Product Overview

Breeze Delivery is a comprehensive delivery management platform that empowers restaurants to streamline their delivery operations, enhance customer satisfaction, and optimize profitability. It seamlessly integrates with the Breeze POS software, providing a centralized solution for managing all aspects of food deliveries.

Key Features (Desktop Browser Application)

- Order Management: Seamlessly manage incoming orders from various sources, including the Breeze POS system, online ordering platforms, and third-party delivery services.

- Driver Management: Effectively manage your delivery fleet, including driver assignments, route optimization, and performance tracking.

- Cash Flow Management: Track and manage order payments, including in-app payments, cash payments, and third-party payments.

- Real-time Order Tracking: Monitor the status of deliveries in real-time, ensuring timely order fulfillment and customer satisfaction.

- Detailed Reporting: Gain valuable insights into delivery performance, including order trends, driver efficiency, and customer feedback.

Key Features (Mobile Application for Drivers: Delivery Assist)

- Real-time Order Assignments: Receive real-time order notifications and accept or reject orders directly from the Delivery Assist app.

- Clear Order Instructions: View detailed order instructions, including customer addresses, order details, and any special instructions.

- GPS Navigation: Leverage integrated GPS navigation to navigate to customer locations efficiently and accurately.

- Order Completion: Mark orders as completed once delivered, ensuring seamless order tracking for restaurant staff.

Benefits

- Streamlined Delivery Operations: Breeze Delivery streamlines order management, driver assignment, and route optimization, ensuring timely and efficient order fulfillment.

- Enhanced Customer Satisfaction: Real-time order tracking and clear order instructions provide a seamless delivery experience for customers, fostering satisfaction and loyalty.

- Optimized Profitability: Improved delivery efficiency and reduced errors lead to reduced costs and increased profitability for restaurants.

- Enhanced Driver Management: Efficient driver assignments, performance tracking, and real-time communication with drivers empower restaurants to manage their delivery fleet effectively.

- Empowered Decision-Making: Detailed reporting provides valuable insights into delivery performance, allowing restaurants to make data-driven decisions to improve their delivery operations.

Product functionalities

WEB DISPATCH	
Central Dispatch	Can have a centralized dispatch to control multiple restaurants, within the city or even across the country.
Local Dispatch	Can have a local Dispatch in each restaurant to manage orders and drivers.
Shared drivers	Share a pool of drivers between restaurants. Drivers are linked to a specific HUB and restaurants can allocate orders to any available drivers in the HUB.
Local drivers	You can have drivers locked per restaurant. These drivers cannot take delivery orders from other restaurants.
Group orders	Group multiple orders into a single delivery and send them with a single driver to make deliveries as efficient as possible.
Auto group orders	Auto-create groups of orders based on location, delivery time, distance, and driver's capacity.
Auto mode	Dispatch can be set to auto mode, it will allocate orders automatically to available drivers
Map visualization	View orders, restaurants, zones, or areas on the map. It makes it easy to decide which orders should be delivered together, don't need a dispatcher that knows the city.
Search and filter	Search and filter orders by address, location, status, client
View order status	View kitchen status for each order – cooking or ready to dispatch
Change order priority	Ask the kitchen to release a specific order that can be dispatched earlier with a driver that goes to the delivery area.

View final bill	View the final bill similar to the printed one
Set order sequence	Set the delivery order for multiple deliveries, so drivers know what's the next delivery.
Cancel an order	Cancel an order when a customer calls or the driver cannot deliver
Cancel reasons	Set up cancel reasons for drivers and dispatchers so you'll know why an order was canceled.
Print everything	Prin any documents necessary for a delivery (delivery ticket, bill, invoice)
View orders On route	Distinct visualization to see orders On route.
Recall	Recall orders if something is missing or sent by mistake.
View order timeline	View the timeline for each order: received, time in preparation, time in delivery, Promised Time.
View History orders	View all the delivered orders for today.
View drivers on the map	View drivers on the map when in delivery or returning from a delivery.
View driver's status	On Route, available or unavailable, on the break.
Cash management	View all financial information for each driver.
Float	Give cash to drivers in the morning and recover by the end of the day
Collect	Collect each order after the delivery or collect periodically during the day
Move drivers to another hub	Move drivers to another hub when more drivers are needed in a different area
Change the driver's vehicle	Set driver's vehicle type. Each type has a maximum number of orders and a commission.
Change the driver's status	Change the driver's status from In the break to Available when no one else is available.
Send driver to location	Send a driver to a specific location
Set driver's commission	Set a fixed or percentage commision per each vehicle type to pay drivers for deliveries.
Locations kitchen status	Get notifications when a kitchen is busy or it is delaying orders.
Activate redirect rules	Activate redirect rules to accommodate real-time events in the kitchen (too many orders, unexpected events like machine breaks, no power or gas).
Redirect rules	Create rules templates to close specific areas, block incoming orders, or redirect all or some areas to another restaurant.
Change Promised Time	Change the Promised Time for pickup and delivery, overall, per restaurant or delivery area
Reports	High-level reports in Dispatch: Orders, Commissions, Cash management. Full activity reports in the Back Office.
Heat map	View the hot spots – areas that generate the most orders.

DELIVERY ASSIST	
iOS and Android	Install on iOS and Android devices. (Android devices must have Google Play Services)
Multilanguage	RO, EN and FR – easy to add new languages
Map oriented	View orders as PINs on the map, easy to understand where you'll be routed
Multiple deliveries	Chose the order of deliveries or go in the order received from the dispatcher
New order notification	Receive in-app notifications - new orders, canceled orders, go to the hub, go to the restaurant, status changed
Print documents	Print from the mobile app all the necessary docs for orders (delivery ticket, bill, invoice)
Navigate	Use your preferred navigation to route to the restaurant, hub, or delivery addresses
Order details in-app	Order details, bill, address, promised time, navigate, call customer
Payment	Close a delivery by selecting the payment method. One can change the payment method or use a mixed payment to split between cash and credit card
Cancel an order	Cancel an order with a predefined reasons, add your comments
Change Status	Change your status when not delivering to get a break. Your statuses are: available/unavailable (in a break), on route, returning, offline
Cash management	View your cash management – all money from deliveries, cashflow, canceled orders, split by payment method – so you can always reconcile with the dispatcher
Tracking	Know that you are tracked on the map when in deliveries or returning.

Target Market

Breeze Delivery is ideal for restaurants of all sizes, from small independent restaurants to large multi-location chains, as well as restaurants with a growing delivery business. It is particularly well-suited for restaurants that offer online ordering or third-party delivery services.

Pricing

Breeze Delivery is offered as an add-on to the Breeze POS software.

Deployment

Setting up Breeze Delivery is easy. Our team will work with you to customize the system to your specific needs and ensure a smooth integration with your existing POS system and delivery services.

Support

Our dedicated customer support team is always available to assist you with any questions or concerns you may have regarding Breeze Delivery.

Call to Action

Elevate your restaurant's delivery operations and enhance customer satisfaction with Breeze Delivery. Contact us today to schedule a personalized demo and discover how Breeze Delivery can transform your delivery business.