

Detrack Quick Guides Manager Role



 Available Vehicles

Search vehicles name <input type="text"/>											
Filter <input type="text"/>											
<input type="checkbox"/>	Name	Detrack ID	Groups	Zones	Current Speed	Max Speed	Average Speed	Distance	Battery Level	Can Grab Marketplace Jobs	GPS
<input type="checkbox"/>	Vehicle 12	8c6cdc037a13a940	-		67	77	65	453	94	Yes	27 College Approach, London SE10 9HY
<input type="checkbox"/>	Vehicle 13	8c6cdc037a13a941	-		52	78	63	923	33	No	115 Plumstead Rd, London SE18 7DW
<input type="checkbox"/>	Vehicle 14	8c6cdc037a13a942	-		0	81	60	231	42	Yes	-
<input type="checkbox"/>	Vehicle 15	8c6cdc037a13a943	-		65	88	62	9012	78	Yes	265 Caldenwood St, London SE18 6QW
<input type="checkbox"/>	Vehicle 16	8c6cdc037a13a944	-		23	80	64	843	60	Yes	25 Montpellier Row, Blackheath, London
<input type="checkbox"/>	Vehicle 17	8c6cdc037a13a945	-		0	84	63	865	57	No	32 Old Mill Rd, London SE18 1QG
<input type="checkbox"/>	Vehicle 18	8c6cdc037a13a946	-		51	79	62	854	66	No	684 Stadium Rd, London SE18 4QH
<input type="checkbox"/>	Vehicle 19	8c6cdc037a13a947	-		68	86	66	824	87	Yes	387 Taunton Rd, London SE13 5SU

Showing 12 to 19 of 32 rows per page

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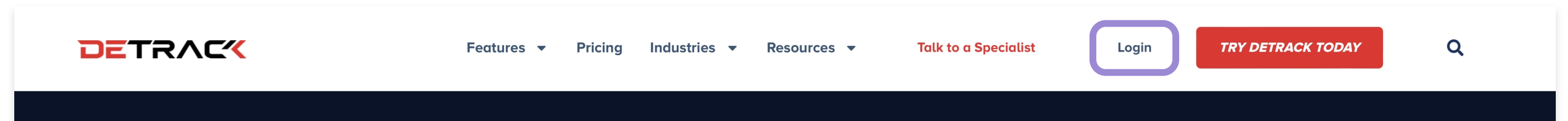
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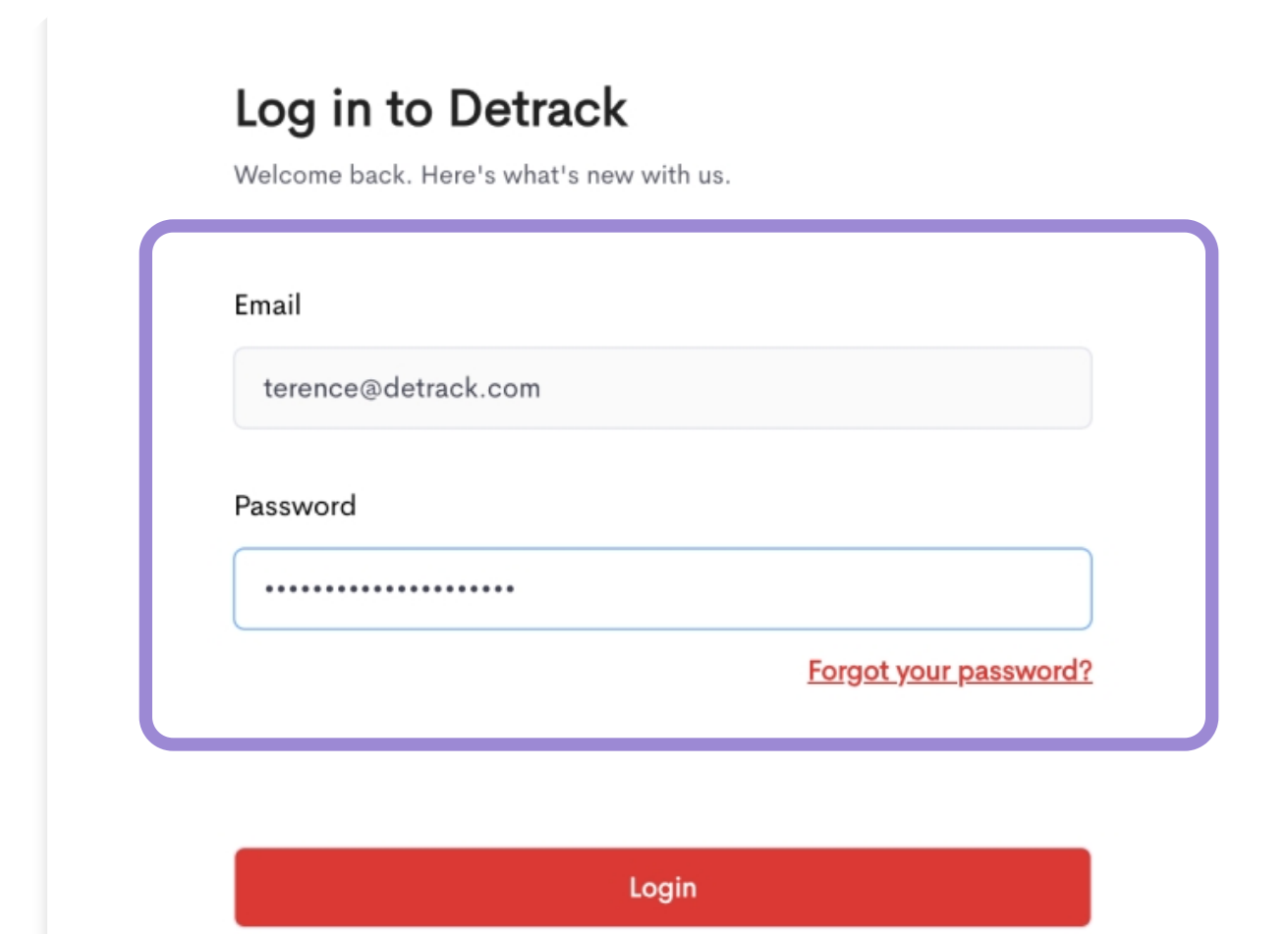
First Way

1. Visit www.detrack.com
2. Click **Login** on top right



Second Way

1. Visit app.detrack.com
2. Key in email and password to login

A screenshot of the Detrack login page. The title is 'Log in to Detrack' with a subtitle 'Welcome back. Here's what's new with us.' Below this is a login form with two fields: 'Email' containing 'terence@detrack.com' and 'Password' with masked characters. A link for 'Forgot your password?' is next to the password field. The entire form is enclosed in a purple border. Below the form is a red 'Login' button.

1. Click **Jobs**
2. Click **Deliveries** to view present day jobs

1

2

Dashboard100%>

Vehicles

Map

Jobs

Deliveries

Collections

Vehicles

COD

Calendar

Search Jobs

Import Jobs

Bulk Update

Bulk Search

COD Search

Reports

Contacts

Deliveries

05:57:35 amThu 23-Nov

Back to Calendar

DELIVERIESCOLLECTIONSVEHICLES

Thu, 23 Nov 2023

All1

Info Received0

In Progress1

Completed0

P.Completed0

Failed0

On Hold0

Return0

Unassigned1

Assigned0

Search

Actions

Export

Import Deliveries

Add Delivery

	Map		Delivery Order (D.O.) No.	Delivery Date	Company Name	Address	Tracking No.	Tracking Status	First Name	F
			DO000004	2023-11-23	Emmersons Logistics	2068 River Way, London SE10 0BE, UK		Info received	Richard	

- 1. Click **Jobs**
- 2. Click **Calendar** to view present day jobs
- 3. Click **date** to view jobs for a specific day

1

Dashboard 100% >

Vehicles

Map

Jobs ^

Deliveries

Collections

Vehicles

COD

2

Calendar

Search Jobs

Import Jobs

Bulk Update

Bulk Search

COD Search

Reports

Contacts

Users

Calendar

06:11:21 am Thu 23-Nov

Select a day to view, add or import jobs.

November 2023

Today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11

3

All: 82

At Warehouse: 1

Failed: 1

In Progress: 76

Partially Completed: 2

Unassigned: 2

Deliveries

🕒 06:37:19 am 📅 Thu 23-Nov

< Thu, 23 Nov 2023 >

[📅 Back to Calendar](#)

DELIVERIES
 COLLECTIONS
 VEHICLES
 COD

All 28

Info Received 0

In Progress 25

Completed 2

P.Completed 0

Failed 1

On Hold 0

Return 0

Unassigned 25

Assigned 3

🔍

☰ ▾

⚙️ Actions ▾

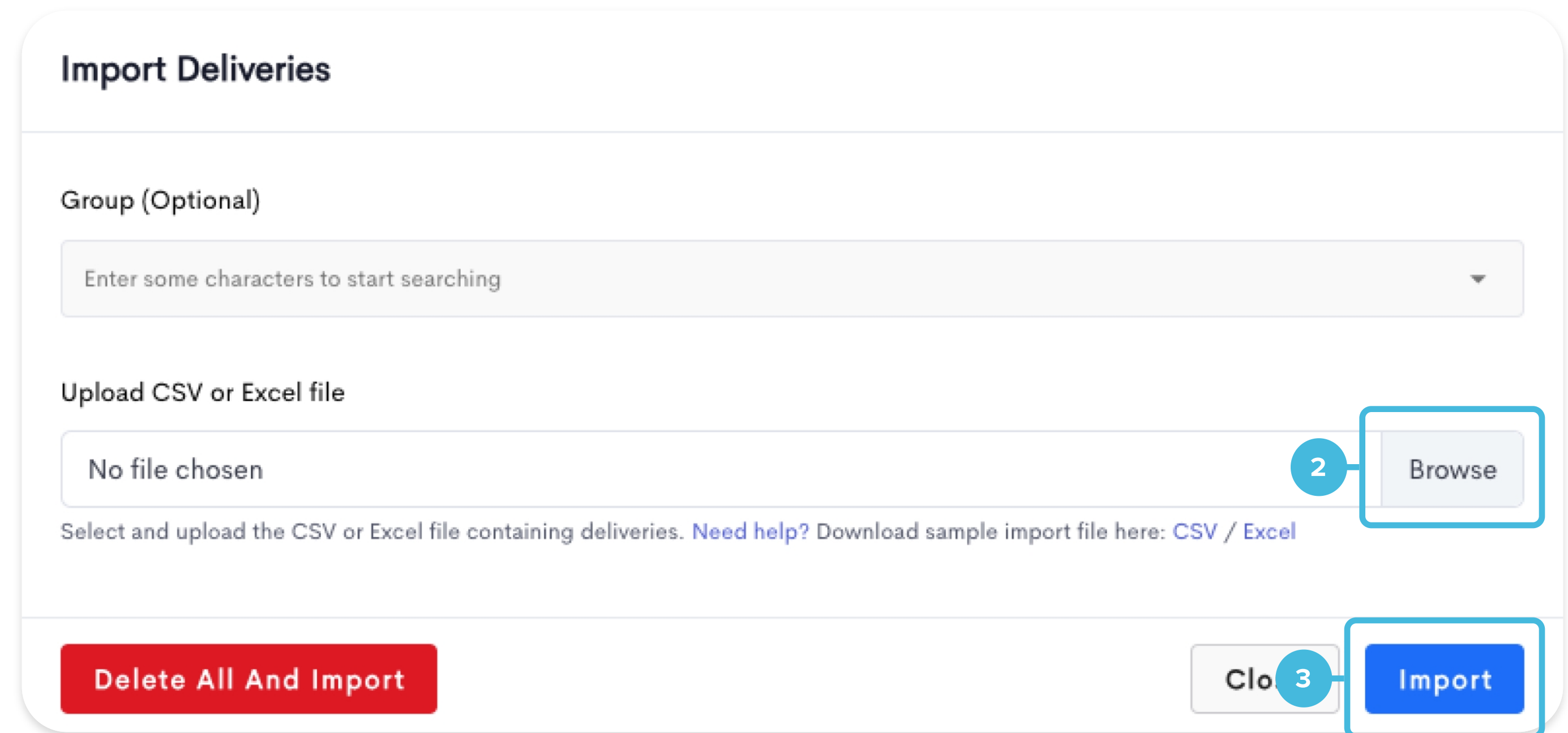
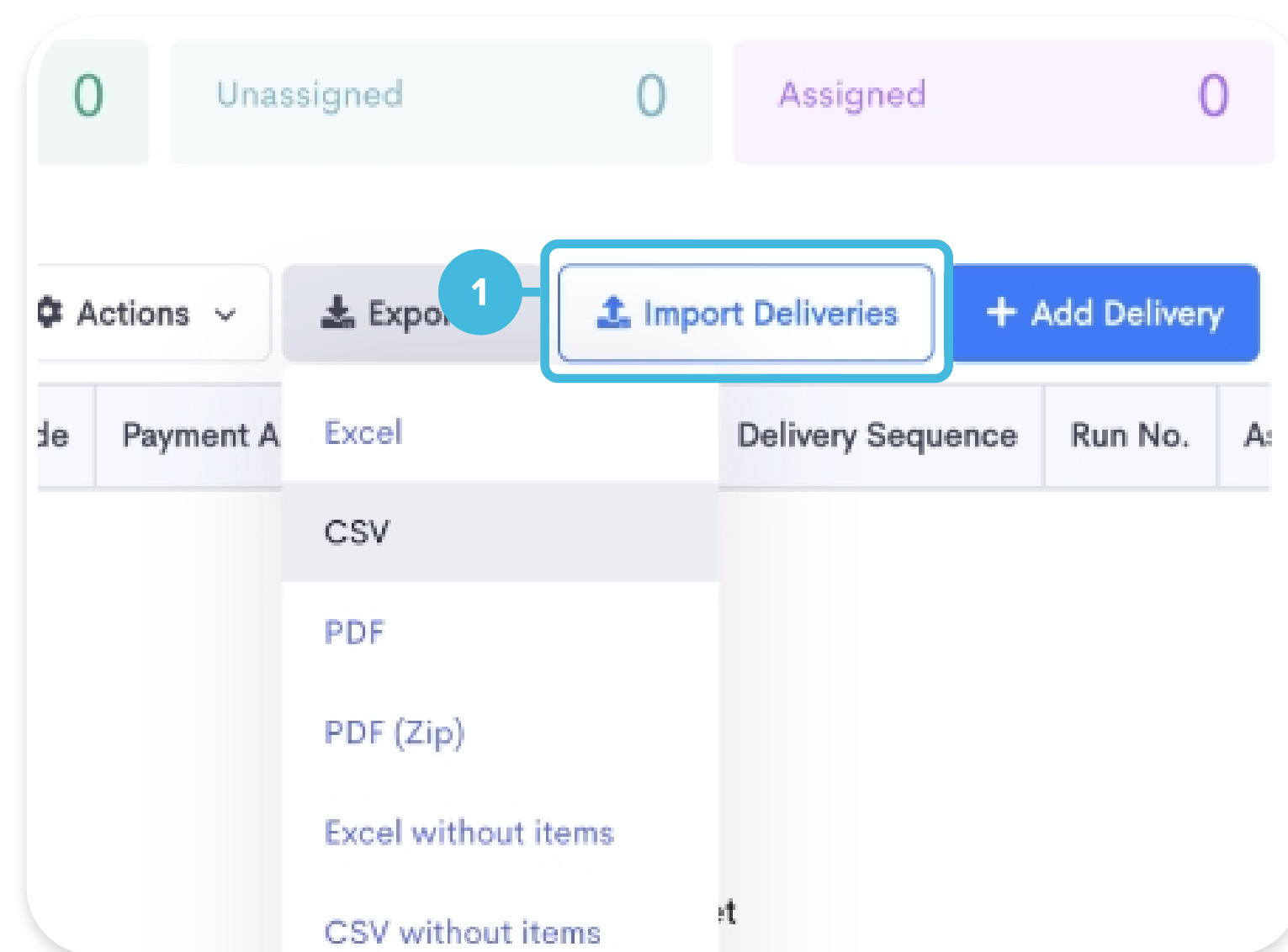
📄 Export ▾

➕ Import Deliveries

+ Add Delivery

<input type="checkbox"/>	Map		Delivery Order (D.O.) No.	Delivery Date	Company Name	Address	Tracking No.	Tracking Status	First Name
<input type="checkbox"/>			DO0001	2023-10-11	Snappy To Go	Holland Park Avenue, London, UK	Z5489012	Completed	John
<input type="checkbox"/>			DO0002	2023-10-11	MaxiFurn	226 Charlton Park Road, Woolwich, London UK	Z6732098	Completed	Cindy
<input type="checkbox"/>			DO0003	2023-10-11	Deliver2You	327 Blackwall Lane, London SE10 0NG, UK	Z1076590	Failed	Mandy

1. Click **Import Deliveries**
2. Click **Browse**
3. Click **Import** to view jobs for a specific day



IMPORT **SUCCESSFUL**

Import Results

Deliveries81

Imported81

Updated0

Export Imported File

Shipping Labels

Import **UNSUCCESSFUL** if required info is missing

**Refer to reason > Update Excel/CSV and import again*

Import Results

Deliveries81

Imported0

Updated0

Invalid Jobs1

Invalid Jobs Table

DN	Date	Address	Instructions	Recipient Email	Notify url	Group	Weight	Route	Errors
	2023-07-19		Change pass at security counter	terence@detrack.com					<ul style="list-style-type: none">DN - cannot be blank

3 Import / Create Jobs >> Over Multiple Days

1. Click **Jobs** > **Import Jobs**
2. Select **File** > Click **Import**

**Date format needs to match with settings.*

**To change date format contact Owner*

Import Jobs 03:37:34 pm Tue 14-Nov

Import Jobs Across Dates Or Import Deliveries And Collections In A Single File

Warning: The date format in your import files must be the same as the system's format. The current system date format is YYYY-MM-DD. You may change the import date format in [Settings > Job > Options](#).

Group (Optional)
Enter some characters to start searching

Upload CSV or Excel file
No file chosen
Select and upload the CSV or Excel file containing your jobs. [Need help?](#) [Download sample import file here: CSV / Excel](#)

Browse

Import

1. Select jobs to assign/unassign
2. Click **Actions**
3. Click on **Assign/Unassign Vehicles**

Thu, 23 Nov 2023

DELIVERIES COLLECTIONS VEHICLES COD

All 1 Info Received 0 In Progress 1 Completed
Failed 0 On Hold 0 Return 0 Unassigned

Search

Map	Delivery Order (D.O.) No.	Delivery Date	Company Name	Address
<input type="checkbox"/>	DO0004	2023-10-11	Emmersons Logistics	2068 River Way, London SE10 0L
<input checked="" type="checkbox"/>	DO0005	2023-10-11	Waldos	1028 Woolwich Rd, London SE10 0L
<input checked="" type="checkbox"/>	DO0006	2023-10-11	Meal Taxi	1028 Woolwich Rd, London SE10 0L

Actions

- Delete
- Assign Vehicles
- Unassign Vehicles
- Assign Group
- Change Date

4. Select vehicles > Save

Assign Driver

Assign To

Enter some characters to start searching

Terence

Terence

TerenceNote10

Terenceiphone13

Assign Driver

Assign To

Enter some characters to start searching

Terence

Save

1. Include **driver's name** under **driver column** in Excel file
2. **Save** Excel and **import**

Assigning job sequence for driver to follow:

- Assign route / run / trip to one driver
- Input sequence number to arrange the job in your driver phone

	M	N	O	
	▼ Assign To	▼ Route	▼ Job Sequence	▼ SK
om	Terence	1		5 SV
om	Terence	1		6 UX
om	Terence	1		4 SV
om	Terence	1		1 AV
om	Terence	1		2 UX
om	Terence	1		3 Vis
om	Siriwan	2		1 SV
om	Siriwan	2		2 AV
om	Siriwan	2		3 UX
om	Siriwan	2		4 SV

1. Click **Jobs**
2. Click **Vehicles**
3. Click **Transfer Jobs**

The screenshot displays the Detrack system interface. On the left sidebar, the 'Jobs' menu item is highlighted with a red box and a red circle containing the number 1. Below it, the 'Vehicles' menu item is also highlighted with a red box and a red circle containing the number 2. The main content area is titled 'Vehicles' and shows a date filter for 'Thu, 23 Nov 2023'. Below the title, there are tabs for 'DELIVERIES', 'COLLECTIONS', 'VEHICLES' (which is selected), and 'COD'. A table lists four vehicles: Gabby, GFOLD, Iqbal Driver Pick Up, and Jane. Each row in the table has columns for 'Info Received', 'In Progress', 'Completed', 'Partially Completed', 'Failed', 'Last POD At', and 'Connected At'. To the right of the table, there are buttons for 'Arrange', 'View', and 'Download Route'. In the top right corner of the main area, there is a 'Back to Calendar' button and a 'Transfer Jobs' button, which is highlighted with a red box and a red circle containing the number 3.

Vehicle Name	Info Received	In Progress	Completed	Partially Completed	Failed	Last POD At	Connected At	Arrange	View	Download Route
Gabby	0	0	0	0	0		2021-04-16, 17:48			
GFOLD	0	0	0	0	0	2023-05-24, 16:32	2023-06-28, 13:12			
Iqbal Driver Pick Up	0	0	0	0	0		2020-11-06, 10:31			
Jane	0	0	0	0	0	2019-11-06, 10:59	2019-11-16, 08:28			

4. Select Vehicles to transfer between jobs

Transfer Jobs

Vehicle A

GFOLD

Gabby

Iqbal Driver Pick Up

Jane

Jason

Jenny iPhone Contractor2

Vehicle B

Empty List

Deselect All

Select All

Deselect All

Select All

Transfer Jobs

Vehicle A

GFOLD

Showing all 3

DZ079 (460 LORONG 6 TOA PAYOHHDB HUB 310460) Delivery

DZ069 (3 TEMASEK BLVD #02-001 038983) Delivery

DZ005 (Blk 686C Jurong West Central 1 993686) Delivery

Vehicle B

GFOLD

Gabby

Iqbal Driver Pick Up

Jane

Jason

Jenny iPhone Contractor2

Deselect All

Select All

Deselect All

Select All

4. Select jobs

5. Click (>, >>, <, <<) to transfer

The image shows two screenshots of the 'Transfer Jobs' interface, illustrating the process of transferring jobs between two vehicles.

Left Screenshot:

- Vehicle A:** GFOLD. List shows 3 jobs:
 - DZ079 (460 LORONG 6 TOA PAYOHDB HUB 310460) **Delivery**
 - DZ069 (3 TEMASEK BLVD #02-001 038983) **Delivery**
 - DZ005 (Blk 686C Jurong West Central 1 993686) **Delivery**
- Vehicle B:** Dropdown menu is open, showing options: GFOLD, Gabby, Iqbal Driver Pick Up, Jane (highlighted), Jason, and Jenny iPhone Contractor2.
- Transfer Controls:** A red box highlights the transfer buttons: >, >>, <, and <<.

Right Screenshot:

- Vehicle A:** GFOLD. List is empty, labeled 'Empty List'.
- Vehicle B:** Jane. List shows 3 jobs:
 - DZ079 (460 LORONG 6 TOA PAYOHDB HUB 310460) **Delivery**
 - DZ069 (3 TEMASEK BLVD #02-001 038983) **Delivery**
 - DZ005 (Blk 686C Jurong West Central 1 993686) **Delivery**
- Transfer Controls:** A red box highlights the transfer buttons: >, >>, <, and <<.

A large red arrow points from the left screenshot to the right screenshot, indicating the transfer action.

> Transfers selected jobs in ➡ direction

< Transfers selected jobs in ⬅ direction

>> Transfers all jobs in ➡ direction

<< Transfers all jobs in ⬅ direction

1. Click **Jobs**
2. Click **Vehicles**
3. View overall performance by vehicle/drivers

Vehicles

07:43:18 am Thu 23-Nov

Thu, 23 Nov 2023

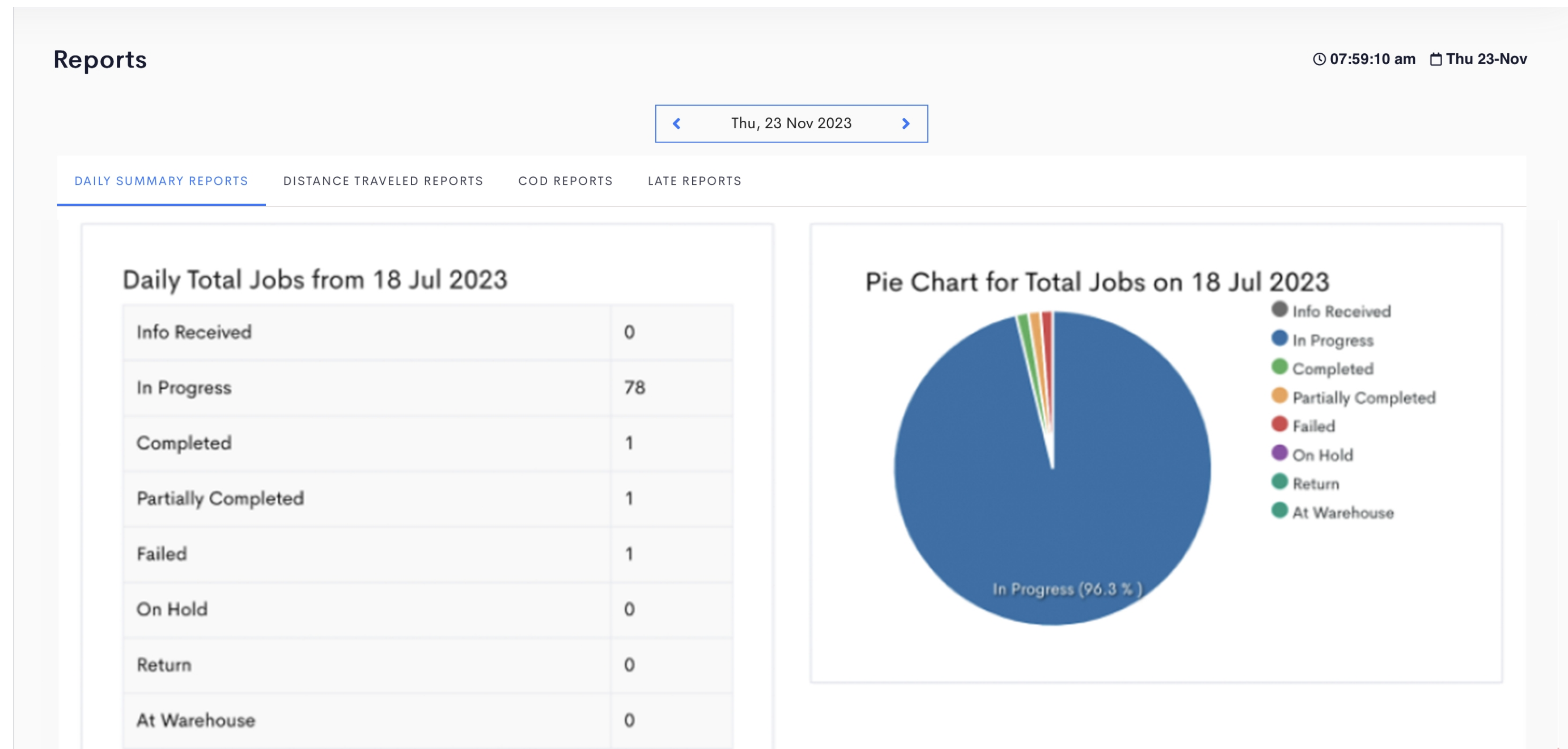
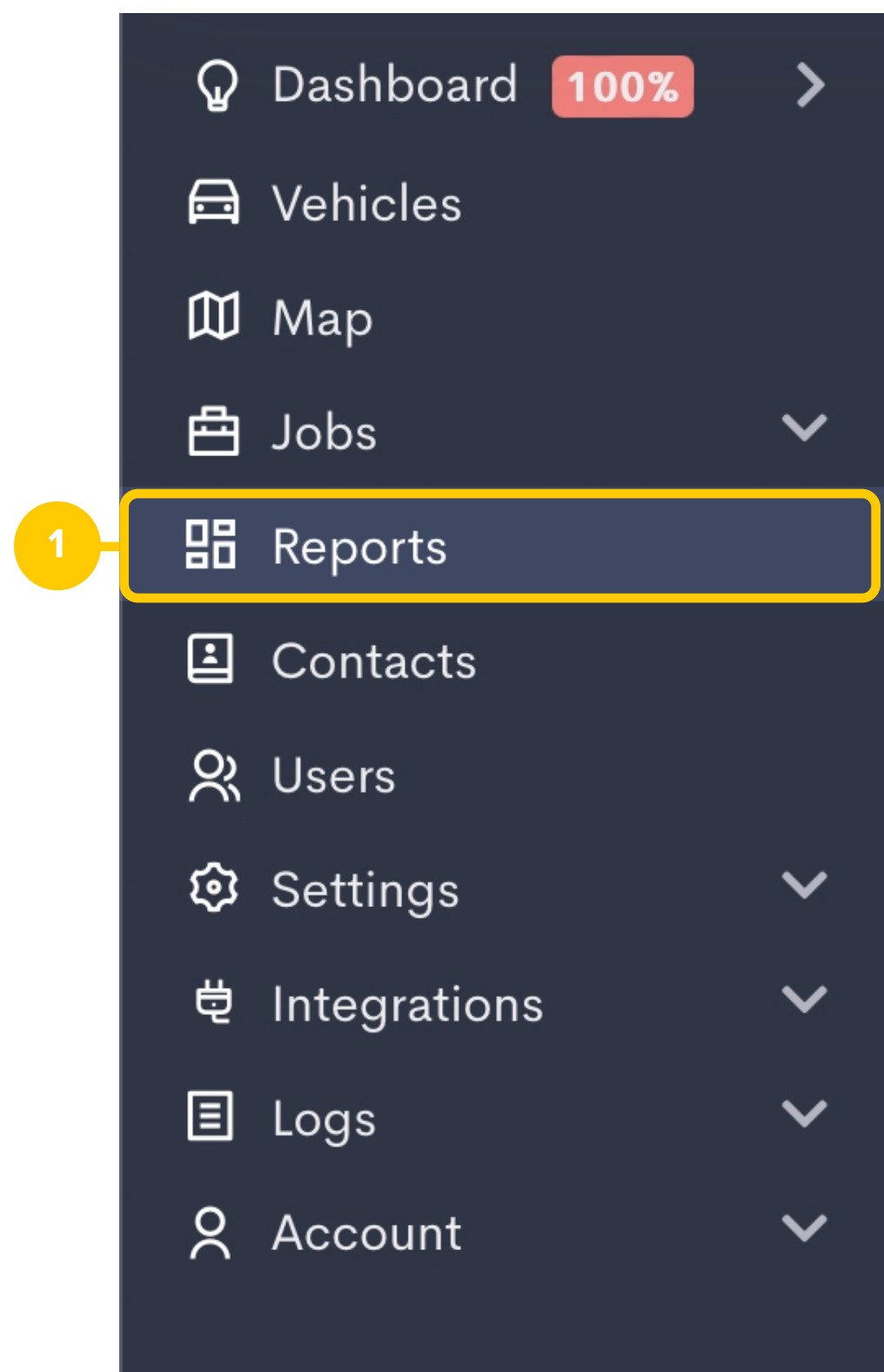
Back to Calendar

DELIVERIES COLLECTIONS **VEHICLES** COD

Transfer Jobs

Vehicle Name	Info Received	In Progress	Completed	Partially Completed	Failed	Last POD At	Connected At	Arrange	View	Download Route
Gabby	0	0	0	0	0		2021-04-16, 17:48			
GFOLD	0	0	0	0	0	2023-05-24, 16:32	2023-06-28, 13:12			
Iqbal Driver Pick Up	0	0	0	0	0		2020-11-06, 10:31			
Jane	0	0	0	0	0	2019-11-06, 10:59	2019-11-16, 08:28			

1. Click **Reports**
2. View overall performance by vehicle/driver



1. Click **Export**
2. **Excel / CSV** - To download report for selected date

The screenshot displays the Detrack delivery management interface. At the top, there's a date selector for 'Thu, 20 Jul 2023' and a 'Back to Calendar' button. Below this, a navigation bar includes 'DELIVERIES', 'COLLECTIONS', 'VEHICLES', and 'COD'. A summary section shows various delivery statuses with counts: All (80), Info Received (0), In Progress (80), Completed (0), P.Completed (0), Failed (0), On Hold (0), Return (0), At Warehouse (0), Unassigned (74), and Assigned (6). A search bar is located below the summary. The main table lists delivery details with columns: Map, Webhook Status, Attempt, Age, DN, Customer Name, Address, Job Status, Vehicle, and Tracking Status. The 'Export' button is highlighted with a yellow circle and a '1'. The 'Export' dropdown menu is open, showing options: Excel, CSV, PDF, and PDF (Zip). The 'PDF' option is highlighted with a yellow circle and a '2'.

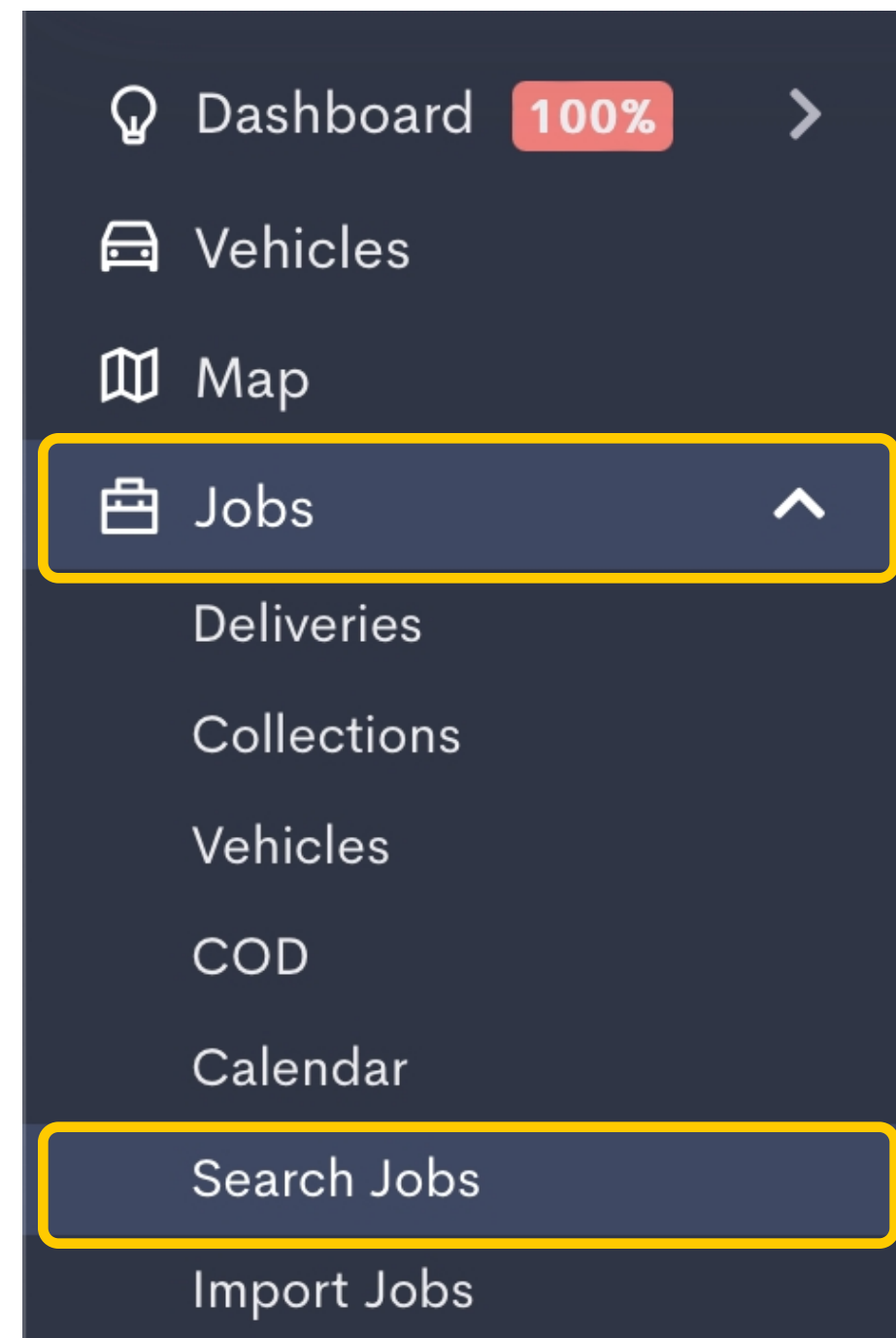
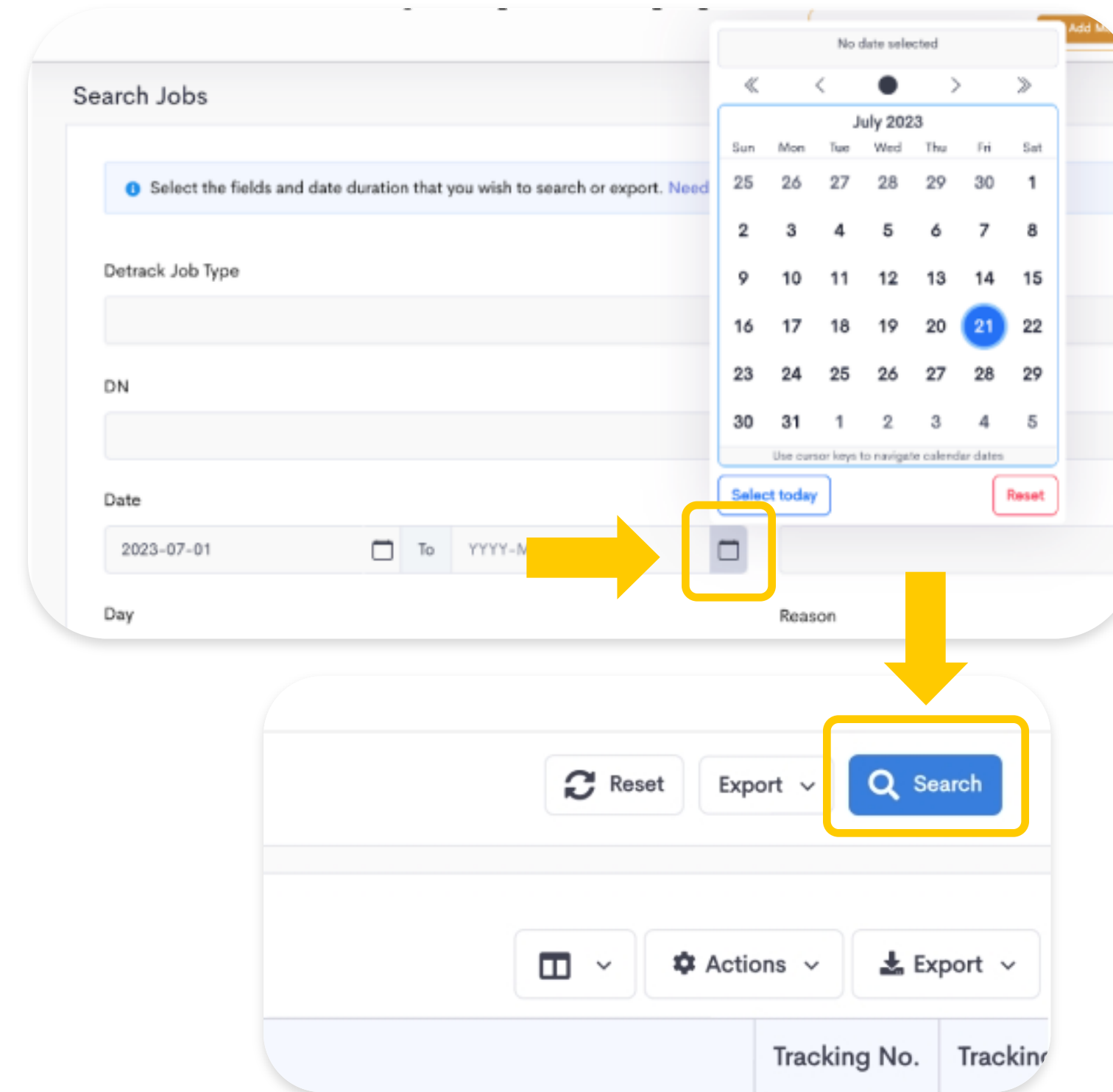
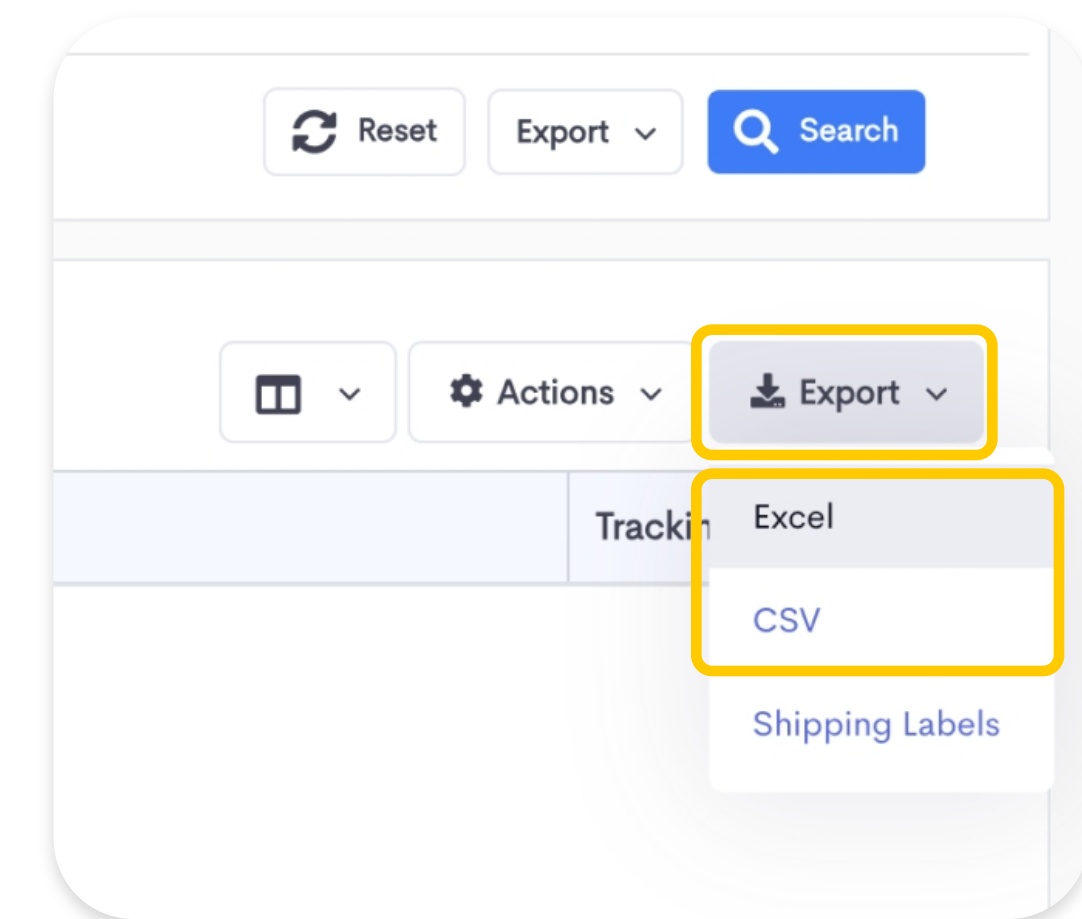
Map	Webhook Status	Attempt	Age	DN	Customer Name	Address	Job Status	Vehicle	Tracking Status
<input type="checkbox"/>			1	1	DZ079	Jacqueline	460 LORONG 6 TOA PAYOH HDB HUB 310460	In Progress	Out for delivery
<input type="checkbox"/>			1	1	DZ069	Camelia	3 TEMASEK BLVD #02-001 038983	In Progress	Out for delivery

PDF

One file with all PODs in multiple pages

PDF (ZIP)

Folder contains multiple files. Each file represents one POD

1. Click **Jobs** > **Search Jobs**2. Input Date from and To > **Search**3. **Export** > **Excel or CSV**

Customizing Logo

<https://www.detrack.com/tutorial/how-to-brand-your-dashboard-with-your-company-logo/>

Fieldmapping

<https://www.detrack.com/integrate/>

Customizing Shipping labels

<https://www.detrack.com/tutorial/how-to-customize-your-shipping-labels-for-deliveries-and-collections/>

Customizing Proof of Delivery (POD)

<https://www.detrack.com/tutorial/how-to-customize-proof-of-deliveries-pod/>

Setting up Notifications

<https://www.detrack.com/tutorial/how-to-set-up-email-and-text-sms-notifications/>

Need more advanced assistance?

 [Book a call](#) with our onboarding specialist

 Drop us an email @ support@detrack.com

Capture Photo

<https://www.detrack.com/tutorial/how-to-capture-photo-proof-for-delivery/>

Capture Signature

<https://www.detrack.com/tutorial/how-to-capture-signature-for-delivery/>

Complete Job

<https://www.detrack.com/tutorial/how-to-submit-delivered-status/>

Fail Job

<https://www.detrack.com/tutorial/how-to-submit-failed-delivery-status/>

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📞 [Book a call](#) with our onboarding specialist

✉ Drop us an email @ support@detrack.com

Scan barcode/QR code to complete many orders at once

<https://www.detrack.com/tutorial/how-to-perform-scanning-of-barcodes-qr-codes-for-mass-pod/>

Indicate item rejected by customer

<https://www.detrack.com/tutorial/how-to-reject-delivery-item/>

Calling customer

<https://www.detrack.com/tutorial/how-to-call-recipient/>

Using Google Maps

<https://www.detrack.com/tutorial/how-to-start-gps-navigation-to-delivery-location/>

Writing comment

<https://www.detrack.com/tutorial/how-to-write-note-for-delivery/>

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Thank you



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