

ONE Network Mobile Application User Guide

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1. One Network Mobile Application User Guide

The One Network driver application provides drivers with the ability to process movements and shipments, as well as to add or change BOL and PRO numbers or add tracking events. The following guide is meant to be an overview of the app functionality, not necessarily protocols for carriers and/or drivers.

2. Download the ONE Driver Application

The following sections describe how to download the ONE Network Driver Application for iOS and Android.

2.1. Download Instructions for Android

Complete the following steps to download the ONE Network Driver Application for Android:

1. Open the **Google Play Store** application.
The Google Play Store home screen appears.
2. Enter "ONE Driver Application" in the search bar.
3. Find and tap the ONE Driver Application in the list of results.
4. Tap the **Install** icon.
The installation process initiates, and the app's icon displays on the phone's screen.

2.2. Download Instructions for iOS

Complete the following steps to download the ONE Network Driver Application for iOS:

1. Open the **App Store** application.
The App Store home screen appears.
2. Tap the **Search** bar, and enter "ONE Driver Application."
A list of results appears.
3. Find the ONE Driver Application in the list of results, and tap the **Get** button.
Depending on your personal iOS security settings, a download verification message may appear. The download initiates, and the app's icon displays on the phone's screen.

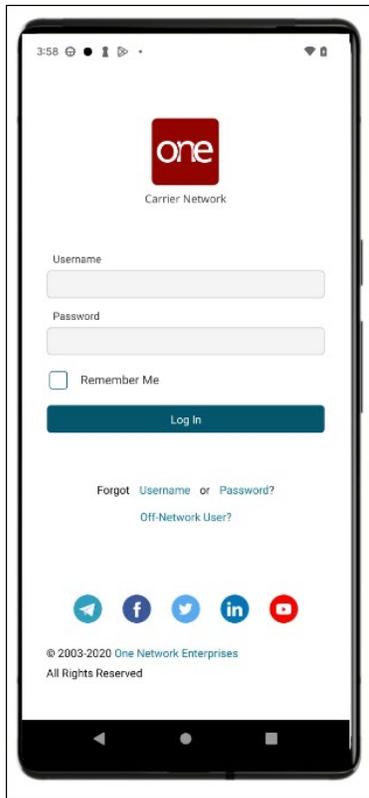
3. User Interface Basics

3.1. Driver Log In

Driver users log in to the ONE Network Driver App after it has been installed on their Android or iPhone.

Complete the following steps to log into the driver app:

1. Open the app.
The ONE Network Driver App screen opens.



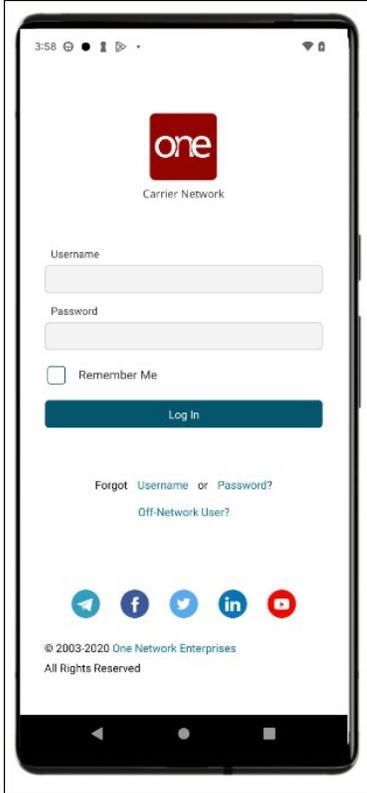
2. Fill in the **Username**.
3. Fill in the **Password**.
4. Check the box for **Remember me** if this device is assigned to a dedicated driver.
5. Tap the **Log In** icon.
The driver is logged into the app.

3.2. Request Username

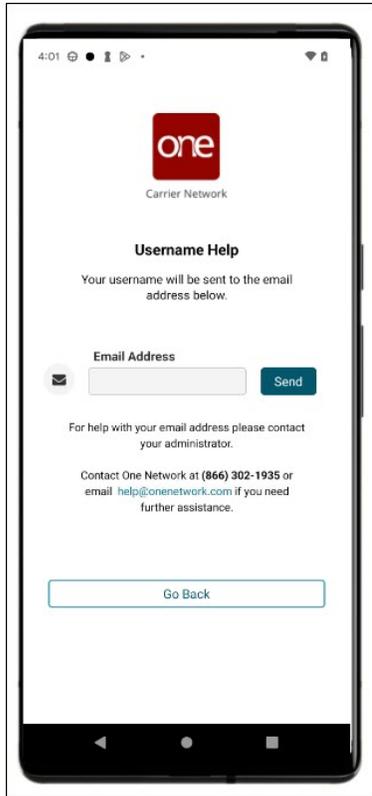
Existing driver users can request to have their login username sent to them via email. This feature helps driver users retrieve their login information quickly and efficiently without waiting for assistance from production support. Driver users must have a user profile in the ONE system and be associated with this device.

Complete the following steps to request a forgotten username:

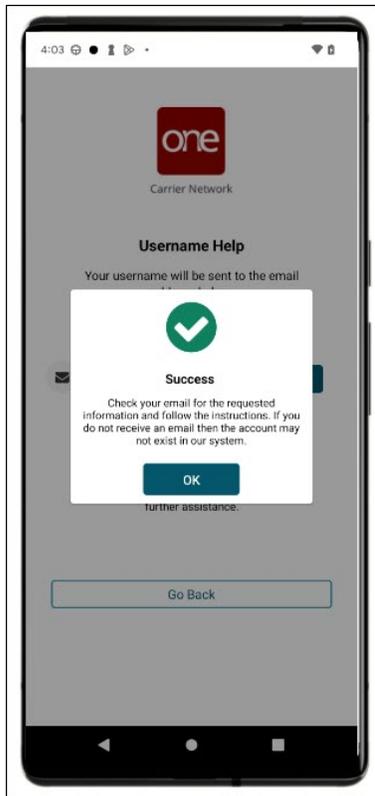
1. Open the driver app.
The ONE Network Driver App screen opens.



2. Tap the **Username** link at the bottom of the screen.
The Username Help screen displays.



3. Enter your email.
4. Tap the **Send** button.
A success message displays, and the driver's username is sent via email.



5. Tap the **OK** button, and fetch the username from the email.
6. Tap the **Back To Login** button to return to the login screen.
7. Enter the username and password to log in to the app.

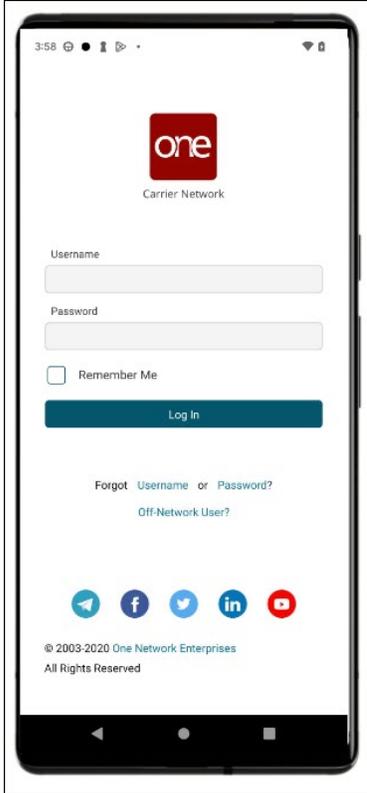
If you did not receive an email, call One Network at (866) 302-1935 or email help@onenetwork.com for assistance.

3.3. Request Password

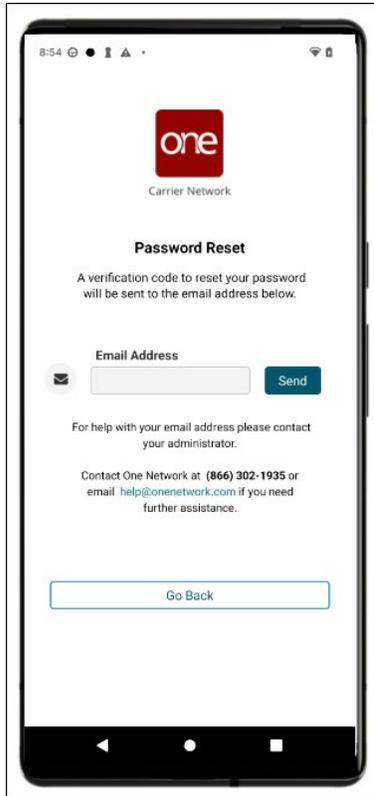
Driver users can request their password; they must have an existing profile with an email.

Complete the following steps to request a password reset:

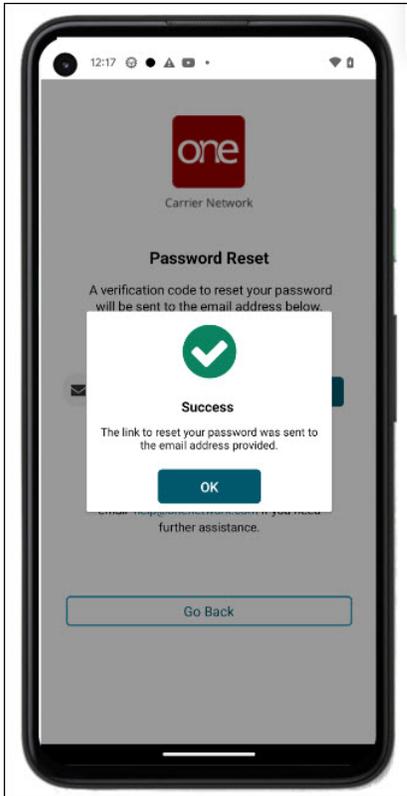
1. Open the driver app.
The ONE Network Driver App screen opens.



2. Tap the **Password** link.
The Password Reset screen displays.



3. Enter your email address.
The email you enter must be on file with the system, or you will get an error message.
4. Tap the **Send** icon.
A message is sent with a link to the Password Reset screen via a text message or email. A success popup displays.



5. Tap the **OK** icon.
6. Open your email app, and tap the link in your email on your device sent from the ONE system. The **Change Password** screen displays.

one

One Network Enterprises™

Change Password

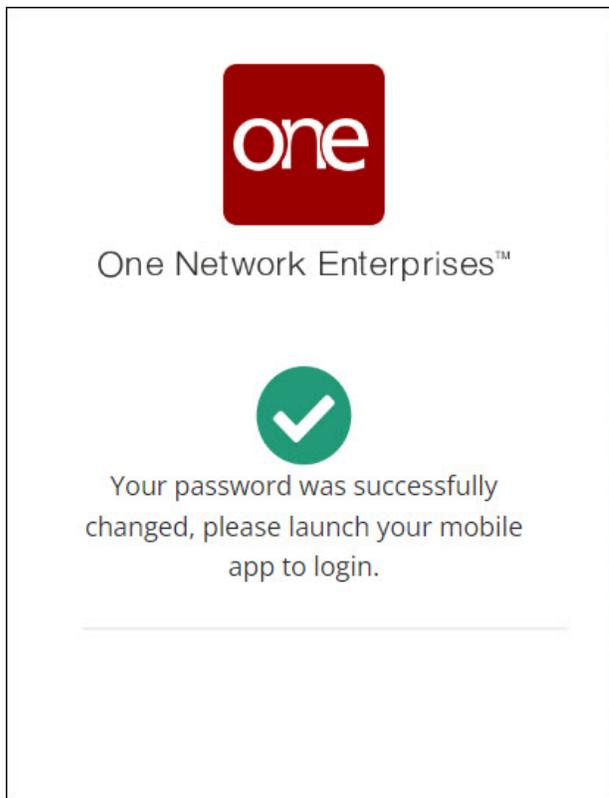
Password must be between 8-15 characters and contain one of each: Alpha (a-z, A-Z), Numeric (0-9) and Special (!, #, \$, etc.). No spaces are allowed.

New Password

Confirm New Password

Change Password

7. Type in your **New Password**.
8. Type in the new password in the **Confirm New Password** field.
9. Tap the **Change Password** icon.



10. Return to the mobile app and log in using the new password.

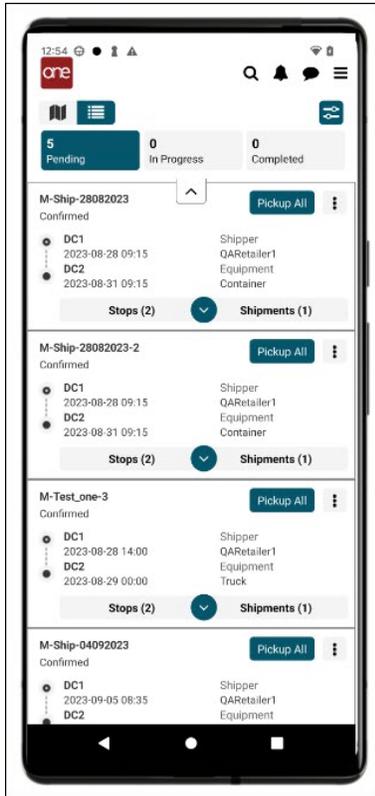
3.4. Views in the Driver App

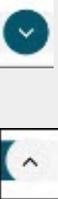
Users have several views in the ONE Network Driver App to manage pickup and delivery of movements and shipments. The views include a list view with details for stops and shipments expanded or collapsed, as well as a map view. When users open the GLG driver app, the map view and list view are available options to view movements and shipments.

Please see specific sections in the *ONE Network Driver App User Guide* for instructions on how to use each of the views within the driver's workflow for pickup and delivery of movements and shipments.

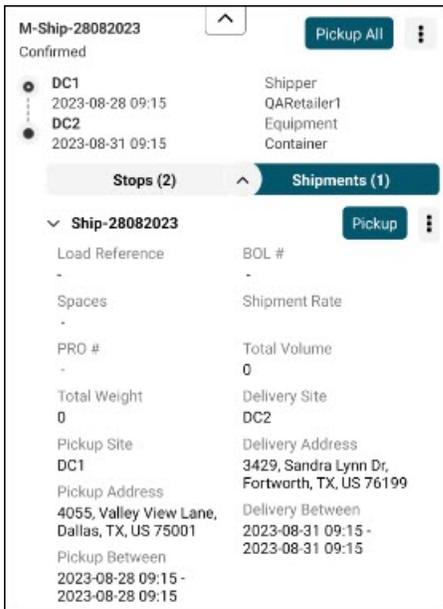
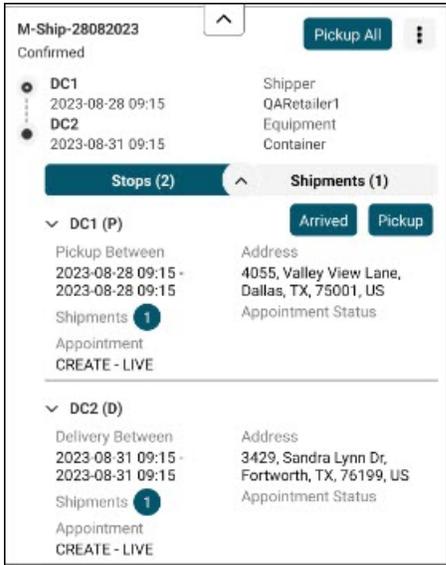
3.4.1. List View

The list view is the default of the app dashboard. Users can view movements, shipments, and stops in any of the three movement statuses.



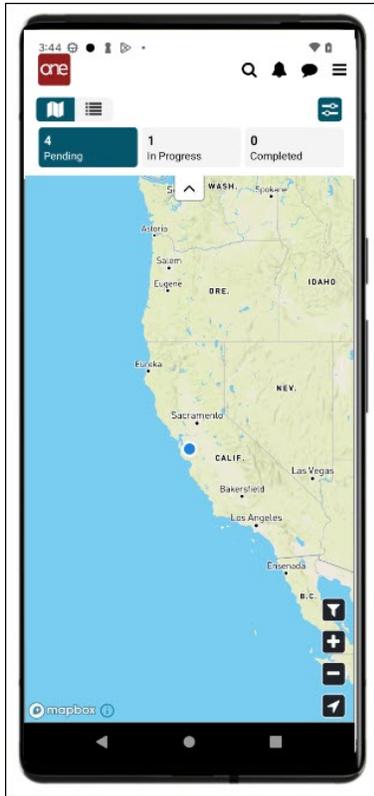
Icon/Information	Description
	Tap the icons for Map View and List View to toggle back and forth between the views. The Map View is shown below.
	Tap the movement status tabs to view movements within each status: Pending, In Progress, and Completed. The number on each tab indicates how many movements assigned to the driver are in that status.
	Tap the scroll icon to scroll through the list of movements on any status tab. Drivers can also swipe up or down on the screen to move through the lists.
	Tap the Stops and Shipments tabs to view stops and shipments assigned to the movement. The number indicates how many for each.
	Tap the expand and collapse icons to show and view stops or shipments.

Expanded stops and shipment details.



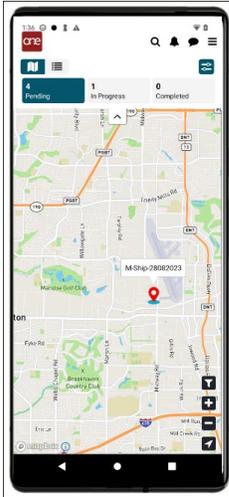
3.4.2. Map View

The map view is accessible from the main app dashboard, as shown below. As with other device apps, drivers can use one finger to move the map and two fingers (pinching inward or expanding) to zoom in and out of the map.



Icon/Information	Description
	<p>Tap the funnel icon to filter and sort.</p> <p>Tap the plus (+) icon to zoom in.</p> <p>Tap the minus (-) icon to zoom out.</p> <p>Tap the arrow icon to recenter the map to the current position (of the driver/device).</p>

Tap a pin icon to view the movement number.

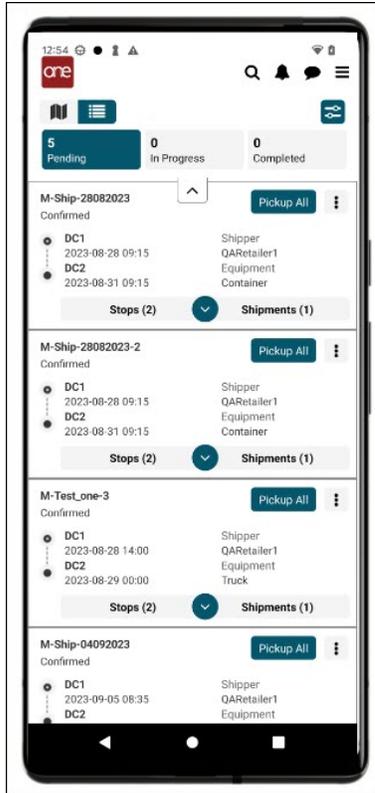


3.5. Main Menu

Users have a number of options available from the main menu.

Complete the following steps to access the settings menu:

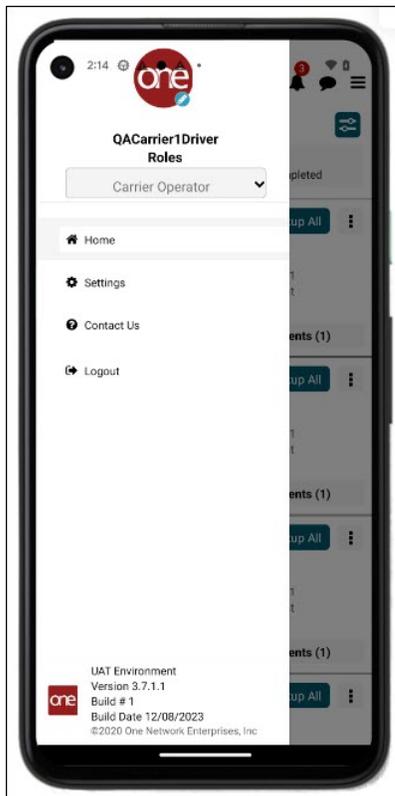
1. Open the ONE drive app.
The dashboard displays.



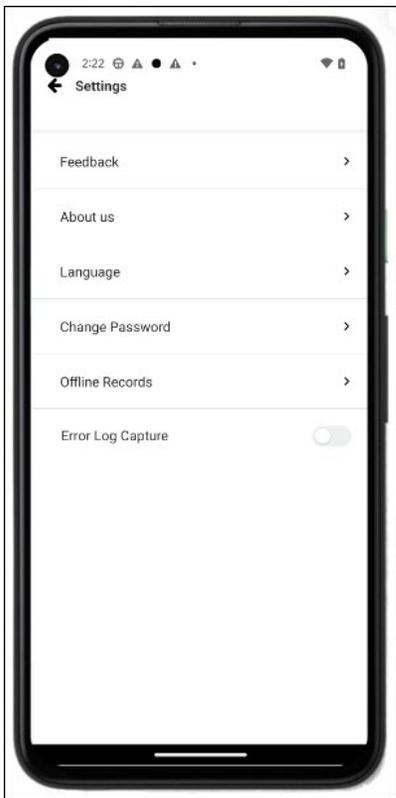
2. Tap the main menu icon.



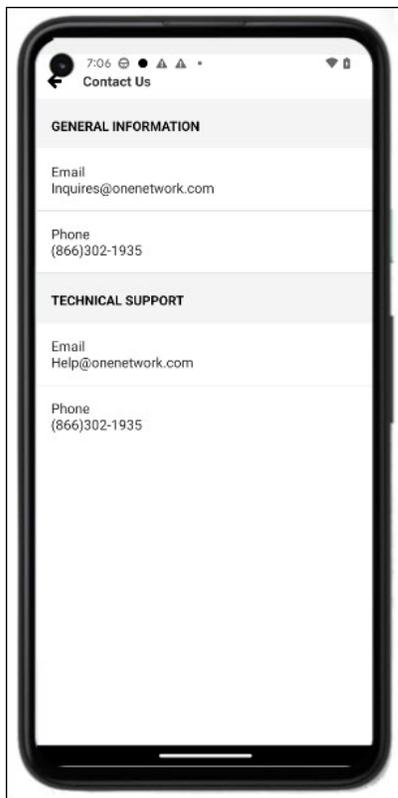
The main menu displays.



3. Tap the **Home** option to close the menu.
The dashboard displays.
4. Tap the **Settings** option to view the settings menu.
Please see "User Settings" section in this guide for specific instructions on options available under Settings.



5. Tap the back arrow (<) to return to the dashboard.
6. Tap the **Contact Us** option to contact ONE Network.
Email addresses and phone numbers for general information and technical support are provided.



7. Tap the back arrow (<) to return to the dashboard.
8. Tap the **Logout** option to log out of the application.
The user login screen displays.

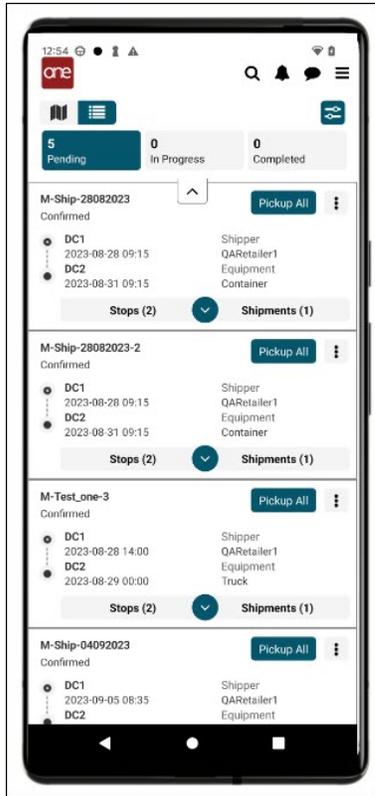
3.6. User Settings

3.6.1. Change Your Password

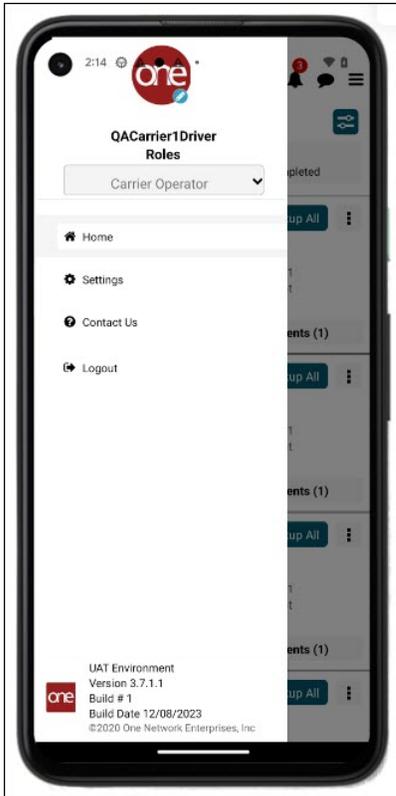
Driver users can change their passwords from their user profile within the app when their password has expired or whenever they need to create a new password. Driver users must have an existing profile.

Complete the following instructions to change your password from the profile settings:

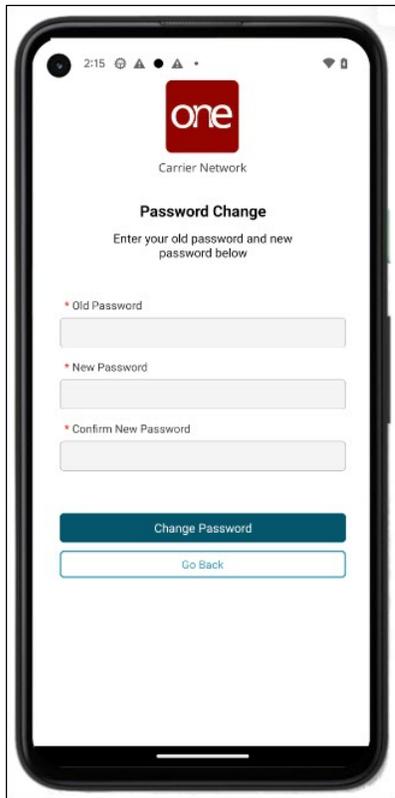
1. Log in to the driver app with your username and password.
The ONE Network Driver App main dashboard screen opens.



2. Tap the **Menu** icon (three horizontal lines/"hamburger" icon) at the top of the screen. The main menu displays.



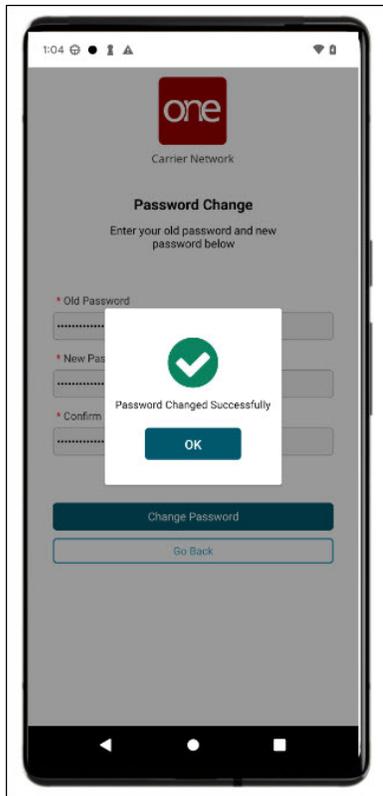
3. Tap the **Settings** option.
The settings menu displays.
4. Tap the **Change Password** option.
The Password Change screen displays.



5. Enter values for the fields described in the table below. Fields with an asterisk (*) are required.

Field	Description
*Old Password	Enter your old password.
*New Password	Enter your new password.
*Confirm New Password	Enter your new password again.

6. Tap the **Change Password** icon.
The Password Change success popup displays.



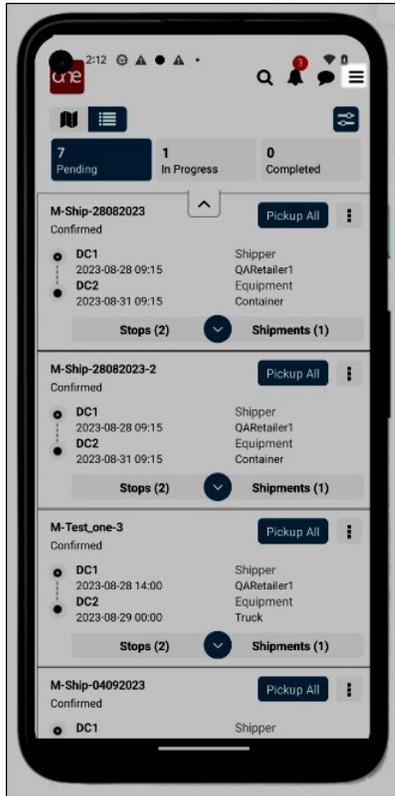
7. Tap the **OK** icon.
8. Tap the **Go Back** icon.
The login screen displays.
9. Type in your username and new password to log in to the app.

3.6.2. Enabling Error Log Capture

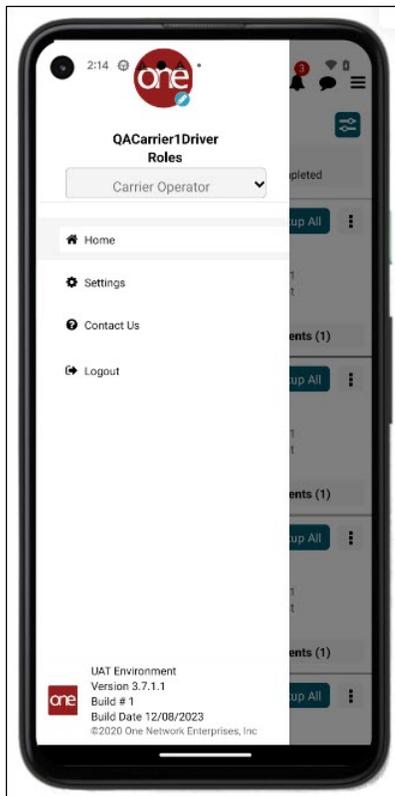
Users can enable an error capture from the driver app that expires in an hour. When the Error Capture function is enabled, an alert notifies the driver that the error log capture will be disabled after an hour. This enhancement provides the error log capture for enough time to capture any errors in a data log without overburdening the system with longer periods of data capture.

Complete the following steps to enable the error log capture in the driver mobile app:

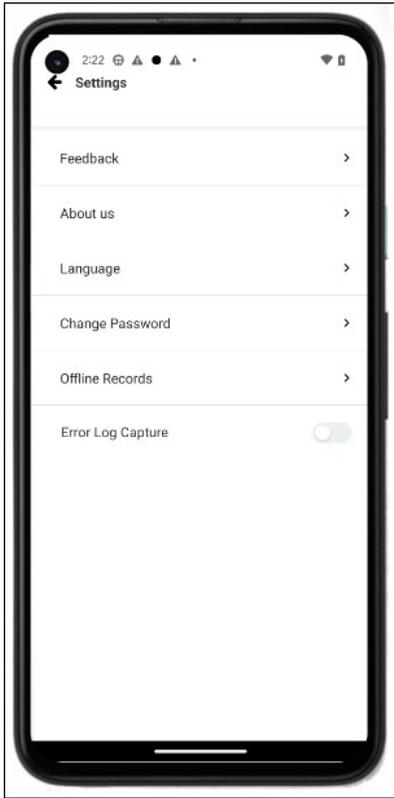
1. Login to the Driver Mobile App.
2. Tap the main menu icon.



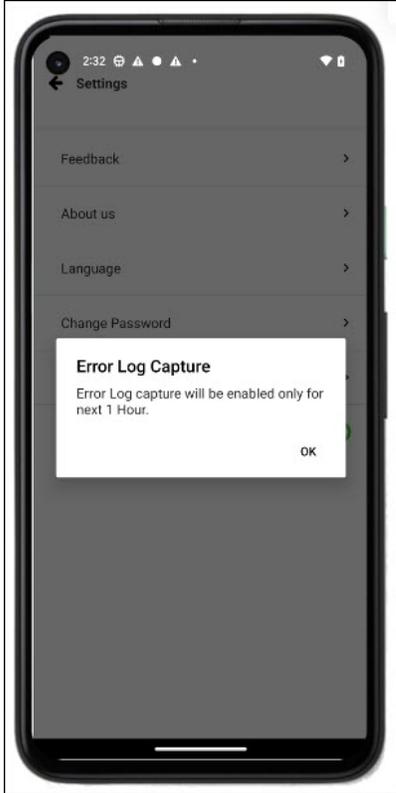
The main menu screen displays.



3. Tap the **Settings** option.
The Settings screen displays.



4. Tap the on/off switch to enable **Error Log Capture**.
A popup displays.



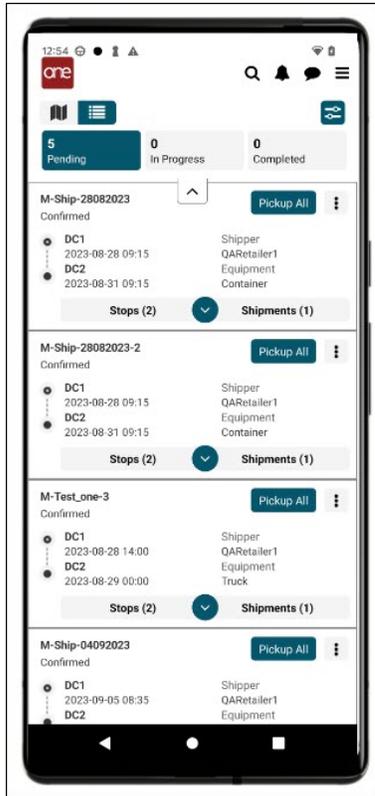
5. Tap the **OK** icon.
The error log capture turns off automatically in one hour.

3.6.3. Set Preferred Language

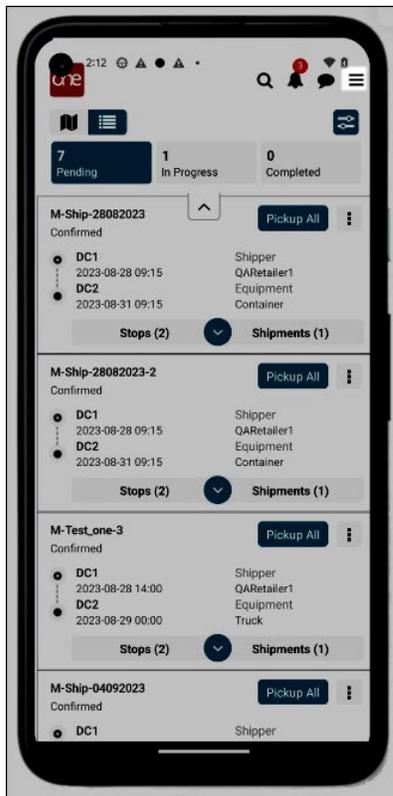
Users can set their preferred language in the ONE Driver Mobile App.

Complete the following instructions to set your preferred language:

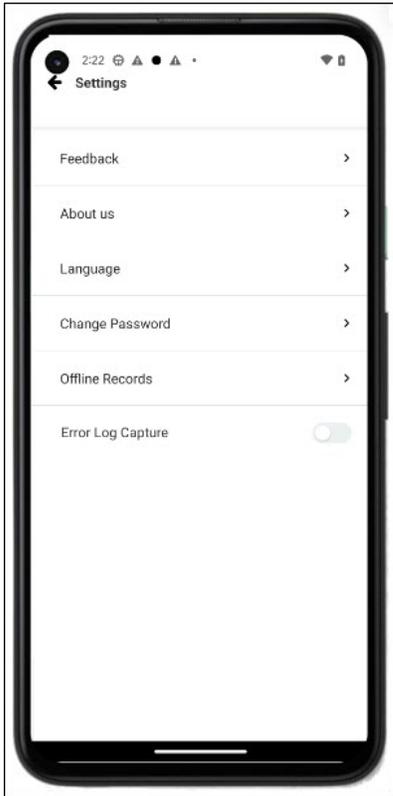
1. Log in to the driver app.
The dashboard displays.



2. Tap the **Main Menu** icon (three horizontal lines/"hamburger" icon).



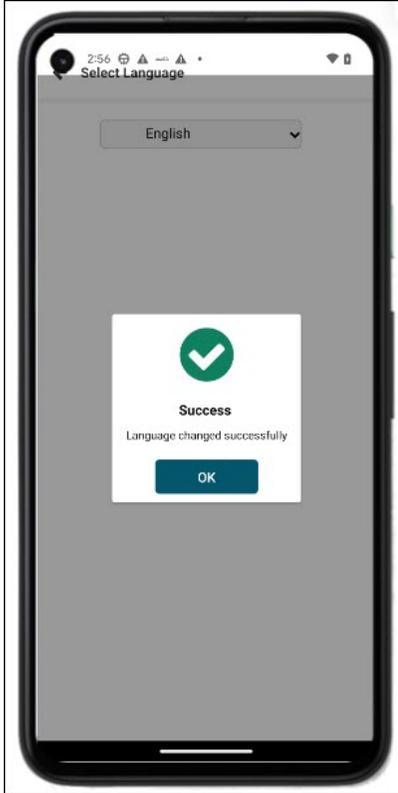
The Settings menu displays.



3. Tap **Language**.
The Language screen displays.



4. Select the preferred language from the dropdown list.
A success popup displays.



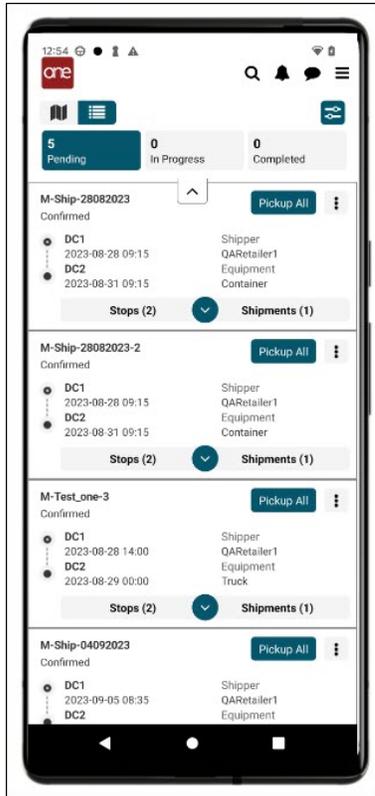
5. Tap the **OK** icon.
The selected language displays in the field.
6. Tap the back arrow (<) at the top of the **Select Language** screen.
The dashboard displays in the preferred language.

3.6.4. Viewing Offline Records

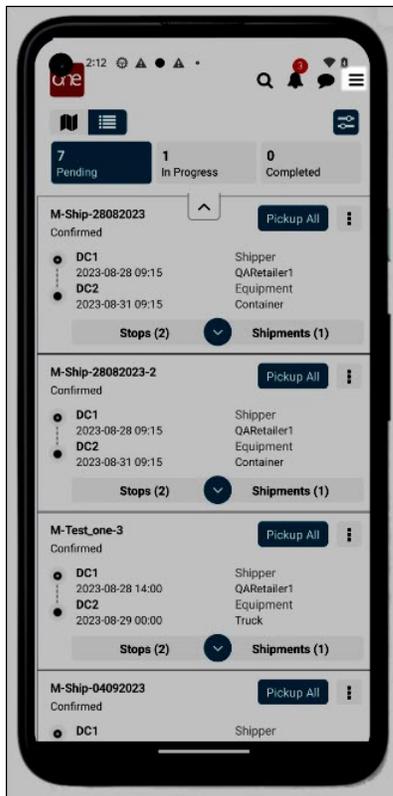
In some circumstances, drivers may need to use the driver app while offline. In those cases, the records are stored in the app on the driver's device. When the driver has an internet connection again, they can sync the data.

Complete the following steps to sync data stored while offline:

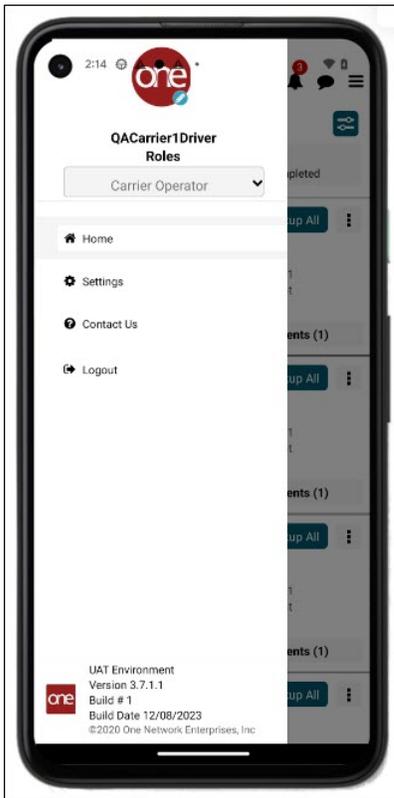
1. Log in to the ONE driver app.
The dashboard displays.



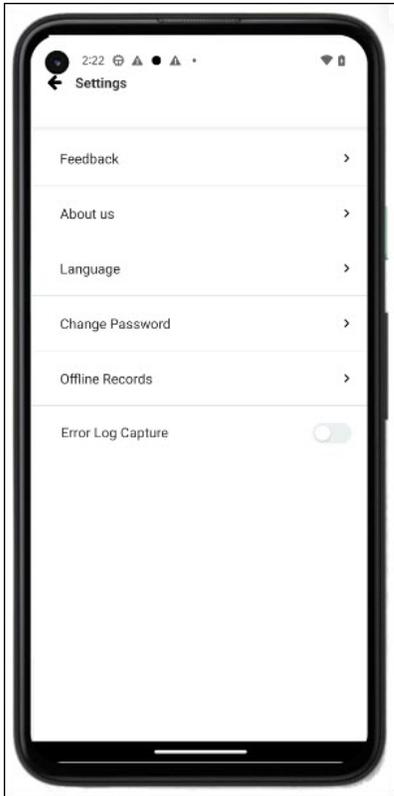
2. Tap the main menu icon.



The main menu screen displays.



3. Tap the **Settings** option.
The Settings screen displays.



4. Tap **Offline Records**.
The Offline Transactions Report displays any records that have not been synced with the system.



5. Tap the **Sync Data** icon to sync the records with the system.
A success message displays.
6. Tap the **OK** icon.

3.7. Creating Mobile App Widgets on Your Device

Users can add widgets on their device home screen providing access to critical information without opening the app. Widget customization on the home screen is standard for iOS and Android operating systems. This feature helps drivers access specific information without navigating through the app, thus saving time and improving the user experience.

Users have the following widget options:

- Small - Three available options show a single state count (Ex: pending count only).
- Medium - One available option shows all states' counts.
- Large - One available option shows all states as a snapshot of movement numbers and actions based on the tab selection.

The instructions below are based on steps from Apple and Android support pages at the time of this release. Please see the following pages for specific phone support:

<https://support.apple.com/>

<https://support.google.com/android>

Complete the following instruction to add the new widgets to an iOS home screen:

1. Touch and hold a widget or an empty area from the home screen.

- The app icons wiggle with a minus sign, and buttons display at the top of the screen.
2. Tap the **Add** button in the upper left corner.
The Search Widgets slideout displays.
 3. Tap the ONE driver app widget, or type it into the **Search** bar.
The One slideout displays.
 4. Swipe left or right to find a widget size, then tap **Add Widget**.
The home screen displays the new widget with the icons still wiggling.
 5. Tap **Done**.
The widget displays on your home screen.

Complete the following instructions to add the new widgets to an Android OS home screen:

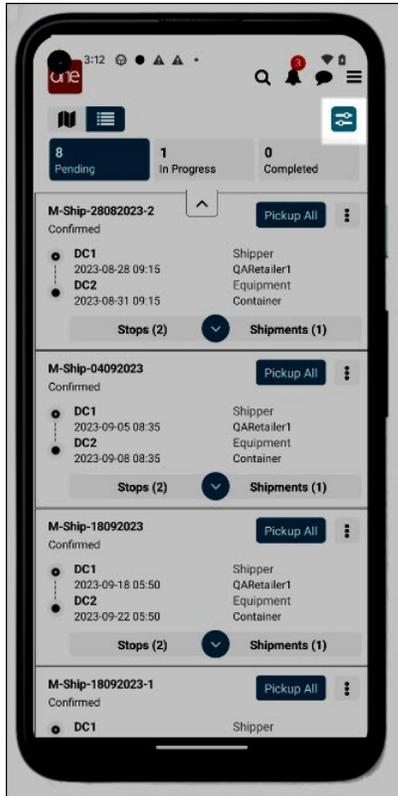
1. Touch and hold a widget or an empty area from the home screen.
The app icons wiggle.
2. Tap **Widgets**.
3. Find the **ONE Driver Mobile App** and tap the icon.
A list of widgets for the app displays.
4. Touch and hold a widget.
Images of your Home screen(s) display.
5. Slide the widget to where you want it located.
6. Lift your finger.

3.8. Applying Filters and Sorting

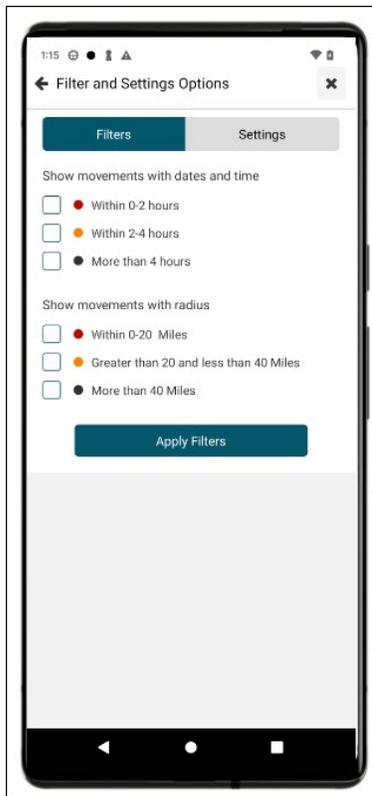
Drivers have the ability to filter in the map view and sort movements in the list view. Filter options for delivery times and distances from the next stop are presented on the map in red, orange, and black. In-progress and pending movements can be sorted by delivery times and distances from the next stop or pickup location. This feature allows drivers to visually access the status of movements quickly.

Complete the following steps to apply filters and sort movements:

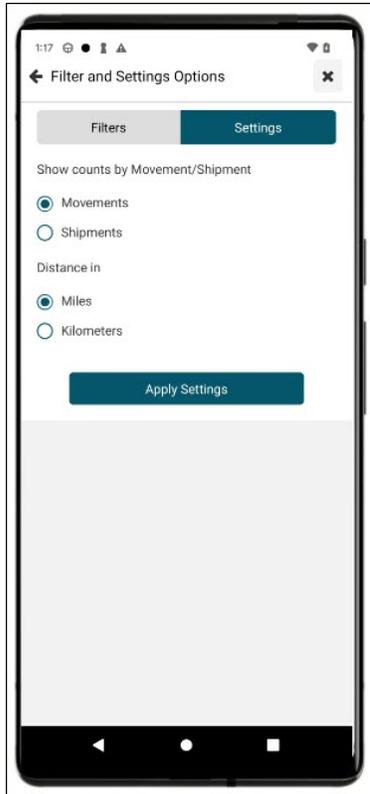
1. Open the driver app.
The dashboard displays.
2. Tap the **Filter Options** icon.



The Filter and Sort Options screen displays the Filters tab by default.



3. Tap the boxes for the different time windows and/or distances to display on the app screen.
4. Tap the **Apply Filters** icon.
The filters are applied.
5. Tap the **Sorting** tab.
The sorting options display.



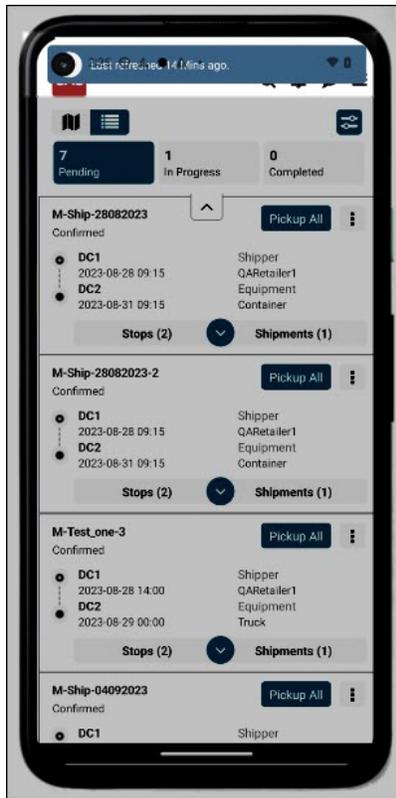
6. Tap the radio button to show counts for movements or shipments. This feature will change the display on both the map view and the list view to show movement or shipment counts.
7. Tap the radio button to sort by miles or kilometers.
8. Tap the **Apply Settings** icon.
The data displays based on the sorting options selected.

3.9. On-Screen Messages

The ONE Network Driver App includes several on-screen messages to assist users as they use the app to manage pickups and deliveries. These messages display without any actions from the user.

Please see below for examples of the messages.

In-app messages let the driver know when data is refreshed on their device.

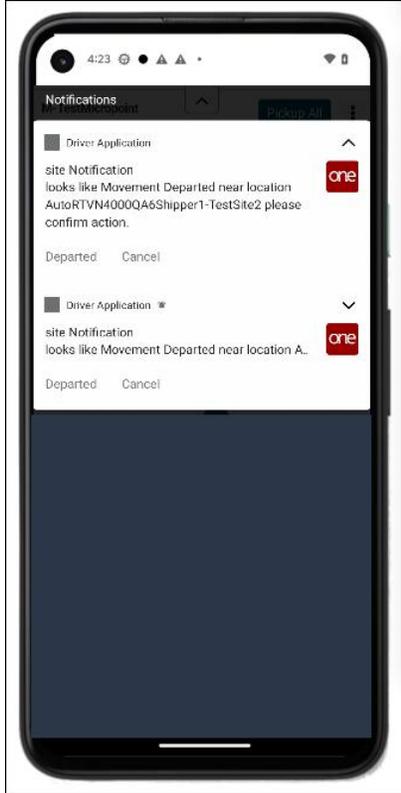


The following message indicates that the device has no internet connection. Updates to and from the device will occur when the internet is available again.

See "Viewing Offline Records" for more information on syncing records after the internet connection is restored.



The GLG Mobile App provides an arrived/departed event notification based on geo fence parameters. If the driver enters or leaves the geo fence perimeter for a site, then the system sends a notification to the driver to confirm they have arrived or departed.

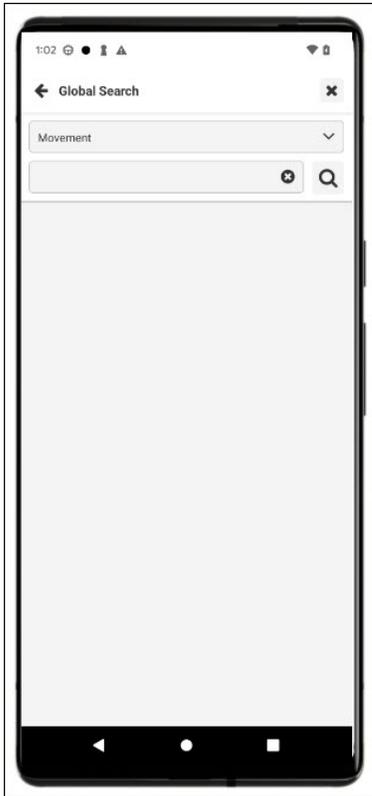


3.10. Global Search for Movements and Shipments

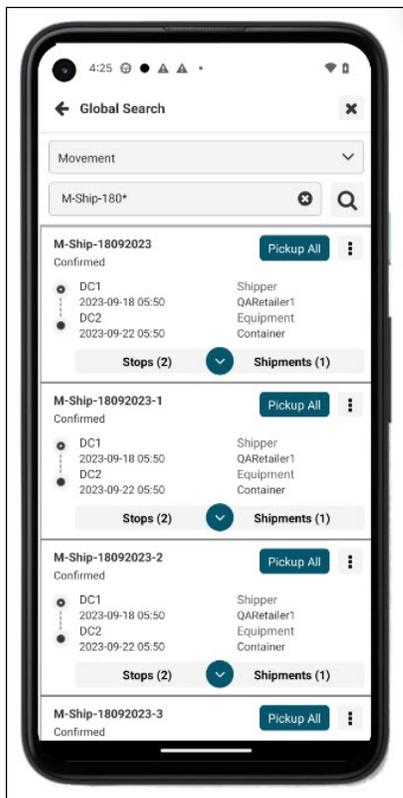
Users can perform a global search in the app for movements and shipments.

Complete the following steps to use the global search:

1. Log in to the driver app.
The dashboard displays.
2. Tap the search icon at the top of the screen.
The Global Search screen displays.



3. Select movement or shipment from the dropdown list.
4. Type in a value in the following field. Wild card characters (* for example) are allowed.
5. Tap the search icon.
Data results display.



3.11. Chat

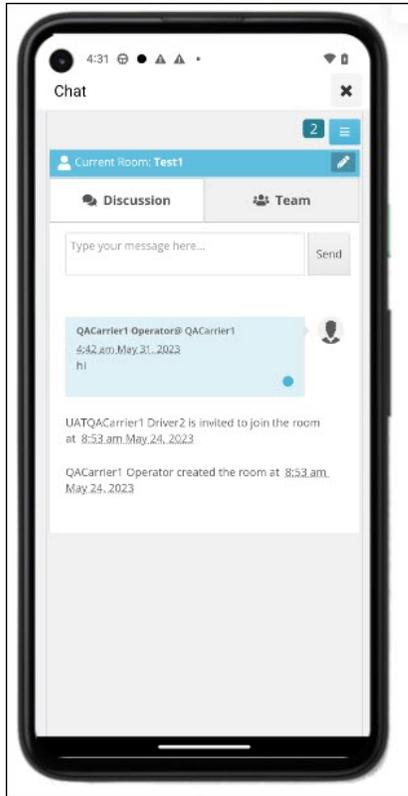
Using the chat feature, drivers can invite or respond to other users in chat rooms to discuss common issues and concerns. Drivers can also create custom rooms to facilitate group collaboration or communicate one-on-one outside of a chat room. Additionally, this feature allows you to create rooms for groups of users to discuss any number of topics, including orders, projects, or products. Driver users must have signed up for the ONE chat and have an existing profile with ONE or a carrier partner. Off-network users, also called anonymous users, do not have access to the chat feature.

Complete the following steps to use the chat feature:

1. Log in to the driver app.
The main dashboard displays.
2. Tap the **Chat** icon.

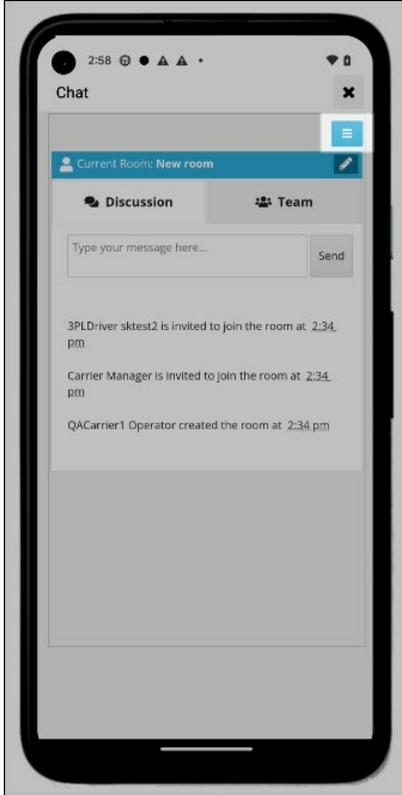


The ONE Chat landing screen displays recent rooms or chats with colleagues listed in the Conversations panel.

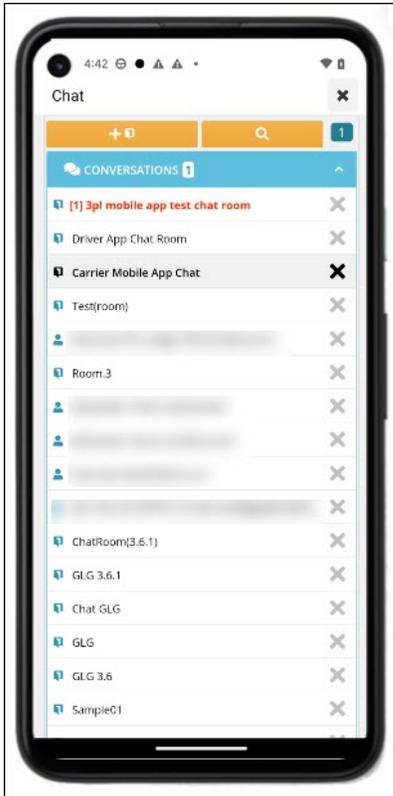


3.11.1. Searching Rooms, Teams, or Users

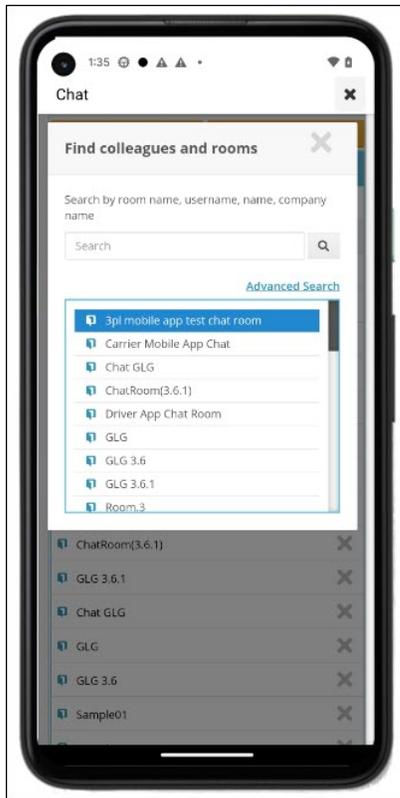
1. Tap the menu icon (horizontal bars/hamburger icon).



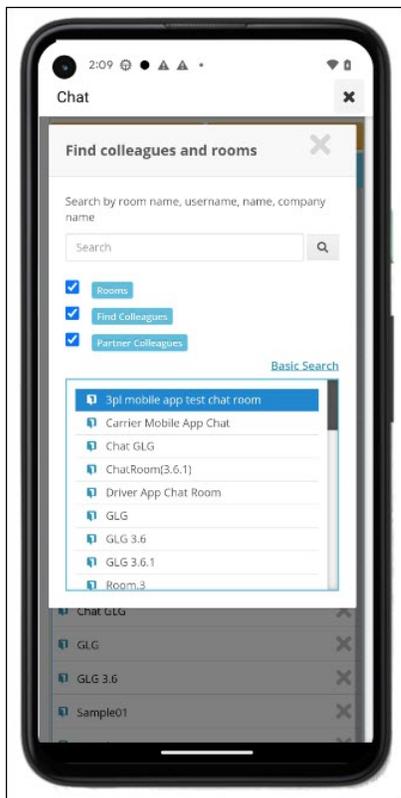
The messages list displays. The Conversations header shows a list of read and unread (red) conversations, and the list can be collapsed.



2. Tap the **Search** icon at the top of the screen.
The Find colleagues and rooms screen displays with a search field, an Advanced Search link, and a list of recently accessed rooms, teams, or users.



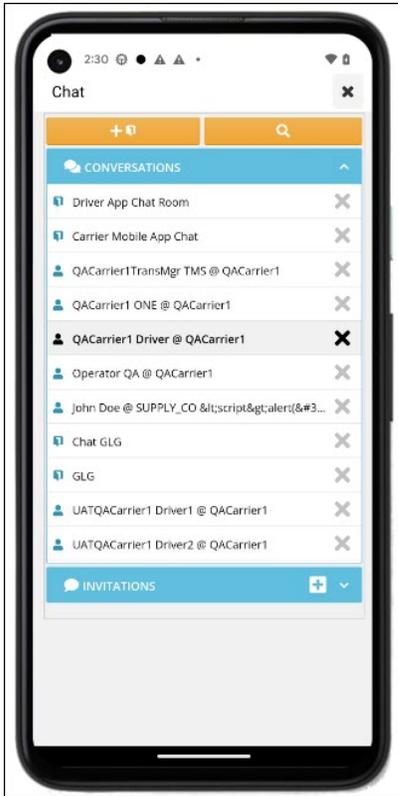
3. Tap the **Advanced Search** link.
The Advanced Search screen displays.
4. Tap the checkboxes to narrow search criteria to rooms, colleagues, and/or partner colleagues.



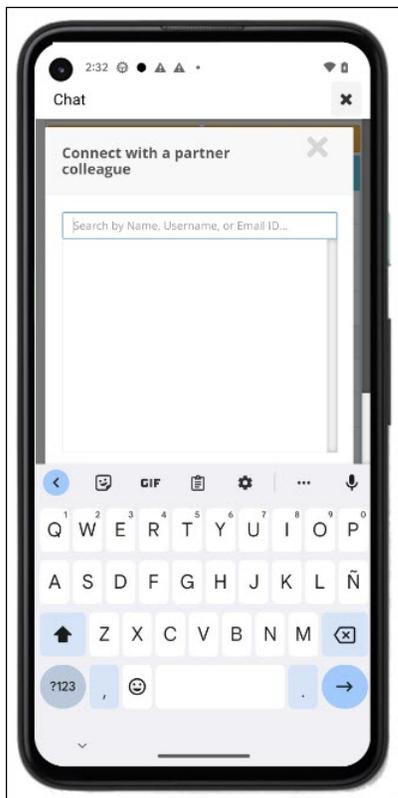
5. Type the name of the room, user, or team in the search field.
The auto-predict feature will begin to display names as you type.
6. Tap the search icon.
The search results display.
7. Tap a room or user name from the list.

3.11.2. Chat with a User

1. From the search screen or the main chat screen, tap a user's name to chat with someone you have chatted with.
A chat screen displays, showing any previous messages and a field to send a message. If you have not invited this user to chat before, see step 4.
2. Type a message.
3. Tap the **Send** icon.
The message displays.
4. Tap the menu icon (horizontal bars/hamburger ico) if you have not chatted with a user before.
The messages list displays.



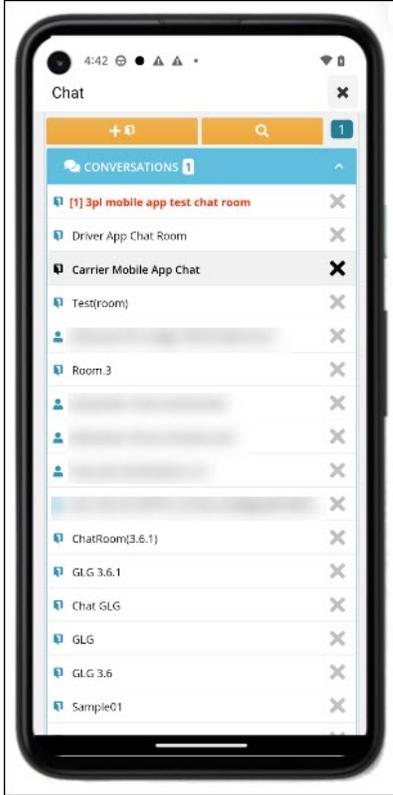
5. Tap the + on the Invitations header. A search field displays.



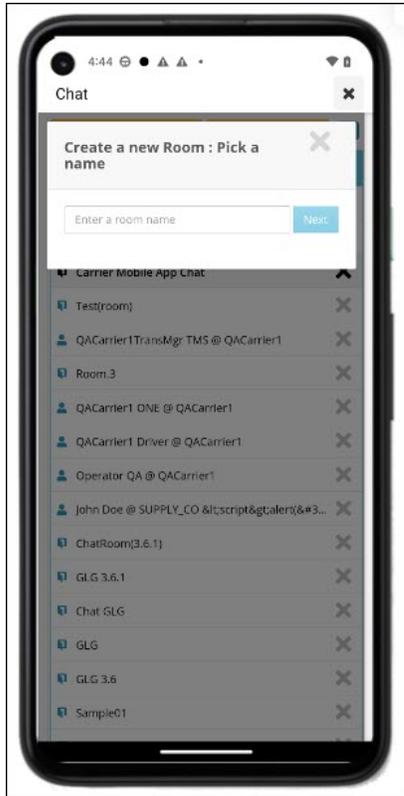
6. Type in the user's name.
The auto-predict feature lists names.
7. Tap the user you want to chat with.
A green check mark displays next to the username.
8. Tap the **Invite** icon.
An invitation is sent to that user requesting to chat. You cannot chat with someone without inviting them to chat first.

3.11.3. Create a Chat Room

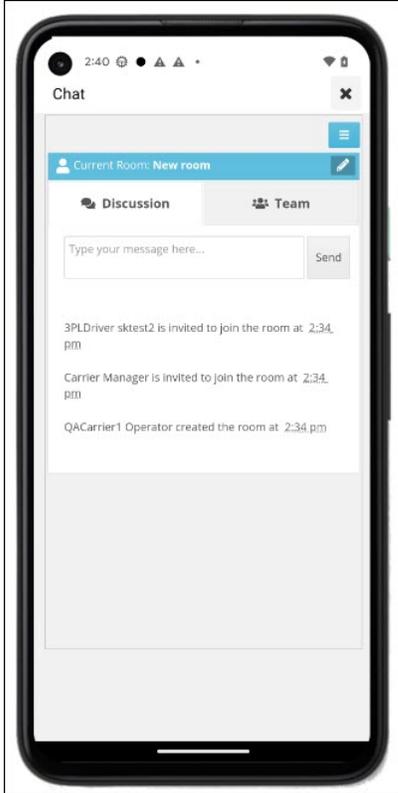
1. Tap the menu icon (horizontal bars/hamburger icon).
The messages list displays. The Conversations header shows a list of read and unread(red) conversations, and the list can be collapsed.



2. Tap the + orange icon at the top of the screen. A popup box displays.

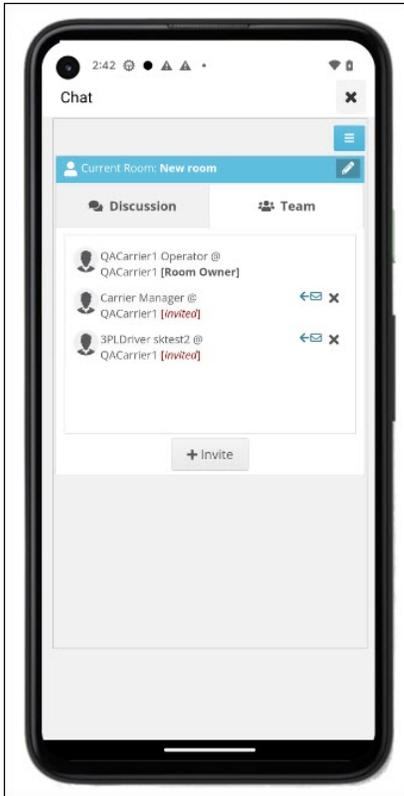


3. Type in the name for the chat room.
4. Tap on the **Next** icon.
A search screen for users displays to invite into the room.
5. Tap one or more usernames.
A check displays next to the names.
6. Tap the **Create** icon.
The room's screen displays with invitations displayed

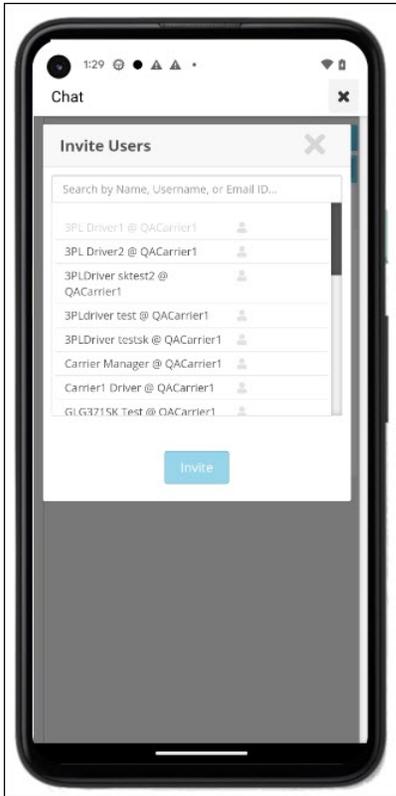


3.11.4. Invite Members to a Chat Room

1. Tap the **Team** tab in a chat room.



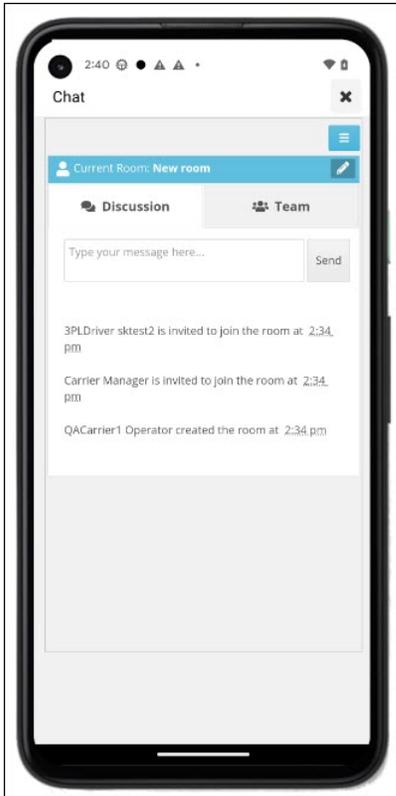
2. Tap the **+Invite** icon.
A search screen displays.



3. Type in the user's name if necessary.
4. Tap the user's name(s).
A green check displays next to their name.
5. Tap the **Invite** icon.
The user is listed on the Team tab with an Invited status and an email icon.

3.11.5. Chat in a Room

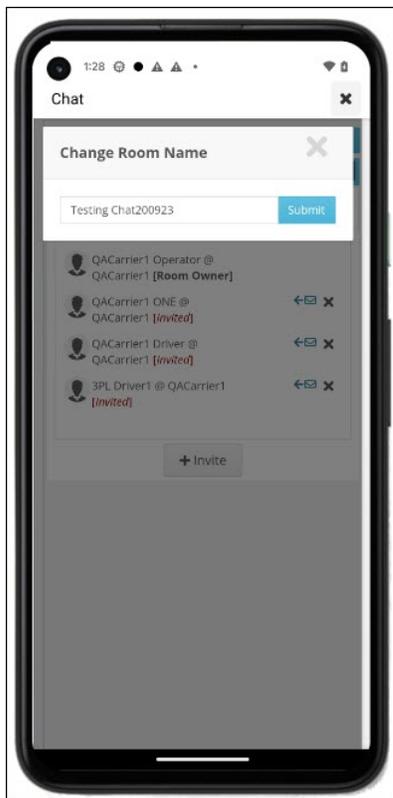
1. From the search screen or the main chat screen, tap the room name.
2. Tap the **Discussion** tab.
All previous messages display in addition to a field for typing new messages.



3. Type your message.
4. Tap the **Send** icon.
Your message is added to the chat screen.

3.11.6. Edit a Chat Room's Name

1. From the search display or main menu, tap a chat room name.
The chat room screen displays.
2. Tap the edit icon next to the room name.
The edit popup box displays.



3. Tap the **Submit** icon.
The chat room's name updates on the screen.

3.11.7. View Invitations

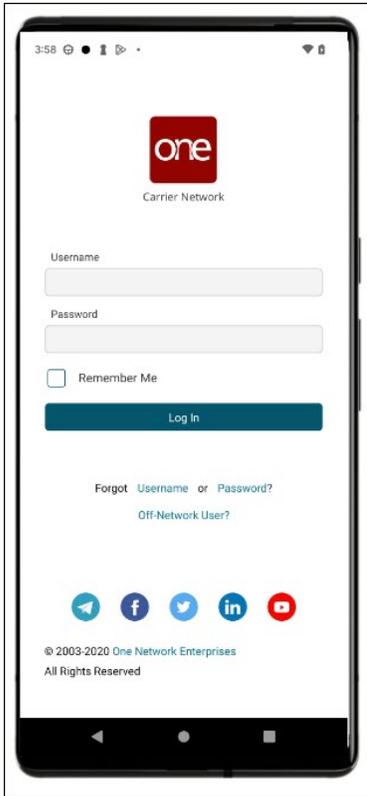
1. From the chat main menu, tap the **Invitations** expansion arrow.
The Invitations list displays any invitations you have sent or that have been sent to you. Red, bold text indicates that you need to take action on the invitation to you. Black text indicates that the recipient of your invitation needs to take action on your invitation.
2. Tap a user name from the list.
A message with details of the invitation displays.
3. Tap an invitation sent to you.
 - a. If you select **Reject**, the invitation is removed from your list of invitations.
 - b. If you select **Accept**, you are taken to the chat session or room for the accepted invitation.

3.12. Off-Network User Access

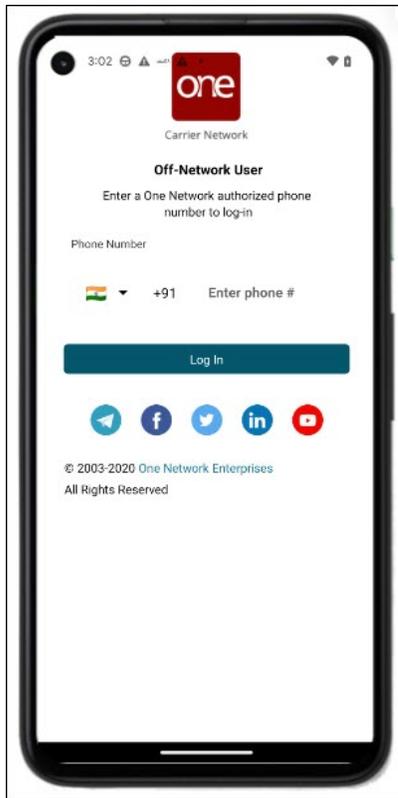
ONE provides access to off-network drivers who are users not affiliated with ONE and do not have an existing profile/email address) to provide more flexibility with carriers who are not onboarded with ONE. Off-network users can work with movements and non-controlled shipments.

Complete the following steps to log in to the driver app as an off-network user:

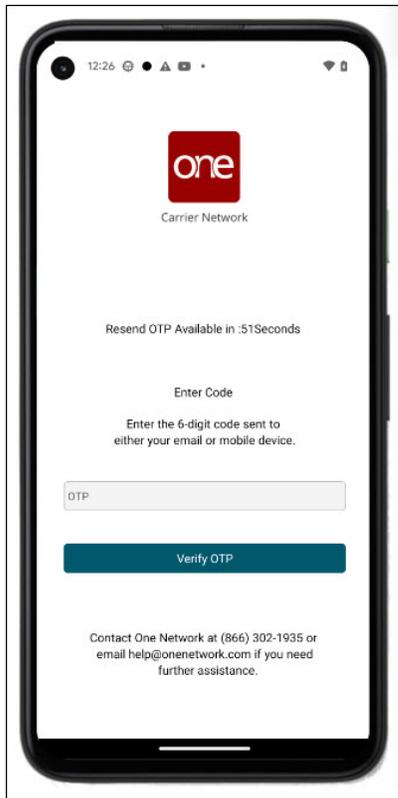
1. Open the driver app.
The ONE Carrier Network driver app opens at the login screen.



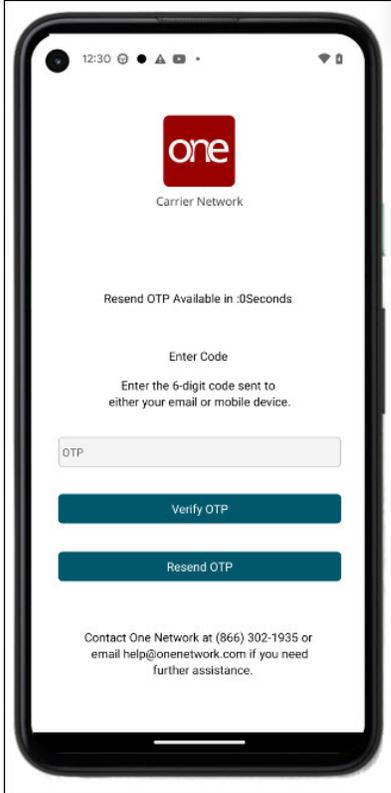
2. Tap the **Off-Network User** link.
A screen prompt for off-network users displays.



3. Select the country code from the dropdown list.
4. Enter the **Phone Number**.
5. Tap the checkbox for **Remember Me** if this phone is dedicated to a user.
6. Tap the **Log In** button.
The ONE system sends a text message with a one-time password (OTP) to the phone number that was entered. A screen prompts the user to enter the code.



7. Enter the code into the screen.
The OTP has a time limit, and a resend icon displays once the counter onscreen has run out, as shown in the screenshot below.
8. Tap the **Verify OTP** icon.
The app displays the landing screen/dashboard. If the incorrect code is entered, the user sees an error message.
9. Tap the **Resend OTP** icon if you need a new code sent.



4. Carrier Manager Operations

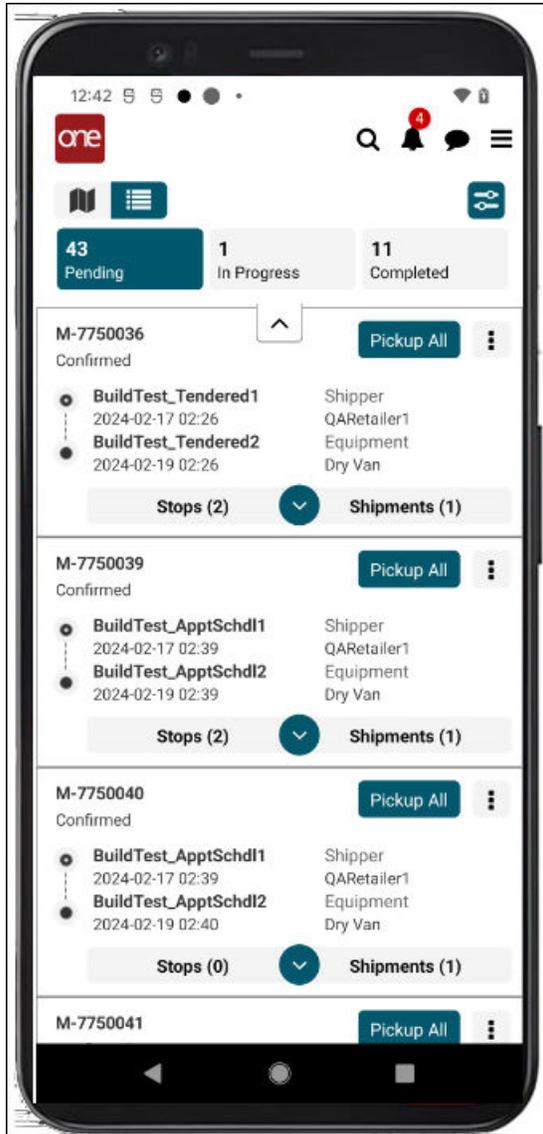
4.1. Dispatching Movements to Drivers

Carrier managers can dispatch movements to drivers from the GLG Driver Mobile App.

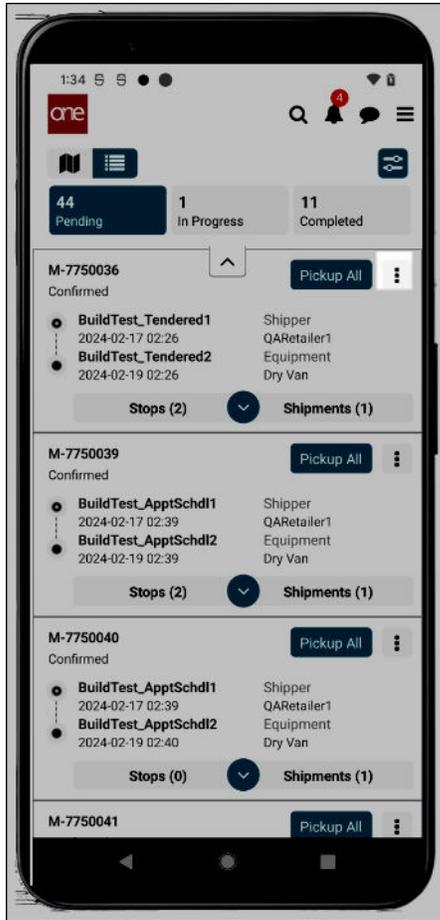
Complete the following steps to dispatch movements to drivers:

1. Open the ONE Driver Mobile App.

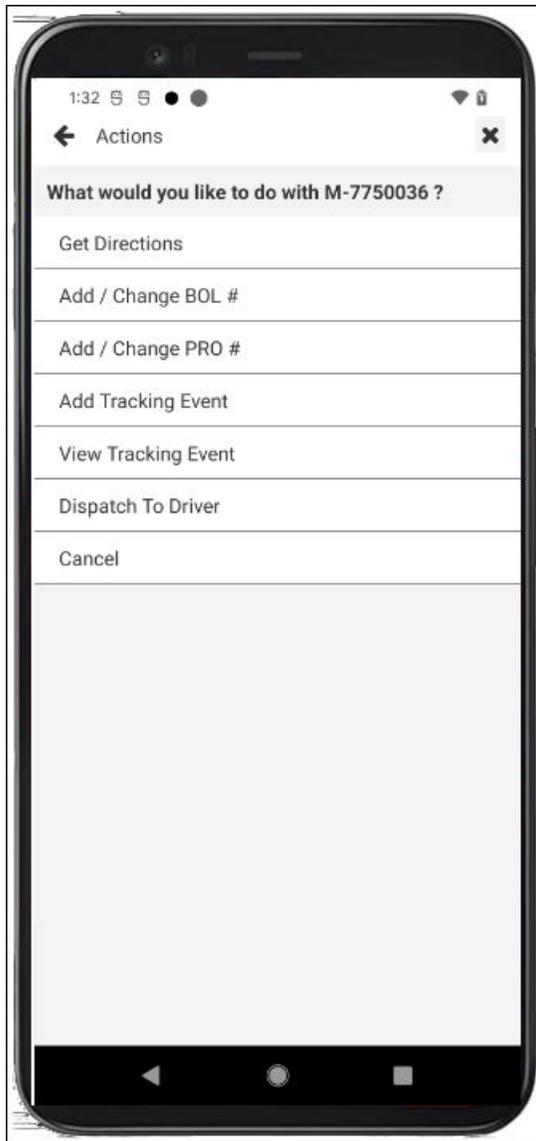
The application displays the user's dashboard.



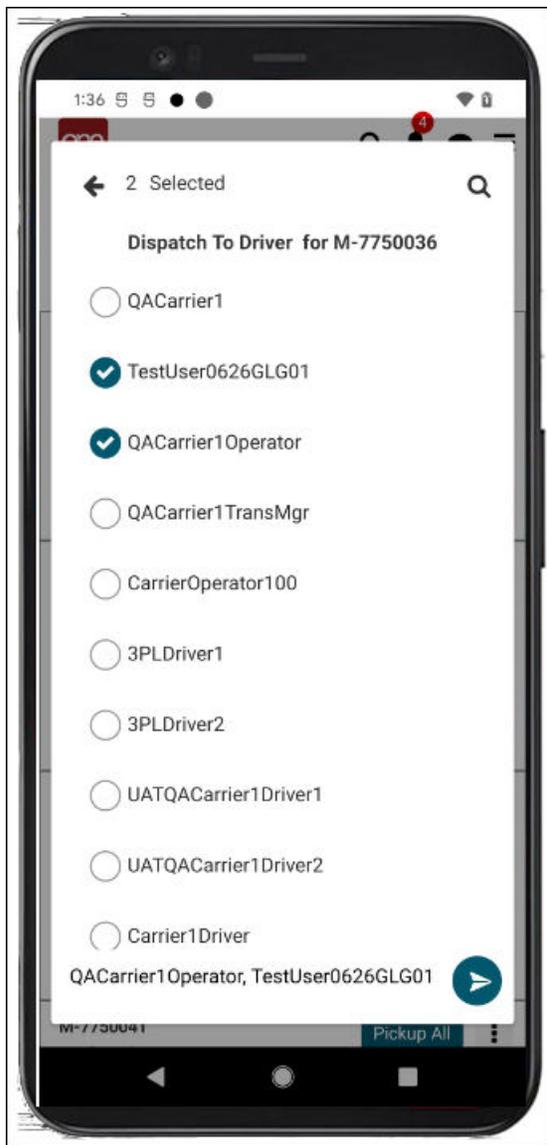
2. Tap the **Actions** icon for a movement.



The Actions screen displays the actions available to the user for this movement based on their permissions.



3. Tap **Dispatch To Driver**.
The Dispatch To Driver screen for the movement displays.
4. Tap the driver user names to select them.

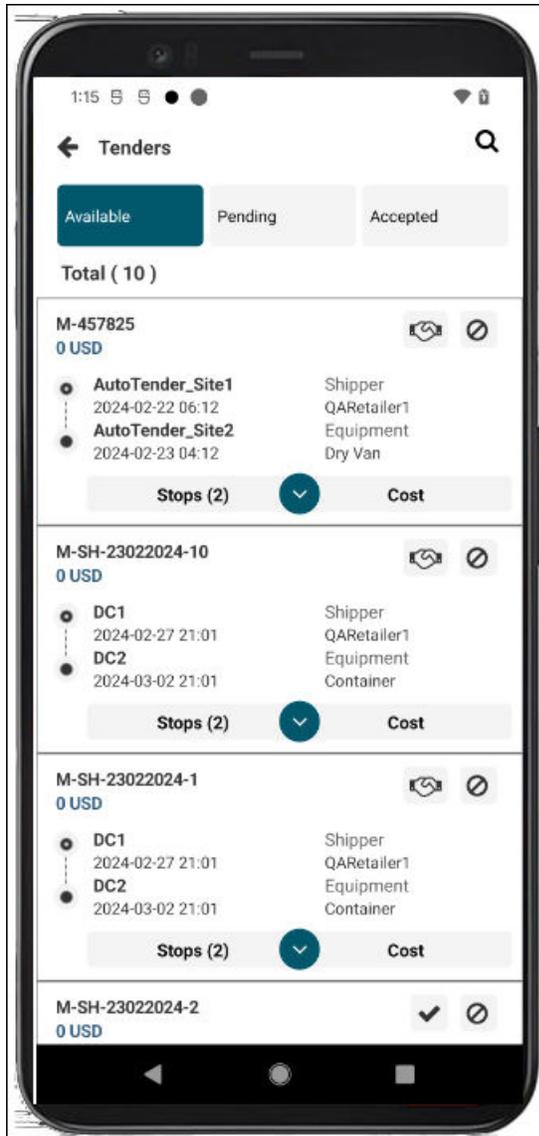


5. Tap the arrow button at the bottom of the screen.
A Success popup displays.
6. Tap the **OK** button.
The movement is dispatched to the driver.

4.2. Tendering

This release includes new functionality that allows carrier managers to work with tenders within the Driver Mobile App. Before this enhancement, they could only work with tenders in the GLG UI. The update gives carriers more flexibility by adding the ability to perform actions on tenders in the mobile app. The Tender screen is accessed from the main menu, where they can reject or accept tenders. They also have the ability to conditionally accept tenders that are enabled for spot bidding.

The Tendering screen includes three tabs (Available, Pending, and Accepted) that display tenders in those particular states. Carrier managers can track tenders as they move from state to state after accepting or conditionally accepting them. Users can accept, conditionally accept, or reject tenders from the Available tab shown below.



4.2.1. Accepting Tenders

The GLG Driver Mobile App offers carriers flexibility with the ability to view and perform actions on tenders in the field. Carrier managers access the Tender screen from the main menu, where they can accept tenders as outlined below.

Roles

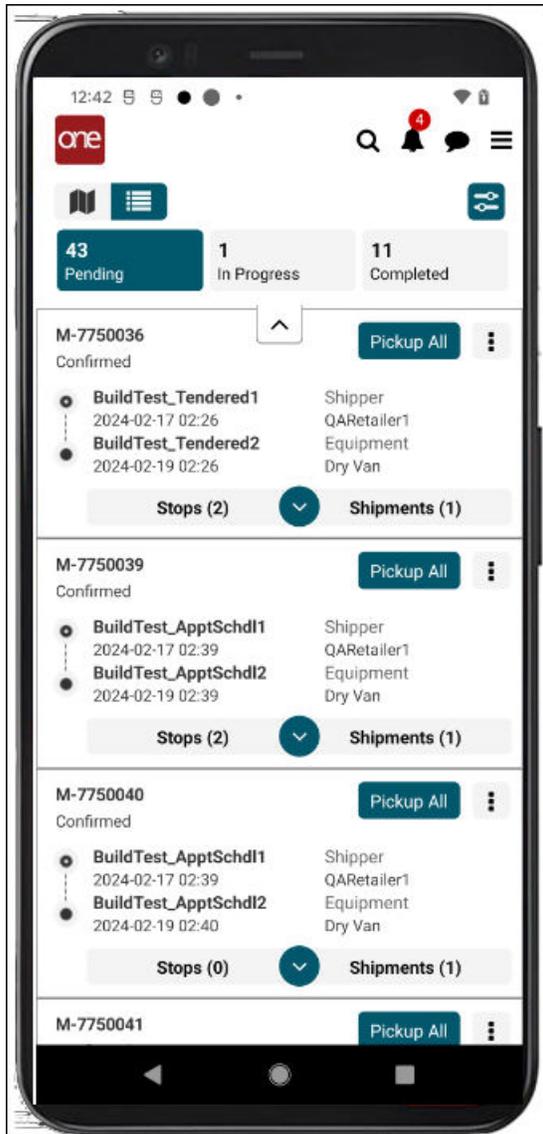
Users with a Carrier Manager role can tender shipments in the mobile app.

Instructions

Complete the following steps to accept tenders:

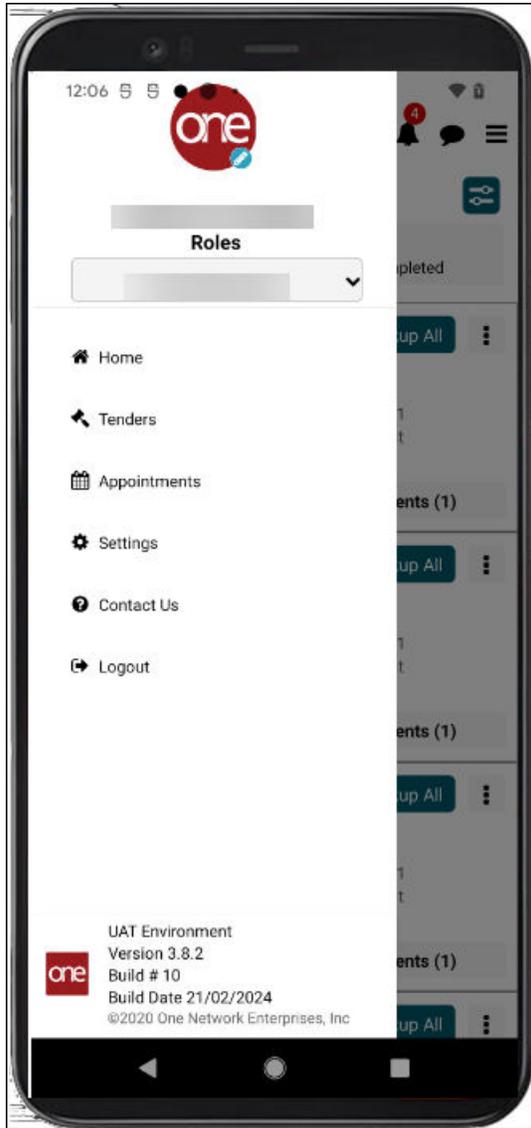
1. Open the ONE Driver Mobile App.

The application displays the user's dashboard.



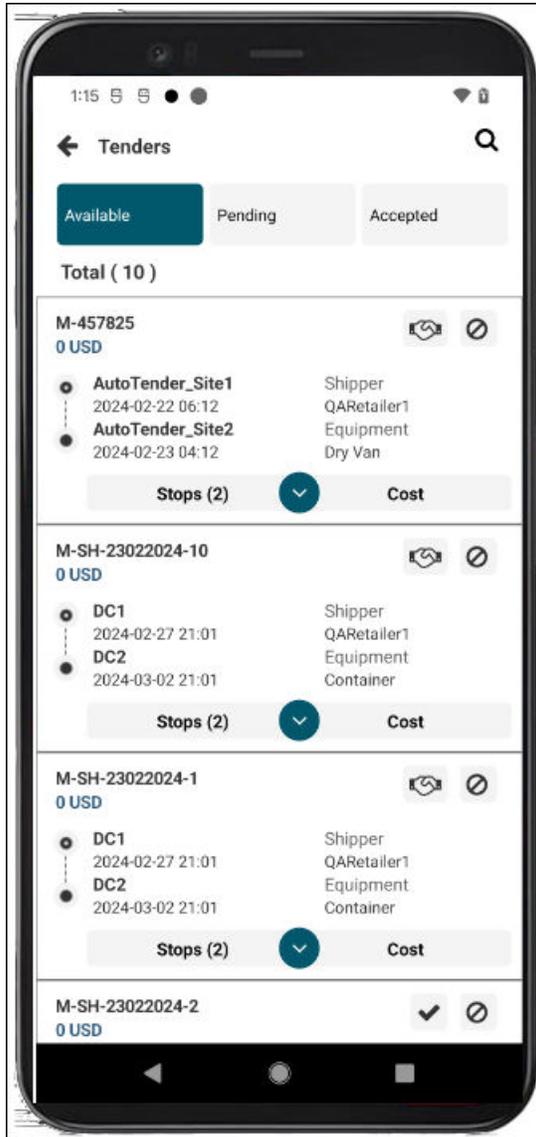
2. Tap the main menu icon (three horizontal lines at the top right of the screen).

The main menu displays.

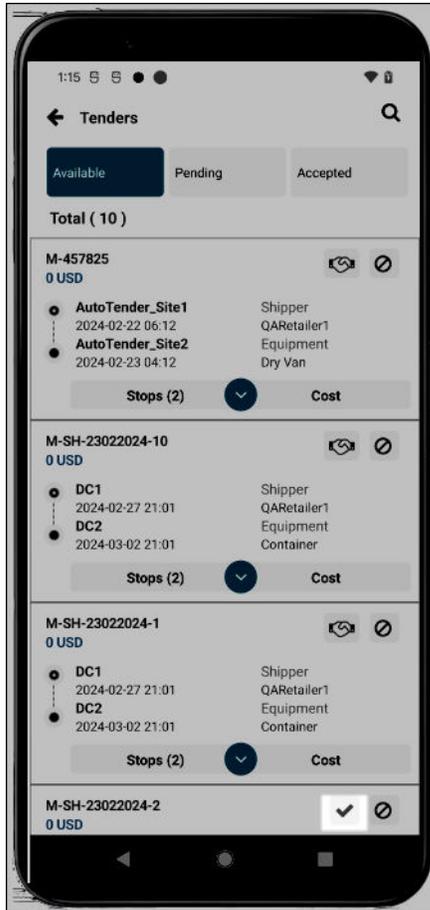


3. Tap **Tenders**.

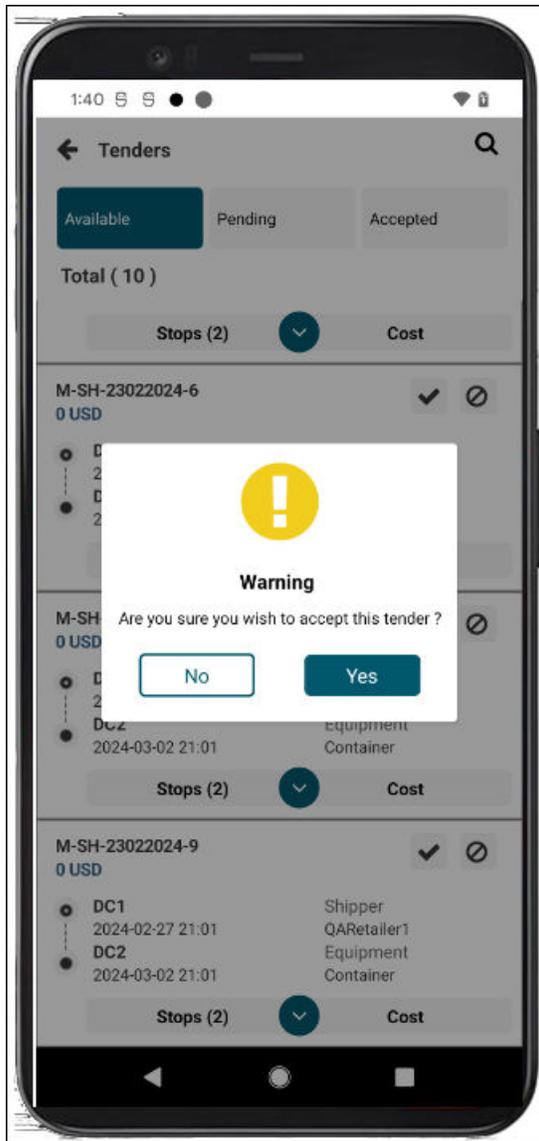
The Tenders screen displays. The Available tab displays tenders that can be accepted (check icon) or conditionally accept (handshake icon).



4. Tap the check icon next to a tender to accept it.



A warning popup displays.



5. Tap the **Yes** button.
The screen refreshes, and a success popup displays.
6. Tap the **OK** button.
The tender is now accepted and moves to the Accepted tab for reference.

4.2.2. Conditionally Accepting Tenders

The GLG Driver Mobile App offers carriers flexibility with the ability to view and perform actions on tenders in the field. Conditionally accepting a tender requires the carrier manager to provide parameters or conditions for accepting the tender. Carrier managers access the Tender screen from the main menu, where they can conditionally accept tenders enabled for spot bidding as outlined below.

Roles

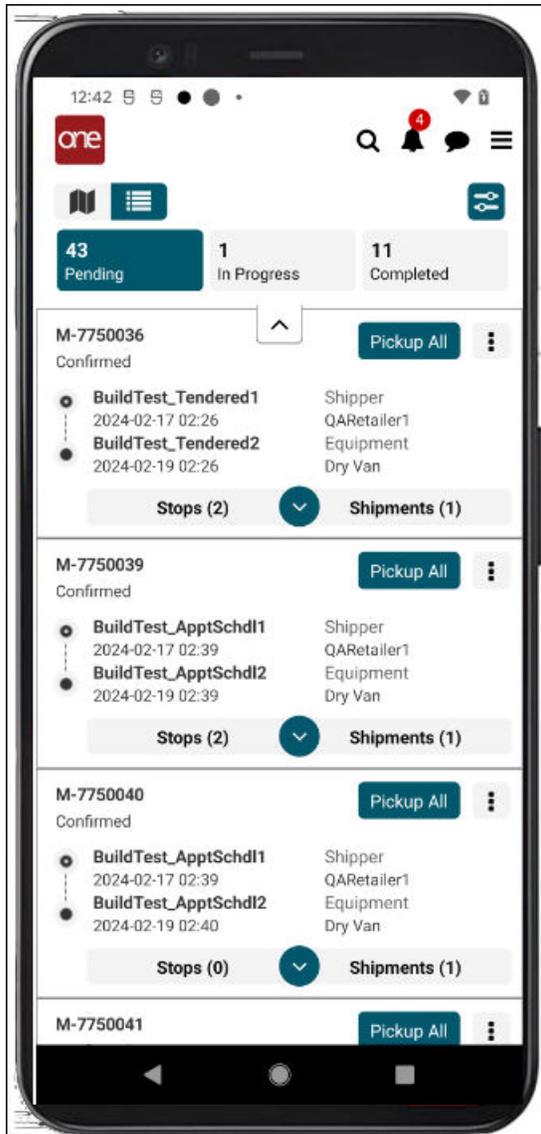
Users with a Carrier Manager role can tender shipments in the mobile app.

Instructions

Complete the following steps to conditionally accept a tender in the mobile app:

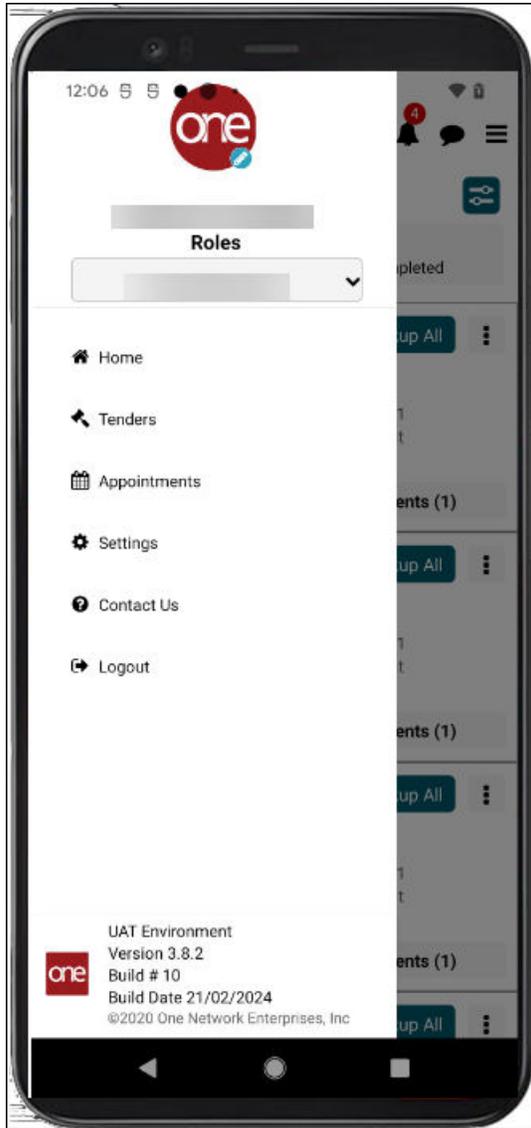
1. Open the ONE Driver Mobile App.

The application displays the user's dashboard.

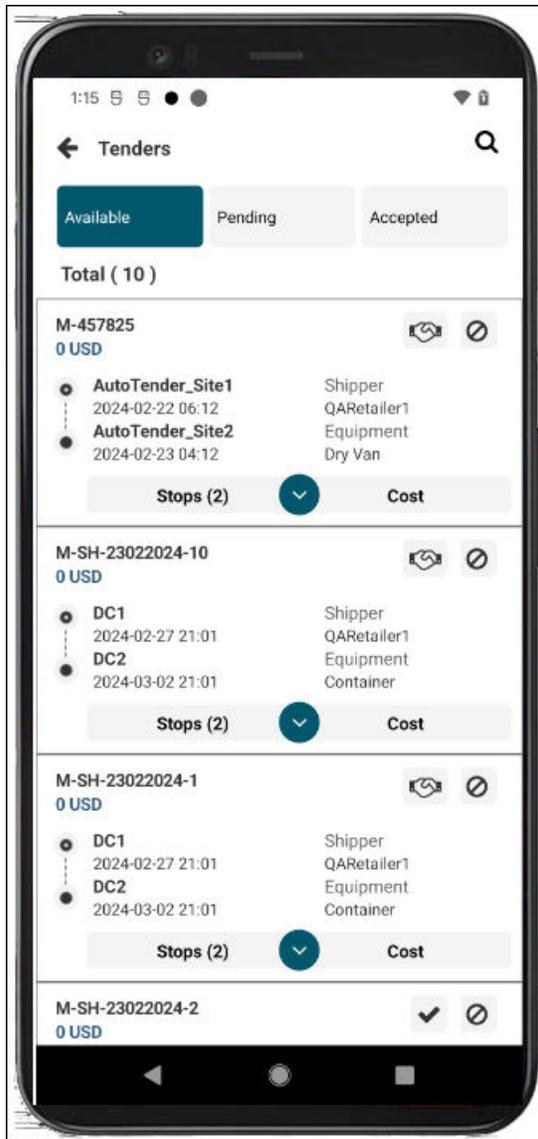


2. Tap the main menu icon (three horizontal lines at the top right of the screen).

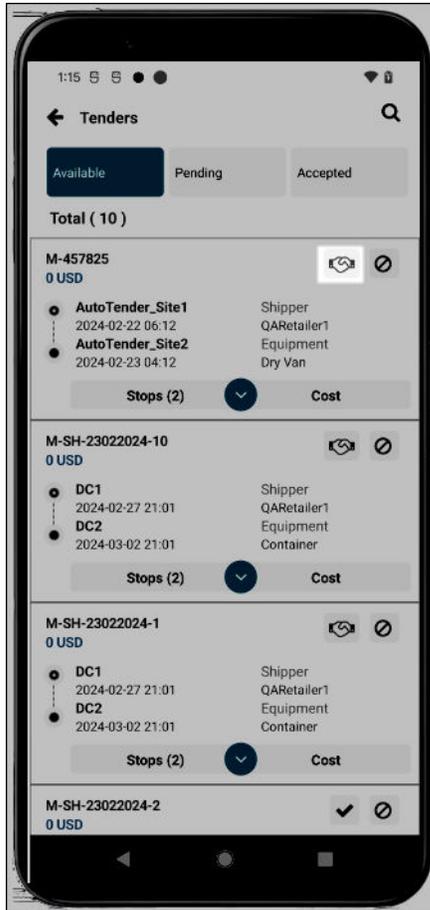
The main menu displays.



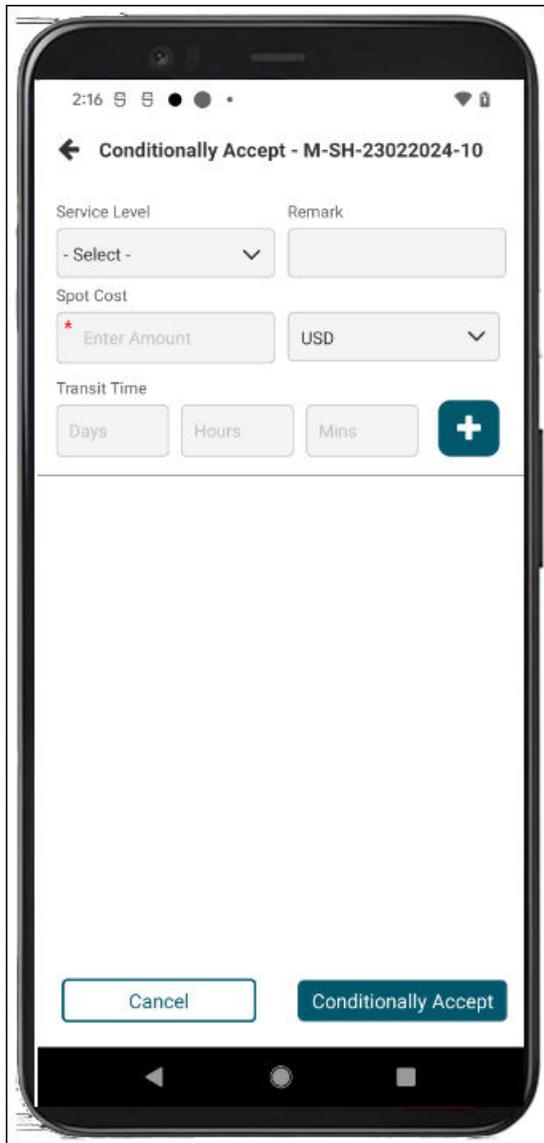
3. Tap **Tenders**.
The Tenders screen displays. (Tap the Available tab if it does not display automatically by default.)



4. Tap the handshake icon next to a tender to enter parameters for conditionally accepting tenders.



The Conditionally Accept screen for the shipment/movement displays.



5. Enter values for the fields described in the table below. Fields with an asterisk (*) are required.

Field	Description
Service Level	Select the service level for the acceptance from the dropdown list.
Spot Cost *	Enter a numerical value for a spot cost in the first field, and select a country currency code from the dropdown list in the second field.
Transit Time	Enter Days, Hours, and Minutes as numerical values in the appropriate fields.
Remark	Add any comments, remarks, or instructions.

6. Tap the **Add** button (plus sign) to add additional condition sets of fields.
A new set of fields (as described above) displays.
7. Tap the trash can icon to delete any unwanted condition sets.
8. Tap the **Conditionally Accept** button.
A success popup displays.
9. Tap the **OK** button.

The tender is conditionally accepted and moves to the Pending tenders tab where it stays until the customer of the movement/shipment accepts the new parameters.

4.2.3. Rejecting Tenders

The GLG Driver Mobile App offers carriers more flexibility with the ability to view and perform actions on tenders in the field. Carrier managers access the Tender screen from the main menu, where they can reject tenders as outlined below.

Roles

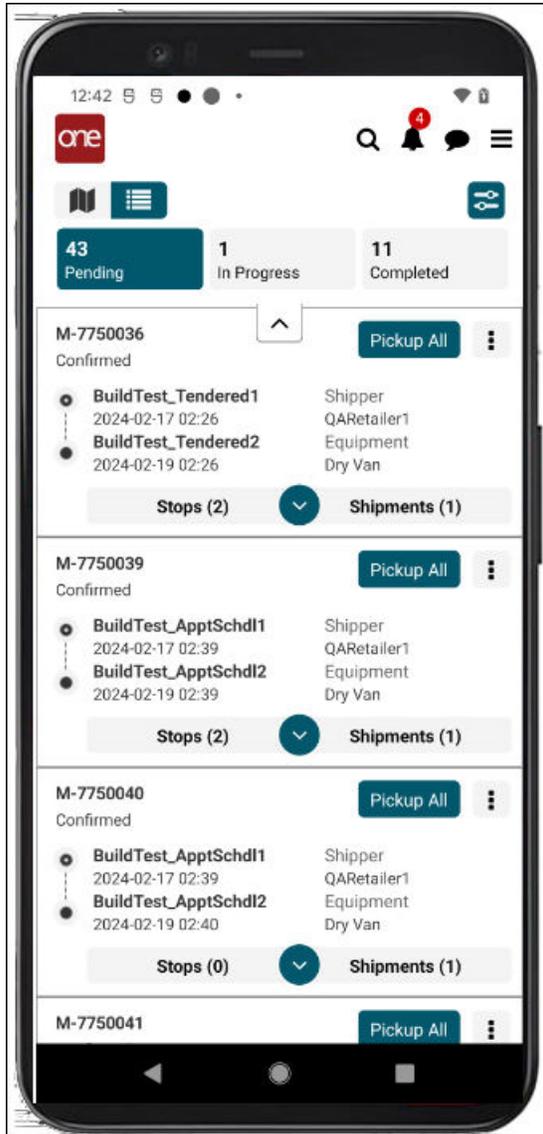
Users with a Carrier Manager role can tender shipments in the mobile app.

Instructions

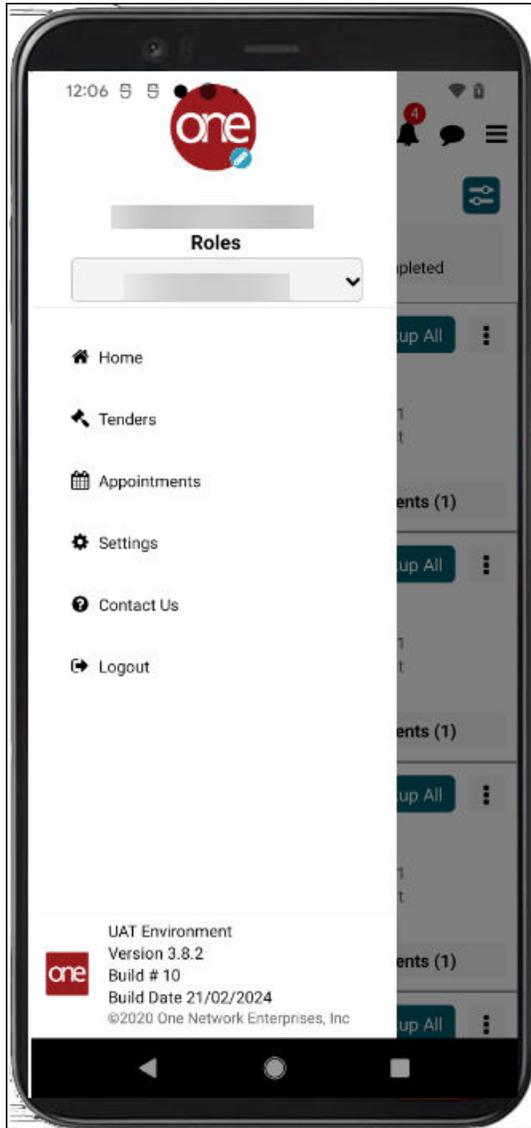
Complete the following steps to reject a tender in the mobile app:

1. Open the ONE Driver Mobile App.

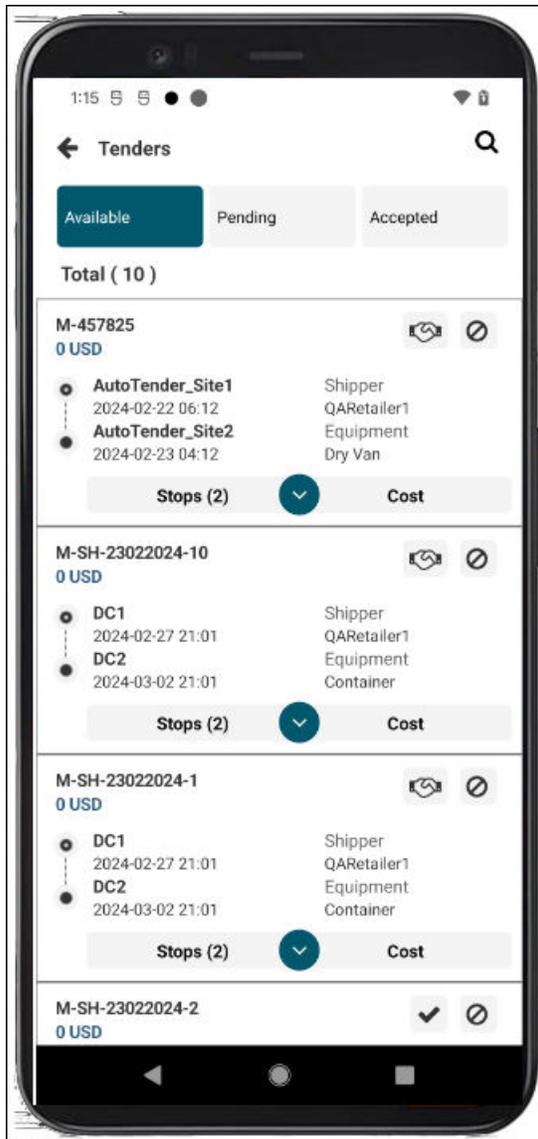
The application displays the user's dashboard.



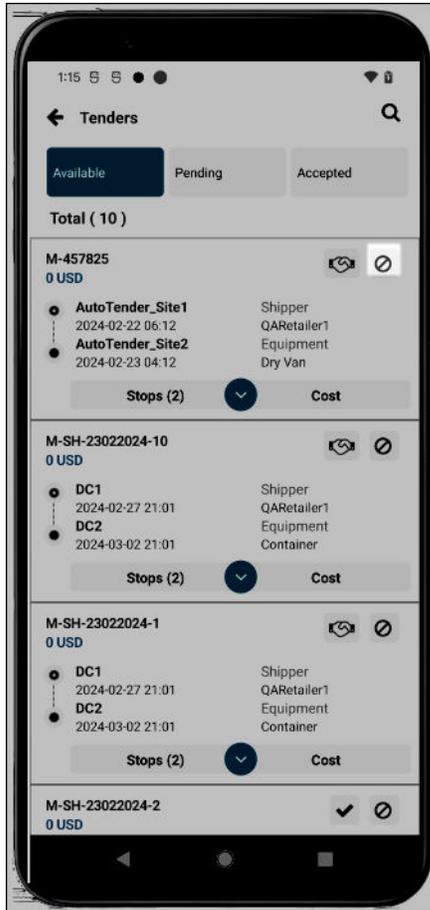
2. Tap the main menu icon (three horizontal lines at the top right of the screen).
The main menu displays.



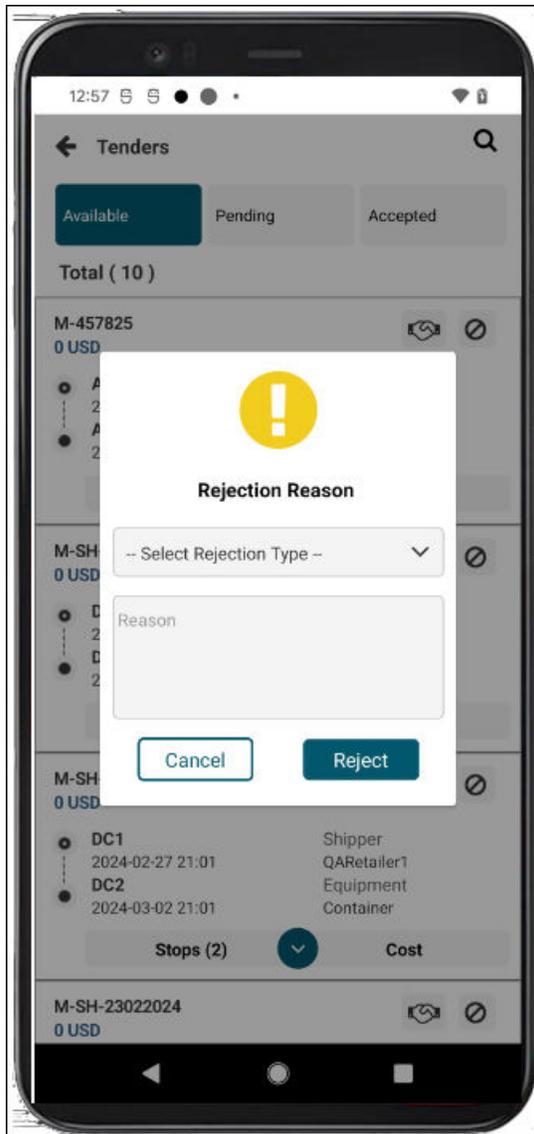
3. Tap **Tenders**.
The Tenders screen displays.



4. Tap the **Reject** icon (circle with a line) next to a tender.



The Rejection Reason popup displays.



5. Select a rejection type from the dropdown list.
6. Enter comments in the **Reason** text box.
7. Tap the **Reject** button.
A success popup displays.
8. Tap the **OK** button.

4.2.4. Viewing and Searching Tenders

The GLG Driver Mobile App offers carriers more flexibility with the ability to view and perform actions on tenders in the field. Carrier managers access the Tender screen from the main menu, where they can view and search tenders as outlined below.

Roles

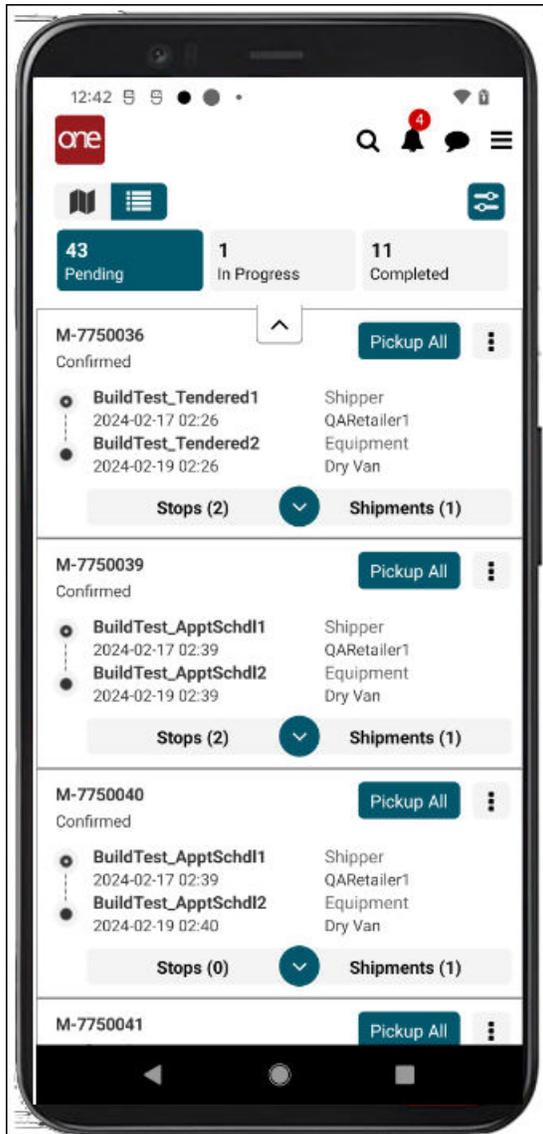
Users with a Carrier Manager role can tender shipments in the mobile app.

Instructions

Complete the following steps to view and search tenders:

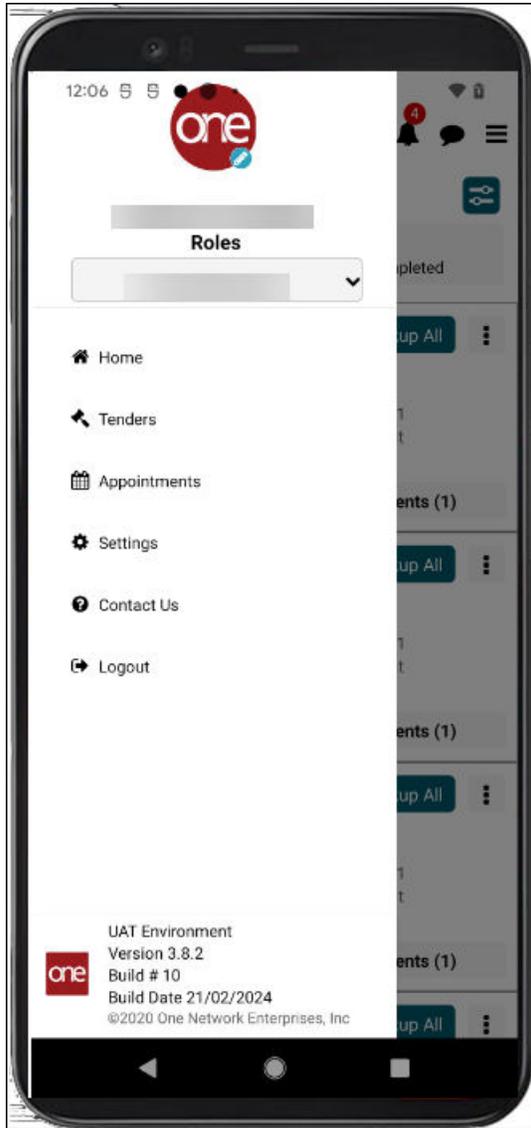
1. Open the ONE Driver Mobile App.

The application displays the user's dashboard.

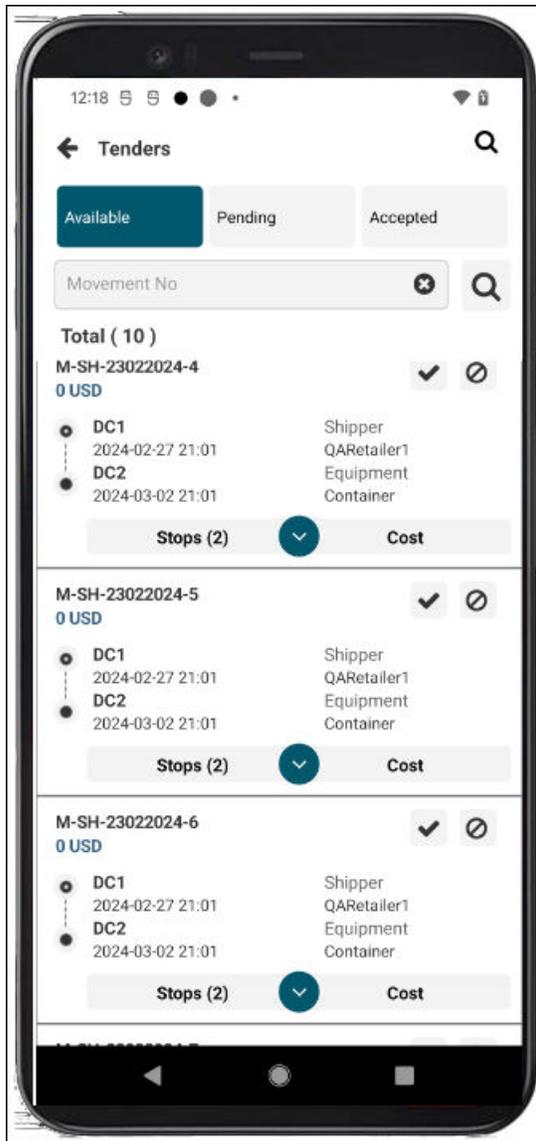


2. Tap the main menu icon (three horizontal lines at the top right of the screen).

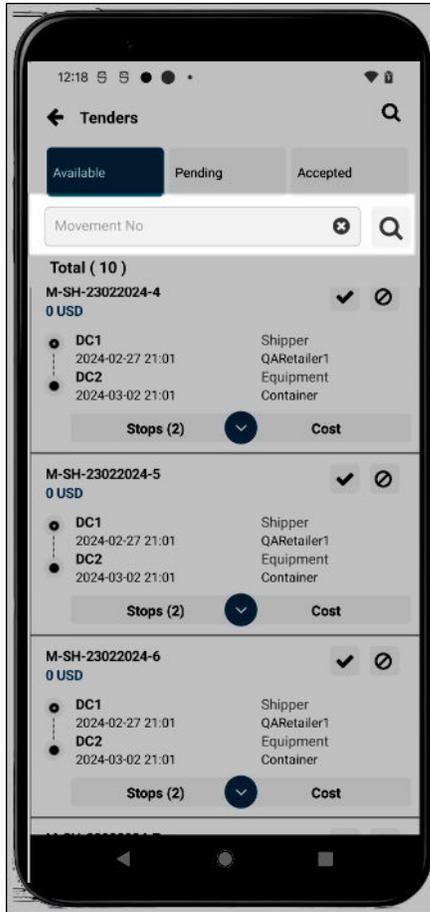
The main menu displays.



3. Tap **Tenders**.
The Tenders screen displays tabs with tenders.



4. Tap the tab (Available, Pending, and Accepted) to view the tenders in that state.
5. Tap the search icon at the top of the screen
A new search field displays.



6. Enter a movement/shipment number, and click the search icon next to the field. The search results display.

5. Appointments in the Mobile App

GLG offers drivers and carrier managers the ability to work with appointments in the Driver Mobile App. Users can work with scheduled, unscheduled, and live appointments, performing actions including viewing, searching, creating, rescheduling, and canceling. This enhancement gives users more permissions and flexibility within the app so carriers can provide quicker response times to customers.

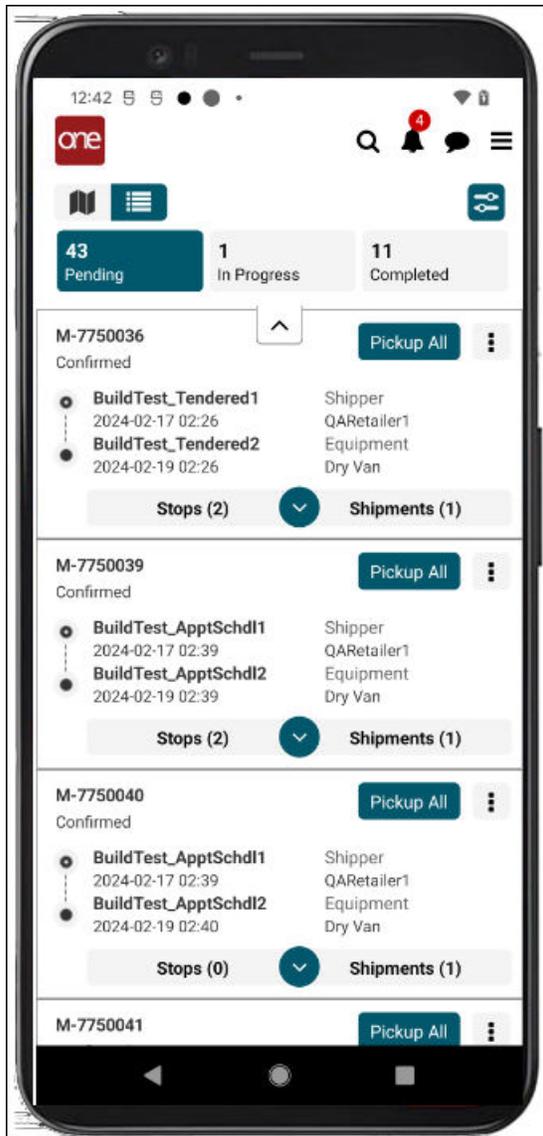
5.1. Creating Appointments

Users can work with scheduled, unscheduled, and live appointments, performing actions including viewing, searching, creating, rescheduling, and canceling. This feature gives users flexibility within the app to provide quicker response times to customers.

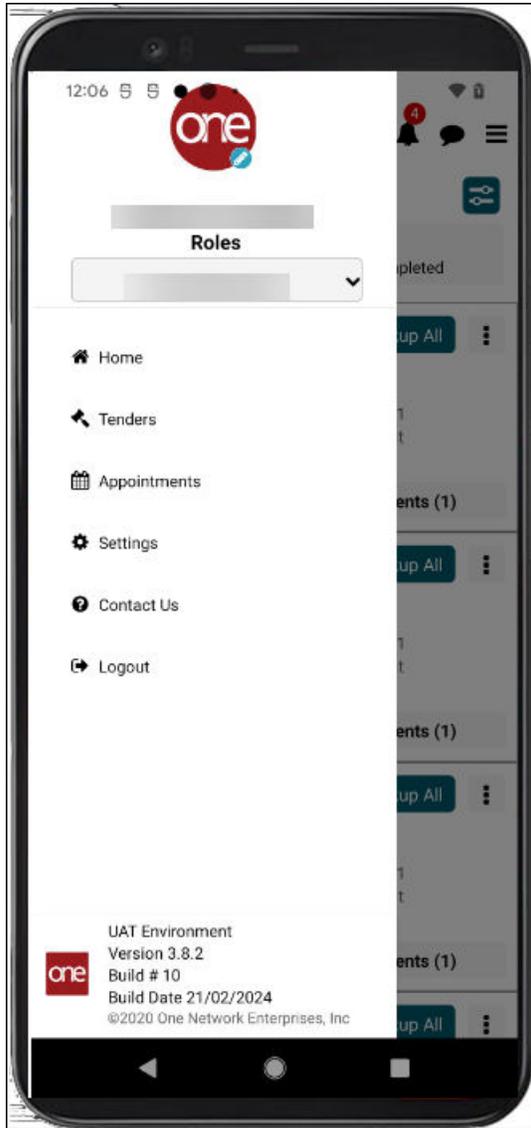
Complete the following steps to create appointments for stops on the Scheduled or Unscheduled tabs using the Live or Live/Drop links or the Calendar icon:

1. Open the ONE Driver Mobile App.

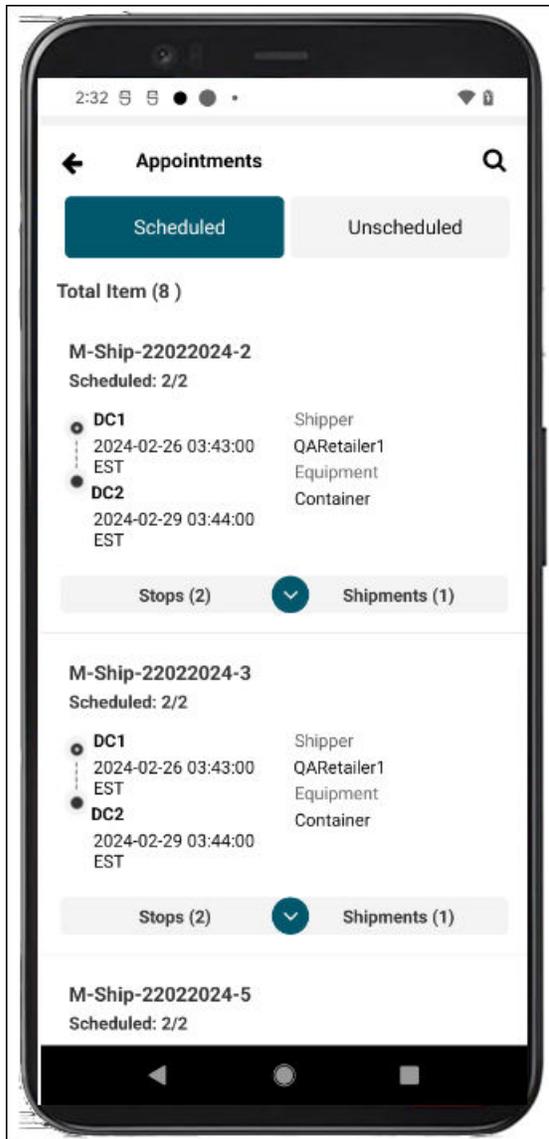
The application displays the user's dashboard.



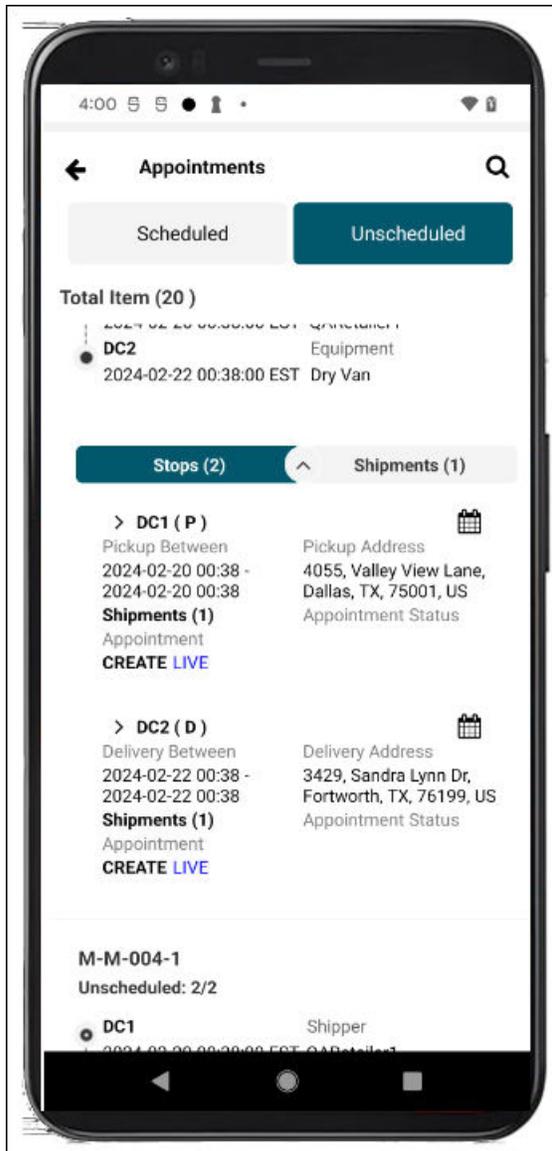
2. Tap the main menu icon (three horizontal lines at the top right of the screen).
The main menu displays.



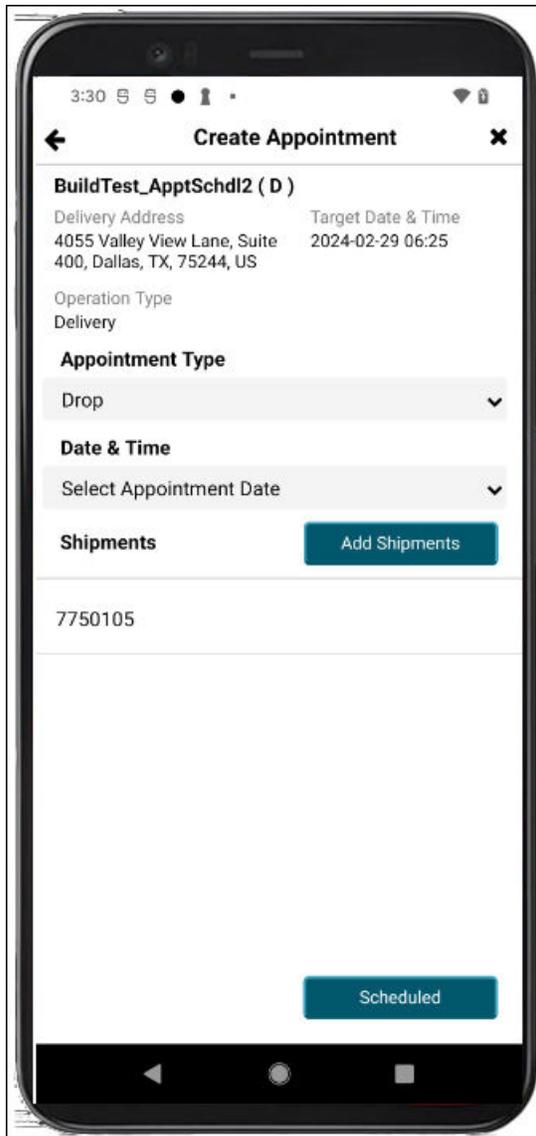
3. Tap **Appointments**.
The Appointments screen displays.



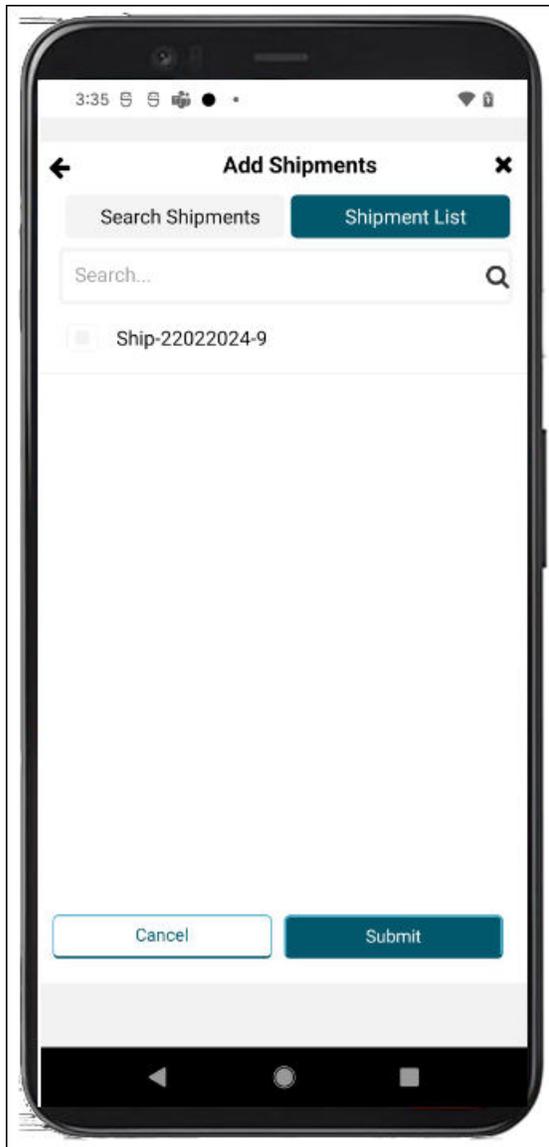
4. Tap the **Stops** tab to display stops for a movement and the stop's expansion arrow to display stop details.



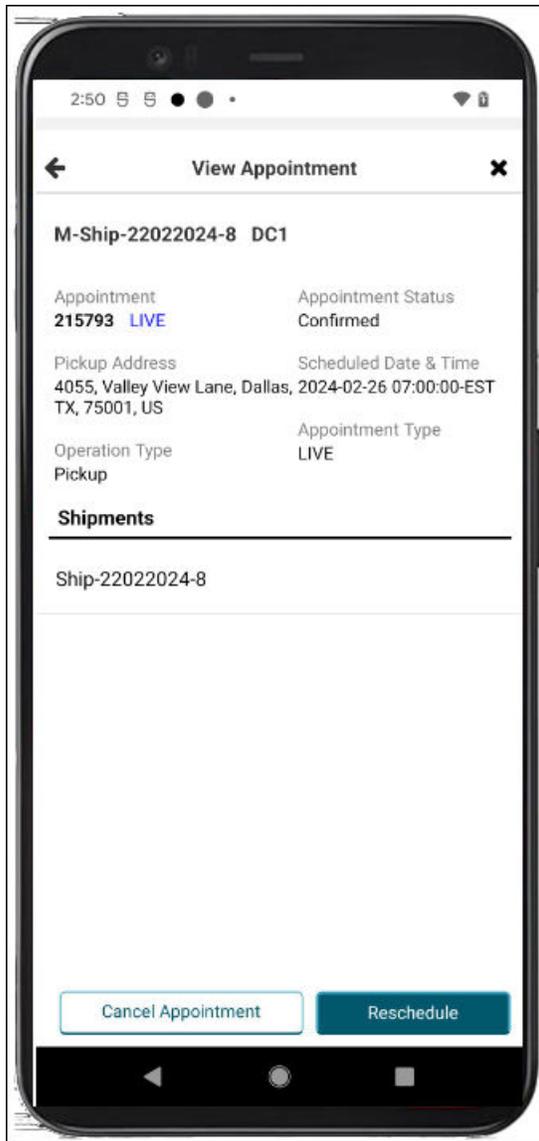
5. Tap the **Live** link or the calendar icon for a stop. The Create Appointment screen displays.



6. Select an option from the **Appointment Type** dropdown list.
7. Select an available appointment slot from the **Date & Time** dropdown list.
8. Tap the **Add Shipments** button.
The Add Shipments screen displays.



9. Enter shipment information in the **Search** field, and tap the **Search** icon.
The search results display.
10. Tap shipments to add them to the appointment.
Check marks display next to the selected shipments.
11. Tap the **Submit** button.
The shipments are added to the appointment, and the Create Appointment screen displays.
12. Tap the **Scheduled** button.
A green success popup displays.
13. Tap the **OK** button.
The View Appointment screen displays the appointment details.



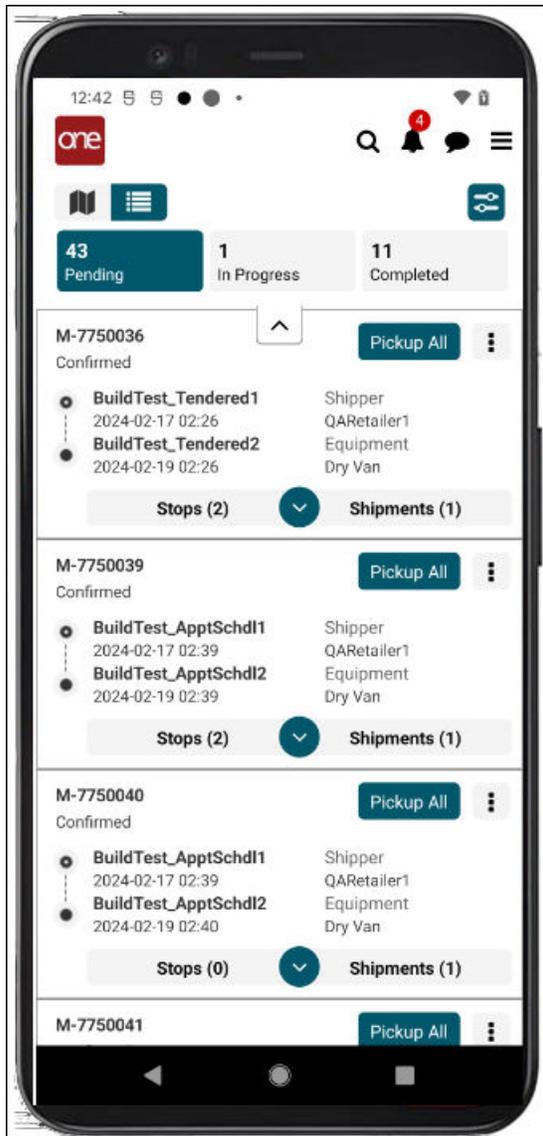
5.2. Rescheduling Appointments

Users can work with scheduled, unscheduled, and live appointments, performing actions including viewing, searching, creating, rescheduling, and canceling. This feature gives users flexibility within the app to provide quicker response times to customers.

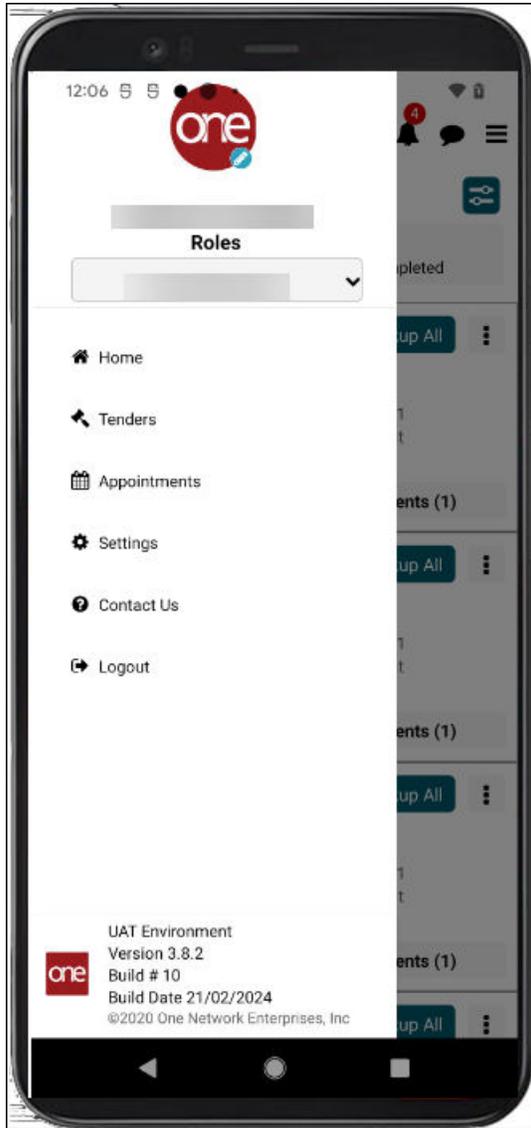
Complete the following steps to reschedule appointments or add a shipment to an existing appointment:

1. Open the ONE Driver Mobile App.

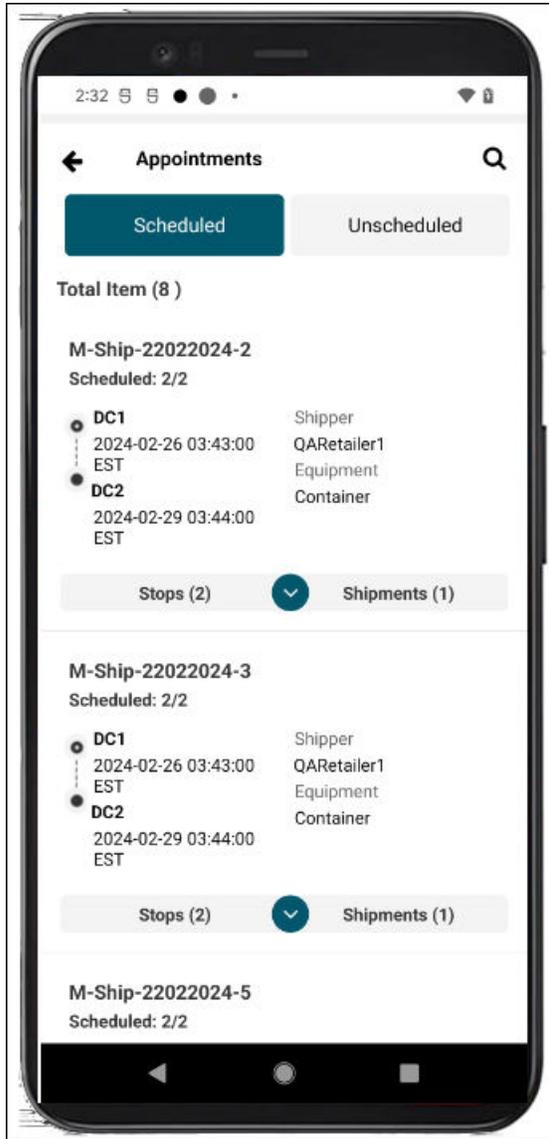
The application displays the user's dashboard.



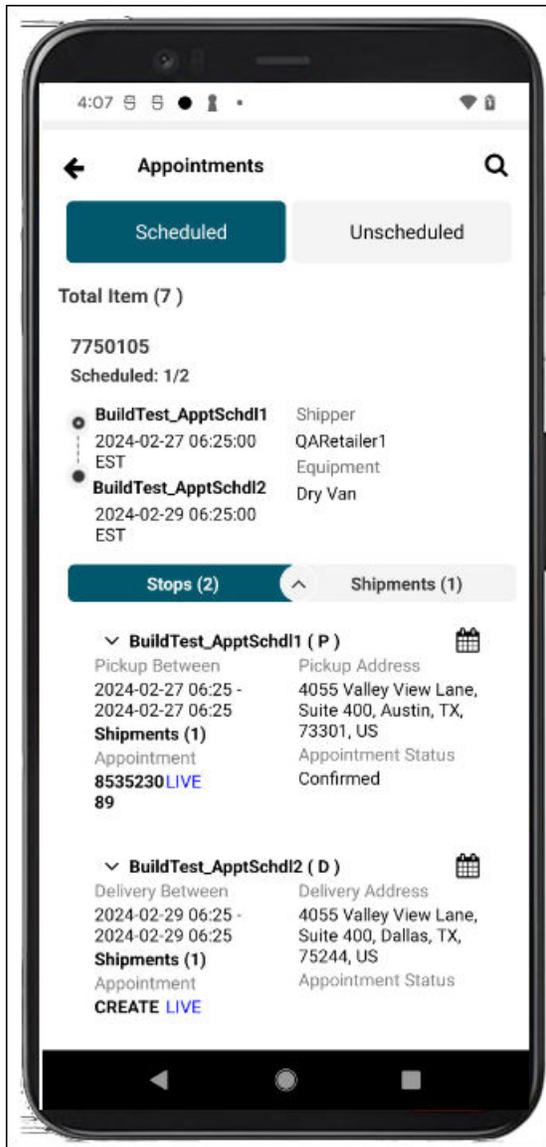
2. Tap the main menu icon (three horizontal lines at the top right of the screen).
The main menu displays.



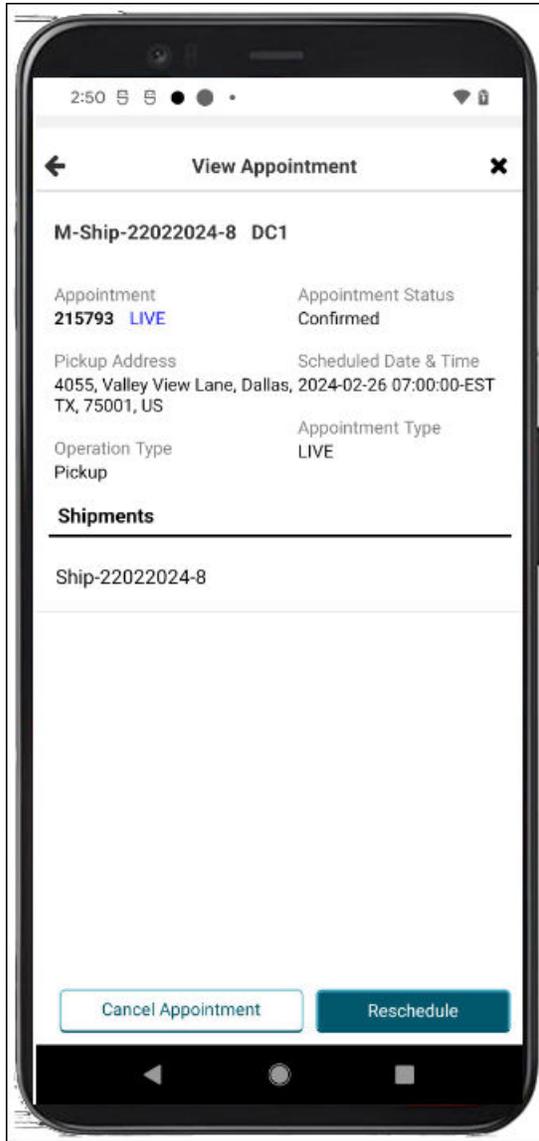
3. Tap **Appointments**.
The Appointments screen displays.



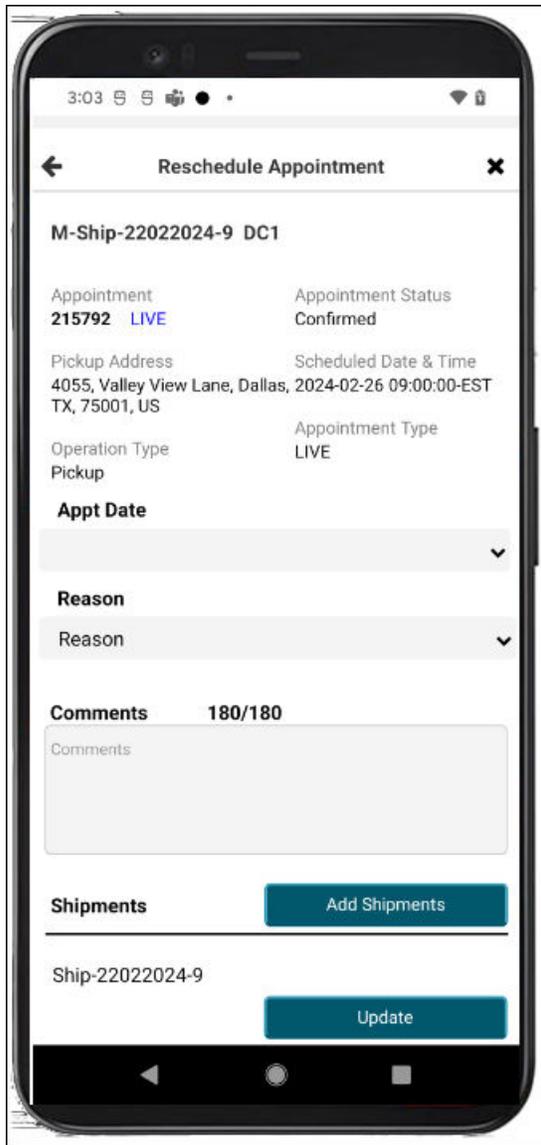
4. Tap the **Stops** tab to display stops for a movement and the stop's expansion arrow to display appointment details for the stop.
The appointment details display.



5. Tap the **Live** link or the calendar icon for a stop with an existing appointment. The View Appointment screen displays.



6. Tap the **Reschedule** button.
The Reschedule Appointment screen displays.



7. Select a date from the **Appt Date** dropdown list.
8. Select a reason from the **Reason** dropdown list.
9. Enter remarks or instructions in the **Comments** text box.
10. Tap the **Add Shipments** button to add shipments to the appointment.
Fields for adding a shipment display. See the instructions for creating appointments above for more information.
11. Tap the **Update** button.
A success popup displays.
12. Tap the **OK** button.
The appointment is updated with the new information.

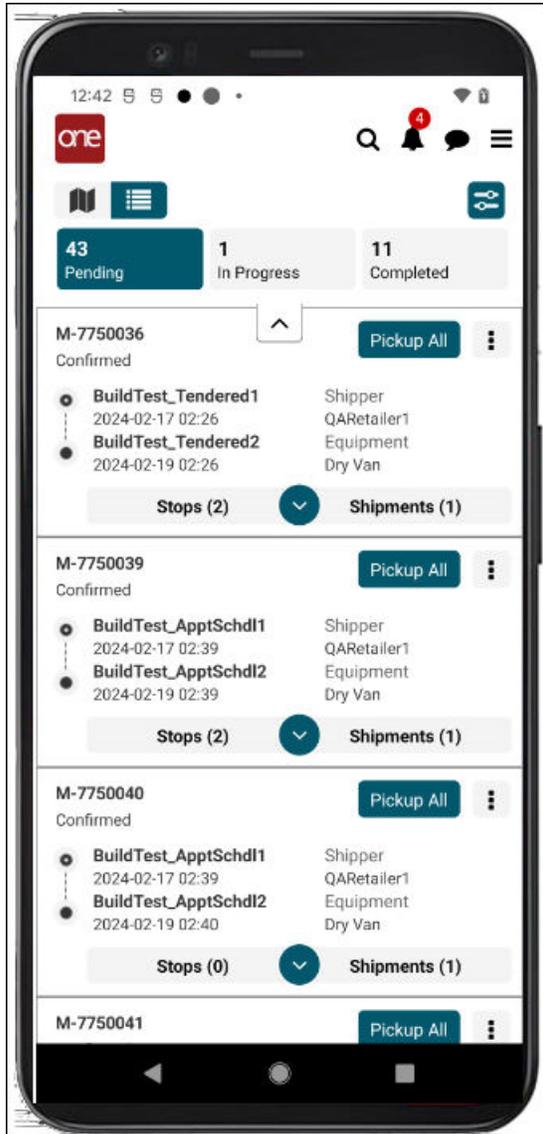
5.3. Canceling Appointments

Users can work with scheduled, unscheduled, and live appointments, performing actions including viewing, searching, creating, rescheduling, and canceling. This feature gives users flexibility within the app to provide quicker response times to customers.

Complete the following steps to cancel appointments:

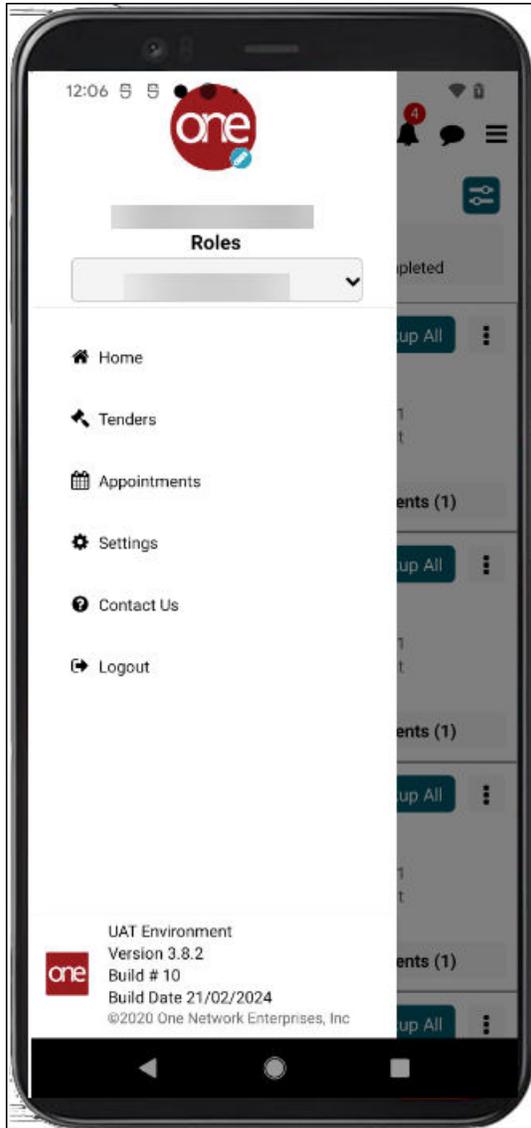
1. Open the ONE Driver Mobile App.

The application displays the user's dashboard.

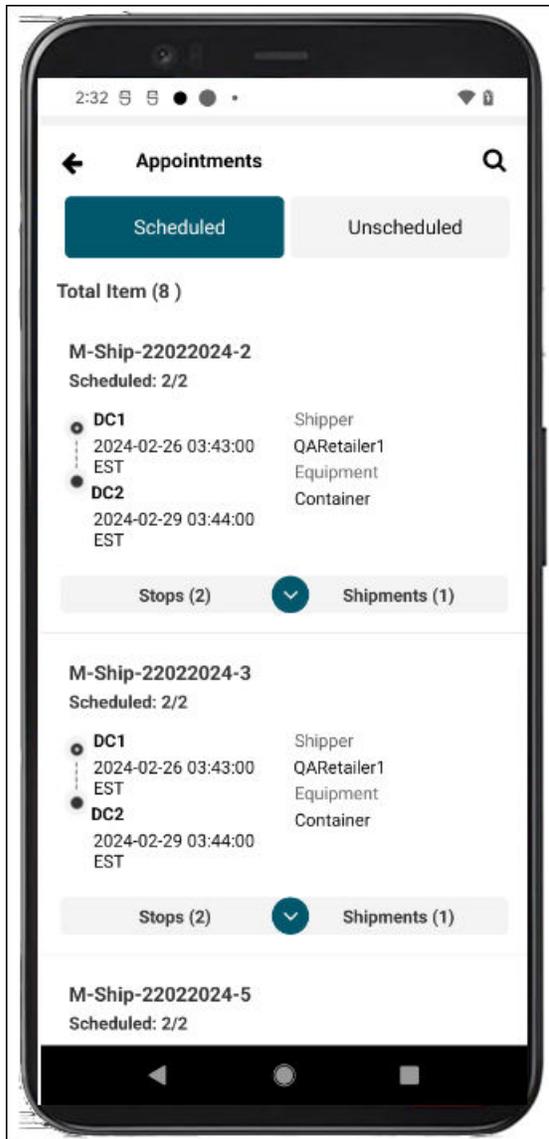


2. Tap the main menu icon (three horizontal lines at the top right of the screen).

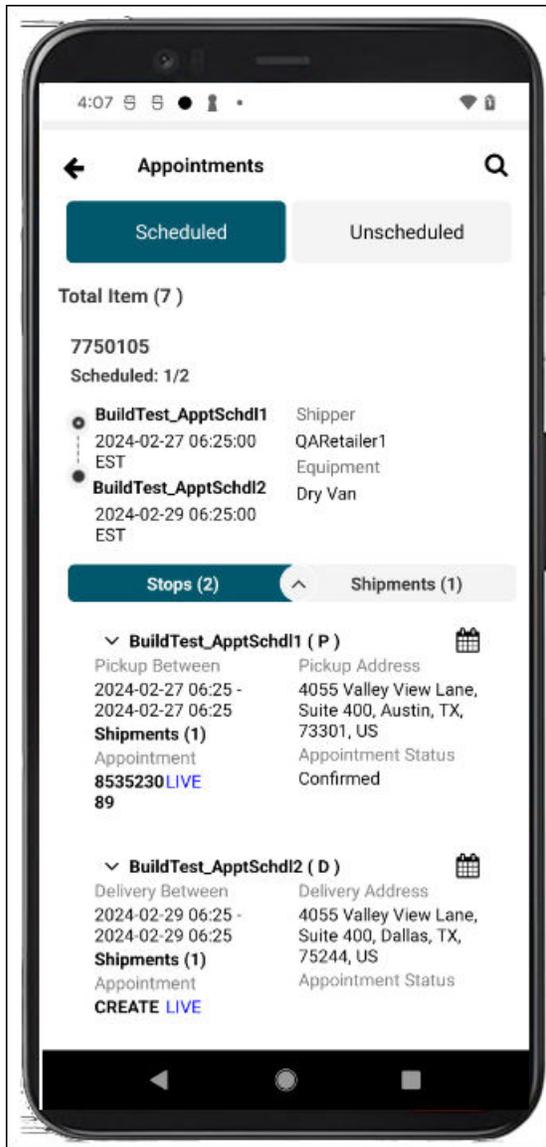
The main menu displays.



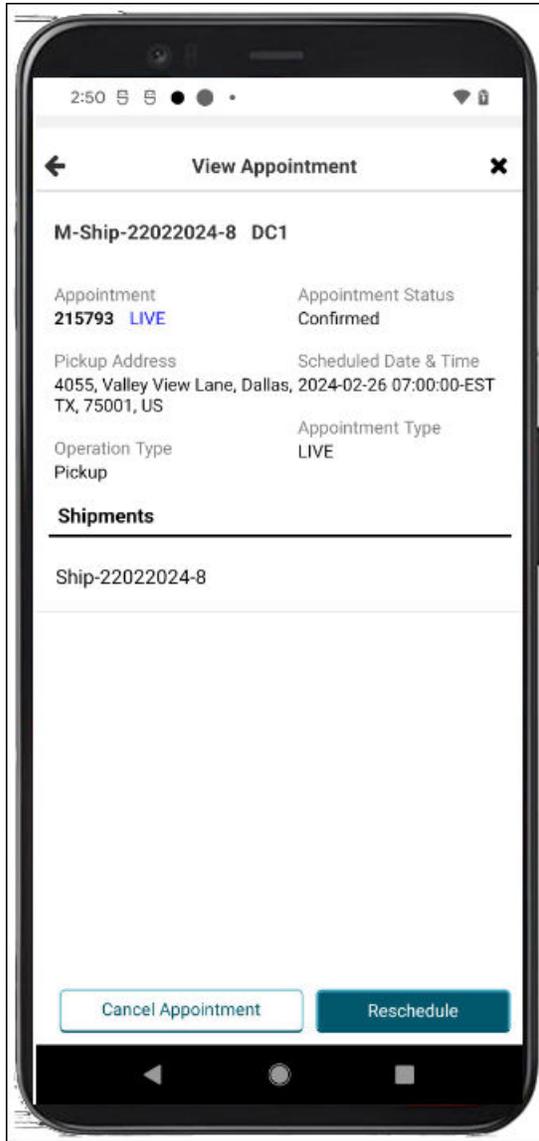
3. Tap **Appointments**.
The Appointments screen displays.



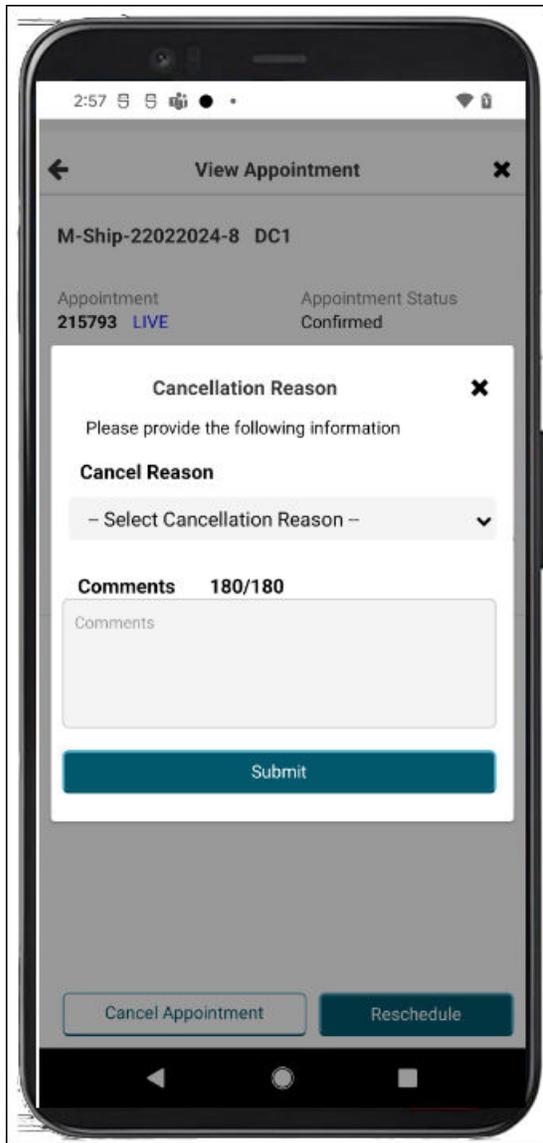
4. Tap the **Stops** tab to display stops for a movement and the stop's expansion arrow to display appointment details for the stop.
The stop details display with the Appointment Status (Confirmed).



5. Tap the **Live** link or the calendar icon for a stop with an existing appointment. The View Appointment screen displays.



6. Tap the **Cancel Appointment** button.
The Cancellation Reason popup displays.



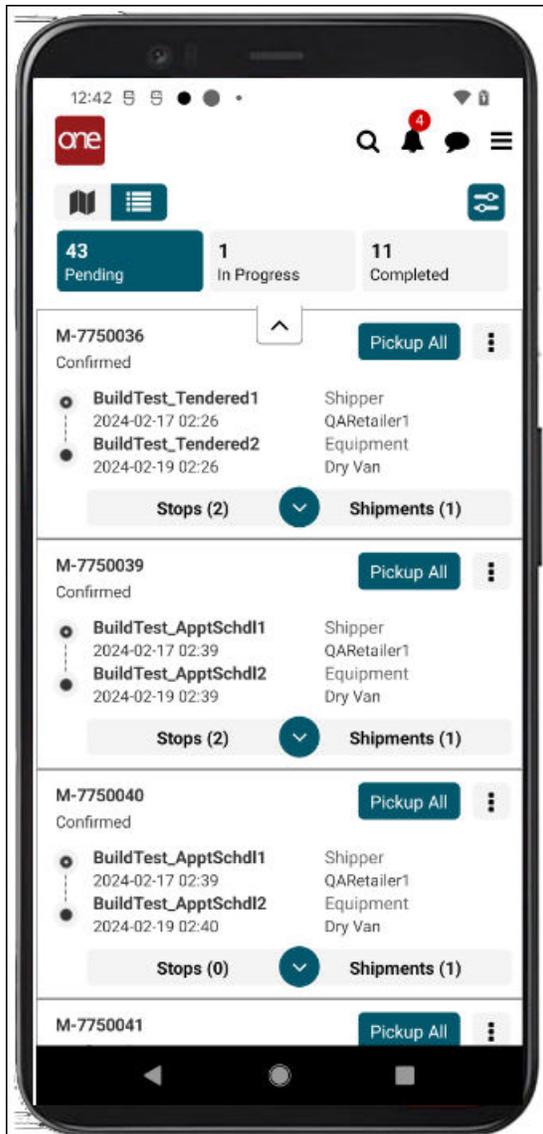
7. Select a reason from the **Cancel Reason** dropdown list.
8. Enter any remarks or instructions in the **Comments** text box.
9. Tap the **Submit** button.
A success popup displays.
10. Tap the **OK** button.
The appointment is canceled.

5.4. Viewing and Searching Appointments

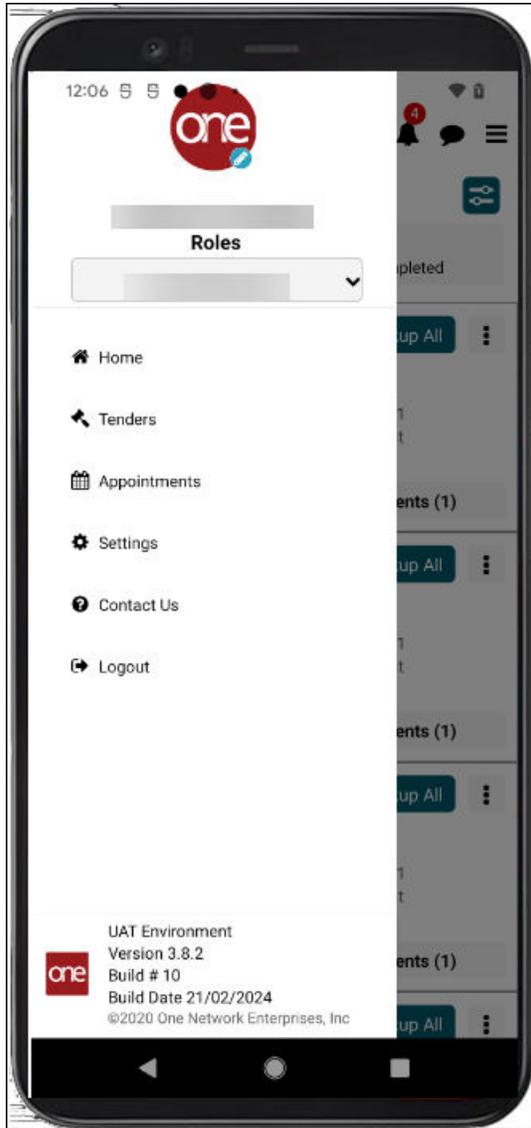
Users can view and search scheduled, unscheduled, and live appointments. This feature gives Users flexibility within the app to provide quicker response times to customers.

Complete the following steps to view and search for appointments:

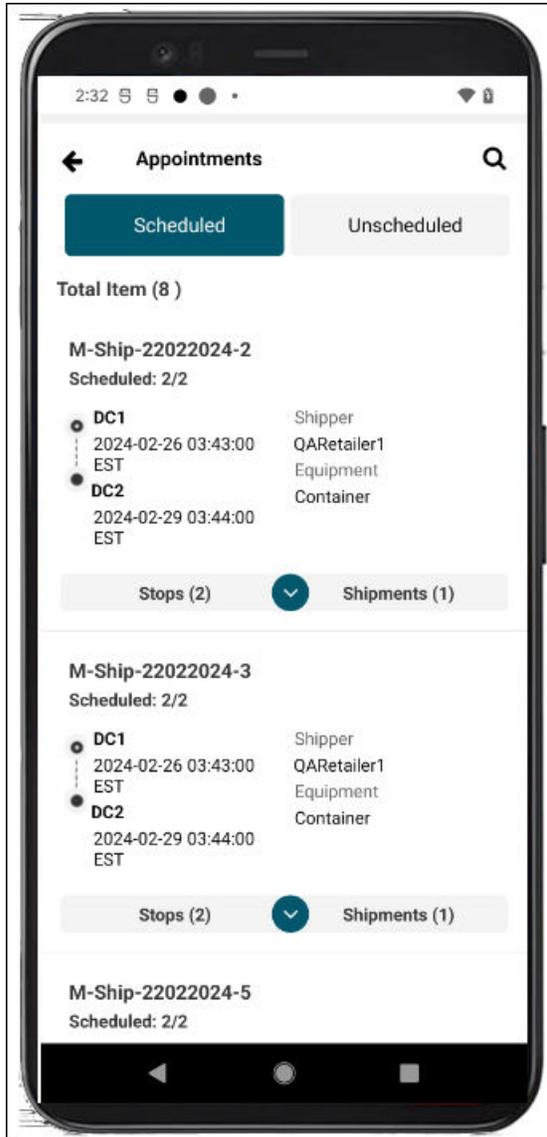
1. Open the ONE Driver Mobile App.
The application displays the user's dashboard.



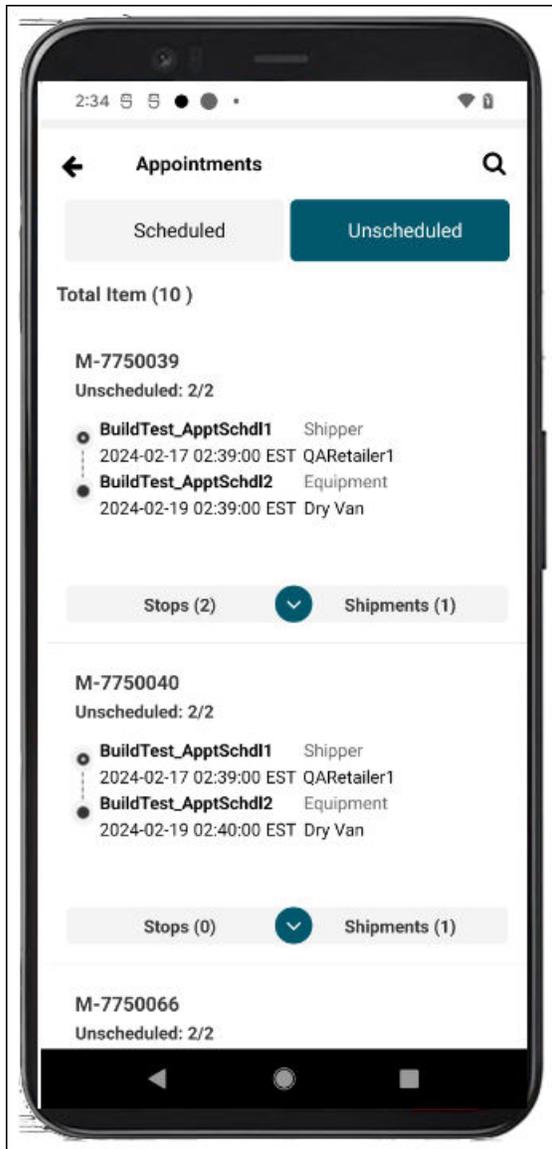
2. Tap the main menu icon (three horizontal lines at the top right of the screen).
The main menu displays.



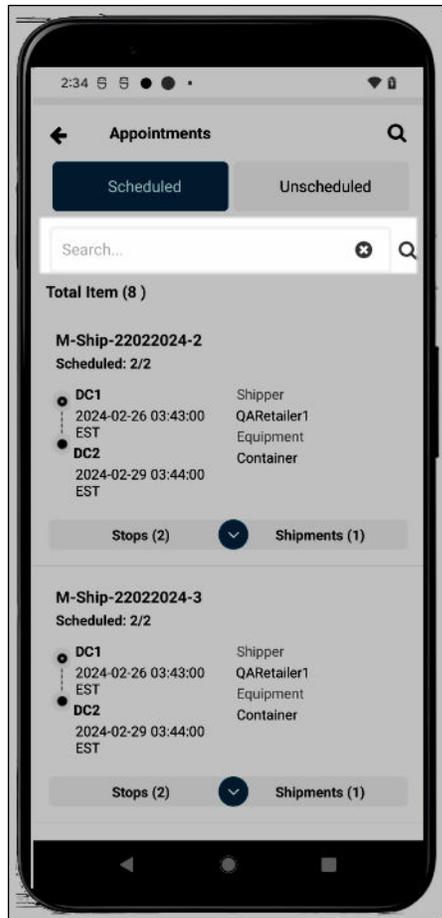
3. Tap **Appointments**.
The Appointments screen displays Scheduled and Unscheduled tabs.



4. Tap the **Unscheduled** tab.
Unscheduled appointments display.



5. Tap the search icon.
A search field displays.



6. Enter movement/shipment information, and tap the search icon next to the field. The search results display.
7. Tap the expand arrow to view stops and shipments, and tap the **Stops** or **Shipments** tab to view details.
All the same functionality is available on the **Unscheduled** tab.

6. Driver Operations

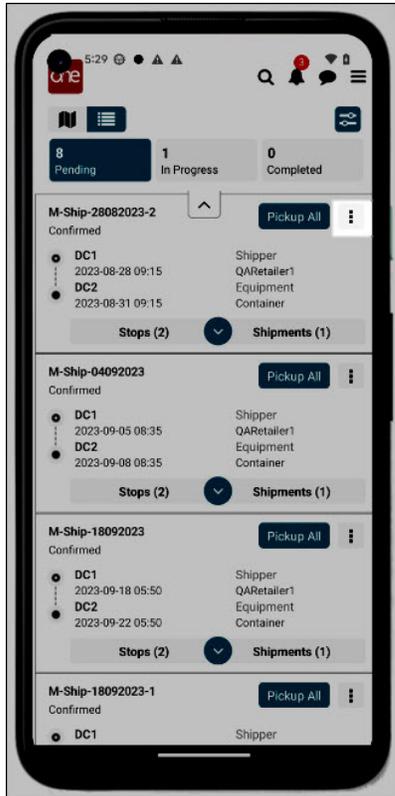
6.1. Driver Actions for Movements

6.1.1. Get Directions

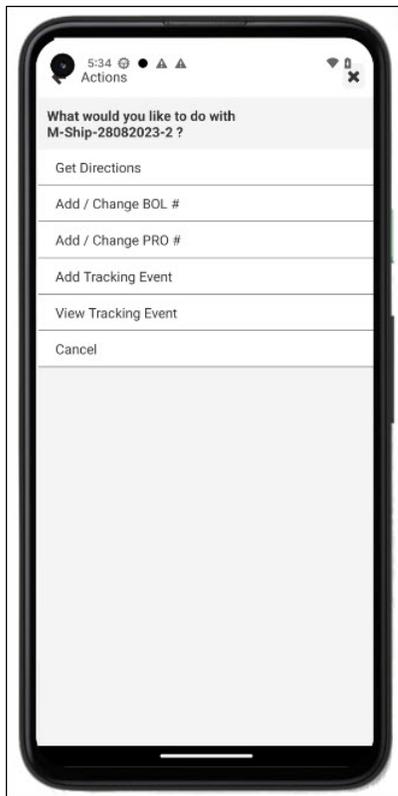
Users can pull up driving directions for a movement within the driver app.

Complete the following steps to get directions:

1. Log in to the driver app.
The dashboard displays.
2. Tap the **Actions** menu icon for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.

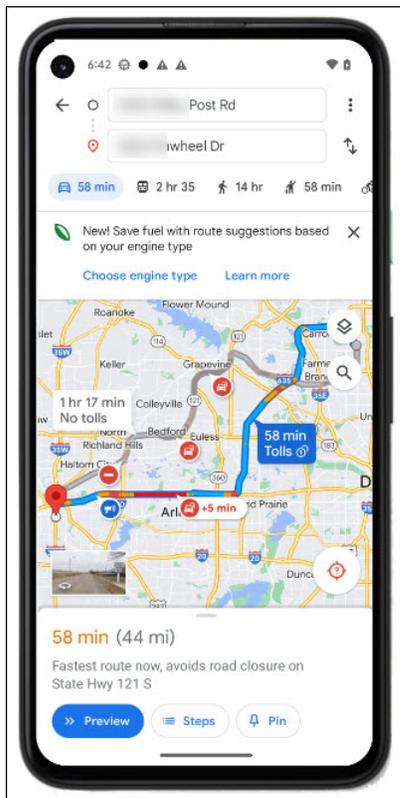


The Actions menu displays.



3. Tap **Get Directions**.

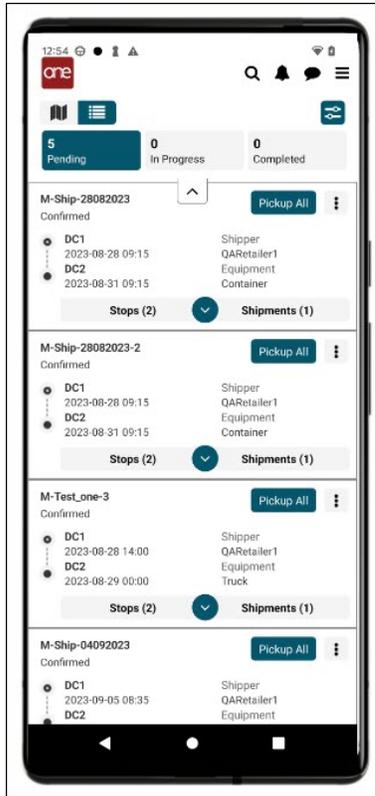
An app with maps and directions on the driver's device opens. The map apps may vary based on the apps on the driver's phone.



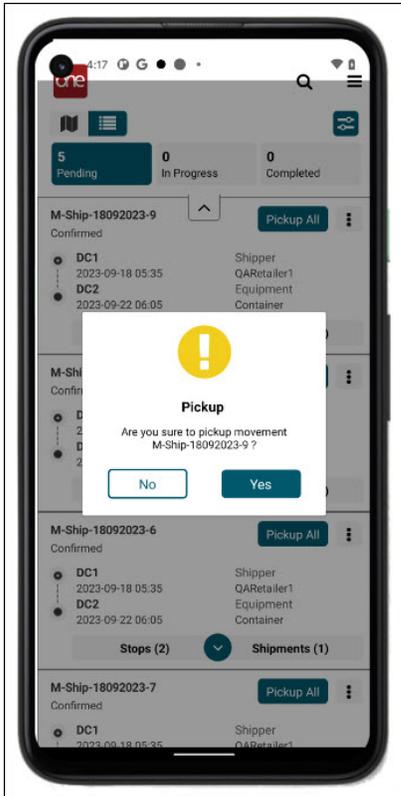
6.1.2. Movement Pickup

Complete the following steps to pick up a movement in the driver app:

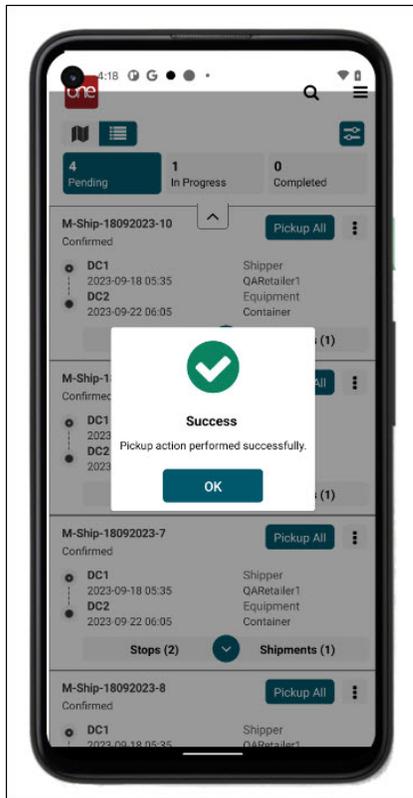
1. Log in to the driver app.
The dashboard displays.
2. Tap the **Pending** tab at the top of the screen, and locate a movement to pick up. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All pending movements display.



3. Tap the **Pickup All** icon, which picks up all shipments in the movement. A confirmation popup displays.



4. Tap the **Yes** button.
A success message displays.



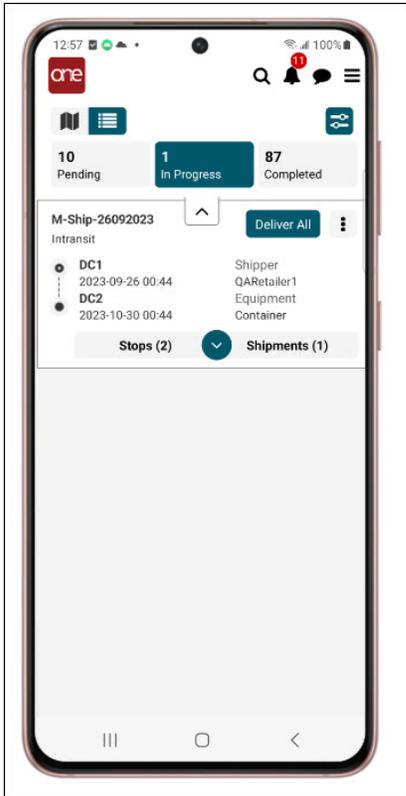
5. Tap the **OK** icon.
The movement moves to the In Progress tab.

6.1.3. Movement Delivery

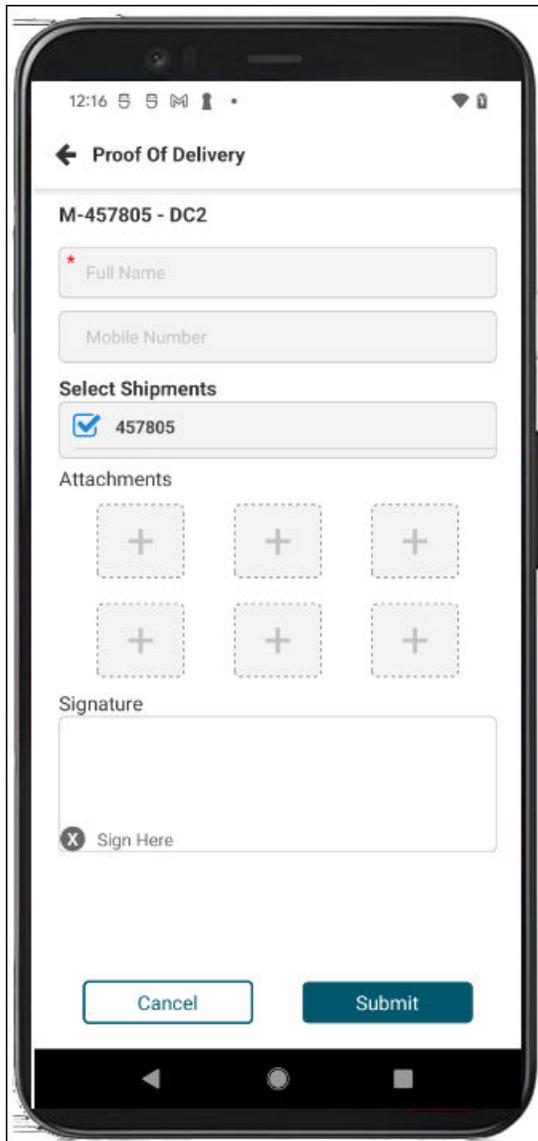
Drivers can deliver all shipments associated with a movement at the movement level on the mobile app.

Complete the following steps to pick up a movement in the driver app:

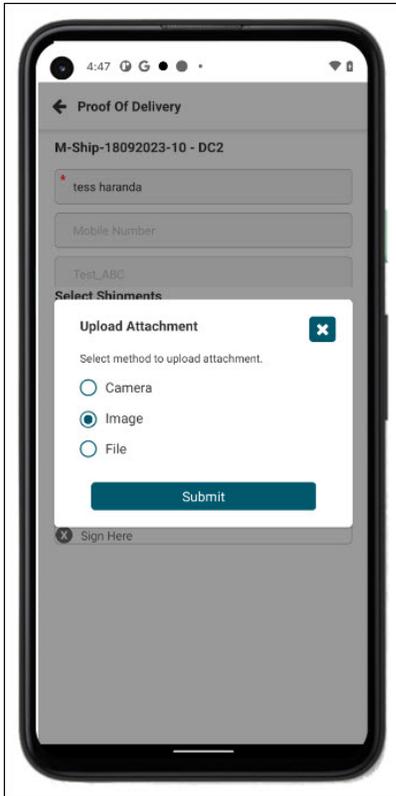
1. Log in to the driver app.
The dashboard displays.
2. Tap the **In Progress** tab at the top of the screen. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All movements picked up and in progress display.



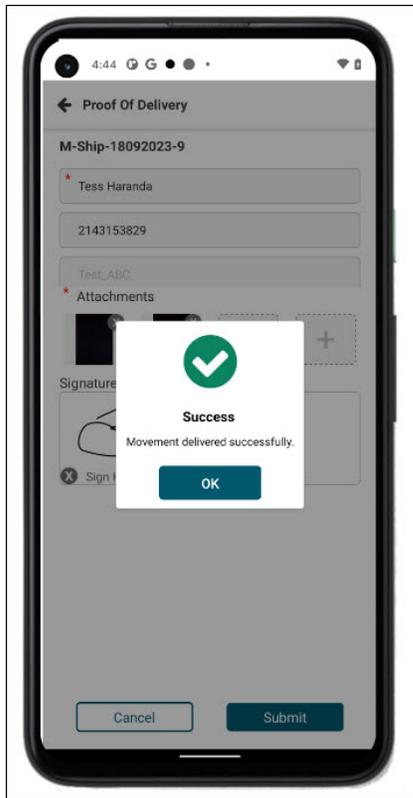
3. Tap the **Deliver All** icon, which picks up all shipments in the movement. The Proof of Delivery screen displays.



4. In the ***Full Name** field, enter the full name (first and last name) of the recipient. Fields with an asterisk (*) are required.
5. Tap a **+** icon under **Attachments** to attach a file to the delivery record. The Upload Attachment popup for the attachment type displays.



6. Tap the radio button for the attachment type.
7. Tap the **Submit** button.
The screen displays available file attachment types on the device.
8. Tap a file.
The file is displayed in one of the attachment boxes.
Tap the **X** on the attachment to delete the attachment from the movement.
9. Have the recipient sign their name with their finger or a stylus in the **Signature** box.
10. Tap the **Submit** icon.
A success message popup displays.



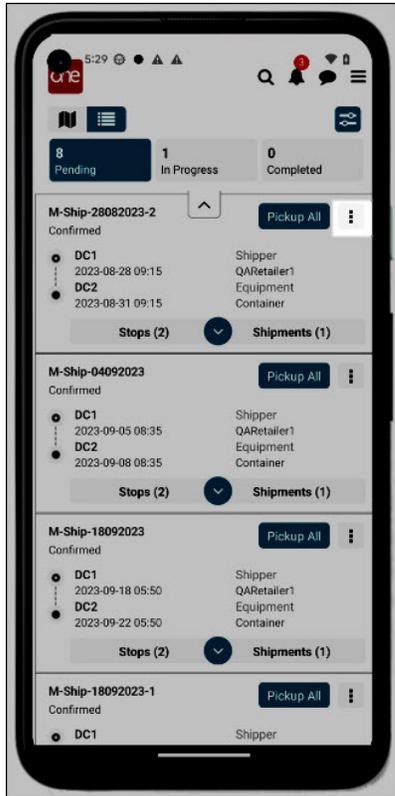
11. Tap the **OK** icon.
The movement is listed on the Completed tab.

Please note that if a One-Time Password (OTP) has been established, the receiving contact must also enter a password they have received via email. See the "OTP During Delivery" section of this guide for more information.

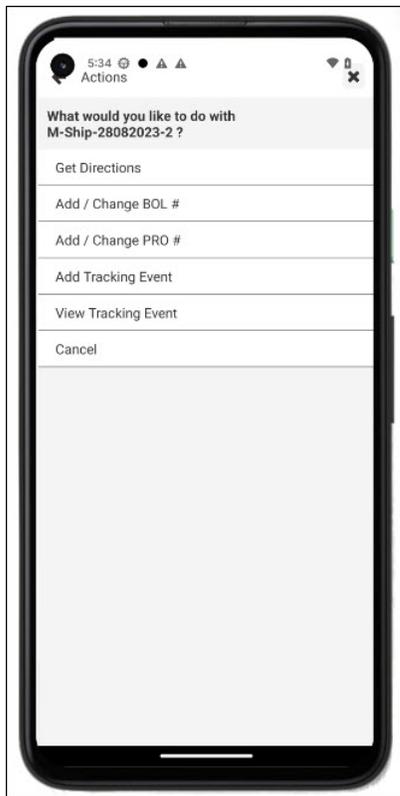
6.1.4. View Tracking Events for a Movement

Complete the following steps to view tracking events in the driver app:

1. Log in to the driver app.
The dashboard displays.
2. Tap the **Actions** menu icon for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.



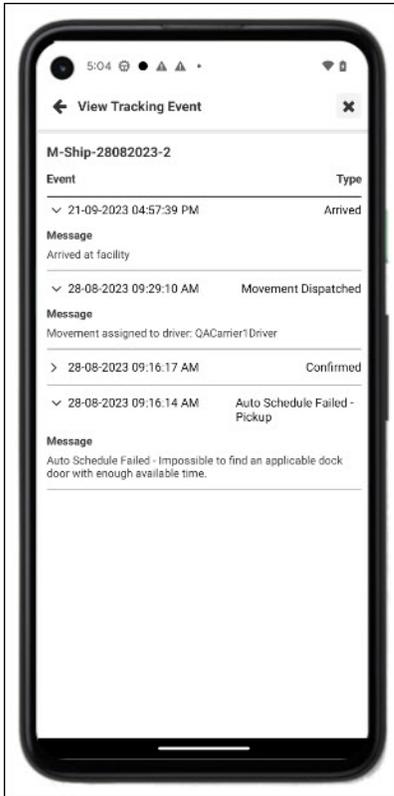
The Actions menu displays.



3. Tap **View Tracking Event**.
The View Track Events screen displays.



4. Tap the arrow next to the tracking event.
Messages, if provided, display for the event.

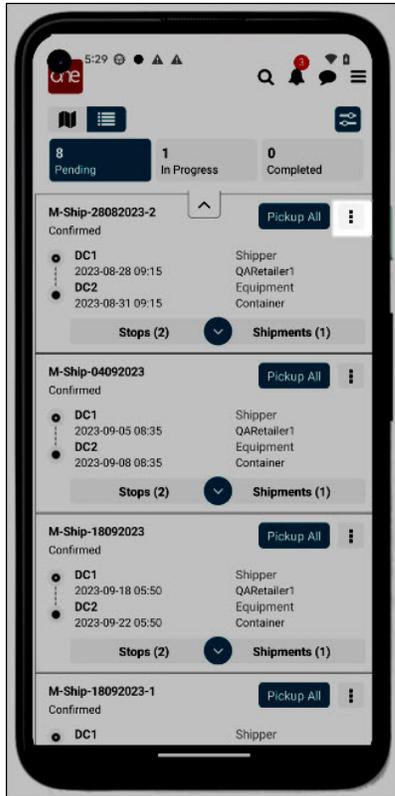


6.1.5. Add Tracking Events for a Movement

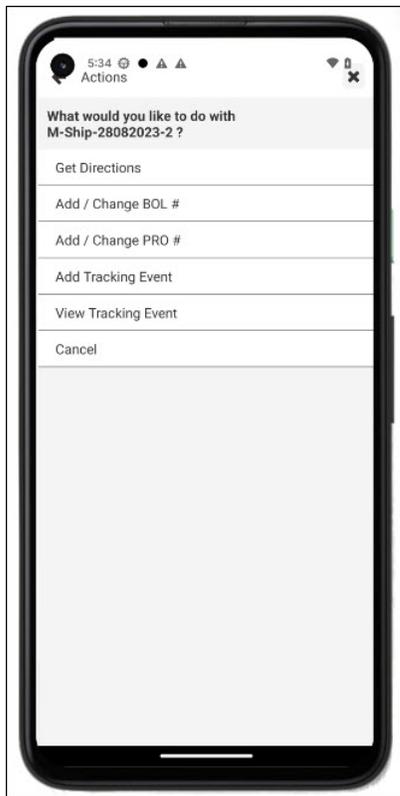
Drivers can add tracking events to movements.

Complete the following steps to add a tracking event to a movement in the driver app:

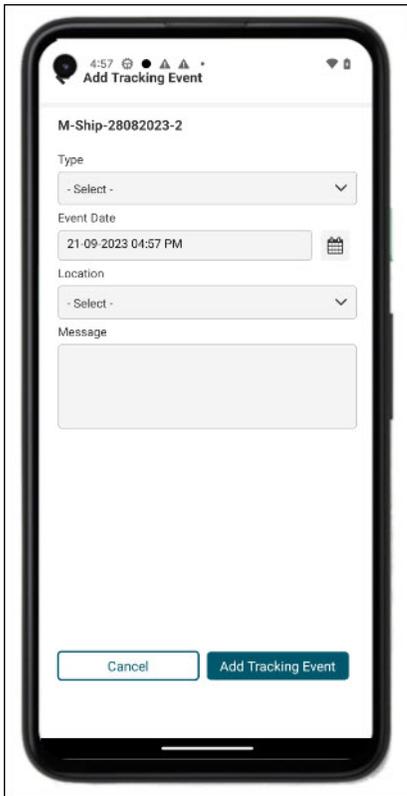
1. Log in to the driver app.
The dashboard displays.
2. Tap the **Actions** menu icon for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.



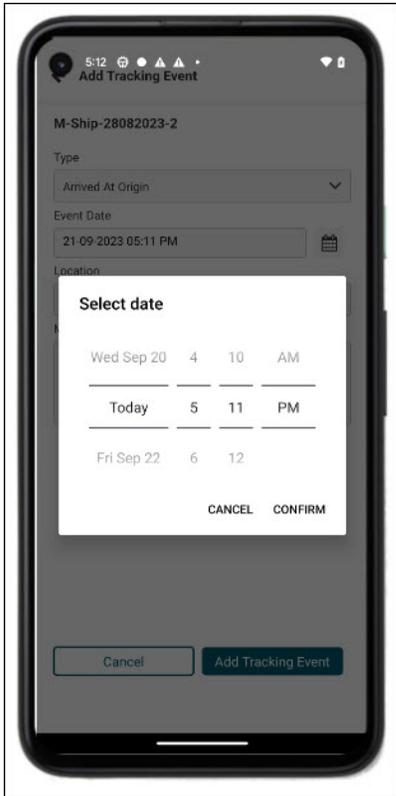
The Actions menu displays.



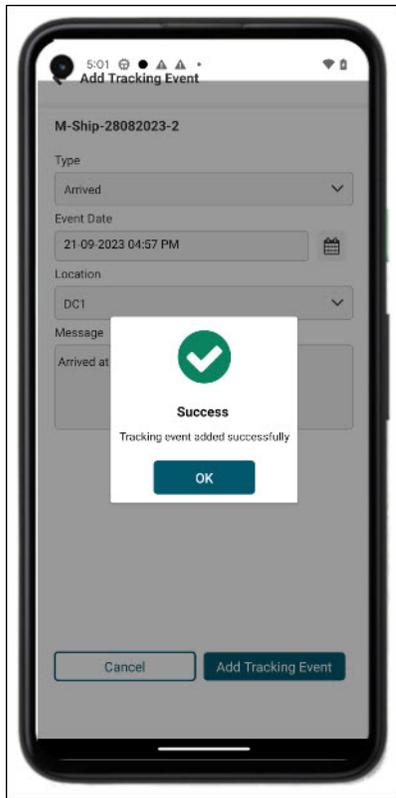
3. Tap the **Add Tracking Event** option.
The Add Tracking Events screen displays. If the policy requiring drivers to enter a message has been set, the Message field will have an asterisk (*).



4. Select the type of event from the dropdown list in the **Type** field.
Please note that selecting ETA as the tracking event type will add an extra field called ETA Date.
5. Tap the calendar tool to select the **Event Date**.
The Select Date popup displays.



6. Select the day, hour, minutes, and AM/PM. Tap the **OK** icon.
A clock tool displays.
7. Tap **Confirm**.
8. Select the location from the **Locations** dropdown list where the event takes place.
9. Type notes or a message in the **Message** text field.
This field may or may not be required based on carrier policies set in the RTVN UI.
10. Tap the **Add Track Event** icon.
A success message displays.



11. Tap the **OK** icon.

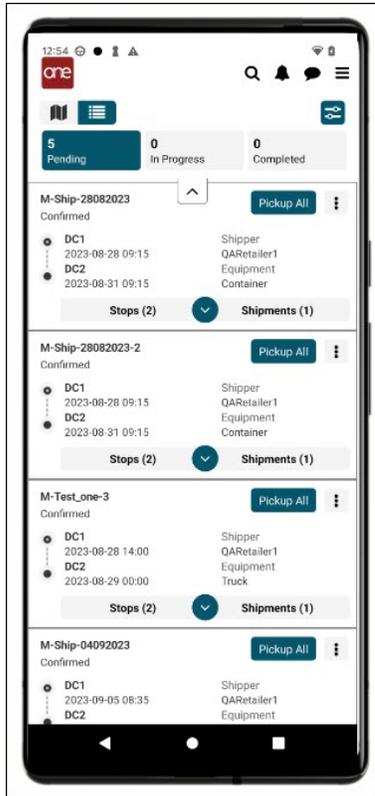
The movement status updates on the dashboard. Depending on the type of tracking events, movements may move from the Pending to In Progress tab or from the In Progress to Completed tab.

6.1.6. Adding or Changing the BOL Number for a Movement

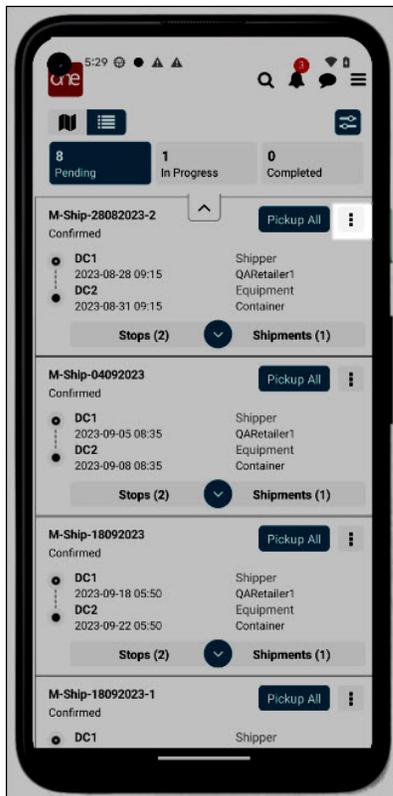
Driver users can add or change a bill of lading (BOL) number for a movement within the driver app. Please note that this feature is only available if permissions are granted in carrier profiles.

Complete the following steps to change a BOL:

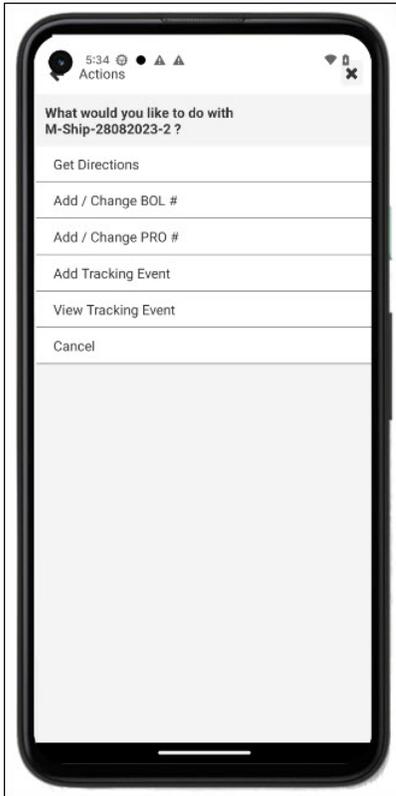
1. Log in to the driver app.
The dashboard displays.



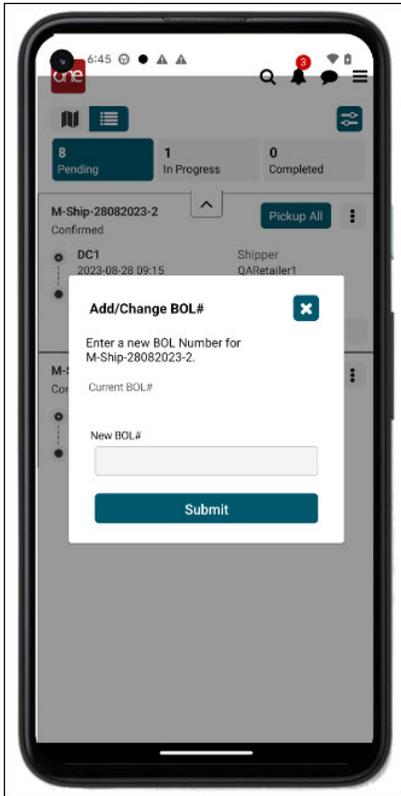
2. Tap the **Actions** icon next to the movement.



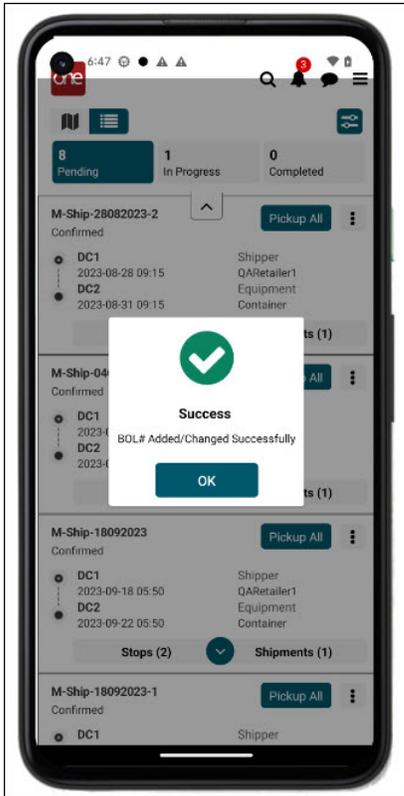
The Actions menu displays. From this screen, users can tap on an action for a movement.



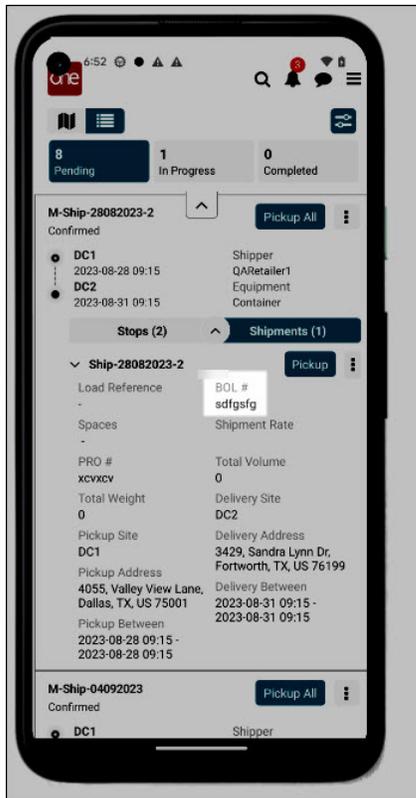
3. Tap **Add/Change BOL #**.
The Add/Change BOL # pop-up window displays.



4. Enter a new BOL number.
5. Tap the **Submit** icon.
A success message displays.



6. Tap the **OK** icon.
The BOL number updates on the Shipments tab in the details section.

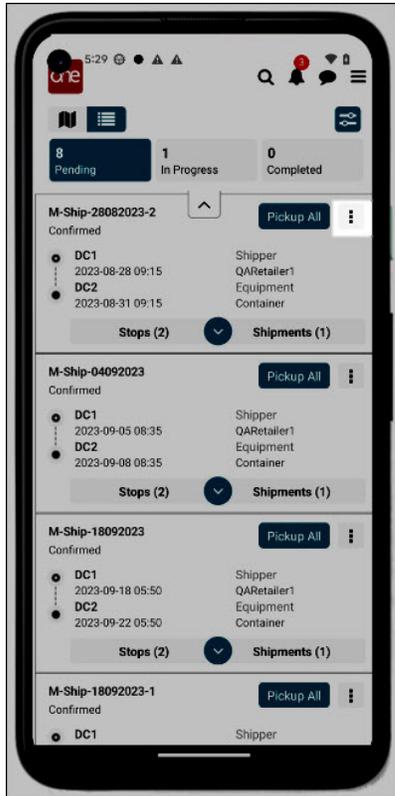


6.1.7. Adding or Changing the PRO Number for a Movement

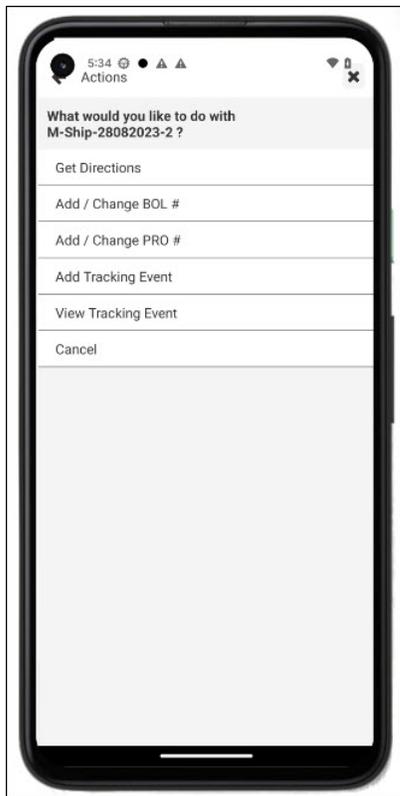
Driver users can add or change a progressive + (PRO) number for a movement within the driver app. Please note that this feature is only available if permissions are granted in carrier profiles.

Complete the following steps to change a PRO:

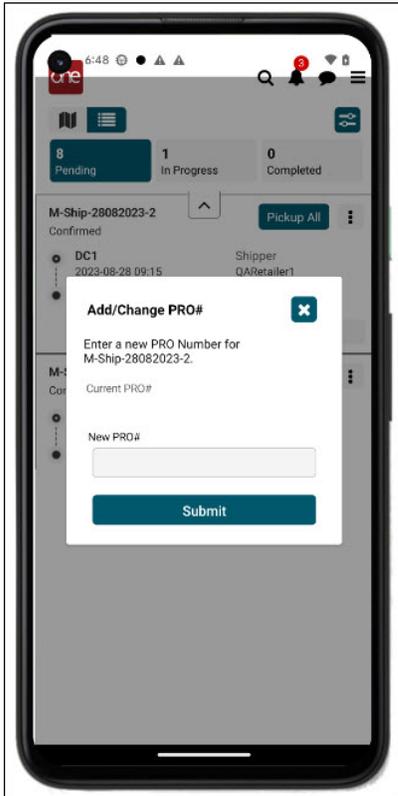
1. Log in to the driver app.
The dashboard displays.
2. Tap the **Actions** menu icon for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.



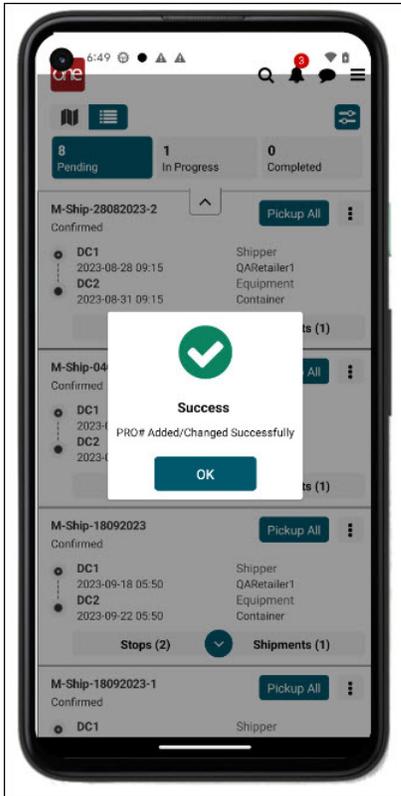
The Actions menu displays.



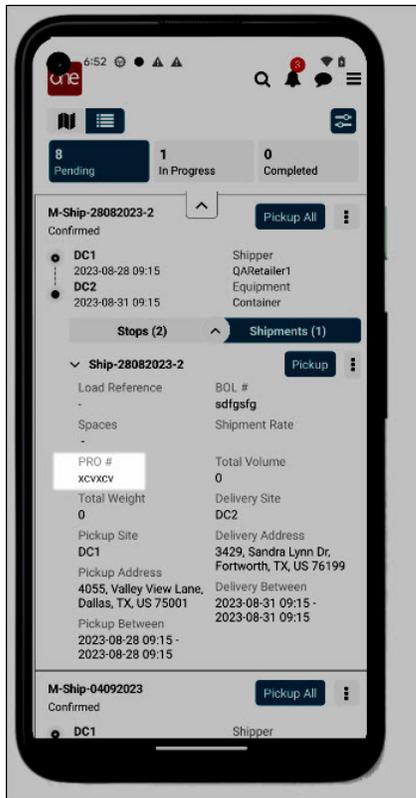
3. Tap **Add/Change PRO #**.
The Add/Change PRO # pop-up window displays.



4. Type in a new PRO number.
5. Tap the **Submit** icon.
A success message displays.



6. Tap the **OK** icon.
The PRO number updates on the Shipments tab in the details section.



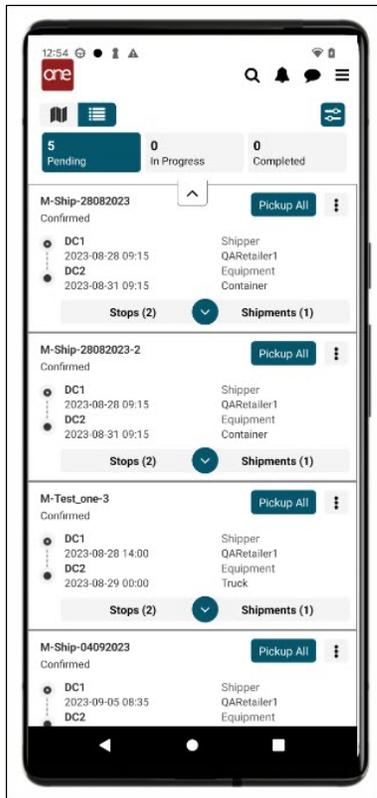
6.2. Driver Actions for Shipments

6.2.1. Shipment Pickup

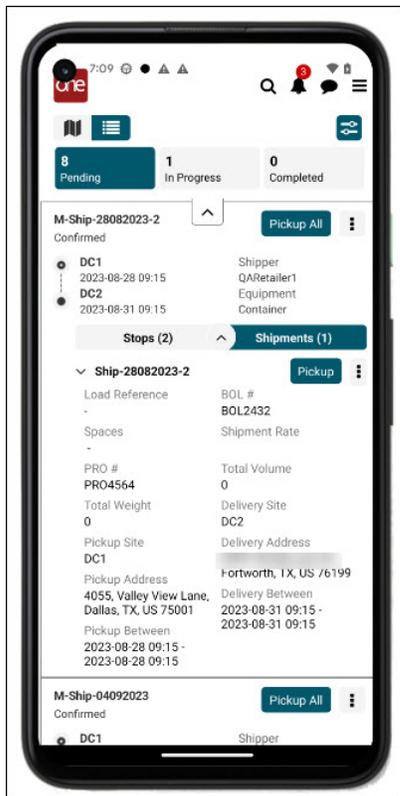
Drivers can pick up shipments within a movement.

Complete the following steps to pick up a shipment in the driver app:

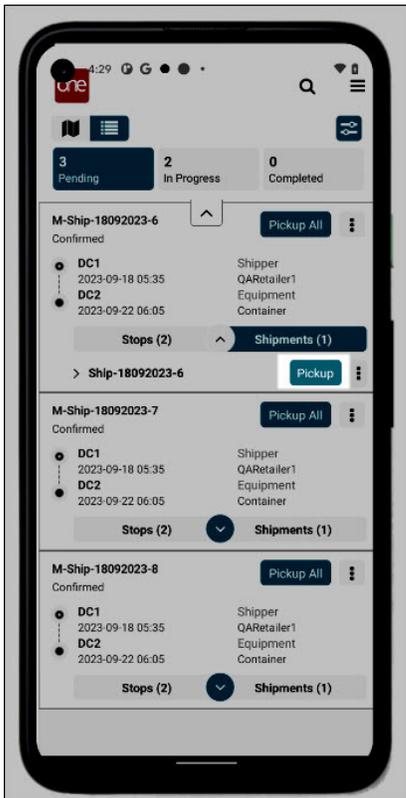
1. Log in to the driver app.
The dashboard displays.
2. Tap the **Pending** tab at the top of the screen. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All pending movements display.



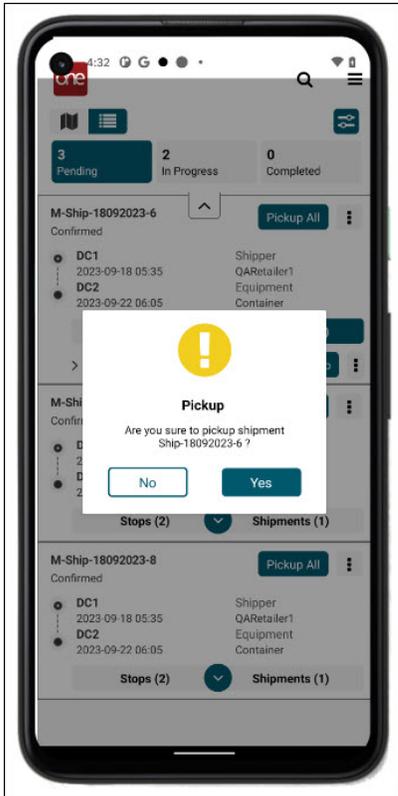
3. Tap the expansion arrow for a movement, and then tap the **Shipments** tab.



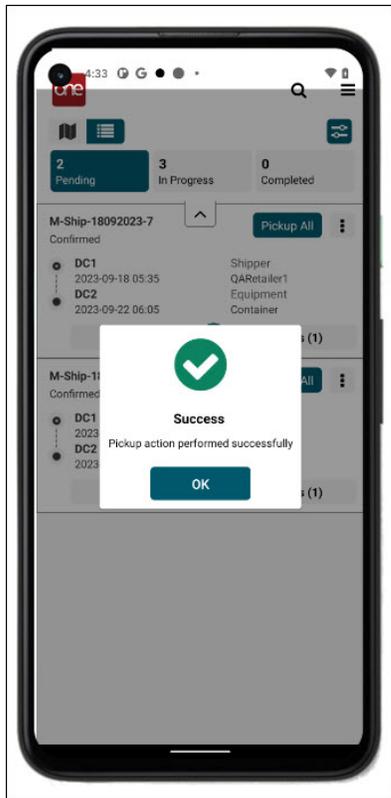
4. Tap the **Pickup** icon on the **Shipments** tab.



A confirmation popup displays.



5. Tap the **Yes** button.
A success message displays.



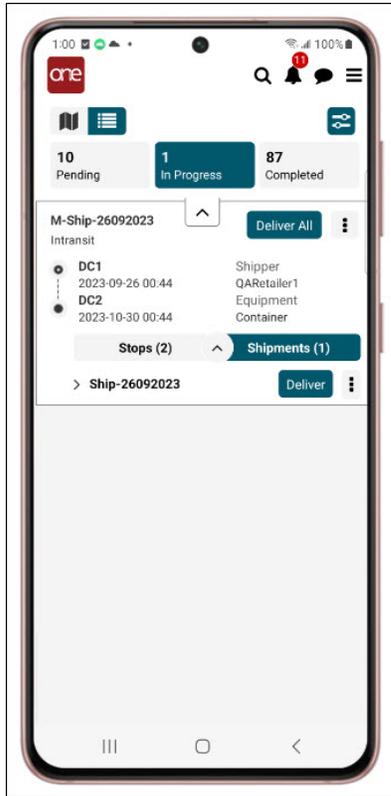
6. Tap the **OK** icon.
The shipment moves to the In Progress tab.

6.2.2. Shipment Delivery

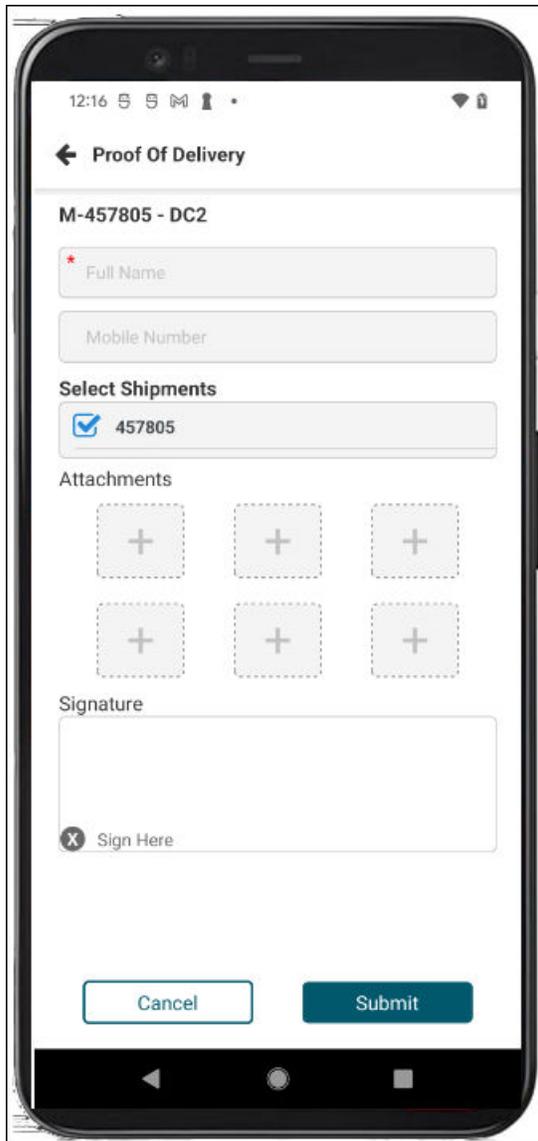
Drivers can deliver shipments associated with a movement.

Complete the following steps to deliver a shipment in the driver app:

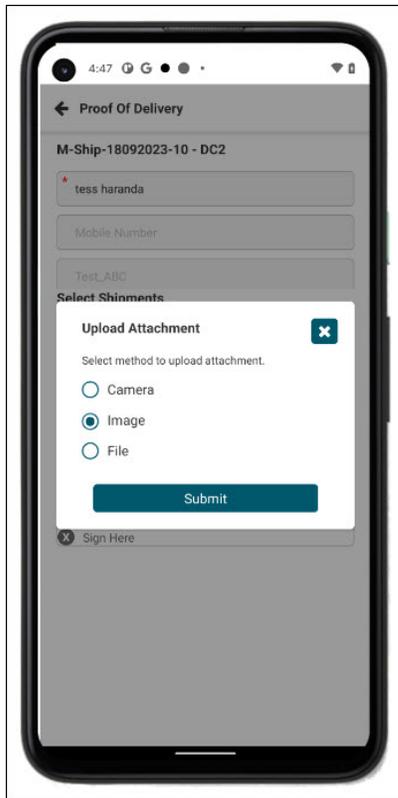
1. Log in to the driver app.
The dashboard displays.
2. Tap the **In Progress** tab at the top of the screen. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All shipments that are already picked up and in progress display.
3. Tap the expansion arrow for a movement, and tap the **Shipments** tab.
All movements picked up and in progress display.



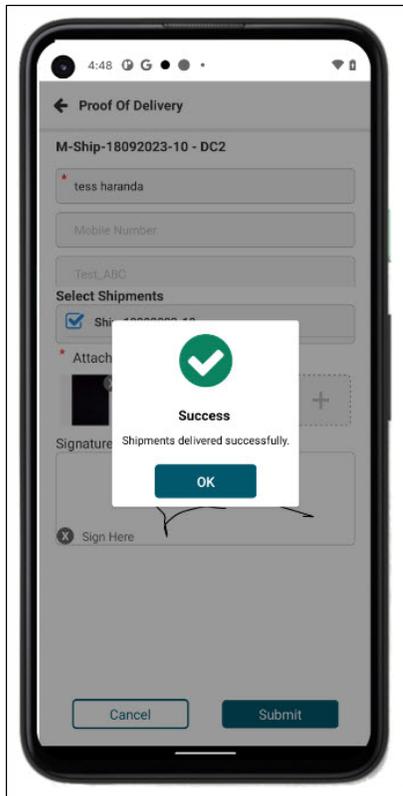
4. Tap the **Deliver** icon on the **Shipments** tab.
The Proof of Delivery screen displays.



5. In the ***Full Name** field, enter the full name (first and last name) of the recipient. Fields with an asterisk (*) are required.
6. Enter information in the other fields.
7. Tap a **+** icon under **Attachments** to attach a file to the delivery record. The Upload Attachment popup window for the attachment type displays.



8. Tap the radio button for the attachment type.
9. Tap the **Submit** icon.
The screen displays available file attachment types on the device.
10. Tap a file.
The file is displayed in one of the attachment boxes.
11. In the **Signature** box, have the recipient sign their name with their finger or a stylus.
12. Tap the **Submit** icon.
A success message popup window displays.



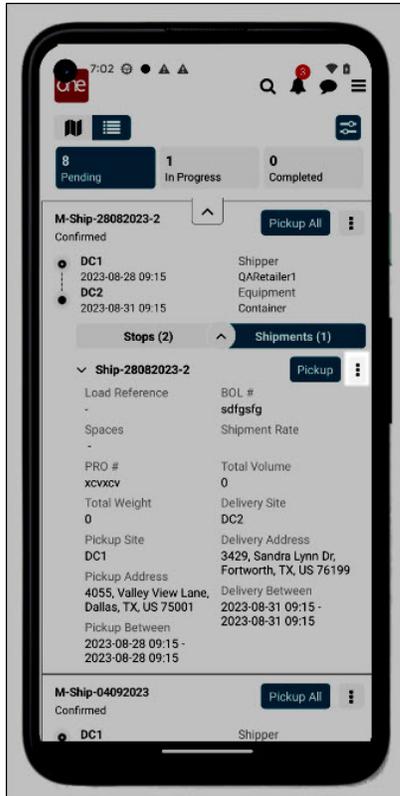
13. Tap the **OK** icon.
The shipment moves to the Completed tab.

Please note that if a One-Time Password (OTP) requirement has been set as a policy, the receiving contact must enter a password they have received via email. See the "OTP During Delivery" section in this guide for more information.

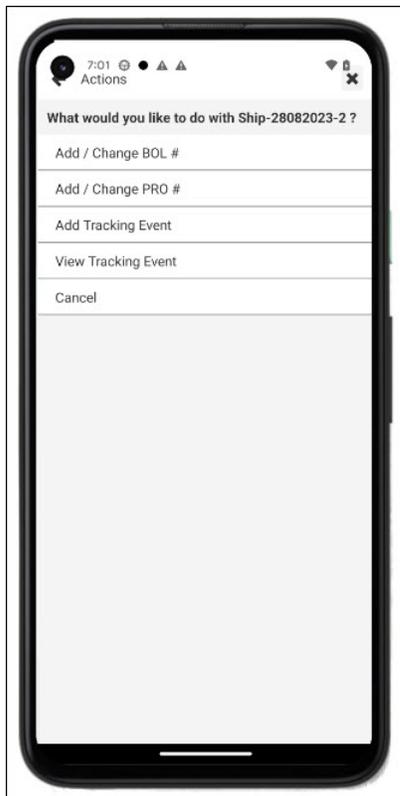
6.2.3. View Tracking Events for a Shipment

Complete the following steps to view tracking events in the driver app:

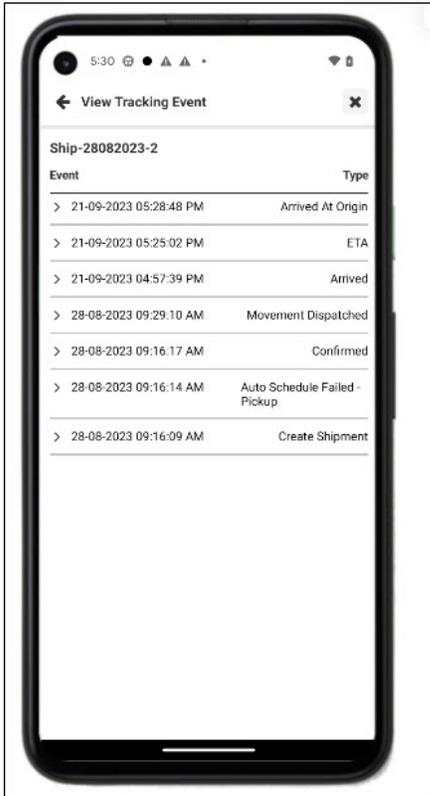
1. Log in to the driver app.
The dashboard displays.
2. Tap the expansion arrow for a movement to show the stops and shipments details. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
3. Tap the **Shipments** tab.
4. Tap the **Actions** menu icon for the shipment.



The Actions menu displays.



5. Tap **View Tracking Event**.
The View Tracking Events screen displays.



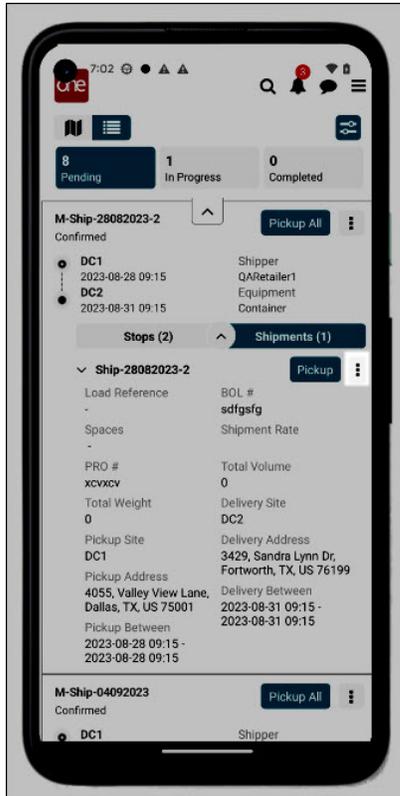
6. Tap the arrow next to events to see details of that event.



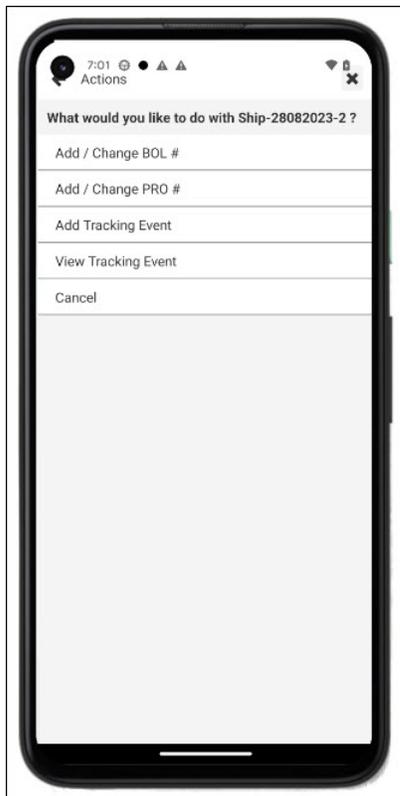
6.2.4. Add Tracking Events for a Shipment

Complete the following steps to add a tracking event in the driver app:

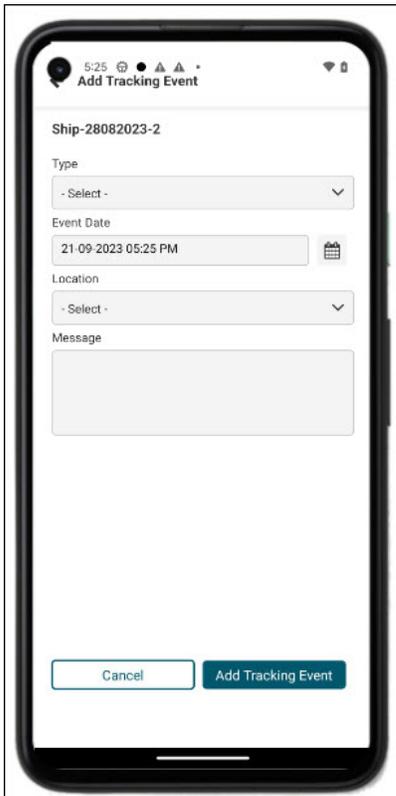
1. Log in to the driver app.
The dashboard displays.
2. Tap the expansion arrow for a movement to display the stops and shipment details. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
3. Tap the **Shipments** tab.
4. Tap the **Actions** menu icon for a movement.



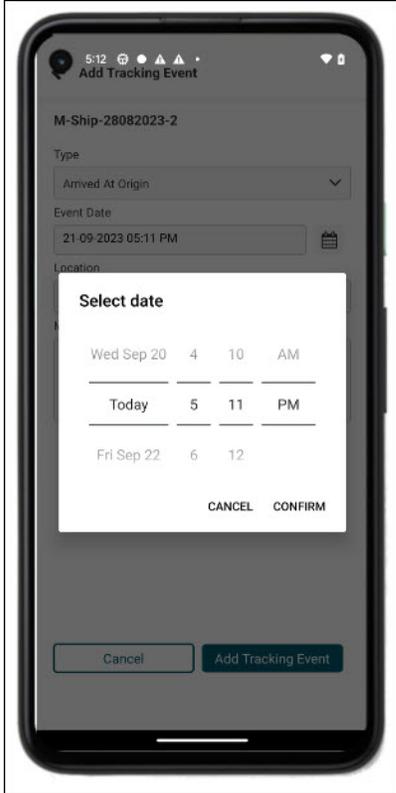
The Actions menu displays.



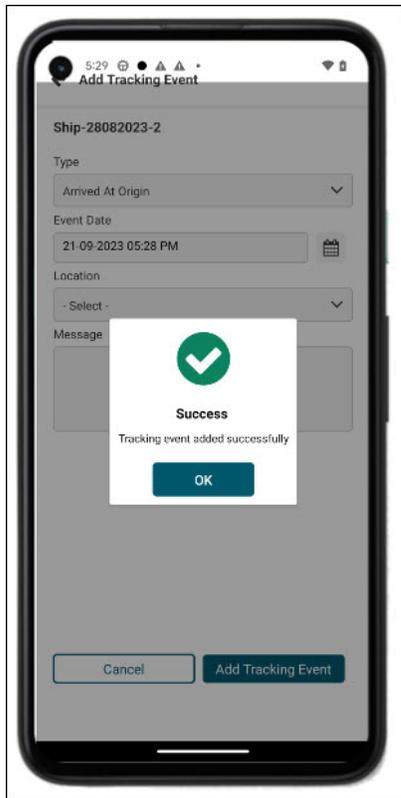
5. Tap the **Add Tracking Event** option.
The Add Track Events screen displays. If the policy requiring drivers to enter a message has been set, the Message field will have an asterisk (*).



6. Select the type of event from the dropdown list in the **Type** field.
Please note that selecting ETA as the tracking event type will add an extra field called ETA Date.
7. Tap the calendar tool to select the **Event Date**.
The Select date popup displays.



8. Select the day, hour, minute, and AM/PM.
9. Tap **Confirm**.
10. Select the location from the **Locations** dropdown list where the event takes place.
11. Type a message in the **Message** text field.
This field may or may not be required based on carrier policies set in the RTVN UI.
12. Tap the **Add Track Event** icon.
A success message displays.



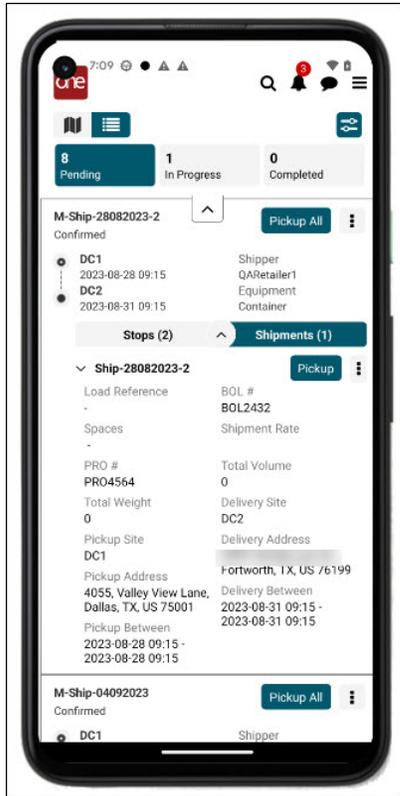
13. Tap the **OK** icon.
The shipment status updates in the dashboard.

6.2.5. Adding or Changing the BOL Number for a Shipment

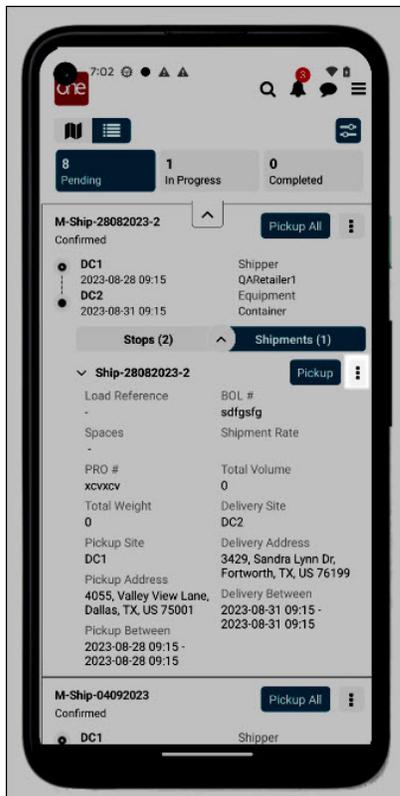
Driver users can add or change a bill of lading (BOL) number for a shipment within the driver app. Please note that this feature is only available if permissions are granted in carrier profiles.

Complete the following steps to change a BOL:

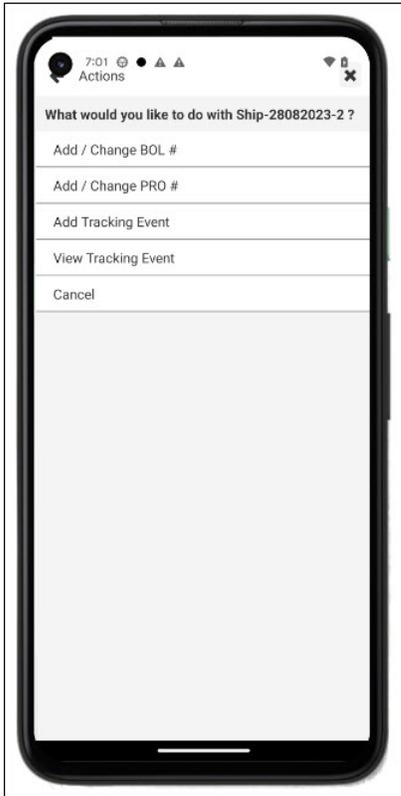
1. Log in to the driver app.
The dashboard displays.
2. Expand the details for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
The stops and shipments details display.



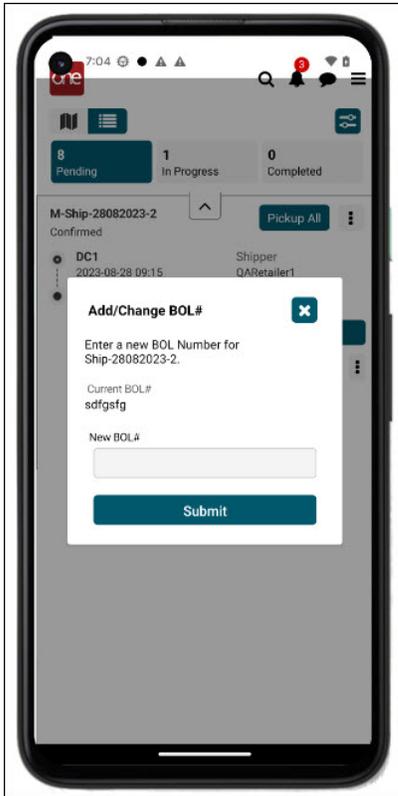
3. Tap the **Actions** menu icon for a shipment.



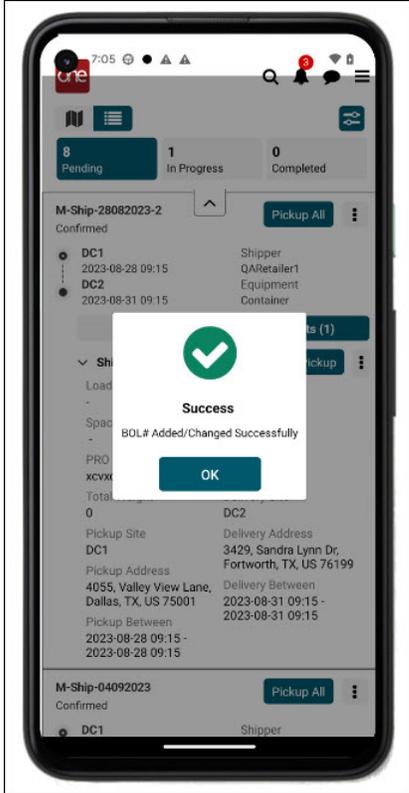
The Actions menu displays.



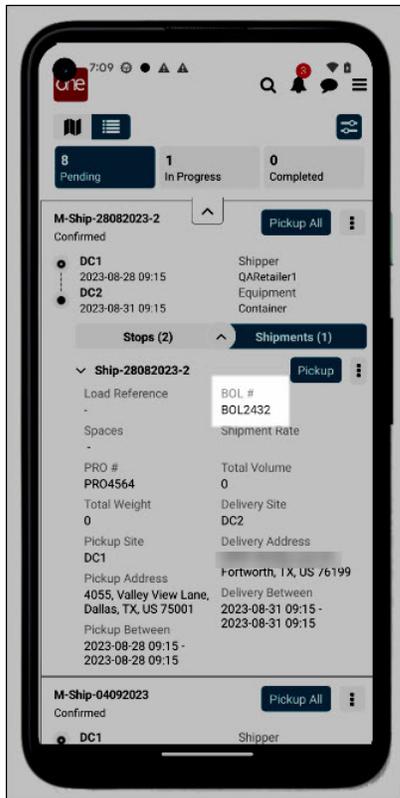
4. Tap **Add/Change BOL #**.
The Add/Change BOL # pop-up window displays.



5. Enter a new BOL number.
6. Tap the **Submit** icon.
A success message displays.



7. Tap the **OK** icon.
The BOL number updates on the Shipments tab in the details section.

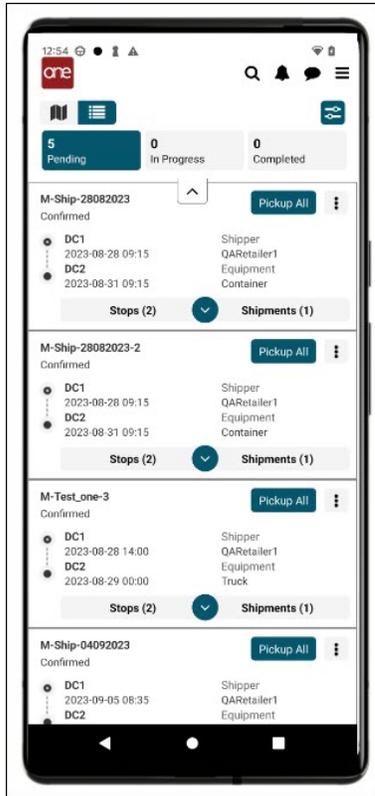


6.2.6. Adding or Changing the PRO Number for a Shipment

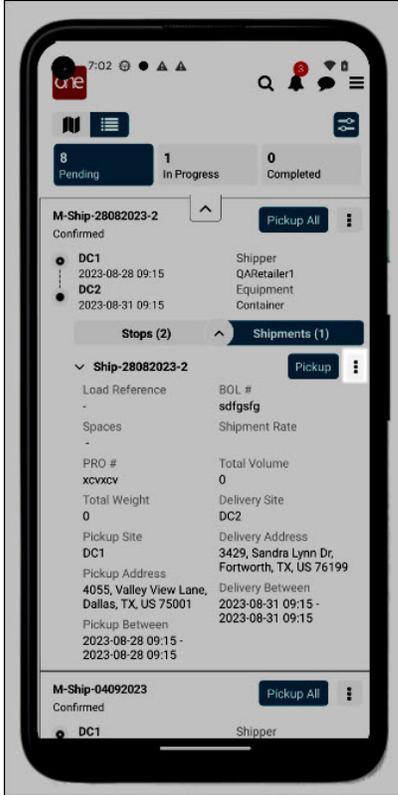
Driver users can add or change a progressive + (PRO) number for a shipment within the driver app. Please note that this feature is only available if permissions are granted in carrier profiles.

Complete the following steps to change a PRO:

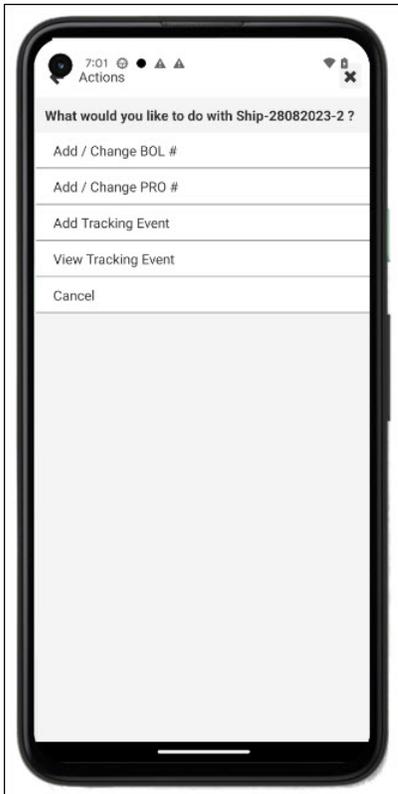
1. Log in to the driver app.
The dashboard displays.



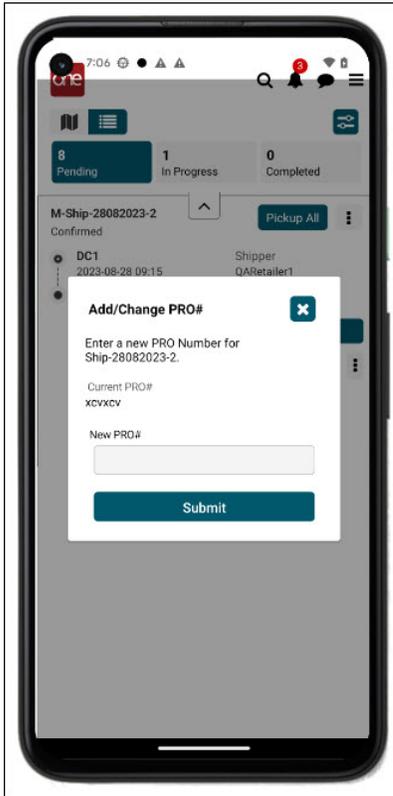
2. Tap the expansion arrow of a movement to display the stops and shipments details. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
3. Tap the **Actions** menu icon for a shipment.



The Actions menu displays.



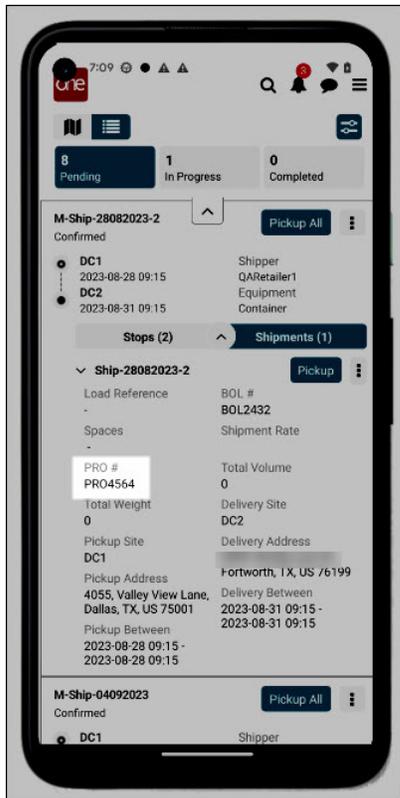
4. Tap **Add/Change PRO #**.
The Add/Change PRO # pop-up window displays.



5. Enter a new PRO number.
6. Tap the **Submit** icon.
A success message displays.



7. Tap the **OK** icon.
The PRO number updates on the Shipments tab.

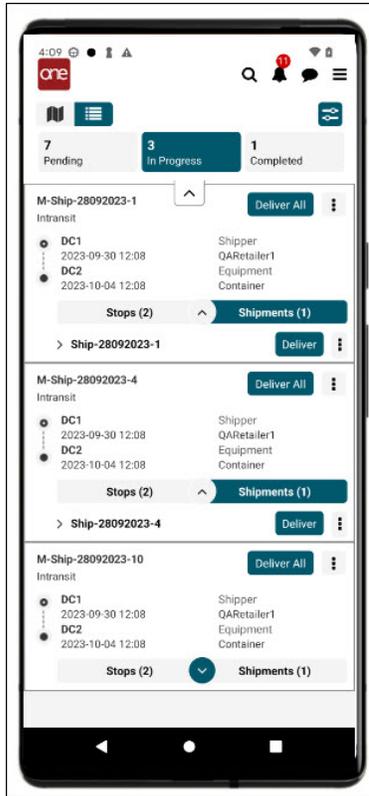


6.2.7. Update Received Quantities During Delivery

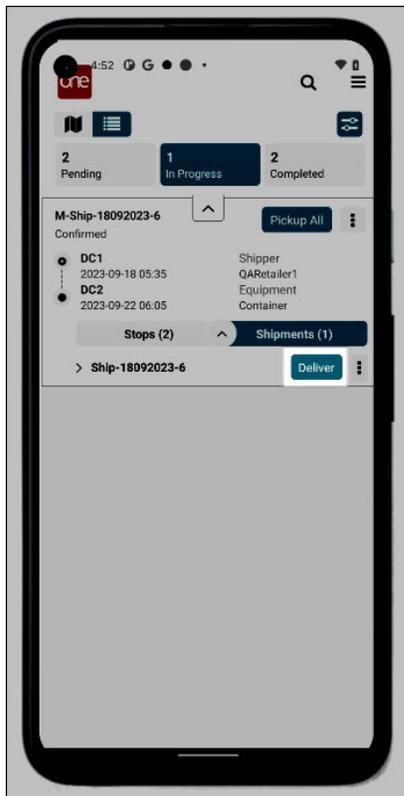
If the Freight Update Configuration policy has been enabled in the Transportation Policies UI, drivers will see an additional popup when delivering at the shipment line level. Users do not have to update the quantity and can continue to the POD.

Complete the following steps to update the received quantity for shipment lines at the time of POD:

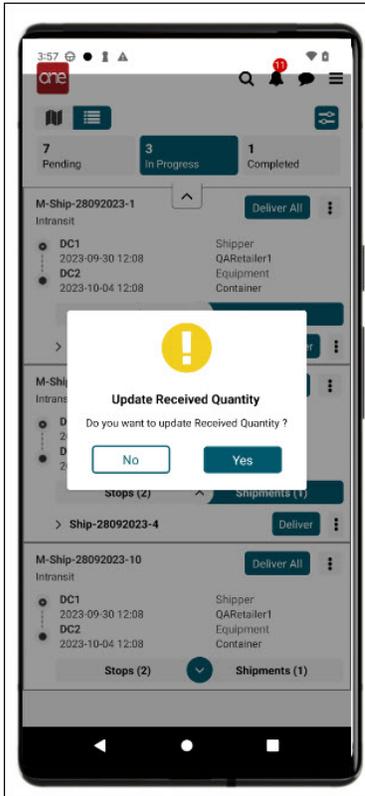
1. Open the Driver Mobile App.
The dashboard displays.
2. Tap the **In Progress** tab.
3. Expand a movement's stops and shipments, and tap the **Shipments** tab for a movement.



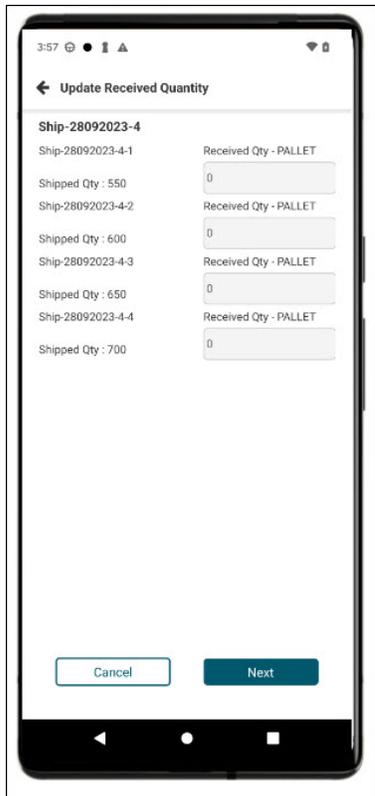
4. Tap the **Deliver** icon at the shipment level.



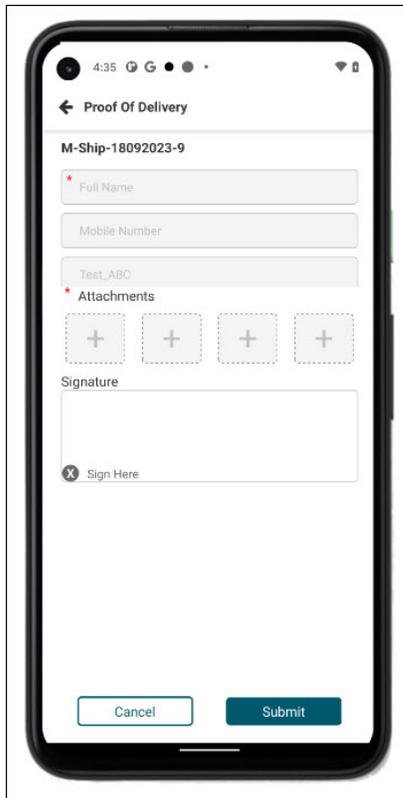
The Update Received Quantity popup displays.



5. Tap the **Yes** button to update the received quantity. (Driver operators can tap **No** and continue to the POD screen.)
The Update Received Quantity screen displays for the shipment.



6. Change the quantities.
7. Tap the **Next** button.
The POD screen displays to continue with the delivery. See the "Shipment Delivery" section of this guide for more information on completing the POD screen and completing the delivery.



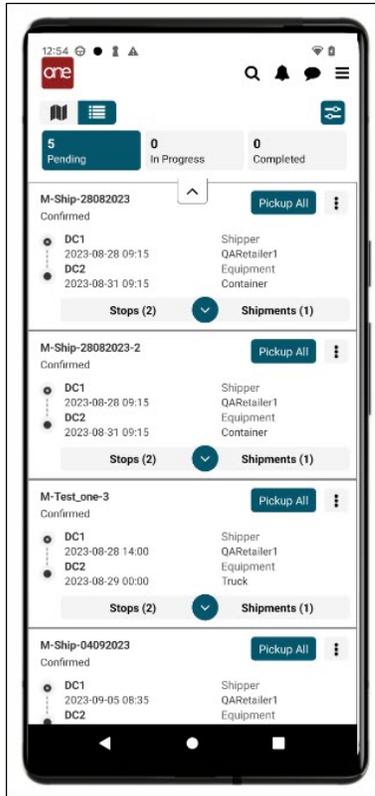
6.3. Driver Actions for Stops

6.3.1. Arrived at Stops

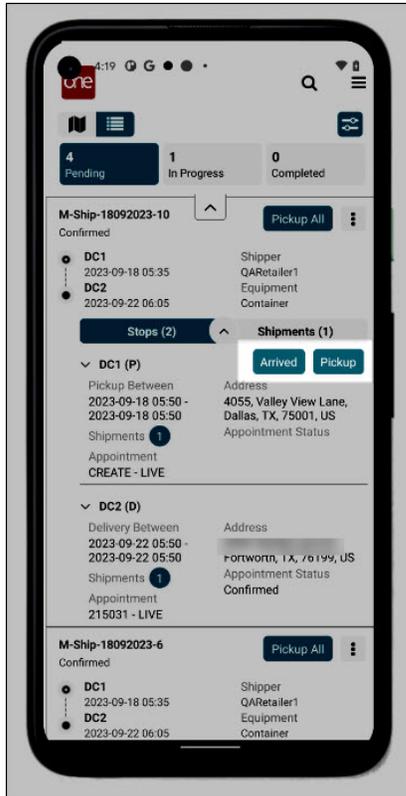
Drivers using the Driver Mobile App have an Arrived action button for stops. The button on the dashboard allows drivers to add the Arrived action event for each stop with some fields auto-populated.

Complete the following steps to use the Arrived action:

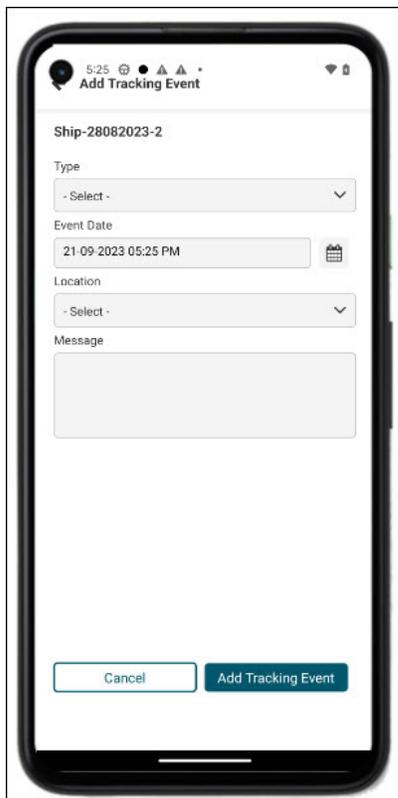
1. Log into the Driver Mobile App.
The dashboard displays.
2. Tap the **Pending** tab if it is not displayed.
Drivers may also see an Arrived button during delivery on the In Progress tab.



- Expand the **Stops** tab.
Action icons display.

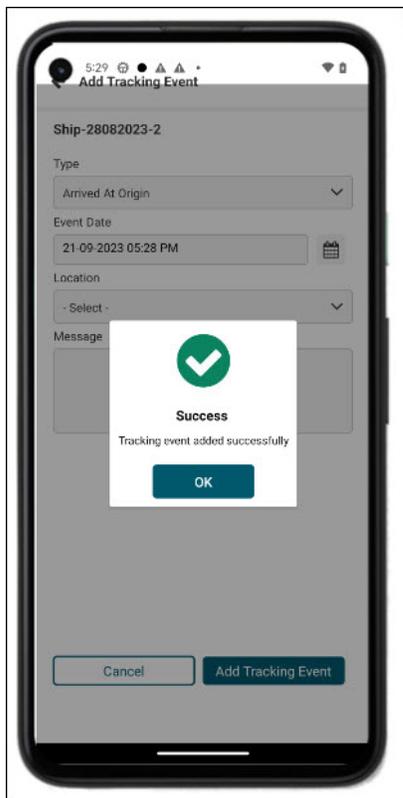


4. Tap the **Arrive** button when you arrive at the designated site.
The Add Tracking Event screen displays. Some of the fields may auto-populate.



5. Select **Arrived** from the **Type** dropdown list.
6. Ensure the date and time are correct.
7. Select the site from the **Location** dropdown list.
8. (Optional) Enter a message.
9. Tap the **Add Tracking Event** button.

A success popup displays. The event is added, and the Arrived button is no longer visible for that stop. However, drivers can add more events on the Add Tracking Event page of the app. See the "Add Tracking Events for Movements" or the "Add Tracking Events for Shipments" sections of this guide for more information.

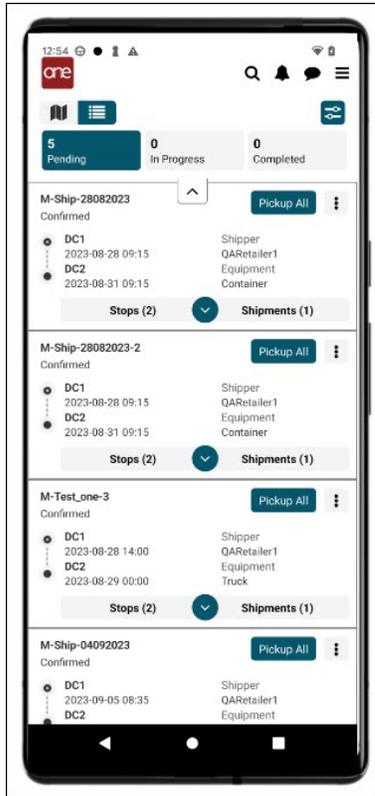


10. Tap the **OK** icon.
The tracking event is stored.

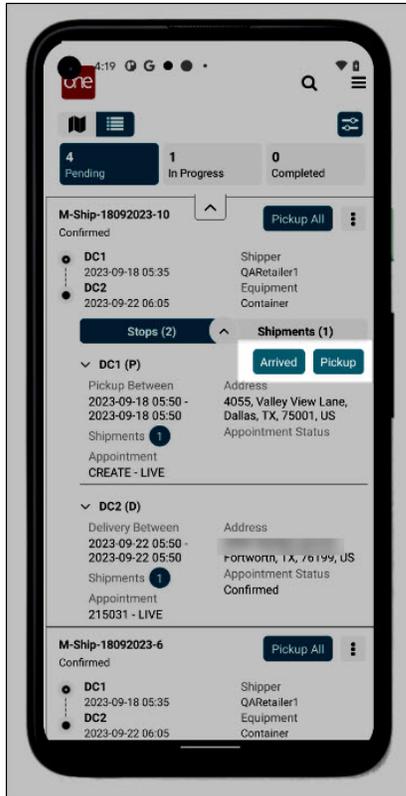
6.3.2. Pickup Shipments at Stops

Complete the following steps to pick up a shipment in the driver app:

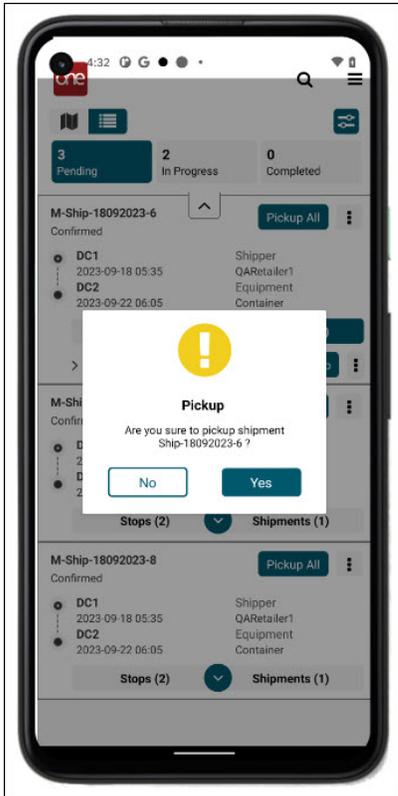
1. Log in to the driver app.
The dashboard displays.
2. Tap the **Pending** tab at the top of the screen. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All pending movements display.



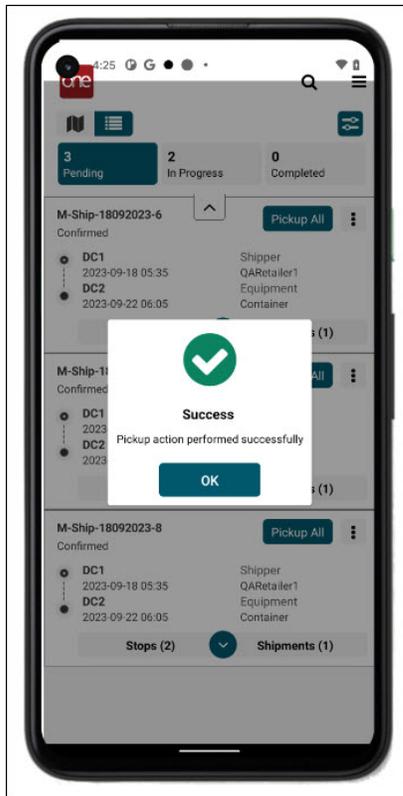
3. Tap the expansion arrow for a movement, and then tap the **Stops** tab (if necessary). Arrived and Pickup icons display.



4. Tap the **Pickup** icon on the **Stops** tab.
A confirmation popup displays.



5. Tap the **Yes** button.
A success message displays.

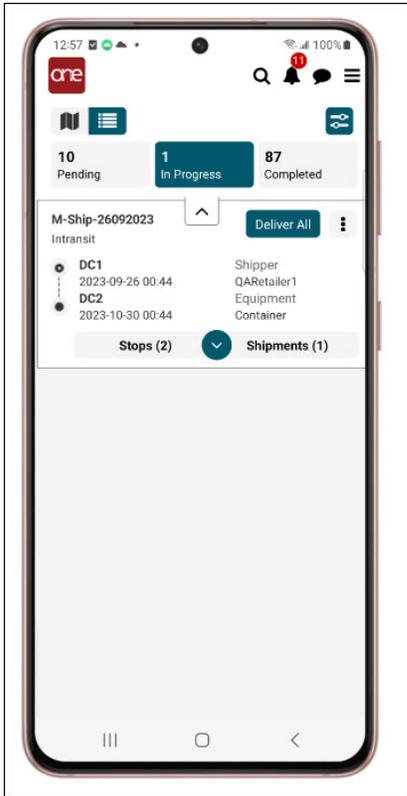


6. Tap the **OK** icon.
The shipment moves to the In Progress tab.

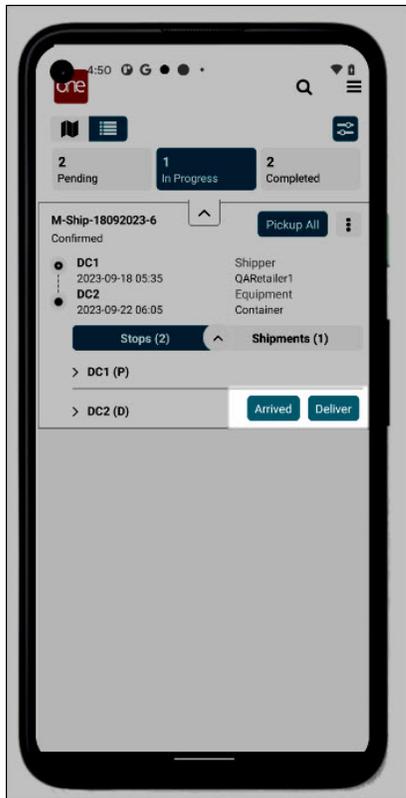
6.3.3. Deliver Shipments at Stops

Complete the following steps to pick up a shipment in the driver app:

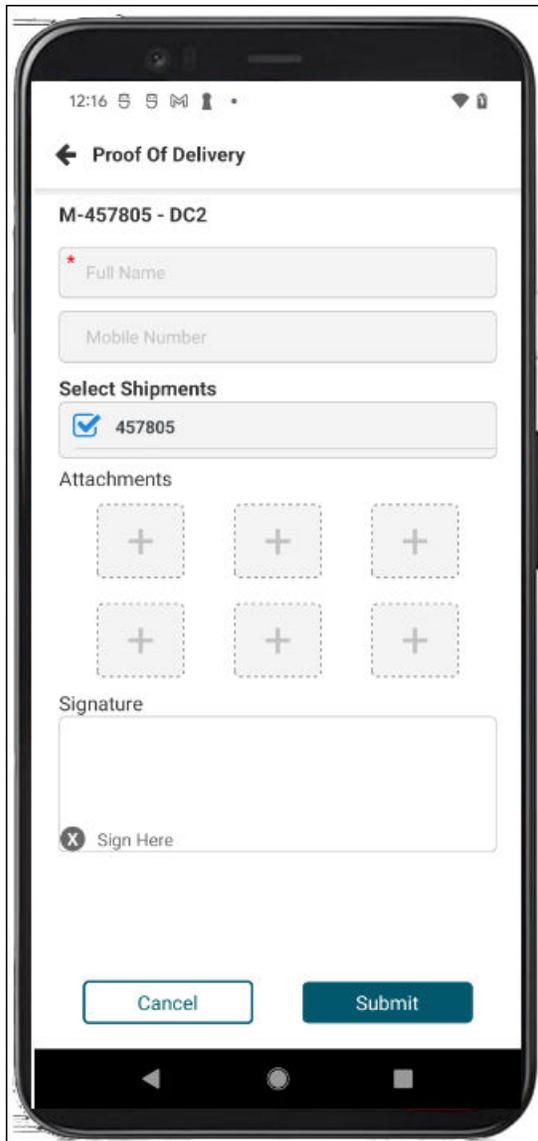
1. Log in to the driver app.
The dashboard displays.
2. Tap the **In Progress** tab at the top of the screen. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
All movements currently in progress display.



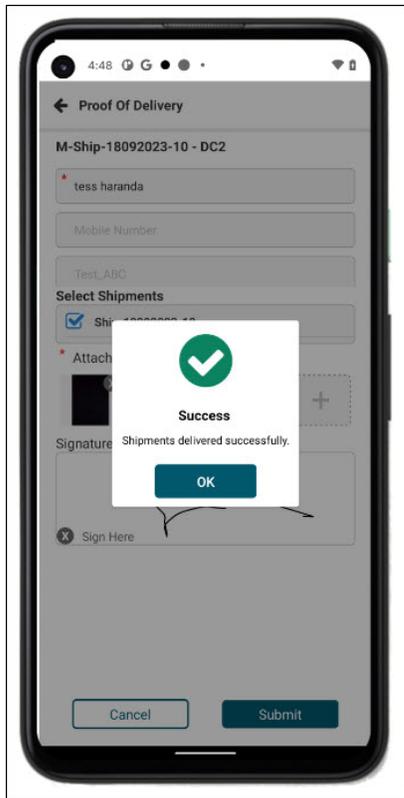
3. Tap the expansion arrow for a movement, and then tap the **Stops** tab (if necessary). Arrived and Deliver icons display.



4. Tap the **Deliver** icon on the **Stops** tab.
The Proof Of Delivery screen displays.
Please note that carriers can create custom fields set as optional or required. This set of instructions does not cover carrier-created fields.
Carriers can require a one-time password for security validation when a driver submits a POD; see the "OTP During Delivery" section of this guide for more information.



5. Enter the name of the site contact in the ***Full Name** field.
Fields with an asterisk (*) are required.
6. Enter the mobile number for the site contact.
7. Enter data into other available fields that may be carrier-specific.
8. Tap a **+** icon and select ***Attachments** from your device.
9. The site contact signs their name on the device in the **Signature** box.
10. Tap the **Submit** icon.
A success message displays.



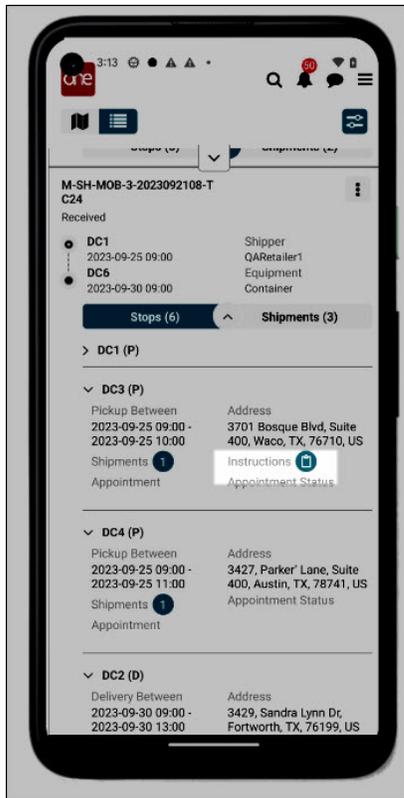
11. Tap the **OK** icon.
The shipment moves to the Completed tab.

6.3.4. Viewing Shipment Notes Instructions on the Stops Tab

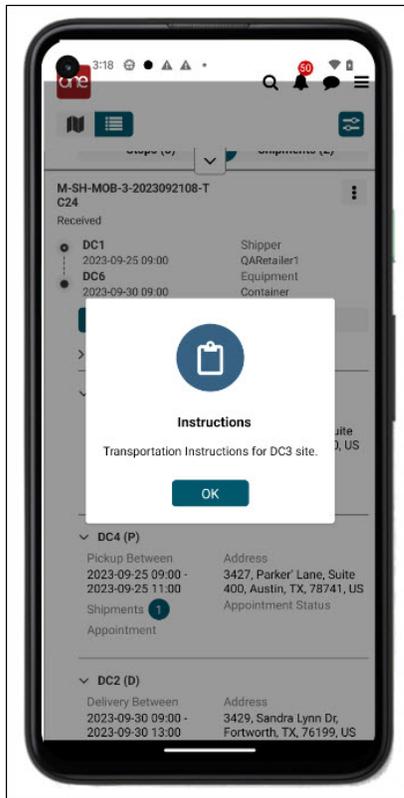
Users enter notes and instructions in the ONE system to help drivers. When data in these fields is present for the shipment, drivers see an Information field with a Notes icon on the Stops tab.

Complete the following steps to view the instructions (if included on the shipment) in the driver app:

1. Log in to the GLG Driver Mobile app.
The dashboard displays.
2. Expand the **Stops** tab for a movement. Please see the "Global Search for Movements and Shipments" section in this guide to search for a specific movement or shipment.
The stop details display a field and icon for Instructions.



3. Tap the **Instructions** icon.
The popup displays any instructions or notes included on this shipment.



4. Tap the **OK** button to close the Instructions popup.

6.4. OTP During Delivery

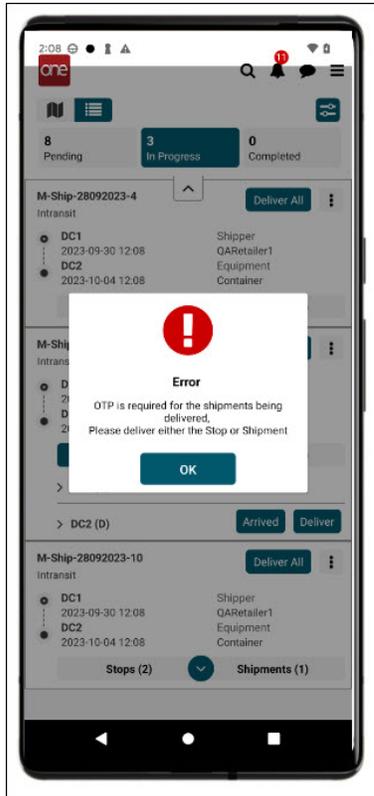
Carriers have the flexibility to create and require a one-time password (OTP) as a security validation during delivery and submission of the Proof of Delivery (POD). The following instructions start with the POD and assume the driver has knowledge of the delivery process to this point. Other sections in this guide cover delivery procedures for movements, shipments, and at stops.

Complete the following instructions to complete the POD with an OTP requirement:

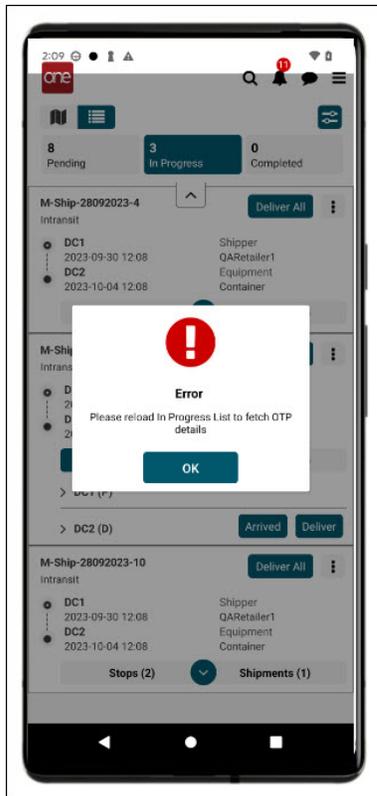
1. Log into the Driver Mobile App.
2. Attempt to deliver a movement by tapping **Deliver All** or **Deliver**.
A popup warning displays for *both* required or non-required OTPs, regardless of the policy set for the custom field.



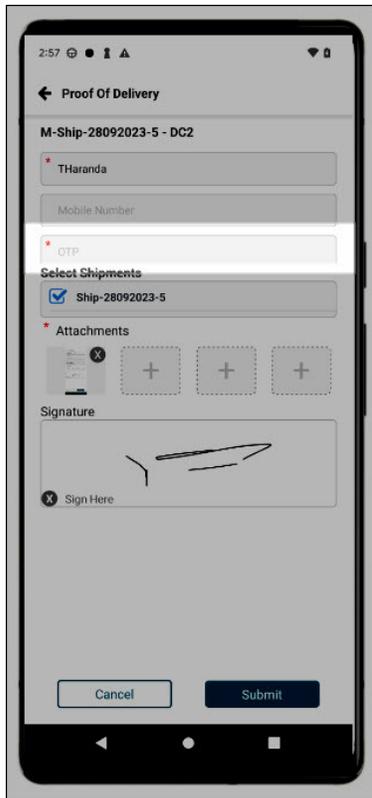
3. Tap **Yes** to continue.
If the driver continues and the OTP is required, the following warning popup displays.



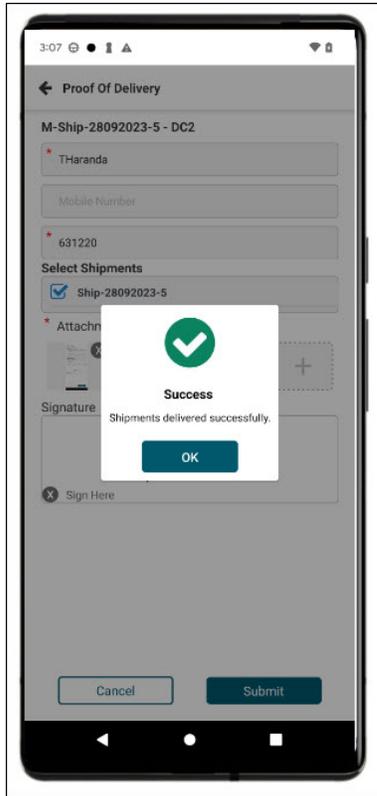
4. Tap the **OK** icon.
5. If the app has not been refreshed and the driver attempts delivery, the following warning displays for required and non-required OTPs.



6. Tap the **OK** icon.
7. Tap the **In Progress** tab to refresh the data synched with the ONE servers.
8. Tap the **Deliver** icon for the shipment.
The Proof of Delivery screen displays OTP as a required or non-required field based on the custom field settings, and a text with the OTP is sent to the device.



9. Enter information for all fields, including the OTP from the ONE system's text. For more information, see the sections in this guide for stop or shipment-level deliveries.
10. Tap the **Submit** icon.
A success message popup displays.



11. Tap the **OK** icon.
The movement is listed on the Completed tab.

6.5. Compliance Checks

6.5.1. Compliance Checklist at Pickup

The Driver Mobile App includes a checklist for compliance at the pickup event. The list items are created by the Transportation Controlling Organization (TCO) in RTVN, and drivers use the checklist in the Driver Mobile App. When drivers attempt a pickup (for a stop, shipment, or entire movement), a popup displays a list of compliance validation checks for the driver to check and submit. The enhancement helps all parties ensure compliance for business or legal-regulated pickups.

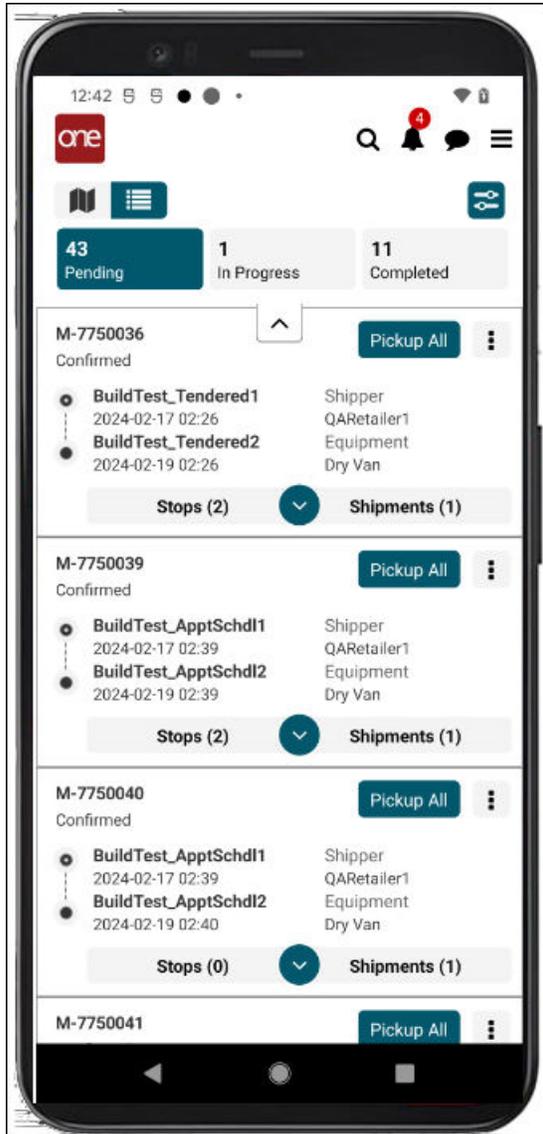
Prerequisites

The compliance checklist items must be created/assigned/pushed out by the TCO.

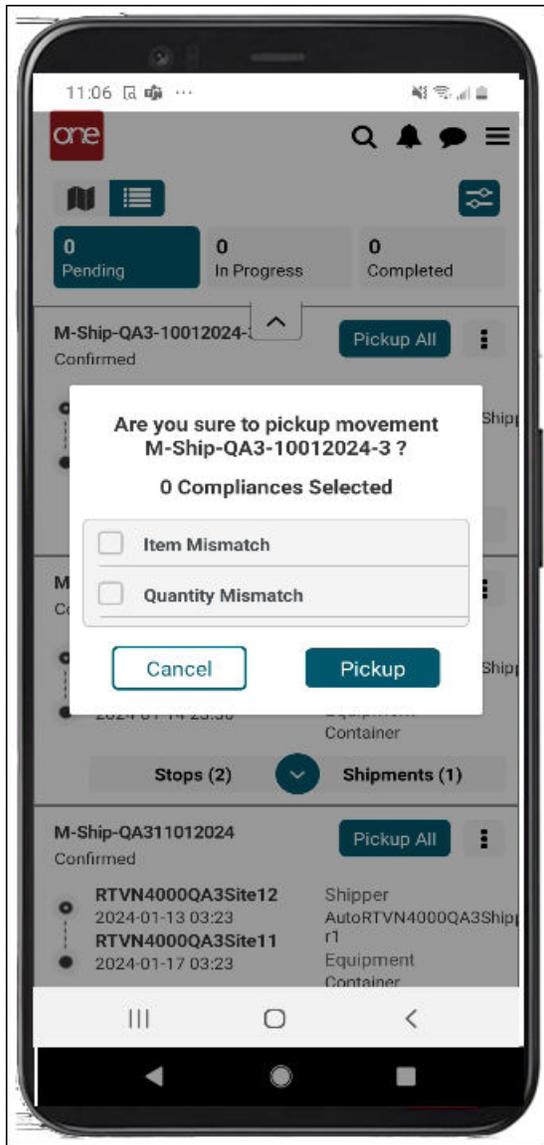
Drivers who pick up movements/shipments that have compliance checklists perform unique tasks, as shown below.

Complete the following steps to pick up a movement/shipment with a compliance checklist:

1. Open the ONE Driver Mobile App.
The application displays the user's dashboard.



2. Tap the **Pickup** or **Pickup All** button for a movement/shipment. A compliance check popup displays for the movement/shipment.



3. Tap each list item checkbox as it is completed.
4. Tap the **Pickup** button.
The pickup is complete, and the shipment/movement moves to In Progress. The workflow continues as before.

6.5.2. Compliance Checklist at Delivery

The Driver Mobile App includes a checklist for compliance at the delivery event. The list items are created by the Transportation Controlling Organization (TCO) in RTVN, and drivers use the checklist in the Driver Mobile App. When drivers attempt a pickup (for a stop, shipment, or entire movement), the Proof Of Delivery screen displays a list of compliance validation checks for the driver to check and submit. The enhancement helps all parties ensure compliance for business or legal-regulated pickups.

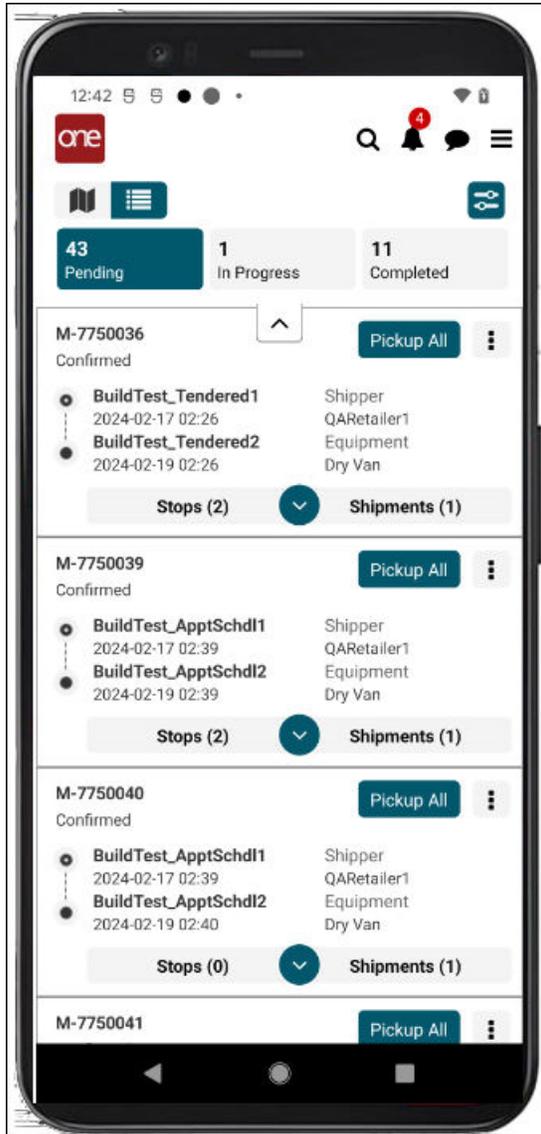
Prerequisites

The compliance checklist items must be created/assigned/pushed out by the TCO as part of the POD process.

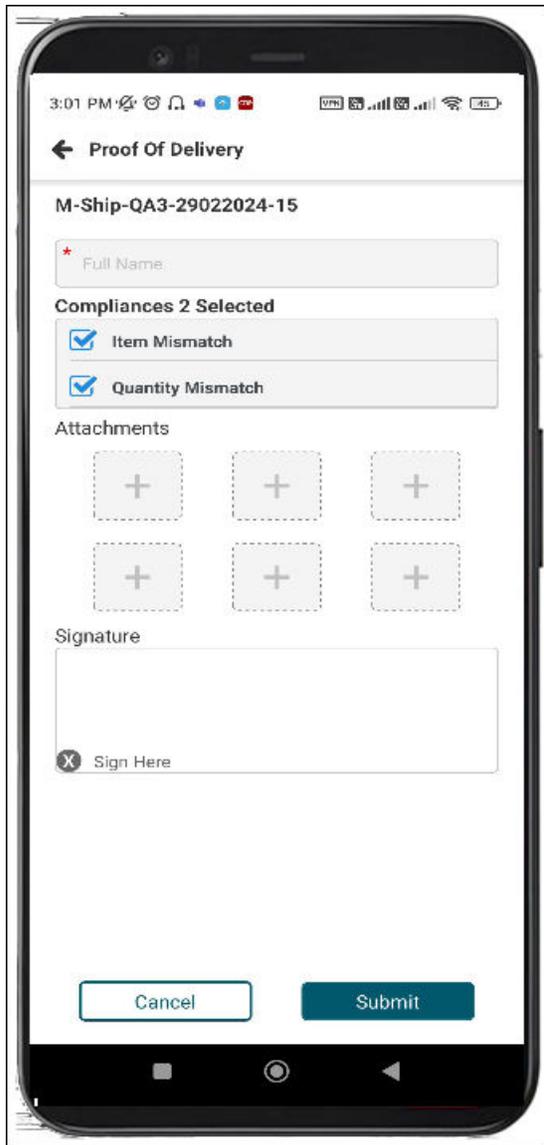
Complete the following steps to deliver a movement/shipment with a compliance checklist:

1. Open the ONE Driver Mobile App.

The application displays the user's dashboard.



2. Tap the **Deliver** or **Deliver All** button for a movement/shipment.
The Proof Of Delivery screen displays for the movement/shipment.



3. Tap each list item checkbox as it is completed.
4. Complete other fields as required.
5. Tap the **Submit** button.
A Success popup displays.
6. Tap the **OK** button.
The delivery is complete, and the shipment/movement moves to the Completed tab.