

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

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Q Search	<u>E</u>	Q Search	æ	Q Search	500 S
SKU: SKU1 Apple QTY: 0/10 Reject: 10 (Goods In Poor Condition)		SKU: SKU1 Apple QTY: 0/10 Reject: 10 (Goods In Poor Condition)		SKU: SKU1 Apple QTY: 10/10	
SKU: SKU2 Banana QTY: 10/10 Tap on the reject	 ed item	SKU: SKU2 Banana QTY: 10/10		SKU: SKU2 Banana QTY: 10/10 Rejected item	 restored
to display action SKU: SKU3 Cake QTY: 10/10	menu 	Select Action Tap of Take Photo Proof "Restore	n Item"	SKU: SKU3 Cake QTY: 10/10	
SKU: SKU4 Durian QTY: 10/10		× Reject Item		SKU: SKU4 Durian QTY: 10/10	
SKU: SKU5 Egg		Manage QR / Barcodes Change Item Oty		SKU: SKU5 Egg QTY: 10/10	
ВАСК		CANCEL		ВАСК	_

1.8 How To Take Photo Proof For Delivery Item

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DETRACK	=	DETRACK	=		DETRAC	=
Q Search	æ	Q Search	99 19		Q Search	#
SKU: SKU1 Apple QTY: 10/10		SKU: SKU1 Apple QTY: 10/10			SKU: SKU1 Apple QTY: 10/10 Photo Proof Tal	
SKU: SKU2 Banana QTY: 10/10 Tap on the item to display item menu		SKU: SKU2 Banana QTY: 11 Tap on "Take Photo Proof" option		TR.	SKU: SKU2 Banana QTY: 10/10	
SKU: SKU3 Cake QTY: 10/10		SKU: SKU3 Cake Select Action			SKU: SKU3 Cake QTY: 10/10	Photo Proof Successfully Taken
SKU: SKU4 Durian QTY: 10/10		 Take Photo Proof X Reject Item 			SKU: SKU4 Durian QTY: 10/10	
SKU: SKU5 Egg QTY: 10/10		Hanage QR / Barcodes		Tap "OK" to use photo	SKU: SKU5 Egg OTY: 10/10	
ВАСК		CANCEL		Retake Use Photo	_	ВАСК



1.9 How To Remove Photo Proof For Delivery Item

1.10 How To Change Quantity For Delivery Item



5:39	9:20 🕇	. II 🗢 96
DETRACK	DETR/	
COLLECT : D6 S0 Jurong Port Road B1-3 Ja Buroh Warehouse Complex 619103 Singapore 1047 Detrack In Pro ITEMS(5) NOTE PAYMENT: INSTRUCTIONS Leave at doorstep Tap on "Note"	gress 50.00 button	your note mer commented that delivery is ood Write the notes here
	Тар	ANCEL

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







* 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





- 1. 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.
- 2. Please note that when a POD status is resent, it will trigger delivery status email notifications. If you need to override or change the status of a completed delivery without your driver doing the overriding.

1.17 How To Transfer Job From Driver To Driver

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DETRAC Tap on Menu bar	DETRACK		Q =	DETRACK	QE
Q Search	Select Action	① You are in Trans	sfer Jobs Mode	(i) You are in Transfer Jo	bs Mode
DELIVER : D6	B Scan QR to add device	Select job to transfe	r Eng	DELIVER : D6	0
90 Jurong Port Road B1-3 Jalan Buroh Warehouse Complex 619103	🚟 Task Scan	DELIVER : D6	©	90 Jurong Port Road B1 Buroh Warehouse Com Singapore	1-3 Jalan Iplex 619103
Singapore 1046 Detrack ③ ① ⑦ ⑦ 10 model in Progress	Summary	Buroh Warehouse Singapore	Complex 619103	1046 Detrack ③ □ ⊕ ❤	In Progress
DELIVER : D3	ເອີຍີ່ Scan To Search	1046 Detrack ⑤ □ ፡ · · · · · · · · · · · · · · · · · ·	In Progress	DELIVER : D3	
Dummy Address 413 ETA:13:30 Detrack	${}_{\mathbb{S}}^{2}$ Head To Location	DELIVER : D3 O Dummy Address		Dummy Address 413 ETA:13:30 Detrack	In Progress
	Mass POD	413 ETA:13:30 Det	track	DELIVER : D1	
Dummy Address 1 15 Detrack		DELIVER : D1		Dummy Address 1 15 Detrack	
In Progress DELIVER : D2	C Updated Jobs	Dummy Address 1 15 Detrack	In Progress	 Select Driver Lary Android 	
Somewhere Street 15 Detrack		"Transfer option DELIVER : D2	Tap on "Transfer"	• Pixel	
In Progress	Marketplace	15 Detrack	button In Progress	Select driver	to transfer
STOP Detrack ID: d2b5a7d2b1024352	CANCEL	ВАСК	TRANSFER (1)	CANCEL	

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.





* 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.



1.19 How To Capture Mass POD



1.20 How To Scan Individual Item Barcode



1.21 How To Re-attempt Failed Delivery Job



DETRACK	$Q \equiv$				
Q. Search	<u>Eng</u>				
Ø	In Progress				
DELIVER : D1					
Dummy Address 1 15 Detrack					
	In Progress				
DELIVER : D2					
• Somewhere Street The delivery status reset to "In Progress"	In Progress				
DELIVER : D4					
Oummy Address 1 6 Detrack					
	In Progress				
DELIVER : D5					
 20 Bukit Batok Crescent 05-20 658080 Singapore 1042 Detrack 					
0.00	In Progress				
STOP					
Detrack ID: d2b5a7d2b1	Detrack ID: d2b5a7d2b1024352				



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









2.4 How To Remove Photo Proof For Collection

2.5 How To View Collection Items

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	≡	DETRAC	≡
COLLECT : D6		Q Search	5
Buroh Warehouse Complex 619103 Singapore 1047 Detrack	ess	SKU: SKU1 Apple QTY: 10/10 SKU: SKU1 You can filter the items list by typing here	
PAYMENT: 5	50.00	SKU: SKU2 Banana QTY: 10/10	
INSTRUCTIONS Leave at doorstep Tap on "Items" to	outton	SKU: SKU3 Cake QTY: 10/10	
		SKU: SKU4 Durian QTY: 10/10	
		SKU: SKU5 Egg QTY: 10/10	
	××	ВАСК	

2.6 How To Reject Collection Item



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		≡
Q Search		
SKU: SKU1 Apple QTY: 0/10 Re Poor Condition	eject: 10 (Goods In on)	
SKU: SKU2 Banana QTY: 10/10	Rejected item reason displayed	
SKU: SKU3 Cake QTY: 10/10		
SKU: SKU4 Durian QTY: 10/10		
SKU: SKU5 Egg OTY: 10/10		
	BACK	



2.7 How To Un-reject Collection Item

2.8 How To Take Photo Proof For Collection Item

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DETRAC			DETRACK	Ξ
Q Search	Q Search		Q Search	<u>"</u>]
SKU: SKU1 Apple QTY: 10/10	SKU: SKU1 Apple QTY: 10/10		SKU: SKU1 Apple QTY: 10/10 ··· Photo Proof Taken	
SKU: SKU2 Banana QTY: 10/10 Tap on item to display action menu	SKU2 SKU2 Banana QTY: 10/10 Tap on "Photo Proof"		SKU: SKU2 Banana "Photo Proof Taken" QTY: 10/10 displayed	
SKU: SKU3 Cake QTY: 10/10	SKU: SKU3 Cake Select Action		SKU: SKU3 Cake QTY: 10/10	
SKU: SKU4 Durian QTY: 10/10	 Take Photo Proof X Reject Item 	Snap photo and tap "OK" to use photo	SKU: SKU4 Durian QTY: 10/10	
SKU: SKUS Egg QTY: 10/10	Hanage QR / Barcodes		SKU: SKU5 Egg	
ВАСК	CANCEL	Retake Use Photo	ВАСК	



2.9 How To Remove Photo Proof For Collection Item

2.10 How To Change Quantity For Collection Item



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DETRAC	DETRACK
COLLECT : D6 S0 Jurong Port Road B1-3 Jalan Buroh Warehouse Complex 619103 Singapore 1047 Detrack In Progress ITEMS(5) NOTE PAYMENT: 50.00 INSTRUCTIONS Leave at doorstep Tap on "Note" button	Write your note Customer commented that delivery is very good Write the notes here
	Tap on "Save" button to save note CANCEL SAVE

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







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



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DETRAC	Q≡	DETRAC	≡	DETRAC	≡	DETRAC	≡
DELIVER : DO123 75-80 Vyse St, Birmingh United Kingdom	am B18 óHA,	COLLECT : DO1234 75-80 Vyse St, Birmin United Kingdom (Rac	ngham B18 óHA, hel) Collected	COLLECT : DO1234 75-80 Vyse St, Birmi United Kingdom (Rac	ingham B18 6HA, chel)	COLLECT : DO1234 75-80 Vyse St, Birr United Kingdom (R	mingham B18 óHA, achel) Collected
COLLECT : DO1234 • 75-80 Vyse St, Birmingh	am B18 6HA,	ITEMS(0) NOT	e 🖉	ITEMS(0) NOT	E Ø	ITEMS(0)	OTE 🖉
United Kingdom (Rachel)	Collected	INSTRUCTIONS N/A		INSTRUCTIONS N/A		INSTRUCTIONS N/A	
Tap to the collected	l job	Tap on "Not Coll	ected" button	Select R	eason	Not Co No POD captured. Not Collected ((status with CANCEL	Ilected? Continue to submit Customer rejects) th no POD? YES
		0		Customer is not available Customer rejects Bad weather	e	Tap 'Yes'	
STOP		← <		Bad traffic CANC	CEL		
4.30 💙	:!! ? 🗊						
DETRACY	Q≡						
DELIVER : DO123 • 75-80 Vyse St, Birmingh w COLLECT : DO124 • 75-80 Vyse St, Birmingh United Kingdom (Rachel) w Not Collected is	am B18 6HA, In Progress am B18 6HA, Not Collected s displayed						
STOP							

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



Detrack Driver Guide

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DETRACK	$Q \equiv$
DELIVER : 1401130110	
Oummy Address 1 6 Detrack	
	In Progress
STOP	
Detrack ID: d2b5a7d2	b1024352
	_

Please visit Detrack tutorial page at <u>https://www.detrack.com/tutorial</u> 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.

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

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