

This report provides a comprehensive guide to the **Orders** module within Dispatch Management, designed for end-users like you. It focuses on practical applications, explaining how to effectively manage delivery requests from creation to completion, all in clear, easy-to-understand language.

1. Executive Summary

The **Orders** module is your central hub for managing all delivery and dispatch requests. It empowers you to effortlessly create new orders, make necessary updates, assign deliveries to drivers and vehicles, and keep a close eye on their progress. By using this module, you'll gain full control over your delivery operations, ensuring packages reach their destinations smoothly and efficiently. This means less manual effort, fewer errors, and improved satisfaction for both you and your customers.

2. Introduction

Do you ever find yourself struggling to keep track of deliveries, coordinate drivers, or quickly make changes to an order? The **Orders** module is designed to solve these common challenges. Its primary purpose is to streamline your entire order management process, giving you the tools to handle every aspect of a delivery request with ease.

In simple terms, "**Orders in Dispatch Management**" refers to all requests for items or services that need to be picked up and delivered. This module allows you to:

- **Add new orders:** Easily create fresh delivery requests.
- **Update existing orders:** Make changes to delivery details, schedules, or assignments.
- **Remove orders:** Cancel or delete requests when necessary.
- **Assign trips:** Link orders to specific drivers and vehicles.
- **Track status:** Monitor orders as they move through "Pending," "In Progress," and "History" stages.
- **Reassign drivers:** Change who is delivering an order if plans shift.

This comprehensive approach helps you stay organized and ensures a seamless flow for all your dispatch operations.

3. Main Content (User-Focused Sections)

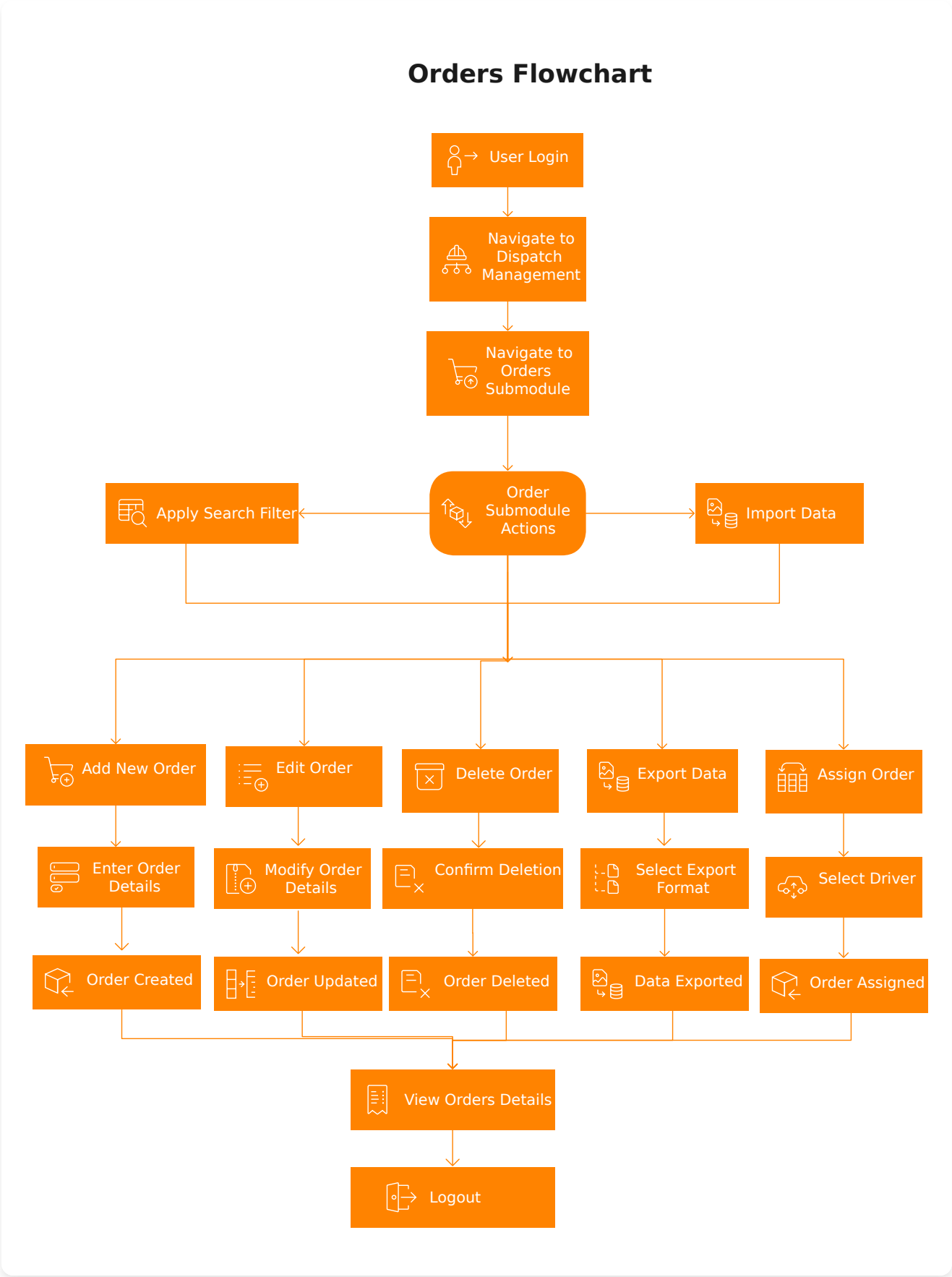
What This Means for You

By leveraging the Orders module, you will experience several practical benefits:

- **Less time spent on order entry:** Quickly create single orders or import many at once.
- **Peace of mind knowing orders are tracked:** Easily see the real-time status of all your deliveries.
- **Flexibility in managing deliveries:** Update addresses, times, or even reassign drivers on the fly.
- **Accuracy in merchant and customer mapping:** Ensure the right goods go to the right places, even for complex multi-stop routes.
- **Reduced errors and delays:** The system helps prevent issues like duplicate orders or incorrect assignments.
- **Better resource utilization:** Assign drivers and vehicles efficiently, considering their availability and workload.
- **Clear historical records:** Review past deliveries and export data for reporting and analysis.

How It Works

The Orders module follows a straightforward process to manage your deliveries, as illustrated in the flowchart below. Essentially, you create an order, assign it to a driver and vehicle, and then track its journey to completion.



1. **Create Orders:** You or a Vehicle Attendant can create new orders by inputting details like pickup/drop-off locations, package information, and customer details. You can also bulk import orders from an Excel file for greater efficiency.
2. **Manage Merchants:** During order creation, you'll specify merchant details and define how pickups and deliveries are mapped – whether it's a single pickup to multiple deliveries, multiple pickups to a single delivery, or even multiple pickups to multiple deliveries.
3. **Assign Trips:** Once an order is ready, you assign it to an available driver and vehicle. This marks the order as "In Progress."
4. **Track & Update:** Monitor the order's status in real-time. If needed, you can edit details, reassign the driver, or mark the order as delivered or failed.
5. **View History:** All completed orders are archived in the "History" section for future reference and reporting.

Getting Started

Here's a step-by-step guide to performing key actions in the Orders module:

1. **Log In:** Access your Dispatch Management system.
2. **Navigate to Orders:** From the main menu, go to **Dispatch Management** and then click on the **Orders** submenu. This will take you to the main Orders page.
3. **To Add a New Order:**
 - On the Orders page, click the **+Add Order** button.
 - Fill in all the required details such as **Order Date and Time**, **Vehicle Type**, **Size of Package Item**, **Drop Details**, **Merchant Details**, **Delivery Address**, and **Customer Address**.
 - To add a merchant, click the **Add Merchant** button within the order creation form.
 - Click **Submit**. The new order will appear in the "Pending" tab.
4. **To Edit an Existing Order:**
 - On the Orders page, locate the order you wish to change.
 - In the "Actions" column for that order, click the **Edit** button (often represented by a pencil icon).
 - Modify the necessary details (e.g., delivery address, delivery window, pickup time).
 - Click **Save** or **Update** to apply your changes. The updated details will immediately reflect in the order.
5. **To Assign a Driver and Vehicle (Trip Assignment):**
 - On the Orders page, find the order you want to assign.
 - In the "Actions" column for that order, click **Assign Trip**.
 - An "Assign Order" pop-up will appear. Select the appropriate **Vehicle** and **Driver** from the dropdowns.
 - Click **Assign**. The order will then move to the "In Progress" tab.
6. **To Reassign a Driver:**
 - Navigate to the Orders page and select the **In Progress** tab.
 - Locate the order you want to change.
 - In the "Actions" column for that order, click **Reassign Driver**.
 - Select a new driver and confirm.
7. **To Delete an Order:**
 - On the Orders page, find the order you want to remove.
 - In the "Actions" column for that order, click the **Delete** button (often a trash can icon).

- A confirmation message will appear. Confirm your decision to permanently remove the order. The order will then be removed from the list.

8. To Import Orders in Bulk:

- On the Orders page, click the **Import Data** button.
- Upload your Excel file using the provided template. The system will process and add multiple orders efficiently.

Key Features You'll Use

- **Order Creation & Management:**
 - **Add Order:** Create individual delivery requests with comprehensive details.
 - **Bulk Import:** Upload multiple orders at once using a standardized Excel template.
 - **Edit Order:** Modify any order details, including delivery addresses, times, and package information.
 - **Delete Order:** Permanently remove orders after confirmation.
- **Merchant Integration:**
 - **Add/Select Merchants:** Link orders to specific suppliers.
 - **Flexible Mapping:** Configure complex delivery scenarios (e.g., one pickup, multiple drops; multiple pickups, one drop; multiple pickups, multiple drops).
- **Driver & Vehicle Assignment:**
 - **Assign Trip:** Connect orders to available drivers and vehicles.
 - **Reassign Driver:** Change assigned drivers for in-progress orders.
 - **Bulk Assign Orders:** Assign multiple selected orders to drivers simultaneously for efficiency.
- **Order Tracking & Status:**
 - **Pending Tab:** View all new or unassigned orders.
 - **In Progress Tab:** Monitor orders currently being delivered, including real-time status and map view.
 - **History Tab:** Access a complete record of all past and completed deliveries.
 - **Search & Filter:** Quickly find specific orders by customer name, order number, driver, or status.
- **Data Export:** Download your order data to CSV or Excel for external analysis and reporting.
- **Mobile Responsiveness:** Manage your orders seamlessly on desktop, tablet, and mobile devices.

Common Scenarios

Here are some real-world examples of how you'll use the Orders module:

- **"A customer just placed a large order and needs it delivered tomorrow afternoon."**
 - You'll click **+Add Order**, enter all the details including the future date and time, and specify the merchant and customer addresses. Then, you'll **Assign Trip** to an available driver.
- **"I need to send out 50 small packages for different customers from one merchant today."**
 - You can either **Bulk Import** these orders using an Excel file or add them individually. When adding, you'll select the same merchant and set up multiple delivery addresses. Then, you might use **Bulk Assign Orders** to get them dispatched quickly.
- **"A customer called to say they won't be home for their scheduled delivery and needs to reschedule for later this week."**

- You'll find the order, click **Edit**, and update the **Order Date and Time** field.
- **"One of my drivers called in sick. I need to reassign their in-progress deliveries to another available driver."**
 - Go to the **In Progress** tab, locate the affected orders, and use the **Reassign Driver** action to assign them to a different driver.
- **"I want to check if a specific order has been delivered and by whom."**
 - You can search for the order using the customer's name or order number, then view its details to see the status (e.g., "Delivered") and the assigned driver's information. You can also view the **History** tab.
- **"I need to verify that all the suppliers I added to an order are showing up correctly in the trip details."**
 - After creating or editing the order, you would check the assigned trip details. If a supplier is missing, you'd review the merchant mapping during order creation or editing.

What to Expect

When you use the Orders module, you can expect the following:

- **Successful Order Creation:** New orders will be created and immediately visible in the **Pending** tab on the Orders page.
- **Instant Updates:** Any changes you make to an order (e.g., delivery address, time, driver assignment) will be saved successfully and reflected in the order details right away.
- **Order Movement:** Once an order is assigned, its status will update to "In Progress," and it will move to the **In Progress** tab for tracking.
- **Permanent Deletion:** After confirming a deletion, the order will be permanently removed from your list and no longer appear in the system.
- **Data Validation:**
 - The system will prevent you from creating orders with **past dates or times**, displaying an error message.
 - You cannot use **duplicate order numbers**; the system will alert you if an order number already exists.
 - **Missing required details** will prevent order submission, with clear error messages guiding you to fill in the necessary information.
- **Responsive Interface:** The Orders page will adjust and display correctly on various devices (desktop, tablet, mobile) and across different web browsers.
- **Map Functionality:** Zooming in and out on the map view will work smoothly within set limits, ensuring usability.
- **Real-time Tracking:** Order statuses will update in real-time, especially when viewing the "In Progress" tab or using map view.

4. Visual Elements & Supporting Information

Orders Page - Merchant Details Submission

This screenshot shows a form related to entering or submitting merchant details, likely as part of creating or editing an order. It highlights various input fields crucial for setting up a delivery request.

100 Vehicles Online

Order Number	Customer Name	Order Status	Manual Routing	Export		
Sr.no	Order Number	Customer Name	Amount	Order Status	Order Date & Time	Action
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
Showing 1 - 10 of 200	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	
1	Mr. John Doe	Mr. John Doe	100	john@gmail.com	+91 99 99 99 9999	

Field Validation Table

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Order Date and Time	Yes	Date/Time Picker	Date/Time	Standard	Yes	The scheduled date and exact time for the order's pickup or start of delivery.
Vehicle Type	Yes	Dropdown	String	N/A	Yes	The type of vehicle required or assigned for this particular order.
Size of Package Item	No	Text/Dropdown	String	50 Characters (Max)	Yes	Describes the dimensions or category of the package (e.g., small, large, fragile).
Drop Details	Yes	Text Area	String	200 Characters (Max)	Yes	The specific address or location where the order needs to be delivered.
Merchant Details	Yes	Dropdown/Text	String	N/A	Yes	The name of the merchant or supplier associated with the order.
Delivery Address	Yes	Text Area	String	200 Characters (Max)	Yes	The complete address for the final delivery destination.
Customer Address	Yes	Text Area	String	200 Characters (Max)	Yes	The customer's contact address for the delivery.
Customer Name	Yes	Text	String	100 Characters (Max)	Yes	The full name of the customer receiving the order.
Customer Phone Number	Yes	Number	String/Number	15 Characters (Max)	Yes	The customer's contact phone number.
Pickup Location	Yes	Text Area	String	200 Characters	Yes	The starting address or

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
				(Max)		location where the order will be collected.

5. Summary & Benefits

The **Orders** module in Dispatch Management is your ultimate tool for achieving highly efficient and accurate delivery operations. By providing a streamlined way to add, update, assign, and track all your delivery requests, it ensures that your logistics run like clockwork.

Ultimately, this means you can:

- **Serve your customers better** by ensuring timely and accurate deliveries.
- **Boost your team's productivity** by automating manual tasks and providing clear workflows.
- **Gain complete visibility** into your entire delivery ecosystem, from pending requests to completed deliveries.
- **Make informed decisions** with access to comprehensive order history and real-time status updates.

Embrace the power of the Orders module to transform your dispatch process, delivering not just packages, but also peace of mind.