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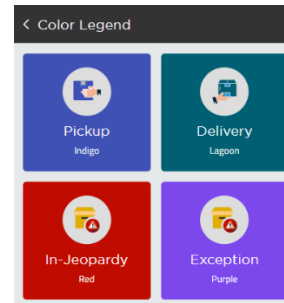
The Driver App is used for processing pickups and deliveries.

Pre-requisites

- Operating systems: Android 8.0 or iOS 11 or newer.
- Validation: The device has to be validated in Compass Dispatcher by a system administrator.
- Company-owned devices: The Driver App is installed by a system administrator.
- Non-company-owned devices: Download the Driver App from Google Play (Android devices) or from App Store (iOS devices).



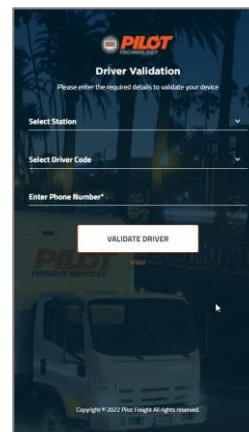
Driver app colors



Driver Validation

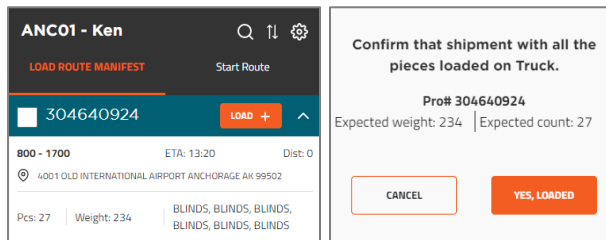
Please request validation to use the app if you are not yet authorized to use it.

1. Tap the **Select Station** down arrow and tap your selection. Do the same for **Select Driver Code**.
2. Enter your phone number.
3. Tap **VALIDATE DRIVER** for a system administrator to validate your device via Compass Dispatcher.

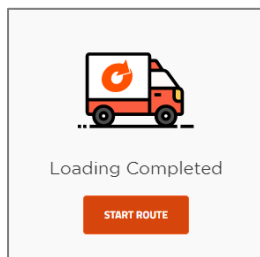


Load Route Manifest

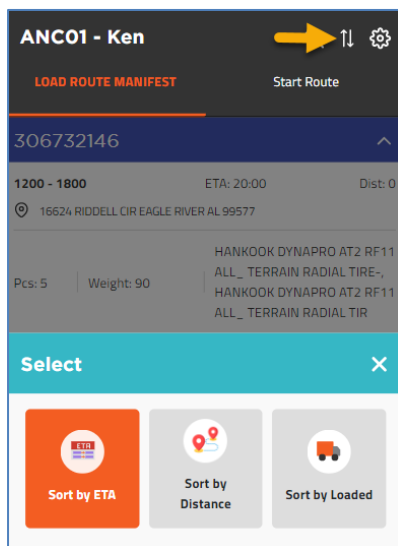
- Tap **LOAD +** (deliveries only). A confirmation dialog box displays. Tap **YES, LOADED**.



- Loading Completed** displays. Tap **START ROUTE**.

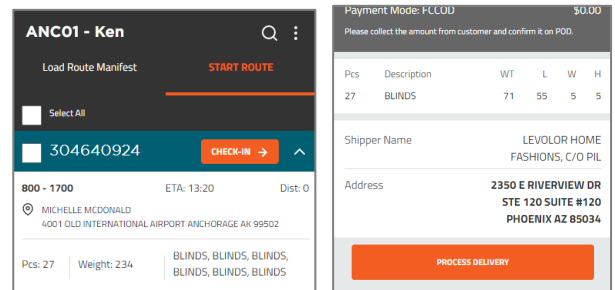


- The Sort icon can be used to sort the route by ETA, distance, or loaded shipments.



Start Route - Deliveries

- The background color for a delivery is lagoon. Tap **CHECK-IN**. The delivery details screen displays.
- Tap **PROCESS DELIVERY**.



- The **Exceptions** screen displays. For deliveries, tap any of the applicable options or **No Exception** > **CONTINUE**. For pickups, tap **Attempt Only** or **No Exception** > **CONTINUE**.

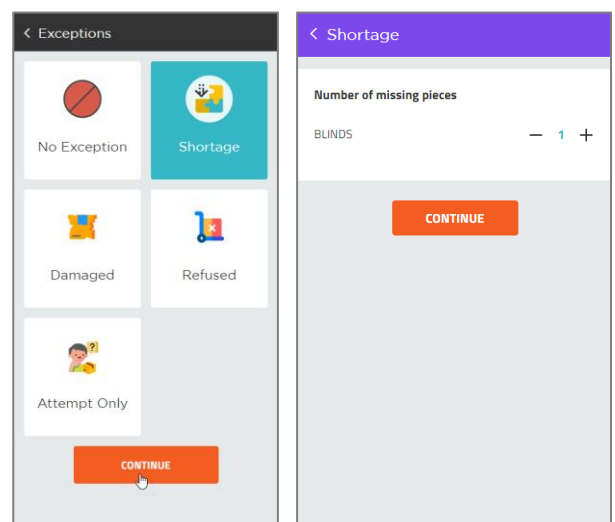
Exceptions

You can select one or multiple exceptions:

- Shortage
- Damaged
- Refused
- Attempt Only

Shortage

- If pieces are missing from an order being delivered, tap **Shortage** > **CONTINUE**.
- Select the number of missing pieces and tap **CONTINUE**. The **Ancillary Service** screen displays.



Ancillary Service

12. If applicable, enter **Shipment Notes**, **email for BOL**, and **WAIT TIME**.

NOTE: A BOL will be sent to this email address.

13. Select all applicable **Extra Services Performed**.
14. Tap **CONTINUE**.

15. Tap **CLICK PHOTO** to take a picture of the item being delivered. You may add up to five pictures.
16. Tap **CONTINUE**.

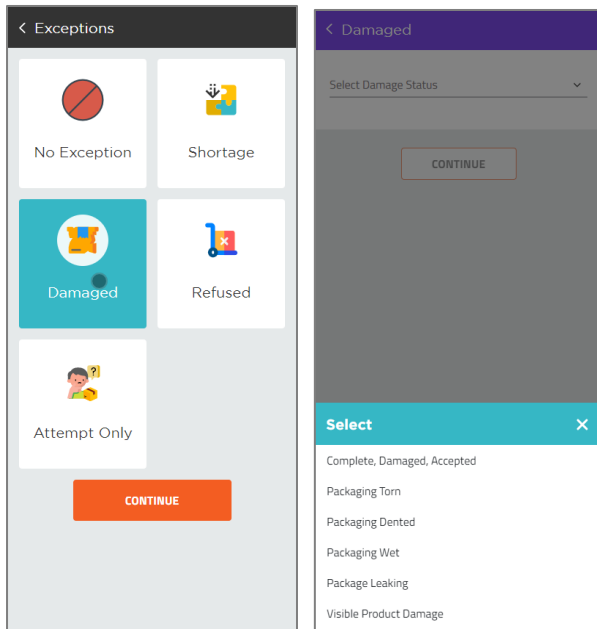
17. Ask the consignee to sign the screen and tap **SAVE & CONTINUE**. You may tap the redo icon to clear the signature and collect the signature again.

NOTE: This screen does not display for the exception **Attempt Only**.

18. The **Proof of Delivery** screen displays. Type the **Consignee name**.
19. Tap one of the radio buttons for **Completion Time**.
Last Check-in Time: The time the shipment was checked in.
Signature Time: The time the consignee signed.
20. Tap **COMPLETE**. This shipment will disappear from the load route manifest and start route screens. The only exceptions are attempted shipments, which turn purple after being processed.

Damaged

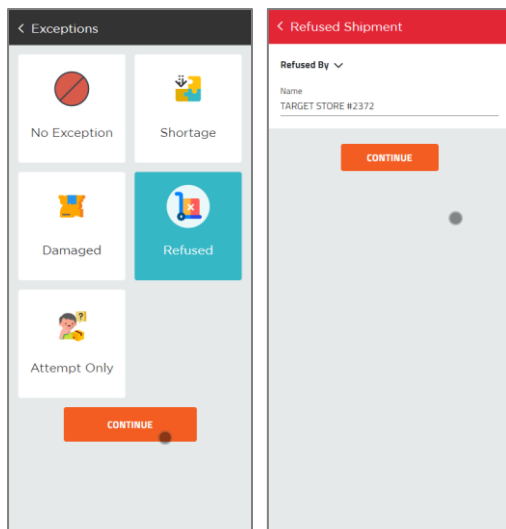
21. If an item being delivered is damaged, tap **Damaged** > **CONTINUE**.
22. Select the type of damage.
23. Tap **CONTINUE**.



24. The **Ancillary Service** screen displays. Refer to step 12.

Refused

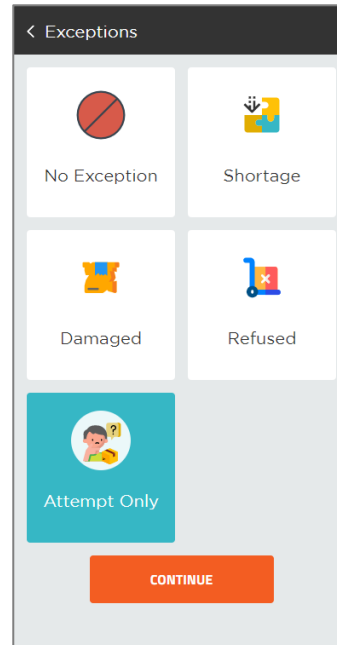
25. If the shipment is refused, tap **Refused** > **CONTINUE**.
26. The **Refused By** > **Name** populates. If the name of the person refusing the item is different from the one that has populated, type this person's name.
27. Tap **CONTINUE**.



28. The **Ancillary Service** screen displays. Refer to step 12.

Attempt Only

29. Tap **CONTINUE**.



30. The **Ancillary Service** screen displays. Refer to step 12.
31. Once the delivery completes, the **START ROUTE** screen displays. Proceed to your next delivery by referring to step 7.

Start Route – Pickups

32. The background color for the pickup PRO number is indigo. Tap **CHECK-IN**.
33. Tap **PROCESS PICKUP**.

The screenshot shows the 'Start Route - Pickups' screen. On the left, a list of pickups is displayed with columns for Pro#, ETA, and Dist. The selected pickup is highlighted in indigo. On the right, the 'Pickup Details' screen is shown, displaying information such as Pro#, Product Code, ETA, Window, Pickup Name, Shipper Address, Phone, Reference#, Payment Mode, and a list of items with descriptions, weights, and dimensions. A 'PROCESS PICKUP' button is visible at the bottom.

34. The **Exceptions** screen displays. You may tap **No Exception > CONTINUE** or **Attempt Only > CONTINUE**. If you tap the latter, refer to step 29.

The screenshot shows the 'Exceptions' screen. It features a grid of icons representing different exception types: No Exception, Shortage, Damaged, Refused, and Attempt Only. The 'Attempt Only' option is highlighted. A 'CONTINUE' button is located at the bottom.

35. Notice that once a shipment is processed with the **Attempt Only** exception, the background color turns purple, which means that it has not been completed.

The screenshot shows the 'Start Route - Pickups' screen. The selected pickup is highlighted in purple, indicating it has not been completed. The details for this pickup are shown on the right, including Pro#, Product Code, ETA, Window, Pickup Name, Shipper Address, Phone, Reference#, Payment Mode, and a list of items with descriptions, weights, and dimensions.

Shipment Details

36. Please make sure to refer to the special instructions if the shipment has them.

The screenshot shows the 'Shipment Details' screen. It displays a list of shipment information, including Pro#, Product Code, ETA, Window, Pickup Name, and Shipper Address. A highlighted instruction at the top reads: 'Instructions: AMAZON RETURNS NO LONGER GO TO CVG - MAKE SURE CNSEE IS UPDATED'.

37. Tap **Product Code** to display its description.

Pickup Details

Instructions: AMAZON RETURNS NO LONGER GO TO CVG - MAKE SURE CNSEE IS UPDATED

Pro# 306732146

Product Code **S1P**

ETA

Window 1200 - 1800

Pickup Name RALPH GREEN

Shipper Address **16624 RIDDELL CIR EAGLE RIVER AL 99577**

Phone 15038076835

Reference# DLH1t9xyrrma

Payment Mode: COD \$0.00
Payment Mode: FCCOD \$0.00
Please collect the amount from customer and confirm it on POD.

Pcs	Description	WT	L	W	H
5	HANKOOK DYNAPRO AT2 RF11 ALL TERRAIN RADIAL TIRE-	18	22	16	9

Shipper Name AMAZON.COM AZA4

Address **3333 S 59TH AVE PHOENIX AZ 85043**

PROCESS PICKUP

**Pro# 306732146
Product Code - S1P
HD - STANDARD 1 MAN PICK UP**

OK

38. Tap **Shipper Address** to display a map for the address.

Pickup Details

Instructions: AMAZON RETURNS NO LONGER GO TO CVG - MAKE SURE CNSEE IS UPDATED

Pro# 306732146

Product Code **S1P**

ETA

Window 1200 - 1800

Pickup Name RALPH GREEN

Shipper Address **16624 RIDDELL CIR EAGLE RIVER AL 99577**

Phone 15038076835

Reference# DLH1t9xyrrma

Payment Mode: COD \$0.00
Payment Mode: FCCOD \$0.00
Please collect the amount from customer and confirm it on POD.

Pcs	Description	WT	L	W	H
5	HANKOOK DYNAPRO AT2 RF11 ALL TERRAIN RADIAL TIRE-	18	22	16	9

Shipper Name AMAZON.COM AZA4

Address **3333 S 59TH AVE PHOENIX AZ 85043**

PROCESS PICKUP

39. Tap **Phone** to call the shipper/consignee.

Pickup Details

Instructions: AMAZON RETURNS NO LONGER GO TO CVG - MAKE SURE CNSEE IS UPDATED

Pro# 306732146

Product Code **S1P**

ETA

Window 1200 - 1800

Pickup Name RALPH GREEN

Shipper Address **16624 RIDDELL CIR EAGLE RIVER AL 99577**

Phone **15038076835**

Reference# DLH1t9xyrrma

Payment Mode: COD \$0.00
Payment Mode: FCCOD \$0.00
Please collect the amount from customer and confirm it on POD.

Pcs	Description	WT	L	W	H
5	HANKOOK DYNAPRO AT2 RF11 ALL TERRAIN RADIAL TIRE-	18	22	16	9

Shipper Name AMAZON.COM AZA4

Address **3333 S 59TH AVE PHOENIX AZ 85043**

PROCESS PICKUP

In Jeopardy shipment

If a delivery is in jeopardy, it means that it is within 1 hour of the closing of the delivery window. When that happens, a **Delivery Alert** message displays.

40. Select **WILL ARRIVE ON TIME** or **NOTIFY CONSIGNEE**.

When selecting the latter, the message **Notification was sent** displays on the **START ROUTE** screen.

START ROUTE

Load Route Manifest

Select All

100008961 **CHECK-IN**

Delivery Alert! Window Closing
Pro# 100008961
5604 ESTRELLA WAY BONSALL CA 92003
Window for Pro# 100008961 is closing, either check-in or reschedule shipment

WILL ARRIVE ON TIME

NOTIFY CONSIGNEE

Notify consignee will send a message to the consignee and shipment will be rescheduled by 60 min.

START ROUTE

Load Route Manifest

Select All

100008961 **CHECK-IN**

0 - 1130 ETA: 0:00 Dist: 0
HAI BUI
5604 ESTRELLA WAY BONSALL CA 92003

Pcs: 1 Weight: 206 WORKPRO 48-inch Heavy-Duty Gara

100009985 **CHECK-IN**

0 - 2359 ETA: 0:00 Dist: 0
ANGELA BABIB
4740 NORMA DR SAN DIEGO CA 92115

Pcs: 1 Weight: 58 Better Homes & Gardens Victoria

Notification was sent

Swap Shipment

A swap shipment is when an item is delivered, and another item is picked up at the same time. You will know that a shipment is a swap as soon as you tap **CHECK-IN**.

41. Tap **OK** for **This shipment is a swap with**

42. Follow the whole process (steps 6–29).

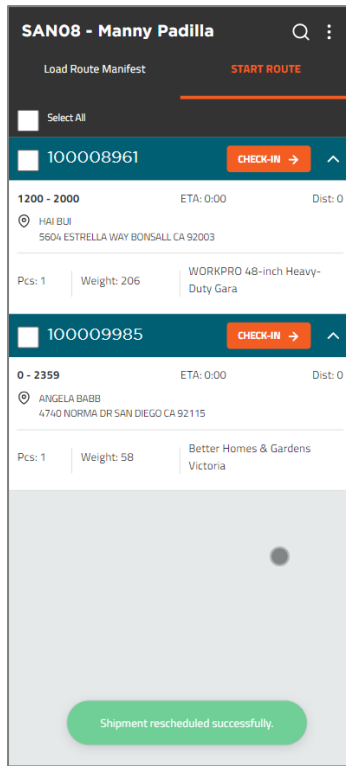
Rescheduling a delivery

43. If a delivery needs to be rescheduled, tap **CHECK-IN** and on the **Delivery Details** screen, tap the calendar.

44. The **Reschedule Appointment** dialog box displays. Tap **YES**.

45. The **Reschedule Delivery** screen displays. Select **Date**, **TIME (FROM)** and **TIME (TO)** hours and minutes, tap the down arrow for **Scheduled by** and select **Pilot** or **Customers**.

The message **Shipment rescheduled successfully.** displays.



Checklist

In some cases, you may need to complete a checklist for a shipment. The one below is an example.

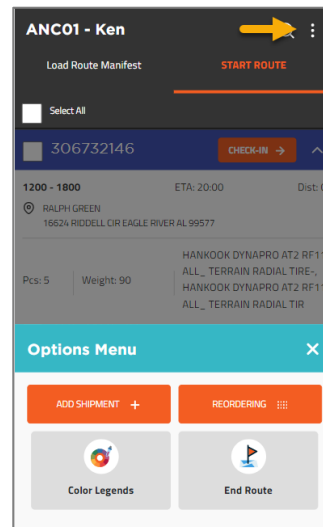
46. Tap the radio buttons **Yes** or **No** and tap **CONTINUE**.

The screenshot shows the 'Checklist' screen. It has a title bar with a back arrow and the word 'Checklist'. Below the title bar, there is a section titled 'Review the enhanced services listed below.' followed by a disclaimer: 'If you do not want the enhanced services performed. This may affect your ability to return the product.' The main content area contains five checklist items, each with a 'Yes' or 'No' radio button. The 'No' button is selected for all items. At the bottom, there is a large orange 'CONTINUE' button.

Service	Yes	No
Shipment received in Good Order and Condition Except as noted	☐	☒
The exterior product packaging in good condition	☐	☒
You opened the box and inspected the product. If not, you waive all claims w/ respect to damaged product	☐	☒
The contents in good order and condition. If not, please explain.	☐	☒
Your property was left in good condition. If not, please explain.	☐	☒

Options menu

47. Tap the three-dot menu to display the **Options Menu**.

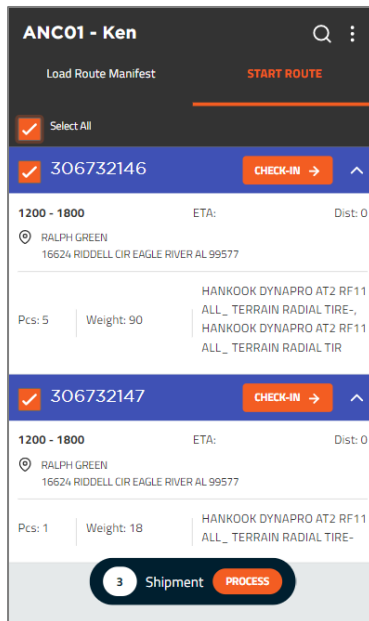


- 48. Tap **ADD SHIPMENT** if a shipment that you need to process is not on your route.
- 49. Tap **REORDERING** if you would like to change the order in which your shipments are processed.
- 50. Tap **Color Legends** to see what the different colors on the app mean.
- 51. Tap **End Route** if you need to end the route whether shipments have been processed or not. Provide a reason for the unprocessed shipment(s) and tap **END ROUTE**.

The screenshot shows the 'End Route' screen. It has a title bar with a back arrow and the text 'End Route'. Below the title bar, there is a red banner with the text 'Unprocessed shipment - 5/5' and a message: 'Out of 5 shipments 5 shipments have not been processed yet, if you want to end route give reason for the unprocessed shipments.' The main content area contains a list of shipments. The first shipment, 100011653, is highlighted. Below it, the second shipment, 100011684, is also highlighted. At the bottom, there is a large orange 'END ROUTE' button.

Processing multiple shipments at the same time

52. To process multiple shipments for the same address at the same time, tap the **Select All** checkbox and tap **PROCESS**.



Completed shipments

Once shipments are completed, they drop from the app. The only exception is for attempted shipments, which then stay on the **Load Route Manifest** and **Start Route** grid to be reattempted the same day.

Swipe to delete

53. If the station informs you that a shipment no longer needs to be processed, press and swipe the shipment to the right and tap **YES**. This will undispach the shipment from Compass Dispatcher and remove you from Navigator/WorldTrak.

