



RADARO

Management User Guidelines





SETTING UP YOUR RADARO MERCHANT



Each merchant who uses Radaro has full control over their account setup and management, which we will cover in the following sections:

- 1 ————— ● **Merchant Screen**
- 2 ————— ● **Adding New Drivers**
- 3 ————— ● **Adding Jobs**
- 4 ————— ● **Allocating Jobs To Drivers**
- 5 ————— ● **Monitoring Job Status**
- 6 ————— ● **Monitoring Driver Status**
- 7 ————— ● **Customer Notifications**
- 8 ————— ● **Reporting**

WELCOME TO RADARO USER GUIDELINES

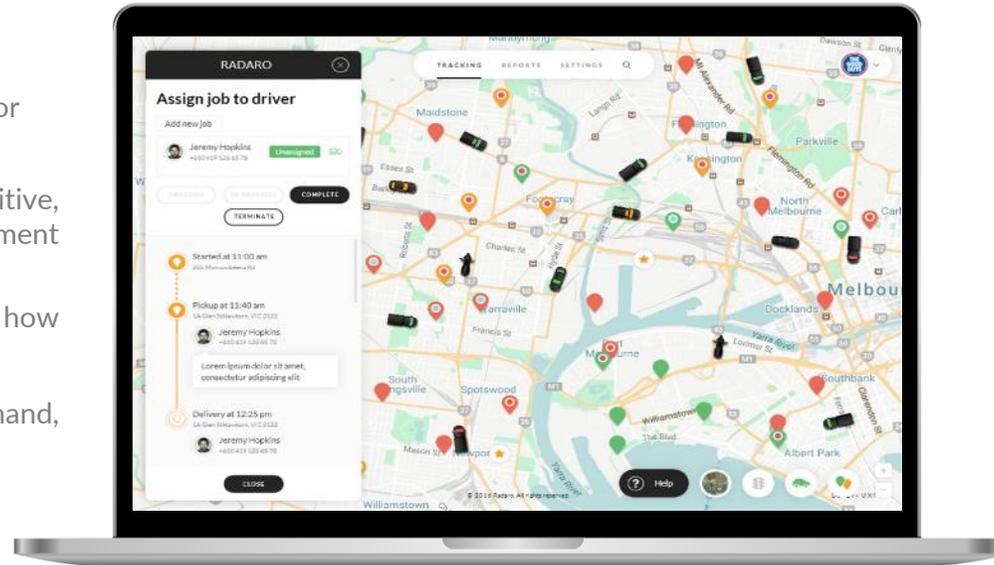


We are thrilled that you are using Radaro for your business.

Radaro is designed to be simple and intuitive, however, as with anything new there is an element of learning

This user guide is provided to help users learn how to use best -- Radaro

As always, if you have any questions or need a hand, let us know at support@radaro.com.au.



 **Driver(s)**
References in this User Guide to a Driver(s) can be assumed to have the meaning of an employee or sub-contractor under management. It can include Delivery Drivers, Service Technicians, Subcontractors, On-Demand workers etc.

 **Job(s)**
References in this User Guide to Job(s) can be assumed to have the meaning of a delivery, job or work order that a company executes in their course of business. It can include deliveries, services and instructions provided to mobile workers to enable them to complete their tasks.

Getting Started Web Portal Management

Radaro is a Software as a Service (SAAS) web-based platform. This means that it uses the internet and apps to “host” the software.

In simple terms, you can use Radaro anywhere there is an internet connection; on any computer, tablet or smartphone, anywhere in the world.

Radaro is a no-capex system, meaning you do not need to purchase any additional hardware or install any software, aside from the FREE smartphone driver app.

We strongly recommend that you have a stable, broadband internet account to use Radaro. We recommend using Google Chrome as it is the platform Radaro is optimized for. You can also use Mozilla, Safari and Edge . Internet Explorer is an unsupported web browser which will result in performance issues.



DRIVER APPS

Our apps are FREE to download from the App store; however, you must be requested from the web portal to be able to obtain access.

MERCHANT SCREEN

The Radaro Merchant Screen shows all Jobs that currently exist in the system and their live status. Each job in the system is allocated a status and assigned a corresponding colour match:



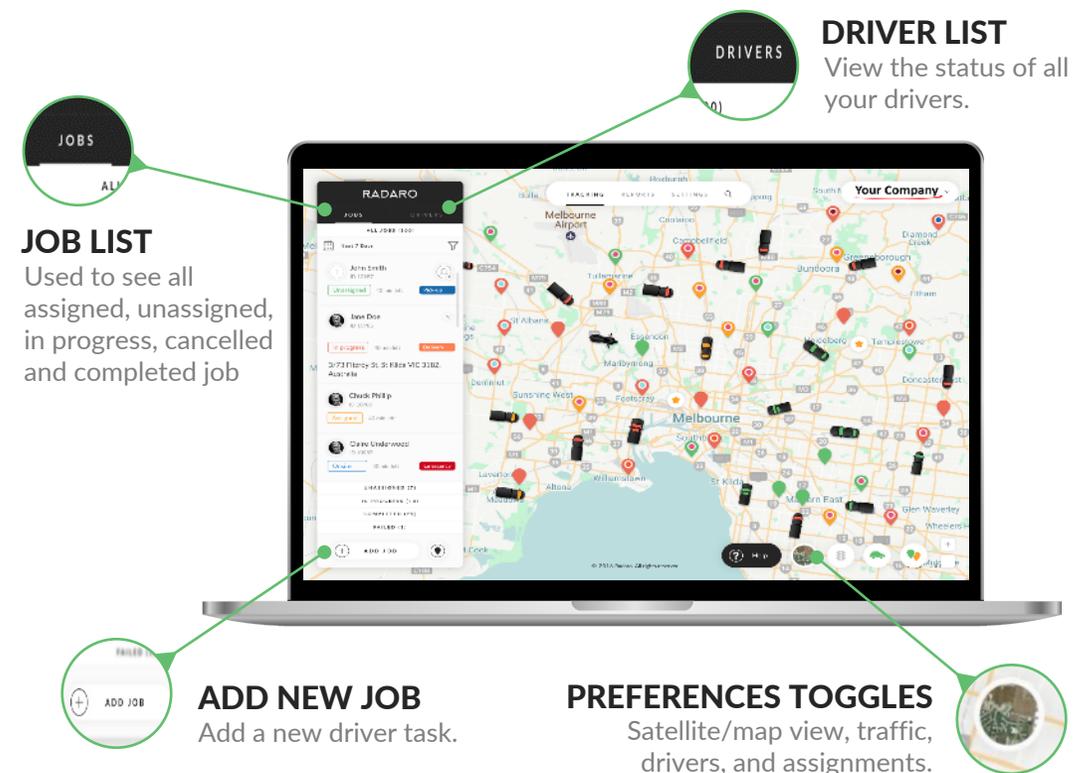
The merchant screen is also the live tracking screen for real-time location of all drivers currently “logged-in” to Radaro through the driver IOS or Android app. We recommend using **Google Chrome** as it is the best browser to optimize speed and functionality.

Hover over the car, ute, truck or bike to see the driver, their current assignments and a contact number.

From the merchant screen, a store manager can efficiently perform all the management functions required to operate Radaro in a live environment, including:

- Adding and allocating jobs
- Assigning jobs to drivers
- Searching all jobs for fast customer enquiry resolution
- Viewing live Google traffic
- Checking the status of deliveries and availability of drivers
- Manually overriding driver actions if drivers do not follow process

RADARO



Note

As Radaro is a cloud-based system, an administrator or manager can effortlessly log into the Radaro merchant from anywhere in the world to monitor their live delivery network. The Radaro merchant can be accessed through a computer, tablet or phone for 24/7 connectivity. To access your account, go to <http://account.radaro.com.au> and enter the user email address and password provided at the time of account signup.

ADDING NEW DRIVERS



To enable the real time visibility of drivers and allocation of jobs through driver smartphones, managers need to invite drivers to download the Radaro Driver app through their email and their mobile phone number.

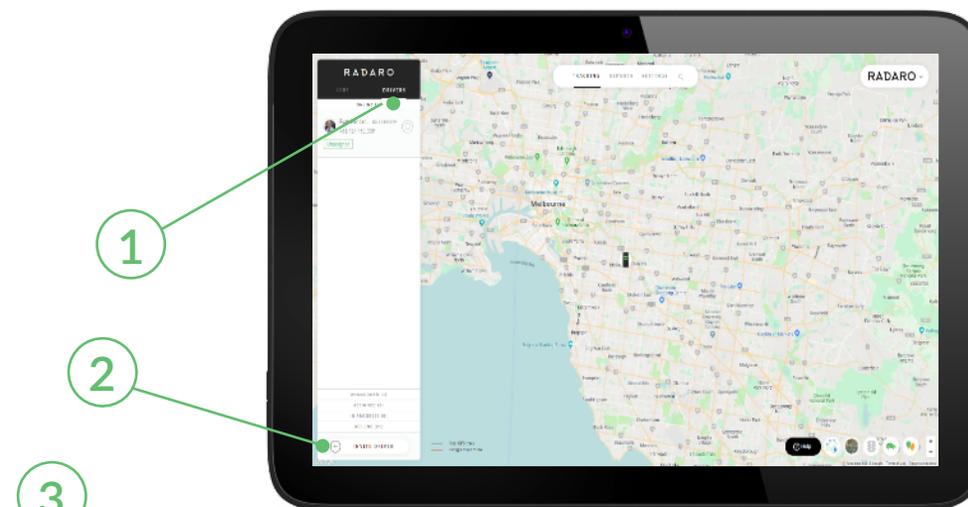
Managers invite drivers directly from the Merchant screen, by following the process below:

- 1 Select the Drivers tab.
- 2 Select Invite Driver.
- 3 Enter Driver details: email, name (first and/or last name) and mobile number.

 The Radaro system will automatically send the Driver a welcome message SMS with a link to the app store to download the **Radaro Driver app**.

 After the Driver has downloaded the app, they will be asked to confirm their email and phone number and will then be sent a unique access code via SMS for security purposes.

 To finish registration, Drivers are asked to take a selfie, allocate their mode of transport and confirm that they are ready to start delivering.



Helpful Hints

-  Drivers will be sent a link via SMS to download the Radaro Driver app. If they do not receive the link, have the drivers search the app store for "Radaro or Radaro Driver" and download the app.
-  When the drivers download the app, make sure drivers enter the same phone number and email address used for the driver invitation.
-  Have the drivers take a reasonable selfie when signing up as their profile picture can be sent to a customer for live tracking notifications.

ADDING NEW JOBS



Adding new jobs into Radaro is a simple, intuitive experience. Radaro offers managers three different options for entering new jobs into the system, including:

- 1 Manual Job Entry
- 2 CSV Uploads
- 3 API / System Integration

Manual Job Entry

From the Merchant screen, manually entering a new job into the system is as simple as:

Select: *Add Job*, then enter the following information:

1 ADDRESS (Required Field)
Enter the delivery address taking note of the automatic address validation powered by Google.

2 ADD LABEL *Optional Add On
In the top corner you can add a label to an assignment, this may be: Urgent, Delivery, Pickup, Service or any other label you may have that will help your driver.

3 NAME (Required Field)
Enter Customer name. This is a free text field, so can be first name and / or last name.

4 PHONE NUMBER
Enter customer's phone number. Where possible, entering the customer's mobile number is best.
Note: if you enter a customer mobile number, the customer will receive SMS for live driver tracking, if SMS notifications are enabled.

5 EMAIL
Enter customer email (if required) for live tracking notification. Email can be useful for notifying a 3rd party of an action (i.e. a relative or external stakeholder).

6 JOB NAME / ID
This is a free text field and can be whatever reference you like to describe the job (i.e. Pizza Delivery, Car Battery, House Cleaning, Job ID 12345 etc.).

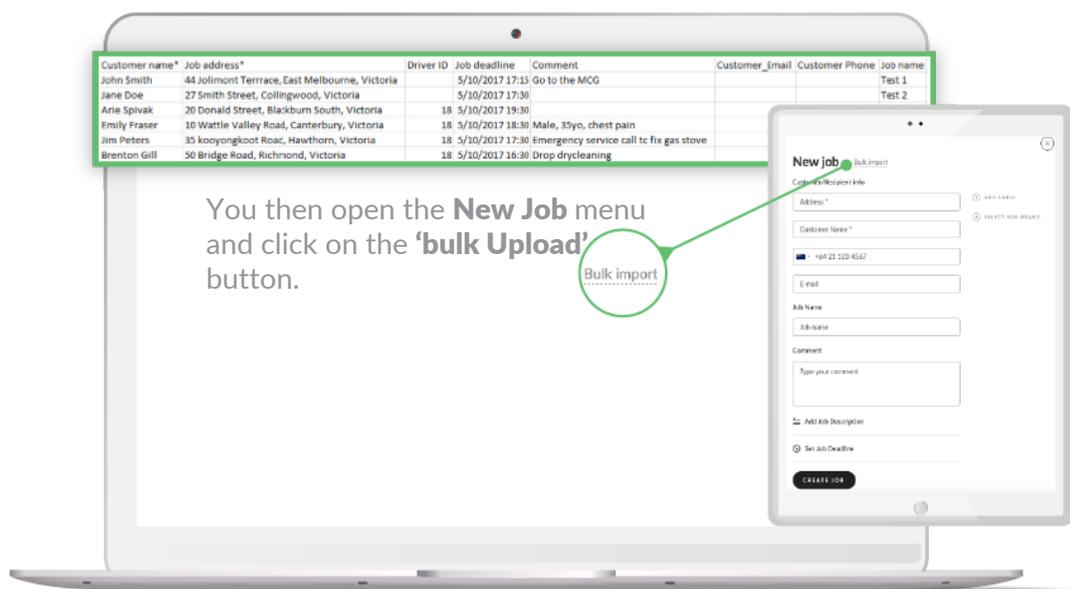
7 ADD COMMENT
This is a free text field that allows the manager to add text for the reference of the driver only.

8 ADD DELIVERY DEADLINE
Manager can add a delivery deadline if a job is required to be completed by a certain time. Radaro has a predetermined setting of 3 hours.

Bulk CVS Upload

For customers who have scheduled deliveries (i.e. delivery runs), Radaro can upload the list of deliveries based on a CSV export from the job order system used by the Customer. To do this export the data into a CSV format - With the headings copied below.

For more information, please speak to your Radaro representative or email help@radaro.com.au.



API System Configurations

API / System Integration allow us to automatically enter new jobs into Radaro, without the Manager having to enter any manual information into the system. For more information on setting up API / System integrations, please contact us on +61 3 8548 1892 or support@radaro.com.au.

Please find our API Documentation at the following link:
<http://docs.radarojobsapi.apiary.io/>

ALLOCATING JOBS TO DRIVERS



Radaro allows a manager to allocate a job to a driver in multiple ways, including:

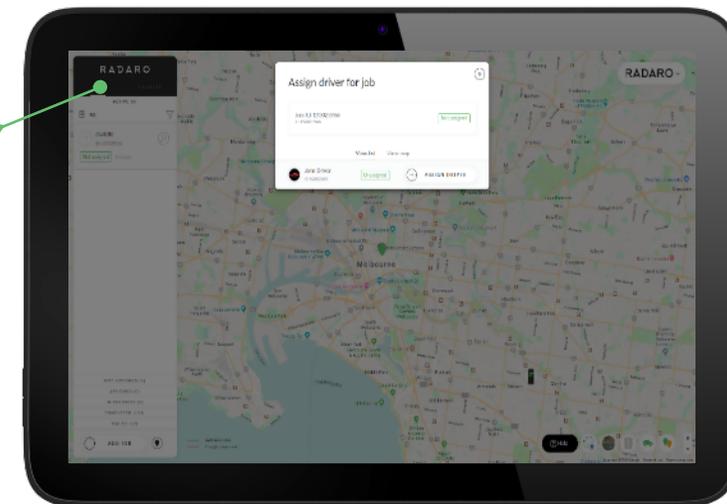
- 1 Assign a driver from the job list.
 - Simply select the add driver icon next to the job name and choose which driver to allocate to the job.
- 2 Assign a job from the driver list
 - Simply select the add job icon next to the driver name to choose which job to allocate to the driver.
- 3 Drag and drop driver icon onto a job in the job list
- 4 Drag and drop job pin onto a driver in the driver list
- 5 Clicking an unassigned job pin on the map and select a driver to assign to the job
- 6 Batch or bulk assigning multiple jobs to drivers
 - a. Select a driver from the drivers tab. All unassigned jobs will appear on the map with a+ symbol–select this to assign the job to the driver. (have pic of this)

Note

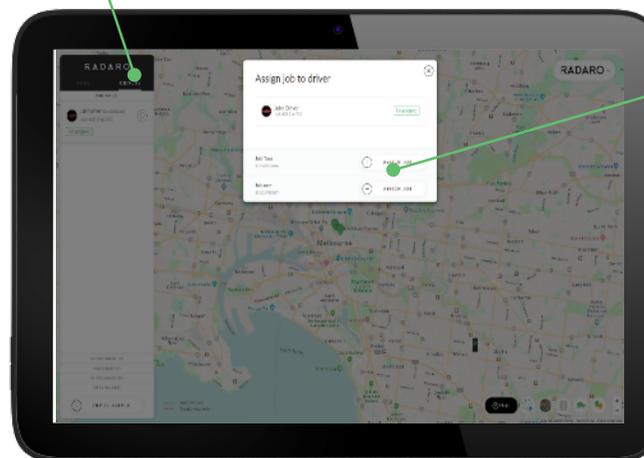
When a driver is added to a job, the driver icon will appear next to the job in the job list, as well as in the expanded job details



On the jobs tab click on the person icon on the right-hand side of the job, you will then open the assign driver window.



On the Drivers tab click on the pin icon on the right-hand side of the job, you will then open the assign job to driver window.



For a bulk selection – Choose your driver in the driver menu then click on pins with a 'plus' to bulk allocate a driver.

Helpful Hints

Fast job allocation is a breeze. You can drag and drop new jobs onto a driver for immediate job allocation to the designated driver or select a driver and assign multiple jobs at the same time

MONITORING JOB STATUS



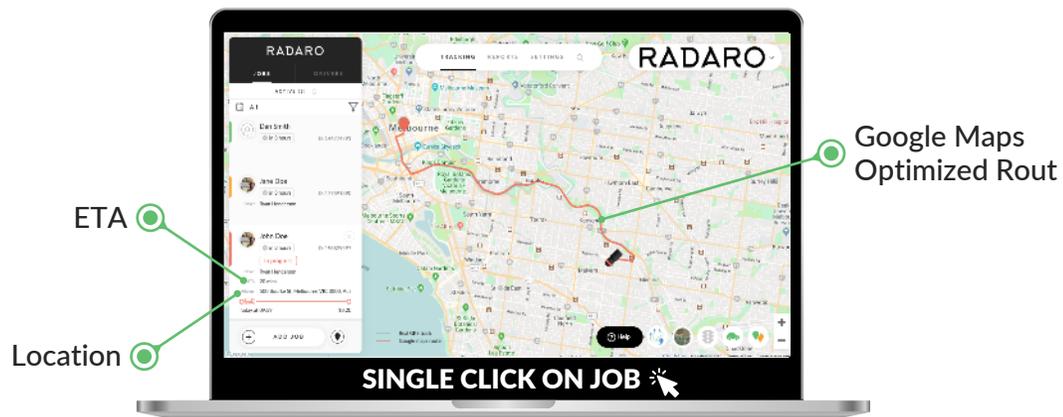
Radaro follows a traffic light system for quick visual identification of job status.

The following progress stages outline the real-time job status of jobs in Radaro:

 UNASSIGNED GREEN STATUS	<p>This a job entered in Radaro that has not yet been allocated to a driver to complete.</p>	 ASSIGNED ORANGE STATUS	<p>This is a job entered into Radaro that has been allocated to a driver, however they have not yet commenced delivery.</p>
 IN-PROGRESS RED STATUS	<p>This is a job that is currently being executed and on its way to the customer.</p>	 COMPLETE GREY STATUS	<p>Completed jobs are summarised to show the manager which jobs were successfully completed or failed. They can be shown in the merchant screen job list by selecting "Show Completed Jobs"</p>

Helpful Hints

- As a driver makes their way to a job, you will notice the driver icon on the job progress as the job progresses to give you a quick view of the likely time to finish the job. Of course, we also have a live ETA for each job as well as a captured history of the driver's route to the job.
- The view of jobs in the merchant portal can filtered to reflect jobs of each status by selecting the tabs under the jobs task. This can further be filtered to display jobs during certain time periods.



MONITORING DRIVER STATUS



Radaro shows individual Driver status through a traffic light system.

Online drivers are visible on the map, and managers have the ability to toggle between different statuses under the driver tab.

The colour status of each status is consistent across the platform to improve the speed and accuracy of order allocation to drivers.

Helpful Hints

- Drivers status can effectively be both assigned and in-progress at the same time as a driver may have multiple orders on board for delivery.
- In this instance, the driver is assigned multiple jobs and can choose to be "in progress" for a single job at a time or several jobs concurrently. These status changes have an impact on the capturing of delivery data as well as customer notifications (refer below).
- Find your driver fast by clicking on each driver in the driver list. Radaro will automatically centre the map on the live location of that driver.
- Driver can be offline and have jobs in progress. Ensure jobs finish all in-progress jobs before going offline.

The following driver status show the real-time status of the merchants' delivery drivers:

ASSIGNED

ORANGE STATUS

Driver has been assigned a job, however, has yet to start working on the job. When the driver commences delivering the job, they will press the "start" button in the radaro driver app to update their status.

UNASSIGNED

GREEN STATUS

Driver is free and available

IN-PROGRESS

RED STATUS

The driver is currently completing a job. The driver completes the job by pressing the "complete" button in the radaro driver app.

OFFLINE

GREY STATUS

The driver is currently not online however you can still allocate jobs to the driver as required. **Note**, radaro cannot track driver locations for drivers who are offline



CUSTOMER NOTIFICATIONS *ADD ON



Customer Notification

Customer notifications are a great tool for eliminating the black hole of last mile delivery or service calls. The “call to action” of an event (i.e. a delivery or booked service) enhances the ability for a company to engage with its customers. Radaro is built to send white-labelled and branded SMS notifications and emails to provide live “Driver on Way” notifications to customers. These notifications are fully customizable and can be changed by the manager via the merchant portal.

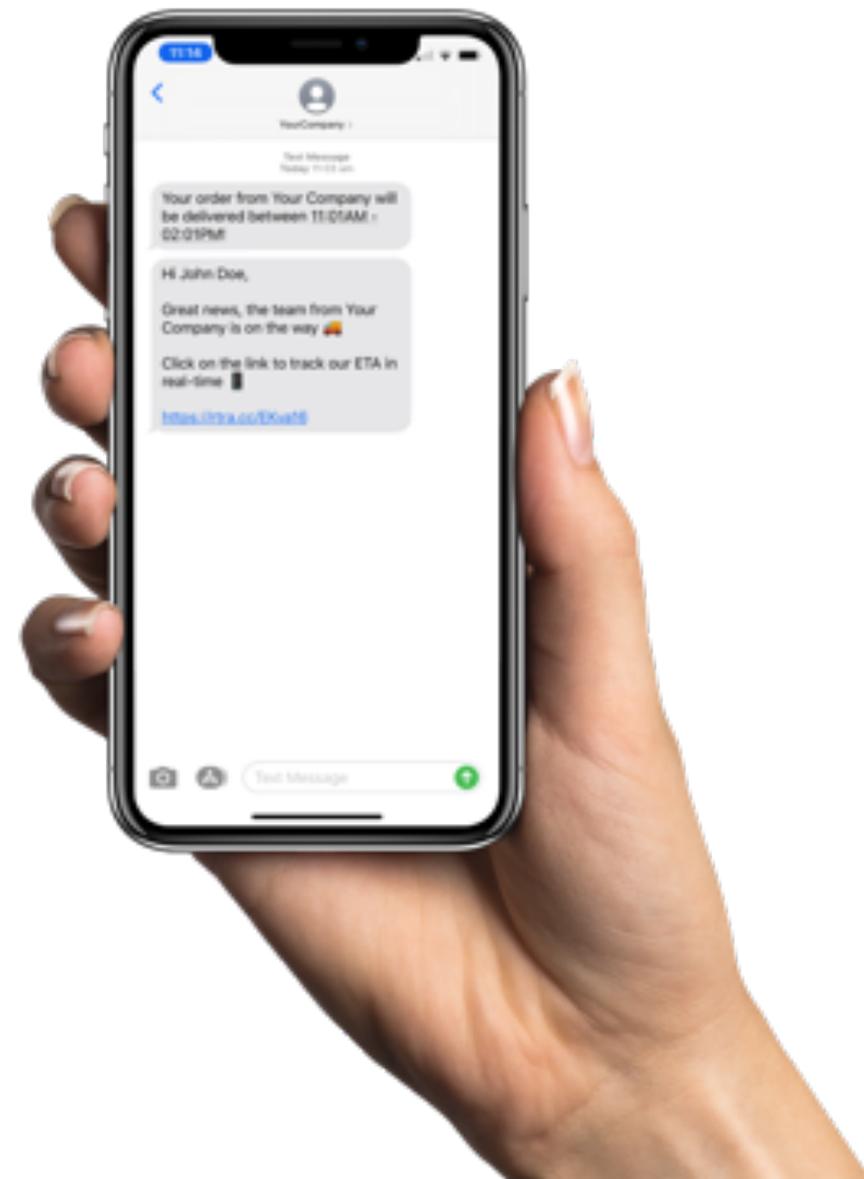
Pre-delivery Notifications

Upcoming alerts to notify customers that their delivery/ driver will be arriving within a certain time frame can be set to the morning of the job commencement or the night before, with the time windows completely customizable to best meet your operations.

With Pre-Delivery Notifications you can reduce the time spent waiting by customers for their driver to arrive, which in turn decreases the number of missed deliveries and improves overall customer satisfaction.

Live Tracking

Each customer notification includes a Radaro live driver tracking URL which when opened presents the customer with an uber style map of their driver’s location and journey path. This enables customers to track their driver’s position in real time and reduces the time spent traditionally waiting for a delivery driver or service tech to arrive between broad time windows.



CUSTOMER NOTIFICATIONS *ADD ON

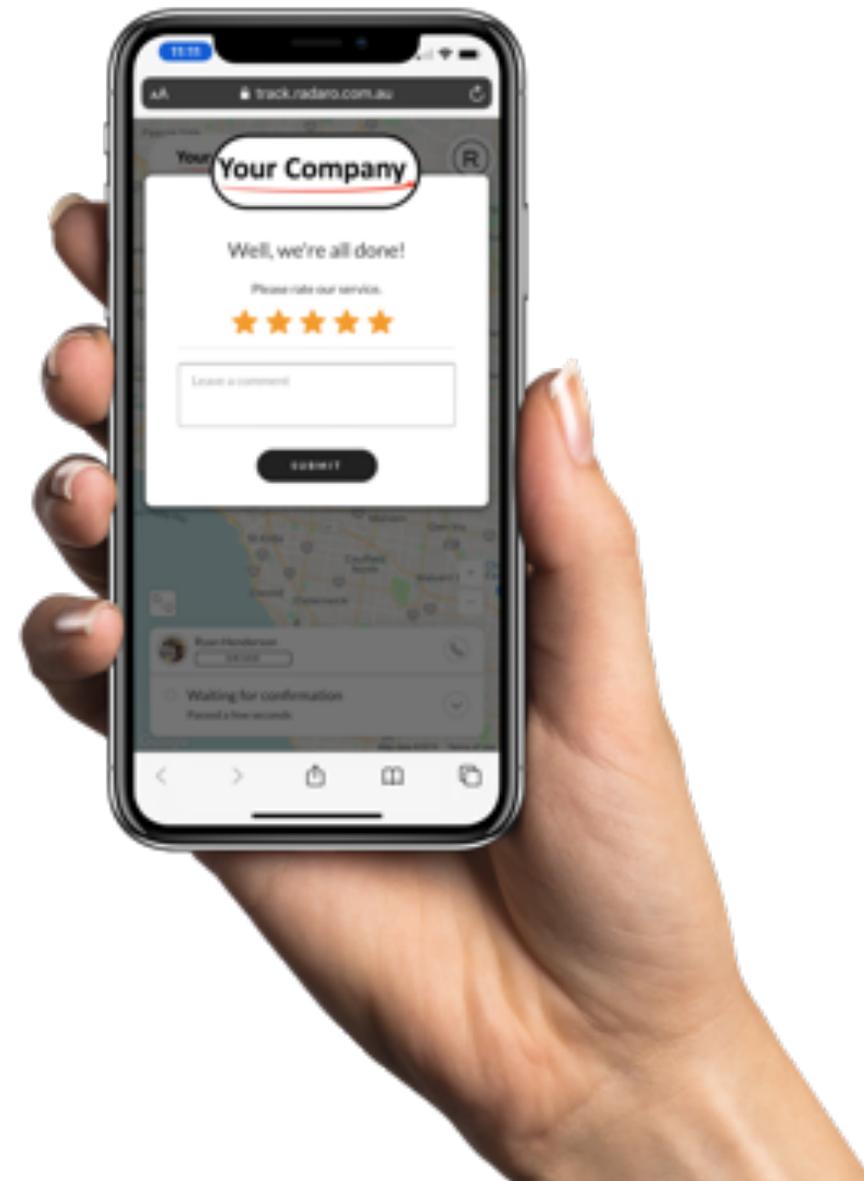


Rating And Feedback

As a driver triggers the completion of a job, the Radaro live driver tracking URL then asks for the customer to provide feedback on their experience by way of a 5-star rating and free text comments fields. This enables real-time feedback and gives the manager the chance to respond to any dissatisfaction in a timely manner or reward service staff based on live feedback.

Updated URL

- After a customer provides feedback on their experience, the URL will automatically re-direct to a URL specified by the company, so that they can effectively remarket to the customer immediately. This URL can be defined and varied by the company as they see fit in the Preferences tab under settings.
- This URL can be utilized in a multitude of ways – for example it provides the ability to refer to different products or services, links to pages to have customers download an app, and advertise loyalty programs and special offers.



REPORTING



Radaro captures data previously lost in mobile business models and records key trigger points of delivery or service transactions. Data is captured that can create detailed business analytics over an owned or contracted workforce.

Examples of how Radaro's data captured can be used for reporting purposes include:

-  Customer feedback and satisfaction
-  Driver performance
-  Onsite performance
-  Failed job breakdown reports

Radaro captures the route taken by a driver to arrive at a delivery or job site. A manager can search all historical jobs to audit if the best and most efficient routes are being taken by drivers, whilst at the same time having an impressive ability to report to customers or third parties, evidence of a delivery.

This reporting may also assist in remediating issues such as traffic infringements. In some instances, we may be able to generate customised reports, so please let us know if you need more powerful reporting to support your business.

