



**MultiRoute**  
Sales Force Automation

# MultiRoute

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**System Manual**

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# 1. Introduction

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## 1.1 Overview

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MultiRoute empowers field sales personnel to seamlessly perform transactions on the go. It serves as a vital link between your enterprise application and mobile devices in the field.

## 1.2 Web Interface

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## 1.3 Mobile unit

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## 1.4 Connector

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## 1.5 Reporting

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## 1.6 Components

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MultiRoute consists of three main components:

- Web Manager
- Android Application
- ERP Connector

### 1.6.1 MultiRoute Web Manager

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The MultiRoute Web Manager is a versatile web application designed for various purposes:

- **Field Workforce Management:** Create and configure the field workforce for the MultiRoute Android application.
- **Synchronization Hub:** Acts as the central hub for synchronizing all transactions from the MultiRoute Android application.
- **Transaction Monitoring:** View all orders, deliveries, collections, deposits, payments, surveys, and other transactions made by the field workforce.
- **Dashboards:** Provides dashboards for enhanced data visualization.
- **Field Surveys:** Create and manage field surveys.
- **Reports:** Generate comprehensive reports.
- **Online Map:** Track the field workforce in real-time.
- **Client Transaction History:** View the transaction history of clients.
- **Product Sales History:** Access detailed information on product sales history. These are just some of the key features of the Web Manager. It continues to grow and evolve as part of the product plan.

### 1.6.2 MultiRoute Android

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The MultiRoute Android application is the on-the-go component for field operations. It supports three main operation modes: - Proof of delivery - Pre Sales - Truck Sales

Additional transactions available include: - Collection and Payments - Deposits - Survey - Merchandising - Returns

For more detailed information, refer to the MultiRoute Android section of the documentation.

### 1.6.3 MultiRoute Connector

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The MultiRoute ERP Connector facilitates data synchronization between MultiRoute and external ERP systems. It ensures that all transactions from the MultiRoute Android application are synced with the ERP as needed. Additionally, it pulls data from the ERP, such as client information, products, and price breaks.

MultiRoute is compatible with several ERP systems, and the list of supported ERPs continues to expand.

## 2. Web Manager

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### 2.1 Overview

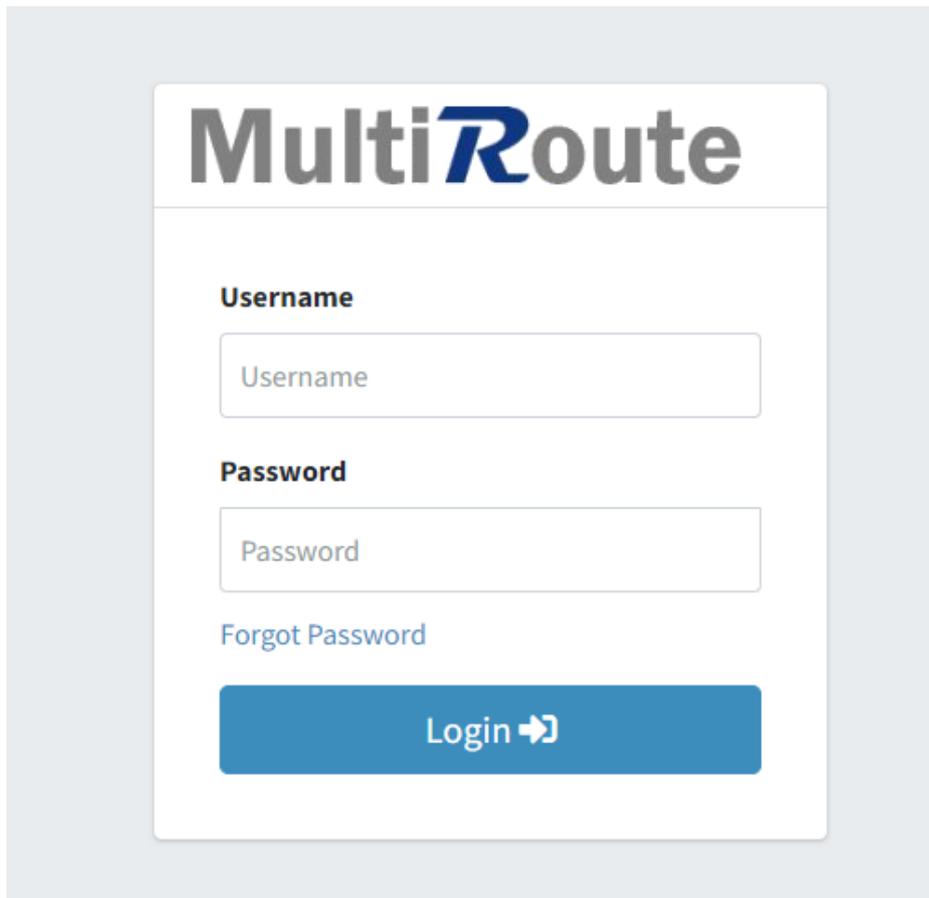
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MultiRoute Web is the heart of the MultiRoute system. It is where you can keep track of your *Route Schedule*, *Promotions*, *Truck Management* and more.

#### 2.1.1 Login

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User first is prompted by a login screen.

The image shows a login screen for MultiRoute. At the top, the "MultiRoute" logo is displayed in a large, bold, blue font. Below the logo, there are two input fields: one for "Username" and one for "Password". The "Username" field has the placeholder text "Username" and the "Password" field has the placeholder text "Password". Below the password field, there is a link labeled "Forgot Password" in blue text. At the bottom of the form, there is a blue button with the text "Login" and a right-pointing arrow icon.

#### 2.1.2 Forgot Password

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Users can find the steps to reset the password if the user exists. The first step will be to confirm the username and the email. The second step will be to confirm the code that was sent to the email. The final step is to enter and confirm the new password. After this the user will be redirected to the login page.

**Step 1: Enter username and email**

←

👤 — 🔒 — 🔑



## Forgot Password?

Enter the username associated with your account.

[Forgot Username](#)

Enter the email address associated with your account.

[Send Link](#)

Step 2: Enter the security code

←

✓ — — — — — 🔒 — — — — — 🔑

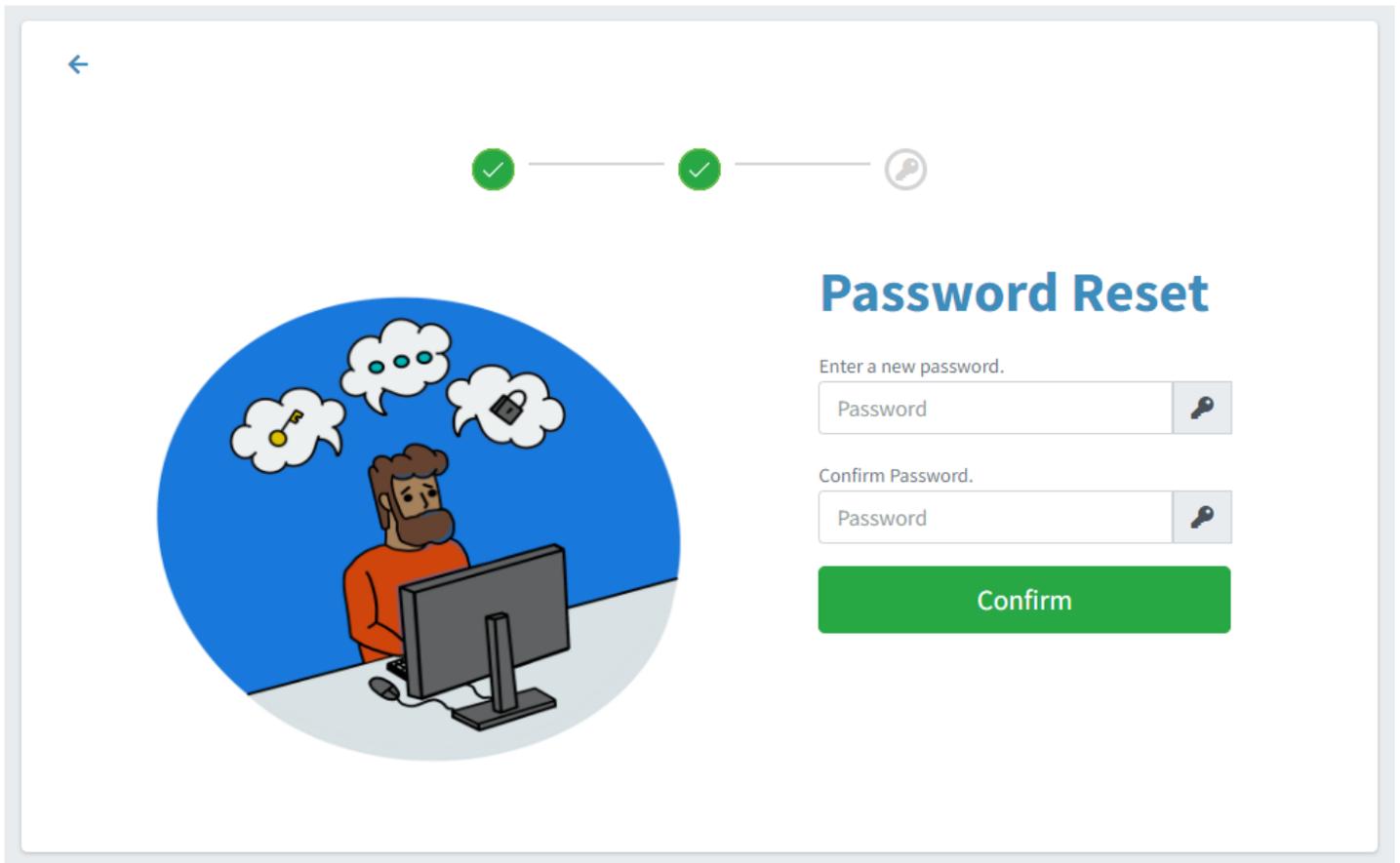


## Forgot Password?

Enter the code that was sent to your email.

0	0	0	0	0
---	---	---	---	---

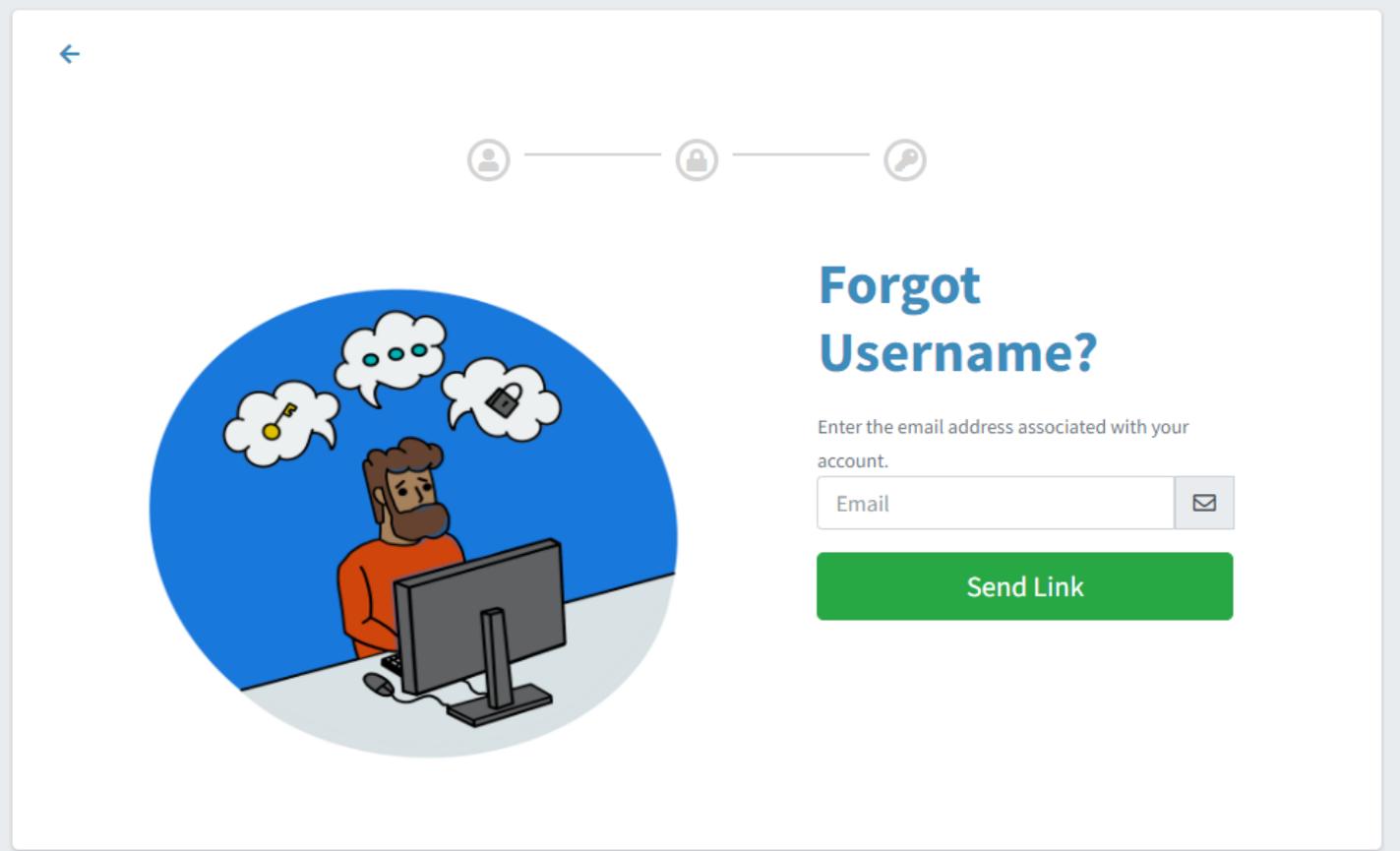
Verify

**Step 3: Enter new password**

The screenshot shows a mobile application interface for a password reset. At the top left is a blue back arrow. A progress indicator at the top center consists of three circles: the first two are green with white checkmarks, and the third is grey with a white key icon. On the left is a circular illustration of a man with a beard sitting at a desk with a computer monitor, with three thought bubbles above him containing a key, a padlock, and a key. On the right, the title "Password Reset" is displayed in blue. Below the title are two input fields: "Enter a new password." and "Confirm Password.", each with a "Password" placeholder and a key icon on the right. A green "Confirm" button is positioned below the second input field.

**2.1.3 Forgot Username**

The user can access this page by going to the `Forgot Password` page. Here the user can receive the `username` via `email`.



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Progress indicator: User icon — Lock icon — Key icon

**Forgot Username?**

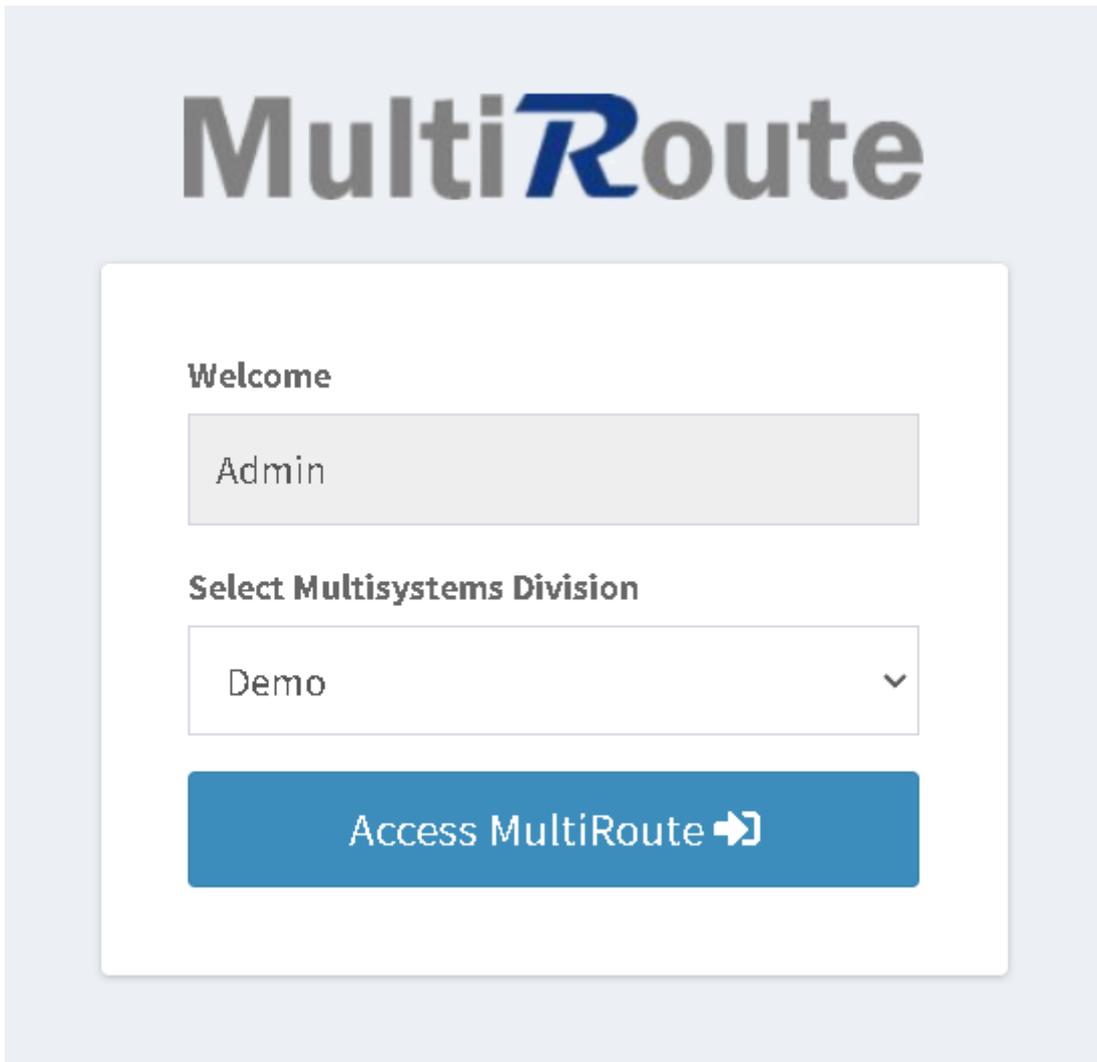
Enter the email address associated with your account.

Email

[Send Link](#)

## 2.1.4 Login Division

A user can have access to multiple divisions. After authenticating username and password the user must select a division from the divisions to whom have access.



## 2.1.5 Multiple languages

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Once logged into the application each user has the option to change the application language. Available languages are Spanish and English

The screenshot shows a dashboard for 'Multi route' with a sidebar on the left containing navigation items: My Dashboard, Dashboard (selected), Pre Sales, Truck Sales, Proof of Delivery, Map, Marketing, Tools, Lists, Maintenance, and Settings. The main dashboard area is titled 'Dashboard Year To Date' and includes a 'Date Range' selector set to '01/01'. A top navigation bar shows the user 'demo' as 'ADMIN Supervisor' with a 'Log Out' button and 'Ver. 3.0.2'. Below this are four summary cards: 'Total Sales' (\$822.42, down 99%), 'Total' (4, down 43%), 'Total Collections' (\$45.963k, up 1107%), and 'Total Visits' (4, down 0%). The dashboard is divided into three main sections: 'Pre Sales' (Overview of pre sales module, 1 Team), 'Truck Sales' (Overview of module truck sales, 1 Team), and 'Proof of Delivery' (Overview of module proof of delivery, 1 Team). Each section contains a table with columns for 'TOTAL SALES', 'TOTAL ORDERS', 'TOTAL COLLECTIONS', 'TOTAL INVOICES', and 'TOTAL E'. A 'Language' dropdown menu is open over the 'Proof of Delivery' section, showing 'English (United States)' selected, with 'Account Management' and 'Log Out' options. Below the summary cards are three charts: 'Sales' (Current YTD vs Last YTD), 'Top 5 Clients by Sales in Division 1' (a bar chart with a value of 1234512), and 'Top 5 Products in Division: 1'. At the bottom right, there is a chart titled 'Sales Vs Collections by Division 1'.

## 2.2 Main Menu

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The main menu provides access to the primary areas of the system. The available options may vary depending on the access group of the logged-in user. Administrators typically have more options than regular users. The options available are fully customizable based on the service agreement of the product and the access group to which the user belongs.

Main menu options include:

- Dashboard
- Pre Sales
- Truck Sales
- Proof of Delivery
- Map
- Marketing
- Tools
- Lists
- Maintenance
- Settings

**MultiRoute**

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**MS** Multisystems  
Demo

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 My Dashboard

 **Dashboard**

 Pre Sales

 Truck Sales <

 Proof of Delivery <

 Map

 Marketing <

 Tools <

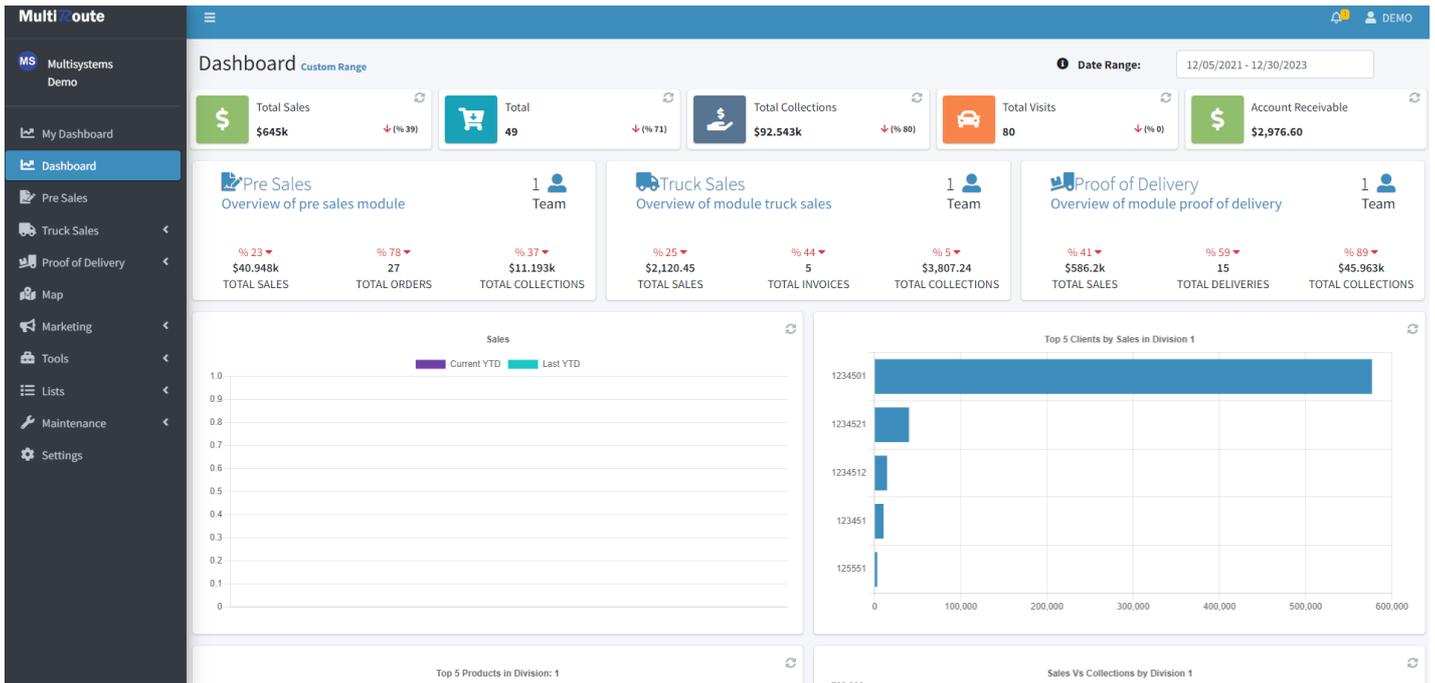
 Lists <

 Maintenance <

 Settings

## 2.3 Main Dashboard

The main dashboard is where you can see an overview of all system activities.



## 2.4 Pre Sales

Show all information from pre sale transactions.

**Multi route**

MS Multisystems Demo

- My Dashboard
- Dashboard
- Pre Sales
- Truck Sales
- Proof of Delivery
- Map
- Marketing
- Tools
- Lists
- Maintenance
- Settings

**Dashboard Pre Sales** Custom Range

Date Range: 01/01/2021 - 02/06/2023

All Mobile Users

ADMIN

**Total Sales**

**\$53.482k** ↑ (% 24)

**Total Visits**

**0**

**Total Orders**

**119** ↓ (% 30)

**Total Collections**

**\$17.872k** ↑ (% 22)

**Sales Total by Years**

Year	Sales
2021	~30,000
2022	~100,000
2023	~10,000

**Sales**

Category	Value
Current YTD	~1.0
Last YTD	~0.3

**Sales Vs Collections by Division 1**

Category	Value
Total Sales	~50,000
Total Collections	~15,000

Options

Multiroute Android   Orders   Payments   Deposits

Photo	Name	License	Routes
	Pepe Del Campo		Ruta 2
	eComm		026

## 2.5 Dashboard

This dashboard shows an overview of your truck sales .

From the dashboard you can access:

- Invoice
- Loads
- Payments
- Deposits

### Invoice

Multiroute Android **Invoices** Loads Payments Deposits

OPTIONS 15

Order	Status	Salesperson	Client	Line #	Bulk Cases	Total \$	Date	Erp Status
0101009	Void	Juan Del Pueblo	125551-Town Grocery Stores	3	5	\$45.26	1/10/2023 1:44 PM	Ready
0101008	Void	Juan Del Pueblo	123451-National Grocery Stores	2	5	\$60.35	1/10/2023 10:35 AM	Ready
010107	Void	Juan Del Pueblo	123451-National Grocery Stores	2	5	\$60.35	1/10/2023 10:32 AM	Ready
010107	Void	Juan Del Pueblo	123451-National Grocery Stores	4	55	\$764.82	1/4/2023 2:02 PM	Ready
010092		Juan Del Pueblo	125551-Town Grocery Stores	4	60	\$830.22	2/22/2022 10:31 AM	Ready
010091	Void	Juan Del Pueblo	123451-National Grocery Stores	2	5	\$80.55	2/22/2022 9:50 AM	Ready
010087		Juan Del Pueblo	1234501-Local Gas Stores	5	16	\$210.28	2/15/2022 1:28 PM	Ready
010086		Juan Del Pueblo	1234521-Local Gas Stores	2	0	\$-1.97	1/21/2022 11:06 AM	Ready
010085		Juan Del Pueblo	1234521-Local Gas Stores	2	80	\$965.56	1/21/2022 10:53 AM	Ready
010084		Juan Del Pueblo	123451-National Grocery Stores	3	15	\$135.59	1/21/2022 10:49 AM	Ready
020047	Void	Jose Del Campo	123451-National Grocery Stores	1	10	\$372.30	5/10/2021 2:59 PM	Ready
020046	Processing	Jose Del Campo	1234501-Local Gas Stores	3	25	\$426.19	5/10/2021 2:55 PM	Ready

### Loads

Multiroute Android **Loads** Payments Deposits

OPTIONS 15

Load	Name	Vehicle	Type	Template	Weight	Date
2	Juan Del Pueblo	1	Load	026-22291545	0	1/10/2023 10:30 AM
1	Juan Del Pueblo	1	Load	026-2317562	0	1/10/2023 10:30 AM
2	Juan Del Pueblo	1	Load		0	1/4/2023 1:53 PM
1	Juan Del Pueblo	1	Load	026-2317561	0	1/4/2023 1:51 PM
2	Juan Del Pueblo	1	Load	026-22319549	0	11/9/2022 3:31 PM
1	Juan Del Pueblo	1	Load	026-22285543	0	11/9/2022 3:27 PM
2	Juan Del Pueblo	1	Load		0	11/3/2022 5:21 PM
1	Juan Del Pueblo	1	Load	026-22285542	0	11/3/2022 5:21 PM
1	Juan Del Pueblo	1	Load	026-22291546	0	10/5/2022 10:57 AM
4	Juan Del Pueblo	1	Load		0	9/29/2022 11:42 AM
3	Juan Del Pueblo	1	Load	026-22264523	0	9/29/2022 11:40 AM
2	Juan Del Pueblo	1	Load	026-2281460	0	9/28/2022 4:53 PM

## Payments

Multiroute Android Invoices Loads **Payments** Deposits

OPTIONS ▾

Receipt	Name	Client	Invoice	Reference	Disc Amt	Pay Amt	Status	Date
010033	Juan Del Pueblo	National Grocery Stores	010084		\$0.00	\$135.59		1/21/2022 10:52 AM
010034	Juan Del Pueblo	Local Gas Stores	INV22222		\$0.00	\$295.95		1/21/2022 11:12 AM
010034	Juan Del Pueblo	Local Gas Stores	INV33333		\$0.00	\$395.95		1/21/2022 11:12 AM
010035	Juan Del Pueblo	Local Gas Stores	INV44444		\$0.00	\$595.95		1/21/2022 11:15 AM
010039	Juan Del Pueblo	Local Gas Stores	INV22222		\$0.00	\$295.95		2/22/2022 10:51 AM
010039	Juan Del Pueblo	Local Gas Stores	INV33333		\$0.00	\$395.95		2/22/2022 10:51 AM
010039	Juan Del Pueblo	Local Gas Stores	INV44444		\$0.00	\$595.95		2/22/2022 10:51 AM
010039	Juan Del Pueblo	Local Gas Stores	INV55555		\$0.00	\$1,095.95		2/22/2022 10:51 AM

Total Records: 8

## Deposits

Multiroute Android Invoices Loads Payments **Deposits**

OPTIONS ▾

Deposit Id	Name	Status	Cash Amt	Check Amt	Date
00042	Juan Del Pueblo	Ready	\$195.95	\$0.00	7/15/2021 7:19 PM
12368y3	Juan Del Pueblo	Ready	\$2,383.80	\$0.00	2/22/2022 10:53 AM
689657	Juan Del Pueblo	Ready	\$586.85	\$701.00	2/15/2022 1:31 PM
slip number	Juan Del Pueblo	Ready	\$135.59	\$0.00	1/21/2022 10:53 AM

Total Records: 4

## 2.6 Load

Shows the loads made to a truck. All created load that will be downloaded to the multiroute android application .

**Load Request** load request that will be downloaded to the multiroute android application

OPTIONS 15

Id	Status	Salesman	Date	Lines #
026-2317561	Ready	026 Juan Del Pueblo	1/4/2023	4
026-2317562	Incomplete	026 Juan Del Pueblo	1/4/2023	0
026-22319549	Ready	026 Juan Del Pueblo	11/8/2022	5
026-22291546	Ready	026 Juan Del Pueblo	10/5/2022	5
026-22291545	Incomplete	026 Juan Del Pueblo	10/5/2022	0
026-22285543	Ready	026 Juan Del Pueblo	9/29/2022	1
026-22285542	Incomplete	026 Juan Del Pueblo	9/29/2022	0
026-22264523	Ready	026 Juan Del Pueblo	9/8/2022	6
027-22264522	Incomplete	027 Jose Del Campo	9/8/2022	0
028-2283470	Ready	028 Pepe Del Campo	6/23/2022	1
028-2283469	Incomplete	028 Pepe Del Campo	3/11/2022	0
027-2283468	Incomplete	027 Jose Del Campo	3/11/2022	0
028-2283467	Incomplete	028 Pepe Del Campo	3/11/2022	0

## 2.7 Transactions

Shows all loads movements made by the truck.

**Load Transactions** inventory loads movements

Load By Item Load By Lot

OPTIONS 15

Vehicle	Product	Description	Load Type	Case Qty	Unit Qty	Weight Qty	Date
026	10021236	Z-Select 4000D 3.2 mil Receip	Load	50	0	0	1/4/2023
026	10021236	Z-Select 4000D 3.2 mil Receip	Load	50	0	0	1/10/2023
026	123122	M Milk Two	Load	10	0	0	2/22/2022
026	123122	M Milk Two	Load	100	0	0	11/11/2020
026	123410	Regular Potato Chips	Load	50	0	0	10/5/2022
026	123410	Regular Potato Chips	Load	50	0	0	1/4/2023
026	123410	Regular Potato Chips	Load	8	0	0	1/21/2022
026	123410	Regular Potato Chips	Load	50	0	0	11/9/2022
026	123410	Regular Potato Chips	Load	50	0	0	2/22/2022
026	123410	Regular Potato Chips	Load	50	0	0	11/3/2022
026	123410	Regular Potato Chips	Load	100	0	0	11/11/2020
026	123411	Sour Potato Chips	Load	250	0	0	2/22/2022
026	123411	Sour Potato Chips	Load	400	0	0	11/11/2020
026	123412	H Beer One	Load	400	0	0	11/11/2020
026	123413	M Beer One	Load	100	0	0	11/11/2020

Pages: 1 / 12 Total Records: 174

## 2.8 Product Minimum

Specified the inventory minimum by truck. This will be use in load create recommendation .

**Multi route** MS Multisystems Demo ADMIN

### Product Inventory Minimum specified the inventory minimum by truck. This will be use in load create recommendation

OPTIONS ▾

Name	Vehicle #	
<input type="text" value="Name"/>		
Juan Del Pueblo	1	<button>Add Items</button>
Jose Del Campo	2	<button>Add Items</button>
Pepe Del Campo	1	<button>Add Items</button>
eComm	2	<button>Add Items</button>

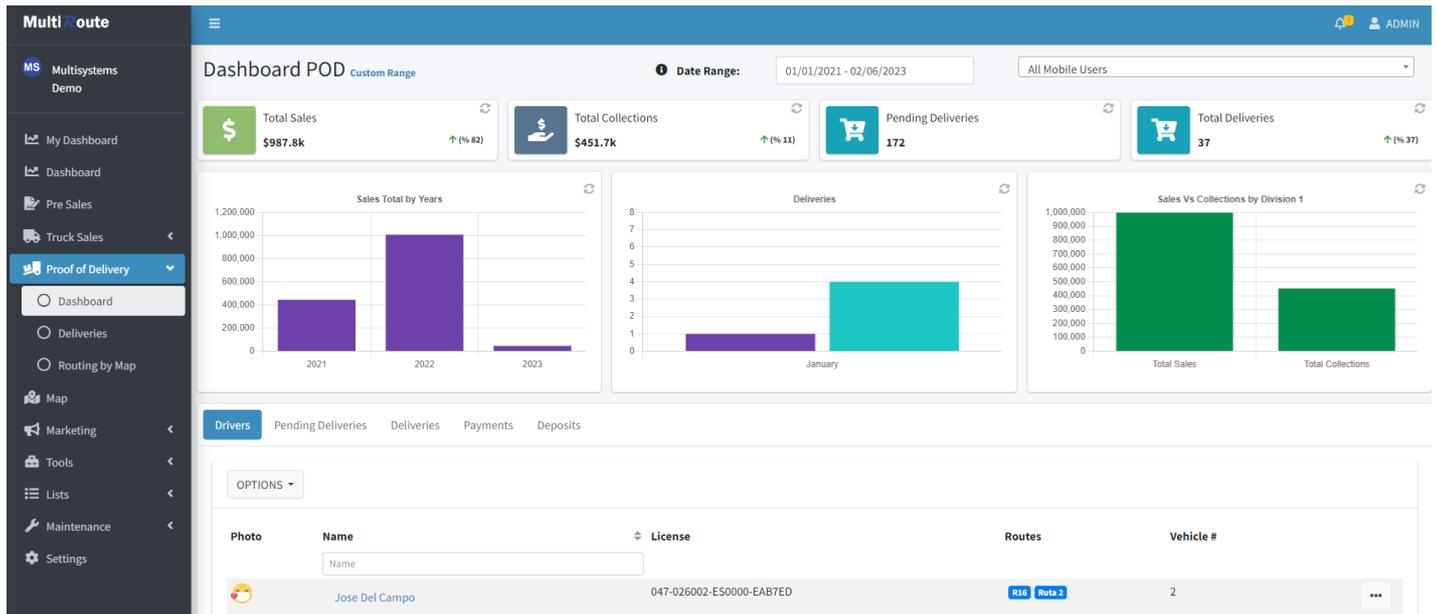
Total Records: 4

- My Dashboard
- Dashboard
- Pre Sales
- Truck Sales**
- Dashboard
- Load
- Transactions
- Product Minimum**
- Proof of Delivery
- Map
- Marketing
- Tools
- Lists
- Maintenance
- Settings

## 2.9 Proof of Delivery

### 2.9.1 Dashboard

In the dashboard the user can see all the data related to the POD.



#### Table

The table contains tab for *Driver*, *Pending Deliveries*, *Delivery*, *Payments* and *Deposits* lists. In the each tab, the user will find an Options dropdown that contains the options for *Exporting to Excel*, *Exporting to HTML* and *Customizing the table*.

### 2.9.2 Deliveries

The screenshot shows the 'Deliveries' page with tabs for 'Invoices' and 'Trips'. A table lists delivery records with columns: Id, Client, Driver, Trip Id, Lines #, Total Sale, Delivery Date, and Status. Red arrows point to the 'Trips' tab and the 'ACTIONS' dropdown menu.

Id	Client	Driver	Trip Id	Lines #	Total Sale	Delivery Date	Status
C400001-235	125551 Town Grocery East-COD			14	\$0.00	3/30/2023	Void
API00011-194	API00011 Local Gas West			12	\$0.00	3/30/2023	Delivered
API00011-194	API00011 Local Gas West			12	\$0.00	3/30/2023	Delivered
API00011-194	API00011 Local Gas West			12	\$0.00	3/30/2023	Delivered
API00011-194	API00011 Local Gas West			12	\$0.00	3/30/2023	Delivered
API00011-202	API00011 Local Gas West			12	\$0.00	3/30/2023	Delivered
API00011-225	API00011 Local Gas West			9	\$0.00	3/30/2023	Void

In the Deliveries Page, the user will find the list of invoices

## 2.9.3 Routing by Map

The screenshot displays the MultiRoute application interface. On the left is a dark sidebar with navigation options: MS Multisystems Demo, My Dashboard, Dashboard, Pre Sales, Truck Sales, Proof of Delivery (selected), Dashboard, Deliveries, Routing by Map, Map, Marketing, Tools, Lists, Maintenance, and Settings. The main area is split into three sections: a top navigation bar with 'Drivers' and 'Unassigned Orders' (with a red notification icon), a search bar for drivers with a date range filter (06/01/2021 - 02/28/2023) and a filter icon, and a central map of Puerto Rico showing various cities and routes. On the right, there is a panel titled 'All Routes' with a search bar and a list of routes. The routes list includes driver names, IDs, counts, and dates.

Driver Name	ID	Count	Date
Juan Del Pueblo	#MR-551	25	11/30/2022
Jose Del Campo	#MR-552	28	11/30/2022
Juan Del Pueblo	#MR-550	24	11/11/2022
No Driver Assigned	#MR-541	2	9/28/2022
No Driver Assigned	#MR-509	7	7/6/2022
Jose Del Campo	#MR-504	3	5/13/2022
Jose Del Campo	#MR-462	4	3/10/2022
No Driver Assigned		-	-

**Driver**

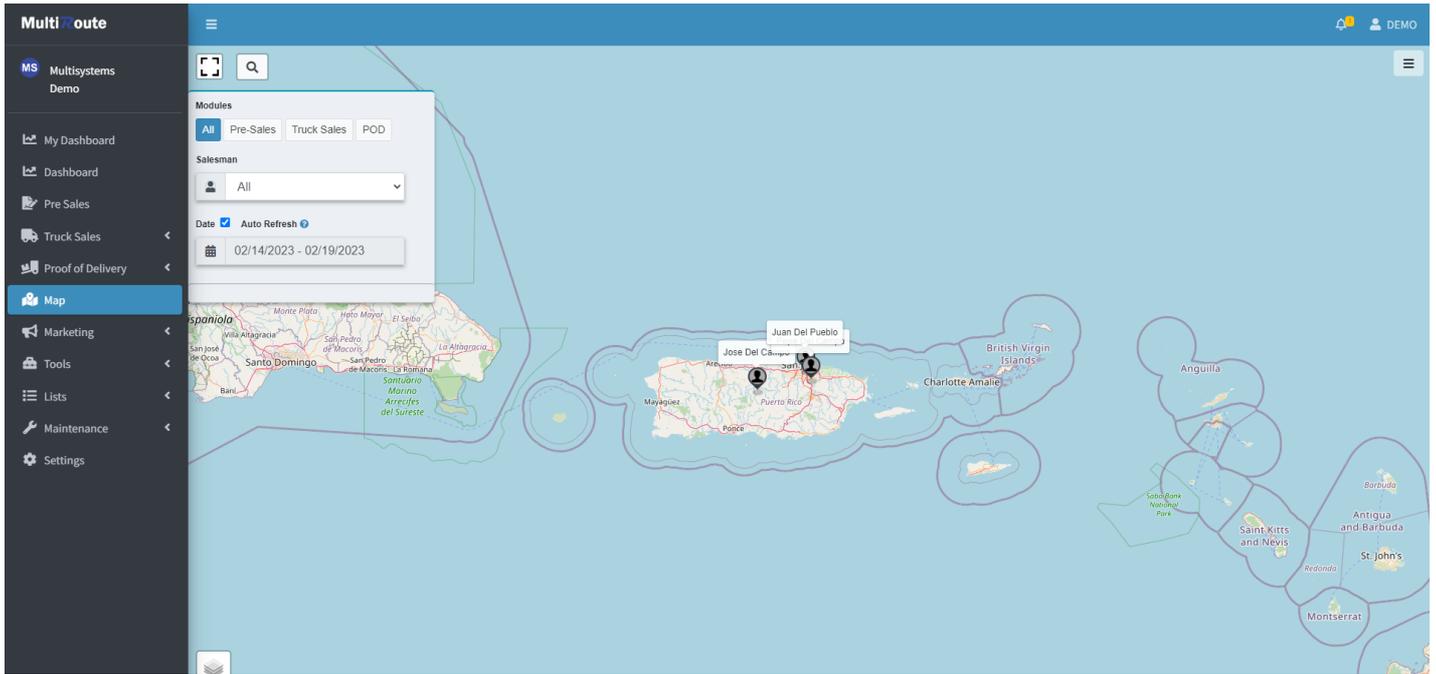
The Driver tab is located at the upper left corner of the screen. In this section users will see all the available drivers.

**Note**

This list can be filtered by date, using the Filter button 

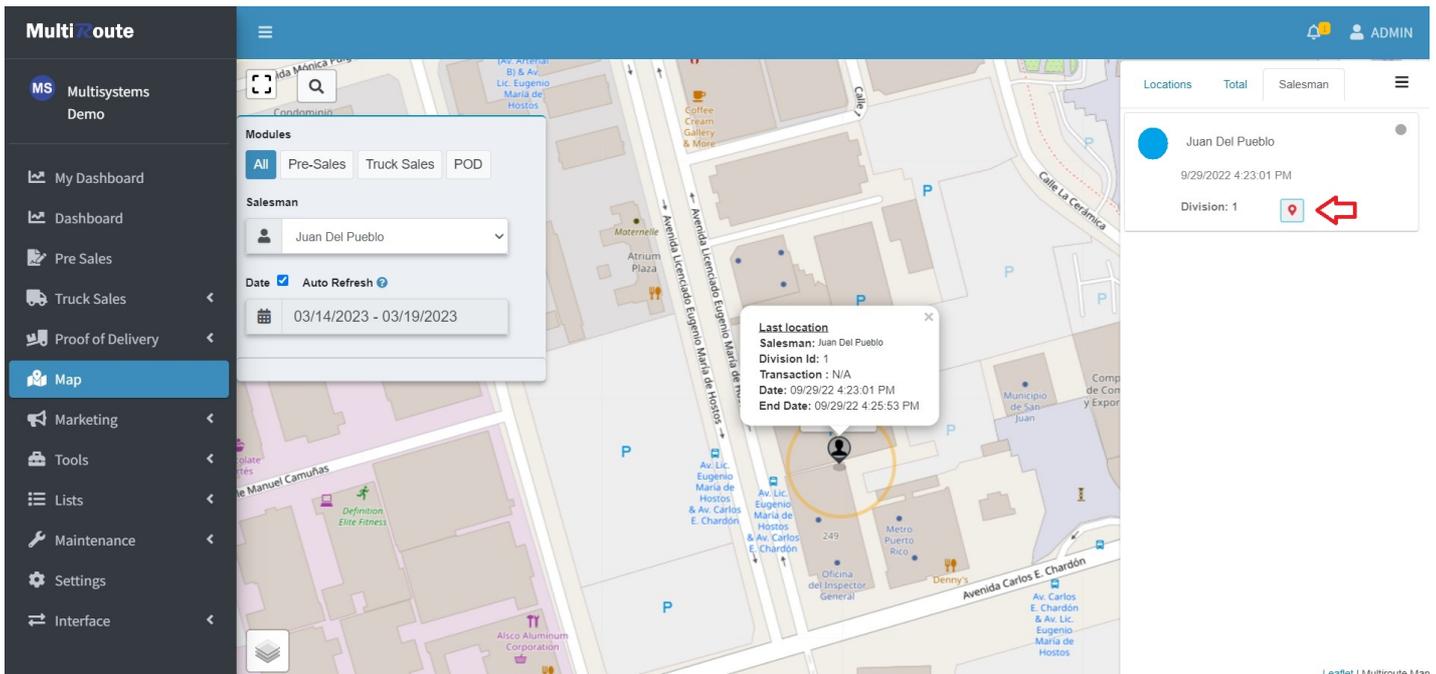
## 2.10 Map

Track the location of your *Pre-sales* , *Truck sales* , and *POD* . It will automatically update every time a driver syncs his device .



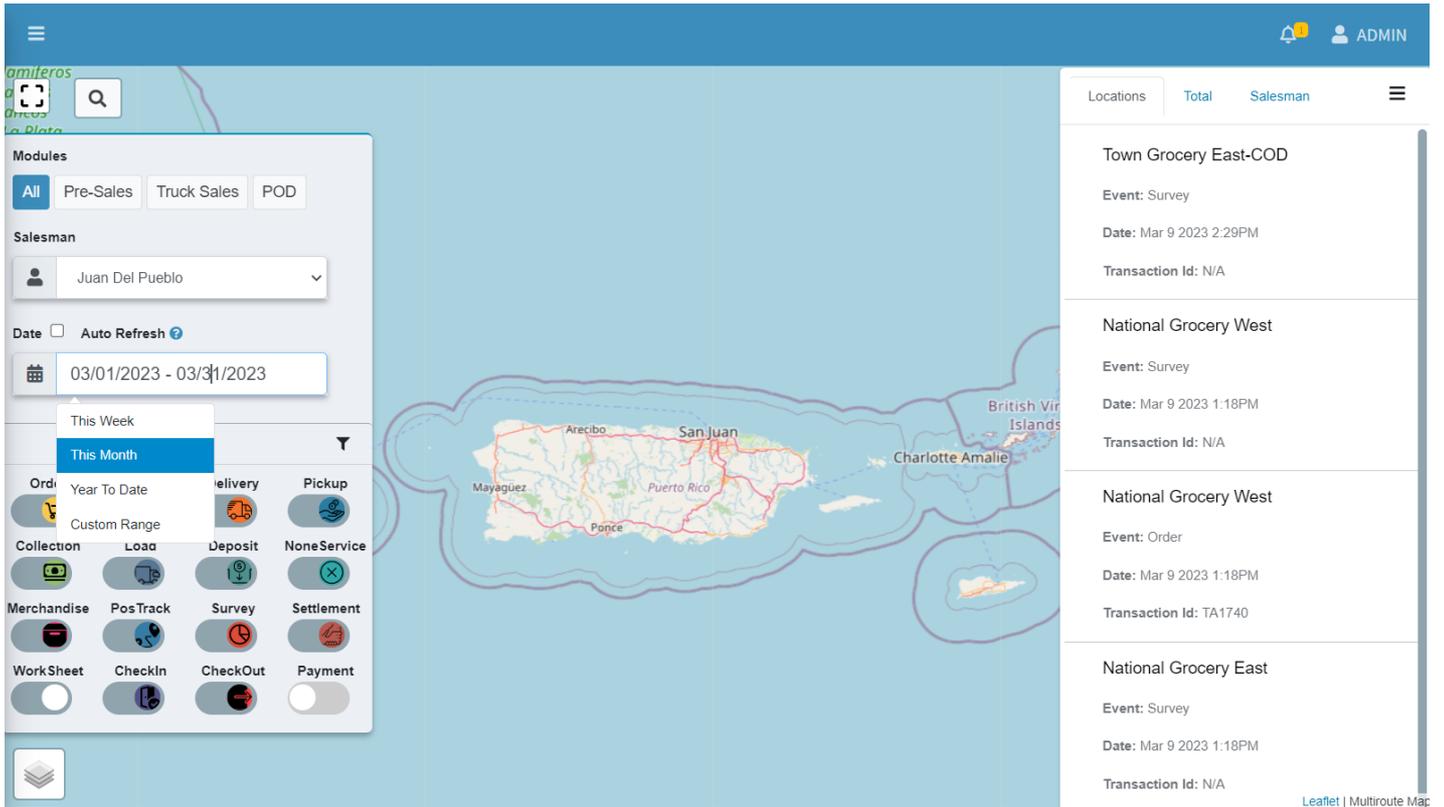
### Salesman view

The map displays the last reported location of drivers , color-coded by the recency of their reports. Green indicates communication within the current day, yellow indicates the previous day, and gray indicates three or more days without communication. Users can locate specific drivers by clicking on the corresponding location icon in the left-hand panel. These features allow for efficient management and tracking of driver activity.



### Map filter panel

By using the filter panel on the right, we can easily search for specific data by module and salesman. Additionally, if we disable the date filter, we can see details for all transactions made.



It is also possible to enable or disable individual event filters for a more targeted search. Clicking on an event within the map displays a popup with its details.

The screenshot displays a web application interface for a map-based system. The main area is a map of Puerto Rico, showing various locations and roads. A pop-up window is visible over the map, displaying the following information:

- Salesman: 1
- Customer Name: Town Grocery East-COD
- Date: Jan 3 2023 12:09PM
- Event: Check In
- Transaction Id: N/A

The interface includes a sidebar on the left with the following sections:

- Modules:** All, Pre-Sales, Truck Sales, POD
- Salesman:** Juan Del Pueblo
- Date:** 01/01/2023 - 03/14/2023
- Order Management:** Order, Invoice, Delivery, Pickup, Collection, Load, Deposit, NoneService, Merchandise, PosTrack, Survey, Settlement, WorkSheet, CheckIn, CheckOut, Payment

The top navigation bar includes a menu icon, a search icon, and a user profile icon labeled "ADMIN".

On the right side, there is a summary dashboard with the following data:

Category	Count
ORDERS	11
COLLECTIONS	4
SURVEY	6
CHECK IN	6
CHECK OUT	6
SETTLEMENT	1

At the bottom right, there is a small text attribution: "Leaflet | Multiroute Mac".

## 2.11 Marketing

Manage your marketing campaigns. Create new surveys and promotions from this page.

### 2.11.1 Survey

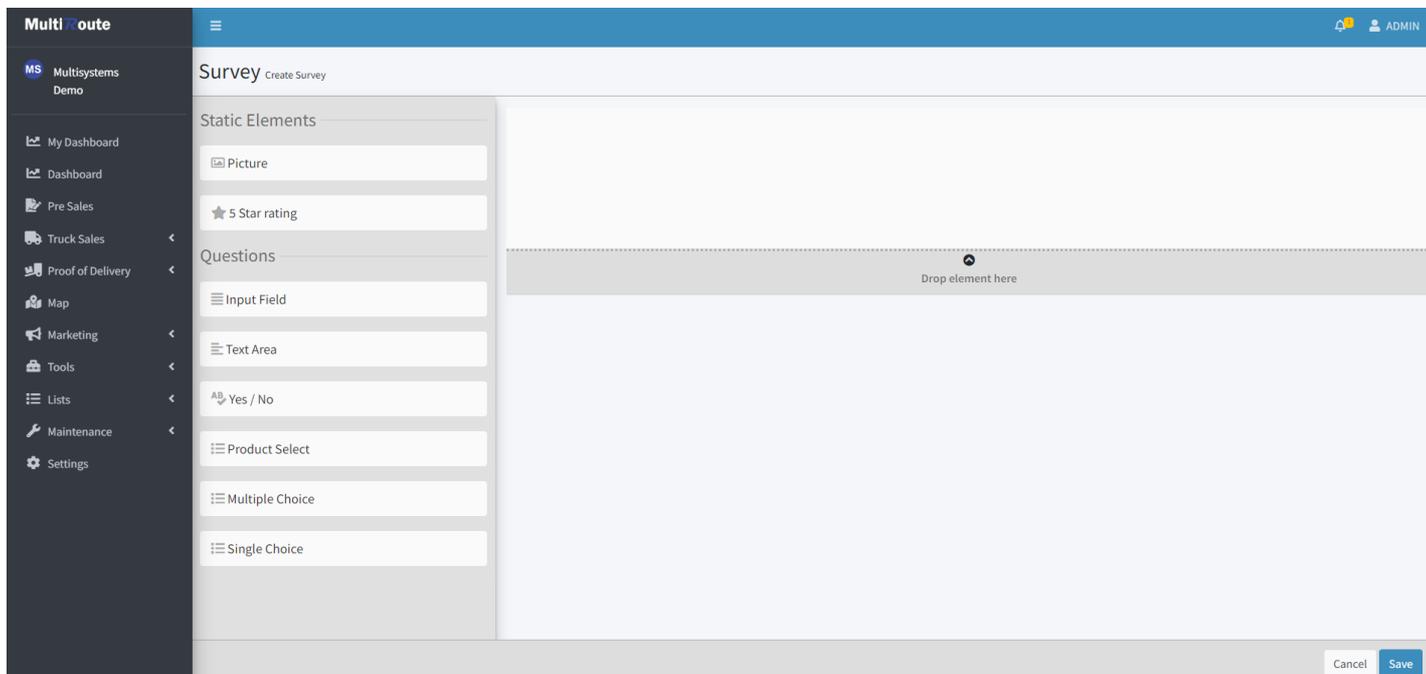
The surveys module offers a range of tools for creating and managing customized surveys. Users can quickly *create, edit, duplicate, and delete* surveys, tailoring them to meet the unique needs of their drivers and customers.

Survey	Assigned Transactions	Assigned Customers	Assigned Salesman	Total Response	Active
Product Service	N/A	6	6	19	●
Foto de entrega	N/A	6	6	2	●
Client Tracking	N/A	6	6	1	●
5-Star Review	Order, Delivery, Invoice, Payment	6	6	95	●
Favorite Products	Order, Delivery, Invoice, Payment	6	3	21	●
5-Star Anytime	N/A	6	3	0	●
Encuesta #1	N/A	0	0	0	○
toma de producto nuevo	N/A	0	0	0	○
Product Selct	N/A	0	0	0	○
Picture delivery	Delivery	6	1	3	●
Merchandiser Picture Folder	Order, Delivery, Invoice, Payment	6	6	1	●
Juan del PUEblo	Order, Delivery, Invoice, Payment	6	1	4	●
daily	N/A	0	0	0	○
Encuesta rovara	Payment, Order, Delivery, Invoice	6	6	0	●

Press the blue **+** bottom-right corner of the screen to create a new survey.

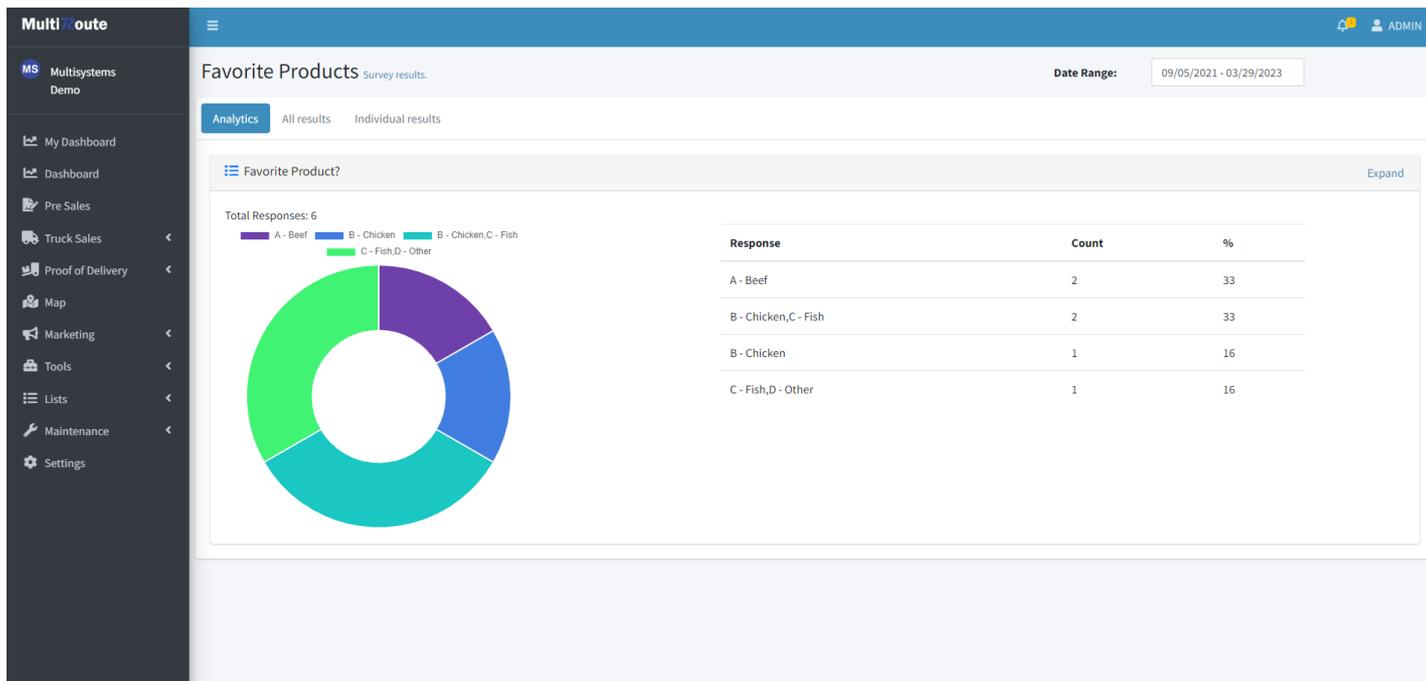
#### Create Survey

Drag and drop the elements on your left to create your template. After, press the notebook  on the right to edit your questions, then click Save .

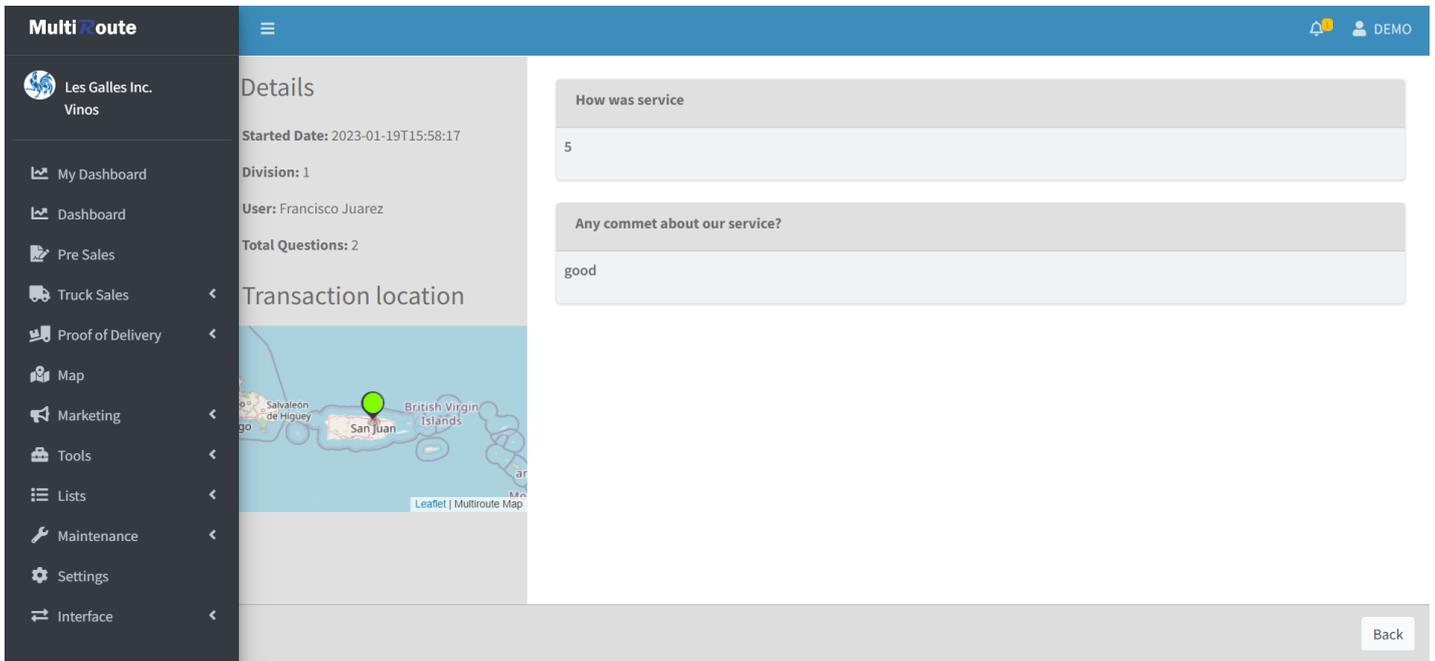


### Survey Results

When viewing survey results, users can access a variety of data and analysis options. By selecting a specific survey, they can see a detailed breakdown of responses, either collectively or individually.

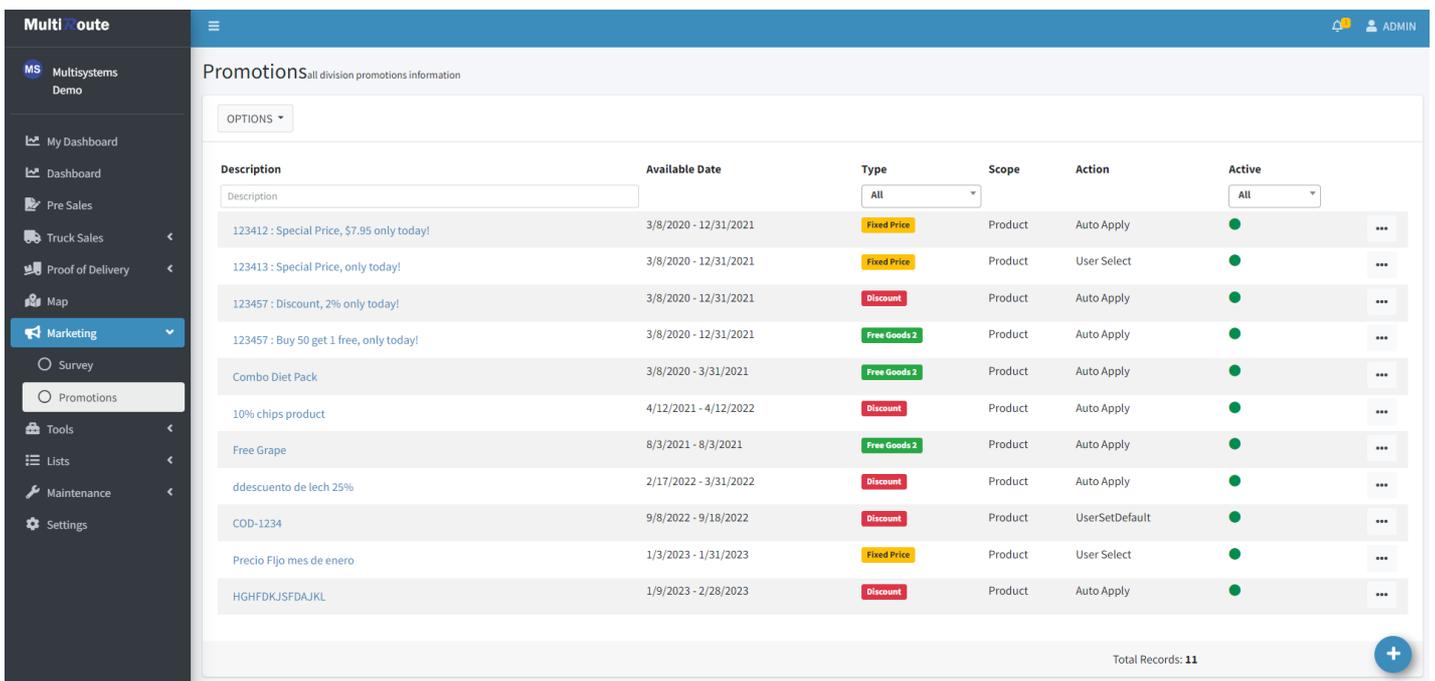


This comprehensive analysis offers valuable insights into survey data, enabling users to identify trends, patterns, and areas of concern. Additionally, viewing individual responses helps users gain a deeper understanding of the data and its implications.



## 2.11.2 Promotions

Create new promotions for your clients.



Press the blue **+** button; bottom-right corner of the screen to create a new promotion.

Follow the instructions on the screen to create your new promotion. To edit an existing promotion, click on the promotion and press edit on the upper right of the screen.

## 2.12 Tools

---

### 2.12.1 Tools Overview

---

Tools lets you manage *Clientes Routes, Groups, Quotas, Approved Products, Notifications* and *Emails* settings.

## 2.12.2 Client Route

Group of client with a specific route identification.

The screenshot displays the 'Client Routes' management interface. The main content area features a table with the following data:

Route	Clients	Salesmans	
026	3	1	...
R15	3	2	...
R16	6	2	...
Ruta 2	4	2	...

Below the table, it indicates 'Total Records: 4'. The interface includes a sidebar with navigation options such as 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Groups', 'Quotas', 'Approved Products', 'Notifications', 'Email Alerts', 'Lists', 'Maintenance', and 'Settings'. The 'Tools' menu is currently expanded, showing 'Client Route' as the selected option. The top right corner shows the user is logged in as 'ADMIN'.

## 2.12.3 Group

Create groups of products.

**MultiRoute** ADMIN

### Groups

OPTIONS ▾

Description	Total	Type	
<input type="text" value="Description"/>		<input type="text" value="All"/>	
Product	2	Product	
Grupo Clientes A	3	Customer	
Quota Mensual	4	Product	
Combo Diet Pack	2	Product	
Productos Nuevos	7	Product	
Grupo Clientes B	3	Customer	

Total Records: 6

## 2.12.4 Quotas

Assign a quota to your mobile users.

**Multi** oute

---

**MS** Multisystems  
Demo

- My Dashboard
- Dashboard
- Pre Sales
- Truck Sales
- Proof of Delivery
- Map
- Marketing
- Tools
- Client Route
- Groups
- Quotas
- Approved Products
- Notifications
- Email Alerts
- Lists
- Maintenance
- Settings

Quotas mobile users quotas
ADMIN

OPTIONS ▾ 15 ▾

Description	Salesmans	Quota Type	Id	Goal	Period	Active	
<input type="text" value="Description"/>		<input type="text" value="None"/>	<input type="text" value="Id"/>			<input type="text" value="All"/>	
Customer Quota	1	Customer		\$ 10000	Monthly	●	...
Quota Local Gas South	1	Customer		\$ 20000	Monthly	●	...
National Grocery West	1	Customer		\$ 300000	Monthly	●	...
National Grocery West	1	Customer		\$ 200000	Weekly	●	...
National Grocery West	1	Customer		\$ 30000	Monthly	●	...
Cuota	1	Product		\$ 15000	Weekly	●	...
Quota Mensual	2	Product		\$ 11150	Yearly	○	...
Quota Product Week Amount	1	Product		\$ 1500	Weekly	○	...
Quota Total Monthly Amount	2	Total		\$ 20000	Monthly	●	...
Quota Client Monthly Amount	1	Customer		\$ 100000	Monthly	●	...
Quota Client Monthly Amount	1	Customer		\$ 100000	Monthly	●	...
Quota Total Year Amount	1	Total		\$ 80000	Yearly	●	...
Quota Brand Monthly Amount	0	Brand		\$ 30000	Yearly	●	...

## 2.12.5 Notifications

The notifications interface provides a comprehensive tool for creating and managing notifications that will be displayed to users of the Multiroute Android application. With this feature, users can easily create custom notifications and organize them according to their specific needs.

**Multi route** ADMIN

Notifications notification will appear in the multiroute android application

OPTIONS ▾

Message	Display	Type	Start Date	Days Duration	Created by	
<a href="#">View Message</a>	Header	Order	10/27/2020	0	Javier	⋮
<a href="#">View Message</a>	Screen	Deposit	9/13/2022	43	Admin	⋮
<a href="#">View Message</a>	Header	Salesman	9/12/2022	365	Juan Del Mazo	⋮
<a href="#">View Message</a>	Screen	Order	4/12/2021	730	Javier	⋮
<a href="#">View Message</a>	Header	Salesman	1/1/2020	1460	Juan Del Mazo	⋮
<a href="#">View Message</a>	Footer	Salesman	1/2/2013	3652	Juan Del Mazo	⋮

Total Records: 6

+

Press the blue **+** button; bottom-right corner of the screen to create a new notification.

### Create a notification

**MultiRoute** JAVIER

Les Galles Inc. Vinos

Create Notifications notifications will appear in mobile device

Cancel Create

Information

**Display**  
Header

**Type**  
Order

**Select Salesman**  
All

**Select Client**  
All

**Start Date**  
03/14/2023 - 03/14/2023

**Message**  
Enter message then press 'Enter' to add

Cancel Create

When creating a notification, users can specify where it should be displayed, the type of notification, which salesmen and customers it should be shown to, and the date it should be displayed. By customizing these options, users can ensure their notifications are displayed only to the intended audience and at the appropriate time.

**Display options:**

- **Header** : A message is displayed at the top of the mobile device.
- **Footer** : A message is displayed at the bottom of the mobile device.
- **Screen** : A file is displayed on the user's screen.
- **Any**

## 2.12.6 Email Alerts

### Edit Emails settings

MultiRoute

MS Multisystems Demo

My Dashboard  
Dashboard  
Pre Sales  
Truck Sales  
Proof of Delivery  
Map  
Marketing  
Tools  
Client Route  
Groups  
Quotas  
Approved Products  
Notifications  
Email Alerts  
Lists  
Maintenance  
Settings

ADMIN

### Emails Template

OPTIONS

Subject	Type	Date	Days Duration	
Hi account [client.customername] your transaccion receipt is here	Transaction	3/8/2021	730	Edit
N/A	Delivery	3/30/2021	365	Edit

Total Records: 2

## 2.13 List

### 2.13.1 Orders

#### Transaction

The orders (or invoices) transactions transmitted by the workforce with the multiroute android will be shown on this screen. Users will be able to export to html or excel file by using the Options button.

Order	Salesperson	Client	Status	Type	Total \$	Bulk Cases	Date	Reference	Erp Status
00000295	eComm	1234512-Local Gas Stores		PreSales	\$60.22	5	2/2/2023		Ready
00000294	eComm	1234512-Local Gas Stores		PreSales	\$89.92	5	1/25/2023		Ready
00000293	eComm	1234512-Local Gas Stores		PreSales	\$361.92	4	1/18/2023		Ready
01010009	Juan Del Pueblo	125551-Town Grocery Stores	Void	TruckSales	\$45.26	5	1/10/2023		Ready
TAA00011	Pepe Del Campo	1234521-Local Gas Stores	Void	PreSales	\$24.14	2	1/10/2023		Ready
TAA010	Pepe Del Campo	1234521-Local Gas Stores	Void	PreSales	\$0.00	0	1/10/2023		Ready
01010008	Juan Del Pueblo	123451-National Grocery Stores	Void	TruckSales	\$60.35	5	1/10/2023		Ready
010107	Juan Del Pueblo	123451-National Grocery Stores	Void	TruckSales	\$60.35	5	1/10/2023		Ready
010107	Juan Del Pueblo	1234501-Local Gas Stores	Void	Delivery	\$45.963k	93	1/4/2023	1234501-184	Ready
010107	Juan Del Pueblo	123451-National Grocery Stores	Void	TruckSales	\$764.82	55	1/4/2023		Ready
00000292	eComm	1234512-Local Gas Stores		PreSales	\$357.26	22	1/3/2023		Ready
010107	Juan Del Pueblo	1234521-Local Gas Stores	Void	PreSales	\$1,960.26	20	12/21/2022		Ready
00000291	eComm	1234512-Local Gas Stores		PreSales	\$1,443.04	88	11/30/2022		Ready

To see the transaction information, click any id on the Order column. A modal window will appear with the information.

Order: 01010008 - Town Grocery Stores

ACTIONS ▾

Search Product



01600BK11005

Total:\$5.00

N/A

Line Type: **Item**

Case: 1 / \$ 5 Unit: 0 / \$ 0

Status

**Completed**

ERP Status

**Ready To Post**

Date

2022-11-07T19:42:24.917

Available Photos

0

Total

**\$5.05**

[View More Information](#)

To see more complete information, press [View More Information](#). This will open the order detail screen. Also if the PDF or the receipt of the transaction is available, the [Actions](#) button will appear. The user can select to view the [Print Out](#) or [View PDF](#).

**TRANSACTION DETAIL**

The transaction detail screen will show more information of the selected transaction in the transaction screen. There are two section to the detail screen. The upper section contains information about the customer, order status and transaction dates and some additional order information.

Order TA0010 - **\$10,971.63**

ACTIONS ▾

Local Gas Stores - 1234521

**Address**

#3 Main Building  
Industrial Complex  
00918

**Sales:** Pepe Del Campo

**Status:** **Completed**

**ERP Status:** **Void**

**Pay Term:** N30

**Customer PO:**

**Transaction Date:** 9/28/2022 9:04:55 AM

**Transmitted Date:** 9/28/2022 1:06:13 PM

**Sign By:**

**Comment:**

**Email:**

2 EMAILS ▾

**Note**

About the **Order** on top of the screen If the transaction is pre-sale, **Order** text will appear. If its an delivery then **Invoice** will appear.

Some important information about the transaction on this section such as:

- **Status** : Multiroute android order status. This status should indicate if the transaction was completed or void on the mobile device.
- **ERP Status** : This status indicate if the transaction was sent to the erp by the multiroute connector.
- **Ready To Process** : Transaction is ready to be sent to the erp.
- **Completed** : Transaction was successfully sent to the erp.
- **Void** : Transaction was void and will not be sent to the erp.
- **Transaction Date** : Date the transaction was finished on the multiroute android.
- **Transmitted** : Date the transaction was synchronized.
- **Comment** : Comment enter by the salesperson on the multiroute android.
- **Email** : Email button that shows customer email. Email that are shown here come from the customer information. Also the user can enter a custom email if necessary to sent the pdf report.

### Send PDF By Email To Client

---

**Client Emails:**

- ██████████@multisystems.com
- ██████████@multisystems.com

**Additional Emails** ?

+

Cancel
Send

**TABLE**

On the lower section, the user will see the following information.

The user will three tabs depending on the available information:

- **Detail** : Contain the products of the transaction.

Detail
Photos 0
Hold Status 2

OPTIONS ▾
↻

Line Type	Product	Description	Case Qty	Case Price	Unit Qty	Unit Price	Weight Qty	Item Amount	Lot/Serial Count	Comment
All	Product									
<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 4px;">Item</span>	01600BK15645	N/A	50	\$217.26	0	\$0.00	0	\$10,863.00	0	

Total Records: 1

- **Photos**
- **Hold Status** : If the transaction is on hold, the hold reasons will appear here.

Detail		Photos 0	Hold Status 2
			Go To Hold Approve
Hold Rule por Cantidad	Hold Date: 9/28/2022 1:06:26 PM	Pending	
Hold all transactions	Hold Date: 9/28/2022 1:06:27 PM	Pending	

To approve of deny the transaction press the Go to Hold Approved .

## 2.13.2 Clients

### Index

Company client list.

The screenshot shows the 'Clients' page in the MultiRoute application. The table contains the following data:

ID	Customer Name	Contract	Promotion Id	Routes	Telephone
123451	National Grocery East		A	R16 100 R10 2+▼	...
1234512	Local Gas South	A	A	R16 100 R11 12221	Detail Edit Routes
123452	National Grocery West	A	A	R16 100 R10	...
1234521	Local Gas North	A	A	R16 100 R11	...
125551	Town Grocery East-COD		A	100 R16 R10 2+▼	...
987456321	Test Delivery			12221 R22 100 R18	...
API00011	Local Gas West	A	A	R16 100	...
CertMR	Customer Test Cert			100 R22 R10 3+▼	+

- If the user presses the options dropdown at the upper left corner of the list. The options to Export to Excel, Export to HTML and Customize the Table will appear.
- To Create a new client, press the blue **+** button at the bottom right corner of the page.
- If the user presses the button with the three dots **...** at the end of the client row, the options to go to the Detail page and the Edit Routes will appear.

### EDIT ROUTES

The user can scroll to the desired route or write the name in the search bar. After selecting the routes, press the Save button.

# Edit Routes for 123451

Search Routes



**R22**

Total Clients 3



**100**

Total Clients 8

Assigned To Empleado Preventa



**12221**

Total Clients 3

Assigned To Empleado Preventa



**R10**

Total Clients 4

Assigned To Empleado Preventa

Cancel

Save

## Detail

On the Detail page, the user can see all the client information. The following tabs that the detail page contains are:

- Information
- Orders
- Order Hold
- Payment
- Account Receivable
- Location Map
- The *Location Map* tab displays the last 10 locations where the client made a sale. The user can press *Set Location* to make that location the "Home" of the selected client. After choosing the location, press the *Save* button, which is located in the upper left corner of the map.
- Approved Products
- Active Promotions
- Merchandise
- Generate Authorization Code

The screenshot displays the 'National Grocery Stores' detail page in the MultiRoute application. The interface includes a sidebar on the left with navigation options such as 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', 'Settings', and 'Interface'. The top navigation bar shows the 'Location Map' tab is active. The main content area features a 'Last 10 visits' table and a map of the region.

Date	Action
3/9/2023	Set location
1/30/2023	Set location

The map shows the region with various locations marked, including Puerto Rico, San Juan, and Charlotte Amalie. The 'Set location' button is visible in the upper left corner of the map area.

## 2.13.3 Products

### Index

Company products list.

The screenshot shows the 'Products' page in the MultiRoute system. The page title is 'Products company products'. The 'OPTIONS' dropdown menu is open, showing the following options:

- Export to Excel
- Export To HTML
- Customize Table

The table below shows the product list:

ID	Description	Department	Category	Brand
123	Test		CatTest	
A00000020	Product		Printer	
A00001	J.B. Officeprint 1420		J.B. Print	
A00002	J.B. Officeprint 1111		J.B. Print	
A00003	J.B. Officeprint 1186		J.B. Print	
A00004	Rainbow Color Printer 5.0		Rainbow Pr	

In this page the user can see all the products, filter the products by: *Name, Description, Department, Category or Brand*.

- Users can press the Options dropdown at the upper left corner of the list. The options to Export to Excel, Export to HTML and Customize the Table will appear.
- To Create a new client, press the plus sign button at the bottom right corner of the page.
- If the user presses the link in the Products column, the user will be redirected to the Detail page.

Detail

**Multi route**

MS Multisystems Demo

- My Dashboard
- Dashboard
- Pre Sales
- Truck Sales
- Proof of Delivery
- Map
- Marketing
- Tools
- Lists
- Maintenance
- Settings
- Interface

Product Detail A00001 product detail and sales information

Date Range: 01/01/2023 - 03/10/2023



**A00001**

**J.B. Officeprint 1420**

Case Price: 81.52

Unit Price: 13.58

[Image Maintenance](#)

Sales Heatmap



Leaflet | Multiroute Map

Information Prices Promotions Product Sales

Product Id	Price Policy
A00001	Uses Lot
Unit Upc	0

## 2.13.4 Merchandise

### Index

#### Merchandise List.

Salesman	Client	Merchandise Method	Timestamp	Complete Status
Juan Del Pueblo	1234512-Local Gas Stores	Replenish	11/11/2022	All
Juan Del Pueblo	125551-Town Grocery Stores	Replenish	11/9/2022	All
Juan Del Pueblo	125551-Town Grocery Stores	None	9/8/2022	All
Juan Del Pueblo	1234512-Local Gas Stores	None	6/7/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	6/7/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	6/7/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	6/7/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	6/7/2022	All
Juan Del Pueblo	125551-Town Grocery Stores	None	6/3/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	5/13/2022	All
Juan Del Pueblo	1234501-Local Gas Stores	None	5/10/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	5/10/2022	All
Juan Del Pueblo	1234521-Local Gas Stores	None	5/10/2022	All

### Detail

123452-National Grocery Stores

**Merchandise 1**  
Map

Date: 10/17/2022 9:11:59 AM  
Duration: 00:00:44

**400** Quantity Cases | **20** Quantity Units | **3** Quantity Products

By Products | List | Photos 3

123 | Test | 10/17/2022 9:12:15 AM

	Qty Case / Units	Capacity	Out of Stock	Photo
Loc 1	50 / 0	0 / 0	<input type="checkbox"/>	

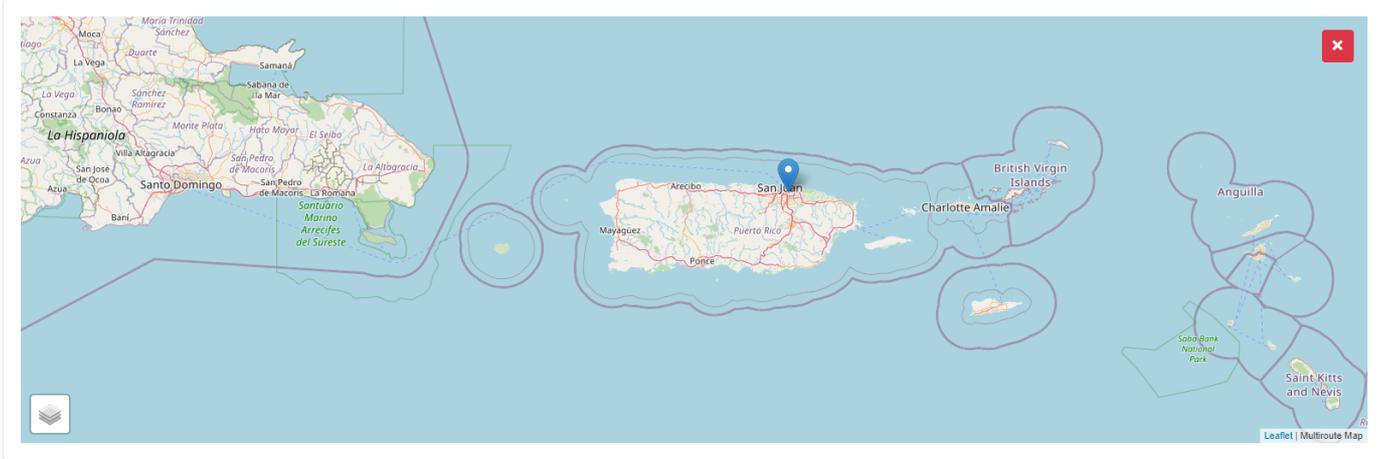
The user can see the details such as location using the Map button , timestamp, and list of products with their respective photos.



**Merchandiser 1**



📅 **Date:** 10/17/2022 9:11:59 AM  
 ⌚ **Duration:** 00:00:44



**400**

Quantity Cases

**20**

Quantity Units

**3**

Quantity Products

In the upper right corner, there are two drop-down lists; which contains the options for:

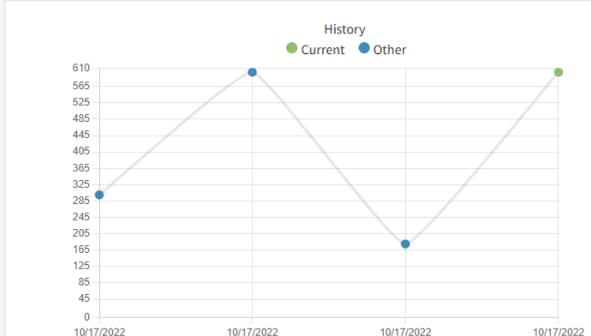
- **Select Product** : will scroll the user to the selected product.
- **Actions** : will take the user back to the previous page.

**By Products**

By Products

List   Photos 3

123 | Test 10/17/2022 9:12:15 AM



	Qty Case / Units	Capacity	Out of Stock	Photo
Loc 1	50 / 0	0 / 0	<input type="checkbox"/>	

Each product contains a graph and a table displaying the data that comes from the mobile device.

- **Graph** : The data displayed in the graph contains a history of the *current* (green point) and the *previous* (blue point) number of sales of that product.
- **Table** : The user will find the *Quantity Case*, *Quantity Units*, *Capacity*, *Out of Stock*, and *Photo* by each *Location*.

**Note**

Select the Camera  icon, and a popup photo will appear. In this popup users can expand the photo using the  icon.

### List

By Products **List** Photos 3

OPTIONS ▾ ↻

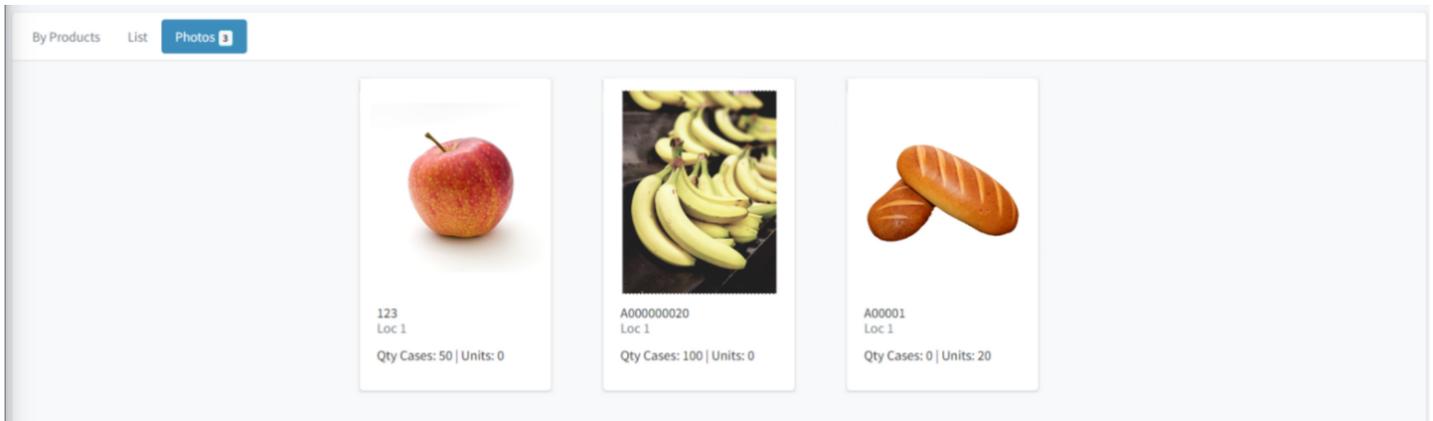
- Export to Excel
- Export To HTML
- Customize Table

	Description	QtyCases1	QtyUnits1	Oos1	QtyCases2	QtyUnits2	Oos2	QtyCases3	QtyUnits3	Oos3	Capacity1	Capacity1u	Capacity2	Capacity2u	Capacity3	Capacity3u	Sale
123	Test	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A00000020	Product	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A00001	J.B. Officeprint 1420	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Records: 3

In the List tab, the user will find a more concise table. In the Options button, the user can choose to Export to Excel, Html, or customize the table.

### Photo Gallery



Here the user will find a photo collage of all the photos; taken by the merchandiser on that trip.

**Note**

Select the photo, and a popup will appear. In this popup users can expand the photo using the  icon.

## 2.14 Maintenance

### 2.14.1 Mobile Users

This page lists all MultiRoute android application users with their licenses, route configuration, and assigned routes. Users with permissions can Create, Edit, and Delete mobile users.

- Users can press the Options dropdown at the upper left corner of the list. The options to Export to Excel, Export to HTML and Customize the Table will appear.
- If the user presses the button with the three dots [ ... ] at the end of the user row, the options to go to the Detail and Edit page and to Delete user will appear.
- To Create a new mobile user, press the blue **+** button at the bottom right corner of the page.

**MultiRoute** ADMIN

MS Multisystems Demo

My Dashboard  
Dashboard  
Pre Sales  
Truck Sales  
Proof of Delivery  
Map  
Marketing  
Tools  
Lists  
Maintenance  
Mobile Users  
Web Users  
User Access Groups  
Sync Activity  
Licenses  
Settings

**Mobile Users** multiroute android application users

OPTIONS

Photo	Name	License	Mode	Routes
<input type="text" value="Name"/>			All	
	Juan Del Pueblo		Delivery	R16
	Jose Del Campo		Delivery	R16 Ruta 2
	Pepe Del Campo		Pre Sale	Ruta 2
	Kiwi Marie		Delivery	R15
	test-email		Hybrid	R15
	eComm		Pre Sale	026

Total Records: 6

**+**

**Create**

Here users with permissions can create a new mobile user with their respective license, selected routes, and personal information.

- Depending on the Route Configuration , the mobile user's android device will display different modes. Users can choose the following options:
- **Pre-Sale** : makes an order, but without delivering the products to the clients.
- **Route** : sell products directly from the truck.
- **Docking** : the truck is still at the docking station.
- **DeLivery** : customer is receiving the previously sold products.
- **No Module**
- The Merchandise Method is how the carrier will count the products.
- **Replenish** : adding additional products.
- **Depletion** : subtract products.
- Set the transaction numbering format for the invoice , receipt , and deposit (optional) sequence. The sequence is alphanumeric and accepts letters and numbers. If the user starts the sequence with a letter, the number of letters at the start is by preference. After entering a number, the user can't enter another letter.

**Note**

The Transaction Numbering Format can be change in Settings > Company Configuration > Transaction Format .

The screenshot shows the 'Create Mobile User' form in the Multiroute application. The form is titled 'Create Mobile User' and includes a subtitle 'create and configure the user of the multiroute application'. The form is divided into several sections:

- Mobile User Information**: Includes a profile picture placeholder with an 'Upload Picture' button, and fields for 'Mobile User Id \*', 'Name \*', and 'Email'.
- Division**: A dropdown menu with 'Vinos' selected.
- License**: A dropdown menu with 'Select License' selected.
- Select Routes**: A dropdown menu with 'Select Route' selected.
- Route Configuration**: A dropdown menu with 'Pre-Sale' selected.
- Vehicle**: A text input field.
- Merchandise Method**: A dropdown menu with 'None' selected.
- Multiroute Android Password**: A text input field.
- Allow Collection and Payment**: A toggle switch that is currently turned off.
- Transaction Numbering Format**: A section with an information icon, containing three text input fields: 'Invoice # \*' (with 'AAA999' entered), 'Receipt # \*' (with 'AA99999' entered), and 'Deposits #' (with 'AA99999' entered).

The form has a 'Cancel' button on the left and a 'Create Mobile User' button on the right.

## 2.14.2 Web users

Website application users.

### Create Web User

To Create a new web user, press the blue **+** button at the bottom right corner of the page.

The screenshot displays the 'Multiroute Web Users' management page. On the left is a dark sidebar with navigation options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', 'Mobile Users', 'Web Users', 'User Access Groups', 'Sync Activity', 'Licenses', and 'Settings'. The main content area shows a table of users with the following data:

Full Name	Username	On Line	Group ID	User Status	Is Supervisor	Last Login
Juan Del Pueblo		●	Admin: Root	●	●	3/14/2023 2:26 PM
Jose Del Campo		○	Admin: Root	●	○	12/8/2020 9:19 PM
Admin		●	Admin: Root	●	●	3/14/2023 7:46 PM
Prueba1 Administracion 2		●	Admin: Root	●	●	9/29/2020 3:16 PM
Maco 2		○	Admin: Root	●	○	
demo		●	Admin: Root	●	●	3/7/2023 1:28 PM
Juan Del Mazo		○	Admin: Root	●	○	3/14/2023 7:44 PM
Javier		○	Proof of delivery Module	●	●	3/14/2023 7:43 PM
fika		○	Proof of delivery Module	●	○	6/11/2020 10:53 AM

At the bottom right of the table area, there is a blue circular button with a white plus sign, highlighted by a red arrow. The text 'Total Records: 9' is visible at the bottom of the table.

### Edit Web User

The web user edit screen provides the ability to modify various properties associated with a user account, including but not limited to name, email address, access group, divisions, etc. This functionality allows for easy maintenance and management of user accounts, ensuring that accurate and up-to-date information is always maintained.

The screenshot shows the 'Edit User: Admin' page in the MultiRoute system. The left sidebar contains navigation options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', and 'Maintenance'. The 'Maintenance' menu is expanded, showing 'Mobile Users', 'Web Users', and 'User Access Groups'. The main content area is titled 'Edit User: Admin' and has tabs for 'Information' and 'Security'. The 'Information' tab is active, displaying the following fields:
 

- Username:** An empty text input field.
- Full Name:** A text input field containing 'ADMIN'.
- Email:** An empty text input field.
- User Access Groups:** A dropdown menu with 'ADMIN' selected.
- Select Divisions:** A dropdown menu with 'x Vinos' selected.
- Language:** A dropdown menu with 'English (United States)' selected.

 At the top right of the page, there are 'Cancel' and 'Save Web User' buttons.

### Two Factor Authentication

Within the security options, users have the ability to enable two-factor authentication, which provides an additional layer of protection to safeguard their account. This feature enhances the security of the authentication process by requiring a second verification method, using a code generated in a TFA mobile app.

The screenshot shows the 'Edit User: Admin' page with the 'Security' tab active. A toggle switch is turned on, indicating that 'Two-factor authentication has been enabled on your company.' Below this, a message states: 'Two-step authentication uses your mobile device to provide an extra layer of security for your account.'
   
 The page provides a three-step guide for enabling 2FA:
 

- 1 Download and install app:** Install the authenticator app that you think is most convenient (such as Google Authenticator) on your device.
- 2 Scan the QR code:** Open your 2FA app and scan the QR code to add your secret token.
- 3 Verify your authentication code:** To confirm your secret token key, enter the 6-digit code from the app.

 To the right of the steps is a QR code and a 'Verify Code' input field with a 'confirm' button. At the bottom right, there are 'Cancel' and 'Save Web User' buttons.

#### Note

Only administrators can turn two-factor authentication on or off for other users. Non-admin users can only control this security feature for their own account.

## Device sessions

The device sessions section displays a list of devices where the user account has been previously accessed. This feature enables users to keep track of active sessions and identify any suspicious activity on their account.

### Note

The Session tab will only appear if the two-factor authentication is turned ON.

The screenshot shows the 'MultiRoute' user management interface. The left sidebar contains navigation options: MS Multisystems Demo, My Dashboard, Dashboard, Pre Sales, Truck Sales, Proof of Delivery, Map, Marketing, Tools, Lists, and Maintenance (with sub-options: Mobile Users, Web Users, User Access Groups). The main content area is titled 'Edit User: Admin' and has tabs for Information, Security, and Sessions. The 'Sessions' tab is active, displaying a heading 'See information about when you started a session in your account' and a descriptive paragraph. Below this, there are two panels: 'Sessions' and 'Suspicious session activity'. The 'Sessions' panel shows one active session: 'session on Windows device' (Active now) on 'Windows, Chrome' at 'March 10th 2023, 4:47:17 pm'. The 'Suspicious session activity' panel shows one attempt: 'New access attemp from Windows device' on 'Windows, Firefox' at 'March 10th 2023, 4:47:50 pm'. Both panels have a close button (X). At the bottom right of the main content area, there are 'Cancel' and 'Save Web User' buttons.

Additionally, the adjacent panel displays access attempts that were generated when a user attempted to log in but was unable to complete the two-factor authentication process. This information helps users identify any potential unauthorized access attempts and take appropriate action to protect their account.

## 2.14.3 User Access Groups

Here is a list of all the User Access Groups created. The list contains the group name, description and total number of users in the group.

- Users can press the Options dropdown at the upper left corner of the list. The options to Export to Excel, Export to HTML and Customize the Table will appear.
- If the user presses the button with the three dots [ ... ] at the end of the group row, the options to go to the Detail and Edit page and to Delete group will appear.
- To Create a new access group, press the blue + button at the bottom right corner of the page.

The screenshot displays the 'User Access Groups' management page. The table contains the following data:

Group Name	Description	Total Users
ADMIN	Admin: Root	7
POD	Proof of delivery Module	2
Map Only	Can view map module only	0

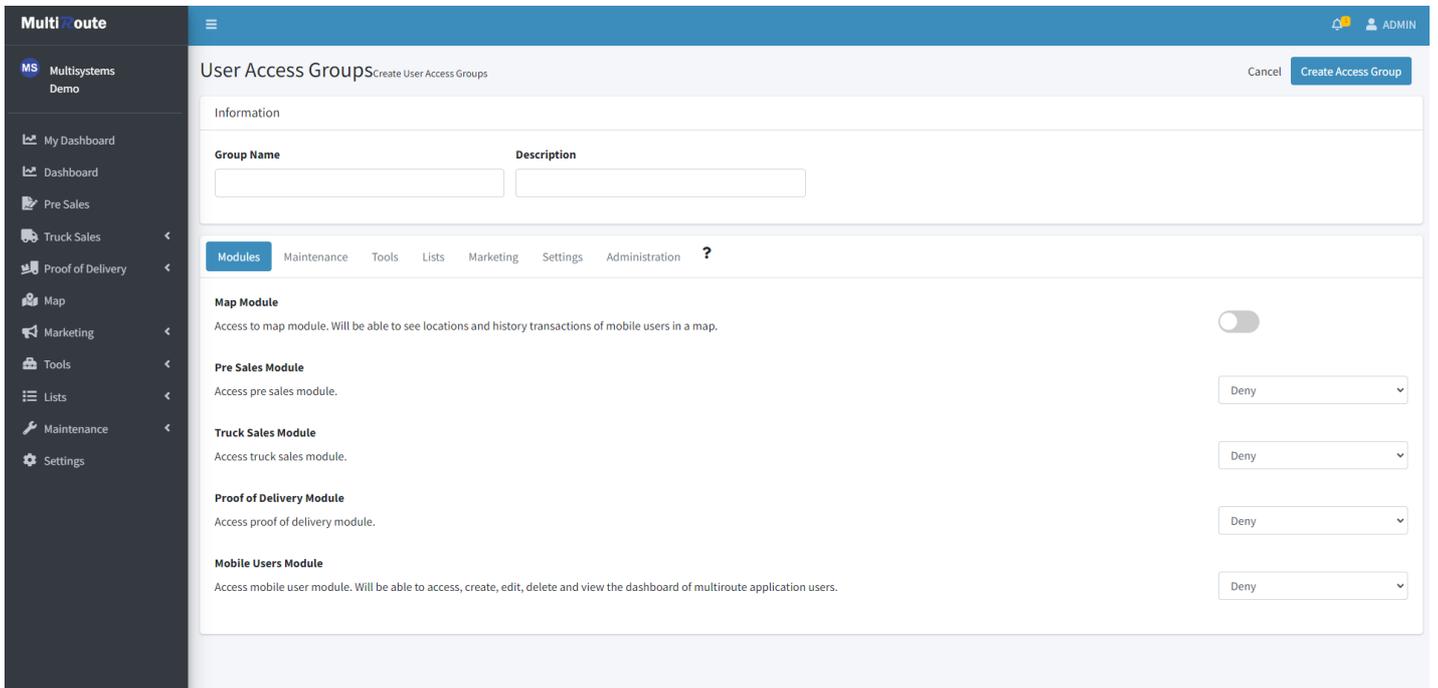
The interface also includes a sidebar with navigation options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', 'Mobile Users', 'Web Users', 'User Access Groups', 'Sync Activity', 'Licenses', and 'Settings'. The 'User Access Groups' option is currently selected. A blue '+' button is located at the bottom right of the main content area.

### Create

The create page contains the users' different permissions on the MultiRoute website. Those permissions allow admins to grant or restrict access to parts of the website to each group. For example, the marketing team won't have access to create, edit or delete the client routes.

#### Note

If a group doesn't have permission to access a specific module, the option to go to that module won't appear in the side menu of that group of users' MultiRoute account.



**Multiroute**

MS Multisystems Demo

My Dashboard  
Dashboard  
Pre Sales  
Truck Sales  
Proof of Delivery  
Map  
Marketing  
Tools  
Lists  
Maintenance  
Settings

**User Access Groups** Create User Access Groups

Cancel Create Access Group

Information

**Group Name**

**Description**

Modules Maintenance Tools Lists Marketing Settings Administration ?

**Map Module**  
Access to map module. Will be able to see locations and history transactions of mobile users in a map.

**Pre Sales Module**  
Access pre sales module.

**Truck Sales Module**  
Access truck sales module.

**Proof of Delivery Module**  
Access proof of delivery module.

**Mobile Users Module**  
Access mobile user module. Will be able to access, create, edit, delete and view the dashboard of multiroute application users.

## 2.14.4 Multiroute Android Sync Activity

---

All synchronization activity coming from multiroute android will appear here.

**Multiroute Android Sync Activity** all synchronization activity coming from multiroute android Clear

 No multiroute android transmission have occurred ⓘ

## 2.14.5 Licenses

On this page, users can see a list of all the licenses owned by the company. Each license will display to whom they're assigned and if they're activated.

- Users can press the **Options** dropdown at the upper left corner of the list. The options to **Export to Excel**, **Export to HTML** and **Customize the Table** will appear.

Licenses all licenses own by company

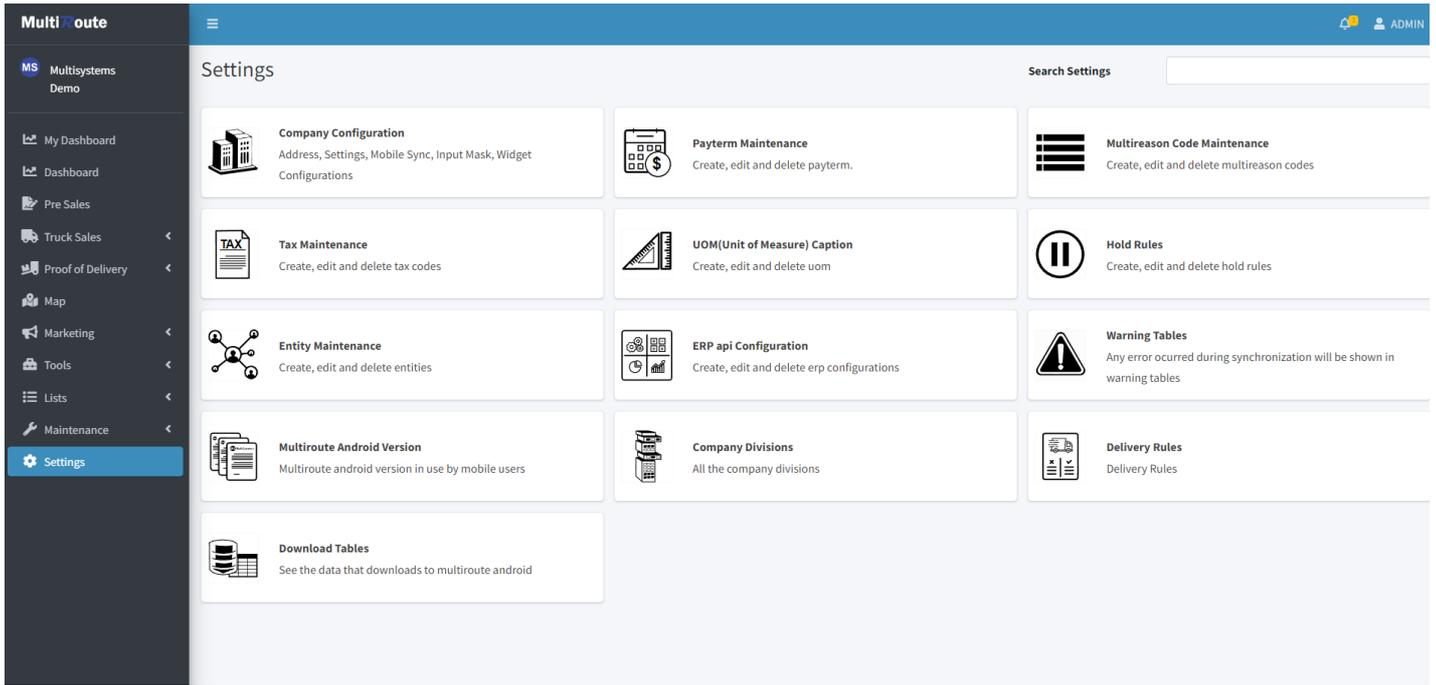
Options ▾

License	Name	Active
<input type="text" value="License"/>	<input type="text" value="Name"/>	
	Juan Del Pueblo	●
	Jose Del Campo	●
	Pepe Del Campo	●

Pages: 1 / 1 Total Records: 3

## 2.15 Settings

Here the user will find the following settings:

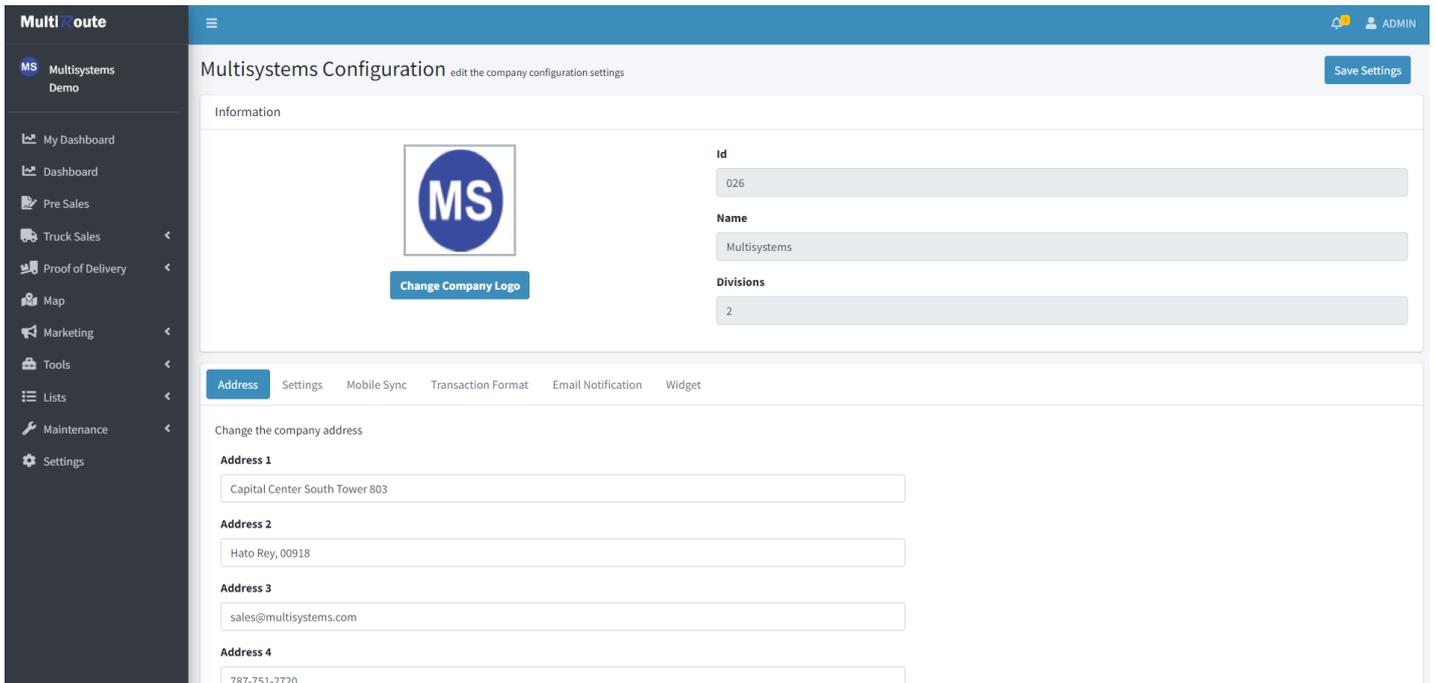


### 2.15.1 Company Configuration

Configure the company's address, settings, mobile sync, transaction format and widgets.

#### Address

Edit or view the company configuration settings.



## Settings

Set the company settings

The screenshot shows the 'Settings' page in the Multiroute application. The left sidebar contains a navigation menu with options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', and 'Settings'. The main content area is titled 'Settings' and includes several sections:

- Currency:** Select the preferred currency to display with money. The dropdown menu is set to '\$ USD'.
- Validate Price:** Set Validate Price Type. The dropdown menu is set to 'Not Sale Zero'.
- Enable PDF Mobile Report:** Enable the ability to see the mobile pdf report of transaction sent by the multiroute application. The toggle switch is turned on.
- Send Transaction PDF Report by Email:** Enable the ability to send the mobile pdf report of transaction sent by the multiroute application to the client by email. This is in the order detail page. The toggle switch is turned on.
- Enable Sale Quotations:** Enable Sale quotation on multiroute application. The toggle switch is turned off.
- Allow Over Payment:** Allow multiroute android to accept client over payments. The toggle switch is turned off.
- Allow Void Collection:** Allow void payment receipts. The toggle switch is turned off.
- Allow Returns in Sale:** Allow product return in orders. The dropdown menu is set to 'Return Only'.

## Mobile Sync

Configuration parameters for multiroute application synchronization. This be will use in the QR Code.

The screenshot shows the 'Mobile Sync' page in the Multiroute application. The left sidebar is the same as in the 'Settings' page. The main content area is titled 'Multisystems Configuration' and includes a 'Save Settings' button. The page is divided into two sections:

- Information:** This section displays company information:
  - Id:** 026
  - Name:** Multisystems
  - Divisions:** 2
- Configuration parameters for multiroute application synchronization. This be will use in the qr code.** This section contains input fields for:
  - Host:** Enter Host
  - Username:** Enter Username
  - Password:** Enter Password

## Transaction Format

Set the transaction numerical formats for the invoice, receipt and deposit sequences

The screenshot shows the 'Transaction Format' settings page in the Multiroute application. The left sidebar contains navigation options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', and 'Settings'. The main content area is titled 'Information' and includes a company logo (MS) with a 'Change Company Logo' button. Below the logo, there are input fields for 'Id' (026), 'Name' (Multisystems), and 'Divisions' (2). A navigation bar at the bottom of the main area includes 'Address', 'Settings', 'Mobile Sync', 'Transaction Format' (active), 'Email Notification', and 'Widget'. The 'Transaction Format' section contains instructions: 'Set the transaction numbering format for the invoice, receipt, and deposit (optional) sequence. The sequence is alphanumeric, it accepts both letters and numbers. If the user started the sequence with a letter, the number of letters at the start is by preference. After entering a number the user can't enter another letter.' It also states: 'The sequence of alphanumeric characters can be set in the maintenance, mobile user tab, edit/create user page. A is for alphanumeric characters and 9 is for numeric only.' There are three input fields: 'Invoice Format' (AAA9999), 'Receipt Format' (AAA9999), and 'Deposit Format' (AA99999).

## Email Notification

Email notification settings.

The screenshot shows the 'Email Notification' settings page in the Multiroute application. The layout is similar to the previous screenshot, but the 'Email Notification' tab is active. The 'Auto Email on Transaction' toggle is turned on. Below it, a description states: 'When a transaction is done with a client with the multiroute application, an email will be sent to the client with the email address that is on the client profile.' Under 'Choose Transactions For Auto Email', there are buttons for '+ Collection', 'Order' (selected), '+ Invoice', and '+ Delivery'. The 'Email Status to Salesman' toggle is turned off, with a description: 'When a transaction is done with a client with the multiroute application, an email will be sent to the salesman with the email address that is on the mobile user profile.' The 'ERP Sync Failed' section has a status icon and a description: 'If the transaction fails to synchronize, pre-determine who will be notified. Multiple emails must be separated by commas.' There is an input field for 'Enter Emails (optional)' with a note: 'Multiple emails must be separated by commas.'

## 2.15.2 Payterm Maintenance

Create, edit and delete the payterms.

Description	Term Percent	Term Days	Source By	
N15	50	15	Admin	...
N45	50	45	1111	Edit Delete
CASH	0	0		
N30	0	30		...

Total Records: 4

Create New Payterm Code

Information

**Description**

**Terms Days**

**Term Percent**

Cancel Create

2.15.3 Multireason Code Maintenance

Create, edit and delete.

**Multireason Configuration**

Search Reason:

<b>Request Per Credit</b> Request Per Credit	<b>Expense</b> Expense	<b>Clock</b> Clock
<b>None Visit</b> None Visit	<b>Return Destination</b> Return Destination	<b>Check Bank</b> Check Bank
<b>Customer Sale Caption</b> Customer Sale Caption	<b>Customer Sales Flag</b> Customer Sales Flag	<b>History Caption</b> History Caption
<b>Identification Type</b> Identification Type	<b>Deposit Destination</b> Deposit Destination	<b>Return Reason</b> Return Reason
<b>Item Image</b> Item Image	<b>Promo Category</b> Promo Category	

## 2.15.4 Tax Maintenance

Create, edit and delete.

**Tax Codes** tax management

OPTIONS ▾

Tax Code	Description	Percent	
Gov	Government Exemption	0	⋮
LEY20-22	Ley 20-22	4	Edit Delete
PRS	PR STATE	10	

Total Records: 3

**Create New Tax Code**

The screenshot shows the 'New Tax' form in the MultiRoute system. The form is titled 'New Tax' with a subtitle 'create tax'. It contains three input fields: 'TaxCode', 'Description', and 'Percent'. The 'Percent' field has the value '0' entered. At the bottom right of the form, there are 'Cancel' and 'Create' buttons. The left sidebar shows the navigation menu with options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', and 'Settings'.

**2.15.5 UOM(Unit of Measure) Caption**

Create, edit and delete the UOM.

The screenshot shows the 'UOM Caption' table in the MultiRoute system. The table has two columns: 'Caption Id' and 'Description'. The data rows are as follows:

Caption Id	Description
1	Case/Unit
0	CS
3	CASES
4	CASE
5	EACH
6	BOX
7	BAG
8	THOU
9	ROLL
10	PACK

A context menu is open over the row with 'Caption Id' 0, showing 'Edit' and 'Delete' options. At the bottom right of the table, it says 'Total Records: 10'. There is a '+' button in the bottom right corner of the table area.

### Create New UOM Caption

**MultiRoute** ADMIN

**MS Multisystems Demo**

**New UOM** Create UOM caption.

Information

**Caption Id**

**Description**

[Cancel](#) [Create](#)

### 2.15.6 Hold Rules

Create, edit and delete.

**MultiRoute** ADMIN

**MS Multisystems Demo**

**Hold Transaction Rules** rules that will hold any transactions from multiroute android or multicommerce

OPTIONS ▾

Rule	Description	Transactions	Active	
Quantity Over	Hold Rule por Cantidad	<a href="#">Pre Sales</a>	<input type="radio"/>	Edit Delete
All Transactions	Hold all transactions	<a href="#">Pre Sales</a>	<input type="radio"/>	...

Total Records: 2

[+](#)

## Create New Hold Rule

Multi route
ADMIN

MS Multisystems Demo
Cancel [Create Hold Rule](#)

Rule Information

**Step 1. Choose hold rule type**

**Credit Hold**  
Hold transactions if client is on credit hold

**Credit Limit**  
Hold transactions if client has surpasses the establish credit limit

**Over Payterm**  
Hold transactions if client has open invoices over the approve payterm aging days

**Product Cost**  
Hold transaction if product cost was change below the establish cost

**Transaction Line Type**  
Hold transaction for the specific line type

**Price Range**  
Hold transaction if product price was change outside the establish range

**Quantity Over**  
Hold transaction if product quantity is over the specified quantity

**Hold All Transactions**  
All incoming transactions will be put on hold no matter the rule

**Step 2. Choose which transaction type the hold rule will apply**

**Pre Sales**  
Pre Sales

**Truck Sales**  
Truck Sales

**Delivery**  
Delivery

**Step 3. Choose group of user authorize to approve, release or cancel based on the hold rule**

**Authorize Users**

**Step 4. Enter rule description**

**Description**

**Active**

[Cancel](#) [Create Rule](#)

## 2.15.7 Entity Maintenance

Create, edit and delete entities.

**Table Maintenance**

OPTIONS ▾

Table	Behavior	
Table		
Product	ReadOnly	<a href="#">Edit</a>
Client	ReadOnly	<a href="#">Edit</a>

Total Records: 2

### Create New Product

**Edit Table Product** Cancel Save Table

Table Information

**Table Behavior**  
Edit

Table Fields Search Fields 🔍

Field Name	Behavior	Default Value	Visible Maintenance
Id ⓘ	Interface	Id Default Value	<input type="checkbox"/>
UnitUpc ⓘ	Interface	UnitUpc Default Value	<input checked="" type="checkbox"/>
CaseUpc ⓘ	Interface	CaseUpc Default Value	<input checked="" type="checkbox"/>
Description ⓘ	Interface	Description Default Value	<input checked="" type="checkbox"/>
ShortDescription ⓘ	Interface	ShortDescription Default Value	<input checked="" type="checkbox"/>
DepartmentId ⓘ	Interface	DepartmentId Default Value	<input checked="" type="checkbox"/>
CategoryId ⓘ	Interface	CategoryId Default Value	<input checked="" type="checkbox"/>
BrandId ⓘ	Interface	BrandId Default Value	<input checked="" type="checkbox"/>
Packageld ⓘ	Interface	Packageld Default Value	<input checked="" type="checkbox"/>
CasePrice ⓘ	Interface	CasePrice Default Value	<input checked="" type="checkbox"/>
UnitPrice ⓘ	Interface	UnitPrice Default Value	<input checked="" type="checkbox"/>
CaseReturnPrice ⓘ	Interface	CaseReturnPrice Default Value	<input checked="" type="checkbox"/>
UnitReturnPrice ⓘ	Interface	UnitReturnPrice Default Value	<input checked="" type="checkbox"/>
Conversion ⓘ	Interface	Conversion Default Value	<input checked="" type="checkbox"/>

## 2.15.8 ERP API Configuration

Create, edit and delete.

## 2.15.9 Warning Tables

Any error occurred during synchronization will be shown in warning tables.

The screenshot displays the 'Warning Tables' section of the Multiroute application. The interface includes a sidebar with navigation options like 'My Dashboard', 'Dashboard', 'Pre Sales', 'Truck Sales', 'Proof of Delivery', 'Map', 'Marketing', 'Tools', 'Lists', 'Maintenance', and 'Settings'. The main content area shows a table with the following data:

Order	Salesman Id	Client	Date	Warning Status	Visit	Route Id	Type	Trans Date	BulkCases	Bulk Unit	Bulk Total	Quantity	Customer PO	Delivery Date	Comment	Other Status
010107	026		1/4/2023		14	2		Jan 4 2023 4:49PM	93	0	45963.08	PO67890-		Jan 4 2023 4:50PM		
01010008	026		1/3/2023		18	2		Nov 11 2022 11:58AM	115	0	45673.21			Nov 11 2022 11:58AM		
010107	026		1/3/2023		14	2		Nov 11 2022 11:57AM	93	0	45963.08	p45y8		Nov 11 2022 11:57AM		
01010008	026		1/3/2023		18	2		Nov 11 2022 11:58AM	115	0	45673.21			Nov 11 2022 11:58AM		
010107	026		1/3/2023		14	2		Nov 11 2022 11:57AM	93	0	45963.08	p45y8		Nov 11 2022 11:57AM		
010107	026		1/3/2023		16	1		Nov 9 2022 3:12PM	30	0	4439.15	po123		Nov 9 2022 3:14PM		
010107	026		1/3/2023		17	0		Nov 11 2022 11:10AM	88	0	1218.92			Nov 15 2022 11:20AM		
01010008	026		1/3/2023		18	2		Nov 11 2022 11:58AM	115	0	45673.21			Nov 11 2022 11:58AM		
010107	026		1/3/2023		14	2		Nov 11 2022 11:57AM	93	0	45963.08	p45y8		Nov 11 2022 11:57AM		
01010008	026		1/3/2023		18	2		Nov 11 2022 11:58AM	115	0	45673.21			Nov 11 2022 11:58AM		
010107	026		1/3/2023		14	2		Nov 11 2022 11:57AM	93	0	45963.08	p45y8		Nov 11 2022 11:57AM		
010107	026		1/3/2023		16	0		Dec 21 2022 1:44PM	20	0	1960.26			Dec 23 2022 1:45PM		

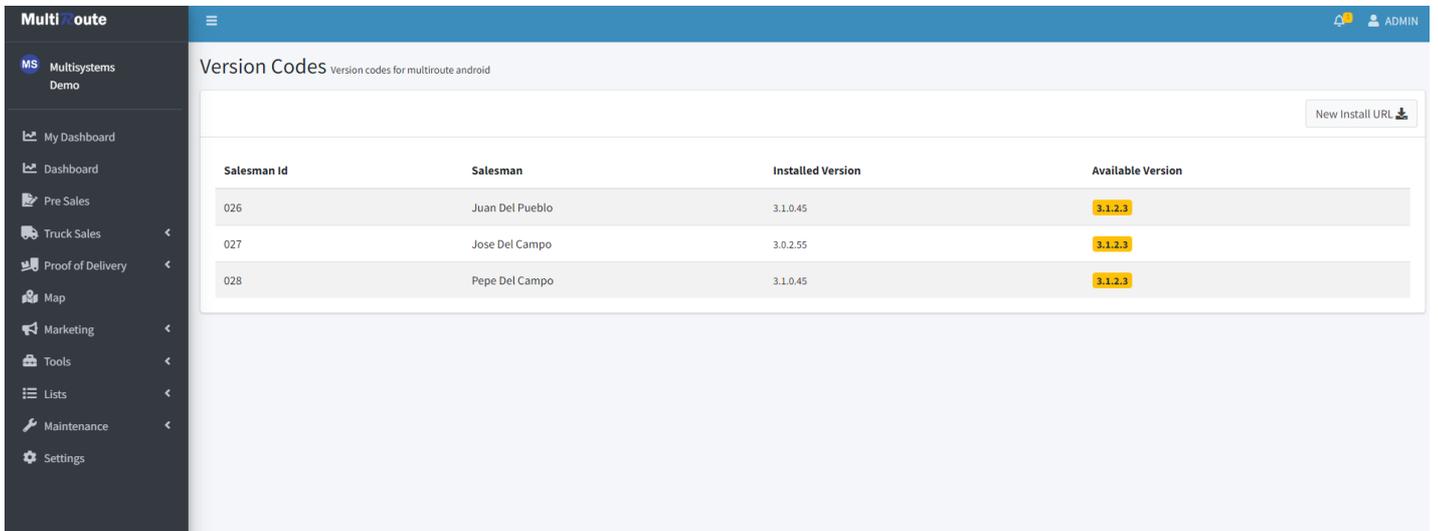
Total Records: 12

## 2.15.10 Multiroute Android Version

In the android version section, you can view each user's installed mobile device version. If a new version exists, the Available Version column will display the version in **yellow**, indicating an update is required.

### Note

For the full installation guide click [here](#).



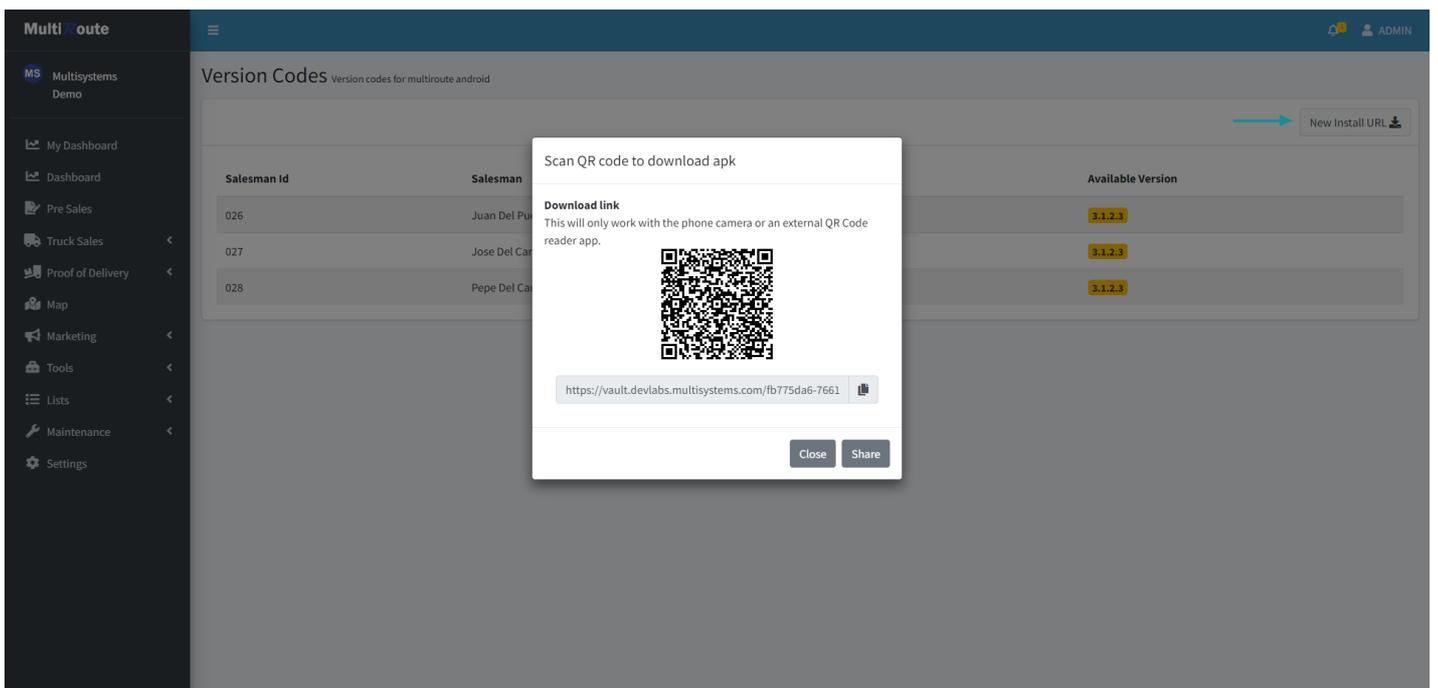
Salesman Id	Salesman	Installed Version	Available Version
026	Juan Del Pueblo	3.1.0.45	3.1.2.3
027	Jose Del Campo	3.0.2.55	3.1.2.3
028	Pepe Del Campo	3.1.0.45	3.1.2.3

### Download Link QR Code

The user can download the new version by scanning the QR code with an external QR code reader app or using the mobile's camera.

#### Note

The Quick Configure feature in the Multiroute app will not work for downloading the new version. The user has to use an external QR code reader app.



Scan QR code to download apk

**Download link**  
This will only work with the phone camera or an external QR Code reader app.

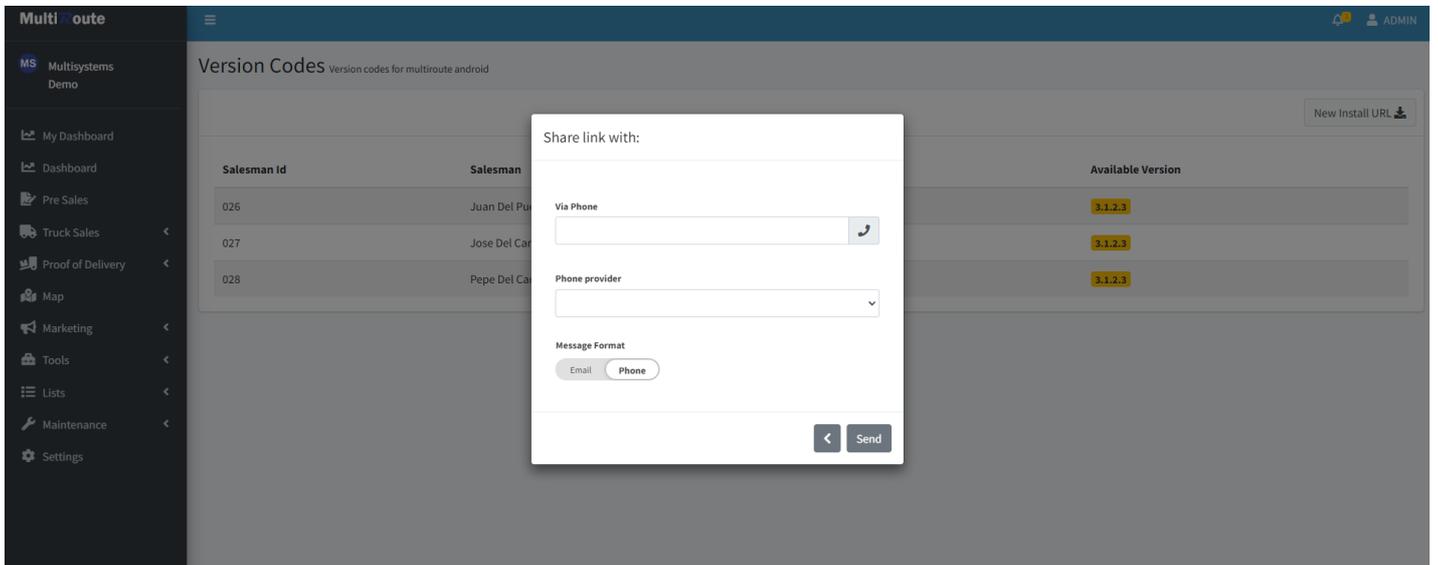


<https://vault.devlabs.multisystems.com/fb775da6-7661>

Close Share

### Share link

The user will have the option to share the link of the new version via email or text message.

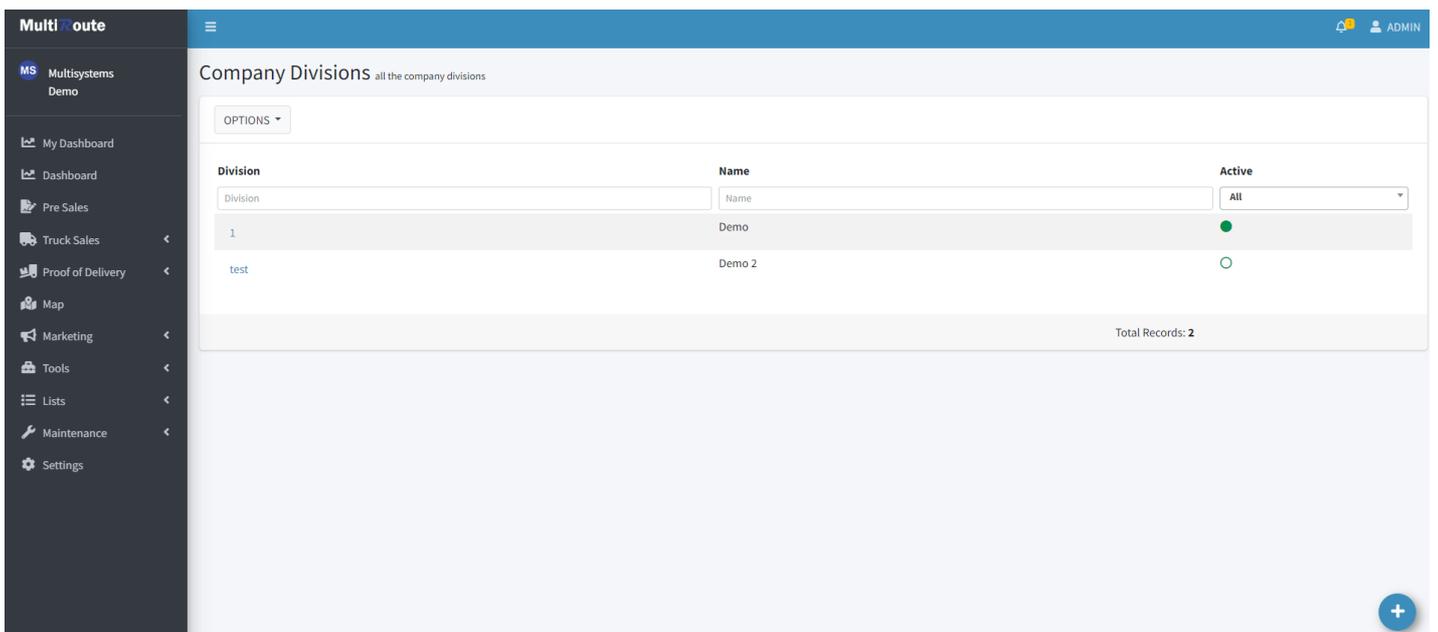


### Note

For the text message option, the user will need to know the phone provider of the other person.

## 2.15.11 Company Divisions

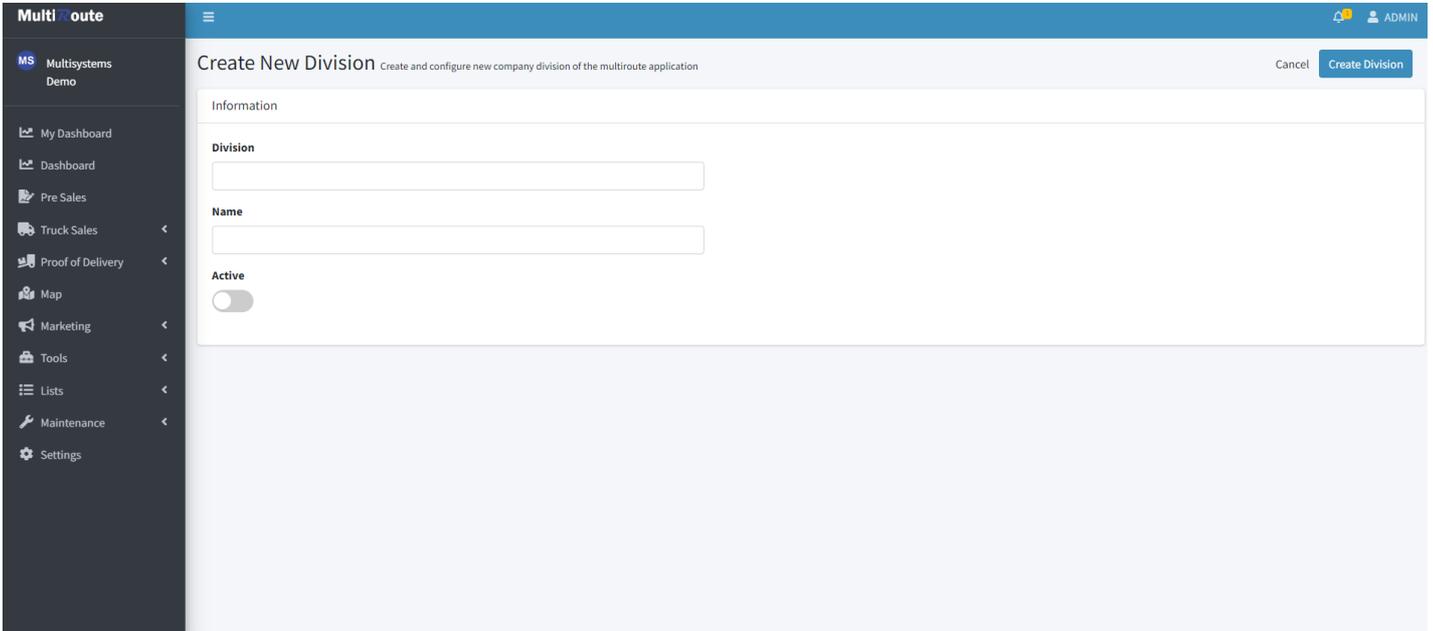
In the Divisions section, the user will have access to view and manage all the divisions created, as well as the active and inactive ones.



Press the blue **+** button at the bottom-right of the screen to create a new notification.

### Create New Company Division

To create a new division, the user must assign a Division ID and a name. Additionally, users can choose whether it will appear as active or inactive at the time of creation.

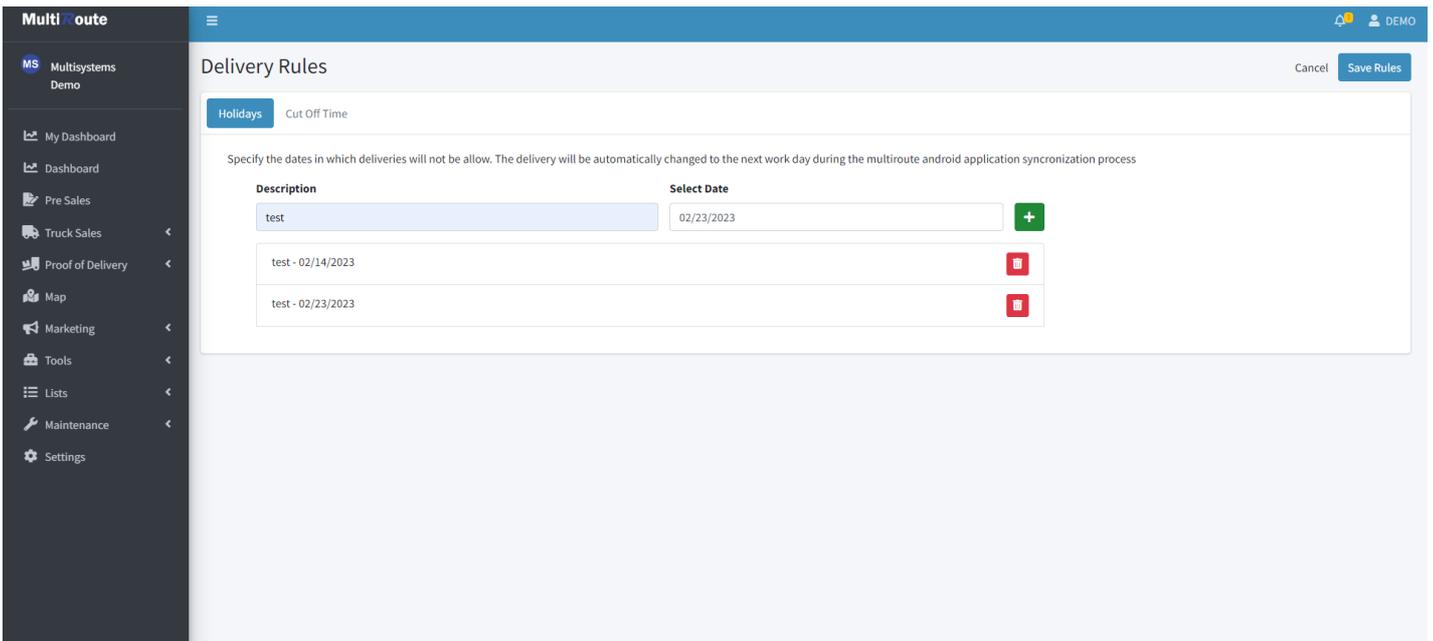


## 2.15.12 Delivery Rules

Here the user can see the company days off and cut off time.

### Holidays

The user can add the company days off.



Cut off time

2.15.13 Download Tables

See the data that is downloaded to multiroute android.

Id	Name	Route_Id	Assistant	Division_Id	Vehicle_id	OrderInvoiceNo	Password	ReceiptNo	DownloadAR	VisitId	DepositNo
F_750	F_751	F_752	F_753	F_754	F_755	F_756	F_757	F_758	F_759	F_760	F_766

## 3. MultiRoute Mobile

---

### 3.1 Introduction

---



MultiRoute is designed to allow your sales force to perform order entries, fulfill route quotas, pricing, promotions and inventory look-up, collection inquiries and many other features and functions, using Android devices or handheld mobile computers over mobile networks. MultiRoute is configured to support the following options:

- Pre-Sales and Truck Sales
- Merchandising

This document provides a general overview of the different functionalities this software offers.

MultiRoute has four main components:

- MultiRoute Manager
- MRSyncHub (communication program)
- MultiRoute Android

A brief summary of MultiRoute Android is presented in the following pages.

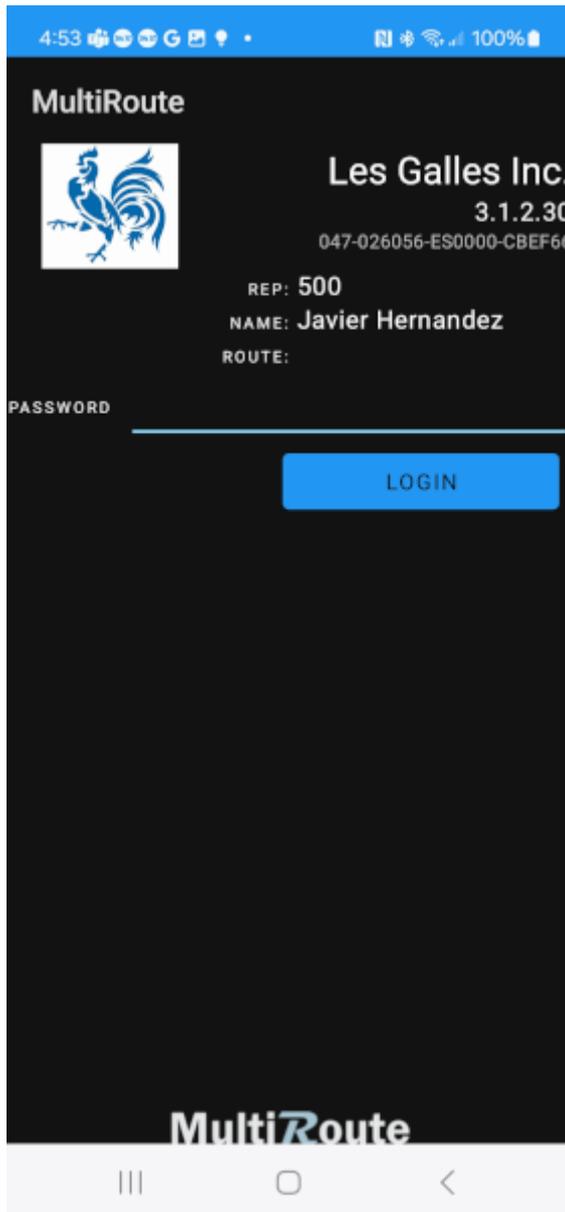
## 3.2 Getting Started

---

Once the software and the necessary files have been downloaded to the device and the configuration procedures are done, a screen with the user's name and route number assigned will appear.

### 3.2.1 Log In

---

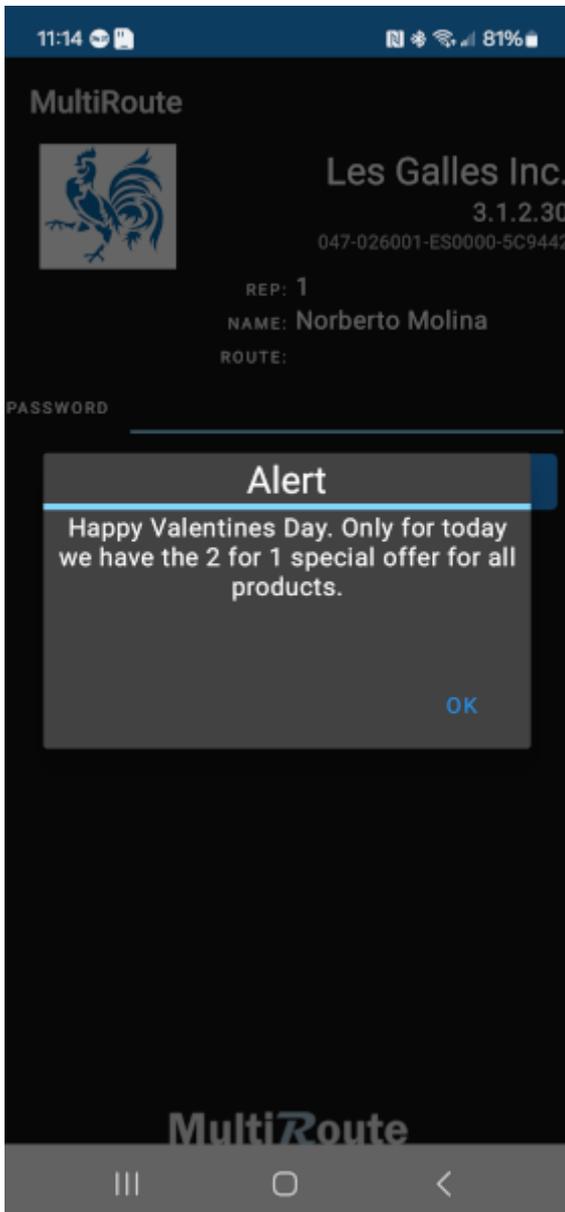


Salesman's Id.

Salesman's Name.

Route's Id.

A password will be required for each user. Once typed, tap on "Login" to get access to the system.



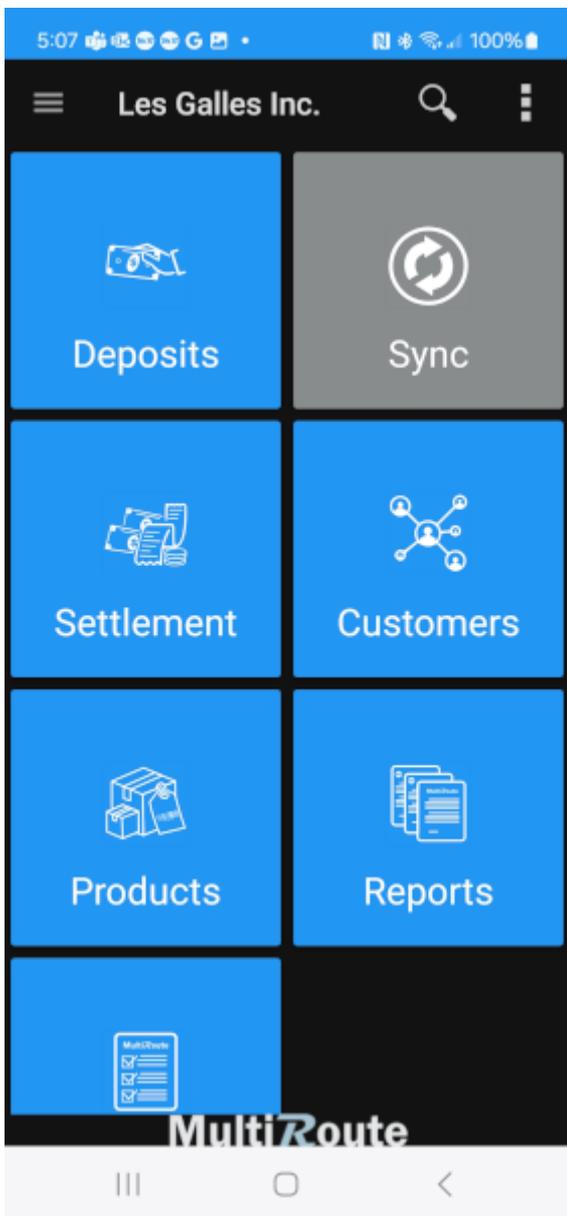
An alert may appear reminding the user of an appointment or any specific message. Select "OK" to proceed to the Home Menu.

Once logged, a screen with the options for the different transactions will appear.

### 3.2.2 Main Menu

---

From the main menu the user can navigate to the area of the application desired. The main menu consists of the following options:

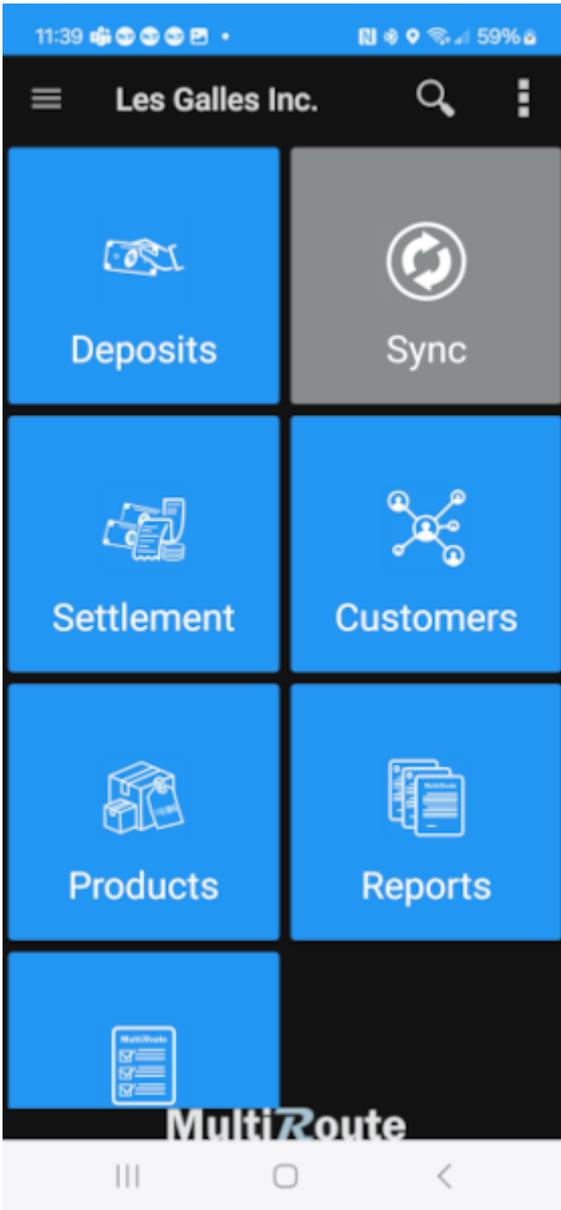


Menu Option	Usage
Truck	Appears only when in DSD mode. Allows for functions related to the truck's inventory management.
Deposits	All transactions regarding pending deposits from the collection process of payments that will be deposited in the bank or office will be made here.
Sync	Refreshes data in your device and sends transactions to the back office.
Settlement	This option will list all customers who received service on a day or period with completed transactions.
Customers	A list of customers to whom transactions will be made will appear under this option.
Other functions Reports, Quota, Survey and Mileage reporting available.	

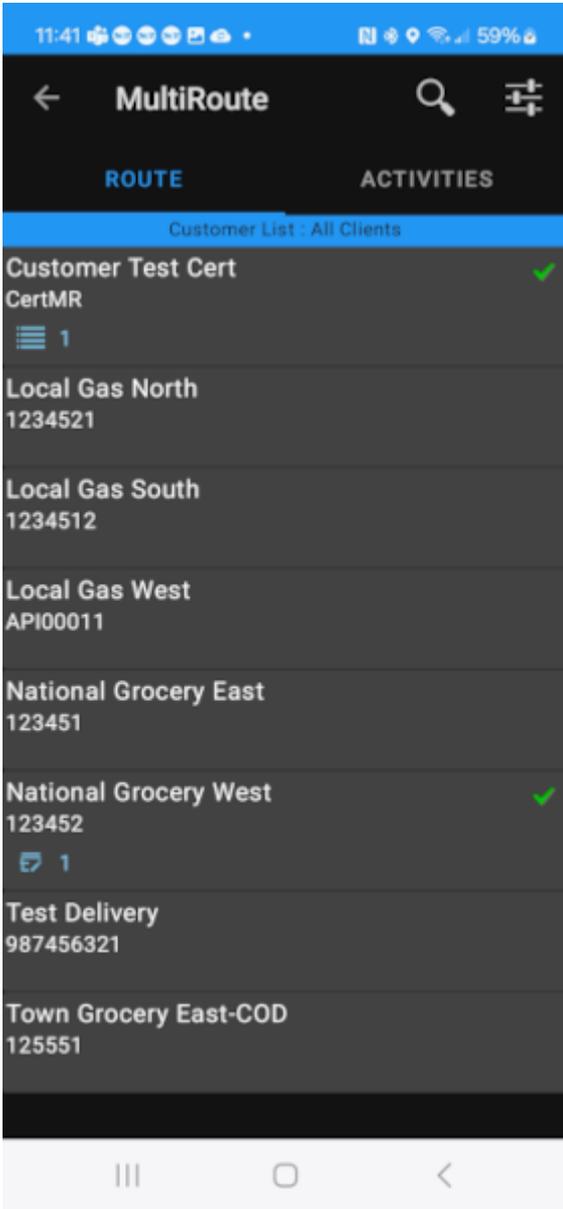
### 3.3 Customers

---

Once in the Home Screen, the user may select "Customers" to make a transaction.



Tap on the search option to look for the customer by typing in the name or customers identification.

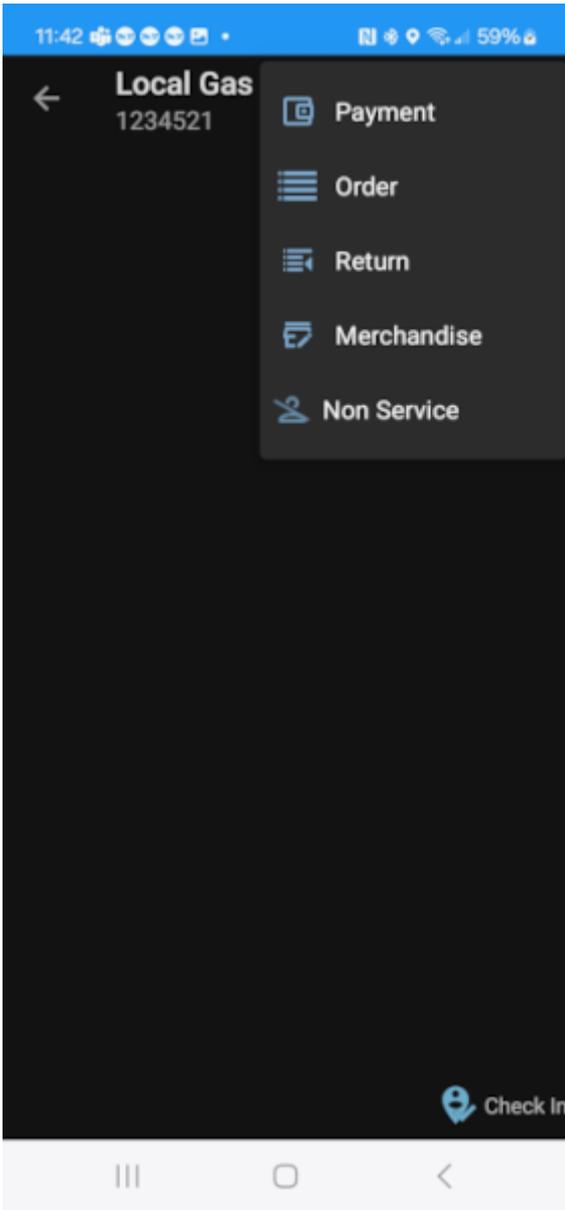


The customers will be presented in form of a list. The salesperson must select the customer that will make an order of transaction.

### 3.3.1 Order/Invoice

---

#### Create Invoice



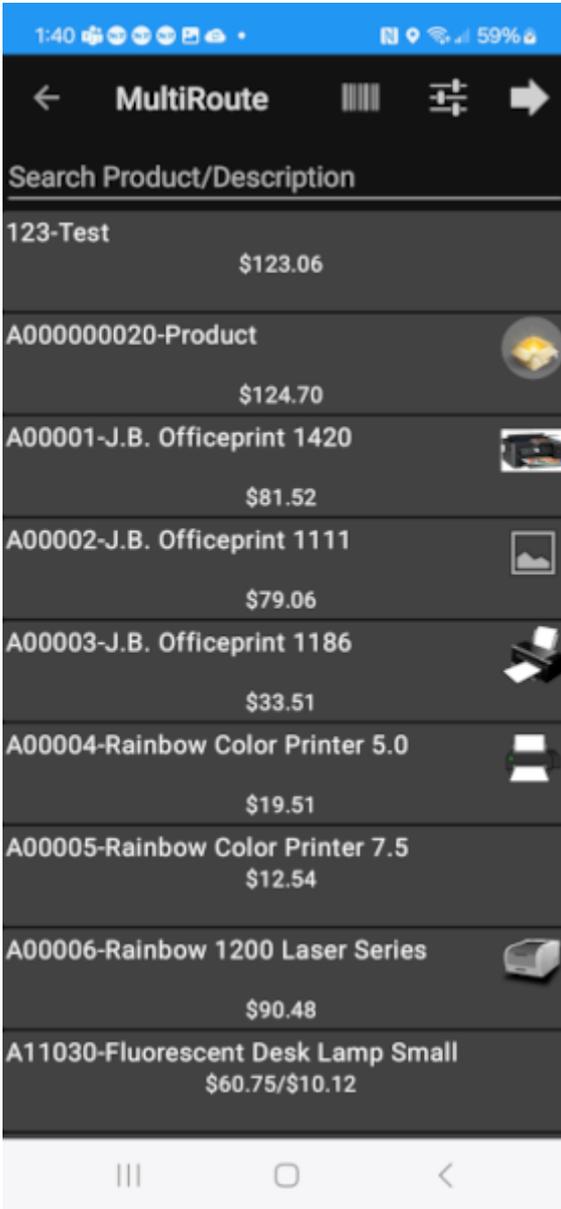
Once the salesman selects the customer who the transaction will be made to, a screen will appear where the user must select the plus sign on the upper right corner. Once the plus is selected this screen will appear where the salesman must select "Order" in order to create a new order for that customer.

**Add product****SELECT A PRODUCT FROM LIST**

In order to add products to the customer's order the plus sign must be selected.

Order Entry Additional Functionalities:

- Online inventory visibility
- Order Guide
- Alternate products
- Custom Sales Guide Generation

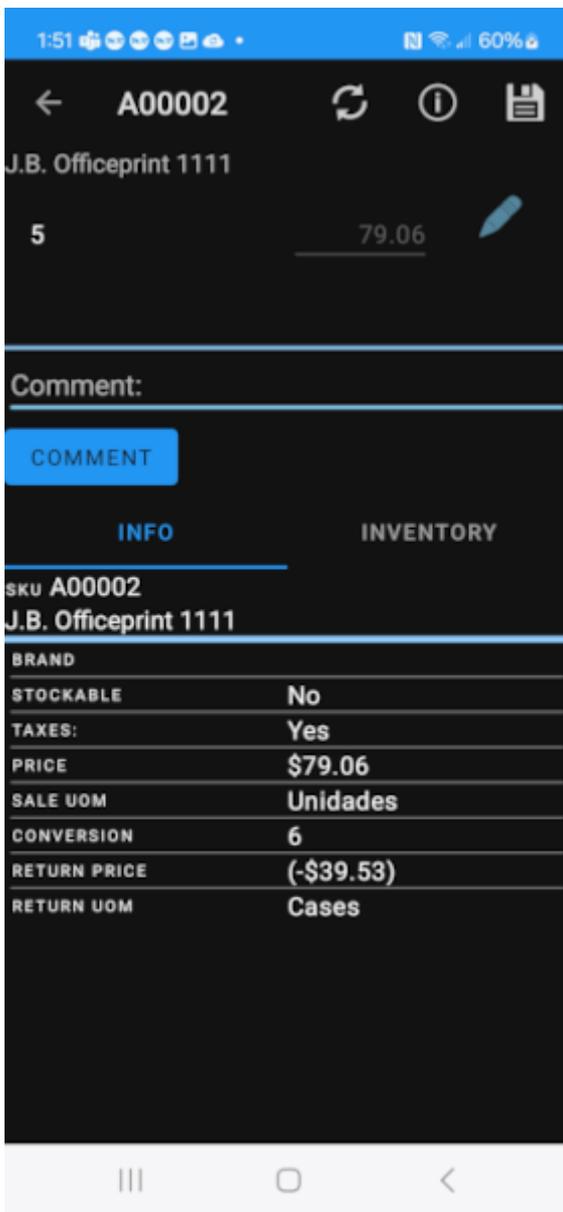


The products can be selected by entering the item number or name of the item in the "search" option. Also the user can scan the product barcode.

The product may also be selected by tapping on the item in the list that appears at the bottom part of the screen. Clients can only select the products that are approved for each of them.

This screen will show standard product pricing in two units of measure, price breaks based in quantities, and product images.

## ENTER ITEM QTY



1:51 60%

← A00002 ↻ ⓘ 📄

J.B. Officeprint 1111

5 79.06 ✎

Comment:

COMMENT

INFO INVENTORY

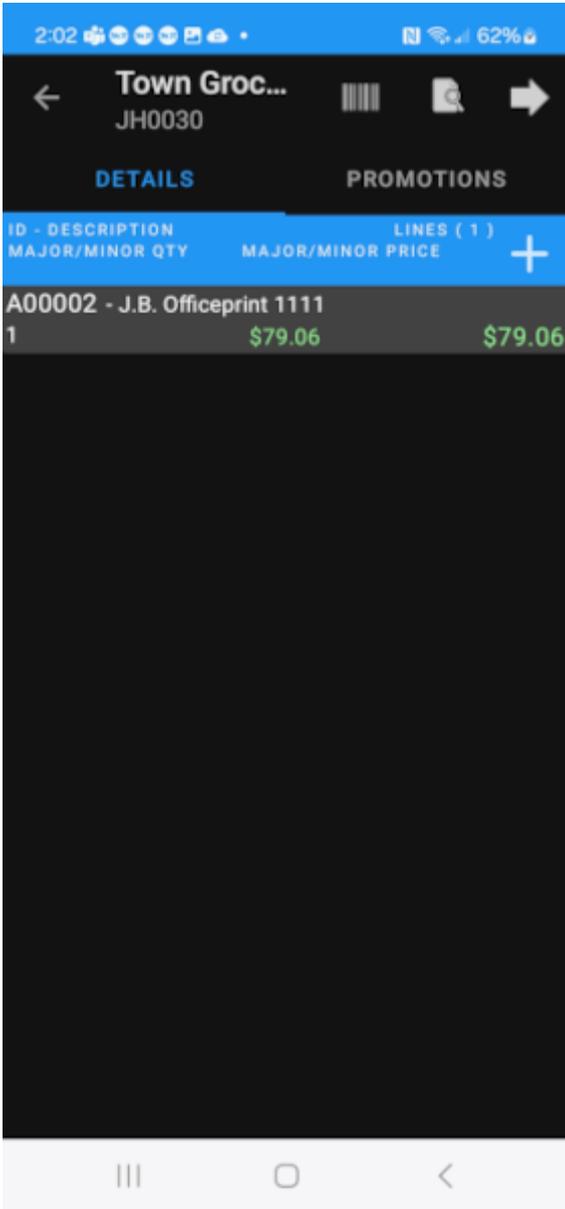
SKU A00002  
J.B. Officeprint 1111

BRAND	
STOCKABLE	No
TAXES:	Yes
PRICE	\$79.06
SALE UOM	Unidades
CONVERSION	6
RETURN PRICE	(-\$39.53)
RETURN UOM	Cases

The salesman must type in the amount of cases the customer desires of that product and tap on "Send".

This option may be selected if any comments regarding this product must be added.

Here the salesman can see the inventory for this particular and the price depending on the amount of the items being ordered.



Select the image of the magnifier with the paper to view a preview of the transaction.

If the order is complete select the arrow instead.

Select this option if the customer wishes to add another item to the order.

Here the salesman will be able to see the items that the customer has requested with the quantity and price of each of the items.

Print Preview



Once the order has been reviewed, tap on this arrow to go back to the "Details" screen.

Once the preview option is selected, the following screen will appear with details regarding the order.

### Invoice Details Screen

2:45 70%

← JH0030 →

PAY TERMS:  
Net30

PURCHASE ORDER:  
|

DELIVERY MODE:  
Deliver

OPTIONS  
Chocolates-caramelos

WAREHOUSE  
West

DELIVERY DATE:  
02/09/2024 14:45 PM

COMMENT:  
|

Once on the "Details" screen, select the arrow on the upper right corner and this will appear.

Select the pay terms for this customer

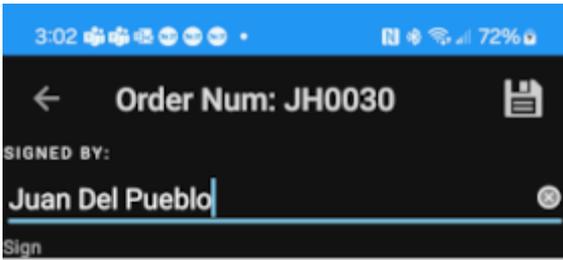
Type the purchase

Select the delivery mode desired by the customer

Select the warehouse which will dispatch the items

Type in this blank for any comments regarding the order

Finishing the transaction

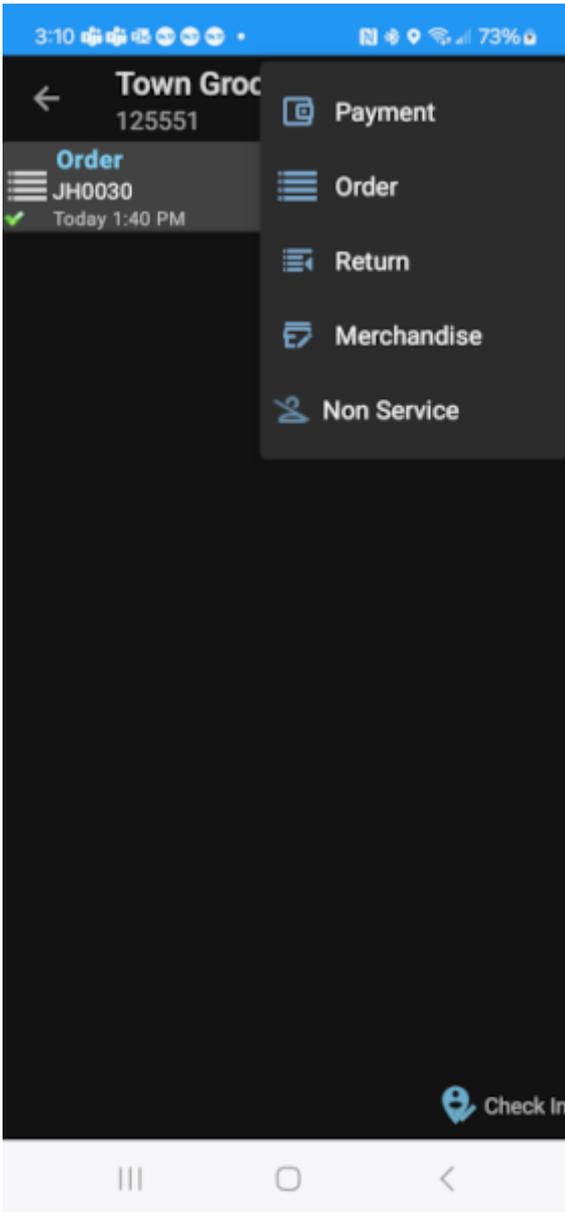


The salesman must type in the name of the customer.

The customer must sign here to approve the order.

The customer may clear the sign if there was a mistake with the signature and re-sign.

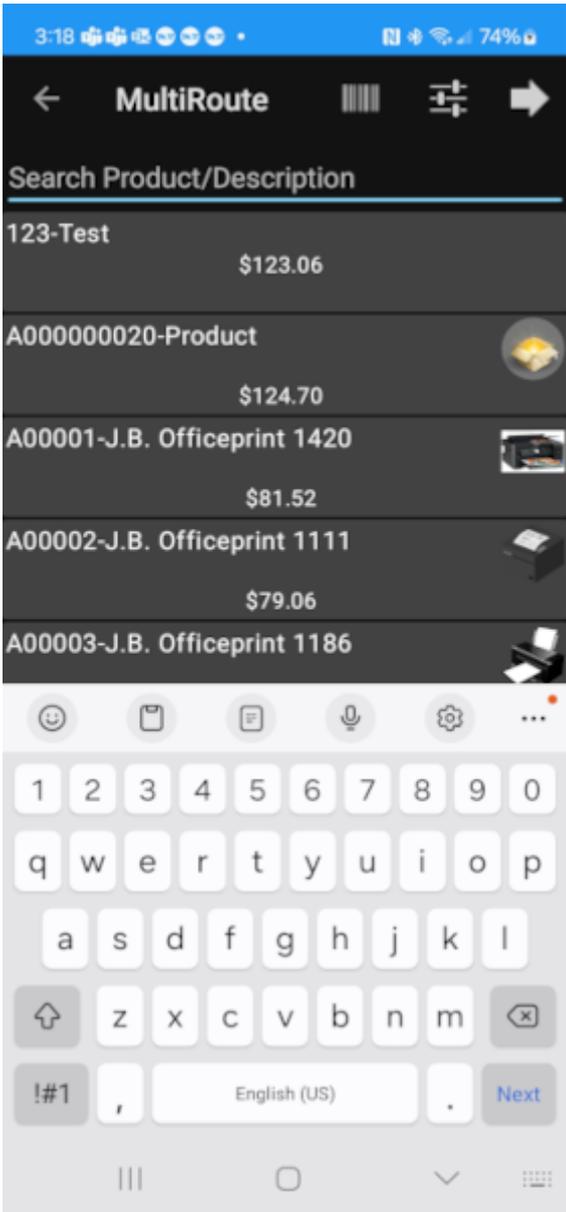
**Order Options**



Select this option to make a new transaction.

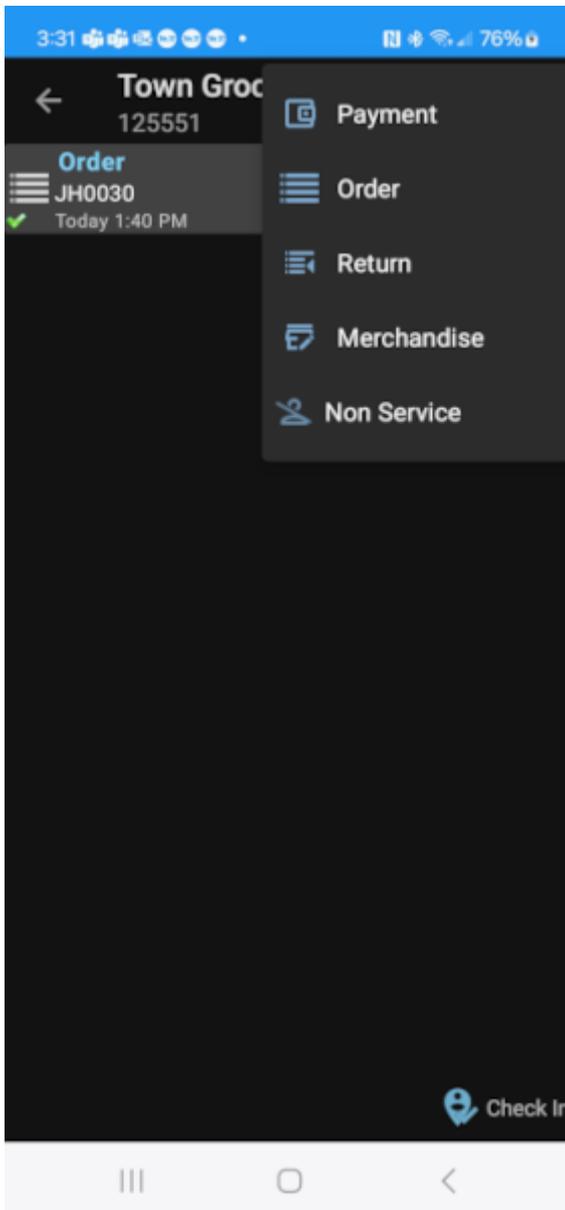
Here you can make another transaction like an order, payment or a return.

3.3.2 Customer's Merchandise

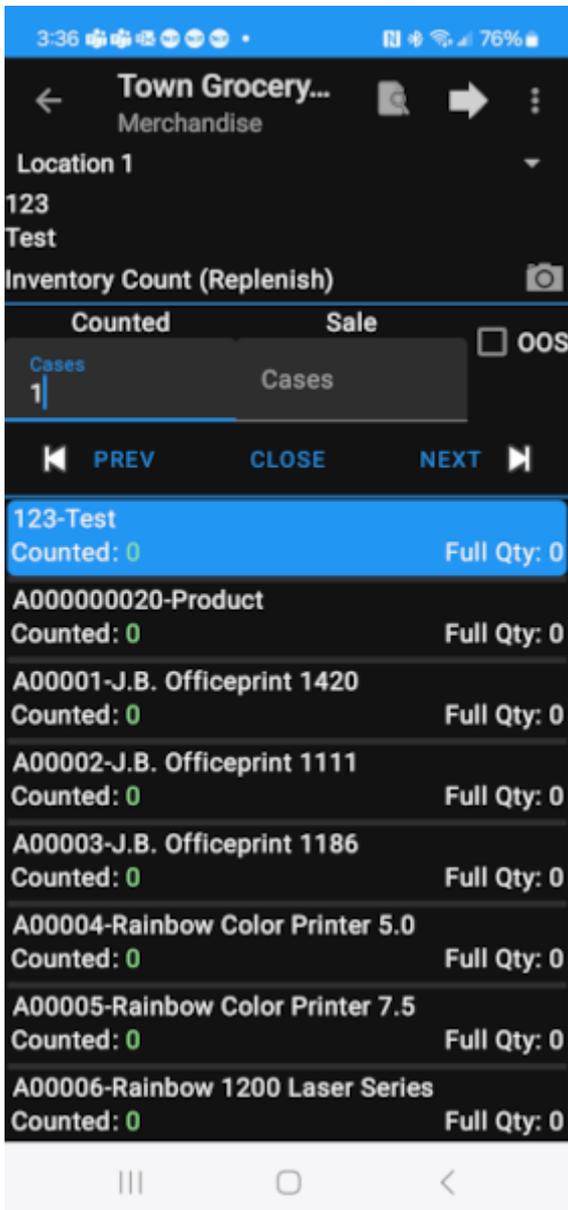


Tap on the search option to look for the customers by typing in their name.

The customer will be presented in a form of a list. The salesperson must select the customer who needs to replenish their merchandise.



Once the salesman selects the customer who the transaction will be made to, a screen will appear where the salesman must select the plus sign on the upper right corner. Once the plus sign is selected the following screen will appear where the salesman must select "Merchandise" in order to enter the amount of products the client needs to replenish the shelves and displays of the store.



Once the inventory has been taken, select this option to view the preview.

The salesman must enter the quantity of products needed to refill shelves. The customer may choose to purchase the items right away. If this is the case the amount he wishes to purchase should be typed on the "Sale Cases" blank.

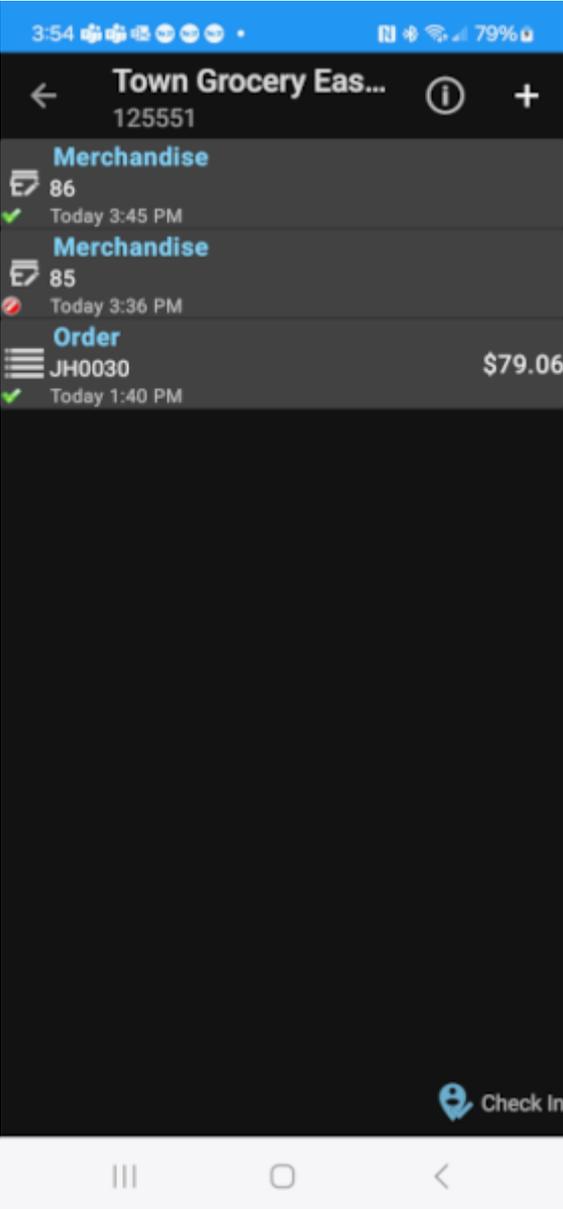
The items that are commonly serviced by customer will appear in form of a list.

The salesman must check this box if the item selected is "Out of Stock".



The salesman may print this inventory report progress.

The transaction will appear in form of a report after the inventory and replenishment process has been completed for all location/ display and backroom.

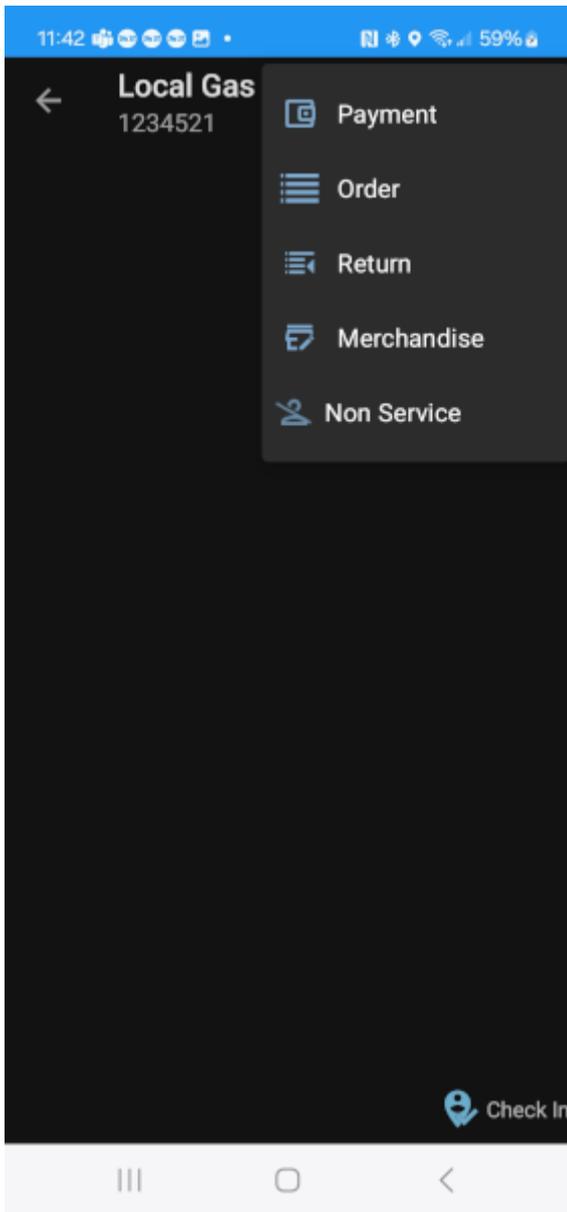


Select this option to create another transaction for the customer.

Once the inventory is replenished all the transactions performed for that customer will appear in the activity list.

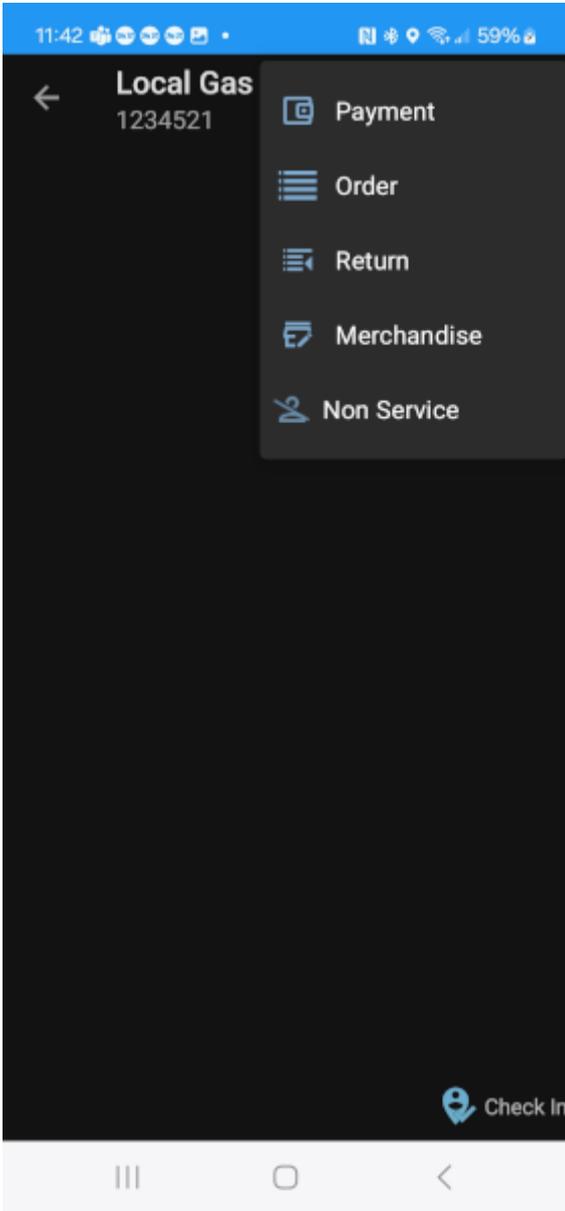
### 3.3.3 Customer Returns

---

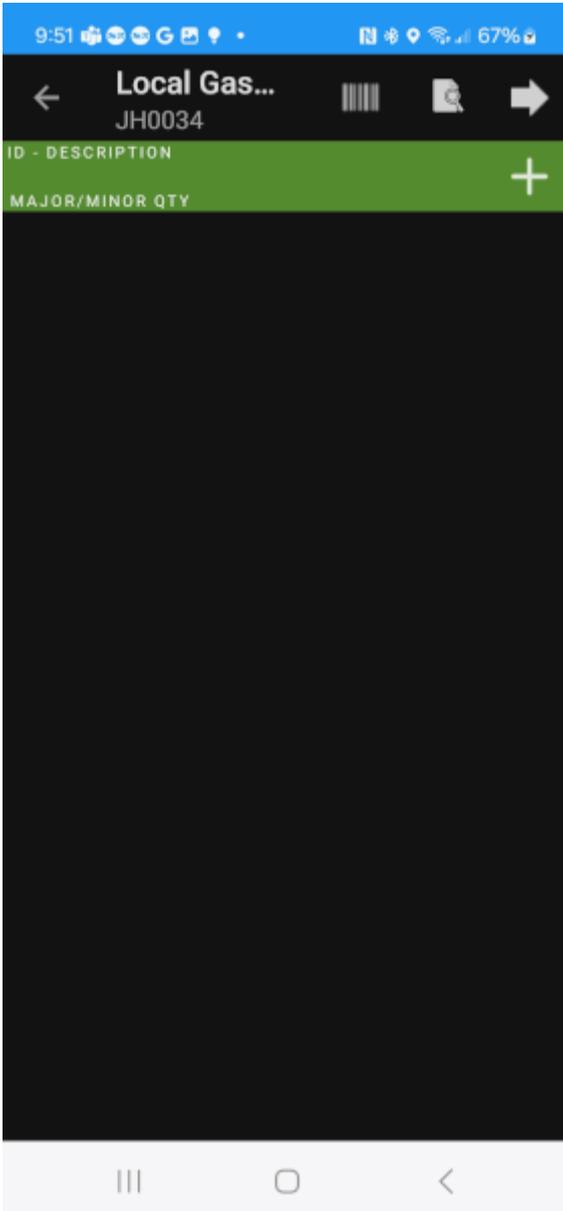


Tap on the search option to look for the customers by typing their name.

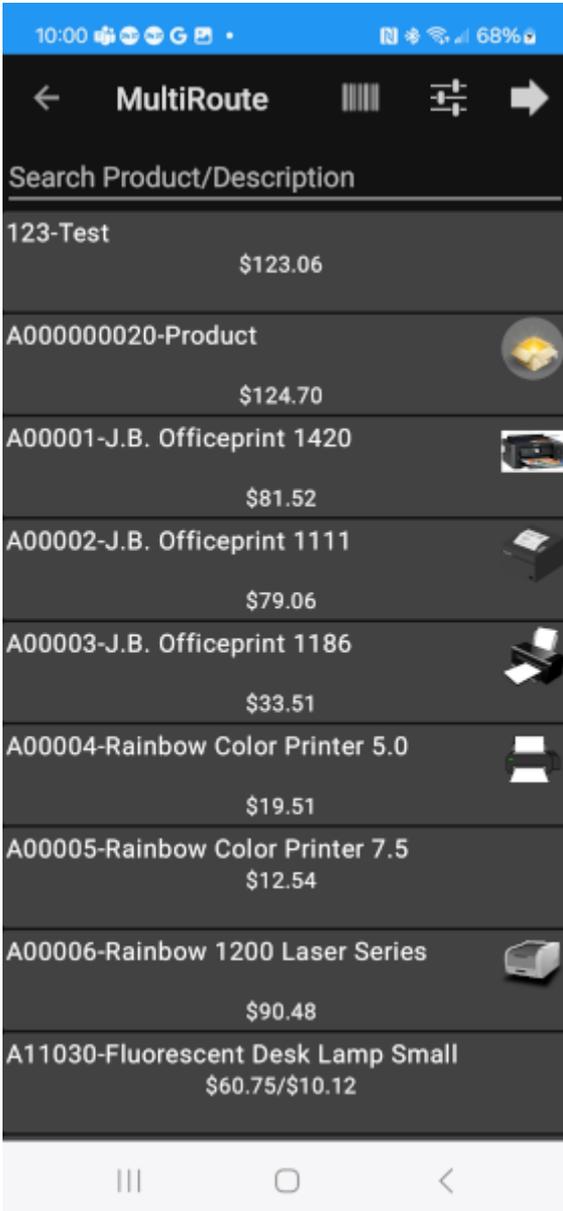
The customers will be presented in form of a list. The salesperson must select the customer who wishes to return their merchandise.



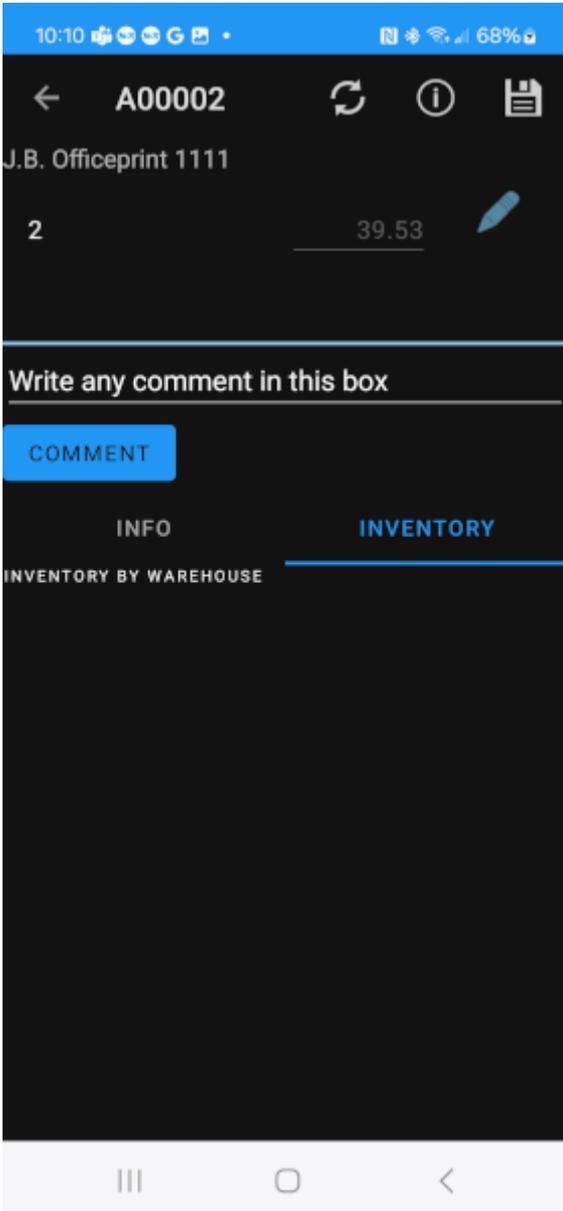
Once the salesman selects the customer who the transaction will be made to, a screen will appear where the salesman must select the plus sign on the upper right corner. Once the plus sign is selected the following screen will appear where the user must select "Return" to proceed with the transaction.



The salesman must select this option in order to select the item (s) the customer wishes to return



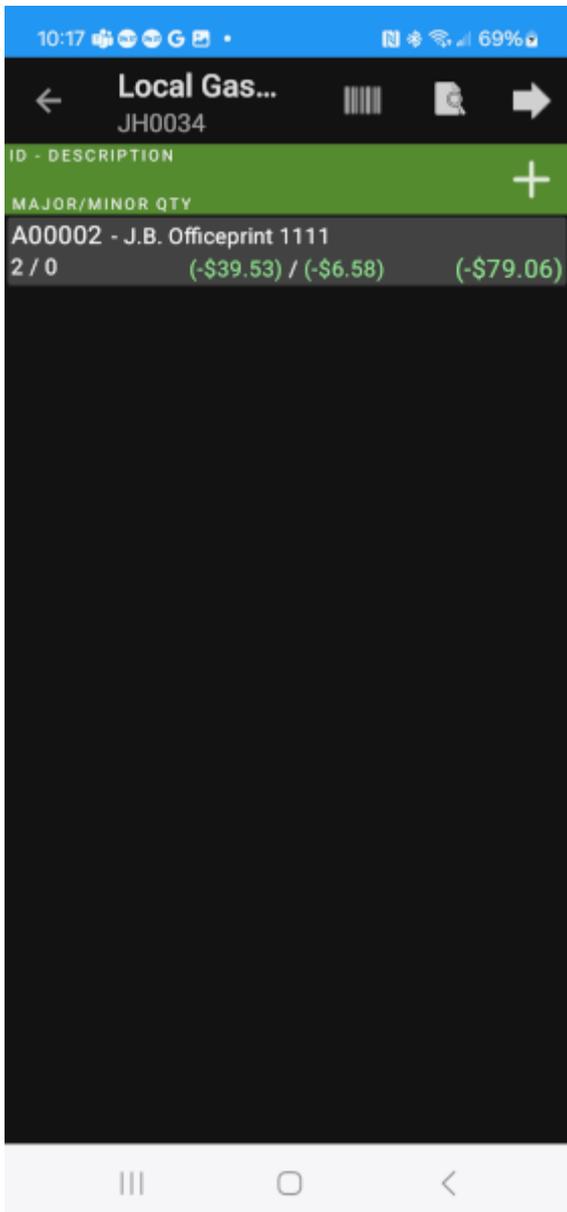
The items the customer has purchased will appear in form of a list. The salesman must select the item (s) the customer wishes to return.



The salesman must type in the amount of cases the customer wishes return.

This option may be selected if any comments regarding this product must be added.

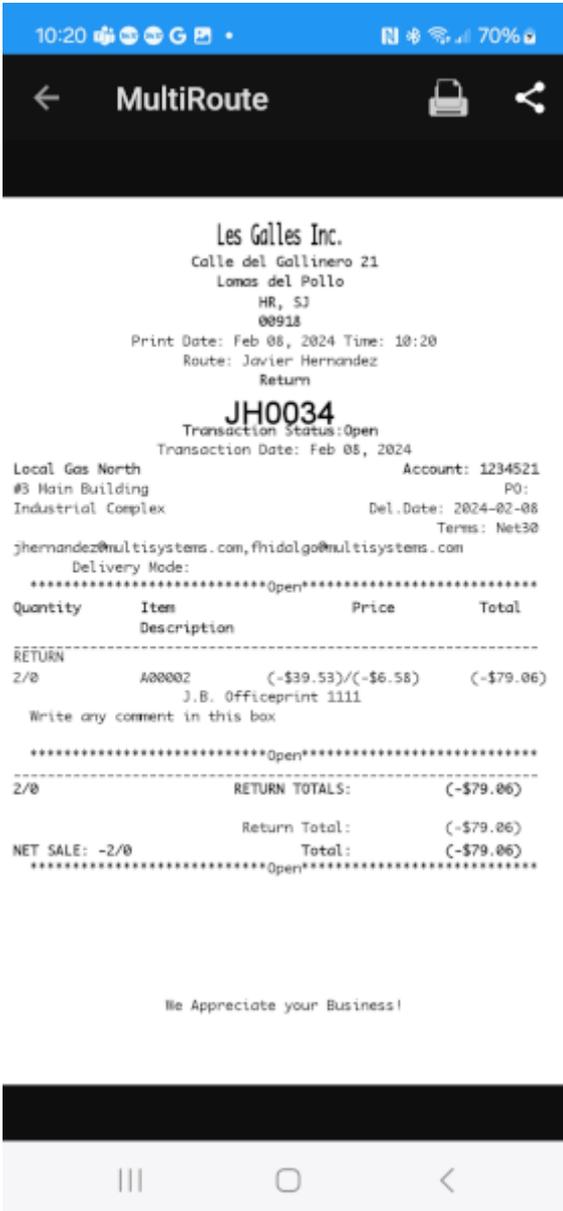
Once the transaction for this particular item is finalized the salesman must select this option in order to save the changes.



Select this option in order to view a preview of the transaction.

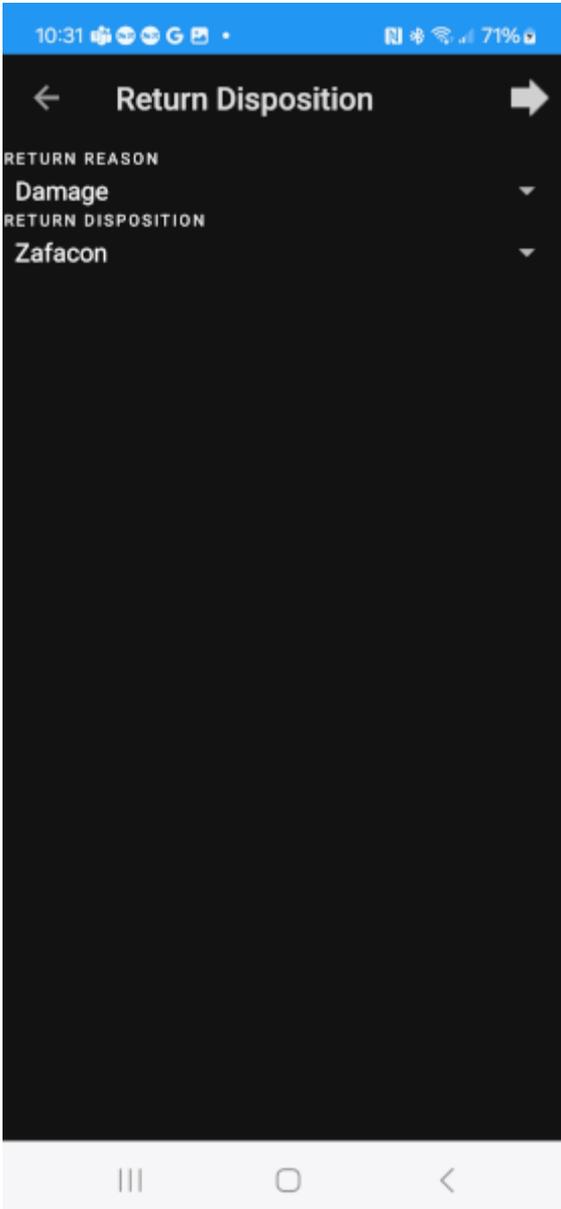
The merchandise that will be returned appears in form of a list with the amount of items and money being returned.

Once the items that will be returned have been selected, select this arrow to proceed with the transaction.



Once the order has been reviewed, tap on this arrow to go back to the previous screen.

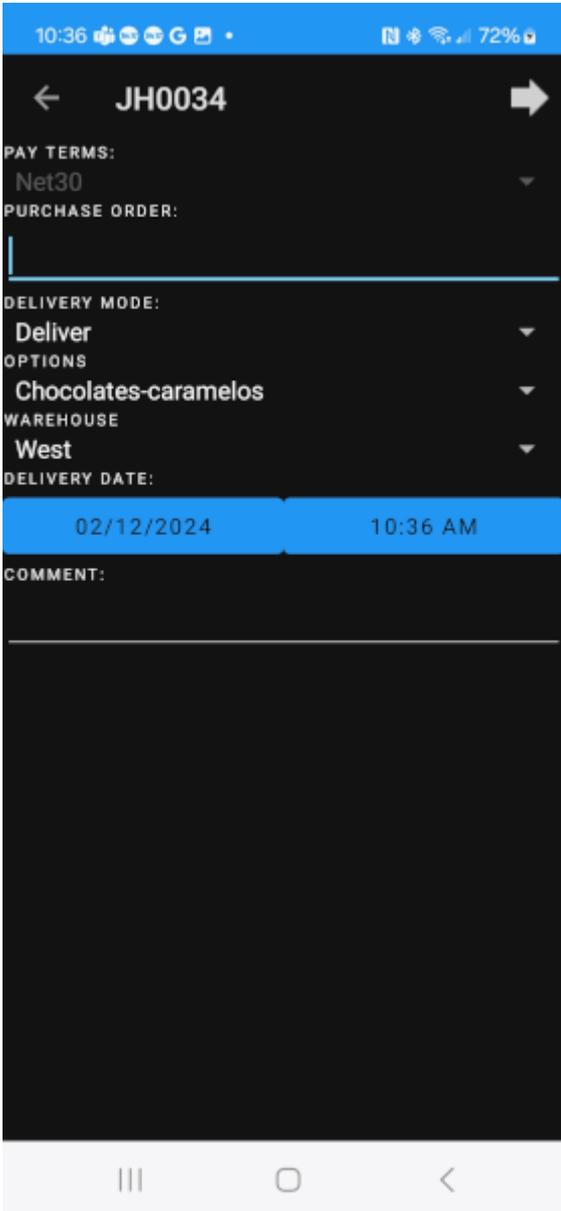
Once the preview option is selected, the following screen will appear with the details regarding the order.



The salesman must select an option from the dropdown menu (damage, expired or other) as to why the merchandise is being returned.

The salesman must select what should be done with the returned merchandise when it arrives at the warehouse.

Select this option to proceed with the transaction.



Select this option to proceed.

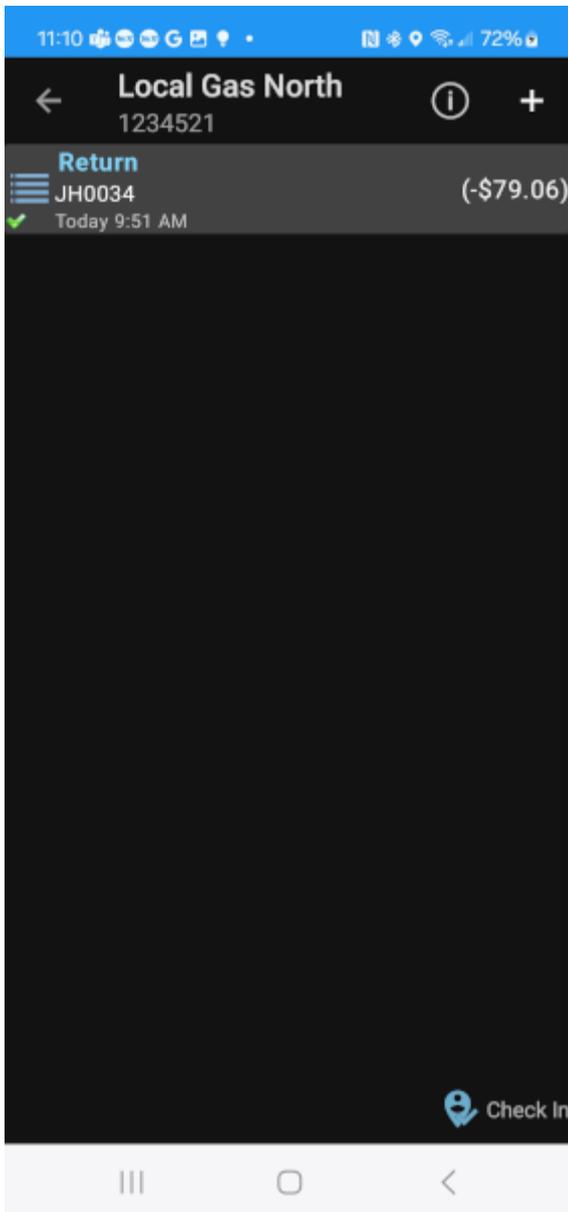


The salesman must type in the name of customer.

The customer must sign here to approve the return.

The customer may clear the sign if there was a mistake with the signature and re-sign.

Select this arrow to proceed with transaction.

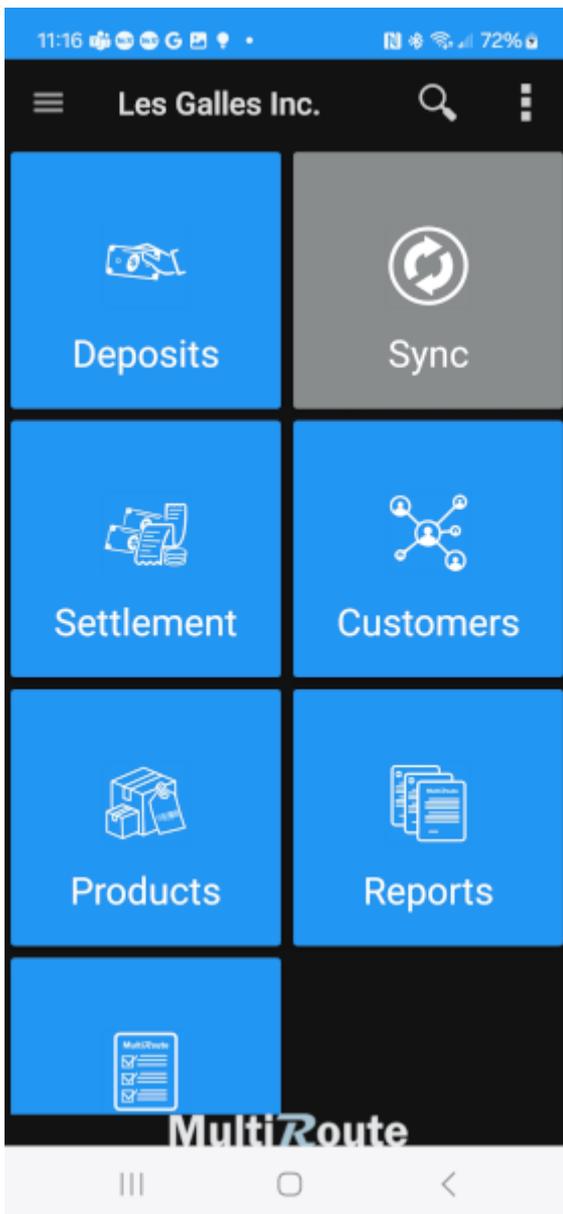


This option may be selected if the customer wishes to make another transaction.

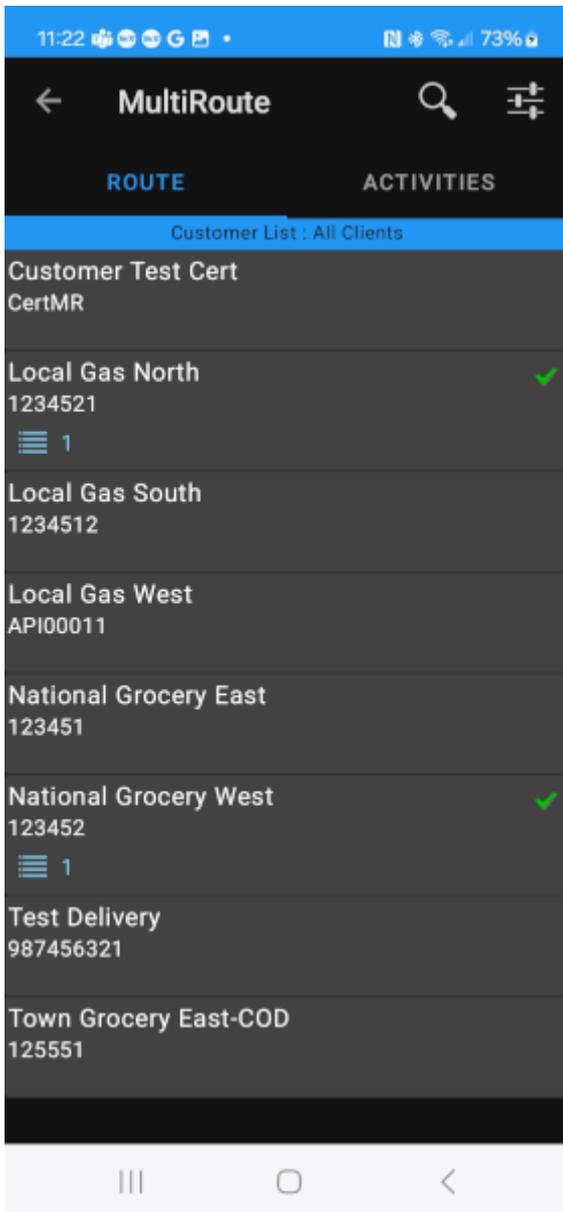
A list of all the transactions for that customer will appear in form of a list. The salesman will take the merchandise that has been returned by the customer back to the warehouse.

### 3.3.4 Request for Pickup

---

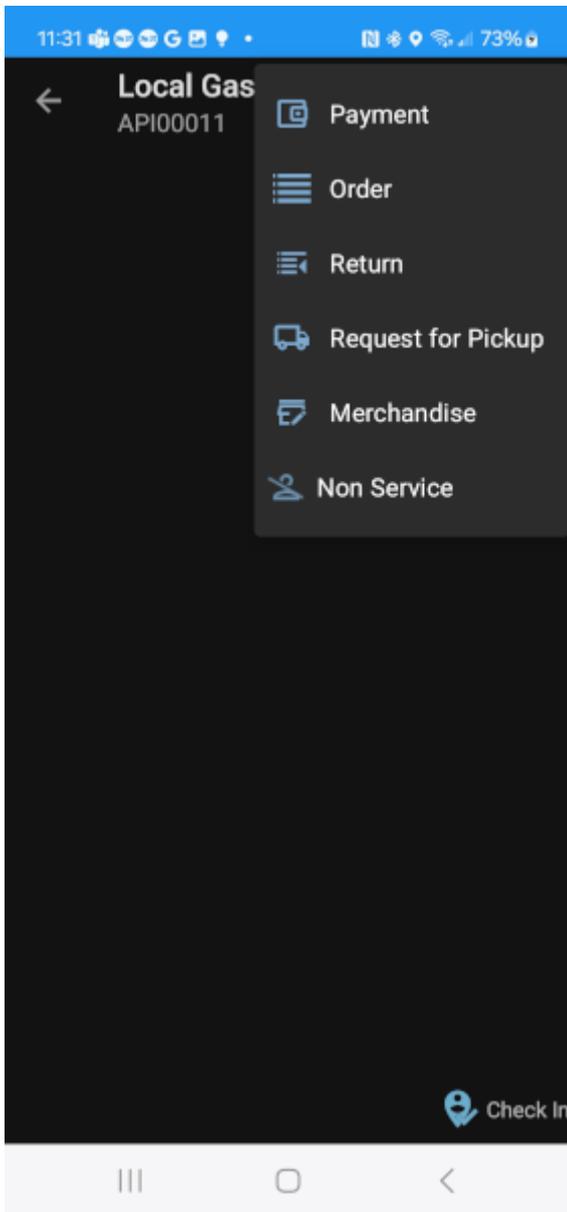


Select this option on the Home Screen to request the pickup of the returned merchandise.

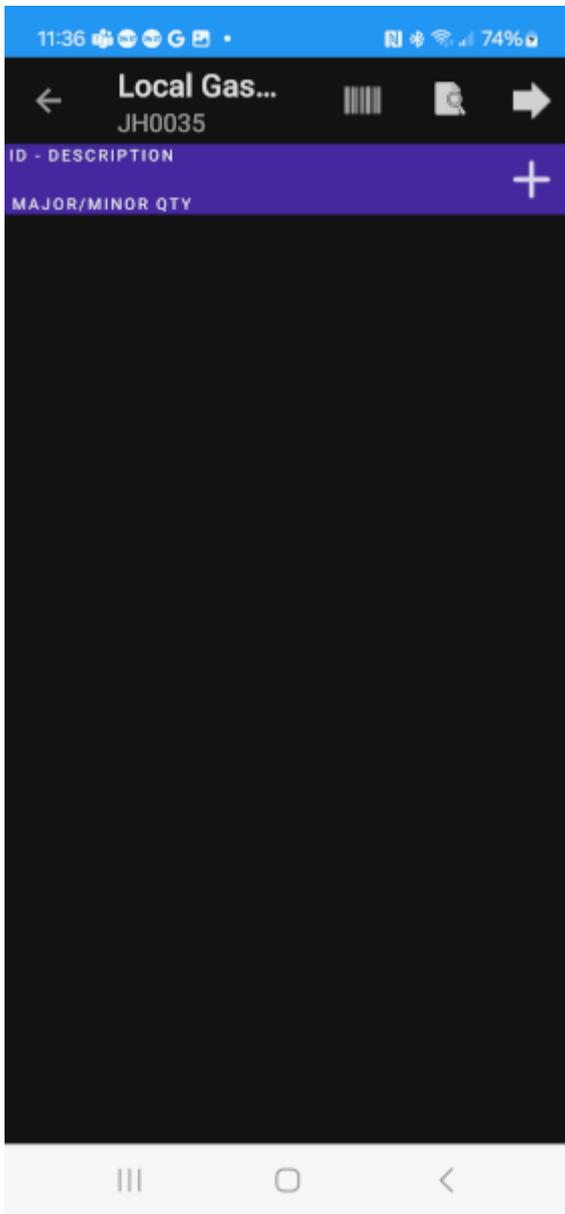


Tap on search option to look for the customers by typing in their name.

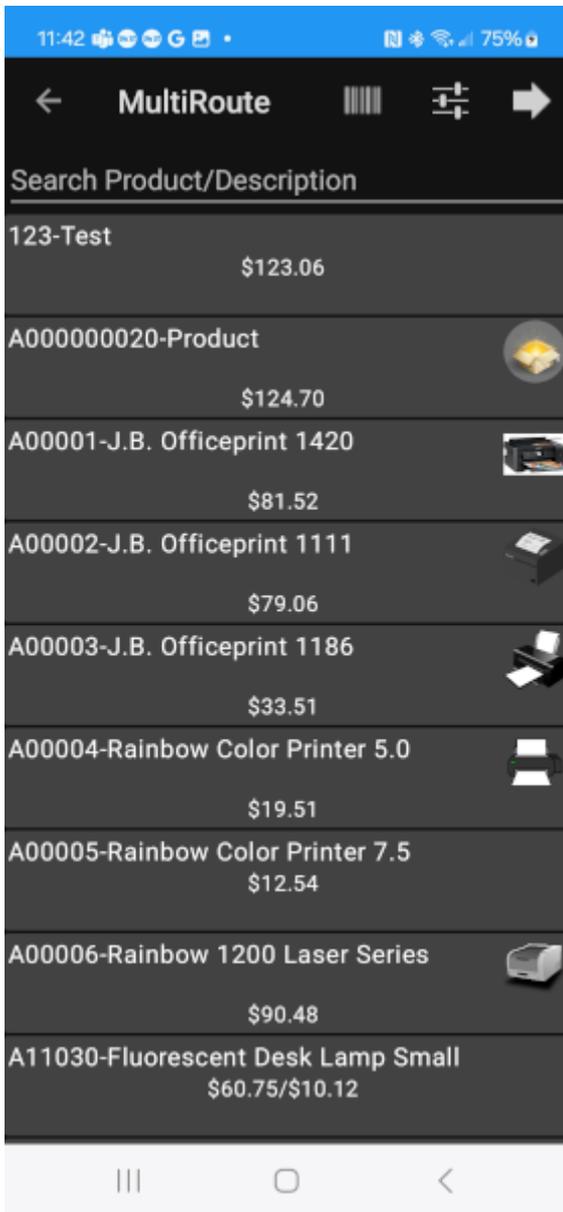
The following screen will appear with a list of the clients who wishes to return their merchandise.



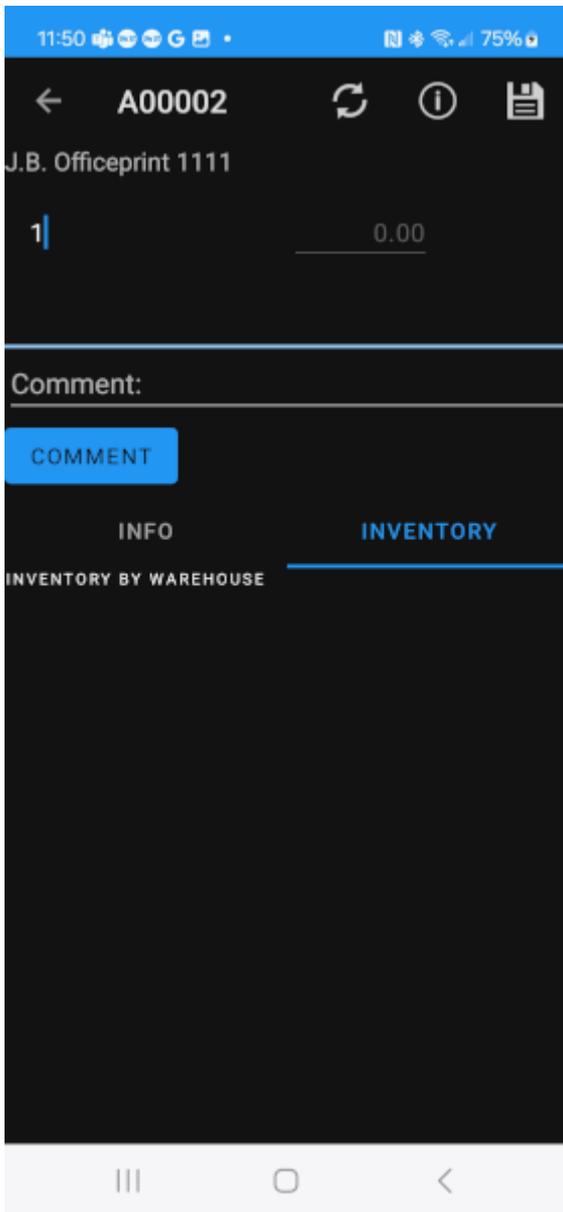
Once the salesman select the customer who the transaction will be made to, a screen will appear where the salesman must select the plus sign on the upper right corner. Once the plus sign is selected the following screen will appear where the user must select "Request for Pickup" to proceed with the transaction.



The salesman must select this option in order to select the item (s) that need to be picked up.



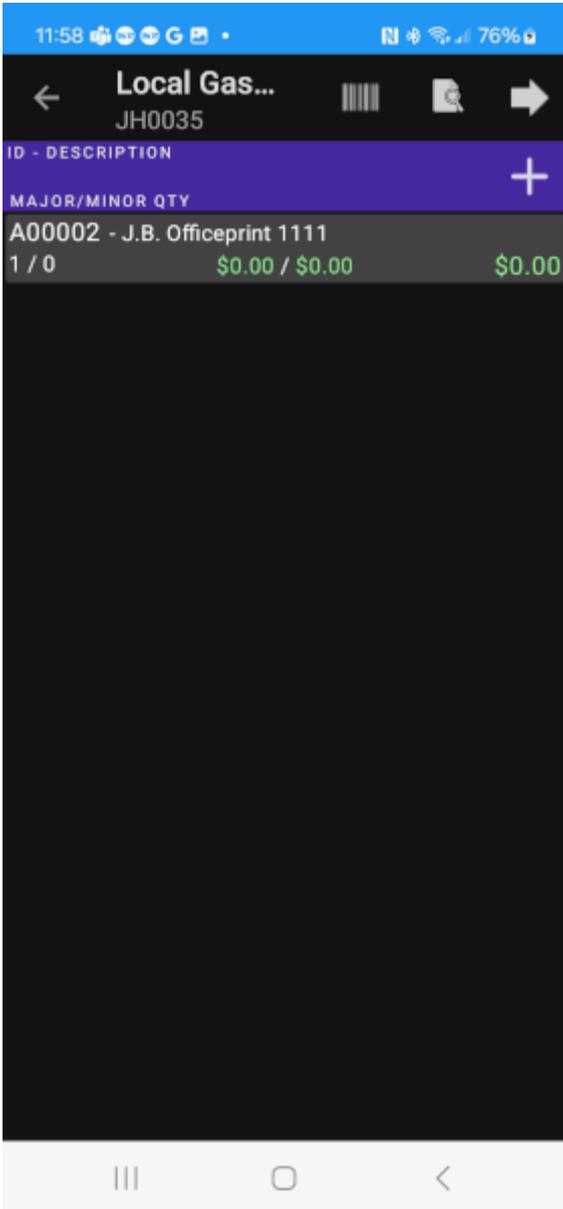
The items the customer has purchased will appear in form of a list. The salesman must select the item (s) the customer wishes to return.



The salesman must type in the amount of cases the customer wishes to return.

The option may be selected if any comments regarding this product must be added.

Once the transaction for this particular item is finalized the salesman must select this option to save the changes.



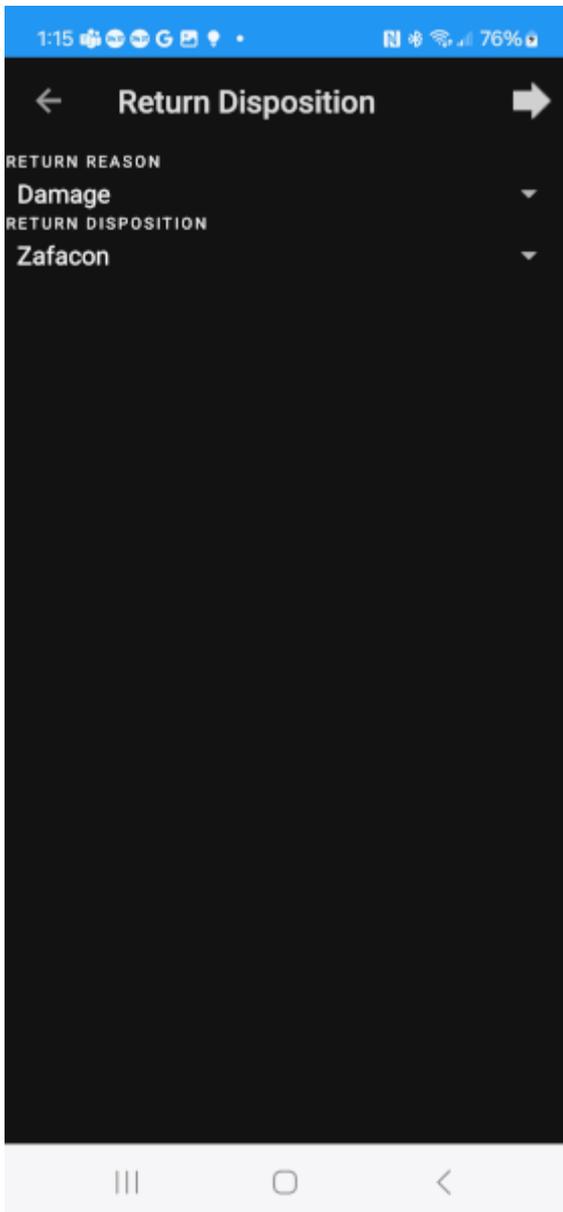
Once all the items that will be returned have been selected, select this arrow to proceed with the transaction.

The merchandise that will be returned appears in form of a list with the amount of items and money being returned.



Once the order has been reviewed, tap on this arrow to go back to the previous page.

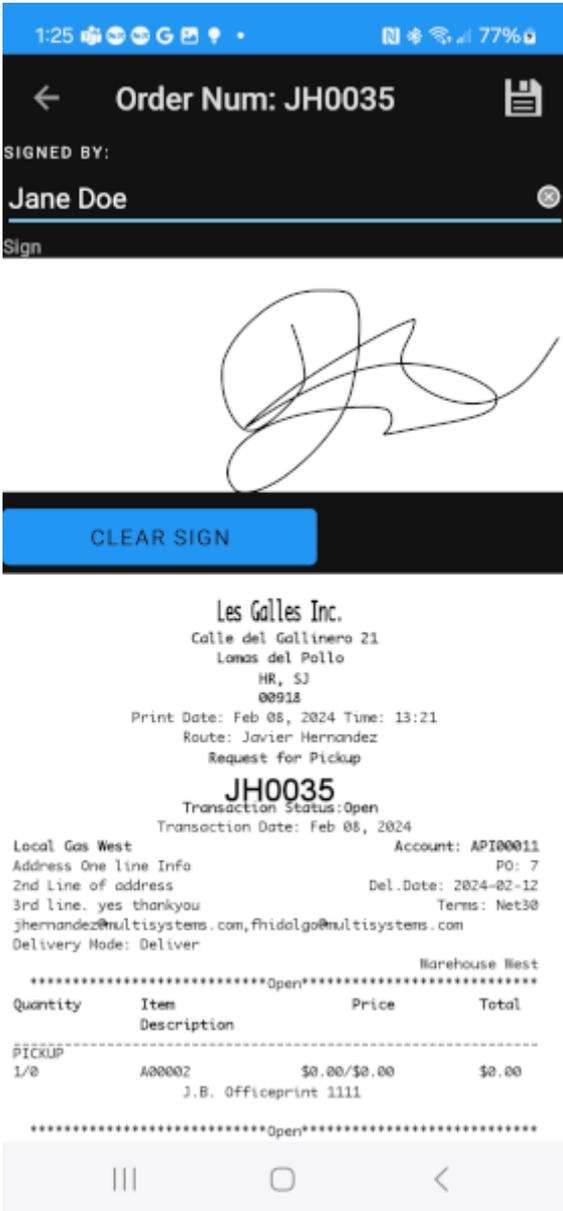
Once the preview option is selected, the following screen will appear with the details regarding the order.



The salesman must select an option from the dropdown menu (damage, expired, or other) as to why the merchandise is being returned.

The salesman must select an option from the dropdown menu (damaged, disposal, inventory, or demo use) as to what should be done with the returned merchandise when it gets back to the warehouse.

Select this option to proceed with the transaction.

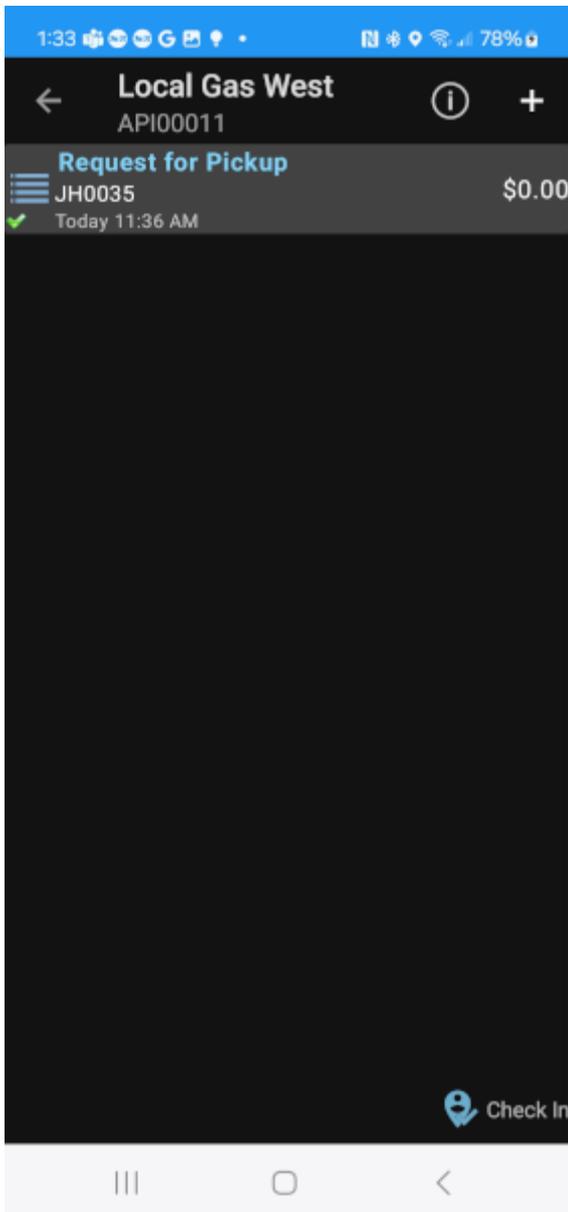


The salesperson must type in the name of the customer.

The customer must sign here to approve the return.

The customer may clear the sign if there was a mistake with the signature and resign.

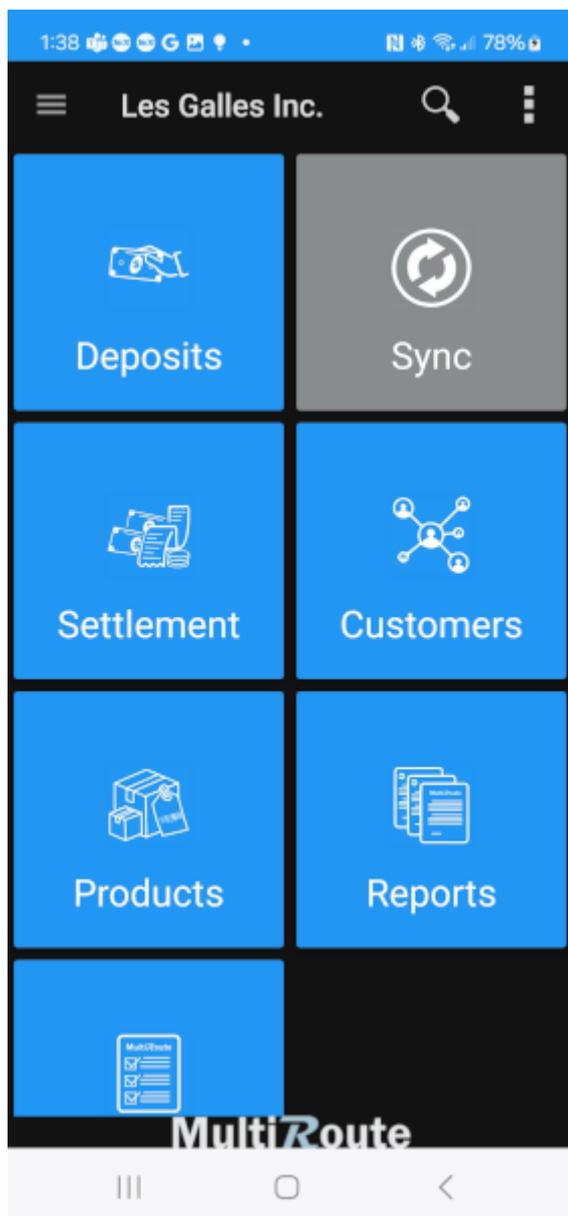
Select this arrow to proceed with the transaction.



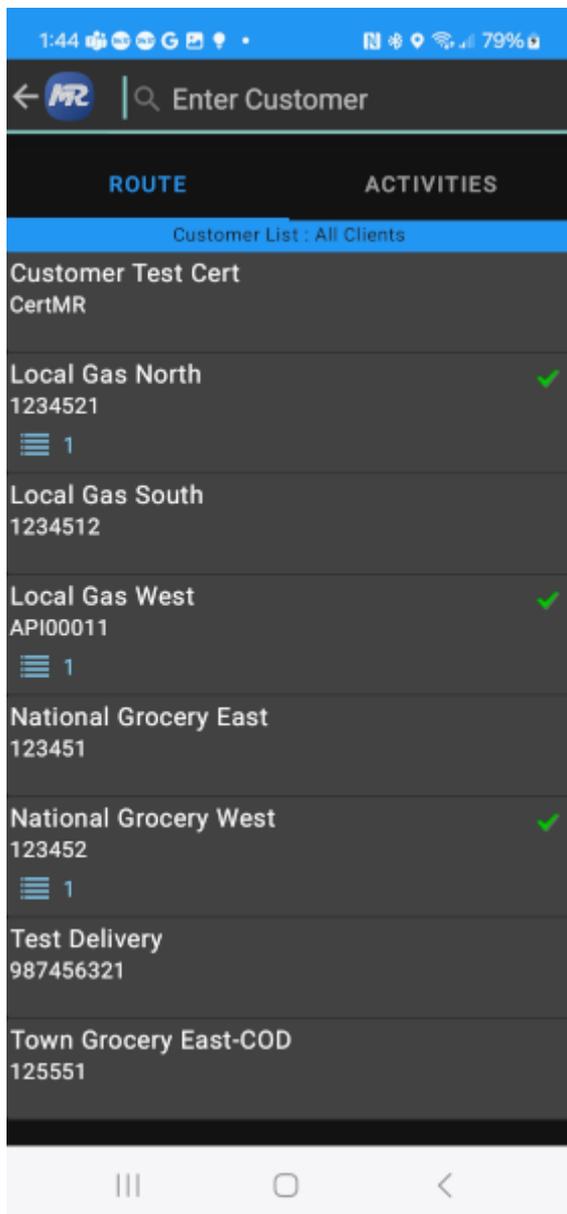
This option may be selected if the customer wishes to make another transaction.

A list of the transactions for that customer will appear in form of a list. All the returned items will be picked up.

## 3.3.5 No Service

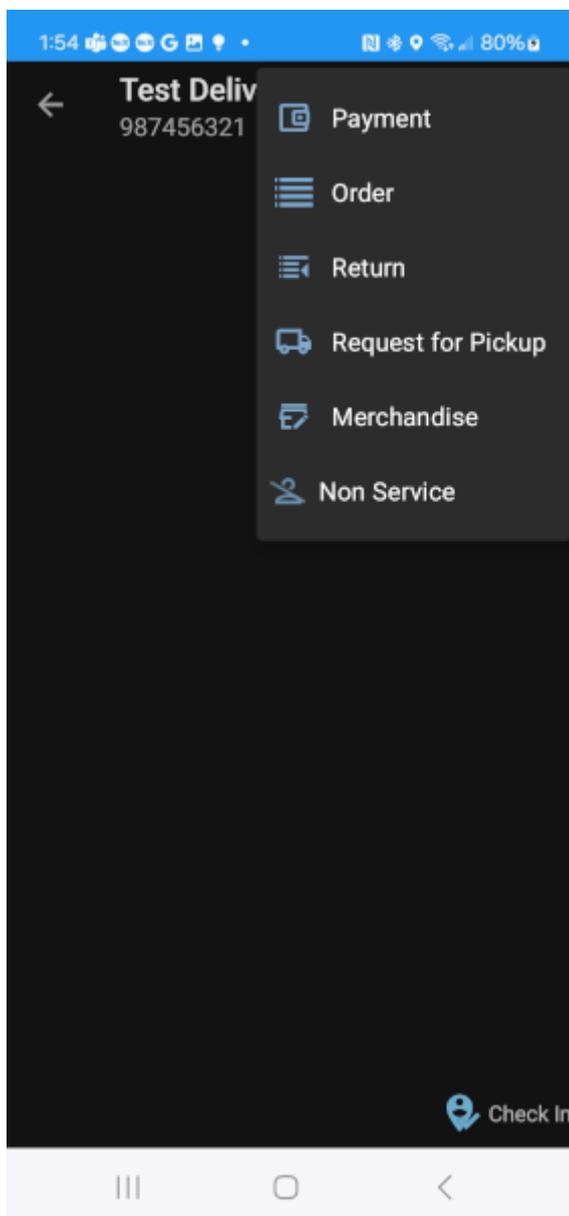


Select this option on the Home Screen if the customer is not available to make any transaction at the customer.



Tap on the search option to look for the customers by typing their name.

The customers will be presented in form of a list. The salesperson must select the customer who is not available to complete a transaction.



Once the salesman selects the customer who the transaction will be made to, a screen will appear where the salesman must select the plus sign on the upper right corner. Once the plus sign is selected the following screen will appear where the salesman must select "Non Service" in order to report that the customer is not available to make a transaction.

The screenshot shows a mobile application interface with a black background and white text. At the top, there is a blue status bar with the time 2:03, signal strength, Wi-Fi, and battery level at 81%. Below the status bar is a navigation bar with a back arrow and the title 'Non Service'. The main content area includes the following fields:

- Test Delivery**
- account 987456321**
- REASON:** A dropdown menu with the selected option 'Office Closed' and a downward arrow.
- COMMENT:** A text input field with a vertical cursor on the left.
- REFERENCE:** A section containing two blue buttons: 'CARRY OVER' and 'NO CARRY'.

At the bottom of the screen is a white Android navigation bar with three icons: a square, a circle, and a triangle.

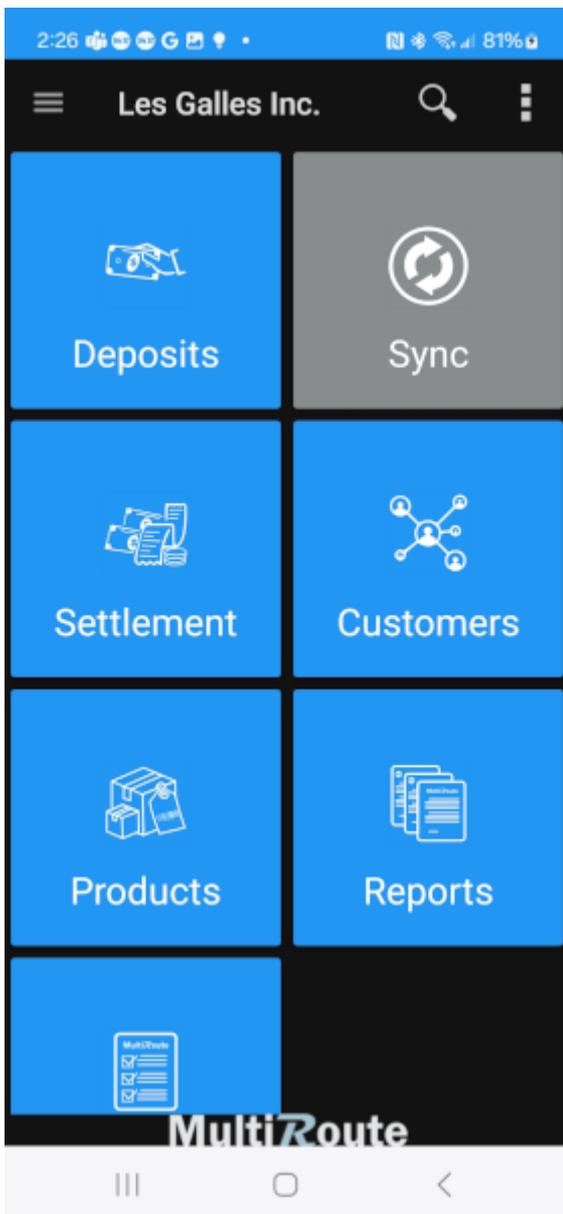
Select an option from the drop-down menu (office closed or buyer not in office) explaining why the transaction could not be completed. Comments regarding this order may be added.

Select this option if the service will carry over, which means that the service should be provided the next day.

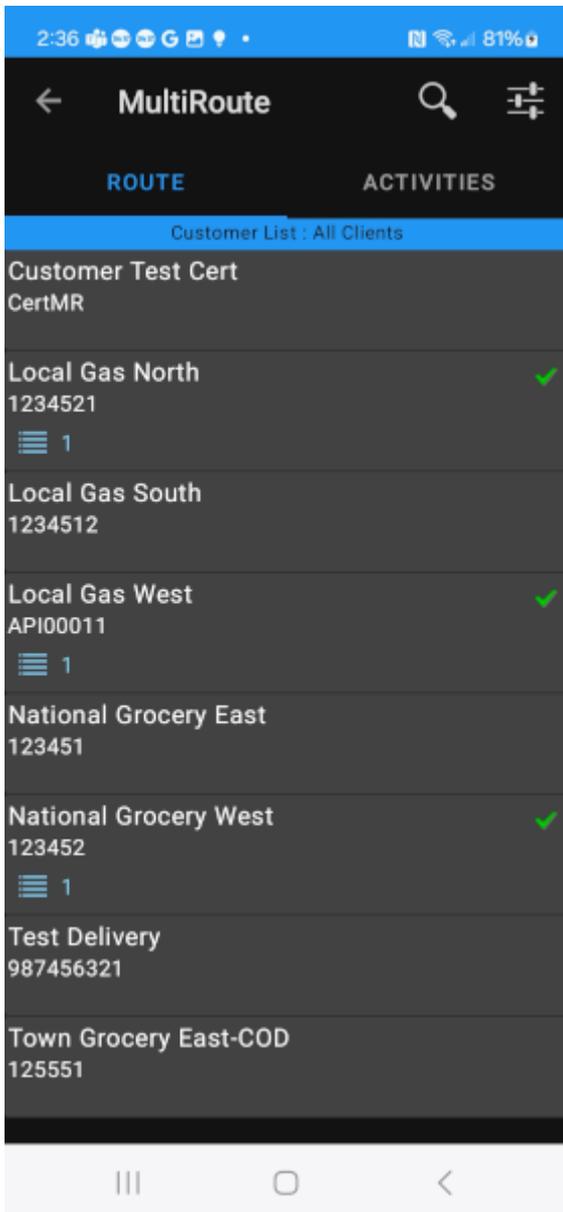
Select this option if the service will not carry over, which means that the service will be provided on the next scheduled visit.

### 3.3.6 Customer Payment

---

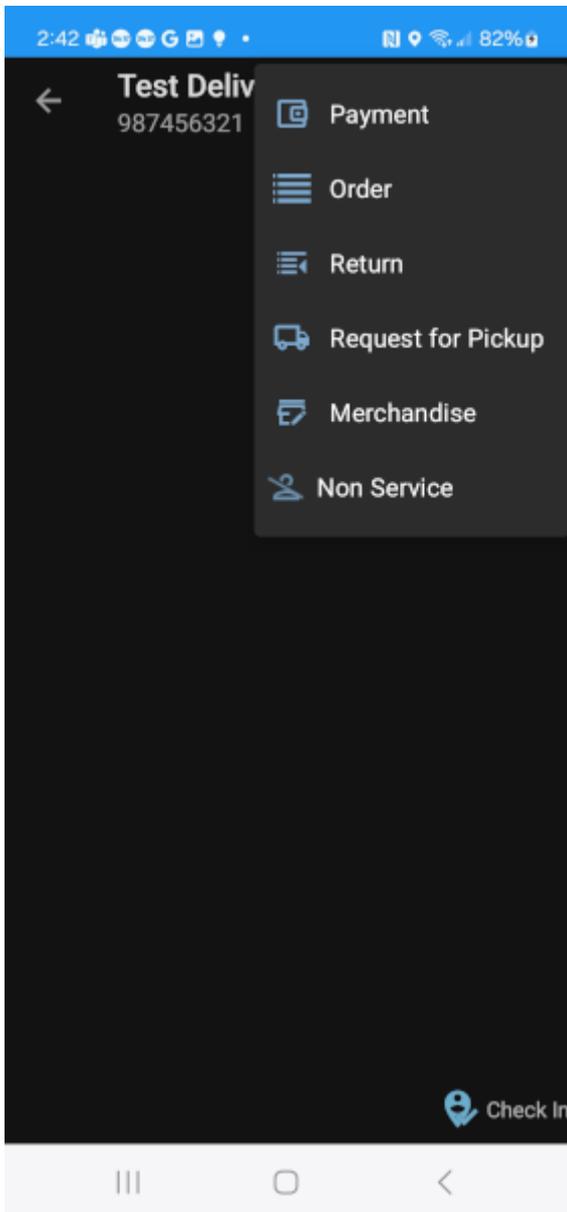


Select this option on the Home Screen to make a payment.

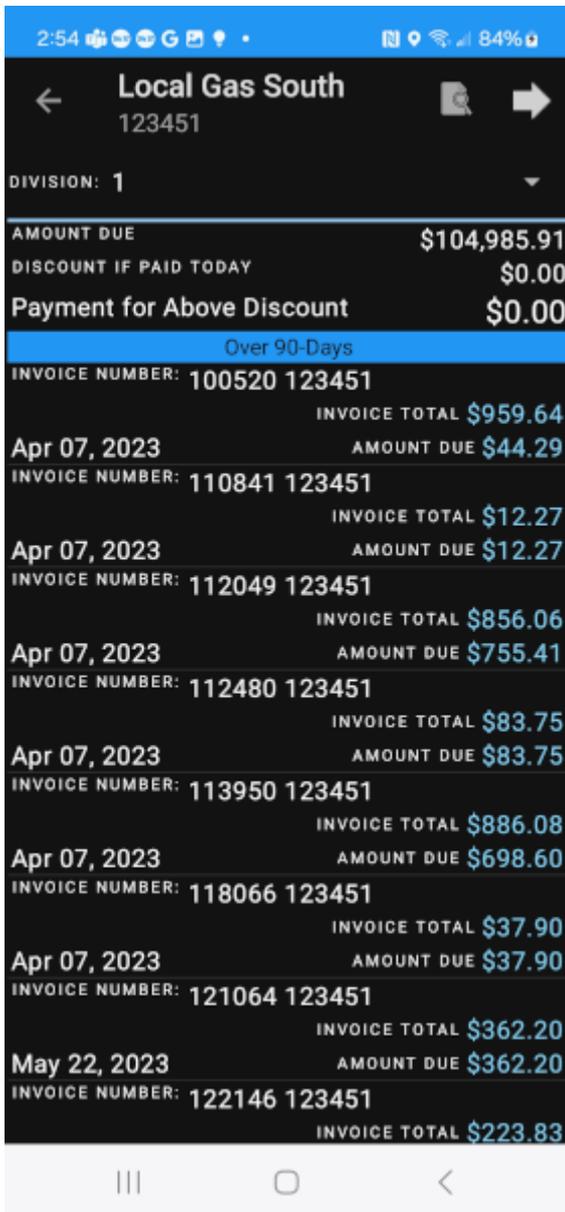


Tap on the search option to look for the customers by typing in their name.

The customers will be presented in form of a list. The salesperson must select the customer that will make a payment.

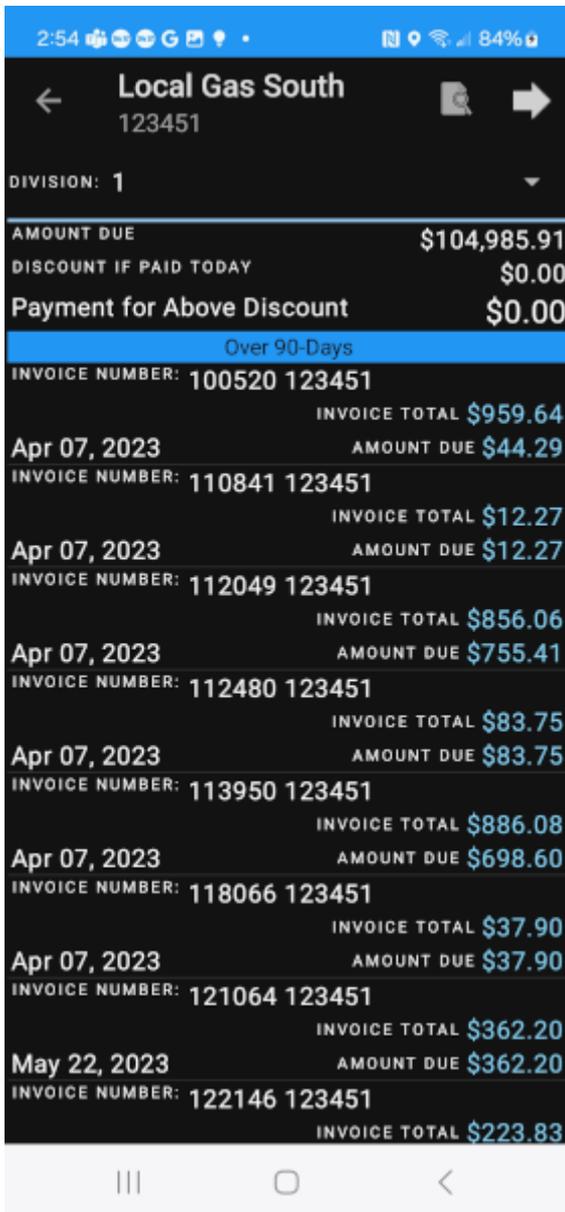


Once the salesman selects the customer who the transaction will be made to a screen will appear where the salesman must select the plus sign on the upper right corner. Once the plus sign is selected the following screen will appear where the user must select "Payment" in order to charge the customer.



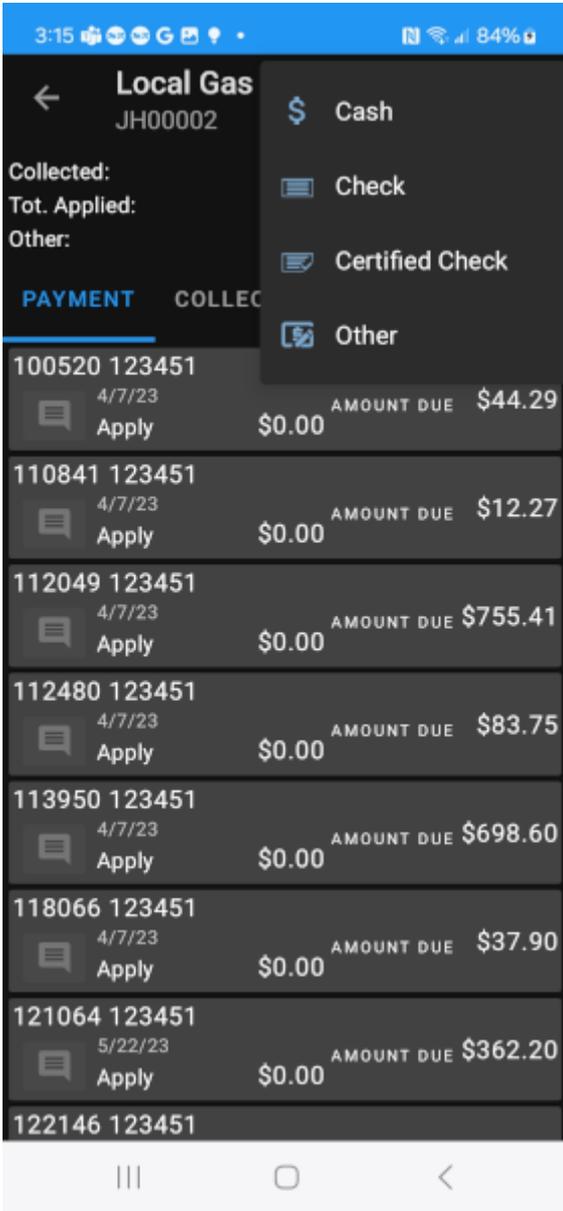
Select this option to proceed to the "Payment" screen.

This transaction lists all the open invoices the client owes with the amount and the date the transaction was made.

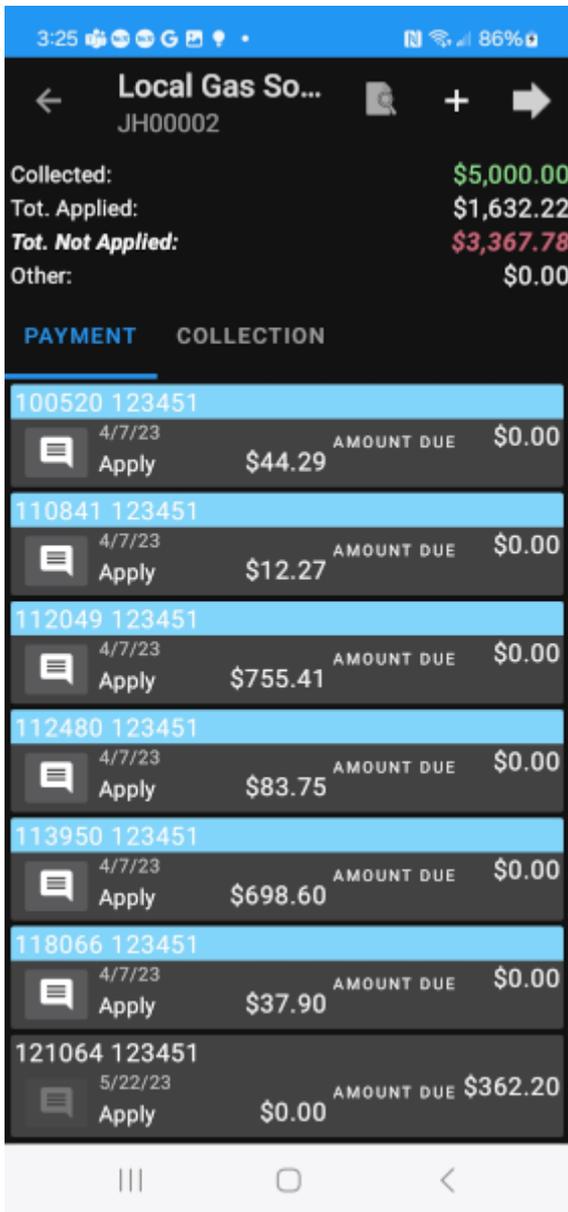


Select this option to make the payment for the invoice(s) selected below.

The salesman can apply a complete or partial payment to the bills. The customer can also choose to pay a specific one or all of them.



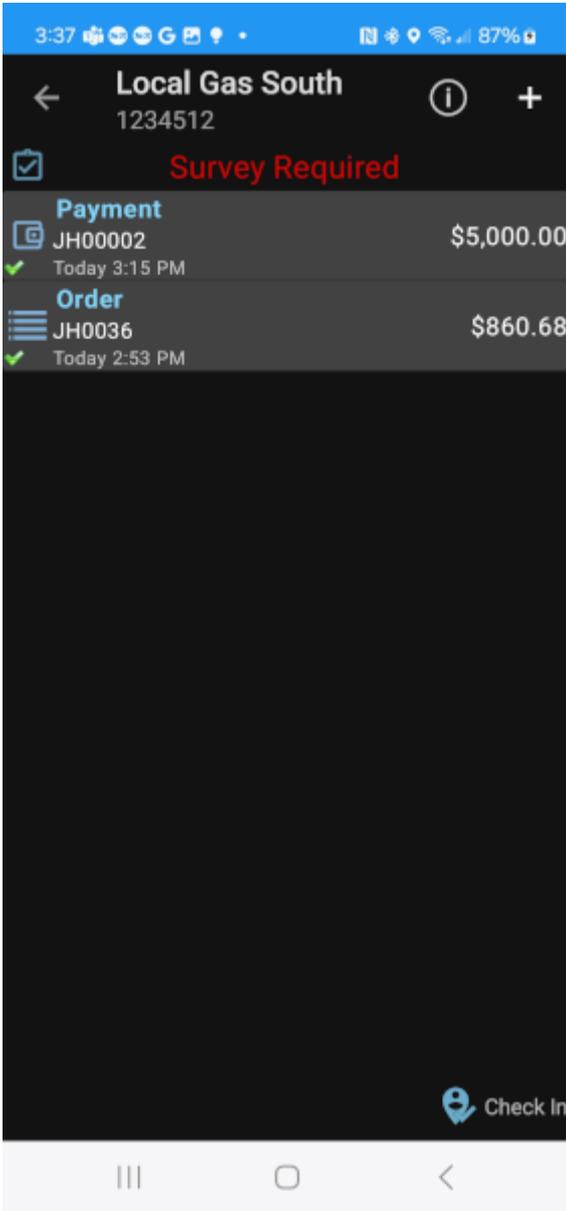
The following screen will appear with the different payment options. The payment can be made with cash, check, or certified check. The consumer may use different methods of payment for one transaction.



The salesman may select this option to view a preview of the transaction.

The salesman can see the money collected and the amount due (if any) for that transaction.

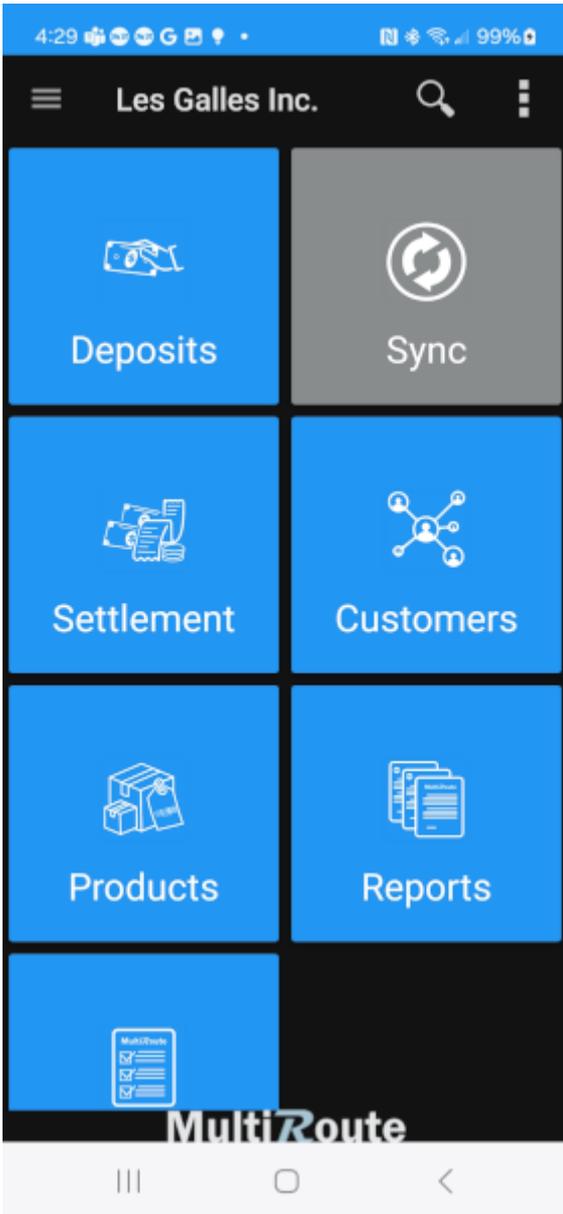
Once the transaction for the payment is complete the salesman must select this option to finalize the payment.



A list with the transactions made for the customer will appear here. the salesman may tap on them to see a preview or print the invoice.

### 3.4 Deposits

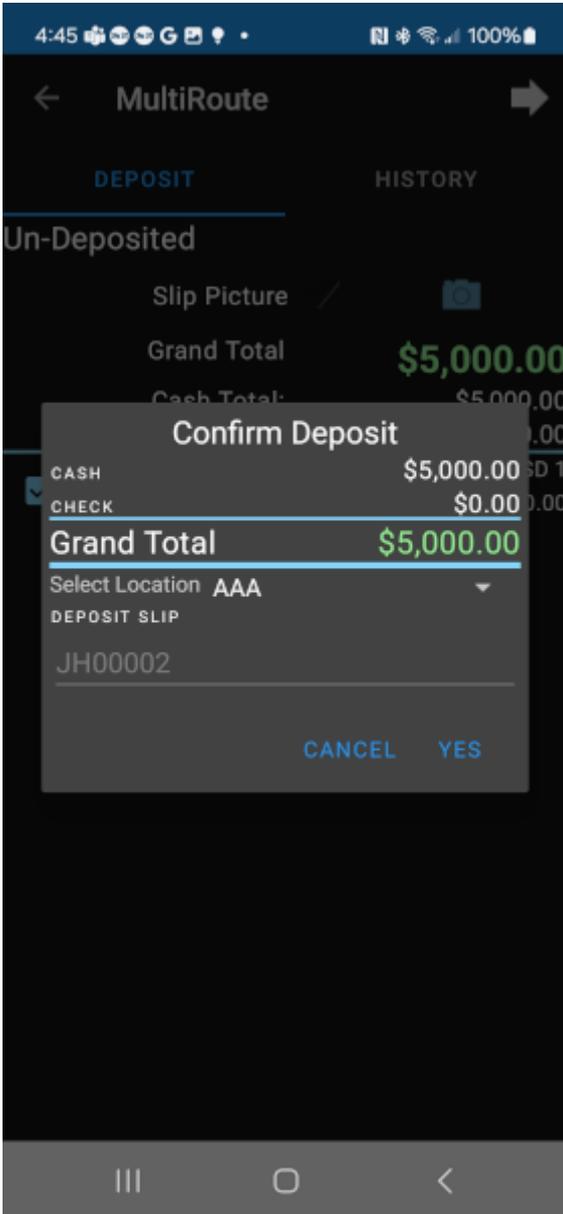
---



Select this option on the Home Screen to make a deposit in the bank.



This option provides information from the checks and payments received from the client's pending bills that need to be deposited in the bank. The salesperson can schedule checks to be deposited on specific date should it be required. A picture of the bank deposit slip can be taken via mobile unit camera.



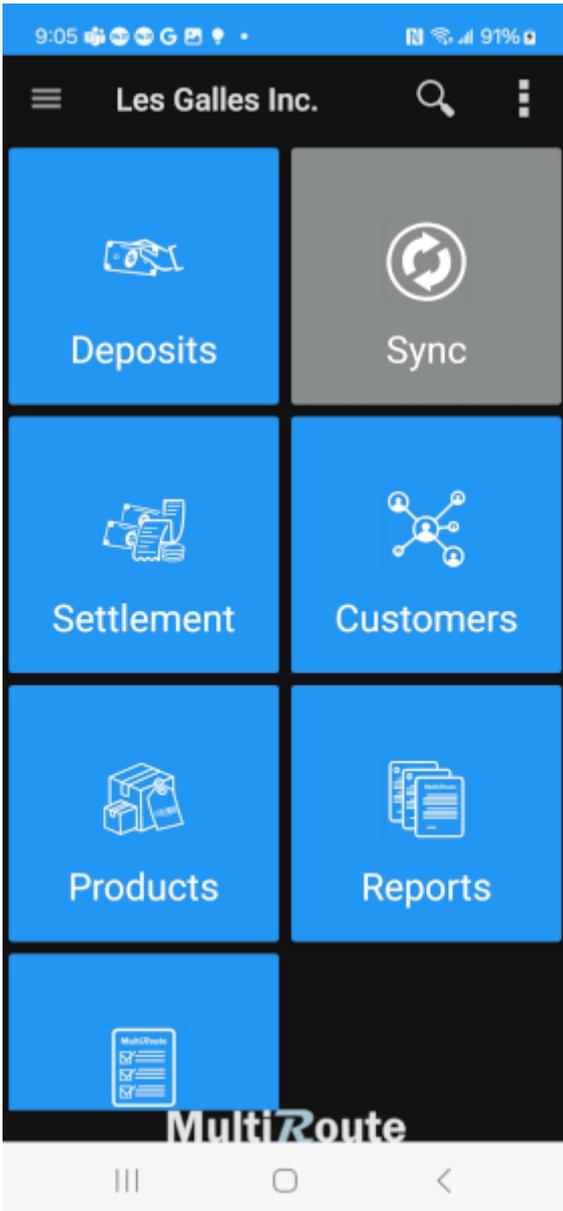
Select "Cancel" if there are any errors regarding the transaction. Select "Yes" to proceed if the information is correct.

### 3.5 Products

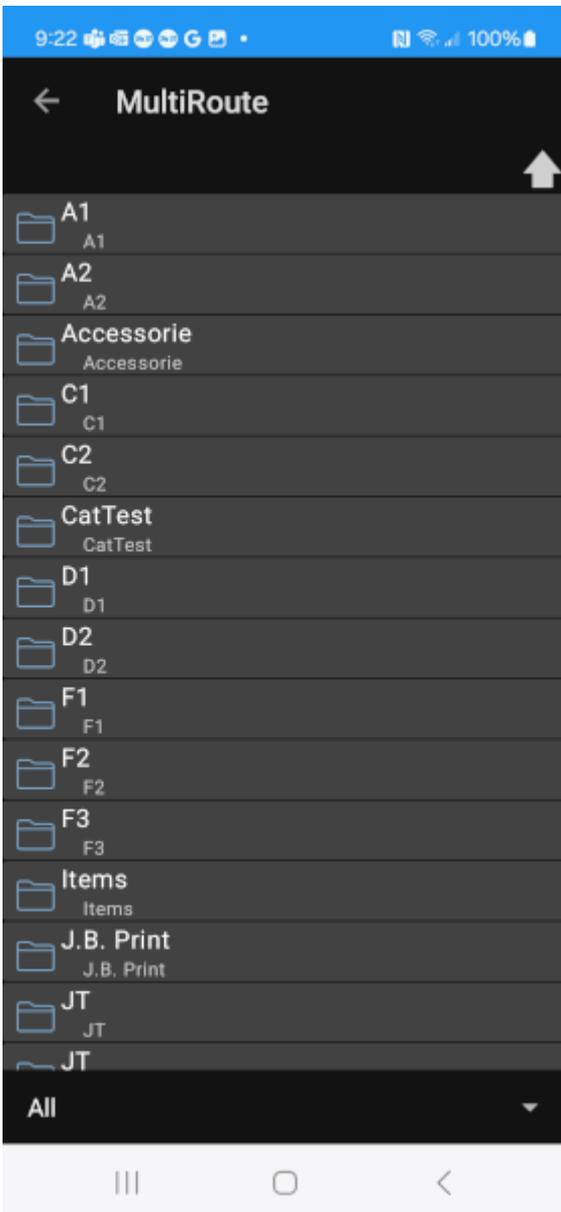
---

#### 3.5.1 Products

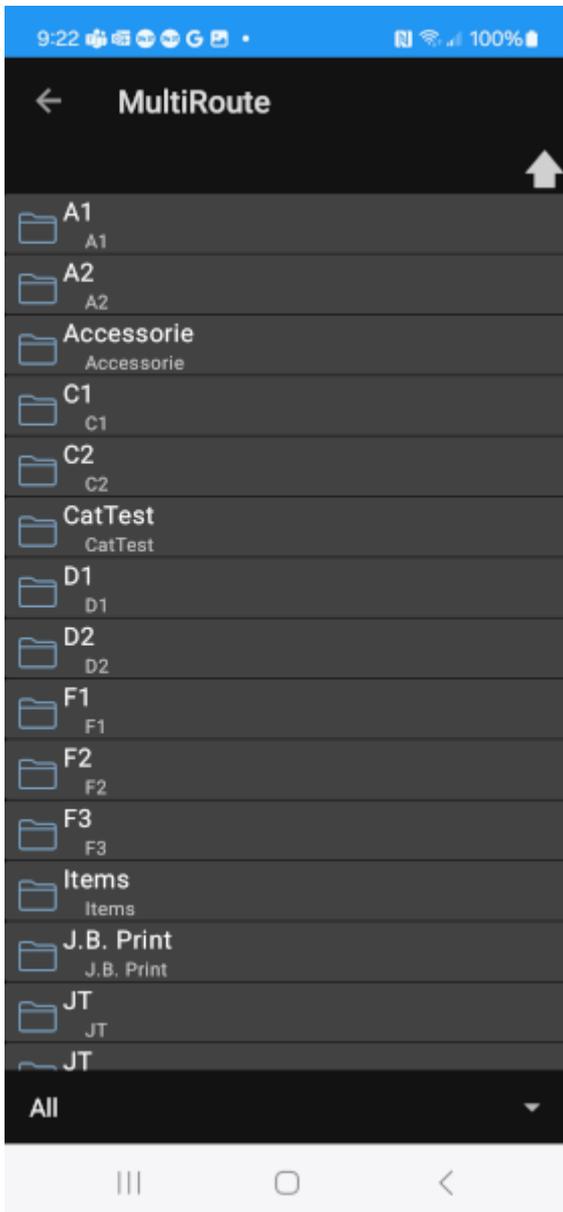
---



Select this option to see a list of the available products.



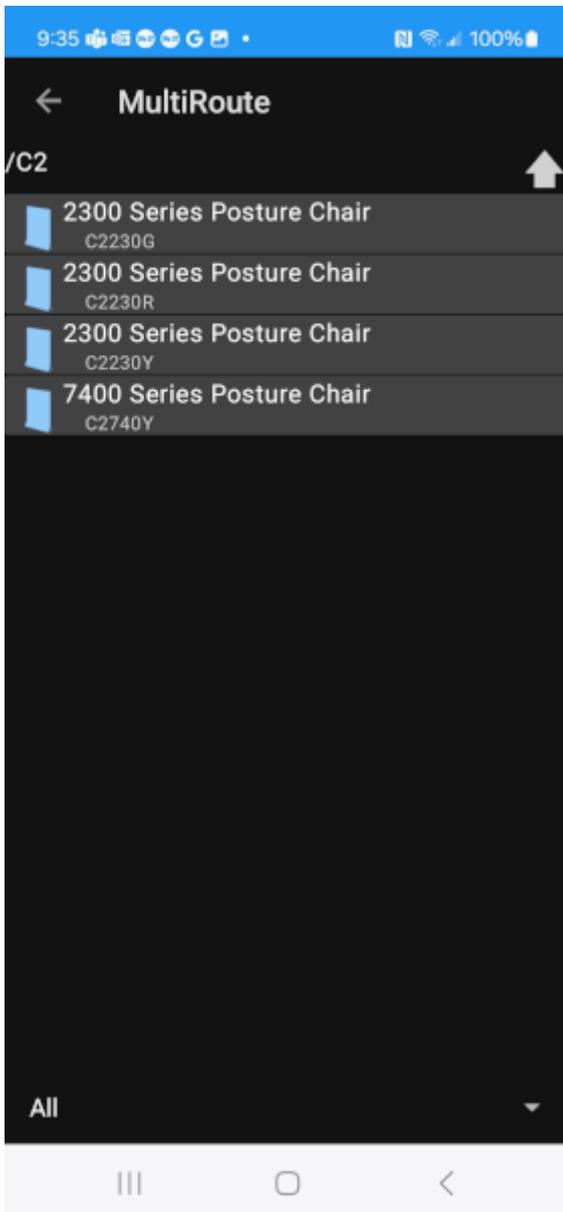
The available products will be displayed as a list, allowing the salesperson to select a product to view its details.



Select this option to go back to the main screen.

Select this option to go back to the previous screen.

The selected product may have one or various classifications that will appear listed here.



Select this option to go back to the previous screen.

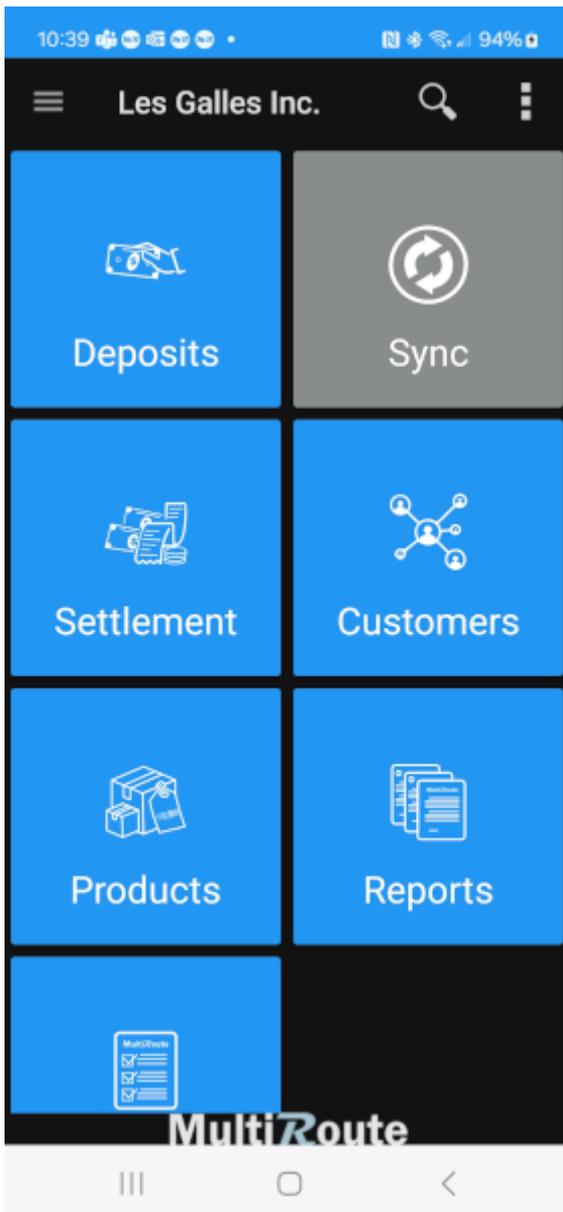
The products available for order will be listed in this file.



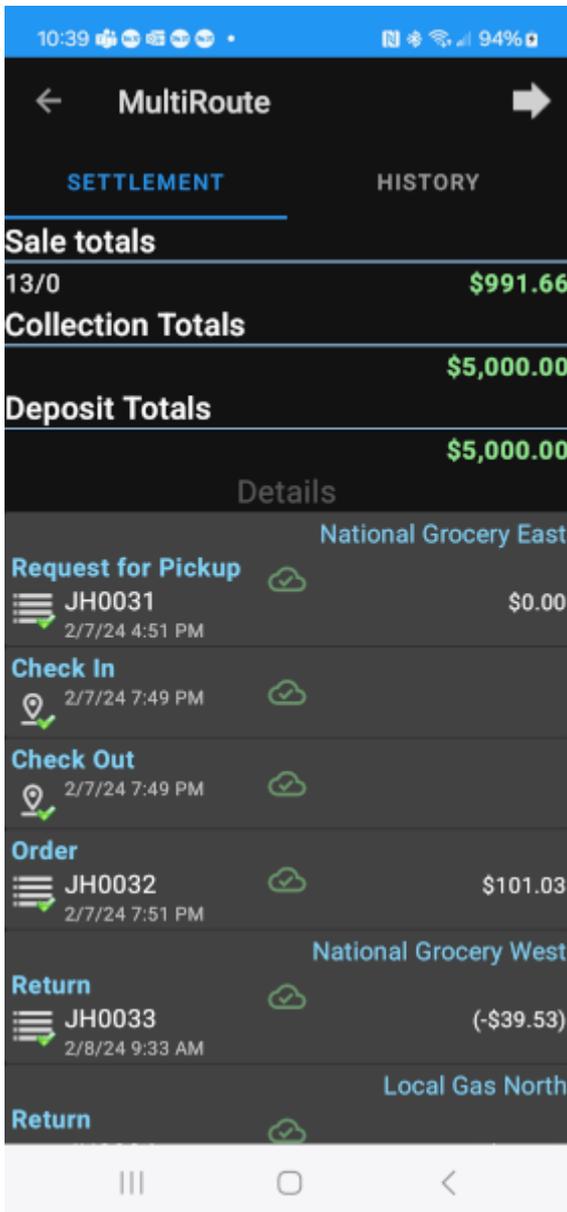
A screen will display all the details and availability information for the product selected on the previous screen.

## 3.6 Settlement

### 3.6.1 Settlement



Select this option to close all the transactions of the current business day and see any details regarding a transaction.



Select this option to finalize the settlement.

Here the user will be able to see a list with the amount of accounts that were visited on the current business day, and a summary of all the different transactions made to each customer.

## 3.7 Reports

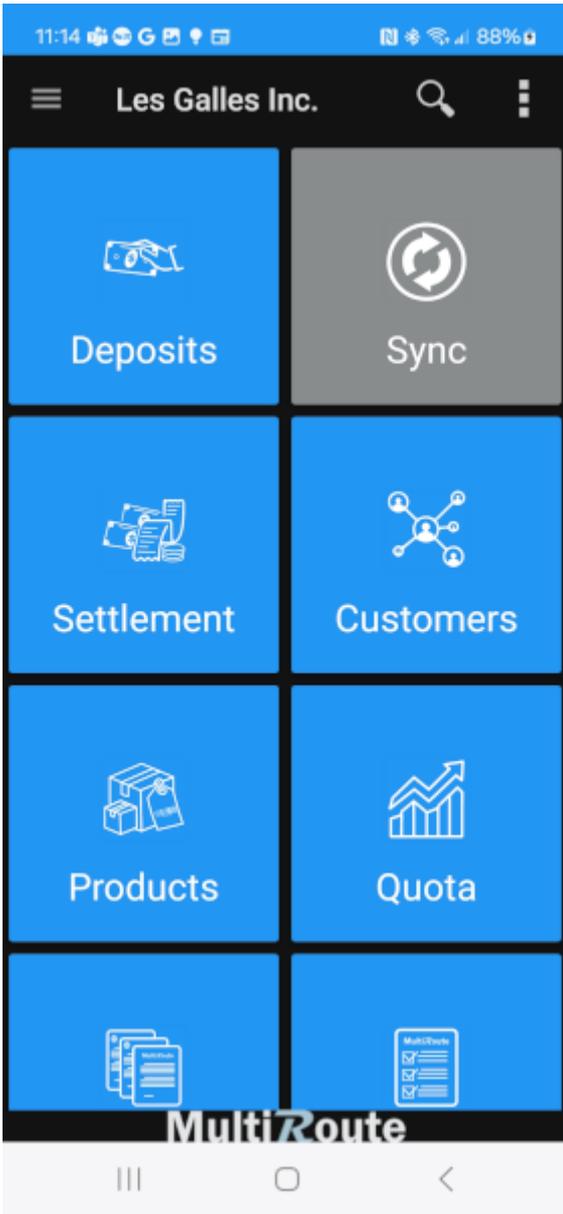
---

### 3.7.1 Reports

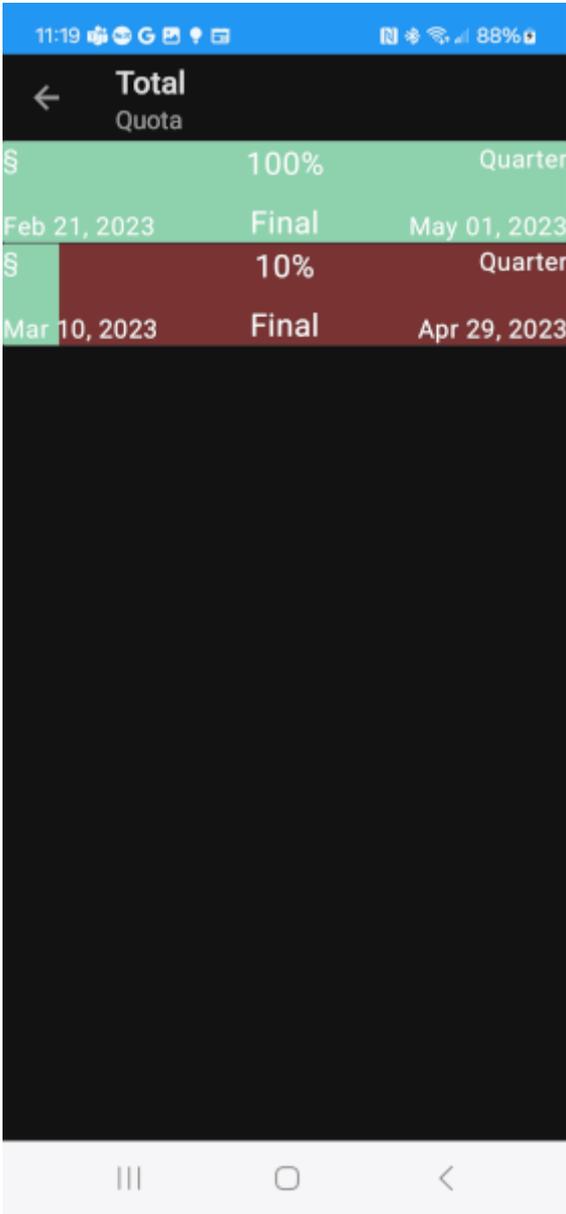
---

We have pre-defined reports and custom reports as requested.

### 3.8 Quota



Select this option to view the quotas.



Select this option to go back to the main screen

MultiRoute provides the salesman with sales performance data, measuring the following total sales performance, sales by brands, sales by products, and sales by customers.



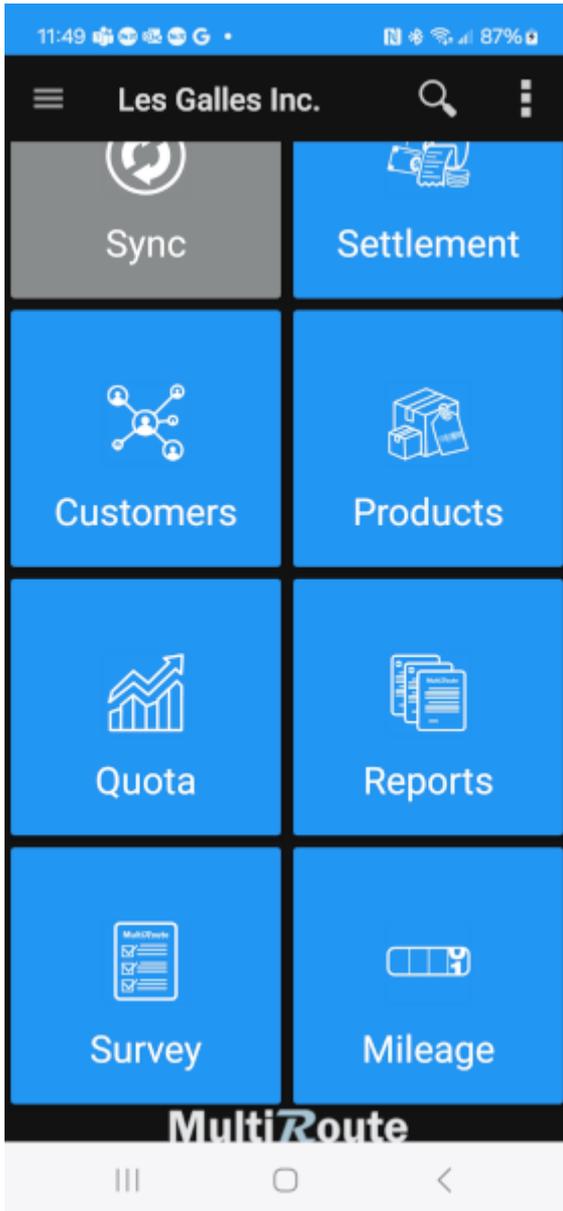
Data can be displayed by periods and different unit of measures by sliding your finger from left to right on the previous screen.

### 3.9 Mileage

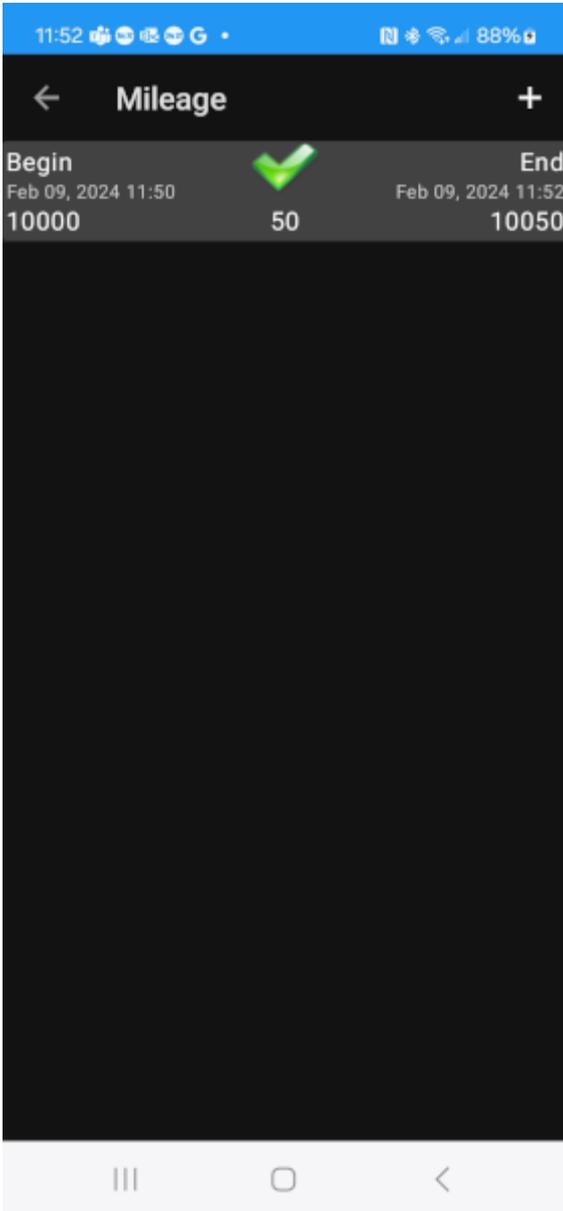
---

#### 3.9.1 Mileage

---



Select this option to log the truck odometer reporting.



Select the option to add a report.

MultiRoute provides the salesman with the option to log truck odometer reporting. This functionality will keep mileage recording for each truck and mileage reporting up to date.

11:52 88%

**Mileage**

START TRIP INFO  
 DATE FEB 09, 2024 11:50  
 ODOMETER 10000

END TRIP INFO  
 DATE FEB 09, 2024 11:52  
 ODOMETER 10050

Report a new entry for the mileage report. Please enter the begin and end date time. Also specify the odometer reading at the beginning and ending of the trip.

1 2 3  
 4 5 6 Done  
 7 8 9 .-  
 0 ,

Select this option to select the date and time of departure.

Select this option to type in the miles your vehicle has when departing for the job.

Select this option to type in the miles your vehicle has when arriving from the job.

Select this option to select the date and time of arrival.

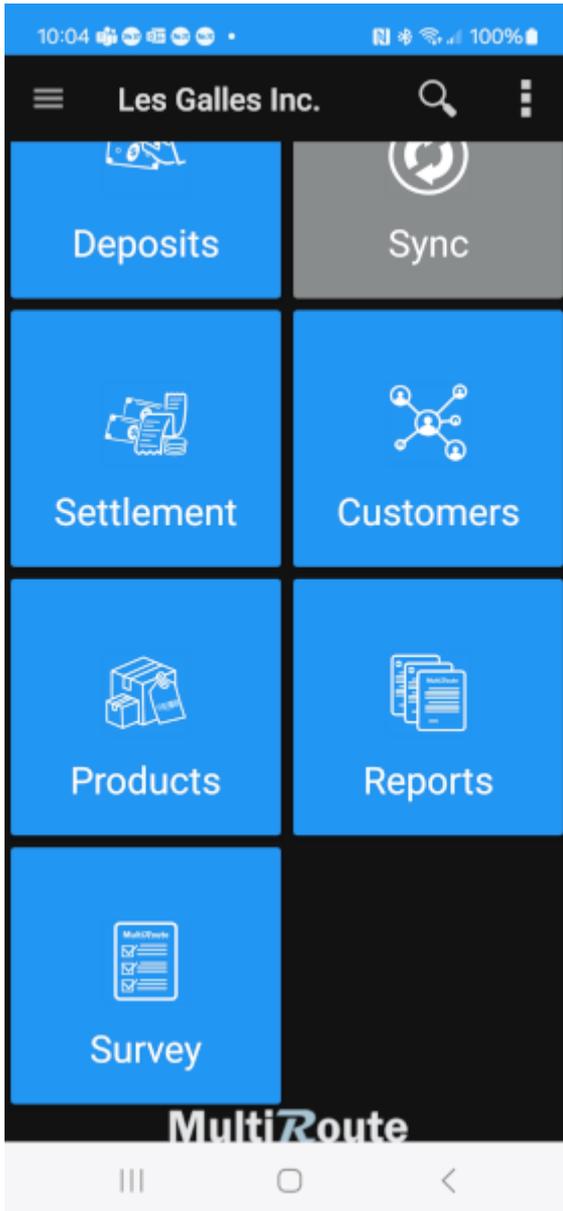
Select this option to save the changes made.

### 3.10 Survey

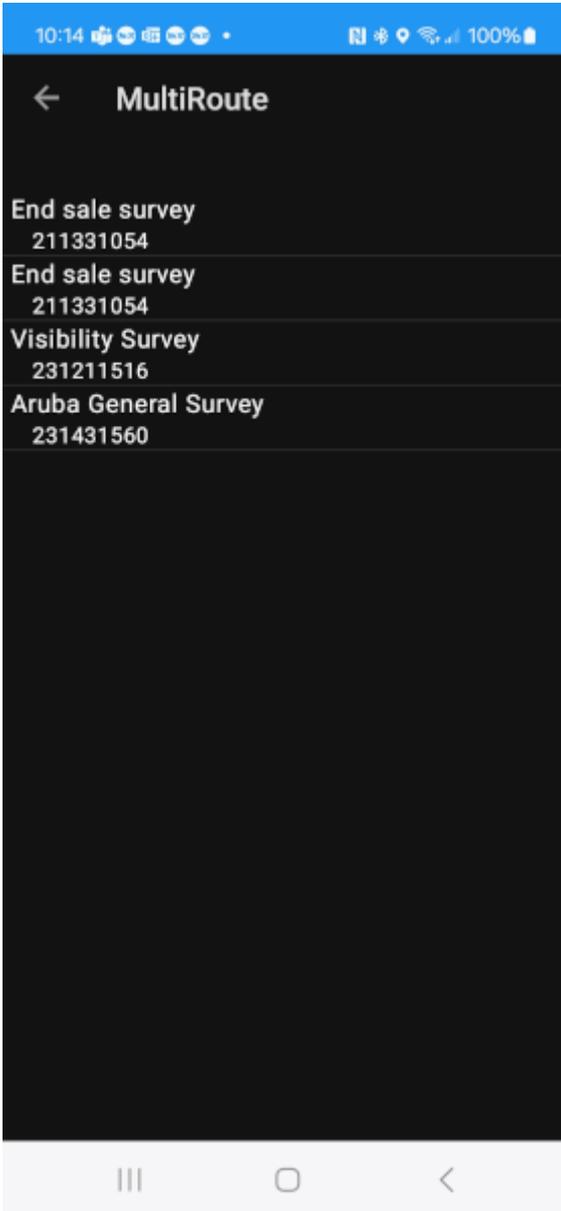
---

#### 3.10.1 Survey

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Select this option in order to allow your client to fill out a survey.



The survey created in MultiRoute Manager will appear in this page.

MultiRoute provides the salesman with specific surveys in order to perform in-depth market research among other specific business information needs.

A screenshot of a mobile application interface showing a survey question. The status bar at the top displays the time 10:19, signal strength, Wi-Fi, and battery level at 97%. The question text is "EL PDV TIENE CORONITA EN GONDULA DISPONIBLE?". Below the question are two radio button options: "Yes" and "No". The interface has a dark background with white text and icons. Navigation arrows are visible at the top, and the Android navigation bar is at the bottom.

Select this option to proceed to the survey of the selected category.

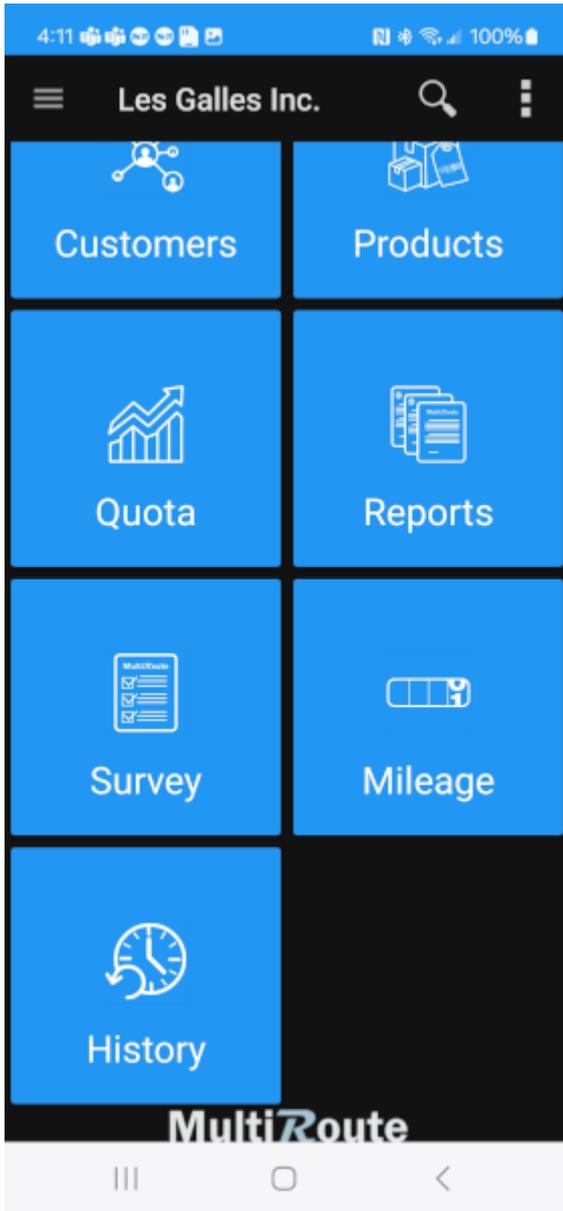
Survey questions can be designed in form of multiple choice, single choice, free text comments and picture capturing.

### 3.11 History

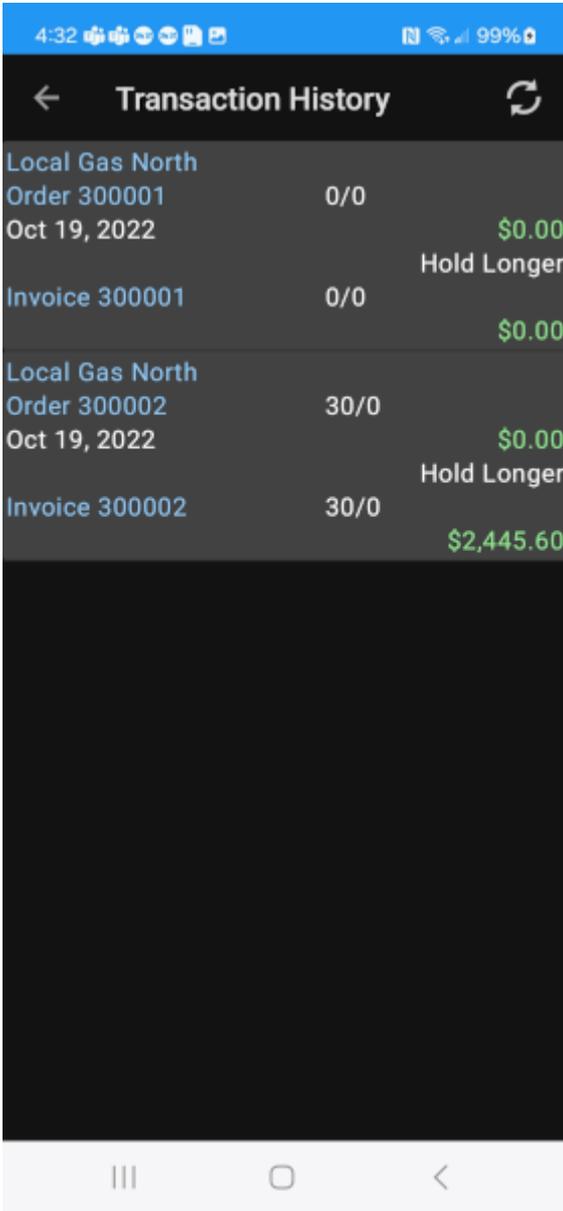
---

#### 3.11.1 History

---



Select this option in order to view transaction history.



Press here in order to refresh transaction history.

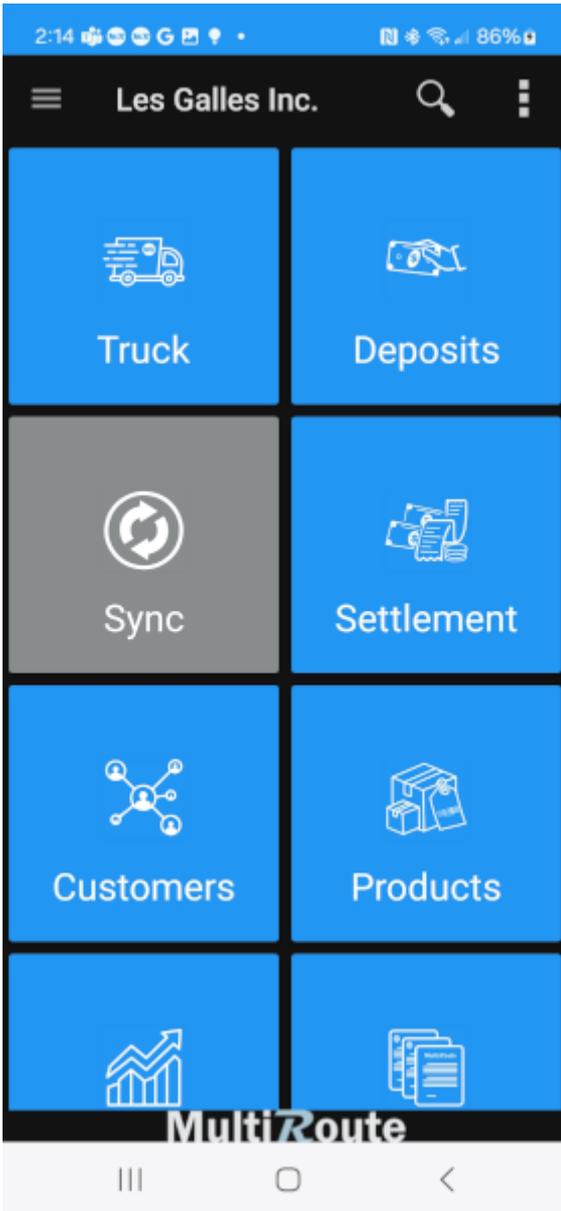
Transaction history will be displayed.

## 3.12 Truck

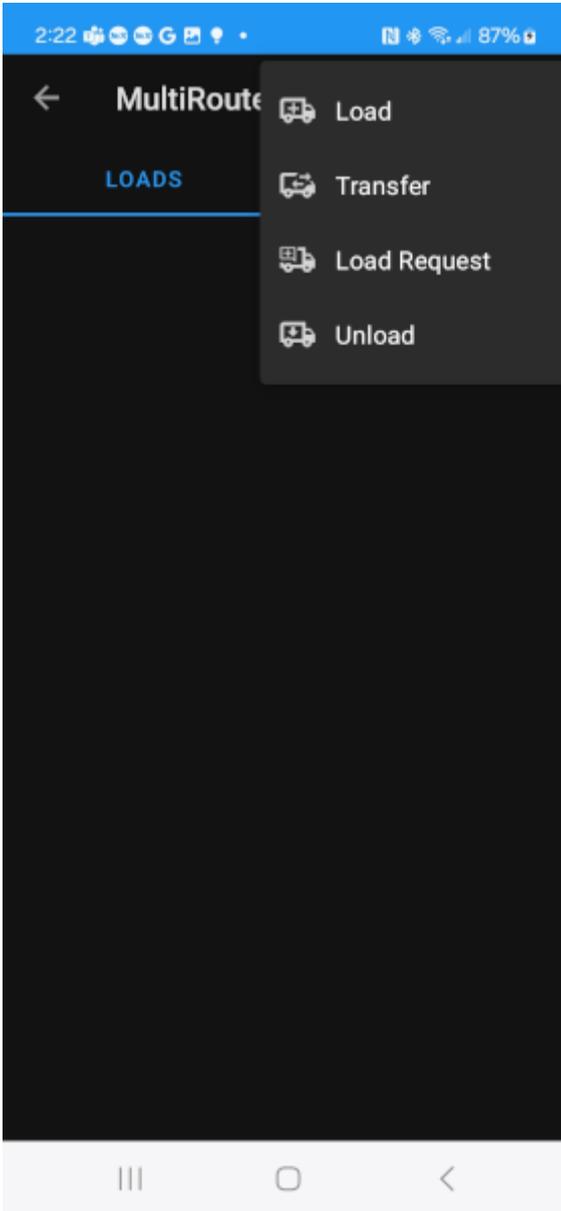
---

### 3.12.1 Load

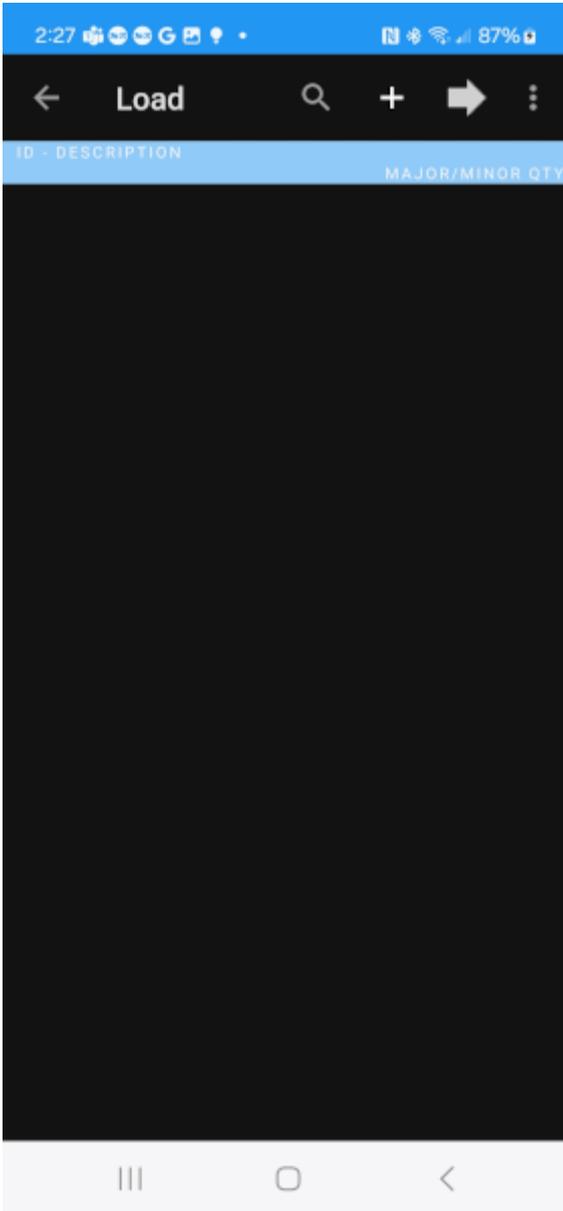
---



Once in the Home Screen, the user may select the **Truck** button to load a truck with inventory.



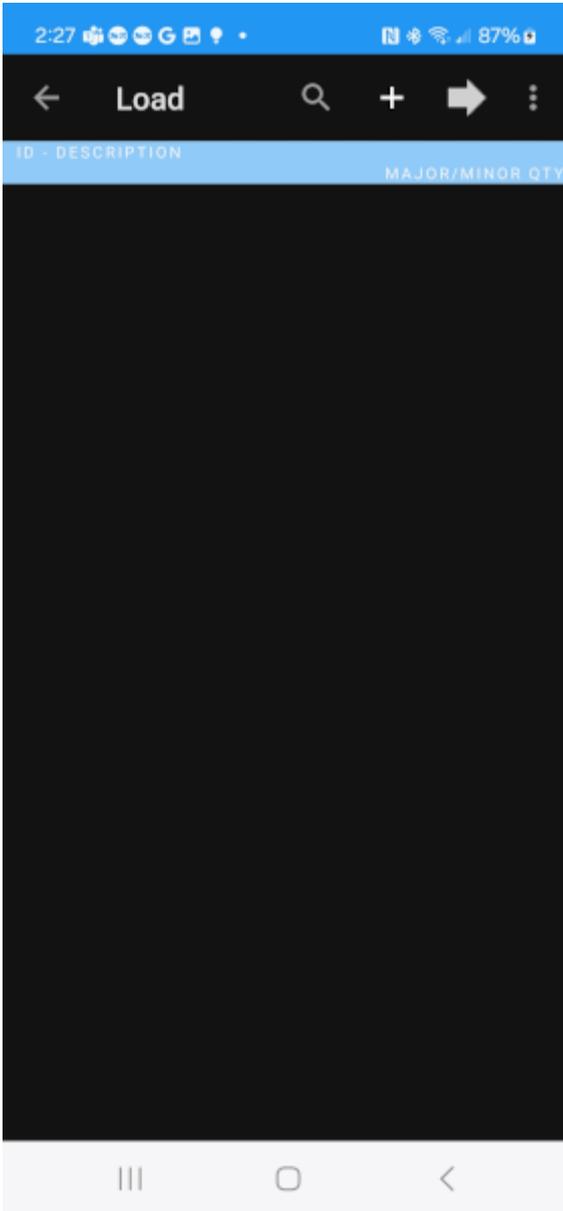
Once the salesman selects Truck , a new screen will appear where the user must select the + in the upper right corner. Once the + is selected, the screen will appear where the salesman must choose the Load option to create a new one.



In this screen the following options will appear:

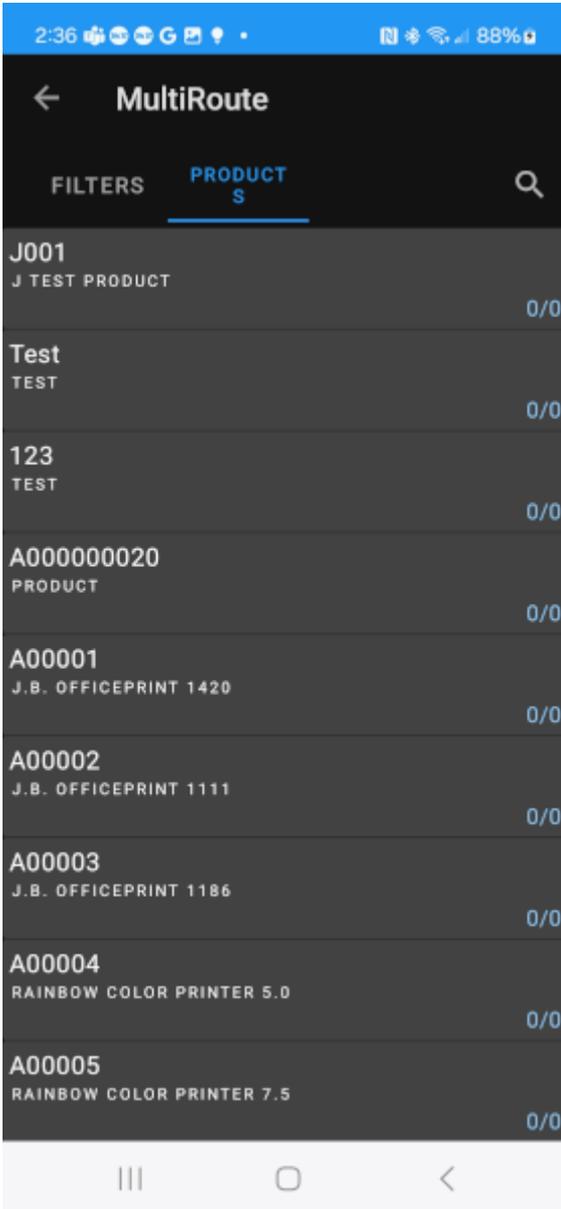
- Load Source
- Load Destination
- Comment Section

Press the → in the upper right corner to continue.



Press the **+** to add the products yo want to load on your truck.

When the user finishes adding the products, press the **→** in the upper right corner to continue.



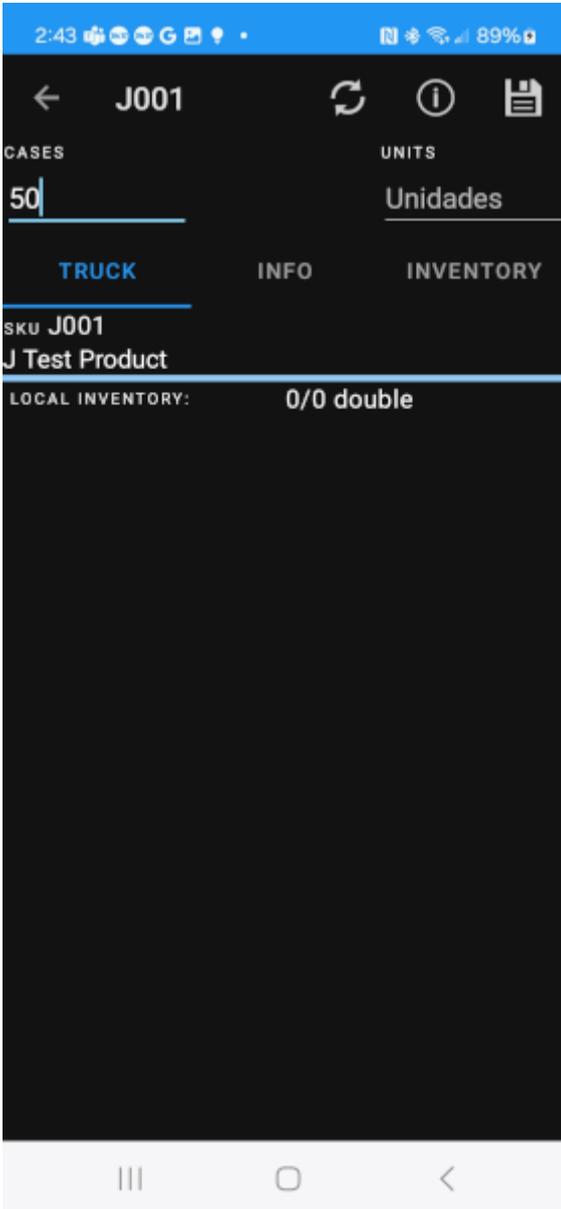
The filters tab looks for products by their trademarks.

The search icon  is for looking for products by Id.

The products may also be selected by *tapping* on the item in the list that appears at the bottom part of the screen.

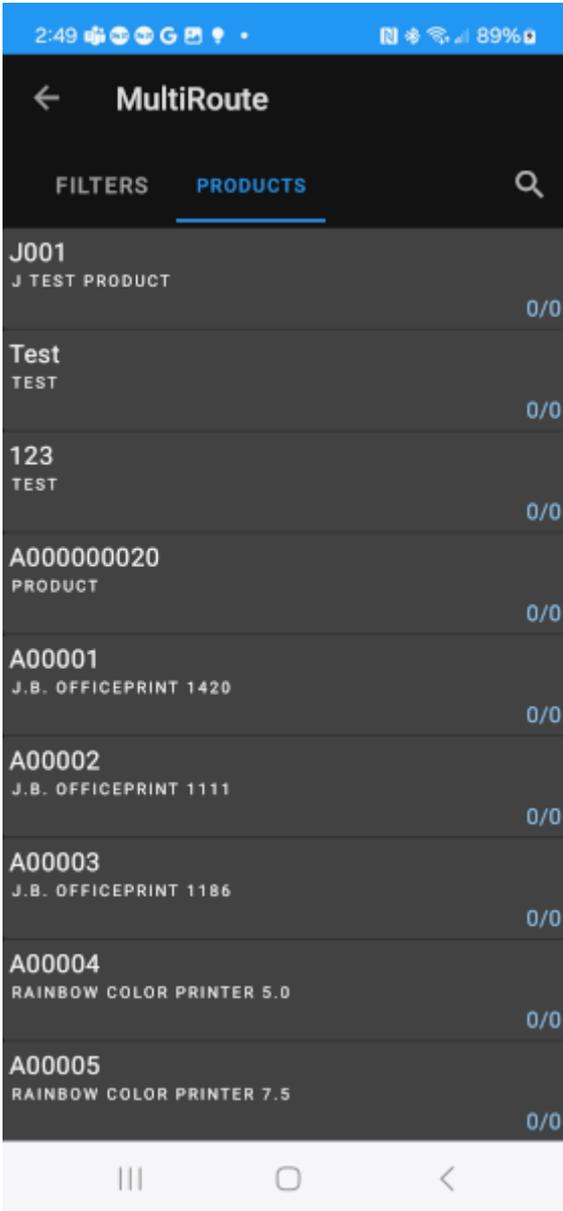
**Note**

Clients can only select the products that are approved for each of them.

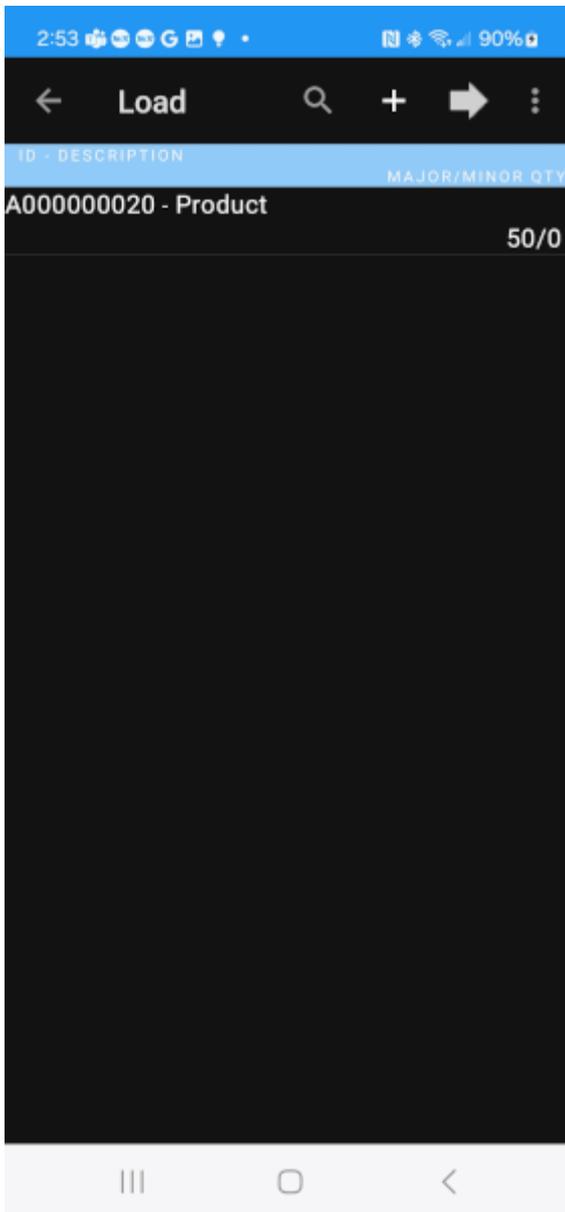


**Step 1:** After choosing a product, this screen will appear. Type the amount of units or cases of the products to load on your truck.

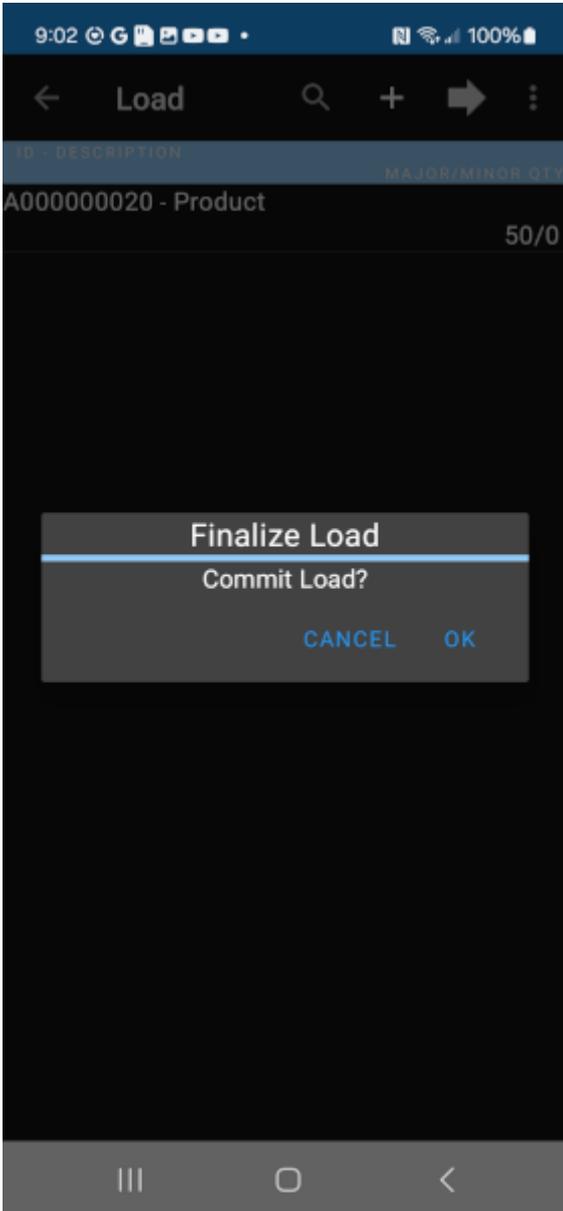
**Step 2:** After typing the amount of units or cases for the product, tap the  icon at the upper right corner to save the changes.



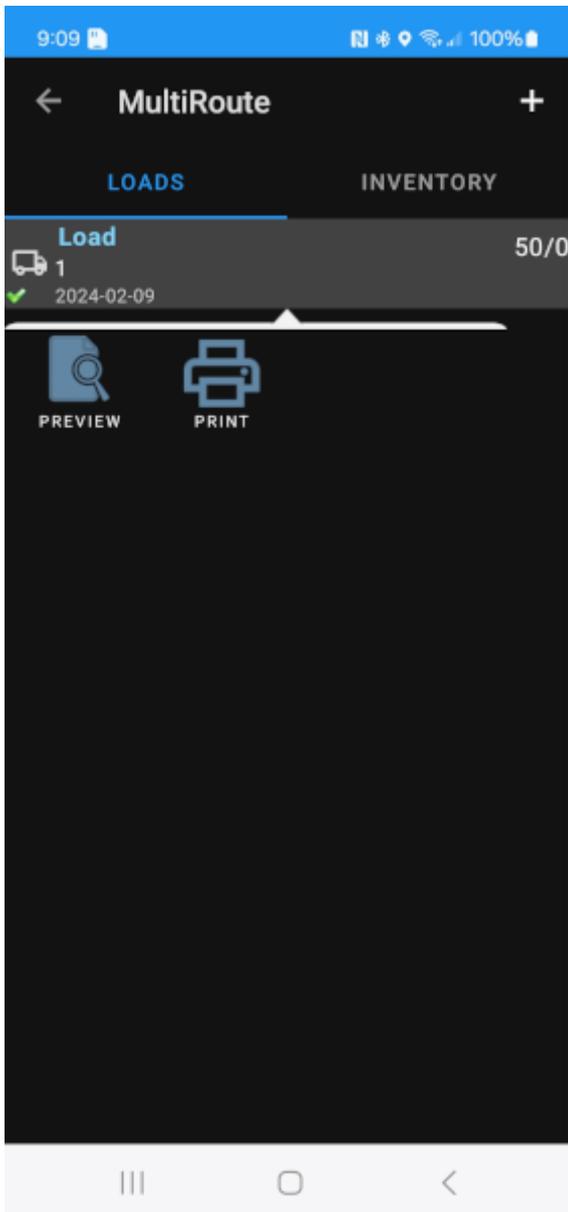
After finishing choosing the products, tap the ← at the upper left corner to go back.



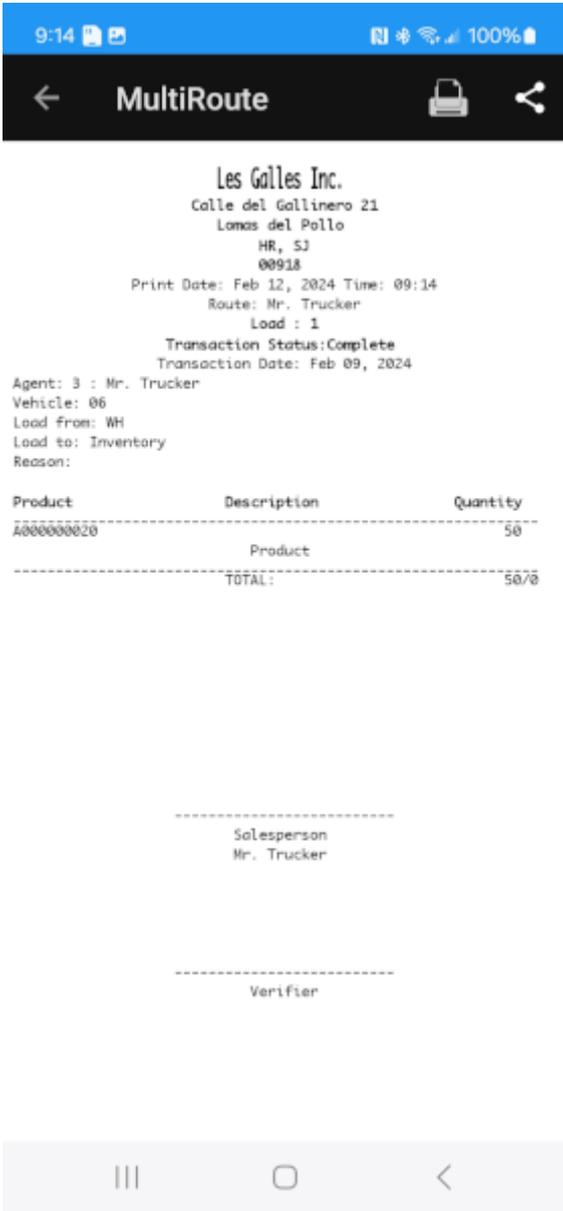
This page will display all products selected and the amounts of units or cases that will be included in the load. To continue adding more products, press the **+** again.



To finish the load, press the → in the upper right corner, A pop-up message will appear, then press "OK" to finalize the load.



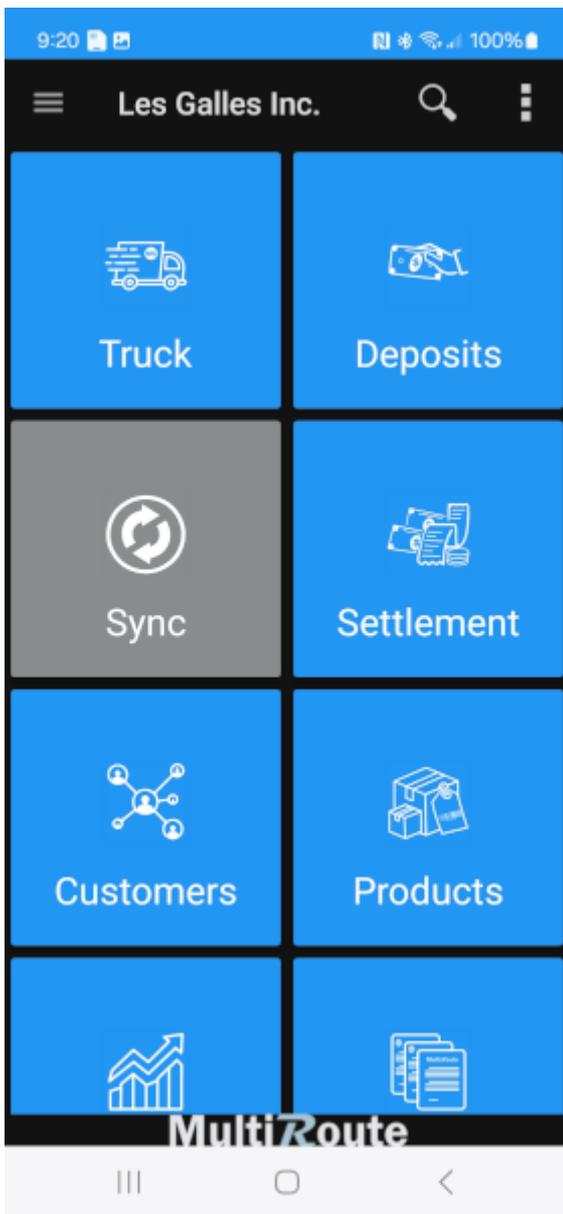
After finishing a load, go to the Loads list and find the load. *Press and hold* to see options. Then the user can see a *preview* or *print* the transaction.



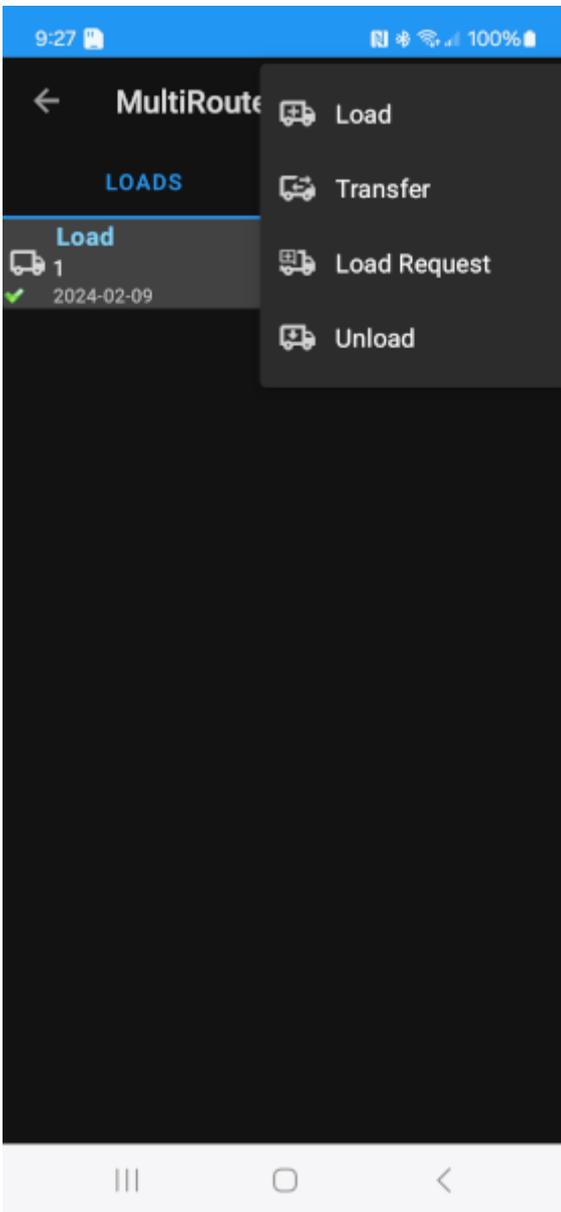
Pressing the *preview* button will display the transaction.

In the upper right corner, will appear the *print*, *PDF* and *share* transaction buttons.

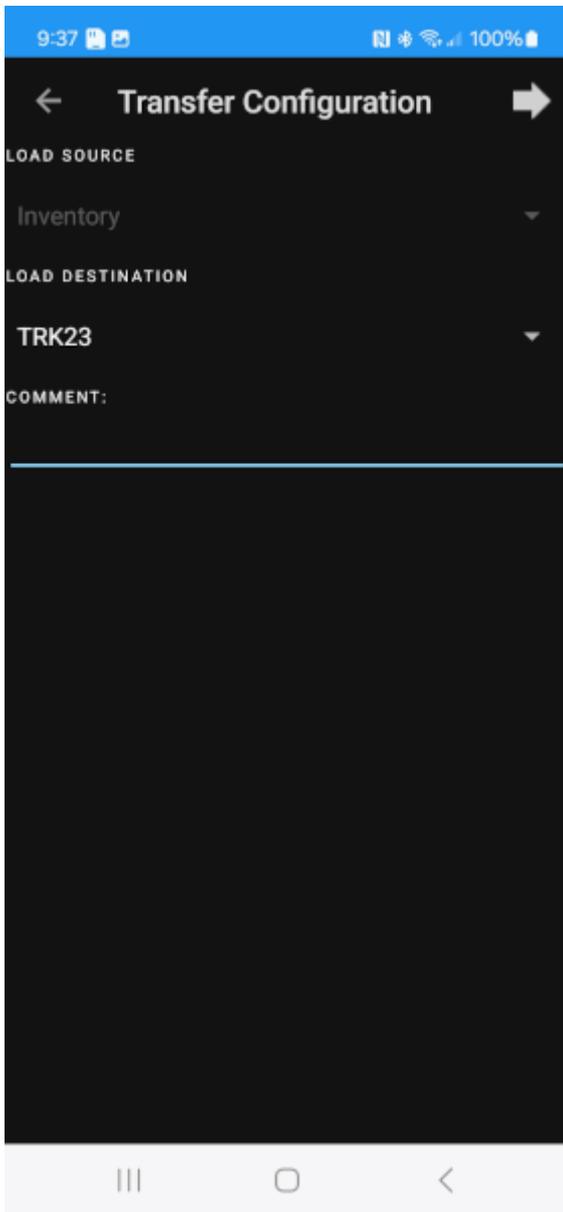
## 3.12.2 Transfer



Once in the Home Screen, users may select the **Truck** option to transfer inventory from one warehouse to another.



Once the salesman selects **Truck**, a screen will appear where users must choose the plus sign in the upper right corner. Once the plus sign is selected, this screen will appear where the salesman must choose **Transfer** to transfer inventory from one warehouse to another.



Here you may select the name of the Load's Source.

Here you may select the Load Destination Destination.

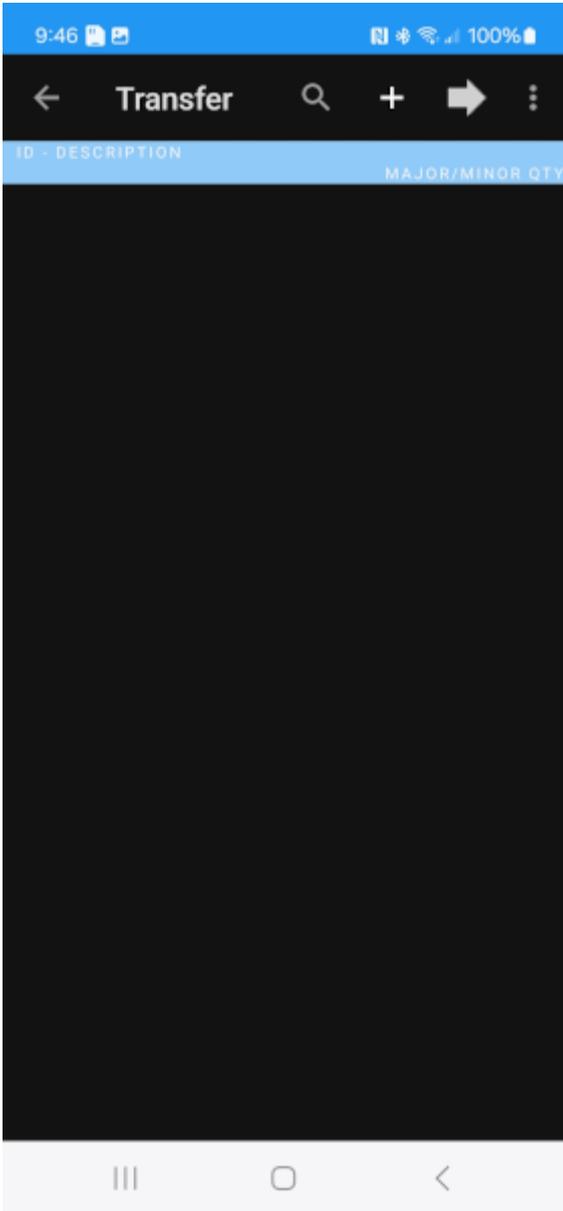
Here you can write a comment.

After finishing entering the details, tap here to continue.

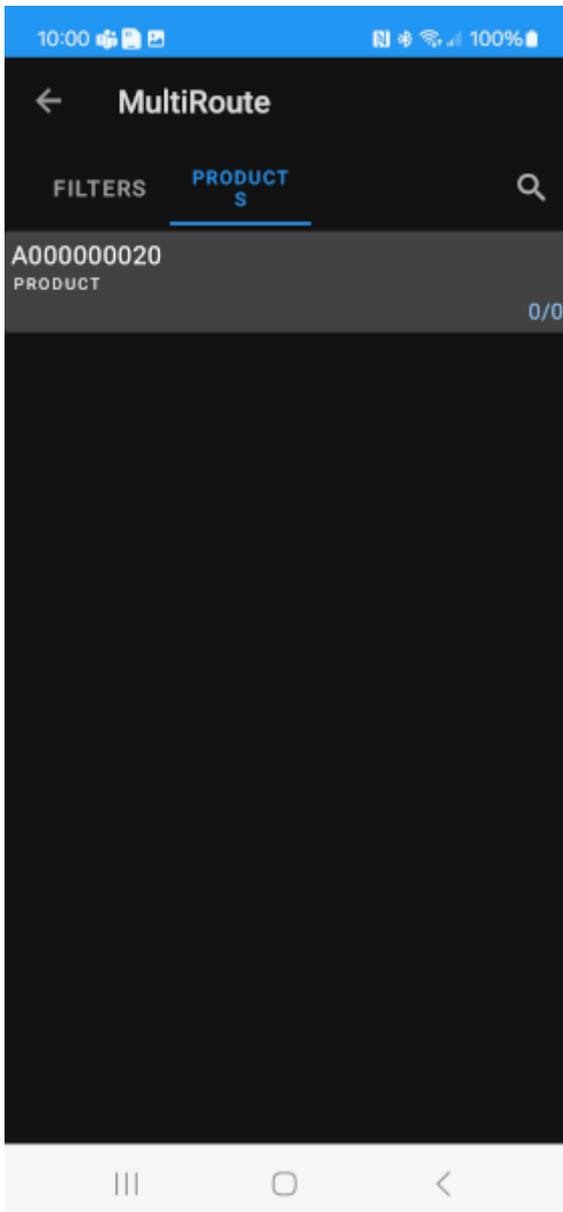
In this screen the user will find the following options:

- Load Source
- Load Destination
- Comment section

After finishing entering the details, tap the → in the upper right corner to continue.



Tap the plus sign to add the products you want to transfer.



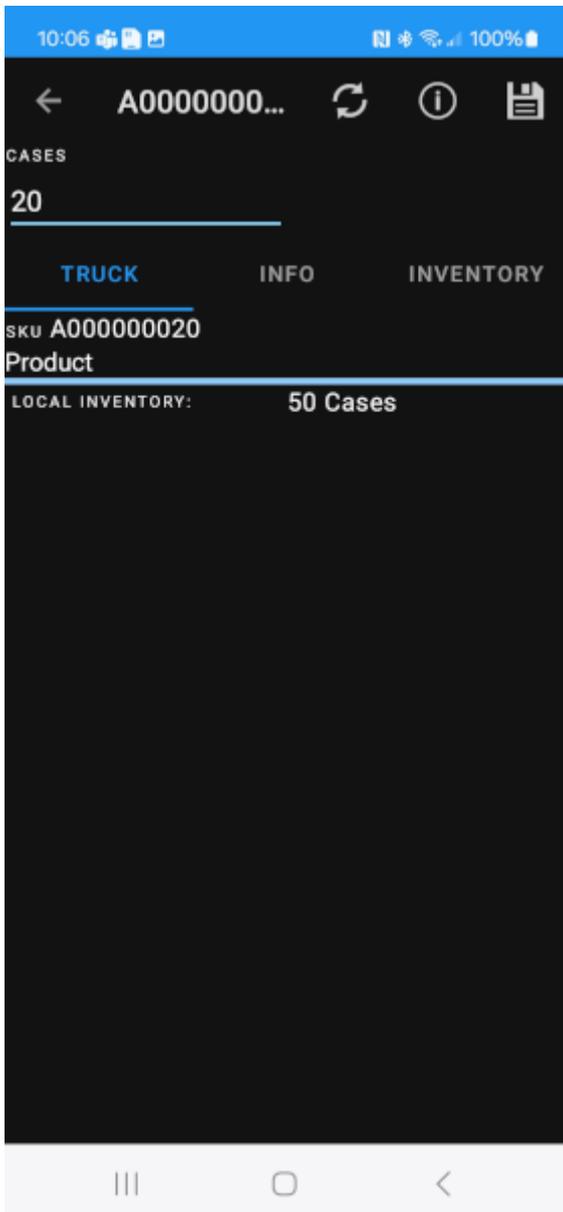
The filter tap, brings products by their trademarks.

The  icon, searches the products by id.

Products may also be selected by *tapping* on the item in the list that appears at the bottom part of the screen.

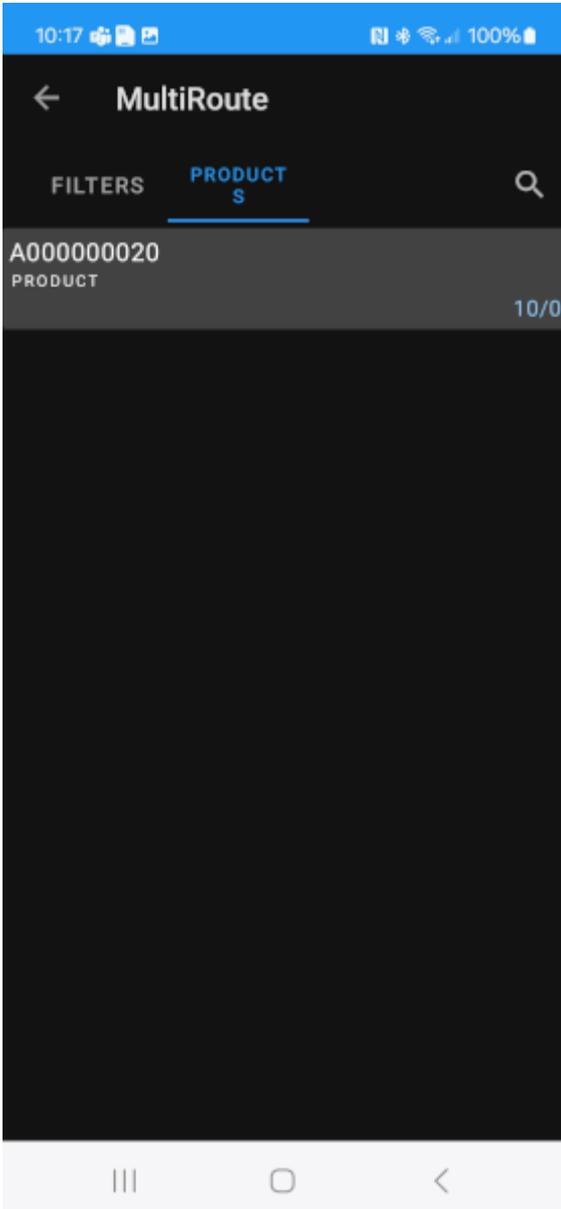
**Note**

Clients can only select the products that are approved for each of them.

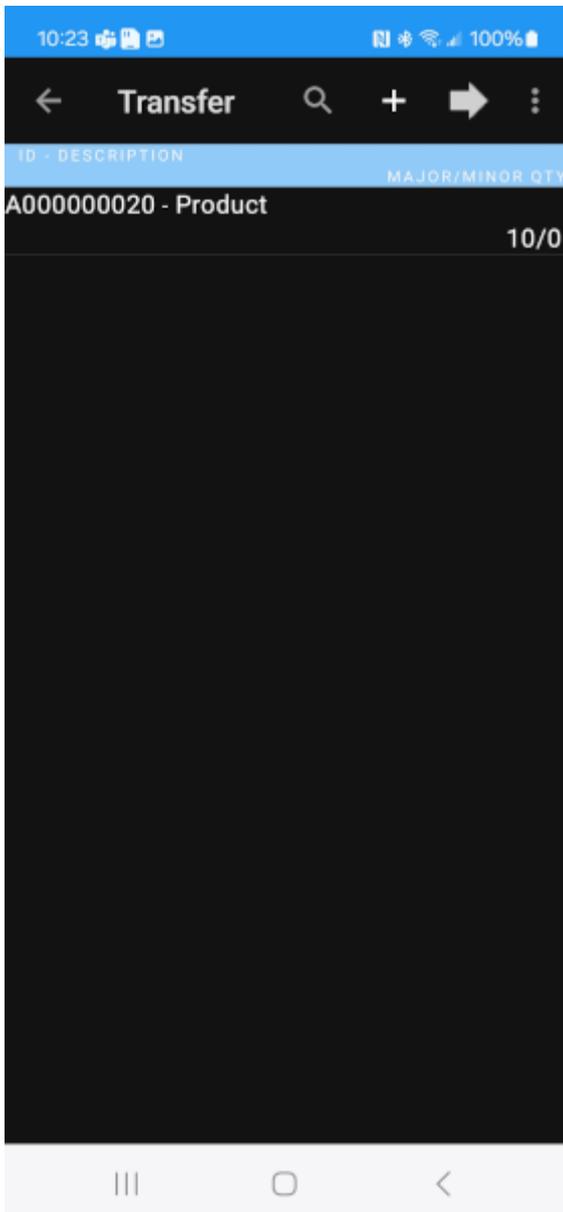


**Step 1:** After choosing a product, this screen will appear. Type the amount of units of the product you want to transfer.

**Step 2:** After typing the amount of units for the product, tap the save button.

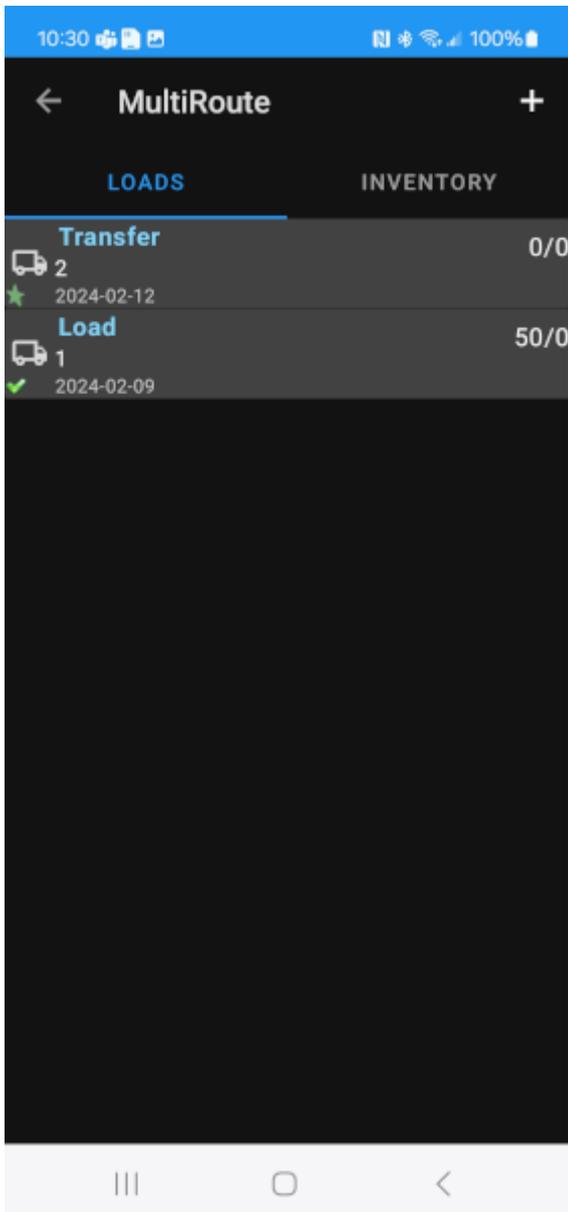


After choosing the products, tap the ← in the upper left corner to go back.

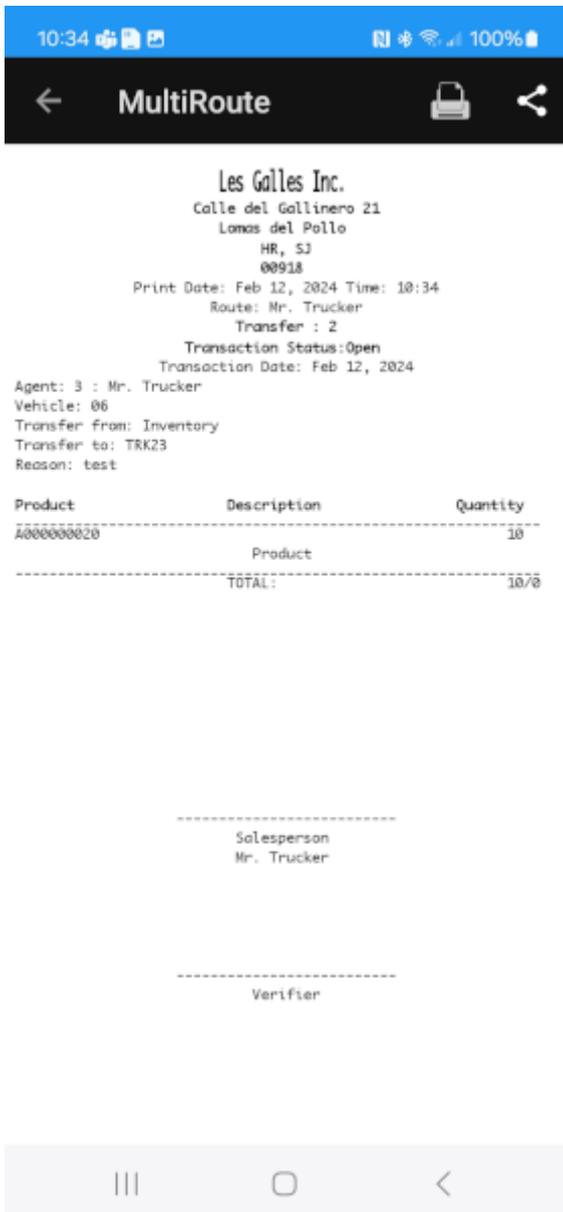


This screen will display all products selected and the amounts of units that will be included in the transfer. To continue adding more products, press the **+** again.

To finish the load, press the **→** at the upper right corner. A pop-up message will appear, press **OK** to finalize the load.



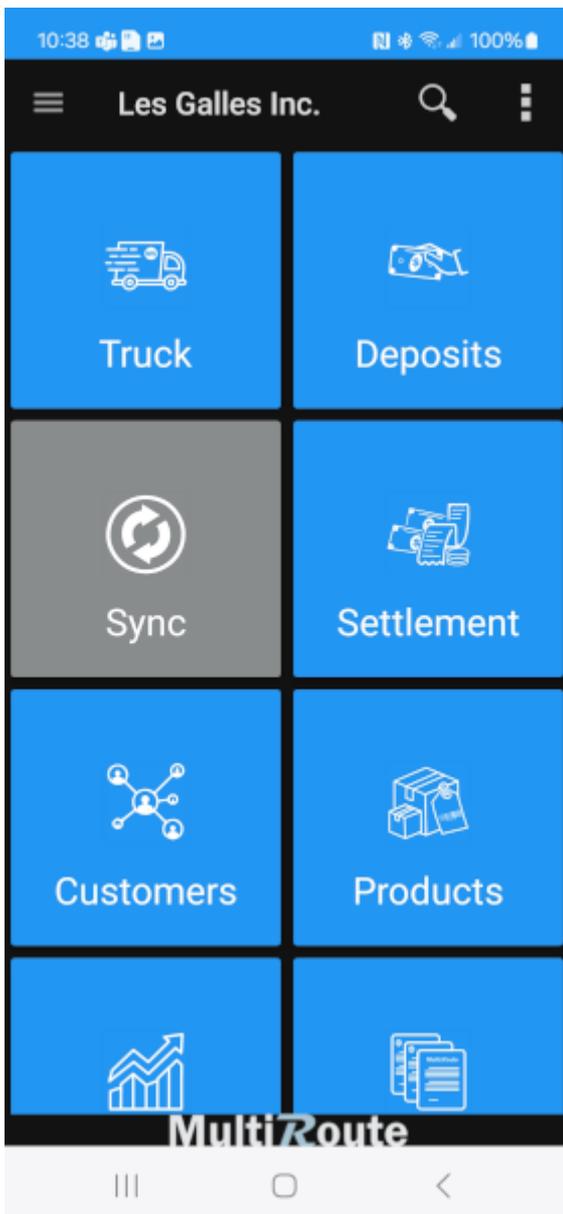
After finishing a *Transfer*, go to the *Load* list and find the wanted transfer. Press and hold to see options. Then the options for *preview* and *print* the transfer will appear.



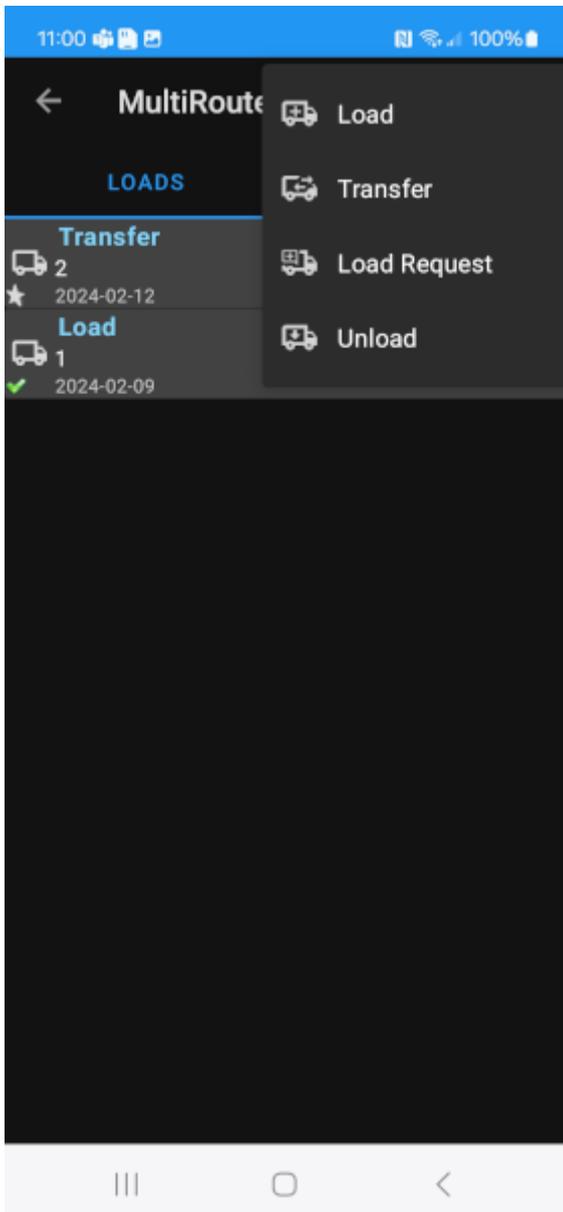
After pressing the *preview* button, the transaction will be displayed.

At the upper right corner the user will find the print  and share transaction  buttons.

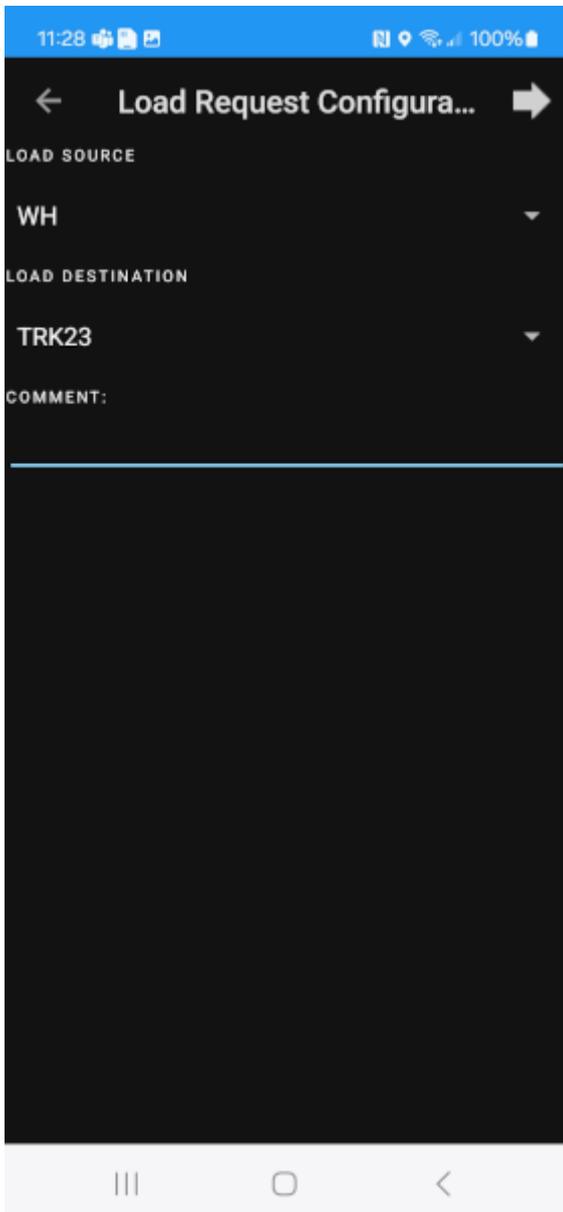
## 3.12.3 Request



Once in the Home Screen, the user may select the **Truck** option to request load.



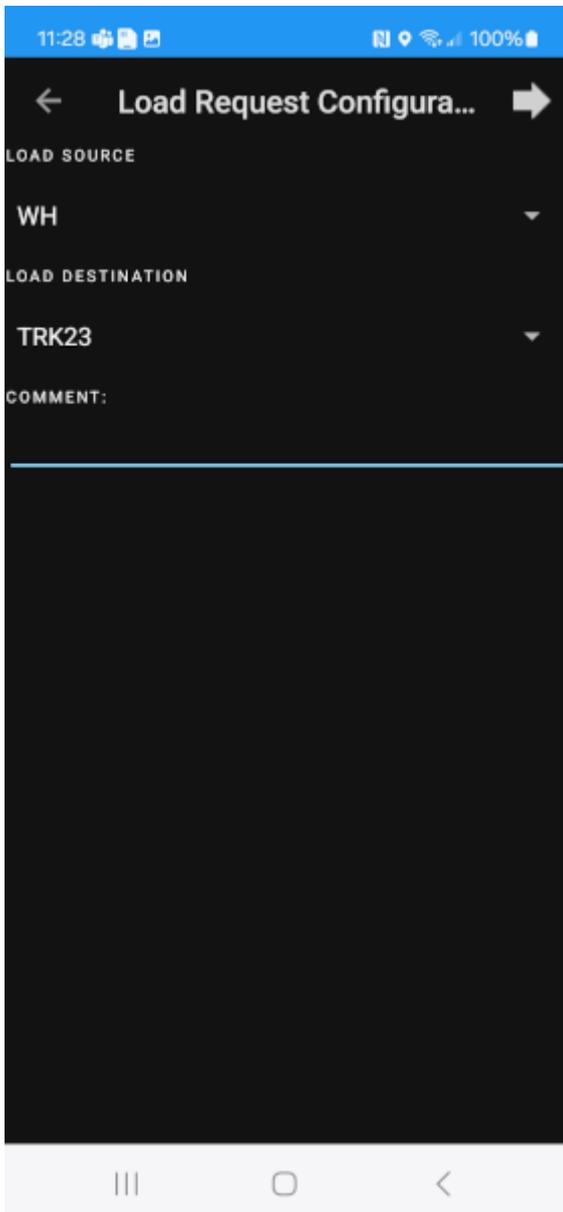
Once the salesman selects *Truck*, a screen will appear where the user must select the **+** on the upper right corner. This will prompt a dropdown to appear, then the user must select the *Load Request*.



In this screen the user will find the following options:

- Load Source
- Load Destination
- Comment section

After finishing entering the details, tap the → in the upper right corner to continue.



Tap the **+** to add the products you want to request for load.



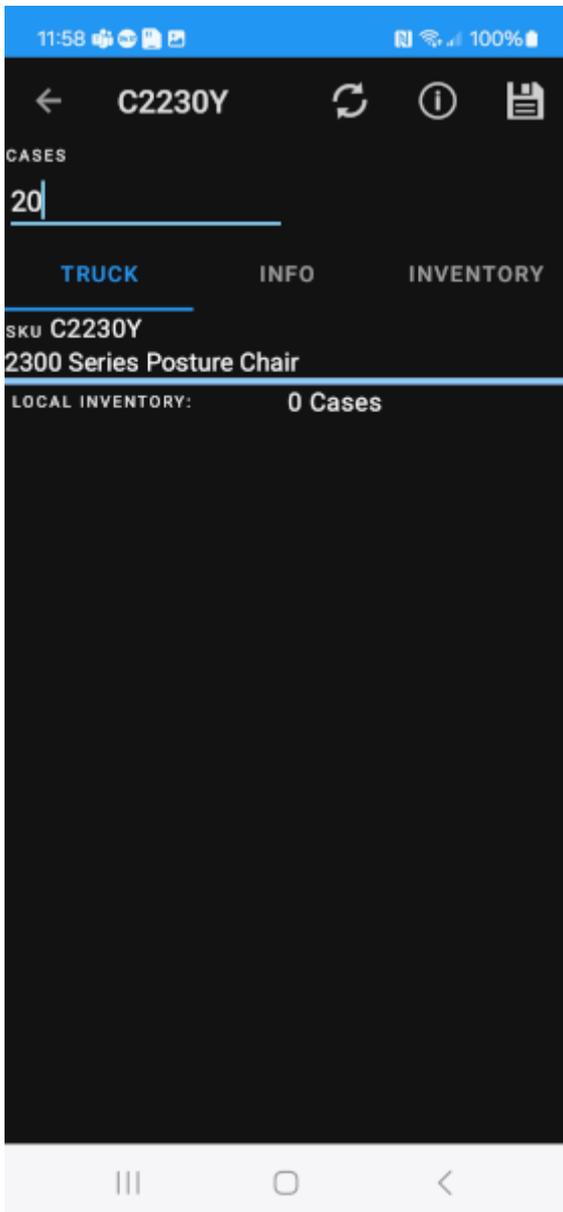
The filter tap, brings products by their trademarks.

The  icon, searches the products by number.

Products may also be selected by tapping on the item in the list that appears at the bottom part of the screen.

**Note**

Clients can only select the products that are approved for each of them.



**Step 1:** After choosing a product, this screen will appear. Type the amount of units of the product you want to request to load.

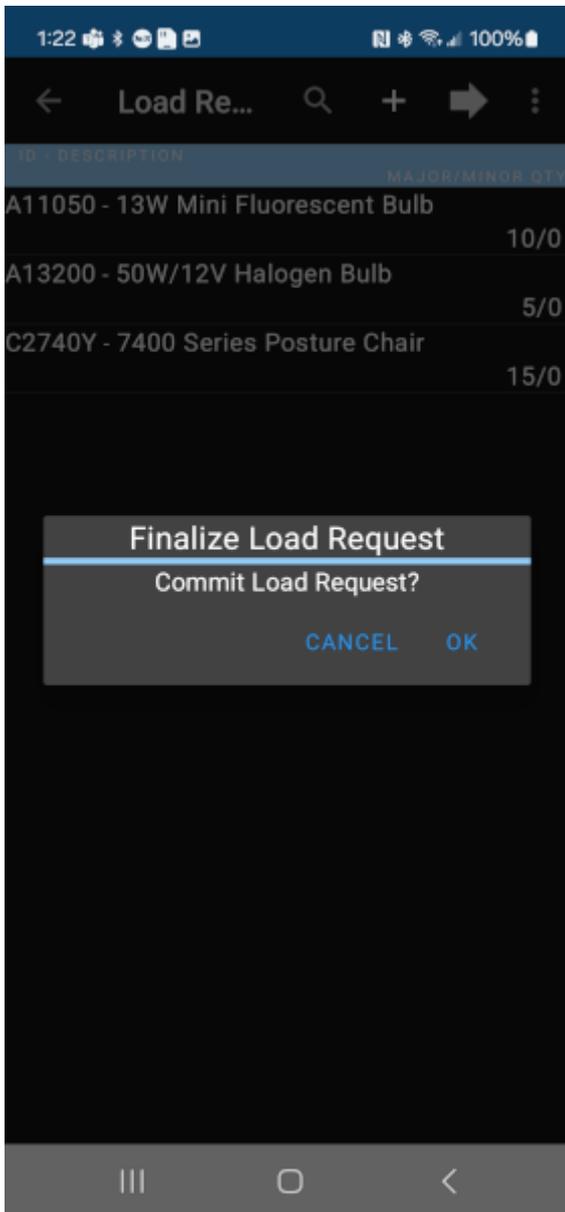
**Step 2:** After typing the amount of units for the product, tap the save button.



The screenshot shows a mobile application interface with a dark theme. At the top, there is a status bar with the time 1:14, signal strength, Wi-Fi, and 99% battery. Below the status bar is a navigation bar with a back arrow, the text 'Load Re...', a search icon, a plus icon, a right arrow, and a three-dot menu icon. The main content area displays a table with two columns: 'ID - DESCRIPTION' and 'MAJOR/MINOR QTY'. The table contains three rows of product information.

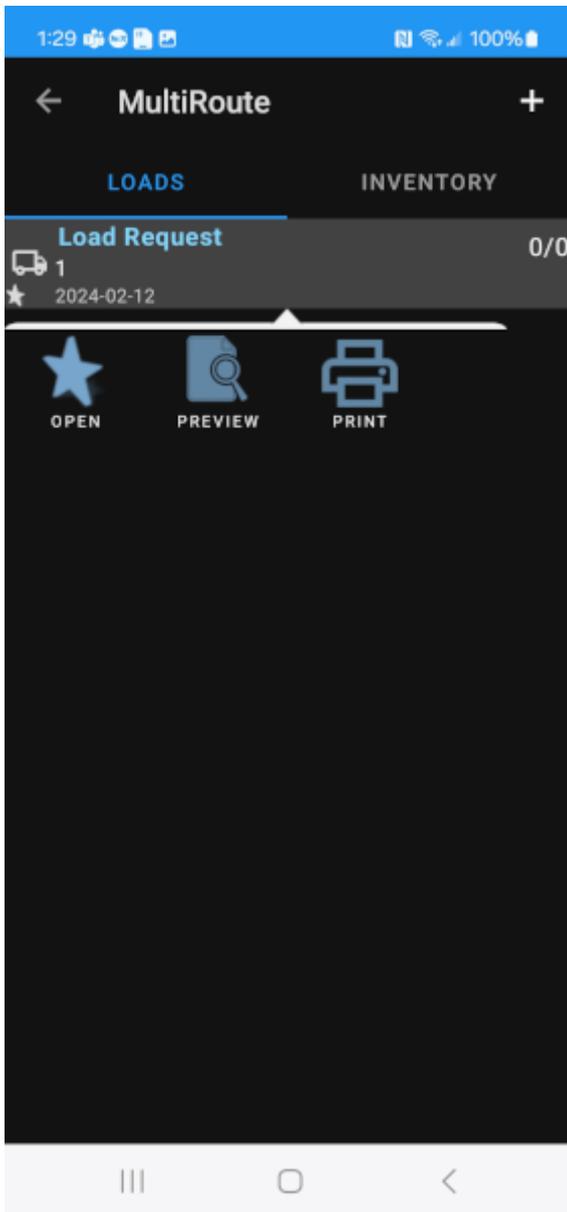
ID - DESCRIPTION	MAJOR/MINOR QTY
A11050 - 13W Mini Fluorescent Bulb	10/0
A13200 - 50W/12V Halogen Bulb	5/0
C2740Y - 7400 Series Posture Chair	15/0

After choosing the products, tap the ← in the upper left corner to go back .



This screen will display all products selected and the amounts of units that will be included in the transfer. To continue adding more products, press the + again.

To finish the load, press the → at the upper right corner. A pop-up message will appear, press "OK" to finalize the load.



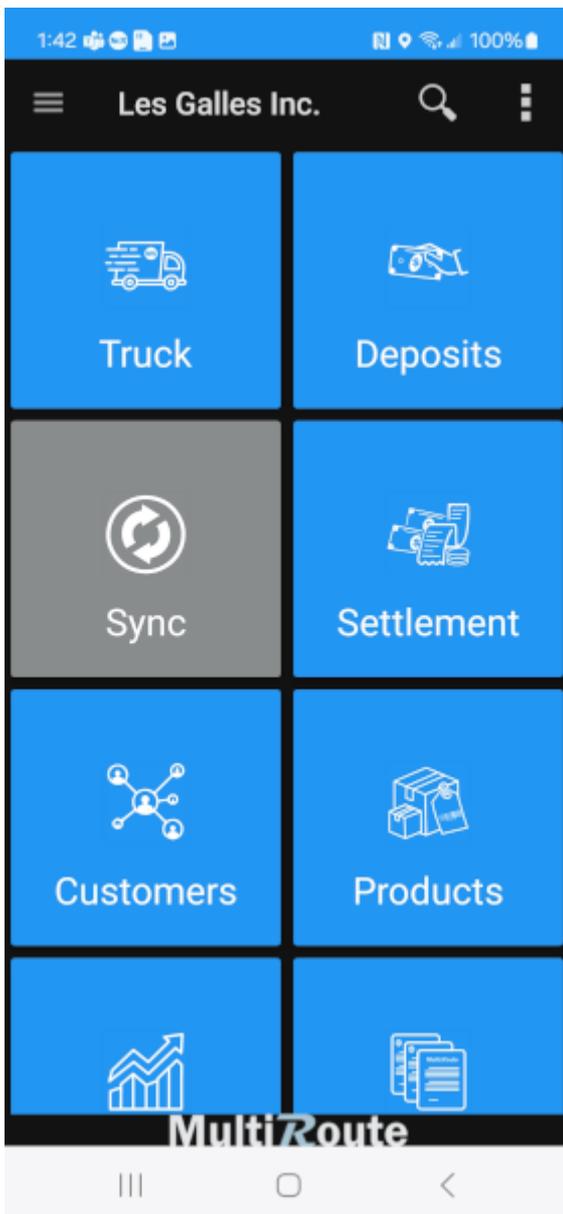
After finishing a *Load Request*, go to the *Load* list and find the wanted load request. Press and hold to see options. Then the options for preview and print the transfer will appear.



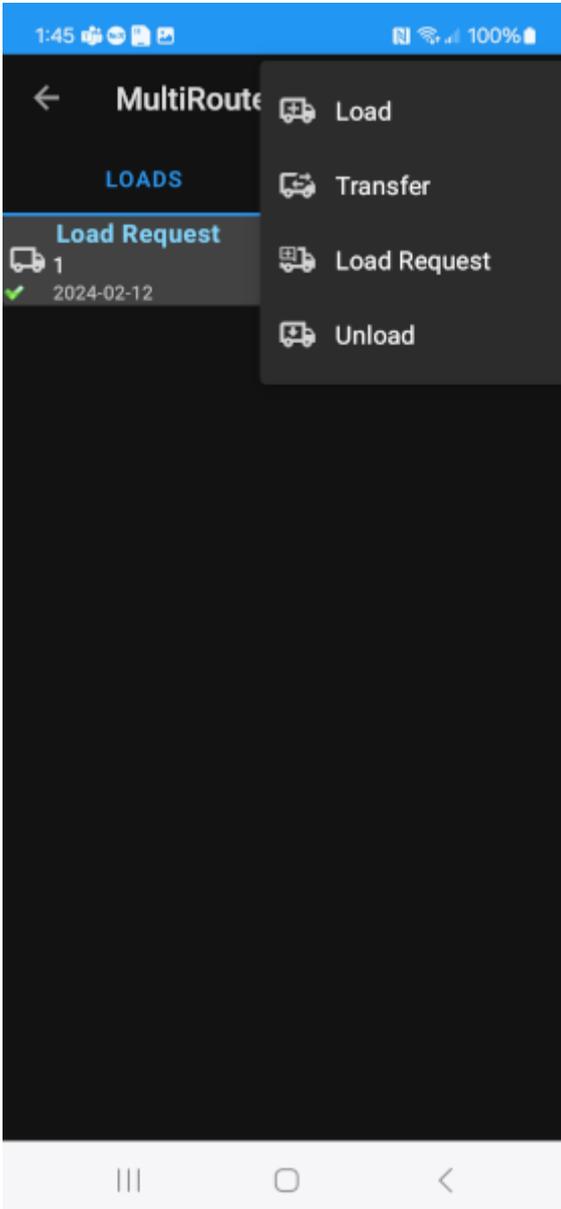
After pressing the *preview* button, the transaction will be displayed.

At the upper right corner the user will find the  and share transaction  buttons.

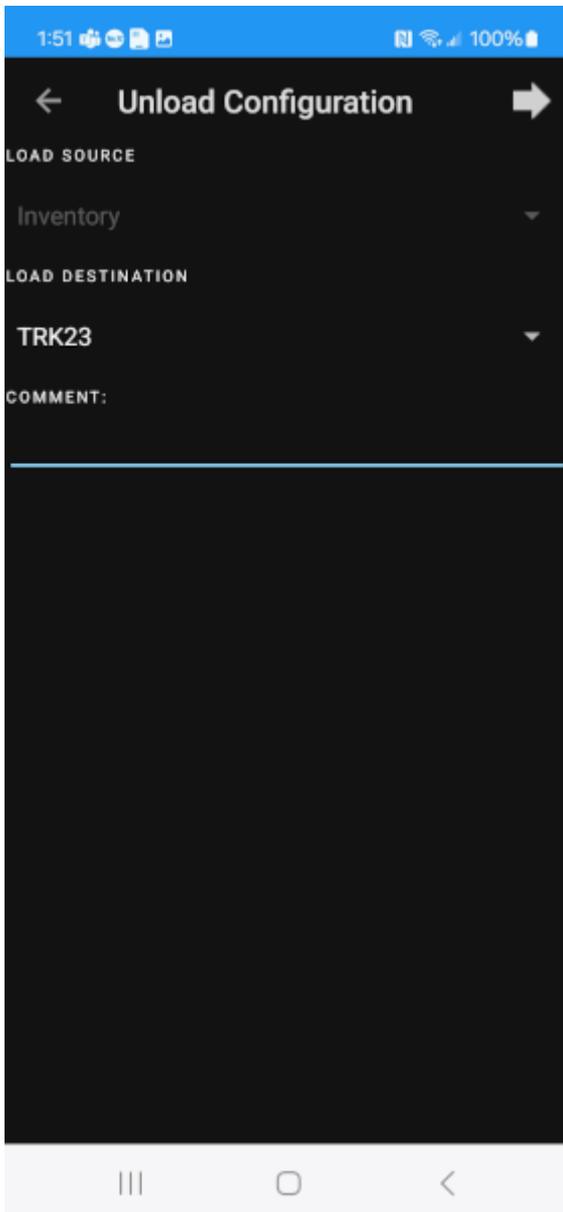
## 3.12.4 Unload



Once in the Home Screen, the user may select the *Truck* option to unload a trucks inventory .



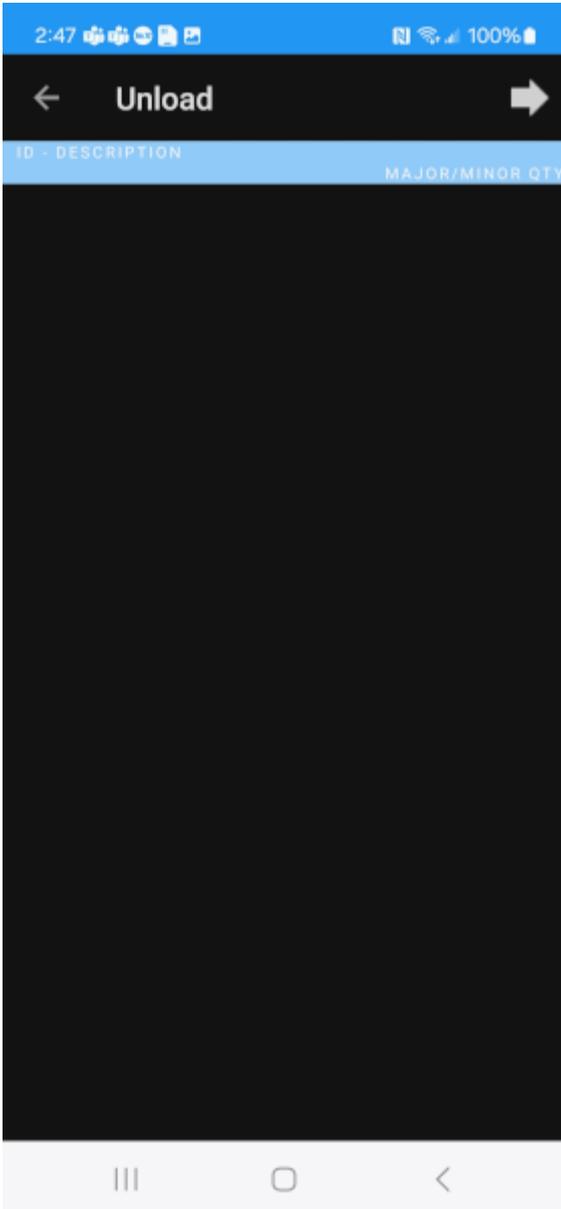
Once the salesman selects *Truck*, a screen will appear where the user must select the **+** on the upper right corner. This will prompt a dropdown to appear, then the user must select the *Unload*.



In this screen the user will find the following options:

- Load Source
- Load Destination
- Comment section

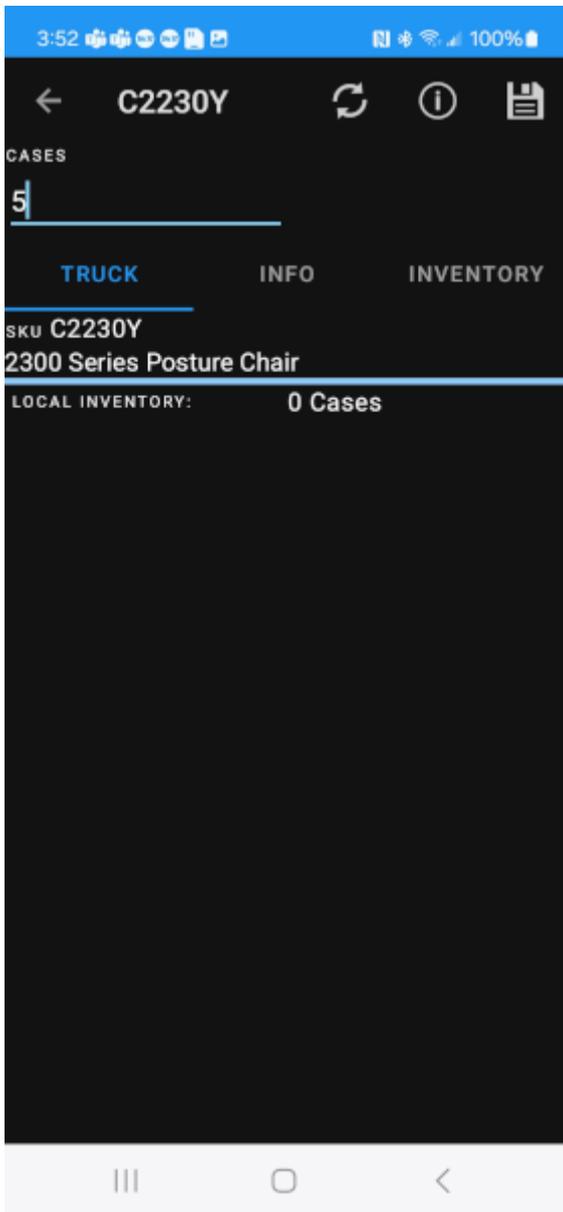
After finishing entering the details, tap the → in the upper right corner to continue.



The following screen displays the list of products and the amounts stored in the trucks inventory .

Select a product to select the amount of units to unload .

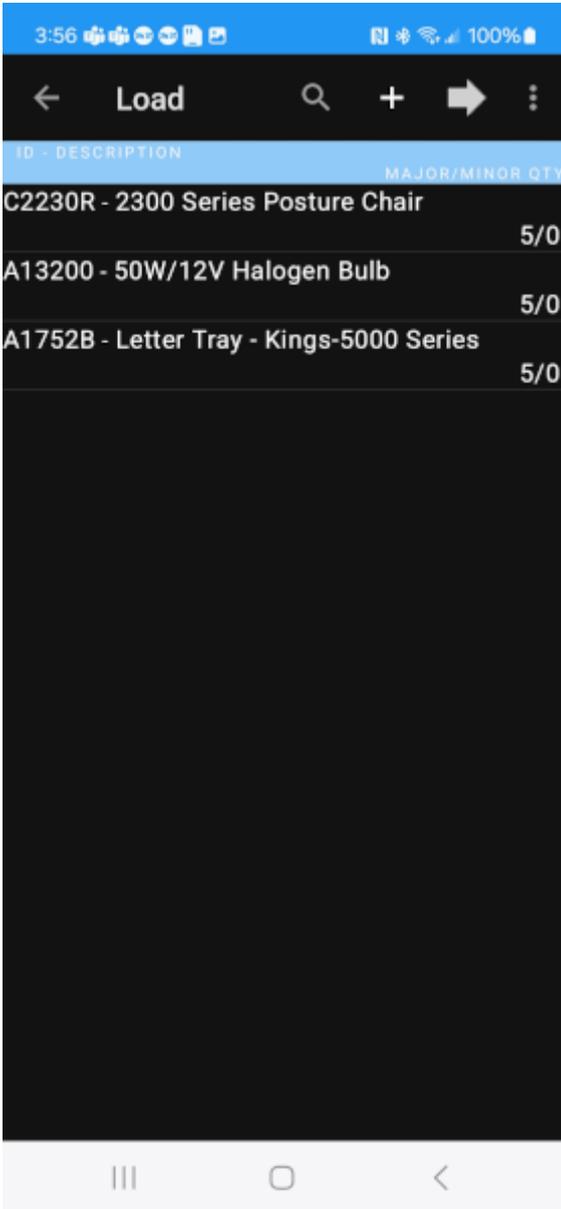
To immediately unload every product, press the → in the upper right corner.



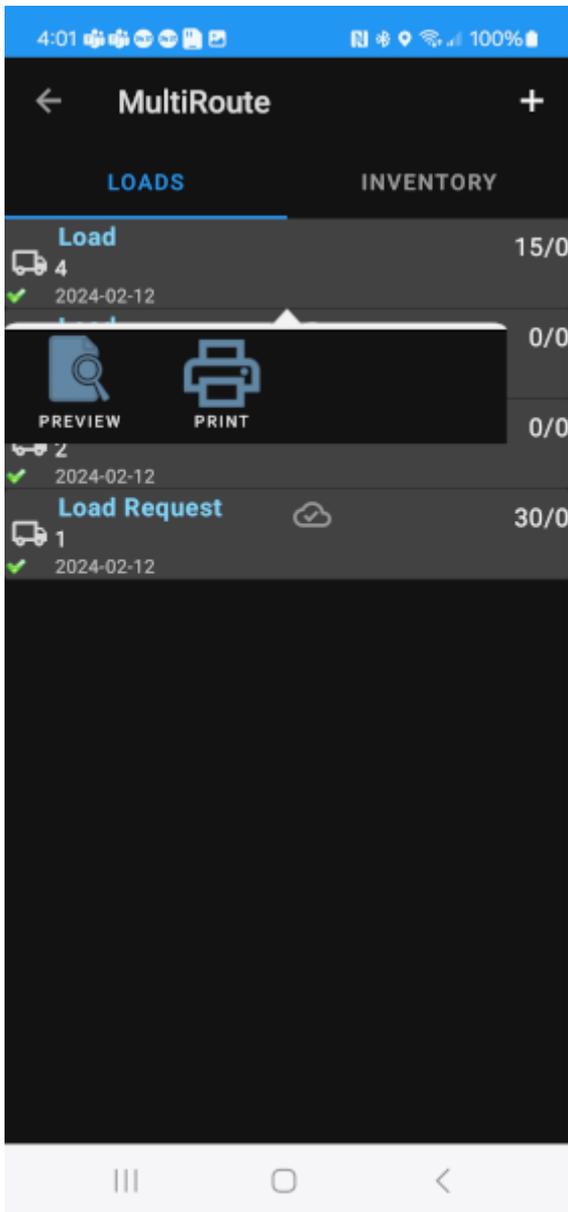
If a product is selected, this screen will be displayed.

**Step 1:** After choosing a product, this screen will appear. Type the amount of units of the product you want to request to load.

**Step 2:** After typing the amount of units for the product, tap the save button.



After typing the amounts of units or cases to unload, press the → at the upper right corner. A pop-up message will appear, press "OK" to finalize the Load.



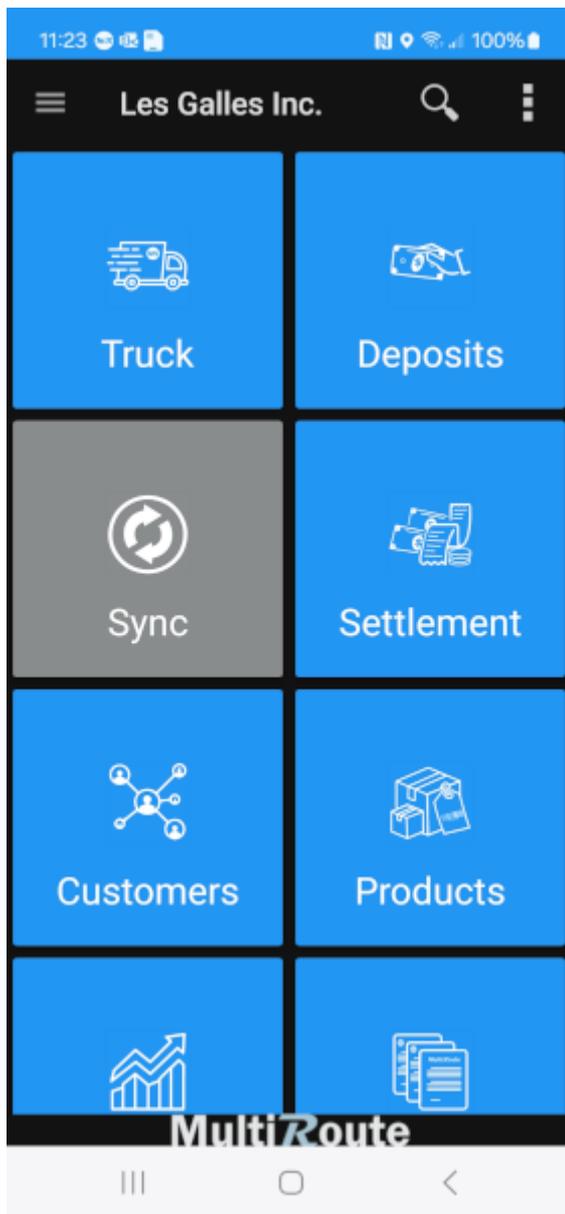
After finishing an *Unload*, go to the *Load* list and find the *Upload*. Press and hold to see the options. Then the options for preview and print the transfer will appear.



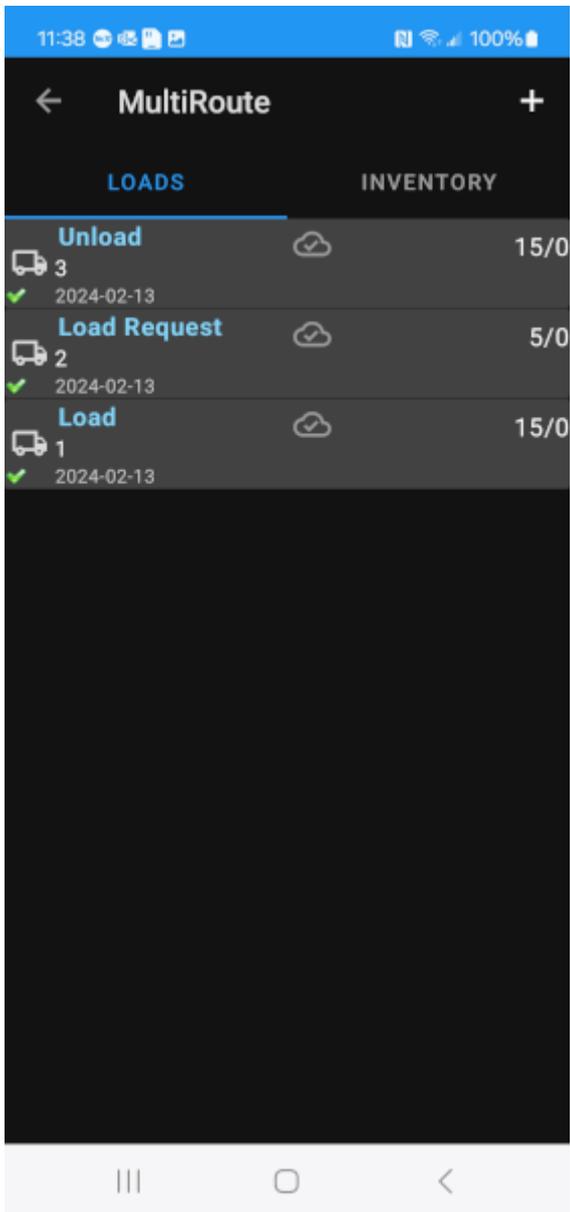
After pressing the *preview* button, the transaction will be displayed.

At the upper right corner the user will find the print  and share transaction  buttons.

## 3.12.5 Replenish Inventory

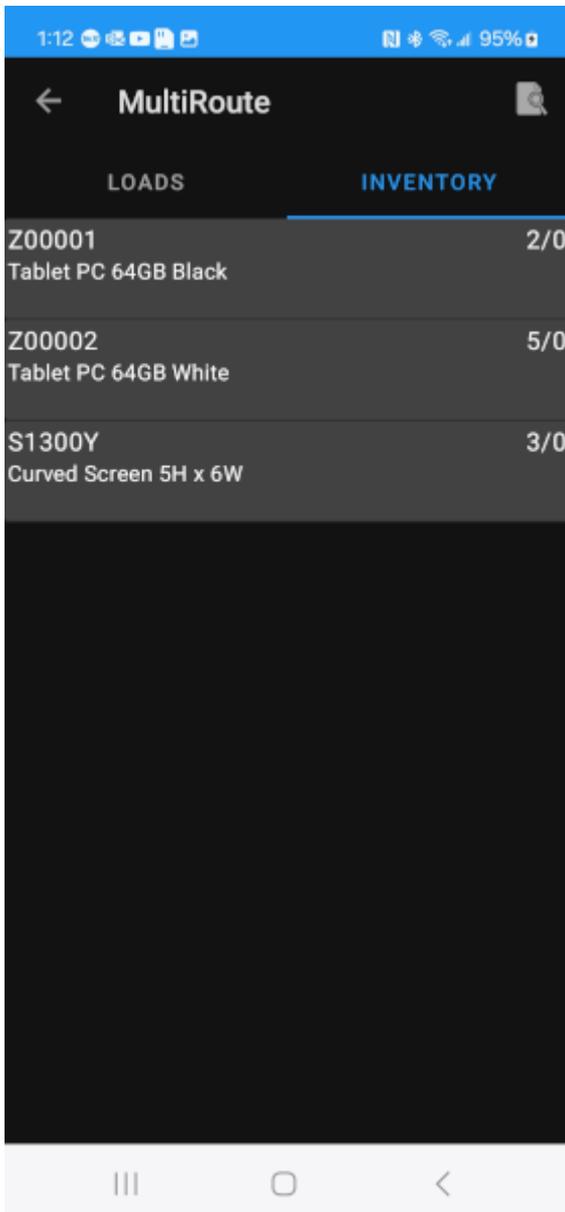


Once in the *Home Screen*, the user may select *Truck* to unload a truck's inventory.



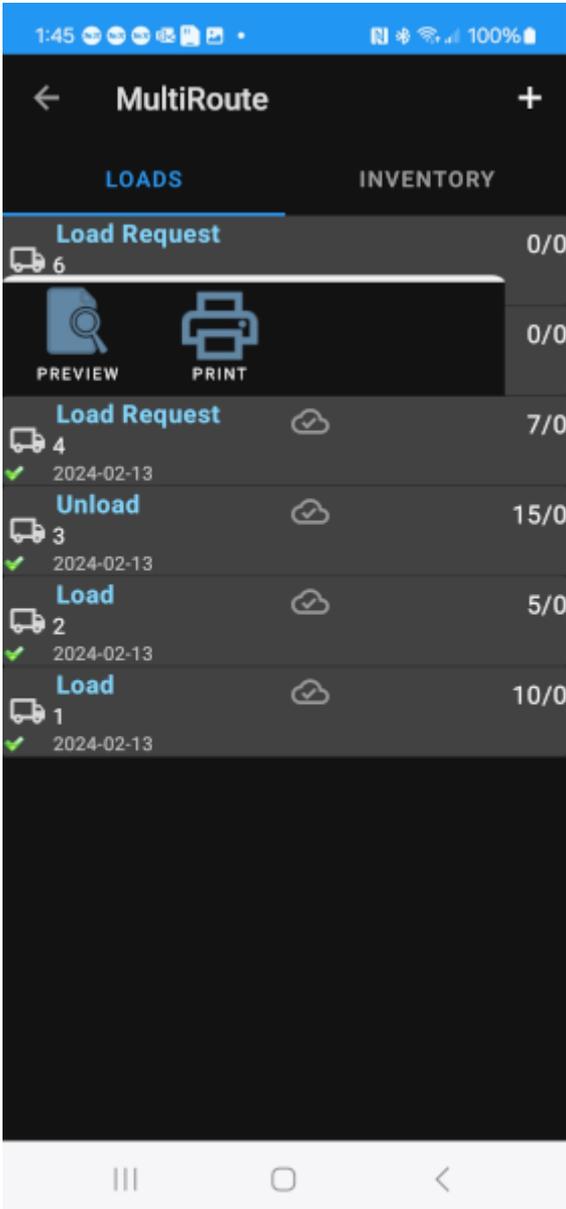
Choose the *Loads* tab in order to view the *load request* that are currently pending. A list of all *Load Request* pending will be displayed.

Then choose the *Load Request* you want to process.



A list of all the products requested for replenish will appear and the amounts.

The user has two options to select products to replenish, the first option is pressing the  of the product or pressing the grip  icon on the upper right corner.



After the inventory is replenished, go to the wanted *Loads Request*. Press and hold to see options. Then the options for preview and print the transfer will appear.



After pressing the *preview* button, the transaction will be displayed.

At the upper right corner the user will find the print  and share transaction  buttons.

## 4. Enterprise Resource Planner Connector

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### 4.1 Enterprise Resource Connector

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MultiRoute(MR) connector is the software that connects with the Enterprise Resource Planning (ERP) system. It is designed to provide a seamless integration between the ERP system and MR, allowing for an efficient data flow. This allows businesses to streamline their processes, improve data accuracy, and maximize the efficiency of their warehouse operations. The MR connector is a solution that is deployed on-premises. Through MR you can connect to a variety of ERP systems, including Oracle NetSuite, Microsoft Dynamics GP, SAP Business One, QuickBooks, Sage 50 (Peachtree), Sage 100 (MAS 90), Sage 300 (Accpac ERP) and more via API .

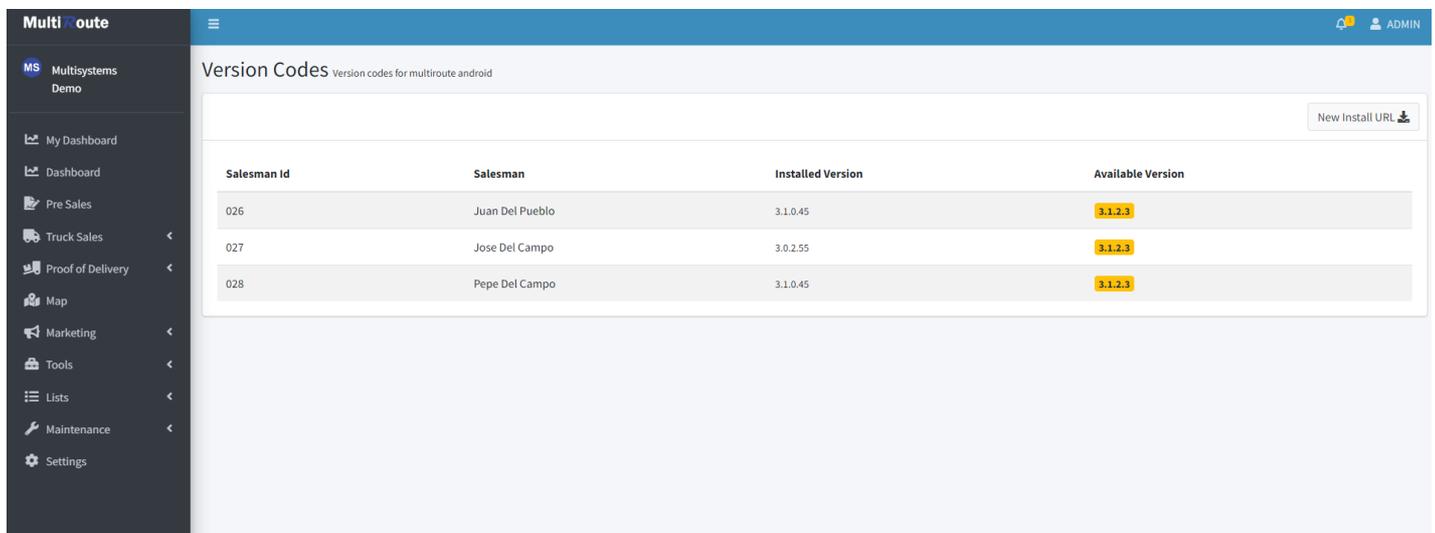
## 5. Mobile Client Install

### 5.1 Overview

Complete installation and configuration guide for the MultiRoute application on your android. MultiRoute Android is an android application that needs to be installed in the salesperson mobile device. A mobile device can be a Zebra industrial android mobile unit or an Android phone/tablet. Hardware selection is greatly dependent on the use case. Normal hardware selection is tailor to each particular business needs.

#### 5.1.1 Multiroute Android Version

MultiRoute's administrator web portal provides options for provisioning new devices. Once logged in into the portal from Settings > Multiroute Android Version and administrator can view what version is installed for every salesperson as well as generate an install link that can be used to install or update devices on the field. If a newer version is available for a particular salesperson, the Available Version column will display the version in **yellow**, indicating an update is available. Keeping devices up to date is a good practice. However as an enterprise solution, updating process normally is determined by administrator to avoid interfering with operations.



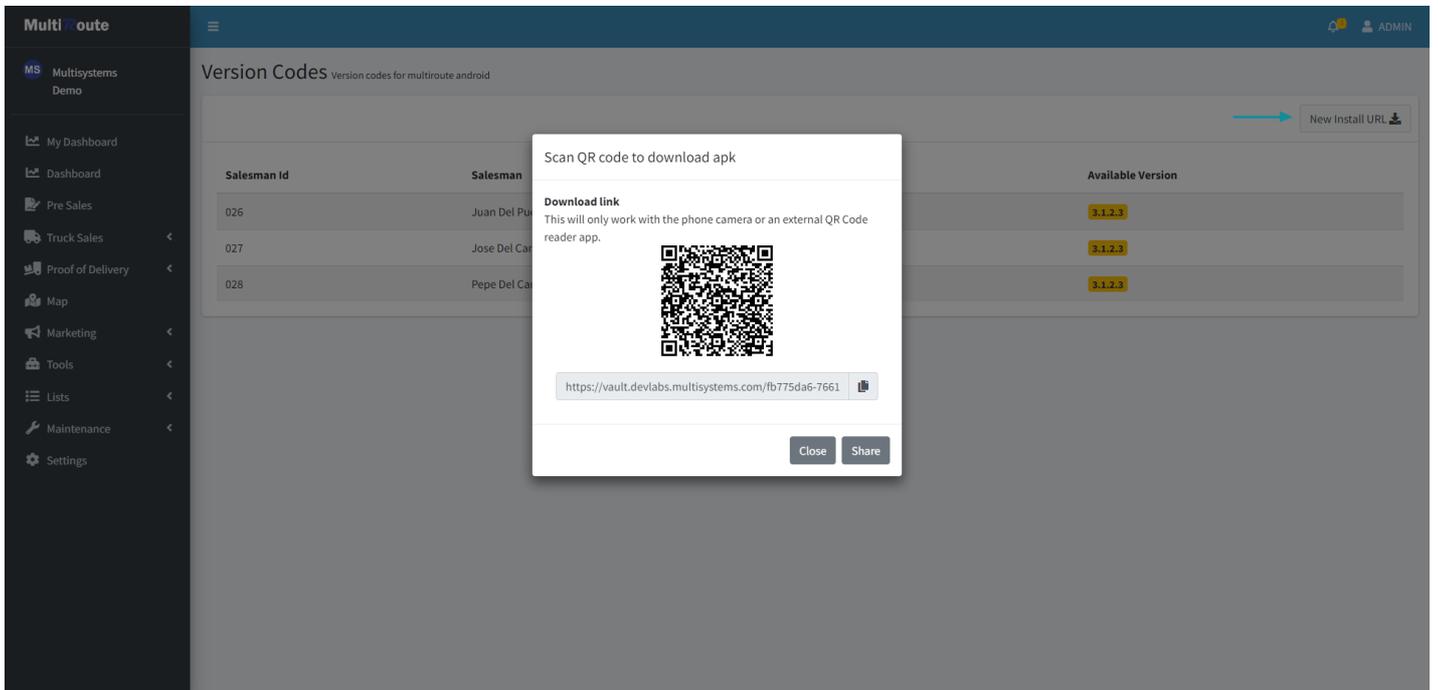
Salesman Id	Salesman	Installed Version	Available Version
026	Juan Del Pueblo	3.1.0.45	3.1.2.3
027	Jose Del Campo	3.0.2.55	3.1.2.3
028	Pepe Del Campo	3.1.0.45	3.1.2.3

#### Download Link QR Code

The user can download the new version by scanning the QR code with an external QR code reader app or using the mobile's camera.

#### Note

The Quick Configure feature in the MultiRoute app will not work for downloading the new version. The user has to use an external QR code reader app.



### Share link

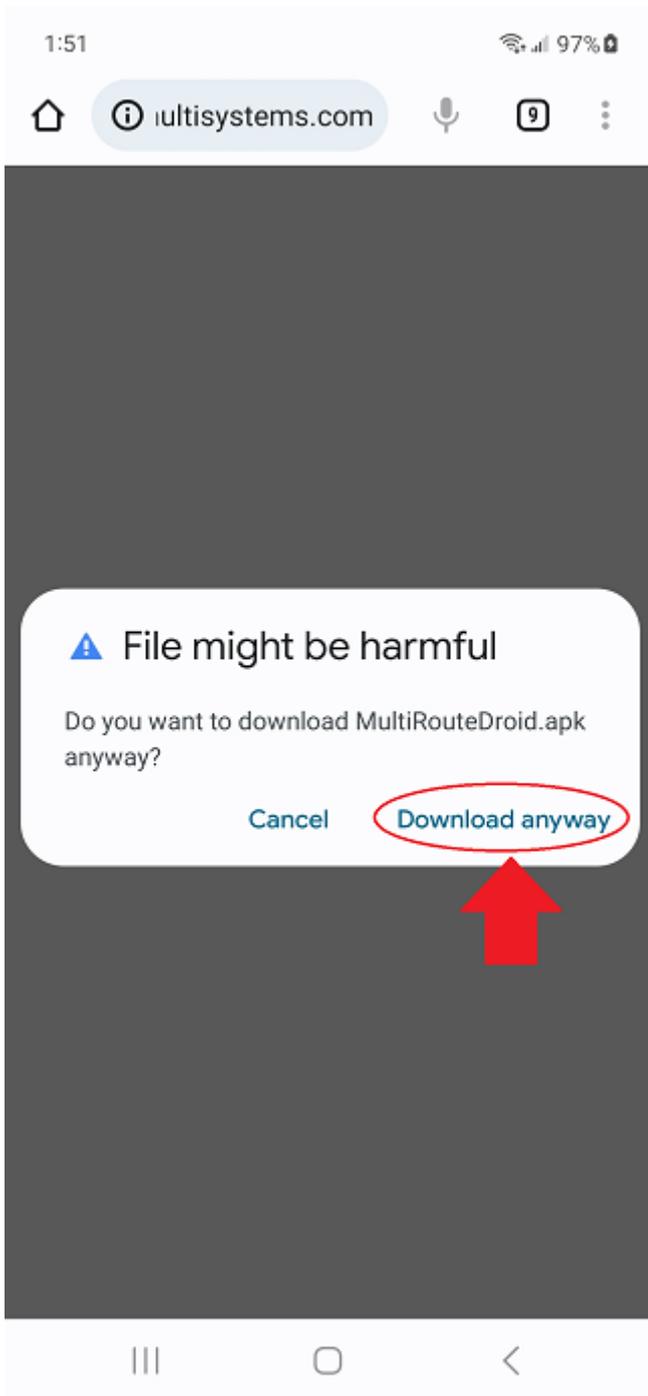
The user will have the option to share the link of the new version via email or text message.

## 5.1.2 MultiRoute App APK

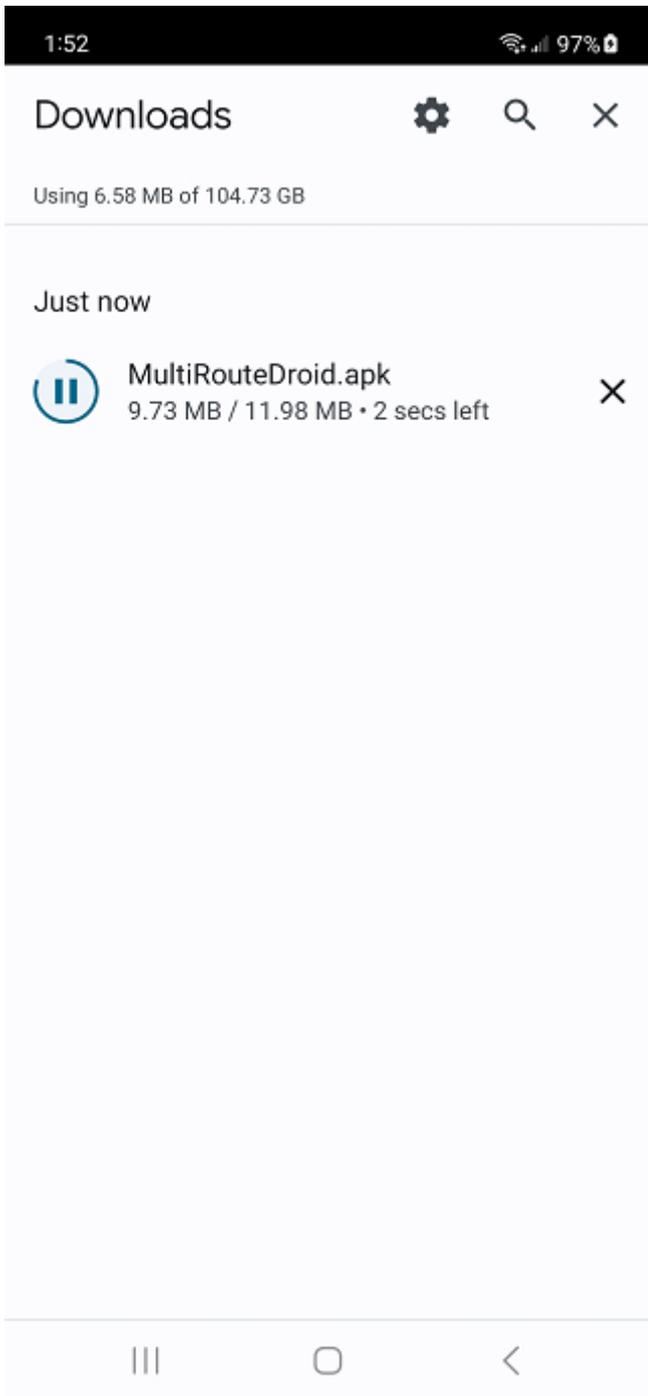
Guide for installing the APK on the android device.

### Note

Users that are downloading via link or QR Code are going to get the following warning. Tap "Download Anyways" to continue.



Once the user starts downloading the MultiRoute.apk file, swipe down the tab bar on the phone to view the download process.

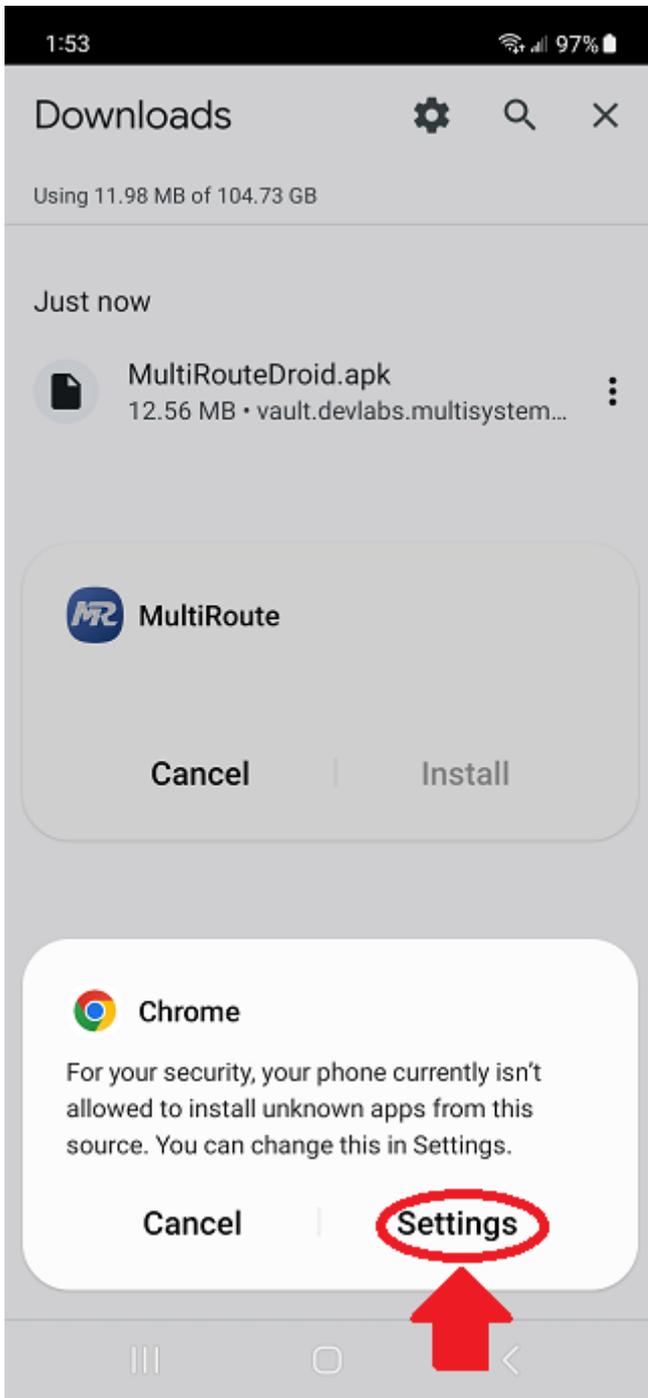


When the `MultiRoute.apk` file download is complete, tap on the notification or search for the `MultiRoute.apk` file on `My Files` application.

If this messages appears, users most adjust security settings. Click on `Settings` .

**Note**

If the user didn't get this message skip the following steps.

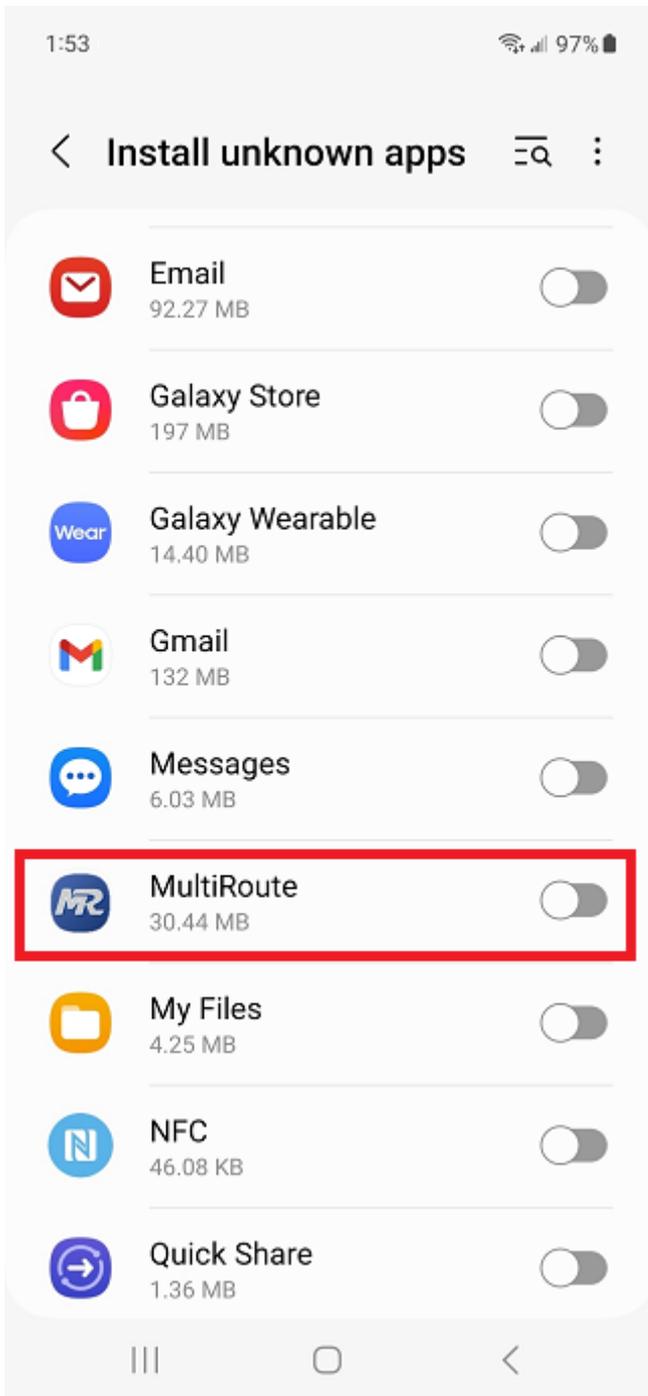


### MultiRoute Permission Configuration

- **Step 1:** Scroll down and tap on the MultiRoute application.

#### Note

Users that are downloading the MultiRoute application via the QR Code, has to tap on the browser in which the apk opened. Ex: Tap on the Google Chrome application.

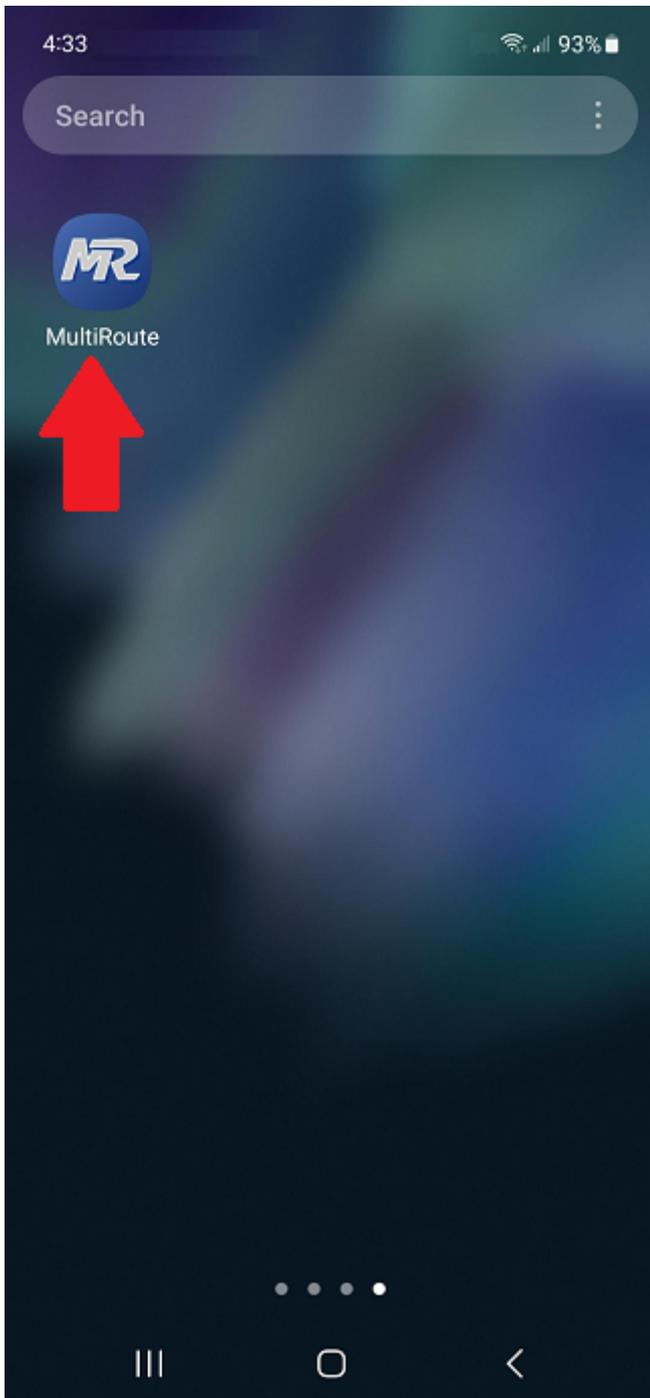


- **Step 2:** Tap on the back ← button. The next step is to tap on Update .  
installation

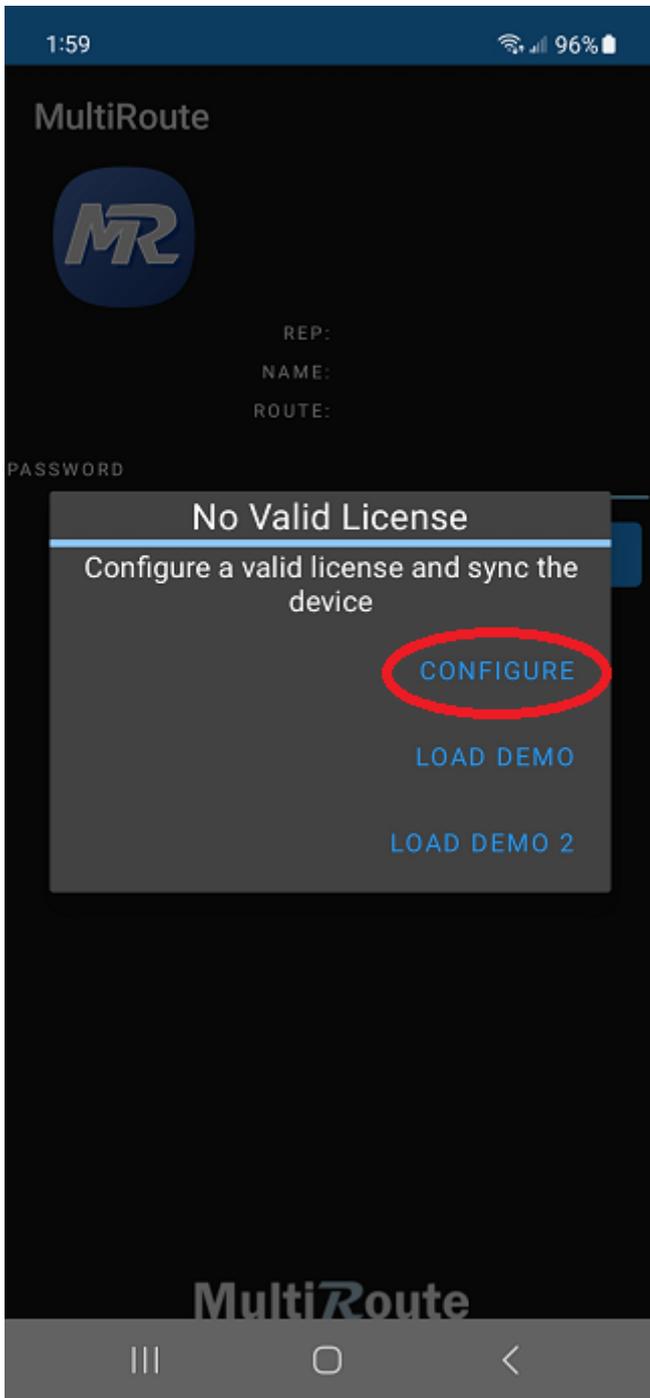
### MultiRoute In App Configurations

Guide to configure login, licenses and synchronization.

Go to the MultiRoute application on the android device.



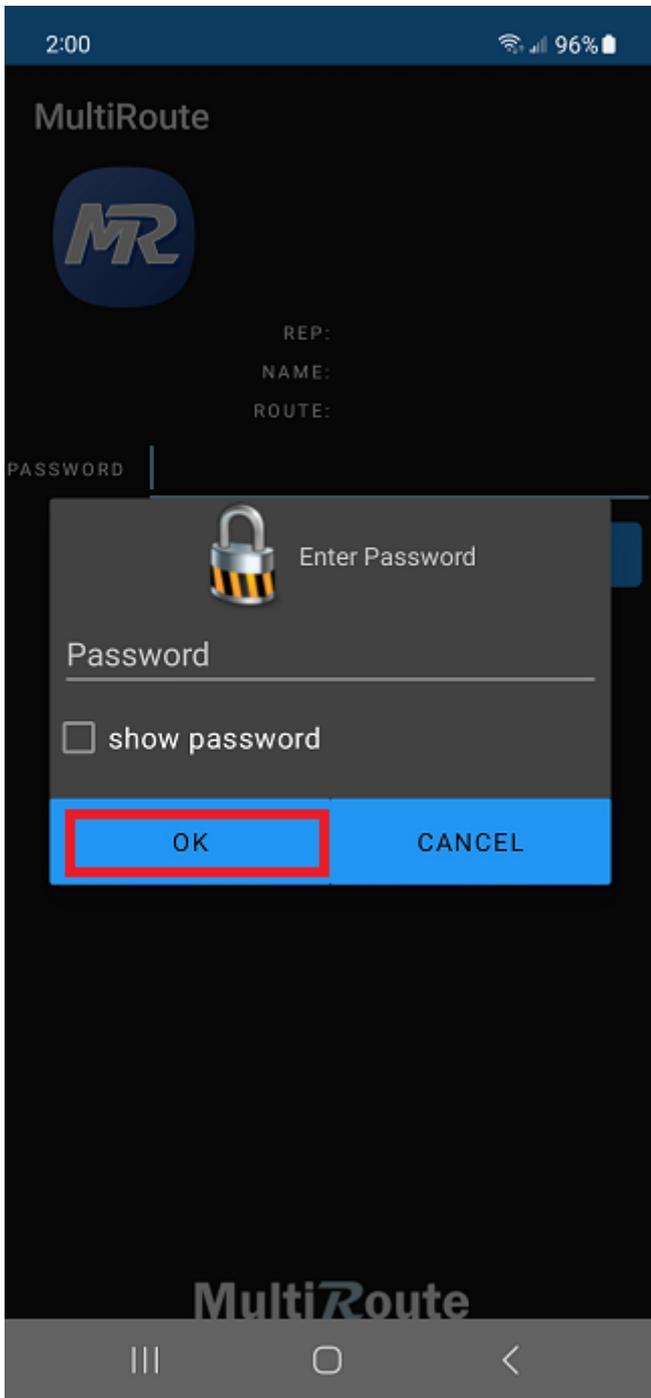
Because it is the first time opening the MultiRoute application, no licenses are configured on this device. When the **No Valid Licenses** popup message appears, tap on **Configure** to continue.



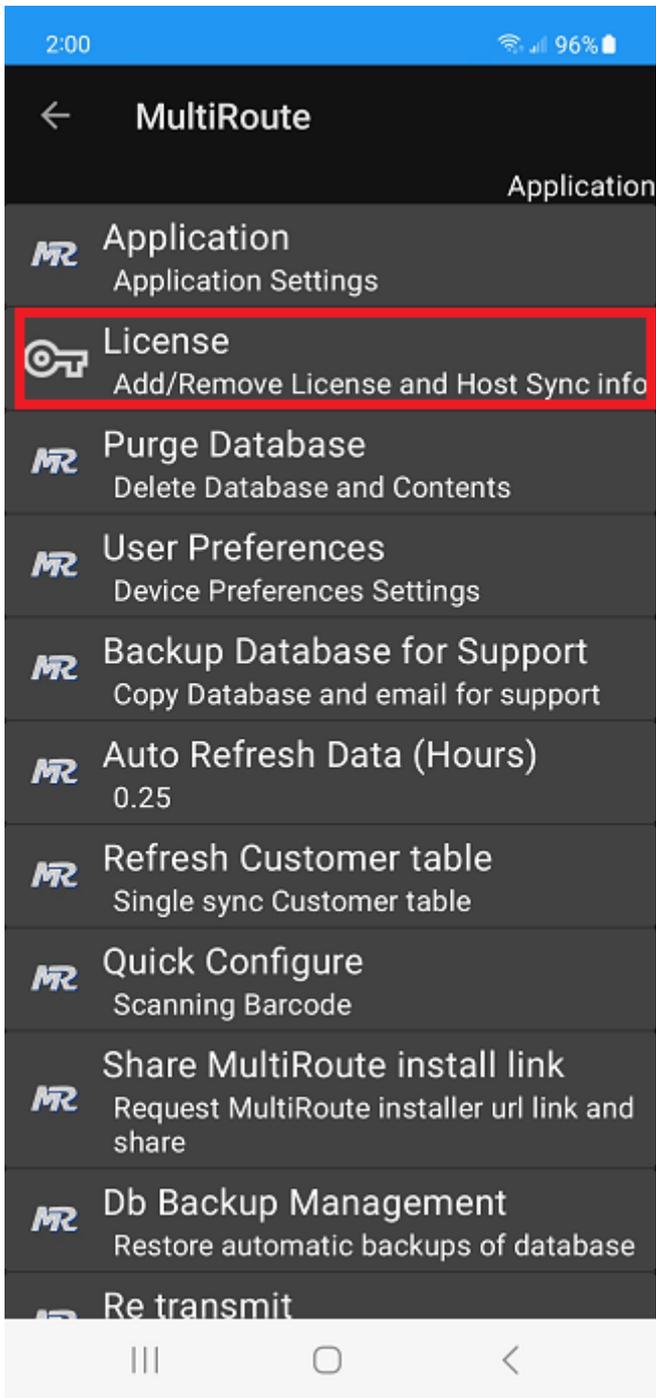
A popup box will appear, where users can enter a password. In this case the default password is "123". After entering the password tap on OK.

**Note**

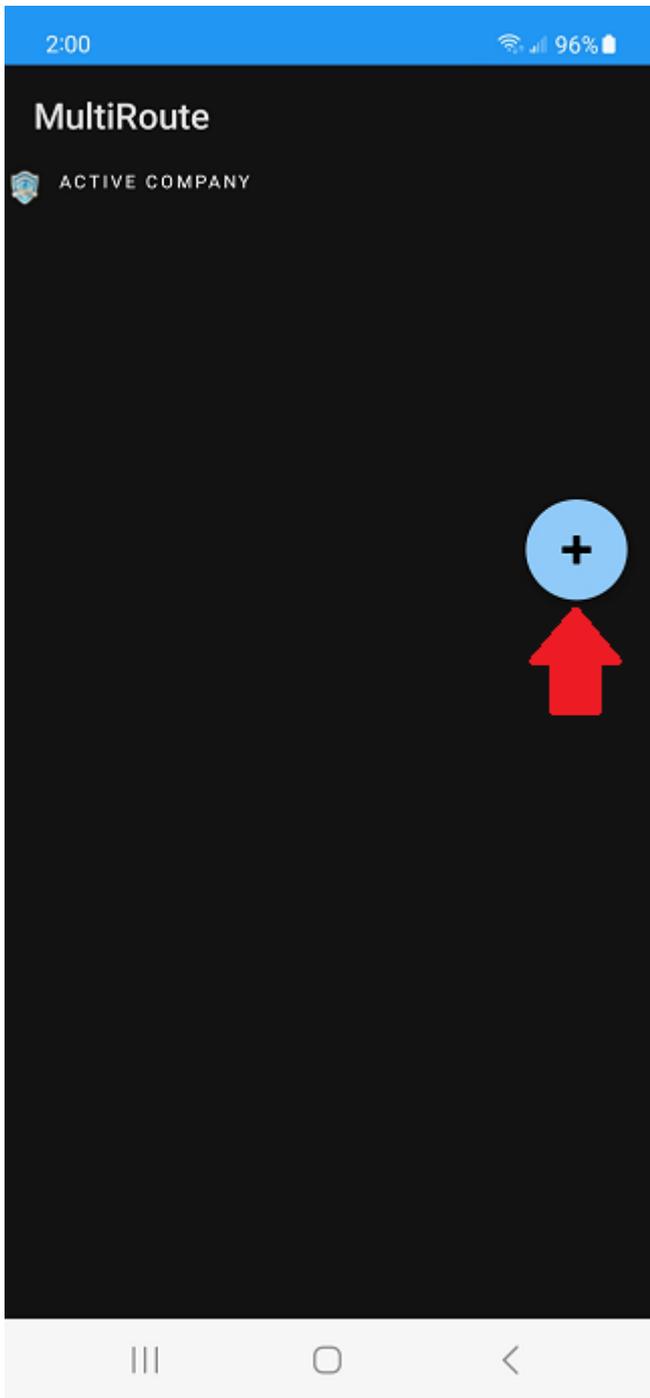
The Admin Password can be change in Settings > Company Configurations > Mobile Sync .



Tap on Licenses to continue.



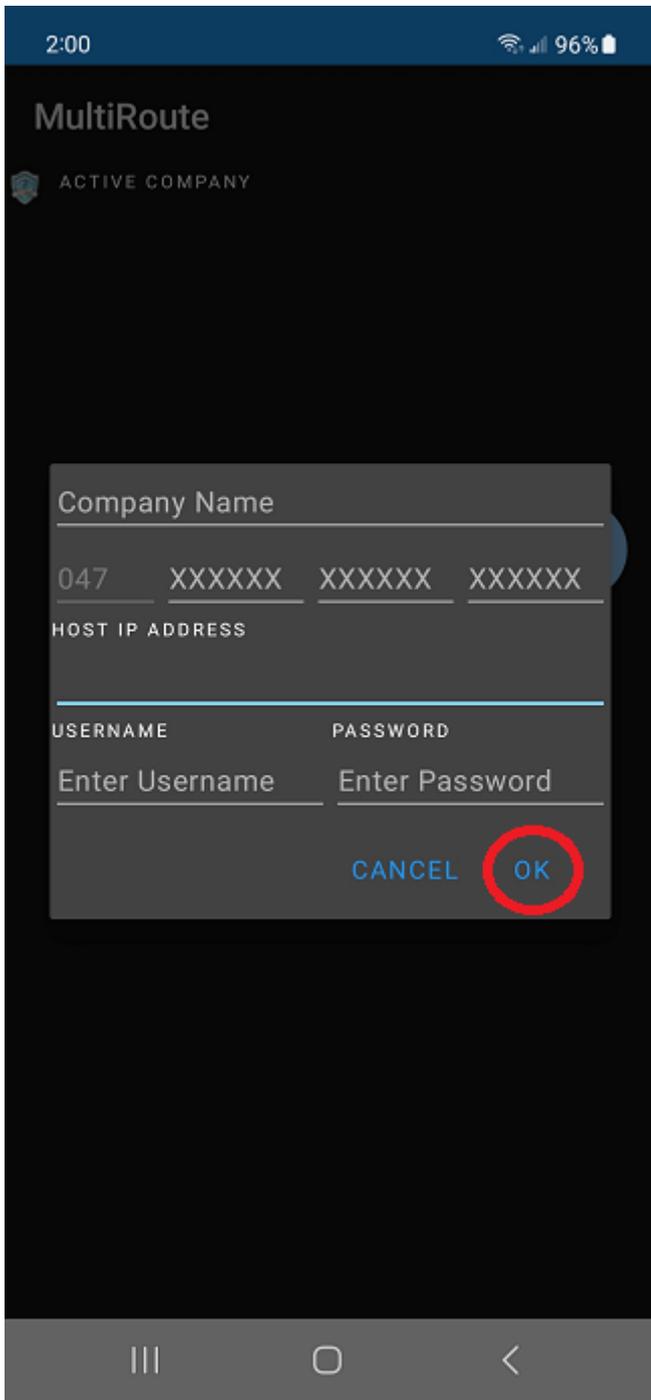
Tap on the  button to add a new license.



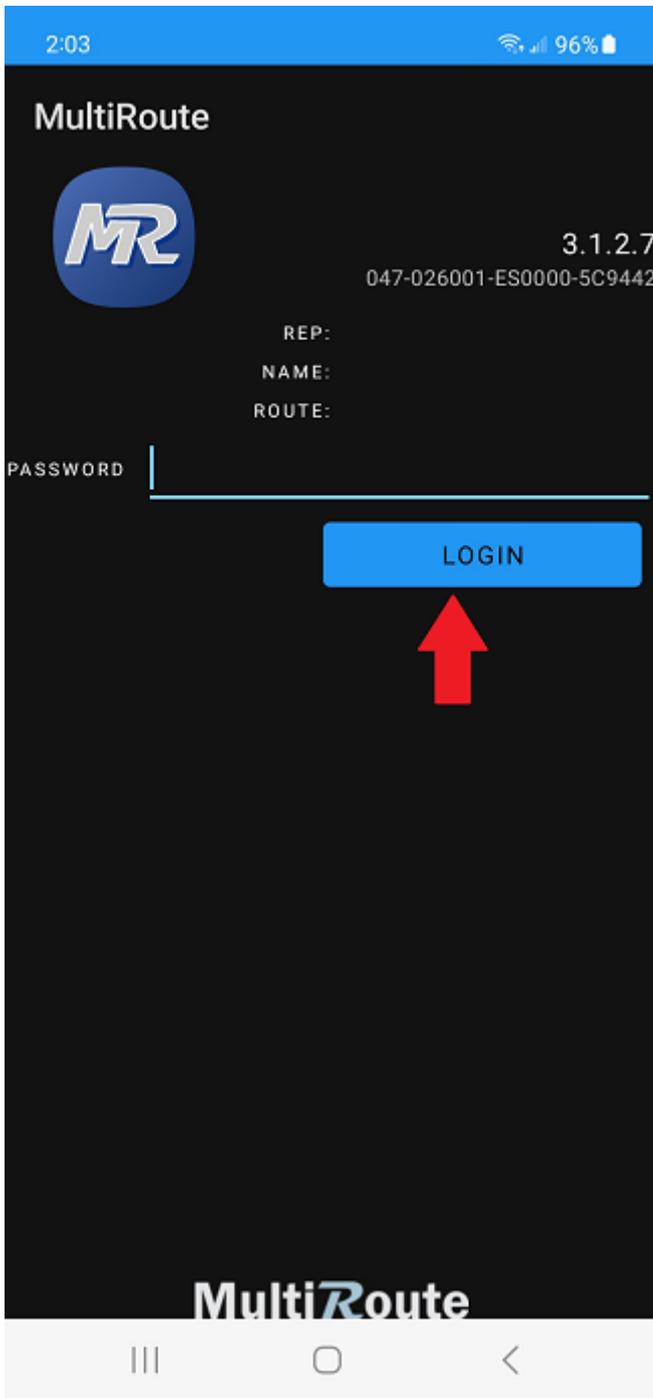
In this screen, users must enter the following information in this order:

- Name of the company.
- License number provided by MultiSystems Inc .
- Username provided by MultiSystems Inc .
- Password provided by MultiSystems Inc .

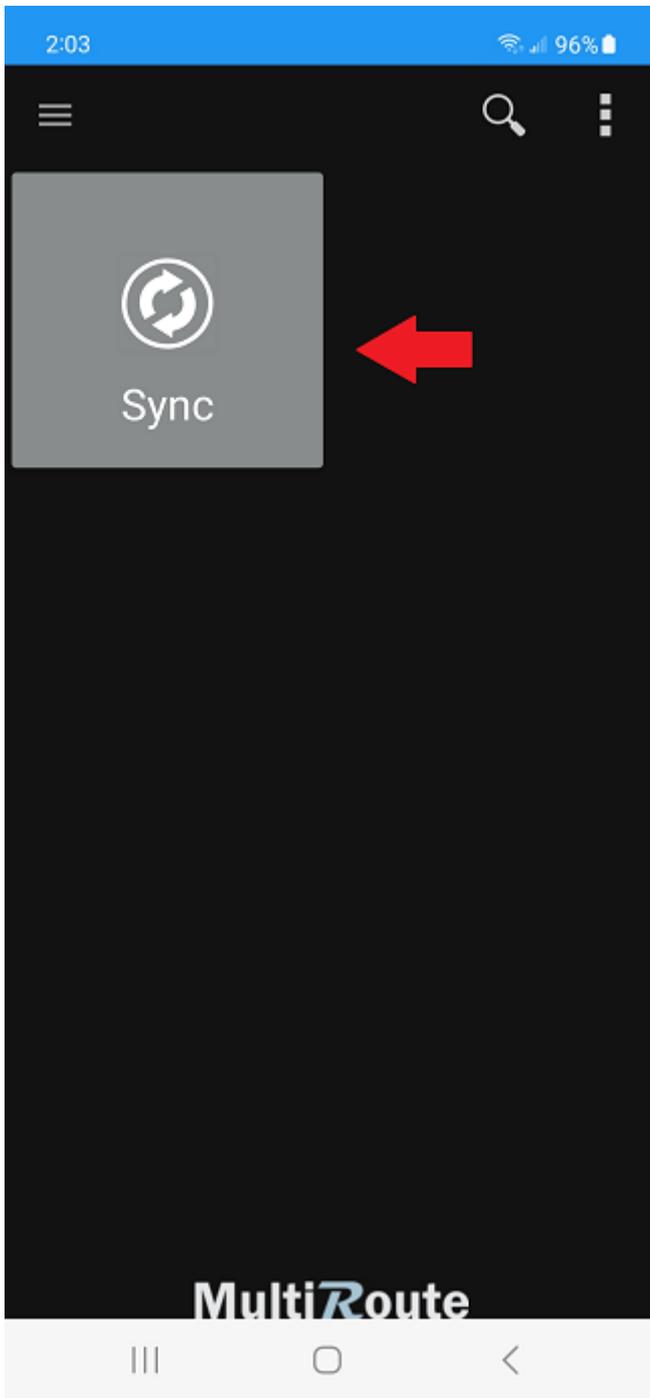
After entering the required information, tap the OK button.



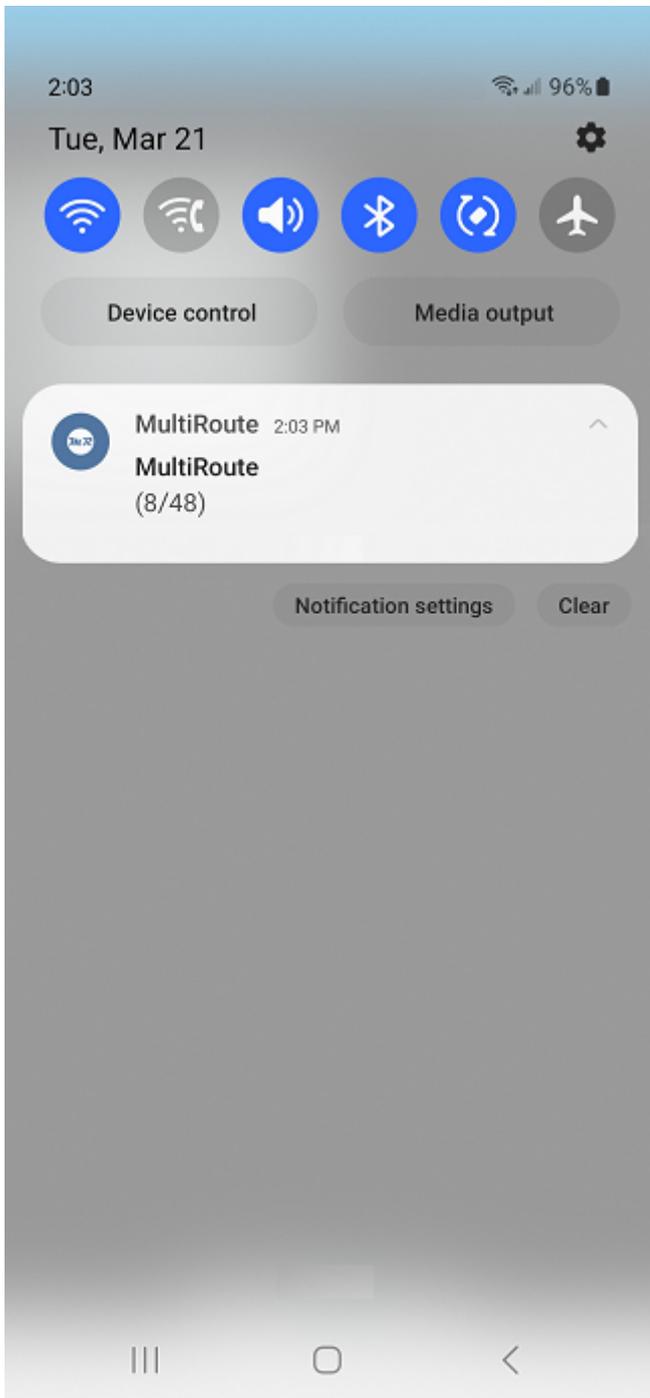
Press Login to continue



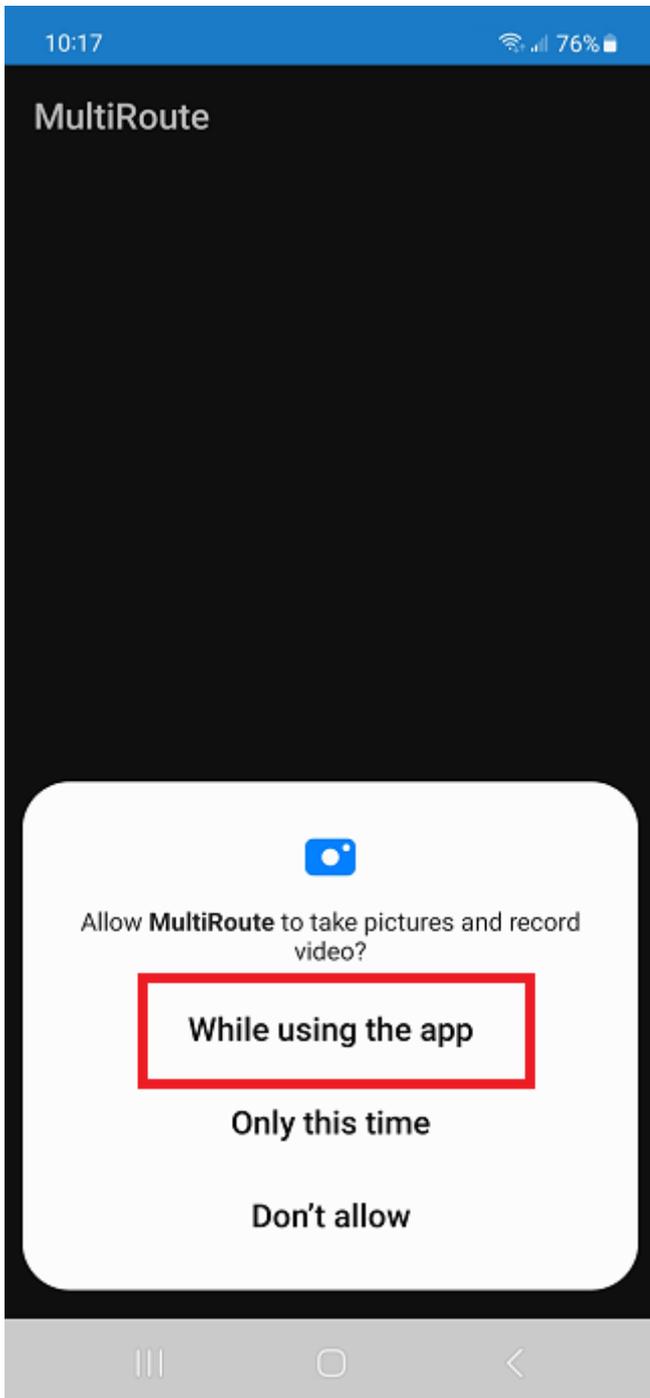
The Login button will redirect to the main menu tab Sync to download the user's data under the license entered.



Once the user starts synchronizing the MultiRoute application, swipe down the tab bar on the phone to view the download process.



Once the synchronization process finishes, the MultiRoute application will ask to enable some permissions. The user must tap on **While using the app** to use these functions while in the application.

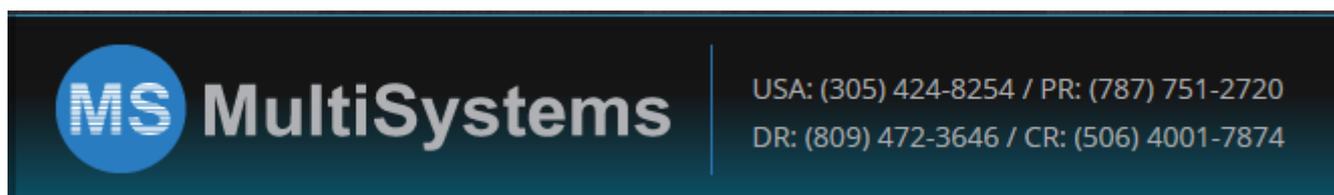


## 6. About

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### 6.1 MultiSystems

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MultiSystems, Inc. is a systems integrator of supply chain automation, enterprise mobility, and plant floor solutions based on performance and productivity improvement centered on current and future needs.

MultiSystems integrates today's best automatic identification and data collection technology for process optimization - including thermal printing, mobile computers, advanced data capture, online inspection, packaging automation, wireless networks, RFID, access control, security, and much more - backing them with the implementation and support services that are only available from an experienced industry leader.

We have regional offices in Puerto Rico, the Dominican Republic, and Costa Rica.

#### 6.1.1 Highlights

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- Over 30 years of experience in regulated markets focused on the quality of processes such as ISO, FDA, and USDA, among others.
- Focused on providing a complete solution based on the current and future needs of our customers in the field of automated data collection.
- Over 800 customers within the Manufacturing (Pharmaceuticals, Medical Devices, Biotechnology, Electrical, etc.) Retail, Distribution, Warehouse, Healthcare, and local and federal Government segments.
- Multiple solutions installed within the same companies
- Strong service-oriented organization with over 50 employees in the region

#### 6.1.2 Our Value-Added Proposition

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- Over 10,000 Printers, Data Terminals Units, and Wireless Infrastructures were Installed.
- Operations are standardized and formalized by developing and implementing Standard Operating Procedures (SOPs) based on IEEE Software Engineering Standards.
- Over 30 years of experience implementing Automated Solutions in regulated markets focused on quality of processes such as ISO, FDA, and USDA, among others.
- Premium On-Site Service and Support by Manufacturer's Certified Personnel
- Systems & Programming Development and Support
- Installation, Setup & Configuration
- Preventive Maintenance Contracts
- Local Availability of Spare Parts
- Labels, Ribbons, and other consumables.