

ACORDEX “mobile dispatch” app

- Tap on “Mobile Dispatch” app, log in with your “last name” and your “Driver Number” (Doesn’t matter if you type in uppercase or lowercase)
 - For example: Last name: smith, Driver password: e123
- When a Dispatcher assign and dispatch the shipments, it will be shown on your phone:
 - **Brown**: Pickups
 - **Yellow (Mustard)**: Deliveries
- The app mapping feature can show your stop location. To view the stop location, select a stop, tap “**View Map**” (next to the shipper and consignee heading)
- To refresh the screen, single-tap on the back button (the rectangle sign)

1. For Delivery Stop

- Select the Delivery (Yellow) stop, tap on “**En Route**” when you are going on delivery, it will change the color of that selected stop from **Yellow** to **Orange**
- When arrived at the destination, tap on “**Arrived**” button, it will change the color from **Orange** to **Purple**
- Tap on “**Delivered**” button to confirm your **Delivery**, Popup:
Type down the name in the “**Signed By**” row
 - On the “**Result**” row, select the applicable options for the deliver (“**DELIVERY COMPLETE**”, “**DELIVERY DAMAGED**”, “**DELIVERY SHORT**”, “**NO SIGNATURE REQUIRED**”)
 - Tap on the “**Accessorial**” blank field and select the applicable option, you can select multiple accessorial options as well, if needed. (Examples are Power Tailgate used, delivery to a residence, inside delivery used. Etc.)
 - Tap on “**Get Signature**”, and let the consignee draw their signature
Tap “**OK**” to complete/confirm that delivery stops, it will change the color from **Purple** to **Dark Blue**
- If the Delivery cannot be processed, tap on “**Not Delivered**” button, type down the person you speak to, select the reasons why the stop is not delivered (**BUSINESS CLOSE, REFUSED**), add comments if needed, tap “**OK**” to complete the stop with “**Not Delivered**” status. It will change the color from Yellow to Grey

2. For Pickup Stop

- Select the Pickup (Brown) stop, tap on “**En Route**” button when you are going to pickup, it will change the color of that selected stop from **Brown** to **Orange**
- When arrived at the destination, tap on “**Arrived**” button, it will change the color from **Orange** to **Purple**

- Tap on “**Picked Up**” button to confirm your **Pickup**, Popup:
 - Tap on **Pieces/Weight** field, and you can change pieces and weight of that pickup if needed (the update number will be forwarded to dispatcher)
 - Tap on the **Accessorial** field, select the applied options, you can select multiple accessorial options as well, if needed. (Examples are Power Tailgate used, pickup at a residence, Etc.)
 - The **Consignee** Zip field is usually correct based on the real data so no need to change this
 - Type down additional comments if needed
 - Tap “**OK**” to **confirm the pickup**, it will change the color from **Purple** to **Dark Blue**
- If the **Pickup** cannot be processed, tap on “**Not Picked Up**” button, type down the person you speak to, select the reasons why the stop is not picked up (**BUSINESS CLOSE, NO FREIGHT**), add comments if needed, tap “**OK**” to complete the stop with “**Not Picked Up**” status. It will change the color from **Brown** to **Grey**

3. When you are driving:

Mobile Dispatch screen will turn to: (This disables the screen during motion as a safety feature)

- **Black** the moment you start moving more than 5 MPH. It will light back up once the vehicle has stopped moving. You should only use the tablet if your truck is stopped and off of any public road.
- **Green** if someone sends you a new message.
- **Red** if someone sends you an urgent message. The red screen indicates that you should pull over as soon as it's safe. Dispatch may want you to go somewhere that you're about to drive past, or there may be an urgent change of plans.
- **Tan** to indicate that a new pickup has been added to your stop list.

****IMPORTANT NOTE:**

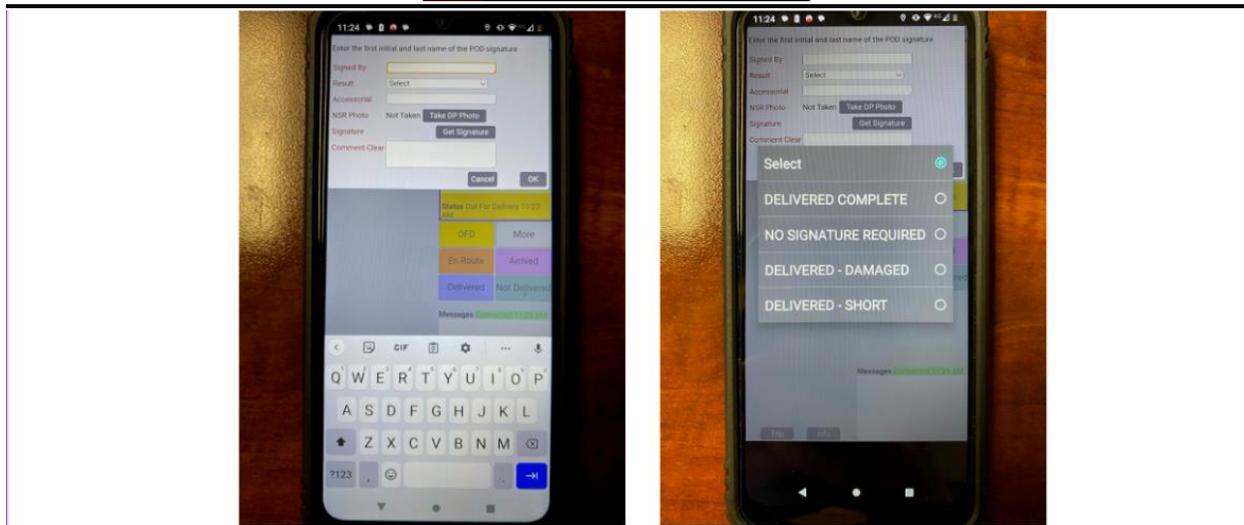
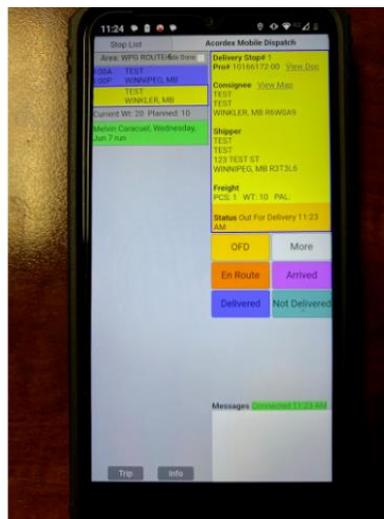
- ✓ **Keep the phone GPS turned On**
- ✓ **Keep the phone WiFi turned Off**
- ✓ **Do not skip on these status buttons on a stop that I just showed, as this will affect/communicate directly to the dispatch**
- ✓ **If you accidentally assign the wrong status to a stop (“En Route”, “Arrived”, etc...), tapping “OFD” while the stop is selected will revert the stop status back to “Out For Delivery” status**

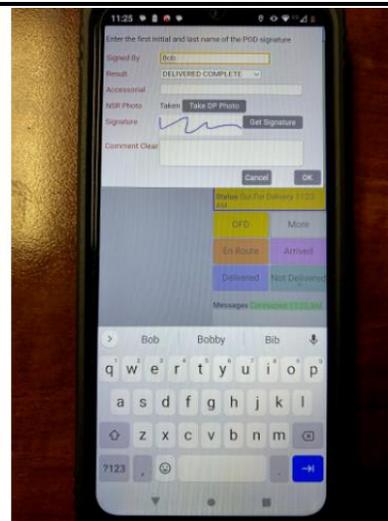
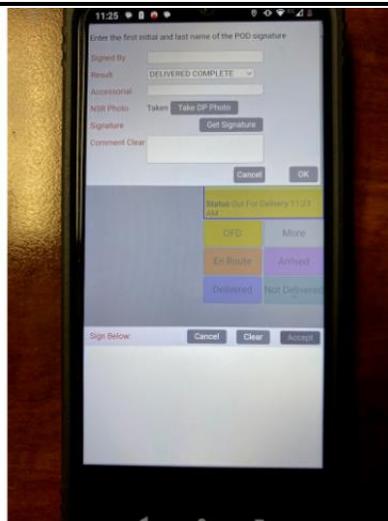
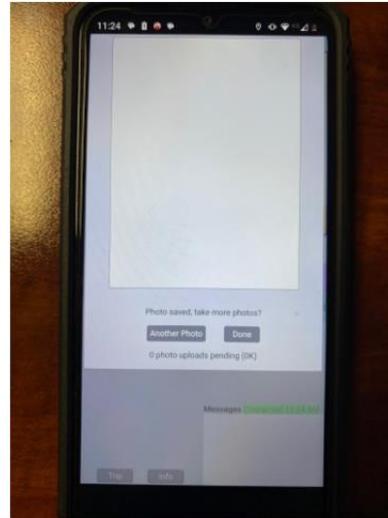
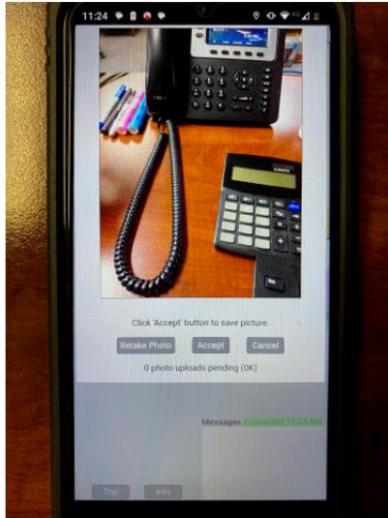
- ✓ If you forget to tap “Arrived” at a stop, tap “Arrived” as soon as you remember. The system will back date the arrival time based on GPS data.
- ✓ Mobile Dispatch may have been set up as the default program assigned to the home button. If it wasn’t, and you’re able to access other apps on the tablet, keep in mind that you won’t receive messages or new pickups until you return to the Mobile Dispatch app.
- ✓ DO NOT lock your device by tapping the power button, to ensure proper communication with the server it is best to always leave the app running

4. At the end of work day: LOG OUT

- Must log out to set your status to “Off Duty”
- To log out, tap “Trip” button (on the bottom left corner), tap on “Logout” button

ACORDEX – DELIVERY screenshots





ACORDEX – PICK UP screenshots

