

DRIVER SELECTION HELP GUIDE:

You may want to print this out and have it handy the first few times you work through the process.

We are covering 3 important activities.

- 1. How the driver selection process works
- 2. How to override the process to set things up manually
- 3. How to set a drivers starting and ending location.

Also, keep in mind, all of this information can be found in the ADMIN HELP GUIDE. Log into the ASG WEB APP and click on the help guide in the upper right.

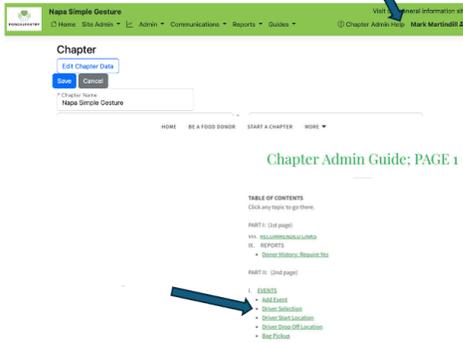
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I. FINDING THE ADMIN HELP GUIDE

At any time you need help, you can click “Admin Help Guide” in the upper right of the ASG Web App. You’ll then see a Table of Contents.

ADMIN HELP GUIDE



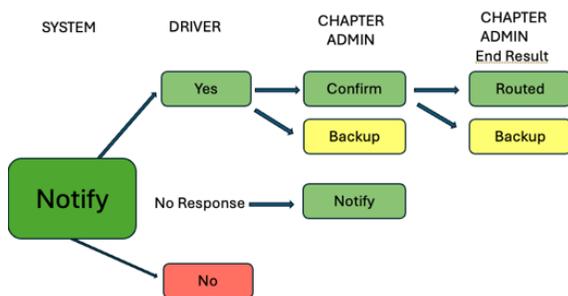
II. DRIVER MANAGEMENT WORKFLOW:

To get started, let's first talk through the entire process from start to finish.

1. The System creates the initial notification, going to all drivers 10 days before the event start date.
2. The Driver then responds 'YES' or 'NO' (or they don't respond).
3. When a driver says "YES" the Chapter Admin then "**confirms**" them or sets them to "**backup**".
4. The final step is the Chapter Admin keeps confirmed drivers as "**confirmed**" or switches them to "**backup**".

DRIVER SELECTION WORK-FLOW

All Drivers automatically notified 10 days before event



At each step of the process emails and texts go to the drivers. From your main screen in the Green Bar at the top, click "Communications" then "Logs" to see these emails and texts.

Some drivers won't respond. If you have enough that are confirmed, you may not need to do anything more. But if you look to be short of drivers, you can manually notify them again. You'll see how to do that in a few minutes.

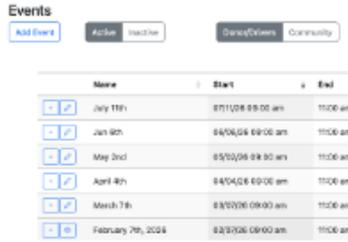
It's also important to note; any driver may change plans. If so, they can respond to any email or text with a "NO", and their status will change. If they have already been confirmed and then change to "NO", you will get a warning email alerting you since they may already have a route!

III. MANAGE AND UPDATING DRIVER STATUS:

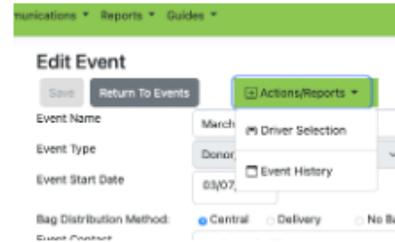
OPEN the DRIVER SELECTOR TOOL:



1. Select Admin/Events



2. Click "pencil" to edit



3. Click Actions/Reports and then "Driver Selection"

Drivers Selection
 Event: February 14th, 2026 - 02/14/26 09:00 AM Zones: Napa, American Canyon, Oakville, Pope Valley, Rutherford, Winters, Yountville

Driver Totals

Total Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio
13	1	4	2	2	4	0	15

Tools: [Driver Notifications](#) | [Driver Start Locs](#) | [Driver Drop Offs](#)

[Send Notifications](#) | [Override Status](#) | [Add a Driver](#) | | [Add Driver](#)

Notify	Confirm	Back Up	Name	Drop Off	Start Loc	Level	Status
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gwen Oldham	CANV	CANV	2	Confirm
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jese	CANV	CANV	2	Confirm
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karin Morrisey			2	Yes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	David			2	Yes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stephanie Calderon			2	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sonia Pinto			2	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mike Blom			2	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Todd Lindemann			2	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karen Lustig			2	Notify

Note how the boxes to the left of the name are under 3 columns;

- Notify
- Confirm
- Backup

Some of the boxes can be selected and some cannot (pink).

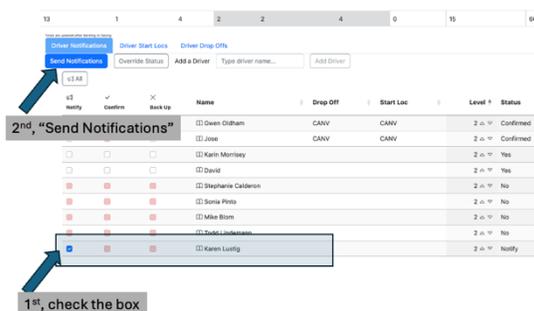
Take a look at Karen, at the bottom. She was *notified* by the system and has yet not responded.

David, 4th from the top, has said **YES**. And Mike has responded **NO**.

CONFIRM A DRIVER: Once a driver has said "**YES**", you can click the "**confirm**" box. Select as many as you wish (that have said "**YES**", and then click **SEND NOTIFICATIONS**.

SET DRIVER AS BACKUP: Any driver in "**YES**" or **confirm** status can be set to **backup**. Do this the same way, check the box in the column and then **SEND NOTIFICATIONS**.

NOT ENOUGH DRIVERS YET?



Let's imagine we are short on drivers, one solution is to send another notification to Karen. This is done by clicking the box next to her name under the "Notify" column. And then clicking "Send Notifications".

A tougher problem to deal with is when its nearing the Event Date and you still don't have enough drivers. Here are some tips;

- Contact people you know, even if they aren't participating as a User. They may be ok to drive on occasion. They still need to register, and you set their 'donor' preference to "no" after they register.
- Go through the list to see drivers that have driven in the past, click their Username to go to the USERS MANAGEMENT page to get their cell # or email. Sometimes a phone call is the best solution.
- Using the "Messaging" tool (click 'Communications' in the green bar at the top, then 'Messaging') you can send a request out to any or all of the donors. You can select donors in specific zip codes or events. Refer to the Communications/Messaging help guide in the Admin Users Guide.

HOW MANY DRIVERS DO YOU NEED?

Most events have one driver for every 16 to 18 donors. However the range might be from as low as 10 to as high as 25. The variables to consider;

- A dense concentration (like a city) may be closer to 20
- A rural area, spread out, may be closer to 10.
- If you want drivers to spend less than 2 hours, the ratio is probably less than 20:1
- If you want your drivers to spend time sorting at the Food Bank or Pantry, assume about 3 stops less.

The data at the top of the DRIVER SELECTOR screen helps. On the left you see data related to DRIVERS. Total Eligible are the # of drivers that are available. You can then see how many are in each status.

DONOR Data is to the right. Total Eligible represents the maximum donors that might be routed.

Drivers Selection

Event: February 14th, 2026 - 02/14/26 09:00 AM

can Canyon, Oakville, Pope Valley, Rutherford, Winters, Yountville

Driver Totals								Donor Totals						
Total Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio	Total Eligible	Hard Yes	Soft Yes	Ttl Yes	Req Yes	No	
13	1	4	2	2	4	0	15	66	1	28	29	30	7	

Send Notifications | Override Status | Add a Driver | Type driver name... | Add Driver

Notify	Confirm	Back Up	Name	Drop Off	Start Loc	Level	Status	Status Updated	Confirm	Yes	Back Up	Total	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Gwen Oldham	CANV	CANV	2	Confirmed	02/11/26	2	0	0	2	0
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jose	CANV	CANV	2	Confirmed	02/11/26	1	0	0	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karin Morrissey			2	Yes	02/04/26	1	1	0	2	0

In this example of a very small chapter, we can see there are 66 eligible donors. Of these, we can see that 1 has replied YES to a notification. We call this a Hard Yes. 28 are Soft Yes. We treat reliable donors as “Soft Yes”, which means we assume they will donate even though they have not yet responded. SOFT YES donors are routed along with HARD YES.

This is why you see the TOTAL YES (Ttl Yes): This is adding SOFT YES and HARD YES donors. As your event date approaches, this is the # you need to pay most attention since **these are the donors that will be routed.**

The next column is “REQUIRE YES”. These are donors that have not been reliable. The system sets any donor to “Require Yes” if they have missed their last two route pickups. In this case, 30 of the 66 eligible donors are Require Yes status. **The only way a donor that starts as “REQUIRE YES” will be routed is if they click or respond YES to an email or text.**

Donor Totals							
Route Ratio	Total Eligible	Hard Yes	Soft Yes	Ttl Yes	Req Yes	No	
15	66	1	28	29	30	7	

TOTAL ELIGIBLE: If you add up Total YES, plus Require Yes, plus those that say NO you’ll get to the Total eligible of 66.

$$\text{Eligible Donors} = \text{Hard Yes} + \text{Soft Yes} + \text{Require Yes} + \text{No}$$

$$66 = 1 + 28 + 30 + 7$$

Yountville

Donor Totals							
Route Ratio	Total Eligible	Hard Yes	Soft Yes	Ttl Yes	Req Yes	No	
15	66	1	28	29	30	7	

ROUTE RATIO is the ratio of “Total Yes” (ttl Yes) divided by “confirmed” drivers. This shows you see many stops per each driver.

ROUTE RATIO: Total Yes divided by Confirmed Drivers

Total Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio	Total Eligible	Hard Yes	Soft Yes	Ttl Yes	R
13	1	4	2	2	4	0	15	66	1	28	29	3

Route Ratio is the # of stops, on average, per driver

WHICH DRIVERS SHOULD YOU CONFIRM?

Hopefully you have more drivers than you need. The data to the right can help. You can see the driver history. Each column represents the drivers status for all prior events. Over time, you can begin to change a drivers “LEVEL”. By default they all start out as a 2. As drivers gain experience you might want to move them to level 1, and as drivers become unreliable move them to level 5. By sorting your driver list by “Level” you can begin to see which ones are best.

This image is showing a larger array of drivers to give you an idea of how setting Level may be helpful.

Total Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio	Total Eligible	Hard Yes	Soft Yes	Ttl Yes	Req Yes	No
65	11	28	0	12	12	0	10	296	60	64	124	55	117

Name	Drop Off	Start Loc	Level #	Status	Status Updated	Confirm	Yes	Back Up	Total	No	Notify
Tricia Anderson	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/05/26	3	0	0	3	2	5
Brenda Ramsay	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/05/26	5	0	0	5	1	6
Linda Miranda	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/04/26	4	0	0	4	0	4
Christopher Smith	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/04/26	4	0	0	4	0	4
Jessica Smith	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/04/26	1	0	0	1	1	4
Idalia	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/04/26	2	0	0	2	1	3
Darlene Miller	Redwood Empire Food ...	Driver's Home	2	Confirmed	02/04/26	3	0	0	3	0	3
Culley Casey	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/05/26	2	0	0	2	1	3
Pam	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/04/26	3	0	0	3	0	3
Joan Holden	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/06/26	3	0	0	3	0	3
Bird Stinnett	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/05/26	2	0	0	2	1	3
Luanne Nightingale	Redwood Empire Food ...	Redwood Credit Union...	2	Confirmed	02/06/26	2	0	0	2	1	3
Chris Martindill			2	No	03/31/26	1	0	0	1	4	5
Shannon Wesley			2	No	02/02/26	1	0	0	1	5	6
Christina Milard			2	No	03/31/26	0	0	0	0	5	5
Rob Crenshaw			2	No	02/04/26	0	0	0	0	4	5
Bruce Kaim			2	No	03/31/26	2	0	0	2	4	6
Rob Lenehan			2	No	02/01/26	0	1	0	1	3	5
Rick Ramsay			2	No	03/31/26	2	1	0	3	2	5
Rick Thayer			2	No	03/31/26	1	0	0	1	3	4
Robert			2	No	03/31/26	0	0	0	0	2	4
Amy Schmitz			2	No	03/31/26	2	0	0	2	2	4
Cinde Pierce			2	No	03/31/26	1	0	0	1	2	3

**SPREAD IT AROUND!!!
Pick different drivers**

Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio
65	11	28	0	12	12	0	10

We highly recommend to **spread things around!!** Don't keep using the same drivers. It may seem like a safe bet at the time, but these other drivers may become important to you in the future. If you keep skipping over them, they are going to stop replying YES. Plus, drivers tend to become more engaged in A Simple Gesture. The more you create that engagement, the more they are

going to talk to their friends and neighbors to add more donors.

OVERRIDE STATUS:

Drivers Selection
Event: February 7th, 2026 - 02/07/26 09:00 AM Zones: Santa Rosa, Kenwood

Eligible	Notify	No	Yes	Confirm	Total	Back Up	Route Ratio
65	11	28	0	12	12	0	10

Buttons: Send Notifications, **Override Status**, Add a Driver

Notify	Confirm	Back Up	Name	Drop Off	Start Loc
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tricia Anderson	Redwood Empire Food ...	Redwood Credit Union...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brenda Ramsay	Redwood Empire Food ...	Redwood Credit Union...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Linda Miranda	Redwood Empire Food ...	Redwood Credit Union...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Christopher Smith	Redwood Empire Food ...	Redwood Credit Union...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jessica Smith	Redwood Empire Food ...	Redwood Credit Union...

This process is designed to work smoothly, however sometimes you'll need to override the process and do things manually.

The "OVERRIDE" button gives you a way to do this.

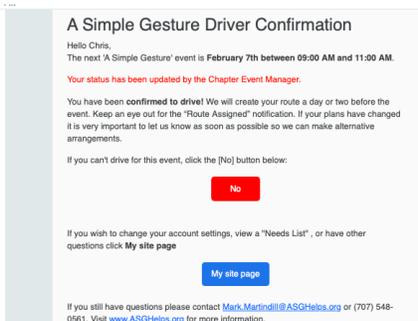
When you turn this on, you can click any box for any donor, and then click "SET STATUS" to change their status to anything you wish.

After setting status you'll have the

Eligible	Notify	No	Yes	Confirm	Total
65	11	28	0	12	12

Buttons: Send Notifications, Driver Start Locs, Driver Drop Offs, **Set Status**, Override Status, Add a Driver

Yes	Confirm	No	Name	Drop Off
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tricia Anderson	Redwood Empire Fo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brenda Ramsay	Redwood Empire Fo



NOTE: As soon as you click "Set Status" the driver will get an email and text alerting them to their new status.

IV. SETTING DRIVER START AND END:

Before you can run a route you need to confirm the drivers start and ending locations are set up correctly.

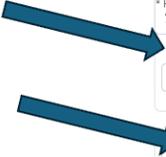
The START LOCATION is the place the routing software will use to optimize that driver's start. Often times this is where the drivers will meet to pick up their bags and information cards.

The DROP LOCATION is the Food Bank or Pantry they will be delivering to.

The Chapter Profile allows you to set the defaults.

**Set Default Drop Off and Driver Start Locations in
CHAPTER PROFILE**

1530 N. DUTTON AVE		SUITE 100	
* City Santa Rosa		* State California	
Chapter Phone		Chapter Email Santarosa@asghelps.org	
* Chapter Url Code SantaRos		Chapter Website https://asghelps.org	
* Home Screen Phone 707-548-0561		* Home Screen Email SantaRosa@ASGhelps.org	
Drop Off Location			
Redwood Empire Food Bank Drop		3990 Brickway Blvd Santa Rosa, CA 95043	
Driver Start Location			
Redwood Credit Union Dutton Av		1205 N Dutton Ave Santa Rosa, CA 95401	



However, you may want to change these for individual drivers.

For example, if you have an outlying area, away from the city, you may want a driver to start from their home if they live up there. Or you might want to create a special start location like a Starbucks.

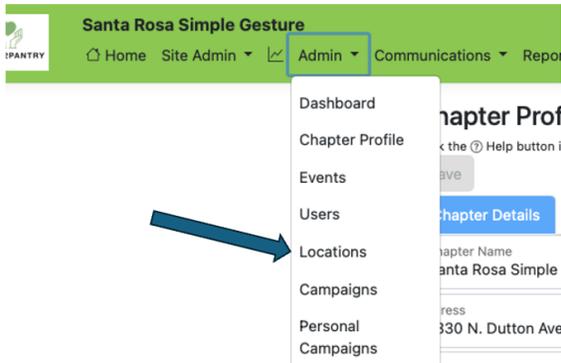
Often there are good reasons for a driver to start from a special location

Linda Miranda	95405	Redwood Credit Union Dutton Ave
Christopher Smith	95405	Redwood Credit Union Dutton Ave
Jessica Smith	95405	Redwood Credit Union Dutton Ave
Reid Stinnett	95405	Redwood Credit Union Dutton Ave
Joan Holden	95407	Redwood Credit Union Dutton Ave
Darlene Miller	95409	Driver's Home
Culley Casey	95409	Redwood Credit Union Dutton Ave



These are set up in the LOCATIONS section of the Admin Drop down. When you set up a location you can designate it as a Driver Start Location and/or drop off location.

SELECT LOCATIONS FROM ADMIN DROP DOWN



This location can be for drop off and driver start

The 'Edit Location' form is shown with the 'Drop Off' radio button selected. The location name is 'Redwood Empire Food Bank', the address is '3990 Brickway Blvd', and the city is 'Santa Rosa'. The 'Active' checkbox is checked. The location notes specify 'M-F 8:00 to 4:30'. A blue arrow points to the 'Drop Off' radio button, and another blue arrow points to the 'Driver Start' radio button.

DROP OFF LOCATION IS EASY WHEN YOU ONLY DELIVER TO ONE FOOD BANK or PANTRY.

Simply set that as your default. However, as your chapter grows you may want to deliver to multiple locations.

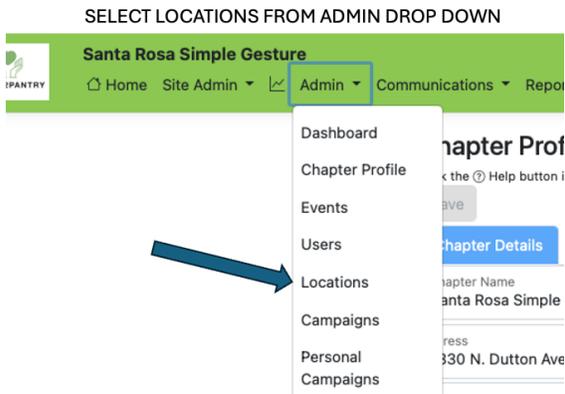
To change a drivers drop off location, just change the default in the DROP OFF LOCATION tab

Changing Drop Off Locations

The screenshot shows the 'Driver Totals' page. A blue arrow points to a dropdown menu in the 'Drop Off' column of the driver list. The dropdown menu is open, showing a list of locations: 'Redwood Empire Food Bank Drop Off', 'Redwood Empire Food Bank Drop Off', 'NDAH', and 'Salvation Army'. The text 'Select from the drop down' is written above the dropdown menu.

Driver	Zip #	Drop Off	Drivers	Drop Off	Zip Code	Sort #
Brenda Ramsey	95401	Redwood Empire Food Bank Drop Off	0	Redwood Empire Food Bank	95403	
Chris Martinelli	95405	Redwood Empire Food Bank Drop Off	2	Redwood Empire Food Bank Drop Off	95043	
			0	NDAH	94928	1
			0	Salvation Army	95401	1

If you don't see the drop off location you need, you probably need to add a new "DROP OFF" Location.



Before running a route, you must save and confirm that all the driver start and drop off locations are correct

Must click "Save" and "Confirm" before running a route

Driver Totals

Total Eligible	Notify	No	Yes	Confirm	Total	Back Up
65		27	0	13	13	0

Totals are updated when clicking on Saving

Driver Notifications | Driver Start Locs | Driver Drop Offs

Save Driver Starts | Confirm Changes

Zip is red when driver's home zip differs from Start zip

Search:

Driver	Zip	Start Location
Brenda Ramsay	95401	Redwood Credit Union Dutton Ave

V. DRIVER DOES NOT SHOW UP FOR EVENT

This is going to happen every now and then. Someone forgets or there was a miss communication of some type. There are several ways to handle it.

- We always recommend having at least one backup driver that knows they might get called to action. This could be the person passing out the bags to the driver, or it may be someone you designated as backup that is at home. Refer to the "EDIT ROUTE" section of this help guide to learn how to reassign an entire route to someone.
- You can also consider giving portions of their route to different drivers. This can be done even after those drivers have started their routes. It is recommended you call them to let them know what's going on because they will see new stops appearing on their route. (and they may not have enough supplies). Refer to the "EDIT ROUTE" section of this help guide to learn how to reassign parts of someone's route to someone else

VI. ADDING A DRIVER THAT IS NOT IN THE EVENT:

It is possible you will want someone to drive for an event, but the driver is not registered for that event. For example, you may have a user that does not live in the Zones (the zip codes) or they may be registered into a Community Circle event. You can use “Add Driver” to solve this.

In the “Driver Selector Tool” there is a field called “Add Driver”. Type in the Users name, and when their name appears in the area just below that box click it. This manually adds this driver to your user list. It automatically confirms the driver since its assumed you are doing this for a specific reason.