



We Mobilize Enterprise Software

Deliver & Route New Enhancements Webinar

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Dispatch



Dispatch

Route is required to use this feature

PICKING

STAGING

MANIFEST

LOADING

LOADED

- Ability to quickly view the status of your routes as they progress through the warehouse picking process
- Dispatch will automatically detect orders as they move through your inprocess statuses – picking, staging, manifest – and update the status of the route accordingly
- Ability for the warehouse to quickly view a snapshot of each route as they are updated to know when trucks are ready to load
- Ability for routers to investigate issues such as why there are still in-process orders on a route and to see the overall status of their routes
- Dispatch works in an RF and non-RF environment using the Eclipse inprocess status
- Each status is represented by its own color for easy viewing:
 - PICKING (Red)
 - STAGING (Orange)
 - MANIFEST (“**Innov**o” Blue)
 - LOADING (“**Route**” Green)
 - LOADED (“**Deliver**” Blue)

Dispatch

West 📍 🔔 ↻ 3

- 1 DANS PLUMBING & HEATING
DAcono, CO 80514
S1050721.001
Weight: 65 Load: 20 PICKING
- 2 LIGHTSCAPE LIGHTING & LIGHTS
DENVER, CO 80249
S1050724.001
Weight: 22 Load: 10 PICKING
- 3 CITY STAR INC.
BERTHOUD, CO 80513
S1050725.001
Weight: 22 Load: 10 PICKING
- S1050726.001
Weight: 22 Load: 10 PICKING

Weight: 16131 Load: 50 Vehicle: Box Truck 3

West 📍 🔔 ↻ 📍 3

- 1 DANS PLUMBING & HEATING +
64 8TH ST
DAcono, CO 80514
Ship Via: OT - CITY
Time: 23 minutes Distance: 15.66 miles
Requested Time: 9:00 AM - 12:00 PM
Estimated Delivery Time: 6:53 AM
Stop Time: 20 mins
1 Ticket 2 Items

- When the picking process begins, all orders will be in a PICKING status (Red)
- As orders move from PICKING to STAGING, the Dispatch tab will update automatically
- In an RF environment, these orders will also show an in-process icon on the Route tab
- The Route tab does not update automatically once orders have been added to a route so we added a new feature where you can "refresh" the details for those orders
- Refreshing the route updates the in-process icon, requested delivery times, and carton counts
- We recommend you refresh the routes once the orders have completed the picking process

Dispatch

More ▲ Create

Delete

Print

Re-Optimize

Optimize On/Off

Lock

Unlock

Refresh

Export

West 📍 📶 🔄 🗺️ 3

1 DANS PLUMBING & HEATING 🟢

64 8TH ST
DACONO, CO 80514
Ship Via: OT - CITY
Time: 23 minutes Distance: 15.66 miles

Requested Time: 9:00 AM - 12:00 PM 🕒
Estimated Delivery Time: 6:53 AM 🕒
Stop Time: 20 mins

1 Ticket 2 Items 📦 📦 ⚠️ 🚫 🔄

2 LIGHTSCAPE LIGHTING & LIGHTS

8500 PENA BLVD,
DENVER, CO 80249
Ship Via: OT OUR TRUCK
Time: 35 minutes Distance: 30.32 miles

Requested Time: None 🕒
Estimated Delivery Time: 7:48 AM 🕒
Stop Time: 11 mins

1 Ticket 1 Item 📦 🚫 🔄

3 CITY STAR INC.

321 MOUNTAIN AVE.
BERTHOUD, CO 80513
Ship Via: OT OUR TRUCK
Time: 48 minutes Distance: 50.88 miles

Requested Time: None 🕒
Estimated Delivery Time: 8:47 AM 🕒
Stop Time: 11 mins

2 Tickets 2 Items 📦 📦

West 📍 📶 🔄 🗺️ 3

1 DANS PLUMBING & HEATING 🟢

64 8TH ST
DACONO, CO 80514
Ship Via: OT - CITY
Time: 23 minutes Distance: 15.66 miles

Requested Time: 9:00 AM - 12:00 PM 🕒
Estimated Delivery Time: 6:53 AM 🕒
Stop Time: 20 mins

1 Ticket 2 Items 📦 📦 ⚠️ 🚫 🔄

2 LIGHTSCAPE LIGHTING & LIGHTS

8500 PENA BLVD,
DENVER, CO 80249
Ship Via: OT OUR TRUCK
Time: 35 minutes Distance: 30.32 miles

Requested Time: None 🕒
Estimated Delivery Time: 7:48 AM 🕒
Stop Time: 11 mins

1 Ticket 1 Item 📦 🚫 🔄

3 CITY STAR INC.

321 MOUNTAIN AVE.
BERTHOUD, CO 80513
Ship Via: OT OUR TRUCK
Time: 48 minutes Distance: 50.88 miles

Requested Time: None 🕒
Estimated Delivery Time: 8:47 AM 🕒
Stop Time: 11 mins

2 Tickets 2 Items 📦 📦

Packages

- Pkg: 3
- Box: 1
- Bundle: 2

Dispatch




West		3
1	DANS PLUMBING & HEATING DACONO, CO 80514	
S1050721.001	Weight: 65 Load: 20	STAGING
2	LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249	
S1050724.001	Weight: 22 Load: 10	PICKING
3	CITY STAR INC. BERTHOUD, CO 80513	
S1050725.001	Weight: 22 Load: 10	PICKING
S1050726.001	Weight: 22 Load: 10	PICKING
Weight: 16131 Load: 50		Vehicle: Box Truck 3

		3
1	DANS PLUMBING & HEATING DACONO, CO 80514	
S1050721.001	Weight: 65 Load: 20	STAGING
2	LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249	
S1050724.001	Weight: 22 Load: 10	STAGING
3	CITY STAR INC. BERTHOUD, CO 80513	
S1050725.001	Weight: 22 Load: 10	STAGING
S1050726.001	Weight: 22 Load: 10	STAGING
Weight: 16131 Load: 50		Vehicle: Box Truck 3






- As orders are picked, they will display in a STAGING status (orange)
- Status of route will remain PICKING even as orders are individually updated to STAGING. Once all orders in that route are in the STAGING status, the route will update to STAGING.

Dispatch

Pkg: 3 Box: 1 Bndle: 2

West    3

1 DANS PLUMBING & HEATING
DACONO, CO 80514

S1050721.001
Weight: 65 Load: 20
Location: DOCK 2 , DOCK 1 **Pkg: 3 Box: 1 Bndle: 2**      **MANIFEST**

2 LIGHTSCAPE LIGHTING & LIGHTS
DENVER, CO 80249

S1050724.001
Weight: 22 Load: 10 **STAGING**

3 CITY STAR INC.
BERTHOUD, CO 80513

S1050725.001
Weight: 22 Load: 10 **STAGING**

S1050726.001
Weight: 22 Load: 10 **STAGING**

Weight: 16131 Load: 50 **Vehicle: Box Truck 3**

- Once the picking process is complete, the order will display in a MANIFEST status (Innovo Blue)
- Carton counts and staging location(s) will also display

Dispatch

West - M0009235		Pkg: 8 Box: 4 Bndle: 2 Skid: 2
1 DANS PLUMBING & HEATING DACONO, CO 80514		
S1050721.001	Pkg: 3 Box: 1 Bndle: 2	MANIFEST
Weight: 65 Load: 20		
Location: DOCK 2, DOCK 1		
2 LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249		
S1050724.001	Pkg: 1 Box: 1	MANIFEST
Weight: 22 Load: 10		
Location: DOCK 1		
3 CITY STAR INC. BERTHOUD, CO 80513		
S1050725.001	Pkg: 2 Skid: 2	MANIFEST
Weight: 22 Load: 10		
Location: DOCK 1		
S1050726.001	Pkg: 2 Box: 2	MANIFEST
Weight: 22 Load: 10		
Location: DOCK 1		
Weight: 16131 Load: 50	Vehicle: Box Truck 3	

West - M0009235		Pkg: 8 Box: 4 Bndle: 2 Skid: 2
1 DANS PLUMBING & HEATING DACONO, CO 80514		
S1050721.001	Pkg: 3 Box: 1 Bndle: 2	LOADING
Weight: 65 Load: 20		
Location: DOCK 2, DOCK 1		
2 LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249		
S1050724.001	Pkg: 1 Box: 1	LOADING
Weight: 22 Load: 10		
Location: DOCK 1		
3 CITY STAR INC. BERTHOUD, CO 80513		
S1050725.001	Pkg: 2 Skid: 2	LOADING
Weight: 22 Load: 10		
Location: DOCK 1		
S1050726.001	Pkg: 2 Box: 2	LOADING
Weight: 22 Load: 10		
Location: DOCK 1		
Weight: 16131 Load: 50	Vehicle: Box Truck 3	

- Once the entire route is in a manifest status, the next status, LOADING (Route Green) will occur when the manifest is either printed or locked in Route
- By default, when the manifest is printed, the status will update to LOADING but you can change that in settings so that the status is updated once the manifest is locked

Dispatch
Update Dispatch Status When <input checked="" type="radio"/> Printed <input type="radio"/> Locked

- Side note – if your SOP is to create the manifest before picking is complete, make sure you have control file, **Innovo Route Disable Inprocess Status Updates on Ticket Add**, enabled so that the in-process status in Eclipse does not update to Manifest. This will remove these orders from the picking queue. Once you **PRINT** the manifest in Route, the in-process status will update to manifest in Eclipse.

Dispatch

The screenshot displays a dispatch software interface with a route list. At the top, a summary bar shows 'Pkg: 8 Box: 4 Bndle: 2 Skid: 2'. Below this, the route is identified as 'West - M0009235'. The route consists of three stops:

- Stop 1:** DANS PLUMBING & HEATING, DACONO, CO 80514. Package S1050721.001 is shown with details: Weight: 65, Load: 20, Location: DOCK 2, DOCK 1. Package info: Pkg: 3 Box: 1 Bndle: 2. Status: LOADING.
- Stop 2:** LIGHTSCAPE LIGHTING & LIGHTS, DENVER, CO 80249. Package S1050724.001 is shown with details: Weight: 22, Load: 10, Location: DOCK 1. Package info: Pkg: 1 Box: 1. Status: LOADING.
- Stop 3:** CITY STAR INC., BERTHOUD, CO 80513. Package S1050725.001 is shown with details: Weight: 22, Load: 10, Location: DOCK 1. Package info: Pkg: 2 Skid: 2. Status: LOADING.

At the bottom of the route list, a vehicle specification pop-up is displayed for 'Vehicle: Box Truck 3':

Vehicle Specifications	
Height	12 ft 4 in
Length	25 ft 0 in
Width	8 ft 4 in
Weight	16000 lb
Max Weight	26000 lb
Square Footage	192 ft

- At the stop level, we display weight and load factor, staging location(s), carton counts, shipping instructions, hazardous, restricted products, cross-dock (ship from different branch), and a new icon, moved from original route
- At the route level, in addition to the above we display carton count totals, locked/unlocked, printed, total weight and load, assigned vehicle, vehicle specifications, and a new floor space used indicator

Dispatch

42% vehicle floor space used

Pkg: 8 Box: 4 Bndle: 2 Skid: 2

West - M0009235 3

1 DANS PLUMBING & HEATING
DACONO, CO 80514

S1050721.001 Pkg: 3 Box: 1 Bndle: 2 **LOADING**

Weight: 65 Load: 20

Location: DOCK 2 , DOCK 1

42% vehicle floor space used

West - M0009235 3

- You can now specify square footage of the truck floor on the Vehicles page and define package dimensions for each of your carton types on the Settings tab
- As the cartons get added to the Route, Dispatch will show you how much of the floor space has been used for the truck
- We also display % of floor space on the Route tab

Dispatch

Specifications

Height: 12 ft 0 in

Length: 19 ft 10 in

Width: 8 ft 2 in

Weight: 16000 lb

Max Weight: 26000 lb

Square Footage: 192 ft

Tire Size:

Hazardous: explosive gas radioactive

- On the Vehicles page you will define the square footage of the truck floor
- On the Settings page you will add dimensions for each type of carton you want to include in the total. You may want to only include those carton types that cannot be stacked. For example, pallet vs. box.
- **NOTE** - If every branch will have the same carton dimensions, you can set them up once under the All Branches setting even though you are not using All Branches for other branch settings

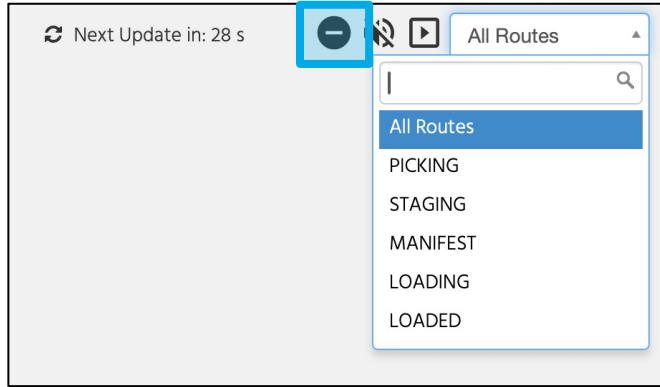
Package Dimensions

Type	Dimensions
Plet	Length: 4 ft 0 in Width: 4 ft 0 in
	Length: 0 ft 0 in Width: 0 ft 0 in

Left sidebar: Pkg, Box, Bndle, Skid, Ctns, Coil, Plet, Wire

*All carton types as defined in Eclipse

Dispatch

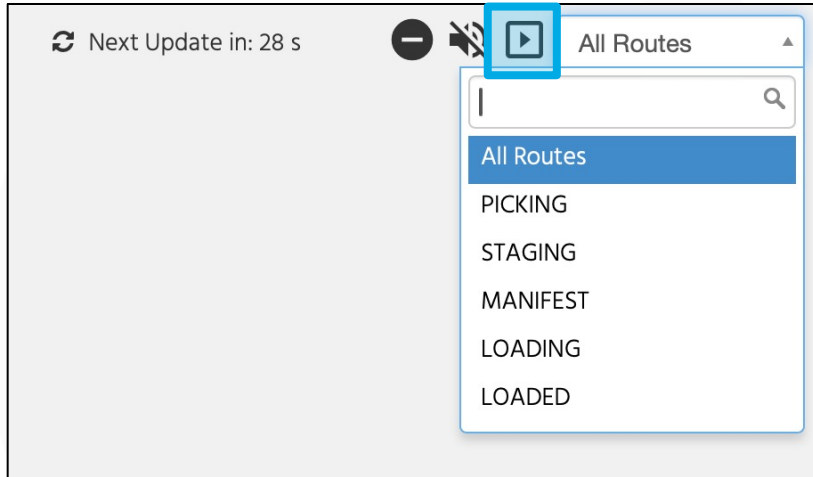


- To maximize the number of routes that can display on the screen, you can collapse the routes using the “Minimize Routes” icon
- This will remove all stop information and just give you the overall status of the route

Pkg: 8 Box: 4 Bndle: 2 Skid: 2	
West - M0009235	
1	DANS PLUMBING & HEATING DACONO, CO 80514
S1050721.001	LOADING
Weight: 65 Load: 20	Pkg: 3 Box: 1 Bndle: 2
Location: DOCK 2, DOCK 1	
2	LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249
S1050724.001	LOADING
Weight: 22 Load: 10	Pkg: 1 Box: 1
Location: DOCK 1	
3	CITY STAR INC. BERTHOUD, CO 80513
S1050725.001	LOADING
Weight: 22 Load: 10	Pkg: 2 Skid: 2
Location: DOCK 1	
S1050726.001	LOADING
Weight: 22 Load: 10	Pkg: 2 Box: 2
Location: DOCK 1	
Weight: 16131 Load: 50	Vehicle: Box Truck 3

Pkg: 8 Box: 4 Bndle: 2 Skid: 2	
West - M0009235	
Weight: 16131 Load: 50	
Vehicle: Box Truck 3	

Dispatch

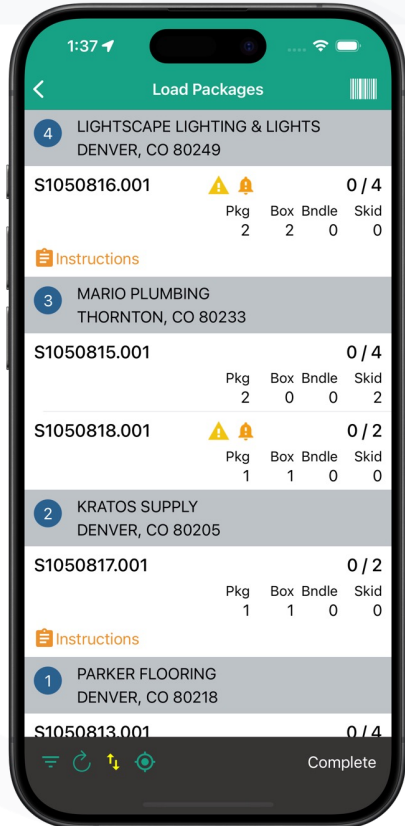


- To turn on Slideshow mode, click on the “Enter Presentation Mode” button
- Slideshow mode will automatically scroll through each row of routes every 10 seconds
- You can also filter the routes displayed based on the route status

Dispatch

Mountain - M0009265		North East		North		South - M0009243			
1 ROCKY FLATS COOLING CO. GOLDEN, CO 80401		1 MARIO PLUMBING THORNTON, CO 80233		1 STAR PLUMBING LOVELAND, CO 80537		1 ALBERT HVAC INC. ARVADA, CO 80007			
S1050742.001 Weight: 22 Load: 10	PICKING	S1050848.001 Weight: 22 Load: 10	STAGING	S1050759.001 Weight: 22 Load: 10 Location: DOCK 2	Box: 2 Bndle: 1	MANIFEST	S1050773.001 Weight: 22 Load: 10 Location: DOCK 2	Pkg: 1 Box: 1	LOADING
S1050779.001 Weight: 22 Load: 10	PICKING	S1050849.001 Weight: 22 Load: 10	STAGING	S1050747.001 Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Bndle: 1	MANIFEST	S1050770.001 Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 2	LOADING
2 TIMBERLINE MECHANICAL BLACK HAWK, CO 80422		2 KRATOS SUPPLY DENVER, CO 80205		3 ARNETT HEATING & AIR JAMESTOWN, CO 80455		S1050771.001 Weight: 22 Load: 10 Location: DOCK 3		Pkg: 1 Bndle: 3	LOADING
S1050785.001 Weight: 22 Load: 10	PICKING	S1050850.001 Weight: 22 Load: 10	STAGING	S1050744.001 Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 1	MANIFEST	S1050772.001 Weight: 22 Load: 10 Location: DOCK 3	Pkg: 1 Bndle: 2	LOADING
3 CAGE HEATING & COOLING ROLLINSVILLE, CO 80474		3 TIMBERLINE MECHANICAL BLACK HAWK, CO 80422		S1050749.001 Weight: 22 Load: 10 Location: DOCK 2		Pkg: 1 Box: 1	MANIFEST	S1050774.001 Weight: 22 Load: 10 Location: DOCK 1	
S1050780.001 Weight: 22 Load: 10	PICKING	S1050852.001 Weight: 22 Load: 10	STAGING	S1050740.001 Weight: 22 Load: 10 Location: DOCK 2		Pkg: 1 Box: 1	MANIFEST	S1050778.001 Weight: 22 Load: 10 Location: DOCK 2	
4 Electric Slide WARD, CO 80481		4 INNOVO LAFAYETTE, CO 80026		S1050784.001 Weight: 22 Load: 10 Location: DOCK 5		Pkg: 1 Box: 4	LOADED	S1050774.001 Weight: 22 Load: 10 Location: DOCK 2	
S1050738.001 Weight: 22 Load: 10	PICKING	S1050853.001 Weight: 22 Load: 10	STAGING	S1050778.001 Weight: 22 Load: 10 Location: DOCK 2		Pkg: 1 Box: 1	MANIFEST	S1050774.001 Weight: 22 Load: 10 Location: DOCK 2	
S1050741.001 Weight: 22 Load: 10	PICKING	S1050854.001 Weight: 22 Load: 10		S1050778.001 Weight: 22 Load: 10 Location: DOCK 2		Pkg: 1 Box: 1	MANIFEST	S1050774.001 Weight: 22 Load: 10 Location: DOCK 1	
Weight: 15154 Load: 70 Vehicle: Box Truck West		Weight: 20154 Load: 70 Vehicle: Boulder Semi		Weight: 20110 Load: 50 Vehicle: Boulder Semi		Weight: 15110 Load: 50 Vehicle: Box Truck West			
Night Run - M0009269		Hot Route 4 - M0009268		Hot Route 3 - M0009267		South West - M0009248			
1 TOM & JERRY'S PLUMBING ERIE, CO 80516		1 CITY LIGHTS LAKEWOOD, CO 80226		1 CITY LIGHTS LAKEWOOD, CO 80226		1 DANS PLUMBING & HEATING DACONO, CO 80514			
S1050862.001 Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 2	LOADING	S1050857.001 Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 2	LOADING	S1050774.001 Weight: 22 Load: 10 Location: DOCK 2	Pkg: 1 Box: 2	LOADED	
2 BERKELY LINE & PIPE ENGLEWOOD, CO 80112		2 ROCKY FLATS COOLING CO. GOLDEN, CO 80401		2 WOMBAT ELECTRIC LITTLETON, CO 80123		2 ST. VRAIN PLUMBING LONGMONT, CO 80504			

Load Mode



Innovo Route is NOT required to use this feature

- Now that the route is in a **LOADING** status (Route Green), you can utilize our new Scan On or **LOAD MODE** feature!
- Load Mode allows you to verify package counts as you load the truck
- **Everyone** can utilize Load Mode, even if they don't have the Innovo Route product

Load Mode

Deliver -> Settings

⚙️ Preferences
Deliver Preferences Use All Branches Save

Driving Behavior

Excessive Speed Limit

Min Idle Time (Minutes)

Max Idle Time (Minutes)

Delivery Tracking

Show Map

Show Truck Location

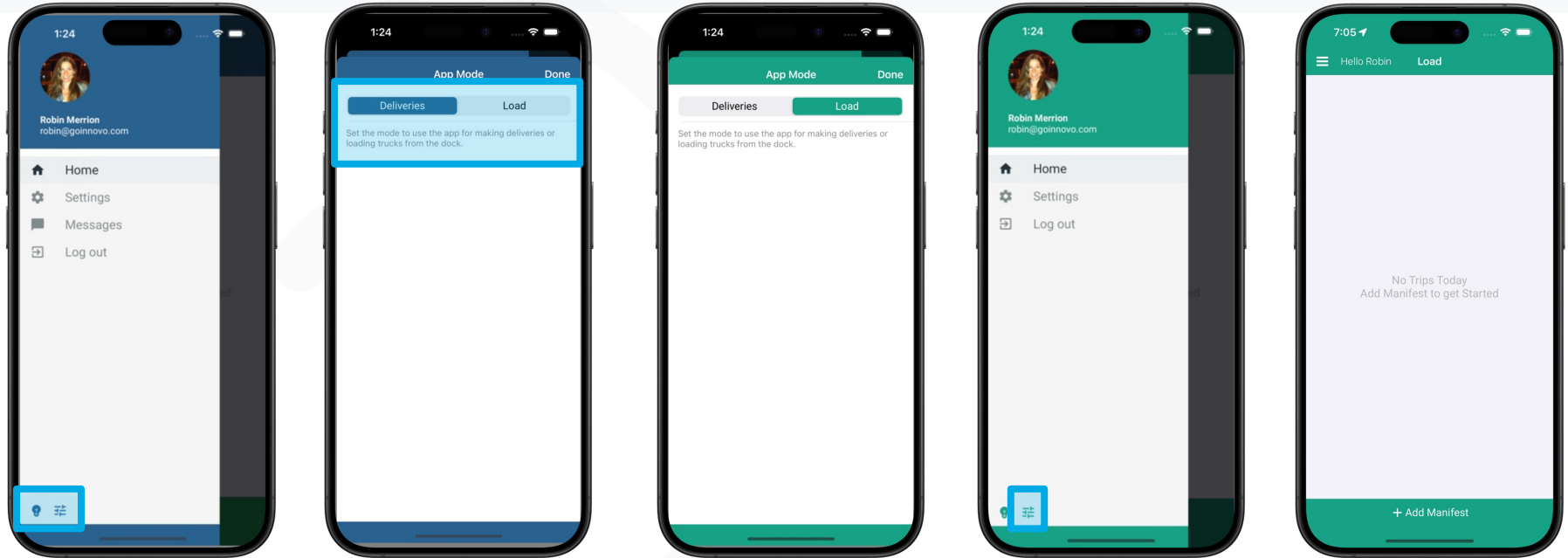
Deliveries

Scan Packages Off Truck

Scan Packages On Truck

- Load Mode will be available for all devices, even if new setting **"Scan Packages On Truck"** is disabled
- However, when enabled, the driver will be prompted when starting the manifest if the load was not completed
- By default, scanning packages onto the truck is disabled
- Once enabled, this setting applies to all devices in the branch
- This setting can be set globally for All Branches or for each branch individually

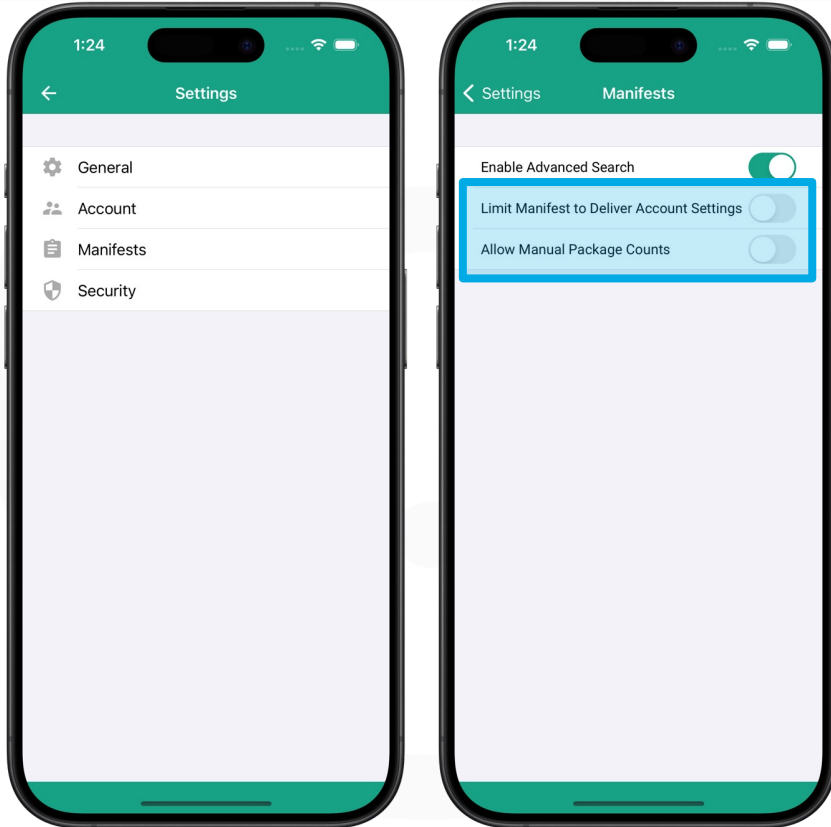
Load Mode



It's super easy to switch between Deliveries Mode and Load Mode!

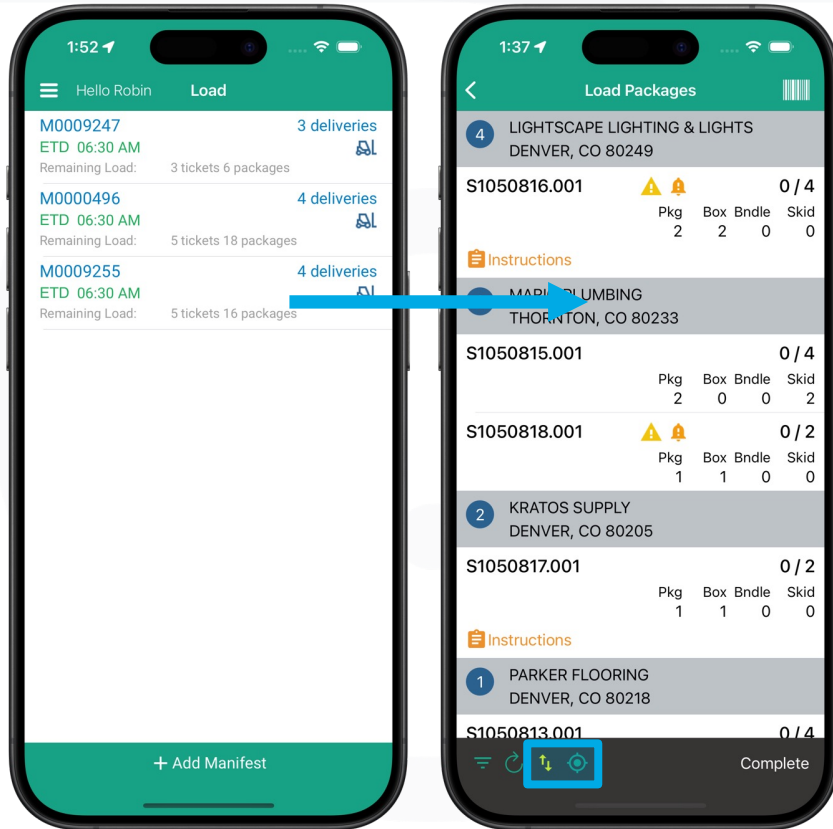
The icon to switch from Deliveries Mode to Load Mode will always display regardless if you enable it for one or multiple branches in Deliver Web -> Settings. If enabled and the load was not complete, the user will be warned when they try to start the manifest.

Load Mode



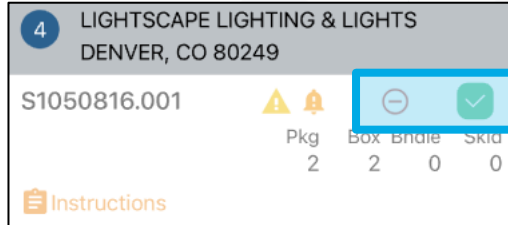
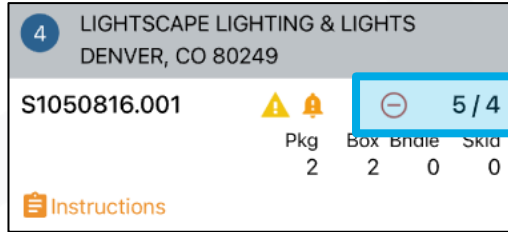
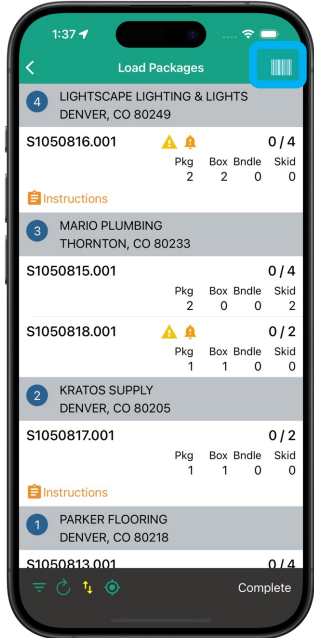
- **Limit Manifest to Deliver Account Settings** allows you to control what manifests will be displayed
- When this setting is **disabled**, the user would see all available manifests based on the Show Manifest Type control file
 - If you have designated users that load all the trucks, you will leave this setting disabled
- When this setting is **enabled**, the user would only see those manifests that would be available to them based on the Deliver app settings
 - If you plan to have your driver load their own truck, you will want this setting enabled so they will see the same manifests they currently see in Deliver
- **Allow Manual Package Counts** allows you to manually enter package scans in lieu of scanning

Load Mode



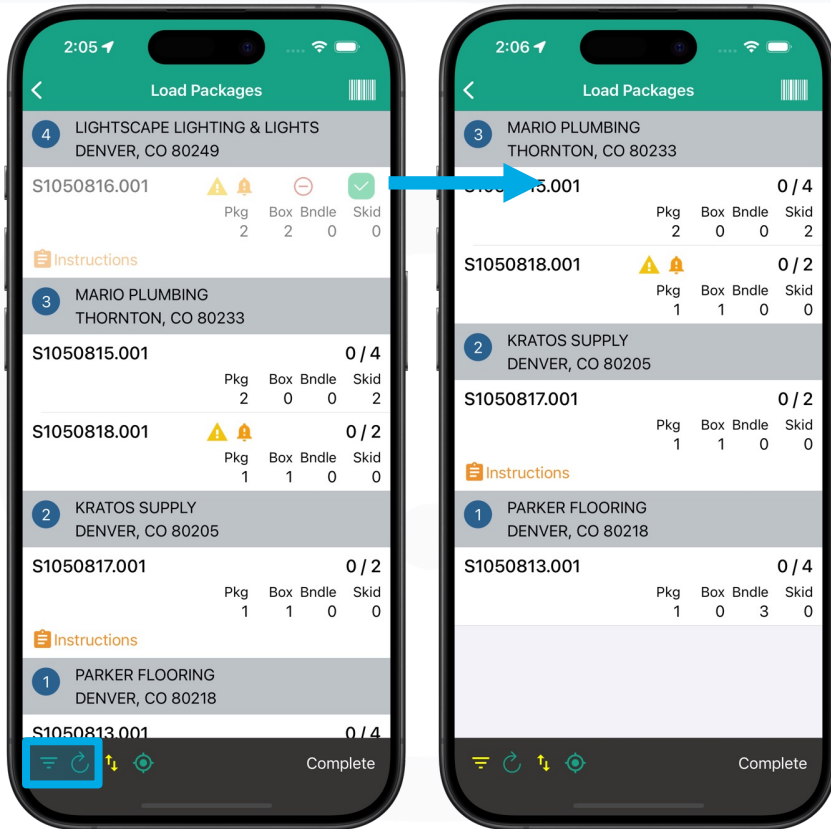
- Use the **Add Manifest** button to select the manifest
- You can load multiple trucks at the same time
- By default, you will be loading the truck in reverse order
- At any time, you can switch the order by using the double arrow icon on the bottom left bar
- By default, you are in **non-directed mode** meaning you can scan any order on any stop regardless of sequence and the app will record the count for that stop
- You can enable **Direct Mode**, by using the target icon located to the right of the double arrow icon, which will prompt you when you scan out of order
- If you choose to continue at the prompt, you will be put back in non-directed mode
- These settings will remain in place for all future loads

Load Mode



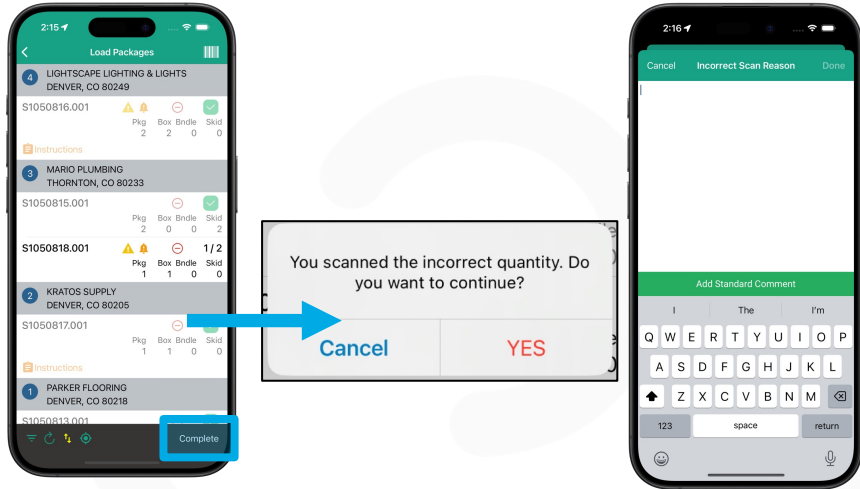
- Use the scanner icon to begin scanning packages
- The loader will need to scan each package on the truck
- **We recognize the sales order number, tote number(s), and carton packing labels**
- The loader can use the camera built into the app or for a better experience, a Socket Mobile scanner
- As you scan, the total count will increment
- You can use the minus icon to remove an incorrect scan
- Once all packages have been scanned for a stop, you will see a green checkmark

Load Mode

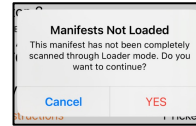


- As you scan orders onto the truck, you have the option to automatically filter completed stops from the view
- You would just tap on the filter icon located on the bottom left bar
- If at any point during the load additional orders, stops, or package counts are added in Route or Eclipse, you can use the refresh icon to update the manifest

Load Mode



- Once you have loaded all stops, tap on the **Complete** button to remove the manifest from the Load screen
- If there are any incorrect counts for a stop, you will be prompted for an **“Incorrect Scan Reason”** and that reason will be sent to someone you designate at the branch
- This will not prevent the driver from starting the route, however they will be alerted to the discrepancy when they start the manifest. Tapping **YES** will allow them to proceed anyway.



- You will also be able to report on incorrect scans using our new Alert table that we will be discussing later in the presentation.
- All completed loads, regardless of error, are recorded in the Activity table located on the Dashboard and on the Summary tab

Load Mode

Dashboard/Summary -> Alerts



iPhone wesley wade

started manifest M0009278 before it was scanned onto the truck
06/25/2024, 12:53 PM

missing package



- The Alerts table shows any manifest that was started before the load was complete

Dashboard/Summary -> Activity



Lexington Truck Mike Finkenzyler

completed load M0009281
06/26/2024, 7:04 AM

- The Activities table records every load

Load Mode



android

- **Android is in our future!**
- The Deliver app will be available for Android devices Q4 2025
- This will include Load Mode which is ideal for those customers using android devices in their warehouse

Dispatch

Pkg: 7 Box: 4 Bndle: 3 Skid: 2			
Mountain - M0009259 📄 📢 🚨 4			
1	PARKER FLOORING DENVER, CO 80218		
S1050823.001	Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Bndle: 3	LOADING
2	KRATOS SUPPLY DENVER, CO 80205		
S1050824.001	Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 1	LOADING
3	MARIO PLUMBING THORNTON, CO 80233		
S1050828.001	Weight: 22 Load: 10 Location: DOCK 1	Pkg: 2 Skid: 2	LOADING
S1050829.001	Weight: 65 Load: 20 Location: DOCK 1	Pkg: 1 Box: 1 🚨 🚨	LOADING
4	LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249		
S1050827.001	Weight: 65 Load: 20 Location: DOCK 1	Pkg: 2 Box: 2 🚨 🚨	LOADED
Weight: 20196 Load: 70		Vehicle: Boulder Semi	

Pkg: 7 Box: 4 Bndle: 3 Skid: 2			
Mountain - M0009255 📄 📢 🚨 4			
1	PARKER FLOORING DENVER, CO 80218		
S1050813.001	Weight: 22 Load: 10 Location: DOCK 2	Pkg: 1 Bndle: 3	LOADED
2	KRATOS SUPPLY DENVER, CO 80205		
S1050817.001	Weight: 22 Load: 10 Location: DOCK 1	Pkg: 1 Box: 1	LOADED
3	MARIO PLUMBING THORNTON, CO 80233		
S1050815.001	Weight: 22 Load: 10 Location: DOCK 2	Pkg: 2 Skid: 2	LOADED
S1050818.001	Weight: 50 Load: 10 Location: DOCK 1	Pkg: 1 Box: 1 🚨 🚨	LOADED
4	LIGHTSCAPE LIGHTING & LIGHTS DENVER, CO 80249		
S1050816.001	Weight: 65 Load: 20 Location: DOCK 1	Pkg: 2 Box: 2 🚨 🚨	LOADED
Weight: 20181 Load: 60		Vehicle: Boulder Semi	

- As each stop is scanned through Load Mode, the stop status in Dispatch will update to LOADED for that stop
- Once the entire route has been loaded through Load Mode, the status for the route is updated to LOADED
- Once the driver starts the manifest, the route will be removed from Dispatch
- If you are not using Load Mode, the status of the route will be in LOADING until the driver starts the manifest

Route Profitability

Route Detail

Stops: 7
Name: 42 OF CAPE COD
Ship Date: 06/24/2024
Start Time: 3:53 AM
Ship Via: 42 OF CAPE COD
Driver: Colin Roy
Vehicle: 265 872538 19276
Weight: 2381 | Load: 0
Chgs: 1 | Seal: 18 | Ball: 1 | Pcs: 4 | Call: 8 | Bags: 1 | Side: 1
2 Items Missing Weight
2 Stops with Different Branches

7 OF CAPE COD - M000218728

15 Tully Road
Lynn
Estimated Delivery Time: 5:50 AM
Actual Delivery Time: 5:41 AM
Stop time: 13 mins +1
2 Trucks 10 Items

48 Garbutt Road
Lynn
Estimated Delivery Time: 6:42 AM
Actual Delivery Time: 7:02 AM
Stop time: 24 mins +14
1 Truck 3 Items

81 Technology Park Drive
Lynn
Estimated Delivery Time: 5:10 AM - 2:00 PM
Actual Delivery Time: 5:13 AM
Stop time: 6:45 AM
Chgs: 1 | Seal: 11 | Pcs: 2 | Call: 4 | Side: 1
25 Items +15
1 Truck 41 Items

12 Old Southfield rd
Lynn
Estimated Delivery Time: 5:30 AM - 10:00 AM
Actual Delivery Time: 5:30 AM
Stop time: 7:18 AM
1 Truck 28 Items

- There is a new profitability section on the route detail page showing the estimated profit of the route and the actual profit once the route is complete
- The profitability is calculated based on a Cost Per Mile value assigned at the settings, territory, or truck level

A DISTANCE
195 miles
Actual Distance: 213 miles


\$ PROFIT
\$5,112.99
Actual Profit: \$5,038.83

Profit \$
Order Profit: \$5,916.39
Cost Per Mile: \$4.12

- In this example, the actual profit of the route is less than the estimated profit as the driver drove more miles than expected

Route Profitability

Deliver Web -> Vehicles

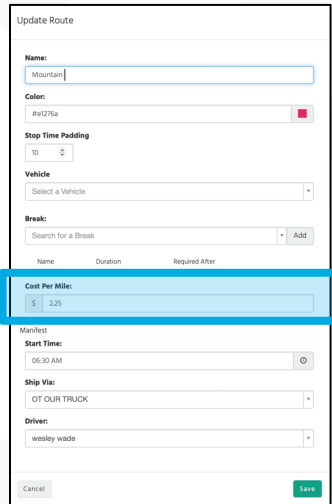


Deliveries

Stop Time Padding: 15 [Reset](#)

Cost Per Mile: \$ 4.12

Route -> Territories



Update Route

Name: Mountain

Color: #e1275a

Stop Time Padding: 10

Vehicle: Select a Vehicle

Break: Search for a Break [Add](#)

Name	Duration	Required After
------	----------	----------------

Cost Per Mile: \$ 2.25

Manifest:

Start Time: 06:30 AM

Ship Via: OT OUR TRUCK

Driver: wesley wade

[Cancel](#) [Save](#)

Cost Per Mile hierarchy

- Vehicle
- Territories
- Route Settings

Route Profitability

Route -> Summary

Export Routes

Columns Schedule

Include Column Headings

Select Columns to Export

Ship Branch

Route

Start Time

Manifest

Driver

Vehicle

of Stops

of Late Stops

Expected Distance

Total Distance

Distance Diff

Expected Time

Total Time

Time Diff

Weight

Load

Expected Profit \$

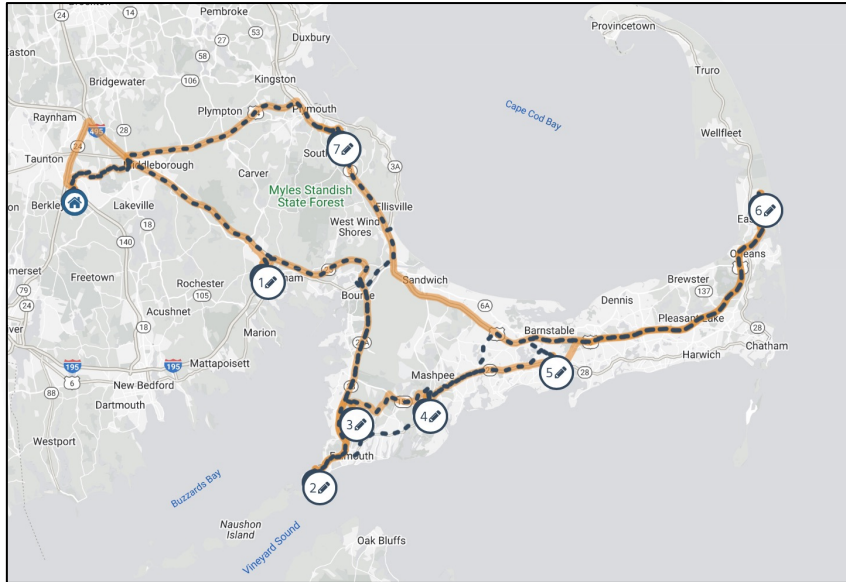
Actual Profit \$

Profit Diff

Cancel Export

- Five new columns have been added to the **Recent Routes** export
 - Weight
 - Load
 - **Expected Profit \$**
 - **Actual Profit \$**
 - **Profit Diff**

Route Driven vs. Expected



Route is required to use the Overlay feature

- The Route Driven is now represented by a dotted line to differentiate between route expected
- Just a reminder, this overlay feature is only available for Route customers

Customer Lunch Hours

Route -> Customers

Business Hours					
Sunday		🕒		🕒	<input type="checkbox"/> +
Monday	08:00 AM	🕒	11:59 AM	🕒	<input checked="" type="checkbox"/> -
	01:00 PM	🕒	05:00 PM	🕒	
Tuesday	08:00 AM	🕒	05:00 PM	🕒	<input checked="" type="checkbox"/> +
Wednesday	08:00 AM	🕒	05:00 PM	🕒	<input checked="" type="checkbox"/> +
Thursday	08:00 AM	🕒	05:00 PM	🕒	<input checked="" type="checkbox"/> +
Friday	08:00 AM	🕒	12:00 PM	🕒	<input checked="" type="checkbox"/> +
Saturday		🕒		🕒	<input type="checkbox"/> +

- You can now define customer lunch hours in Route
- In this example, the customer is open from 8am-5pm on Monday however closed during their lunch hour from 12-1pm
- Use the + icon to add an additional line to the day

Requested Time Stop Marker

North

1 COLORADO CO. Requested Time: None
555 W SOUTH BOULDER RD Estimated Delivery Time: 6:39 AM
LAFAYETTE, CO 80026 Ship Via: OT OUR TRUCK Stop Time: 2 mins
Time: 10 minutes Distance: 3.75 miles

2 Tickets 2 Items Pkg: 1 Box: 1

2 D'ANS PLUMBING & HEATING Requested Time: 9:01 AM - 10:00 AM
64 8TH ST Estimated Delivery Time: 7:04 AM
DACONO, CO 80514 Ship Via: OT OUR TRUCK Stop Time: 16 mins
Time: 23 minutes Distance: 15.74 miles

4 Tickets 5 Items

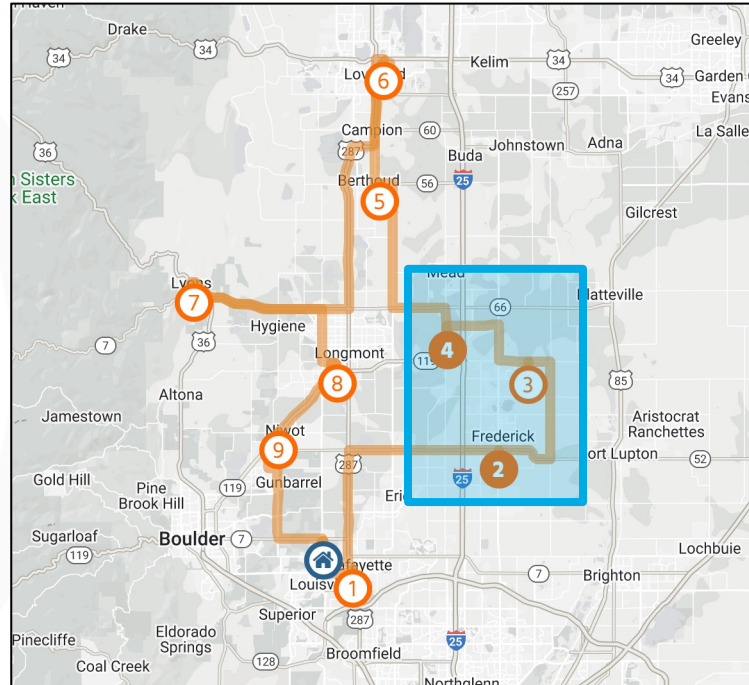
3 ECHO LIGHTING Requested Time: None
5969 IRIS PKWY Estimated Delivery Time: 7:33 AM
LONGMONT, CO 80503 Ship Via: OT OUR TRUCK Stop Time: 10 mins
Time: 14 minutes Distance: 10.09 miles

3 Tickets 3 Items

4 ST. VRAIN PLUMBING Requested Time: 8:00 AM
12750 CO RD 7 Estimated Delivery Time: 7:56 AM
LONGMONT, CO 80504 Ship Via: OT OUR TRUCK Stop Time: 10 mins
Time: 13 minutes Distance: 7.25 miles

1 Ticket 1 Item









5 Innovo Customer Requested Time: None




Map markers will now display in a solid color when there is a requested delivery time

Customer Ranking

Route -> Settings


Customer Ranks	Name	Color	
4 Star	#ff8c05		
3 Star	#00a5ec		
2 Star	#02f0a8		
1 Star	#ee0909		




- You can now assign a rank to each customer and that rank will display in Route and in the Deliver app
- You can use this to rank your top customers, designate customers with specific delivery instructions like a Wednesday Only customer, or a Van Only customer
- **NOTE** - If every branch will have the same customer rankings, you can set them up once under the All Branches setting even though you are not using All Branches for other branch settings otherwise, we will use the branch specific setting

Route -> Customers

Rank

2 Star 


Mountain - M000 **2 Star** 1



COLORADO CO. 

555 W SOUTH BOULDER RD
LAFAYETTE, CO 80026

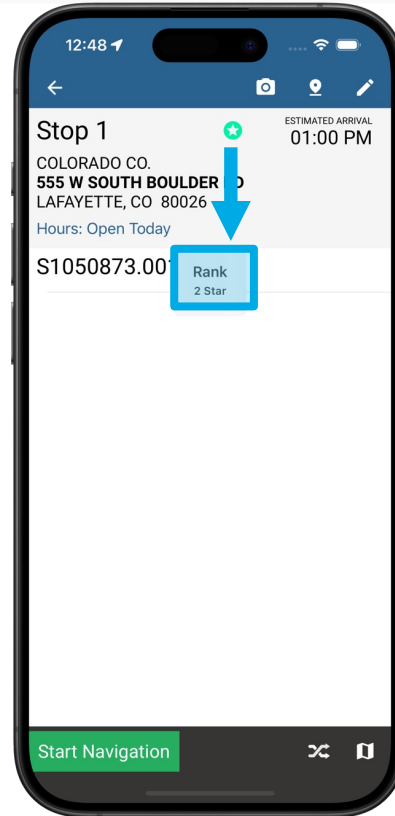
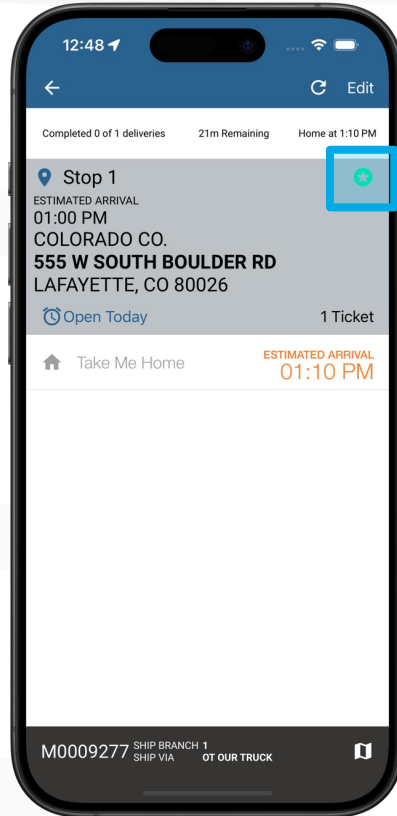
Ship Via: OT OUR TRUCK

Time: 10 minutes **Distance:** 3.75 miles

1 Ticket 1 Item 

Requested Time: None 
Estimated Delivery Time: **6:39 AM** 
Stop Time: 2 mins

Customer Ranking



Search for All

Route

Search for Orders to Route

Search | Scan

06/25/2024 to 06/25/2024

SHIP VIA:

TICKETS: Invoiced Open All

INCLUDE: Transfers Work Orders PO's

Search

- With a single click, you can now search for all invoiced orders and open credit orders
- You still have the option of only searching invoiced or only searching open

Deliver Photos

Deliver Web -> Live Detail

1 ALBERT HVAC INC.
17201 W 64TH AVE.
ARVADA, CO 80007
Ship Via: OT OUR TRUCK
Time: 42 minutes Distance: 28.37 miles

DELIVERED
Requested Time:
12:04 AM - 7:00 AM
Actual Delivery Time:
11:37 AM
Stop Time:
0 mins -60
2 Photos

Tickets:

- You can currently display delivery photos on the stop detail page once the stop has been completed
- This does require your image share to be externally accessible
- If you don't want to make it accessible, we've added an icon to Deliver Web that will indicate what stops have delivery photos attached

Scheduling Updates

Alt+	Screen ID / Program Name	Pass ID
F1=	P:NOVO.SIGCAR_CAPTURE	ACTIVE
F2=	P:NOVO.ROUTE.SCHEDULE	ACTIVE
F3=		
F4=		
F5=		
F6=		
F7=		
F8=		
F9=		
F10=		

- You can now automatically open the Route -> Schedule page directly from the sales order in Eclipse
- To configure for **Eterm**, you will add an F-Keys option on the status page of the sales order
- To configure for **Solar**, you will use the Customize Menu Items screen to add a custom menu item on the status page of the sales order

(*1) User Defined Menu Maintenance for Sales Order Entry - S1050913 for LIGHTSCAPE LIGHTING & LIGHTS

UD Menu Item Description	Action	Passer IDs	Program / UD Screen	Respect View Only	Screen Loaded Only	Auth Key	Level
Route Scheduler	Launch Web Page	**Multiple**	NOVO.ROUTE.SCHEDULE	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

↑
Add Order ID and Order Generation

OK Cancel

Scheduling Updates

Route -> Schedule

Schedule Order

Enter Order #

Requested Date/Time Specific Window

Requested Date: 07/02/2024

Start Time: 06:00 AM

End Time: 06:30 AM

[Remove from Calendar](#)

Notes

Customer - LIGHTSCAPE LIGHTING & LIGHTS

Shipping Address
8500 PENNA BLVD,
DENVER, CO 80249

Tickets [View All](#)

S1050913.001 Shipping Instructions: Items: 1 >

Ordered By:
Email: testtest@gigamonovos.com
Phone Number:

Deliveries to Route

LIGHTSCAPE LIGHTING & LIGHTS Requested Time: None

8500 PENNA BLVD,
DENVER, CO 80249

Ship Via: OUR TRUCK

1 Ticket 1 Item

Cancel Save

- Once enabled, selecting that option in Solar or using the specific F-Key in Eterm will launch the Schedule page in Route and open to the specific order for easy scheduling
- We also added an auto-refresh to the Scheduling page so that it will automatically update every 2 minutes with any calendar changes

Next Update in: 01 m 20 s

All Routes Week Day List

Address Consolidation

1 INNOVO CUSTOMER
ATTN: ROBIN
216 RICHMOND WAY
RICHMOND, VA 23173
Ship Via: OT OUR TRUCK
Distance: 1679 miles

Requested Time: 10:30 AM - 11:15 AM
Estimated Delivery Time: 7:00 AM
Stop Time: 10 mins

1 Ticket 1 Item

2 INNOVO CUSTOMER
C/O DREW
216 RICHMOND WAY
RICHMOND, VA 23173
Ship Via: OT OUR TRUCK
Distance: 0 miles

Requested Time: 10:30 AM - 11:15 AM
Estimated Delivery Time: 7:10 AM
Stop Time: 10 mins

1 Ticket 1 Item

Before

1 INNOVO CUSTOMER
ATTN: ROBIN
216 RICHMOND WAY
RICHMOND, VA 23173
Ship Via: OT OUR TRUCK
Time: 1471 minutes Distance: 1679.37 miles

Requested Time: 10:30 AM - 11:15 AM
Estimated Delivery Time: 7:00 AM
Stop Time: 10 mins

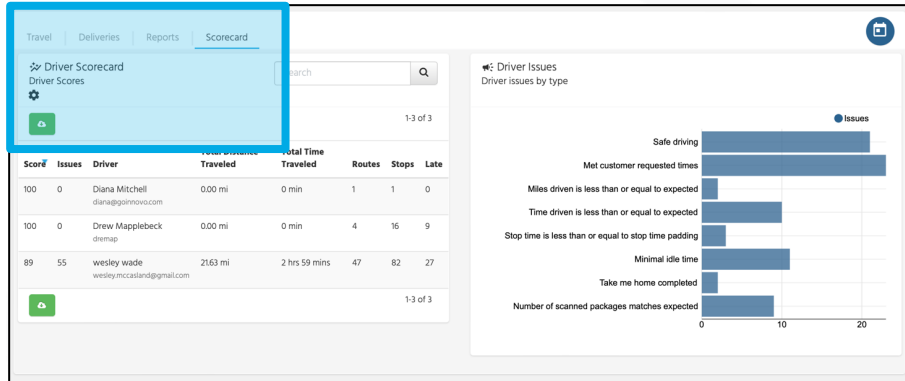
2 Tickets 2 Items

After

- We added logic to remove all non-address information from the 1st and 2nd line of the address when determining order consolidation
- If the address matches exactly after removing the non-address information, the stops will be consolidated when **Consolidate Using Address Matching** is enabled
- The tickets will display in numerical order so only the non-address information for the first ticket will display
- In the Deliver app, the driver will be able to view the non-address information for each order on the order details page
- **BEST PRACTICE** is to move any non-address information you want the driver to see to the shipping instructions

Driver Scorecard

Deliver Web -> Summary -> Scorecard



- The **Driver Scorecard** is a metric-based point system designed to rate driver performance
- To access the point system, click on the gear icon located under the Driver Scorecard heading
- The Employee role does not have access
- The table will average each drivers score and number of violations according to the date filter (e.g., Last 90 Days)

Driver Scorecard

Deliver Web -> Summary -> Scorecard

Driver Scorecard

Assign points to each driver metric to build your own scorecard Use All Branches

Driver's start their day with 0 points. They earn points for completing tasks along their route. You can assign a point value to the metrics that are most important to you. For stop based metrics the driver receives a percent of the points based on the number of stops on the route.

100

Safe driving	<input type="range"/>	20
Met customer requested times	<input type="range"/>	20
Miles driven is less than or equal to expected	<input type="range"/>	15
Time driven is less than or equal to expected	<input type="range"/>	10
Stop time is less than or equal to stop time padding	<input type="range"/>	10
Minimal idle time	<input type="range"/>	15
Take me home completed	<input type="range"/>	5
Number of scanned packages matches expected	<input type="range"/>	5

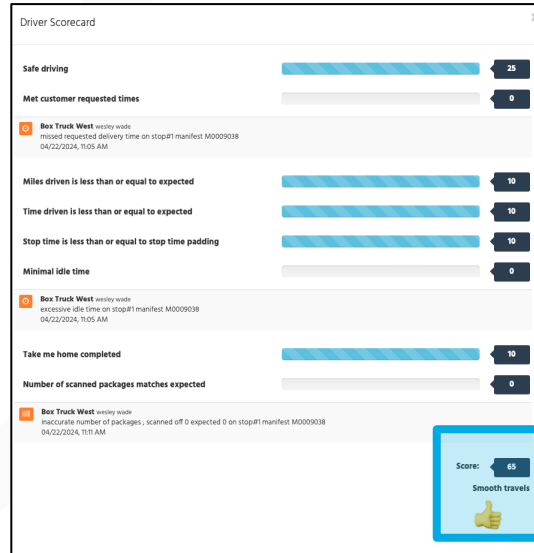
- Use the slider to assign a point value to the metrics that are most important to your company
- The driver will receive a percentage of the points based on the number of stops on a route
- For example, if you have a route with 20 stops and the driver has 3 speeding violations, they will receive 17 points for that metric
- **NOTE** - for the requested time metric, we use the number of stops with a requested time instead of the total number of stops. For example, if there are only 4 stops with a requested time on a 20-stop route, each stop is worth 5 points.

Driver Scorecard

Deliver Web -> Summary

Manifest	Occurred On	Score	Issues	Driver	Total Distance Traveled	Total Time Traveled	Stops	Late
M0009122	05/09/2024	100	0	wesley wade wesley.mccasland@gmail.com	0.00 mi	0 min	2	0
M0009118	05/09/2024	100	0	wesley wade wesley.mccasland@gmail.com	0.00 mi	0 min	1	0
M0009038	04/22/2024	65	2	wesley wade wesley.mccasland@gmail.com	0.00 mi	0 min	1	1
M0009037	04/22/2024	75	1	wesley wade wesley.mccasland@gmail.com	0.00 mi	0 min	1	1
M0009034	04/19/2024	25	12	wesley wade wesley.mccasland@gmail.com	5.80 mi	29 mins	2	2
M0009026	04/19/2024	100	0	wesley wade wesley.mccasland@gmail.com	0.00 mi	1 min	1	0
M0009033	04/19/2024	75	1	wesley wade wesley.mccasland@gmail.com	0.00 mi	2 min	1	1
M0009032	04/18/2024	30	8	wesley wade wesley.mccasland@gmail.com	1.73 mi	38 mins	1	1
M0009031	04/18/2024	65	6	wesley wade wesley.mccasland@gmail.com	4.61 mi	24 mins	3	0
M0009027	04/18/2024	75	1	wesley wade wesley.mccasland@gmail.com	0.00 mi	0 min	1	1

- You can drill into each driver to see the scores assigned to the individual manifest
- You can drill into each manifest to view what metrics were violated and where



Great ride! 🙌

Smooth travels



Room for improvement



Not so hot



Driver Scorecard

Route -> Summary

Export Driver Scorecard

Columns Schedule

Include Column Headings

Select Columns to Export

- Ship Branch
- Score
- Issues
- Driver
- User Name
- Total Distance
- Total Time
- Routes
- # of Stops
- # Late Stops

Cancel Export

All Drivers

Export Driver Scorecard

Columns Schedule

Include Column Headings

Select Columns to Export

- Ship Branch
- Manifest
- Occurred On
- Score
- Issues
- Vehicle
- Driver
- User Name
- Total Distance
- Total Time
- Routes
- # of Stops
- # Late Stops

Cancel Export

Specific Driver

The scorecard can be exported and scheduled

Alert System

Deliver Web -> Dashboard/Summary

Today's Alerts

Search

Issues | Activity

Close

1-10 of 11

Next >

- The Activity Table has now been combined with Alerts
- To view the standard daily activity (completed stops, completed manifests, returned to home branch, and completed loads), click on the Activity toggle
- The Alert Table automatically updates on the Dashboard as violations occur

Alert System

Deliver Web -> Dashboard/Summary

Alerts
Configure settings and enable notifications

Excessive Speed
Vehicle has exceeded the excessive speed limit

Missed Requested Delivery Time
Stop is 10 minutes past the requested delivery time

Skipped Stop
Driver has skipped a stop

Refused Order
Customer has refused an order

Exceeded Estimated Travel Distance
Driver drove 10 miles past the expected distance

Exceeded Estimated Travel Time
Driver drove 15 minutes past the expected time

Exceeded Stop Time
Stop time is 15 minutes over stop time padding

Excessive Idle Time
Driver exceeded the max idle time

Past Take Me Home Expected Time
Driver is 15 minutes past the take-me-home expected time

Inaccurate Scanned Packages
Driver scanned the incorrect number of packages

Delivery Started Without Scanning Packages
Driver started delivery before packages were scanned onto the truck

Cancel Save

- Click on the gear icon located under the search bar to configure alerts
- To enable alerts and have them display in the Alerts table, turn on the slider next to that alert

Excessive Speed
Vehicle has exceeded the excessive speed limit

Email

SMS

- To enable alerts for email, SMS, or both, turn on the slider next to the notification method

Excessive Speed
Vehicle has exceeded the excessive speed limit

Email

To wade@goinnovo.com, robin@goinnovo.com

SMS

Phone 7203283699, 2155128888

Our recommendation is to enable all the alerts you want to see in the alert table and only set up email/SMS alerts for those that require immediate attention

Alert System

Deliver Web -> Dashboard/Summary

Excessive Speed
Vehicle has exceeded the excessive speed limit



Alert sent when two consecutive breadcrumb markers exceed the speed limit set on the Settings page. We then "mute" the notification for 3 minutes from the time of the alert so not to send multiple alerts for the same speeding event.

Missed Requested Delivery Time
Stop is minutes past the requested delivery time



Alert sent when it's been at least x minutes past the requested delivery time.

Skipped Stop
Driver has skipped a stop



Alert sent as soon as the stop is skipped

Refused Order
Customer has refused an order



Alert sent as soon as a stop is completed that has a refused order

Exceeded Estimated Travel Distance
Driver drove miles past the expected distance



Alert sent when the mileage driven is x miles past the estimated travel distance for that stop


Exceeded Estimated Travel Time
Driver drove minutes past the expected time




Alert sent when the time driven is x minutes past the estimated travel time for that stop

Alert System



Route / Deliver Web

9 COLORADO CO. 


555 W SOUTH BOULDER RD
LAFAYETTE, CO 80026


 **Stop Via: OT OUR TRUCK**

Time: 20 minutes Distance: 13.40 miles

2 Tickets 2 Items  

Pkg: 1 Box: 1

Requested Time: **None** 

Estimated Delivery Time: **11:59 AM** 

Stop Time: **10 mins**

We now display the estimated time and distance for each stop – helpful when troubleshooting alerts!

Alert System

Deliver Web -> Dashboard/Summary

Exceeded Stop Time

Stop time is minutes over stop time padding

Alert sent when the time is x minutes over the stop time padding for the stop. The vehicle must be within a 0.2-mile geofence of the delivery address.

Excessive Idle Time

Driver exceeded the max idle time

Alert sent when the vehicle has been idle over the max idle time defined on the settings page. If you are idle within the geofence of the home branch or a delivery address, this idle time will be included as part of the calculated stop time.

Past Take Me Home Expected Time

Driver is minutes past the take-me-home expected time

Alert sent on the take-me-home when the time driven is x minutes past the estimated travel time for the take-me-home

Inaccurate Scanned Packages

Driver scanned the incorrect number of packages

Alert sent when the stop is completed, and the driver did not scan the correct number of packages off the truck
















Delivery Started Without Scanning Packages

Driver started delivery before packages were scanned onto the truck

Alert sent when the driver starts the manifest in the Deliver app and packages were not completely scanned on the truck.
















Note - this alert will only be triggered if the **Scan Packages On Truck** setting is enabled in Deliver Web -> Settings

Alert System

	Transfer Truck wesley wade inaccurate number of packages, scanned off 1 expected 2 on stop#1 manifest M0009279 06/25/2024, 2:11 PM	
	Box Truck West wesley wade exceeded take me home time of 01:42PM on M0009278 06/25/2024, 1:47 PM	
	Box Truck West wesley wade refused order(s): S1050876.001 on stop#3 manifest M0009278 06/25/2024, 1:36 PM	
	Box Truck West wesley wade excessive idle time for over 5 minutes on stop#3 manifest M0009278 06/25/2024, 1:35 PM	
	Box Truck West wesley wade skipped stop#2 on manifest M0009278 06/25/2024, 1:20 PM	
	Box Truck West wesley wade exceeded stop time by over 3 minutes on stop#1 manifest M0009278 06/25/2024, 1:14 PM	
	Box Truck West wesley wade exceeded estimated travel time of 5 minutes on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade exceeded estimated travel distance of 2.03 miles on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade missed requested delivery time of 12:30PM on stop#1 manifest M0009278 06/25/2024, 12:56 PM	
	Box Truck West wesley wade exceeded the excessive speed limit of 1 mph, currently driving 25 mph on stop#1 manifest M0009278 06/25/2024, 12:53 PM	
	iPhone wesley wade started manifest M0009278 before it was scanned onto the truck 06/25/2024, 12:53 PM	

- This is how the alerts will be displayed in the Alerts table
- You will notice comment icons for those alerts that require a reason
- These alerts can be downloaded on the Summary tab
- Clicking on an alert will bring you directly into the Manifest detail page for where the violation occurred

Alert System

	Transfer Truck wesley wade inaccurate number of packages, scanned off 1 expected 2 on stop#1 manifest M0009279 06/25/2024, 2:11 PM	
	Box Truck West wesley wade exceeded take me home time of 01:42PM on M0009278 06/25/2024, 1:47 PM	
	Box Truck West wesley wade refused order(s): S1050876.001 on stop#3 manifest M0009278 06/25/2024, 1:36 PM	
	Box Truck West wesley wade excessive idle time for over 5 minutes on stop#3 manifest M0009278 06/25/2024, 1:35 PM	
	Box Truck West wesley wade skipped stop#2 on manifest M0009278 06/25/2024, 1:20 PM	
	Box Truck West wesley wade exceeded stop time by over 3 minutes on stop#1 manifest M0009278 06/25/2024, 1:14 PM	
	Box Truck West wesley wade exceeded estimated travel time of 5 minutes on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade exceeded estimated travel distance of 2.03 miles on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade missed requested delivery time of 12:30PM on stop#1 manifest M0009278 06/25/2024, 12:56 PM	
	Box Truck West wesley wade exceeded the excessive speed limit of 1 mph, currently driving 25 mph on stop#1 manifest M0009278 06/25/2024, 12:53 PM	
	iPhone wesley wade started manifest M0009278 before it was scanned onto the truck 06/25/2024, 12:53 PM	

- For example, clicking on the exceeded estimated travel distance alert takes you directly to the stop and automatically opens the orders section

M0009278 Export Done

Stops: 3
Branch: 1
Ship Date: 06/25/2024
Start Time: 12:53 PM
Ship Via: OT OUR TRUCK
Driver: WESLEY - wesley wade 16
Device: Box Truck West
Total Time Traveled: 46 mins
Total Distance Traveled: 9.36 miles
Estimated Time Traveled: 2 hrs 13 mins
Estimated Total Distance: 85.92 miles
Total COD: \$0
















1 **Innovo Customer** DELIVERED
Requested Time: 12:30 PM
Plan Time: 1:00 PM
Actual Delivery Time: 1:16 PM
Stop Time: 11 mins +8
3333 ARAPAHOE RD B
LAFAYETTE, CO 80026
Ship Via: OT OUR TRUCK
Time: 5 minutes Distance: 2.03 miles

2 **CITY STAR INC.** SKIPPED
Requested Time: None
Plan Time: 1:43 PM
Actual Delivery Time: 1:50 PM
Stop Time: 0 mins -2
321 MOUNTAIN AVE
BERKTHOOD, CO 80513
Ship Via: OT OUR TRUCK
Time: 40 minutes Distance: 29.18 miles

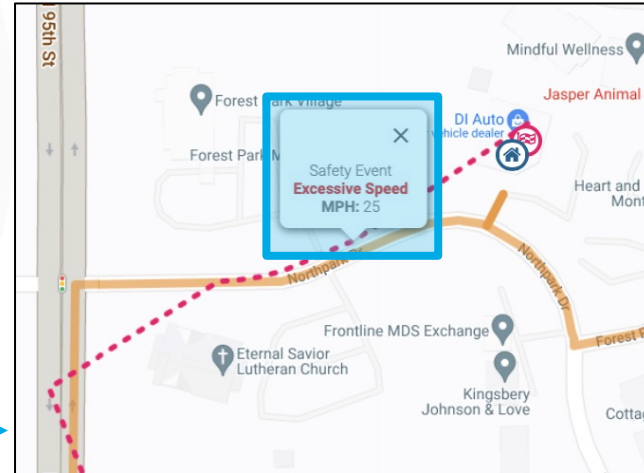
S1050874.001
COD: \$0
Phone Number:
Ordered By:
Shipping Instructions:

Tickets:

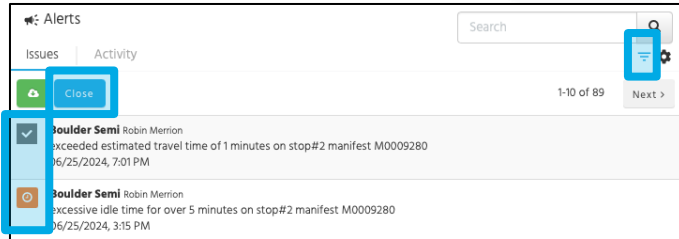
Alert System

	Transfer Truck wesley wade inaccurate number of packages, scanned off 1 expected 2 on stop#1 manifest M0009279 06/25/2024, 2:11 PM	
	Box Truck West wesley wade exceeded take me home time of 01:42PM on M0009278 06/25/2024, 1:47 PM	
	Box Truck West wesley wade refused order(s): S1050876.001 on stop#3 manifest M0009278 06/25/2024, 1:36 PM	
	Box Truck West wesley wade excessive idle time for over 5 minutes on stop#3 manifest M0009278 06/25/2024, 1:35 PM	
	Box Truck West wesley wade skipped stop#2 on manifest M0009278 06/25/2024, 1:20 PM	
	Box Truck West wesley wade exceeded stop time by over 3 minutes on stop#1 manifest M0009278 06/25/2024, 1:14 PM	
	Box Truck West wesley wade exceeded estimated travel time of 5 minutes on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade exceeded estimated travel distance of 2.03 miles on stop#1 manifest M0009278 06/25/2024, 1:05 PM	
	Box Truck West wesley wade missed requested delivery time of 12:30PM on stop#1 manifest M0009278 06/25/2024, 12:56 PM	
	Box Truck West wesley wade exceeded the excessive speed limit of 1 mph, currently driving 25 mph on stop#1 manifest M0009278 06/25/2024, 12:53 PM	
	iPhone wesley wade started manifest M0009278 before it was scanned onto the truck 06/25/2024, 12:53 PM	

- When clicking on a speed violation alert, you will be taken directly to the location on the map where the vehicle was recorded speeding



Alert System



Alerts

Issues | Activity

Search

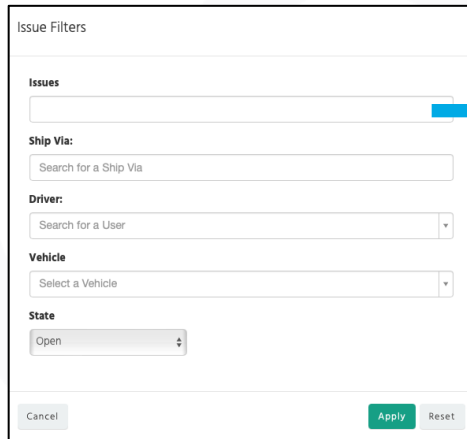
Close

1-10 of 89 Next >

Boulder Semi Robin Merrión
exceeded estimated travel time of 1 minutes on stop#2 manifest M0009280
06/25/2024, 7:01 PM

Boulder Semi Robin Merrión
excessive idle time for over 5 minutes on stop#2 manifest M0009280
06/25/2024, 3:35 PM

- You can filter the Alerts table by issue, ship via, driver, vehicle, and open/closed state
- By default, the table shows only "open" alerts
- You can close an alert by selecting the image(s) and clicking the **Close** button



Issue Filters

Issues

Ship Via:

Search for a Ship Via

Driver:

Search for a User

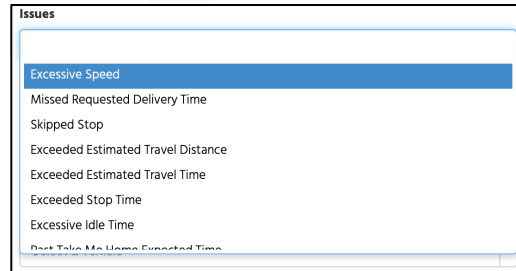
Vehicle

Select a Vehicle

State

Open

Cancel Apply Reset

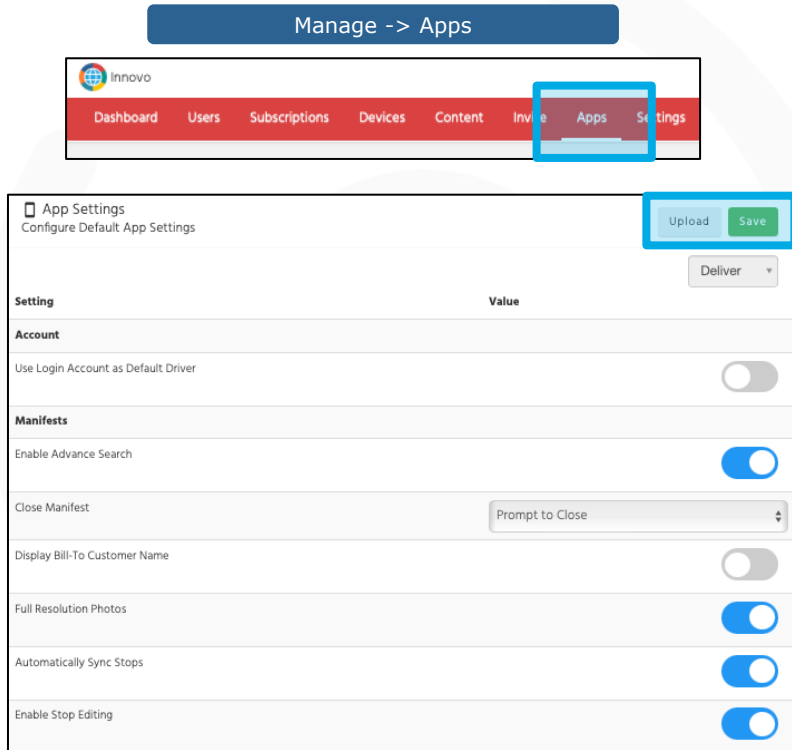


Issues

- Excessive Speed
- Missed Requested Delivery Time
- Skipped Stop
- Exceeded Estimated Travel Distance
- Exceeded Estimated Travel Time
- Exceeded Stop Time
- Excessive Idle Time
- Det Take Make Ups Exceeded Time

Push App Settings to Device

Manage -> Apps



The screenshot shows the innovo dashboard with the 'Apps' tab selected in the navigation menu. Below it is the 'App Settings' configuration page, which includes a table of settings and two buttons: 'Upload' and 'Save'.

Setting	Value
Account	
Use Login Account as Default Driver	<input type="checkbox"/>
Manifests	
Enable Advance Search	<input checked="" type="checkbox"/>
Close Manifest	Prompt to Close
Display Bill-To Customer Name	<input type="checkbox"/>
Full Resolution Photos	<input checked="" type="checkbox"/>
Automatically Sync Stops	<input checked="" type="checkbox"/>
Enable Stop Editing	<input checked="" type="checkbox"/>

- You can now push Deliver app settings directly to your devices!
- There is a new tab in Manage, **Apps**, where you can configure the default app settings for new installs and/or update settings on existing devices
- To configure your default app settings, update settings to your preferred defaults and click the **Save** button – super easy!
- The next time the app is downloaded onto a new device, your default settings will appear!
- To push all or individual settings to your existing devices, click the **Upload** button to begin the process

Push App Settings to Device

Manage -> Apps

Upload App Settings
Push new app settings to existing devices

Select the settings to update

Setting	Value
Account	
<input checked="" type="checkbox"/> Use Login Account as Default Driver	No
Manifests	
<input checked="" type="checkbox"/> Enable Advance Search	Yes
<input checked="" type="checkbox"/> Close Manifest	Prompt to Close
<input checked="" type="checkbox"/> Display Bill-To Customer Name	No
<input checked="" type="checkbox"/> Full Resolution Photos	Yes
<input checked="" type="checkbox"/> Automatically Sync Stops	Yes
<input checked="" type="checkbox"/> Enable Stop Editing	Yes
<input checked="" type="checkbox"/> Enable Stop Consolidation/Grouping	Yes
<input checked="" type="checkbox"/> Consolidate using Address Matching	Yes
<input checked="" type="checkbox"/> Combine Multiple Manifests	Yes
<input checked="" type="checkbox"/> Require Double-Tap to Accept Signature	No
<input checked="" type="checkbox"/> Verify COD was Received	Yes
<input checked="" type="checkbox"/> Move Delayed Stop to Last	Yes
<input checked="" type="checkbox"/> Capture Odometer at Start	Yes
<input checked="" type="checkbox"/> Allow Manual Package Counts	Yes

Cancel Next

- To upload all settings, click the box next to the Setting header. That will select all settings.
- To upload individual settings, click on the box next to the setting(s)
- When you are ready, click on the **Next** button

Push App Settings to Device

Manage -> Apps

Upload App Settings
Push new app settings to existing devices

Select the devices to update

Back Upload


<input checked="" type="checkbox"/>	Name	Username	OS	App	Last Access
<input checked="" type="checkbox"/>	Mike Finkenzeller	fink	iOS 17.5.1	Deliver 2.3.0	07/01/2024, 12:49 PM
<input checked="" type="checkbox"/>	Wade McCasland	wade@gainno.com	iOS 17.5.1	Deliver 2.3.0	07/01/2024, 11:36 AM
<input checked="" type="checkbox"/>	Robin Merrion	robin@gainno.com	iOS 17.5.1	Deliver 2.3.0	07/01/2024, 9:25 AM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iOS 17.5.1	Deliver 2.3.0	06/26/2024, 1:04 PM
<input checked="" type="checkbox"/>	Robin Merrion	robin@gainno.com	iPadOS 17.5.1	Deliver 2.3.0	06/22/2024, 7:56 AM
<input checked="" type="checkbox"/>	Drew Mapplebeck	dremap	iPadOS 17.4.1	Deliver 2.3.0	06/20/2024, 10:09 AM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iPadOS 17.5.1	Deliver 2.3.0	06/19/2024, 7:51 AM
<input checked="" type="checkbox"/>	Jacob	jacob@gainno.com	iOS 18.0	Deliver 2.3.0	06/10/2024, 3:05 PM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iOS 17.4.1	Deliver 2.3.0	05/10/2024, 8:18 AM
<input checked="" type="checkbox"/>	Robin Merrion	robin@gainno.com	iOS 17.4.1	Deliver 2.3.0	05/08/2024, 9:05 AM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iPadOS 17.4.1	Deliver 2.3.0	04/30/2024, 4:27 PM
<input checked="" type="checkbox"/>	DRIVER_2	d2@gainnov.com	iOS 17.4.1	Deliver 2.3.0	04/25/2024, 9:00 AM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iOS 17.3.1	Deliver 2.3.0	03/12/2024, 11:48 AM
<input checked="" type="checkbox"/>	Mike Finkenzeller	fink	iPadOS 16.7.2	Deliver 2.3.0	01/03/2024, 10:32 AM
<input checked="" type="checkbox"/>	Drew Mapplebeck	dremap	iPadOS 15.5	Deliver 2.2.2	09/24/2023, 4:44 PM
<input checked="" type="checkbox"/>	wesley wade	wesley.mccasland@gmail.com	iPadOS 17.0	Deliver 2.2.2	08/30/2023, 10:52 AM

- To push selected settings to all devices, click the box next to the Name header. That will select all devices.
- To push selected settings to individual devices, click on the box next to the name(s)
- Devices will pick up the changes upon log in, on a force close, or when they add a new manifest

Push App Settings to Device

Manage -> Devices

Robin Merrion's Device



Device Name iPhone
Manufacturer Apple
Model iPhone16,1
OS iOS 17.5.1
App Deliver v2.3.0
Device ID 2898BD22-1260-4FC6-AB01-59F821590819
Last Access 06/25/2024, 1:50 PM
Push Enabled

⬇️ Pending Update ✎

Setting	Value
Account	
Branches	1
Driver	
Ship Via	OT
Use Login Account as Default Driver	No
Manifests	
Enable Advance Search	Yes
Close Manifest	Auto-Close if No Issues
Display Bill-To Customer Name	No
Full Resolution Photos	No
Automatically Sync Stops	Yes


Delete

- If a settings update was pushed but not yet received by the device, you will see a pending icon on the device page
- The settings listed are the current settings from the device, not the new ones
- Once the user re-logs, force closes the app, or adds a new manifest, this pending icon will no longer display, and the updated settings will display
- You can also push settings to individual devices from this page, as well as device specific settings such as branches and ship-vias
- Click on the pencil edit icon located in the middle right part of the page

Push App Settings to Device

Manage -> Devices

Robin Merrión's Device



Device Name iPhone
Manufacturer Apple
Model iPhone16,1
OS iOS 17.5.1
App Deliver v2.3.0
Device ID 2898BD22-1260-4FC6-AB01-59FB21590819
Last Access 06/25/2024, 1:55 PM
Push Enabled

Cancel Save

Setting	Value
Account	
Branches	<input type="text" value="x 1"/>
Driver	<input type="text" value="Search for a User"/>
Ship Via	<input type="text" value="OT"/>
Use Login Account as Default Driver	<input type="checkbox"/>
Manifests	
Enable Advance Search	<input checked="" type="checkbox"/>
Close Manifest	<input type="text" value="Auto-Close if No Issues"/>

Delete

- When you click on the edit button, the fields are in edit mode
- The branch, ship-via, and driver fields are all searchable
- Any field with a validated list will show the options


Enable Advance Search	<input type="text" value="Disabled"/>
Close Manifest	<input type="text" value="Prompt to Close"/> <input checked="" type="text" value="Auto-Close if No Issues"/>

- Once you make the change and click the **Save** button, you will see the pending update icon
- The user will then either re-log, force close, or add a manifest to pick up the change

Push App Settings to Device

Manage -> Devices

Robin Merrion's Device



Device Name iPhone
Manufacturer Apple
Model iPhone16,1
OS iOS 17.5.1
App Deliver v2.3.0
Device ID 2898BD22-1260-4FC6-A801-59FB21590819
Last Access 06/25/2024, 1:55 PM
Push Enabled

Mapping

Map Navigation	Apple Maps
Stop Time Padding	10 Minutes
Enable Break Times	Yes
Enable "Take Me Home"	Yes
Restrict "Take Me Home" to Geofence	No
Enable Drop Pin	Yes
Location Services	Always

Security

Enable Settings Passcode	No
Require Passcode to Reset Manifest	No

Delete

- You can now see the device's Location Services setting for the Deliver app
- You cannot change that setting as it's an apple device setting but can use it for troubleshooting purposes
- Location Services **MUST** be set to **Always** for Deliver to keep tracking the driver when the Deliver app is not running in the foreground on the device
- As long as the device is turned on and the app is running (meaning it has not been force-closed), Deliver will track the driver
- If you ever see straight lines on the map in Deliver Web, it means we did not get accurate tracking data from the device. The first thing we tell you to do is check the **Location Services** setting. Now we make it easier!

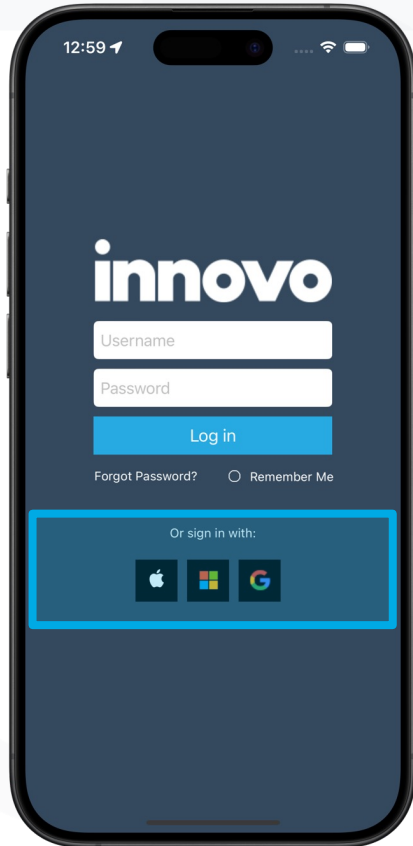
Single Sign-On (SSO)

The image shows two overlapping screenshots from the Innovo system. The background screenshot is the 'Sign in to your account' page, featuring the Innovo logo, input fields for 'Your Email' and 'Your Password', a 'Sign in' button, and options for 'Remember Me' and 'Or sign in with:' followed by 'Sign in with Microsoft' and 'Sign in with Google' buttons. The foreground screenshot is the 'Edit User' form, titled 'Manage -> Users'. It contains fields for 'Name' (Robin Merrion), 'Email' (robin@goinnovo.com), 'Company', 'ERP' (ROBINN), and 'Role' (Administrator). Below these is a 'Profile Picture' section with an 'Upload' button. A blue box highlights the 'Single Sign On' section, which includes a toggle switch and the text 'Disable login with Innovo credentials'. A blue arrow points to the Microsoft and Google icons in this section.

You'll notice this user has logged in using their Google and Microsoft credentials

- We added the ability to log into the Innovo Customer Portal using your Microsoft or Google credentials last year
- We have now added the ability to use those credentials when logging into the Deliver app
- Remember, you have the option to disable Innovo login credentials at the user level to force SSO
- When a user is deactivated/deleted from Microsoft or Google, they will be logged out of the portal and app

Single Sign-On (SSO)



- Users will also be able to log in with their Apple ID as long as a user exists in the portal with that same email address

Health Check Notification

Manage -> Settings -> Accounts

Edit Account ✕

Name

Host

Port

Secure

Email Notification

Email Relay

Health Check

- Every night we run a health check that verifies our service is up and running on your web server
- If there is an issue, we are notified and can proactively follow-up with you
- Now you can receive the notification email directly!

Health Check Notification

From: "no-reply@goinnovo.com" <no-reply@goinnovo.com>

Date: Wednesday, July 3, 2024 at 1:00 AM

To: Mike Finkenzeller <mike@goinnovo.com>, Wade McCasland <wade@goinnovo.com>

Subject: Innovo Health Check

Our Innovo middleware service that runs on your server at **demor.goinnovo.com** on port **7443** is currently offline.

Please check if there have been any recent network or firewall changes. For additional information, please review our support article [here](#).

You can check the status of the connection on the [Innovo Middleware Status Page](#).

Thank you, The Innovo Team

The logo for Innovo, featuring the word "innovo" in a bold, blue, lowercase sans-serif font.The logo for Innovo, featuring the word "innovo" in a bold, blue, lowercase sans-serif font.

Come See Us!



Innovo: Shape the Future of Route and Deliver

Join our Session on **Monday, September 16, 2024 @ 10:35am**

innovo

Next Steps



- We will be upgrading the Innovo code on your Eclipse and Web servers this **Sunday, July 14**
 - No Eclipse processes will be affected
- If you have any issues with that timeline, please send an email directly to robin@goinnovo.com
- Deliver 2.3.0 will be available for download starting **Monday, August 5**
- Portal update will be posted on **Sunday, August 4.**

For more detail on the enhancements, please see release notes:

<https://support.goinnovo.com/hc/en-us/articles/19985695245971-Portal-Release-3-5-0-Deliver-Release-2-3-0>

Thank you!



We are recording this webinar and will post on our support site later today!