# TRACKER MOBILE

The Complete Guide to your
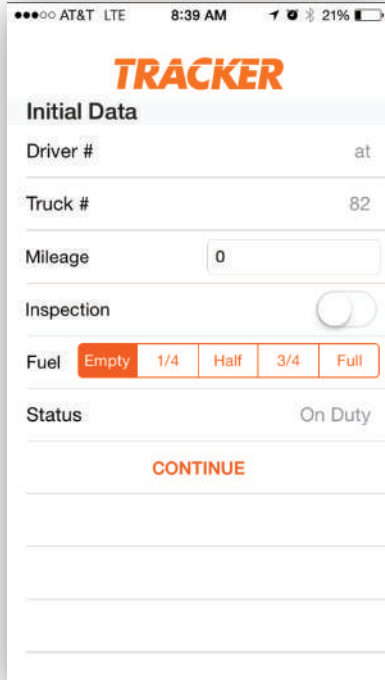TrackerMobile app on iOS.

Version 2.0

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 no longer 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.
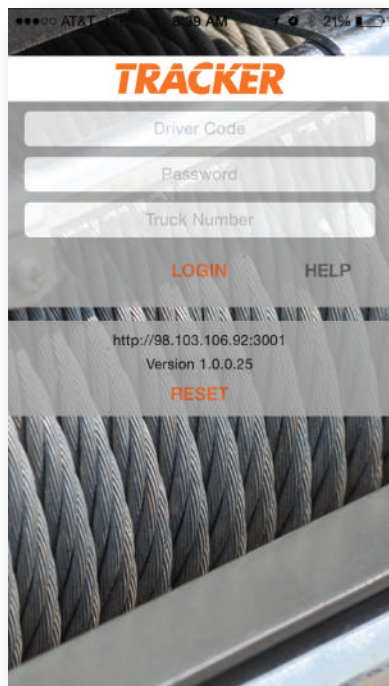
START

➤ 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")

➤ Choose your fuel level and whether you completed a vehicle inspection, then press continue.
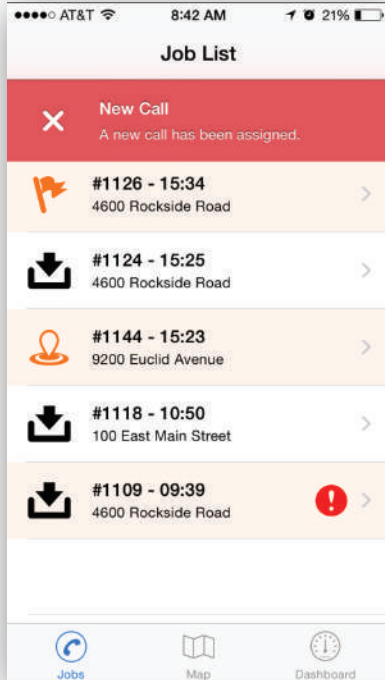
JOB LIST

➤ 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.

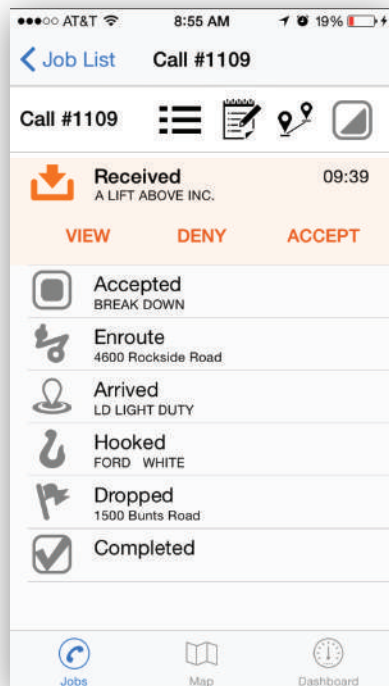|					
❗ Priority 1 Call		⬇ Received		◼ Accepted	
⚡ Enroute		⚲ Arrived		ʓ Hooked	
⚑ Dropped		☑ Cleared			
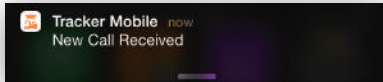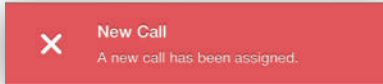
NEW CALLS

➤ 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.

RECEIVED

➤ After opening the call, it will be displayed as shown. From here, select View to review the call information.

➤ The system will inform dispatch that you have actually "Viewed" the call details and accepted the job. When you're ready to begin the call, press Accept.
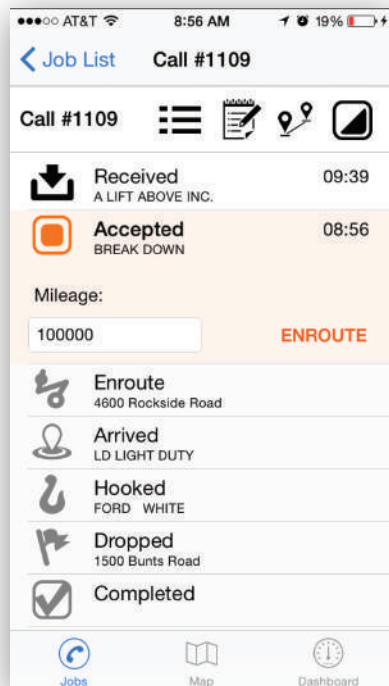
Note: At any time you can review the call information by pressing the ☰ icon.
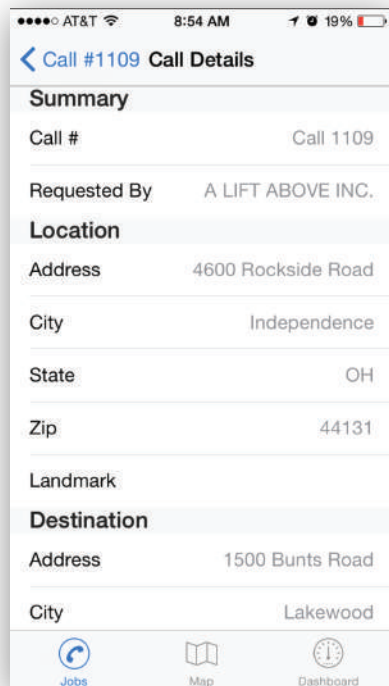
VIEW CALL ☰

➤ After opening the call details screen (by either pressing view or the ☰ icon) it will open the screen shown here.

➤ Be sure to scroll down on your job with your finger (drag your finger up on the screen) to make sure that you see all of the details.
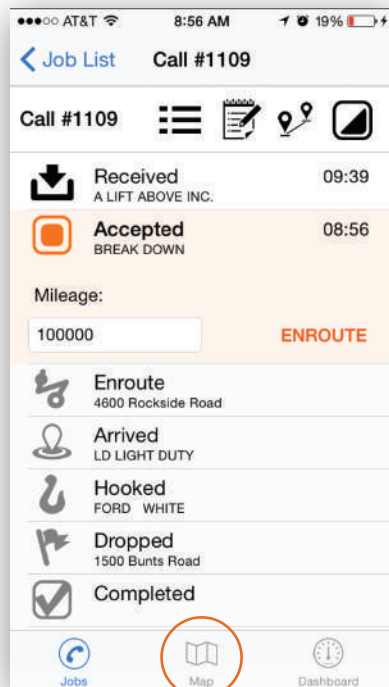
BEGIN CALL

➤ After you have accepted a call, enter your starting mileage (optional) and press Enroute.

**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 Map icon at the bottom of the screen.

➤ You can also click on the Call Details icon to review pertinent information.
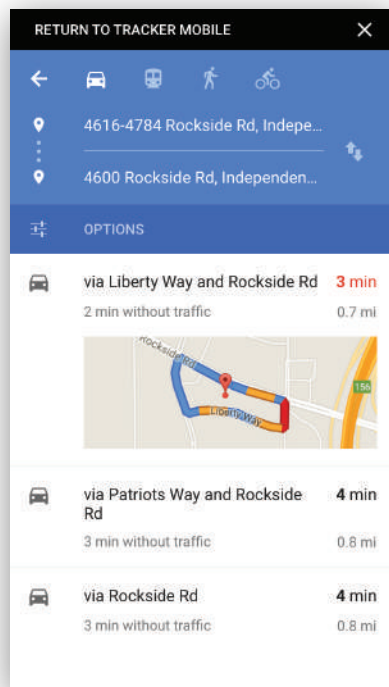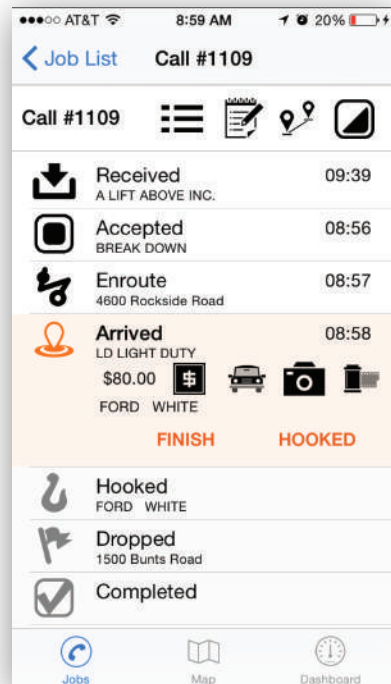
MAPS 🗺

➤ 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.
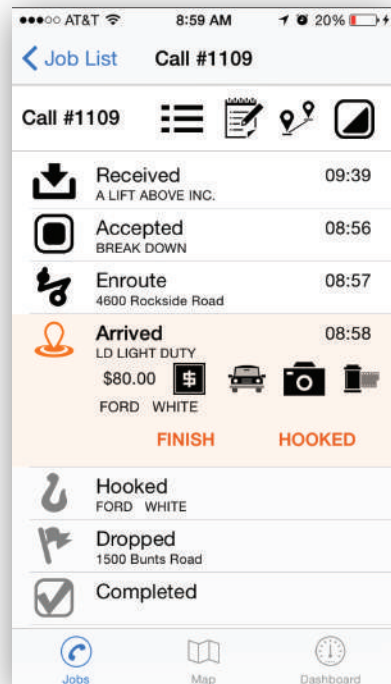
ARRIVED

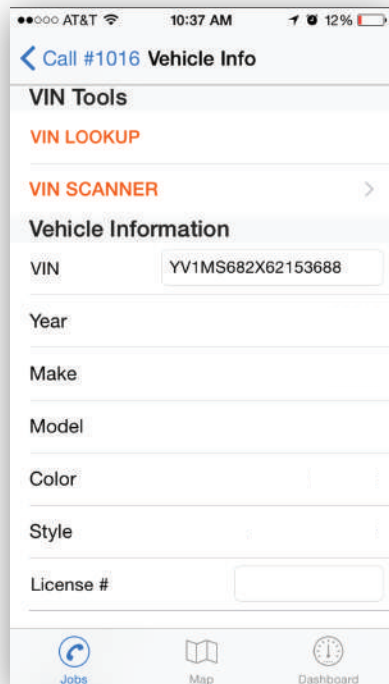➤ Enter your Arrived miles into the Mileage window, then press the Arrived button.

CALL ASSESSMENT

➤ This will bring you to the Call Assessment screen, shown here. From this screen, 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
5. Finish call (for service calls)
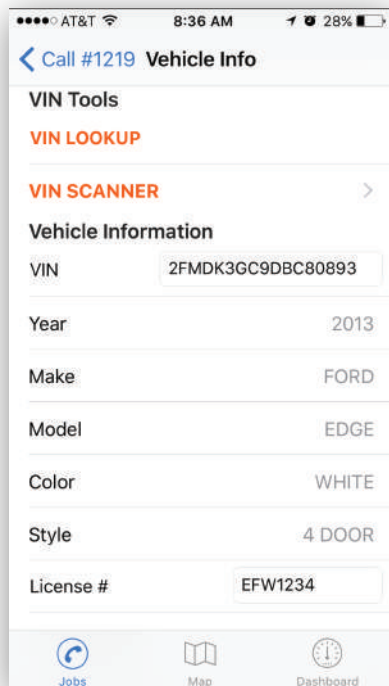
Note: Depending on your device, you may not be able to scan VINs. You will still have the ability to manually check them.

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, pick the correct information and press Done.

CHECK/SCAN VIN

➤ To check the VIN, enter it then press Vin Lookup. This will verify the VIN and change any fields taht are incorrect within the verified information.

➤ 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.
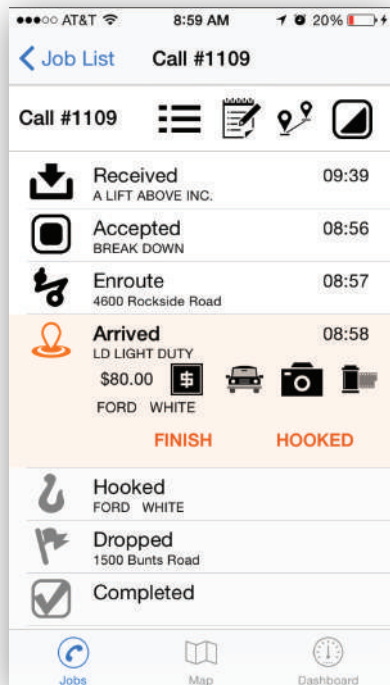
TAKE PHOTO

➤ To take pictures at the scene, press the Camera Icon. 📷 This will take you to the screen called Vehicle Photos, shown here at the left.

➤ 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

➤ To mark the job Hooked, press the Hooked icon from the Call Assessment screen.

➤ This will copy the Arrived mileage reading into the Hooked mileage reading automacially and bring you to the screen shown here.

➤ You can step backwards through the job cycle at anytime by pressing any of the previous steps above.

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

Tip: You can change the destination by pressing the 📍 icon.
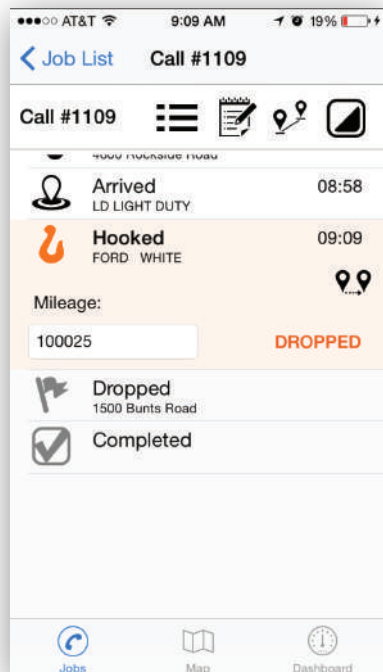
DROPPED

➤ When you arrive at the Drop off location, enter the mileage if applicable then press the Dropped button.

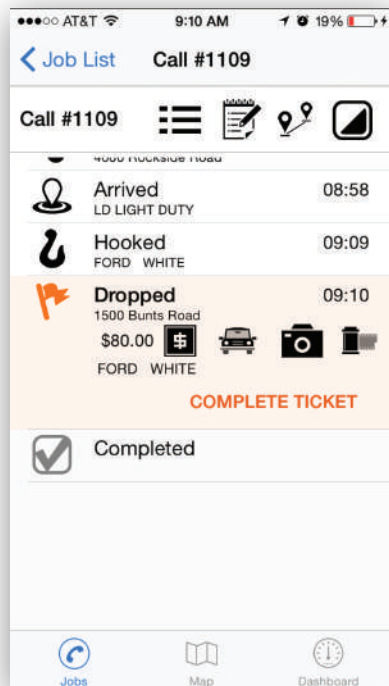**Note:** You can update pricing, vehicle info, and photos from this screen as well.

PRICING $

➤ The open fields are editable by the driver.

➤ To add 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

➤ From this screen you will input the ticket #, PO, and Barcode number if applicable.

PAYMENT

➤ From this screen you are able to determine which payment method will be used.

➤ Check: Either the check number in the pop up box after selecting Check.

➤ No Pmt: This account will be billed by the office.

➤ Credit Card: Select appropriate card type.

Note: Partial cash and credit card payments are accepted.

PAYMENT CONT. 🏦

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

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.
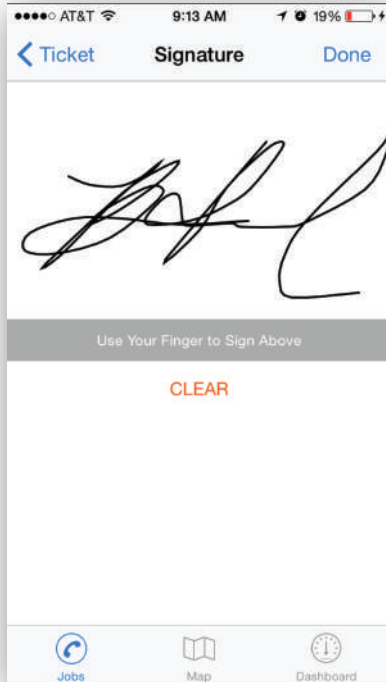
FINISH CALL/CLEAR TICKET

➤ 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.

➤ This will complete the ticket and take you back to the home
screen.

Note: You can also add an email address if they want a copy of
the invoice.