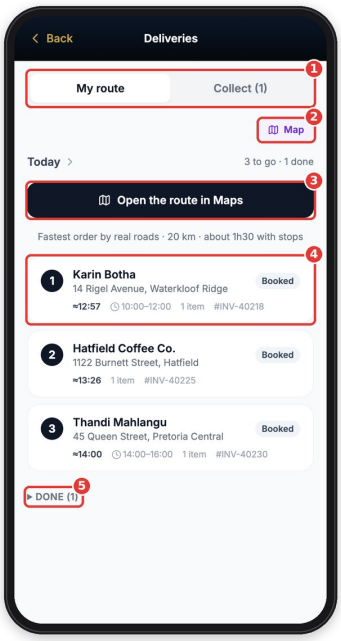
Your route for the day, the customer's code, signing for the goods — and booking deliveries if you run the office.

1. Your route

1. Open **More → Deliveries**. **My route** shows today's stops in the order to drive them, each with its planned arrival time.
2. Tap **Open the route in Maps** to drive the whole day with Google Maps, or **Map** to see your stops on a map.
3. Tap **Today** to look at tomorrow. Finished stops move to **Done** at the bottom.

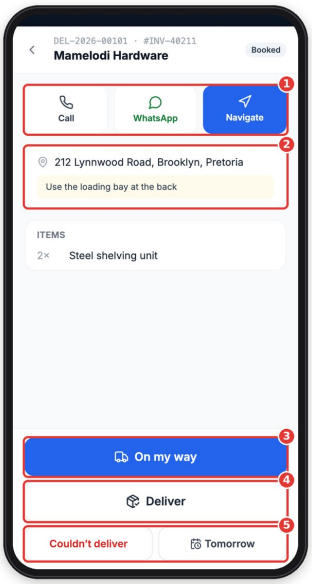


My route

1. **My route** and **Collect** (customers collecting at your branch).
2. Your stops on a map.
3. The whole day in Google Maps.
4. A stop: planned arrival (≈), time window, items and slip number.
5. Finished stops.

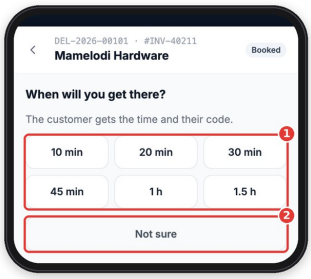
2. At a stop

1. Tap a stop to open it. **Call** or **WhatsApp** the customer, or **Navigate** to the address. The office's notes are in yellow.
2. Leaving for the stop? Tap **On my way** and pick how long you'll be — the customer gets the time and their 4-digit code.
3. Can't deliver (no one home, wrong address…)? Tap **Couldn't deliver** and pick the reason — the customer gets a link to choose a new day. **Tomorrow** moves it to tomorrow.



A stop

1. Call, WhatsApp or navigate to the customer.
2. Address and the office's notes.
3. **On my way** — the customer gets the time.
4. **Deliver** — start handing over.
5. Couldn't deliver, or move to tomorrow.

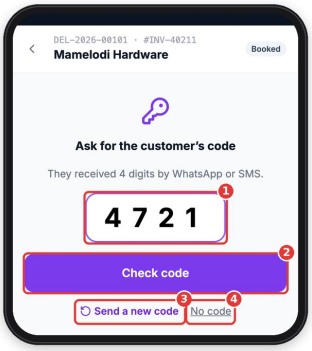


On my way

1. How long until you get there.
2. Not sure? Tap this.

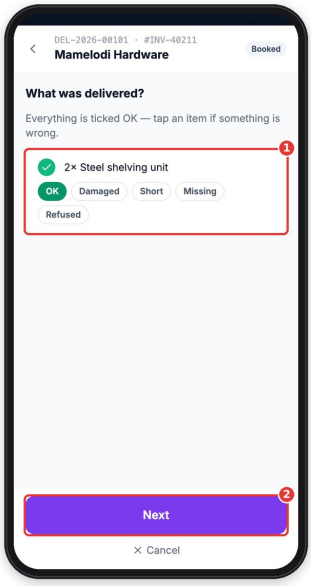
3. Handing over

1. Tap **Deliver**. Ask the customer for their **4-digit code** and tap **Check code**. No code? **Send a new code**, or tap **No code** and say how you checked who received it — it shows on the proof and the office is told.
2. Everything is ticked **OK**. If something is damaged, short, missing or refused, tap that item and choose — then **Next**.
3. Type who received it, let them **sign** with a finger, take a **photo** of the goods and tap **Confirm delivered**. The proof of delivery (PDF) is made at once.



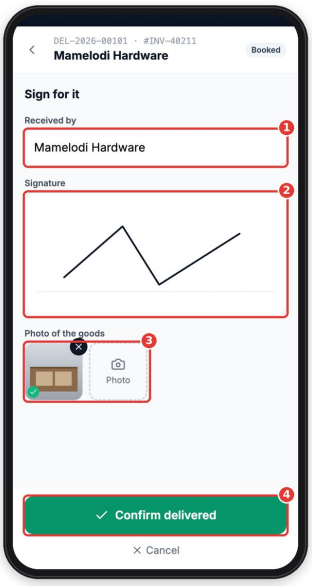
The customer's code

1. The 4 digits the customer received.
2. Check it.
3. Send a new code.
4. No code — give the reason.



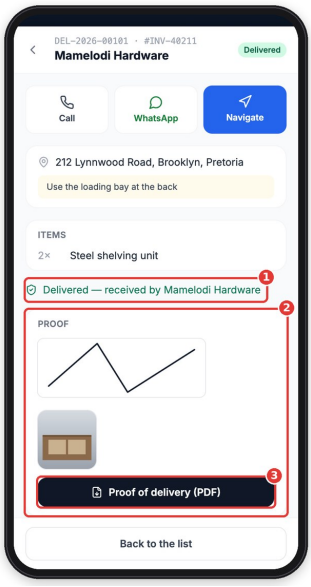
What was delivered

1. Tap an item if something is wrong.
2. Next step.



Sign for it

1. Who received it.
2. The customer signs here.
3. Photo of the goods.
4. Done.



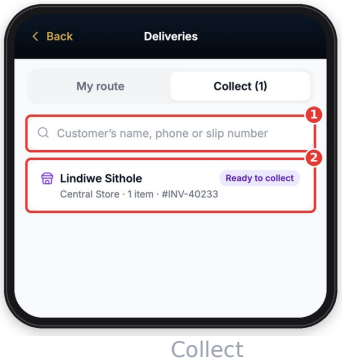
Delivered

1. Delivered and who received it.
2. Signature and photos.
3. The proof of delivery PDF.

Tip: No signal? Carry on — everything is saved on the phone and sent with the real time when the signal is back.

4. Collections at the branch

1. **Collect** lists customers who still have to collect at your branch. Search by name, phone or slip number.
2. Open one, check the customer's code, tick what was handed over and let them sign — the same as a delivery.

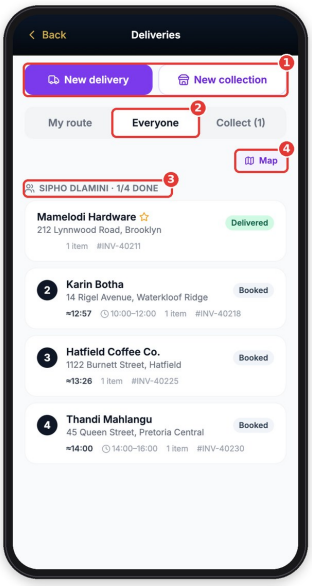


Collect

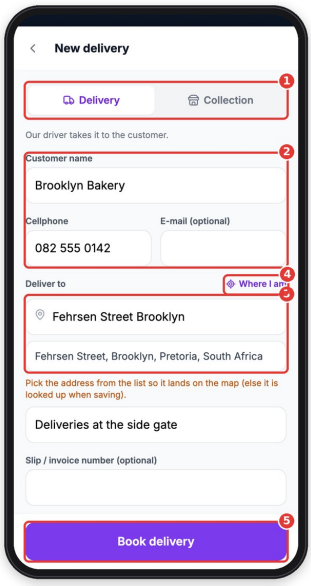
1. Find the customer.
2. Tap to hand over.

5. Office: everyone and booking

1. Owners and managers (and anyone with Delivery Manager access) see **Everyone** — every delivery of the day per driver, as a list or on the map.
2. Tap **New delivery** or **New collection** to book one from the phone: customer, cellphone, the address picked from the list (or **Where I am**), items or the slip number, the day, time window and driver. **Tell the customer** sends them the booking with their tracking link.



Everyone



New delivery

1. Book a delivery or a collection.
2. Every driver's day.
3. Per driver: how many are done.
4. All drivers on the map.

1. Delivery or collection.
2. Customer and cellphone.
3. Pick the address from the list so it is on the map.
4. Or use where you are now.
5. Book it.

Still stuck? Ask your team leader or HR — they can see what TimeTap shows for you.