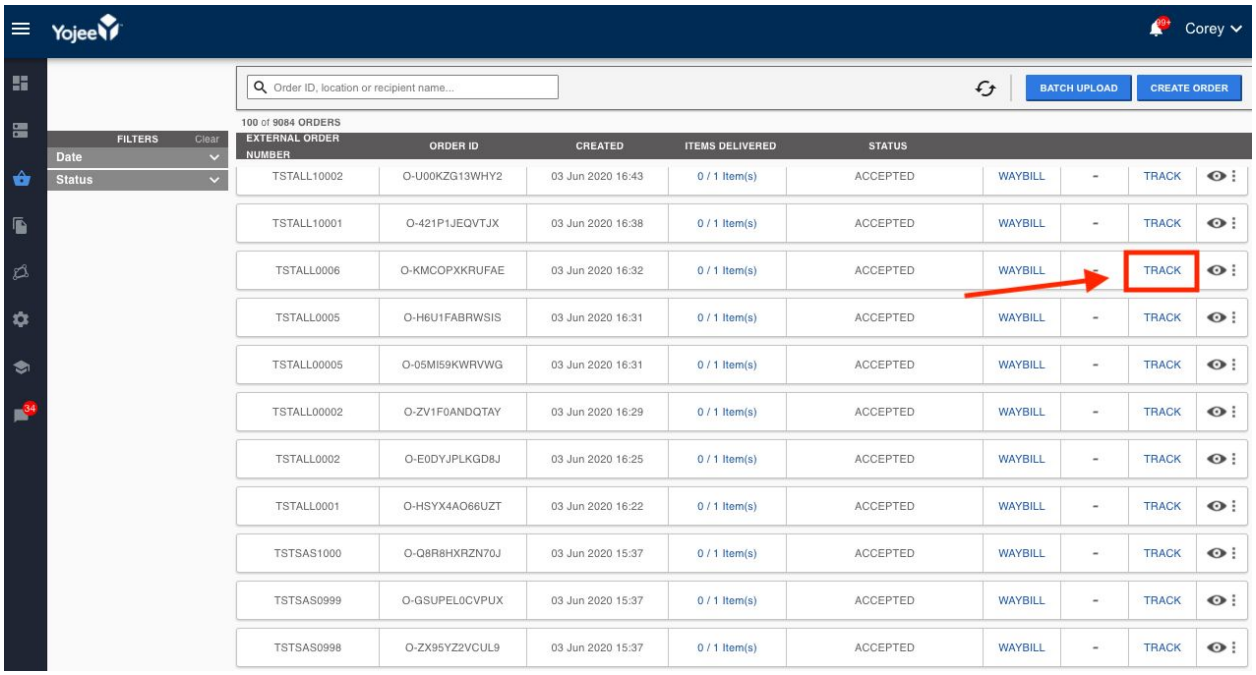
Note: The system accepts both .CSV and .XLSX formats - please follow the details in the “How to upload batch order” section, for step-by-step instructions.

Figure 28. Orders Page, Batch Upload Instructions



Order Tracking

On successful order creation, a Tracking link is generated. To check the status of your shipments, click the link to access the real time tracking with timestamp logs.

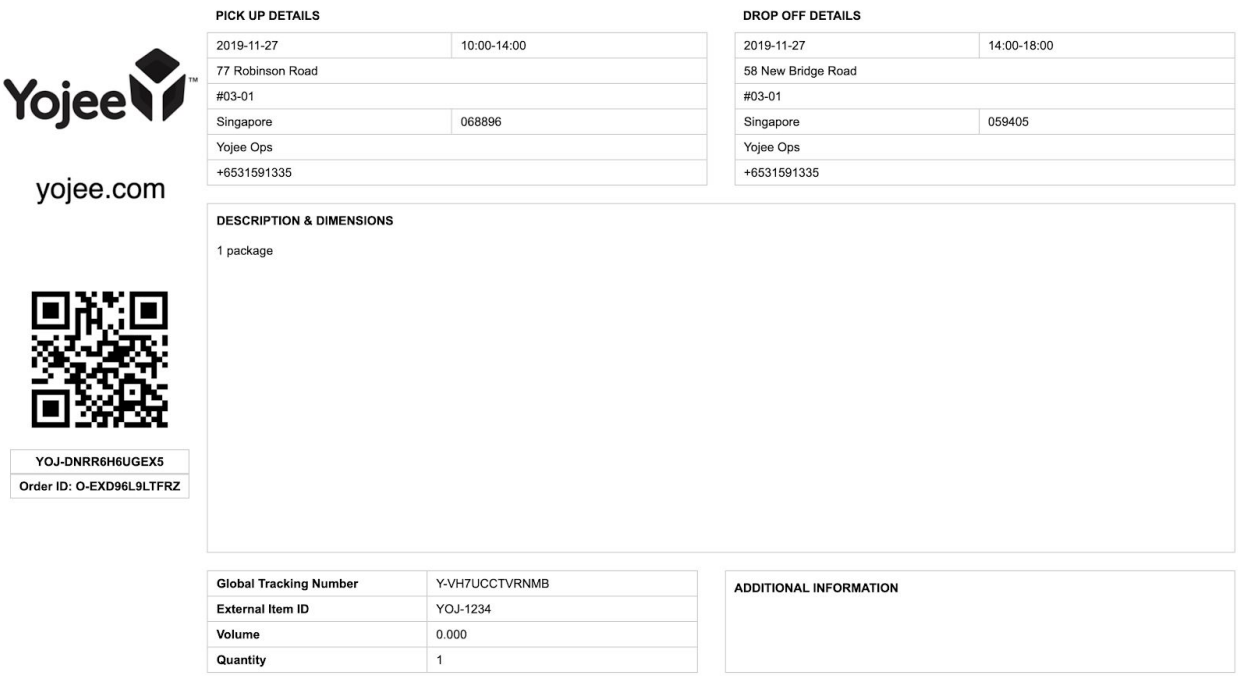


Waybill and Invoice Generation

On successful order creation, a waybill and an invoice is generated by the system. These documents are displayed per order on the Orders Page.

Note: Invoices will only be created if it has been configured to be generated on a per company basis.

Figure 29. Orders Page, System Generated Waybill



yojee.com

YOJ-DNRR6H6UGEX5

Order ID: O-EXD96L9LTFRZ

PICK UP DETAILS

2019-11-27	10:00-14:00
77 Robinson Road	
#03-01	
Singapore	068896
Yojee Ops	
+6531591335	

DROP OFF DETAILS

2019-11-27	14:00-18:00
58 New Bridge Road	
#03-01	
Singapore	059405
Yojee Ops	
+6531591335	

DESCRIPTION & DIMENSIONS

1 package

Global Tracking Number	Y-VH7UCCTVRNMB
External Item ID	YOJ-1234
Volume	0.000
Quantity	1

ADDITIONAL INFORMATION

Figure 30. Orders Page, System Generated Invoice

Yojee™

INVOICE

NAME: Corp Sender
ADDRESS: corpsender@yojee.com
DATE: 10 Dec 2019
DUE DATE: 31 Dec 2019
INVOICE NO.: I-3CTKWIEZ22DW

Co. Reg. No. 201631866N
28 BUKIT PASOH ROAD, YEE LAN COURT
SINGAPORE (089842)

Delivery Tracking Number: O-EXD96L9LTFRZ

Item	Price
Same Day from 77 Robinson Road to 58 New Bridge Road	SGD 13.00
Same Day from 77 Robinson Road to 58 New Bridge Road	SGD 13.00
Same Day from 77 Robinson Road to 58 New Bridge Road	SGD 13.00
Same Day from 77 Robinson Road to 58 New Bridge Road	SGD 13.00

TOTAL: SGD 52.00

BANK DETAILS:

Account Name: SENDYOJEE PTE LTD
Bank Swift: UOVBSGSG
Bank Code: 7375
Account No.: 631-304-324-7
Bank Address: 80 Raffles Place, UOB Plaza 2, Singapore 048624

THANK YOU FOR YOUR BUSINESS!

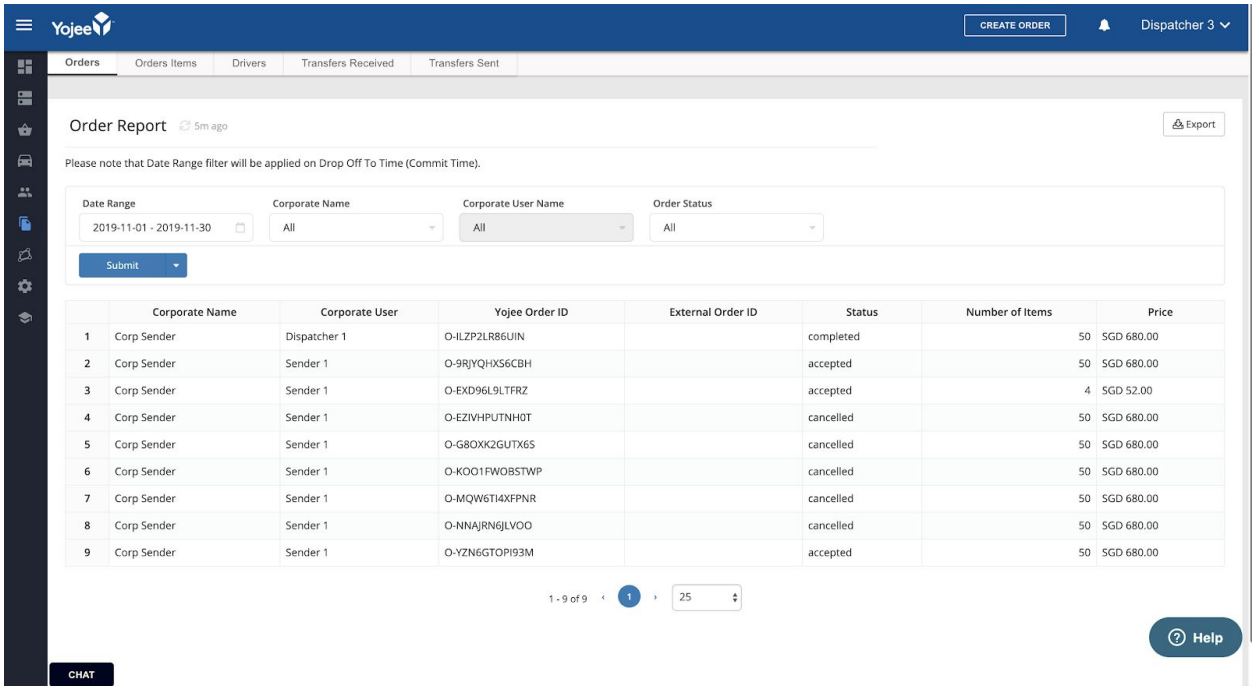
Reports Generation

Overview

The “Reports” menu provides the dispatcher the ability to generate driver-centric and sender-centric reports.

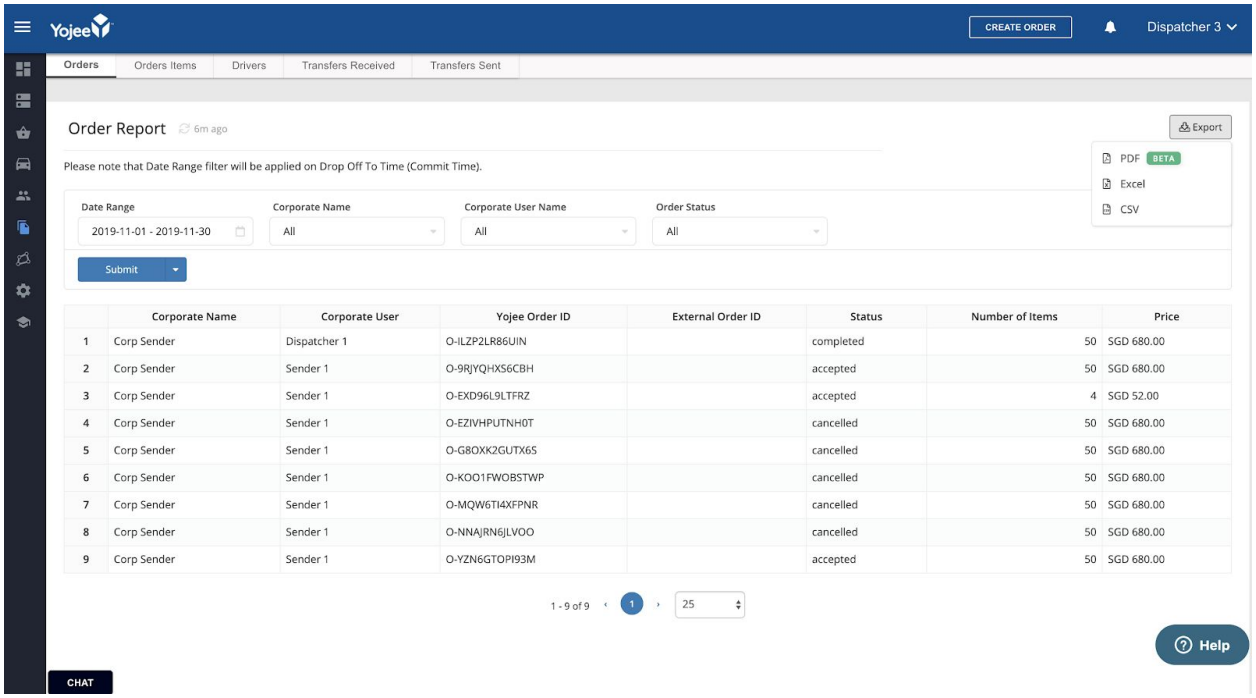
The figure below highlights the criteria for which dispatchers can generate sender-centric reports.
After selecting the required criteria, click on the “Export” button to view results.

Figure 38. Reports, Orders, Orders Items, Drivers, Transfers Received, Transfers Sent- Centric Reports



The generated results can also be downloaded in the form of a PDF, Excel and CSV file, by clicking on the ‘Export’ link as indicated on the screenshot below.

Figure 39. Reports, Download - Centric Reports



Network

The Network Page allows the dispatcher to create and view hubs (such as a central warehouse of a business) and regions (geographical area of operations), on the system.

Figure 47. Network Page, View Zones

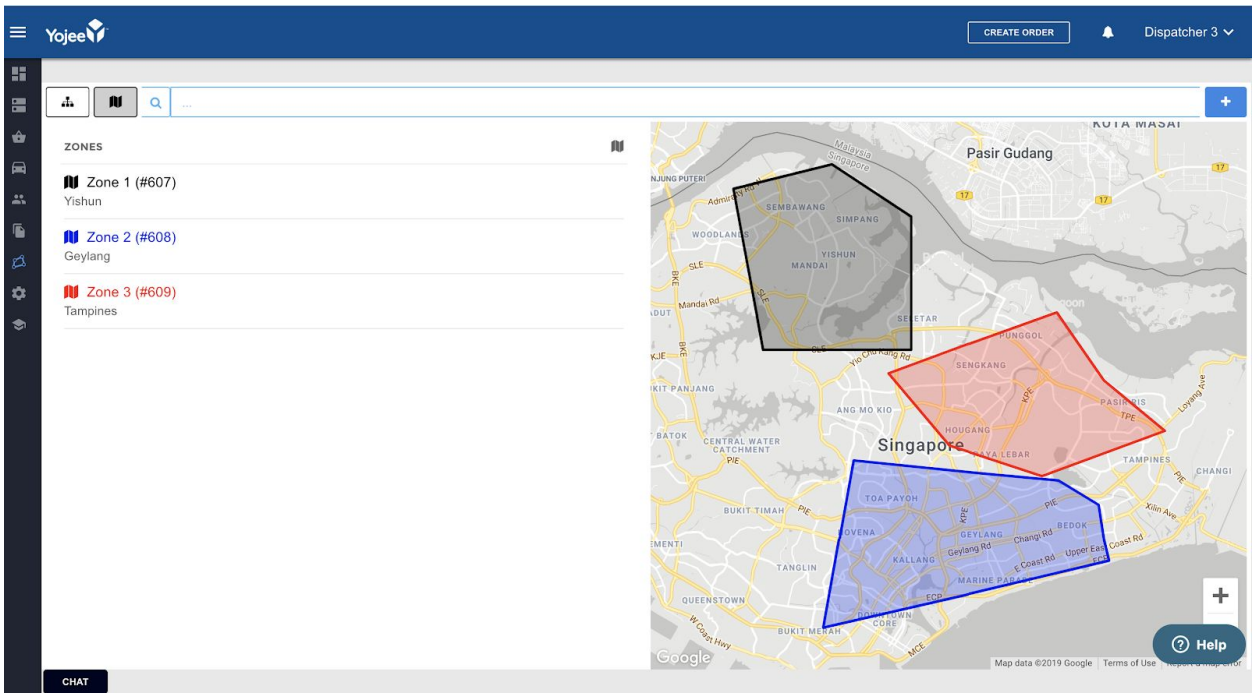


Figure . Network Page, View Hubs

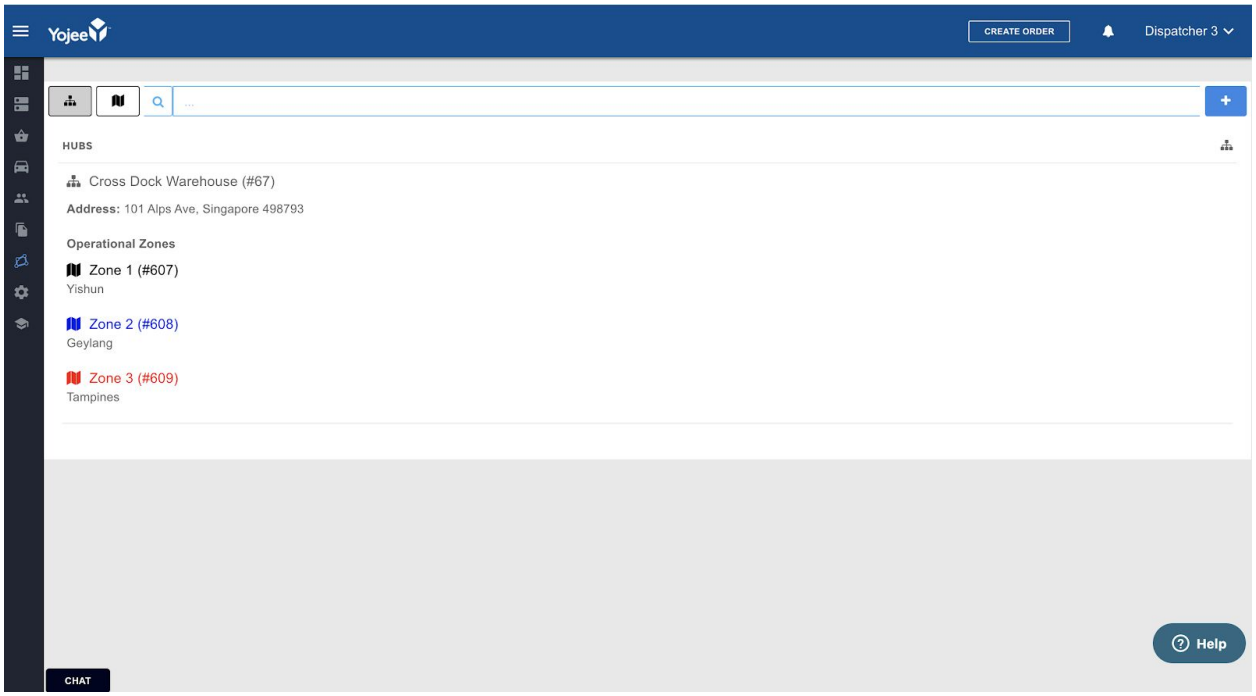
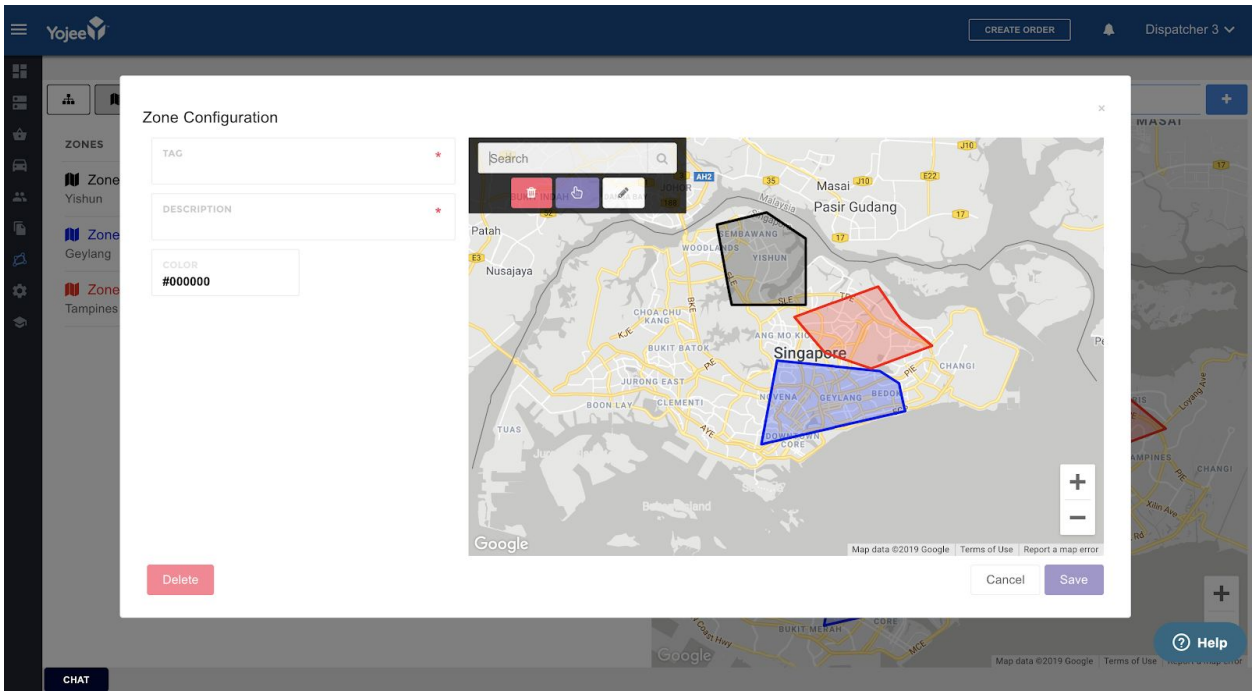
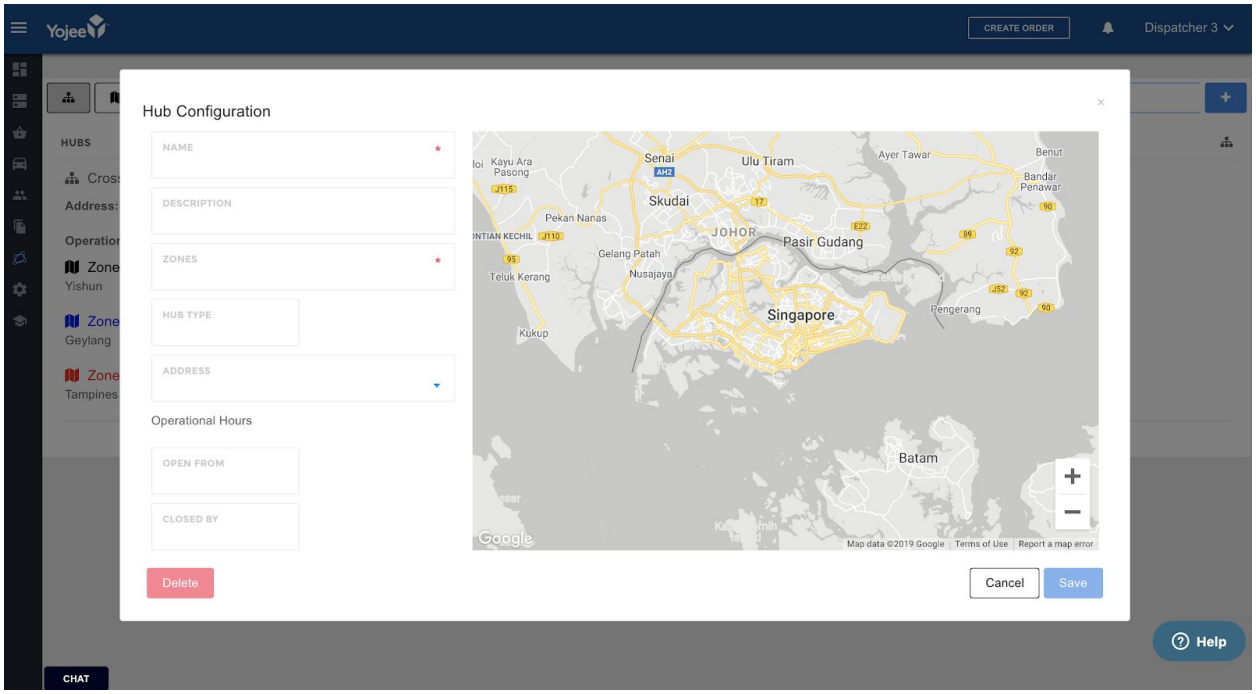


Figure . Network Page, Create Zone



Add a Region by clicking on the “+” sign in the top right of the Networks Page. Define the Region by drawing the geographical area directly on the map using the drawing tools available

Figure 49. Network Page, Create Hub

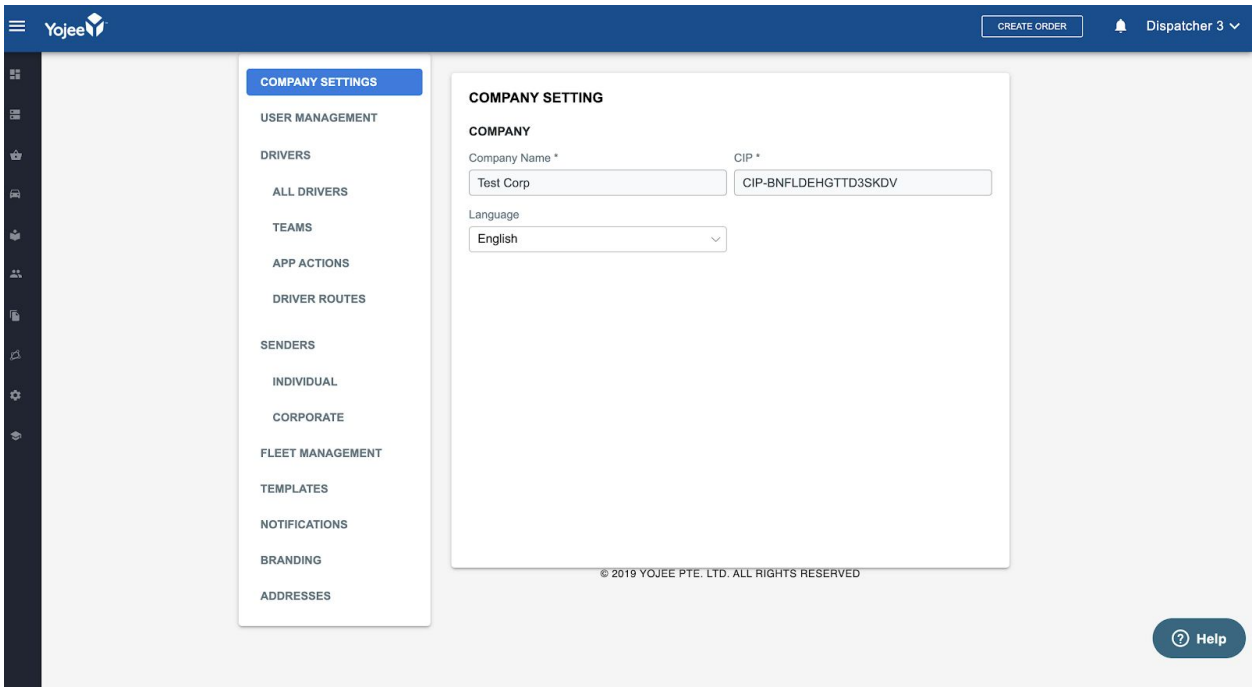


Manage

Overview

The Manage Page allows dispatchers to configure their Dispatcher Interface.

Figure 40. Manage Page, Default View



The following sections are available on the Settings page:

- Company Settings
- User Management
- Drivers
- Senders
- Fleet Management
- Templates
- Notifications
- Branding
- Addresses
  Company Settings

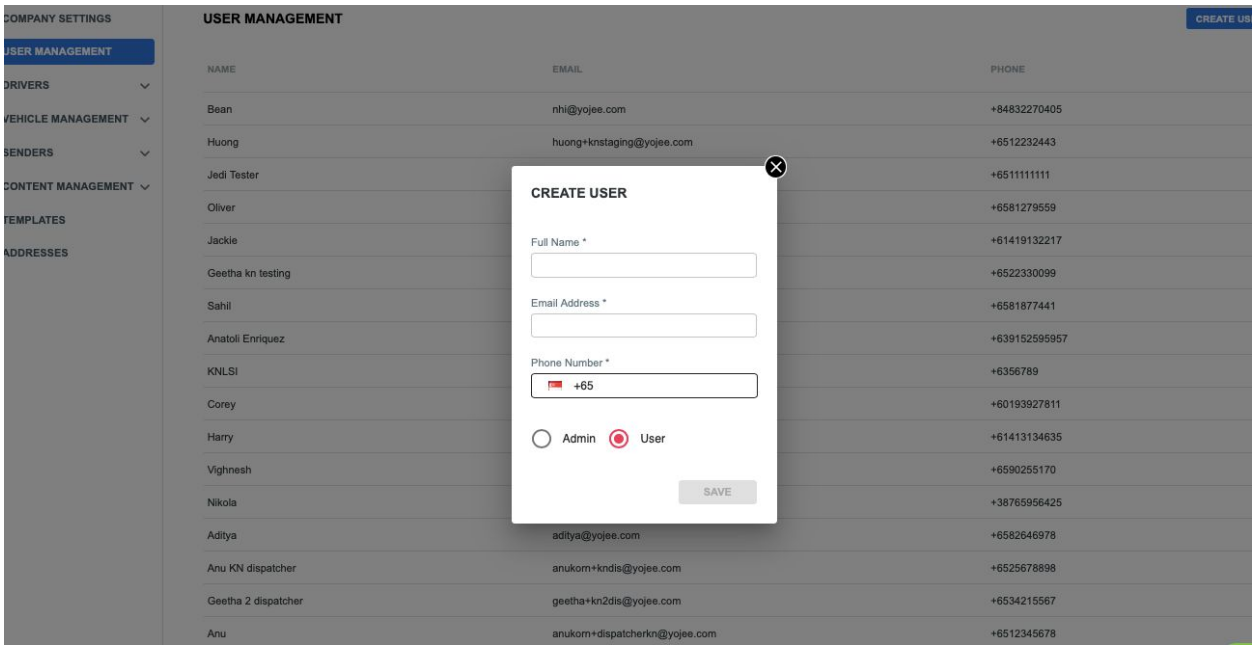
The ‘Company Settings’ section provides details about your company, and your CIP number that is required to establish a connection with a Partners.

Figure 41. Settings Page

User Management

Dispatchers can create new dispatcher access accounts or change the details and password of your existing dispatcher accounts.

Figure 42. Manage age, User Management

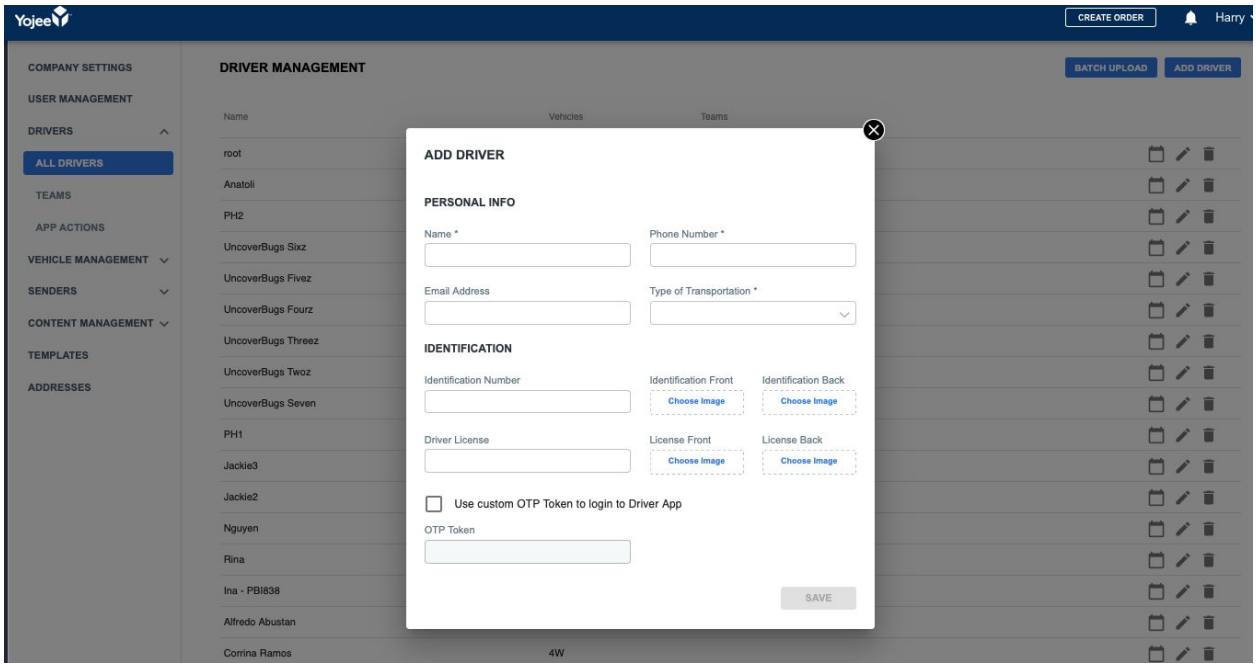


Drivers

Figure 43. Drivers Page, All Drivers and Create Team

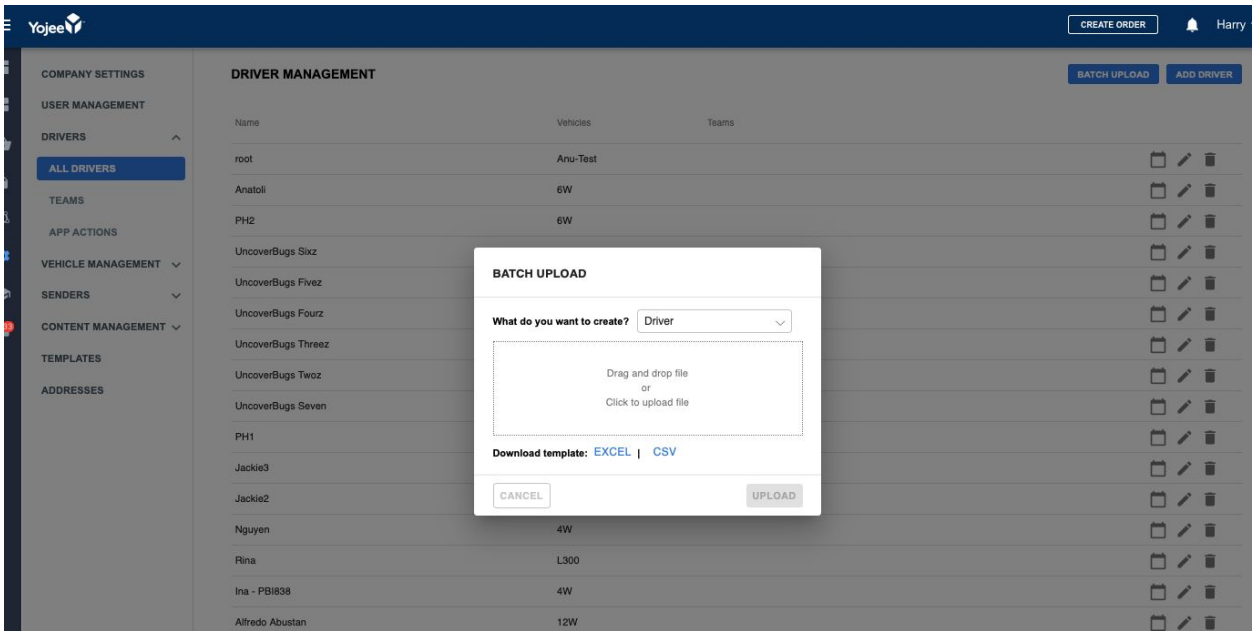
Add Driver

A driver can be added to the platform by adding their details in. Once the driver details are saved, the driver can then go ahead and download the driver app from their App Store using their SmartPhone device.



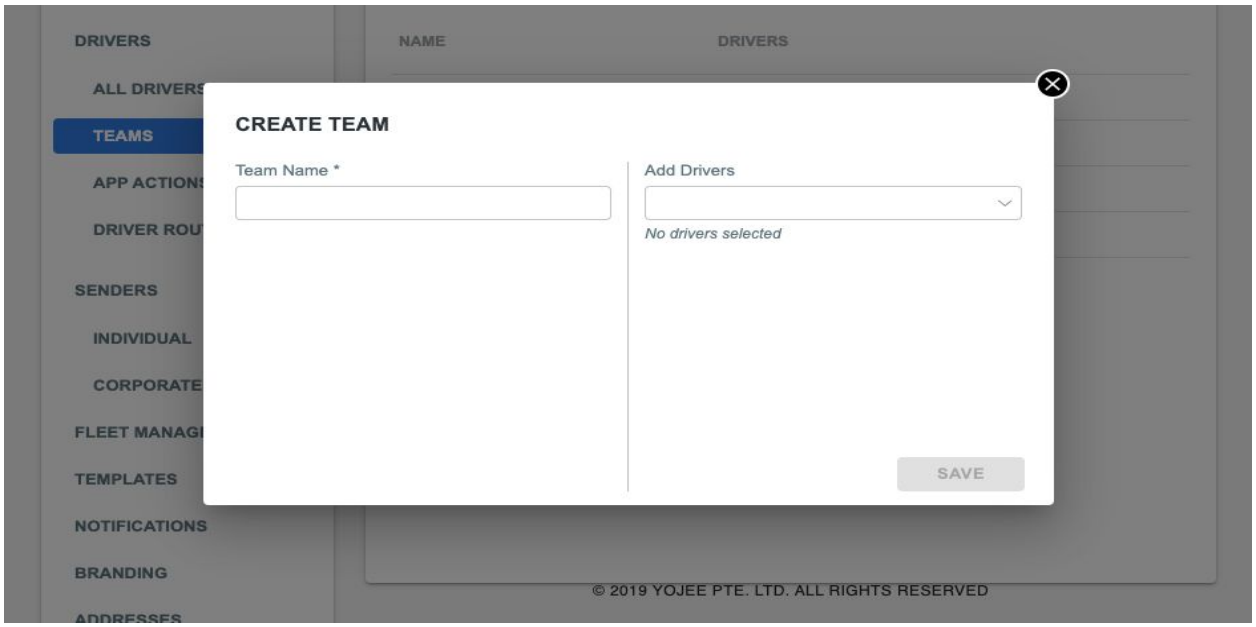
Batch Upload or Driver Details

You can also Batch Upload the drivers details in order to set up multiple drivers at the same time using a EXCEL or CSV template.



Create Driver Teams

Create a group or a team of drivers that can be filtered by when in ITEMS- Explore screen.
This helps expedite the process of finding and assigning to a group within your fleet.



App Actions- Task Exceptions and Confirmations

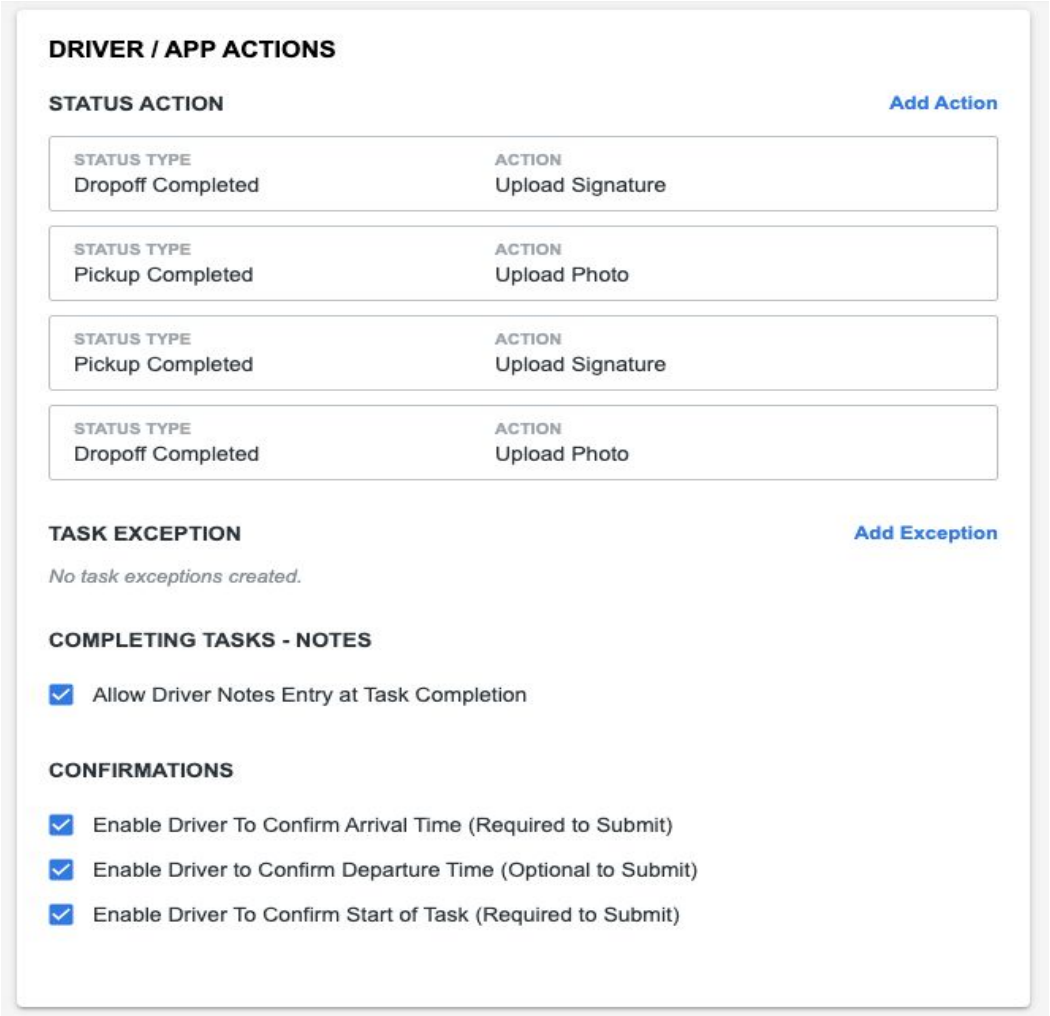
Configure Proof of Pick Up and Proof of Delivery per item. Click on the “Add Action” button to add signature or photo proof of delivery. Upon saving, these configurations will be reflected on the Yojee driver mobile application (Driver App).

Add delivery exceptions to the Driver App to enable drivers to choose from a predefined set of reasons as to why a pick up or delivery failed.

Trigger the ability to capture the Start, the arrival and departure times for each task. Crucial in capturing wait times and each leg of a delivery.

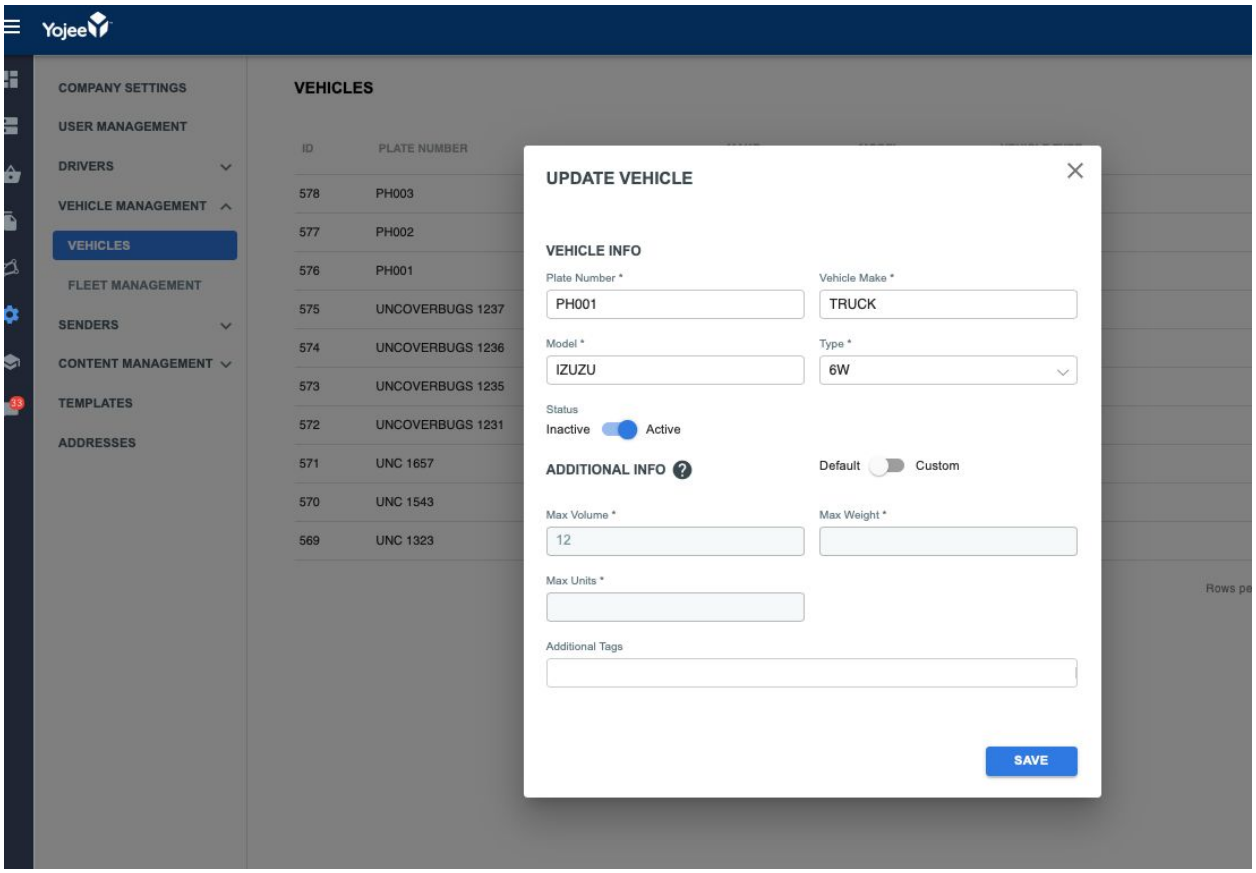
You can also trigger the ability to add additional comments against each delivery when completed

Figure 44. Settings Page, Process and Functions Settings



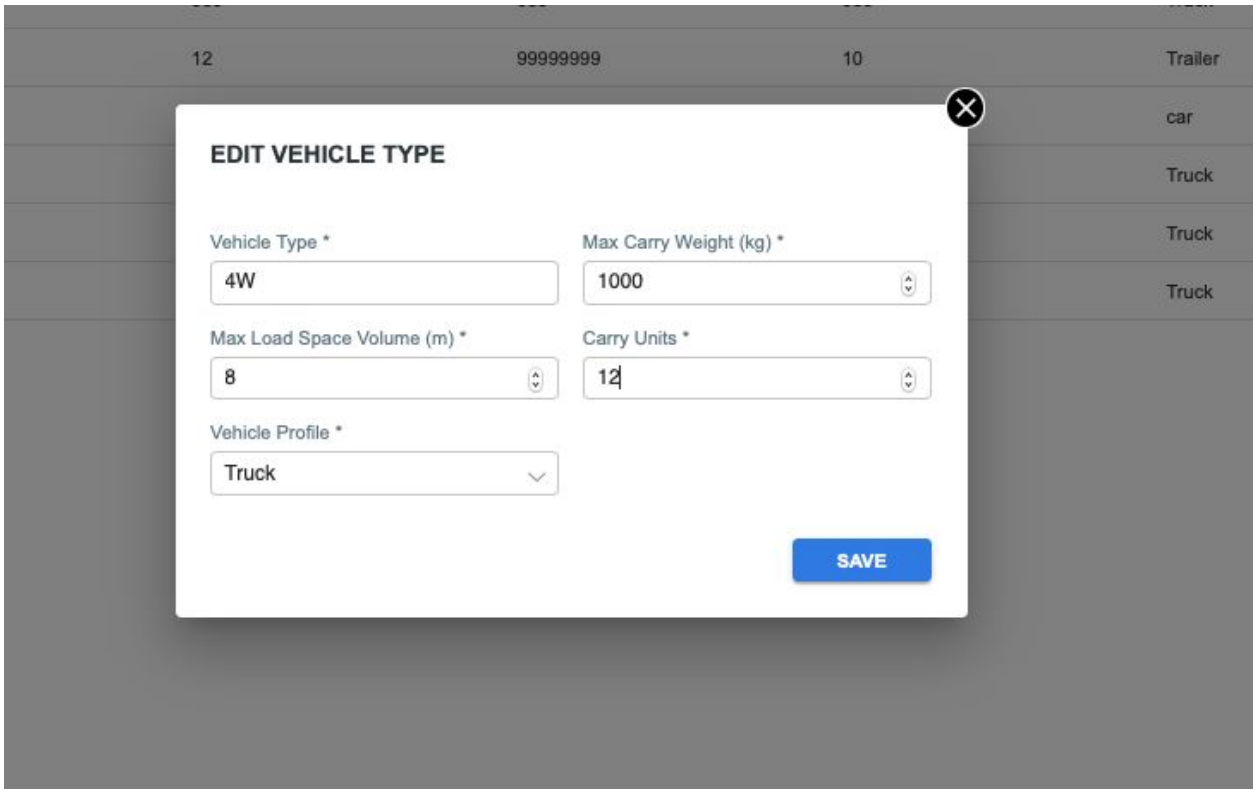
Vehicle Management

Add all your asset profiles in order to be able to register the types of vehicles used in your fleet pool. These functions assist in determining which assets are used for certain deliveries and allocated to certain drivers.



Fleet Management

In this function you can add all your fleet assets inclusive of capacity measures. This will assist with planning the use of available capacity when assigning tasks to drivers. Its is also the type of vehicle that can be allocated to a Driver's profile whilst being set up.



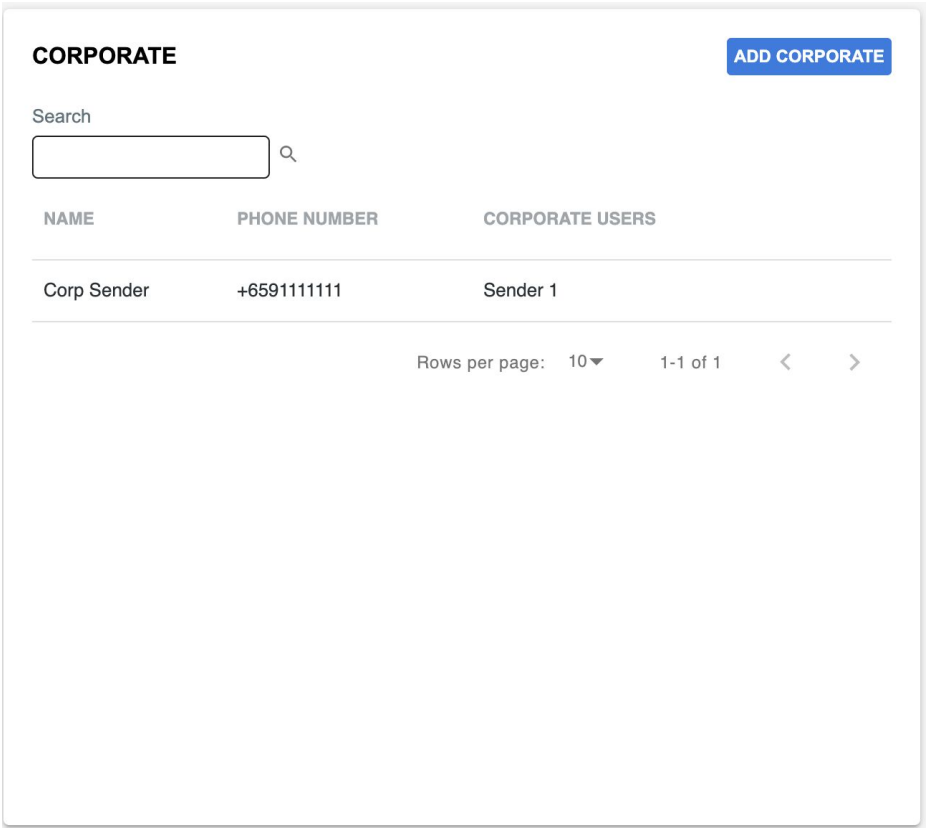
Senders

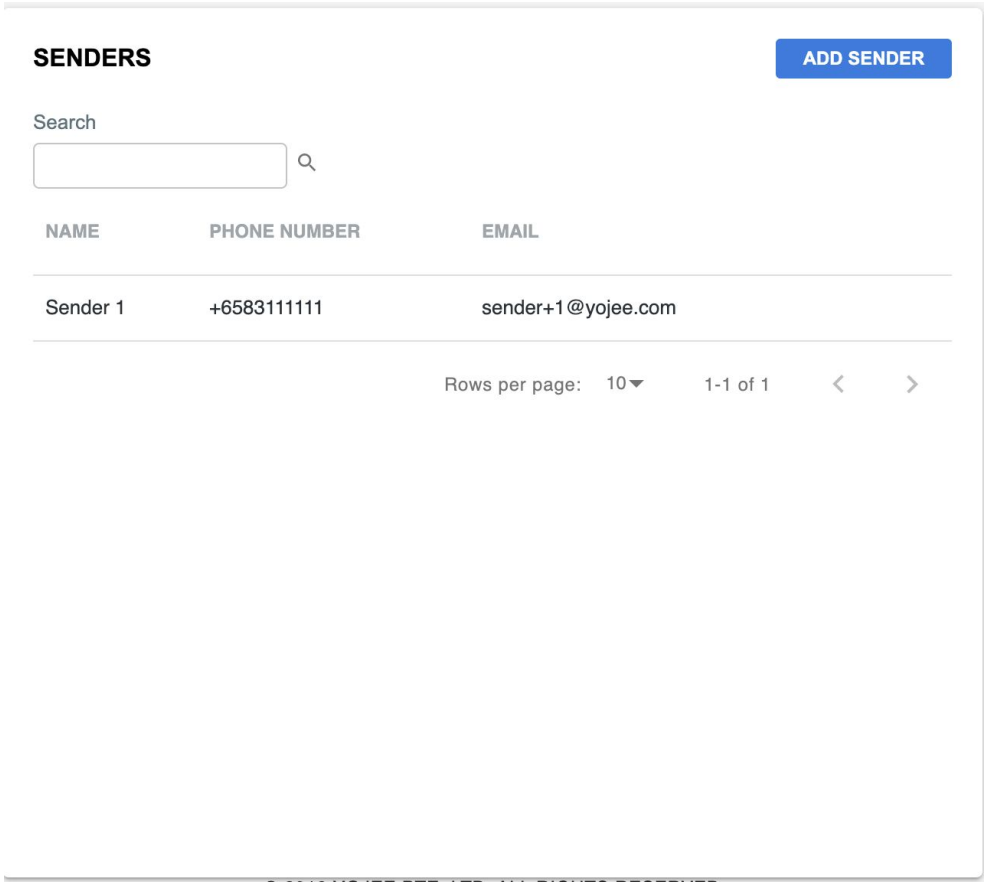
The Senders Page allows the dispatcher to add new senders, and view/edit details of existing senders.

Click on the “Add Sender” button from the Senders Page to create a new sender in the system. The default sender types for Yojee are Corporate, Corporate User and Individuals.

- Corporate – Company typically sending large volume
- Corporate User – Person working within the company typically sending large volume
- Individual – A person typically sending orders on and ad hoc basis

Figure 45. Senders Page, Add Corporate





Content Management

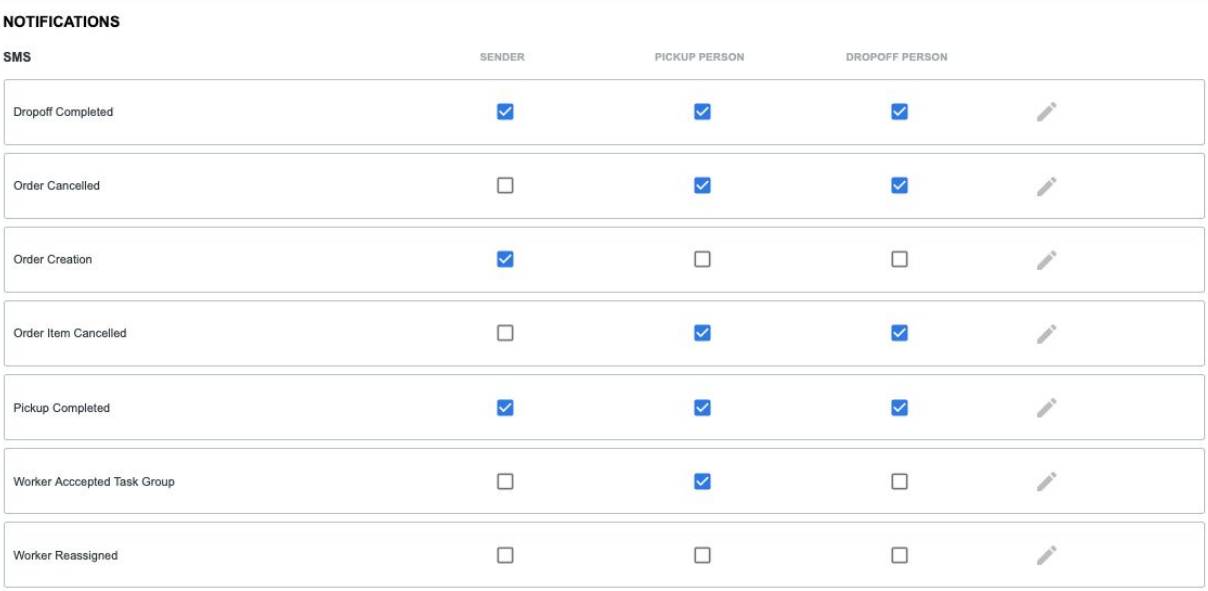
Within the Content Management functionality, you can set up the following key requirements for;

- Notifications (SMS and Email)
- Dispatch Branding
- Structure your Proof of Deliveries

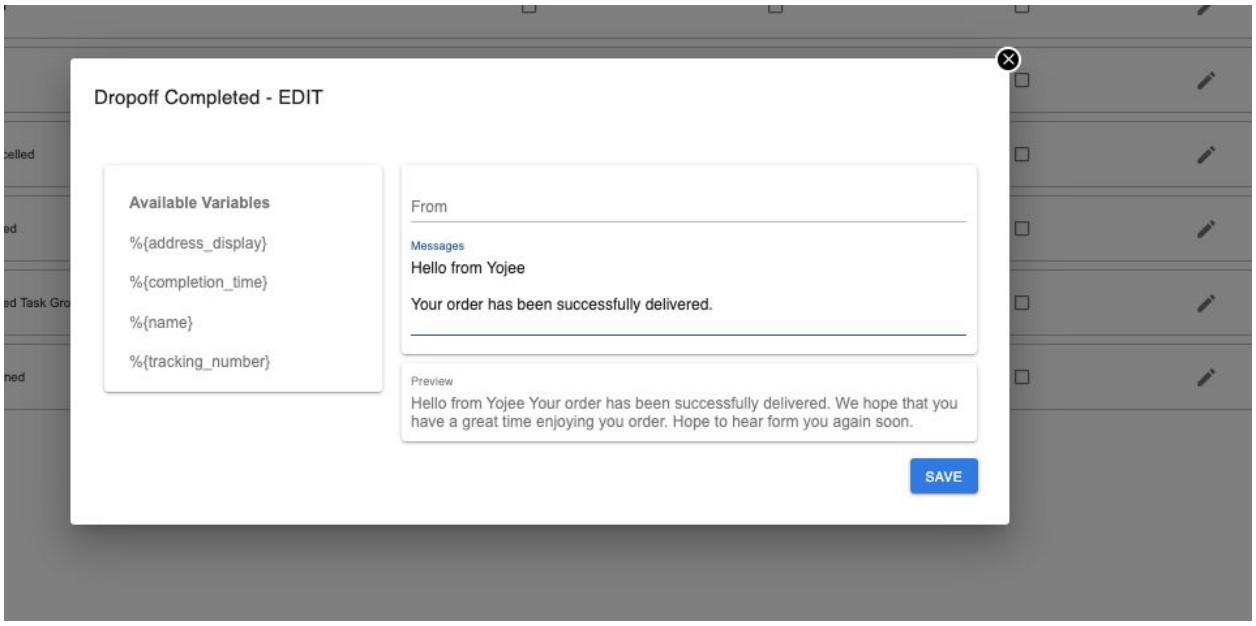
Notifications

Within notifications, you will find a group of options that you can trigger SMS or Email messages being sent out to a group of stakeholders. There messages can be sent to;

- Sender
- The Pick Up Stakeholder
- The Drop Off Stakeholder



Within the SMS and or Email messages, you are also able to add your own messages in order to personalise the client experience with your own company script. This can be done using the pencil on the right hand side of each message type. (Subscription access may apply)

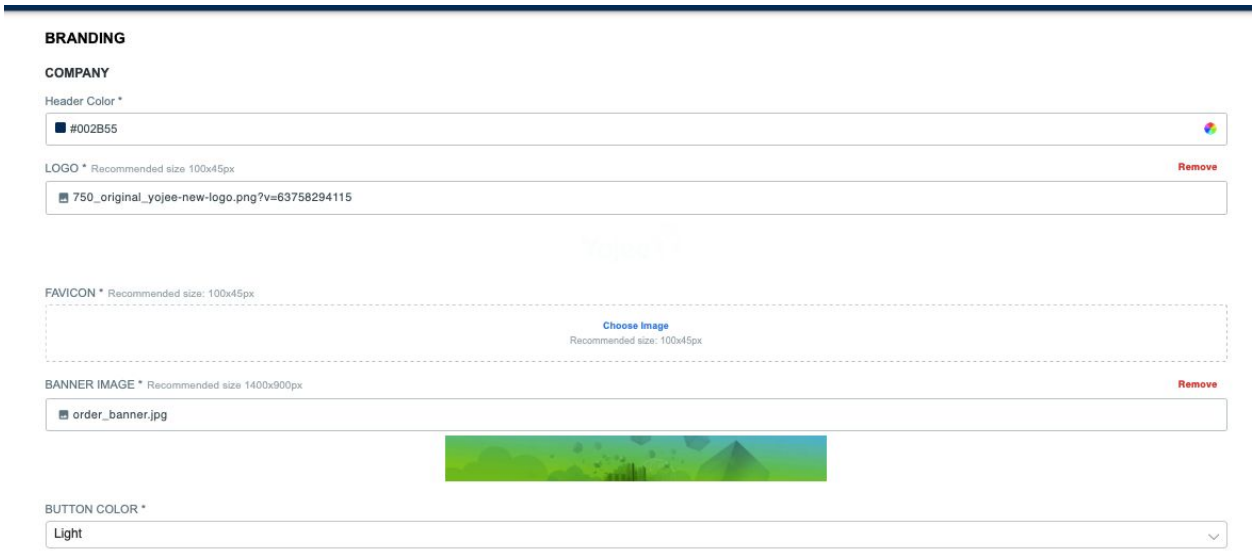


Branding

Branding requirements can be conducted within the platform. This provide the client the ability to add their choice of;

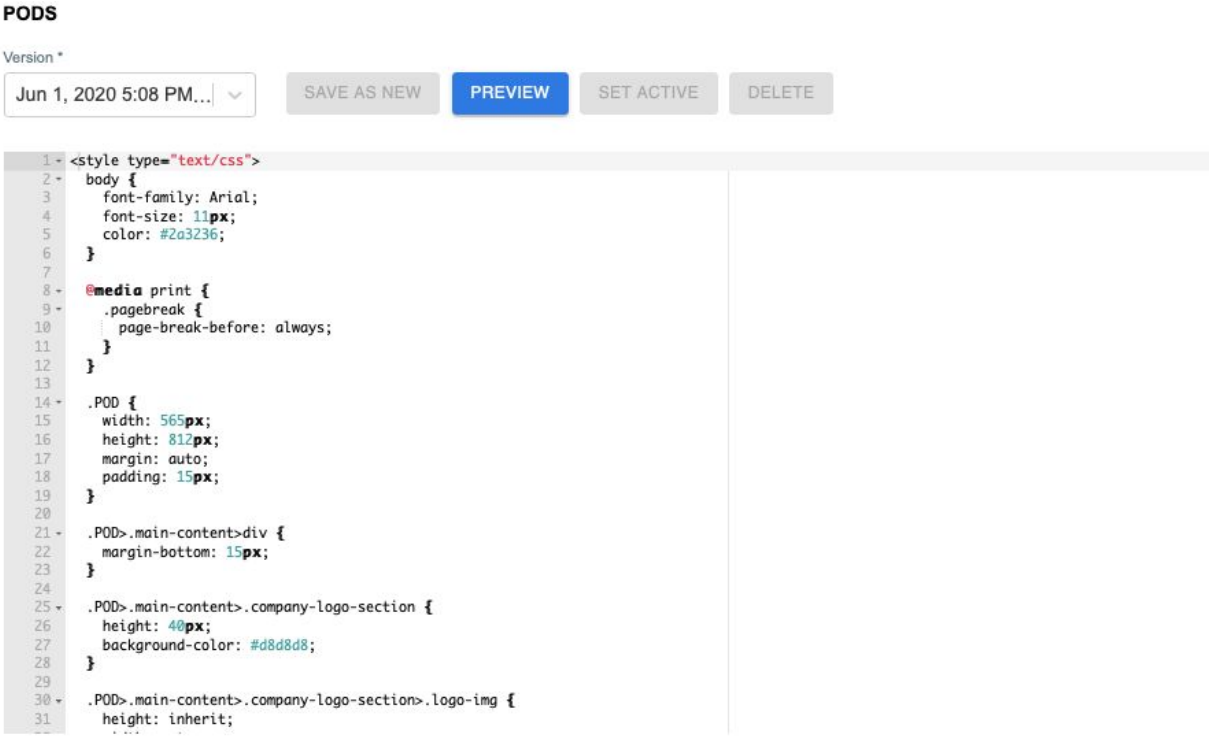
- Colour Header
- Logo
- Favicon
- Image
- Button Colours

For a more personalized experience, you can update all the key requirements using this function and follow the prompts within the listed parameters to successfully configure the look of your Dispatch Platform.



Proof Of Delivery

The Proof Of Delivery generated in the platform has a structure template and configuration already set which is aligned with industry standard data and layout. In the event that you wish to alter the layout, you can request for support and or make changes to the layout of your POD.



Once these changes can be made, you can then preview the POD template in order to visually see the selected layout. All Pods can include multiple signatures and photos for all events (Pickup and Dropoff).

ORDER TRACKING

Ext. Order ID:

Tracking Number: external_customer_id_1
Ext. Item ID 2: external_customer_id_2
Ext. Item ID 2: external_customer_id_3

ITEM DETAILS:

Weight: 2kg
Length: 2cm
Width: 2cm
Height: 152cm
Volume: 234234

DESCRIPTION

234234

ADDITIONAL INFO

23423424

TASK	DATE/TIME	COMMIT	ADDRESS	DRIVER	QTY	SIGNATURE & PHOTO
pickup		-	Vũng Tàu, Ba Ria - Vung Tau, Vietnam Vietnam Ba Ria - Vung Tau		10	Below 0

REFERENCE

SIGNATURE & PHOTO 0

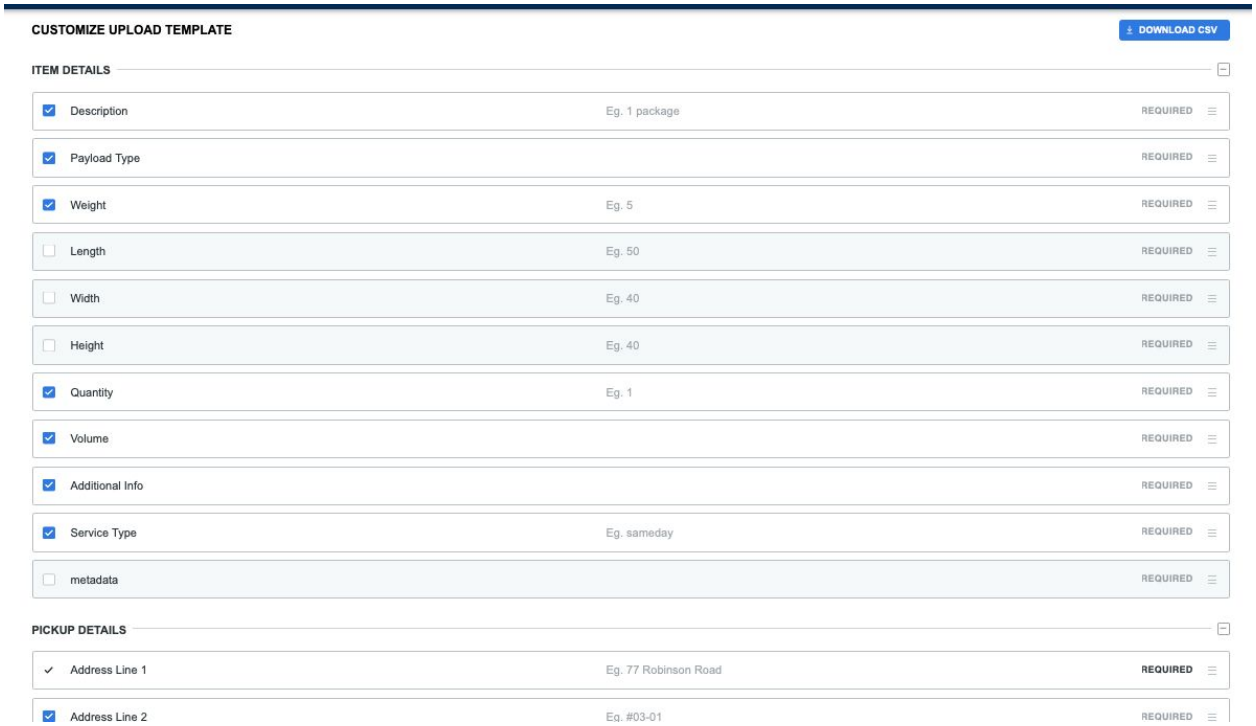
Templates

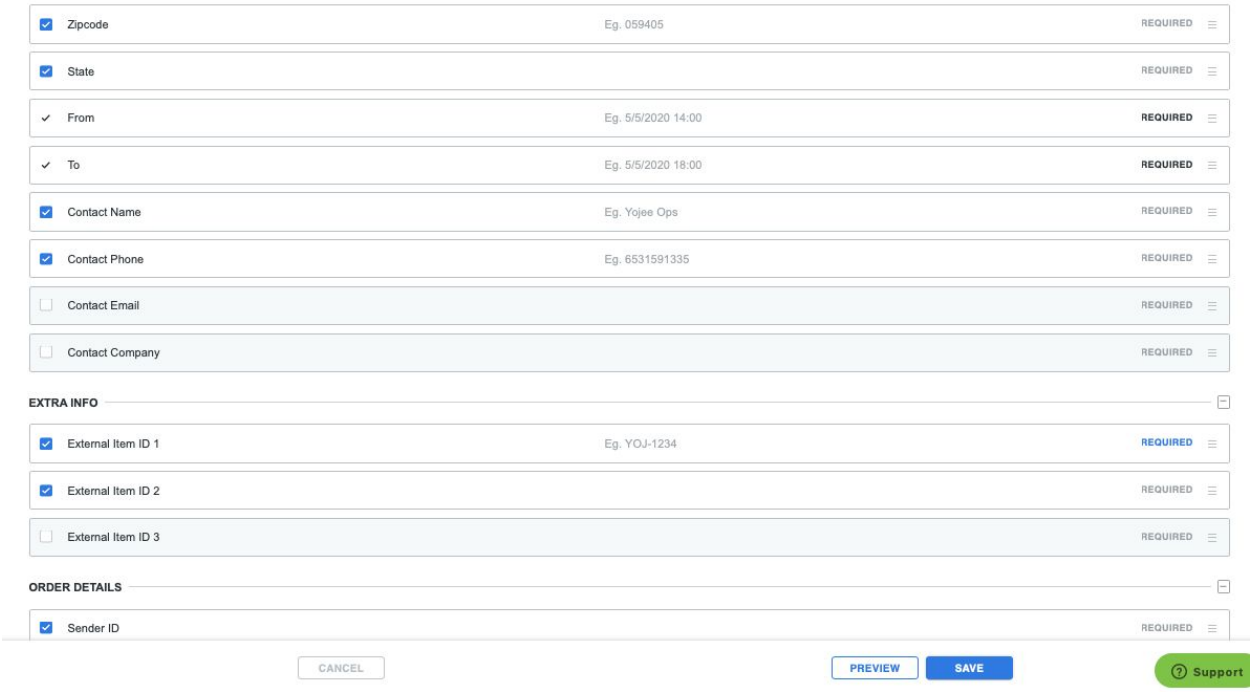
Within this functionality, you are given the ability to choose between the set of data that you wish to use when processing the order CSV/EXCEL order forms .

On the left, you can click which data you wish to include and on the right you can trigger which data becomes Mandatory to include.

Please note that when a field is triggered as 'Required', it is compulsory to fill in this data prior to uploading into the Batch Up load functions when processing orders into Yojee. Without this data included, the CSV/EXCEL file will read an error message. All Template changes must be saved prior to downloading a new template to use.

You can avoid this from happening by adding all the key 'Required' data in all forms and then uploading into Yojee.





You can find the ‘Save button’ at the bottom of the list as you scroll through to the bottom of the screen.

Addresses

In Addresses you can upload the longitude and latitude of any addresses you wish to set up as a drop down option when creating an order and adding in your address to collect or drop off to.

This process will also help with making sure the address is geo coded and captured correctly by the mapping system which works in the background and sometimes presents you with an issue reading the address.

EDIT ADDRESS

META INFORMATION

ID (used for searching)

100000061 | Pickup | Dropoff

Latitude: 14.5963084

Longitude: 120.976662

ADDRESS DETAILS

Address line 1 *

Suite 303 3rd Floor Singson Building, Plaza Moraga, Binondo, Manila Manila City, 10

The coordinates entered above will determine the actual location.

Address line 2

City | State | Postal code

Country: Philippines

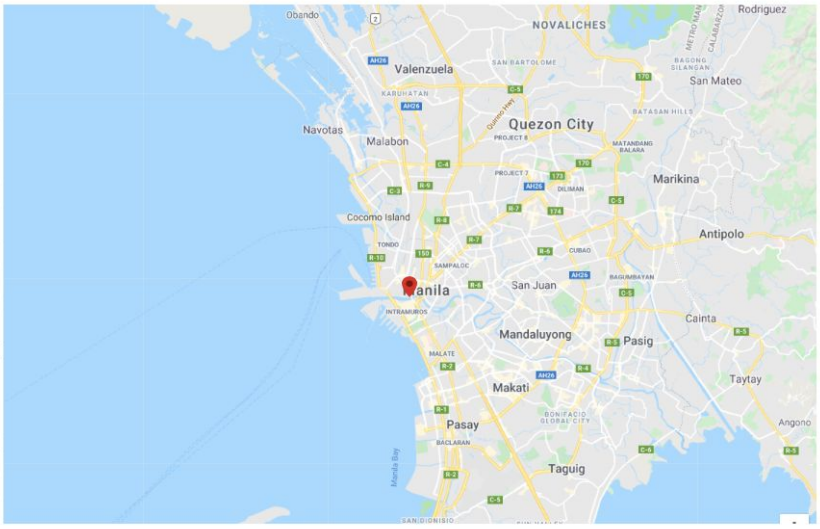
CONTACT DETAILS

Name: NYL STORE

Company: NYL STORE

Phone: 9328833086

Email



SAVE

Figure 33. Drive Yojee V2., Login

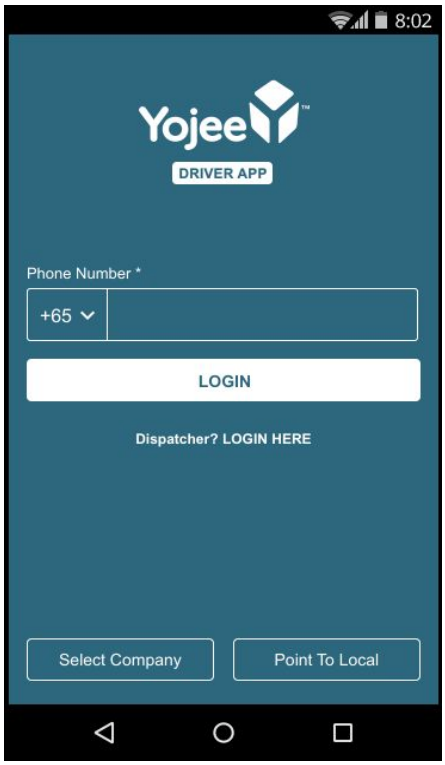


Figure 34. Drive Yojee V2., Enter OTP

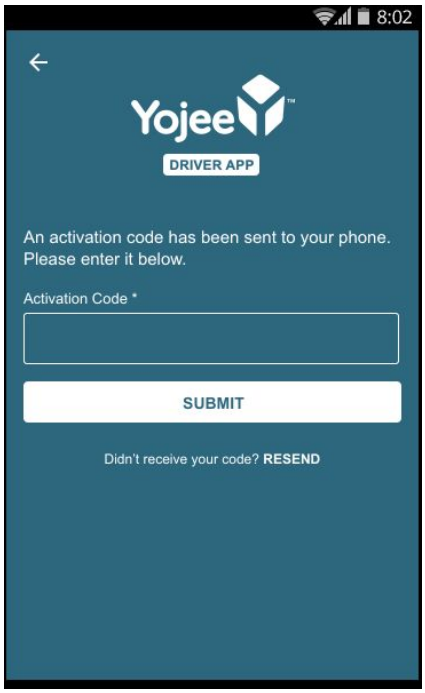
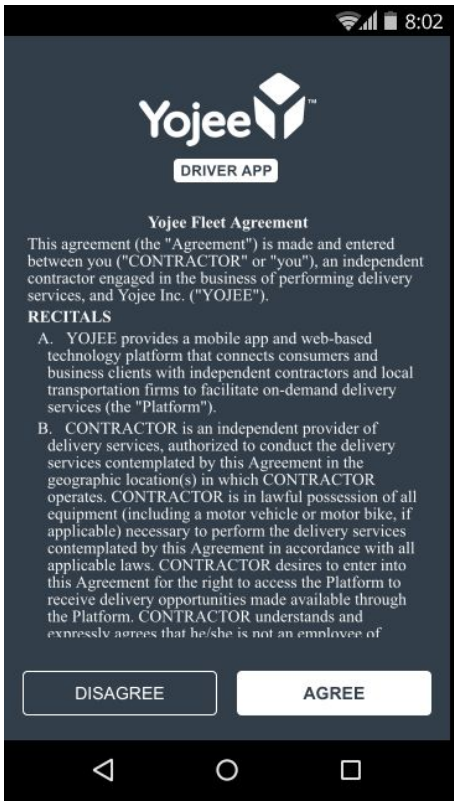


Figure 35. Drive Yojee V2, Term and Condition page



After logging into the application, select your vehicle type. Vehicle types will be determined by the Dispatcher in the Dispatch Application.

Task Execution

To start delivery, click “Accept” on the incoming task notifications, as shown below.

Note: Tasks that are not accepted within 20 minutes of assignment will no longer be able to be accepted by the driver. These tasks will automatically be returned to the Unassigned tab in the Dispatcher Interface.

Figure 36. Drive Yojee V2., Incoming Task Group Notifications

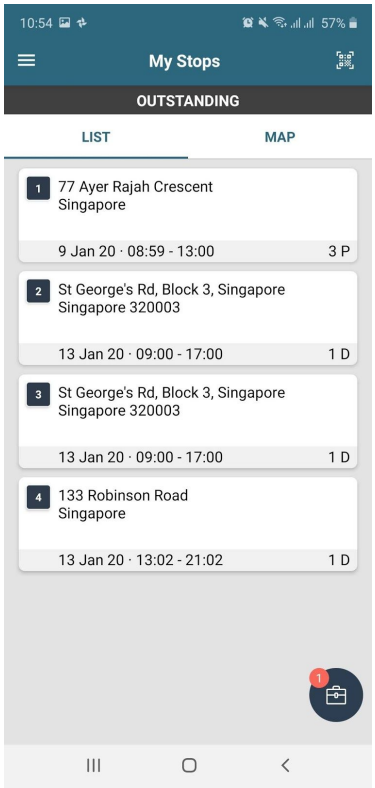
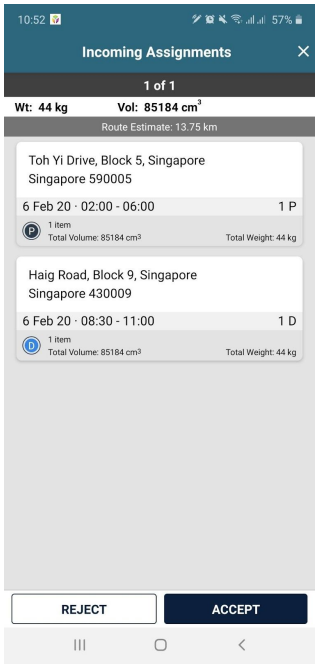


Figure 37. Drive Yojee V2. Open task from notification



On acceptance of tasks, they will be listed in the Task List. The tasks will be sequenced in the optimum sequence to meet time windows in the least possible time. Each task can be Completed or Reported (delivery exceptions).

Figure 38. Drive Yojee V2., Task List

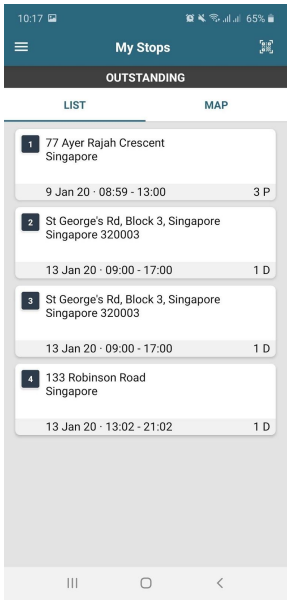


Figure 27. Drive Yojee V2., Task Details

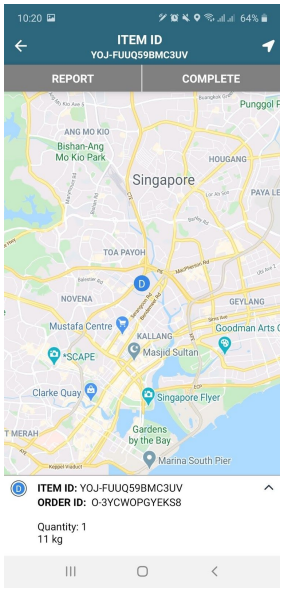
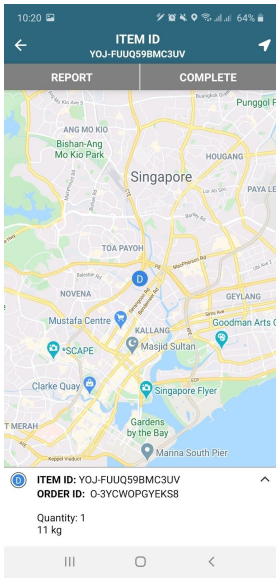


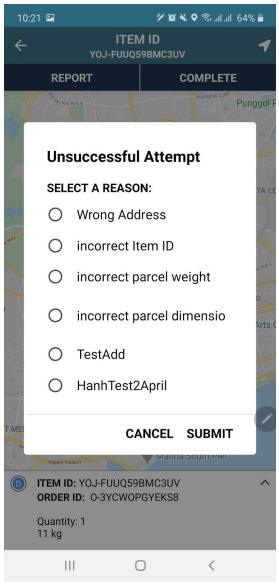
Figure 38. Drive Yojee V2., Task Details Expanded



Reporting Failed Tasks

If the Pick Up or Drop Off of the item has failed, the driver has the ability to report the task. The reasons displayed for reporting can be configured by the dispatcher in the Task Exceptions section of the Dispatcher Interface Settings page, however, the driver can also chose the “Other reasons” option to enter a different reason to those already configured.

Figure 39. Drive Yojee V2., Reporting Failed Pick Up



Task Completion with Electronic Proof

If a driver chooses to complete the task by clicking on the “Finish” button, they will be prompted to either upload a photo or signature or both. This configuration is set by the dispatcher in the Process and Functions Settings section of the Settings page.

Figure 40. Drive Yojee V2., Uploading Photo Proof

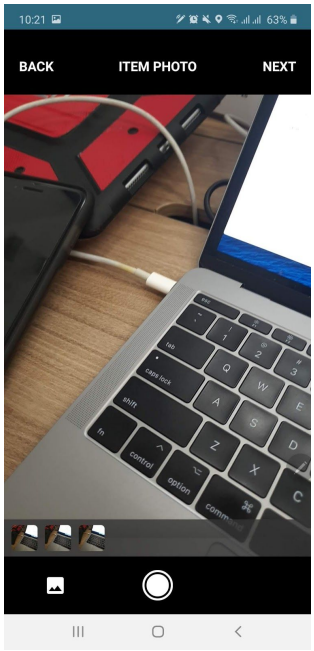
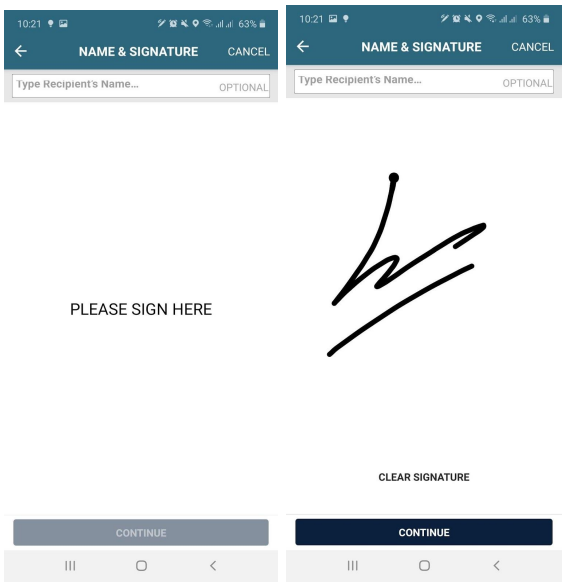


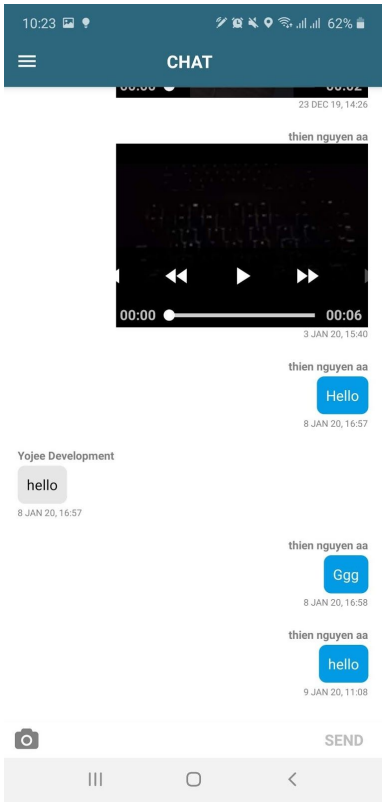
Figure 31. Drive Yojee V2., Uploading Signature Proof



Chats

The driver is able to communicate with the dispatcher of the same company via the chat page. The Driver App. and the Dispatcher Interface will maintain a log of all conversations between the driver and the dispatcher(s) of this company.

Figure 40. Drive Yojee V2., Chat with Dispatcher

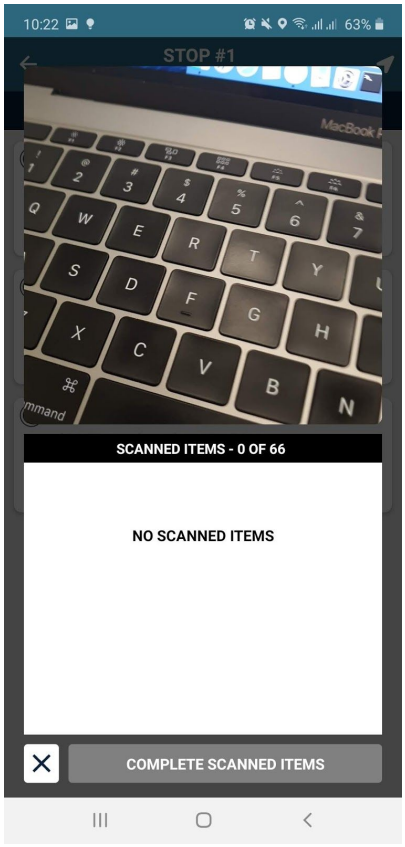


Scanning

The scanning feature can be used by drivers to automatically scan the QR code on the item waybill, and submit the completion of the pick up or delivery task. Once scanned, the respective pick up or drop off task will disappear from the driver's task list.

If there are any submissions of electronic proof required at this point (photo and/or signature), the driver will be prompted to submit them after scanning the QR code on the waybill, and before completion of the pick up or drop off task.

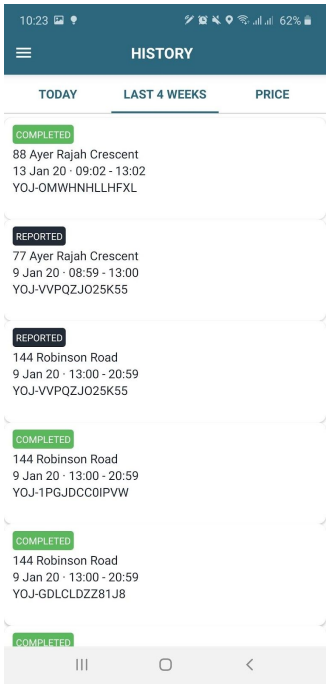
Figure 41. Drive Yojee V2., Scanning QR Code on Waybill



View Task History and Status

Completed and reported tasks (highlighted in red) are displayed on the History page of the driver app.
Tasks are listed under the following tabs - ‘Today’, ‘Last 7 days’ , ‘Last 4 weeks’.

Figure 42. Drive Yojee V2., History of Tasks



For a quick overview on the driver's tasks for the day, they can navigate to the 'Status' tab of the Tasks page. The number of completed tasks, reported tasks, and pending tasks for the day are displayed here.

Driver Profile

The driver app. Profile page provides the ability for the driver to perform the following actions:

- Go 'on-duty' or 'off-duty' - please note that a driver can go 'off-duty' only if he/she has no more incomplete tasks on his/her task list.

- Change vehicle type (drivers will first have go 'off-duty' and 'on-duty' again, before they can change their vehicle selection.

- Upload profile picture
- Upload identification

- View performance statistics over the following time periods - 'Today', 'Last 7 days', and 'Last 4 weeks'.

Figure 43. Drive Yojee V2., Driver Profile

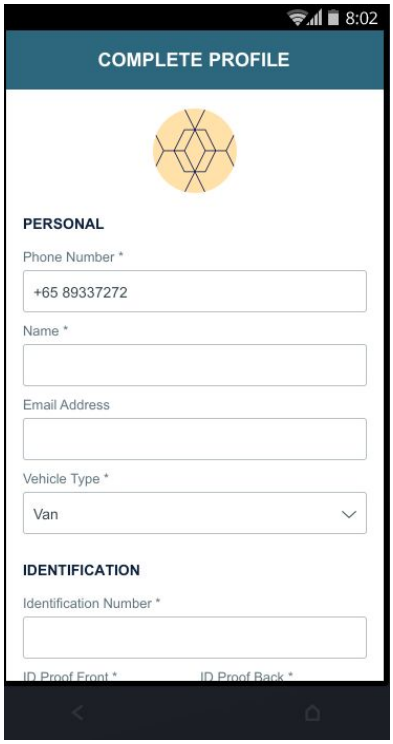
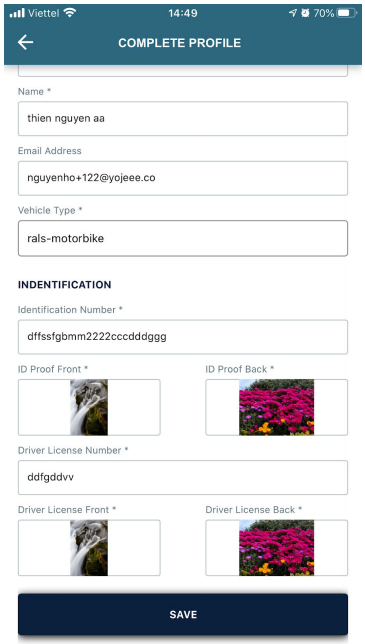



Figure 44. Drive Yojee V2., Driver Profile Update