

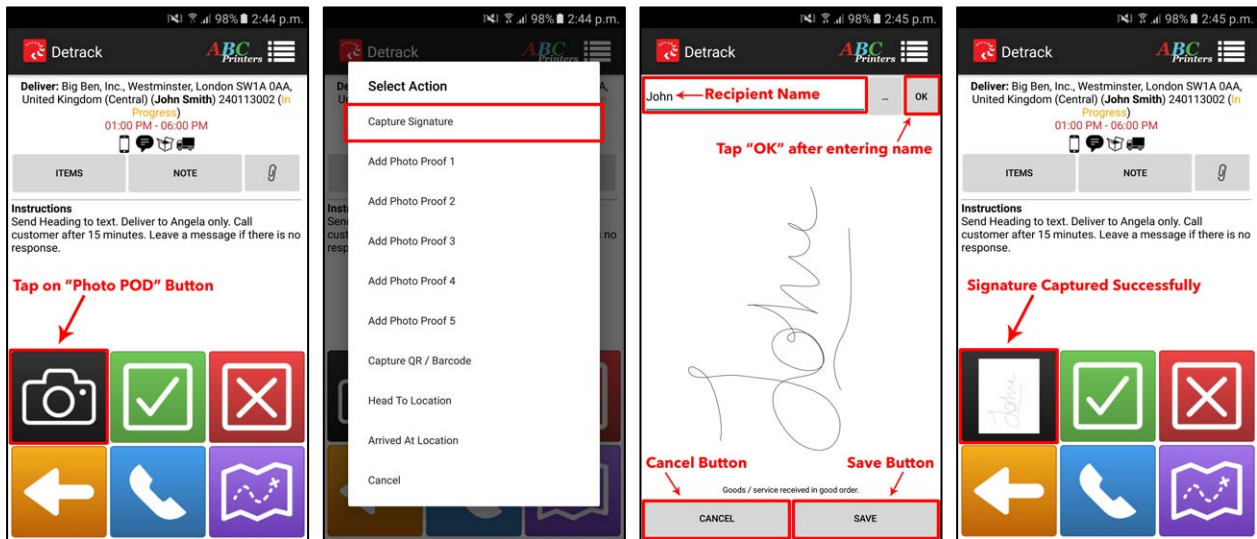


# **Detrack**

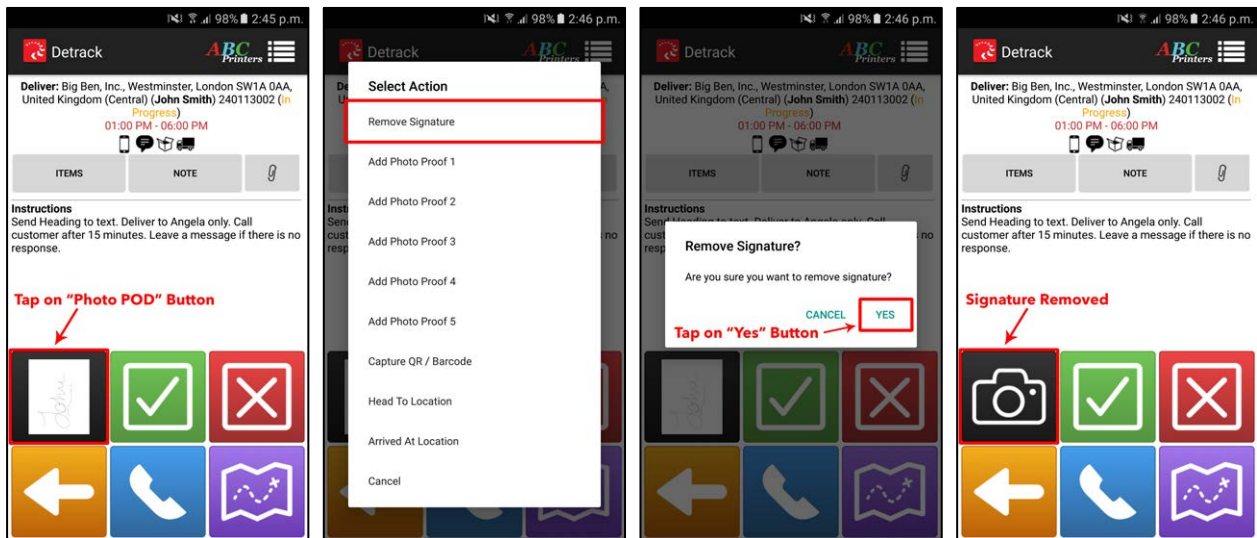
## **Driver Guide**

## 1. DELIVERIES

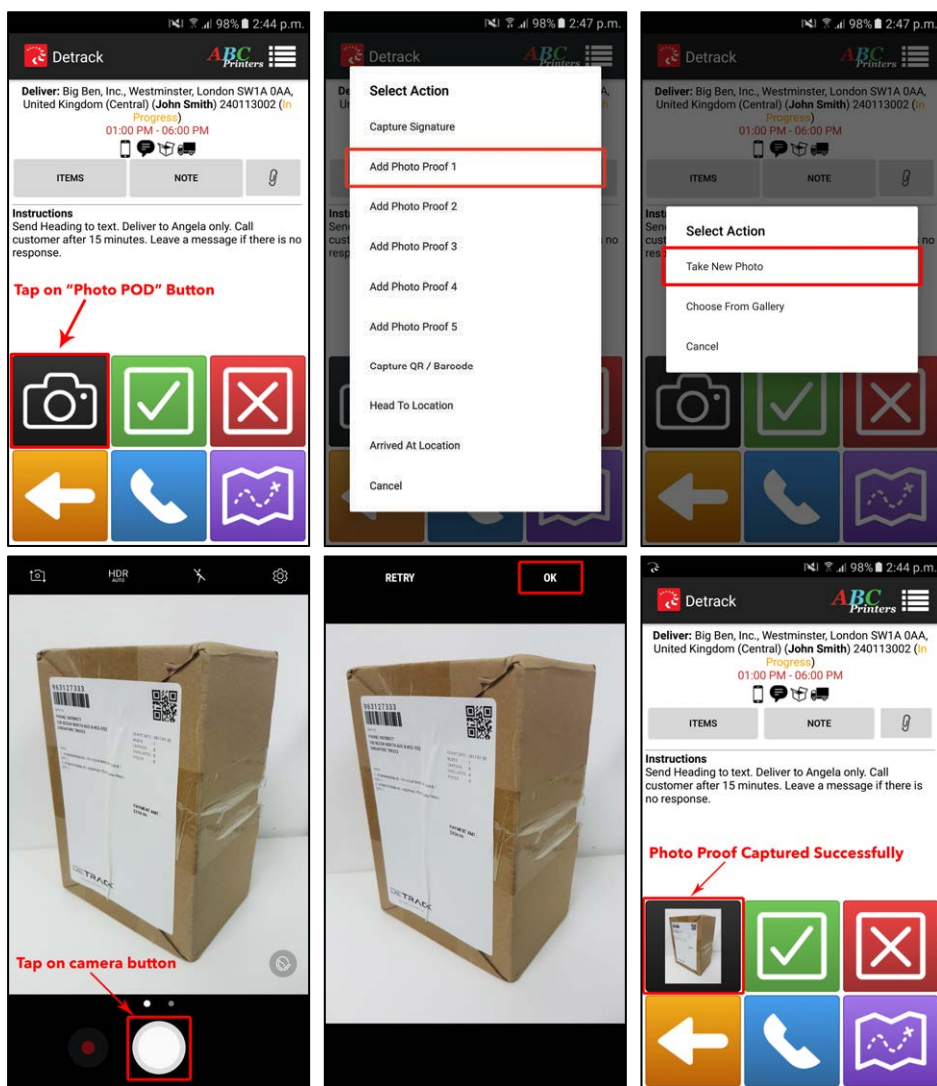
### 1.1 How To Capture Signature For Delivery



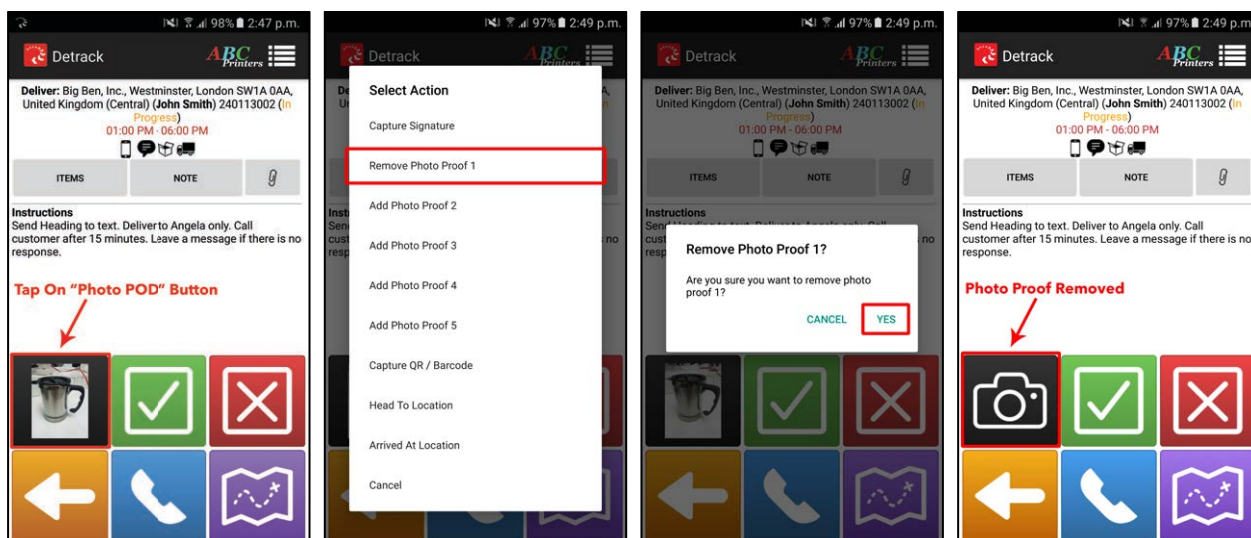
### 1.2 How To Remove Signature For Delivery



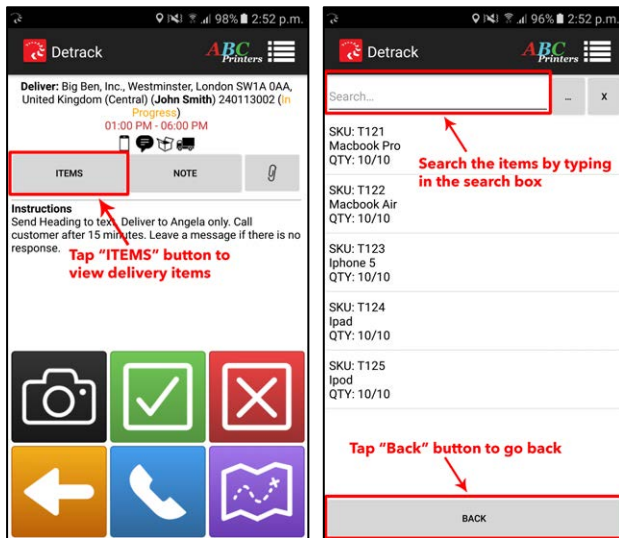
### 1.3 How To Capture Photo Proof For Delivery



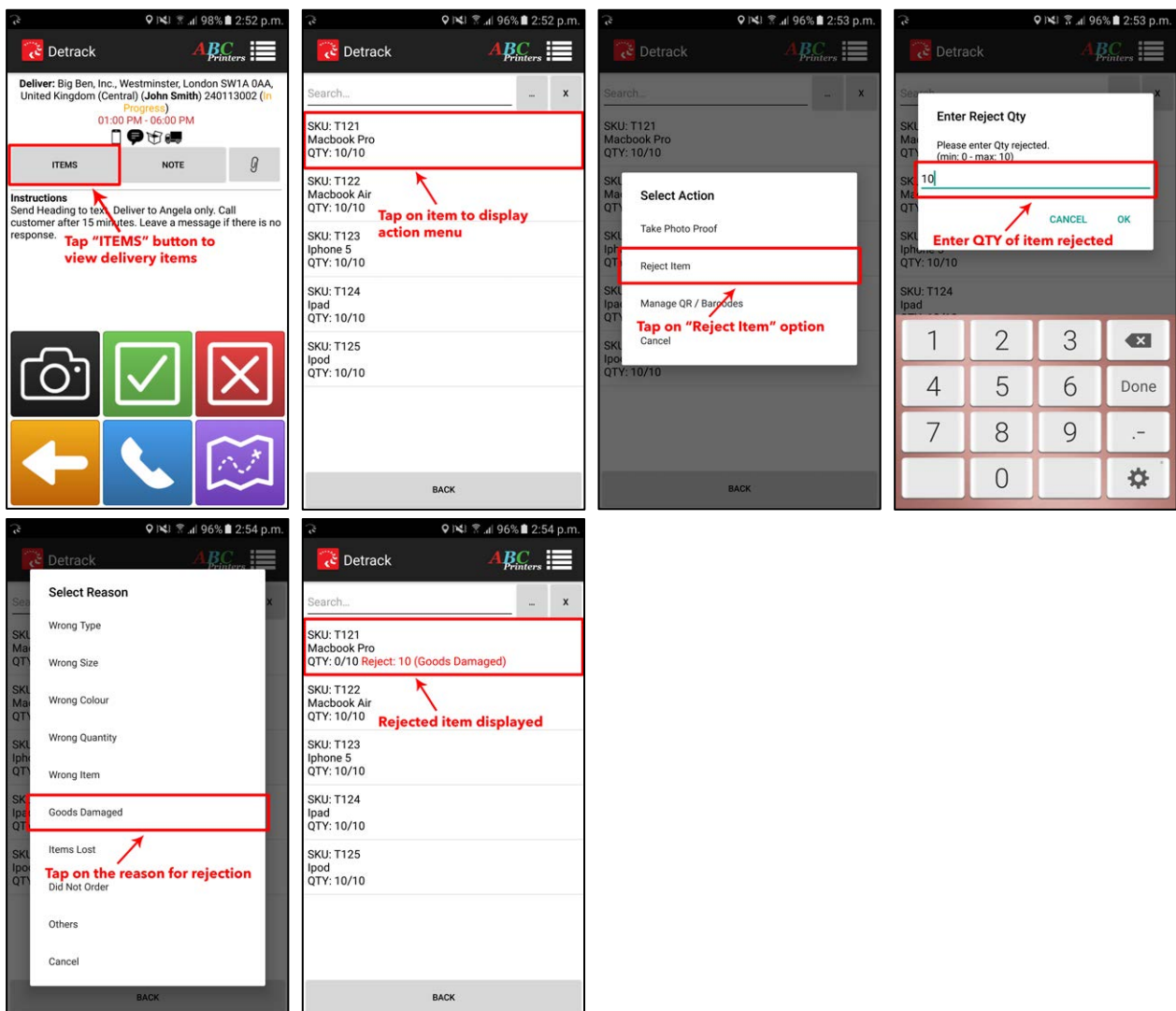
### 1.4 How To Remove Photo Proof For Delivery



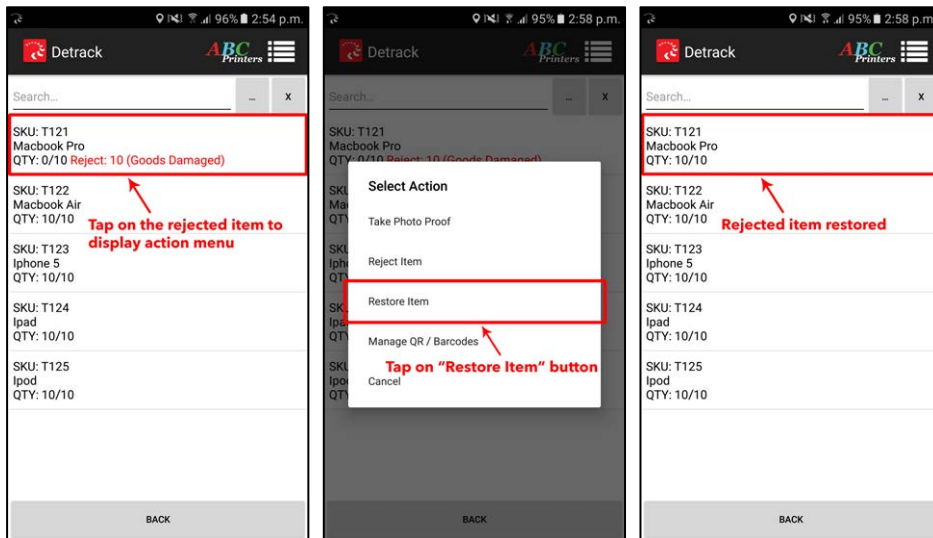
## 1.5 How To View Delivery Items



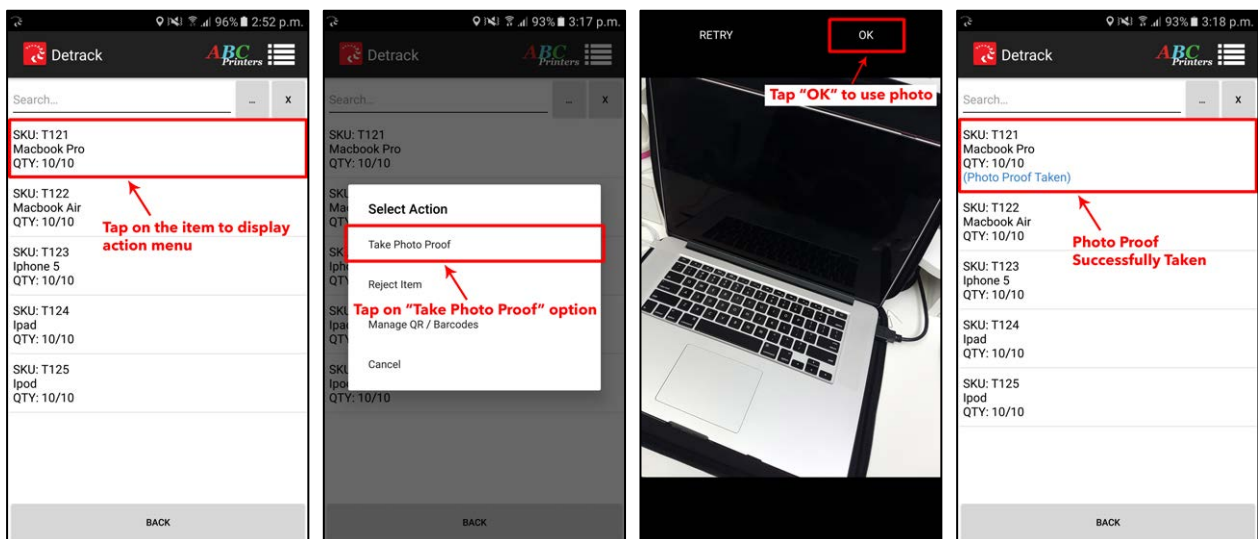
## 1.6 How To Reject Delivery Item



## 1.7 How To Un-reject Delivery Item

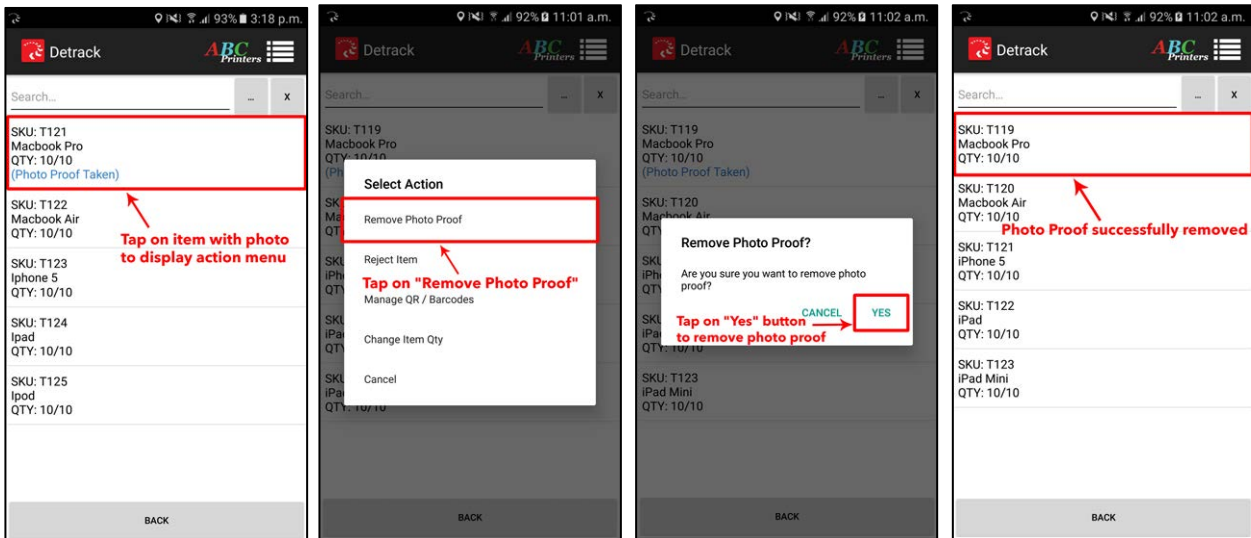


## 1.8 How To Take Photo Proof For Delivery Item

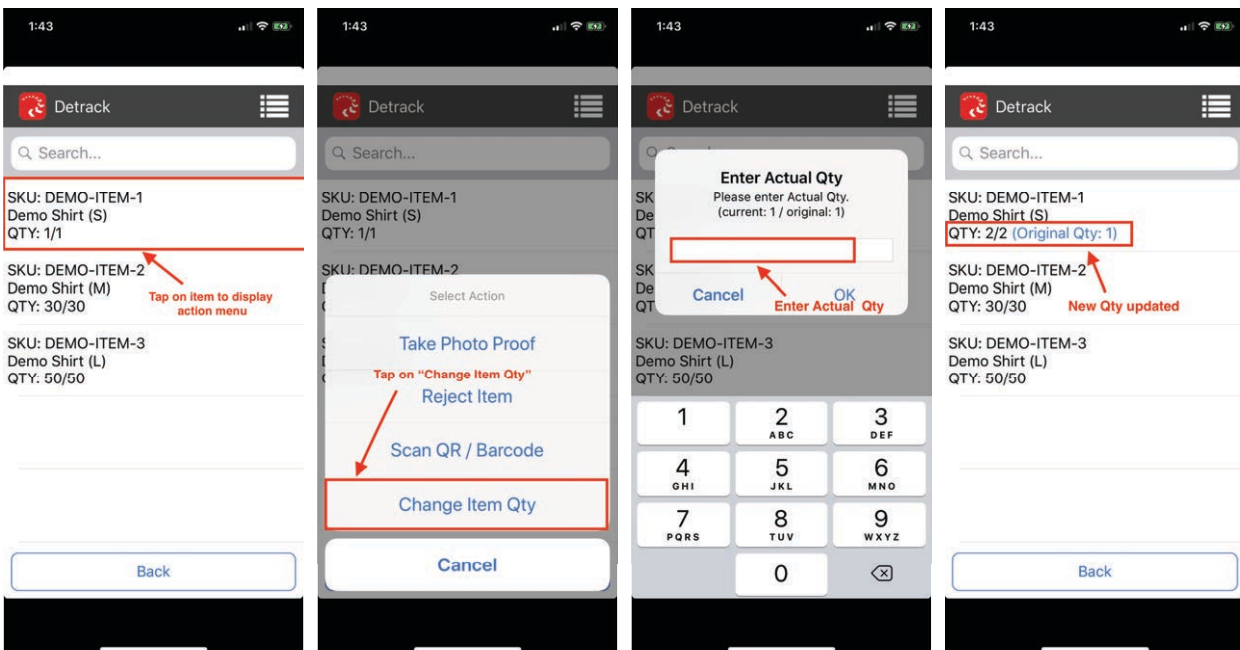




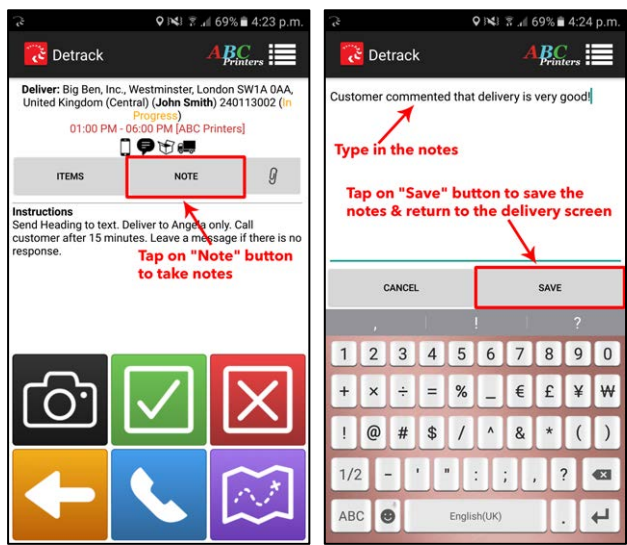
## 1.9 How To Remove Photo Proof For Delivery Item



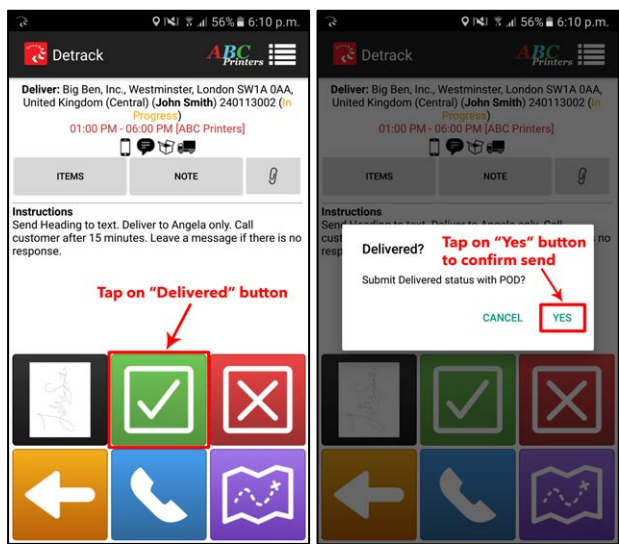
## 1.10 How To Change Quantity For Delivery Item



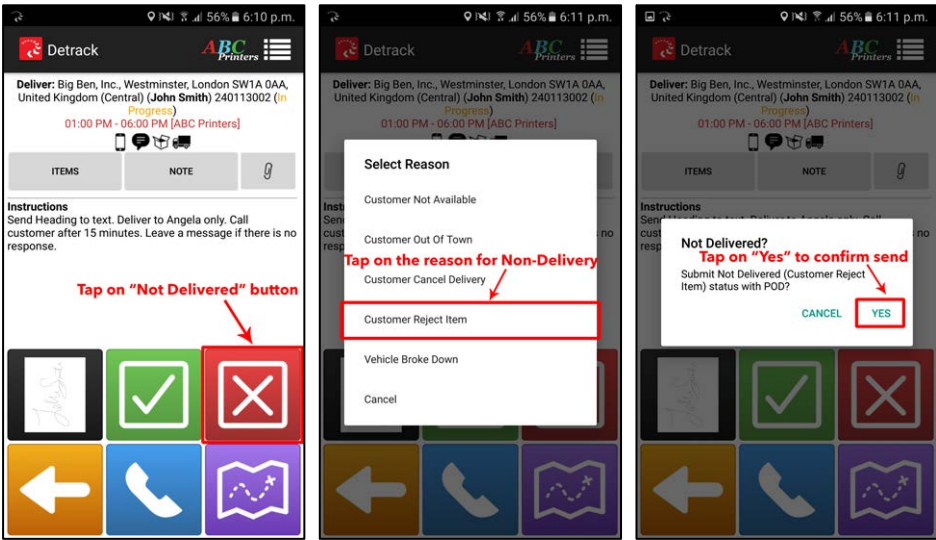
1.11 How To Write A Note For A Delivery



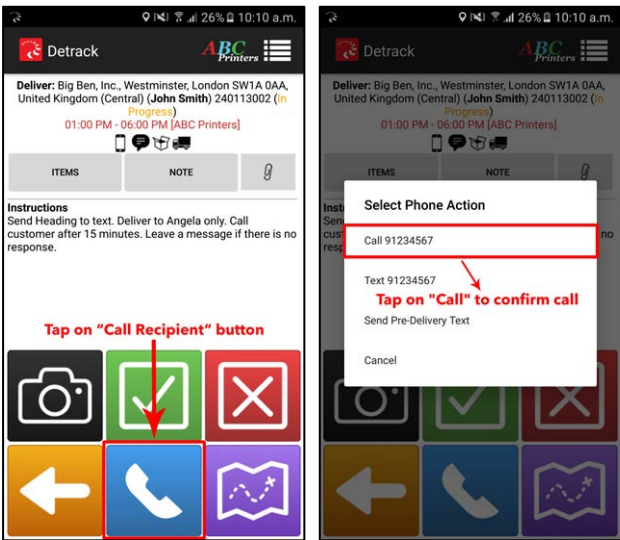
1.12 How To Submit Delivered Status



### 1.13 How To Submit Failed Delivery Status

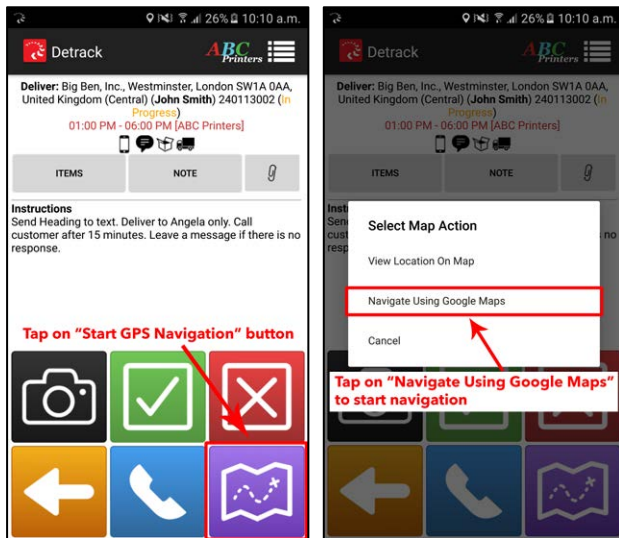


### 1.14 How To Call Recipient



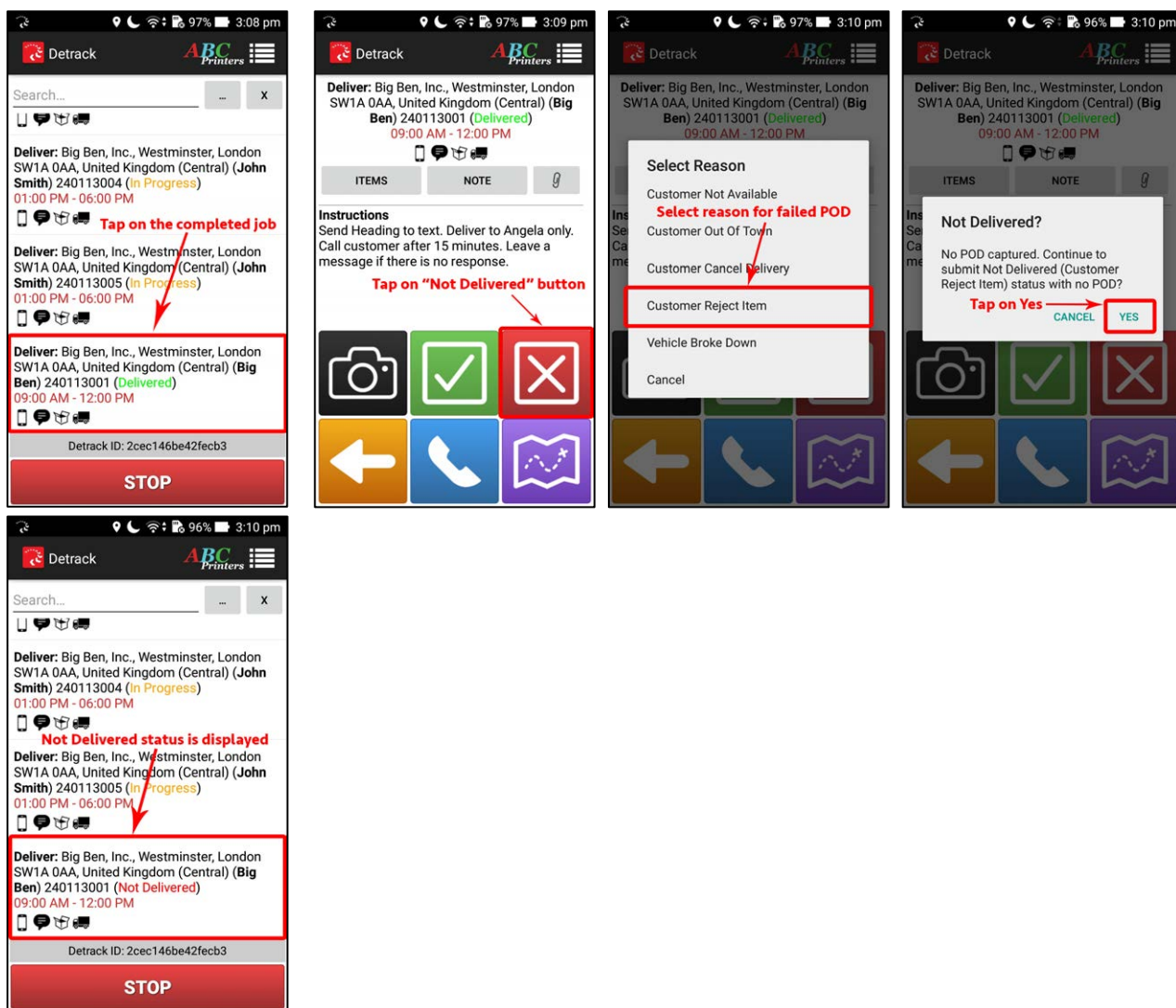


### 1.15 How To Start GPS Navigation To Delivery Location



\* Please note that phone has to grant permission to the Detrack app to allow locations and GPS access.

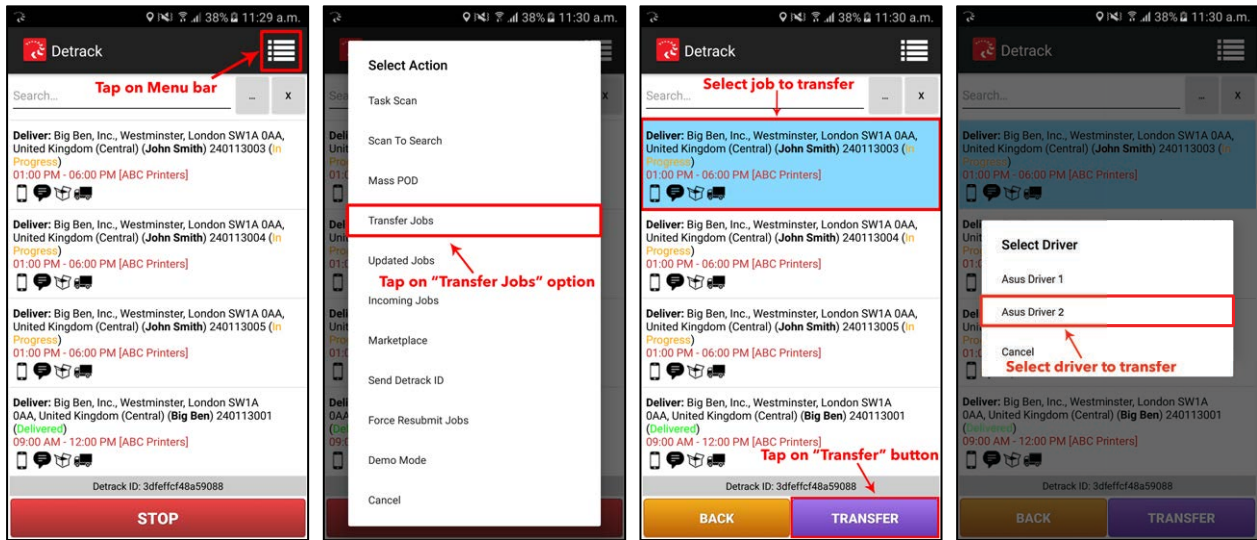
## 1.16 How To Resend A Wrongly Sent / Failed POD Status



The driver can always override the delivery status for any delivery that happens on the same day. All they have to do is to click on the same delivery on the driver's Detrack App, capture and re-submit the POD. The system will capture and reflect the latest POD status.

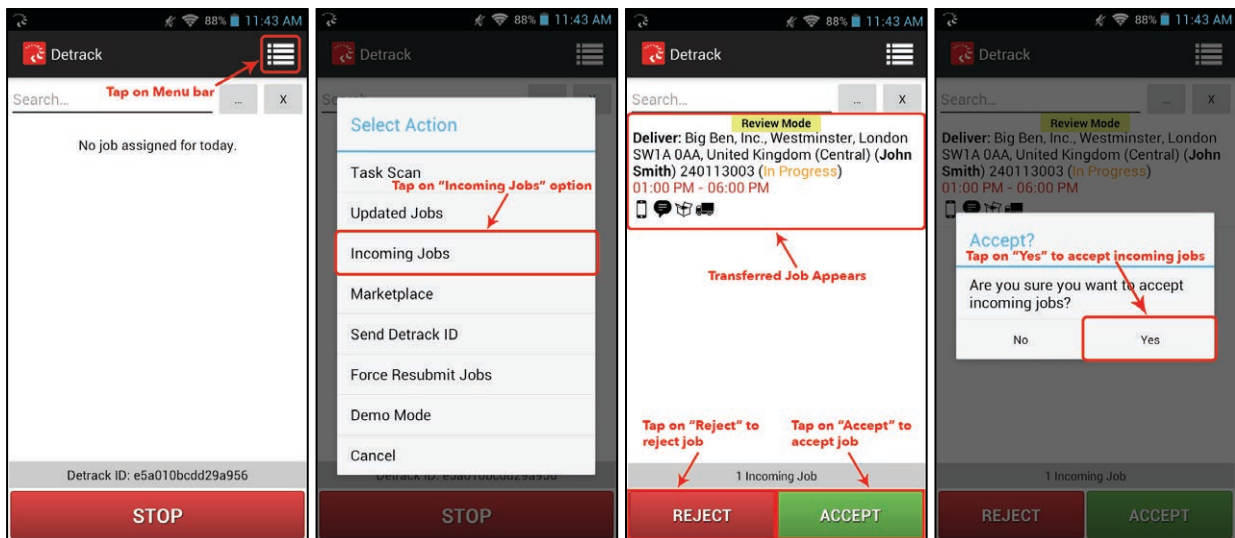
## 1.17 How To Transfer Job From Driver To Driver

### Driver 1 (Initiating Transfer)

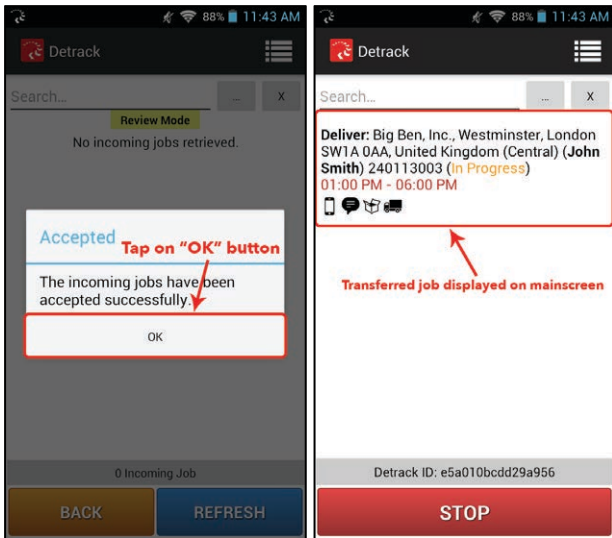


Driver will receive a push notification that there are incoming jobs or he can check for new incoming jobs following the steps below.

### Driver 2 (Receiving Transfer Request)



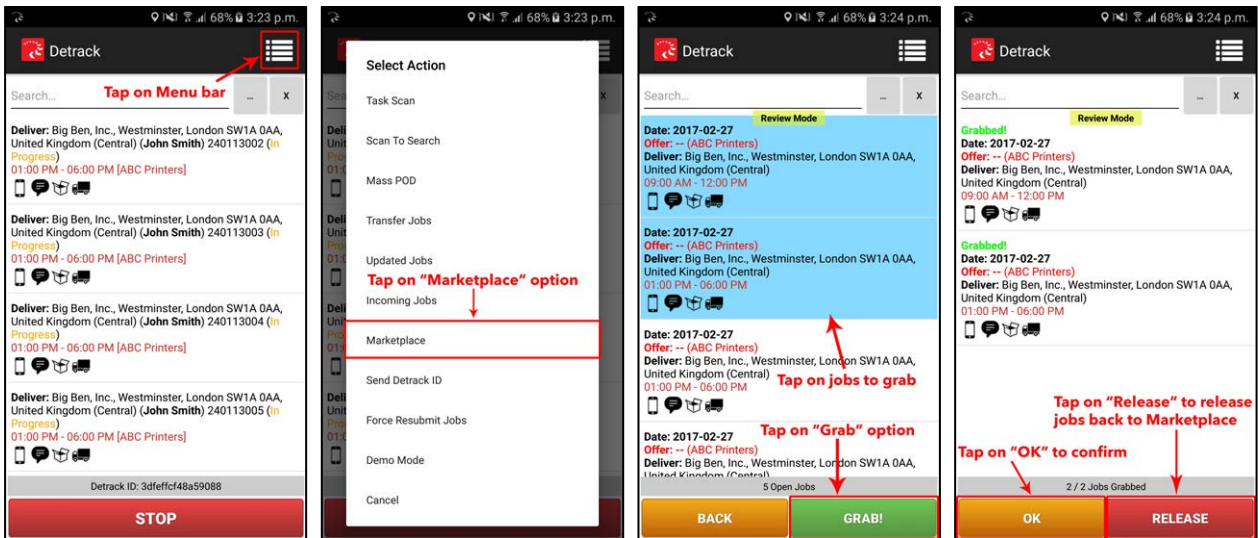
## Detrack Driver Guide



\* Note that for transferred jobs, receiving drivers must accept all or none.

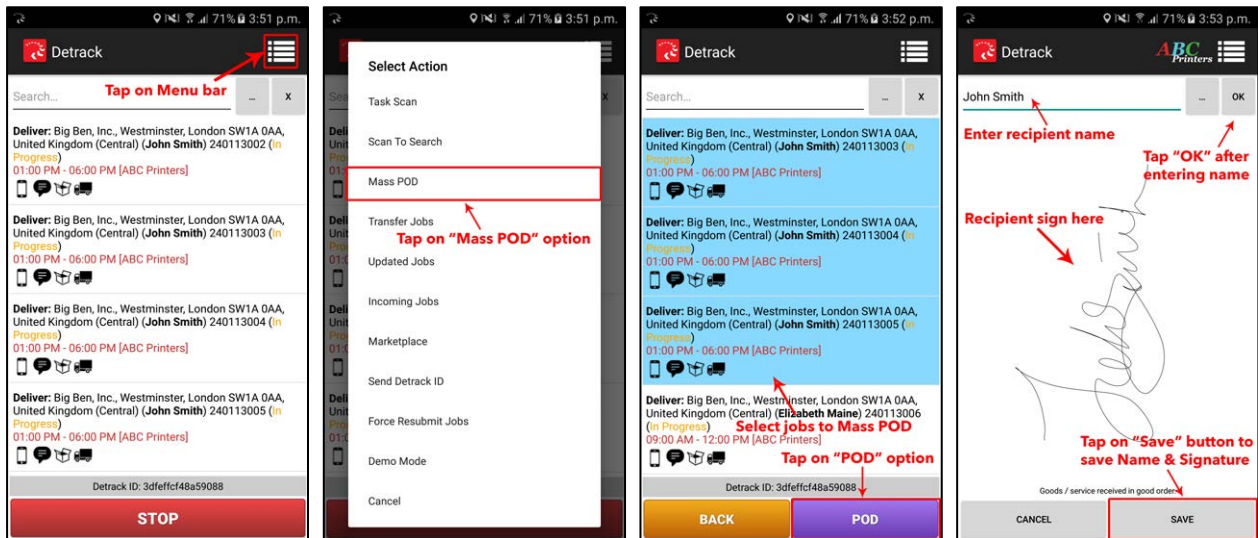
## 1.18 How to Grab Jobs From Marketplace

Drivers will receive a push notification when there are incoming job offers. He can also check and grab jobs available on the marketplace following the steps below.

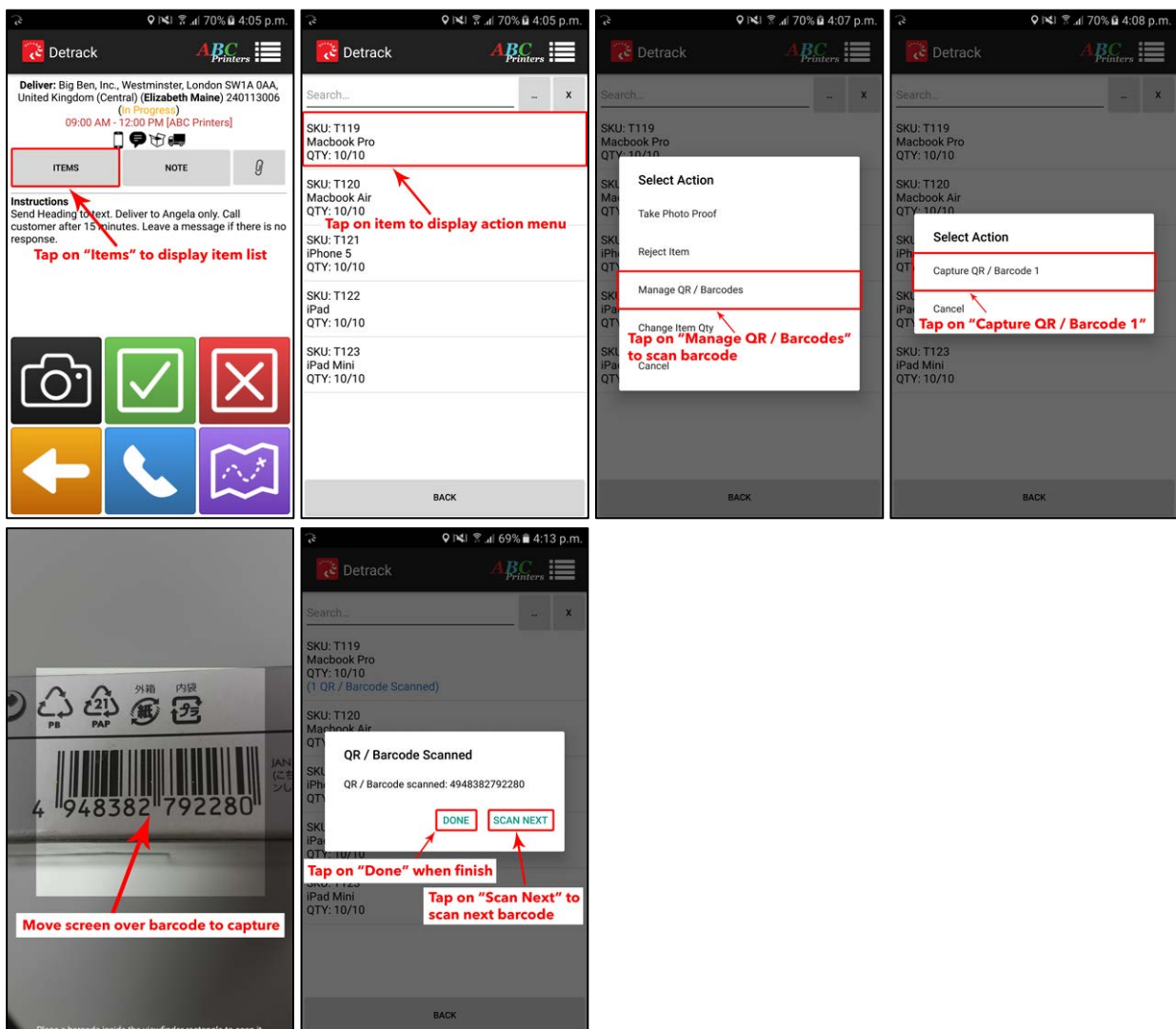


## Detrack Driver Guide

### 1.19 How To Capture Mass POD

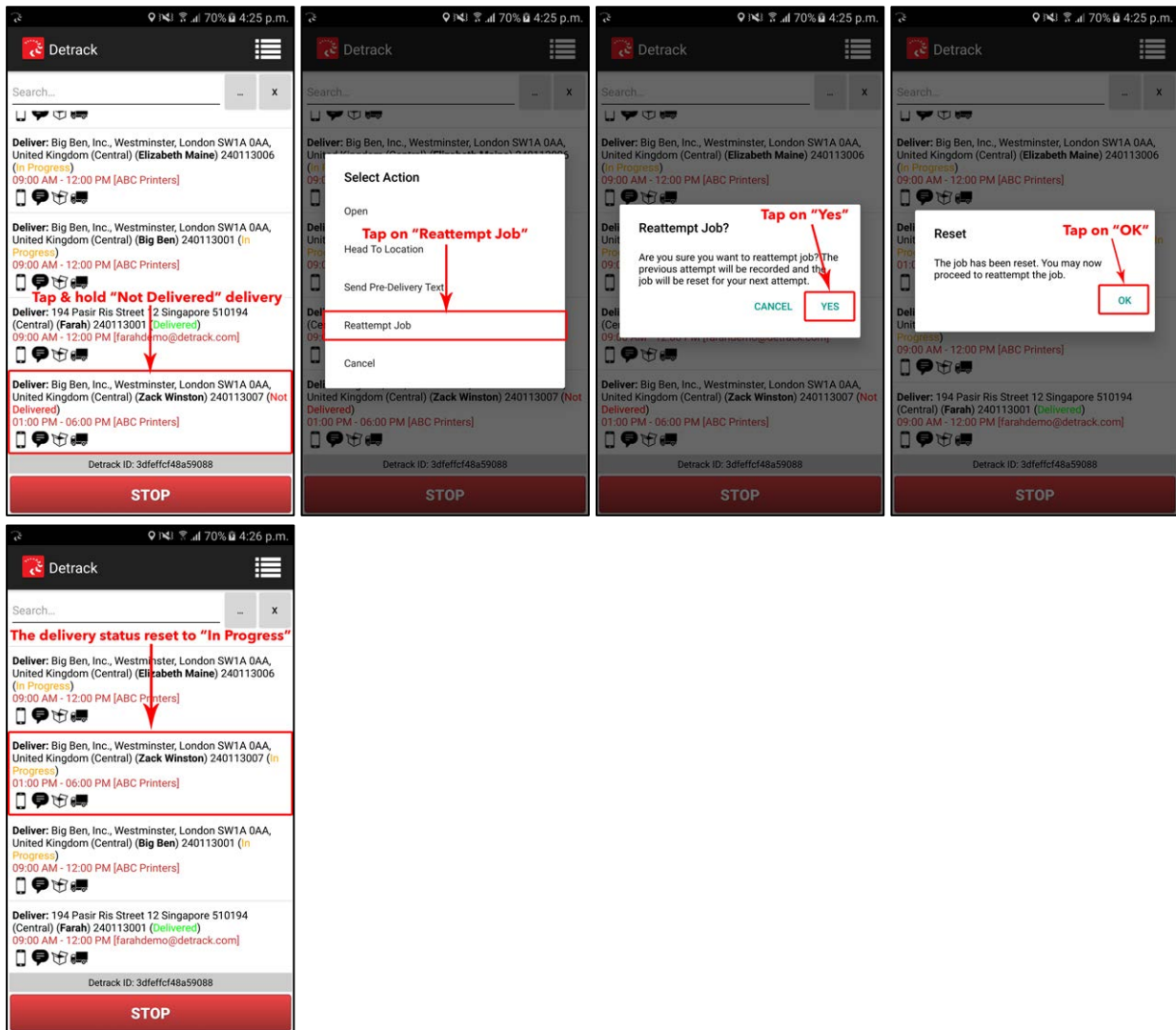


### 1.20 How To Scan Individual Item Barcode

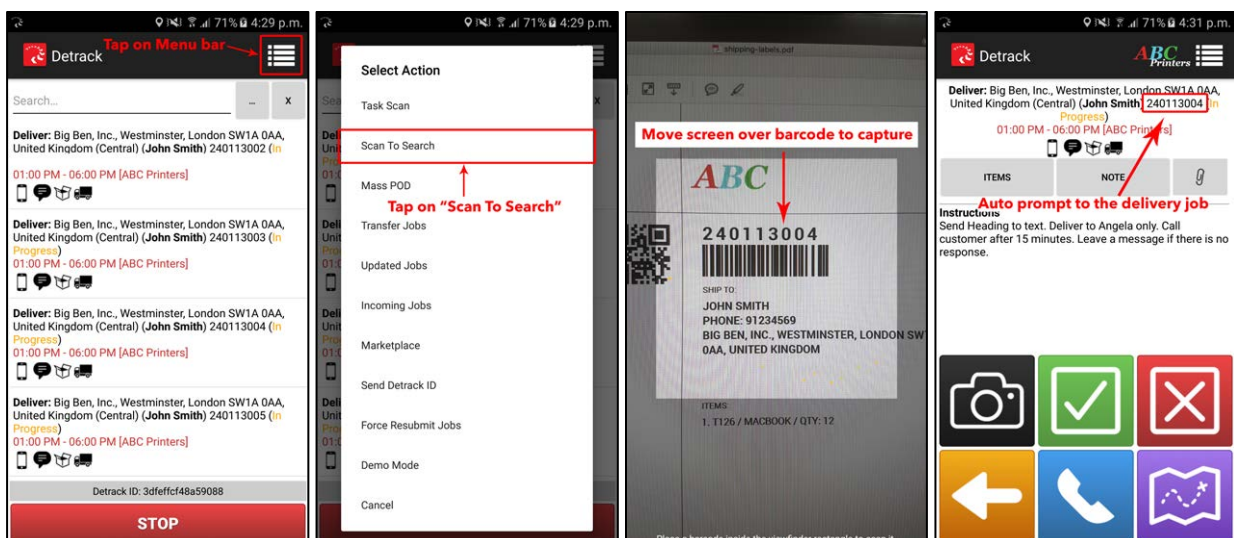




## 1.21 How To Re-attempt Failed Delivery Job

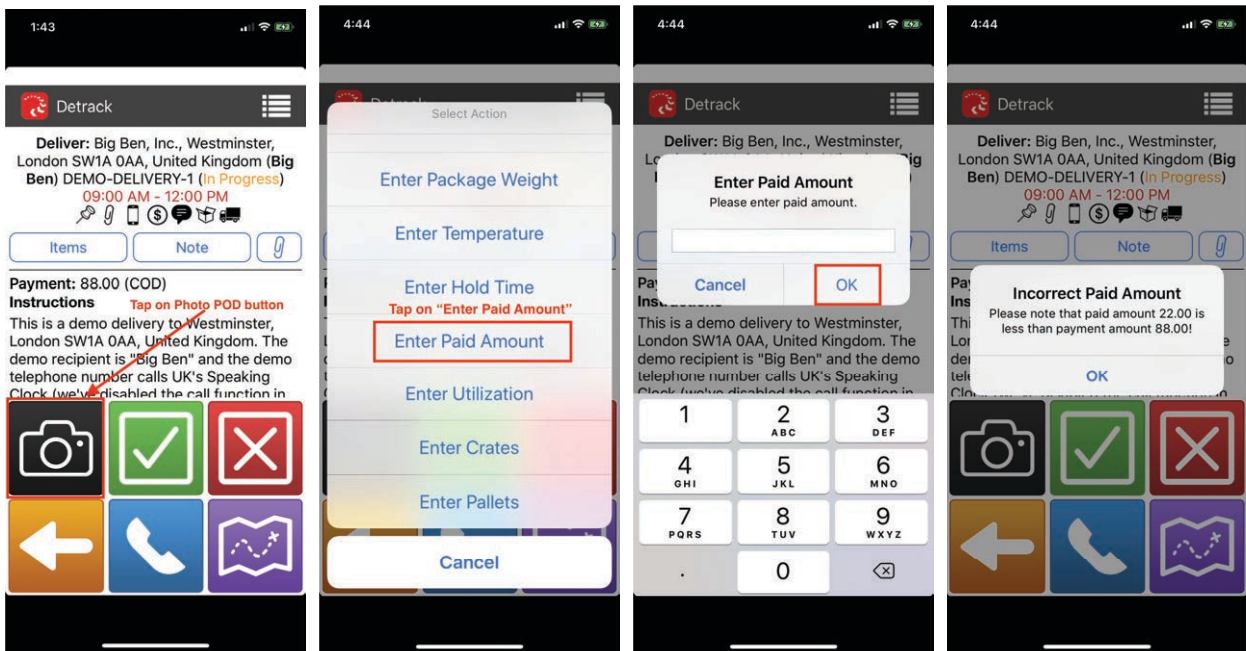


## 1.22 How To Scan Barcodes To Search For A Specific Delivery





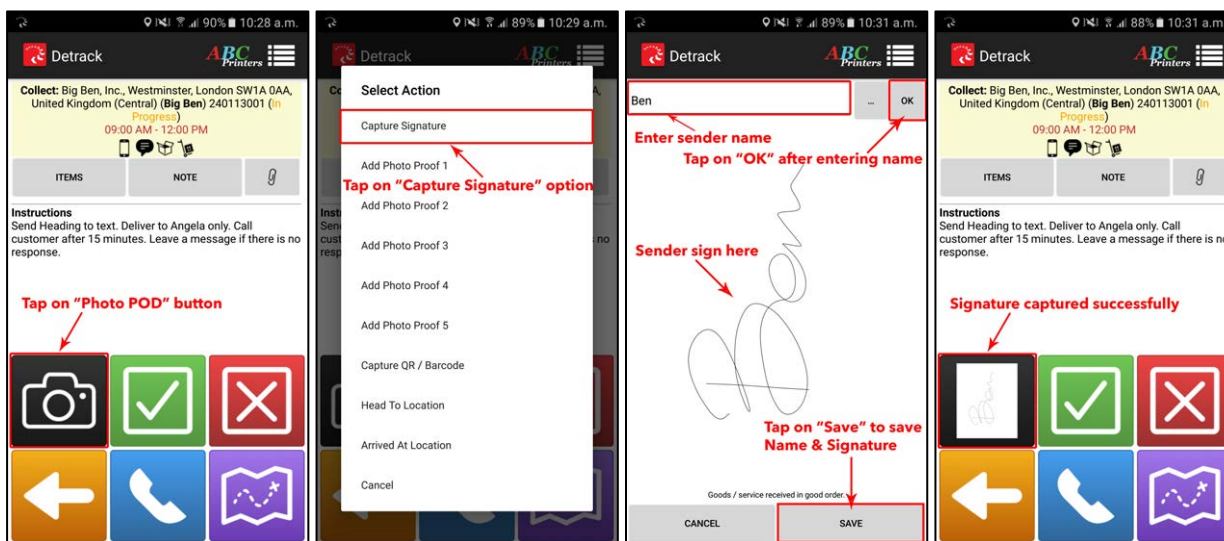
### 1.23 How To Enter Payment Amount For Cash On Delivery (COD)



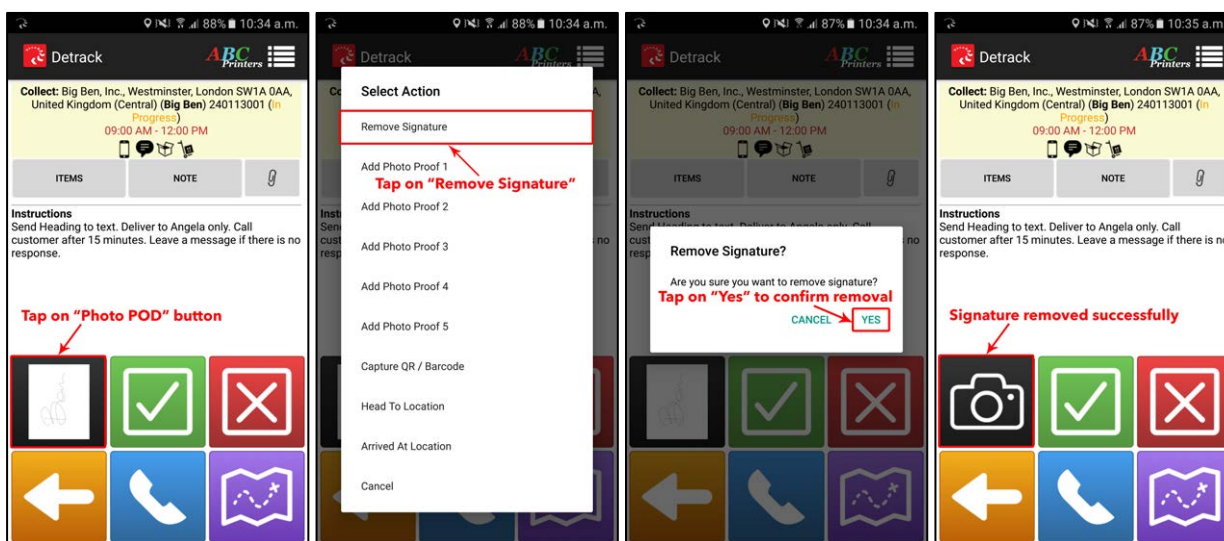
An alert will be prompted if the amount is lesser than the payment amount for the job.

## 2. COLLECTIONS

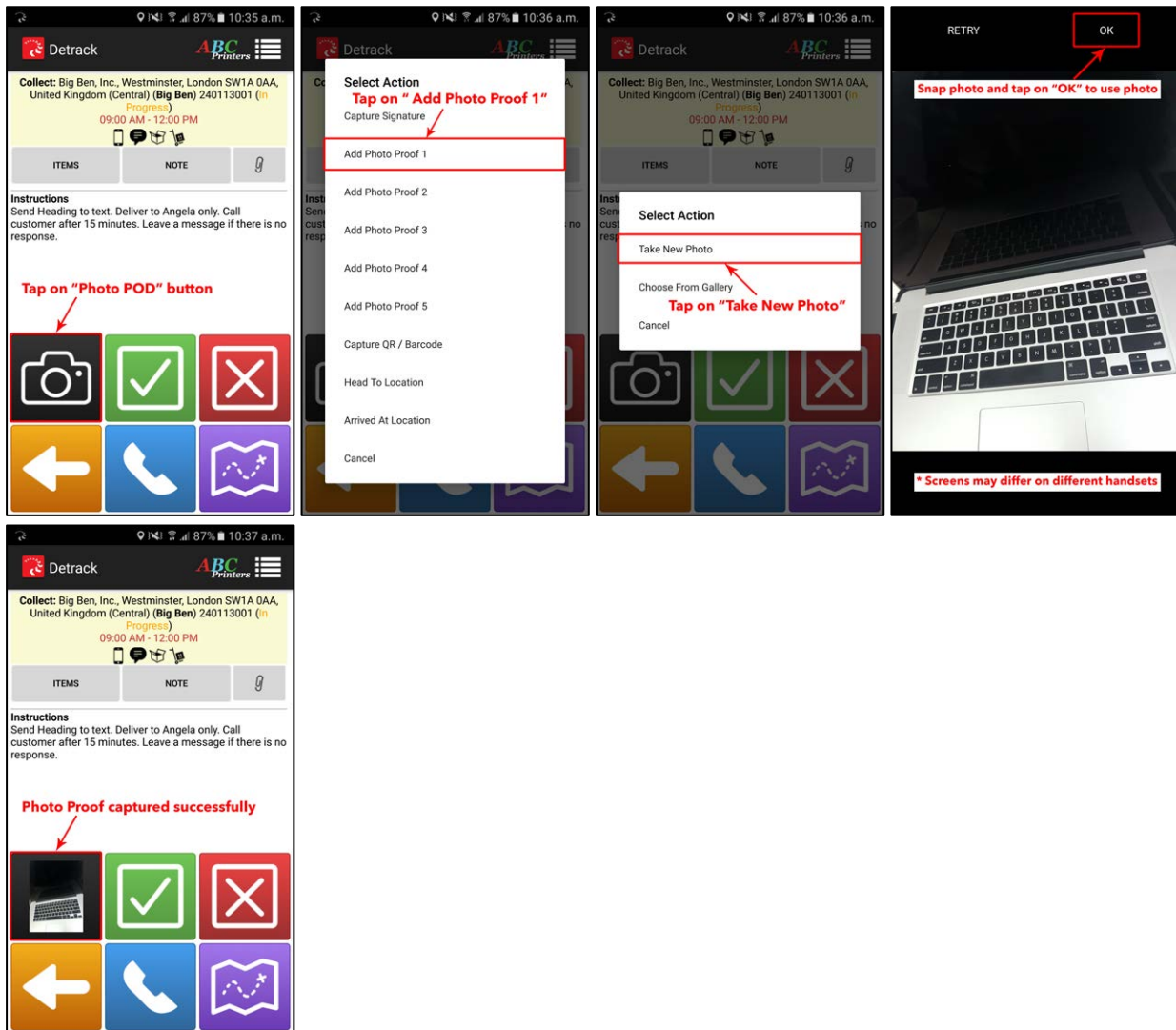
### 2.1 How To Capture Signature For Collection



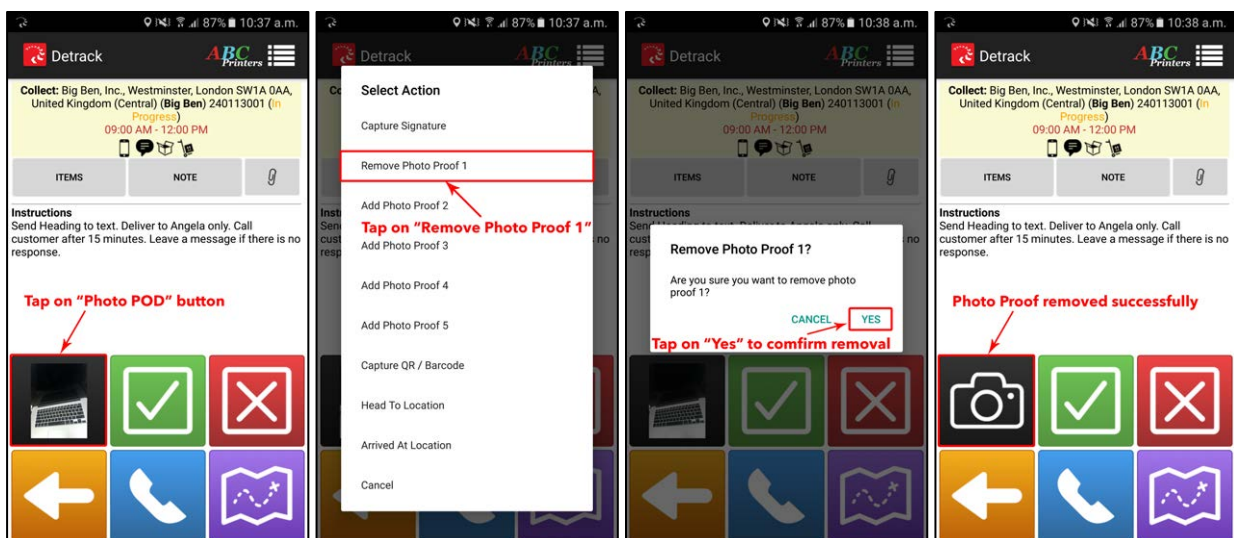
### 2.2 How To Remove Signature For Collection



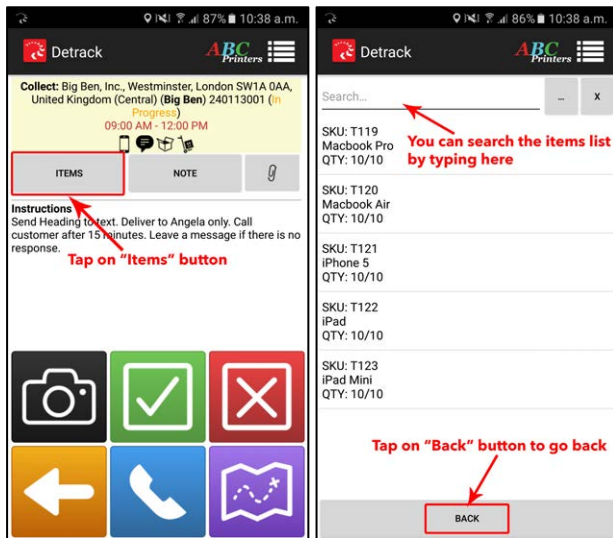
## 2.3 How To Capture Photo Proof For Collection



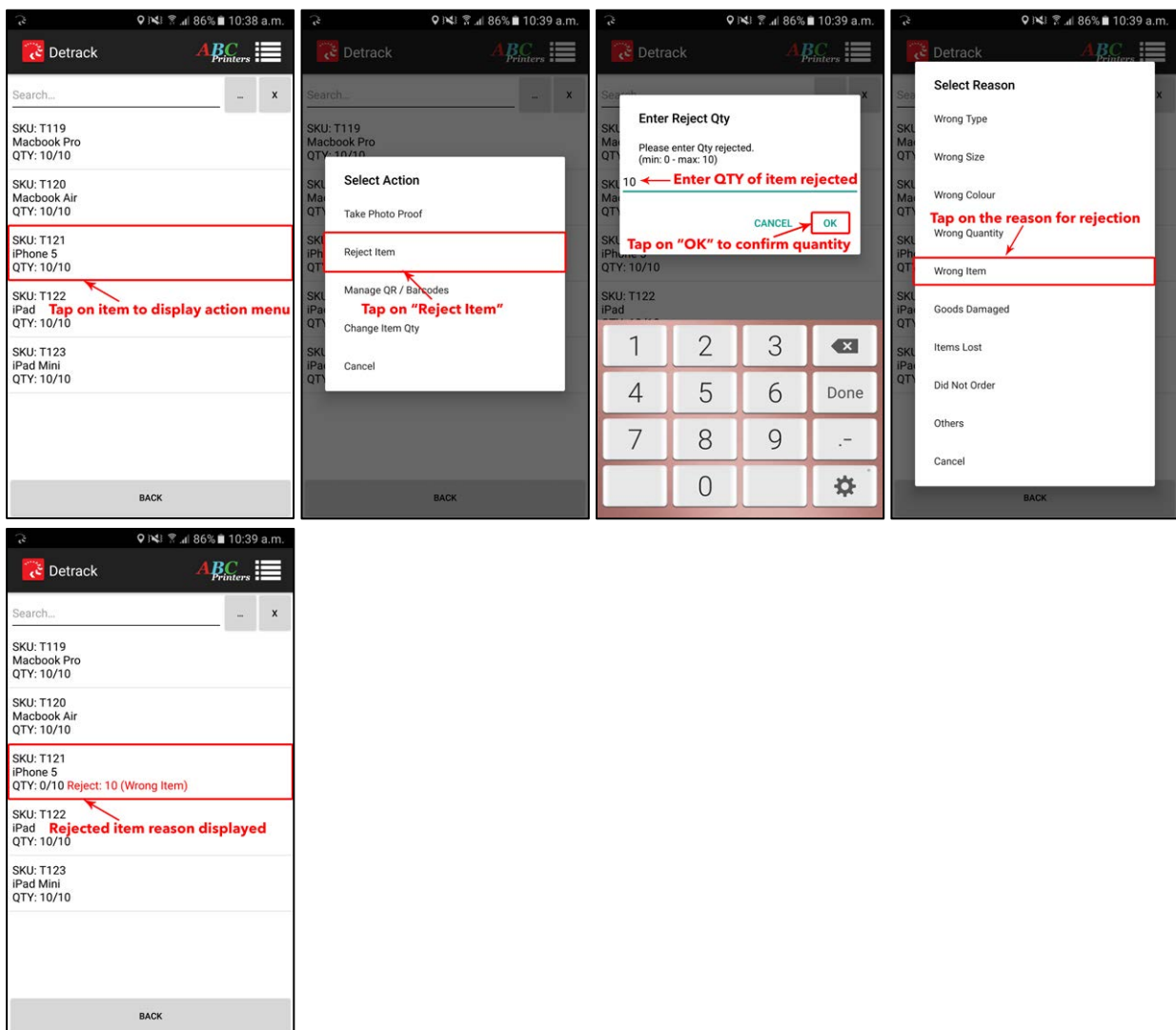
## 2.4 How To Remove Photo Proof For Collection



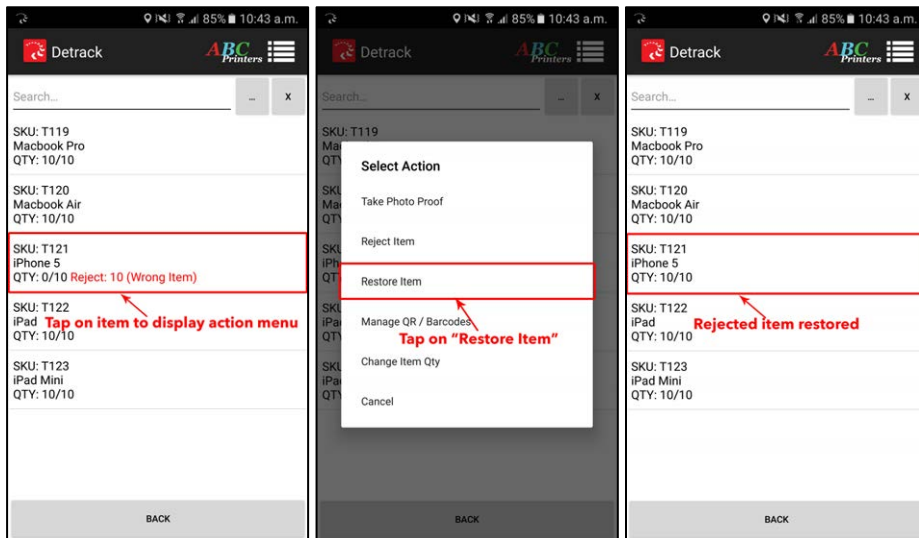
## 2.5 How To View Collection Items



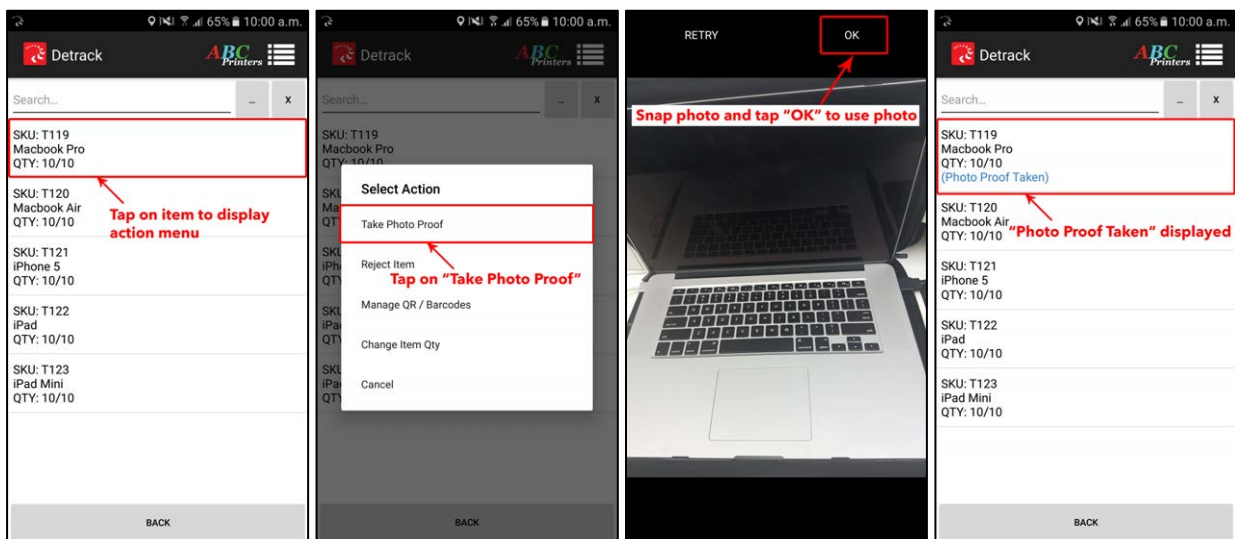
## 2.6 How To Reject Collection Item



## 2.7 How To Un-reject Collection Item

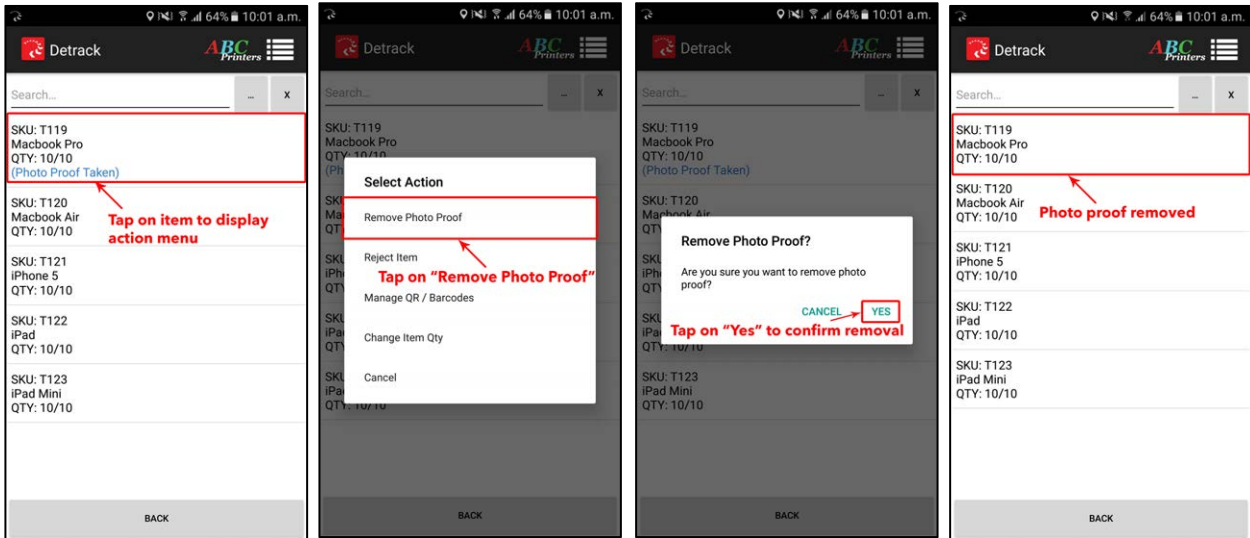


## 2.8 How To Take Photo Proof For Collection Item

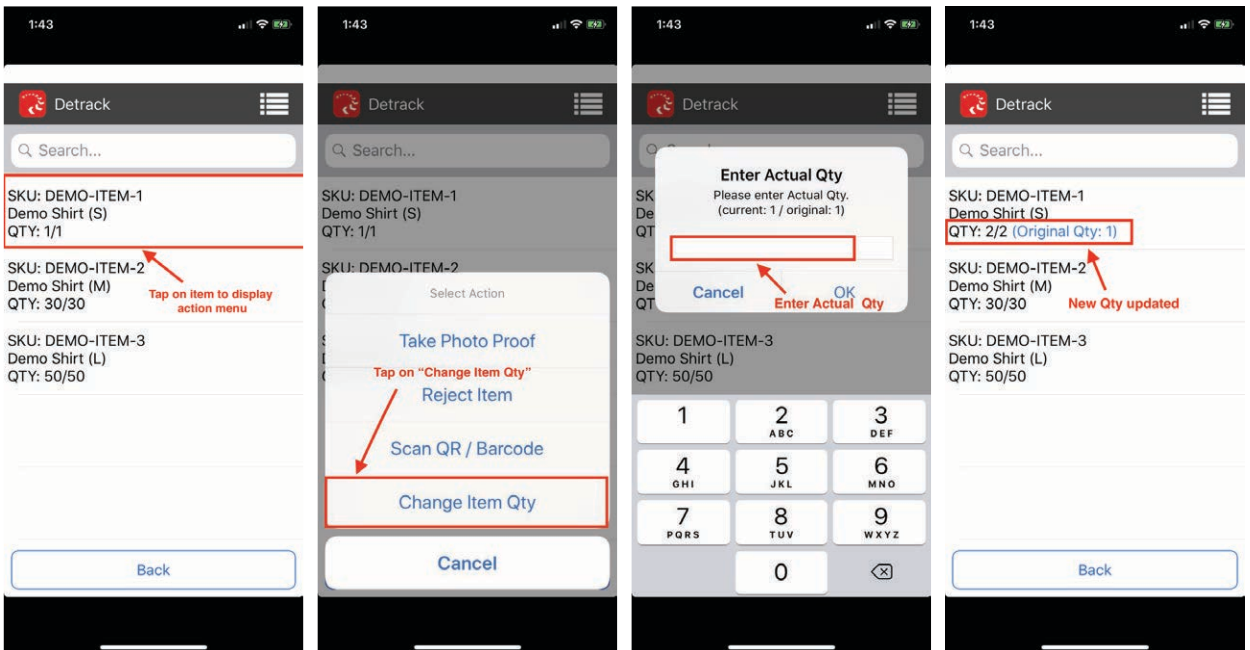




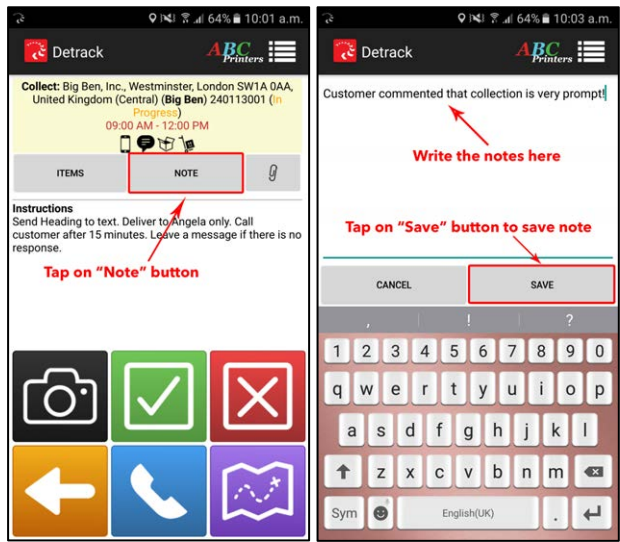
## 2.9 How To Remove Photo Proof For Collection Item



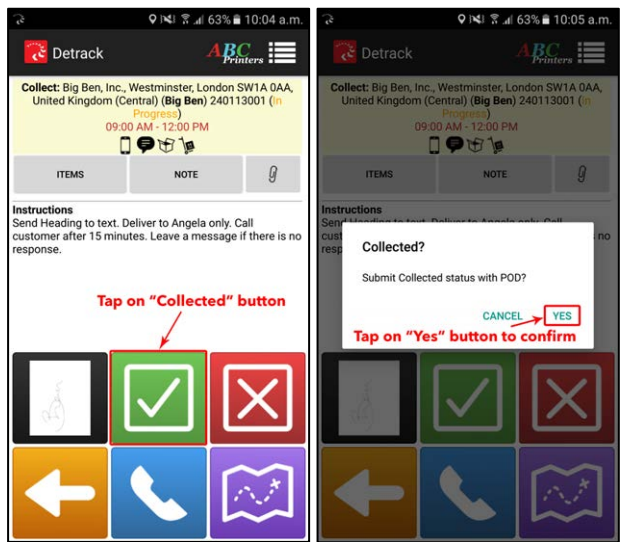
## 2.10 How To Change Quantity For Collection Item



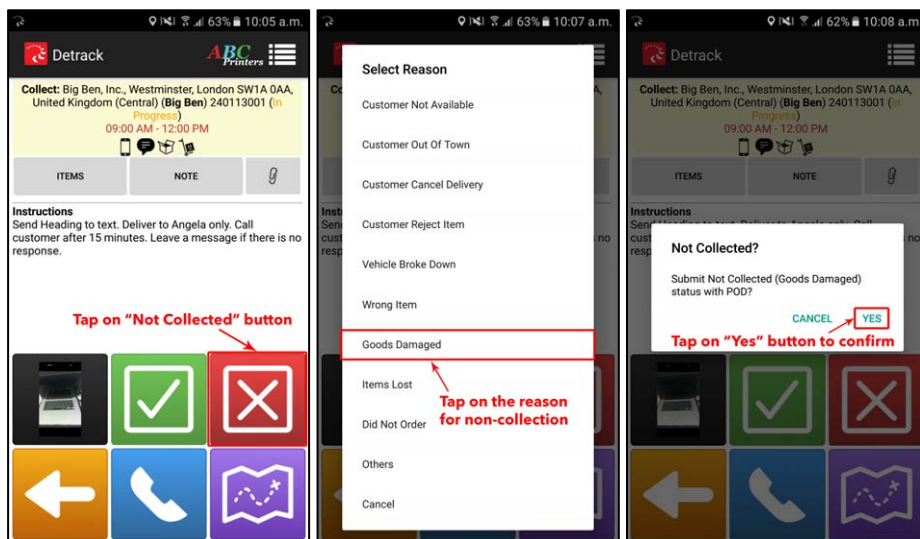
### 2.11 How To Write Note For Collection



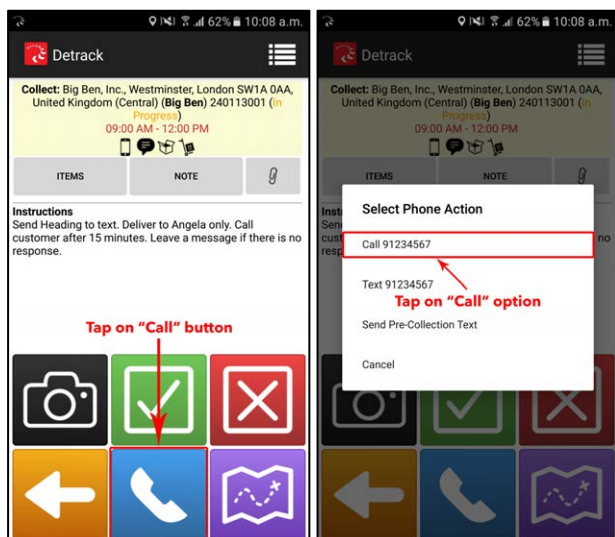
### 2.12 How To Submit Collected Status



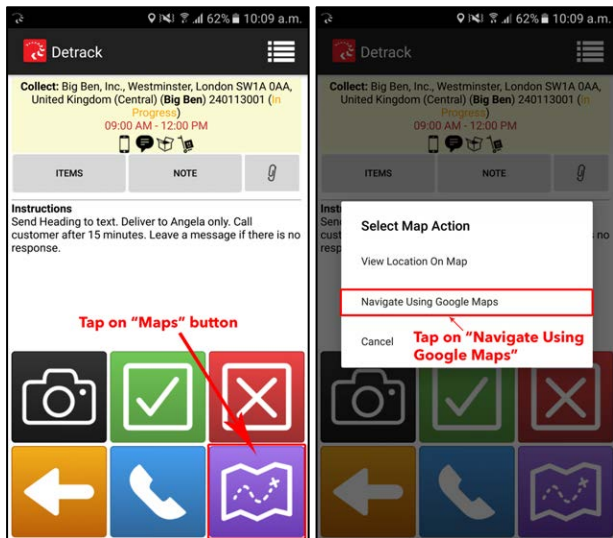
## 2.13 How To Submit Failed Collection Status



## 2.14 How To Call Sender

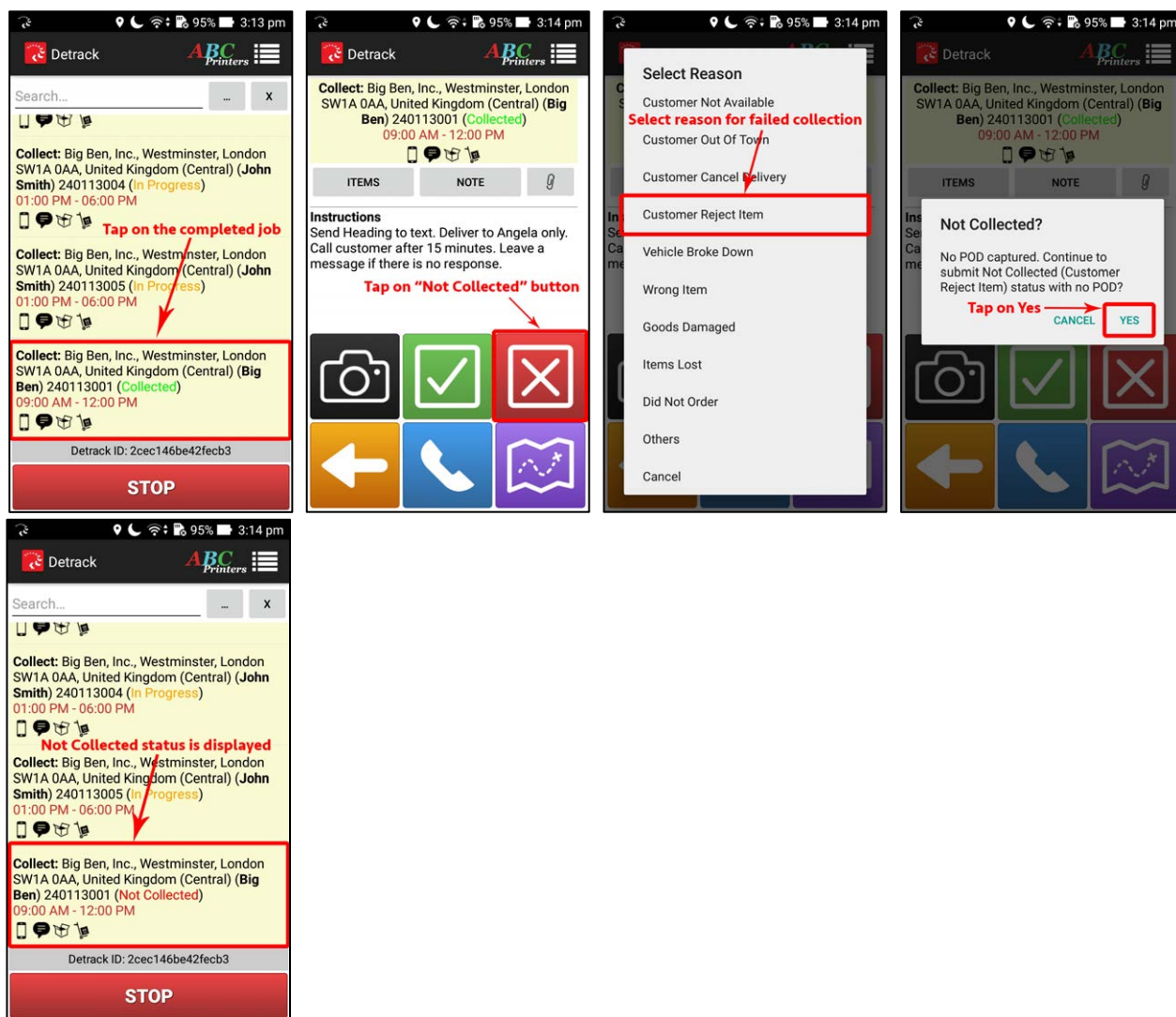


## 2.15 How To Start GPS Navigation To Collection Location



\* Please note that phone has to grant permission to the Detrack app to allow locations and GPS access.

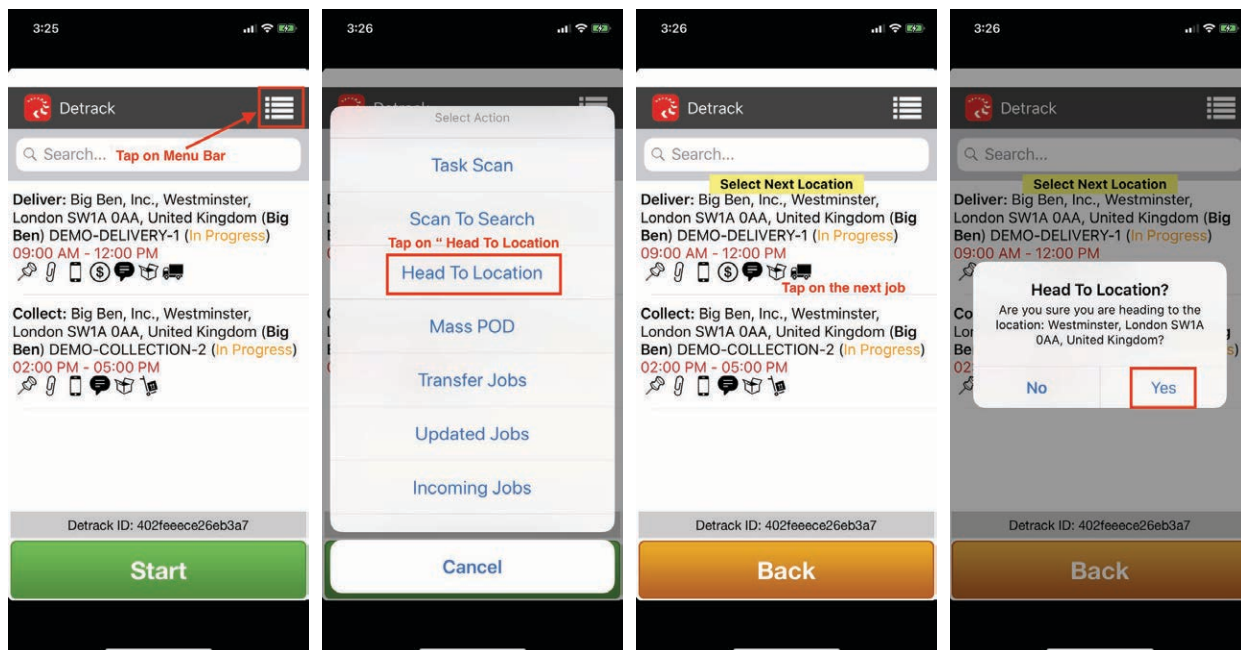
## 2.16 How To Resubmit A Wrongly Sent / Failed Collection Status



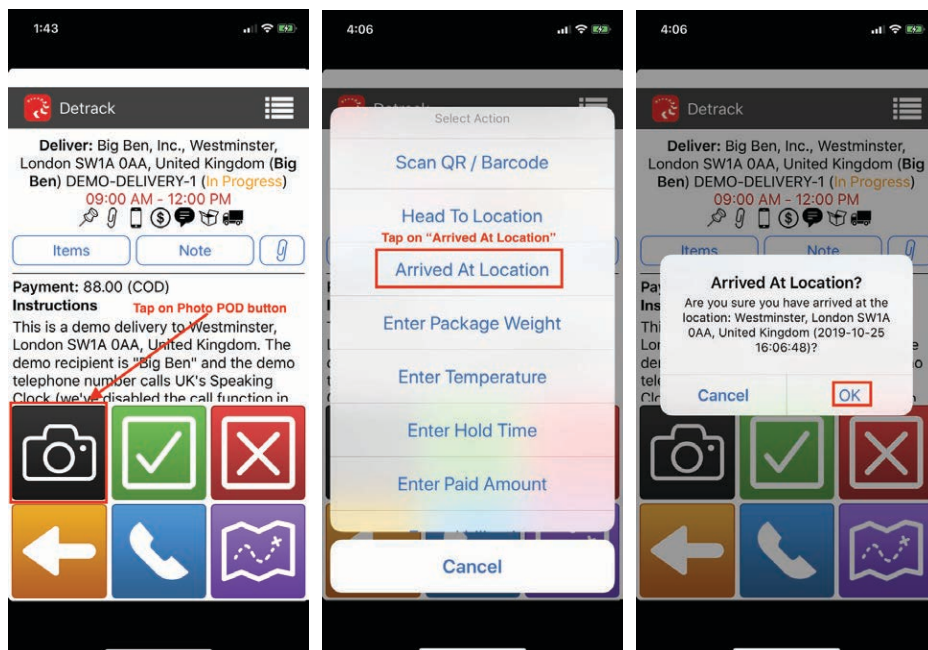
The driver can always override the collection status for any collection that happens on the same day. All they have to do is to click on the same collection on the driver's Detrack App, capture and re-submit the POD. The system will capture and reflect the latest POD status.



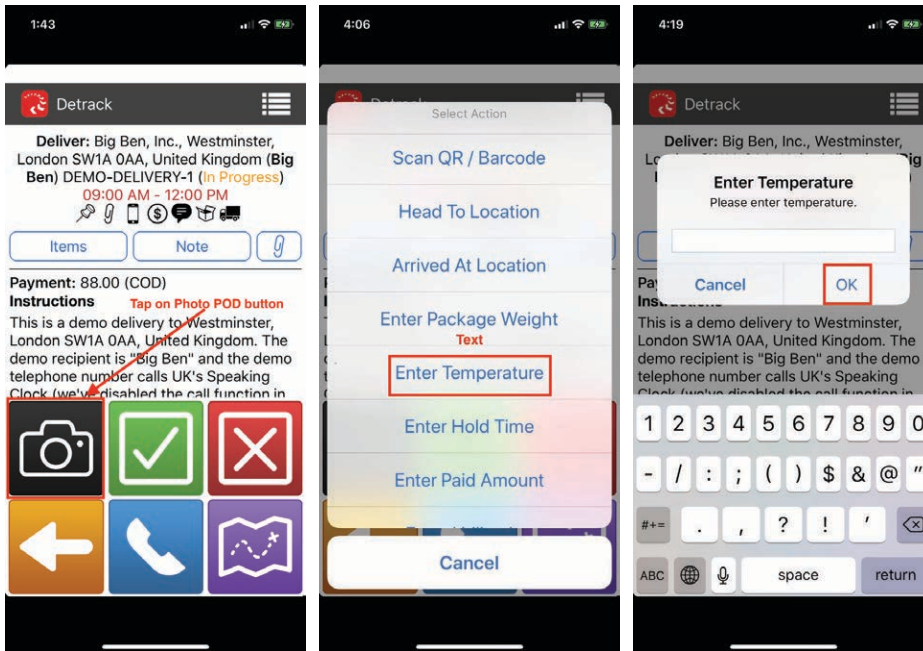
## 2.17 How To Start Head To Location Status



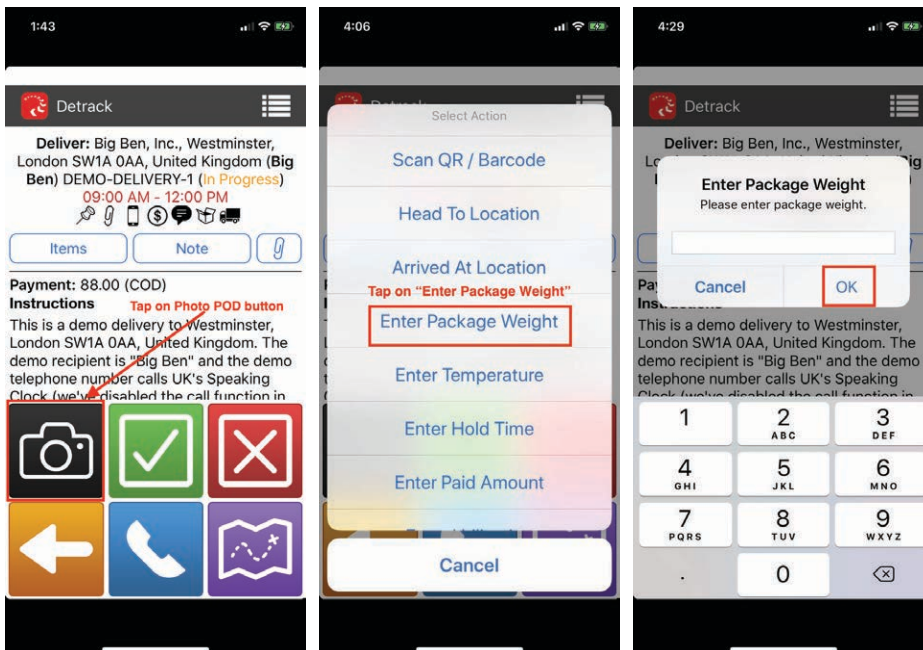
## 2.18 How To Select Arrived At Location Status



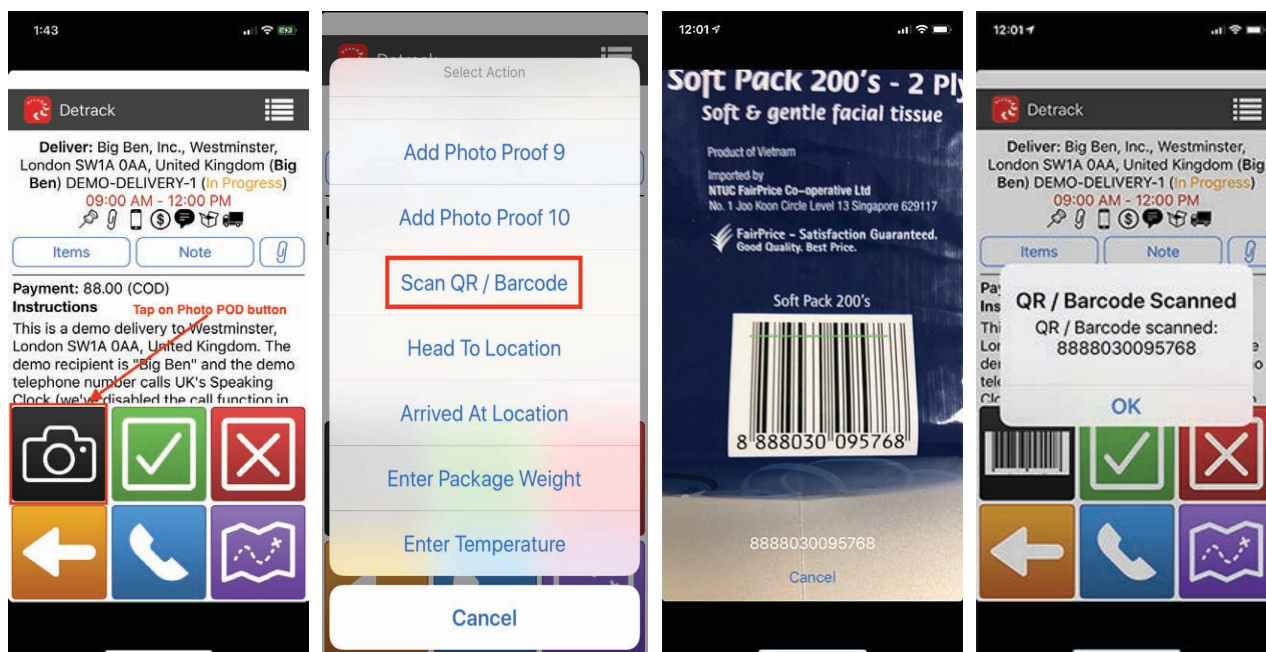
## 2.19 How To Enter The Temperature



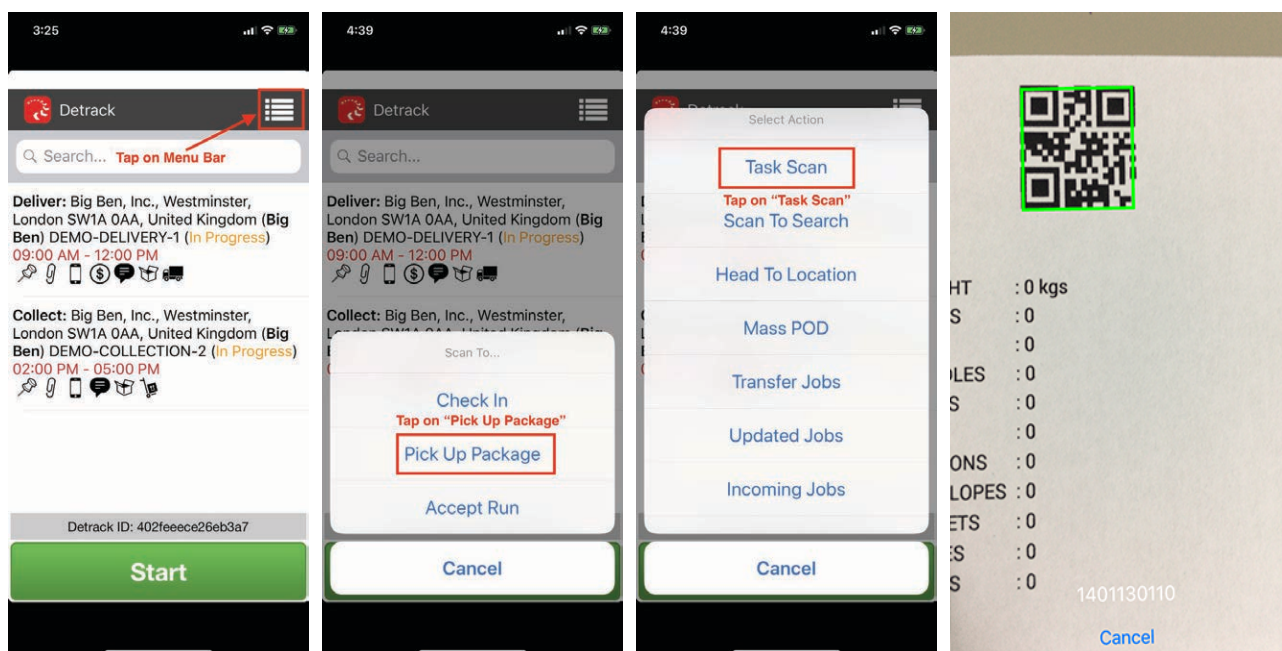
## 2.20 How To Enter The Weight



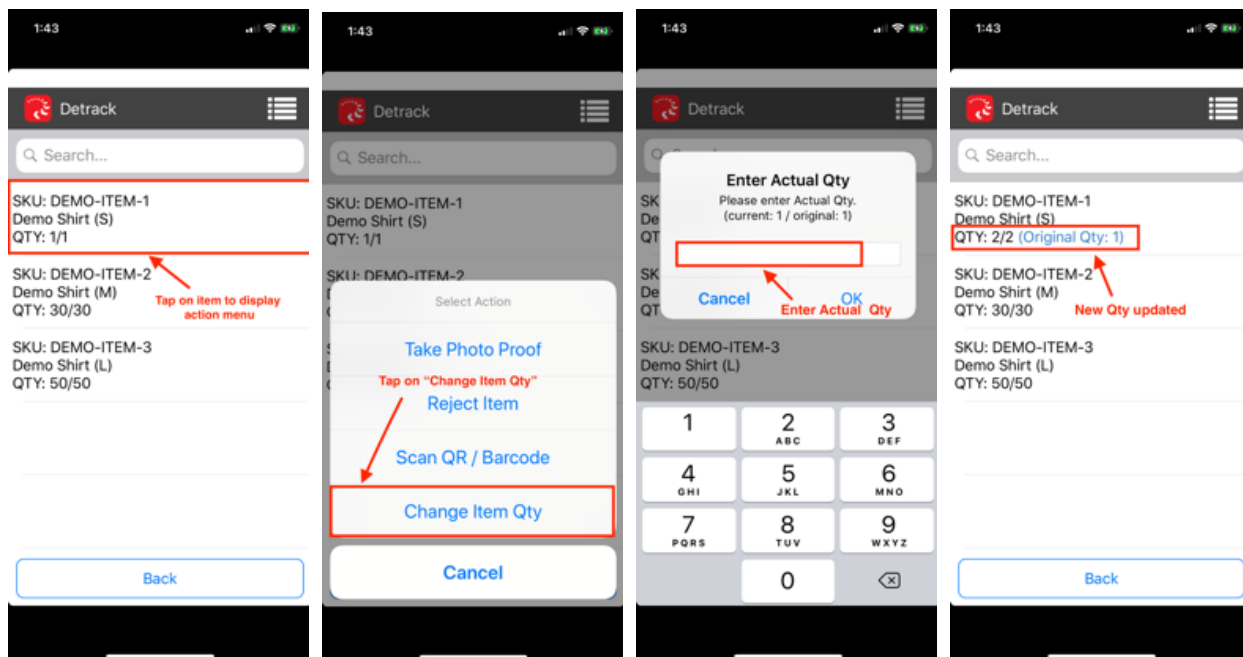
## 2.21 How To Scan And Enter Job Barcode



## 2.22 How To Scan To Pick Up Packages



## 2.23 How To Change Quantity For Delivery Item



Please visit Detrack tutorial page at <https://www.detrack.com/tutorials/v2/> to learn more about Detrack and its functionality.

We hope you will enjoy using Detrack. For additional help, just drop us an email at [support@detrack.com](mailto:support@detrack.com).

Website: <https://www.detrack.com/>