🛵 *delivery system- FAQ*

Getting started:

1. I want to try this service first. Is 1st month of service free?
   You can try at a minimal cost of Rs.100.
   It is free only if you buy at least 1 month of service. We charge Rs.100 per delivery boy during the trial month to cover operational charges like SMS that we send to your customers etc.

2. Do you provide delivery boys who can deliver my goods:
   No. We only provide technology that you can use to manage your delivery boys and processes.

3. I have downloaded the app (DelTrack), but not able to see the 'New delivery order' screen.
   Your account has to be provisioned. Simply downloading the app does not provision your account for creating orders. You need to make the payment based on the no of delivery boys and months of service, and then contact eyaksh.

4. Do you help me generate some orders?
   No

5. How many delivery boys can I manage?
   As many as you want.

6. I want to opt for 6 month with 5 delivery boys. How much should I pay?
   6x5x200 = Rs.6000. You get 7 months of service (1st month is free)

7. Which phone can my delivery boys use?
   Delivery boys must have an android phone with data/internet enabled. Data usage is typically less than 200 MB (costs ~Rs.100 pm). Data cost will be borne by you.

8. What is the price after the trial period?
   Price per delivery boy varies between 150-200 depending on the number of delivery boys you want service for.

Plan	# of delivery boys	Price (Rs.) per delivery boy during the 1st month (trial)	Price (Rs.) per delivery boy per month after trial month	# of orders allowed per month	Comments
TDXA	1-5	0	200	3000	For small business owners
TDXB	6-20	100	175	Unlimited	For medium business owners
TDXC	20+	100	150	Unlimited	For large business/fleet owners

Eyaksh bears the cost to send SMS for non-deltrack customers, enabling them to track delivery boys. Trial period fees is to cover these expenses.

9. How do I get started?
   a. Choose your plan in costing section. Choose the number of delivery boys you would want to add to our system, and the number of months. If you choose 1 month, you pay fees for the trial month only(@ Rs.100 per delivery boy). You may choose multiple months to get the trial month fees waived-off.
      e.g. If you opt for 4 delivery boys and 3 months of paid service (additional 1 month of free service), you need to pay Rs.2400 (4x3x200), but you get 4 months of service.
      Make the Payment [http://eyaksh.com/SprHibStrt/new/deliveryhowto.jsp] for the selection in above step. In case of doubt, contact us.
   b. Provide the payment details and the following for the business owner and the delivery boys via email: Name, Mobileno, Email, Business name and Address.
   c. Download DelTrack from the Google play store, or Eyaksh site, install and provide your business location via email, OR via 'Inform new location' from our different app: tomo menu. Ensure that you send that data while at the exact business location. This step is important to collect data with precision. If possible, enable GSP during this exercise to improve the accuracy.

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d. Once we get all the above information, we will provision your account within 24 hrs and respond enablement of service within 24 hrs.

10. What if service is not available for some time?
    We guarantee 24X7 service availability. Both if for certain reasons our service is not available for a certain duration, we provide you a credit on a prorate basis.

Troubleshooting:

1. I do not see the screen to create new order. No 'New delivery order' in menu.
    This is a paid service. Your account has not yet been provisioned. Contact eyaksh.
2. How do I place a new order?
    On the new delivery order screen, fill in the details (customer phone#, address, order#, amount) and then click 'Deliver' button. You should get a confirmation with delivery boy details.
3. I do not get a delivery boy assigned to my order.
    Delivery boys must be using the DelTrack app to be considered as ONLINE to handle orders. Ask the delivery boy to launch DelTrack app. Then you should get the order assigned. This order has already been saved in the system, hence you do not need to re-submit it.
4. What are the inputs to be provided in the new delivery order screen?
    Customer phone#: 10 digits [mobile no / landline with STD code]. For repeat customers, you can fetch the address by clicking the icon to the right of the field. If address is available for this phone#, it will be displayed in the delivery address field.
    Delivery address: building no, street, area, city. E.g. 204, ABC Apartment, Murugesh palya, Bangalore
    Please provide complete address for better location accuracy. PINcode and state may not be needed for bigger cities.
    Order#: The invoice# as in your system/bill. 10 character alphanumeric max.
    Amount: The invoice amount for this order. Numeric only.
5. When I click Deliver button, I get following error:
    INVALID_INPUTS: Phone no must be 10 digits. All 4 inputs must be provided.
    INVALID_ADRESS: Please provide a valid address along with city name(if a smaller city).

Order status and error messages	Details	Re-submit order ?
DELIVERY_ORDER_STATUS_NO_DELIVERY_BOY_AVAILABLE	Order created (default status) but NO delboy assigned yet as their capacity is full. Delivery boy will be assigned as soon as one is available. Order saved in system.	NO
DELIVERY_ORDER_STATUS_NEW_UNASSIGNED	New and saved order	No
DELIVERY_ORDER_STATUS_NEW_ASSIGNED	Delivery boy assigned to new order	No
DELIVERY_ORDER_STATUS_UNAUTH	Not authorized to place order	--
DELIVERY_ORDER_STATUS_INVALID_ADDRESS	Address could not be mapped to a location. Pl check the address (spelling) and provide more details like areaname/city/town	Yes
DELIVERY_ORDER_STATUS_TOO_FAR	Delivery location is too far	No
DELIVERY_ORDER_STATUS_VENDOR_NULL_LL	Vendor shop location is not specified. Contact us	Yes
DELIVERY_ORDER_STATUS_INVALID_INPUTS	Check mobileno, order#, address, amount	
DELIVERY_ORDER_STATUS_DUPLICATE	Same order# cannot be used twice. Change your order# and submit again	Yes
DELIVERY_ORDER_STATUS_INVALID_CONSTRAINTS	System error related to invalid inputs. Contact us	Yes
DELIVERY_ORDER_STATUS_NOT_DELVENDOR	You are not a valid delivery vendor to place order. Contact us	Yes
DELIVERY_ORDER_STATUS_TIMED_OUT	Order timed out for delivery. Delivery boy could not deliver within 24 hrs for certain reasons.	No
DELIVERY_ORDER_STATUS_UNKNOWN_ERROR	Contact us	No
DELIVERY_ORDER_STATUS_DELETED	This order has been deleted	No

6. When I click 'Locate deliveries' or 'Delivery summary', I don't see any orders.
    You may not have placed any orders in the past 24 hrs.

Contacts

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