URoute

Your Intelligent Routing Assistant

Web Admin User Guide

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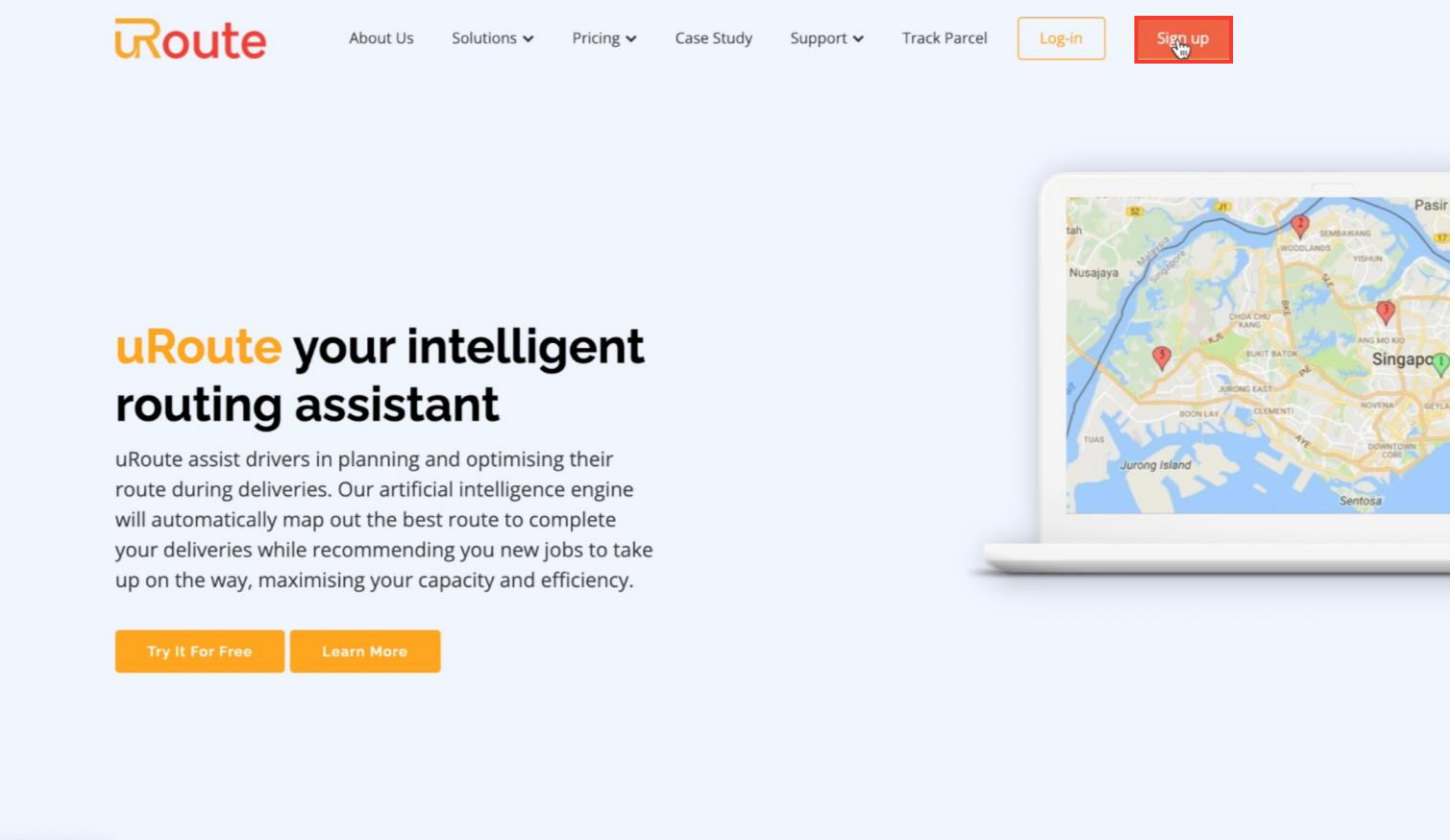
Setting up Profile



New Users

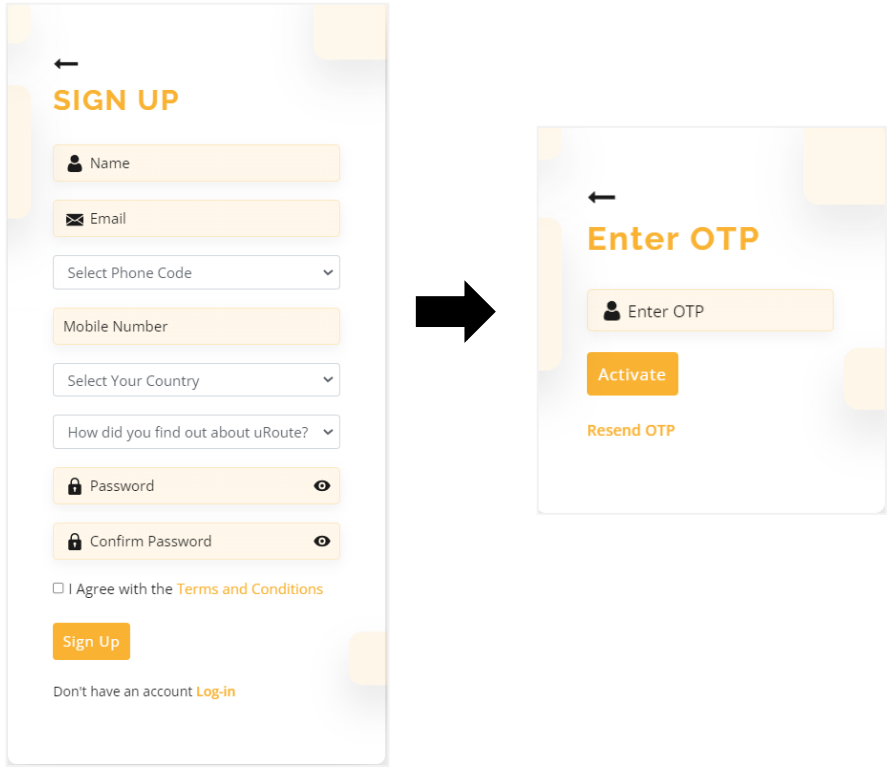
Go to www.uroute.co

Click on **'Sign up'** on the top right-hand corner.

Existing Users

Click on '**Log-in'** and enter registered email and password.

Setting up Profile

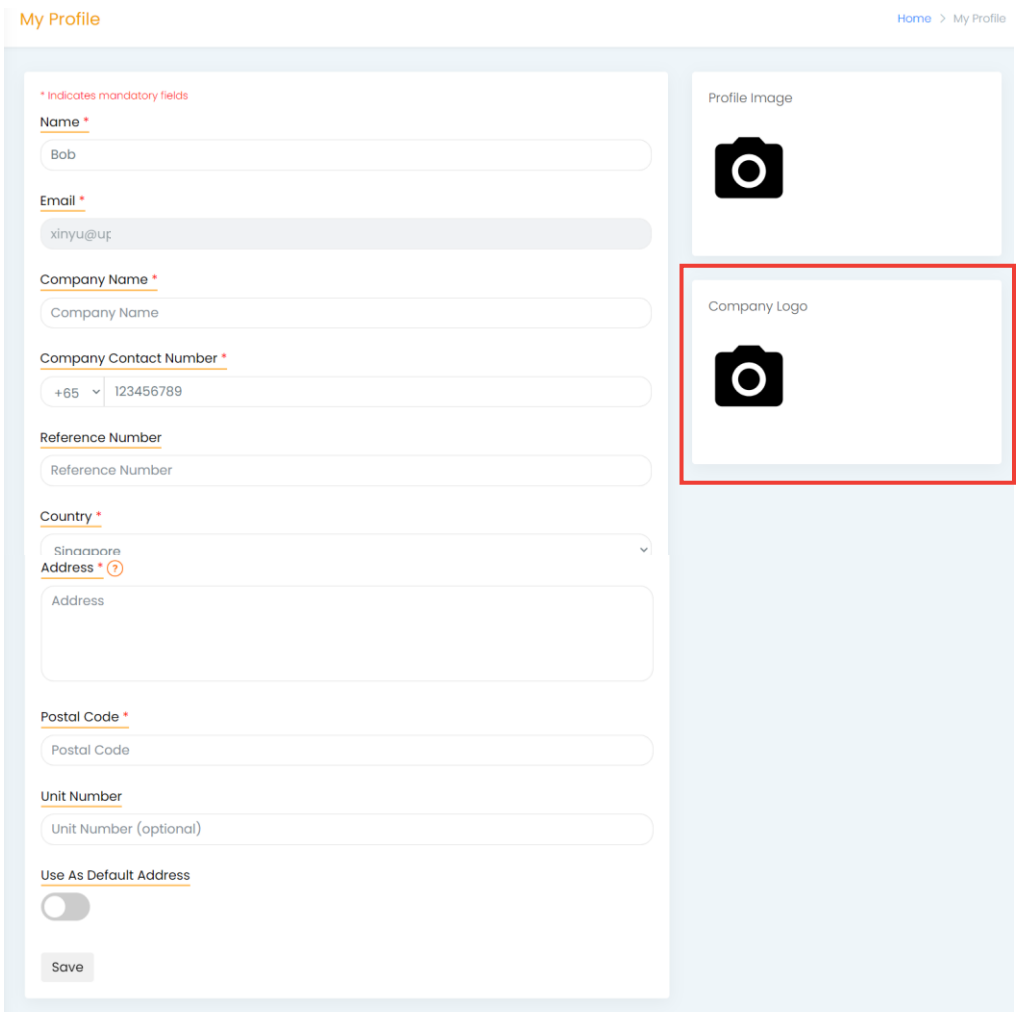


New Users

Fill in the necessary details to create an account.

Do note that the Mobile number created will determine the country shown in delivery system. E.g. If it is a Singapore number, delivery system will be set for Singapore.

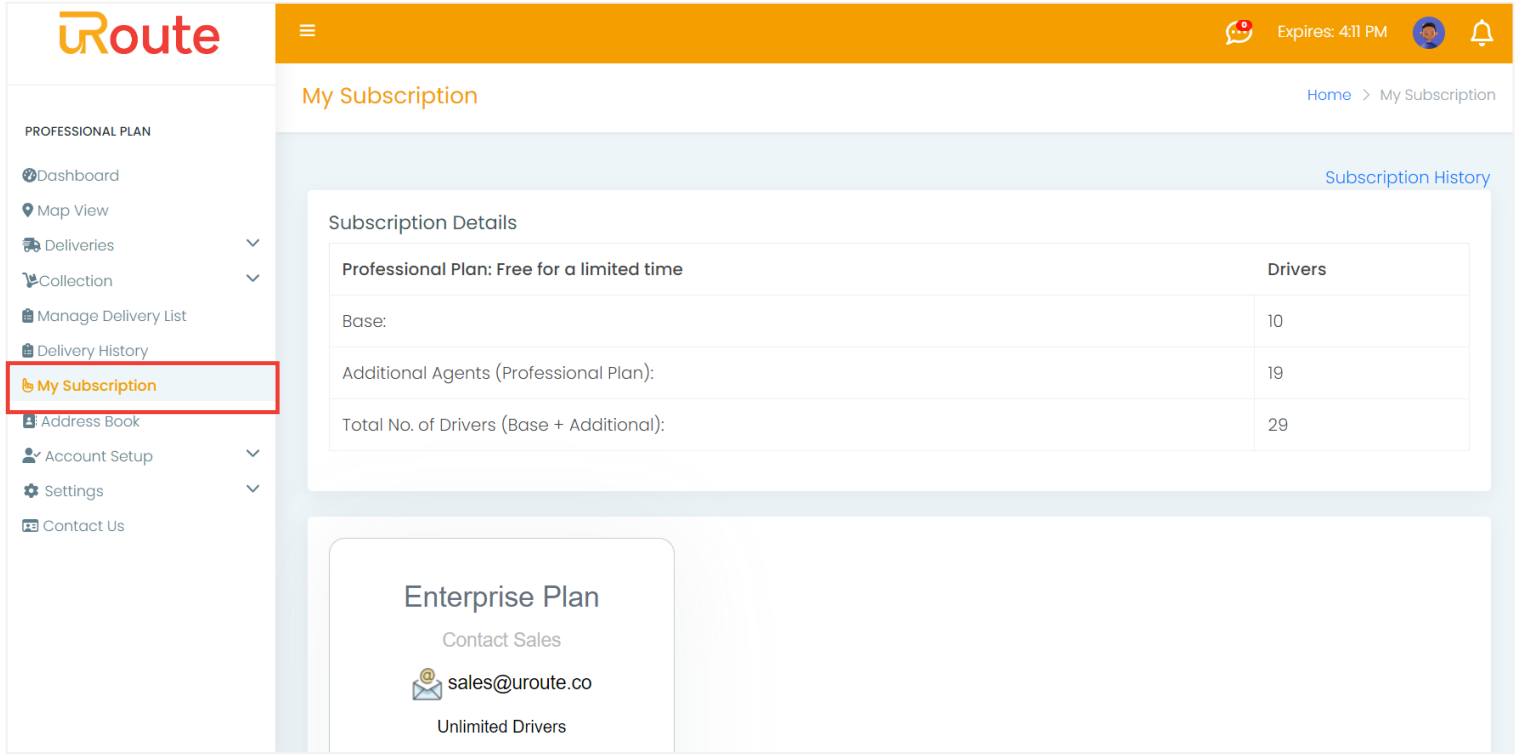
Setting up Profile



After Login:

1. **Update** profile
2. **Fill in** Company Name, Company Contact Number, Country, Address and Postal Code and click **“Save”**
3. **Add company logo** so that the waybill generated from uRoute will show your logo

Subscription Plans

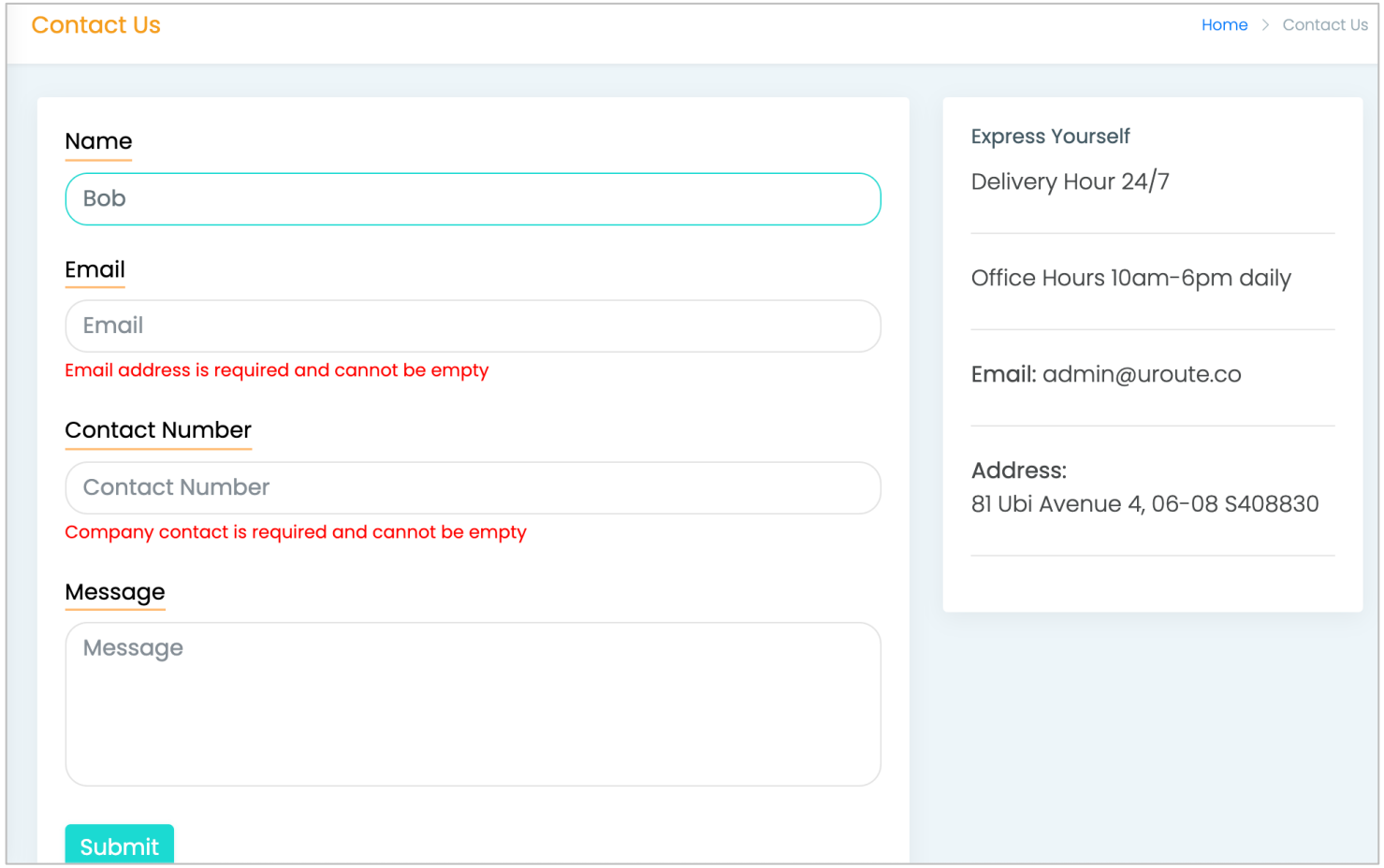


Navigate to **'My Subscription'**

All new registered account will be on the Professional Plan.

To add more drivers and unlock exclusive features, you'll need to upgrade your plan. See all our plans here.

Subscription Plans

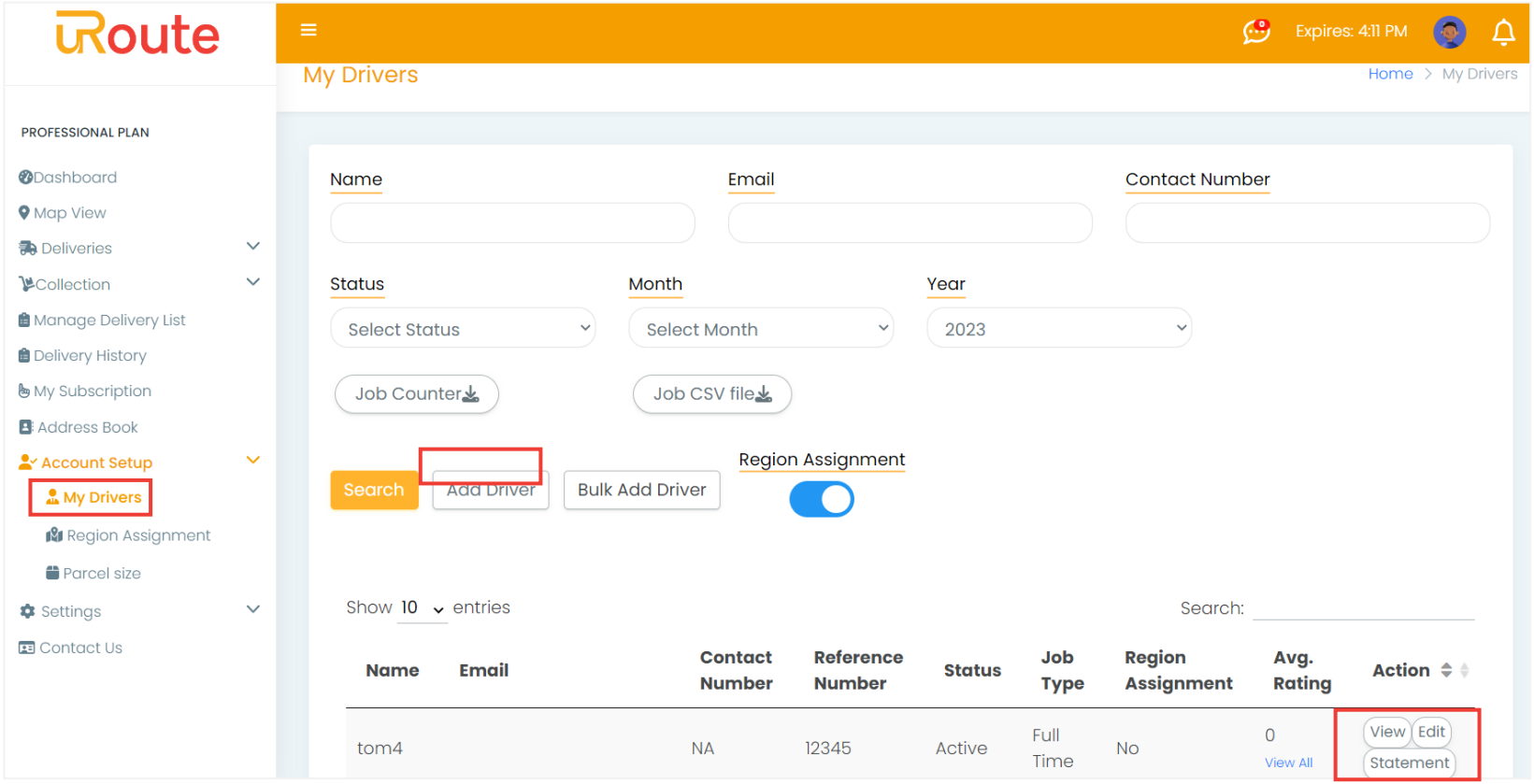


To switch to **Enterprise Plan**, click on get started on the enterprise plan.

Fill in your details and any information you would like us to know, then click **“Submit”**

Our sales team will get in touch with you shortly. Fully customise a routing solution for your business!

Add Drivers

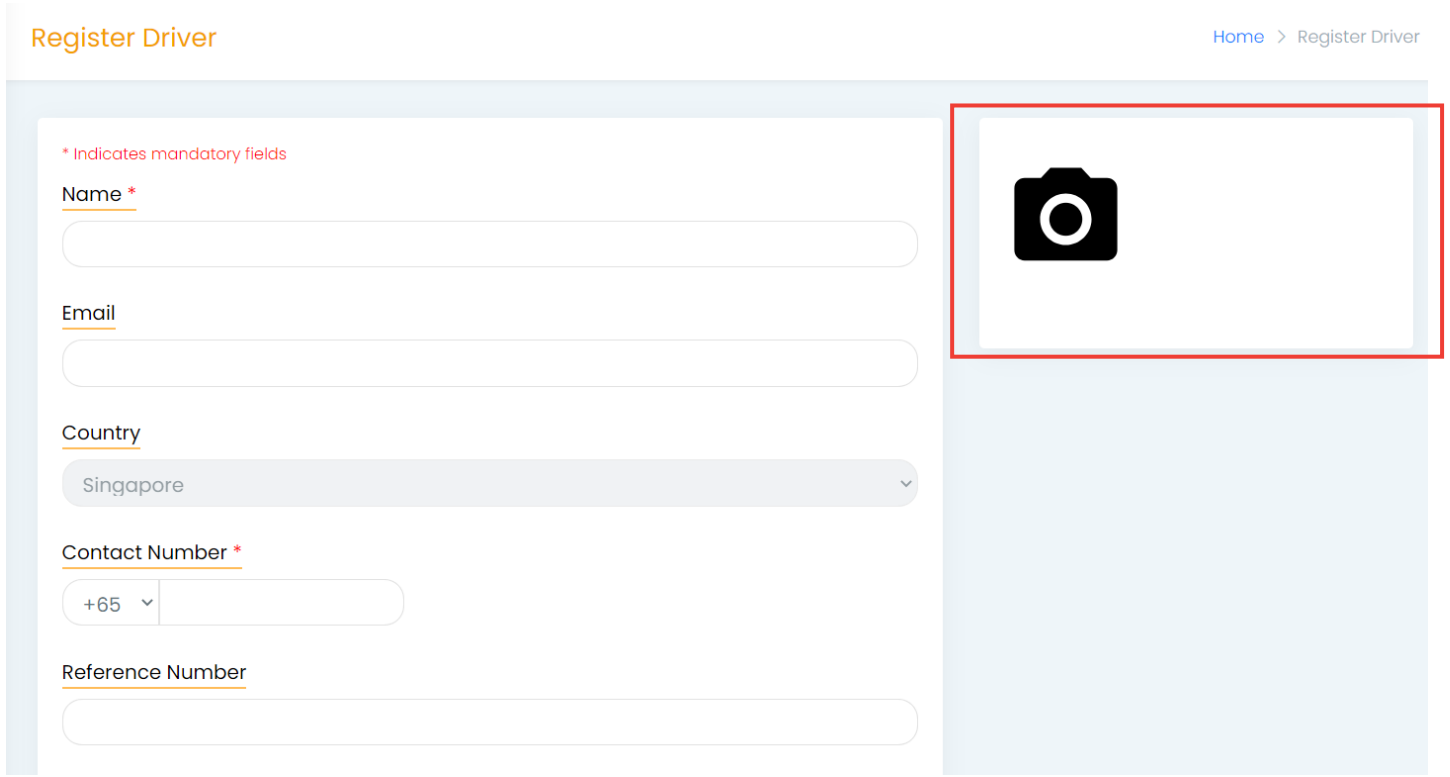


Navigate to **'My Drivers'** tab.

You need to add at least <u>1 driver</u> before you can assign deliveries. Click on **"Add Driver"** to start.

You can also **View/Edit** their details, and check their Job **Statement**.

Add Drivers



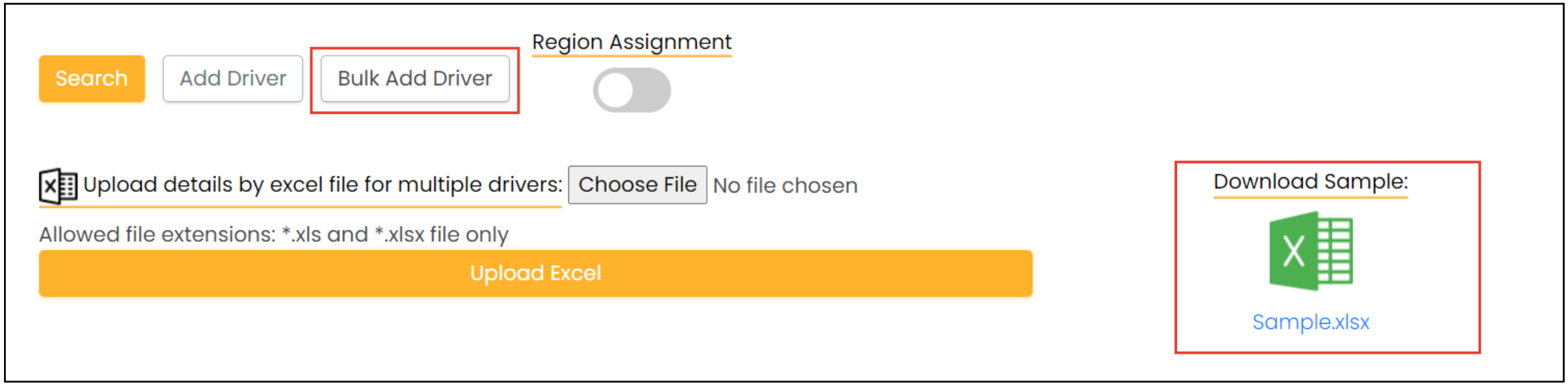
After you click on '**Add Driver**', remember to **Upload Profile Image** of your driver.

Enter all your driver's details accordingly. The email keyed in here will be their **login email**.

After that, your driver needs to **Download the uRoute App** (Available on Android/IOS) and log-in to view deliveries assigned.

The default **password** for your driver is **"12345".** Inform your driver about their login credentials.

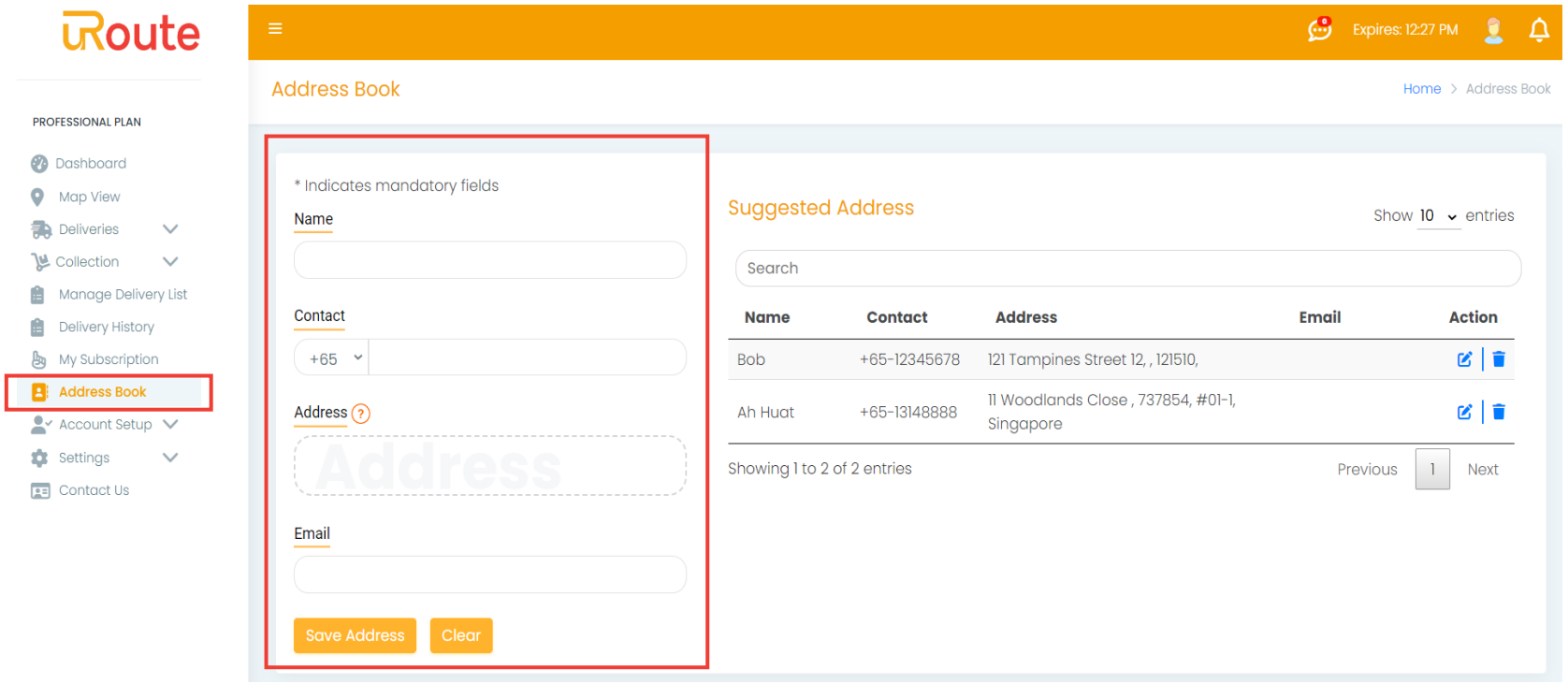
Add Drivers



If you have more than 1 driver to manage, you can use the **Bulk Add Driver** button to bulk upload your drivers' details.

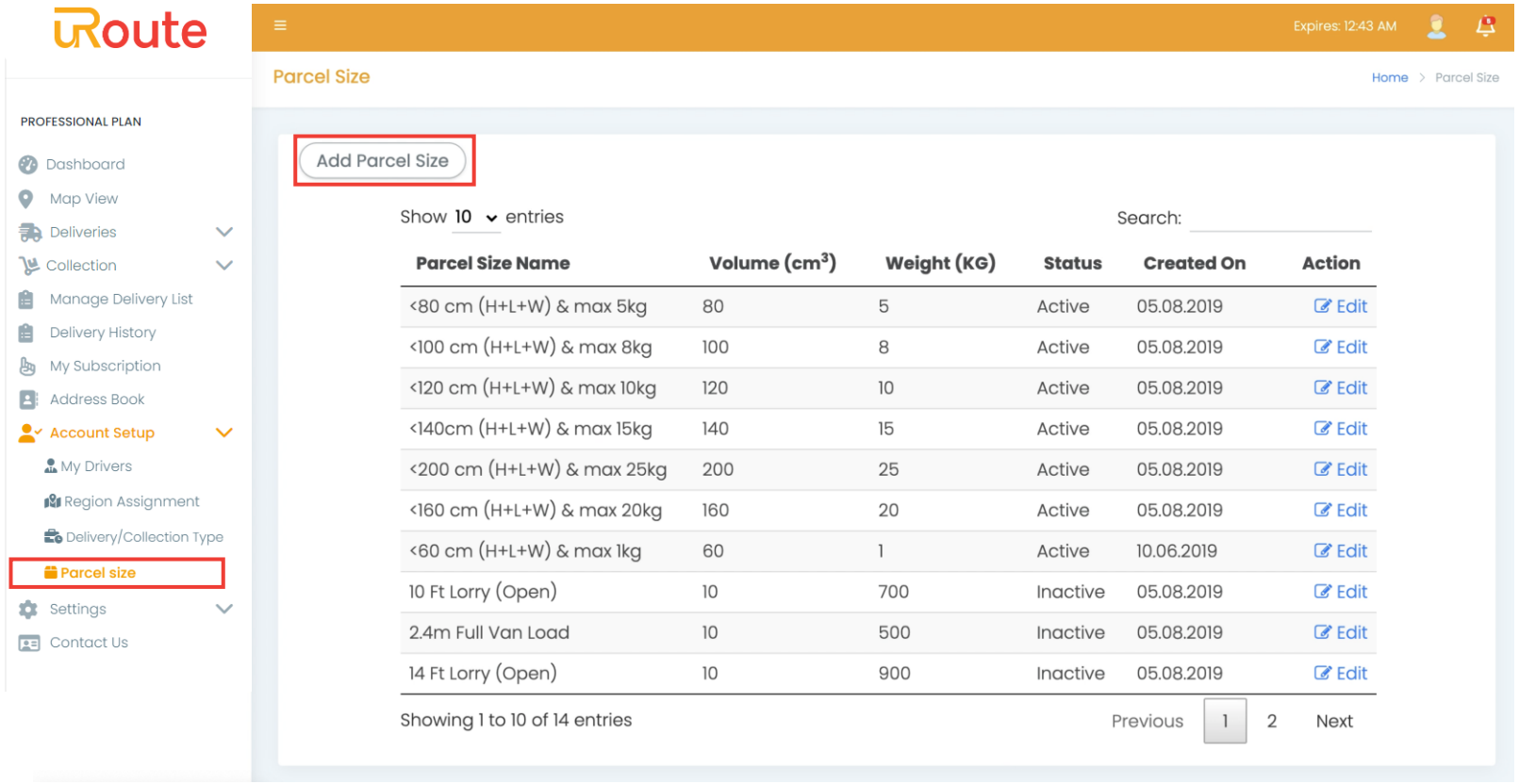
This is only available to users under **Professional Plan or Enterprise Plan**.
Simply **download** the sample excel and edit the fields accordingly.

Address Book



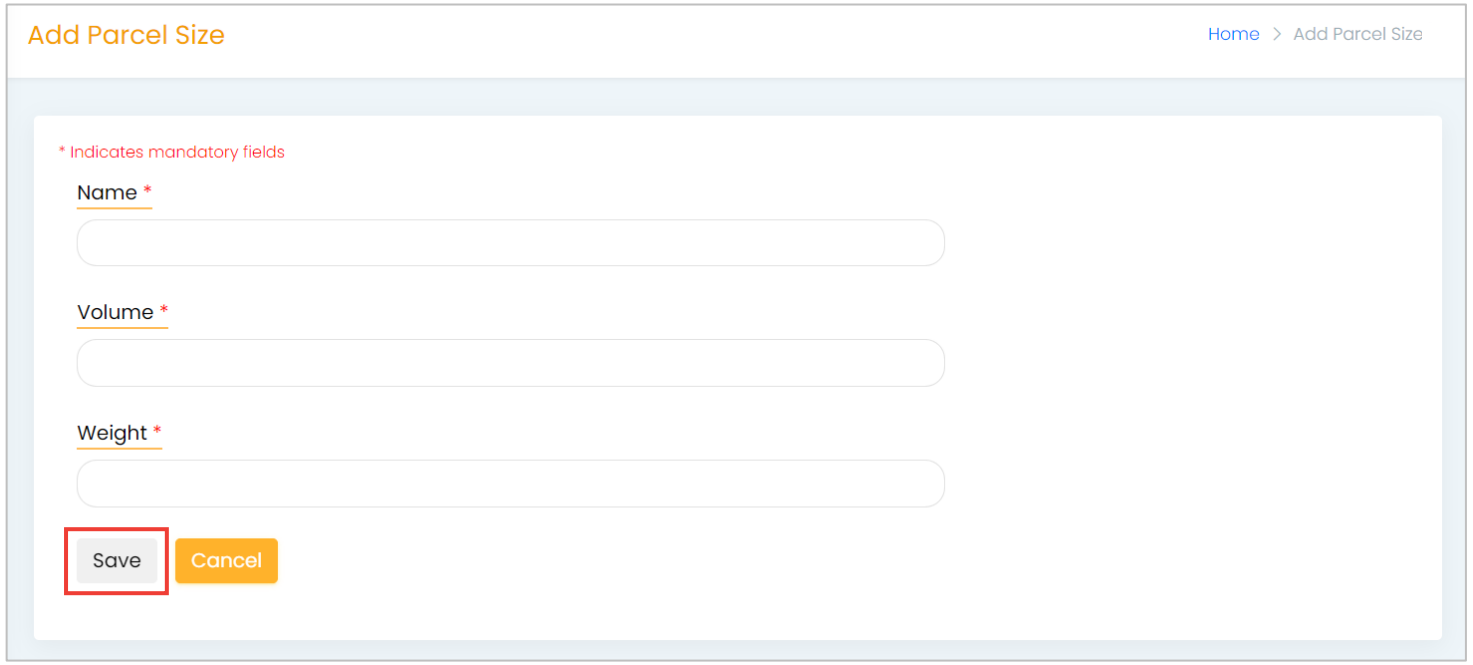
Under **Address Book**, you Can **add** your favourite addresses to auto-populate them when you assign deliveries

Parcel Size



Under Parcel Size, you can set your own custom parcel sizes. Tap on **Add Parcel Size** to configure.

Parcel Size



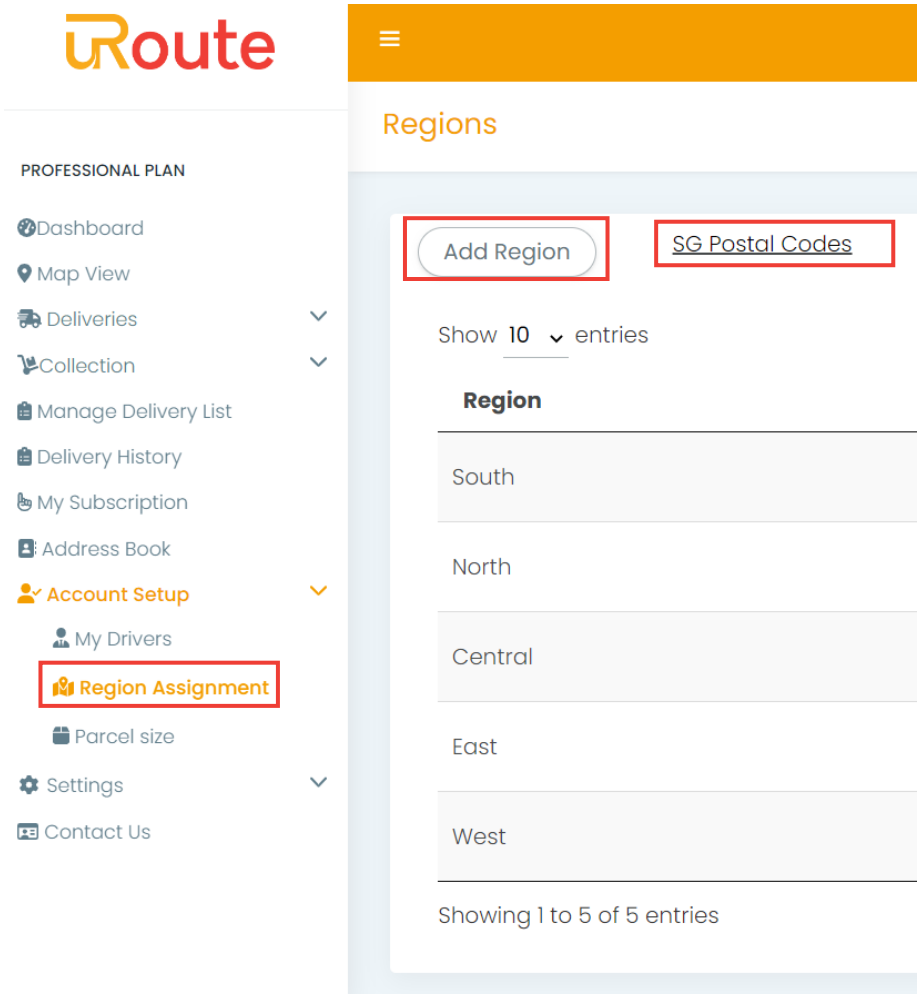
Fill in the details accordingly

Name – Parcel Size Name

Volume – measured in cm^3

Weight – measured in KG

Region Assignment



Navigate to **Account Setup > Region Assignment** to create region pre-sets to assign jobs to drivers based on region.

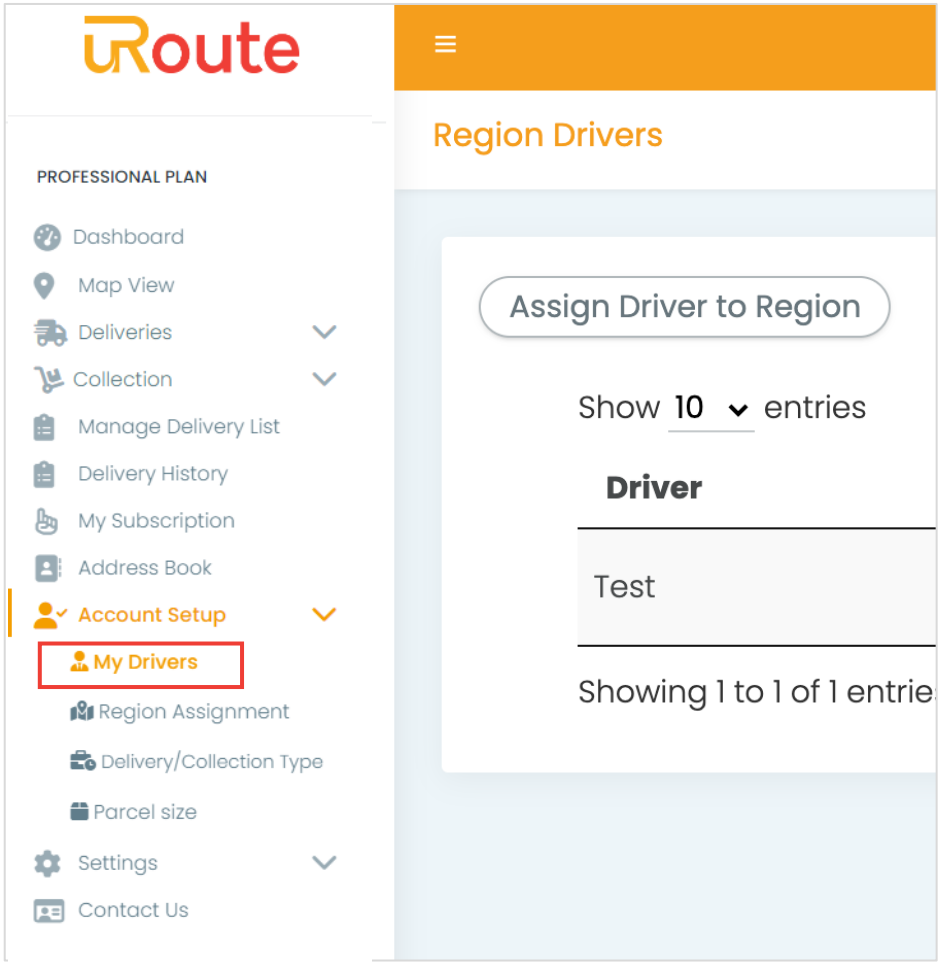
You can click on **SG Postal Codes** and download it for your ref.

Click on **Add Region**.

Add regions: Example; North, South, East and West.

Only enter initial 2 digits of the postal codes as shown in the SG Postal Codes List.

Region Assignment

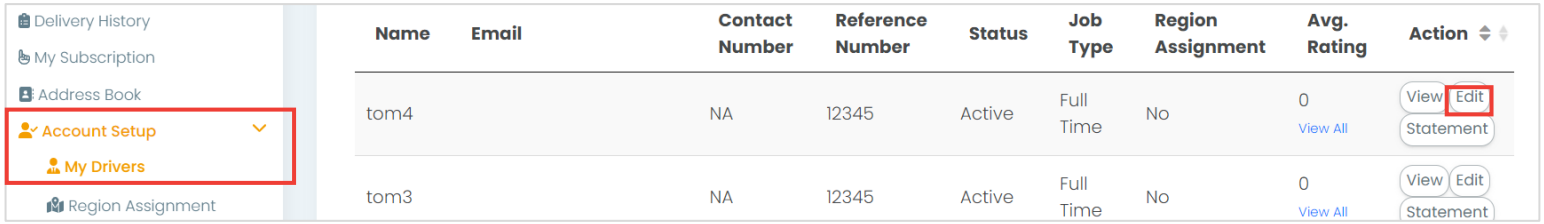


Navigate to **Region Assignment > My Drivers**

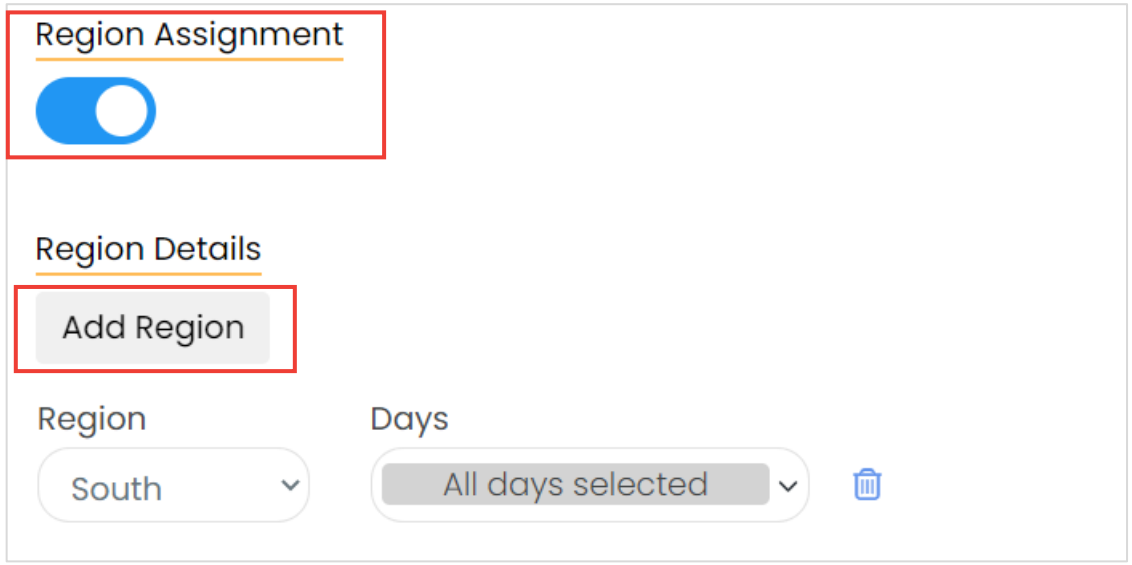
Click on **Assign Driver to Region** to assign your newly created regions to your drivers.

Tick the boxes to select which **days** the driver will be assigned to the **particular region.**

Region Assignment

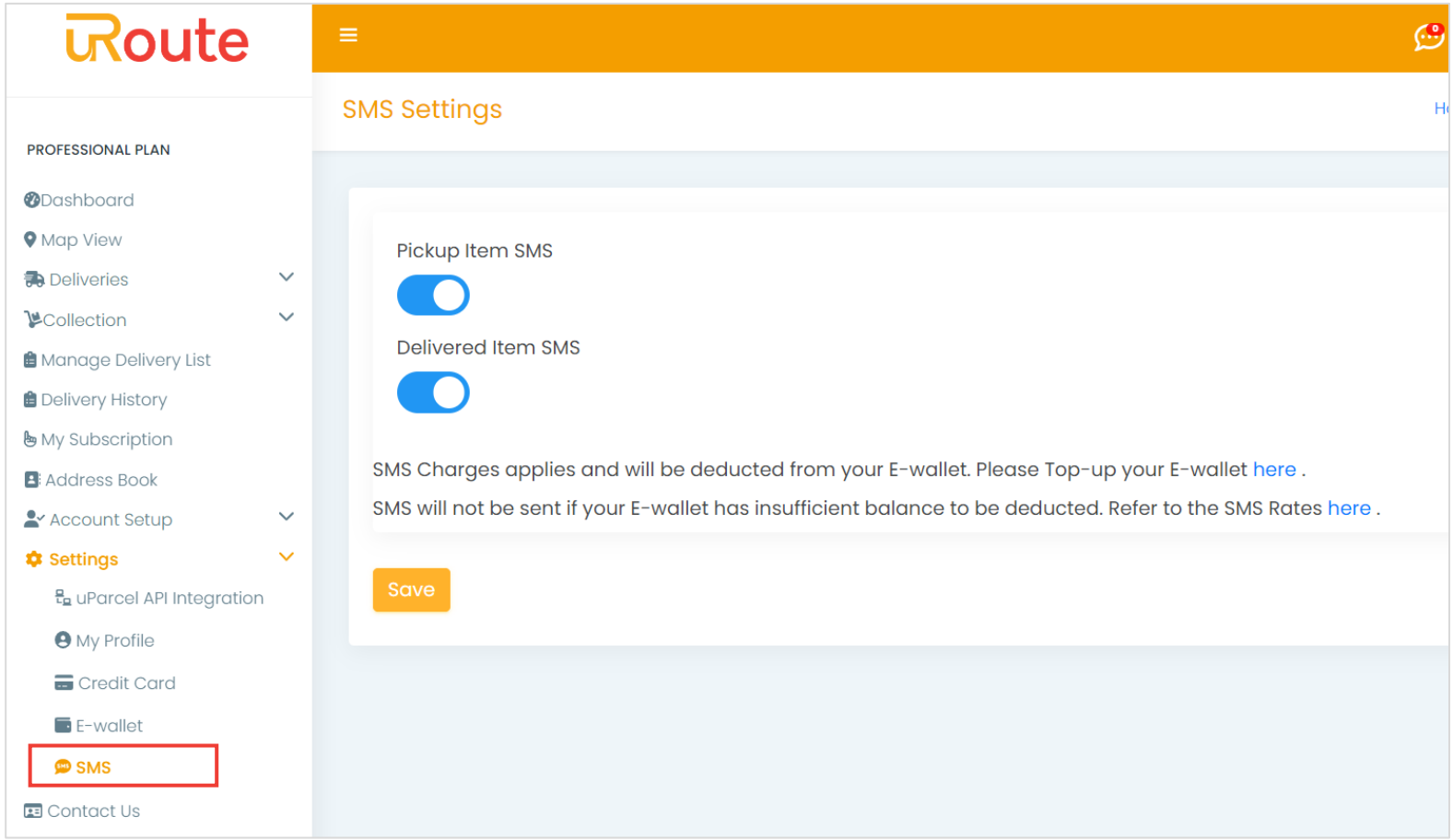


Click **Account Setup > My Drivers**
Then click **Edit**



Click **Add Region,** then **select the particular region and days** to assign to your driver.

SMS Settings



Under Settings > SMS

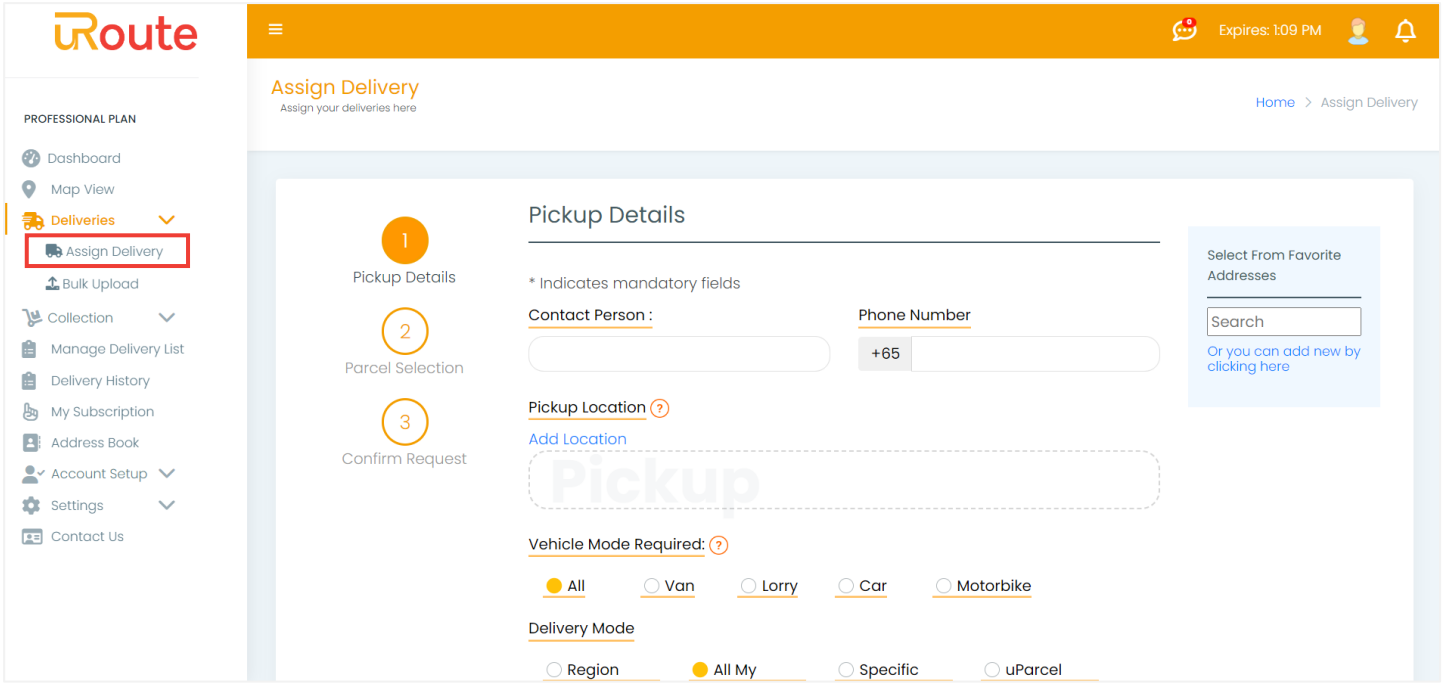
You can toggle on/off SMS for Pickup

and Delivered Item

SMS will be sent when pickup/delivery is completed.

SMS charges applies and will be deducted from your e-wallet See the rates here.

Assign Delivery



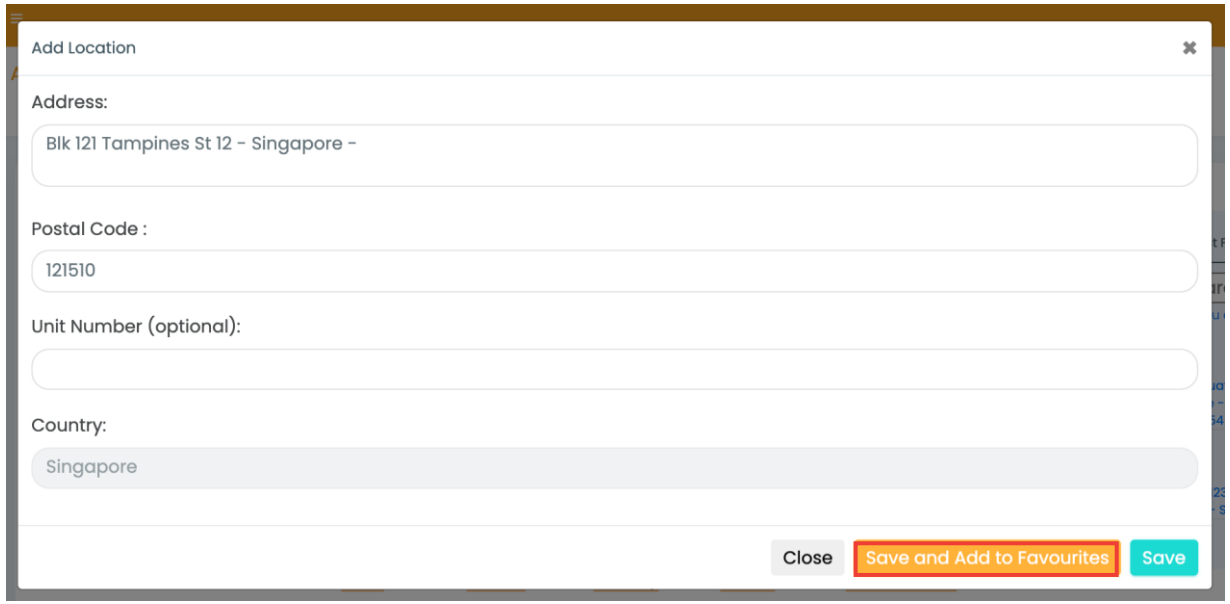
Click **Deliveries > Assign Delivery**

Under Pickup Details, Fill in sender details

Note that the process for assigning collection is the same for delivery

Delivery Mode – Choose between Region Assignment, All Drivers or Specific Drivers. Sharing to uParcel drivers will require uParcel API to be set up first in settings.

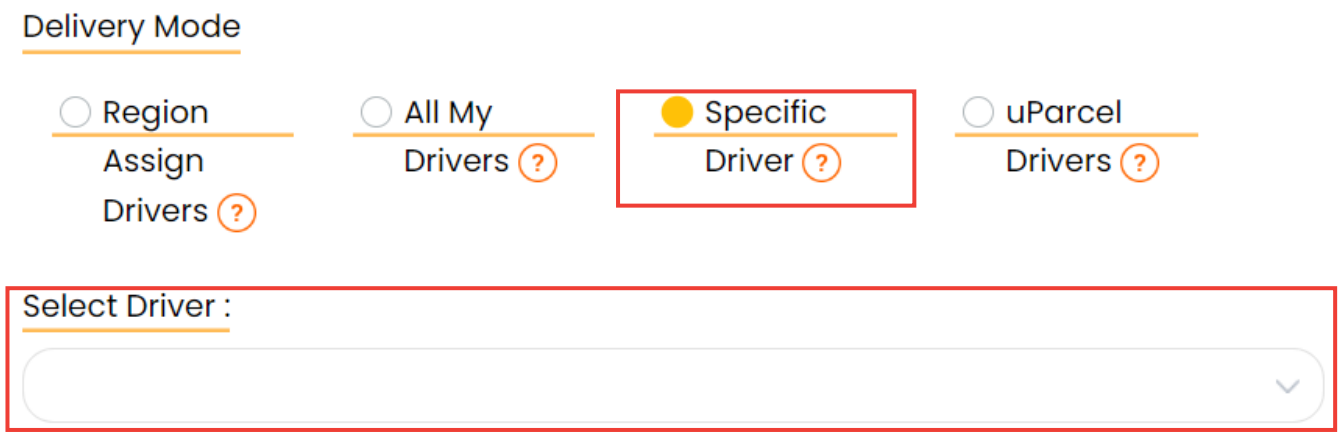
Assign Delivery



Customers can choose to fill up the postal code and let the system fill up the address or manually key in the address.

Fill in and click **“Save and Add to Favourites”** to save the addresses to favourites for future pick up and drop off.

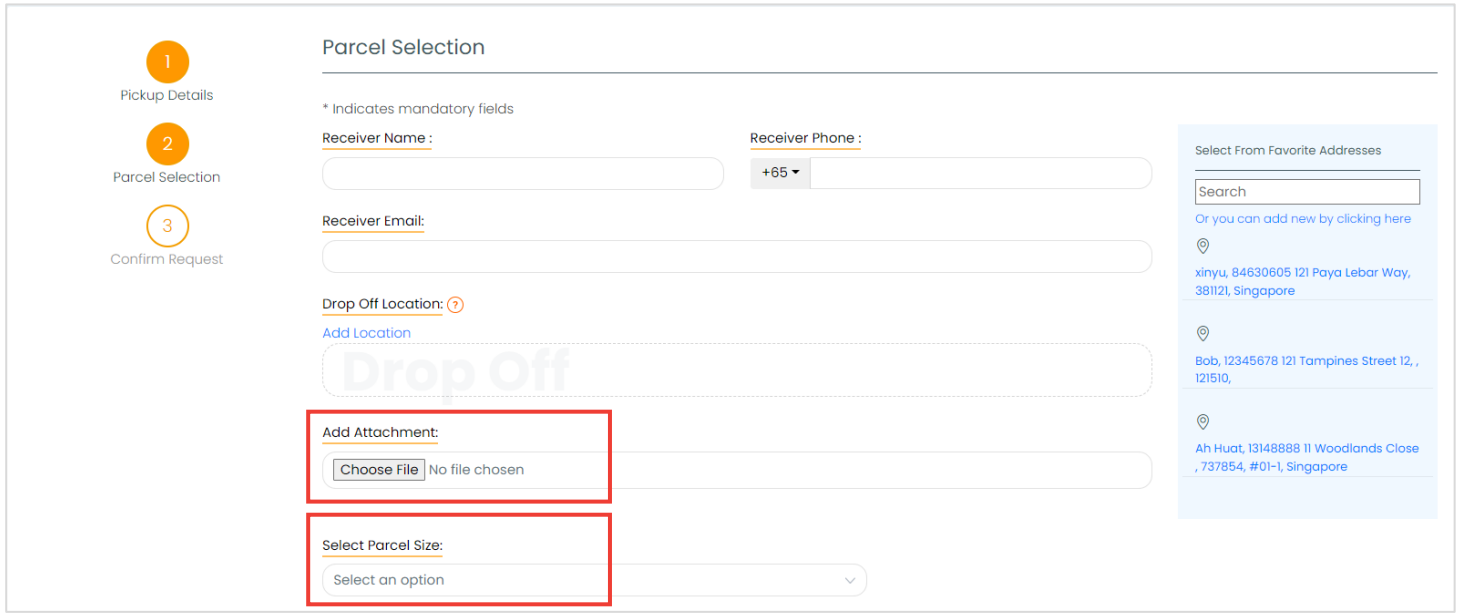
Assign Delivery



Customers can Assign jobs to Specific Drivers.

- **Fill in** pickup details as normal.
- Select a **Specific Driver**.
- **Choose a driver** from drop-down menu.

Assign Delivery



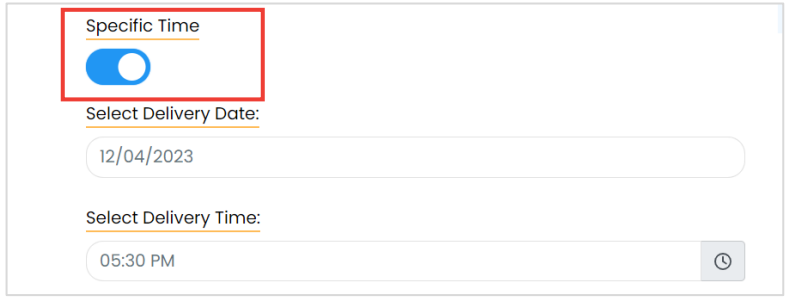
Step 2 - Parcel Selection

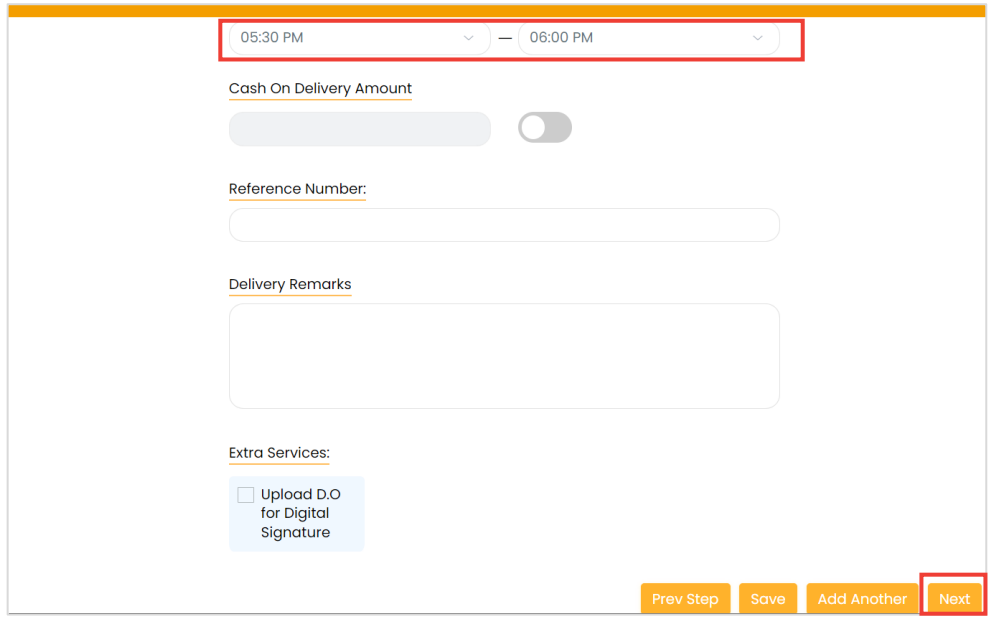
Fill in drop off details and select delivery type and click **Next**.

Add Attachment - Upload a pdf file if you need the driver to view from his app

Select Parcel Size - To select appropriate size so that your driver is informed in his app.

Assign Delivery



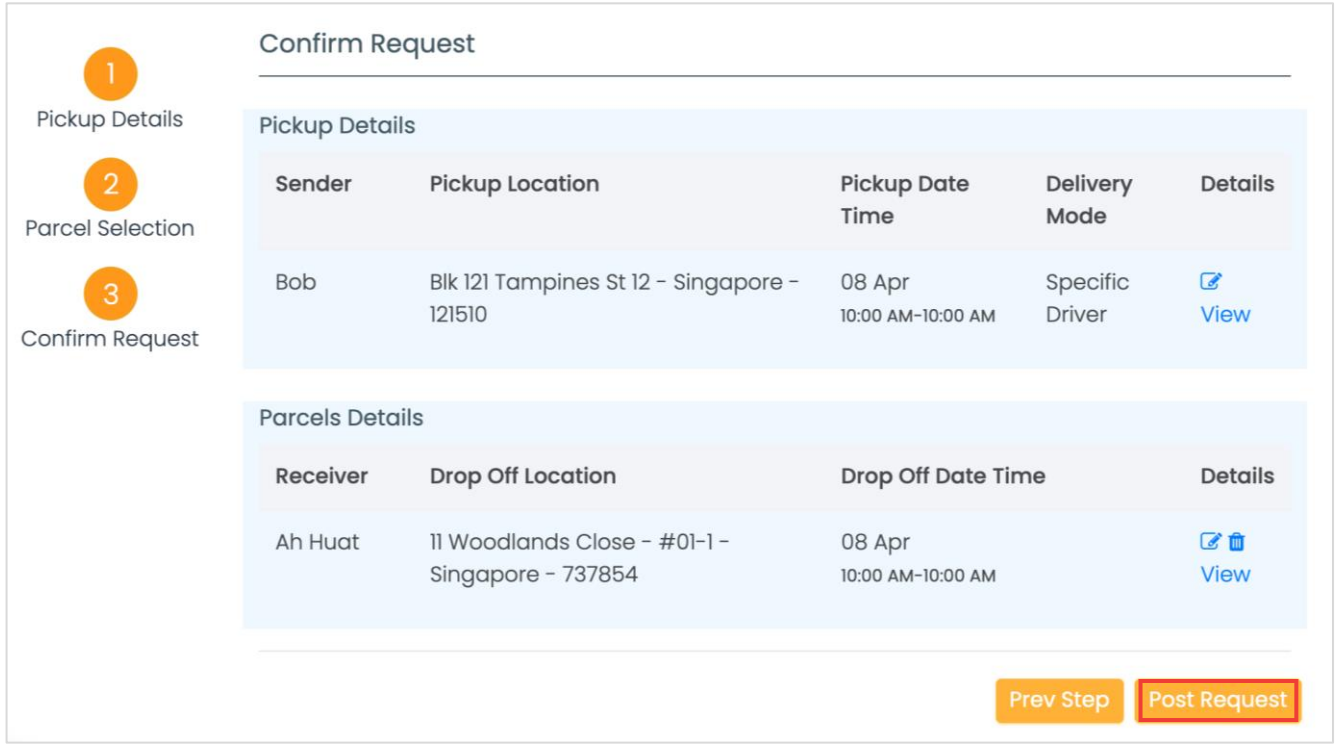


Step 2 - Parcel Selection

Toggle on Specific Time if your customer requires a delivery at a specific timing.

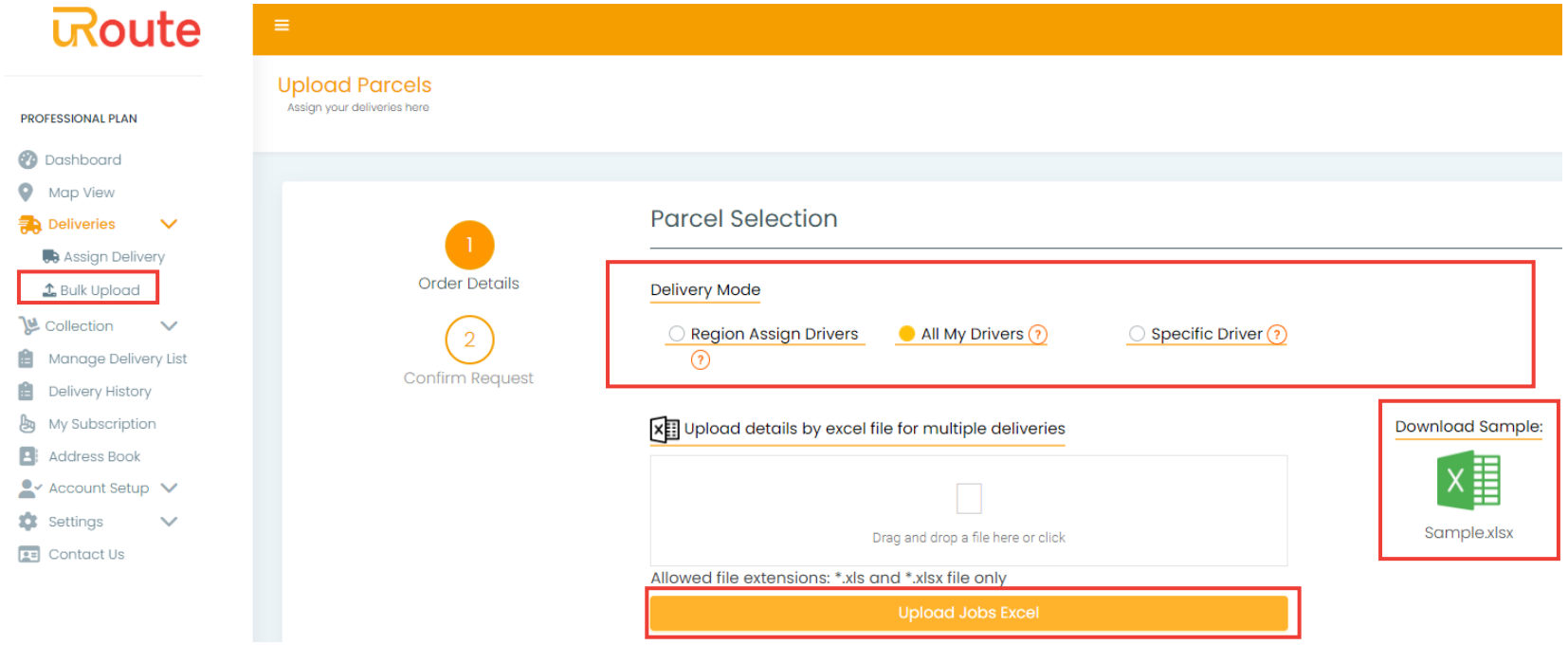
Otherwise, you can keep the toggle off and set the drop off delivery time-frame as per normal

Assign Delivery



Do **review all information** to ensure that they are correct before posting delivery request.

Bulk Upload

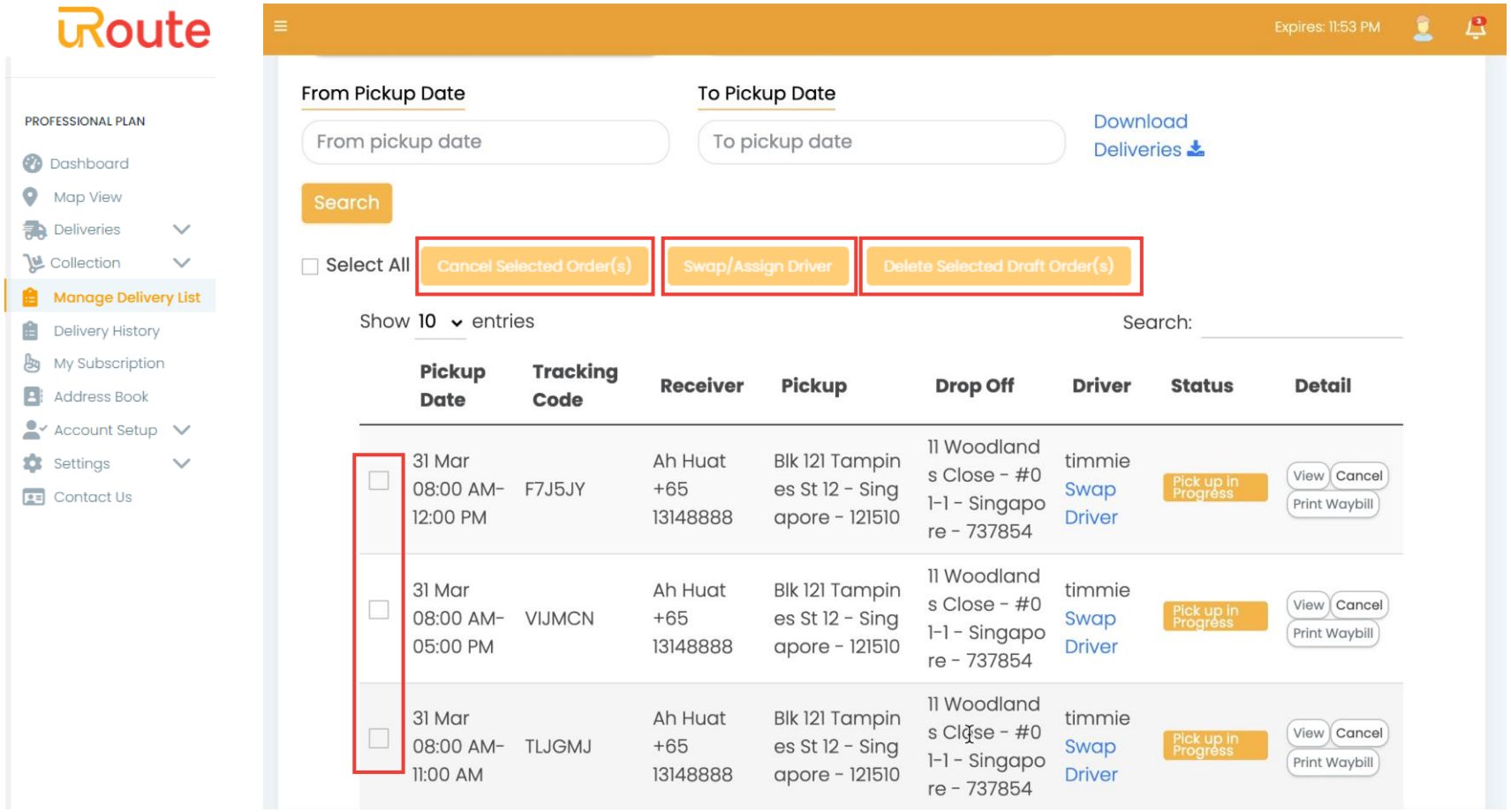


For bulk upload, go to **Deliveries > Bulk Upload.**

You can use the sample excel to fill in delivery details and select your desired delivery mode.

By choosing Specific Drivers, you can assign all jobs to a specific driver

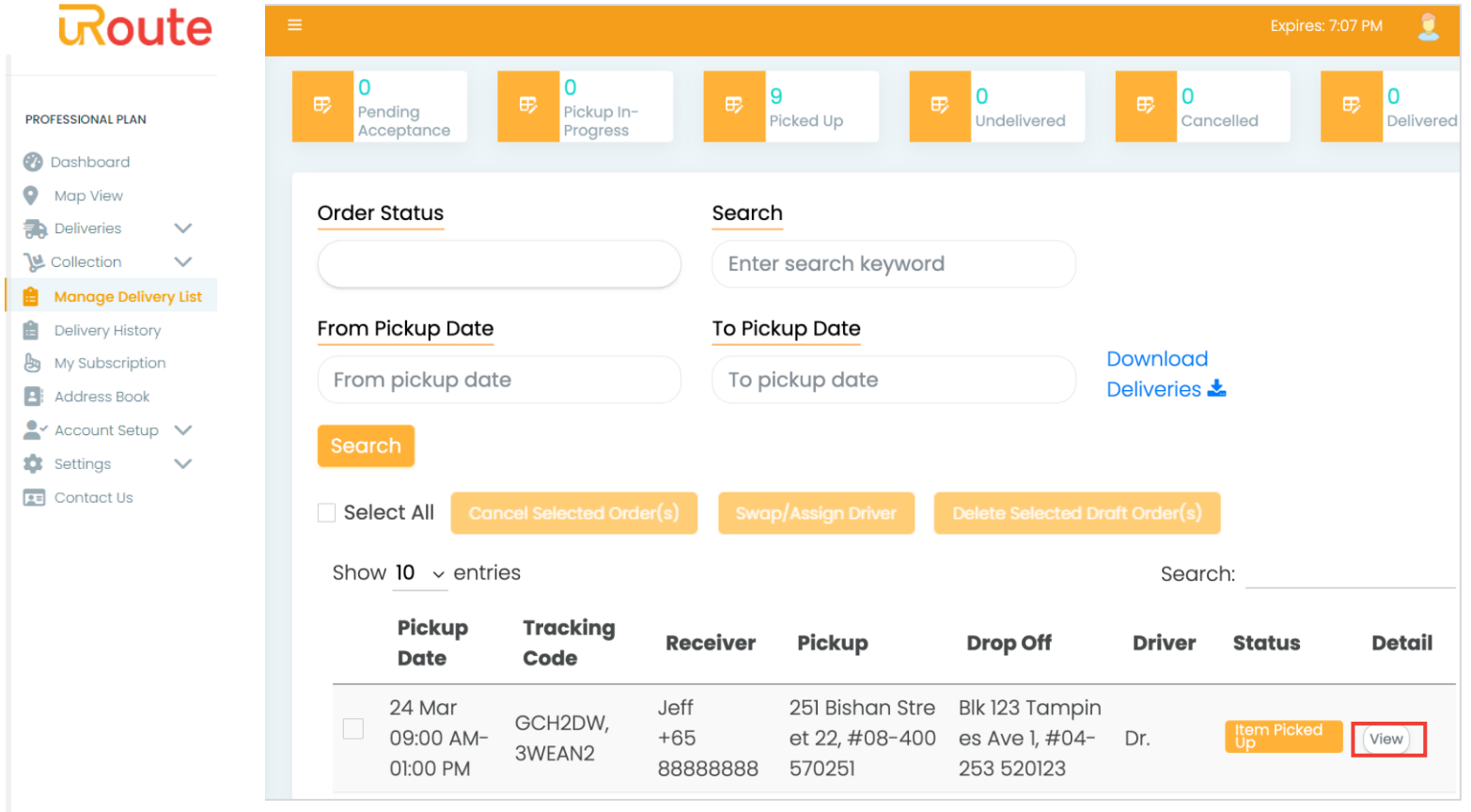
Manage Delivery



Once you have created a delivery, you can use the **check boxes** to quickly:

- **Cancel orders**
- **Swap/assign Drivers**
- **Delete Drafts**

Manage Delivery

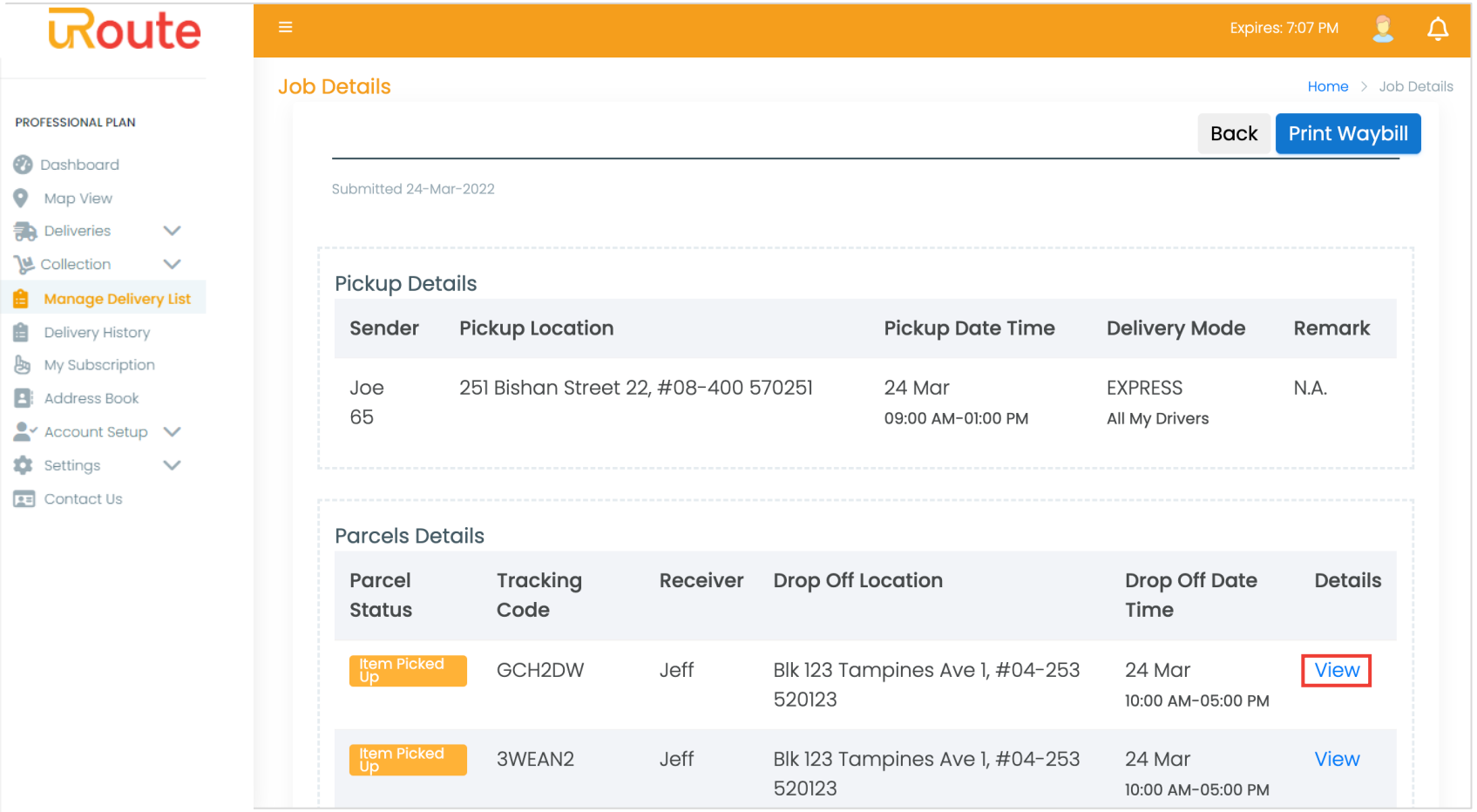


Under Manage Delivery, current active delivery / collection jobs **can be tracked.**

Status of the jobs will be shown here.

Click **View** to see more details

Manage Delivery



To view full job details, click **View** under details.

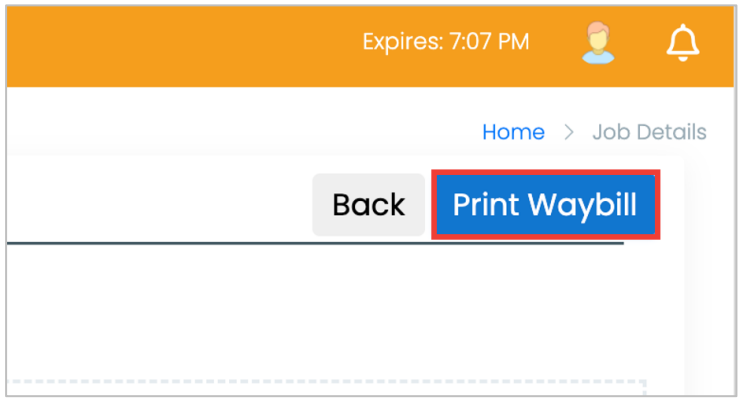
<u>To Track drivers</u>

Scroll down and click on **Track Drivers**.

Manage Delivery

URoute
6589 8763
WWW.UROUTE.CO

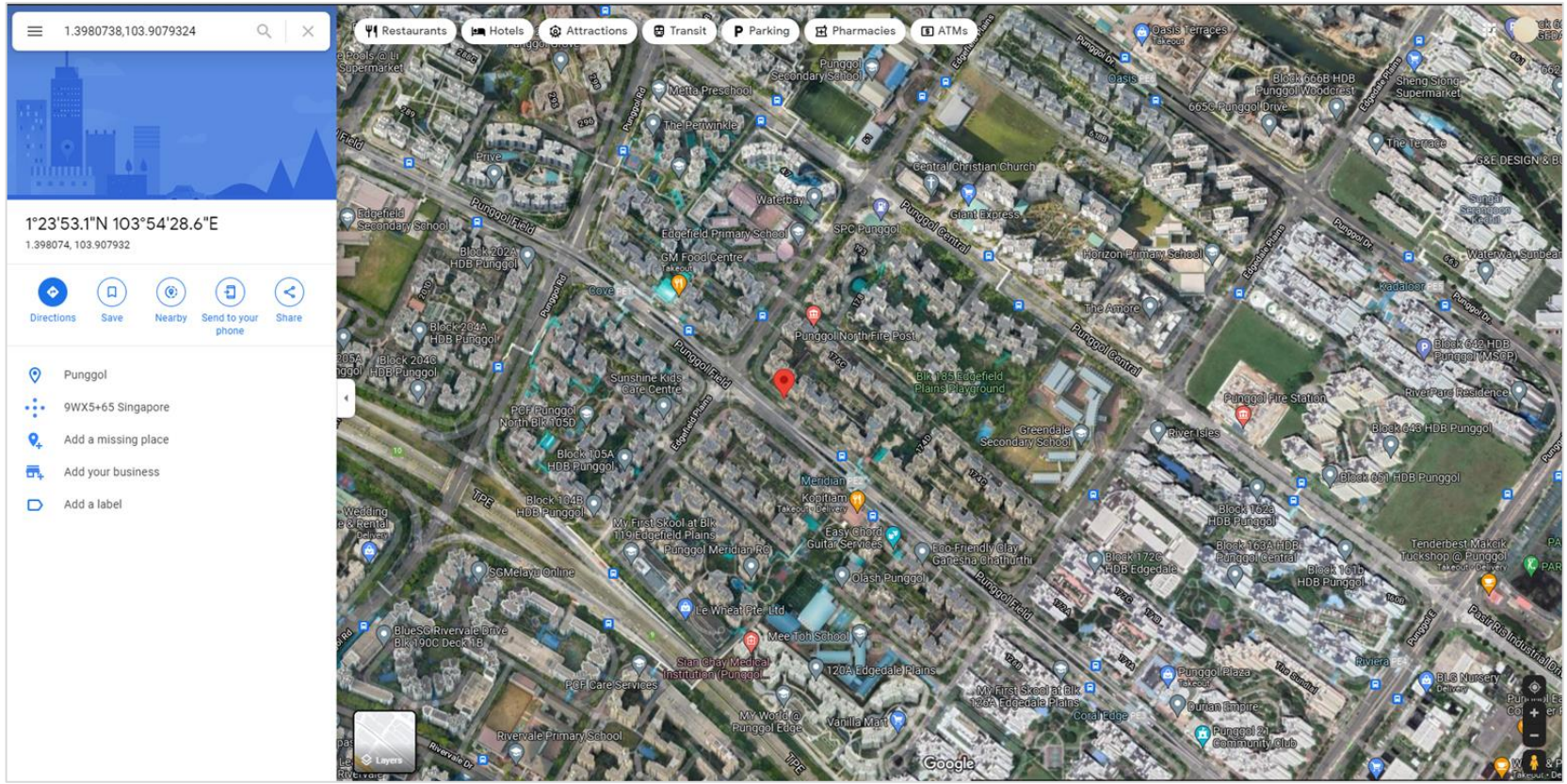
FROM:	Joe
CONTACT:	65
ADDRESS:	251 Bishan Street 22, #08-400 570251
PICKUP DATE:	March 24, 2022
PICKUP TIME:	09:00 AM-01:00 PM
REMARKS:	NIL
TO:	Jeff
CONTACT:	88888888
ADDRESS:	Blk 123 Tampines Ave 1, #04-253 520123
REMARKS:	NIL
TRACKING:	3WEAN2
REFERENCE NUM:	None
DELIVERY TYPE:	EXPRESS
DELIVERY DATE:	March 24, 2022
DELIVERY TIME:	10:00 AM-05:00 PM
DELIVERY SIZE:	Documents X 1



Click on print waybill **to view and print waybill**.

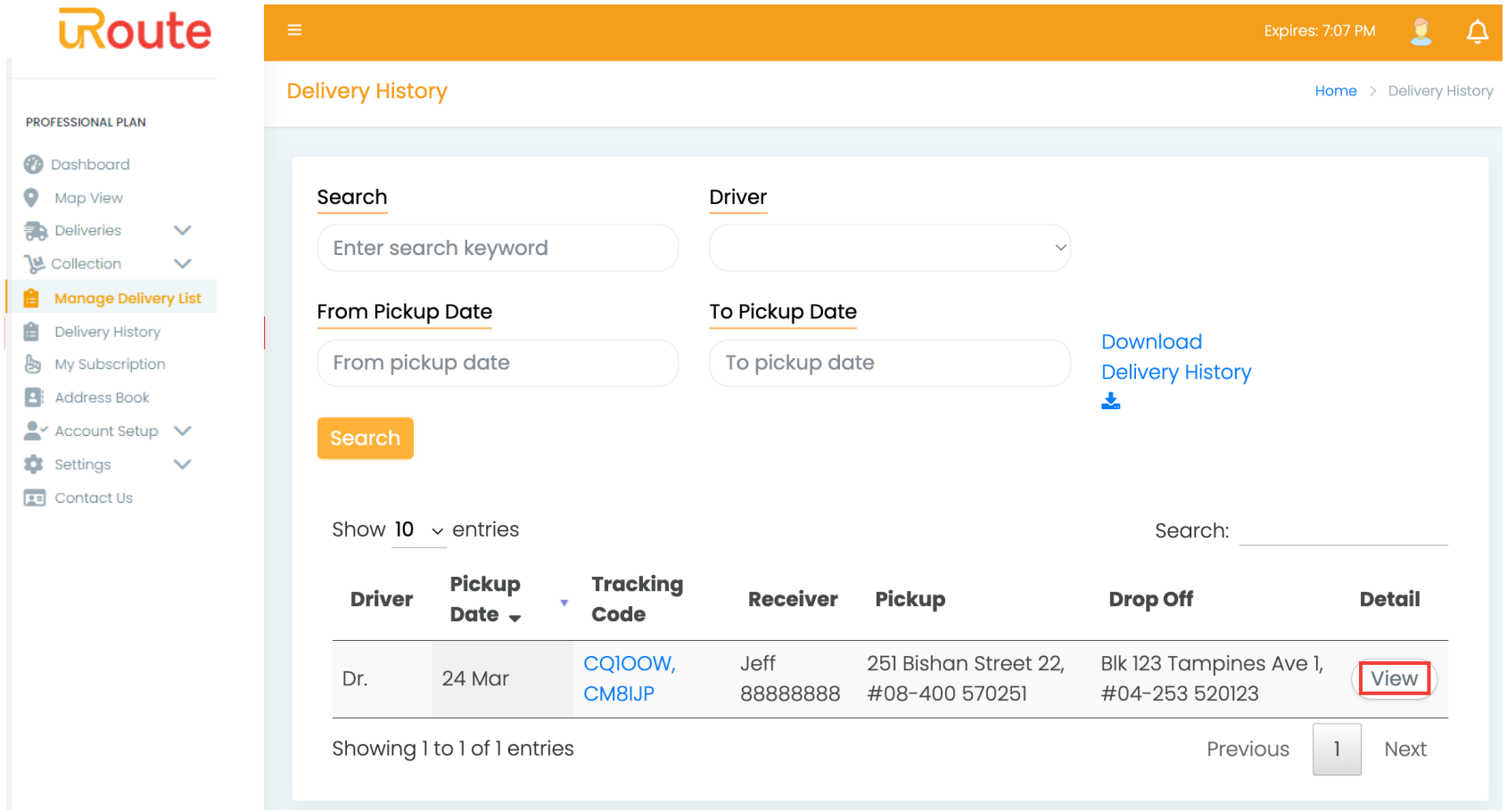
The waybill should look like this.

Manage Delivery



Customers **can track the exact location** of their drivers.

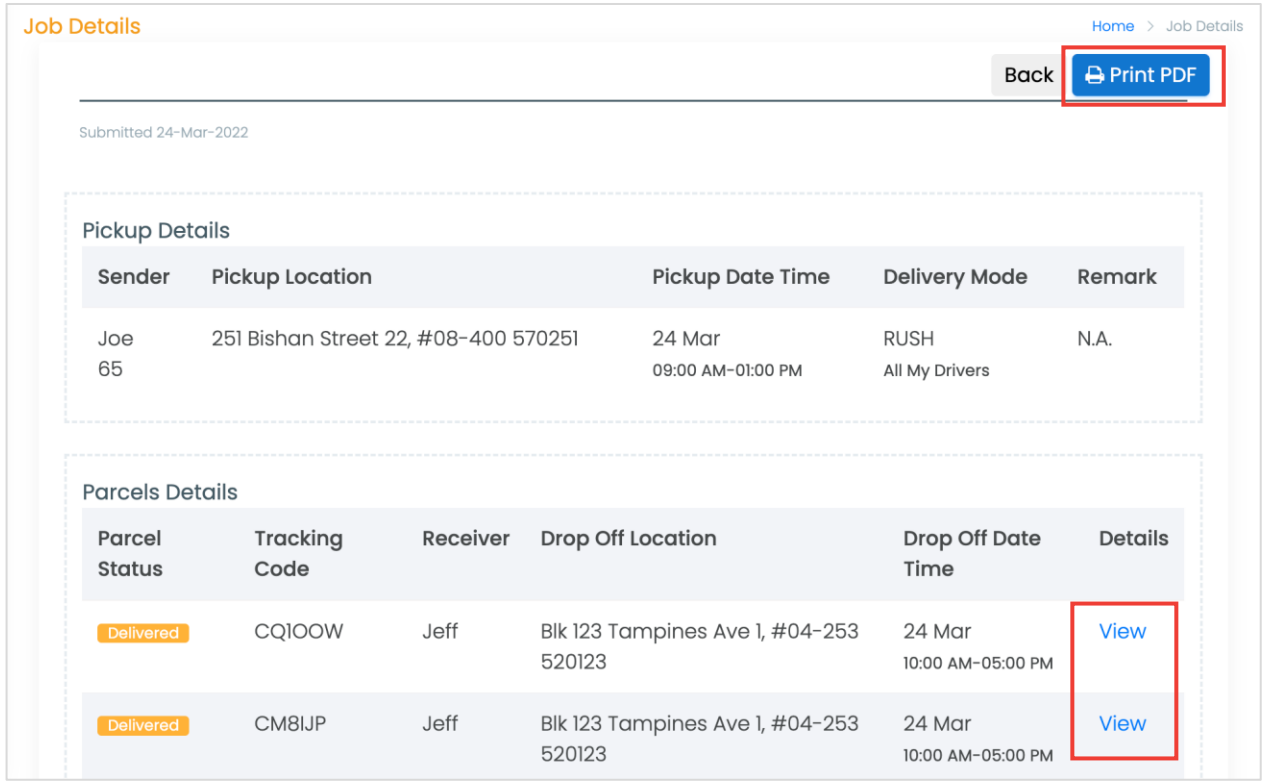
Manage Delivery



Completed jobs can be viewed under **Delivery History**.

Click **View** to view parcel detail and proof of delivery.

Manage Delivery

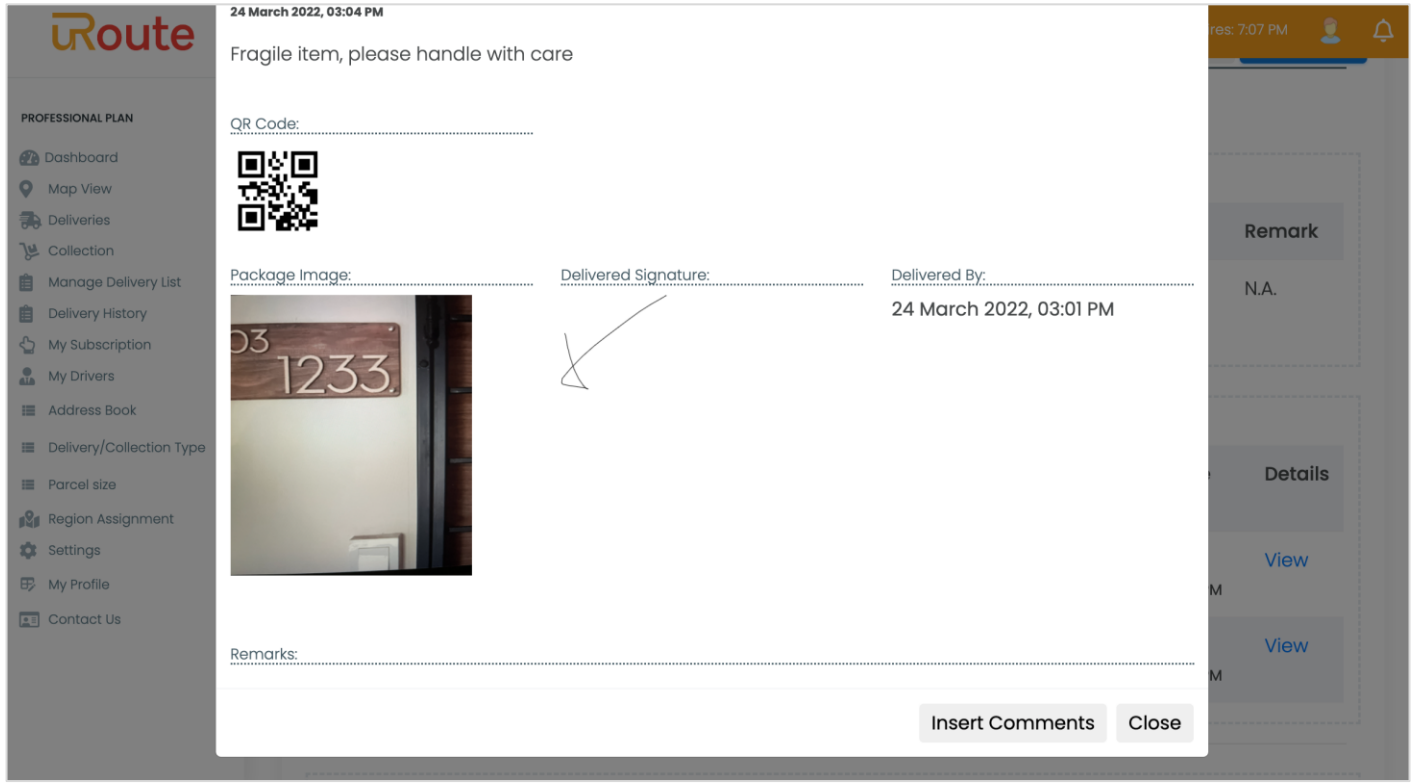


You can click on **Print PDF** to print the details.

To download your deliveries in excel, you need to subscribe to Professional Plan or Enterprise Plan.

Click **View** beside each parcel for parcel details.

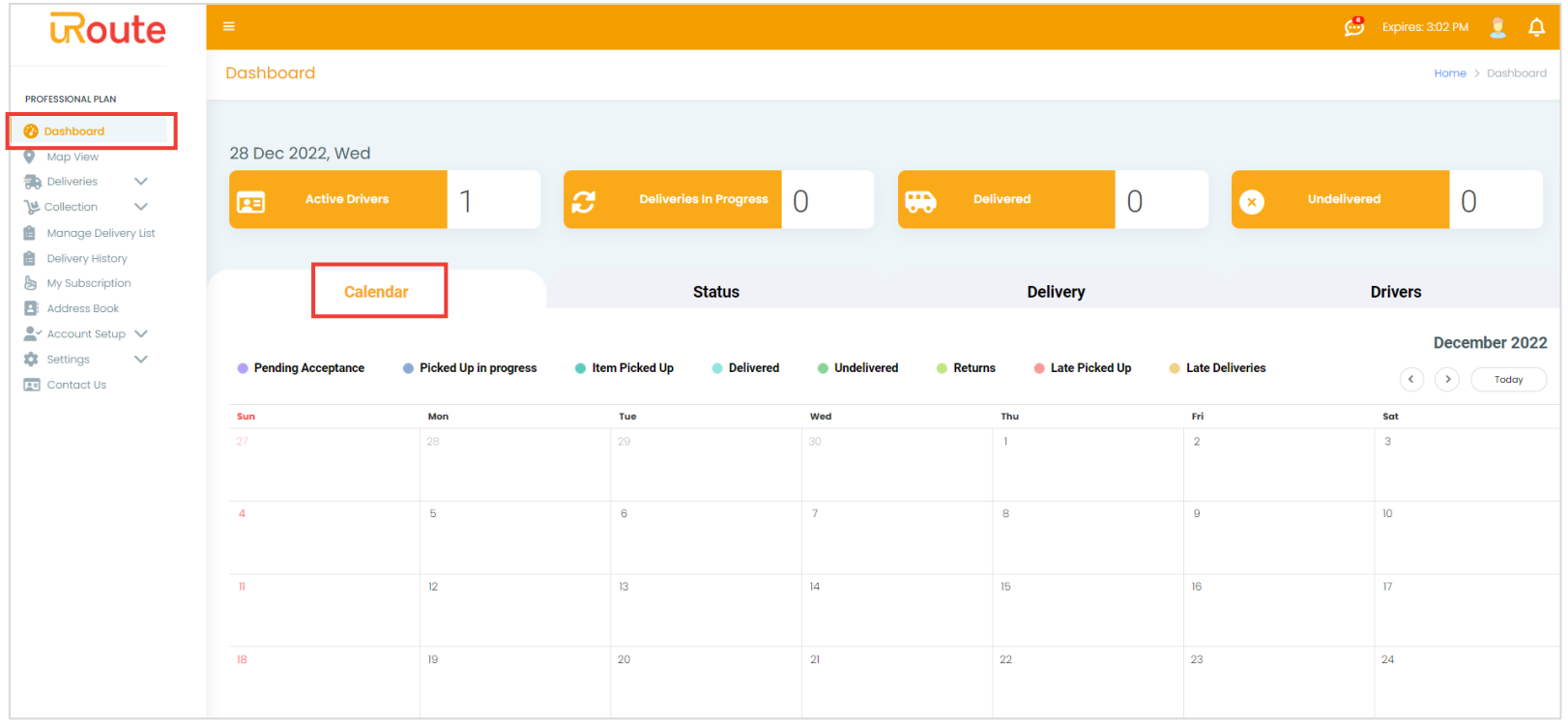
Manage Delivery



Proof of delivery and **parcel details** will be shown.

To download your deliveries in excel, you need to subscribe to the Professional plan or Enterprise plan.

Dashboard

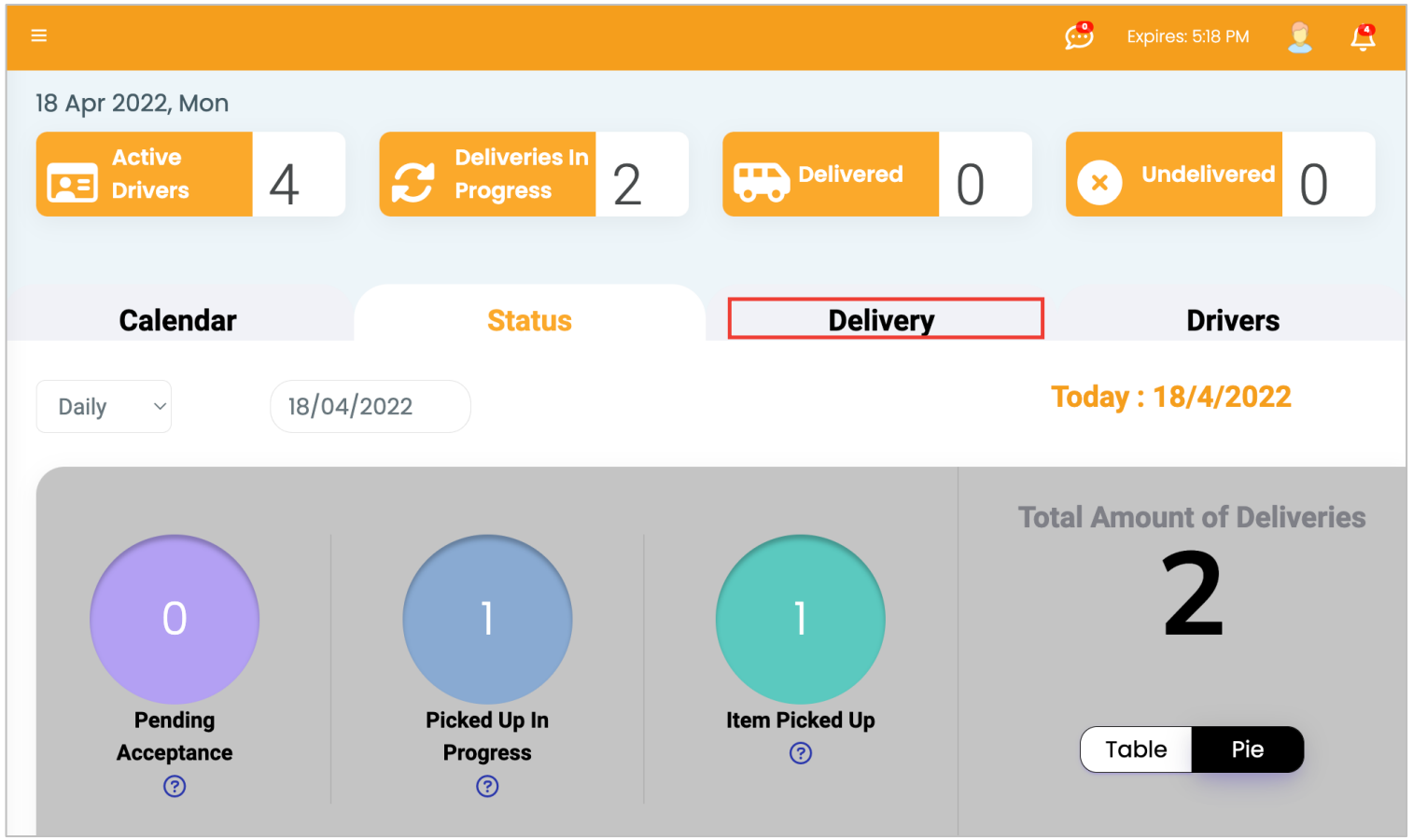


Under **Dashboard,** you can view your monthly deliveries and their status under Calendar.

Refer to the legend above for the color-coded delivery status.

You can click into any job listed on the calendar to view more details.

Dashboard

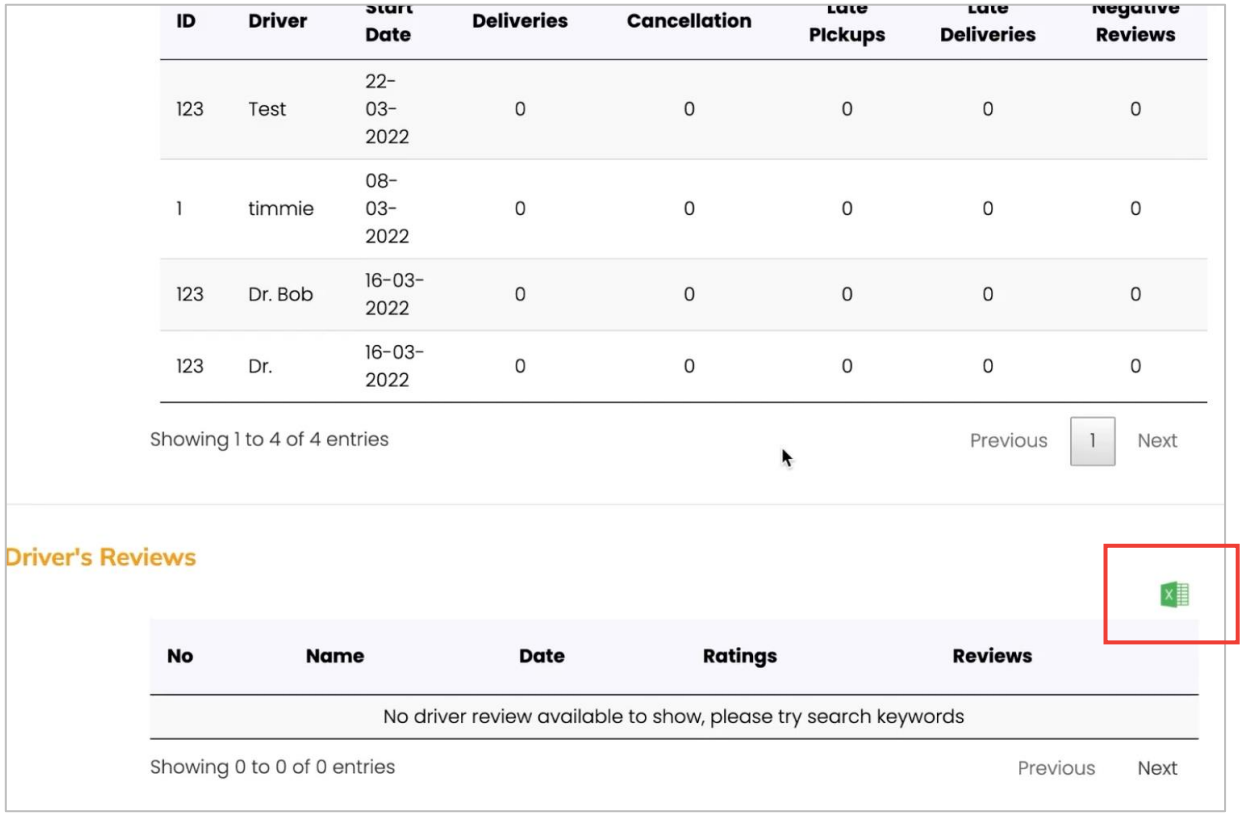


Under Status. Scroll down to find more detailed data on deliveries.

Toggle between Table/Pie chart to view your data as desired.

You can also go to the **Delivery** tab to visualise your total deliveries in a graph.

Dashboard



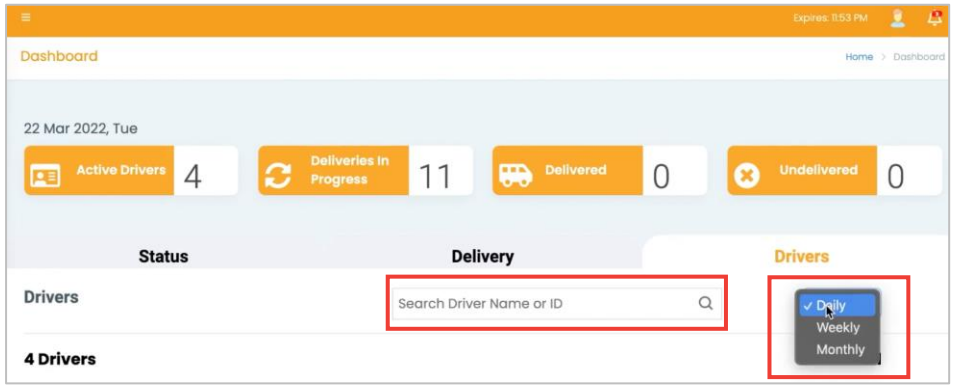
ID	Driver	Start Date	Deliveries	Cancellation	Late Pickups	Late Deliveries	Negative Reviews
123	Test	22-03-2022	0	0	0	0	0
1	timmie	08-03-2022	0	0	0	0	0
123	Dr. Bob	16-03-2022	0	0	0	0	0
123	Dr.	16-03-2022	0	0	0	0	0

Showing 1 to 4 of 4 entries Previous 1 Next

Driver's Reviews

No	Name	Date	Ratings	Reviews
No driver review available to show, please try search keywords				

Showing 0 to 0 of 0 entries Previous Next

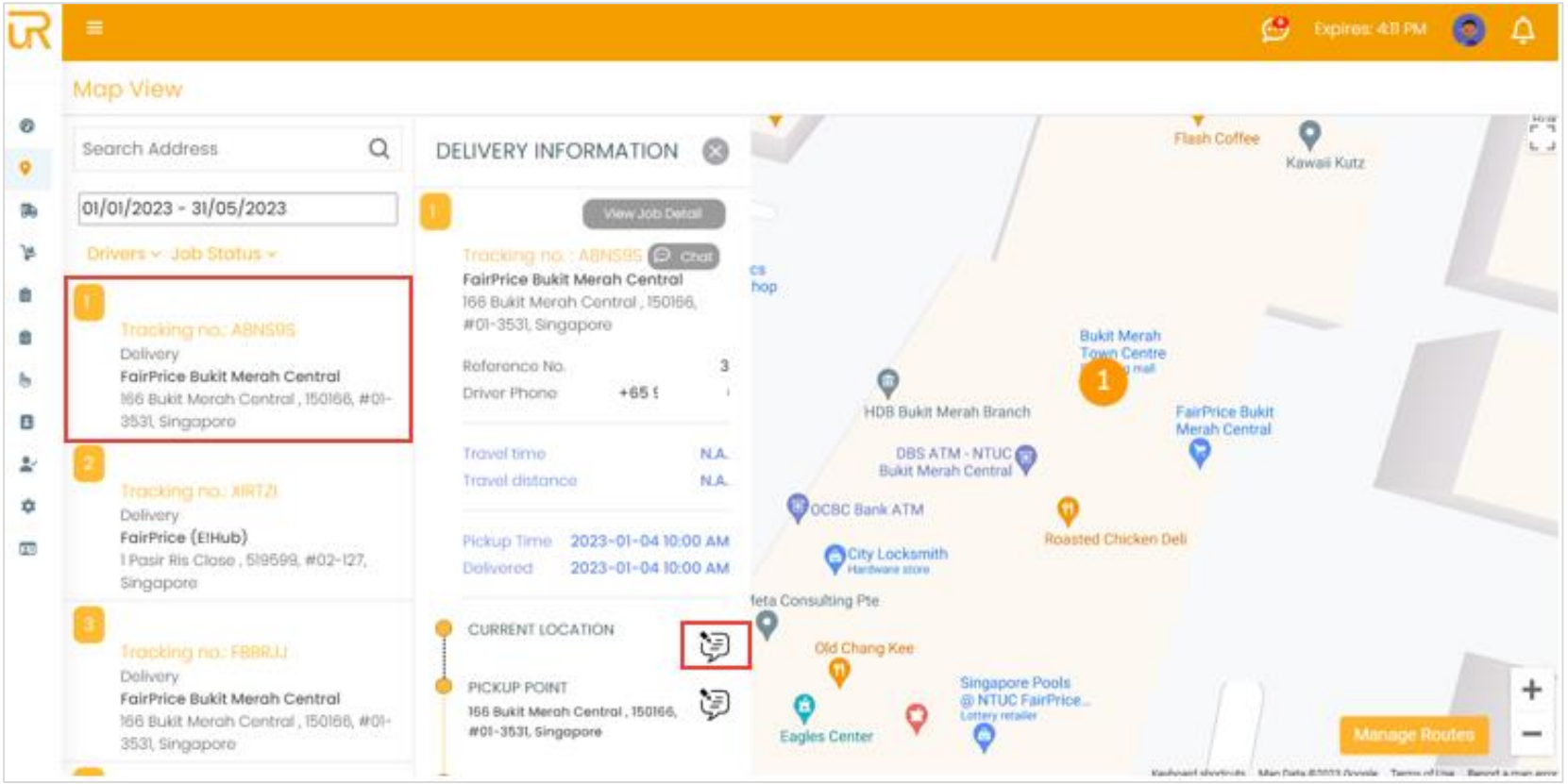


Go to the **Drivers** tab to see detailed driver data

You can **Search** or use the **date drop down** box to filter your data.

Click on the **Excel icon** at the top right of any data table to export any data you need.

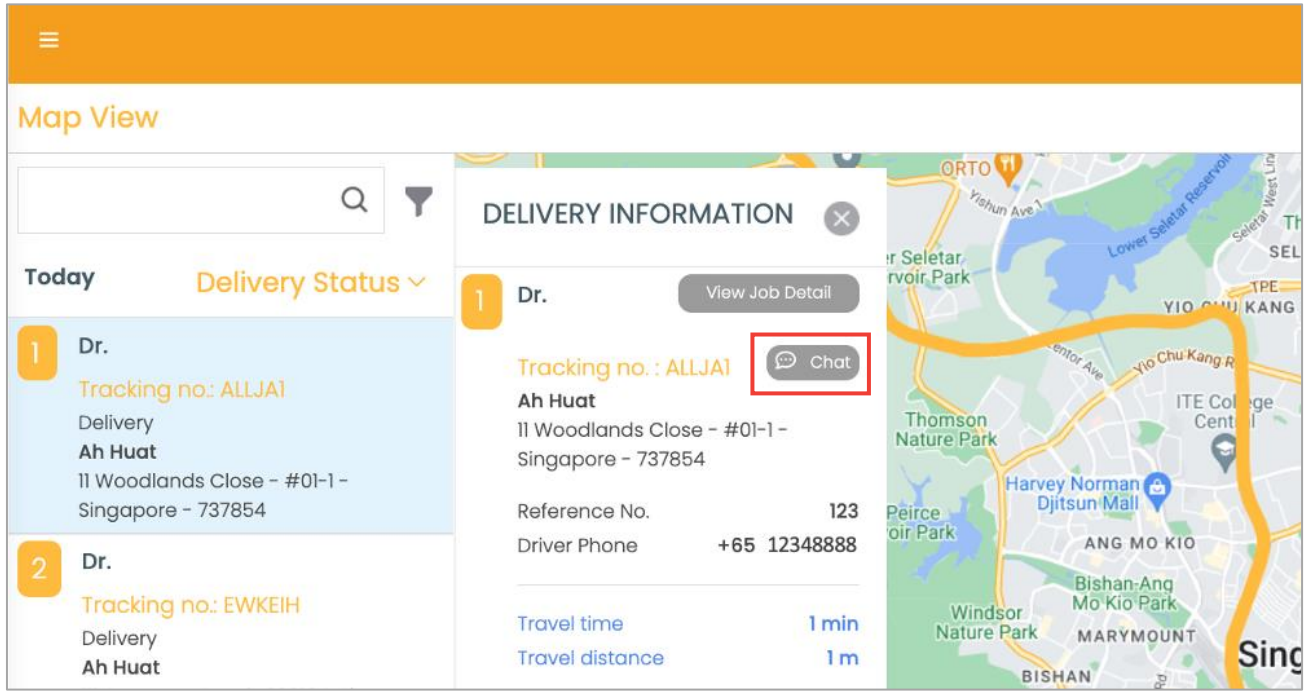
Map View

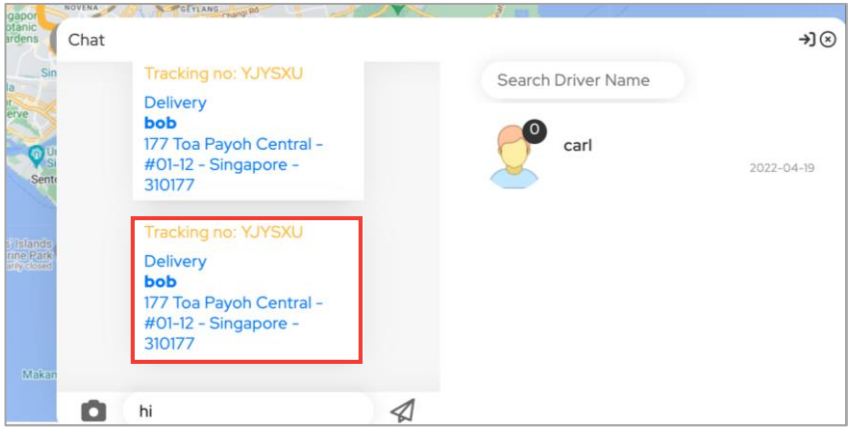


Under **Map View**, you can select any job to view the details and your driver's location/routes

If you wish to leave a message at any point during their delivery, click on the **comment** icon. This will leave a remark under the job details in-app.

Map View

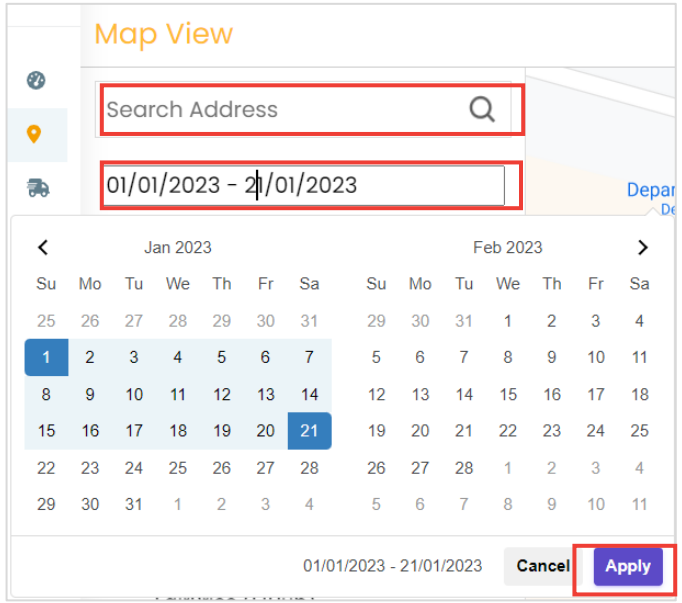




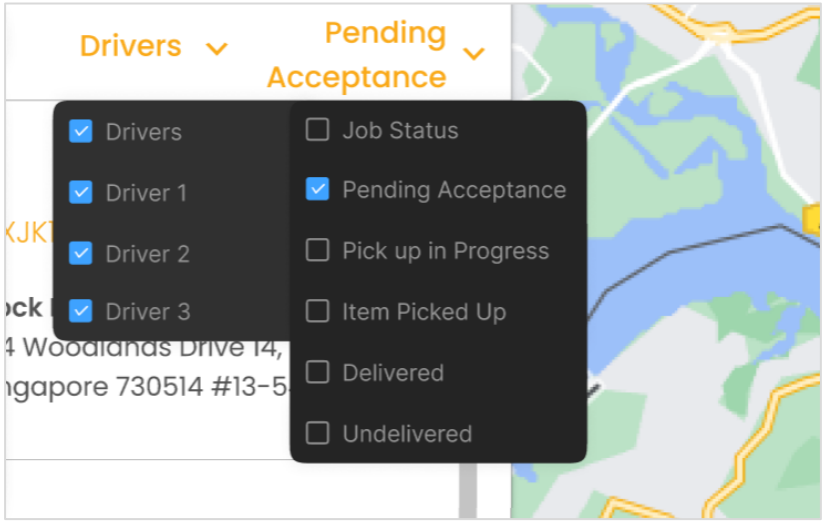
If you wish to contact the driver, use the **Chat** icon on any job to live chat your driver through the uRoute app.

You can check your chat notifications at the top bar for messages from drivers

Map View

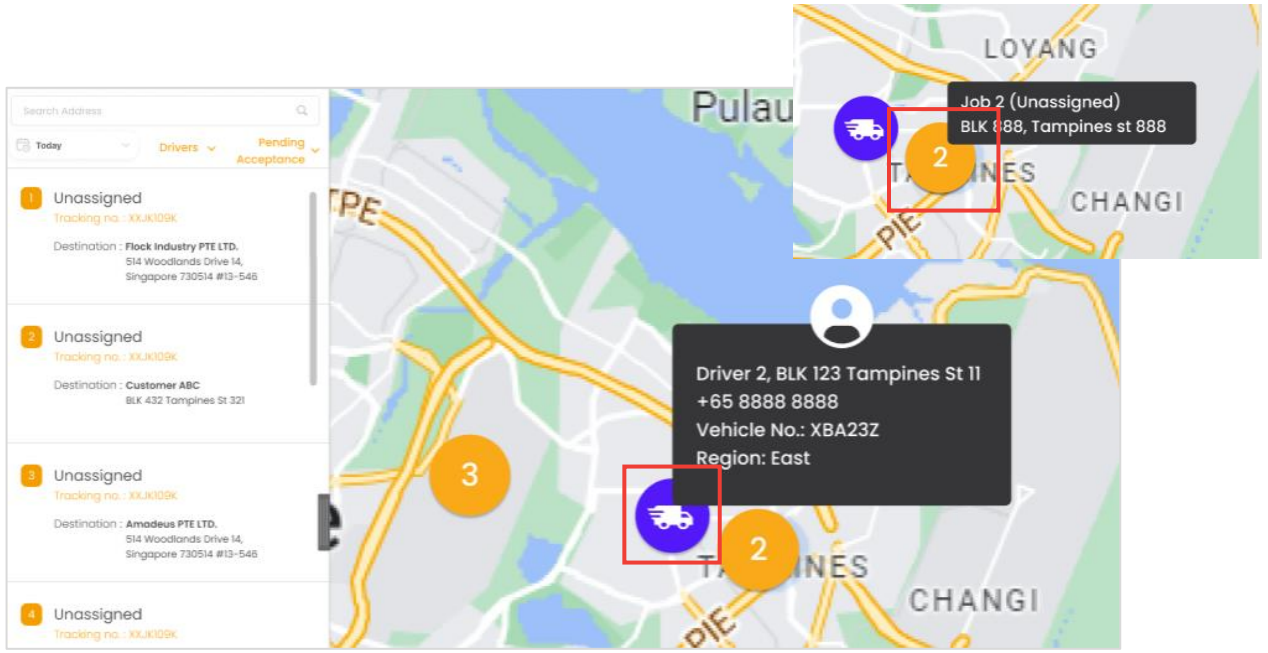


Use the **Search/Filter** functions to find specific deliveries based on delivery status, date & time or driver assigned.

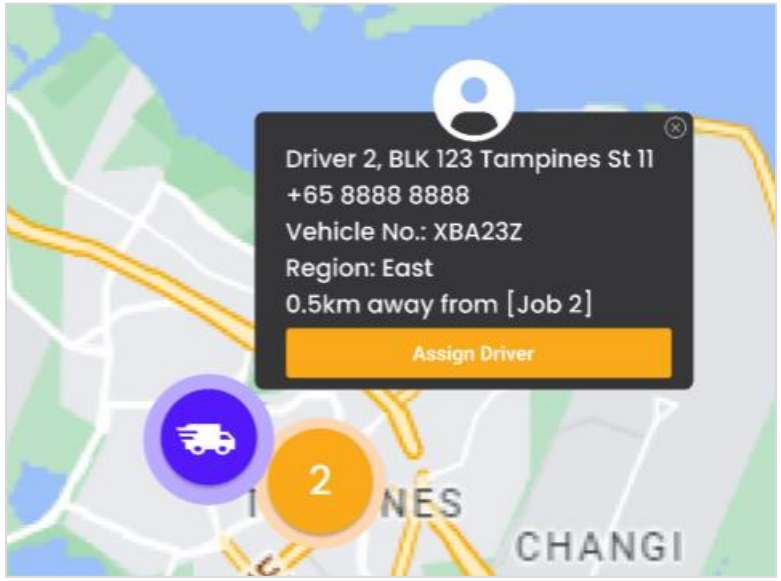


You can also filter the driver dropdown and job status to assign pending jobs to nearby drivers.

Map View

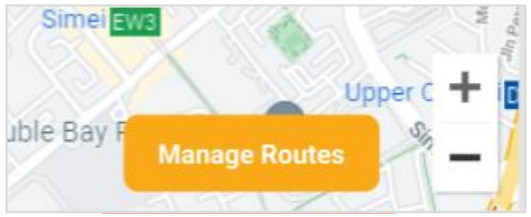


Hover on the **driver** or **job icon** to view more details

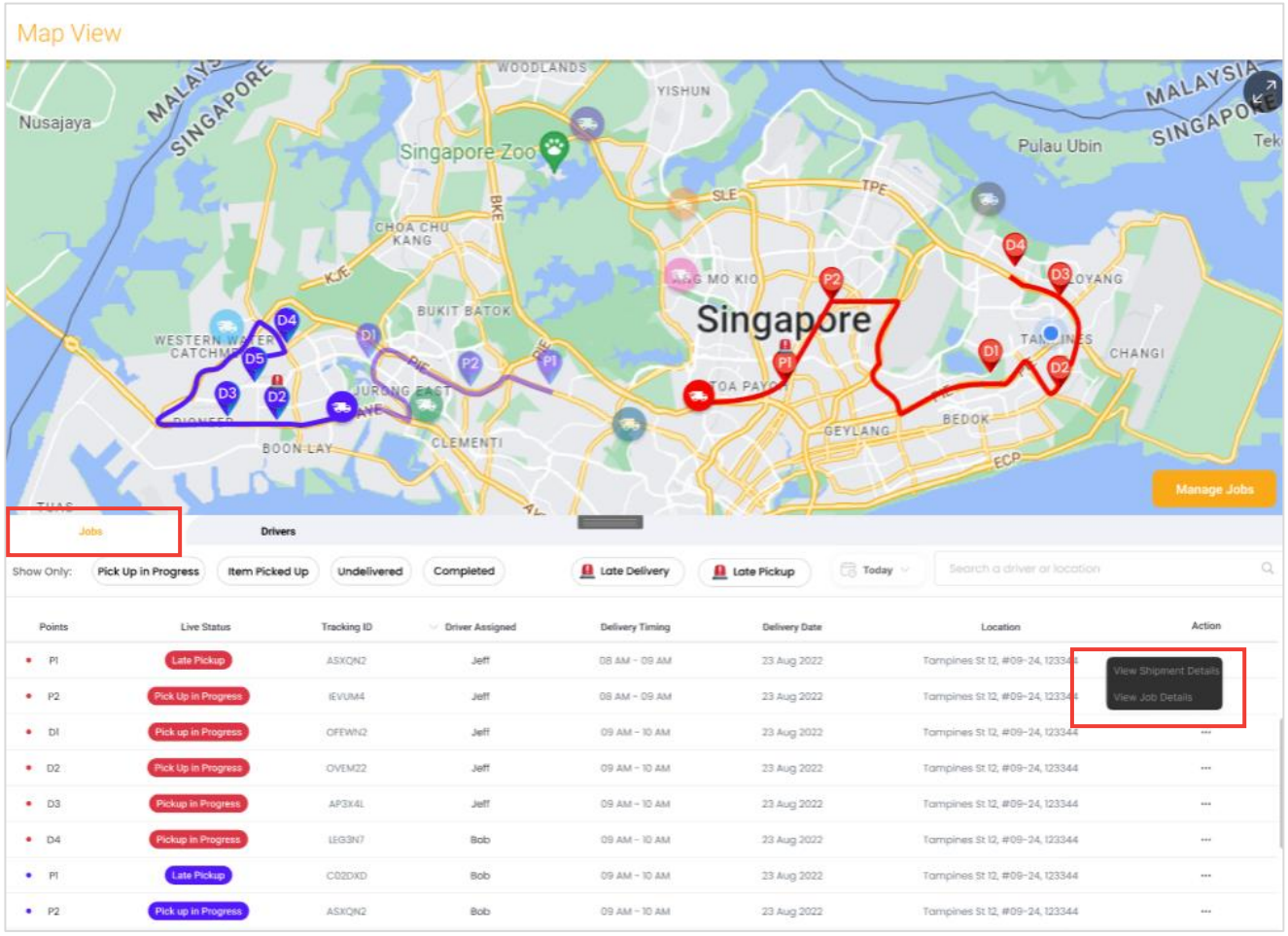


Click on the job and driver icons to assign the job. Click **Assign Driver**.

Map View

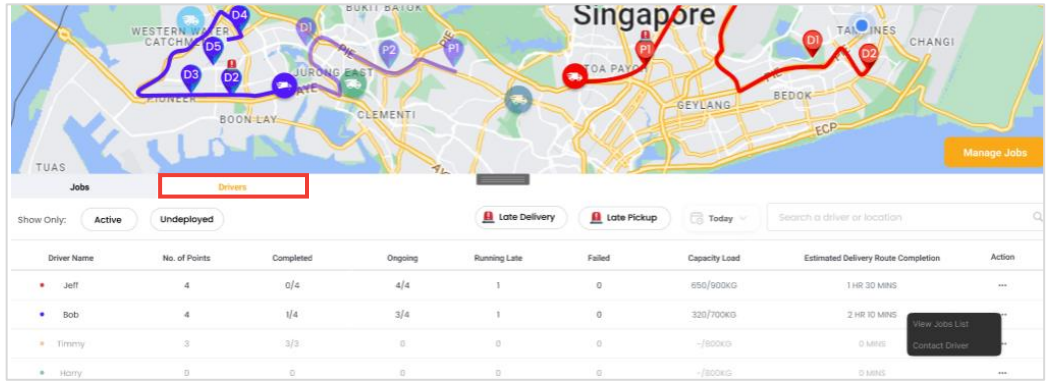


Click on **Manage Routes** at the bottom right corner of the map

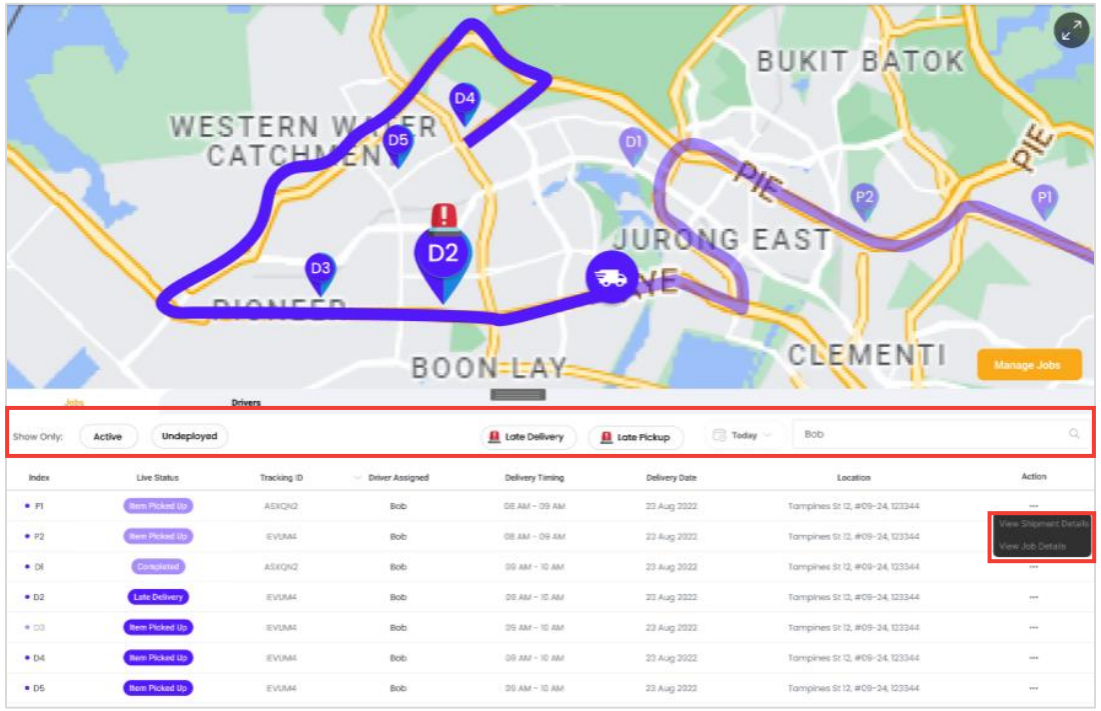


Here you can see the overall statistics for your daily jobs and the routes taken by your drivers.

Map View

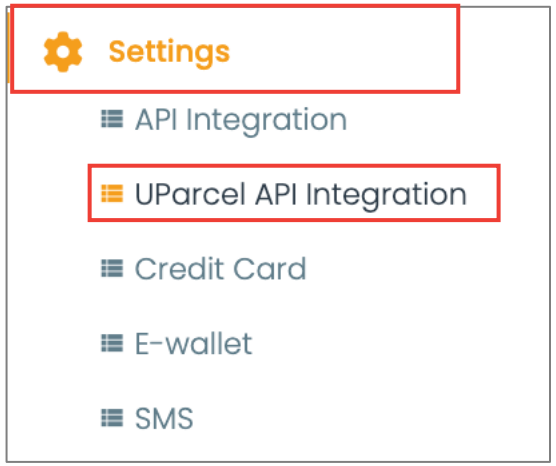


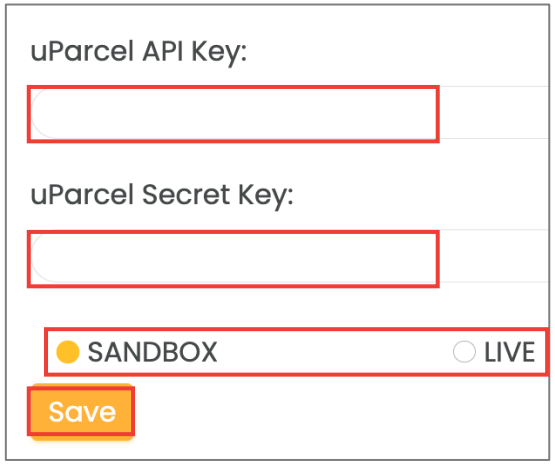
Toggle over to the **Drivers** tab to view live statistics of your drivers such as completed jobs and running late jobs.



Filter and search individual drivers to see their routes and jobs.

uParcel API





Outsource Deliveries to uParcel feature is only available for users in Singapore.

The customer must have an account with uParcel, and the uParcel API credentials to link uRoute to uParcel.

Go to **Settings** > **uParcel API Integration**. Key in uParcel API & Secret Keys and select the environment (Sandbox or Live) and **Save**. For Sandbox selection, Jobs will push to uParcel UAT and for Live Jobs will push to uParcel Production.

After API keys setup, select uParcel Drivers when Assigning Deliveries.

uRoute

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