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INNOVATION THAT EMPOWERS

Route 3.7.0 & Deliver 2.4.0

New Release Drops August 3rd, 2026

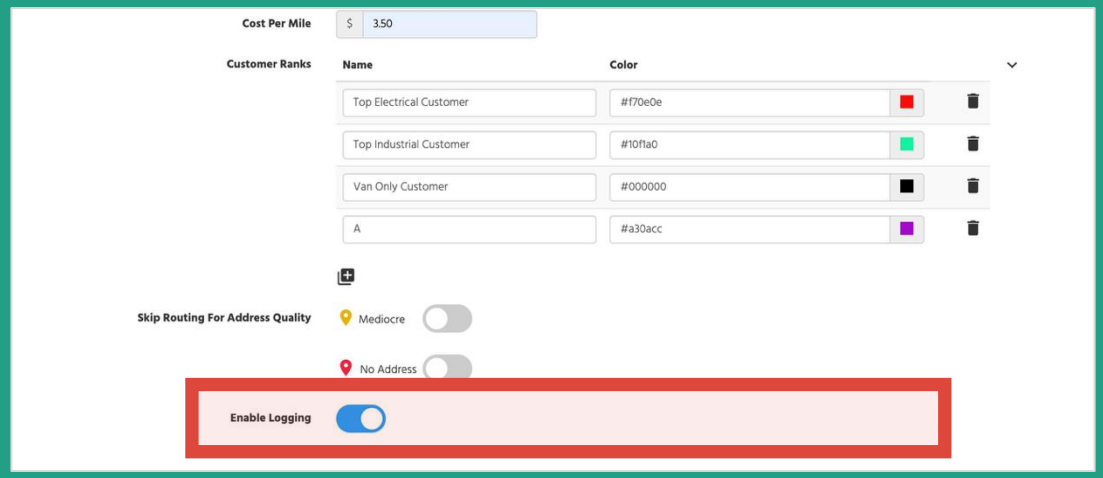
ROUTE 3.7.0 & DELIVER 2.4.0 RELEASE NOTES

https://support.goinnovo.com/hc/en-us/articles/384449788046 27-Portal-Release-3-7-0-Deliver-Release-2-4-0

ROUTE

Route Detail Change Log

- Every route change, tracked automatically
- New Route setting – **Enable Logging**
- The route will automatically sync when the manifest is created
- The data is saved for 30 days



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ROUTE

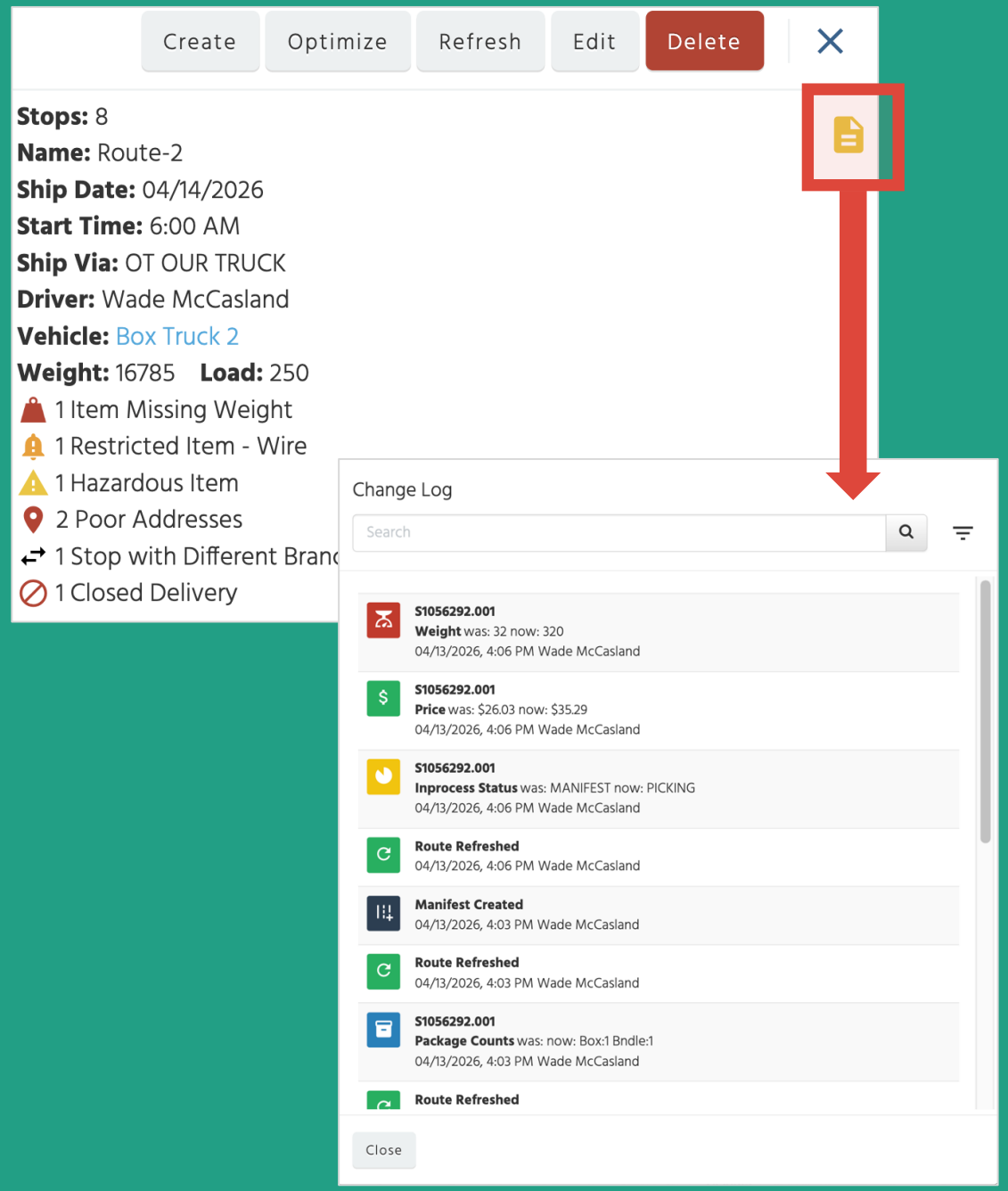
Route Detail Change Log

Header Changes

- Ship Via
- Ship Date
- Start Time
- Driver
- Stop Time Padding
- Vehicle

Sync Changes

- Ship Via
- Carton Counts
- Weight
- Price
- In-Process status
- Requested Times



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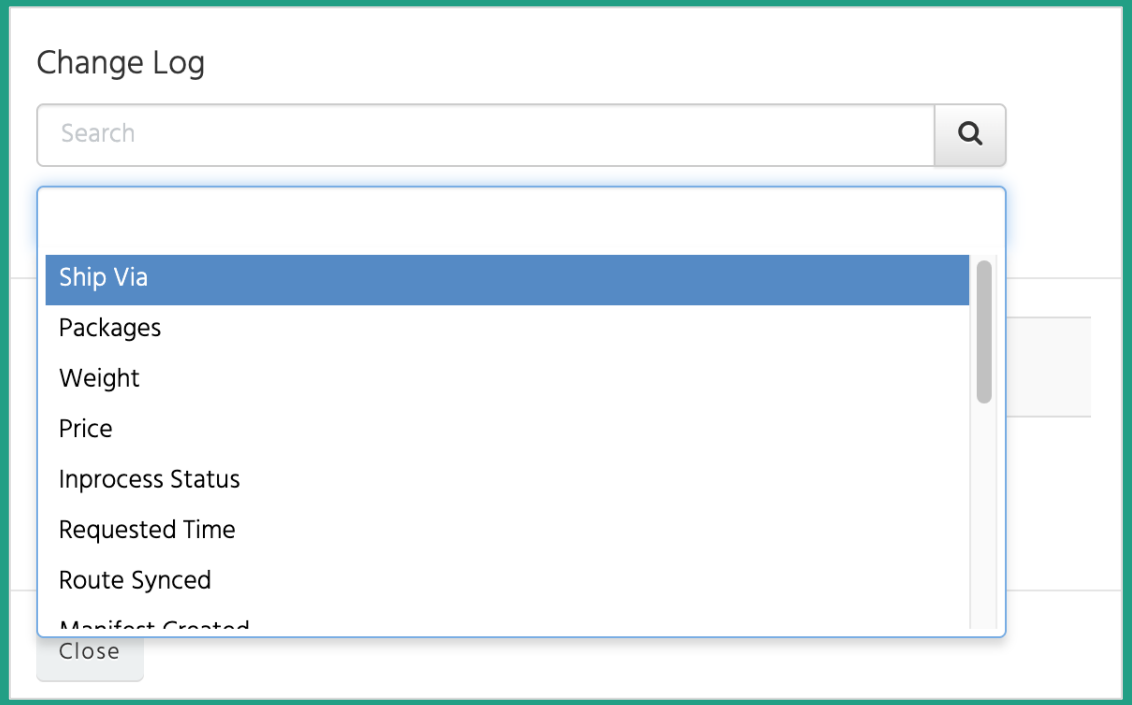
ROUTE

Route Detail Change Log

Route Changes

- Manifest Created
- Route Sync
- Manifest Opened/Closed
- Stops Locked/Unlocked
- Optimization Enabled/Disabled
- Address Changes
- Stops Unrouted
- Route Optimized – fastest vs. requested, reversed, pickups last



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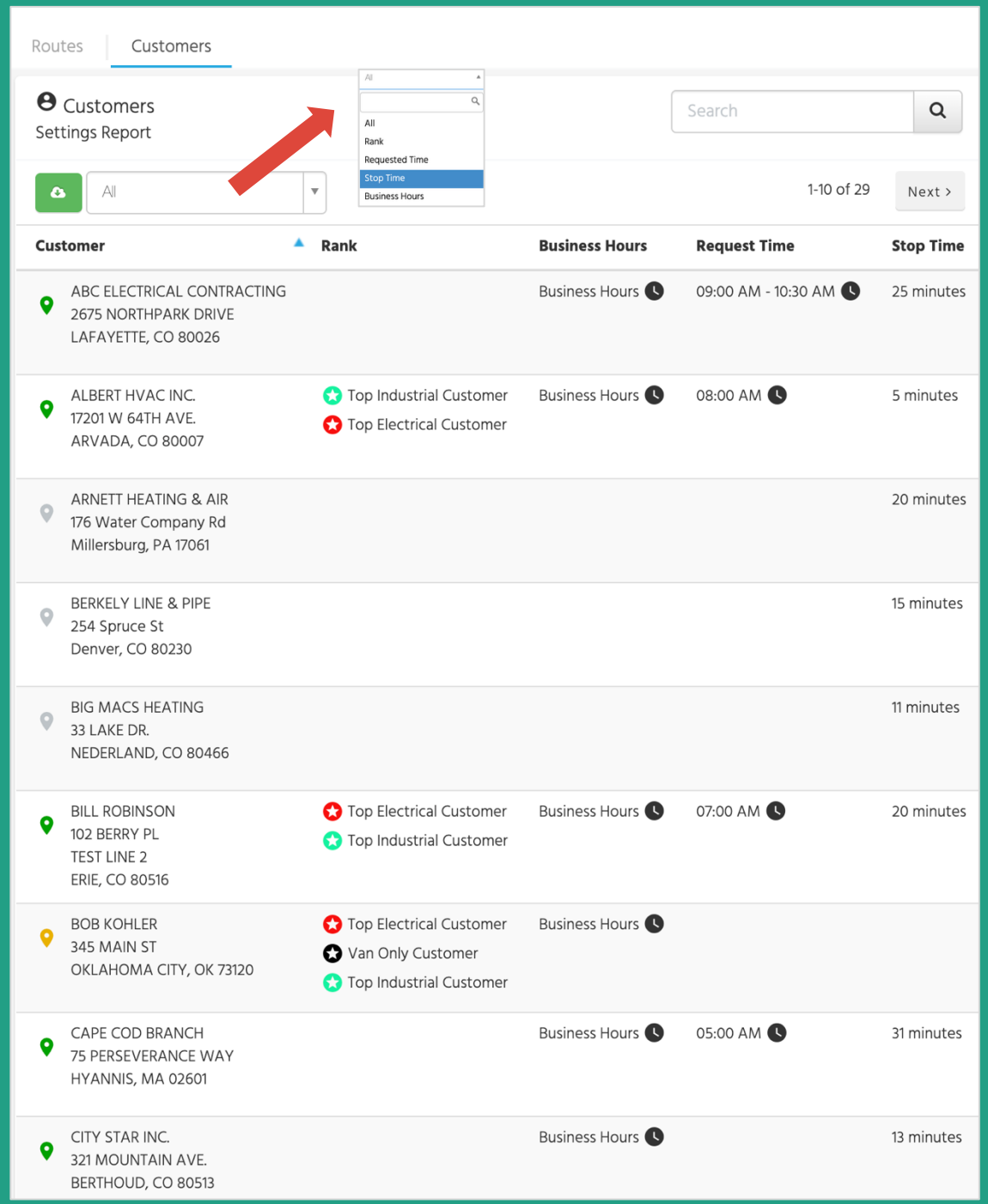
ROUTE

Customers Table

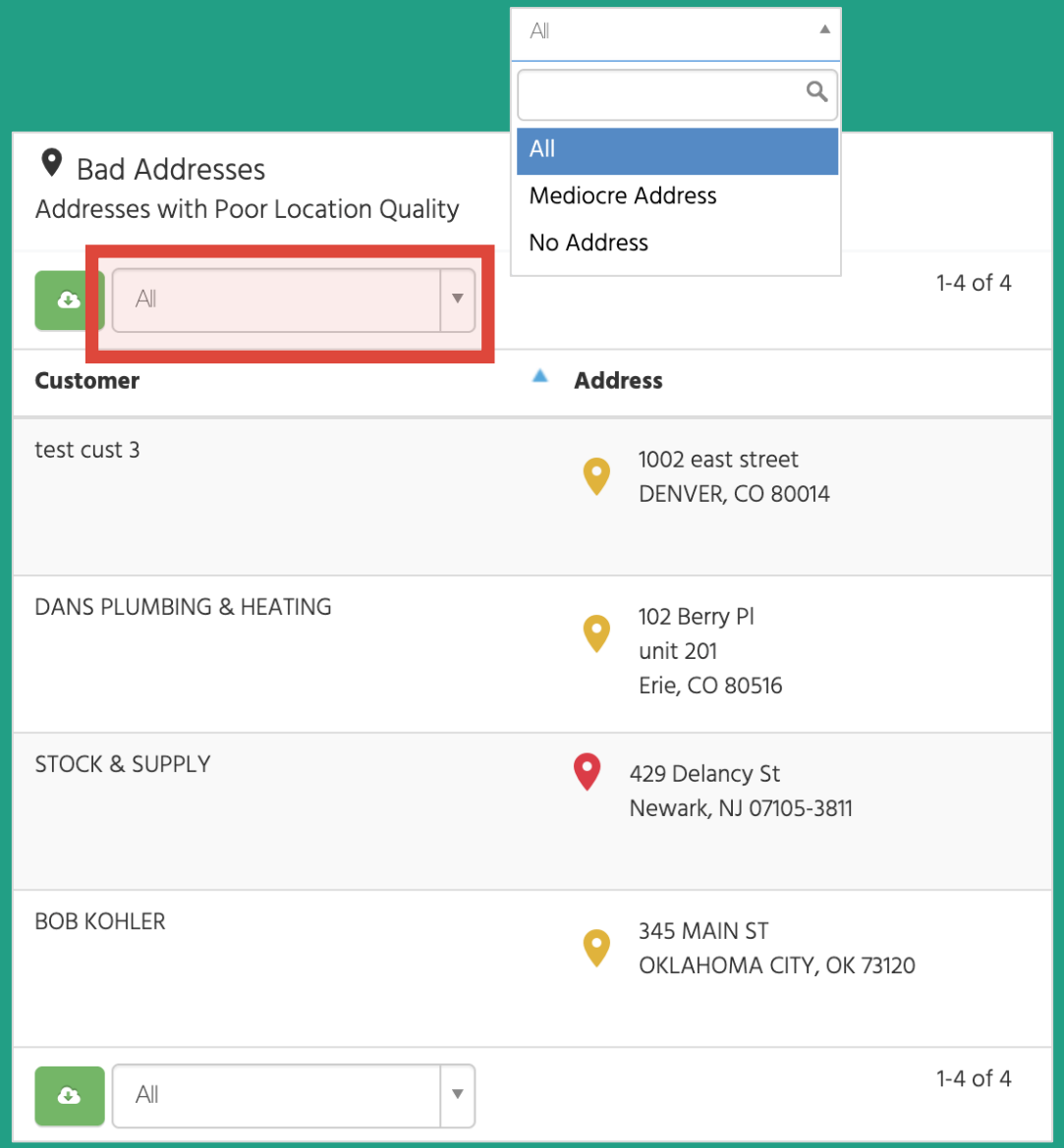
- Easily identify customers that have ranks, business hours, requested times, and stop times
    - Values are set on the Customers tab
- Filter customer list to find just those customers that have requested times, for example



ROUTE

Bad Addresses Table

- Anytime a delivery is made to a Mediocre (Yellow) or No Address (Red), an entry will appear in the table
- Once the address has been fixed (either by updating the customer file in Eclipse or manually geocoding the address), the entry will be removed from the table on the next delivery



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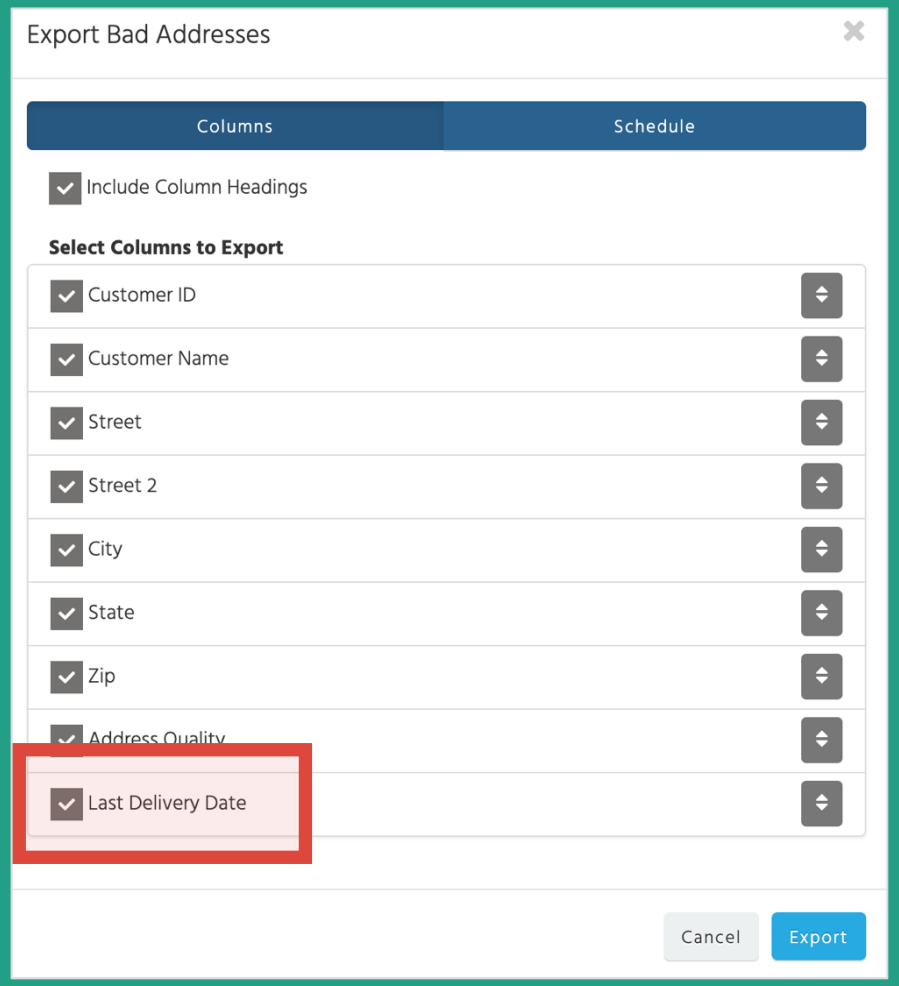
ROUTE

Bad Addresses Table

- Downloading the Bad Addresses table provides even more information such as last delivery date



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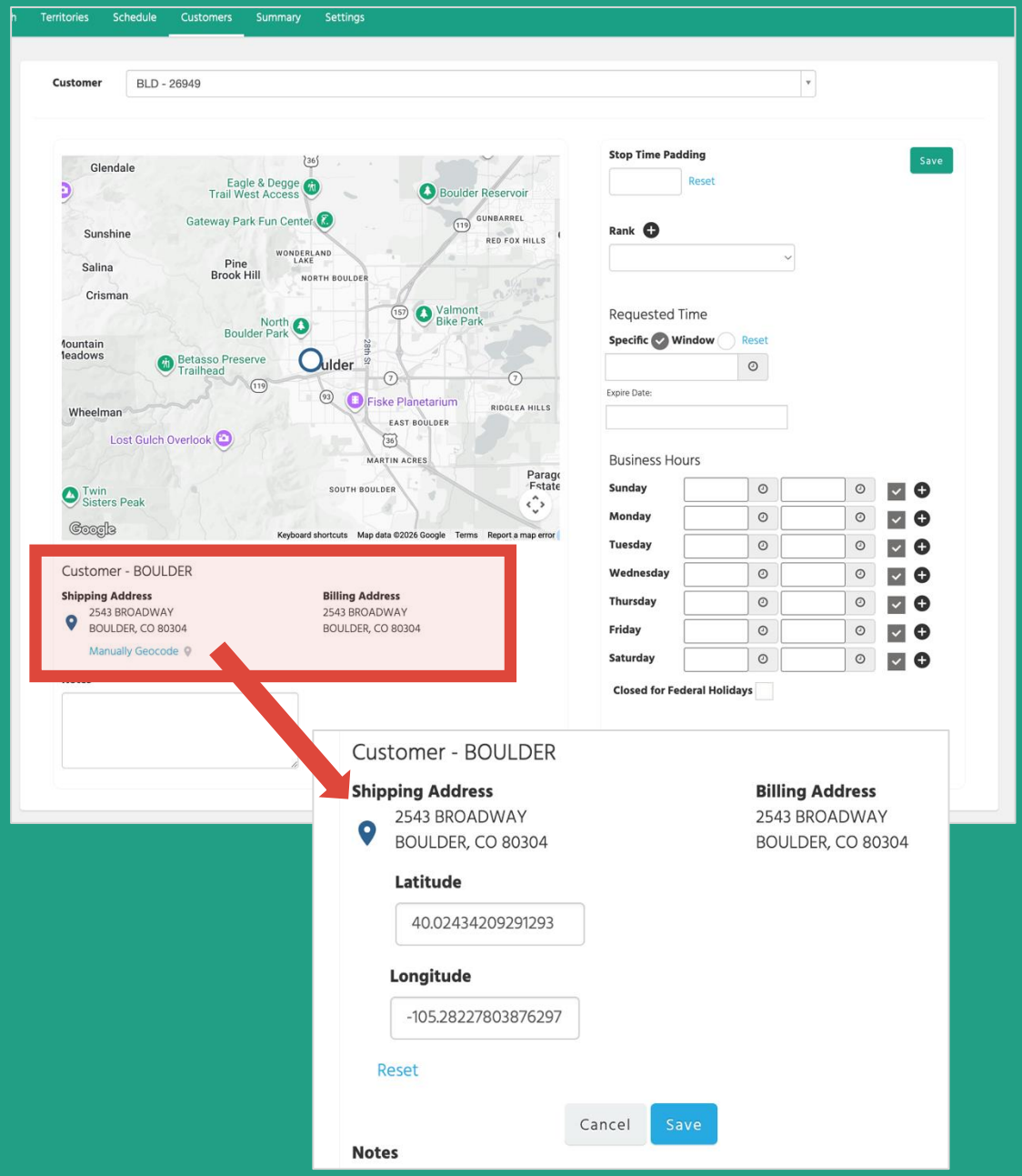
ROUTE

Home Branch Geofence

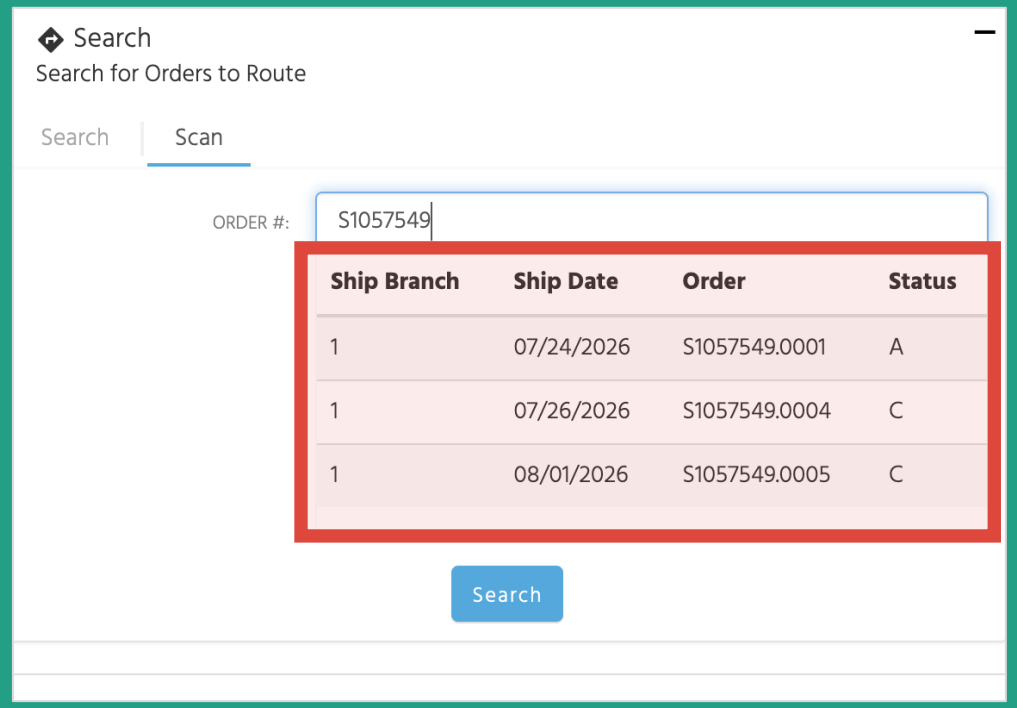
- You now have the option to geocode your home branch
- This provides better accuracy when using the take-me-home auto-complete feature
- Anytime the truck enters a 0.2 mile geofence of the geocoded home branch, the manifest will auto-complete
- This will also alleviate any issues with the Deliver setting, **Restrict "Take Me Home" to Geofence**
- You can geocode your home branch on the Route -> Customers tab by entering in the ID for the home branch entity



ROUTE

Show all Generations

- When scanning an order, you will now be prompted with all generations of that order available to route
- Select the generation you wish to add
- This is similar behavior to when you add an order to a manifest with no generation specified



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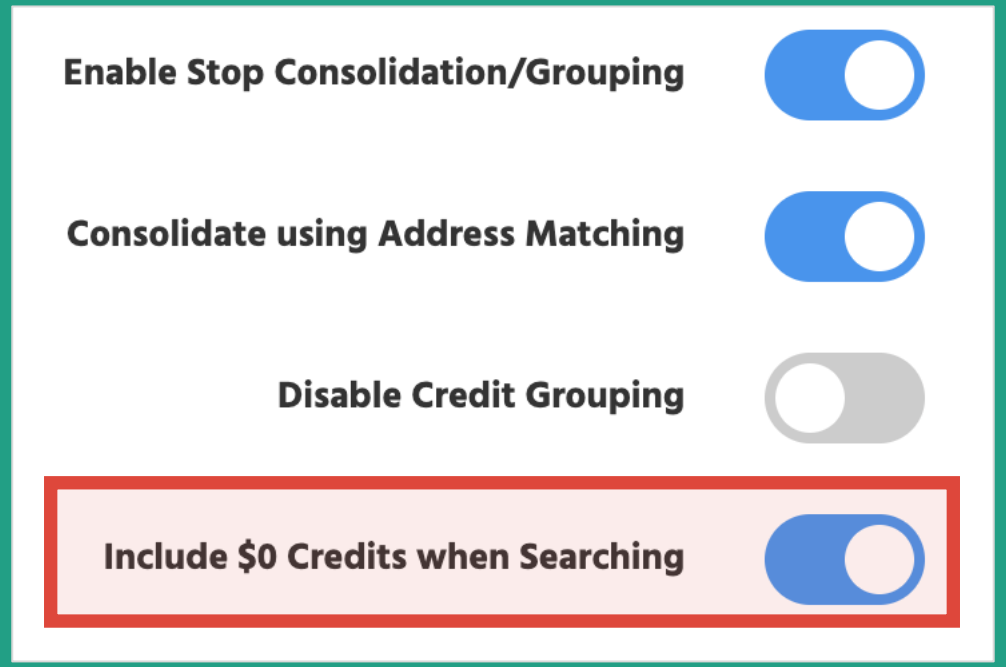
ROUTE

Include $0 Credits

- New Setting, **Include $0 Credits When Searching**
- This eliminates the need to scan $0 credits



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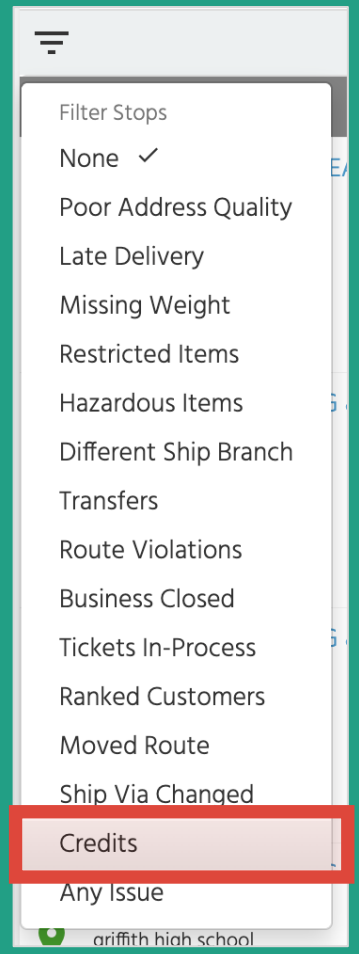
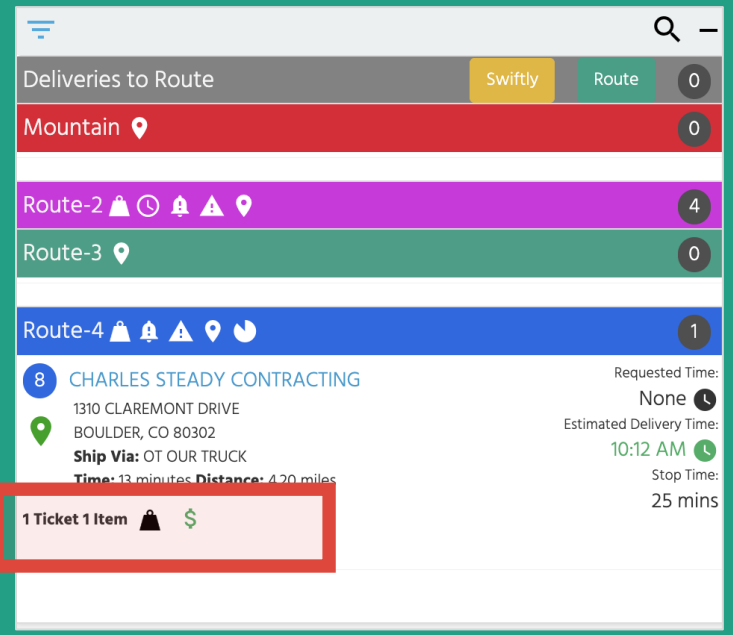
ROUTE

Add Credits to Issue Filter

- Quickly view all credits on your Route date





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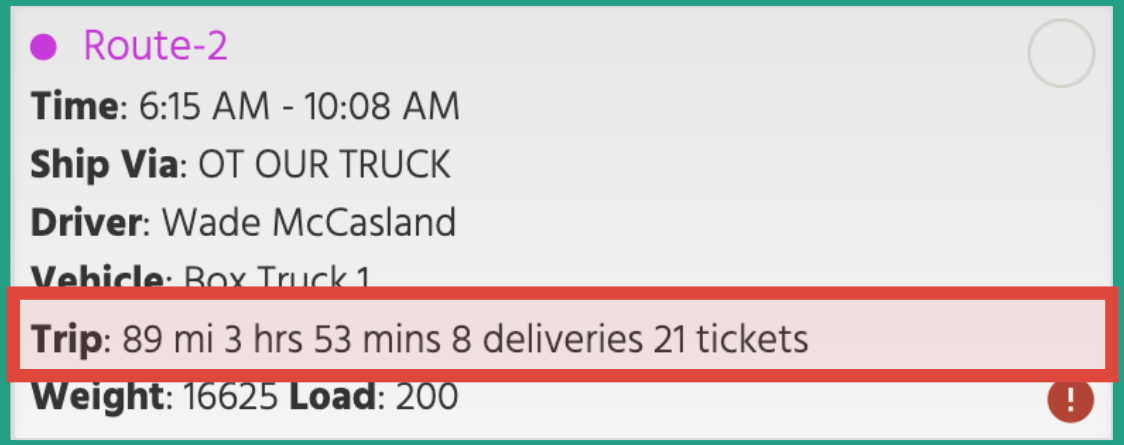
ROUTE

Add Ticket Total

- The total amount of tickets on a route will display in the Overview section on the Route tab



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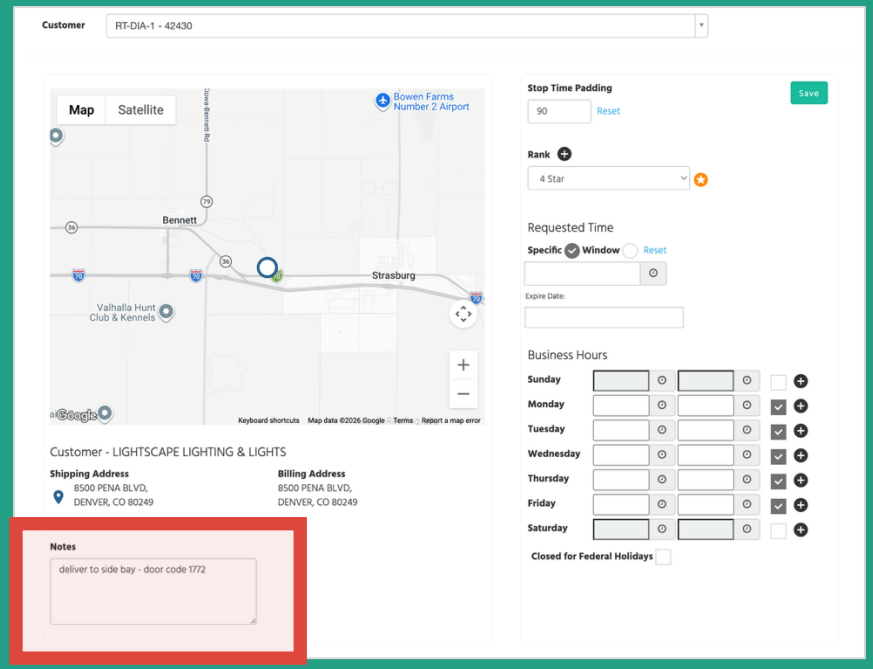
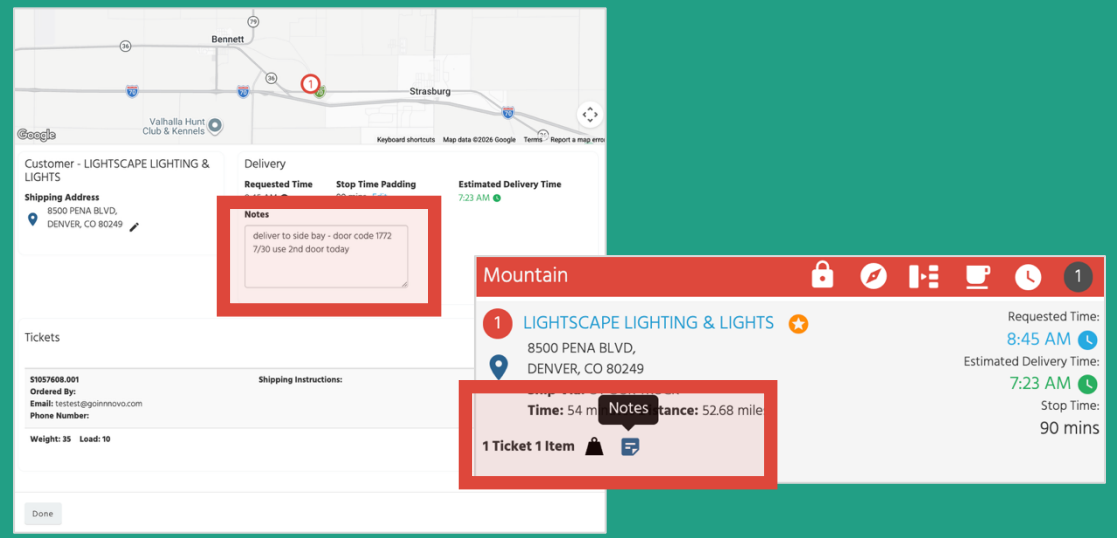
ROUTE

Delivery Notes

- Ability to set up default customer notes (**Route -> Customers**) that appear for the router and driver on the Stop Detail page. This can include door codes and other sensitive information you may not want to add to shipping instructions.
- On the Stop Detail page, the router can add additional notes for the driver.
- These notes will appear in the Deliver app.

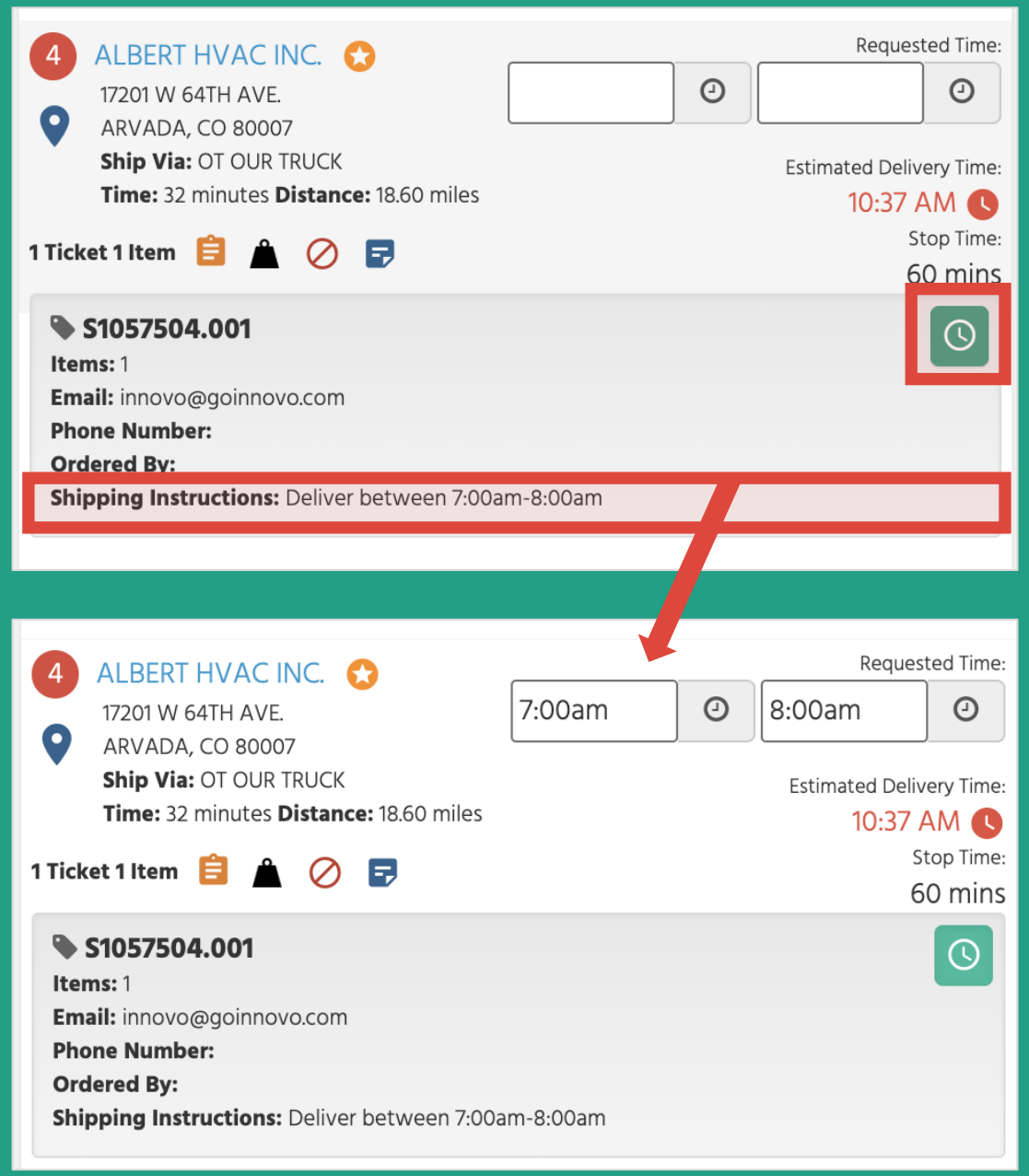




ROUTE

Requested Times

- We now display shipping instructions when entering requested times in Route Detail
- And **BONUS!** If the shipping instructions already have a delivery time entered, you can automatically update the times field
- Times must be in the format of 7:00, 7:15, 7:30, etc. or a window format of 7:00-8:00.
- We respect am/pm and if none entered, am is assumed



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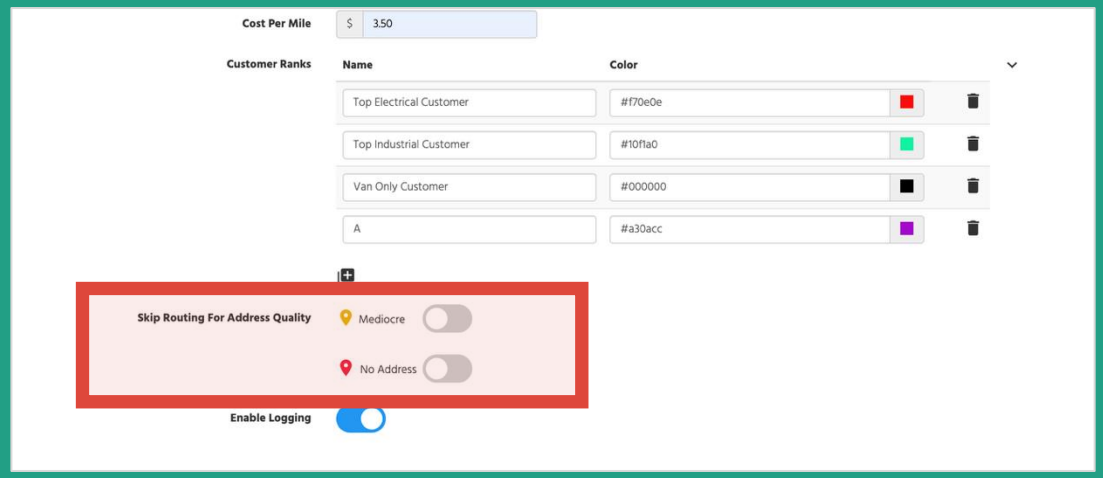
ROUTE

Exclude from Routing

- You can now exclude orders with poor address quality from being automatically routed
- You can select Mediocre (yellow) or No Address (red) or both from being routed
- You can still manually move these stops to the route, or fix the address, and on the next search and route, they will be routed



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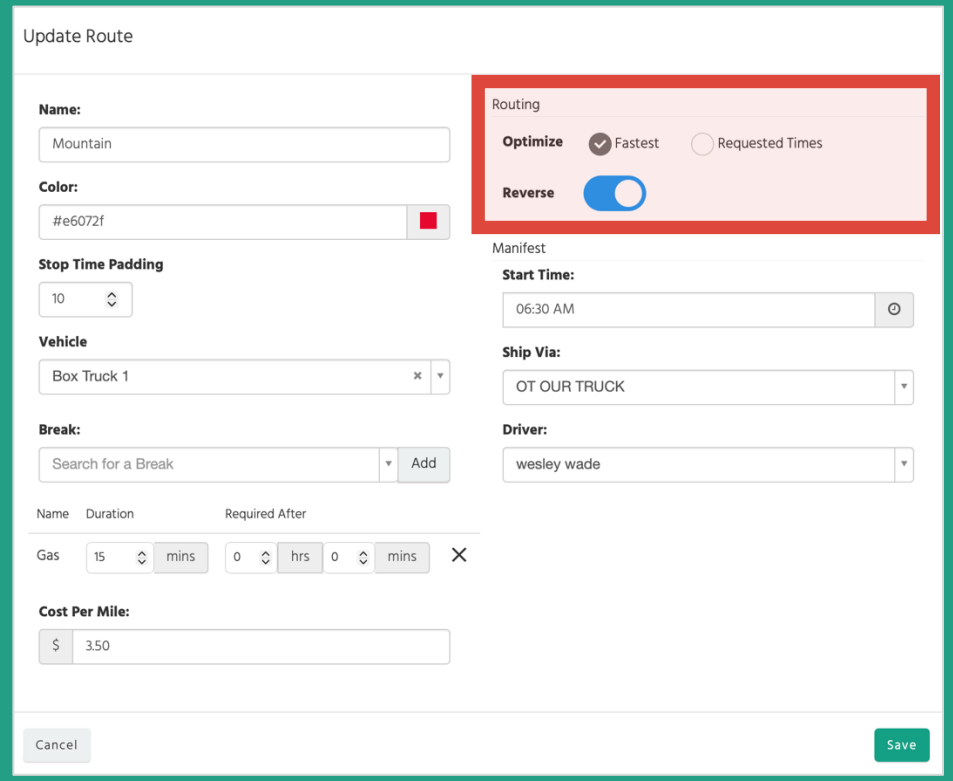
ROUTE

Routing Optimization

- You can now set default optimization values at the individual territory level
- These settings will override what is in Route -> Settings



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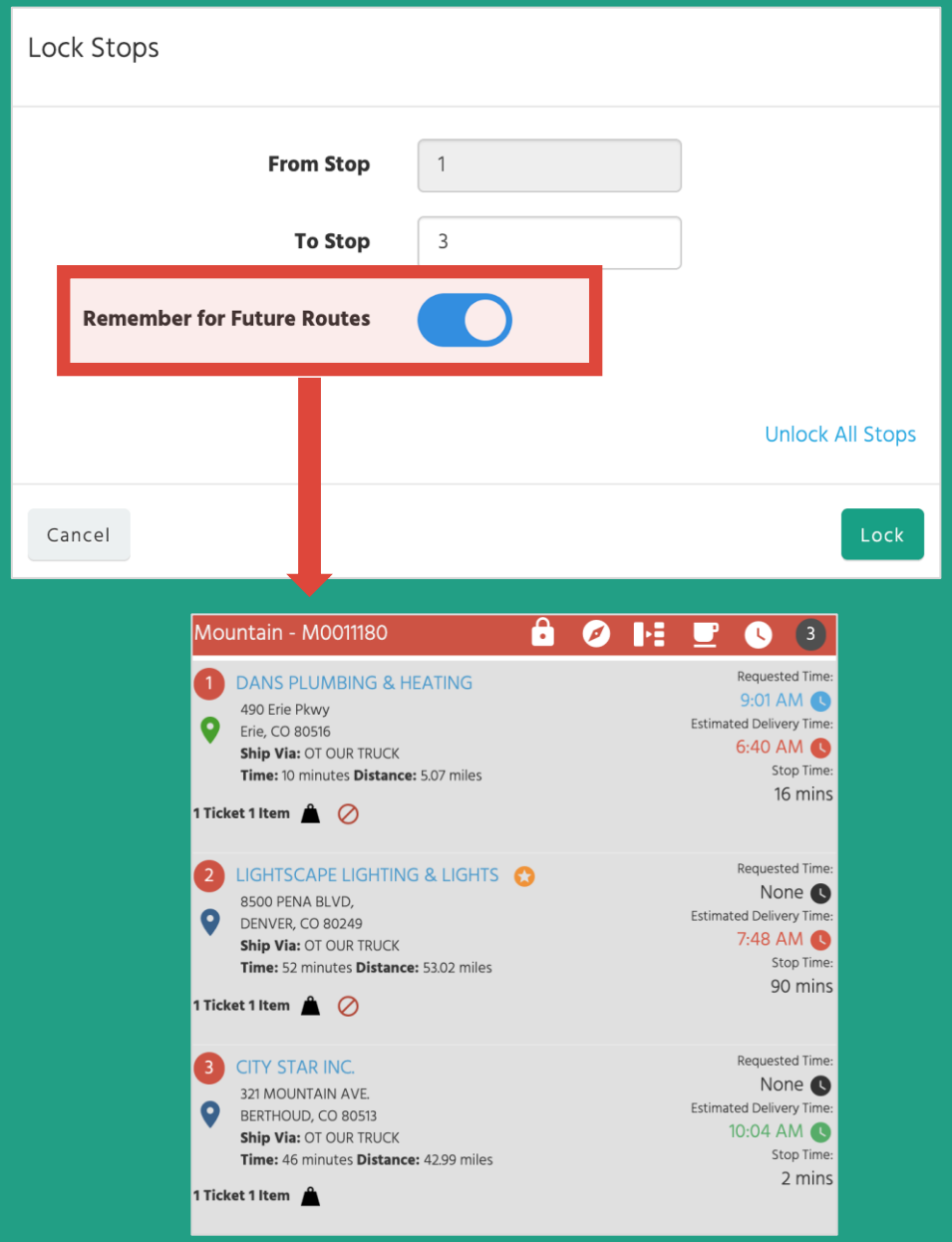
ROUTE

Remember for Future

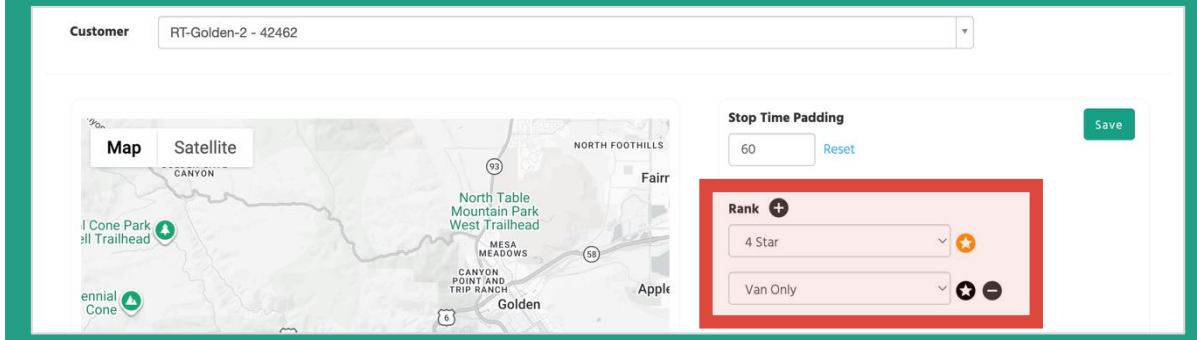
- Take historical data and apply to future routes!
- When locking stops on the Route Detail page, you can now save the order of those stops for future routes
- Anytime the customer appears on this route, they will be slotted into their locked position
- If you need to add or remove customers from their locked position, you can disable this setting, make the changes and then enable the setting, again

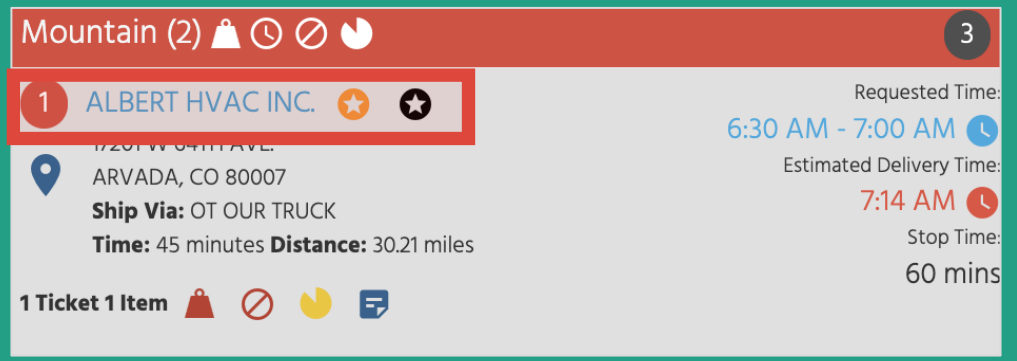


ROUTE

Multiple Ranks

- You can now add multiple ranks to a customer and those ranks are then visible in both Route and the Deliver app
- Ranks are added on the Route -> Customers tab

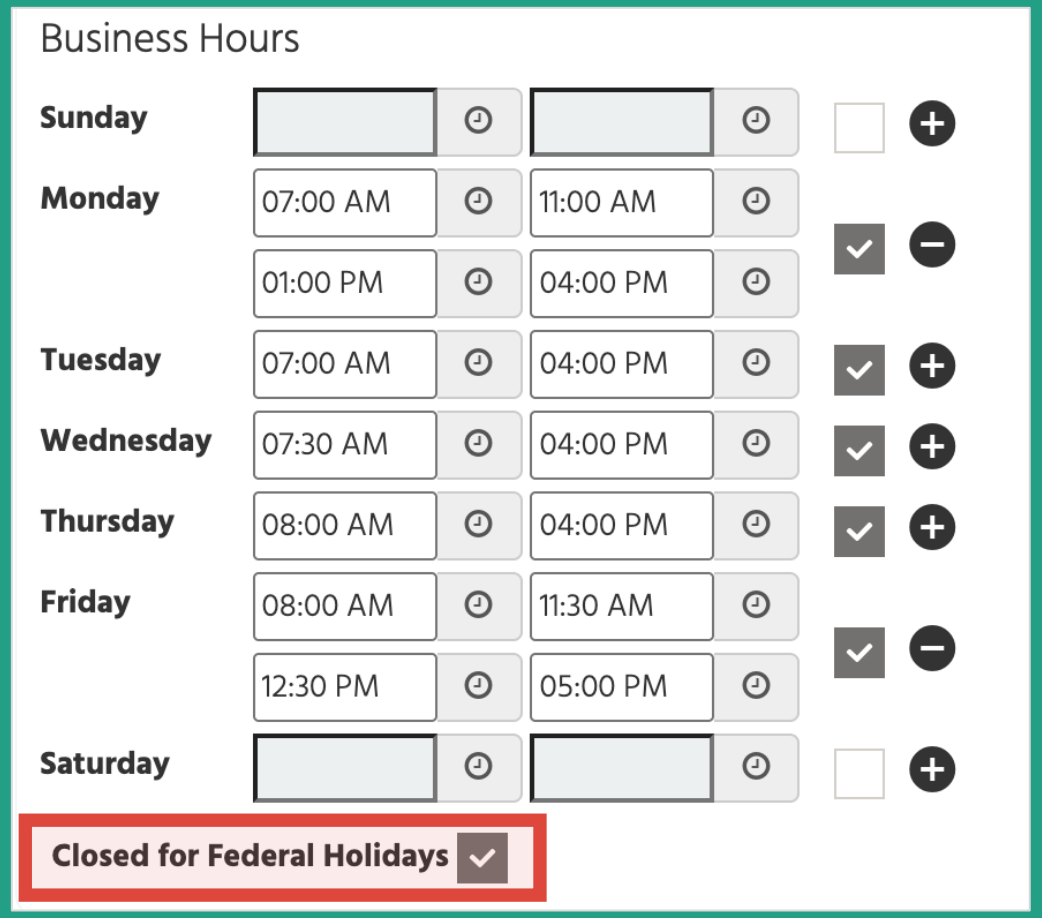




ROUTE

Customer Holiday Hours

- You can now specify if a customer is closed for Federal Holidays
- Customer hours are added on the Route -> Customers tab



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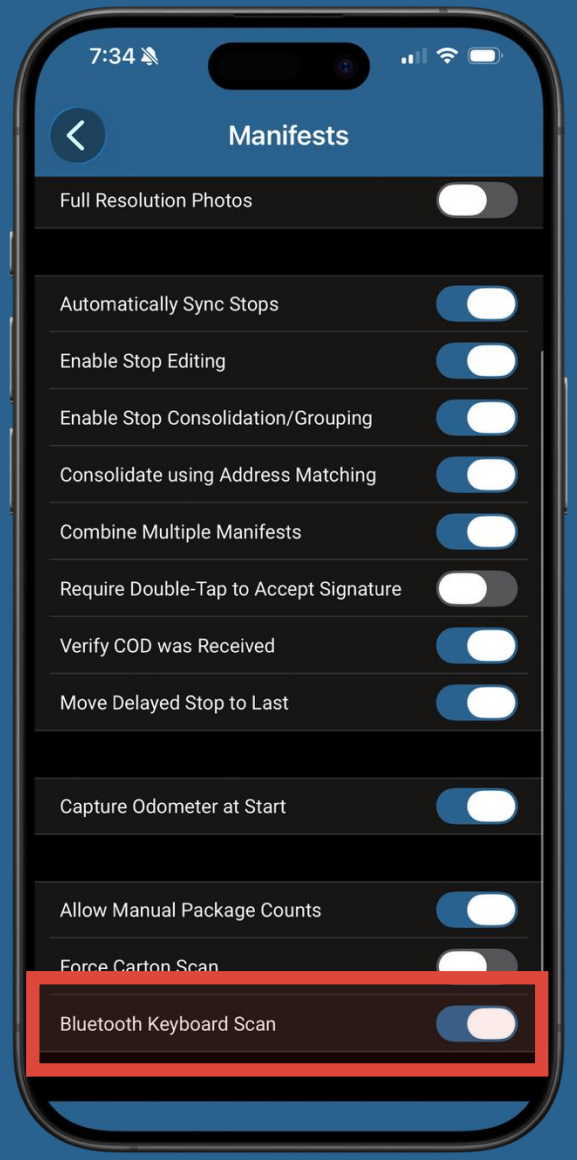
DELIVER

Scan On/Off Packages

- Deliver now supports all non-integrated 3rd party Bluetooth scanners
- New app setting, **Bluetooth Keyboard Scan**
- Popular options with our customers –
  - Eyoyo Bluetooth Scanner
  - Tera Bluetooth Scanner







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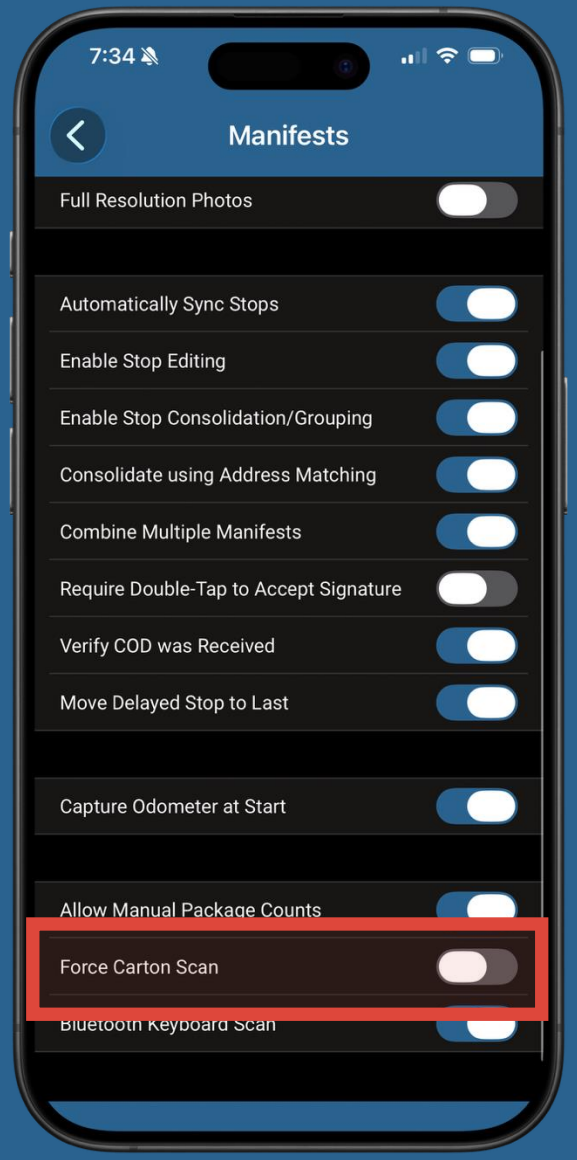
DELIVER

Force Carton Scan

- When using Carton Packing, you can now force a carton to be scanned on/off instead of the sales order number
- New app setting, **Force Carton Scan**







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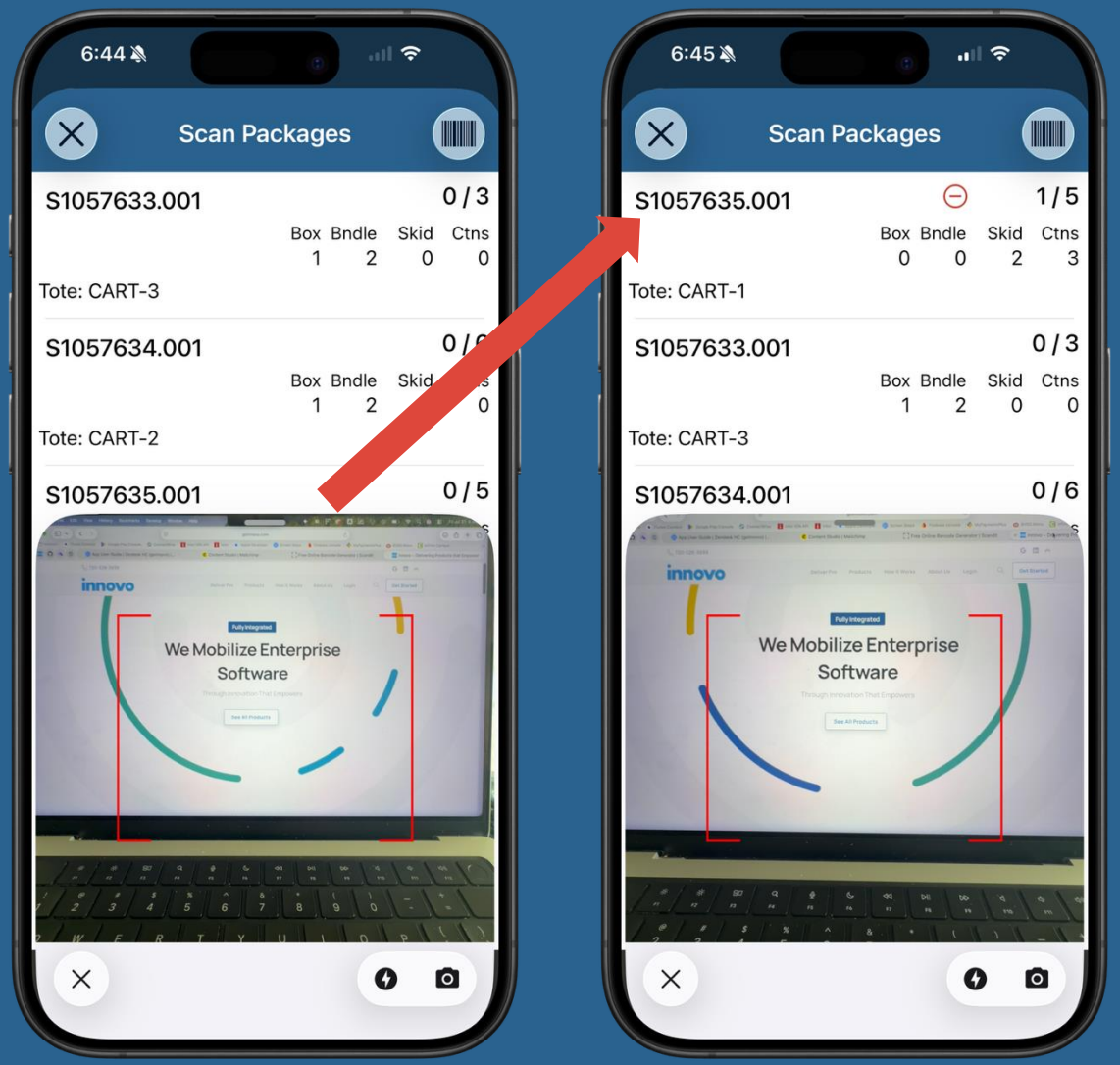
DELIVER

Easier to Scan Off

- As you scan packages off the truck, you do not have to scan in the order they are listed
- As an order / carton is scanned, that order will scroll up to the top of the screen so you can see the latest package you scanned



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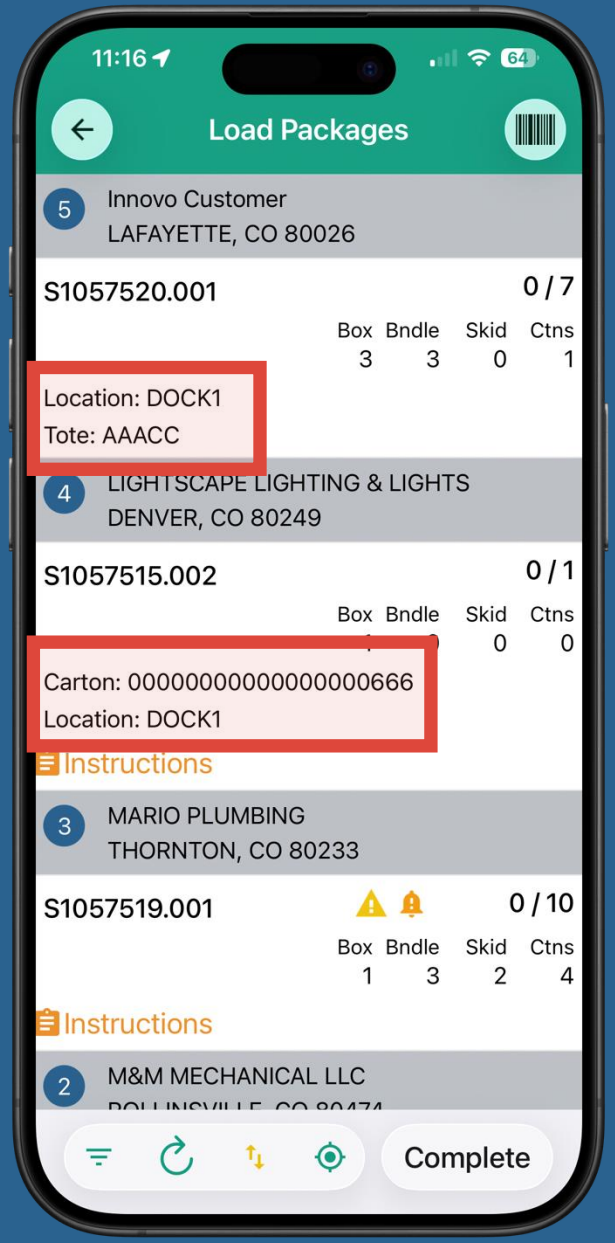
DELIVER

Load Mode Display

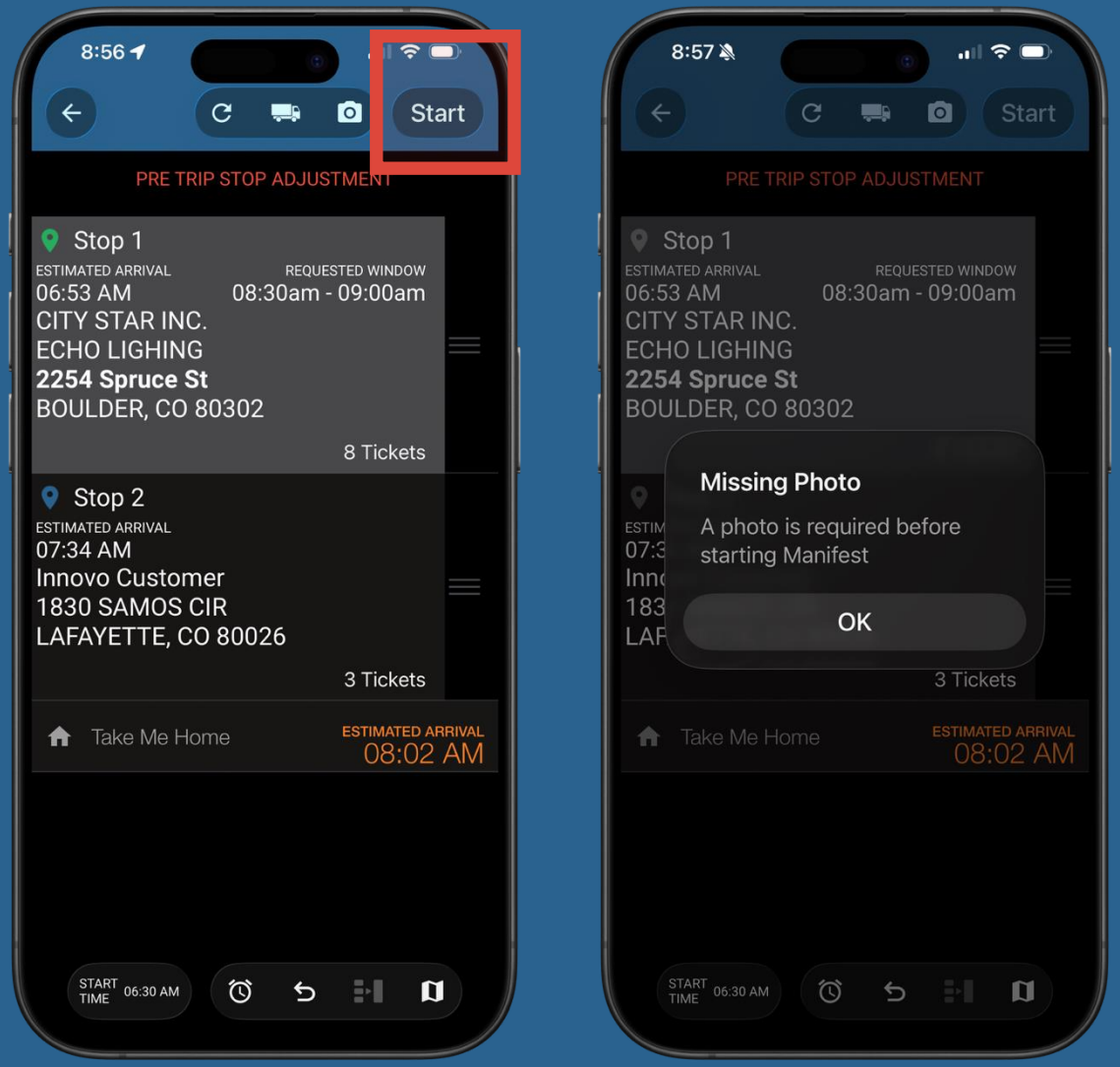
- Tote & Staging locations will now display in Load Mode
- When using Carton Packing, the carton numbers will display in place of the tote along with the staging location
- **Note:** Multiple tote and locations will be comma delimited



DELIVER

Require Pre-Trip Photo

- New control file, **Innovo Deliver Photo Required Before Manifest Start**
- When enabled,
  - The driver will need to press Start to begin the route (similar behavior to capturing odometer reading)
  - The driver will be prompted to take a pre-trip photo

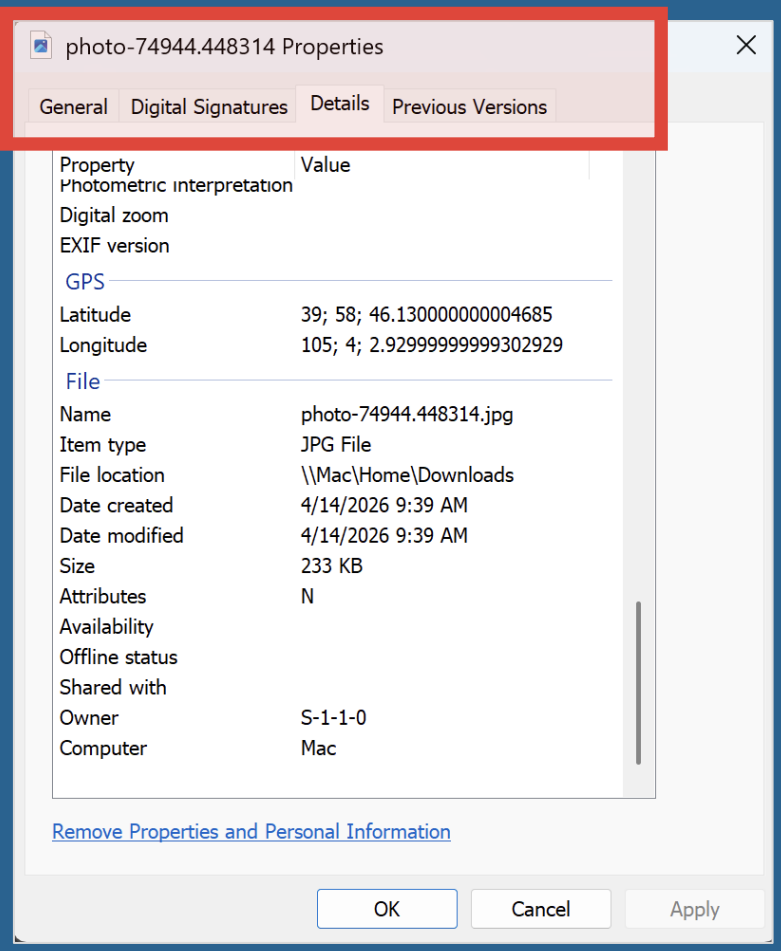


DELIVER

Add GeoStamp to Photos

- The latitude and longitude of where the photo was taken is now included in the photo metadata
- Right-click on the photo, select Properties, and Details
- This will further reduce customer disputes





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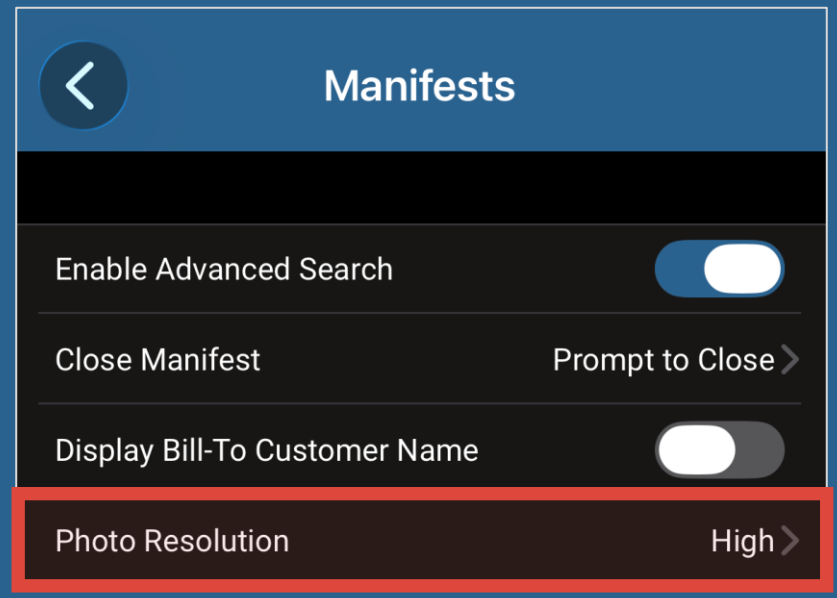
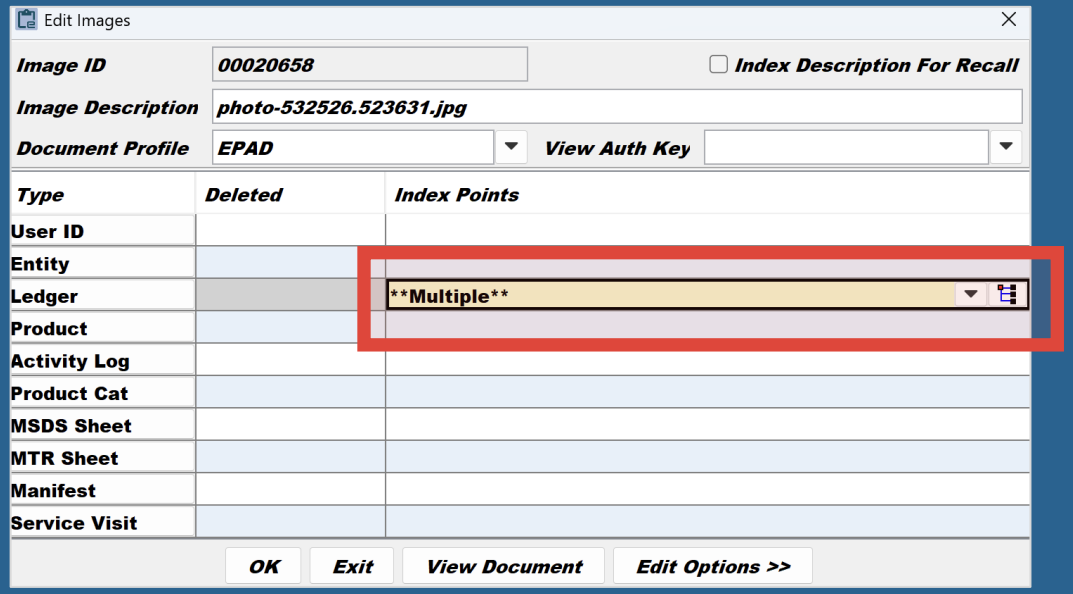
DELIVER

Delivery Images

- Replaced **Full Resolution Photo** setting with options **Standard**, **Medium**, and **High**
    - Standard – 70% quality, max dimension size 800px
    - Medium – 80% quality, max dimension size 1600px
    - High – 90% quality, max dimension size 2400px
- Note: Any device with the Full Resolution Photo setting enabled will be updated to High on app upgrade to 2.4.0
- Photo storage has also been enhanced to only store one photo for a stop and have that photo attach to all orders on the stop instead of storing duplicate photos for each order.





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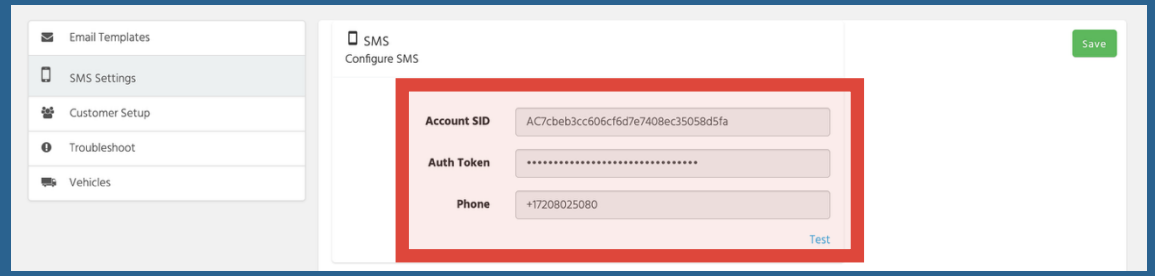
DELIVER

Twilio Settings Security

- Only Deliver Web Administrators can edit SMS Settings. All other users with access to the Notifications tab are in view only.



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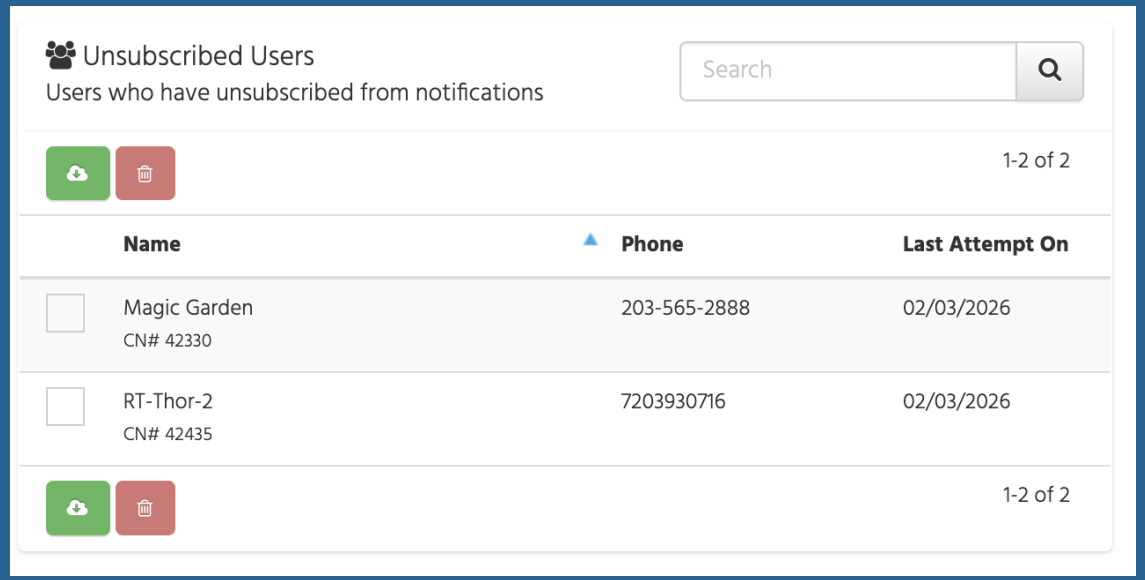
DELIVER

Twilio Opt-Out Tracking

- When a customer opts out of Delivery Notifications by sending a STOP message to Twilio, Innovo is not notified so we keep sending those messages back to Twilio. Unfortunately, Twilio will continue to charge you for those messages.
- You can now view and manage any customers that have opted-out through Twilio on the Deliver Web -> SMS Settings page.
- Once an SMS message is sent, we will capture the response from Twilio and if the customer has opted-out, we will populate the **Unsubscribed Users** table.
- From the table, you can click into the customer and update their notification settings directly. This will save you money!



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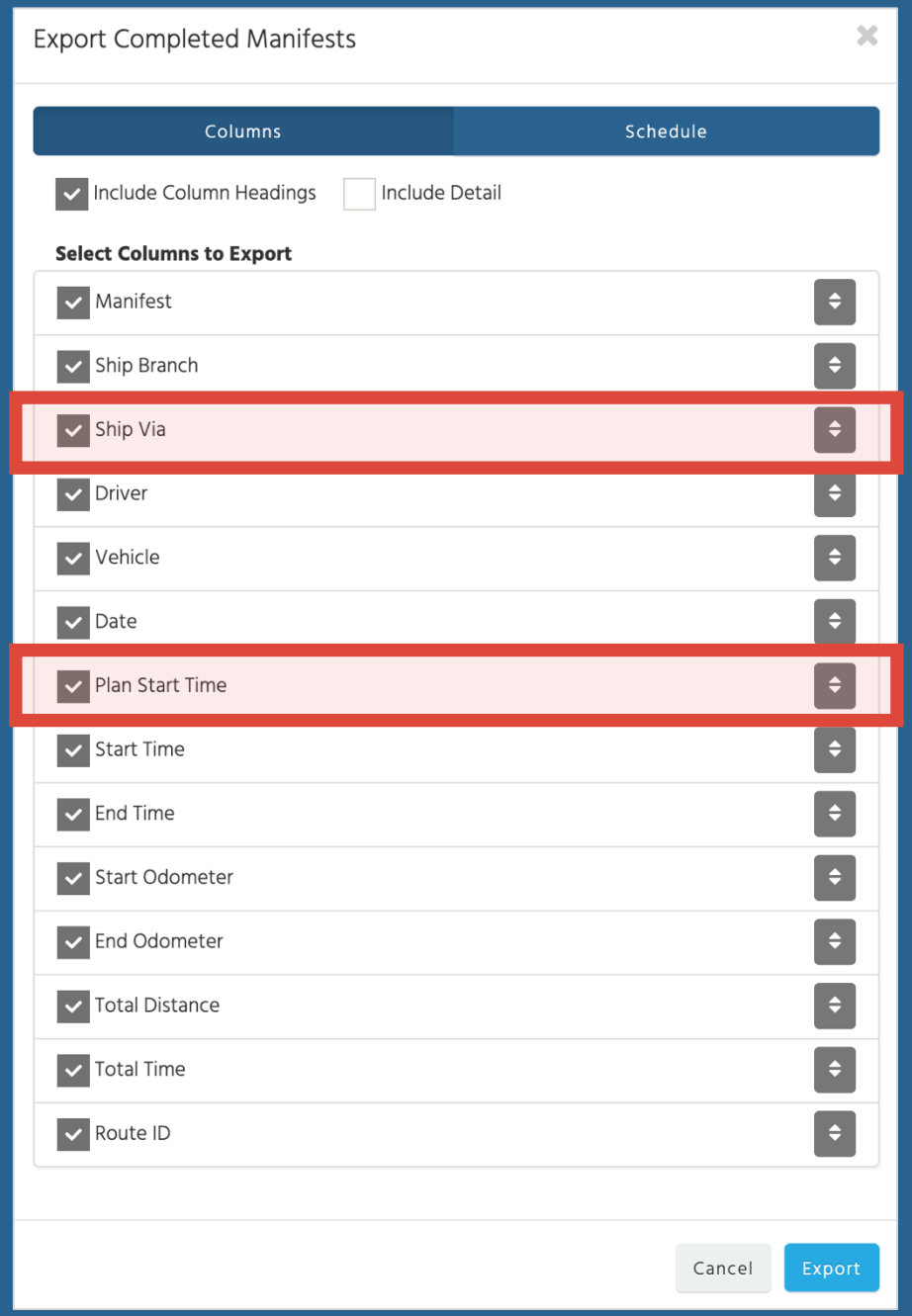
DELIVER

Completed Manifests

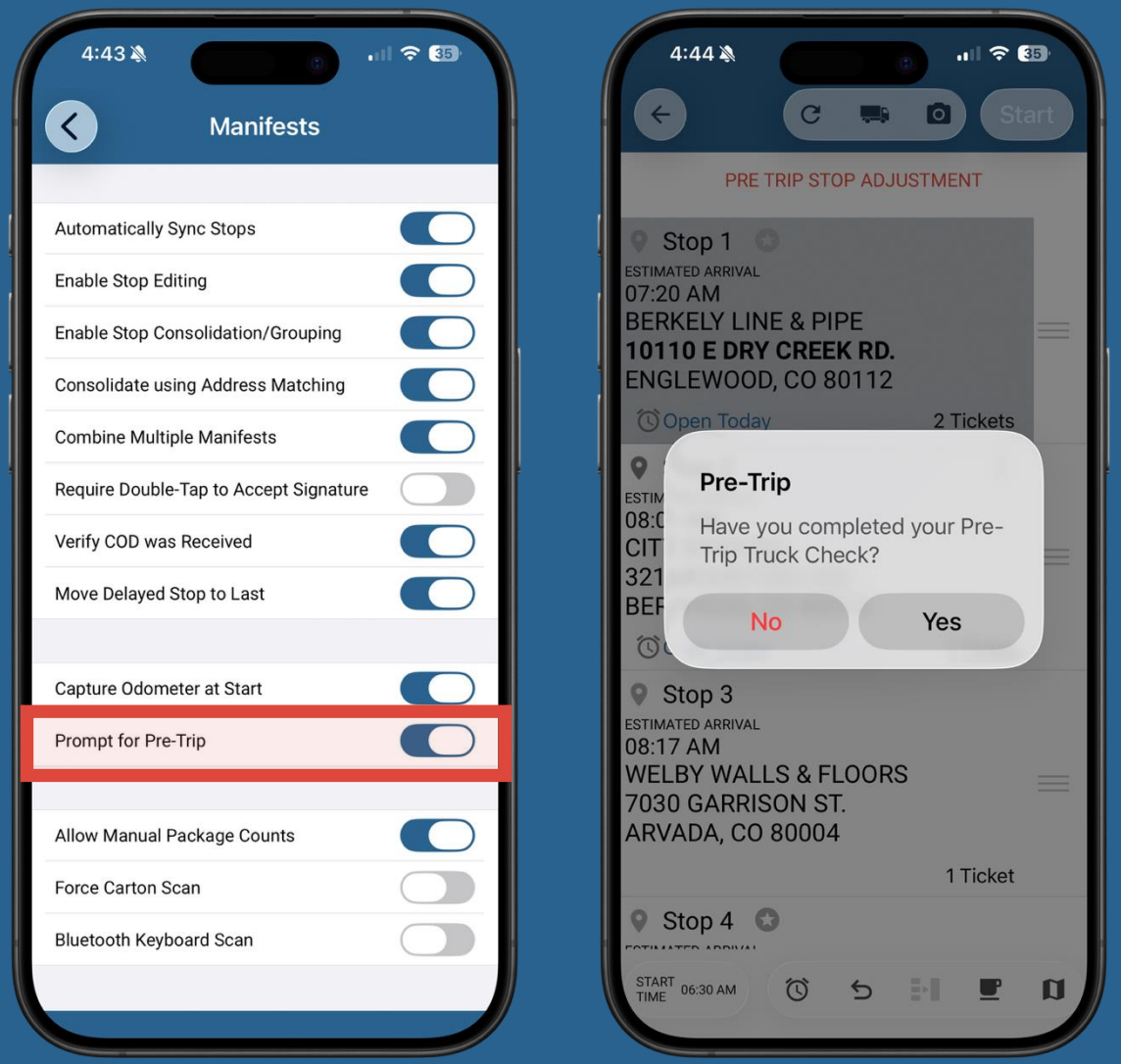
- Added **Ship Via**
- Added **Plan Start Time** – this is the expected start time either set in Route or on the Eclipse Manifest



DELIVER

Verify Pre-Trip Inspection

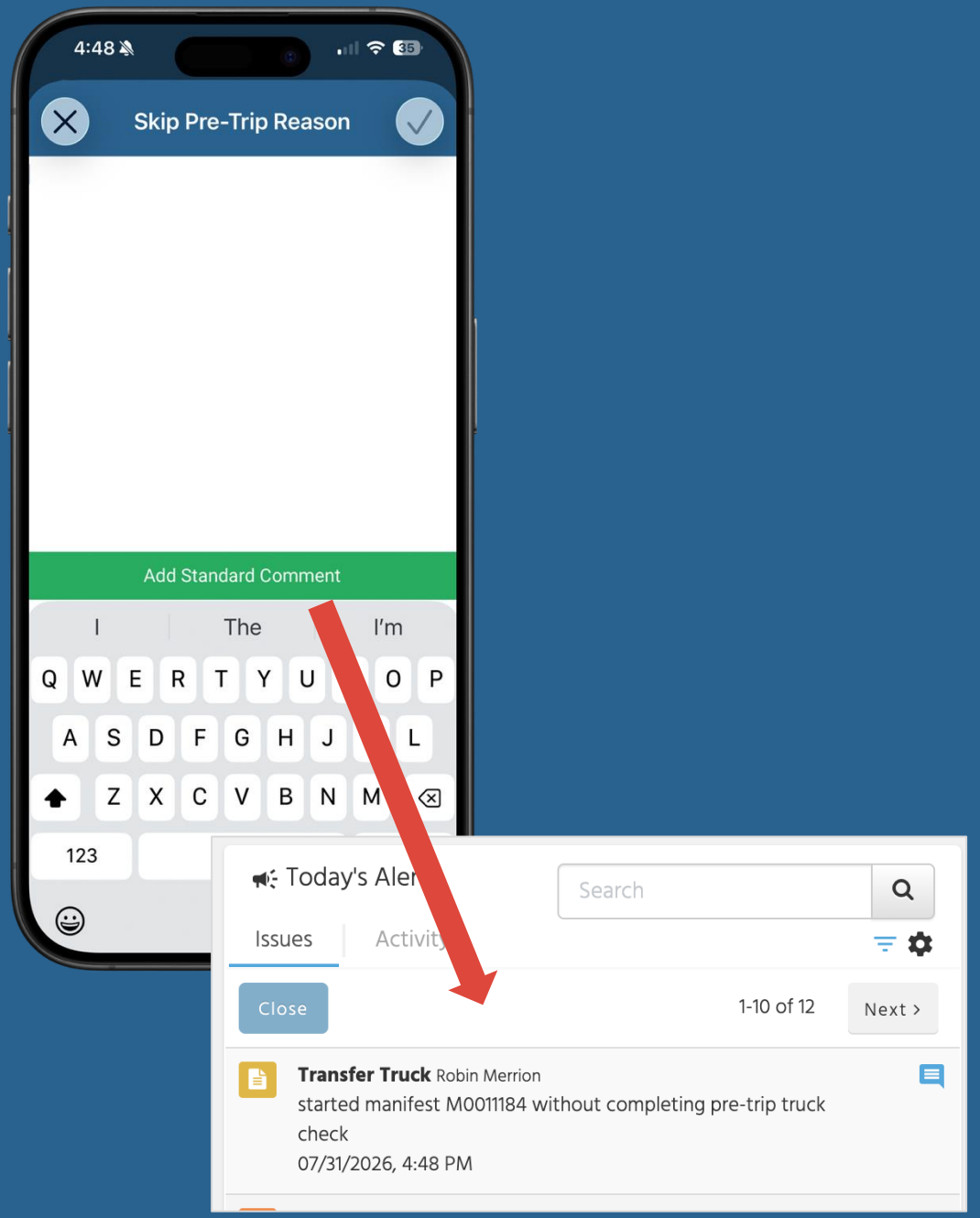
- New setting, **Prompt for Pre-Trip**, on Settings -> Manifests
- When enabled, the driver will be prompted to verify they completed the pre-trip inspection



DELIVER

Verify Pre-Trip Inspection

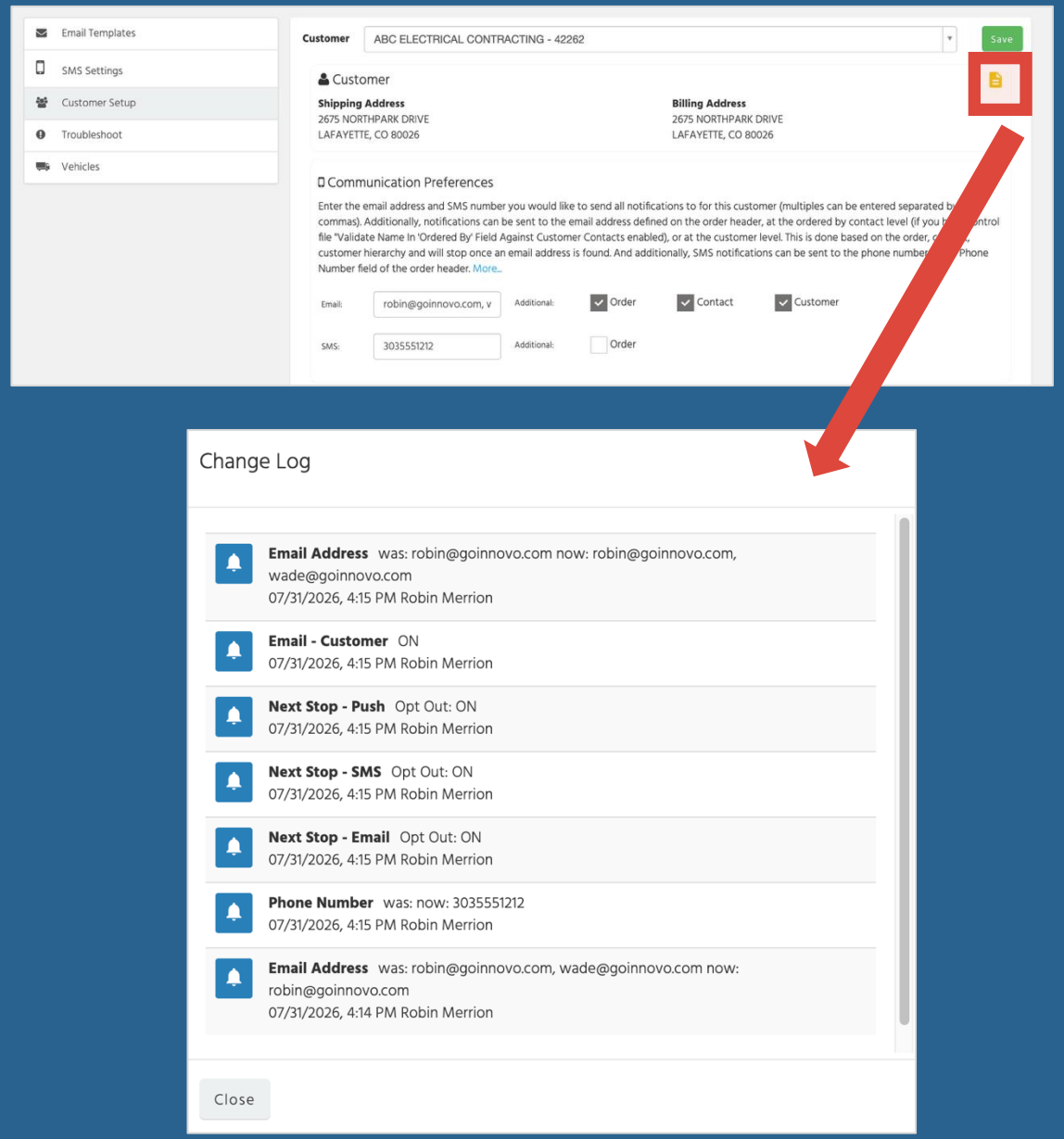
- If the driver selects No, they will be prompted for a reason and that reason will then appear in the Today's Alerts section on Deliver Web -> Dashboard
- **Note:** You can enter standard pre-check comments on Deliver Web -> Settings



DELIVER

Notifications Change Log

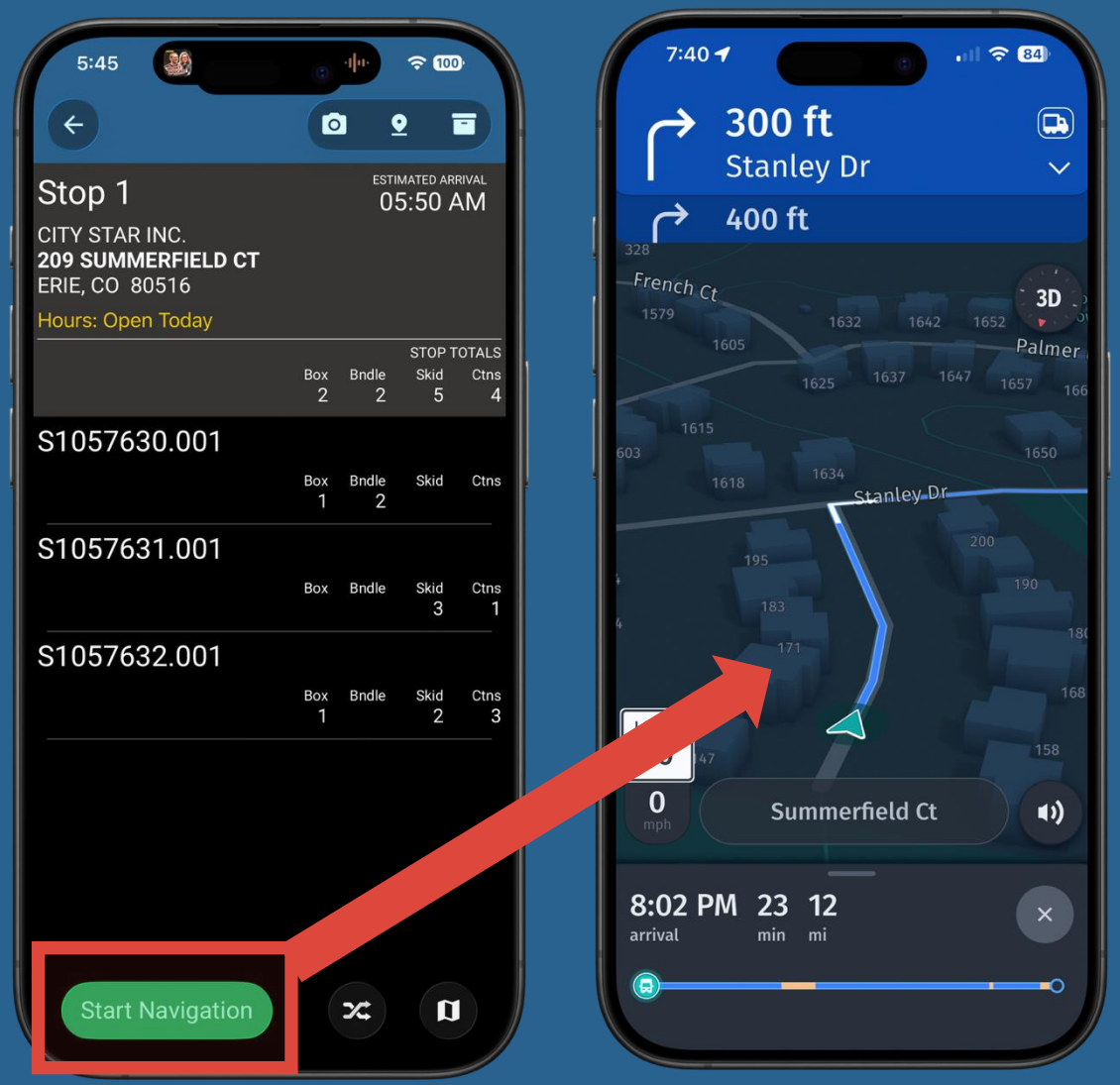
- We now log any changes made to Customer Notifications
  - Email & SMS changes
  - Additional Overrides
  - Enable / Opt-Out of the four notifications options
  - CC / BCC changes
- The data will display as of August 3, 2026



DELIVER

HERE WeGo Pro

- We're really excited to announce a much-improved HERE mapping experience for our HERE customers!
- If you are a HERE customer, you will soon navigate directly from the HERE WeGo Pro app! This will replace our in-app HERE navigation.
- We are starting beta this week (8/3) and will do a controlled rollout starting in September.
- For more information on the HERE WeGo Pro app, please navigate to https://www.here.com/products/wego-pro
- If you are interested in becoming a HERE customer, please reach out to us at support@goinnovo.com



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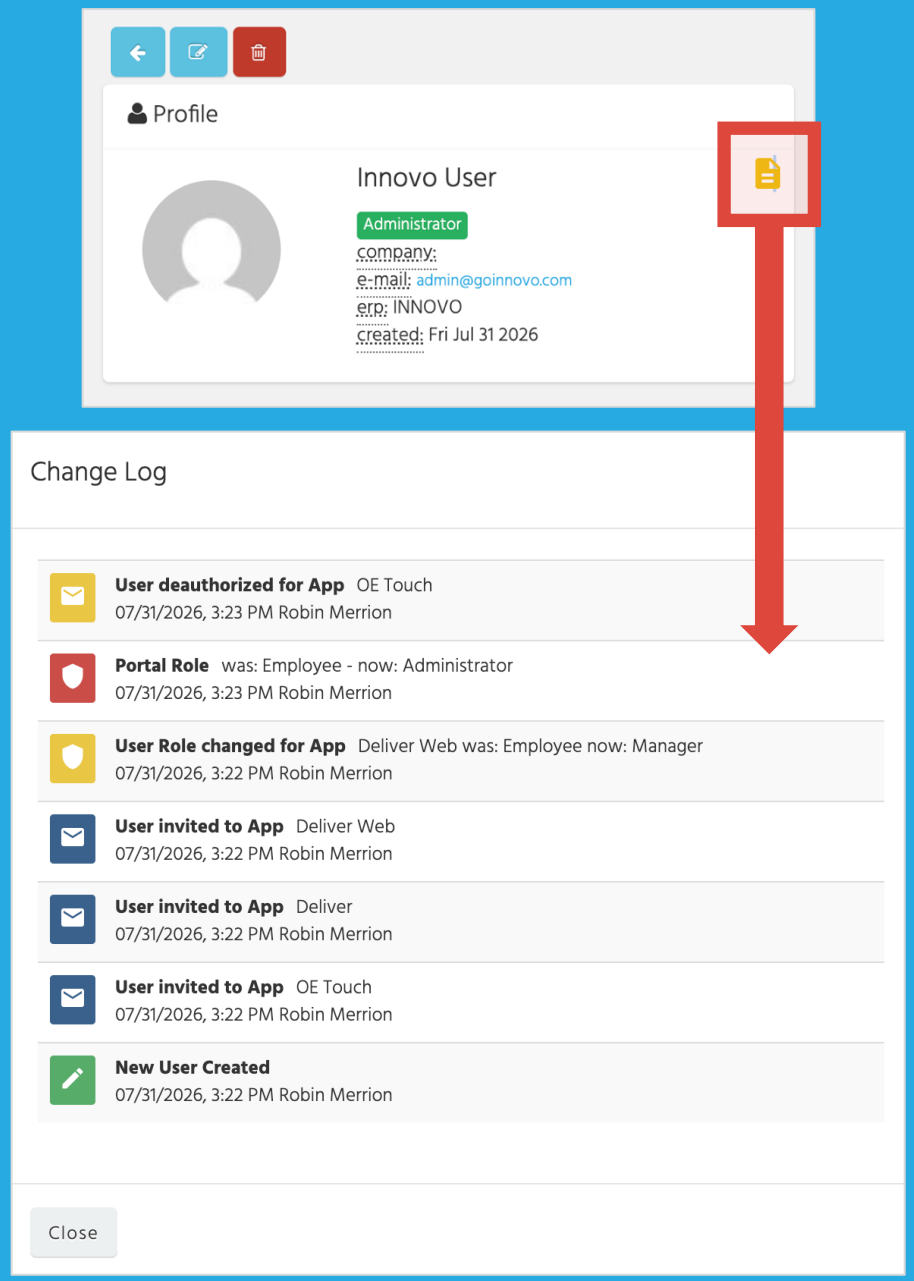
PORTAL

User Change Log

- We now log any changes that happen to a user
  - New user created
  - User invited to an App
  - User role changes for an App
  - User role changes for Portal
  - User deauthorized for an App
- The User Change Log can be accessed from Manage -> Users -> User Detail
- The data will display as of August 3, 2026



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ROUTE & DELIVER

On the Horizon

Partnership-driven development

- Deliver for Android
- Swiftly – our AI-powered route optimizer coming soon! Beta begins September!
- Relay – our cross-docking solution to manage interbranch transfers and customer orders is coming soon!!
- 3rd party integrations to companies such as Samsara to pull in vehicle diagnostics
- 3rd party integrations to manage hotshots and same-day deliveries
- Fleet maintenance alerts such as oil changes, upcoming maintenance, etc.

