Yandex
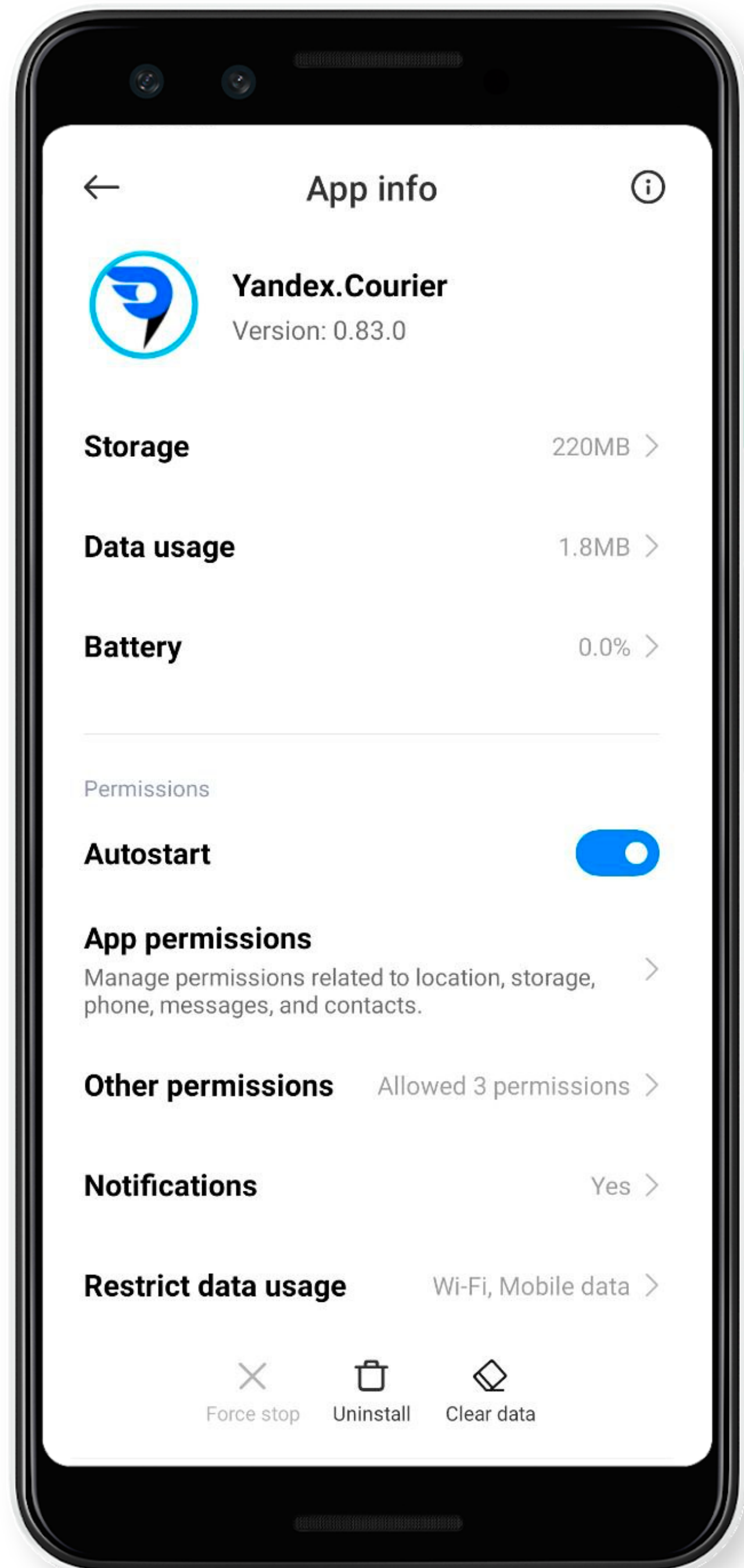
Yandex Courier app
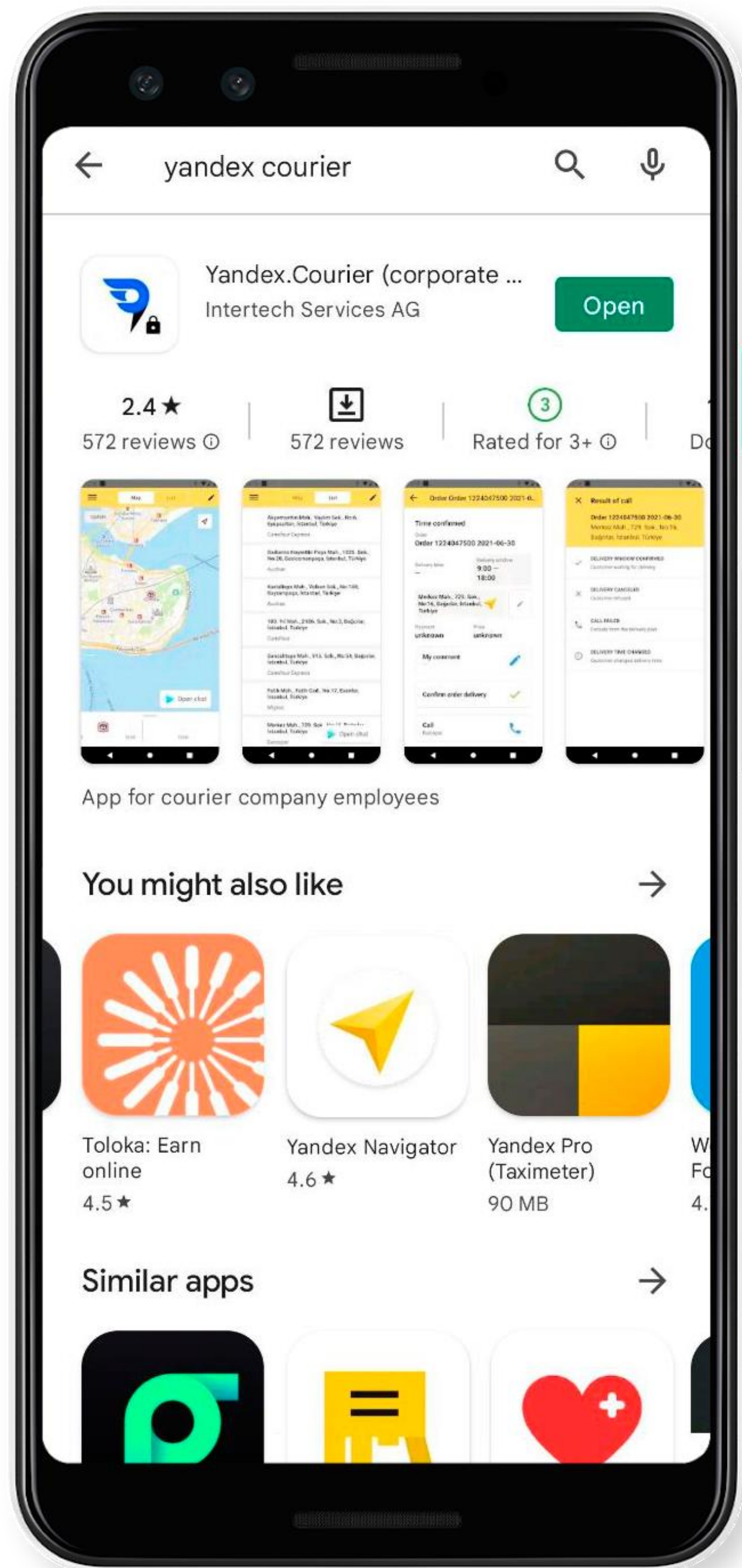
Install the app

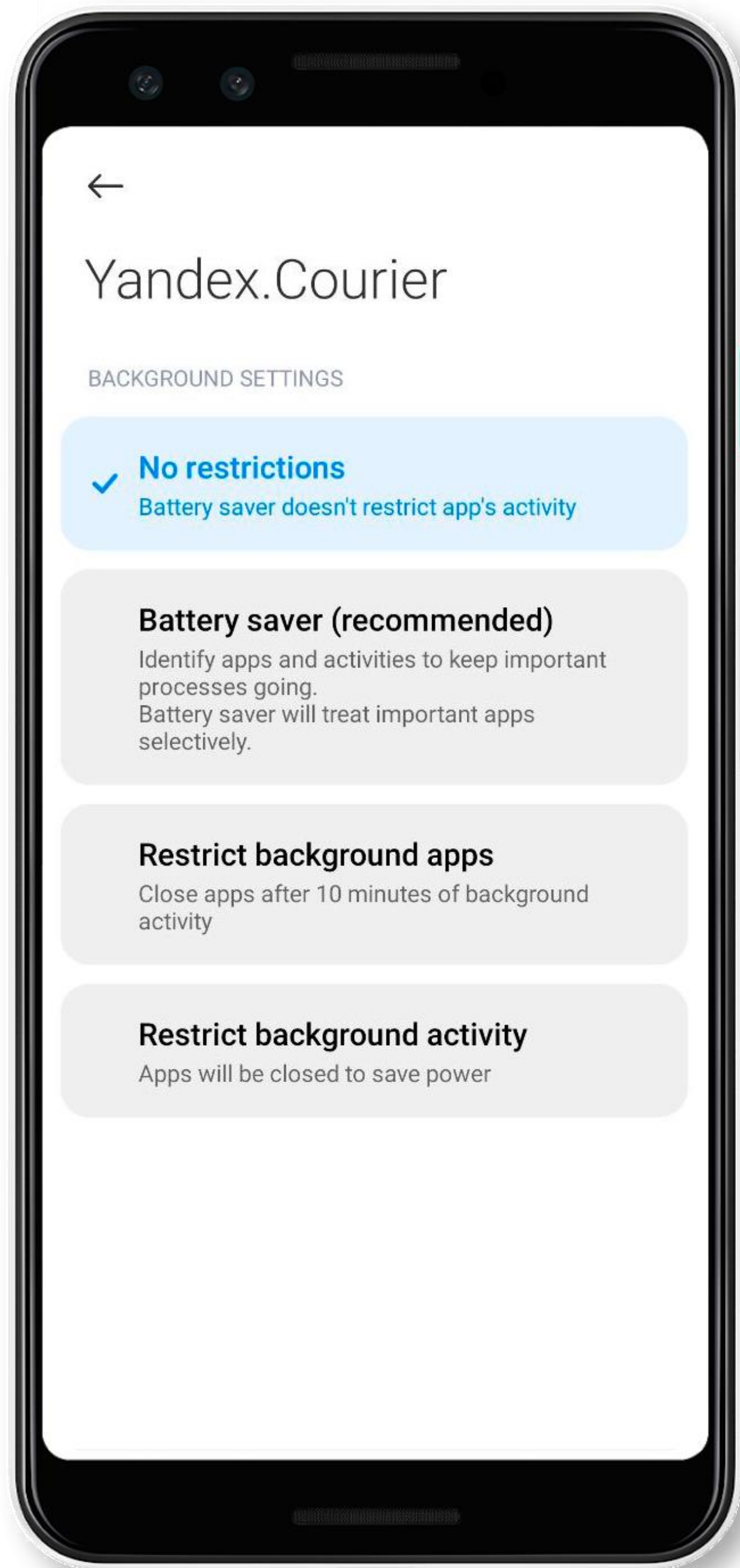Download and install
the Yandex Courier app from an app store:

- Google Play
- AppGallery
- App Store

Set the app to run in the background

For the app work correctly,
set it to run in the background:

1. Open your smartphone settings.

Set the app
to run in the background

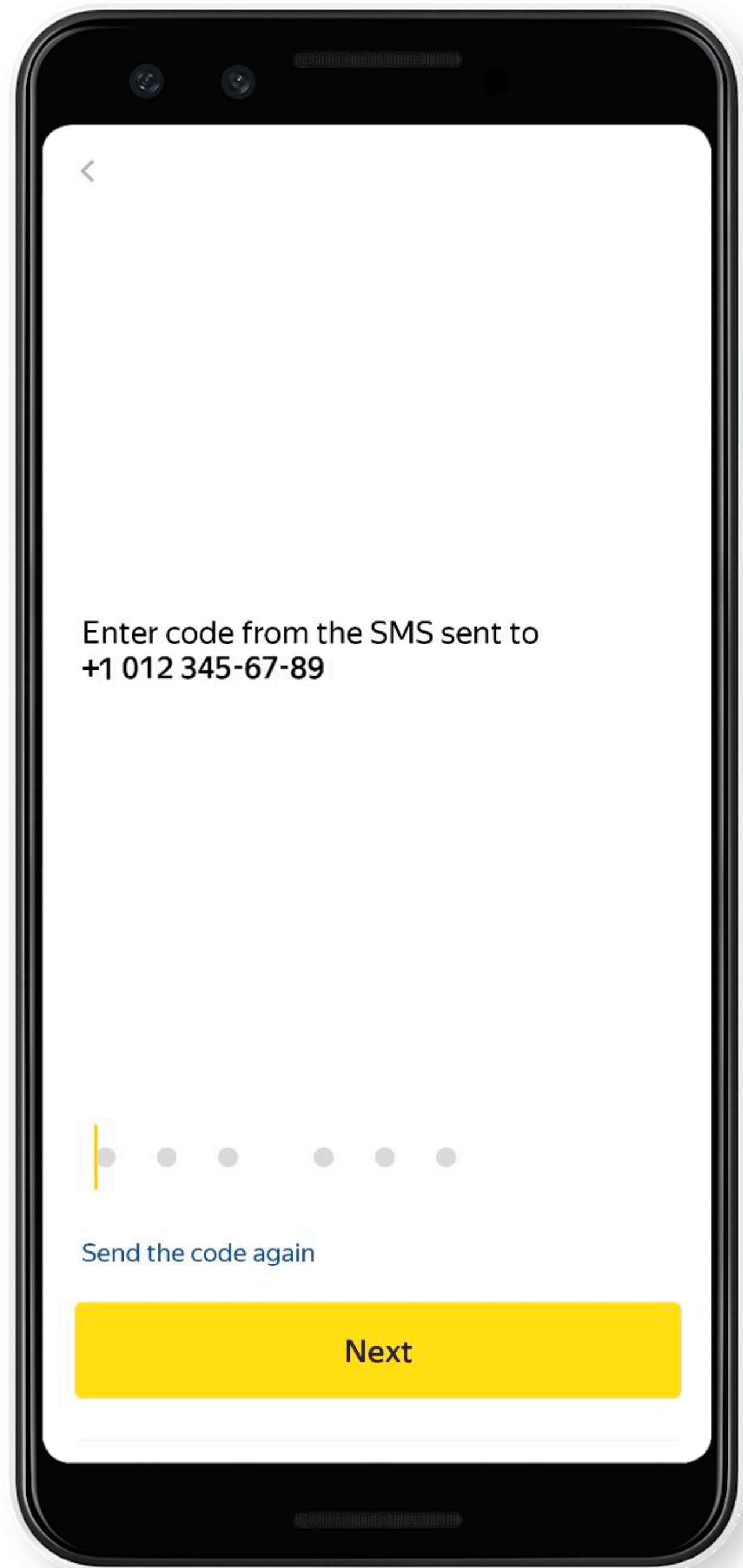For the app work correctly,
set it to run in the background:

1. Open your smartphone settings.
2. Disable energy saving mode.

For detailed setup instructions, see the Yandex Courier Help. If there are no instructions for your device, try looking for them on the manufacturer's site.
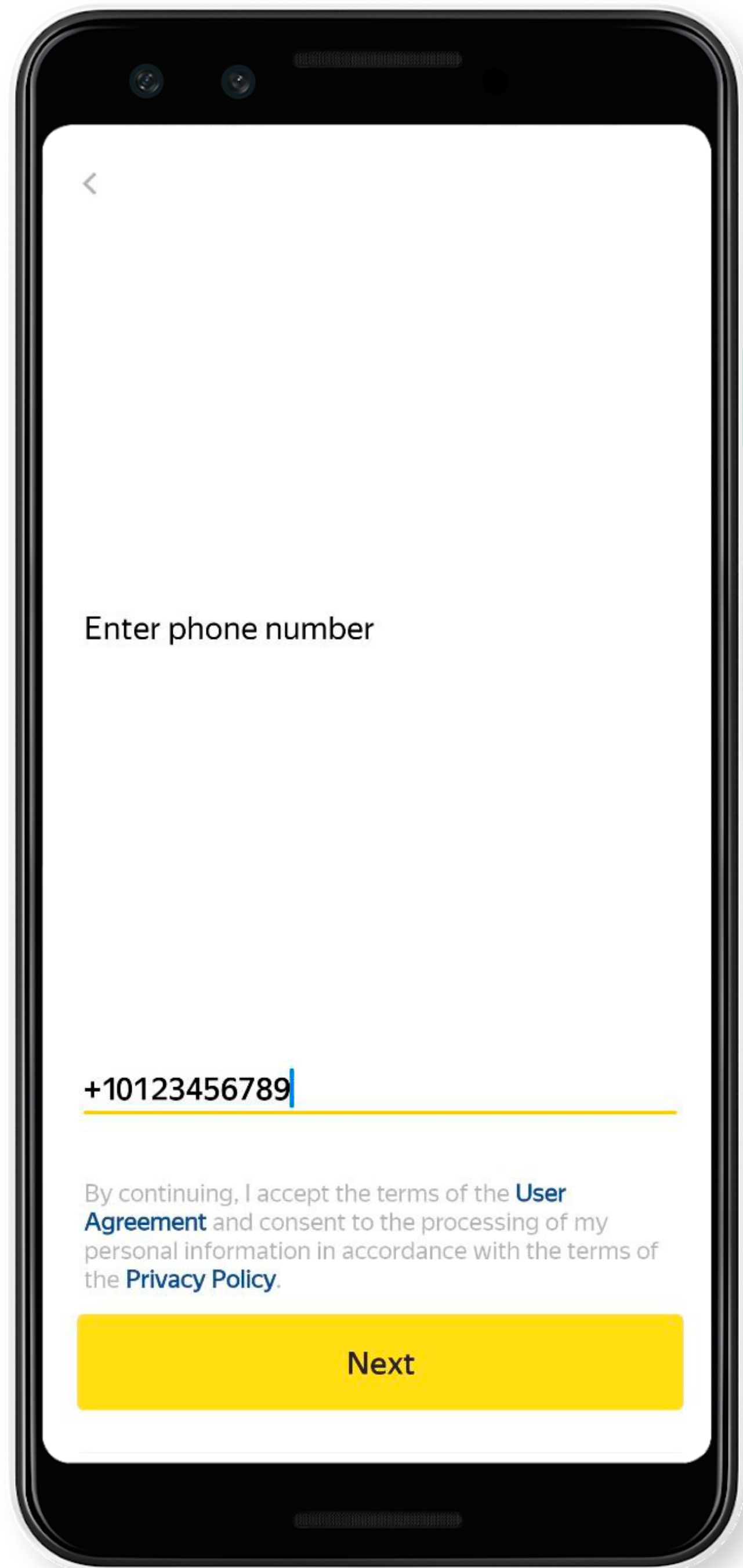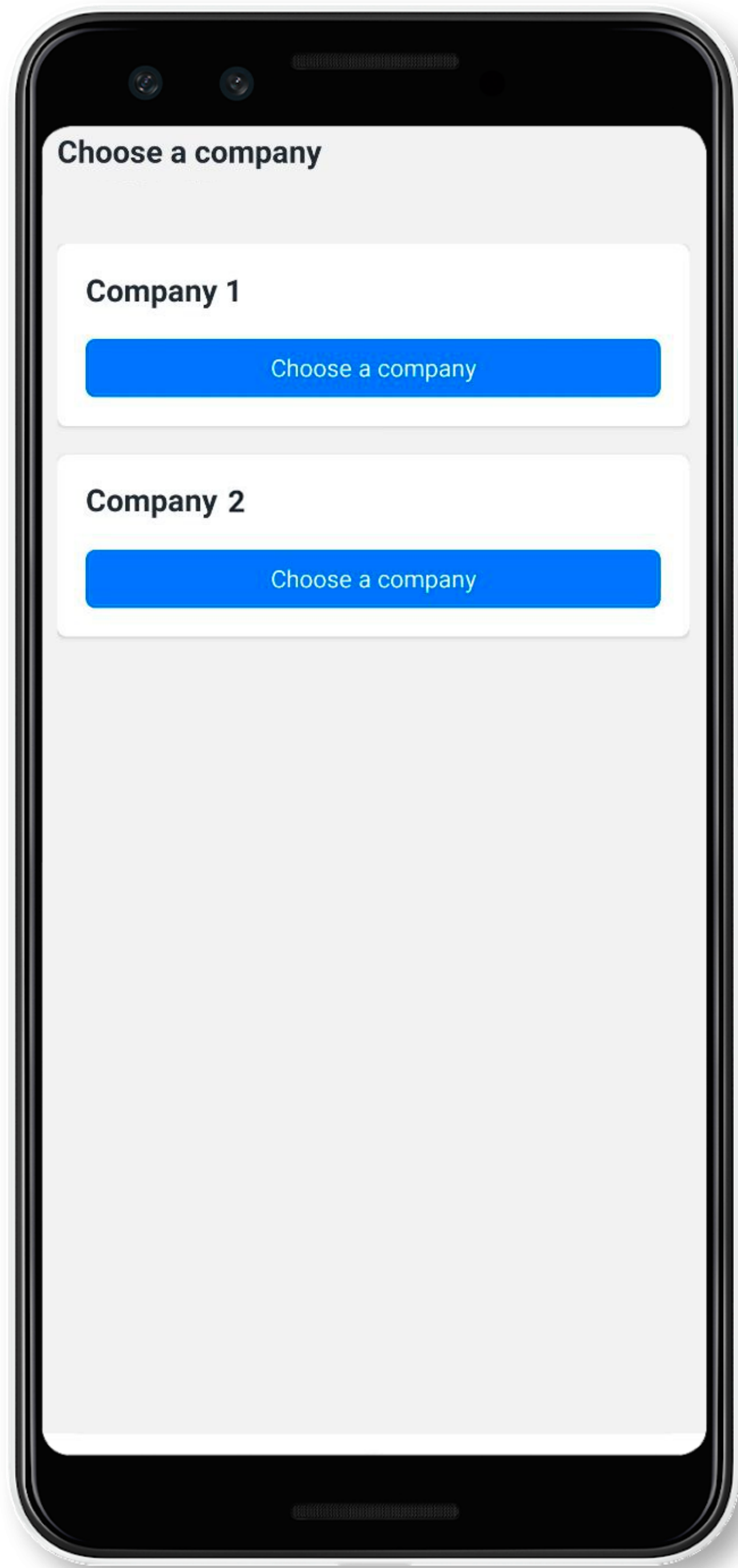
Registration and login

1. Open the app.
2. Enter your phone number.
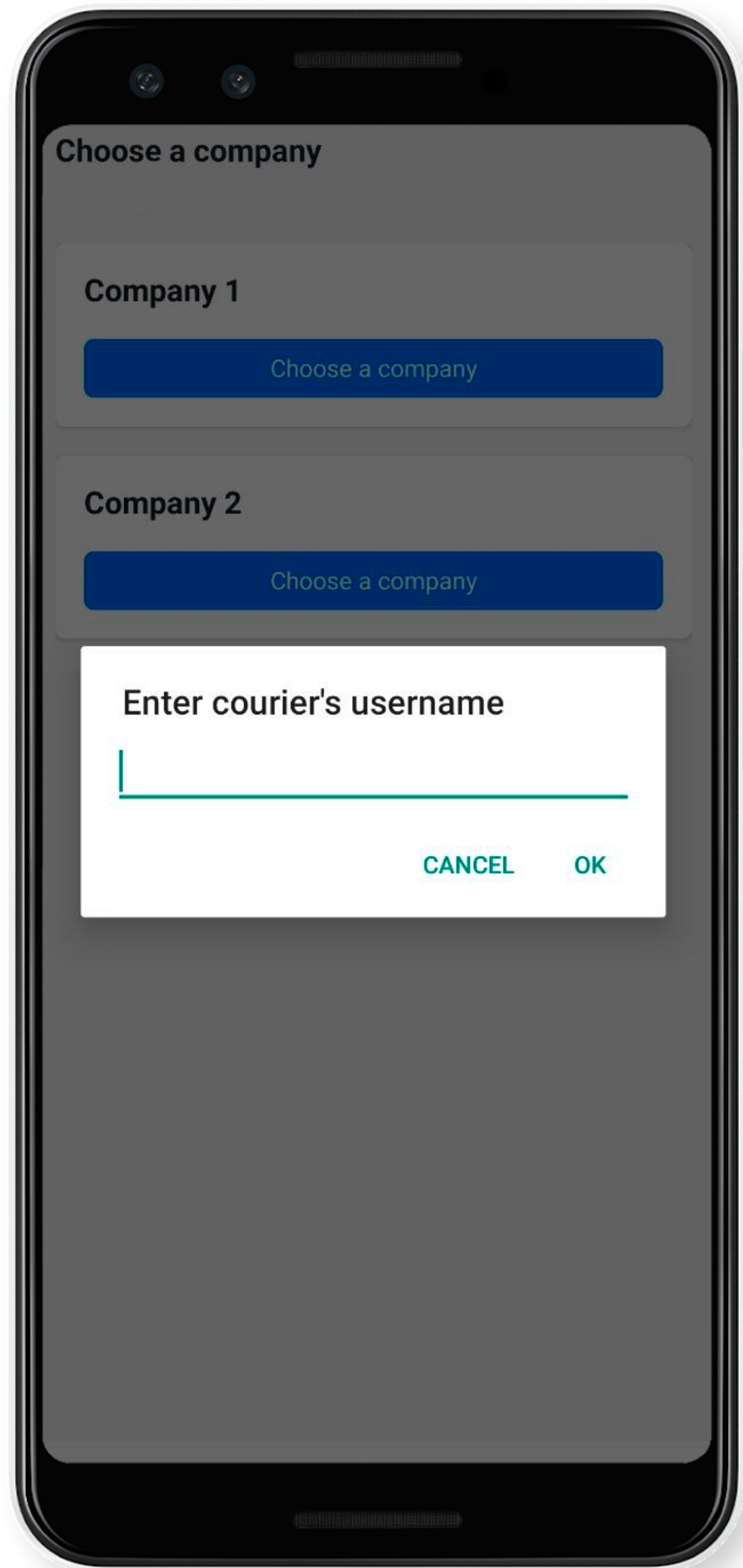3. Tap **Next**.

SMS code

1. Enter the SMS code.
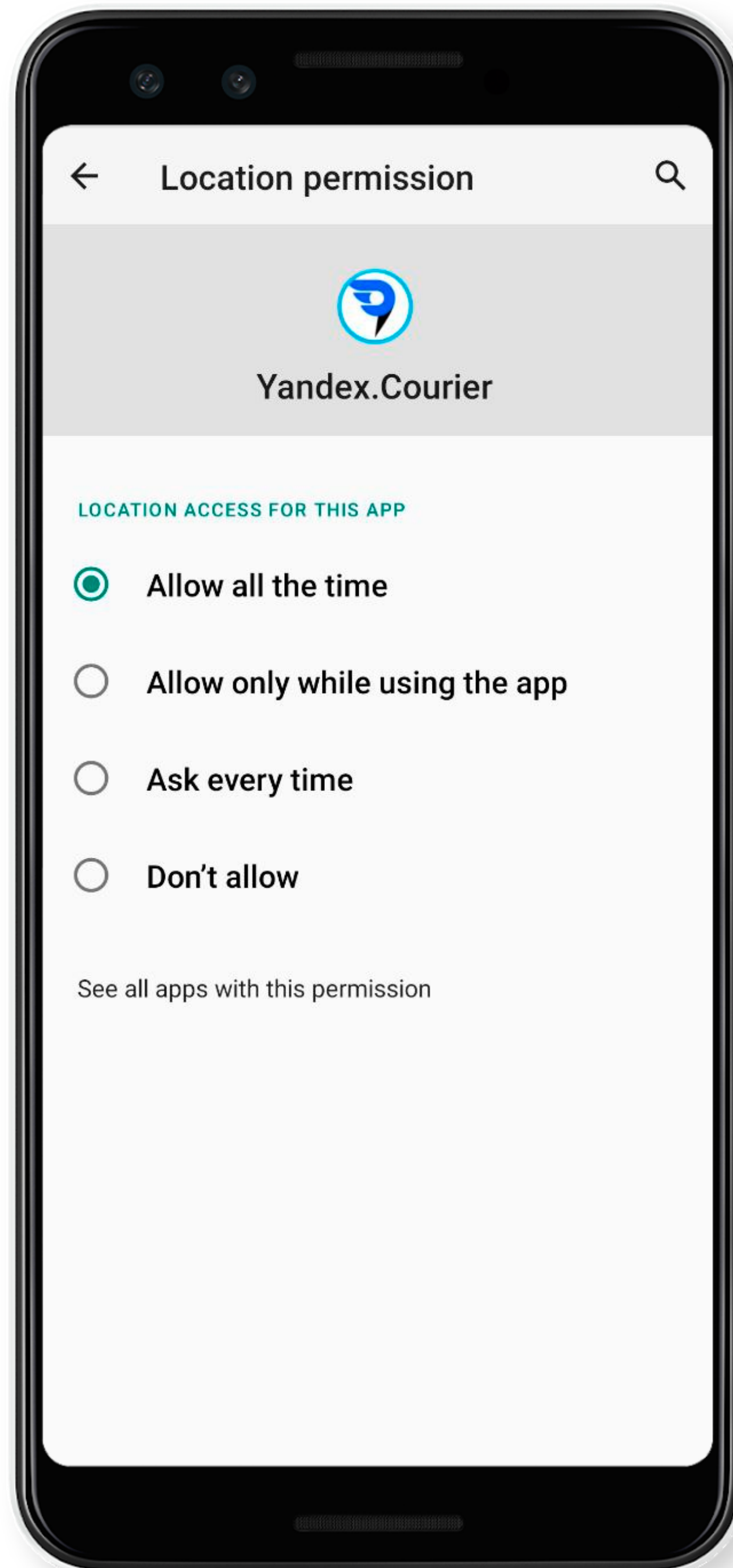2. Tap **Next**.

Choose a company

If you work with one company, skip this step.

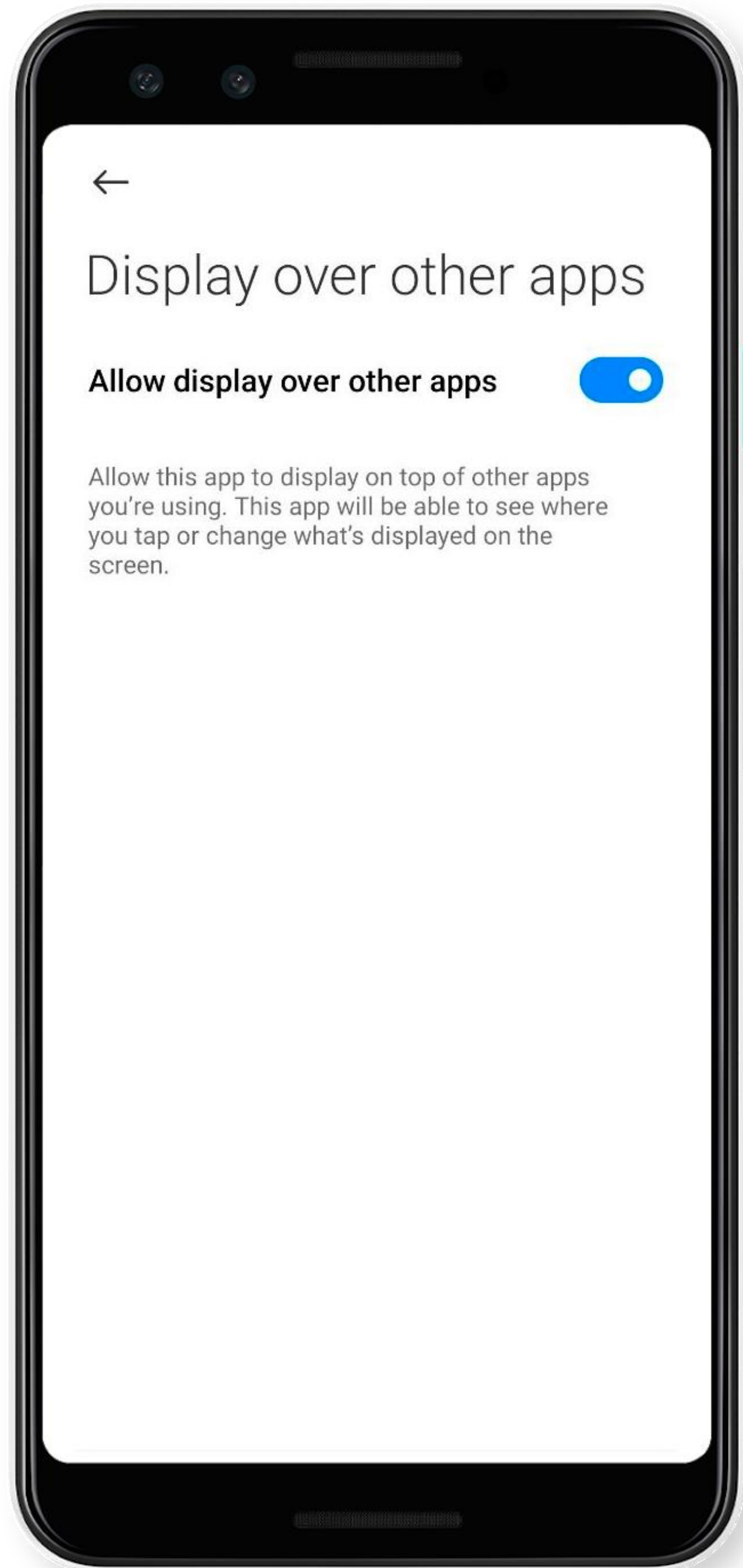If you work with multiple companies, select **Choose a company** on the card.

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Courier login

1. Enter the courier login from the logistician.
2. Tap **OK**.

Permissions

Configure permissions:

- Allow access to your location even when the app is closed or not in use: **App permissions → Location → Yandex Courier → Allow all the time**.

Permissions

Configure permissions:
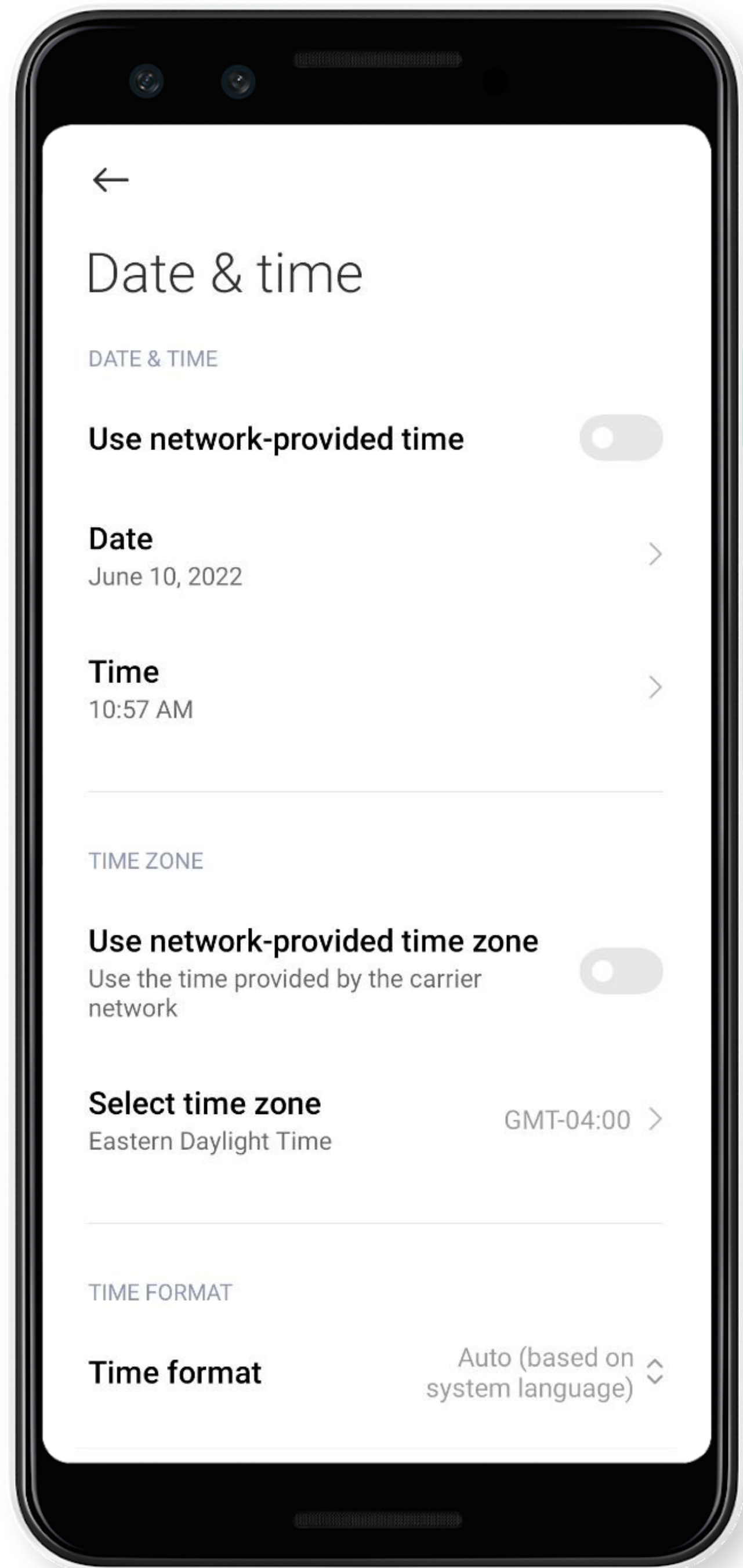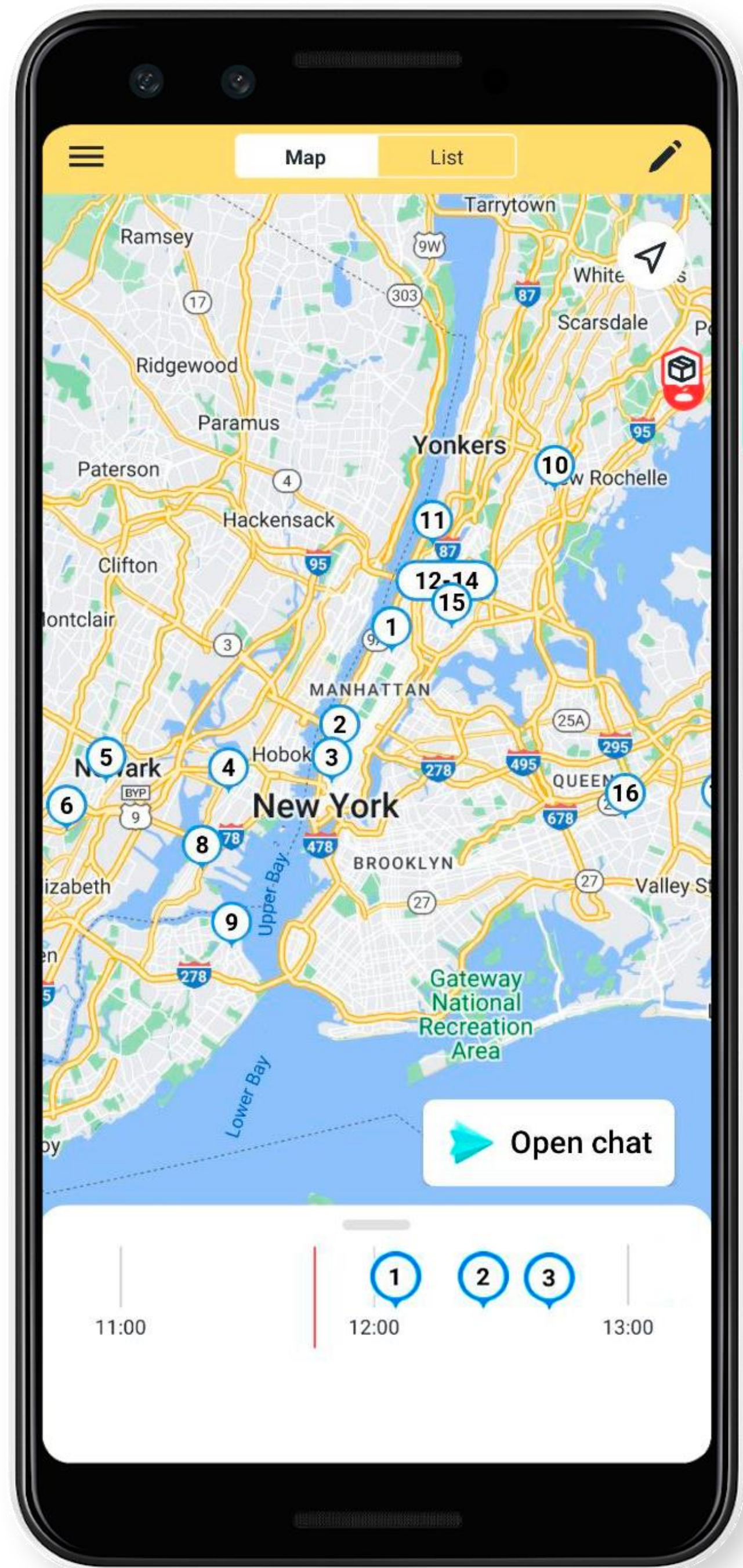
- Allow access to your location even when the app is closed or not in use: **App permissions → Location → Yandex Courier → Allow all the time**.

- Display on top of other apps:

  Privacy protection → Special permissions → Display over other apps → Yandex Courier → Allow display over other apps.
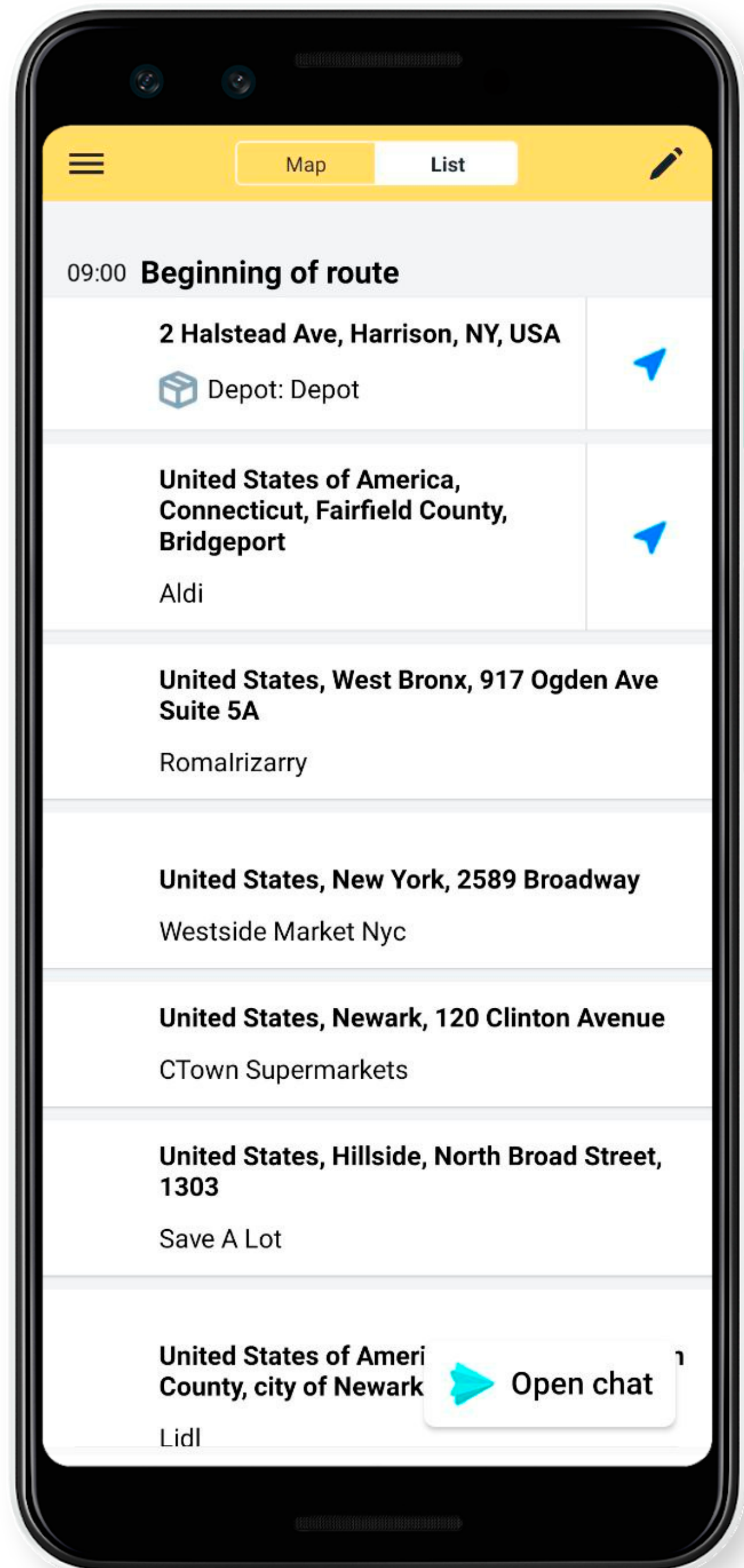
Date and time

Make sure that your phone settings have the correct date and time.
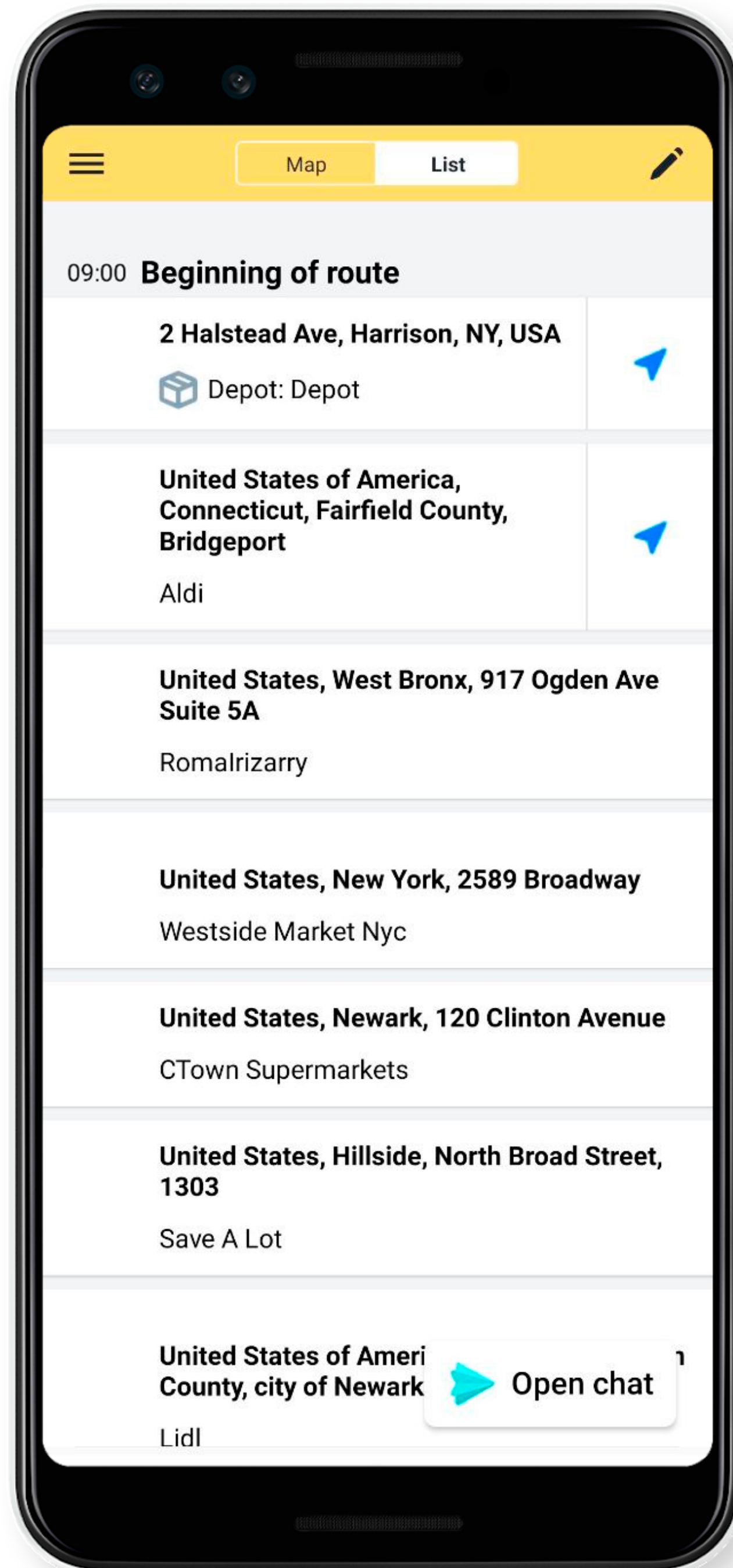
Routes on the map

Routes will appear on the map automatically.
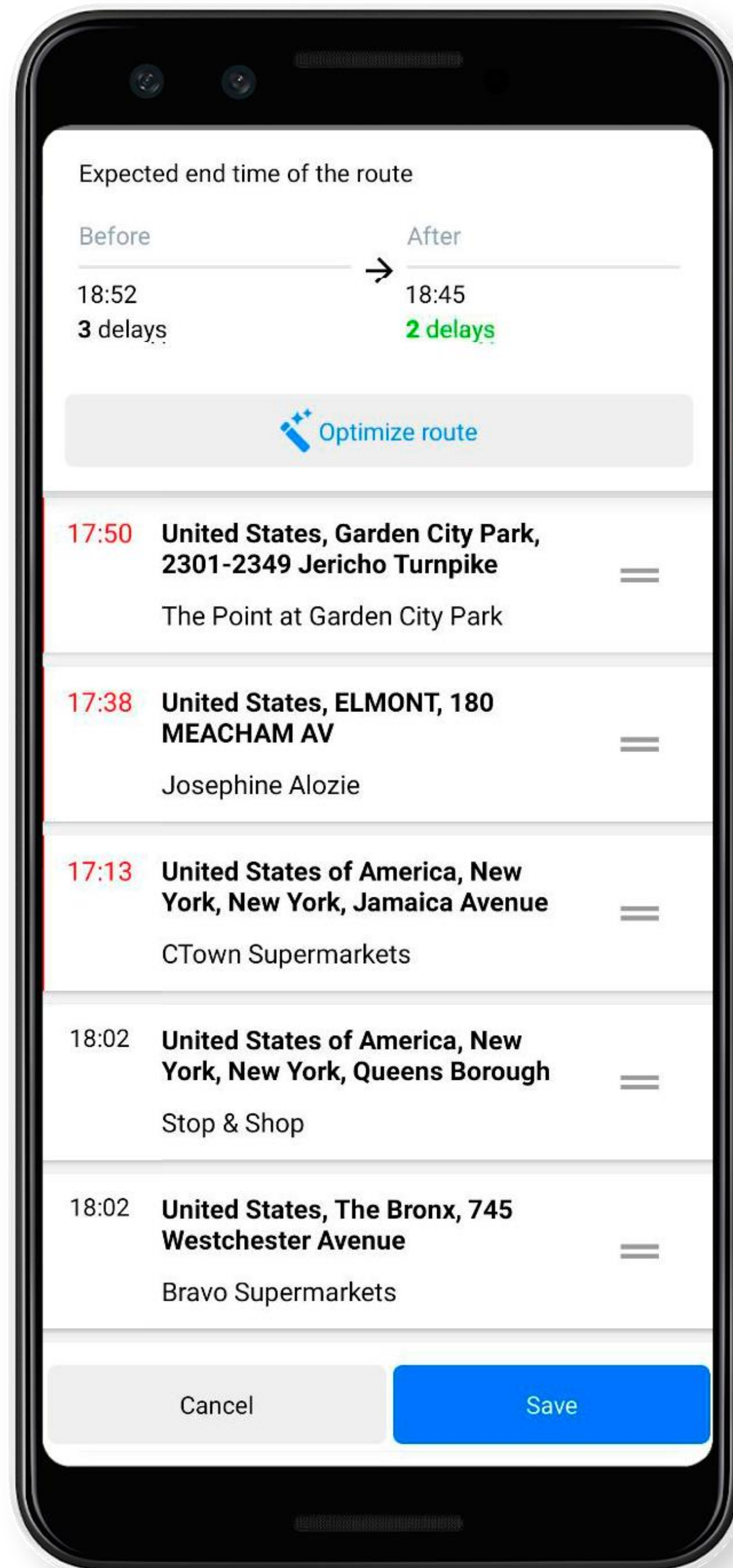
Order list

You can view orders on the map or list.

Orders are arranged by delivery priority.

Optimize your route

You can change your route. To do this, tap ✏.

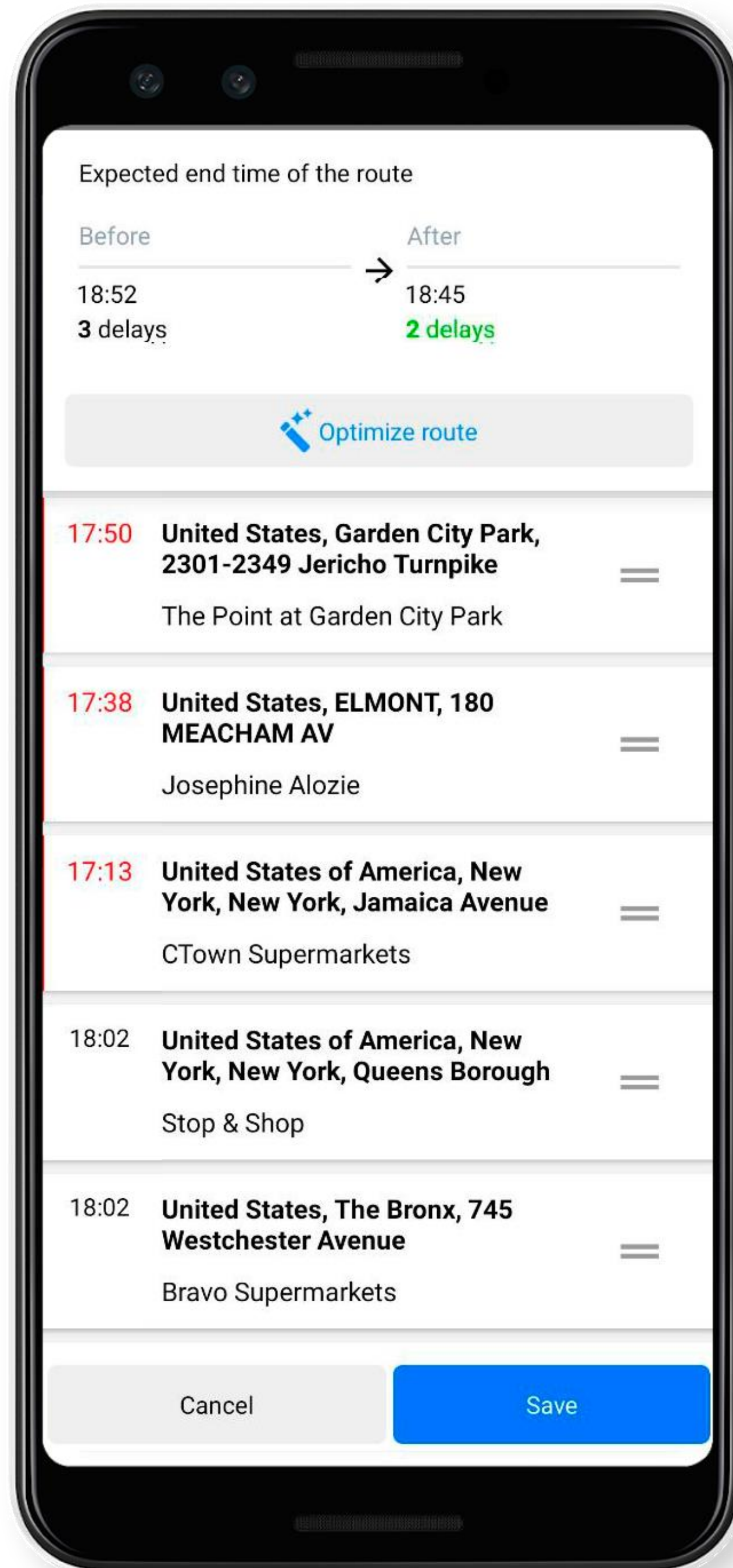If you don't see the ✏ button, contact your manager.

Automatic optimization

You can change your route. To do this, tap ✏.
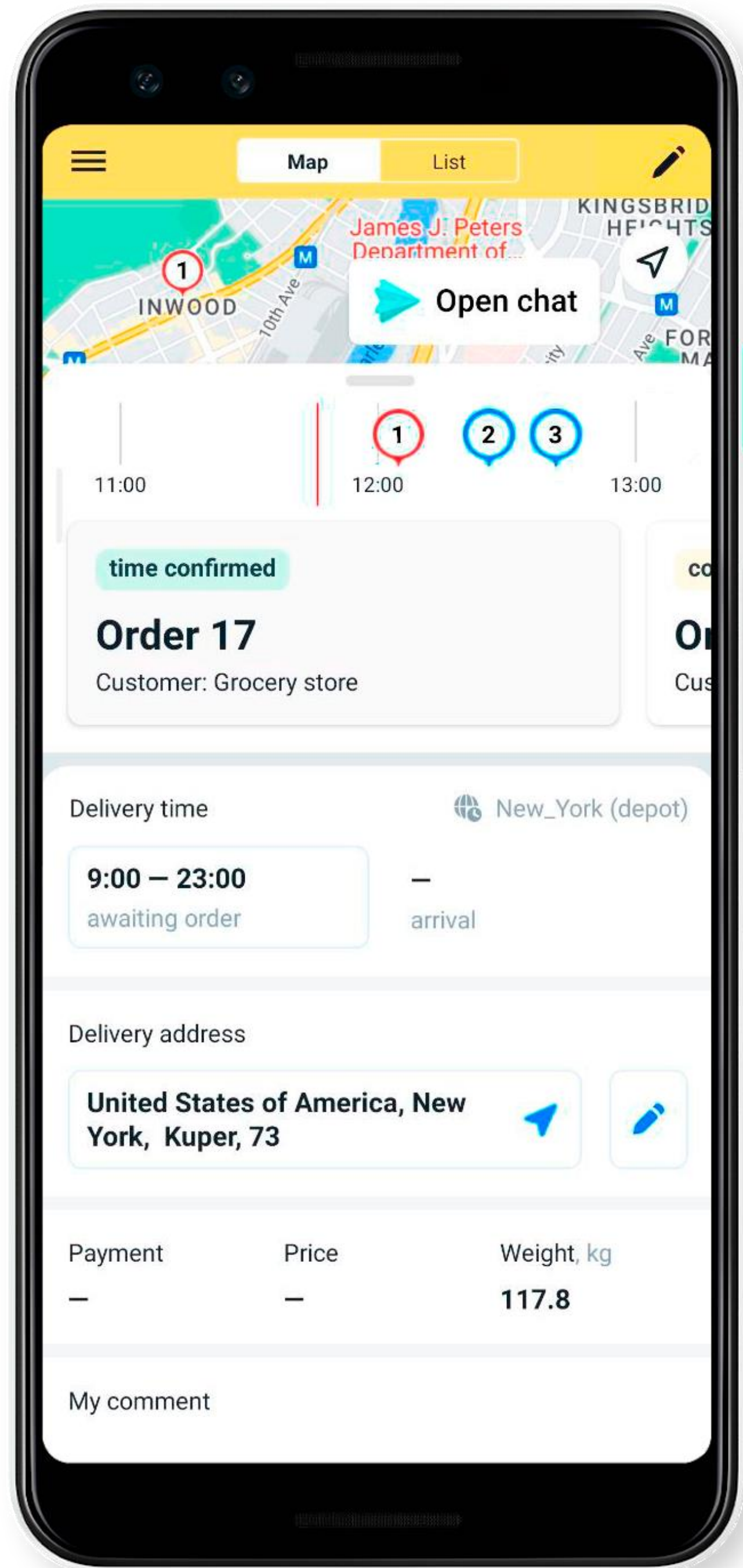
Then tap **Optimize route**.

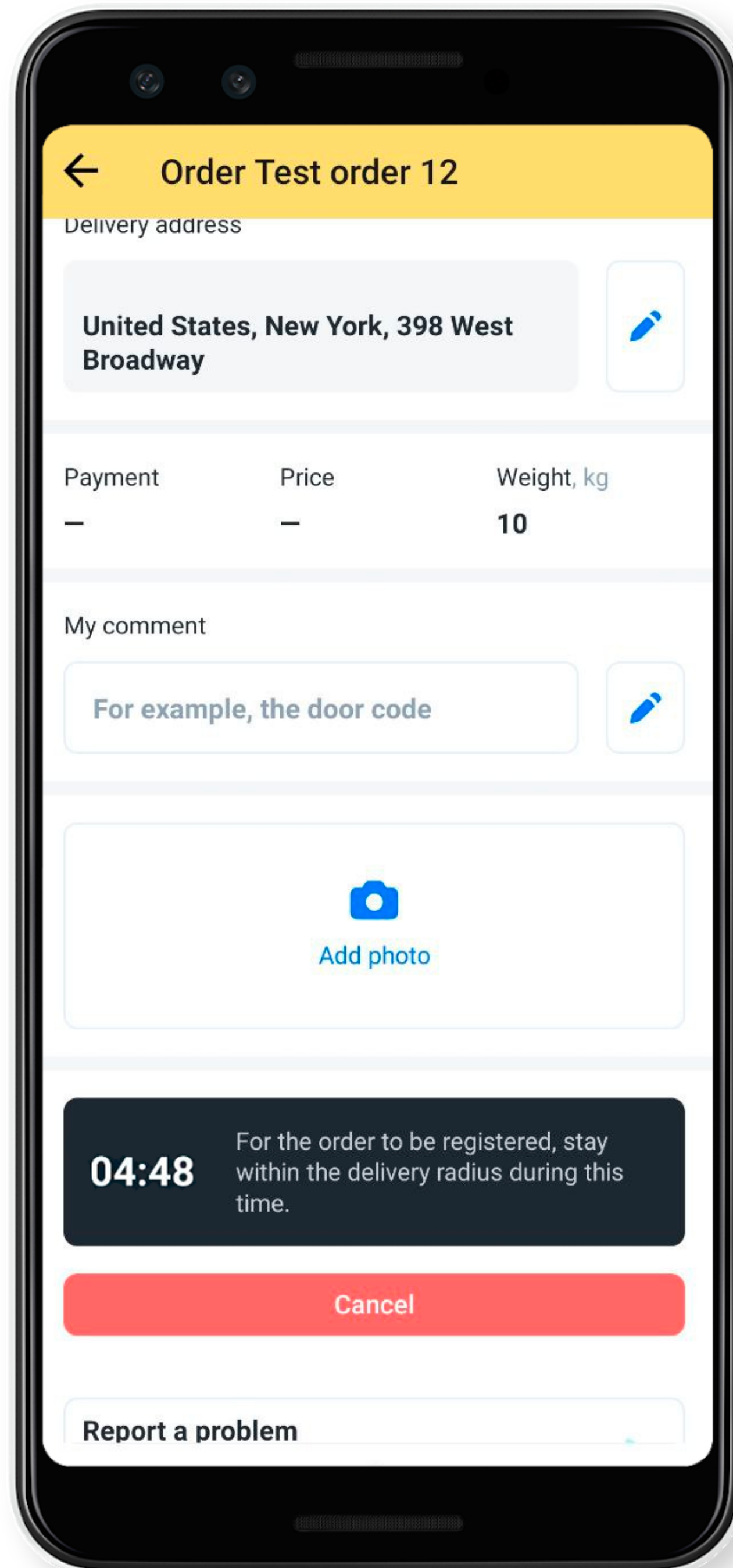If the number of delays is reduced, tap **Save**.

Manual optimization

To change your route manually,
tap ✏ then ═ in the address bar and drag it.

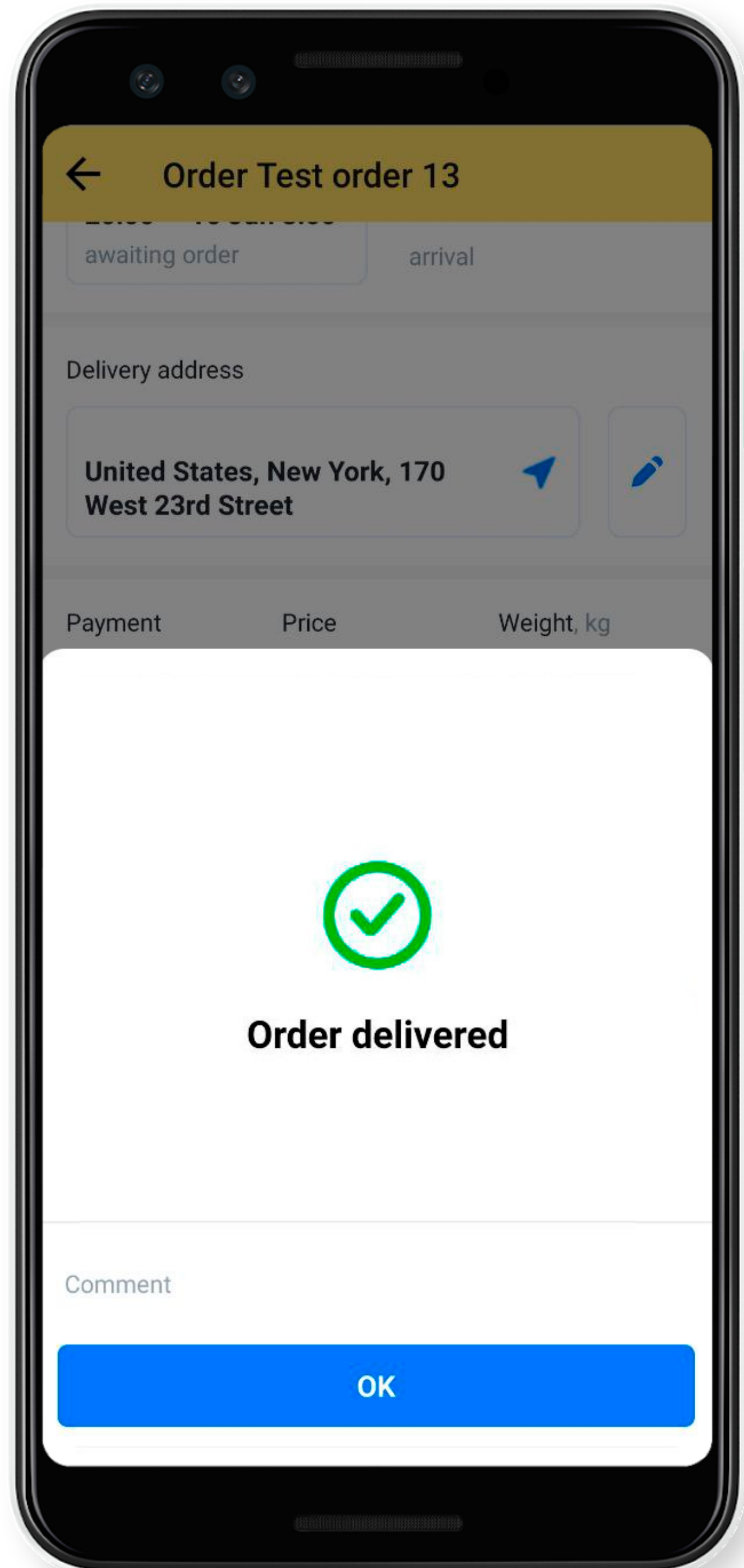If the number of delays is reduced,
tap **Save**.

Start delivery

1. Tap on the first order on the map.
2. Pull the bottom panel up to see the details.
3. Tap the address button to open the route in Yandex Navigator.
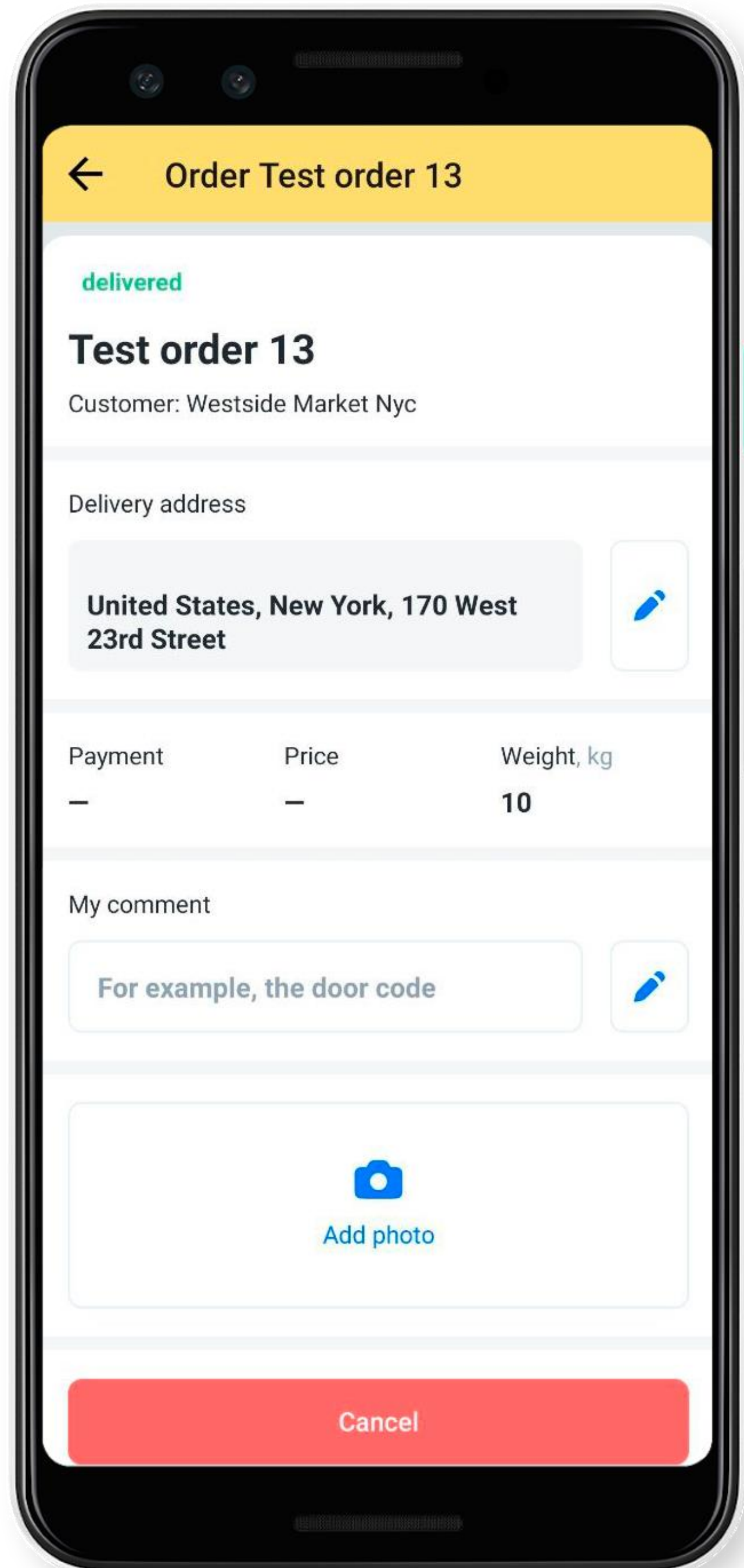
You arrived at the order location

When you arrive at the order location, the card shows a notification with a countdown when the order will be registered.
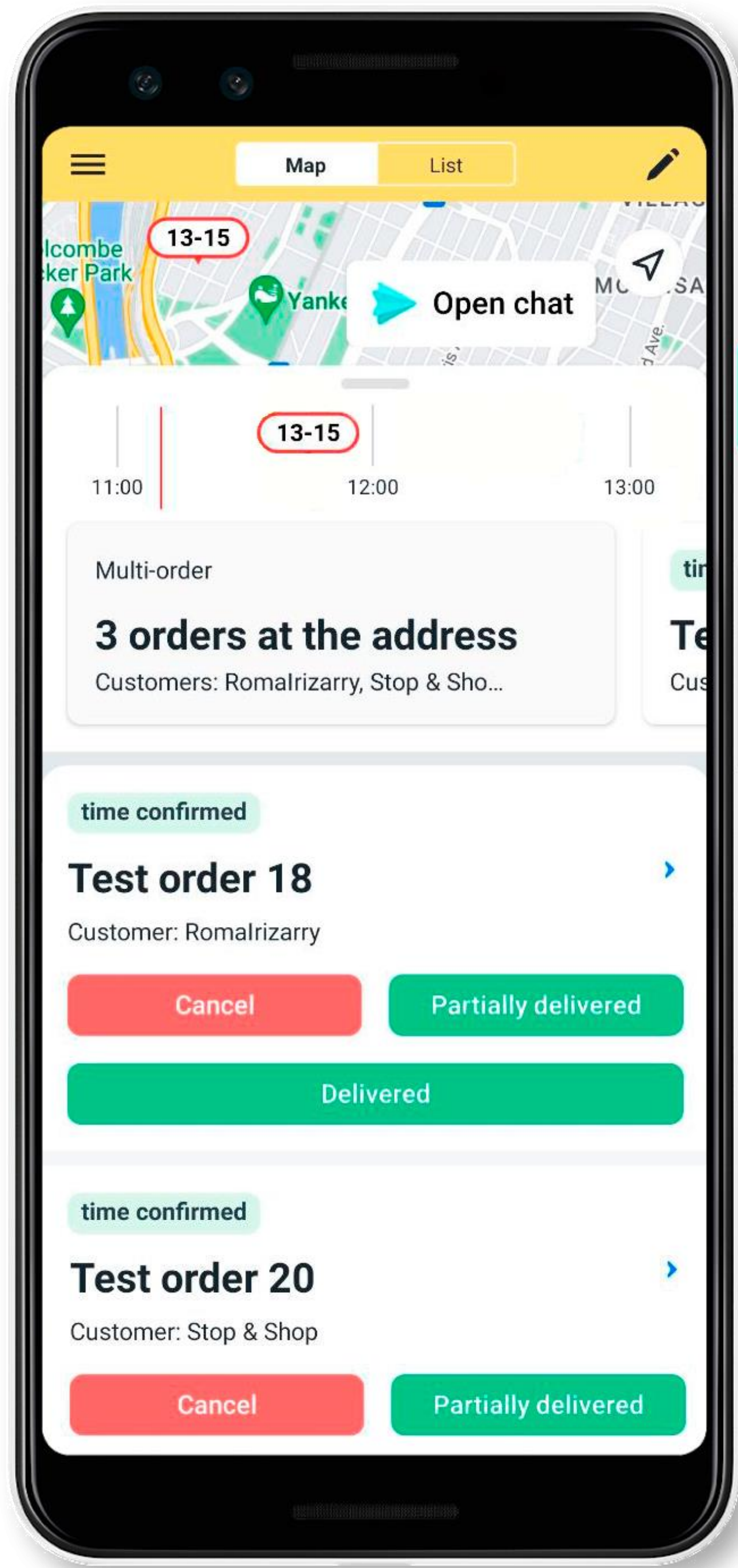
You've arrived at the order

When you arrive at the order location, a notification informs you that the delivery will be counted.
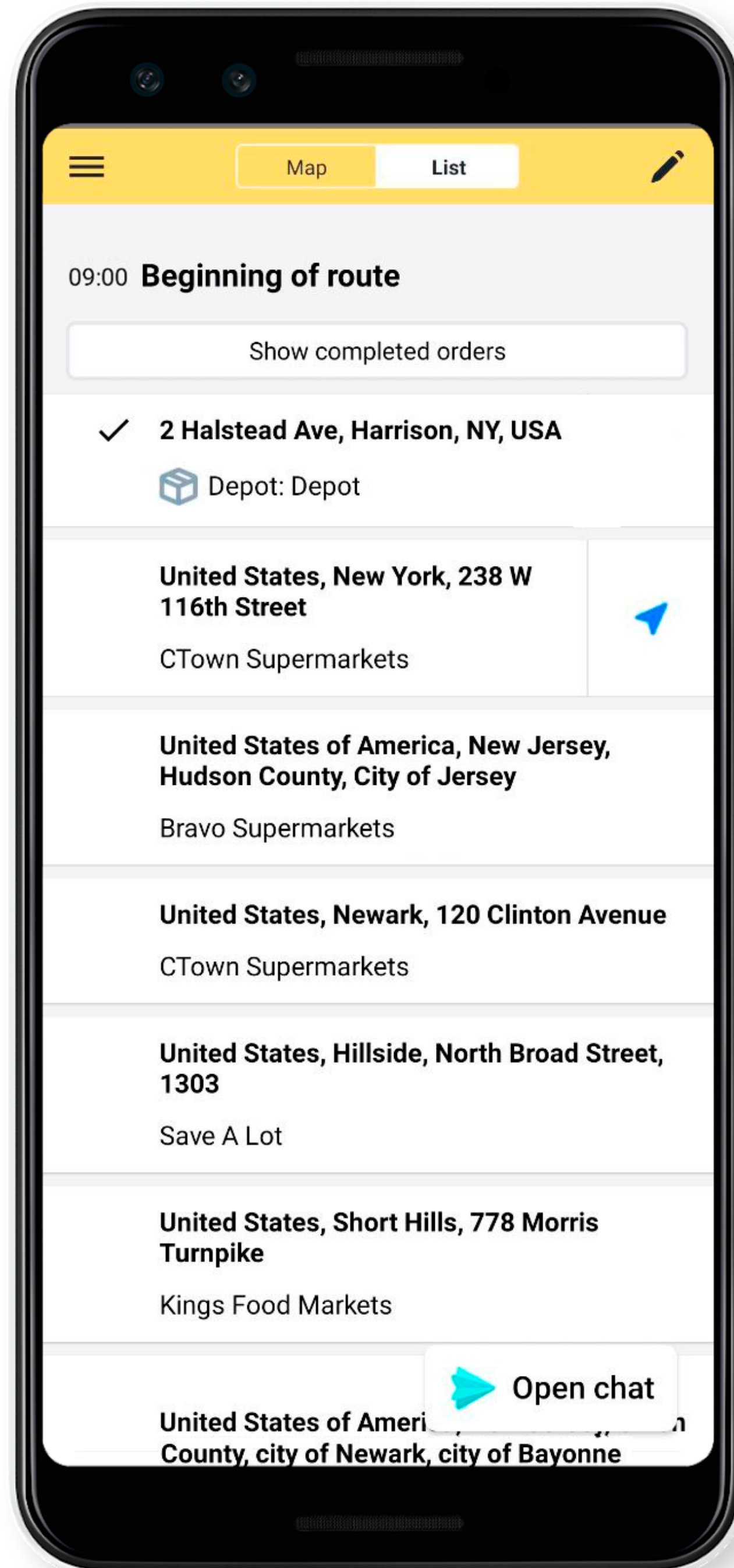
Order delivered

The order is automatically marked as delivered in a few minutes.

If you need to confirm delivery with a photo, use the **Add photo** widget.
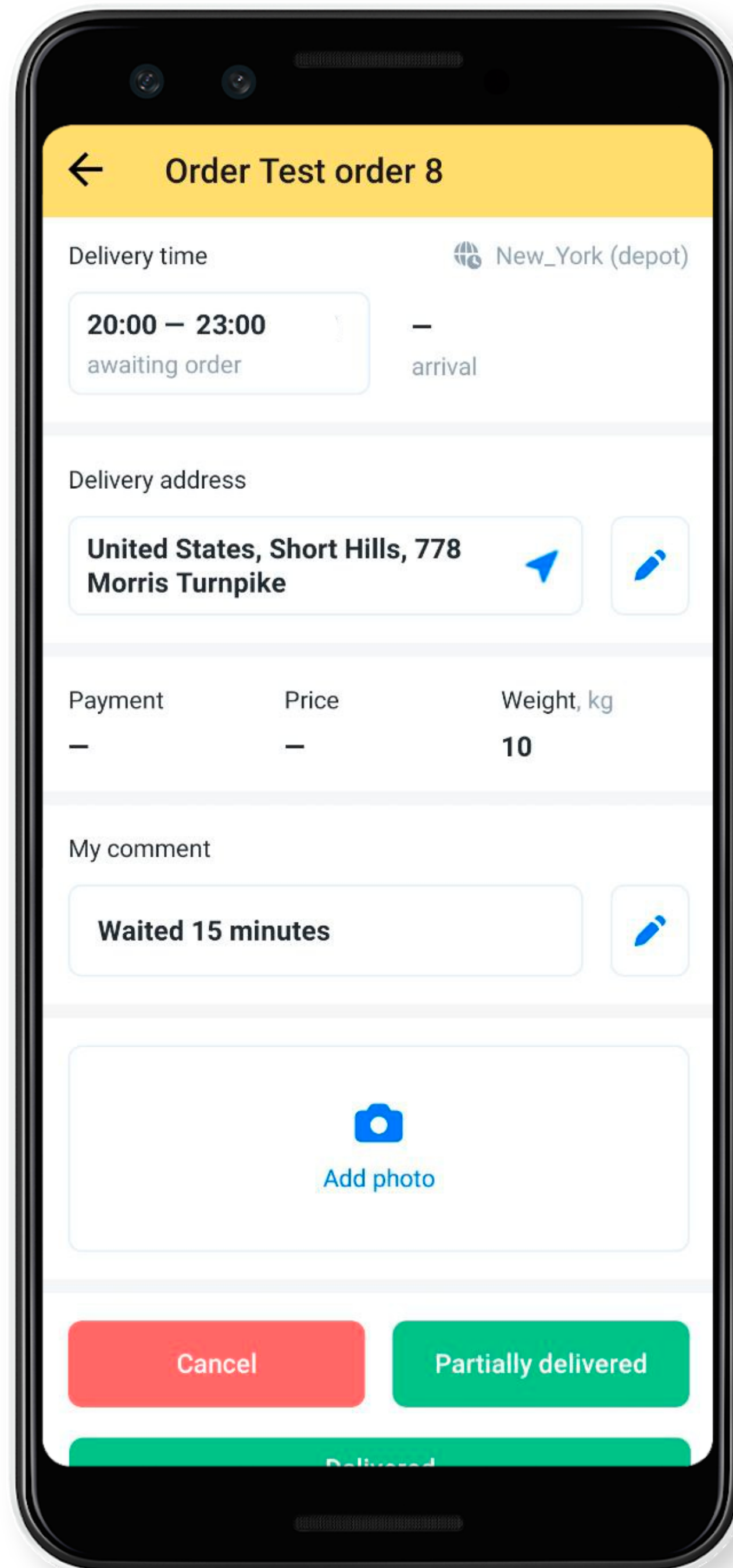
Multi-orders

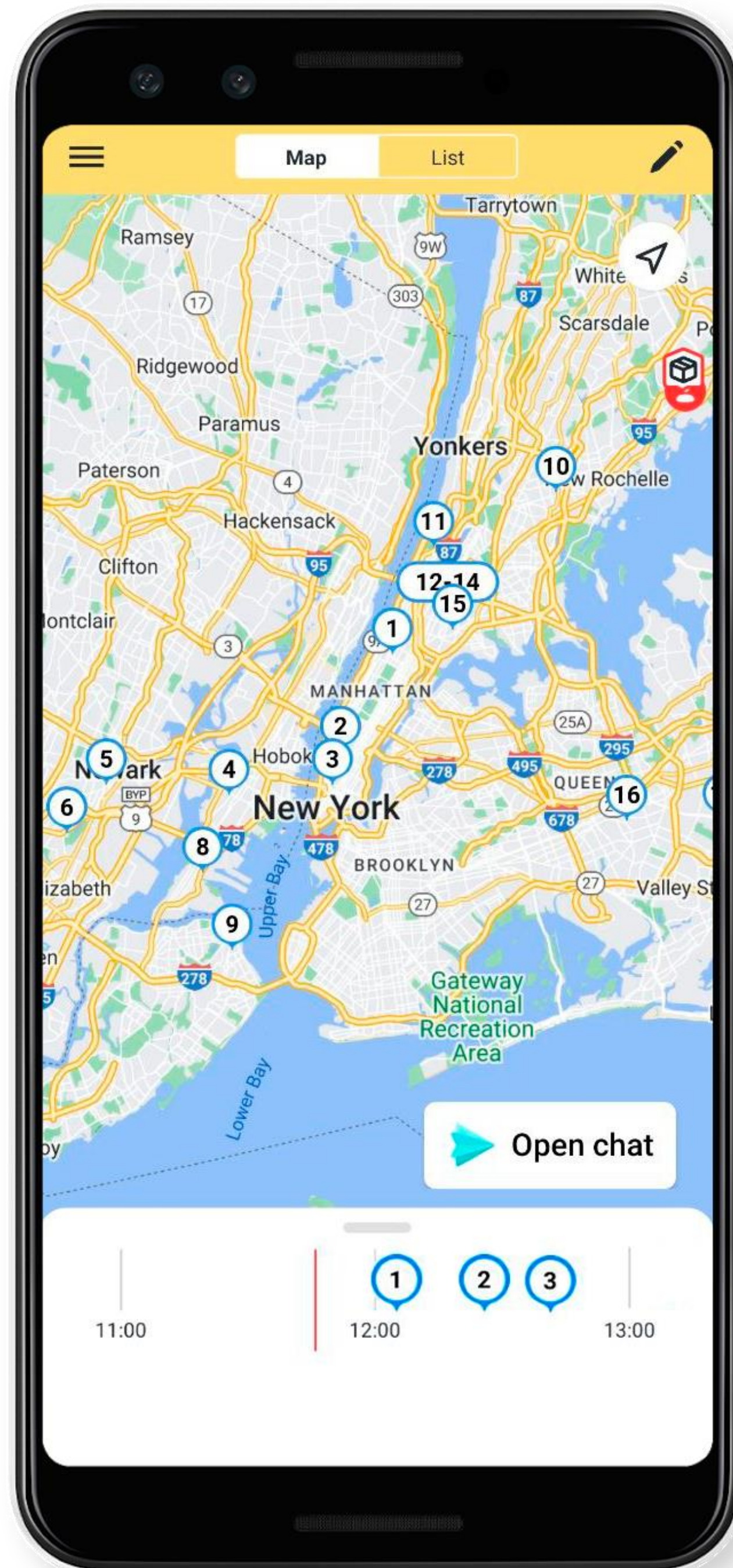If a customer places multiple orders, they are combined into one multi-order.

After delivery

After delivering the first order, move on to the next on the list.
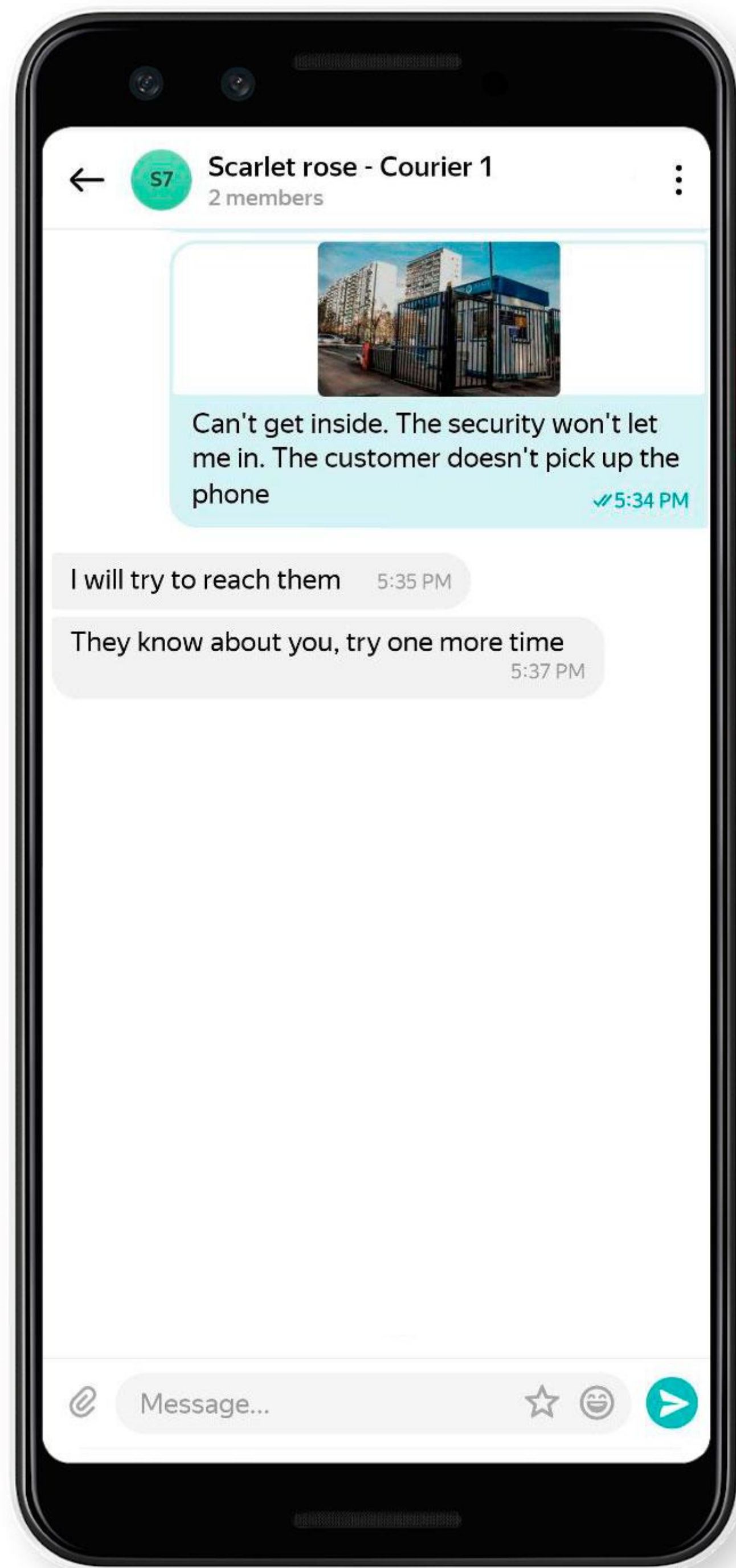
Order comments

If something needs to be clarified during the delivery, describe it in the **My comment** field.

Chat with a logistician

To start a chat with the logistician:

1. Tap **Open chat** in the lower-right corner of the screen.

Chat with a logistician

To start a chat with the logistician:

1. Tap **Open chat** in the lower-right corner of the screen.
2. Open Yandex Messenger and write a message.