



Driver Track

Quick Reference Guide



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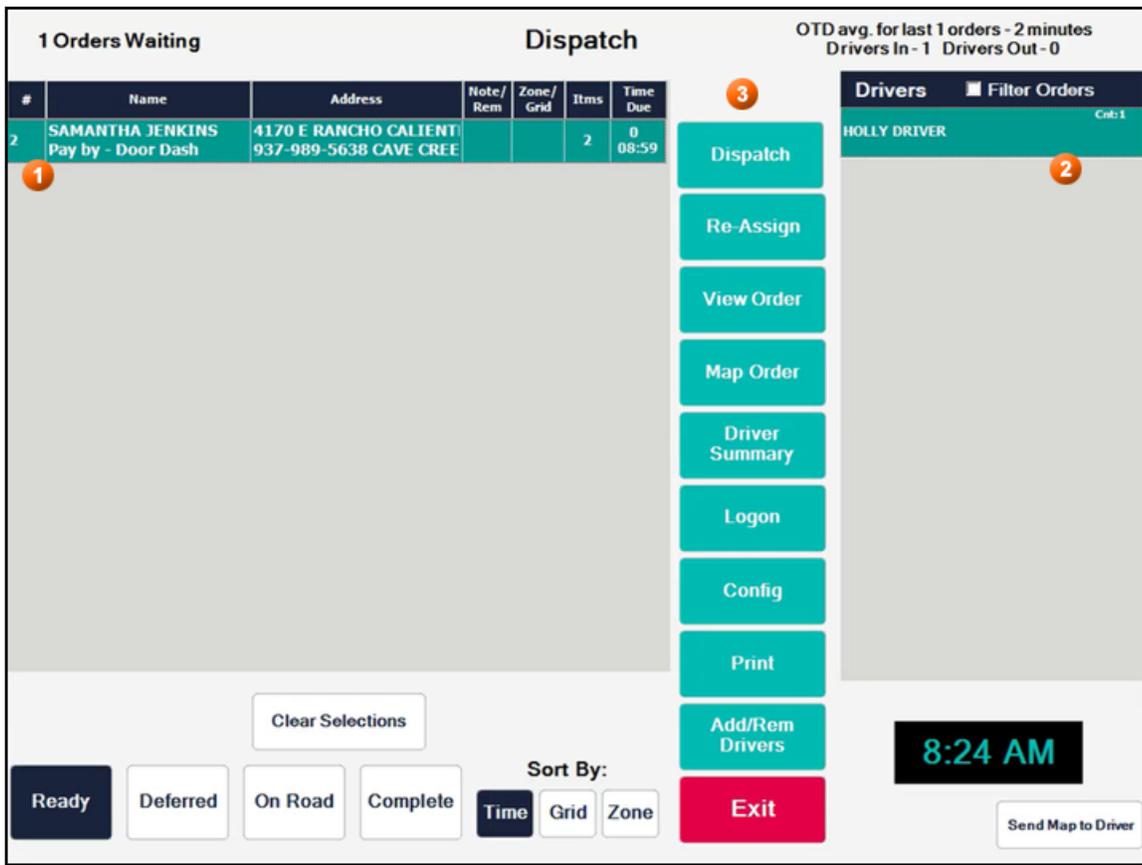
HungerRush Driver Track

Overview

The purpose of Driver Track is to help improve your delivery management experience.

Dispatching an Order

Dispatching is key to any store's delivery operations. To dispatch an order, in the POS select the order and driver who will be taking the order. Then tap **Dispatch**. The order will be assigned to the driver.



The screenshot displays the 'Dispatch' screen in the HungerRush Driver Track application. It features a table of waiting orders, a vertical menu of action buttons, and a driver selection panel.

#	Name	Address	Note/Rem	Zone/ Grid	Items	Time Due
2	SAMANTHA JENKINS Pay by - Door Dash	4170 E RANCHO CALIENTE 937-989-5638 CAVE CREE			2	08:59

OTD avg. for last 1 orders - 2 minutes
Drivers In - 1 Drivers Out - 0

Dispatch

Re-Assign

View Order

Map Order

Driver Summary

Logon

Config

Print

Add/Rem Drivers

Exit

Drivers Filter Orders

HOLLY DRIVER

8:24 AM

Send Map to Driver

Ready Deferred On Road Complete

Sort By: Time Grid Zone

Clear Selections

Driver Track App

Scan with your phone to download the app



iOS

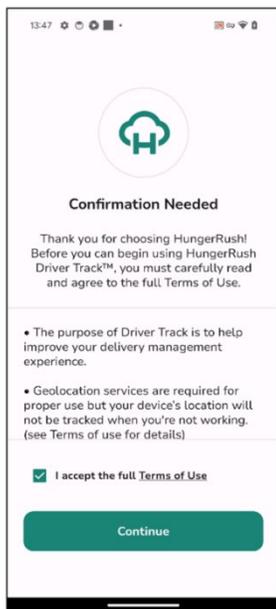


Google Play

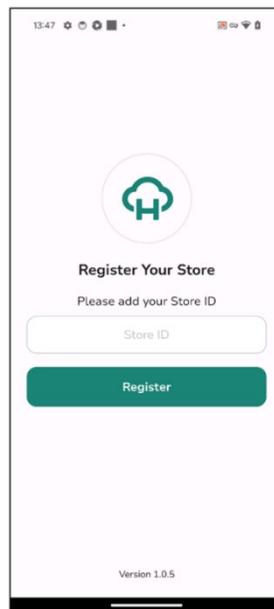
Within the app, drivers can quickly view delivery details, easily navigate with turn-by-turn directions and one-click call the customer as needed.

Once the order has been dispatched, the driver should open the Driver Track app and perform the following steps:

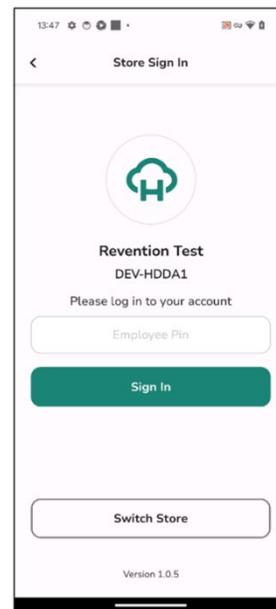
- 1. Agree to the Geolocation Settings:** Geolocation settings is an acknowledgement from the driver on what the app is utilizing and why.
 - To begin using Driver Track, it is important to note that Geolocation services are required for proper use. However, the device's location will not be tracked when not using the mobile app (see Terms of Use for details) and neither are driving habits, such as speed and braking. Drivers must comply with all local driving regulations.
- 2. Register Your Store:** The driver will then begin the login process by registering the store and confirming their employee key or PIN. The store registration number is the store's HungerRush ID
 - Store ID is the same number used when calling the HungerRush support team or accessing the shop.hungerrush website. It is also known as your Account Number, HungerRush ID, or Revention ID.
- 3. Enter Employee PIN:** Driver will enter employee PIN, which is the same pin used for clocking in.



Agree to Geolocation Settings



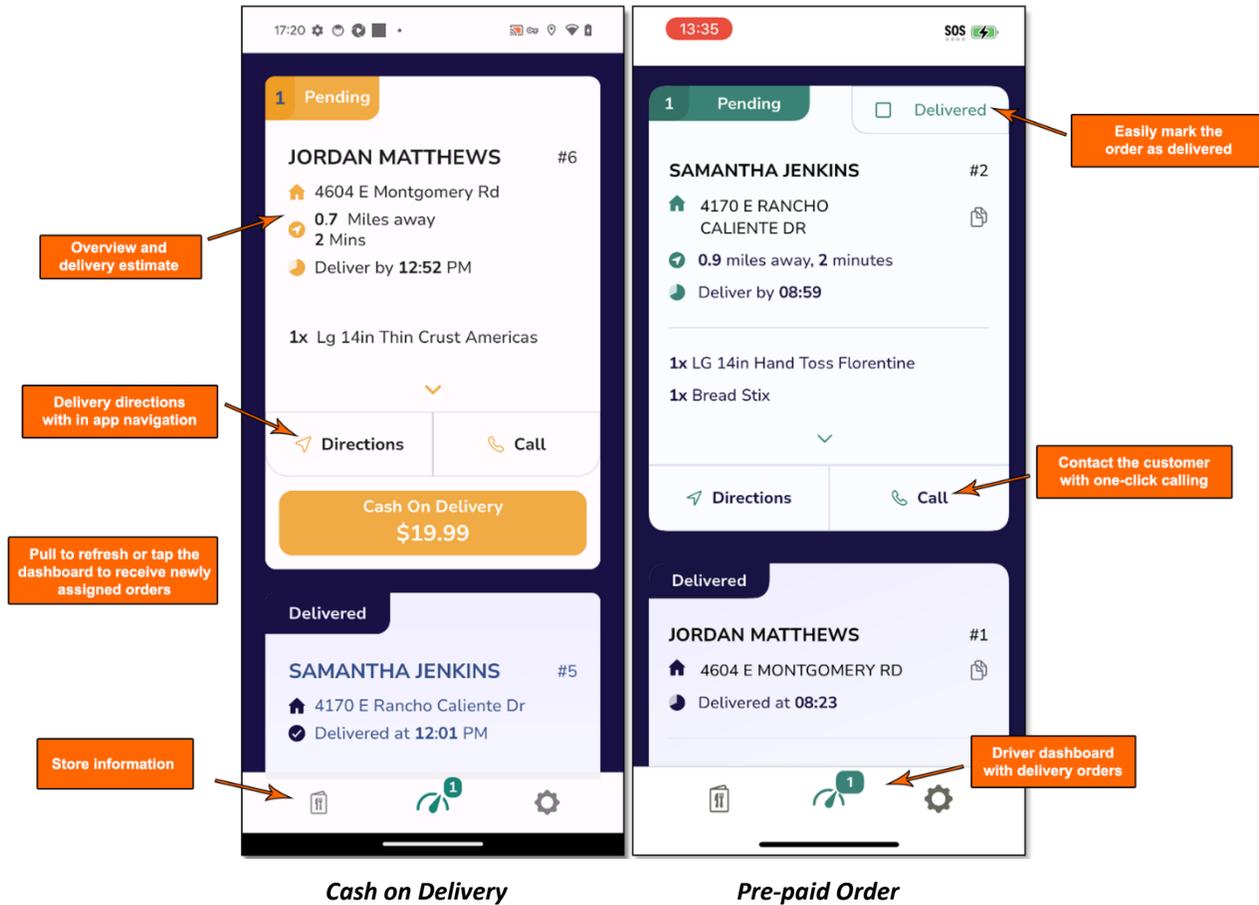
Register Your Store



Enter Employee PIN

At this point the driver will be able to see the order cards assigned to them. Order cards are color coded based on the payment type:

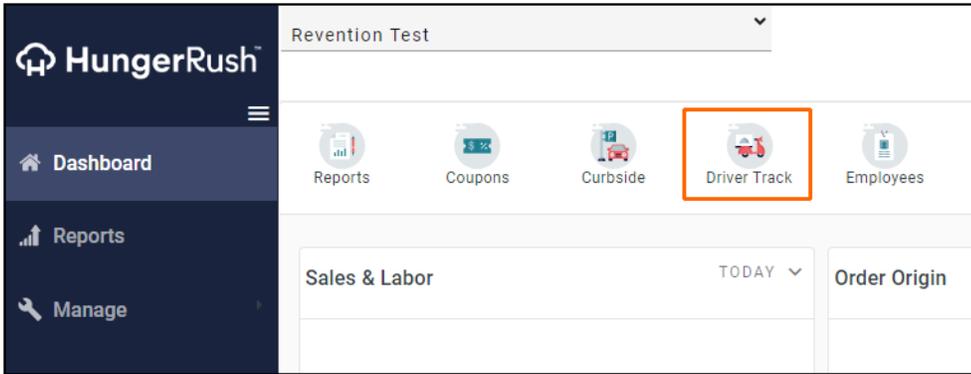
- **Yellow cards** indicate that payment is **Cash on Delivery** and will be accepted at the door
- **Teal cards** denote that the order has been pre-paid



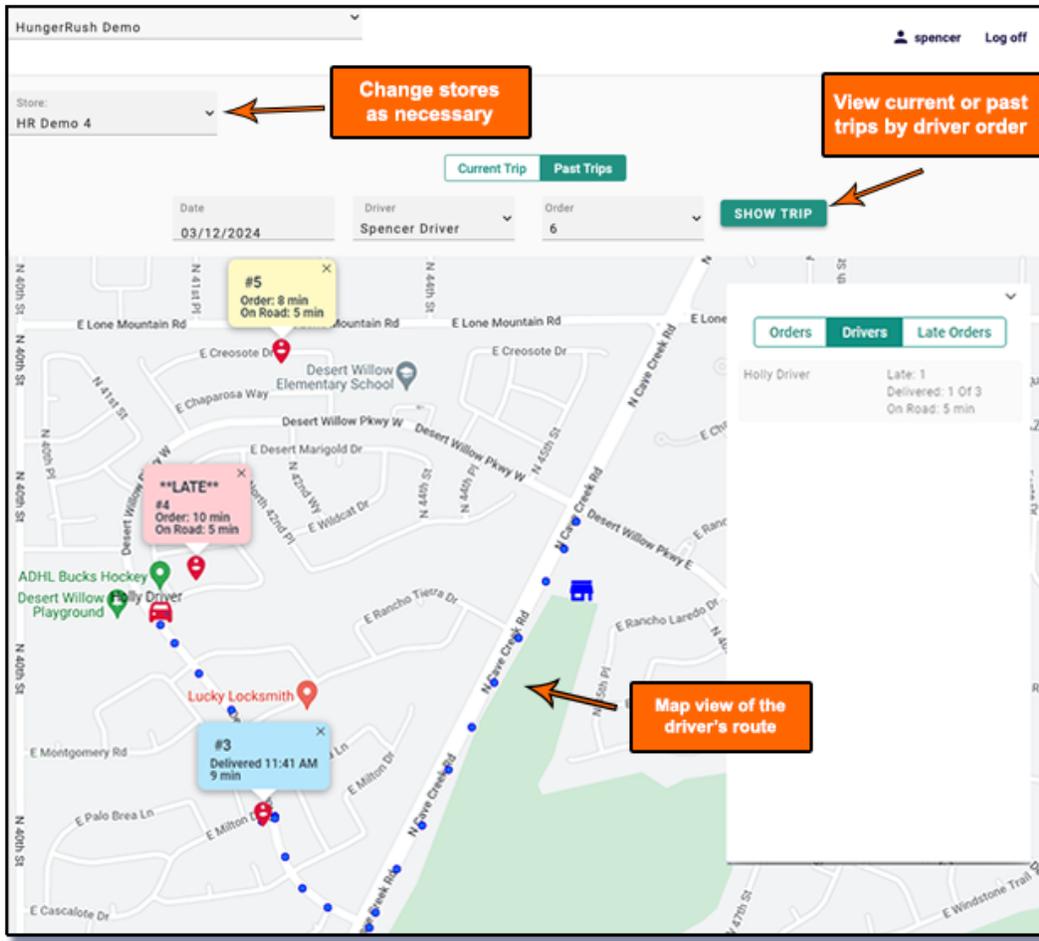
Restaurant Management (RM)

In Restaurant Management, Managers can monitor drivers' locations, recall past trips, order completion times, and delivery statuses.

To access these features in **Restaurant Management**, from the Dashboard select **Driver Track**.



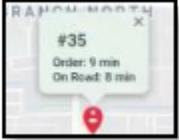
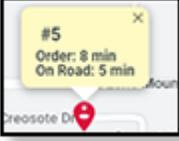
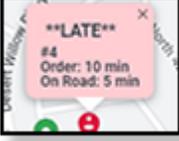
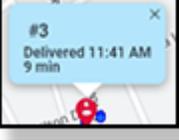
From here, you can view drivers and the status of their deliveries based on store, driver and order number.



At-a-Glance Order Color Coding and Identifiers

In the map section of the screen, each order out for delivery is color coded to show its status at-a-glance.

For example:

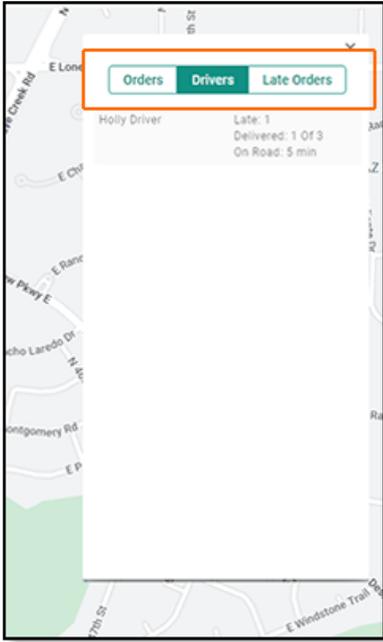
Pop- Up Background Color	Definition
	Order is in route.
	Order is at risk for being late.
	Order is late.
	Order has been delivered.

Additionally, each of these **At-a-Glance** pop-ups display order identifiers such as:

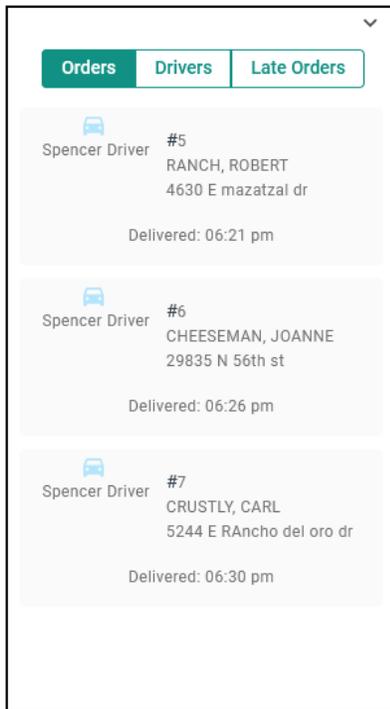
- Order Number
- Number of minutes since order was placed
- Number of minutes since the driver was dispatched for delivery

Orders, Drivers and Late Orders Tabs

On the right side of the screen, there are three tabs: **Orders**, **Drivers** and **Late Orders**.

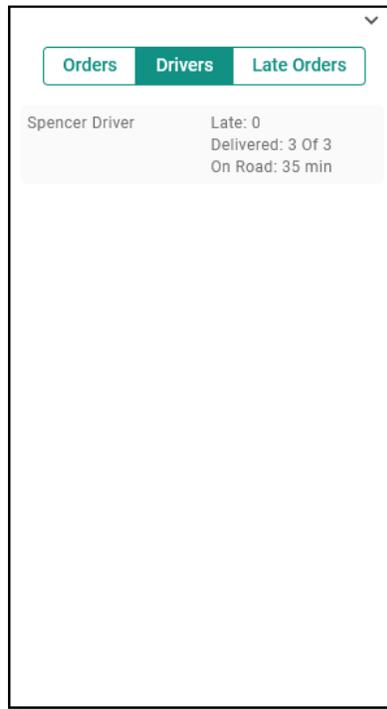


Orders Tab



Displays all orders currently in route.

Drivers Tab



Displays all drivers that have been dispatched on deliveries and have not been marked as Returned.

Late Orders Tab



Displays all in route orders that are late.