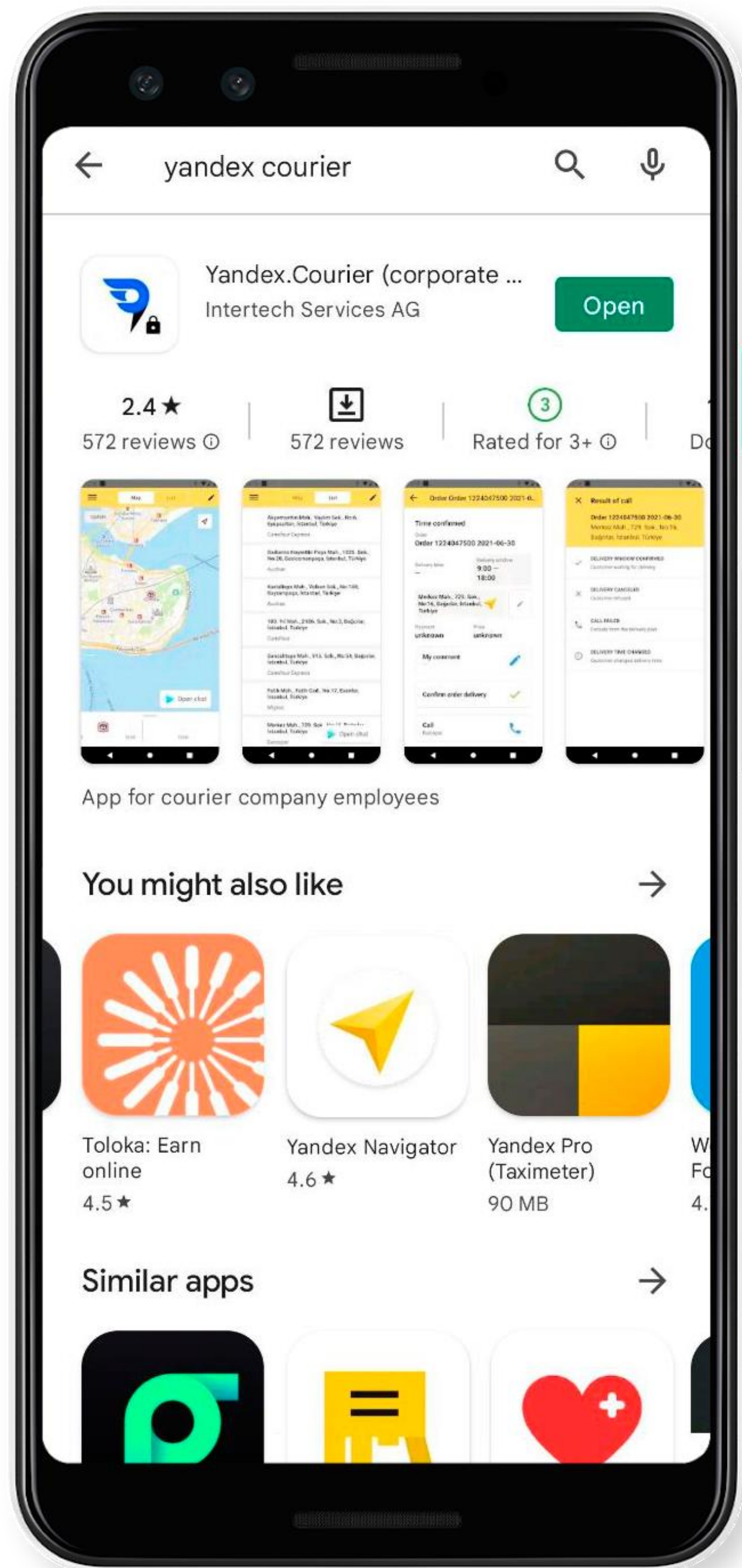





Yandex

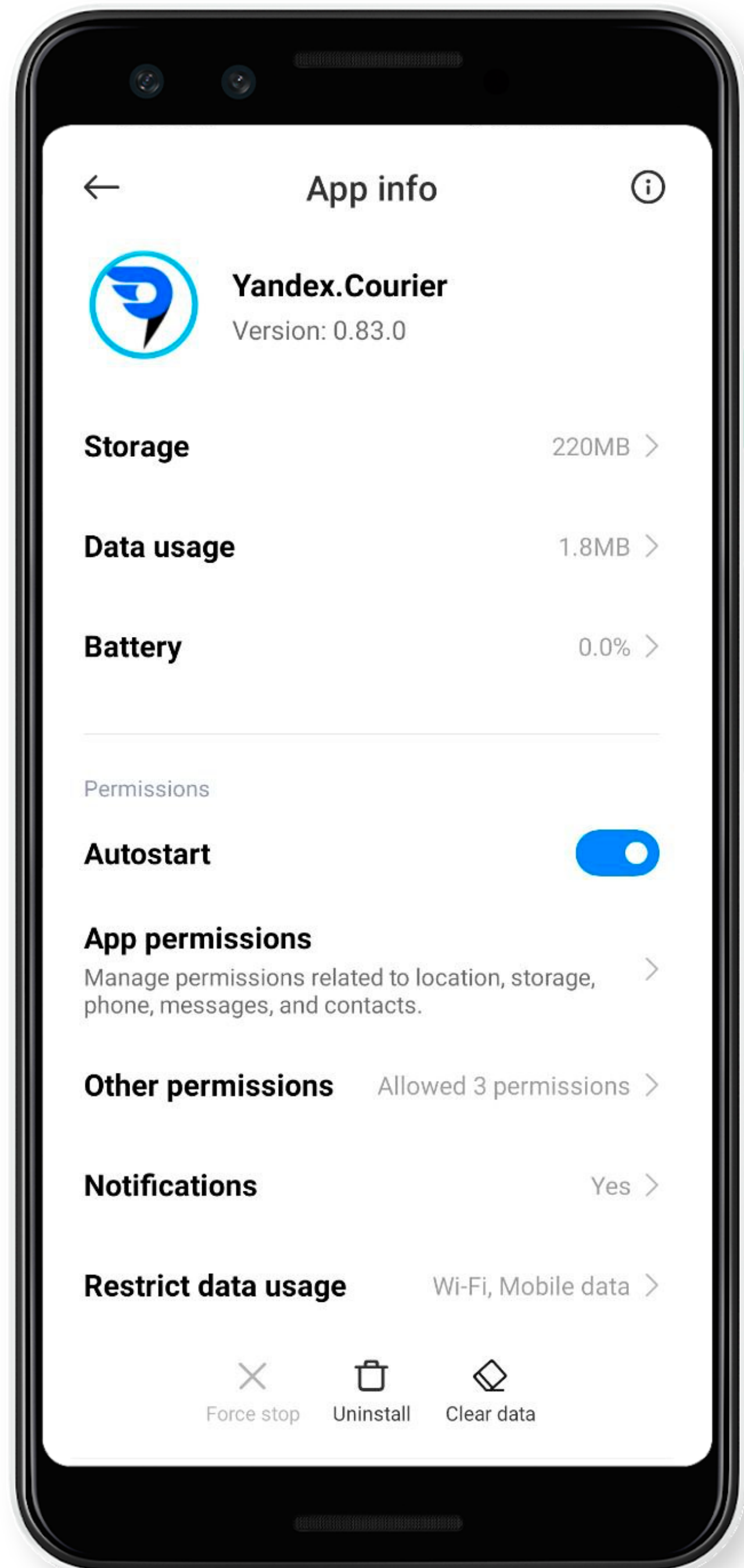
Yandex Courier app



Install the app

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

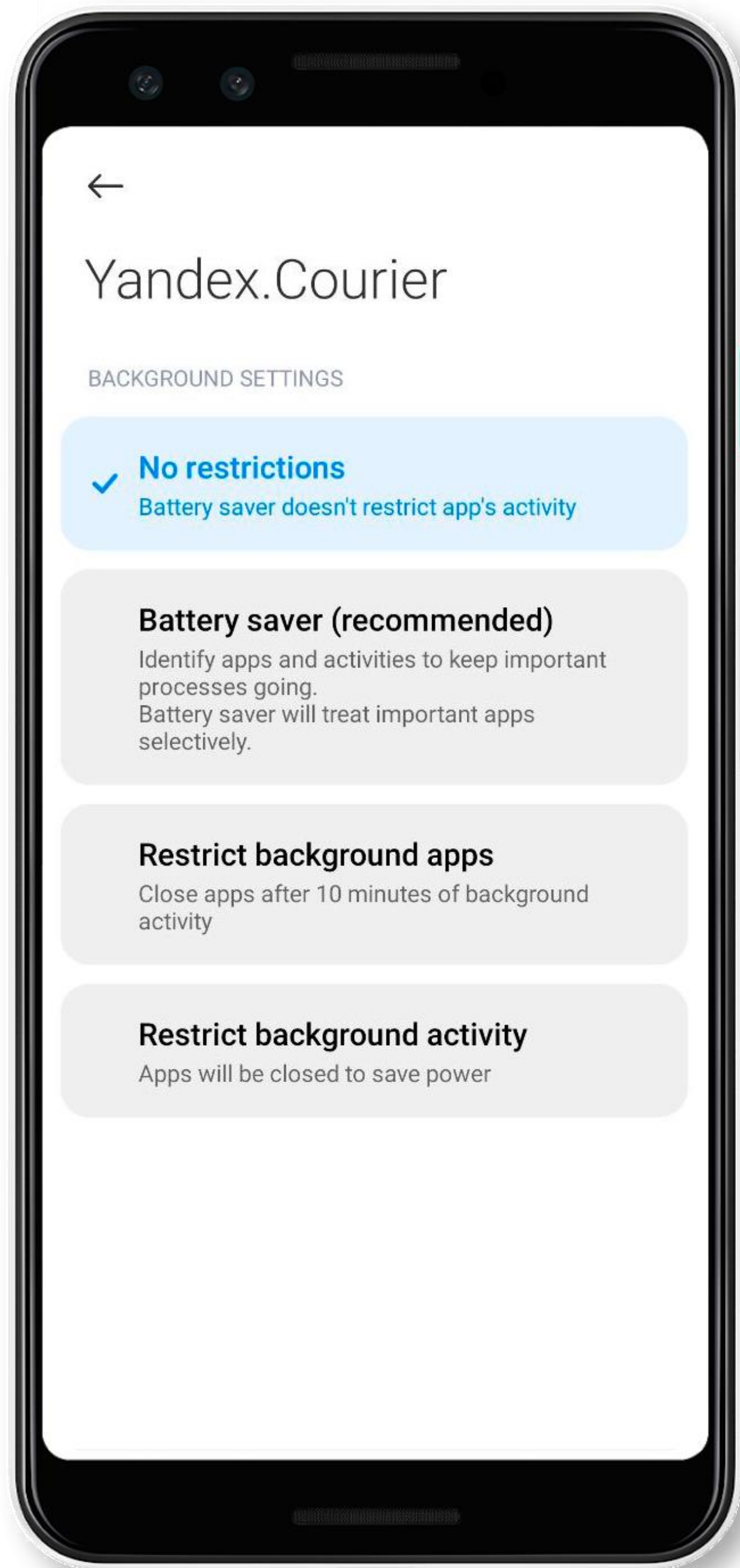
- Google Play 
- AppGallery 
- App Store 



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.

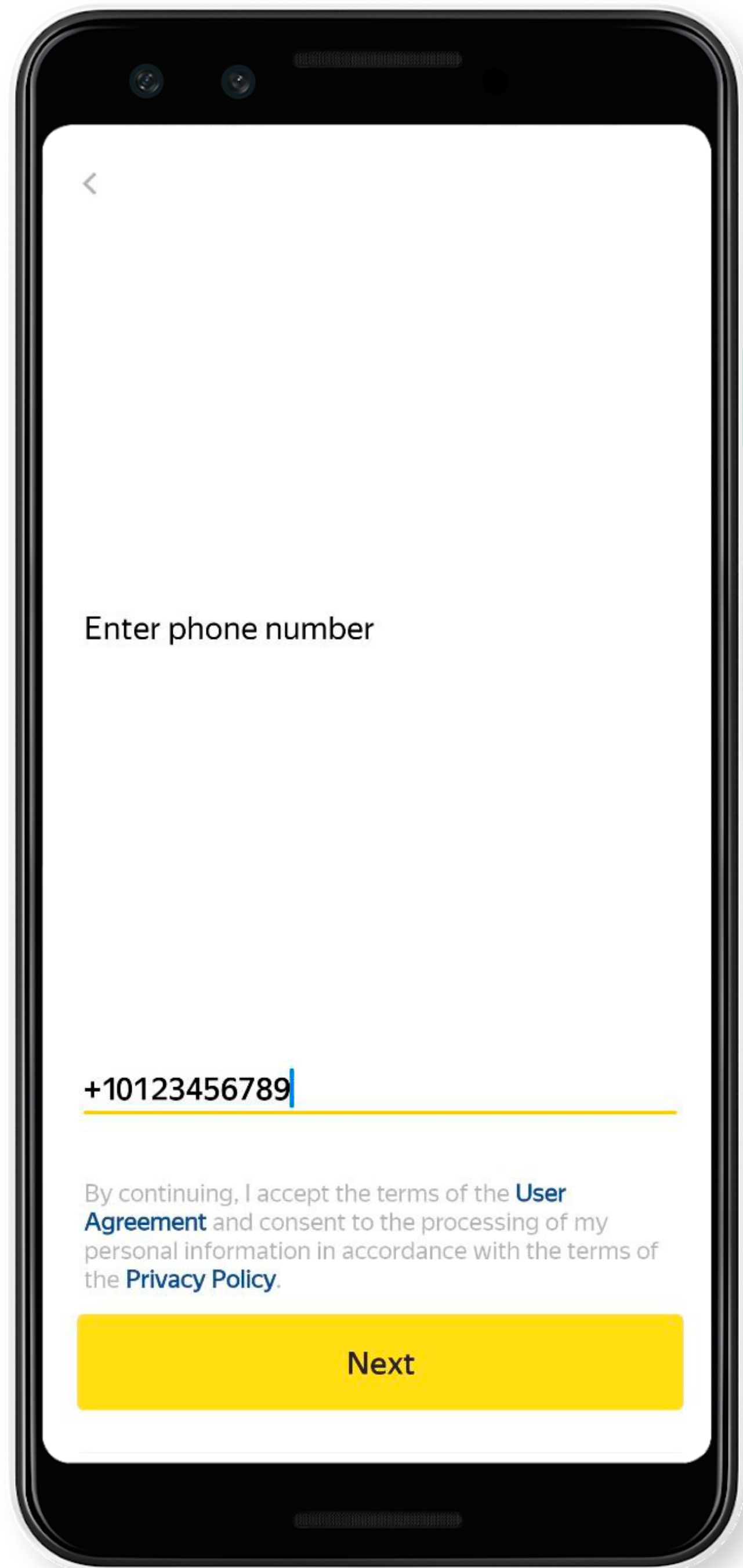


Set the app to run in the background

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

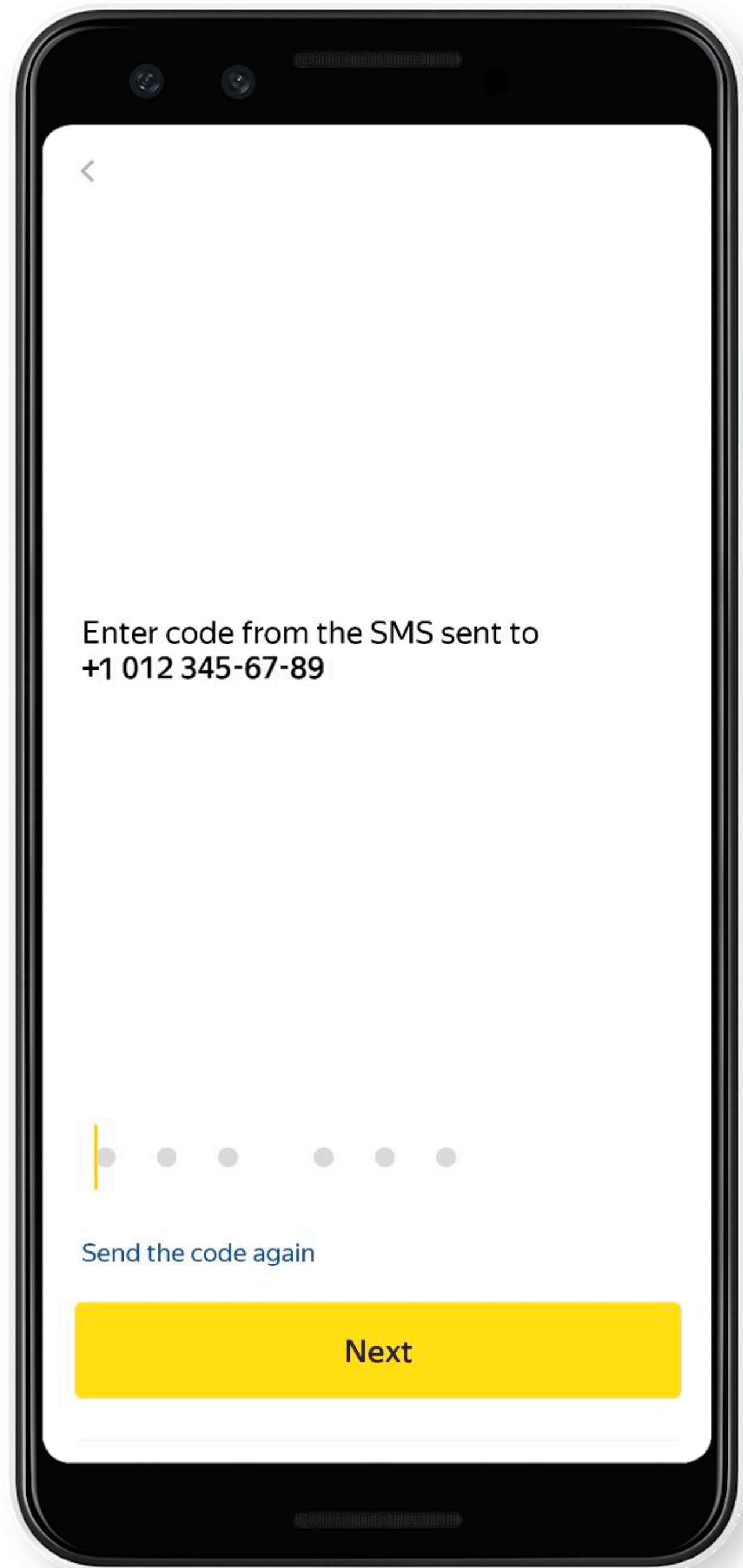
1. Open your smartphone settings.
2. Disable energy saving mode.

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.



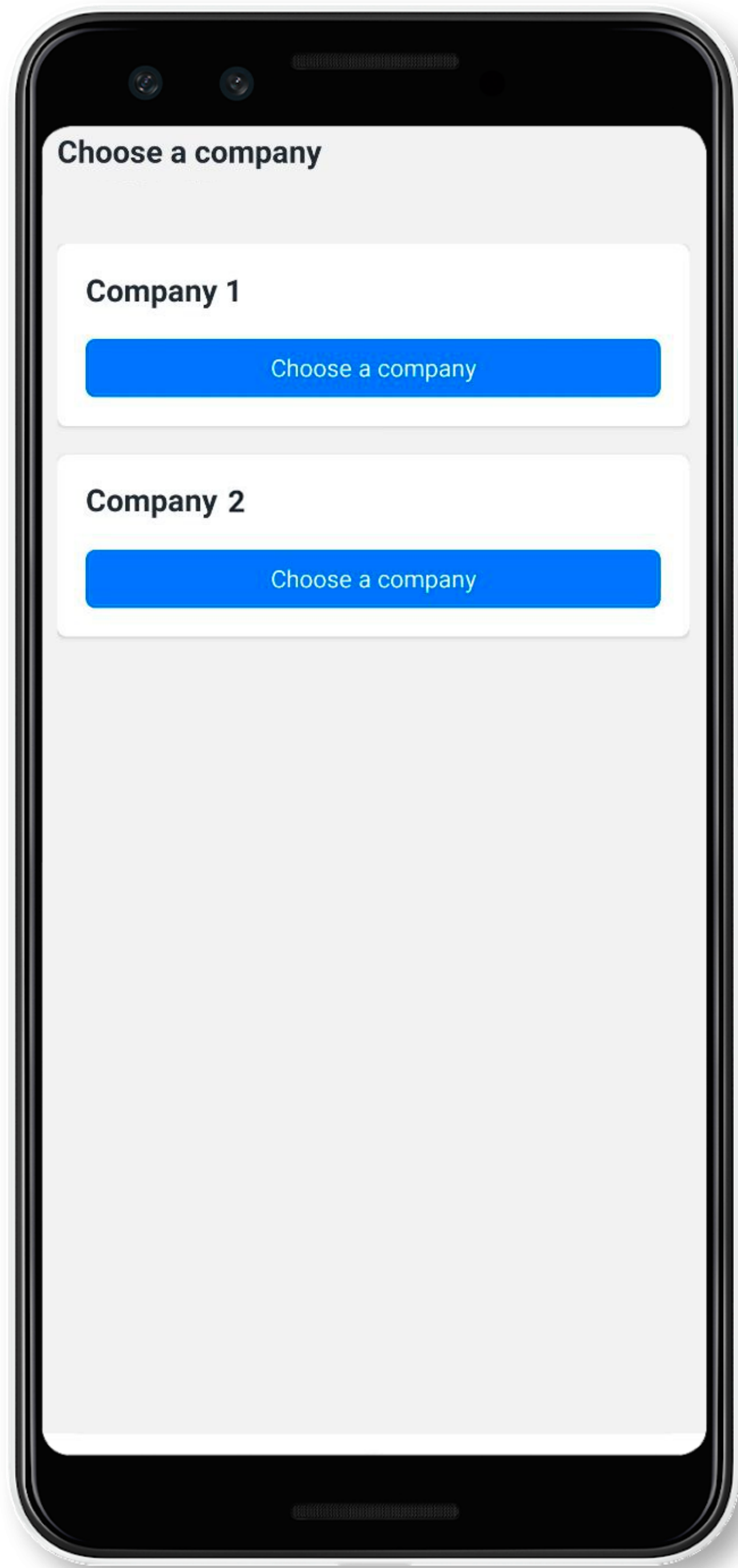
Registration and login

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



SMS code

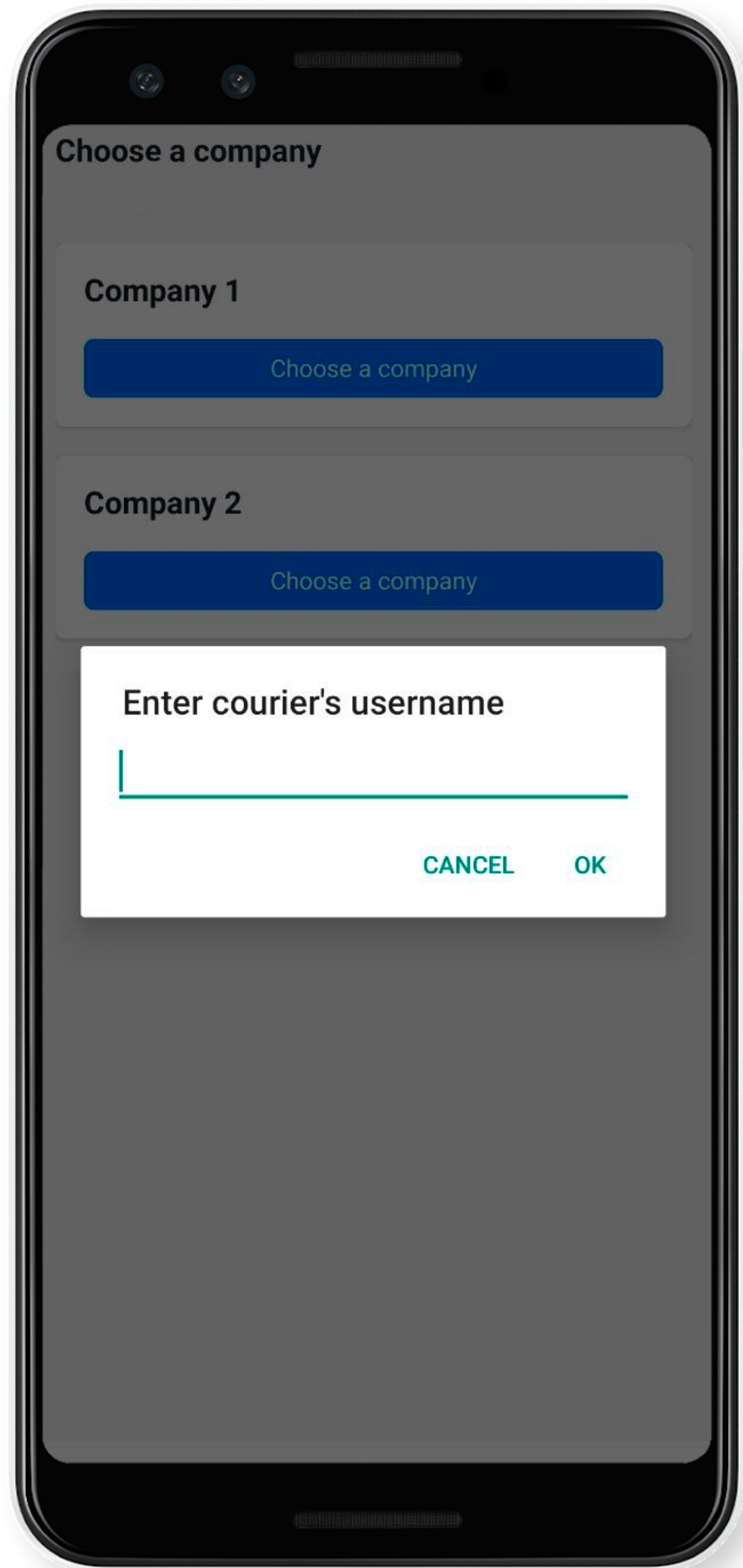
1. Enter the SMS code.
2. Tap **Next**.



Choose a company

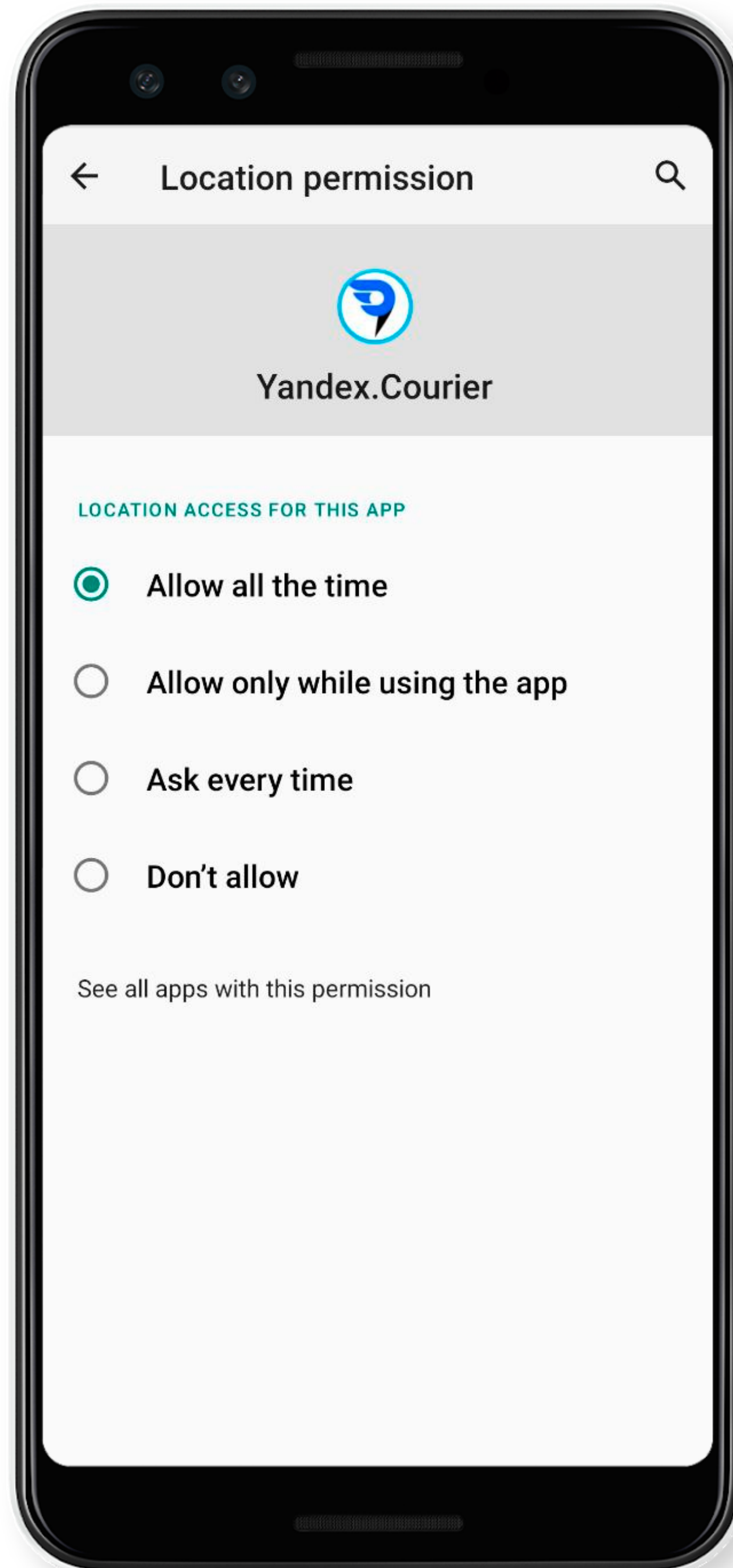
If you work with one company, skip this step.

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



Courier login

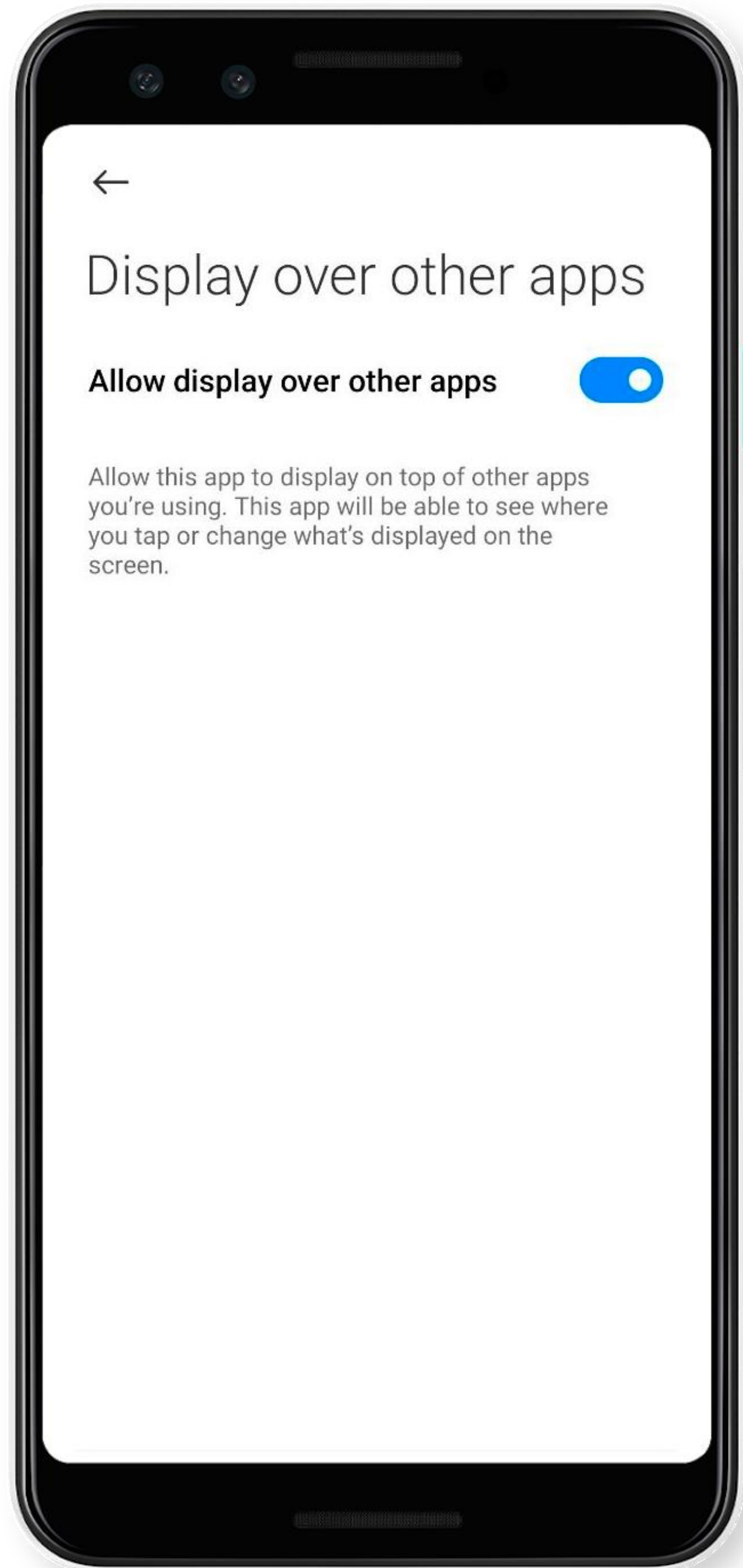
1. Enter the courier login from the logistician.
2. Tap **OK**.



Permissions

Configure permissions:

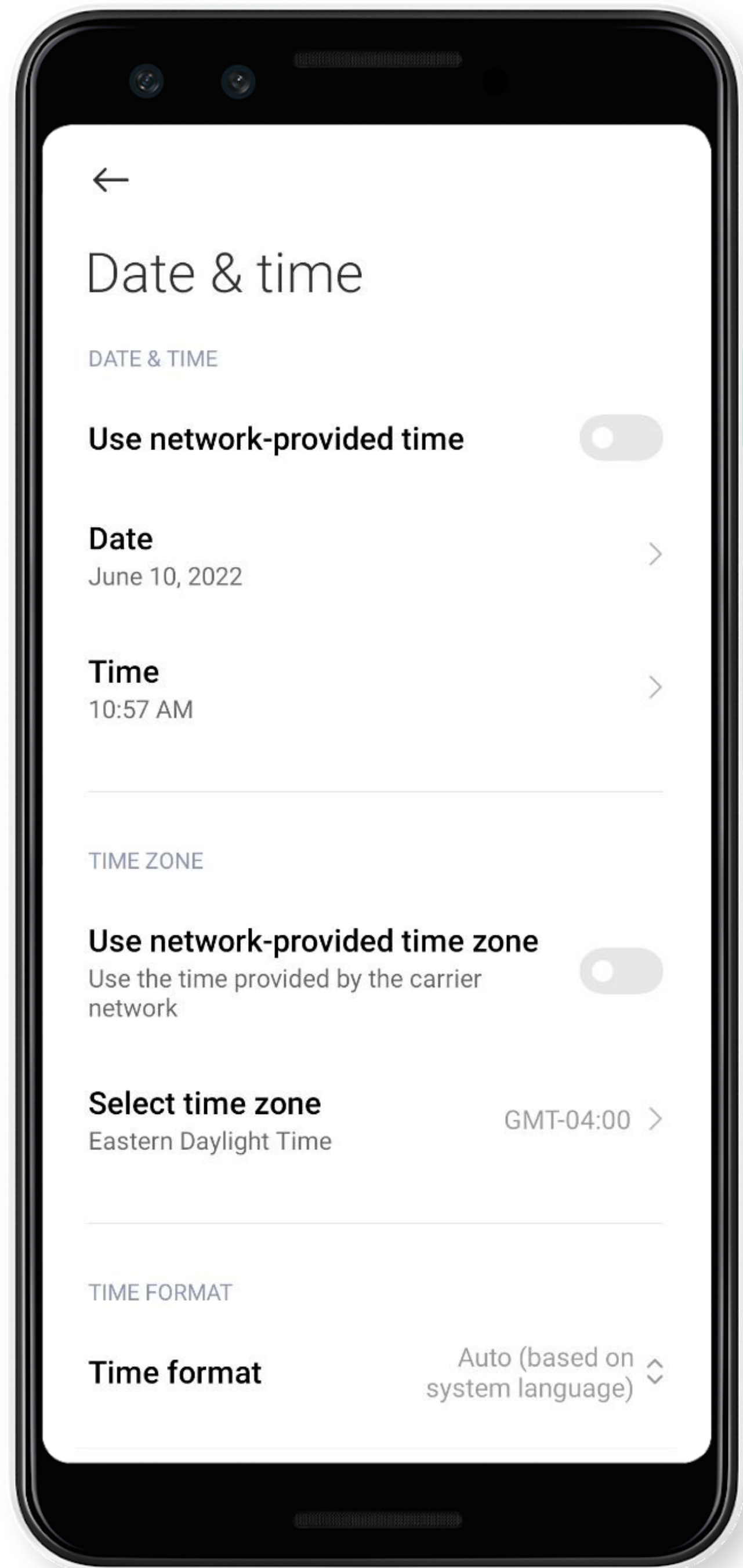
- Allow access to your location even when the app is closed or not in use: **App permissions** → **Location** → **Yandex Courier** → **Allow all the time.**



Permissions

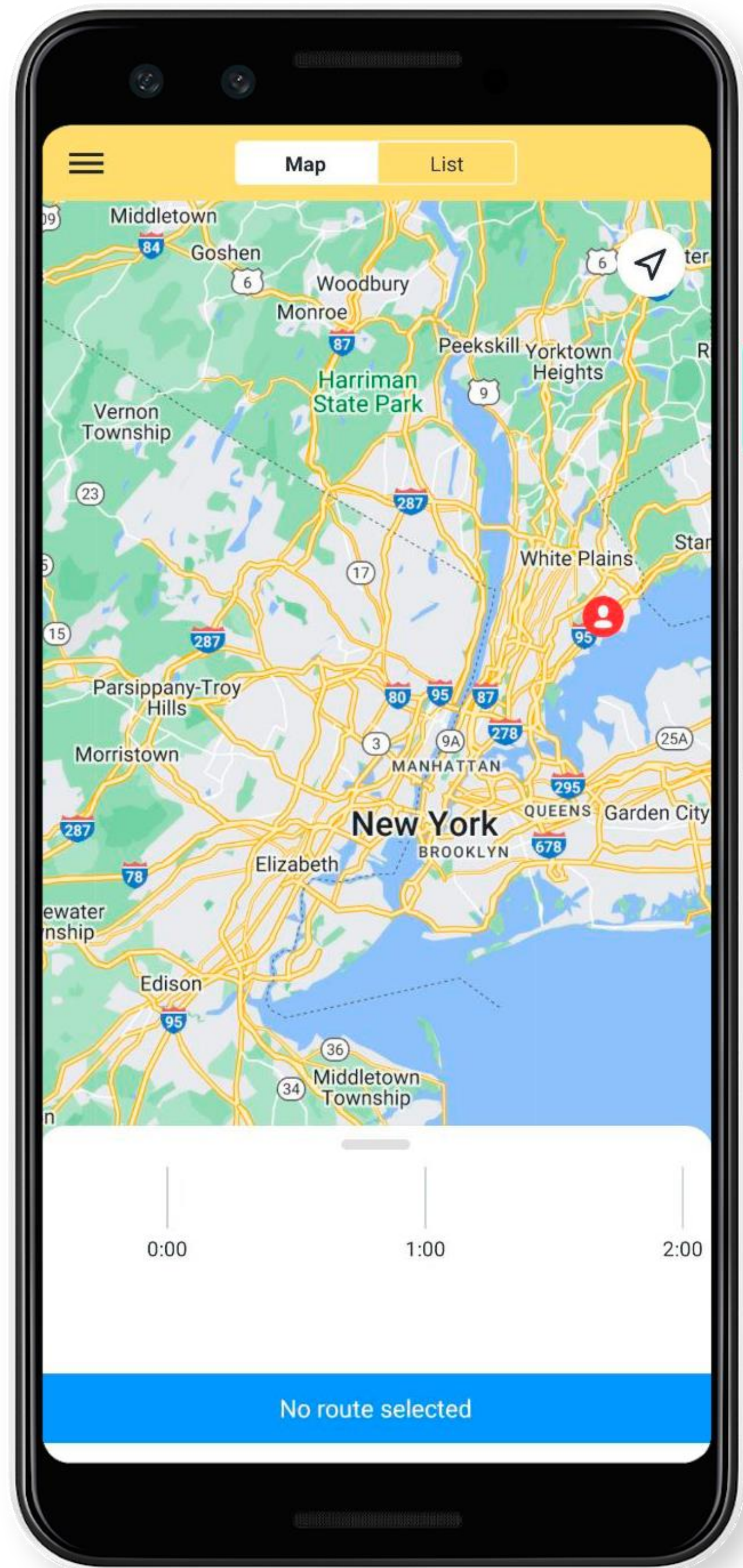
Configure permissions:

- 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.**



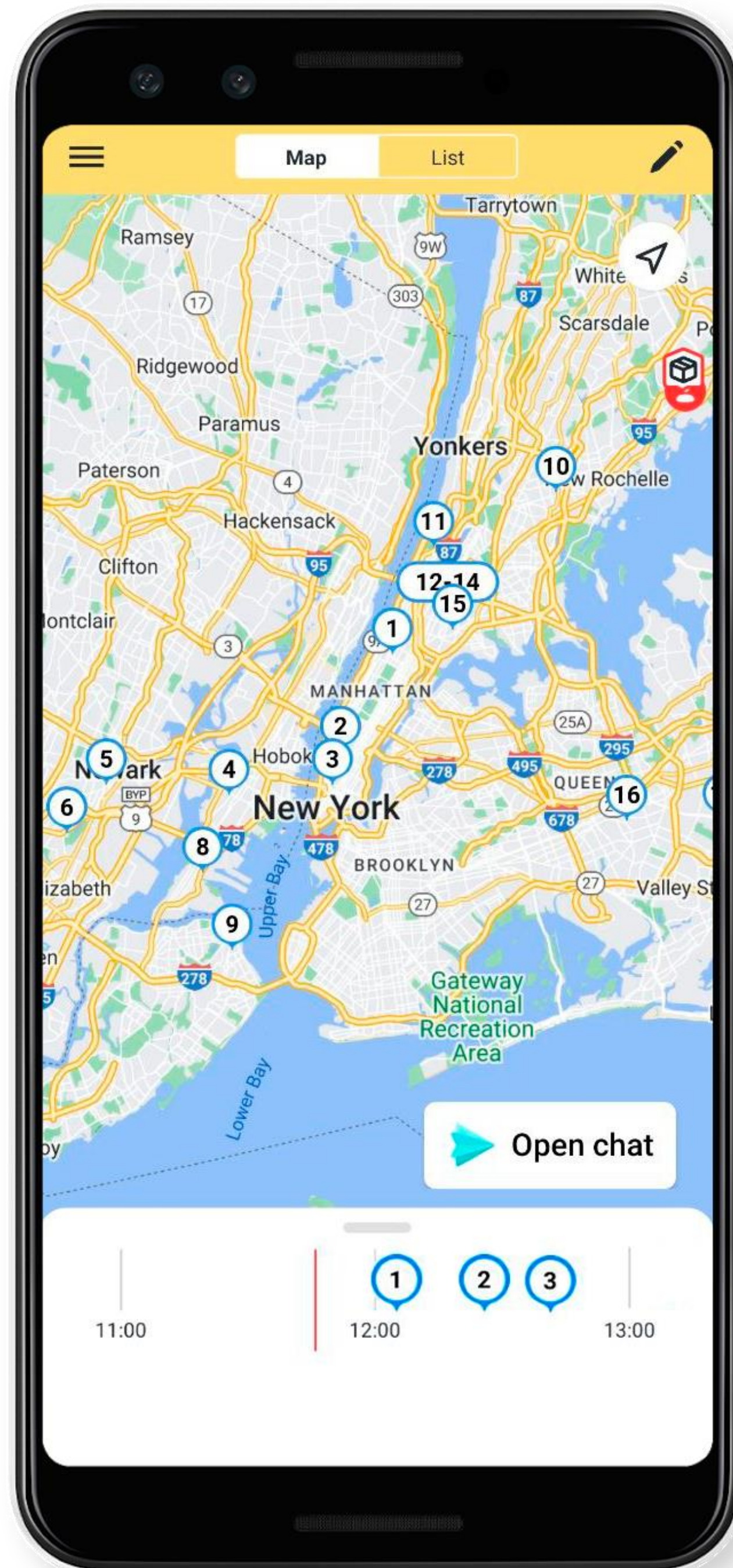
Date and time

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




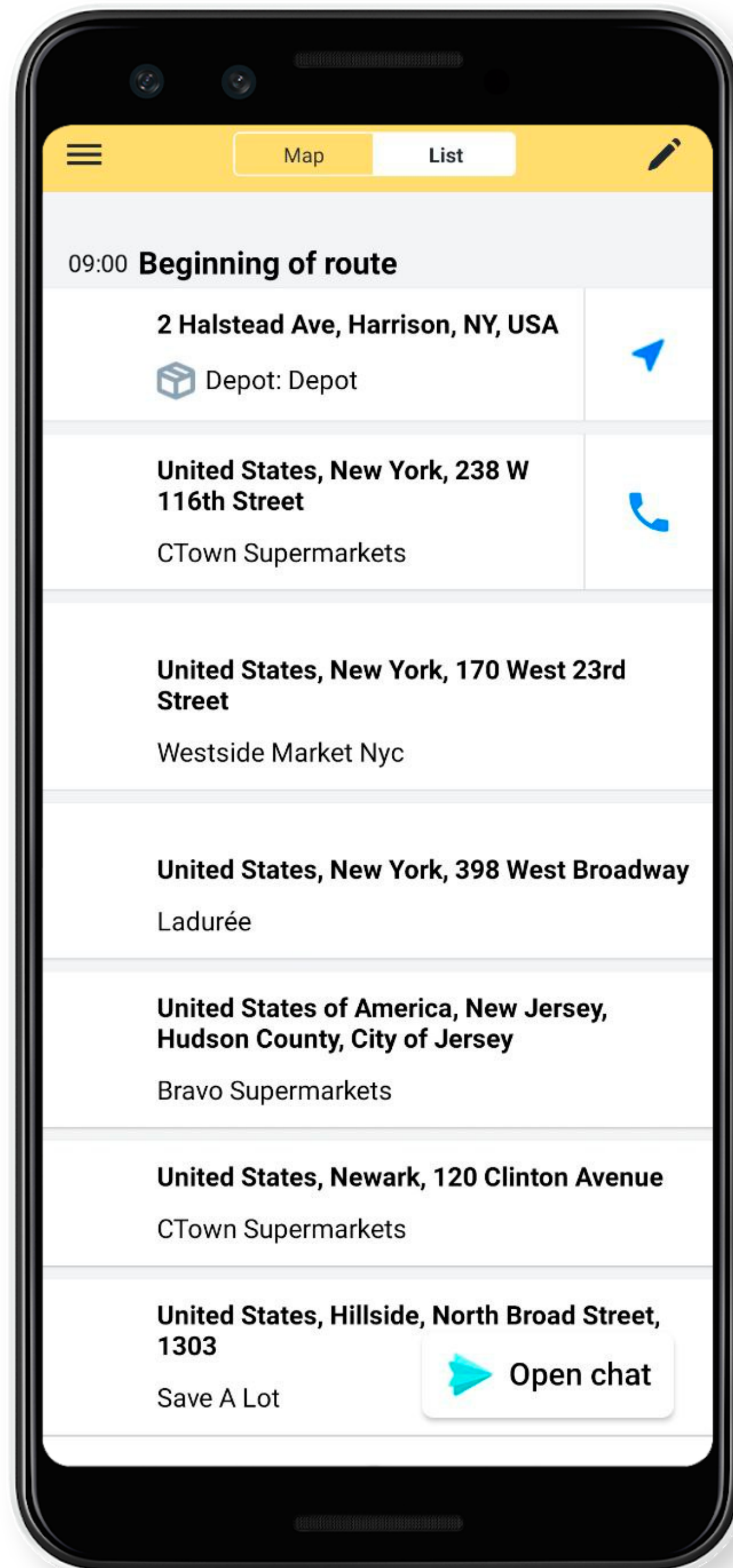
Select a route

1. Tap 
2. Tap **Choose a route.**
3. Select a route.



Select a route

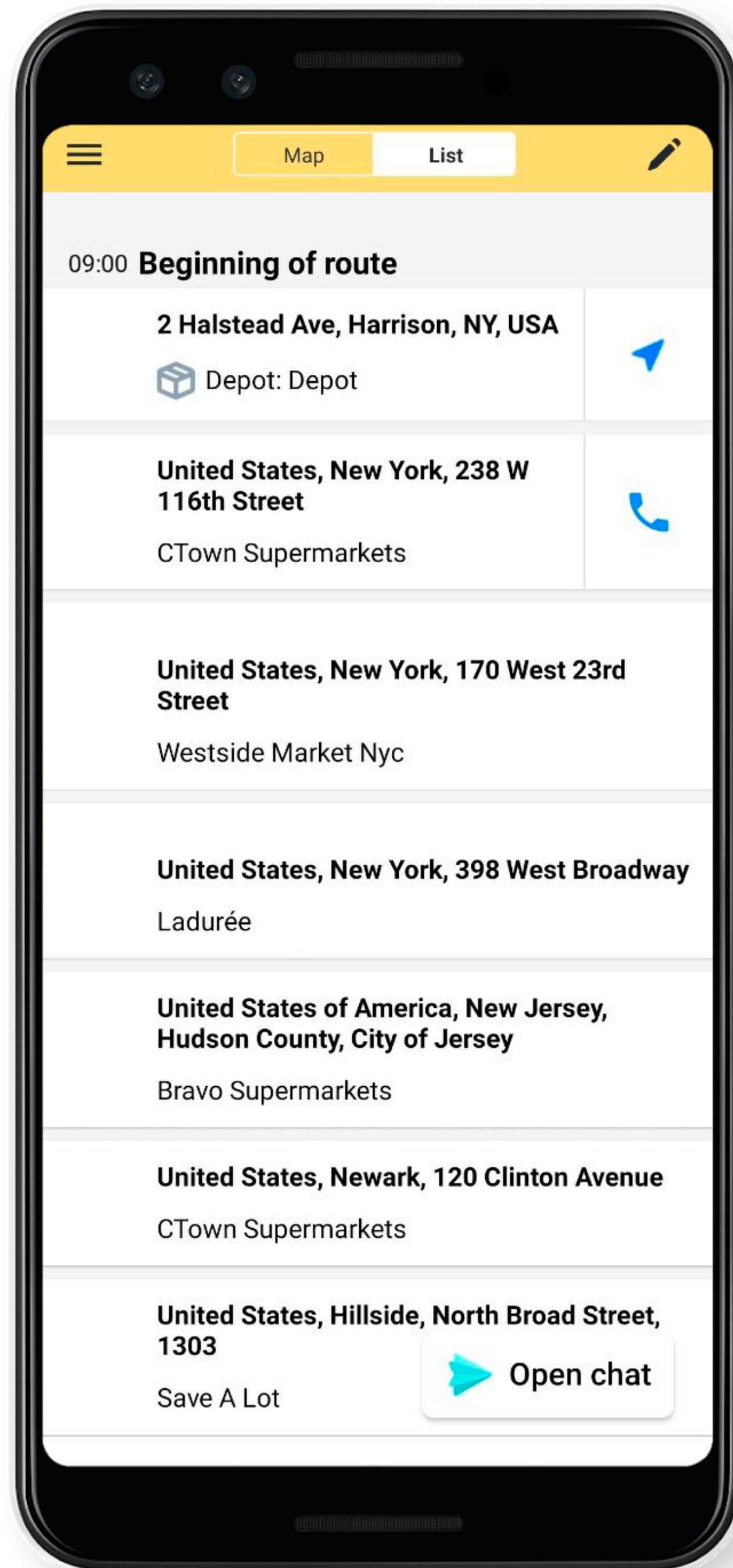
1. Tap 
2. Tap **Choose a route.**
3. Select a route.
4. Orders will appear on the map.



Order list

You can view orders on the map or list.

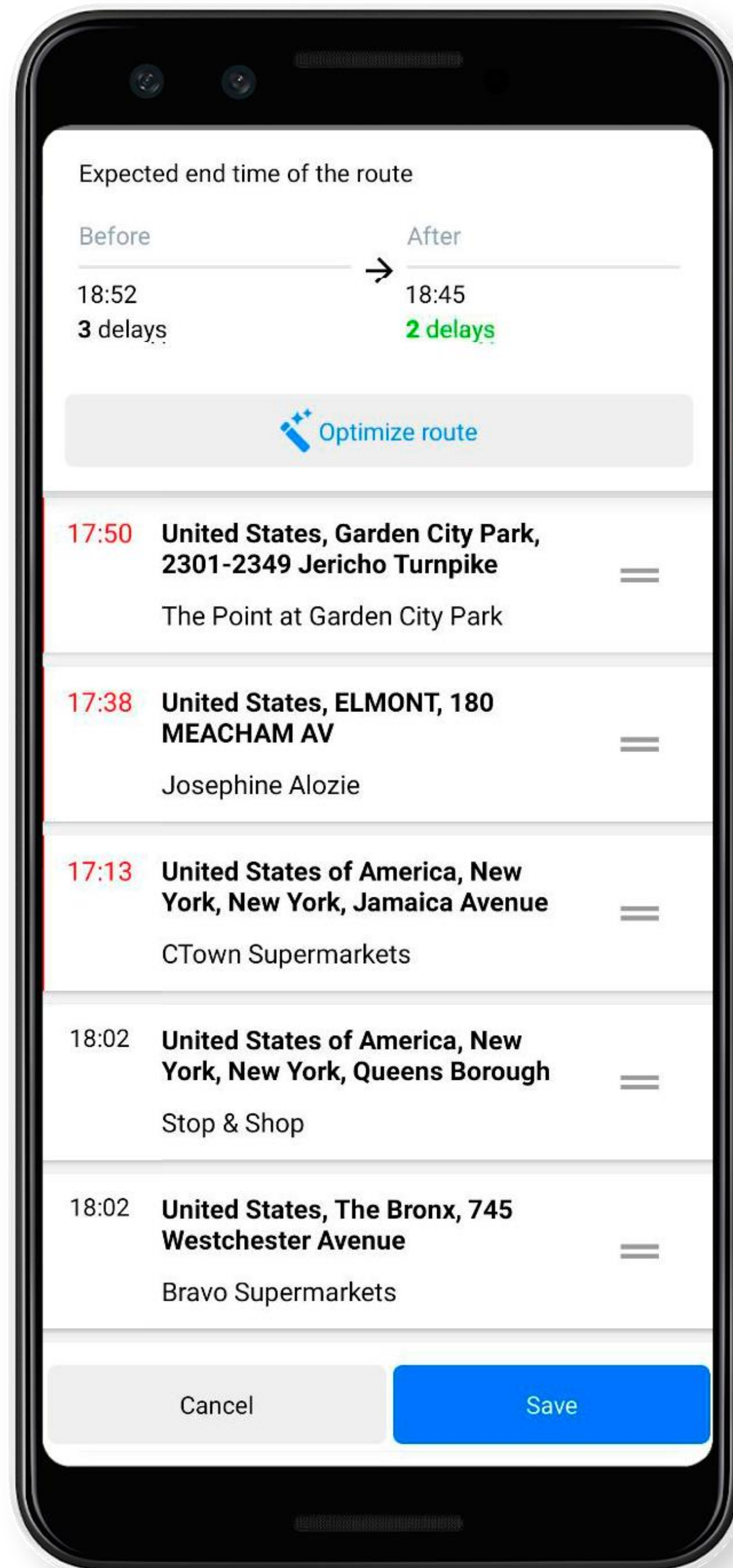
Orders are arranged by delivery priority.



Optimize your route

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

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

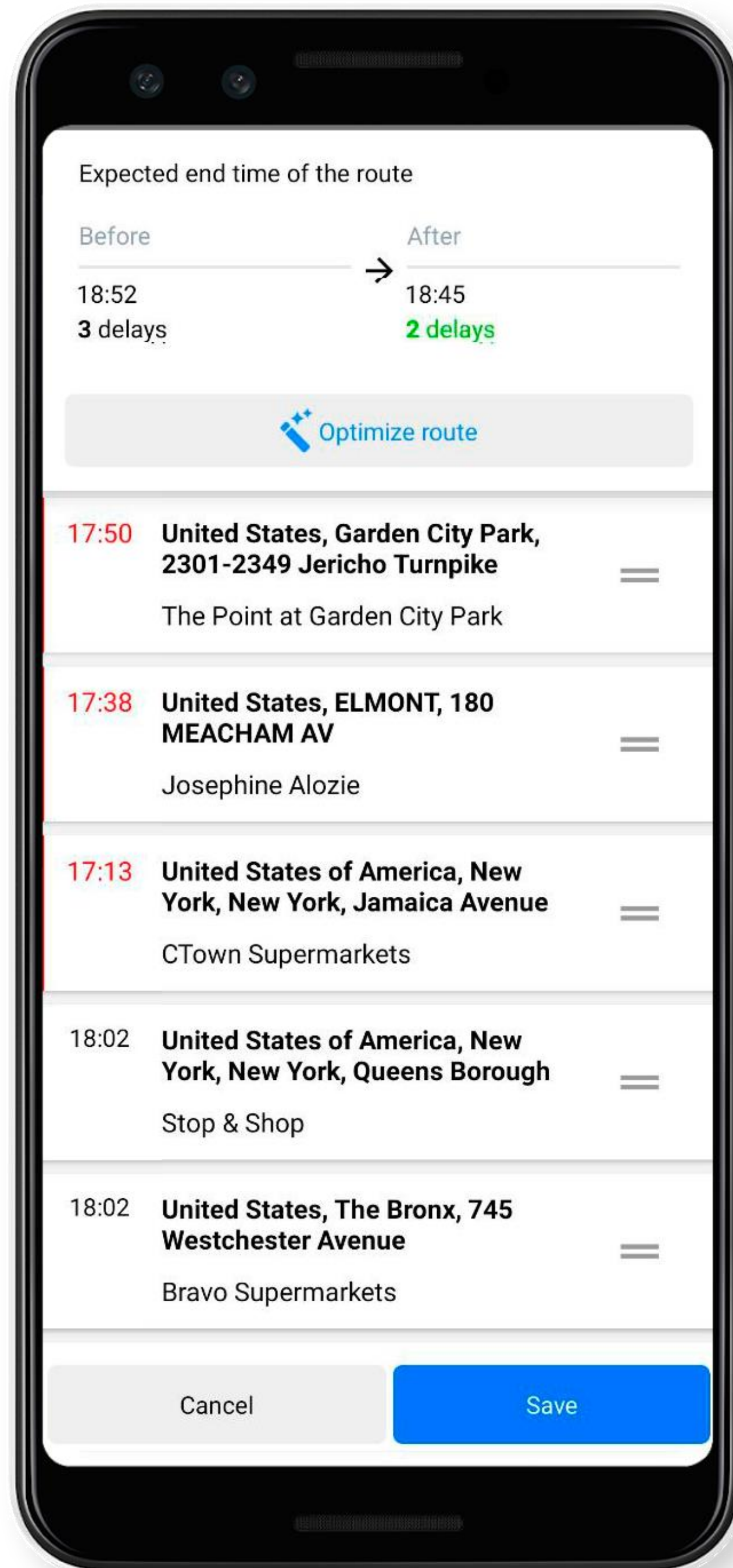


Automatic optimization



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

Then tap **Optimize route**.

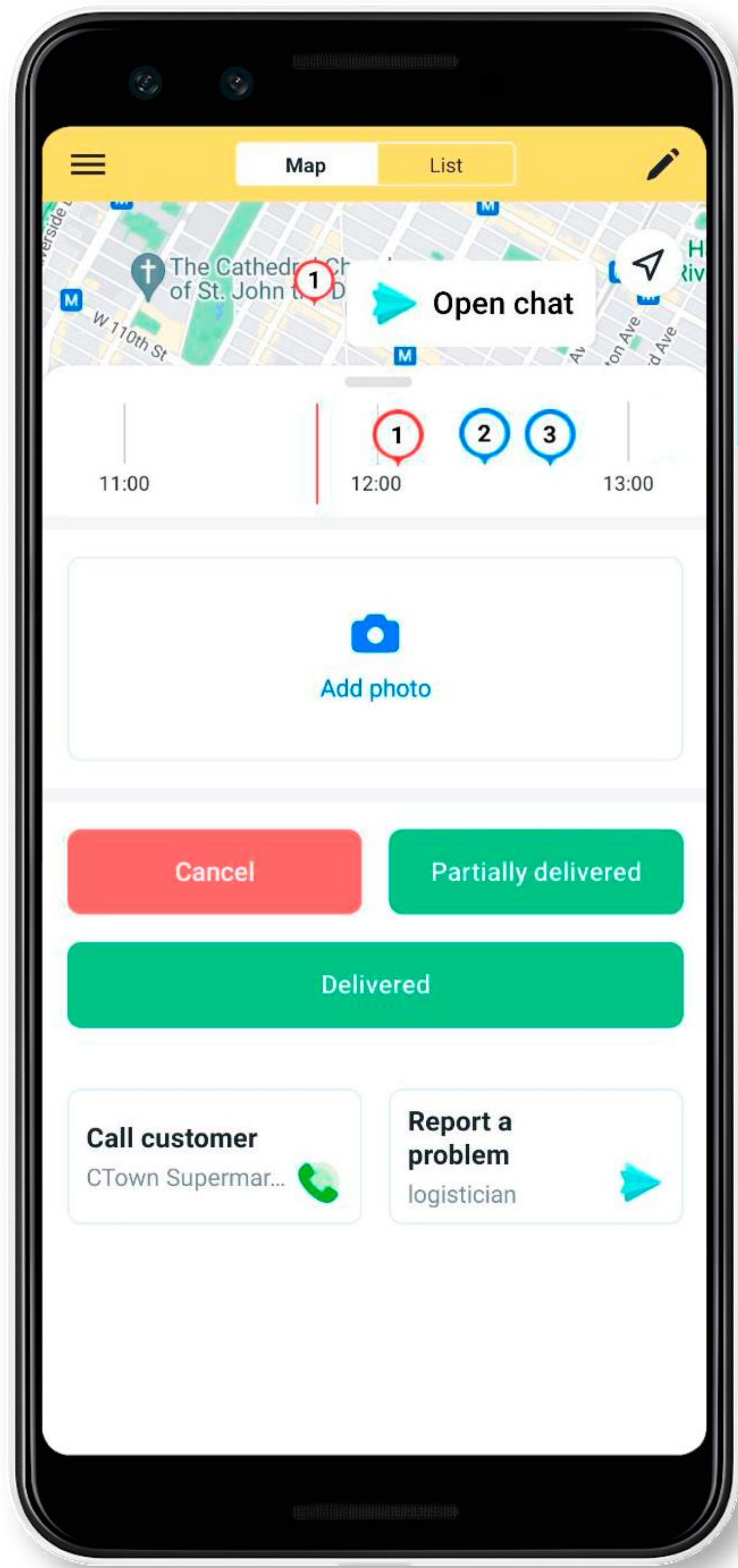
If the number of delays is reduced, tap **Save**.



Manual optimization

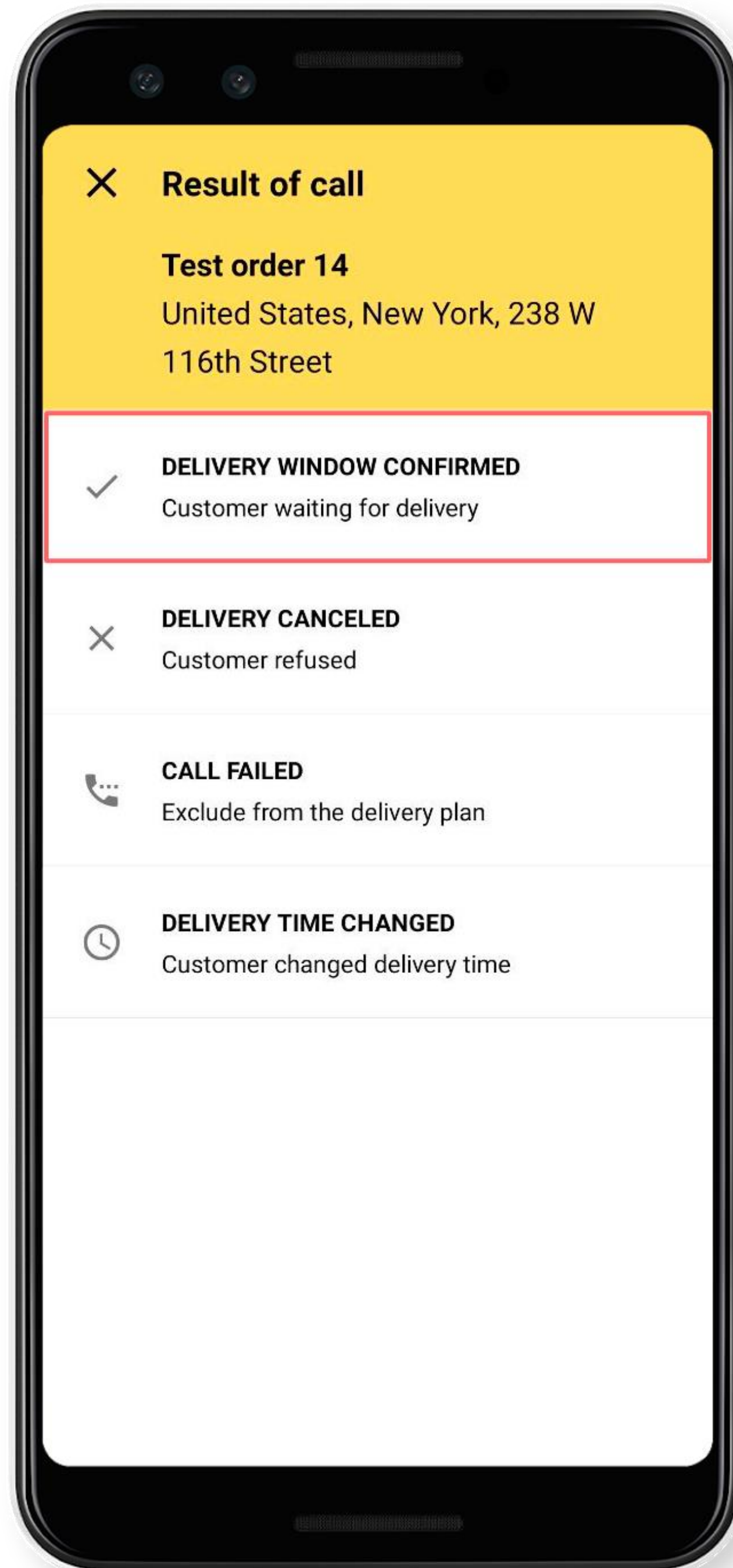
To change your route manually, tap  then  in the address bar and drag it.

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



Coordinate delivery time

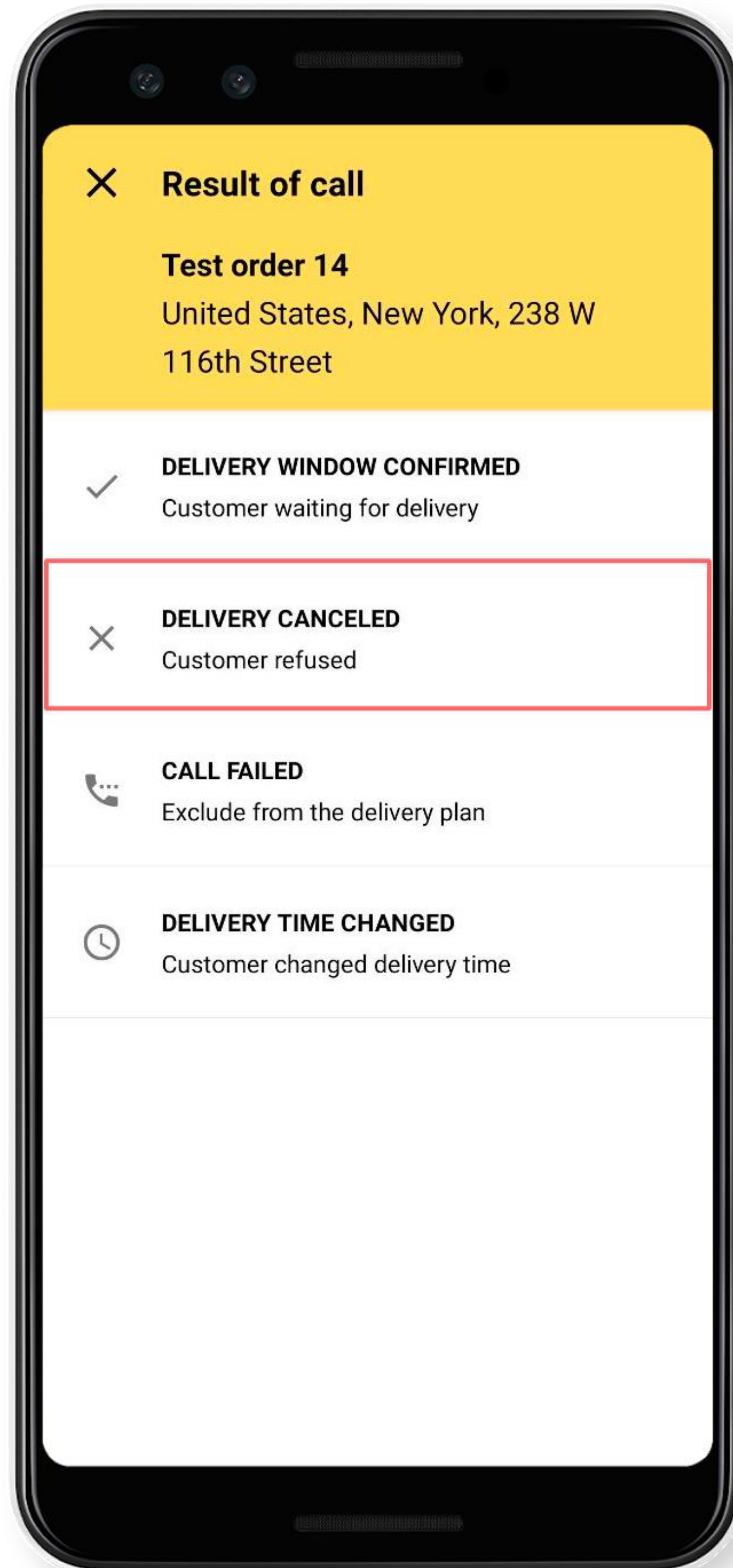
1. Tap on the first order on the schedule.
2. Pull the bottom panel up to see the details.
3. Tap **Call customer** to contact the customer.



Call result

Update your status after the call:

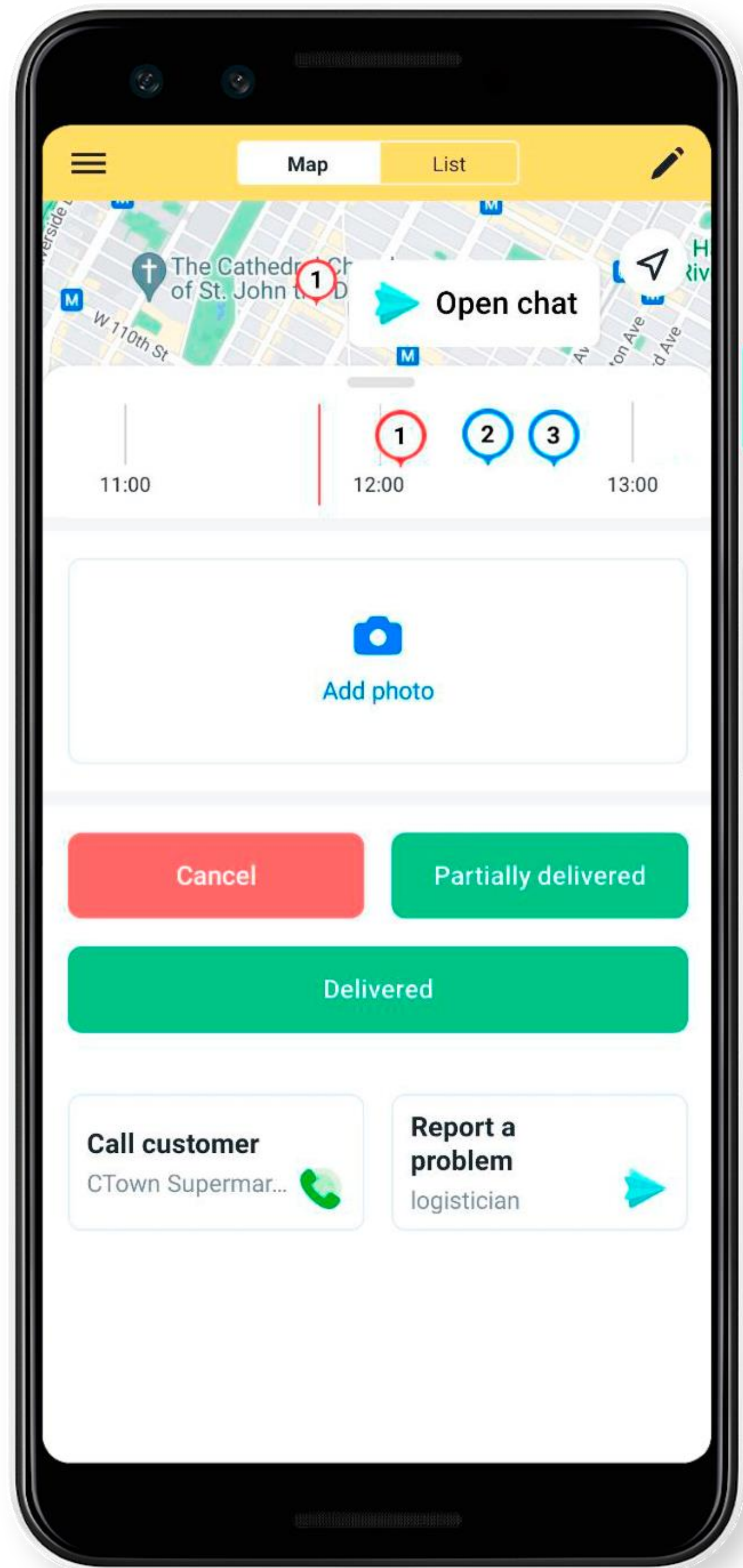
- **Delivery window confirmed** — Customer waiting for delivery.



Call result

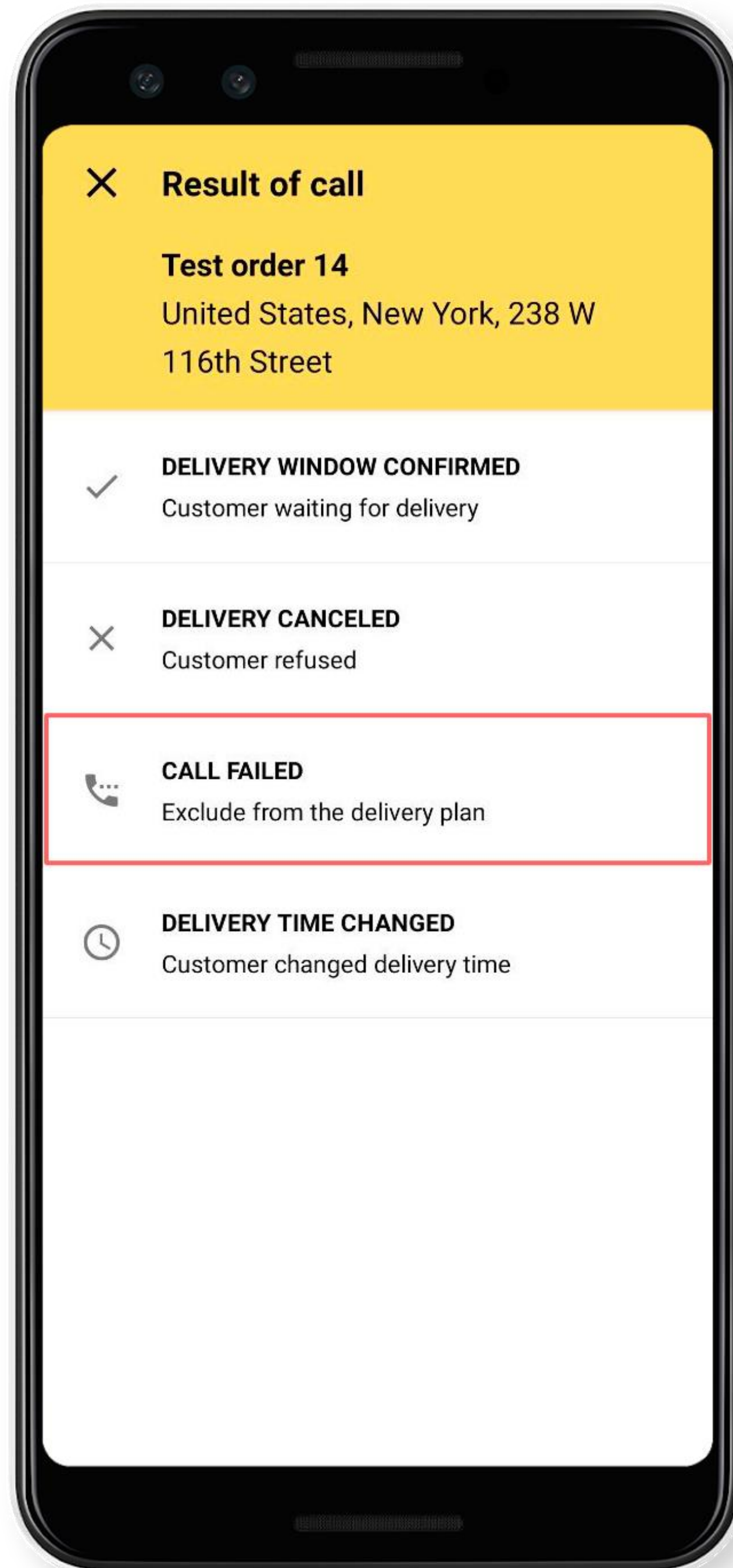
Update your status after the call:

- **Delivery window confirmed** — Customer waiting for delivery.
- **Delivery canceled** — Customer refused.



Delivery canceled

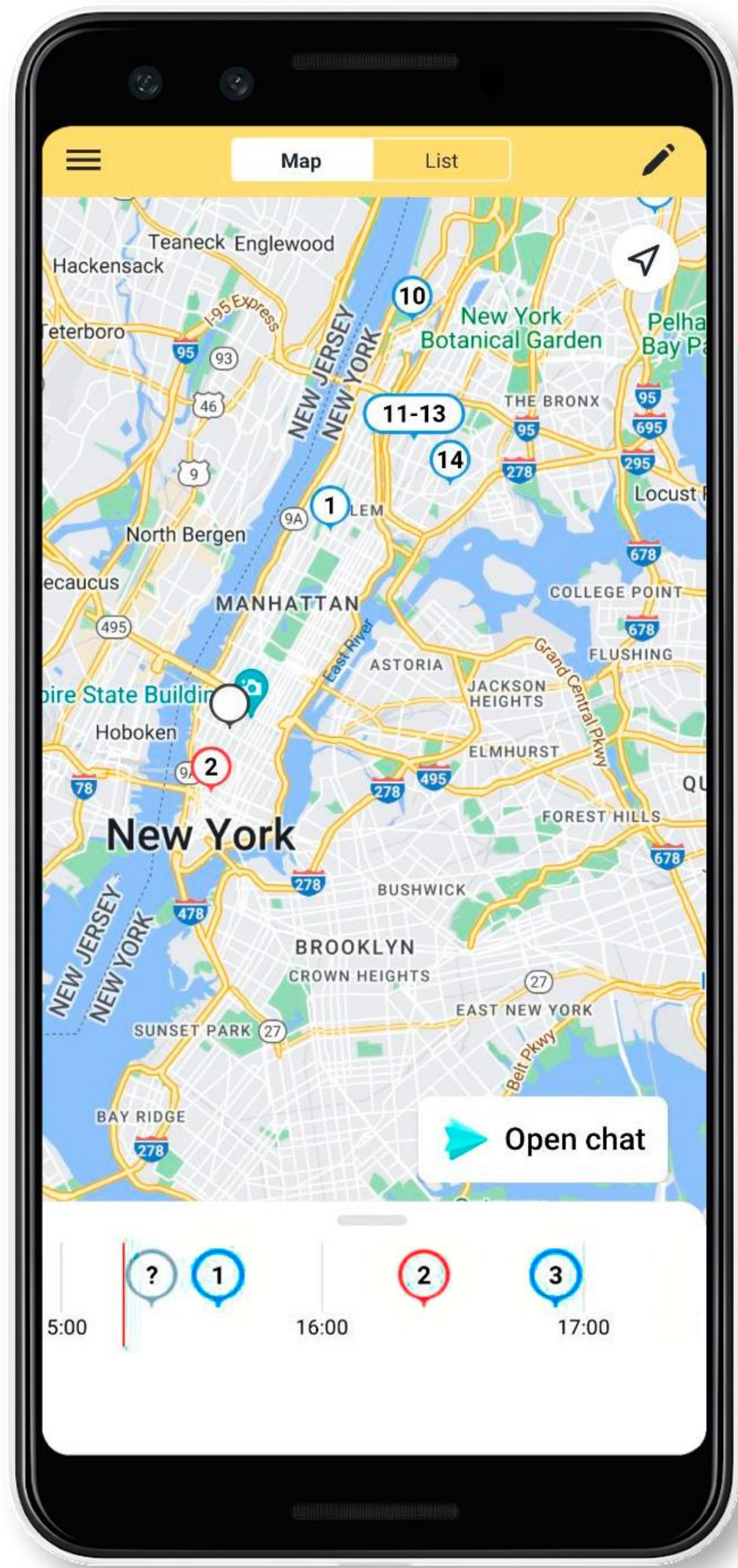
Tap **Cancel** to remove the order from the route.



Call result

Update your status after the call:

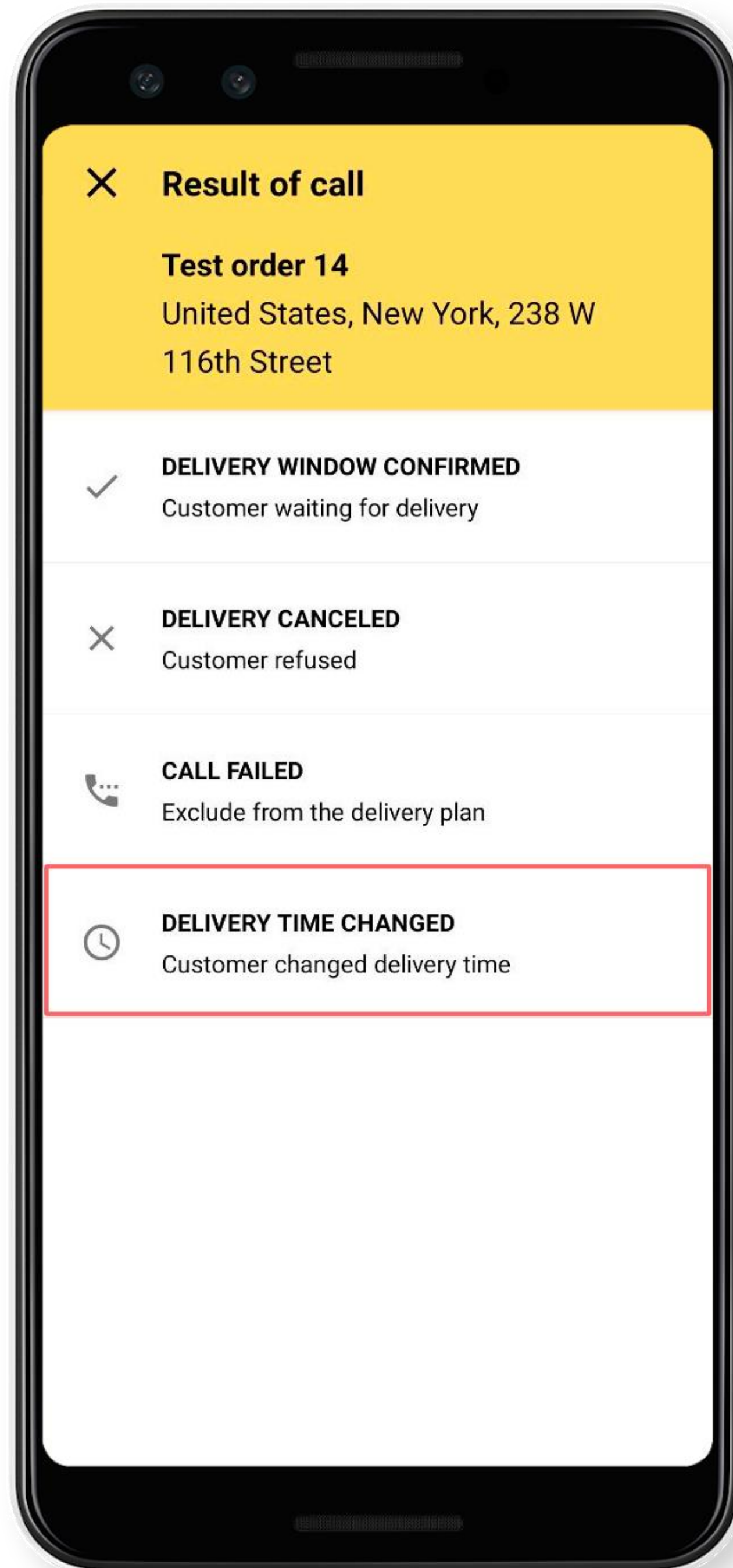
- **Delivery window confirmed** — Customer waiting for delivery.
- **Delivery canceled** — Customer refused.
- **Call failed** — exclude from the delivery plan.



Call failed

The order will be excluded from the delivery plan and will be marked  on the map.

Call the customer later.



Call result

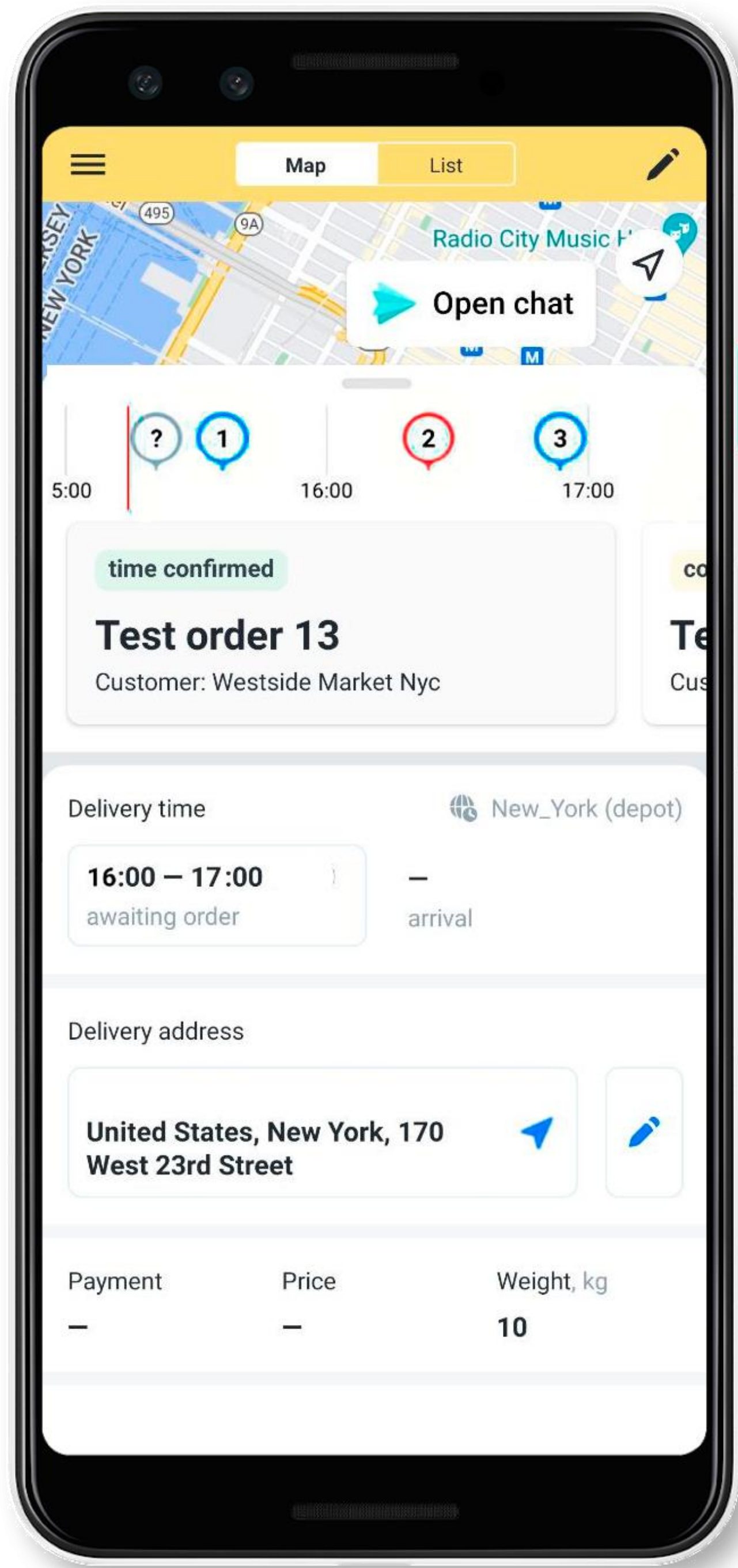
Update your status after the call:

- **Delivery window confirmed** — Customer waiting for delivery.
- **Delivery canceled** — Customer refused.
- **Call failed** — exclude from the delivery plan.
- **Delivery time changed** — customer changed delivery time.



Delivery time changed

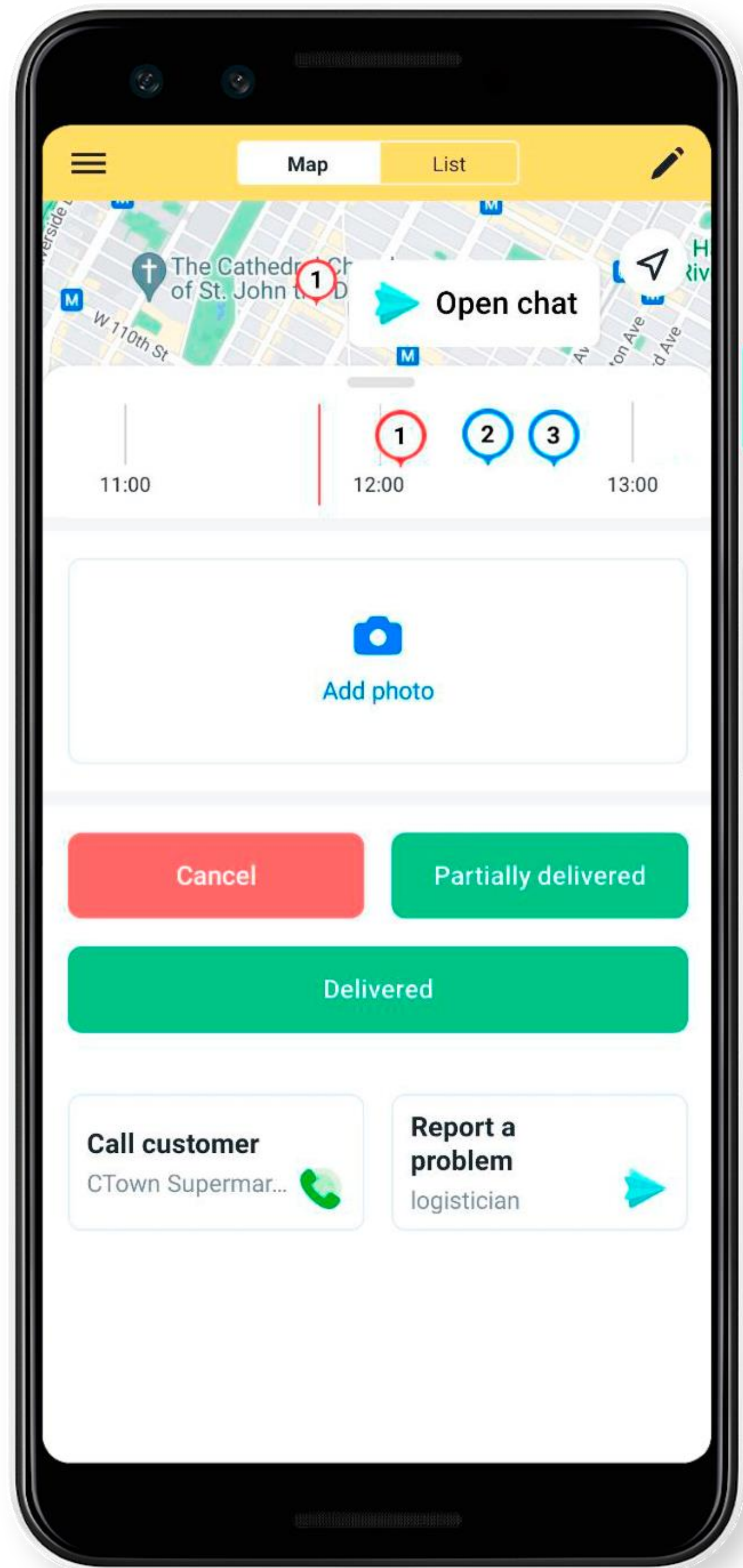
Select a new interval.



Routes in Yandex.Navigator

To open a route to the delivery point in Yandex Navigator:

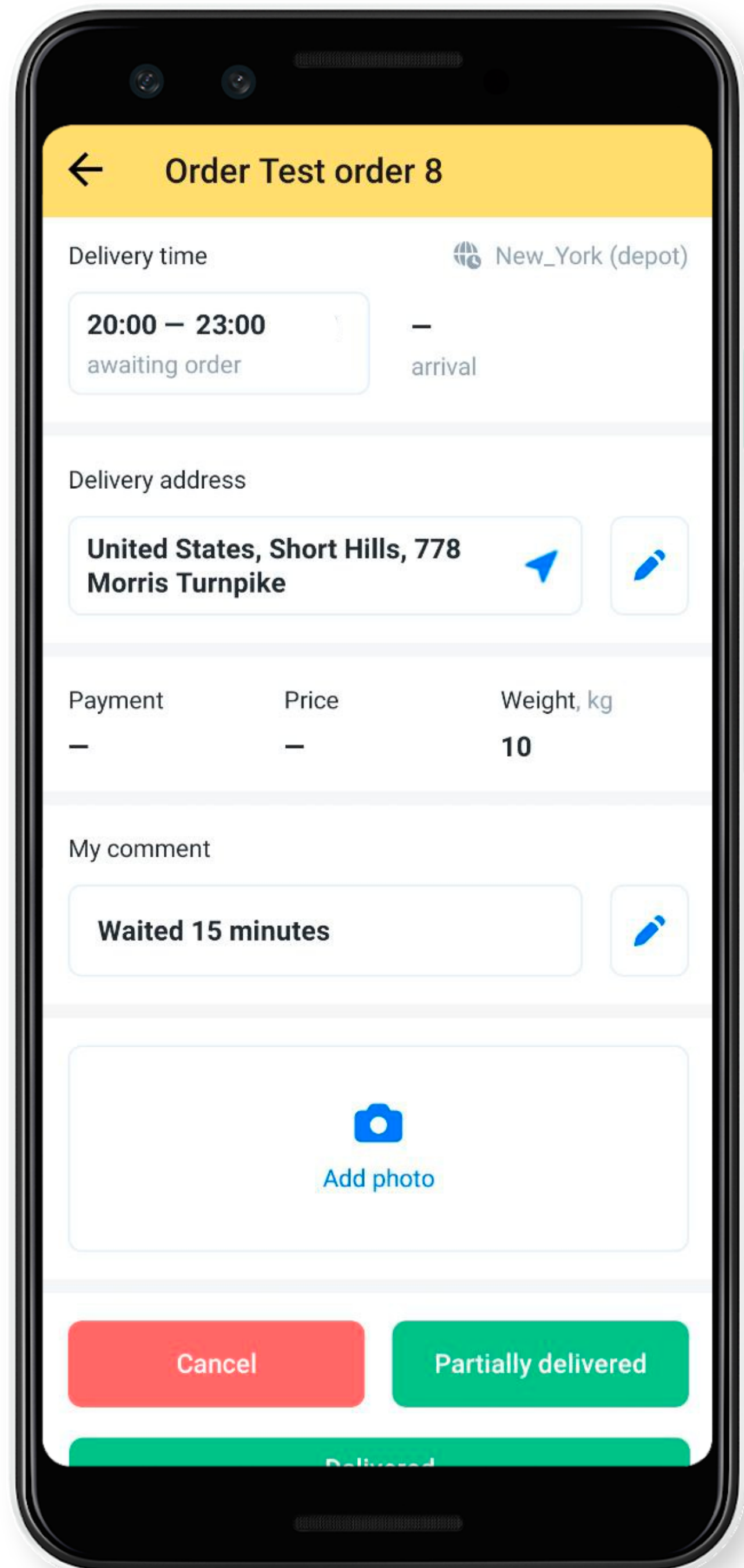
1. Tap on the order.
2. Pull the bottom panel up.
3. Tap the address button.



Delivery

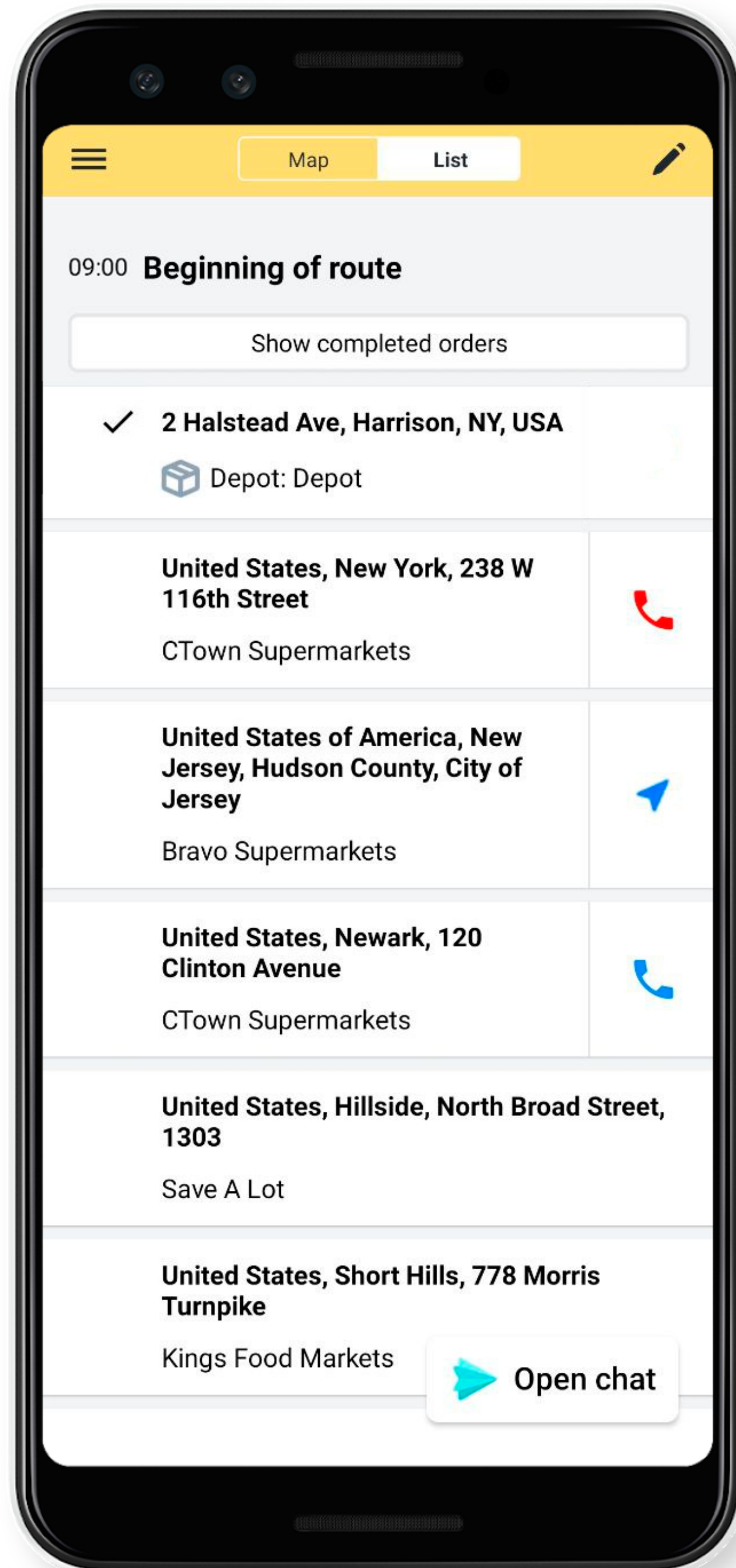
When the order is completed, tap **Delivered**.

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



Order comments

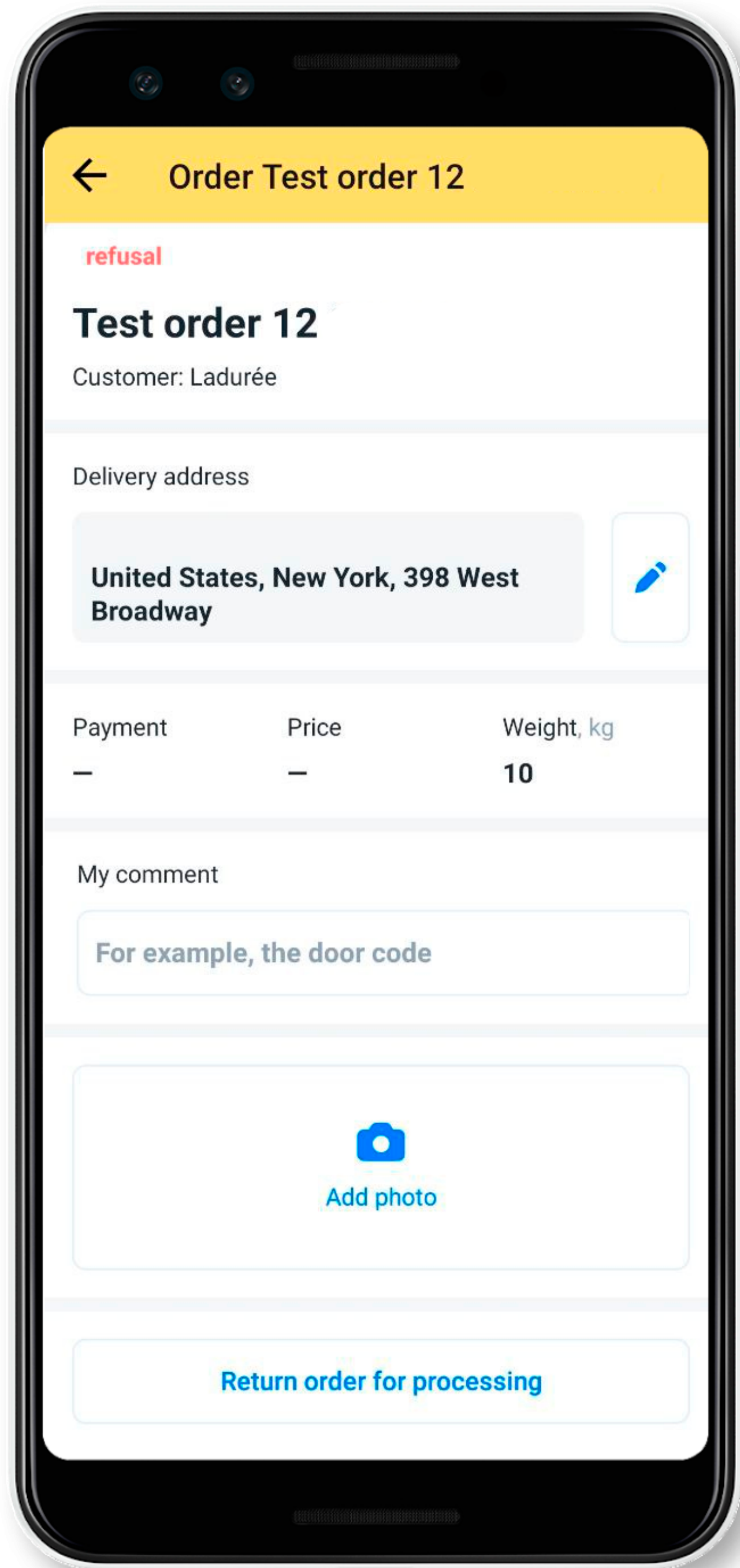
If something needs to be clarified during the delivery, describe it in the **My comment** field.



Return an order to the route

If you accidentally canceled or marked an order as delivered:

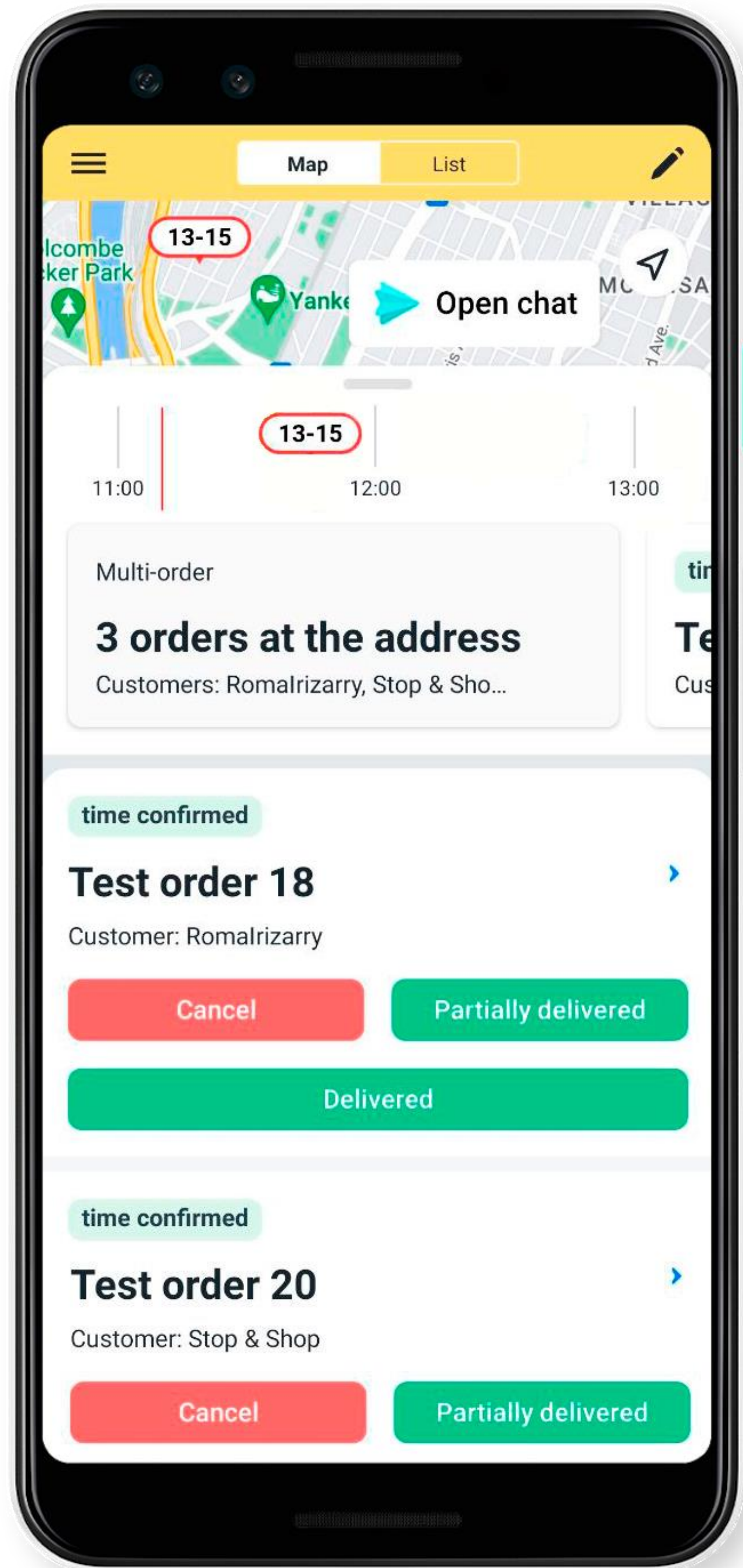
1. Open the order list.
2. Tap **Show completed orders**.



Return an order to the route

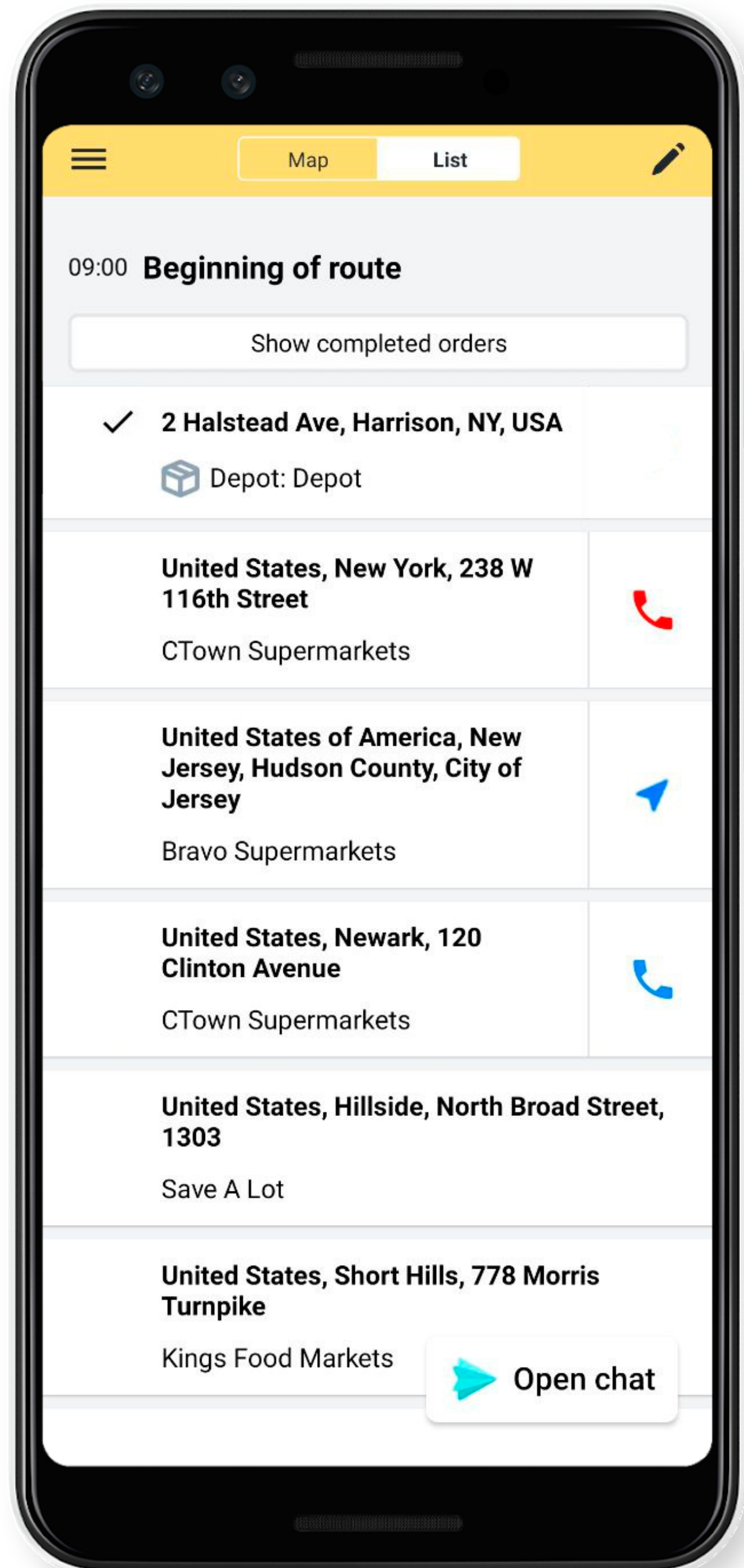
If you accidentally canceled or marked an order as delivered:

1. Open the order list.
2. Tap **Show completed orders.**
3. Select the order.
4. Tap **Return order for processing.**



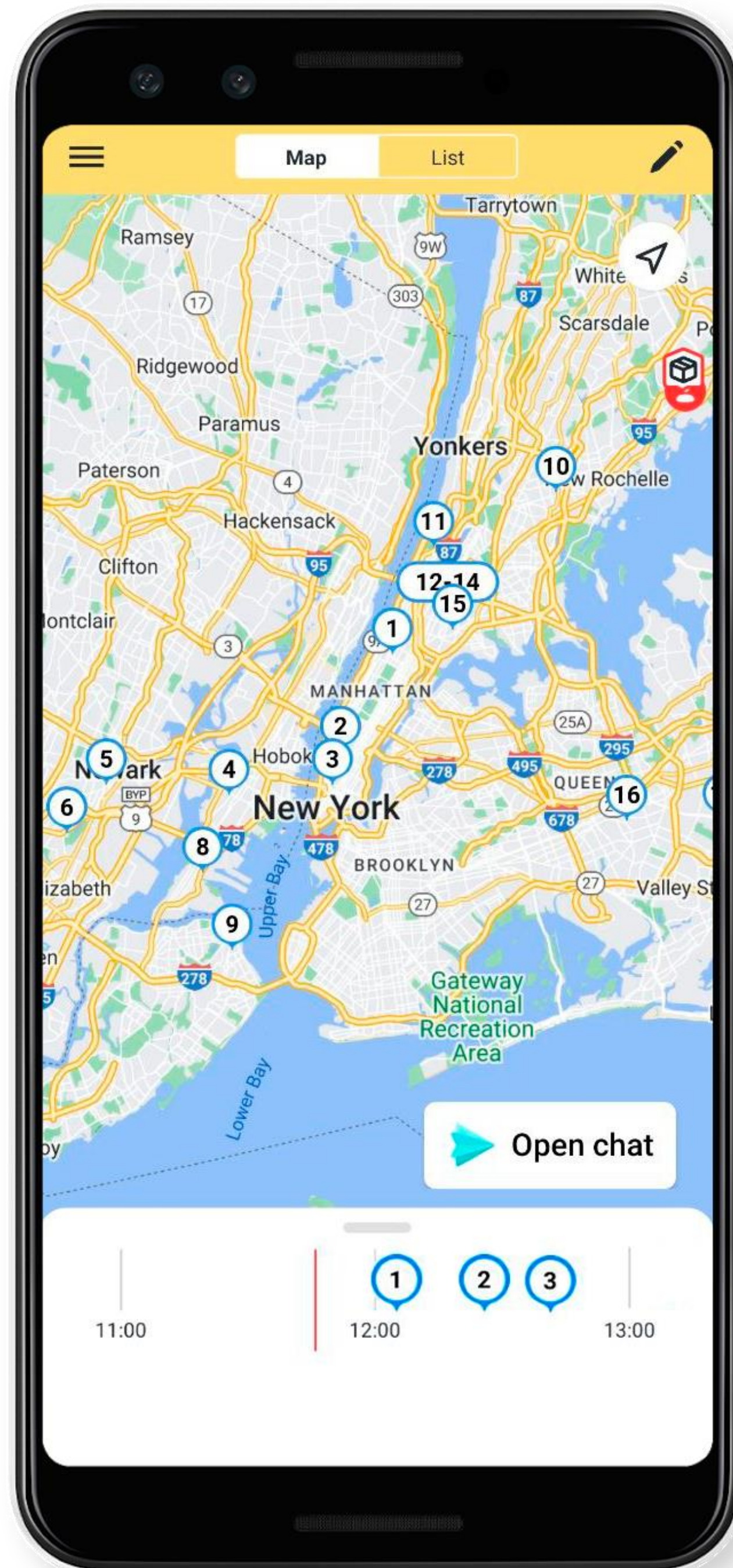
Multi-orders

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



After delivery

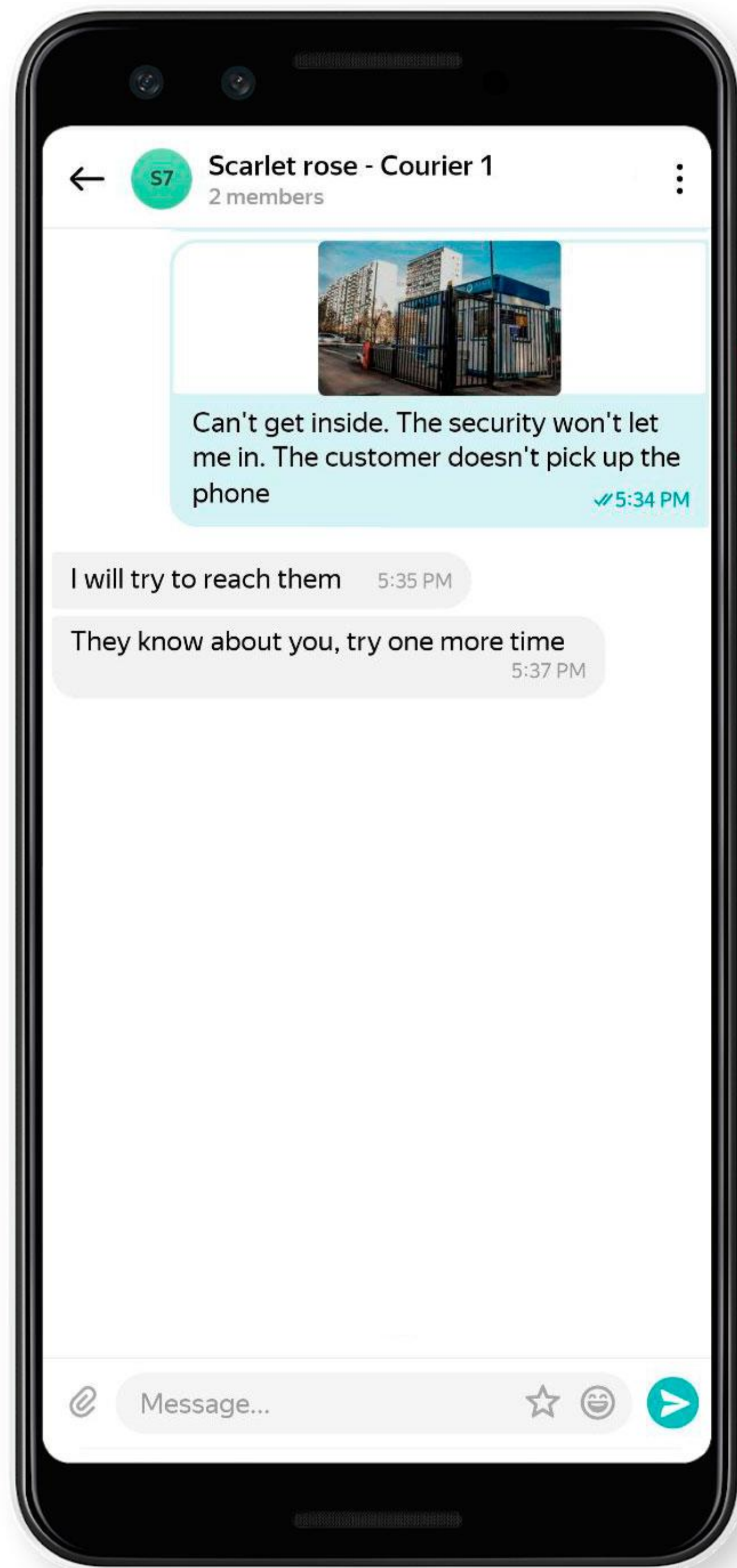
After delivering the first order, move on to the next on the list.



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.