



**BloomNet Business
Management System (BMS)
Delivery Management
Powered By Route4Me
User Manual with Screenshots**

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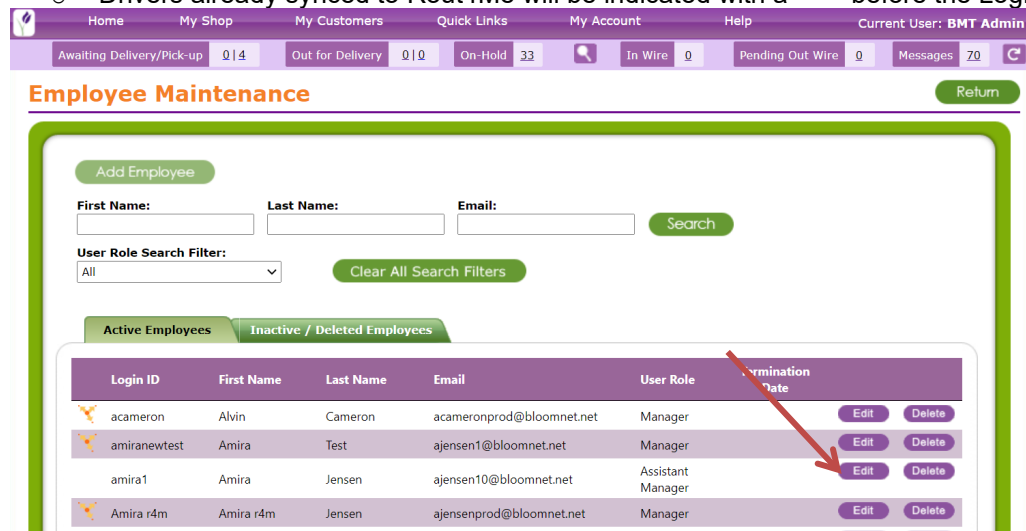
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Creating Drivers in BMS to Sync to Route4Me

Existing Driver

- My Shop -> Employee Management -> Employee Maintenance
- Locate the Driver that needs to be synced to Route4Me in the employee list and click 'Edit'.

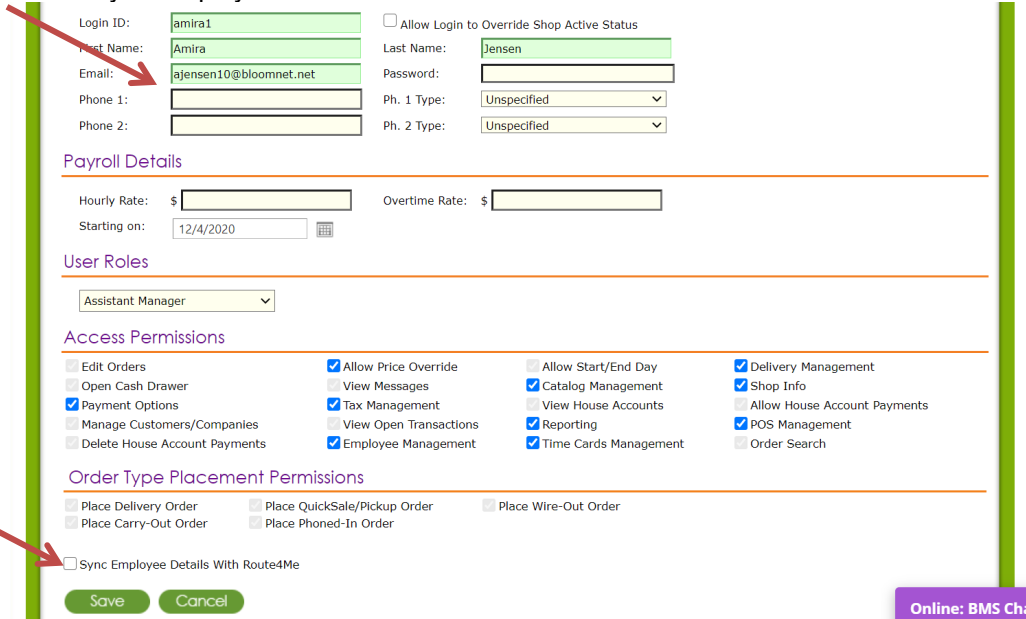
Drivers already synced to Rout4Me will be indicated with a  before the Login ID.



The screenshot shows the 'Employee Maintenance' page with a navigation bar at the top. Below the navigation bar, there are search filters for 'First Name', 'Last Name', and 'Email'. A table of employees is displayed with columns for 'Login ID', 'First Name', 'Last Name', 'Email', 'User Role', and 'Termination Date'. The 'Amira r4m' entry is highlighted with a red arrow pointing to the 'Edit' button.

Login ID	First Name	Last Name	Email	User Role	Termination Date
acameron	Alvin	Cameron	acameronprod@bloomnet.net	Manager	
amiraneptest	Amira	Test	ajensen1@bloomnet.net	Manager	
amira1	Amira	Jensen	ajensen10@bloomnet.net	Assistant Manager	
Amira r4m	Amira r4m	Jensen	ajensenprod@bloomnet.net	Manager	

- Add the drivers email address and an alphanumeric Password (minimum 8 characters)
- Check 'Sync Employee Details with Route4Me'



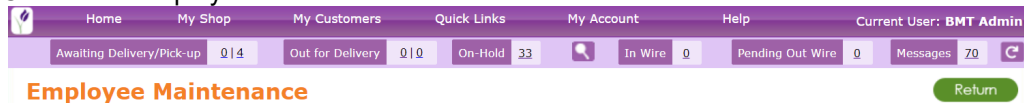
The screenshot shows the 'Employee Edit' form. The 'Login ID' is 'amira1'. The 'Email' field is 'ajensen10@bloomnet.net'. The 'Password' field is empty. The 'Sync Employee Details With Route4Me' checkbox is checked. The 'Save' button is highlighted with a red arrow.

Form fields include: Login ID, First Name, Last Name, Email, Password, Phone 1, Phone 2, Hourly Rate, Overtime Rate, Starting on, User Roles, Access Permissions, and Order Type Placement Permissions.

- Click 'Save'
- A confirmation that the employee has been successfully synced to Route4Me will appear. Provide the employee with the email and password created. They will use these to login to the Route4Me app on their phones.

New Driver

- My Shop -> Employee Management -> Employee Maintenance
- Click 'Add Employee'



Add Employee

First Name: Last Name: Email:

User Role Search Filter:

Active Employees **Inactive / Deleted Employees**

Login ID	First Name	Last Name	Email	User Role	Termination Date
acameron	Alvin	Cameron	acameronprod@bloomnet.net	Manager	
amiranewtest	Amira	Test	ajensen1@bloomnet.net	Manager	
amira1	Amira	Jensen	ajensen10@bloomnet.net	Assistant Manager	
Amira r4m	Amira r4m	Jensen	ajensenprod@bloomnet.net	Manager	

- Enter all information for the employee. Note the drivers email address and an alphanumeric Password (minimum 8 characters) This will be used to login to the Route4Me app.
- Check 'Sync Employee Details with Route4Me'

Login ID: Allow Login to Override Shop Active Status

First Name: Last Name:

Email: Password:

Phone 1: Ph. 1 Type:

Phone 2: Ph. 2 Type:

Payroll Details

Hourly Rate: \$ Overtime Rate: \$

Starting on:

User Roles

Access Permissions

<input type="checkbox"/> Edit Orders	<input checked="" type="checkbox"/> Allow Price Override	<input type="checkbox"/> Allow Start/End Day	<input checked="" type="checkbox"/> Delivery Management
<input type="checkbox"/> Open Cash Drawer	<input type="checkbox"/> View Messages	<input checked="" type="checkbox"/> Catalog Management	<input checked="" type="checkbox"/> Shop Info
<input checked="" type="checkbox"/> Payment Options	<input checked="" type="checkbox"/> Tax Management	<input type="checkbox"/> View House Accounts	<input type="checkbox"/> Allow House Account Payments
<input type="checkbox"/> Manage Customers/Companies	<input type="checkbox"/> View Open Transactions	<input checked="" type="checkbox"/> Reporting	<input checked="" type="checkbox"/> POS Management
<input type="checkbox"/> Delete House Account Payments	<input checked="" type="checkbox"/> Employee Management	<input checked="" type="checkbox"/> Time Cards Management	<input type="checkbox"/> Order Search

Order Type Placement Permissions

Place Delivery Order Place QuickSale/Pickup Order Place Wire-Out Order

Place Carry-Out Order Place Phoned-In Order

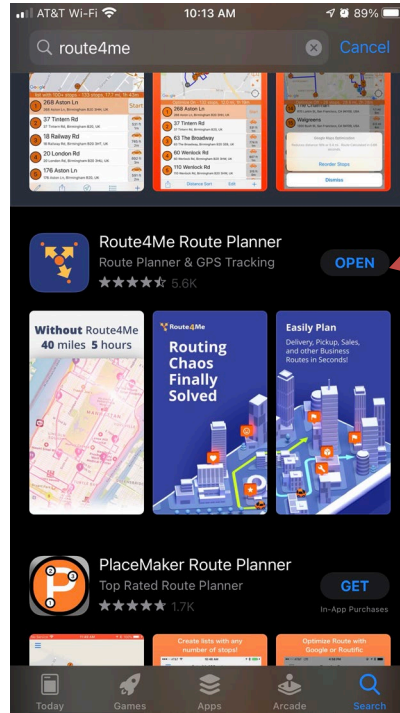
Sync Employee Details With Route4Me

Online: BMS Cha

- Click 'Save'
- A confirmation that the employee has been successfully synced to Route4Me will appear. Provide the employee with the email and password created. They will use these to login to the Route4Me app on their phones.
- Click 'Save'

Downloading App to Drivers Phones

- In the Apple or Google App Store have the driver search for 'Route4Me'
- App name is 'Route4Me Route Planner'
- Driver should click on 'Get' if not previously downloaded. If previously downloaded, you can click 'Open'



- Once downloaded, login with the credentials created when employee was setup or edited in BMS. (email address and password from BMS).

Assigning Orders to Route4Me

- In BMS under Awaiting Delivery, select the orders that are going to be assigned to the driver
- Click on 'Create a Delivery Trip'

Home My Shop My Customers Quick Links My Account Help Current User: BMT Admin

Awaiting Delivery/Pick-up 241 On-Hold 10 Out For Delivery 50 Pending Out Wire 3 Messages 115

Orders Awaiting Delivery, Pick-up and Trips

Awaiting Delivery Awaiting Pick-up Pending Trips

Select the orders that you would like to either Create a Delivery Trip for or Set as 'Delivered'

Show: Deliveries for Today Common Signature: Apply

Delivery Zones: All zones are selected

4 items in 1 page

Order ID	Delivery Information	Delivery Zones	Zip Code	Delivery Date/Time	Order Date	Received By
<input checked="" type="checkbox"/> 9635855	Recipient: Dan White 3898 S 900 E Salt Lake City, UT 84106 Address Type: Unspecified Customer: Amira tax Jensen	84106, 84106H	84106	7/5/2016	7/5/2016	7/5/2016 2:14:23 PM
<input checked="" type="checkbox"/> 9635857	Recipient: Jill Jackson 61 E 2100 S Salt Lake City, UT 84115 Address Type: Unspecified Customer: Amira tax Jensen	84115	84115	7/5/2016	7/5/2016	7/5/2016 2:14:23 PM
<input checked="" type="checkbox"/> 9635859	Recipient: Jim Jones 1296 E 3300 S Salt Lake City, UT 84106 Address Type: Unspecified Customer: Amira tax Jensen	84106, 84106H	84106	7/5/2016	7/5/2016	7/5/2016 2:14:23 PM
<input checked="" type="checkbox"/> 9635860	Recipient: Mikayla Jones 3302 S 2000 E Salt Lake City, UT 84109 Address Type: Unspecified Customer: Amira tax Jensen	84109, East Millcreek	84109	7/5/2016	7/5/2016	7/5/2016 2:14:23 PM

4 items in 1 page

Create A Delivery Trip Set As Delivered

Locate My Florist | MyBloomNet.net | Terms of Use | Privacy | Contact Us | Home

- Under Select Deliver Service Provider select 'Route4Me'
- Under Delivery Driver select the Driver who is going to take the route (Must be setup as a driver in Route4Me and has downloaded the app)
- Under Route4Me Options select from One Way, Round Trip or One Way with End Address
- Route4Me will automatically optimize the route once the route received. If the user wants to optimize the route using BMS, the user can select check 'Use BMS Route Optimization'.
 - o Note: Route4me allows for more than 20 stops on a trip. If more than 20 stops are selected to route in the process of sending to route4me the user simply needs to acknowledge the error and proceed with the selections above. If the user wants to use BMS Route Optimization and then send toRoute4Me, there needs to be less than 20 stops selected.

Create Delivery Trip

Return

Starting Address:
580 Downington Ave, Salt Lake City, UT, 84105

Map Selection: **Google**

Google-Map Optimization: **Optimized Routes**

Delivery Service Provider: **Route4Me**

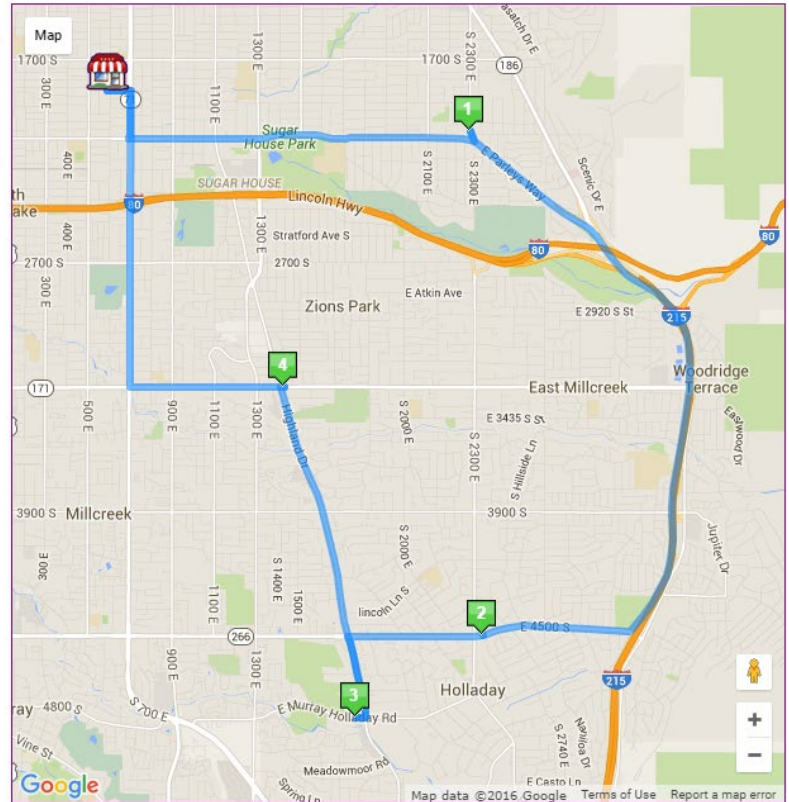
Delivery Driver: Amber Stewart

Route4Me Options: **One Way** Use BMS Route Optimization

* Drag Address or Use ↑ / ↓ Arrows to Sort Addresses

▲ Move Up ▼ Move Down ✕ Delete

1. 2040 S 2300 E, Salt Lake City, UT, 84108
2. 2350 E 4500 S, Salt Lake City, UT, 84117
3. 1804 E Murray Holladay Rd, Millcreek, UT, 84117
4. 1430 E 3300 S, Salt Lake City, UT, 84106



Print Delivery Route



Set Trip As Out For Delivery



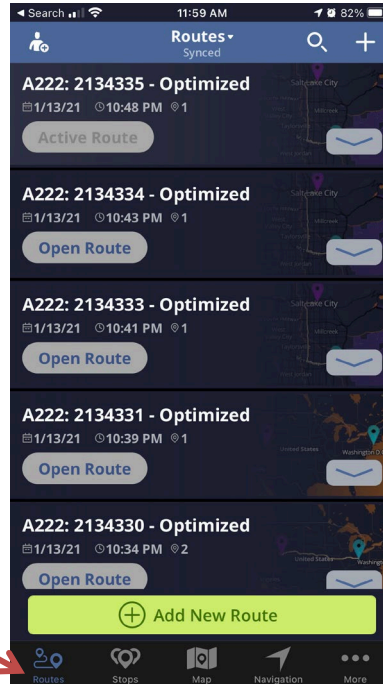
Set Trip As Awaiting Delivery



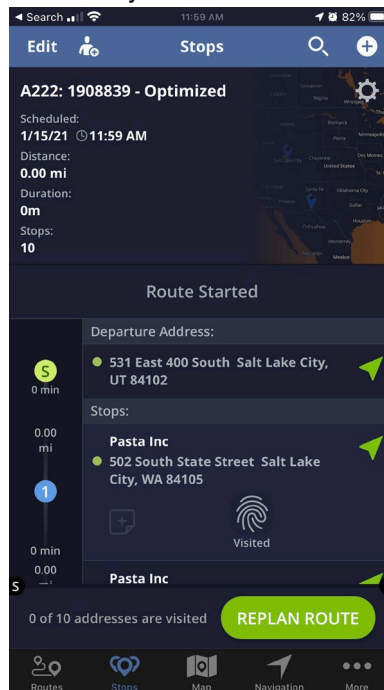
-
- Click 'Set trip as out for delivery'
- Route has now been sent to the selected drivers phone for processing/completion

Processing Routes/Orders in Route4Me

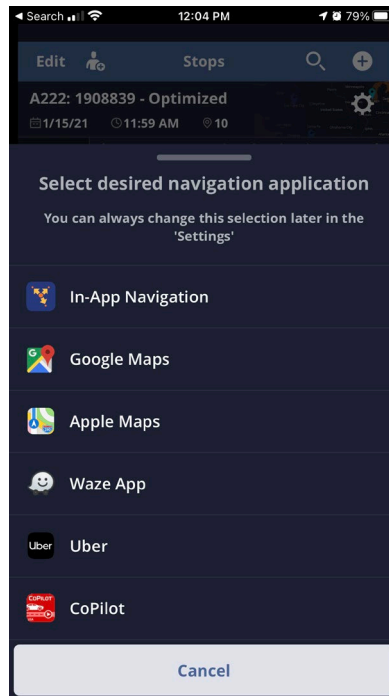
- Once a Route is sent to a driver through BMS it will appear on their phone in the Route4Me app.
- Open the App and click on 'Routes'



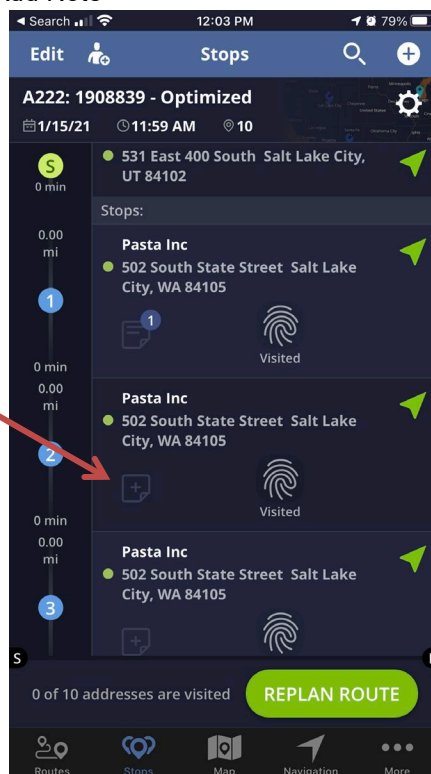
- Click on the Route that was most recently created or sent to the device.



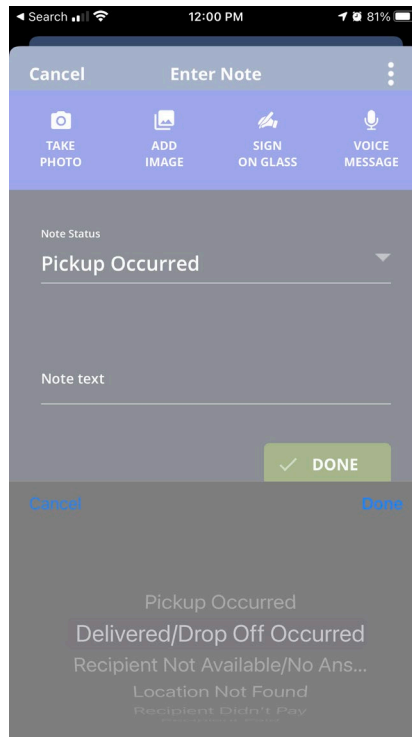
- Departure Address will be the address of the shop. Below the Departure Address is the list of Stops in order of how they should be visited.
- To begin navigation, click on the green arrow next to the stop to select which navigation application to use.



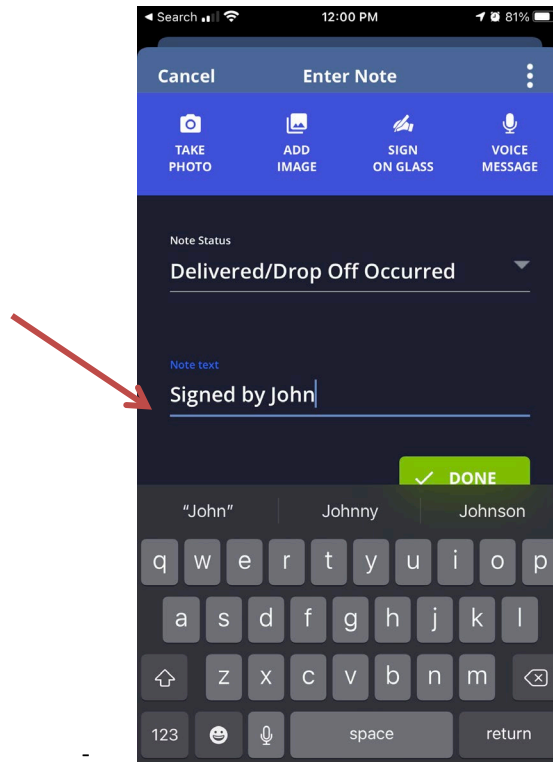
- Once the delivery has been completed or attempted, click on the note icon with a + sign within the app. Then Click 'Add Note'



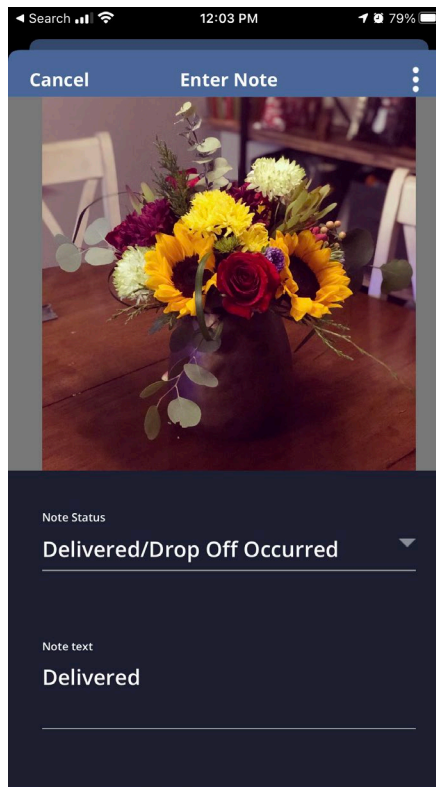
- Select the Note Status



- Below are the Activity types that can be selected and what action it will take on the order within BMS.
 - o Order Marked as Delivered
 - Delivered/Drop Off Occurred
 - Pickup Occurred
 - o Order Marked as Attempted Delivery
 - Incorrect Address
 - Location Not Found
 - No Answer
 - Wrong Recipient
 - Recipient Not Available/No Answer
 - Not Present
 - o Do not use
 - Competitive Account
 - Follow-Up Scheduled
 - No Opportunity
 - Parts Missing
 - Recipient Didn't Pay
 - Recipient Paid
 - Scheduled Clinical Demo
 - Scheduled Followup Meeting
 - Scheduled Lunch
 - Scheduled Product Demo
 - Services Rendered
 - Spoke with decision influencer
 - Spoke with decision maker
- Once the Note Status is selected enter the delivery information in the Note text field. Examples would be Left on Porch, Signed by John, etc.



- The user can also click on Capture and take a picture of the delivery, often times when it is left on the porch or of the recipient with the arrangement. Click either 'Take Photo' or 'Add Image'



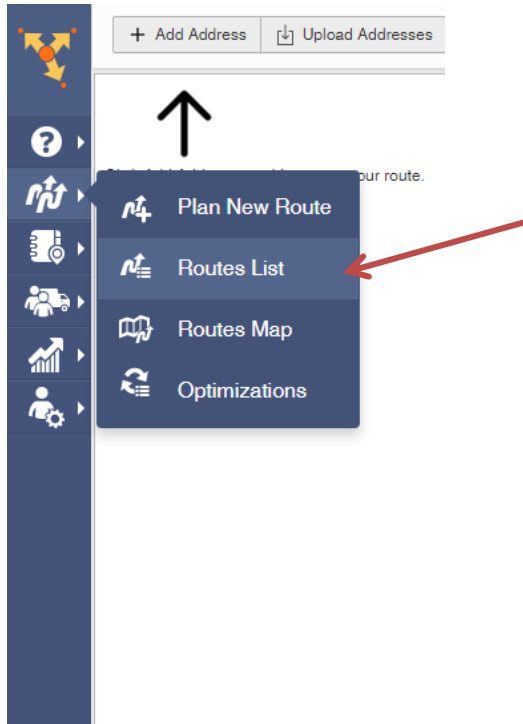
- Alternatively, Click on 'Sign on Glass' and the user will be allow to get a digital signature from the recipient



- Once all information is entered, click Done. This will update BMS with the delivery confirmation, which will also update Bloomlink (if applicable).
- Repeat this process for each stop on the Route until all are complete.

Looking up Routes in Route4Me

- Login to route4me.com
- On the left dashboard, click on 'Routes' then 'Routes List'

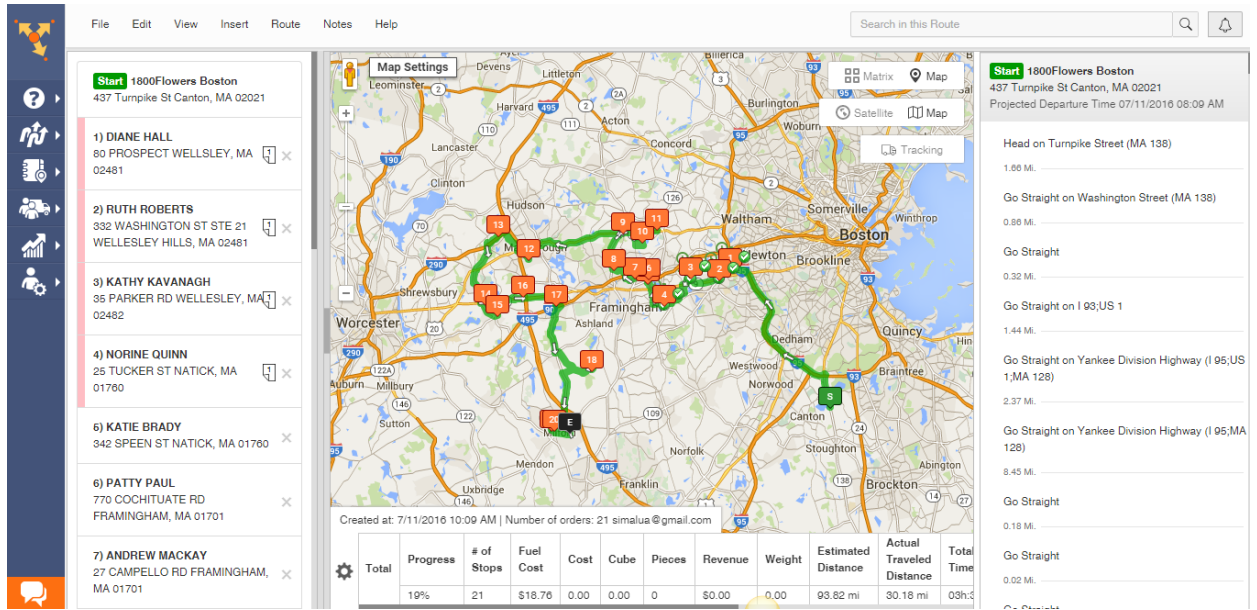


- A list of all routes will appear on the page in Chronological order.
- Identify the route/order in question by using the search at the top right hand side of the screen.

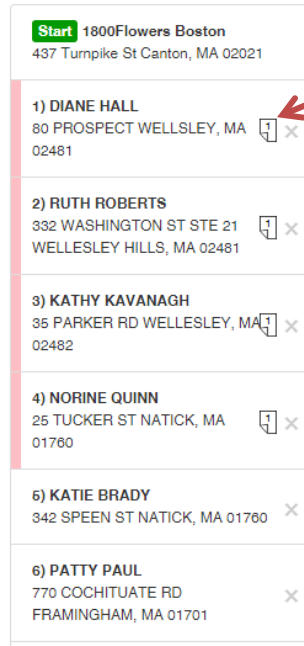
The screenshot shows the 'Routes List' page in Route4Me. At the top, there is a search bar labeled 'Search in My Routes' with a magnifying glass icon, highlighted by a red arrow. Below the search bar is a table of routes. The table has the following columns: Route Name, Scheduled On, Scheduled For, Stops, Notes, User, Distance (mi), Estimated Time, Progress (%), Actual Traveled Distance, and Actual Travel Time. The data is sorted chronologically by 'Scheduled On' date.

Route Name	Scheduled On	Scheduled For	Stops	Notes	User	Distance (mi)	Estimated Time	Progress (%)	Actual Traveled Distance	Actual Travel Time
Monday, July 11th, 2016										
Created at: 7/11/2016 10:28 AM Number of orders: 1 - rosizapelini@hotmail.com	07/11/2016	07/11/2016 08:28 am	1	0	rosizapelini.....	16.88	00h:34m	0	7.78	00h:36m
Created at: 7/11/2016 10:25 AM Number of orders: 1 - rosizapelini@hotmail.com	07/11/2016	07/11/2016 08:25 am	1	0	rosizapelini.....	6.63	00h:14m	0	0.18	00h:00m
Created at: 7/11/2016 10:18 AM Number of orders: 11	07/11/2016	07/11/2016 08:18 am	11	4	rosizapelini.....	40.63	01h:33m	18	9.91	00h:45m
Created at: 7/11/2016 10:09 AM Number of orders: 21	07/11/2016	07/11/2016 08:09 am	21	6	simalua@gm:...	93.82	03h:34m	19	29.85	01h:05m
Created at: 7/11/2016 9:54 AM Number of orders: 7 - rdebrave63@gmail.com	07/11/2016	07/11/2016 07:54 am	7	1	rdebrave63.....	54.97	01h:36m	14	2.51	00h:04m

- Clicking on the route will take the user to a list of orders on the route and their statuses.



- Orders with Notes will be indicated with a paper symbol next to the address



- To view more detail on the order, click on the order and the order, visit and note details will appear.

Best Practices

- Take a picture of the delivery on for every note uploaded.
- Routes are optimized for Drivers. Additional stops should be added via BMS, not through the mobile app.
- Drivers should not “merge” routes on their mobile device as this creates new stops and prevents BMS from receiving updates
- Increase the number of stops to appear on the awaiting delivery page to allow more orders to be routed. Configurable under My Shop -> POS Management -> POS Settings.

[To view how-to video tutorials, click here.](#)

About BloomNet

As the floral industry’s most innovative service provider, BloomNet, Inc. (bloomnet.net), a wholly owned subsidiary of 1-800-FLOWERS.COM, Inc., is focused on continually exceeding the expectations of its select community of florists. Retail florists across the nation and around the globe rely upon BloomNet as their trusted source for unique personalized service, comprehensive florist care, innovative programs, and quality products designed to increase their viability. BloomNet is committed to working side by side with florists to foster industry education, build community, and develop long term relationships built on trust, commitment, and dependability.