Courier Complete Mobile 2:

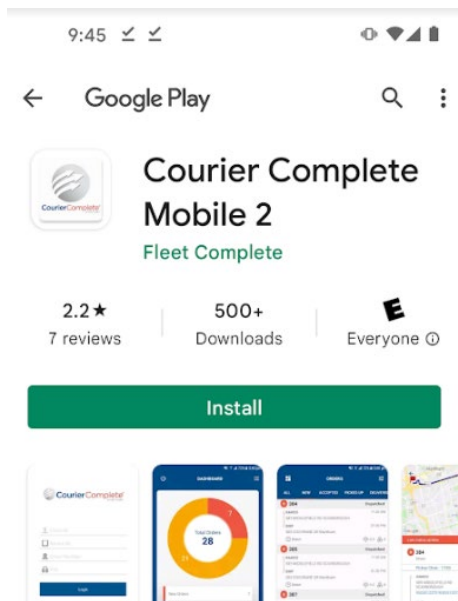# Android Instructions

Download the Application

COURIER COMPLETE MOBILE (CCMOBILE) Our app can be used on any Android and IOS (Apple) device (phone and/or tablets). On your mobile device, please ensure your Wifi and/or cellular data is turned ON before beginning the ccMobile setup.

1. Go to your devices app store (Android is Play Store, and Apple is App Store)

    a. Android: https://play.google.com/store/apps/details?id=com.fc.ccmobilecore&hl=en_CA

    b. Apple: https://apps.apple.com/ca/app/courier-complete-mobile-2/id1467790211

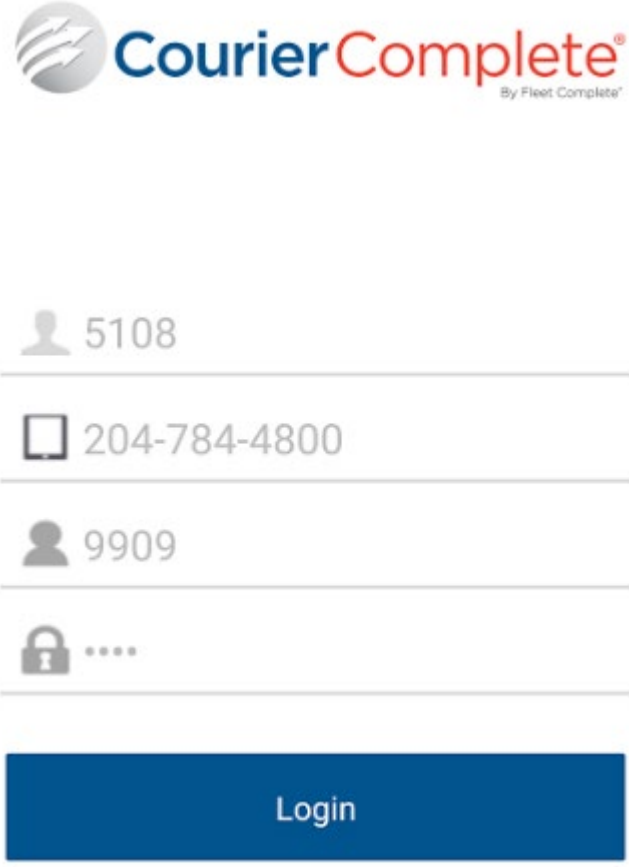2. Download the app. Install & Open when Finished.

*Please note the instructions below were made on an Android device. The Apple/Iphone images will look slightly different. *

Courier Complete Mobile 2 - For Android:

- **Logging in**
- **Accepting an Order**
- **Picking Up an Order**
- **Delivering an Order**
- **Taking a Photo to Verify Order's Delivery**

Open the App & Login:

1. Login with your Personal Details: **Example below is for Sydney Anderson:** **Client ID:** 5108 (Everyone uses this ID) **Device ID:** 'Phone' field of the corresponding driver in Courier Complete **Driver Number:** 'Driver Number' field of the corresponding driver in Courier Complete **PIN:** 'Password' field of the corresponding driver in Courier Complete, I.e. below: Email: Subscriber #: Password: 🔴 xxxx Dispatch Note: *Note this can be changed by you at any time **2. Click Login**	**Courier Complete®** By Fleet Complete® 👤 5108 ▢ 204-784-4800 👤 9909 🔒 •••• Login

New/Pending Order → to Accept Order:

3. **The Screen to the Right will appear**

Definitions for Each Tab:
a. New Orders – orders that have been dispatched but not accepted.
b. Accepted – orders that have been accepted and awaiting Pickup.
c. Picked Up – orders that have been picked up and awaiting Delivery.
d. Delivered – orders that have been delivered.

Click on any of the statuses to bring you to the appropriate list of orders based on the status selected.

4. **Order Lists:**
Click into one of the status options. An Order List appears which provides a list of orders within the status selected:
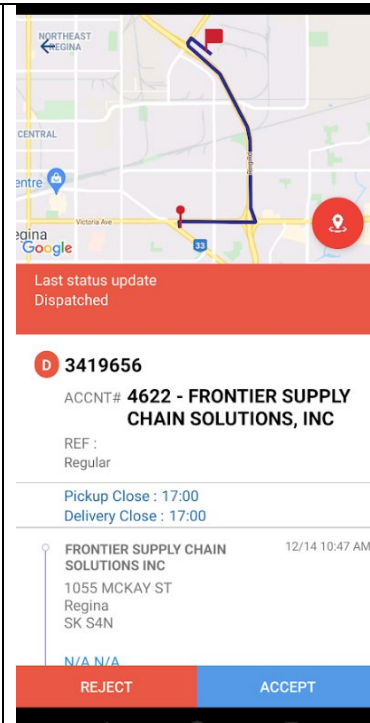**i.e. "New Orders"**

5. Order Details:

Click into one of the order Numbers **i.e. 3419656** – This provides the order details and allows the driver to:

a. Click on the address to open up maps to get turn by turn directions.

b. Click on the phone number (if available) to initiate call.

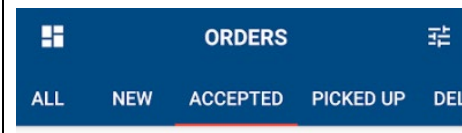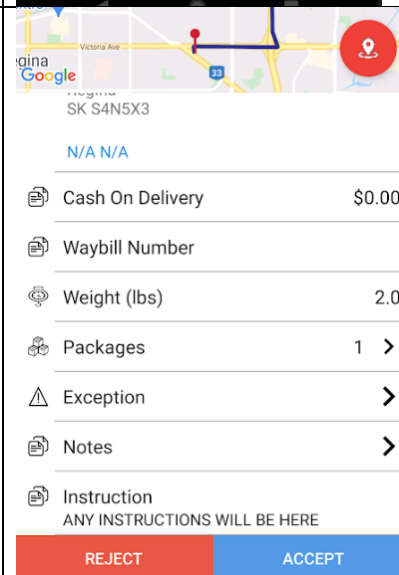## 6. Order Details Continued:

c. Update status of the order.

d. Packages – update the package info

e. Photos – take photo's that will be associated with the order.

f. Exception – set an order exception status (ie. Delayed).
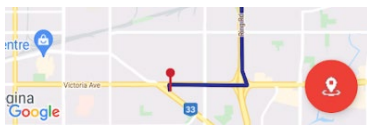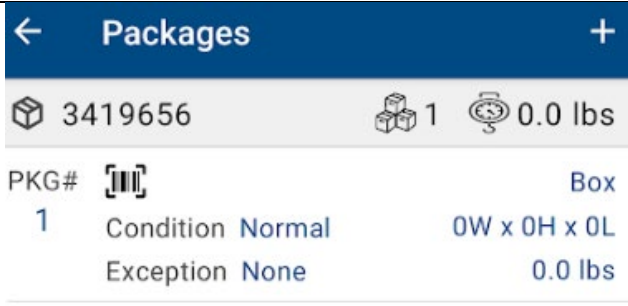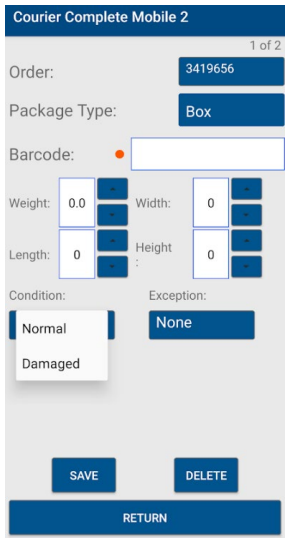
g. Notes – enter notes about an order.

7. Choose "Accept"

You've now accepted
Ex. **order#3419656**

*Once you choose "accept" the status moves from "New" to "Accepted"

Accepted → Picking Up the Package

8. Once you Pick-up the Package, select "Pickup" at the bottom of the screen. *Follow the Map if needed. (by clicking the red location Icon)"	Regina SK S4N5X3 **PICKUP**
9. Use the barcode scanner beside the PKG # to scan the package. 10. The screen to the right will appear. Click into the text field beside "barcode" and the scanner will appear. 11. Once the code is scanned, it will beep and log the barcode. Click save. 12. Package will "update", then choose Pick-up again. *Notice the Status moves from Accepted to Picked Up	← **Packages** + ⬚ 3419656 ⬚1 ⊙ 0.0 lbs PKG# 〔IIl〕 Box 1 Condition Normal 0W x 0H x 0L Exception None 0.0 lbs **Courier Complete Mobile 2** 1 of 2 Order: 3419656 Package Type: Box Barcode: ● [ ] Weight: 0.0 Width: 0 Length: 0 Height: 0 Condition: Exception: Normal None Damaged SAVE DELETE RETURN ▦ **ORDERS** ⚙ ALL NEW ACCEPTED ●PICKED UP DEL

Picked up → to Delivering the Package

13. Follow the Map if needed. Once the package is at its end location, click "Delivered"	Last status update Picked Up at 12/14 11:47 AM **P** 3419656 ACCNT# **4622 - FRONTIER SUPPLY CHAIN SOLUTIONS, INC** REF : Regular Pickup Close : 17:00 Delivery Close : 17:00 FRONTIER SUPPLY CHAIN SOLUTIONS INC 12/14 10:47 AM 1055 MCKAY ST Regina SK S4N N/A N/A **DELIVER**
14. The screen to the right will appear, Click deliver again after scanning the item.	← **Packages** + ⬙ 3419656 ⬙1 ⬙ 0.0 lbs PKG# ▮▮▮ 062600062987 Box 1 Condition **Damaged** 0W x 0H x 0L ✓ Exception **None** 0.0 lbs **DELIVER**
15. The Screen to the Right will appear. In the text box, type "NSR" (No Signature Required) and select "Deliver" *Notice that the status of the order moves from "picked Up" to "Delivered"	← Order 3419658 CANCEL CLEAR DELIVER Name NSR Signature ⬙ **ORDERS** ⬙ NEW ACCEPTED PICKED UP DELIVERED **D** 3419656 Delivered at 12/14 12:08 PM
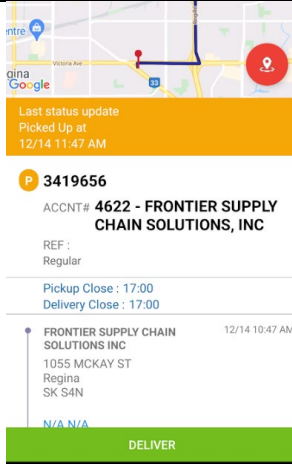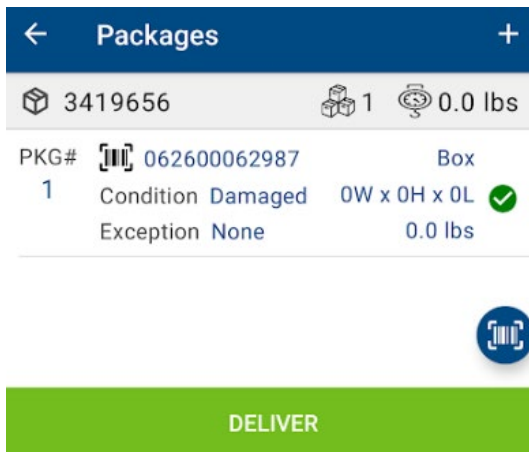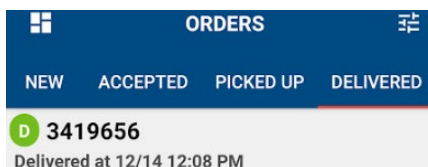
Delivered → Take a Photo to Verify the package's delivery.

16. Under the "Delivered" status tab, select the delivered order# that you just delivered

ORDERS

NEW   ACCEPTED   PICKED UP   **DELIVERED**

D 3419656
Delivered at 12/14 12:08 PM

17. Scroll down and click into "Photos"

N/A N/A

Cash On Delivery	$0.00
Waybill Number	
Weight (lbs)	2.0
Packages	1 >
Photos	0 >
Exception	>
Notes	>
Instruction	

ANY INSTRUCTIONS WILL BE HERE

ORDER COMPLETED

18. Click into the POD and click the red camera icon at the bottom to take a photo.

← **Image Categories**

POD ●	0 >
Package	0 >
Other	0 >

19. Once you take the photo, choose the back button to keep the photo, or garbage icon to retake the photo.

← ● **POD**

20. When you go back to view the order details, you can see that the photo has been saved.

Weight (lbs)	2.0
Packages	1 >
Photos	● 1 >