



## Courier Exchange Mobile App

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# How To Use Our Mobile App (Android)





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# The Courier Exchange mobile app

....the smart way to keep up-to-date.

The new Courier Exchange Mobile App is a powerful tool designed to make load and driver matches quicker and more reliable.

By using our Mobile App on a smartphone, Exchange member drivers can advertise their real-time location and availability, giving easy and immediate visibility to suppliers.

The system also automatically matches drivers with available loads based on their current location.

The Mobile App is a great tool that helps you get the most out of your Exchange membership, making your job quicker, easier and more efficient.

## Why use the Mobile App?

**Maximise your visibility... Get More Work... Increase your profits**


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1. Enhance your exposure on the Exchange - Advertise your availability and load capacity on the Live Availability Map (LAM).
  2. Receive load notifications based on your location.
  3. Update your supplier on the go.
  4. Post your journeys from your mobile device directly to the Exchange.
  5. Reduce "dead" mileage.
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# Introduction

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 This guide explains how to use the Courier Exchange Mobile App and gives you a brief description of each function.











 If you would like to watch our video explaining how the App works click on the link below.  
**<http://youtu.be/D2IAhmlSj0I>**

 This video contains vital information of how to get the most out of the Mobile App and understand how it works.

# Getting started

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To get started follow the steps below to download the Mobile App from the Android Play Store:

-  Click on the 'Play Store' icon on your homescreen. 
-  Click on the magnifying glass icon in the top right corner and type 'Courier Exchange' into the search bar.
-  Click on the magnifying glass icon to search.
-  Tap on the Courier Exchange App icon. 
-  Tap on the 'INSTALL' button and click 'ACCEPT' when the App permission box pops up.
-  The Courier Exchange App will download.
-  Tap on the 'OPEN' button.
-  Remember to add a shortcut of the application to your home screen.

# Using the App

## PLEASE MAKE SURE THAT YOUR MOBILE DATA / WIFI IS TURNED ON WHEN USING THE MOBILE APP.

1. When you have opened the App on your device, sign in using the username and password you have been issued with:

- **Owner Drivers** - please use your Exchange log in details.
- **Companies:** you will need to add drivers to your account and log in credentials will need to be set up – if you require assistance, please call: **0208 896 6733**.

2. You will be asked to enable GPS for the App. Please enable GPS on your device.

The app is designed to work in the background even if you open another app – to check your emails for example. This ensures you have an uninterrupted service as long as you have a mobile data/WIFI signal on your device.

## A quick overview of the 'home screen'

### Tracking:

Tracks your location and displays it on the Live Availability Map (LAM). Tap to turn ON/OFF.

### Notify when Tracked:

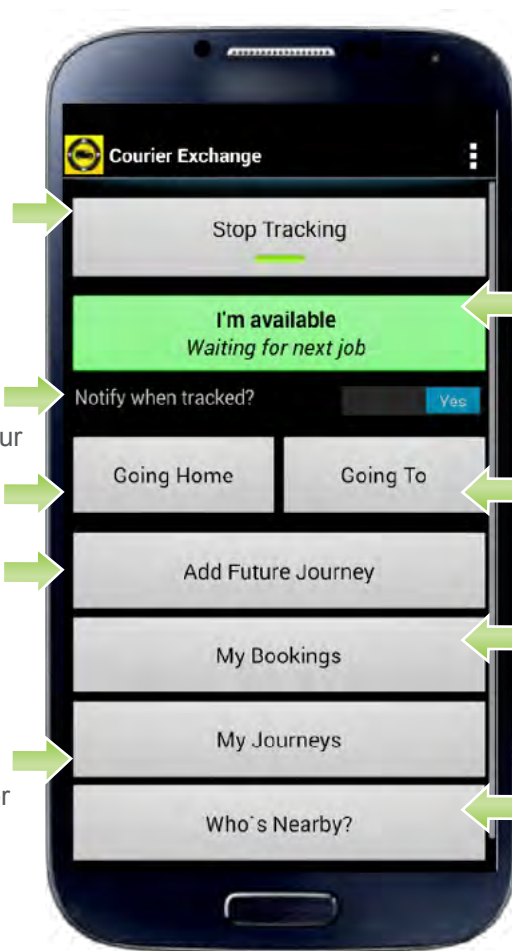
Decide if you want to receive load notifications based on your current location.

### Journeys:

Register your journeys to display them in the 'journeys' section of the Exchange. This will turn on the predictive load matching".

### My Journeys:

Manage your journeys – edit or delete your journeys.



### Availability Status:

Update and advertise your availability on the LAM.

Register your return journey in 3 ways:

- 1 Going Home
- 2 Going To
- 3 Add Future Journey

### My Bookings:

Update the current status of each booking e.g. Let your supplier know you are on site at the pick-up location.

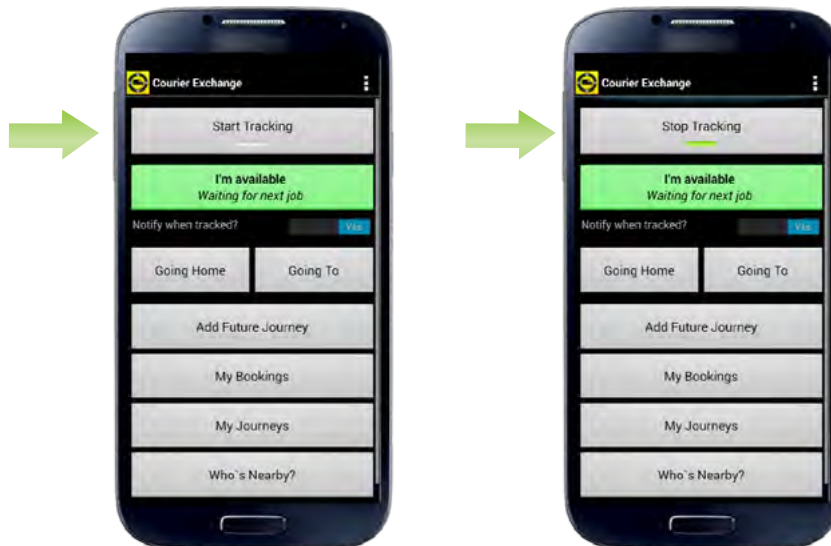
### Who's Nearby:

View the location of other drivers within 30 miles of your current location.

# Tracking

You can turn tracking ON and OFF by tapping on the 'Start Tracking' or 'Stop Tracking' buttons.

To turn tracking on tap on the '**Start Tracking**' button:



To turn tracking off: tap on the '**Stop Tracking**' button.



By enabling tracking, your location will be displayed on the LAM and you will also receive load notifications based on matches with your current location.

## Updating your availability status

By updating your availability status via the Courier Exchange Mobile App you can let other members know if you are available, maybe available or unavailable.

Your availability status will be represented by a colour coded pin on the LAM:

**Green** = Available

**Amber** = Maybe Available

**Red** = Unavailable

To update your availability status, simply tap on the I'm available, I may be available or I'm unavailable button and select the relevant status, message and how long you would like to advertise the status for.

After you have done this, just tap 'Save' – this will ensure that your status has been updated.



### Keep your status as accurate as possible.

When setting the availability status, you can decide how long the status will be valid for - up to 4 hours and after 19:00 three further options appear, which will enable you to keep your status valid until 06:00, 07:00 or 08:00 the following morning.

5 minutes before your selected time, your device will 'ping' and 'vibrate' and the status screen will be opened so the status can be reset.

The reminder feature also appears when updating the 'Loaded' and 'POD' statuses of a received booking (more on this later).

# How to register a journey

Registering a journey from the App is simple and can be completed with just **2-taps!**

Advertise where you are travelling to, now and in the future. Once the return journey is registered it will appear on the Exchange instantly. The system will use the route information to predict where the vehicle will be at any given time on this route and match it with appropriate loads – this is in addition to live load matches, which uses current location.

There are three different ways you can post a journey:

- **Going Home** – posts a journey from your current location to your home location.
- **Going To** – posts a journey from your current location to a destination of your choosing.
- **Future Journey** – post a journey from and to locations which you specify.



# Manage journeys

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You can Add, Edit or Delete any journey which you have registered by clicking on the My Journeys button on the Mobile App.

Once you are in the My Journeys section:

- You can add a journey by clicking on the **Add** button.
- By selecting a journey, you will have the option to edit or delete the selected journey.



### Please Note:

When entering a location name, it will take a moment for the app to search. When it returns its suggestions, simply tap on the correct one.

When registering a journey, you'll be able to enter additional details such as ETA, Capacity Status, Load Weight and Pallet Space Available.

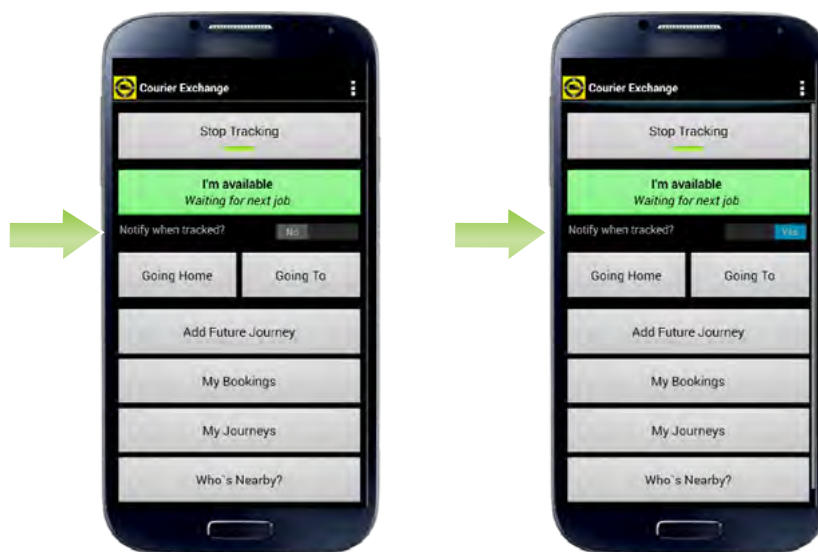
By posting a journey, your journey will be advertised in the 'Return Journeys' section of the website and you will receive 'predictive' notifications for loads along the route specified.



## How to turn notifications ON/OFF when being tracked

You can choose whether or not you would like to receive notifications based on your current location as the mobile app enables you to switch your tracked notifications on or off irrespective of your availability status.

To turn tracked notifications relevant to your current location on or off by tapping the **Notify when tracked** button into the on or off position.



# My Bookings

A list of confirmed bookings and full detail for each booking can be viewed in the My Bookings section. The app allows you to update booking statuses which are sent directly to the supplier (the member that gave you the job).

Each status update can only be done in sequence for example, you cannot jump straight to On Site (Delivery).

When you have selected a booking in the 'My Bookings' section, you will be able to update the following statuses:

**On Site – Pickup**

**Loaded**

**On Site – Delivery**

**Delivered (Enter POD details)**



Each booking status update is date and time stamped and sent as an email to the supplier. The email includes a Google Maps link of the vehicle's current location. Status updates are also displayed in the Exchange diary in real-time.

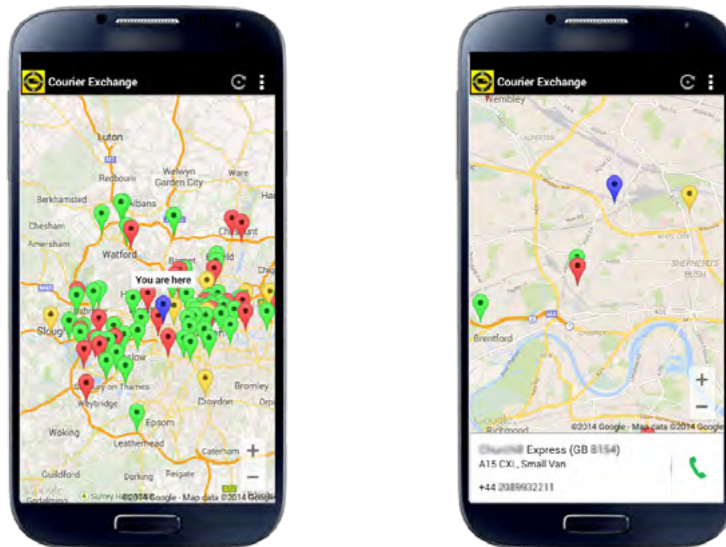
Status updates can also be emailed to any email address via the Pro-Alerts\* feature if required.

\*Available on higher subscription levels.

## Who's Nearby?

You can view a map of drivers within a 30 mile radius of your current location by clicking on the **Who's Nearby** button.

Each driver is represented by a pin. Their availability is represented by the appropriate colour pins. Tapping on the pin will bring up the drivers details with a click-to-call button so you can call them instantly.



## Other useful features

### Rotating View

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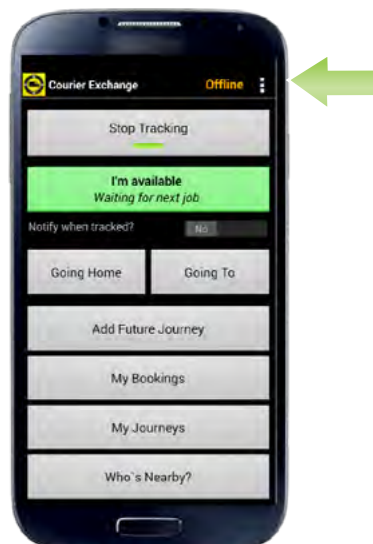
The mobile app has a rotating view which enables you to view the app either vertically or horizontally, so if you have a dashboard mounted device for example, you can view the app without having to tilt your head or removing your device from the bracket.



### Offline?

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If your device drops mobile data/WIFI signal, the app will indicate that you are offline at the top of the screen. In the event of your device dropping mobile data/WIFI signal whilst you are updating your booking status, the status update for the booking is stored on the device and submitted once mobile data/WIFI signal has been re-established.



# Notifications

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There are three different types of notifications you can receive via the Exchange:

**1. Home Notifications:** Loads are matched according to the vehicle range and radius you have selected in your notification settings.

The mobile app does not affect these matches / notifications.

**2. Tracked Notifications:** Loads are matched based on your current location and vehicle size. Direction of travel is NOT considered when the system matched loads to you in this way.

**3. Predictive Notifications:** Registering a journey will activate 'Predictive Matching' where the system will predict your location based on an average speed of 56mph. You will be sent relevant notifications along the route you have specified according to your vehicle size, predicted location and pick up time for the load.

If you are an Owner Driver then home notifications will stop being sent to you if you have a journey registered and the system predicts you will not be in your home area (according to the journey length /time).

This rule is not applicable to company level subscribers.

Notifications based on a company driver's / sub-contractor's location / journey will be sent to the parent company **NOT** the driver.

## Exiting the App

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You can exit the app by tapping on the three vertical dots in the top right corner and tapping on the exit button at the bottom of your screen.

## Support

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For support, please tap on the three vertical dots in the top right corner and tap on the support button along the bottom of your screen – this will open a web page which will direct you to the TEG support portal.

## Report a Bug

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If you experience any issues with the app, please submit a bug report. You can do so by tapping on the three vertical dots in the top right corner and tap the Report a Bug button along the bottom of your screen – this will open an email where you will need to supply details of the issue you have experienced.

## If you have any queries

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Please call us on **+44(0) 208 896 6733**.

Alternatively, you can submit a support ticket through the website.

Please also look at our website dedicated to the mobile app, which has lots of useful information including frequently asked questions.

**We hope this guide has been useful and you are now ready to enjoy the benefits of the Courier Exchange Mobile App.**