



**Cartrack Delivery User Guide**  
Streamline Your Delivery Needs

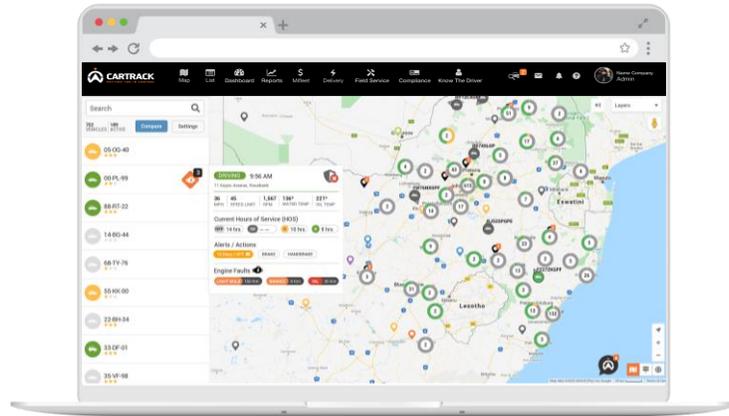
Revision 1.5

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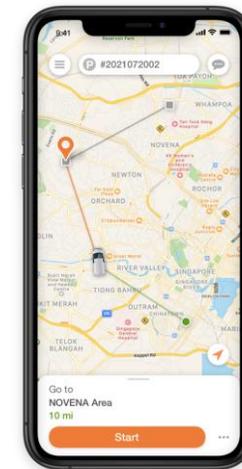


# INTRODUCTION: WHAT YOU NEED TO USE DELIVERY



## PC or laptop with browser

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



## Android or iOS smartphone

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

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



# DRIVERS: CREATE A DRIVER

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

The screenshot shows the CARTRACK web interface. At the top, there's a navigation bar with 'Delivery' highlighted. Below it, there's a 'JOBS (3)' list and a 'DRIVERS (16)' list. The 'DRIVERS' list has a '+' icon next to it. On the right, there's a 'New Drivers' form with three sections: 'Basic Info', 'Login Info', and 'Advanced Settings'. The 'Basic Info' section includes fields for First Name, Last Name, Phone, Email, and Vehicle. The 'Login Info' section includes fields for User Name, Password, and Confirm Password. The 'Advanced Settings' section includes fields for Max Weight, Max Volume, Shift Start - End, Special Equipment, Start Location, and Finish Location. The background is a map of Singapore.



# DRIVERS: EDIT A DRIVER

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

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



# DRIVERS: DEACTIVATE A DRIVER

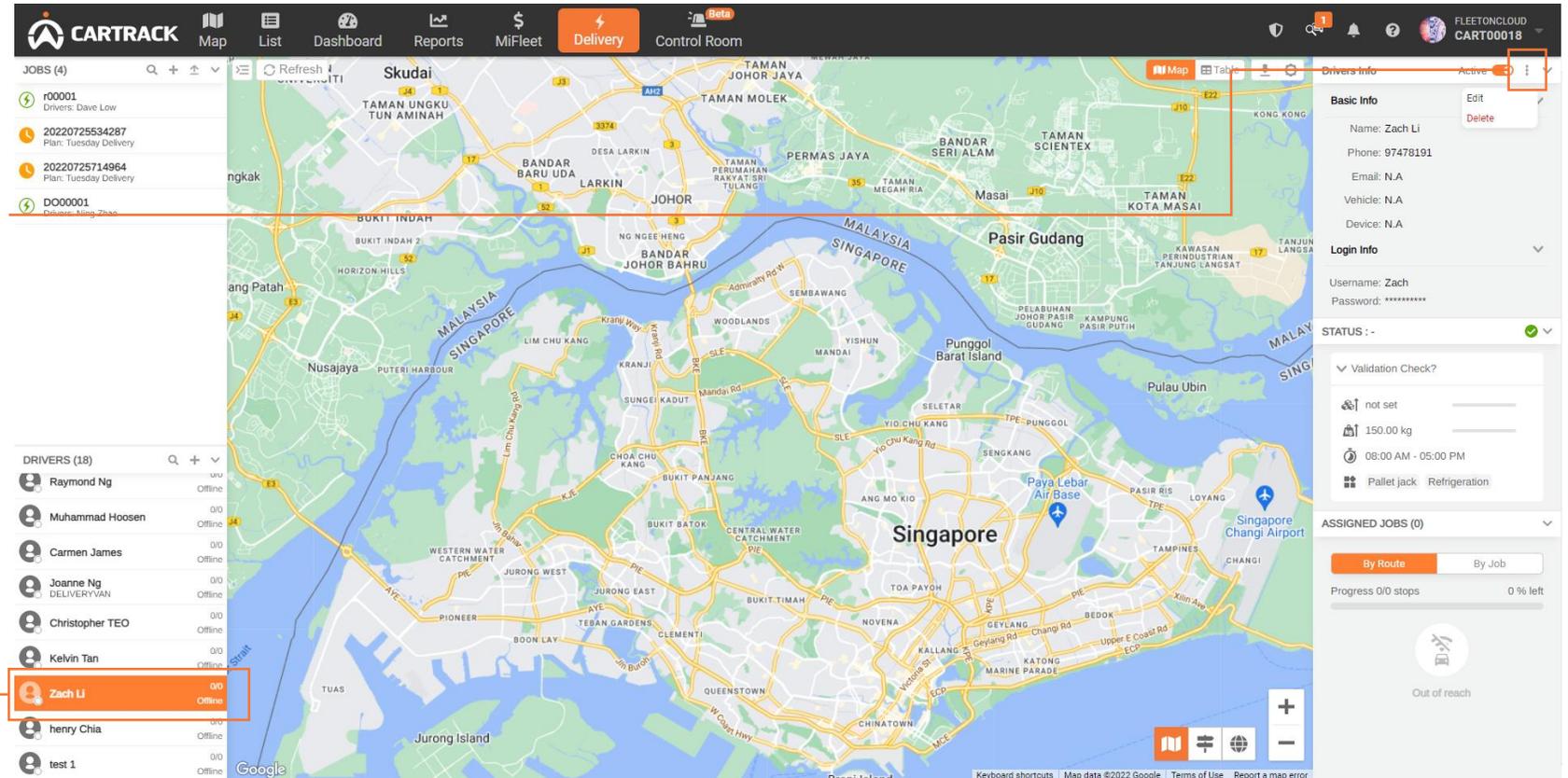
1. Select the driver you want to deactivate.
2. Toggle the switch. It will go grey once the selected driver has been deactivated.

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



# DRIVERS: DELETE A DRIVER

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



The screenshot displays the CARTRACK application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. Below the navigation bar, there are two main panels. On the left, there is a 'JOBS (4)' list and a 'DRIVERS (18)' list. The 'DRIVERS (18)' list shows several drivers, with 'Zach Li' highlighted in orange. On the right, there is a 'Drivers Info' panel for 'Zach Li'. The panel includes 'Basic Info' (Name: Zach Li, Phone: 97478191, Email: N.A., Vehicle: N.A., Device: N.A.), 'Login Info' (Username: Zach, Password: \*\*\*\*\*), 'STATUS' (Offline), and 'ASSIGNED JOBS (0)'. A menu is open over the 'Zach Li' profile, showing options like 'Edit' and 'Delete'. The background is a map of Singapore.



# DRIVERS: DRIVER INFORMATION

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

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

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

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

Info Category	Details
Basic Info	Name: Zach Li, Phone: 97478191, Email: N.A, Vehicle: N.A, Device: samsung SM-A426B
Login Info	Username: Zach, Password: *****
STATUS	Active
Validation Check?	0.54 m³, 90.00 kg, 08:00 AM - 05:00 PM, Pallet jack: Refrigeration
ASSIGNED JOBS (3)	By Route, By Job, Optimize, Progress 0/6 stops, 0% done
Released (6)	Airport terminal 3, T3 Link S, +6565476437, Job#: 20220725534287



# DRIVERS: DRIVER STATUS

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

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

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

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

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

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



# ROUTE: EDIT DRIVER ROUTE

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

The screenshot displays the CARTRACK interface for editing a driver's route. The top navigation bar includes the CARTRACK logo and menu items: Map, List, Dashboard, Reports, MiFleet, Delivery (highlighted), and Control Room. The user is logged in as FLEETCLOUD CART00018. The main map shows a route in Singapore, with a red box highlighting the driver's current location at YLANG. The left sidebar shows a list of jobs and drivers. The 'JOBS (6)' list includes jobs for Raymond Ng, Dave Low, and Zach Li. The 'DRIVERS (18)' list shows Zach Li as 'Ready' and other drivers as 'Offline'. The right sidebar shows the 'Drivers Info' for the selected driver, including their status and assigned jobs. The 'ASSIGNED JOBS (3)' list shows jobs for Airport terminal 3, Bishan, and Clementi. The 'Bishan' job is highlighted in orange, indicating it is the selected job for editing the route. The map shows a route starting from YLANG and going through KALLANG, KATONG, MARINE PARADE, and TANJONG RHU.



# ROUTE: ROUTE OPTIMIZATION

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

The screenshot displays the CARTRACK software interface. The top navigation bar includes icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Singapore with various districts labeled. On the left, there are panels for JOBS (6) and DRIVERS (18). The DRIVERS panel has 'Zach Li' selected and highlighted in orange. On the right, there is a 'Drivers Info' panel with tabs for 'By Route' and 'By Job', and an 'Optimize' button highlighted with an orange box. Below the 'Optimize' button, there are progress indicators for 'Progress 0/6 stops' and '0% done', and a list of released jobs including 'Airport terminal 3', 'Clementi', 'Bishan', and 'Angelo'.



# JOBS: CREATING JOBS

## OVERVIEW

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

The screenshot displays the CARTRACK software interface. On the left, there are panels for 'JOBS (6)' and 'DRIVERS (18)'. The main area is a map of Singapore. On the right, a 'New Job' form is open, with orange boxes highlighting specific fields: the '+' icon in the top left, the 'Assign Later' dropdown, the 'Regular' dropdown, the 'Job Reference Number' field, the 'Special Requirements' dropdown, the 'Stops' section with 'From: Customer name\*' and 'To: Customer name\*' dropdowns, and the 'Items' section with 'Item Type', 'Quantity', 'Description', 'Weight', 'Dimensions', and 'Tracking Number' fields. The 'Save' button is also highlighted.

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



# JOBS: CREATING JOBS

## STOP TASK

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

When you select your customer the following will show

The screenshot displays the 'New Job' interface. On the left, a map shows the Singapore area with a red pin icon and a plus sign for adding stops. On the right, the 'New Job' form is visible, featuring a 'To: Customer name\*' search field, a 'Shift Start - End' field with a 'Duration (min)' dropdown, a 'Note' text area, and an 'Add a to-do' list with options like 'Get Signature', 'Take Photo (POD)', and 'Note'. The form also includes fields for 'Address', 'Postal Code', 'Country', 'Email', and 'Phone'.



# JOBS: CREATING JOBS

## PICK N' DROP TASK

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

When you select your customer the following will show

The screenshot displays the 'New Job' form in the FLEETONCLOUD mobile app. The form is divided into several sections: 'Customer Information' (To: Customer name\*, Address, Latitude/Longitude, Address line 2, Postal Code, Country\*, Email, Phone\*), 'Shift Start - End' (Start - End, Duration (min)), 'Note', 'Stops' (From: Customer name\*, To: Customer name\*), and 'Items' (Item Type, Quantity, Description, Weight, Tracking Number). A map on the left shows the location of the job, with a red pin indicating the selected customer location. Orange lines connect the text in the instructions to the corresponding fields in the app interface.



# JOBS: CREATING JOBS

## ITEM INFORMATION

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

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

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

Apply to last stop only

Apply to first stop only

Apply to last stop only

Apply to all stops

Item Type: Package X Quantity: 1

Package Weight: 0.00 kg

Service: 0 X 0 X 0 cm

Person: 0 X 0 X 0 cm

Tracking Number

+ Add a to-do

+ Add an item



# JOBS: CREATING JOBS

## CREATING CUSTOMER

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

**Stops**

From: Customer name\*  
Mcdonald Waterway point

Address\*  
Punggol Central

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

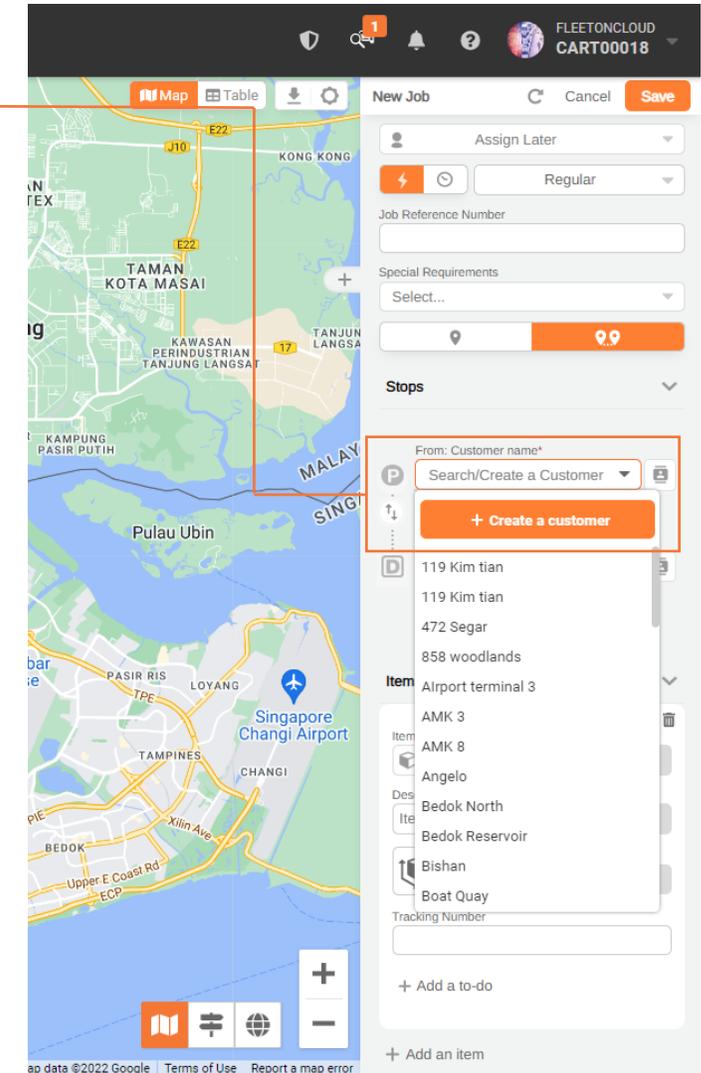
Postal Code  
828761

Country\*  
Singapore

Email\*  
hanbaobao@test.com

Phone\*  
9827412134

Save to address book



# JOBS: CREATING JOBS

## IMPORT JOBS

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

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

The screenshot shows the CARTRACK web application interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Skudai, with a 'Batch Import' dialog box overlaid. The dialog box contains a 'Drag & Drop file here' area, a 'Select File' button, and a 'Template' button. The background shows a list of drivers on the left and a 'New Job' form on the right.



# JOBS: CREATING JOBS

## PRE PLAN JOBS

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

### Note:

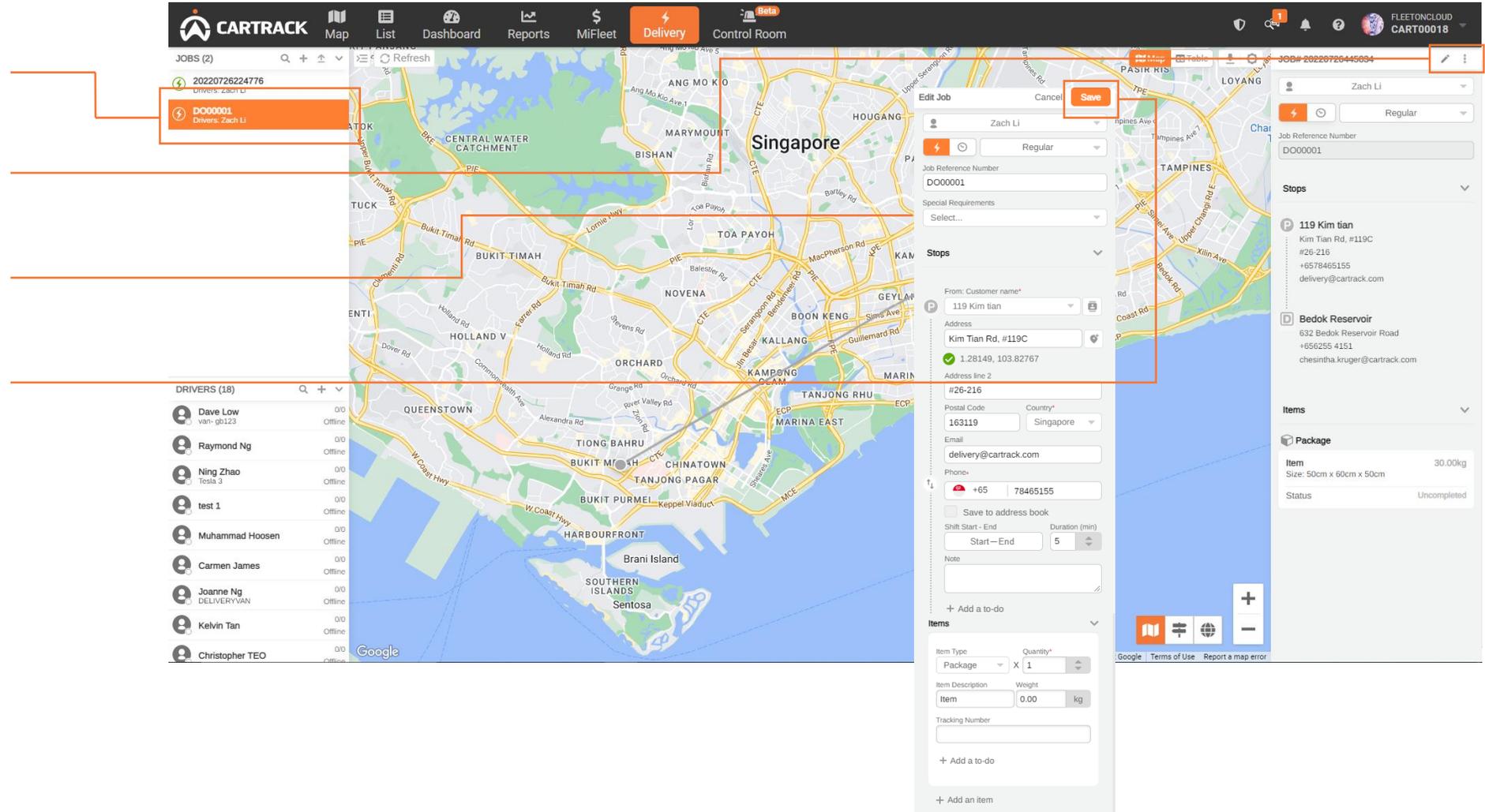
Pre-plan is used to help users who like to pre-arrange tasks to drivers in advance as a full-day task rather than a single scheduled job.

The screenshot displays the CARTRACK web application interface. The top navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The 'Delivery' tab is active. On the left, the 'PLANS' section is expanded, showing a list of scheduled deliveries: Tuesday, Monday, Sunday, Friday, and Saturday. A red box highlights the '+' icon in the 'PLANS' header. Below the plans list is a 'DRIVERS (18)' list with names and status (Offline). The main area is a map of Singapore. A red box highlights the 'New Plan' form on the right, which includes a 'Name your plan' field, a date and time picker (YYYY-MM-DD HH:mm), and an 'Assign Later' dropdown. The bottom right of the map shows a zoom control and a 'Google' logo.



# JOBS: EDIT JOBS

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

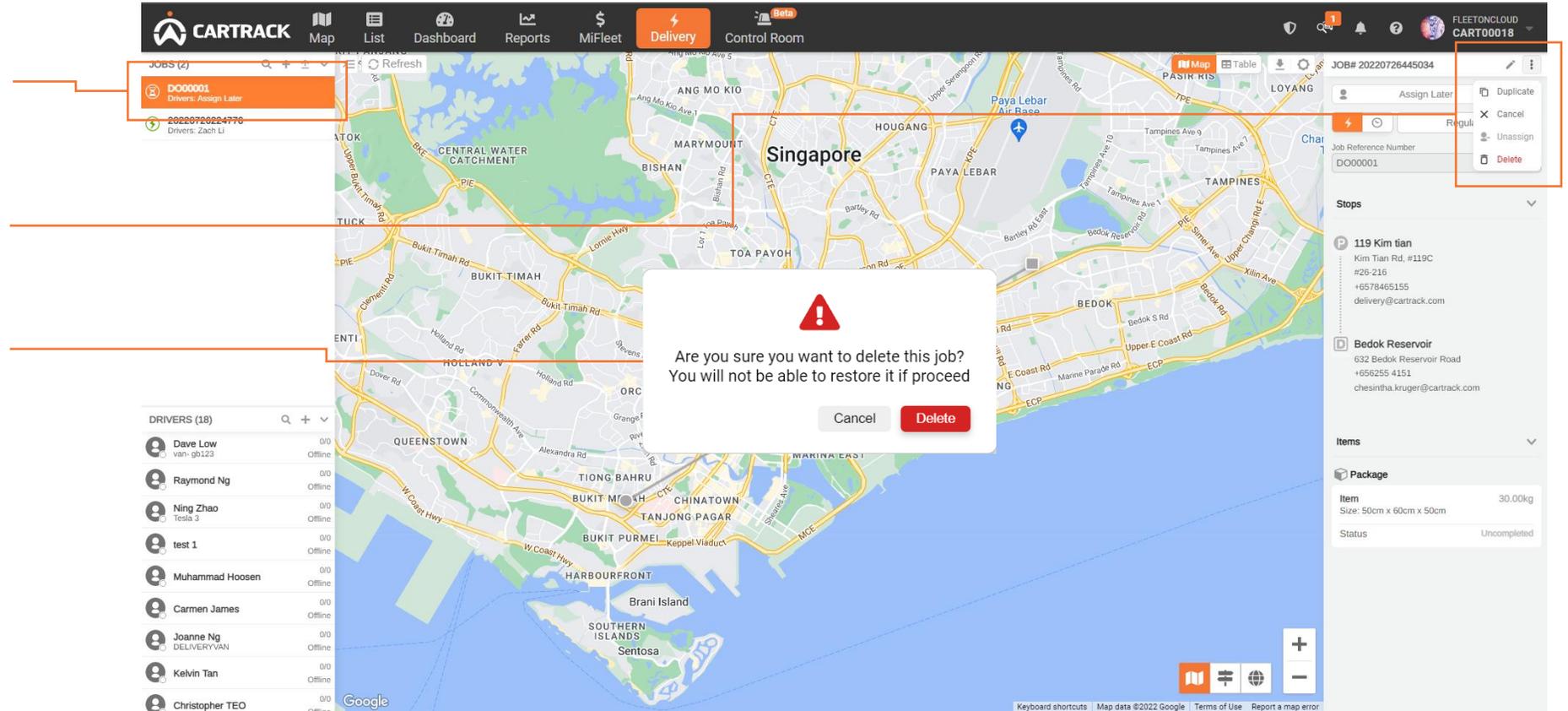


The screenshot displays the Cartrack web interface. At the top, there is a navigation bar with icons for Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. Below the navigation bar, a 'JOBS (2)' list is shown on the left, with one job selected: 'DO00001 Drivers: Zach Li'. The main area is a map of Singapore. On the right, an 'Edit Job' form is open, showing details for job 'DO00001' assigned to driver 'Zach Li'. The form includes fields for Job Reference Number, Special Requirements, Stops, From (Customer name), Address, Address line 2, Postal Code, Country, Email, Phone, and Items. The 'Save' button is highlighted in orange. A 'DRIVERS (18)' list is visible at the bottom left of the map area.



# JOBS: DELETE JOBS

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



# JOBS: JOB ASSIGNMENT

## DRAG & DROP

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

The screenshot displays the CARTRACK interface for job assignment. At the top, the navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The main area shows a map of Singapore with a job assignment overlay. The 'JOBS (2)' list on the left shows a job 'DO00001' with 'Drivers: Assign Later' and '20220726224776 Drivers: Zach Li'. The 'DRIVERS (18)' list on the bottom left shows a list of drivers, with 'Ning Zhao' selected. The right sidebar shows job details for 'DO00001', including 'Assign Later', 'Regular', 'Job Reference Number: DO00001', and 'Stops' such as '119 Kim tian' and 'Bedok Reservoir'. The status of the job is 'Uncompleted'.



# JOBS: JOB ASSIGNMENT

## USING JOB EDIT

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

The screenshot displays the CARTRACK web application interface. At the top, a navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The main area is a map of Singapore. A job assignment overlay is visible, showing a job ID 'DO00001' and a driver 'Zach Li'. An 'Edit Job' dialog box is open, allowing the user to assign the job to a different driver. The dialog box lists several drivers: Joanne Ng (DELIVERYVAN), Kelvin Tan, Christopher TEO, Zach Li, henry Chia, and Carmen Calisto. The 'Save' button is highlighted in orange. On the right side of the map, a sidebar shows job details for '119 Kim tian' and 'Bedok Reservoir', including contact information and package details.



# JOBS: JOB ASSIGNMENT MAP

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

The screenshot displays the Cartrack Job Assignment Map interface. The top navigation bar includes 'CARTRACK', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. The main map shows Singapore with various districts labeled. A job card for 'DOO0001' is highlighted in orange, with a red box around it. A driver card for 'Zach Li' is also highlighted in orange, with a red box around it. A red box around the 'Assign Selected Jobs (1)' button indicates the action to be taken. The left sidebar shows a list of drivers (18) with their names and status. The right sidebar shows job details for 'JOB# 20220726445034', including 'Assign Later', 'Regular', 'Job Reference Number DOO0001', 'Stops' (119 Kim Tian, Bedok Reservoir), and 'Items' (Package, 30.00kg, Uncompleted).



# JOBS: MONITOR JOB PROGRESS

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

**Rejected:** the assigned driver rejected the job.

**In progress:** the driver has started the job.

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

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

**Completed:** the driver has completed the job.

The screenshot shows the CARTRACK mobile application interface. The main window displays a list of jobs with status icons and driver names. A detailed view of a job is shown on the right, including stops and items.

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

The detailed view on the right shows the following information:

- Stops:**
  - Waterway Point NTUC (Punggol Central, 99988777, Test@ntuc.com, Signature Required)
  - Bret (Ang Mo Kio Ave 5, 989898989, test@testing.com)
- Items:**
  - Package: grocery (2kg)
  - Stop 1 Todo(1): Take Photo (POD)
  - Stop 2 Todo(1): Take Photo (POD)



# JOBS: PROOF OF DELIVERY

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

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

The screenshot displays the CARTRACK web interface. At the top, there's a navigation bar with options like Map, List, Dashboard, Reports, MiFleet, Delivery, and Control Room. The main area is a map of Singapore with a job location marker. On the left, a 'JOBS (3)' list shows job ID '20220729650592' selected. Below the map is a 'DRIVERS (18)' list with names like Zach Li, Dave Low, Ning Zhao, Raymond Ng, Carmen James, Joanne Ng, Kelvin Tan, Christopher TEO, and Henry Chia. On the right, a job details panel shows 'JOB# 20220729650592' assigned to 'Raymond Ng'. A 'Take Photo (POD)' window is open, displaying a photo of a package and the following details:

- Address: 858 woodlands
- GPS: 1.44168, 103.78954
- Phone: +6512345678
- Email: test@delivery.com
- Time: 11:03 AM, 1min, 11:03 AM
- Package: 0.00kg
- Status: Completed OK

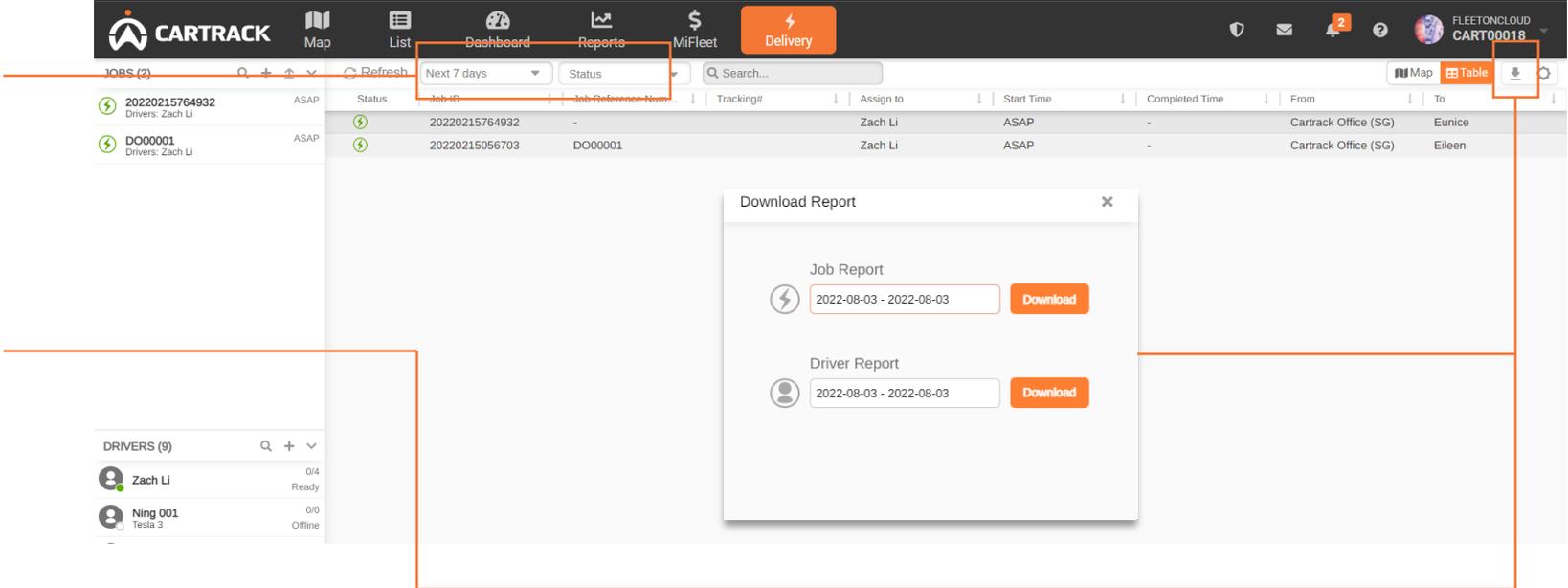


# JOBS: VIEW/DOWNLOAD HISTORICAL & FUTURE JOBS

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



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



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



# NOTIFICATIONS: EMAIL JOB NOTIFICATIONS

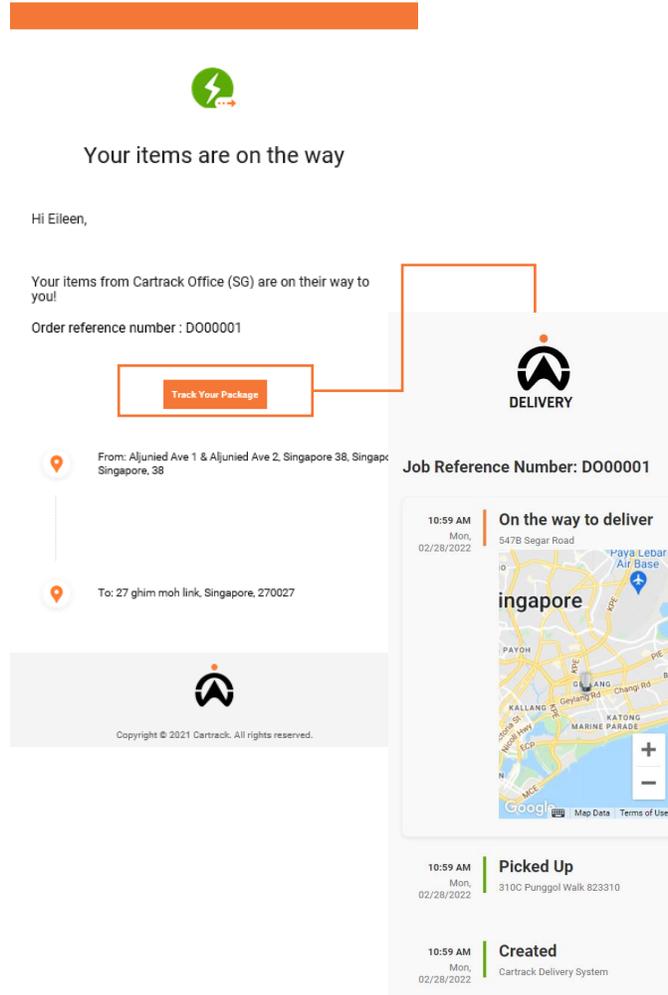
The customer receiving items (i.e. the drop-off customer) will receive automated email notifications at two key points:

## 1. Your items are on the way

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

## 2. Your items were successfully delivered

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



**Your items are on the way**

Hi Eileen,

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

Order reference number : DO00001

[Track Your Package](#)

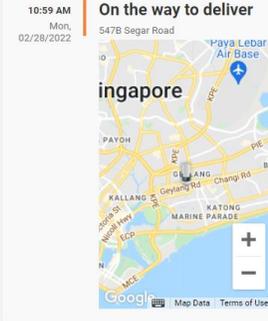
From: Aljunied Ave 1 & Aljunied Ave 2, Singapore 38, Singapore, 38

To: 27 ghim moh link, Singapore, 270027

**DELIVERY**

Job Reference Number: DO00001

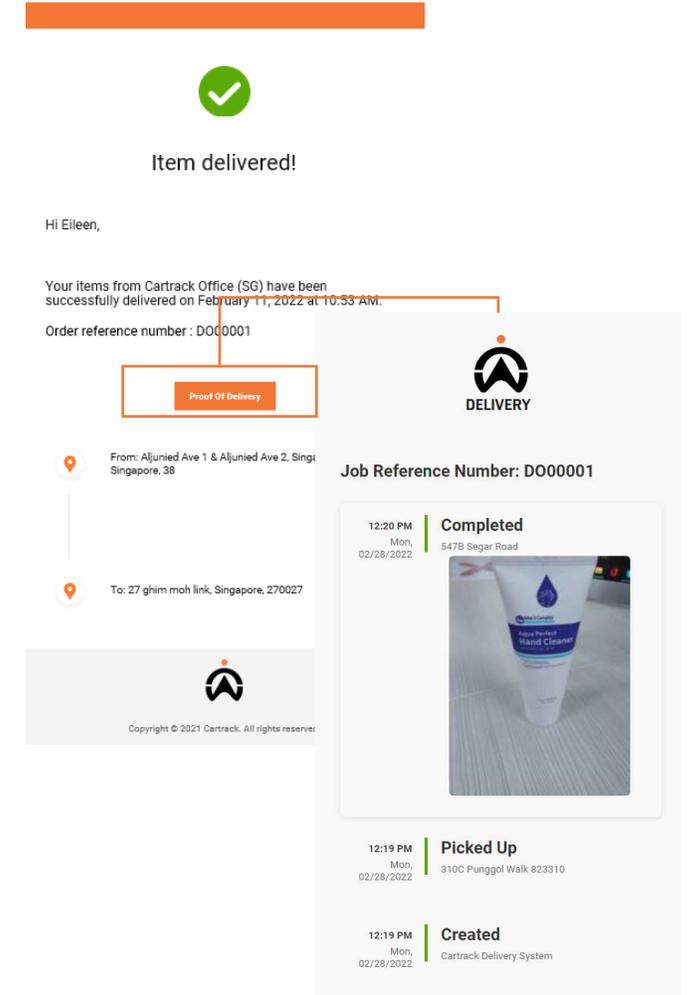
10:59 AM Mon, 02/28/2022 **On the way to deliver**  
547B Segar Road



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

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

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**Item delivered!**

Hi Eileen,

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

Order reference number : DO00001

[Proof Of Delivery](#)

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

To: 27 ghim moh link, Singapore, 270027

**DELIVERY**

Job Reference Number: DO00001

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



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

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

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# NOTIFICATIONS: SMS JOB NOTIFICATIONS

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

## 1. Your items are on the way

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

## 2. Your items were successfully delivered

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

### Note:

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

6562554151

Thursday, 4 August

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

**DELIVERY**

Job Reference Number: D000001

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

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

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

6562554151

Thursday, 4 August

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

**DELIVERY**

Job Reference Number: D000001

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

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

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



# SETTINGS: WORKER PROFILE MANAGEMENT

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

**Note:**

"Out of reach" refers to out of signal

The screenshot displays the CARTRACK software interface. At the top, a navigation bar includes 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. A 'Settings' window is open in the foreground, showing the 'Worker' profile configuration. The 'GENERAL' section contains the following settings:

- Rename workers as:
- Set route has more than  stops left as busy
- Set mobile after  minutes out of reach as offline

On the right side, a 'New Job' window is partially visible, showing options for 'Assign Later', 'Regular', and 'Job Reference Number'. The background shows a map of Singapore with various locations like Skudai, Taman Johor Jaya, and Singapore Changli Airport.



# SETTINGS: ADDRESS BOOK MANAGEMENT

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

The screenshot displays the CARTRACK interface for address book management. The top navigation bar includes 'CARTRACK', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. A sidebar on the left shows 'JOBS (6)' with a list of drivers. The main area features a map of Skudai with a 'SETTINGS' overlay. The 'SETTINGS' overlay has a 'Worker' section and an 'Address Book' section. The 'Address Book' section contains a search bar and a list of customers, with 'angela' selected. To the right of the list is a map with an orange location pin and a form for customer details. The form fields include Customer ID, Customer Name, Address, Address line 2, Postal Code, Country, Email, and Phone. A 'Save' button is at the bottom. A 'New Job' form is visible on the right side of the screen.



# IMPORTING CUSTOMER LIST

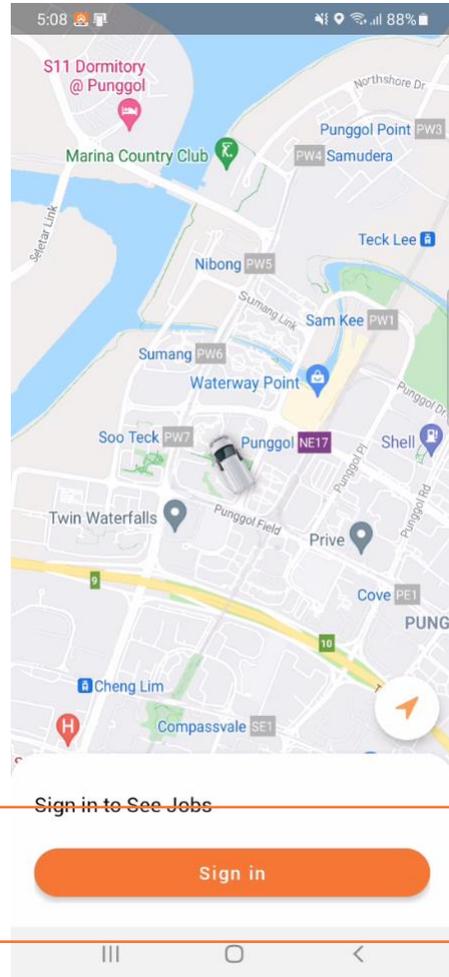
1. Click the "↑" to import a customer list.
2. Download templates in Excel to use for job imports. The required fields to input are marked with "\*" in the excel template.
3. Once the system has mapped and validated all data, users simply need to confirm the number of records to be imported into the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

The screenshot displays a web application interface for managing customer lists. At the top, there is a 'SETTINGS' menu with options for 'Worker' and 'Address Book'. A 'Batch Import' dialog box is open, showing a search bar, a map, and a 'Select File' button. A 'Template' button is highlighted in the bottom right. A confirmation dialog box is shown in the foreground, indicating '2 records will be imported' and listing the steps: 'Uploading file', 'Map data', and 'Validate data'.

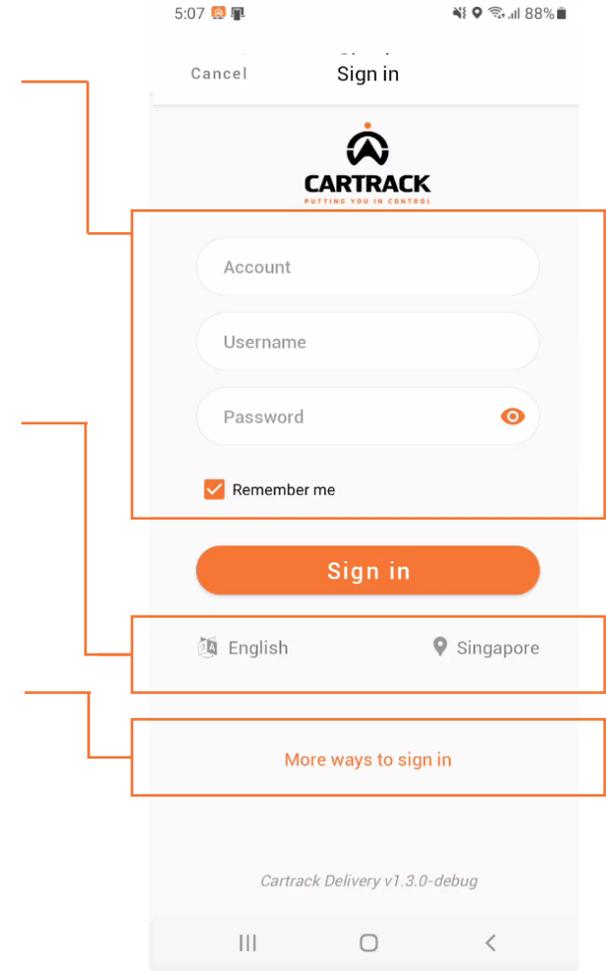


# FOR YOUR DRIVERS: SIGN IN TO MOBILE APP

1. Download the mobile app.  
[Apple iOS](#)  
[Android](#)
2. Open the app and tap "Sign in".

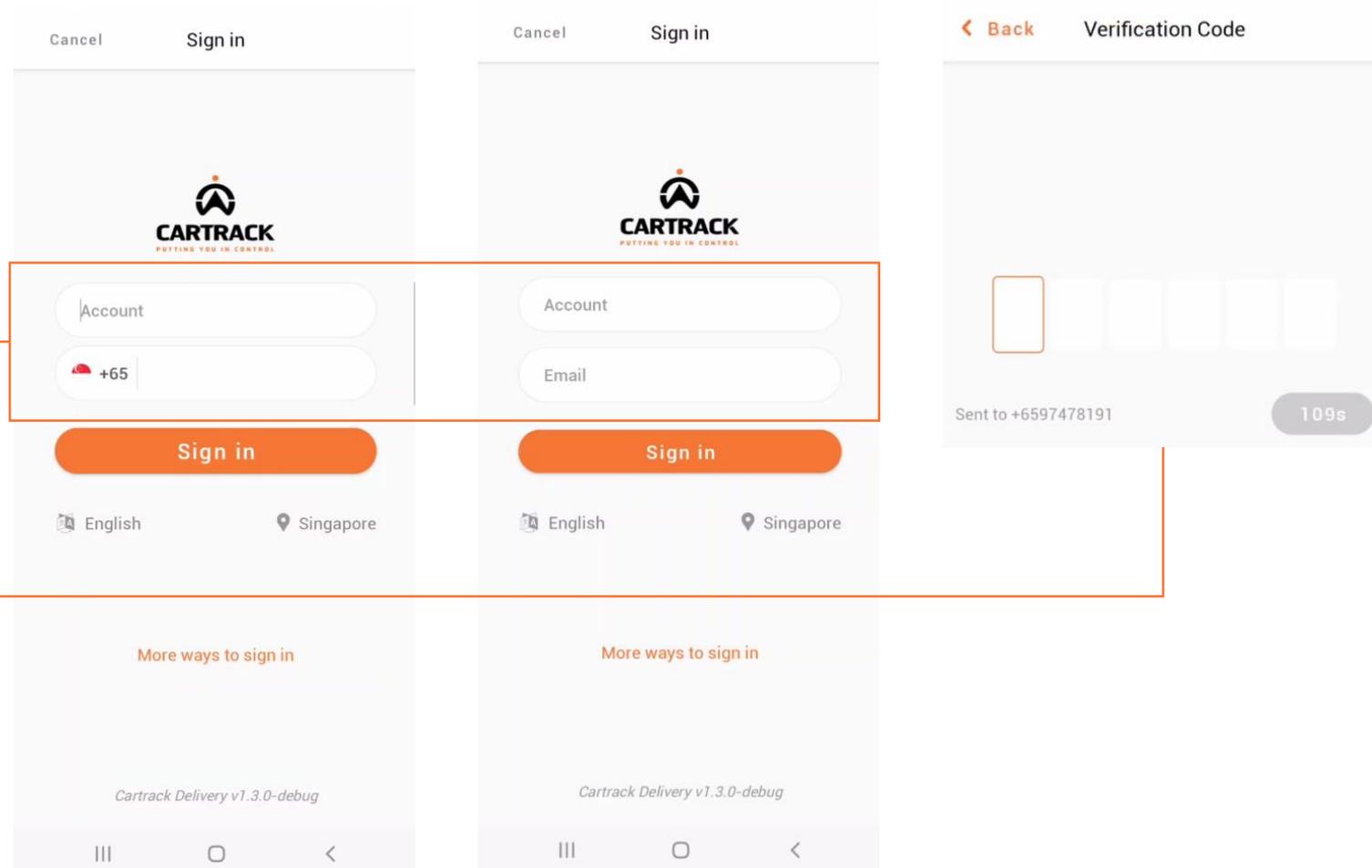


3. Enter the login information  
**Account:** this is the username you used for your Cartrack corporate account.  
**Username:** this is the username you created when you [created your driver](#).  
**Password:** this is the password you chose when you [created your driver](#).
4. Ensure the correct country and language are selected. The country should be the country you have your Cartrack subscription with, not the country where the driver will complete jobs.
5. Users can choose 3 methods to login:
  1. Username and Password
  2. Mobile number
  3. Email
6. Once done, select "Sign in"



# FOR YOUR DRIVERS: SIGN IN TO MOBILE APP

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

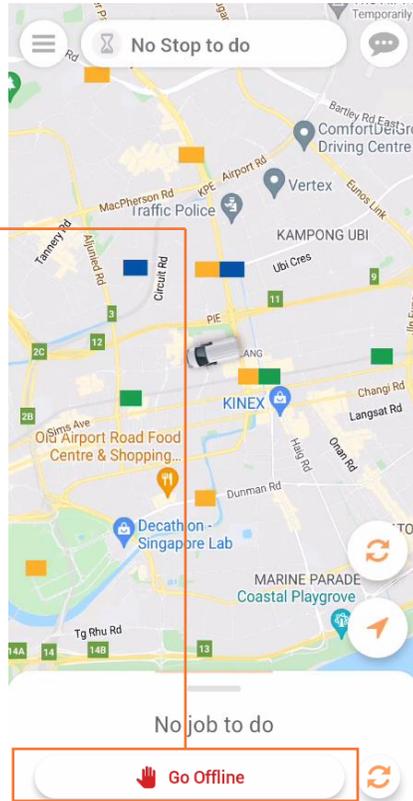


# FOR YOUR DRIVERS: SET STATUS

## Taking a break:

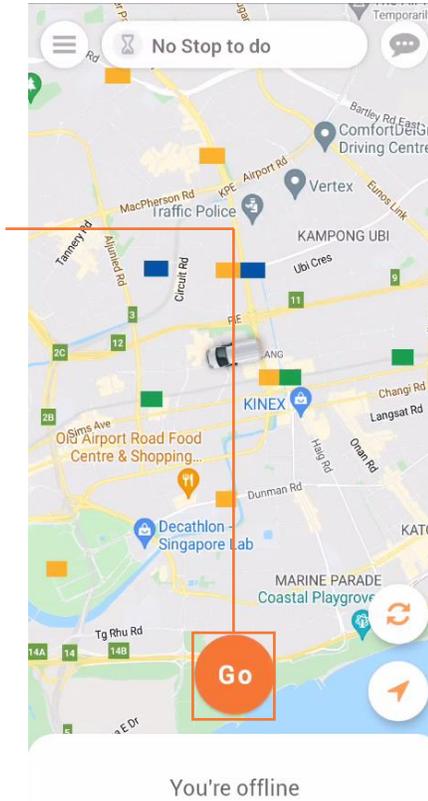
Tap the "hand-up gesture" to take a break. Fleet managers will see the new driver status - "On break" via their web login.

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



## Come back online:

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



## Go offline:

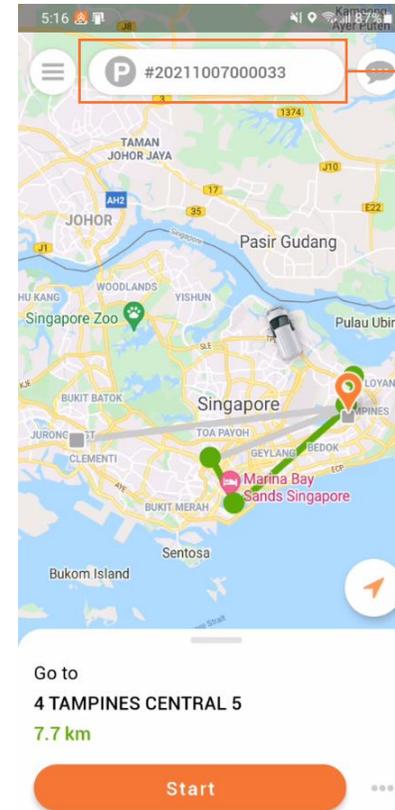
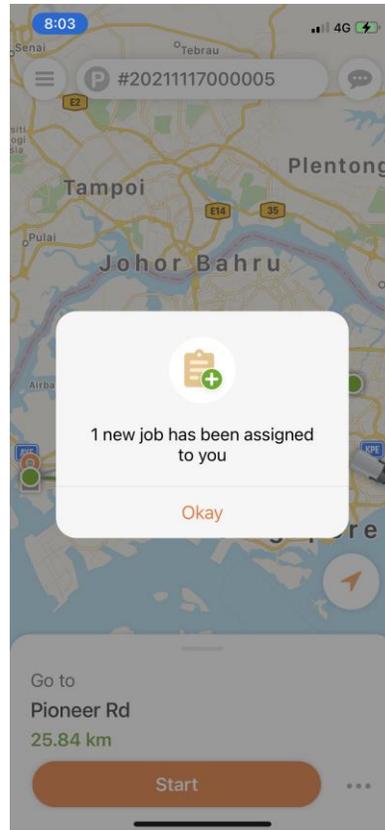
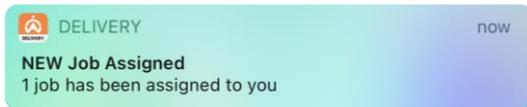
To go offline quit the mobile application or log out. Fleet managers will see the new driver status - "Offline" via their web login.



# FOR YOUR DRIVERS: RECEIVE A JOB

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

Ensure they allow notifications for the app in their settings.



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



# FOR YOUR DRIVERS: JOB OVERVIEW

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

Indicates the current stop for assigned jobs.

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

The image displays three screenshots of a driver's app interface, illustrating different states and job details. Red boxes highlight key UI elements across the screenshots.

- Left Screenshot:** Shows a map with a car icon and a "Go" button at the bottom. A red box highlights the "Go" button. Below the map, it says "You're offline".
- Middle Screenshot:** Shows a map with a car icon and a "Start" button at the bottom. A red box highlights the "Start" button. Below the map, it says "Go to 4 TAMPINES CENTRAL 5 7.7 km".
- Right Screenshot:** Shows a map with a car icon and a "No job to do" message at the bottom. A red box highlights the "No job to do" message.

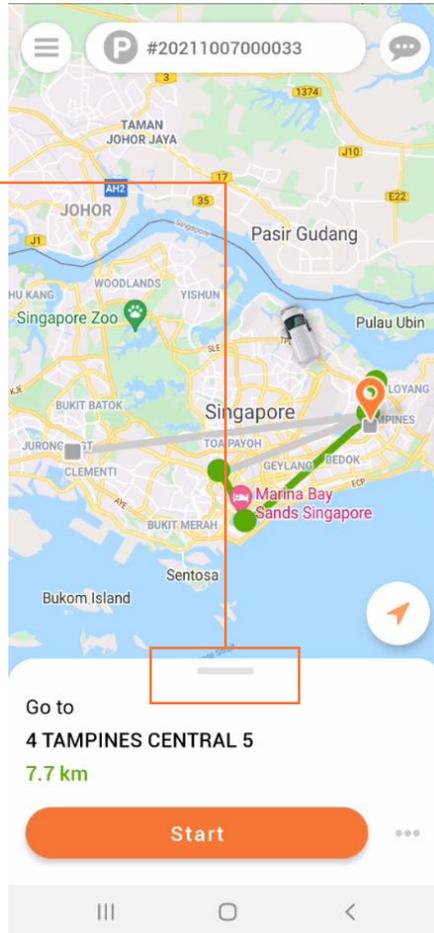
The job overview list on the right shows the following details:

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

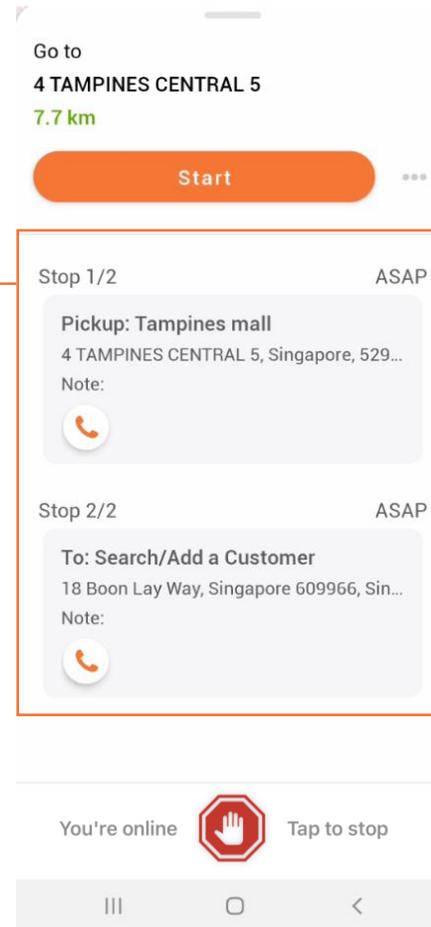


# FOR YOUR DRIVERS: ACCEPT & START A JOB

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

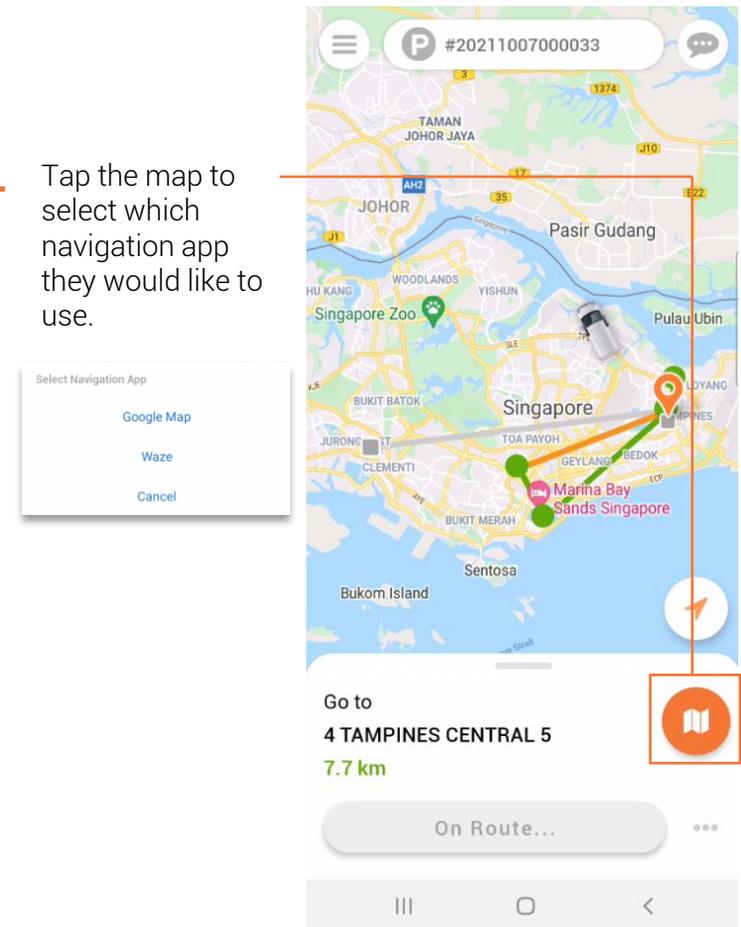


2. See all customer and stop-information as well as any notes to ensure they know what is needed to complete the job. They can also call customers if needed using the phone button.



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

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

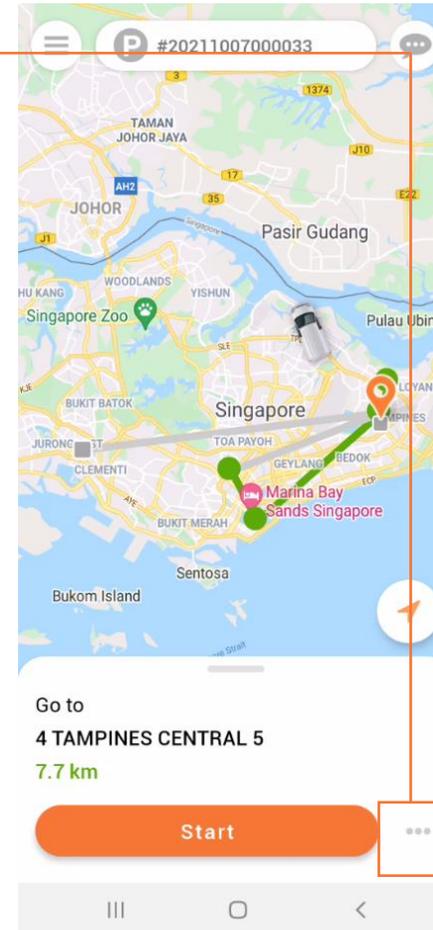


# FOR YOUR DRIVERS: REJECT A JOB

1. Tap the more options button.

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

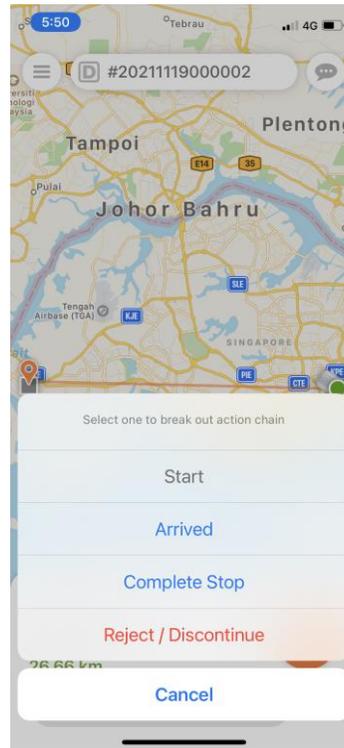
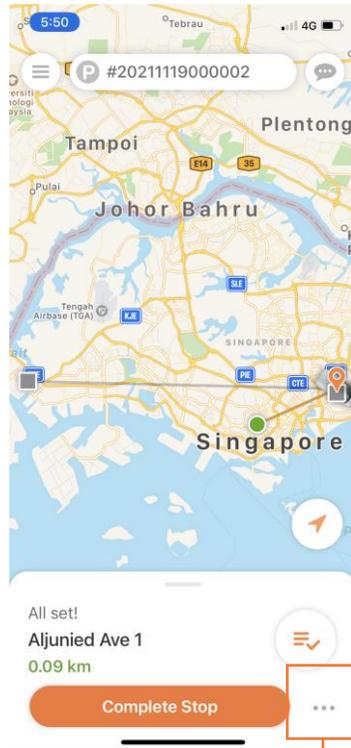
3. Insert a reason for rejecting or discontinuing the job, and select "REJECT".



# FOR YOUR DRIVERS: COMPLETE A JOB

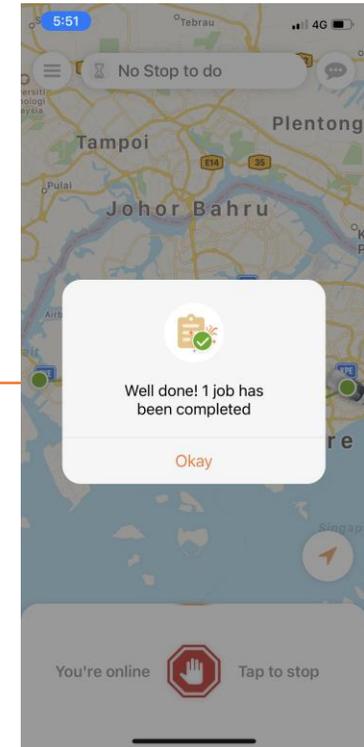
1. Once you have started a job and arrived at your pick-up location, the "Complete Stop" button will appear. Select "Complete Stop".

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



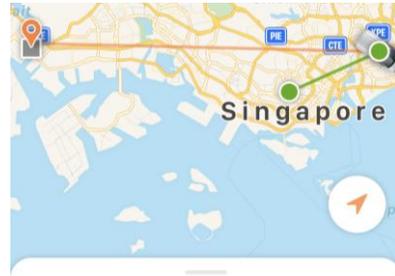
More options button

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



# FOR YOUR DRIVERS: JOB'S TO-DO LIST

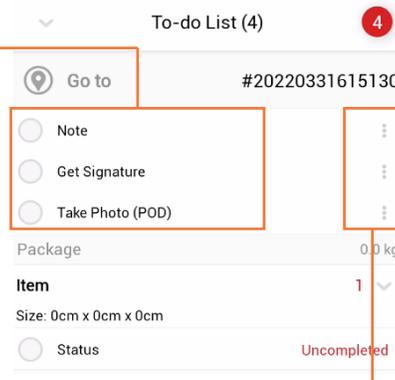
1. Tap "Complete Stop" or the to-do list button.



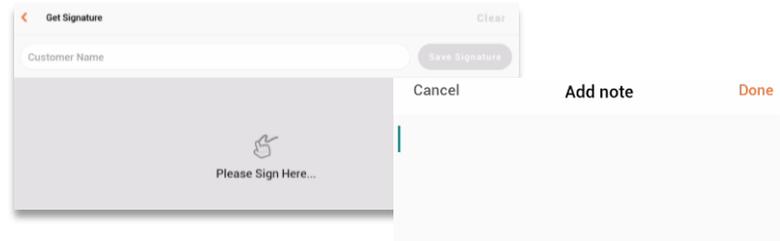
To-do list button



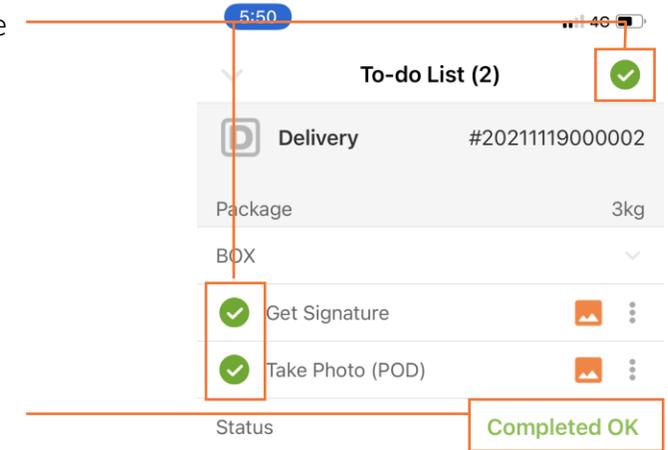
2. Tap the "Get Signature", "Take Photo (POD)" or "Note" text to get a digital signature on screen, take an in-app photo or allow the driver to write a note.



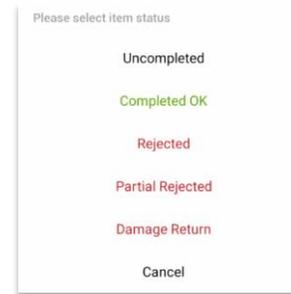
3. If you are unable to complete a to-do item, press the more options button and select the reason for incompletion or type your own.



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



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



# IMPORT GUIDE: IMPORT TEMPLATE

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

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

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

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

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

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

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



# IMPORT GUIDE: JOB / TASKS DETAILS

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

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

**Note:**

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



# IMPORT GUIDE: STOP TASK EXAMPLE

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

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

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

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

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

**Note:**

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



# IMPORT GUIDE: PICK N' DROP TASK EXAMPLE

## 1. Pick n' Drop task:

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

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

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

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

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

### Note:

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

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

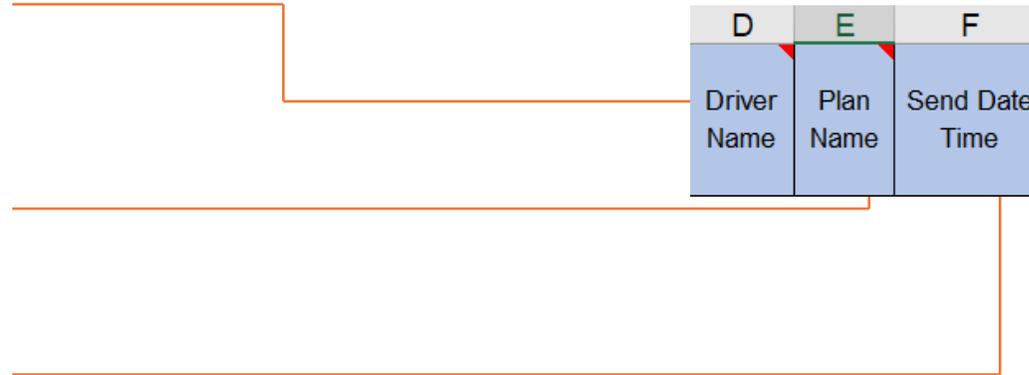
	A	B	C	G	H	I	X	Y	Z	AB
	Order Number	Stop Type	Stop No	Priority	Ungroup	Special Requirements	Note	Time Window	Duration	Item Name
1										
2	Example-2	P								
3	Example-2		1							Noodle
4	Example-2		1							Rice

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



# IMPORT GUIDE: DRIVER ASSIGNMENT DETAILS

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



## Note:

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



# IMPORT GUIDE: CUSTOMER DETAILS

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

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

**Note:**

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



# IMPORT GUIDE: GET CUSTOMER ID

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

The screenshot displays the Cartrack web interface. At the top, a navigation bar includes 'CARTRACK', 'Map', 'List', 'Dashboard', 'Reports', 'MiFleet', 'Delivery', and 'Control Room'. A 'Settings' gear icon is highlighted with an orange box. Below the navigation bar, a map shows the Skudai area. A 'SETTINGS' modal is open, featuring a left sidebar with 'Worker' and 'Address Book' tabs. The 'Address Book' tab is active, showing a search bar and a list of addresses. The address 'angela' is selected and highlighted with an orange box. To the right of the address list, a map shows a location with a red pin. A text box above the map displays the 'Customer ID : 2a57863d-7364-11ec-8c44-a4bf016cd6b2', which is also highlighted with an orange box. Below the map, there are input fields for 'Customer Name\*' (containing 'angela'), 'Address\*' (containing '547B Segar Rd Singapore'), and 'Address line 2'. On the far right, a 'New Job' form is partially visible, showing fields for 'Assign Later', 'Regular', 'Job Reference Number', 'Special Requirements', 'Stops', and 'Items'.



# IMPORT GUIDE: STOP & ITEMS TO DO

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

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

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

2. Input items related details.

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

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

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

**Note:**

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



# IMPORT GUIDE: EXAMPLE

Order Number	Stop Type	Stop No	Driver Name	Plan Name	Send Date Time	Priority	Ungroup	Special Requirements	Customer ID	Customer Name	Phone Country Code	Phone	Email	GPS	Lat	Lng	Country Code	Address Line 1	Address Line 2	City	State	Postal Code	Note	Time Window	Duration	Stop Todos	Item Name	Item Quantity	Item Weight	Item Weight Unit	Item Size	Item Size Unit	Tracking Code	Item Todos
Example 1	P		Zach							ABC logistic	65	82525127					SG	8 Rivervale Link	08-12			545043	9:00am, 9:30am											
Example 1			Zach							Amy	65	86727525					SG	524 Ang Mo Kio Ave 10	Dec-51			560524	10:30am, 11:00am		2									
Example 2		1		Test 1			No		ad4933dc-f759-11ec-b228-a4bf016cd6b2																									1
Example 2		2		Test 1			No		b2161738-c1fe-11ec-b7d3-a4bf016cd6b2																									1
Example 2		3		Test 1			No			New upper Changi Road		87453225					SG	55 New Upper Changi Road	18-1458			461055												1

## Example 1:

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

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

## Example 2:

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

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



# IMPORT GUIDE: DATA MAPPING

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

Data Mapping Reset(0) Reset All

OPTIONAL FIELDS(0/36)

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

0 required fields need mapping

Cancel Done





**Thank you**