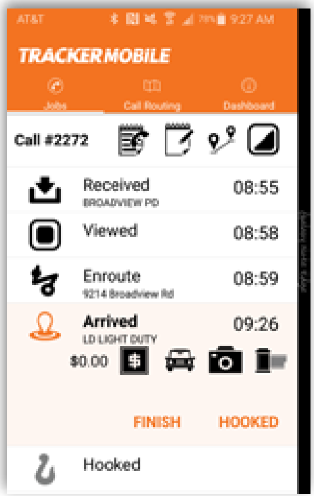
TRACKERMOBILE

ANDROID USER GUIDE

Version 3.0

THE COMPLETE GUIDE
TO YOUR TRACKERMOBILE APP ON ANDROID

TRACKER
Management Systems



Intro

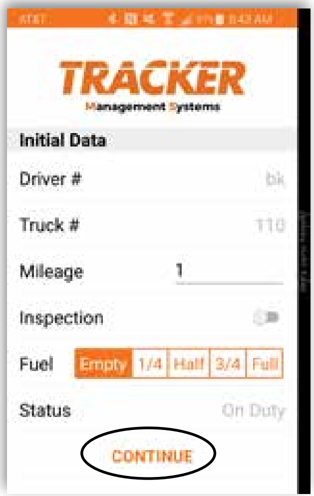
- TrackerMobile empowers the drivers by putting the information they need in order to perform their duties, right at their fingertips. No more time wasted while on the job trying to reach dispatch to receive new jobs or job updates like credit card transactions and status updates.
- With the ability via mobile app to update statuses, pricing, photos, VIN info & more, the drivers nolonger need to talk with dispatch and dispatch no longer needs to talk with the drivers. It's virtually silent dispatching!
- All necessary information about each call is sent to the driver including pickup & destination locations,account information, signature capture instructions, and optional credit card processing. Drivers are then routed to the call with best in-class Apple or Google Navigation - all without the need to manually enter the address.

Start

- Using the credentials provided by your supervisor, enter your driver code, password, and the truck you will be in.
- This will bring you to the main screen.
- Throughout the rest of this manual, we will call the main job screen the “Job List”.

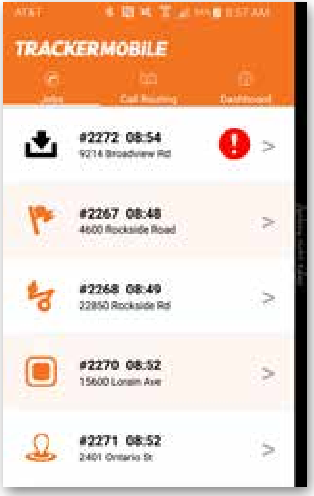
Note: *If you log into another device, it will log out of the previous session.*

Initial Data



- The “Initial Data” screen will be displayed.
- Enter your current mileage reading from your odometer. (You can also start with “1”) If you use TomTom, this will auto populate.
- Choose your fuel level and whether you completed a vehicle inspection, then press **“CONTINUE”**.

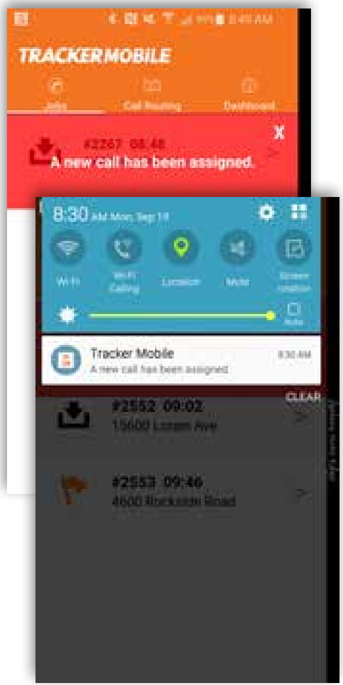
Job List



- Once you have been logged in, you will be at the “Jost List” screen.
- This is the main screen that will show any jobs that have been assigned to you.
- If it is empty, you have no jobs at this time. If you have assigned jobs, you will see the current status of each job in the left-most side.

Priority 1 Call	Received	Accepted
Enroute	Arrived	Hooked
Dropped	Cleared	

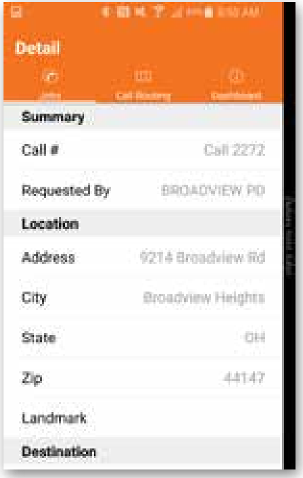
New Calls



- Upon receiving a job from your dispatcher, the TrackerMobile app will push a notification. Even before pressing the notification, the dispatcher will know that your device has received the job succesfully.

Note: *Sound notifications match the devices' settings. See FAQ for more information.*

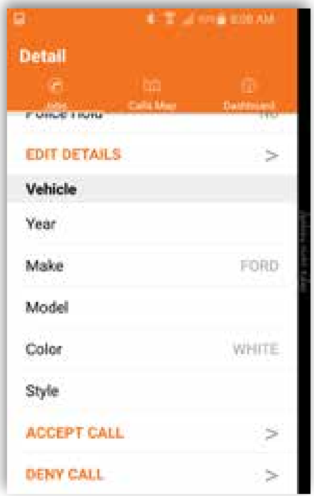
Received



- Touch the call to open and review detailed call information.
- The system will inform dispatch that you have actually "VIEWED" the call.

Note: *At any time you can review the call information by pressing the icon.*

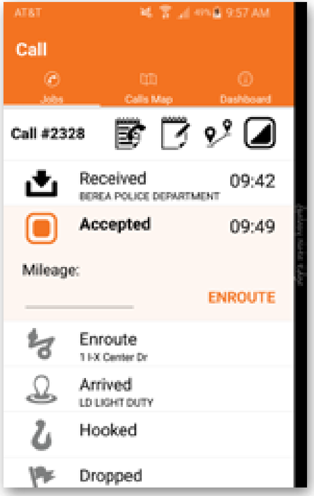
Begin Call



- Scroll down on the job screen with your finger (drag your finger up on the screen) to ensure that you see all of the details.
- From here, the driver can tap "ACCEPT CALL" to begin.

Note: *If your company allows it, you can also DENY CALL with a reason.*

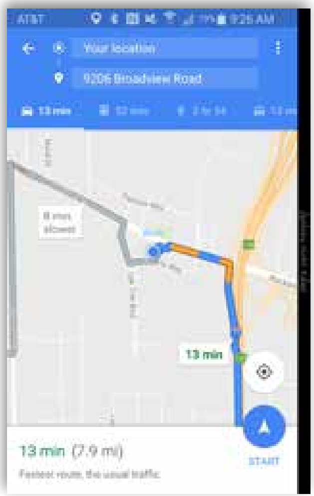
Begin Call



- After you have accepted a call, enter your starting mileage (optional) and press ENROUTE.
- If you utilize an integrated TomTom solution, your odometer reading will automatically populate.

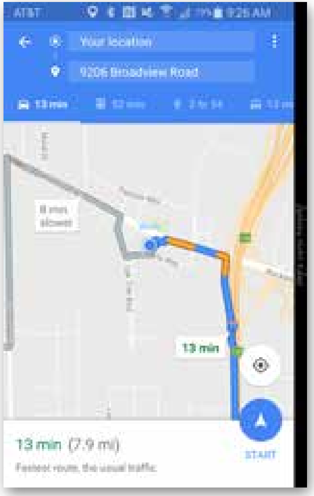
Note: *Not all companies require mileages to be input. Please discuss with your supervisor if you have any questions.*

Navigation



- If you need turn by turn navigation, simply click the routing icon at the top of the screen to launch Google Maps.

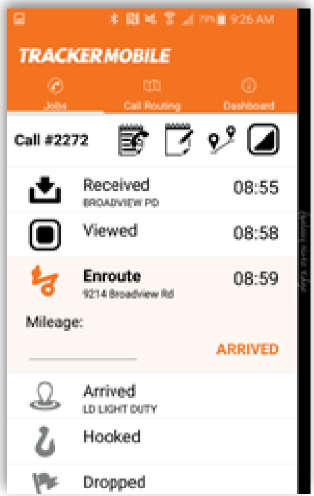
Maps



- Press start to begin navigation.
- Upon arrival, click the back button to go back into TrackerMobile.

Note: *If Maps comes up saying "Enable Location Services", then check that GPS is enabled on your device. If it is enabled, you may have to wait a few seconds for the app to finish calculating the route.*

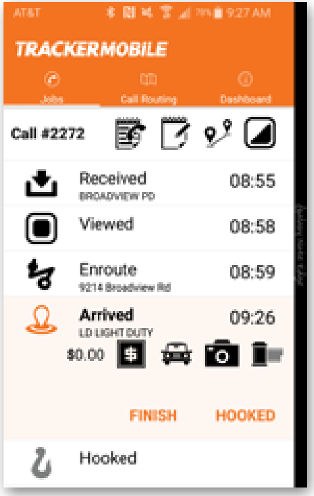
Arrived



- Enter your Arrived miles into the Mileage window, then press the ARRIVED button.

Note: *Once you've arrived, you will have the options to update the call with more detailed information.*

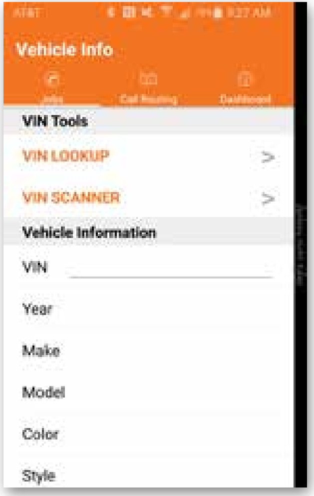
Call Assessment



- Once you've arrived, you can do any of the following things:
  1. Add or update pricing
  2. Look at or change the Vehicle Information
  3. Scan, enter, or verify the VIN
  4. Take Pictures of the vehicles and upload them
  5. Add pictures from the camera roll
  6. Finish call (for service calls)

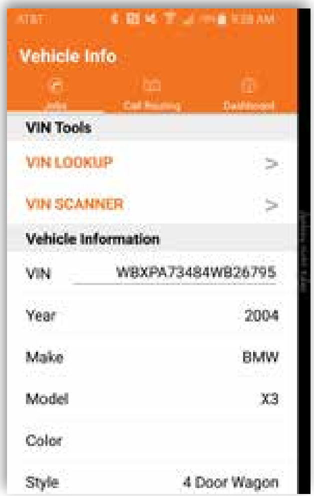
Note: *If your device dosen't support VIN Scanning you will still have the ability to manually enter them.*

Vehicle Info



- This brings you to the screen shown on the left. Some of this info may have come from dispatch.
- To manually update the fields, simply click on them, select the correct information and press Done.

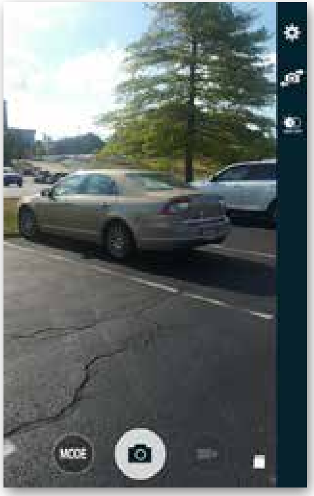
Check/Scan Vin



- To scan the VIN, press VIN SCANNER to open up your device's camera. Center the VIN from the windshield or the barcode in the door. Once the camera auto-focuses, it will automatically decode the VIN and input the information.
- To check the VIN, after scanning or manually inputing it then press VIN LOOKUP. This will verify the VIN and change any fields that are incorrect within the verified information.

Note: *Vehicle color needs to be selected manually*

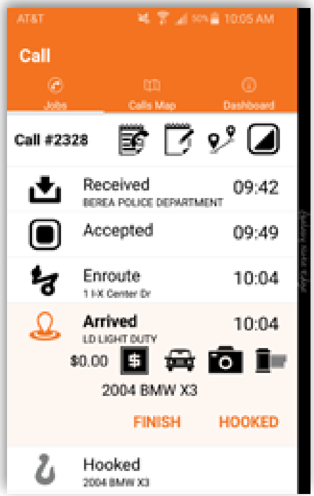
Take Photo



- To take pictures at the scene, press the Camera Icon. This will launch your camera.
- Take a picture, then press the Save button under the picture you just took.

Note: *You can also use photos from the device's camera roll by pressing the icon.*

Hooked



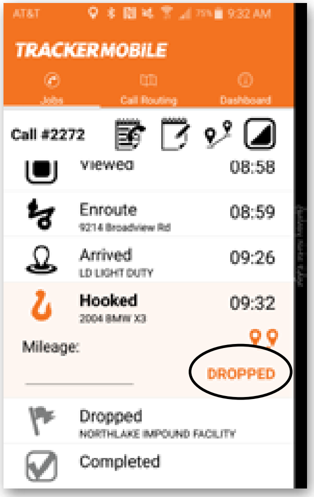
- After you’ve attached photos, updated pricing and vehicle information, you are ready to mark the call as hooked.
- To mark the job Hooked, press the HOOKED button from the Call Assessment screen.
- This will copy the Arrived mileage reading into the Hooked mileage reading automatically.

Note: *You can also use photos from the device’s camera roll by pressing the icon.*

Tip: *You can review previous stages trhoughout the job cycle at anytime by pressing any of the previous steps above.*

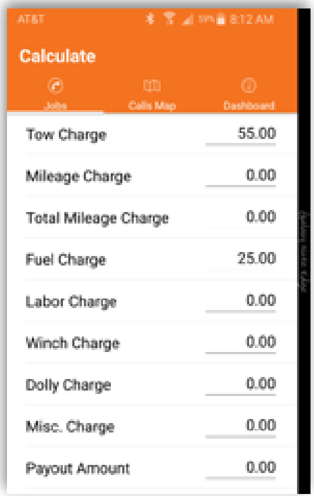
Dropped

- When you arrive at the drop off destination, enter the mileage (if applicable) then press the DROPPED button.



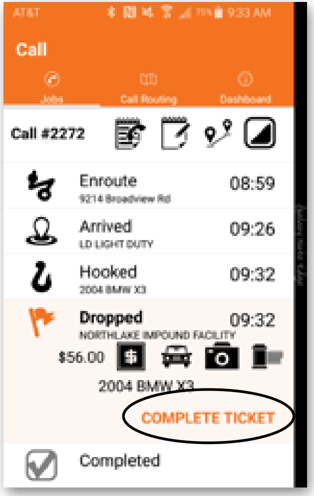
***Note:** On the next screen you'll be able to update pricing, vehicle info, and add any additional photos.*

Pricing



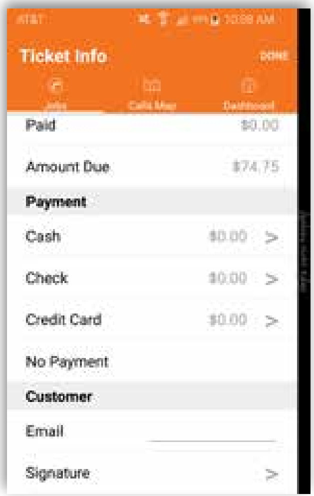
- The open fields are editable by the driver.
- To make changes, press the appropriate box and type in the amount.
- If applicable, enter a payout amount and description.
- Press Done when you are finished to generate a new total.

Complete Ticket



- Once the vehicle is dropped, you will tap COMPLETE TICKET to finish entering pertinent information.

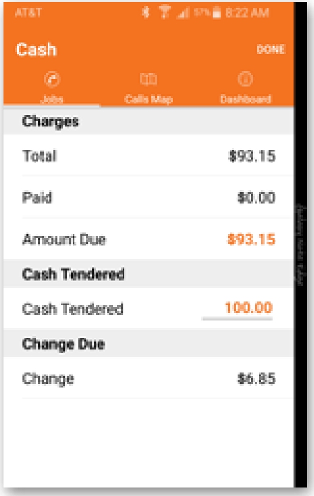
Payment



- From this screen you are able to determine which payment method will be used.
- **Cash:** Enter cash tendered to determine change due.
- **Check:** If your company accepts checks, enter the check number in the pop up box after selecting Check.
- **Credit Card:** Apply payment using a credit card; either in the field or in the office.
- **No Payment:** This account will be billed by the office.

Note: *Partial cash and credit card payments are accepted.*

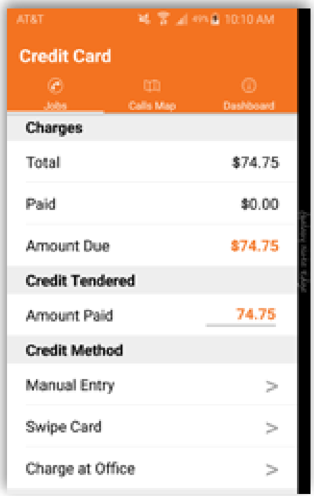
Payment (CONT.)



- **Cash:** Enter TOTAL amount given by the customer, change due will be calculated.

Note: *Split payments are allowed. Over payments, however are not.*

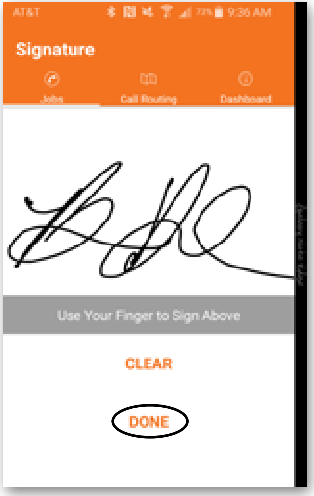
Payment (CONT.)



- If your company utilizes the built in credit card processing, you will see the screen shown to the left.
- Credit card information can be input manually or with an optional swiper.

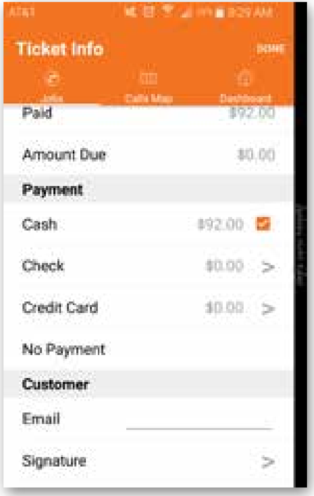
Note: If a Bluetooth swiper is used, it must be initially paired in your devices' settings. See FAQ for more information.

Signature Capture



- The final step is to have the customer e-sign the invoice.
- Simply click the signature box and have them sign with either a stylus or their finger.
- Click DONE

Close Ticket



- Review information for any inaccuracies.
- Click Done to close ticket.

Note: *If you utilize the Brother in-truck printers, you will have the option to print the invoice after you close the ticket.*

Imagine If...

There was a place where you could have access to:

Troubleshooting

Forums

Announcements

Join the Clubhouse

The Clubhouse is the premier resource of all things related to Tracker. It contains a wide array of articles on topics that have to do with installing, troubleshooting and maximizing the use of your solution. The Clubhouse has many guides and walk-throughs, potentially saving you a call to the support hotline- which saves you time. Entrance to the Clubhouse is free - but exclusive. Simply register for a username & password and a representative will grant access. Sign up today & Enjoy!

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