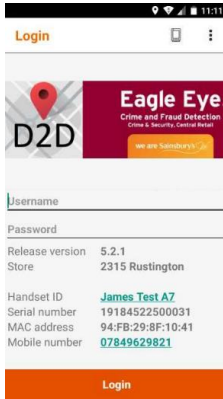


D2D Handset Driver Guide

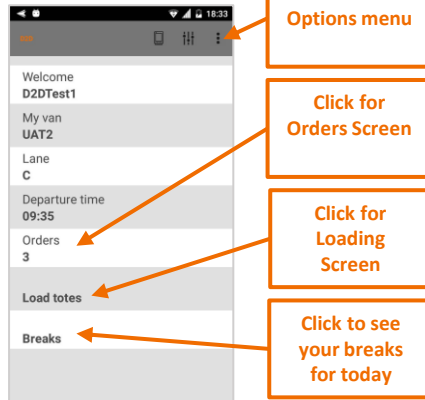
Unlock the handset by swiping up from the bottom of the screen and then enter 1234, or your 4-digit store number, then press tick



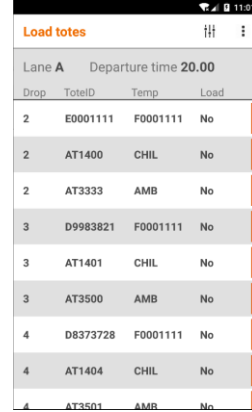
Enter Username and password



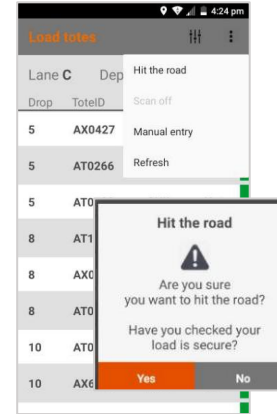
Home screen has route info including van, lane and departure time



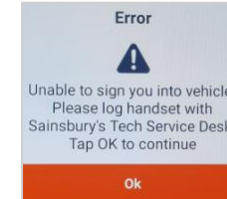
Loading Screen – All totes which are fully picked will show. Only scan totes on the van. Red marker indicates not scanned



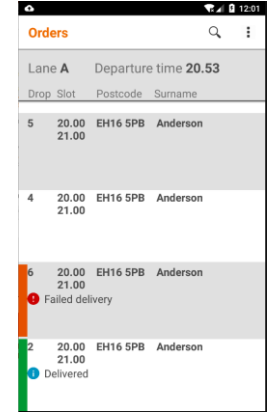
Hit the Road – Once all totes are loaded go to Options Menu and Select Hit the road and Yes to confirm



HTR Error Screen Phone STSD to resolve.



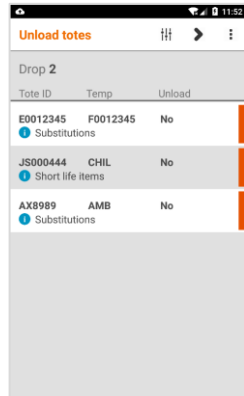
Orders screen has drops in delivery order. Click on order to bring up full customer details



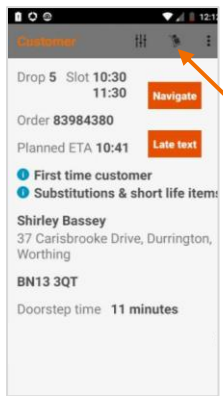
This error means you will not:
 • Receive co-ordinates of your drops for the navigation
 • Be able to use the Vehicle Checks app

Unload screen

Confirms all the tote IDs for the order. Gather all the orders totes and bags into the central aisle of the van before scanning totes off. Remove products from AX labelled bags and add to a tote. Fxxxxxxx in the Temp column indicates the frozen tote the customer's order is in, tote ID is the frozen divider number

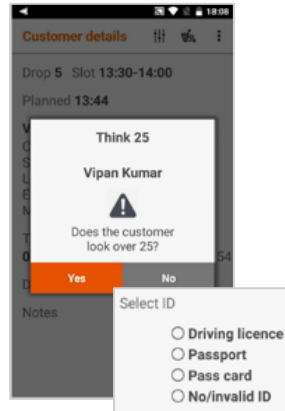


Customer screen has full customer details. Press Navigate button for sat nav route to delivery address

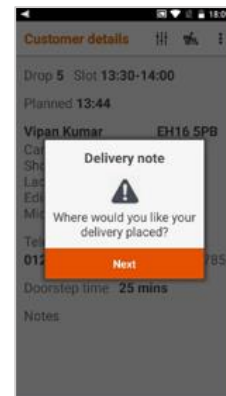


Once at the delivery address click the deliver symbol (sack barrow)

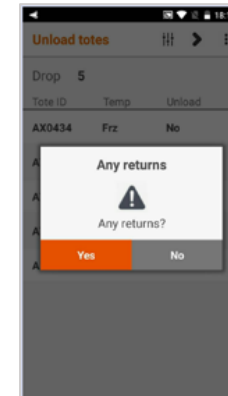
Think 25 confirm the customer looks over 25. If not press no and complete an ID check and confirm ID seen



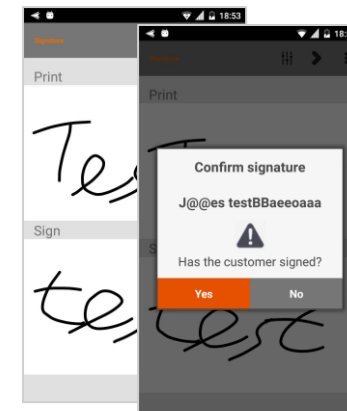
Delivery placed check with customer where they want the delivery placing. Remember DRA if going into property and shoe covers.



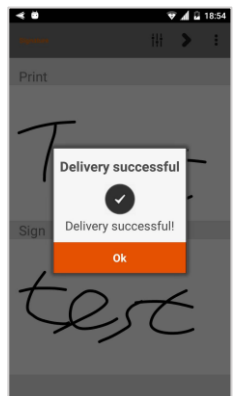
Any returns If yes need processing through the handset.



Signature Ask the customer to sign and print legibly on the screen. If they can't sign press No



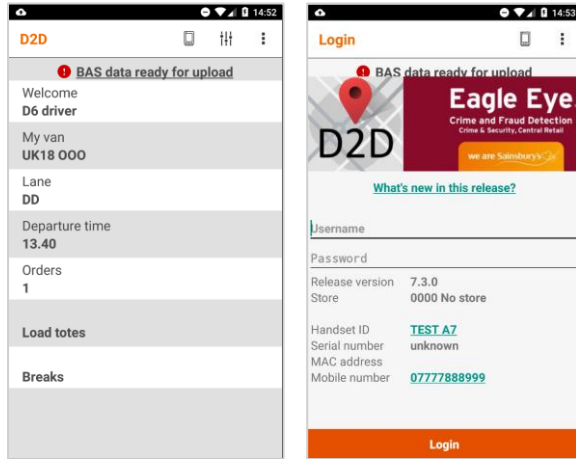
Confirmation delivery is successful.



All deliveries Complete

When all deliveries are complete you will see a prompt on the handset that Back at Store (BAS) data is ready for upload. This will appear on the Welcome page and on the Login page.

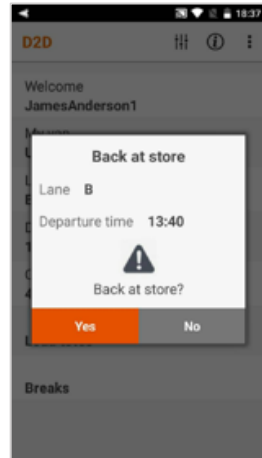
Do not try and complete BAS while away from the store.



Back at store

On arrival back in your department at store then in the Additional Options Menu select Back At Store and press Yes to confirm at you are back at store. Alternatively press the BAS data ready for upload message and you will get the same prompt

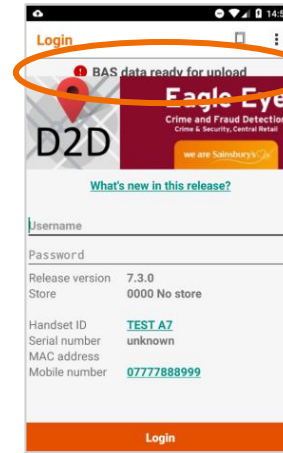
Do not try and complete BAS while away from the store



Back at store not completed

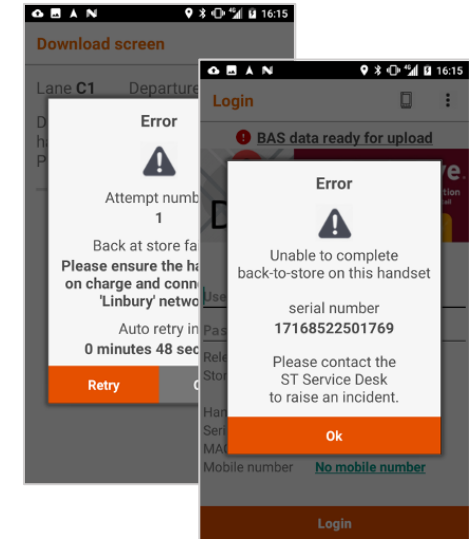
If BAS has not been completed the BAS data ready for upload message will remain on the handset.

Any outstanding uploads must be completed by clicking on the message and pressing Yes to confirm BAS. This can be completed by anyone. Handsets should be checked before the morning task of clearing any outstanding orders in ILS is completed.



Back at store failure

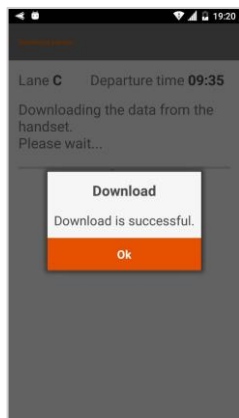
The handset will try to do BAS 5 times if is unable to complete back at store you will see an error message and will need to report it to STSD.



Download successful

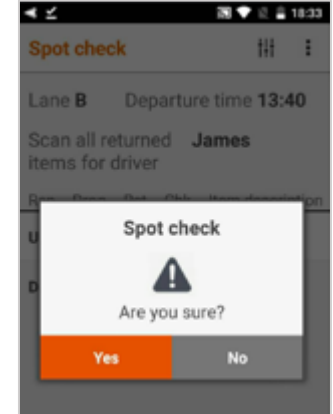
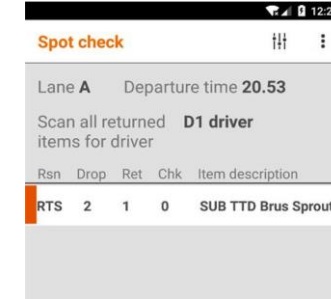
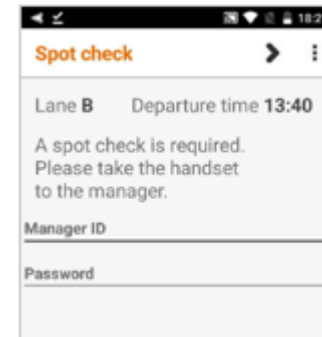
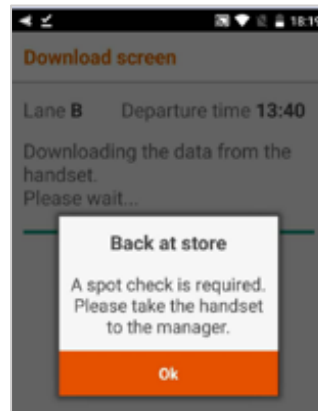
Once the handset has downloaded successfully you will get this confirmation and the handset will automatically log you off, unless you have a spot check

Log off the handset and make sure that it is placed fully in the charging dock



Spot Check

A prompt will appear if your run has been randomly selected to have a spot check. Take the handset to the Online CTM or the Duty Manager to process the spot check. You will need to take any returned items with you as they will need to scan them



Additional Loading info

Loading Screen

Shows the totes which have been fully picked for all your orders for the next run.

To view the contents of a tote, click on the row containing the tote id

Red indicator shows tote has not been scanned, this will go green once tote successfully scanned

Lane C	Drop	TotalID	Temp	Load
5	AX0427	Manual entry		
5	AT0266	Refresh		
5	AT0188	CHIL	No	
8	AT1000	FRZ	No	
8	AX0499	CHIL	No	
8	AT0471	AMB	No	
10	AT0256	CHIL	No	
10	AX6543	AMB	No	

Loading Screen

When loading (Driver log on only) there is the option to refresh to bring through any outstanding completed totes

Refresh is accessed from the options menu drop down

All current totes must be showing as loaded, so green, before refresh is available

Lane A	Drop	TotalID	Temp	Load
3	AX0490	AMB	No	
2	AT0482	CHIL	Yes	
2	AT0205	AMB	Yes	
3	AT0480	CHIL	Yes	
3	AT0284	AMB	Yes	
4	AT0557	CHIL	Yes	
4	AT0283	AMB	Yes	
5	AT0481	CHIL	Yes	

An order on your van cancelled or moved to another van prior to Hit the Road (HTR)

You will get a notification that an order has been moved or cancelled you will not be able to HTR until it is scanned off

Select **Options** then **Scan Off**

Scan the affected totes and then remove them from your van.

You will now be able to HTR

Lane A	Drop	TotalID	Temp	Load
3	D0000002	FRZ	Yes	
3	AT1004	CHIL	Yes	
3	AT0003	AMB	Yes	
4	D0000001	FRZ	Yes	
4	AT1005	CHIL	Yes	
4	AT0004	AMB	Yes	
5	D0000000	FRZ	Yes	
5	AT1006	CHIL	Yes	
5	AT0005	AMB	Yes	

Totes should only be scanned once they have been loaded on the van to avoid leaving totes behind at store

For totes not for your run you will hear a beep when scanning, these totes must be taken off the van prior to leaving the store

Marking a card as declined on D2D handset

The GA should highlight any decline cards on your Van Loading Check Sheet. This information can be added to the handset as a reminder.

After you HTR you will be asked if you have any **declined cards** – you can flag these on the handset.

On the **Orders** screen press and hold on the declined order

You will be asked if you want to mark this order as a **declined card**.

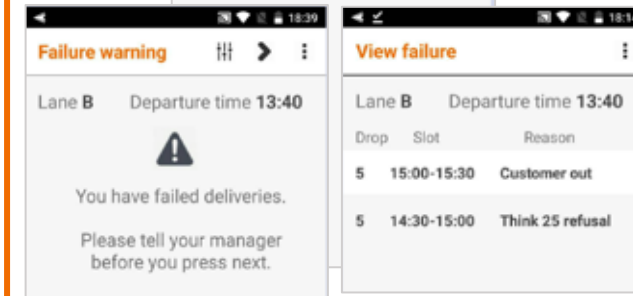
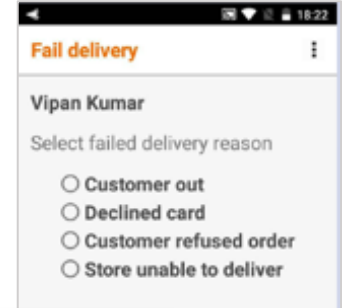
If you press **Yes**, then a **red declined card flag** will come up under the order

The flag will also be on the **customer** screen unless you long press again on the order and press no to remove it

There is a prompt when you go to deliver if the flag is still on

Delivery Failed

From the **customer details** screen select **options** and **fail delivery**. If you are unable to deliver the order you need to confirm the reason why by selecting the appropriate option.



Do not deliver declined cards unless you are authorised to do so, or it has cleared.

If a declined card has not cleared and you are at the customer before the decline, you should miss out the decline card and continue to any other deliveries you have, phoning ahead if you are going to be early.

When you return to store the handset will remind you to inform your manager you have failed orders. These can then be viewed.

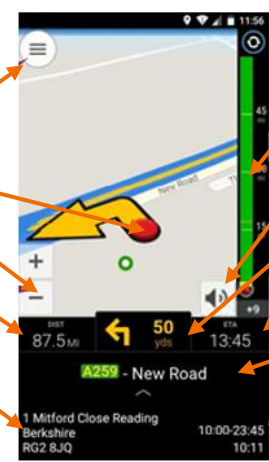
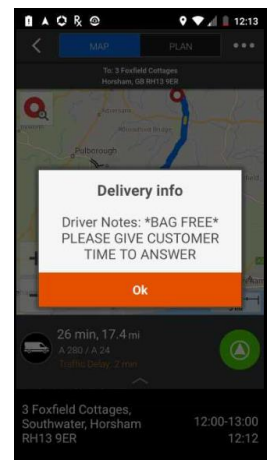
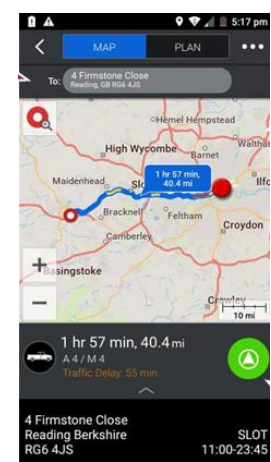
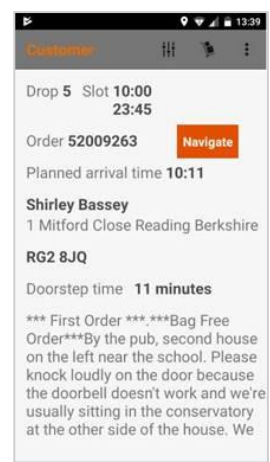
D2D Handset Driver Guide - navigation – Co-Pilot

Customer screen has full customer details. Press **Navigate** button for sat nav to delivery address.

Overview of the route. Click on grey **To** section to overwrite address. Press green arrow to start navigation.

Overview Tap on the address to bring up instructions

Trip Screen - Navigation is a guide to support you finding addresses, but you still need to make your own decisions based on what you see around you.



- Options Menu
- Current location
- Map zoom
- Miles to destination
- Delivery address. Tap address to see any Delivery instructions
- Live Traffic view
- Mute / sound
- Distance to next turn
- Navigation ETA
- Current Road
- Ordered slot & D2D planned arrival time

Options Menu accessed from the menu button on the trips screen .

Settings menu accessed from the Options Menu. Click on option to adjust or check current setting

Adjusting volume of voice instructions is done in main D2D handset options menu

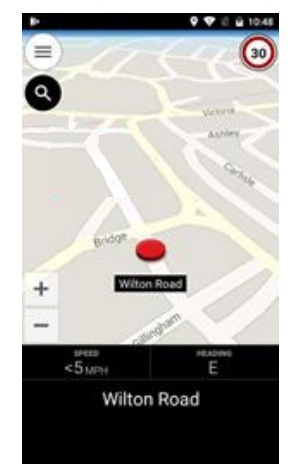
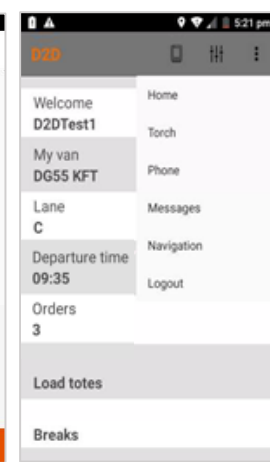
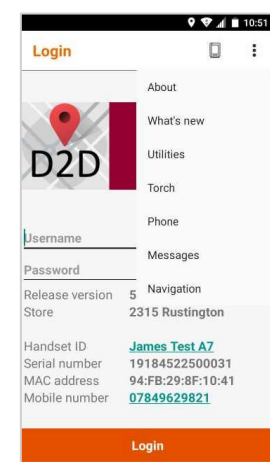
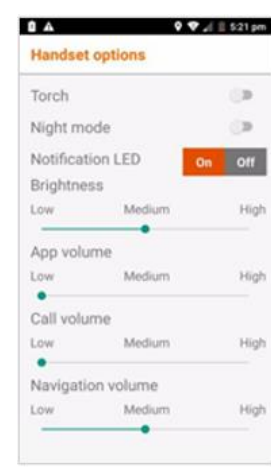
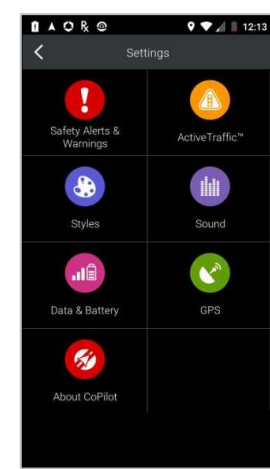
Access a blank (i.e. put in any address) navigation option from the Login Screen or the D2D menu.

In the **Map Screen** tap on the magnifying glass to search for an address

X to close options menu

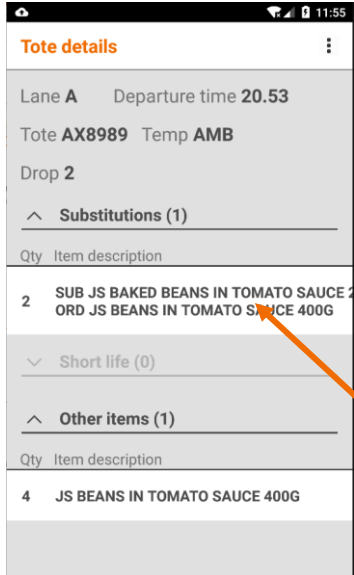
Toggle between 2D & 3D & Safety View

- Search for new address, co-ordinates or place of interest
- Add a stop to your trip
- Clear the stop
- Access Settings



Tote Details

By clicking on the tote, you can check the products that have been scanned to that tote

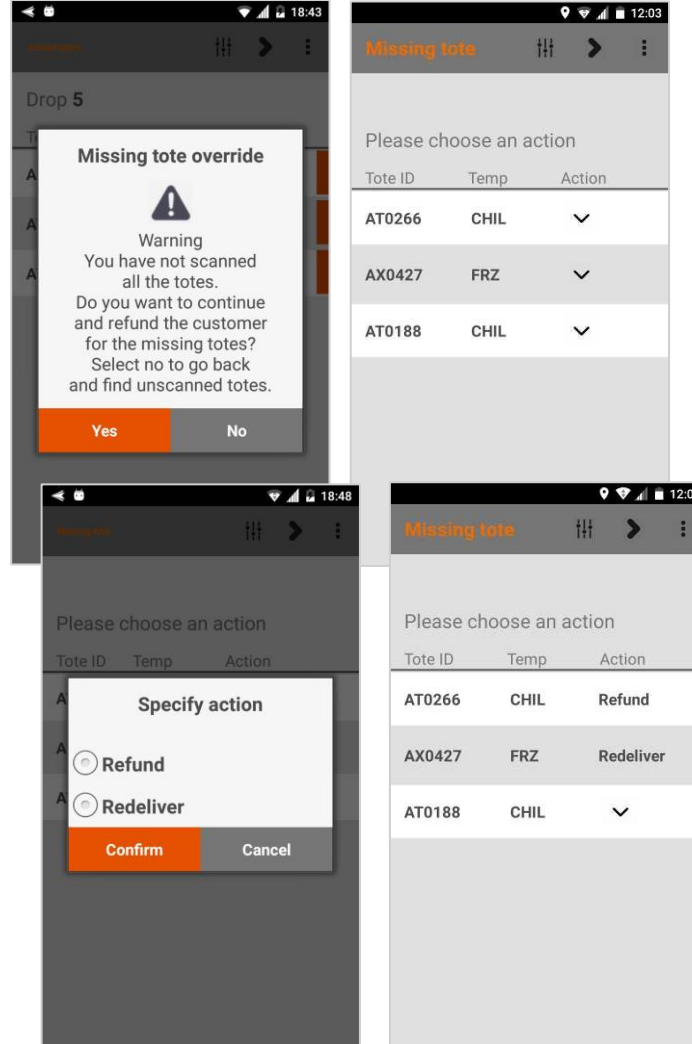


Scroll from left to right to see full item description and up and down to see full list

This screen can be accessed whenever you have a tote number on the screen

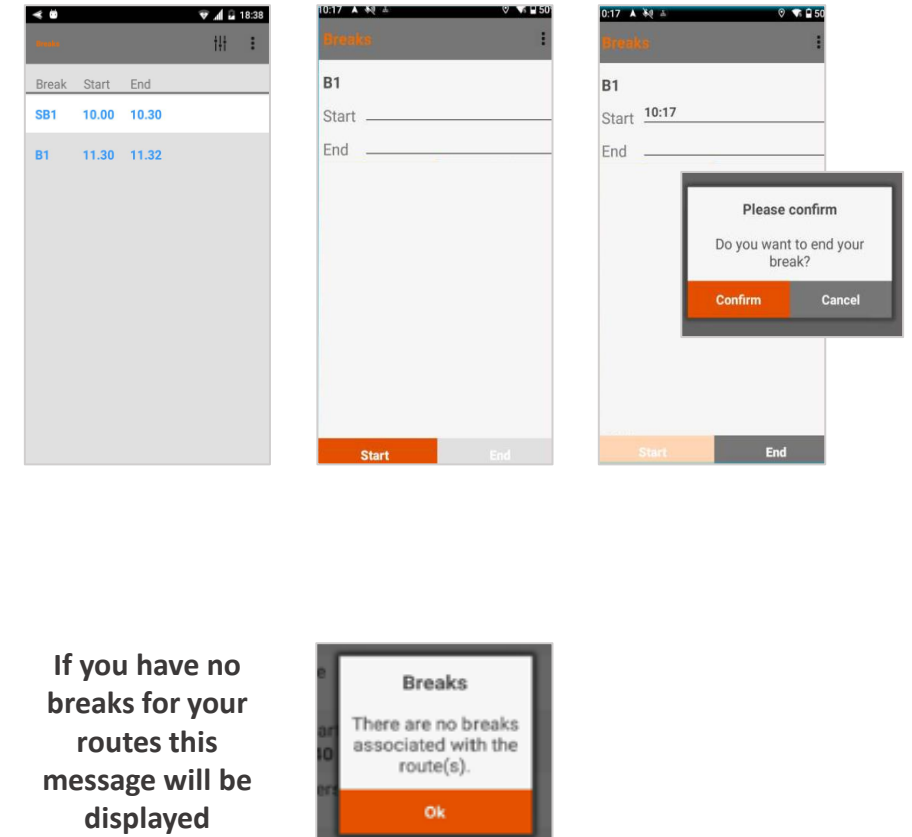
Missing Tote

If you do not scan all the totes for a customer delivery you will need to confirm what action you are taking



Break screen

Shows the break(s) for your routes that day including a start and finish time. Click on the break from this screen or the orders screen to action the break. Press Start and End then Confirm



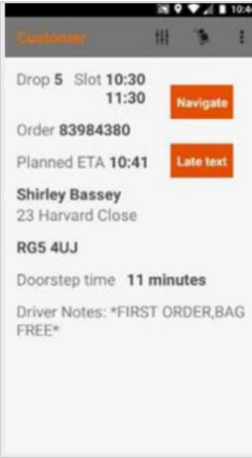
If you have no breaks for your routes this message will be displayed

Manual Text

On the **Customer Screen** press **Late text**

Check that a mobile number is selected. Deselect any landline numbers. Adjust the time to your predicted arrival time & press confirm

Review the message. Press Send or cancel. You will get a confirmation it has been sent or that it is pending if no signal

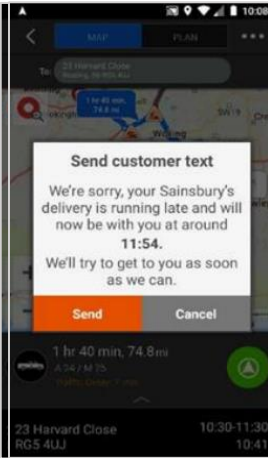
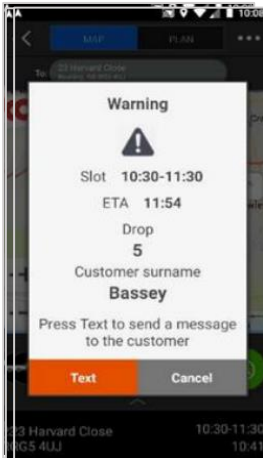
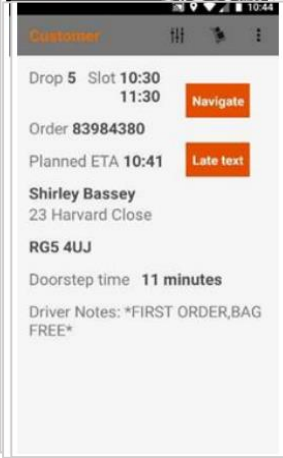


Navigation ETA Text

On the **Customer Screen** press **Navigate**. If the route calculated gives an ETA past the end of the slot a pop-up message appears

Select **Text** to message or cancel to go back

The Navigation ETA will auto populate. Review the message. Press Send or Cancel. You will get a confirmation it has been sent or that it is pending if no signal



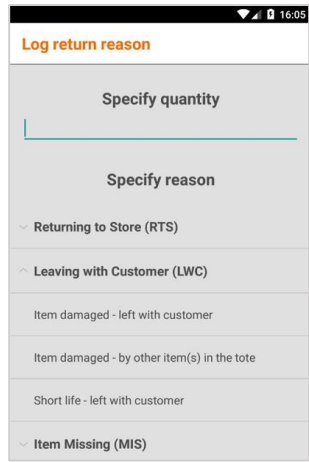
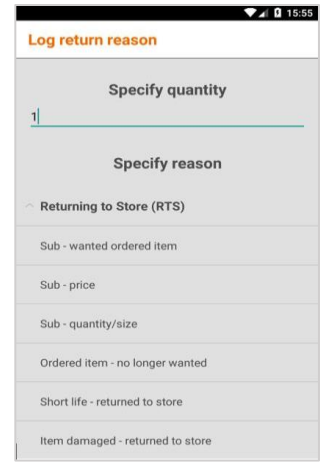
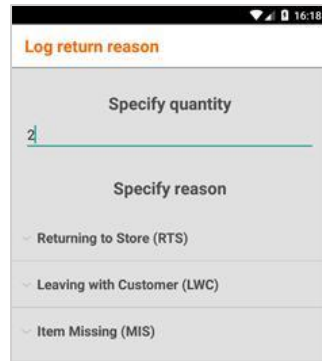
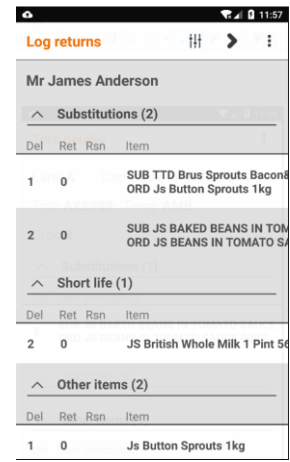
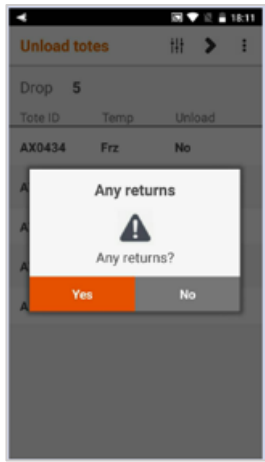
D2D Handset Driver Guide - processing a return

Any Returns - Confirm if the customer wishes to return any items. Press Yes if they do.

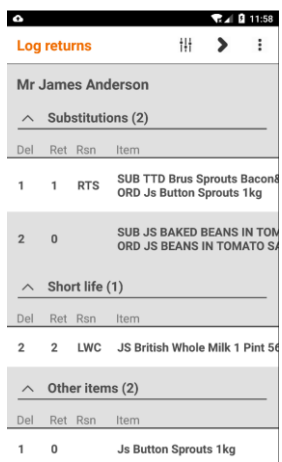
Log Returns - Select the item from the list or scan the item.

Log Return Reason - Once the product is selected/scanned select one of the options.

Log Return Reason
 Selecting RTS or LWC will then require you to select a further reason
 Select the appropriate reason code for the item being returned and the quantity.
 There are no additional reasons for Item Missing



Log returns - The most recently scanned or selected line will appear at the top of the list with its given reason code



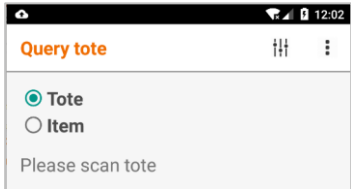
Main Returns codes
 RTS - Returning to Store
 LWC - Leaving with Customer
 MIS - Item Missing

Tote query after Hitting the Road (HTR)

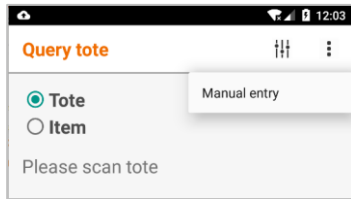
Used to confirm if a tote or item is for your route or not or to confirm the totes drop number



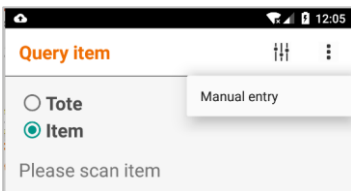
Once HTR has been selected, in the Orders screen select the magnifying glass



Scan the tote or item you want to query

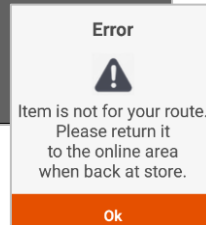
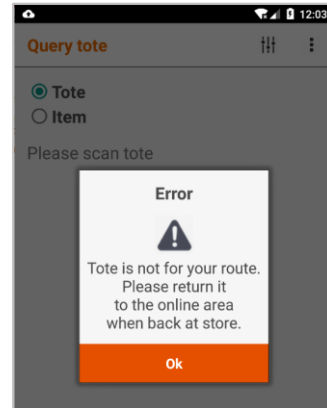


Or use the drop down to select manual entry and type in tote number or EAN (barcode) number for items

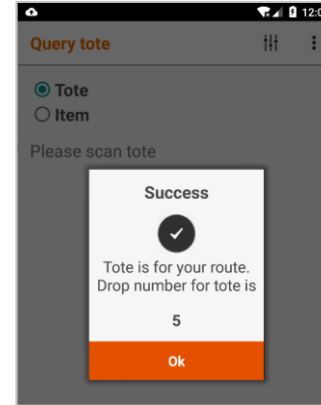


If the tote or item is not for your route you will see this error message.

The tote or item should be returned to Online if still at store or put to one side in the van until the driver returns to store if already departed



If the tote is for your route the drop number will be displayed

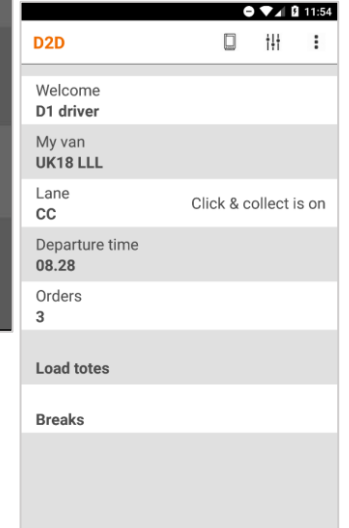
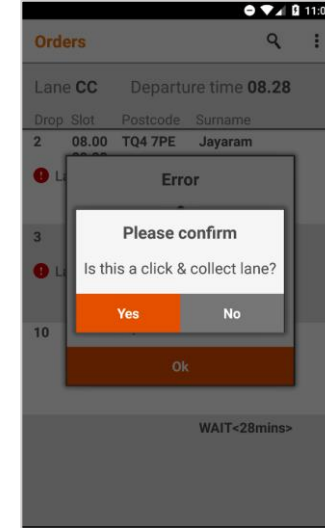


If the item is for your route the totes, drop and quantity that has this item will be displayed.

Tote ID	Drop	Quantity
E0001111	6	2
E0012345	2	1
D0000002	4	2

After HTR C&C prompt

Once you have hit the road you may be asked to confirm if this is a click and collect lane. This is because some functions are turned off if it is, for example late warning prompts, orange navigation button and late text button



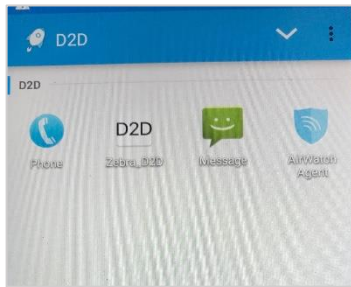
Using the phone

The handset replaces the driver mobile phone. There are 3 ways you can access the phone function

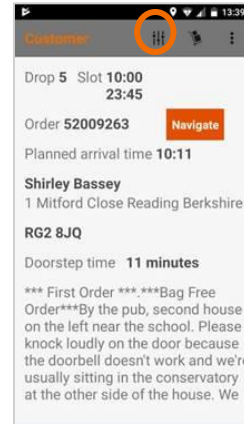
1. Through the **launcher screen**, when you first log on or you exit the D2D app on the handset

The phone which comes up is very much like an android phone and used in the same way.

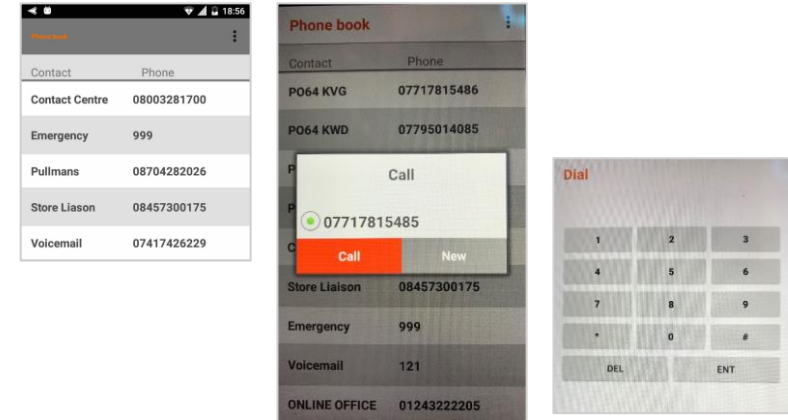
Access **Voicemail** by dialling 901. PIN should be your 4 digit store number.



2. Through the customer details screen by going to **options, call customer** and selecting the number from the pop up. Press "New" to bring up the dial pad to dial a different number.



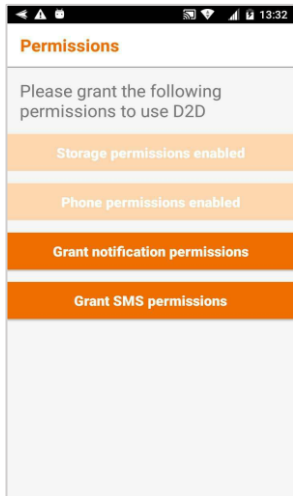
3. Through the D2D phone book
The dial pad comes up when "New" is selected



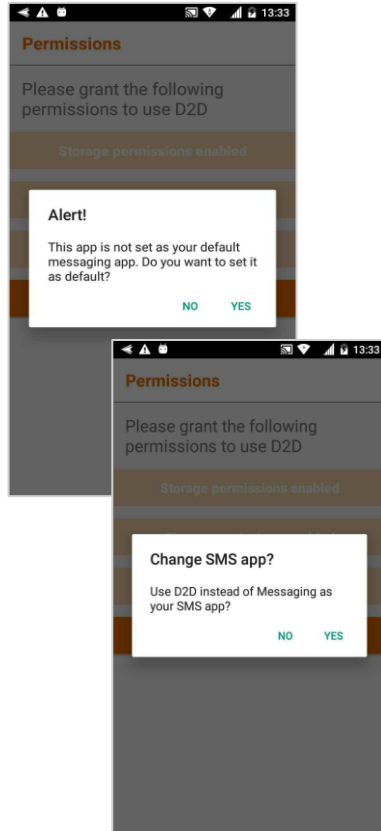
Phones must be used for company business only.

Using text messaging

When the app runs for the first time after an install or update, the following screen will appear
Press **grant SMS permissions**.



Select **Yes** on these screens
If all the permissions are granted, D2D will display the login screen.

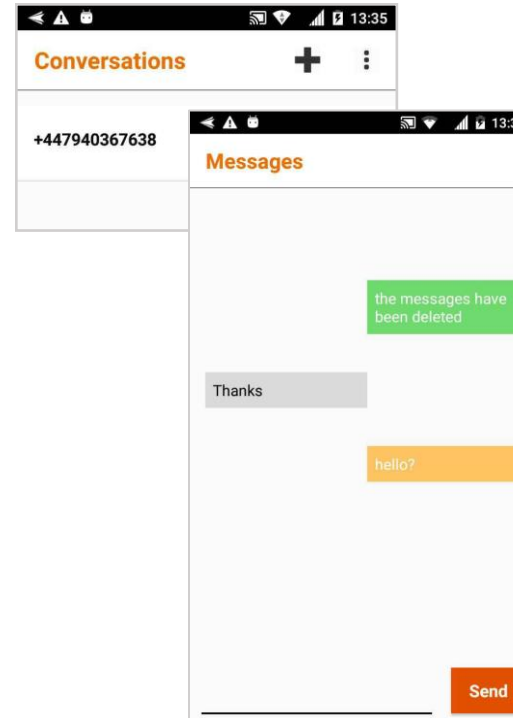


You can access messages from the D2D menus:

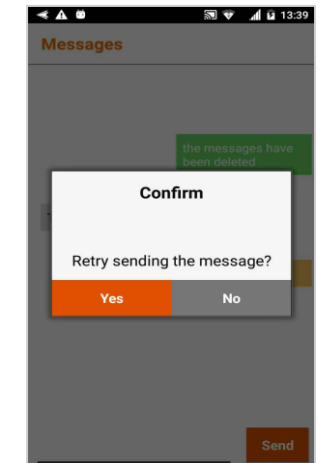


View received and sent messages in a conversation
Tap on the mobile number to view a conversation:

- Messages are ordered by the time a message was received/sent ascending
- Received messages appear in a grey box to the left of the screen
- Sent messages appear in a green box to the right of the screen
- Draft messages (messages that failed to send) appear in an orange box to the right of the screen
- Swipe left on the screen to reveal the associated date-time for received/sent messages



Retrying a Draft message
Tap on the message & select **Yes**.
If successful, the draft message will be sent, and the text box will change from orange to green to signify a successful send.

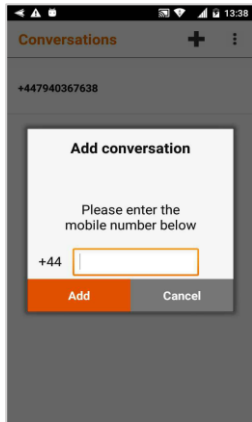


Text messages must be used for company business only.

Using text messaging

Starting a new conversation

- On the conversation screen, press the **add** icon
- Press the input field to bring up the keyboard
 - Type in the mobile number and press **add** to register the mobile number as a conversation
 - The conversation with the specified mobile number will now appear in the list of conversations



Deleting a conversation

- On the conversation screen, press the 3 dot icon & tap on delete all. All conversations are now deleted



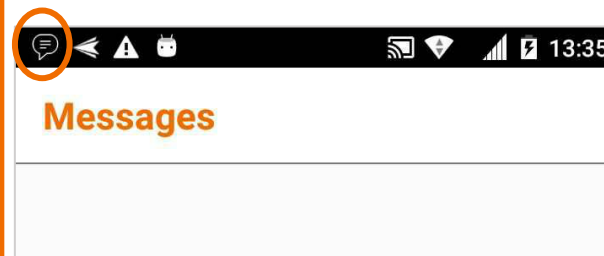
Incoming message notification

If an SMS message is received - regardless of what screen the user is currently on - a notification sound will play, and a new message notification will appear in the notification toolbar at the top of the screen

The new message notification is a speech bubble icon, and can be seen in the top left-hand corner of the image above

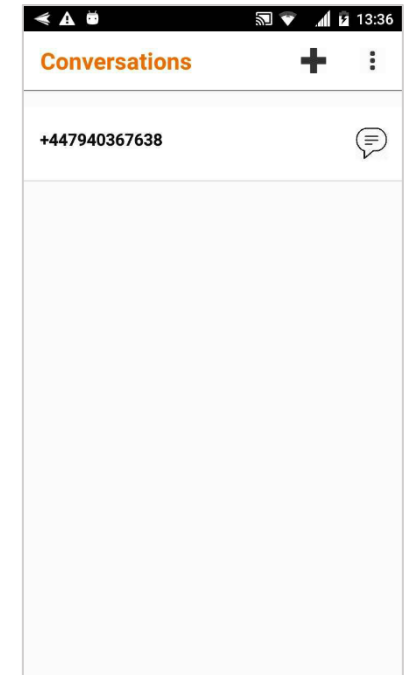
This icon is used to indicate that a new message has been received and will be cleared once the user has viewed the new message

If the user is on the message screen, received messages will automatically display



If the user is outside of the SMS messaging part of D2D, when they go to the conversation screen, the notification icon will display next to conversations that contain a new message

If the user is on the conversation screen when the device receives a new message, the new message icon will automatically display in the row of the conversation it relates to.



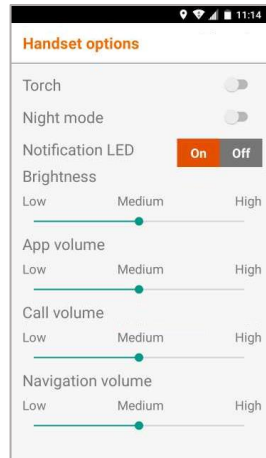
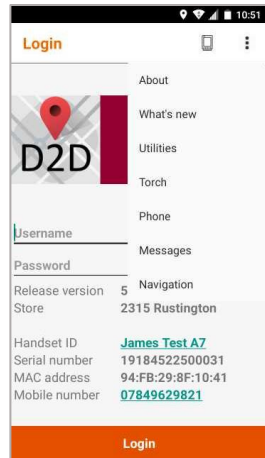
Login Screen Options - You can access the following from the login screen

3 dot menu

- About
- What's new
- Utilities (STSD only)
- Torch
- Phone
- Messages
- Navigation

Handset menu

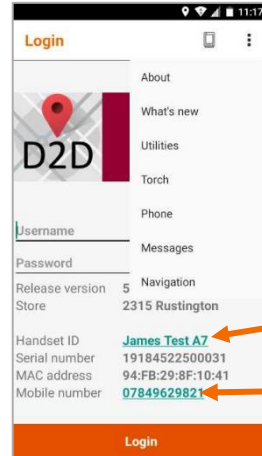
- Torch
- Night mode toggle
- Notification light toggle
- Brightness
- Volume options



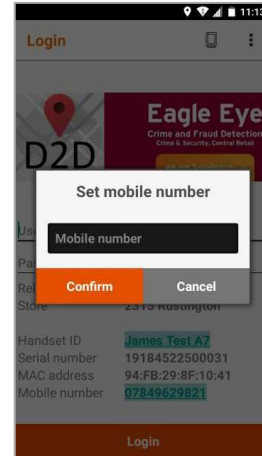
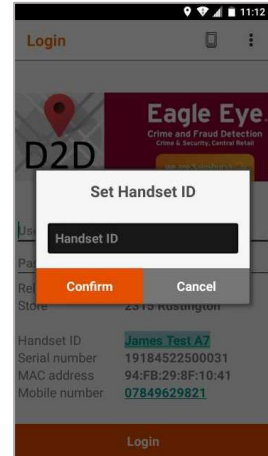
Night mode is only activated on screens after Hit the Road but before delivery as these are the ones most likely to be showing while the handset is on charge in the van

Handset ID

You can add a handset ID (what you want to call the handset) and the mobile number from the login screen, so this can be easily referenced.

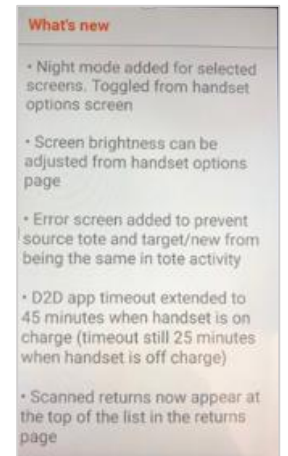
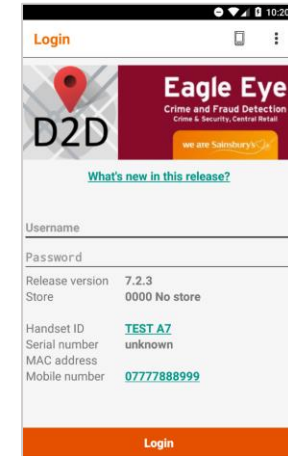


Tap on the highlighted text to update



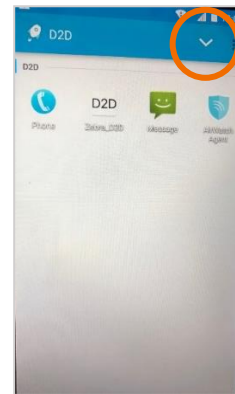
What's new

From the login page there is a link to the What's New section so you can keep up to date with any recent changes.

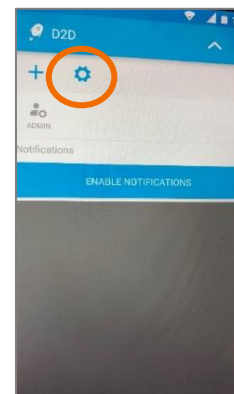


How to adjust screen brightness

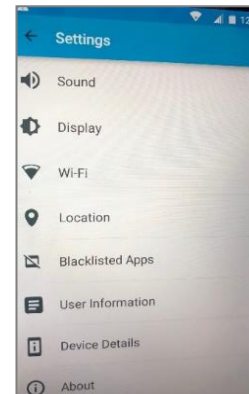
Select the downward arrow



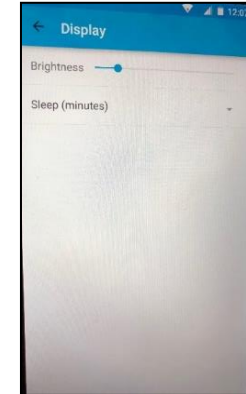
Select the settings icon



Select display

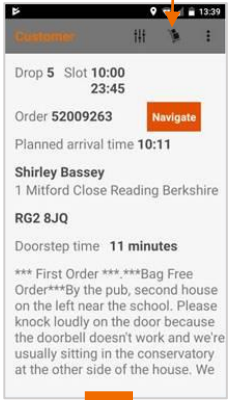


Adjust the brightness via the slider bar (do not adjust the sleep mode as this will lead to issues when returning to store)

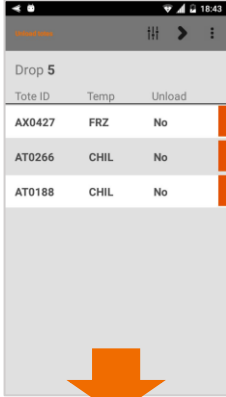


D2D and iCare/ Doorstep service delivery guide

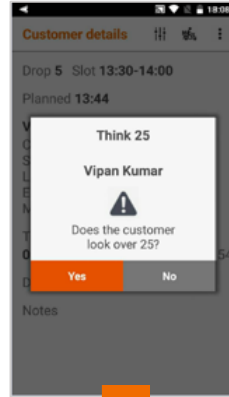
Customer screen - once at the delivery address click the deliver symbol (sack barrow)



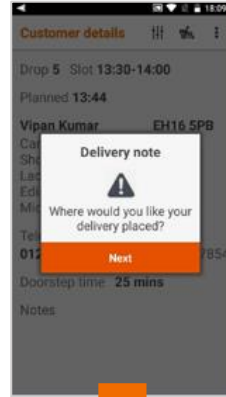
Unload screen confirms all the totes, ID's for the order. Gather all the totes and bags into the central aisle of the van before scanning totes off. Remove products from AX labelled bags and add to a tote.



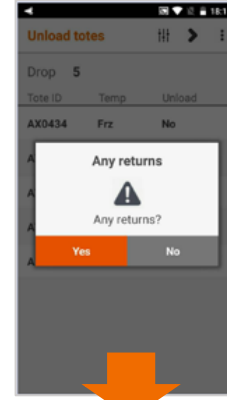
Think 25 - confirm the customer looks over 25. If not press no and complete an ID check



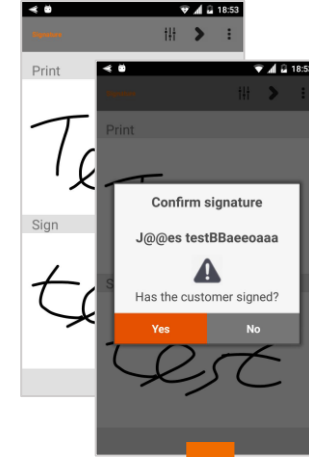
Delivery placed - check with customer where they want the delivery placing. Remember DRA if going into property and shoe covers.



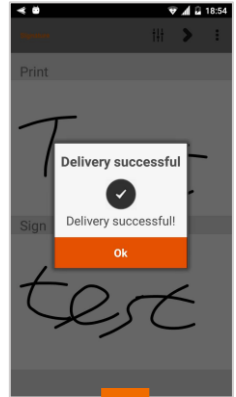
Any returns - If yes need processing through the handset.



Signature - Get the customer to Print and Sign for the delivery



Confirmation - delivery is successful.



Do not deliver to customers who have a declined card unless store confirms ok

Check you are at the correct address

Do not deliver early unless customer agrees.

Check if customer is a With Love customer

Check to see if it is a first-time customer

Check Delivery instructions and follow where needed

Gather all the totes and bags into the central aisle of the van before scanning totes using the handset

Right hand marker will go green when tote, bag or frozen divider scanned

Remove products from AX labelled bags and add to a tote.

Make sure you take all scanned totes to the doorstep 1 by 1 if carrying 4 if on a sack barrow.

Dynamically risk assess your route to the doorstep.

Knock the door and give a warm greeting to the customer

Apologise if running late

Ask if they have seen their email detailing subs, short life and not available products - If not confirm these.

Think 25 is a legal requirement don't assume check if unsure

Check where the customer would like the totes placing

Offer help if you think it is appropriate and it is safe to do so (DRA)

Confirm if the customer wants to return any items, reminding them of the Price Promise for any substitute items

Make sure returns are processed correctly through the handset

Refunds with customer in 5 working days

Ask if there is anything else you can help with

You can take carrier bags away for recycling if customer requires.

Check the customer is happy
Depart with a cheerful or polite farewell
Never leave totes with customers.
Return all empty totes to the van wiping the label clean before storing

Substitution Price Promise
Where a product was unavailable, and we have sent an alternative which is more expensive, then we will give the customer a voucher for the difference in cost between the two, which they can use on a future order. Exclusions apply .

If you are unable to answer a customer query, or resolve a problem then contact the store for support.

If unable to resolve an issue on the doorstep, then ask the customer to get in touch with the contact centre for support - contact details are on the customer's email.