



Cartrack Delivery User Guide
Streamline Your Delivery Needs

Revision 1.5

TABLE OF CONTENTS

Introduction [What You Need to Use Delivery](#)

Drivers [Create a Driver](#)
[Edit a Driver](#)
[Deactivate a Driver](#)
[Delete a Driver](#)
[Driver Information](#)
[Driver Status](#)

Route [Edit Driver Route](#)
[Route Optimization](#)

Jobs [Creating Jobs: Overview](#)
[Creating Jobs: Stop Task](#)
[Creating Jobs: Pick n Drop Task](#)
[Creating Jobs: Item Information](#)
[Creating Jobs: Creating Customers](#)
[Creating Jobs: Import Jobs](#)
[Creating Jobs: Pre Plan Jobs](#)
[Edit Job](#)
[Delete Job](#)

[Job Assignment: Drag & Drop](#)
[Job Assignment: Using Job Edit](#)
[Job Assignment: Map](#)
[Monitor Job Progress](#)
[Proof of Delivery](#)
[View/Download Historical & Future Jobs](#)

Notifications [Email Job Notifications](#)

[SMS Job Notifications](#)

Settings [Worker Profile Management](#)

[Address Book Management](#)

[Importing Customer List](#)

For Your Drivers [Sign In To Mobile App](#)

[Set Status](#)

[Receive a Job](#)

[Job Overview](#)

[Accept & Start a Job](#)

[Reject a Job](#)

[Complete a Job](#)

[Job's To-Do List](#)

Import Guide [Import Template](#)

[Job / Task Details](#)

[Stop Task Example](#)

[Pick n Drop Task Example](#)

[Driver Assignment Details](#)

[Customer Details](#)

[Get Customer Id](#)

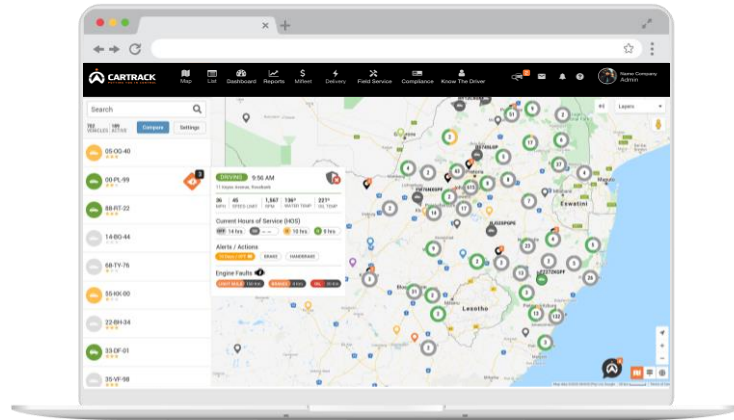
[Stop and Item To-do](#)

[Example](#)

[Data Mapping](#)

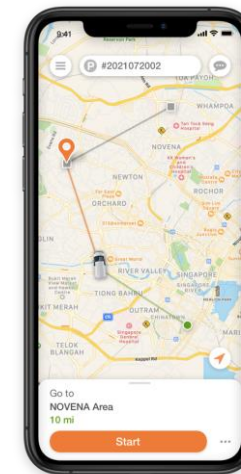


INTRODUCTION: WHAT YOU NEED TO USE DELIVERY



PC or laptop with browser

Dispatcher and back-office teams assign and monitor the progress of jobs via a web-based browser connected to the internet.



Android or iOS smartphone

Drivers receive all of their jobs via our mobile app connected to the internet. Search "Cartrack Delivery" on the app store or use the links below.

[Apple](#)
[Android](#)



DRIVERS: CREATE A DRIVER

1. Click the "+" icon to add a new driver.
2. Enter the driver's personal details. Name and mobile phone number are required, others are optional.
3. Enter a username and password for the driver. These are the details they will use to log into the mobile app. Each driver must have a unique username.
4. Enter advanced settings for the driver.
 - Max Weight, Max Volume: to ensure job allocated has not exceed
 - Shift Start – End: Driver's normal working hours.
 - Special Equipment: to indicate if the driver has the equipment required for the job.
 - Start/End Location: to pre-assign a designated start and end location for route planning.

The screenshot displays the CARTRACK web application interface. At the top, the navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The 'Delivery' tab is active. On the left, there is a 'JOBS (3)' list and a 'DRIVERS (16)' list. The central part of the screen shows a map of Singapore. On the right, the 'New Drivers' form is open, with three sections highlighted by red boxes and lines connecting to the numbered instructions: 'Basic Info', 'Login Info', and 'Advanced Settings'.



DRIVERS: EDIT A DRIVER

1. Select a driver to edit.
2. Select the menu tab to access more options :
Then select "Edit" to begin editing a driver's profile.

The screenshot displays the CARTRACK dashboard. At the top, there is a navigation bar with tabs for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Singapore. On the left, there are two lists: 'JOBS (4)' and 'DRIVERS (18)'. The 'DRIVERS (18)' list shows several drivers, with 'Zach Li' highlighted in orange. On the right, the 'Drivers Info' panel is open, showing details for 'Zach Li'. The 'Basic Info' section includes Name, Phone, Email, Vehicle, and Device. The 'Login Info' section includes Username and Password. The 'STATUS' section shows a green checkmark. Below that, there is a 'Validation Check?' section with various settings. At the bottom, there is an 'ASSIGNED JOBS (0)' section with a progress bar and a 'By Route' button.




DRIVERS: DEACTIVATE A DRIVER

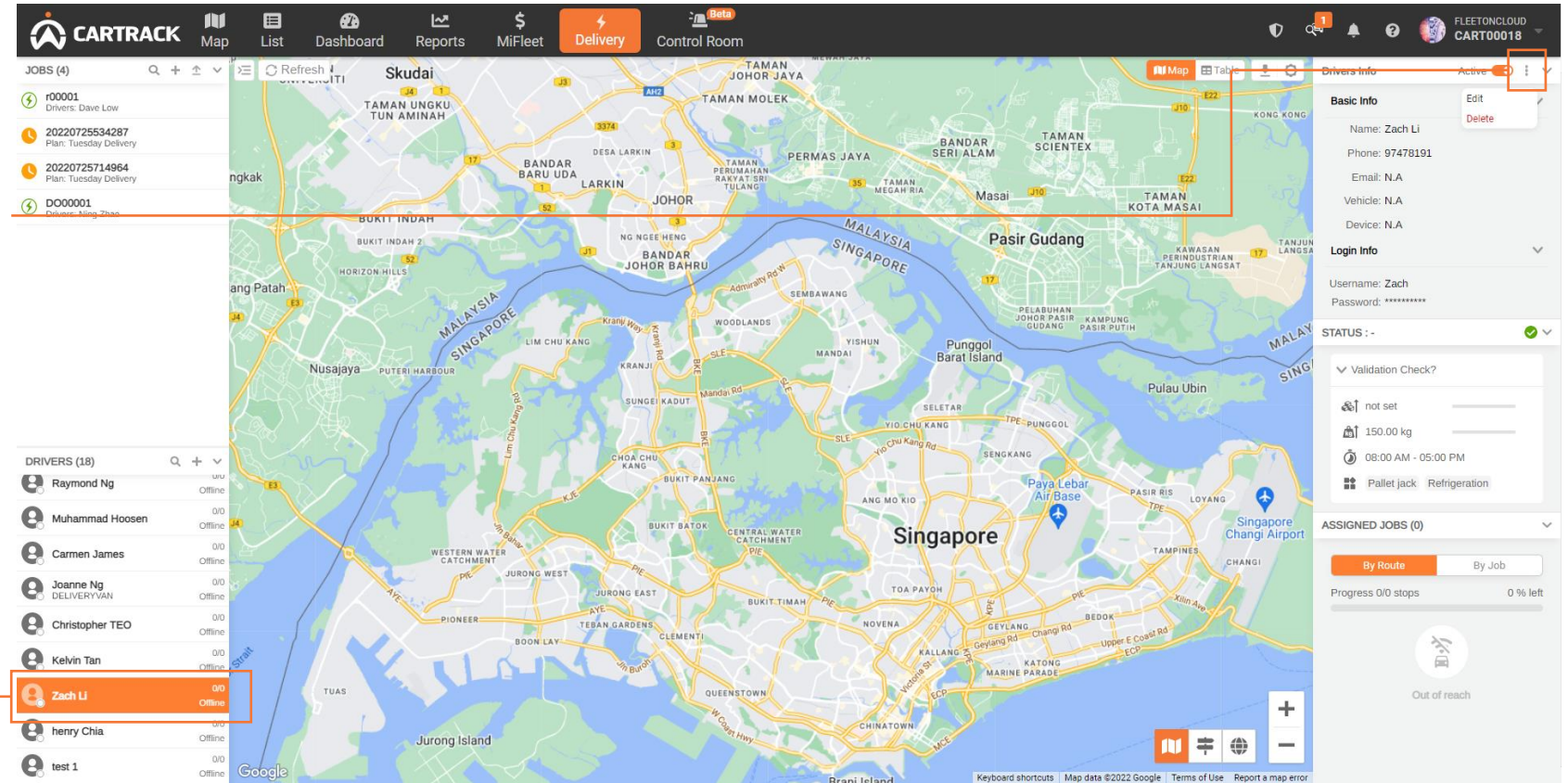
1. Select the driver you want to deactivate.
2. Toggle the switch. It will go grey once the selected driver has been deactivated.

The screenshot displays the CARTRACK web application interface. At the top, there is a navigation bar with tabs for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Singapore. On the left, there are two panels: 'JOBS (4)' and 'DRIVERS (18)'. The 'DRIVERS (18)' panel lists several drivers, with 'Zach Li' highlighted in orange. On the right, the 'Drivers Info' panel is open, showing details for 'Zach Li'. At the top of this panel, there is an 'Active' toggle switch, which is currently turned off (greyed out). Below the toggle, there are sections for 'Basic Info', 'Login Info', 'STATUS :-', 'Validation Check?', and 'ASSIGNED JOBS (0)'. The 'Validation Check?' section includes fields for 'not set', '150.00 kg', and '08:00 AM - 05:00 PM'. The 'ASSIGNED JOBS (0)' section shows 'By Route' and 'By Job' options, with 'Progress 0/0 stops' and '0 % left'.



DRIVERS: DELETE A DRIVER

1. Select the driver you want to delete.
2. Click on the menu tab  to access more options. Then select "Delete" to remove a drivers profile.



The screenshot displays the CARTRACK application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. Below the navigation bar, there are two main panels. On the left, there is a 'JOBS (4)' list and a 'DRIVERS (18)' list. The 'DRIVERS (18)' list shows several drivers, with 'Zach Li' highlighted in orange. On the right, there is a 'Drivers Info' panel for 'Zach Li'. This panel includes fields for Name, Phone, Email, Vehicle, and Device, all set to 'N.A.'. It also includes a 'Login Info' section with Username 'Zach' and Password '*****'. Below this, there is a 'STATUS' section with a green checkmark and a 'Validation Check?' section with various settings. At the bottom of the 'Drivers Info' panel, there is an 'ASSIGNED JOBS (0)' section with a 'By Route' button and a 'By Job' button. The main area of the interface is a map of Singapore, showing various districts and landmarks. A red box highlights the 'Drivers Info' panel and the 'Zach Li' entry in the driver list.



DRIVERS: DRIVER INFORMATION

1. Select a driver to view their information and location.
2. You can see all the driver's information, including their login details.
3. You can also view all the driver's job's for the day and sort them by route or job.

The screenshot displays the CARTRACK software interface. At the top, there is a navigation bar with tabs for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Geylang, Singapore, with a location pin for driver Zach Li. On the left, there are two lists: 'JOBS (6)' and 'DRIVERS (18)'. The 'DRIVERS (18)' list has 'Zach Li' selected and highlighted in orange. On the right, a 'Drivers Info' panel is open, showing details for Zach Li, including basic info, login info, status, and assigned jobs. The 'ASSIGNED JOBS (3)' section shows a job for 'Airport terminal 3' with a progress bar at 0%.

| Job ID | Driver | Status |
|----------------|---------------------|--------|
| DO00006 | Drivers: Raymond Ng | Ready |
| r00002 | Drivers: Dave Low | Ready |
| r00001 | Drivers: Dave Low | Ready |
| 20220725534287 | Drivers: Zach Li | Ready |
| 20220725714964 | Drivers: Zach Li | Ready |
| DO00001 | Drivers: Zach Li | Ready |

| Driver Name | Status |
|-----------------|---------|
| Zach Li | Ready |
| Raymond Ng | Offline |
| Ning Zhao | Offline |
| Dave Low | Offline |
| Carmen James | Offline |
| Joanne Ng | Offline |
| Kelvin Tan | Offline |
| Christopher TEO | Offline |
| henry Chia | Offline |

| Basic Info |
|--------------------------|
| Name: Zach Li |
| Phone: 97478191 |
| Email: N.A |
| Vehicle: N.A |
| Device: samsung SM-A426B |

| Login Info |
|-----------------|
| Username: Zach |
| Password: ***** |

| ASSIGNED JOBS (3) |
|----------------------------|
| By Route |
| By Job |
| Optimize |
| Progress 0/6 stops 0% done |
| Released (6) |
| Airport terminal 3 |
| T3 Link S |
| +6565476437 |
| Job#: 20220725534287 |



DRIVERS: DRIVER STATUS

1. You can view a driver's status and see their availability, stops and jobs completed.
2. Driver status' are identified as:
 - **Ready:** online, available and has assigned jobs.
 - **On Route:** in transit on a job.
 - **On Break:** indicated on their app that they are taking a break and temporarily unable to work.
 - **Idle:** online and available, but have no assigned jobs.
 - **Offline:** unavailable for work.

Drivers will receive notifications in all statuses except when "offline".

3. The "Stop completion" status is the number of stops completed / number of stops assigned.

The screenshot shows the CARTRACK dashboard interface. At the top, there are navigation icons for Map, List, Dashboard, Reports, MiFleet, Communicator, and Delivery. Below the navigation bar, there are two main sections: 'JOBS (11)' and 'DRIVERS (121)'. The 'JOBS' section lists 11 jobs with columns for job ID, driver name, and status (ASAP). The 'DRIVERS' section lists 121 drivers with columns for driver name, vehicle type, and status. A callout box highlights the '0/8 Ready' status for a driver named 'Lawrence Test'. The background of the dashboard is a map of Singapore and Johor Bahru.

| Job ID | Driver | Status |
|----------------|---------------|--------|
| MCDOLIBEE002 | Assign Later | ASAP |
| MCDOLIBEE001 | Assign Later | ASAP |
| NTMESENPAI2 | Assign Later | ASAP |
| NTMESENPAI1 | Assign Later | ASAP |
| 20220208365003 | Jason Test | ASAP |
| 20220208878598 | Jason C | ASAP |
| 20220208659441 | Lawrence Test | ASAP |
| 20220208657221 | Jason C | ASAP |
| 20220208200474 | Lawrence Test | ASAP |

| Driver Name | Vehicle Type | Status |
|---------------|--------------|-------------|
| Lawrence Test | Type R | 0/4 Ready |
| Gordon Ramsy | FBK4602 | 0/2 Ready |
| Jason C | ABC123Z | 0/4 Offline |
| Jason Test | Ferrari | 0/2 Offline |
| Marvin sg | NISSAN | 0/2 Offline |
| Noreen AR | SML6056D | 0/0 Idle |
| Test Test | XL-MASDASD | 0/0 Offline |



ROUTE: EDIT DRIVER ROUTE

1. Select a driver to view a driver's information and location.
2. You can view all a driver's job for the day. You can sort these by route or job. To change the order of a route, drag and drop each stop into the order you want the driver to complete the jobs.

The screenshot displays the CARTRACK interface. The top navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery' (selected), and 'Control Room'. The left sidebar shows 'JOBS (6)' with a list of jobs and 'DRIVERS (18)' with a list of drivers. The 'DRIVERS' list includes 'Zach Li' (Ready), 'Raymond Ng' (Offline), 'Ning Zhao' (Offline), 'Dave Low' (Offline), 'Carmen James' (Offline), 'Joanne Ng' (Offline), and 'Kelvin Tan' (Offline). The right sidebar shows 'Drivers Info' with 'STATUS: -' and 'ASSIGNED JOBS (3)'. The 'ASSIGNED JOBS' list includes 'Airport terminal 3', 'Bishan', 'Clementi', and 'Angelo'. The main map area shows a route in orange on a Google Map of Singapore, with a red box highlighting the driver's current location on the map.



ROUTE: ROUTE OPTIMIZATION

1. Select a driver to view a driver's information and tasks.
2. Select the "Optimize" icon to have the system help you perform route optimization.

The screenshot displays the CARTRACK web application interface. The top navigation bar includes icons for Map, List, Dashboard, Reports, MiFleet, Delivery (highlighted), and Control Room. The main area is a map of Singapore with various districts labeled, including Kallang, Boon Keng, Ylang, Katong, Marina Parade, and Marina East. A sidebar on the left shows a list of jobs and drivers. The 'DRIVERS (18)' list is expanded to show 'Zach Li' with a 'Ready' status. The right sidebar shows 'ASSIGNED JOBS (3)' with an 'Optimize' button highlighted. Below the jobs, there is a 'Released (6)' section with details for 'Airport terminal 3', 'Clementi', 'Bishan', and 'Angelo'. The bottom of the interface includes keyboard shortcuts, map data, and terms of use.



JOBS: CREATING JOBS

OVERVIEW

1. Click the "+" icon to add a new job.
2. Assign the job to a driver, schedule the date and time you want the job completed or set the job priority level.
3. Insert your Job Reference Number. If you leave this blank, the system will auto-generate one for you so that your team has a unique way of referring to a job.
4. You can toggle between Stop task or Pick n' Drop task and include if the job requires special equipment.
5. You can describe the items or service being delivered. Your drivers will see this on their app to create a smoother delivery process.
6. Once done, then select "Save".

The screenshot displays the CARTRACK software interface. The top navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The left sidebar shows a list of jobs and drivers. The main area is a map of Singapore. The right sidebar is the 'New Job' form, which is highlighted with orange boxes corresponding to the numbered steps in the text. The form includes a 'Save' button at the top right, a dropdown for 'Assign Later', a 'Regular' dropdown, a 'Job Reference Number' field, a 'Special Requirements' dropdown, a 'Stops' section with 'From: Customer name*' and 'To: Customer name*' dropdowns, and an 'Items' section with 'Item Type', 'Quantity', 'Description', 'Weight', 'Dimensions' (L, W, H), and 'Tracking Number' fields.

Note::

Stop task does not require a pick-up location
Pick n' Drop task requires both pick-up and drop-off locations



JOBS: CREATING JOBS

STOP TASK

1. Select the single pin-drop icon to create a Stop task.
2. Allow users to add additional stop points for this particular task.
3. Insert a single location by searching for an existing customer or [creating a new customer](#).
4. Enter the time window that the driver needs to be at the stop and duration of stay.
5. You can "Add notes" to give your driver instructions or additional information they may need for this stop.
6. Indicate whether your driver should get a signature, take a photo and/or allow driver to input notes at this stop for proof that they were there. You can also specify whether you want [item specific proof of delivery](#)
7. The email address entered will be used for receiving notifications, only applicable to stop point customer.

When you select your customer the following will show

The screenshot displays the 'New Job' interface in the FLEETONCLOUD app. The top bar shows the user's name 'FLEETONCLOUD CART00018'. The main screen is divided into a map on the left and a form on the right. The form is titled 'New Job' and includes a 'Save' button. The form fields are as follows:

- To: Customer name***: Search/Create a Customer (with a dropdown arrow and a search icon)
- Address**: Input field with a location pin icon
- Latitude, Longitude**: Radio button option
- Address line 2**: Input field
- Postal Code**: Input field
- Country***: Select... dropdown
- Email**: Input field
- Phone***: Input field with a phone icon and '+65' prefix
- Save to address book**: Checkbox
- Shift Start - End**: Start - End input field
- Duration (min)**: 5 (with a spinner)
- Note**: Text area with a clear icon
- + Add a to-do**: List of tasks: Get Signature, Take Photo (POD), Note
- Items**: Section with a trash icon
 - Item Type**: Package
 - Quantity***: 1 (with a spinner)
 - Description**: Input field
 - Weight**: 0.00 (with a spinner)
 - Unit**: kg
 - Dimensions**: L: 0, W: 0, H: 0 (with spinners)
 - Unit**: cm
 - Tracking Number**: Input field
 - + Add a to-do**: Button
 - + Add an item**: Button

The map on the left shows a location near Singapore Changi Airport, with labels for 'TAMAN KOTA MASAI', 'KAWASAN PERINDUSTRIAN TANJUNG LANGSAT', 'Pulau Ubin', and 'Singapore Changi Airport'. A red pin is placed on the map, and a red box highlights the 'Add Location' icon (a location pin with a plus sign) in the top right corner of the map area.



JOBS: CREATING JOBS

PICK N' DROP TASK

1. Select the double pin-drop icon to create Pick n' Drop task.
2. Users can add additional stop points for this particular task.
3. Select your pick-up or drop-off location by searching for an existing customer or [creating a new customer](#)
4. Enter the time window that the driver needs to be at the stop and duration of stay.
5. Add notes to give your driver instructions or additional information they may need for this stop.
6. Indicate whether your driver should get a signature, take a photo and/or allow driver to input notes at this stop for proof that they were there. You can also specify whether you want [item specific proof of delivery](#)
7. Repeat steps 4-5 for the drop-off stop.
8. Email address entered will be used for receiving notifications, only applicable to drop off location customers.

When you select your customer the following will show

The screenshot displays the FLEETONCLOUD mobile application interface for creating a new job. The top navigation bar shows the user's profile (FLEETONCLOUD CART00018) and various icons. The main screen is split into a map view on the left and a form view on the right. The map shows a location in Singapore, with a red pin indicating the pick-up location and a blue pin indicating the drop-off location. The form view is titled 'New Job' and includes fields for 'Assign Later', 'Regular', 'Job Reference Number', 'Special Requirements', and 'Stops'. The 'Stops' section shows a 'From: Customer name*' field and a 'To: Customer name*' field. The 'Items' section shows 'Item Type', 'Quantity', 'Description', 'Weight', and 'Tracking Number'. The customer details form is also visible, with fields for 'To: Customer name*', 'Address', 'Latitude, Longitude', 'Address line 2', 'Postal Code', 'Country*', 'Email', 'Phone+', and 'Save to address book'. The 'Shift Start - End' and 'Duration (min)' fields are highlighted with an orange border. The 'Note' field is also highlighted with an orange border. The 'Add a to-do' section is highlighted with an orange border, showing options like 'Get Signature', 'Take Photo (POD)', and 'Note'. The map shows the location of the job, with a red pin indicating the pick-up location and a blue pin indicating the drop-off location. The 'New Job' form is highlighted with an orange border, and the customer details form is also highlighted with an orange border. The 'Stops' and 'Items' sections are also highlighted with orange borders.



JOBS: CREATING JOBS

ITEM INFORMATION

1. Indicate the item type, quantity, description, weight and tracking number. Your drivers will use this to ensure they are delivering the correct items.
2. Indicate whether a driver should get a signature and/or photo of the item upon pick-up and/or delivery for proof and/or scanning of a barcode on the package and/or write a note for the administrator.
3. Add any additional items that are different to previously added items and repeat steps 1 and 2.

When you select "add a to-do" the following will show

- Get Signature
- Take Photo (POD)
- Scan To Attach
- Note

Apply to last stop only

Apply to first stop only

Apply to last stop only

Apply to all stops

The screenshot shows the 'New Job' interface in the FLEETONCLOUD app. On the left is a map of Singapore with various locations marked. On the right is a form with the following sections: 'Assign Later' (dropdown), 'Regular' (dropdown), 'Job Reference Number' (text input), 'Special Requirements' (dropdown), 'Stops' (dropdown), 'From: Customer name*' (dropdown with search), and 'To: Customer name*' (dropdown with search). Below these is the 'Items' section, which contains a table with columns for Item Type, Quantity, Package, Service, and Person. The first row shows 'Package' with a quantity of 1, weight of 0.00 kg, and dimensions of 0x0x0 cm. At the bottom of the form, there are two buttons: '+ Add a to-do' and '+ Add an item', both highlighted with orange boxes. The app's header shows 'FLEETONCLOUD CART00018' and various navigation icons.



JOBS: CREATING JOBS

CREATING CUSTOMER

1. To create a new customer, type in the name of the new customer and click "create a customer". A customer is anyone you would pick up goods from or drop them off. This could also refer to your warehouse.
2. Insert all the fields marked with "*". You can search for a business name and their address will be taken from Google Maps.
 - Drivers will see this phone number and use it as a point of contact with customers when needed.
 - The email will be used to send [customers email notifications](#) about their delivery.
3. If this is a customer you will use frequently tick the "Save to address book" icon, to search for them in future instead of having to create a new entry each time.

Stops

From: Customer name*
Mcdonald Waterway point

Address*
Punggol Central

Address line 2
#B2-07/K4 Waterway Point West W

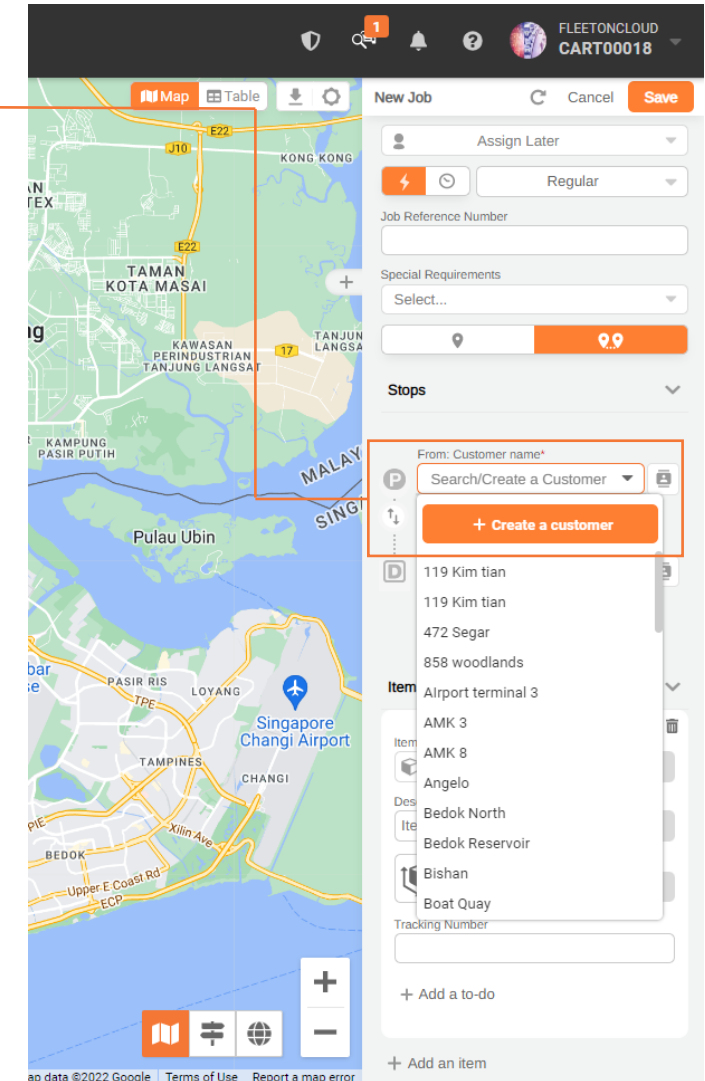
Postal Code
828761

Country*
Singapore

Email*
hanbaobao@test.com

Phone*
9827412134

Save to address book



JOBS: CREATING JOBS

IMPORT JOBS

1. Click the "↑" to import jobs.
2. Download the Template in excel to import jobs.
3. Users will download a zip file containing 3 types of import templates:
 - Package
 - Service
 - Person

Note:
Click [here](#) to access delivery import guide

The screenshot displays the CARTRACK interface. At the top, there's a navigation bar with options like Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. A 'Jobs (0)' button with an upward arrow is highlighted. A 'Batch Import' modal is open, showing a 'Drag & Drop file here' area, a 'Select File' button, and a 'Template' button. The background shows a map of Singapore and a list of drivers.



JOBS: CREATING JOBS

PRE PLAN JOBS

1. Click the "☰" to view scheduled plans or add a new scheduled plan.
2. Click the "+" to add a new scheduled plan.
3. Insert the required details for creating a new plan. Jobs assigned to the plan will be released to the driver upon scheduled date and time [Creation of job](#) will be similar as previous.



Note:

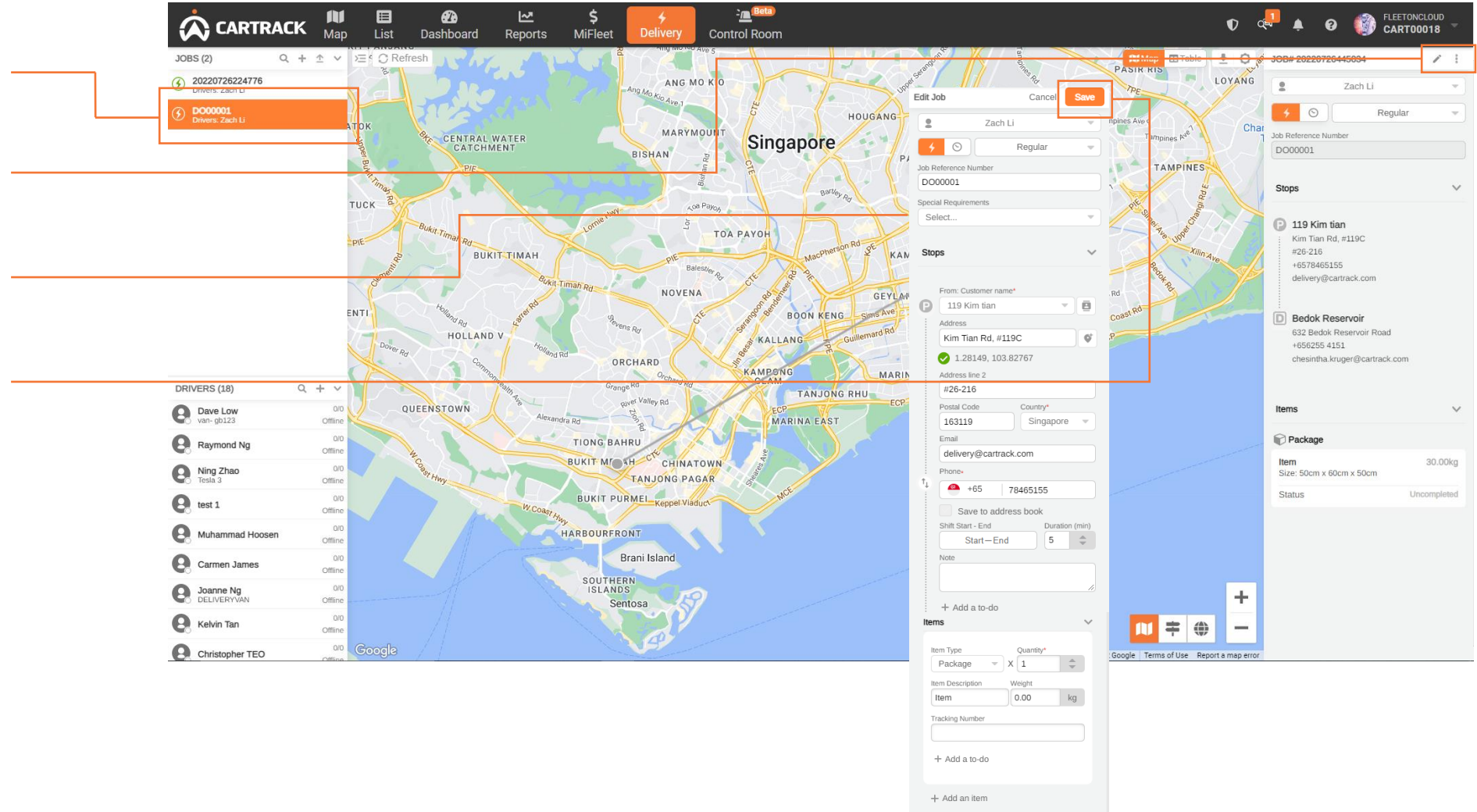
Pre-plan is used to help users who like to pre-arrange tasks to drivers in advance as a full-day task rather than a single scheduled job.

The screenshot displays the CARTRACK web application interface. The top navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The 'Delivery' button is highlighted in orange. Below the navigation bar, the 'JOBS (0)' and 'PLANS (0)' sections are visible. The 'PLANS (0)' section contains a list of scheduled deliveries: Tuesday Delivery (Expires in 2), Monday Delivery (Unscheduled), Sunday Delivery (Expires in 5), Friday Delivery (Expires in 2), and Saturday Delivery (Expires in 170). A red box highlights the '+', '☰', and 'Refresh' icons in the 'PLANS' header. To the right, a 'New Plan' form is open, with a red box highlighting the 'Name your plan' field (marked as Required), a date and time input field (YYYY-MM-DD HH:mm), and an 'Assign Later' dropdown menu. Below the 'PLANS' section, a 'DRIVERS (18)' list is shown, including Dave Low, Raymond Ng, Ning Zhao, test 1, Muhammad Hoosen, Carmen James, Joanne Ng, Kelvin Tan, and Christopher TEO. The main area of the interface is a map of Singapore, with a red box highlighting the 'New Plan' form and the 'PLANS' list. The bottom of the interface shows a Google map footer with '©2022 Google' and other terms.



JOBS: EDIT JOBS


1. Select a job to [edit](#), [delete](#), duplicate &/or unassign.
2. Click on either  or  and the information fields will become editable.
3. Make the required changes.
4. Click "Save."
5. Drivers will receive all edits in real-time on their mobile app.

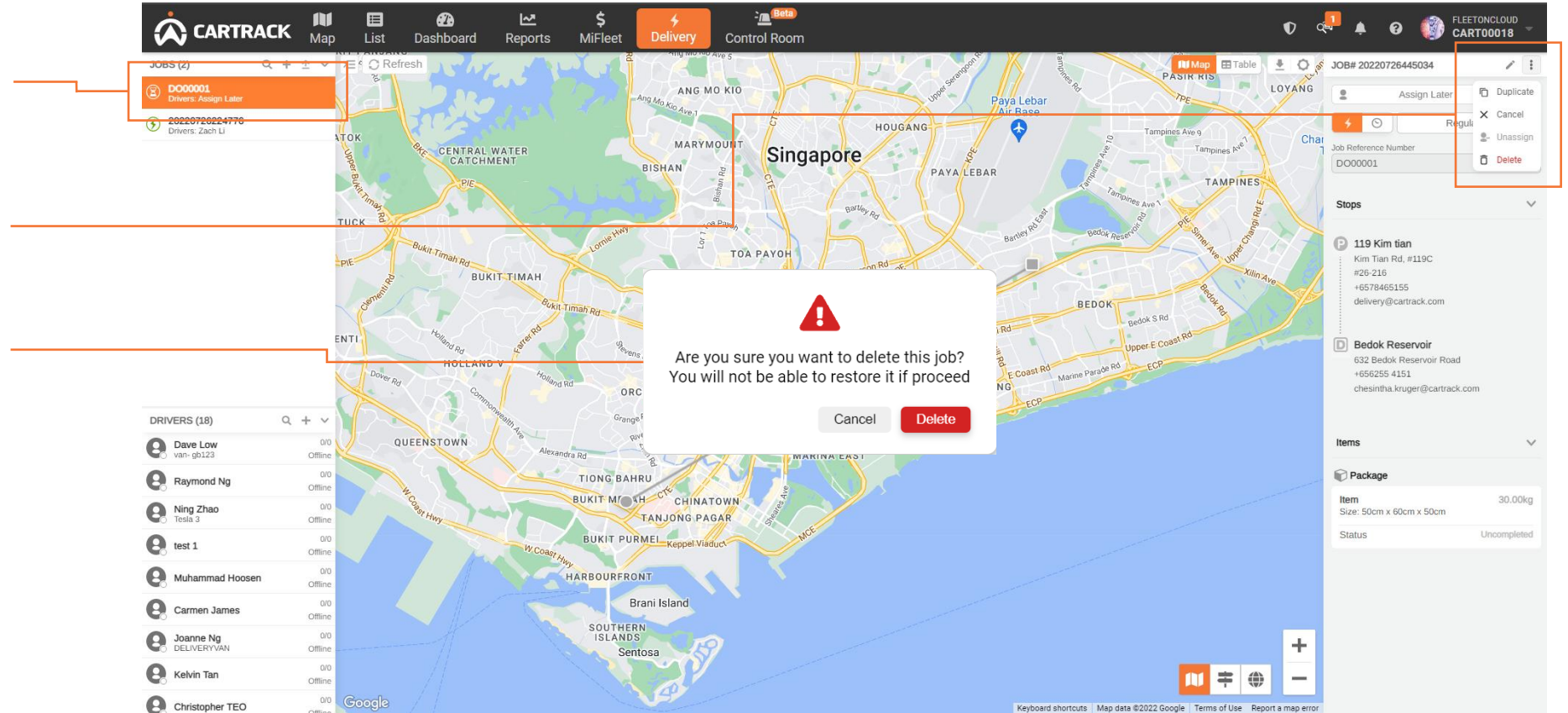


The screenshot displays the Cartrack web interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. Below the navigation bar, a 'JOBS (2)' list is shown on the left, with one job selected: 'DO00001 Drivers: Zach Li'. The main area is a map of Singapore. On the right, an 'Edit Job' form is open, showing details for job 'DO00001' assigned to driver 'Zach Li'. The form includes fields for Job Reference Number, Special Requirements, Stops, and Items. A 'Save' button is visible in the top right of the form. The 'Stops' section shows a stop at '119 Kim Tian' with address 'Kim Tian Rd, #119C' and phone '+65 78465155'. The 'Items' section shows a 'Package' item with size '50cm x 60cm x 50cm' and weight '30.00kg'. A 'DRIVERS (18)' list is visible at the bottom left of the map area.



JOBS: DELETE JOBS

1. Select the job you would like to delete from the jobs window. Multiple jobs can be selected at the same time.
2. Click on the  icon to access the menu, and then select delete.
3. Confirm whether you would like to delete the job via the pop-up notification.
4. You are not able to delete jobs that have already been assigned to a driver. Once a job has been deleted, you will not be able to undo this.



The screenshot displays the Cartrack web application interface. At the top, there is a navigation bar with tabs for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area shows a map of Singapore with a job selection window on the left. The job selection window lists two jobs: 'DO00001 Drivers: Assign Later' and '20220720224776 Drivers: Zach Li'. A red box highlights the 'DO00001' job. On the right side of the map, there is a job details panel for 'JOB# 20220726445034'. A red box highlights the 'Delete' button in the job details panel. A confirmation dialog box is centered on the screen, asking 'Are you sure you want to delete this job? You will not be able to restore it if proceed'. The dialog box has 'Cancel' and 'Delete' buttons. At the bottom left, there is a 'DRIVERS (18)' list showing various drivers and their status (Offline). The bottom right corner of the map shows a keyboard shortcuts menu and a 'Report a map error' link.



JOBS: JOB ASSIGNMENT

DRAG & DROP

1. Select the job needed to be assigned. Multiple jobs can be selected at the same time.
2. Drag the job to the assigned driver.

The screenshot displays the CARTRACK interface for job assignment. The top navigation bar includes options like Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area shows a map of Singapore with a job assignment overlay. The overlay includes a job ID (DO00001), a driver name (Zach Li), and a job reference number (20220726224776). A list of drivers is shown on the left, with Dave Low and Ning Zhao highlighted. The right sidebar shows job details for DO00001, including stops like 119 Kim Tian and Bedok Reservoir, and a package of 30.00kg.

JOBS (2)

- DO00001 Drivers: Assign Later
- 20220726224776 Drivers: Zach Li

DRIVERS (18)

- Dave Low Online
- Ning Zhao Online
- test 1 Online
- Muhammad Hoosen Online
- Carmen James Online
- Joanne Ng DELIVERYVAN Online
- Kelvin Tan Online
- Christopher TEO Online

Job Details:

- Job Reference Number: DO00001
- Stops: 119 Kim Tian, Bedok Reservoir
- Package: 30.00kg
- Status: Uncompleted



JOBS: JOB ASSIGNMENT

USING JOB EDIT

1. Select the job needed to be assigned. Multiple jobs can be selected at the same time.
2. Click on the edit icon.
3. Select the driver you want to assign the job to and then click "Save"

The screenshot displays the CARTRACK web application interface. At the top, a navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The main area is a map of Singapore. A job card for 'DO00001' is highlighted in orange, with an edit icon (pencil) in the top right corner. An 'Edit Job' dialog box is open, showing a list of drivers: Joanne Ng (DELIVERYVAN), Kelvin Tan, Christopher TEO, Zach Li, henry Chia, and Carmen Calisto. The 'Save' button is highlighted in orange. On the right side, a job details panel shows 'Job Reference Number: DO00001', 'Stops: 119 Kim tian', and 'Bedok Reservoir'.



JOBS: JOB ASSIGNMENT MAP

1. Select the job needed to be assigned. Multiple jobs can be selected at the same time.
2. Click on the vehicle you want to assign the selected job to.

The screenshot displays the Cartrack Job Assignment Map interface. At the top, the navigation bar includes 'CARTRACK', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The main map area shows Singapore with various districts labeled. On the left, a 'JOBS (2)' panel lists two jobs: 'DO00001 Drivers: Assign Later' and '20220720224776 Drivers: Zach Li'. Below the map is a 'DRIVERS (18)' list with names and status (e.g., 'Zach Li Ready', 'Dave Low Offline'). A driver 'Zach Li' is highlighted on the map with a callout box showing 'Zach Li 0/2 0% done' and an 'Assign Selected Jobs (1)' button. On the right, a job details panel for 'JOB# 20220726445034' shows 'Assign Later' status, 'Regular' type, and job reference number 'DO00001'. It lists stops: '119 Kim Tian' and 'Bedok Reservoir'. A package section shows 'Item Size: 50cm x 60cm x 50cm' and 'Status: Uncompleted'.



JOBS: MONITOR JOB PROGRESS

Pending: the job has not yet been assigned to a driver.

Rejected: the assigned driver rejected the job.

In progress: the driver has started the job.

The driver is currently on route for the job's pick-up or drop-off.

For more details on the job's progress select the job from the Jobs window. You will see a detailed breakdown of what jobs have been completed out of the required steps (on the right hand side of the window).

Completed: the driver has completed the job.

The screenshot shows the CARTRACK mobile application interface. The main window displays a list of jobs with status icons and actions. A detailed view of a job shows a list of steps, including 'Signature Required' and 'Take Photo (POD)'.

| Job ID | Driver | Status | Action |
|----------------|---------------|-------------|----------|
| 20211007000027 | Assign Later | Pending | SCHEDULE |
| 20211007000023 | Assign Failed | Rejected | ASAP |
| 20211006000001 | Gordon | In progress | ASAP |
| 20211007000022 | Priya | Completed | ASAP |

The detailed view of a job shows the following steps:

- Signature Required (checked)
- Take Photo (POD) (checked)
- Take Photo (POD) (checked)



JOBS: PROOF OF DELIVERY

1. Select the Job whose photo or signature proof you want to view.

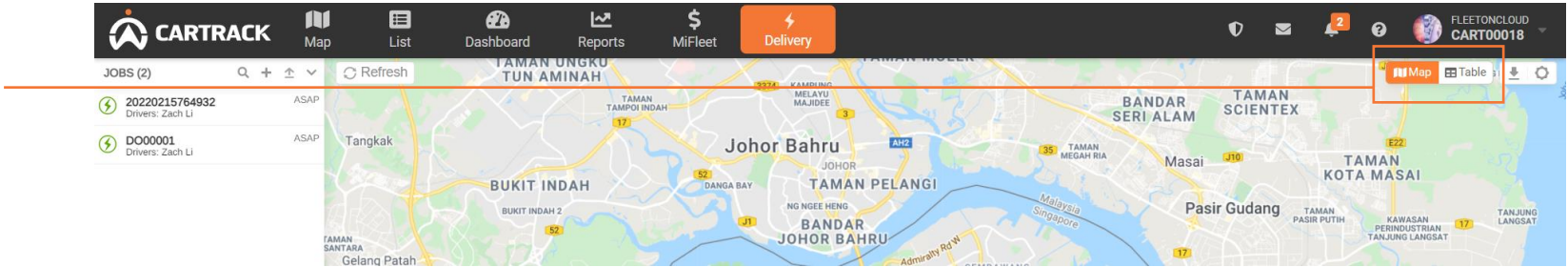
2. Hover over the photo or signature you would like to view.

The screenshot displays the CARTRACK web application interface. At the top, there is a navigation bar with options like Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area features a map of Singapore with a job location marker. On the left, a 'JOBS (3)' list shows job ID '20220729650592' selected. Below the map is a 'DRIVERS (18)' list with names and status. On the right, a job details panel shows 'JOB# 20220729650592' assigned to 'Raymond Ng'. A 'Take Photo (POD)' window is open, showing a photo of a delivery van and a signature proof. The job status is 'Completed OK'.

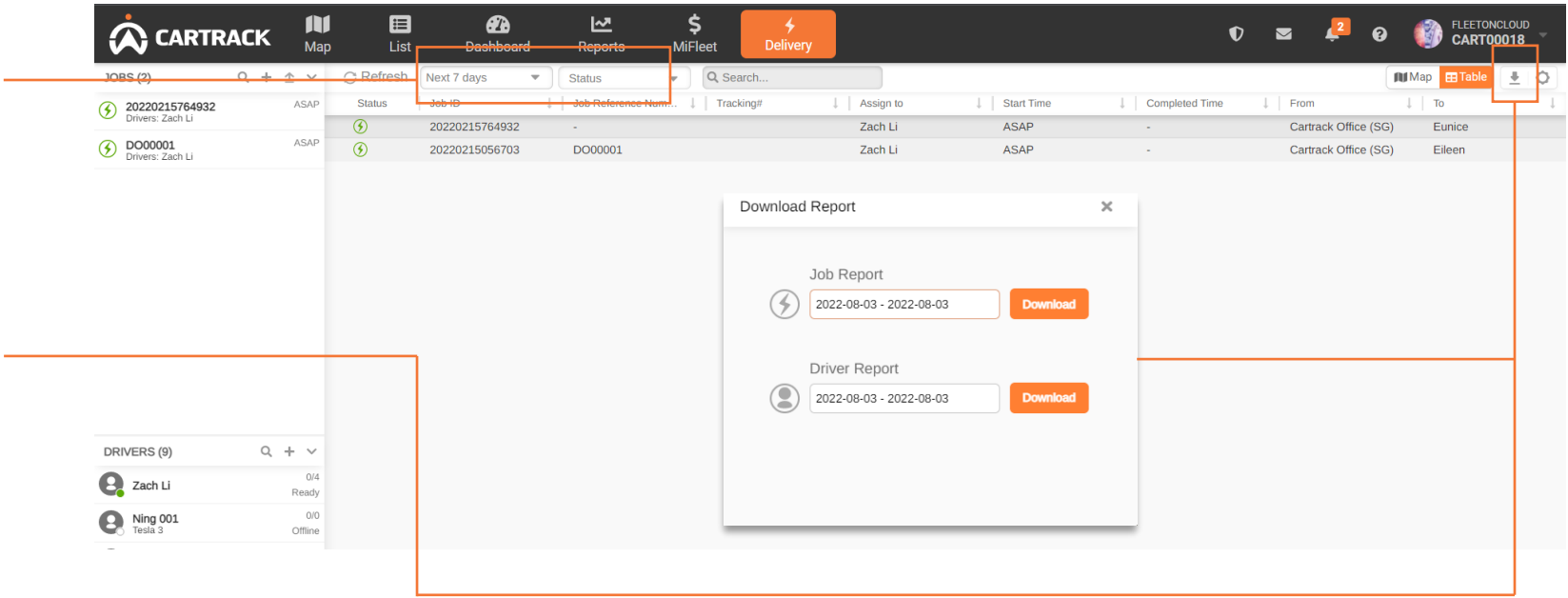


JOBS: VIEW/DOWNLOAD HISTORICAL & FUTURE JOBS

1. Toggle to the table to view all past or upcoming jobs. You can edit, delete and assign jobs by following the same steps.



2. Filter your jobs by your desired date range and/or their status.



3. To download job information, select your desired date range and click the download button.



NOTIFICATIONS: EMAIL JOB NOTIFICATIONS

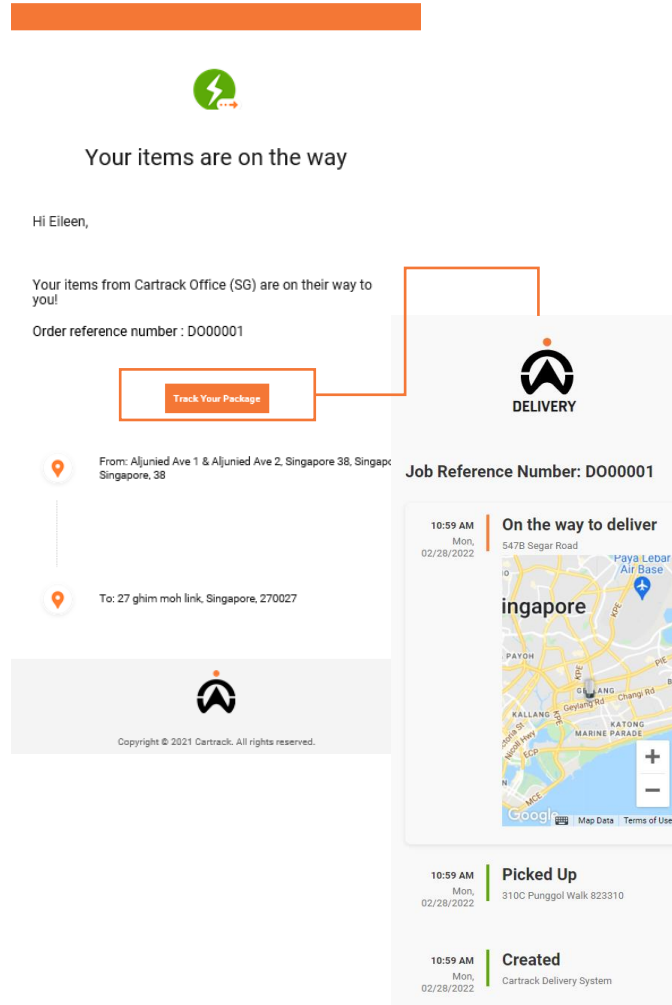
The customer receiving items (i.e. the drop-off customer) will receive automated email notifications at two key points:

1. Your items are on the way

Once the driver has collected the customer's items and is on their way to their location to drop them off, and the tracking of driver's arrival time.

2. Your items were successfully delivered

Once the items have been delivered to the customer, and the customer is able to view proof of delivery.



Your items are on the way

Hi Eileen,

Your items from Cartrack Office (SG) are on their way to you!

Order reference number : DO00001

[Track Your Package](#)

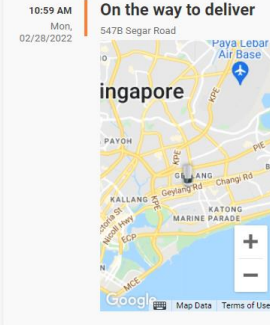
From: Aljunied Ave 1 & Aljunied Ave 2, Singapore 38, Singapore, 38

To: 27 ghim moh link, Singapore, 270027

DELIVERY

Job Reference Number: DO00001

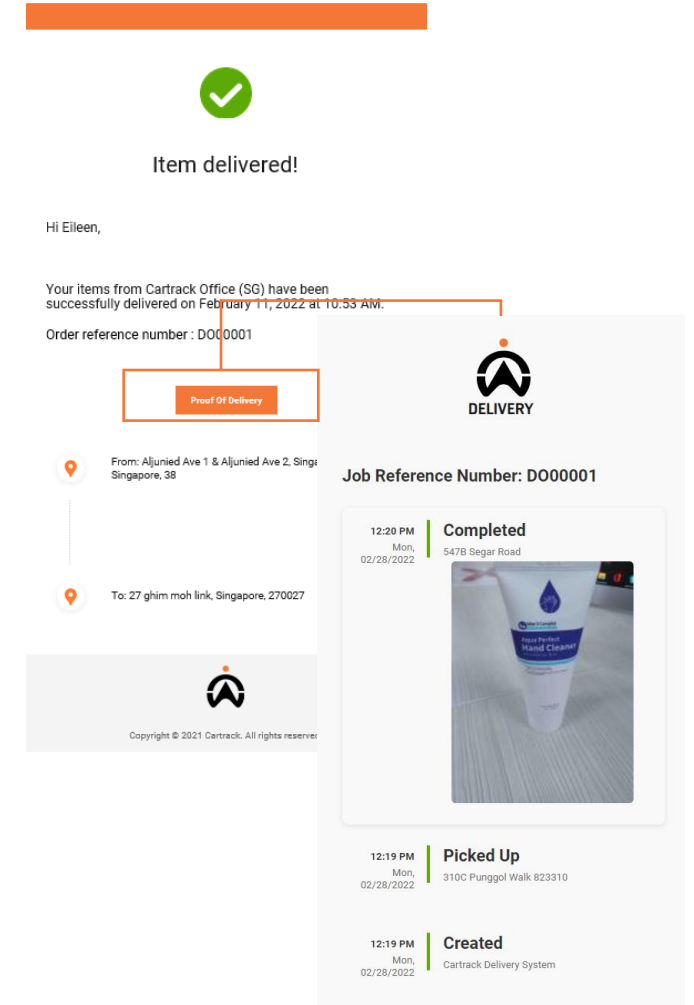
10:59 AM Mon, 02/28/2022 | **On the way to deliver**
547B Segar Road



10:59 AM Mon, 02/28/2022 | **Picked Up**
310C Punggol Walk 823310

10:59 AM Mon, 02/28/2022 | **Created**
Cartrack Delivery System

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Item delivered!

Hi Eileen,

Your items from Cartrack Office (SG) have been successfully delivered on February 11, 2022 at 10:53 AM.

Order reference number : DO00001

[Proof Of Delivery](#)


From: Aljunied Ave 1 & Aljunied Ave 2, Singapore, 38

To: 27 ghim moh link, Singapore, 270027

DELIVERY

Job Reference Number: DO00001

12:20 PM Mon, 02/28/2022 | **Completed**
547B Segar Road



12:19 PM Mon, 02/28/2022 | **Picked Up**
310C Punggol Walk 823310

12:19 PM Mon, 02/28/2022 | **Created**
Cartrack Delivery System

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NOTIFICATIONS: SMS JOB NOTIFICATIONS

The customer receiving items (i.e. the drop-off customer) will receive automated sms* notifications at two key points:

1. Your items are on the way

Once the driver has collected the customer's items and is on their way to their location to drop them off, and the tracking of driver's arrival time.

2. Your items were successfully delivered

Once the items have been delivered to the customer, and the customer is able to view proof of delivery.

Note:

SMS notification is only available in the following countries at the moment: NZ, SG & US

6562554151

Thursday, 4 August

Your items from Boat Quay are on their way to you! ref: 20220804212189 Track here: <https://fleetweb-sg.cartrack.com/tracking-page?signature=340bbbed5cc6e68f1f8bf1492654bc7a9&jobId=15217&userId=231999>

DELIVERY

Job Reference Number: D000001

10:59 AM Mon, 02/28/2022 **On the way to deliver**
547B Segar Road

10:59 AM Mon, 02/28/2022 **Picked Up**
310C Punggol Walk 823310

10:59 AM Mon, 02/28/2022 **Created**
Cartrack Delivery System

6562554151

Thursday, 4 August

Your items from Boat Quay are on their way to you! ref: 20220804212189 Track here: <https://fleetweb-sg.cartrack.com/tracking-page?signature=340bbbed5cc6e68f1f8bf1492654bc7a9&jobId=15217&userId=231999>

DELIVERY

Job Reference Number: D000001

12:20 PM Mon, 02/28/2022 **Completed**
547B Segar Road

12:19 PM Mon, 02/28/2022 **Picked Up**
310C Punggol Walk 823310

12:19 PM Mon, 02/28/2022 **Created**
Cartrack Delivery System



SETTINGS: WORKER PROFILE MANAGEMENT

1. Click on "Settings" to edit the names of drivers or driver task configurations.
2. The import/export function is meant for easier setup configuration for driver profile configuration for others similar industry
3. Users are able to easily amend configuration such as the changing of display job titles, what the company deems relevant, and setting of mobile timeout for the mobile application.

Note:

"Out of reach" refers to out of signal

The screenshot displays the CARTRACK web interface. At the top, a navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. A 'Settings' gear icon is highlighted in the top right. A 'SETTINGS' modal window is open, showing a sidebar with 'Worker' and 'Address Book' options. The 'GENERAL' section contains three configuration items: 'Rename workers as' with a dropdown set to 'Drivers', 'Set route has more than' with a dropdown set to '10' and the text 'stops left as busy', and 'Set mobile after' with a dropdown set to '15' and the text 'minutes out of reach as offline'. To the right, a 'New Job' form is partially visible, showing fields for 'Assign Later', 'Regular', 'Job Reference Number', 'Special Requirements', and 'Stops'. The background is a map of Singapore with various locations like Skudai, Taman Johor Jaya, and Singapore Changi Airport marked.



SETTINGS: ADDRESS BOOK MANAGEMENT

1. Click on "Settings" to access the address book to edit, delete or add a customer.
2. Click on "+" to add a new customer. Select the customer's name to edit details or select the trash can to delete customers.
3. Fill all the fields marked with "*", If the address of a customer is not found on the map, the user is able to select the orange location pin on the map, and place it on the exact location.
4. Once the system verifies all the entries in place, it will allow the user to click "Save".

The screenshot displays the CARTRACK interface for address book management. The top navigation bar includes 'Settings', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The 'Settings' modal is open, showing the 'Address Book' tab. A search bar is present above a list of customers. The customer 'angela' is selected, and a map shows an orange location pin placed on the map. The form fields for the selected customer are: Customer ID: 2a57863d-7364-11ec-8c44-a4bf016cd6b2, Customer Name: angela, Address: 547B Segar Rd Singapore, Address line 2: (empty), Postal Code: 672547, Country: Singapore, Email: bobby@apple.com, Phone: +65 86993213. A green 'Save' button is at the bottom. A 'New Job' modal is also visible on the right side of the screen.



IMPORTING CUSTOMER LIST

1. Click the "↑" to import a customer list.
2. Download templates in Excel to use for job imports. The required fields to input are marked with "*" in the excel template.
3. Once the system has mapped and validated all data, users simply need to confirm the number of records to be imported into the system.

The screenshot displays a software interface for managing customer lists. At the top, a 'SETTINGS' menu is visible with options for 'Worker' and 'Address Book'. A 'Batch Import' dialog box is open, featuring a search bar, a map, and a 'Select File' button. A 'Template' button is highlighted in the bottom right corner. In the foreground, a confirmation dialog box shows a circular arrow icon and a list of steps: 'Uploading file', 'Map data', and 'Validate data'. The dialog also indicates '2 records will be imported' and includes 'Cancel' and 'Confirm' buttons.

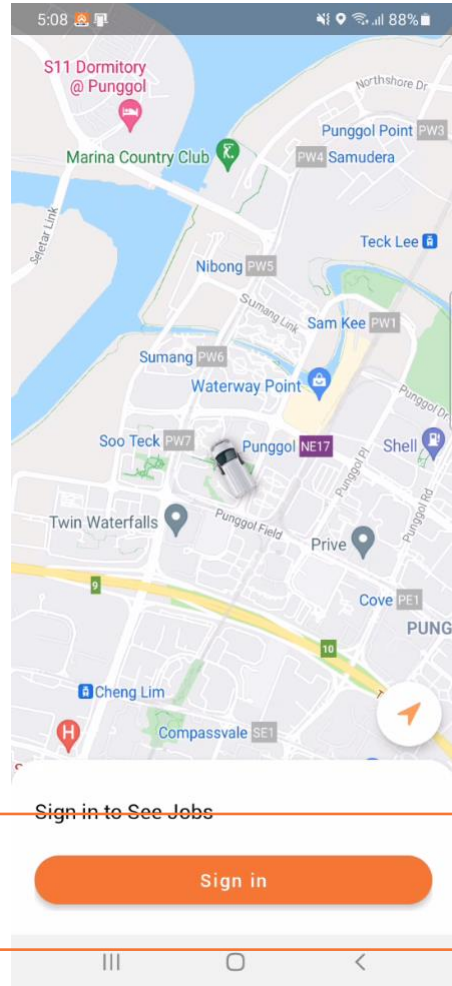


FOR YOUR DRIVERS: SIGN IN TO MOBILE APP

1. Download the mobile app.

[Apple iOS](#)
[Android](#)

2. Open the app and tap "Sign in".

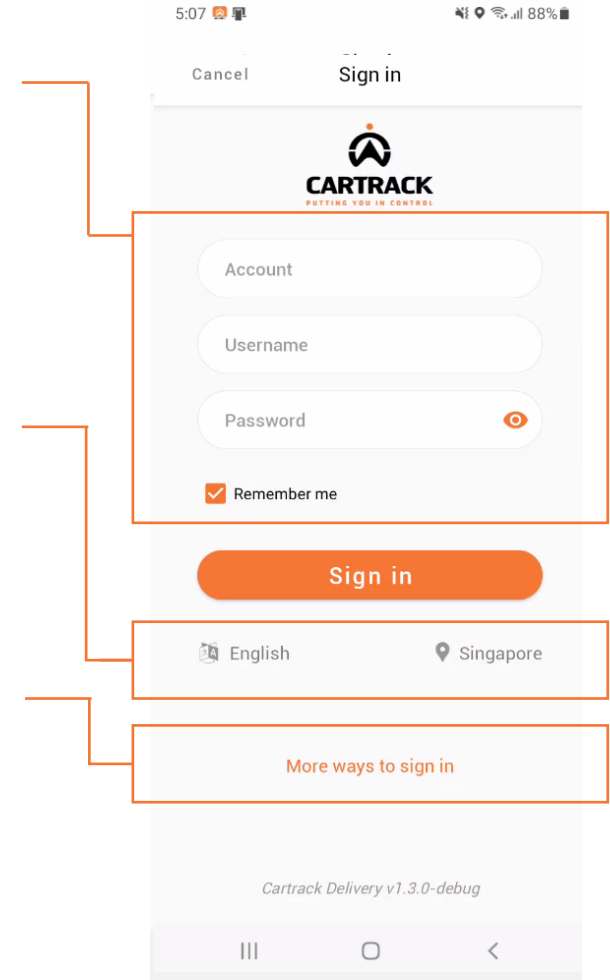


3. Enter the login information
Account: this is the username you used for your Cartrack corporate account.
Username: this is the username you created when you [created your driver](#).
Password: this is the password you chose when you [created your driver](#).

4. Ensure the correct country and language are selected. The country should be the country you have your Cartrack subscription with, not the country where the driver will complete jobs.

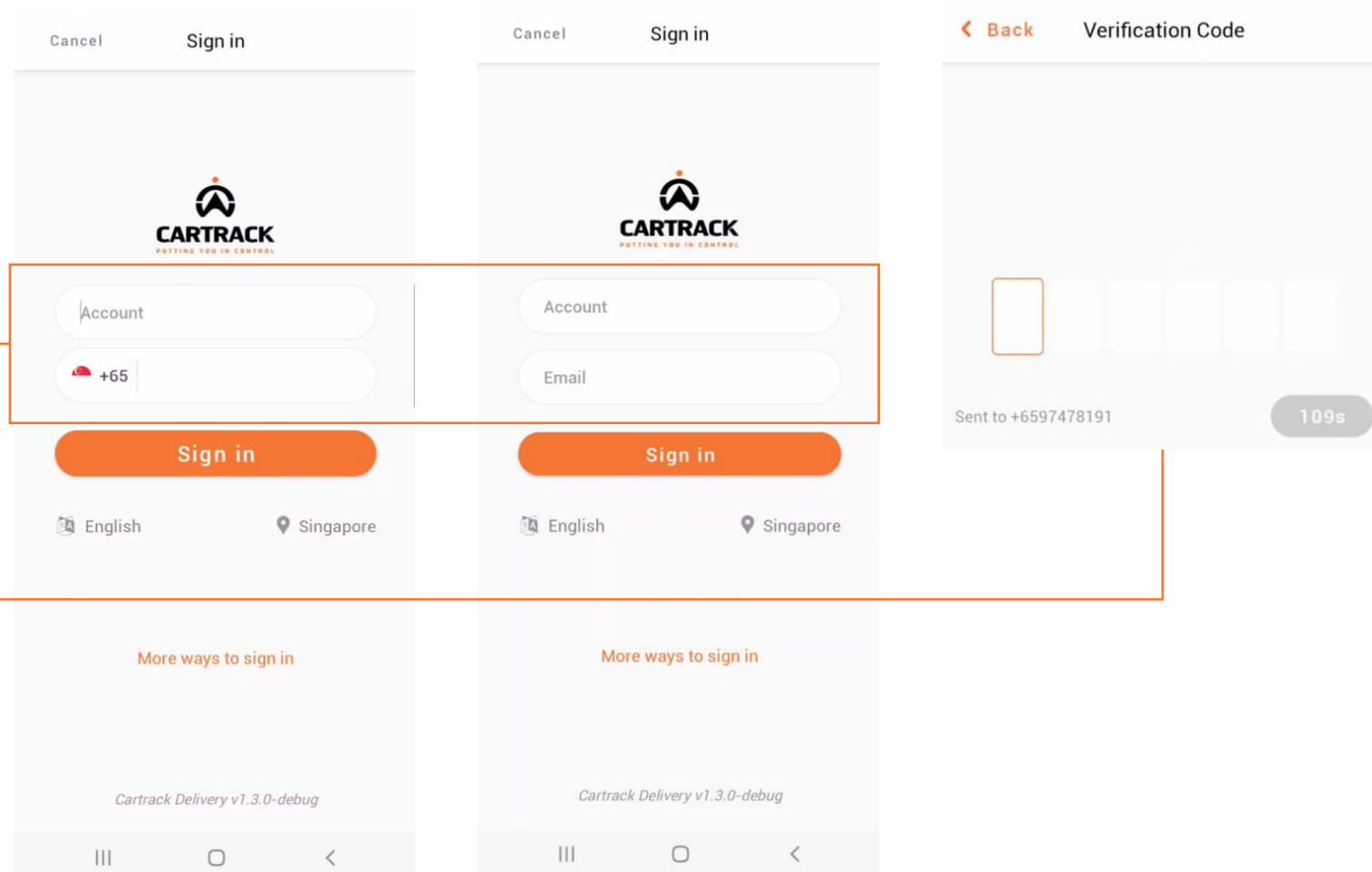
5. Users can choose 3 methods to login:
 1. Username and Password
 2. Mobile number
 3. Email

6. Once done, select "Sign in"



FOR YOUR DRIVERS: SIGN IN TO MOBILE APP

1. Enter the login information
Account: this is the username you used for your Cartrack corporate account.
Email: this is the email address registered by the system administrator when the driver profile was created.
Mobile Number: this is the mobile number registered by the system administrator when driver profile was created.
2. Tap "Sign in" to allow the system to send a one-time pin to the verified email or mobile number.
3. The driver needs to insert the one-time pin to sign in to the application with the time limit indicated.

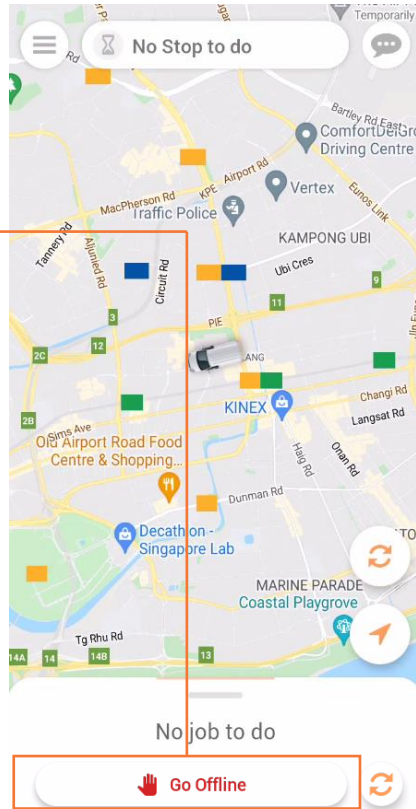


FOR YOUR DRIVERS: SET STATUS

Taking a break:

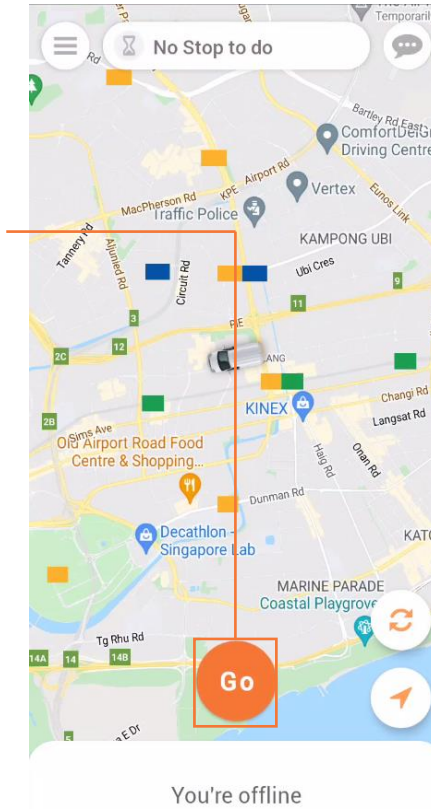
Tap the "hand-up gesture" to take a break. Fleet managers will see the new driver status - "On break" via their web login.

Drivers will not be able to receive new jobs when taking a break.



Come back online:

Tap "Go" button to let fleet managers know you are ready to get back to work. Fleet managers will see the new driver status - "Online" via their web login.



Go offline:

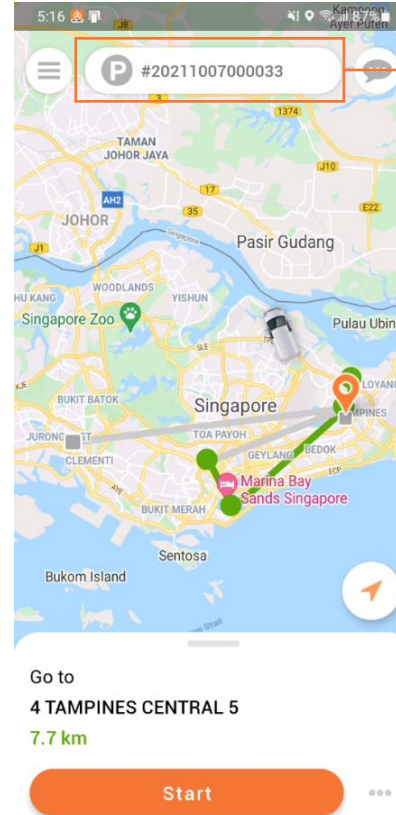
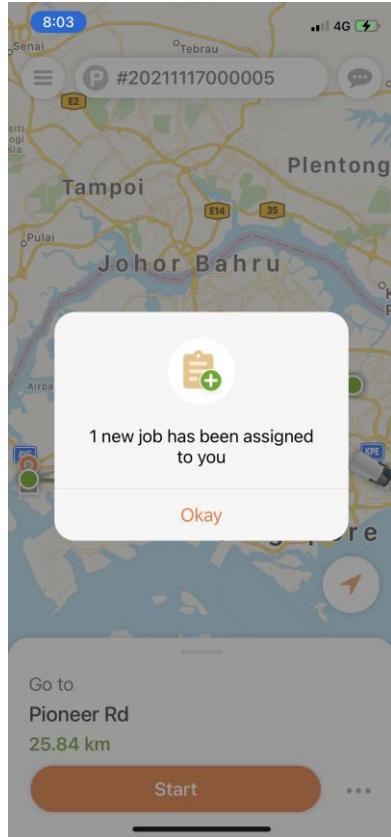
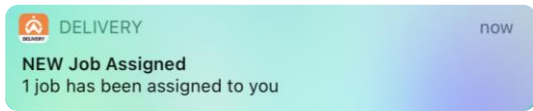
To go offline quit the mobile application or log out. Fleet managers will see the new driver status - "Offline" via their web login.



FOR YOUR DRIVERS: RECEIVE A JOB

Drivers will get a notification in real time whenever a job is assigned to them, or when there are any changes made to an existing job.

Ensure they allow notifications for the app in their settings.



The current job number and status indicating if the driver is completing the pick-up (P) or drop-off (D).



FOR YOUR DRIVERS: JOB OVERVIEW

After pressing "Go", the driver will be online to receive any assigned jobs.

Indicates the current stop for assigned jobs.

Indicates no outstanding stops or jobs to be completed at the moment or to view upcoming scheduled jobs.

The image displays three screenshots of a driver's app interface, illustrating different states and job details. Red boxes highlight key UI elements: the 'No Stop to do' status, the current stop ID, and the 'Go' button.

- Left Screenshot:** Shows the driver's current location on a map. The status is "No Stop to do". A red box highlights the "Go" button at the bottom. Below the map, it says "You're offline".
- Middle Screenshot:** Shows the driver's current location on a map. The status is "No Stop to do". A red box highlights the current stop ID "#20211007000033". Below the map, it says "Go to 4 TAMPINES CENTRAL 5 7.7 km" and has a "Start" button.
- Right Screenshot:** Shows the driver's current location on a map. The status is "No Stop to do". A red box highlights the current stop ID "#D000001". Below the map, it says "No job to do".

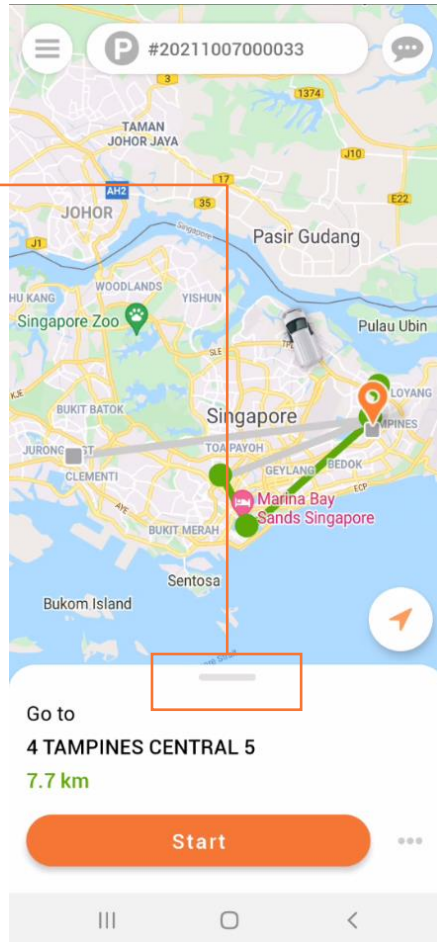
The job overview list on the right shows the following jobs:

- Progress:** 0/2, 100% left
- Calendar:** Feb 18 FRI, Feb 19 SAT, Feb 20 SUN, Today MON, Feb 22 TUE, Feb 23 WED, Feb 24 THU
- Pickup #D000001:** Aljunied Ave 1 & Aljunied Ave 2, Singapore 38, Singapore, Singapore 38. ASAP
- Delivery #D000001:** 28 telok blangah rise, Singapore 90028. ASAP
- Scheduled (4):**
 - Pickup #D000001:** 310C Punggol Walk, Singapore 823310. 03:01 PM
 - Delivery #D000001:** 547B Segar Road, Singapore. 03:01 PM
 - Pickup #D000001:** 310C Punggol Walk, Singapore 8233. 01:00 PM

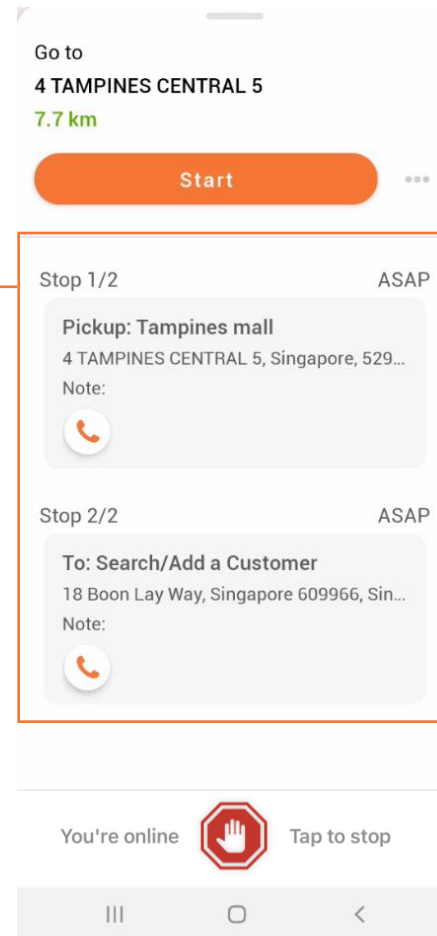


FOR YOUR DRIVERS: ACCEPT & START A JOB

1. Slide up to see more details about the job.

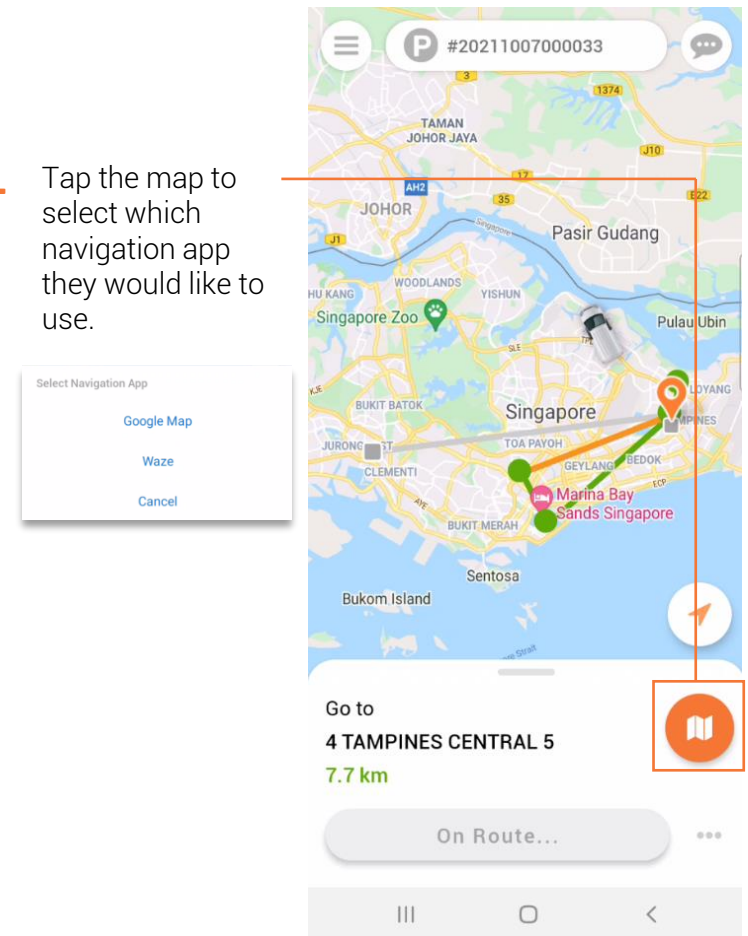


2. See all customer and stop-information as well as any notes to ensure they know what is needed to complete the job. They can also call customers if needed using the phone button.



3. Tap the "START" button. Managers will now see the job as in progress.

4. Tap the map to select which navigation app they would like to use.

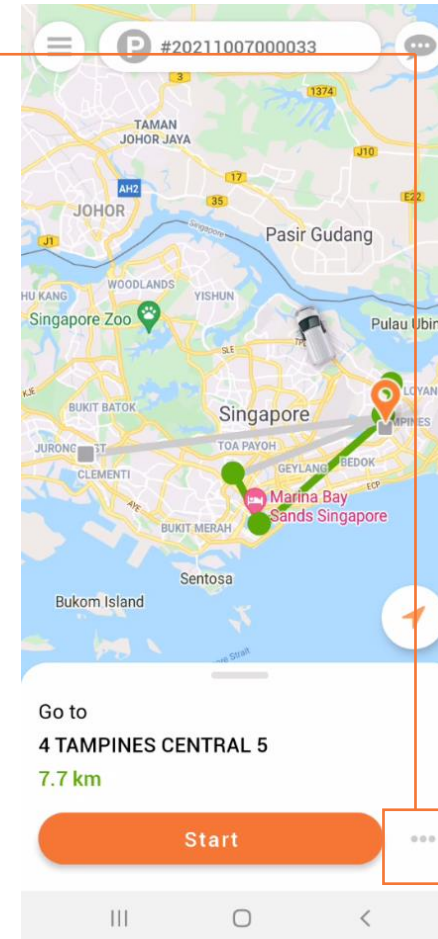


FOR YOUR DRIVERS: REJECT A JOB

1. Tap the more options button.

2. Select "Reject / Discontinue" from the option list.

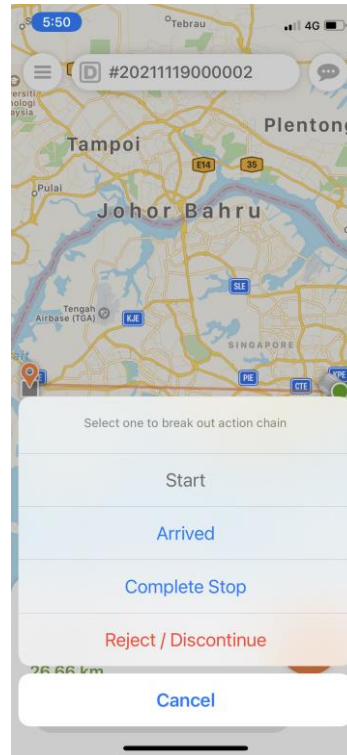
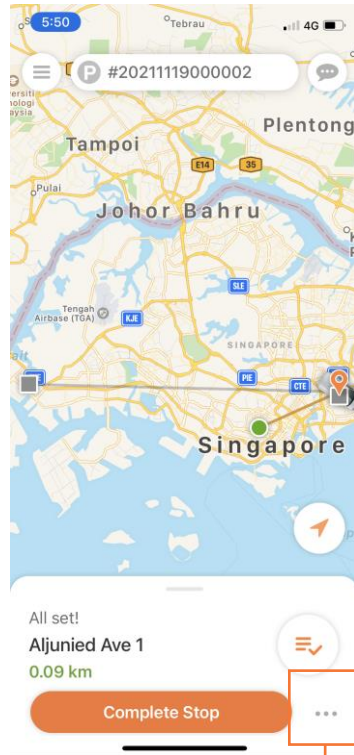
3. Insert a reason for rejecting or discontinuing the job, and select "REJECT".



FOR YOUR DRIVERS: COMPLETE A JOB

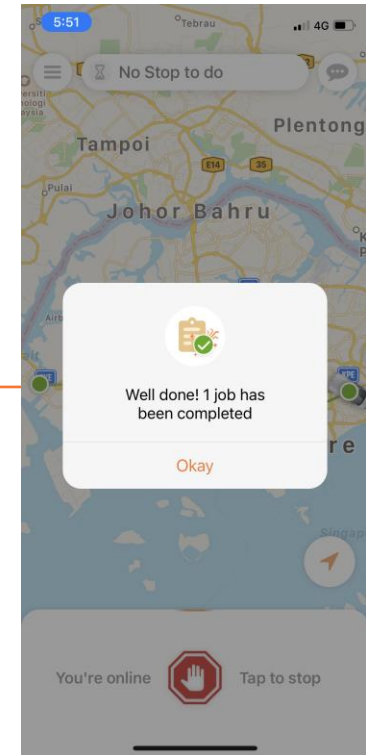
1. Once you have started a job and arrived at your pick-up location, the "Complete Stop" button will appear. Select "Complete Stop".

If you have de-activated your GPS you will need to manually complete the stop by pressing the more options button and then selecting "Complete Stop" from the options list.



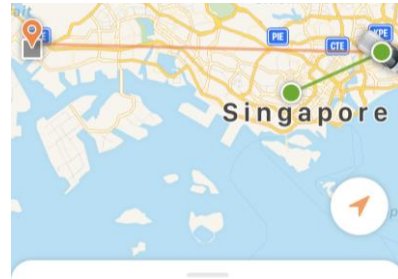
More options button

2. Complete the [to-do list](#).
3. Start the drop-off.
4. Repeat steps 1-2 for the drop-off stop.
5. A notification will appear upon successful job completion.



FOR YOUR DRIVERS: JOB'S TO-DO LIST

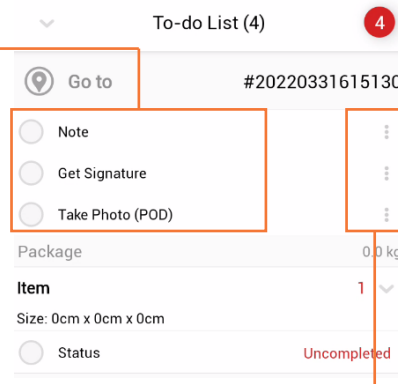
1. Tap "Complete Stop" or the to-do list button.



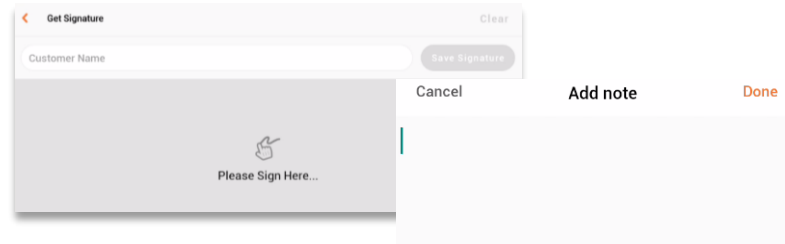
To-do list button



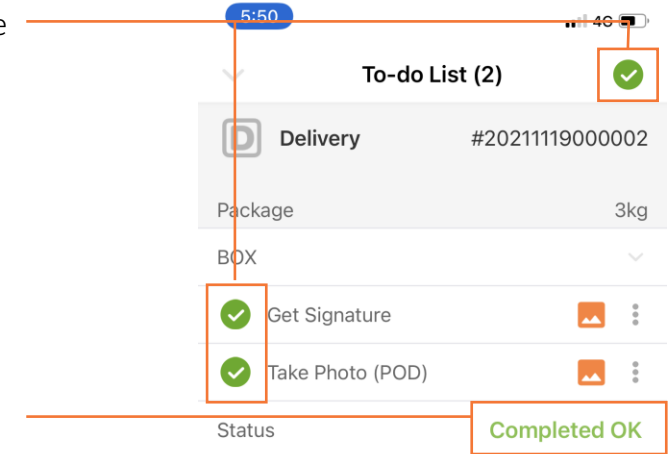
2. Tap the "Get Signature", "Take Photo (POD)" or "Note" text to get a digital signature on screen, take an in-app photo or allow the driver to write a note.



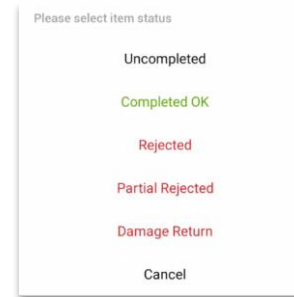
3. If you are unable to complete a to-do item, press the more options button and select the reason for incompletion or type your own.



4. Once the to-do list items are successfully completed, a green tick will appear next to them. Once all are completed you can complete the pick-up or drop-off.



5. If there was a challenge with the pick-up or drop off, tap the status text and select an option from the list.



IMPORT GUIDE: IMPORT TEMPLATE

1. The different colour codes help users see what category the information belongs to:

- Green = [Job / Task details](#)
- Blue = [Driver assignment details](#)
- White = [Customer details](#)
- Yellow = [To dos & Item Information](#)

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q |
|--------------|-----------|---------|-------------|-----------|----------------|----------|---------|----------------------|-------------|---------------|--------------------|-------|-------|-----|-----|-----|
| Order Number | Stop Type | Stop No | Driver Name | Plan Name | Send Date Time | Priority | Ungroup | Special Requirements | Customer ID | Customer Name | Phone Country Code | Phone | Email | GPS | Lat | Lng |

2. The users can out their mouse over the particular field marked with a red flag to find out more details regarding that field.

3. Each row in the excel file only represents one location of a similar item.

| R | S | T | U | V | W | X | Y | Z | AA | AB | AC | AD | AE | AF | AG | AH | AI |
|--------------|----------------|----------------|------|-------|-------------|------|-------------|----------|------------|-----------|---------------|-------------|------------------|-----------|----------------|---------------|------------|
| Country Code | Address Line 1 | Address Line 2 | City | State | Postal Code | Note | Time Window | Duration | Stop Todos | Item Name | Item Quantity | Item Weight | Item Weight Unit | Item Size | Item Size Unit | Tracking Code | Item Todos |

Example: "Pick n' Drop" a task - users are required to create two rows in Excel with the same order number.



IMPORT GUIDE: JOB / TASKS DETAILS

1. The "Order number" field is used to group rows with identical numbers together as a Job/Task.
2. By putting a "P" or the words "Pick-up" only under the "Stop type" field will tell the system to identify that row as pick-up stop.
3. The "Stop No" field is used for the stop sequence of the job or if a particular stop has different items, users can also use "Stop No" to merge the rows together.
4. "Priority" is used to indicate the level of importance for the Job/Task.
5. "Ungroup" is used to unmerge multi-stop job into a single job.
6. The "Note" field allows users to include any other information regarding the particular row for the driver, "Special requirements" is used to indicate additional equipment required for the Job/Task.
7. "Time Window" allows the user to set the time window requirement for a particular location, and driver "Duration" limits how long the driver can stay at the particular location.

| A | B | C | G | H | I | X | Y | Z |
|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|
| Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |

Note:

The order number can either be inserted by the user or left empty. When left empty the system will generate its own system default order number, and the system will not be able to identify which rows belong in the same job/task.



IMPORT GUIDE: STOP TASK EXAMPLE

- 1. Single-stop task:**
Choose to insert the order number or leave it blank.
- 2. Single-stop task with different item at same drop:**
Indicate the identical "Stop No" to merge two different items into one stop.
- 3. Multi-stop task:**
Create different rows with the same order number and insert the "Stop No" to arrange the sequence. Set stop priority by inputting high or low at each location. Indicate "No" under "Ungroup" which will group the different location together, if left empty the stop will be separate as an individual Job/Task when created.
- 4. Single-stop task with time window and stop durations:**
Indicate the time window where drivers are required to arrive at the locations and the duration that the driver is allowed to stay at the location.

| | A | B | C | G | H | I | X | Y | Z |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |
| 1 | | | | | | | | | |
| 2 | Example-1 | | | | | | | | |

| | A | B | C | G | H | I | X | Y | Z | AB |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|-----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration | Item Name |
| 1 | | | | | | | | | | |
| 2 | Example-2 | | 1 | | | | | | | Noodle |
| 3 | Example-2 | | 1 | | | | | | | Rice |

| | A | B | C | G | H | I | X | Y | Z |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |
| 1 | | | | | | | | | |
| 2 | Example-3 | | 3 | Low | No | | | | |
| 3 | Example-3 | | 1 | High | No | | | | |
| 4 | Example-3 | | 2 | | No | | | | |

| | A | B | C | G | H | I | X | Y | Z |
|---|--------------|-----------|---------|----------|---------|----------------------|------|----------------|----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |
| 1 | | | | | | | | | |
| 2 | Example-4 | | | | | | | 7:30am, 8:00am | 10 |
| 3 | Example-4 | | | | | | | 8:30am, 9:00am | 15 |

Note:

Other details like customer, driver and to-do list would still be required.



IMPORT GUIDE: PICK N' DROP TASK EXAMPLE

1. Pick n' Drop task:

Insert a "P" or the words "Pick Up" under "Stop Type" to allow the system to identify the row meant for the pick up location. Set stop priority by inputting high or low at each location.

2. Pick n' Drop task for two different item at same drop:

Indicate the identical "Stop No" to merge two different items into one stop.

3. Single Pick n Multiple Drop task with time window & stop duration:

Create different rows with the same order number by inserting a "P" or the words "Pick up" under "Stop Type". And insert the stop sequence under "Stop No", to arrange the sequence. Indicate "No" under "Ungroup" which will group the locations together, if left empty the stop will be separate as individual Job/Task when created. Indicate the time window where drivers are required to arrive at the locations and the duration that the driver is allowed to stay at the location.

Note:

Users are required only to insert "P" or "Pickup" in the pick up location row for a pick n' drop task. Whichever row is not indicated as "pick-up stop" will be deemed as a "drop off stop" by the system, therefore no indication for drop-off is required. Other details like customer, driver and to-do lists still have to be inserted.

| | A | B | C | G | H | I | X | Y | Z |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |
| 1 | | | | | | | | | |
| 2 | Example-1 | P | | High | | | | | |
| 3 | Example-1 | | | | | | | | |

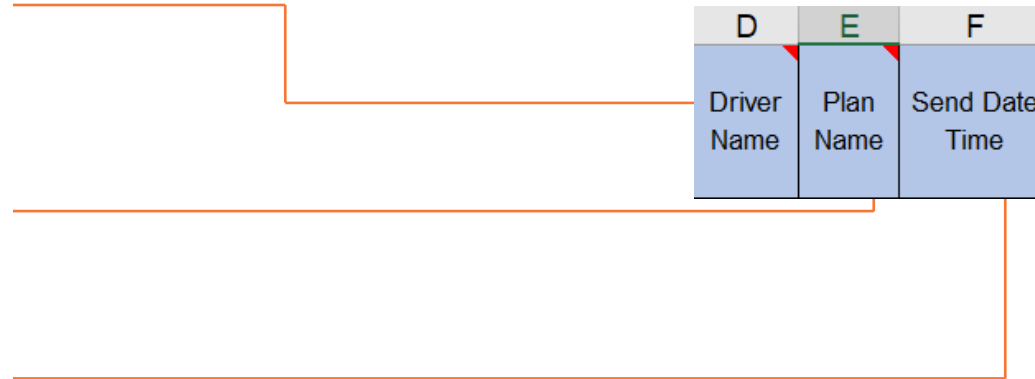
| | A | B | C | G | H | I | X | Y | Z | AB |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-------------|----------|-----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration | Item Name |
| 1 | | | | | | | | | | |
| 2 | Example-2 | P | | | | | | | | |
| 3 | Example-2 | | 1 | | | | | | | Noodle |
| 4 | Example-2 | | 1 | | | | | | | Rice |

| | A | B | C | G | H | I | X | Y | Z |
|---|--------------|-----------|---------|----------|---------|----------------------|------|-----------------|----------|
| | Order Number | Stop Type | Stop No | Priority | Ungroup | Special Requirements | Note | Time Window | Duration |
| 1 | | | | | | | | | |
| 2 | Example-3 | P | | | No | | | 6:00am, 6:30am | 10 |
| 3 | Example-3 | | 1 | | No | | | 7:00am, 7:30am | 10 |
| 4 | Example-3 | | 2 | | No | | | 9:00am, 12:30pm | 30 |



IMPORT GUIDE: DRIVER ASSIGNMENT DETAILS

1. The "Driver Name" field can be used to indicate the assignee. If left empty, the job will be "Assigned Later", if an existing driver's name was provided, the job will be automatically assigned to that driver.
2. The "Plan Name" field can be used to assign a job to a [Plan](#) for proper job planning. The Plan has to be created in the system prior to using "Plan Name" field.
3. The "Send Date Time" field will tell the system to only release the job upon a scheduled date and time.



Note:

System will look for the "Plan Name" followed by the "Send Date Time" then "Driver Name". Therefore if a plan name is entered, "Send Date Time" And "Driver Name" will be ignored.



IMPORT GUIDE: CUSTOMER DETAILS

1. The "[Customer Id](#)" field will be automatically retrieved from the system if the particular customer has already been previously added.
2. The "Customer Name" field is used when users do not have the Customer ID.
3. Users are required to fill in contact details.
4. Users can choose to key in either GPS, Latitude & Longitude or the full address.
 - **GPS** – Combination of both Lat & Long of the customer location.
 - **Lat & Lng** – Separate column to input Lat & long.
 - **Full address** – Customer full mailing address.

| G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
|-------------|---------------|--------------------|-------|-------|-----|-----|-----|--------------|----------------|----------------|------|-------|-------------|
| Customer ID | Customer Name | Phone Country Code | Phone | Email | GPS | Lat | Lng | Country Code | Address Line 1 | Address Line 2 | City | State | Postal Code |

Note:

Under Customer details, the System will place the main priority on the Customer Id field, therefore if the user inserts only the customer id, the system will retrieve this info and auto fill all details in the address book when creating task in system.



IMPORT GUIDE: GET CUSTOMER ID

1. Click on "Settings" to access the address book to retrieve the customer Id.
2. Select the customer name to view the customer Id. Click on the Customer id to copy.

The screenshot displays the Cartrack web application interface. At the top, a navigation bar includes 'CARTRACK', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. A 'Settings' icon is highlighted in the top right corner. Below the navigation bar, a map shows the Skudai area. A 'SETTINGS' modal is open, with the 'Address Book' tab selected. A list of addresses is shown, with 'angela' highlighted in orange. To the right, a detailed view of the selected customer is shown, with the 'Customer ID : 2a57863d-7364-11ec-8c44-a4bf016cd6b2' highlighted in orange. The 'New Job' form is visible on the right side of the screen.



IMPORT GUIDE: STOP & ITEMS TO DO

1. The user can insert the tasks needed to be done in the "Stop To-dos" field by inserting the following numbers:

- 1 for Signature
- 2 for Proof of delivery
- 5 for Notes

| V | W | X | Y | Z | AA | AB | AC | AD |
|------------|-----------|---------------|-------------|------------------|-----------|----------------|---------------|------------|
| Stop Todos | Item Name | Item Quantity | Item Weight | Item Weight Unit | Item Size | Item Size Unit | Tracking Code | Item Todos |

2. Input items related details.

3. Used to track items, "Scan to Attach" can allow drivers to attach this code on site.

4. The user can insert the tasks needed to be done in "Item To-dos" field by inserting the following numbers:

- 1 for Signature
- 2 for Proof of delivery
- 3 for Scan to attach
- 5 for Notes

Note:

If a user requires two proof of deliveries for a stop, they should key in 22 in the column under Stop to-dos.



IMPORT GUIDE: EXAMPLE

| Order Number | Stop Type | Stop No | Driver Name | Plan Name | Send Date Time | Priority | Ungroup | Special Requirements | Customer ID | Customer Name | Phone Country Code | Phone | Email | GPS | Lat | Lng | Country Code | Address Line 1 | Address Line 2 | City | State | Postal Code | Note | Time Window | Duration | Stop Todos | Item Name | Item Quantity | Item Weight | Item Weight Unit | Item Size | Item Size Unit | Tracking Code | Item Todos |
|--------------|-----------|---------|-------------|-----------|----------------|----------|---------|----------------------|--------------------------------------|-----------------------|--------------------|----------|-------|-----|-----|-----|--------------|--------------------------|----------------|------|-------|-------------|------|------------------|----------|------------|-----------|---------------|-------------|------------------|-----------|----------------|---------------|------------|
| Example 1 | P | | Zach | | | | | | | ABC logistic | 65 | 82525127 | | | | | SG | 8 Rivervale Link | 08-12 | | | 545043 | | 9:00am, 9:30am | | | | | | | | | | |
| Example 1 | | | Zach | | | | | | | Amy | 65 | 86727525 | | | | | SG | 524 Ang Mo Kio Ave 10 | Dec-51 | | | 560524 | | 10:30am, 11:00am | | 2 | | | | | | | | |
| Example 2 | | 1 | | Test 1 | | | No | | ad4933dc-f759-11ec-b228-a4bf016cd6b2 | | | | | | | | | | | | | | | | | | | | | | | | | 1 |
| Example 2 | | 2 | | Test 1 | | | No | | b2161738-c1fe-11ec-b7d3-a4bf016cd6b2 | | | | | | | | | | | | | | | | | | | | | | | | | 1 |
| Example 2 | | 3 | | Test 1 | | | No | | | New upper Changi Road | | 87453225 | | | | | SG | 55 New Upper Changi Road | 18-1458 | | | | | | | | | | | | | | | 1 |

Example 1:

Pick n' Drop Task from Rivervale Link to Ang Mo Kio Ave 10 created using customer address and contact number, and only require 1 POD under "Stop to-dos" at drop off point.

Driver is required to be at pick up location within 9am to 9:30am and needs to be at drop off by 10:30am to 11am.

Example 2:

Multiple Single Stop Task - Stop 1 and Stop 2 is an existing customer in the delivery platform, therefore Customer id is used, Stop 3 is a new customer which uses GPS coordinates.

All 3 stops require a signature under items to-do and not to ungroup after creation.



IMPORT GUIDE: DATA MAPPING

1. Data mapping is use when users try to import their own format into the system.
2. The user can select the related column to match the required field in the system.

Data Mapping Reset(0) Reset All

OPTIONAL FIELDS(0/36)

| | | | |
|---------------------------|-----------------|----|----------------|
| <input type="radio"/> use | Select a column | as | Order Number |
| <input type="radio"/> use | GPS | as | Stop Type |
| <input type="radio"/> use | Lat | | |
| <input type="radio"/> use | Lng | as | Stop No |
| <input type="radio"/> use | Country Code | as | Driver Name |
| <input type="radio"/> use | Address Line 1 | as | Plan Name |
| <input type="radio"/> use | Address Line 2 | | |
| <input type="radio"/> use | City | as | Send Date Time |
| <input type="radio"/> use | State | as | Customer ID |
| <input type="radio"/> use | Select a column | as | Customer Name |

0 required fields need mapping

Cancel Done





Thank you