

# TRACKERMOBILE

## iOS User Guide

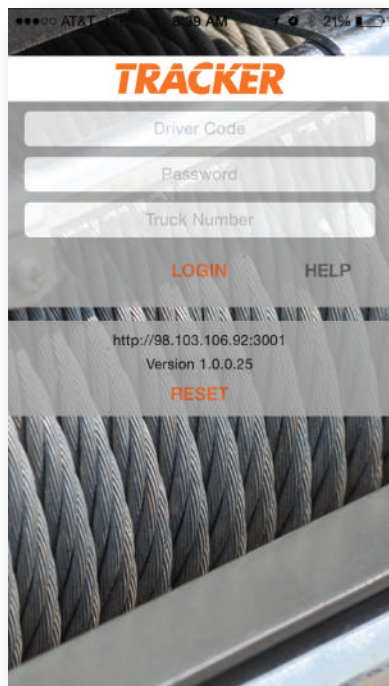
The Complete Guide to your  
TrackerMobile app on iOS.

Version 2.0

# INTRO

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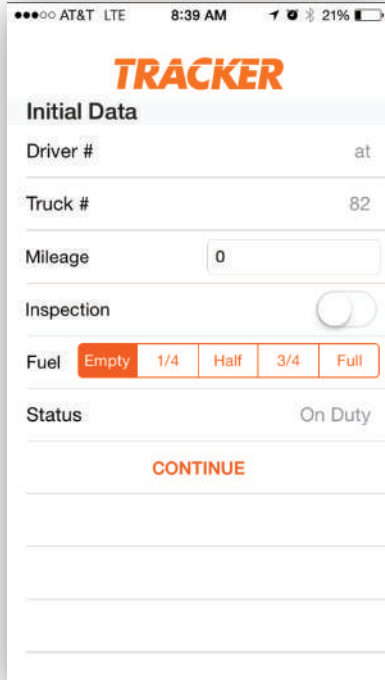
- TrackerMobile empowers the drivers by putting the information they need in order to perform their duties, right at their fingertips. No more time wasted while on the job trying to reach dispatch to receive new jobs or job updates like credit card transactions and status updates.
- With the ability 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”.

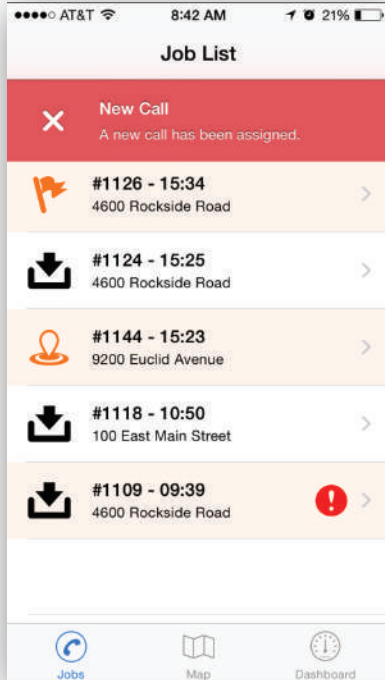
**Note:** If you log into another device, it will log out of the previous session.



The screenshot shows a mobile application interface for 'TRACKER'. At the top, the status bar displays 'AT&T LTE', '8:39 AM', and '21%' battery. The app title 'TRACKER' is in large orange letters. Below it, the section 'Initial Data' is highlighted. The form contains several input fields: 'Driver #' with the value 'at', 'Truck #' with the value '82', and 'Mileage' with a numeric input field containing '0'. There is a toggle switch for 'Inspection' which is currently turned off. Below that is a 'Fuel' section with five buttons: 'Empty' (highlighted in orange), '1/4', 'Half', '3/4', and 'Full'. The 'Status' field has a dropdown menu currently showing 'On Duty'. At the bottom of the form is a large orange button labeled 'CONTINUE'.

## 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 "Job 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



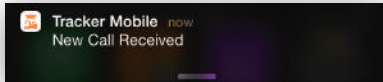
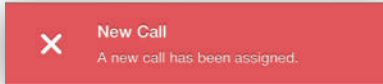
Hooked



Dropped

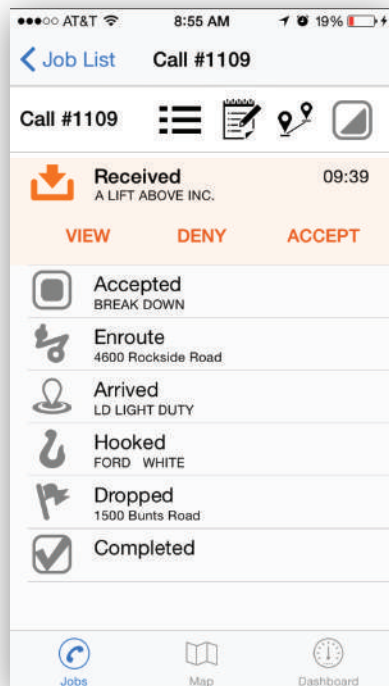


Cleared




## NEW CALLS

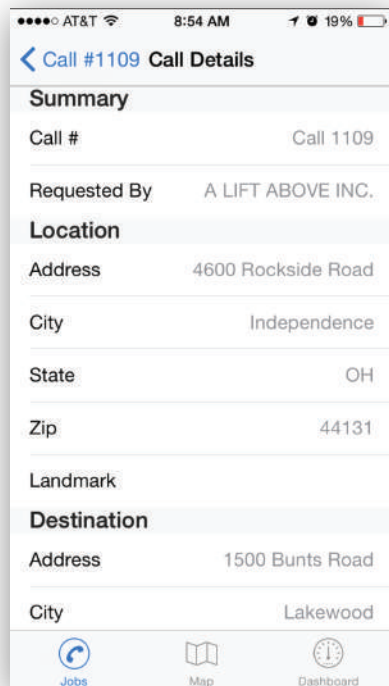
- Upon receiving a job from your dispatcher, the TrackerMobile app will push a notification. Even before pressing the notification, the dispatcher will know that your device has received the job successfully.




## 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.

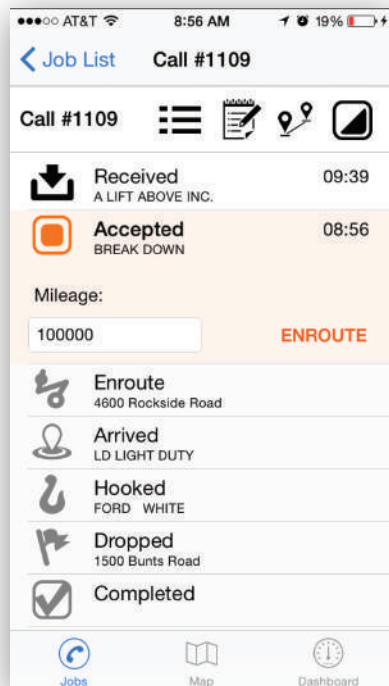
**Note:** At any time you can review the call information by pressing the  icon.



## 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.

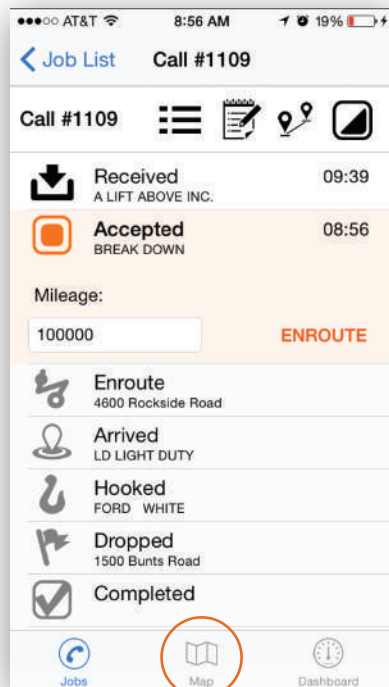




## BEGIN CALL

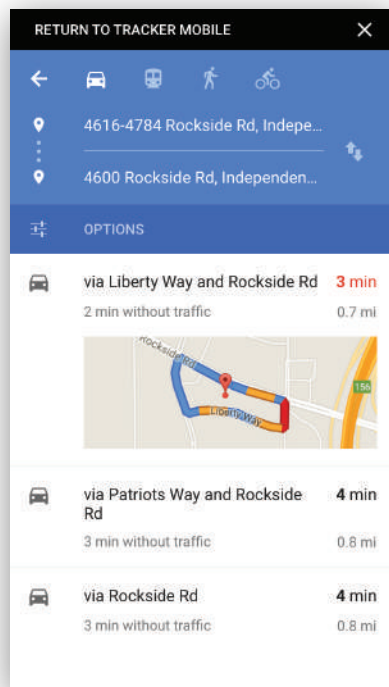
- After you have accepted a call, enter your starting mileage (optional) and press Enroute.

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



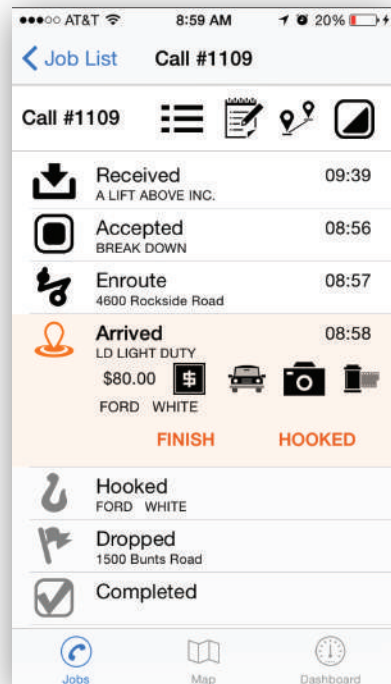
# NAVIGATION

- 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.



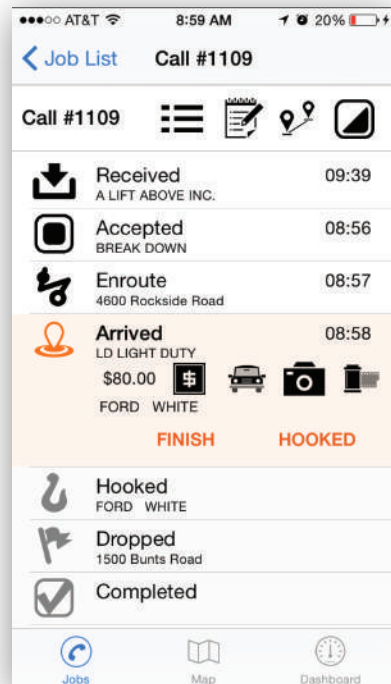
## MAPS

- 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.

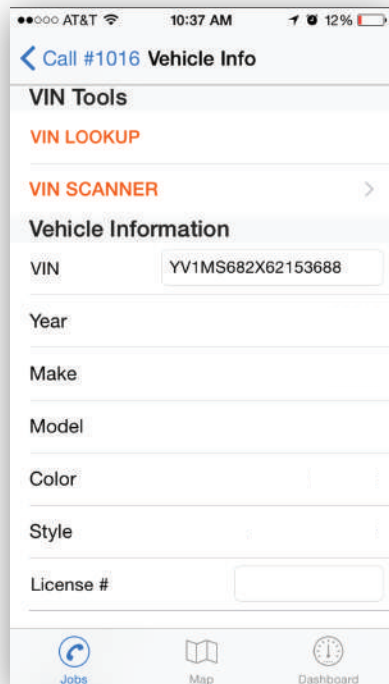


# CALL ASSESSMENT

➤ 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)

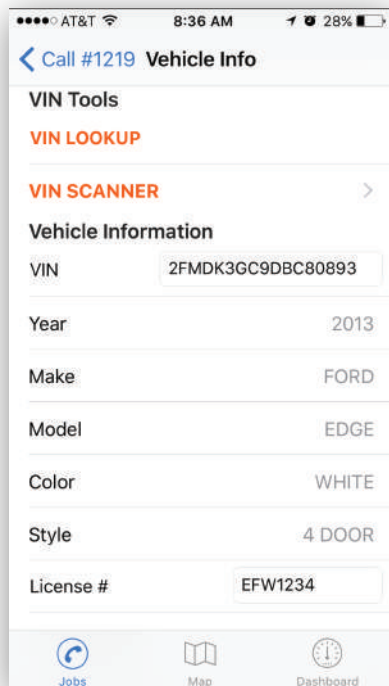
**Note:** Depending on your device, you may not be able to scan VINs. You will still have the ability to manually check them.



The screenshot shows a mobile application interface for "Vehicle Info". At the top, there's a status bar with "AT&T", "10:37 AM", and "12%". Below the status bar is a navigation bar with a back arrow and the text "Call #1016 Vehicle Info". The main content area is divided into sections. The first section is "VIN Tools" with two options: "VIN LOOKUP" and "VIN SCANNER". The "VIN SCANNER" option is highlighted with a right-pointing arrow. Below this is the "Vehicle Information" section, which contains several input fields: "VIN" (with the value "YV1MS682X62153688"), "Year", "Make", "Model", "Color", "Style", and "License #". At the bottom of the screen is a navigation bar with three icons: "Jobs", "Map", and "Dashboard".

## 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.



The screenshot shows a mobile application interface for vehicle information. At the top, there's a status bar with AT&T, 8:36 AM, and 28% battery. Below that, a navigation bar has a back arrow and the text 'Call #1219 Vehicle Info'. The main content area is titled 'VIN Tools' and includes a 'VIN LOOKUP' section. Under 'VIN LOOKUP', there's a 'VIN SCANNER' option with a right arrow. Below this is a 'Vehicle Information' section with several fields: VIN (2FMDK3GC9DBC80893), Year (2013), Make (FORD), Model (EDGE), Color (WHITE), Style (4 DOOR), and License # (EFW1234). At the bottom, there's a navigation bar with three icons: a blue circular arrow for 'Jobs', a map icon for 'Map', and a clock icon for 'Dashboard'.

Vehicle Information	
VIN	2FMDK3GC9DBC80893
Year	2013
Make	FORD
Model	EDGE
Color	WHITE
Style	4 DOOR
License #	EFW1234


## CHECK/SCAN VIN




- To check the VIN, enter it then press Vin Lookup. This will verify the VIN and change any fields that 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.

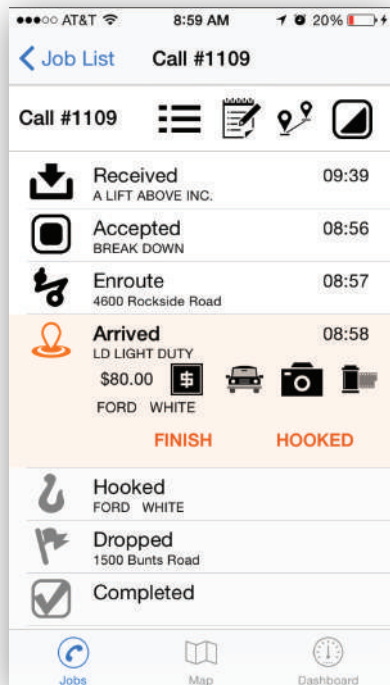


## TAKE PHOTO

- 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.




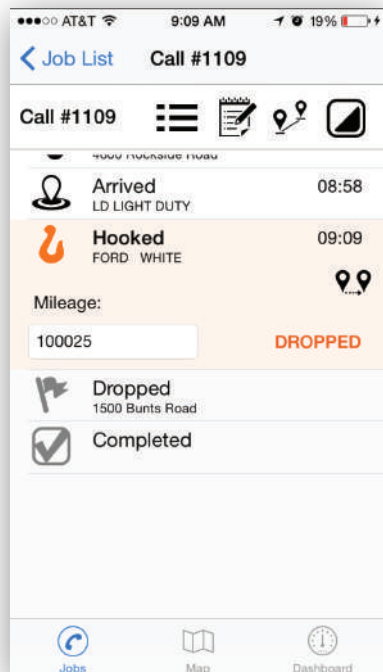


# HOOKED

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

**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.

Call #1109 Calculate Total Done

Fuel Charge	0.00
Labor Charge	<input type="text" value="15.00"/>
Winch Charge	<input type="text" value="10.00"/>
Dolly Charge	<input type="text" value="0.00"/>
Misc. Charge	<input type="text" value="0.00"/>
Payout Amount	<input type="text" value="0.00"/>
<input type="text" value="Payout Description"/>	
Tax (1)	0.00
Tax (2)	0.00
<b>Total</b>	<b>\$80.00</b>

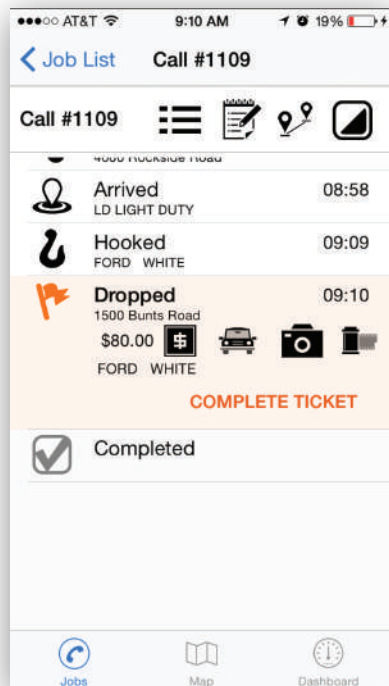
Jobs Map Dashboard

## 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.



The screenshot shows a mobile application interface for a ticket purchase. At the top, the status bar displays 'AT&T', signal strength, time '9:11 AM', and battery level '19%'. The app header includes a back arrow, 'Call #1109', 'Ticket', and a 'Done' button. The main content area is divided into sections: 'Charges' with a sub-header 'Amount Due' showing '\$80.00'; 'Payment' with 'Cash' at '\$0.00', a 'Check' option with a text field containing '123456789' and a blue checkmark, and a 'Credit Card' option; and 'Customer' with an 'Email' text field and a 'Signature' field with a right-pointing arrow. The bottom navigation bar contains three icons: 'Jobs' (a blue circular arrow), 'Map' (a map icon), and 'Dashboard' (a clock icon).

# 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.

The screenshot shows a mobile application interface for a cash payment screen. At the top, the status bar displays 'AT&T', signal strength, time '9:11 AM', and battery level '19%'. Below the status bar, there are three navigation options: '< Ticket' (blue), 'Cash' (black), and 'Done' (blue). The main content area is divided into sections: 'Charges' with a 'Total' of '\$80.00', 'Paid' of '\$0.00', and 'Amount Due' of '\$80.00'. The 'Cash Tendered' section has a text input field containing '100.00'. The 'Change Due' section shows a 'Change' of '\$20.00'. At the bottom, there is a tab bar with three icons: 'Jobs' (blue), 'Map' (grey), and 'Dashboard' (grey).

Charges	
Total	\$80.00
Paid	\$0.00
Amount Due	\$80.00

Cash Tendered	
Cash Tendered	100.00

Change Due	
Change	\$20.00

## PAYMENT CONT.

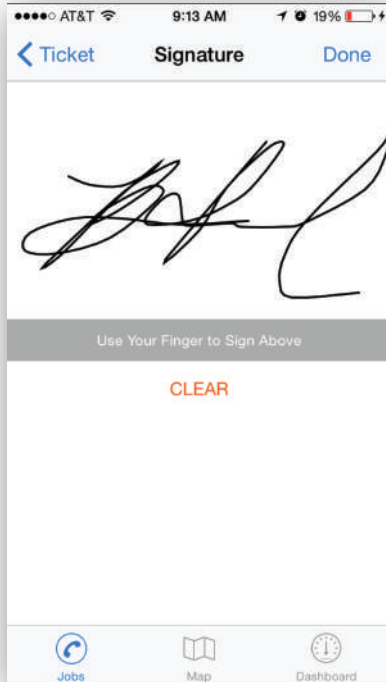


- Cash: Enter TOTAL amount given by the customer, change due will be calculated.

The screenshot shows a mobile application interface for payment. At the top, the status bar displays 'AT&T', signal strength, time '9:12 AM', and battery level '19%'. Below the status bar, the word 'Total' is on the left and '\$80.00' is on the right. Underneath, a section titled 'We accept' features logos for American Express, Visa, MasterCard, Discover, and JCB. The form consists of several input fields: 'Full Name' with a placeholder 'Card holder's full name', 'Card Number\*' with a placeholder 'Credit card number', 'Exp. Date (mm/yy)\*' with a placeholder 'Expiration date (mm/yy)', and 'CVV Number' with a placeholder 'CVV On the back of the credit card'. At the bottom, the text 'Address Verification' is visible.

## 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.