Off-Network Driver User Guide

Revision History

Revision	Release Date	Author	Comments
0.1	11/10/2023	Shanta Khaunte	Draft version
0.2			Final version

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1 Introduction

1.1 Purpose

Overview

This guide provides instructions for using the ONE Mobile Driver App to enable anonymous shipment tracking. It is intended for two audiences:

- Transportation organizations (Shippers and Vendors) that need to grant anonymous users access to track shipments handled by specific carriers.
- Anonymous users, such as drivers not registered on the ONE platform, who need to track assigned shipments.

The guide covers:

- An overview of the anonymous tracking feature in the ONE Mobile Driver App.
- Steps for Shippers and Vendors to configure carrier contacts and dispatch shipments to anonymous users
- Instructions for anonymous users to login and access the tracking functionality
- Descriptions and screenshots demonstrating the tracking process

By following the steps outlined in this guide, transportation organizations can allow anonymous drivers to track shipments handled by their company's carriers. And anonymous users can login to the ONE Mobile App without a registered ONE account to view shipment details and update status as the delivery progresses.

1.2 Glossary

Term	Description
Off-Network Driver	Off-Network Drivers refer to users who are not registered with ONE and do not have an existing profile on the platform. They are also referred to as Anonymous users in the context of this document when discussing access to the ONE Mobile Driver App for shipment tracking purposes.
Controlled Shipment	Controlled Shipments refer to shipments where the ONE Network hub enterprise controls the execution within the ONE platform, including carrier selection. These are typically collect shipments where the Hub manages freight payment and handling.
Non-Controlled Shipment	Non-Controlled Shipments refer to shipments where the ONE Network hub partner controls execution and carrier selection externally outside of the ONE platform. The hub partner provides carrier information purely for the purposes of tracking and scheduling. These are typically prepaid shipments where the Vendor manages freight payment and handling.

2 When to use Off-Network Driver

The ONE platform provides access to anonymous ("off-network") users to enable carriers not registered on ONE to provide shipment tracking data to their customers for Non-Controlled Shipments.

3 Dispatch Controlled Shipment with Off-Network Driver

Controlled Shipments go through the normal execution processes within the ONE Network including carrier selection and collaboration. As a result, Controlled Shipments will have associated movements assigned. These movements are assigned to Carriers who can provide tracking using their current ONE integration connection.

Carrier Managers can assign movements to drivers registered on the ONE platform using the established process. However, if Carriers want to provide tracking access to unregistered drivers, they can dispatch a text message for the selected movement via the ONE application. This text will contain a link for the driver to download the ONE Mobile App and install it if not already on their device. The message will also include a link to open the dispatched movement in the ONE Carrier Mobile app, enabling access to tracking information.

3.1.1 Instructions for Carrier Managers to Dispatch Controlled Shipment to Off-Network Driver

Carrier Managers can follow these steps to assign a Controlled Shipment to an anonymous "Off-Network" driver:

1. Login to ONE Network Global Logistics system
   - https://rtvn9499.onenetwork.com/
2. Search for a controlled movement using the global search feature on the left navigation panel or by clicking Menus/ Favs > Transportation > Search Shipments.

3. Click the contextual menu (blue triangle) for the Movement and select "Dispatch Movement to Off-Network Driver". For multiple Movements, check the boxes and click "Actions > Dispatch Movement to Off-Network Driver".

4. In the "Dispatch Movement to Off-Network User" popup, Carrier Managers can enter the driver's Mobile Number to dispatch the shipment tracking.

   The required Mobile Number format is "+CountryCode Number" (ex: +1 4235678901 for a US number). This links the tracking information to the driver's mobile device.
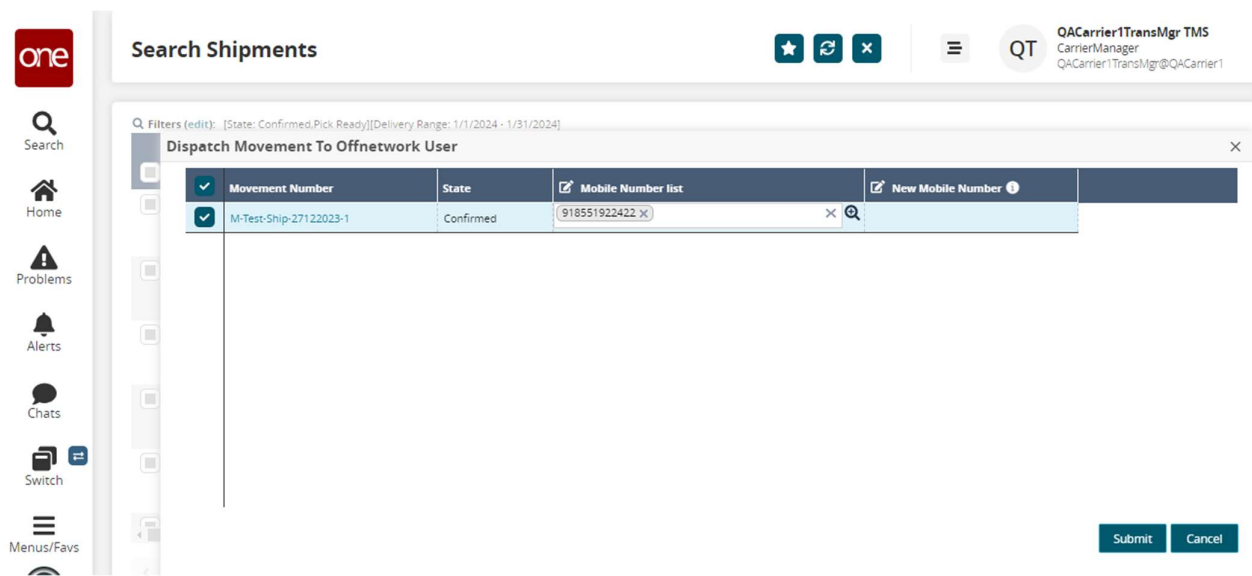
5. Once submitted, a SMS text message will be sent to the entered Mobile Number. The driver will receive the text containing instructions to download the ONE Mobile App and access tracking for the dispatched shipment.
The text message will look similar to the example below:
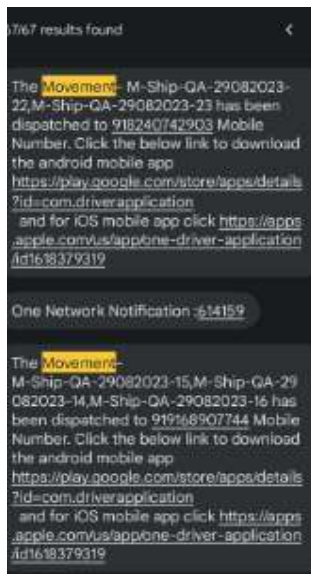
6. After receiving the text message, the anonymous driver should follow the steps outlined in the "**Anonymous User Login to Driver App**" section in this document further down below in chapter 5.

7. The ONE Mobile App user guide contains instructions for anonymous users to login and access the tracking information for the dispatched shipment.
Drivers can refer to the user guide for details on providing tracking updates after logging in.

4 Instructions for Dispatching Non-Controlled Shipments to Off-Network Driver

Non-Controlled Shipments do not go through the standard execution processes within ONE like carrier collaboration and rating. As a result, Non-Controlled Shipments will not have associated shipment movements within the platform. The main functions available for Non-Controlled Shipments are track & trace and scheduling.

4.1 Prerequisites

Before dispatching, the Shipper or Vendor must setup a contact email for the Carrier. This ensures the Carrier Manager receives notifications when appointments are scheduled for the shipment.

4.1.1 Setup contact email for Carrier from Shipper/Carrier user

The contact email address used for dispatch notifications can be configured by either the Shipper or the Carrier organization.

- The Shipper will set the contact email when first establishing the Carrier partnership in ONE.

- The Carrier can also update or modify the contact email from their ONE organization profile.

This provides flexibility for either party to maintain an up-to-date email contact for dispatch notifications. The email is referenced when the Non-Controlled shipment is dispatched.
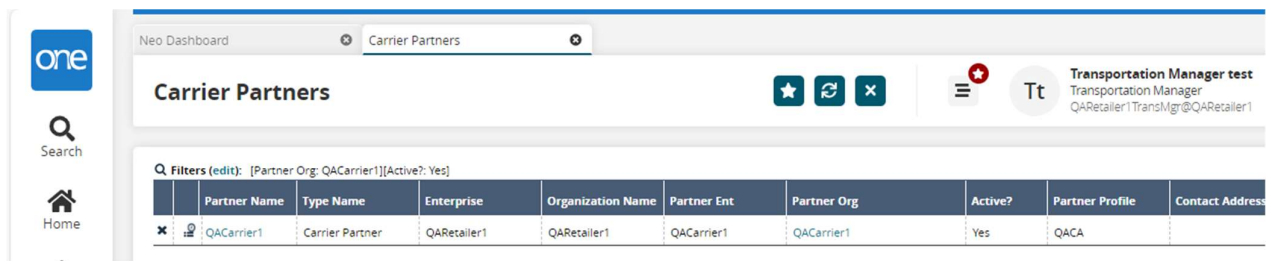
1. Login to the application with shipper user credentials.
Navigate to the Carrier Partners as shown below:

Menu ->Administration ->Partners ->Carrier Partners.
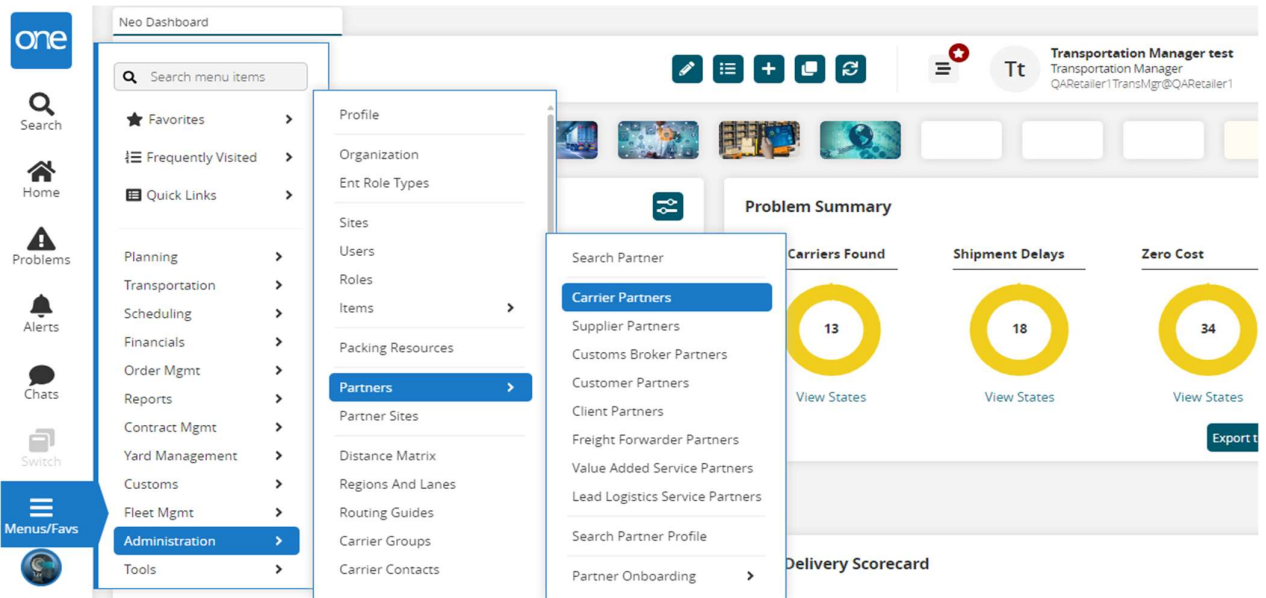
2. Select the Carrier Partner name for which the setup is to be done.

3. Navigate to the organization profile and select the contact which needs to be updated.

4. Enter /Update the email address and save.

4.1.2 Setup Contact email for Carrier from Vendor user

1. Login to the application with vendor user credentials.
Navigate to the Carrier Partners as shown below:
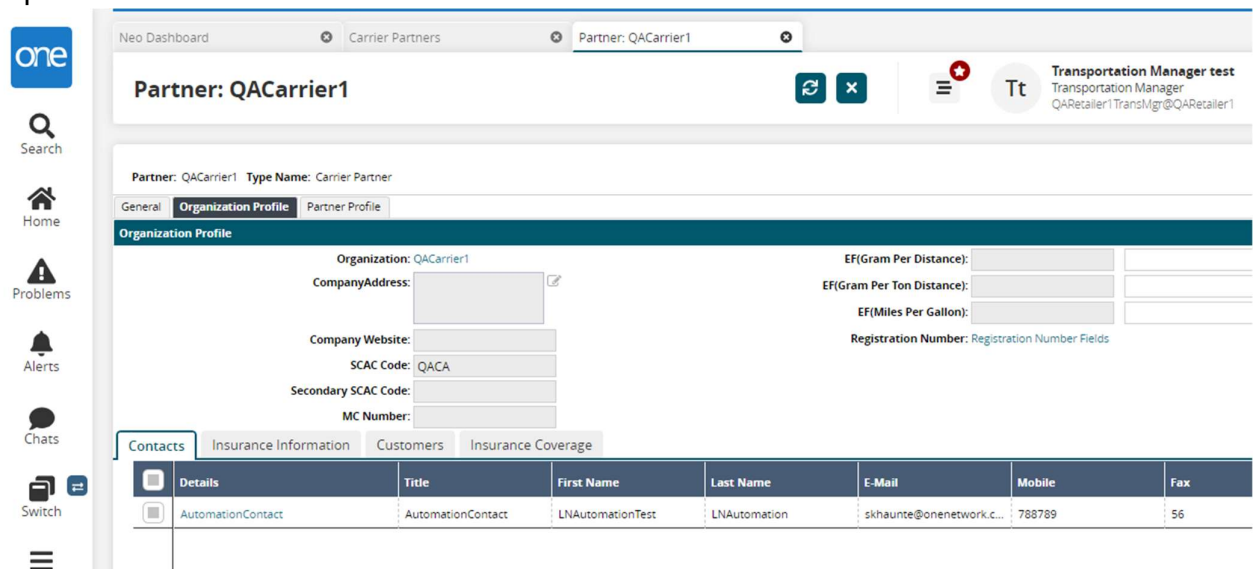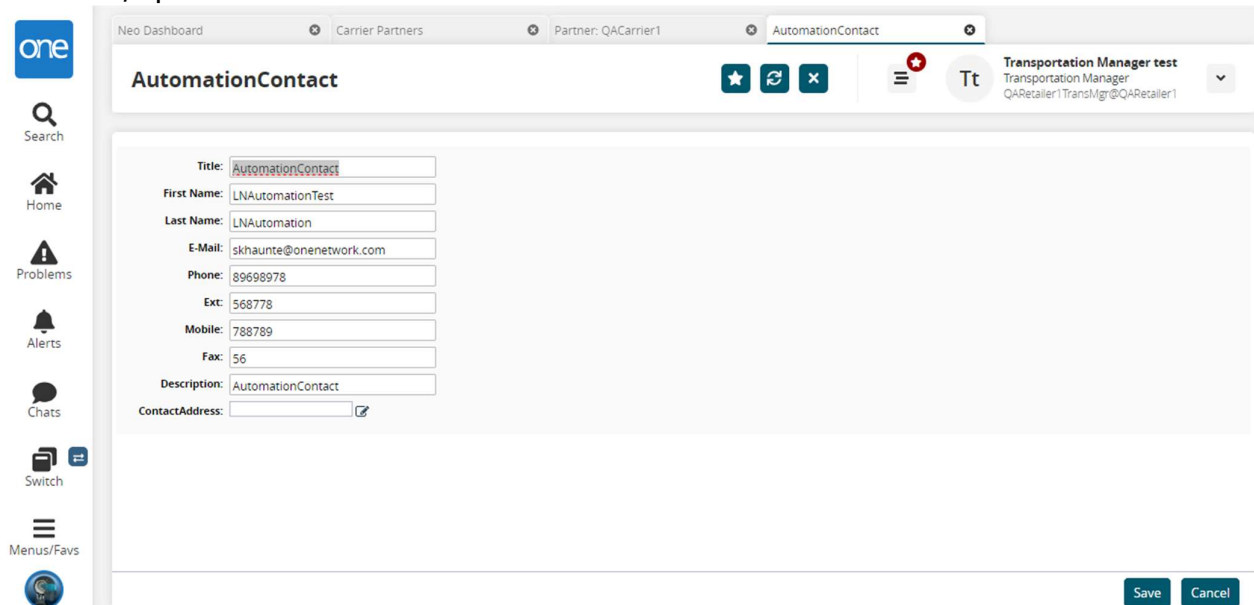Menu ->Administration ->Partners ->Carrier Partners.

2. Select the Carrier Partner name for which the setup is to be done.

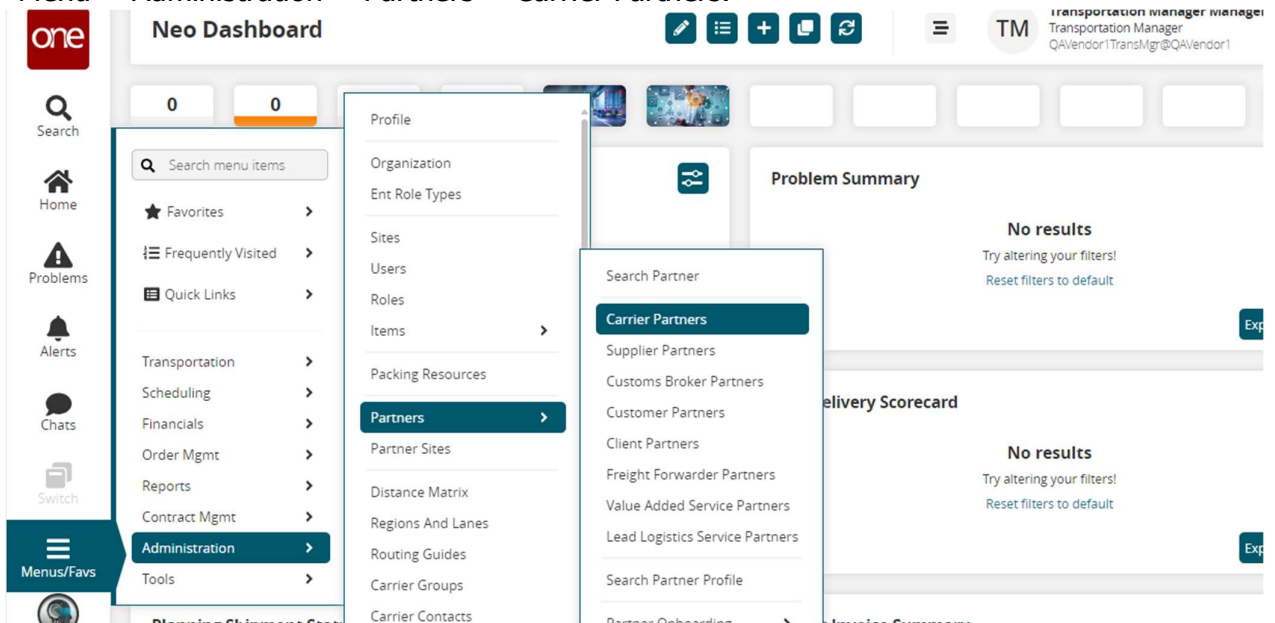3. Navigate to the organization profile and select the contact which needs to be updated.

4. Enter /Update the email address and save.

Note on Integrated Shipments

For Non-Controlled shipments created through integration that are already confirmed to a Carrier:

To assign an Off-Network driver the integrated shipment has to be confirmed to a Carrier. This ensures the proper dispatch process is followed based on whether the Non-Controlled integrated shipment already has an assigned Carrier or not. (Steps 5-7 in section 4.2 follows the similar action for reference.)

4.2 Instructions for assigning Non-Controlled Shipment to Off-Network Driver

This section clarifies the dispatch process for shipments created manually through template. Following these instructions ensures shipments are properly dispatched based on confirmation status. Correct setup in ONE enables accurate tracking.

The shipper logs into ONE to create a new Non-Controlled shipment. This establishes the proper shipment profile and parameters in ONE for later tracking steps.

User can skip steps 1-4 if the shipment is already available to assign the carrier.

1. Login to the application with shipper credentials.
2. Go to Menu > Transportation > New Shipment.

3. Select Non-Controlled Shipment template.

4. Enter all the mandatory details and click Save to create a Non-Controlled shipment.

5. Confirm the existing or created shipment to a Carrier.
   Search the shipment and go to the Shipment detail assign the carrier and then
   confirm the shipment to the carrier.

6. Shipment state should be "Confirmed".

7. Login to the Logistics environment with Carrier User to which the above created shipment is assigned and search for the above created shipment. Click on "Create [**Live**]" hyperlink as shown in the above screenshot.

8. Select reservation candidate & click on the schedule appointment button to create Live Pickup appointment.

Note: When an appointment is scheduled for the Non-Controlled shipment, the Carrier organization is linked to the shipment record in ONE. At the moment the appointment is created, the dispatch notification email is automatically sent to the contact email configured for that Carrier

organization. This ensures the notification goes to the appropriate Carrier representative who can then assign a driver (The Contact Email and Phone Number on the screen.).

By default, the system pulls the Carrier contact email set on their ONE organization profile when sending the dispatch notification. So, it is important to keep the organization contact information current.

9. Pickup Appointment should be created successfully.

10. Below is the Dispatch request notification email which will be received on the email configured.

Dispatch request notification from One Network

NR no-reply@onenetwork.com
To ● Khaunte, Shanta
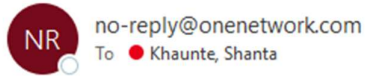
<u>Click here</u> **To Dispatch**

Shipment Number	457844
Creation Enterprise Name	QARetailer1
Creation Organization Name	QARetailer1
Current Carrier Enterprise Name	QACarrier1
Current Carrier Organization Name	QACarrier1
ShipFromSiteName	DC1
ShipToSiteName	DC2

11. Clicking on the hyperlink provided in the above email should redirect to the below page. Provide the details of the **Off-Network Driver** user and click on the submit button.

Please fill the data:

*Phone Number

    +918551922422

E-mail

    skhaunte@onenetwork.com

Asset ID

Submit

12. After clicking on the submit button below mail will be received at the driver email address.

One Network Notification
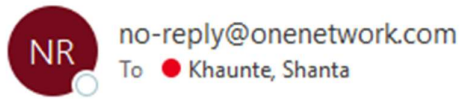
NR   no-reply@onenetwork.com
To ● Khaunte, Shanta

The Shipment 457844 has been dispatched to 918551922422 Mobile Number.
Click hereTo download Android mobile app.
Click here To download iOS mobile app.

This concludes the steps required in the ONE web application to configure and dispatch the Non-Controlled shipment for anonymous driver tracking.

At this point in the workflow, the shipment is fully set up and visible to the anonymous driver in their ONE Mobile App. Now the process transitions to the mobile application and the anonymous driver is responsible for completing the shipment tracking and status updates.

So in summary, the web application workflow covers the dispatch configuration and handoff to the anonymous driver. Once dispatched, further shipment tracking and status updates must be managed in the ONE Driver Mobile App by the registered or anonymous Driver user.

5 Driver App Workflow

Once the Non-Controlled shipment has been dispatched to the anonymous driver via the web application, the driver must complete the remaining tracking and delivery steps using the ONE Driver Mobile App.

The key steps the anonymous driver will perform in the mobile app are:

Logging In
- The driver opens the ONE Driver App and selects Off-Network Login
- They enter their mobile number and receive a login code via text message
- Entering this code provides access to the dispatched shipment record

Picking Up the Shipment
- The driver views the Pending tab to see the dispatched shipment
- By selecting Pickup, they can pick up the shipment which updates its status
- This confirms to all parties that the driver has possession of the load

Completing Delivery
- The driver navigates to the In Progress tab and selects the shipment
- They complete the Proof of Delivery screens and capture signatures
- Photos and documents can be attached as delivery receipts
- By tapping Complete, the delivery is recorded and status updated

Tracking Status Updates
- As the shipment progresses, the driver updates the tracking status in the app
- This provides real-time visibility to the Carrier on pickup, in transit, and delivery

Providing Tracking Details
- Once complete, tracking information is synchronized back to the Carrier
- This gives the Carrier a record of the pickup, delivery, and status changes

In summary, the mobile app provides the tools for the anonymous driver to complete the shipment lifecycle tracking and updates after initial dispatch via the web app. The ONE Driver App enables key shipment visibility.

6 Anonymous User Login to Driver App

Note: Email will be received at the driver email address containing the links to download mobile App. If the App is already downloaded then Driver can directly open the App and login.

One Network Notification
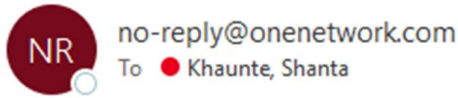
NR no-reply@onenetwork.com
To ● Khaunte, Shanta

The Shipment 457844 has been dispatched to 918551922422 Mobile Number.
Click hereTo download Android mobile app.
Click here To download iOS mobile app.

Follow the steps below to login to the Driver App as an Off-Network user:

Each screens demonstrate how the anonymous driver logs into the ONE Driver app using their mobile number. Entering the login code links the driver to the dispatched shipment to enable tracking access. On time updating and logging requested information is key for tracking visibility.

1. Open ONE Driver App.
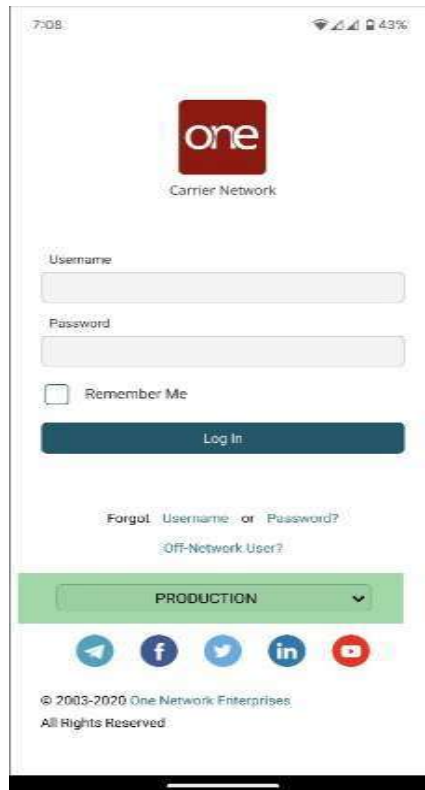
2. Click on the Off-Network User link.

3. Enter the phone number.
4. Tap the **checkbox** for Remember Me if this phone is dedicated to a user.
5. Click on the Login button. ONE system sends a text message with a unique code to the phone number that was entered. A screen prompts the user to enter the code.

6. Enter the code into the screen. The app will automatically refresh and display the landing screen/dashboard. If the incorrect code is entered, the user will see an error message.
7. Tap the **Resend Code** button if a new code in a text is required.

7 Shipment life Cycle by Anonymous User

Follow below steps to perform shipment life cycle:

This will demonstrate that once logged in, the driver can view any pending shipments under the Pending tab. Monitoring this tab ensures the driver picks up and delivers the correct shipments. By selecting Pickup, the driver can pick up a shipment which updates the status in ONE. This confirms the driver has the shipment so all parties have visibility.

1. Login to the ONE Driver App with Off-Network driver.
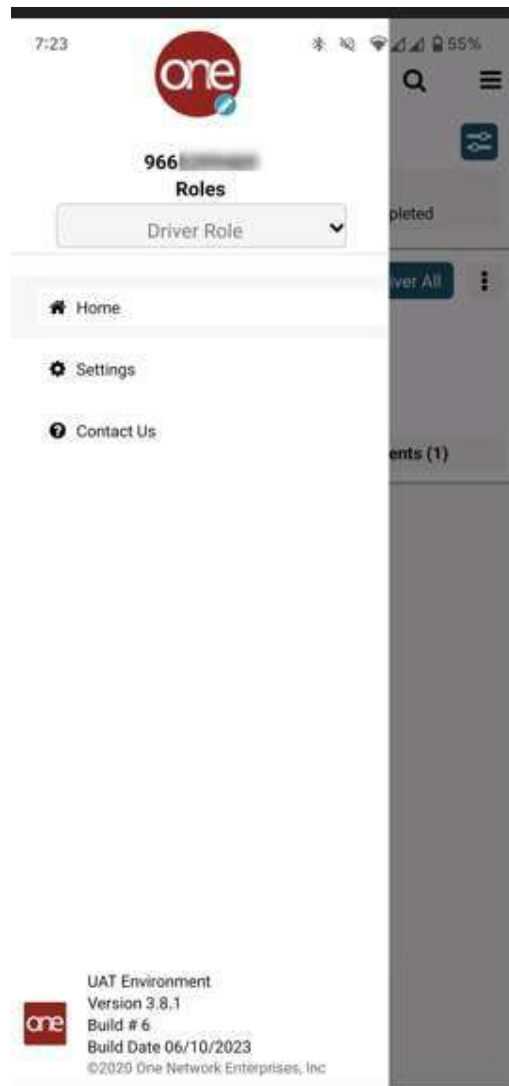
2. Check if the assigned shipment is available under pending tab. If you are expecting few more shipment in Pending Tab but those are not showing just refresh your Tab otherwise relaunch application again. It will display all shipments, also there is a standard refresh time set on server.
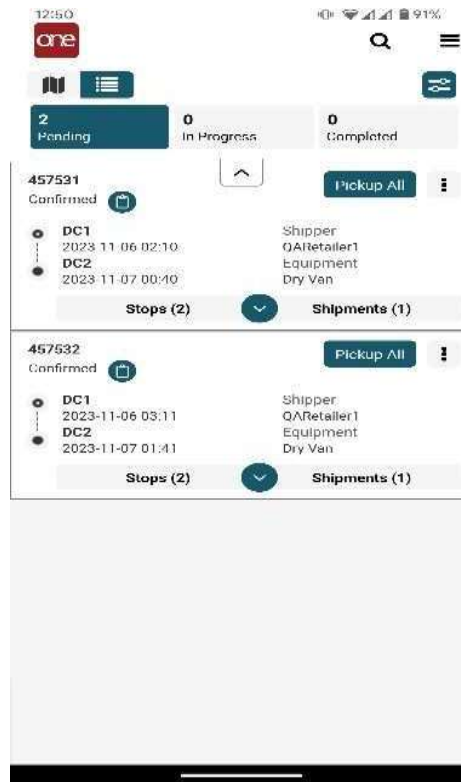
7.1 Shipment/Movement Pickup

Drivers can pick up single or multiple Shipment/Movements.
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. All pending movements display.

3. Tap the checkbox for any movement(s) included in the pickup.
4. Tap the Pickup All icon, which picks up all shipments in the movement. A success message will display.
5. Tap the OK icon. The movement moves to the InProgress tab.

7.2 Shipment/Movement Delivery

These steps take the driver through final delivery, capturing proofs of delivery and submitting completion which moves the shipment to Completed. The delivery details confirm completion of the shipment lifecycle.
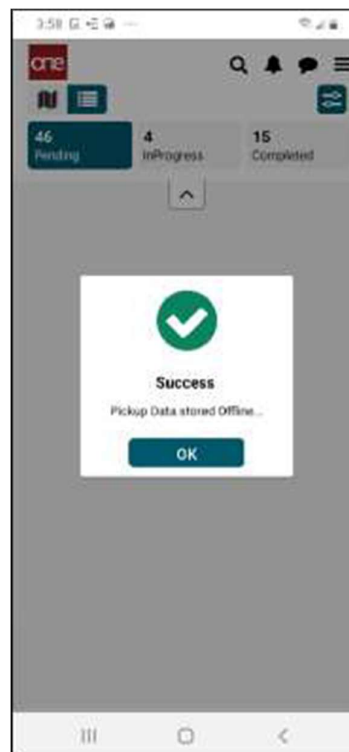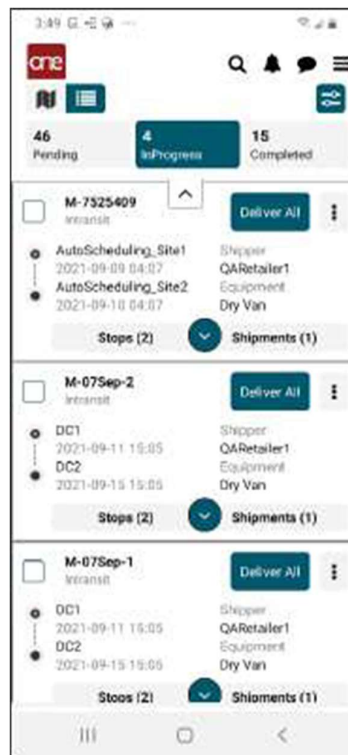
Drivers can deliver single or multiple shipments/movements.
Complete the following steps to deliver a movement in the driver app:

1. Login to the driver app. The dashboard displays.
2. Tap the InProgress tab at the top of the screen. All movements picked up and in progress display.

3. Tap the checkbox for any movement(s) included in the pickup.
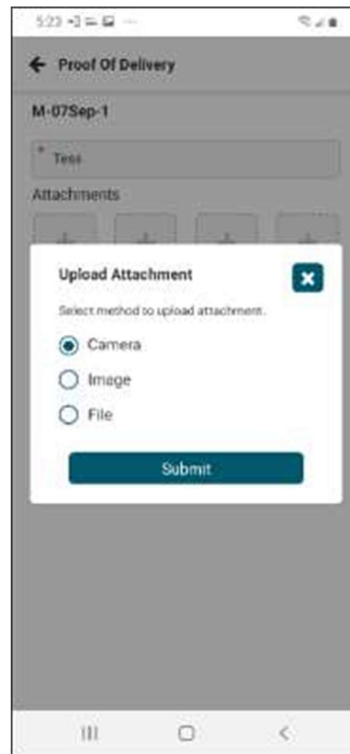4. Tap the Deliver All icon, which picks up all shipments in the movement. The Proof of Delivery screen displays.

5.

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

8. Tap the radio button for the attachment type.
9. Tap the Submit button.
10. The screen displays available file attachment types on the device. Tap a file.
11. The file is displayed in one of the attachment boxes.
12. Have the recipient sign their name with their finger or a stylus in the Signature box.
13. Tap the Submit icon. A success message will display.
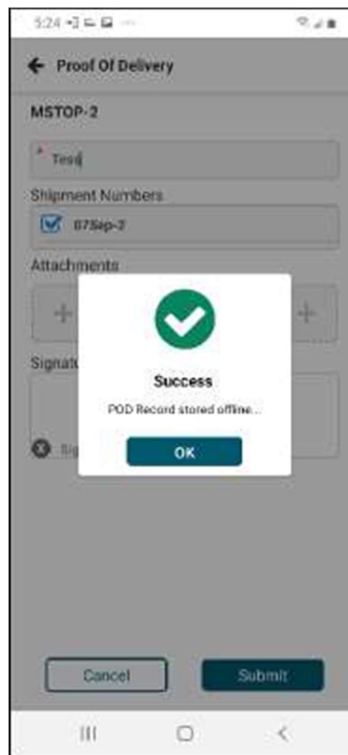
14. Tap OK icon. The movement is listed on the Completed Tab.

Above steps conclude the process of delivery and attaching the POD to the delivered shipment. User can go back to the home screen.

Conclusion

This guide has provided end-to-end instructions enabling transportation organizations to allow anonymous drivers to track shipments in the ONE platform. It outlined the setup steps for Shippers and Carriers to grant access and dispatch shipments to unregistered drivers using the ONE web application. Detailed workflows were also provided for anonymous drivers to leverage the ONE Driver Mobile App to complete the pickup, delivery, and tracking of assigned loads.

By following these best practices and processes, companies can expand their pool of drivers while maintaining visibility through anonymous shipment tracking. And drivers who are new to ONE can easily obtain and fulfill dispatch assignments. The workflows presented aim to deliver maximum flexibility and value to all parties participating in the ecosystem.

Please contact the ONE Network support team with any questions as you implement anonymous shipment tracking. We hope this guide serves as a valuable resource to unlock the potential of your extended transportation network.