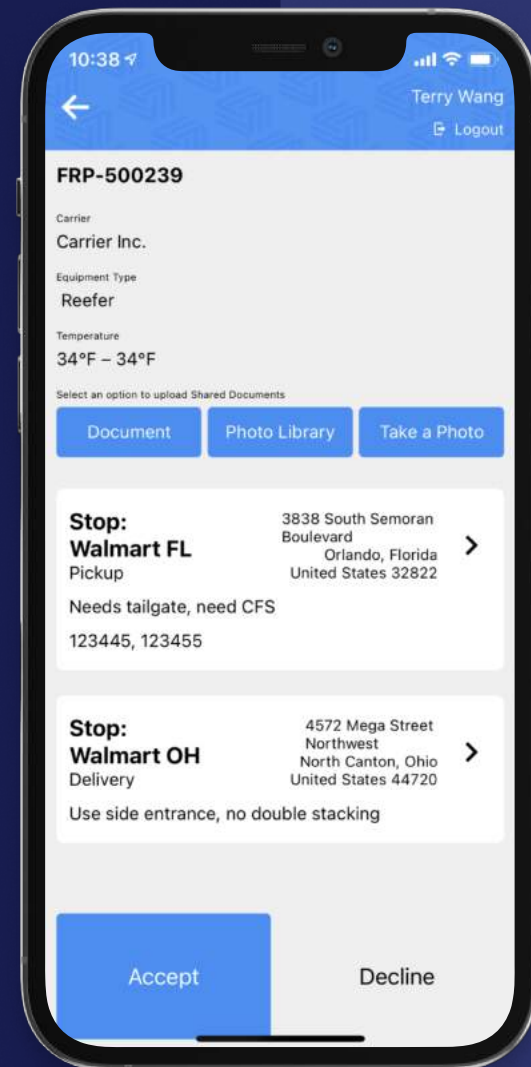


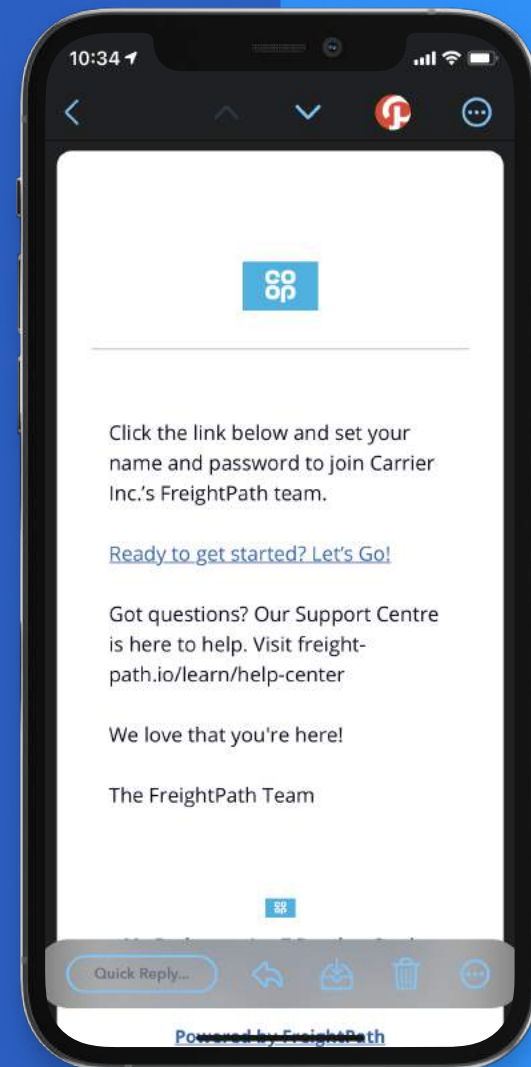
FreightPath Driver Onboarding

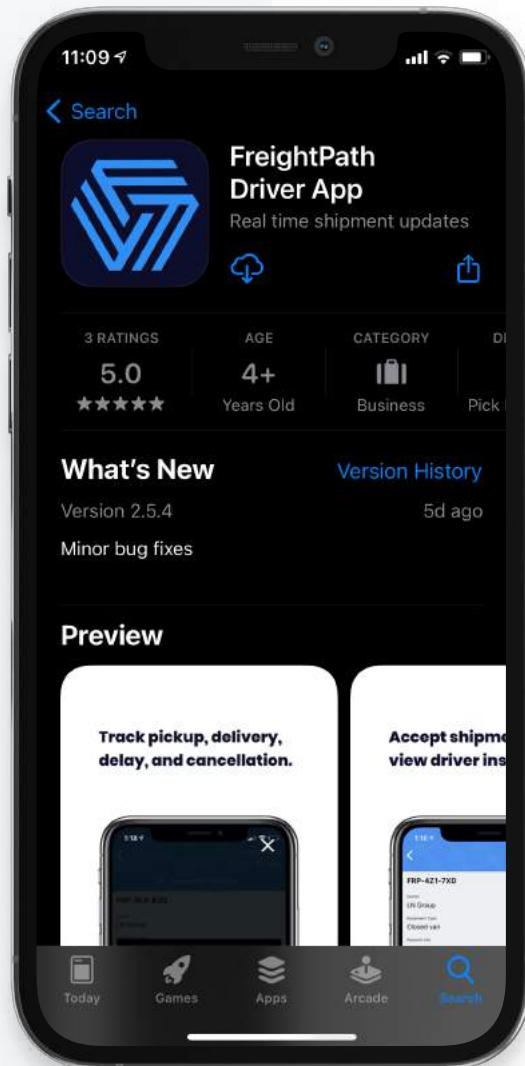
How to set up the FreightPath driver mobile app for your team and provide end-to-end freight visibility



Set Up Drivers On The Mobile App

Step-by-step guide for drivers to accept their driver app invite, setup a password and login successfully.

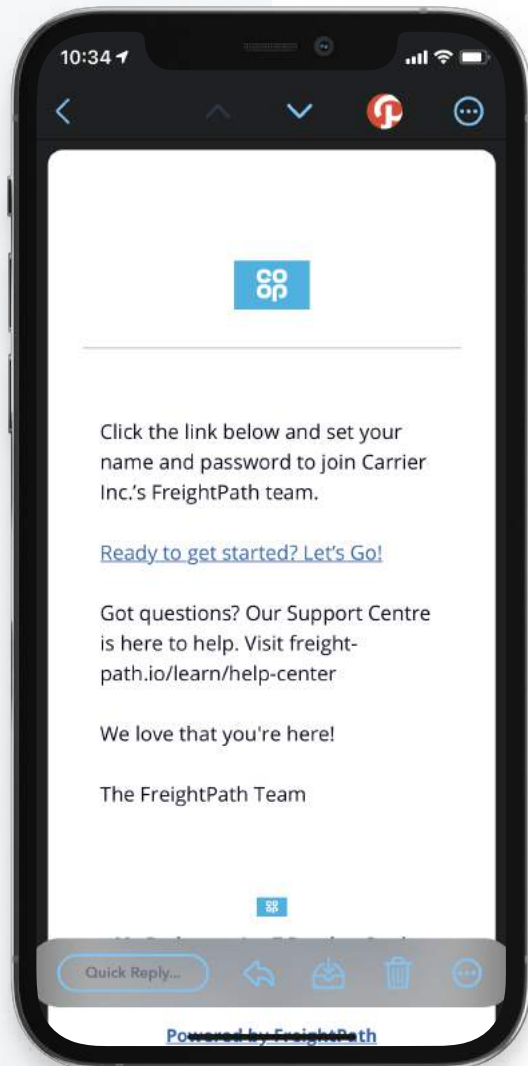




1. Download The Driver Mobile App

First, you'll want to download the FreightPath Driver Mobile App from the App Store if you're on iOS or the Play Store if you're on Android.



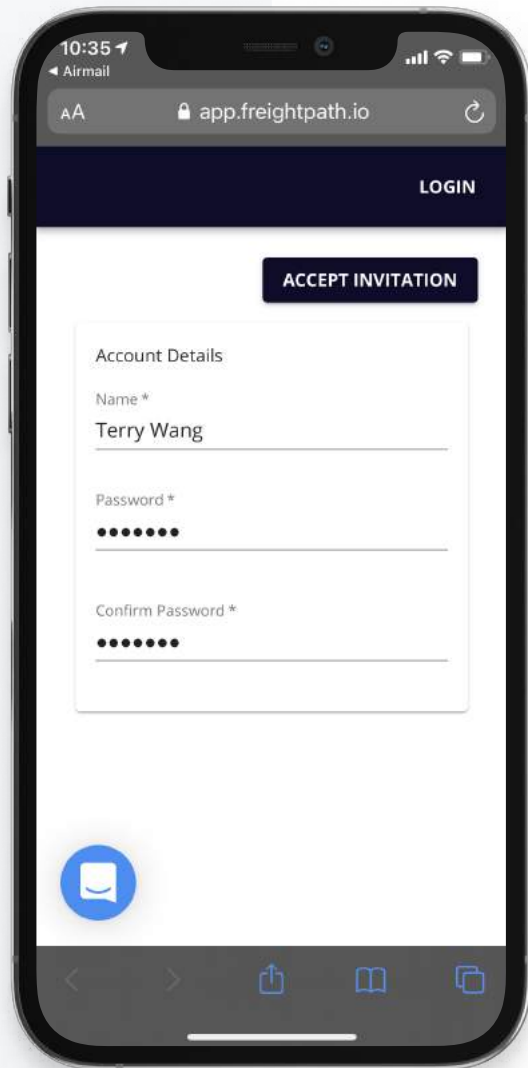


2. Receive Invite Email From Dispatch

Dispatch will send you an invite email that allows you to create your own secure login for the FreightPath driver mobile app.

Once you've received the email on your mobile device, press the "Ready to get started? Let's Go!" link to start the setup process.





3. Create Your Mobile App Credentials

Once you've clicked on the link, you will be redirected to a web page to enter your name and set a secure password.

This password must have at least one letter, number, and special character.



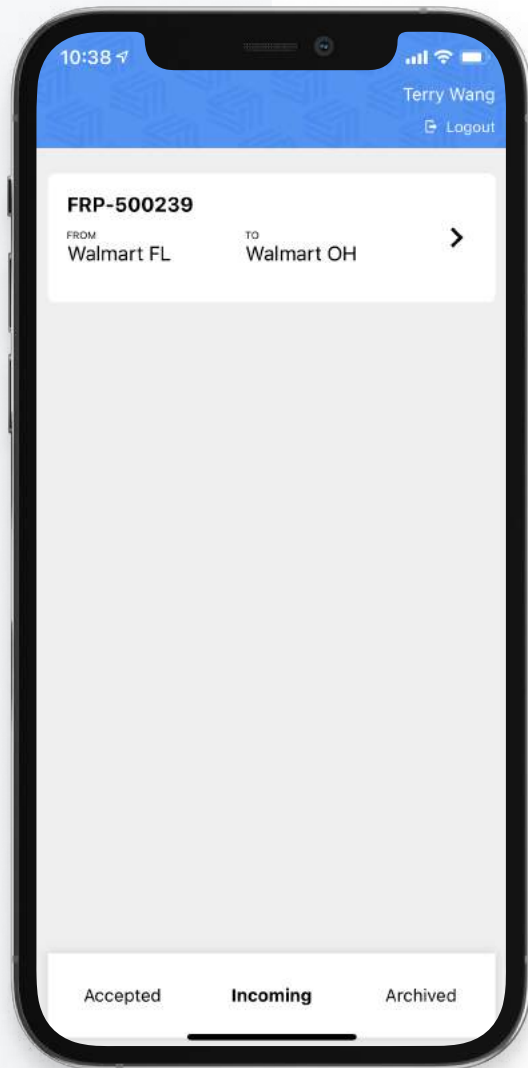


4. Open The FreightPath Driver App To Login

After creating your credentials, close your web browser and open the FreightPath Driver App.

Press “I want to login to my account” and enter your email and password to login to your new driver app account.





5. Navigate Dispatched Shipments

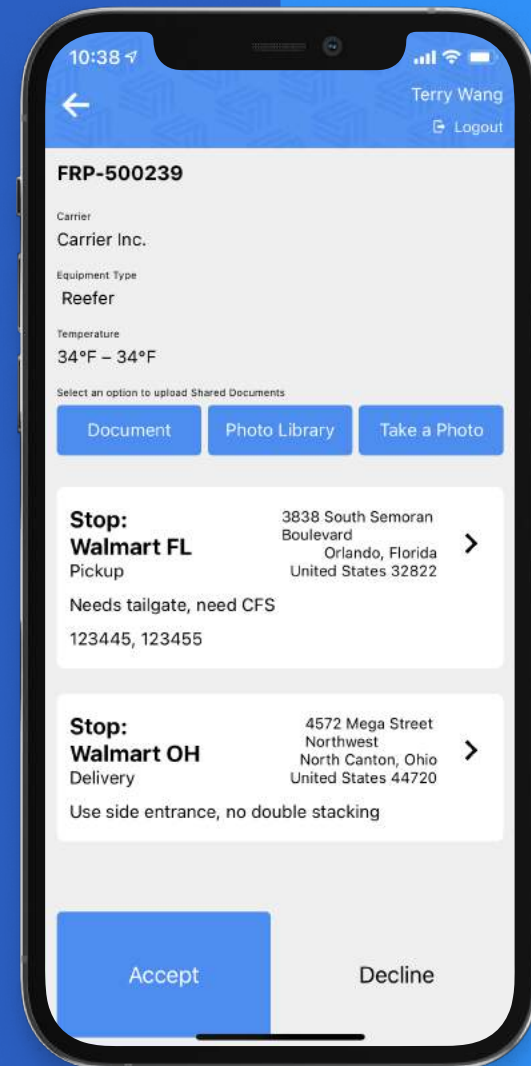
The FreightPath driver mobile app allows drivers to toggle between accepted shipments, incoming dispatches, and archived history.

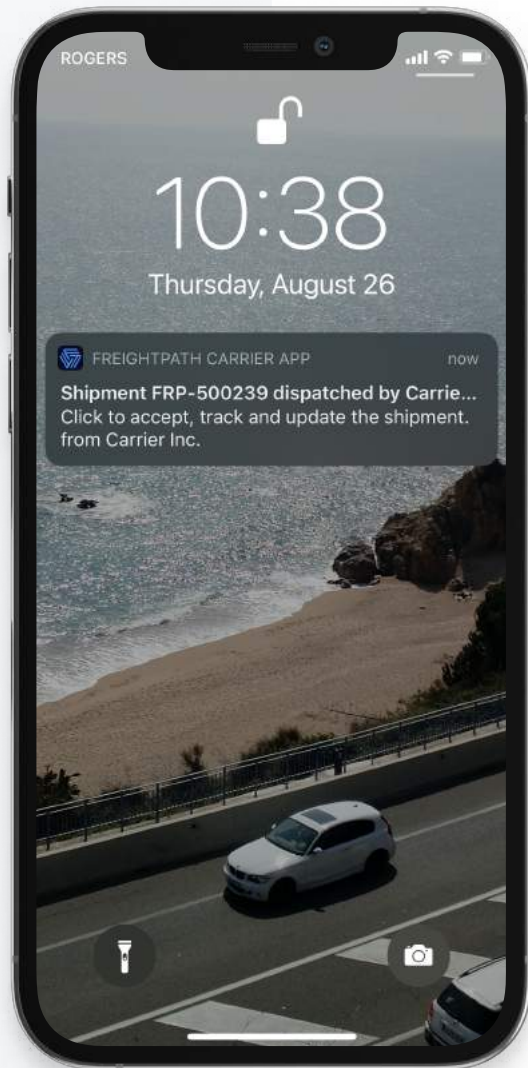
To view a shipment in greater detail, tap on the white shipment card.



Responding To Dispatches

Step-by-step guide for drivers to respond to dispatched shipments.



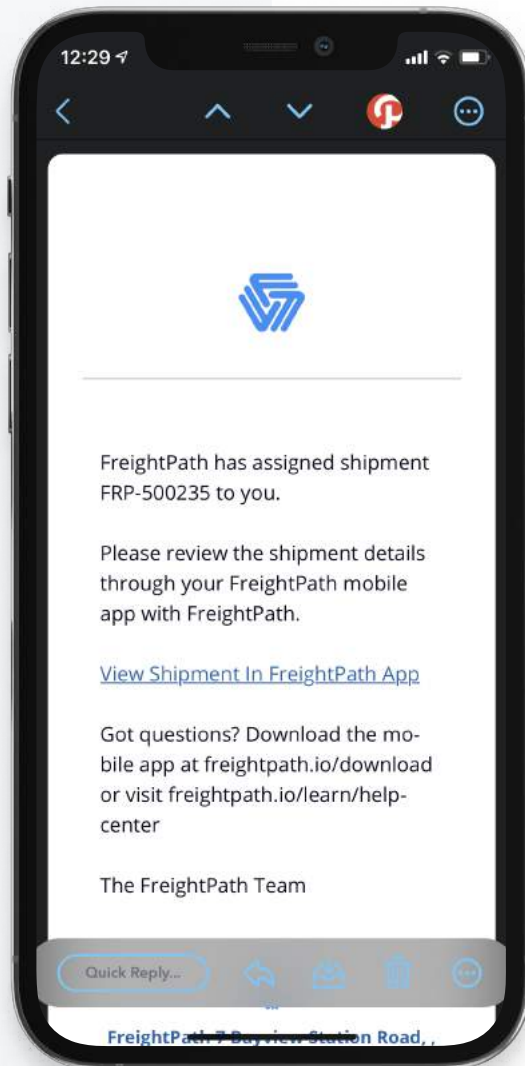


1. Push Notifications For New Dispatches

The FreightPath driver app will automatically send push notifications to drivers for newly dispatched shipments after they are approved by customers and carrier dispatch.

Tap the push notification to launch the shipment in the FreightPath driver app.



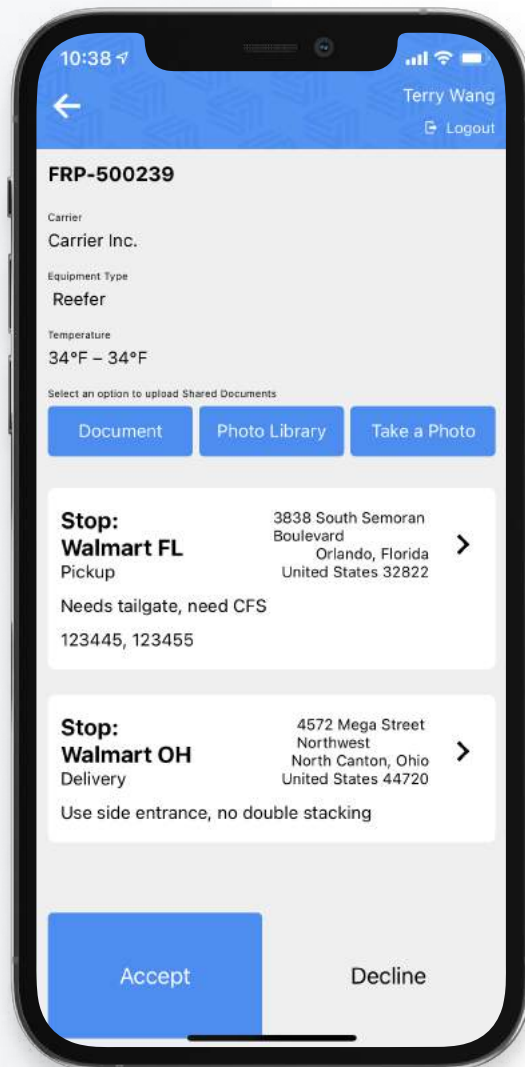


2. Email Notifications For New Dispatches

Along with a push notification, drivers will also receive a dispatch email with a link to the driver mobile app for redundancy.

Click on the “view shipment in FreightPath app” link to launch the shipment in the driver app.



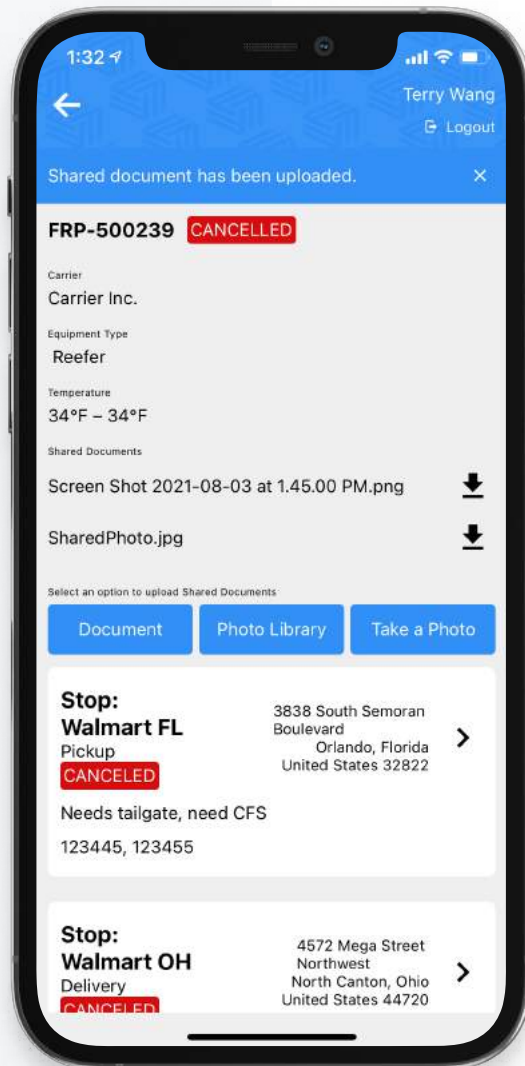


3. Accept Or Decline The Dispatch

Once you've clicked on the link, you will be redirected to the driver mobile app to either accept or decline the dispatched shipment.

Before responding, remember to check the shipment details and confirm they are accurate.





4. Upload Shared Documents

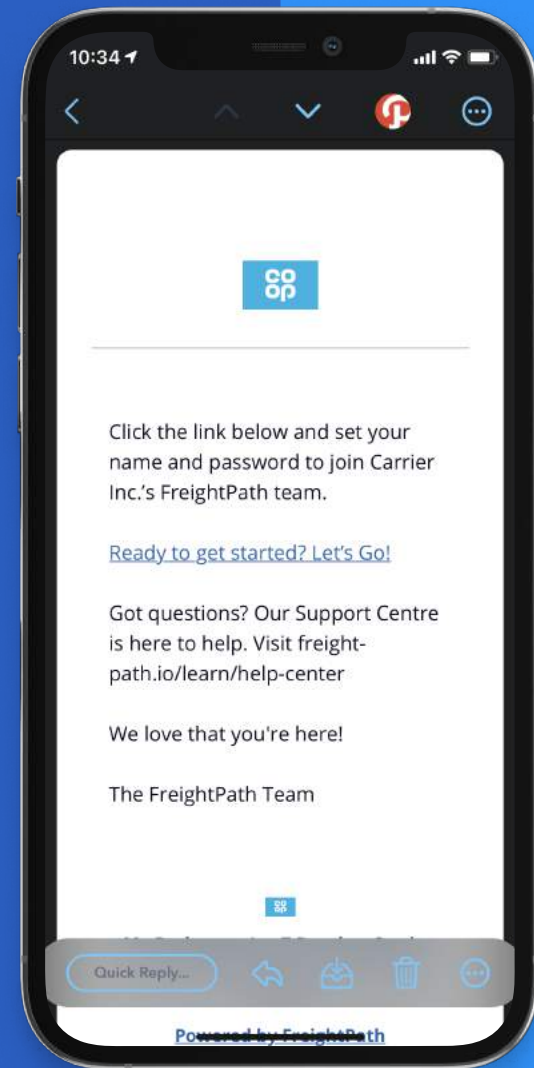
If drivers need to update documents like fuel receipts or customs clearance documents, they can use the shared documents feature.

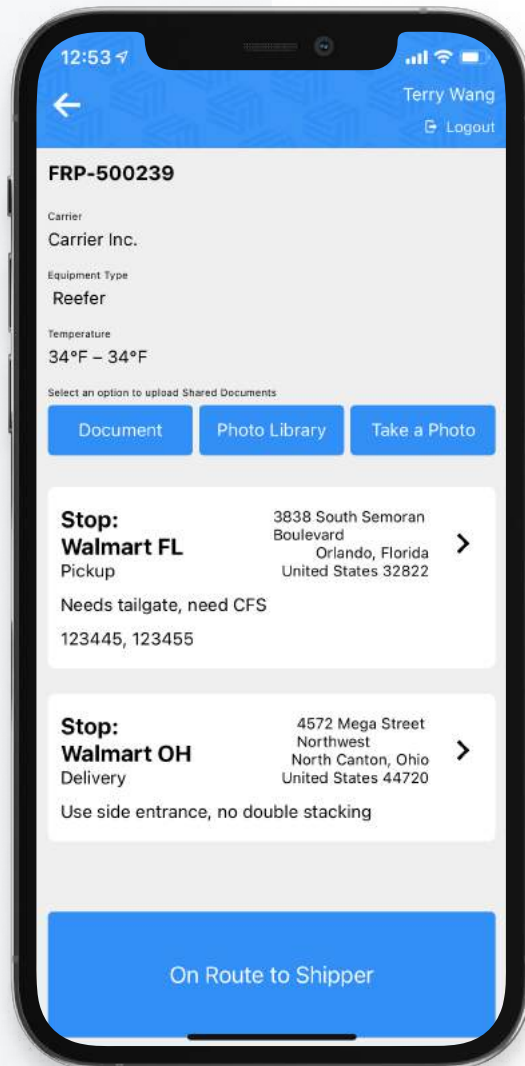
Drivers can choose to upload a file, an image from their photo library, or take a photo with their phone camera.



Track Shipments With Drivers

Step-by-step guide for drivers to start GPS shipment tracking and provide status updates to dispatch.



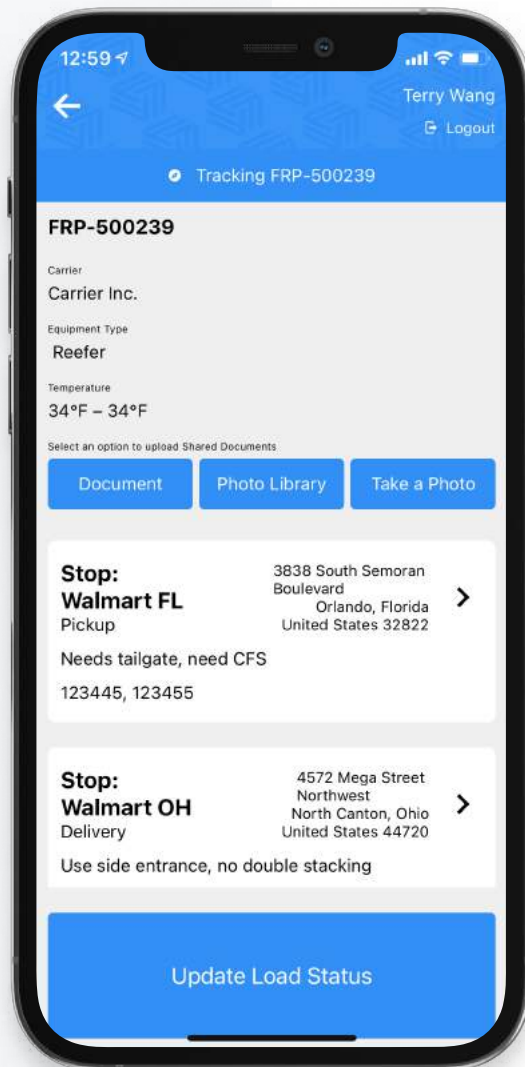


1. Start GPS Shipment Tracking

To start GPS shipment tracking, press the “on route to shipper” button. This will only appear after a shipment has been accepted.

Once pressed, your GPS location will be sent at preset intervals to dispatch for the duration of the shipment. Leaving the shipment by pressing the back button will stop GPS tracking.



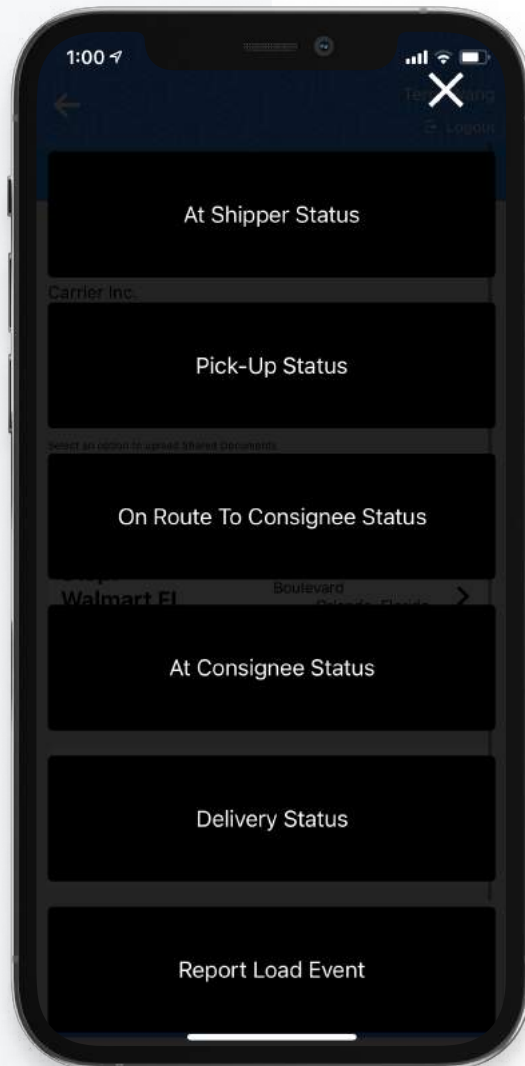


2. Update Load Status During Transit

Once tracking has begun, a small blue banner will show in the header of the driver app alerting the driver that location tracking is on.

To report load status, including cancellations and delays, press the “update load status” button to bring up a list of options.

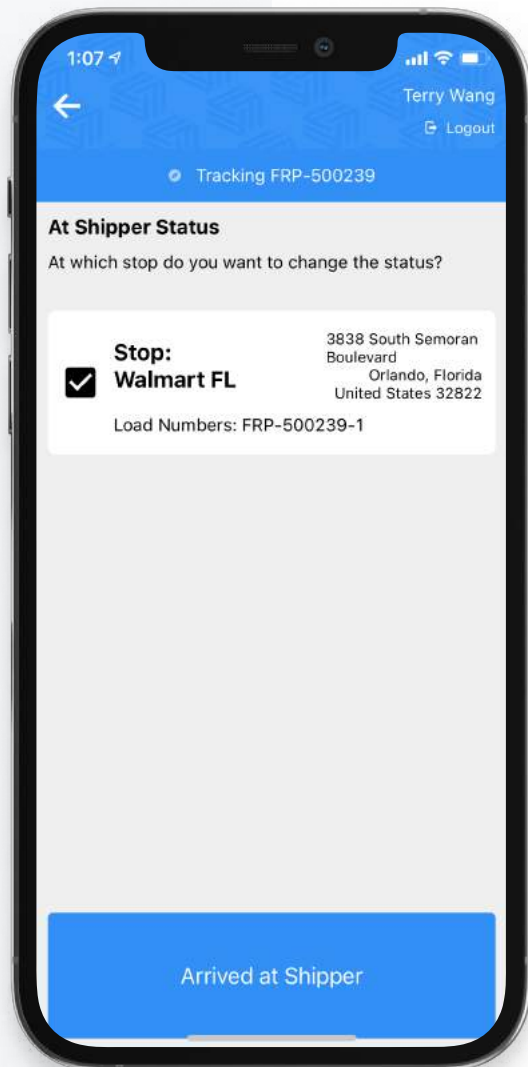




3. Update Shipment Status

To update the shipment status, drivers can choose any of the options listed in the scrollable popup menu. These options can be selected in any order.



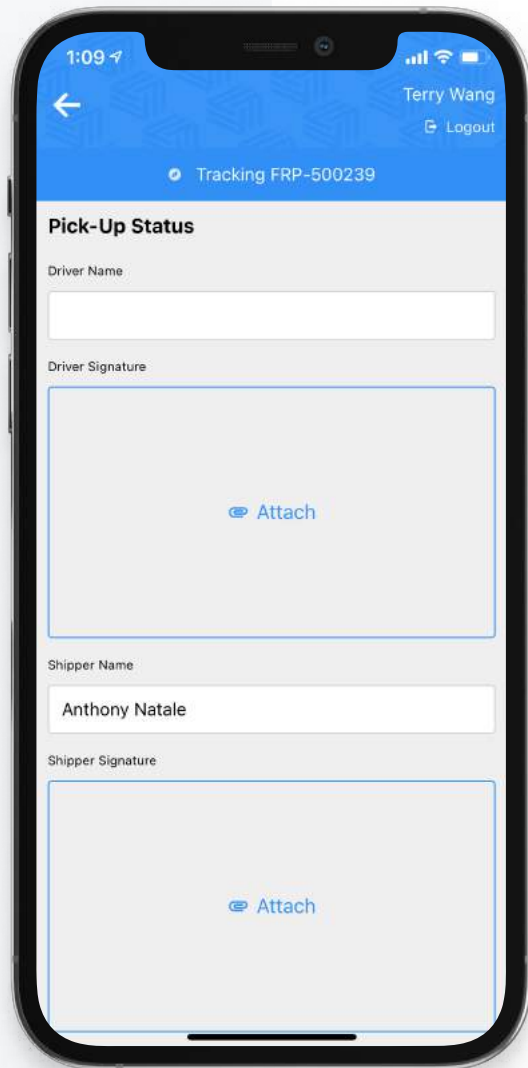


4. Reporting Arrival At Shipper or Consignee

The “at shipper status” and “at consignee status” update allows drivers to communicate when they have arrived at the shipper or consignee.

The driver app records the timestamp of this status update, allowing dispatch to calculate wait times and late arrivals.





5. Reporting Successful Pickups & Deliveries

The “pickup status” and “delivery status” update allows drivers to communicate a successful pickup or delivery of goods.

The driver app records the timestamp of this update, and also allows drivers to provide digital PoDs via eSignature or photo upload.



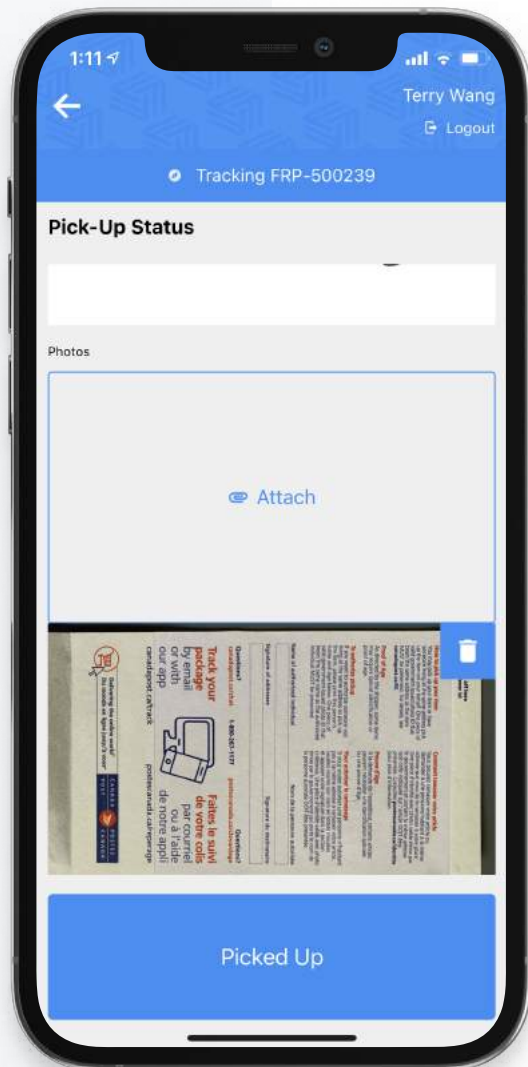


5. Collecting PoDs Using eSignature

By pressing the “attach” prompt in either the “driver signature”, “shipper signature” or “consignee signature” areas, drivers can launch a digital signature pad.

eSignatures are timestamped, and applied to the bill of lading automatically.



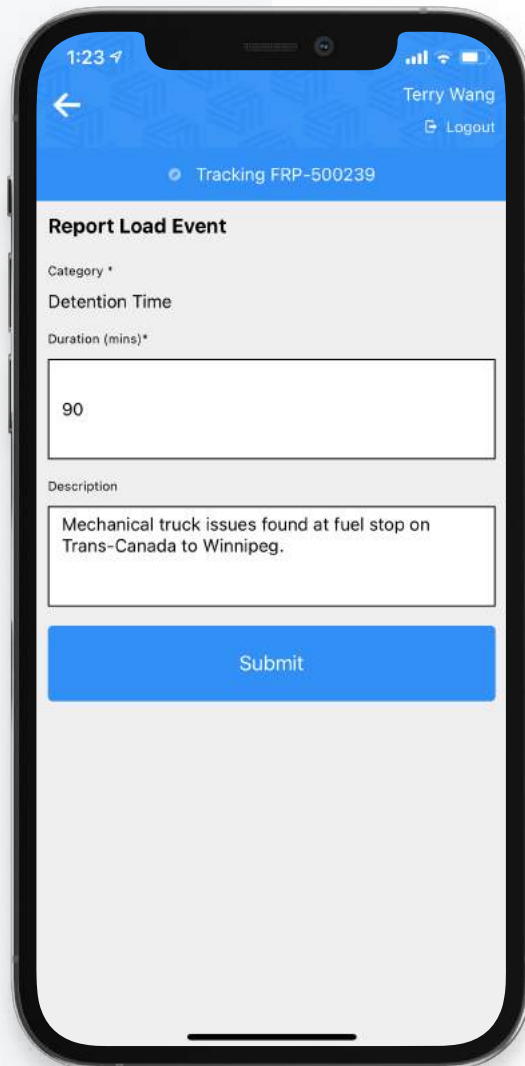


6. Collecting PoDs Using Photo Upload

By pressing the “attach” prompt in the “photos” section, drivers can launch their phone camera to upload a photo of a physical PoD.

Multiple photos can be scanned and uploaded this way, with each one timestamped.





The image shows a smartphone screen with a blue header bar. The status bar at the top shows the time 1:23, signal strength, and battery level. The header bar contains a back arrow, the user name 'Terry Wang', and a 'Logout' button. Below the header, the text 'Tracking FRP-500239' is displayed. The main content area is titled 'Report Load Event' and contains three sections: 'Category *' with the value 'Detention Time', 'Duration (mins)*' with a text input field containing '90', and 'Description' with a text area containing 'Mechanical truck issues found at fuel stop on Trans-Canada to Winnipeg.' A blue 'Submit' button is located at the bottom of the form.

1:23

Terry Wang
Logout

Tracking FRP-500239

Report Load Event

Category *

Detention Time

Duration (mins)*

90

Description

Mechanical truck issues found at fuel stop on Trans-Canada to Winnipeg.

Submit

7. Reporting Load Events And Delays

The “report load event” update allows drivers to communicate delivery delays, issues and detention time for shipments.

A duration can be specified along with the description and an automatically collected timestamp for the update.





8. Reporting Cancelled Stops

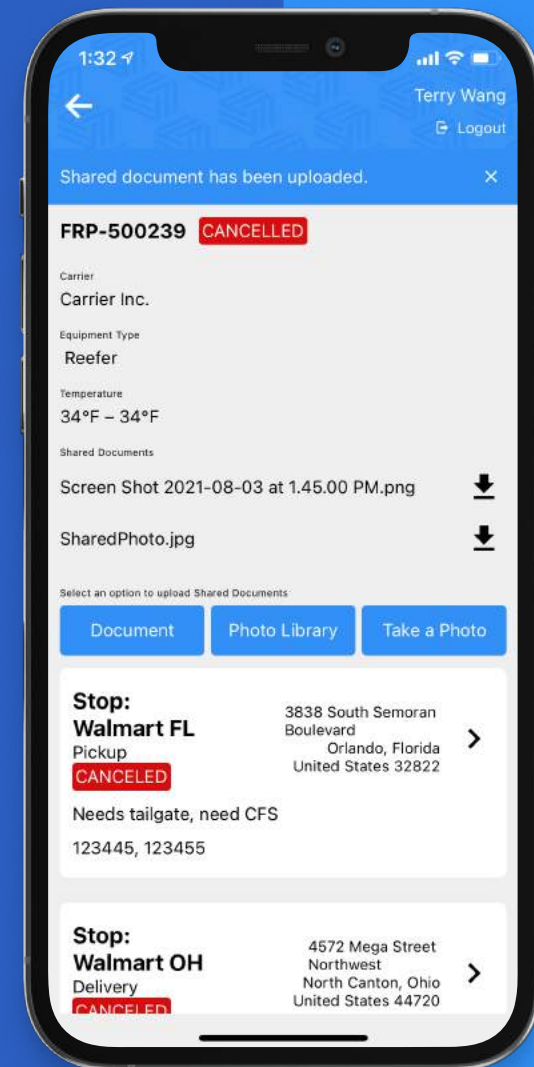
The “cancel stop” update allows drivers to record cancelled stops due to vehicle collisions, cancellations, or mechanical issues.

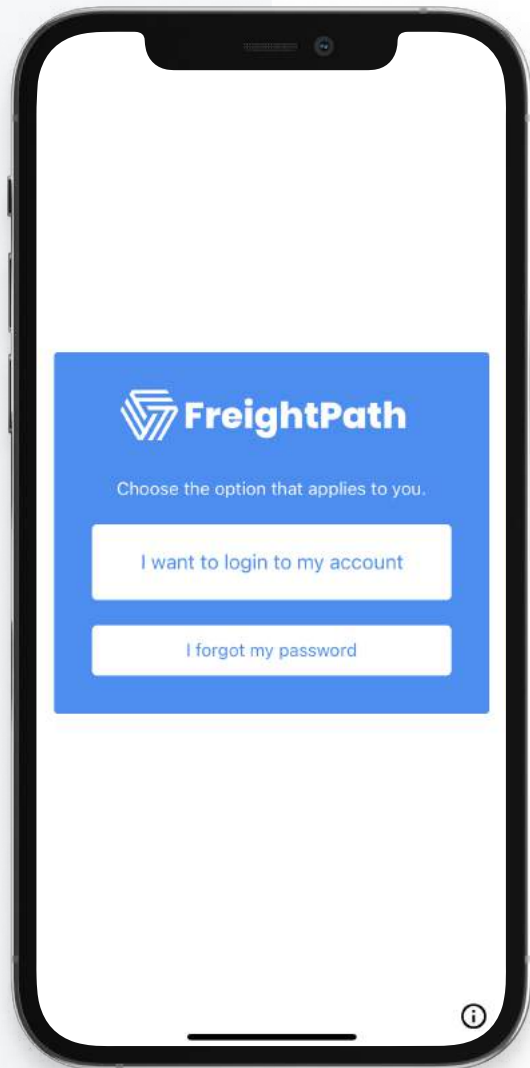
If all stops are cancelled, then the entire shipment is cancelled. If some but not all are cancelled, it is marked “delivered with error”.



Troubleshoot App Issues

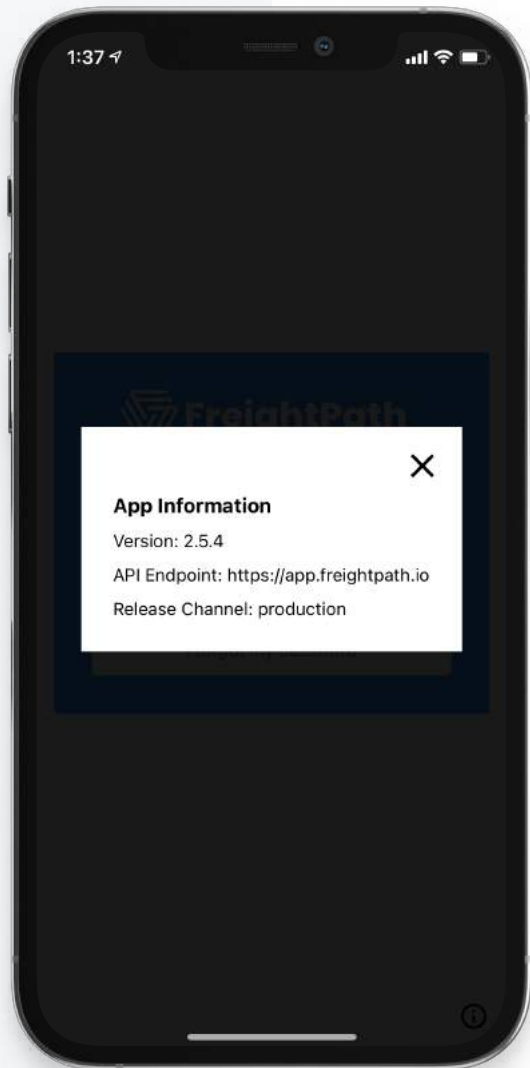
Step-by-step guide for drivers to troubleshoot common issues with tracking and setup with the driver app.





1. Reset A Forgotten Password

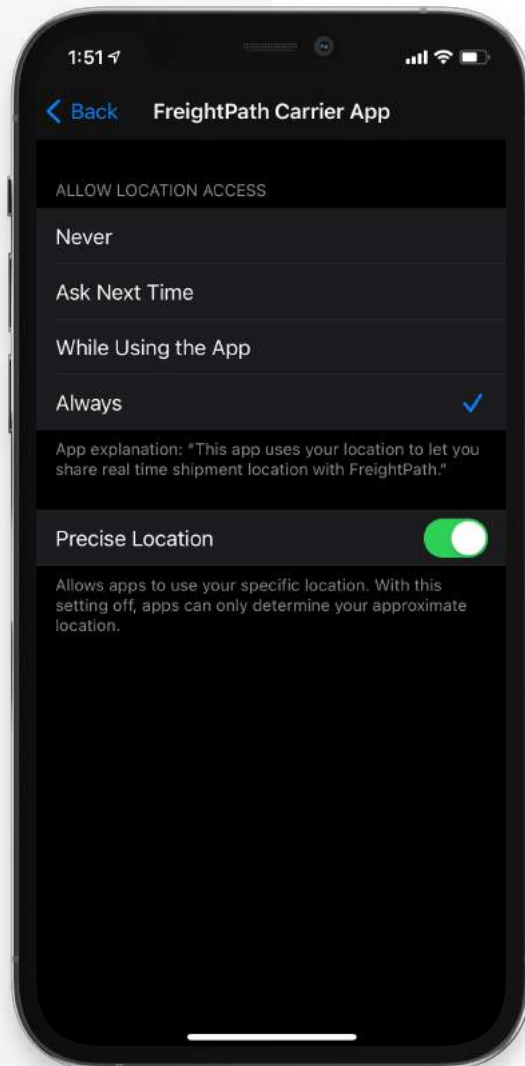
If a driver has forgotten their credentials to access the driver app, they can press the “I forgot my password” button before the login screen. This will redirect them to a web page where they can request a password reset.



2. Confirm Driver App Version

Login and tracking issues can arise from using an outdated version of the driver app. Press the (i) button at the lower right corner of the login page to show the current app version.

If the app is showing an outdated version, please close and reinstall the app.



3. Confirm Device Permissions

For optimal usage of the driver app, drivers must give the app permission to access their device's location sharing, files, photo library and camera. For help setting specific permissions, please visit <https://freightpath.io/learn/help>

