

This report provides a comprehensive, user-friendly guide to the **Order Manifest** feature in your Delivery App. It's designed to help you efficiently manage your assigned orders, understand your daily tasks, and ensure smooth, successful deliveries.

1. Executive Summary

The Order Manifest feature is your central hub for all assigned delivery tasks. It provides a clear, detailed list of orders, enabling you to track your progress, manage pickups and deliveries, and communicate effectively. This powerful tool is designed to simplify your daily operations, minimize errors, and ensure you have all the necessary information at your fingertips, leading to faster deliveries and happier customers.

2. Introduction

As a delivery professional, you need a reliable way to keep track of your assigned orders, their pickup and delivery locations, and their current status. The frustration of missing details, unclear instructions, or not knowing your next step can slow you down and impact your service.

The **Order Manifest** feature in your Delivery App is specifically designed to address these challenges. It acts as your digital clipboard, giving you a comprehensive overview of every order you're responsible for. Its purpose is to streamline your workflow, provide real-time updates, and equip you with the tools needed to complete your deliveries efficiently and accurately.

In this document, we'll explain how to use the Order Manifest to its fullest potential, from starting your trip to delivering your last package.

Key Terms Defined:

- **Order Manifest:** A detailed list of all customer orders and merchant collections assigned to you for a specific trip.
- **COD (Cash on Delivery):** An order where you need to collect cash payment from the customer upon delivery.
- **ETA (Estimated Time of Arrival):** The predicted time you are expected to reach a specific location.

3. Main Content

What This Means for You

The Order Manifest simplifies your daily delivery tasks, offering several key benefits:

- **Less Time Spent on Planning:** All your assigned orders and necessary details are organized in one place, reducing the need to juggle multiple sources of information.
- **Peace of Mind Knowing Your Route:** Clearly displayed addresses, ETAs, and trip summaries help you navigate confidently.
- **Real-time Progress Tracking:** Easily see which orders are pending, in progress, or completed, helping you stay on schedule.
- **Improved Customer Experience:** Accurate updates and quick communication options allow you to provide better service.
- **Clear Instructions for COD Orders:** The app guides you through collecting cash, ensuring correct payment handling.
- **Effortless Communication:** A direct call feature helps you connect with dispatch or customers quickly.

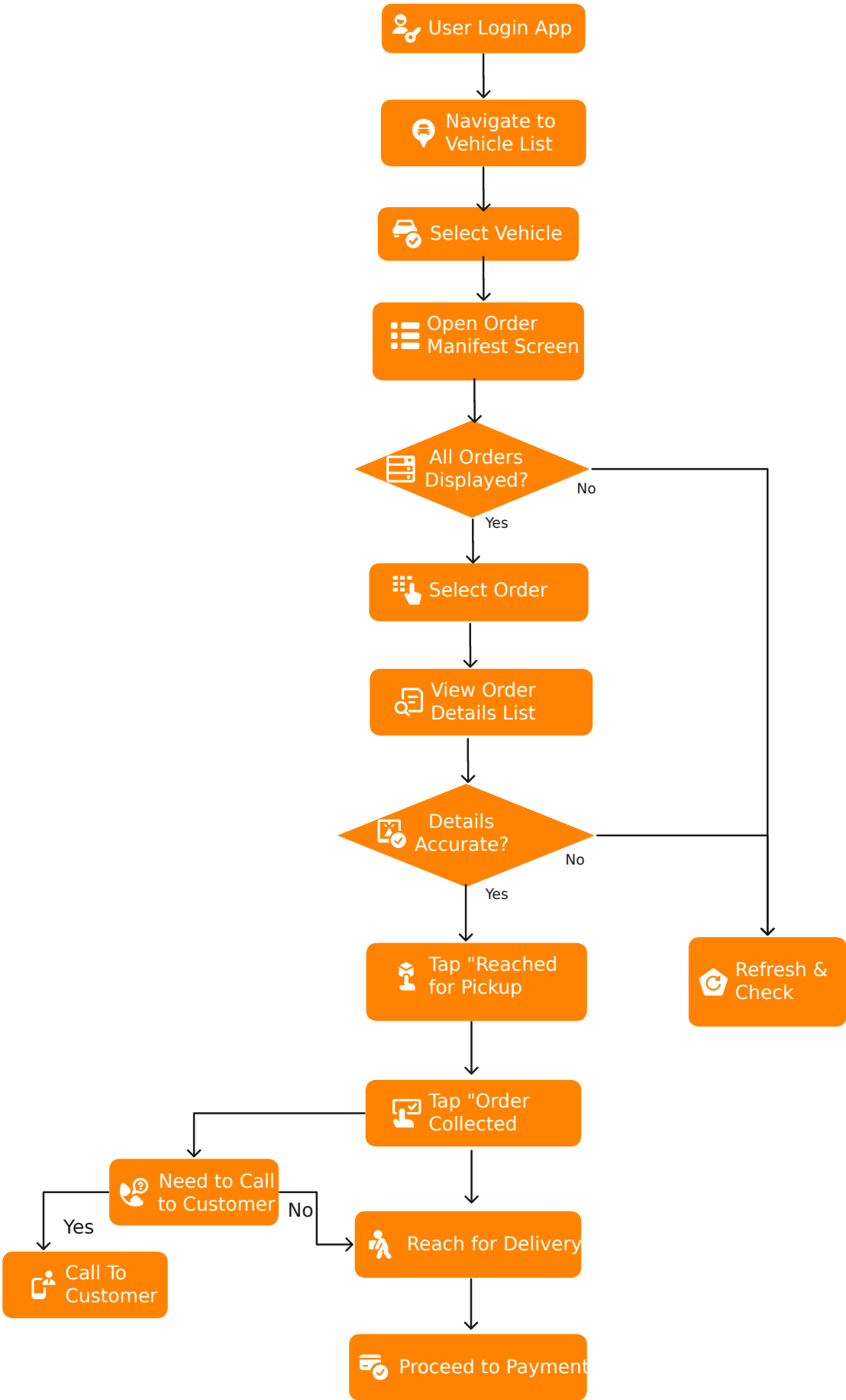
How It Works

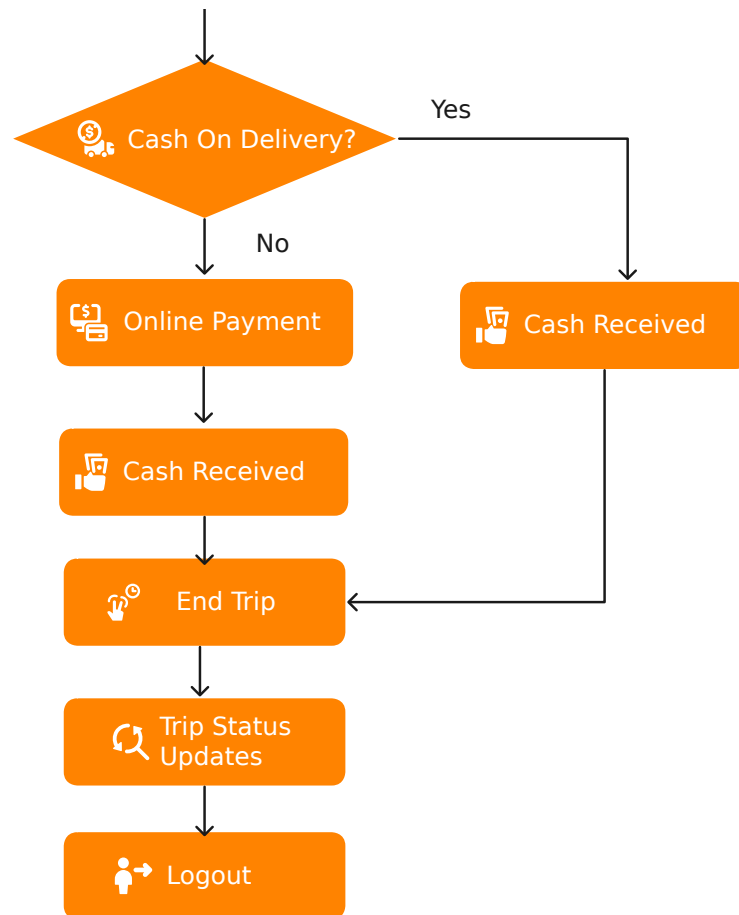
The Order Manifest guides you through your delivery journey from start to finish. Here's a simple overview of the process:

1. **Preparation:** Once you log in and select your vehicle, you'll ensure your duty status is "On" and then select the trip assigned to you.
2. **Start Your Trip:** From the Order Manifest screen, you'll begin your trip, activating the necessary features for pickups and deliveries.
3. **Merchant Pickups:** As you arrive at each merchant, you'll confirm your arrival and mark the order as collected.
4. **Customer Deliveries:** At each customer location, you'll confirm your arrival, handle any COD payments, and mark the order as delivered.
5. **End Your Trip:** Once all orders are completed, you'll finalize your trip, updating your status and making you available for new assignments.

This entire workflow is illustrated in the **Sub-Module Flow Chart Diagram** below:

Order Manifest Flowchart





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Getting Started

Follow these steps to effectively use the Order Manifest for your deliveries:

1. Log In and Prepare:

- Open the Delivery App.
- Log in with your credentials.
- Select your assigned **vehicle** from the list.
- Ensure your driver status is "**Duty On.**"

2. Select Your Trip:

- Navigate to the trip selection screen and **select your assigned trip.**

3. View Your Manifest:

- You will automatically be taken to the **Order Manifest screen**, displaying all orders for your selected trip.

4. Start Your Trip:

- On the Order Manifest screen, locate and **click the "Start Trip" button.** This activates your trip and prepares you for the first stop.

5. At Merchant Locations (Pickups):

- Upon arrival at a merchant's location, **click the "Reached for Pickup" button.** This records your arrival time.
- After collecting the package(s), **click the "Order Collected" button** to update the order status.

6. At Customer Locations (Deliveries):

- Upon arrival at the customer's location, you may see a **"Reached for Delivery"** button. Click it to confirm your arrival.
- **For COD (Cash on Delivery) Orders:**
 - Once the delivery is marked as "Reached," a **"Cash Received"** button will appear.
 - **Confirm receipt of the cash payment** from the customer by clicking **"Cash Received."**
 - Then, **click "Deliver Order"** to finalize the delivery.
- **For Non-COD Orders:**
 - Directly **click "Deliver Order"** to complete the delivery.

7. Contacting Dispatch/Customer:

- If you need to contact the Dispatch Customer, simply **click the "Call" button** located on the Order Manifest screen for direct communication.

8. Submit Remarks (Optional):

- Scroll down on the Order Manifest screen to find the "Remark" section.
- Type any relevant notes or comments and **click "Submit"** to send them.

9. End Your Trip:

- After all merchant collections and customer deliveries for the trip are successfully completed, the **"End Trip" button** will become visible (usually in red at the bottom).
- **Click "End Trip"** to finalize your trip and update its status.

Key Features You'll Use

- **Order List View:** See all assigned orders at a glance, including Order ID, customer name, location, and ETA.
- **Detailed Order Information:** Tap on any order to view specific details like items, exact delivery address, and special instructions.
- **Trip Summary:** Access a summary of your trip showing total deliveries, progress, and estimated completion time.
- **Real-time Status Updates:** Buttons like "Reached for Pickup," "Order Collected," "Reached for Delivery," and "Deliver Order" allow you to update the status of each task in real-time.
- **COD Payment Handling:** Dedicated "Cash Received" button guides you through the payment collection process for cash-on-delivery orders.
- **Direct Call Feature:** Quickly contact dispatch or customers directly from the app.
- **Remark Feature:** Send notes or comments related to an order or trip, visible under the total amount section once the trip has started.

Common Scenarios

- **Starting Your Day:** After logging in and selecting your vehicle and trip, you'll view your Order Manifest. Clicking **"Start Trip"** signals you're on the move, and the app displays your first pickup location, along with "Reached for Pickup" buttons.
- **At a Merchant Location:** You arrive at "Exists Hospital." You **click "Reached for Pickup"** to record your arrival. Once you've collected all items, you **click "Order Collected."** The status updates, and you move to the next stop.

- **Delivering a COD Order:** You reach Mr. John Doe's house for a COD order. You click **"Reached for Delivery."** The app then prompts you to confirm cash receipt with a **"Cash Received" button**. After getting the cash, you click this button, then **"Deliver Order."**
- **All Deliveries Completed:** After successfully marking all orders as "Delivered," you navigate back to the Order Manifest screen. The prominent **"End Trip" button** (in red) now appears, ready for you to conclude your current delivery run.
- **Need to Contact Someone:** You're having trouble finding a location. You can click the **"Call" button** on the Order Manifest screen to instantly connect with the Dispatch Customer for assistance.

What to Expect

When using the Order Manifest, you can expect:

- **Accurate Information:** All assigned orders, addresses, and trip details will be displayed correctly. If any discrepancies are found, they should be reported to support.
- **Clear Status Updates:** Each order's status (Pending, In Progress, Completed, Reached for Pickup, Order Collected, Delivered) will update instantly as you perform actions.
- **Timely Notifications:** You will be notified when new trips are available, especially if push notifications are enabled.
- **"End Trip" Only When Ready:** The "End Trip" button will only become visible after *all* assigned merchant collections and customer deliveries for that trip are successfully completed.
- **Smooth Performance:** The app is designed to handle many orders without slowing down or freezing, ensuring a responsive user experience.
- **Visible ETA and Reached Times:** Estimated arrival times will be clearly displayed, and actual reached times will be recorded and shown.
- **Correct Address Display:** Pickup and delivery addresses will match the assigned order details.

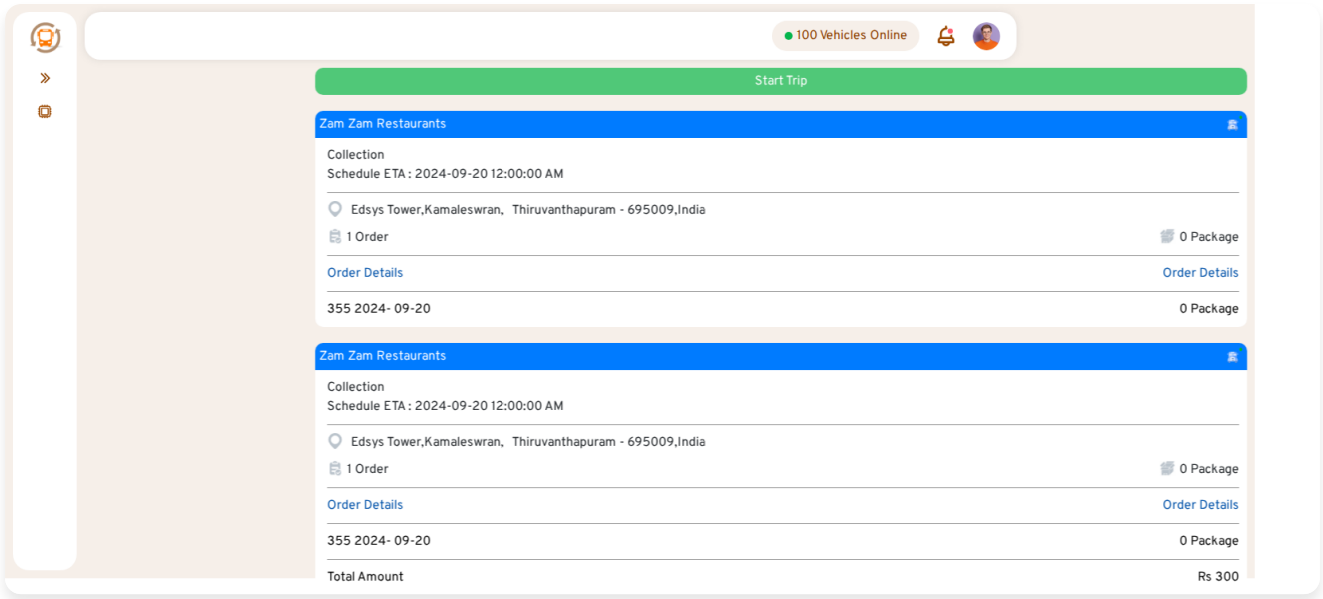
Business Rules & Constraints

- **Ending a Trip:** You **cannot** end a trip until *all* assigned merchant collections and customer deliveries are marked as completed. The "End Trip" button will simply not appear until every task is done. This ensures no orders are left unfinished.
- **Internet Connection Required:**
 - You **must have a stable internet connection** to "Start Trip" or "End Trip." If you're offline, the app will notify you that a connection is needed.
 - Trip updates and status changes (like "Delivered") will only sync once your internet connection is restored if you perform actions offline. Until synced, the trip might show as incomplete.
- **Large Order Volumes:** The app is optimized to handle many orders without freezing or crashing. If you experience slowdowns, it might be loading data in the background or using techniques to manage memory efficiently. If issues persist, try refreshing or contacting support.
- **ETA Updates:** If your route changes, the ETA should refresh to reflect the new estimated time. If it doesn't, a refresh of the app or contacting support might be necessary.
- **Data Accuracy:** Always confirm the accuracy of trip details. If you spot a mismatch, report it through the app or contact support.

4. Visual Elements & Supporting Information

Order Manifest View

This screen provides an overview of your assigned orders, their statuses, and key actions you can take. It's your control center for managing your delivery trip.



This page primarily displays information and interactive buttons for actions. There is one specific input field that allows you to provide additional information:

Field Validation Table: Remark Section

Field Name	Mandatory	Field Type	Data Type	Field Size	Is Editable	Description
Remark	No	Text Area	String	Large Text	Yes	Allows you to type and send notes or comments related to the trip or order to the customer or dispatch.

5. Summary & Benefits

The Order Manifest feature is more than just a list; it's an essential tool designed to empower you with control and clarity over your daily deliveries. By providing a consolidated, easy-to-understand view of your tasks, along with intuitive action buttons and vital communication options, the app ensures you can:

- **Complete Deliveries with Confidence:** Know exactly where to go, what to do, and when to do it.
- **Boost Your Efficiency:** Streamline your workflow from pickup to delivery, saving you time and effort.
- **Enhance Customer Satisfaction:** Deliver orders accurately and on time, making customers happy.
- **Stay Organized and Informed:** All critical information is always accessible, reducing stress and errors.

This feature is built to support you in every step of your delivery journey, ensuring a smooth, productive, and reliable experience every time.