



Cartrack Delivery User Guide
Streamline Your Delivery Needs

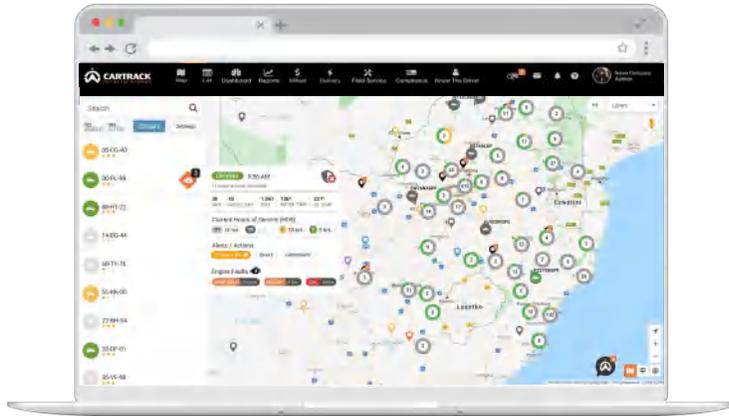
Revision 1.3

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WHAT YOU NEED TO USE DELIVERY



PC or laptop with browser

Dispatcher and back-office teams assign and monitor the progress of jobs via a web-based browser connected to the internet.



Android or iOS smartphone

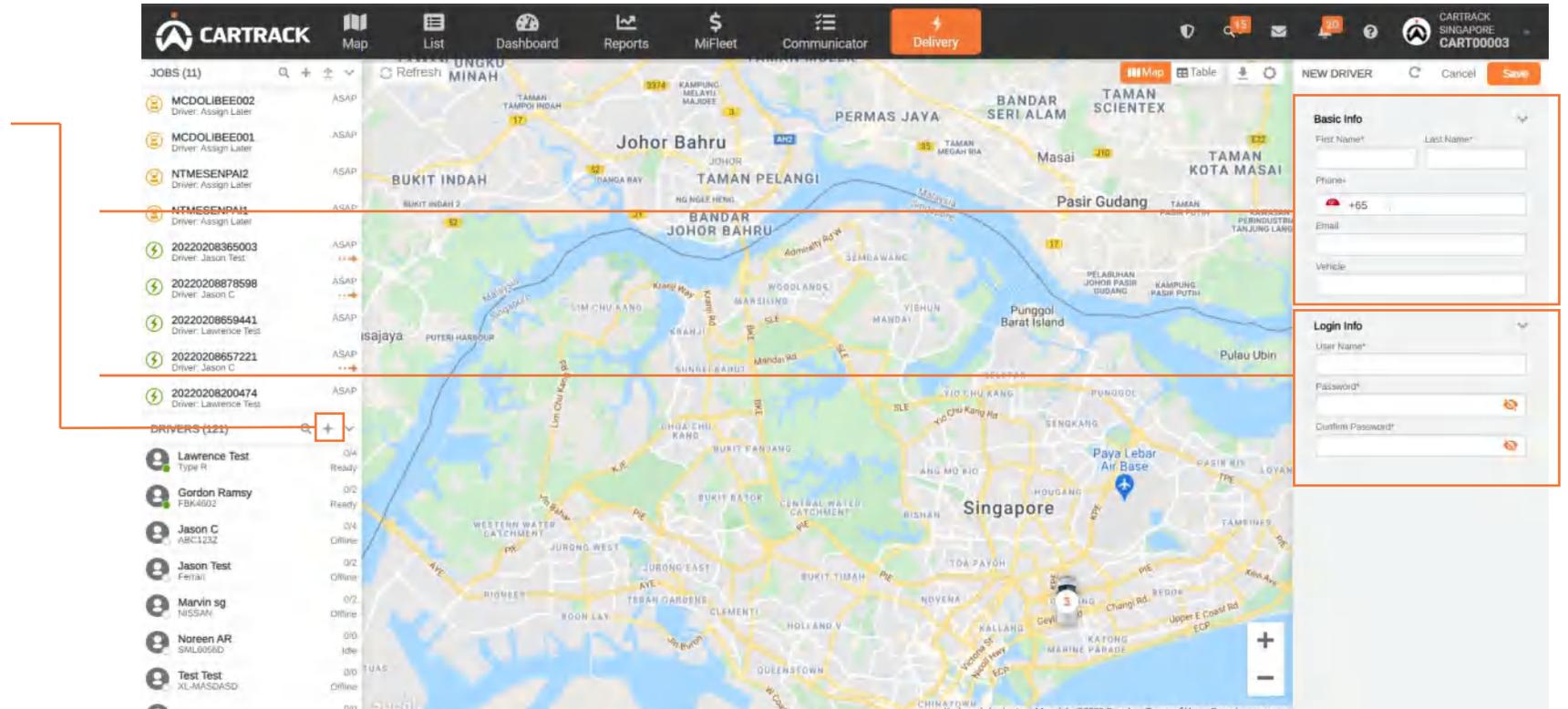
Drivers receive all of their jobs via our mobile app connected to the internet. Search "Cartrack Delivery" on the app store or use the links below.

[Apple](#)
[Android](#)



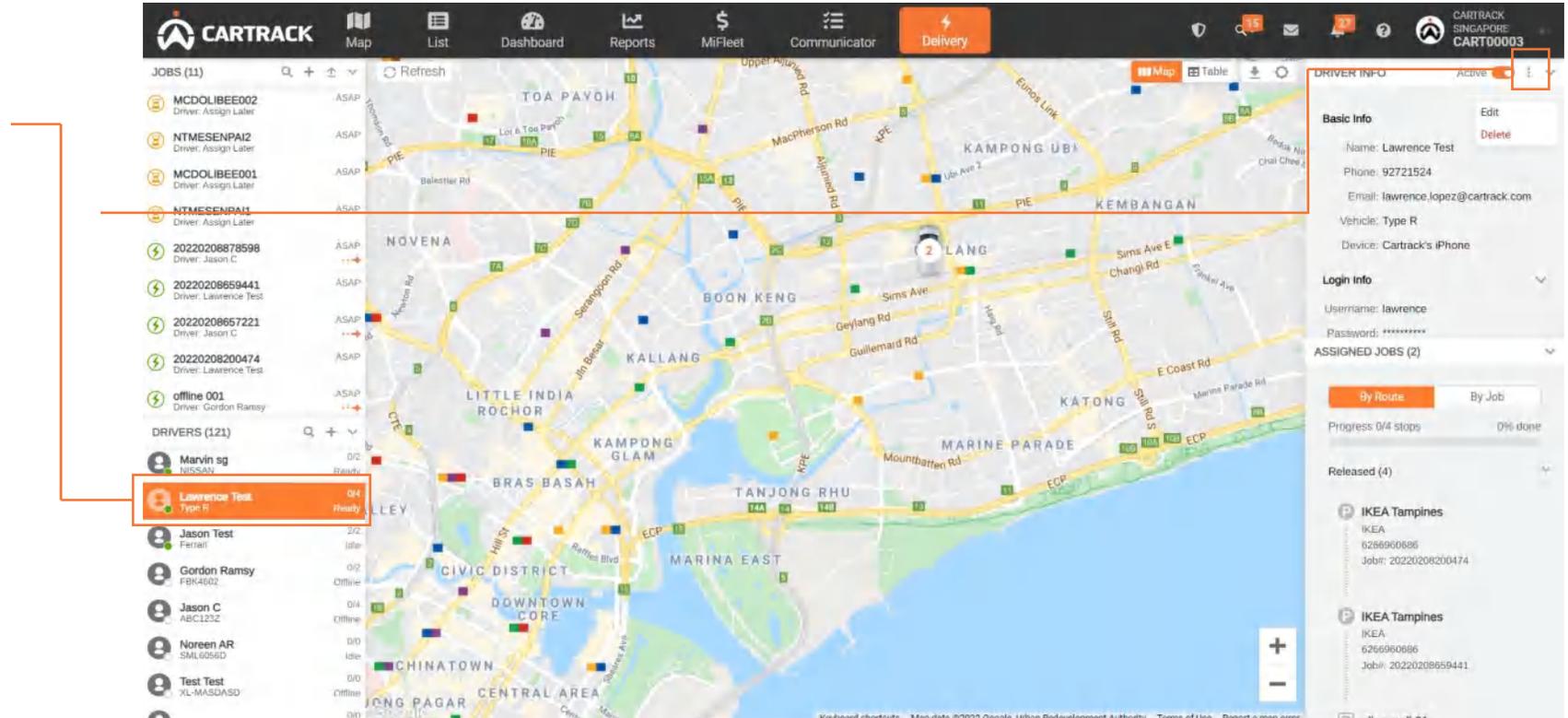
CREATE A DRIVER

1. Click the “+” to add a new driver
2. Enter the drivers personal details. Name and mobile phone number are required, others are optional
3. Enter a username and password for the driver. These are the details they will use to log into the mobile app. Each driver must have a unique username.



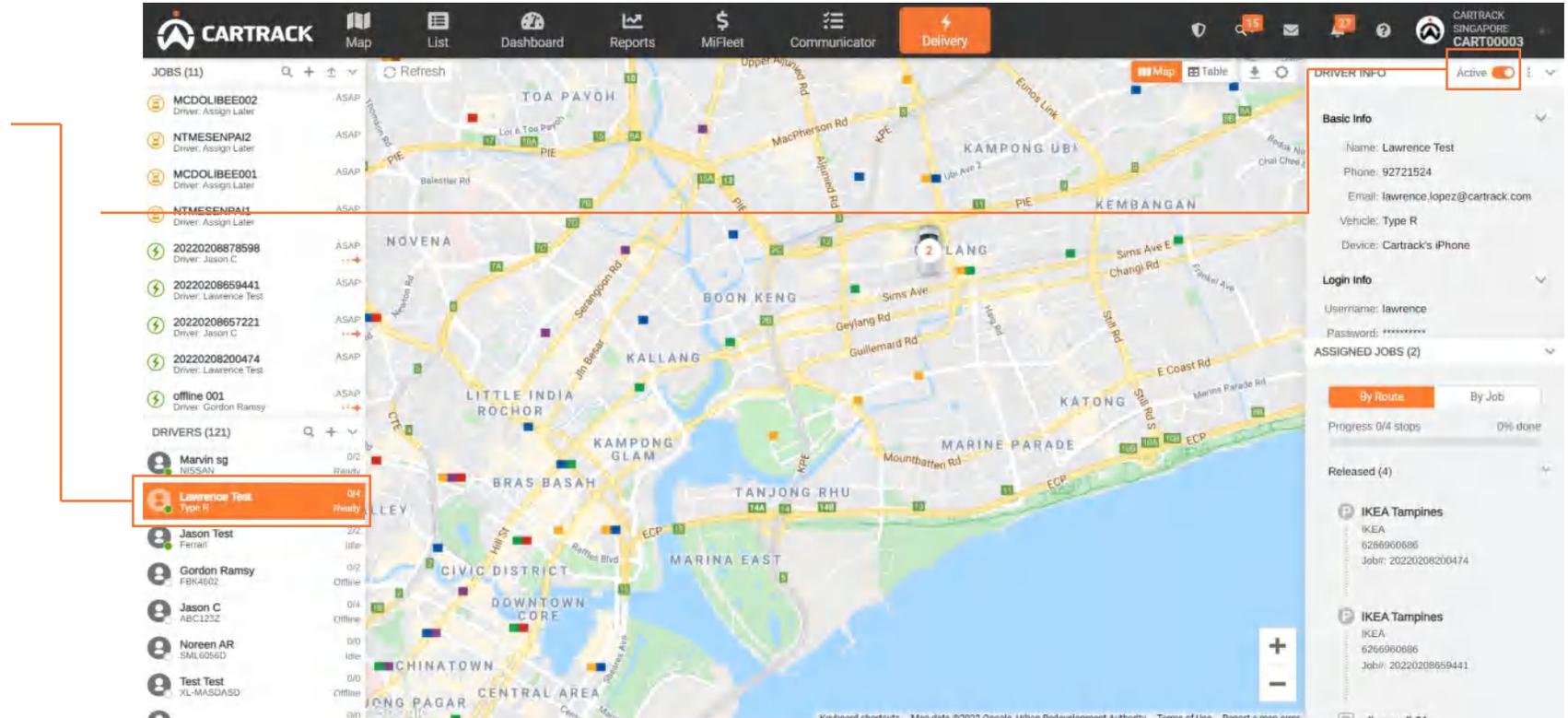
EDIT A DRIVER

1. Select a driver to edit
2. Click “ ” to access more options, Select edit option for editing of driver profile



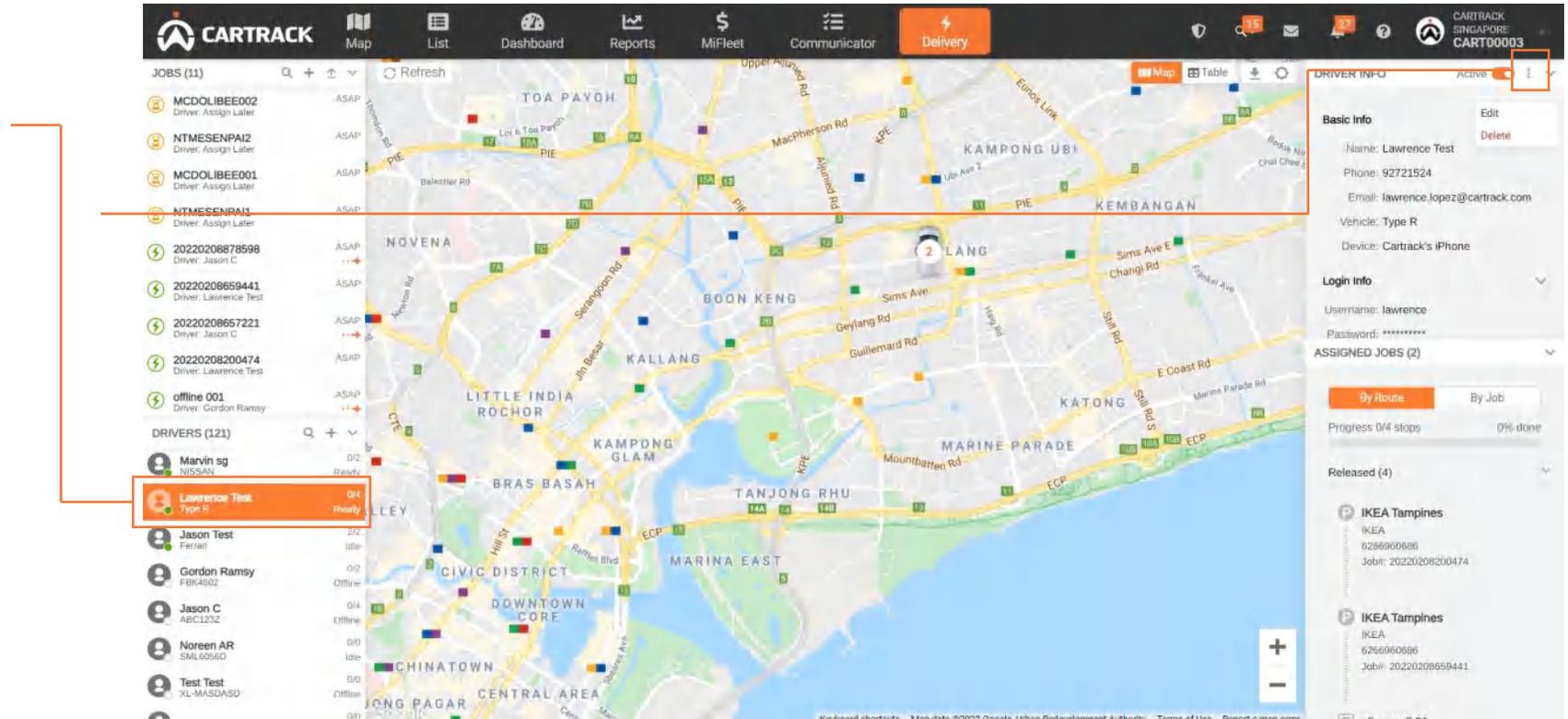
DEACTIVATE A DRIVER

1. Select a driver to deactivate
2. Toggle the switch. It will go grey once the driver has been deactivated.



DELETE A DRIVER

1. Select a driver to delete
2. Click “ ” to access more options, Select delete option for deleting of driver profile



DRIVER INFORMATION

1. Select a driver to view driver's information and location
2. Display all of the driver's information, including the login information
3. View all a driver's job's for the day. You can sort by route or job.

The screenshot displays the CARTRACK mobile application interface. The top navigation bar includes icons for Map, List, Dashboard, Reports, MiFleet, Communicator, and Delivery. The main screen is divided into several sections:

- JOBS (11):** A list of jobs with columns for driver name and status. The job for Lawrence Test is highlighted.
- DRIVERS (121):** A list of drivers with columns for name, vehicle type, and status. Lawrence Test is highlighted.
- Map:** A map showing the location of the selected driver, Lawrence Test, near Geylang East Central.
- DRIVER INFO:** A detailed view of the driver's information, including:
 - Basic Info:** Name: Lawrence Test, Phone: 92721524, Email: lawrence.lopez@cartrack.com, Vehicle: Type R, Device: Cartrack's iPhone.
 - Login Info:** Username: lawrence, Password: *****.
 - ASSIGNED JOBS (2):** A list of assigned jobs, including two IKEA Tampines jobs.

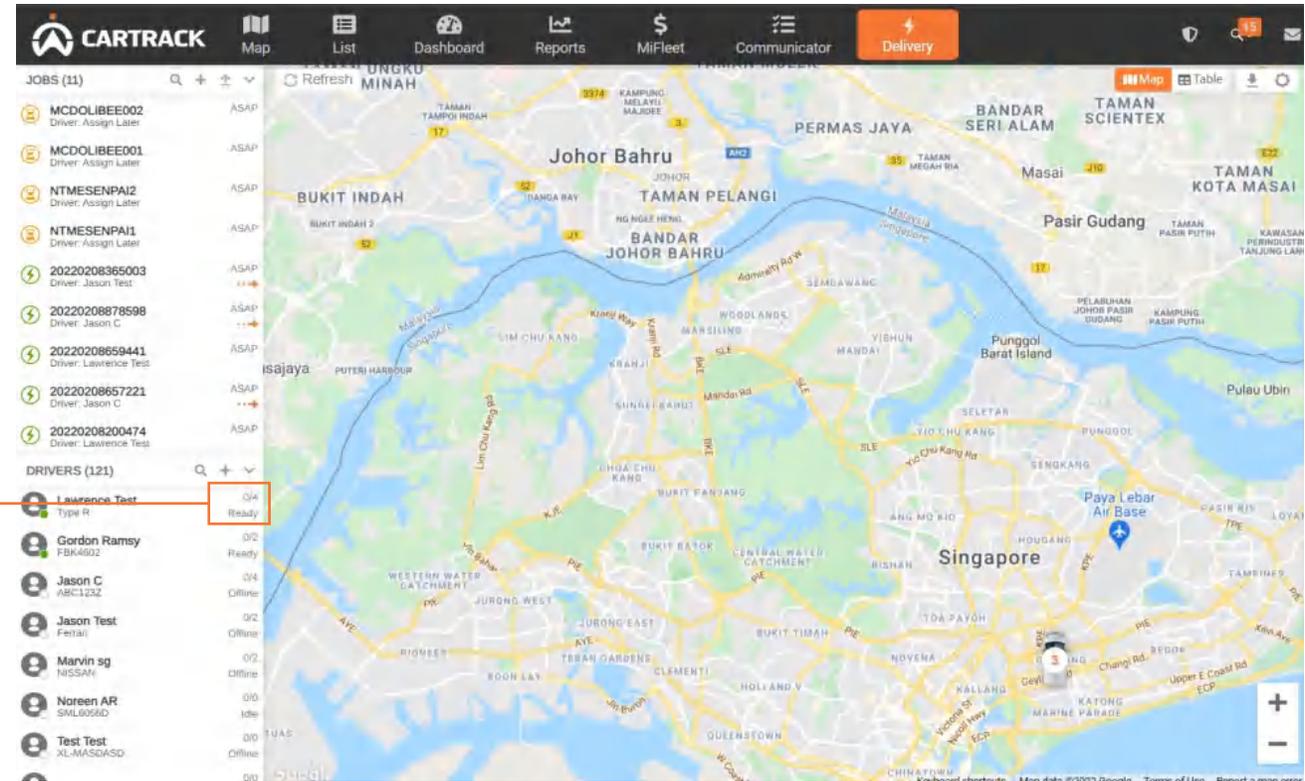


DRIVER STATUS

1. Display both driver status and stop completion status
2. Driver status' are identified as:
 - **Ready:** online, available and has assigned jobs
 - **On Route:** in transit for a job
 - **On Break:** indicated on their app that they are taking a break and temporarily unable to work
 - **Idle:** online and available, but has no assigned jobs
 - **Offline:** unavailable for work

Drivers will receive notifications in all statuses except for "offline"

3. Stop completion status is Number of stop completed / Number of stop assigned



EDIT DRIVER ROUTE

1. Select a driver to view driver's information and location
2. View all a driver's job's for the day. You can sort by route or job. To change the order of a route, drag and drop each stop into the order you would like for them to be completed.

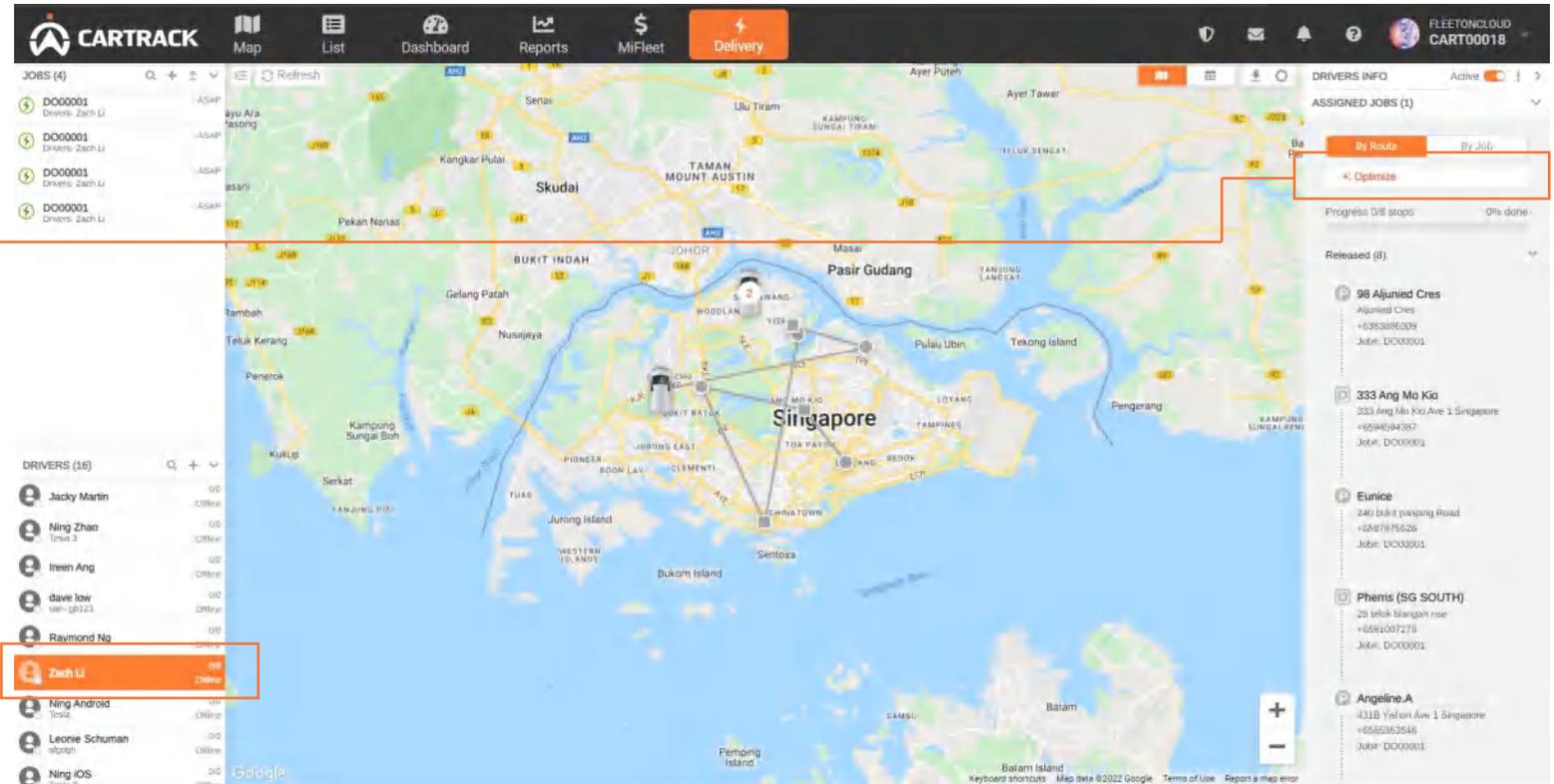
The screenshot displays the CARTRACK web application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, and Delivery. The main content area is divided into several sections:

- JOBS (2):** A list of jobs for driver Zach Li, including job ID 20220215764932 and DO00001.
- Map:** A map showing the location of driver Zach Li (marked with a car icon) near Changi Airport. A pop-up window for Zach Li shows a 0% completion status.
- DRIVERS (9):** A list of drivers, with Zach Li selected and highlighted in orange.
- DRIVERS INFO:** A sidebar on the right showing driver details for Zach Li, including a 'Save Updates' button.
- ASSIGNED JOBS (2):** A list of assigned jobs, including 'Cartrack Office (SG)' and 'Eunice'.



ROUTE OPTIMIZATION

1. Select a driver to view driver's information, information and tasks
2. Click on "Optimize" to have the system help to do a route optimization



CREATING JOBS: OVERVIEW

1. Click the “+” to add a new job
2. Assign the job to a driver and schedule the date and time of completion
3. Input your job reference number. If you leave this blank, we will auto-generate one for you so that your team has a unique way of referring to a job.
4. Toggle between Stop task or Pick n Drop task
5. Describe the items, service or person being delivered. Your drivers will see this on their app and it will help create a smoother delivery process
6. Click save

The screenshot shows the CARTRACK mobile application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Communicator, and Delivery (which is highlighted). Below the navigation bar is a map of Singapore. On the right side, there is a 'NEW JOB' form with the following fields and options:

- Assign Later (dropdown menu)
- ASAP (dropdown menu)
- Job Reference Number (text input field)
- Stops (dropdown menu)
- To Customer name (text input field)
- Search/Create a Customer (button)
- Items section with fields for:
 - Item Type (dropdown menu)
 - Quantity (input field)
 - Description (text input field)
 - Weight (input field)
 - Item (input field)
 - Dimensions: L, W, H (input fields)
 - Tracking Number (text input field)
 - + Add a to-do (button)
 - + Add an item (button)

At the bottom left, there is a 'DRIVERS (16)' list with names and status (Online/Offline):

- Zach Li (Offline)
- Jacky Martin (Offline)
- Ning Zhao (Offline)
- Ireen Ang (Offline)
- dave low (Offline)
- Raymond Ng (Offline)
- Ning Android (Offline)
- Lannia Schuman (Offline)

Note:

Stop task does not require a pick up location

Pick n Drop task require both pick up and drop off location



CREATING JOBS: STOP TASK

1. Select this to create Stop task
2. Allow users to add additional points for this particular task
3. Input single location by searching for an existing customer or creating a new customer
4. Add notes to give your driver instructions or additional information they may need for this stop
5. Indicate whether your driver should get a signature, or take a photo and/or allow driver to input notes at this stop for proof that they were there. You can also specify whether you want item specific proof of delivery
6. Email address enter will be used for receiving notification, only applicable to drop off location customer

When you select your customer the following will show

The screenshot displays the Cartrack mobile application interface for creating a stop task. The main screen shows a map of Singapore with a 'NEW JOB' overlay. The overlay includes a 'Stops' section with a search field and a 'To: Customer name*' dropdown, and an 'Items' section with fields for item type, quantity, description, weight, and dimensions. A secondary form is shown below the map, detailing customer information such as address, postal code, country, email, and phone number. It also includes a 'Note' field and a 'Get Signature' button.



CREATING JOBS: PICK N DROP TASK

1. Select this to create Pick N Drop task
2. Allow users to add additional points for this particular task
3. Select your pick-up or drop off location by searching for an existing customer or creating a new customer
4. Add notes to give your driver instructions or additional information they may need for this stop
5. Indicate whether your driver should get a signature, or take a photo and/or allow driver to input notes at this stop for proof that they were there. You can also specify whether you want item specific proof of delivery
6. Repeat steps 4-5 for the drop-off stop
7. Email address enter will be used for receiving notification, only applicable to drop off location customer

When you select your customer the following will show

The screenshot displays the 'NEW JOB' creation interface in the CARTRACK SINGAPORE app. The interface is divided into a map view on the left and a form on the right. The map shows Singapore with various locations marked. The form on the right includes the following fields and options:

- To: Customer name***: Search/Create a Customer
- Address***: Address line 1
- Address line 2**: Address line 2
- Postal Code**: Postal Code
- Country***: Select...
- Email**: Email
- Phone***: +65
- Save to address book**: Checkbox
- Note**: Text input field
- + Add a to-do**: List of options: Get Signature, Take Photo (POD), Note

The map view shows a location in Pasir Gudang, Singapore, with a blue pin indicating the selected location. The app header shows 'Delivery' and 'CARTRACK SINGAPORE CART00003'.

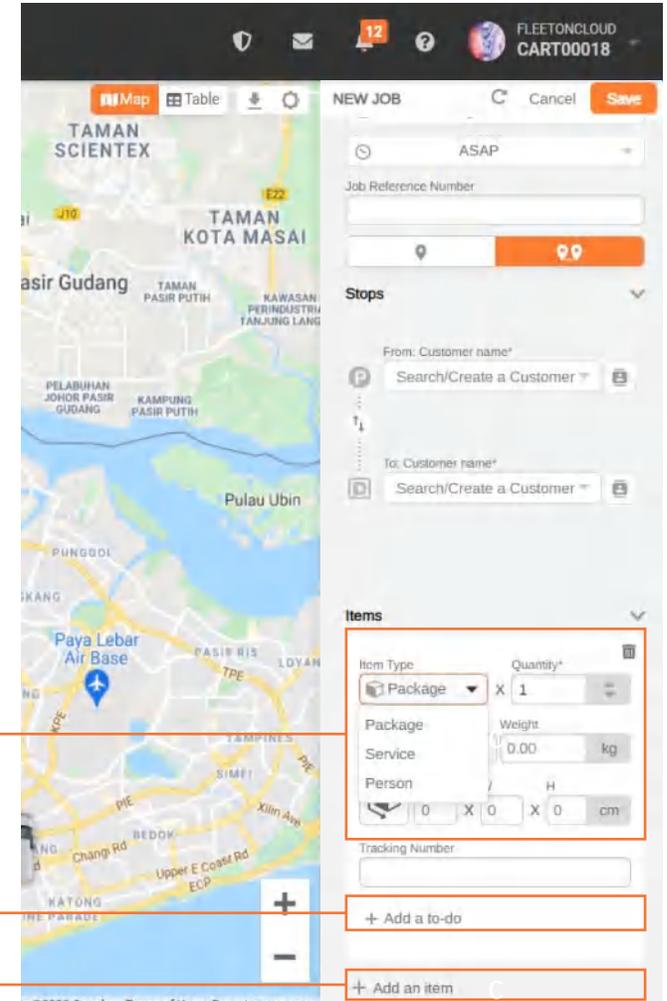


CREATING JOBS: ITEM INFORMATION

1. Indicate the item type, quantity, description, weight and tracking number. Your drivers will use this to ensure they are delivering the correct items
2. Indicate whether a driver should get a signature and/or photo of the item upon pick-up and/or delivery for proof and/or scanning of a barcode on the package and/or write a note for the administrator.
3. Add any additional items that are different to previously added items and repeat steps 1 and 2

When you select "add a to-do" the following will show

Get Signature
Take Photo (POD)
Scan To Attach
Note
Apply to last stop only
Apply to first stop only
Apply to last stop only
Apply to all stops



CREATING JOBS: CREATING CUSTOMER

1. To create a new customer type the name of the new customer and click “create a customer”. A customer is anywhere you would pick up or drop off goods and so could also be your warehouse for example.
2. Input all the fields marked with “*”. You can search for a business name and their address will be taken from Google Maps.
 - Drivers will see this phone number and use it as a point of contact with customers when needed
 - The email will be used to send customer email notifications about their delivery
3. If this is a customer you will use frequently tick “Save to address book” so that you can search for them in future instead of having to create them from scratch.

Stops

From: Customer name*
Mcdonald Waterway point

Address*
Punggol Central

Address line 2
#B2-07/K4 Waterway Point West W

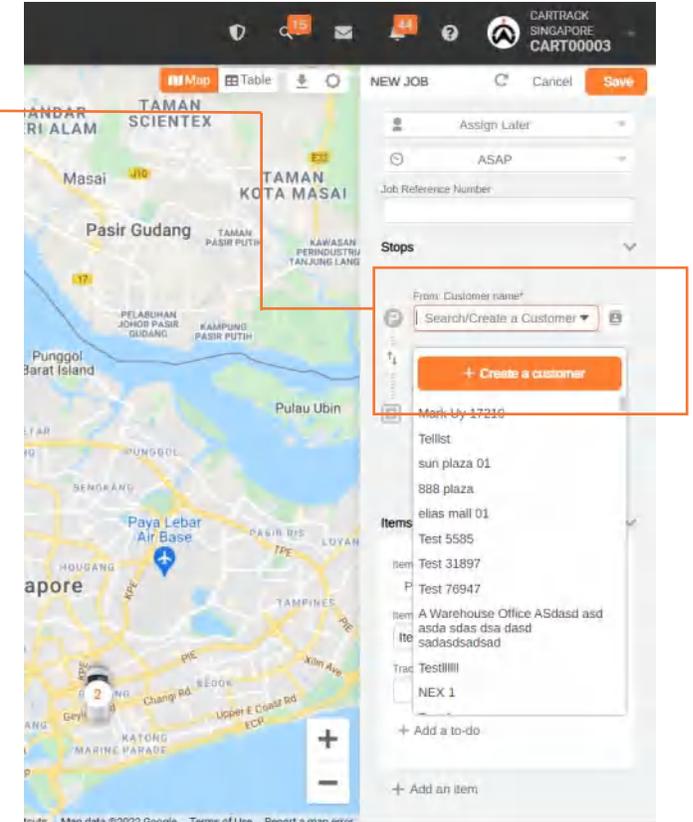
Postal Code
828761

Country*
Singapore

Email*
hanbaobao@test.com

Phone*
9827412134

Save to address book



CREATING JOBS: IMPORT JOBS

1. Click the “” to import jobs
2. Download template in excel to use for importing of Jobs, required field to input are marked with “*”
3. Edit mapping after file has been selected to link the correct fields in user file to match fields require in delivery

The screenshot illustrates the 'Batch Import' process in the CARTRACK application. It shows the 'Batch Import' dialog box with a 'Select File' button. Below the map, the 'Data Mapping' section is visible, showing a comparison between fields in the user's file and fields in the delivery system. The 'REQUIRED FIELDS(6/6)' section lists: Order Number* (checked), Stop Type* (checked), Customer Name* (checked), Phone* (checked), Email* (checked), and Address Line 1* (checked). The 'OPTIONAL FIELDS(4/18)' section lists: Driver Name (checked). The right sidebar shows job details like 'Assign Later', 'ASAP', 'Job Reference Number', 'Stops', and 'Items'.

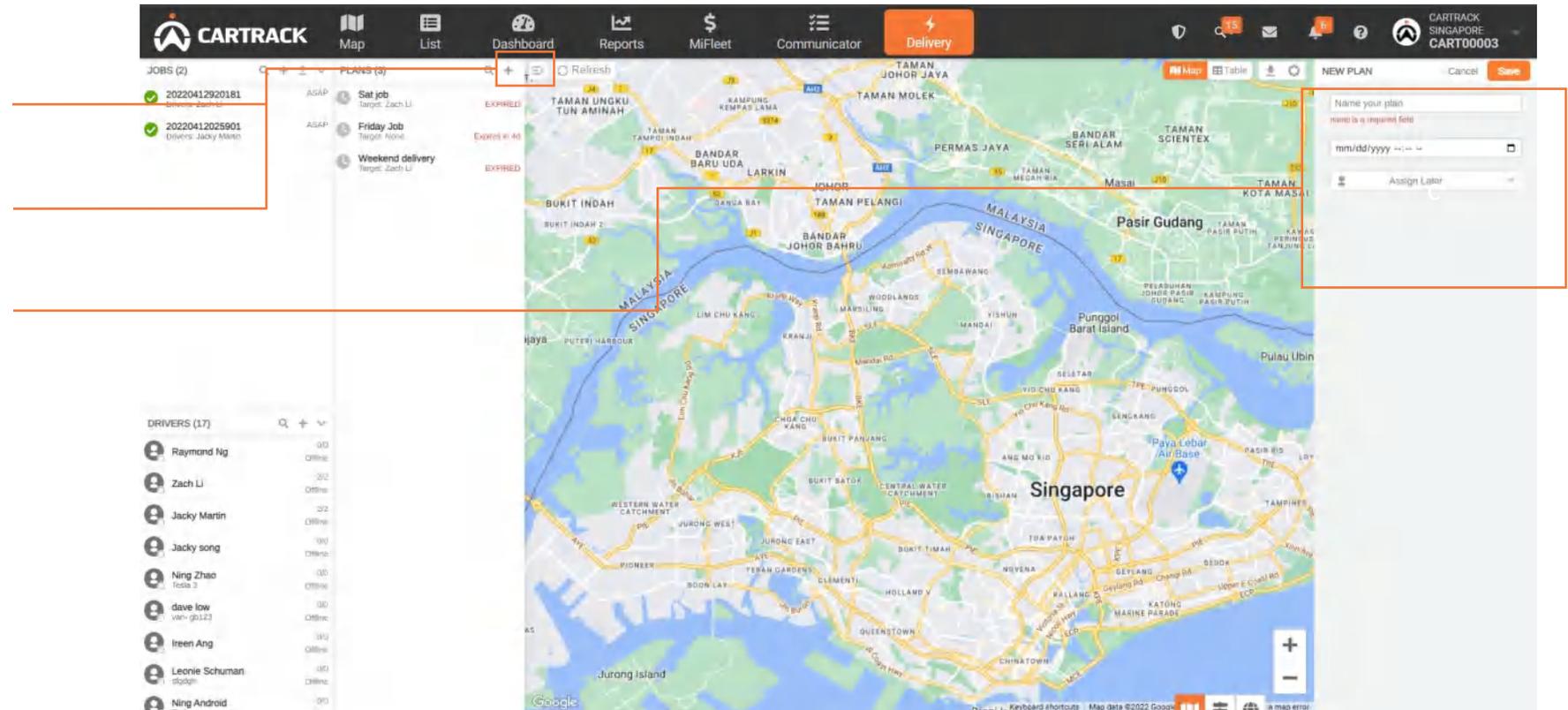


CREATING JOBS: PRE-PLAN JOBS

1. Click the “☰” to view scheduled plan or add a new scheduled plan

2. Click the “+” to add a new scheduled plan

3. Input the require details for the plan, plan will be released to the driver upon scheduled date and time
Creation of job will be similar as previous.



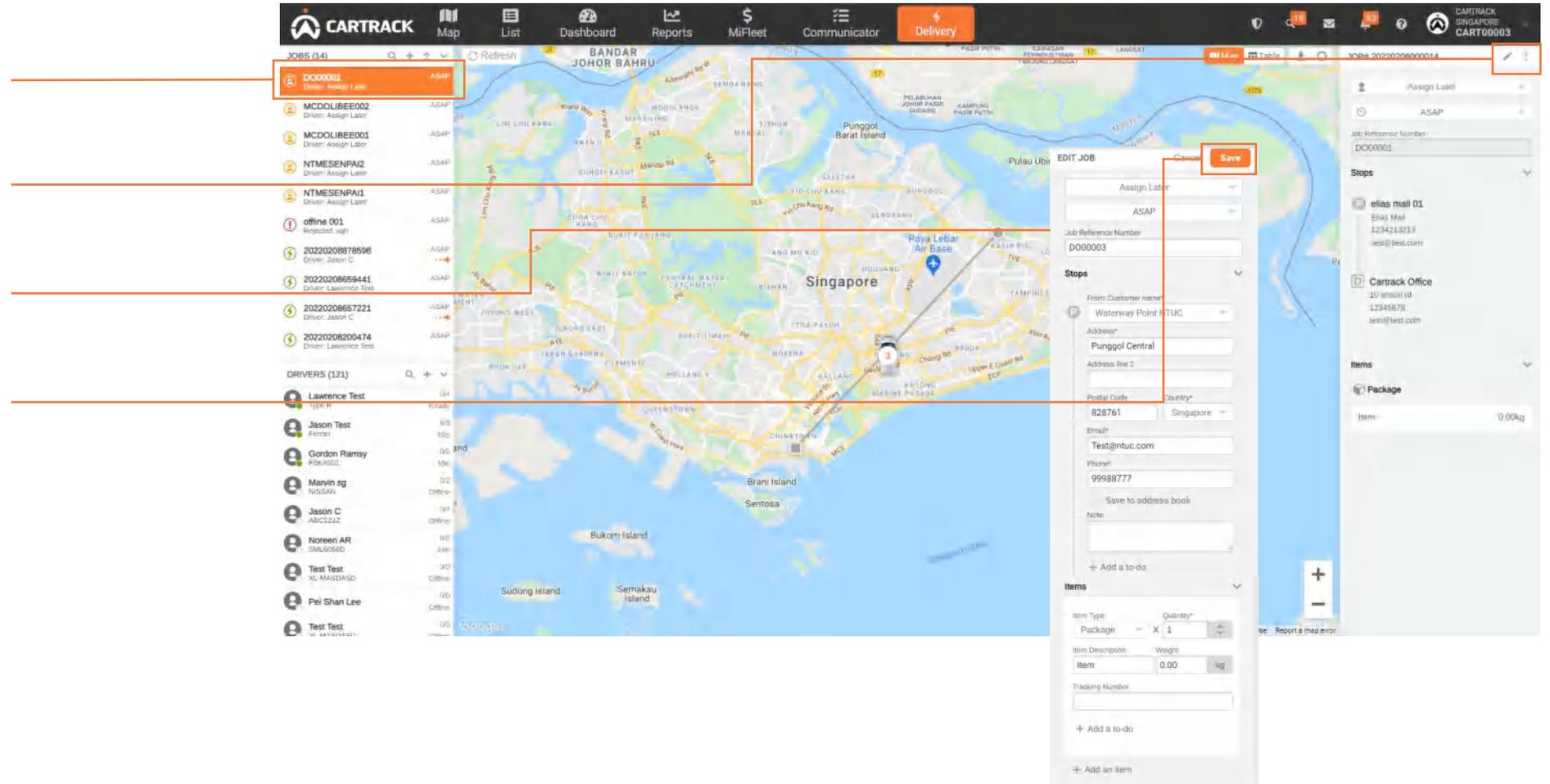
Note:

Pre plan is use to help user who like to pre arranged job task to driver in advance as a whole day task rather than a single schedule job



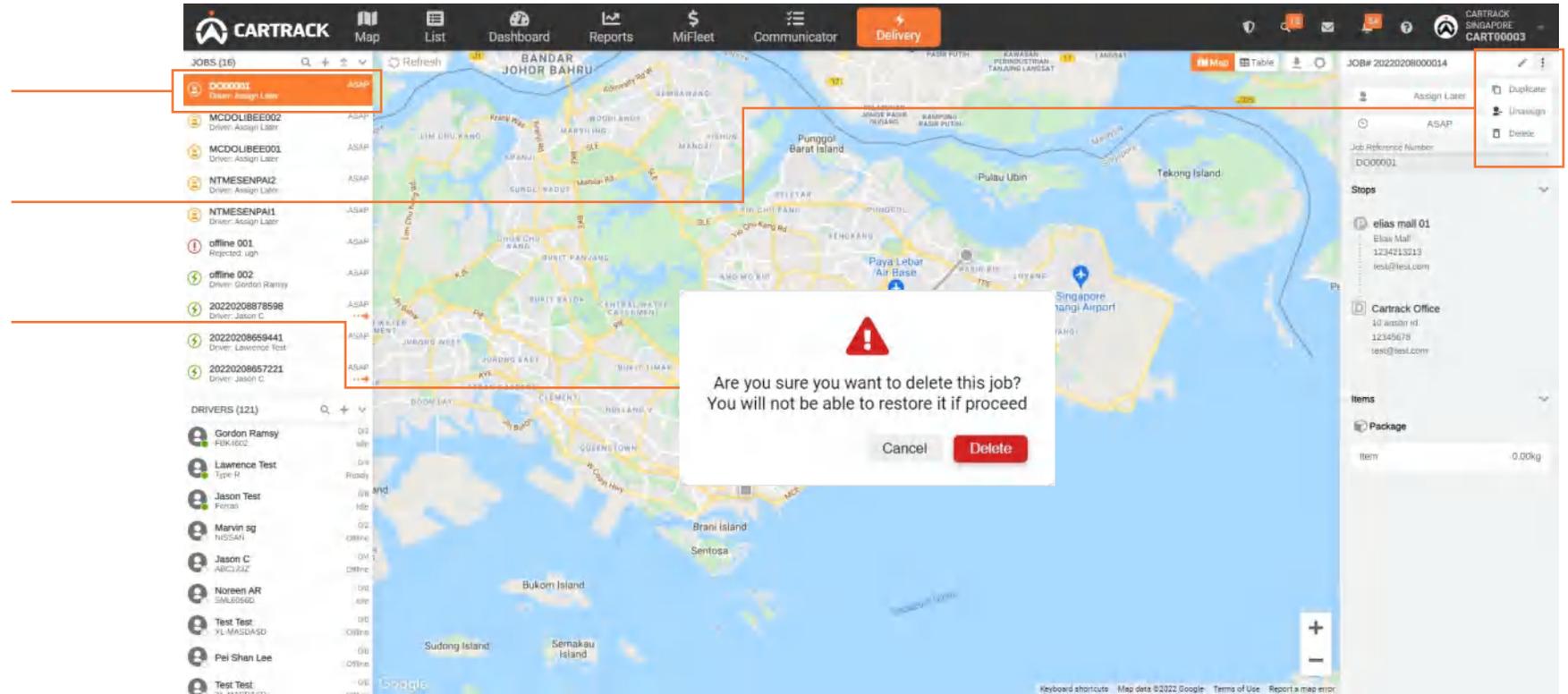
EDIT JOBS

1. Select a job to edit, delete, duplicate & unassign
2. Click on either  or  and information fields will become editable
3. Make the required changes
4. Click save
5. Drivers will receive all edits in real-time on their mobile app



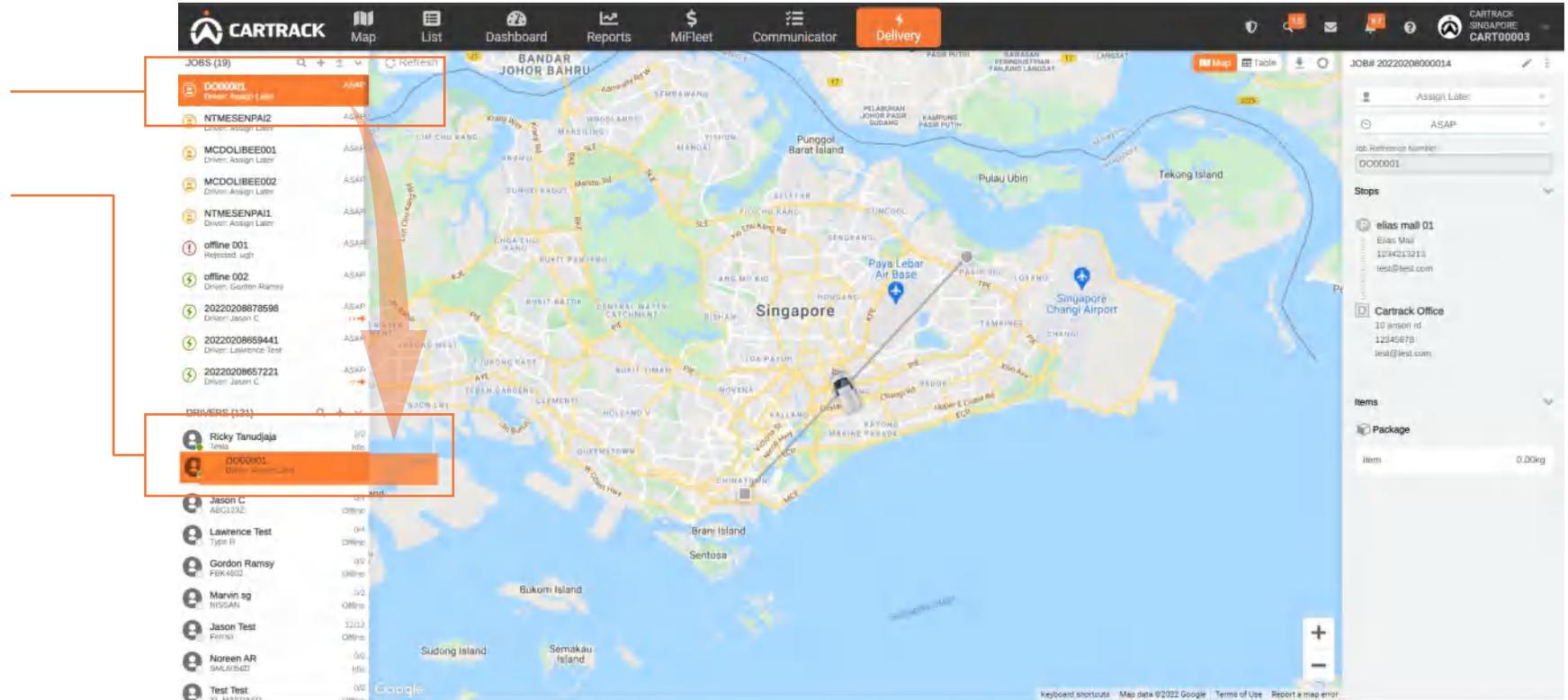
DELETE JOBS

1. Select the job you would like to delete from the jobs window
2. Click on the  icon to access the menu, and select delete
3. Confirm whether you would like to delete the job on the pop up notification
4. You are not able to delete jobs that have already been assigned to a driver. Once a job has been deleted, you will not be able to undo this.



JOB ASSIGNMENT: DRAG & DROP

1. Select the job needed to be assign
2. Drag the job to the assigned driver



JOB ASSIGNMENT: JOB EDIT

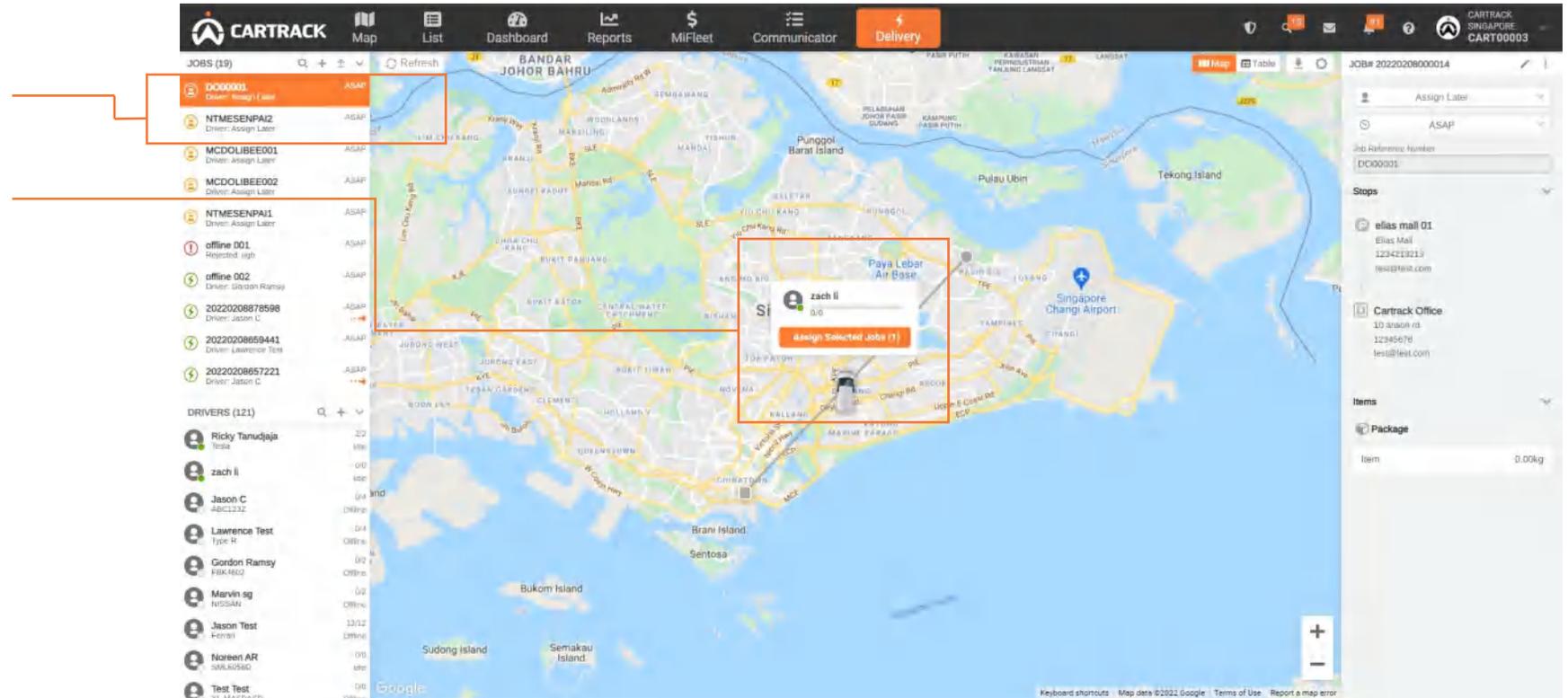
1. Select job to be edited
2. Click on edit
3. Select the driver to assign the job to and click Save

The screenshot displays the CARTRACK web application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Communicator, and Delivery. The main area is a map of Singapore with a job location marked. On the left, a 'JOBS (19)' list is visible, with one job selected. On the right, a job details panel shows 'JOB# 2022020800003' and 'CART00003'. A 'Save' button is highlighted in the top right corner of the job details panel. An 'EDIT JOB' dialog is open in the foreground, showing a dropdown menu for 'Driver: Assign Later' and a list of drivers with their status (e.g., 'Assign Later', 'fname2edited', 'Pedro', 'Abner', 'Ning32', 'Zach', 'Test').



JOB ASSIGNMENT: MAP

1. Select the job needed to be assign
2. Click on the vehicle to assign the selected job



MONITOR JOB PROGRESS

Pending: the job has not yet been assigned to a driver

Rejected: the assigned driver rejected the job

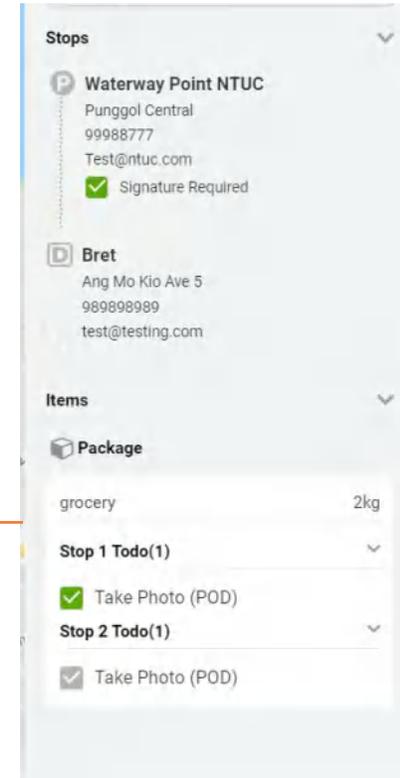
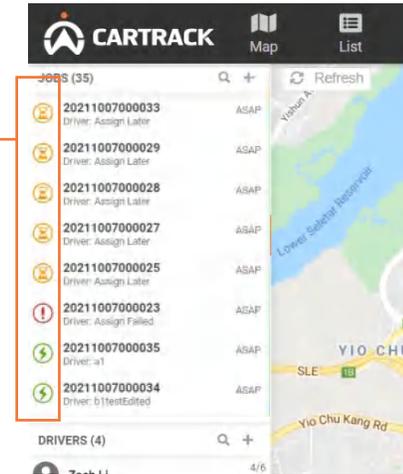
In progress: the driver has started the job

The driver is currently on route for the job's pick-up or drop-off

For more details on the job's progress select the job from the Jobs window and you will see a detailed breakdown of what has been completed of the required steps on the right hand side of the window

Completed: the driver has completed the job

	20211007000027 Driver: Assign Later	SCHEDULE
	20211007000023 Driver: Assign Failed	ASAP
	20211006000001 Driver: Gordon	ASAP
	20211007000022 Driver: Priya	ASAP



JOBS: PROOF OF DELIVERY

1. Select the Job whose photo or signature proof you want to view

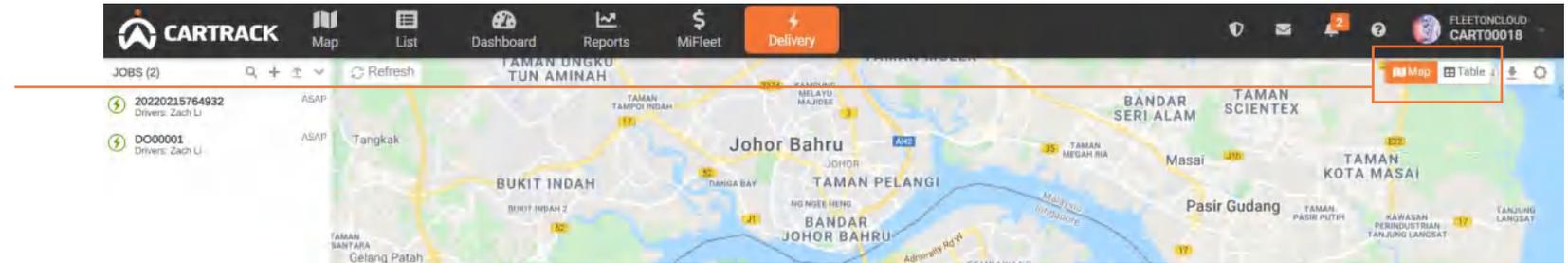
2. Hover over the photo or signature you would like to view

The screenshot displays the Cartrack mobile application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, and Delivery. Below the navigation bar, a list of jobs is shown on the left side. The first job, 'DO00002 Drivers: Zach Li', is highlighted with an orange box. A red line points from this job to a map of Singapore. On the map, a location marker for 'Cartrack Office (SG)' is visible, with a red box around it. A red line points from this marker to a detailed view of the location. The detailed view shows the address 'Aljunied Ave 1 & Aljunied Ave 2, Singapore 38, Singapore' and a signature proof of delivery. The signature proof includes a photo of the signature and a timestamp '11:37 am - 02/15/2022'. The signature is written in black ink on a white background. The detailed view also shows the name 'Ceshell' and the address '330C Punggol Walk, Singapore 88123341'. The bottom right corner of the detailed view shows the weight of the package as '0.00kg'.

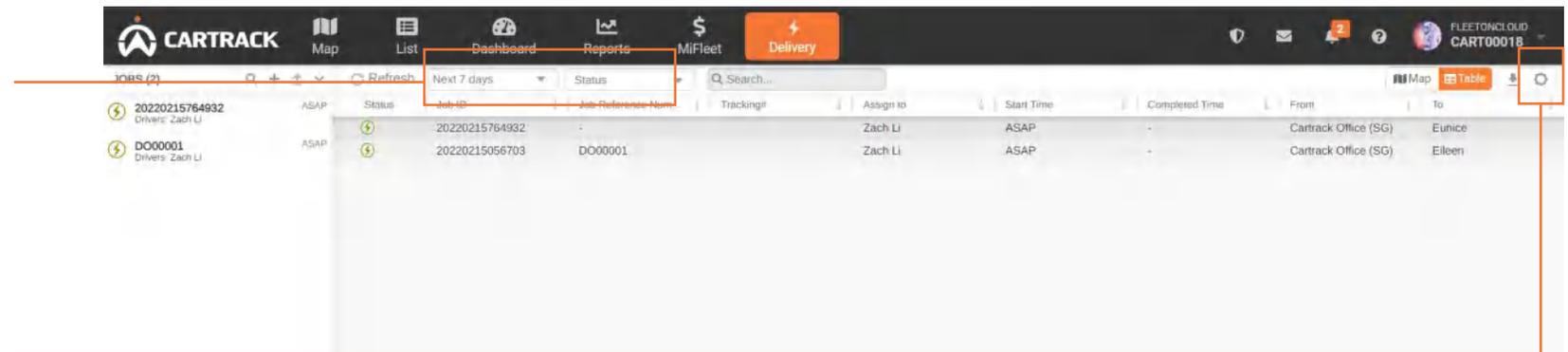


VIEW/DOWNLOAD HISTORICAL & FUTURE JOBS

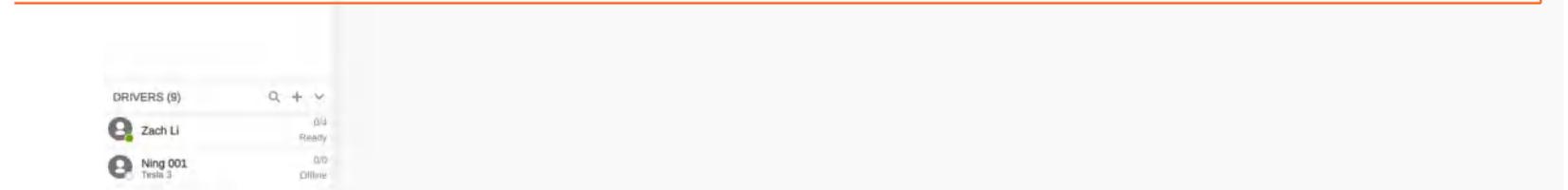
1. Toggle to table to view all past or upcoming jobs. You can edit, delete and assign jobs by following the same steps



2. Filter your jobs by your desired date range and/or their status



3. To download job information, select your desired date range and click the download button



EMAIL JOB NOTIFICATIONS

The customer receiving items (i.e. the drop-off customer) will receive automated email notifications at 2 key points:

1. Your items are on the way

Once the driver has picked-up the customers items and is on the way to their location to drop them off and tracking of driver time of arrival

2. Your items were successfully delivered

Once the items have been delivered to the customer, and customer is able to view proof of delivery

This screenshot shows an email notification with a green lightning bolt icon. The subject is "Your items are on the way". The body text includes a greeting "Hi Eileen," and a message: "Your items from Cartrack Office (SG) are on their way to you!". Below this is the order reference number "D000001" and a button labeled "Track Your Package". The email also displays the Cartrack logo, the origin "From: Aljunied Ave 1 & Aljunied Ave 2, Singapore 38, Singapore, 38", and the destination "To: 27 ghim moh link, Singapore, 270027". A central map shows the route from the origin to the destination in Singapore. On the right side, a vertical timeline shows three events: "On the way to deliver" at 10:59 AM on Monday, 02/28/2022; "Picked Up" at 10:59 AM on Monday, 02/28/2022; and "Created" at 10:59 AM on Monday, 02/28/2022. The footer contains the Cartrack logo and "Copyright © 2021 Cartrack. All rights reserved."

This screenshot shows an email notification with a green checkmark icon. The subject is "Item delivered!". The body text includes a greeting "Hi Eileen," and a message: "Your items from Cartrack Office (SG) have been successfully delivered on February 11, 2022 at 10:53 AM.". Below this is the order reference number "D000001" and a button labeled "Proof Of Delivery". The email also displays the Cartrack logo, the origin "From: Aljunied Ave 1 & Aljunied Ave 2, Singapore, 38", and the destination "To: 27 ghim moh link, Singapore, 270027". A central image shows a white plastic bag with a blue label. On the right side, a vertical timeline shows three events: "Completed" at 12:28 PM on Monday, 02/28/2022; "Picked Up" at 12:19 PM on Monday, 02/28/2022; and "Created" at 12:19 PM on Monday, 02/28/2022. The footer contains the Cartrack logo and "Copyright © 2021 Cartrack. All rights reserved."



SETTINGS: WORKER PROFILE MANAGEMENT

1. Click on “Settings” to edit naming of drivers, or driver task configuration
2. Import/Export function is meant for faster setup configuration for worker for similar industry
3. User is able to amend simple configuration like changing of display title from drivers to workers, and setting of mobile timeout

The screenshot shows the CARTRACK mobile application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Communicator, and Delivery. Below the navigation bar is a map showing a location in Singapore. Overlaid on the map is a 'SETTINGS' panel. The 'Worker' tab is selected, and the 'GENERAL' section is expanded. The settings are as follows:

- Rename workers as: Drivers
- Set route has more than 10 stops left as busy
- Set mobile after 15 minutes out of reach as offline

On the right side of the screen, a 'NEW JOB' form is visible, with fields for 'Assign Later', 'ASAP', 'Job Reference Number', 'Stops', and 'Items'.

Note:
Out of reach refers to out of signal



SETTINGS: ADDRESS BOOK MANAGEMENT

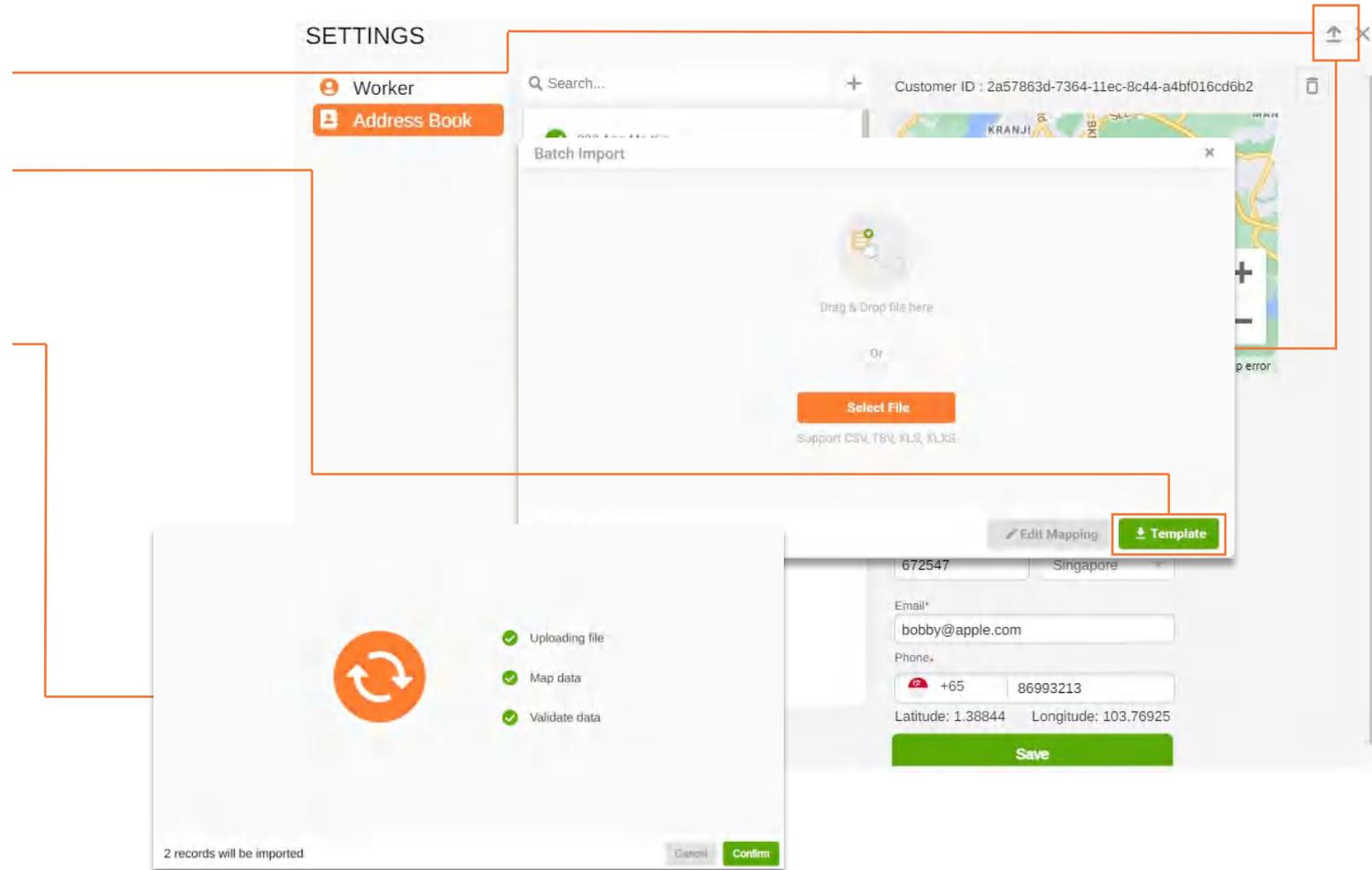
1. Click on "Settings" to access address book to edit, delete or add a customer
2. Click on "+" to add a new customer, select a customer name to edit or the trash can to delete customer
3. Fill up all the field marked with "*", If the address of customer is not found on the map, User is able to use the Orange pin on map to pin to the correct location by moving it around
4. Once system verified all entry is in place it will allow user to click on Save

The screenshot displays the Cartrack mobile application interface for address book management. At the top, the navigation bar includes options like 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Communicator', and 'Delivery'. The main screen is titled 'SETTINGS' and features a sidebar with 'Worker' and 'Address Book' tabs. The 'Address Book' tab is active, showing a search bar and a list of customers. The customer 'angela' is selected, and a map view is shown with an orange pin placed on a location. The form for editing the customer details is visible, with fields for Customer Name, Address, Postal Code, Country, Email, and Phone. A 'Save' button is located at the bottom of the form.



IMPORTING CUSTOMER LIST

1. Click the “” to import customer list
2. Download template in excel to use for importing of Jobs, required field to input are marked with “*”
3. Once system have mapped and validated data, user just have to confirm the number of records to be imported into the system



The screenshot displays the 'SETTINGS' interface for importing a customer list. The main window shows a 'Worker' tab and an 'Address Book' button. A search bar and a 'Customer ID' field are visible. A 'Batch Import' dialog box is open, showing a 'Drag & Drop file here' area, a 'Select File' button, and a 'Template' button. A confirmation dialog box is also visible, showing a progress bar and the text '2 records will be imported'.

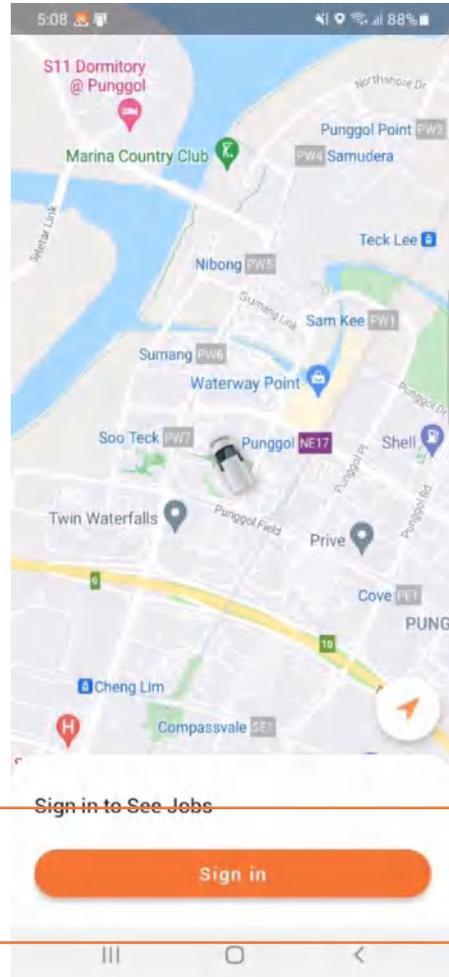


SIGN IN TO MOBILE APP

1. Download the mobile app

[Apple iOS](#)
[Android](#)

2. Open the app and tap "Sign in"

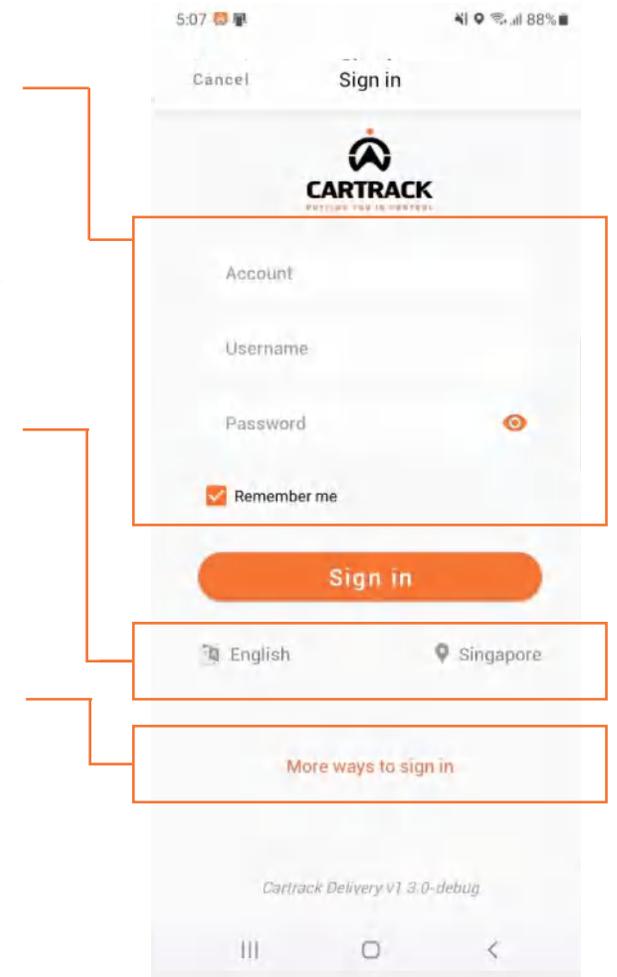


3. Enter the login information
Account: this is the username you use for your Cartrack corporate account
Username: this is the username you created when you created your driver
Password: this is the password you chose when you created your driver

4. Ensure the correct country and language are selected. The country should be the country you pay for your Cartrack subscription not the country where the driver will complete jobs.

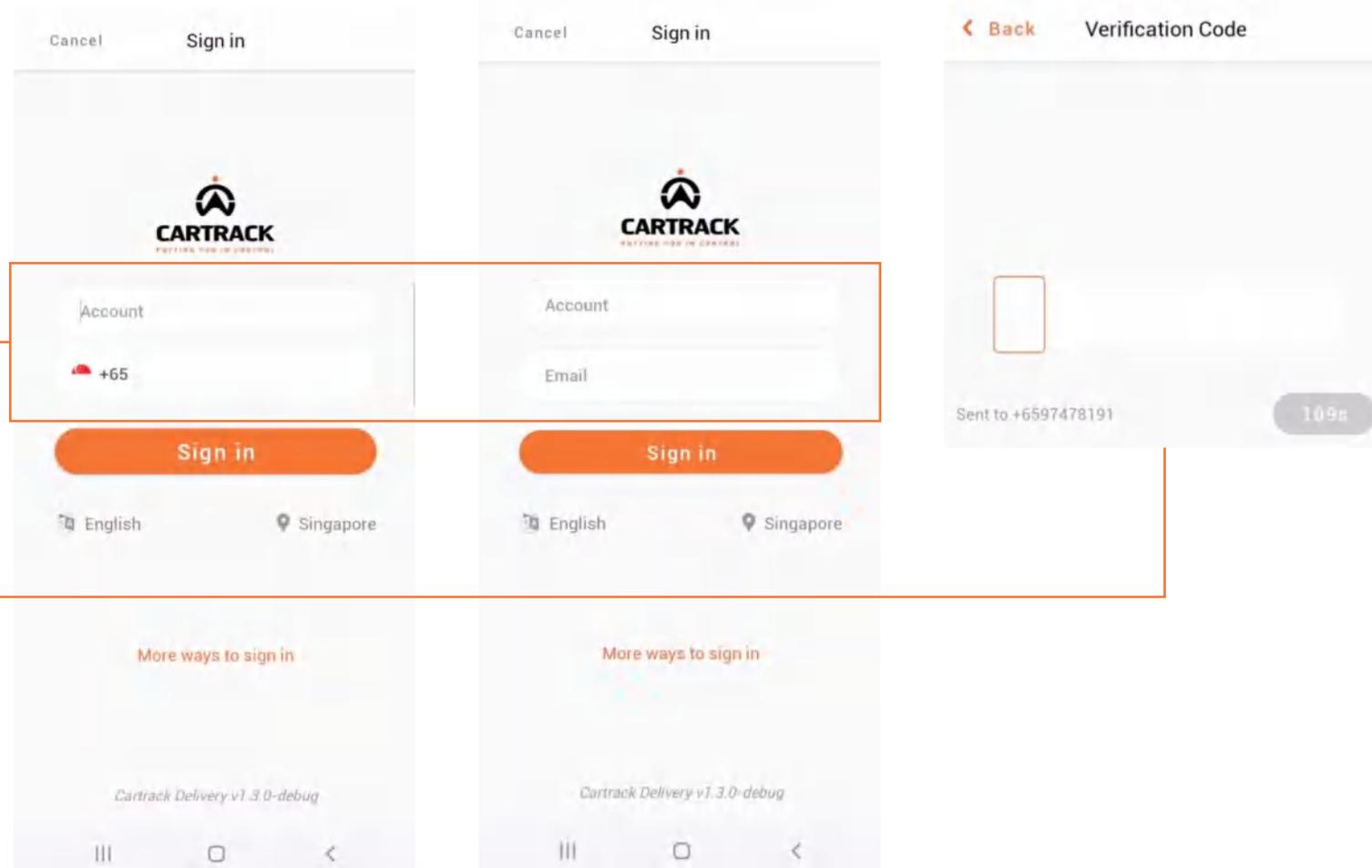
5. User can choose to login between 3 methods, Username and Password, Mobile number or Email

6. Tap "Sign in"



SIGN IN TO MOBILE APP

1. Enter the login information
Account: this is the username you use for your Cartrack corporate account
Email: this is the email address being registered by the system administrator when driver profile is created
Mobile Number: this is the mobile number being registered by the system administrator when driver profile is created
2. Tap "Sign in" to allow system to send a one time pin to the verified email or mobile number
3. Once Driver to input the One-time pin within the time limit to sign in to the application

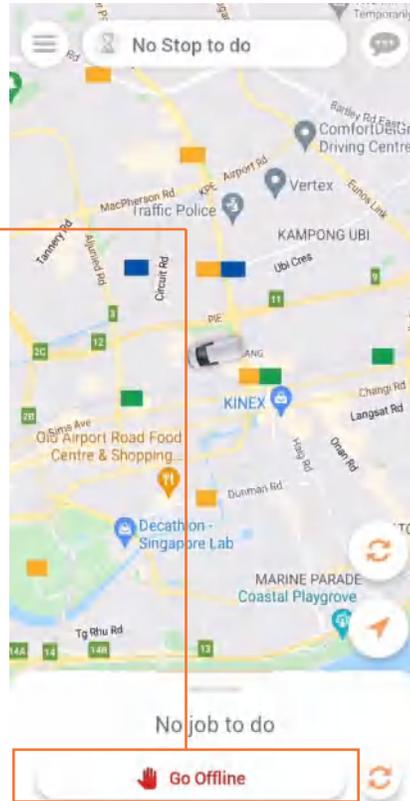


SET OFFLINE OR ON BREAK STATUS

Taking a break:

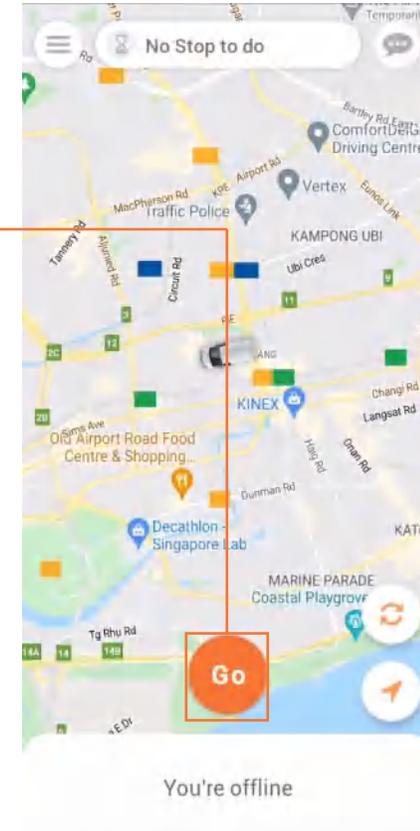
Tap the stop hand to take a break. Fleet managers will see the new driver status "On break" on their web login

Drivers will not be able to receive new jobs when taking a break



Come back online:

Tap "Go" to let fleet managers know you are ready to get back to work. Fleet managers will see the new driver status "Online" on their web login



Go offline:

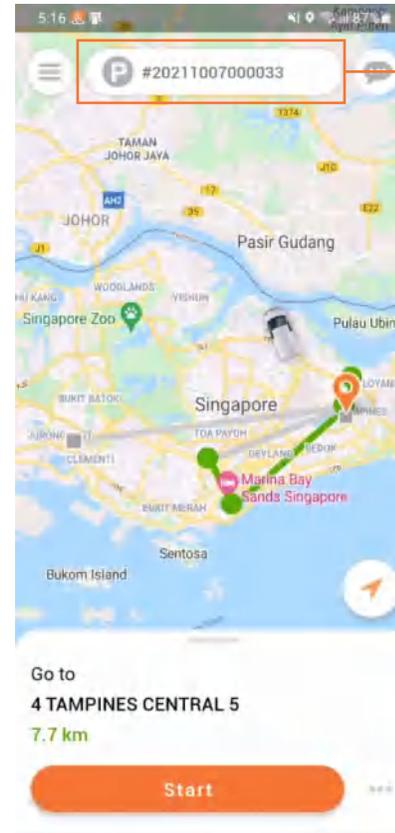
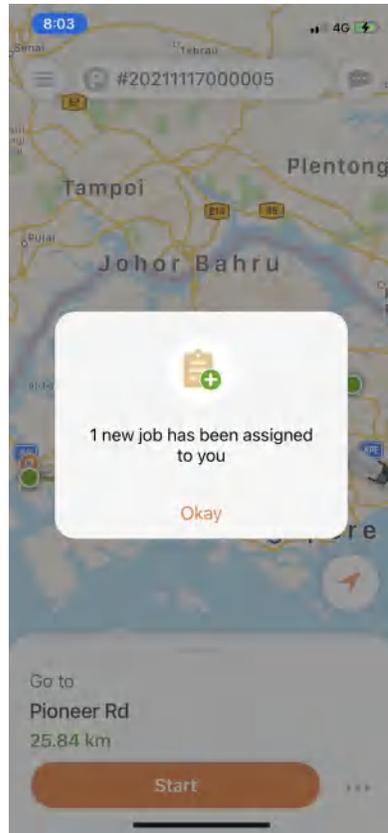
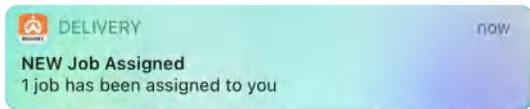
To go offline quit the mobile application or log out. Fleet managers will see the new driver status "Offline" on their web login



RECEIVE A JOB

Drivers will get a notification in real-time whenever a job is assigned to them, or when there are any changes made to an existing job

Ensure they allow notifications for the app in their settings.



The current job number and whether the driver is completing the pick-up (P) or drop-off (D)

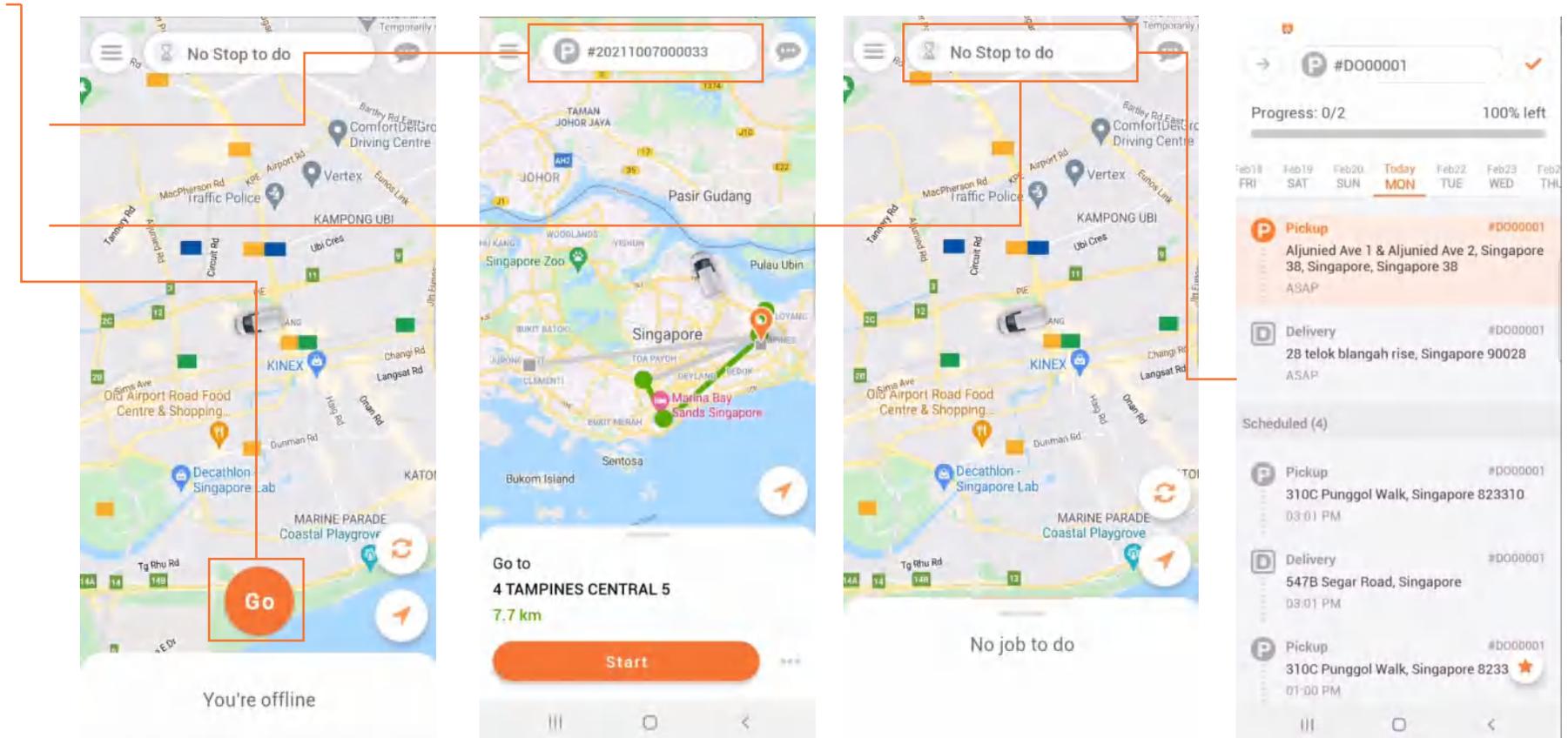


JOB OVERVIEW

After pressing "Go", Driver will be online to receive all assigned jobs.

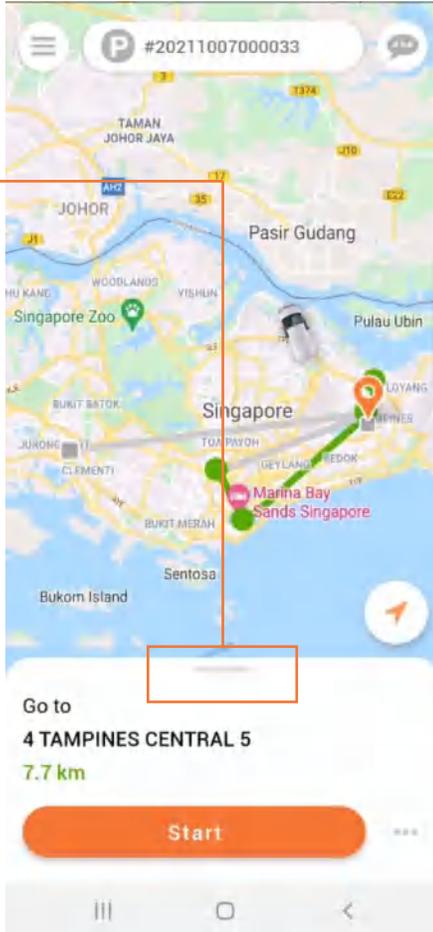
Indicate current stop for assigned job

Indicate no outstanding stop or job to be completed at the moment or to view upcoming scheduled jobs

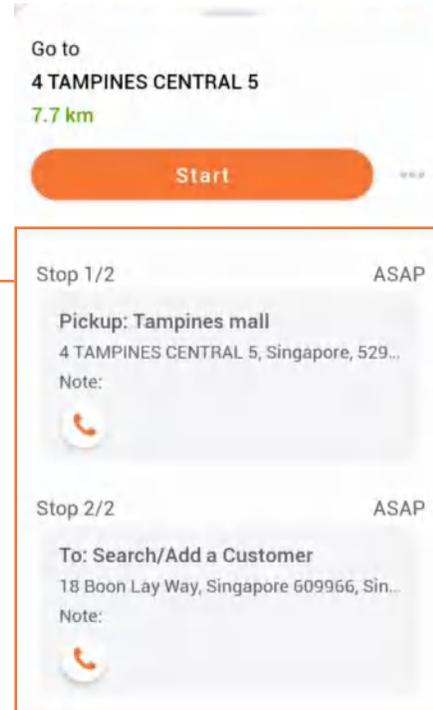


ACCEPT & START A JOB

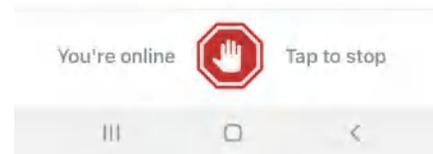
1. Slide up to see more details about the job



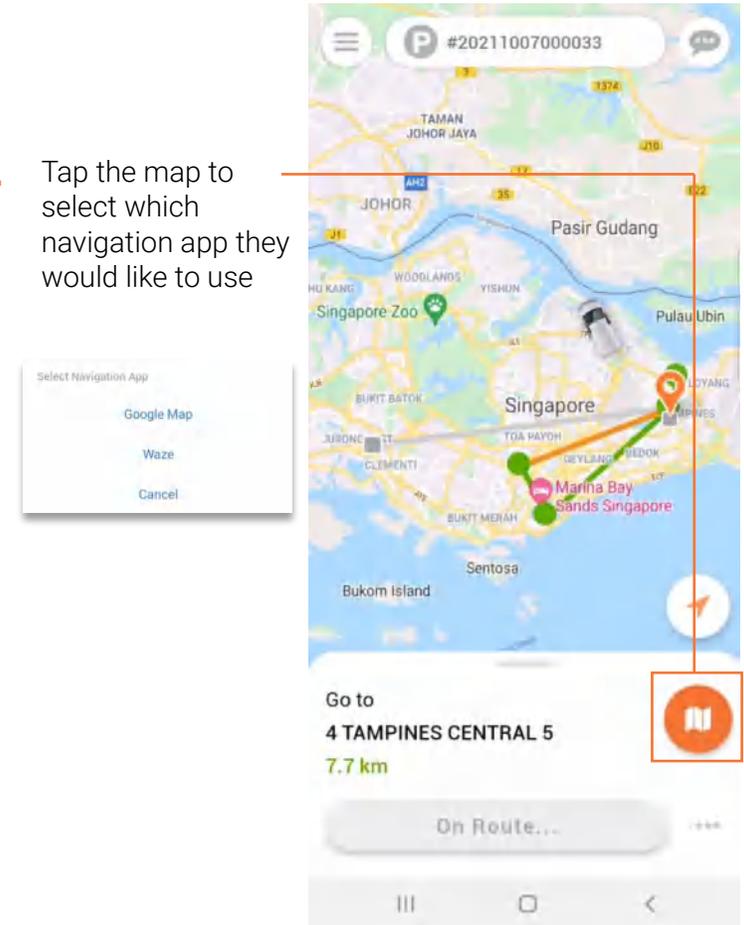
2. See all customer and stop information as well as any notes to ensure they know what is needed to complete the job. They can also call customers if needed using the phone button.



3. Tap the "START" button
Managers will now see the job as in progress



4. Tap the map to select which navigation app they would like to use

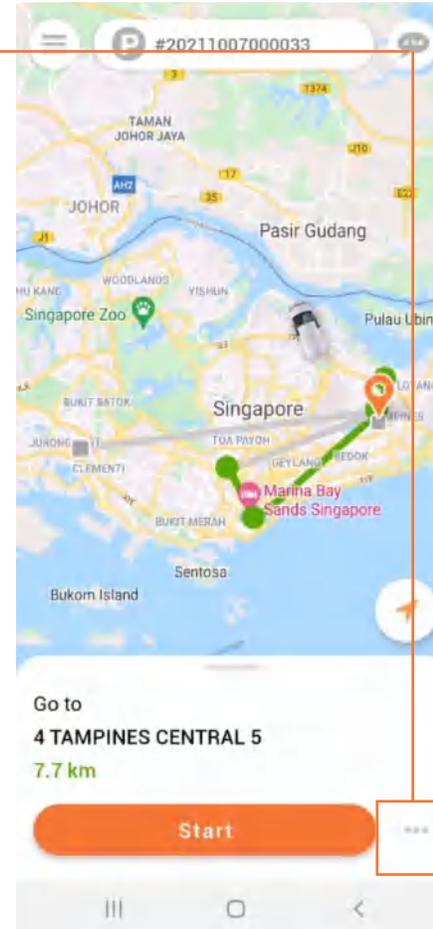


REJECT A JOB

1. Tap the more options button

2. Select "Reject / Discontinue" from the option list

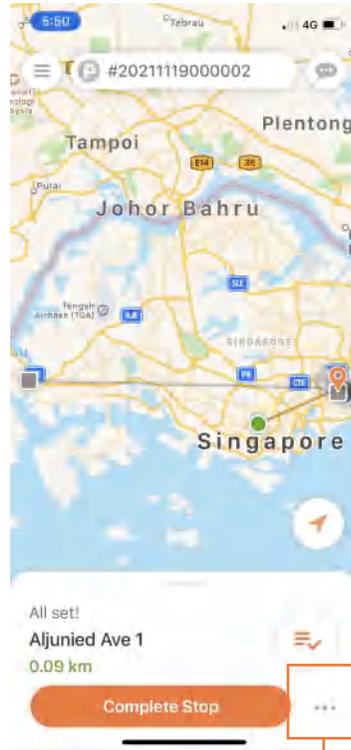
3. Input a reason for rejecting or discontinuing the job and tap "REJECT"



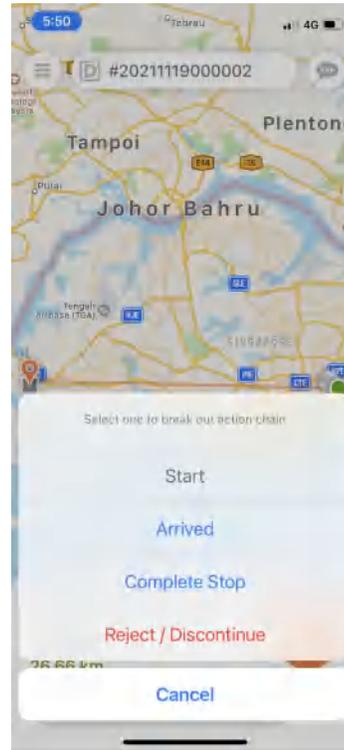
COMPLETE A JOB

1. Once you have started a job and have arrived at your pick-up stop's location the "Complete Stop" button will appear. Tap "Complete Stop".

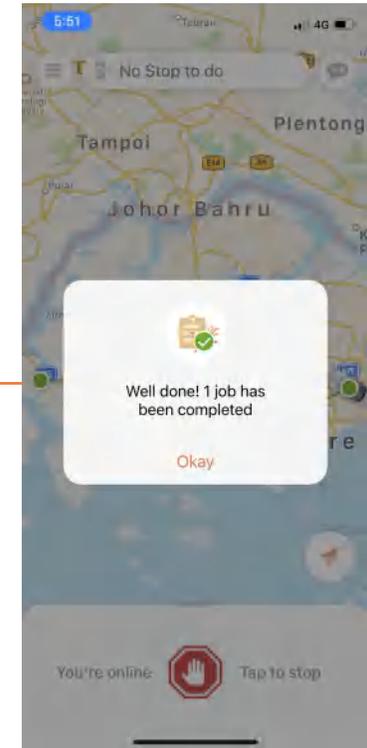
If you have de-activated your GPS you will need to manually complete the stop by pressing the more options button and then selecting "Complete Stop" from the options list.



More options button

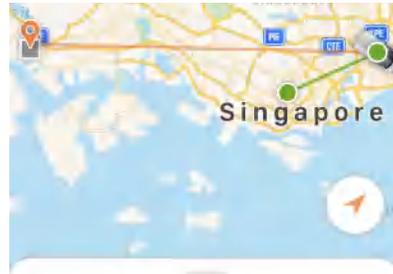


2. Complete the to-do list
3. Start the drop-off
4. Repeat steps 1-2 for the drop-off stop
5. A notification will appear upon successful job completion

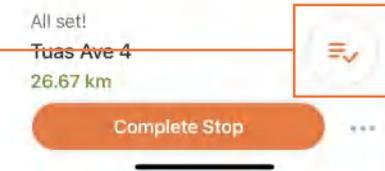


JOB'S TO-DO LIST

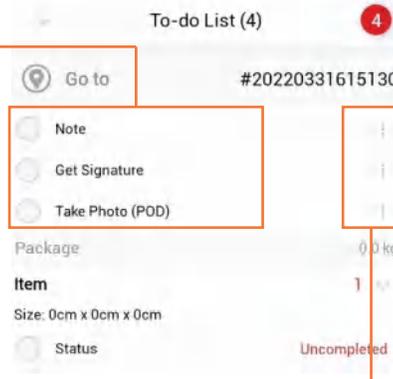
1. Tap "Complete Stop" or the to-do list button



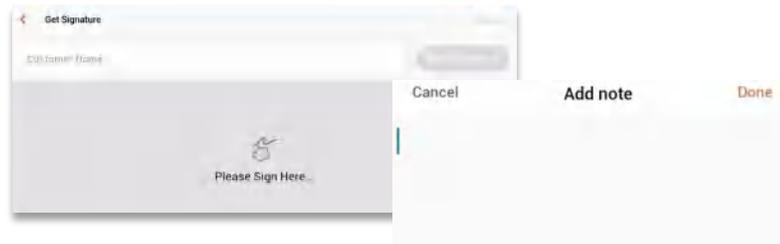
To-do list button



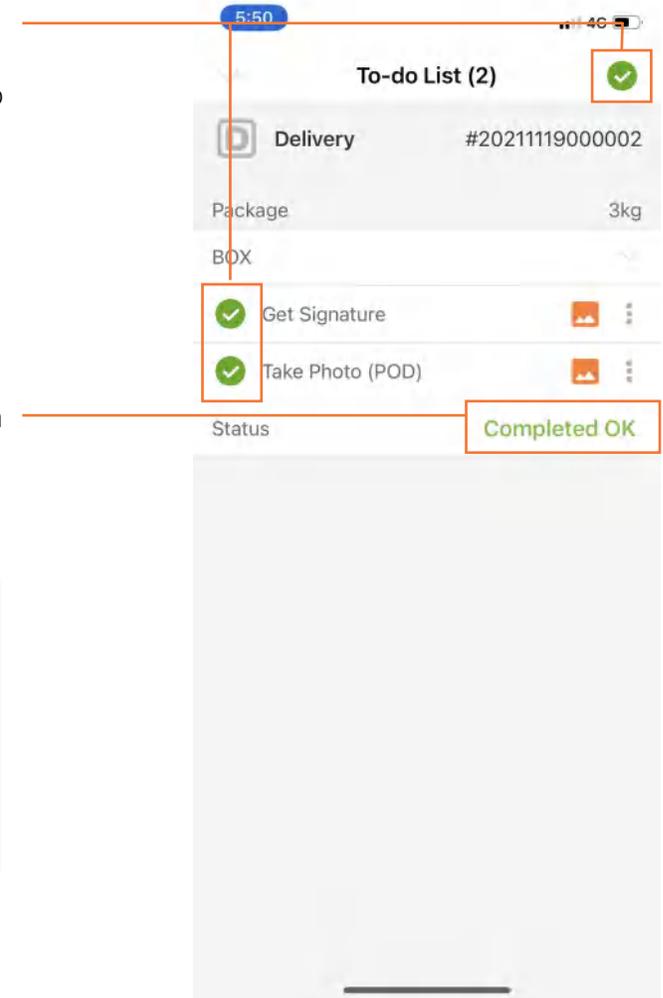
2. Tap the "Get Signature", "Take Photo (POD)" or "Note" text to get a digital signature on screen, take an in-app photo or allow driver to write a note



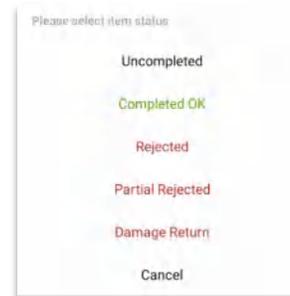
3. If unable to complete a to-do item press the more options button and select the reason for incompletion or type your own



4. Once to-do list items are successfully completed a green tick will appear next to them. Once all are completed you can complete the pick-up or drop-off



5. If there was a challenge with the pick-up or drop off, tap the status text and select an option from the list





Thank You