



Delivery Manual

DMP edition

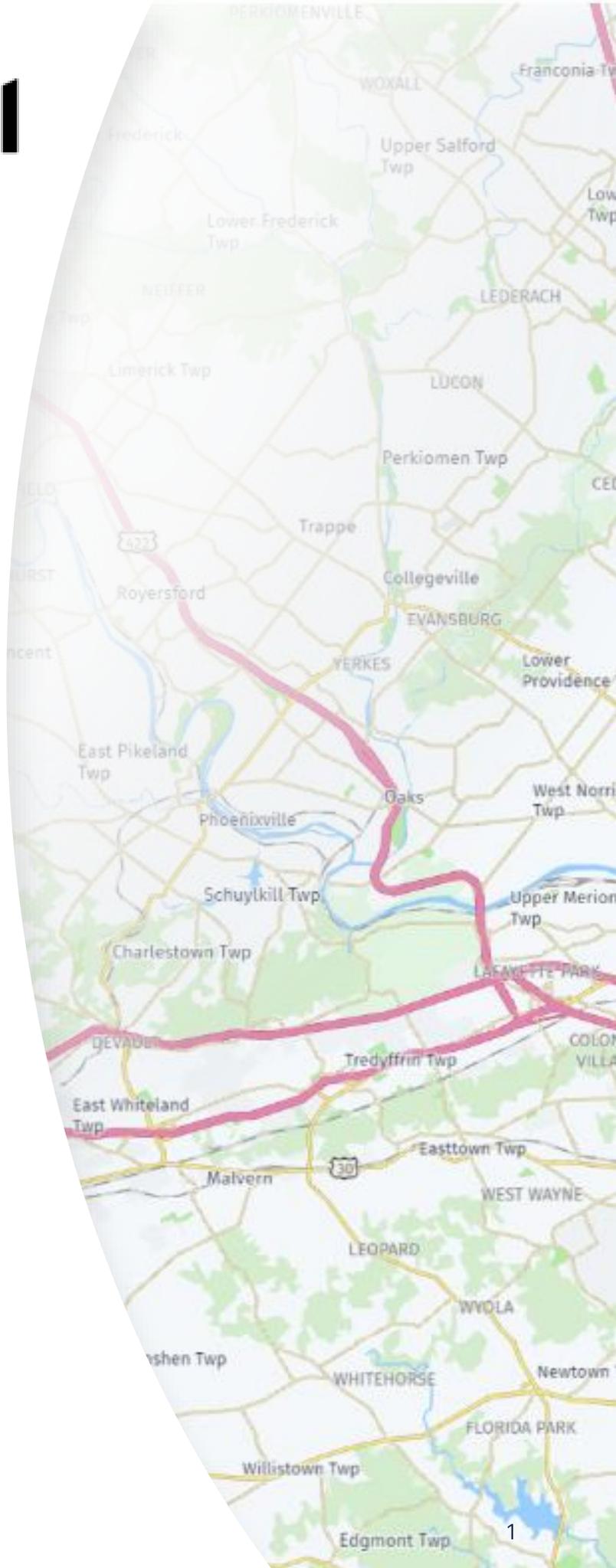


Table of Contents

Welcome

[OneRail Delivery Overview](#)

OneRail Platform

[Login](#)

[Dashboard](#)

[Control Tower](#)

[Deliveries](#)

[Orders](#)

[Reporting](#)

Order Entry

[Creating an Order](#)

[Manually Creating an Order](#)

[Creating an Order Using a CSV File](#)

[Viewing CSV Progress & Errors](#)

Delivery Management

[Advancing an Order](#)

[Editing an Order](#)

[Permanently Cancel an Order](#)

Reporting

[Filtering](#)

OneRail Driver Application

[Driver App Login](#)

[Delivery](#)

[Notes, Signature and Image Fields Tips](#)

[End of Delivery](#)

Administrative Entry

[Adding a New User Into a Location](#)

[Adding an Existing User Into a Location](#)

[Deleting & Deactivating a User](#)

[Resetting a User's Password](#)

[Adding a Location](#)

OneRail Delivery Platform

The OneRail Platform is your all-in-one delivery solution. Our mission is to enhance efficiency to provide a better delivery experience for our customers.

There are several components that will promote Delivery efficiency:

- Automated processes to ensure timely delivery of products.
- Enable customers and team members to schedule delivery appointments.
- Lower shipping cost with route optimizations.
- Selecting the best routes for multiple deliveries.

Platform Highlights

Control Tower View

All orders will automatically display in one seamless location.

Route Optimization

With just the click of a button, all orders will be optimized with the best possible route! This will make “...everything better, faster, and cheaper.”

Delivery Application

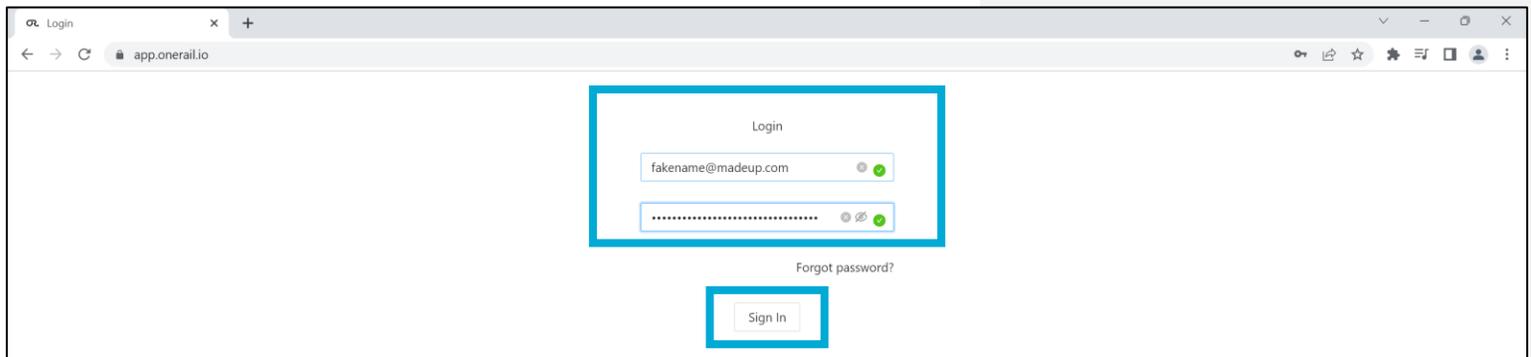
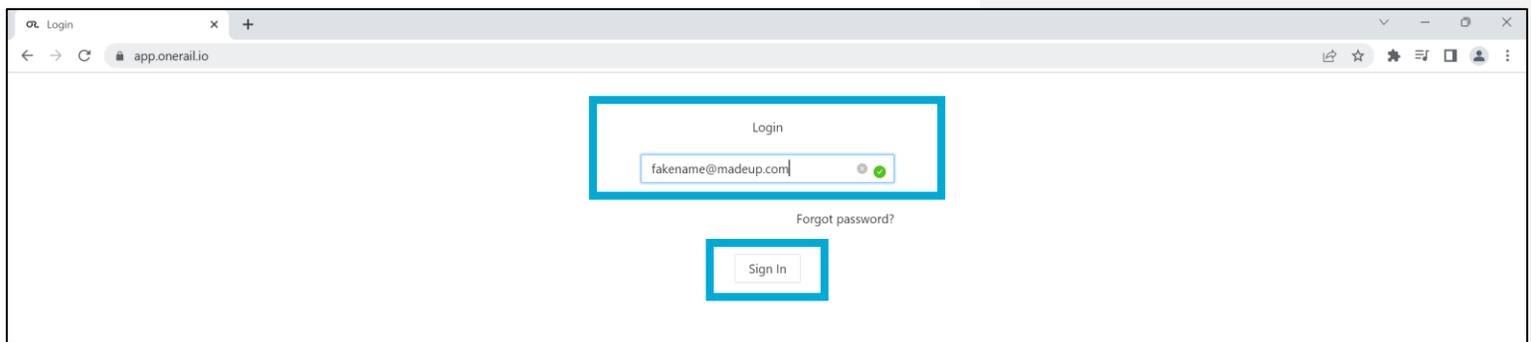
Have a delivery application right on your mobile device to provide the best route, directions, and a seamless delivery process. Our customers will even receive real time notifications for their delivery!

OneRail Delivery Platform Login

How do I Log In?

To log into the OneRail Platform, navigate to the following website:

<https://app.onerail.io>



To login:

1. Enter Email
2. Select **Sign In**
3. Enter Password
4. Select **Sign In**

Issue Logging In?

Select **Forgot Password** and follow instructions to reset password. Return and log in.

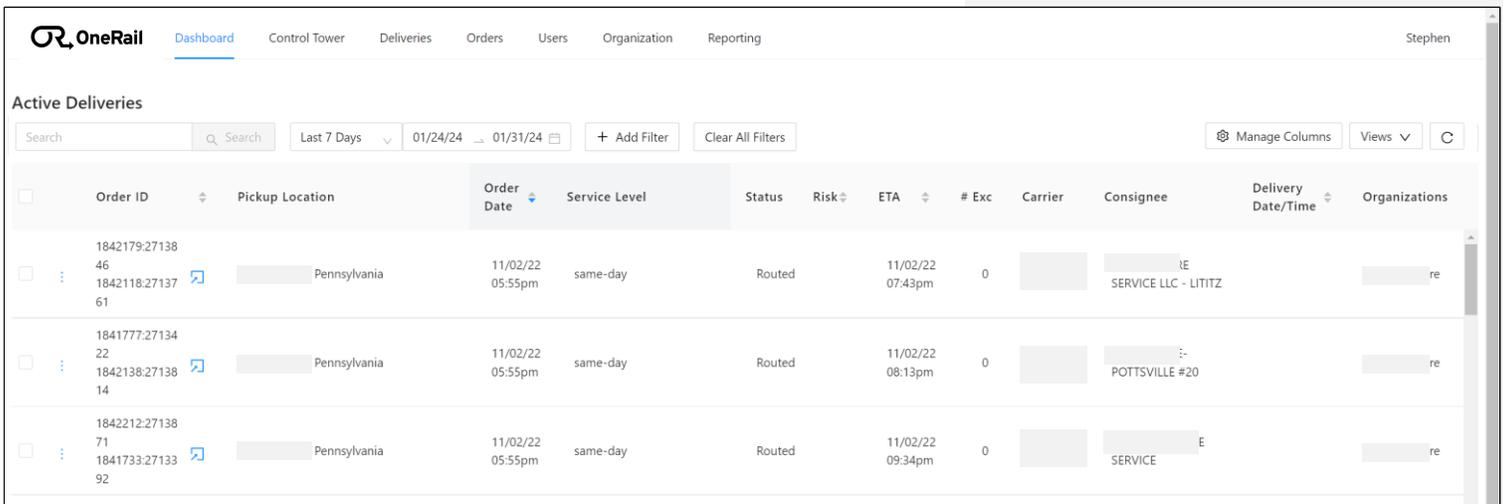
If you continue to have issues, contact your supervisor or the Help Desk.

Platform Features



Dashboard

In this platform feature, you will find all Active / InProgress deliveries. Key general delivery information is also displayed to view the status of delivery at a simple glance:



Order ID	Pickup Location	Order Date	Service Level	Status	Risk	ETA	# Exc	Carrier	Consignee	Delivery Date/Time	Organizations
1842179:27138 46 1842118:27137 61	Pennsylvania	11/02/22 05:55pm	same-day	Routed		11/02/22 07:43pm	0		IE SERVICE LLC - LITIZ		re
1841777:27134 22 1842138:27138 14	Pennsylvania	11/02/22 05:55pm	same-day	Routed		11/02/22 08:13pm	0		:- POTTSVILLE #20		re
1842212:27138 71 1841733:27133 92	Pennsylvania	11/02/22 05:55pm	same-day	Routed		11/02/22 09:34pm	0		E SERVICE		re

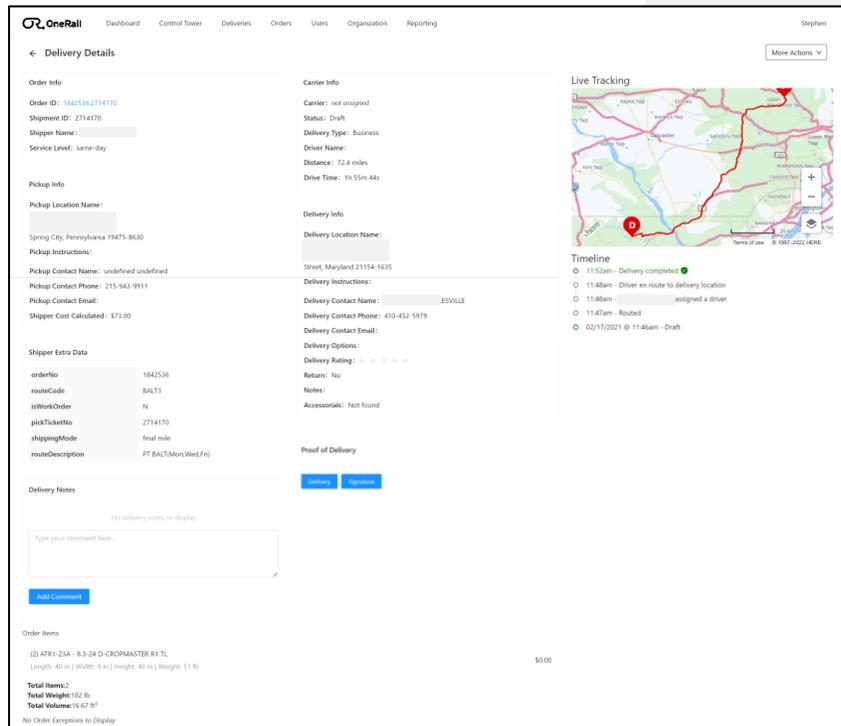
- Order ID - Unique order identifier provided by the Organization generating the delivery.
- Pickup Location - Location from which a delivery is generated. Order items will be picked up from this location.
- Order Date - Date and Time on which the order was created in the platform.
- Service Level - Agreed upon, acceptable pick up & delivery speeds. Named and pre-defined by the Organization.
- Status - Current stage of the delivery process (Ex: Driver Assigned, Picked up, Delivered).
- Risk - Forecasting measure to determine the probability of successfully meeting SLA.
- ETA - Expected Time of Arrival (delivery driver).
- # Exc - Shows the number of exceptions this delivery may contain.
- Carrier - Name of the Logistics Partner carrying out the delivery.
- Consignee - Name of the end customer, consumer, or business.

Platform Features

Dashboard Continued...

Delivery Detailed Information Page

Select the order from the Dashboard or Deliveries page to display the Delivery Details. The Delivery Details page displays the details about a delivery.



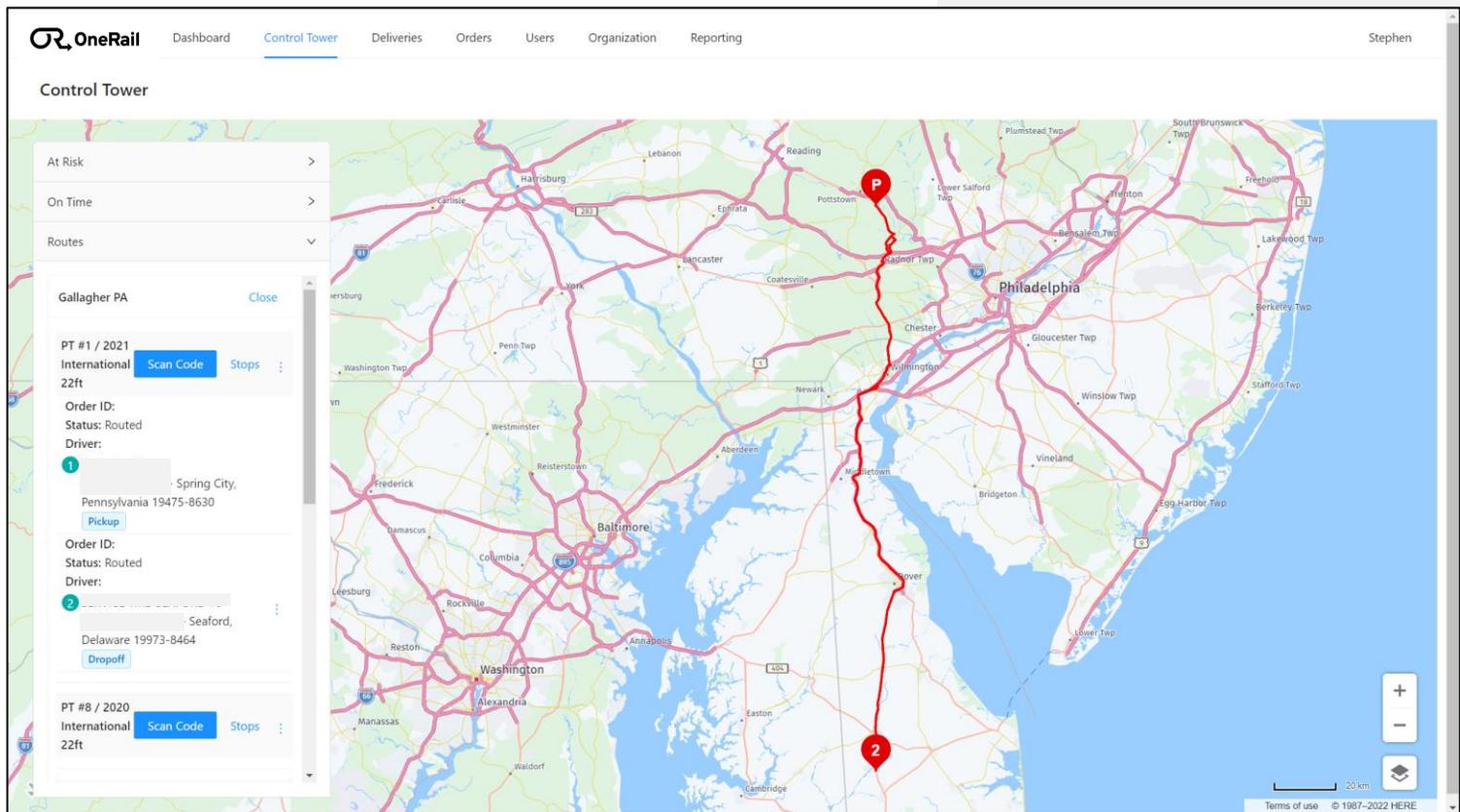
- Order Info – Includes the specifics of the order, including Order ID, Shipper name and Service Level.
- Pickup Info – Includes all information on where the delivery is picked up, including the address, contact information, pickup window and shipper cost.
- Shipper Extra Data and Delivery Notes – Includes any additional information for the delivery to be completed successfully.
- Carrier Info – Includes courier information, including estimated distance and drive time from pick up to drop off location.
- Delivery Info – Includes all information on where the delivery is to be dropped off, including the address, contact information, delivery window and additional needs for arrival.
- Order Items - Complete list of items with details (dimensions & weight) and quantities
- Live Tracking - Expanded view of the map tracking with plotted markers.
- Timeline - Complete event timeline, highlighting number of attempts, attempt details (carrier name, time) and current delivery status
- More Actions – Allows options to Edit and Cancel a delivery.

Platform Features



Control Tower

The Control Tower is a plotted representation of all active (in-flight) deliveries along with three main dropdowns for "At Risk" "On Time" deliveries and "Routes".



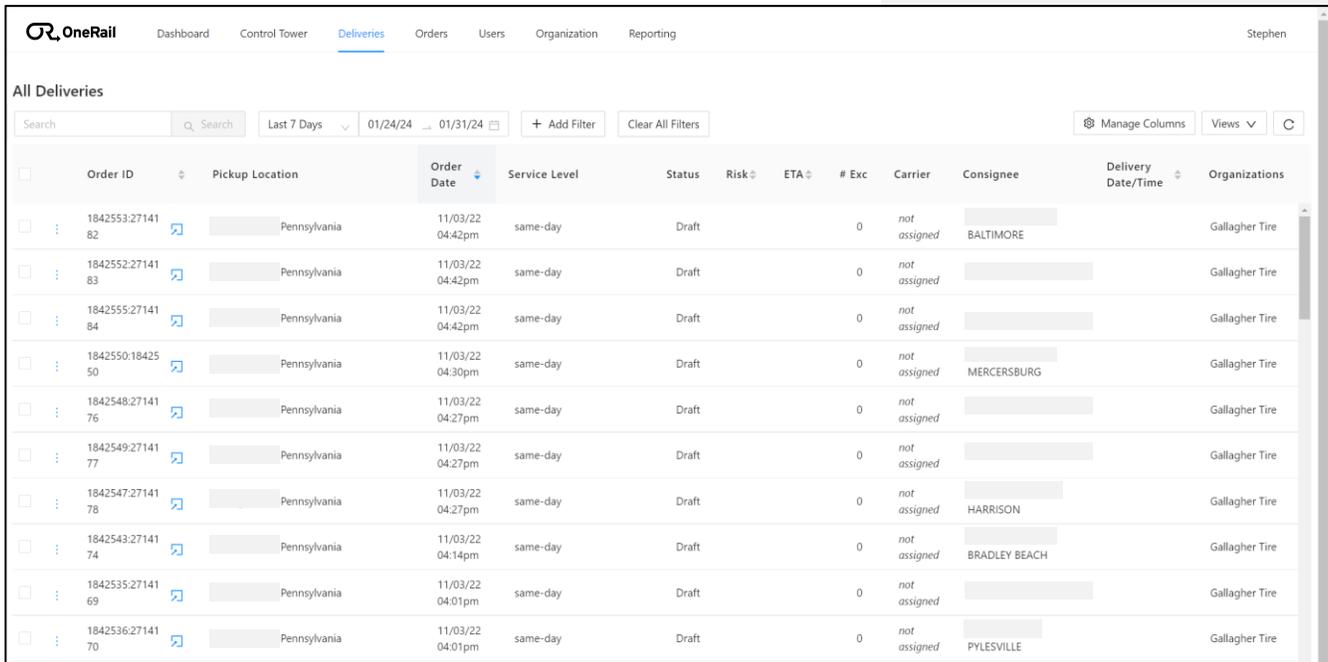
Note: When you click on any single delivery, the map will quickly zoom in to isolate pick-up location marker, delivery location marker and assigned driver location marker (when available).

Platform Features



Deliveries

In the Deliveries feature, you will find the archive of all your deliveries. All records will be sorted by order placement date.



Order ID	Pickup Location	Order Date	Service Level	Status	Risk	ETA	# Exc	Carrier	Consignee	Delivery Date/Time	Organizations
1842553:27141 82	Pennsylvania	11/03/22 04:42pm	same-day	Draft			0	not assigned	BALTIMORE		Gallagher Tire
1842552:27141 83	Pennsylvania	11/03/22 04:42pm	same-day	Draft			0	not assigned			Gallagher Tire
1842555:27141 84	Pennsylvania	11/03/22 04:42pm	same-day	Draft			0	not assigned			Gallagher Tire
1842550:18425 50	Pennsylvania	11/03/22 04:30pm	same-day	Draft			0	not assigned	MERCERSBURG		Gallagher Tire
1842548:27141 76	Pennsylvania	11/03/22 04:27pm	same-day	Draft			0	not assigned			Gallagher Tire
1842549:27141 77	Pennsylvania	11/03/22 04:27pm	same-day	Draft			0	not assigned			Gallagher Tire
1842547:27141 78	Pennsylvania	11/03/22 04:27pm	same-day	Draft			0	not assigned	HARRISON		Gallagher Tire
1842543:27141 74	Pennsylvania	11/03/22 04:14pm	same-day	Draft			0	not assigned	BRADLEY BEACH		Gallagher Tire
1842535:27141 69	Pennsylvania	11/03/22 04:01pm	same-day	Draft			0	not assigned			Gallagher Tire
1842536:27141 70	Pennsylvania	11/03/22 04:01pm	same-day	Draft			0	not assigned	PYLESVILLE		Gallagher Tire

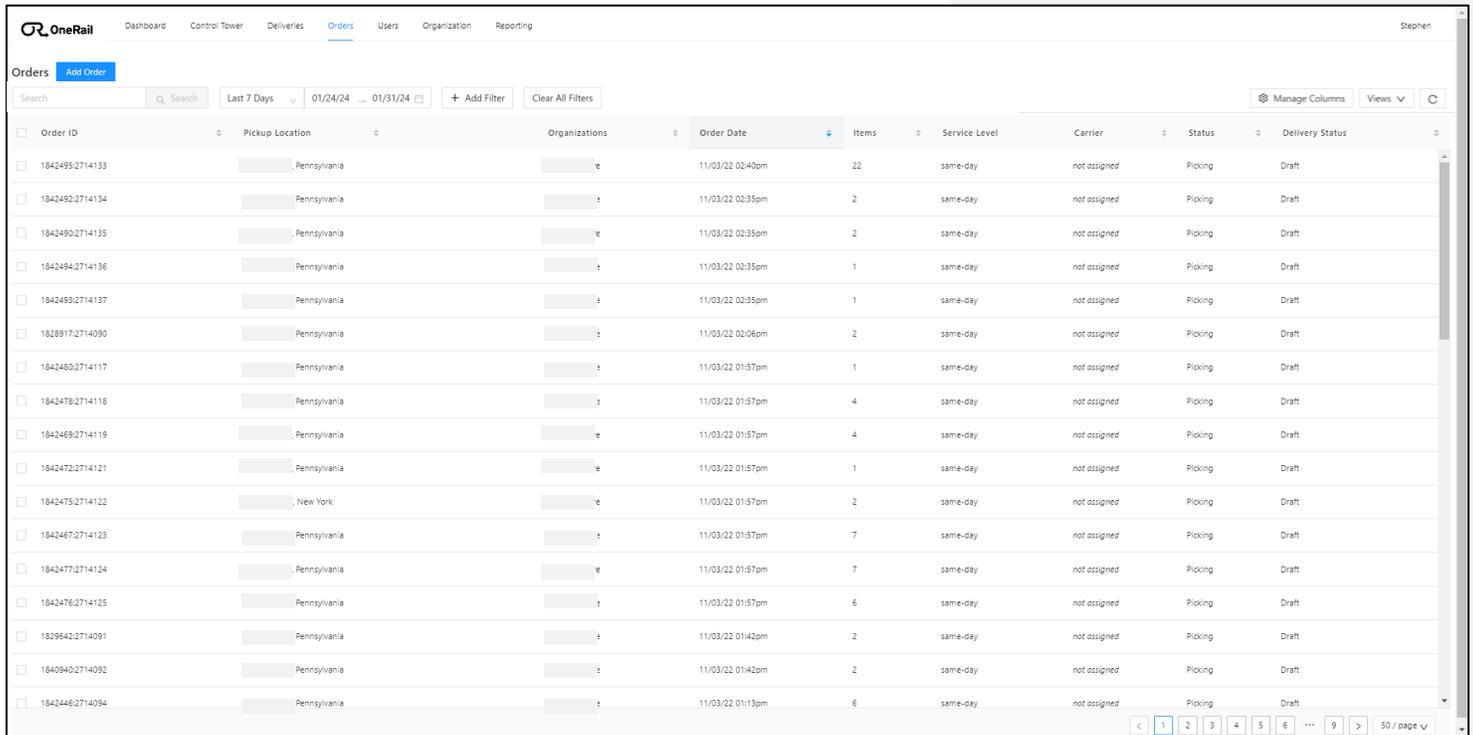
- **Order ID** - Unique order identifier provided by the Organization generating the delivery.
- **Pickup Location** - Location from which a delivery is generated. Order items will be picked up from this location.
- **Order Date** - Date and time on when the order was created in the platform.
- **Service Level** - Agreed upon, acceptable pick up & delivery speeds. Named and pre-defined by the Organization.
- **Status** - Current stage of the delivery process (Ex: Driver Assigned, Picked up, Delivered).
- **Risk** - Will change to HIGH if the delivery is at risk of not meeting the delivery time.
- **ETA** - Expected Time of Arrival (delivery driver).
- **# Exc** - Shows the number of exceptions this delivery may contain.
- **Carrier** - Name of the Logistics Partner carrying out the delivery.
- **Consignee** - Name of the end customer, consumer or business.

Platform Features



Orders

All active customer orders for your store can be viewed on this page. This is where you will add orders, view, select, and optimize all customer deliveries.



The screenshot shows the OneRail Orders page. At the top, there is a navigation bar with the OneRail logo and menu items: Dashboard, Control Tower, Deliveries, **Orders**, Users, Organization, and Reporting. Below the navigation bar, there is a search bar and filters for 'Last 7 Days' and dates '01/24/24' to '01/31/24'. There are also buttons for '+ Add Filter' and 'Clear All Filters'. The main content is a table of orders with columns: Order ID, Pickup Location, Organizations, Order Date, Items, Service Level, Carrier, Status, and Delivery Status. The table contains 20 rows of order data. At the bottom right, there is a pagination control showing '50 / page'.

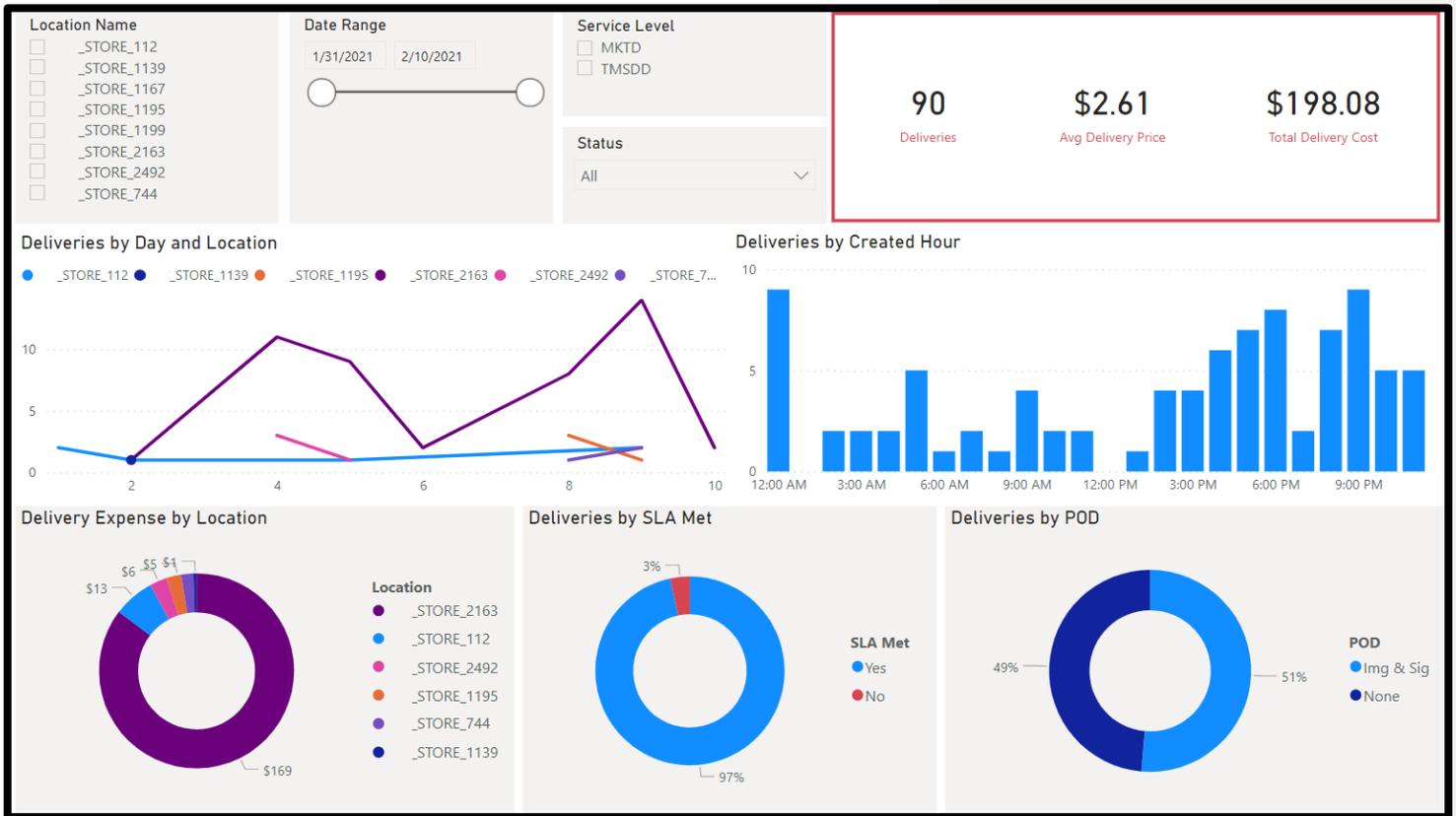
Order ID	Pickup Location	Organizations	Order Date	Items	Service Level	Carrier	Status	Delivery Status
1842495-2714133	Pennsylvania		11/03/22 02:40pm	22	same-day	not assigned	Picking	Draft
1842492-2714134	Pennsylvania		11/03/22 02:35pm	2	same-day	not assigned	Picking	Draft
1842490-2714135	Pennsylvania		11/03/22 02:35pm	2	same-day	not assigned	Picking	Draft
1842494-2714136	Pennsylvania		11/03/22 02:35pm	1	same-day	not assigned	Picking	Draft
1842493-2714137	Pennsylvania		11/03/22 02:35pm	1	same-day	not assigned	Picking	Draft
1828917-2714090	Pennsylvania		11/03/22 02:06pm	2	same-day	not assigned	Picking	Draft
1842480-2714117	Pennsylvania		11/03/22 01:57pm	1	same-day	not assigned	Picking	Draft
1842478-2714118	Pennsylvania		11/03/22 01:57pm	4	same-day	not assigned	Picking	Draft
1842469-2714119	Pennsylvania		11/03/22 01:57pm	4	same-day	not assigned	Picking	Draft
1842472-2714121	Pennsylvania		11/03/22 01:57pm	1	same-day	not assigned	Picking	Draft
1842475-2714122	New York		11/03/22 01:57pm	2	same-day	not assigned	Picking	Draft
1842467-2714123	Pennsylvania		11/03/22 01:57pm	7	same-day	not assigned	Picking	Draft
1842477-2714124	Pennsylvania		11/03/22 01:57pm	7	same-day	not assigned	Picking	Draft
1842476-2714125	Pennsylvania		11/03/22 01:57pm	6	same-day	not assigned	Picking	Draft
1829642-2714091	Pennsylvania		11/03/22 01:42pm	2	same-day	not assigned	Picking	Draft
1840940-2714092	Pennsylvania		11/03/22 01:42pm	2	same-day	not assigned	Picking	Draft
1842446-2714094	Pennsylvania		11/03/22 01:13pm	6	same-day	not assigned	Picking	Draft

Platform Features

[Dashboard](#)
[Control Tower](#)
[Deliveries](#)
[Orders](#)
[Users](#)
[Organization](#)
[Reporting](#)

Reporting

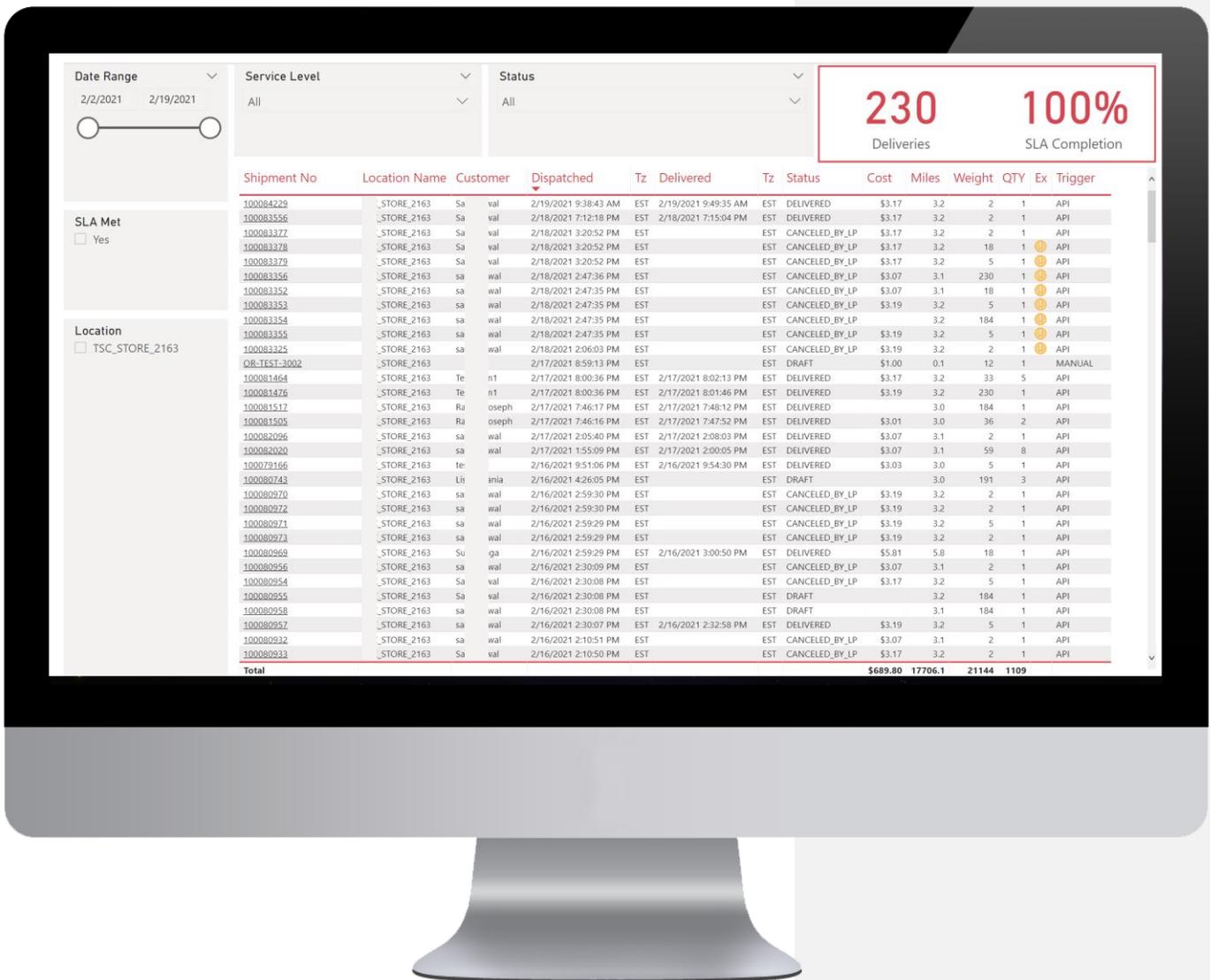
In the "Reporting" feature you will be able to analyze your delivery data and seamlessly adjust your report to view multiple data points.



Platform Features



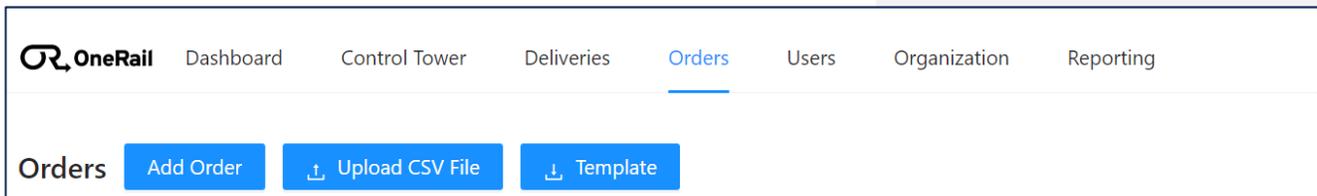
Reporting Continued...



Order Entry

Creating an Order

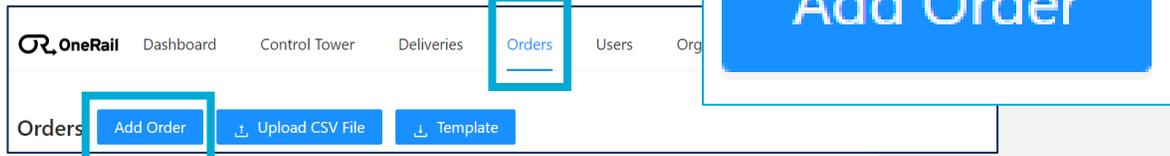
There are two ways to create a delivery order for OneRail to dispatch--manually or by CSV file. Bulk order creation availability is determined by your organization.



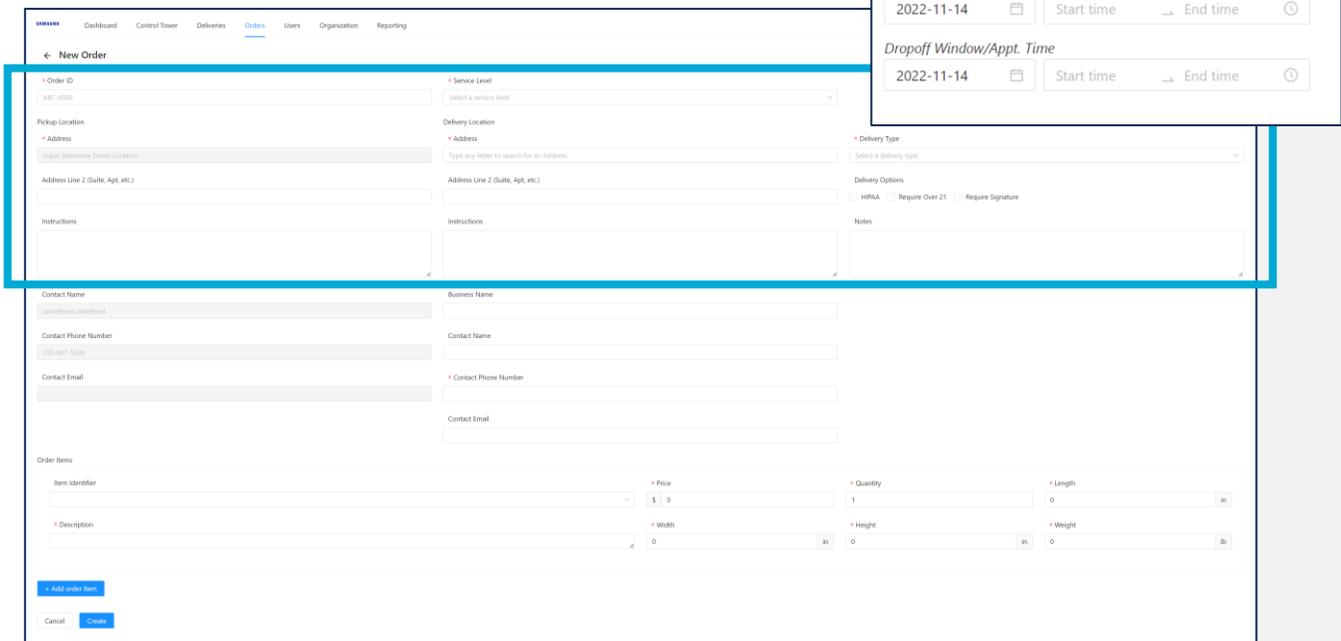
- **Add Order** will allow manual entry of all customer, delivery and product information for delivery.
- **Upload CSV File** will allow for bulk orders to be entered. This involves downloading a CSV file from the company's POS or WMS and uploading it into the OneRail platform. This is generally completed at the end of day for future deliveries, next day or later.

Order Entry

Manually Creating an Order



From the Orders page:
1. Select Add Order.

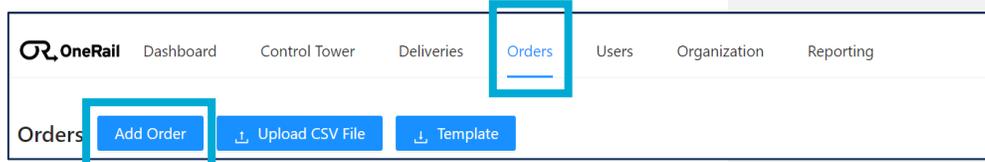


2. Enter/select all needed information:

- *Store Order/CSR#*
- *Pickup Location*
 - This may auto populate.
- *Service Level*
 - Select **Priority, Same Day or Scheduled.**
 - If **Scheduled Delivery**, select date and time for delivery.
- *Delivery Location*
 - Address will auto populate while typing.
- *Delivery Type*
 - Business or Residential
- *Delivery Options*
 - Check HIPAA, Require Over 21 and/or Require Signature if needed.
- Special delivery *Instructions* if needed.

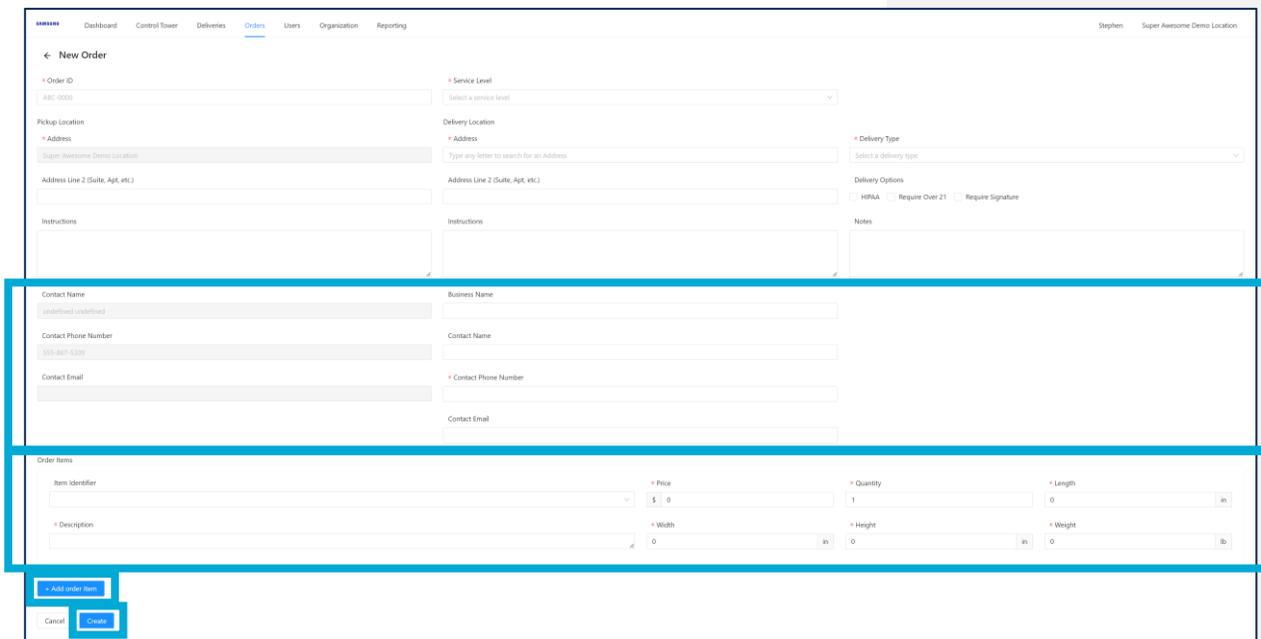
Order Entry

Manually Creating an Order Continued...



From the Orders page:
1. Select Add Order.

Scheduled Delivery



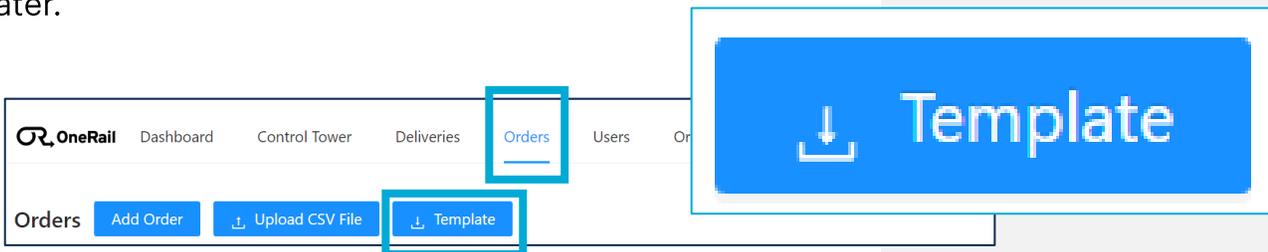
A screenshot of the 'New Order' form in OneRail. The form is divided into several sections: 'Order ID', 'Service Level', 'Pickup Location', 'Delivery Location', 'Delivery Type', 'Delivery Options', 'Instructions', and 'Notes'. The 'Contact Information' section is highlighted with a blue box, showing fields for 'Contact Name', 'Business Name', 'Contact Phone Number', and 'Contact Email'. The 'Order Items' section is also highlighted with a blue box, showing a table with columns for 'Item Identifier', 'Price', 'Quantity', 'Length', 'Width', 'Height', and 'Weight'. At the bottom of the form, there are buttons for 'Add Order Item', 'Cancel', and 'Create'.

3. Enter/select all needed information:
 - Business/Contact Information.
 - Select the Items to be delivered.
 - Enter the product number or select from dropdown and the Quantity.
4. Select **Add order items** as needed.
5. Select **Create**.
 - The order has been created.

Order Entry

Creating an Order Using a CSV File

Creating an order using a CSV File will allow for bulk orders to be entered. This involves downloading a CSV file from your company's POS or WMS and uploading it into the OneRail platform. This is generally completed at the end of day for future deliveries--next day or later.



Using your company's point of sale, inventory or warehouse management system:

1. Export the delivery order to a CSV file according to your company's processes and procedures.
 - The order must be in the correct CSV Template.
 - The correct CSV Template is found on the Orders page. This template will have been discussed and formatted at initial implementation.

Template example

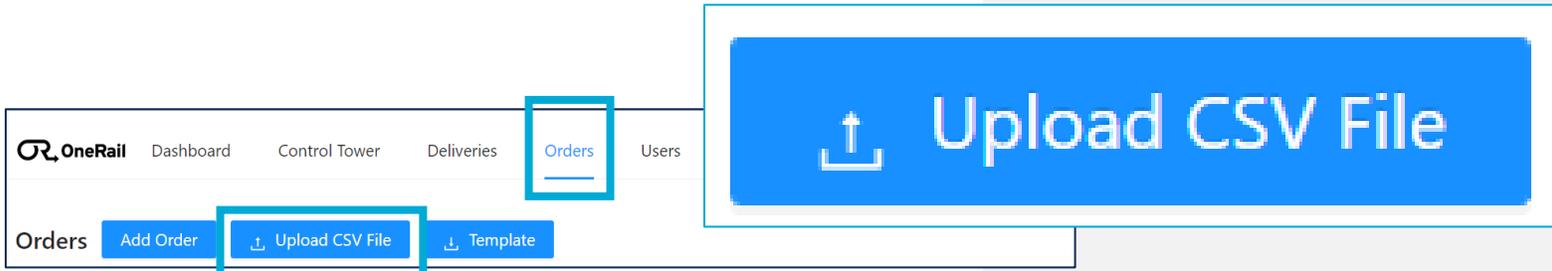
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
1	from.id	from.name	from.addr	from.addr	from.addr	from.addr	from.addr	from.lat	from.long	from.stor	from.instr	from.conf	from.phot	from.conf	from.wing	from.wing	from.app	from.app	to.id	to.name	to.address	to.address	to.address	to.address	to.address	to.lat	to.long	to.tu
2		From Name	123 From Addr1		From City	FL		32819			101									Customer	Customer	address 1	Customer	FL		32819		
3																												
4																												
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Exported CSV example

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
1	from.stor	to.address	to.address	to.address	to.address	to.address	deliveryT	deliveryO	notes	isreturn	capability	accessori	shipperC	deliveryS	state	services	shipment	order.ord	order.net	shipperEx	order.bar	order.stat	orditem	orditem	orditem	orditem	orditem	orditem
2	1318	141	Howey Rd	Groveland	FL	34736									READY_TC	CALF-A	Same Day	Cardinal35-411		1.42E+08	SHIPPING	2x4 6' Pre	1.42E+08	1	8	4	15	52
3	1318	141	Howey Rd	Groveland	FL	34736									READY_TC	CALF-A	Same Day	Cardinal35-511		1.02E+08	SHIPPING	Dewalt 20	1.02E+08	1	10	9	5	1
4	1318	141	Howey Rd	Groveland	FL	34736									READY_TC	CALF-A	Same Day	Cardinal35-611		1.12E+08	SHIPPING	Kobalt 4-T	1.12E+08	1	3	3	11	1
5	1318	141	Howey Rd	Groveland	FL	34736									READY_TC	CALF-A	Same Day	Cardinal35-111		1.34E+08	SHIPPING	2x4 6' Pre	1.34E+08	1	9	2	1	1
6	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-1		1.42E+08	SHIPPING	2x4 6' Pre	1.42E+08	1	8	4	15	52
7	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-2		1.02E+08	SHIPPING	Dewalt 20	1.02E+08	1	10	9	5	1
8	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-3		1.12E+08	SHIPPING	Kobalt 4-T	1.12E+08	1	3	3	11	1
9	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-3		1.34E+08	SHIPPING	2x4 6' Pre	1.34E+08	1	9	2	1	1
10	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-4		1.34E+08	SHIPPING	2x4 6' Pre	1.34E+08	1	9	2	1	1
11	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-4		1.34E+08	SHIPPING	2x4 6' Pre	1.34E+08	1	9	2	1	1
12	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-5		1.34E+08	SHIPPING	Dewalt 20	1.34E+08	1	8	2	1	1
13	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-5		1.34E+08	SHIPPING	Dewalt 20	1.34E+08	1	8	2	1	1
14	1318	141	Howey Rd	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-6		1.33E+08	SHIPPING	Kobalt 4-T	1.33E+08	1	10	7	8	37
15	1318	1050	E W Hwy 50	Clermont	FL	34711									DRAFT	CALF-A	Same Day	Cardinal35-6		2.44E+08	SHIPPING	2x4 6' Pre	2.44E+08	1	3	3	6	1
16	1318	1050	E W Hwy 50	Clermont	FL	34711									DRAFT	CALF-A	Same Day	Cardinal35-7		2.42E+08	SHIPPING	Dewalt 20	2.42E+08	1	7	4	5	15
17	1318	1050	E W Hwy 50	Clermont	FL	34711									DRAFT	CALF-A	Same Day	Cardinal35-8		2.42E+08	SHIPPING	Dewalt 20	2.42E+08	1	7	4	5	15
18	1318	1050	E W Hwy 50	Clermont	FL	34711									DRAFT	CALF-A	Same Day	Cardinal35-8		2.42E+08	SHIPPING	Dewalt 20	2.42E+08	1	7	4	5	15
19	1318	13515	Mascotte Emp	Groveland	FL	34736									DRAFT	CALF-A	Same Day	Cardinal35-9			SHIPPING							

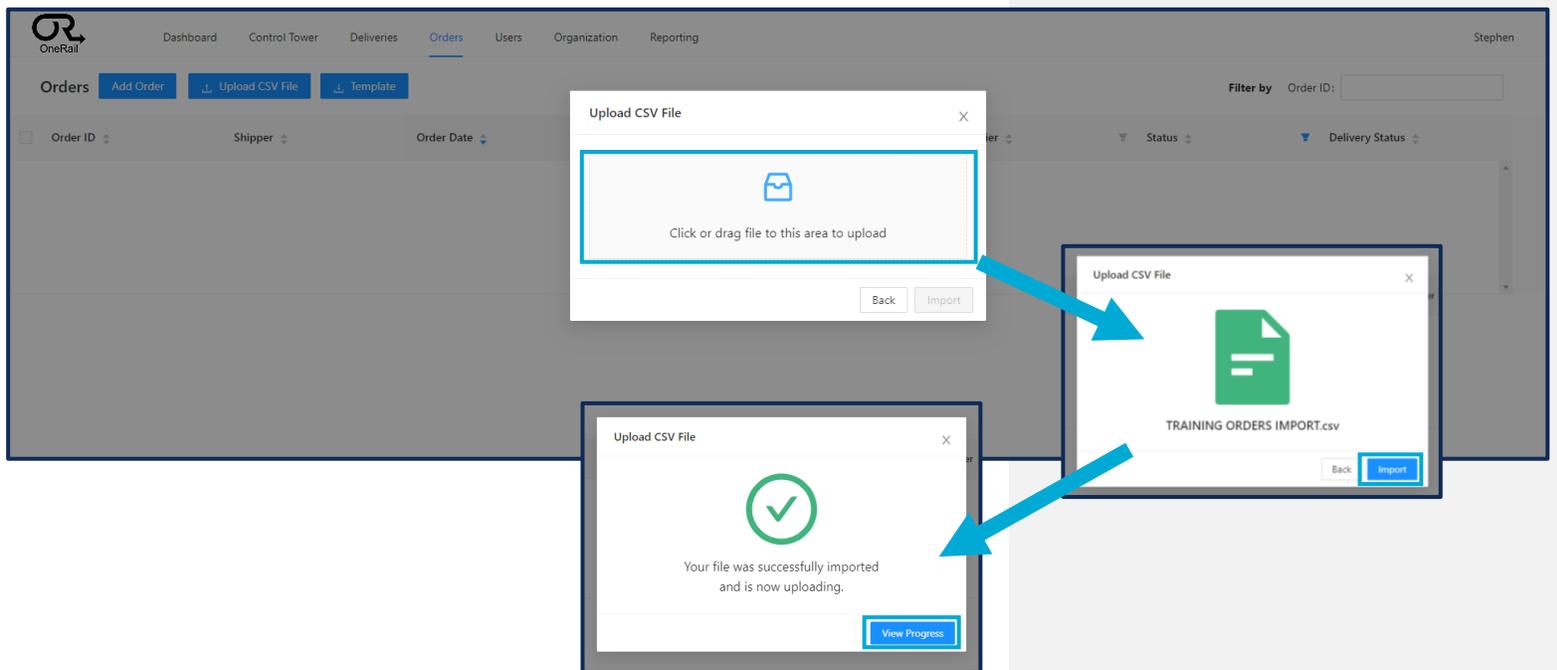
Order Entry

Creating Using a CSV File Continued...



From the Orders tab,

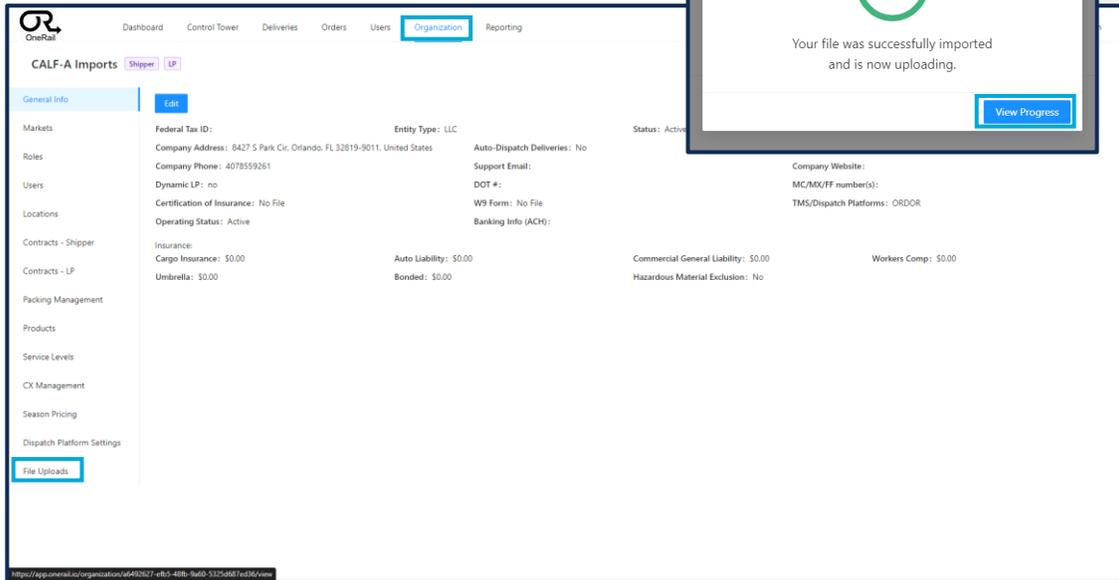
1. Select Upload CSV File.



2. Click or drag file to this area to upload.
 - Either drag the orders file into the area, or
 - Select the orders file from your computer.
3. Select **Import**.
4. Select **View Progress** for upload progress and errors.

Order Entry

Viewing CSV Progress & Errors

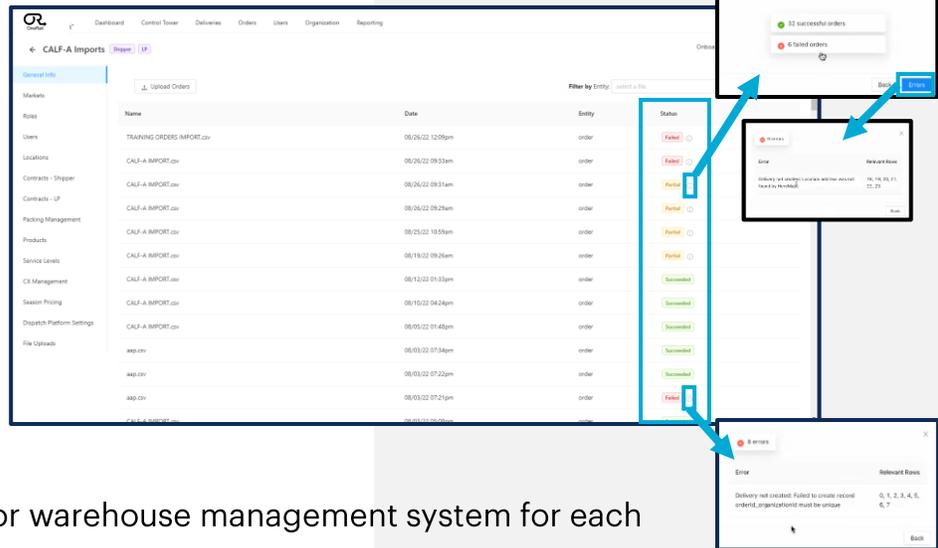


After the “Upload is successfully completed” pop-up page:

1. Select **View Progress** after successful upload.

From the **Organization** page:

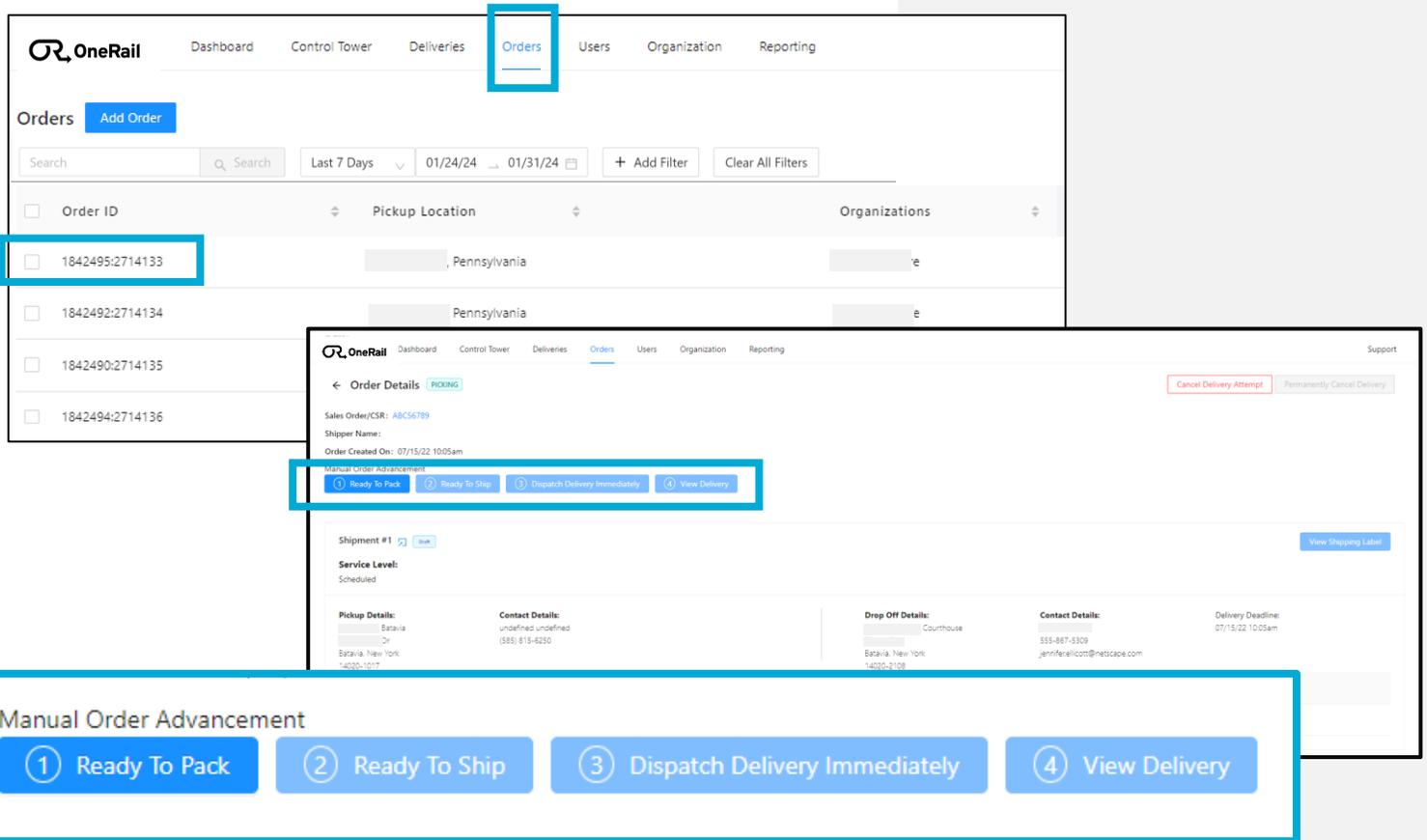
1. Select **File Uploads**.
2. View orders that uploaded successfully or failed. Failed uploads can be due to incorrect address, invalid order number or incorrect information in the template.
3. Select **i** next to Failed or Partial for more information why it partially or completely failed.
4. Check your store’s point of sale or warehouse management system for each Failed order’s errors.
5. Correct and export/upload the entire CSV file again or enter the order manually. A second upload will error duplicates and successfully import corrected orders.



Delivery Management

Advancing An Order

Once an order has been entered, it must be prepared and dispatched for a delivery.



The screenshot displays the OneRail interface. At the top, the navigation menu includes Dashboard, Control Tower, Deliveries, **Orders**, Users, Organization, and Reporting. The 'Orders' page features a search bar, a date range filter (Last 7 Days, 01/24/24 to 01/31/24), and filter options. A table lists orders with columns for Order ID, Pickup Location, and Organizations. The first order, 1842495:2714133, is highlighted. Below the table, the 'Order Details' page is shown for the selected order. It includes a 'Manage Order Advancement' section with four buttons: **Ready To Pack**, **Ready To Ship**, **Dispatch Delivery Immediately**, and **View Delivery**. The 'Manual Order Advancement' section at the bottom of the image summarizes these steps.

Manual Order Advancement

- 1 Ready To Pack
- 2 Ready To Ship
- 3 Dispatch Delivery Immediately
- 4 View Delivery

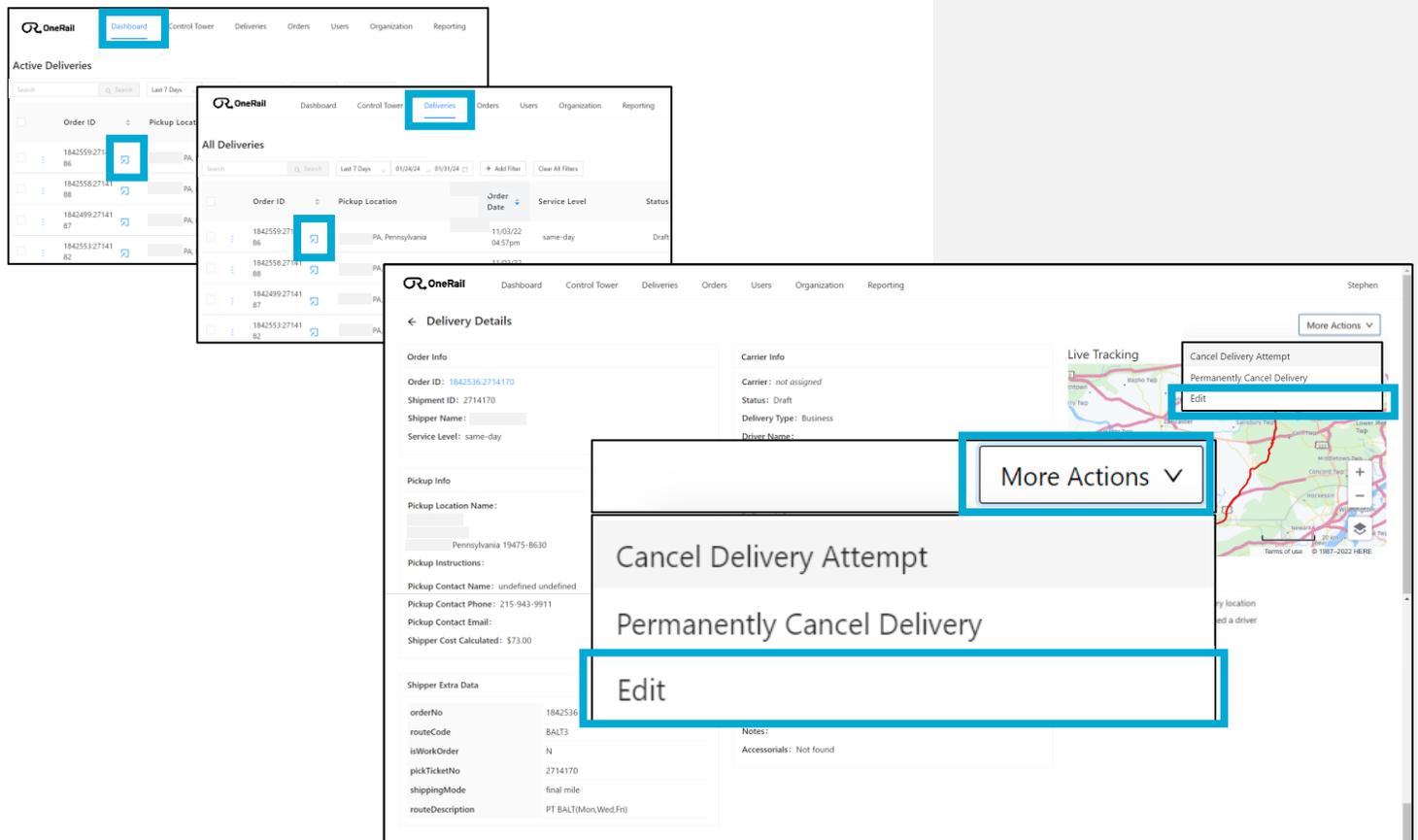
From the Orders page:

1. Select the order to be sent.
2. Select the following tabs to pick and send for a delivery driver:
 - **Ready to Pack**
 - When ready to pick and prep the order.
 - **Ready to Ship**
 - When order is picked and ready to be picked up.
 - **Dispatch Delivery Immediately**
 - Sends for a delivery driver.
 - **View Delivery**
 - Takes to Delivery Status page

Delivery Management

Editing an Order

When trying to edit any active deliveries associated with an order, select the order you would like to cancel from the Dashboard or Delivery navigation tab and continue to the Delivery Details page.



The screenshot illustrates the workflow for editing a delivery order in the OneRail system. It shows three overlapping views of the interface:

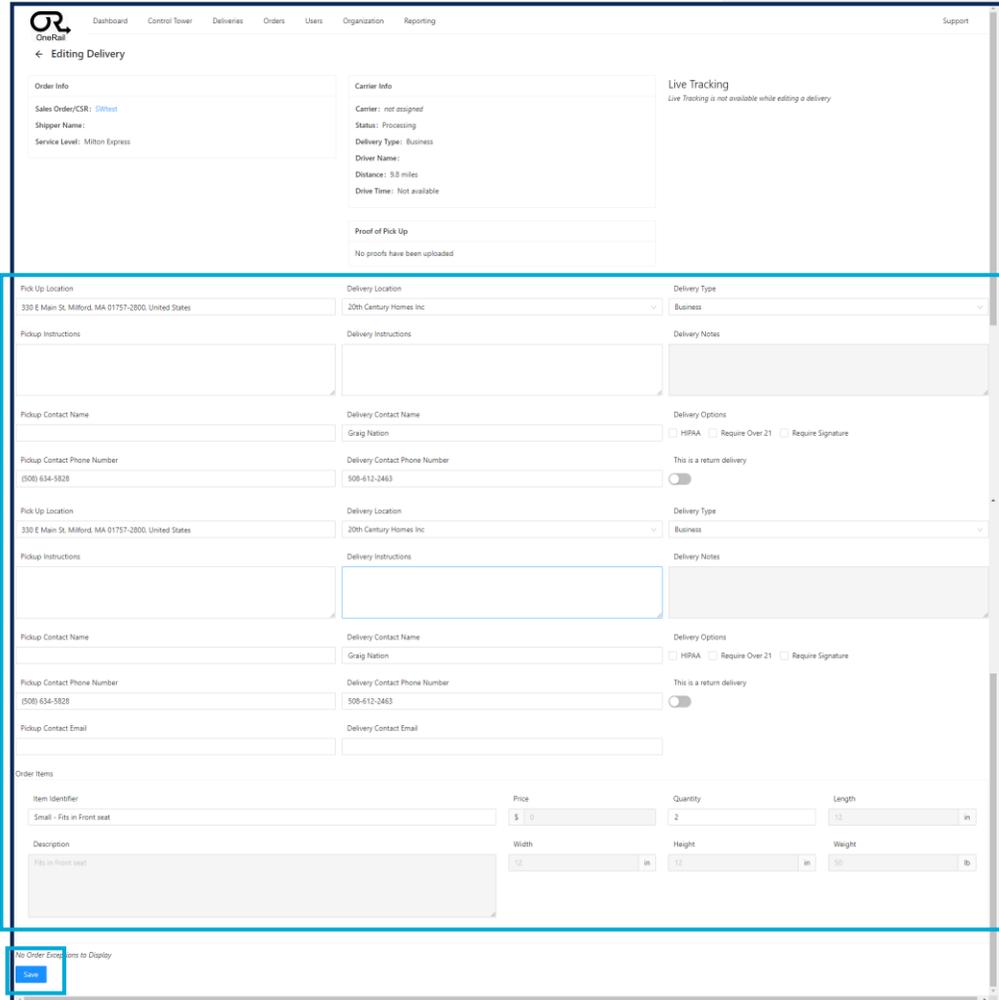
- Dashboard:** The 'Deliveries' tab is selected in the navigation menu. A table of 'Active Deliveries' is visible, with a blue box highlighting the edit icon (a square with a right-pointing arrow) next to a shipment number.
- Deliveries Page:** The 'All Deliveries' table is shown, with a blue box highlighting the same edit icon for a specific shipment.
- Delivery Details Page:** This page provides comprehensive information for a selected order, including Order ID, Shipment ID, Shipper Name, Pickup Location, and Shipper Extra Data. A 'More Actions' dropdown menu is located in the top right corner, with a blue box highlighting it. The dropdown menu is open, showing three options: 'Cancel Delivery Attempt', 'Permanently Cancel Delivery', and 'Edit'. A blue box highlights the 'Edit' option.

From the Dashboard or Deliveries pages:

1. Select the  beside the shipment number.
2. Select the "More Actions" button located at the top right corner.
3. Select Edit.

Delivery Management

Editing an Order Continued...



Dashboard Control Tower Deliveries Orders Users Organization Reporting Support

← Editing Delivery

Order Info
Sales Order/CSR: [Dilbert](#)
Shipper Name:
Service Level: Milton Express

Carrier Info
Carrier: not assigned
Status: Processing
Delivery Type: Business
Driver Name:
Distance: 5.8 miles
Drive Time: Not available

Live Tracking
Live Tracking is not available while editing a delivery

Proof of Pick Up
No proofs have been uploaded

Pickup Location: 330 E Main St, Millford, MA 01757-2800, United States
Delivery Location: 20th Century Homes Inc
Delivery Type: Business

Pickup Instructions
Delivery Instructions
Delivery Notes

Pickup Contact Name
Delivery Contact Name: Craig Nation
Delivery Options: HIPAA Require Over 21 Require Signature

Pickup Contact Phone Number (508) 634-5828
Delivery Contact Phone Number: 508-612-2463
This is a return delivery:

Pickup Location: 330 E Main St, Millford, MA 01757-2800, United States
Delivery Location: 20th Century Homes Inc
Delivery Type: Business

Pickup Instructions
Delivery Instructions
Delivery Notes

Pickup Contact Name
Delivery Contact Name: Craig Nation
Delivery Options: HIPAA Require Over 21 Require Signature

Pickup Contact Phone Number (508) 634-5828
Delivery Contact Phone Number: 508-612-2463
This is a return delivery:

Pickup Contact Email
Delivery Contact Email

Order Items

Item Identifier	Price	Quantity	Length
Small - Fits in Front seat	\$ 0	2	12 in
Description	Width	Height	Weight
Fits in Front seat	12 in	12 in	10 lb

No Order Entries to Display

Save

4. Edit needed information:
 - Address
 - Contact information
 - Add/Delete product
 - Instructions/Notes
5. Select Save

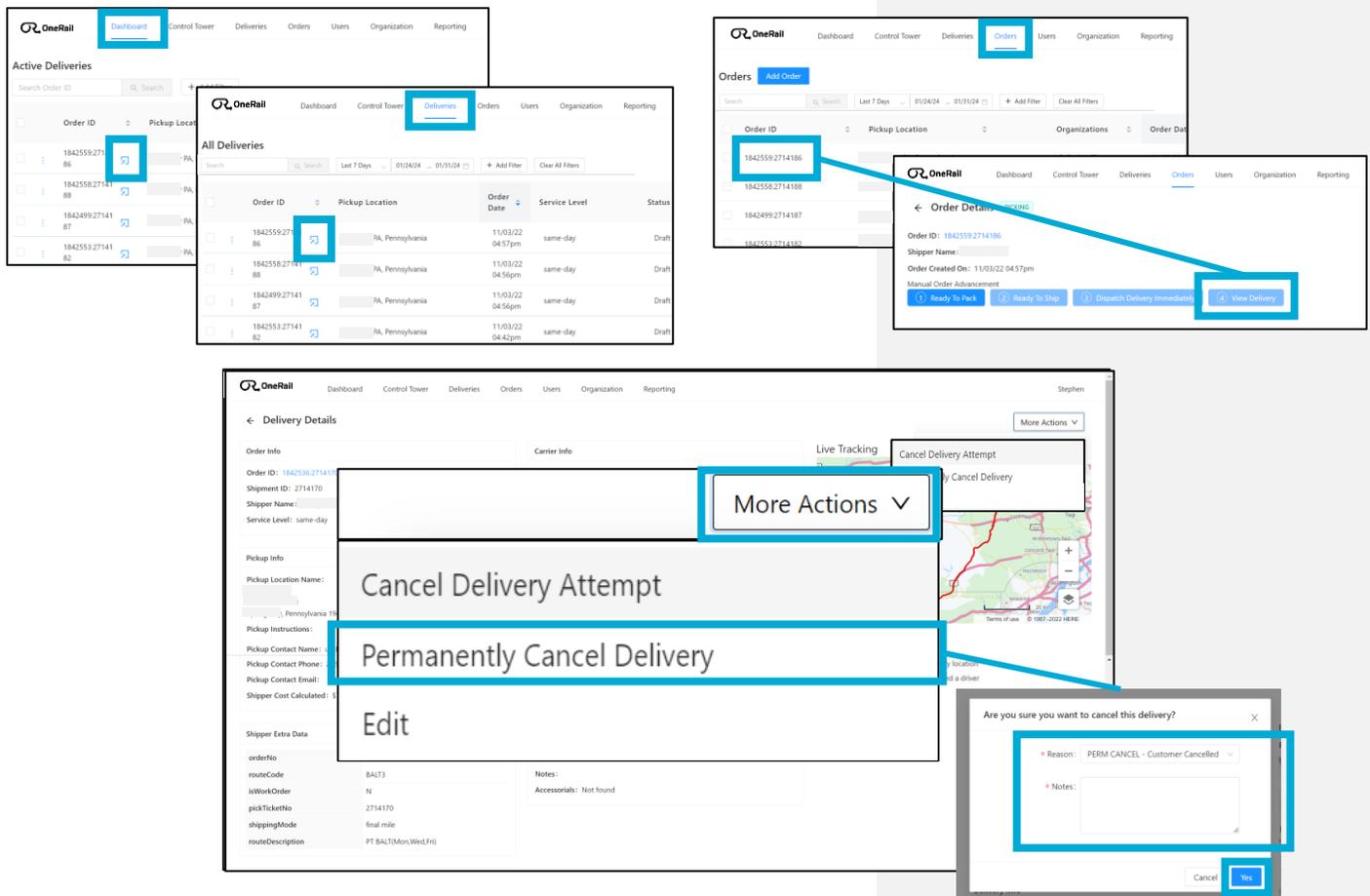
Editing is not allowed after the order is advanced to *Ready To Pack*.

Manual Order Advancement

Delivery Management

Permanently Cancel an Order

When trying to permanently cancel an order or cancel any active deliveries associated with an order, select the order you would like to cancel from the Dashboard, Delivery or Orders navigation tab and continue to the Delivery Details page.



From the Dashboard or Deliveries pages:

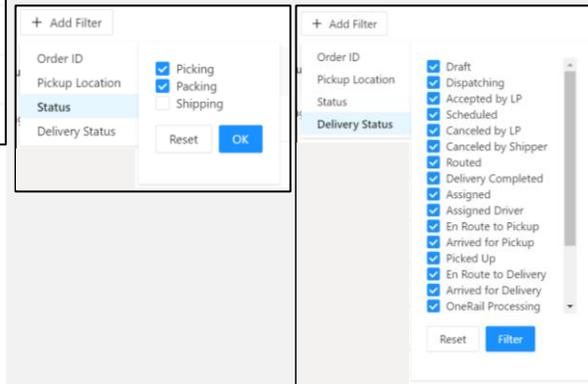
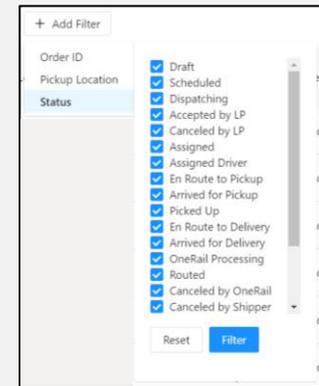
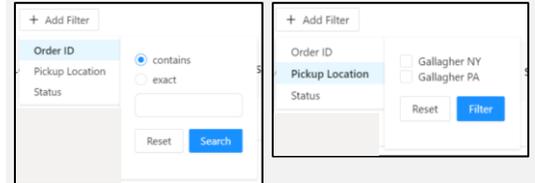
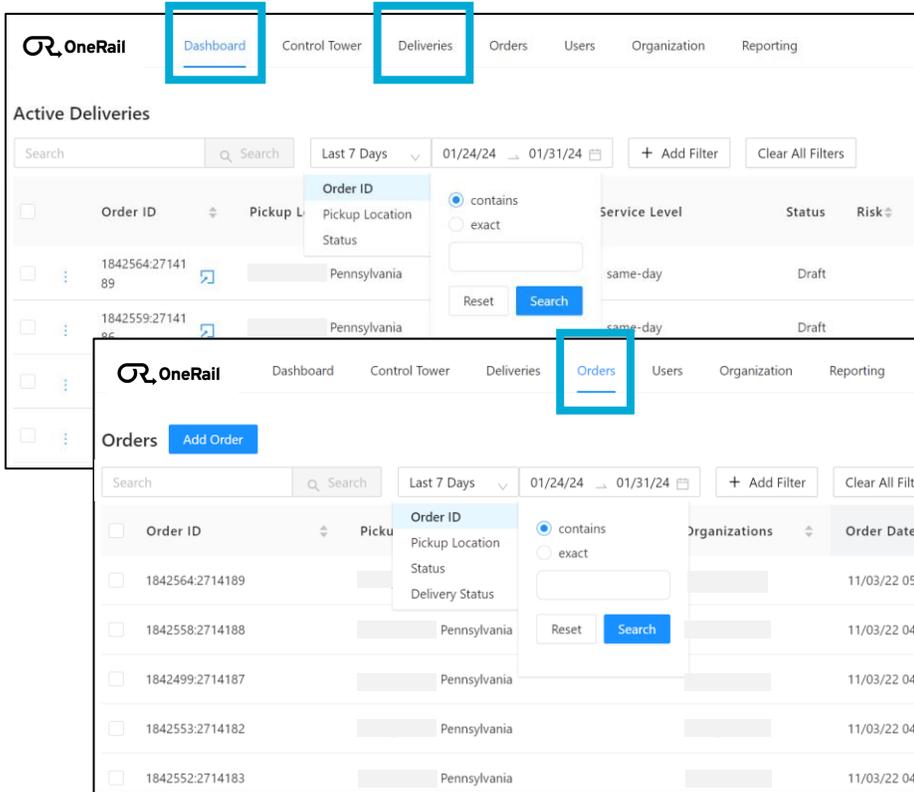
1. Select the  beside the shipment number to cancel.

From the Orders page,

1. Select the order and select **View Delivery**.
2. Select the "More Actions" button located at the top right corner.
3. Select **Permanently Cancel Order**.
4. Select the reason from the dropdown box and enter a brief note to record as much information as possible for future reference.
5. Select **Yes** to cancel the order.

Filtering

Data can be filtered in the Dashboard, Delivery and Orders pages, including by Status, locations, Order Ids and Delivery.



To filter data:

1. Select *Days*, specific *Dates* and/or **+ Add Filter**.
2. Select or Enter the value to filter by.
3. Select **Search**.

Order ID can be searched using a 'contains' or 'exact' parameters.

- Select 'contains' to search for the characters anywhere in the Order ID.
or
- Select 'exact' to search for the exact characters in the Order ID.

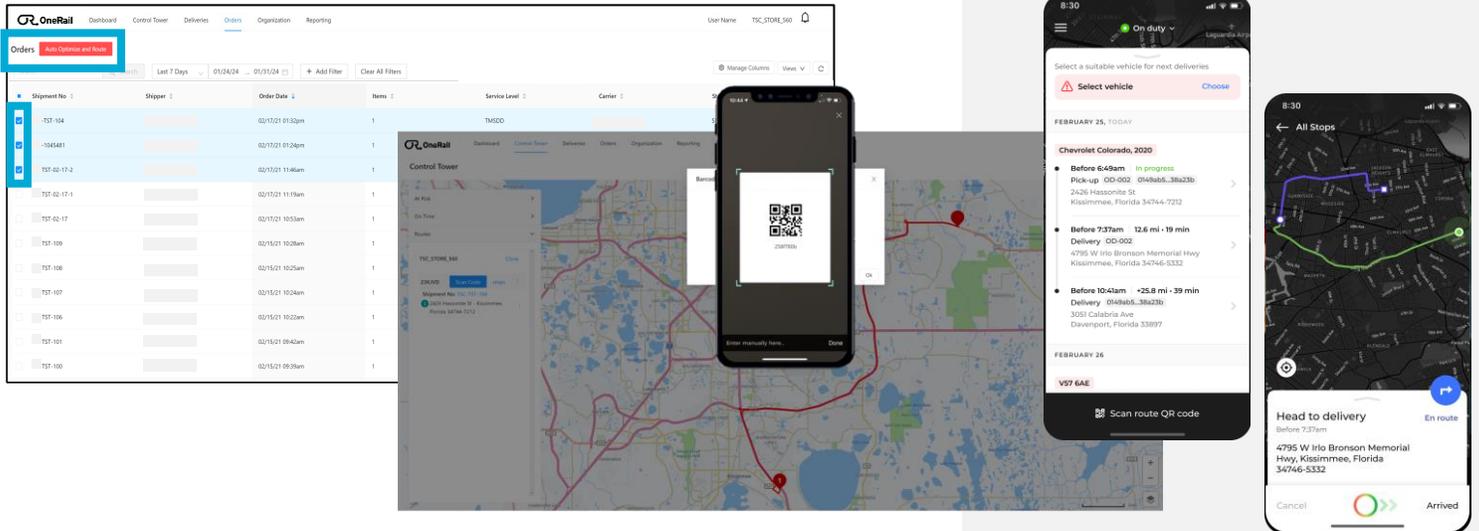
Select a combination of search criteria in the dropdown menus for a more exact filter.

To clear filters:

Select **Clear All Filters**

The Basics

The great majority of the time, you will only be routing deliveries in the OneRail platform on the computer and completing the delivery using the mobile app. The following begins with these basics.



The Basics:

Deliveries are entered in the Sterling system at customer checkout. Sterling automatically transfers all delivery information into the OneRail platform, where you will optimize, route and complete the delivery.

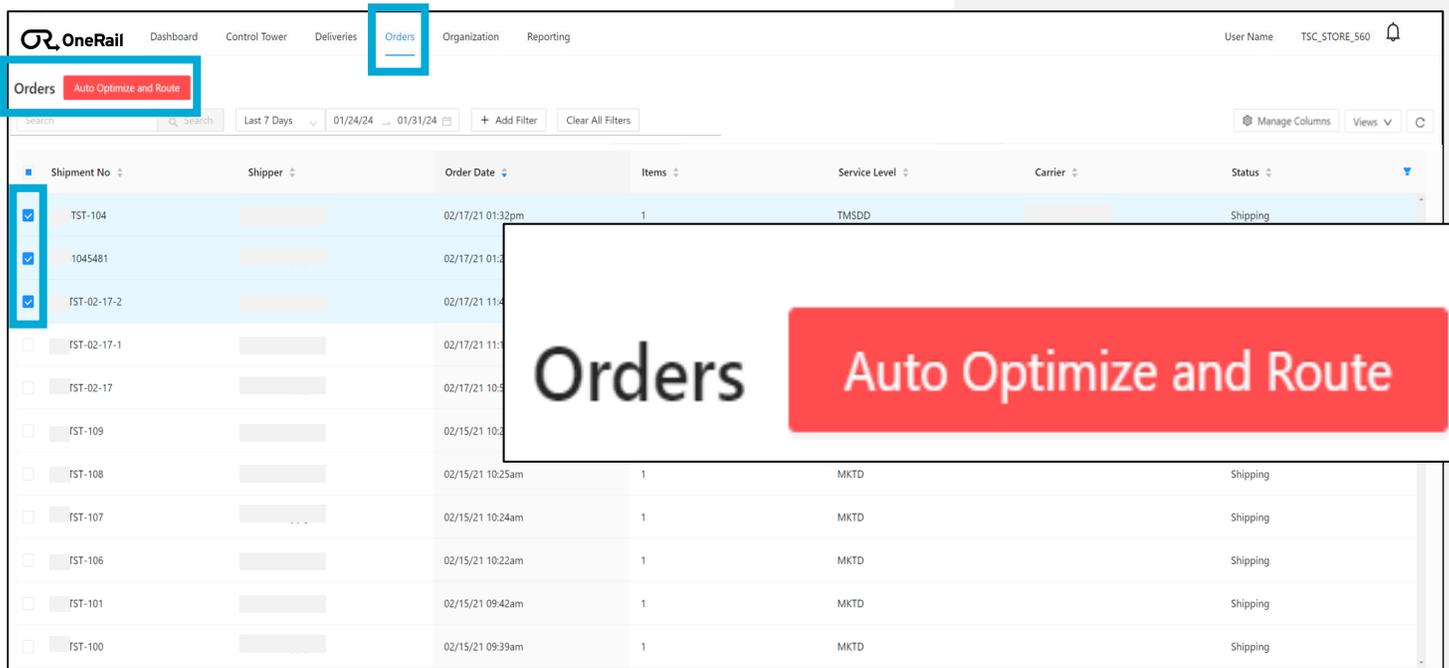
The first pages will detail how to:

1. **Optimize and Route** the delivery order(s) in the OneRail computer platform.
2. **Load/transfer the delivery** and route into the driver mobile app.
3. **Complete in driver mobile app** by following prompts to accept and complete delivery.

Delivery Management

Optimize & Route Selected Orders

When you are ready to begin a delivery for the current available orders in the platform, it is time to optimize the delivery route to ensure a fast, efficient delivery for our customers.



The screenshot shows the OneRail interface with the 'Orders' tab selected. A red box highlights the 'Auto Optimize and Route' button. A table of orders is displayed with the following columns: Shipment No., Shipper, Order Date, Items, Service Level, Carrier, and Status. The first three rows are selected with checkboxes.

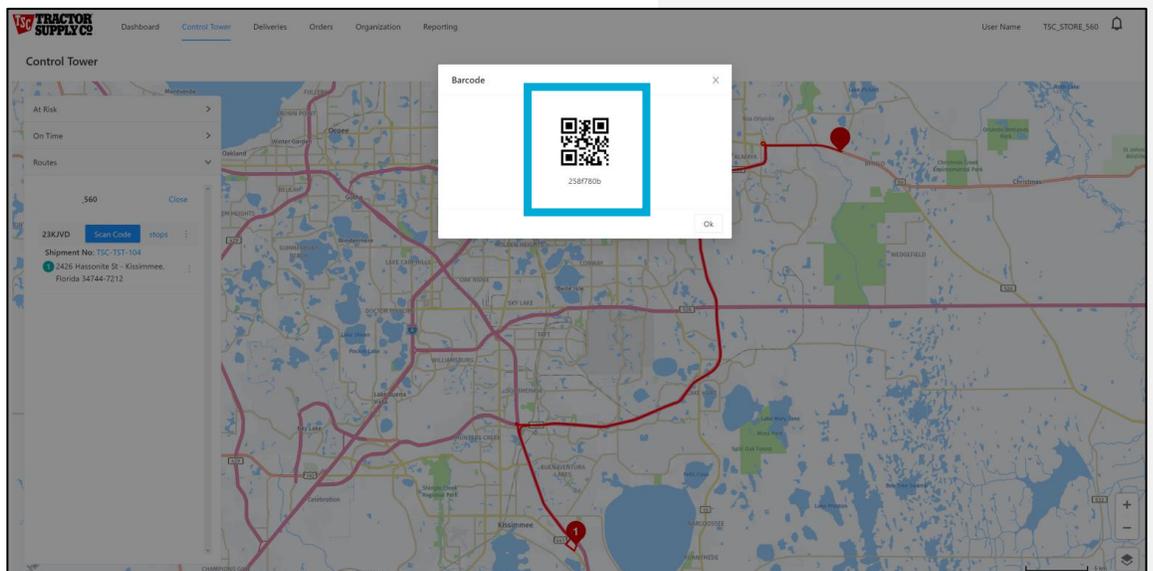
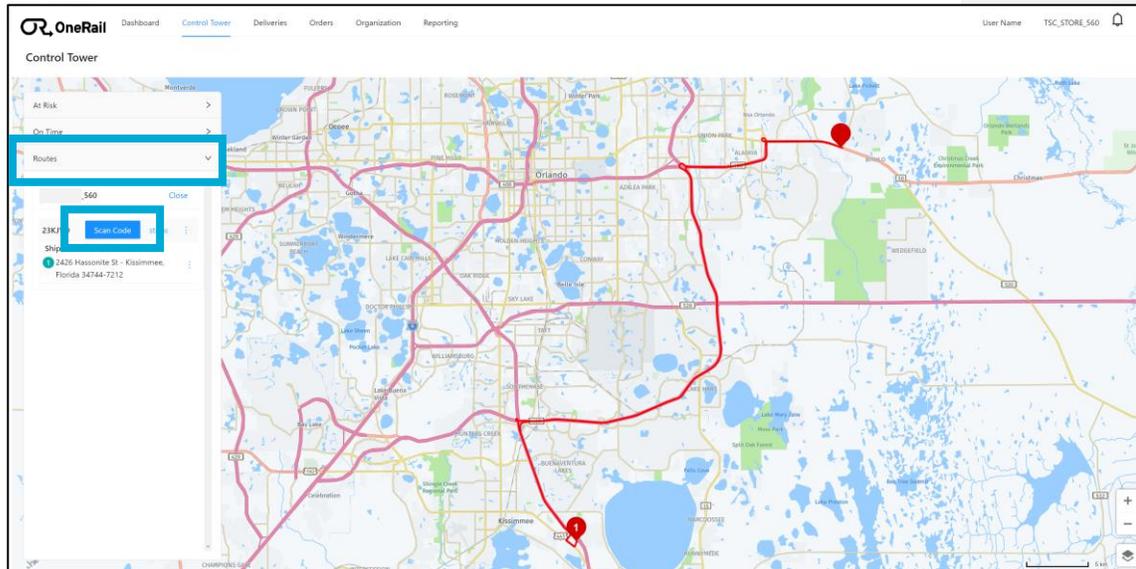
Shipment No.	Shipper	Order Date	Items	Service Level	Carrier	Status
<input checked="" type="checkbox"/> TST-104		02/17/21 01:32pm	1	TMSDD		Shipping
<input checked="" type="checkbox"/> 1045481		02/17/21 01:2				
<input checked="" type="checkbox"/> FST-02-17-2		02/17/21 11:4				
<input type="checkbox"/> FST-02-17-1		02/17/21 11:1				
<input type="checkbox"/> FST-02-17		02/17/21 10:5				
<input type="checkbox"/> FST-109		02/15/21 10:2				
<input type="checkbox"/> FST-108		02/15/21 10:25am	1	MKTD		Shipping
<input type="checkbox"/> FST-107		02/15/21 10:24am	1	MKTD		Shipping
<input type="checkbox"/> FST-106		02/15/21 10:22am	1	MKTD		Shipping
<input type="checkbox"/> FST-101		02/15/21 09:42am	1	MKTD		Shipping
<input type="checkbox"/> FST-100		02/15/21 09:39am	1	MKTD		Shipping

1. Select **Orders** tab.
2. Select the orders you wish to optimize by checking the box.
3. Click the **“Optimize Selected Orders”** button in the top, right hand corner.

Once the order is optimized, the carrier will show as **“****”**.

Delivery Management

Optimize & Route Selected Orders Continued...



From the Control Tower

4. Select the **Control Tower** tab.
5. Select **Routes**.
6. Select **Scan Code**.
7. Use the QR code to scan the route in the mobile device. The manual entry code will be displayed below if manual entry in the mobile device is needed.

Getting Started

Getting Started



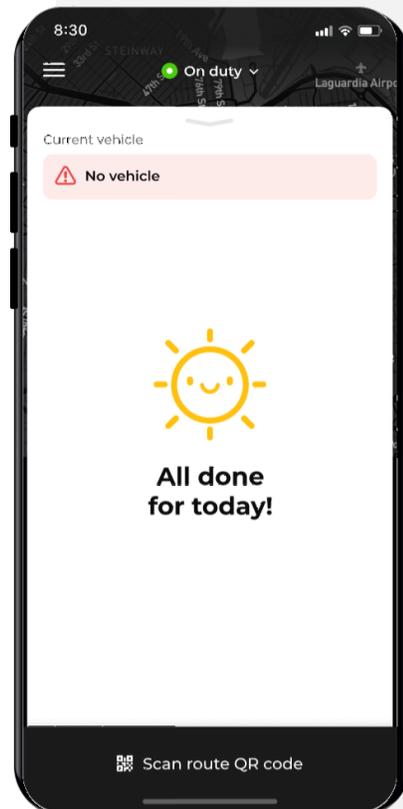
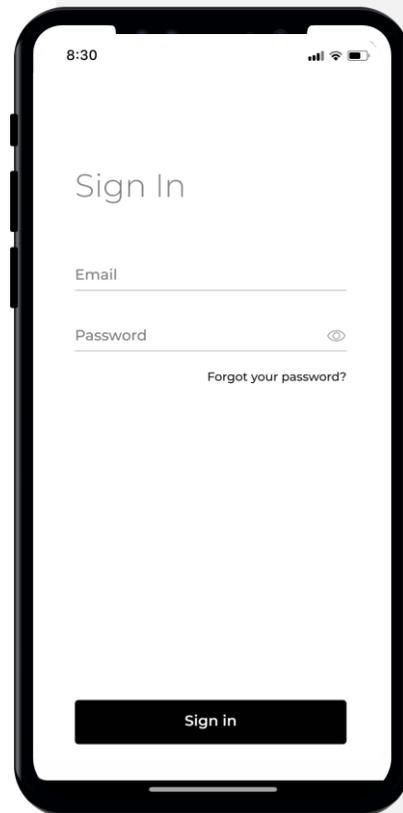
Sign In

1. Open the app
2. Enter the username and passcode given to you by your administrator.
3. Select **Sign In**.

Ensure you are "● On duty".

If not showing "● On duty",

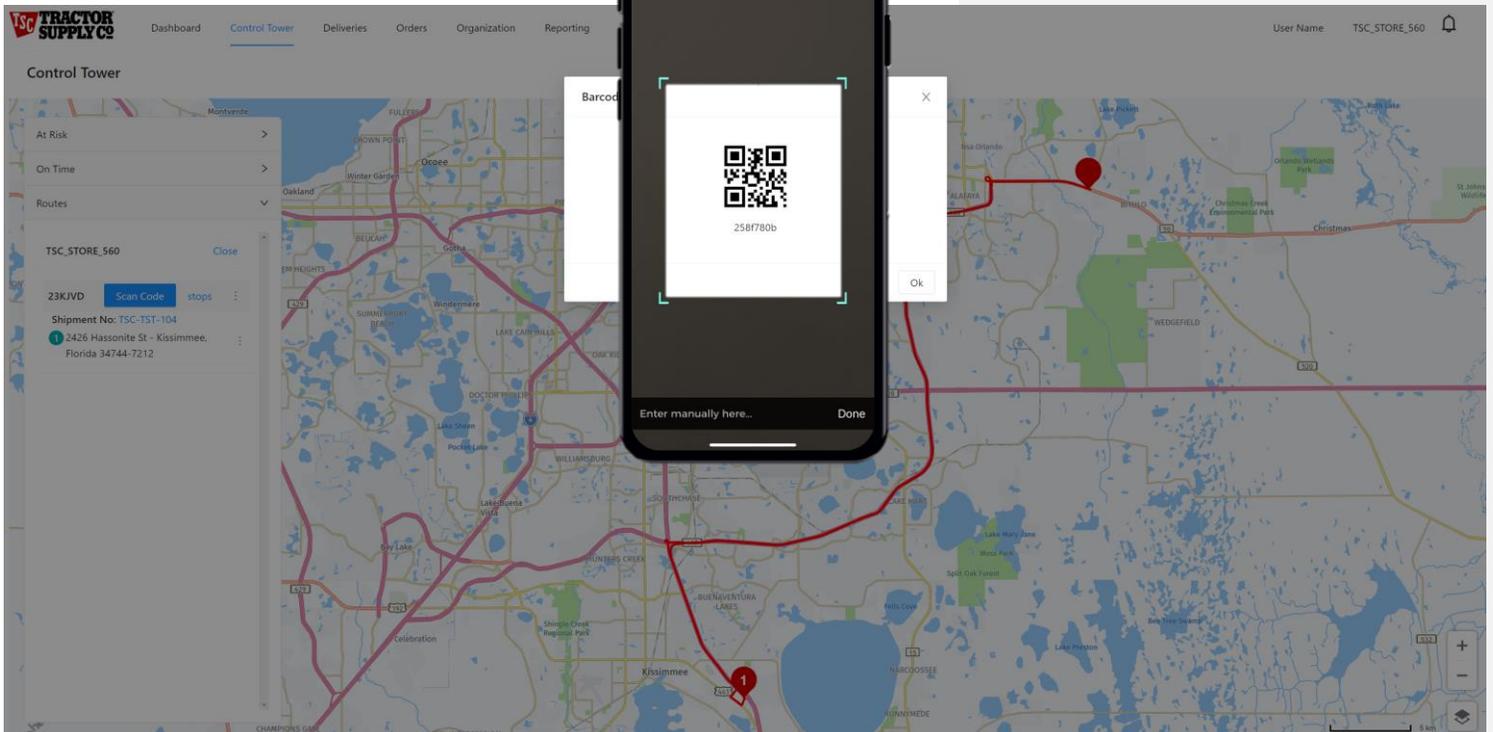
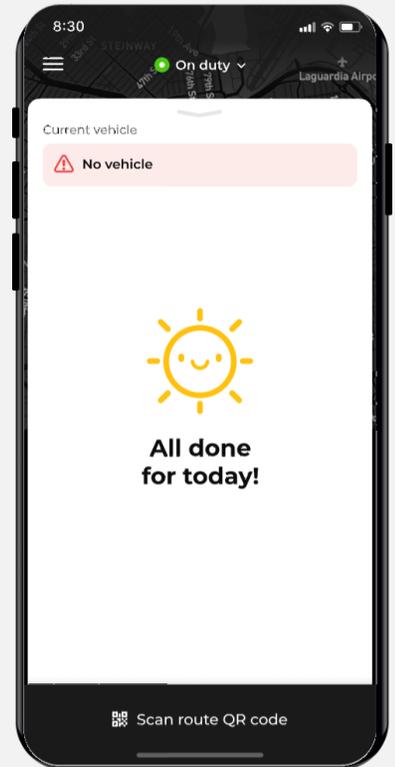
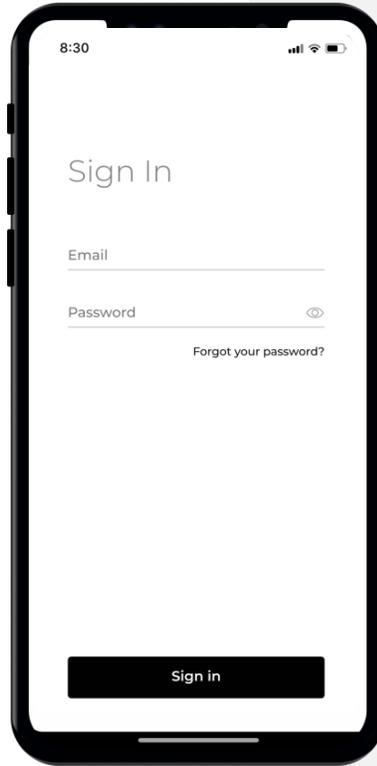
1. Select **On duty** from the dropdown menu at the top of the screen.



Delivery Management

Load/Transfer the Optimized Route

To obtain your delivery route,
1. Select **Scan route QR code**
2. Scan the Optimized Route Code within the Delivery Platform in **Control Tower-Routes-Scan Code.**
You only need to scan the QR code once even if there are multiple deliveries in the route.



Driver Application

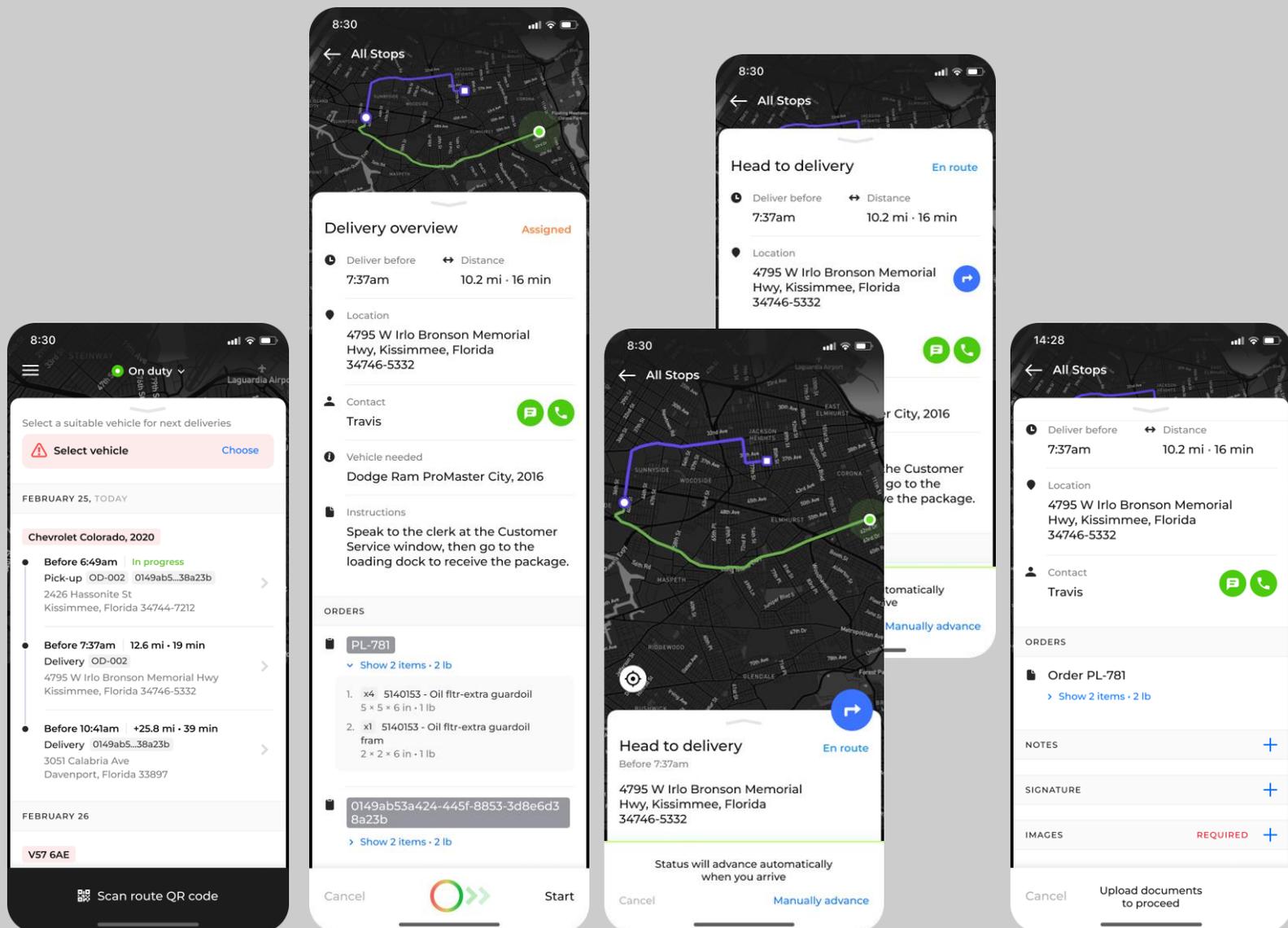
Delivery

After scanning your Optimized Route Code, the application will display the delivery task list in order of stops.

To begin the delivery,

1. Select the first task and swipe the bottom to **Start**.

The application will automatically recognize you have arrived using geofencing, a recognized perimeter around the location pinged by the device's GPS. The system will then automatically advance you to the next step.



Driver Application

Delivery continued...

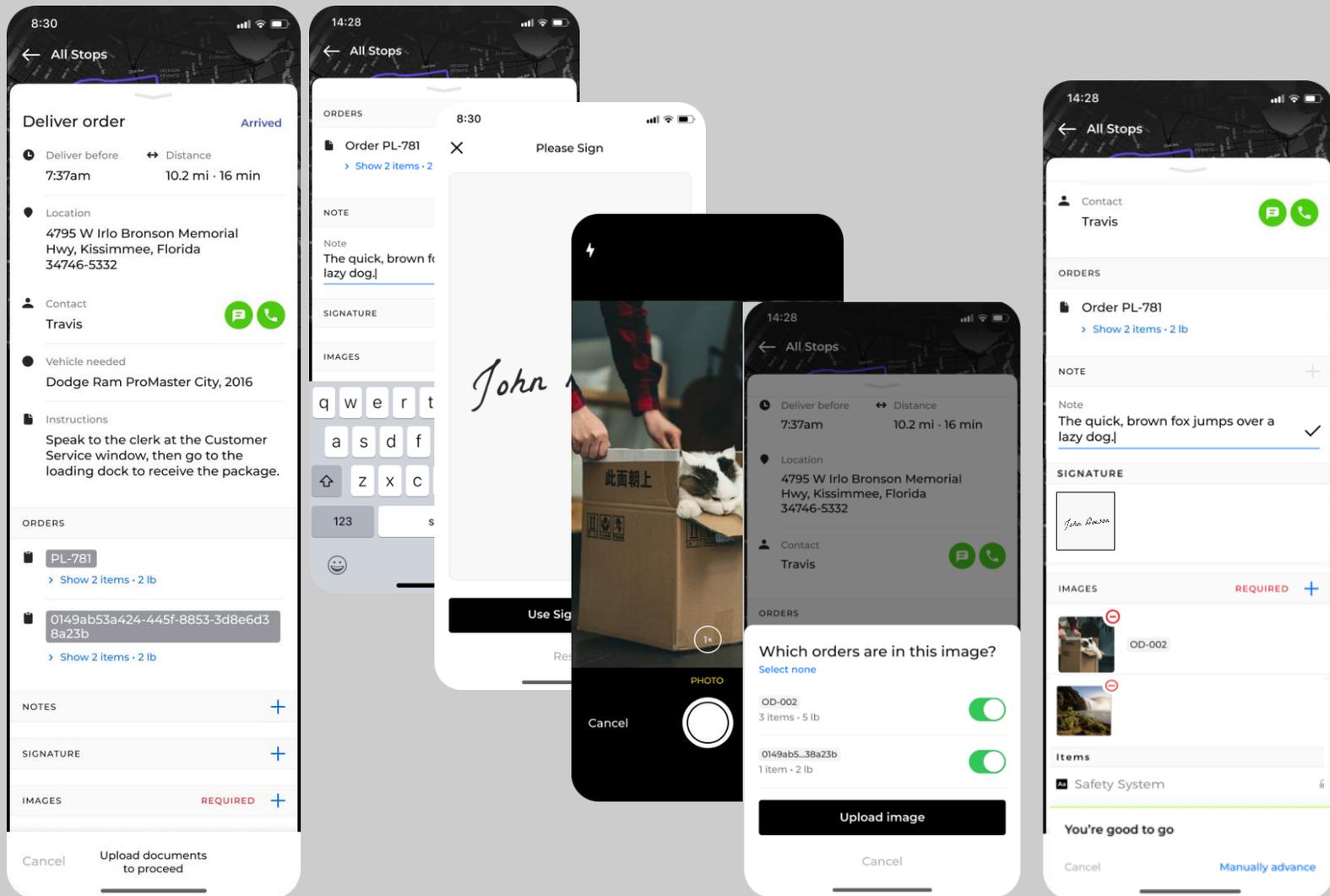
The following fields are available for additional documentation as needed.

- NOTES
- SIGNATURE
- IMAGES

Select the **+** next to the appropriate entry (NOTES, SIGNATURE, IMAGES) to enter additional documentation as needed.

If needed, use the call or message button   to contact the customer.

If you have additional tasks on your list, you will automatically advance to the next delivery stop in the optimized route or return to the store.



Driver Application

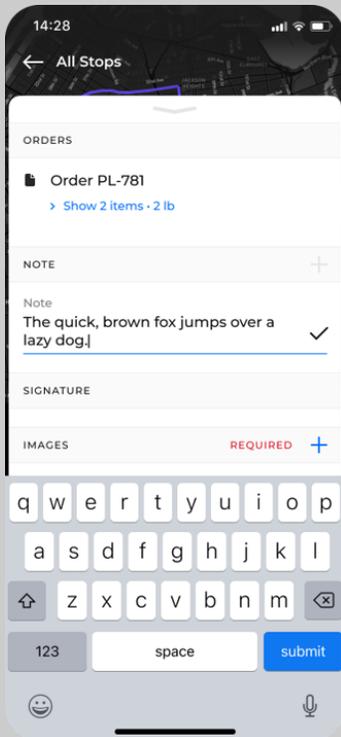
Notes, Signature and Images Fields Tips

Notes on the delivery (for example-where the product was left), proof of delivery signature and images are available to further document the delivery.

Tips:

- Review Notes before saving.
- Signatures should be clear enough to distinguish what and who it is. An “X” is not specific and difficult to trace back to who received the delivery.
- In a photo, include the product and something in the background that designates where it was left (ex: business sign, address numbers, unique building feature).

Notes



Signature



Images



End of Delivery

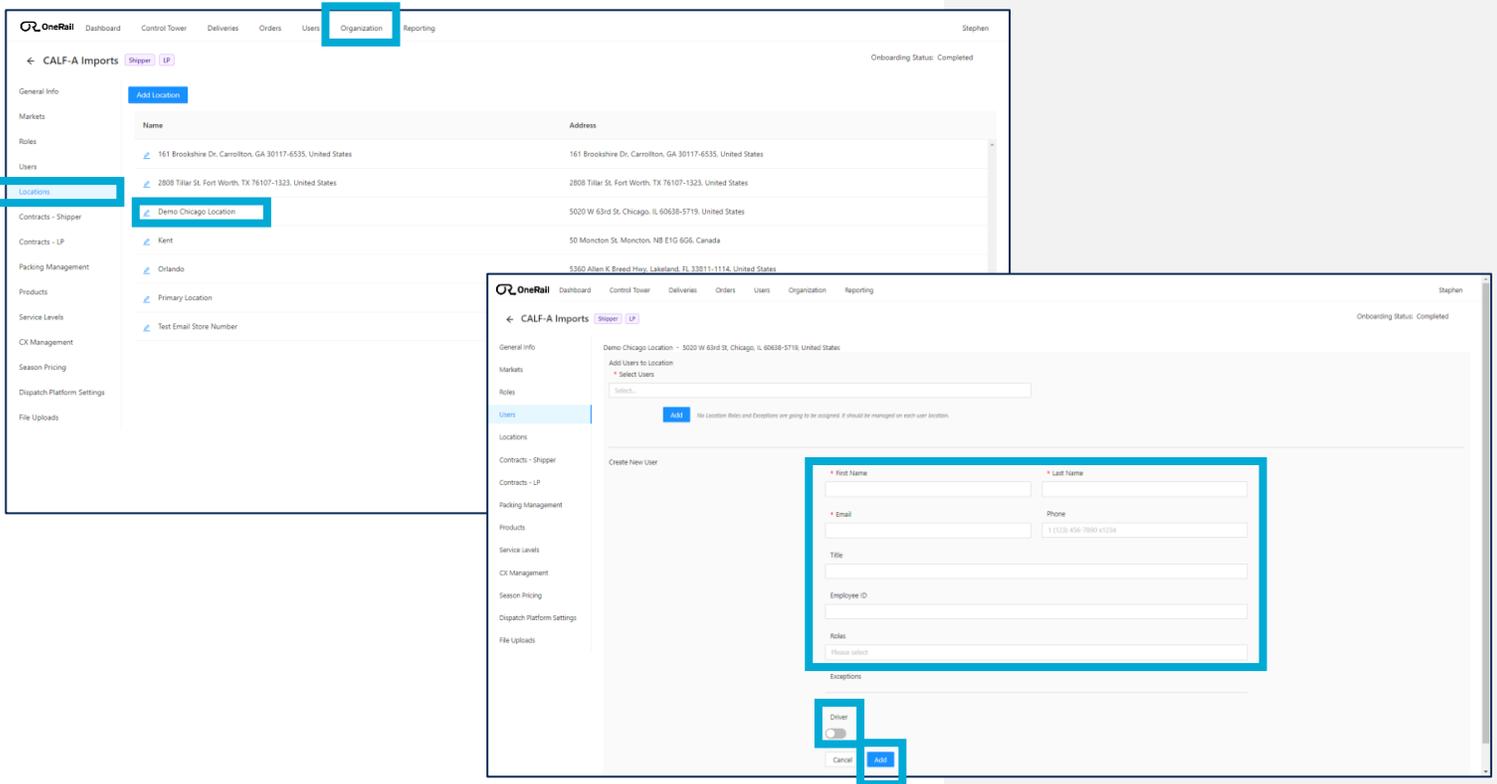
Once you have completed your last delivery, return to your store to select and optimize your next route!

Administration

Adding a New User Into a Location

Employees come and go. Adding a user authorization is based on administrative access. The preferred and most effective way of adding a user is by adding them directly into a location.

It is possible to add a new user and then add them into a location after, but this is less preferred as they will initially be in all locations the administrator entering the new user has.



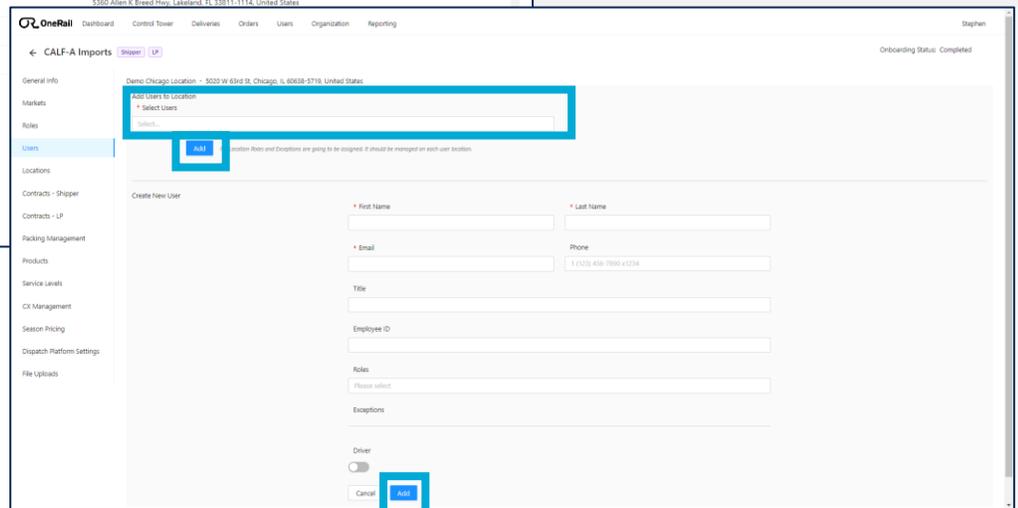
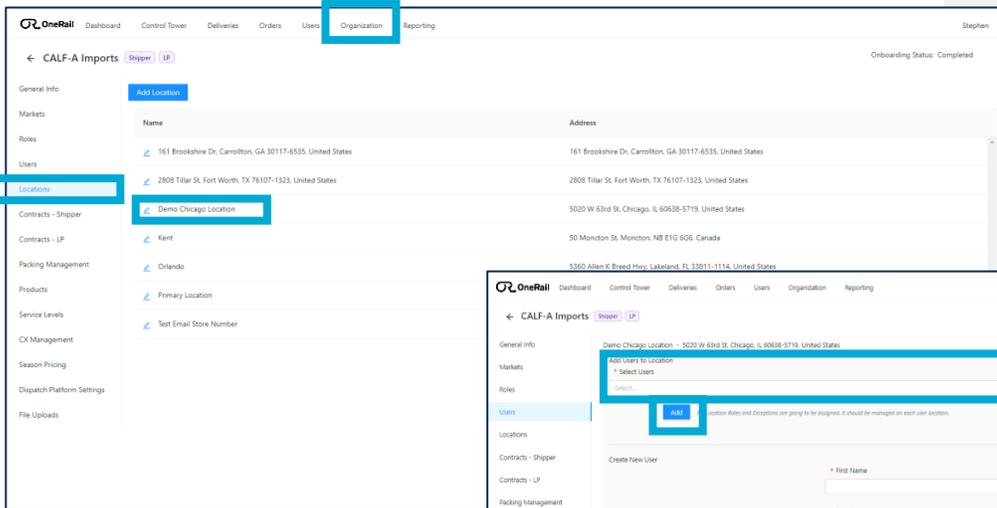
From the Organization page:

1. Select **Locations**.
2. Select the location the new user will be in.
3. Select **Add User**.
4. Enter the new user's information.
 - The new user will receive an email at the email entered to verify account and create a password.
5. Select **Driver** to assign the user as a delivery driver.
6. Select **Add**.

Administration

Adding an Existing User Into a Location

A user can be added into several locations when they work in or need access to multiple locations. The capability of adding a user to additional locations is restricted to an administrative role.



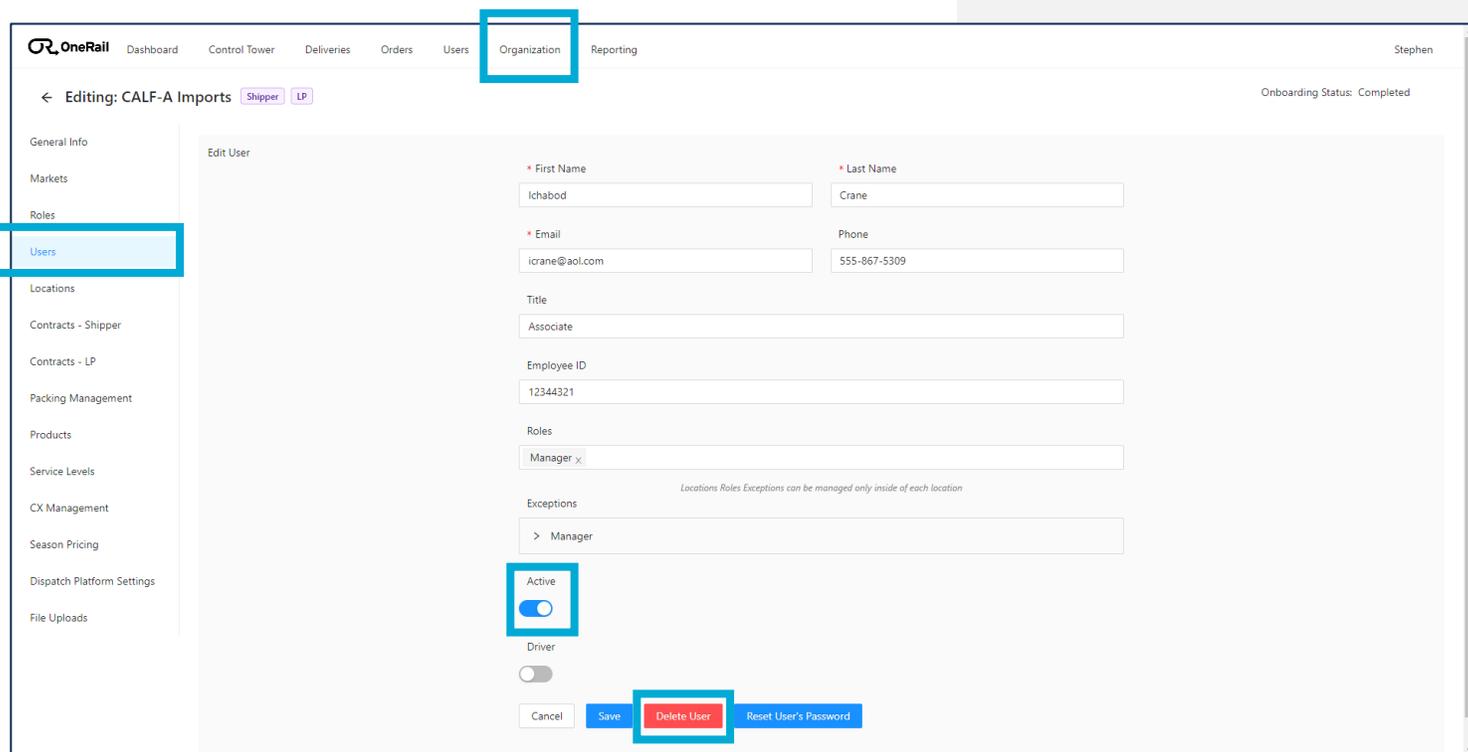
From the Organization page:

1. Select **Locations**.
2. Select the location the new user will be in.
3. Enter the existing user's name in the **Select Users** search box.
4. Select **Add**.

Administration

Deleting & Deactivating a User

A user can be deactivated or deleted in the platform. If a user is deleted, it is possible the data associated with the user will also be deleted.



The screenshot shows the OneRail Administration interface. The top navigation bar includes 'Dashboard', 'Control Tower', 'Deliveries', 'Orders', 'Users', 'Organization', and 'Reporting'. The 'Organization' menu item is highlighted with a red box. The left sidebar contains various menu items, with 'Users' highlighted with a red box. The main content area is titled 'Editing: CALF-A Imports' and shows the 'Edit User' form. The form includes fields for 'First Name' (Ichabod), 'Last Name' (Crane), 'Email' (icrane@aol.com), 'Phone' (555-867-5309), 'Title' (Associate), 'Employee ID' (12344321), 'Roles' (Manager), and 'Exceptions' (Manager). The 'Active' toggle switch is highlighted with a red box, and the 'Delete User' button is also highlighted with a red box.

From the Organization page:

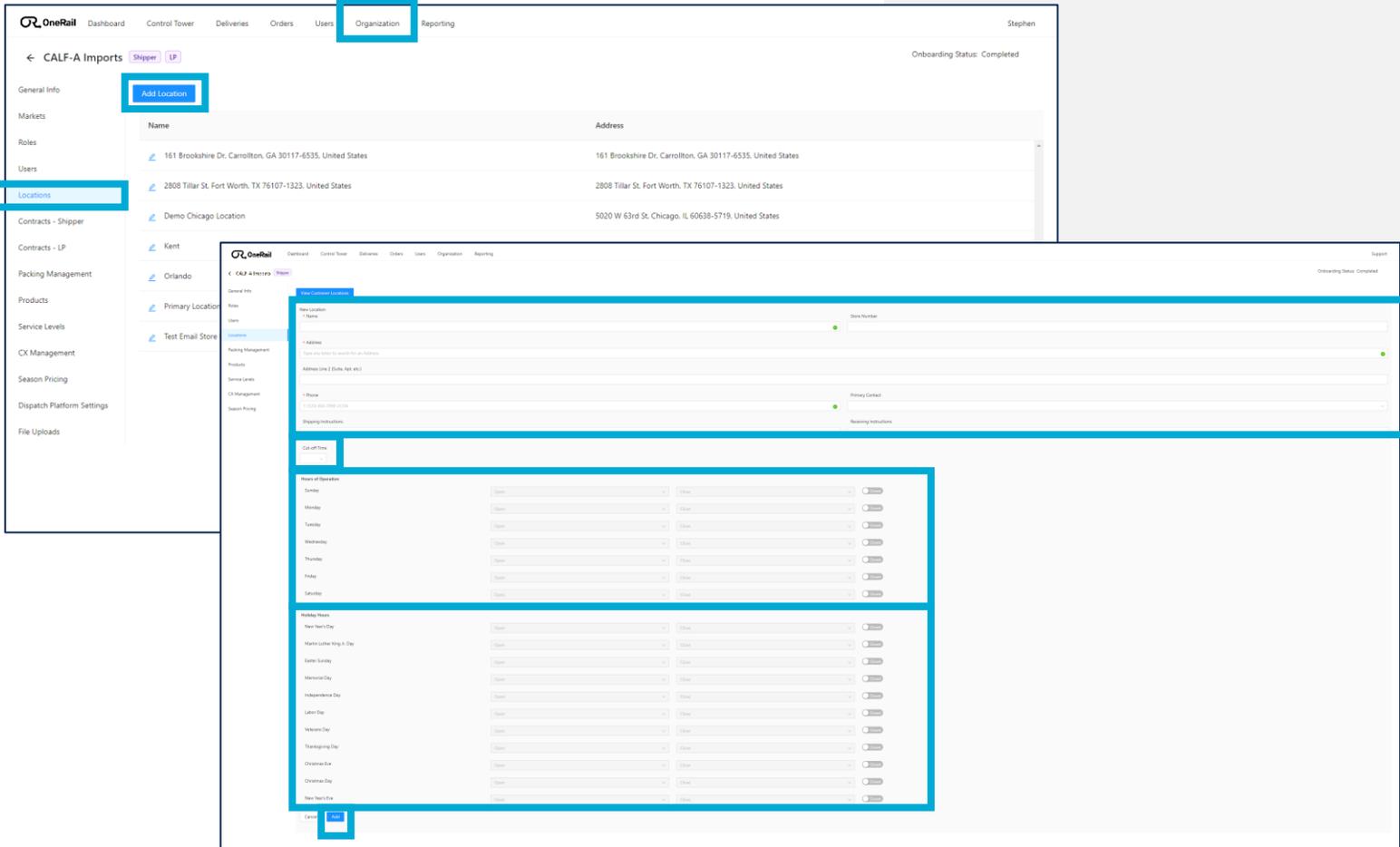
1. Select **Users**.
2. Select the user to be deleted or deactivated.
3. Select **Delete User** or slide the **Active** button to deactivate.
4. Select **Save**.

Reset the user's password on this page by selecting **Reset User's Password**. An email will be sent to the user's email to reset their password.

Administration

Adding a Location

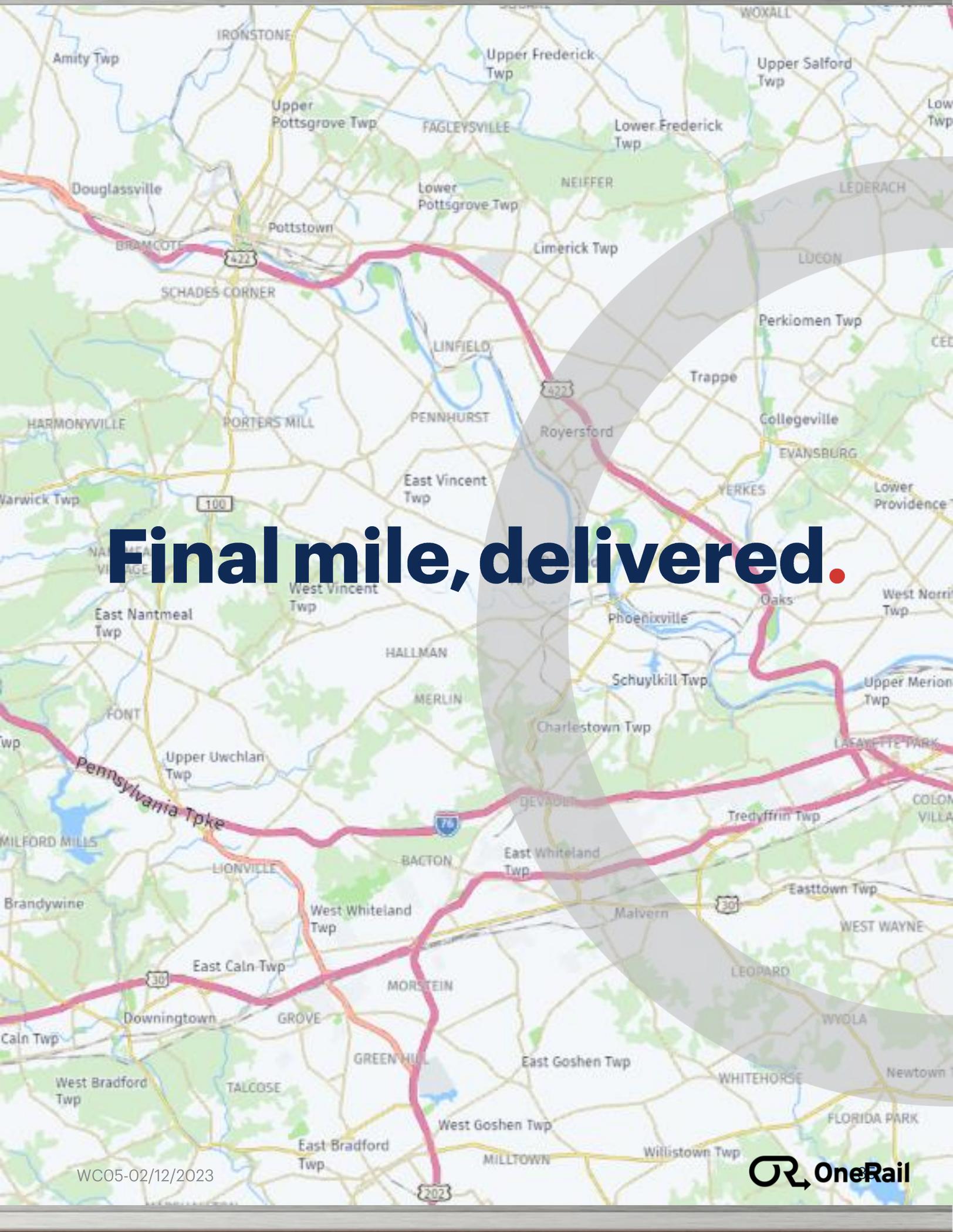
As your company grows, locations need to be added. This is restricted to Administrative roles.



The screenshot displays the OneRail Administration interface. The top navigation bar includes 'Dashboard', 'Control Tower', 'Deliveries', 'Orders', 'Users', 'Organization', and 'Reporting'. The left sidebar has 'Locations' highlighted. The main content area shows a table of existing locations and a 'New Location' form with fields for Name, Store Number, Address, Phone, and Shipping/Receiving Instructions. Below the form are sections for 'Hours of Operation' and 'Holiday Hours'.

From the Organization page:

1. Select **Locations**.
2. Select **Add Location**.
3. Enter the location's **Name**, **Store Number**, **Address**, **Phone Number**, **Contact**, **Shipping and Receiving Instructions** as needed.
4. Enter **Cut-off Time** for pickup.
5. Enter **Hours of Operation** for each day of the week.
6. Enter **Holiday Hours**.
7. Select **Add**.

A map of Schuylkill County, Pennsylvania, showing various townships and roads. A red line traces a route across the county, starting from the northwest near Pottstown and ending near Phoenixville. A large, semi-transparent grey circle is overlaid on the map, centered on the red line. The text "Final mile, delivered." is superimposed over the map in a large, bold, dark blue font.

Final mile, delivered.