MERCURY POS HOW-TO WEBINAR SERIES: DELIVERY MODULE AND MOBILE APP

CONFIRMING DELIVERIES ON DELIVERY MODULE:

Creating a Route:
1. Click on the **Delivery** Button.
2. Check the delivery zone(s) you want to deliver to.
3. Click on **Create Routes**.
4. Select orders you want to put on the route by:
   a. Drag the order # and Drop them to the gray area at the bottom of the screen.
   b. Drag and drop the Zone name to the gray area to put all the orders in that zone into a route.
   c. Click **Add Order** to enter each order # manually.
   d. Select the Polygon/Scribble and circle the areas you want to deliver to. You can also use this method to add multiple orders at the same time to the route.
5. Click **Optimize** to create a route using the Quickest Path (shortest time- may use highways) or Shortest Path (city streets).
6. Click **Complete**.
7. Select a driver, and print out manifest/ directions / barcodes. Click **Complete**.

Truck Return to mark orders delivered or not delivered:
1. Click on **Truck Return**.
2. Select the route and click **Details.**
3. Select "**Delivered**" on Delivery Status of the order. And enter time and Comment.
4. For Non – Delivered orders you can mark "**Not Delivered**" and choose to:
   a. **Deliver today**- this will put the order back to the non-delivered orders list.
   b. **Redeliver on a different day**- changes the delivery date of the order to a different date.
   c. **Follow up later**- will be in a follow up list for non-delivered orders.
5. Click **Save**, then **Escape** to close out Truck Return.

CONFIRMING DELIVERIES ON MERCURY MOBILE APP

You can confirm orders in several different ways in FTD Mercury Mobile:

- By going to the order via the Dashboard
- From the Order Detail screen for an individual order
- From the Route Details screen

▪ By entering in the order number via the Confirm screen

To confirm orders from the Undelivered Orders screen:
1. Tap the **Dashboard** icon on the toolbar.
2. Tap the **Undelivered Orders** button.
3. On the Undelivered Orders screen, tap the check box for the order(s) you want to confirm. (Tap the check box in the header to select all orders.)
4. From the Delivery Code list, select the delivery code you want to assign to the selected order
5. Tap **Send** to confirm delivery of the order(s).

To confirm an order from the Order Detail screen:
1. From the **Dashboard**
2. Tap the order you want to confirm to open the **Order Detail** screen.
3. From the Delivery Code list, select the delivery code you want to assign to the selected order.
4. Tap **Send**.

To confirm orders from the Route Details screen:
1. Tap the **Delivery** icon on the toolbar.
2. Tap the **Routes** button at the top of the Delivery screen.
3. Tap the route containing the order(s) you want to confirm.
4. On the Route Details screen, select one or more orders that you want to confirm by clicking the check box on the left side of the row. If you want to select all orders for the route, you can tap the check box in the header.
5. From the Delivery Code list, select the delivery code you want to assign to the selected order(s).
6. Tap **Send**.

To confirm orders from the Mark Order Delivered screen:
1. Tap the **Confirm** button on the toolbar.
2. In the Order # field, enter the order number you want to confirm.
3. If there were multiple tickets on the order, enter/select the ticket number.
4. Tap **Send**.

CONFIRMING DELIVERIES ON THE DASHBOARD

1. Click on the **Dashboard** at the bottom of the screen.
2. Click on **Undelivered Orders**

3. Opens Ticket Search and displays only orders for today that have not been marked delivered.
4. Select "**Delivered**" from the drop down list of the order you are marking delivered.
5. Close the Ticket search window.

<u>ONCE ORDERS ARE MARKED DELIVERED</u>

- Delivery confirmation message to FTD will be sent (Del Cons)
- Delivery confirmation email to Customers will be sent
- Order life Cycle gets updated with delivery info
  - Open the order, click on **Status**. This will display the tick
  - Those marked in delivered on the Mobile app will be in blue, and will create a link to view:
    - Google earth map of the where the order was marked delivered
    - Signature of the recipient
    - Picture of the arrangement at location