

Driver Guide to

VROMO



Introduction

VROMO is the only delivery management software solution tailored for the restaurant and food industry providing delivery drivers with a light-touch driver app experience which allows them to complete more deliveries, more efficiently.

VROMO Driver helps delivery drivers accept jobs, navigate to the store & customer, chat with the store on specific jobs, call the customer & more.

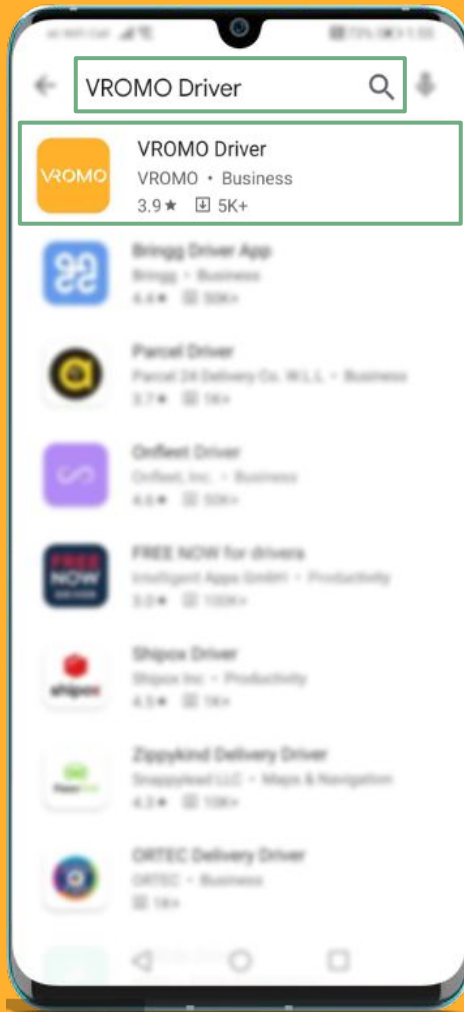


VROMO Features & Benefits

Today we will take you through the following;

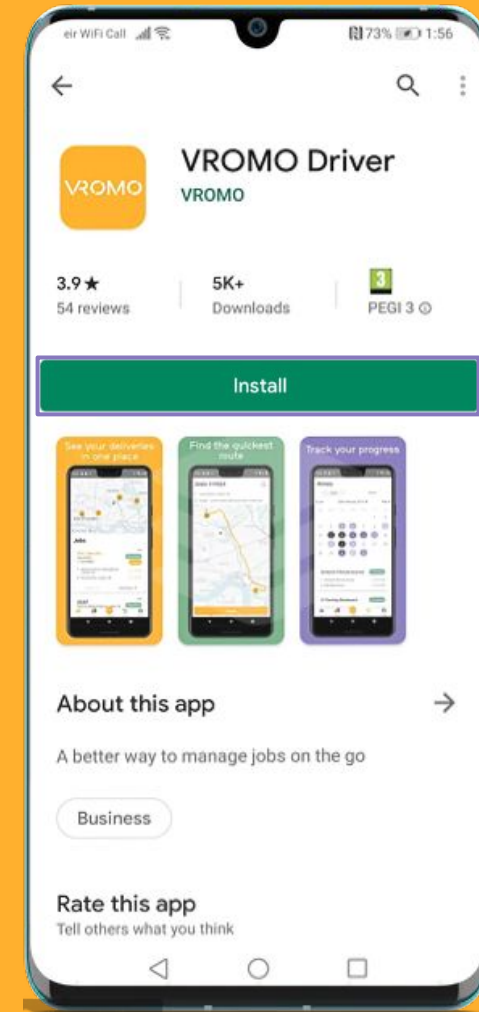
- » Downloading VROMO Driver
- » Signing In
- » Set-Up: Permissions & Availability
- » Profile
- » History
- » Offers
- » Jobs
- » Driver Chat
- » Switching Teams
- » FAQs

Downloading VROMO Driver



Open the Google Play Store or Apple App Store and, using the search bar, search VROMO Driver as seen to the left.

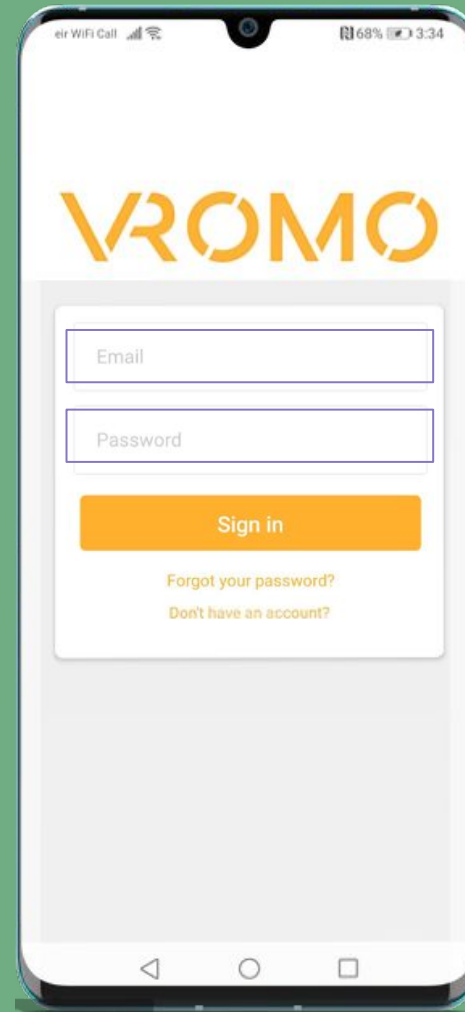
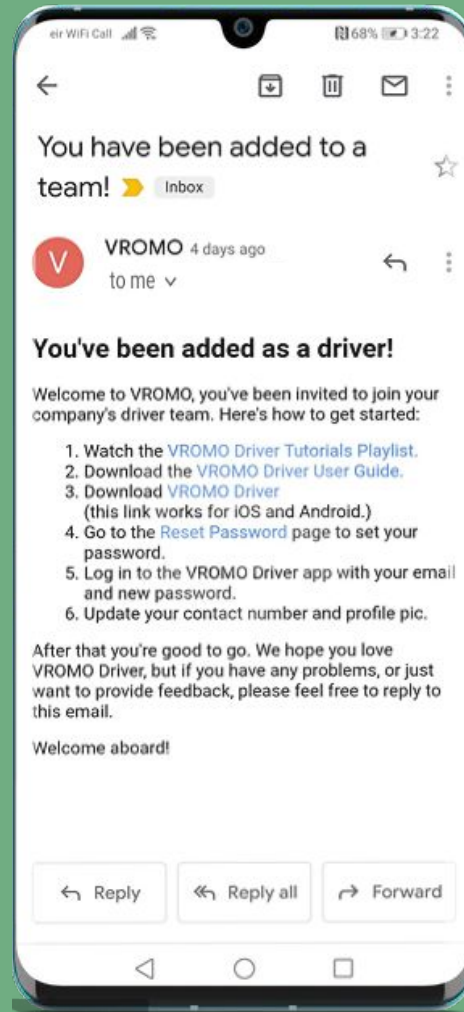
Tap on the VROMO Driver app in the search results, this will bring you to a screen similar to the right. Press the 'Install' button and the app will then begin to download.



Signing In

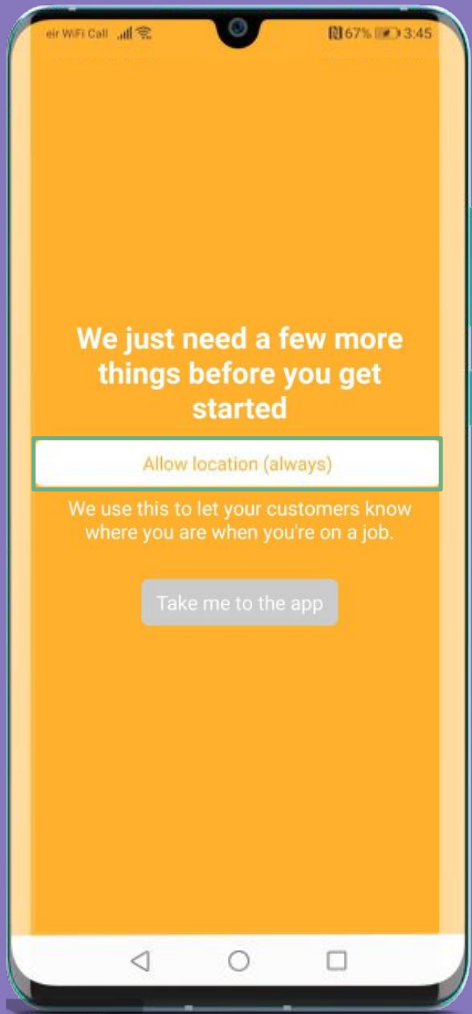
In order to log in, you will need to be added to a team, please contact the company you are working with and they will be able to set you up.

You will then receive a Welcome email, which includes links to training guides, to download VROMO DRIVER & to reset your password.



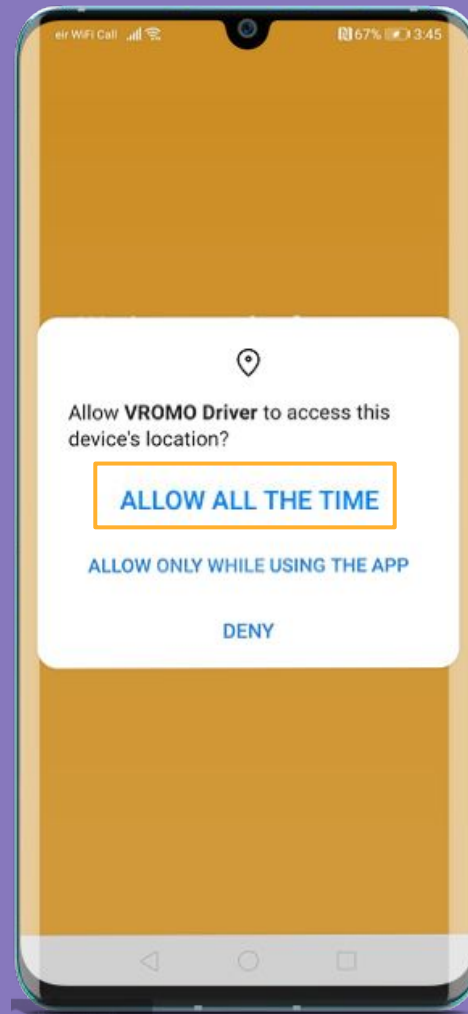
Once your password has been reset, you will be able to log in to the app using your email address and your new password.

App Permissions

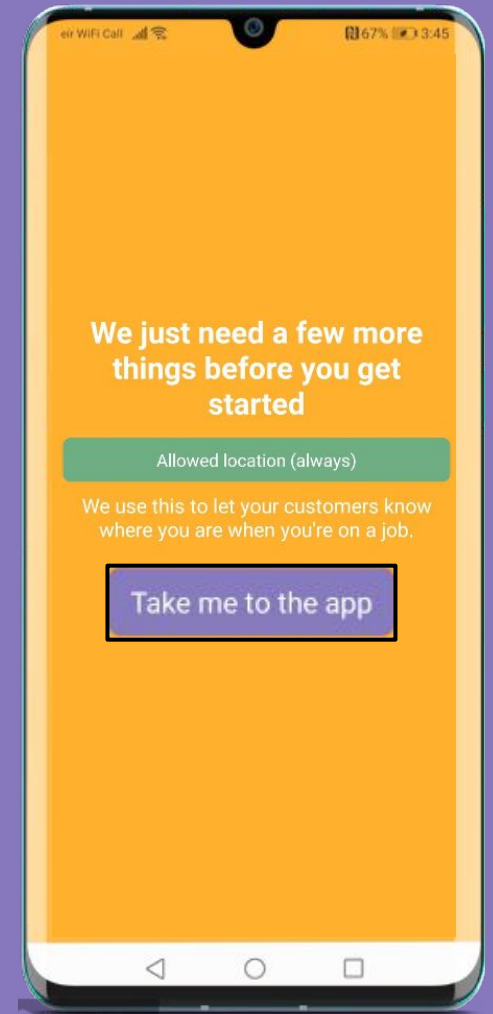


You will see the left screen when logging into VROMO Driver for the first time. Tap 'Allow location (always)'.

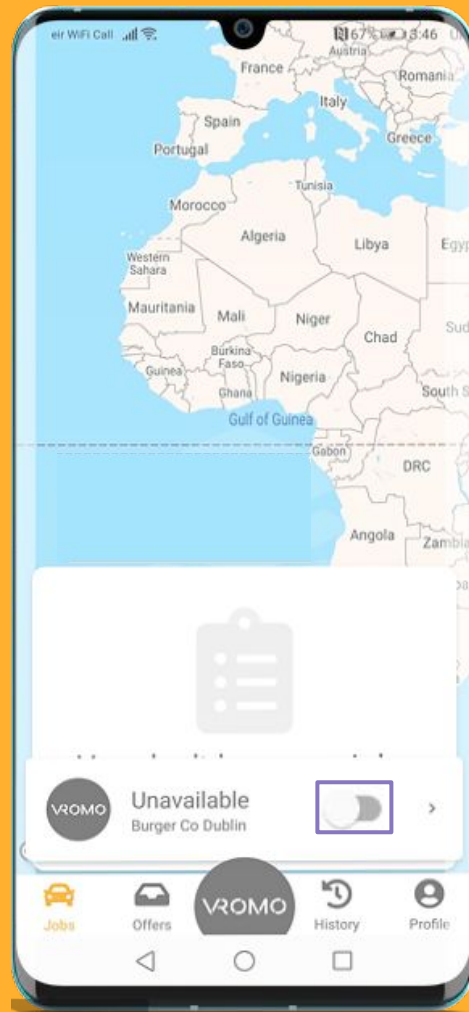
You will then see 3 options similar to the right image. In order to receive jobs you must select 'Allow All The Time'.



Next tap 'Take me to the app' to open VROMO Driver.

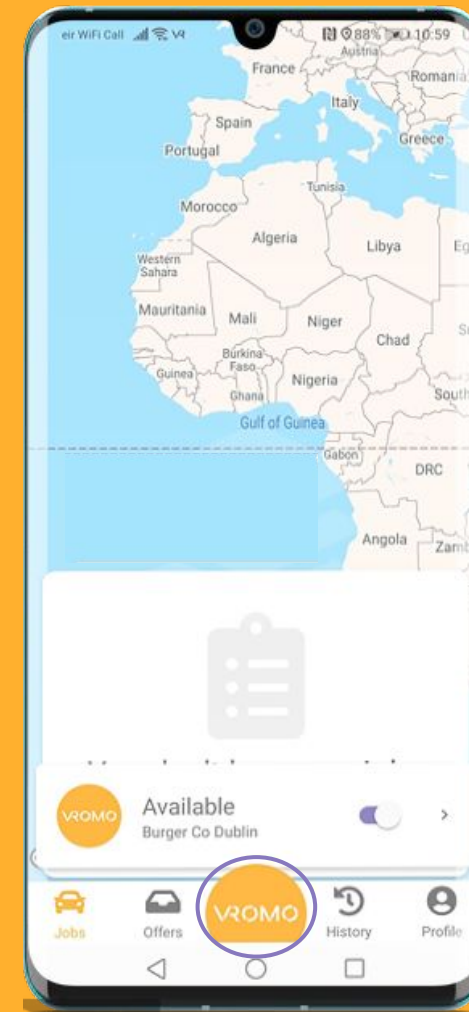


Availability

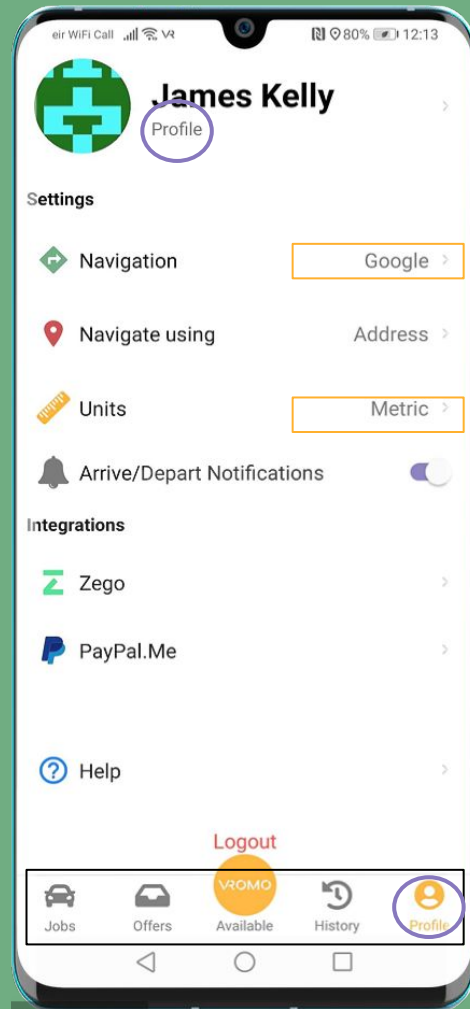


In order to be able to receive jobs, you must make sure that your app is set to 'Available'. Use the slider to change your availability status.

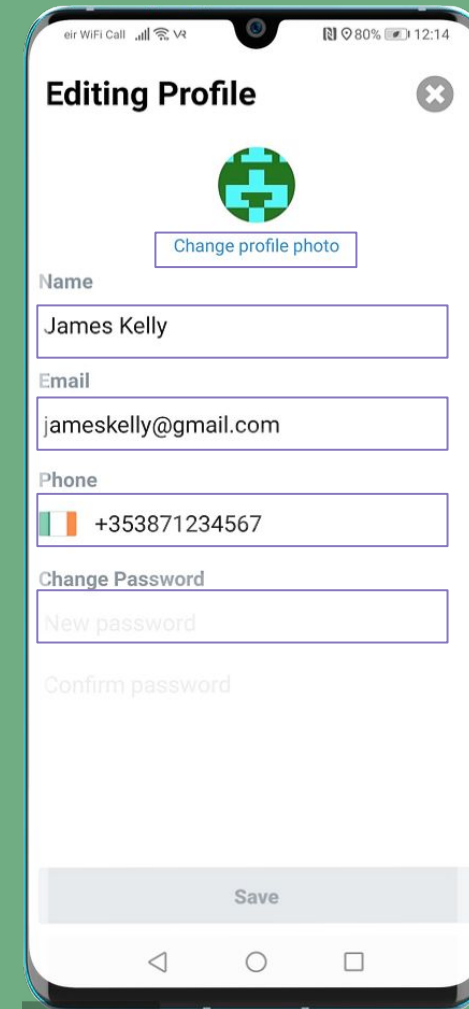
The VROMO logo at the bottom changes to gold when you are set to available. To hide the Availability toggle, press the VROMO logo at the bottom.



Profile



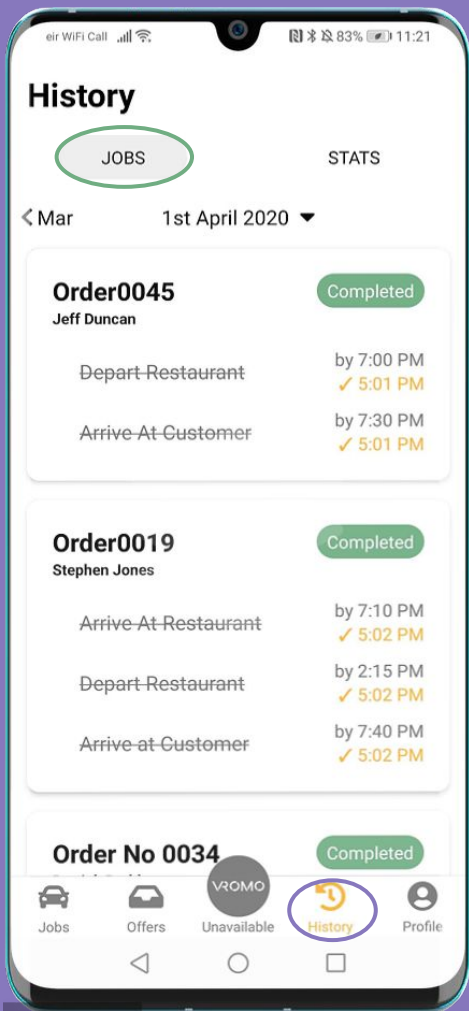
The Profile screen is where you can edit your name, email, mobile number & change your password & profile image.



You can also change which navigation app you use, the unit of measurement Miles (Imperial) or KM (Metric).

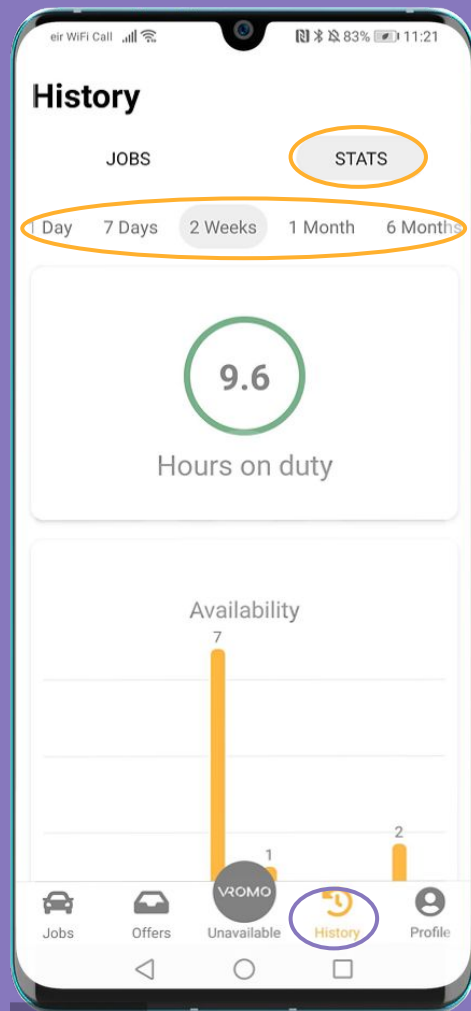
At the bottom of the app you can see the different menu items.

History

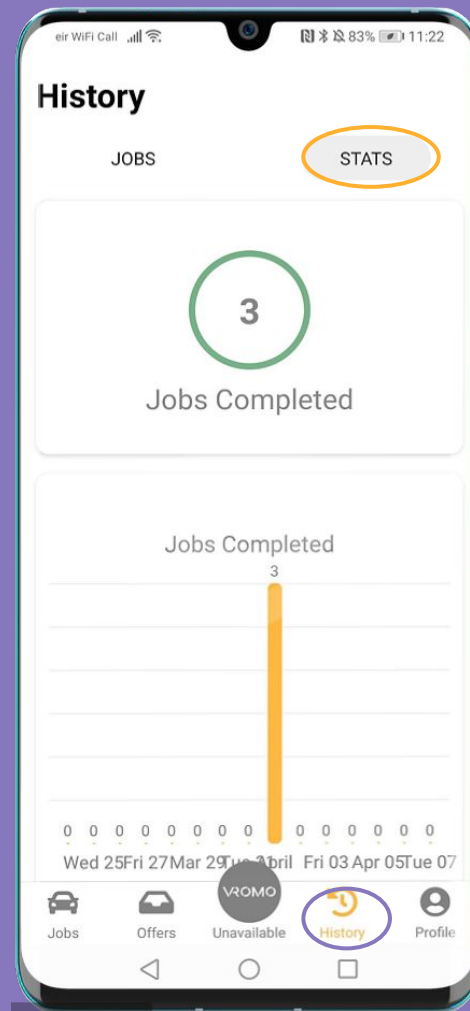


On the **History** page there are 2 separate tabs which can be seen at the top. They are **Jobs** & **Stats**.

On the **Jobs** tab you can go back to a previous date & see the details of all jobs completed on that date.

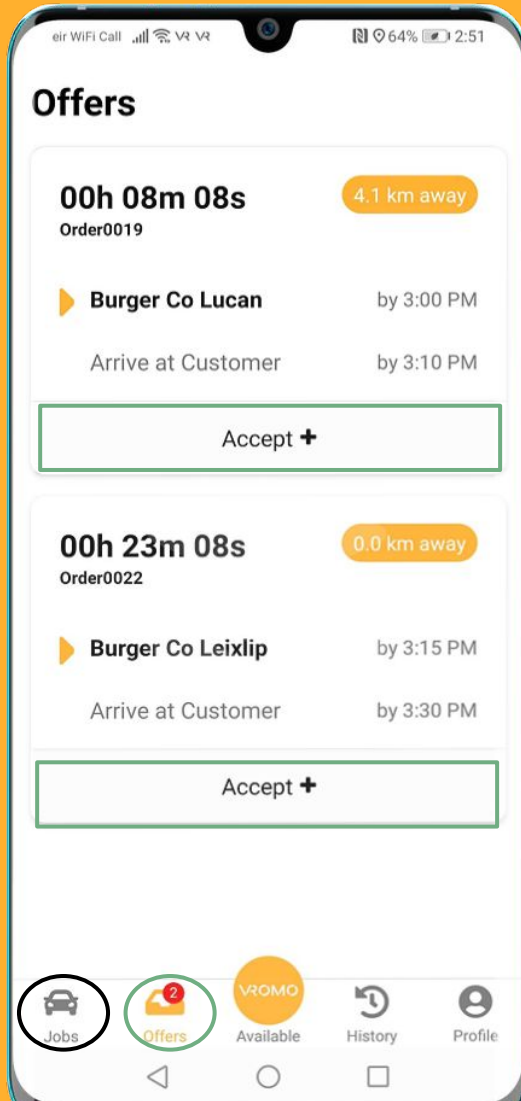


On the **Stats** tab you can see data on your performance & availability within a certain time period. The time periods are circled to the left.



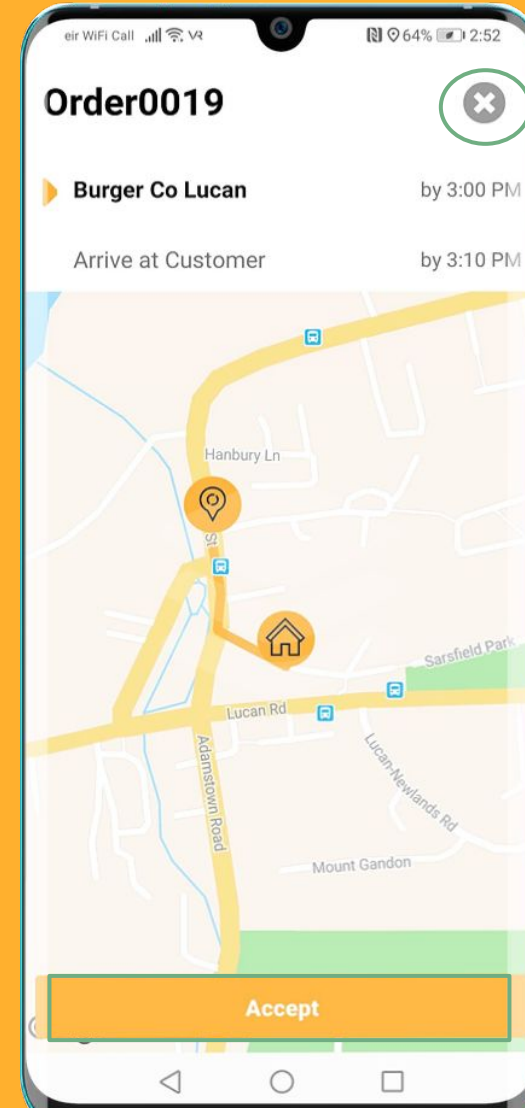
Offers

Jobs are usually Offered to drivers but in some cases jobs may be Dispatched, in this case jobs will appear under the 'Jobs' tab.

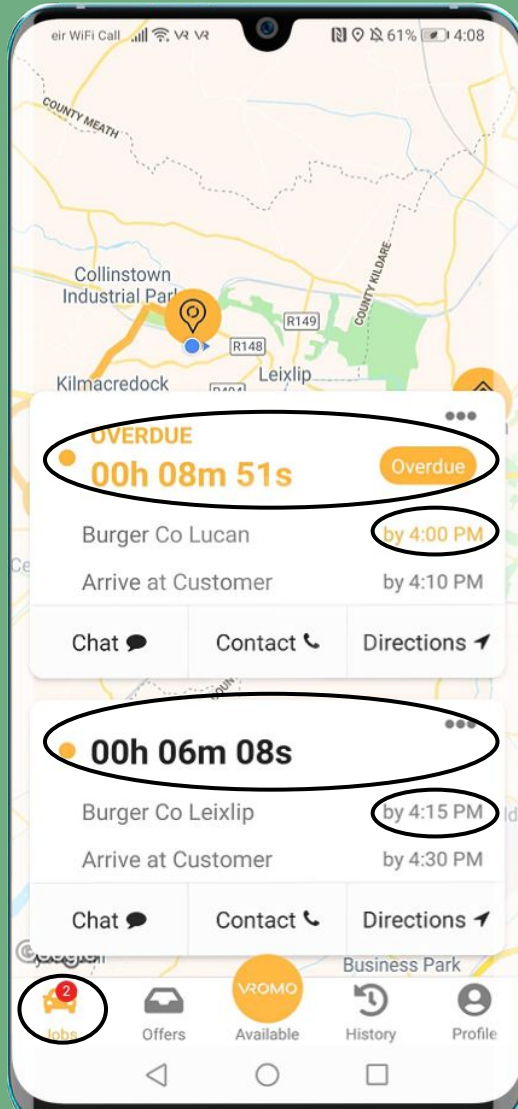


A job offer will send you a notification, when you open the app you will see a screen similar to the right. Accept the offer by tapping the button at the bottom.

To view other offers before accepting the one that has popped up, tap the X in the top right of this screen and you will then see a screen similar to the left. You can also accept offers on this screen by tapping the 'Accept+' button.

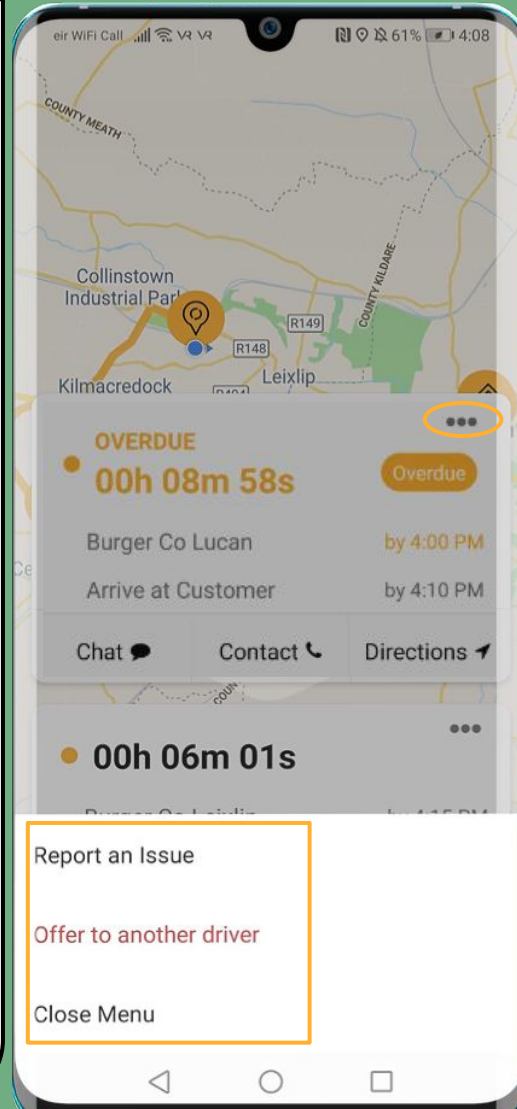


Jobs



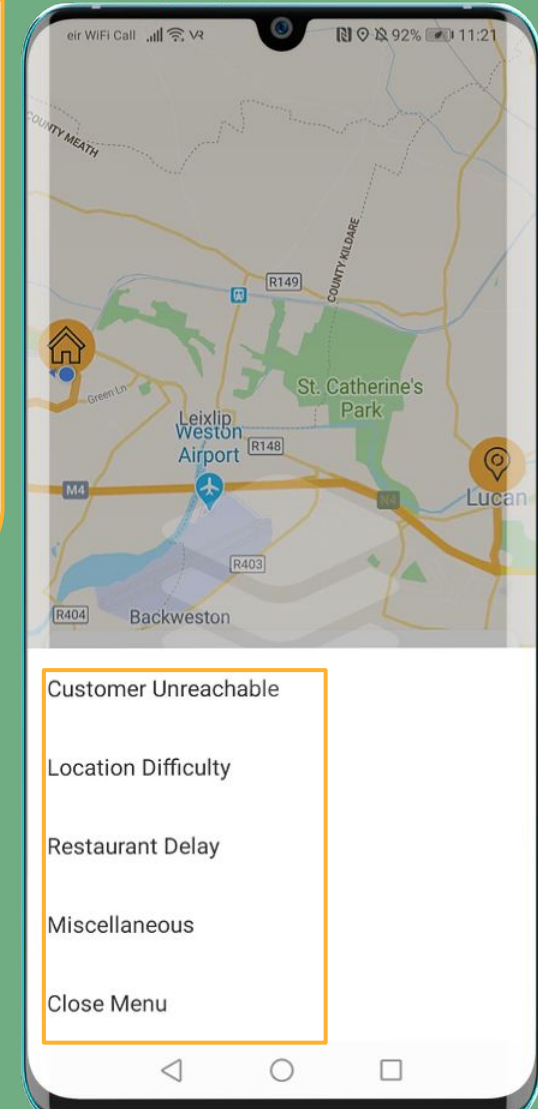
Once an offer has been accepted or a job has been dispatched, it will appear on the Jobs tab.

At the top of a job you can see a countdown timer which is counting down to the next deadline, in this case 4:00PM for the first job (which is overdue) & 4:15PM for the second job.

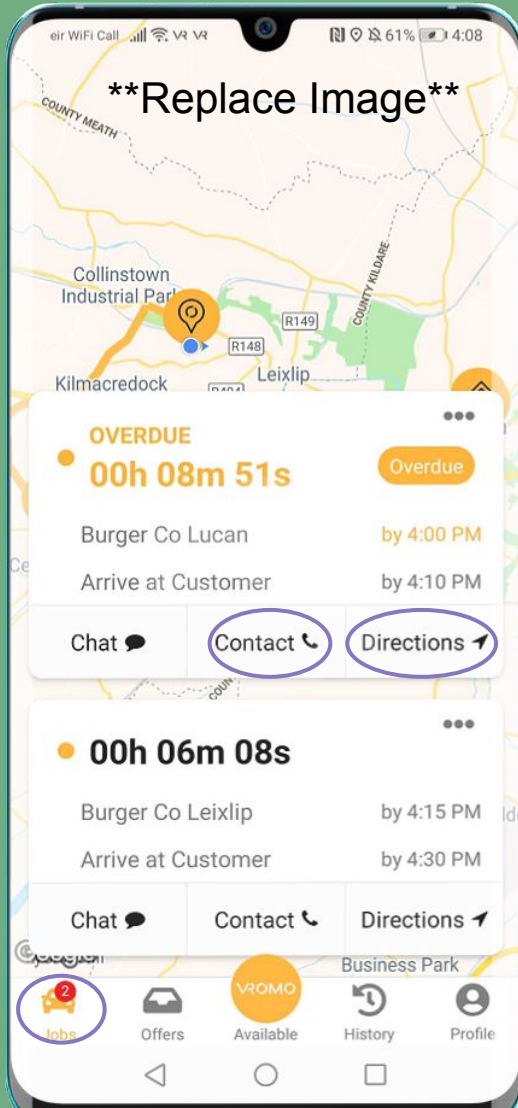


The 3 dots circled on the left opens this menu; Report an issue opens the sub-menu to the right where you can add an issue to a live job which shows up for the dispatch team/store.

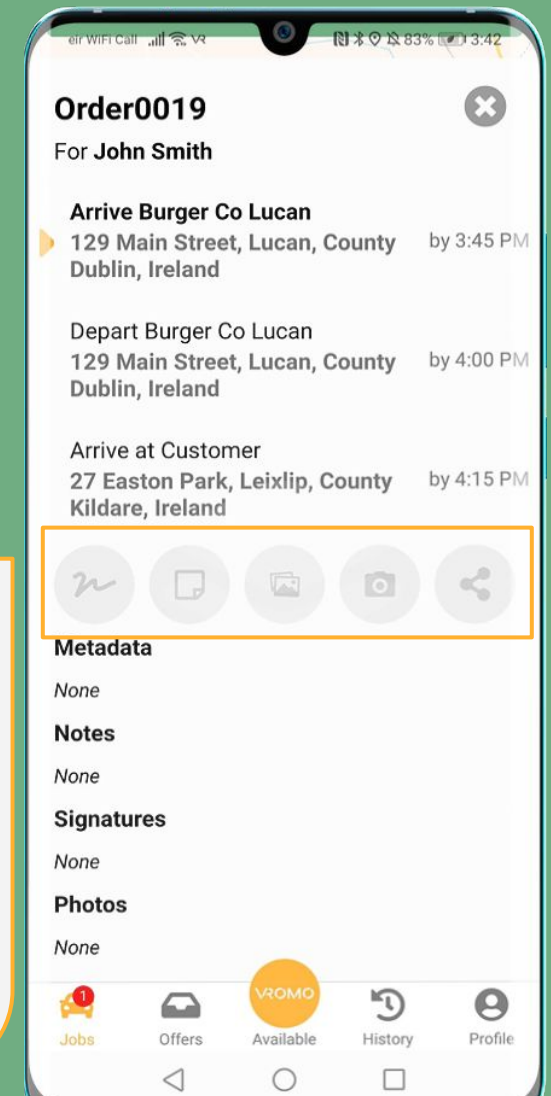
Offer to another driver send the job back to the dispatch team/store to be offered to other available drivers.



Jobs



The job view to the left shows the order number, customer name & the name of each task. You can contact the customer by tapping the 'Contact' button. Tapping 'Directions' will open up your third party navigation app as chosen on your profile.



The expanded job view to the right shows additional details including full addresses & order details. These 5 highlighted icons, from left to right are;

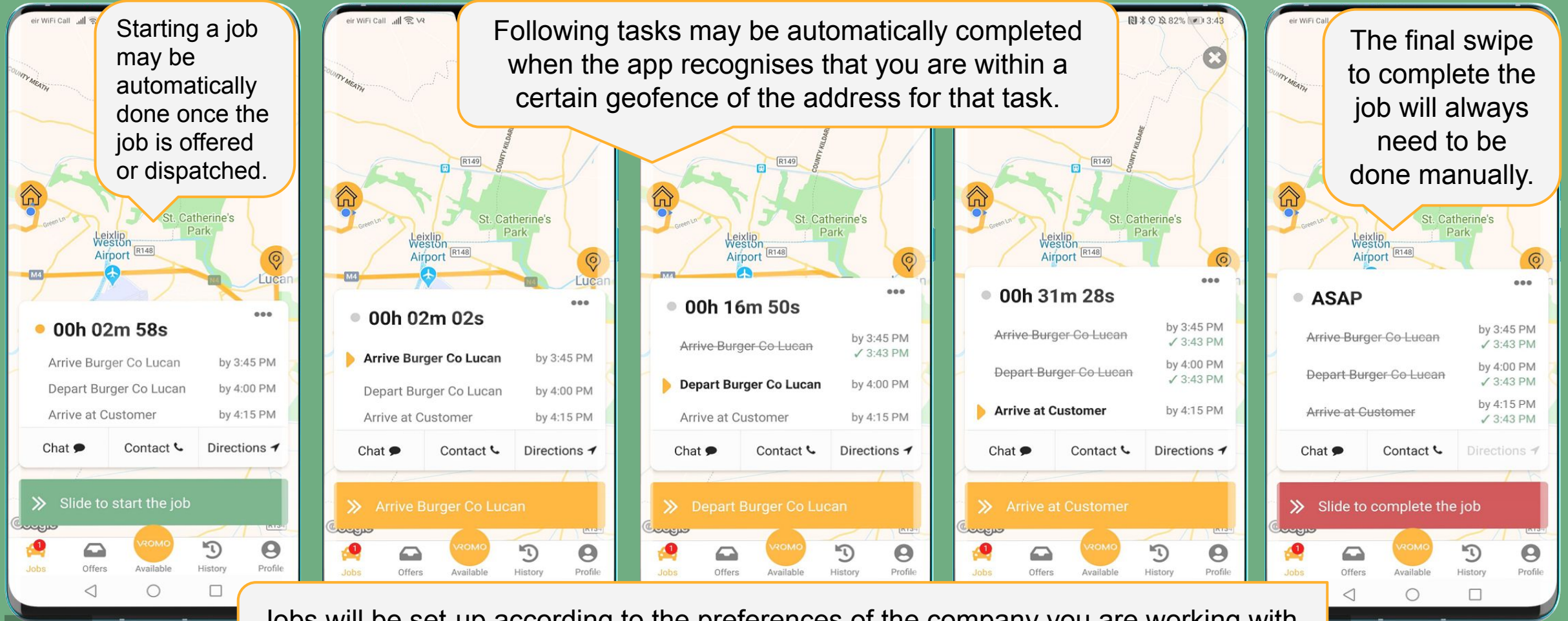
1. Add a signature
2. Add a note
3. Add a photo
4. Take a photo
5. Share tracking link or Order ID

Jobs

Starting a job may be automatically done once the job is offered or dispatched.

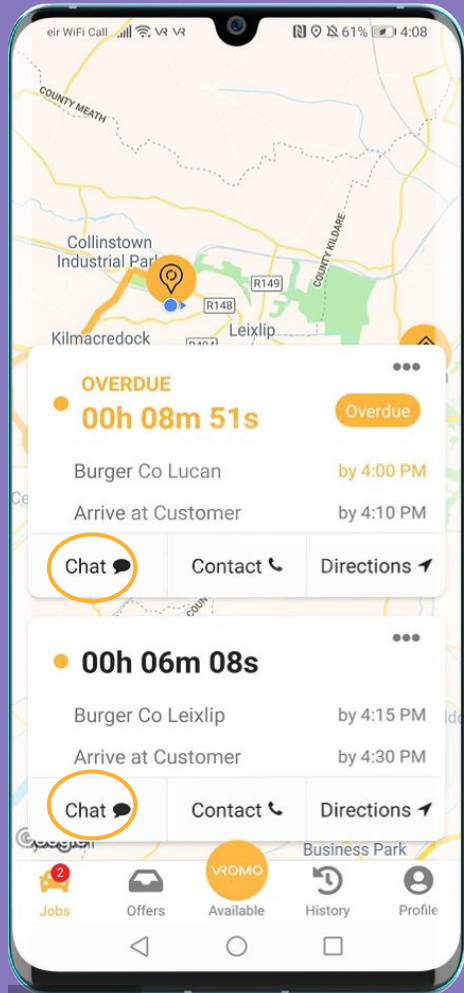
Following tasks may be automatically completed when the app recognises that you are within a certain geofence of the address for that task.

The final swipe to complete the job will always need to be done manually.

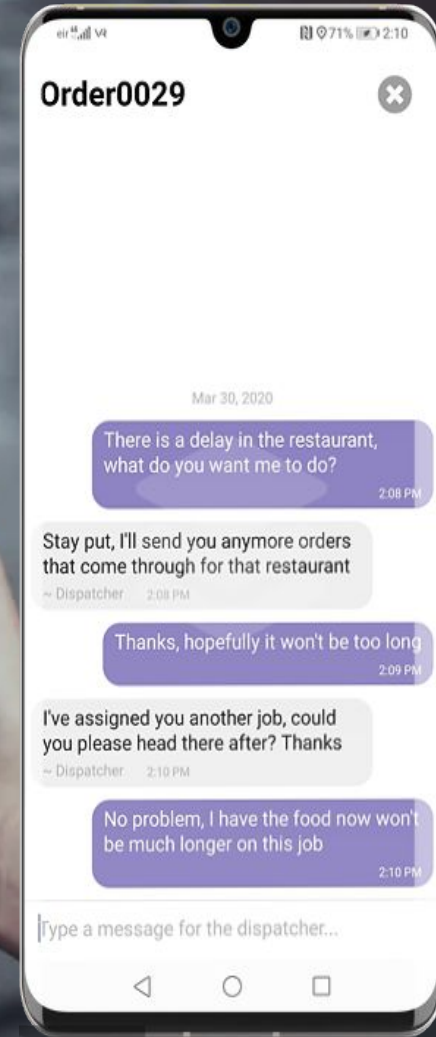
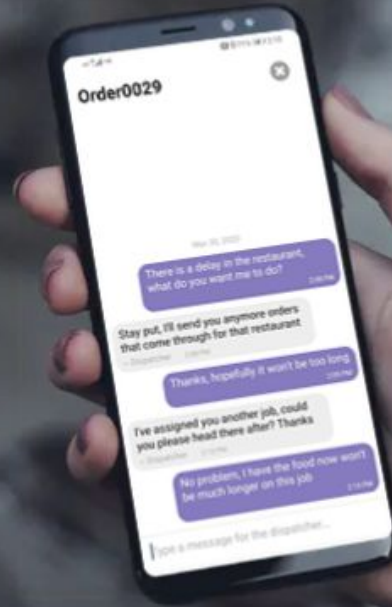


Jobs will be set-up according to the preferences of the company you are working with. All tasks you see here may be manual, there may also be more or less tasks on a job.

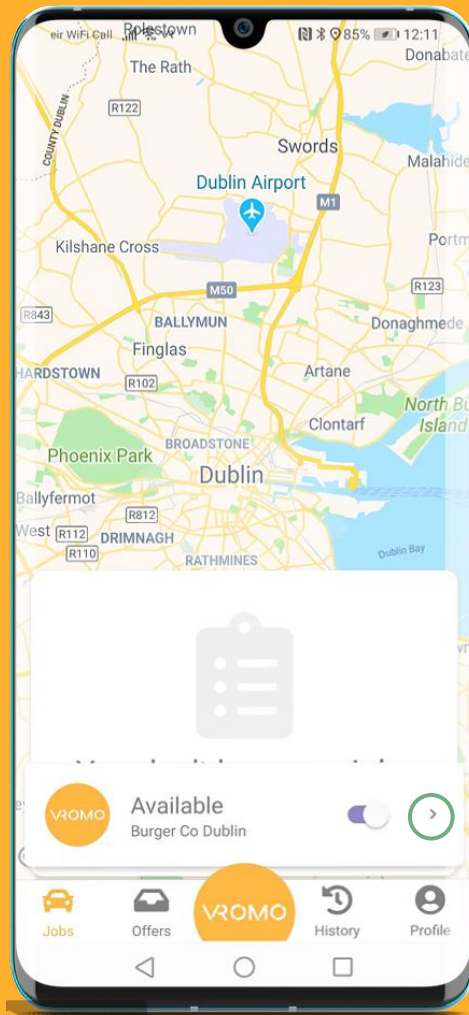
Driver Chat



- There is a Chat button on each job which can be seen to the left.
- This button can be used to send a message to a dispatcher/store should you need any assistance on a job, or need to provide an update.

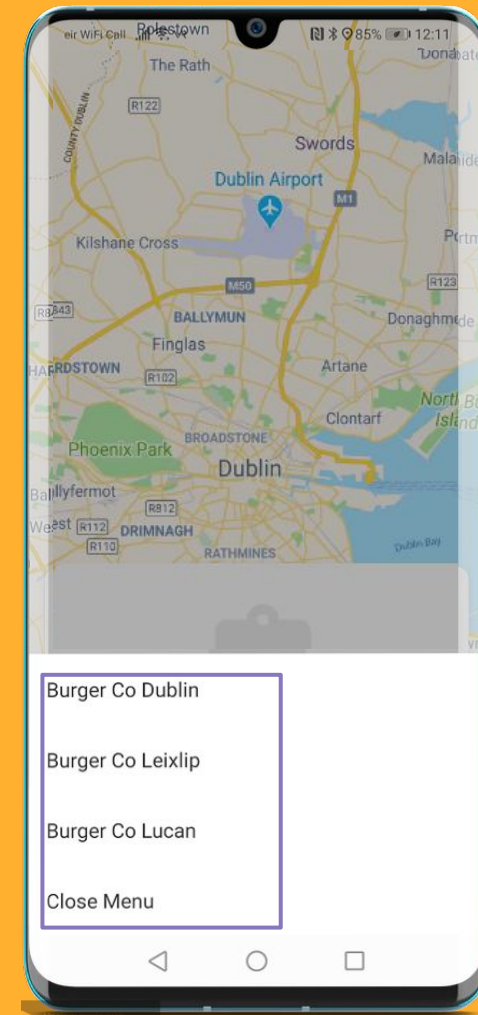


Switching Teams



If you are working with more than 1 team using VROMO, you can switch teams by tapping the arrow at the right hand side of the availability toggle.

This will pop-up a menu with all of the teams that you have been added to as a driver. Just tap the team you want and the app will switch to that team.



FAQ's

1. How do I become a driver?

- Drivers need to be added to a team before they can start using VROMO, please contact the company you are working with and they will be able to do this.
- You will then get a Welcome email with a link to download the app and to reset your password.
- Once this is done this you will be able to log into the VROMO Driver App

2. Why am I not receiving any jobs?

- Drivers must be **logged on** to the VROMO drivers app,
- Have their **location on**
- Be toggled to '**Available**' on the VROMO drivers app
- Under location settings for 'VROMO Driver' drivers need to select the option '**Allow all the time**'.

3. Why is the address on VROMO showing incorrectly on the map?

- If an address contains incomplete, incorrect or duplicate information it may not map correctly.
- Addresses can be manually amended by dispatch staff.
- There is also an option on the tracking link to prompt customers to confirm their correct address.
- Please contact dispatch/store or the customer if you have a job with an incorrect address.

5. How do I stop sharing my location on VROMO?


- At the end of a shift drivers should make themselves 'unavailable' by tapping the circle VROMO button on their app and toggling themselves from available to unavailable.

FAQ's

6. How do I navigate to the pick-up/drop-off using VROMO Driver?

- Drivers can choose the navigation app they prefer in the 'profile' page on their driver app.
- Once the driver has a job, to navigate to the pickup/delivery they should click on the corresponding address 'task' in VROMO driver app.
- This will redirect them to their navigation app and pre-populate the destination.

7. How do I contact the customer?

- The driver can call the customer by clicking the  icon within the job on their VROMO Driver app.
- This will mask the phone numbers from both driver and customer in compliance with GDPR.
- Please note this service is reliant on a valid number being provided on the order in the correct format including the country code (e.g. +1 555 123 444) and also the drivers mobile number being saved on their profile in this correct format.

8. Why has the swipe bar on the drivers app disappeared?

- The Available/Unavailable toggle is hiding the swipe bar, click the VROMO button at the bottom of the DRIVER APP and swipe bar will reappear.

WROMO

