Goran Driver App

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Content of this routine

1 - Loading products on a truck

1. Log in to Goran.

2. ou as a driver start by scanning the bar-code on the manifest given to you from planner

3. Go to lane shown in app and confirm that everything is correct by pressing [Confirm]

The application will give you an overview of the trip

1.Total route data

A.Amount of stops

B.Distance

C.Duration

2.Amount units to be picked up

3.Amount of units to be delivered

4.Stop contains installations

5.Products to be carried in on stop

You can by pressing on an order see the details and what needs to be done customer

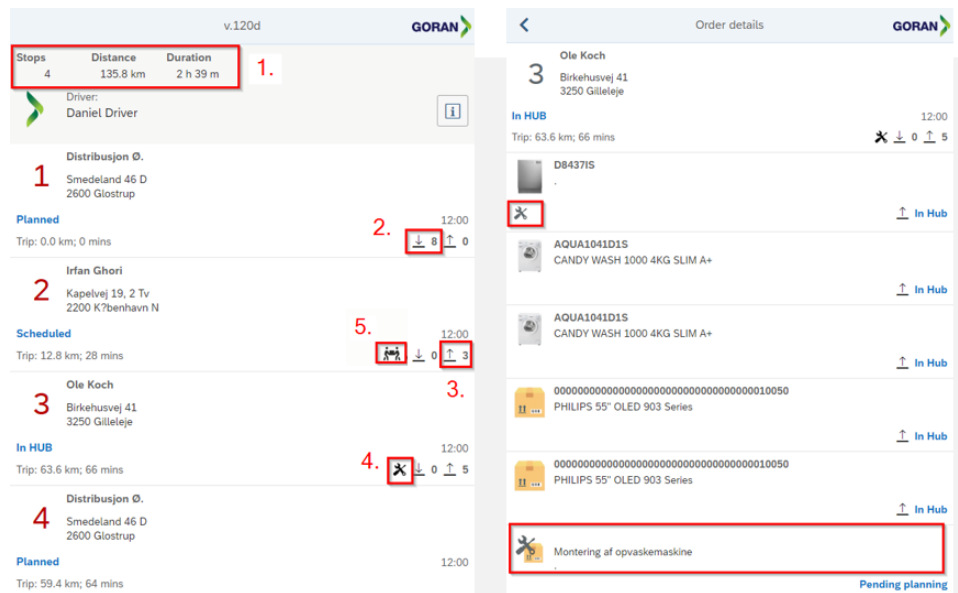By pressing start route you accept it and can start your work. Notice, if by mistake or other reason the route is not your, press the left icon in the bottom left corner and contact your planner at HUB

Start scanning the products from your lane

When loading is done press [FNINISH] and then confirm departure

2 - Driving to customer or store

You will now see an overview over the stops for the route.

1.Call customer/planner/customer service

- Remember to always call the customer before arrival
- The app will trigger phone-function and when back the dialog "did customer pick up" will appear

2.Order details

3.Flip to right/left for other customers on route

Press check marktand "Go to…" to start journey to customer
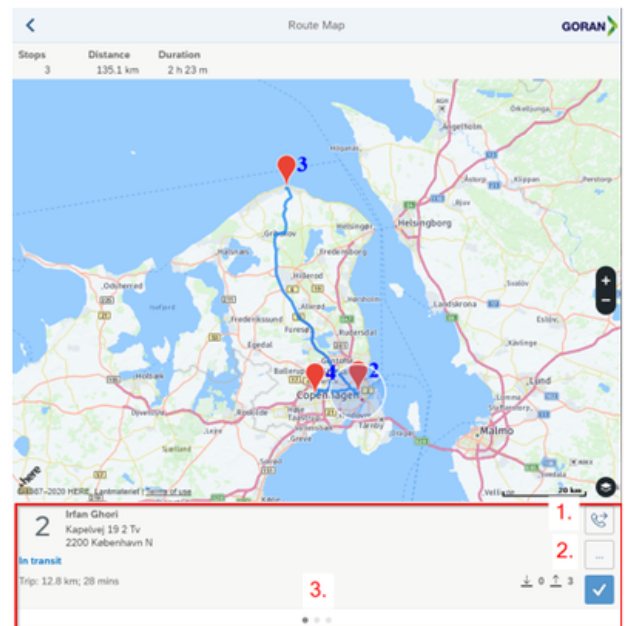
1. When arrived to customer, press [3] Arrival.

2. Confirm arrival

3. If delay, press [2] to register delay

4. [1] always possible to call customer/contact center / planner

3 - Unloading at customer

Start scanning the products for the customer.

Notice, if label is broken the flip counter can be switched manual, you then have to set a reason for this.
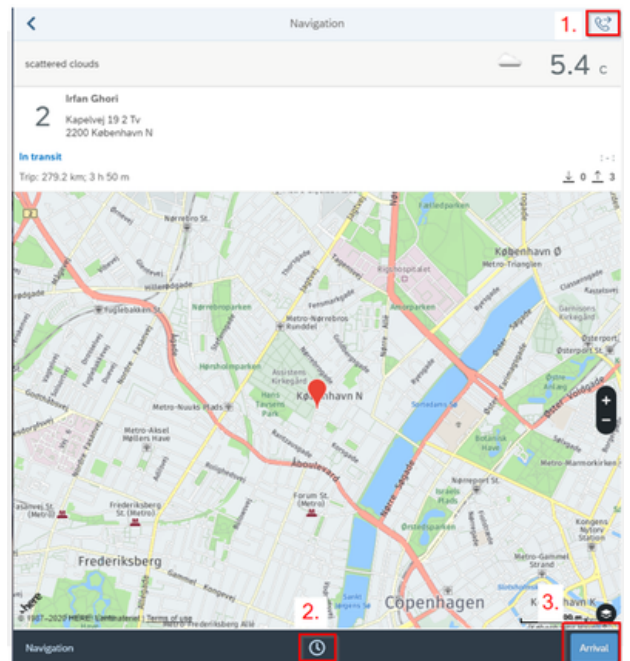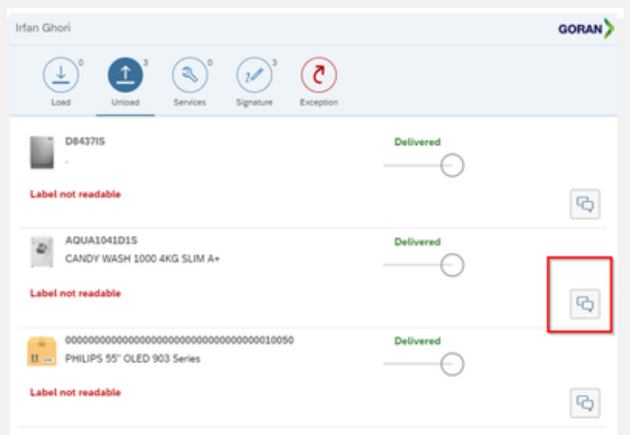
Notice, if you flip left you will get a list of reason codes for this issue

You can always register deviation on each line with picture and comments

4 - How to register ad-hoc

You have to possibility to add ad-hoc services and ad-hoc products.

Ad-hoc products:

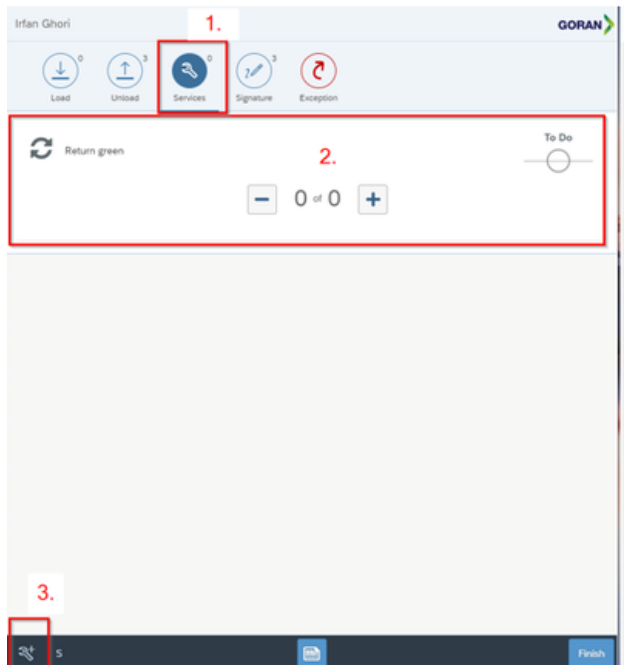Press icon in left corner, then add the EAN code for the extra product

Ad-hoc services:

[1.] Press services

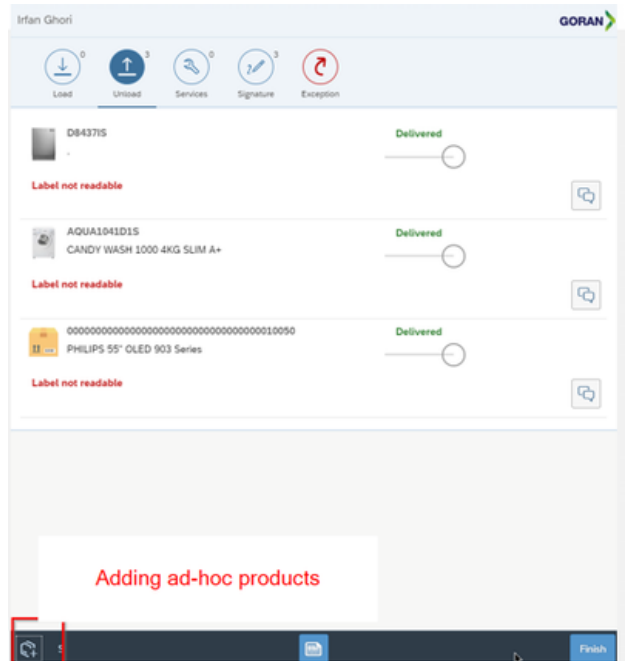[2.] Here you can add Return Green

[3.] Press to add ad-hoc installations – This will trigger an API and a list with services that can be added will be visible.

Added service will appear, you can also add deviation to it and also with picture

1.Press bottom left corner icon

2.Scan EAN code and then press ADD

5 - Signature

When all products are delivered and services are done, press signature.

Ask for customers signature and then press DONE.

Departure from customer.

Press Finnish to departure.

Signature issues

If Goran fails when taking signature and driver really need to get going to next customer:

1. Try to restart application.
2. Login again.
3. You will start at the customer that you got stuck in before.
4. Try again with signature.

If still not working

1. Inform planner/HUB about lack of signature.
2. Restart app again.
3. Flip to next customer(see last picture)-. And carry on with next customer.
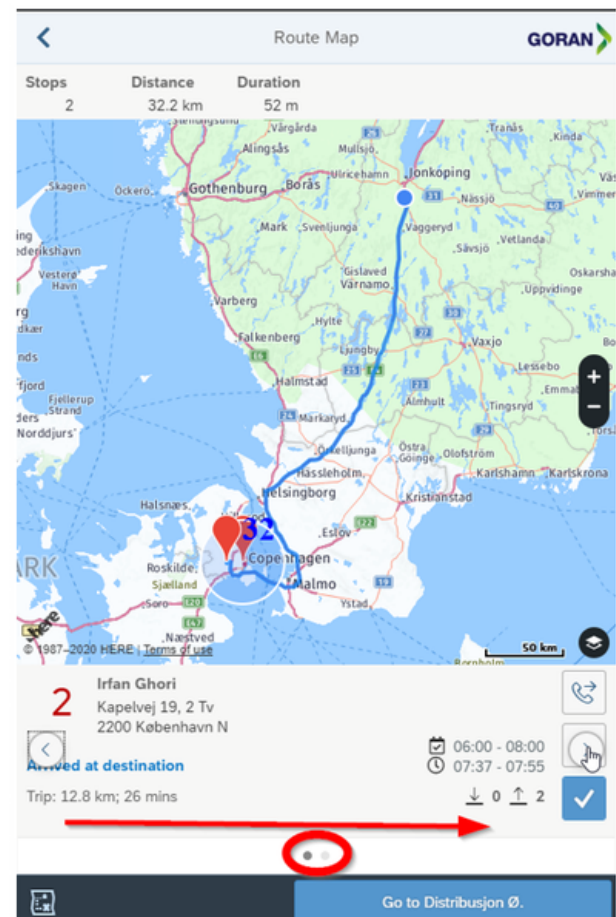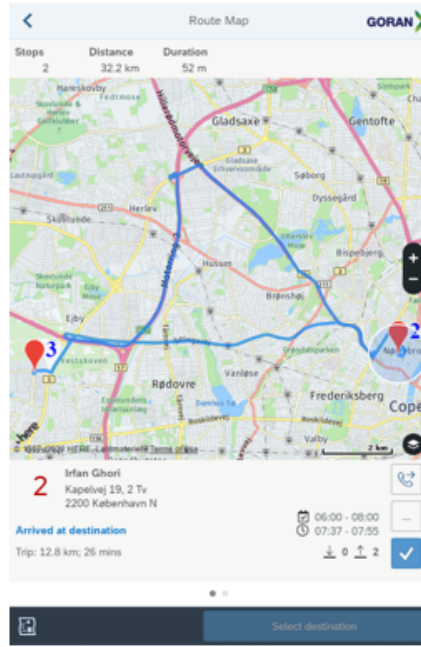
6 - Deviation at customer

Exeption tab contains functions for a general deviation on the whole stop.

All of this choices will let you add comments and pictures

If customer is not home, go to exception and select "not home".

f customer calls back or you want to go back to customer you can pick up the route again and flip back to "not home" to "at home".

Possibility also to add pictures in this deviation
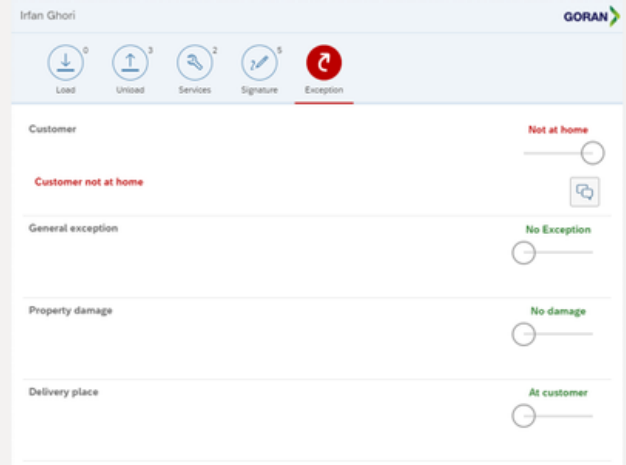
7 - Returns back to Hub

What to do with Returns from customer not home?

1. When driver is back at Hub these goods need to be unloaded in Goran as other customer stops.
2. Hub personnel should give a signature to Driver in Goran that the goods are back at Hub.

Hub should scan reception with Hubanero right away, so that it will be possible for CCC to rebook them.

Hub should then move the goods to waiting area until they get new delivery date.

8 - Emergency Mode

When to use?

If a PDA gets broken in the field and the driver leaves back only a manifest with notes from the trip. Then the Hub can use emergency mode to finnish the steps in Goran.

Why do we need this?

To get everything correct in the system the trip can be done in "Emergency mode" afterwards. No sms will be

sent to customer, but its possible to finish the trip in correct way with all regular functions.

What do do?

1. Give the driver a device when he is back, ask him to open Goran and turn on "Emergency mode"

2. Ask driver to handle all stops with deviations etc and finish the trip.

Trouble/not working: Create a Fixit ticket!

9 - How to handle Pick up at store and Milk-run? 🔗

1. The store will get information in Pick and pack application to perform pick and pack, so that goods will be ready for pick up when driver arrives.

2. Driver will handle pick up and Milkrun in Goran application as any other stop. Everything the drivers brings on the truck should be in Goran.

3. Pick up in store and Milkrun pick up and drop off will be planned automatically in SAP TM, as long as we use automatic planning.

Routine descriptions

This routine describes how to use Goran Driver application when loading products on a truck, driving to the customers/stores, unloading, reporting events and performing services.

Routine information

Country Nordic

Systems affected Goran

User affected Internal and external Drivers

Owner

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