

Franchisor Guide to

VROMO



Introduction

VROMO is the only delivery management software solution tailored for the restaurant & food industry. VROMO's foundation is our customisable & intuitive dispatch technology; manage your deliveries & drivers seamlessly from our accessible cloud based system.

At VROMO, we believe that every delivery creates a unique & valuable marketing opportunity with an already engaged customer. Utilising VROMO's custom SMS & tracking link campaigns you can promote further customer engagement, maximising consumers relationships with your brand.

VROMO's dispatch technology paired with campaigns will create endless opportunities for your brand to streamline delivery operations & attract & retain more customers.





VROMO Features & Benefits

Today we will take you through the following features & their benefits to your business;

- » Account Options
- » Dashboard Summary
- » Dispatch View
- » Sites
- » Teams
- » Campaigns
- » Auto-Dispatch
- » Reports
- » Planning Page

We will finish with some FAQs

Account Options

The screenshot displays the VROMO dashboard for 'Burger Co'. It features a sidebar with navigation icons, a top navigation bar with the company name and user profile, and a main content area with several widgets. A dropdown menu is open from the user profile, showing options like 'Integrations', 'Account Settings', 'Help and Support', and 'Logout'. The 'Role' dropdown is set to 'Burger Co (Admin)'.

Live Stats

- Jobs Underway: 26
- Jobs at Risk: 4
- Unassigned Jobs: 2
- Completed On Time: 106

Past 24 Hours

- Jobs Completed: 523
- Jobs Cancelled: 0
- Tracking Link Clicks: 106

Top Teams

Name	Jobs Completed
Burger Co London	59
Burger Co Dublin	50
Burger Co Perth	50
Burger Co New York	33
Burger Co Dubai	32
Burger Co Madrid	31

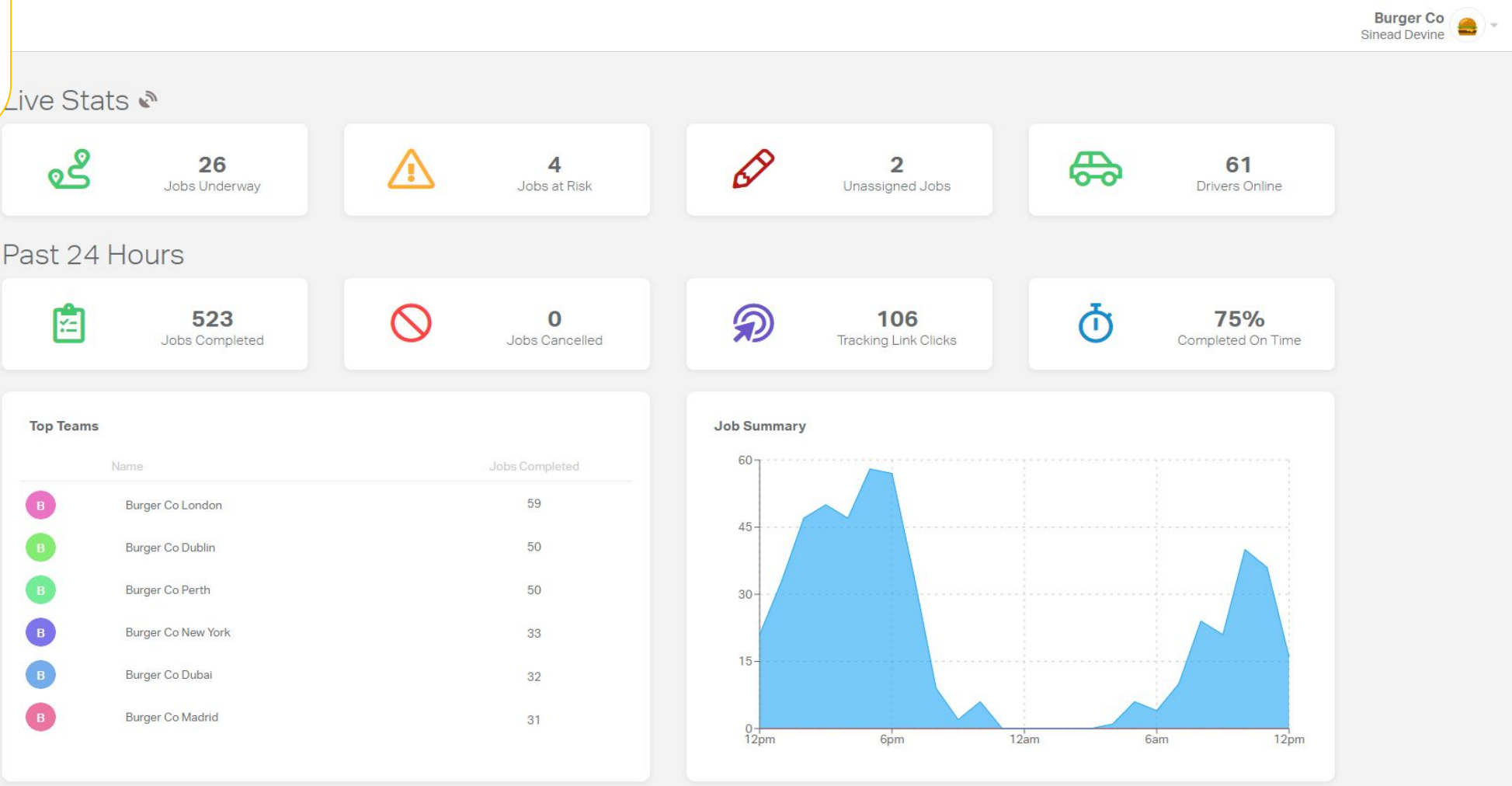
Job Summary

Clicking your profile name at the top right hand side of any page on VROMO will open this menu.

From here you can retrieve your API key, update your email, phone no & password etc, access our knowledge base & logout of your VROMO account.

Dashboard Summary

This tab shows an overview of live statistics & a performance snapshot from the past 24 hours



Dispatch View

This tab is a live view of available drivers & active jobs

Burger Co Dublin
Sinead Devine

3 Open 2 Dispatched 0 Underway 2 At Risk

Search

JK Order0045
Created 16 minutes ago **Overdue by 6 m**

James Kelly Dispatched Task 1 of 2

MS Order0019
Created about 1 hour ago **Overdue by 6 m**

Offered to 2 drivers by Burger Co Dublin Task 1 of 2

SW Order0027
Created about 1 hour ago **34 m**

Offered to 2 drivers by Burger Co Dublin Task 1 of 2

MS Order0031
Created about 1 hour ago **1 h, 24 m**

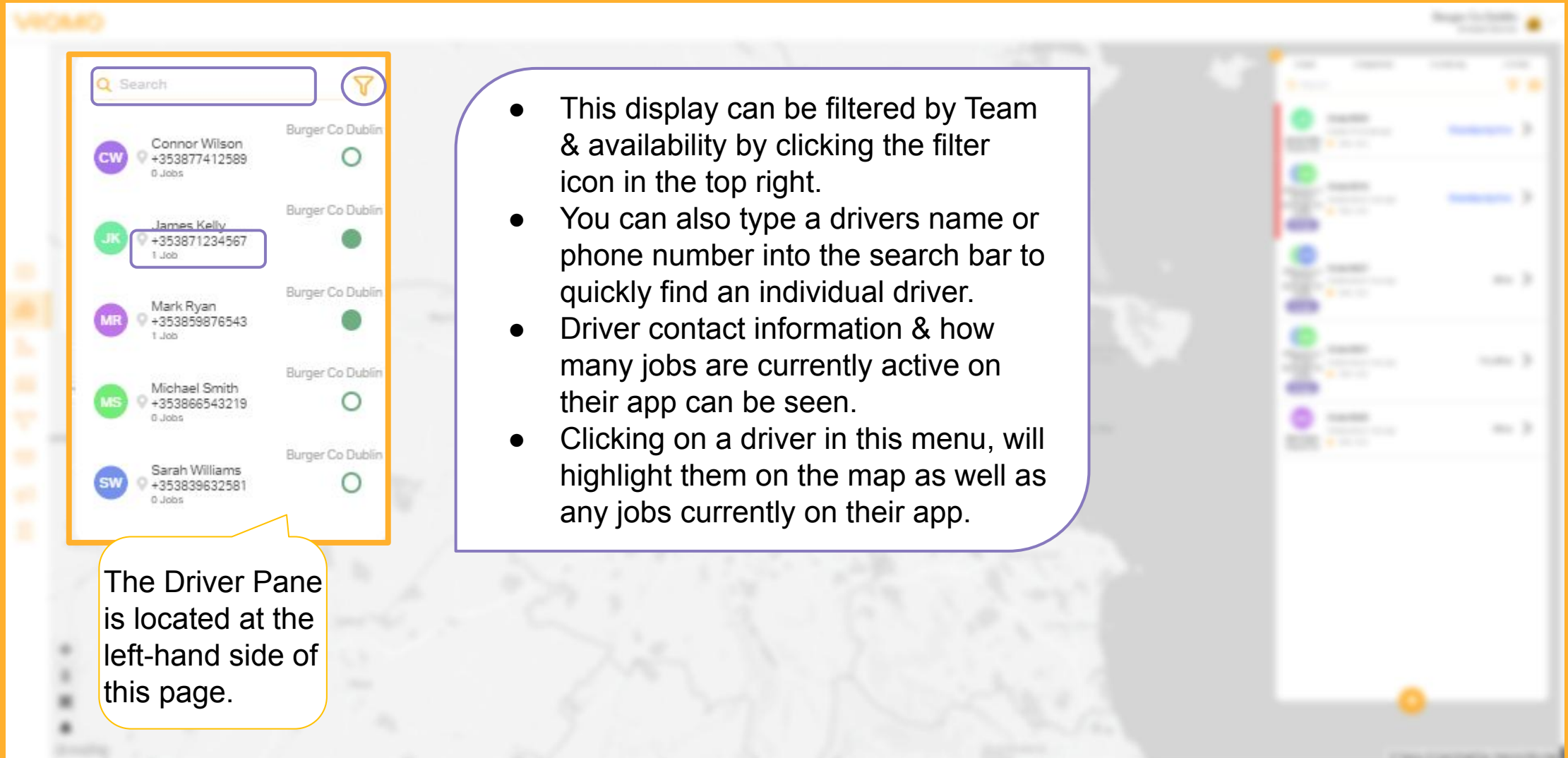
Offered to 2 drivers by Burger Co Dublin Task 1 of 2

MR Order0029
Created about 1 hour ago **54 m**

Mark Ryan Dispatched Task 1 of 2

© Mapbox © OpenStreetMap Improve this map

Driver Pane



The screenshot shows the VROMO interface with a list of drivers on the left and a map on the right. The driver list includes:

Driver ID	Name	Phone Number	Jobs	Status
CW	Connor Wilson	+353877412589	0 Jobs	Offline
JK	James Kelly	+353871234567	1 Job	Online
MR	Mark Ryan	+353859876543	1 Job	Online
MS	Michael Smith	+353866543219	0 Jobs	Offline
SW	Sarah Williams	+353839632581	0 Jobs	Offline

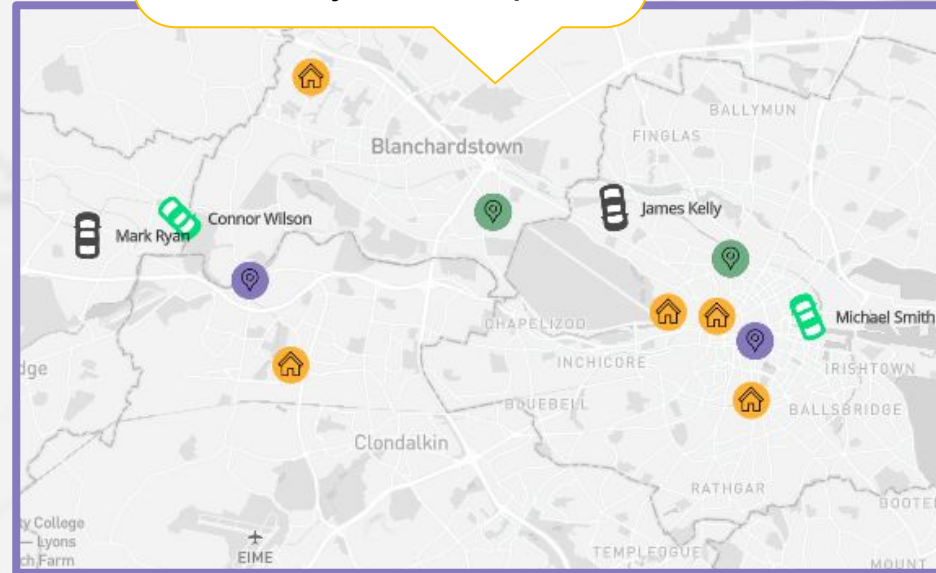
The Driver Pane is located at the left-hand side of this page.

- This display can be filtered by Team & availability by clicking the filter icon in the top right.
- You can also type a drivers name or phone number into the search bar to quickly find an individual driver.
- Driver contact information & how many jobs are currently active on their app can be seen.
- Clicking on a driver in this menu, will highlight them on the map as well as any jobs currently on their app.

Map Pane

- Purple & green pins indicate pick-ups / restaurants, yellow pins indicate customer addresses. Purple pins are pick-ups that do not have a driver assigned; Green pick-ups have a driver assigned.

The map, located in the center of the dispatch view, shows all live jobs on the system as pins.



- Each driver is represented by a car icon displaying their location. A green car indicates a driver that has no jobs on their app, a black car indicates a driver currently has jobs on their app.

Jobs Pane

- The Jobs Pane shows a list of all live jobs currently on the system. Details such as Driver, Creation Time, Order Number etc are displayed.
- Inputting any information, such as customer name, site name, order ID etc, into the search bar at the top of the driver pane is useful to find a specific job(s).
- Jobs can be filtered by teams, drivers, sites, auto-dispatchers, job status & risk level using the filter icon at the top right hand side of the pane.
- To change the jobs to a condensed list view click the table button to the right of the filter button.
- To create a brand-new job manually, press the yellow + button at the bottom of the pane.

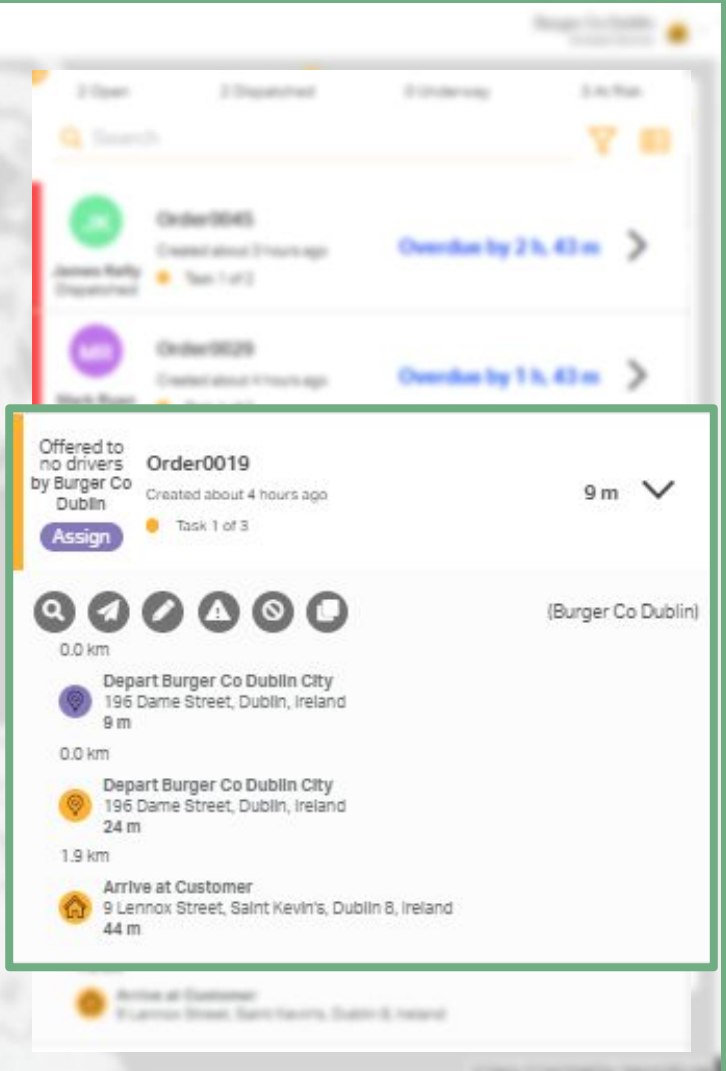
The screenshot displays the VROMO Jobs Pane interface. At the top, there are status indicators: 3 Open, 2 Dispatched, 0 Underway, and 2 At Risk. Below this is a search bar with a magnifying glass icon and a filter icon. The main area contains a list of jobs, each with a driver's initials in a colored circle, the order number, creation time, and a risk level indicator. The jobs listed are:

- JK** Order0045: Created 14 minutes ago, Overdue by 4 m. Driver: James Kelly, Dispatched. Task 1 of 2.
- MS** Order0019: Created about 1 hour ago, Overdue by 4 m. Driver: Offered to 2 drivers by Burger Co Dublin. Task 1 of 2. Includes an Assign button.
- SW** Order0027: Created about 1 hour ago, 36 m. Driver: Offered to 2 drivers by Burger Co Dublin. Task 1 of 2. Includes an Assign button.
- MS** Order0031: Created about 1 hour ago, 1 h, 26 m. Driver: Offered to 2 drivers by Burger Co Dublin. Task 1 of 2. Includes an Assign button.

At the bottom right of the pane, there is a large yellow plus sign (+) button for creating a new job.

Job Details

- Each job can be expanded to show more details about the tasks involved, to do this click the arrow to the right of the job you wish to expand. Here, you can see the countdown to deadline for each task with an assigned deadline.
- You can see which team the job is associated with, the addresses for each individual task & the distances in between.
- There are 6 grey buttons, from left to right they are as follows: expand job details further, manually assign to a driver (can also be done from purple 'Assign' button at the top left hand side), edit job details, add an issue, cancel job, duplicate job.



Create a New Job

- The preference is for all jobs to be created via an API Integration.
- If you need to create a job manually, these are the options that will appear after pressing the create job button mentioned 2 slides ago.

Create a New Job



For a Restaurant / Site

Quickly create a job with a restaurant / site pickup and dropoff



From Scratch

Build a job with custom tasks, metadata, and additional properties

Cancel

Create a New Job

- 'For a Restaurant / Site' you will see this form.
- You need to select the site you wish to create the job for from the top drop down list.
- The only other required information is the 'Dropoff Address'.
- It is recommended to complete other order identifying fields if time permits.

Create Job for Site

Restaurant / Site
Burger Co Castleknock

Dropoff Address
123 Fake St.

Customer Details
Name - *Optional*
John Smith
[+ Add phone number](#) [+ Add email](#)

Job Details
Deadline - *Optional*
Order Number / Job Name - *Optional*
Order 001 - John Smith

Cancel Save & Create Another Save & Finish

- 'Save & Create Another' will save the job you have just entered & populate it on VROMO & reset the form to allow you to create the next job.
- 'Save & Finish' will save the job you have just entered & close the 'Create Job for Site' form.

Create a New Job

- 'From Scratch' will show this form.
- You can select the group under which the job is to be created, the campaign & auto dispatcher.
- '+ Add Task' is where you add pick-up and drop-off information.
- Once all relevant & required information has been added click 'Save' to create the job on VROMO.

Create a New Job

Job Details | Metadata

Job Name - Optional
Order 001 - John Smith

Customer Details
Name - Optional
John Smith
[+ Add phone number](#) [+ Add email](#)

Group
Burger Co

Campaign
Select a Campaign...

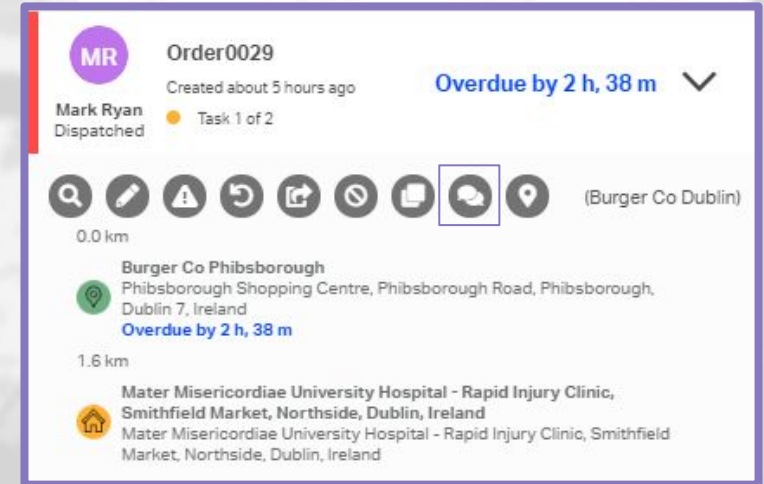
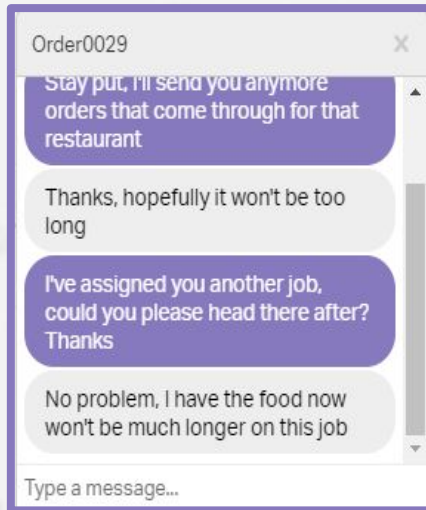
Auto Dispatcher
Select an Auto Dispatcher...

Tasks
[+ Add Task](#)

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

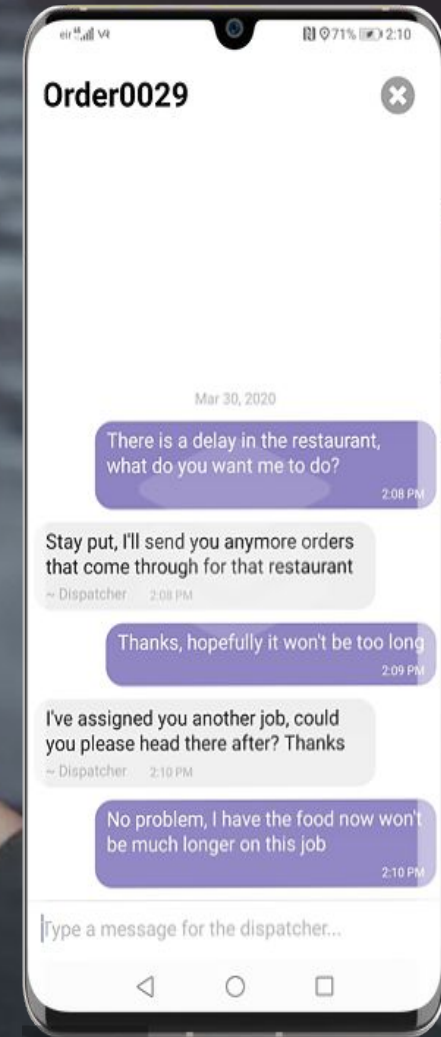
Driver Chat

- Directly from the dashboard, store staff & drivers can contact each other regarding specific jobs.
- As seen in the job pane on the far right, once a job has been accepted by a driver an eighth icon appears. This is used to open the dialogue box to message a driver directly.



Driver Chat

- Once a message is sent from the store, the driver receives a notification, they can instantly see the message & reply to the store.
- Similarly, if a driver has an issue, they can initiate a chat by sending a message to the store who will see the dialogue box pop up on their screen with the order number of the job displayed at the top.
- All chats are recorded & visible in the Job History which is shown in later slides.



Sites

Name	Address	Group	Auto Dispatcher	Campaign	Job Request Form	Live View
Burger Co Castleknock	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland	Burger Co Dublin		Burger Co Dublin		
Burger Co Dubai	Mall of the Emirates - Dubai - United Arab Emirates	Burger Co Dubai	Burger Co Dubai	Burger Co Dubai		
Burger Co Dublin City	196 Dame Street, Dublin, Ireland	Burger Co Dublin				
Burger Co Leixlip	27 Easton Park, Leixlip, County Kildare, Ireland	Burger Co Leixlip	Burger Co Leixlip	Burger Co Dublin 1		

- Sites is where VROMO stores all Pick-Up location data.
- Sites are created automatically from incoming jobs for the majority of integrations. Sites can also be manually created if needed.
- Each site can be associated with a team so jobs that come into a specific site will also be associated with that specific team.
- Sites can also be connected to auto-dispatch policies & campaigns allowing each restaurants driver & customer experience to be unique.
- The site name should be identifiable by restaurant name and location.
- Sites can be edited by clicking the Site Name.
- Sites include URL links you can share with individual restaurants to create jobs '[Job Request Form](#)' & to view their jobs '[Live View](#)'

Sites

- Address & coordinates are very important. If an address is incorrect in the sites page then that address will map to the wrong location confusing drivers. If you notice an incorrect pick-up location check sites & if it is incorrect here then it needs to be corrected at order source to ensure correct mapping going forward.


New Site

Name

Group

Address

Location Adjust



Auto Dispatcher

Campaign

- The Add Site button on the main sites page opens up this pop-up, you will need to name the site & enter the address. The map will then adjust so the pin is over address. If the pin is off, you can drag the map so that the pin moves. This will not change the address, just the pin & coordinates of the site.
- Click 'Save Site' or you will have to create the site all over again.

Job Request Form

A full API integration is recommended but in absence of this, the Job Request Form allows restaurants to quickly & easily populate jobs on VROMO. On the 'Sites' page, to the right hand side, you will see a column called 'Job Request Form'. When you click the clipboard icon of the site you wish to get the job request form for, you will see the below popup.

The screenshot shows the VROMO 'Sites' page with a table of restaurant locations. The table has columns for Name, Address, Group, Auto Dispatcher, Campaign, Job Request Form, and Live View. A popup window is displayed over the table, showing a link to the job request form for a specific site.

Name	Address	Group	Auto Dispatcher	Campaign	Job Request Form	Live View
Burger Co Castleknock	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland	Burger Co Dublin		Burger Co Dublin		
Burger Co Dubai	Mall of the Emirates - Dubai - United Arab Emirates		o Dubai	Burger Co Dubai		
Burger Co Dublin City	196 Dame Street, Dublin, Ireland					
Burger Co Leixlip	27 Easton Park, Leixlip, County Kildare, Ireland		o Leixlip	Burger Co Dublin 1		
Burger Co London	129 Cockspur Street, London, UK		o London	Burger Co London		
Burger Co Lucan	129 Main Street, Lucan, County Dublin, Ireland		o Lucan	Burger Co Dublin		
Burger Co Madrid	Calle Gran Vía, 1289, Madrid, Spain		o Madrid	Burger Co Madrid		
Burger Co New York	1246 57th Street, Brooklyn, NY, USA		o New York	Burger Co New York		
Burger Co Perth	129 Roe Street, Perth WA, Australia		o Perth	Burger Co Dublin 1		
Burger Co Phibsborough	Phibsborough Shopping Centre, Phibsborough Rd			Burger Co Dublin		

The popup window displays the following text:

Here's the link to the job request form for this site:

<https://app.vromo.io/job-request/4HgczMFXQlr0FJyO21LNt1CeJpZcZnKpk>

Give this link to your site so they can start requesting jobs.





















Close


Job Request Form

When you see the below popup, you can click the clipboard icon circled here in green, to copy the URL link for the job request form. Once copied you can send this link to the restaurant by email to allow them to access the job request form for their site.


Add New Site

Sites

Name	Address	Group	Auto Dispatcher	Campaign	Job Request Form	Live View
Burger Co Castleknock	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland	Burger Co Dublin		Burger Co Dublin		
Burger Co Dubai	Mall of the Emirates - Dubai - United Arab Emirate		o Dubai	Burger Co Dubai		
Burger Co Dublin City	196 Dame Street, Dublin, Ireland					
Burger Co Leixlip	27 Easton Park, Leixlip, County Kildare, Ireland		o Leixlip	Burger Co Dublin 1		
Burger Co London	129 Cockspur Street, London, UK		o London	Burger Co London		
Burger Co Lucan	129 Main Street, Lucan, County Dublin, Ireland		o Lucan	Burger Co Dublin		
Burger Co Madrid	Calle Gran Vía, 1289, Madrid, Spain		o Madrid	Burger Co Madrid		
Burger Co New York	1246 57th Street, Brooklyn, NY, USA		o New York	Burger Co New York		
Burger Co Perth	129 Roe Street, Perth WA, Australia		o Perth	Burger Co Dublin 1		
Burger Co Phibsborough	Phibsborough Shopping Centre, Phibsborough R			Burger Co Dublin		



Here's the link to the job request form for this site:

<https://app.vromo.io/job-request/4HgczMFXQlr0FJyO21LNt1CeJpZcznKph> 

Give this link to your site so they can start requesting jobs.

[Close](#)



Burger Co Castleknock

Customer Details

Name - *Optional*

Phone Number - *Optional*

Email - *Optional*

Job Details

Order Number / Job Name - *Optional*

Preparation Time (mins) - *Optional*

(Pickup ASAP)

* Dropoff Address

Delivery Instructions - *Optional*

0/350

Reset Form

Create Job

Job Request Form

When a restaurant opens the job request form link, this is an example of what they will see.

They need to ensure that the correct drop off address is completed, include any other additional information relevant to the order if required and click 'Create Job'.

Once a job has been successfully created, the following green pop-up message will appear briefly at the bottom of the screen;

Created job for Test





















The form will then reset automatically to allow a new job to be created.

Live View

On the 'Sites' page, to the far right hand side, you will see a column called 'Live View'. When you click the map icon of the site you wish to get the live view for, you will see the below popup.

Sites

Add New Site

Name	Address	Group	Auto Dispatcher	Campaign	Job Request Form	Live View
Burger Co Castleknock	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland	Burger Co Dublin		Burger Co Dublin		
Burger Co Dubai	Mall of the Emirates - Dubai - United Arab Emirates		Co Dubai	Burger Co Dubai		
Burger Co Dublin City	196 Dame Street, Dublin, Ireland					
Burger Co Leixlip	27 Easton Park, Leixlip, County Kildare, Ireland		Co Leixlip	Burger Co Dublin 1		
Burger Co London	129 Cockspur Street, London, UK		Co London	Burger Co London		
Burger Co Lucan	129 Main Street, Lucan, County Dublin, Ireland		Co Lucan	Burger Co Dublin		
Burger Co Madrid	Calle Gran Vía, 1289, Madrid, Spain		Co Madrid	Burger Co Madrid		
Burger Co New York	1246 57th Street, Brooklyn, NY, USA		Co New York	Burger Co New York		
Burger Co Perth	129 Roe Street, Perth WA, Australia		Co Perth	Burger Co Dublin 1		
Burger Co Phibsborough	Phibsborough Shopping Centre, Phibsborough Road			Burger Co Dublin		



Here's the link to the live view for this site:

https://app.vromo.io/live-site/6lJ3iTCdWcfQg3cjiiEsm4tDV539apTuGf_Vb9Ekb6

Give this link to your site so they can track their jobs and drivers in real time.





















Close

Live View

When you see the below popup, you can click the clipboard icon circled here in purple, to copy the URL link for the live view. Once copied you can send this link to the restaurant by email to allow them to access the live view for their site.

Add New Site

Sites

Name	Address	Group	Auto Dispatcher	Campaign	Job Request Form	Live View
Burger Co Castleknock	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland	Burger Co Dublin		Burger Co Dublin		
Burger Co Dubai	Mall of the Emirates - Dubai - United Arab Emirates		Co Dubai	Burger Co Dubai		
Burger Co Dublin City	196 Dame Street, Dublin, Ireland					
Burger Co Leixlip	27 Easton Park, Leixlip, County Kildare, Ireland		Co Leixlip	Burger Co Dublin 1		
Burger Co London	129 Cockspur Street, London, UK		Co London	Burger Co London		
Burger Co Lucan	129 Main Street, Lucan, County Dublin, Ireland		Co Lucan	Burger Co Dublin		
Burger Co Madrid	Calle Gran Vía, 1289, Madrid, Spain		Co Madrid	Burger Co Madrid		
Burger Co New York	1246 57th Street, Brooklyn, NY, USA		Co New York	Burger Co New York		
Burger Co Perth	129 Roe Street, Perth WA, Australia		Co Perth	Burger Co Dublin 1		
Burger Co Phibsborough	Phibsborough Shopping Centre, Phibsborough Road			Burger Co Dublin		



Here's the link to the live view for this site:

https://app.vromo.io/live-site/6lJ3iTCdWcfQg3cjiiEsm4tDV539apTuGf_Vb9Ekb6



Give this link to your site so they can track their jobs and drivers in real time.

Close



Live View

The screenshot displays a live view interface for a driver named James Kelly. The central map shows a blue route starting from a home icon at the bottom, passing through Clonsilla, Navan Rd, and ending at Burger Co Castleknock. A driver profile card for James Kelly (+353871234567, 1 Job) is visible in the top left. On the right, a task list for 'Order009' includes: 'Arrive at Burger Co Castleknock' (15 m), 'Depart Burger Co Castleknock' (15.8 km), and '123 Main Street, Dublin, Ireland'. The interface also shows status indicators for '0 Open', '1 Dispatched', '0 Underway', and '0 At Risk'.

When a restaurant opens the live view link, this is an example of what they will see.

They can see a list of jobs for their specific site only.

They will only see drivers if drivers are assigned to their specific sites orders.

Teams

VROMO Burger Co Sinead Devine

Teams

Burger Co

Edit Team New Team New Driver New Dashboard User

> Sub-teams

- + Burger Co Dubai
- + Burger Co New York
- + Burger Co London
- + Burger Co Perth
- + Burger Co Madrid
- + Burger Co Dublin

Burger Co

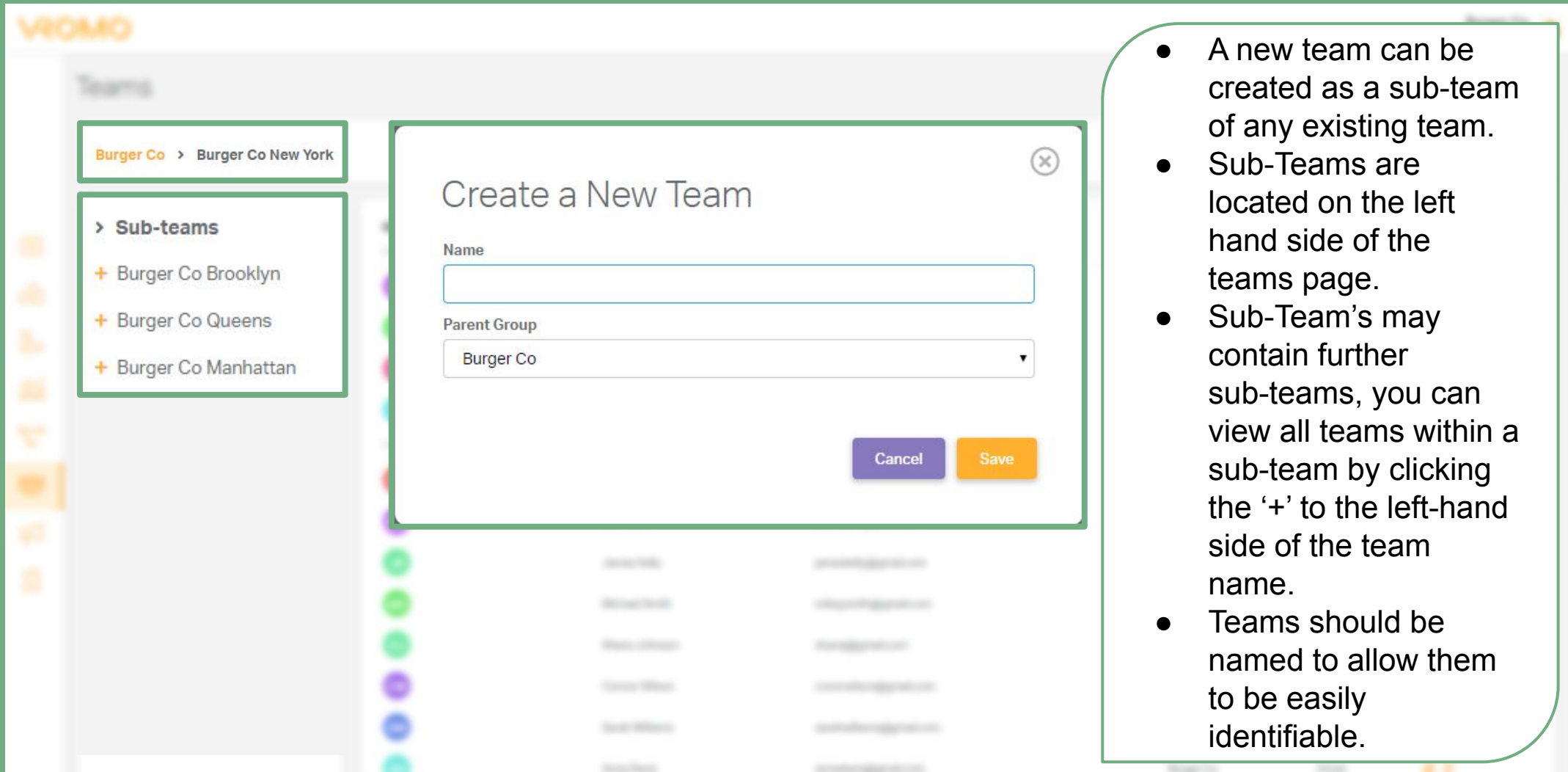
Dashboard User	Name	Email	Group	Role	Actions
	admin	admin@burgerco.io	Burger Co	Admin	
	headoffice	headoffice@burgerco.io	Burger Co	Admin	
	dispatch	dispatch@burgerco.io	Burger Co	User	
	clientrelations	clientrelations@burgerco.io	Burger Co	Client	

Drivers

- AD Anna Davis annadavis@gmail.com Burger Co Driver

- Teams is where all dashboard users, drivers & sub-teams can be found & created.
- Teams are managed using the four buttons in the top right;
- 'Edit Team' to change the name of the team you are currently viewing.
- 'New Team' to create a new sub-team, name it & assign it to a parent team
- 'New Driver' to add a driver to a team.
- 'New Dashboard User' to add a staff member to a team & allow them to access to VROMO.

Teams

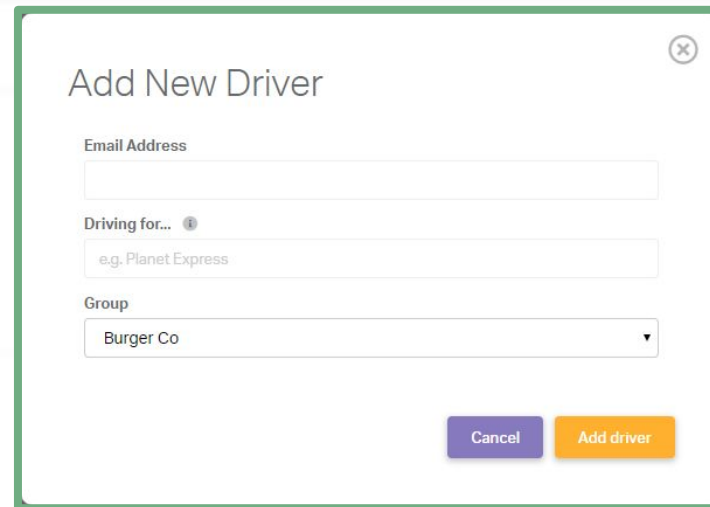


The screenshot displays the VROMO Teams management interface. On the left, a sidebar shows a breadcrumb path: **Burger Co** > **Burger Co New York**. Below this, a section titled **> Sub-teams** lists three sub-teams: **+ Burger Co Brooklyn**, **+ Burger Co Queens**, and **+ Burger Co Manhattan**. A modal window titled **Create a New Team** is open in the center. It contains a **Name** text input field, a **Parent Group** dropdown menu currently set to **Burger Co**, and two buttons at the bottom: **Cancel** (purple) and **Save** (orange). The background shows a blurred list of teams with colored circular indicators.

- A new team can be created as a sub-team of any existing team.
- Sub-Teams are located on the left hand side of the teams page.
- Sub-Team's may contain further sub-teams, you can view all teams within a sub-team by clicking the '+' to the left-hand side of the team name.
- Teams should be named to allow them to be easily identifiable.

Teams

- To add a driver you will need their email address, who they are driving for & the team you wish to add that driver to.
- 'Driving for' is the name shown to drivers when switching between different teams in the drivers app.

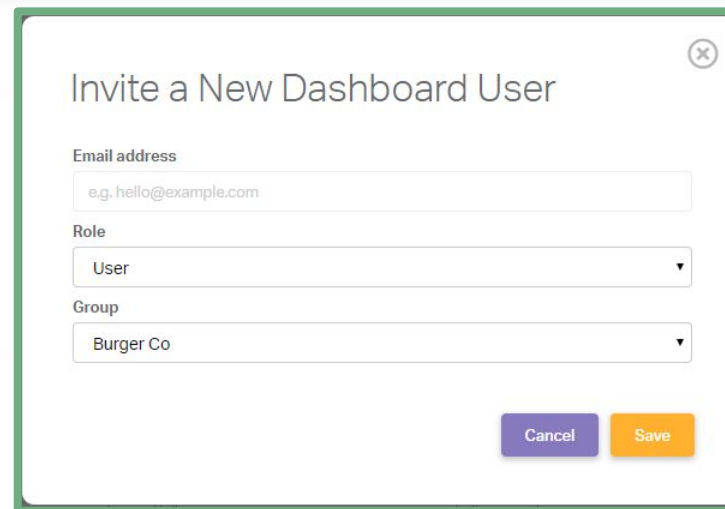


The screenshot shows a modal window titled "Add New Driver" with a close button (X) in the top right corner. It contains three input fields: "Email Address" (a text box), "Driving for..." (a text box with a help icon and the placeholder text "e.g. Planet Express"), and "Group" (a dropdown menu with "Burger Co" selected). At the bottom right of the form are two buttons: a purple "Cancel" button and an orange "Add driver" button.

- Once added, the driver will receive an email with a link to reset their password & download the drivers app. The email also includes a link to driver training videos and docs.
- Drivers must update their profiles themselves including their name & contact number.

Teams


- To add a new dashboard user you will need their email address, the role you would like them to have & the team you wish to add that user to.
- The 'Admin' role has access to everything from the team they are created on down in the hierarchy.
- The 'User' role only has access to the dispatch & planning pages, they can assign, create & cancel jobs.









The screenshot shows a modal window titled "Invite a New Dashboard User" with a close button in the top right corner. The form contains three input fields: "Email address" with the placeholder text "e.g. hello@example.com", "Role" with a dropdown menu currently showing "User", and "Group" with a dropdown menu currently showing "Burger Co". At the bottom right of the form are two buttons: a purple "Cancel" button and an orange "Save" button.

- The 'Client' role only has access to the dispatch screen & cannot interfere with any aspect of it, this is a view only user account.
- Once added, the dashboard user will receive an email with a link to reset their password. The email also includes a link to training videos and docs.
- Dashboard users can update their profile information themselves (see [Account Options](#)).

Campaigns

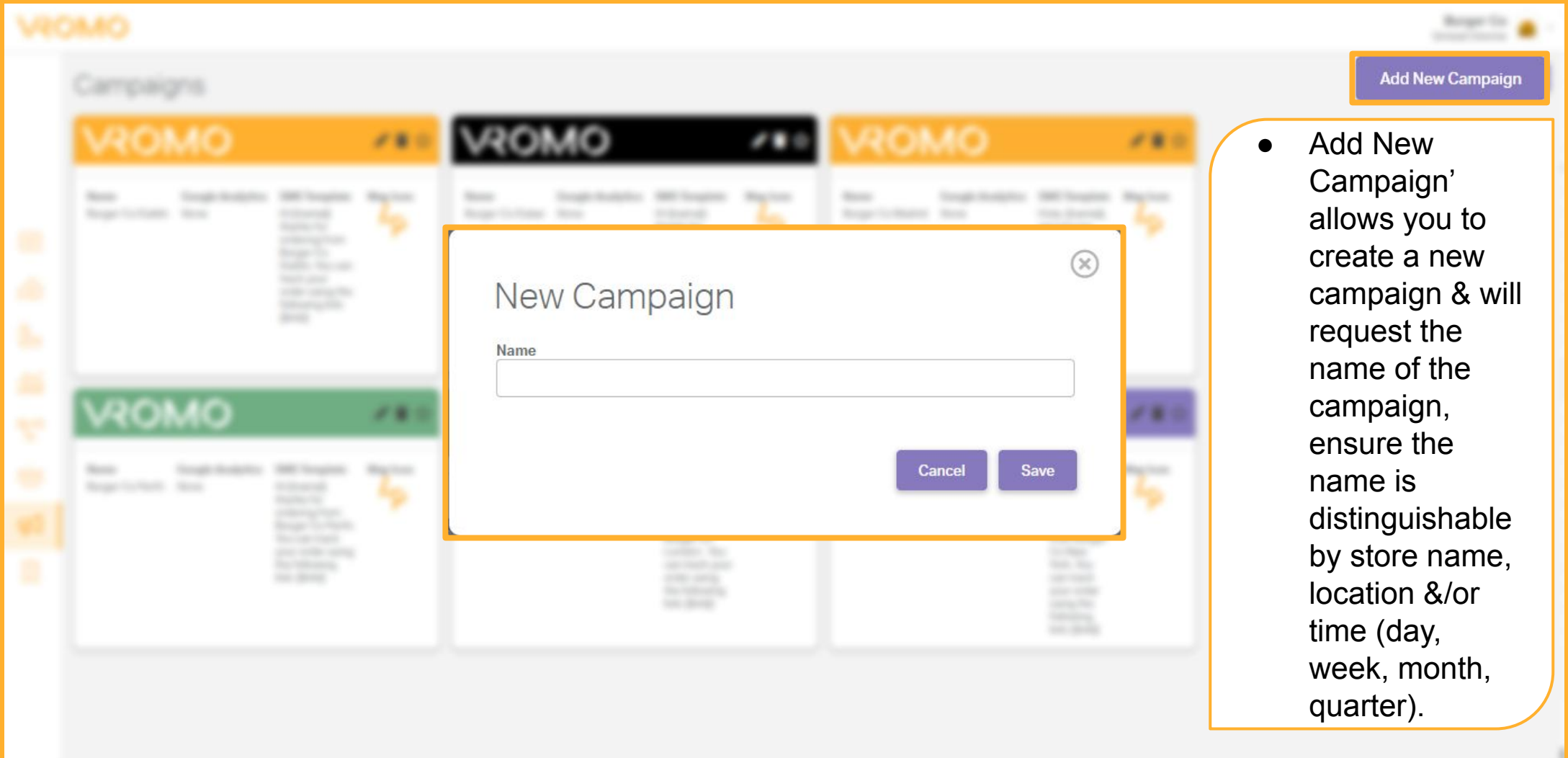
VROMO Burger Co Sinead Devine  [Add New Campaign](#)

Campaigns

Name	Google Analytics	SMS Template	Map Icon
Burger Co Dublin	None	Hi {{name}} thanks for ordering from Burger Co Dublin. You can track your order using the following link: {{link}}	
Burger Co Dubai	None	Hi {{name}} thanks for ordering from Burger Co Dubai. You can track your order using the following link: {{link}}	
Burger Co Madrid	None	Hola, {{name}}, gracias por hacer un pedido a Burger Co Madrid. Puede realizar un seguimiento de su pedido utilizando el siguiente enlace: {{link}}	
Burger Co Perth	None	Hi {{name}} thanks for ordering from Burger Co Perth. You can track your order using the following link: {{link}}	
Burger Co London	None	Hi {{name}} thanks for ordering from Burger Co London. You can track your order using the following link: {{link}}	
Burger Co New York	None	Hi {{name}} thanks for ordering from Burger Co New York. You can track your order using the following link: {{link}}	

- Campaigns allow you to create & manage custom SMS & tracking link content.

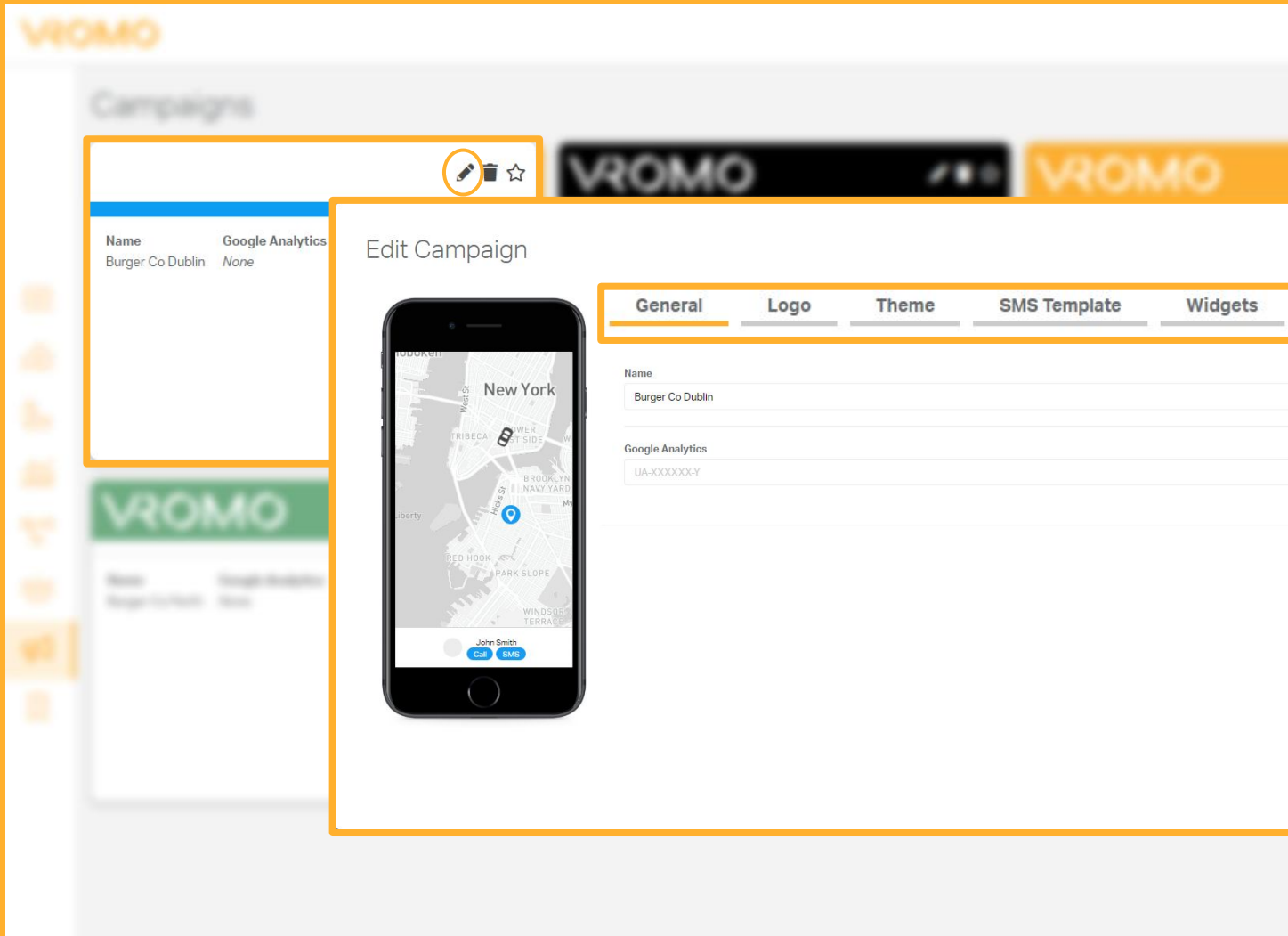
Campaigns



The screenshot displays the VROMO 'Campaigns' management interface. At the top right, there is a purple button labeled 'Add New Campaign'. The main area shows a grid of campaign cards, each with a 'VROMO' header and a table of details. A modal window titled 'New Campaign' is open in the center, featuring a text input field labeled 'Name' and two buttons at the bottom: 'Cancel' and 'Save'.

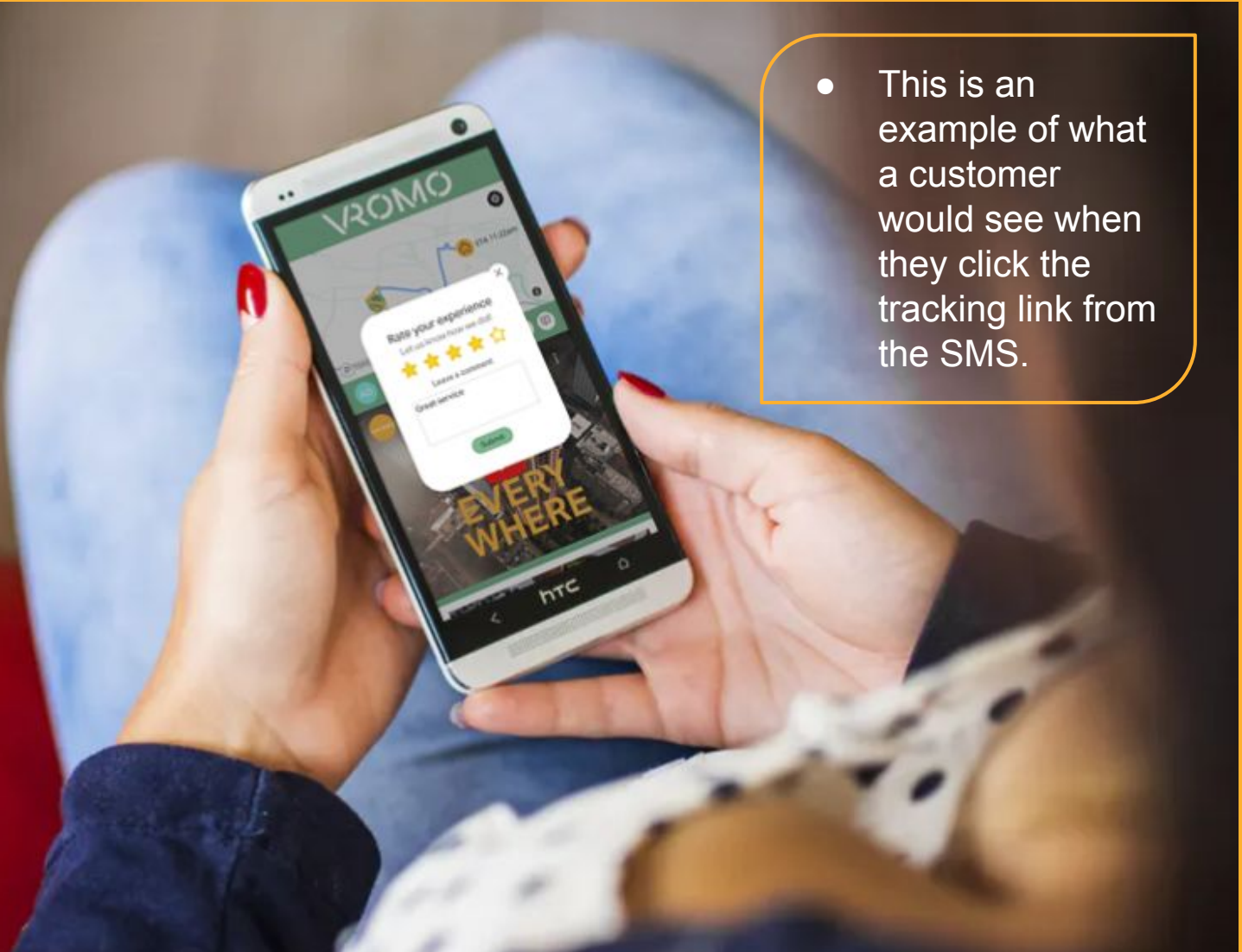
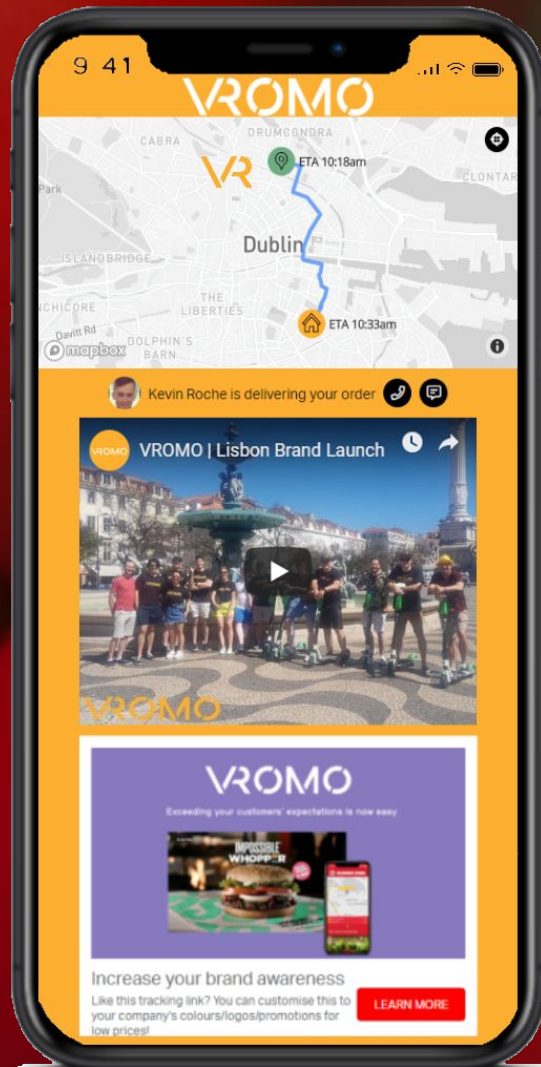
- Add New Campaign' allows you to create a new campaign & will request the name of the campaign, ensure the name is distinguishable by store name, location &/or time (day, week, month, quarter).

Campaigns




- Once your campaign is created, click the pencil to edit the campaign; General allows you to rename your campaign & link it to your Google account by adding in your Google Analytics code (if relevant) to measure campaign performance.
- The following tabs allow customisation of your campaign; Add a logo, map icon, select colours, SMS template & promotion's (Image, Video, Promo, Driver Tip, marketing opt-in & experience/driver rating).

Campaigns









- This is an example of what a customer would see when they click the tracking link from the SMS.

Auto Dispatch

VROMO Burger Co
Sinead Devine 

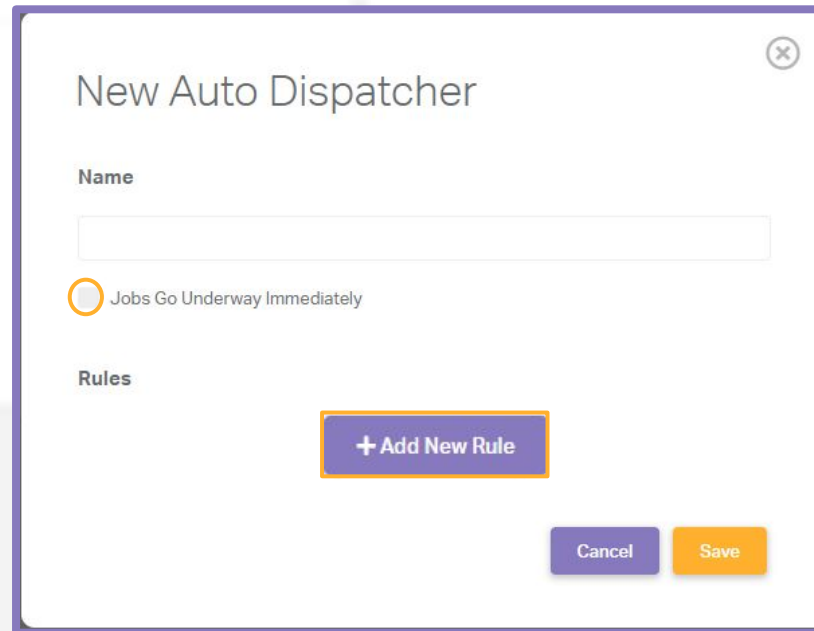
Auto Dispatchers Add New Auto Dispatcher

Name	Id	Rules
 Burger Co Dublin	365729942470913	3
 Burger Co Dubai	367161418727681	1
 Burger Co Perth	367162829652225	1
 Burger Co Madrid	367163065549057	1
 Burger Co New York	367163300249857	1
 Burger Co London	367163550318849	1

- Auto Dispatch is the automatic offering or dispatching of jobs to drivers who meet certain criteria, this feature allows admin users to define this criteria.
- Here you can see is a list of existing Auto Dispatch policies which you can delete or edit by clicking on the name of the Auto Dispatch policy.

Auto Dispatch

- The 'Add New Auto Dispatcher' button allows you to create a new auto dispatch policy and associate it to a team.
- Auto Dispatch policies should be easily identifiable by name, we recommend including the location to make it easier to assign an auto dispatch policy to Sites.

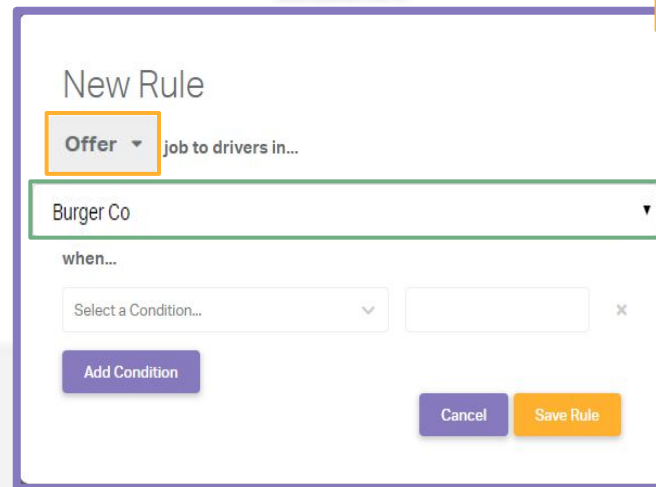


The screenshot shows a modal window titled "New Auto Dispatcher" with a close button in the top right corner. It contains a "Name" label followed by a text input field. Below this is a radio button labeled "Jobs Go Underway Immediately". Underneath is a "Rules" section with a "+ Add New Rule" button. At the bottom right are "Cancel" and "Save" buttons.

- Ticking 'Jobs Go underway Immediately' button will automatically start jobs accepted by a driver under this policy.
- '+Add New Rule' allows you to set up a rule for this auto dispatch policy.

Auto Dispatch

- When adding a new rule, the first drop-down lets you choose to 'Offer' (driver decides to accept or not) or 'Dispatch' (assigned to best available driver) jobs.
- The next drop-down is to select the driver team this auto dispatch policy will apply to.



New Rule

Offer job to drivers in...

Burger Co

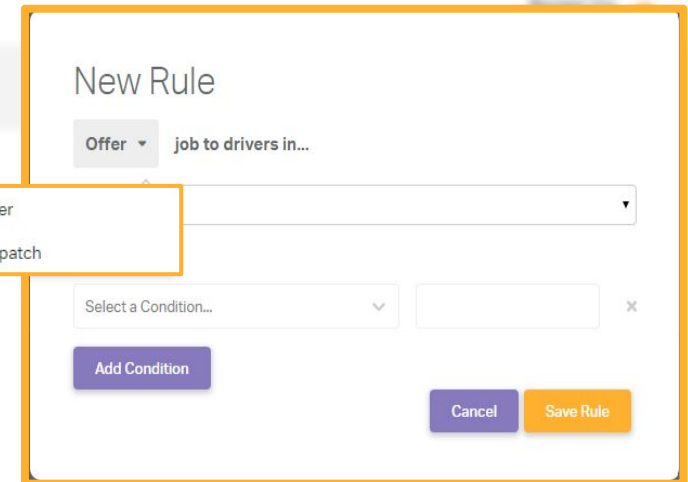
when...

Select a Condition... x

Add Condition

Cancel Save Rule

- ✓ Offer
- Dispatch



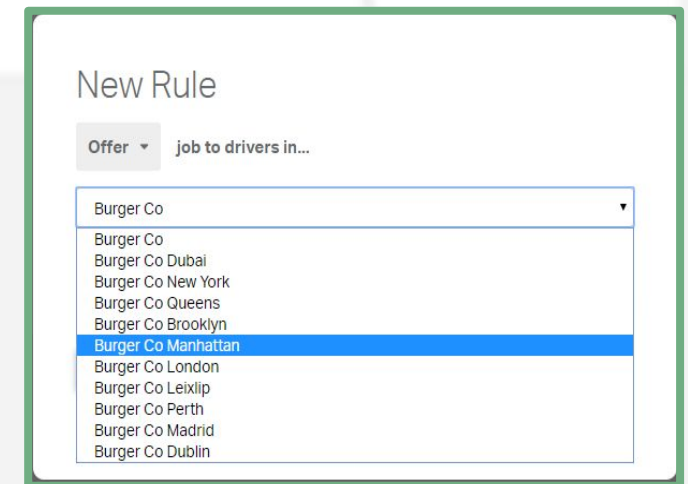
New Rule

Offer job to drivers in...

Select a Condition... x

Add Condition

Cancel Save Rule



New Rule

Offer job to drivers in...

Burger Co

- Burger Co
- Burger Co Dubai
- Burger Co New York
- Burger Co Queens
- Burger Co Brooklyn
- Burger Co Manhattan
- Burger Co London
- Burger Co Leixlip
- Burger Co Perth
- Burger Co Madrid
- Burger Co Dublin

Auto Dispatch

- 'Add Condition' allows you to define the criteria under which a job is offered or dispatched.
- 'Distance to job is less than' Drivers must be within the set KM radius of the pick-up to receive jobs.
- 'Time passed after job creation is at least' Sends jobs after a set amount of time since job creation.
- 'Time before next deadline is less than' Sends jobs a set amount of time before the next deadline.
- 'Driver has less than' Sends jobs to drivers who have less than the set amount of jobs.

New Rule

Offer ▾ job to drivers in...

Burger Co

when...

Select a Condition... ▾

Add Condition

Cancel Save Rule

New Rule

Offer ▾ job to drivers in...

Burger Co Manhattan

when...

Select a Condition... ▾

Distance to job is less than

Time passed after job creation is at least

Time before next deadline is less than

Driver has less than

Save Rule

Auto Dispatch

The 'New Rule' form is titled 'New Rule' and is used to define the conditions for an auto-dispatch rule. It features a dropdown menu for 'Offer' set to 'job to drivers in...'. Below this is a text input field containing 'Burger Co Manhattan'. The 'when...' section contains three conditions, each with a dropdown menu, a text input field, and a unit dropdown menu: 'Distance to job is less than' with a value of '5' and unit 'Km'; 'AND' followed by 'Time before next deadline is less than' with a value of '25' and unit 'Minutes'; and 'AND' followed by 'Driver has less than' with a value of '3' and unit 'Jobs'. At the bottom of the form are buttons for 'Add Condition', 'Cancel', and 'Save Rule'.

The 'New Auto Dispatcher' form is titled 'New Auto Dispatcher' and is used to configure the dispatcher settings. It features a text input field for 'Name' containing 'Burger Co Manhattan'. Below this is a checkbox labeled 'Jobs Go Underway Immediately' which is checked. The 'Rules' section displays a visual representation of the rule conditions as a sequence of colored pills: a green pill with a plus icon and 'Offer', an orange pill with a location icon and 'Burger Co Manhattan', a green pill with a location pin icon and '< 5 km', a red pill with a clock icon and '< 25 Minutes', and a blue pill with a calendar icon and '< 3 Jobs'. At the bottom of the form are buttons for '+ Add New Rule', 'Cancel', and 'Save'.

- Once you have finished setting the conditions for a rule click 'Save Rule'.
- Below is VROMO's recommended base rule for on-demand food delivery.

Offer

Jobs go
underway
immediately

Distance to job
is less than 5km

Time before
next deadline
is 25 minutes

Driver has
less than
3 jobs

Auto Dispatch

Edit Auto Dispatcher

Name: Burger Co Manhattan

Jobs Go Underway Immediately

Rules

- Offer Burger Co Dublin < 2 km < 25 Minutes < 3 Jobs
- Offer Burger Co Dublin < 4 km < 20 Minutes < 4 Jobs
- Offer Burger Co Dublin < 8 km < 15 Minutes < 5 Jobs

+ Add New Rule

Delete Cancel Save

- Multiple rules can be incorporated into one auto-dispatch policy allowing you to create a truly unique way of sending jobs to drivers that best suits your business.
- Clicking on the name of an auto dispatch policy will allow you to edit or delete that policy.

Reports

VROMO

Burger Co
Sinead Devine

25th March 2020 - 1st April 2020

Job Report Job History Performance Reports Driver Report

Reports contain 4 different report types as seen above.

All reports can be filtered by date, job name, teams, drivers & more by using the filter icon to the right.

Report Filter

Date Range: 25 Mar 2020 → 01 Apr 2020

Job Name: Search for a job name...

Job Status: Select a Job Status...

Teams: Select a Team...

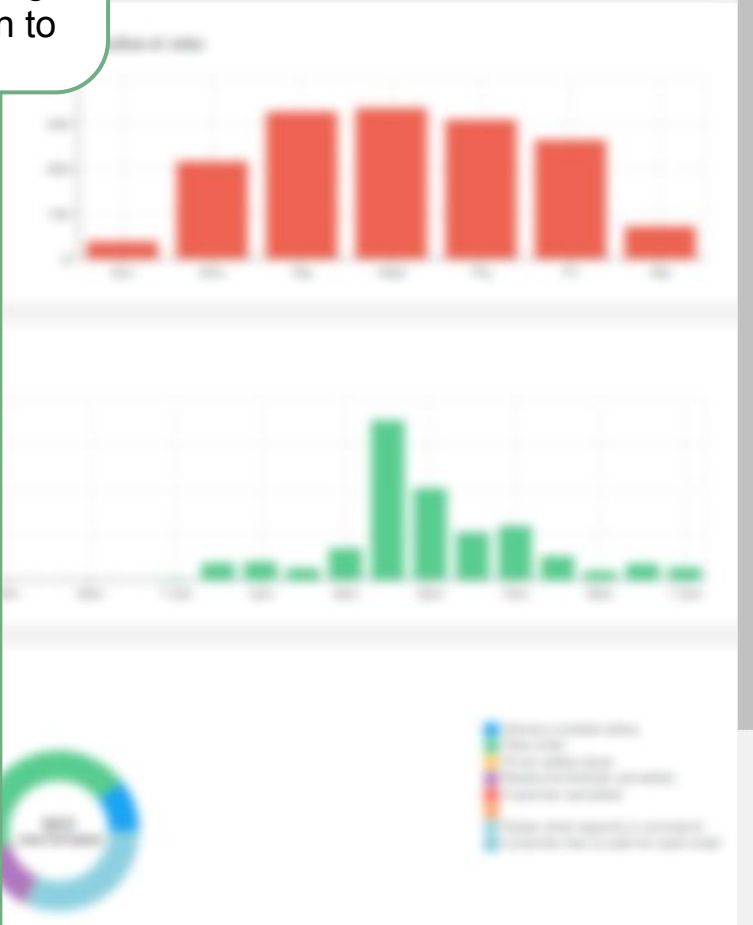
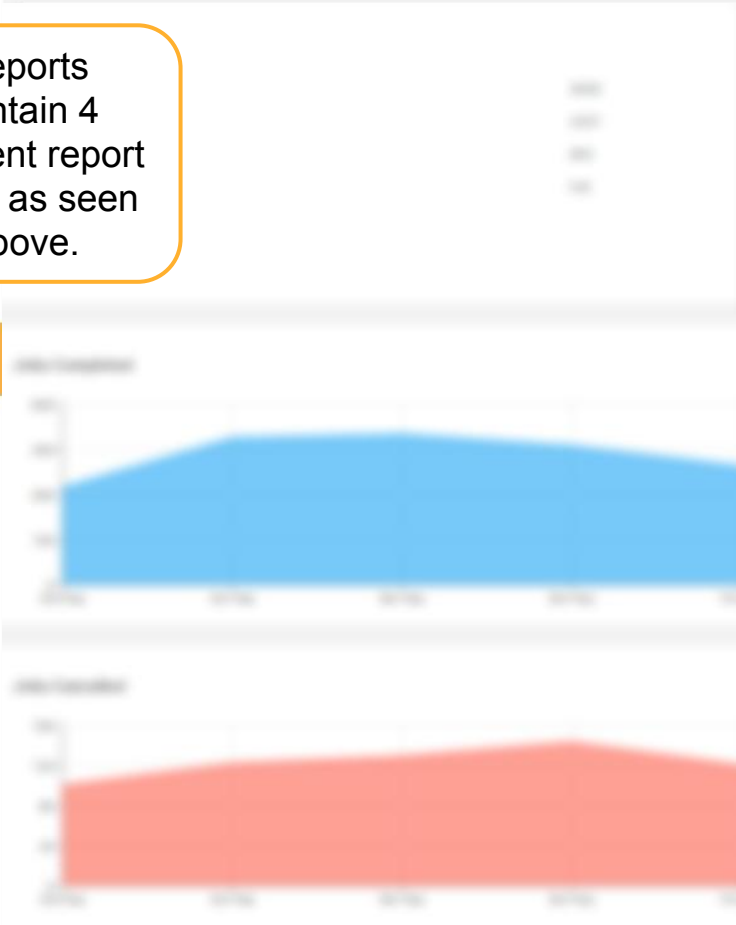
Drivers: Select a Driver...

Sites: Select a Site...

Auto Dispatchers: Select an Auto Dispatcher...

Campaigns: Select a Campaign...

Reset Filters Cancel Apply Filters



Job Report

The Job Report displays graphs including a heat map, the time distribution of jobs, number of jobs completed/cancelled & more.

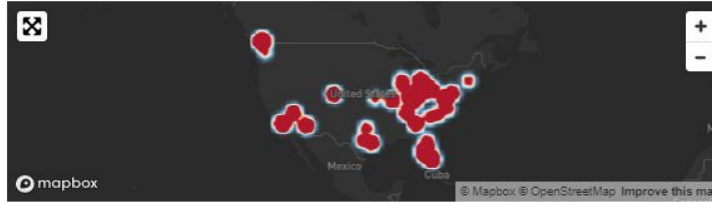
25th March 2020 - 1st April 2020

Job Report

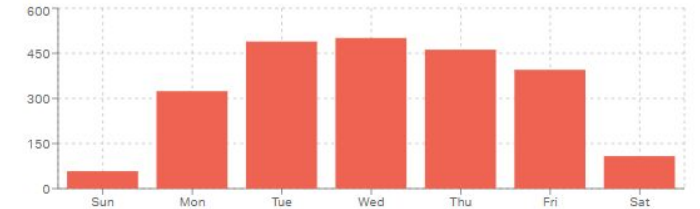
Quick Statistics

Total Jobs	3000
Jobs Completed	2337
Jobs Cancelled	663
Average Customer Rating	N/A

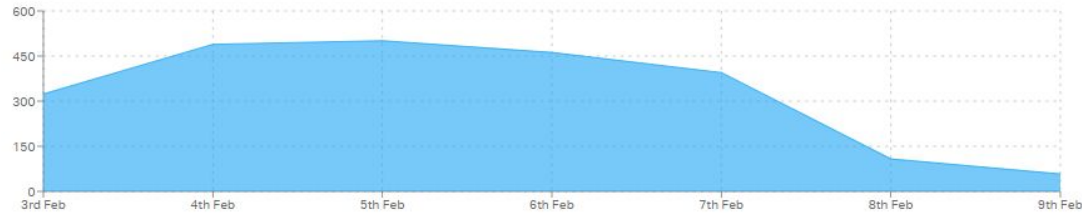
Location Distribution of Jobs



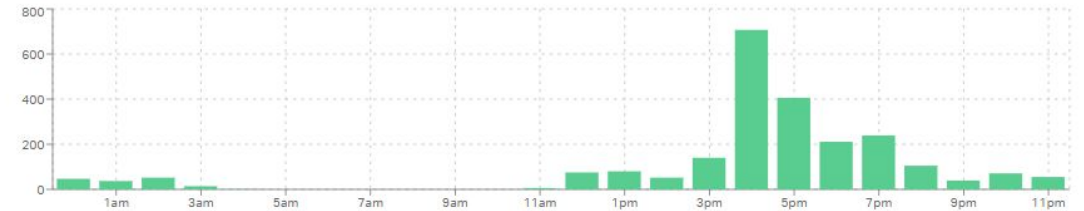
Day Distribution of Jobs



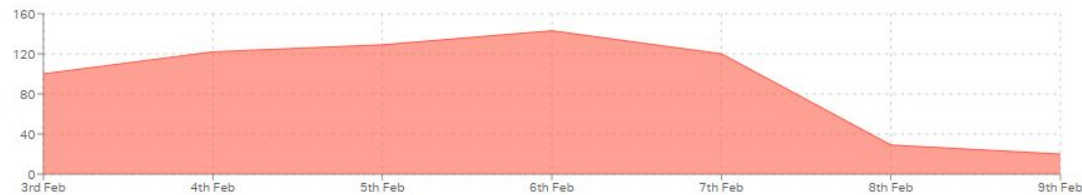
Jobs Completed



Hourly Distribution of Jobs



Jobs Cancelled



Job Cancellation Reason



Job History

Job History shows a list of completed & cancelled jobs as per the date range & all details associated to those jobs.

25th March 2020 - 1st April 2020



Job Report Job History

Job History

Export Job CSV

All job details can be exported to a CSV file by clicking 'Export Job CSV' button to the left. This is useful when creating with your own statistics/reports & analyzing the data in more detail.

Job Name	Contact Phone	Deliver By	Created	Started	Task 1 Deadline	Task 1 Completed	Task 2
Alan Hickey		ASAP	2020-03-23 14:39	2020-03-27 10:26		2020-03-27 10:26	
Alan Hickey		ASAP	2020-03-23 14:50	2020-03-26 14:24	2020-03-23 13:29	2020-03-26 14:24	
Alan Hickey		ASAP	2020-03-23 14:39	2020-03-23 14:40		2020-03-27 10:25	
John Smith	+3538725050...	ASAP	2020-03-31 19:46	2020-03-31 19:50	2020-03-31 19:45	2020-03-31 19:50	
Order 4473663	+3538793410...	ASAP	2020-03-26 13:29	2020-03-26 14:17	2020-03-26 14:30	2020-03-26 14:18	
Order001		ASAP	2020-03-27 12:11	2020-03-27 12:16		2020-03-27 12:16	
Order0011		ASAP	2020-03-27 12:19	2020-03-27 12:21		2020-03-27 12:21	
Order002		ASAP	2020-03-27 12:16	2020-03-27 12:20		2020-03-27 12:20	
Order002		ASAP	2020-03-27 12:12	2020-03-27 12:16		2020-03-27 12:16	
Order003		ASAP	2020-03-27 12:17	2020-03-27 12:21		2020-03-27 12:21	
Order003		ASAP	2020-03-27 12:13	2020-03-27 12:17		2020-03-27 12:17	
Order0031		ASAP	2020-03-30 09:49		2020-03-30 12:30		
Order004		ASAP	2020-03-27 12:14	2020-03-27 12:17		2020-03-27 12:17	
Order0044		ASAP	2020-03-27 12:20	2020-03-27 12:21		2020-03-27 12:21	
Order005		ASAP	2020-03-27 12:17	2020-03-27 12:21		2020-03-27 12:21	
Order005		ASAP	2020-03-27 12:15	2020-03-27 12:17		2020-03-27 12:17	
Order006		ASAP	2020-03-27 12:18	2020-03-27 12:21		2020-03-27 12:21	



Job History

The screenshot shows the VROMO Job History page. At the top, there are navigation tabs: Job Report, Job History (highlighted), Performance Reports, and Driver Report. Below the tabs is a table of job history entries. A 'Chat History' popup window is open, showing a conversation between a driver and a customer. The chat history is also visible in a sidebar on the right side of the page, with a '7' indicating the number of messages.

Job History Page Navigation:

- Job Report
- Job History**
- Performance Reports
- Driver Report

Chat History Content:

Customer: Hi, I cannot find the customers house and they are not answering my calls

Driver: Hang on and I will double check the address

Customer: Ok

Driver: I can see that you are close by but their apartment is the next block over

Driver: I've refreshed my map and can see their location, I'm going there now

Customer: Great, let me know if you need anything else

Driver: Order is now delivered, thanks for your help

Chat History Sidebar:

- Chat History
- 7
- 1
- 0
- 2
- 1
- 0
- 0
- 0
- 0
- 0
- 0
- 0
- 0
- 7
- 0
- 0

Driver chat is stored on the Job History page so you can retrieve the full chat content at any time after a job is completed by clicking the speech bubble on that job line.

Job History

The screenshot shows the VROMO Job History page. At the top, there are navigation tabs: Job Report, Job History (highlighted), Performance Reports, and Driver Report. Below the tabs is a table of job history entries. A modal window titled "Audit History" is open, displaying a list of job status updates with timestamps and the name of the dispatcher. A callout box points to the "Audit History" column in the table, which contains a clipboard icon and a number (7).

Job History Page Navigation:

- Job Report
- Job History**
- Performance Reports
- Driver Report

Audit History Modal Content:

Status	Timestamp	Dispatcher
Dispatched	27 Mar 2020 12:16	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Closed	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Underway	27 Mar 2020 12:17	Sinead Devine (Dispatcher)
Closed	27 Mar 2020 12:17	Sinead Devine (Dispatcher)

Callout Box Text:

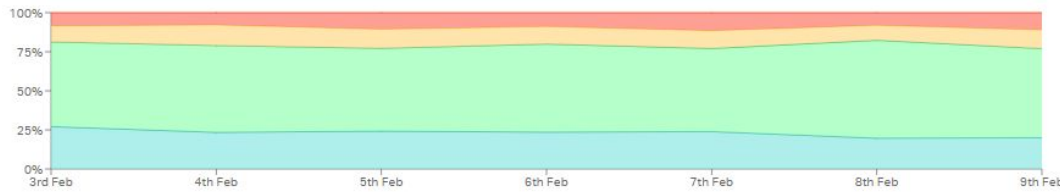
Audit History is stored on the Job History page so you can see the who was involved in the dispatch and completion of a job any time after a job is completed by clicking the clipboard on that job line.

Performance Reports

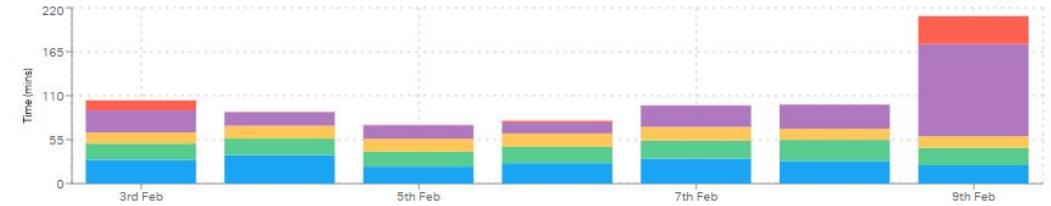
Performance Reports displays graphs regarding average lateness, average time per job, breakdown of this average & more.

25th March 2020 - 1st April 2020

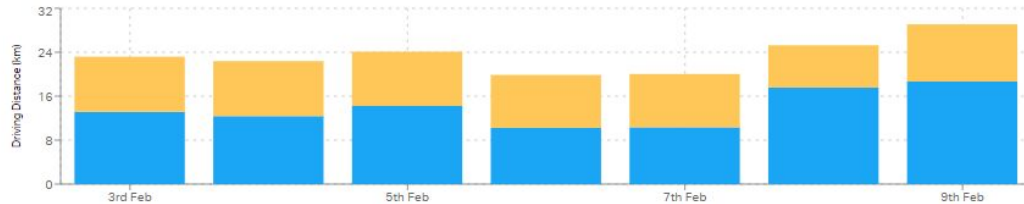
Task Lateness Breakdown



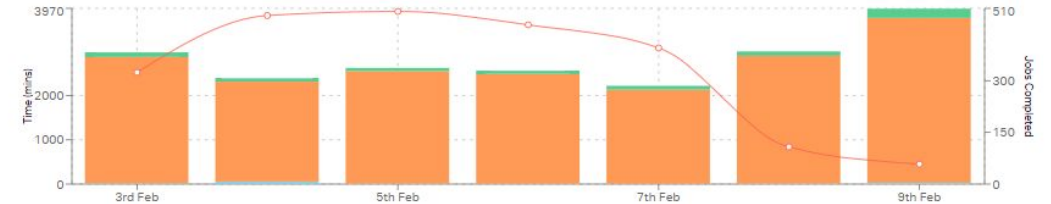
Average Task Duration



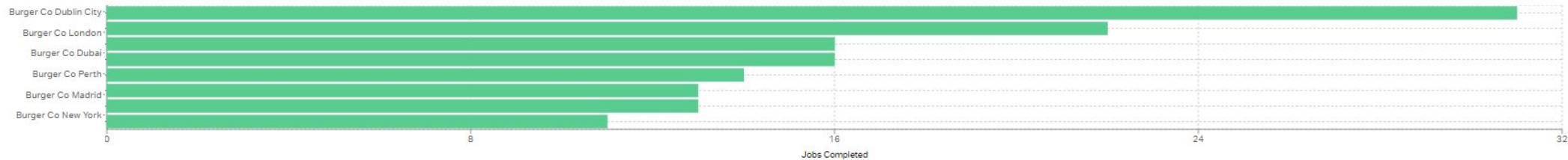
Average Driving Distance



End to End Job Breakdown



Top Sites



Driver Report

The Driver Report shows the breakdown of available hours, jobs completed & more driver related stats broken down driver by driver as per the date range.

25th March 2020 - 1st April 2020

Job Report Job History Performance Rep **Driver Report**

Set Pay Rates

Fixed

0

Per Complete Job

0

Per Cancelled

0

Per Km (Job)

0

Per Km (Empty)

0

Driver Details

Export Driver CSV

You can export this report to a CSV file by clicking 'Export Driver CSV' to the left.

Name	Group	Available Hours	Time on Job	Jobs Completed	Jobs Cancelled	Total Travel (km)	On Job Travel (km)	Off Job Travel (km)	Average Rating	Pay Estimate	Cost Per Job
Anna Davis	Burger Co Dublin	2.43	0.04	1	0	24.02	2.00	22.03	4.0 / 5	0.00	0.00
Anna Davis	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Anna Davis	Burger Co Leixlip	0.16	4.42	1	0	3.72	3.72	0.00	N/A	0.00	0.00
Connor Wilson	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Connor Wilson	Burger Co Dublin	33.73	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
James Kelly	Burger Co Dublin	6.79	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
James Kelly	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Mark Ryan	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Mark Ryan	Burger Co Dublin	95.92	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Michael Smith	Burger Co Dublin	1.77	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Michael Smith	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Sarah Williams	Burger Co	0.00	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00
Sarah Williams	Burger Co Dublin	1.53	0.00	0	0	0.00	0.00	0.00	N/A	0.00	0.00

Driver Report

VROMO

Report to
Administration

Driver Report

Set Pay Rates allows you to add in values per job, hour, km etc to calculate pay per driver based on the numbers provided.

Set Pay Rates

Fixed

0

Per Complete Job

5

Per Cancelled

1

Per Km (Job)

2

Per Km (Empty)

0

Driver Details

Export Driver CSV

Name	Group	Available Hours	Time on Job	Jobs Completed	Jobs Cancelled	Total Travel (km)	On Job Travel (km)	Off Job Travel (km)	Average Rating	Pay Estimate	Cost Per Job
James Kelly	Burger Co Dublin	0.00	0.00	3	0	54.43	13.73	40.70	N/A	42.46	14.15
Mark Ryan	Burger Co Dublin	0.00	22.05	3	0	31.80	13.29	18.52	N/A	41.57	13.86

Planning

VROMO

Burger Co
Sinead Devine

01 Apr 2020

Burger Co Dublin [0] (0) X Burger Co Leixlip [0] (0) X

Planning shows a list of jobs & drivers filtered by team & date allowing you to assign jobs days or weeks in advance should that suit your business needs.

Dispatch

Name	First Deadline	Last Deadline	First Stop
<input type="checkbox"/> Order 5997	05:00pm 01 Apr 2020	05:00pm 01 Apr 2020	196 Dame Street, Dublin, Ireland
<input checked="" type="checkbox"/> Order 9968	08:00pm 01 Apr 2020	08:00pm 01 Apr 2020	Phibsborough Shopping Centre, Phibsborough Road, Phibsboroug
Order 6985	07:00pm 01 Apr 2020	07:00pm 01 Apr 2020	Ashleigh Centre, Castleknock Road, Northside, Dublin 15, Ireland
Order 2693	06:00pm 01 Apr 2020	06:00pm 01 Apr 2020	129 Main Street, Lucan, County Dublin, Ireland
Order 1008	05:40pm 01 Apr 2020	05:40pm 01 Apr 2020	27 Easton Park, Leixlip, County Kildare, Ireland

This jobs pane above shows a list of jobs for the selected date & team(s). By ticking a job(s) here you can dispatch multiple jobs at once to a driver. Jobs that are a lighter shade of grey have already been dispatched

	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00	23:30			
Anna Davis (Burger Co Dublin) +353891597531																																						
Anna Davis (Burger Co Leixlip) +353891597531																																						
Connor Wilson (Burger Co Dublin) +353877412589																																						
James Kelly (Burger Co Dublin) +353871234567																																						
Mark Ryan (Burger Co Dublin) +353859876543																																						
Michael Smith (Burger Co Dublin) +353866543219																																						
Sarah Williams (Burger Co Dublin) +353839632581																																						
Shane Johnson (Burger Co Dublin) +353899876543																																						

Planning

The map pane displays available drivers, pick-ups & drop-offs similar to the dispatch view

Using the driver pane at the bottom you can, at a glance, determine which drivers will be available (blank square) & which already have a job(s) assigned (filled green square). Ticking a job in the above jobs pane will highlight that time in yellow on the drivers pane below.

	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00	23:30			
Anna Davis (Burger Co Leixlip) +353891597531																											■	■									
Connor Wilson (Burger Co Dublin) +353877412589																																					
James Kelly (Burger Co Dublin) +353871234567																																					
Mark Ryan (Burger Co Dublin) +353859876543																																					
Michael Smith (Burger Co Dublin) +353866543219																																		■			

FAQ's

1. How can I set-up a driver?

- Drivers need to be added to a team before they can start using VROMO.
- Click the teams icon on VROMO
- Click 'New Driver'
- Enter the drivers email address, the details of the store & location they are driving for (e.g. Burger Co Phibsboro) & the group they should be saved on.
- Click 'Add driver'
- The driver will then get an email welcoming them to VROMO, asking them to download the app & requesting that they reset their password.
- Once they do this they will be able to log into the VROMO Driver App

2. Why can't I see my driver?

- 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**' if available.

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 a widget option that can be enabled under promotions on campaigns to prompt customer to confirm their correct address.

4. Why has my screen gone blank / white?

- First try refreshing the browser page.
- If that doesn't work clear the browser cache & refresh again.

5. How do I stop tracking a driver?


- At the end of a shift drivers should make themselves 'unavailable' by tapping the VROMO button on their app & toggling themselves from available to unavailable.
- This can also be done from the dispatch app, on the drivers pane hover over the driver & click the middle icon (person with a line through them) on the right hand side of the drivers name.

FAQ's

6. How do drivers navigate using VROMO Driver app?

- 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 & pre-populate the destination.

7. How does the driver 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 & 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. +353 87 123 4567) & 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 & swipe bar will reappear.

WROMO

